

December 11th, 2024

North Conway Fire Department
Emergency Medical Services as budgeted for 2025

In addition to providing primary response to fires, motor vehicle accidents, and hazardous material services, the NCFD provides back-up emergency medical services to Action Ambulance, a private ambulance service contracted by the Town of Conway to cover care and transport for North Conway Village medical calls.

The Village is defined as including the Route 16 strip from the Scenic Vista south to Mineral Springs Nursing Home, including the Kearsarge Lighting Prescient and also including Settler's Green and Walmart. The coverage area also extends down West Side Rd as well as East Conway Rd. NCFD and Action also respond beyond that area in a mutual aid capacity.

In a typical motor vehicle accident call, NCFD will typically send the rescue truck and a fire truck, with at least two members to operate the trucks, and Action Ambulance sends an ambulance, with two staff members. Call members of the NCFD respond to the scene or station as well, as needed to staff the apparatus. At the scene, the responders follow established protocol to determine who is best qualified to treat the patient. In some instances, Action Ambulance staff treats and transports, and in some instances NCFD staff treat and ride in the ambulance during transport.

The decision on treatment is made based on the level of injury or illness. An EMT level provider can only provide a basic level of care. If there is an AEMT available the care can now include IV therapy and some limited medications. For any patient requiring airway management, pain relief, or advanced medications a Paramedic needs to be used.

In a typical medical call to a residence or business, the same protocol is followed. The routine procedure is for both an Action Ambulance and the NCFD rescue truck and call volunteers.

The current daily call volume (all types of calls) for NCFD is an average of 4 per day. The vast majority of these calls are medical calls to a residence or business.

Under its contract with the Town, Action Ambulance maintains one staffed ambulance (2 full-time staff members 24/7) at its Eastman Road location. Action Ambulance maintains a second ambulance at that location, which is not always staffed. The primary ambulance responds to emergency calls. If a secondary ambulance is available they provide transport of patients between hospitals, nursing homes, and other facilities. When the primary ambulance is on a call the NCWP residents and non-prescient residents in the coverage area have to rely on NCFD rescue members as well as mutual aid for transport.

The NCFD has two full-time staff members, three part-time staff members, and an additional 30 call volunteers. The fire house has sleeping quarters for three, current staffing is the chief and assistant chief work days. The chief currently works a schedule Monday-Friday. The assistant chief works days Monday, Wednesday, Friday-Sunday during the day. On the

weekends 2 members cover Friday and Saturday nights. An officer is assigned to each night shift Sunday-Thursday. In addition, when a call goes out call members respond as well - these are trained members of the NCFD who have other full-time work; they are paid only for the hours they respond to calls.

The total annual operating budget for the NCFD is \$1,022,178.10, which is included in the North Conway Water Precinct portion of the Town tax bills issued to residents and businesses in the Precinct. Other than inspection fees, the NCFD does not bill for services rendered. Action, which is a private entity, bills patients for services at the 2nd highest rate in the state of NH, and in addition, in 2024 will receive a stipend of \$164,449.61 from the Town of Conway.

Levels of Providers

There are three different common levels of providers that work on an ambulance in the EMS system.

