



RESCUE INC

541 Canal Street Brattleboro, VT
6911 VT Rte 30 West Townshend, VT

Administrative Offices
(802) 257-7679
office@rescueinc.org
www.rescueinc.org

November 5, 2022

Hello Member Town,

Rescue Inc was recently contacted by AP Triton for information for their work in the feasibility study that they have been contracted by the Town of Brattleboro to complete. I provided them the attached document which we wanted to share with our member towns. Please find the enclosed document to share with your board.

Thank you for your support over the past year,

Drew Hazelton
Chief of Operations

Rescue Inc

General Overview of Services Provided by Rescue Inc:

Rescue Inc is a community-based, regional non-profit that has been providing service to the greater Brattleboro area since 1966. The unique governance structure and cooperative effort of our member towns has created a robust EMS delivery model for the region that is regularly recognized for business operations and quality care. With nearly 60 years of experience, we have supported generations of citizens during their time of need and look forward to continuing this legacy of excellence in our member towns.

Rescue Inc provides comprehensive EMS and rescue services with a depth of service that has allowed for and continues to provide 100% response to 911 emergency calls for service in our 14 member towns in Vermont and New Hampshire. We pride ourselves on our ability to meet the needs of our community from the initial injury or illness through to definitive care rehabilitation, and end-of-life support. We also gladly provide mutual aid 911 EMS and rescue support to our partners in the region. We achieve our mission through the dedicated service of our current 99 providers, staff, and rescue personnel.

We operate a fleet of 9 ambulances which are all equipped and licensed at the Paramedic level in Vermont and New Hampshire. We have two intercept vehicles, seven utility pickup trucks, 6 mobile clinics supporting public health, a mass causality and shelter support unit, 4 boats, 6 search drones, a technical rescue response trailer and an off-road rescue unit. We also provide injury prevention programs. We have also recently opened a comprehensive education and workforce development facility. Services our member





towns receive in addition to 911 response include medical standby at public events, bike team stand-by, fire stand-by, fire scene and large incident rehab, mass causality response, sheltering and evacuation support, swift water rescue, flood incident response, high angle rescue, lost and missing person search with trained ground and drone operations, incident planning with logistics and coordination support. We also provide public education, first-response training, and public health services through partnerships with VDH.



Response Time:

AP Triton has requested response time data for the last year that we operated in Brattleboro.

Rescue Inc was dispatched by Brattleboro Central Dispatch prior to July 2022, our call time information was transmitted to us in the body of an email, because the dispatch center was unable to integrate CAD information directly to our patient reporting software. Data mining for this information is not practical and would likely lead to unusable information. Better information may be available directly from Brattleboro Dispatch. Data from the VT Department of Health on District 13 response is shared below.

When analyzing the available data, consideration should be given to the priority

Good Morning,

I have been mining out some data that will give an accurate view, as to how long it takes dispatch to put out a call. Right now, for Priority 1 calls, all dispatchers take the information, either on the phone, from the plectron (KMA), or from someone on scene. We start a card and enter as much information as we can. Normally this is the Nature of the call, address (This needs to Geo-base for the state), compl/contact and then at least something in the info line as to what the chief complaint of the call is. Then we accept the call, and dispatch it out to 5x5, for the fire department to get the Active911 notification.. We then give out the Pre-tone and announcement. Then we tone the call.

So, looking back for the last couple months, here is what I have found:

September 2018; 110 calls for service, 5399 total seconds, equals, 49.8 seconds average
 October 2018; 97 calls for service, 4641 total seconds. Equals, 47.84 seconds average
 November 2018; Thru today, 60 calls for Service, 2821 Total seconds, equals 47.01 seconds average

I'm happy to go back further if you think it is necessary. It does seem like dispatch is on the correct path moving forward as the average has been falling. If anyone has any questions, please ask. Please let me know when we can schedule a time for us all to meet. Thank-you.....W

Wayne R Stires
 Chief Dispatcher
 Brattleboro Central Dispatch
 802-257-7946 x150

dispatch system that Rescue Inc has had in place for decades. (Some parts of the country are just now implementing these systems)

1. BFD response prior to July were only to high priority “lights and siren” calls. Rescue Inc responded to all the calls regardless of priority.
2. There are also dispatch delays as a result of “ghost” BFD units being assigned at the dispatch center to allow for electronic notification. This delay was evaluated to be 47 seconds.

