



FY25 ANNUAL REPORT

Summary

- Dispatched call volume dropped slightly from 1896 responses to 1868 responses.
- A major protocol formatting overhaul was completed. New protocols included CPAP & Albuterol for our EMT level providers. A Hypertensive Emergencies and Eclampsia/Pre-Eclampsia was added as well.
- We participated in an Active Shooter Exercises at Iowa Valley Elementary School and Kinze Manufacturing.
- We received an Iowa County Community Foundation Grant to purchase new video laryngoscopes.
- We received an EMS System Development Grant to upgrade our MCI/Disaster Trailer with a table, portable generator, and portable patient beds.
- We received a new Lifeline Ambulance in October 2024.
- Community CPR was provided in Marengo, North English, and Victor.
- Stop the Bleed Training was provided to most of our local Fire Departments that were interested.
- CPR training was provided to IV School, Iowa County Sheriff's Office, Iowa County Transportation, and Iowa County Conservation.
- Dr. Momany retired as EMS Medical Director after 33 years of service. We appreciate his service and dedication to EMS and the people of Iowa County.
- We provided over 400 hours of special event services and community outreach programs.

FY25 Financial Summary

- | | |
|--------------------------------|--------------------------------|
| • Actual Expenses: \$2,422,389 | Budgeted Expenses: \$2,534,187 |
| • Actual Revenues: \$1,289,605 | Budgeted Revenues: \$1,118,500 |
| • Difference: \$1,132,784 | Difference: \$1,415,687 |

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 actual costs to transport patients and what Medicaid pays.

FY25 GEMT Revenue: \$191,525.60

EMS System Development Grant

We received a total of \$10,294.06 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.

- \$3517.15 EMS1 Academy (online training platform)
- \$1644.50 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)
- \$1785.97 Equipment for MCI/Disaster Trailer
- \$462.99 AED Trainers
- \$99.00 Certified Ambulance Documentation Specialist training
- \$194.45 EMS public education books/handouts

Iowa County Community Foundation Grant

We received \$7560.00 from the Iowa County Community Foundation Grant for UE video laryngoscopes.

Training

- Staff and volunteers were provided with 32 hours of in-house training consisting of lectures and hands on portions provided by our training staff.
- Twenty-Six Iowa County EMS providers (staff and volunteers) attended our annual EMS Day where they received 5 hours of continuing education.
- EMS Providers participated in a new stroke training offered by The American Heart Association.
- EMS1 Academy was utilized by staff and volunteers to receive 359.5 hours of online continuing education at no cost to them.
- In-house courses of ACLS, PALS, and BLS CPR were offered to EMS providers.
- Two active shooter trainings took place. One was with Iowa Valley CSD and the other with Kinze Manufacturing. These trainings allow us to practice our skills as well as integrating with other first responders, fire departments, and law enforcement agencies.

Ambulance Personnel

FY24

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

FY25

Paramedic: 22
Advanced EMT: 0
EMT: 4
Full Time: 16
Part Time: 10
Total: 26

Ambulance Call Volume

	Transports/Billable		
	Dispatched Calls	Calls	Cancels/Refusals
FY25 Total	1868	1430	428
FY25 MO Avg.	155.7	119.2	35.66
FY24 Total	1896	1516	365
FY24 MO Avg.	158	126.33	30.42
FY23 Total	1769	1364	401
FY23 MO Avg.	147.42	113.67	33.42

Ambulance Times Analysis

	Goal	FY23	FY24	FY25
Avg. Chute Time	3 min. day / 4 min. night	3 min. 12 s	2 min. 57 s	2 min. 58 s
Avg. Response Time	15 min.	11 min. 54 s	11 min. 35 s	10 min. 52 s
Avg. Scene Time	None	15 min. 40 s	16 min. 41 s	18 min. 15 s
Avg. Scene Time (Trauma)	15 min.	15 min. 12 s	16 min. 16 s	17 min. 23 s
Avg. Transport Time	None	25 min. 15 s	25 min. 25 s	23 min. 53 s

Delayed & Potential Delayed Responses

- Backup Unit Staffing Requests: 370 (Fully Staffed: 97 times)
- Out of County Ambulance Requests: 22
- Ambulance Responses Over 20 Minutes: 206

