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**MEDICAL
RESCUE
TEAM** **MRTSA
SOUTH
AUTHORITY**

YEAR-END MESSAGE

It is clear that 2020 will be a year that is not soon forgotten. Now, more than ever, we directly and positively impact the lives of the people we serve. Together, we can move forward to improve the health and well-being of our own organization and the health of the communities we support. This year was one of progress and change for MRTSA. This year-end review reflects on our successes and lays the groundwork for how we intend to capitalize on that positive momentum in 2021.

John Trant, Interim Executive Director

PROMOTIONS

DREW ANTOL
STEVE HERRING
STEVE LUGOVICH
CB MCDONALD
KATIE PARRISH

PROMOTED TO LIEUTENANT
BOB KMETZ
DAVID TERKEL

COMMENDATIONS

MAX DANIS
DAVE ESTRIDGE
JOE GEORGE
STEVE HERRING
CB MCDONALD
LYNDSAY MCKEOWN
CHISHO NINOMIYA
KATIE PARRISH
KEN PICARD
BERNARD ROSENSTERN
WILLIAM SUKITCH
DAVID TEPRAG
DAVID TERKEL
BILL TROMBETTA

GRANTS

\$718,417
COVID-RELATED GRANT
FUNDS RECEIVED

COVID-RELATED EXPENSES

Health and safety protocols related to the COVID-19 pandemic added unanticipated costs to our budget this year. By year's end, MRTSA will have spent \$40,000 on COVID-related supplies. Approximately \$25,000 of that amount was spent on Personal Protective Equipment, with the remaining \$15,000 used for facility care and disinfection.

NEW HIRES

Welcome to MRTSA! We evaluated 15 EMT candidates and 2 Paramedic candidates for field staff positions. We hired 5 new, full-time EMTs - Spencer Braunstein, Ryan Lancaster, Sara Moore, CB McDonald, and Katie Parrish. We also welcomed Chelsea Fleegal as the new Office Administrator and Alexis Pihoker as a new part-time EMT.



The Norman Feehan Memorial Training Center was dedicated on July 22, 2020.

CALL VOLUME

9,570
DISPATCHES

7,339
DOCUMENTED
RESPONSES

5,248
TRANSPORTS

FIELD STAFF LEVELS

16 **3**
FULL TIME PART
TIME TIME
MEDICS MEDICS

7 **8**
FULL TIME PART
TIME TIME
EMTs EMTs

34
TOTAL EMPLOYEES

SERVICE AWARDS

JOE GEORGE 30 YRS
WILLIAM SUKITCH 25 YRS
DAVID TERKEL 25 YRS
MARK GOYAK 25 YRS

BERNARD ROSENSTERN 25 YRS
KEN ROTHHAAR 25 YRS
DAVID HOUSEL 20 YRS
CHISHO NINOMIYA 10 YRS

CAPITAL BORROWING & FINANCING

\$1,898,000
CAPITAL PROJECT FINANCING

\$543,000
REFINANCED DEBT LOAN

In September 2020, MRTSA finalized a capital loan procurement and loan refinancing. We secured financing of \$1,898,000 for capital projects and refinanced our existing debts into one loan of \$543,000.

MEMBERSHIP

\$339,201
MEMBERSHIP REVENUES TO-DATE

\$17,559
MEMBERSHIP DONATIONS TO-DATE

UPDATED 2020 RATES

\$60
INDIVIDUAL

\$80
HOUSEHOLD

\$100
BUSINESS

Our 2021 membership drive began on November 23rd, 2020 with mailings sent to 38,000 households. We already received 4,450 completed memberships, which is over half of last year's total, for \$339,201.00. Our next mailing date will be January 18th, 2021. Our membership program rates were updated and a membership now covers 50% of member costs instead of 100%

LOCKBOX SYSTEM

The lockbox system for billing payments is now operational. Payments are going straight to the lockbox, where QuickMed records the payments and prepares the deposits, which is more secure and eliminates the lag time between the depositing of patient payments and the medical record keeping.

STATION 1 CONSTRUCTION PROJECTS

- REPAVED PARKING LOT
- REBUILT RETAINING WALL
- ROOF REPLACEMENT UNDERWAY
- INSTALLED NEW GARAGE OPENERS ON LOWER GARAGE BAYS
- INTERIOR PAINTING AND NEW FLOORING PLANNED FOR EARLY 2021
- REPAIRED AND RESURFACED UPPER GARAGE FLOOR AND STORAGE ROOM DOORS
- INSTALLED NEW BOILER SYSTEM

VEHICLE FLEET

- REPAIRED MEDIC 785 AND PLACED IT BACK INTO SERVICE FOLLOWING ENGINE ISSUE
- PARTNERED WITH LOCAL MECHANIC SHOPS TO PERFORM ROUTINE VEHICLE MAINTENANCE
- AWAITING DELIVERY OF 2 NEW SQUAD VEHICLES
- PREPARED BID SPECS FOR 3 NEW AMBULANCES TO BE PURCHASED IN 2021

TECHNOLOGY UPGRADES

- INSTALLED NEW MONITORS AND OPERATIONS BOARDS TO ASSIST WITH DAILY COMMUNICATION
- STREAMLINED SCHEDULING AND TIMEKEEPING WITH ESO
- REBUILT THE COMPUTER NETWORK
- REPLACED ALL DESKTOP COMPUTERS
- IMPLEMENTED MICROSOFT 365 FOR IMPROVED EMPLOYEE ACCESS TO EMAIL AND DOCUMENTS
- UPGRADED THE IN-VEHICLE NETWORK EQUIPMENT FOR ALL AMBULANCES