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: ALBAN

DATE: _____

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
John Kielszewski 715-630-4072 (Chairman)

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

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:

The response Time. Ambulance could be stationed at Rosholt fire district.

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:

All comes down to response time.

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?

_____ _____
_____ _____
_____ _____

Comments: We are uncertain of the options out there.

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 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:

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

QUESTION 12: Are there any barriers to receiving Portage County EMS service that affect the residents of your municipality? If so, please describe them: None

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

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:

we need an ambulance stationed at the Rosholt fire district building.

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.

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: Town of Almond

DATE: 2-15-2018

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

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*

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

More County to County cooperation

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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?

Other comments about response time expectations?

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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?

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?

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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?

_____ _____
_____ _____
_____ _____

Comments: Not Sure

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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?

Not Sure

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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.

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

7b: Please explain your municipality's answer:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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?

Quick response time

Well trained EMS

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

- [x] 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?

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

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

Ours is very well represented

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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:

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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.

An ambulance closer to our municipality

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

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.

TOWN OF ALMOND

This fax was received by GFI FaxMaker fax server. For more information, visit: http://www.gfi.com

RECEIVED DEC 18 2017

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: TOWN OF AMHERST

DATE: 12-13-17

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

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*

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 HAVE VERY GOOD COVERAGE + RESPONCE TIMES.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

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:

I FEEL THAT OUR COST IS JUSTIFIED

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? IF THEY CAN IMPROVE RESPONSE TIMES, WHY WOULDN'T WE.

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?

BETTER RESPONSE TIMES

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?

GOLD CROSS

ROLA

JOINT FIRE DISTRICT

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?

THAT REMAINS TO BE SEEN.?

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:

THEY ARE ON THE INCIDENT QUICKLY

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:

WE NEED THE FIRST RESPONDERS NOW AND WOULD CERTAINLY NEED THEM IF THE E.M.S SYSTEM IS ELIMITED

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:

I DON'T KNOW

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

I WOULD CONTACT BREANNA YENTER AMHERST

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?

TIMELY & QUALTY HELP

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:

No

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?

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

COST ARE GETTING OUT OF CONTROL

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

X

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

I AM A MEMBER OF E.M.S OVERSIGHT BOARD AND WE ARE LETTING STEVENS POINT RUN THE SYSTEM.

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:

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

I THINK THE PORTAGE COUNTY E.M.S WILL IMPLODE IF WE DON'S START CONTROLLING COST.

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.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

RECEIVED FEB 01 2018

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: Belmont

DATE: 01-21-2018

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
Town Chairman David Walkowicz

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*

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:

Poor Response times
no information From anyone
High cost per person given State Average For non government EMS Service is $17 to $18 per person

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

1 many outlying Townships have never Had a Response time of Less than 15 minutes

2 your statement of 90% in 15 minutes means nothing to us.

3 While Ahmerest covers eastern 1/3 From Albon to Belmont Having them Sit at times at Custer is a slap in the Face to all Rural custimers who are paying some of the highest toxes in the County

Other comments about response time expectations?

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:

In last 15 years we've had very few responses less than 30 minutes. Our citizens have told us, the town board, many times of their experence after calling 911.

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?

① 2 paramedics not 1
2 cost $17-$18 compared to $38-49 per person

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?

State certifications
up to date medical protocalls

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?

Gold Cross
Waushara Co Wild Rose EMS

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?

Cooperation

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 First Responders who live in our town all work out of Town. So many times they have to Travel a Long way to get here, and many times they get ~~only~~ here only a Few minetes before Ambulance does.

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:

With good Response times First Responders are not as Important
With poor Response times First Responders Are Priceless.

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:

We don't have any new Ideas

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

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?

We have no say. Stevens Point / Portage County serves the central cities first, then rural areas get whats left

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:

Poor Response times made many people Realise they need Family, Friends, neighbors to get medical needs met at Drs office Hospital etc

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?

The 28 year non truth that Everyone was getting Ambulance service within 10 minutes

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

Rural areas who pay the highest Rates get poorest services. Fees should be Reversed. 3 to 5 minute Response times should pay most. Portag Co EMS can SAVE ~~SAVE~~ heart OR stroke Victims with 3 to 5 min Response times. With Rural Response times as they are, heart atack, and strokes Victims Face a tough Road to Complete Recovery

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

Our town doesn't Believe St. pt/ Portage Co will allow any imput from any Rural area.

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

Stevens Point Representatives consider Portage County EMS Funds as their money. Pretty much says it all.

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:

CURRant system is Broken
Other than Amherst VeRY Little has ben Done to
serve RuRal AReas
We don't see much chance of change either

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.

we think: all Ems Contracts should be publicly Bid
Private or Goverment whoever has Best
Price & service For all of Portage County
should provide service

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

Its great service for central areas
But we also Believe their is ethnics problems
when the town of Grant has to pay over $61,000.00
for 0 calls. then they pay $38000.00 to cover what
Portage county cannot or isnot willing to do.

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.

RECEIVED FEB 26 2018

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: Town of Carson

DATE: 2/17/2018

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

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*

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:

SATISFIED WITH SERVICE + RESPONSE TIME TO MUNICIPALITY ALTHOUGH METHOD OF CHARGING FOR SERVICES SHOULD BE BASED NOT ON EQUALIZED VALUE BUT ON A PER CAPITA BASIS, REASON BEING: AMBULANCE SERVICE IS NOT A PROPERTY PROTECTION SERVICE.

RECEIVED FEB 09 2018

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: TOWN OF DEWEY

DATE: FEBRUARY 8 - 2018

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
MAURICE KING - CHAIRPERSON

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*

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:

Reason for disatisfaction is response time

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

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:

Cost part of the equation of cost to municipalities should factor in response time If the service doesn't meet the established standard (15mins) then there should be a reduction in cost.

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?

Reduces response time.

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?

Equal care but reduced response time

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?

_____ _____
_____ _____
_____ _____

Comments:

Bid it out to any private services that would be willing to come into our Town.

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?

Reasonable transition period and addition finacial support for EMR's.

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:

Response time is good & they are very knowlegable

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:

Definitely because These are the people who show up first.

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:

Pay them. Provide adequate compensation.

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

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?

Response time & quality care.

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 elimination of Hwy X & I-39 ramps.

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?

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

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

Bi-annual survey.

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

A consistant Emergency management office.

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:

with improvements as noted

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.

Sometime in the future remove the jurisdictional boundaries.

Quality of care despite who shows up.

Improve & compensate first responders.

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:

Continued support of the Communication Center.
Keep up with the technology changes.

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.

RECEIVED FEB 07 2018

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: Town of Eau Pleine

DATE: January 9, 2018

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
eaupleine@tds.net

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*

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:

Still can take some time to arrive at the outlying areas that are the greatest distance from the station. Overall satisfied but think improvement can be made.

