



Effingham County Board  
101 N. 4<sup>th</sup> Street, Suite 301, Effingham, IL  
217.342.4990

December 9, 2025 3:30 P.M.  
**Ambulance Oversight Committee Meeting**

**MINUTES**

Committee Members Present: Sandi Rich, Jeremy Deters, Deb Murbarger, Ron Will, Rick Manford  
Absent: Brandt Yocom, Tina Daniels  
Others Present: Wayne Woods (RuralMed), Noah Boyer, Billie Bales (City), Travis Buhnerkempe

**Minutes**

- Approval of October 14, 2025 minutes. J. Deters motioned/D. Murbarger seconded.  
Unanimous. ***Motion carried.***

**Public Comments**

- None

**Dispatch Report/Mutual Aid Report**

- RuralMed shared reporting for months of October and November.
  - October report of 568 total requests for ambulance; 344 911 requests; 65 private line requests; 117 refusals; 159 other calls; 0 mutual aids given; 10 mutual aids received; 0 standbys.
  - November report of 547 total requests for ambulance; 365 911-requests; 63 private line requests; 111 refusals; 119 other calls; 0 mutual aids given; 8 mutual aids received; 0 standbys.

**Recruitment (training, certifications)**

- RuralMed reported one new hire for October/November.

**Quality Compliance**

- RuralMed report showed October chute time average 1 minute 17 seconds; response time average 8 minutes 43 seconds; scene time average 16 minutes 33 seconds.
- RuralMed report showed November chute time average 1 minute 11 seconds; response time average 8 minutes 34 seconds; scene time average 15 minutes 57 seconds.

**Commendations/Complaints**

- RuralMed reported one complaint from door dasher requesting to use the restroom at their base location and informed it was not a public restroom and asked to leave.

**2026 Meeting Schedule** – S. Rich reminded committee will be returning to monthly meetings. D. Murbarger motioned to approve monthly meeting schedule for 2026. R. Will seconded. Unanimous. ***Motion carried.***

### **General Information**

- RuralMed reported engagements for October with no engagements in November
  - Touch a Truck
  - Recess with kids from South Side School
  - Halloween Parade
  - JV Football
  - Trunk or Treat at Elks Lodge
- Status zero calls are at 35 for the time period of October 18 to November 5. RuralMed reported 0.9% no coverage time. D. Murbarger urged importance of recording details of each status zero to ensure proper coverage pointing out the contract is purposely written to ensure coverage as opposed to prescribing a number of rigs to stand up. D. Murbarger recognized that status zeros can happen, but stated a record and review of each status zero is necessary to ensure the county has coverage.
- B. Bales inquired on two status zero incidents on October 29 & 31. RuralMed explained calls for each rig and the timing and actions taken to remedy status zero.
- S. Rich recommended possibly having a priority list to call in additional assets.
- J. Deters inquired about QRV usage. RuralMed responded it is primarily used by supervisory staff.
- S. Rich expressed gratitude to RuralMed for accommodating with ER crew to prioritize calls to be more efficient.

### **Committee Member Comments**

#### **Closed Session**

#### **Adjournment**

- J. Deters motioned/D. Murbarger seconded to adjourn the meeting. Unanimous. ***Motion carried.***

Minutes Submitted by Angie Thompson, County Board Administrator