

## 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:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**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*

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*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:

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**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?

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**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:

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**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?**

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**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?**

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**Comments:**

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**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:**

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**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

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## 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?

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**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?**

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

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

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**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!***

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.