



Michigan EMS Compensation Survey 2020 Presented by



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Overall Summary

EMS Survey Team strives to improve the EMS industry by providing survey data that supports leaders' operational decision-making. While we recognize there is a significant amount of free national compensation data available online, the information we gained in our MI EMS Compensation Survey is specifically tailored to Michigan.

We hope this detailed MI industry-focused report will be used to inform and serve as a foundation for EMS compensation packages. This data will not only benefit individual EMS agencies, it will be helpful to state regulators and legislators with the aim of improving EMS compensation and benefits.

The survey was originally scheduled in the summer of 2020, but was delayed due to the pandemic. It was officially launched on Wednesday, November 18th, 2020, and closed on Tuesday, February 9th, 2021. Because the responses came in slowly, we sent several reminders and kept the survey open for approximately 3 moths.

The journey of creating an updated accurate email list was daunting at best. There were several sources of information, but the challenge was to identify the proper contacts for this survey. We started with a list of 290 Michigan EMS organizations. Out of the 290 organizations, we know that 219 were confirmed to be delivered. The rest were not delivered due to the following reasons: bounced-back, opted-out, duplicated or malformed. Interestingly, only 75 actually opened the survey. There were 70 survey returns, but a few were duplicates. EMSST reached out to all duplicate entry contacts (if they provided them) to identify the best response lines to use. So, the true survey return number is 64. Out of 219 confirmed deliveries, that is a 29% response rate.

Overall, the average time to complete the survey was 11:14 minutes, and the median was 8:29 minutes. This data indicates respondents were thoughtful and discerning when responding to the survey questions.

EMS Survey Team (EMSST) is the market leader in the collection and measurement of EMS patient experience, employee engagement and other specialty surveys. We take pride in providing actionable data for EMS leaders.

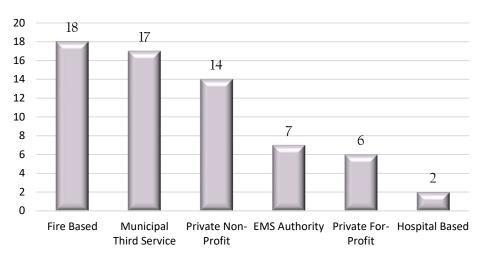
If you have questions regarding the compensation report or would like to learn more about how EMSST can help you gather patient experience feedback, contact Lyn Berghuis, Performance Improvement Specialist & Data Analyst at lberghuis@mhr.com.





Numbers by the Groupings

Service Model



If "Municipal" please describe: All open-ended comments and responses are verbatim

County

County EMS service

city owned ALS service shared with five additional municipalities. 1200 runs per year 30% career, 70% paid on call. 3 ALS units 1200 calls per year

County Based EMS

Owned and Operated by 18 cities and townships, each city and township has a seat at the Board of Directors and they meet once a month

Township Municipal ALS Service

We are an ambulance authority, with 911 coverage for the north half of Clinton County.

Township Based EMS Transport only.

Unit of Local Government with full service Fire Department

Owned by Kinross Charter Township with agreements for service to include EMS coverage for Rudyard and Dafter Townships and Raco Winter Test Center.

County funded, county operated

County wide ALS transporting service

owned by two townships 60/40

County Owned

County owned EMS agency,.

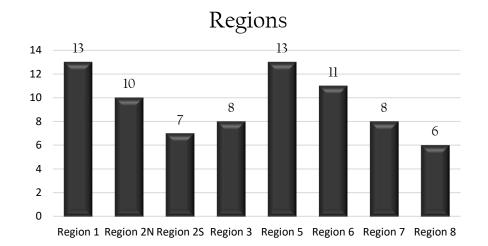
Township owened

Municipality - City of Detroit



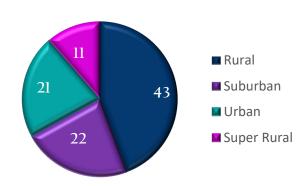


Numbers by the Groupings

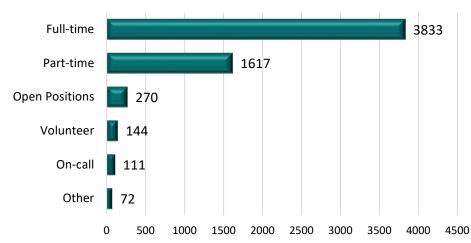


8 7 6 3 1 2N 5 28

Service Area



Employment Status







Benefits by the Numbers

Participants were asked to select all benefits that their organization provides routinely.

