



RICHMOND RESCUE, INC.

216 RAILROAD STREET
P.O. Box 404
RICHMOND, VT 05477
PHONE: (802) 434-2394
DIRECTOR@RICHMONDRESCUE.ORG

October 1, 2020

Dear Richmond Selectboard,

This past year was another busy year for us. While our call volume fell during the early months of COVID we were still kept busy procuring personal protective equipment and ensuring that our crews could do their jobs safely. Our call volume rebounded over the summer leaving yearly call volume close to our average.

Prior to COVID, we were hard at work advancing EMS in Vermont and keeping the residents we serve safe. Here are a few of the highlights of the last fiscal year:

- We had three cardiac arrest saves in 2019-2020. Two of these incidents occurred on back to back days and a third occurred during the COVID lock-down. Numerous other local departments, including Richmond Police and Fire Departments, co-responded to these incidents.
- Our network of Public Access Defibrillators continues to grow. Most recently, we added a unit at the Jericho Country Store. We have now helped place a total of ten AEDs.
- Our backcountry rescue team had a quiet winter but remains ready to respond to backcountry emergencies through the county. In addition to many EMTs, we also have two physicians on the team.
- In the spring, we were one of the first services in the state to begin using the new 2020 Vermont EMS protocols. Within a few days of coming online, one of our paramedics was able to administer a medication that would not have been possible prior to the protocol update.
- In collaboration with Williston Rescue and UVM Medical Center, we set up a multi-agency "mock-crash" training that involved the UVM HealthNet helicopter responding. Providers were able to practice responding to a high acuity incident in a highly realistic simulation, followed by intensive debriefing.

By the numbers 2019-2020:

- Richmond Rescue responded to 659 calls
- Total calls in Richmond: 266
 - I-89 Richmond: 21
- Average response time to calls in Richmond: 8:00

Our volunteer workforce remains strong with 37 active volunteers donating more than 20,000 hours each year.

For the 2021-2022 fiscal year, Richmond Rescue is requesting \$78,012. This is a 2% increase from the previous budget year. The increase will help to cover cost of living increases for employees, increasing health insurance premiums, and the rising cost of medical equipment.

As always, we are committed to financial and operational transparency. We have attached a copy of our proposed budget and statistics from last year. Please contact us if you have any questions or would like to have us meet with the Selectboard.

Sincerely,

Michael Chiarella
Director of Operations



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Town of Richmond

Request for Special Appropriations

Request for Fiscal Year: July 1, 2021 – June 30, 2022

Richmond Rescue, Inc.

216 Railroad Street
Richmond, VT 05477
Phone: 802-434-2394
www.richmondrescue.org

General Information

Program Name: Primary ambulance service

Contact Person: Miles Lamberson, President

802-434-2394

president@richmondrescue.org

Michael Chiarella, Director of Operations

802-434-2394

director@richmondrescue.org

Population Service last fiscal year: Approximately 9,000 residents and any transiting public in the towns of Richmond, Huntington, Bolton, southern Jericho, and northern Starksboro.

Total Richmond residents served: Approximately 4100 residents and any transiting public

Percent of people served who are Richmond residents: 33 %

Amount of Request: \$78,012

Total Program Budget: \$473,835

Percent total request for Richmond: 16.4% operating

Agency mission: Richmond Rescue, Inc. provides prehospital ambulance care and treatment to the sick and injured, residents and visitors, in the towns of Richmond, Bolton, Huntington, and Jericho.

Question 9

Funding will be used to maintain an existing program. Funding has been provided by the town for the same program for many years. This request represents a modest increase over our previous appropriation. The increase is accounted for by general inflation in the health care sector which leads to higher prices for medications and equipment.

Program Overview

Question 1

Richmond Rescue provides primary ambulance service for the entire Town of Richmond. We provide 24/7 in-house coverage including growing paramedic coverage. The Town of Richmond averages 250 requests for service each year; as of October 1st we have received 198 requests for service. We average thirty-three calls for service on the interstate in Richmond each year.

2. Program Summary Section

Question A

Richmond Rescue serves residents in the entire Town of Richmond. We also serve anyone transiting the town highways and Interstate 89. Richmond Rescue serves anyone making a request through 911 without respect to age, gender, income, or residence.

