

# Ambulance Revenue Presentation to Wolfeboro Board of Selectmen

September 6, 2023

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Thomas Zotti – Fire Chief

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# Communities Surveyed Operating Fire-Based Ambulance Services

## ◆ Seven Communities Surveyed

- ◆ Bristol
- ◆ Belmont
- ◆ Gilford
- ◆ Hanover
- ◆ Littleton
- ◆ Plymouth
- ◆ Tilton/Northfield

## ◆ Communities Not Responding

- ◆ Franklin
- ◆ Seabrook



# Community Data

Community	Per Capita Income	Total Housing Units	Square Miles	Budget (2022)
Belmont	\$ 36,240	3562	32	\$ 11,633,897
Bristol	\$ 31,642	2387	22.1	\$ 7,535,057
Gilford	\$ 51,039	5247	53.5	\$ 16,735,975
Hanover	\$ 50,173	3738	50.1	\$ 32,123,118
Littleton	\$ 48,392	3434	54	\$ 9,593,608
Plymouth	\$ 27,739	2714	28.5	\$ 10,721,644
Tilton/Northfield*	\$ 33,677	4005	40.8	\$ 9,893,830
Average	\$ 39,843	3584	40.1	\$ 14,033,876
Wolfeboro**	\$ 44,107	4510	58.4	\$ 17,062,009
Wolfeboro Data Compared to Average of Communities Surveyed	<b>111%</b>	<b>126%</b>	<b>145%</b>	<b>122%</b>
*Tilton and Northfield Combined				
**Wolfeboro General Fund Budget				

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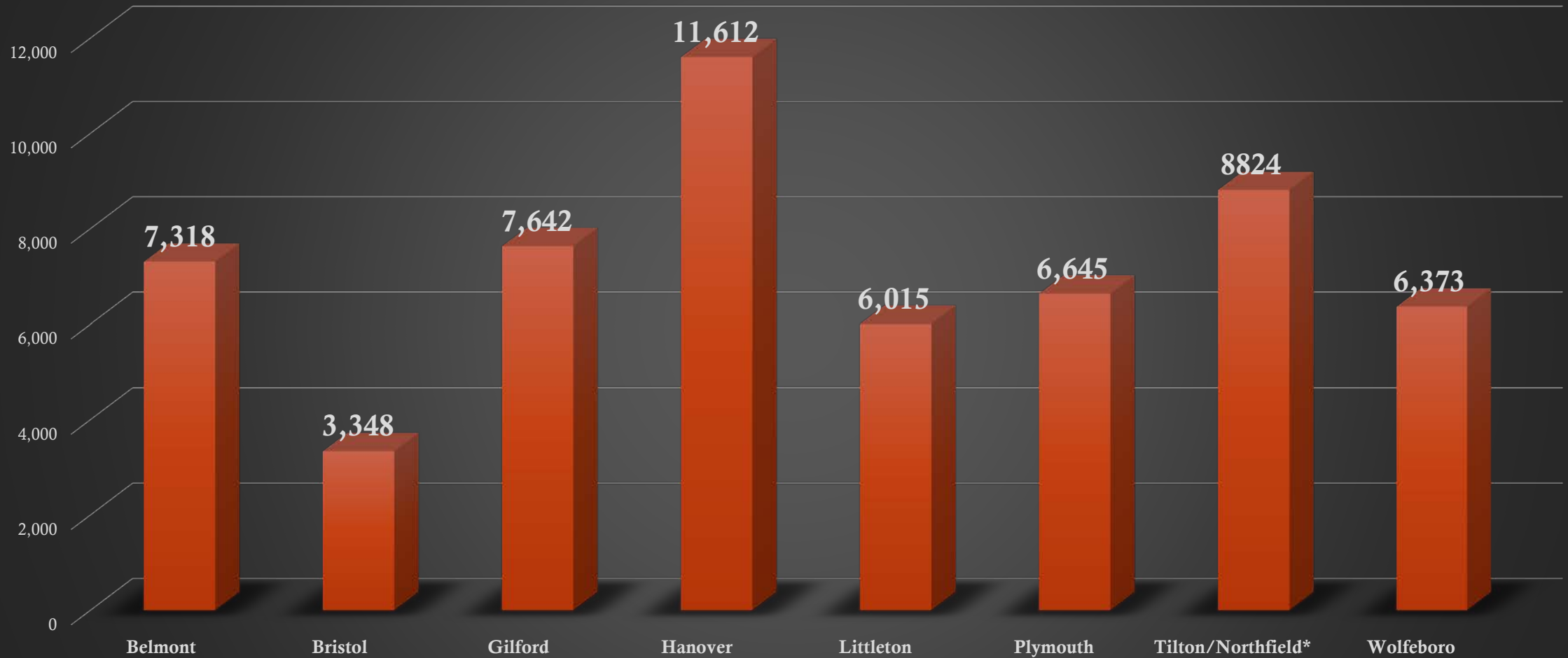
# Community Demographics -Age

