

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

This survey is important in helping Portage County determine future directions for its EMS program. The survey has three parts. Please complete all three parts in a public setting (to gather feedback from your residents) and return it to Portage County Executive Office no later than February 9, 2018. Mail it to 1462 Strongs Avenue, Stevens Point, WI 54481 or email to: countyexecutive@co.portage.wi.us with subject line stating "EMS Survey." Thank you!

NAME OF MUNICIPALITY: City of Stevens Point

DATE: 2/6/2018

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:

MIKE WIZA 715 346 1570

BACKGROUND INFO: PLEASE READ BEFORE YOU COMPLETE THIS SURVEY

Portage County currently has a model which centralizes administration and contract negotiations for EMS providers (countywide EMS). Under the countywide EMS for 2018, Portage County will have four Paramedic staffed ambulances staffed 24 hours a day, 365 days a year with the capability to add an additional three Paramedic staffed ambulances in times of increased call volume. Contracted EMS services in 2018 will be provided by the Stevens Point Fire Department (2 Paramedics per ambulance), Plover Fire Department (1 Paramedic and 1 Emergency Medical Technician or higher per ambulance), and the Amherst Fire District (1 Paramedic and 1 Emergency Medical Technician or higher per ambulance). Along with these transport providers, Portage County has a network of approximately 140 first responders belonging to 13 different groups located throughout the entire County. In order to support the costs of the Portage County EMS system, property taxes are levied and apportioned to each municipality according to equalized value (see enclosure). The property tax levy for the countywide EMS system is outside the state imposed levy limits.

The Town of Grant contracts privately with an ambulance provider outside of the countywide system and the Town of Belmont has interest in doing the same.

Other models can be used for EMS/ambulance service besides the countywide model currently used by Portage County. *See the enclosure for four general*

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

concepts and options. It is important to note that under current state law, other options (B, C, and D) must be funded within the state-imposed levy cap (vs. outside of the levy cap like Portage County's current countywide EMS system). Also, for most cases outside of Option A on the enclosure, municipalities would need to do the administrative work related to contracting on their own or with their own partners.

The overall budget for the countywide EMS system for 2018 is just under \$4.4 million. Both property tax levy and user fees support the cost of the services. The 2017 property tax levy for the countywide EMS in Portage County is \$1,349,086 (EMS Levy). For 2018, the countywide EMS tax levy is \$2,161,478 (including replacement of one older ambulance in Stevens Point, adding one additional ambulance to expand the program with a start-up in Plover, and an increase of \$10,000 to the first responder program which had been funded in 2017 at \$75,000). The 2018 countywide EMS levy is \$59.25 of County property tax annually (or about \$4.94/month) for a median value home (\$151,700).

Enclosures with this survey:

- Letter from County Executive Patty Dreier
- Spreadsheet With Municipality Equalized Value and EMS Apportionment
- Basic Financial System Options for EMS
- Map of First Responder Coverage Areas
- Response Zone Map (2016)
- Portage County EMS Brochure

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

**PART 1: COUNTY WIDE EMS SYSTEM –
TRANSPORT PROVIDERS (AMBULANCE PROVIDERS)**

QUESTION 1a: How satisfied are you with our countywide system for providing ambulance service in Portage County?

- Very satisfied
- Somewhat satisfied
- Neutral, neither satisfied nor unsatisfied
- Somewhat dissatisfied
- Very dissatisfied

1b: Please explain your municipality's answer:

We are very satisfied with SPFD's delivery of EMS

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for response time of an ambulance to the location of an incident in Portage County is to arrive within 15 minutes from the time of the call 90% of the time. We want to know how you feel about the standard and what a reasonable expectation for response time is for the residents of your municipality. See the enclosed Response Zone Map (2016) for more information about response times in your municipality. (Recognize that some changes in expectations such as reduced response time may increase the cost of the countywide EMS program.)

Is this a reasonable expectation? Yes No Not sure

2b: If answering no, what expectation do you feel is more reasonable?