Question B

Through continued funding, the Town of Richmond will benefit from continued professional and quick ambulance service. Town residents will be served by the closest paramedic level ambulance service resulting in decreased resident morbidity and mortality. Richmond Rescue works hard to advertise both our emergency response capabilities and our public health projects which include: subsidized cost green 911 house signs, a car seat fitting station, public CPR and first aid classes, and the Richmond Rescue Opioid Task Force which provides public health education and intervention, demonstrating our commitment to helping solve the opioid crisis.

3. Program Funding

Question A

Funding amounts will provide twenty-four hour ambulance coverage from crews based in station. Our response includes paramedic and/or Advanced EMT (AEMT) level care and a chute time (speed from dispatch to ambulance response) of less than two minutes.

Question B

Richmond Rescue derives its revenue from three separate sources. Insurance reimbursements, fundraising, and town contributions derive the total program budget. Lost revenues would not result in an immediate reduction in ambulance service but would require immediate and difficult decisions as to the future of the program. Without vital town funding and private fundraising Richmond Rescue would have difficulty replacing expensive durable equipment and other vital medical supplies.

C. Organizational Capacity

Question 1

Richmond Rescue has provided ambulance service to the towns of Richmond, Huntington, Bolton, and Jericho for more than forty five years. Originally organized in 1972 to serve only the Town of Richmond the squad quickly expanded its vital mission and has been a reliable source for pre-hospital emergency care since that time. More recently the squad received the Vermont Department of Health "Ambulance Service of the Year 2014" award for our commitment to high-quality medical care and public health outreach. In 2018, a full-time paramedic with Richmond Rescue was awarded the Paramedic of the Year by the State of Vermont. We are staffed by three full-time staff members and approximately 40 volunteers. Our Director of Operations, Michael Chiarella, recently celebrated his fourteenth anniversary with Richmond Rescue. During his tenure, Mr. Chiarella has overseen the modernization and growth of the squad from a strictly volunteer squad to a professionally staffed and professionally operated organization.

Question 2

To assess the program, Richmond Rescue will use important response data collected in our Electronic Patient Health Record system. We audit to ensure the time between ambulance dispatch and when the ambulance is enroute to an incident, is less than two minutes per call. In addition, we model average response times to all our response areas to ensure all responses are within an average and acceptable time limit. In addition, our medical care is reviewed through a continuous quality improvement program and overseen by Dan Wolfson, MD, FACEP, who also serves as the Vermont State medical director.

Question 3

Please see the attached response data.

Question 4

Please see the attached capital plan.

Question 5

Authorized size of Board of Directors: 7

Number of Board of Directors meetings held 2019-2020: 12

I, the undersigned, confirm the information contained herein is accurate and can be verified as such. I understand and agree that if the requested funds are approved, the disbursement of funds are subject to all conditions established by the Richmond Selectboard.

Signature of Applicant  Date 10/1/20

Michael Chiarella - Director of Operations
Print Name of Applicant and Title

		19-20 Actual	20-21 Budget	21-22 Budget
Income				
Receipts				
	Billing	218,582.48	225,000.00	235,000.00
	Commercial	114,703.51	123,750.00	126,900.00
	HHS COVID Relief 2020	5,863.53	0.00	0.00
	Medicare	60,658.24	62,550.00	67,210.00
	Medicare Advantage	15,662.97	13,275.00	16,450.00
	Medicaid	12,929.93	16,200.00	14,100.00
	Patient Payments	7,708.24	8,325.00	9,400.00
	Other (copying fees)	45	0.00	0.00
	Tricare	1,011.06	900.00	940.00
	Donations	21,974.94	17,000.00	18,000.00
	Event Standby / Agency Assist	2,150.00	600.00	600.00
	Fund Drive	25,357.16	18,000.00	20,000.00
	Interest Income	7.83	75.00	75.00
	Paramedic Intercepts	1,500.00	3,500.00	3,500.00
	Sale of Assets	800		
	Subscriptions	32,001.78	32,000.00	32,000.00
	Town Contrib	144,490.00	152,499.00	158,160.00
	Bolton	19,220.00	19,604.00	19,996.00
	Huntington	36,286.00	37,012.00	37,752.00
	Jericho	14,000.00	16,000.00	18,000.00
	Richmond	74,984.00	76,483.00	78,012.00
	Starksboro	0.00	3,400.00	4,400.00
	Unrealized Investment Gain/Loss	6,957.04	6,930.00	6,500.00
Total Receipts		453,821.23	455,604.00	473,835.00
Total Income		453,821.23	455,604.00	473,835.00
Expense				
Ambulance				
	Diesel Fuel	4,721.34	5,100.00	5,100.00
	Equipment / Supplies	1,209.04	1,200.00	1,200.00
	Maint Chevy G4500 (A1)	5,887.99	5,000.00	5,000.00
	Maint Ford E450 (A2)	0	3,000.00	4,000.00
Total Ambulance		17,035.50	14,300.00	15,300.00
Bank Charge		20.00	0.00	0.00
Building				
	Equipment Maint Expense	2,313.24	1,700.00	2,400.00
	Furniture	951.18	500.00	500.00
	Grounds	872.24	1,100.00	1,100.00
	Loan Interest - Building Renovation	6,699.76	5,944.91	5,317.30