Mainly need improvement in other townships at greater distance away from stations 1 & 2.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

IF ALL THE TOWNSHIPS WOULD FALL INTO THESE GUIDELINES ALL ISSUES BEYOND RESPONSE TIMES WOULD BE EASY TO RESOLVE.

TOWN OF EAU PLEINE

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:

THIS APPEARS SELF EXPANATORY THAT MOST THAT ARE THE CLOSEST TO THE STEVENS POINT AREA ARE GETTING GOOD SERVICE. WE MERELY NEED TO FIND HELP FOR TOWNSHIPS THAT ARE AT THE GREATEST DISTANCE AWAY.

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?

YES, AS A TOWNSHIP WITH VERY GOOD SERVICE WE COLLECTIVELY HAVE AGREEMENT FROM PAST TOWNS ASSOCIATION MEETING THAT WE LIKE WHAT WE HAVE BUT NEED THE IMPROVEMENTS.

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?

AS WE ARE SURE THAT THERE MAY BE SOME DIFFERENCES IN PRIVATE PROVIDERS COMPARED TO THE SERVICES PROVIDED BY THE S.P.F.D. THE STATE GUIDELINES FOR PARAMEDIC LEVEL ARE ALLREADY MONITORED.

IF THE QUESTION IS CERTAIN TOWNSHIPS SHOULD RECEIVE LESSER LEVELS OF SERVICE THEN NO. THE QUESTIONAIR SHOULD CLEAR UP THE QUESTION

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?

Comments:

WE ARE STILL LOOKING INTO THE POSSIBILITIES. IT IS POSSIBLE THAT MOSINEE MAY POTENTIALLY PROVIDE A SERVICE BUT WOULD NOT BE EFFECTIVE DISTANCE WISE.

WE DON'T FEEL THAT THERE IS ANY REASON THAT SHOULD HAPPEN.

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?

NOT CONTRACTING WITH PORTAGE COUNTY WOULD BE A HUGE LOSS FOR US.

I WOULD LIKE TO REPEAT THAT AT PREVIOUS TOWNS ASSOCIATION MEETING EVERYONE WAS IN AGREEMENT THAT WE ALL LIKE WHAT WE HAVE BUT NEED IMPROVEMENT FOR LONG DISTANCE AREAS

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

7b: Please explain your municipality's answer:

RUDOLPH VOLUTEER FIRE DEPARTMENT HAS BEEN PROVIDING AN AWESOME JOB. THEIR SERVICES ARE SOMETHING THAT OUR TOWNSHIP HAS GROWN ACCUSTOMED TO. ASIDE FROM DECLINING MEMBER I CANNOT SPEAK FOR OTHER TOWNSHIPS WITHIN PORTAGE COUNTY.

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:

AGAIN, WE DO NOT BELEIVE A COMPLETE RE-ORGANIZATION OF THE EMS COUNTY WIDE AMBULANCE SERVICE IS NEEDED. JUST IMPROVED SERVICE FOR LONG DISTANCE TOWNSHIPS.

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:

WE HAVE BEEN HEARING ABOUT MONIES FROM THE STATE FOR SOME TAX CREDITS. THESE MONIES SHOULD NOT BE GOING TO DEPARTMENTS BUT RATHER DIRECTLY TO THESE FIRST RESPONDERS ALONG WITH PAID FEES.

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

ANY SPECIFIC INDIVIDUALS THAT HAVE ANY INTEREST ARE LOCALLY REFERED. THIS HAS BEEN AN ONGOING THING THAT OUR LOCAL EMS GROUP DOES AND AM NOT SURE WHY THIS WOULD BE PART OF THIS QUESTIONNAIRE/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?

RESPONSE TIME FIRSTLY, SINCE RUDOLPH V.F.D. HAS A GREAT RESPONDER PROGRAM THAT HAS PERSONS SPREAD OUT FOR GREAT COVERAGE. THIS ALLOWS PORTAGE COUNTY EMS TO NOT ALWAYS FALL IN THAT UNDER 15 MIN ARRIVAL/ RESPONSE TIME AND STILL BE ACCEPTABLE GREAT SERVICE.

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:

TRAINS CAN BE AN ISSUE AT TIMES.

THE DISTANCE / RESPONSE TIME IN THE NORTH WEST CORNER OF OUR TOWNSHIP COULD BE IMPROVED UPON BUT WELL COVERED BY FIRST RESPONDERS FOR ENITIAL CONTACT.

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?

AS A COUNTY WE NEED TO FIND A WAY TO COMPENSATE TOWNSHIPS THAT ARE NOT UTILIZING THE COUNTY SERVICES.

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

IT IS EARLY IN THE PROCESS TO KNOW ALL OF THE ISSUES.

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

WE BELIEVE THAT IMPROVEMENT CAN BE MADE WITH EVEN MORE FIRST RESPONDERS, APPEARS TO BE ON A SLOW DECLINE.

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

WE AS A TOWNSHIP ARE NOT REALLY QUALIFIED TO RESPOND TO THIS QUESTION.

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:

ABSOLUTELY RETAIN WHAT WE HAVE. WE HAVE NOT SEEN ANY OF THE OPTIONS THAT WOULD WORK AS A COMPLETE FIX. IT IS TO EARLY TO TELL BUT THINK THAT SOME RETENTION OF WHAT WE HAVE WITH SOME FEATURES FROM THE OPTIONS MAY BE HELPFULL.

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.

OUR MUNICIPALITY'S VISION FOR EMS WOULD INCLUDE ALL CONTINUED SERVICES AS IS WITH AND INCREASE IN COMMUNICATION WHILE ALLOWING FINANCIAL COMPENSATION FOR FOR TOWNSHIP WHICH HIRE PRIVATE SERVICES.

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:

FOR MOST TOWNSHIPS THE CURRENT SYTEM IS GREAT.
OUR CURRENT SYSTEM HAS BEEN IN PLACE
FOR MANY YEARS PAST DIRECTORS & STAFF
HAVE ALLREADY SPENT A GREAT DEAL OF
EFFORT TO GET TO WHERE WE ARE.

WOULD IT BE POSSIBLE FOR THE COUNTY TO
DIRECTLY PAY AND HIRE PRIVATE SERVICES FOR
TOWNSHIPS WHICH WOULD FALL INTO A BOXED
WINDOW OF DISTANCE FROM COUNTY SERVICES?
WE NEED NOT MAKE IT MORE COMPLICATED
THAN IT IS.

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.