	Do you make an	
Do you offer this	employer	If you contribute,
benefit?	contribution?	how much? (%)?

	Yes	No	Blank	Yes	No	Blank	MIN	MEDIAN	AVG	MAX
401K, 403B, 457, IRA	75%	13%	13%	58%	20%	22%	1%	5%	8%	75%
Pension	28%	44%	28%	28%	11%	61%	0%	5%	25%	100%
Profit-Sharing	0%	61%	39%	0%	19%	81%	0%	0%	0%	0%
Stock Purchase Program	0%	61%	39%	0%	19%	81%	0%	0%	0%	0%

Do you match employee If you contribute, contribution? how much? (%)?

	Yes	No	Blank	MIN	MEDIAN	AVG	MAX
401K, 403B, 457, IRA	38%	27%	36%	2%	5%	8%	75%
Pension	8%	19%	73%	0%	2%	2%	5%
Profit-Sharing	0%	17%	83%	0%	0%	0%	0%
Stock Purchase Program	0%	17%	83%	0%	0%	0%	0%

Statistical calulation definitions are provided below:

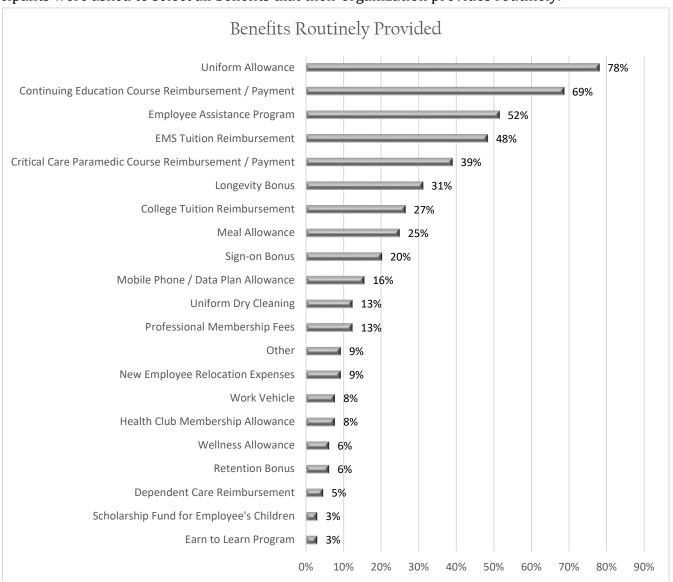
MIN	Returns the smallest value in a set of numbers
MEDIAN	Returns the median, or the number in the middle of the set of given numbers
AVG	Returns the average or arithmetic mean of a set of numbers
MAX	Returns the largest value in a set of numbers





Benefits by the Numbers

Participants were asked to select all benefits that their organization provides routinely.



If "Other" please describe: All open-ended comments and responses are verbatim

Driving bonus and extra pay for taking critical care transfers

Adoption assistance program to assist with qualified adoption expenses.

HealthCare Fund Section 125 Hearing aid reimbursement, \$1000 every 3 years Credit Monitoring Service, group rates Long Term Care Insurance, base benefit with option to increase, employee pay Voluntary Insurances, employee pay Pet Insurance, employee pay Retirement Health Plan Referral Bonus

Double Time Holiday pay

Free uniforms to employees.

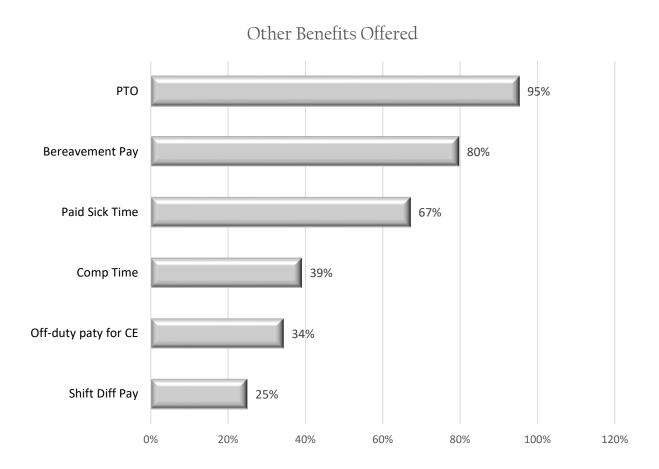




Benefits by the Numbers

Participants were asked to select all benefits that their organization provides routinely.