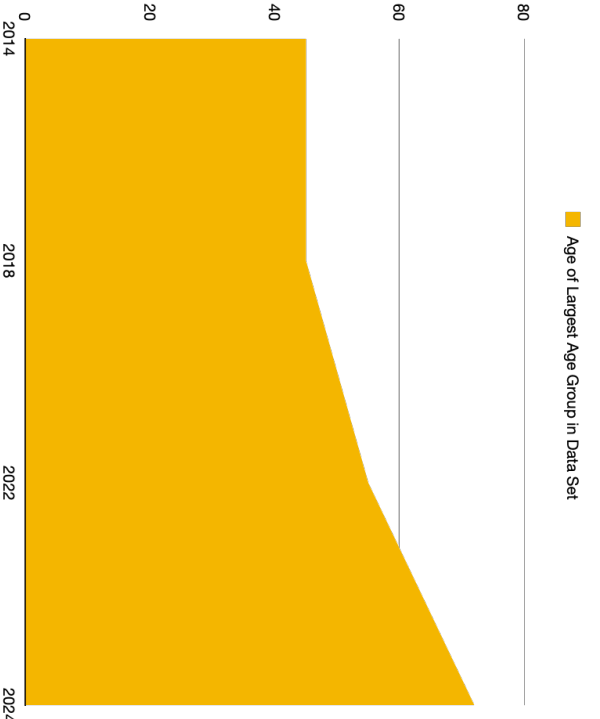
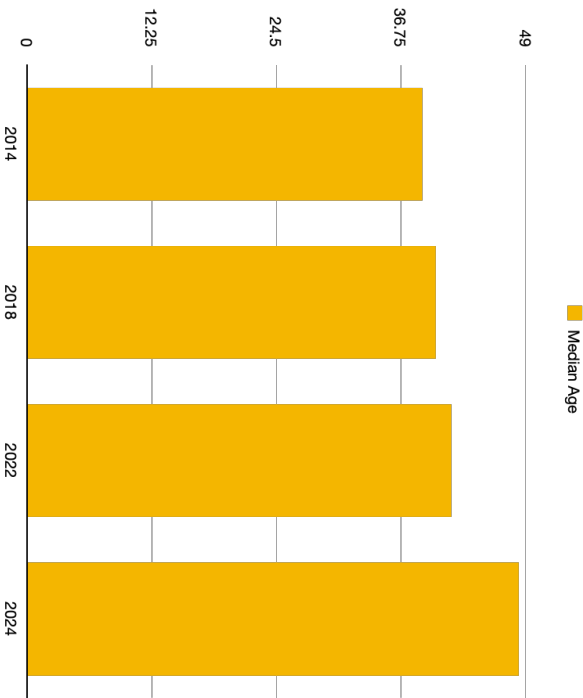
- 1) **EMT- The Emergency Medical Technician** is considered a basic level of care provider. The EMT has taken a class that is typically around 200 hours of training and is tasked with providing basic medical assessment and care that includes splinting fractures, bandaging wounds and performing CPR. The EMT level has only a few medications that they are able to administer to patients.
- 2) **AEMT- Advanced Emergency Medical Technician.** These providers have now added an additional 100+ hours of training to their EMT and is capable of all the EMT level skills but with added medication usage and depth of knowledge. This is also a provider that can start IV's and provide fluid therapy. This is the 1st level of Advanced Life Support care that is provided.
- 3) **Paramedic-** The paramedic level requires a course that is typically roughly a yearlong and includes approximately 500 hours of clinical time in the field (hospital and ambulance) to complete. This is the top level of EMS care that includes all of the skills of the EMT and AEMT but with a significant number of medication choices including pain management medications as well as advanced airway techniques and other advanced procedures centered around airway and breathing care as well as cardiac emergency care

Year	Fire	EMS/Rescue
2015	557	652
2016	562	486
2017	621	677
2018	619	680
2019	616	611
2020	630	585
2021	630	691
2022	626	739
2023	608	983

Call Volume



Year	Median Age	Largest age group
2014	38.9	45
2018	40.2	45
2022	41.7	55
2024	48.3	72



The average age of residents has been steadily increasing over time for the Town of Conway. As shown below the median age of the town has gone from 38.9 years to 48.3 years over the past 10 years. This means that we are not seeing a significant increase in kids coming into town. Additionally the largest age group by percentage has increased. In 2014 the largest age group in town was 40-45 years old. In 2024 the largest age group is 70-74 years old.

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Adding an ambulance to the North Conway Fire Department would provide significant benefits to both the community and the local tax base, enhancing public safety and improving emergency medical services (EMS) efficiency.

Improved Response Times

With its own ambulance, the North Conway Fire Department can reduce response times for emergency medical calls, ensuring faster delivery of care. This is especially critical in rural and high-tourism areas, where delays due to distance or availability of outside resources can impact patient outcomes. Having an ambulance directly under our control allows for more timely responses to both medical emergencies and accidents.

