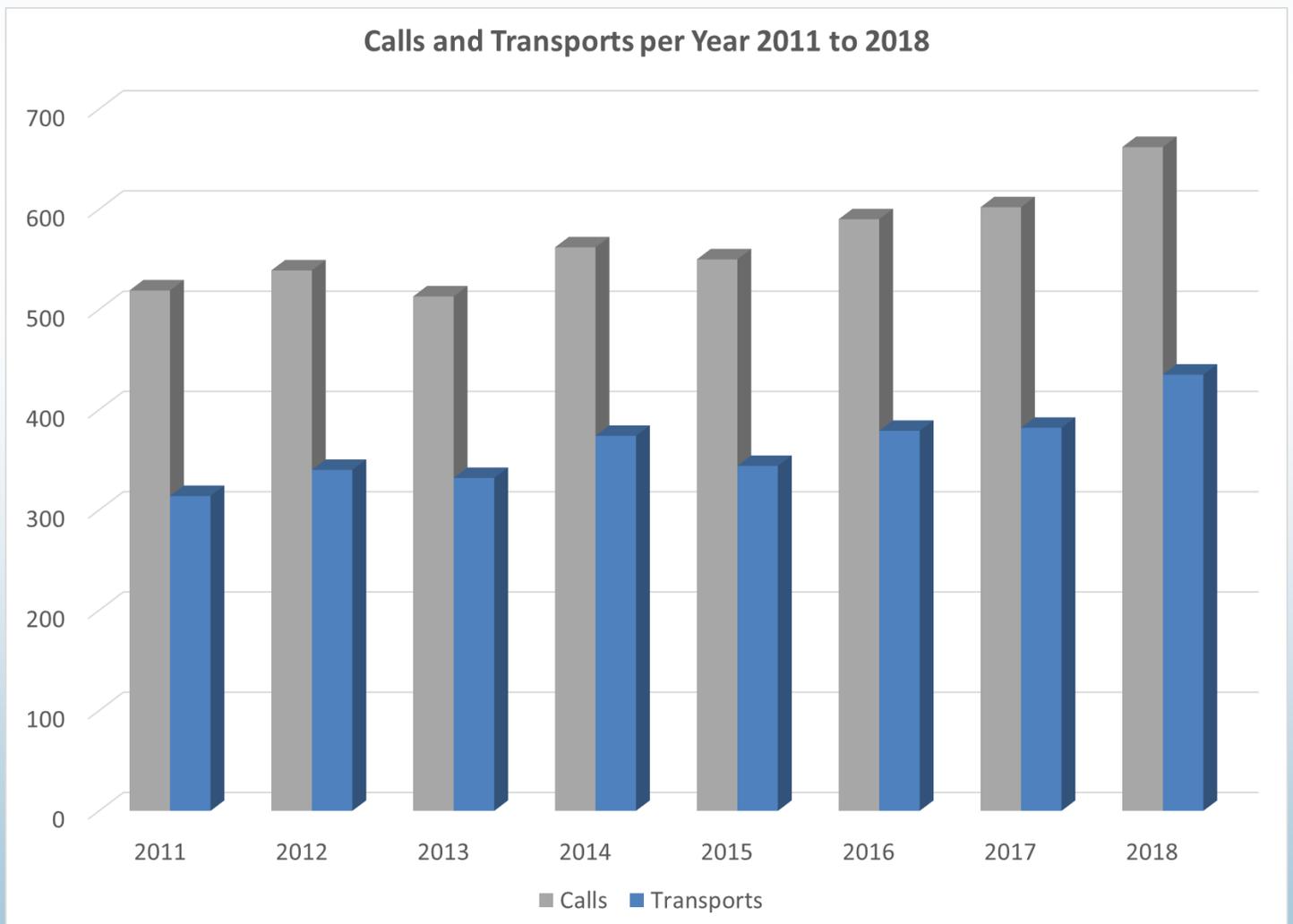




2018

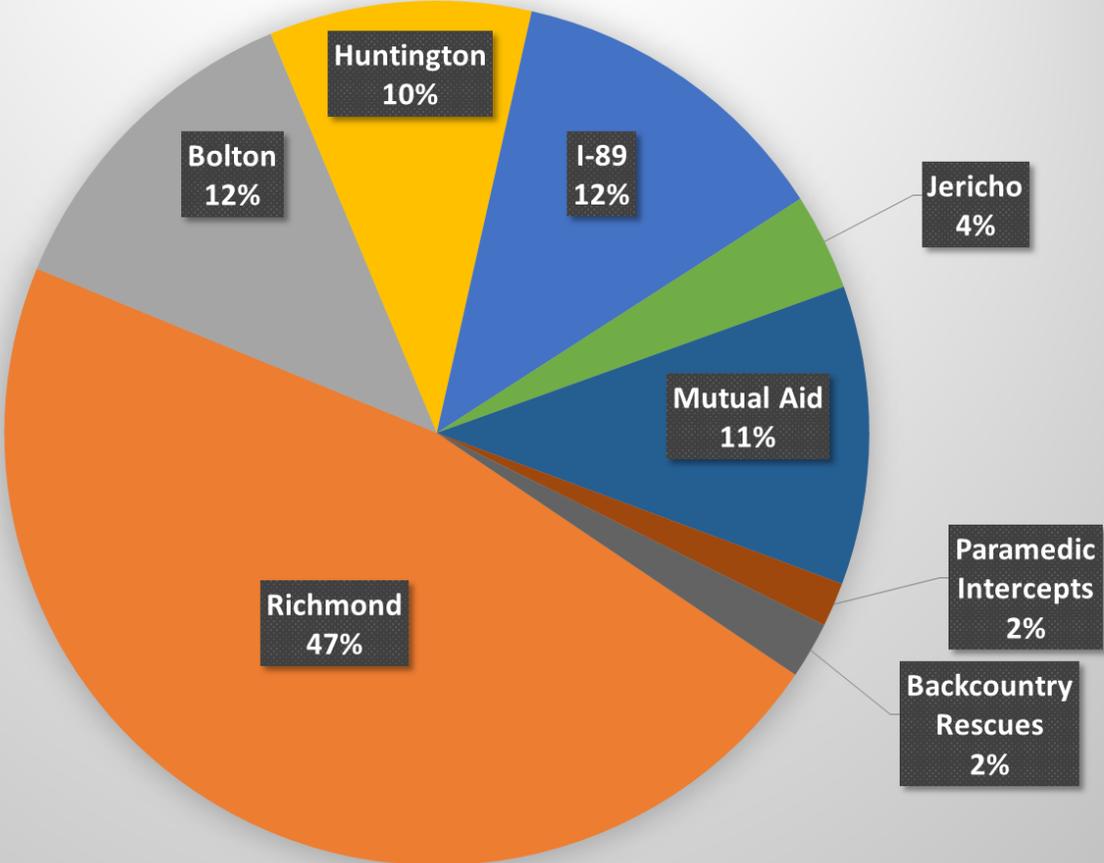
# Statistical Summary

2018 was a record setting year with 662 calls and 435 transports. We've seen a generally upward trend since 2010. The increase in calls in 2018 came from above average years for the Town of Richmond and Interstate-89.