	Paid in Full	Partial	Optional	NA & Blank
Major Medical (Employee Only)	22%	41%	0%	38%
Major Medical (employee & Family)	27%	64%	0%	9%
Dental	33%	48%	6%	13%
Vision	34%	42%	8%	16%
Health Savings Account	16%	20%	20%	44%
Short-term Disability	42%	23%	9%	25%
Long-term Disability	31%	19%	13%	38%
Liability Insurance	48%	11%	3%	38%
Life Insurance	48%	20%	9%	22%
Line-of-Duty Insurance	30%	8%	9%	53%
Accidental Death & Dismemberment Insurance	44%	16%	14%	27%







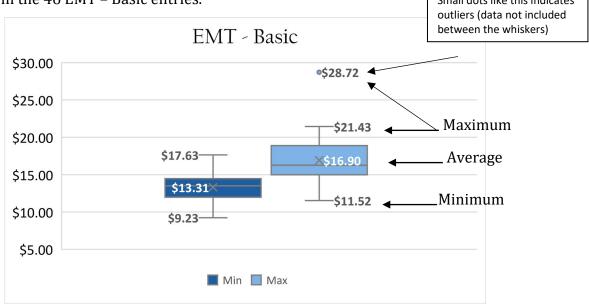
For each hourly job we asked for the range from minimum to maximum annual salaries, in addition to their work week hours (e.g., 40, 48, 56). From this we were able to calculate hourly rates of pay based on actual work week hours. Here is an example from the raw data:

MIN	MAX	Work Week	Hours	MIN	MED	MAX
\$38,250	\$45,250	48	2496	\$15.32	\$16.73	\$18.13
			Work week/52	Min/Hours	Min+Max/2	Max/Hours

Because we asked for **ranges of pay**, and not the actual average pay, a "true" average cannot be calculated. That said, we are providing averages of minimum pay and averages of maximum pay. Definitions of the statistics used are provided again for clarification.

AVG	\$13.31 & \$16.90	Returns the average or arithmetic mean of a set of numbers
MIN	\$9.23	Returns the smallest value in a set of numbers
MAX	\$28.72	Returns the largest value in a set of numbers
MED	\$14.98	Returns the median, or the number in the middle of the set of given numbers

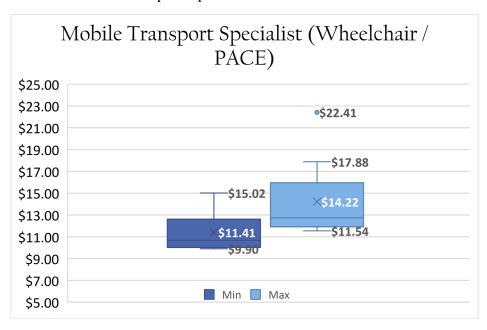
For this data a Box-and-Whisker plot graphic is used. To learn more about this statistical graph you can go to https://www.statisticshowto.com/probability-and-statistics/descriptive-statistics/box-plot/. For **EMT – Basic,** there were 46 qualified entries. A few of the pay scenarios were obscure and therefore excluded to avoid skewing the data. The Median of \$14.98 was calculated using all of data in the 46 EMT – Basic entries.



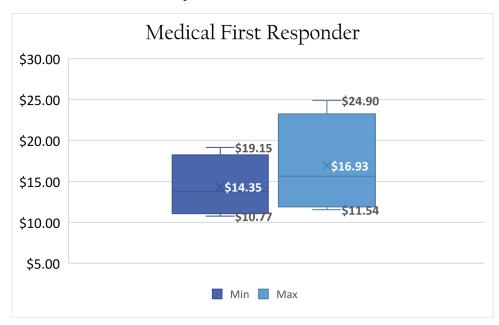




There were 10 returns for Mobile Transport Specialist. The Median rate is \$12.02.



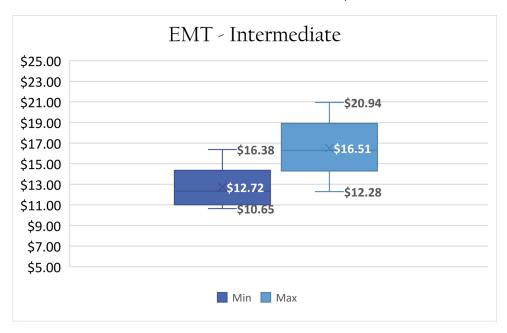
There were 5 returns for Medical First Responder. The Median rate is \$14.23.