Stevens Point currently sees 2 paramedic response times in the 4-8 minute range. For our municipality, as asked, 15 minutes 90% of the time is too long.

Other comments about response time expectations?

Overall, it looks like about 50% of the population is getting 2 paramedic response in the 8 minute or less range. Daytime population in Stevens Point grows to almost 50,000 people. For 2016 79% of the run volume is in the central area (Stevens Point, Plover, Park Ridge, Whiting and Hull) and generally see better than 15 minute response times already.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 3a: See the enclosed spreadsheet detailing specific municipality costs per the formula based on equalized valuation. Given these costs to your municipality/your citizens, how satisfied are you that your municipality is getting its money's worth for Portage County's countywide EMS?

- Very satisfied
- Somewhat satisfied
- Neutral, neither satisfied nor unsatisfied
- Somewhat dissatisfied
- Very dissatisfied

3b: Please explain your municipality's answer:

The value of the current EMS system is good. The increase in the EMS levy for expanded services should be reviewed to ensure we are getting proper services at competitive prices.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 4a: Some Portage County municipalities advocate for integrating private ambulance providers into our countywide EMS which is currently comprised of government providers. Do you support this integration in areas of Portage County where response time may be improved by the availability of private providers in those areas?

Yes No Not sure

4b: Why or why not?

Locally provided EMS is going to provide the most cost effective service because there is no need for a profit.

4c: If yes, what requirements, if any, would you expect a provider to meet in order to be a contractual provider as part of our countywide system?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 5: What potential EMS ambulance providers might your municipality reach out to if Portage County no longer had a countywide EMS for ambulance service?

Stevens Point Fire Department

Comments:

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 6: What would you need or want from Portage County to support your municipality in making a transition if Portage County no longer had a countywide EMS system?

Assign the levy to the City of Stevens Point
and let the City provide the service
countywide

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

PART 2: COUNTY WIDE EMS SYSTEM – FIRST RESPONDER GROUPS

BACKGROUND INFO: PLEASE READ BEFORE YOU COMPLETE PART 2

As part of Portage County's countywide EMS, we have a first responder network (see the enclosed map). These volunteers have varied levels of training ranging from Emergency Medical Responder (EMR) to Emergency Medical Technician (EMT), to Paramedics and Nurses, all functioning up to the level of EMT Basic. These community based First Responders answer the call for emergencies within their own community or workplace and are often the first trained providers to arrive on-scene.

Annually, these men and women are educated and evaluated on a variety of skills such as CPR and other life-saving skills which provide them with the qualifications needed to render aid in critical situations. In many medical emergencies minutes matter and having a trained first responder on the scene within the first four to eight minutes can significantly increase a person's chance of survival. All of our first responders are able to communicate through radios with Portage County dispatch and other emergency response personnel.

In Portage County's 2018 EMS budget, over \$85,000 is dedicated to supporting our countywide first responder network.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 7a: How satisfied are you with our first responder system in Portage County?

- Very satisfied
- Somewhat satisfied
- Neutral, neither satisfied nor unsatisfied
- Somewhat dissatisfied
- Very dissatisfied

7b: Please explain your municipality's answer:

The City currently provides their own first responders without any of the County's \$85,000 budget.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 8: Portage County could retain the countywide first responder network (outside the levy cap) even if it no longer had a countywide ambulance service. Do you favor retaining the countywide first responder network (outside the levy limit) even if EMS ambulance service is provided through a different model(s) at the municipal level in Portage County?

Yes No Not sure

Comments:

The City of Stevens Point does not receive funding for first responders but still contributes funding through our taxes.

If the County funded the first responders program in the City, we would be more in favor of keeping it.

