

UVM ScholarWorks

Public Perception vs Statistical Data of an EMS Contract in Rural Vermont

Item Type	Presentation
Authors	Arvin-DiBlasio, Anastasia
Publisher	University of Vermont
Rights	Attribution 4.0 International
Download date	2026-05-13 10:01:43
Item License	http://creativecommons.org/licenses/by/4.0/
Link to Item	https://hdl.handle.net/20.500.14849/9886

Public Perception vs Statistical Data of an EMS Contract in Rural Vermont

Anastasia Arvin-DiBlasio

Family Medicine Hinesburg, Hinesburg, Vermont

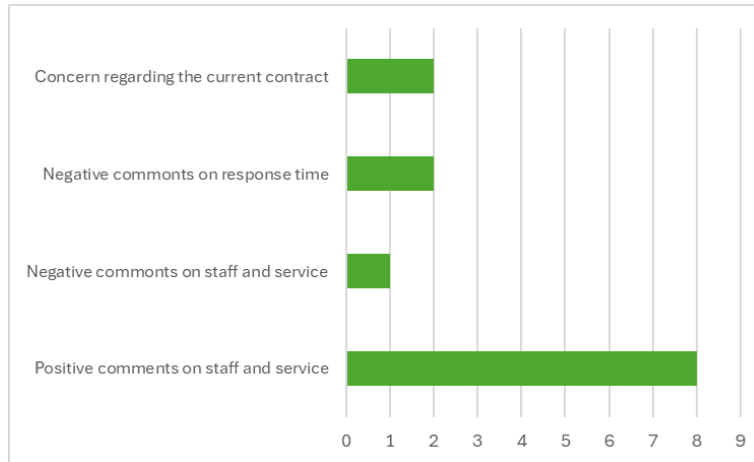
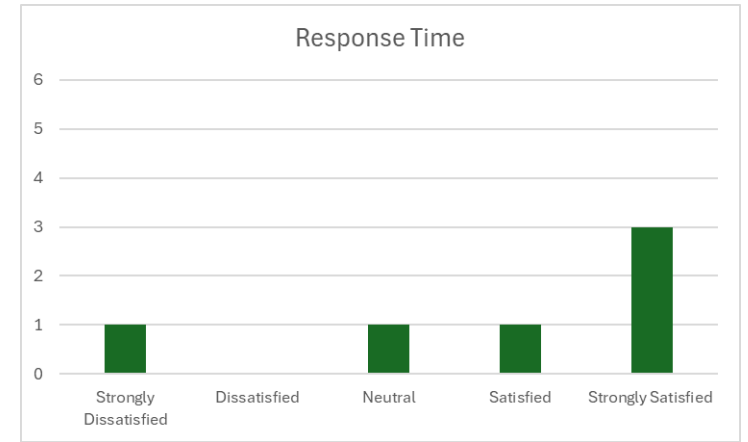
November 2025-January 2026

Background Information

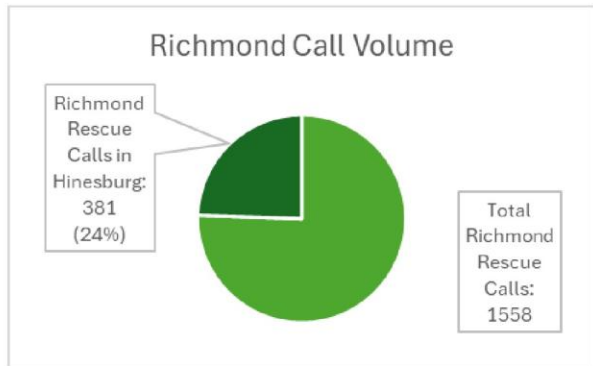
- In 2019, the town of Hinesburg began looking for an alternative to its contract with St. Michael's Fire and Rescue, which had previously provided EMS coverage, as St. Michael's would no longer be able to cover Hinesburg
- Several options for next steps were entertained, the two most prominent being expanding the preexisting Hinesburg Fire Department to include an ambulance service, or beginning a new contract with another rescue squad
- Expanding the fire department was found to not be a viable option due to cost, staffing, and licensure problems, and a contract with Richmond Rescue was begun in Fall of 2022 until June 2025
- Some members of the town were unhappy with this decision, with one of the concerns being response time of the ambulance from Richmond⁷
- Hinesburg has completed its original contract with Richmond Rescue and has extended it to at least June of 2026, and is expected to continue for quite some time
- The purpose of this project was to see if the concerns originally held by citizens have played out, and to gauge the general perception of the contract with Richmond Rescue currently. This is important because public perception of rescue services can affect town budgets, the services and resources that squads are able to provide, and the relationships between rescue squads and the communities they serve

Public Health Cost

- Richmond Rescue Contract Cost to Hinesburg Citizens:
- 2022: \$14 per citizen
- 2023: \$14 per citizen
- 2024: \$14.42 per citizen
- 2025: \$14.42 per citizen
- The original contract came with a 3% cap.
- The price for 2026 is set to be \$14.42

