

Town of Wilton Ambulance

Proudly Servings the Towns of Wilton, Lyndeborough, and Greenfield  
2020 Annual Report

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## MESSAGE FROM THE DIRECTOR

The Towns of Wilton, Lyndeborough and Greenfield continue to benefit by being served by a dedicated group of individuals that work together to provide the best care possible when citizens call for help.

In 2020 we responded to 297 calls in Wilton, 96 calls in Lyndeborough, 125 calls in Greenfield and 29 mutual aid responses for a total of 547 calls. Of these calls 25 were 2<sup>nd</sup> calls, of which Wilton Ambulance covered 17 and 8 required a mutual aid ambulance. This means that 98.5 % of the calls were handled by Wilton Ambulance and 1.5% required mutual aid.

Wilton Ambulance currently has 2 Ford F450 4x4 ambulances. One is a 2014 and one is a 2017. The 2014 is scheduled to be replaced in 2024. We also have a 2019 Chevy Tahoe, which is used as our Rapid Response Vehicle.

Our primary ambulance is staffed (from the station) 24/7 with a Paramedic and an EMT/AEMT. Our current staffing consists of 9 Paramedics, 6 AEMT's, 9 EMT's and 2 drivers.

We are looking to implement a "daily check in" process for anyone interested in being contacted by the ambulance crew (via the number you provide) to check on your wellbeing. We will also be offering a free vial for life kit. By utilizing the vial for life, we will have pertinent information regarding your medical history and any medication you take. This will help us, help you. If you are interested in either of these programs, please contact Wilton Ambulance directly (654-2222) or your Town Administrator.



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# OVERVIEW

The Town of Wilton Ambulance proudly serves the Towns of Wilton, Lyndeborough, and Greenfield. We also provide Mutual Aid to neighboring towns when requested. Our Department strives to provide exceptional pre-hospital quality care at the Basic Life Support and Advanced Life Support Level 24 hours a day, 365 days a year.

Our Service has evolved from a non-profit 501c3 Ambulance Association that was an all-volunteer, EMT level ambulance service covering the towns of Wilton and Lyndeborough in 1974 to a Municipal Department with Paramedic coverage handling 547 calls in 2020.

## Contact Information

### Phone

(603) 654-2222 Station  
(603) 673-1414 Dispatch  
(603) 654-3307 Fax

Emergency Number: 911

Physical Address:  
404 Forest Road  
PO Box 584  
Wilton, NH 03086

### Billing Questions:

Emax Medical Billing  
70 Main Street  
Peterborough, NH 03458  
Phone (603) 924-7797  
<https://www.EmaxMedicalBilling.com>



## Staffing

In 2020, the Wilton Ambulance Staff consisted of approximately 25 employees.

Our station is staffed 24/7 at the ALS level, during the weekday the Ambulance Director is available for 2nd Calls or to assist the Duty Crew.

We presently have on staff:

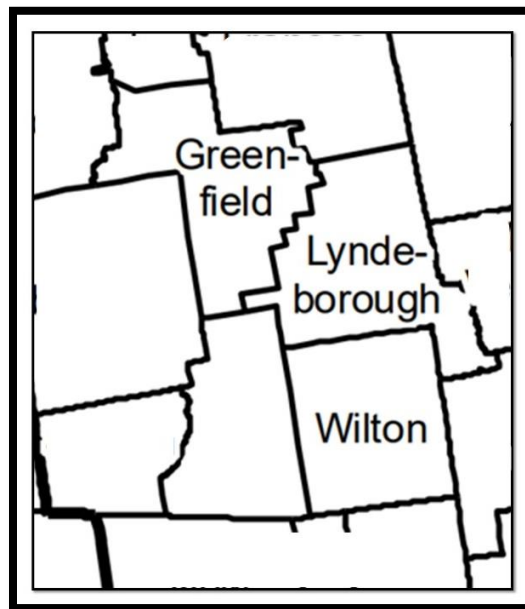
- 9 Paramedics
- 6 Advanced EMTs
- 9 EMTs
- 2 Drivers

## Training

Sherry Miller and Allen Peck serve as the Compliance Officers for the Wilton Ambulance Service ensuring that all staff has the required training to keep all certifications current and active.