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: Town of Grant

DATE: Special Town Meeting - January 31, 2018

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

Sharon Schwab, Town Chairperson

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*

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
- X **Very dissatisfied**

1b: Please explain your municipality's answer:

- Inadequate response time from current and proposed station locations
- Most locations in the township have a 30+ minute response time
- Time study methodology to present response time map was not well defined on map – it is believed that responses to outlying municipalities most typically occurs from Sta 2
    - Response time map does not account for possible delays including railroads or inclement weather

Outlying municipalities pay for services as a direct percentage according to equalized valuation, but receive a lower level of service due to woefully inadequate response times

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 X No ☐Not sure

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

- In a true emergency needing ALS care, 15 minutes can be just as poor as 30 minutes for patient outcomes
- What is the county doing to help create an adequate patient-centered response time in the rural areas?
- 10 minute response time in 90% of cases would be preferred
  - Depends on strength of EMR network
  - Depends on community education – hands-only CPR, Public Access Defibrillation

Other comments about response time expectations?

- Under current system and station locations, 100% of Town of Grant residents could not have even a 15 minute response time
- Current system serves Stevens Point and immediate residents well, but does not provide acceptable service to rural areas
- Response times could be improved by looking at partnerships with service providers outside of the silos of county boundaries
- NFPA 1710 standard for ALS response is 8 minutes in 90% of calls

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
- X **Very dissatisfied**

3b: Please explain your municipality's answer:

- Town of Grant is paying for a service that is not used (zero responses to Town in 2017) and not wanted because of the woefully inadequate response times
- Paying according to equalized value means that cost versus level of service provided is skewed
- Since apportionment goes to SPFD, a portion of the outlying municipal costs are going to subsidize Stevens Point fire suppression services. Fire services do not service outlying townships.

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?

X Yes ☐ No ☐ Not sure

4b: Why or why not?

- Town of Grant is currently utilizing the services of a private provider
- Using this private, out-of-county based provider reduces response times to more acceptable levels
- Using a network of providers will reduce demand on other ambulances that are only located centrally within the county

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?

- EMS Service providers should meet all applicable state laws and licensing requirements to provide 911 coverage ambulance transportation services
- Services not operating at an ALS level would be required to maintain ALS intercept agreements

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?

- United Emergency Medical Response
- City of Wisconsin Rapids
- Nekoosa Ambulance
- Waushara County EMS

Comments:

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?

- Pay the ambulance fee / contract amount or don't take the apportionment
    - If you are going to collect the money, but not provide service, pay the bill for the service provided
- Town of Grant has negotiated own contacts since 1987 and can negotiate without assistance

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
- X **Somewhat satisfied**
- ☐ Neutral, neither satisfied nor unsatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

7b: Please explain your municipality's answer:

- Portage County could do more to assist with volunteer recruitment and retention
- Currently, first responders receive $15 per call – this isn't nearly enough to compensate time and fuel spent on most calls. Even though most responders aren't in it for money, if reimbursement was more comparable to surrounding agencies, it might help with volunteer retention
  - Example: Saratoga first responders receive $17/hour when responding, $3/hour when scheduled on-call
- County could reimburse municipalities for training expenses

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?

X **Yes** ☐ No ☐ Not sure

Comments:

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:

- Increase reimbursement for EMR volunteers
- Reimburse municipalities for cost of training
- Use innovative techniques to engage millennials
    - That population demographic is less engaged
    - Many kids activities, less perceived time to serve
    - Hard to get that demographic to volunteer for anything

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

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?

- Reasonable response times
- Saving lives
- Under current system, it appears that the county values lives of those in more concentrated population areas as more valuable than those in more rural areas
- There is a clear and sustained impression that rural lives do not mean as much
- Patient center response times and a system that provides better value to all
- Opportunity for better patient outcomes with more consistent emergency service

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

- RESPONSE TIMES
- Physical distance of responders/SPFD from Town of Grant
- Possibility for en route environmental factors – railroad delays, weather delays

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
- X **Very dissatisfied**

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

NONE

The "right" person hasn't died yet due to poor services to trigger change.

Portage County doesn't care about the lives of rural residents.

With the current distribution of emergency response services, and continued denial of the rights of Towns to enter into contracts with service providers that can provide better response times, without at the same time subsidizing the poor level of response provided by the county system, Portage County demonstrates that they value Stevens Point metro area residents more than residents that live in more rural areas.

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

- Response times
- Value of lives – lives of those in rural areas don't matter
- The County Board has already made up their mind without hearing or understanding the residents of all municipalities
- It great to see some sort of response time data…but methodology used hasn't been clearly defined.
- Where is the call type and patient outcome data compared against response time data?

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

- Give back the money paid to support county system when no services have been provided
- Ensure equal representation on EMS advisory board and on oversight committee
- If county-wide EMS system continues, ensure representation from each municipality or district AND not just the county supervisor from that area

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

- Ensure no conflict of interest – Representatives of service providers should not be the only ones on an oversight committee
- Non-field-EMS healthcare providers should be on oversight committee
- Ensure expertise – even in oversight committee members aren't experts in this topic area, they should be collaborating and soliciting input and best practice information from subject matter experts

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 **X Not sure**

Comments:

- System would need to be restructured
- Need to look at fundamental changes – with increased costs, should consider an offsetting increase in revenue
    - Could be accomplished by a public-private partnership community paramedicine program which would not only provide an alternate revenue stream, but could improve the health of Portage County residents
- Incorporate private service providers or out-of-county providers
- More sound methodology to determine number of ambulances and ambulance placement

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

- It has to be about saving lives
- It has to be about more than the central circle
- BREAKDOWN THE SILOS
- This is a chance for Portage County to do things differently and to be a leader
- Need to stop clinging to the old systems and look at systems that will best serve the residents into the future
    - This might be looking beyond 911 response and include things like community paramedicine
- Portage County is one of only a few systems left in the state that have a "countywide" structure...the others include alternatives that address residents needs and response times more equally
- Portage County EMS is centered on providing service and care in the City of Stevens Point, it is inadequate in outlying areas

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 EQ	EMS Apportionment	2017 DOA Estimates for Population	2016 EMS
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
	2,417,126,400	**943,513.05**	**26,212**	**1,109**
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	12,294.46	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
	1,344,402,500	**524,780.70**	**17,792**	**1,374**
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**

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

Summary Information:

	EQ Values	% of total
Towns	2,417,126,400	43.65%
Villages	1,344,402,500	24.28%
City	1,775,824,900	32.07%
	5,537,353,800	100.00%

	Population	% of total
Towns	26,212	37.04%
Villages	17,792	25.14%
City	26,757	37.81%
	70,761	100.00%

	EMS calls	% of total
Towns	1,109	24.06%
Villages	1,374	29.80%
City	2,127	46.14%
	4,610	100.00%

Basic Financial System Ootions for EMS

Option A
Countywide System

Who:

- Must be all 27 municipalities.

What:

- 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.

Levy/Payment:

- Levy taxes across entire County based on equalized valuation.
- All municipalities must participate in order to be outside of levy cap.

Option B
Enterprise System

Who:

- Each municipality contracts for services.

What:

- 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.

Levy/Payment:

- Municipalities levy taxes for services under their respective levy caps. ~~Provider does not levy taxes.~~
- Provider would invoice each municipality for payment.

Option C
Municipal System

Who:

- Each municipality contracts for service on their own.