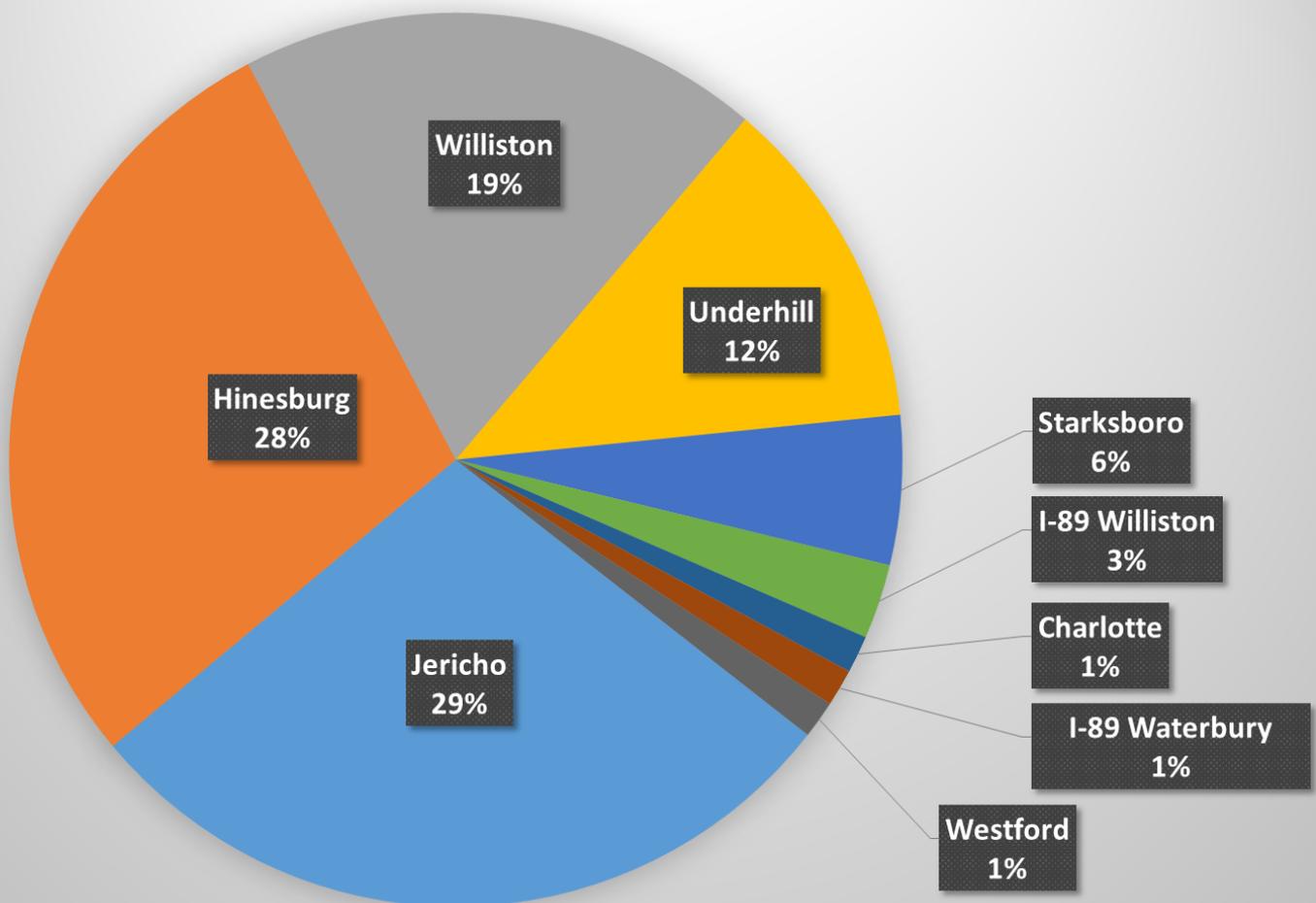
The number of calls per town is proportional to the population of the town. Bolton is higher than expected due to a large number of calls at Bolton Valley Ski Area.

### Location of Calls - 2018

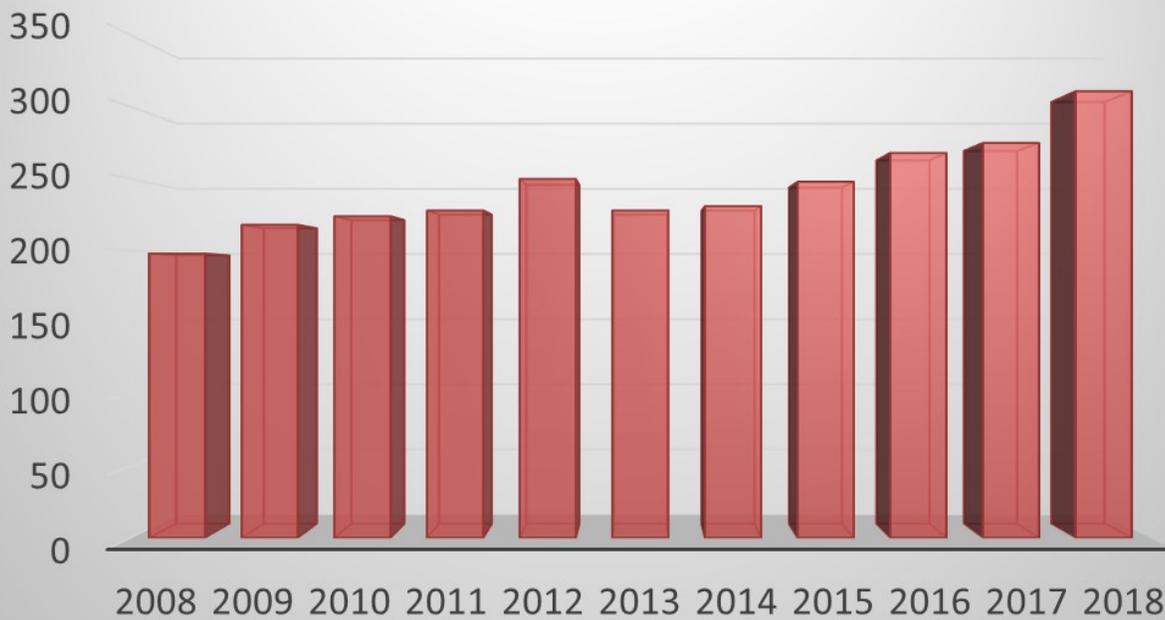


When a town's primary ambulance is out on a call and another call comes in we rely on a system of mutual aid for assistance. We provided 74 mutual aid responses to our neighbors and we received assistance from neighboring agencies 28 times.

