

January 2025 Ambulance Report

The Ambulance Service responded to 8 calls this month. That is uncharacteristically high for this time of year on the island. With the utmost care, the service used these calls as opportunities to begin integrating our new crew members into the fold. New members have already started to gain valuable experience in patient care. All new EMRs (except one) are licensed and credentialed with Madeline Island. Our 2025 roster includes 24 members- a number I've never seen in my 14 years on the service.

These increased numbers will give new and veteran crew members the breathing room they need to take breaks and to keep from burning out. We will continue to focus on the mental health of our crew in hopes of retaining their services for the long run. In recent Bayfield and Ashland County EMS council meetings, much time was devoted to discussing the importance of maintaining 24/7 coverage within our jurisdictions. This robust service size is going to help us do just that. Also, a reminder that the radios for these new members were purchased with money raised from the Polka Fundraiser last summer. Thank you again to our community for such a successful fundraiser that is directly benefiting the communication needs of both the Fire and Ambulance services.

On January 22nd, we participated in joint training with the Madeline Island Fire Department. The training focused on patient extrications from wrecked vehicles. The FD were able to practice with their vehicle cutting tools and assist the Ambulance Service in safely extricating patients that were otherwise trapped. It was a great exercise in teamwork and communication between the departments. (Thank you to Evan Jr. for opening the MRF for this training exercise).

Transport to the mainland is currently via ferry during daytime hours and via windsled during nighttime hours. All crew (MIFL, Windsled Inc., and both Madeline Island and Bayfield EMS) are in communications and ready to transport a patient to Bayfield should we need to.

At the ESB, I have continued to work on an inventory and supply checklist method- carefully going through all supplies in the supply closet and both rigs. We will soon be implementing scheduling software that will be accessible to all members on their personal phones. Training in February will include learning all things radios and reporting. I'm looking forward to great possibilities with a phenomenal crew!

Report respectfully submitted by Sarah Schram

February Ambulance Report- 2025

The Ambulance Service responded to 3 calls for the month of February. All three calls were transported to Bayfield via Windsled. During this season, our crew transports to Bayfield and then Bayfield Ambulance takes the patient on to Tamarack Health in Ashland. I will remain in close contact with MIFL, Windsled Inc., and Bayfield Ambulance as the boats begin to run more and more. At this point, it is still far faster to transport to Bayfield via Windsled in case of an emergency.

February training was more focused on the paperwork and logistics it takes to get everyone legally transporting. We took some time to distribute and learn more about our new radios. 8 new radios were distributed to members (5 members that are on both Ambulance and Fire departments and 3 members that are on Ambulance only). As a reminder, these radios were purchased with funds from the Polka Fundraiser in 2023. Discussions have begun about planning another fundraiser for this year.

The Ambulance Service has implemented a much anticipated and greatly needed new scheduling software. This software is currently on a trial basis, but I foresee it to be a positive addition to our process. Service members can sign up for shifts through an app on their phones and see the schedule (and the gaps) in live time whenever they want. The increased access will lead to increased coverage. The software will also aid in gathering information at the end of the month for vouchers. This will be a SIGNIFICANT time-saver for me. The software also allows the service to communicate with all 24 members simultaneously, a feature we were not able to do over a text thread.

I recently completed Ground Ambulance Medicare reporting on behalf of our service. This process took nearly 20 hours. Failure to report would result in 10% reduction in Medicare payments to the service over the next calendar year. I've also continued with organizing inventory within the ambulances and the supply closet. The goal remains to have efficient systems in place before the busy season.

Report respectfully submitted by Sarah Schram.

RECEIVED
MAR 10 2025

Initial: dg

February Ambulance Report- 2025

The Ambulance Service responded to 3 calls for the month of March. We are back to relying on Madeline Island Ferry Line for 100% of transports.

For March's training meeting we reviewed radio use, call response protocols, and paperwork needed to be completed during and after each call. We also reviewed the use of our CPAP machine (continuous positive airway pressure) and portable O2 tanks. Service members also sorted all expired supplies into bins for future training usage.

