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To: *St. James City Council*  
From: *Amanda Knoll - City Manager*  
Subject: *Reclassification of EMS Director Position, Holly Wallace*  
Date: *May 5, 2026*

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The purpose of this memo is to recommend the reclassification of the EMS Director position, currently held by Holly Wallace, from an on-call, salary-based role to a full-time exempt position within the St. James Ambulance Service.

**REASONING FOR RECLASSIFICATION:** It is important to note that there is currently a vacancy in the full-time, day-shift captain position. The reclassification of the EMS Director role will help absorb and fulfill key operational functions associated with that vacancy, ensuring continued coverage and leadership. Over time, the scope and complexity of the overall operation of the ambulance service have significantly expanded with increasing demands related to regulatory compliance, staffing, reporting, training requirements, and coordinator with regional and state partners.

Transitioning this role to a full-time exempt position will provide greater organizational stability, improve operational efficiency, and ensure continuity in leadership and decision-making for the ambulance service.

**ADDITIONAL RESPONSIBILITIES:** The EMS Director position will include:

- Oversight of day-to-day ambulance operations and staffing coordination
- Ensuring compliance with State and Federal EMS regulations
- Budget development, financial oversight, and reporting
- Recruitment, training, and retention of EMS personnel
- Coordination with hospitals, public safety agencies, and regional partners
- Implementation of policies, procedures, and quality assurance measures
- Management of licensing, certifications, and required documentation

These responsibilities reflect a level of commitment and accountability consistent with a full-time leadership role.

**ACCOMPLISHMENTS:** Under Holly Wallace's leadership, the St. James Ambulance Service has made notable progress in several key areas, including:

- Strengthening staffing levels
- Enhancing training opportunities
- Improving operational organization and response coordination
- Maintaining compliance with regulatory and reporting requirements
- Advancing service quality and responsiveness to community needs

Her leadership has contributed to a more stable and effective ambulance service, positioning the department for continued success.

This change reflects the current operational needs of the ambulance service, recognizes the level of responsibility and leadership required to effectively manage the department, and is accommodated within the approved 2026 budget.

IMPACT:

- Current Position: On-Call Status, Salary
- New Position: Full-time Exempt Status, Grade 13, Step 1