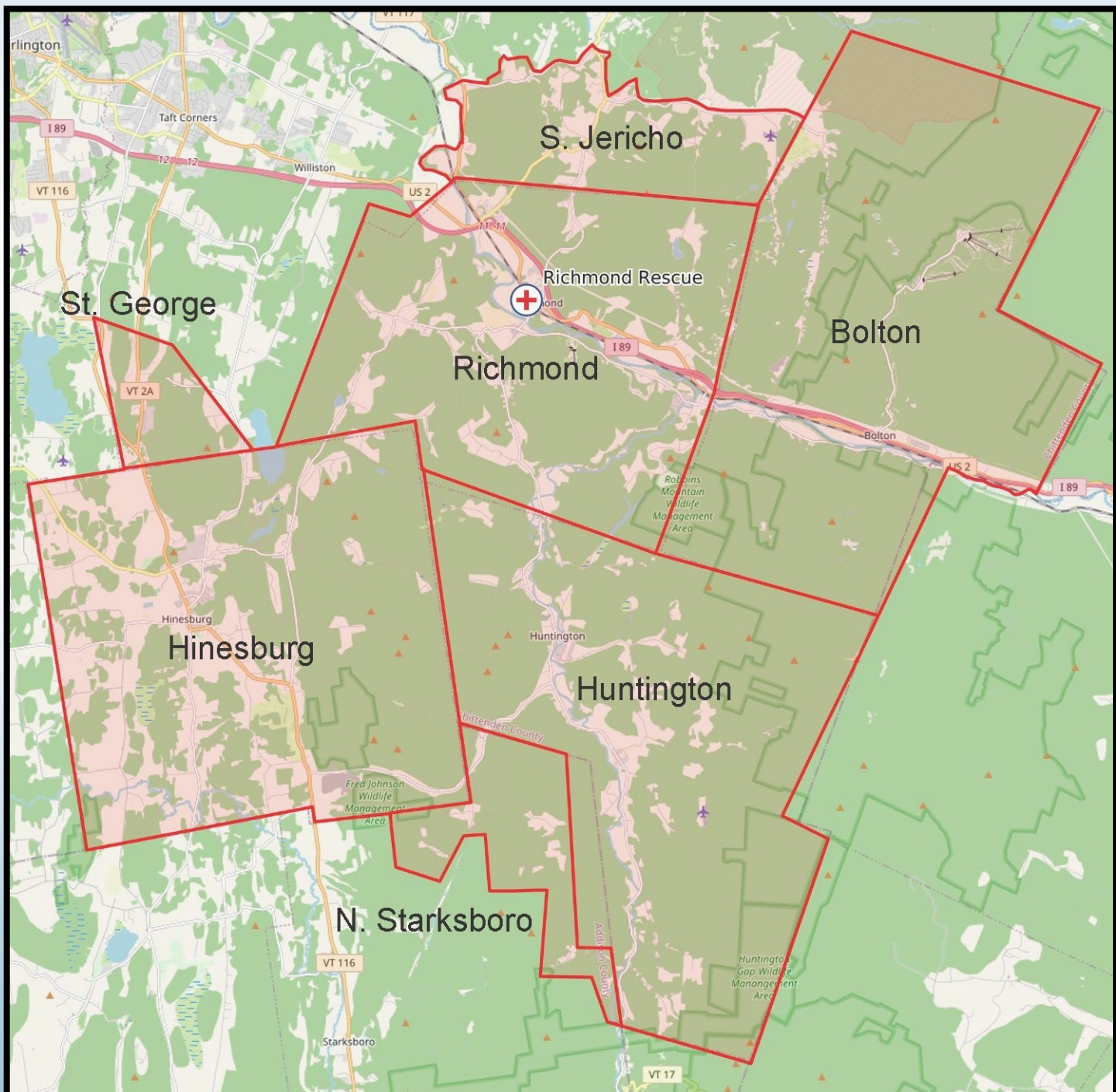




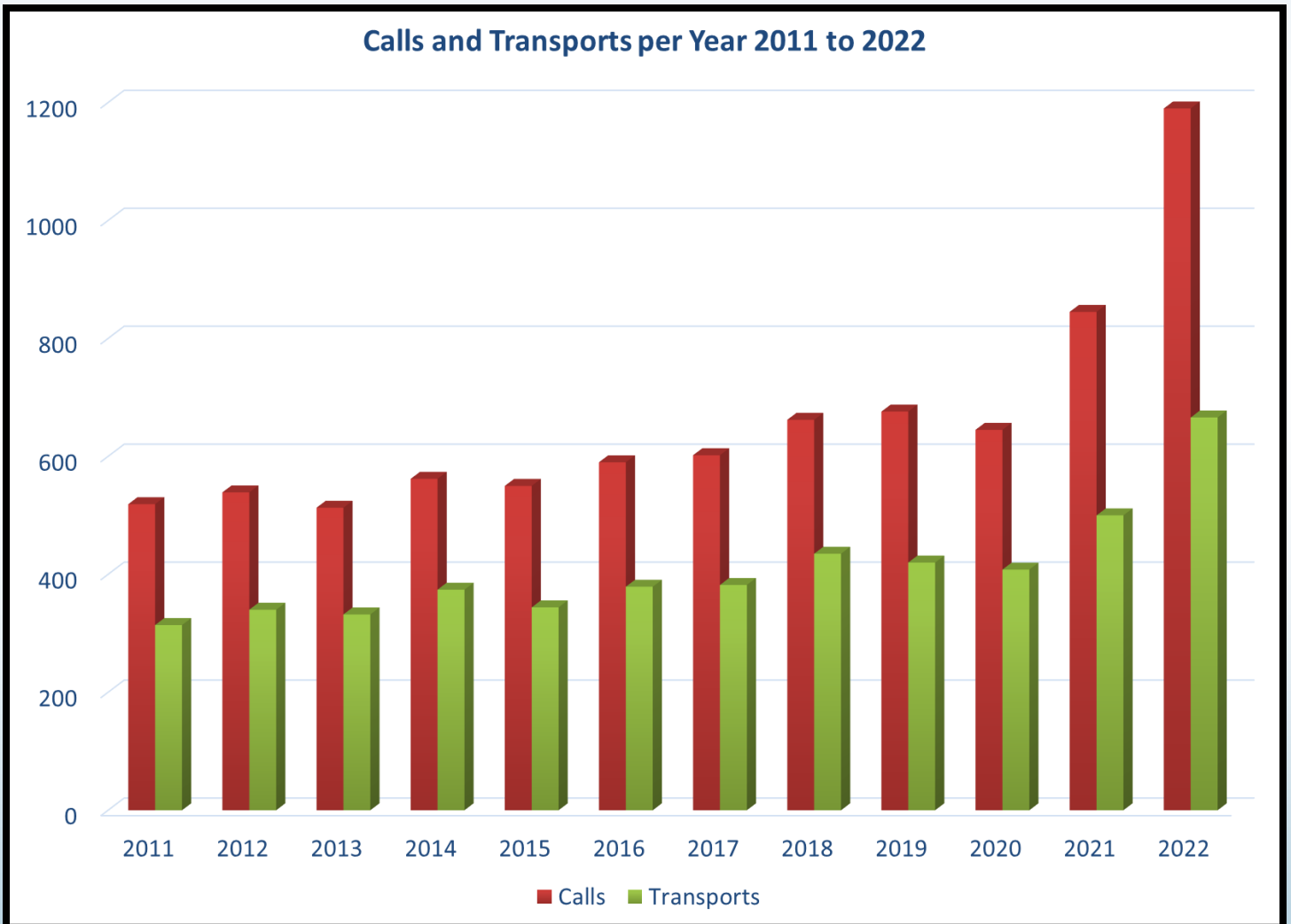
2022

# Statistical Summary

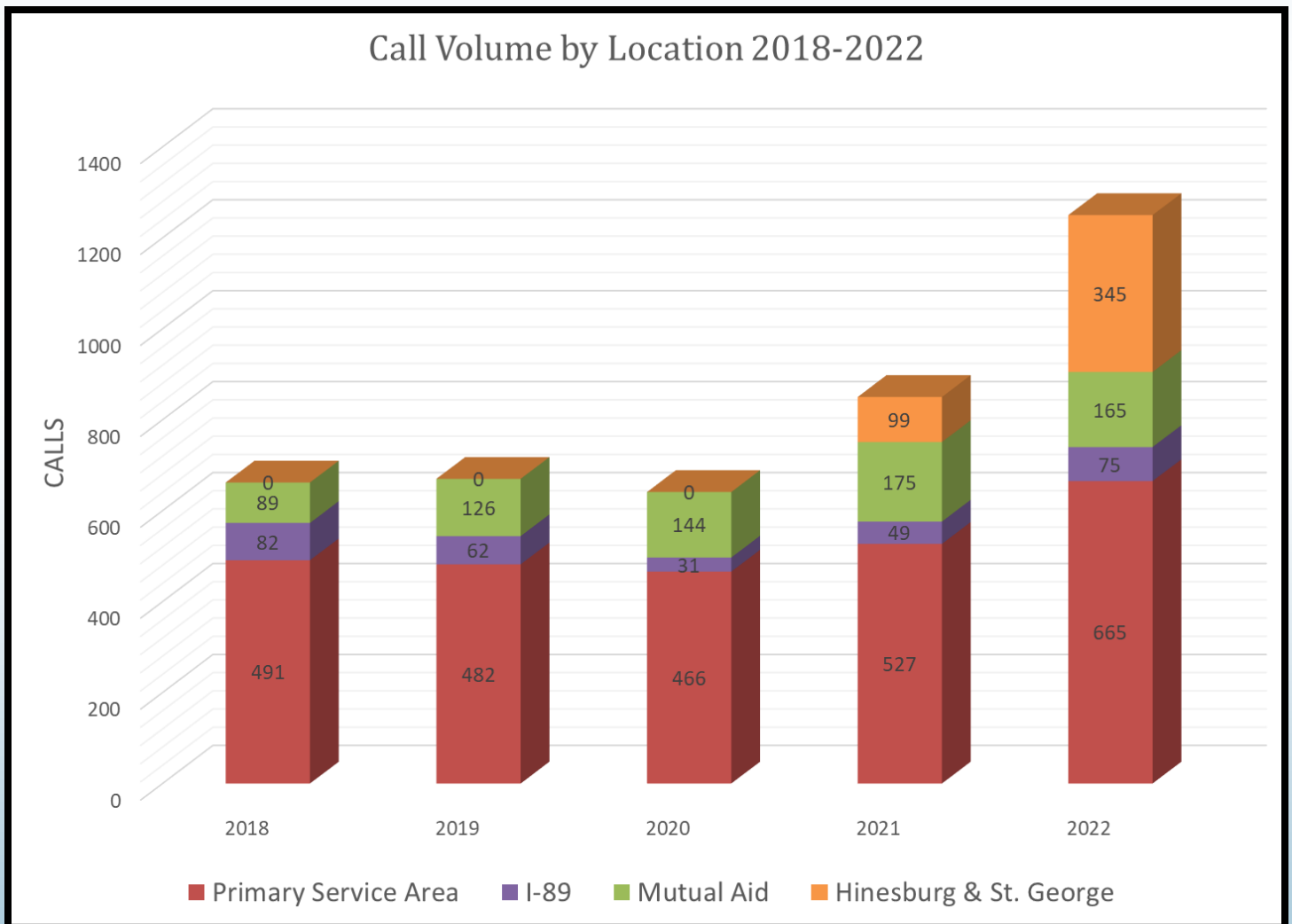
2022 was the first full year that Richmond Rescue began serving the towns of Hinesburg and St. George. With the addition of those two towns, our service area increased to 175 square miles and seven towns. It is the largest service area of any ambulance service in Chittenden County. We strongly believe that regionalization is an important part of controlling the cost of ambulance service.



