

# NEPTUNE TOWNSHIP EMERGENCY MEDICAL SERVICES

2024 ANNUAL REPORT



[www.NeptuneEMS.org](http://www.NeptuneEMS.org)

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# MESSAGE FROM THE CHIEF

**Bil Rosen, BA, CEMSO, CTO, NJCEM, NR-P**



I am honored to present the 2024 annual report of Neptune Township EMS. 2024 was a year of tremendous growth and opportunity. Our three volunteer squads and paid division have increased our community involvement, taken on new initiatives and boosted membership and employment numbers.

The number of responses, emergency and non-emergency, have increased as they have every year. We continue to be involved with the NJ EMS Task Force, Monmouth County Active Shooter Partnership and Special Response teams of the Township.

We have reaffirmed our commitment to the volunteer system by initiating a robust recruitment and retention program. Our volunteers have seen onboarding of several new members, and some are already going through EMT class. Others came to us as EMTs and are in the process of onboarding and riding on ambulance shifts.

Our volunteer and paid integration is growing, and we are seeing more mixed crews staffing ambulances and training together. It is this kind of integration that fosters a great community of responders.

Looking ahead to 2025, we are determined to build upon our accomplishments and continued growth. We will focus on accreditation, staffing 2 ambulances 24/7 and continuing the volunteer recruitment and retention efforts.



# MISSION STATEMENT

The Mission of the Neptune Township Emergency Medical Services is to provide clinically and operationally excellent response and emergency medical care to the residents and visitors of Neptune Township. Neptune Emergency Medical Services is dedicated to providing the highest quality pre-hospital and out of hospital treatment with prompt and safe transport. We will accomplish this while assuring appropriate response in emergency and non-emergency situations.

We will have total regard for the best possible service. We recognize that each patient has individual needs which comprise the total person and we have the responsibility to assist patients with their healthcare needs.

We are committed to appropriate and timely disaster and non-disaster medical response and integration with all other township departments and agencies to provide a comprehensive program of response, care, safety and coordination.

# VISION STATEMENT

Neptune EMS will be a professional, modern, and innovative organization. The scope of our mandate in providing emergency medical services will be both comprehensive and progressive. We support a positive work environment. We are a responsible and accountable team that values our employees and the community.

Neptune EMS will assure a work environment that encourages employees to excel in their work and establish strong internal and external working relationships that will contribute to ensuring public trust and promoting quality patient care. The Neptune EMS' vision encompasses the following six components:

- Dynamic and Effective Work Environment
- Proactive Public Image and Information Sharing
- Professional Pre-Hospital Personnel
- Quality Systems and Services
- Strong External Working Relationships
- Technologically-Advanced Organization

# OBJECTIVES

**Respect:** We support the intentional affirmation that all human beings are gifted with life and uniqueness and deserve to be treated with dignity.

**Integrity:** We create and maintain an atmosphere of trust, honesty, sincerity, and professional ethics. We work within a Just Culture atmosphere and follow Just Culture guidelines.

**Compassion:** We support the individualized caring and comforting offered as healthcare providers. We listen with sensitivity to others viewpoints, making every effort to hear rather than to judge, and using tact and diplomacy to resolve conflict.

**Professionalism:** We accept the challenge and responsibility to maintain the highest standard of excellence in Emergency Medical Services. We continually strive to determine and meet the needs of those we serve and measure our performance.

# PRINCIPLES AND VALUES

It will be each employee's responsibility to uphold the following principles and values:

- Treat customers with respect and in a courteous and professional manner
- Establish a partnership with constituents that will promote an enthusiastic relationship
- Continue to improve the way work is done by inviting suggestions
- Contribute innovative, timely and quality work
- Look upon errors and shortcomings as challenges that provide an opportunity to learn and improve
- Contribute to a climate of trust, respect and concern
- Strive to develop the full potential of every employee

# *Neptune*

*Township - NJ*

*Where Community, Business & Tourism Prosper*



**Population**

28,000

**Households-**

9726 (1&2 family homes, )

Apartments-534

**Businesses 599**

# BUDGET

**Revenue**

**\$1,112,854.62**

**Expenses**

**\$491,828**

**Salaries and Wages**

**\$982,535**

# ADMINISTRATIVE/SUPERVISORY STAFF

## **Administrative Staff:**

Bil Rosen, EMS Chief

Ashleigh Curtis-Abbott, Departmental Secretary

Michael DiLeo, Deputy EMS Coordinator

## **EMT Supervisors:**

EMT Bryan Bonanno, Per Diem Supervisor

EMT Matthew Kershaw, F.T. Supervisor

Paramedic Timothy Kortenhaus, F.T. Supervisor

EMT Brian Magnin, Per Diem Supervisor

Paramedic David Shotwell Jr, Per Diem Supervisor,

Deputy EMS Coordinator

# PROMOTIONS



**EMT Bryan Bonanno, Per Diem Supervisor**

**EMT Matthew Kershaw, F.T. Supervisor**

**Paramedic Timothy Kortenhaus, F.T. Supervisor**

# RESOURCES

Our paid division reports out of two locations, Neptune First Aid (34-22) and Shark River Hills First Aid (34-23).