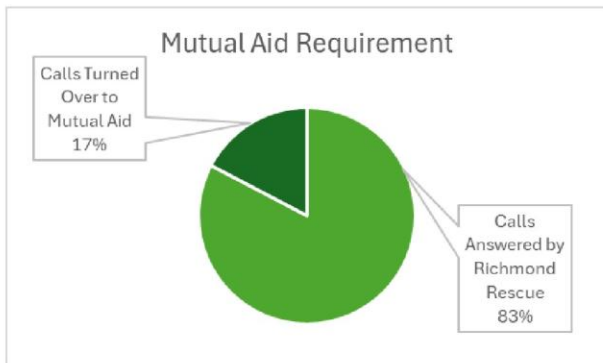
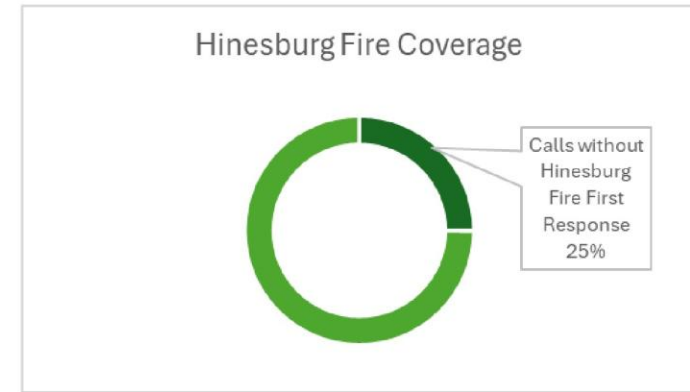


Community Perspectives - Hinesburg Citizens



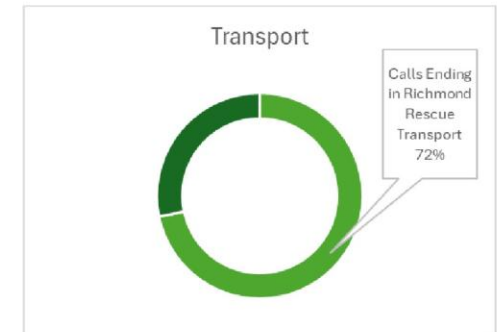
17:29
Average response time to Hinesburg

30-40%
Estimated number of calls that require ALS level care



22:07
Average St. Michael's response time³

60-70%
Estimated number of calls covered by a paramedic



Community Perspectives - Richmond Rescue Data*

* All statistics provided by Richmond Rescue unless otherwise noted

Results and Reflections

- Overall, citizens are very satisfied with the medical care and service they receive from Richmond Rescue
- Response times are the largest specific area of concern, which highlights an area of incongruity
- Response time is now decreased from St. Michael's coverage
- Evidence suggests that response time is not linked to medical outcomes⁴
- Desire for a Hinesburg ambulance service as part of Hinesburg Fire Department
- Richmond Rescue is able to cover a larger portion of medical calls than Hinesburg Fire Department
- Richmond Rescue is able to provide a higher level of care due to Paramedic staffing
- Increase in Hinesburg population is not thought to be a barrier to Richmond Rescue coverage in the future

- **Hinesburg citizens can be better educated that their pre-hospital emergent medical needs are being met, specifically regarding response times, and that a Hinesburg ambulance service would not be able to fulfill those needs as adequately at this time.**

Intervention and Methodology

- The results of this report will be sent to Richmond Rescue as well as the Hinesburg Town Office, so that both organizations will have all information in one place and can dispense it to citizens and members as is helpful to them (use in town meetings, monthly trainings, citizen education, etc).

Future Directions

- Results of this study can be used for both local and general benefit.
- Community perception vs statistical data regarding the efficacy and service of Richmond Rescue can be used to guide future decisions regarding the contract, as well as how Hinesburg advertises and presents other contracts to its public. Additionally, it may help positively impact the relationships between Richmond Rescue and the public.
- More generally, the results can guide other rural towns in how they decide to present contracts for municipal services such as EMS, fire, and police, as well as how these agencies may be perceived by the public regardless of actual performance.

References

1. Arvin-DiBlasio, Anastasia, and Michael Chiarella. “Interview of Richmond Rescue Executive Director.” 17 Dec. 2025.
2. Arvin-DiBlasio, Anastasia, and Todd Odit. “Interview of Hinesburg Town Manager.” 29 Dec. 2025.
3. Barber, Al. “An Overview of Emergency Medical Services in Hinesburg.” Hinesburg Fire Department, Mar. 2017.
4. Hansen, Peter Martin, et al. “Association of Ambulance and helicopter response times with patient survival: A systematic literature review and meta-analysis.” *PLOS One*, vol. 20, no. 11, 17 Nov. 2025, <https://doi.org/10.1371/journal.pone.0335665>.
5. McDonald, Corey. “Hinesburg Finalizes Three-Year Contract with Richmond Rescue.” *The Citizen*, 10 Nov. 2022, www.vtcng.com/thecitizenvt/news/local_news_hinesburg/hinesburg-finalizesthreeyear-contract-with-richmond-rescue/article_d9ee093e-611d-11ed9694039e721402c2.html. Accessed Dec. 2025.
6. “Selectboard Meeting.” Hinesburg Selectboard, 16 Feb. 2022.
7. “Special Meeting of the Town of Richmond Selectboard and the Town of Hinesburg Selectboard.” Hinesburg Selectboard, 29 Sept. 2022.