



## FY24 ANNUAL REPORT

## Summary

- FY24 call volume increased 7.55% from the previous year for a total of 1936 ambulance responses. Additionally, we requested mutual aid for out of county ground ambulances 45 times and an air ambulance was utilized 5 times.
- September 2023 was our busiest month to date with a record 210 ambulance responses.
- In July we made some changes in staffing roles, converting one full-time position into an Administrative Assistant/EMT and another into a Training Captain/Paramedic.
- Unscheduled or unplanned overtime was down significantly to 1279 hours. Over the previous five years overtime had averaged 2200 hours annually.
- We transitioned our training and credentialing record keeping to a personnel management platform within our electronic records system program. With the new system, EMS providers can view their training records and receive automated notification of expiring credentials.
- A new county website was introduced which made our department information more accessible and includes a staff directory.
- We provided 780 hours of clinical experience for Kirkwood and UIHC EMT & Paramedic students.
- We partnered with Iowa County Public Health to provide 7 community access AEDs.
- Participated in a mock accident at Williamsburg Jr/Sr High School in April.
- Purchased new IV pumps with an Iowa County Community Foundation Grant.
- A new HIPAA contract was entered into with Iowa Association of Counties and new HIPAA policies were implemented.
- A \$25 stipend for QRS was implemented when we request their assistance during transport on critical patients or helping drive a backup ambulance.
- We trained with Simulation in Motion - Iowa in January.

## **FY24 Financial Summary**

- |                                |                                |
|--------------------------------|--------------------------------|
| • Actual Expenses: \$2,069,413 | Budgeted Expenses: \$2,304,625 |
| • Actual Revenues: \$1,351,406 | Budgeted Revenues: \$1,044,500 |
| • Difference: \$718,007        | Difference: \$1,260,125        |

## **Ground Emergency Medical Transportation (GEMT) Program**

The GEMT is a program where publicly owned or operated ambulance services can get extra payments. These payments help cover the gap between what it actually costs to transport patients and what Medicaid pays.

FY24 GEMT Revenue: \$229,168

## **EMS System Development Grant**

We received a total of \$11,502.43 this year in EMS System Development Grant funding. This grant is specifically designed for system development, preparedness, and training. In order to participate in this grant, we had to conduct a Systems Standards Self-Assessment, complete an Action Plan, and complete a GAP Resolution Summary.

- \$3414.45 EMS1 Academy (online training platform)
- \$1495.00 ESO-Personnel Management (online training/credentialing records)
- \$840.00 Tuition assistance for Iowa EMS Association Conference
- \$1300.00 Iowa County EMS Day (EMS Provider Education)
- \$1597.98 CPR Mannequins with feedback
- \$299.00 Soft stretchers for active shooter exercises
- \$396.00 Certified Ambulance Documentation Specialist training
- \$2160.00 EMT Class Tuition Reimbursement

## **Iowa County Community Foundation Grant**

We received \$15,095.00 from the Iowa County Community Foundation Grant for new Sapphire IV Pumps for all four of our ambulances.

## Training

- Staff and volunteers were provided with 21.5 hours of in-house training consisting of lectures and hands on portions provided by our training staff.
- Twenty-Nine Iowa County EMS providers (staff and volunteers) attended our annual EMS Day where they received 6 hours of continuing education.
- EMS1 Academy was utilized by staff and volunteers to receive 416.5 hours of online continuing education at no cost to them.
- Nineteen staff and volunteers attended the SIM-IA training provided by Simulation in Motion – Iowa through the University of Iowa.
- In-house courses of ACLS, PALS, and BLS CPR were offered to EMS providers.
- A new training website was developed for staff and volunteers to allow them to complete the didactic portion of online courses taught by the Training Captain.

## Ambulance Personnel

### FY24

Paramedic: 22  
Advanced EMT: 0  
EMT: 5  
Full Time: 16  
Part Time: 11  
Total: 27

### FY23

Paramedic: 21  
Advanced EMT: 0  
EMT: 8  
Full Time: 16  
Part Time: 13  
Total: 29

## Ambulance Call Volume

	Dispatched Calls	Transports/Billable Calls	Cancels/Refusals
<b>FY24 Total</b>	1936	1516	420
<b>FY24 MO Avg.</b>	161.33	126.33	35
<b>FY23 Total</b>	1800	1364	436
<b>FY23 MO Avg.</b>	150	113.67	36.33

