

**MAYVILLE
AREA AMBULANCE**



2017 OPERATIONAL REPORT

Serving the Community since 1976

**5802 Lynch Drive
P.O. Box 181
Mayville, Michigan 48744**

www.mayvilleambulance.org

Business: (989) 843-6136

Emergency: 911

admin@mayvilleambulance.org

OUR SERVICE



Mayville Area Ambulance Service (MAAS) is a 501(c)3 Non-Profit Corporation, registered in the State of Michigan, to provide ambulance and emergency medical services to the residents of Mayville and the surrounding areas. We provided both emergency and non-emergency services and transportation.

MAAS is licensed by the State of Michigan Department of Community Health as a Life Support Agency (LSA), at the Basic Life Support (BLS) level. MAAS is a member agency of both the Saginaw Valley Medical Control Authority and the Lapeer County Medical Control Authority, which provide medical oversight and direction to MAAS and the other ambulance agencies in their respective areas.

OUR BOARD



The MAAS Board of Directors is comprised of a representative from each municipality that is contracted with MAAS. The Board meets bi-monthly to guide the operations and growth of the service. The MAAS Board members are:

Ronald Gromak, Board Chairman

*Representing Rich Township
Board Member Since 1999*

Glenn Fox, Board Vice-Chairman

*Representing Dayton Township
Board Member Since 2000*

Sherry Bodeis, Director

*Representing Fremont Township
Board Member Since 2006*

Jan Wickham, Director

*Representing the Village of Mayville
Board Member Since 2013*

OUR STAFF



The staff of MAAS is comprised of 16 Emergency Medical Technicians (EMTs) and 11 Medical First Responders (MFRs). All of these are volunteers, whom receive a stipend for the time they server while on duty and responding to service requests. Each has completed a State approved training course, passed the licensing exam, obtained a CPR card, and completed an emergency driving course. As well, many have participated in specialized training courses, such as Prehospital Trauma Life Support (PHTLS), Pediatric Education for Prehospital Providers (PEPP), National Incident Management Systems (NIMS), and more.

In addition to the initial requirements to become an EMS provider, each of our medical personnel are required to attend on-going continuing education to maintain their state license. In 2017, MAAS personnel completed approximately 140 hours of training in subjects such as cardiac emergencies, pediatrics, airway management, and more.

To ensure that day to day operations are lead successfully, the Board of Directors annually appoints officers for MAAS. These officers provide operational guidance for the staff, as well as recommendations to the Board. The MAAS Officers are:

James Welke, Executive Director

*Officer Since 1984
MAAS Member Since 1977*

**Joel Welke
Chief Financial Officer**

*Officer Since 1996
MAAS Member Since 1993*

**Chris Bennett
Equipment Manager**

*Officer Since 2016
MAAS Member Since 2011*

**Patrick Smith
Fleet Maintenance**

*Officer Since 2016
MAAS Member Since 2004*

**Patrick Duve
Cleaning**

*Officer Since 2007
MAAS Member Since 2006*

SERVICE AREA

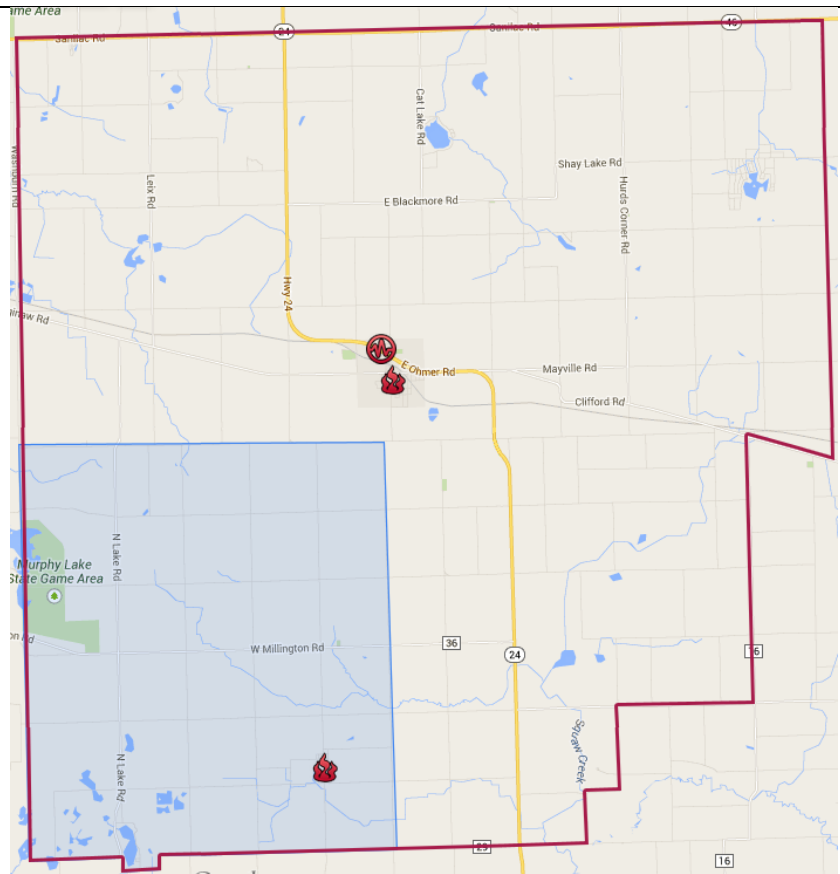


MAAS is contracted to provide services to the residents and visitors of the Village of Mayville, Fremont Township, Dayton Township, and Rich Township,

Additionally, MAAS provides services to Watertown Township.

Service Area = 134 square miles

Population = 8,530



OUR EQUIPMENT



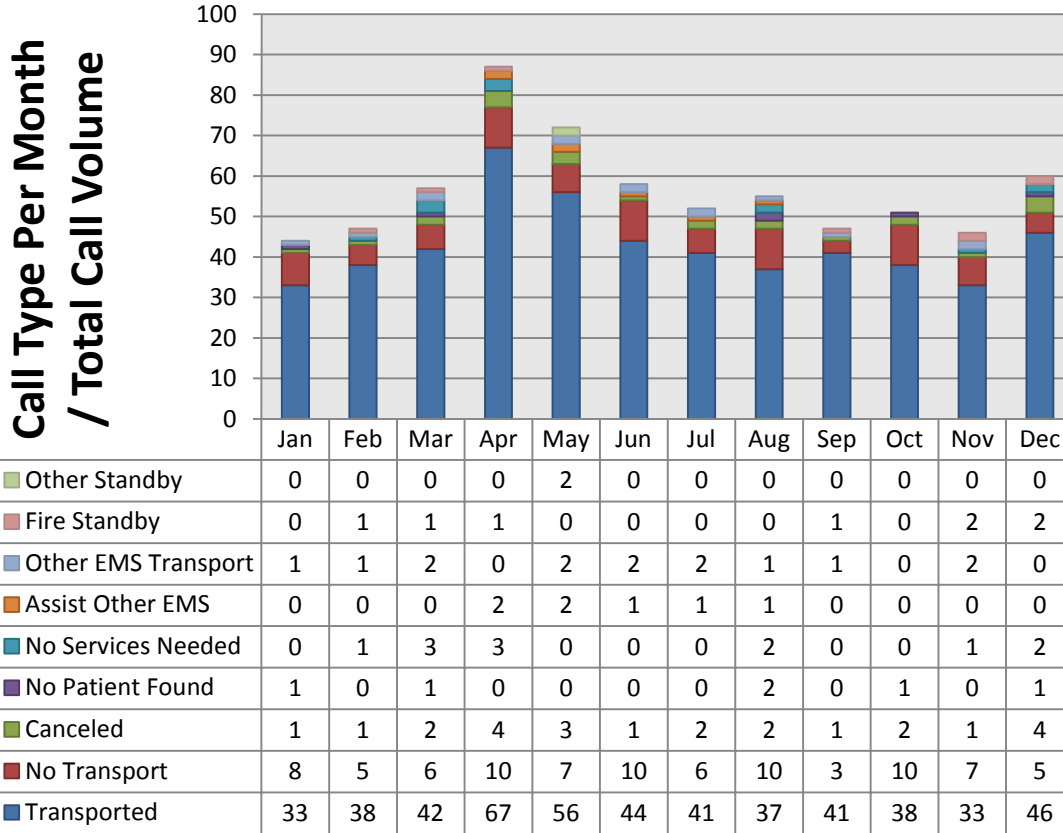
MAAS operates two ambulances from our base located at the corner of Ohmer Road (M-24) and Lynch Drive, in Mayville. At least one ambulance and crew is on duty 24 hours a day, 7 days a week – ready to respond to any emergency. Each ambulance, along with all of the equipment, is worth approximately \$250,000.