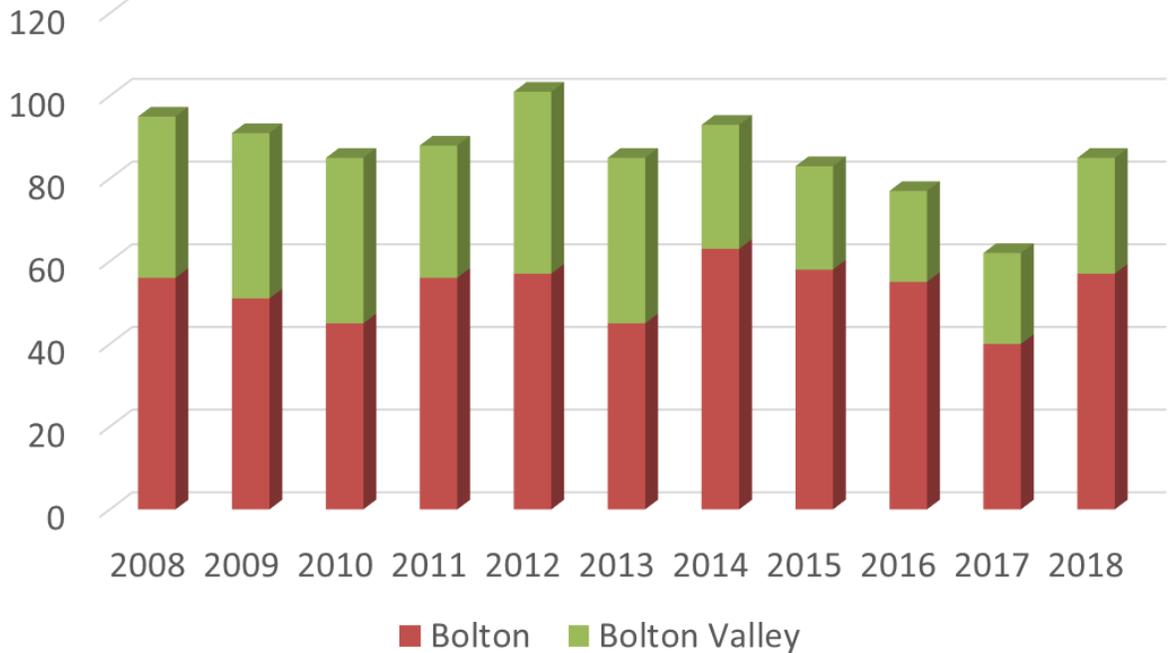
### Location of Mutal Aid Calls - 2018



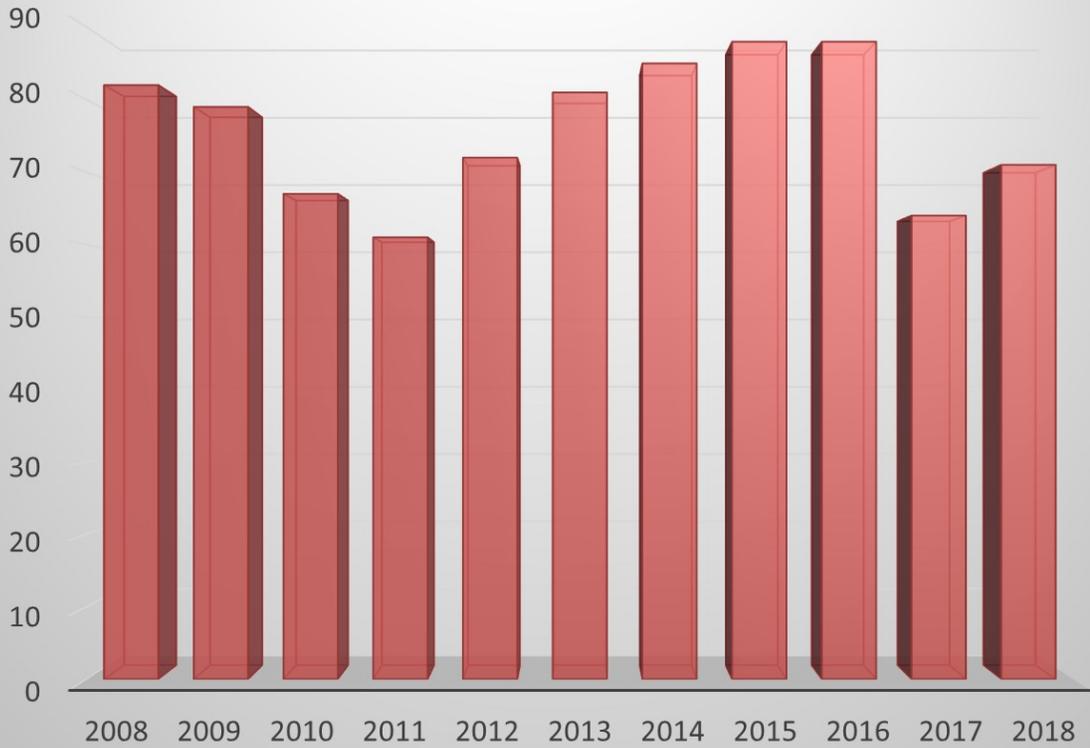
## Calls per Year - Richmond



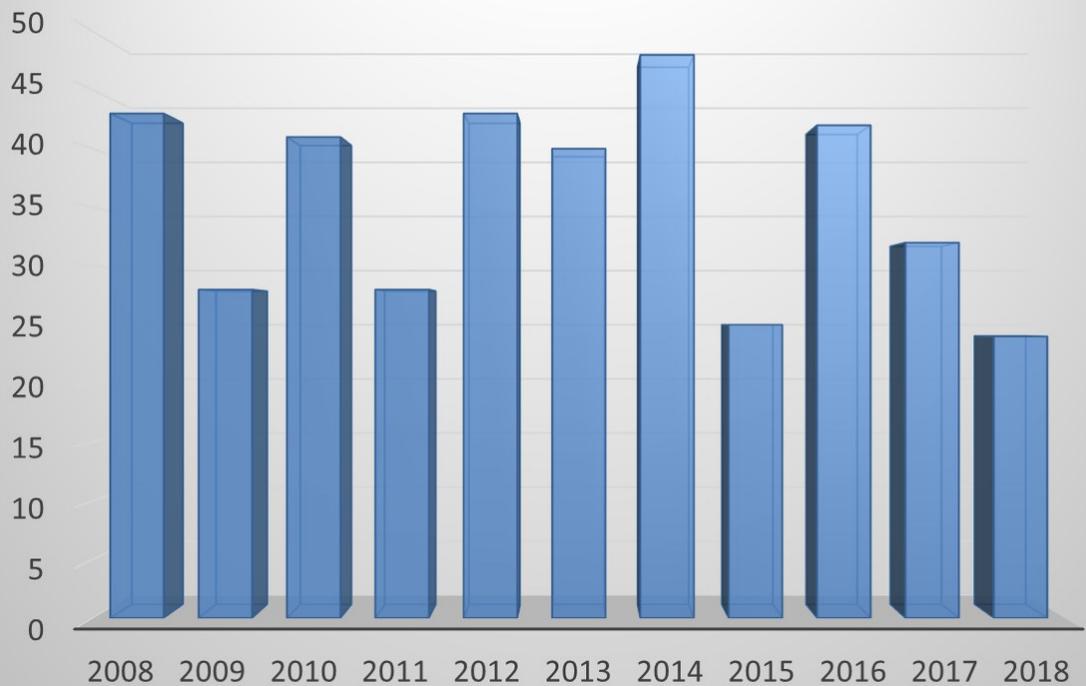
## Calls per Year - Bolton & Bolton Valley Ski Area