Volunteer First Responder Personnel

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

	<u>FY25</u>	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY21</u>	<u>FY20</u>	<u>FY19</u>	<u>FY18</u>	<u>FY17</u>
Total Volunteers:	39	40	37	36	32	37	36	40	39

QRS Times and Responses

	# of Responses	# of Requests	Response Rate %	Avg. Response Time
Amana	84	161	52%	10 min. 50 s.
Ladora	16	62	26%	10 min. 52 s.
Millersburg	43	47	91%	9 min. 29 s.
North English	153	162	94%	8 min. 08 s.
Victor	80	107	75%	11 min. 40s.
Williamsburg	102	120	85%	10 min 06 s.
County-Wide	478	659	73%	9 min. 48 s.

First Responder Five Year Response Rate History

	FY21	FY22	FY23	FY24	FY25
Amana	6%	40%	83%	49%	52%
Ladora	72%	50%	32%	21%	26%
Millersburg	100%	84%	98%	85%	91%
North English	81%	86%	91%	90%	94%
Victor	75%	78%	84%	80%	75%
Williamsburg	84%	83%	90%	80%	85%
County-Wide	60%	71%	82%	70%	73%

Vehicle Mileage and Maintenance

	Total Mileage	FY25 Mileage	FY25 Maintenance Costs	Lifetime Maintenance. Costs	Lifetime per mile Maintenance costs
2024 Ford	16,745	16,745	\$574.00	\$574.00	\$0.03
2023 Ford	90765	38,575	\$6,257.95	9,765.42	\$0.11
2020 Ford	136000	17,906	\$4,476.30	\$14,173.27	\$0.10
2018 Ford	185,045	5825	\$8,410.72	\$13,862.12	\$0.075
2020 Explorer	19694	5918	\$435.79	\$760.14	\$0.04

Total Ambulance Miles Traveled

- FY25: 79,051
- FY24: 87,265
- FY23: 85,683

Major Vehicle Repairs

- 2018 Ford - Exhaust, Transmission, Brakes, Sirens, & Batteries
- 2020 Ford - Deer, Tires, Brakes
- 2023 Ford - Garage door collision, Invertor, Brakes, Exhaust, Windshield, Batteries, & Tires
- 2024 Ford - Deer x 2