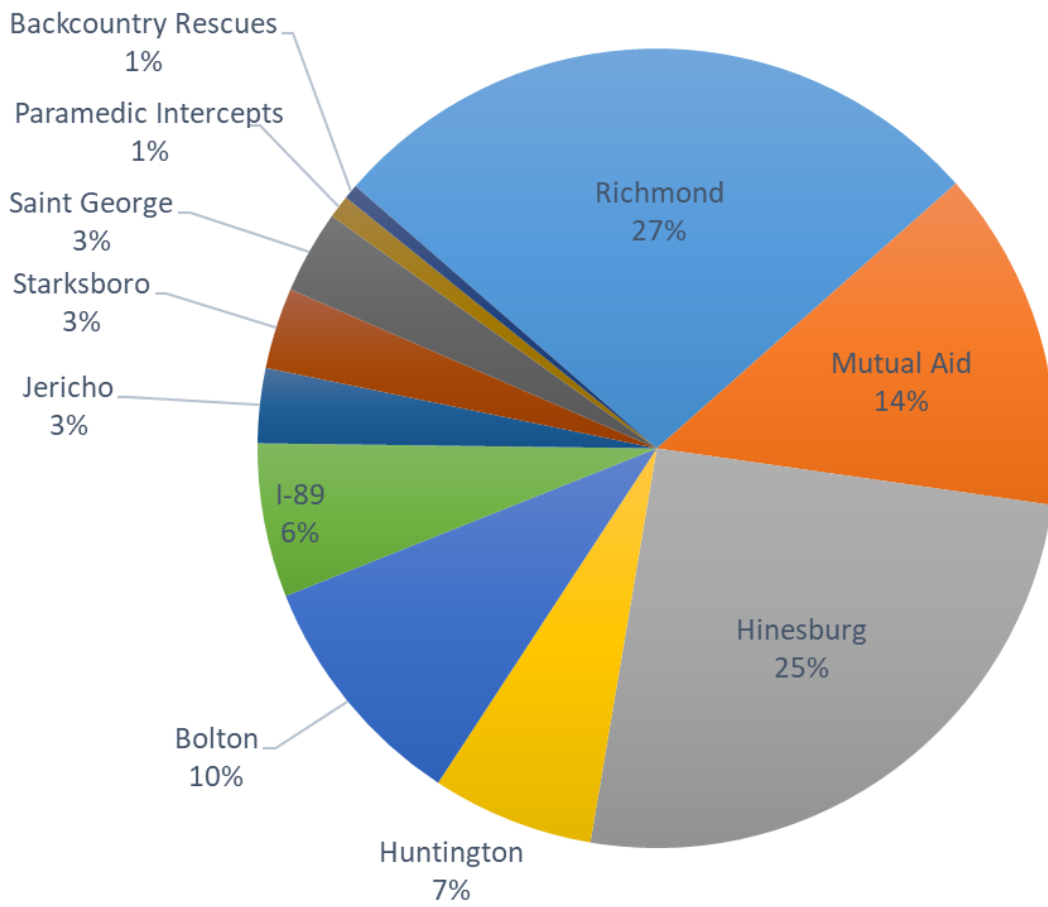
2022 ended with 1,190 calls and 666 transports. Much of our call volume increase came from the addition of Hinesburg and St. George.



2022 saw a substantial increase in the call volume of the towns we served prior to Hinesburg and St. George while it saw a leveling off of the mutual aid we provide to other communities. It is unclear what is driving the rapid increase in call volume. Our best guess is that patients are having a hard time seeing their primary care providers and may have health conditions that have worsened since COVID.

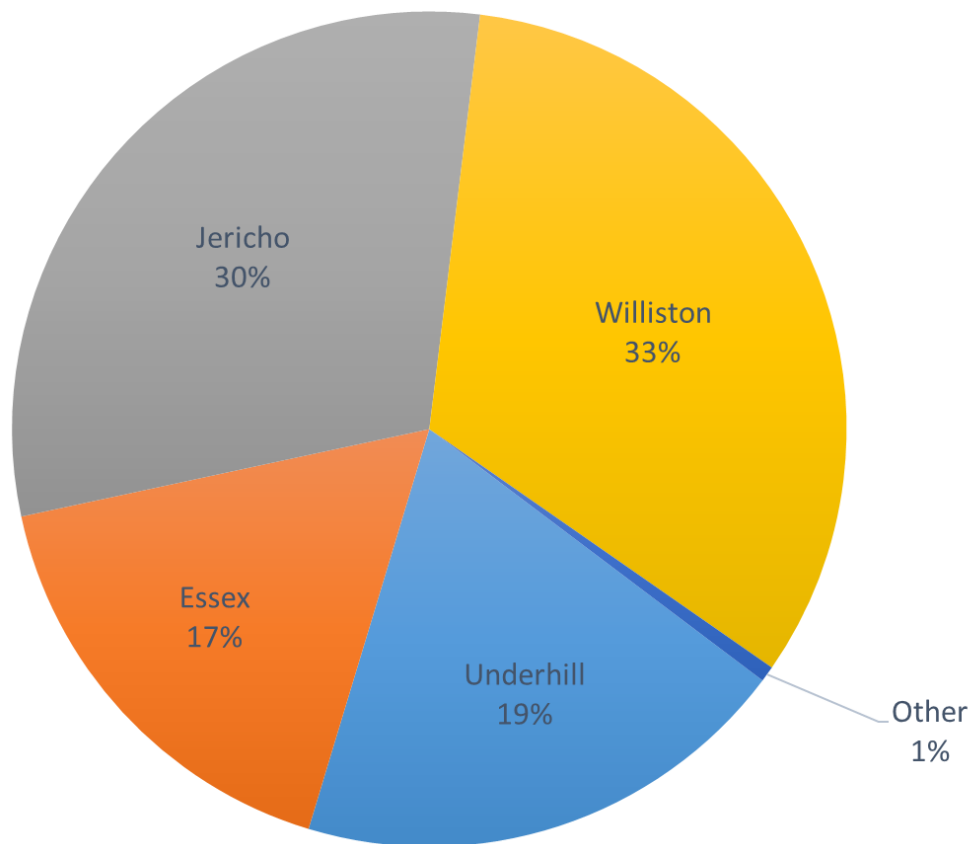


## Location of Calls - 2022

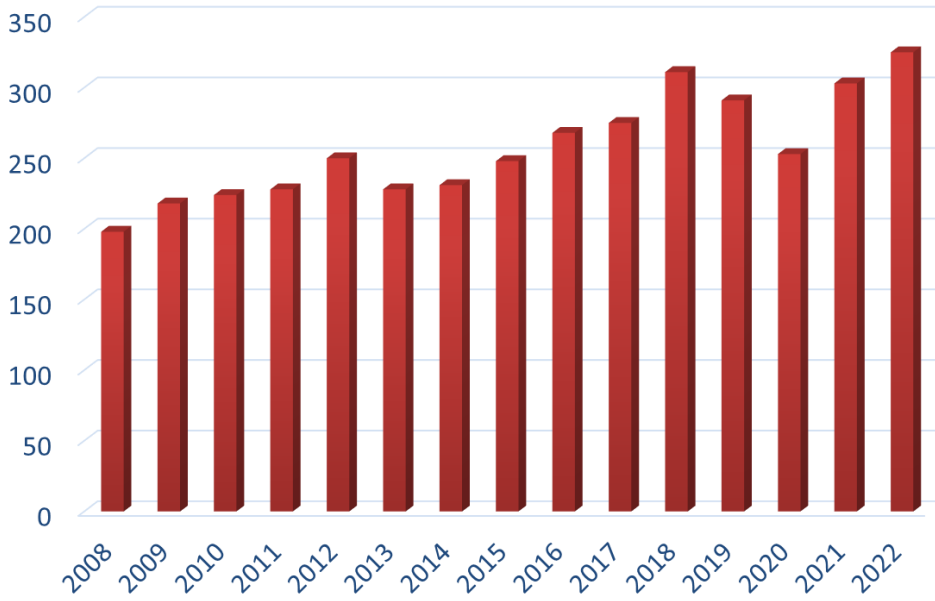


When a town's primary ambulance is out on a call and another call comes in we rely on a system of mutual aid for assistance. We provided 165 mutual aid responses to our neighbors and we received assistance from neighboring agencies 104 times. We even responded to a call in Stowe while our second ambulance was providing station coverage while Waterbury Ambulance attended a funeral.

