

RECEIVED JAN 11 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: Village of Almond

DATE: 1-8-18

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*

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

Enclosures with this survey:

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

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

1b: Please explain your municipality's answer:

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?

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?

Decrease 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?

Communications need to be in-line and training up to par for all involved.

Real-time communications will need to be developed.

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?

Waushara County _____
Waupaca County _____

Comments:

we don't know who would be available.

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?

make sure there are private providers to fill the gap.

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:

Almond's first responders are the best.
Community involvement is keys.

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:

Advertise the need, budget funds for recruiting.

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?

quick response time
trained personnel

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?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

None

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.

The future Ambulance in Plaver will reduce response times to the southern area,

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:

please get the Tower communication project complete & functioning soon.

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.

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NAME OF MUNICIPALITY: VILLAGE OF AMHERST

DATE: FEBRUARY 9, 2018

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

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PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

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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 Village of Amherst receives excellent ambulance service due to the county's contract with the Amherst Fire & Safety District that locates and staffs a unit housed at the fire station. Those well-trained, caring professionals employed by the Amherst Fire & Safety District and properly equipped by Portage County are a great source of security and pride for our community. The protocols established to support the joint coverage of our county by the AF&SD and the City of Stevens Point provide the continuity and dependability essential for our residents.

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?

While response time has been used as a benchmark against which a service can be evaluated, we know that it is an arbitrary criteria, and other criteria should also be considered in this process. While Portage County has referred to this in the past, I don't believe national standards for EMS response time exist. Transportation routes, medical facility locations, geography or the effect of inclement weather all affect this, and are unique for each and every area served.

Other comments about response time expectations?

Portage County must look at how all those factors unique to our location and population affect the quality of EMS service provided to its residents in order to determine the most common-sense methods to improve it. This supports the discussion to consider alternative service providers for those areas of Portage County that experience the factors that lead to longer-than-acceptable response times.

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:

We understand that the excellent service provided by Portage County, due in part to the proximity of the Amherst Fire & Safety District's ambulance unit, comes at a cost that is shared by all. Our community recognizes the value it receives for this expenditure, and would expect that Portage County continue to work to provide parity and fairness as it contracts with those providers in Stevens Point, Amherst and Plover.

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?

While we believe that the present ambulance service is very good, we also recognize the service deficiencies experienced by some areas of Portage County. It would seem reasonable and prudent to explore the integration of private providers to serve the residents of these areas. The potential availability of these additional outside resources will strengthen the entire Portage County EMS system, not just in those outlying areas.

Yes, response time should be high priority, regardless of costs.

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 providers have established appropriate protocols that have been reviewed and approved by the State of Wisconsin as part of the licensing process. Other providers must complete the same process for state approval. A comparison of provider protocols should be compiled to initiate constructive discussions relative to benefits and costs. Compatible adjustments or appropriate modifications may be found and implemented. Regarding verification and documentation of services, reports on all calls or services in Portage County should be required in a timely, regular manner.

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:

The Village of Amherst would hope that Portage County would reject the idea of dropping support for the current countywide EMS for ambulance service.....but , in that instance, we would hope to be able to contract with the Amherst Fire & Safety District for this service.

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?

This idea may be the least effective and most costly method to provide EMS ambulance service for the residents of the Village of Amherst and the rest of Portage County....but local governing boards such as ours would certainly need some guidance in order to responsibly seek proposals and contract with new providers. Creating and evaluating RFPs, model contracts, protocols for intergovernmental agreements to share services, and some format for the evaluation of services are areas where County assistance may be sought.

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:

This is an exceptional service in the village and communities around it, but we recognize that staffing and coverage challenges are present throughout the county.

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 still see this as a valuable and viable source of emergency services, and feel it deserves the continued support of Portage County.

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:

Regarding staffing and coverage issues, employers and companies must be brought on board to encourage, support and sponsor the involvement of their employees in this program. These employees must be seen as more valuable assets to their place of employment and their community when properly trained and made available to respond to calls while at work. Portage County could partner with local municipalities to focus on these needs, and thus provide the basis to promote recruiting among local employers to identify interested individuals for 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

Local representatives from the municipalities of the Amherst Fire & Safety District could be part of this discussion.

- 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?

Appropriate training requirements
Consistent equipment allocation
Cooperation among county providers
Reasonable response times
Equity in contract costs

Response time.

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:

One may be ambulance availability...while a unit is stationed at the Amherst Fire Station, as county units respond to calls or are used in the transport of patients, the repositioning of units to a central location to provide coverage impacts the consistency of service. This why the addition of a new unit in Plover or the incorporation of outside providers strengthens the entire county-wide service and better addresses the needs of our village residents.