New Equipment

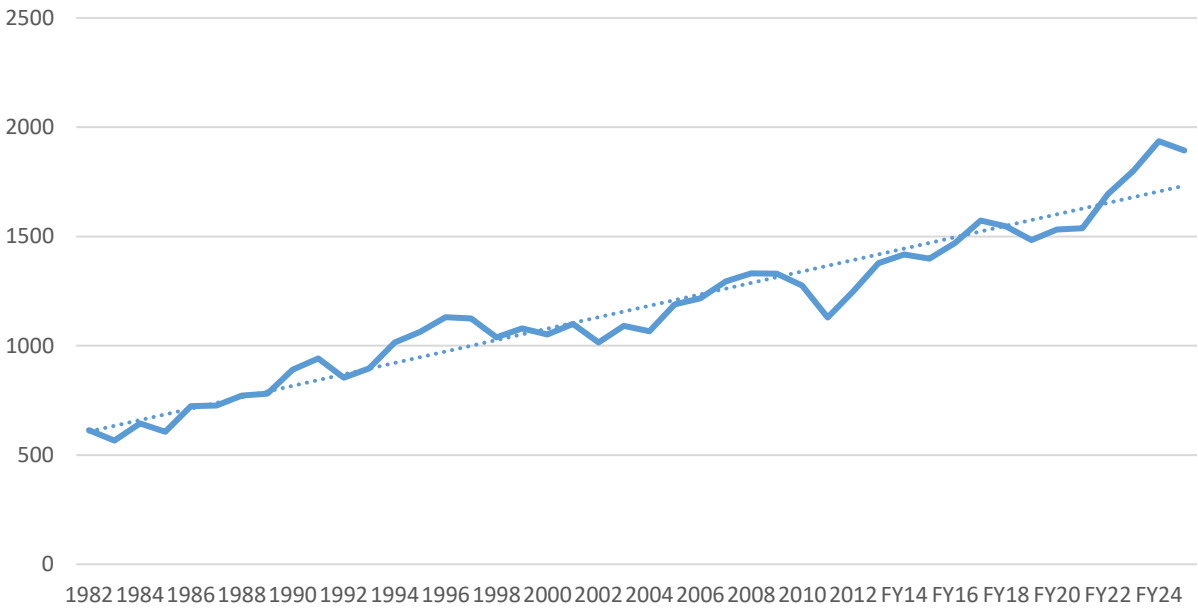
- UE video laryngoscopes
- AED trainers

FY25 Transport (Ambulance) Goals

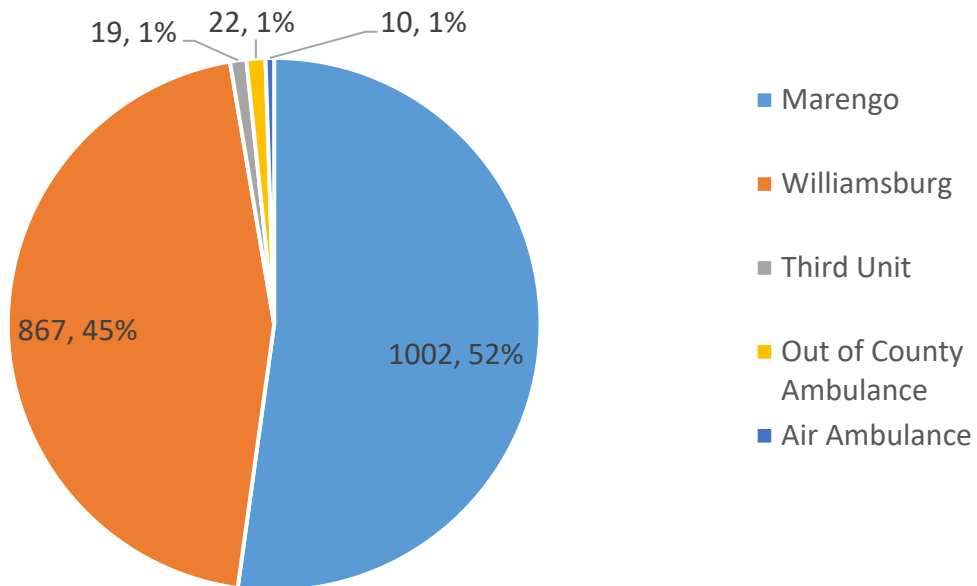
- Maintain patient satisfaction at 96% or greater measured by patient surveys: 97.18%.
- Maintain a chute time (page to out the door) of 3 minutes or less from 6:00AM to 6:00PM on 85% on all 911 Emergencies: 88.58%.
- Maintain a chute time (page to out the door) of 4 minutes or less from 6:00PM to 6:00AM on 85% on all 911 Emergencies: 80.75%.
- A 12-Lead EKG will be completed within 10 minutes of arrival on scene when the chief complaint is Chest Pain: 11 min. 11s.