	Primary Ambulance	Backup Ambulance
Call Sign	79-94	79-95
In Service Since	June 2014	August 2008
License Level	Basic Life Support (BLS)	Basic Life Support (BLS)
Make and Model	2014 Chevy/WheeledCoach Type III Ambulance	2008 Chevy/WheeledCoach Type III Ambulance
AED Equipped	Yes	Yes
Standard Equipment	Cot, trauma kit, airway kit, multiple splints, multiple bandaging supplies, backboards, oxygen, burn sheets, and much more	Cot, trauma kit, airway kit, multiple splints, multiple bandaging supplies, backboards, oxygen, burn sheets, and much more
Specialized Equipment	Thumper®, CO Detector, Stair Chair, Landing Zone marking kit, extrication gloves and helmets	Stair Chair, Landing Zone marking kit, extrication gloves and helmets

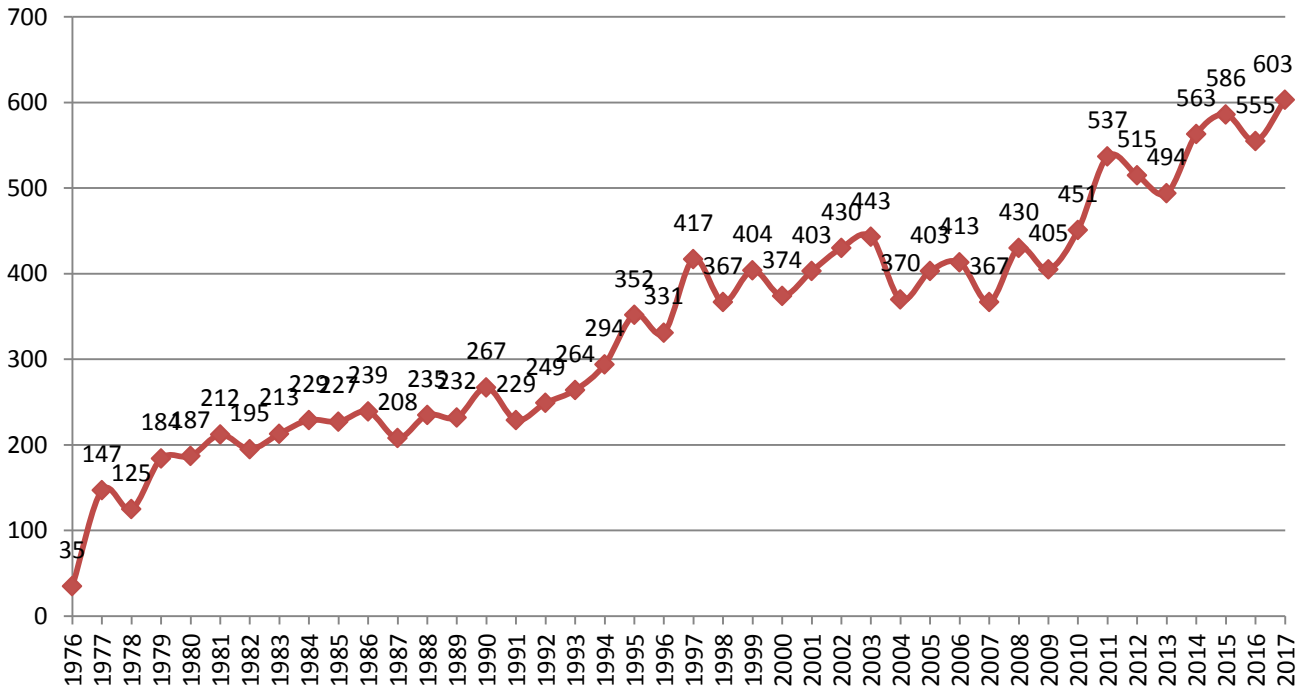
2017 OPERATIONS



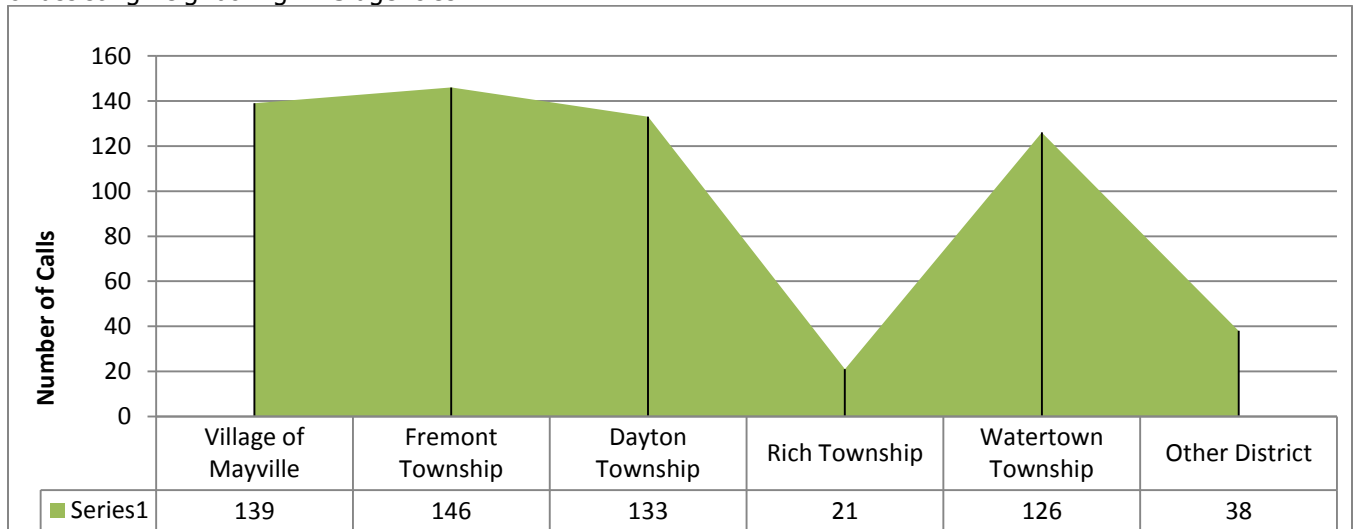
MAAS call volume continues to grow. For 2017, our staff logged **22,187.75 on call hours**. We were dispatched a total of **676** times, up 12.5% from 2016 (601). Of those 676 service requests, MAAS had contact with **603** patients, up 8.6% from 2016 (555). The chart below shows the breakdown, by month of the outcomes of those responses.



With the increase in patients for 2017, the year turned out to be the busiest for MAAS since the start of operations. The chart below shows the number of patient encounters since MAAS began operations.



Of the 603 patient encounters in 2017, **94%** of them originated in our designated service area. Of the remaining 6% that originated outside of our service area, 28 were non-emergency transfers; the other 10 were covering for or assisting neighboring EMS agencies.



Additional Information about 2017 Operations

The following charts provide additional information and data relating to the services and patients encountered during 2017.

Patient Demographics

Age	# of Runs	% of Runs
Less Than 1	1	0.17%
1 - 4	12	1.99%
5 - 9	1	0.17%
10 - 14	3	0.50%
15 - 19	18	2.99%
20 - 24	18	2.99%
25 - 34	27	4.48%
35 - 44	46	7.63%
45 - 54	47	7.79%
55 - 64	96	15.92%
65 - 74	161	26.70%
75 - 84	113	18.74%
85+	57	9.45%
Unknown	3	0.50%
Total	603	100%