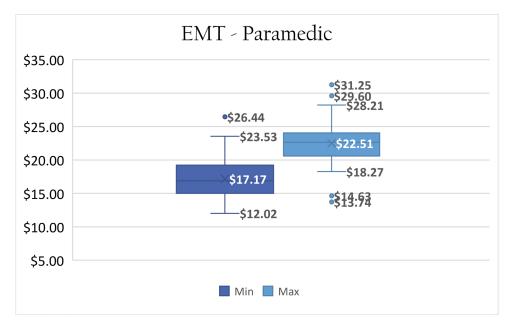




There were 9 returns for EMT – Intermediate. The Median rate is \$14.36.



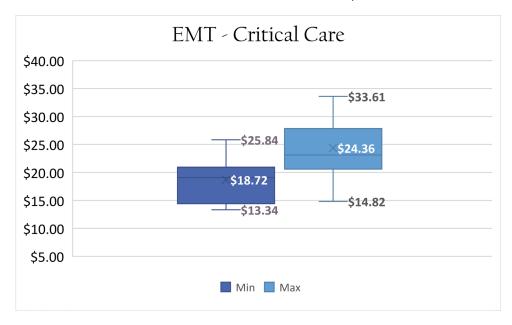
There were 54 returns for EMT - Paramedic. The Median rate is \$19.62.







There were 17 returns for EMT – Critical Care. The Median rate is \$20.99.



There were 23 returns for Shift Supervisor. The Median rate is **\$24.81.** In addition to this data one organization provides a \$1.50 pay differential and another pays a \$5,000 annual stipend.







There were 10 returns for Field Training Officer. The Median rate is **\$20.85**. There are 4 organizations that pay an additional \$1.00 per hour and another that provides a non-disclosed stipend.



There were 11 returns for Quality Improvement Specialist. The Median rate is \$25.96.







There were 12 returns for Dispatch. The Median rate is **\$19.23**.



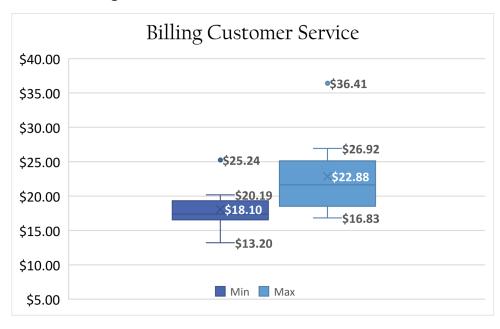
There were 12 returns for Billing Coder. The Median rate is \$18.46.







There were 11 returns for Billing Customer Service. The Median rate is \$19.23.







Salaried Wages

For the salaried positions, respondents were asked to provide their minimum, maximum and actual average annual salaries. The **median** was calculated from the data sets and shown in the graphic below.







Additional Pay Scenarios

Respondents were asked to provide additional pay scenariors if applicable. They could report them as a percentage of pay or actual dollar amount, and provide additional information or explanation if needed.

Shift Differential All open-ended comments and responses are verbatim

Percentage	Dollars	Notes	
	\$1.50	Paramedic per hour in busy markets	
	\$1.00	per hr 2nd and 3rd shift	
	\$1.35		
		None	
	\$0.68	Road, dispatch, resupply	
20%			
INCREASE ON		WORKS 48 VS 56 HOURS WEEK	
HRLY PAY			
	\$1.00/	\$1.00 nights, \$1.25 weekends	
	\$1.25	71.00 Hights, 71.25 weekends	
	\$1.50	PT to come in on call off	
7%	\$1.00	Flat \$1.00 per hour	
	\$1.00	Fri, night, Sat, Sun extra \$1.00 an hour	
	\$0.50	.65 for employees who posses teaching certs required by the	
\$0.50		state for time spent assigned to training duties	

Call-in Pay

Percentage	Dollars	Notes
100		add 1hr additional for every hour worked at current rate (reg or ot)
		Min 2 hours 1.5x rate
	\$22-\$24	EMT/Medic
1.5 base wage		time and a half
0.5	time and a half	
SEE NOTES		3 HOURS OT PAY
	\$20.00 a day + \$25.00 per call	
	\$4.00 straight	
	hourly rate	