During the review of the information from the dispatch center I encourage the public to remember that response time is not recognized as a quality measure for a **modern EMS system**. The balance of “lights and siren” response against public and patient safety has been the subject of many recent studies.

Recommendations for States

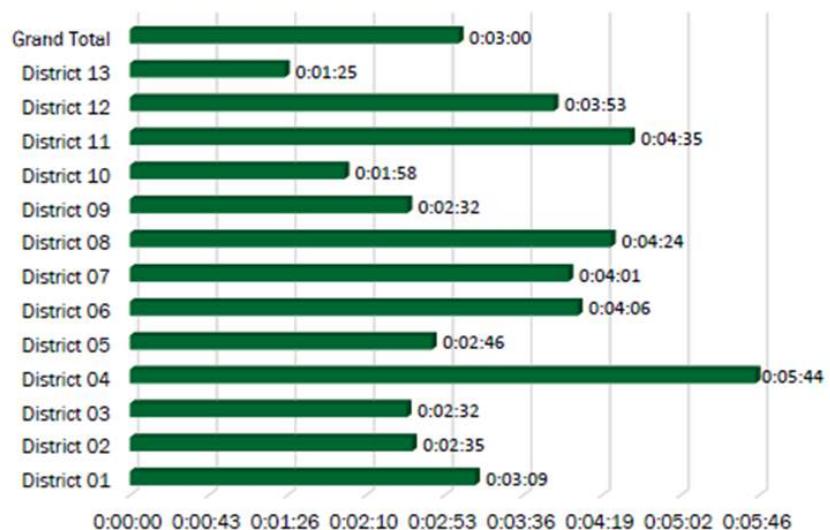
- o Promote statutes and regulations that permit L&S use on EMS vehicle during patient transport only in situations where the patient's clinical outcome may be improved by the estimated time saved by L&S use, rather than just when transporting a patient to a hospital or responding on an emergency call.

NHTSA Office of EMS

Data available as part of the annual Vermont EMS report to the Vermont Legislature.

Rescue Inc was the only Ambulance Service in District 13 during this reporting period. Appropriate call triage, risk assessment and response follow our best in state Unit En-Route times. Following a safe response, what affects patient outcomes the most is the assessment and clinical decision-making skills of our health care providers.

2021 Vermont Average of Incident Unit Notified By Dispatch To Unit En Route



2021 VT EMS Advisory Committee Report, question 4 available on the legislature website

Wage Scale:

AP Triton has requested information on the current wage scale of our providers.

The Vermont EMS Advisory Committee is currently gathering data on the annual wage growth for Vermont EMS, with results expected in December. Early indication is that wage demands have grown by 25% in the last year. Our wage and benefits are in line with the market rates and provide for a livable wage, health insurance, retirement and sick and vacation time. Our provider staff work a 48-hour work week with 8 hours of overtime built into their weekly compensation. This is our most recent posting.