Amherst and Plover have ambulance contracts with the County but still have county funded first responder programs.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 9: We have been working to expand the first responder network in Portage County. Please share suggestions you have about how we can recruit and retain emergency medical responders in your municipality:

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 10: If you have suggestions about specific individuals Portage County should contact about possibly becoming a first responder, check the box below and we will contact you:

- YES, I would like to talk with someone from Portage County EMS about who/how to recruit for first responders in our municipality

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

PART 3: COUNTY-WIDE EMS SYSTEM – GENERAL QUESTIONS

QUESTION 11: What are the elements/aspects of the EMS system which are most important to your residents and municipality?

2 paramedic responses 24/7/365
as quickly as possible.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 12: Are there any barriers to receiving Portage County EMS service that affect the residents of your municipality? If so, please describe them:

The City feels the biggest issue/barrier is not having county wide, 2 paramedics responding to every call, especially when those units respond within the City.

Most other barriers have been addressed.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 13a: Comment on how satisfied you are that your municipality's concerns and/or issues about countywide EMS have been heard by Portage County:

- Very satisfied
- Somewhat satisfied
- Neutral, neither satisfied nor unsatisfied
- Somewhat dissatisfied
- Very dissatisfied

13b: What issues regarding countywide EMS do you feel you have been heard on?

By "heard", I assume you mean "how responsive", that is where the dissatisfaction comes from.

13c: What issues do you feel you have not been heard on?

It is our interpretation that the County was not interested in having discussions regarding the City's concerns about Emergency Management and EMS, based on actions from staff and committees.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13d: What suggestions do you have to improve your municipality's representation related to the countywide system?

Better education for elected and appointed representatives on how the system works.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13e: What suggestions do you have to improve oversight of the countywide system?

We feel upcoming changes will have a positive impact on oversight.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 14: Does your municipality favor the general concept of retaining the current countywide EMS? (You might wish to review the enclosure with four EMS Options.)

Yes No Not sure

Comments:

1. Being able to levy EMS outside the standard levy is valuable.
2. The importance of having 2 paramedics response is important.
3. Trying to provide the same solution for each municipality can be problematic i.e. the devil is in the details.
4. Knowledgeable, trained staff in the leadership of County wide EMS is also very important.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 15: Please provide a few sentences or phrases describing your municipality's vision of the future of EMS in Portage County.

2 paramedics responding to all calls, Countywide, as quickly as possible, supplemented by a trained first responders program.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 16: Is there anything else your municipality wishes to comment on related to Portage County EMS? We'd welcome your thoughts here:

THANK YOU FOR COMPLETING THIS SURVEY!

NEXT STEPS: Data from all municipalities will be tabulated and a report will be prepared by the County Executive's Office and the Portage County Emergency Management Office. This report will be shared with each municipality. The report will be discussed at the March Towns Association Meeting (location to be announced by Chair Mike Pagel), a future EMS Oversight Board Meeting and the Public Safety/Emergency Management Committee meeting. A copy will also be shared with the Portage County Board of Supervisors.

Municipality	2017 DOA			
	2017 EQ Value	EMS Appointments	Estimates for Population	2016 EMS calls
Towns				
Alban	87,193,400	34,035.50	876	29
Almond	54,294,300	21,193.50	666	29
Amherst	135,456,700	52,874.84	1,335	64
Belmont	60,945,800	23,789.88	618	17
Buena Vista	97,018,700	37,870.76	1,195	42
Carson	145,239,800	56,693.62	1,304	56
Dewey	107,519,300	41,969.61	943	34
Eau Plaine	110,870,600	43,277.78	962	46
Grant	158,155,000	61,735.00	1,916	0 *
Hull	426,767,000	166,586.34	5,383	303
Lanark	124,203,600	48,482.25	1,538	26
Linwood	112,026,500	43,728.98	1,122	36
New Hope	82,995,000	32,396.68	708	25
Pine Grove	54,150,900	21,137.53	927	59
Plover	198,737,700	77,576.25	1,716	191
Sharon	183,664,500	71,692.51	2,018	70
Stockton	277,887,600	108,472.02	2,985	82
	<u>2,417,126,400</u>	<u>943,513.05</u>	<u>26,212</u>	<u>1,109</u>
Villages				
Almond	18,953,300	7,398.32	434	16
Amherst	59,346,700	23,165.68	1,055	44
Amherst Junction	31,496,400	12,294.45	383	20
Junction City	17,371,600	6,780.92	436	16
Nelsonville	10,771,400	4,204.56	156	3
Park Ridge	54,537,600	21,288.48	493	60
Plover	1,005,779,200	392,600.81	12,671	877
Rosholt	22,459,900	8,767.11	488	34
Whiting	123,686,400	48,280.36	1,676	304
	<u>1,344,402,500</u>	<u>524,780.70</u>	<u>17,792</u>	<u>1,374</u>
City				
Stevens Point	1,775,824,900	693,184.25	26,757	2,127
TOTAL	5,537,353,800	2,161,478.00	70,761	4,610