## Ambulance Times Analysis

	Marengo	Williamsburg	Totals
Avg. Chute Time (Day)	Goal: 3 minutes		2 min. 44 s
Avg. Chute Time (Night)	Goal: 4 minutes		3 min. 29 s
Avg. Chute Time	2 min. 50 s	3 min. 04 s	2 min. 57 s
Avg. Response Time	10 min. 13 s	13 min. 09 s	11 min. 35 s
Avg. Scene Time	16 min. 05 s	17 min. 26 s	16 min. 41 s
Avg. Scene Time (Trauma)	16 min. 19 s	17 min. 38 s	16 min. 16 s
Avg. Transport Time	24 min. 42 s	26 min. 09 s	25 min. 25 s

## Times Compared to Previous Years

	Goal	FY22	FY23	FY24
Avg. Chute Time	3 min. day / 4 min. night	3 min. 05 s	3 min. 12 s	2 min. 57 s
Avg. Response Time	15 min.	11 min. 53 s	11 min. 54 s	11 min. 35 s
Avg. Scene Time	None	15 min. 28 s	15 min. 40 s	16 min. 41 s
Avg. Scene Time (Trauma)	15 min.	16 min. 32 s	15 min. 12 s	16 min. 16 s
Avg. Transport Time	None	27 min. 16 s	25 min. 15 s	25 min. 25 s

## Volunteer First Responder Personnel

	Paramedic	AEMT	EMT	EMR	Driver	Total
Amana	3	-	3	1	1	8
Ladora	-	-	2	-	-	2
Millersburg	-	-	4	3	-	7
North English	-	-	7	-	-	7
Victor	-	-	5	1	3	10
Williamsburg	1	-	3	2	0	6

	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY21</u>	<u>FY20</u>	<u>FY19</u>	<u>FY18</u>	<u>FY17</u>	<u>FY16</u>
Total Volunteers:	40	37	36	32	37	36	40	39	47

## First Responder Times and Responses

	# of Responses	# of Requests	Response Rate %	Avg. Response Time
<b>Amana</b>	81	165	49%	11 min. 51 s.
<b>Ladora</b>	12	56	21%	15 min. 54 s.
<b>Millersburg</b>	41	48	85%	7 min. 14 s.
<b>North English</b>	148	165	90%	7 min. 34 s.
<b>Victor</b>	79	99	80%	9 min. 58s.
<b>Williamsburg</b>	93	116	80%	10 min 14 s.
<b>County-Wide</b>	454	649	70%	9 min. 29 s.

## First Responder Five Year Response Rate History

	FY20	FY21	FY22	FY23	FY24
<b>Amana</b>	19%	6%	40%	83%	49%
<b>Ladora</b>	67%	72%	50%	32%	21%
<b>Millersburg</b>	96%	100%	84%	98%	85%
<b>North English</b>	77%	81%	86%	91%	90%
<b>Victor</b>	93%	75%	78%	84%	80%
<b>Williamsburg</b>	91%	84%	83%	90%	80%
<b>County-Wide</b>	73%	60%	71%	82%	70%

## Vehicle Mileage and Maintenance

	Total Mileage	FY24 Mileage	FY24 Maintenance Costs	Lifetime Maintenance. Costs	Lifetime per mile Maintenance costs
<b>2023 Ford</b>	52,190	41,789	769.94	\$844.94	\$0.02
<b>2020 Ford</b>	118,094	35,154	\$4,412.04	\$9,205.47	\$0.08
<b>2018 Ford</b>	179,220	9,044	\$1,899.23	\$13,862.12	\$0.08
<b>2016 Ford</b>	169,416	1,278	\$204.06	\$25,232.56	\$0.15
<b>2020 Explorer</b>	13,776	5,653	\$66.73	\$218.13	\$0.02

## **Total Ambulance Miles Traveled**

- FY24: 87,265
- FY23: 85,683

## **Major Vehicle Repairs**

2020 Ford

- New coil, plugs, brakes, & transmission service

2023 Ford

- Accident with garage door

## **New Equipment**

- Six new Sapphire IV Pumps
- Tablets and Computer Aided Dispatch (CAD) integration A16 & A17
- 8 CPR training mannequins