		Medium Age	65 Plus	55 to 64	35 to 54	20 to 34	6 to 19	Under 5
Belmont	7,318	48.1	1446	1509	1848	919	1364	232
Bristol	3,348	42.8	586	444	957	537	543	181
Gilford	7,642	47	1629	1364	2144	865	1149	491
Hanover	11,612	22.8	1673	1210	1763	2849	3896	221
Littleton	6,015	49.8	1340	1113	985	1685	609	283
Plymouth	6,645	32	1060	674	1405	1443	2003	60
Tilton/Northfield*	8824	43.6	1573	1300	2447	1667	1352	485
Wolfeboro	6,373	57.3	2187	1487	1389	300	876	134
Wolfeboro Medium Age Compared to Average	87%	16.4	164%	137%	84%	21%	56%	48%
*Tilton & Northfield Data Combined								

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# Population of Communities Surveyed

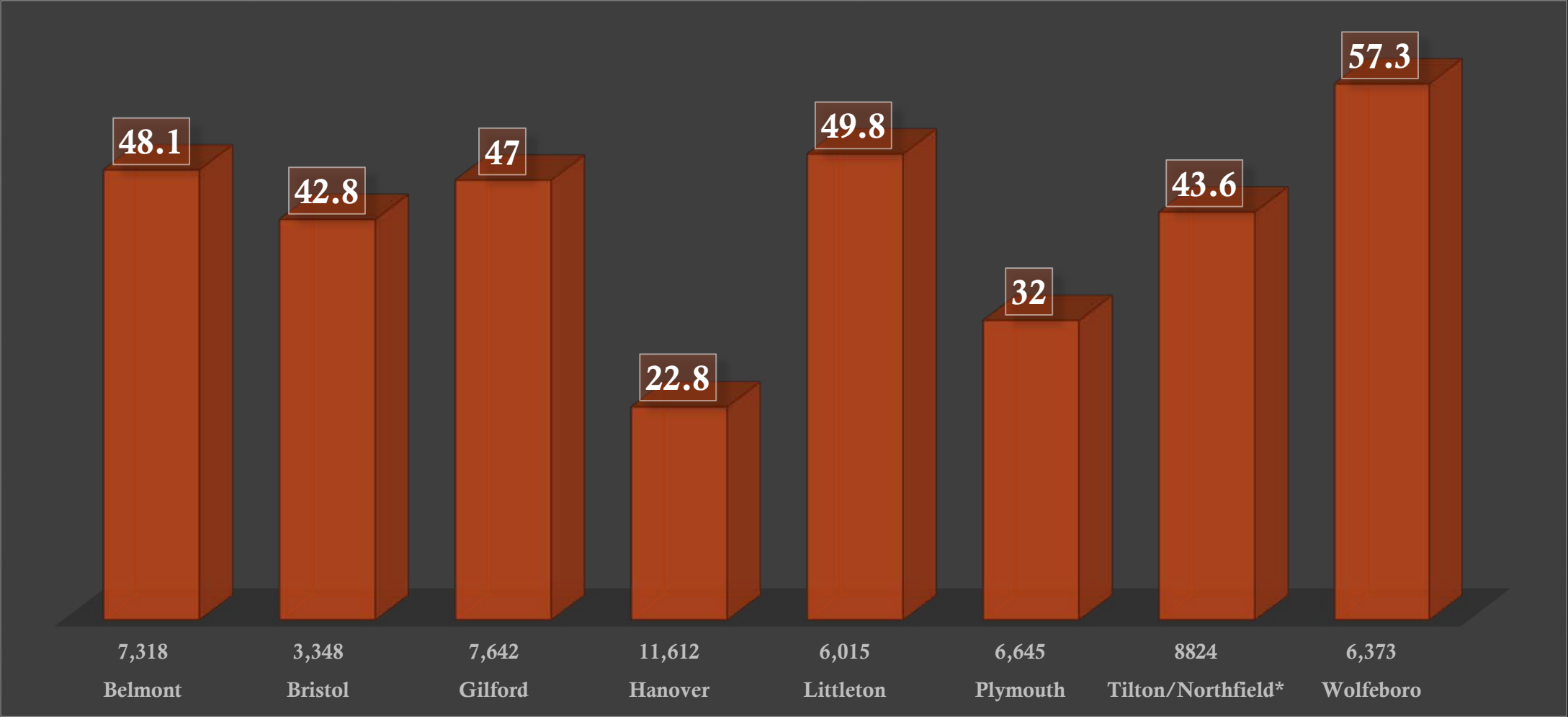


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**Wolfeboro Population of 6,373 is 87% of Other Communities Surveyed.**