What:

- Municipality would research and negotiate their own respective contract with provider(s).
- Municipality could be the provider and staff the service.

Levy/Payment:

- Municipality would determine payment with selected provider(s) and levy for payment under municipal levy cap.
- Provider would invoice municipality for payment.

Option D
Combo of Options B & C

Who:

- Any combination of municipalities wanting to contract together.

What:

- 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.

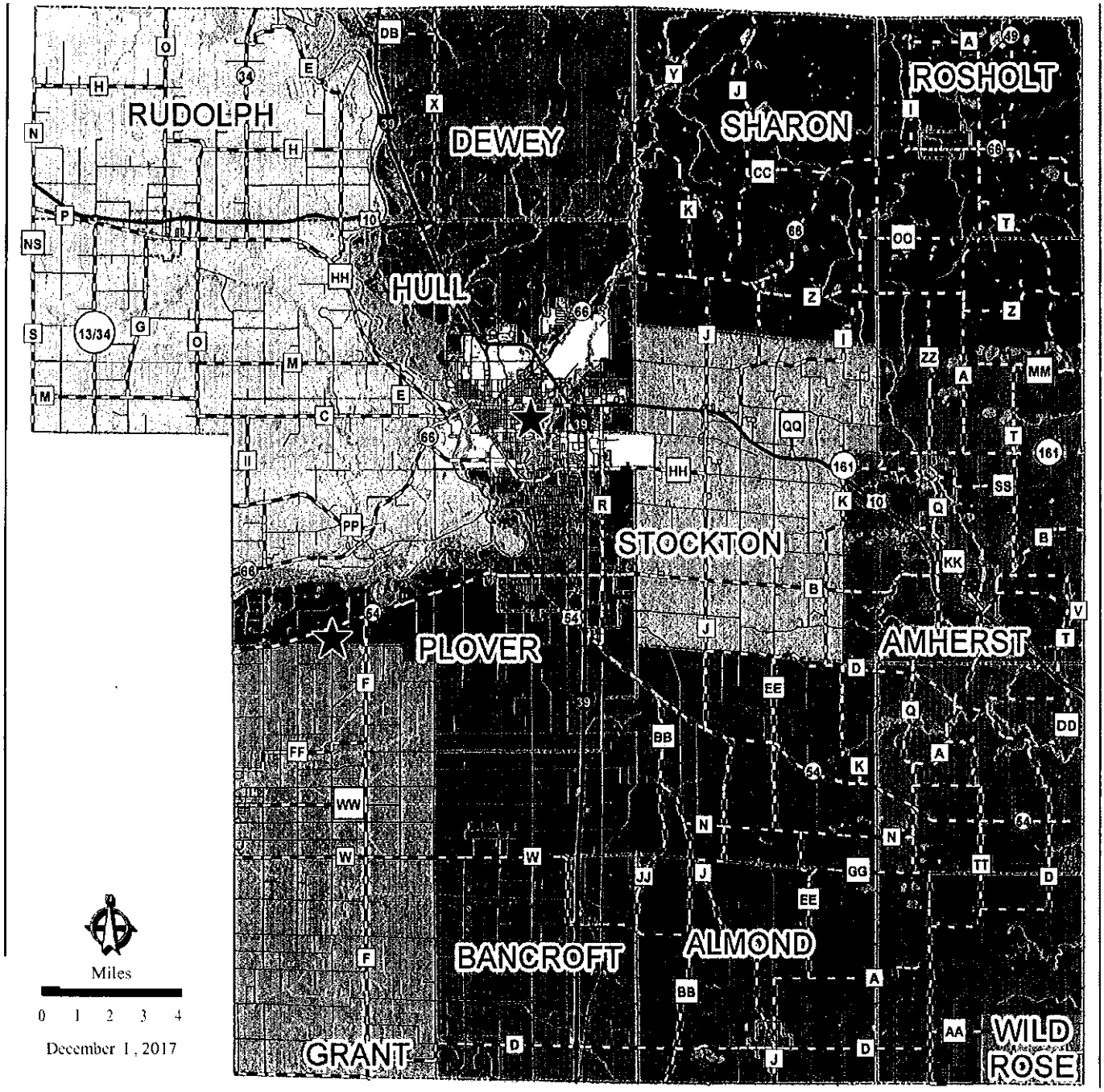
Levy/Payment:

- Municipalities would determine payment with selected provider(s) and levy for payment under respective municipal levy caps.
- Provider would invoice each municipality for payment.

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

TOWN OF GRANT

Coverage of First Responders
ID
Portage County



*

* McCain Foods

Worzalla Publishing

First Responders

	ALMOND	c=J	GRANT	CJ	RUDOLPH
DE]	AMHERST		HULL	11111	SHARON
CJ	BANCROFT ..		PLOVER	CJ	STOCKTON
[&]TI	DEWEY	Ill	ROSHOLT	CJ	WILD ROSE

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

Poruge Co- tyEMS Response

CJ 4 Minutes CJ 20 Minutes C:J Muncipal Boundaries

LJ 8 Minutes LJ 30 Minutes

D 15Minutes

Portage County Planning & Zoning
1462 Strongs Ave
Stevens Point, WI 54481 Author: R. Hensel

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

TOWN OF GRANT

County-wide System

Portage County Emergency Medical Services is a multi-tiered system designed to deliver quality care when and where it is needed most.

Our response begins the moment 911 is called . Highly-trained public safety dispatchers gather critical information from the caller using a nationally recognized interview system.
Dispat chers can also provide first aid and CPR instructions to the caller when needed.

Quick responding medical first responders (Emergency Medical Responders & Emergency Medical Technicians) are trained and equipped to handle many life threatening emergencies until the ambulance arrives.

All ambulances in Portage County provide advanced life support and are staffed with Paramedics and Intermediates. Our ambulances have progressive medical protocols and state of the art equipment.

A Rapid Response Unit (RRU) responds with the ambulances when additional support is needed on difficult cases.

TOWN OF GRANT

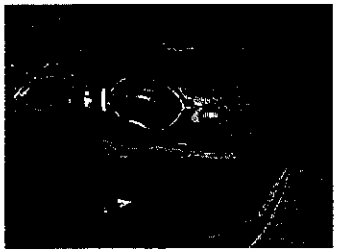
We need you!

Many first responder groups in Portage County rely on community volunteers to do the important work they do.

We'll train you. Training to become an Emergency Medical Responder is conducted by Mid-State Technical College and consists of 70 hours of classroom and hands-on training.

We'll give you the equipment. Each first responder group provides the necessary medical and safety equipment to respond.

Give us a call today.



Portage County EMS
EMS Coordinator
1462 Strongs Avenue
Stevens Point WI 54481
(715) 346-1399
co.por tage.w i.us

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES

Portage County Emergency Medical Services

Chest Pain

A heart attack or *myocardial infarction* is when the heart muscle is not getting enough oxygen due to a blocked coronary artery. This is a true emergency and you should recognize the signs :

- D Chest pain or tightness
- D Shortness of breath
- D Sweating
- D Nausea

Call 911 and stay with the person until help arrives.