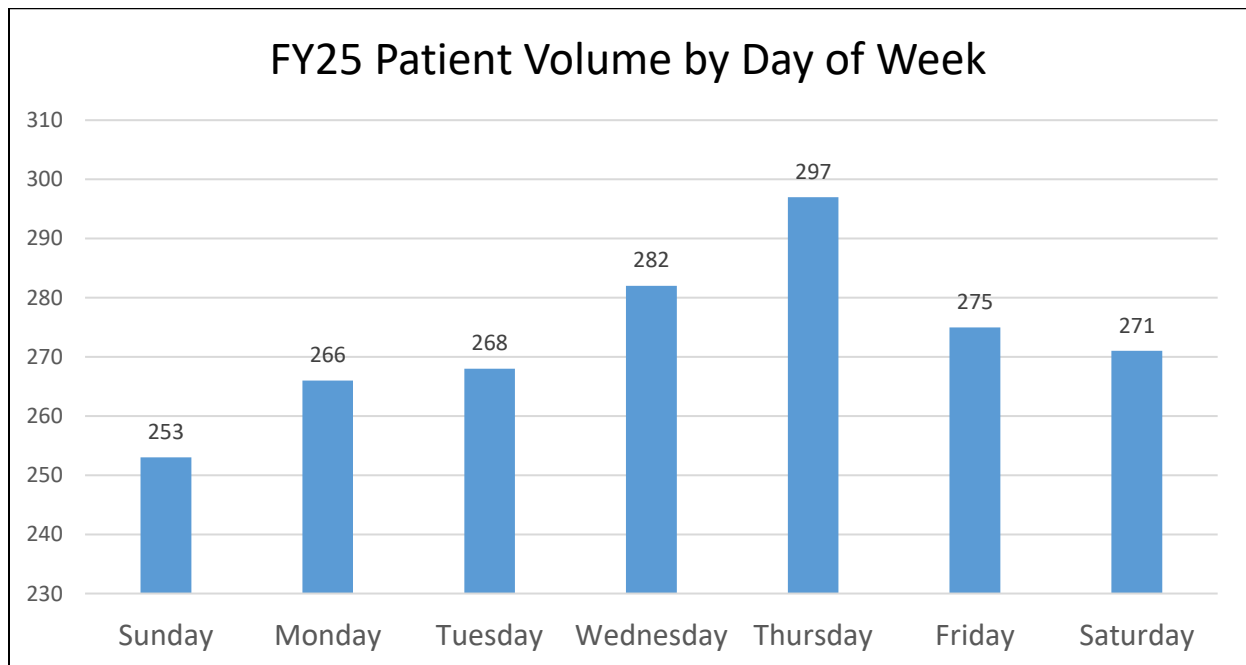
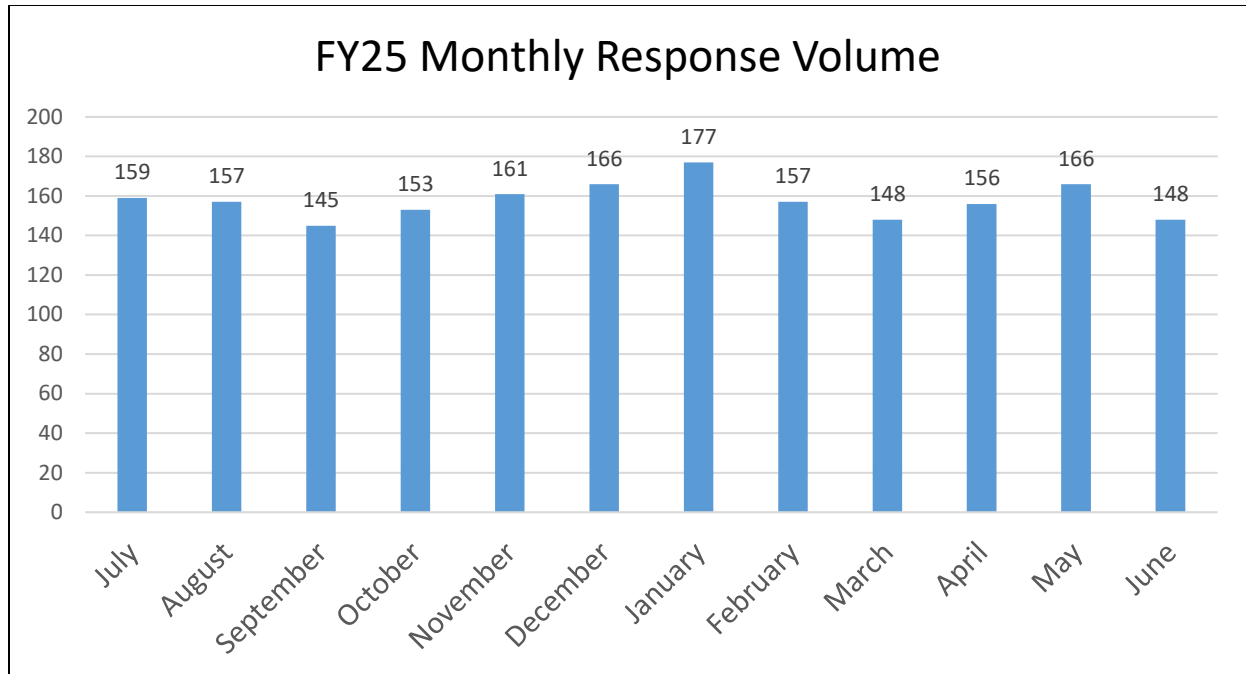
Special Events & Community Outreach	Personnel Hours
Marengo July 3rd Celebration	22
Williamsburg July 4th Celebration	24
Iowa County Fair	105
National Night Out Events – Marengo & Williamsburg	14
Football Games (High School and YSF)	165
Cross Country Meets	14
Gateway Challenge Triathlon	8
Octoberfest	24
Active Shooter Exercise at IV	24
CPR for IV Seniors	7.5
Rodeo	8
Active Shooter Exercise at Kinze	35
TOTAL	426.5