**Location of Mutual Aid Calls - 2022**



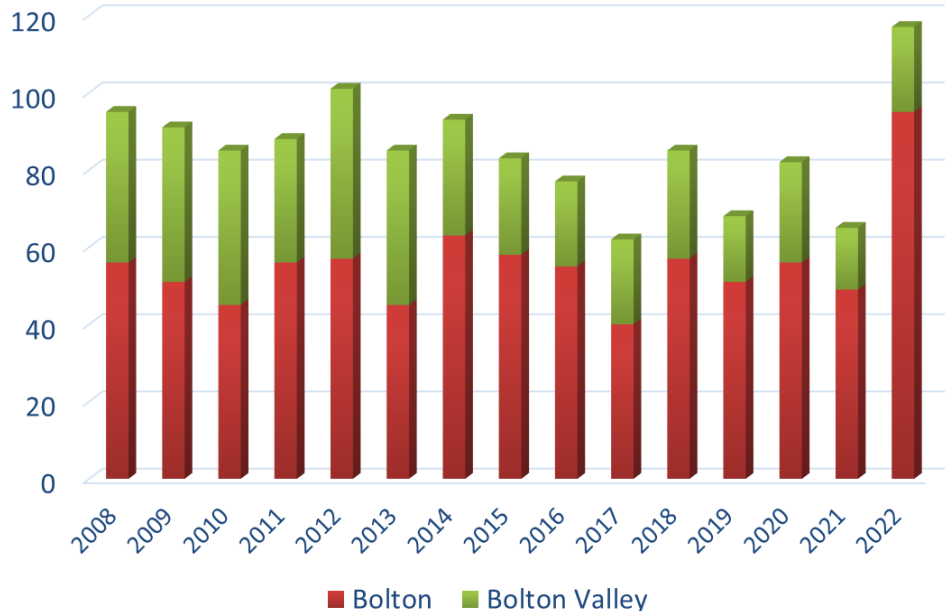
### Calls per Year - Richmond

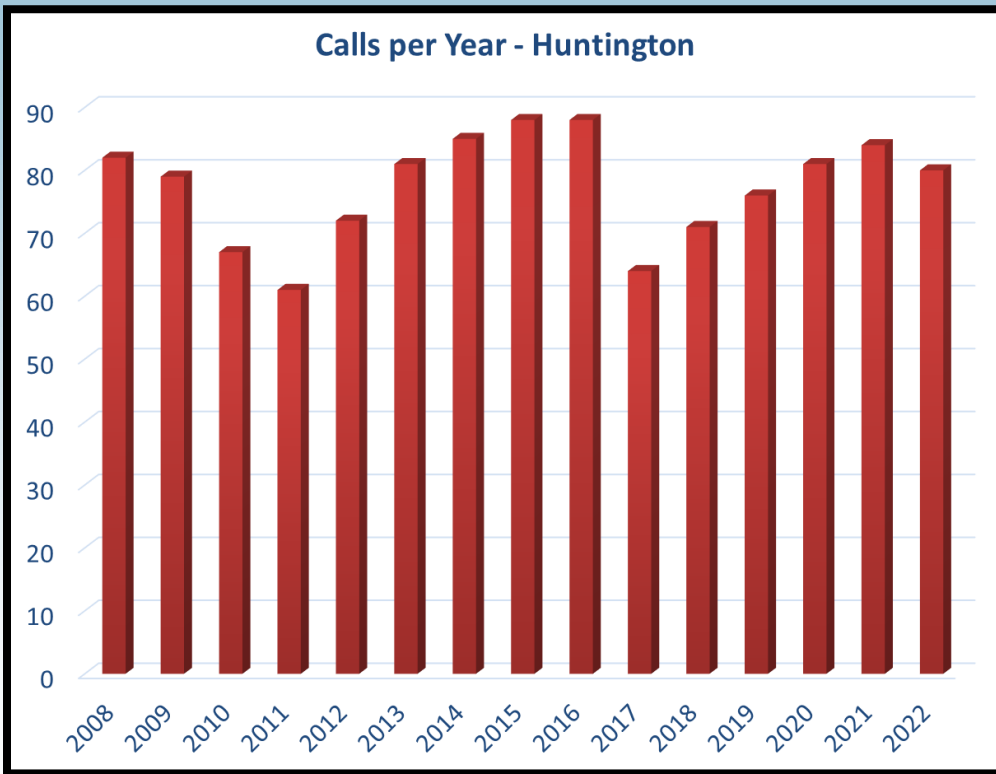


Call volume in the larger towns that we serve often follows a predictable trend. In Richmond we've seen an average increase of 3.5% per year in call volume.

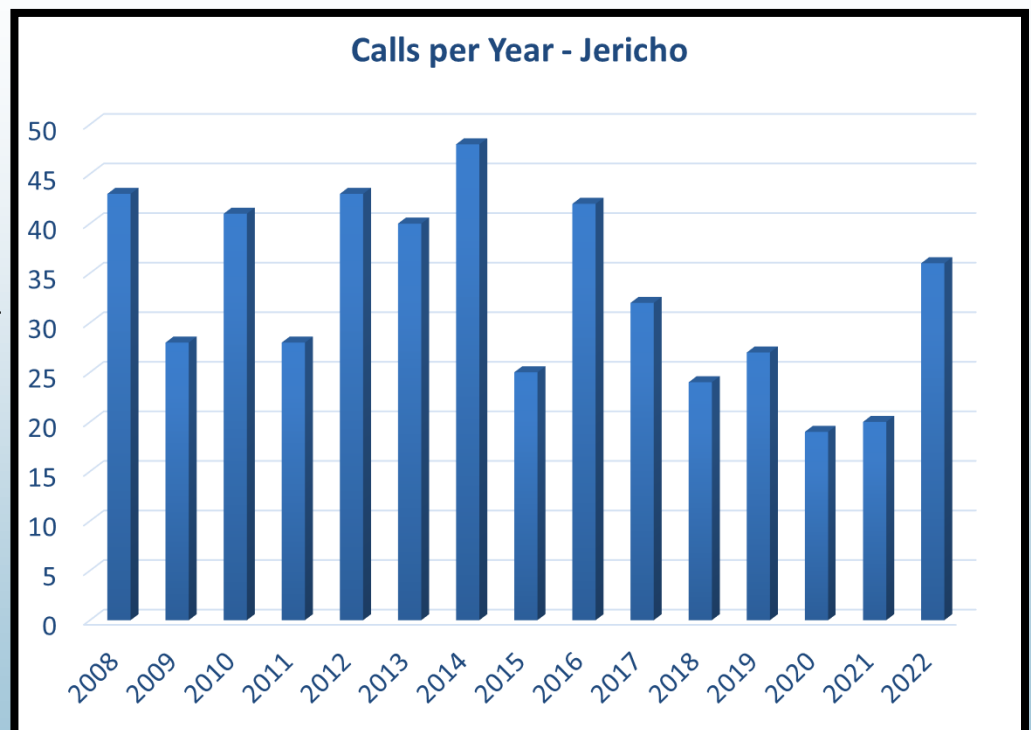
Call volume in Bolton has generally remained flat except for this year. We saw an 80% increase in call volume from last year with no obvious reason.

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





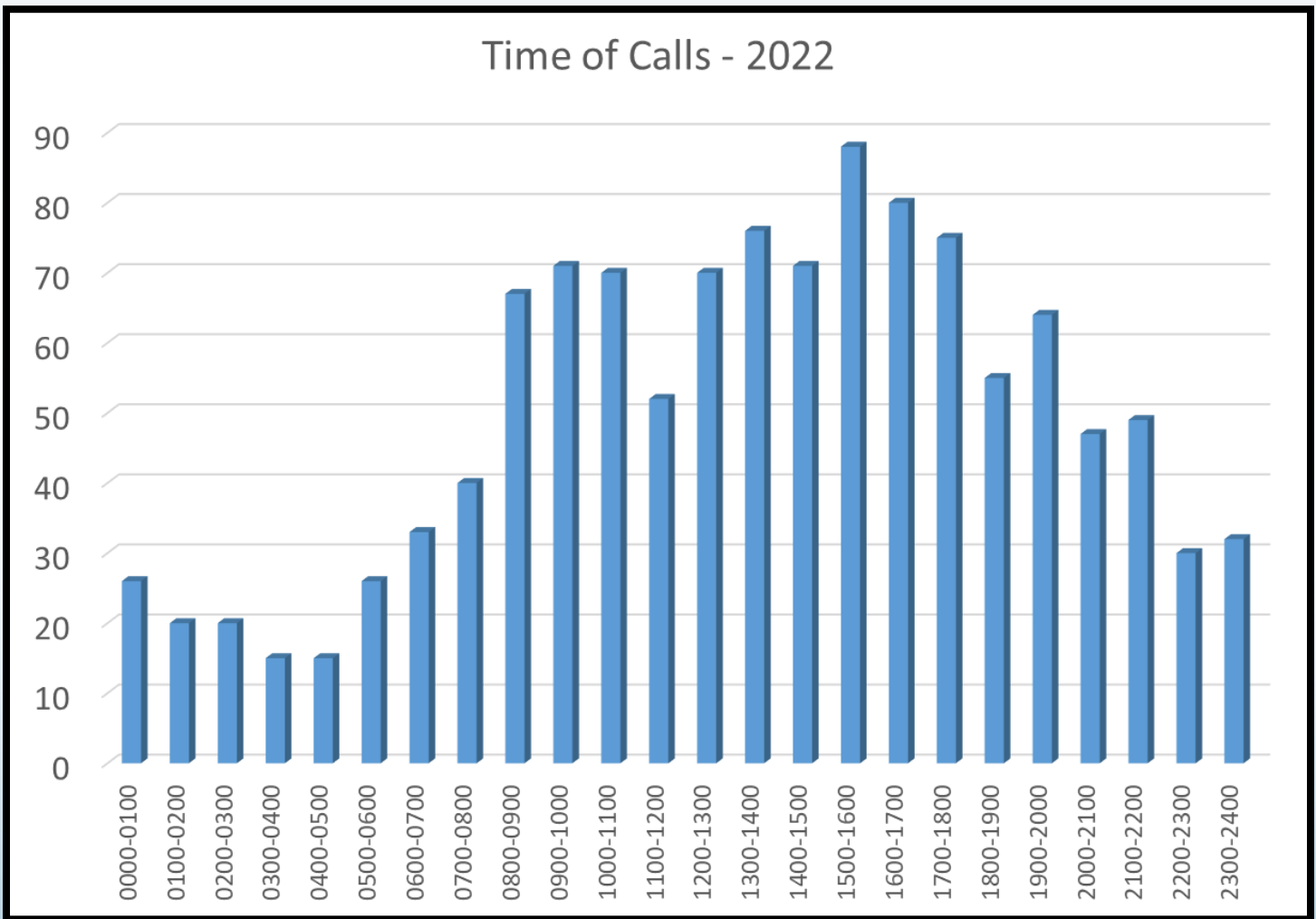
Huntington's call volume has been flat overall since 2008, but recent years have seen a steady 2%



Jericho also saw its busiest year since 2016. The smaller the population of the town the more variation we see from year to year.