Do not delay calling for help. Each minute the heart muscle goes without oxygen, the more damage is done.

Do not drive yourself or a person experiencing chest pain to the hospital. If your chest pain is due to a heart attack, it may lead to sudden cardiac arrest. The medical first responders and ambulances of Portage County are trained and equipped to provide important CPR, defibrillation and advanced cardiac life support.

Cardiopulmonary Resuscitation (CPR)

If an adult suddenly collapses and is not breathing or not breathing normally, they need CPR and defibrillation!

The American Heart Association Hands-Only™ CPR makes it easy:

1. Call 911
2. Push hard and fast on the center of the chest until help arrives
3. The 911 Dispatcher will give further instructions if needed

The 911 Dispatcher can also give instructions for unresponsive children or collapses from causes other than a heart attack.

Le arn more:

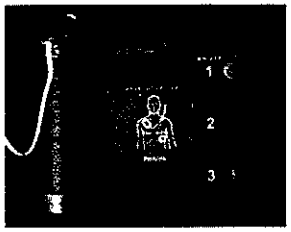
- D HandsOnlyCPR.org
- D RedCross.org

Automated External Defibrillator {AED)

When a person experiences a sudden cardiac arrest, an AED can shock (defibrillate) it back to normal.

Operation of an AED is very easy and safe .

Most units start by pressing a green ON or #1 button. Voice prompts then take you through the rest of the steps.



Many public locations now have AEDs:

- D Office buildings
- D Churches
- D Grocery stores
- D Municipal buildings
- D Schools
- D Sports arenas
- D Airports

Take note of their locations as you go about your day. You never know when you could use one to save a life.

TOWN OF GRANT

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

RECEIVED FEB 07 2018

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: TOWN OF HULL

DATE: 2/6/18

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
JAN WAY AND DAVE WILZ

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*

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

RECEIVED FEB 07 2018

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?

- X **Very satisfied**
- ☐ Somewhat satisfied
- ☐ Neutral, neither satisfied nor unsatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

1b: Please explain your municipality's answer:

- **Adequate response time to all parts of Hull. Usually 11 minutes or less**
- **2 paramedic system coupled with dedicated Town of Hull First Responder volunteers.**
- **Positive comments shared from users of service – no complaints shared**

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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 **X**☐ **Not sure**

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

Other comments about response time expectations?

- **The current response time in the Town of Hull has beaten the standard stated above due to our proximity to Stevens Point.**
- **The standard set should be suggested by medical professionals trained in these types of services. The current standard sounds reasonable but we are not qualified to judge.**

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
- **X Somewhat satisfied**
- ☐ Neutral, neither satisfied nor unsatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

3b: Please explain your municipality's answer:

- **A equalized value formula may not be the most fair way to charge municipalities. The Town of Hull would be interested in knowing how other county wide EMS programs compare to ours from a cost standpoint and a billing standpoint.**
- **From a per capita formula standpoint, the Town of Hull is pleased that our fee of $30.94 per person is very close to the average for the entire county which is approximately $30.55. It must be noted that the per capita formula varies greatly by municipality. There is a spread of over 44 % in cost on the low end of the average and a spread of almost 50% in cost on the high end of the average.**
- **It is also interesting that towns contribute almost 44 % of the entire apportionment for this county wide system and yet have only about 24% of the EMS calls.**

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?

X Yes ☐ No ☐ Not sure

4b: Why or why not?

- **The Town of Hull supports the countywide system but does realize that not all parts of the county is provided the same service as the stated standard of care.**
- **Medical professionals trained in these types of services should weigh in on the need to consider further integration of outside services. The focus should stay on the customer and what will work best for them. The standard of service should always try to be achieved.**
- **The Town of Hull believes that some sort of flexibility to the current county wide service is probably needed and should be worked on collaboratively with the affected municipality, trained medical personnel and the county.**

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?

- **Consistent, high level standard of care for customers that will currently fill an unfilled need in that municipality. Focus on the stated standard and the patient.**

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:

The Town of Hull would like to arrange a service agreement with the City of Stevens Point Fire Department due to its proximity, the highly qualified paramedics and their professional experiences.

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?

- **The Town of Hull would appreciate any assistance in identifying the standards of care that the township would need to consider when developing the best service for its residents.**
- **A reduction in County taxes to the citizens of Hull identified for the purpose of paying for the service that is no longer being provided by the County.**

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.

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

- ☐ Very satisfied
- **X Somewhat satisfied**
- ☐ Neutral, neither satisfied nor unsatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

7b: Please explain your municipality's answer:

- **The Town of Hull is very pleased with its dedicated and quality First Responder Volunteers.**
- **The Town of Hull is very pleased with the consistent high level of training for our first responders along with the established standards provided by the county.**
- **First Responder programs are the absolute best way to provide rapid response to some outlying areas.**
- **The Town of Hull has some concerns about the recruitment and retention of volunteers in this program.**

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?

X Yes ☐ No ☐ Not sure

Comments:

- **The Town of Hull would favor the continuance of the first responder network regardless of what direction the ambulance service takes.**

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:

- **Standardized pay by municipality**
- **Emphasis on recruitment**
- **County wide emphasis on building the first responder program**
- **County wide survey of other areas in the state that have been successful**

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

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?

- Rapid response first responders with basic life support capabilities as a minimum.
- Increased levels of training available so first responders can continue their professional growth.
- On-going consistent training for first responders from one source provided by the county.
- Professional integration with ambulance provider so all services are enhanced.
- Standardized gratuity or pay system for volunteers.
- Customer focused service.
- Consistent and rapid services provided by highly trained, qualified and motivated personnel.
- Stated goals and standards should be established by qualified medical personnel.
- Flexibility should be practiced to achieve consistency throughout the county while still maintaining county wide system.

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

- **There are no barriers that the Town of Hull is aware of.**

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:

- **X 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?

- **Any issue could be addressed in this survey. Thanks for providing a mechanism to communicate.**

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

- **There are none.**

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

- **All categories of municipalities need representation on any EMS oversight board.**

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

- **More representation by all types of municipalities. Transparency!**

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.)

☐ No ☐ Not sure ***YES!***

Comments:

The Town of Hull strongly supports the general concept of retaining the current County Wide EMS approach. It provides a unified and consistent approach to this needed service at probably the most efficient price.

The current system is not perfect however. The Town of Hull strongly encourages the county to be flexible in the outlying areas to do what is necessary to support any need that the outlying municipality has in order to achieve a standard of care that is not currently being met and is viewed as detrimental. Focus on the customer.

The County may also want to consider a different pricing method that is more equitable on per capita basis.