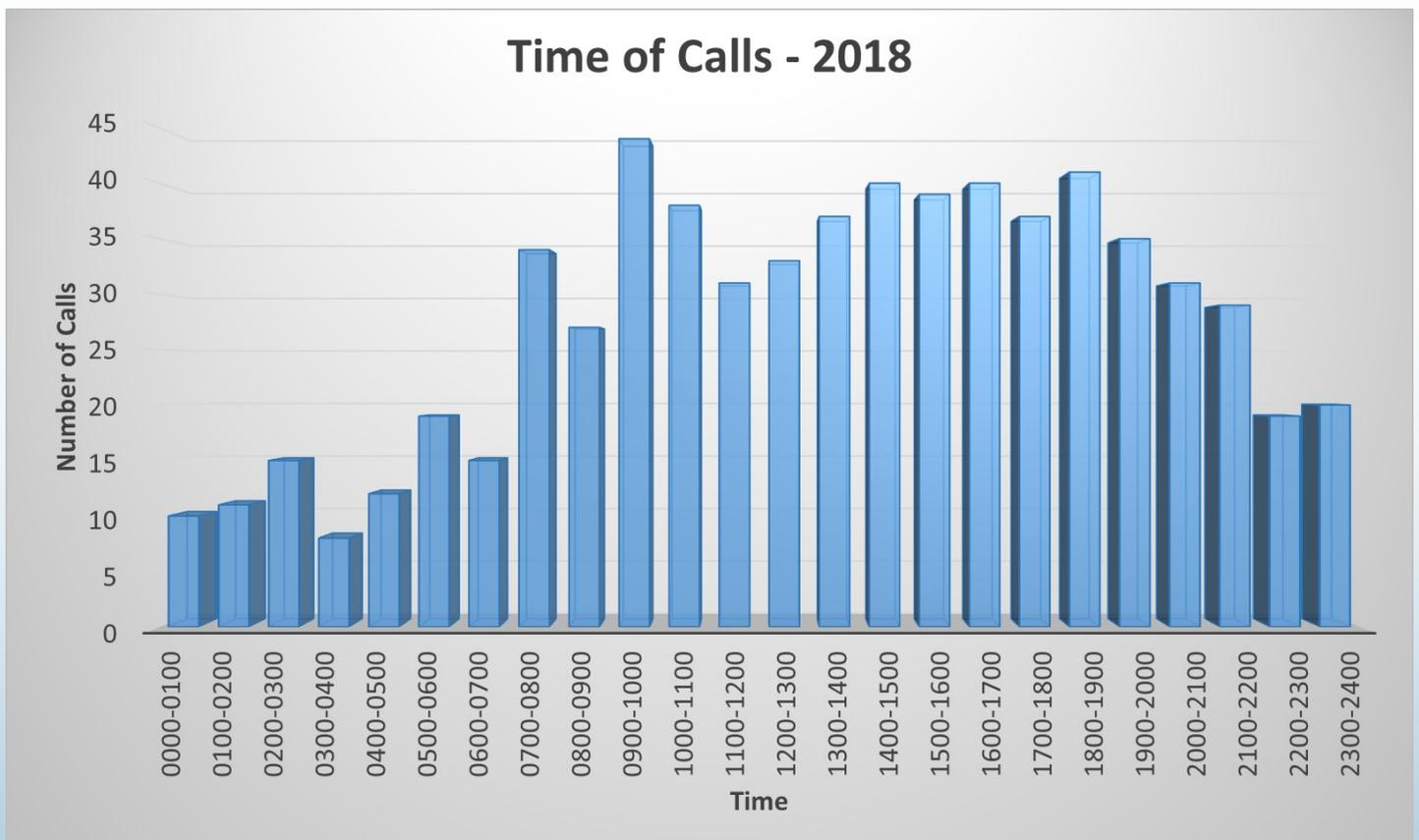
## Calls per Year - Huntington



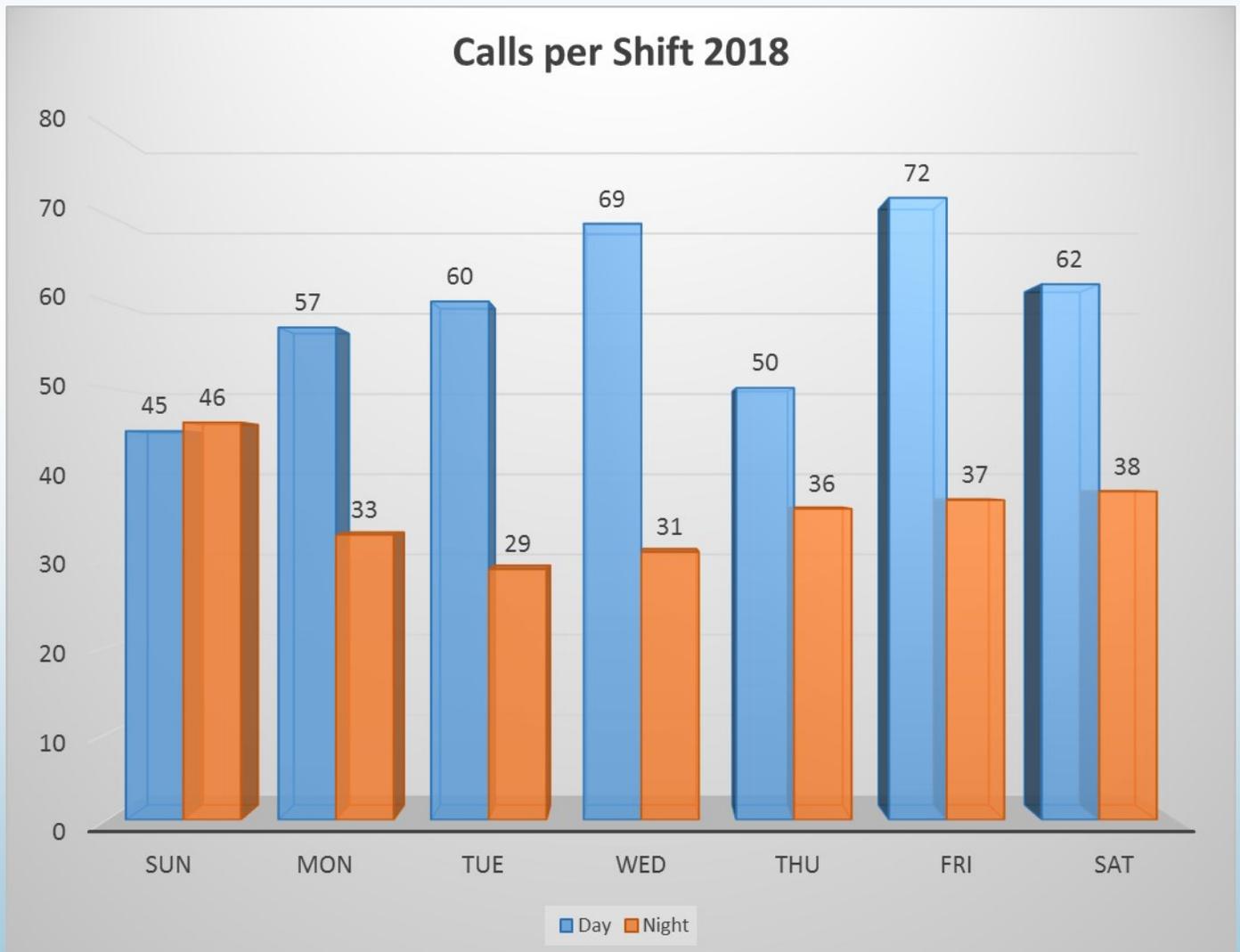
## Calls per Year - Jericho



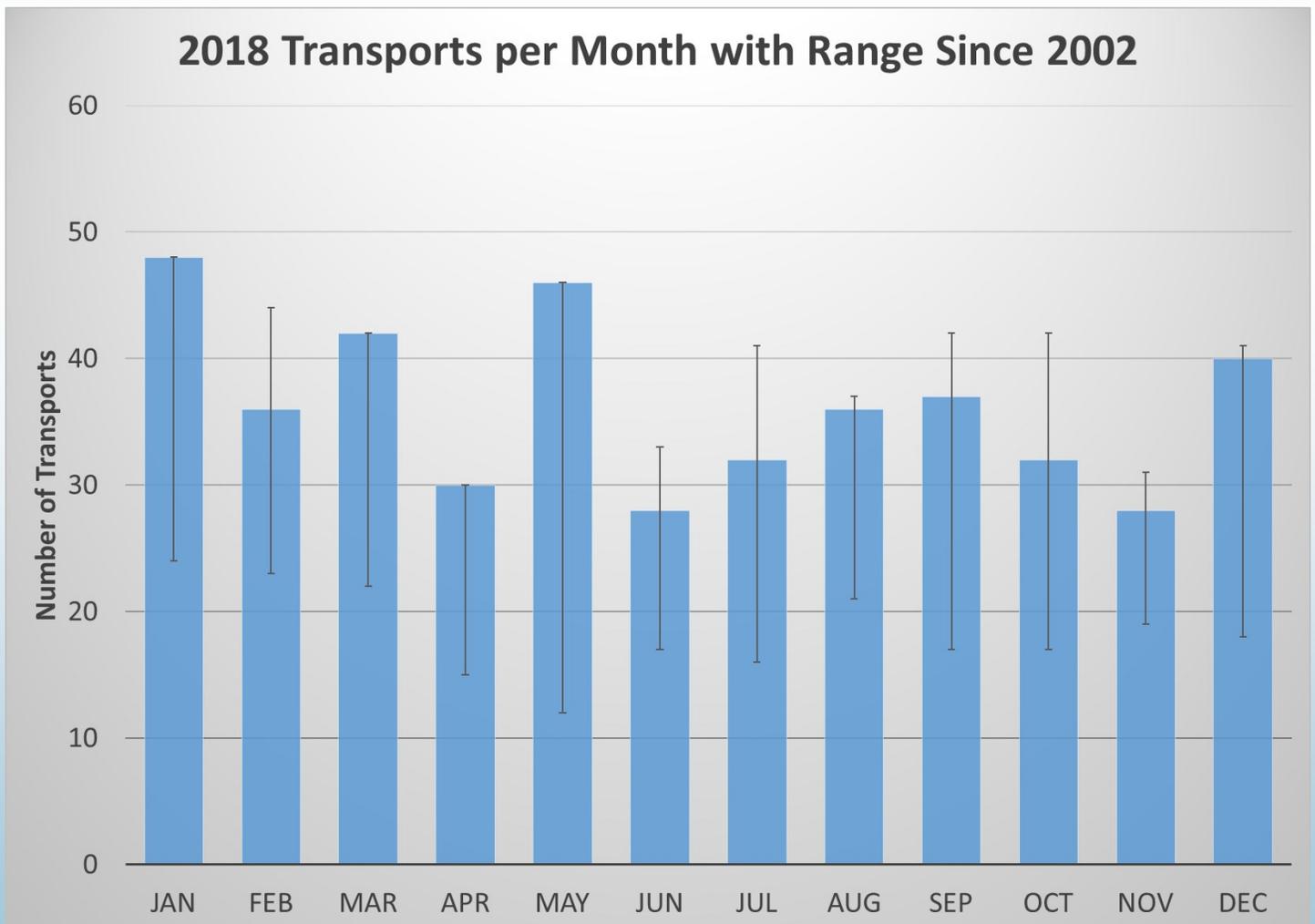
The distribution of calls was similar to past years. The busiest eight hour period was noon to 8pm accounting for 45.4% of our total calls. The quietest eight hour period was from 11pm to 7am accounting for just 14.9% of our total calls.



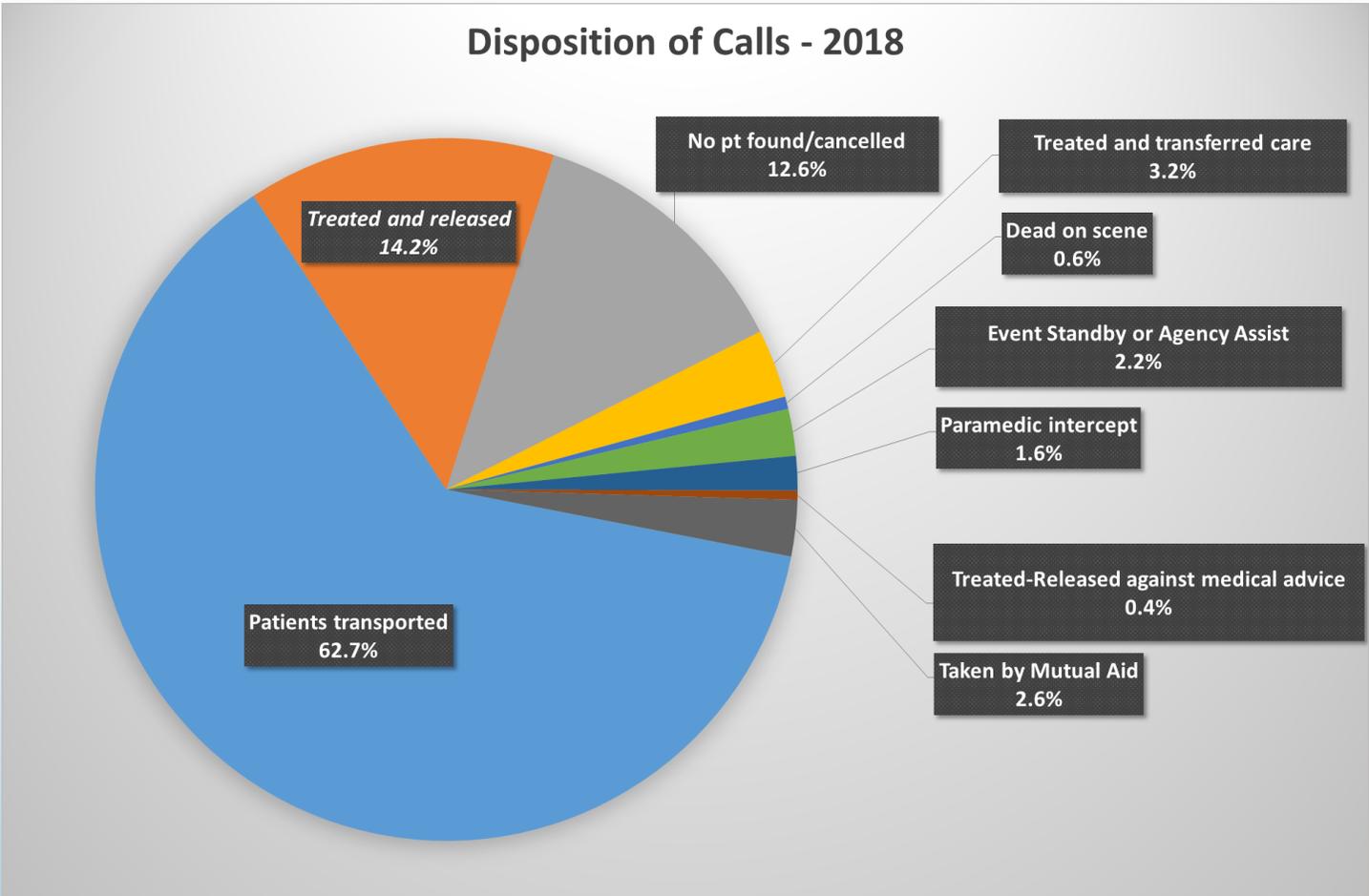
Shifts run from 6am to 6pm and 6pm to 6am each day and night. The call distribution varies from year to year and rarely shows much consistency. Day shifts account for 62% of the total call volume.