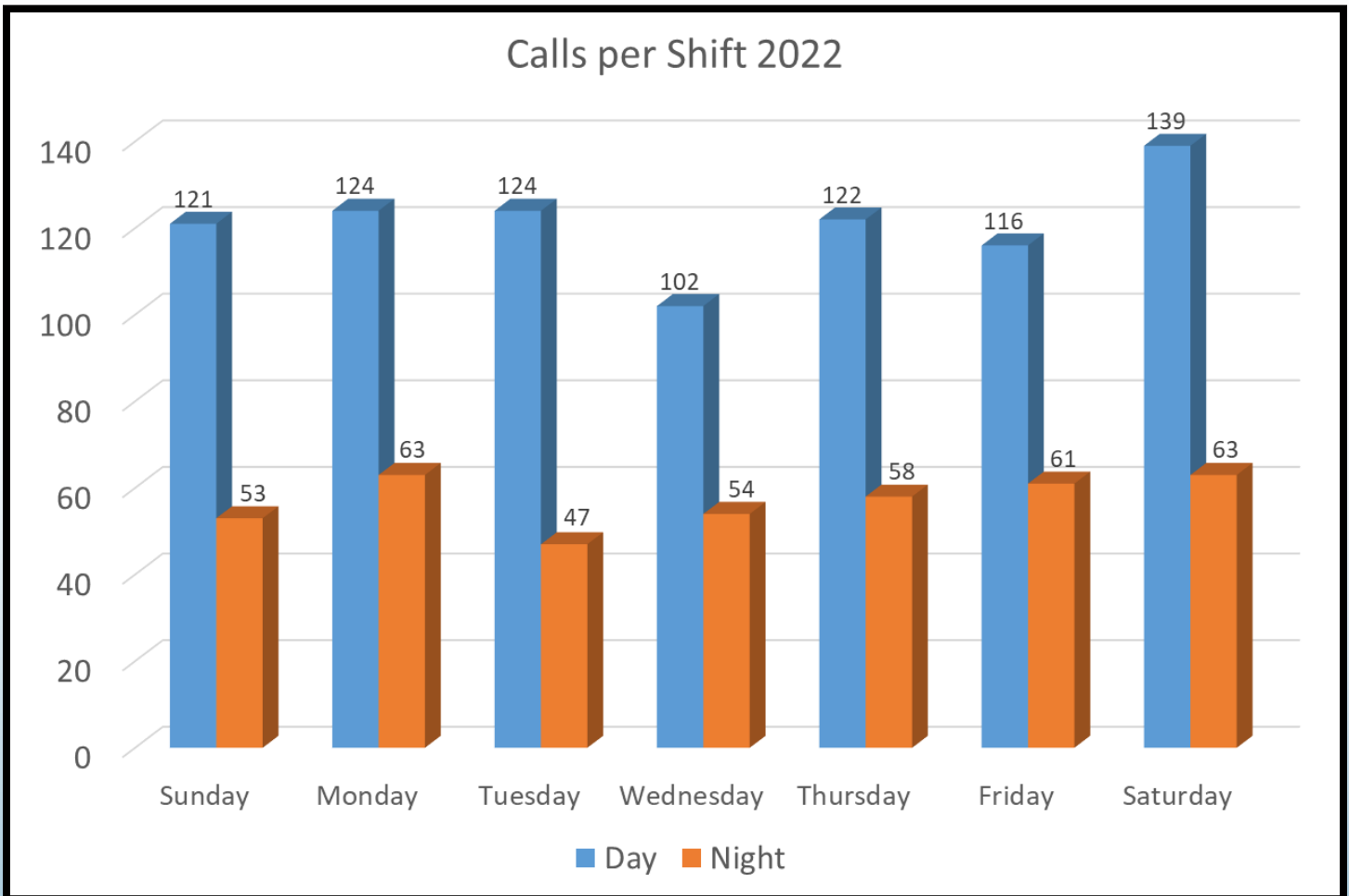
The distribution of calls was similar to past years. The busiest eight hour period was 10am to 6pm accounting for 48.8% of our total calls. The quietest eight hour period was from 10pm to 6am accounting for just 15.4% of our total calls.



The chart below shows the number of occurrences of calls by day of the week and hour of the day. The busiest hour was on Wednesday between 4pm and 5pm. The only hour not to have a single call throughout the year was Tuesday from 4am to 5am.

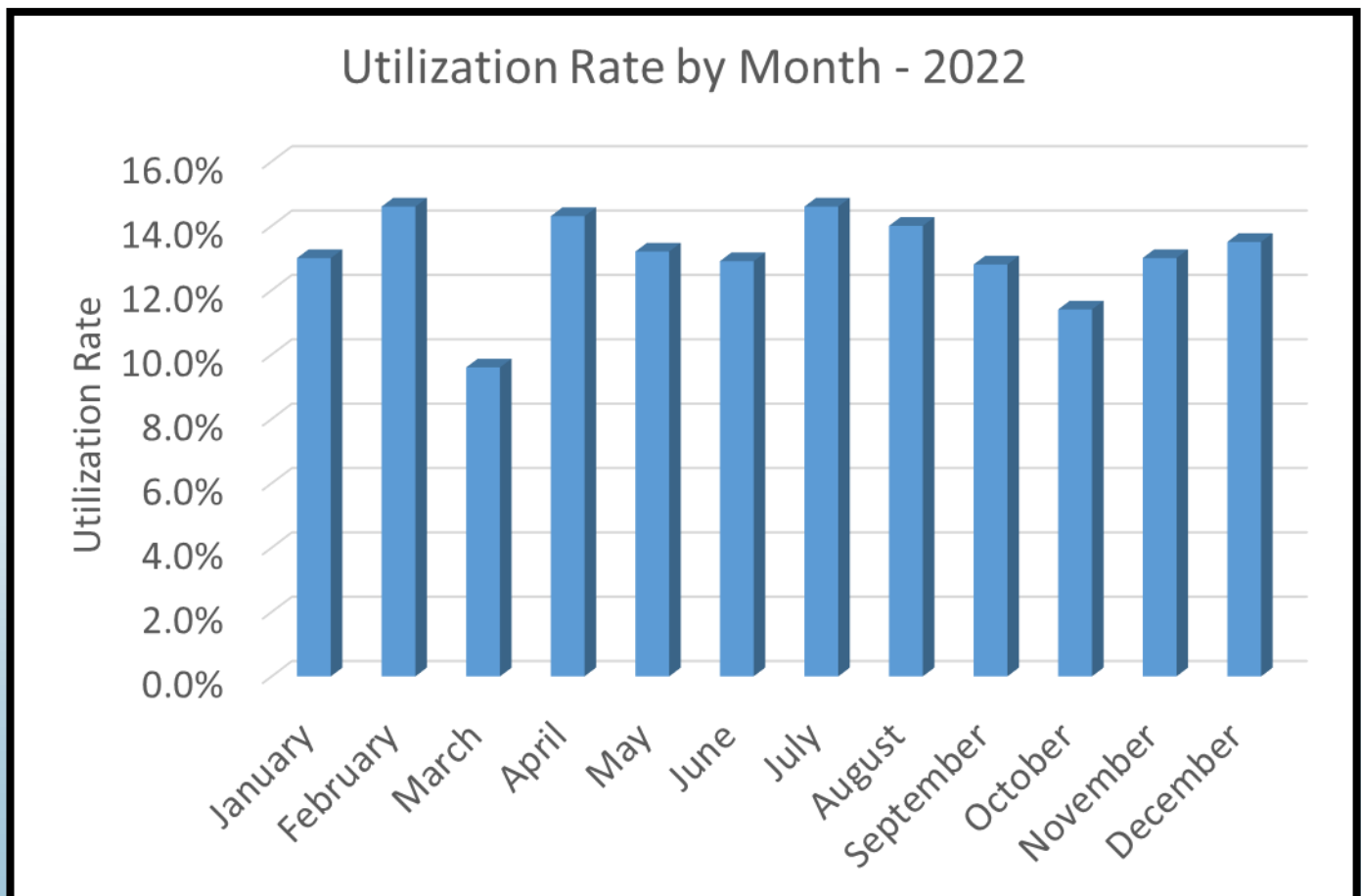
	Hour of the Day																							
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	2	5	5	2	3	3	5	5	11	6	11	7	16	12	13	8	11	11	8	12	9	7	4	3
Monday	2	2	3	1	1	2	6	13	15	13	13	13	10	7	10	9	5	3	7	6	9	7	4	3
Tuesday	5	3	3	1		3	5	4	6	8	9	7	13	11	3	10	9	12	5	10	8	11	1	4
Wednesday	4	3	3	5	4	3	5	9	3	13	8	3	4	9	9	16	18	16	9	7	4	3	5	8
Thursday	7	2	3	2	2	3	3	3	13	9	17	5	2	14	10	15	10	8	7	10	8	6	7	4
Friday	4	2	2	2	3	7	3	4	11	15	8	8	12	12	9	17	16	14	10	8	6	8	4	7
Saturday	2	3	1	2	2	5	6	2	8	7	4	9	13	11	17	13	11	11	9	11	3	7	5	3

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 71% of the total call volume.

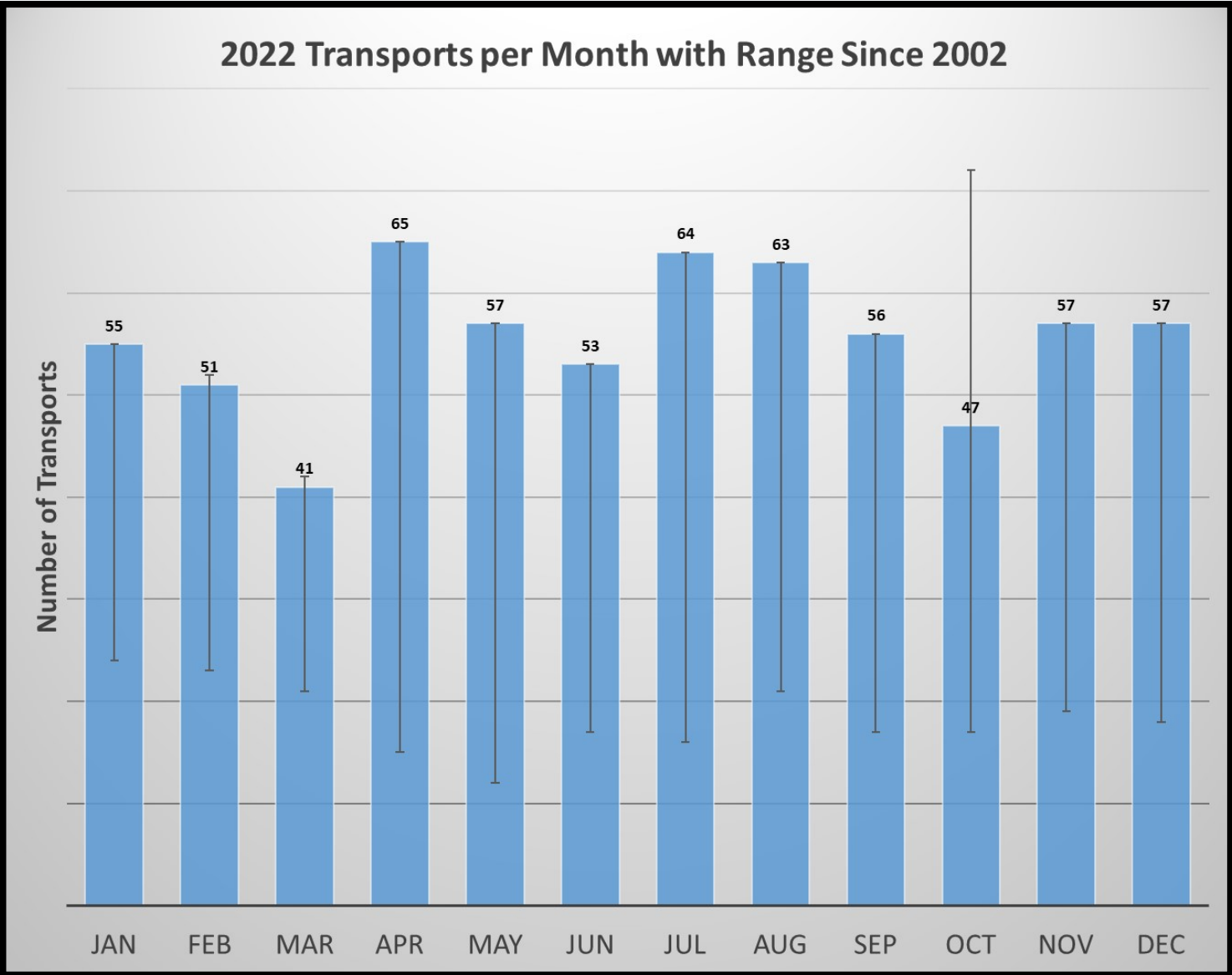


Utilization rate is one way of measuring how busy an ambulance service is. This is the percentage of time that an ambulance is occupied on a call. Some calls can take 10 minutes while others can take many hours. The utilization rate does not take into account all of the other things that need to happen during a shift related to a call: documentation, refueling, restocking, and washing the truck.