The Ambulance Service recently received \$13,689.98 in grant money from the state of Wisconsin in the form of an EMS Funding Assistance Program Award (FAP for short). The bulk of this funding can be used for 'ambulance service vehicles or vehicle equipment, emergency medical service supplies or equipment, nondurable or disposable medical supplies or equipment, medications, or emergency medical training for personnel.'

The ambulance service did purchase a year's subscription to our new scheduling software called ConnectTeam. The scheduling software counted as a qualifying purchase for our FAP account. The software allows all 24 service members to see the schedule in real time and to sign up instantly for shifts needing to be covered. Service members can communicate with the whole team instantly through the software's chatroom option- allowing information to be easily and quickly shared. The software also makes adding hours at the end of the month for payroll very convenient. The whole service is really enjoying the upgrade and most importantly, keeping shifts covered on the island has never been easier.

Report respectfully submitted by Sarah Schram.

RECEIVED

APR 7 2025

Initial: dg

April Ambulance Report- 2025

The Ambulance Service responded to 5 calls for the month of April.

The Ambulance Service had some maintenance issues to attend to with our Stryker equipment over the month. Ultimately, we needed a new battery in the power loader for the cot in 508 and a new power charger for our LUCAS machine. Both officers Karl and Thom were helpful in troubleshooting until we could pinpoint the problems. We also have a new point of contact with Stryker, Don, who was helpful in mailing the items needed right away.

For April's training meeting we discussed protocols in place for responding to calls when a patient is already deceased. Members were reminded of their responsibilities within those calls and the importance of working with law enforcement and the local coroner. We also spent time discussing the health and wellbeing of service members along with the resources available to our crew. Both ambulances were driven and our newer members practiced using the control panels for lights and sirens etc. The service practiced using new child safety restraints for both rigs. Per usual, we discussed radio use, protocols, and paperwork... working hard to prepare for a busy season.

The ambulance service will be prepared for a busy month of May including the Madeline Island Marathon weekend and Memorial Day weekend. We will also be doing Dementia 101 Training for Emergency Service Providers with a representative from Ashland County. Mid- month an inspector from the D.O.T. will go through both ambulances to ensure they are up to state operating standards.

I'm confident in our ability as a service to provide great EMS care to locals and visitors alike for another summer on Madeline Island. Here we go!

Report respectfully submitted by Sarah Schram.

May Ambulance Report 2025

The Ambulance Service responded to 4 calls for the month of May. One of these calls included a rope rescue (with help from the M.I. Fire Department and Police Department) off the cliffs at the State Park for a broken ankle. Our efforts were successful, and the incident proved to be a great opportunity in practicing good communication between the departments. The ambulance service had extra staff on for Marathon weekend and Memorial Day weekend.

For May's training meeting, a Dementia Care Specialist from Ashland County (Colleen Brewer) came to the island to give a presentation on treating patients with Dementia in an EMS setting. The presentation and information provided was outstanding and all of our responders are now better equipped to handle a likely scenario of caring for a patient with dementia. I hope to keep in touch with Colleen and the County as she seemed a valuable resource of information for the aging Island residents and visitors. This training session marked the last of the season. We will resume training in September. For the busy summer months, we go down to one meeting per month.

An investigator with the Department of Transportation and Wisconsin State Patrol performed our biannual ambulance inspections on May 21st. I'm happy to report that both ambulances passed without violations. I've forwarded the completed reports to Max at the Town Hall.

We are off to a good start to the busy season. The new service members are getting more and more experience, helping us form into one incredible team!

Report respectfully submitted by Sarah Schram.

RECEIVED
JUN 4 2025

Initial: _____

June Ambulance Report 2025

The Ambulance Service responded to 7 calls for the month of June ranging in degree of severity. I have begun scheduling more members on call for weekends and are gearing up for a busy 4th of July.

We did not have a training meeting for the month of June. For June through September we will not have training meetings as it is our busy season. We will resume training in October and most likely be doing EVOC training along with the Fire Department. EVOC (Emergency Vehicle Operations Course) is best done every 2 years to help refresh members on safe driving techniques during emergencies.