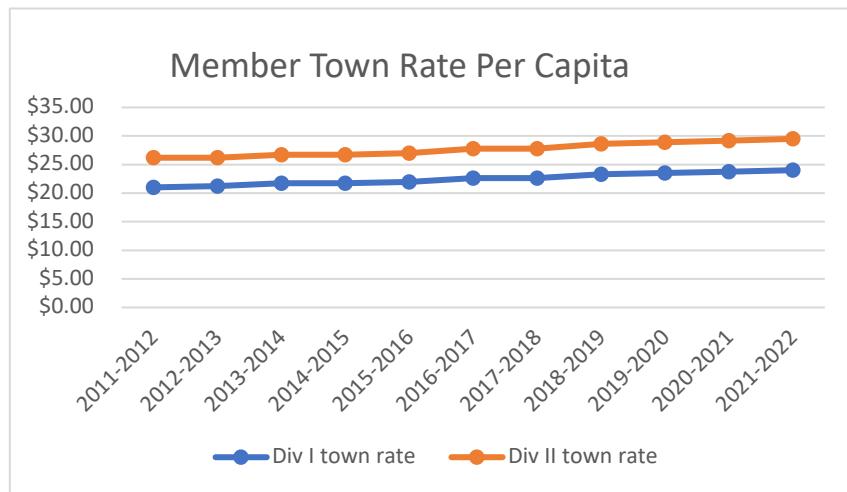


Financial Information:

AP Triton has requested detailed financial statements for use as part of their value assessment of Rescue Inc's services.

As a nonprofit business, details contained in our financial statements are proprietary to our successful business. The reliability, longevity and success of Rescue Inc and this system are not shared by many services around the country. Our board of trustees meet monthly to provide financial oversight, has a professional audit conducted annually and gives our member towns a general overview at our annual meeting. Our practice has been and continues to be that any municipal official from a **member town** can come to our administrative office and receive additional financial information in person if they have specific questions.

Brattleboro town leadership suddenly and without notice ended a 56-year relationship with Rescue Inc and withdrew from a long-standing regional partnership to provide EMS. This decision was made without regard for the well-being of the remaining member towns or the community as a whole. Brattleboro is no longer a member town.



As presented at the September 11 annual meeting

2022 - 0% increase,
2023 -1% increase,
2024 -1% increase

The annual support from our member towns is critical to our success; to continue to build and maintain the most robust EMS delivery system in the state. Town funding provides less than 20% of our operating revenue but has historically provided the stability necessary to

maintain our service delivery model. We also rely on the generosity of our donors and significant grant funding to support our many programs. Our town assessment rates have been calculated the same way for decades, based on a simple per-capita rate using current US census data. This method has created a very stable and predictable rate for our member towns. Our annual increase of 1% or less for each of the last ten years demonstrates our commitment to fiscal responsibility.

Assessments paid by our member towns are simple to understand. In our division 1 area for example, the rate is \$24.02 per person, per year or 6 and a half cents a day. Rescue provides compressive EMS services 24/7/365. There are no additional municipal fees, overtime, equipment bond votes, lease payments or capital expenditures. There is also no municipal liability for patient care, billing contracts, or federal cost reports.

EMS systems that use complex formulas, uncollected revenue, call volume or other variables in annual rate calculations often experience substantial changes in annual contribution rates and unpredictability. This is a model that has been discussed and dismissed by our member towns previously in favor of our current long-standing predictable system.

Our town agreement is on a three-year cycle with rates determined prior to town budget development. Our board uses information gathered at our annual town meetings to determine service levels and set the annual assessment rates. The current three-year cycle: rates for member towns were set in the fall of 2021; these were based on conversation at our annual meeting and reflect a commitment from municipal leaders that all member towns would be continuing with the 50+ year partnership. Rates were set to \$24.02 for the first year in our D1 area and \$29.50 in our D2 area, representing a 0% increase over the previous year. The rate in year two and three of the agreement will increase 1% each year. Our continued effort to keep annual increases under inflation without reducing services demonstrates our commitment to cost-effective and efficient service delivery. As a community based and governed service, we

are extremely sensitive to the assessments that are paid by our member towns; our families live in and pay taxes in the towns that we serve. Our annual meeting with town officials is a televised meeting to discuss the provision of EMS in the region and the assessments for each town. This annual opportunity allows municipal leadership to understand the challenges in our system as well as ask questions of Rescue Inc. administration in a thoughtful and professional way.

The recording of our annual meeting is available through BCTV, please note that all of our member towns **including Brattleboro** were in support of the assessment rates for the next three years!

