



**Caledonia Essex Area Ambulance Service Inc.
2018 Concord Town Report
2018 CALEX Responses 109**

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

2018 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 9 towns – Saint Johnsbury, Waterford, Barnet, Concord, Kirby, Victory, Danville, Walden and Peacham.

Our volumes continue to rise overall for our system. We are up slightly in Concord last year to 101 responses this year 109. Our average response time to the scene for our entire service area is little over seven minutes. Overall our agency responded to 3,262 requests for service. CALEX provided 715 inter-facility transports throughout the year, in VT and an additional 353 in NH for a total of 1,167 inter-facility transports. These transports are a critical point of our service, reducing any delays of getting our patients to definitive care whether it be trauma services, cardiac care or other specialty services at a higher level care facility such as DHMC or UVMMC. Our overall fleet mileage for 2018 was 131,930, averaging of 361 miles per day. We are in the process of replacing our 2009 Chevy C4500 Ambulance is has over 189,000 miles on it. We will be remounting this Osage box onto a new 2019 C5500 chassis and it is scheduled to be completed mid-March. We maintain a fleet of 5 Ambulances and one Paramedic intercept vehicle.

We wish to thank all our town for their ongoing support as we have moved away from special appropriations to contracts for service based on a 3 year contract. CALEX continues to provide a high quality, low cost solution for our communities. We feel moving forward these contracts allow for better budgeting for not only our service, but it is helpful for all our communities to plan as well knowing the cost over a 3 year period.

CALEX was proud to be recognized by the American Heart Association for the second consecutive year for Mission Lifeline, Bronze Plus which shows our most up to date evidence based treatment guidelines to improve patient care and outcomes of those effected by cardiac disease and sudden cardiac arrest. Our EMS crews had several truly life-saving events in 2018, which again shows our level of dedication and commitment to training and excellence in Emergency Medical Services.

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 2018, 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