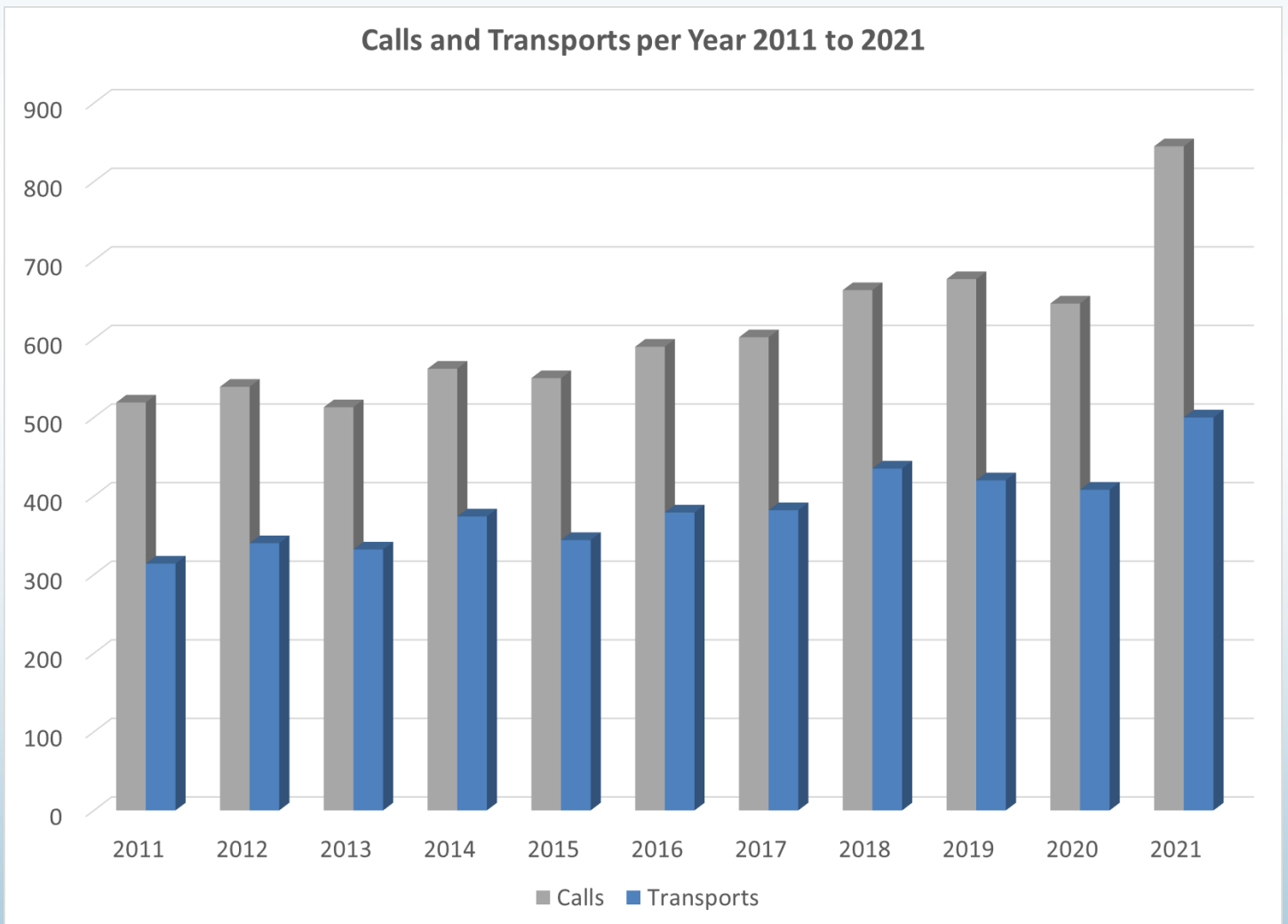




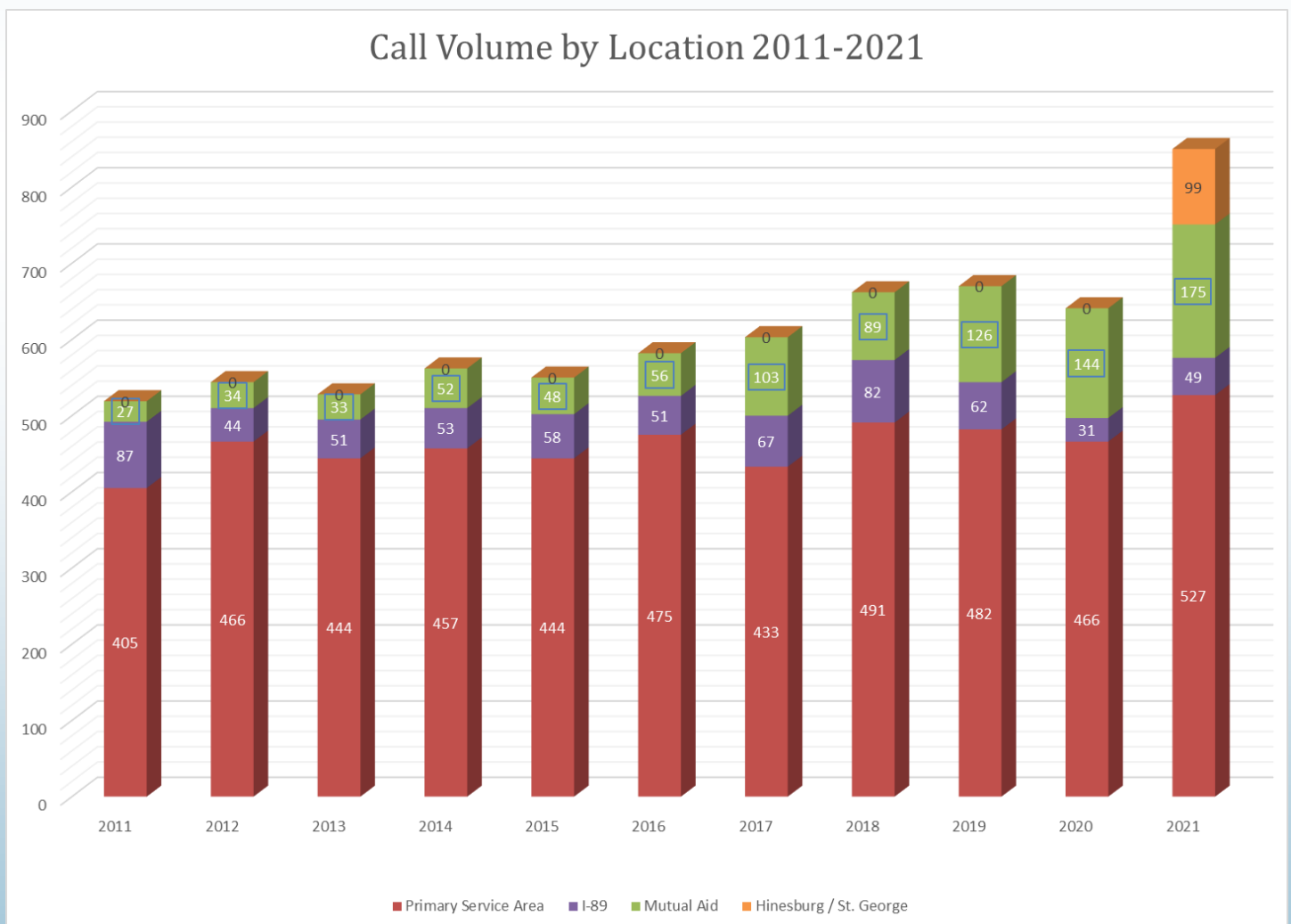
2021

Statistical Summary

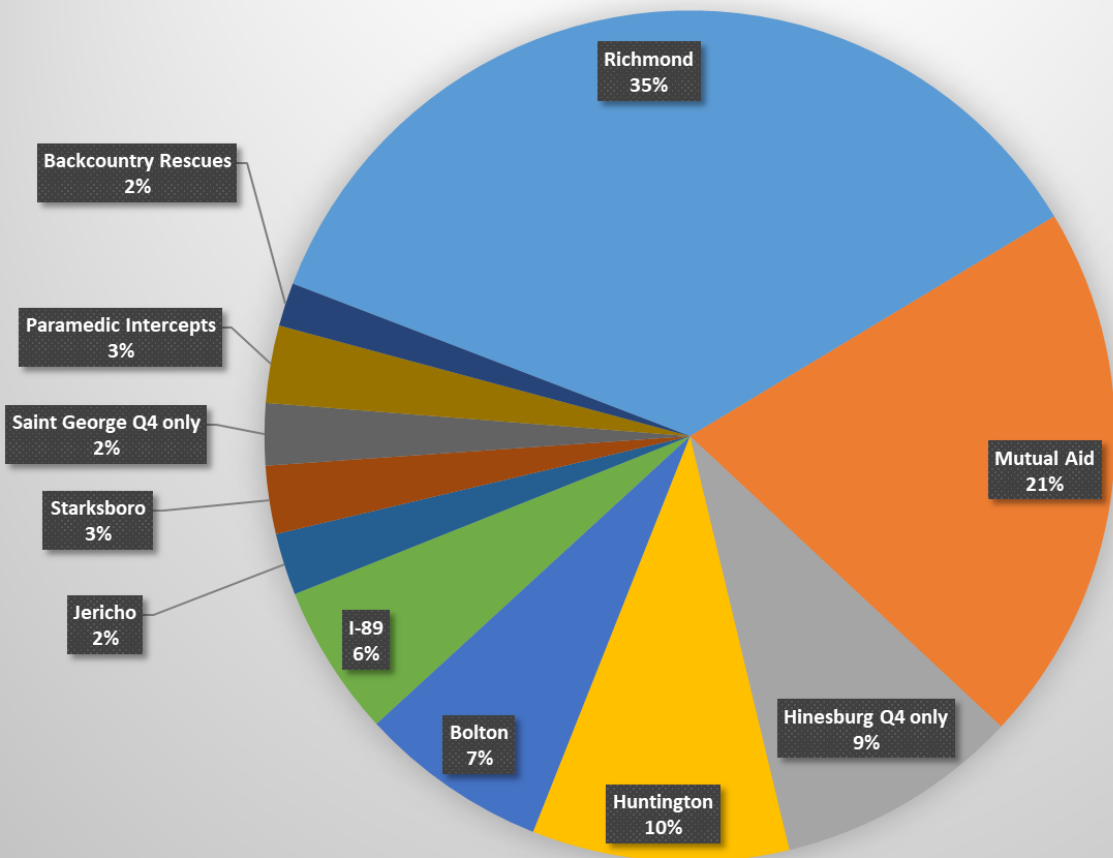
2021 ended with 845 calls and 500 transports. In the fourth quarter we started providing ambulance service to the towns of Hinesburg and St. George. This contract runs through June 30, 2022 and is the main driver behind the increase in call volume.