Another may be contract disparity among providers.... with Portage County negotiating with Stevens Point, Amherst Fire & Safety, and now Plover, it is essential that all pay and benefits be equal and compatible in order to prevent a drain on the abilities of a disadvantaged provider from attracting and employing the staff they require. This is vital for the integrity of the entire system.

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?

We greatly appreciate the county's continued support to contract for EMS services with the Amherst Fire & Safety District. We continue to believe in the value & benefits of this service to our community as well as its important role in the county-wide system, and further support the county's recent efforts to extend a contract to Plover. Additional units, even those located outside of Stevens Point, strengthen the entire county-wide system.

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

All contract providers, irregardless of location or operational status, must be recognized as equal partners at the table in providing integrated EMS services for the county.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

The system is best served when equitable representation is provided for all stakeholders, including town and village voices, on the various boards, panels or negotiating teams. Open and frequent communication of information among all municipal stakeholders is also essential.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

The system is best served when equitable representation is provided for all stakeholders, including town and village voices, on the various boards, panels or negotiating teams. Open and frequent communication of information among all municipal stakeholders is also essential.

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 feel that this is by far the best way to provide the highest levels of highly trained, well equipped cost-efficient emergency medical services for the residents and visitors of Portage County. We would consider supporting those modifications and adjustments necessary to incorporate outside providers for areas of less-than-acceptable services. We DO NOT subscribe to the comments of some individuals indicating that our EMS system is broken and in need of a fix. Our system reflects a very special relationship between the county and the municipalities that has been highly successful in its current form in providing EMS services, and we believe that there are options present that, if implemented, will make this system even better.

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.

Addressed the need to improve care and response to areas within the county with all options, including providers outside the county

Negotiated equitable and sustainable contracts with providers within the county

Considered plans to expand current in-county contract providers as geography and changing demographics may indicate

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 provides a framework for an exceptional and successful EMS system, and our residents have come to expect this and take it for granted. This system did not develop without study, controversy, communication and cooperation to recognize this need for the greater good of our county. While this system is strong in so many areas, we must continue to consider what is needed to maintain its vitality and to improve its efforts. The complaints that have led to suggestions to fracture this framework must be properly addressed, but the loss of this county-wide system and the funding mechanism used to support cannot be considered in the best interests of the residents of the Village of Amherst or for the greater good of Portage County.

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.

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NAME OF MUNICIPALITY: Village of Amherst Junction

DATE: 12-19-17

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

Laura J. Shupe - Village Clerk 715-824-3147

BACKGROUND INFO: PLEASE READ BEFORE YOU COMPLETE THIS SURVEY

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- 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 first responders and an ambulance
in Amherst.*

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?

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:

As long as the cost stays reasonable

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?

Response time is 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?

Must be comparable to what the County currently has.

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:

Do not know who would be available.

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?

The future cost.
The future reliability of the service
Response time

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?

Quick response time.

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?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13e: 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:

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.

Definitely availability within a reasonable distance and response time.

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.

Group of 6 Residents

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: Junction City

DATE: 1/8/18

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*

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

Enclosures with this survey:

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

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

1b: Please explain your municipality's answer:

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?

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?

Everybody's entitled to the 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?

AT OR ABOVE PORTAGE COUNTY'S PROTOCOLS

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 KNOWN AT THIS TIME

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?

Contracting Services

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:

Response Time, Knowledge

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:

None at this time

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?

Good response time, knowledge & good equipment

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:

RAILROAD

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?

None

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13e: 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:

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.

Continue
&

Improve

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.

1 Resident

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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NAME OF MUNICIPALITY: _____

Junction City

DATE: _____

1/8/18

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

BACKGROUND INFO: PLEASE READ BEFORE YOU COMPLETE THIS SURVEY

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

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

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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 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?

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?

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?

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:

Rail Road

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?

None

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?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13e: 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:

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!

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1 Resident

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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NAME OF MUNICIPALITY: _____

Junction City

DATE: _____

1-8-18

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

BACKGROUND INFO: PLEASE READ BEFORE YOU COMPLETE THIS SURVEY

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

Enclosures with this survey:

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

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

1b: Please explain your municipality's answer:

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?

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?

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

Melissa Vitart

[REDACTED]

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?

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?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

13e: 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:

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.

Continue to Improve

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: VILLAGE OF PARK RIDGE

DATE: FEB 27, 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*

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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

Enclosures with this survey:

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- 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:

OF OUR EXPERIENCES, WE FOUND THE COUNTY AMBULANCE SERVICE TO BE PROMPT, PROFESSIONAL, AND THE WORKERS DID EVERYTHING THEY COULD DO FOR THE PEOPLE THEY WERE CARING FOR.

