



FIRE DISTRICT

RIVERSIDE FIRE DISTRICT

Serving Rothschild and Schofield

211 Grand Avenue
Rothschild, Wisconsin 54474
Phone: 715.359.3500
Fax: 715.359.7268

August 12, 2021

Village of Kronenwetter
1582 Kronenwetter Drive
Kronenwetter, WI 54455

Village of Kronenwetter Board,

After much research and dedication, we have compiled the information as requested in the request for proposal for qualified contractors to provide emergency ambulance service to the residents and visitors of the Village of Kronenwetter.

The information will be found in the following document pages and will satisfy the requirements as previously stated in the RFP. Should any questions regarding any of the information contained within this packet arise, please forward those to Chief Rob Bowen whose contact information can be found at the bottom of this page. Riverside Fire District aspires to provide the same excellent clinical care to the residents, visitors, and businesses in the Village of Kronenwetter in 2022, and beyond, that the Village of Rothschild and City of Schofield have appreciated since the inception of our organization. The City of Schofield had provided outstanding medical service to Kronenwetter for many years previously and now that the aforementioned departments have merged and formed Riverside Fire District, we look forward to the opportunity to serve you once again in an enhanced capacity.

Respectfully Submitted,

Rob Bowen, Fire Chief

211 Grand Avenue
Rothschild, WI 54474
Office: 715-359-3500
Cell: 715-370-4134
chief@riversidefd.com



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AN INTRODUCTION TO THE PROPOSAL

Upon review of the request for proposal, the Village of Kronenwetter is looking for proposals from organizations that include performance and reliability in their everyday operations. Some of those performance/reliability factors would include ambulance response time, commitment to training and protocol development, financially responsible organizations, maintaining performance deficiencies to an absolute minimum, and maintaining a level of professionalism that the EMS coverage area deserves. The Riverside Fire District is committed to those standards and expectations as outlined in the request for proposal document and will be outlined in our submitted document for your review.

SIGNED STATEMENT AUTHORIZING SUBMISSION OF THE PROPOSAL

See Attachment

CONTRACTOR INFORMATION

Below you will find the district information as well as the person who will serve as the contact regarding questions that may arise during the selection process.

Riverside Fire District
211 Grand Avenue
Rothschild, Wisconsin 54474

Contact Person: Chief Rob Bowen
Phone: 715-359-3500
Fax: 715-359-7268
Cell: 715-370-4134

Ambulance License number: 6604970
Tax ID Number: 81-4090326

CONTRACTOR AND COMPANY HISTORY

The Riverside Fire District was formed on January 1st, 2017, as a result of the former Schofield and Rothschild Fire Departments merging. We are a Combination Fire District currently lead by a full-time Fire Chief working Monday-Friday 9am to 5pm. Furthermore, our organizational

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structure also consists of 4 captains, 4 lieutenants, and 43 Firefighter/EMT personnel who fill our scheduled times to ensure continuous coverage for area. Most of those individuals are cross trained in both Fire and EMS response. In any current or future hiring for our district, cross trained staff is a requirement we will be maintaining and keeping in place.

We currently operate out of one location with operations moving into our new Fire Station by the end of September 2021. Until that date we are operating out of the former Schofield Fire Department building at 1325 Schofield Avenue, Schofield, WI 54476. Our new Fire Station is located at 20 Alexander Avenue, Rothschild, WI 54474 which will be closer to the Kronenwetter response area than our current location. Once construction is completed, we will only be operating out of the single location in Rothschild.

In 2020, Riverside Fire District had 776 EMS requests for service. We pride ourselves on not having to use mutual aid to respond or cover an ambulance call. Other departments have been forced to add full-time staff due to a lack of off duty roll up response from their members. Riverside though, has over 40 EMS professionals and has had continuously shown vast numbers in off duty roll up response reducing the likelihood of needing mutual aid to cover calls. Our average dispatch to enroute time is 2 minutes 16 seconds. The average dispatch to enroute time for local full-time departments is between 1-2 minutes. Utilizing Google Maps the estimated travel time from our station at 20 Alexander Ave., Rothschild WI to the intersection of Gardner Park Rd & Kowalski Rd is six minutes. Using the same software, the estimated travel time to Kowalski Rd & County Hwy X is eight minutes and our response to Maple Ridge Rd and County Hwy X would be 11 minutes. Our staffing model of part-time paid on-premises staff, 16 hours a day, combined with paid on-call staff the other 8 hours, during lower volume times, has allowed us to be fiscally responsible while still offering competitive response times. With our new facility having dorm rooms for our on-call staff to stay in house, covering the overnight shifts, our response times are anticipated to be reduced to half of what current overnight response times are. Our new fire station will be centrally located between the City of Schofield and Village of Rothschild which will allow for a quicker response time to the scene of a medical emergency in the Village of Kronenwetter as well.