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

- **Consistent and rapid services provided by highly trained, qualified and motivated personnel.**
- **Stated goals and standard should be established by qualified medical personnel.**
- **Service should be customer driven**
- **Flexibility should be practiced to achieve consistency throughout the county.**

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

- **Thanks for the opportunity to communicate.**

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.

Gebert, Jami

From: Mike Pagel <k9uw@wi-net.com>
Sent: Tuesday, January 16, 2018 9:06 AM
To: Gebert, Jami
Subject: EMS Survey - Lanark response
Attachments: Lanark EMS Survey response.docx

Good morning, Jami!

Let me know if you have questions or if you'd prefer a PDF.

mp

TOWN OF LANARK

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:

The Town of Lanark has enjoyed a significant improvement in ambulance response time that is a direct result of the decision to place an ambulance in the Village of Amherst to serve the eastern portion of the County. Prior to having an ambulance in Amherst it was common for the town board to hear complaints from residents about waiting 30 minutes (or more) for an ambulance. Thanks to the Amherst ambulance our response times are typically 15 minutes or less and complaints have all but disappeared.

TOWN OF LANARK
TOWN OF LANARK

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?

The 15 minute objective is an arbitrary one, as there are no national standards for ambulance response time (see https://www.emsworld.com/article/10324786/ems-response-time-standards). By choosing 15 minutes as the desired goal, any call requiring more than 15 minutes for an ambulance to be on scene is seen as inferior service.

It also serves to magnify the fact that, thanks to geography, portions of our county will always be outside that highly desired 15 minute response time. This causes questions about the importance of response time, especially for ALS calls, when alternative services are sometimes available across the county line and could be on scene in less than the 15 minute standard that typically cannot be met in the very areas that are close to alternate service providers.

Other comments about response time expectations?

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 Town of Lanark is effectively served by the Amherst Ambulance and response times are typically under the 15 minute goal. Portions of our town are closer to a non-profit ambulance service in Waupaca than they are to Amherst and we are sometimes asked about the potential for utilizing that private service when their response would be faster. We remind our residents that they are always free to call that service directly if they prefer to use it but that advice tends to be forgotten in emergencies. Residents also point out that they are already paying for service through their property taxes.

Satisfaction with our existing service should not be confused with being satisfied with existing costs. We don't actually know if we are "getting our money's worth" since we have no other service options to provide comparisons and we would like the opportunity to see what alternatives exist and what the costs for the alternative service would be.

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?

The existing service is one of high quality but its services are not distributed as uniformly as the cost for the service. There is a long-standing argument that the existing service is superior to services in adjacent counties because of its advanced medical protocols and any service provider receiving Portage County tax revenue should meet those same standards.

We have yet to meet someone who is willing to endure a longer wait for an ambulance in exchange for being the beneficiary of one medical protocol vs. another. All of the services in adjacent counties, whether public or private, have their own protocols that have been approved by their own medical director and also approved by the State of Wisconsin when a license was granted. We believe that the best use of public tax dollars intended to deliver EMS should be supporting the fastest response time possible. If Gold Cross (Waupaca) can be on scene faster than Amherst or Stevens Point, why aren't we using them? We already have reciprocal agreements with these EMS providers for mutual aid – if they are good enough to help in a crisis impacting many people, aren't they good enough to help when the crisis is being experienced by one person?

We have heard the argument that "people who live that far out shouldn't expect the same service". First, "that far out" references the City of Stevens Point as the service hub but many Portage County residents don't see Stevens Point in that light. Instead, they focus on Wisconsin Rapids, Waupaca, Marshfield, or Wausau. We have residents who commute to Appleton, Neenah, Menasha, Waupaca and other points to our east. Their frame of reference is not centered on Stevens Point.

Our Town is closer to the Gold Cross ambulance than it is to Stations #1 or #2 in Stevens Point and, if the Amherst ambulance is called to provide support elsewhere in the county, the nearest EMS provider is Gold Cross.

Other towns are in similar situations and, while the Amherst EMS crew serves us well, we feel empathy for Towns who are "that far out" but lack a county-funded ambulance nearby.

It would seem to make economic sense to use alternate EMS providers when calls come in from the outlying areas of the county. Let efficiency rule by having an outside (but closer) provider take the call so that ambulances in Stevens Point and Plover remain closer to the region of the county that produces greater call volumes and shorter run times.

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?

It is NOT practical to expect providers from Waupaca, WI Rapids, Wild Rose, Iola or other locations to shift to Portage County's medical protocol whenever they deliver service in this county. Their existing protocols have already passed muster.

Instead, I would encourage Portage County to share their protocols with nearby providers, documenting beneficial outcomes attributable to those protocols with the hope that the nearby providers would find reason to adopt some or all of those protocols in their own operations.

It would be reasonable to expect reports from outside EMS services to follow up on any care they delivered in Portage County. Reports could be submitted electronically on a quarterly or semi-annual basis, with face to face encounters taking place annually as part of a training event designed to share and strengthen collaboration for the benefit of everyone being serviced in Portage County.

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?

GOLD CROSS AMBULANCE SERVICE, INC.
1055 WITTMANN DRIVE
MENASHA, WI 54952-3606

http://www.goldcross.org

A Gold Cross ambulance is located in Waupaca at:
500 Lakeside Pkwy
Waupaca, WI 54981

Comments:

It is interesting to note that Gold Cross is a nonprofit service owned by Affinity Health Systems (part of Ascension Health) and ThedaCare. It would appear (to a layperson, anyway) that Gold Cross is operated by the same organization that now operates St. Michael's Hospital in Stevens Point.

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?

We would need guidance in soliciting RFP's and establishing contracts with new providers. We would want to continue local First Responder affiliation with the County if that option existed.

We would also need advice on selecting performance measures to build into a service contract.

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:

We are part of two fire districts – Amherst and Waupaca. The Waupaca Fire District has no First Responder service and this directly impacted roughly 40% of Lanark, including one of the largest subdivisions in Portage county (Evergreen Hills with 186 lots). The Amherst Fire District agreed to extend the service area for their First Responder group to that portion of Lanark that was in the Waupaca Fire District. We remain grateful to the Amherst Fire District and their First Responder group for their willingness to expand their coverage to benefit all of our citizens.

We are apprehensive about the future, however. Demographic trends point toward fewer volunteers for First Responder and firefighting duties.

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:

Maintaining a county-wide system would improve the chances for consistent and fair levels of support for all groups and would also service as a tool for monitoring the performance of "alternative" ambulance services if they were to serve some or all of Portage County.

We should also assess the long term needs as community demographics shift, especially in rural areas. We're facing fewer volunteers and an ageing population with greater need for EMS. Let's explore the possibility of a Community Paramedic system, especially for areas that experience the longest response times (Alban, Belmont, etc.)

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:

Market the value of First Responders to employers, encouraging in-house programs for recruitment and training along with schemes that would enable volunteers to leave work if paged while working.

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

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?

