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>>> I'M THE CHAIRMAN OF WAYS AND MEANS AND THE DISTRICT 9 CITY COUNCILOR.

TODAY IS THURSDAY, MAY 23rd, AND WE ARE HERE WITH OUR GOOD FRIENDS FROM EMERGENCY MEDICAL -- EMS -- SERVICES.

HAPPY EMS WEEK, FIRST.

I'D LIKE TO REMIND FOLKS THIS IS A PUBLIC HEARING BEING BROADCAST AND RECORDED ON COMCAST CHANNEL 8, RCN82, VERIZON 1964, AND STREAMED AT BOSTON.GOV/CITY-CITY COUNCIL.TV.

THERE WILL BE PUBLIC TESTIMONY TAKEN AT VARIOUS STAGES THROUGHOUT THE HEARING.

THERE IS A SIGN-IN SHEET TO MY LEFT BY THE DOOR.

I ASK THAT YOU SIGN IN, STATE YOUR NAME, AFFILIATION,

RESIDENCE, AND CHECK THE BOX YES IF YOU WISH TO TESTIFY.

THERE ARE NUMEROUS WAYS TO TESTIFY.

YOU CAN ATTEND A PUBLIC HEARING SUCH AS THIS ONE AND SIGN UP, AS I JUST STATED.

YOU CAN EMAIL THE COMMITTEE AT CCC.WM@BOSTON.GOV.

YOU CAN MAIL THE COMMITTEE.

OR YOU CAN COME TO A HEARING DEDICATED TO PUBLIC TESTIMONY ON TUESDAY, JUNE 4th FROM 2:00 P.M.

TO 6:00 P.M. AND WE WILL STAY AS LONG AS NECESSARY TO MAKE SURE EVERYONE IS HEARD ON THE BUDGET.

AS I SAID EARLIER, WE ARE HERE WITH BOSTON EMS AS IT PERTAINS TO THE FY '20 BUDGET REVIEW OF DOCKETS 0622 THROUGH 0625, ORDERS FOR THE FY '20 OPERATING BUDGET, INCLUDING ANNUAL APPROPRIATIONS FOR DEPARTMENTAL OPERATIONS, ANNUAL APPROPRIATION FOR THE SCHOOL DEPARTMENT, APPROPRIATION FOR OTHER

POST-EMPLOYMENT BENEFITS, AND APPROPRIATION FOR CERTAIN TRANSPORTATION AND PUBLIC REALM IMPROVEMENTS AS WELL AS DOCKETS 0626 THROUGH 0628, CAPITAL BUDGET APPROPRIATIONS, INCLUDING LOAN ORDERS AND LEASE PURCHASE AGREEMENTS.

I'M JOINED BY MY FRIEND FROM DORCHESTER, CITY COUNCILOR AT-LARGE ANNISSA ESSAIBI-GEORGE. DEAR COUNCILOR CIOMMO, I REGRET I WILL NOT BE IN ATTENDANCE ON TODAY'S HEARING FY '20EMS BUDGET DUE TO A FAMILY COMMITMENT. I WANT TO SAY IT'S BEEN AN HONOR TO WORK WITH BOSTON EMS OVER THE COURSE OF MY TENURE ON THE BOSTON CITY COUNCIL.

YOU ARE THE FINEST EMS SERVICE IN THE COUNTRY, AND I AM PROUD TO HAVE WORKED WITH YOU, SIGNED CITY COUNCILOR DISTRICT 5 TIM McCARTHY.

DEAR CHAIR CIOMMO, I REGRET I'M UNABLE TO ATTEND THE EMS BUDGET HEARING DUE TO WORK-RELATED TRAVEL.

I WANT TO THANK EMS FOR THEIR CRITICAL WORK AND SPECIFICALLY NOTE THAT EAST BOSTON IS THRILLED TO HAVE A SECOND AMBULANCE AVAILABLE TO THE AREA. THANK YOU.

PLEASE READ THIS INTO THE RECORD.

REGARDS, LYDIA EDWARDS.

DEAR MR. CHAIR, DUE TO THE WORK-RELATED TRAVEL, I REGRET THAT I'M UNABLE TO ATTEND TODAY'S HEARING ON THE COMMITTEE ON WAYS AND MEANS ON DOCKETS 0622 THROUGH 0628 THE FY '20 BUDGET FOR BOSTON EMS DEPARTMENT.

MY STAFF WILL BE IN ATTENDANCE, AND I LOOK FORWARD TO REVIEWING THE RECORDS OF THIS HEARING.

SINCERELY, KIM JANEY, BOSTON CITY COUNCILOR DISTRICT 7.

I WILL JUST SAY SIMILAR THAT WE ARE VERY PROUD OF THE WORK THAT YOU AND ALL THE MEN AND WOMEN

THAT ARE OUT IN THE FIELD TODAY
OR AT HOME RESTING UP FOR THEIR
SHIFT.

WE HOLD THEM A DEBT OF GRATITUDE
FOR THE FINE WORK THEY DO.

A GREAT REFLECTION ON ALL OUR
PUBLIC SAFETY FIRST RESPONDERS
IN THE CITY OF BOSTON AND FOR
YOUR LEADERSHIP, JIM.

IT'S BEEN EXEMPLARY.

IT'S BEEN AN HONOR FOR ME TO
WORK WITH YOU AS WELL.

THANKS FOR BEING HERE TODAY.

IT'S ALL YOURS.

>> OKAY.

THANK YOU.

GOOD MORNING, MR. CHAIR,
COUNCILOR ESSAIBI-GEORGE.

I'M HAPPY TO BE HERE TODAY.

WE'RE HAPPY TO ENTERTAIN
QUESTIONS YOU HAVE RELATED TO
OUR OPERATIONS, OUR BUDGET, OUR
PLANS, OUR INITIATIVES, OUR
PERFORMANCE.

WITH ME TODAY IS OUR CHIEF OF
STAFF AT BOSTON EMS.

WE ALSO HAVE SOME COMMAND STAFF
AND OUR BUDGET OFFICE AS WELL AS
PUBLIC HEALTH THAT ARE AVAILABLE
SHOULD WE NEED TO REACH OUT, BUT
I THINK WE SHOULD BE WELL
PREPARED TODAY.

JUST FOR OPENING STATEMENT, I
REALLY HAVE WHAT IS ON THE SLIDE
DECK THERE.

I THINK YOU HAVE YOUR HARD
COPIES NOW?

>> YES.

>> TECHNICAL ISSUES.

I'LL JUST GO THROUGH QUICKLY --
AND OH, I MUCH APPRECIATE THE
LETTERS FROM THE COUNCILORS WHO
COULDN'T BE HERE TODAY.

I DON'T REMEMBER HEARING THAT
BEFORE WHEN SOMEBODY DIDN'T MAKE
IT, SO THAT WAS VERY NICE
SENTIMENT.

WELL ACCEPTED BY US.

COUNCILOR McCARTHY WAS
PARTICULARLY GOOD OVER THE
YEARS.

I DON'T THINK HE EVER MISSED A
GRADUATION OR AWARD CEREMONY,
ANYTHING LIKE THAT.

HE WASN'T EXAGGERATING HOW MUCH PRIDE HE TOOK IN THE SERVICE. IT WAS WELL FELT. COUNCILOR EDWARDS AND JANEY KIM, VERY GOOD TO WORK WITH TOO. COUNCILOR EDWARDS HAS BEEN HELPING US A LOT WITH CHARLESTOWN AS WELL AS EAST BOSTON ISSUES, SO WE APPRECIATE THAT. JUST ONE MORE THANK YOU. YESTERDAY, I MISSED THE RESOLUTION THAT YOU OFFERED ON COMMENDING EMS WEEK. THAT'S BECAUSE WE WERE AT THE EAST BOSTON EVENT AND IT RAN A LITTLE BIT OVER. SOME OBLIGATIONS THERE KEPT ME FROM COMING BACK. >> WE KNOW WHERE YOU STAND. >> THANK YOU VERY MUCH. THAT WAS WELL-RECEIVED AS WELL. I'LL JUST START OFF. AS WE GET TO THE END OF NATIONAL EMS WEEK -- AND YOU ALL MARKED IT YESTERDAY. THANK YOU. CITY HALL WAS LIT UP LAST NIGHT IN ORANGE AND BLUE, AND WE APPRECIATE THAT AS WELL. WE HAVE A COUPLE MORE EVENTS LEFT. PERSONALLY, TOMORROW WE'RE HAVING A BLOOD DRIVE THAT WE'RE RUNNING UP AT OUR HEADQUARTERS WHERE OUR TRAINING DIVISION IS TOMORROW. THAT'LL BE PROBABLY THE LAST OFFICIAL EVENT THAT WE SCHEDULED FOR EMS WEEK. I'LL GIVE OVERVIEW OF WHAT WAS ON SLIDE ONE FOR=5m BOSTON EMS. WE ARE A TWO-TIERED SYSTEM. WE OFFER BASIC LIFE SUPPORT AND ADVANCED LIFE SUPPORTS. IN 2018, OUR VOLUME NUMBERS WERE THAT OUR CALL VOLUME WAS 126,419 CLINICAL INCIDENTS. AND THAT REQUIRED 154,417 AMBULANCE RESPONSES. SOMETIMES YOU HAVE TO SEND MORE THAN ONE UNIT TO A CALL. THAT RESULTED IN 85,697

TRANSPORTS, AND SO, ON A TYPICAL DAY, ON AN AVERAGE DAY, THAT COULD BE 350 CALLS, CLINICAL INCIDENTS IN A DAY, AND 240 TRANSPORTS.

IN A 24-HOUR PERIOD, WE STAY BUSY.

WE CURRENTLY HAVE 421 FULL-TIME BUDGETED POSITIONS AND 395 OF THOSE ARE UNIFORMED.

SOME OF THOSE POSITIONS RIGHT NOW IN TRAINING ACADEMY, A CURRENT TRAINING CLASS, WHICH IS GETTING READY TO -- THEY'RE JUST WRAPPING UP THEIR THREE MONTHS IN THE CLASSROOM AND SCENARIOS AND DRIVER TRAINING, EVERYTHING ELSE WE THROW AT THEM, AND THEY'RE GOING TO BEGIN THEIR FIELD INTERNSHIP STARTING THIS WEEKEND.

THEY CALL IT IMMERSION ROUND. BEFORE THEY GO INTO NHE TRAINING TRUCKS WHERE THEY'LL BE BASICALLY OPERATING AS REGULAR AMBULANCE WITH TWO TRAINEES AND A TRAINING OFFICER, HANDS-ON FOR THE NEXT THREE MONTHS COMPLETING THEIR TRAINING.

THEN WHEN THEY SUCCESSFULLY PASS THAT, THEY GET PROMOTED FROM RECRUIT TO EMP.

WE'LL GIVE NOTICE OUT FOR THAT CEREMONY AS WELL.

FIELD OPERATIONS.

BOSTON EMS, WE OPERATE 21 BLS UNITS, FIVE ALS UNITS FROM 15 STATIONS CITYWIDE DURING PEAK HOURS.

IT IS THE DAY AND EVENING SHIFT. WE COME TO 14 AMBULANCES COVERING THE CITY BETWEEN 2:00 A.M. AND 6:00 A.M.

WE TRY TO MATCH RESOURCES TO OUR CALL VOLUME AS BEST WE CAN.

SEVERAL CREWS SHIFT CHANGE AT THE STATION, AND WE POST A MORE STRATEGIC LOCATION WHICH IS DETERMINED BY CALL VOLUME.

THERE'S MORE AMBULANCES THAN THERE ARE STATIONS, SO SOME PLACES WE DO HAVE TO DOUBLE UP AND GO OUT AND DO COVERAGE. ON THAT MAP ON THERE IS A MAP

WHICH DENOTES AMBULANCE STATIONS AS WELL AS WHERE BOSTON EMS AMBULANCES ARE POSTED. DISPATCH OPERATIONS. 911 CALLS ARE HANDLED BY UNIFORMED MEMBERS OF BOSTON EMS AND EMTs. THEY ALL WENT TO THE EXACT SAME TRAINING TO BE COMPETENT IN THE FIELD. SOME OF THEM WORK BOTH SIDES. THEY WORK IN THE AMBULANCE. SOME TAKE THIS ADDITIONAL TRAINING PROGRAM UP IN DISPATCH OPS WHERE THEY GO THROUGH MUCH MORE TRAINING WHERE THEY GET CERTIFIED TO DO EMERGENCY MEDICAL DISPATCH WORK WITH THE STATE'S E-911 SYSTEM AND NOW TEXT TO 911. THEY GET INVOLVED IN CALL ENTRY, CALL SCREENING, PRIORITIZING CALLS TO DISPATCH, DISPATCHING, AND C-MED WHERE WE COORDINATE FIELD UNITS WITH HOSPITALS, NOTIFICATIONS TO HOSPITALS OR COORDINATE DISASTER COVERAGE OR THE DISTRIBUTION OF PATIENTS AT LARGE EVENTS SUCH AS THE BOMBING BACK IN 2013. A LOT OF SUCCESS FOR PATIENTS SYSTEMWIDE WAS DUE TO THE FACT THAT PATIENTS WERE VERY EVENLY DISTRIBUTED, PARTICULARLY THE CRITICAL PATIENTS. CMED, UTILIZING OUR SYSTEM, WERE ABLE TO FEED THE RIGHT PATIENTS TO THE RIGHT HOSPITAL AT THE RIGHT TIME. THAT WAS PARTICULAR LIFE SAVING THAT DAY AND EVERY DAY. WE HAVE RESEARCH TRAINING AND QUALITY IMPROVEMENT DIVISION. IT HAS A FULL-TIME ACCREDITED TRAINING ACADEMY. IT PROVIDES CONTINUING EDUCATION FOR ALL UNIFORMED PERSONNEL. TONIGHT, WE START ANOTHER 24-HOUR TRAINING CYCLE WHERE WE'LL BE TRAINING ON ALL THREE SHIFTS. IT'S A RIGOROUS SIX-MONTH TRAINING PROGRAM FOR NEW EMTs AND A THREE-MONTH INTERNSHIP FOR

PARAMEDICS WHO GET PROMOTED HERE AS WELL.

THERE'S SIMULATION LABS UP THERE AS WELL AS OTHER EQUIPMENTS. MOST IMPORTANTLY FOR RECRUITMENT PURPOSES, WE HAVE AN AFFORDABLE BASIC EMT COURSE, WHICH IS OPEN TO THE PUBLIC, WHICH WE'VE RECENTLY -- WE GIVE PRIORITY STATUS TO BOSTON RESIDENTS TO TAKE THAT CLASS.

IF THERE ARE STILL SEATS AVAILABLE, WE WOULD OPEN IT UP TO NON-BOSTON RESIDENTS, BUT RIGHT NOW WE FILL IT UP QUICKLY WITH BOSTON RESIDENTS.

