

## TOWN OF HAMPDEN

NOTICE IS HEREBY GIVEN, IN ACCORDANCE WITH CHAPTER 30A, SECTION 20 A-C of MA GENERAL LAWS THAT THE **AMBULANCE OVERSIGHT COMMITTEE** WILL MEET AT **6:00 pm**,  
**TOWN HOUSE, 625 MAIN STREET, HAMPDEN MA in MELVILLE ROOM**

**MEETING DATE: Monday, October 20, 2025**

**This is an in-person meeting only.**

### **AGENDA**

1. **Review Minutes:** December 19, 2024
2. **ALS vs BLS Staffing**
  - a. Drop in service level July 1- Sept 30: Sept 1, 3, 12
3. **Communications Update**
  - a. Radio Systems
  - b. Regional
4. **Action Reporting Review**

<ol style="list-style-type: none"><li>a. Financial Reporting</li><li>b. Rebate: Actual 2025: <b>\$85,188.40</b><ol style="list-style-type: none"><li>i. Monthly Invoice Credit Received: \$45,657.29</li><li>ii. Check: \$39,531.11</li><li>iii. Cost of Ambulance in year 5: <b>\$289,606.23</b></li></ol></li></ol>	<ol style="list-style-type: none"><li>c. Performance Reporting to September 2025<ol style="list-style-type: none"><li>i. Av Resp Time July-Sept 2025 = 5 min 38 sec</li></ol></li><li>d. Daily Reporting and Exception Reporting</li></ol>
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5. **Action Updates**
  - a. Community Outreach – Slip/Trip/Fall
    - i. [info@actionambulance.com](mailto:info@actionambulance.com)
    - ii. 800-281-2124
  - b. New Business
  - c. Hampden's response time decreased 2022-2024: <https://www.wcvb.com/article/rising-911-calls-packed-ers-stretching-ems-system-to-the-breaking-point-across-massachusetts/68007977>
6. **Billing Questions/Issues**

Contact Action directly: 800-281-2124; Charlie Coolidge or Joe Steele
7. **Contract**
  - a. Executed April 28, 2025 for period July 1, 2025-June 30, 2028 with 2 1-year extensions
  - b. Contract holds increase in rebate floor to 3% same as years 1-5
  - c. Monthly invoice credit 75% of expected rebate is provided upfront
8. **Issues and Complaints**
9. **Next Meeting**

Agenda items are those reasonably anticipated by the Committee Chairman to be discussed at the meeting. Not all items listed will necessarily be discussed. Other items not listed may be brought up and discussed to the extent permitted by law.