Excluding Hinesburg and St. George, we have been seeing a steady 2.5% increase in call volume in our primary service area since 2015. We have also seen a substantial increase in mutual aid calls. This is due to other services also seeing their call volumes increase.

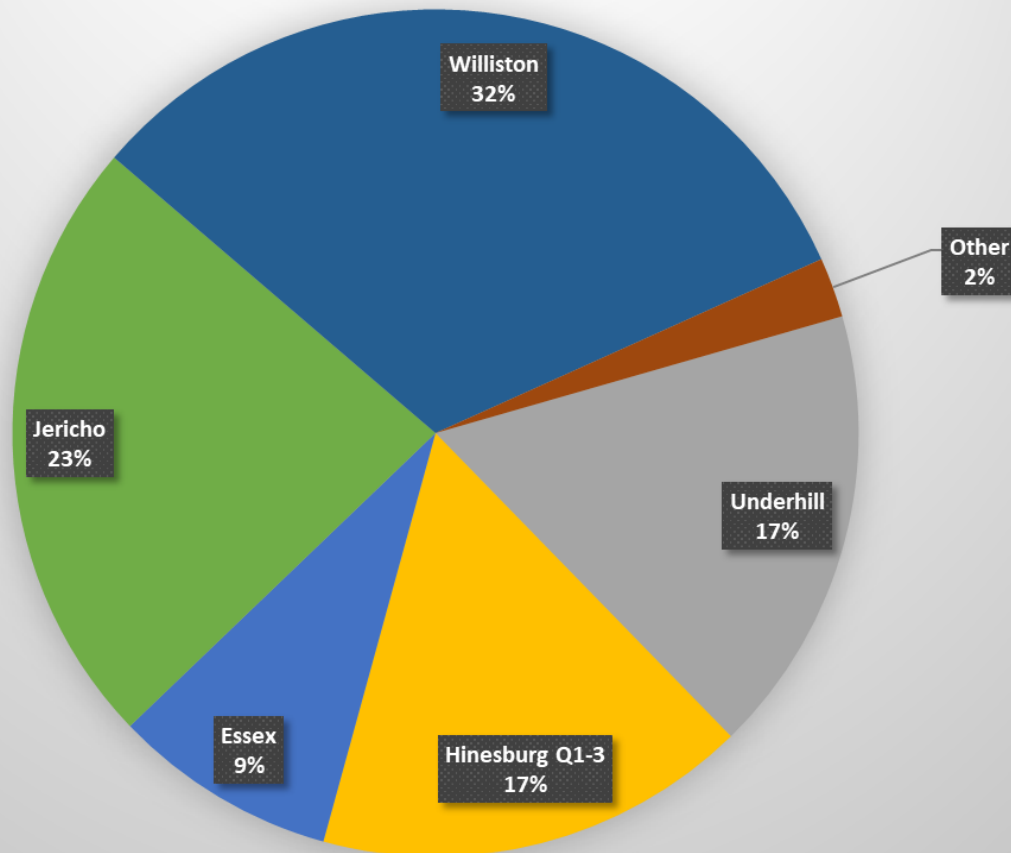


Location of Calls - 2021

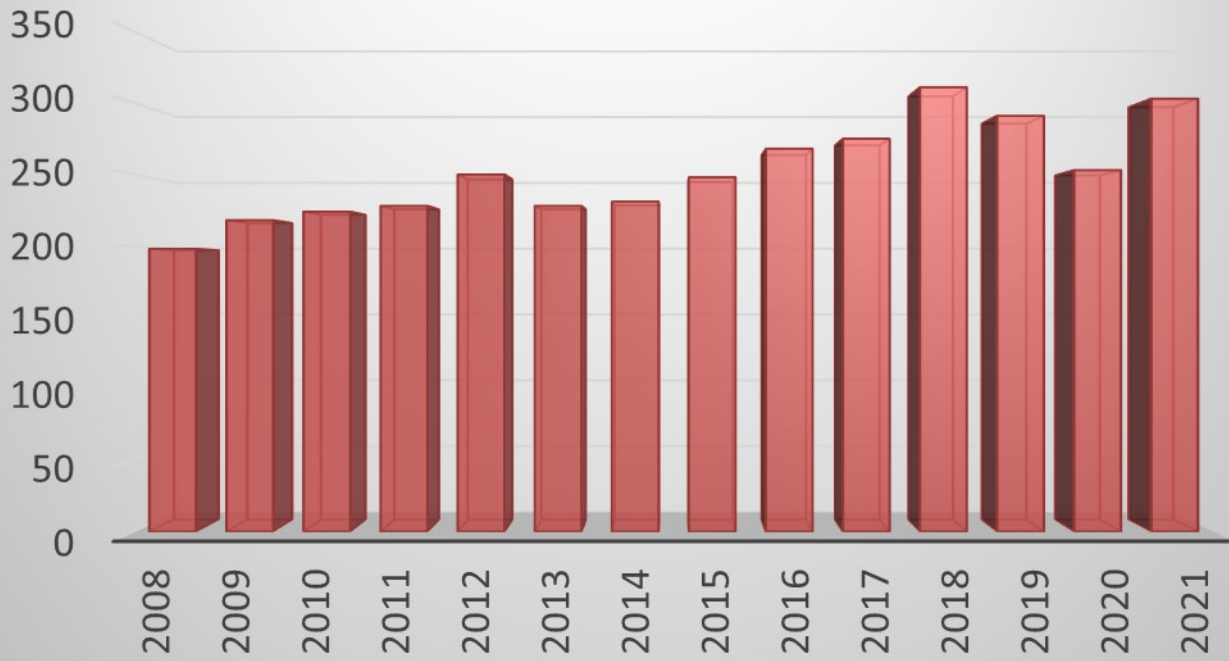


When a town's primary ambulance is out on a call and another call comes in we rely on a system of mutual aid for assistance. We provided 175 mutual aid responses to our neighbors and we received assistance from neighboring agencies 38 times.