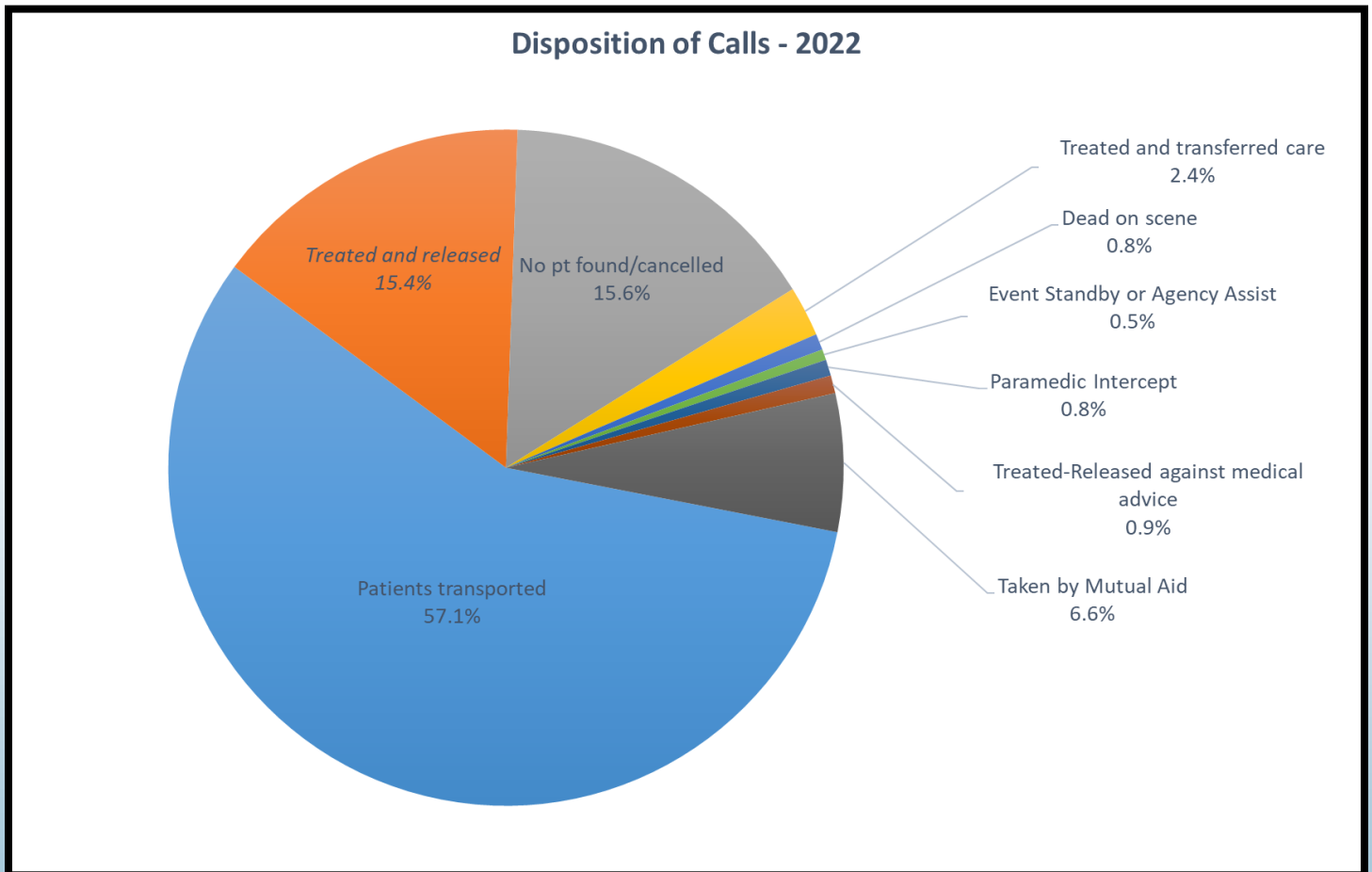
Our utilization rate for 2022 was 13.1%. An optimal utilization rate for a 911, fully paid ambulance service is generally considered between 25% and 35%.



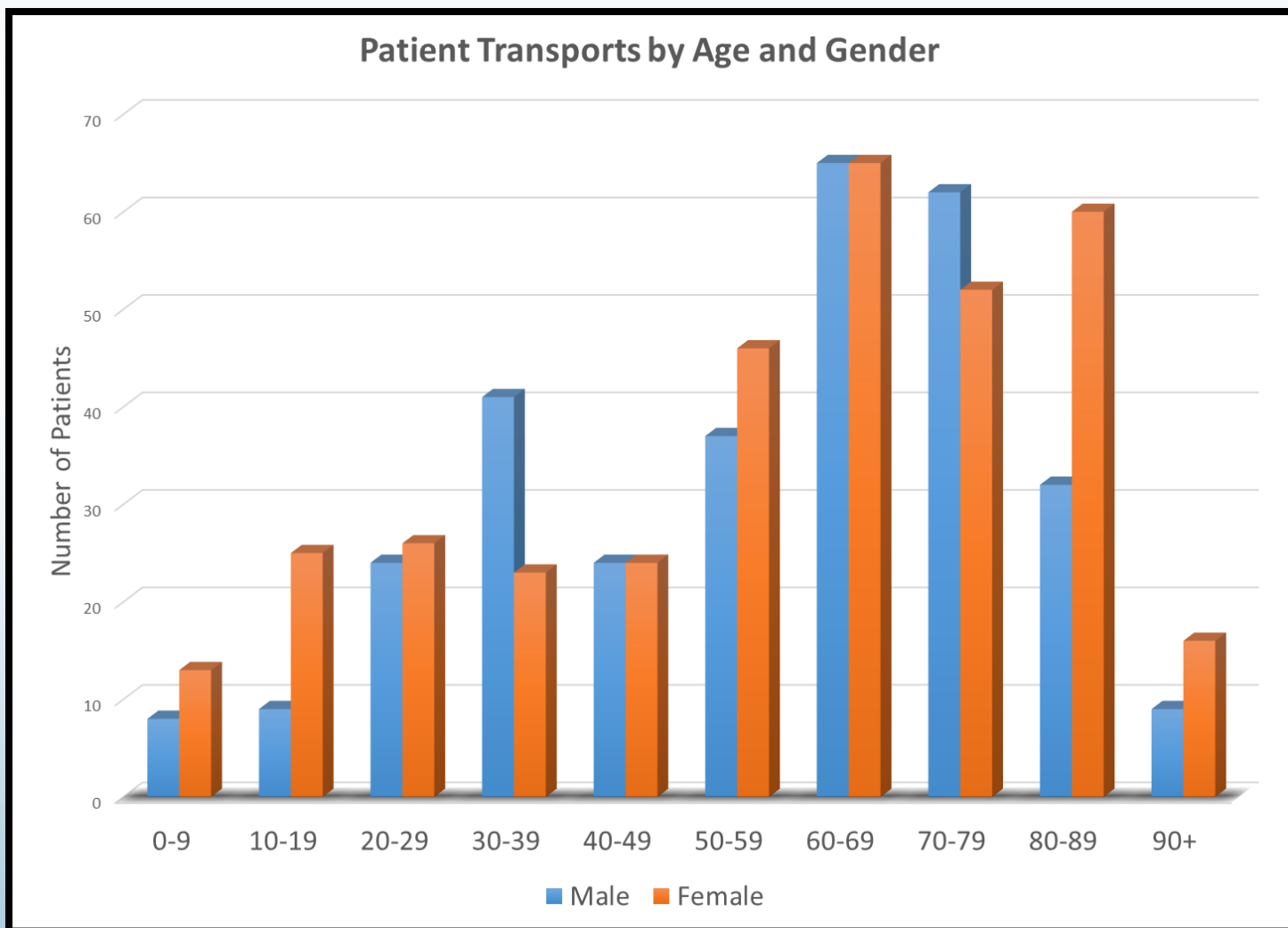
Since this was our first full year of covering Hinesburg and St. George we set records for the number of transports in nearly every month.

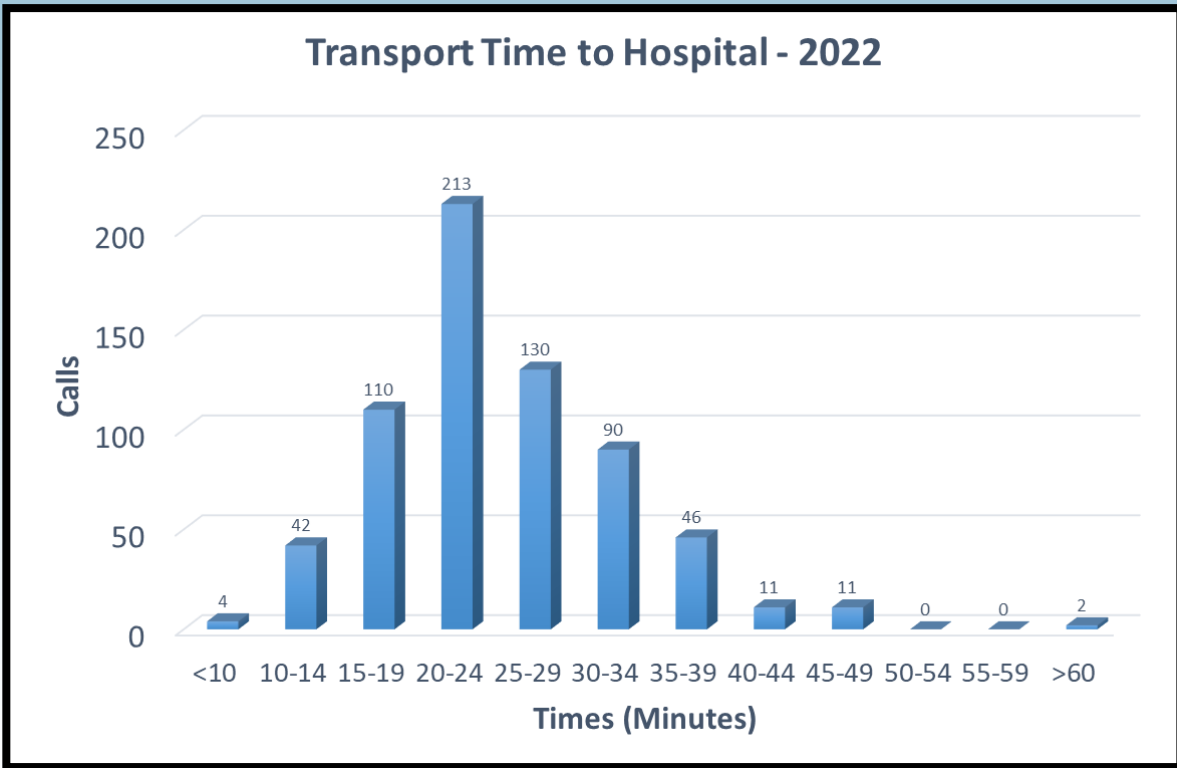


Last year only 57.1% of our calls/patient contacts resulted in a patient being transported to the hospital. Many times we can provide treatment on scene or we can consult with a physician at the hospital to determine the best mode of transportation for the patient.