## **FY24 Transport (Ambulance) Goals**

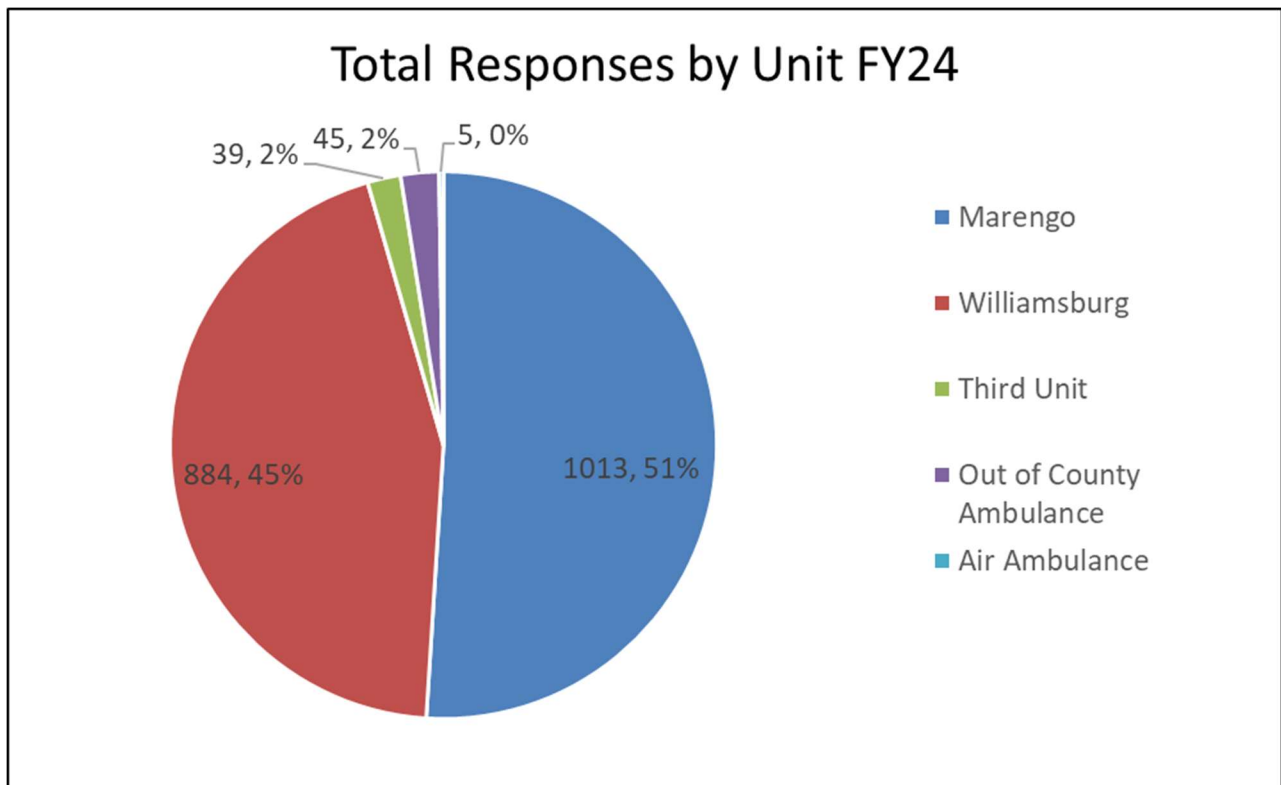
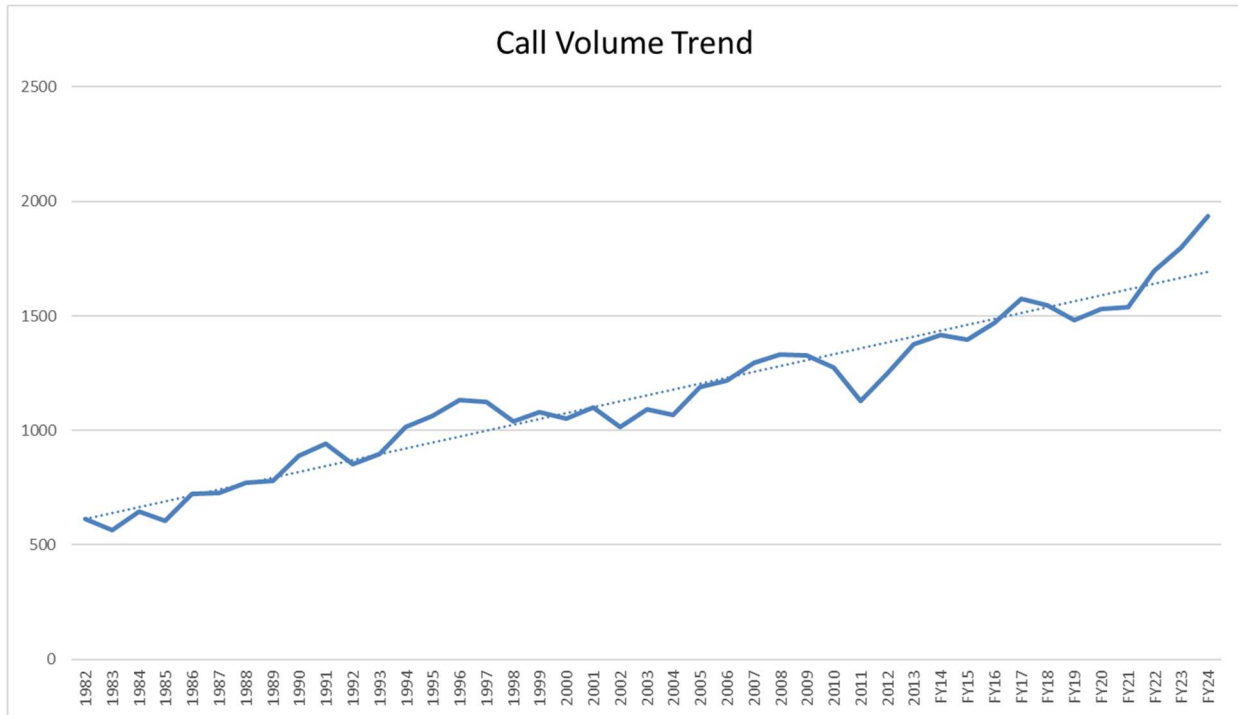
- Maintain patient satisfaction at 96% or greater measured by patient surveys: 97.5%.
- Maintain a chute time (page to out the door) of 3 minutes or less from 6:00AM to 6:00PM on 85% on all 911 Emergencies: 86.67%.
- Maintain a chute time (page to out the door) of 4 minutes or less from 6:00PM to 6:00AM on 85% on all 911 Emergencies: 84.75%.
- A 12-Lead EKG will be completed within 10 minutes of arrival on scene when chief complaint is Chest Pain: 12 min. 13s.