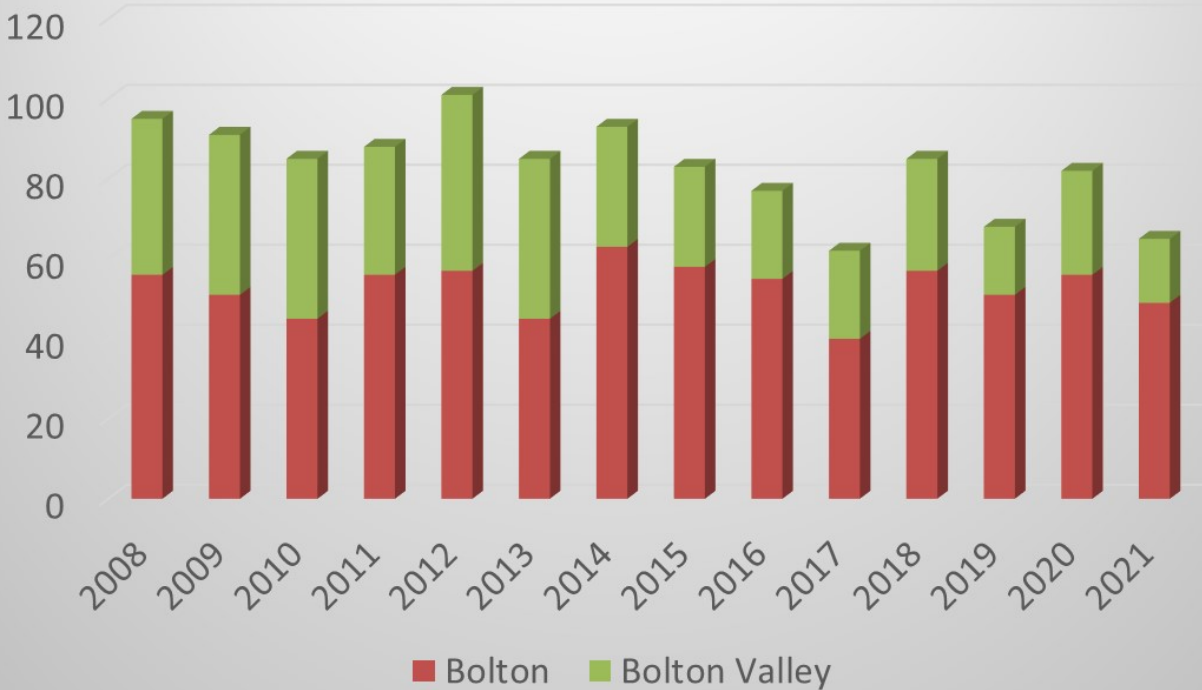
Location of Mutual Aid Calls - 2021



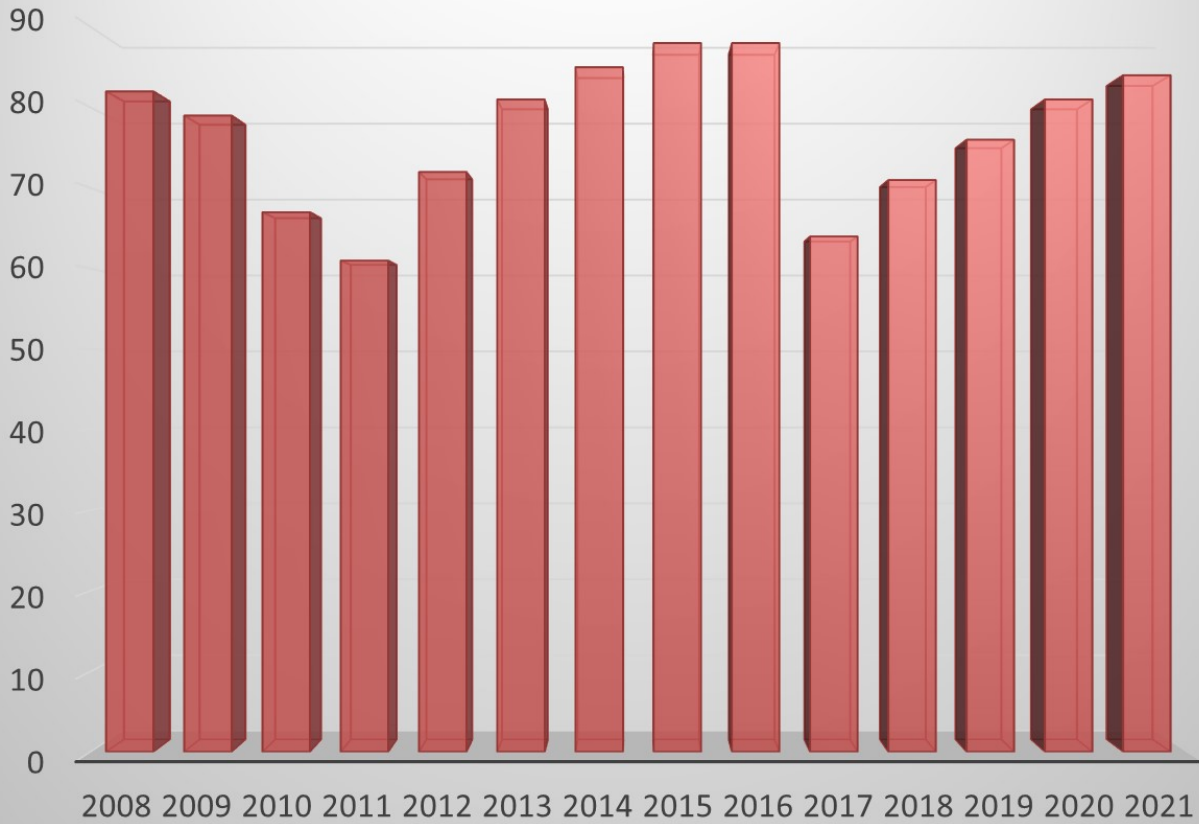
Calls per Year - Richmond



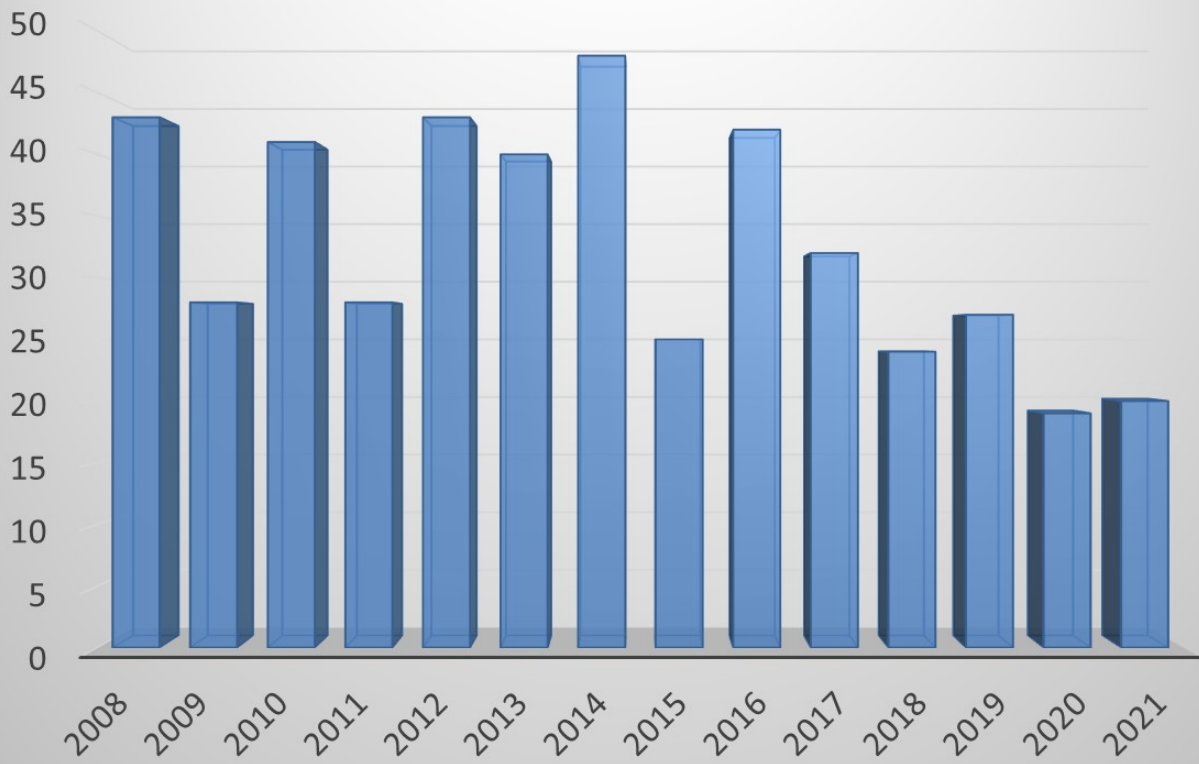
Calls per Year - Bolton & Bolton Valley Ski Area