## Response Area

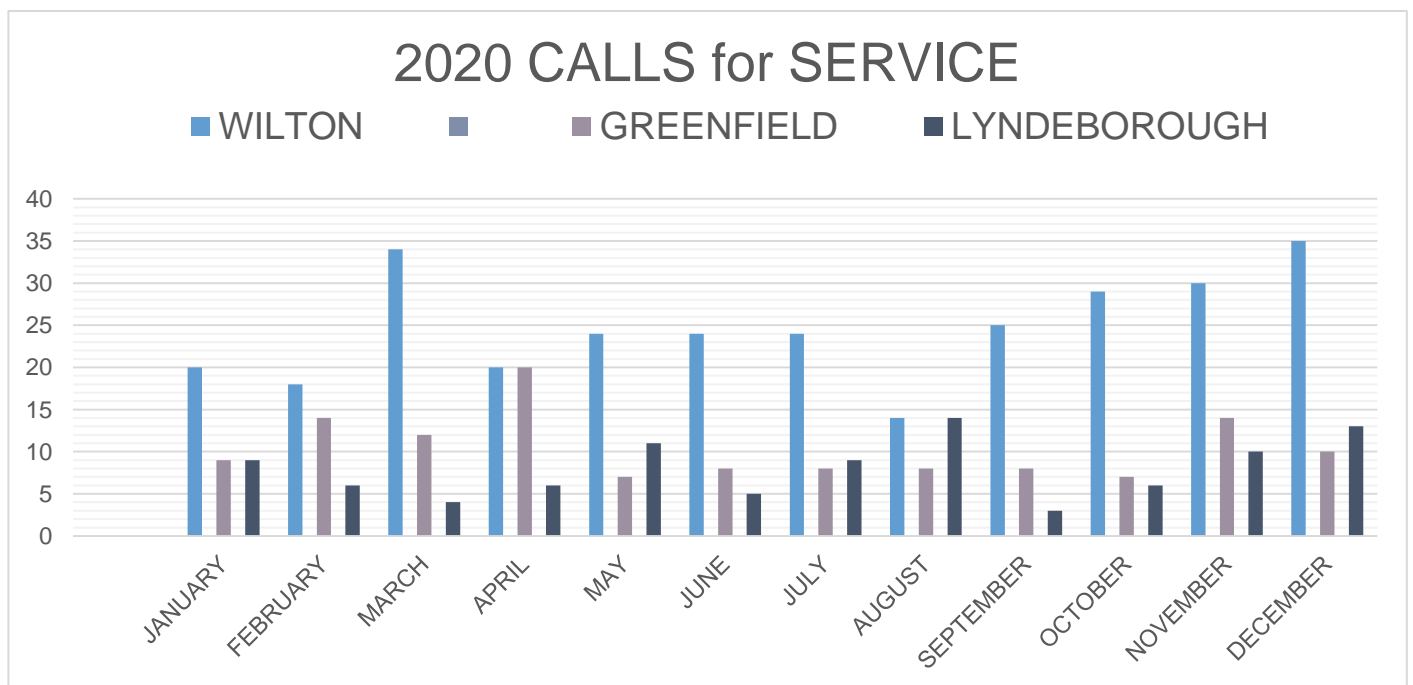
The Town of Wilton Ambulance proudly serves the Towns of Wilton, Lyndeborough, and Greenfield and provides mutual aid to our neighbors in Milford, Greenville and Jaffrey.