1. Response time of ambulance
2. Response time of First Responder(s)
3. Communication with dispatcher as care is making its way to the scene
4. Professional care of patient(s) and other concerned parties
5. cost
6. Professional conduct and appearance

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

Barriers have already been discussed in earlier questions. They consist of response time issues and an insistence on adherence to Portage County EMS protocols as a condition to provide service in exchange for Portage County reimbursement: We feel comfort in the presence of an ambulance in Amherst but If the Amherst ambulance is delivering a patient to St. Michael's or responding to a call elsewhere in the county, we in Lanark face extended response times while waiting for the ambulance to arrive from Stevens Point or Plover.

We should also point out that some of our residents (cell phone users) report that their calls to 911 are routed to Waupaca County's Dispatch Center because they are closer to towers in Waupaca County than towers in Portage County. While Waupaca's 911 service quickly transfers the call, it does introduce a delay that should be noted.

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?

The Town of Lanark is grateful for the County's decision to place a county-funded ambulance at the Amherst Fire Station.

Our good fortune has not been experienced by others, however. We understand the cost implications of doing so but we don't understand why obvious alternative sources of service are not being utilized. It would appear that the stumbling block is that the existing contract requires any outside service to conform to Portage County's protocols, a requirement we view as valuable in theory but problematic in practice. If someone in the Town of Grant has an ALS emergency and a Paramedic ambulance from WI Rapids can be on scene in less than 10 minutes, is Portage County's protocol so good as to justify extending that wait to 25 minutes or longer? We don't think so.

We take pride at the successes of our Paramedics in their exceptional success in saving cardiac arrest patients but response time is part of that equation. How many minutes go by before the county's protocol ceases to be a factor? Are we, as a county, sharing our strategies with providers throughout the region to aid them in serving THEIR constituents? If not, why not?

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

We feel that the concerns about long response times in some municipalities are not being taken as seriously as they should be. When we are told that our decision to live where we live subjects us to longer response times, we understand that it isn't reasonable to expect the same response time enjoyed by city residents. What we do NOT understand is why 30 minutes is OK when a source of service from outside the county could arrive in far less than that. This suggests to many that their lives are less valuable than fine print in a contract that requires Portage County medical protocols.

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

The next County EMS Negotiation Team should include at least one County Board Supervisor from a district serving one or more Towns.

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

Assess the long term needs as community demographics shift, especially in rural areas. Let's explore the possibility of a Community Paramedic system, especially for areas that experience the longest response times (Alban, Belmont, etc.)

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:

We would support the current agreement with one revision.

There is no question that the current agreement serves many people very well. Our concern is for the sizeable number of people who would be better serviced if we collaborated with EMS providers outside the County when those outside providers could respond more quickly than our own employees could.

We advocate a modification of the current agreement, not its elimination.

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

We wish for a FAIR system that dispatches the source of quality care than can arrive the soonest for ALS calls.

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:

Portage County's EMS is relatively unique and much is made of this uniqueness. Some argue that most counties do not use "our" system because it is unworkable. Others view our somewhat unique arrangement as a step above what other places offer.

In truth, Portage County IS unique because of its centrally located County Seat, a reality that lends itself to the current service scheme. That scheme effectively delivers a high quality service to the majority of Portage County's residents.

The current system is unusual, to be sure, and it owes its existence to a forward-thinking group of citizens who saw a way to deliver service to a majority of the county's residents.

Portage County EMS pulled itself up a rung or two over the following decade and what had been an exceptional service is now taken for granted. A new performance benchmark has been set and the time has come to pull ourselves up another rung on the ladder of success. We need community leaders to find a way to preserve what works and fix what doesn't.

In a perfect world the county could afford satellite ambulances in locations that would assure 15 minute (or less) response times throughout the county. The cost of such a system would be prohibitive so it cannot be a practical goal. Instead, it makes sense to utilize existing services in WI Rapids, Waupaca, Wild Rose and other communities across our borders whenever those providers can be on the scene faster than our existing services can get there. These calls would be relatively few in number but critical to those in need of the service.

Utilizing alternative EMS providers would also free up our staff and ambulances to be available for service in areas of the county where call volumes are higher. An ambulance and crew could probably respond to two or possibly three calls in the metro area in the time required to respond to one call on the county's border.

When atypical service agreements are in place and working, it is usually a direct result of the people who saw the need to make it work and had the strength of will to make it happen. That time has come again.

Let's make it right.

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.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

RECEIVED FEB 01 2018

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: Town of Linwood

DATE: January 24, 2018

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

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*

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:

- It was felt Town of Linwood couldn't get better services
- At times the ambulance responds to the call before the EMS
- In past years 1st responders and ambulance services were prompt in response times.

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?

Other comments about response time expectations?

- Ambulance's to use County HH for access to Linwood due to the trains (Clark Street, West River Drive, and County E Crossing)
- Possibly to contact CN railroad for train schedules
- Junction City fire department has a CN monitor that tracks the trains in their area. Is this a possibility for Stevens Point?

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:

- Money well spent to provide services to our residents.

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?

- Our municipality is not in this position.

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?

_____ _____
_____ _____
_____ _____

Comments:

- City of Stevens Point
- Wood County (Wisconsin Rapids)

- These two would be the quickest response time for our township.
- If a new provider would come available in Portage County area that would be an option.

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?

- Rescind Portage County's EMS apportionment part back to the municipality.

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:

- Very satisfied with past experiences.
- Living in Linwood we are very fortunate to have a high participance of volunteer first responders.

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:

- Further information needed regarding this question.

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:

- What is Portage County doing to expand the first responder network?
- Some type of incentive and recognition should be done for first responder services.
- Linwood is very fortunate to have a sufficient number of first responders.

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

- Rudolph Fire Dept. has done a great job recruiting of first responders for our area.

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?

- No issues that we are aware of.

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

- Unaware of any concerns or issues at this time

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

- No suggestions at this time

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

- More actively involved and informed as we are becoming aware of arising changes.

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:

- Satisfied with current services.

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

- Retaining the current services which is Option A

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:

- No comments at this time.

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.

RECEIVED MAR 2 0 2018

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: Town of New Hope

DATE: 3-20-18

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES: Town Board – Todd Kupfer

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*

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

1b: Please explain your municipality's answer:

Reasonable location for services

TOWN OF NEW HOPE

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? X Yes ☐ No ☐ Not sure

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

Other comments about response time expectations?

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

3b: Please explain your municipality's answer:

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?

X Yes ☐ No ☐ Not sure

4b: Why or why not?

Why not? Closer to incident.

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?

Similar requirements as our county.

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?

Potentially Amherst
Iola

Comments:

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?

No response

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:

No complaints to date.

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:

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:

↑ pay & training.

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

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?

- response time
- training

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:

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?

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

TOWN OF NEW HOPE

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

B3e: What suggestions do you have to improve oversight of the countywide system?

