



TOWN OF RICHMOND
RICHMOND TOWN CENTER
203 Bridge Street, P.O. Box 285
Richmond, Vermont 05477



April 4, 2022

RE: 2022 Vermont EMS Awards

Dear Merrill Pine,

The Selectboard of the Town of Richmond would like to nominate Richmond Rescue for the Ambulance Service of the Year award. We wish to recognize Richmond Rescue on behalf of all Selectboard members as well as many residents of the Town of Richmond. The members of the Richmond Rescue Ambulance team should be recognized for their dedication to service, commitment to excellence, compassionate culture, and community education.

Richmond Rescue provides 911 ambulance service to the towns of Richmond, Bolton, Hinesburg, Huntington, and southern Jericho. Richmond Rescue has operated as a non-profit business since 1971 with a current staff of 40 active volunteers, 3 full time staff and a few part time employees. Volunteers donate more than 25,000 hours of time each year. Richmond Rescue is able to get an ambulance on the road in about one and a half minutes. In a recent 2021 Patient Satisfaction Survey, over 78% of patients felt that the response time of ambulance is 4 (fast) or 5 (very fast) while responding to seven different locations spread over 350 square miles.

The staff and volunteers of the Richmond Rescue 911 ambulance service are committed to excellent service amidst the challenges of seasonal weather and risky terrain. The ambulance service is a trusted partner for local businesses and recreational destinations. In the winter, the ambulance service often responds to emergency calls at Bolton Valley Ski Resort or backcountry adventures from Mt. Mansfield to Camels Hump. In the summer, they often deal with dangerous situations on hiking trails or at local swimming spots in the Huntington Gorge or the Bolton Potholes. The ambulance service is also a committed partner providing peace of mind and smiling faces for local events like the Fourth of July Parade, GMAA Round Church Women's Run, Rooted Vermont Bike Race, and weekly Richmond Farmer's Market. Over 85% of the patients reported that "the crew presented them professionally" and over 87% reported that "the ambulance crew was thorough in their examination of their problem" (2021 Patient Satisfaction Survey).

The 911 ambulance service is a dedicated and skilled local service provider that excels in compassionate, personalized service. The 2021 Patient Satisfaction Survey clearly illustrated that the Richmond Rescue ambulance crew:

- acted in a caring and compassionate manner (over 76% outstanding)
- clearly explained the care and procedures they were providing and responded to questions (over 83% outstanding)
- worked together (over 89% outstanding)

The overall satisfaction with Richmond Rescue was rated outstanding by 82% of its patients. It is obvious that the ambulance service team provides a trusted and caring environment amidst the technical and stressful challenges of the job. Richmond Rescue also contributes to community health initiatives. They have placed and maintained 10 Automated External Defibrillators (AEDs) in prioritized locations, given away over 250 bike helmets to kids, checked nearly 50 car seats for safety, administered COVID vaccinations, and provided First Aid, CPR, and Babysitting safety courses.

Richmond Rescue is most deserving of the Ambulance Service of the Year Award. The Town of Richmond Selectboard gladly nominates our local heroes as recipients of this award. The 911 ambulance service should be recognized for their outstanding service in challenging environments with the utmost of professional and personable courtesy. We value our partnership with Richmond Rescue and look forward to celebrating their courageous efforts that continue to keep our community healthy, happy, and hopeful.

Sincerely,

June Heston
Selectboard Chair

David Sander
Selectboard Vice Chair

Bard Hill
Selectboard

Jeff Forward
Selectboard

Jay Furr
Selectboard



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