

Emergency **911**

802.626.1101



**\* We Still Make House Calls \***

**2009 Vermont Ambulance Service of the Year**

**114 Vail Drive, PO Box 401 Lyndonville, VT 05851**

To the Citizens We Serve:

The Crewmembers, Administration and Board of Lyndon Rescue Inc. wish to once again thank our member towns for their support and the opportunity to serve you.

Lyndon Rescue Inc. works hard to provide you with the most cost effective, yet efficient and high-quality service we can. As an essential service to your community, we strive to provide you with coverage 24 hours per day, 365 days per year. To provide the best service possible we have put forth a budget that is both comprehensive and cost effective, so we may continue to come when you call. We have focused any budget increases in the areas that are most important for stability, such as staff. We remain challenged funding areas such as training, vehicle and equipment replacement, and service enhancement. However, we are working through strategies to raise funds to do this without more significant changes to the community rates.

This year has met us with some significant change as well as challenges, which includes new leadership in both the operations and the Board of Directors. With these changes, we have undergone a full evaluation of the organization and made some tough decisions. We have found that running a deficit budget at the end of each year, while keeping rates at or near past levels, has caused financial issues that we are correcting. We have made a plan and instituted some significant spending programs to assist with cost control, but we cannot continue to keep costs flat and continue to offer emergency service to you. This is why our assessment have increased this year. We believe we are now on a good, corrected path.

We continued with our CPR, AED and First Aid training in 2017 and our Nationally Certified Child Passenger Safety Technicians continue to inspect car seats by appointment. Additionally, we continued our ambulance billing service.

Calls for service were up slightly in 2017 at 1486 as compared to 2016 at 1430 and 2015 at 1519. This includes our contractual coverage areas of Brighton, Charleston, Morgan, Norton and the Unified Towns and Gores.

In the coming year we will be working diligently on implementing a comprehensive quality management plan as well as developing a strong business and strategic plan. We will work hard to assure that your communities are provided with the best staff and provided the most compassionate, professional, and efficient pre-hospital medical care possible!

If you have any questions or suggestions, we are always happy to hear from you.

Be well, be safe, and know we will be there when you need us!

Sincerely,

Jon R. Bouffard, MBA, NRP, FP-C, CCP-C, TP-C, I/C

Director of Operations

**A Non-Profit Ambulance Company serving the communities of: Brighton, Burke, Charleston, East Haven, Granby, Kirby, Lyndon, Morgan, Newark, Norton, Sheffield, Sutton, Victory, Wheelock and The UTGs**