

# NEPTUNE TOWNSHIP EMERGENCY MEDICAL SERVICES

## 2025 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 pleased to present the 2025 annual report of Neptune Township EMS. 2025 was another year of growth and opportunity for our paid and volunteer members. We continue to increase our community involvement, expanded our scope of practice and continue to boost membership and employment numbers.



The number of responses, emergency and non-emergency, have leveled off but our mutual aid in to Neptune has significantly decreased. We continue to be involved with the NJ EMS Task Force, Monmouth County Active Shooter Partnership and Special Response teams of the Township.

We continue our commitment to the volunteer system through our robust recruitment and retention program. Our volunteers have seen onboarding of several new members, and some have already passed or are going through EMT class. Others came to us as EMTs and are in the process of onboarding and riding on ambulance shifts. We have employed the National Field Training Evaluation Program (FTEP) program and have certified Field Training Officers (FTOs)

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 2026, 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**

28,200

**Households-**

9723 (1&2 family homes, )

Apartment Buildings-70

**Businesses 589**

Commercial Properties-461

# B U D G E T

**Revenue**

**\$961,696.78**

**Expenses**

**\$199,718.81**

**Salaries and Wages**

**\$1,197,027.29**

# ADMINISTRATIVE/SUPERVISORY STAFF

## **Administrative Staff:**

Bil Rosen, EMS Chief

Michael DiLeo, Deputy EMS Coordinator

David Shotwell Jr, 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

## **EMS Outreach Coordinator**

Kelsi O'Connor, LSW, EMT

# 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





## FIELD TRAINING

In 2025, NTEMS sent 6 staff to training to become Field Training Officers. NTEMS now utilizes nationally recognized FTEP program. Certified Field Training Officers (FTOs) will guide new staff through our orientation program.



# TRAINING

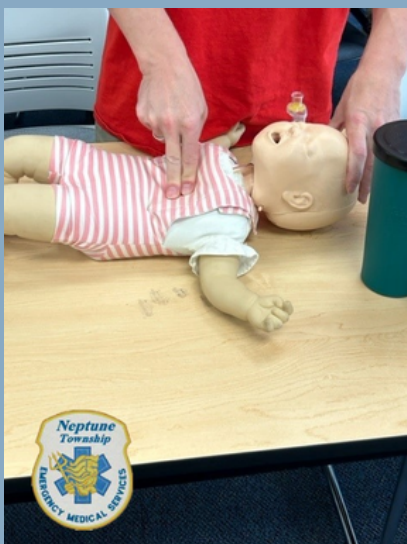
**NTEMS- 1102 hours employee education**

**Public Training- 229 CPR**

**Public- 43 CEU Hours**

**Board of Education- 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 14.8)  
5408

Mutual Aid to other agencies  
61

Mutual Aid in  
94



# RESPONSES (CON'T)

**Other Health Facilities**

**378**

**Skilled Nursing Facilities**

**581**

**Dialysis Centers**

**117**

**Schools**

**87**

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

**92**

**Religious Institution**

**11**

**Hotel/Motel**

**117**

**Calls outside (Streets, driveways, recreation, forests, etc.**

**928**



# **EXPANDED SCOPE OF PRACTICE**

**NTEMS HAS PROVIDED THE FOLLOWING  
EXPANDED SCOPE OF PRACTICE  
TREATMENTS IN 2025:**

**BLOOD GLUCOSE CHECKS- 812**

**CPAP-52**

**ALBUTEROL ADMINISTRATION- 28**

**END TIDAL CO2 (ETCO2- 56**

**NARCAN ADMINISTRATION- 42 WITH OTHERS**

**ADMINISTERING ANOTHER 28 TIMES (POLICE, LAY  
PERSON)**

**NARCAN LEAVE BEHIND- 8**

**ASPIRIN ADMINISTRATION- 82**



# RESCUE TASK FORCE



**Training Hours attended- 223**



# 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!



396 HOURS FOR EVENT STAND BY



## MEET OUR PEER SUPPORT TEAM

Our team is comprised of 16 Mental Health Resilience Officer's & 5 Peer Support Specialists, some of which are dually trained, who are here to help!



**DR. STEVE VETRANO, DO  
MEDICAL DIRECTOR**



**DR. JEFF NEWENHOUSE, PSY., EMT  
CLINICAL ADVISOR**

# 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

Tracey Newenhouse, 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 continue to 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 September, NTEMS Co-Sponsored the 1<sup>ST</sup> Responder Wellness Conference in Atlantic City  
(<https://www.1strc.org/>)





Always Ready for Children



READY



**NTEMS was designated as a Pediatric Ready agency by the Department of Health Office of EMS.**

**Supervisor Tim Kortenhaus has been designated as our Pediatric Emergency Care Coordinator**



Read about ARC at <https://www.nj.gov/health/ems/ems-children/>

# 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

Our many EMS Mutual Aid Partners

# THANK YOU!!!

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

Neptune Township Committee - 2025

Mayor Robert Lane Jr.

Deputy Mayor Kevin McMillan

Committeeman Bryan Acciani

Committeeman Derel Stroud

Committeewoman Tassie D. York



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