WE HOPE THEY CAN BECOME CERTIFIED EMT SO THEY CAN TAKE THE BOSTON ENTRANCE EXAM. ON THE NEXT SLIDE, WE HAVE OUR EMERGENCY OPERATIONS AND EMERGENCY PREPAREDNESS DIVISION.

LAST YEAR, THEY SUPPORTED 849 SPECIAL EVENTS ACROSS THE CITY. THAT KEEPS GROWING EVERY YEAR. WE HAVE A COUPLE OF BIG ONES THIS WEEKEND.

ONE IN YOUR NECK OF THE WOODS, COUNCILOR, BOSTON CALLING. IT'S A THREE-DAY EVENT.

WE'VE TAKEN ALL OUR SPECIAL EVENTS -- THE PREMISE OF OUR PLANNING GOING ON IS WE WANT TO COVER THE EVENT, COVER THE SPECTATORS, THE TALENT, THE CONCERTGOERS OR WHATEVER THE EVENT IS, TAKE CARE OF THE PUBLIC SAFETY OFFICIALS WHO ARE THERE AS WELL BECAUSE SOMETIMES IT IS IN HOT WEATHER IN THE SUMMER OR COLD WEATHER LIKE IN A SPORTS PARADE WHEN THE PATRIOTS WIN, BUT OUR GOAL IS WE DON'T STRIP THE NEIGHBORHOODS FOR COVERAGE OR HAVE THEM HAVE TO WAIT FOR AMBULANCE RESPONSE BECAUSE WE'RE TIED UP TAKING CARE OF MAYBE MULTIPLE MINOR INJURIES OR GETTING MULTIPLE RESPONSES AT AN EVENT, SO THAT'S OUR PLAN AGAIN THIS WEEKEND FOR THAT.

WE WILL HAVE MEDICAL STATIONS ON SITE THERE.

WE'RE GOING TO HAVE OUR EMS PHYSICIANS THERE AS WELL. MAYBE IF WE HAVE TO TREAT AND RELEASE SOME PEOPLE, WHICH NORMALLY PHYSICIANS CAN DIRECT THAT, BECAUSE WE'RE OBLIGATED TO TRANSPORT UNLESS SOMEBODY REFUSES, THAT WILL MAKE US A LITTLE MORE EFFICIENT.

WHENEVER WE MEET WITH THE PROMOTERS, WHEN ASSISTED, THEY HAVE TO HIRE A CERTAIN AMOUNT OF COVERAGE BECAUSE -- LAST YEAR, ONCE OR TWICE WE HAD TO BRING IN AMBULANCE 14 OR 9 TO HELP US OUT WITH THE TRANSPORT.

THAT'S AN EXAMPLE OF HIGHLIGHTING BECAUSE THAT STARTS TOMORROW.

THIS WEEKEND THERE ARE OTHER EVENTS.

NOW WE HAVE TO HOST A STANLEY CUP PARTY ON THE PLAZA FRIDAY NIGHT.

OUR SPECIAL OPERATIONS AND EVENTS WILL BE BUSY.

WE DO EXTENSIVE PLANNING AND COORDINATION EFFORTS WITH THE CITY AND REGIONAL PARTNERS.

OBVIOUSLY THE MARATHON, THE TALL SHIPS OR WHAT HAVE YOU.

WE DO A LOT OF TRAINING AND EXERCISE TO PREPARE OUR PERSONNEL FOR ALL HAZARDS.

TWO YEARS AGO, WE GEARED UP FOR THE POTENTIAL OF TAKING CARE OF PATIENTS WITH EBOLA, WHICH THERE ARE SEVERAL CASES AROUND THE COUNTRY.

SOME OF THE CASES CROPPED UP IN TEXAS.

WE'LL DO SPECIAL TRAINING AROUND OTHER THREATS.

NEUROLOGICAL EMERGENCIES OR NERVE AGENT -- ANYTHING THAT YOU CAN CONSIDER WE SHOULD PLAN FOR IN ADVANCE.

WE'VE BEEN DOING A LOT OF TRAINING.

WE'VE BEEN WHEELING OUT MORE TRAINING WITH THE BOSTON POLICE FOR OUR INCIDENTS TO COORDINATE EFFORTS BETWEEN POLICE FIRE AND EMS SHOULD THERE BE SOME SORT OF

MASS SHOOTING, SHOULD THERE BE
SOME SORT OF VEHICLES INTO
CROWDS, THINGS WE SEE AROUND THE
WORLD.
WE ALREADY HAVE HAD BOMB SCARES,
BUT WE HAVE TRAININGS.
WE HOPE IT'S NEVER GOING TO
HAPPEN AGAIN.
THEY DO PUBLIC SAFETY,
LIFE-SAVING SKILLS EDUCATION.
THEY'RE PRESENT AT A LOT OF
COMMUNITY MEETINGS AND EVENTS.
WE REGULAR SCHEDULE CAR SEAT
CHECKS AND INSTALLATIONS AT OUR
MATTAPAN FACILITY.
A LOT OF RESIDENTS TAKE
ADVANTAGE OF THAT.
WE GET A LOT OF GREAT PRAISE AND
THANK YOU FOR THAT.
WE ALSO HAVE A PROGRAM WHERE
PEOPLE HAVE DIFFICULTY AFFORDING
CAR SEATS.
WE CAN GET THEM FOR LOW COST OR
EVEN NO COST IN SOME CASES TO
ASSIST THEM TO MAKE SURE WE CAN
REALLY PREVENT INJURIES.
WE OFFER CPR TRAINING.
WE DO A LOT OF TRAINING WITH
COMPRESSION-ONLY CPR.
EVEN THOUGH IT IS GREAT IN A
BUILDING LIKE THIS WE HAVE AEDs
ON ALMOST EVERY FLOOR, ONE OF
THE BIGGEST THINGS WE FOUND IN
OUR CARDIAC ARREST SURVIVAL
DATABASE WAS THAT IF YOU RECEIVE
CPR, EVEN IF IT WAS COMPRESSION
ONLY, NO RESCUE BREATHING, THAT
GREATLY ENHANCED THE CHANCES
THAT YOU WOULD LIVE TO BE
RESUSCITATED AND DISCHARGED FROM
THE HOSPITAL.
THAT'S ONE OF OUR GOALS, TO KEEP
PUSHING THAT TRAINING TO AS MANY
PLACES AS WE CAN.
WE DO A LOT OF PROGRAMS WITH
SENIORS.
THE FILE OF LIFE PROGRAM,
WORKING WITH ADVANCED DIRECTIVES
AND MEDICAL ORDERS FOR LICENSED
TREATMENT TO ENSURE OUR
PERSONNEL UNDERSTAND.
SOMETIMES IT IS VERY STRESSFUL
FOR OUR FAMILIES TO DEAL WITH.
WE WANT TO MAKE SURE THEY KNOW

WHAT TO EXPECT FROM EMS WHEN THEY ARRIVE.

ON THE SCENE, IF THEY HAVE AN ADVANCED CARE DIRECTIVE OR HEALTH CARE PROXY, WE MAKE SURE THE FOLKS ARE WELL-VERSED IN THAT SO WE CAN HANDLE THOSE SITUATIONS.

THEY ALSO WORK WITH THE MAYOR'S OFFICE OF EMERGENCY MANAGEMENT ON PUBLIC HEALTH ISSUES TO MAKE SURE PEOPLE ARE READY TO SUSTAIN THEMSELVES DURING EMERGENCIES.

ON THE NEXT SLIDE, JUST SOME OF THE SUPPORT SERVICES.

THE MAJORITY OF OUR DEPARTMENT IS UNIFORMED STAFF, EMTs AND PARAMEDICS WORKING IN THE FIELD OR UP IN DISPATCH, BUT WE ARE FORTUNATE THAT WE DO HAVE A SMALL BUT VERY COMPETENT FLEET DIVISION WHO MAINTAIN THE SERVICE ON OUR AMBULANCES AND OUR SUPERVISORY AND OTHER SUPPORT VEHICLES.

THEY'RE ALL LICENSED IN-HOUSE MECHANICS.

THEY'RE ASE CERTIFIED.

THEY'RE AMBULANCE MANUFACTURER CERTIFIED.

IT HELPS US WITH SOME OF THE WARRANTY AS WELL TOO BEFORE WE HAVE TO SEND STUFF OUT.

MATERIALS MANAGEMENT IS WHERE THEY STOCK ALL OF OUR MEDICAL SUPPLIES, EQUIPMENT, DRUGS, DO THE ORDERING, MAKE SURE THE EXPIRATION DATES ARE IN CHECK BEFORE THEY GET SENT OUT TO THE AMBULANCES.

WE HAVE GAINED SOME EFFICIENCY THERE IN THE LAST YEAR OR TWO NOW WHERE -- YOU HAVE TO KEEP A CERTAIN AMOUNT OF STOCK ON HAND TO MAKE SURE YOU ALWAYS HAVE AT LEAST A COUPLE OF WEEKS EXTRA IN CASE OF DISRUPTION IN SERVICES OR SHORTAGES COME UP, BUT EVERYTHING WE HAVE IN MEDICAL SERVICES HAS AN EXPIRATION DATE ON IT, SO YOU DON'T WANT THINGS GOING BAD ON THE SHELF.

SOME OF THE OTHER THINGS WE TRY TO DO -- A COUPLE YEARS AGO, WE

WANTED TO SAVE MONEY ON -- WE'VE ALL SEEN STORIES ABOUT THE EXORBITANT COSTS OF EPIPENS. PARAMEDICS CAN DO INJECTIONS. THEY CAME UP WITH THESE CHECK AND INJECT KITS WHERE WE ESSENTIALLY COULD DO THE SAME THING BUT WITHOUT HAVING TO USE THE PEN BECAUSE PEOPLE ARE QUALIFIED.

NOW THE STATE HAS ACTUALLY EMBRACED THAT AND GOING TO MAKE THAT AVAILABLE FOR EMTs AS WELL TOO.

THAT'S MEDICATION THAT'S FAIRLY

EXPENSIVE.

THE DELIVERY SYSTEM, THE AUTO-INJECTOR.

ANYTIME WE CAN GAIN EFFICIENCIES THERE -- AND BY THAT, I MEAN SAVING MONEY -- THAT'S IMPORTANT BECAUSE OUR NON-PERSONNEL COSTS, WE ALWAYS TRY TO MANAGE THOSE WELL AS WELL.

TECHNOLOGY SERVICES, THEY MAINTAIN AND MANAGE THE DEPARTMENT'S TECHNICAL SOLUTIONS, INCLUDING VOICE AND DATA SYSTEMS AND OUR COMPUTER NEEDS.

WE'VE BECOME MORE AND MORE DEPENDENT ON ELECTRONIC DEVICES. THE AMBULANCES HAVE ONE COMPUTER THAT WORKS.

THE MOBILE WORKSTATION, GETTING THE CALL INFORMATION FROM DISPATCH, FROM 911, THE ROUTING, THE MAPPING, EVERYTHING JUST KEEPS GETTING MORE SOPHISTICATED.

THE CREWS USE AN ELECTRONIC CHART FOR THE LAST TEN OR MORE YEARS NOW TO RECORD OUR PATIENT CARE RECORDS AND TRANSMIT IT TO THE HOSPITAL.

THAT'S A TABLET-BASED THING. WE ENSURE THOSE THINGS ARE WORKING SECURELY.

THEY HAVE TO BE VERY SECURE BECAUSE OF THE CONFIDENTIAL INFORMATION THAT'S ON THEM. THEY MAINTAIN THAT AS WELL AS OUR OFFICE TECHNOLOGY NEEDS.

FACILITIES DIVISION.

JOHN MANAGES ALL OF OUR DEPARTMENT FACILITIES WORKING ALONG WITH THE FACILITIES UNIT UP AT THE PUBLIC HEALTH COMMISSION AS WELL. BUT HE HAS TO INTEGRATE A LOT BECAUSE IN SOME PLACES WE RENT. IN SOME PLACES WE SHARE SPACE. WHETHER IT IS POLICE OR PUBLIC WORKS, SO IT'S HAVING GOOD PARTNERSHIP WITH ALL THESE SITES THAT WE HOST WITH AND BEING ABLE TO WORK -- LIKE WHAT'S OUR RESPONSIBILITY VERSUS THE OWNER VERSUS THE LANDLORD.

IT'S BUSY KEEPING UP WITH ALL THAT, BUT WE'RE GRATEFUL THAT WE HAVE A FACILITIES DIVISION. ADMINISTRATION AND FINANCE. THE COMMISSION HAS ADMINISTRATION, FINANCE, AND A BUDGET OFFICE, BUDGET DIRECTOR. WE HAVE A LOT OF DAY-TO-DAY NEEDS TO MAKE SURE WE'RE IN COMPLIANCE WITH THAT AND THE CITY STANDARDS AS WELL. WE WANT TO MAKE SURE THAT WE'RE FOLLOWING THE COMMISSION

GUIDELINES.

THE NEXT SLIDE.

OTHER THINGS, TOO, BECAUSE WE ARE A BUREAU OF PUBLIC HEALTH -- JUST A QUICK SLIDE.

YOU SAW THIS DURING THE BUDGET PRESENTATION LAST WEEK WHERE PUBLIC HEALTH.

WE WANT TO MAKE SURE WE'RE IN ALIGNMENT WITH PUBLIC HEALTH STRATEGIC PLAN IN THEIR FOUR PRIORITY AREAS -- RACIAL JUSTICE AND HEALTH EQUITY, WORKFORCE DEVELOPMENT, INFORMATICS AND DATA, AND COLLABORATIVE PARTNERSHIPS.

THAT'S SOMETHING THAT WE'RE SEAMLESSLY ABLE TO FALL INTO BECAUSE THAT IS VERY MUCH WHAT WE DO EVERY DAY AND CERTAINLY ALWAYS SHARE THOSE PRIORITIES AS I THINK MOST CITY DEPARTMENTS DO.

IT MAKES IT REALLY EASY TO HAVE

THOSE CROSS-CUTTING EFFORTS.

NEXT SLIDE.

OUR FY '19 ACCOMPLISHMENTS.

ONE WAS WE DID WELCOME THE
WORKFORCE DEVELOPMENT CITY
ACADEMY, THAT OPPORTUNITY THAT
CAME ALONG.

I KNOW WE TALKED ABOUT IT LAST
YEAR.

IT HAS ALREADY STARTED TO PAY
DIVIDENDS.

THE FIRST CLASS OF PEOPLE --

THESE WERE CITY RESIDENTS THEY
WERE PRESCREENED, PRESELECTED BY
THE CITY'S ACADEMY BY THE
MAYOR'S OFFICE OF WORKFORCE
DEVELOPMENT FOR ADMISSION INTO
OUR EMT TRAINING CLASS.