		19-20 Actual	20-21 Budget	21-22 Budget
	Maintenance	4,482.63	4,000.00	4,200.00
Total Building		15,319.05	13,244.91	13,517.30
CHBR Operations		139.97	300.00	300.00
Communications				
	Cell Phones	742.98	500.00	500.00
	Dispatch Service	21,135.89	23,000.00	24,600.00
	Equip-Maint	1,533.78	500.00	800.00
	Equip-new	164.97	700.00	700.00
Total Communications		23,577.62	24,700.00	26,600.00
Depreciation Expense				
	Equipment		10,254.00	11,214.00
	Communications		806.16	1,506.00
	Building		13,207.08	13,840.00
	A1 (2014 - G4500)		17,287.08	17,287.08
	A2 (2019-F450)		25,559.16	25,559.16
		64,769.23	67,113.48	69,406.24
Insurance				
	Commercial Package (Auto & Liability)	8,614.15	7,300.00	7,300.00
	Package Policy (Equipment & Cyber)	3,875.86	4,500.00	4,500.00
	Workers Comp	12,205.00	10,800.00	11,400.00
Total Insurance		24,695.01	22,600.00	23,200.00
Medical				
	Equip-maint	210.00	600.00	600.00
	Nitrous Oxide	47.61	80.00	80.00
	Oxygen	515.56	600.00	600.00
	Supplies / Equipment	18,579.20	17,000.00	19,000.00
Total Medical		19,352.37	18,280.00	20,280.00
Membership				
	Awards Banq/Summer Picnic	883.08	800.00	800.00
	Dues / Subscriptions	220.00	275.00	275.00
	Membership Retention	3,930.50	3,500.00	4,000.00
	Personal Gear / Uniforms	1,004.95	1,800.00	1,800.00
	Personal Protection	784.84	1,000.00	800.00
	Public Outreach	3,437.02	1,200.00	1,200.00
Total Misc		10,260.39	8,575.00	8,875.00

		19-20 Actual	20-21 Budget	21-22 Budget
Office				
	Billing Fees	14,775.04	15,750.00	16,450.00
	Equipment	860.00	1,200.00	1,200.00
	Fund Raising Letter	2,285.10	2,300.00	2,360.00
	Legal & Accounting	395.00	3,400.00	3,400.00
	Postage / PO Box	183.61	170.00	170.00
	Subscription Letter	4,295.43	2,300.00	2,500.00
Total Office		22,794.18	25,120.00	26,080.00
Paramedic Intercepts Received		3,250.00	2,500.00	2,500.00
Payroll				
	Fees	1,590.94	1,500.00	1,500.00
	Insurance - Health	5,157.59	5,500.00	6,050.00
	Medicare	2,145.64	2,567.54	2,643.89
	Soc. Sec.	10,289.55	10,612.51	11,083.09
	State Unemp.	573.69	800.00	800.00
	Wages - Bonus	0.00	1,500.00	1,500.00
	Wages (health insurance buyout)	4,000.00	4,000.00	4,000.00
	Wages - Tax Exempt (health ins.)	3,656.76	4,200.00	4,620.00
	Wages	161,959.61	169,669.51	174,759.60
Total Payroll		189,373.78	200,349.56	206,956.58
Taxes				
	Vermont Provider Tax	6,727.65	7,260.00	7,425.00
Training				
	Conference/ Outside classes	310.00	300.00	300.00
	EMT Class	3,400.00	2,300.00	3,000.00
	Supplies	771.93	500.00	700.00
Total Training		4,481.93	3,100.00	4,000.00
Utilities				
	Electricity	4,072.36	3,800.00	4,000.00
	Gas	1,169.95	1,100.00	1,100.00
	Telephone	1,608.74	1,550.00	1,600.00
	Water	2,391.33	2,200.00	2,400.00
Total Utilities		9,242.38	8,650.00	9,100.00
Total Expense		411,039.06	416,092.95	433,540.12
Net Ordinary Income		42,782.17	39,511.05	40,294.88