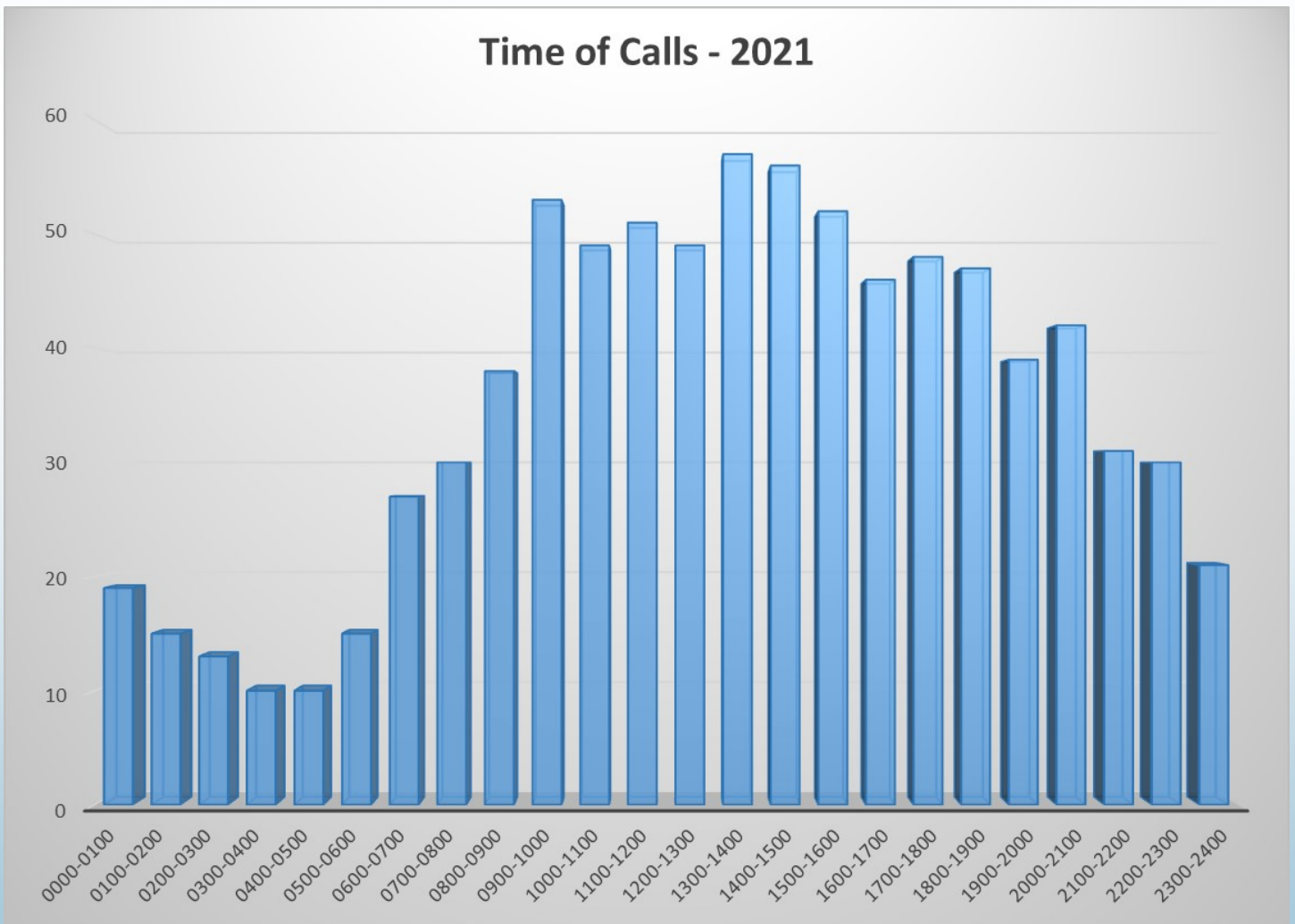
Calls per Year - Huntington



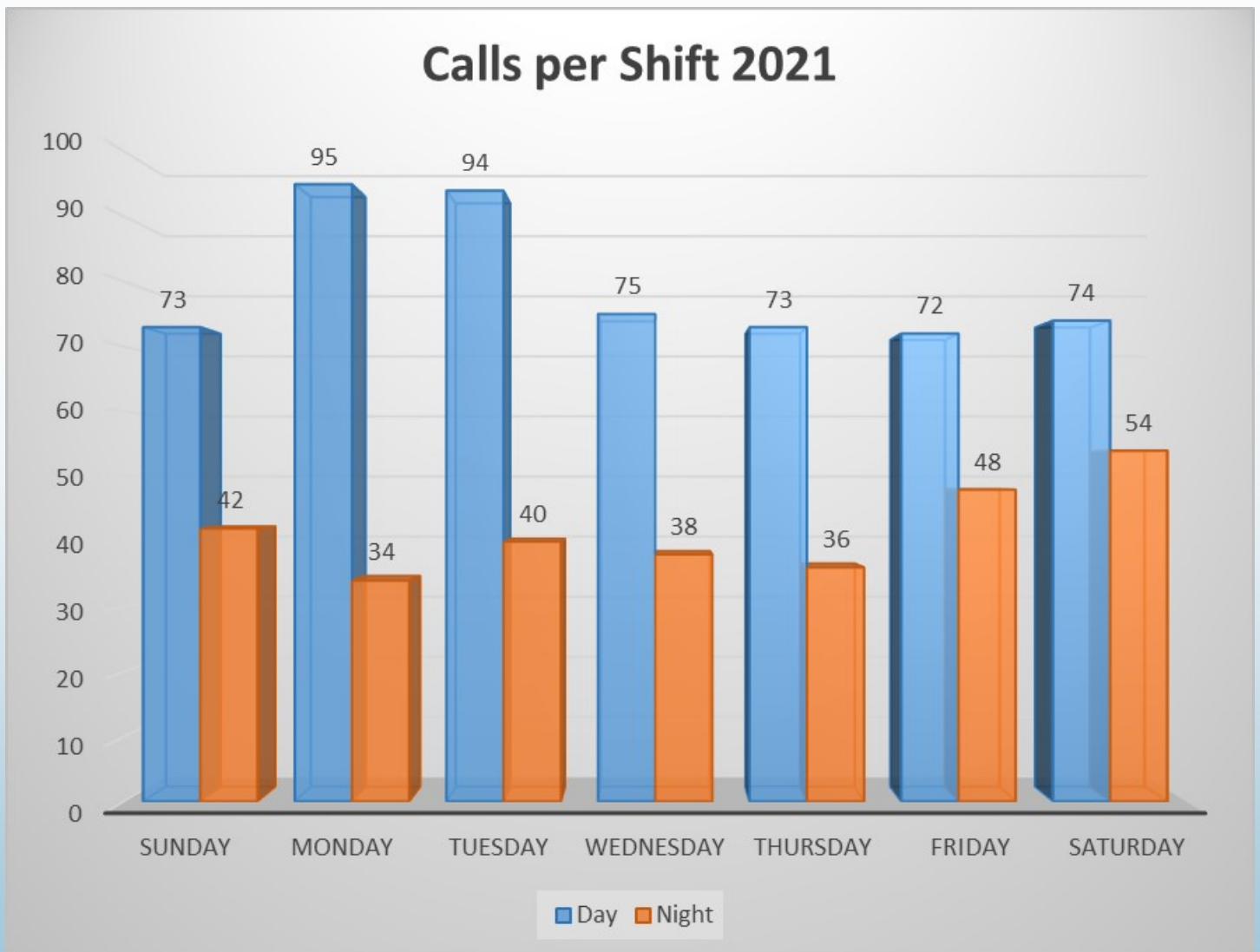
Calls per Year - Jericho



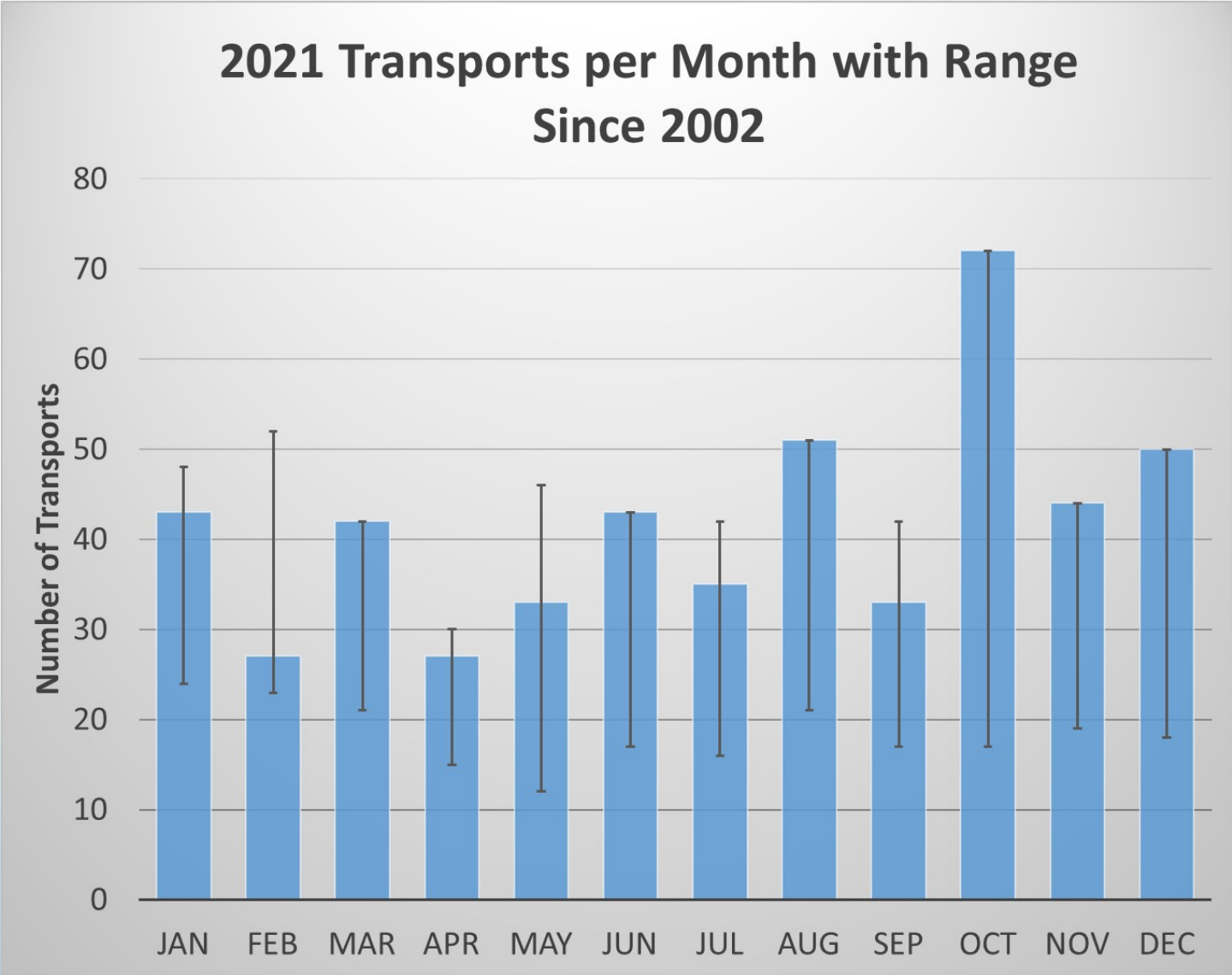
The distribution of calls was similar to past years. The busiest eight hour period was 9am to 5pm accounting for 48.7% of our total calls. The quietest eight hour period was from 11pm to 7am accounting for just 15.3% of our total calls.