Additional Pay Scenarios

$On\hbox{-}call \textit{ All open-ended comments and responses are verbatim}$

Percentage	Dollars	Notes
	\$2.50	paid per hour required to be on call
	\$17.45	per hour
	\$3.00	per hour
		None
	\$2.00	
	\$4.00	per hour of on-call pay
	\$150.00	per day - weekends only
	\$20.00	per 24 hour period
	\$4.00	

Stipend

Percentage	Dollars	Notes
	\$50.00	ranges from \$25-100
	\$50.00	
	\$1,000.00	
		Wage related
	\$50 or \$25	\$50 per 12 hour shift to each crew member if the only ALS truck, and for attending on SCT transfers, \$25 per 12 hour shift for FTO duties
	\$3.00	per call if all paperwork completed
	\$3.00 to \$5.00	Post car run stipend

Incentive Pay or Bonus

Percentage	Dollars	Notes
	\$900.00	
100		add 1hr additional for every hour worked at current rate (reg or ot)
	\$5.00	5.00 hour for incentive pay
		Dependent
	\$250.00 - \$2,500.00	N/A
	\$500.00 to \$1,000	Sign On's, average bonus, Referral bonuses





Additional Pay Scenarios

If Other, please describe: All open-ended comments and responses are verbatim

2 cents per mile for good driving, \$50/critical care transfer, \$1/hr FTO, \$1/hr for station tech duty

FTO given a \$1.00/hr added to their hourly wage when training. Supervisor given \$5,000 stipend annually, no adjustment to the hourly wage.

Longevity after 5 years employee receives 2% of \$34,00.00. 10 years employee receive 4% of \$34,000 15 years employee receive 6% of \$34,000.0 0. 20 years employee receives 8% of \$34,000. 25 years employee receive s 10% of \$34,000.00. Food Allowance \$1,000.00 annually Holiday pay .5 pay if scheduled 1.5 pay if called in to work a holiday All employees receives 1/10 of bi-weekly x 13 holidays in a lump sum annually.

\$40.00 for Forum (Employee) Meeting attendance

We are a combination department and have both full-time and paid-on-call employees so it is difficult to answer some of these questions

volunteers paid per call and a stipend for days taken on call for a 24 hour period, excluding hours at their paying job.

Shift differential depends on rank position but averages about \$1.50-\$2.25 per hour extra. Stipends are offered for meal pay when going on transfers - \$35 / transfer On call pay depends on position but is paid in 12 or 24-hour flat amounts and is paid regardless of any calls occur Call in pay is offered at an overtime rate but also paid 2 hours minimum





Hourly & Salary Positions

After aggregating and computing the data at an overall state level, it was determined that further breakdown of the data would be beneficial. Therefore, when the N was sufficient (Five or more full or partial responses), data was reorganized and tabulated into three groups: 1) Private For-profit, Private Non-profit, Hospital-based, 2) Municipal Third Service & EMS Authority, and 3) Fire-based. It is important to remember that all data is self-reported and not adjusted or altered by EMSST.

GROUP 1				GROUP	2	GROUP 3			
Private For-profit (6), Private Non- profit (15), Hospital-based (2)			Municipal Third Service (17), EMS Authority (6)			Fire-based (19)			
Medical MIN MED AVG MAX	l First Respond MIN	der - N < 5 MAX	Medical MIN MED AVG MAX	First Respond MIN	ler - N < 5 MAX	Medical MIN MED AVG MAX	First Respond MIN	der - N < 5 MAX	
Mobile '	Transport Spe	cialist - N 9	Mobile T	ransport Speci	ialist - N < 5	Mobile 7	Fransport Spec	cialist - N < 5	
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$20,800	\$25,000	MIN			MIN			
MED	\$25,000	\$29,000	MED			MED			
AVG	\$25,456	\$31,426	AVG			AVG			
MAX	\$31,242	\$46,623	MAX			MAX			
EMT Bas	sic - N 18		EMT Basic - N 22			EMT Basic - N 8			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$26,000	\$33,800	MIN	\$20,942	\$23,964	MIN	\$14,976	\$18,720	
MED	\$32,078	\$42,195	MED	\$35,324	\$41,292	MED	\$38,273	\$51,600	
AVG	\$31,833	\$41,979	AVG	\$34,206	\$39,509	AVG	\$34,957	\$50,597	
MAX	\$42,000	\$53,500	MAX	\$44,000	\$45,250	MAX	\$47,000	\$80,644	
EMT Intermediate – N < 5			EMT Intermediate – N 6			EMT Intermediate – N < 5			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN			MIN	\$22,358	\$25,549	MIN			
MED			MED	\$31,048	\$43,954	MED			
AVG			AVG	\$30,908	\$41,259	AVG			
MAX			MAX	\$35,933	\$48,643	MAX			