Data from: NHES Community Survey

# Medium Age of Communities Surveyed

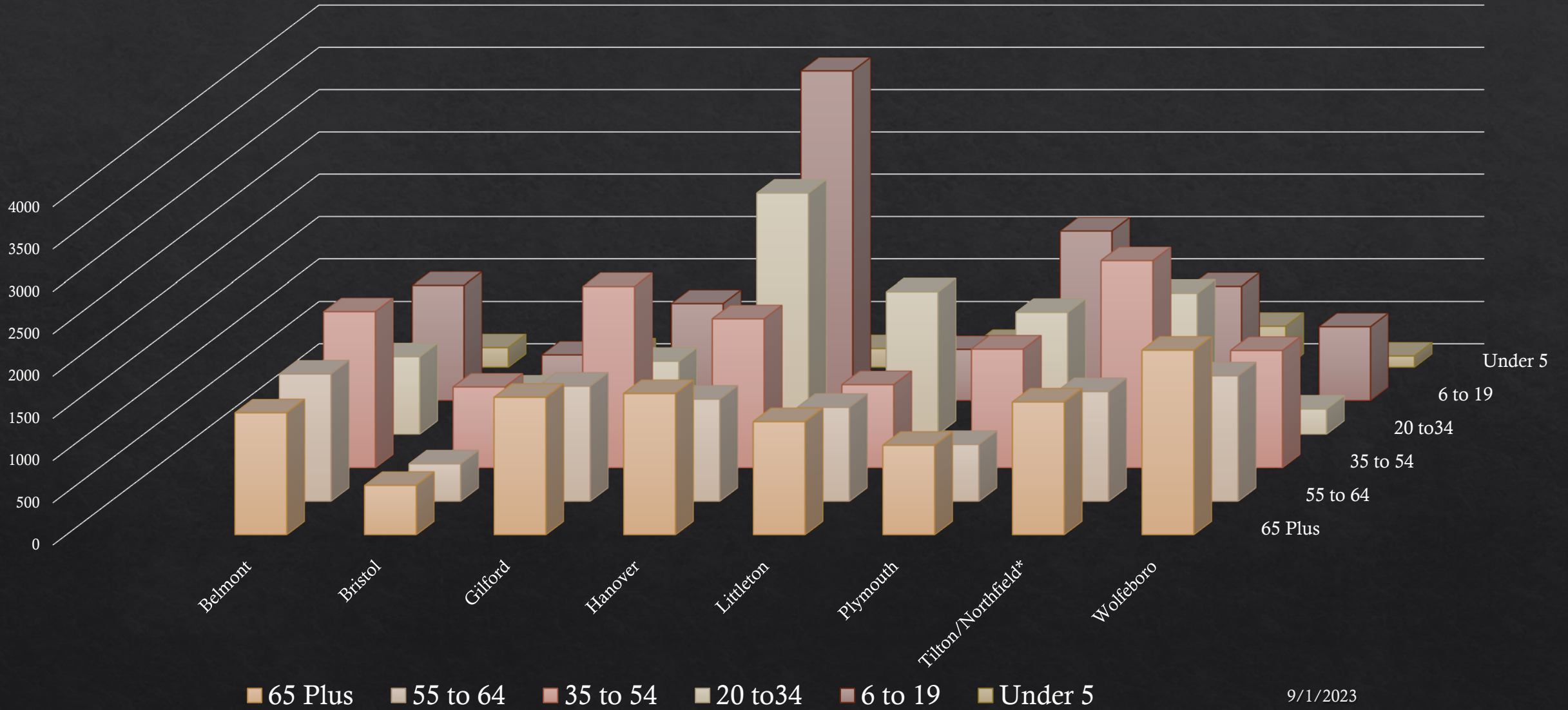


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Wolfeboro Medium Age of 57.3 has a 16.4 years greater than Communities Surveyed.