Summary Information:

Towns	2,417,126,400	43.65%
Villages	1,344,402,500	24.28%
City	<u>1,775,824,900</u>	<u>32.07%</u>
	5,537,353,800	100.00%
EMS Appointments		
Towns	26,212	37.04%
Villages	17,792	25.14%
City	<u>26,757</u>	<u>37.81%</u>
	70,761	100.00%
EMS Calls		
Towns	1,109	24.06%
Villages	1,374	29.80%
City	<u>2,127</u>	<u>46.14%</u>
	4,610	100.00%

Notes:

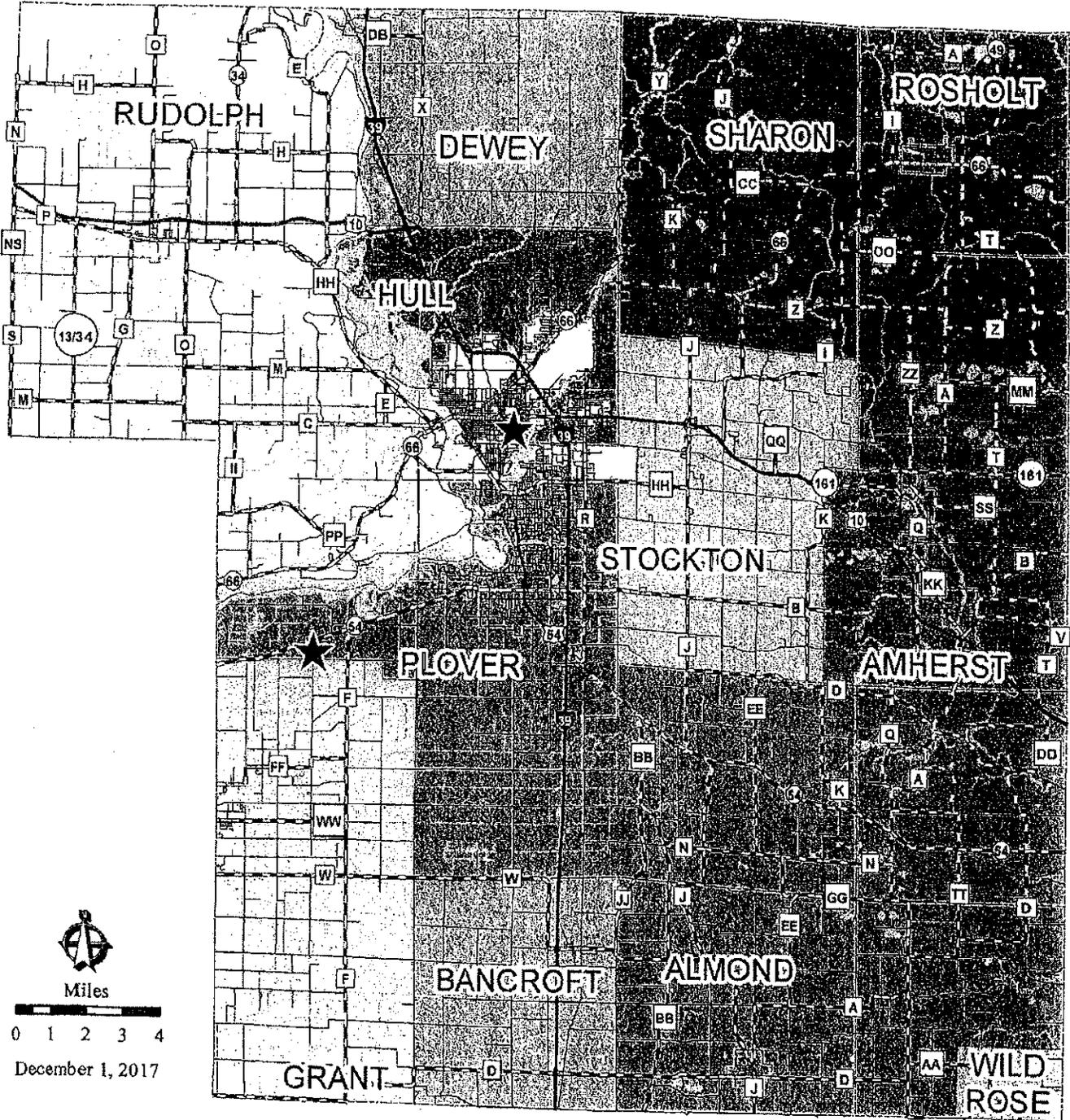
2017 Equalized values obtained from Department of Revenue
 Population data is supplied by the Wisconsin Department of Administration population estimate on January 1, 2017
 EMS Call volumes supplied by Portage County EMS 2016 Annual Report
 *Town of Grant contracts with a private provider outside of the countywide system