Additional assests can also be found at Station 34-9 (Neptune OEM Building)



## STATION 34-22

Assests: 2 Ambulances, QRV, Gator



## STATION 34-23

Assests: 3 Ambulances, 2 QRVs



# TRAINING

**NTEMS- 748 hours employee education**

**Public Training- 85 CPR**

**Public- 49 students**

**BOE- 9 drills**

Many members and staff attended outside trainings throughout the year totaling hundreds of hours. Our instructors have also provided hundreds of hours of teaching to both our staff and outside agencies.



# RESPONSES

Dispatches (Avg calls/Day 16.5)  
**6065**

Mutual Aid to other agencies  
**70**

Shared Service Agreement calls  
**660**

Mutual Aid in  
**201**



# RESPONSES (CON'T)

**Other Health Facilities**

**456**

**Skilled Nursing Facilities**

**593**

**Dialysis Centers**

**141**

**Schools**

**84**

**Recreation (Beach, Park, etc)**

**84**

**Religious Institution**

**26**

**Hotel/Motel**

**136**

**Police/Jail**

**135**



# RESCUE TASK FORCE

**Training Hours attended- 264**  
**Call-outs- One (1)**



# COMMUNITY EVENTS

Our members are out in our community for multiple events throughout the year. This includes local neighborhood events such as lemonade stands, tree lightings and fundraisers. We are also very involved with our local schools & love to be a part of events with them.

To see more photos from events, please visit our Facebook & Instagram pages!



515.5 HOURS FOR EVENT STAND BY



# MEET OUR PEER SUPPORT TEAM

Our team is comprised of 15 Mental Health Resilience Officer's & 5 Peer Support Specialists, some of which are dually trained, who are here to help!



# Meet our Peer Support Team

Bil Rosen, MHRO, PSS- Program Manager

Dr. Steve Vetrano, MHRO- Medical Director

Dr. Jeffrey Newenhouse, PSY, MHRO, Clinical Advisor

Ashleigh Curtis-Abbott, MHRO, PSS

Andy Caruso, MHRO

Mike Dileo, MHRO

Jennifer England, MHRO

Mat Giachetti, MHRO

Kevin Hetzler, MHRO

Jacob Kay, MHRO, PSS

Matt Kershaw, MHRO, PSS

Debbie Latshaw, MHRO

Brian Magnin, MHRO

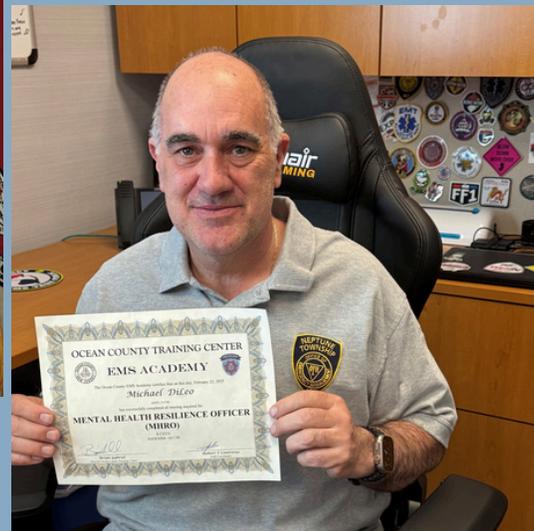
Melanie Manning, PSS

James McLeod, MHRO

Kaitlyn Metzler, MHRO

Tracey Newenhouse, MHRO

Bryan Wartel, MHRO



# WELLNESS



## Exercise Equipment

We have been working to build up different types of exercise equipment to put in both of our stations.

This is just one more way we are trying promote overall wellness for both volunteers and our paid division.

## Neptune Aquatic Center

We have partnered with Neptune Aquatic Center to help provide another avenue of wellness for our staff and volunteers. The administrative staff of the pool has graciously given each EMT who signs up on the portal a total of **10** FREE swims per year!

We are proud of this addition to our plan for overall wellness!



## Peer Support Program

Our Peer Support Program is comprised of Mental Health Resilience Officers & Peer Support Specialists who are here to assist all members, both paid & volunteer.

We continue to build our team and work towards more outreach we can do in order to better assist our members.