		19-20 Actual	20-21 Budget	21-22 Budget
Training Center Income		7,724.30	8,000.00	8,000.00
Donor Directed Donations		610.00	0.00	0.00
E911 Sign Income		509.58	600.00	600.00
Training Center Expense				
	Books/cards	2,016.97	2,560.00	2,560.00
	Depreciations (Zoll AEDs)	583.33	893.04	893.04
	Supplies	2,338.77	2,746.96	2,746.96
	Wages	1,388.69	1,800.00	1,800.00
Total Training Center Expense		6,327.76	8,000.00	8,000.00
Donor Directed Expenses				
	Backcountry Equipment	344.43	0.00	0.00
	Building Renovations	0.00	0.00	0.00
	MMU School Safety	0.00	0.00	0.00
Total Donor Directed Expenses		344.43	0.00	0.00
E911 Sign Expenses		589.02	450.00	450.00
Net Income		44,364.84	39,661.05	40,444.88
Building Renovation Principal		10,627.63	11,023.85	11,651.49
Capital Reserve				
	Ambulance-New	3,000.00	4,000.00	5,000.00
	Building	1,900.00	1,900.00	2,000.00
	Communications	4,500.00	4,500.00	4,500.00
	Medical Equipment	6,600.00	6,600.00	6,600.00
	Staffing Reserve Fund	12,390.44	11,637.20	10,693.39
Total Capital Reserve		28,390.44	28,637.20	28,793.39
Surplus / Deficit		5,346.77	0.00	0.00
Cash Flow (depreciation + Capital saving - deficit/surplus)		98,506.44	95,750.68	98,199.63

Richmond Rescue Call Data 2019-2020

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Calls	66	64	50	59	50	61	73	72	38	36	34	56	659
Patients Transported	42	39	32	38	32	37	48	52	21	19	19	41	420
% Transported	64%	61%	64%	64%	64%	61%	66%	72%	55%	53%	56%	73%	64%
Daytime Calls	49	38	36	40	31	44	42	40	27	26	21	36	430
Night-time Calls	17	26	14	19	19	17	31	32	11	10	13	20	229

Day of the Week

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Monday	12	12	8	10	3	14	7	15	9	6	4	9	109
Tuesday	13	4	4	8	6	16	11	8	6	5	8	10	99
Wednesday	14	6	5	8	9	4	11	11	2	4	4	6	84
Thursday	5	9	15	4	8	5	8	11	3	11	6	7	92
Friday	7	14	2	13	9	8	17	8	6	2	5	9	100
Saturday	8	11	8	11	8	6	8	12	4	4	3	10	93
Sunday	7	8	8	5	7	8	11	7	8	4	4	6	83

Paramedic Intercepts Received	1	2	1	2	0	0	2	1	1	0	0	2	12
Paramedic Intercepts Provided	2	1	1	0	1	1	1	0	0	0	0	1	8
% calls with paramedic	45%	32%	25%	31%	41%	31%	32%	41%	43%	61%	59%	57%	
Volunteer Hours	2117.0	2019.5	2078.5	2008.5	2089.8	2083.5	2014.8	1904.0	1639.3	1209.5	1426.3	1661.0	22,251.7
Paid Staff Hours	466	522.8	518	537.5	490.8	557.5	582	547.5	579.5	570.3	579.5	520.5	6471.4
Active Volunteers	35	33	33	33	37	38	31	35	33	22	27	28	