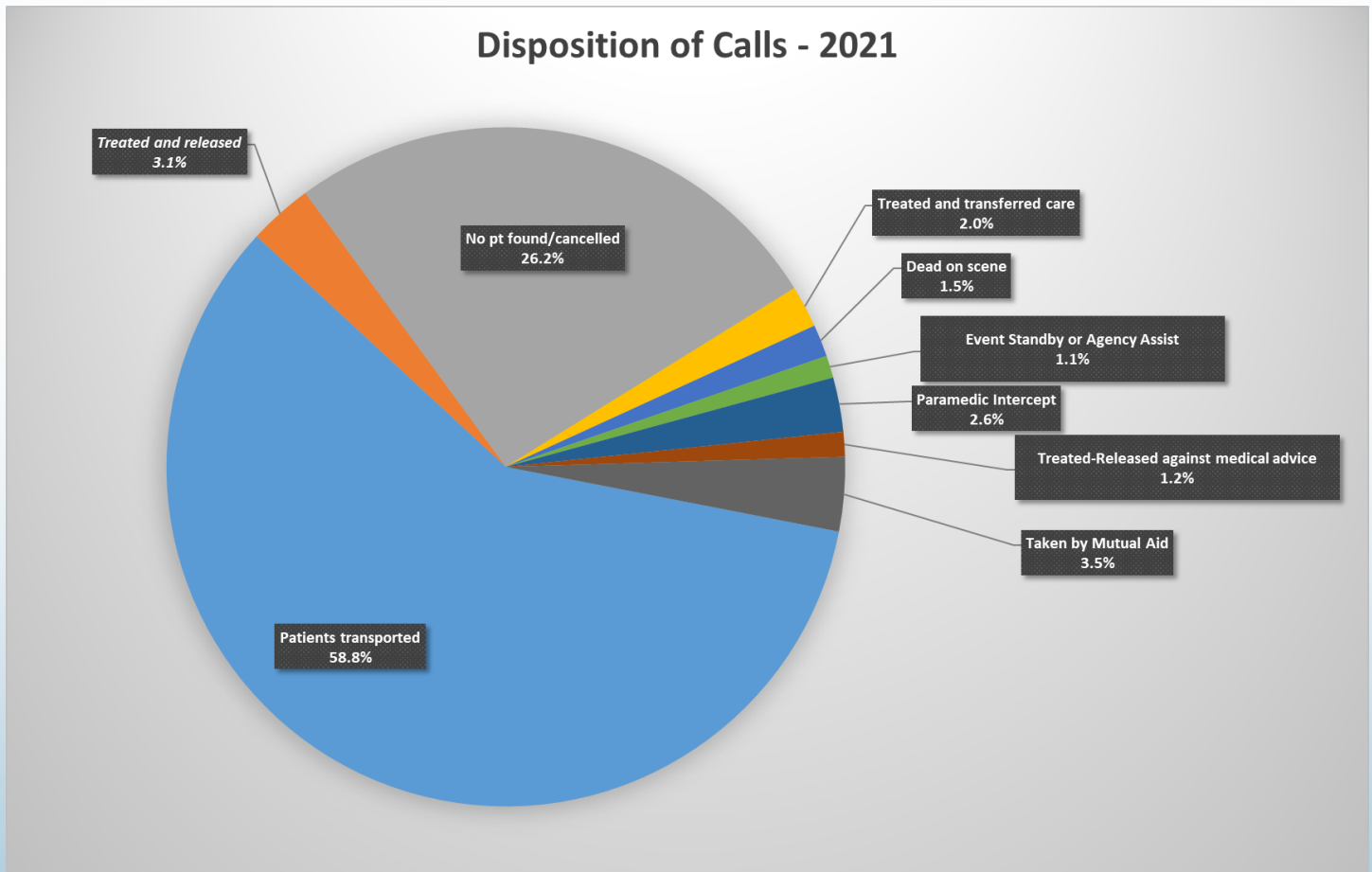
Shifts are run from 6am to 6pm and 6pm to 6am each day and night. The call distribution varies from year to year and rarely shows much consistency. Day shifts account for 66% of the total call volume.



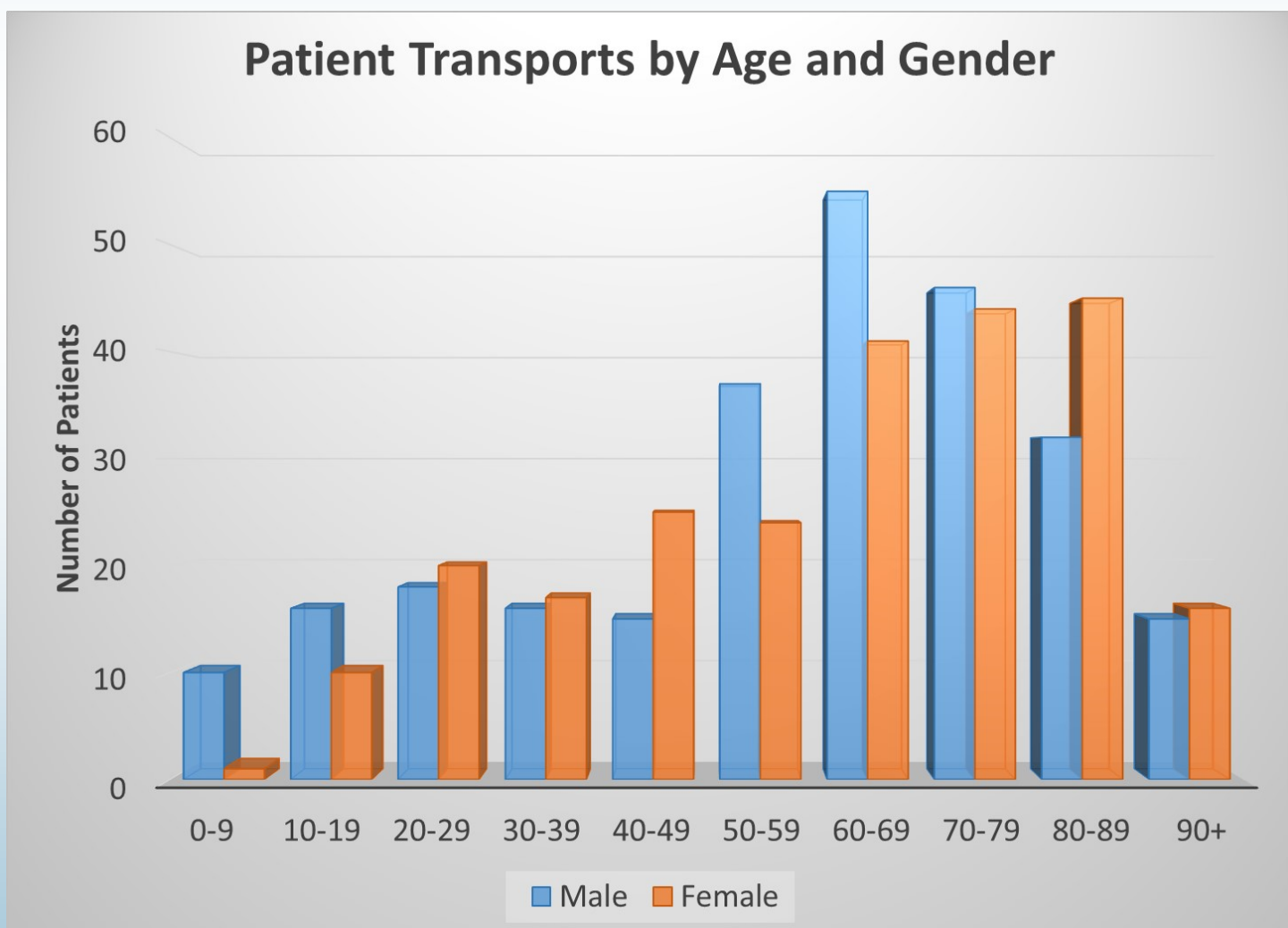
Record highs were set in March, June, and August. Records were also set in October, November, and December, but those were due to the increased call volume in Hinesburg and St. George.