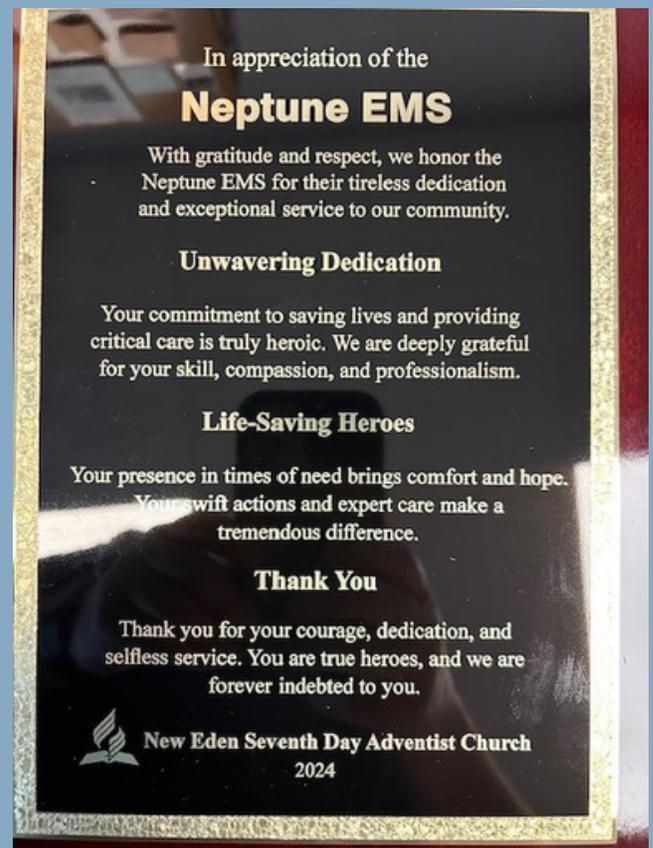
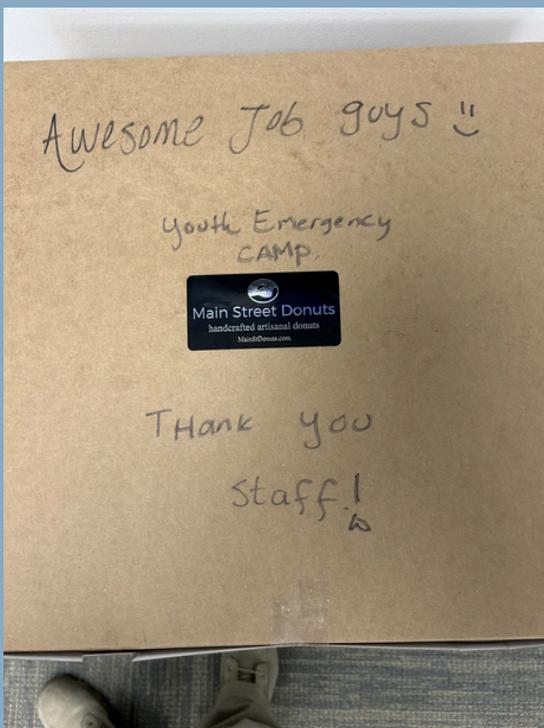
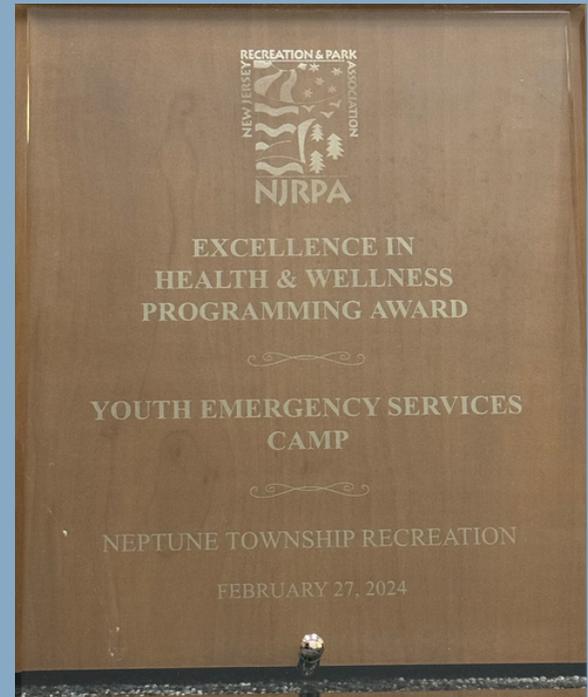
In the coming months, we will sponsor events and encourage group outings to build a better comradery.



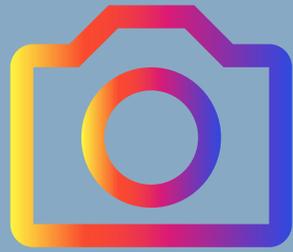
# MENTAL HEALTH AND WELLNESS PROGRAM



# AWARDS



# FOLLOW US TODAY!



# THANK YOU!!!

Neptune Township EMS would like to recognize and thank the many agencies with which we have such a great relationship.

Neptune Township Police Department

Neptune Township Office of Emergency Management

Neptune Township Fire Department

Neptune Township Board of Education

Neptune City Police Department

Our many EMS Mutual Aid Partners

**THANK  
YOU!!!**

Neptune Township EMS would like to thank the Township Committee, Finance Department and residents for their continued support of our mission to protect the health and safety of residents and visitors of Neptune.