

ANNUAL REPORT – 2018

To the Citizens of the Nine Communities We Serve,

Upper Valley Ambulance is in our 27th year of providing emergency ambulance service to our member towns, and we continue to strive to meet our mission statement on a daily basis. Emergency Medical Services is the safety net for healthcare. We don't ask if you can pay the bill before we respond to your 9-1-1 call. We respond, render high quality healthcare as needed and help you make choices about whether you need to go to the hospital with us, or seek alternate care such as your primary physician's office. Whether we get paid for our services, or how much we get paid depends on what kind of health insurance, if any, you have. We care equally for all our patients regardless of their ability to pay. You call 9-1-1 and an ambulance responds. Period.

Because of the way healthcare reimbursement is in our country, the amount we collect is only about 50% of our costs. The only way you as a resident or visitor to the nine communities we serve can be assured that there will be an ambulance service to respond to your 9-1-1 emergency is by sharing those uncompensated costs through your taxes. All our communities are assessed a per-capita charge based on our costs that are not covered by revenue from patient billing. For 2017 that per capita charge was \$37. This year the Board of Directors of Upper Valley Ambulance struggled with flat or decreasing revenue from health insurance providers, increasing costs of our staff's health insurance and other increasing operational costs. This resulted in an increase of the per capita assessment to \$39.

However our financial struggles have presented us with a short term problem. The money that we use to put aside for replacing ambulances has had to go into paying other expenses. We need to put aside approximately fifty thousand dollars a year to replace ambulances as they age. In 2017 we did not have the funds to set aside, and we will not have the funds in 2018 or 2019. In 2020 we will have finished paying off loans and will be able to set aside that money for ambulance replacement. However we cannot wait that long to replace ambulances. Thus we need to assess a temporary surcharge in 2018 and 2019 of \$4.00 per capita to pay for ambulance replacement.

The total amount Upper Valley Ambulance needs from our communities for 2018 is \$43 per capita. This is a 5% increase in operational expenses and an 11% temporary surcharge for ambulance replacement. We understand that a 16% increase is difficult to swallow. We assure our communities however that the temporary surcharge is temporary, and that we continue to work hard to control our costs.

The leadership and staff of UVA continue to be proud of the organization's accomplishments and look forward to providing you with the peace of mind that your 9-1-1 system is here if you, a family member, your neighbors or visitors to your community need it. We vow to continue our commitment to providing high quality emergency medical care to all the citizens we serve.

Sincerely,

Clay Odell
Executive Director