Type of Call

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
MVC	10	12	7	7	7	17	10	12	3	2	2	3	92
No Lights & Sirens Transports	34	28	26	30	28	27	42	39	19	14	16	37	340
Lights & Sirens Transports	8	11	6	8	4	10	6	13	2	5	3	4	80
% Lights & Sirens	19%	28%	19%	21%	13%	27%	13%	25%	10%	26%	16%	10%	19%
Mutual Aid Given	11	13	9	9	9	15	10	13	5	4	11	12	121
Mutual Aid Received	5	3	1	3	2	4	7	4	0	2	0	1	32
Male	17	21	14	20	18	20	24	31	10	10	8	22	215
Female	27	18	19	18	14	17	24	21	11	9	11	19	208
Average Age of transports	57.3	51.1	61.6	59.1	55.5	54.0	49.8	53.4	52.2	58.0	52.2	56.6	
Oldest Patient	89	95	96	93	92	97	92	93	86	87	87	87	
Youngest Patient	15	3	11	2	5	16	1	14	10	16	19	1	

Times	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Avg Miles to Call	5.5	6.2	4.4	4.6	5.0	6.0	6.1	6.9	5.6	5.4	5.9	5.6	
Avg. Enroute Time	1:27	1:49	1:45	1:58	2:03	1:48	2:05	2:08	1:49	2:02	2:04	2:29	
Avg. Response time by town													
Richmond	7	7	8	8	6	7	8	7	6	9	5	8	
Bolton	15	15	17	15	17	13	19	22	16	17	19	20	
Huntington	29	17	18	16	20	18	20	22	20	15	20	18	
Jericho	10	12	16	10	10	11	15	12	11	N/A	20	14	
Median Scene Time (min)	21	19	22	18	21	19	14	18	11	19	17	18	
Time Out Of Service (OOS) (hrs)	0.5	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
% OOS	0.07%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%
Calls Missed due to OOS	0	0	0	0	0	0	0	0	0	0	0	0	0
2nd Calls taken by RR	0	1	3	0	1	4	2	2	1	1	1	2	18
2nd Calls missed	2	2	0	1	1	2	4	3	0	1	0	1	17

Time statistics do not include I-89

Location of Calls (911)

Bolton	6	8	5	3	6	5	17	16	8	4	2	3	83
Burlington	0	0	0	1	0	0	0	0	0	0	0	0	1
Essex	2	2	1	2	2	2	0	0	0	0	4	1	16
Hinesburg	2	3	1	1	0	1	4	3	1	0	2	5	23
Huntington	6	12	4	6	4	9	9	11	4	3	5	6	79
I-89	7	7	1	4	4	3	5	5	1	2	0	1	40
Bolton	6	3	1	3	0	0	2	2	1	1	0	0	19
Richmond	1	4	0	1	4	3	3	3	0	1	0	1	21
Waterbury	0	0	0	0	0	0	0	0	0	0	0	0	0
Williston	0	0	0	0	0	0	0	0	0	0	0	0	0
Jericho (Primary)	3	3	2	2	2	2	4	2	2	0	0	4	26
Jericho (Back Up)	3	4	1	1	4	4	3	4	1	0	3	2	30
Richmond	25	17	26	31	23	24	26	22	14	20	13	25	266
Starksboro	4	1	0	1	1	2	1	3	4	3	2	3	25
Underhill	1	1	2	1	0	2	2	1	0	2	0	1	13
Westford	0	0	1	0	0	0	0	0	0	0	0	0	1
Williston	3	3	3	3	3	6	1	5	2	2	2	3	36

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Bolton Valley	0	0	0	0	1	0	8	9	5	0	0	1	24
Cochrans Ski Area	0	0	0	1	0	2	2	0	0	0	0	0	5
Potholes / Gorge	0	0	0	0	0	0	0	0	0	0	0	0	0
Richmond Family Med	3	0	3	2	2	2	1	3	0	0	0	1	17
Richmond Terrace	1	3	1	0	2	3	2	0	3	1	1	1	18
Schools	0	0	0	0	0	0	0	1	1	0	0	0	2
Sterling House	3	2	3	1	0	2	3	3	0	4	1	2	24
Walk-Ins	0	0	0	1	2	0	0	0	0	0	1	0	4

Meds/ALS

12- Lead EKG	24	15	17	24	19	15	23	27	10	15	7	25	221
Medications Administered	30	19	15	13	15	14	22	28	7	6	6	11	186
Advanced Airways Inserted	0	1	0	1	1	1	2	0	0	1	0	1	7
Intravenous Fluid Given	6	5	4	5	2	3	9	12	5	0	0	2	53
IV Started	20	11	11	10	8	12	14	13	8	4	2	8	121