I have discussed with Max a suggestion of hiring a part-time EMT to begin in September. We will have a shift in personnel this fall. Changes in staff availability include but may not be limited to; John Carlson (EMT) has retired, Gary Flores (EMT) will become a seasonal resident, Nate and Kayla (EMRs) are welcoming a baby, Jackie Noha (EMT) goes back to full-time work at Bayfield school, Bonnie Matuseski (EMT) is a seasonal resident and will be leaving for the fall/winter, Jack Nelson (EMT) will be attending full-time college courses, Alan Hardie (EMR) will become a seasonal resident, and so on. These changes will decrease coverage on our Ambulance Schedule. Both Bayfield and Washburn hire full-time EMTs during at least part of the year. This position could combine EMT and Director duties. As a reminder, the island must maintain 24/7 coverage unlike our neighboring communities. The responsibility is heavy to maintain this schedule and compensation to fill in the gaps seems fair and necessary.

I propose hiring me as a part-time employee at \$30/ hour for 25 hours per week from Sept. 2 to the end of the year (18 weeks x 25 hours= 450 hours). This position could combine EMT and Director duties. This could take the place of my monthly stipend. I would use these hours to fill in gaps in the schedule and also continue my administrative duties. (I propose any hours on-call after 25 hours/week to continue being paid as on-call hours).

A reminder of the need for our service to maintain 24/7 coverage- We have NO MUTUAL aid like mainland services. This means that when a mainland service does not have coverage and does not respond, the neighboring municipality is toned out to respond. Obviously, we can't do that here. If no one responds to an island call, the consequences could be catastrophic. Also, we need 1-EMT and 1-EMR to legally transport. With the changes coming this fall, our EMT roster will be thin. Looking to the future, I think a full-time position that maintains EMT coverage, Director responsibilities and even possibly work maintaining the ESB would be beneficial to all. I look forward to more discussion on this topic.

Report respectfully submitted by Sarah Schram.

July Ambulance Report

We have had 27 calls for the month of July. We have had 60 calls for the year already. For perspective, we had a total of 75 calls for the whole year in 2024. I estimate we'll easily surpass last year's total.

Despite the heavy call volume, the Team has answered all calls and provided excellent and professional care. New service members and veterans are working well together, and everyone is gaining valuable experience.

The press for new EMTs continues, however, regardless of our current numbers. Changes in our team members' availability will happen this fall and we will need some of our current EMRs to become EMTs to keep things running smoothly. I have discussed options with Tom Renz, head of EMS education at Northwood Tech. The state has currently increased the required hours needed for both EMT and EMR licensure. 'In Wisconsin, the hours required for Emergency Medical Technician (EMT) initial training have increased from 180 to 288 hours. This change was approved by the Department of Health Services (DHS) and is part of the new EMS training curriculum. The curriculum also increases Emergency Medical Responder (EMR) initial training from 75 to 108 hours.' [Docs.legis.wisconsin.gov](https://docs.legis.wisconsin.gov)

I anticipate recruitment struggles as EMS requirements become more demanding. I will continue to brainstorm all possible incentives for future and current service members. I also welcome any suggestions.

Report respectfully submitted by Sarah Schram.

August Ambulance Report

Revised 9-4-25

The Ambulance Service had a total of 17 calls for the month of August. This brings us to 77 calls for the year so far. This surpasses our total call volume of 75 for 2024. Despite the busyness of EMS services, our team did exceptionally well. No call was missed, and all calls were responded to in a timely and professional manner.

The highlight of August was certainly the ESB Polka Ball and Fundraiser. Our community showed up in full force to help fundraise for both the Ambulance and Fire Departments. The rough estimate of what was raised is approximately \$15,000. We are so thankful to everyone that supported the fundraiser and/or volunteered their time working at the event. We also thank all the sponsors as well. Marty Curry and Lilah Guertin deserve a special shout out and thank you as they spent countless hours organizing the event. Ambulance service members spent time serving food, selling tickets, working the dunk tank, and cleaning up. We are already looking forward to 2027's event and have some great ideas! Thank you!

With the beginning of fall, comes the beginning of our training season for EMS. We will do EVOG (Emergency Vehicle Operations Course) training, rescue training at the State Park and much more! We will work with the Fire Dept. on some training sessions to keep our communication and teamwork skills improving.