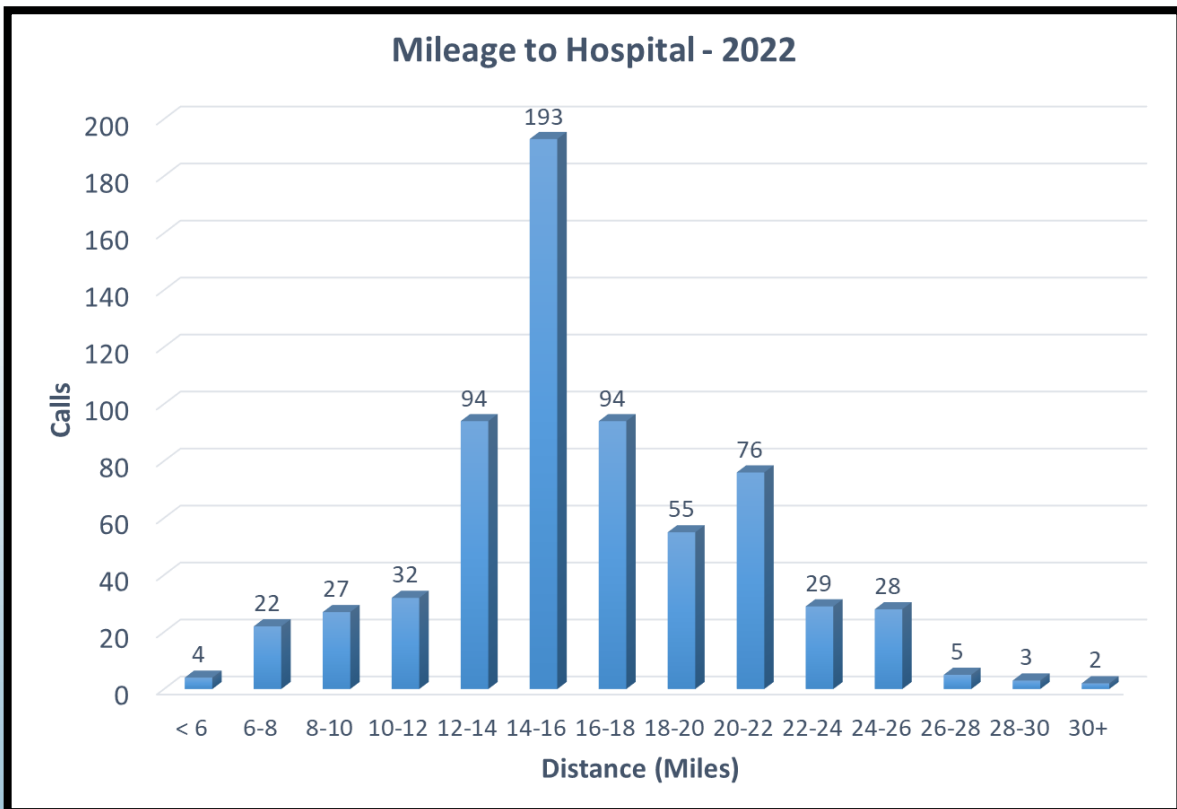


Women accounted for about 53% of our patients that were transported. The State of Vermont has an equal mix of men and women.



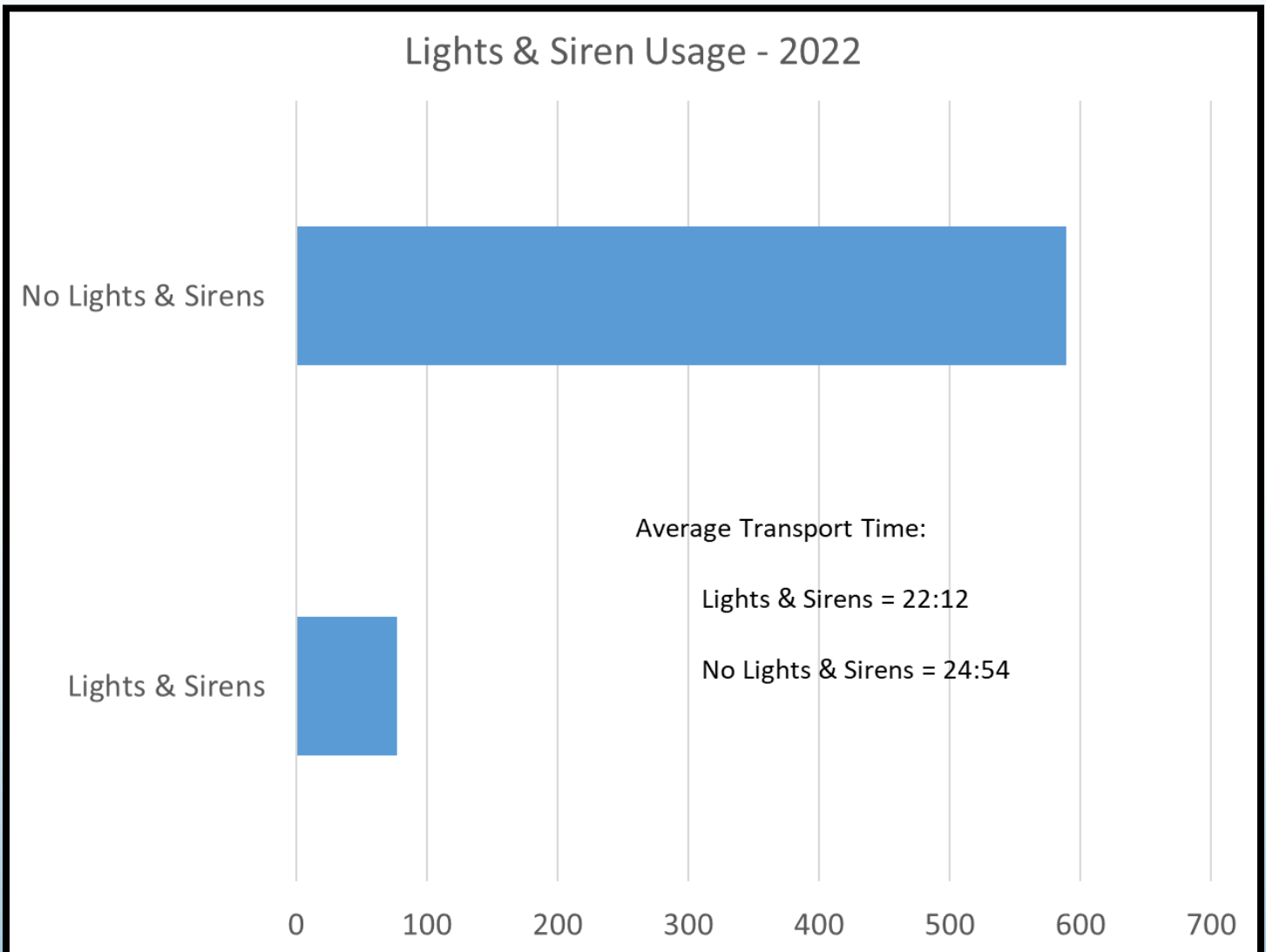


Our service area is a long way from the hospital. Our average transport time is about 25 minutes. This gives us plenty of time to stabilize and manage challenging medical conditions.