GROUP 1				GROUP	2	GROUP 3			
Private For-profit (6), Private Non- profit (15), Hospital-based (2) EMT Paramedic – N 19			Munici	pal Third Servi Authority (Fire-based (19)			
			EMT Par	ramedic – N 22		EMT Pa	ramedic – N 1	5	
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$29,500	\$44,500	MIN	\$33,881	\$36,504	MIN	\$35,000	\$49,920	
MED	\$40,223	\$57,718	MED	\$44,530	\$54,886	MED	\$45,351	\$64,621	
AVG	\$41,502	\$57,611	AVG	\$45,415	\$54,404	AVG	\$45,547	\$63,391	
MAX	\$51,000	\$75,000	MAX	\$58,240	\$63,224	MAX	\$61,198	\$83,124	
EMT Cri	tical Care Para	amedic – N 9	EMT Cri	tical Care Para	medic – N 7	EMT Cri	tical Care Par	amedic – N 7	
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$40,472	\$57,000	MIN	\$36,079	\$37,000	MIN	\$36,079	\$37,000	
MED	\$48,830	\$61,684	MED	\$44,040	\$55,648	MED	\$44,040	\$55,648	
AVG	\$49,311	\$65,649	AVG	\$43,557	\$53,698	AVG	\$43,557	\$53,698	
MAX	\$64,500	\$83,900	MAX	\$48,888	\$62,811	MAX	\$48,888	\$62,811	
MIH Paramedic – N < 5			MIH Paramedic – N < 5			MIH Paramedic – N < 5			
Flight Pa	Flight Paramedic – N < 5		Flight Pa	aramedic – N <	: 5	Flight Paramedic – N < 5			
Shift Su	pervisor – N 1	1	Shift Su	pervisor – N 10)	Shift Su	pervisor – N <	5	
'	MIN	MAX		MIN	MAX	'	MIN	MAX	
MIN	\$40,000	\$55,000	MIN	\$48,090	\$56,472	MIN			
MED	\$54,658	\$68,906	MED	\$57,277	\$68,349	MED			
AVG	\$53,724	\$67,205	AVG	\$59,235	\$68,479	AVG			
MAX	\$74,700	\$75,513	MAX	\$73,958	\$92,523	MAX			
Field Training Officer – N 6			Field Training Officer – N < 5			Field Training Officer – N < 5			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$35,000	\$50,000	MIN			MIN			
MED	\$45,506	\$62,277	MED			MED			
AVG	\$44,177	\$64,069	AVG			AVG			
MAX	\$52,051	\$78,500	MAX			MAX			





GROUP 1				GROUP	2	GROUP 3			
Private For-profit (6), Private Non- profit (15), Hospital-based (2) QI Specialist – N 6			Munici	pal Third Servi Authority (* **	Fire-based (19)			
			QI Speci	alist – N 5		QI Specia	alist – N < 5		
-	MIN	MAX	_	MIN	MAX		MIN	MAX	
MIN	\$43,680	\$55,120	MIN	\$54,000	\$45,035	MIN			
MED	\$58,500	\$64,650	MED	\$56,500	\$60,002	MED			
AVG	\$58,195	\$66,656	AVG	\$56,750	\$60,857	AVG			
MAX	\$70,000	\$80,000	MAX	\$60,002	\$74,748	MAX			
Dispatcl	h – N 9		Dispatch	n – N < 5		Dispatch – N < 5			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$23,150	\$35,360	MIN			MIN			
MED	\$36,424	\$52,032	MED			MED			
AVG	\$36,189	\$52,812	AVG			AVG			
MAX	\$48,000	\$73,300	MAX			MAX			
Billing Coder – N 7			Billing C	oder – N 5		Billing Coder – N < 5			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$30,500	\$26,520	MIN	\$31,086	\$38,396	MIN			
MED	\$32,459	\$39,936	MED	\$37,382	\$47,195	MED			
AVG	\$32,539	\$39,446	AVG	\$39,420	\$46,330	AVG			
MAX	\$35,318	\$47,466	MAX	\$56,490	\$56,490	MAX			
Billing Customer Service – N 7			Billing C	ustomer Servi	ce – N 6	Billing Customer Service – N <			
	MIN	MAX		MIN	MAX		MIN	MAX	
MIN	\$27,456	\$35,000	MIN	\$36,000	\$38,000	MIN			
MED	\$34,400	\$47,466	MED	\$40,000	\$43,841	MED			
AVG	\$34,125	\$45,320	AVG	\$40,966	\$48,704	AVG			
MAX	\$42,000	\$56,000	MAX	\$52,495	\$75,738	MAX			