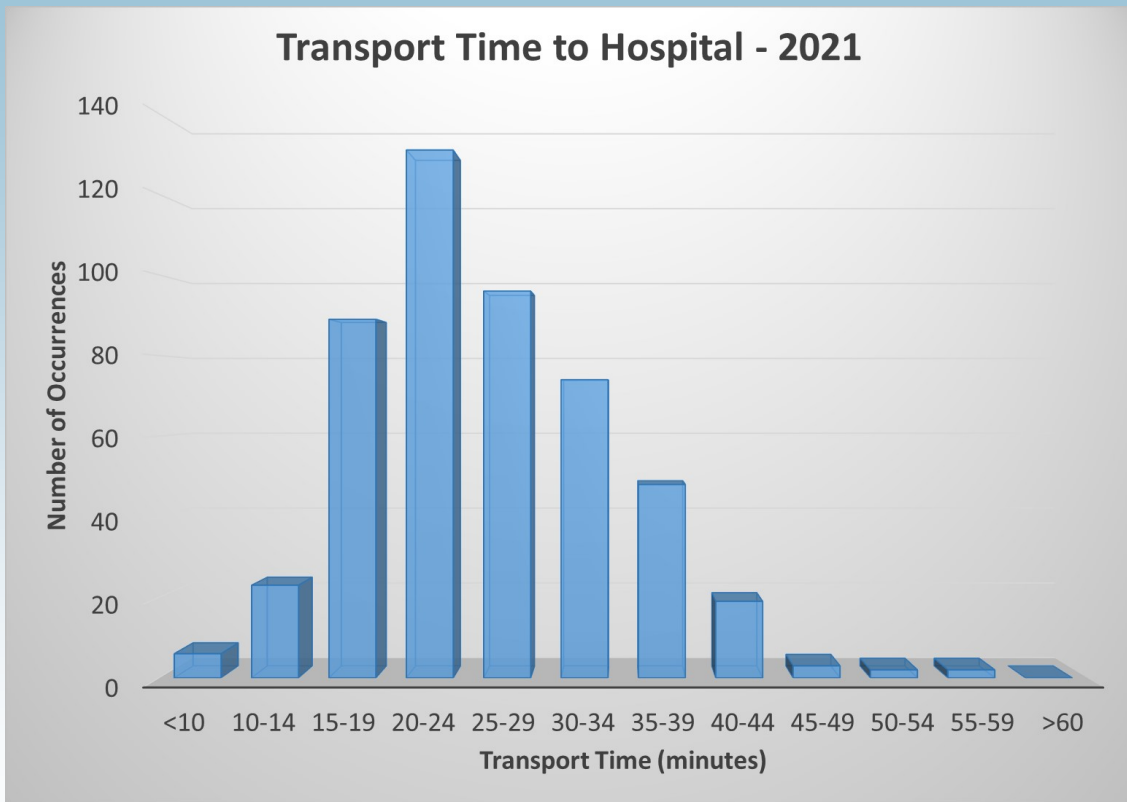


Last year only 58.8% of our calls/patient contacts resulted in a patient being transported to the hospital. Many times we can provide treatment on scene or we can consult with a physician at the hospital to determine the best mode of transportation for the patient.

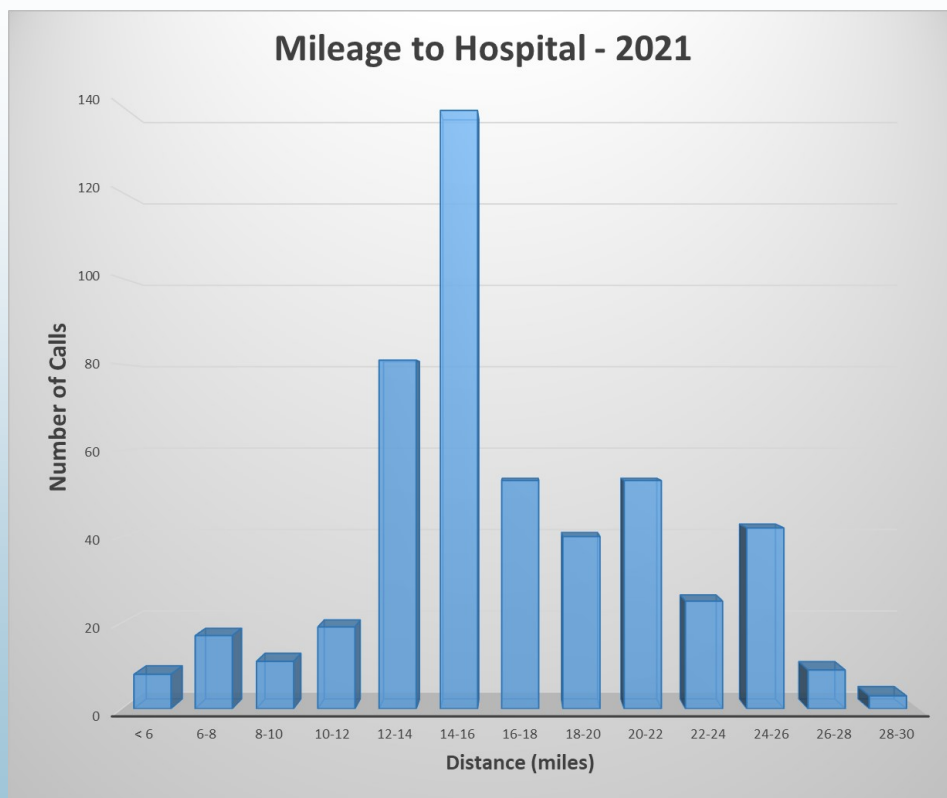


Women accounted for about 48% of our patients that were transported. The State of Vermont has an equal mix of men and women.

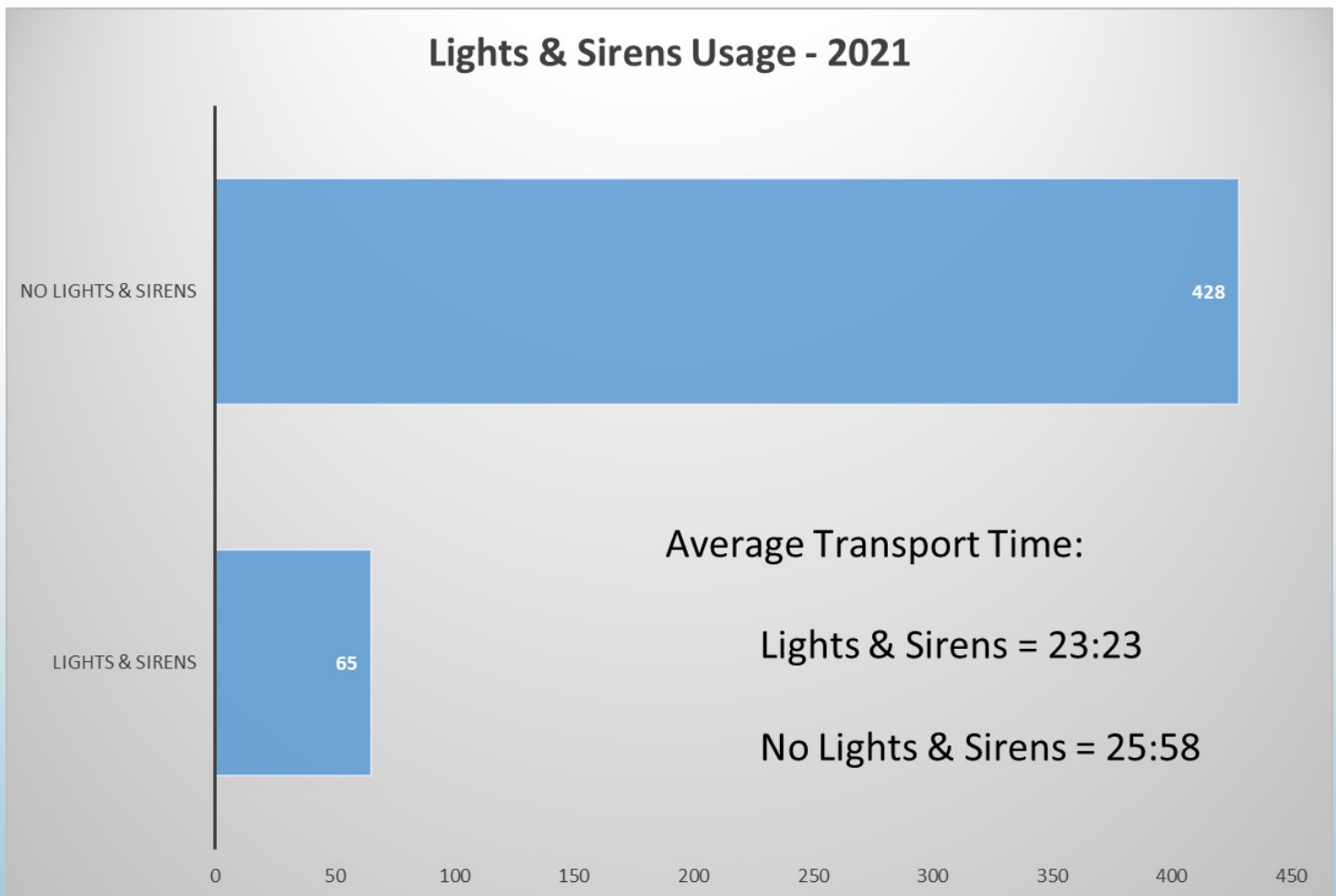




Our service area is a long way from the hospital. Our average transport time is about 26 minutes. This gives us plenty of time to stabilize and manage challenging medical conditions.

