



**PRESCOTT FIRE DEPARTMENT**

# **LIFE LINE AMBULANCE 2024 ANNUAL REPORT**

**City Contract No: 2023-205**



## PRESCOTT FIRE DEPARTMENT

201 N. Montezuma  
Prescott, AZ 86301

# Annual Contract Performance Report

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|                                  |   |
|----------------------------------|---|
| <b>City Contract Number:</b>     | <b>2023-205</b>   |
| <b>Contract Title:</b>           | <i>City of Prescott Life Line Ambulance Transportation Contract Agreement</i> |
| <b>Date of Report:</b>           | 11/13/2024  |
| <b>Contract Expiration Date:</b> | 06/27/2026  |

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## Overview

The performance reporting requirements outlined in Section 3 of Contract No. 2023-205 require an annual report informing the city council and stakeholders about Life Line Ambulance's performance and contractual obligations. Over the past year, the contractor has demonstrated response compliance and met contractually established performance benchmarks. Several mutually beneficial collaborations have been implemented over the past year, as outlined in this report. The contractor's annual review is attached as Appendix A, while Appendix B includes documentation of regular meetings between the two partners, a requirement specified in the contract.

## Background

The contract between Life Line Ambulance Service and the City of Prescott was renegotiated in 2023. Several enhancements were added, including better reporting to elected officials. Since 2023, Life Line Ambulance Service has consistently improved its operational performance. This is evident as the service meets and often surpasses the various service metrics outlined in the agreement. An overview of these response times is included in Appendix A to this report.

Response times and the overall quality of services provided to Prescott residents have notably improved due to these enhancements. This supports and reflects Life Line's commitment to the community. Regular meetings with Life Line have continued to enhance a productive partnership with the City of Prescott, as codified in contractual obligations. This collaboration has led to taxpayer savings through efficiencies and reduced duplication of efforts.

## Key Developments & Efficiencies

Over the last year, Life Line and the Prescott Fire Department have successfully established several initiatives and operational efficiencies. Previously, PFD paramedics being required to accompany a patient to the hospital was commonplace due to Life Line's challenges with staffing Paramedics. Since 2023, the contractor has invested in aggressive recruitment and an "Earn While You Learn" program. In



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part due to these efforts, this issue has been eliminated. This increases the availability of Prescott Fire Department units and allows Life Line to comply with the contractual stipulation of Advanced Life Support transport services.



One of the most notable achievements is a streamlined medical resupply initiative managed by Life Line. This initiative reduces logistical challenges and has reduced costs for the City of Prescott. Consequently, it has provided substantial savings to taxpayers while ensuring Prescott Fire Department personnel have immediate access to critical medical supplies whenever necessary.

Both partners are committed to fostering collaboration and innovation in their operations. To achieve this, they meet monthly with management personnel. These meetings are focused on optimizing patient outcomes and developing targeted initiatives, such as reducing the impact of low-acuity calls and ensuring that resources are allocated effectively. A quarterly strategic planning meeting is also conducted, directing the monthly discussions and initiatives. These meetings are documented in Appendix B.

These collaborations allow both agencies to implement and share best practices for effective emergency response, develop joint training programs, and foster strong relationships. By working together, they enhance their capacity to respond to emergencies efficiently, effectively, and in a way that responds to the community's needs.

## Response Performance Overview

The data table below represents the performance of Life Line in the City of Prescott between October 2023 and September 2024. In most categories, the contractor has performed better than established benchmark times. A slight dip in performance was observed in April and May of 2024, related to dispatch changes outside of Life Line's control that temporarily reduced the number of AMR responses. The dry run percentage represents a response without a resulting transport. This is an essential metric for the contractor and the fire department, as these can represent an opportunity to implement low-acuity call resources.