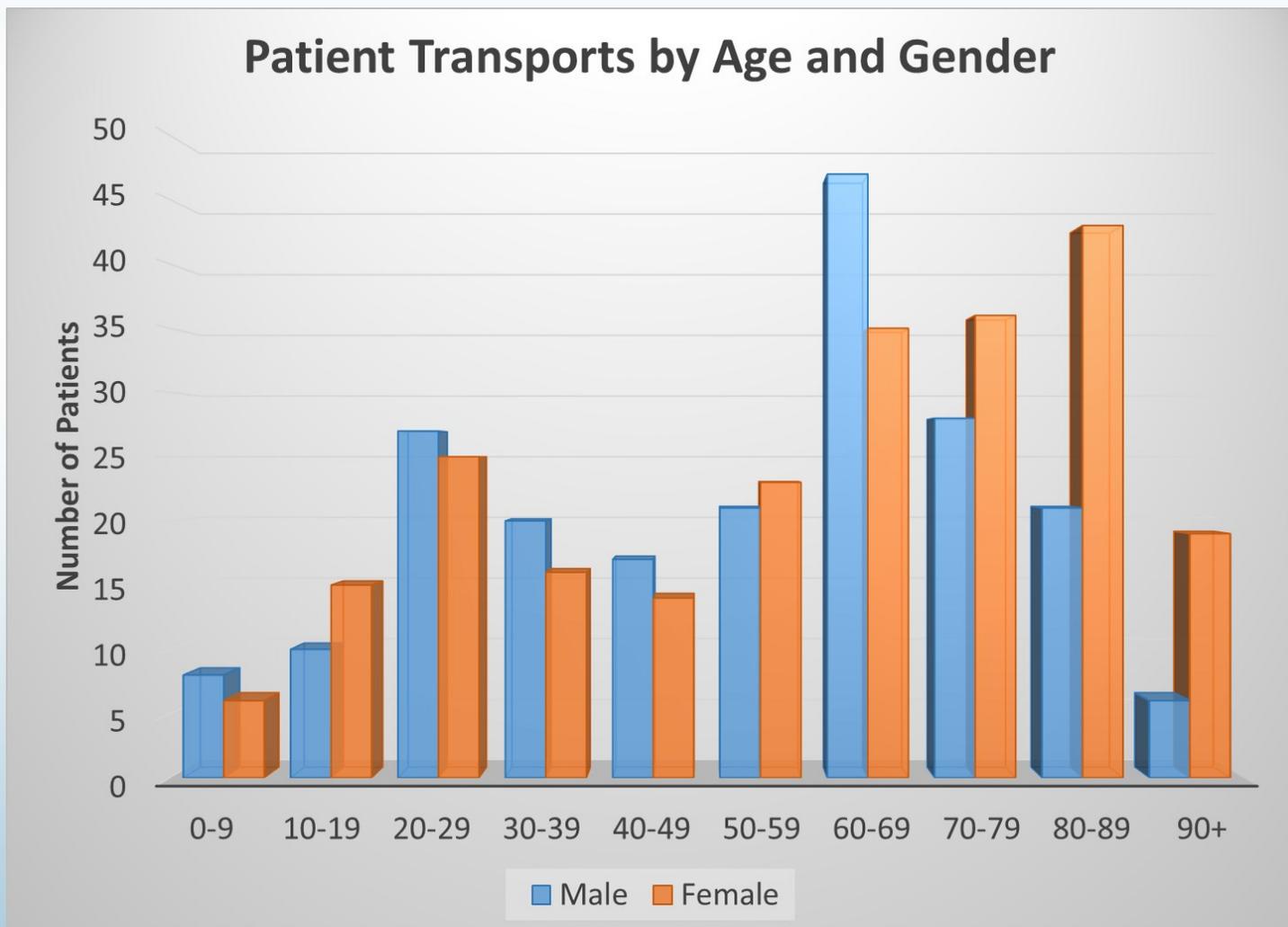
2018's monthly call distribution was typical with the peak being in the winter during ski season. January, March, April, and May all set monthly records for the number of patients transported.

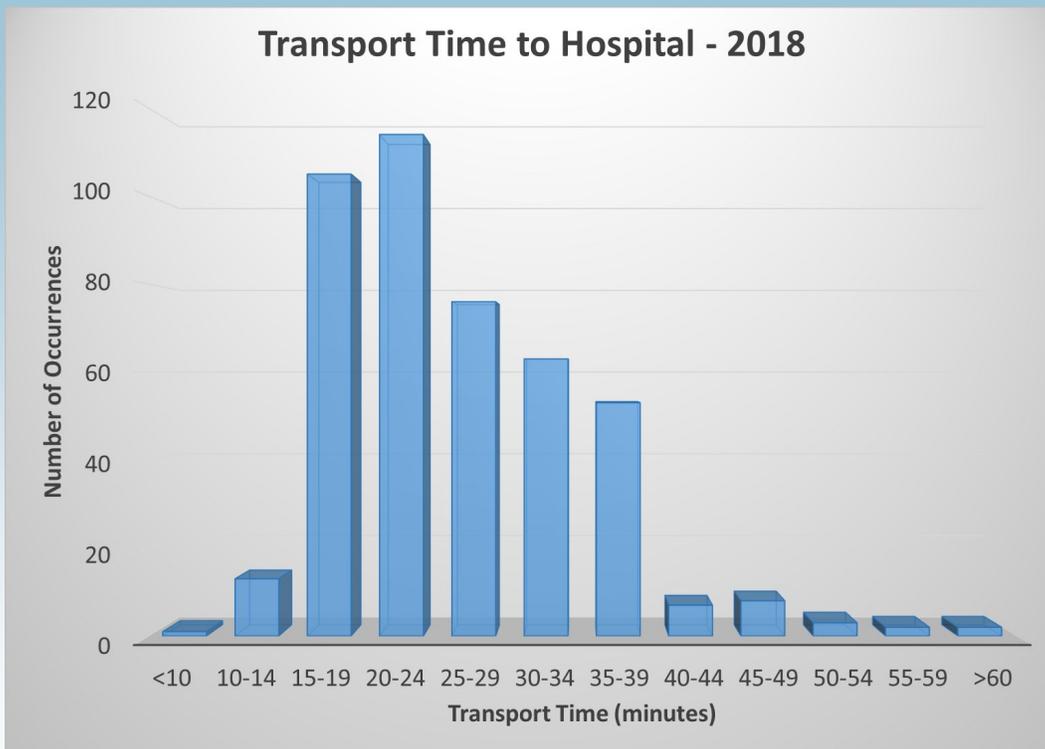


Last year only 62% of our calls resulted in a patient being transported to the hospital. Many times we can provide treatment on scene or we can consult with a physician at the hospital to determine the best mode of transportation for the patient.