## FY24 Community Outreach and Special Events

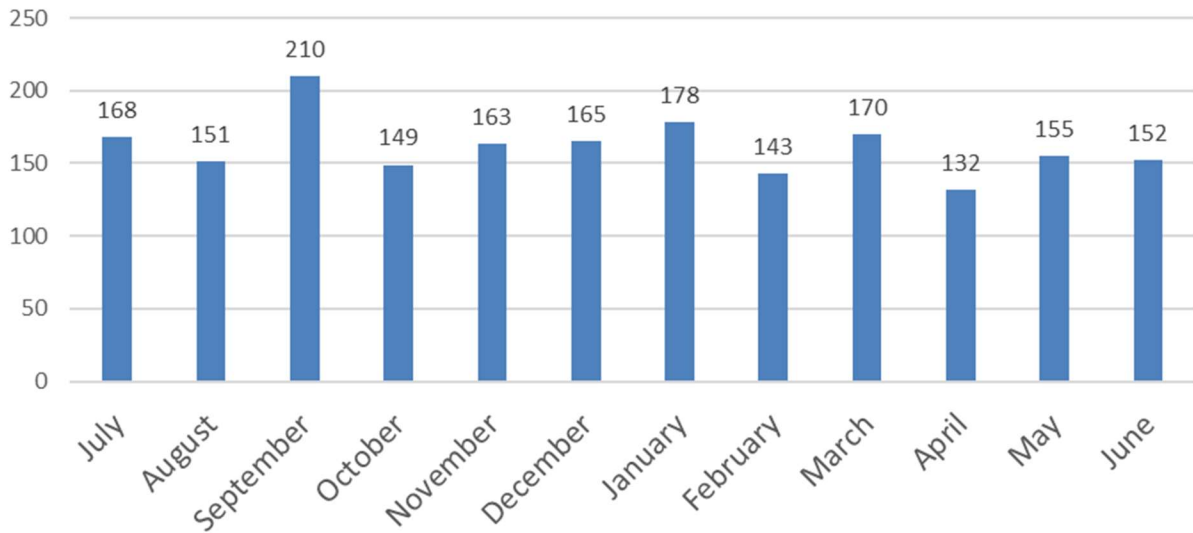
- FY24 saw an increase in community events and hours from FY23 largely due to the 50<sup>th</sup> Anniversary of RAGBRAI traveling through Iowa County and stopping in Marengo for lunch on July 28th. On that day, we staffed two additional ambulances and staffed a first aid tent in Amana in anticipation for well over 20,000 riders.
- A new community event this year was a mock accident the week of prom at Williamsburg Jr/Sr High School in front of the student body. This event consisted of student actors portraying the role of crash victims while emergency responders arrived to extricate the victims. This event showed the dangers and consequences of distracted and impaired driving
- A community access AED program was started that ultimately brought new 24/7 AED access to the cities of Marengo, North English, Victor, and Williamsburg. AEDs are also located at the campgrounds of Lake Iowa Park and Gateway Park in Marengo. The Amana Colonies has two AEDs that were previously purchased by the Amana Society.