Riverside Fire District currently is licensed as an Advanced Emergency Medical Technician service. In October of 2020 Riverside Fire District was approved by the Wisconsin State EMS Office to provide service at the Paramedic level under the ACT 97 Flexible Staffing model. With this model, our advanced level providers (Paramedics, RNs, and MD), that we currently have on staff, are allowed to practice to their license level within the protocols that our Medical Director has approved. This provides a higher level of assessment in which the Paramedics, RN and MD



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can provide advanced life support (ALS) skills without the cost of full-time paramedics. Therefore, we would be providing the Village of Kronenwetter with paramedic level of service when one of our 13 Paramedic/RN/MDs are available on the call. In addition, the physician, nurses, and paramedics provide ongoing training and quality assurance to the rest of the Emergency Medical Responders, not matched by most other organizations.

FINANCIAL INFORMATION

See attachment

COST PROPOSAL

The Riverside Fire District has compiled the following information for the cost of our services to the Village of Kronenwetter. Our proposal has a cost of \$5.80 per capita annually with a \$50 administrative fee per call. The population number utilized in our formula is 7,826 and would equate to a cost of service to the Village of Kronenwetter in 2022, \$45,390.80, in addition to the \$50 per call administration fee. There would be a 2% increase per year on the cost per capita for every year following the initial year due to the rise of costs that would be anticipated. Therefore, in 2023 we would estimate the cost, with a population of 8,000 to equal \$47,360.00, 2024 = \$48,240.00, 2025 = \$49,280.00, 2026 = \$50,240.00, 2027 = \$51,200.00 and then 2028 = \$52,240.00.

The administrative fee of \$50 per call would apply for all calls that Riverside Fire District would respond to for the duration of this contract.

See attachment for Ambulance Service Charges. Village of Kronenwetter residents will be billed at the Resident Rate.

INITIALED COPY OF ORIGINAL RFP

See Attached

PROPOSED OPERATIONS PLAN

Our ambulance equipment will be stationed out of our new Fire Station with an anticipated occupancy of the facility near the end of September 2021. At that point, all equipment/operations will be at the 20 Alexander Ave., Rothschild address which is next to the Rothschild Village Hall. When our primary medical crew is requested for a 911 call or an Interfacility Transport, our back up crew responds to the station to staff the next request for service. We require our back up staff to respond and be ready at the station within 8

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minutes of the initial request. If there is a second request that comes in, the secondary crew will respond to that call. Our staffing model provides the ability to staff three ambulances at any given time. We then rely on our off-duty members to respond to staff any additional calls for service. As previously stated, we have not had issues with staffing 3 ambulances at any one time. Riverside Fire District operates 2 frontline or primary ambulances, one being a type 1 ambulance and the other being a type 3. We have a fully stocked reserve type 3 ambulance that is ready for service at any given time. Our Capital Improvement Plan for 2022 includes the purchase of a 4th ambulance. Riverside Fire District will provide ambulance service at a minimum Advanced Emergency Medical Technician (AEMT) service level. Our AEMT's can start IV's, initiate IV fluids, infuse medications to treat diabetic emergencies, administer Narcan for narcotic overdoses, Nitroglycerin for chest pain, transmit 12 lead EKGs to the receiving hospital for early identification of ST elevated MI's and much more. A higher level of service does not always mean you are getting better service. 90%-95% of the patients transported are BLS or AEMT level patients. Your current base fee to the patient for paramedic service is much higher and they get billed that higher rate even if they only utilized BLS skills (90% of the runs). Your residents will benefit from our service delivery model over a Full-time Paramedic service by not being charged for services that are not needed and will only be billed individually when that ALS level of care is provided. In the event of ALS being needed, one of our department Paramedics, RN, or MD will respond to the scene to provide the advanced level procedures or medications that are needed. With the flexible staffing model, we carry medications for pain control, seizure or behavioral emergencies, hypotensive emergencies, as well as medications for cardiac emergencies and many other medical conditions. Currently all EMS patient care records go through a QA/QI process with high acuity calls being reviewed by our Medical Director. Feedback is then provided to the EMS professionals which allows for a continual improvement process for our staff. Kronenwetter EMS professionals will also be included in this process as they are an integral part of the continuum of care. An updated Ambulance Operational Plan will be submitted to the State EMS office, if awarded this contract. A copy of the approved Ambulance Operational Plan, to include Medical Guidelines, will be provided once approved by the State EMS office. Current Emergency Medical Services Protocol Guidelines are included on the Zip Drive but not printed out in each packet due to the size of the document. Doing so would be environmentally and fiscally irresponsible when our protocols will be updated and provided when awarded the EMS contract.