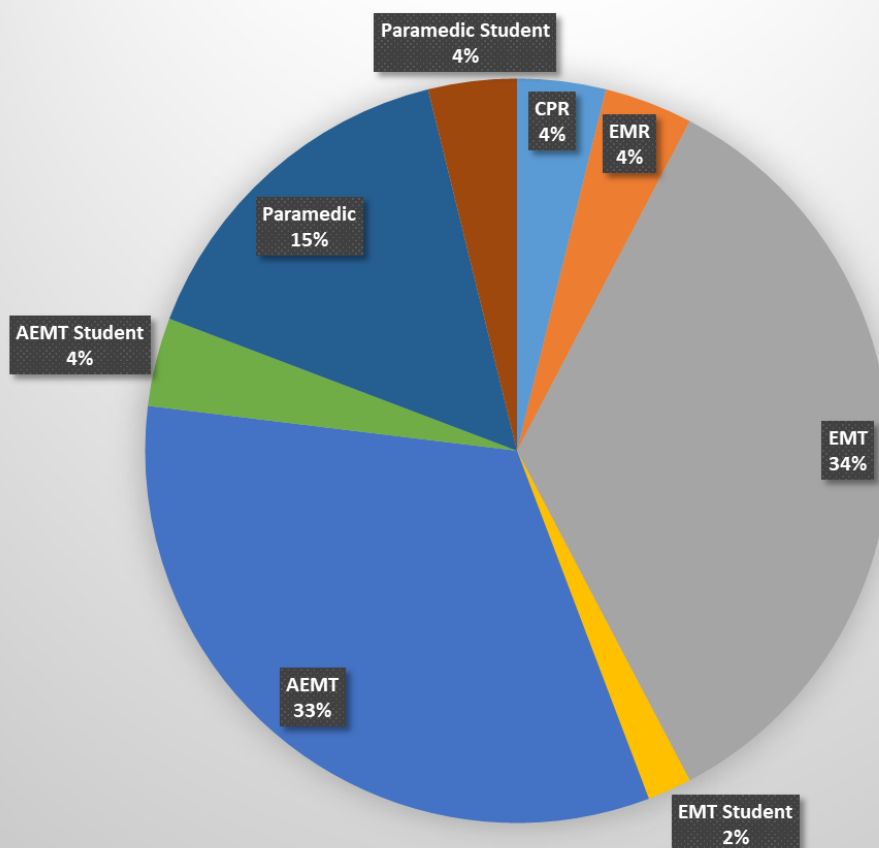


In 2021 we transported 13% of our patients using our lights and sirens. We reserve the use of lights and sirens for those that would benefit from a faster transport (heart attack, stroke, cardiac arrest, major trauma). The difference in transport time is only about two and a half minutes.

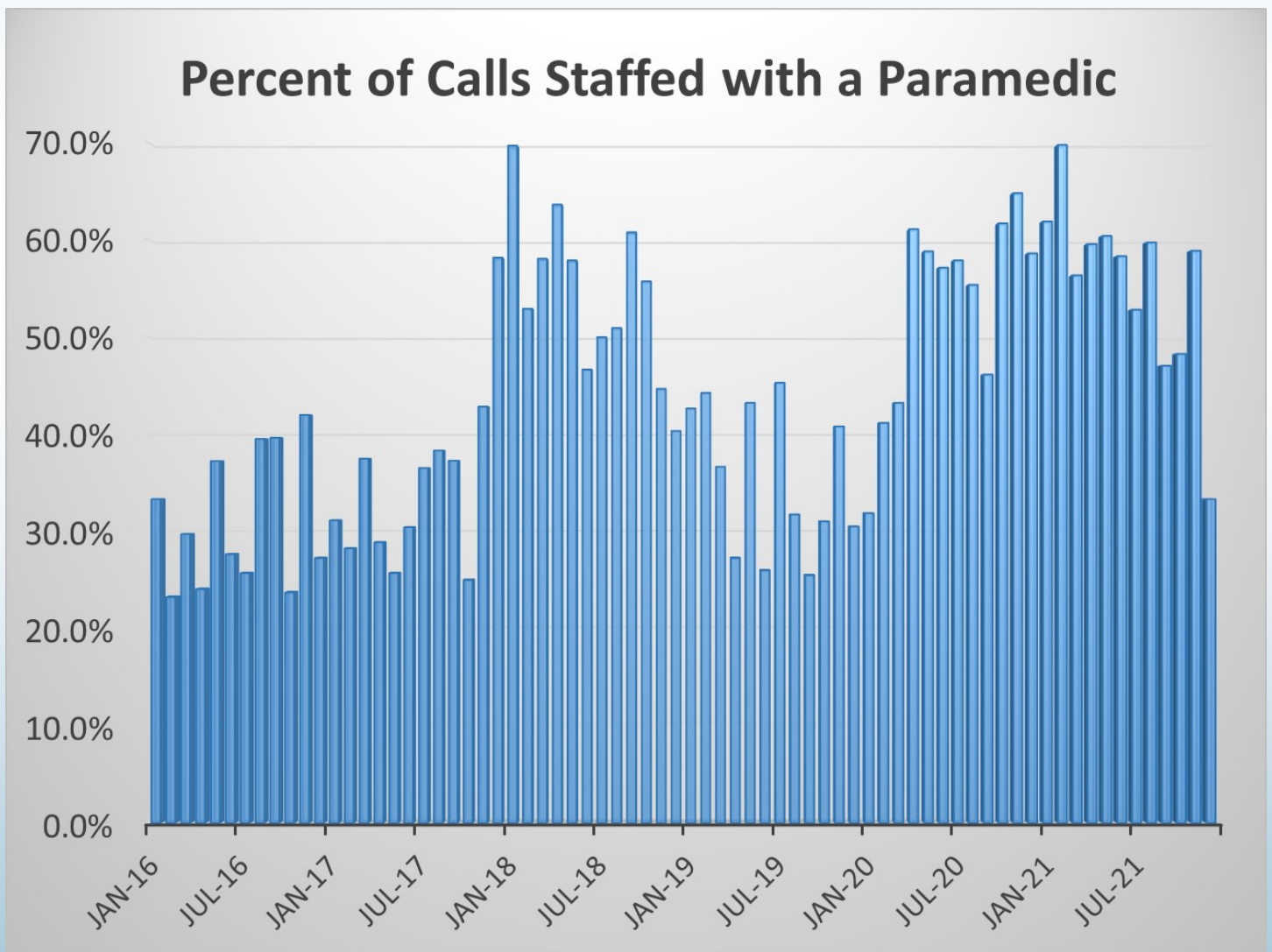


We aim to have a paramedic on duty whenever possible. There are two full-time and seven part-time paramedics providing the highest level of prehospital care available to our patients. When one of our paramedics is not available we can call on paramedics from neighboring services to provide us with a 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 2021

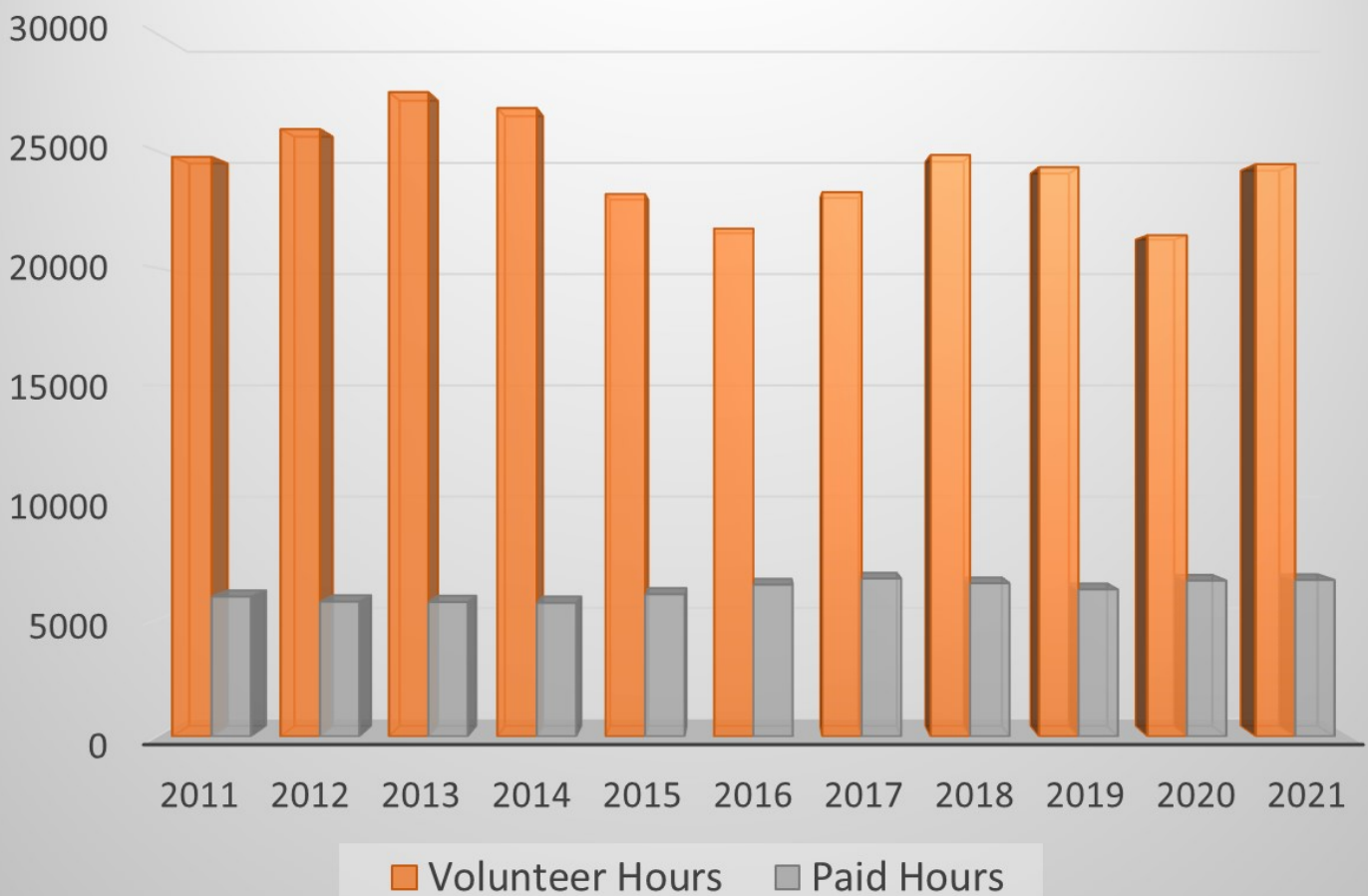


In 2021, 54% of calls were staffed with a paramedic. 99% were staffed with at least an Advanced EMT.