THEY WERE GIVEN BASICALLY A
SCHOLARSHIP FOR THEIR FEES AND
THEIR BOOKS.

THEY GOT SOME ADDITIONAL
TRAINING IN A FEW DIFFERENT
THINGS TO HELP PREPARE THEM TO
MAKE THEM GOOD SUCCESSFUL
CANDIDATES.

WE'LL HAVE EIGHT OF THOSE WHO
GOT CERTIFIED THIS PAST WINTER
WHO WILL BE JOINING US IN OUR
RECRUIT CLASS.

THEY JUST CAME TO OUR RECRUIT
CLASS THAT STARTS JUNE 24 --
OKAY, THIS MONTH.

WE'LL GET IT IN THIS FISCAL YEAR
BY THAT MUCH.

THERE'LL BE A CLASS OF 28 THAT'S
COMING ON, BECAUSE THAT WILL
INCLUDE THE FOUR ADDITIONAL FTEs
THAT YOU HAVE APPROVED.

IT'S INCLUDED THIS YEAR AS WELL
AS FOR THE VACANCIES WE HAVE,
BECAUSE WE DID GET THE 20
ADDITIONAL FTEs LAST YEAR.

EVEN THOUGH WE GRADUATED TWO
RECRUIT CLASSES, WE'RE STILL
TRYING TO CATCH UP WITH SOME
RETIREMENTS AND SOME OTHER FOLKS
WHO HAVE DECIDED TO MOVE ON TO
OTHER OPPORTUNITIES, SO WE HAD A
LITTLE BIT OF -- I'M STUMBLING
FOR THE WORD.

LAST WEEK, TRYING TO MAKE UP FOR
THAT AND KEEP THE CLASSES
FILLED.

>> HOW MANY POSITIONS ARE OPEN,
JIM?
>> WHAT'S THAT?
>> HOW MANY POSITIONS ARE
UNFILLED?
YOU HAVE 95 UNIFORMED PERSONNEL,
RIGHT?
>> I THINK WE HAD ABOUT 18 OR 19
VACANT POSITIONS.
FROM OUR UNIFORMED RANKS.
ANTICIPATING THAT, WE USE PUBLIC
HEALTH TO PUT A CLASS ON.
HISTORICALLY, SOME PEOPLE DROP
OUT OR THEY DECIDE MAYBE THIS
ISN'T REALLY QUITE FOR ME, BUT
WE ALWAYS WANT TO GET 100%
THROUGH.
BY THE TIME WE FINISH A
SIX-MONTH TRAINING PROGRAM,
WE'RE GOING TO HAVE OTHER PEOPLE
MOVE ON.
WE USED TO AVERAGE ABOUT 13 PER
YEAR.
SOME YEARS A LITTLE BIT MORE.
SOME YEARS A LITTLE BIT LESS.
NONETHELESS, SOME YEARS A LITTLE
BIT MORE.
ON AVERAGE BEFORE, IT WAS ABOUT
13 PER YEAR THAT WOULD BE MOVING
ON.
RIGHT NOW WITH THAT CLASS THAT'S
COMING ON -- THE CLASS THAT'S
CURRENTLY IN THE ACADEMY, THOSE
VACANCIES WILL BE GONE IN A
COUPLE WEEKS WHEN THIS CLASS OF
28 STARTS BECAUSE WE'LL BE
HOLDING THEM OVER FOR A LITTLE
BIT UNTIL THE NEW BUDGET KICKS
IN ON JULY 1.
IMPROVED EMPLOYEE RETENTION,
THAT WAS ONE OF OUR GOALS.
A FEW THINGS WE WERE TRYING TO
DO WITH THAT WAS, ONE, MEETING
REGULARLY WITH THE PATROL AND
EMS DIVISION.
WE ENERGIZED ONE OF THE
COMMITTEES WE HAD AROUND CAREER
LADDERS AND TRAINING.
AGAIN, TRYING TO INCREASE NOT
JUST OPPORTUNITIES INSIDE FOR
ADVANCEMENT BUT ALSO JOB
SATISFACTION.
WE HAVE A LOT OF BRIGHT EAGER
PEOPLE WHO WORK HERE, WHO ARE

BUSY PERFORMING THEIR DUTIES EVERY DAY IN THE AMBULANCES AND UP IN DISPATCH, BUT WE HAVE OTHER INTEREST TO BRING IN THINGS TO EXPAND OUR SKILL SET OR PAY. MAYBE WE SHOULD DO MORE TRAINING WITH THIS DEPARTMENT OR WITH SOME OTHER THINGS THAT THEY SEE OR OTHER AGENCIES OR WHATEVER. WE'VE BEEN OPEN TO THOSE IDEAS AND TRYING TO DEVELOP OUR PERSONNEL AT ALL RANKS BY DOING THAT. TAKING ADVANTAGE OF A LOT OF FREE COURSES THAT THE FEDS OFFER DOWN IN EMMITTSBURG OR IN OTHER PLACES. IT GIVES YOU A LITTLE BIT OF A BREAK FROM YOUR DAILY GRIND, AND IT HELPS DEVELOP YOU AND PREPARE YOU FOR POTENTIAL ADVANCEMENT DOWN THE LINE. SPEAKING OF THAT, WE PROMOTE PARAMEDICS FROM WITHIN, BUT WE HAVE THAT PARAMEDIC CERTIFICATION TO BE ABLE TO TAKE OUR PROMOTIONAL EXAM FOR THAT. A LOT OF PEOPLE GO OUT AND GET TRAINING FOR THAT AT SEVERAL INSTITUTIONS AROUND, BUT WE TRY TO PARTNER WITH THEM, TRY TO LOOK AT WAYS TO IMPROVE THE PATH OF PROMOTION. I THINK THEY REALIZED IT LOOKS FOR THEM WHEN THEY HAVE BOSTON EMS GRADS TAKE THEIR PROGRAM, SO A COUPLE OF THEM NOW BEGIN TO OFFER DISCOUNTS TO PERSONNEL WITH A CERTAIN NUMBER OF -- OTHERS ARE GOING TO COPY ON TO THAT, WANT TO BE A PART OF THAT WHERE THEY'LL GIVE SOME DISCOUNT IN TUITION BASED ON VOLUME IF THEY GET AT LEAST A CERTAIN NUMBER OF OUR PERSONNEL THAT SIGN UP FOR A PARTICULAR CLASS. QUITE FRANKLY, IT SPEAKS WELL OF THEIR PROGRAM IF SOMEBODY WHO WORKS HERE PURSUES THEM FOR ADVANCED EDUCATION. COMMUNITY COLLEGES HAVE PARTNERED WITH US BECAUSE THEY HAVE PEOPLE WHO HAVE TAKEN EMT

TRAINING AND ALS TRAINING.
THEY'LL GIVE YOU CREDITS TOWARD
THEIR ASSOCIATE DEGREE PROGRAMS
OVER THERE SHOULD THEY WANT TO
PURSUE THAT.
WE'RE TRYING TO DO AS MUCH AS WE
CAN TO HELP ADVANCE OUR
PERSONNEL.
BEING ABLE TO HIRE AND BRING
PEOPLE IN, THOSE 20 EXTRA
POSITIONS YOU GAVE US HELPS US
TO DO PROMOTIONS AND
ASSIGNMENTS.
BECAUSE FOR SEVERAL YEARS, WHEN
WE HAD -- WELL, BASICALLY A
HIRING FREEZE AFTER 2013 WHEN
THE BUDGET WAS TIED UP A WHILE
OR TEN YEARS AGO WHEN THERE WAS
THE HOUSING BUBBLE THAT BURST.
WE WERE CANCELLING CLASSES WITH
POLICE, FIRE, AND EMS.
IT TOOK A WHILE TO COME BACK
FROM THAT.
AND WE'RE JUST NOW GETTING
BACK -- THANKS TO YOU ALL -- THE
LEVELS IN 2008 AND 2009.
WE NEEDED AS MANY PEOPLE IN
DISPATCH AND AMBULANCES EVERY
DAY TO TRY TO KEEP THE LIGHTS
ON, KEEP DELIVERING SERVICES.
BY GETTING THE FRESH BLOOD
COMING IN, THE NEW RECRUITS AND
EMT, WE'RE ABLE TO CATCH UP ON
OUR PROMOTIONS THE LAST COUPLE
YEARS.
OUR SUPERVISORS, TRAINING
CAPTAIN, DEPUTIES.
WE WERE SHORTHANDED IN ALL THOSE
RANKS, SO THAT'S BEEN VERY
HELPFUL FOR US.
LAST YEAR, WE EXPLORED CLINICAL
INNOVATIONS.
WE TALKED ABOUT SOME OF THAT
WITH THE EPINEPHRINE AS WELL AS
CPAP AND OTHER INITIATIVES THAT
THE STATE IS LOOKING AT NOW.
ON THE NEXT SLIDE, I DID MENTION
THE CITY ACADEMY.
AGAIN, THIS IS SOMETHING THAT
YOU ALL VERY MUCH SUPPORTED AND
THE MAYOR WAS VERY SUPPORTIVE OF
IT.
WE HAD ONE COHORT IN THAT GROUP
FROM CITY ACADEMY WHO WENT ON TO

GET THEIR COMMERCIAL DRIVER'S LICENSE BECAUSE THE CITY IDENTIFIED THAT THAT WAS ONE BARRIER TO EMPLOYMENT FOR THE CITY.

FOR A LOT OF CITY DEPARTMENTS, THEY NEED CDL.

YOU KNOW, PARKS, BTD, PUBLIC WORKS OF COURSE.

YOU HAD TO HAVE THAT BEFORE YOU COULD EVEN APPLY.

SORT OF LIKE YOU HAVE TO HAVE EMT CERTIFICATION BEFORE YOU APPLY WITH US.

THEY SAID LET'S DID THAT.

ANOTHER COHORT IN THAT FIRST GROUP THERE WERE PEOPLE THAT WANTED TO PURSUE CAREERS TO BE EMTs, WHICH WAS A LITTLE BIT OF A HEAVIER LIFT.

THESE PEOPLE WERE DEDICATED. THEY TOOK A FOUR OR FIVE-MONTH EMT TRAINING CLASS AS WELL AS MANAGING THEIR PERSONAL LIVES. A COUPLE OF THEM STAYED ON AS INTERNS FOR US WHILE THEY WERE WAITING TO SIT AND TAKE THEIR EXAMS.

THE CITY REALLY DID TRY TO PUT THEM IN THE BEST POSSIBLE POSITION TO PASS THE CLASS AND TO EVENTUALLY PASS OUR ENTRANCE EXAM, THE APTITUDE TEST.

THERE WERE A LOT OF OTHER CANDIDATES THAT SCREENED. THEY DID A BRIDGE COURSE TO HELP PEOPLE GET USED TO STUDYING AND TAKING TESTS IF THEY'VE BEEN OUT OF SCHOOL FOR A FEW YEARS.

ACTUALLY, THEY DID QUERIES ON THEM.

THEY CONFIRMED THEIR RESIDENCE AND CHECKED THEIR DRIVING HISTORY AND LICENSE.

THAT'S WHAT YOU NEED TO DO TO APPLY FOR US EVENTUALLY, SO THEY WANTED TO PUT THAT IN THEIR MIND-SET RIGHT FROM DAY ONE.

IF YOU'RE SERIOUS ABOUT WORKING AT BOSTON EMS, WE'RE GOING TO START BUILDING THIS IN RIGHT FROM THE BEGINNING.

JUST TAKING THE EMT CLASS SOMEWHERE WE COULD NEVER DO

THAT.
WE WOULDN'T EXPECT PEOPLE TO DO THAT, BUT THE CITY, THEY'RE INVESTING IN THIS.
THEY WANTED TO BE SERIOUS WITH THEIR STUDENTS AS WELL.
ADVANCED EMS AND CITY SERVICES THROUGH ANALYSIS OF EMS DATA. THAT WAS ANOTHER THING THAT WE WANTED TO DO LAST YEAR.
THE DATA REPORTING.
VISION ZERO IS ONE OF THE THINGS THAT WE'VE BEEN SUPPORTING FOR YEARS.
BOSTON HAS CONTINUED TO SUPPORT SAFETY MEASURES BY THE USE OF OUR DATA NOT TO IDENTIFY A HOT SPOT, BUT WE CAN GET DOWN TO VARIOUS LEVELS LIKE WHERE THERE WAS A CAR INVOLVED OR A BIKE VERSUS BICYCLIST.
PEOPLE TAKE VERY GOOD CARE WHEN THEY'RE DOCUMENTING, WHETHER A HELMET WAS USED OR WHATEVER. TRYING TO MAKE THIS DATA NOT JUST NUMBERS, BUT WHAT CAN YOU DO TO INFORM POLICY, TO INFORM WHERE TRAFFIC COUNTING MEASURES WOULD COME UP?
YOUR CONSTITUENTS COME TO YOU ALL THE TIME LOOKING FOR ONE-WAYS AND STOP SIGNS AND BIKE LANES AND WHAT HAVE YOU. HOW DO YOU PRIORITIZE ALL THOSE REQUESTS?
SO WE TRIED FOR THE LAST SEVERAL YEARS TO GIVE THEM DATA THEY CAN USE.
I'LL GIVE YOU A QUICK ONE.
IN '18, WE DOCUMENTED 425 CYCLIST CRASHES OR INCIDENTS ON BOSTON STREETS.
THAT'S A 24% REDUCTION FROM 2013 WHEN THERE WAS 570, SO BOSTON IS GETTING BETTER AT THAT.
THERE'S CERTAINLY NO LESS BICYCLISTS OUT THERE, SO THAT'S ENCOURAGING.
WE'RE NOT PICKING THEM UP. PEDESTRIANS, YEAR '18, WE DOCUMENTED 680 INCIDENTS WHERE WE TOOK CARE OF A PEDESTRIAN. THAT'S A 24% REDUCTION SINCE 2016.

AND WE MAKE THAT DATA PUBLICLY AVAILABLE SO THE BIKE COMMUNITY ARE ABLE TO LOOK AT THAT.

AND WE REPORT IT OUT TO THE STATE AS WELL AS TOO.

IT'S A GOOD EFFORT TO HELP WITH THOSE NUMBERS, BECAUSE CALL VOLUME GOES UP.

WE DON'T MIND TRYING TO REDUCE INCIDENTS LIKE THAT.

I'M SORRY.

WE ALSO WORK VERY CLOSELY WITH THE OFFICE OF RECOVERY SERVICES, BUREAU OF RECOVERY SERVICES HERE AT THE COMMISSION TO REALLY TRY TO HELP INFORM THEM WITH EFFORTS AS WE ALL DEAL WITH THIS ONGOING OPIOID CRISIS.