AP Triton has indicated that they have already reviewed our publicly available 990 for last year and will be basing their analysis on this information. That report, along with previous 990s, clearly illustrates how robust and sustainable our organization continues to be. As we emerge from years of a global pandemic, Rescue Inc continues to be a leader in Vermont EMS in all aspects of our operation. Early in the pandemic, Rescue Inc was asked, and rose to the challenge, of providing the vaccine and treatments to those who could come to public clinics as well as those who needed to be met in their homes due to mobility issues or complicating health problems.

Vermont is recognized as having had one of the best Covid vaccine rates in the nation and Rescue Inc played a key role in that success. When the State realized that Rescue Inc had met the needs of its local communities, they were asked to travel throughout the state to provide vaccinations to other mobility impaired Vermonters. This was only possible through the dedication and hard work of its employees and board of trustees.

990		Return of Organization Exempt From Income Tax		OMB No. 1545-0047	
Form 990		Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)			
Department of the Treasury		► Do not enter social security numbers on this form as it may be made public.			
Internal Revenue Service		► Go to www.irs.gov/Form990 for instructions and the latest information.			
A For the 2020 calendar year, or tax year beginning 07-01-2020, and ending 06-30-2021		2020		Open to Public Inspection	
<input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> D Employer identification number <input type="checkbox"/> E Telephone number <input type="checkbox"/> F Former name <input type="checkbox"/> G Former receipt of 990-X filer <input type="checkbox"/> H Is this a group return for subordinates? <input type="checkbox"/> I Are all subordinates included? <input type="checkbox"/> J If "No," attach a list. (see instructions) <input type="checkbox"/> K Group exemption number <input checked="" type="checkbox"/> L Form of organization: Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Other <input type="checkbox"/> M Year of form: 2006 <input type="checkbox"/> N State of legal domicile: VT					
A Form 990 D Employer identification number E Telephone number F Former name G Former receipt of 990-X filer H Is this a group return for subordinates? I Are all subordinates included? J If "No," attach a list. (see instructions) K Group exemption number L Form of organization: <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Other ► M Year of form: 2006 N State of legal domicile: VT					
A Activities & Governance B Revenue C Expenses D Net Assets or Fund Balances		A Summary B 1 Briefly describe the organization's mission or most significant activities: C 2 Check this box ► <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets. D 3 Number of voting members of the governing body (Part VI, line 1a) 3 16 4 Number of independent voting members of the governing body (Part VI, line 1b) 4 15 5 Total number of individuals emp oyed in calendar year 2020 (Part VI, line 2a) 5 79 6 Total number of volunteers (est make if necessary) 6 9 7 7a Total unrelated business revenue from Part VI, col umn (C), line 12 7a 0 8 7b Net unrelated business taxable income from Form 990-T, line 39 7b 0 9 Contributions and grants (Part VII, line 1b) 257,018 545,073 10 Program service revenue (Part VII, line 2g) 4,190,143 3,923,743 11 Investment income (Part VIII, column (A), lines 3, 4, and 7d) 1,775 -10,414 12 Other revenue (Part VIII, column 1 (A), lines 5, 6d, 8c, 9c, 10c, and 11c) 13,305 0 13 Total revenue add lines 8 through 11 (must equal Part VIII, column (A), line 12) 4,472,244 6,458,402 14 Grants and similar amounts paid (Part IX, column (A), lines 1-3) 0 15 Benefits paid to or for members (Part IX, column (A), line 4) 0 16 Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10) 2,711,016 2,945,962 17 Professional fundraising fees (Part IX, column 1 (A), line 11) 0 18 Other expenses (Part IX, column 1 (A), lines 11a-11d, 11f-24e) 1,699,193 1,767,946 19 Total expenses: Add lines 13-17 (must equal Part IX, column (A), line 25) 4,410,206 4,613,908 20 Revenue less expenses: Subtract line 18 from line 12 52,335 1,044,494 21 Beginning of Current Year 3,621,391 4,717,398 22 Total assets (Part X, line 15) 1,775,091 977,932 23 Total liabilities (Part X, line 26) 1,825,590 3,795,466 24 Net assets or fund balances: Subtract line 21 from line 20 0 0			