# CALL VOLUME

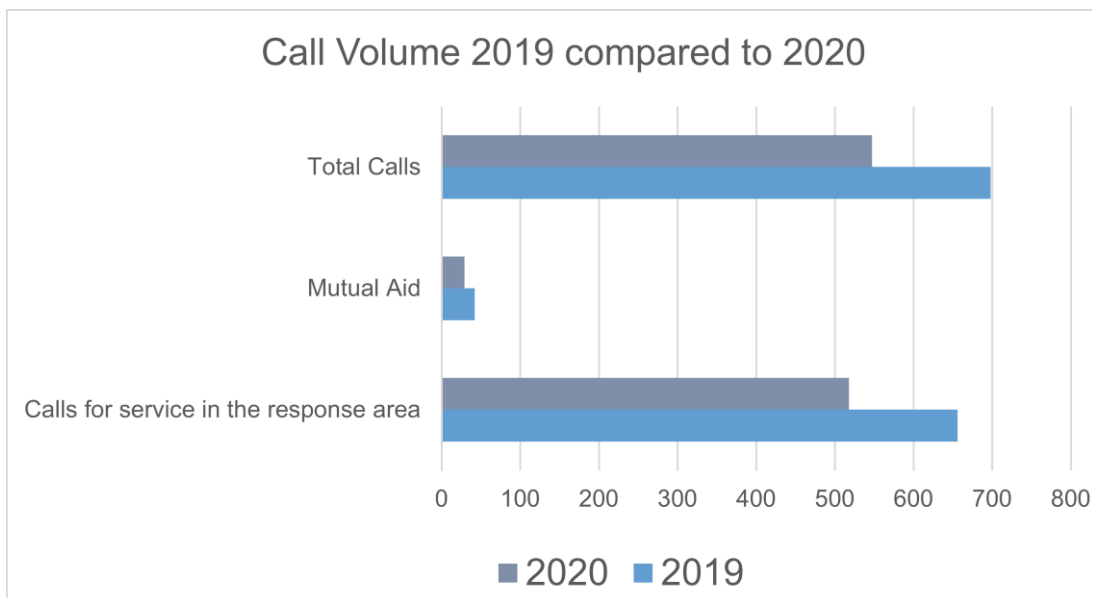
In 2020 The Wilton Ambulance responded to 518 calls for service in our response area and provided mutual aid to an additional 29 calls. Our total call volume for the year was 547 calls.

	WILTON	GREENFIELD	LYNDEBOROUGH	
JANUARY	20	9	9	
FEBRUARY	18	14	6	
MARCH	34	12	4	
APRIL	20	20	6	
MAY	24	7	11	
JUNE	24	8	5	
JULY	24	8	9	
AUGUST	14	8	14	
SEPTEMBER	25	8	3	
OCTOBER	29	7	6	
NOVEMBER	30	14	10	
DECEMBER	35	10	13	
<b>Total</b>	<b>297</b>	<b>125</b>	<b>96</b>	<b>518</b>



MUTUAL AID CALLS						
	MILFORD	GREENVILLE	JAFFREY		Mutual Aid Requested	
JANUARY	1					
FEBRUARY		1			2	
MARCH	3					
APRIL	1	1			1	
MAY	1					
JUNE		1	1		1	
JULY	2	3			1	
AUGUST	4				1	
SEPT	2				1	
OCTOBER	4				2	
NOV	2					
DECEMBER	1	1			2	
	<b>21</b>	<b>7</b>	<b>1</b>		<b>11</b>	
			<b>TOTAL CALLS</b>		<b>11</b>	

Call Volume Comparison		
	2019	2020
Calls for service in the response area	656	518
Mutual Aid	42	29
<b>Total Calls</b>	<b>698</b>	<b>547</b>