WE COORDINATE WITH THE BOSTON POLICE DEPARTMENT, TRYING TO SUPPORT THEIR CO-RESPONDER PROJECT.

THERE'S INCREASING NUMBER OF CALLS OUT THERE OF PEOPLE WITH PSYCHOLOGICAL EMERGENCIES. SOMETIMES YOU'RE GOING BACK AND FORTH TO THE EMERGENCY ROOM A COUPLE TIMES A WEEK, A MONTH. IT ISN'T NECESSARILY THE BEST ANSWER, AND SOME THINGS GET A LITTLE BIT COMPLICATED TRYING TO SORT THEM OUT, SO BPD DO HAVE CLINICIANS AND THREE OR FOUR CRUISERS IN DIFFERENT DISTRICTS NOW.

WE'RE TRYING TO WORK WITH THEM TO SEE IF THEY CAN FREE UP SOME OF US ON CALLS BUT ALSO TO COMPLEMENT US IF WE DO HAVE PATIENTS THAT WE CAN MAYBE TALK TO THEM ABOUT TAKING HEALTH CARE SERVICES FOR THEM.

OUR FY '20 INITIATIVES.

WE ASKED FOR THESE.

THESE DID COME IN THE BUDGET.

WE WANTED TO EXPAND OUR COMMUNITY ASSISTANCE TEAM TO SEVEN DAYS A WEEK.

IT WAS LAUNCHED BACK ON OCTOBER 30th.

AS OF APRIL 30th, THE NUMBERS -- THERE WAS OVER 3500 TOTAL INCIDENTS THAT THEY RESPONDED TO.

77% OF THOSE RESPONSES DID NOT RESULT IN AN AMBULANCE TRANSPORT. OVER 1,000 TIMES THEY WERE ABLE TO CANCEL AN AMBULANCE THAT WAS COMING IN.

OVER 1,000 TIMES THEY WERE ABLE TO MAKE REFERRALS TO RECOVERY SERVICES OR A SHELTER.

WHY IS THAT IMPORTANT?

WE DECIDES IT IS GOOD FOR THE PATIENTS.

SOMETIMES PEOPLE DON'T NECESSARILY, EVEN THOUGH THERE'S AN ISSUE, HAVE TO GO TO AN EMERGENCY ROOM.

ANOTHER THING THAT WAS AFFECTING THAT WAS A COUPLE YEARS AGO THE DEPARTMENT OF INFORMATION AND TECHNOLOGY, THEY DID SOME ANALYSIS OF OUR CAD DATA, OUR 911 CALL SYSTEM.

THEY GENERATED HEAT MAPS OF A COUPLE DIFFERENT AREAS WHERE WE WOULD SEE FREQUENT CALLS FOR UNKNOWN AMBULANCES OR PRIORITY 1 CALLS WHERE WE DIDN'T GET GOOD INFORMATION ON.

BECAUSE OF THAT, AN AMBULANCE GETS DISPATCHED.

IT'S A PRIORITY 1 CALL.

POLICE AND FIRE ARE ALSO ADDED TO IT.

ONE AREA THEY NOTICED WAS LIKE DOWNTOWN, THE COMMON, DOWNTOWN CROSSING, HERE ON CAMBRIDGE STREET.

75% OF THOSE CALLS WOUND UP NOT RESULTING IN AN AMBULANCE TRANSPORT.

IT WAS SOMEBODY THAT WAS IN NEED OF SOME OTHER SERVICES.

MAYBE IT WAS SOMEBODY WHO WAS TRYING TO GET INTO A SHELTER OR SOMEBODY WHO HAD SOME ISSUES AROUND DRUGS OR ALCOHOL OR MAYBE SOME STREET OUTREACH OR OTHER THINGS WERE APPROPRIATE.

FRANKLY THEY DIDN'T WANT TO GO AND THEY WERE REFUSING, BUT THEY WERE UNSTEADY, SO WE WERE TRYING TO GET THEM REFERRED TO OTHER SERVICES, WHETHER HOMELESS OUTREACH OR OTHER THINGS OUT

THERE.

ONE TIED UP AN AMBULANCE TRYING TO SORT THAT OUT.

THAT AMBULANCE WOULDN'T BE AVAILABLE FOR, SAY, ANOTHER PRIORITY 1 CALL OR ANOTHER CALL. THE SECOND AREA WHERE THERE WAS A HIGH PERCENTAGE OF CALLS IN A SMALLER DENSITY, A SMALL AREA, WAS THE MASS AV CORRIDOR PRETTY MUCH FROM THE SQUARE DOWN PAST WASHINGTON STREET.

WE HAVE A HIGH CONCENTRATION OF CALLS.

UP THERE, THERE WAS NO TRANSPORTS FOR THESE UNITS WHEN THEY GO OUT, BUT THERE'S A HIGH INCIDENCE OF REPEAT PATIENTS THAT WE SEE FAIRLY FREQUENTLY. SOMETIMES MAYBE WE'RE SERVING THEM BETTER IF WE GET THEM TO GO INTO THE ENGAGEMENT CENTER OR SOMEWHERE ELSEWHERE THEY'RE STABLE AND REFUSING TREATMENT. MAYBE THAT'S MORE SPEAKING TO THE PROBLEM THAT THEY NEED SERVICES FOR.

AGAIN, COORDINATING AT THE STREET LEVEL WITH THE PROVIDERS THAT ARE OUT THERE.

THE CITY IS PUTTING A LOT OF EFFORTS TO ADDRESS THIS, BUT SOMETIMES IF YOU'RE IN AN AMBULANCE AND YOU PULL UP AND YOU HEAR CAN YOU CLEAR TO GO TO ANOTHER CALL, SOMEBODY HIT BY A CAR THREE BLOCKS AWAY FROM THERE, AND THIS PERSON DOESN'T REALLY NEED TO GO, YOU'RE KIND OF TIED UP.

YOU CAN'T CLEAR OUT.

THE IDEA WAS TO GET A UNIT OUT THERE THAT COULD EITHER DO THAT CALL OR COME RELIEVE YOU SO THAT YOU CAN GET CLEAR.

THAT HAS PROVEN TO BE FAIRLY SUCCESSFUL AS YOU CAN SEE BY THE NUMBERS.

WE WERE RUNNING IT AS A PILOT PROGRAM.

WE'RE STAFFING IT ON THE DAY AND EVENING SHIFT MONDAY THROUGH FRIDAY.

OUR REQUEST WAS TO ADD A FEW

MORE FTEs SO WE CAN EXPAND IT TO SEVEN DAYS A WEEK.

WE'LL BE ABLE TO DO THAT ONCE WE GET THIS OTHER CLASS ON AND UP AND THE BODIES OUT THERE.

DIVERSITY OFFICER WAS ALSO ONE OF THE FTEs THAT WE REQUESTED AND IS INCLUDED IN THIS BUDGET.

WE'VE ALL SPOKEN TO THE DIFFERENT PUBLIC SAFETY AGENCIES ABOUT THE IMPORTANCE AND THE EFFORTS TO IMPROVE OUR DIVERSITY, WHETHER IT IS IN DEVELOPING PEOPLE, SUCH AS GETTING PEOPLE TRAINED TO BE EMTs, OR RECRUITING THEM OR GETTING THEM THROUGH THE ACADEMY BUT ALSO PROMOTIONS AND TRYING TO DO BETTER AT ALL LEVELS AT THE DEPARTMENT.

NO DIFFERENT THAN POLICE OR FIRE.

WE TAKE THAT VERY SERIOUSLY. AND WHAT WE WANT TO DO WAS BE ABLE TO DEDICATE SOMEONE -- I THINK WE DO A PRETTY GOOD JOB AT IT RIGHT NOW.

THERE'S ALWAYS BEEN THE WILL AND EFFORT AT BOSTON EMS TO DO THIS. ALBEIT IT SO FOLKS FROM TRAINING, SOME FOLKS FROM FIELD OPS, AND SOME OF US GOING TO COMMUNITY THINGS.

WE CAN DEDICATE A LITTLE MORE TIME WORKING AT PLACES LIKE CITY ACADEMY OR SCHOOLS TO WORK WITH SOME OF THESE PARTNERSHIPS TO IMPROVE THAT, BUT ALSO TO HELP WITH SOME OF THE RETENTION AND PROFESSIONAL DEVELOPMENT THAT COME WITH GROWING THE SERVICE. ON THE LAST SLIDE IS OUR FY '20 INITIATIVES.

ONE IS TO OPTIMIZE IN ADVANCE OUR PATIENT CARE SERVICES.

ONCE WE COMPLETE THIS OTHER GROUP OF RECRUITS, WE WILL BE ABLE TO ADD AN ADDITIONAL UNIT ON DAYS AND EVENINGS.

WE'LL ALSO BE ABLE TO MAKE SURE ALL OF OUR PROMOTIONS ARE FILLED THERE AS WELL, WHICH WILL BE GOOD.

ONE, IT IS GOOD FOR MORALE.

IT IS GOOD FOR THE WORKLOAD FOR THE PEOPLE WHO ARE IN THOSE POSITIONS NOW, WHO ARE MAYBE DOING DOUBLE DUTY.

ONE IS WE WANT TO EXPLORE ALTERNATE BILLING AND TRANSPORT MODELS.

THERE ARE SOME POTENTIAL -- CMS RECENTLY ANNOUNCED SOME PROGRAMS, BASICALLY LIKE GRANTS WHERE ALTERNATIVE DELIVERY OF CARE MODELS THAT DON'T NECESSARILY RESULT IN TRANSPORT. WE STILL COULD BILL MEDICARE FOR THAT, WHICH WOULD HELP.

BECAUSE WHEN WE GO TO A CALL NOW, WE CAN SPEND 45 MINUTES TO AN HOUR AT THE SCENE EITHER TRYING TO CONVINCING SOMEBODY TO GO OR TREATING THEM FOR SOMETHING OR REVERSING THEIR HYPOGLYCEMIA, DOING AN EKG, AND IF THEY DON'T WANT TO GO, WE CAN'T COMPEL THEM TO GO.

THE COMPENSATION MODEL IS BUILT TO GET SOMEBODY TO GO TO A HOSPITAL, TO TRANSPORT THEM TO A LICENSED EMERGENCY ROOM.

IN SOME CASES, WHEN WE'RE LOOKING AT HEALTH CARE COSTS, THERE ARE MAY BE COMMUNITY ROOMS THAT ARE CHEAPER FOR THE SYSTEM. WE'LL BE ABLE TO TRANSPORT SOMEPLACE ELSE LIKE THE COMMUNITY HEALTH CENTER, LIKE AN ACUTE HEALTH CENTER.

WE SHOULD STILL GET COMPENSATED FOR OUR SERVICES THERE BECAUSE WE HAVE TO BE WELL TRAINED TO DO THAT AND IN SOME CASES MORE. WE HAVE THE EQUIPMENT TO DO THAT, BUT WE'RE EXPLORING THOSE NOW.

WE'RE ALSO LOOKING TO IMPROVE OUR REVENUE ENHANCEMENT, OUR COLLECTIONS WITH WHAT WE HAVE RIGHT NOW.

WHAT WE'VE SEEN OVER THE LAST FEW YEARS IS WORTH ALL THE CHANGES IN HEALTH CARE AND THE HEALTH CARE PLANS THAT ARE COMING OUT.

THERE ARE MANY PEOPLE THAT HAVE COVERAGE.

THERE'S LESS PEOPLE UNINSURED.
ALTHOUGH, THERE ARE STILL PEOPLE
UNINSURED.

THERE ARE LESS, BUT THE HEALTH
INSURANCE OUT THERE RIGHT NOW IS
EITHER VERY HIGH DEDUCTIBLES,
HIGH CO-PAYS, AND A LOT OF THEM
DON'T PAY TOO WELL FOR SERVICES,
SO WE'RE TRYING TO MAXIMIZE THAT
IN A COUPLE OF DIFFERENT WAYS.
WE'LL ALSO BE ISSUING A REQUEST
FOR PROPOSALS TO PUT OUT
CONTRACT WHO DOES OUR BILLING
FOR US, TO PUT THAT OUT BACK TO
BID THIS YEAR TO SECURE A NEW
CONTRACT TO HOPEFULLY GAIN
BETTER PERFORMANCE IN THAT
FIELD.

BECAUSE IT'S BEEN EVOLVING
CONSTANTLY OVER THE YEARS.
I CONTINUE TO PROMOTE DIVERSITY
AND PROFESSIONAL DEVELOPMENT.
CAN'T SAY IT ENOUGH.

IT WAS THERE IN '19.

IT WAS THERE IN '18.

I KNOW IT'S IMPORTANT TO THIS
BODY AND IS ALWAYS INCLUDED IN
OUR BUDGET DOCUMENTS, HOW WE'RE
DOING ON THAT.

AGAIN, WE JUST WANT TO
REINVIGORATE THAT.

WE'VE DONE THAT WITH BUNKER
HILL, BUT WE'LL BE LOOKING TO DO
IT TO IMPROVE THE PROFESSION
THAT OUR PERSONNEL ARE IN.
ADVANCED COMMUNITY PREPAREDNESS.

WE WANT TO INCREASE OUR
TRAININGS OUT THERE BESIDES CPR.
THERE'S A LOT OF INTEREST IN
STOP THE BLEED AND OTHER
CAMPAIGNS THAT ARE OUT THERE AND
AVAILABLE.

WE HAVE ALREADY DONE SOME OF
THAT WITH SOME SMALLER GROUPS.
WE'VE DONE IT HERE.

A FEW MONTHS AGO, WE TRAINED
ABOUT 60-PLUS OFFICERS IN THE
SERVICES BUILDING AND OTHER
PLACES.

WE RAN TRAINING FOR CPR, THE
AED, TO MAKE SURE THEY WERE
CONFIDENT IN USING THE
DEFIBRILLATORS.

WE DID STOP THE BLEED, WHICH

INCLUDED THE USE OF TOURNIQUETS AND SOME SPECIAL GAUZE TO STOP BLEEDING.

WE ALSO DID TRAINING FOR NARCAN ADMINISTRATION.

WE DID THAT WITH A GROUP WHO CAME IN AND PROVIDED INSTRUCTORS FOR THAT TO MAKE SURE THAT THEY FELT COMFORTABLE DOING THAT.

SHOULD THE CITY WANT TO START DOING THAT IN PUBLIC BUILDINGS.

WE JUST WANT TO KEEP DOING MORE OF THAT ADVANCED COMMUNITY PREPAREDNESS BECAUSE THE COMMUNITY IN MANY CASES OUR OWN FIRST RESPONDERS OUT THERE.

ANOTHER PRIORITY FOR US THIS YEAR IN THE INITIATIVES IS TO ADDRESS OUR BOSTON EMS NEEDS, OUR GARAGE NEEDS.