FISCAL YEAR ENDING JUNE 2020	Total Revenue \$4,472,244
Total Functional Expenses	\$4,410,209
Net income	\$62,035
Notable sources of revenue	Percent of total revenue
Contributions	\$267,018 6.0%
Program services	\$4,190,143 93.7%
Investment income	\$1,504 0.0%
Bond proceeds	\$0
Royalties	\$0
Rental property income	\$0
Net fundraising	\$0
Sales of assets	\$274 0.0%
Net inventory sales	\$0
Other revenue	\$13,305 0.3%
Notable expenses	Percent of total expenses
Executive compensation	\$0
Professional fundraising fees	\$0
Other salaries and wages	\$2,210,528 50.1%
Other	
Total Assets	\$3,601,391
Total Liabilities	\$1,775,891
Net Assets	\$1,825,500
Key Employees and Officers	Compensation
KATHLEEN HEGE (CHAIR)	\$0
WIN CLARK (VICE CHAIR)	\$0
HAROLD NEWELL (SECRETARY)	\$0

+ Show more

FISCAL YEAR ENDING JUNE 2019	Total Revenue \$4,415,623
Total Functional Expenses	\$4,247,864
Net income	\$167,759
Notable sources of revenue	Percent of total revenue
Contributions	\$143,548 3.3%
Program services	\$4,256,972 96.4%
Investment income	\$1,374 0.0%
Bond proceeds	\$0
Royalties	\$0
Rental property income	\$0
Net fundraising	\$0
Sales of assets	\$3,751 0.1%
Net inventory sales	\$0
Other revenue	\$9,678 0.2%
Notable expenses	Percent of total expenses
Executive compensation	\$0
Professional fundraising fees	\$0
Other salaries and wages	\$1,947,859 45.9%
Other	
Total Assets	\$2,731,229
Total Liabilities	\$967,900
Net Assets	\$1,763,329
Key Employees and Officers	Compensation
KATHLEEN HEGE (CHAIR)	\$0
WIN CLARK (VICE CHAIR)	\$0
HAROLD NEWELL (SECRETARY)	\$0

+ Show more

990 Information available to the public. These images taken from <https://www.propublica.org>

Some portion of the federal Covid funding, which was being appropriated into states to try to mitigate the loss of life and the overwhelming suffering of the pandemic, came to Rescue Inc because of these actions. Knowing that COVID response revenue was not a sustainable income generator, but rather a one-time influx, Rescue Inc's leadership, staff, and board considered how best to use this federal funding. Rescue Inc is proud to announce that those funds have allowed us to open the Vermont EMS Academy (VEMSA). This ground-breaking academy is committed to providing the most state-of-the-art training for emergency healthcare and supports the dire need to increase the EMS workforce in Vermont and beyond. The training facility, located in Newfane, serves three vital communities. The first is Rescue Inc's local community where medical providers and other educators can learn the newest and most effective techniques. The second community is that of our State and the region, where there is a lack of emergency medical training opportunities that are vital due to the rural nature of this state and how far many of its citizens are from hospitals and clinics. Finally, this facility is serving our National EMS family, which has been particularly hard hit in the recent labor shortage, by providing access to lifesaving education. Our goal, ultimately, is to improve the lives and health of people through quality education resulting in better health outcomes.



Training Center Simulation Ambulance

Rescue Inc has always had to be frugal due to the nature of our work—it's expensive to keep staff and vehicles always at the ready and medical billing is federally mandated to pay less than expected. So, when we were provided with a sudden influx of money, it was a clear decision for us to reinvest this money back into the communities we so proudly serve and of which we are an essential part.

Additional information about our agency can be found at rescueinc.org and vemsa.org

Brattleboro or any other community that would like to have a conversation about receiving comprehensive Emergency Medical Services should reach out to our Board of Trustees.



Drew Hazelton
Chief, Rescue Inc.