Data from: NHES Community Survey

# Demographics By Age





# Revenue Methodology

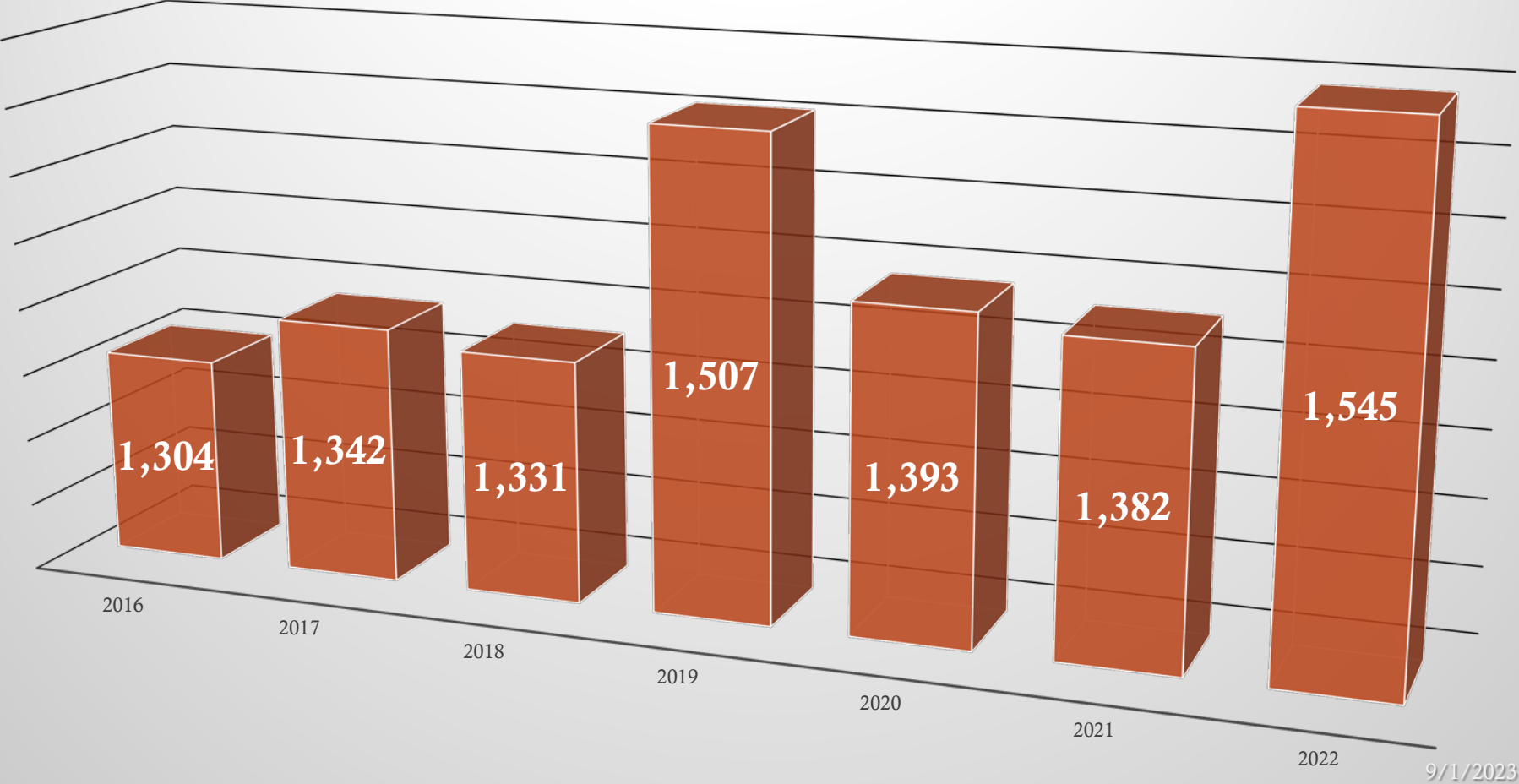
## Transport Volume

- ◆ Survey of 7 Communities
- ◆ Comparison of Community Department Incidents two-year average. (2021 & 2022)
  - ◆ EMS Calls for Service Compared to Wolfeboro.
  - ◆ EMS Transports Compared to Wolfeboro.
  - ◆ Transport Revenue Generated by Each Community.
- ◆ Created Revenue Comparison based on Communities with Similar Transport Numbers. (4)
- ◆ Created Revenue Comparison based on Average of 7 Communities to Compared to Wolfeboro Transport Numbers. (two-year average)



