

To: Cardenas, Victor <vcardenas@cityofnovi.org>
Cc: Zinser, Erick <ezinser@cityofnovi.org>
Subject: MedStar Ambulance Update

City Manager Cardenas,

Mayor and Council –

The well-planned transition to MedStar Ambulance occurred seamlessly this week. Kudos to Chief Zinser, Chief Martin, and the Public Safety team for their efforts.

- Victor

At 12:01 am on Tuesday, January 23rd, the MedStar Ambulance contract took effect. I was present at Station No. 5 to meet the crews when the transition occurred. At approximately 12:11 am, they responded to their first medical call at Wellbridge.

Due to all of our preparation and dispatch's frequent testing, calls transferred over seamlessly. By 6 am Tuesday, Medstar crews had already responded to 7 medical calls within the city.

Station No. 5 (Beck and 11 Mile Road) is receiving a sprucing up with the assistance of facilities staff. Matt Wiktorowski and his crew assisted with plowing and salting their parking lot. Both Novi and Medstar crews have expressed appreciation and are working well together. This email was forwarded to me this afternoon from one of their crews:

Kevin,

I am sure we are in communication with Novi. If you could pass along, at least for Mike and I (and granted it's only been two calls), working with their fire department has been a pleasure. They have been super helpful.

Gabriel

Sent from my iPhone

I will continue to meet with MedStar operations staff weekly to address questions that they may have. Overall, it has been an easy transition.

If you have any questions, please feel free to contact me.

Thank you,



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