



Caledonia Essex Area Ambulance Service Inc.
2019 Town Report

Concord

2019 CALEX Responses 120

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

2019 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. Our responses were up quite a bit in Concord last year to 109 responses this year 120. Our average response time to the scene for our entire service area 7 minutes +5 secs. Overall our agency responded to 3,181 requests for service. CALEX provided 788 inter-facility transports throughout the year in VT and an additional 314 in NH for a total of 1,102 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 UVMC and other hospitals across the New England. CALEX transferred patients to further tertiary care facility in 2019 due to bed availability. Our overall fleet mileage for 2019 was 102,580 averaging of 281 miles per day. CALEX provides Paramedic coverage 24/7/365 – with 2 Paramedic trucks at minimum 24/7 and additional AEMT level ambulance daytime 0700-1900. CALEX also continues to provide Paramedic intercept services to Lyndon Rescue and other services that may be transporting critical ill patients into NVRH. Our Paramedics respond rapidly with our intercept vehicle to meet on scene or enroute to the hospital to provide the highest level of care.

This year we remounted our 2009 Chevy C4500 (189,000 miles) onto a new 2019 C5500 as well as 2016 F-350 (127,000) onto a new 2019 F-450 4x4. This remount process which is completed by Osage Ambulance, Linn MO – removes the old box from the chassis, installs new LED lightning, new flooring, reinspects all the electrical systems, and completely sandblast the box and repaint/letter. This remount process has been successful for us while saving thousands versus purchasing new for a minimum of two remounts. We also replaced our 2007 Chevy Tahoe which was at the end of service with a 2019 Dodge Durango. We maintain a fleet of 5 Ambulances, one Paramedic intercept vehicle, one off-road UTV. We will also be upgrading two new cardiac monitors moving into 2020 as the other two are at the end of their service.

The CALEX Grill was a fundraising success in 2019! Many hours of labor were needed to operate The Grill, hours filled completely by volunteers, by individuals and families from communities throughout Caledonia and Essex Counties. The Grill took part in more than 15 Community Events during the 2019 Season. Over \$9,000, after supply costs and venue fees were paid, went directly toward the purchase of Medical Equipment used to provide care to those we serve. All of us at CALEX Ambulance Service offer sincere thanks to all who support the Agency, to those who volunteered and made The Grill a fundraising success, to those who purchased and enjoyed all that the Grill had to offer, and to those who supported the Agency in countless other ways in the past and throughout 2019.

CALEX St. Johnsbury continues to serve as the area's American Heart Association CPR and First Aid Public Training Center. Classes are offered regularly to the public, they can also be arranged to be held privately for small group or larger businesses throughout the Kingdom. You can also learn CPR/First Aid online and we will provide your skills verifications for certification. For more information you can visit us at www.calexambulance.org Please learn CPR today, you could save a life!

As we end 2019, 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