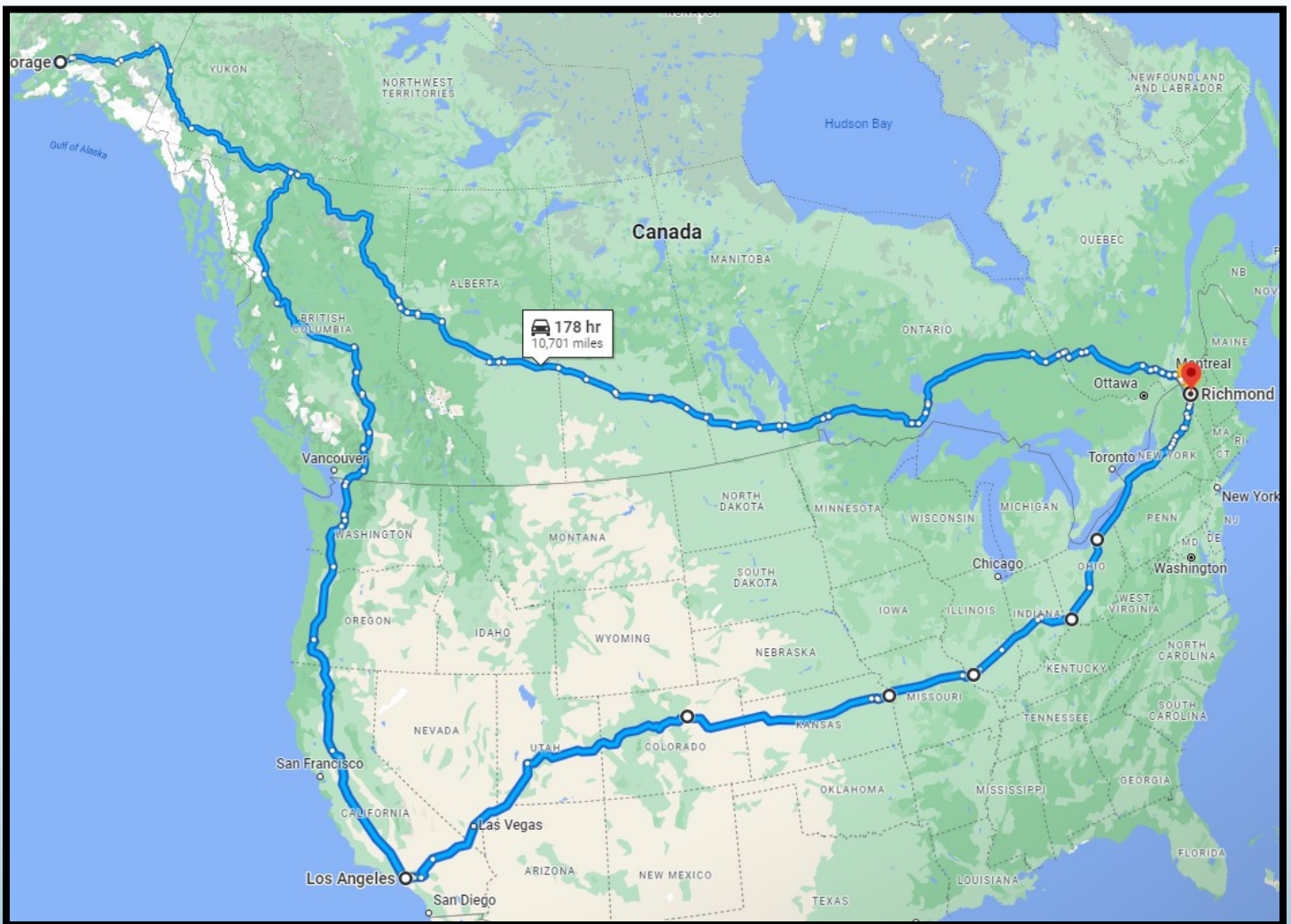




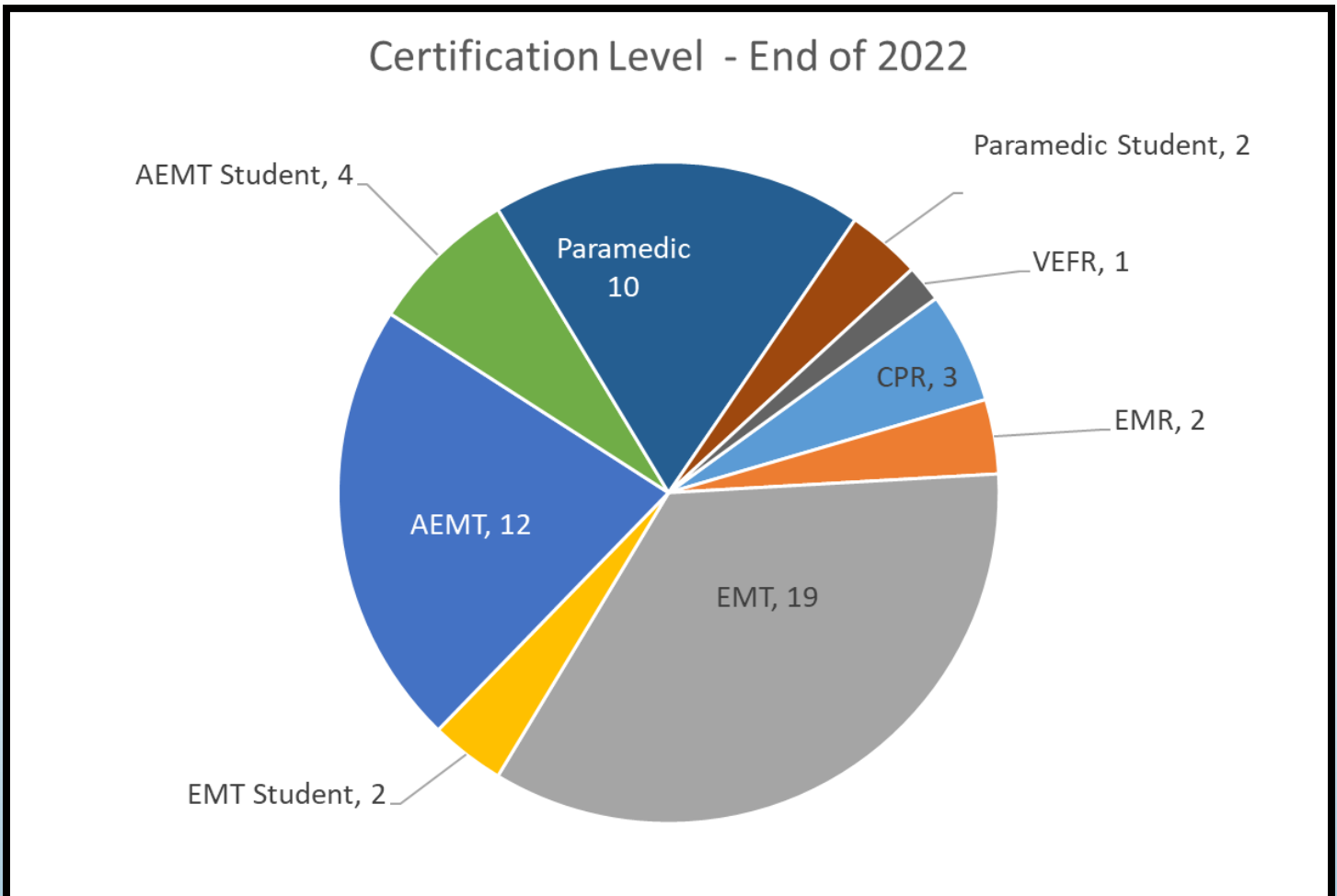
In 2022 we transported 13% of our patients using our lights and sirens. We reserve the use of lights and sirens for those that would benefit from a faster transport (heart attack, stroke, cardiac arrest, major trauma). The difference in transport time is only about two and a half minutes.



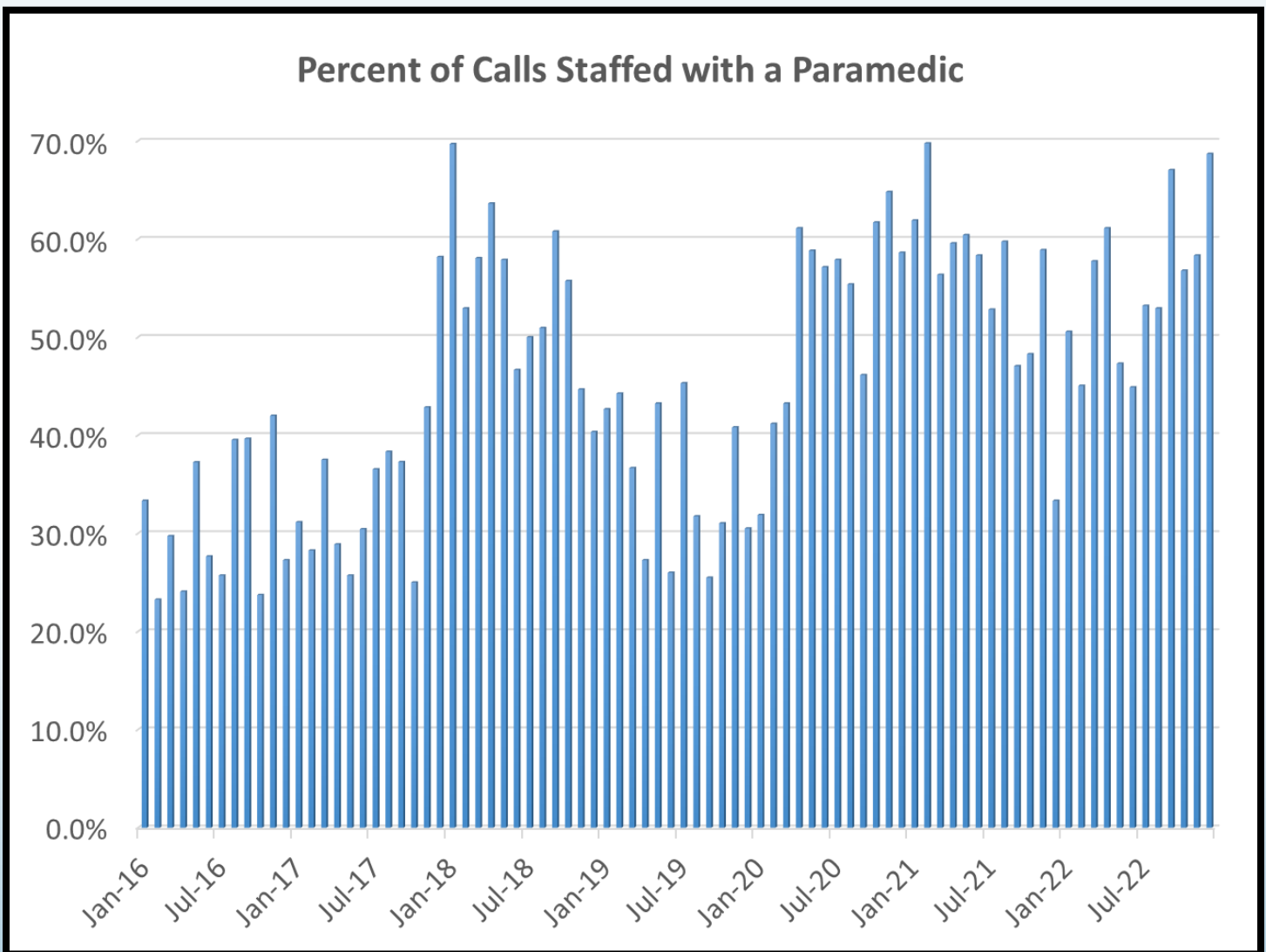
In 2022 we drove 10,699 miles with a patient on board. This is enough mileage to take a trip from Richmond to Anchorage to Los Angeles and back to Richmond.



