

SELECT BOARD MEETING MINUTES  
SAMUEL E. PAUL COMMUNITY CENTER  
TOWN OF TROY, NH

Thursday September 30, 2021

1 Chairman Thackston called the meeting to order at 6:37 p.m.

2  
3 Chairman Thackston addressed the audience and presented the options for the ambulance  
4 service/vehicle, as the Board had discussed in a previous meeting:

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6 1. Brand new ambulance purchase  
7 2. Used/Demo ambulance purchase  
8 3. Retain Status Quo  
9 4. And an idea for all options, per diem staff

10  
11 Joseph Callahan, First Deputy Fire/EMS Chief presented slides explaining the operating  
12 procedures for the current ambulance service.

13  
14 Mr. Callahan explained there is plenty of ambulance staff to provide service to residents.

15  
16 In response to a question from Chairman Thackston, Mr. Callahan gave an explanation of the  
17 way calls are categorized by the service:

- 18  
19 • Omega – not a “medical emergency,” but assistance to the public.  
20 • Alpha – caller needs assistance, but not a “life critical” call.  
21 • Bravo – possible traumatic injury.  
22 • Charlie – imminent danger, ie stroke.  
23 • Delta – assumed life threatening.  
24 • Echo – a life critical call  
25 • Code 9 – CPR is necessary.

26  
27 Mr. Callahan then explained that approximately two weeks ago, an agreement was made for  
28 Fitzwilliam’s service to be called in the event, Troy Ambulance could not respond. Fitzwilliam  
29 is staffed during regular working hours by per diem staff.

30  
31 There was discussion about how Fitzwilliam’s service has evolved over the last three or four  
32 years. They had bought a 2013 ambulance, brand new, but did not have adequate staff.

33  
34 Selectman Hopkins read comments from the live stream of the meeting

- 35  
36 1. Dan Colburn, expressed good luck to the ambulance decision.  
37 2. Carrie Matson asked about multitown service.

38  
39 In response to Ms. Matson’s question, Mr. Callahan stated that, in his opinion, that option had  
40 been tried before but was unsuccessful.

41  
42 It was communicated to the group that Fitzwilliam’s per diem situation is working well.

43  
44

45 Selectman Hopkins asked Mr. Callahan if Fitzwilliam's per diem staff also serves on the Troy's  
46 ambulance service. The response was affirmative.

47

48 From the audience, Diane Ammons asked what exactly is being requested.

49

50 Mr. Callahan explained a new ambulance vehicle is necessary. Mr. Callahan continued to  
51 explain the age and condition of the current ambulance (19 years old, poor condition). Mr.  
52 Callahan expressed his opinion that a used ambulance would not be sufficient for the service's  
53 needs. He also stated that there is a great deal of uncertainty when purchasing a used vehicle.  
54 He told the audience there is also a size requirement due to the size of the ambulance bay.

55

56 Chairman Thackston noted the RSA overseeing municipal emergency services does not require  
57 an ambulance service, he feels that could be another option.

58

59 From the audience, NH House of Representatives member, Lucius Parshall spoke of the town of  
60 Roxbury, NH. They currently have no ambulance service. Chairman Thackston clarified the  
61 town of Roxbury has a contract with the city of Keene for emergency medical response.

62

63 Chairman Thackston asked attendees to discuss what they would like to see happen with the  
64 Troy Ambulance Service. Mr. Callahan presented the different vehicles that are manufactured  
65 for ambulances.

66

67 Kim Chaffee, from the audience, asked Mr. Callahan what type of ambulance he is requesting,  
68 and whether he would like to see a new or a used ambulance for the service. Mr. Callahan stated  
69 the ambulance staff would like a new ambulance. Mr. Callahan presented the pros and cons for  
70 the Troy Ambulance Service between the Type 1 and the Type 2 vehicles.

71

72 Mr. Benjamin Drugg, Budget Committee Chair spoke of the past two or three years of reasoning  
73 for the Budget Committee's decisions not to present the new ambulance purchase to the voters.  
74 The Budget Committee feels there has not been enough financial information submitted to the  
75 committee or to the Board of Selectmen in order to sufficiently answer voters' questions.

76

77 The Budget Committee and the Board of Selectmen has been in favor of authorizing an amount  
78 of money for the service to go shopping for a vehicle. The amount that was settled on was  
79 \$150,000.

80

81 There was discussion regarding purchasing a new chassis and putting the old box on it. Mr.  
82 Callahan and Police Chief David Ellis both noted the floor in the box is compromised.

83

84 Ms. Chaffee asked about a Lease/Purchase option for purchasing a vehicle. Last year that was an  
85 option and could be again.

86

87 Mr. Mike Cummings, from the audience asked about the recent receipt of ARPA funds from the  
88 Federal Government. Chairman Thackston stated those funds are for infrastructure items, that  
89 an ambulance could be justified, but the town must be prepared for an extremely expensive  
90 replacement and repair for four of the dams in town.

91

92 Representative Parshall announced the Cheshire County plans to provide ambulance services.  
93 He stated there might be an option for Troy and surrounding towns to have some type of  
94 agreement with the county.  
95

96 Budget Committee Vice Chair, Adam Hopkins asked about the four-wheel drive option, Mr.  
97 Callahan was looking for in an ambulance, and approximately how many times the current  
98 ambulance has been stuck in the past. Mr. Callahan responded the ambulance has been stuck a  
99 dozen times or more in the past.  
100

101 Mr. Callahan continued his presentation (attached to these minutes).  
102

103 Chairman Thackston inquired about demonstration vehicle availability. Mr. Callahan said that  
104 typically dealers will keep those as "loaners."  
105

106 The Budget Committee and the Board of Selectmen are in agreement that the current ambulance  
107 should be replaced.  
108

109 Chief Ellis noted that there should be pricing options available for the public to review. He  
110 offered to assist Mr. Callahan with collecting the information.  
111

112 In response to a question from Mr. Herb Drugg, it was explained the Capital Reserve Fund had  
113 been established when the previous service was disbanded. That service had made some profit.  
114 It has become increasingly harder for the services to make a profit, let alone survive financially.  
115 It is rumored that DiLuzio's Ambulance Service is having financial difficulty.  
116

117 From the audience, Lisa Bagster asked for clarification on what part of the current vehicle is out  
118 of compliance with the certification process. Mr. Callahan stated the cabinets are not able to  
119 lock, therefore, the medications cannot be secured. He is certain the certifying authorities would  
120 work with the service to rectify the situation.  
121

122 Chief Ellis asked about disbanding the service, to which Mr. Callahan responded and there was  
123 discussion of the necessity of medically trained personnel to respond but not to transport in the  
124 event of a medical emergency.  
125

126 Courtney Davis, from the audience, suggested dealers be contacted for pricing and specification  
127 sheets in order to make a decision.  
128

129 The Board of Selectmen will meet again on October 7, 2021 to continue the discussion, at Town  
130 Hall.  
131

132 **MOTION** to adjourn the meeting, Selectman Hopkins, **SECOND** by Selectman Wilson.  
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134 **VOTES: 3-0-0.**  
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136 The meeting was adjourned at 9:11 p.m  
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**TROY SELECT BOARD:**

Mary Guild  
Mary Guild, Town Administrator

Richard Thackston  
Richard Thackston, Chairman

Curtis Hopkins  
Curtis Hopkins

Timothy Wilson  
Timothy Wilson