WITH MY ONE RAMBLING SLIDE SHOW THERE --

>> THANKS, JIM.

WE'VE BEEN JOINED BY COLLEAGUES FROM SOUTH BOSTON, COUNCILORS MICHAEL FLAHERTY AND ED FLYNN.

AND WE'VE JUST BEEN JOINED BY OUR COUNCIL PRESIDENT, COUNCILOR ANDREA CAMPBELL.

JIM, I'M GOING TO START OUT WITH MY ANNUAL INFORMATION REQUEST OF THE RESPONSE TIMES BY NEIGHBORHOOD, BY PRIORITY.

>> YES.

>> FIRST.

LOOKING AT THE BUDGET SHEET, THE INCREASE FOR EMS IS A LITTLE SHY OF 2%.

WE JUST APPROPRIATED THE MONEY FOR THE MOST RECENT CONTRACTS SETTLED.

DO YOU KNOW WHERE THAT PERCENTAGE WILL END UP?

AND I GUESS QUESTION TWO WOULD BE, DOES THAT LEVEL FUND AND KEEP THE SAME AMOUNT OF STAFF AND UNITS BASICALLY THE SAME?

>> WELL, MY UNDERSTANDING IS THAT -- WELL, YES, BUT IT ALSO WE SHOULD BE TAKING INTO CONSIDERATION THE ADDITIONAL FOUR FTEs WE'LL BE ADDING THIS YEAR AS WELL AS -- I KNOW THE QUESTION WAS ASKED AT THE PUBLIC

HEALTH HEARING LAST WEEK ABOUT THE LINE ITEM FOR THE CITY OF BOSTON SUPPLEMENT AND SUBSEQUENT COMMUNICATION WITH THE BUDGET OFFICE.

IT WAS EXPLAINED TO ME THEY HAD NOT PLUGGED IN THAT COST. BECAUSE THAT HAD NOT TAKEN PLACE YET, IT DID NOT APPEAR ON THE DOCUMENT AS WELL AS WHAT THEY WOULD PROJECT IT WOULD BE. WHEN THEY HAVE THAT CALCULATED, THEY TOLD US THAT THE ACTUAL NUMBERS WOULD BE UPDATED IN THAT, BUT I HAVEN'T SEEN WHAT THOSE NUMBERS ARE YET.

>> RIGHT.

COULD WE TRY TO GET THAT AS WELL, BECAUSE I'M KIND OF TROUBLED?

>> YES.

>> IF IT IS SHY OF 2%, I DON'T WANT US TO LOSE THE GROUND WE'VE STARTED TO MAKE UP THE PAST FEW YEARS.

LOOKING AT THE INFORMATION YOU FORWARDED ON CALL VOLUME, IT SEEMED LIKE IT KIND OF LEVELLED OFF FROM THE PAST COUPLE OF YEARS.

A LITTLE LOW, BUT WE'RE STILL NOT HITTING OUR GOALS FOR RESPONSE TIMES.

THEN WHEN YOU LOOK AT WHERE THE CALL VOLUMES COME FROM -- CENTRAL BOSTON.

I THINK WE DID KIND OF A PILOT PROGRAM OF SOME KIND WITH A TRIAGE AROUND THIS AREA OF BOSTON SO THAT WE WOULDN'T HAVE TO RESPOND.

HAVE YOU EVALUATED THE SUCCESS OR MAYBE NON-SUCCESS OF THAT PROGRAM?

>> SOME OF THAT WAS CERTAINLY INVOLVED IN THAT SQUAD 80.

IT'S A NON-TRANSPORT UNIT.

IT'S AN SUV.

IT'S STAFFED WITH TWO EMTs.

THE VEHICLE IS FULLY OUTFITTED WITH -- THEY CAN BE THE FIRST ON SCENE AT A CARDIAC ARREST.

THEY CAN DO EVERYTHING THAT AN AMBULANCE CREW CAN DO EXCEPT

TRANSPORT, SO THEY'RE ABLE TO PROVIDE FIRST RESPONSE, BUT THEY'RE ALSO -- AGAIN, THEY'RE ABLE TO HELP CLEAR UP BY EITHER RELIEVING IF THE AMBULANCE GETS THERE FIRST OR CANCELLING AN AMBULANCE IF THEY GET THEIR FIRST.

IF IT'S A SITUATION WHERE IT IS A LITTLE BIT MORE COMPLICATED, I THINK SOME OF THE RESPONSES THAT WE GET -- IF THERE WAS 340 IN A DAY, THAT COULD RESULT IN 320 TRANSPORTS.

LAST WEEK, THAT WAS A FACTOR OF ADD 50 TO EVERYTHING.

WHEN WE DON'T TRANSPORT, IN SOME CASES WHERE THE PATIENT REFUSES, THERE'S NOTHING SHOWING.

NOBODY IS INJURED.

>> BUT THAT TRIAGE GROUP, THE GOAL WAS NOT TO NECESSARILY RESULT IN A TRANSPORT.

>> YEAH.

>> TIE UP THOSE UNITS.

>> NOT TIE UP AN AMBULANCE THAT WE MAY NEED FOR ANOTHER CALL SOMEWHERE BECAUSE WE DO HAVE TO -- GIVEN THE NUMBER OF UNITS WE HAVE ON, WE DO PRIORITIZE THE SAME WAY THEY TRIAGE.

IF SOMEBODY SHOWS UP AT A HOSPITAL, SOME PEOPLE GO TO A TRAUMA ROOM.

SOME PEOPLE GO TO A WAITING ROOM.

IT'S MAYBE NOT THE BEST ANALOGY, BUT WE DO TRIAGE THE CALLS IN ORDER OF PRIORITY, ACUITY USING ESTABLISHED GUIDELINES UP IN DISPATCH.

BUT WHEN THAT UNIT GOES OUT IN THE FIELD THERE, OUR DISPATCHERS CAN USE THEM IF THEY THINK THIS CALL SOUNDS LIKE A MAYBE.

MAYBE SUSPECT OF NOT BEING A TRANSPORT.

THE UNITS GET USED TO CERTAIN ATM THINGS IN THE WINTER.

FIVE TIMES A DAY PEOPLE ARE CALLING.

WE TRY TO ASK IS HE BREATHING.

>> YEAH.

BUT IT IS HELPING IN THE SENSE

WHEN YOU LOOK AT IT, THEY WERE
ABLE TO CANCEL AND FREE UP
AMBULANCES, JUST THAT ONE UNIT,
OVER 1,000 TIMES IN LESS THAN A
YEAR, SO IT DID DEMONSTRATE THAT
THERE IS VALUE IN IT.

>> WE DON'T GET REIMBURSED FOR
THAT TRIAGE TEAM.

>> NO.

BUT LET ME MOVE ON TO ONE OTHER
THING BEFORE MY TIME.

NEVER MIND.

I'M JUST GOING TO TAKE ONE
PRIVILEGE HERE.

THE CAPITAL STUFF WITH THE 911
SYSTEM, IT SEEMS TO HAVE BEEN AN
ONGOING PROJECT FOR MY ENTIRE
TIME ON THE COUNCIL.

CAN YOU TELL ME HOW EMS IS
INVOLVED WITH THAT NEW SYSTEM?

IT'S IN, I BELIEVE, THE POLICE
BUDGET FOR THE 911.

AND I GUESS WHAT I'M LOOKING FOR
IS, WHAT'S THE STATUS, WHAT IS
THE ROLE THAT EMS PLAYS IN IT,
AND WHO, IF THERE IS A CONTACT
MAYBE FROM WHOEVER HANDLING THE
PROJECT?

>> AND COUNCILOR, ARE YOU
REFERRING MORE TO THE RADIO OR
TO THE 911 -- FIRST, I'LL START
OFF ON THE 911.

IT WAS A COUPLE YEARS AGO WHEN
THE CITY CHANGED OUR CAD SYSTEM.
THEY WENT FROM ONE PLATFORM TO A
NEW ONE WITH THE UPGRADES.

YES, CAPITAL TOOK CARE OF THAT.
THE POLICE, BECAUSE THEY HOST IT
AT THEIR BUILDING, THEY MANAGE A
LOT OF THE ASPECTS OF IT, BUT WE
DO A REPRESENTATION ON THAT AS
FAR AS SPECIFIC NEEDS THAT WE
NOW HAVE.

WE JUST DID A MAJOR UPGRADE ON
THE CAD.

WE GOT A FEW THINGS CHANGED.
EVERY AGENCY DID.

POLICE AND FIRE, EVERYONE IS
LOOKING AT THE TWEAKS THAT THEY
WOULD THEY WEEK TO SEE
OUT OF IT.

WE HAVE DEPUTY UP IN DISPATCH
WHO IS INVOLVED IN THAT
REPRESENTING OUR NEEDS AND

DESIRES UP IN THAT.
THAT IS PRETTY MUCH MANAGED
THROUGH -- HAS BEEN FUNDED
THROUGH CAPITAL WE DO GET SOME
COSTS ASSOCIATED WITNESS.
BUT SO FAR FOR THE MOST PART ON
THE CAD SYSTEM PART OF 911 FOR
SOME OF THE COSTS THAT COME IN
ASSOCIATED WITH ENHANCED 911.
SOME OF THAT IS PAID FOR THROUGH
THE STATE PSAP, PUBLIC SAFETY
ANSWERING POINTS.
THAT IS MANAGED BY THE BOSTON
POLICE.

SUPERINTENDENT JOHN DALY IS
PRETTY MUCH OVERSEES THAT AREA.
SUPERINTENDENT OVER THERE.

>> AT BPD.

>> YEAH.

AS FAR AS 911 SIDE ON THE RADIO
SIDE OF THE HOUSE, YES, WE ARE
ONE OF THE AGENCIES THAT SEVERAL
POLICE, FIRE, PUBLIC WORKS,
SCHOOLS, EVERYONE, I'VE BEEN
TOLD HAS BEEN SEEKING SOME
INFRASTRUCTURE UPGRADES
PRINCIPALLY BECAUSE ALL OF OUR
INFRASTRUCTURE WAS AGING ALONG
WITH THE LEGACY SYSTEMS, WILL NO
LONGER BE SUPPORTED BY THE
MANUFACTURERS.

THE BIGGEST ONE BEING MOTOROLA
AND THE COMING YEARS.

THERE'S BEEN A CHANGE LIKE,
TELEVISIONS, DIGITAL NOW VERSUS
ANALOG WHICH, I'M NOT A TECH
AUTO SO I CAN'T EVEN --

>> WHO IS -- LAST PART, WHAT
FROM UEMS IS AT THE TABLE WHEN
THIS PROJECT IS BEING
IMPLEMENTED.

TIME QUESTION IS, CAPITAL THAT
IS IN BPD FOR THE SYSTEM FOR
POLICE, FIRE AND EMS IS THAT --

>> I THINK IT'S BPD, THEY ARE
YEAR FIVE OF FIVE YEAR CALL IT
THEIR BLUE RADIO LIKE
APPROACHING \$50 MILLION WHICH
WAS MAJOR REDO OF EVERYTHING
FROM SOUP TO NUTS TO THE BRAINS
OF THE OUTFIT, OF THE SYSTEM
WHICH THEY CALL THE CORE UP AT
DISPATCH OPERATIONS AND RIGHT
DOWN TO PORTABLES AND RADIOS IN

THE FIELD.
EVERYTHING IN BETWEEN.
THE TRANSMITTER SITES, RECEIVER
SITES, TRANSMISSION SITES THAT
CARRY THINGS BACK AND FORTH.
THERE WAS NOT SPECIFICALLY MONEY
CONTAPED IN THE BUDGET BUT
FORTUNATELY FOR US, THEY OF A
ALWAYS HAVE BEEN VERY GOOD ABOUT
CONSIDERING OUR NEEDS SHOULD BE
ABLE TO JUMP ON WITH EXPANSION.
MANY OF THE SITES WHEN THEY
BUILD CAPACITY THEY MAKE SURE
THERE'S ENOUGH HE CAN SAYS
CAPACITY, POWER NEEDS, WHICH IS
DONE AS THEY'RE BUILDING SITES
OUT VERSUS PURCHASING EQUIPMENT
FOR US THAT HAS BEEN ON US.
SAME AS FIRE OR PARKS OR
SCHOOLS.
FUNDING FOR THAT IS DAR ARE --
HAS BEEN THROUGH CAPITAL FOR
THEM.
THAT IS GOING TO BE IN THE
BUDGET BECAUSE BASICALLY GIVEN
TASK OF TRYING TO ENTERTAIN WHAT
THE NEEDS ARE FOR ALL THE
AGENCIES.
AT LEAST FOUR YEARS NOW WE'VE
TURNED IN CALL TALL BUDGET
REQUESTS FOR OUR RADIO
INFRASTRUCTURE ENHANCEMENTS,
REPLACEMENTS TO GET ON BOARD
WITH THIS NEW TECHNOLOGY THAT IS
COMING UP TO GO DIGITAL WHICH
WILL HELP US.
BECAUSE WE DID SUFFER A BIT WHEN
WE WERE FORCED TO DO A FEW YEARS
AGO WHEN FCC REQUIRED US TO DO
IT.
WE HAVE BEEN TRYING TO DO
STABILIZATION.
LAST TWO YEARS WITH THE CAPITAL
BUDGET REQUEST THAT WAS FUNDED
THROUGH CAPITAL WAS SOME MONEY
TO DO A STUDY, NEEDS ASSESSMENT,
O, HIRE CONTRACTOR TO COME IN
EVALUATE ALL OF THE REQUEST FOR
ALL OF THESE AGENCIES.
SO THAT 15 DEPARTMENTS DON'T
COME IN WITH MULTI-MILLION
DOLLAR REQUESTS TO SEE WHERE
THERE BE COST SAVING,
EFFICIENCY, COLOCATING, GOING

TOGETHER.

THAT IS SOMETHING WE'VE ALWAYS SUPPORTED.

>> FOR A STAGE MORE OR LESS THE STUDY.

>> WHAT WE'RE TRYING TO DO IS ACCELERATE THAT.

-- I WOULDN'T SAY THREATS BUT DOWNSIDE IF WE DON'T MOVE QUICKER.

THE BPD THIS YEAR IS INSTALLING THEIR NEW CORE, WHATEVER CORE IS.

WE OPERATE OFF THEIR UHF.

WHICH ALLOWS US TO BASICALLY, WHETHER IT'S POLICE, COULD TOUCH SOME BUTTONS, TRANSFER THAT TO -- LISTEN TO POLICE, TALK TO THEM, WHATEVER, IDEA TO HAVE COMMUNICATIONS BE INTEROPERABLE MAKES IT VERY EASY TO DO THAT.

