

APPROVED MINUTES

Special Village Board Meeting

Monday, September 26, 2022 at 6:30 p.m.

Jackson Municipal Complex

Training Rooms 1 & 2

N168W19851 Main Street

Jackson, WI 53037

1. Call to Order and Roll Call

Pres. Schwab called the meeting to order at 6:30 p.m.

Members Present: Trustees Emmrich, Heckendorf, Kruepke, Wells and Matter

Member Excused: Trustee Engelhardt

Staff Present: Administrator Jen Keller, Fire Chief Aaron Swaney

Also Present: Mike Romas, Tim Franz, and Chuck Butler, Public Administration Associates (PAA)

Chairman Butch Schulteis, Town of Polk.

2. Pledge of Allegiance

Pres. Schwab led the assembly in the Pledge of Allegiance.

3. Presentation – 2022 Jackson Fire and EMS Study by Mike Romas, Tim Franz, and Chuck Butler of Public Administration Associates

Representatives from PAA presented the study findings to the Village Board specifically regarding PAA's analytical approach, analysis and department overview, and recommendations.

Analysis and Department Overview

It was stated the Village is a combination department that is a mixture of paid on call, part-time, and full-time employees providing Fire and EMS services. It was stated Staff are well trained, apparatus is in good condition and replaced as necessary, the station amenities provide for a recruitment tool and retention of current employees. Lastly, response performance is deemed adequate, but the analysis found there are stressors that can be addressed with some recommendations. The Study was constructed with the anticipation the service area population is anticipated to grow 24% through 2040. It was stated call volume grew faster than population. This was determined to be an outcome of demographic shifts, where there was a 40% Medicare participation rate for many years which has transitioned to 60% Medicare participation rate.

Recommendations

Adding one full time firefighter/paramedic to cover weekday hours from 6AM-6PM was the immediate need identified by the Study in concert with wage adjustments for fulltime and POC employees. Adjustments to Part time employees were not recommended because the candidate pool is not necessarily affected by wage change in PAA's research. PAA recommended a set of Key Performance Indicators be identified and those be measured continually so as to determine what changes may be needed in the future such as more Staffing, changes to departmental policies, etc.

President Schwab encouraged Trustees to voice comments or concerns regarding the presentation of PAA's findings.

1. Trustee Emmrich posed questions and comments regarding the citizen survey responses indicating EMS responses were desired to be fast, and more efficient than fire response. It was of importance to serve the citizens with quality core services.
2. Trustee Matter included questions and comments related to the difference between advanced and basic life support and significance of hospital locations in the Jackson area opposed to the Village boundary. It was asked what it would take to implement the Key Performance Measures included in the recommendations. PAA shared that some technology upgrades are needed, especially for Computer Aided Dispatch System which would be a part of a countywide change. Manual maintenance of data, such as effective response force of ten people on a structure fire call, was also stated as an option.
3. Trustee Heckendorf asked questions and included comments focusing on Table 7 regarding call volume with concern for call volume at the Community Based Residential Facilities in Jackson and higher concentration of calls to those locations. It was shared there are options such as payments in lieu of taxes agreements for nonprofit entities which can be considered in instances of growing presence of assisted living facilities, CBRFs, and skilled nursing facilities. It was also stated from PAA continued conversations with these facilities and being a part of policy changes is crucial to continued care as well. It was also stated frequent use of 911 for fire calls can prompt communities to adopt and impose additional fees for extraordinary levels of service, however EMS laws do not provide a community the ability to begin charging fees for repeated calls. Avenues some departments have been forced to pursue include APS complaints which should only be considered if a facility is not providing adequate care to patients. It was also stated continually rising expenses of the department are a concern for the Village, and the report did not outline clear cost saving opportunities but more so revenue growing options. It was also a concern there may not be enough pay included in the part time positions. Lastly, support for the department was echoed as elevated levels of service Jackson is able to provide while larger communities are not, is something to be proud of.
4. Trustee Kruepke shared that Paid-on-Call employees are driven to help people in the community and taking too many of those opportunities away from POC and providing more to the full-time Staff may lead the Village to an imbalance. It was shared that equipment should be kept longer if it is in good condition. Lastly, should wages increase, it was stated that equipment should be maintained longer.
5. President Schwab provided questions and comments stating Key Performance Indicators are helpful, and national standards of services should be the focus of the Village. It was stated the 5-minute, 10-minute and 14-minute response time maps were NFPA standard compliant. For medical calls, response time standards were discussed, and it was stated they revolve around cardiac arrest events and the need to have basic life support on scene within 5 minutes. After that, Advanced Life Support on scene in 8-9 minutes is the American Heart Association recommendation regarding chain of survival. Additional discussion regarding staffing recommendations and an interest in data to know capacity would have been more helpful for future decision making. Current metrics were discussed by PAA, and it was stated there are response times of 5 minutes for one paramedic at night, and 6 minutes during the day 2 paramedics respond on average in 6 minutes 90% of the time. Lastly, it was shared by PAA and Staff that, at present time, administrative work such as maintaining Key Performance Indicators are not possible because of workload which includes heightened call volume and vacant part time positions.

4. Discussion and Possible Action Related to 2022 Jackson Fire and EMS Study Recommendations

Motion by Pres. Schwab, second by Trustee Kruepke to defer actions related to the study recommendations to the next Village Board meeting, and to include a closed session review.
Vote: 6 ayes, 0 nays.

5. Adjourn

Motion by Pres. Schwab, second by Trustee Emmrich, to adjourn.
Vote: 6 ayes, 0 nays. Meeting was adjourned at 8:13 p.m.

Respectfully submitted:

Jen Keller
Village Administrator