Enhanced EMS Capacity

Currently, the community relies on external ambulance services, which can be stretched thin or unavailable due to staffing issues or distance. By adding an ambulance, the NCFD will have more control over local emergency medical services, ensuring greater capacity and less dependency on external agencies. This also frees up outside EMS resources to serve other areas more efficiently.

Long-Term Cost Savings

While the initial investment in an ambulance is costly, over time it could save money by eliminating the need to contract external ambulance services. Additionally, the NCFD could generate revenue by billing for EMS services, which could offset operational costs. This revenue could help stabilize or even reduce the impact on local taxes in the long term.

Improved health and Safety for the Community

Having an ambulance integrated with the NCFD enhances the ability to respond to emergencies with trained paramedics and emergency medical technicians (EMTs) who are already familiar with the local area and its residents. This integrated approach allows for more efficient, cohesive emergency responses, ultimately leading to improved health outcomes and a safer community.

Increased Satisfaction of the Community

By expanding services and demonstrating a commitment to public safety, NCFD can strengthen its relationship with the community. Residents will feel more secure knowing that emergency medical services are available at a moment's notice, leading to greater public trust and satisfaction with local government services.

Long-Term Economic Growth

A reliable ambulance service can support local businesses, tourism, and residential growth by ensuring that people feel safe knowing that emergency medical services are readily available. This is especially important for North Conway, a popular tourist destination, where visitors expect high-quality healthcare access. Improved public safety infrastructure can attract new residents and businesses, contributing to a stronger local economy.

In sum, the addition of an ambulance to the North Conway Fire Department would improve response times, reduce costs, enhance community health, and ultimately provide a more sustainable model of emergency medical care, benefiting both residents and the local tax base.

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2025 Proposed Ambulance Budget

	W/A #	2025 Budget	2025 Activity	2026 Proposed	% Change
ADMINISTRATION					
Random Drug Testing		\$0.00	\$0.00	\$900.00	-
Immunization / Testing		\$0.00	\$0.00	\$6,750.00	-
Consulting Services		\$0.00	\$0.00	\$5,000.00	-
Technology Services		\$0.00	\$0.00	\$3,000.00	-
Office Supplies		\$0.00	\$0.00	\$1,200.00	-
Postage		\$0.00	\$0.00	\$200.00	-
Administration Subtotal		\$0.00	\$0.00	\$17,050.00	-
PERSONNEL					
General Wages		\$0.00	\$0.00	\$527,880.00	-
Administrative Wages		\$0.00	\$0.00	\$38,962.00	-
Part Time FF/EMT		\$0.00	\$0.00	\$28,288.00	-
Training		\$0.00	\$0.00	\$30,000.00	-
Overtime Wages		\$0.00	\$0.00	\$56,025.00	-
Social Security		\$0.00	\$0.00	\$37,190.00	-
Medicare		\$0.00	\$0.00	\$8,698.00	-
NH Retirement		\$0.00	\$0.00	\$84,550.64	-
Unemployment		\$0.00	\$0.00	\$250.00	-
Retention Bonus		\$0.00	\$0.00	\$15,750.00	-
Water Dept. Offset		\$0.00	\$0.00	\$4,000.00	-
Personnel Subtotal		\$0.00	\$0.00	\$831,593.64	-
INSURANCE					
Workers Compensation		\$0.00	\$0.00	\$5,400.00	-
Property / Fleet Liability		\$0.00	\$0.00	\$20,029.00	-
General Liability		\$0.00	\$0.00	\$3,120.00	-
Blanket Accident		\$0.00	\$0.00	\$2,400.00	-
Health Insurance - Full Time Employees		\$0.00	\$0.00	\$128,385.36	-
Life / Disability		\$0.00	\$0.00	\$810.00	-
Subtotal Insurance		\$0.00	\$0.00	\$160,144.36	-
BUILDINGS					
Telephone		\$0.00	\$0.00	\$4,680.00	-
Electricity		\$0.00	\$0.00	\$4,800.00	-
Heat		\$0.00	\$0.00	\$5,960.00	-
Maintenance Contracts		\$0.00	\$0.00	\$26,500.00	-
Station Supplies		\$0.00	\$0.00	\$1,500.00	-
Repairs / Maintenance		\$0.00	\$0.00	\$10,500.00	-
Buildings Subtotal		\$0.00	\$0.00	\$53,940.00	-