Basic Financial System Options for EMS

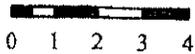
Option A Countywide System	Option B Enterprise System	Option C Municipal System	Option D Combo of Options B & C
<p>Who:</p> <ul style="list-style-type: none"> • Must be all 27 municipalities. <p>What:</p> <ul style="list-style-type: none"> • Current countywide system of all or nothing, County levies funds across all municipalities and all receive service. • County provides or contracts with provider(s) for services. • System administered by the County. <p>Levy/Payment:</p> <ul style="list-style-type: none"> • Levy taxes across entire County based on equalized valuation. • All municipalities must participate in order to be outside of levy cap. 	<p>Who:</p> <ul style="list-style-type: none"> • Each municipality contracts for services. <p>What:</p> <ul style="list-style-type: none"> • Provider could be a County or Municipality. • Provider delivers or contracts with provider(s) for services. • Provider negotiates contracts with municipalities to provide services. • Provider would determine basis for contract—fee per service/retainer/population/etc. <p>Levy/Payment:</p> <ul style="list-style-type: none"> • Municipalities levy taxes for services under their respective levy caps. <u>Provider does not levy taxes.</u> • Provider would invoice each municipality for payment. 	<p>Who:</p> <ul style="list-style-type: none"> • Each municipality contracts for service on their own. <p>What:</p> <ul style="list-style-type: none"> • Municipality would research and negotiate their own respective contract with provider(s). • Municipality could be the provider and staff the service. <p>Levy/Payment:</p> <ul style="list-style-type: none"> • Municipality would determine payment with selected provider(s) and levy for payment under municipal levy cap. • Provider would invoice municipality for payment. 	<p>Who:</p> <ul style="list-style-type: none"> • Any combination of municipalities wanting to contract together. <p>What:</p> <ul style="list-style-type: none"> • Any combination of Option B & C, with either municipalities grouping together (regions?) or entering into individual contracts. • Providers can be a combination of public and private. • Intergovernmental Cooperation: Wis. Stats. 66.0301 would allow for forming an Ambulance Commission. <p>Levy/Payment:</p> <ul style="list-style-type: none"> • Municipalities would determine payment with selected provider(s) and levy for payment under respective municipal levy caps. • Provider would invoice each municipality for payment.