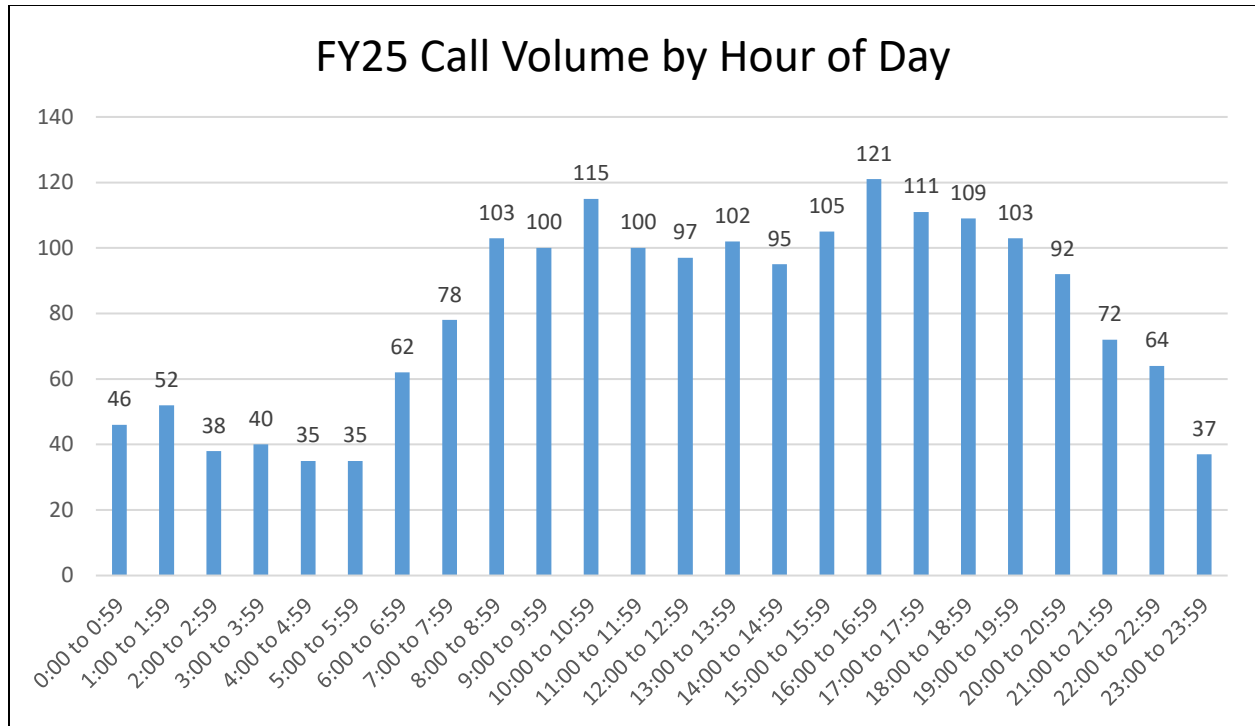
Call Volume Trend



Total Responses by Unit FY25

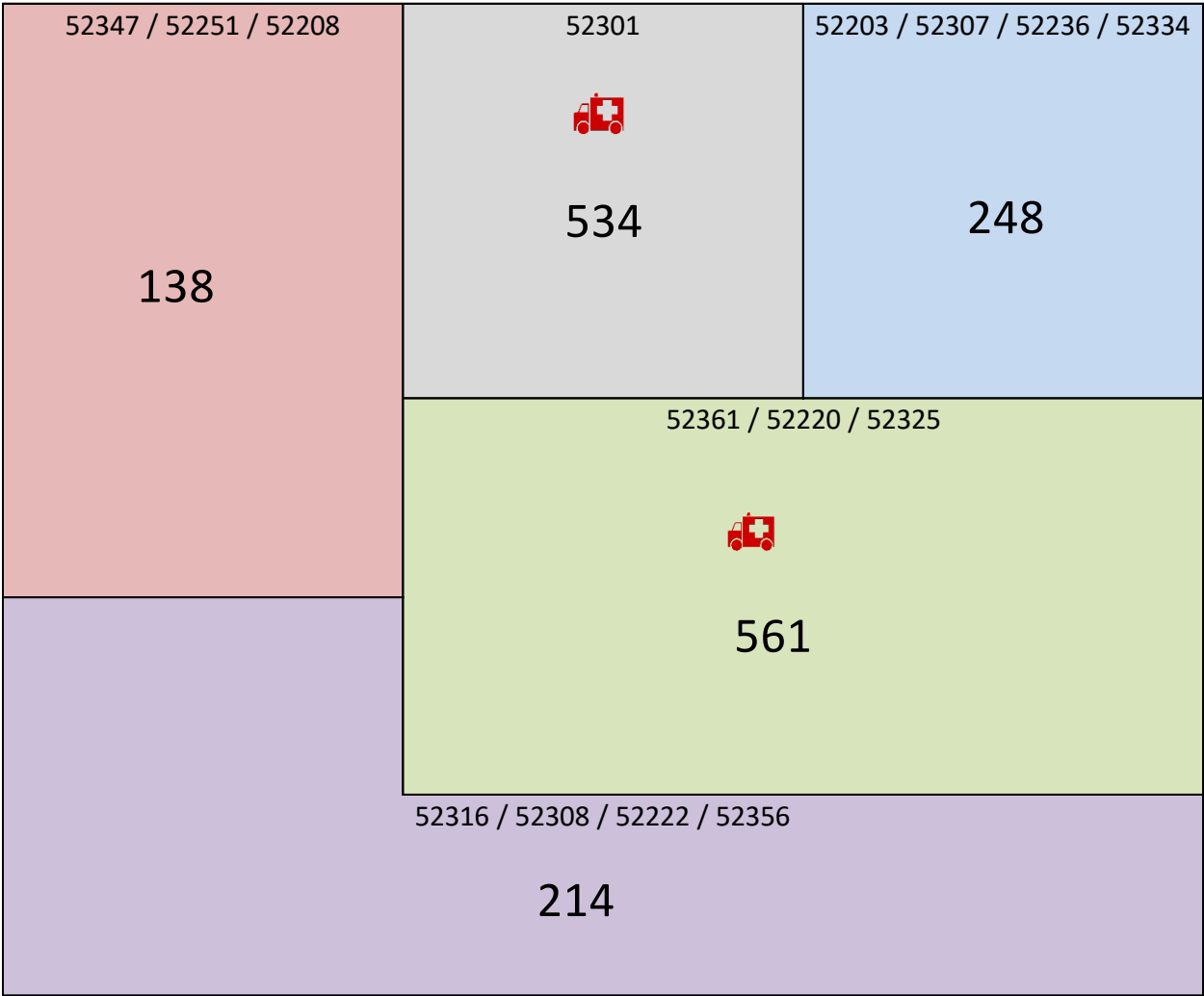




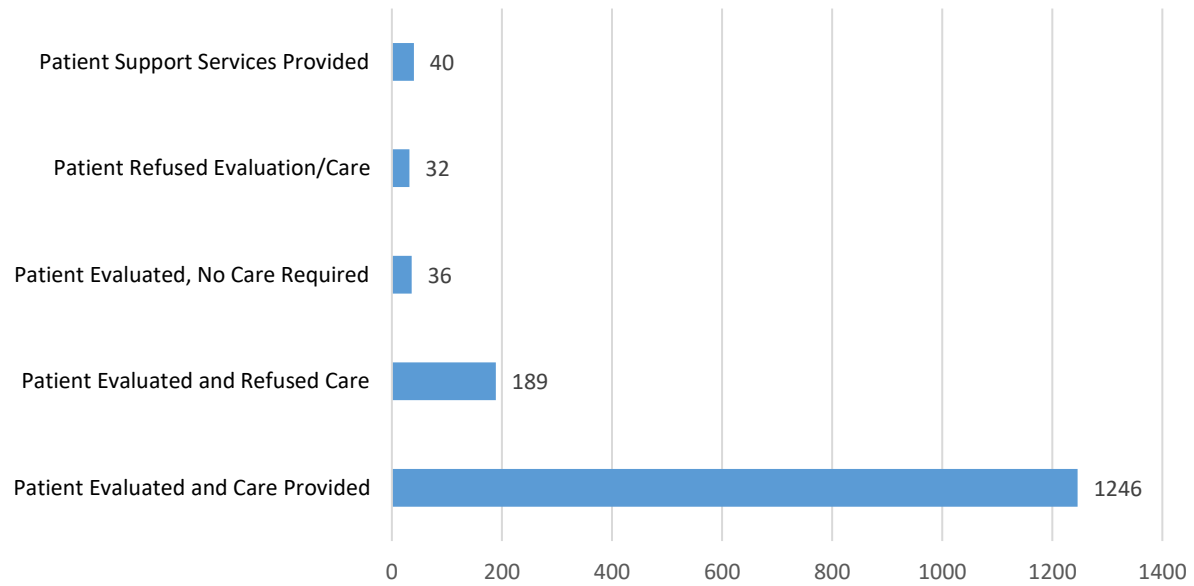


Location Types	Incidents
Private Residence	937
Nursing Home (SNF, LTCF, Etc.)	222
Street , highway and other paved roadways	193
Health Facility - Hospital	361
Trade and service area	76
School (private) (public) (state)	25
Health Facility - Medical Office	23
Industrial and construction area	17
Other places	16
Recreation Area	10
Health Facility - Not Otherwise Listed	9
Institutional (nonprivate) residence	5
Public Area	4
Wilderness Area or Farm	3
Religious Facility (not school)	2