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Ambulance			
Uniforms	\$0.00	\$0.00	\$12,600.00 -
Rescue Supplies	\$0.00	\$0.00	\$30,000.00 -
Compliance Testing	\$0.00	\$0.00	\$6,500.00 -
Gasoline / Diesel	\$0.00	\$0.00	\$13,600.00 -
Apparatus Repairs / Maintenance	\$0.00	\$0.00	\$15,000.00 -
Communication Supplies	\$0.00	\$0.00	\$2,000.00 -
Communication Repairs / Maintenance	\$0.00	\$0.00	\$2,000.00 -
New Equipment	\$0.00	\$0.00	\$3,000.00 -
Communication New Equipment	\$0.00	\$0.00	\$2,000.00 -
Technology Equipment	\$0.00	\$0.00	\$3,700.00 -
Ambulance Subtotal	\$0.00	\$0.00	\$90,400.00 -
OPERATIONS SUBTOTAL	\$0.00	\$0.00	\$1,153,128.00 -

Expected Approximate Revenues-

\$300,000-\$400,000 as a base estimate

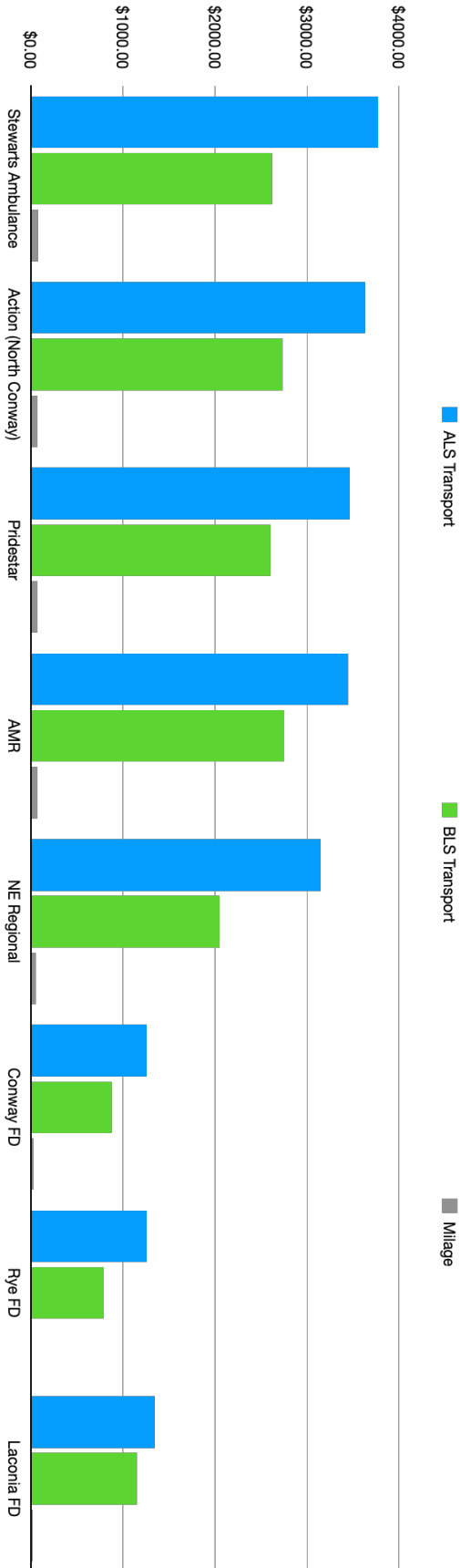
User Cost- Ambulance Billing Rates

Service	ALS Transport	BLS Transport	Milage
Stewarts Ambulance	\$3773.00	\$2622.00	\$81.00
Action (North Conway)	\$3633.00	\$2737.00	\$70.00
Pridestar	\$3460.00	\$2606.00	\$70.00
AMR	\$3445.00	\$2756.00	\$73.00
NE Regional	\$3150.00	\$2053.00	\$55.00
Conway FD	\$1255.00	\$882.00	\$25.00
Rye FD	\$1260.00	\$788.00	\$16.00
Laconia FD	\$1344.00	\$1155.00	\$21.00

This data shows what you as an individual will be billed for use of service. It is important to understand that additionally with billing you may get hit with additional fees because all but one of the private ambulance services in NH are billed as out-of-network providers because their base of operations is Massachusetts.

