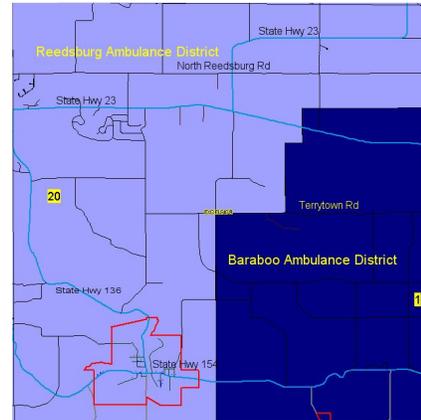


Town of Excelsior Emergency Medical Service (EMS) 2009 Survey Results

INTRODUCTION

Recently Baraboo Emergency Medical Services (EMS) has offered to extend their service in the Town of Excelsior. Currently Baraboo EMS serves the southeast corner of the town and Reedsburg EMS serves the remaining portion (see map).

The Excelsior Town Board partnered with University of Wisconsin- Extension to conduct a survey designed to gather residents' input on their preferred level of EMS service for their portion of the town.



Current EMS districts for the Town of Excelsior

SURVEY METHODOLOGY

In October of 2009 the EMS survey was mailed to all Excelsior landowners listed on the tax roll. The list included all improved properties (has a structure on it). Duplicate names for owners of multiple properties were eliminated as well as land owners with unimproved properties. Despite this scientific approach, several limitations must be considered when analyzing the results. First, the survey was of landowners and might not reflect the opinions of the general population. Renters and residents of group quarters (e.g., assisted living facilities, jails, etc.) were not surveyed. Finally, the survey results are biased toward the older population because fewer young people own property.

SURVEY RESPONSE

In Excelsior 679 surveys were sent and 302 (44%) were returned. The high response rate indicates strong interest in the local emergency medical service. It is also an indication of the quality of the survey instrument. The surveys were tracked to determine in which quadrant of the town (northwest, southwest, northeast or southeast) the survey respondent resides. The Excelsior Town Clerk determined which addresses were in each quadrant.

The following are the compiled survey results for each of the quadrants:

Northwest Quadrant

The survey was mailed to 325 residents in the northwest quadrant and 152 (47%) responded. Thirty-four (22%) indicated they preferred the intermediate technician level of service, 100 (66%) preferred the paramedic level of service and 18 (12%) had no preference. Of the 100 respondents that preferred paramedic level of service 9 (9%) preferred Baraboo EMS, 90 (90%) preferred Reedsburg EMS and 1 (1%) did not have a preference.

Southwest Quadrant

The survey was mailed to 83 residents in the southwest quadrant and 34 (41%) responded. Nine (26%) indicated they preferred the intermediate technician level of service, 22 (65%) preferred the paramedic level of service and three (9%) had no preference. Of the 22 respondents that preferred paramedic level of service 8 (36%) preferred Baraboo EMS and 14 (64%) preferred Reedsburg EMS.

Northeast Quadrant

The survey was mailed to 118 residents in the northeast quadrant and 49 (42%) responded. Twelve (24%) indicated they preferred the intermediate technician level of service, 29 (59%) preferred the paramedic level of service and eight (16%) had no preference. Of the 29 respondents that preferred paramedic level of service 8 (28%) preferred Baraboo EMS, 20 (69%) preferred Reedsburg EMS and one (3%) did not have a preference.

Southeast Quadrant

The survey was mailed to 153 residents in the southeast quadrant and 67 (44%) responded. Four (6%) indicated they preferred the intermediate technician level of service, 56 (84%) preferred the paramedic level of service and seven (10%) had no preference. Of the 56 respondents that preferred paramedic level of service 46 (82%) preferred Baraboo EMS, eight (14%) preferred Reedsburg EMS and two (4%) did not have a preference.

