



# Monthly City Council Report

Village of Surfside Beach

Date: 04/14/2026

## Emergency Medical Services (EMS) Report

- **Monthly Call Volume:** March 1 through March 31
- 57 this is a 96.6% increase in calls during the same time period in 2025
- **Total Beach Patrol Hours:** 680
- **Total Beach Calls for Service:** 10

### Community & Operational Updates:

#### Training Conducted:

- monthly training as our standard practice, we have also begun the process of getting all of our employees certified at the Pre Hospital Trauma Life Support certification.

#### Equipment/Vehicle Status:

- We had an incident with Medic 61, the passenger side tire rubbed a hole in one of the radiator lines, this occurred when the crew returned back to the station from an ambulance run. The crew switched into the reserve unit so there was no delay in coverage. This occurred around 3:30 in the morning, The issues was addressed the next day and repaired.
- Medic 61 is due for a exhaust system servicing, Tylar recommended that the unit be taken to a diesel garage to service the system. I am looking into where to take it and the goal is that gets accomplished this week.

#### Public Outreach:

- We are still providing services to our residents if and when needed that are not associated with a 911 response. Please let us know if you hear of or know anyone that may need just a health check every once in a while or on a continuing basis.
- There have been a few concerns raised regarding EMS staff interactions with city employees and members of the public during recent weekend patrols. I would like to take a moment to address those concerns and provide clarification.

First and foremost, our EMS personnel consistently demonstrate a high level of professionalism and compassion when responding to emergencies and serving the needs of the community. At the same time, they recognize the value of positive, community-oriented engagement when



appropriate. During these patrols, some staff utilized items such as bubble machines and water toys in an effort to create a welcoming and enjoyable atmosphere for visitors.

I have personally reviewed multiple recordings of these interactions and observed families, including children and parents, engaging positively—smiling, laughing, and clearly enjoying the experience. From our perspective, this type of interaction contributes to a family-friendly environment and helps foster a positive image of the city and its public safety personnel.

It is important to emphasize that while our crews may engage in lighthearted, appropriate community interaction during non-emergency periods, this does not in any way diminish their professionalism, readiness, or clinical performance when responding to calls for service.

Additionally, it was noted that the rear emergency lights on the EMS unit were activated during these interactions. While I understand how this may have created the perception that crews were operating on an active emergency call, that was not the case. The rear emergency lights were used solely to clearly identify the vehicle as an emergency vehicle in a crowded public environment. The primary emergency lighting was not activated at any time during these activities.

Moving forward, I would appreciate guidance from City Council regarding expectations in this area. If it is the desire of leadership to encourage appropriate community engagement of this nature, we will continue to adhere to the current guidance.

Our goal remains to provide exceptional emergency service while also contributing positively to the overall experience of those who visit and reside in our community.

Staffing:

- As most of you know march has not been a good month for a couple of my EMS employees, I had 1 employee that had a medical emergency and spent 3 days in ICU, I now have another employee that is still in the hospital as of putting this report together (04/01/2026) I ask that you keep my staff and all staff of all departments, visitors and residents in your thoughts and prayers, especially as we move into the busy season of the year

#### **Additional Report:**

- I wanted to give you an update on the call volume for EMS: the start of the Fiscal year 2024/2025 through March 31, 2025, EMS ran a total during that period of 112 EMS calls. The current Fiscal year through March 31, 2026, EMS has run 138 calls which is a 23% increase in calls for service.



- I have submitted a request for information from our 3<sup>rd</sup> party billing department to answer some questions that both Mr. Cox and I have as far as billing data. Hopefully there will be information to relay at the next council meeting

We are excited to share that your application has been selected as eligible for a grant award under the Emergency Medical Response Service Staffing Program. We will now move forward with the grant development process.

- Grant Award Amount: \$23,325
- EMS Class Number and Size:
  - Paramedic: 3 participants
- Grant Period of Performance: June 1, 2026 - December 31, 2027

**Submitted by:**

Frank DeMarco

EMS Director / Emergency Management Coordinator

Village of Surfside Beach