Salary Positions

	GROUP 1				GRO	UP 2		GROUP 3				
Private For-profit (6), Private Non- profit (15), Hospital-based (2)				Municipal Third Service (17), EMS Authority (6)				Fire-based (19)				
Safety - N	I 7			Safety - N	I < 5			Safety - I	N < 5			
	MIN	MAX	AVG		MIN	MAX	AVG	_	MIN	MAX	AVG	
MIN	\$61,550	\$75,513	\$69,500	MIN				MIN				
MED	\$68,492	\$76,250	\$79,357	MED				MED				
AVG	\$68,347	\$78,921	\$78,303	AVG				AVG				
MAX	\$75,000	\$85,000	\$85,000	MAX				MAX				
Educator	- N 7			Educator	- N 5			Educator	- N < 5			
	MIN	MAX	AVG		MIN	MAX	AVG		MIN	MAX	AVG	
MIN	\$40,000	\$58,000	\$55,000	MIN	\$42,000	\$49,005	\$56,000	MIN				
MED	\$50,425	\$67,996	\$62,875	MED	\$54,750	\$65,840	\$59,275	MED				
AVG	\$50,801	\$72,704	\$64,952	AVG	\$55,875	\$63,919	\$59,275	AVG				
MAX	\$70,000	\$102,232	\$78,790	MAX	\$72,000	\$74,748	\$62,550	MAX				
Operatio	ns Manage	r - N 14		Operation	ns Manage	r - N 8		Operations Manager - N < 5				
	MIN	MAX	AVG		MIN	MAX	AVG		MIN	MAX	AVG	
MIN	\$35,000	\$35,000	\$35,000	MIN	\$50,500	\$46,800	\$63,000	MIN				
MED	\$58,000	\$81,521	\$83,200	MED	\$66,403	\$71,110	\$65,000	MED				
AVG	\$62,054	\$78,336	\$74,948	AVG	\$65,551	\$71,279	\$68,475	AVG				
MAX	\$86,077	\$118,352	\$96,907	MAX	\$80,000	\$88,000	\$75,000	MAX				
Vice Pres	ident - N 5			Vice Pres	ident - N <	5		Vice President - N < 5				
	MIN	MAX	AVG		MIN	MAX	AVG		MIN	MAX	AVG	
MIN	\$75,000	\$83,000	\$75,000	MIN				MIN				
MED	\$97,640	\$139,475	\$130,000	MED				MED				
AVG	\$96,319	\$130,488	\$119,131	AVG				AVG				
MAX	\$114,995	\$160,000	\$150,000	MAX				MAX				
Exec Dir /	Exec Dir / Pres/ CEO / Chief - N 8				Exec Dir / Pres/ CEO / Chief - N 18				/ Pres/ CEO	/ Chief - N	N 11	
	MIN	MAX	AVG		MIN	MAX	AVG		MIN	MAX	AVG	
MIN	\$55,000	\$75,000	\$65,000	MIN	\$48,000	\$65,000	\$46,800	MIN	\$50,000	\$57,650	\$57,650	
MED		\$155,271		MED	\$80,395	\$90,000	\$78,100	MED	\$66,500	\$80,000	\$82,250	
AVG	\$143,661	\$220,474	\$209,628	AVG	\$79,167	\$93,420	\$80,846	AVG	\$75,563	\$84,517	\$88,689	
MAX	\$294,000	\$500,000	\$330,000	MAX	\$117,000	\$129,842	\$123,459	MAX	\$126,000	\$126,000	\$140,000	