Description	Personnel Hours
Marengo July 3rd Celebration	16
Williamsburg July 4th Celebration	16
Iowa County Fair	92
RAGBRAI	67
National Night Out Events – Marengo & Williamsburg	8
Football Games (High School and YSF)	152
Tractor Pull	8
EV Cross Country Meet	8
Gateway Challenge Triathlon	9
Octoberfest	24
Mock Accident – WHS	8
CPR for IV Seniors	4
Old Navy Kids Fair	4
Rodeo	8
4-H Presentation (ISU Extension)	1
<b>TOTAL</b>	<b>425</b>

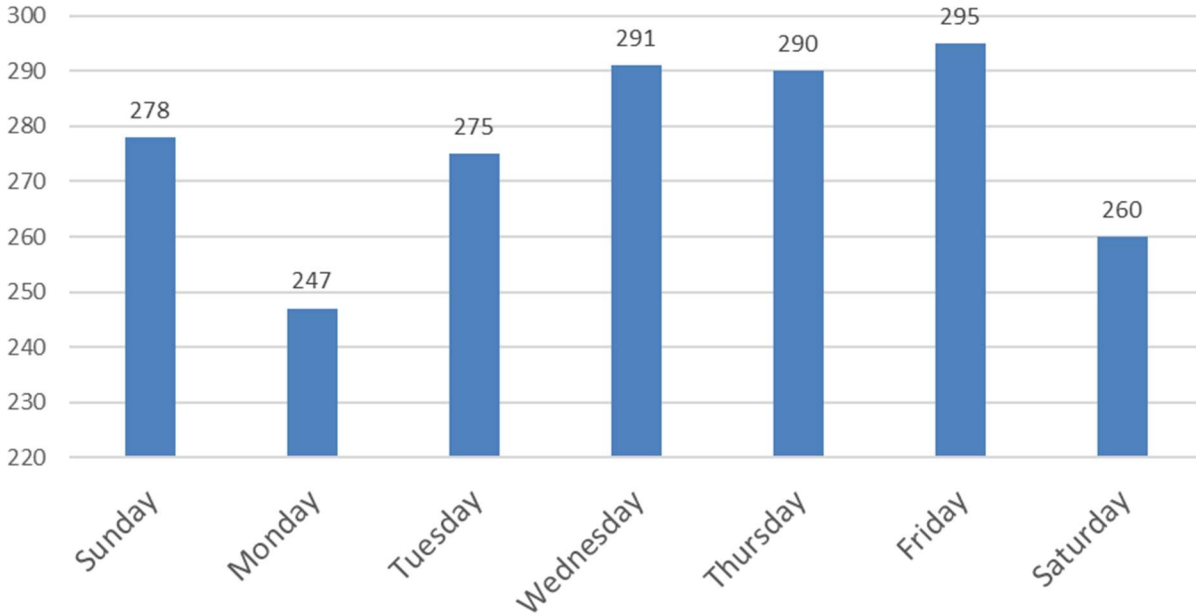




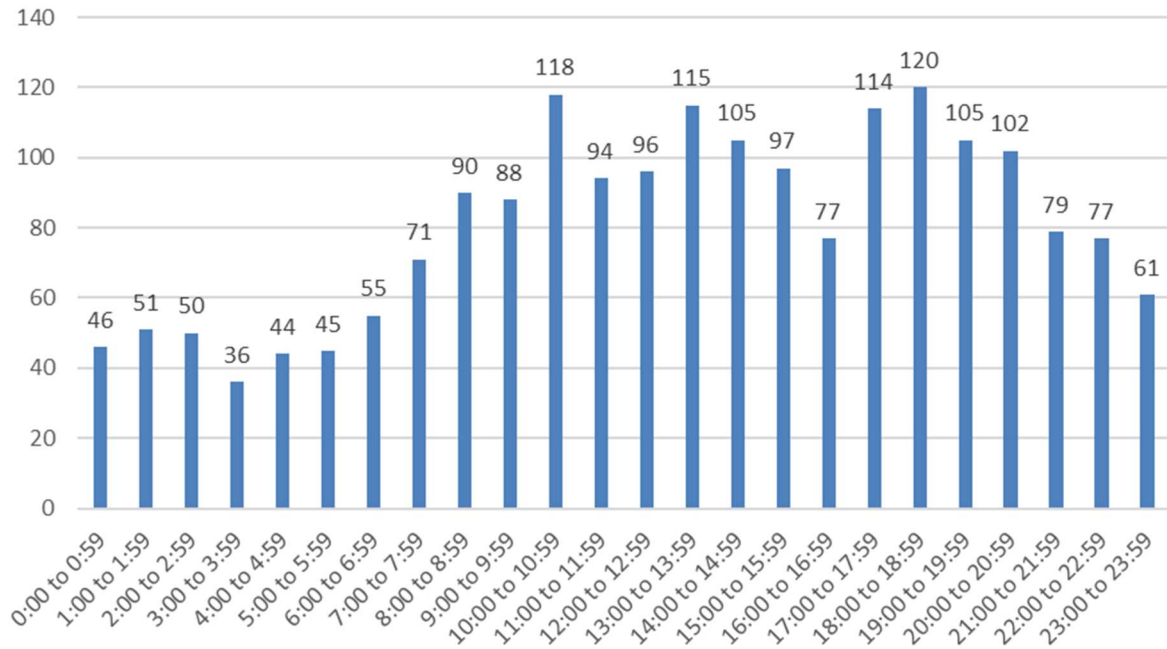
## FY24 Monthly Response Volume



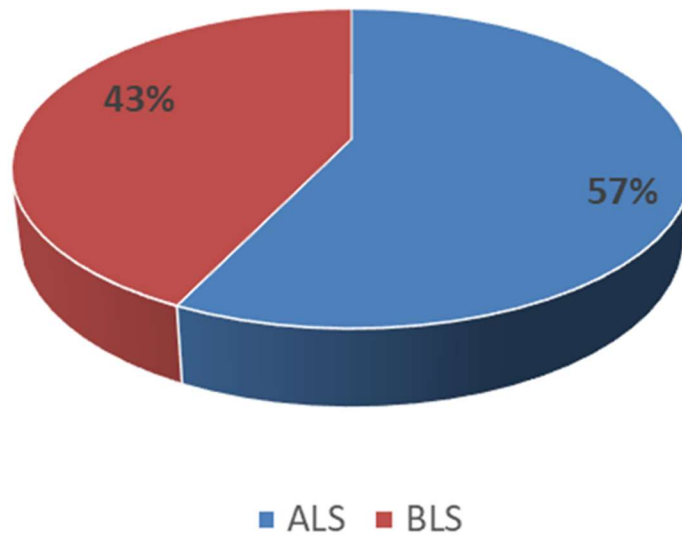
## FY24 Response Volume by Day of Week



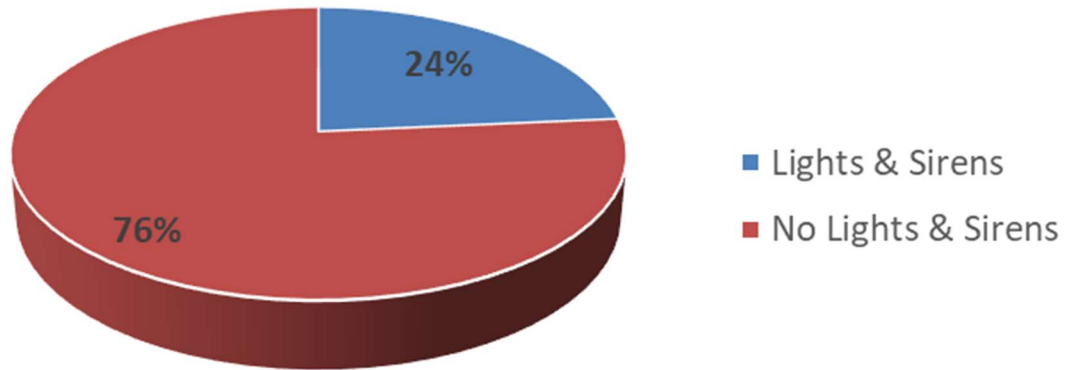
### FY24 Call Volume by Hour of Day



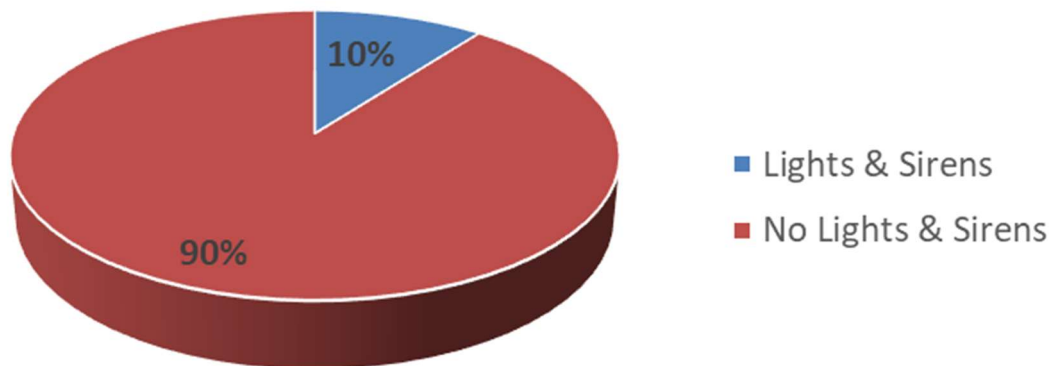
### Advanced Life Support vs. Basic Life Support



## Lights & Sirens Response to Scene



## Lights & Sirens Transport Rate



## Response Outcomes

Patient Transports	1501
Patient Refused Transport	260
Cancelled	138
Assist Public/Unit	19
Dead on Scene	10
Standby	4
Transferred Care to another EMS Unit	5

## 911 Transport Destination Summary

Destination Name	Total Patients Transported