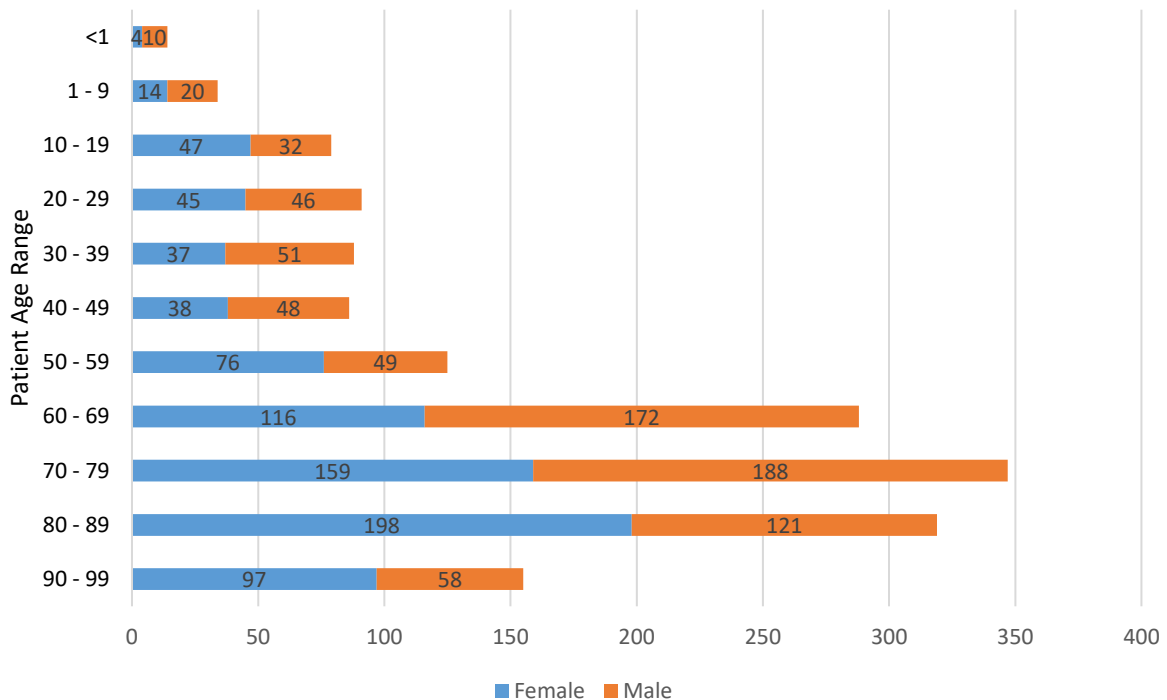
EMS Dispatches by Zip Code Summary



Incidents by Patient Evaluation/Care



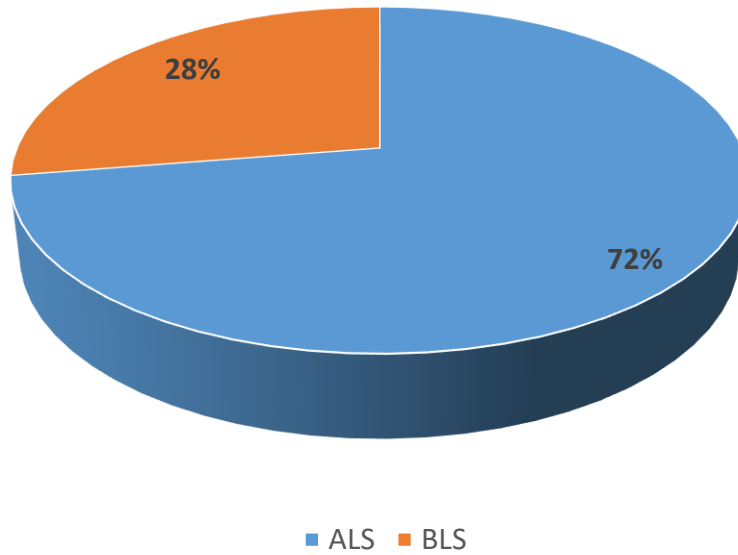
Patient Gender & Age Range



Top 20 Primary Impressions

Description	Count	Description	Count
Abdominal Pain	91	Back Pain	21
Shortness of breath	76	Injury of Shoulder or Upper Arm	21
Generalized Weakness	73	Muscle weakness	21
Chest Pain / Discomfort	63	Injury of Lower Leg	20
Injury of Head	54	Extremity Pain	19
Injury of Hip	45	Non-ST elevation myocardial infarction	19
Syncope / Fainting	44	Alcohol intoxication	18
Pain, acute due to trauma	40	Pain, chronic	18
Altered Mental Status	36	Anxiety reaction/Emotional upset	17
Cardiac arrhythmia/dysrhythmia	35	Laceration/Abrasion/Hematoma	17
Seizure	35	Cardiac arrest	15
Stroke	33	Hypotension	15
Behavioral/psychiatric episode	32	Obvious Death	15
Dizziness	32	Headache	14
Pain (Non-Traumatic)	30	Injury of Wrist, Hand, or Fingers	14
Sepsis/Septicemia	30	Congestive heart failure (CHF)	13
Multiple injuries	29	Fever	13
Acute Respiratory Distress (Dyspnea)	25	Injury	13
Lower back pain	24	Patient assist only	13
Injury of Face	22	Chest Pain, Other (Non-Cardiac)	12

Advanced Life Support vs. Basic Life Support



Response Outcomes

Transported	1407
Patient Refused Transport	269