# Wolfeboro Fire Rescue – Total Calls For Service

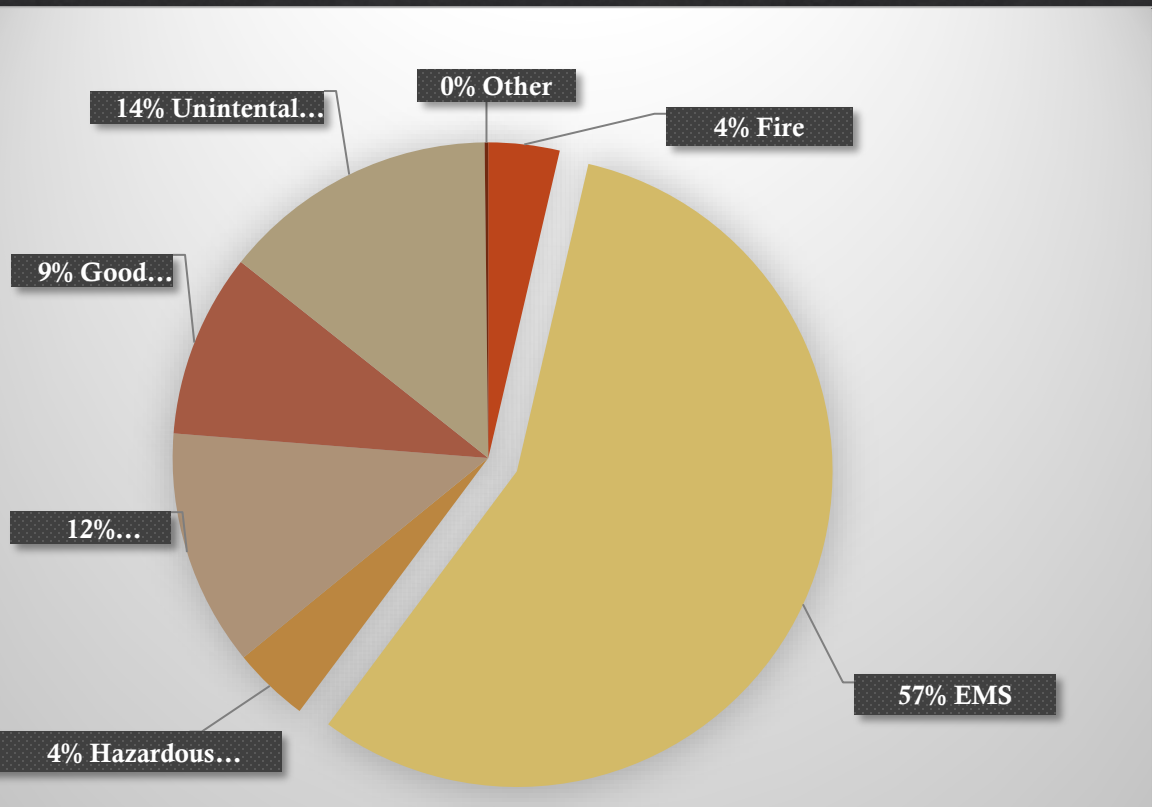
Trend 2016 -2022



Data from Wolfeboro Town Reports

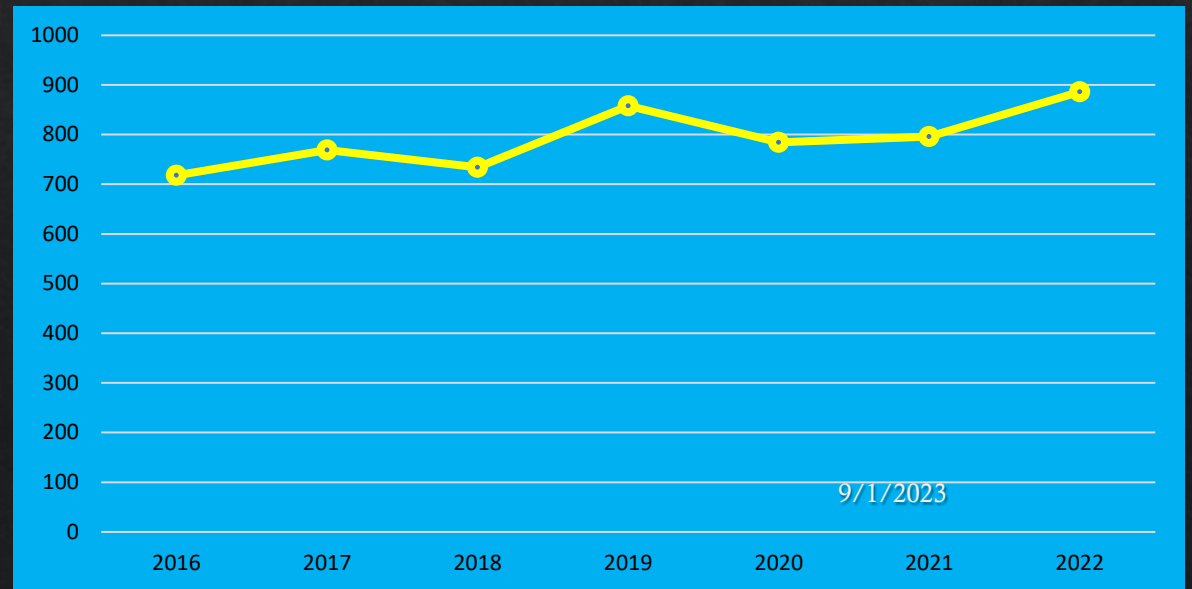
# Wolfeboro Fire Rescue Calls for Service

Type of Call	2016	2017	2018	2019	2020	2021	2022
Fire	56	70	52	38	39	50	52
EMS	718	769	734	858	784	796	886
Hazardous Condition	37	168	39	32	33	31	44