Compass Memorial Healthcare	657
University of Iowa Hospitals & Clinics	303
Unity Point Health St. Luke's Hospital, Cedar Rapids	76
Mercy Iowa City / UI Downtown	65
Mercy Medical Center - Cedar Rapids	48
Veterans Affairs Medical Center	15
Grinnell Regional Medical Center	6
Keokuk County Health Center	2

## Transports from Compass

Destination Name	Total
University of Iowa Hospitals & Clinics	141
Unity Point Health St. Luke's Hospital, Cedar Rapids	76
Mercy Iowa City / UI Downtown	43
Mercy Medical Center - Cedar Rapids	15
Highland Ridge	15
Rose Haven Nursing Home	14
Belle Plaine Nursing & Rehab Center	7
English Valley Care Center	5
Veterans Affairs Medical Center	4
Allen Health System, Waterloo	3
Iowa Methodist Medical Center	2
Brooklyn Community Estates	2
Home	2

## Primary Impressions

Description	Count	Description	Count
Generalized Weakness	93	Hypotension	16
Abdominal Pain	91	Urinary Tract Infection (UTI)	16
No Complaints or Injury/Illness Noted	84	Anxiety reaction/Emotional upset	15
Chest Pain / Discomfort	83	Dehydration	15
Shortness of breath	83	Nausea	15