Cancelled	159
Assist Public/Unit	28
Dead on Scene	24
Standby	8
Transferred Care to another EMS Unit	0

Transport Destination Summary

Compass Memorial Healthcare	633
University of Iowa Hospitals & Clinics	401
Unity Point Health St. Luke's Hospital, Cedar Rapids	126
UI Health Care Medical Center Downtown	74
Mercy Medical Center - Cedar Rapids	52
Veterans Affairs Medical Center	22
Rose Haven Nursing Home	13
Highland Ridge	9
English Valley Care Center	8
Grinnell Regional Medical Center	7
Allen Health System, Waterloo	5
Belle Plaine Nursing & Rehab Center	5
University of Iowa Hospital - North Liberty Campus	2
Colonial Manor of Amana	2
Keokuk County Health Center	1
Washington County Hospital	1
Highland Ridge Nursing Home	1

Medication Summary

Medication	Doses	Medication	Doses
Fentanyl	225	Dextrose 50%	5
Zofran	106	Amiodarone	4
Aspirin	56	Benadryl	4
Epinephrine 1:10	48	Epinephrine 1:1	4
Nitrostat	46	Heparin Infusion	3
Duoneb	42	Levophed	3
Ketamine	30	Lopressor	4
Albuterol	21	Nitroglycerin Infusion	3
Diazepam	26	Adenosine	2
Ketorolac	21	Nitroglycerin Spray	2
Atropine	14	Tranexamic Acid (TXA)	2
Narcan	9	Amiodarone Infusion	1
Solu-Medrol	9	Dextrose 10%	1
Versed	8	Epinephrine Infusion	1
Labetalol	6	Lidocaine 2%	1
Other - Medication	6	Oral Glucose	1