*Does not address operational licensing or system requirements. Countywide First Responders System could be continued under all options.

Coverage of First Responders in Portage County



Miles



December 1, 2017

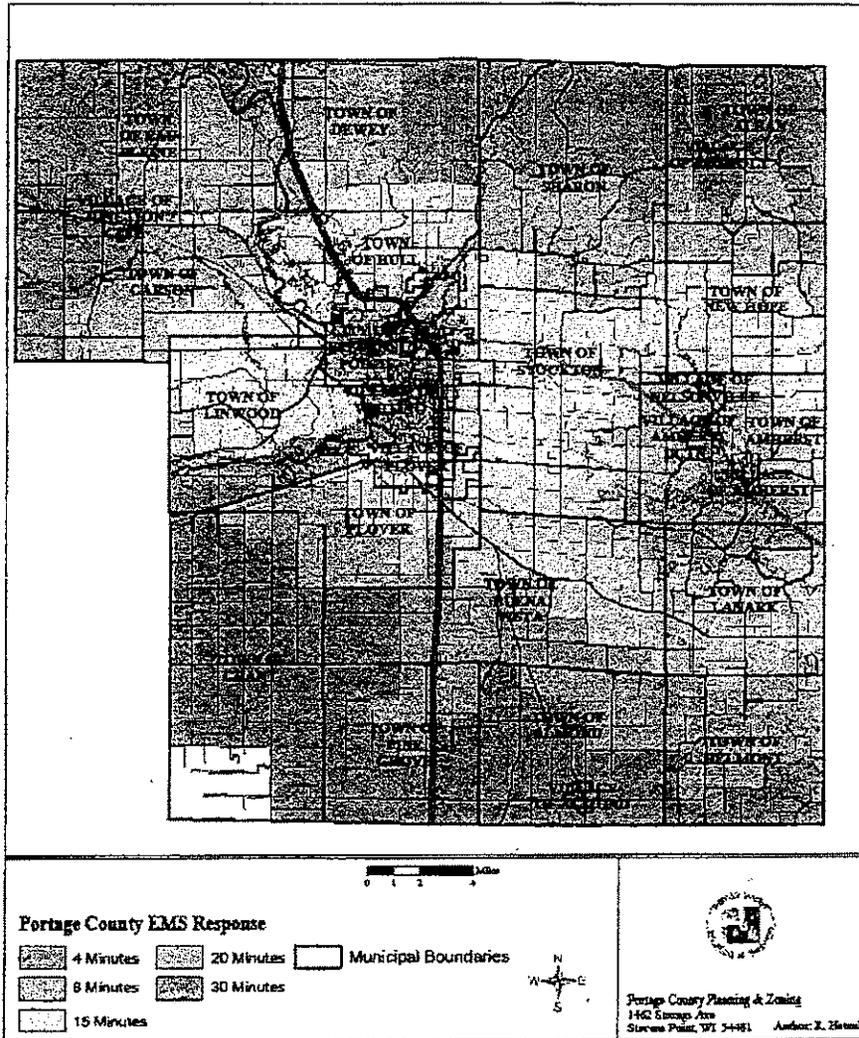
First Responders

★ McCain Foods

★ Worzalla Publishing

ALMOND	GRANT	RUDOLPH
AMHERST	HULL	SHARON
BANCROFT	PLOVER	STOCKTON
DEWEY	ROSHOLT	WILD ROSE

EMS 4, 8, 15, 20, and 30 Minute Response zones from
SPFD1, SPFD2, and Amherst FD, Portage County, WI



Time	Pop Cvg	Pop %
4 min	17986.3	25.7%
8 min	39021.3	55.7%
15 min	58315.1	83.3%
20 min	63871.8	91.2%
30 min	69903.1	99.8%


 Portage County Planning & Zoning
 1402 Sprague Ave
 Stevens Point, WI 54481 Author: X. Elwood