

Kronenwetter Fire Ambulance Service Q&A

1. How long would it take to see a return on the investment?

Per the estimations included in the fiscal impact the return would be immediate.

2. What is the cost to implement this service (including equipment, personnel, and associated training)?

See financials to understand the capital expenses for equipment, cost of personnel associated with training, broken down in future budgets.

3. Do we need additional building space? Where would we house the equipment?

As previously discussed at CLIPP meeting on March 4th, this is something that is being evaluated regardless of Ambulance Service. The current Fire Station was designed and built with the two bays' closest to the building to house Ambulances. Having additional space or converting existing space for sleeping quarters would allow us to expand our staffing network for both Fire and EMS to outside of the Village of Kronenwetter. *Added 5/06/2024: We currently have available space that could be easily converted to sleeping quarters, Male/female lockers rooms with showers, and kitchen area with basic essentials are already available for KFD Members to use.*

4. What is the current need for an ambulance service in Kronenwetter based on call log data?

Call volume in Kronenwetter has continued to rise with 243 calls in 2019, 267 in 2020, 324 in 2021, 410 in 2022 and 408 in 2023. We are already tracking over 100 calls for 2024. Based on averages over 90% of all calls have a non-paramedic level need.

5. Is there a known rate of failure of Ambulance Services for villages/smaller municipalities in the State of Wisconsin?

There is not a known rate of failure directly due to financial reasons. There are a few agencies in the past 5 years that were not able to be financially sustainable due to low call volumes (under 150 calls a year). They, in turn, merged or outsourced the service with other service providers. An example provided to us by our Regional EMS Coordinator, there was a service provider that in 2 years of service only had 14 calls, which is not sustainable for any service at that level.

6. Are there grants available for the funding?

Yes. Options include: FAP Grant, AFG (FEMA Grant, SAFER Grant (another FEMA Grant), and additional State of WI Funding that we could utilize towards purchasing supplies necessary to stock the apparatus. *Added 5/6/2024 – Additional grants that can be explored include Fire House Subs Grant, USDA Rural Development grants.*

7. Would the income go towards general revenue for the village or specifically fire?

The revenue would be applied to general revenue (100) of the Village of Kronenwetter and will offset expenses.

8. How would personnel respond, from the station or from home?

There would be a combination of personnel response. Our implementation plan includes daytime staffing hours as well as daytime and after hours on call staffing. On shift staff can provide additional support to the Kronenwetter Fire Department by assisting with fire inspections and business and community relations with those wages being covered out of Fund 270 (2% dues). Our staffing model also continues to utilize first responders who respond directly to patient's locations to start patient assessments and care while the ambulance crew responds with the ambulance. *Added 5/6/2024 Note to clarify staffing: Daytime hours staff would be paid at a higher rate and can be utilized to assist with fire inspections, business and community relations events with those wages being covered by Fund 270 (2% dues). These staff would also be available for responses to fire calls within the Village. After hours would include paid on call staff that would not be required to do station duties but could/would still be within the fire station for immediate responses. Use of other EMS staff would include an additional on call EMS personnel that would act as a "First Responder" going directly to the patient's home with all equipment necessary to start immediate care (including AED) – these personnel would be certified and trained to the same level of the ambulance crew members and could become part of the ambulance crew if needed allowing for less confusion on transfer of patient care. Our hours of proposed operations are supported by historical data which breaks down the days of the week and times of day, statistically, that we have received the most number of calls. This model ensures that patient care would not be affected or delayed by on-call after hours.*

9. What does coverage look like for the southside of Kronenwetter? Ability to contract with Town of Guenther?

Currently, the Kronenwetter Fire Department provides fire service to the Town of Guenther. They are contracted with SAFER Fire Department for an ambulance service, although contract details and expiration of that contract are not known.

Response times to Kronenwetter's residents could be faster than the current service provides, based on various locations throughout Kronenwetter. A mapping exercise was completed using Google Maps showing the various locations and the differences in both mileage and time to those locations. This study is included in the implementation plan.

10. How many Medical Emergency calls actually required a paramedic?

Because the data from Riverside Fire District does not differentiate actual paramedic skills being applied, we reached out to surrounding ambulance services to review their total calls and how many required a paramedic intercept with resulting data indicating between 7-10% of their total call volume requiring an ALS intercept. Since some of these services are EMT Basic level, had they been providing AEMT level service this number may be lower. Data was obtained from Mosinee, Hatley, Edgar, and Stratford.

11. How many medical emergency calls were not treated/transported calls?

Data from 2022 and 2023 (through 12/5) there was a total of 91 in 2022 and 77 that fell under the categories of no treatment or no transport. Prior to 2022 data is not available.

12. How many apparatuses would be in service?

Two Ambulances would offer ideal service coverage. The implementation plan recommends acquiring one brand new apparatus and one used apparatus. This would allow for additional coverage while one apparatus is out in the event another call for emergency service comes in, or calls that require two apparatuses upon initial dispatch (motor vehicle accidents). In addition, it would ensure that we have a secondary apparatus in the event of any mechanical issues that would place one of the apparatuses out of service.