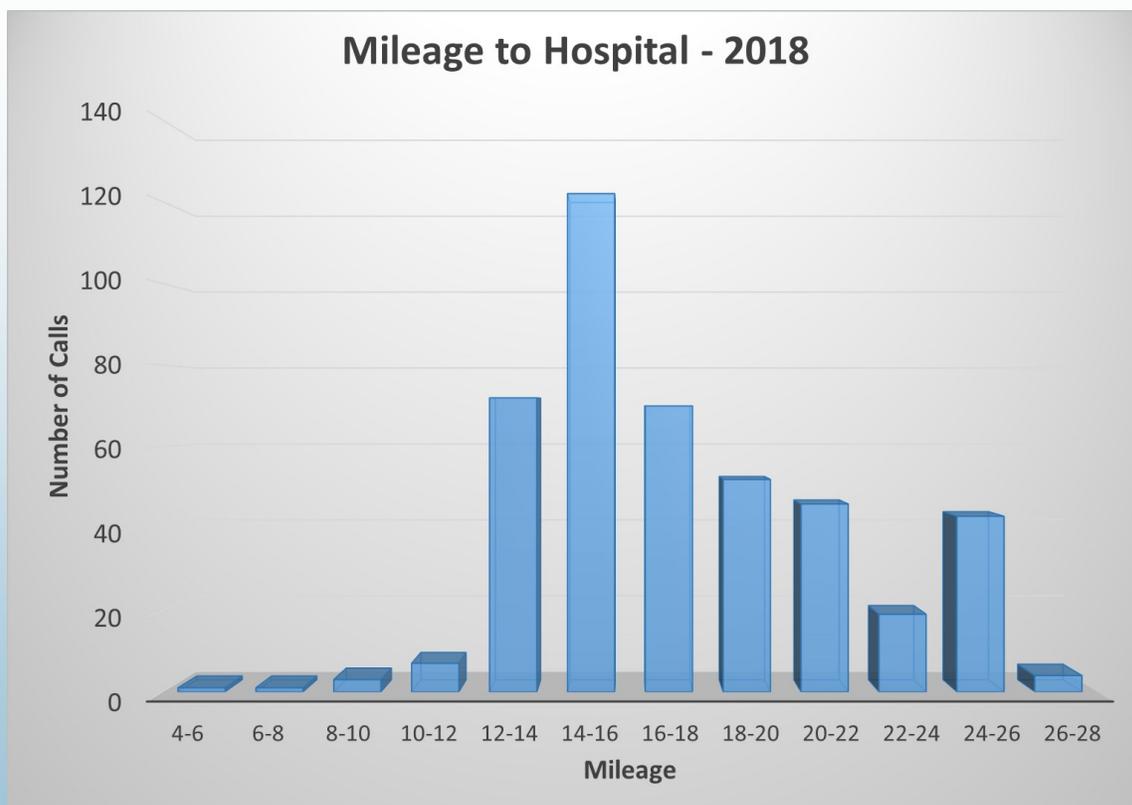


Women accounted for about 53% of our patients that were transported. The State of Vermont has an equal mix of men and women although women do have longer life expectancies and therefore have more years to utilize ambulance service.

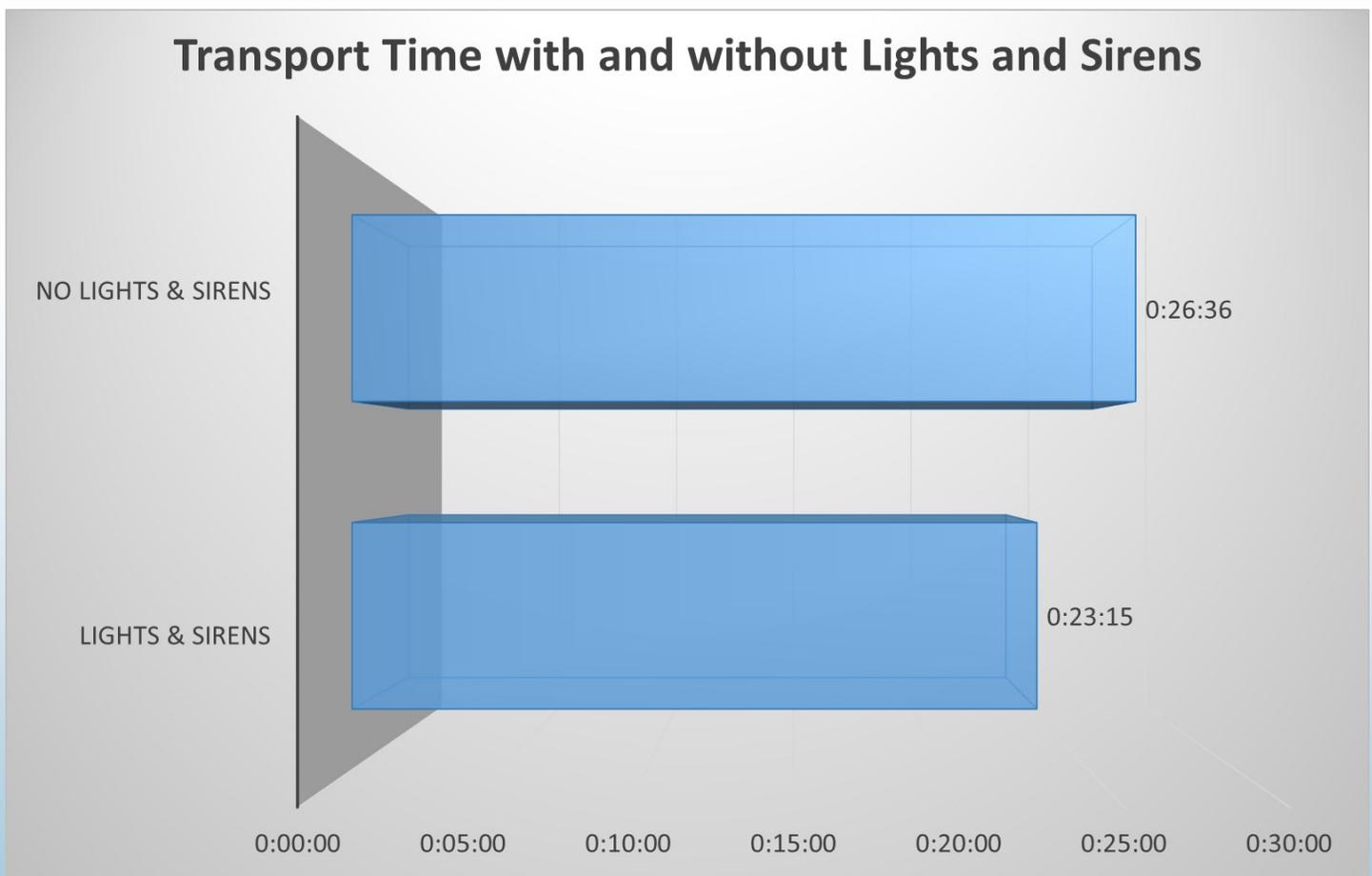




Our service area is a long way from the hospital. Our average transport time is about 25 minutes. We even spent more than an hour with a few patients last year. This gives us plenty of time to stabilize and manage challenging medical conditions.

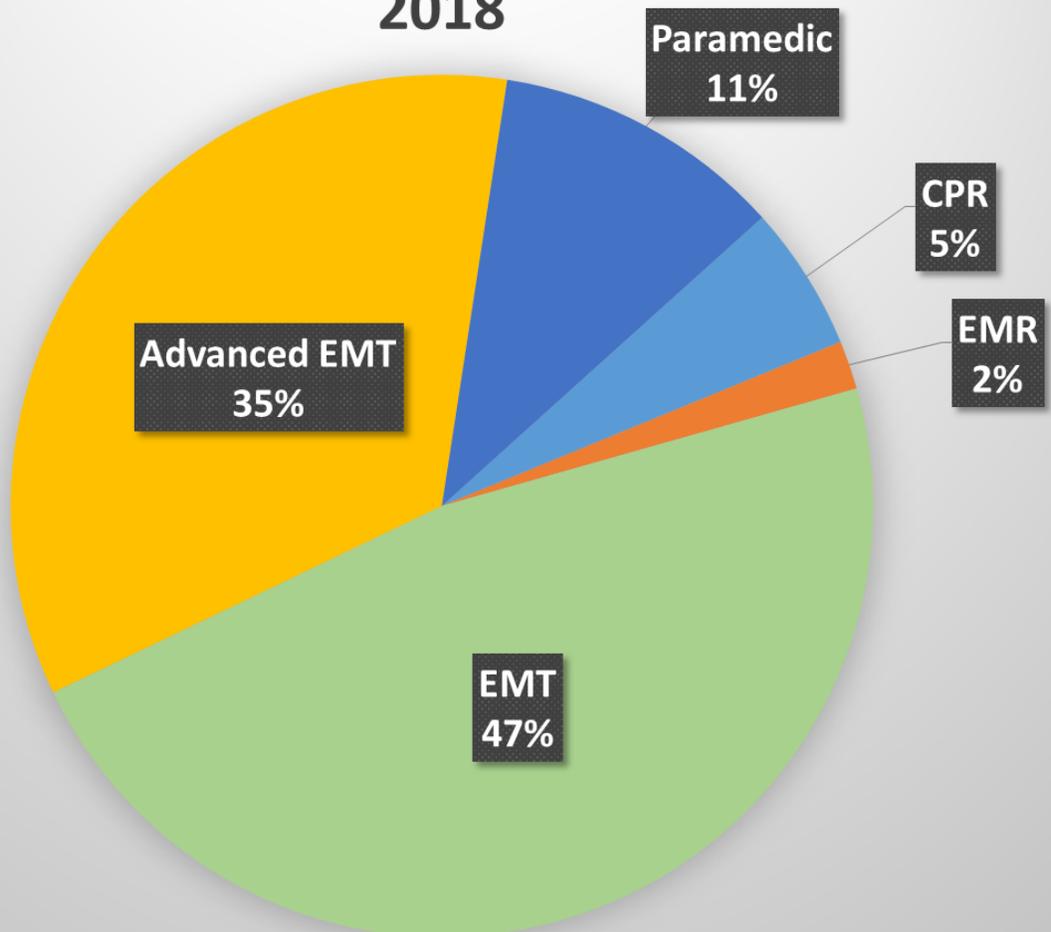


In 2018 we transported 21% of our patients using our lights and sirens. We reserve the use of lights and sirens for those that would benefit from a faster transport (heart attack, stroke, cardiac arrest, major trauma). The difference in transport time is only a little over three minutes.

