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Ambulance Corps**

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*It is not in the stars to hold our destiny,  
but in ourselves.*



A year ago, this Spring Newsletter told you about our search for a new Manager and alluded to structural changes to come. We have changed our model from that of an emergency services organization to a business that provides emergency services. Still a non-profit 501(c)(3), but focusing on the structure of service:

**How** do our shift staffing and coverage periods mesh with 911 call patterns and hospital transfer schedules?

**In a tight labor market**, how do we acquire and compensate well qualified staff to match those patterns?

**How can we better serve** the community with broader services and help our bottom line at the same time?

**What services** should we provide simply because they are needed... income or not?

**And many other** considerations.

### **How has this model worked out?**

The model is working well. And it allows some simple benefits. Helping a citizen who has fallen in the night back to their feet brings no financial return. What it does is provide a reliable system of support which allows that person to feel more secure as they continue to live at home. The essence of community can be found in our support for each other at the simplest levels.

PAC is forging a broader relationship with the community, exploring such programs as Community Paramedicine which would provide non-urgent support in the home in partnership with such organizations as Healthy Peninsula.

Our call volume has increased substantially. Our call area has increased to cover all of Surry. Our staffing has increased to meet demand. Our annual appeal continues to be a major source of our income. Our budget is on track to be in the black for the first time in over a decade. Happily, all seven towns in our service area have approved our request for support at their Town Meetings.

A stable future requires that we stay on top of our game and that you, our supporters, continue your donations at a level that will allow us to offset increasing costs where Medicare and MaineCare fall far short.

It is in your heart that we keep going.



Robert Vaughan  
President

To learn more about PAC, visit us at  
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where you can now donate online.