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:

Yes for the town of New Hope. However, what are the options available for ~~town~~ townships at the edge of the county?

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.

- Keep the county-wide system.
- Allow the townships on the edge of the county to contract with private providers.

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:

In our situation we've been very fortunate to have adequate response time and support regarding EMS. Allow other towns the option to explore alternatives to the Portage Cty EMS.

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.

TOWN OF NEW HOPE

RECEIVED JAN 12 2018

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: Pine Grove

DATE: 1-11-18

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

Jeanette Wilson, Chair

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*

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

1b: Please explain your municipality's answer:

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

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:

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?

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?

Wausharа Cty
OR
United - Wood Cty

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?

Money to pay for service

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

7b: Please explain your municipality's answer:

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:

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:

Wisconsin Service Awards Program.

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

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?

Response time

Training

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:

~~None~~
Language

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?

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

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

Better representation-
more rural members
more members

Meeting times- Later

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

Recruit + retain emergency management director.

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:

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.

More Ambulances spread around county.

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.

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: Town of Plover

DATE: 2-12-18

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
Tom Schroder or Tim Karczewski

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*

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:

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

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:

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?

We have a responsibility to provide the very best service possible.

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?

Better response times PC

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?

_____ _____
_____ _____
_____ _____

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?

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:

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:

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?

Dispatcher lacks empathy – insisting 3 times if a husband is dead – did not assure me that someone was coming. Went on to direct me to sit on floor and use my heels to roll my husband over to lay on his back! I tried to tell her he was a bilateral amputee – 87 yrs old! I am not a medical person – I was not about to pronounce him as being dead. Her tone was sharp & abrasive.

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:

See question 11

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?

dispatcher never acknowledged the need to change her posture.

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

Currently Board Supervisor has not sought our jurisdiction's ~~opinion~~ opinion on any issue in the last 5+ years!

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

Kontor has never demonstrated a willingness to seek or listen to concerns

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:

All residents should receive service ASAP. If another service can get there sooner than PC, then let them do so.

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.

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.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

RECEIVED JAN 22 2018

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: Town of Sharon

DATE: January 18, 2018

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
Lori Printz Clerk/Treasurer 715-592-6600

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*

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:

At least 95% of our Township residents are below the 15 minute response time.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

15 minutes for 100% of the time

Other comments about response time expectations?

The majority of our Town residents are in the 20-30 minute response time.

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:

Call volumes do not support the cost in comparison to other Towns/Villages/City

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?

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?

1 paramedic + better response time

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?

NONE

Comments:

We (Town of Sharon) do not have any alternate EMS ambulance service closer than the City of Stevens Point

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?

We need to compare fee for private EMS vs current (Portage County EMS).

We would remove our stipend for ambulance service + secure elsewhere.

We would prefer Portage County to service our Township because our Town does NOT have alternate service within 15 minute response time overall.

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

7b: Please explain your municipality's answer:

The first responder is more important + necessary than ever in our area due to response time in our Township.

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:

Every minute is critical

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:

- Don't tax them for your service
eliminate income tax on this occupation

To retain:
County could pay for education and
Continuing Education for first responders

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

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?

- Timeliness
- Skillful

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:

None

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?

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

majority of Town residents response time over 15 minutes – more than 50% receive 30 minute response or almost 80% over 20 minute response time

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

Don't understand the question?

Sorry- no feedback

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

Keep management/personnel on board – to much turnover

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:

- need to fulfill the standards - 15 minute response time for ALL in the Town of Sharon

- need to service countywide equally

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.

- move ambulance out of city limits into rural to support minimum 15 minute response time

- retain ambulance within Town area to support quicker response to all residents

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.

RECEIVED DEC 27 2017

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: Town of Stockton

DATE: December 27, 2017

POINT OF CONTACT IF THERE IS A QUESTION ABOUT YOUR SURVEY RESPONSES:
Lauri Novotny, Town of Stockton Clerk
715-592-4712 or stockton@wi-net.com

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*

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:

The Town of Stockton is Centrally located therefore we have an efficient response from all providers.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

QUESTION 2a: Currently the standard for <u>response time of an ambulance</u> 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?

Other comments about response time expectations?

Our Board would like to know, What are the state and national averages / expectations.

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

3b: Please explain your municipality's answer:

According to our calculations, the average is $37.22. We are slightly below this value. We are fortunate to have a dedicated FD/EMS Dept. within our municipality as well.

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?

The total cost is very small added to the current County budget. For example, approx. $3,000 for the Town of Belmont is a small amount given the overall budget for the County EMS.
What needs to be looked at is those in outlying areas that have the ability to assist and decrease the response time verses a 35-40 minute run time.

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?

We should be aiming for a 15 minute response time for every municipality regardless of the private and/or public entity providing service.

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?

NONE.

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?

NONE. County wide is best for the Town of Stockton, in our opinion.

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?

- [x] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral, neither satisfied nor unsatisfied
- [ ] Somewhat dissatisfied
- [ ] Very dissatisfied

7b: Please explain your municipality's answer:

Our municipality has an EMS group under the Fire Department. They all function quite admirably especially given the fact that it's a very demanding job with very little pay.

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:

We believe that any County support is helpful. The important/critical component is the ability to stabilize the patient in an efficient manner.

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:

1) They work for very little pay so perhaps increasing the ability for higher pay might be an option.
2) If possible, lobbying for regulatory agencies to provide more compact/condensed training.
3) Remove unit boundaries. For example, allow responders to respond from anywhere in the county if the responder is geographically there.

Our municipality tries to recruit through our quarterly newsletter without much success. Word of mouth seems to work best for us.

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

☒ NO.

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?

All elements are important to the Town of Stockton. With Highway 10 and several heavily traveled County roads, we rely on not only our EMS team but the County System as well. A timely response in addition to the quality of care are both extremely important.

We would also like to mention that local incident commanders need to have the ability to call for an air ambulance when necessary.

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:

We believe that the personal issues are hindering the forward movement of the program. Whether it be egos or politics, they need to be set aside. The care of the patient should be the primary concern.

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?

The listening sessions that showed the actual dollars allocated have been helpful.

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

On multiple occassions, the leadership of the County has implied that they will not continue supporting a countywide system. This threat is stressful for various municipalities. The threat is demoralizing to those who depend on the County system. In addition a First Responder and an EMT are considered a Basic Life Support System. The requirement that paramedic training must be completed within 2 years drives up the cost of the entire system.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

Perhaps a steering committee or citizen committee from each municipality whether it be members of EMS, the Board, citizens, etc. to provide for a more diverse group making decisions.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

1. Less politics
2. Review the membership of the negotiating Committee. A representative from various municipalities would be more satisfactory to many County residents.

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:

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.

Our vision is Bigger & Better.
We would like to see an expansion of the county services to include private services to better serve the citizens of Portage County. We are not in favor of private services in lieu of the current system but an expansion of the current EMS system.

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.