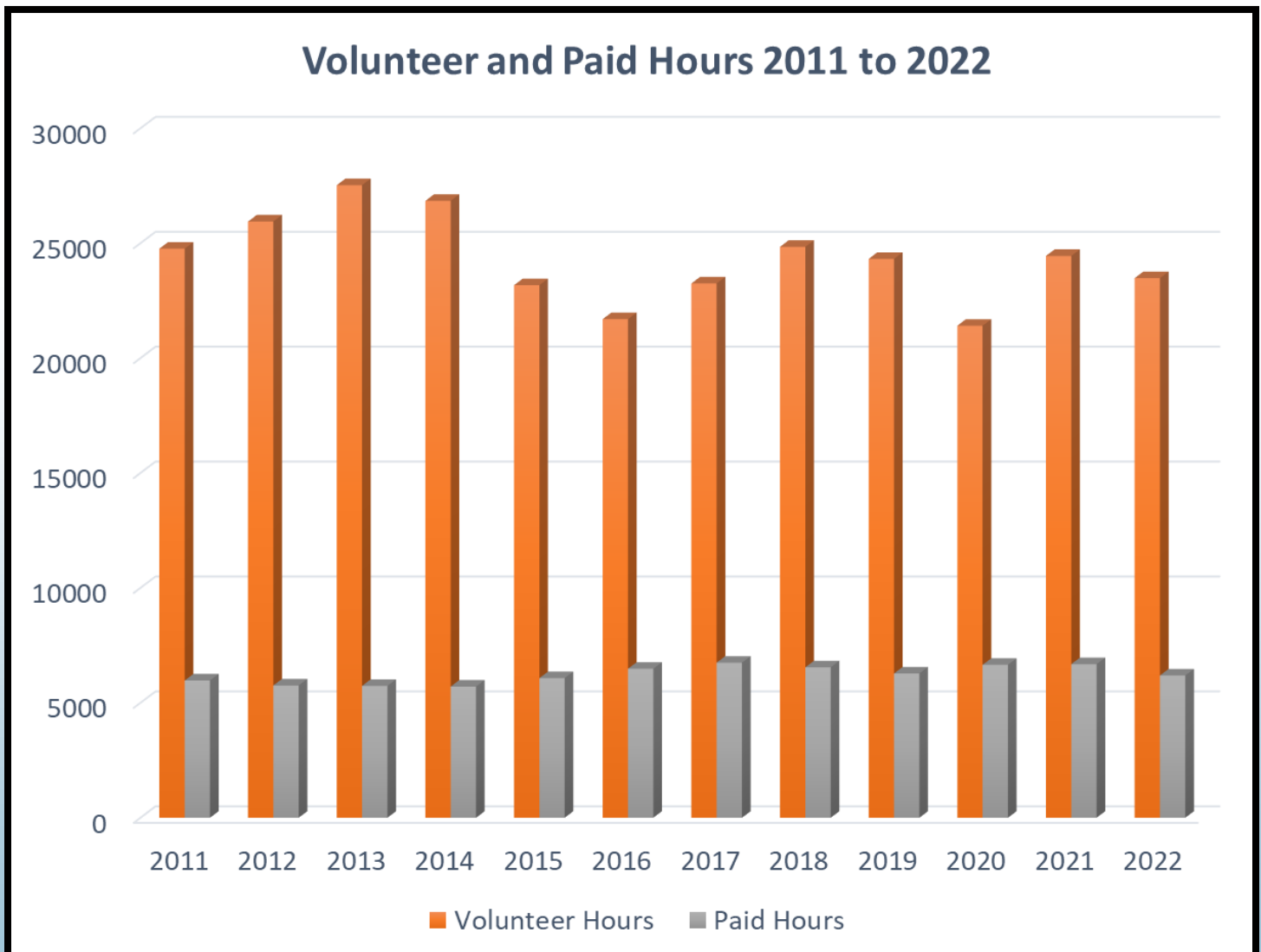
We aim to have a paramedic on duty whenever possible. There are two full-time and eight part-time or volunteer paramedics providing the highest level of prehospital care available to our patients. When one of our paramedics is not available we can call on paramedics from neighboring services to provide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



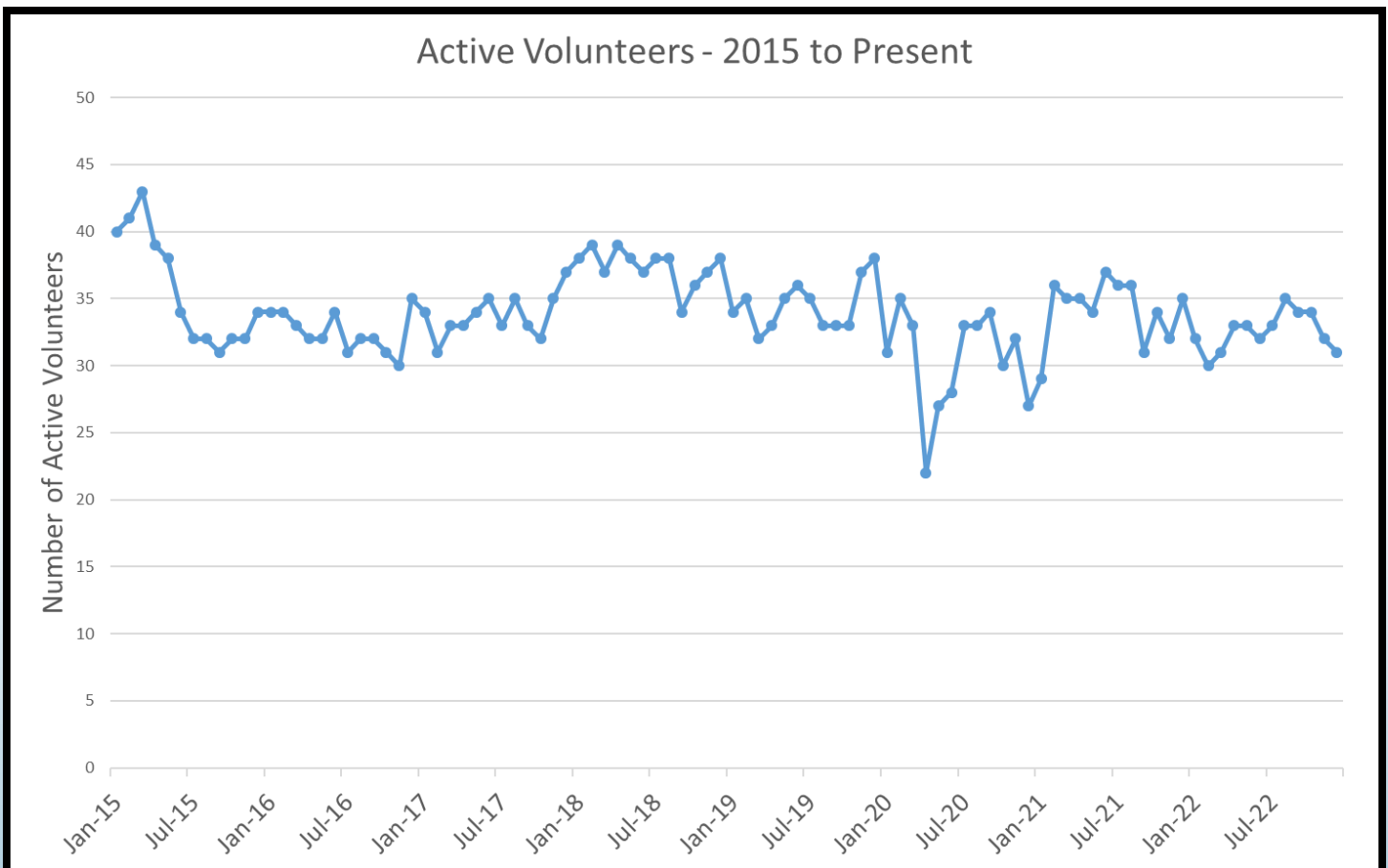
In 2022, 55% of calls were staffed with a paramedic. 99% were staffed with at least an Advanced EMT.



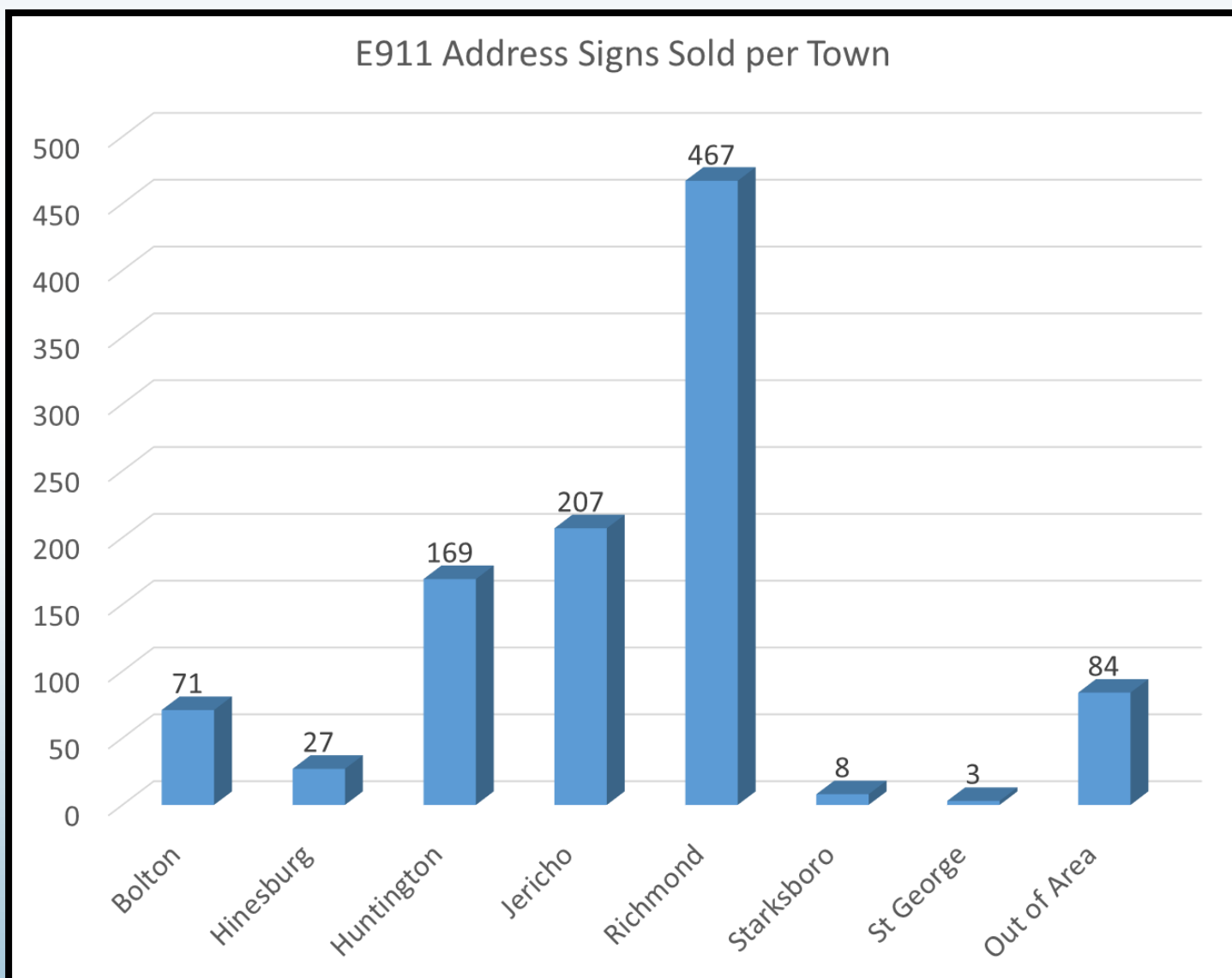
Our volunteers continue to donate a large number of hours each year. In 2022 they donated 23,480 hours. Most of that time was spent at the station ready to respond to a call. Without volunteers, taxpayers would have to pay an additional \$500,000 to remain at a similar level of service. We currently receive \$232,000 in contributions from the towns. The remaining \$470,000 of our budget comes from billing for service and donations.



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 careful to try to pair a new member with a crew that is a good fit.



Our E911 address sign program continues to be a huge success. We've just surpassed 1,030 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 are available by appointment by emailing [car-seats@richmondrescue.org](mailto:car-seats@richmondrescue.org)
- Biennial bike helmet giveaway. In 2022 we gave away more than 100 bike helmets to kids and adults.
- CPR and First Aid training - Email [cprcenter@richmondrescue.org](mailto: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

If you like what we're doing consider making a donation at [www.richmondrescue.org/donation](http://www.richmondrescue.org/donation) or through Venmo @richmondrescue



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