

AMBULANCE SERVICE AGREEMENT

Effective Date: January 1, 2026

Parties: Riverside Fire District ("Provider") and Village of Kronenwetter ("Customer")

Jurisdiction: Marathon County, Wisconsin

1. Purpose and Authority

This Agreement is entered into pursuant to Wis. Stats. §66.0301 for the provision of transporting emergency ambulance services within the municipal boundaries of the Village of Kronenwetter.

2. Term and Renewal

- **Initial Term:** One (1) year, from January 1, 2026 to December 31, 2026
- **Renewal:** Renewal shall occur only upon written agreement following a joint performance review. Automatic renewal is expressly excluded.

3. Scope of Services

Provider shall provide transporting emergency ambulance services within the Service Area through proper alert by Marathon County dispatch. Services include:

- Emergency and non-emergency transporting ambulance service 24/7/365
- Fully staffed and equipped ambulances capable of patient transport at the paramedic level.
- On-scene care and transport
- Provider may deliver on-scene medical assessment and care when transport is declined or deemed unnecessary.
- Mutual aid coordination
- Provider shall supply a dedicated stand-by ambulance at all fire incidents within the Village of Kronenwetter at no additional charge. Provider shall provide fire scene medical support and firefighter rehabilitation per NIMS standards with operation in coordination with Kronenwetter Fire Department under the following expectations:
 - Kronenwetter Fire Department shall establish and maintain Incident Command for all fire and vehicle/machinery accident-related incidents within the Village of Kronenwetter. Ambulance crews shall maintain radio contact using designated Marathon County radio channels reporting to the Incident Commander upon arrival and remain integrated into the command structure for the duration of the incident.

- Provide medical support for fire personnel, civilians and any individuals affected by the incident
- Establish and manage firefighter rehabilitation (rehab) zones, including vital sign monitoring, hydration and medical evaluation.
- If Riverside Fire District is unable to provide a transporting ambulance at the time of the dispatch, mutual aid shall be immediately requested. In such cases Riverside shall not respond to the scene unless specifically requested by the Kronenwetter Fire Chief or Incident Command. This ensures only transport-capable units are dispatched unless additional support is explicitly needed. Riverside will provide a written monthly report of mutual aid activations.

4. Service Area

The Service Area includes the entire municipal boundary of the Village of Kronenwetter.

5. Staffing Requirements

Each ambulance dispatched shall be staffed with at minimum one Paramedic-level provider and one EMT-Basic.

6. Joint Training and Integration

Provider shall participate in quarterly joint EMS/fire training sessions with Kronenwetter Fire Department personnel. These sessions shall include EMS and fire operations integration and shall be scheduled in coordination with the Kronenwetter Fire Chief or EMS Coordinator. Training shall occur in March, June, September, and December, and shall include scenario-based drills and after action reviews.

Provider may at times invite Kronenwetter Fire Department members to their EMS and/or Fire training events.

Kronenwetter First Responders will be encouraged to cross credential with provider so that when situations require they can make up part of the legal crew on the ambulance during transport of the patients. This would be at the discretion of the Provider's lead EMS personnel after assessing the scene and patient needs. Kronenwetter First Responders would be covered under Provider's liability insurance.

7. Incident Reporting

Provider shall submit monthly reports to the Kronenwetter Fire Chief and EMS Coordinator by the 10th of each month. Reports shall include at minimum the following:

- Date and location of call
- Type of location (residential, commercial, roadway, etc..)

- Initial dispatch time of first dispatched unit
- Ambulance enroute time
- Arrival time on scene
- Mileage
- Time on scene (in minutes)
- Destination Hospital if transported
- Type of call (Medical, Trauma, Cancelled, No Transport)
- Staffing level (Paramedic, AEMT, EMT-Basic, etc.)
- Kronenwetter First Responders on scene (yes/no status)

8. Billing Classification and Reporting

Provider shall define and provide to the Village of Kronenwetter Fire Chief billing classifications for “Resident” and “Non-Resident” patients. Provider shall submit quarterly reports from the billing company to the Kronenwetter Fire Chief detailing:

- Number of billed calls by classification (resident/non-resident)
- Billing rates applied
- Payment status
- Adjustments or write-offs

9. Revenue Transparency

Provider shall submit quarterly revenue statements to the Kronenwetter Fire Chief detailing all revenue received from calls originating within the Village of Kronenwetter. Statements shall include:

- Number of calls originating in Kronenwetter
- Gross and net revenue
- Breakdown by billing classification and level of service

10. Payment Structure

Village of Kronenwetter shall pay Riverside Fire District for providing transporting ambulance service the following fees.