# BUDGET 2020/2021 PROPOSED

Account Description	BUDGETED 2020	YEAR TO DATE EXPENDITURES Jan - Dec. 2020	PERCENT REMAIN	2021 BUDGET
		<b>Billing Revenues</b>		
Other Miscellaneous Revenue		4,307.76		
Sale of Town Owned Property		500.00		
Ambulance Anticipated Cash Receipts	265,000	213,842.73	19.30%	245,000
<b>Total Billing Revenue Received</b>	<b>265,000</b>	<b>218,650.49</b>	<b>17.49%</b>	<b>245,000</b>
Town of Temple - Revenue	57,798	14,449.49	75.00%	
Town of Lyndeborough - Revenue	57,798	57,797.96	0.00%	74,564
Town of Wilton - Revenue	170,131	170,131.00	0.00%	231,351
Town of Greenfield - Revenue	57,798	57,797.96	0.00%	97,135
<b>Total Town Revenue</b>	<b>285,727</b>	<b>285,726.92</b>	<b>0.00%</b>	<b>403,050</b>
<b>Pandemic/Emergency grant Received</b>		<b>7,730.97</b>		
<b>Total Revenue</b>	<b>550,727</b>	<b>512,108.38</b>	<b>7.01%</b>	<b>648,050</b>
<b>Ambulance Expenses</b>				
AMB Labor	340,320	311,428.75	8.49	365,000
AMB Chief Salary	80,000	26,129.79	67.34	0
AMB EMS Administrator Salary	0	49,967.28	0.00	74,348
AMB Health Insurance	19,000	6,594.39	65.29%	1
AMB Dental Insurance	0	0.00		1,422
AMB Life Insurance	0	0.00		18
AMB Short- & Long-Term Disability	700	226.80		634
AMB Social Security	26,060	23,904.16	78.55%	27,090
AMB Medicare	6,095	5,590.69	38.11%	6,271
AMB 457b Contributions	5,600	3,772.26	82.14%	5,204
AMB Training & Travel	5,000	1,000.00		2,500
AMB Unemployment Compensation	1,100	1,017.00	7.55%	1,017
AMB Worker's Compensation	12,000	11,780.00	1.83%	12,482
AMB Billings & Collections	15,000	11,046.23	26.36%	19,600
AMB Telephone	6,000	6,200.24	-3.34%	6,000
AMB Admin Fees-P/R Processing	4,000	1,875.00	53.13%	4,000
AMB MACC Base Communications	10,000	0.00	100.00%	0
AMB Equipment Repairs & Maint	1,000	1,680.49	-68.05%	1,000
AMB Radio Repairs & Maint	1,000	198.77	80.12%	500
AMB Equipment (Purchase/Lease)	1,200	1,898.74	-58.23%	5,000
AMB Radios (Purchase/Lease)	500	0.00	100.00%	1,700



AMB Liability Insurance	4,500	4,500.00	100.00%	5,355
AMB Dues & Subscriptions	400	1,782.95	0.00%	100
AMB Office Supplies	800	3,429.76	-328.72%	800
AMB Medical Supplies	14,000	14,250.01	-1.79%	12,000
AMB Uniforms	5,000	3,362.51	32.75%	5,000
AMB Postage, Printing & Advertising	150	258.75	-72.50%	100
AMB Gasoline	2,000	687.78	65.61%	1,500
AMB Diesel Fuel	8,000	3,552.69	55.59%	5,000
AMB Vehicle Repairs & Maint	14,000	14,071.91	-0.51%	14,000
AMB Legal	0	0.00		250
AMB Other Miscellaneous	100	1,806.50	-1706.50%	100
<b>Ambulance Expense Totals</b>	<b>583,525</b>	<b>512,013.45</b>	<b>12.26%</b>	<b>577,991</b>
<b>Ambulance Building</b>				
AMB Electricity	5,500	3,916.31	28.79%	5,000
AMB Heating Fuel	3,000	1,191.90	60.27%	3,750
AMB Building Repairs & Maint	6,000	8,885.91	-48.10%	6,000
AMB Building Lease (Mortgage)	9,000	1,357.00	84.92%	0
AMB Building & Bay Supplies	1,500	1,211.53	19.23%	1,500
<b>Ambulance Building Totals</b>	<b>25,000</b>	<b>16,562.65</b>	<b>33.75%</b>	<b>16,250</b>
<b>Total Ambulance Operating</b>	<b>608,525</b>	<b>528,576.10</b>	<b>13.14%</b>	<b>594,241</b>
<b>Equipment and Vehicle Leases</b>				
OHLTH COVID 19 Expenses	0	1,742.20	0.00%	1
2018 Ambulance Lease	36,549	36,549.03	0.00%	36,549
Cardiac Monitors	17,260	16,181.12	6.25%	17,260
2020 Response Vehicle	45,000	45,000.00	0.00%	0
<b>Ambulance Capital Expenses</b>	<b>98,809</b>	<b>99,472.35</b>	<b>-0.67%</b>	<b>53,809</b>
<b>Total Ambulance</b>	<b>707,334</b>	<b>628,048.45</b>	<b>11.21%</b>	<b>648,050</b>

