

FILED  
TOWN OF TICONDEROGA

FEB 7 2023

Time 12:20pm  
Town Clerk [Signature]

**Lamoille Ambulance Service, Inc.**  
94 Montcalm Street | Ticonderoga, New York 12883

**Town of Ticonderoga**  
Attention: Mark Wright, Town Supervisor  
132 Montcalm Street | P. O. Box 471  
Ticonderoga, New York 12883

February 3, 2023

Dear Supervisor Wright, Town Council Members, and Residents of Ticonderoga,

Emergency Medical Services (EMS) have expanded exponentially over the course of many years where through expanded training and technology we are able to bring many of the life saving services that were traditionally only available in a hospital emergency room right to the patient wherever they may be in the community. These services are available right here in our community as well, Lamoille Ambulance Service has been providing Advanced Life Support and Basic Life Support services to the residents and visitors of Essex, Warren, and Washington Counties for many years.

While the roots of the company are tied back to Vermont with the company being founded nearly 50 years ago in 1974, Lamoille Ambulance Service has maintained operations in New York State for the last 30 + years, and specifically in Ticonderoga for the last 15+ years. Our staff are well established in the community, many of which live in Ticonderoga and provide volunteer service to other local organizations.

We currently have 3 ambulances stationed out of our Ticonderoga office all of which are equipped at the Paramedic ALS level, and in the event of a mechanical failure additional ambulances are available as backup from our Vermont office to ensure that we are able to provide the highest level of service to this community. We have some of the best equipment available on the market to serve our communities and patients. We currently have a staff of 15 employees of which 10 are full time employees with the remaining being part time and per-diem employees all of which remain very active. We currently have 6 Advanced Life Support providers, 1 of which is an AEMT, 2 are Critical Care EMT's, and 3 are Paramedic's, we have 7 that are EMT's and 2 Drivers (1 of which has completed the EMT course and is waiting to test). Our current staffing model consists of 1 - 24 hour Advanced Life Support crew and 1 - 10 hour Basic Life Support crew all of which are scheduled 7 days a week. All of our staff members with the exception of 1 resides in Ticonderoga and are available to supplement our regularly scheduled crews in

peak times as needed, where we routinely staff 3 ambulances to meet the needs of our community.

While our primary day to day operations have always been inter-facility transports between local hospitals, we have provided 911 EMS coverage to communities in Essex, Warren, and Washington counties since our start of operations in New York. We currently hold operating authority from the New York State Department of Health in all of Essex County and the City of Plattsburgh. In 2015 Lamoille Ambulance Service started to provide primary 911 EMS coverage to the Town of Crown Point after their ambulance service was forced to close due to the lack of having a physician medical director. Lamoille Ambulance Service provided primary 911 EMS coverage to Crown Point for the last 7 years, until the end of last year when the Crown Point Fire District opted to contract with the Ticonderoga Emergency Squad. We have provided this service to the town of Crown Point at an extremely low cost, with our 2022 contract with them being for \$20,000.

We have submitted a proposal to the Town Board of Ticonderoga for consideration of providing primary 911 EMS service to the Town of Ticonderoga. With this proposal we will maintain a dedicated crew available for 911 calls in the Town of Ticonderoga and surrounding communities (on a mutual aid basis as requested) utilizing our currently scheduled crews and utilizing additional crews on an on call basis as needed when our primary crews are tied up on other calls.

In 2022 Lamoille Ambulance Service was dispatched by the Essex County Dispatch Center for 408 911 responses with no dropped calls and maintaining a response time of less than 8 minutes. Between 911 responses and inter-facility transports our New York operations completes an average of 3 calls a day, between 1,000 and 1,200 calls annually. Our day to day operating expenses are absorbed by those calls, with the greater majority being inter-facility transports some of which are of long distance in turn yielding higher revenue recovery rates from insurance companies. Additionally our billing for services are handled by in house billing experts that are actual employees of our company and not outsourced to an outside vendor. Our billing experts are extremely detail oriented when it comes to documentation and billing of services leading us to high reimbursement rates with very little lost revenue therefore reducing the burden that would be put on the town and tax payers. Our ability to cover these operating costs utilizing our current call volume allows us to offer our services to the Town of Ticonderoga at a lower cost, with the funding provided by the Town of Ticonderoga being utilized to provide some additional on call crews as needed and to obtain new equipment as technology is ever evolving.

In our 7 years of service to the Town of Crown Point we have maintained our services to them at an extremely low cost to them as we know and understand that the cost to tax payers is of the upmost concern and is why we wish to offer the same service to the Town of Ticonderoga. During the COVID-19 pandemic we even lowered our cost of service to them to help offset the the burden they were facing.

The level of care a patient receives in their time of need should never be compromised due to funding. We understand that the Town Board of Ticonderoga while does not have a legal requirement to provide EMS services to the residents, however there is a moral and ethical obligation that exists to ensure when someone calls 911 for help that someone is there to answer the call. Our company will remain in Ticonderoga regardless of the decision made by the Town Board, however we understand the burden that is being faced regarding funding available for these services and which to offer our support to the Town of Ticonderoga. It is our mission to provide the highest level of service possible to all those that we have the privilege of caring for.

Sincerely,  
The Management Team  
Lamoille Ambulance Service, Inc.