WE'D HAVE TO STAY ON THEIR UHF CORE WHICH MAKE LISTENING AND TALKING WITH THEM A FEW MORE STEPS INVOLVED TO MAKE THAT WORK.

IT WOULDN'T BE LIKE SWITCH ON THE FLY AVAILABLE.

THEY ARE NOT WILLING TO SPEND DOLLARS TO MAINTAIN THEIR LEGACY SYSTEM WHICH WILL WORK ON THAT WILL BE -- IN ORDER TO TAKE ADVANTAGE IN THE VERY LEAST HAVE TO SECURE NEW DISPATCH CONSOLES FOR US UP IN OUR DISPATCH OPERATION WHICH IS COLOCATED WITH THEM.

THAT IS PRIORITY NEED FOR US.

THAT HAS BEEN ADDRESSED WE'VE BEEN SPEAKING WITH BUDGET ON THAT.

I KNOW THAT THE BPD ONE OF THEIR RADIO -- HAS BEEN WORKING OUT A LOT TO HELP FACILITATE THAT WITH US AS WELL AS -- WE RECENTLY DURING INITIATIVE WITH LOT OF HARD WORK SUPPORT FOR BPD AND FIRE WAS PARTNERS IN THE REGION ABLE TO SECURE COMMITMENT FROM -- WHICH IS GRANT FUNDED PROGRAM THAT BOSTON HOSTS. THEY WERE ABLE TO SECURE FUNDING TO APPROXIMATELY LIKE \$1.3

MILLION TO REPLACE THAT AND
UPDATE THAT EQUIPMENT.

THAT PORTION OF -- THAT MONEY
WON'T BECOME AVAILABLE UNTIL
AFTER JANUARY SOME TIME.

WE DO BELIEVE THERE WOULD
SOMEBODY -- OUT OF THAT \$12
MILLION IS AVAILABLE THERE,
STARTING IN JULY.

LIKE -- OUR GOAL IS TO HAVE
ACTUAL PLAN, NOT JUST SAY
LIKE -- GIVE ME 12, LIKE, NO.
THIS IS WHAT THIS IS GOING TO
BUY YOU THIS YEAR.

THIS IS WHAT IS GOING TO FIX OUR
NEEDS.

MEET OUR GOAL FOR YEAR ONE
HOPEFULLY WE CAN HAVE OUR
TRANSITION COMPLETE IN TWO,
MAYBE THREE YEARS, TWO WOULD BE
NICER.

THE BPD ARE COMING UP GOING INTO
YEAR FIVE.

THERE ARE EFFICIENCIES ABLE, IF
WE DO WORK WITH THEM ABOUT 70%
OF OUR SITES WERE ALREADY
COLOCATED WITH THEM OR CLOSE
ENOUGH TO THEM.

WE RECENTLY ABLE TO START
TRANSMITTING FROM THE TOP OF
BELLEVUE HILL IN ROXBURY HELPS A
LOT OF US.

THAT'S BECAUSE OF BPD.

JUST REBUILT THEIR SITE UP
THERE.

THEY PUT IN EXTRA SPACE, EXTRA
COOLING, EXTRA POWER, NEW
GENERATOR THAT WOULD SUPPORT OUR
EQUIPMENT.

AGAIN, THEY DIDN'T PROCURE BUT
WE HAD THAT EQUIPMENT IEP THOUGH
IT'S THE OLDER STUFF.

WE'RE ABLE TO INSTALL IT.

THERE WAS SOME COST SAVINGS ABLE
TO JUMP ON WITH THEM.

COST SAVINGS IS THERE, TOO, WITH
PROJECT MANAGEMENT JUST ADDING
IT TO THEIR'S.

CERTAINLY LESS EXPENSIVE THAN
HAVING TO RECREATE.

>> COUNCILOR ESSAIBI-GEORGE?

>> THANK YOU, CHAIR, THANK YOU

CHIEF OTHERS FOR BEING HERE I

JUST WANTED TO ASK COUPLE FOLLOW

UP QUESTIONS IF YOU DON'T MIND
SHARING SOME OF THE DATA AROUND
THE COMMUNITY ASSISTANCE TEAM
THAT SPARKED -- DASH SQUAD 80.
DO YOU HAVE THE NUMBER OF
INTERACTIONS THAT THEY HAVE HAD,
WHAT SORT OF THE TYPICAL
ASSISTANCE HAS BEEN THROUGH THAT
SQUAD?

>> YOU CAN ANSWER.

THAT'S FINE.

>> WHEN YOU LOOK AT THE NUMBERS
ABOUT 46 INTERACTIONS THAT WOULD
BE THE RESPONSES WHERE THEY ARE
ADDED TO A CALL.

46 INTERACTIONS PER WEEK.

THEY -- I THINK CHIEF SAID
THERE'S ABOUT 1,000 REFERRALS
THOSE ARE PRINCIPALLY TO
SHELTERS AND RECOVERY SERVICES.

I THINK IT WAS AROUND 700

REFERRALS TO SHELTERS.

AS WELL THEY DO ASSIST WITH
PROVIDING BLANKETS AND OTHER
RESOURCES AS THEY HAVE
AVAILABLE.

>> IS THERE ANY TRANSPORT TO ANY
OF OUR SHELTERS?

>> THEY WILL TRY TO ARRANGE WITH
THE VANS BUT CERTAINLY REALLY
COLD WEATHER AND STUFF THEY CAN
DO THAT.

WE PRETTY MUCH TRY TO KEEP THEM
AVAILABLE ON SCENE UTILIZE SOME
OF THE OTHER ONES, SERVICES THAT
ARE OUT THERE.

IN A LOT OF CASES SUCH AS
ENGAGEMENT CENTER SOMETIMES IT'S
CLOSE ENOUGH TO EVEN JUST -- OR
MAYBE ALBANY WE CAN --

>> OKAY, GREAT.

>> EMS IS WHO DID THE PICK UP
NOW WE HAVE MOBILE INSTEAD OF
THE OUTREACH THAT'S REALLY
GREAT.

ARE YOU -- IS EMS STILL PICKING
UP NEEDLES FROM ANY SITES
IMPROPERLY DISCARDED NEEDLES?

>> ON OCCASIONS WE STILL GET
CALLS THAT COME IN FROM 311 TO
DISPATCH, USUALLY IT'S MORE OFF
HOURS.

REALLY DEPENDS -- EITHER
SUPERVISOR OR NEARBY UNIT TO

TAKE A LOOK IF IT'S SOMEBODY
FINDS SOMETHING IN A PLAY
GROUND, IN A COMMON HALLWAY, IN
A BUILDING WHERE KIDS AND STUFF
WE WANT TO MAKE SURE WE GET RID
OF THAT.

MAY GO UP LOOK SAY LIKE, WOW,
LIKE THOUSANDS THAT GET
DISCARDED, CLEARLY SOMETHING
ELSE FOR TEAM OF SOMEBODY WHO IS
MORE EQUIPPED FOR THAT.

>> HOW DO YOU DISPOSE OF THEM IF
YOU ARE PICKING UP THAT WAY?

>> ALL OF OUR UNITS HAVE NEEDLE
BOX, I HAVE ONE IN MY CAR AND
STUFF AND IF I HEAR ONE GO OUT I
JUST GRAB --

>> ARE YOU ABLE TO TRACK THAT,
BECAUSE WE ARE TRYING TO GET A
BETTER UNDERSTANDING OF THE
AMOUNT OF NEEDLE, IS THAT WE'RE
COLLECTING AS A CITY.

MOST RECENT NUMBER I'VE HEARD AS
A CITY THROUGH VARIOUS
DEPARTMENTS THAT WE'RE
COLLECTING ABOUT 600,000 A YEAR?
JUST WONDERING YOUR INFORMATION
IS INCLUDED IN THAT?

>> WE CAN CERTAINLY DO QUICK
LOOK AT OUR CAD SEARCH FOR THAT
KIND OF CALL.

AGAIN, MORE FOR ASSISTANCE, IT
WOULDN'T GO TO EMS CALL BUT WE
COULD LOOK AT THAT, THAT MAY NOT
TELL US WHETHER WE PICKED UP ONE
THAT WAS LOCATED NEAR LIED AND
PLAYGROUND VERSUS --

>> I DOVE LOVE THAT YOU DO
COMMUNITY SERVICE PROGRAM OR
OUTREACH PROGRAMS WITH THE EMT
COURSE ALL OF THAT.

THE COMMUNITY CPR TRAINING HOW
MANY INDIVIDUALS DO WE TRAIN A
YEAR?

YOU CAN TELL US.

>> LAST YEAR IN 2018 WE HAD
ABOUT 3300 CPR, THAT INCLUDES
BOTH CPR CERTIFICATIONS AND
HANDS-ONLY.

>> WHERE ARE THOSE HAPPENING?
THE TRAININGS?

MOSTLY HAPPENING AT HEADQUARTERS
OR --

>> NOT COMMUNITY.

>> GREAT COMMUNITY OFFICERS.

>> THAT MIGHT REQUIRE
CERTIFICATION.

>> THANK YOU.

>> THAT IS IT FOR ME, THANK.

>> COUNCILOR FLAHERTY.

>> THANK YOU, MR. CHAIRMAN GOOD
TO SEE THE CHIEF.

IT SEEMS PUNITIVE SEEING YOU
THREE TIMES YOU'VE BEEN IN THE
WELL HERE LAST TWO WEEKS, BUT
ALWAYS GOOD TO SEE YOU, AN
OPPORTUNITY FOR US TO COMMEND
YOU FOR THE GREAT WORK OF YOUR
ENTIRE TEAM OF EMS DOES ON
BEHALF OF THE CITY, CAN SPEAK TO
THAT PERSONALLY.

WITH TIME AND ATTENTION BEEN
SPENT ON CARING FOR MY FAMILY
BUT FOLKS ACROSS THE CITY I'VE
OFTEN SAID IF IT WASN'T FOR EMS,
THAT THE DEATH TOTAL WITH BE
SIGNIFICANT HIGHER POSSIBLY EVEN
DOUBLE BUT FOR THE FACT THAT YOU
GUYS ARE THERE IN VERY SHORT
PERIOD OF TIME, ONE OF THE BEST
TRAUMA HOSPITALS IN THE WORLD.
THAT SAID, WAS CURIOUS TO SEE IS
THERE MANDATORY RETIREMENT FOR
EMS I KNOW YOU FALL UNDER BBPS.
AND DO EMS, I KNOW EFFORTS THAT
I LED HERE IN THE COUNCIL TO GET
YOUR MEMBERS GROUP FOUR BUT I'M
NOT RECALLING AS TO WHETHER OR
NOT THERE WAS MANDATORY TRIGGER
FOR RETIREMENT?

>> THAT WAS NOT INCLUDED IN THE
LEGISLATION THAT WAS PASSED TO
INCLUDE THAT THIS PARTICULAR
AGENCY.

WHERE I DO SEE IT IN POLICE AND
FIRE JUST FOR ONE REASON OR
ANOTHER IT WASN'T THERE.

>> ONE OF THE ISSUES THAT WE
HAVE, CHIEF, WITH RESPECT TO THE
POLICE IS THAT THERE'S A LARGE
NUMBER OF FOLKS APPROACHING AGE
65.

ONE OF THE CONCERNS I WOULD HAVE
IS, WANT TO GET A SENSE AS TO
THE -- SORT OF THE STATE OF EMS
WORKFORCE AND HOW MANY WILL BE
RETIRING IN THE NEXT YEAR AND
HOW MANY RETIRING IN THE NEXT

FIVE YEARS.

THAT'S IMPORTANT FOR US TO KNOW AS LEGISLATIVE BRANCH TO MAKE SURE THAT WE'RE FUNDING THE APPROPRIATE NUMBER OF RECRUITS AND CLASSES FOR YOUR WORKFORCE. I DON'T KNOW IF OFF THE TOP OF YOUR HEAD YOU CAN SURMISE AS TO HOW MANY RETIREMENTS YOU EXPECT THIS YEAR AND NEXT YEAR AS WELL AS WITHIN FIVE YEARS.

>> TOP OF MY HEAD IT WOULD BE DIFFICULT.

PROBABLY WOULDN'T TAKE US TOO MUCH TO LOOK AT PEOPLE WHO WOULD BE RETIRING ELIGIBLE.

SAY, FOR EXAMPLE, IF YOU'RE -- ASSUMING THAT -- CALCULATE, YOU HAVE TO BE AT LEAST 55 AND 3 YEARS, RIGHT?

WE CAN LOOK TO SEE HOW MANY PEOPLE WOULD BE ELIGIBLE FOR THAT.

LOT OF PEOPLE DO STAY PAST 55. SOME PEOPLE GO -- COUPLE OF RETIREES WE HAD LAST YEAR WEREN'T QUITE THERE, TWO OR THREE YEARS AWAY BUT THEY HAD OTHER EMPLOYMENT OPPORTUNITIES OUT THERE WHERE THEY HAD SOME OFFERS, DID MATH ON THEIR OWN. I'LL MAKE COUPLE OF PERCENTAGE POINTS LESS BUT THIS OTHER OPPORTUNITY WON'T BE THERE IF I WAIT THREE YEARS.

SOME PEOPLE DO JUMP.

SOMETIMES IT'S CAREER MOVE.

>> KEEP YOUR EYE ON THAT BUT ALSO SORT OF THE NUMBER OF RETIREMENTS THAT ARE BEING FORECAST MAKE SURE WE'RE GIVEN APPROPRIATE ATTENTION TO THE RESOURCES FOR THE BACKFILL, IF YOU WILL OR AT LEAST TO KEEP UP WITH RETENTION.

THE FIRE DEPARTMENT WAS IN THE OTHER DAY WHO ALSO DO GOOD WORK ON BEHALF OUR CITY TALKING ABOUT THEIR RESPONSE TIMES DESPITE THE FACT THAT THEY'RE SOLD ID, THEY ARE SEEING BETWEEN INCREASED TRAFFIC AND CONSTRUCTION, DENSITY THAT WE'RE EXPERIENCING, I KNOW THAT WE HAD TOUCHED LAST

WEEK WHEN YOU WERE IN,
PARTICULARLY PERTAINS TO THE
WATERFRONT.

HAVE YOU SEEN ANY RESPONSE TIMES
WITH EMS IN THE TRAFFIC WOE, IS
THAT WE EXPERIENCE AS A CITY?

>> WELL, I THINK TRAFFIC DOES
PLAY A PART OF IT.

I THINK RESPONDING TO -- YOU
REALLY HIT SOMETHING THAT'S --
TUNNEL CLOSED REAL OBSTRUCTION.
FOR THE MOST PART, PRETTY ADEPT
AT EMERGENCY VEHICLE WHEN IT
COMES TO LIGHTS AND SIREN TRYING
TO GET YOUR WAY THROUGH TRAFFIC
OR MAKE A HOLE.