Service Call	184	64	148	207	202	188	196
Good Intent Call	152	119	133	132	123	114	151
Unintentional Alarms	155	151	222	236	210	201	212
Other	2	1	3	4	2	2	4
<b>Total Per Year</b>	<b>1304</b>	<b>1342</b>	<b>1331</b>	<b>1507</b>	<b>1393</b>	<b>1382</b>	<b>1545</b>



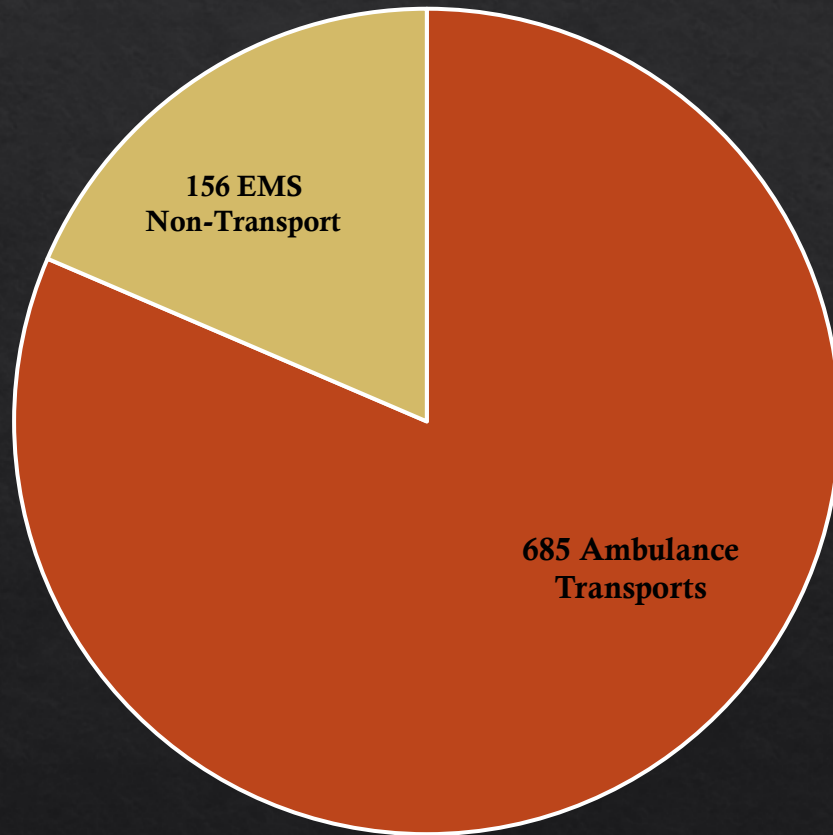
**Wolfeboro Fire Rescue - Incident Disposition (2016 – 2022 Average)**  
Data from Wolfeboro Town Reports