- **Base Fee:** \$6.27 per capita, adjusted annually by 2% for any renewal terms. The per capita shall be based on the State of Wisconsin Department of Administration's latest census information for the Village of Kronenwetter.
- **Processing Fee:** \$50.00 per patient care report
- **Payment Schedule:** Base Fee shall be paid in four equal quarterly installments due April 1, July 1, October 1, and January 1. Processing fee shall be billed quarterly.
- No payment shall be made unless Provider is in compliance with all reporting and training obligations outlined in this contract. Provider will have a grace period of 10 days to cure the default.
- In addition to the fees and charges payable by the Village of Kronenwetter, Riverside Fire District shall be entitled to all revenues received from the patient or patient's agency for services according to the Riverside Fire District fee schedule. Village of Kronenwetter is not in any way responsible to Riverside Fire District for patient charges.

11. Billing Standards

Provider shall submit documentation to the Kronenwetter Fire Chief outlining billing standards, including:

- Definitions and criteria for Basic Life Support (BLS) vs. Advanced Life Support (ALS) billing
- Required documentation for each billing level.
- Compliance with CMS and Wisconsin Medicaid guidelines

12. HIPAA and PHI Compliance

Provider shall ensure all EMS personnel complete annual HIPAA compliance and the handling of Protected Health Information (PHI). Proof shall be submitted to the Kronenwetter Fire Chief annually no later than March 30th.

13. Quality Assurance and Improvement

Provider shall maintain a QA/QI program including:

- Chart reviews
- Incident debriefs
- Corrective action plans
- Annual summary report to the Kronenwetter Fire Chief

14. Mass Casualty and Life Safety Protocols

Provider shall submit written protocols for mass casualty and life safety hazard incidents annually or upon any changes to protocols, including:

- Mutual aid activation procedures
- Command structure integration
- Resource deployment standards

15. Utilization of Kronenwetter Fire Department First Responders

Provider shall coordinate with Kronenwetter Fire Chief and EMS Coordinator to ensure appropriate utilization of First Responders, including:

- Initial patient assessment and care
- Scene support as appropriate until transport is initiated or the scene is cleared
- Clear role definitions
- Integration into patient care
- Monthly reports shall include a documentation of Kronenwetter First Responder involvement
- Restocking supplies utilized by Kronenwetter First Responders on ambulance calls with no additional fee to the Village of Kronenwetter

In the event that Kronenwetter Fire Department personnel are requested or required to operate a Riverside Fire District Ambulance, the following provisions shall apply:

- Not having a Kronenwetter Fire Department personnel drive would delay patient care or transport
- Authorization: Operation of Riverside Fire District ambulances by Kronenwetter personnel shall only occur when emergency necessity, or with prior written approval from both the Riverside Fire District Chief and the Kronenwetter Fire Chief.
- Training and Certification: Kronenwetter personnel must hold appropriate licensure and training for ambulance operation, and Riverside shall ensure access to orientation or vehicle-specific instruction as needed.
- Liability Coverage: Riverside Fire District shall maintain liability insurance that explicitly covers ambulance operation by authorized Kronenwetter personnel acting within the scope of their duties. Proof of coverage shall be provided annually or upon request.

- Riverside Fire District shall indemnify and hold harmless the Village of Kronenwetter and its personnel from any claims, damages, or liabilities arising from ambulance operation by Kronenwetter staff, except in cases of gross negligence or willful misconduct.

16. Radio Communication Standards

Provider shall utilize Marathon County radio channels for all EMS responses within the Village of Kronenwetter. This includes:

- Enroute notification
- On-scene coordination
- Communication with Kronenwetter Fire Department personnel

17. Complaint Resolution

Provider shall maintain a formal complaint process for patient and staff concerns, including:

- Submission protocol
- Investigation timeline
- Resolution steps
- Documentation and reporting to Kronenwetter Fire Chief
- For complaints regarding Kronenwetter Fire Department staffing if further escalation is needed beyond the Kronenwetter Fire Chief complaint would be present to the Village of Kronenwetter Police and Fire Commission and handled per their protocols.

18. Insurance Requirements

Provider shall maintain:

- General liability insurance: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Property damage insurance: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Workers' compensation insurance
- Provider's Insurance shall cover Kronenwetter First Responders assisting during transport under Riverside's liability insurance.
- Customer shall be named as an additional insured. Proof of coverage shall be submitted annually.

19. Contract compliance and ramifications

Failure to comply with this Agreement shall trigger the following remedies:

- Written notice and 30-day cure period
- Suspension of payments
- Mandatory performance review
- Termination for cause if unresolved

20. Audit Rights

The Village of Kronenwetter and the Kronenwetter Fire Chief reserves the right to audit Provider's billing, revenue, and training records annually or upon reasonable request with no cost to the Village of Kronenwetter.

21. Legal Relationship

The parties are independent contractors. No employment or agency relationship is created.

22. Governing Law

This Agreement shall be governed by the laws of the State of Wisconsin.

23. Entire Agreement

This Agreement supersedes all prior agreements and may only be amended in writing signed by both parties.

24. Execution

This Agreement shall be effective upon approval and execution by both parties.