I have encouraged our current EMRs to further their education and licensure to EMT status. The best course of action for our EMRs to obtain EMT licenses will be to take the online EMT course through Allied Medical. They will complete a course that is self-paced online and then travel to Edina for a week of hands-on training. Because they have such a great baseline of knowledge from the EMR course, I'm confident they can successfully complete online training without too many complications. I already have two EMRs signed up!

Report respectfully submitted by Sarah Schram.

RECEIVED

SEP 4 2025

Initial: dg

September Ambulance Report

The Ambulance Service responded to a total of 8 calls for the month of September. This brings the total to 85 calls for the year so far. Most notably this month, along with La Pointe Fire and Police, we responded to a structure fire involving a fully engulfed two-story home. These types of calls do not happen often and involve many different moving pieces. Despite this being the first structure fire for many of the first responders, they did incredibly well- remaining calm, working as a team and remaining safe. Fortunately, no one was seriously injured despite the house being a total loss.

The annual budget for the Ambulance Service was submitted on 9/26. Also submitted on that date was our application for FAP (EMS- Funding Assistance Program) to the Wisconsin Department of Health Services. We will hear back on the FAP grant in early 2026.

The Ambulance Service has begun it's off-season training meetings again (the 4th Wednesday of every month). For September, we ensured rigs were properly stocked with adequate supplies. We double checked expiration dates. We added a few different sizes of cuffs to our supplies for the vital monitors/ automatic BP machines and also an infant pulse ox tape sensor (a tape to wrap around the smallest finger which will give us a reading of the patient's oxygen level). We're looking forward to EVOC (Emergency Vehicle Operations Course) Training date TBD.

With the heaviest of hearts, we had a final farewell for our comrade and friend, Nathan Nelson. For many years, Nathan volunteered for the Madeline Island Fire Department, Ambulance Service and Ice Rescue. I've included the Ambulance Service's dedication to Nathan in my report.

Nathan Eric Nelson-

Nathan was a dedicated member of the Madeline Island Ambulance Service for many years, and his impact on our community is immeasurable. His warm personality and caring demeanor made him an exceptional First Responder- he had a gift for speaking to patients as if he had known them his whole life, offering comfort in their most vulnerable moments. Nathan exemplified teamwork, dedication, and commitment, both on scene and beyond. As a fellow responder, you wanted Nathan by your side in an emergency, and you wanted him as a friend afterward to help process and grieve. Among the many

RECEIVED

OCT 3 2025

Initial: eg

stories that reflect his service, one stands out: early in his tenure, Nathan responded to a man who had been struck by a boat propeller, sustaining a severe arm injury. With a newly issued tourniquet in hand, Nathan acted swiftly and decisively, very likely saving that man's life. This is just one of countless moments where his presence made all the difference. Nathan did not leave behind small ripples, he created a lasting wake that will reverberate in our hearts and memories for years to come.

Respectfully Submitted by Sarah Schram 10/01/2025

Madeline Island Ambulance Service
Monthly Report – October 2025
Respectfully Submitted by: Sarah Schram, Director

Call Volume

The Madeline Island Ambulance Service responded to **nine (9) calls in October**, bringing the year-to-date total to **94 calls**. For comparison, the service responded to **75 total calls in 2024**.

Budget Meetings

As Director, I attended the first round of budget meetings with the Town Board earlier this month. The second round of meetings will take place next week, and I will be prepared with any data or information requested regarding the ambulance service's operations and budget needs.

Training and Education

Service members are preparing for a **November training session with Northwood Tech**, scheduled for **November 7th and 8th**. Together with the Fire Department, we will participate in **EVOC (Emergency Vehicle Operations Course)** training.

This training emphasizes safe driving skills and practices when responding to emergency calls. The hands-on portion will take place near the airport, where vehicles will navigate a cone course set up by the instructor. The ambulance and fire departments aim to complete this training every two years to maintain proficiency and safety.

Community Engagement and Fundraising

At this year's **Fall Fest**, the Ambulance Service hosted a very successful **50/50 raffle**, raising more than **\$2,400** in total through raffle ticket sales, t-shirts, and donations.