5 Year Average EMS Calls 792  
 23% Increase in EMS Calls from 2016 - 2022  
 57% of All Department Calls are EMS (2016-2022)



# Wolfeboro EMS Call Data

81% of EMS Calls = Transports  
(Average 2021 & 2022)



## EMS CALLS FOR SERVICE TOTAL 2021 & 2022

1,682 EMS Calls For Service

1,369 Transports Resulting

81.1% EMS Calls Result in Transport

## ALL CALLS FOR SERVICE TOTAL 2021 & 2022

2,927 or 57% of All Calls For Service Are EMS

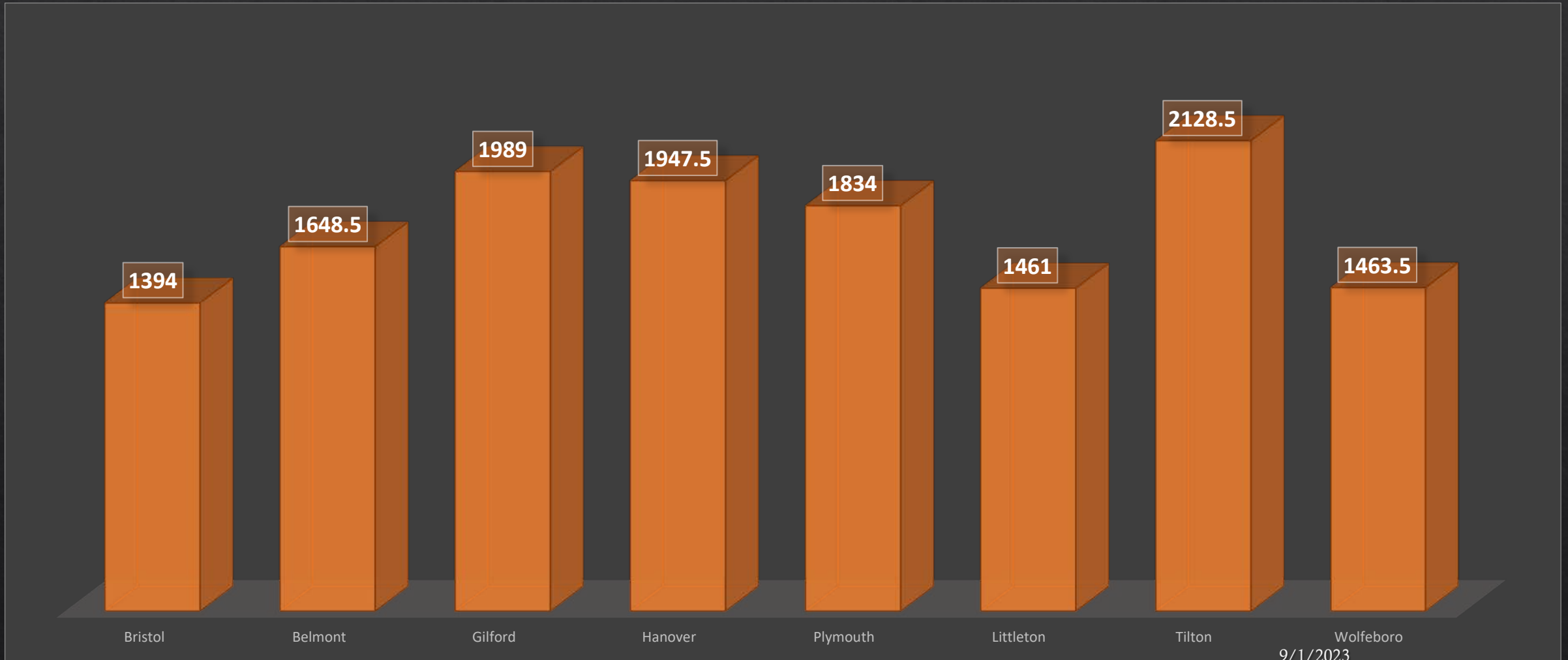
1,369 Transports Resulting

46.8% of All Call for Service Are Ambulance Transports

Data Provided by NHFSTBEMS

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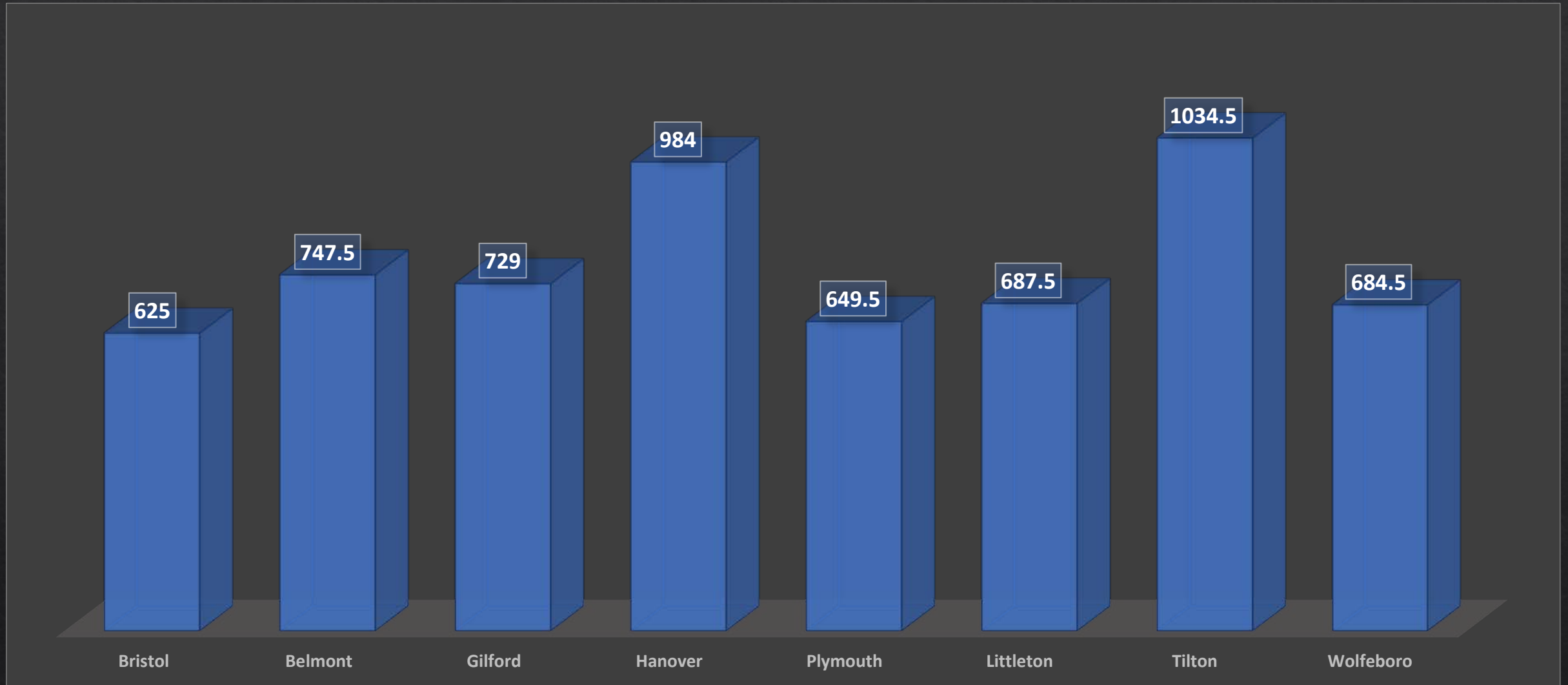
# Two-Year Average of Total Calls For Service By Communities Surveyed