THEY'RE PRETTY GOOD AS FAR AS
EVEN TRYING TO -- VERY ADEPT TO
FINDING AT ROUTES TO GET TO
PLAYS.

BECAUSE THEY LEARN QUICKLY HERE
THAT -- I THINK ONE OF THE
THINGS THAT PERHAPS WE DON'T
ALWAYS CONSIDER -- WHEN YOU ARE
NOW CLEAR TRYING TO GET BACK TO
YOUR AREA THAT IMPACT TRAFFIC
PLAYS ON THAT, TRYING TO GET
BACK, FOR EXAMPLE, MASS GENERAL
AND RUSH HOUR TRAFFIC TRYING TO
GO BACK TO EAST BOSTON.

IF YOU'RE NOT ON CALL YOU'RE NOT
GOING TO ACTIVATE YOUR WARNING
LIGHTS AND SIREN TO GO BACK.
BUT IT MAY TAKE YOU A LITTLE BIT
TO GET BACK OR GOING BACK TO
HYDE PARK OR SOMEWHERE ELSE BUT
TRAVELING JUST LIKE YOU GOING
OUT, BACK TO COMMUNITY MEETING
OR SOMETHING IN HYDE PARK THAT
TIME OF DAY YOU HAVE TO ACCOUNT
FOR TRAFFIC.

IT'S PROBABLY A FACTOR.

>> HOW MANY UNIFORMED EMS
PERSONNEL DO WE HAVE ON SHIFT
SORT OF EVERY HOUR OF EVERY DAY,
OPTIMUM NUMBER THAT WE HAVE
PROTECTING OUR CITY, MORNING,
DAY AND NIGHT?

>> AS FAR AS WHO IS UP -- DO
THIS REAL QUICK HERE.

>> ASSUMING THAT WE'RE AT BASE
ON THE DAY SHIFT TODAY WITH
21 BLS AMBULANCES THAT SHOULD BE
42 EMTs, FIVE ALS UNITS ON,

TEN MEDICS, TWO OR THREE SUPERVISORS DEPENDING WHAT IS GOING ON PLUS THE SHIFT COMMANDER.

WE HAVE COUPLE OF SPECIAL OPERATIONS UNITS ON AS WELL, TOO, ON DAYS.

52 -- SO, MAYBE ABOUT JUST SHY OF 60 PERSONNEL.

IN DISPATCH OPERATIONS WE DO ADDITIONAL ON DAY SHIFT PROBABLY LIKE ADDITIONAL NINE PERSONS UP THERE BETWEEN SUPERVISORS, CALL TAKERS, DISPATCHERS, CAN ADD THAT ON THERE AS WELL.

>> WITH THAT POPULATION EXPANDING THAT WOULD MOVE UPWARD PROJECTOR REAS YOU'RE CALCULATING AS THE BUILDINGS ON THE WATERFRONT, ALL THE CONSTRUCTION CRANES.

>> CORRECT.

WHEN WE GET THIS RECRUIT CLASS THROUGH NOW AND WITH THE OTHER ONES WE'RE TRYING TO TAKE ADVANTAGE OF THE EXPANSION THAT YOU AND MAYOR GAVE US WITH THE 20, WE'D BE ABLE TO DEPLOY ANOTHER TRUCK OR TWO ON DAYS OR EVENINGS ONCE WE DO GET TO THAT.

>> EXCELLENT, CHIEF, THANK YOU FOR YOUR TIME AND ATTENTION. AGAIN, YOUR DEPARTMENT DOES PHENOMENAL JOB, ADDS TREMENDOUS VALUE WE ARE HAPPY TO HAVE YOU GUYS.

>> THANK YOU.

>> THANK YOU, MR. CHAIR.

>> COUNCILOR FLYNN.

>> THANK YOU, COUNCILOR CIOMMO. THANK YOU TO CHIEF FOR BEING HERE AND MORE IMPORTANTLY THANK YOU FOR YOUR EXCELLENT LEADERSHIP THAT YOU'VE PROVIDED THE CITY FOR SO MANY YEARS.

CHIEF, I JUST WANT TO FOLLOW UP ON A COUPLE OF ISSUES THAT COUNCILOR FLAHERTY TALKED ABOUT. I KNOW WE SPOKE ABOUT IT RECENTLY.

BUT THE SOUTH BOSTON WATERFRONT POPULATION CONTINUES TO GROW EVERY YEAR.

WE DON'T HAVE A POLICE PRESENCE

DOWN THERE OR FIRE PRESENCE OR
EMS.

WE DID TALK RECENTLY TO THE FIRE
COMMISSIONER AND HE WAS TALKING
ABOUT THAT THE TRAFFIC THAT HE
IS EXPERIENCING.

A LITTLE MORE TIME.

FOR FIRE TRUCKS TO GET INTO THE
SEAPORT.

I KNOW YOU HIT ON IT AS WELL.

BUT I THINK IT'S REALLY CRITICAL
FOR RESIDENTS OF THE SOUTH
BOSTON WATERFRONT TO HAVE NEW
EMS STATION.

I HOPE WE CONTINUE TO WORK ON
SHORT-TERM STRATEGY AND ALSO
LENG-TERM STRATEGY EVENTUALLY
GETTING EMS PRESENCE IN THE
SOUTH BOSTON WATERFRONT.

>> THANK YOU, COUNCILOR.

THAT HAS BEEN PRIORITY, ONE OF
THE PRIORITY FOR US GOING BACK
TEN YEARS AGO.

WE'VE HAD THAT IN OUR REQUESTS,
WE PUT OUR NEEDS EVERY YEAR.

YOU'RE CORRECT, THE CAPITAL
BUDGET COUPLE OF YEARS AGO DID
INCLUDE MONEY FOR A STUDY DOWN
THERE.

AND THAT STUDY WAS COMPLETED,
LOOK AT SOME OF THE NEEDS, IT
DID MAKE COUPLE OF DIFFERENT
RECOMMENDATIONS.

ONE WAS FOR THE CITY SITE TO
BUILD WHERE WE COULD HAVE STAND
ALONE OR SHARED FACILITY WITH
SOMEBODY ON CITY OWNED PROPERTY,
WITH ABILITY TO POLICE OR
ABILITY TO GET OUR LINKAGE-TYPE
PROGRAM WOULD BE ABLE TO GO IN
WITH ANOTHER DEVELOPMENT GOING
DOWN THERE, WHETHER IT'S ANOTHER
STATE AGENCY OR PRIVATE
DEVELOPER.

WE COULD PUT IN AGAIN, WHETHER
IT -- THEY GAVE SOME EXAMPLES IN
THE DOCUMENT THEY DID WHERE SOME
CITIES WHERE THEY WOULD HAVE
EVEN FIRE ENGINE COMPANY IN THE
CORNER OF A BUILDING THAT HAS
RESTAURANT ON ONE END AND
CONDOMINIUMS UP TOP, SOME CITIES
DO THAT.

THAT IS ONE OPTION.

LOOKING AT ANOTHER OPTION
EXPLORING SOME OF THE CITY OWNED
PARCELS.

THE BPDA RECENTLY DID MAKE US
AWARE THAT I THINK IT WAS 330
DRY DOCK AVE. A SMALL PARCEL,
BUT IT IS OWNED BY THE CITY AND
I DON'T THINK THERE'S ANY
THOUGHT FOR THAT BEING EITHER
SOLD TO A DEVELOPER, PRINCIPALLY
PROBABLY BECAUSE IT IS SMALL
ENOUGH, PROBABLY WASN'T THAT
DESIRABLE THAT DRY DOCK RIGHT
BEHIND IT.

THEY DID PROPERTY CONSTRUCTION
ASSESSMENT, SOMETHING THAT COULD
BE USED FOR AT LEAST SINGLE BAY
STATION IF IT WAS DONE RIGHT.

THEY DID PUT -- THIS JULY,
300,000 AND CHANGE MADE
AVAILABLE TO DO A STUDY.
IS GOOD.

HAVING A SITE IS REALLY KEY.
IT'S VERY DIFFICULT TO FIND
PROPERTY ANYWHERE.

BOSTON IS BOOMING, REAL
ESTATE-WISE.

BUT FIND SOMETHING THAT IS DOWN
THERE THAT THEY COULD USE AND
BUILD ON.

I'M ENCOURAGED THAT THERE IS A
SITE AND THERE IS MONEY
COMMITTED TO ACTUALLY DO DESIGN.
BECAUSE THEN THINGS COULD FLOW
AFTER THAT.

THE GARAGE, STORAGE FACILITY
THAT WAS BUILT OUT IN MAD --
MADAPAN ON RIVER STREET, PUBLIC
HEALTH WAS ABLE TO IDENTIFY A
SITE ON EXISTING PROPERTY WAS A
MAJOR HURDLE BECAUSE THEY HAD
LOOKED AROUND AT ABANDONED OR
SOON TO BE ABANDONED AUTO BODY
SHOPS, TRYING TO FIND A SITE
THAT THE CITY COULD MAYBE COME
IN AND GRAB.

HAVING THAT SITE HELPS A LOT
BECAUSE THAT FACILITATED THE
DESIGN.

DID SAVE SOME MONEY ON THAT.
SO THAT WAS LIKE A THREE-PHASE
PROJECT WHERE WITHIN THREE YEARS
FROM CONCEPTION TO WHERE WE WERE
ACTUALLY ABLE TO MOVE IN, THAT

ONE MOVED QUICK.

BY CAPITAL FUNDING TIMELINES I'M HOPING THAT WILL FOLLOW SUIT.

>> GREAT WORK.

JUST AS POINT OF REFERENCE, BRIAN GOLDEN, THE BPDA DIRECTOR WAS HERE YESTERDAY TESTIFYING AND WE WERE TALKING ABOUT THE GROWING POPULATION IN THE SOUTH BOSTON WATERFRONT AND BRIAN AND SOME OF THE EXPERTS ON THE BPDA ACKNOWLEDGED THAT THE POPULATION IS GOING TO GROW DOUBLE IN THE NEXT TEN YEARS.

AND I SAID, THAT'S REALLY ANOTHER REASON WHY WE DESPERATELY NEED AN EMS STATION DOWN THERE, FIRE STATION.

I LOVE THE BUILDING THEY BUILT IN THE MID '80S THE INTERNATIONAL PLACE BUILDING WHERE THEY HAD THE FIREHOUSE AND EMS STATION.

THEN THEY BUILT SKYSCRAPER ABOVE IT, THAT MODEL SEEMS TO WORK.

>> COLLEAGUES LOCATED AT 109. WHICH IS A LINKAGE PROJECT WITH MAYOR -- I THINK THE GUY'S NAME WAS FLYNN.

>> I'VE HEARD OF HIM, CHIEF.

>> WE HAVEN'T FORGOTTEN THAT.

>> CHIEF, ONE MORE QUESTION IF I MAY.

I KNOW HOW HARD YOUR EMPLOYEES WORK AND IT CAN BE A DIFFICULT JOB, IT CAN BE A STRESSFUL JOB.

WHAT TYPE OF -- I KNOW A LOT OF THIS IS DONE FOR THE UNION.

WHAT TYPE OF SERVICES ARE YOU ABLE TO PROVIDE YOUR WORKERS THAT ARE ON THE FRONT LINES THAT ARE CONSTANTLY DEALING WITH DIFFICULT SITUATIONS, TRAUMA SITUATIONS.

ARE WE ABLE TO GET THEM THE RIGHT TIME OFF, ABLE TO GET THEM THE RIGHT ASSISTANCE FOR MEDICAL APPOINTMENTS OR COUNSELING OR FAMILY TIME OR ANY TYPE OF ASSISTANCE THAT WE CAN PROVIDE OUR FRONT LINE WORKERS THAT ARE ON THE STREETS EVERY NIGHT DOING VERY DIFFICULT JOB OF SAVING LIVES BUT LET'S -- I KNOW MUST

BE STRESSFUL FOR THOSE MEN AND WOMEN.

>> CERTAINLY IS.

AND STRESS JUST -- WE ALL KNOW IS CUMULATIVE, THE EFFECTS OF IT.

YOU CAN HAVE A BAD DAY OR BAD NIGHT BUT IF YOU HAVE SERIES OF THEM OR YOU DON'T GET OVER ONE YOU ARE CARRYING BAGGAGE AROUND WITH YOU, WHETHER IT'S SOMETHING IN YOUR PERSONAL LIVES, FAMILY LIVES OR ON THE JOB, IT AFFECTS YOU.

PEOPLE ACROSS THIS CITY ARE CERTAINLY AFFLICTED WITH INVISIBLE WOUNDS THAT THEY CARRY AROUND.

AS FAR AS BOSTON EMS MANY YEARS AGO, IT WAS THE UNION, BACK WHEN WE WERE AFSCME, THE CO-WORKERS THAT OUR PEERS STARTED BUILDING UP A PEER SUPPORT TEAM, PEER SUPPORT UNIT, CONTRACTING, USING OUR UNION FUNDS AND STUFF TO HELP SECURE SERVICES OF PROFESSIONALS TO HELP SHAPE THAT, RUN DEBRIEFINGS, DO SOME FOLLOW UP.

OVER THE YEARS THAT GREW, THAT EXPANDED, THE DEPARTMENT NOW PAYS SIGNIFICANT FUNDS EVERY YEAR TO SECURE THE SERVICES.

WE PUT OUT RFP WE CONTRACT WITH PROVIDER NOW THAT GIVES US ON SITE HERE LIKE IN THE FIRST FLOOR OF BUILDING WE'RE IN, WHERE CLINICIANS ARE AVAILABLE TO MEET WITH EMPLOYEES WHERE THEY CAN MAKE APPOINTMENTS DIRECTLY THROUGH THEM.

I DON'T KNOW WHO IS GOING DOWN THERE OR WHO IS GETTING FOLLOWED UP THERE OR FOR WHATEVER REASON. THEY TRACK CONTACT HOURS THAT'S ALL.

THEY KNOW THAT THEY'RE PROVIDING THE SERVICES.

WHERE EMPLOYEES CAN COME IN AND REALLY NO OTHER -- WE DON'T UTILIZE ANY OF THE SPACE ON THE FIRST FLOOR, PEOPLE COMING AND GOING IS PRETTY LOW KEY.

BUT THEY CAN MAKE ARRANGEMENTS

TO MEET OFF SITE.

WE HAVE -- THEY UTILIZE LICENSED CLINICIANS WHO ARE GOOD FOR THAT.

THEY HAVE ANOTHER FACILITY WHICH IS -- CALL IT ON SITE BUT REALLY IT'S OFF SITE.

IT'S OUTSIDE OF BOSTON.

AND THEY ALSO HAVE THE ABILITY TO SEND PEOPLE TO THE PLACE, EVEN UP IN VERMONT OR OTHER ONES.