Basic Life Support (BLS)

Basic Life Support (BLS) represents the transportation by a ground ambulance vehicle and the provision of medically necessary supplies and services. A BLS provider cannot perform invasive procedures and may only administer a few select medications.



Advanced Life Support (ALS)

Advanced Life Support providers perform more invasive procedures and administer various medications, over and above what BLS-level service providers can administer.

An ALS level is defined as, transportation and services that include an ALS assessment by ALS personnel (AdvancedEMT or Paramedic) or at least one ALS intervention.

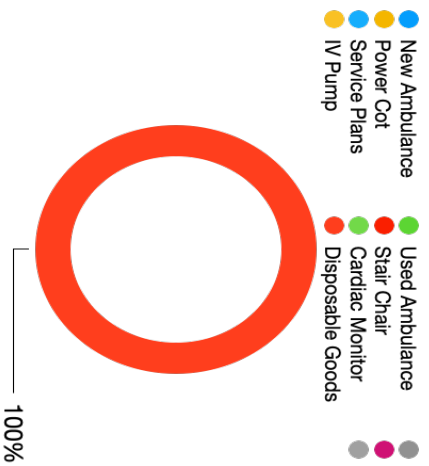
Advanced Life Support Interventions:

At least three separate administrations of medications by IV or continuous infusion (excluding crystalloid fluids); Or procedures such as manual defibrillation/cardioversion, endotracheal intubation, central venous line, cardiac pacing, chest decompression, surgical airway, or intraosseous line.

Upfront Costs

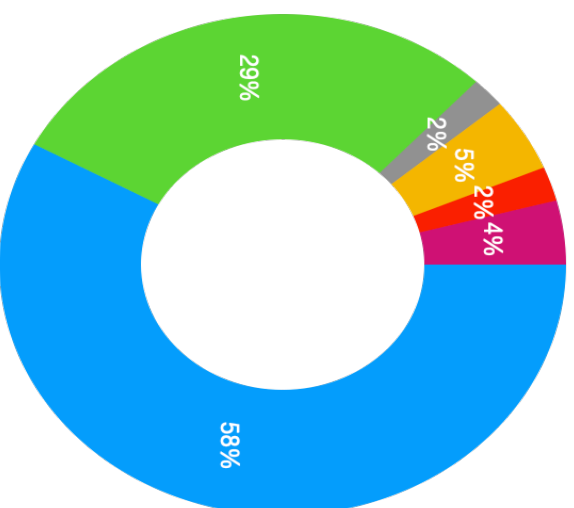
Expenses	Quantity	Year 1	Year 2
New Ambulance	1	450,000	0
Used Ambulance	1	225,000	0
Vent	2	30,000	0
Power Cot	2	73,836.3	0
Stair Chair	2	34,421.94	0
Power Load System	2	64,009.72	0
Service Plans	2	71,178.1	0
Cardiac Monitor	2	114,042.28	0
LUCAS Device	2	43,038.94	0
IV Pump	2	10,000	0
Disposable Goods	2	30,000	50,000
Total expenses		\$1,145,527	\$50,000

Expenses - Year 2



- New Ambulance
- Power Cot
- Service Plans
- IV Pump
- Used Ambulance
- Stair Chair
- Cardiac Monitor
- Disposable Goods
- Vent
- Power Load System
- LUCAS Device

Expenses - Year 1



- New Ambulance
- Vent
- Stair Chair
- Used Ambulance
- Power Cot
- Power Load System