Injury of Head	56	Diabetic Hypoglycemia	14
Injury of Hip	50	Gastrointestinal hemorrhage	14
Altered Mental Status	43	Malaise	14
Syncope / Fainting	42	Alcohol use	13
Dizziness	40	Fever	13
Behavioral/psychiatric episode	36	Injury of Thigh (Upper Leg)	13
Pain, acute due to trauma	35	Lower back pain	13
Multiple injuries	33	Need for continuous medical supervision	13
Sepsis/Septicemia	31	Obvious Death	13
Acute Respiratory Distress (Dyspnea)	29	Hemorrhage	12
Cardiac arrhythmia/dysrhythmia	29	Hypertension	12
Stroke	29	Kidney stones	12
Seizure	28	Limb/hand/foot/fingers/toes pain	12
Suicidal Ideation	25	Pneumonia	12
Confusion/Delirium	24	ST elevation myocardial infarction (STEMI)	12
Injury of Face	24	Injury of Ankle	11
Extremity Pain	21	Non-ST elevation myocardial infarction (NSTEMI)	11
Muscle weakness	20	Alcohol dependence with withdrawal	10
Pain (Non-Traumatic)	20	Diabetic Hyperglycemia	10
Injury of Lower Leg	19	Injury of Neck	10
Laceration/Abrasion/Hematoma	19	Alcohol intoxication	9
Injury	18	Injury of Wrist, Hand, or Fingers	9
Injury of Shoulder or Upper Arm	18	Renal Failure	9
Back Pain	17	Septic Shock	9