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?

AS WE ARE SURROUNDED BY STEVENS
POINT WE APPRECIATE THE 4-6
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:

FOR THE COST THAT IS APPORTIONED TO EACH BUSINESS OR HOME, WE FEEL WE ~~RECEIVE~~ RECEIVE A QUALITY SERVICE - WORTH THE APPORTIONED DOLLARS.

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?

THIS DOESN'T APPLY TO PARK RIDGE,
BUT WE SUPPORT OUTLYING COMMUNITIES
HAVING AN ADEQUATE SERVICE.

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?

PROMPT & ADEQUATE 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?

Comments:

IT IS NOT IN OUR INTEREST
TO TAKE APART THE COUNTY-WIDE
SERVICE - WE WANT THE COUNTY-WIDE
SERVICE TO CONTINUE.

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?

- WE WOULD PROBABLY REQUIRE A LARGE SUBSIDY BY THE COUNTY TO BE ABLE TO AFFORD QUALITY AMBULANCE SERVICE.
- AS WE CANNOT RAISE TAXES TO PAY FOR AN ADDITIONAL SERVICE WE WOULD EXPECT THE COUNTY TO FORWARD AT A MINIMUM, THE APPORTIONMENT AMOUNT - BUT DUE TO THE ECONOMIES OF SCALE, THAT STILL MAY NOT BE ENOUGH TO PROVIDE THE SAME QUALITY SERVICE WE NOW HAVE.

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:

WE HAVE NO FIRST RESPONDERS IN
PARK RIDGE, BUT WE SUPPORT
THE COUNTY USING COUNTY DOLLARS
TO SUPPORT A QUALITY FIRST
RESPONDER SERVICE/TRAINING ETC.

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 SUPPORT ADEQUATELY FUNDING
OUR COUNTY-WIDE EMERGENCY
MEDICAL SERVICES, ~~AAA~~

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 NO FIRST RESPONDERS IN
PARK RIDGE BUT SUPPORT
COUNTY-WIDE FUNDING AND SERVICE

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

N/A

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?

WE APPRECIATE THE

- QUALITY OF CARE
- TRAINING AND PROFESSIONALISM OF THE EMS STAFF
- PROMPTNESS OF 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:

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?

WE HAVE NOT REGISTERED ANY
OPINIONS, ONE WAY OR THE OTHER
TO THE COUNTY, SO NO ISSUES AND
NO COMPLAINTS.

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?

none

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

WE REALLY DON'T HAVE ANY CRITICISMS
OR SUGGESTIONS FOR IMPROVEMENTS -
IT IS A VERY GOOD SERVICE JUST
AS IT IS.

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 - PROVIDES HIGH QUALITY
SERVICE TO THE MOST PEOPLE
POSSIBLE AT A VERY REASONABLE RATE.

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.

- PROMPTNESS IN CALLS
- CONTINUATION OF HIGH QUALITY OF SERVICE
- PROVIDE EQUITABLE SERVICE TO ALL RESIDENTS.

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 ASKING FOR OUR INPUT.

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

Village of Plover Response

Below are responses to the EMS survey questions.

Part 1

Question 1a:

Very Satisfied

Question 1b:

The village is extremely supportive of the county wide system. It feels the recent changes and additions based on studies and recommendations are a valuable step forward for the Village of Plover and Portage County residents. It looks to maintain a long and open relationship with Portage County and all other emergency response agencies.

Question 2a:

No

Question 2b:

Based on the village's proximity to medical providers (i.e. clinics, hospitals) and transport agencies along with the population, it is reasonable to expect a response time of 6 – 8 minutes or less in most instances. We understand that our location is different than municipalities located on the outer edges of the county. While defining an appropriate response time is important, the county should always look to improve response times through continuous improvement planning.

Question 3a:

Somewhat Satisfied

Question 3b:

The village understands the costs of emergency services. It supports the county wide system and appreciates the efforts of the recent expansion. The village further understands that improved services come at a cost.

Question 4a:

Not Sure

Question 4b:

In some areas, private services may be able to service the edges of Portage County. But, private services may not provide the same standard of care or interact with the rest of the system as desired. Additionally, they may have floating ambulances out of location to properly handle the incident and the system may lack oversight. Recently, there has been discussion of one municipality interested in a private service servicing a portion of their township with a goal of improving response times. Recent examples indicate that the service being considered cannot always cover their response area and in some cases are utilizing current Portage County transport agencies in their coverage areas. This may mean that while a township contracts with a bordering private service that they continue to receive

Portage County providers on occasion through mutual aid or similar agreements. Utilizing county services with defined requirements allows consistency in patient care and expectations. Border services may be considered if the agency can meet defined requirements.

