



2024 Annual Report

January 15, 2025

29 Chase Avenue
Waterville, ME 04901
DeltaAmbulance.org
207-861-4244

Prepared By: Christopher Mitchell, Executive Director

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Executive Summary

To our Community Partners,

Delta has been an integral part of this region's healthcare system for more than fifty years. We currently provide EMS coverage to thirteen communities, non-emergent ambulance and wheelchair transportation throughout Maine, and required continuing education for many of the area's EMTs, AEMTs, and paramedics. Our communications center serves as the primary transport coordinator for MaineGeneral Health and provides dispatch services to all company units as well as Kennebec County's new mobile physician unit, MD-3.

Our wheelchair van operators and ambulance personnel were there for more than eight thousand patients last year whether for scheduled appointments, discharges home, transfers between facilities for specialized care, and the most critical 911 calls. Those same providers met hundreds more through community events, parades, and school demonstrations. Many are cross-trained in different departments within the company and also serve as instructors, dispatchers, or project coordinators. A team of Critical Care Paramedics allows Delta to be one of only two services in Maine to offer medical transportation to critically ill or injured patients on ventilators. We have an incredibly talented and dedicated team and are proud to offer these vital services to our local communities.

It is worth noting that Delta is one of several transporting ambulance services in the area and that collective group has never worked together as well as it does today. In today's environment, no service is an island. We provide mutual aid and backup EMS to surrounding services and we are thankful for the cooperation and assistance from those same services when surges in demand exceed our own capacity.

As a non-profit company with decades of experience in the nuances of medical transportation and billing, we aim to always find the most efficient way to deliver the best service to our customers but changing economic and political environments recently tested longstanding practices and put that service at risk. With hard work and effort from all of us here, and with a great deal of support from all of our local partners, Delta is now headed in a good direction. We are committed to the reliable, stable, and timely delivery of medical transportation to our customers and resolved to do what is necessary to ensure its sustainability.

We recognize the critical role that we have in the region and are cognizant of the responsibility that comes with that. What our partners and customers can expect is clear and honest communication, patient-focused services, and responsiveness and adaptability to the constant forces of change. We appreciate your support and are honored to serve all of you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christopher Mitchell', with a stylized, sweeping underline.

Christopher Mitchell
Executive Director

Financial Summary

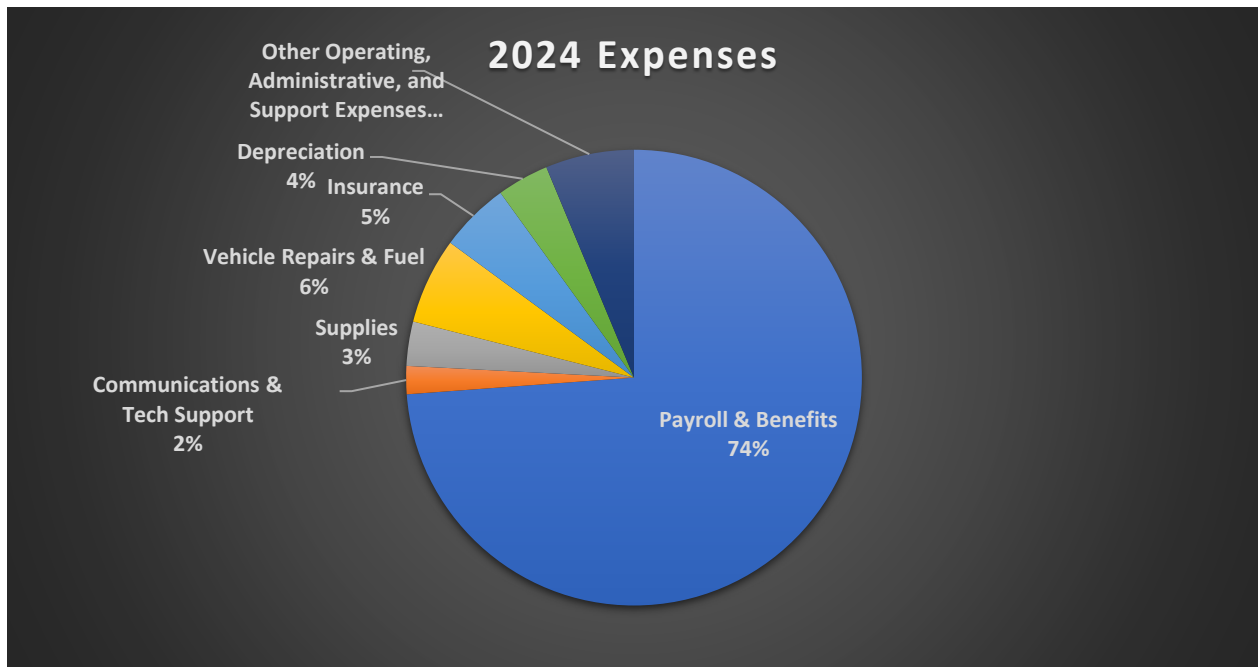
Revenue

Ambulance Calls	\$14,302,811
Wheelchair Calls	\$260,192
Municipal Support	\$1,165,272
Grants	\$862,081
Other Income.....	\$616,179
Adjustments & Write Offs.....	(\$9,359,545)
Net Revenue	\$7,846,990

Expenses

Payroll & Benefits	\$6,157,881
Communications & Tech Support	\$165,953
Supplies.....	\$261,689
Vehicle Repairs & Fuel.....	\$510,345
Insurance	\$413,864
Depreciation	\$306,650
Other Operating, Administrative, & Support Expenses.....	\$524,000
Total Expenses	\$8,369,634

2023 Net Income (\$493,392)
 vs
2022 Net Income..... (\$2,106,599)



2024 Response Data by Town

These numbers do not necessarily reflect the number of actual 911 calls or patient encounters – records in the Maine EMS run reporting system may differ. This table reflects resource commitment to calls - in some cases, this meant multiple units to the same call and also includes responses from non-transporting (supervisory or paramedic) support units.

	EMS/911	Non-Emerg	Avg Resp Time	Canceled	Refused	Mutual Aid
Albion	5	6	19:54	57	28	7
Belgrade	382	2	15:09	62	43	5
Benton	399	8	12:50	135	20	6
China	508	2	11:18	76	76	6
Fairfield	1198	16	9:31	324	116	28
Oakland	824	24	7:37	168	72	9
Rome	110	1	18:44	23	13	0
Sidney	509	2	12:01	111	66	4
Smithfield	232	0	16:11	25	57	5
Somerville	39	0	19:23	5	7	1
Vassalboro	424	0	13:13	67	63	6
Whitefield	242	0	17:07	20	41	9
Windsor	320	10	14:04	57	43	13
Total	5,192	71	14:42	1,130 (22% of EMS responses)	645 (12% of EMS responses)	99 (0.02% of EMS responses)

Conclusion

A few years ago, one of our local physicians coined the phrase, “Stability is just a moment in time.” Although the intended context was clinical, it aptly applies to our dynamic industry. Healthcare is in a constant state of evolution and it leaves no room for complacency in any part of its many affiliated fields. As we continue ahead, we will remain attentive and communicative to our community and hospital partners, innovative in our methods to improve service, and nimble in our adjustments to the many factors that directly impact our service to our patients and customers.

Thank you very much for your support.