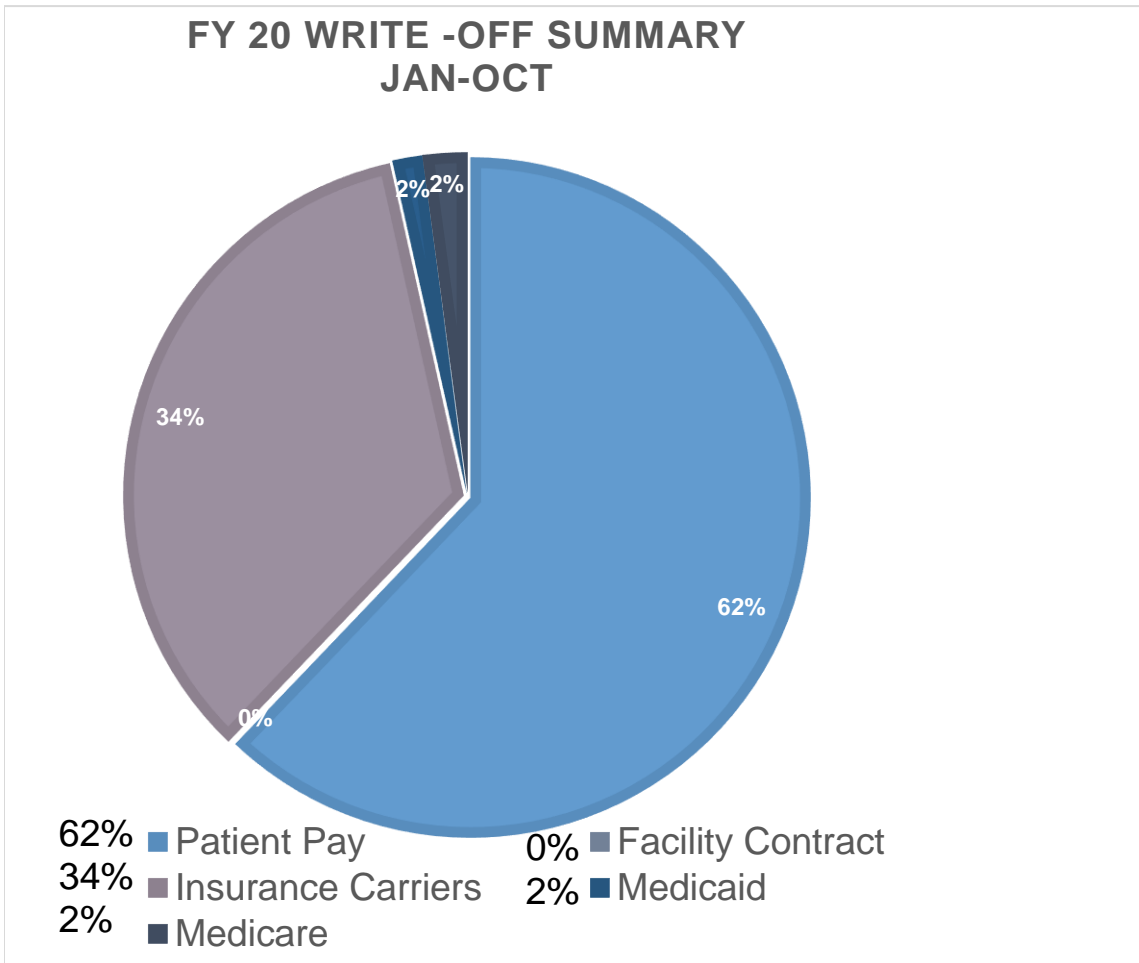


## 2020 Write-off's January – October

In October 2020 the Wilton Select Board as the fiduciaries of the Wilton Ambulance fund adopted a Write-Off policy that will prescribe the specific steps taken when funds are uncollected that are due to the Ambulance fund after services have been provided.

Write-off's determined by the billing company prior to that policy:

Write of Summary for FY 20	
January - October	
Patient Pay	\$ 49,840.00