Congratulations to **Charlie Bertle**, who won the 50/50 raffle prize of **\$840** and generously donated his entire winnings back to the Madeline Island Ambulance Service. The event was a great success, and plans are underway to hold another 50/50 raffle at the **Holiday Boutique near Thanksgiving**. Our raffle license is valid for one year, allowing us to continue these community fundraising efforts.



Licensing and Continuing Education

Beginning in January, approximately half of the ambulance service members will be due for **license renewal**. Northwood Tech will again organize the refresher course, which members can complete online at their own pace.

- **EMTs** must complete **40 hours** of coursework.
- **EMRs** must complete **15 hours** of coursework.

These continuing education requirements ensure all members maintain up-to-date certification and clinical readiness.

Madeline Island Ambulance Service

Monthly Report – November 2025

Respectfully Submitted by: Sarah Schram, Director

Call Volume

- The Madeline Island Ambulance Service responded to six (6) calls during the month of November 2025.
- This brings our year-to-date total to 99 calls.
- For comparison, the service responded to 75 total calls in 2024, marking a continued upward trend in service demand.

Training & Education

EVOC Training

- On November 7–8, staff completed an EVOC (Emergency Vehicle Operations Course) through Northwood Technical College.
- The course included classroom lecture and hands-on driving exercises.
- This training ensures safe, effective ambulance operation by all drivers.

Upcoming Refresher Courses

- Refresher training will begin in January.
- License renewal requirements:
 - EMTs: 40 hours of coursework
 - EMRs: 15 hours of coursework
- Refresher education will again be completed through Northwood Tech.

Staff Development

- The service currently has four students either enrolled, or preparing to enroll, in the Allied Medical Training EMT course to obtain EMT licensure.
- Three of these individuals are current EMRs, and one is a police officer.
- The addition of these new EMTs will significantly strengthen our staffing and enhance overall service capability.

Ambulance Service Report – December 2025

Respectfully submitted by Sarah Schramm

Call Volume

The Ambulance Service responded to one (1) call during the month of December 2025, resulting in a quiet holiday season. This brought the total call volume for the year to 101 calls. For comparison, the service responded to 75 calls in 2024. This represents a continued upward trend in call volume, which is anticipated to continue.

Staffing & Coverage

Every call in 2025 was answered, reflecting a tremendous effort and accomplishment by the members of the Ambulance Service. The service continues to maintain 24/7 coverage. At minimum, patient transport requires one EMT and one EMR.

Training & Licensure

Beginning in January, both EMRs and EMTs will be renewing their licenses. EMRs are required to complete an 18-hour refresher course, while EMTs are required to complete a 40-hour refresher course. Both courses will be offered through Northwood Technical College in an online format.

Additionally, two members of the service who are currently certified as EMRs are scheduled to complete their hands-on training and testing through Allied Medical Training Center in Edina, Minnesota, toward the end of January. Upon successful completion of the hands-on component and NREMT testing, the service could increase its EMT staffing level to 13, which would be a healthy number to sustain ongoing 24/7 coverage. We wish them the best in their training and testing.

Equipment & Safety Purchases

To maintain and improve safety standards for EMS members, the service purchased roadway triangle flasher lights, outdoor gear, ice cleats, and headlamps. These purchases were made to enhance member safety during roadside responses, winter conditions, and low-light operations.

Interoperability & Communications (WISCOM 800)

The Ambulance Service, Police Department, and Fire Department are working together with Rich at Town Hall to apply for a \$50,000 interoperability grant through the State of Wisconsin. If awarded, this grant could help fund the purchase of radios compatible with the WISCOM 800 system, which is being implemented statewide.

WISCOM 800 is Wisconsin's statewide interoperable radio communication system designed to improve coordination among local, county, state, tribal, and federal emergency response agencies. WISCOM 800-compatible radios enhance communication during natural

RECEIVED

JAN 7 2026

Initial: _____

disasters, search and rescue operations, and incidents occurring in known communication dead zones such as the Town Park and State Park areas.

The Ambulance Service and Fire Dept. currently have several radios capable of communicating on the WISCOM 800 system. Additional compatible equipment would further strengthen interoperability, responder safety, and operational efficiency for all town emergency services.