WE HAVE A TEAM LEADER FOR PEER SUPPORT WHO IS CURRENTLY A LIEUTENANT WHO COORDINATES THOSE EFFORTS.

AND HE IS A VEHICLE FOR WHICH -- HE SERVES AS LIEUTENANT HERE, WHICH IS WEIRD, HIS ABILITY ON DIFFERENT SHIFTS, IT'S KIND OF BLEND IN THE BACKGROUND IF HE'S VISITING OR CHECKING IN WITH DIFFERENT PEOPLE AND STUFF IF THEY'RE AT WORK NOT SO OBVIOUS BECAUSE IT'S -- RUN INTO SUPERVISOR ON A SHIFT IT'S NOT LIKE, HERE COMES SO-AND-SO.

WHAT ARE YOU SEEING HIM FOR? WE TRY TO MAINTAIN THAT CONFIDENTIALITY AND THAT LOW KEY APPROACH.

BUT THEY ALSO -- THEY DO REFER PEOPLE OUT TO MEET WITH AGAIN LIKE I SAID THE LICENSED CLINICIANS.

WE HAVE -- DO HAVE ABILITY TO PULL PEOPLE OFF LINE IF THEY REALLY THINK THEY NEED TO OR EVEN TO GO TO TAKE ADVANTAGE OF ONE OF THE PROGRAMS THAT THEY HAVE FOR PEER SUPPORT FOR STRESS.

WHAT IS ALSO GOOD IS THAT, THE AGENCIES HELP EACH OTHER OUT. THE BPD, THE FIRE, SOMETIMES IF YOU HAVE LEARNED -- THEY LEARN OF A PROGRAM THAT MAY BE POLICE OR FIRE HAVE OR SOMETHING WHO MAY BE SUITED FOR SOMEBODY, THEY WILL HELP REFER, MAKE REFERRALS HELP EACH OTHER GET INTO PLACES OR I KNOW WE'VE TALKED BEFORE ABOUT VETERANS.

THE HOME BASE PROGRAM, WE DO A

LOT OF TRAINING WITH THEM.
THEY DID A LOT OF TRAINING FOR
US, LOT OF PEOPLE TO RECOGNIZE
DEALING WITH PTSD WHICH WAS GOOD
FOR US IT HELPS YOU SEE YOURSELF
BUT YOUR CO-WORKERS.
BUT THEY WERE WITHOUT GETTING
INTO IT, I DON'T KNOW WHO IT WA
WAS, BUT WE HAD AN EMPLOYEE
WHOSE SPOUSE WAS RETURNING
VETERAN, HAD SOME ISSUES, WE
WERE ABLE TO QUICKLY FACILITATE
GETTING THAT PERSON HELP.
THAT WASN'T OUR EMPLOYEE, BUT
THAT AFFECTS OUR EMPLOYEE'S LIFE
BECAUSE THEY NEED THAT HELP.
A FAMILY DEALING WITH STRESSFUL
SITUATIONS.
THAT IS GOOD THING TO HAVE
PARTNERSHIPS HAVING OUR PEER
SUPPORT PEOPLE BEING ABLE TO
TALK TO EACH OTHER WITH
CONFIDENCE, THEY HELP SAY LIKE,
WE SAW THIS BEFORE.
I GOT JUST THE IDEA.
A LOT GOES ON IN THE BACKGROUND
AGAIN PRETTY MUCH GET SOME VERY
GROSS NUMBER OF CONTACT HOURS,
PEOPLE ARE LIVING UP TO
DELIVERABLE.
PARTITE HAVE TO DO SO MANY
TRAININGS FOR OUR TEAMS, THEY
HAVE TO DO FEW OTHER THINGS.
MAKE SURE THAT THEY DO, WE
HAVE -- BESIDES DEDICATED
OVERSEES GROUP OF VOLUNTEER PEER
SUPPORT PEOPLE WHO ALSO GET
RELEASE TIME TO TAKE TRAININGS
SO THAT GOOD CHANCE THEY ARE ON
SHIFT.
ALMOST EVERY SHIFT SOME PEOPLE
OUT THERE WHO HAVE BEEN TRAINED
TO RECOGNIZE AND DEAL WITH SOME
OF THESE.
THEY CAN MAKE THE CALL TO GET
SOMEBODY IN OR GO TO THE SHIFT
COMMANDER OR MEDIA OR ONE OF THE
SUPERINTENDANTS.
WE GOT TO GET ED OFF LINE FOR
COUPLE OF DAYS.
WE'LL DO IT, IS OUR ANSWER.
>> THANK YOU, CHIEF.
THANK YOU TO YOUR DEPARTMENT AND
TEAM FOR GREAT WORK IN OUR CITY

AND OUR NEIGHBORHOODS AND YOU
SAVING SO MANY LIVES.

WANT TO SAY THANK YOU TO THE MEN
AND WOMEN OF YOUR SEPTEMBER.

>> THANK YOU FOR RECOGNIZING THE
NEED TO TAKE CARE OF THEIR
EMOTIONAL AND OTHER NEEDS, TOO,
THANK YOU FOR MENTIONING IT.

>> THANK YOU, COUNCILOR FLYNN.
AT SOME POINT MAYBE AFTER THE
HEARING IF YOU COULD PROVIDE THE
NAME OF THE GENTLEMAN YOU SAID
OR GENERAL TALL WOMAN WHO IS
PARTICIPATING IN THE 911 AND
RADIO.

>> SURE.

ABSOLUTELY.

LIKE RIGHT NOW, FROM OUR SIDE I
GUESS IT'S -- FOR RADIO THING
IT'S BEEN MYSELF PUSHING IT,
OBVIOUSLY I'M NOT -- PROBABLY
ONE TRYING TO COORDINATE
ACTIVITIES WITH CAPITAL AND WITH
THE POLICE MAKE SURE THAT WE CAN
MAKE SOME PROGRESS THIS FISCAL
YEAR.

I FELT WE WERE GOING TO GET AT
LEAST A GOOD BITE OUT OF IT.

BUT WE'D LIKE TO -- WANT TO
OFFER LIKE PLAN TO SAY LIKE,
HEY, THIS IS PROJECTED COST BUT
ALSO PROJECTED COST SAVINGS IF
WE DO IT NOW.

I WILL GET YOU THAT.

>> OBVIOUSLY HOPEFULLY
EVERYTHING LEADS TO BETTER
RESPONSE TIMES, I LOOK FORWARD
TO SEEING THAT.

JUST WANTED TO ASK A LITTLE BIT,
I KNOW I PROBABLY SHOULD HAVE
BROUGHT WITH UP.

THE NORTH HAMPTON SQUARE PROJECT
THAT WAS SUPPOSED TO PROVIDE
SPACE FOR BPHC FITNESS CENTER, I
BELIEVE, STOREFRONT.

DOES ANYBODY HAVE ANY UPDATE ON
THAT PROJECT?

MAYBE IN PHASE TWO.

BUT I SEE IN THE CAPITAL BUDGET
THAT THERE'S LIKE 5.1 MILLION
FOR THE MIRANDA CREAMER CENTER
WHICH I THOUGHT WAS SUPPOSED TO
BE ON TRINITY -- WAS IT TRINITY
FINANCIAL?

WHOEVER THE DEVELOPER WAS.
WAS SUPPOSED TO RENOVATE THAT
ENTIRE BUILDING AND I'M JUST
CONFUSED BECAUSE THAT PROJECT
WAS APPROVED BY THE CITY COUNCIL
IN 2013.

NOW 2019.

I KNOW THAT I THINK JUST THE
EXISTING TOWER WAS RENOVATED AND
MY UNDERSTANDING WAS THE MIRANDA
CREAMER THAT HAS THE FITNESS
CENTER WAS RENOVATED.

WONDERING WHY WE'RE PUTTING
MONEY INTO THE MIRANDA CENTER AT
ALL.

I GUESS IS THE QUESTION.

>> I CAN ANSWER SOME OF THAT.

MIRANDA BUILDING IS THE BUILDING
THAT WE'RE CURRENTLY IN.

OUR OFFICES ARE ON THE FIFTH
FLOOR, WE HAVE OFFICES ON -- WE
SHARE SPACE ON THE FOURTH FLOOR,
OUR TRAINING DIVISION.

AND WITH SOME OF THE PROGRAMS
FROM PUBLIC HEALTH AS WELL AS ON
THE SIXTH FLOOR WHERE THE
MEDICAL INTELLIGENCE CENTER IS.
WE HAVE TRAINING.

WE HAVE TRAINING SIM LABS UP
THERE, WE SHARE SPACE UP THERE
WITH PUBLIC HEALTH PREPAREDNESS.

A LOT OF OUR OPERATION IS ON
THIRD FLOOR, WHERE OUR
PROFESSIONAL STANDARDS DIVISION
IS, WHERE -- ALSO OUR A&F,
ADMINISTRATION AND FINANCE DOWN
THERE, OUR I.T. SUPPORT ARE DOWN
IN THAT LOCATION.

I MENTIONED ON THE FIRST FLOOR
THERE'S SOME SPACE WHERE WE HAVE
STORAGE BUT ALSO HAVE OUR PEER
SUPPORT OFFICES ARE DOWN THERE.

WE'RE STILL VERY MUCH ACTIVE IN
THAT BUILDING, SECOND FLOOR IS
PUBLIC SAFETY FOR -- PUBLIC
SAFETY DIVISION.

WE UTILIZE THAT BUILDING
HEAVILY.

I THOUGHT SOME OF THE STUFF IN
THE BUDGET FOR THIS YEAR,
CAPITAL BUDGET FOR THAT WAS TO
REPLACE THE ROOF ON THAT
BUILDING AS WELL AS REPLACE ROOF
ON SOUTH END FITNESS CENTER

WHICH IS ATTACHED LIKE A BRIDGE
WITH US THAT GOES OVER THERE.
WE USE -- UTILIZE THE -- SOME OF
THE FITNESS FACILITIES FOR OUR
RECRUIT TRAININGS AT TIMES.
BUT FOR THE MOST PART WE'RE
CONFINED TO MIRANDA KRAMER.
THERE WAS, I KNOW, TALK, PLANS
ABOUT EITHER TRINITY OR SOMEBODY
ACQUIRING THE PROPERTY.
LOT OF DISCUSSION ABOUT WHERE WE
WOULD EVENTUALLY GO.
THAT IS ON THE SHELF, SO I CAN'T -- I THINK BPD PROBABLY
HAS MORE INFORMATION ON THIS AT
THIS POINT STAGE OF THE
DEVELOPMENT.
I'M CHECK IN WITH THEM.
I JUST WANT TO MAKE SURE THAT
WHAT THE COUNCIL PASSED SIX
YEARS AGO NOW, WAS FAVORABLE TO
TRINITY, I THOUGHT AT THE TIME.
BUT THEY MADE SOME COMMITMENTS
TO THE CITY, PARTICULAR TO PMC
BUT ALSO BHPC I JUST WANTED TO
MAKE SURE EVEN WHEN I'M OUT THE
DOOR THAT THEY FULFILLED THOSE
COMMITMENTS TO THE CITY
RESIDENTS.
JUST ONE LAST QUESTION ON THE
EMS QUESTION, IT'S AFFORDABLE --
ONE OF YOUR INITIATIVES FOR CITY
RESIDENTS TO GO ONLINE TO DO A
TRAINING.
ONLINE TRAINING OR SOMETHING.
WHERE DID I SEE THAT, IN YOUR
INITIATIVES?
>> OUR EMT TRAINING BEING
AFFORDABLE, DEPENDING WHAT YOUR
BUDGET IS, AFFORDABLE IS ALWAYS
A RELATIVE -- TO PROVIDE
TRAINING IS \$850 TO TAKE OUR
CLASS.
MOST PLACES LIKE IF YOU GO TO A
COMMUNITY COLLEGE, LOT OF THE
OTHER PLACES IT'S AT LEAST
DOUBLE THAT.
IT'S CLEARLY THAT.
OUR GOAL ALWAYS TO MAKE IT
AFFORDABLE TO COVER OUR
EXPENSES, BASICALLY OUR EX
EXPENSES.
WE HAVE A TRAINING CAPTAIN, LEAD
INSTRUCTOR UP THERE BUT WE
ALSO -- THE TRAINING ASSISTANTS

PRETTY MUCH GET A STIPEND WHICH IS JUST A FLAT RATE FOR HELPING OUT WITH THE CLASS TO TRY TO KEEP IT MORE AFFORDABLE. IT'S LESS OF A BARRIER FOR PEOPLE TO GET THEIR EMT CERTIFICATION TO COME TO THE CLASS.

>> WITH THE NEW DIVERSITY OFFICER, AND THE FUNDING THAT COMES WITH CITY ACADEMY I THINK THAT IS A PLACE THAT THAT PERSON SHOULD FOCUS ON, TOO, GETTING FOLKS FROM THE NEIGHBORHOOD, FROM THE CITY OF BOSTON THROUGH THE NEIGHBORHOOD JOBS TRUST BECAUSE THAT'S WHERE THAT FUNDING ACTUALLY COMES FROM FOR CITY ACADEMY, I BELIEVE. THAT MONEY COMES FROM ALL OF THE DEVELOPMENT YOU SEE IN THE CITY OF BOSTON.

SO WE SHOULD BE TAKING THOSE RESOURCES AND MAKING SURE OUR CITY OF BOSTON RESIDENTS -- JUST LASTLY, WHAT IS THE ENTRY LEVEL EMT/EMS EMPLOYEE COMING ON THE STREET WHAT IS THEIR STARTING SALARY?

>> EMT GRADUATED, 57.
RECRUIT, ONE GRADE BELOW THAT.
>> 57 PLUS THEIR OTHER STIPENDS.
>> THANKS.

AS I FINISH, THIS IS ACTUALLY THE LAST WAYS AND MEANS HEARING FOR THIS SEASON.

BEFORE WE HAVE RESUBMITTAL AND SUCH BUT I'M GLAD WE ENDED WITH EMS, THE MEN AND WOMEN, THE TEAM BEHIND YOU, YOUR FOLKS, THE SUPPORTS IN THE GALLERY HERE. AGAIN MAKE US VERY PROUD I THINK YOU'VE HEARD FROM ALL OF MY COLLEAGUES.

WE'RE VERY PROUD OF EMS THE WORK YOU MEN AND WOMEN DO, ALL OF OUR PUBLIC SAFETY OFFICIALS I THINK WE ARE THE MODEL FOR THE WORLD QUITE FRANKLY, THE WAY WE APPROACH PUBLIC SAFETY. THE WAY -- THE RESULTS WE GET SO I JUST WANT TO THANK YOU. AGAIN, HAPPY EMS WEEK AND THIS HEARING IS ADJOURNED.

>> THANK YOU, COUNCILOR.