Facility Contract	\$ -
Insurance Carriers	\$ 27,577.05
Medicaid	\$ 1,160.00
Medicare	\$ 1,635.11
<b>Total</b>	<b>\$ 80,212.16</b>



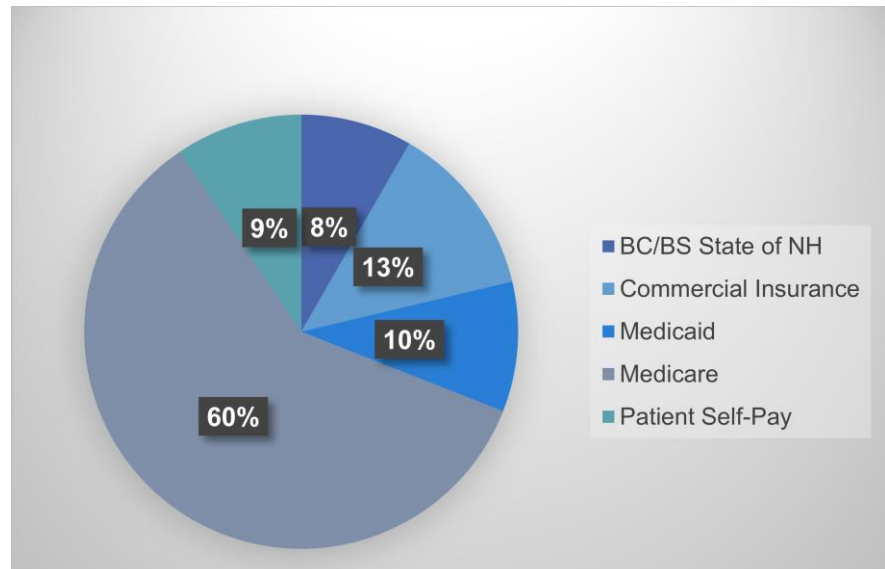
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**2020 Unaudited Financials**

## 2020 Payments by Category

This chart summarizes all trips and the payment category for 2020.

2020 Payment by Category	
BC/BS State of NH	8.31%
Commercial Insurance	12.97%
Medicaid	9.68%
Medicare	59.58%
Patient Self-Pay	9.44%



