



Jim Owczarski
City Clerk

Keith Broadnax
LRB Manager

City Clerk's Office **Legislative Reference Bureau**

MEMORANDUM

To: Ald. Scott Spiker
From: Gunnar Raasch, Legislative and Fiscal Services Specialist
Date: 11/18/2025
Subject: New Private Provider Agreements, Summary of Changes

This memorandum is in response to your request for information regarding differences between the City's existing agreements with private ambulance service providers and the new version set to be discussed at the upcoming Ambulance Service Board hearing.

The changes below were highlighted by Andrea Fowler of the City Attorney's Office along with Assistant Chief Parish and Assistant Chief Henley of the Milwaukee Fire Department. Given the large number of minor changes, it should be stressed that this memorandum provides an overview, and not necessarily a full accounting of each individual change.

The changes listed below are organized by the section of the contract they appear in, with the subsection denoted in parenthesis where appropriate.

General Changes

- Contract language now incorporates the Department of Emergency Communications, which did not exist during the creation of the previous contracts.
- Certain elements (MFD review of advertisements, special event procedures) that were previously in the contract are now in Chapter 75 of the Milwaukee Code of Ordinances instead.

Service Areas (2)

- Private provider service areas are now based on census tracts (they previously were not). (2.2)
- The City now has the ability to recoup assets provided to assist a provider, in the event the agreement is terminated. (2.4)

Requirements (3)

- Prioritization guidelines and response expectations are now included as an exhibit of the agreements. (3.1)
- New language establishing reporting and documentation procedure for when basic life support (BLS) transport is refused or deemed unnecessary. (3.4)
- New supplemental guidelines (Exhibit B) regarding how private providers are to provide each other back-up when availability of resources is low. (3.9)
- Updated and strengthened section requiring compliance with Wisconsin Public Records Law. (3.11)

Performance Standards (7)

- Revised “Unable-to-Handle (UTH) Standard”. Previously required providers to not have a UTH rate above 4%, now the rate cannot be above 8% for three consecutive months. (7.8)

Remedies for Failure to Comply with Agreement (8)

- This standard has been substantially rewritten, and more specific questions can be answered by the City Attorney’s Office or Milwaukee Fire Department.
- Added section on “Force Majeure” procedures to establish guidelines in case of riots, war, terror attacks, epidemics, natural disasters, explosions, and similar events. (8.5)

Ambulance Service Rates (9)

- This standard has been substantially rewritten, and more specific questions can be answered by the City Attorney’s Office or Milwaukee Fire Department.

Tax Refund Intercept Program (10)

- Adds the Tax Refund Intercept Program to the agreements. This was not in the original version of the 2017 agreement but had been added previously by amendment.

Conflicts of Interest (17)

- Updated to more accurately reflect requirements of City ordinances. If a member of the Common Council is an interested party in the contract, the City has sole discretion to void the contract and to sue to recover amounts paid through the contract.

Discrimination Prohibited (23)

-Section updated to reflect requirements established by City ordinance.

Employee Pool Skills (24)

-This is a new section requiring providers to use their best efforts to recruit and retain an employee pool with skills and abilities to deliver culturally competent care to the diverse community of Milwaukee.

Please let me know if you require any additional information.

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