Question 5:

Village of Plover would operate their own system.

Question 6:

A sufficient timeline for transition would be required. The village would request that all equipment utilized by the new Plover ambulance transfer to the Village of Plover through a mutually agreed upon transition plan. The Village of Plover strongly urges Portage County to continue with a county wide service. Fracturing the system would cause unnecessary financial hardship to all municipalities.

Part 2

Question 7a:

Very Satisfied

Question 7b:

The village strongly supports all First Responder programs in Portage County. They feel this is an extremely valuable service that bridges the gap of response times and provides extremely valuable resources that act as an extension to current provider services. In support, the Village of Plover will allocate \$97,000 in 2018 to support their villages First Responder program.

Question 8:

Yes – The village strongly supports the county in their effort to continue this valuable service.

Question 9:

The village suggests that the county work with the Portage County EMS Association for direction as they have been working on this initiative. They can provide direction as to what has worked well and what other initiatives could be considered.

Question 10:

N/A

Part 3

Question 11:

We feel that a reasonable response time by trained professionals is the most important aspect. We support fiscal responsibility by considering options related to EMS as demonstrated in the recent addition of the single Paramedic ambulance to the system.

Question 12:

Procedures related to patient communication barriers should be considered.

Question 13a:

Very Satisfied

Question 13b:

Ambulance addition to the Village of Plover. Studies conducted have indicated that the Village of Plover was in need of a 24/7 ambulance stationed in the Plover area. Through long discussions and data driven decisions, a new ambulance will soon be stationed in the Village of Plover. The village is very appreciative of the opportunity this ambulance provides for its citizens and recognizes the overall benefits that it will provide for the southern areas of Portage County as well as the other portions of the county.

Question 13c:

N/A

Question 13d:

The Village of Plover currently feels that there is adequate representation for our municipality. The village encourages ongoing communications and EMS education to all representatives as the system continues to evolve and improve.

Question 13e:

Consider streamlining the process. Currently there are numerous committees or groups that weigh-in on the county system. Evaluate all committees and determine what changes could be made to decrease administrative time spent on the system, but also consider changes that can be made or implemented that would move decisions or continuous improvement initiatives forward quicker. We encourage committee members to make provider site visits and participate in ride alongs.

Question 14:

Yes – The village strongly urges the county to maintain a county wide system. This would stand true even if a municipality would choose to go out on their own. Supportive municipalities should not have to undergo hardship due to municipalities that choose to go on their own.

Question 15:

The village encourages continuous improvement initiatives and open dialogue with Portage County to ensure the system is driven forward. It feels all possible initiatives should be considered. This would include a tiered system in the future that would utilize paramedic intercepts. There are many models that can be utilized to achieve this goal. The use of lower tiered ambulance can provide cost effective services while enhancing response times throughout Portage County. The addition of 3 basic ambulances would greatly improve response times in Portage County. A plan that would outline details of this opportunity are available upon request.

Question 16:

The Village of Plover strongly urges the continuation of a county wide system. This would include even if a municipality chooses to go on their own. The benefits to the smaller communities and the county as a whole are significant and should not be overlooked. Efforts to nurture provider relationships to create a cohesive environment is greatly encouraged.

The Village of Plover is committed to working with Portage County in any way to support the current system as well as provide cost effective improvements to the overall system as we move forward. Village of Plover staff can be called upon at any time to provide resources to help manage the county wide system.

The Village of Plover greatly appreciates the expansion of the system through the new Plover ambulance that will greatly improve services to Portage County.

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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NAME OF MUNICIPALITY: Village of Rosholt

DATE: 12-15-2017

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*

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

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Enclosures with this survey:

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- Spreadsheet With Municipality Equalized Value and EMS Apportionment
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- 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 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?

20 minutes could also be reasonable

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?

Comments:

?

- no idea

- no providers nearby

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?

We don't want this to be an option.

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:

No creative 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

Our first responders group ^{already} ~~should~~ do this

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?

Professionalism
Knowledgeable
Kind

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?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

What type of representation do we have now?

PORTAGE COUNTY EMERGENCY MEDICAL SERVICES (EMS) SURVEY

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

none

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.

Maintain current standards and operations

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:

The Towns Association meetings will need to be held when there aren't any municipal mtgs.

Village of Rosholt is the 2nd Monday of the month

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.