## Primary Impressions

Description	Count	Description	Count
Allergic Reaction	8	Poisoning / Drug Ingestion	4
Fatigue	8	Respiratory disorder	4
Pain, chronic	8	Transient Cerebral Ischemic Attack (TIA)	4
Vomiting	8	Acute abdomen	3
Cardiac arrest	7	Asthma	3
Epistaxis	7	Brain Injury	3
Patient assist only	7	Diarrhea	3
Cellulitis	6	Esophageal obstruction	3
Chest Pain, Other (Non-Cardiac)	6	Foreign Body in Pharynx	3
Heat Exhaustion	6	Foreign Body in Respiratory Tract	3
Hypertensive crisis	6	Overdose - Unspecified	3
Intestinal obstruction	6	Pulmonary Embolism	3
Reduced Mobility	6	Acute appendicitis	2
Unconscious	6	Burn	2
Chest pain on breathing	5	Cardiogenic shock	2
Cough	5	Chronic Obstructive Pulmonary Disease (COPD)	2
COVID-19 - Confirmed by testing	5	Concussion	2
Edema	5	Depression	2
Injury of Lower Back	5	Displacement of urinary catheter	2
Injury of Thorax (Upper Chest)	5	End stage renal disease (ESRD)	2
Migraine	5	Hemiparesis	2
Respiratory Failure	5	Hypokalemia	2
Suicide attempt	5	Medical device failure	2
Cancer	4	Mental disorder	2
Congestive heart failure (CHF)	4	Overdose - Alcohol	2
Constipation	4	Overdose - Hallucinogens	2
Convulsions	4	Overdose - Other opioids	2
Headache	4	Palpitations	2
Injury of Forearm	4	Pneumothorax	2



## Primary Impressions

Description	Count	Description	Count
Skin infection	2	Injury of Nose	1
Subdural Hemorrhage (Traumatic)	2	Injury of Pelvis	1
Toothache	2	Labor and delivery, uncomplicated	1
Visual Disturbance	2	Laryngitis/Croup	1
Acute Bronchitis	1	Metabolic disorder	1
Acute Bronchospasm	1	Opioid related disorders	1
Acute Coronary Syndrome	1	Orthostatic Hypotension	1
Acute epiglottitis	1	Overdose - Cannabis	1
COVID-19 - Exposure to confirmed patient	1	Pelvic and Perineal Pain	1
COVID-19 - Suspected - no known exposure	1	Pregnancy Complications	1
Ear problem	1	Pregnancy related conditions	1
Ectopic Pregnancy	1	Pregnancy with contractions	1
Encephalitis/encephalomyelitis	1	Respiratory Arrest	1
Eye Injury	1	Respiratory Syncytial Virus (RSV)	1
Eye Pain	1	Rhabdomyolysis	1
Febrile Seizures	1	Seizures with status epilepticus	1
Foreign Body in Anus and Rectum	1	Traumatic Circulatory Arrest	1
Frostbite, Superficial	1	Vaginal Hemorrhage	1
Gastrostomy hemorrhage	1		
Hemiplegia	1		
Hyperglycemia (Not Diabetic)	1		
Hyperkalemia	1		
Hyperventilation	1		
Hypovolemia / Shock	1		
Infectious Disease	1		
Inhalation Injury (Toxic Gas)	1		
Injury of Elbow	1		
Injury of External Genitals	1		
Injury of Foot	1		

## Medication Summary

Medication	Doses	% of Total
Fentanyl	181	27.98%
Zofran	103	15.92%
Aspirin	71	10.97%
Nitro Spray	65	10.05%
Duoneb	41	6.34%
Nitrostat	29	4.48%
Epinephrine 1:10	26	4.02%
Toradol	19	2.94%
Valium	15	2.32%
Albuterol	14	2.16%
Other - Medication	13	2.01%
Versed	13	2.01%
Ketamine	8	1.24%
Levophed	8	1.24%
Oral Glucose	7	1.08%
Narcan	6	0.93%
Solu-Medrol	6	0.93%
Dextrose 50%	5	0.77%
Lopressor	4	0.62%
Adenosine	3	0.46%
Nitro Infusion	3	0.46%
Amiodarone	2	0.31%
Atropine	1	0.15%
Benadryl	1	0.15%
Dextrose 10%	1	0.15%
Heparin Infusion	1	0.15%
Potassium	1	0.15%

EMS Dispatches by Zip Code Summary