Average Patient Age: 61

Gender	# of Patients	% of Runs
Female	315	52.24%
Male	288	47.76%
Total	603	100%

Call Types

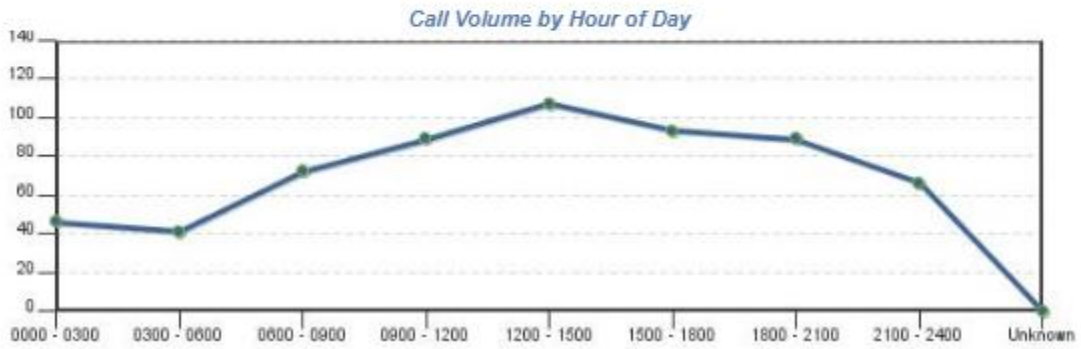
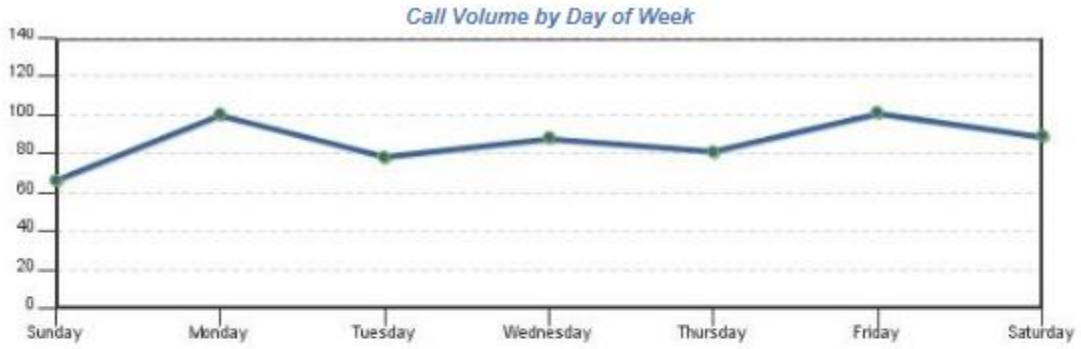
Primary Symptom	# of Runs	% of Runs
Pain	54	8.96%
Weakness	49	8.13%
Chest Pain	43	7.13%
Unknown	43	7.13%
No Signs or Symptoms	40	6.63%
Breathing Problem	39	6.47%
Abdominal Pain	38	6.30%
Other	36	5.99%
Change in Responsiveness	35	5.80%
Transport Only	34	5.64%
Anxiety	31	5.14%
Bleeding	21	3.48%
Malaise	19	3.15%
Dizziness	18	2.99%
Nausea/Vomiting	16	2.65%
Mental/Psych	15	2.49%
Seizure/Convulsions	14	2.32%
Back Pain	10	1.66%
Unresponsive/Unconscious	10	1.66%
Death	8	1.33%
Syncope	8	1.33%
Swelling	7	1.16%
Cardiorespiratory Arrest	6	1.00%
Wound	5	0.83%
Headache	4	0.66%
Total	603	100%

Patient Destinations

Destination	# of Runs	% of Runs
CARO COMMUNITY HOSPITAL	47	7.79%
COVENANT MEDICAL CENTER - COOPER	75	12.44%
COVENANT MEDICAL CENTER - HARRISON	1	0.17%
COVENANT MEDICAL CENTER - MICHIGAN	1	0.17%
Dialysis/Renal Care Outpatient Facility - Other	8	1.33%
FISHER CONVALESCENT HOME	9	1.49%
GENESYS REGIONAL MEDICAL CENTER	16	2.65%
HILLS & DALES GENERAL HOSPITAL	10	1.66%
Home - Patient	18	2.99%
HURLEY MEDICAL CENTER	10	1.66%
HURON CO MED CARE FACILITY	1	0.17%
HURON MEDICAL CENTER	1	0.17%
MARLETTE REGIONAL HOSPITAL	60	9.95%
MCLAREN BAY REGION	5	0.83%
MCLAREN FLINT	3	0.50%
MCLAREN LAPEER REGION	198	32.84%
Medical Clinic - Other	5	0.83%
MEDILODGE OF MONTROSE	1	0.17%
None / Refusal	49	8.13%
Not Applicable	16	2.65%
Other Destination - Unspecified	2	0.33%
Physician Office - Other	1	0.17%
Residential Institution - Other	1	0.17%
ST MARY'S OF MICHIGAN MEDICAL CENTER	42	6.97%
TENDERCARE CASS CITY	1	0.17%
TUSCOLA COUNTY MEDICAL CARE FACILITY	1	0.17%
UNIVERSITY OF MICHIGAN HEALTH SYSTEM	2	0.33%
No Destination	19	3.15%
Total	603	100%

Calls by County

Destination	# of Runs	% of Runs
Lapeer	28	4.64%
Saginaw	3	0.50%
Sanilac	1	0.17%
Tuscola	570	94.53%
Unknown	1	0.17%
Total	603	100%



For additional information regarding the Mayville Area Ambulance Service, please contact our office.

