

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: JOHN B. MARTIN, FIRE CHIEF 
SUBJECT: MEDSTAR AMBULANCE UPDATE
DATE: OCTOBER 25, 2023

Mayor and Council –

Please see an update from Chief Martin regarding the progress made on the transition to MedStar EMS in January.

- Victor

On Monday, August 14, 2023, the City Council awarded the Emergency Medical Services (EMS) contract to Medstar Ambulance. This contract was to provide both Basic and Advanced Life Support services within the City of Novi. Since the contract was awarded, Fire Administration has been working with Medstar to ensure a seamless transition on or before Monday, January 23, 2024.

On September 14, 2023, Director Zinser, Kolby Miller, Kevin Wilkinson, and I met. This meeting was to discuss our transition plan from Superior to Medstar Ambulance on or before January 23, 2024. A discussion on the proposed property on Heslip Drive that will become their “hub” here in the City of Novi was reviewed. They are continuing to make progress with occupying this building and are working closely with our Building Department to make sure that this is successful.

Once the cut-over of the P25 radio system is completed by Oakland County the week of November 13, 2023, Medstar will begin testing. Upgrades to dispatch centers in other parts of the county have been successful, so we don't anticipate any issues. The testing that will be performed is communication between Novi and Medstar's dispatch centers. This is only anticipated to take a day or two to complete.

Kevin Wilkinson and Scott Hicks from Medstar will be on site next week to meet with me. This is to ensure that nothing is overlooked with our plans and continue our open dialogue. In my weekly communication with Superior Ambulance administration, Dustin Hawley reminds me that they are fully committed to fulfilling their contractual obligation to the city. They too are looking to ensure a seamless transition as well.