The EMS survey results are restated in the following chart:

	Northwest	Southwest	Northeast	Southeast
Number of surveys mailed	325	83	118	153
Number of surveys returned	152 (47%)	34 (41%)	49 (42%)	67 (44%)
Number of residents that preferred intermediate technician level of service	34 (22%)	9 (26%)	12 (24%)	4 (6%)
Number of residents that preferred paramedic level of service	100 (66%)	22 (65%)	29 (59%)	56 (84%)
Number of residence that did not have a preference	18 (12%)	3 (9%)	8 (16%)	7 (10%)
Survey respondents that preferred paramedic level of service were asked which EMS service they preferred. The following are the compiled results:				
Baraboo EMS	9 (9%)	8 (36%)	8 (28%)	46 (82%)
Reedsburg EMS	90 (90%)	14 (64%)	20 (69%)	8 (14%)
No preference	1 (1%)	0 (0%)	1 (3%)	2 (4%)

A number of Excelsior residents listed comments on their surveys. The following pages include the compiled comments for each quadrant:

Comments from the Northwest Quadrant:

- Reedsburg closer but rather go to Baraboo.
- Would prefer Baraboo, however, Reedsburg closer to home.
- Going to St. Clare Hospital is a plus!
- We prefer Reedsburg due to the shorter response time and reduced cost. We are located near Lake Virginia.
- I am less than two miles from Reedsburg and 15 miles from Baraboo. I think I'll get better response time from Reedsburg.
- Reedsburg is only 10 minutes away or even less.
- If paramedic service is preferred by the majority of the people, that is fine, but living only two and a half miles from the Reedsburg hospital – it doesn't make any sense to have paramedic service come from Baraboo for the whole township and the cost of that Baraboo service would be almost double the same service out of Reedsburg when they are certified.
- Since we live much closer to Reedsburg, response time is an issue for us.
- I would hope that Reedsburg would continue to offer intermediate tech and would only dispatch paramedics when the call warranted this level of service to avoid unnecessary charges to individuals.
- We have two places, one closer to Baraboo; however, we live near Reedsburg right now. Would prefer paramedic for both.
- Our area is large enough – we should have a paramedic. I prefer Reedsburg otherwise it will take 20 minutes to us. That's too long!
- Reedsburg is 5 miles from our home; Baraboo is 15 miles from our home.
- In addition to the letter from the Township, we also received a letter from the Baraboo District Ambulance Service dated October 19, 2009. From that, it appears that they are NOT interested in serving all of Excelsior as your letter would have us believe, but are only looking to expand in limited areas. As such, I am unclear on if my preference matters. Therefore, when tabulating the responses to questions 2, I suggest that you insure that you look only to the residents that would be affected by this switch as to use responses from all Excelsior residents would skew the results.
 1. To answer questions 2, my response would be that I'd prefer whichever service that will get me to the hospital faster under the assumption that both would have paramedic service. Though not a part of this question, I would also prefer to be transported to St. Clare Hospital over RAMC as it is in my plan and I routinely go that direction for medical service.
 2. Copy of BDAS letter enclosed.
- Reedsburg is 56 miles from our home; Baraboo is 15 miles. We had occasions to use Baraboo service and they both are equally great.
- We are one mile outside of Reedsburg and it appears we will not be able to be included in the proposed area.

Comments from the Northwest Quadrant Continued:

