

Compassionate professionals delivering the highest quality emergency medicine, specialty care, and training to our providers and communities.

2017 was yet again a very busy year providing Emergency Services in our region. CALEX continues to provide the highest quality of pre hospital care to all the towns we serve providing 911 coverage at the Paramedic level 24/7/365. Serving 12 towns in Vermont & New Hampshire – Saint Johnsbury, Waterford, Barnet, Concord, Kirby, Victory, Danville, Peacham, Walden and in New Hampshire – Littleton, Sugar Hill, Easton.

Our volumes continue to rise overall for our system. We are down slightly in Concord from 104 responses last year to 101 this year. Our average response time to the scene for our entire service area in our VT operation is six minutes and 24 secs. Overall for our agency we in both VT & NH we responded to 3,852 up from 3,667 responses over last year. CALEX provided 808 inter-facility transports throughout the year. Over 450 transfers were long distance which requires additional staffing hours to maintain adequate 911 coverage while the transferring crew is on the road. Average time for transfer to our tertiary care centers such as DHMC and UVMC is 3-4 hours round trip. Many days we do several long distance transfers of patients requiring a higher level of care. We operate 6 Ambulances and our overall fleet mileage for 2017 was 143,744, average of 393 miles per day. We have started replacing some of our aging fleet of ambulances this year replacing another unit with a refurbished Osage box built on a new 2017 F-350. This unit saved us over \$45,000 as compared to a new one which costs anywhere between \$160,000-180,000.

We have begun discussions with all of our communities about switching over to contracts vs special appropriations. While some towns have fully supported this concept, others have been hesitant to take the choice away from the voter. I feel strongly we are vital to public safety and we are an essential service to our communities. Similar to the Police Dept, Fire Dept, Highway Dept these are services we must support and provide within the town budget. CALEX is no longer a volunteer service, we employ 21 full-time & 18 per diem professional EMT, AEMT, Paramedic providers as well as Administrative staff. As you can see from our volumes above, we are busy. Our crews are working 24/7/365 to provide the very best pre hospital care as well as to provide you or your loved one to a higher level of care such as DHMC or UVMC if needed. Emergency Medical Services is vital to our community and we need your support to maintain the high costs of provide necessary services. Unfortunately, due to the lack of insurance reimbursements, self-pay, along with high percentages of non-transports that are non-billable, this creates increased costs of providing services. In 2017 we responded to over 600 911 calls for help that did not require transport to the hospital. These are situations such as falls with no injury, medical alarms, motor vehicle accidents without injury and other minor emergency that do not require transport to the hospital. We cannot bill for these responses, yet it is a “cost of readiness” to be available at a moment’s notice to respond when needed. With our rising volume of both 911 and inter-facility transfers, CALEX has developed rapidly into a full-time based service. We are steadily seeing increases each year in our volumes for service both 911 and inter-facility transports.

As we look around to other similar towns across the state, even with our proposed increases over the next 3 years, CALEX is far below what other towns are paying and some of these services do not provide the level of care we do. These per capita rates range from \$19.00 per capita to as high as \$60.00 per capita.

CALEX St. Johnsbury continues to serve as the area’s American Heart Association CPR and First Aid Public Training Center. Classes are offered monthly to the public, they can also be arranged to be held privately, and are also held for large and small businesses throughout the Kingdom. For more information you can visit us at www.calexambulance.org. You can also sign up today to take a course and learn CPR /1st aid.

As we end 2017, I look forward to another successful year of providing the very best of pre hospital care to our communities. We are fortunate to have such a dedicated and experienced team providing care for when it is needed to anyone who may need our service in the communities we serve. We hope you will continue to support us and approve our funding requests so we can continue providing the very best Emergency Medical Care to the region.

In closing, I would like to thank all of our staff, their families, and the CALEX Board of Directors and our dedicated dispatchers for their continued support and dedication to the Agency’s mission.

Respectfully Submitted,
Michael J. Wright, NRP, Chief Executive Officer