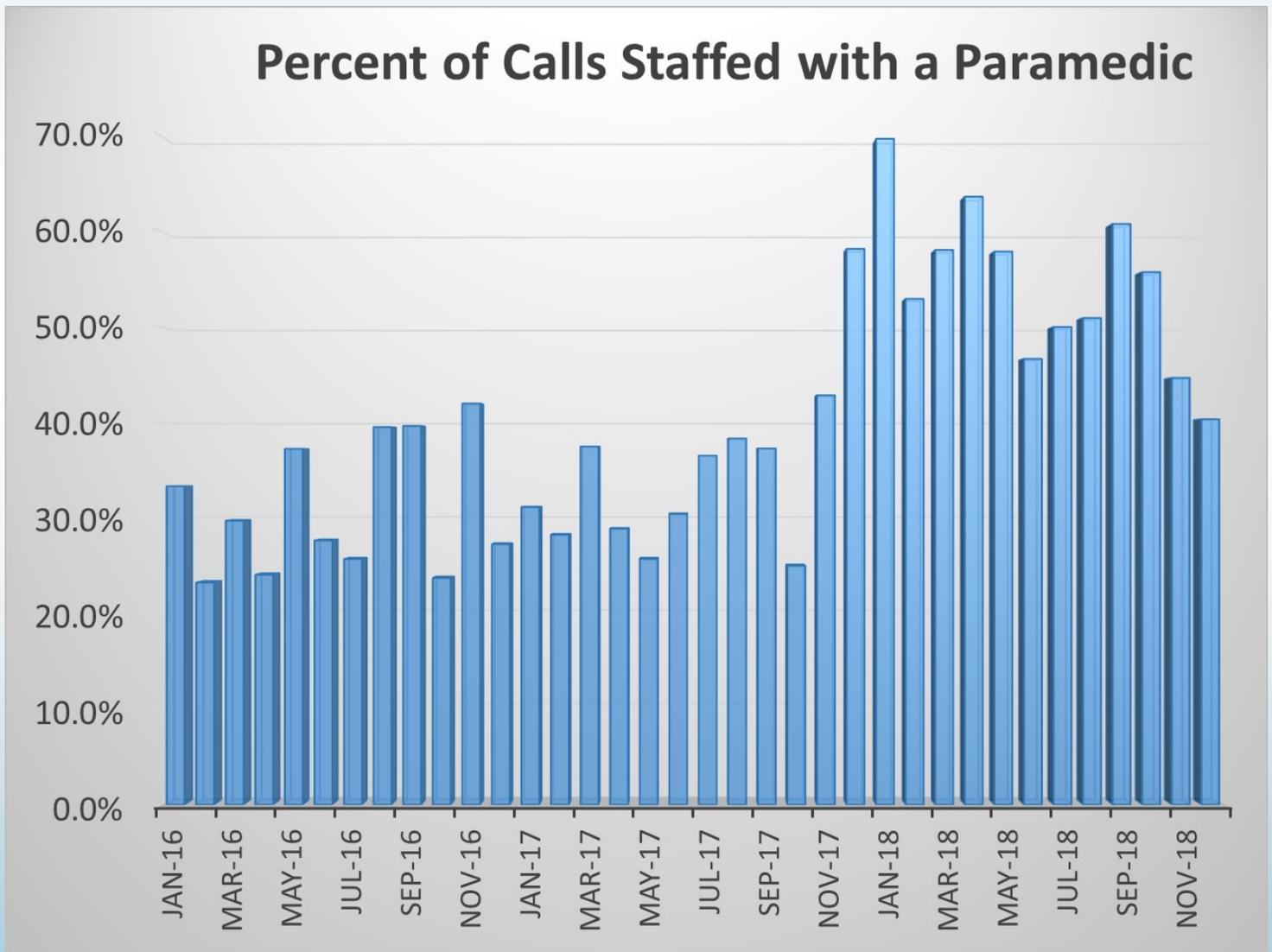


We aim to have a paramedic on duty whenever possible. There are one full time, five part time, and one nearly done with paramedic training providing the highest level of prehospital care available to our patients. When one of our paramedics is not available we can call on paramedics from neighboring services to provide us with a paramedic intercept. We will do the same if another agency is in need of a paramedic for a critical patient.

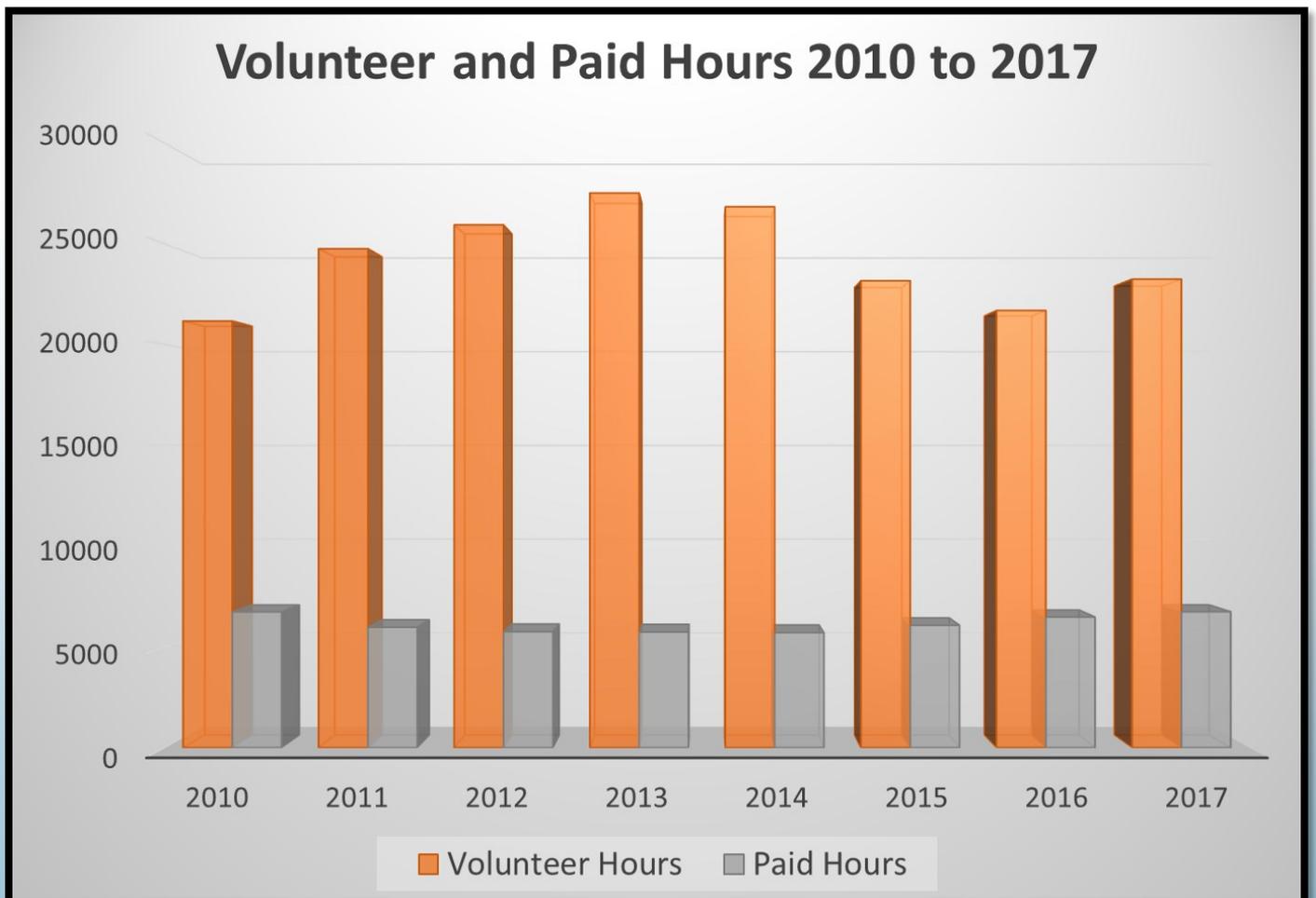
## Member Certification Level - End of Year 2018