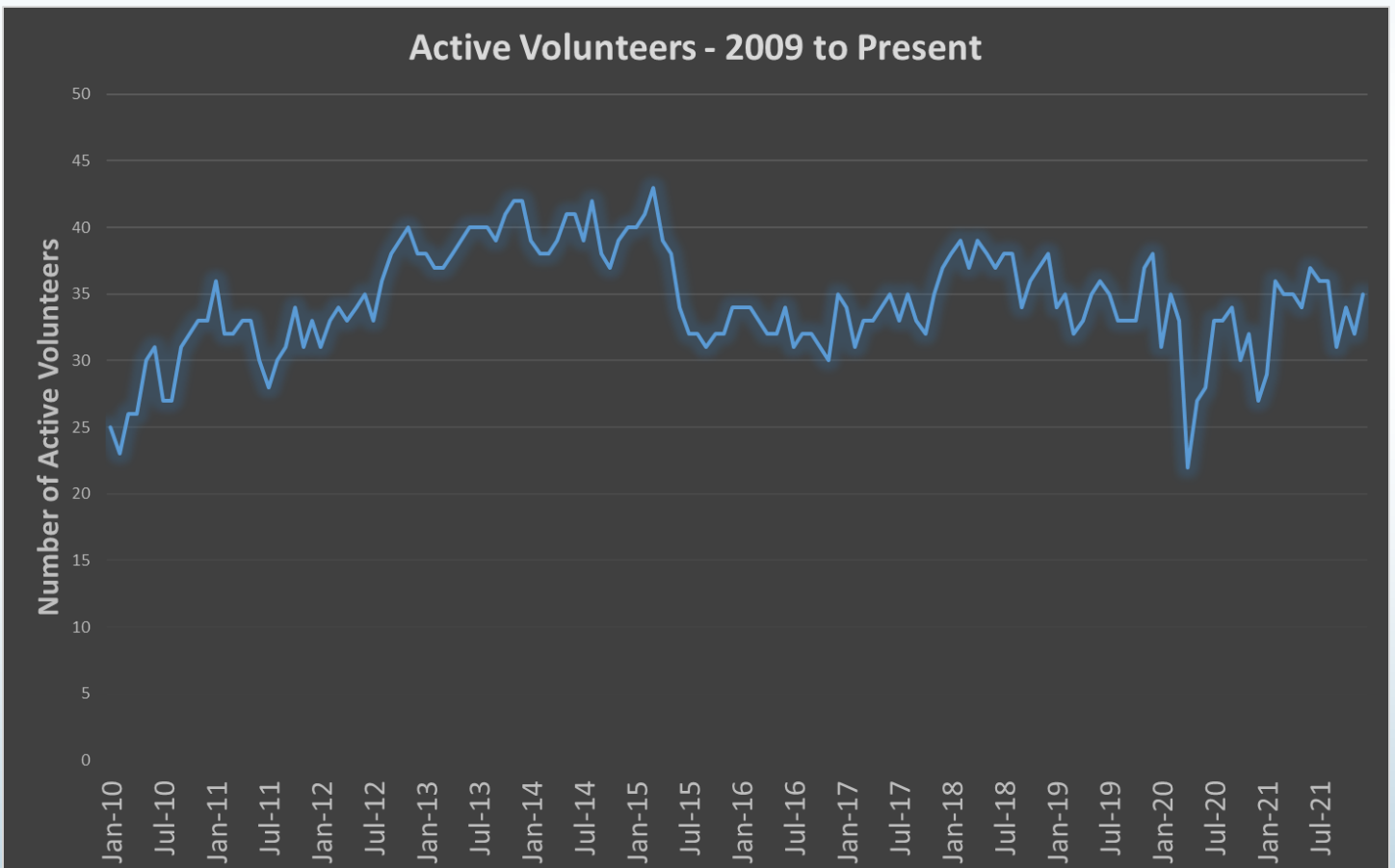


Our volunteers continue to donate a large number of hours each year. In 2021 they donated 24,448 hours. Most of that time was spent at the station ready to respond to a call. Without volunteers, taxpayers would have to pay an additional \$400,000 to remain at a similar level of service. We currently receive \$194,000 in contributions from the towns. The remaining \$390,000 of our budget comes from billing for service and donations.

Volunteer and Paid Hours 2011 to 2021

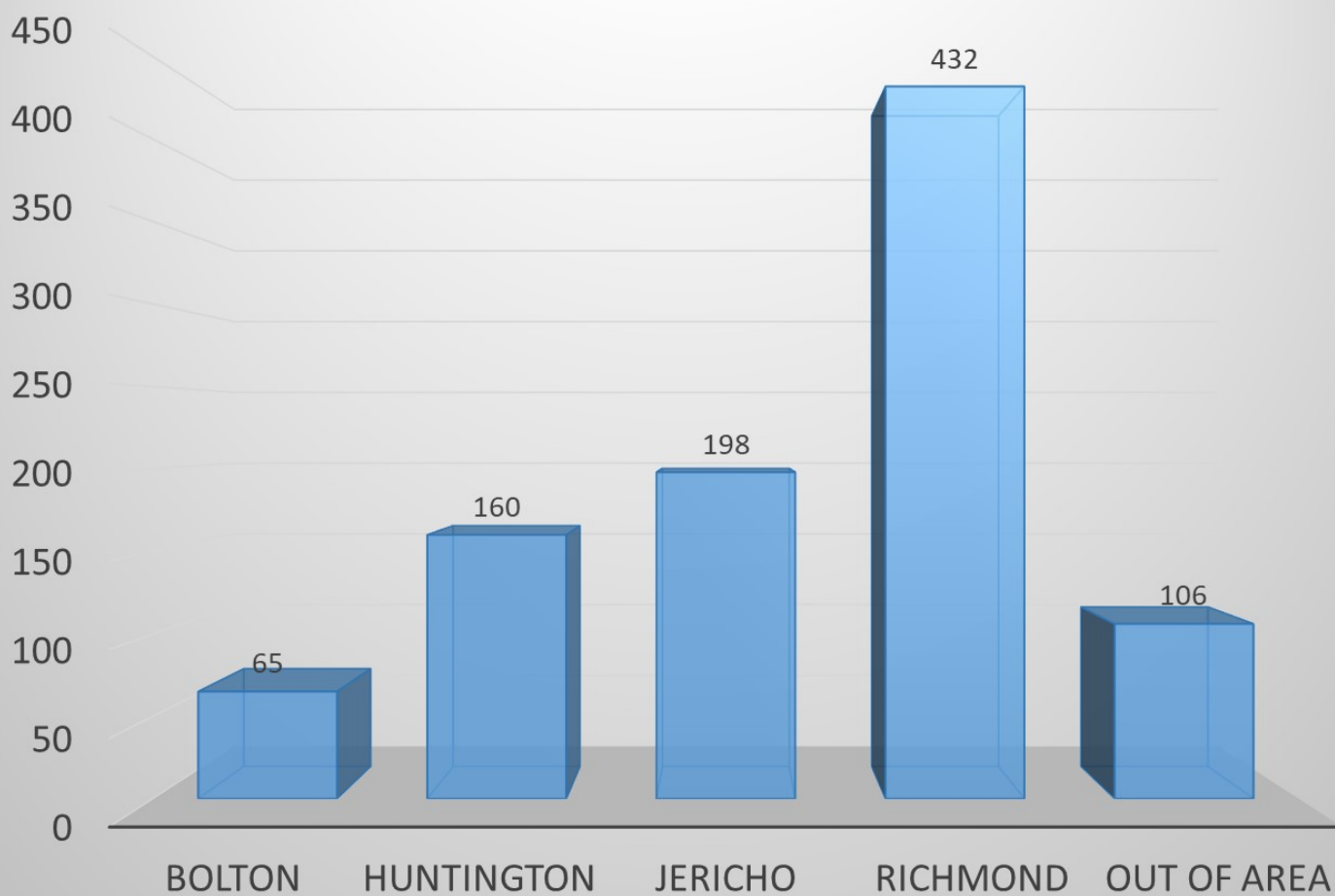


We are currently well staffed with volunteers. Thirty Four active volunteers leaves us with three to four members on a crew and plenty of depth should someone call out at the last minute. We are also fortunate to have a waitlist for membership which allows us to choose the very best fit for a particular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



Our E911 address sign program continues to be a huge success. We've just surpassed 960 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.

E911 Address Signs Sold per Town



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

- Free car seat fittings are available by appointment by emailing car-seats@richmondrescue.org
- Biennial bike helmet giveaway: We'll be doing our next one in spring of 2022 (COVID permitting).
- CPR and First Aid training - Email cprcenter@richmondrescue.org for information
- HeartSafe designation in the Town of Richmond as well as Automated External Defibrillator (AED) placements in other towns we serve
- Backcountry Search & Rescue services with the Camels Hump Backcountry Rescue Team



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