- I think it is important to consider transitioning to a paramedic EMS service in Reedsburg. Given the area Baraboo would need to expand to, to be able to cover, it seems that by doing so it would “stress” their service. Baraboo, more than likely, is “busy” with the area it already covers especially during the summer months with tourism in the area. If Reedsburg were to expand to a paramedic based EMS service it would be able to also cover west of Reedsburg and other areas necessary. Thank you.
- According to the map, we wouldn’t be able to get service from Baraboo anyway.
- If I have a family member that needs EMT/EMS service, I don’t want to wait for volunteers to get to us. When Reedsburg gets full-time paramedics, the Town of Excelsior could re-open this and divide the area if necessary.
- I live five miles from Reedsburg hospital – don’t want to have to wait for Baraboo to come if we need EMS service.
- I live one mile out of the city limits of Reedsburg – it would be stupid for me to choose Baraboo. Paramedic service is available if requested or needed, so please keep me with Reedsburg!
- Stay with Intermediate technician.
- Town residents should pay for the level of service they receive. If you get Baraboo, you should pay their rate; same for Reedsburg.
- Baraboo could provide paramedic service until Reedsburg becomes certified for paramedic service.
- Response time faster! Hospital closer! Where lives are concerned, it’s very important – Reedsburg costs are more reasonable – if it doesn’t go up as soon as it starts service, which seems to be the way government works.
- Why not Reedsburg? It’s closer and faster for service than coming all the way from Baraboo; also we doctor in Reedsburg and live on the western township property line. Paramedic from Reedsburg the only way to go.
- I have no problem paying the additional for paramedic qualifications. In 2007, I needed to be transferred to St. Mary’s from RAMC. I had to wait over an hour for the Baraboo ambulance service because I needed a paramedic for the transfer. Would be great to have that with our current service. Also much quicker response time to our residence from Reedsburg.
- No info was given on history of EMS services whether a paramedic service would have made a difference in prior situations.
- Four miles to Reedsburg; 12 to Baraboo. <6 miles for Reedsburg hospital; >14 miles to Baraboo hospital.
- Adamant – Reedsburg!
- Baraboo is known to have an excellent service. They are experienced. Can offer the service immediately.
- Baraboo is too far away! Reedsburg does a very nice job.
- We live three miles out of the city limits and about the same distance from RAMC.
- I would prefer that Baraboo offers paramedic service to Excelsior until such time as Reedsburg can take over.

Comments from the Northwest Quadrant Continued:

- We are only a few miles from Reedsburg hospital!
- We live close enough to the hospitals. By the time help arrives, we can almost be to a hospital. In this economy, this is a ridiculous proposal to be considered. It is a choice to live a rural setting. If people want all the services that a city provides, then move to the city.
- Service is fine.
- Let Baraboo take care of what they have now.
- We live four miles from Reedsburg – would like the paramedic service and we are willing to wait for Reedsburg to complete their plans for a paramedic in 2010.
- We choose Reedsburg EMS for intermediate technician care the short term (one year or less). Ultimately want Reedsburg EMS paramedic care after one year (as promised). The service cost as Reedsburg paramedic and per call cost are much less (significantly) than Baraboo EMS. Also, at the Reedsburg EMS, paramedic care level we gain a much quicker response time. Reedsburg EMS has a proven track record, are local and have served our community well – why change? We have confidence Reedsburg EMS can reach the paramedic care level as committed!! They deserve and have earned our support.
- \$800 per call is an expense that most people would have to pay out of pocket. Most don't have insurance to cover that. \$450 is easier to pay. Bring that cost down and a paramedic would be the preference.
- Have been satisfied with past experience.
- Both towns/communities need to work together on this important issue.
- We are outside the proposed Baraboo expansion, so either way we are in the Reedsburg area. Reedsburg should upgrade their service to paramedic. Also, we'd want to go to St. Clare Hospital in Baraboo because that is where our family doctor is.
- Currently live three miles from Reedsburg services – should be able to have better response time to this and many areas of the Town of Excelsior closer to the area of Reedsburg.
- Have had only positive encounters with Reedsburg medical facilities and personnel. Would want this to continue to the highest level possible for this fine community.
- Not in affected area.

Comments from the Southwest Quadrant:

- I feel it is fine the way it is. Why do you think Baraboo wants in? Cause they're BROKE. The response time is BS. I'm on ambulance and have been to their territories and we can make it to theirs in reasonable fashion. We're already paying in taxes for the part of Excelsior that is Baraboo – that's BS. Needs to stay the same. Why did Merrimac not go with Baraboo?
- I assume "cost/person/year" is part of our property tax bill? It is not clear how this charge is collected.
- Keep the service boundaries the same as they are now.
- It would be helpful if we had a complete map which showed the areas covered. The one we got is not accurate nor does it show road names.
- These are our "preferences" not requirements. Do what you feel is right in your heart.
- Leave it as it is. Taxpayers can't stand anymore expense. Reedsburg does a good job.
- My husband's doctor is in Baraboo; my doctor is in Reedsburg. So, depending on who might need an ambulance would be the service we would need and the attending doctor's hospital we would need to go to.
- We need to keep Reedsburg's service to offer timely EMS response to those living on the far end of the service area (i.e. 7-Mile Creek). We have grandkids on the end of Reedsburg's call area and don't want them to have to wait for the many, many extra minutes it would take for Baraboo to get there. We live an equal distance for both, so it doesn't matter to us.
- Why pay more and wait longer for Baraboo to respond? Besides, with the current road construction and location of the paramedic service, there is additional wait time. Life is precious; let's get responders here in the shortest/quickest amount of time.
- Baraboo is trying to take on too much. They cannot handle it all. In the recent past there have been incidents where Baraboo had all crew out and people were still waiting. Keep it like it is.
- Prefer Reedsburg service and Reedsburg hospital. Thank you for the opportunity to voice my opinion.
- First responders from Rock Springs or North Freedom have to keep you alive 'til the rescue squad can get to you. Reedsburg: 15-20 minutes; Baraboo: 30 minutes. My preference – Reedsburg ambulance with transport to Baraboo hospital.
- Please don't send Reedsburg!
- Why change something when there haven't been any major problems?
- I certainly would like a paramedic level of EMS, however, I have been satisfied with the response that I have seen from Reedsburg. If they (Reedsburg) are going to increase their EMS level, I wish to keep them as my paramedic service.
- Reedsburg would get to my house a lot faster.
- I would expect Reedsburg paramedics to be at the station and ready to respond immediately as stated in your proposal.
- We don't really know how much the service will cost, especially for Reedsburg. Suggest we go with Baraboo now then bid it out when Reedsburg gets up to speed.

Comments from the Southwest Quadrant Continued:

- If Reedsburg has to go paramedic to keep their area, then Reedsburg all the way!
 1. Nothing was said to the fact that Baraboo is hurting for money. They need to stay in their own area. The Rock Springs and Excelsior area is just getting back on their feet from the flood. We don't need any more expense.
 2. We have been reassessed for taxes. Everyone's taxes will go SKY HIGH!!! Can we afford more with the way the economy is now?
 3. Be honest. I don't feel Baraboo was honest about things.
 4. Should the ½ of Excelsior be bitching about their service and pushing it? NO!!! They pay what I do and according to Baraboo, receiving better care. If I was them, I would shut up. They're coming out ahead.
 5. What about our insurances if you change all to Baraboo? Some have some pretty strict guidelines if taken to other areas of service. So are Baraboo paramedics going to cover the difference? HELL NO!! Out of pocket – more expense to us.
 6. This was a joke. Stay in your own areas. No problems then. If there were not any complaints, then leave things alone.
 7. If everyone keeps pushing Rock Springs and Excelsior around, you won't have people living here anymore. They shut down the Rock Springs school, watch people leave. I've talked to a lot of them.

Comments from the Northeast Quadrant:

- We would like to continue being served by the Reedsburg Ambulance Service – definitely! They are great, at whatever level of service they offer. We have used their service and have always been extremely satisfied with it – and their price is much more reasonable at the Paramedic level. That extra five minutes is a ridiculous discussion point. It will take Baraboo five minutes longer to drive the extra miles and they are not familiar with us or our area. Most cases do not require the advanced level of care that paramedics can provide and we are not worried about that in the least. Our only concern is getting taken to the hospital of our choice (Reedsburg) if needed. In one year, Reedsburg can be at the same level as Baraboo and two people are already working toward that. One year will go very fast – the Town of Excelsior needs to be patient. Baraboo charges twice as much at the Paramedic level as Reedsburg will once they are at that level. No one in the Town of Excelsior can afford that and insurance does not always cover those costs. Why should we be forced to pay twice as much for the same service? We are sure that both crews are made up of good people, but let's be honest; Baraboo is clearly trying to expand their services into areas they should stay out of. Let's respect the boundaries set by the school districts – that is how things used to be. Baraboo's interest in expansion is not because they are all worried about those poor Town of Excelsior folks – they want and need the extra revenue for new vehicles, new equipment and better salaries; every time money gets tight (like now), things like this happen because every agency is looking for money. Reedsburg has faithfully, professionally and caringly service Excelsior Township for many years. The Excelsior Town Board needs to treat them with the same care, devotion, and professionalism. Thank you for hearing our thoughts.
- We have no opinion on this as Town of Excelsior is not our actual residence. We have a three-season cabin there and it is used for recreational purposes on a time-allowed basis.
- Stay with Reedsburg.
- Hold the cost down – go with the best offer.
- Baraboo EMS has had more years of paramedic experience.
- Do not want transport to Baraboo hospital – prefer Sauk hospital.
- Baraboo should stay in Baraboo.
- Thank you!
- This is a no brainer as human lives are at stake.
- The existing boundary lines are not correct – neither the existing or proposed. If the proposed lines are correct, I will call Reedsburg EMS district (this is if driving to Madison Dean is out of the question).
- I live in Reedsburg.
- We like Reedsburg hospital better.
- If the paramedic service is only available from Baraboo – then we prefer intermediate technicians. If Reedsburg will upgrade to offer the paramedic service, then we prefer Reedsburg paramedic service.

Comments from the Northeast Quadrant Continued:

- Our address is actually closer to Lake Delton! Fire department only four miles directly down Hwy. 23. Why isn't this an option to the homes in this area of Excelsior Township?
- We are closer to Reedsburg and our MD's are located in Reedsburg. AND the cost would be more cost-effective overall vs. Baraboo. RAMC has grown over the years as the community grows. It only makes sense that the ambulance service should grow along with the medical community.

Comments from the Southeast Quadrant:

- The need to upgrade to more highly skilled – why would we settle for less than the best?
 - Thank you for asking us.
 - For all services, I would prefer Baraboo because they are closer.
 - We have Reedsburg doctors, but want the fast response and care before getting to the hospital.
 - I don't have a preference; the real question is if Reedsburg ambulance comes, do I have to go to Reedsburg hospital and vice versa? Why is there such a huge difference in minimum money per call? At that price difference, my choice would be Reedsburg.
 - We are already in the Baraboo service area. Cost should never be an issue when it comes to EMS service. Life is priceless.
 - We currently have Baraboo EMS service.
 - The extra five minutes can be critical in an emergency. I believe we are currently served by Baraboo ambulance and would like to stay that way.
 - Baraboo = value-added service. Survey was long on Reedsburg info, short on Baraboo. Dollars are meaningless when life and health are on the line.
 - Full ALS is the ONLY way. Time is the key word in EMS work.
 - Keep it cheap or get the %#@ out you scam artists.
 - If Reedsburg eventually does get paramedic status, the Town could reconsider what is best. Now Baraboo has the only paramedic service.
 - I am no longer working in EMS, however, I was 20+ year ago. I went to paramedic school in 1985 at the University of Iowa. When we moved to Baraboo in 1993, I was surprised that their EMS/ambulance service was basic – needing an RN to transfer to Madison if the patient had an IV running! In this day and age, paramedic level service should be the standard of care, especially in the rural communities.
- Two questions:
1. Can Baraboo transport a patient to Reedsburg hospital (or vice versa) per patient request?
 2. Am I correct in assuming that paramedic level providers are ACLS certified? If so, then they'd be able to administer more medication than simply those for pain management.
- We are currently served by Baraboo EMS and would like to continue as is.
 - Baraboo is closer and we prefer that hospital.
 - Baraboo is closer for us and the hospital we prefer.
 - Already have Baraboo.
 - I live closer to Baraboo. Response time would be faster. Paramedic service is very important. My farm on Hwy 136 is closer to Baraboo also.
 - We would like to go to Baraboo. I think you should be able to go where you want to because we are paying for it.
 - Taken to RAMC only – never to St. Clare.