

A Message to the Residents of the Town of Alden Regarding Ambulance Service

We understand there are questions and concerns regarding ambulance service in Alden, and we want our residents to hear directly from us. **We want to assure our residents that ambulance service will continue without interruption.**

The Town has entered into an agreement with LVAC to continue providing ambulance services through **November 30, 2026**. Beginning **December 1, 2026, Mercy Ambulance Service / Mercy Flight will become the Town's ambulance service provider**. This will ensure our residents have continuous ambulance coverage as we move from one provider to the next.

The decision to move to Mercy Ambulance Service / Mercy Flight was made after carefully looking at our options and, most importantly, determining what would provide the **best possible ambulance service for our residents**. That has always been our priority and what guided our decision.

For the first time, **Alden will have a dedicated ambulance stationed in our community 24 hours a day, 7 days a week**. We believe having an ALS emergency ambulance right here in Alden, rather than relying solely on an ambulance coming from outside our community, will provide an important improvement in accessibility and response capability for our residents.

Our focus has always been on **providing the safest, most reliable and responsive emergency medical service possible for the people we serve**. That is what guided our decision, and that will continue to guide us moving forward.

We recognize that change can create questions, particularly when people have heard different information. We ask our residents to give us the opportunity to move forward and experience the benefits of having a dedicated ambulance in our community.

In closing, we would like to recognize all of our **dedicated men and women volunteers who respond every day to emergency calls throughout the Town of Alden, including Alden, Crittenden, Millgrove, and Townline Fire Departments**. We will continue to keep our residents informed as we move forward.

Sincerely,

**Supervisor Colleen Pautler
Town of Alden**

Deputy Supervisor/Councilwoman Gwendolyn Bork

Councilman Randy Crist

Councilman Mark Drogi

Councilman Mark Kerl