13. When does the contract with Riverside Fire District renew?

The contract will auto-renew at the end of 2025 unless a decision is made to create ambulance services within Kronenwetter Fire Department, renew with Riverside Fire District, or go out for RFP (request for proposals) from other ambulance providers. *Added 5/6/2024: The contract has an auto-renew clause but that does not guarantee renewal.*

14. What are mutual aid options with surrounding communities?

We currently have an auto-aid fire agreement with Mosinee Fire District. Kronenwetter Fire Department is also part of MABAS Division 130. *Updated 5/6/2024: Mutual Aid agreements can also be put in place for Ambulance support when needed such as multiple patients in a vehicle accident.*

15. What would the start-up period look like?

The anticipated startup date would be January 1, 2026. Per the State of Wisconsin, we could utilize a 12 month phase-in period which would allow us the time to completely staff and obtain all necessary medical equipment. This can be followed by an additional 12 months if necessary. This phase-in period allows the service to run with lower staff (EMT vs AEMT licensure) during this time until staff trains up to the AEMT level.

16. What are the benefits of having an ambulance in Kronenwetter?

The benefits of having an ambulance service location in Kronenwetter are multiple. The staff of Kronenwetter Fire Department would provide high quality patient care on scene and continue that care and treatment to the hospital. The revenue realized through the service would come back to the Village of Kronenwetter. The Village is currently losing out on funding options and the ability to report gains or losses because this service is not currently part of the Village.

In addition, we would be able to offer lower-cost billing to our residents in relation to what is currently charged per service. A study of area services and their fees is included in the implementation plan.

As also addressed in question 9, the response times by both time and mileage were compared amongst various locations throughout Kronenwetter. Since our area of service is vast and includes some very rural areas to the east and south, we would be able to service those areas faster from our centrally located fire station.

Updated 5/6/2024: Some additional benefits of having our own ambulance service –

- *Support of our police department: knowing our officers well is a huge benefit – it builds trust and confidence in our relationship to support them.*
- *Continued cross training between EMS and Fire staff – so on accidents and fire scenes the EMS staff knows and trusts the skills of the fire personnel and vice versa – Knowing who is there to help and their skill levels especially on accident scenes where we all have to work together.*
- *Community outreach programs can grow – currently we offer some trainings to local businesses (example fire extinguisher training) – EMS group can be utilized to train businesses and residents in CPR, basic first aid, etc.. giving opportunities for additional donated funds which are used to supplement equipment and trainings.*
- *Possibility of a “back home transport” – we have 3 residential homes in the village – these residents pay a high rate for a transport from hospital back to residential facility to another ambulance service today. In addition residents are charged over \$1000 for rides home If family is not able to transport.*

17. Does the Kronenwetter Fire Department have members that are on multiple departments?

Yes. The majority of the personnel that are on the Kronenwetter Fire Department as well as other departments is due to Kronenwetter not having ambulance service. Once an individual has their training as an EMT or higher, they want to be able to utilize their skills on an ambulance service. We currently have three members that are licensed as first responders for Kronenwetter but are also on another service to utilize their license on an ambulance service. Most recently, we provided and paid for the training of one member to the EMT level, and they now work for a service out of the area three days a week to utilize their skills.

18. What is the difference between an AEMT and a Paramedic?

An AEMT (or Advance Emergency Medical Technician) provides emergency medical services with additional training and ability to administer fluids and some medications. They can also be trained to use the advanced medical equipment on the ambulance. A paramedic provides the same care as an AEMT but also includes advanced medical care for critical patients such as major trauma and cardiac arrest.

Data in Question 10 supports an AEMT level service as ‘Paramedic Level’ calls have been less than 10% of total calls with other services with an AEMT or lower service throughout Marathon County. (2% for Stratford running as an AEMT service) Again, this percentage could have been even lower for the services that were only running an EMT service versus an AEMT service.

19. What about response times? What does that look like or how will it be affected or change?

With our current proposal, we would have day-time staffing paid at a higher wage, located at the KFD station, and would leave upon dispatch. We would additionally have at minimum one first responder (of any level) on-call as well (for a total of 3 staff). In the after-hours, our staffing model would remain the same (3 personnel on call) with two staff being on-call for the ambulance and one first responder. This first responder would carry everything needed to start the patient’s care while the other staff would arrive with the ambulance. Our current response times for our first responders going ‘enroute’ directly to the patient’s home are generally within 2 minutes of the initial page and arriving on scene prior to the ambulance. If the on-call staff is not within a few minutes of the station they would be required to stay at the station even during on-call only times. With the location of the fire station that would be the majority of the time.

20. What happens if the call volume decreases?

In the event that the call volume decreases, the service would still be able to be supported as the cost of other expenses would also decrease.

21. What is the 8-minute rule about?

Per Marathon County Dispatch we have 4 minutes after being dispatched to acknowledge the page and 8 minutes to get enroute to a call – either Fire or EMS.

22. What was the coverage level of our contracted service when initial contract was signed and what is it now?

When we first contracted with Riverside Fire District they were a daytime staffed with off hours on call coverage, AEMT flex to Paramedic service. Due to call volume increase across Schofield, Rothschild and Kronenwetter as of 1/1/2023 they were approved by their district board to have 2 full-time paramedics on staff 24 hours a day, supported by 2

additional part time staff 8am to Midnight, 2 additional on call staff during those hours and 2 on call staff from 12am-8am. Until 8/4/2023 Riverside was still operating and billing at an AEMT level at which point their EMS license with the State of Wisconsin was granted for Paramedic. On call staff is required to stay at the station if they are more than 8 minutes away. Paramedic level service provides that the first emergency call of the district is guaranteed to have a paramedic assess the call but does not always include a paramedic on the actual transport and any subsequent calls are not guaranteed a paramedic.