

## VILLAGE OF MINOA ANNOUNCES VILLAGE AMBULANCE COOPERATION AGREEMENT WITH WAVES

In February 2011 The Village of Minoa Board of Trustees, recognizing the increasingly complicated regulatory environment governing our Village ambulance service, the reality that these regulatory mandates are largely unfunded by state and federal government, and also in an effort to address certain performance and staffing voids experienced on a consistent basis, issued a Request for Qualifications and Proposals (“RFQP”) directed to private, municipal, and not for profit ambulance services seeking innovative proposals for expert assistance. On July 1<sup>st</sup>, the Village contracted with Western Volunteer Emergency Services, Inc. (“WAVES”) to provide basic ambulance management and medical direction services for our Village Ambulance Department. Of the numerous responses to the RFQP, WAVES offered the Village two alternatives: a proposal for basic management and medical directorship services, and a second proposal to provide management that is more comprehensive, medical directorship and staffing services. Under either alternative, the Village Ambulance would continue as a department of our Village government.

The Village Board, acting conservatively, initially opted for only the basic management and medical directorship services. To be clear, although concerns relating to patient quality of care were minimal, there are technical reporting requirements that each individual provider is responsible for. The failure to comply with these requirements is not only a technical violation of applicable regulations, but also exposes the Village to increased civil liability and regulatory sanctions.

Upon periodic review during this initial contract period, the Village Board determined that although there was some improvement, many staff scheduling and performance issues persisted, and likely could not be properly addressed under the basic services agreement. As a result, as of October 17, 2011, the Board unanimously resolved to now opt for the (second) more comprehensive services alternative offered by WAVES. The Village Board is confident that this further step will result in significant improvement to our Village Ambulance service while at the same time better positioning your Village government to control the ever increasing costs of providing this valued service.

In entering into this cooperative arrangement, the Village Board’s main objective was to provide the best possible service at the most reasonable cost to taxpayers. WAVES is a well-established not-for-profit ambulance service with an exemplary record in providing this essential public service. Moreover, while the Village will be discontinuing its own staffing of the Village Ambulance, as a condition of the agreement with WAVES, all Village ambulance staff are invited to apply for continued employment through WAVES. In fact, WAVES has clearly expressed its desire that many existing employees continue service with the Village.

Some of the more important advantages of this arrangement are:

- \* The Village will now have the potential to offer many “value added” community based services. These may include first-aid, CPR, baby-sitter care and similar training courses offered through WAVES training center, special event ambulance services; a volunteer ambulance bunk-in-program and similar increased volunteer and mentoring programs- the types of programs that can support the Villages long term objective of providing a second “in service” ambulance.

- \* A medical director with an active role in operations, including as an active emergency physician able to respond to calls.

- \*The combining of WAVES technical expertise with Minoa’s local community based experience and knowledge will result in an exponential improvement in delivery of ambulance services;

- \*The Village will recognize significant savings in expenses directly attributable to being a governmental ambulance employer yet can still attract and retain quality staff because of the competitive compensation packages offered through WAVES.

- \*The Village will now have a more flexible, effective and available work force base; WAVES pool of employees will be available to fill open shifts, vacations and special events requiring increased staffing. The Village has often had difficulty filling these voids and or has had to pay inordinate sums for overtime pay.

- \*Perhaps of most importance to the Village Board and residents alike, under this arrangement the Village will continue the rich tradition of maintaining a Village Ambulance Corp. Therefore, it will continue to maintain its NYSDOH issued Certificate of Need (license), as well as ownership of its equipment. The Village will contractually have the authority to periodically reevaluate, and as necessary, modify its agreement with WAVES, as well as the authority to terminate the agreement and resume its previous operational model.

The Village of Minoa administration welcomes this opportunity to work in partnership with WAVES for the betterment of our Village and the Minoa Fire and Ambulance Protection District.