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Another aspect that Riverside Fire District prides itself on is training. We take training seriously and have developed a training schedule that is almost unmatched in the area. We use both in person training as well as online training to ensure our members are aware of and knowledgeable in best practices and the latest techniques available to us. We hold all our members to the same level of expectations regarding training and attendance to maintain compliance with District policy. Our policy currently requires Fire District members to attend a minimum of 5 out of the 9 offered training events every quarter. In the event members are not able to meet that requirement we are then able to supplement that training with online training covering the topics covered during the in-person training. Kronenwetter EMRs will be invited to EMS training events with Riverside Fire District throughout the year to satisfy each department's needs. We will cater our training to reflect the new service area and the challenges it poses to us with it being more rural than our present service areas are. Riverside Fire District is willing to assist and train Kronenwetter Fire Department and Police Department members in certification for CPR and first aid type classes. Riverside Fire District will provide EMS support, in conjunction with Kronenwetter Fire and First Responders, at all medical emergencies, traffic accidents, and fire calls within the Village limits of Kronenwetter as part of our contract. In relation to fire incidents, we feel it is important to have a dedicated ambulance onsite, in the event a Firefighter gets injured, that is dedicated to Kronenwetter Firefighters or others on the scene of the incident. There is no additional charge for this stand-by service. We will follow all appropriate standards and protocols that have been developed by NIMS and Riverside Fire District as well as those policies that are set forth by the Village of Kronenwetter. We will be dedicated to the scene until released by the incident commander or other emergency calls arise that would require us to respond to those emergencies. As part of our operations, it is important that the Kronenwetter First Responders and Riverside Fire District work together as a cohesive team. With that, Riverside Fire District would share Medical Direction to assure policies are aligned and there are no conflicts when it comes to treating patients on emergency scenes. I would encourage all Kronenwetter EMS credentialed staff to cross credential with Riverside Fire District so that they could make up a part of a legal crew if the need or situation presented. In the event of a critical patient, we would allow Kronenwetter First Responders to assist in patient care in the back of Riverside Fire District ambulances during the transport of the patients if there was a need. This would be at the discretion of the lead Riverside Fire District provider after assessing scene and patient needs and would be covered under Riverside Fire District liability insurance.



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ANY EMPLOYEE HIRING AND RETENTION PLAN

The Riverside Fire District has a team of dedicated, professional, and committed members. We stress the importance of building a team that trusts one another and thus has assisted us in maintaining high moral around the station. We value our trained professionals and provide them the tools and training to perform at a high level that our patients expect. This is how we have been able to retain our members. With those that have left our department, to benefit their careers, leaving has been bittersweet. Riverside Fire District is not only a professional organization but deemed by its members as a second family. We have always had an excellent response rate to hiring postings and have been able to recruit quality individuals. When the need for hiring does come around, we hire for personality and teamworking abilities. Although certifications are a benefit, it is not the only requirement we have. We need members that are able to work together as a team and have a common goal in mind of benefitting the lives of those who request our services.

Respectfully Submitted,

Rob Bowen, Fire Chief
Riverside Fire District