## 2020 Billing Rates

### Charges by Company

Company IS Town of Wilton

#### Town of Wilton

Tax ID: 026000976

Charge	HCPCS	Expected Amount	Start Date	End Date
WILT-ALS 1 Emergency A0427	A0427	\$1,800.00	N/A	N/A
WILT-ALS 1 Non-Emergency A0426	A0426	\$1,500.00	N/A	N/A
WILT-ALS 2 A0433	A0433	\$2,200.00	N/A	N/A
WILT-ALS Assist A0432	A0432	\$500.00	N/A	N/A
WILT-ALS Mileage A0425	A0425	\$20.00	N/A	N/A
WILT-ALS NonCovered Mlg A0888	A0888	\$20.00	N/A	N/A
WILT-BLS Emergency A0429	A0429	\$1,000.00	N/A	N/A
WILT-BLS Mileage A0425	A0425	\$20.00	N/A	N/A
WILT-BLS NonCovered Mlg A0888	A0888	\$20.00	N/A	N/A
WILT-BLS Non-Emergency A0428	A0428	\$600.00	N/A	N/A
WILT-SCT A0434	A0434	\$1,900.00	N/A	N/A

## Equipment, Capital Assets and Expenses

Currently we have 2 Ford F-450 4x4 Ambulances, and a 2019 Chevrolet Tahoe as our Rapid Response Vehicle. Our 1st Ambulance is a 2017 and is dedicated as 30A1. Our 2nd Ambulance is a 2014 and is dedicated as 30A2. Our department has purchased a New 2019 Chevrolet Tahoe to replace our old Rapid Response Vehicle and is dedicated as 30EMS1.

We rotate our ambulances as the Primary Unit from month to month. Meaning one month we use 30A2 as the Primary Ambulance and the next month 30A1 is used as Primary.

Other equipment consists of:

- 2018 Ambulance Lease- \$36,549.03 Annual Lease Payment
- Cardiac Monitors-\$17,260.00 Annual Lease Payment
- 2019 Response Vehicle- \$45,000- paid in full 2020

In 2021 a RAD-57 will be funded by the Florence Wheeler fund in the Amount of \$4,000.00

See the 2019-2024 Capital Improvement Plan Draft for further detail of the long-range capital plan for the Ambulance Service.

WBC worksheet DATE: 10/15/2018

### CAPITAL IMPROVEMENT PLAN - DRAFT - WORKSHEET - 2019 TO 2024

DEPARTMENT/PROJECT	PROJ. DATE	COST W/O DEBT SVC	APPROXIMATE	TOTAL	By Taxation						TOTAL	
			FUND BALANCE Aug. 30, 2018	2019 CAP. EXP.	2019	2020	2021	2022	2023	2024	2019-2024	
<b>ADMINISTRATIVE/GENERAL GOV.</b>												
Town Revaluation			88.36			15,000	15,000					
<b>AMBULANCE</b>												
Replacement of 2014 Ambulance	2024	276,000				69,000	69,000	69,000				69,000
Ambulance Fund (Wilton 55%)		151,800		37,950	37,950	37,950	37,950					37,950
Ambulance Fund (Temple 20%)		55,200			13,800	13,800	13,800					13,800
Ambulance Fund Lynde. 25%		69,000			17,250	17,250	17,250					17,250
Replacement of 2018 Ambulance LEASE	2028	278,000								69,000		69,000
Ambulance Fund (Wilton 55%)		152,900							37,950			37,950
Ambulance Fund (Temple 20%)		55,600								13,800		13,800
Ambulance Fund Lynde. 25%		69,500								17,250		17,250
Replacement of 2010 Rapid Response Service Vehicle	2022	40,600							40,600			40,600
Ambulance Fund (Wilton 55%)		22,330							22,330			22,330
Ambulance Fund (Temple 20%)		8,120							8,120			8,120
Ambulance Fund Lynde. 25%		10,150							10,150			10,150
Cardiac Monitor Replacement 2 @ 40K	2025	82,260							27,000			27,000
Ambulance Fund (Wilton 55%)		45,243							14,850			14,850
Ambulance Fund (Temple 20%) (at time of purchase)		16,452							5,400			5,400
Ambulance Fund Lynde. 25%		20,565							6,750			6,750
Florence M. Wheeler Fund			80,810.51	Lease	31,824	31,824	31,824	31,824	31,824	31,824	31,824	190,944
Revolving Fund			90,163.74									