Wolfeboro Calls for Service are 83% of Communities Surveyed



# Two-Year Average Ambulance Transports

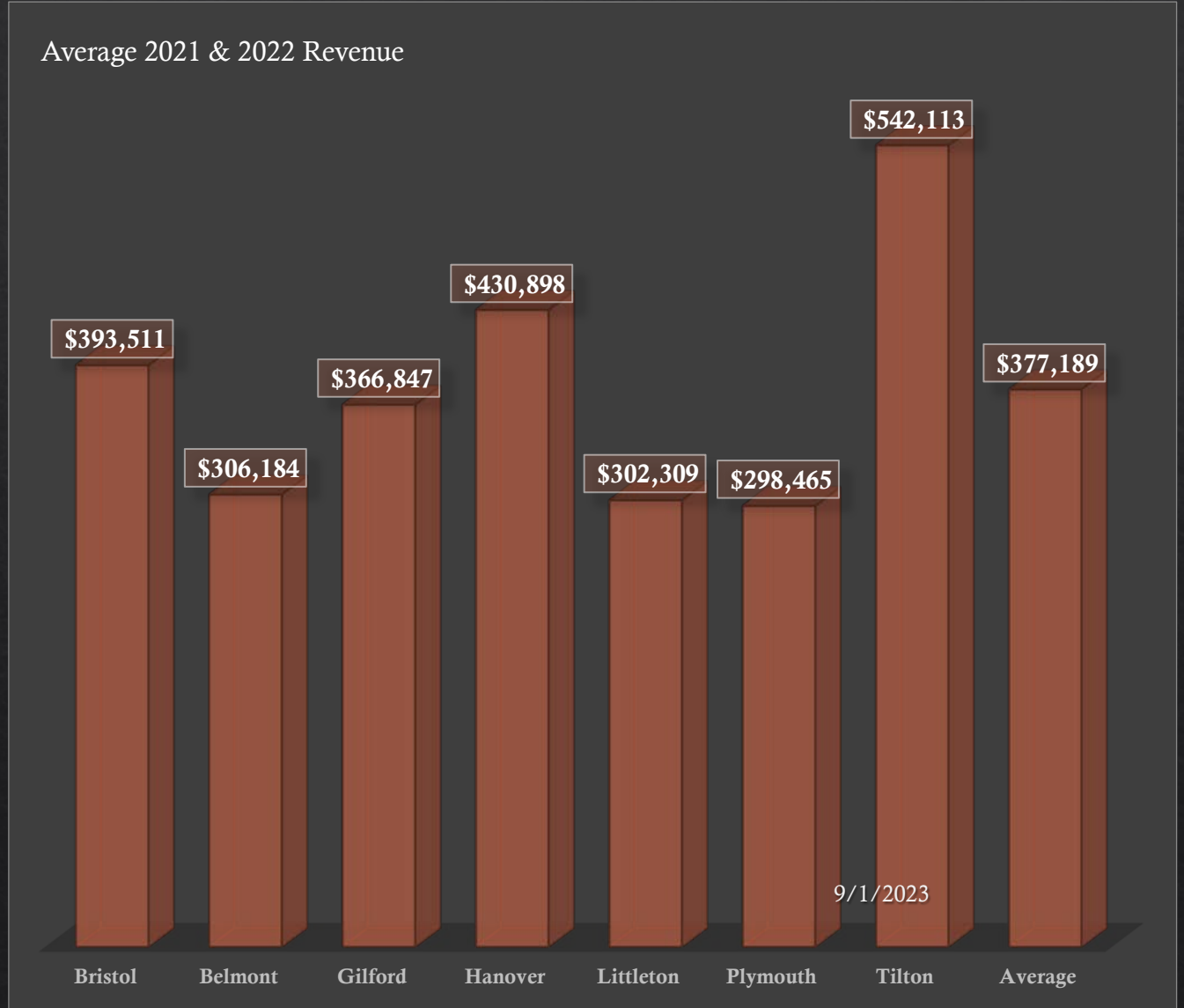


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Wolfeboro Ambulance Transports Two-Year Average are 88% of Communities Surveyed.  
Data Provided by Community Represented Fire Department

# 2-Year Ambulance Revenues By Community Surveyed

Community	2-Year Revenue Average	2022 Collected	2021 Collected
Bristol	\$ 393,511	\$ 413,320	\$ 373,702
Belmont	\$ 306,184	\$ 311,072	\$ 301,295
Gilford	\$ 366,847	\$ 384,789	\$ 348,904
Hanover	\$ 430,898	\$ 472,836	\$ 388,960
Littleton	\$ 302,309	\$ 331,161	\$ 273,456
Plymouth	\$ 298,465	\$ 282,561	\$ 314,368
Tilton	\$ 542,113	\$ 568,057	\$ 516,168
<b>Average</b>	<b>\$ 377,189</b>	<b>\$ 394,828</b>	<b>\$ 359,550</b>



# Wolfeboro Ambulance Service Revenue Projections Based on Comparison to Other Communities.

◆ Bristol/Gilford/Plymouth/Littleton have similar Ambulance Transport Numbers to Wolfeboro

◆ Wolfeboro Transports are 88% Compared to Communities surveyed.

Community	2-Year Revenue Average
Bristol	\$ 393,511
Gilford	\$ 366,847
Littleton	\$ 302,309
Plymouth	\$ 298,465
<b>Average</b>	<b>\$ 340,283</b>

Community	2-Year Revenue Average
Bristol	\$ 393,511
Belmont	\$ 306,184
Gilford	\$ 366,847
Hanover	\$ 430,898
Littleton	\$ 302,309
Plymouth	\$ 298,465
Tilton	\$ 542,113
<b>Average</b>	<b>\$ 377,189</b>
<b>88%</b>	<b>\$ 331,927</b>

Littleton & Plymouth have hospitals in their communities which likely result in reduced “loaded miles” for transports.



# Revenues – In Conclusion

- ◆ Based on a comparison of ambulance transports of the seven communities operating Fire-Based Ambulance Services revenue projections of \$300,000 to \$325,000 should be achievable in Year One of Fire-Based Ambulance operations, in 2025, depending on billing policies/practices.\*
- ◆ Based on a comparison of ambulance revenues of the seven communities operating Fire-Based Ambulance Services.
  - ◆ Revenue increased 13.9% over the two-year period.
  - ◆ Ambulance transports over the same two-year period increased 13.8%
- ◆ The Town is working with a third-party consultant to perform an independent revenue analysis.
  - ◆ \*The Town is currently working with a third-party consultant to develop Ambulance Billing Policies (This work will only occur if voters approved Fire-Based Ambulance Services in 2024.



Thank You  
Questions?