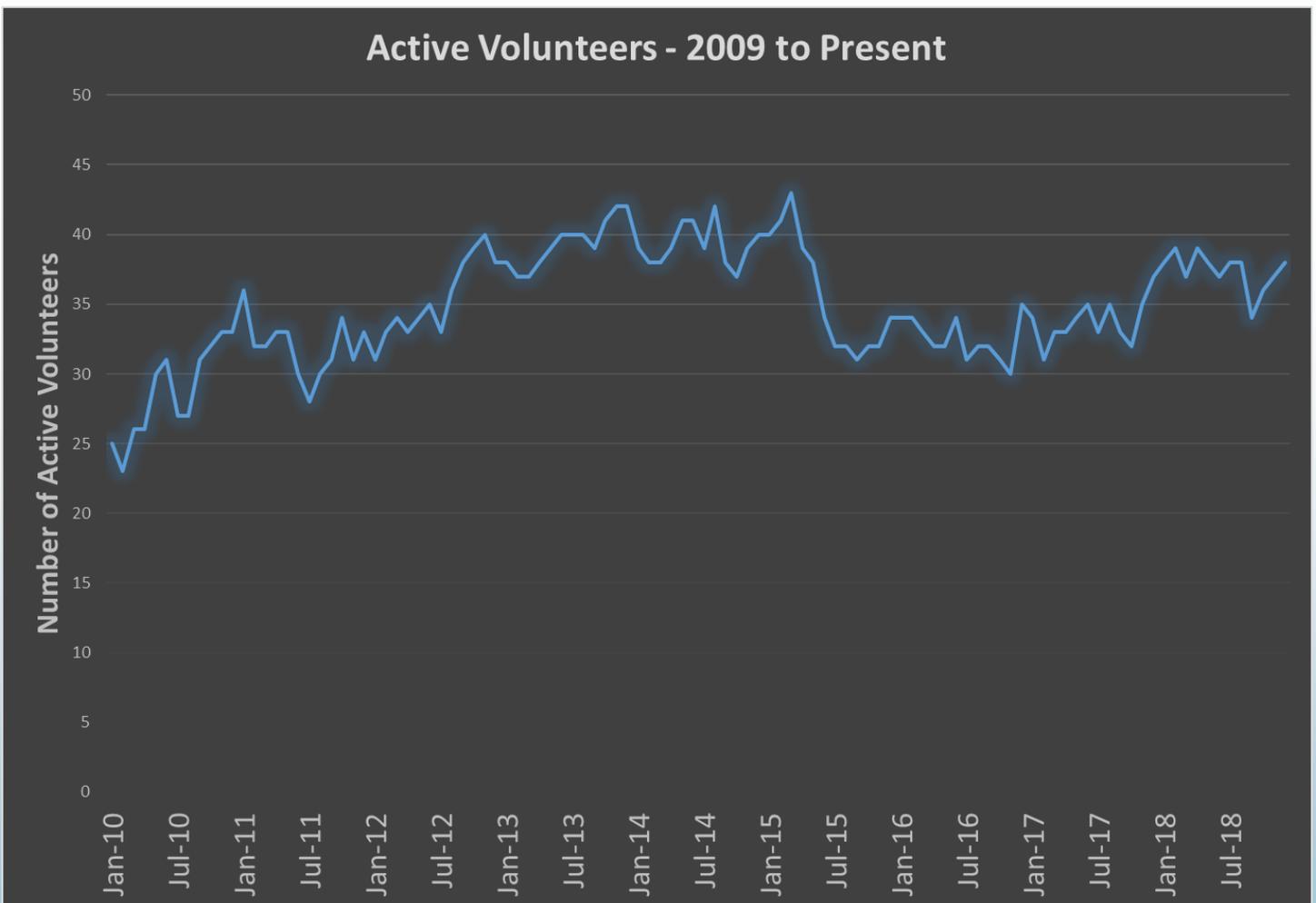
The percent of calls that are staffed with a paramedic continues to increase. We expect to stay above 50% of calls staffed with a paramedic in the future.



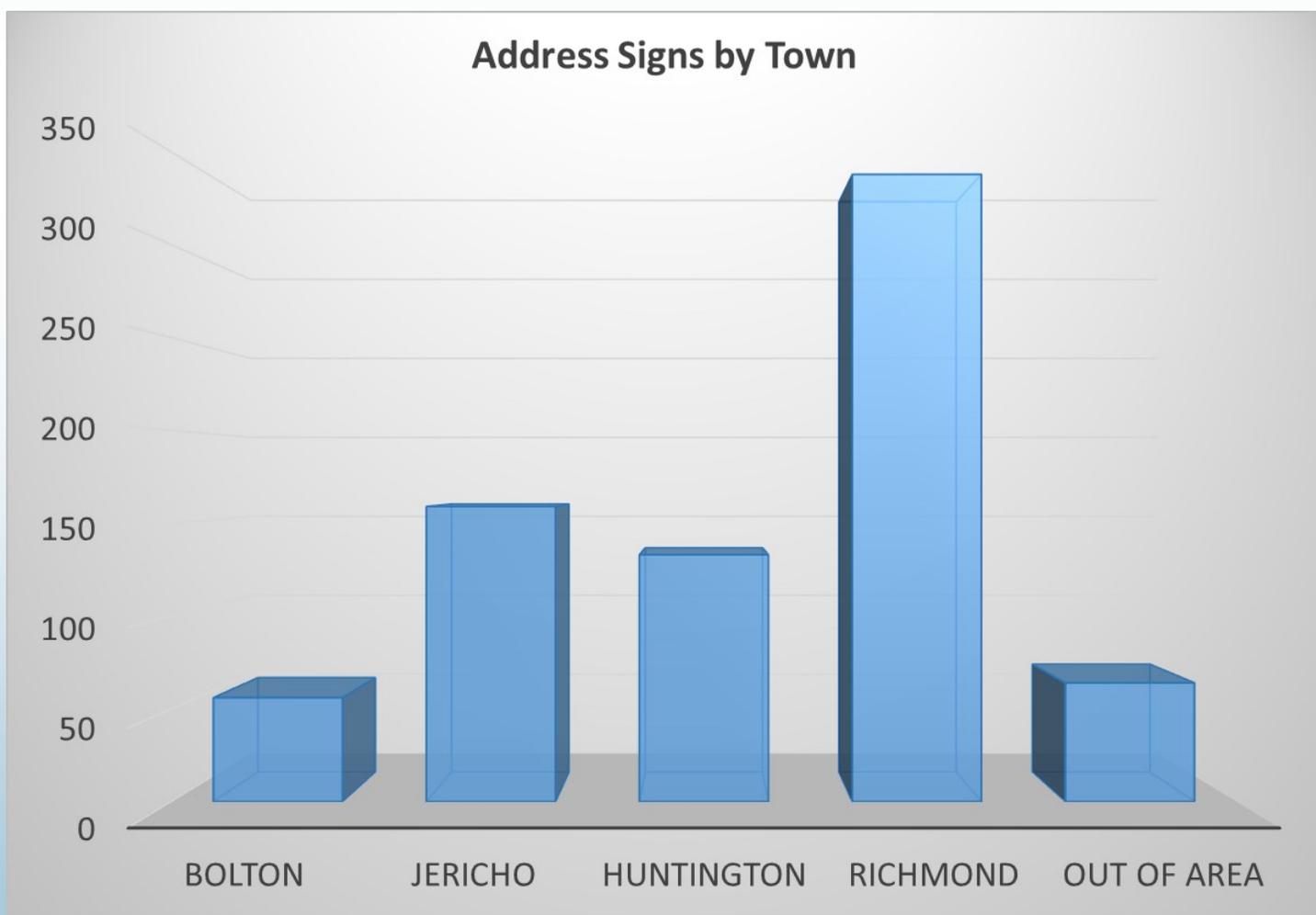
Our volunteers continue to donate a large number of hours each year. In 2018 they donated 24,845 hours. Most of that time was spent at the station ready to respond to a call. Without volunteers, taxpayers would have to pay an additional \$400,000 to remain at a similar level of service. We currently receive \$130,000 in contributions from the town. The remaining \$270,000 of our budget comes from donations and billing for service.



We are currently well staffed with volunteers. Thirty Four active volunteers leaves us with three to four members on a crew and plenty of depth should someone call out at the last minute. We are also fortunate to have a waitlist for membership which allows us to choose the very best fit for a particular opening.



Our E911 address sign program continues to be a huge success. We've just surpassed 750 signs made and orders keep rolling in. You can order one today at <http://www.richmondrescue.org/E911sign.html>. Signs are usually ready to be picked up in less than a day and cost just \$10.



In addition to 911 ambulance service we provide the following services:

- Free car seat fittings on the first and third Tuesday from 9am to noon
- Biennial bike helmet giveaway: We gave away more than 100 bike helmets in 2018.
- Provided CPR and First Aid training to more than 300 individuals last year
- Continued to work with the Town of Richmond to maintain their HeartSafe designation
- Our backcountry team (Camels Hump Backcountry Rescue) provided assistance on fourteen wilderness emergencies