| <div> <div></div> <div>RESPONSE TIMES</div> <div>   </div> </div> |         |            |        |        |        |        |        |        |        |        |        |        |        |        |         |
|---|---------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Monthly and Rolling 12 Month Response Times   |         |            |        |        |        |        |        |        |        |        |        |        |        |        |         |
| Entity  | Minutes | Compliance | Oct 23 | Nov 23 | Dec 23 | Jan 24 | Feb 24 | Mar 24 | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | 12 Mo % |
| Zone 1  | 10      | 85%        | 96.2%  | 95.6%  | 97.4%  | 99.4%  | 96.8%  | 95.5%  | 92.4%  | 91.7%  | 90.7%  | 96.2%  | 92.8%  | 96.5%  | 95.1%   |
|   |         |            | 176    | 153    | 185    | 168    | 149    | 148    | 97     | 99     | 147    | 201    | 141    | 136    |         |
| Total   |         |            | 183    | 160    | 190    | 169    | 154    | 155    | 105    | 108    | 162    | 209    | 152    | 141    |         |
| Zone 1 Expansion  | 10      | 85%        | 94.0%  | 94.5%  | 95.1%  | 94.8%  | 92.6%  | 90.6%  | 86.7%  | 87.1%  | 87.8%  | 95.0%  | 88.8%  | 88.3%  | 91.3%   |
|   |         |            | 236    | 223    | 255    | 239    | 200    | 202    | 150    | 142    | 194    | 265    | 183    | 174    |         |
| Total   |         |            | 251    | 236    | 268    | 252    | 216    | 223    | 173    | 163    | 221    | 279    | 206    | 197    |         |
| Zone 2  | 10      | 80%        | 80.2%  | 81.0%  | 82.1%  | 86.1%  | 80.0%  | 80.5%  | 74.6%  | 77.4%  | 80.8%  | 85.7%  | 80.0%  | 80.1%  | 80.7%   |
|   |         |            | 357    | 353    | 414    | 398    | 337    | 314    | 244    | 246    | 325    | 395    | 320    | 306    |         |
|   | 12      | 90%        | 92.6%  | 93.1%  | 90.1%  | 94.8%  | 90.7%  | 91.3%  | 88.4%  | 89.0%  | 90.3%  | 94.4%  | 91.5%  | 91.4%  | 91.5%   |
|   |         |            | 412    | 406    | 454    | 438    | 382    | 356    | 289    | 283    | 363    | 435    | 366    | 349    |         |
|   | 15      | 95%        | 98.7%  | 98.9%  | 97.2%  | 98.3%  | 97.6%  | 97.9%  | 97.2%  | 98.1%  | 97.3%  | 99.3%  | 99.5%  | 99.0%  | 98.2%   |
|   |         |            | 439    | 431    | 490    | 454    | 411    | 382    | 318    | 312    | 391    | 458    | 398    | 378    |         |
| Total   |         |            | 445    | 436    | 504    | 462    | 421    | 390    | 327    | 318    | 402    | 461    | 400    | 382    |         |
| Code 2  | 20      | 90%        | 98.3%  | 97.6%  | 97.1%  | 99.6%  | 98.3%  | 96.2%  | 97.3%  | 95.5%  | 94.2%  | 94.2%  | 99.5%  | 95.9%  | 97.0%   |
|   |         |            | 234    | 201    | 204    | 236    | 228    | 228    | 253    | 298    | 245    | 161    | 220    | 259    |         |
| Total   |         |            | 238    | 206    | 210    | 237    | 232    | 237    | 260    | 312    | 260    | 171    | 221    | 270    |         |
| ALL CALLS   |         |            | 683    | 642    | 714    | 699    | 653    | 627    | 587    | 630    | 662    | 632    | 621    | 652    | 7802    |
| Dry Runs  |         |            | 202    | 224    | 221    | 262    | 200    | 167    | 189    | 206    | 226    | 213    | 131    | 239    | 2480    |
| %   |         |            | 29.6%  | 34.9%  | 31.0%  | 37.5%  | 30.6%  | 26.6%  | 32.2%  | 32.7%  | 34.1%  | 33.7%  | 21.1%  | 36.7%  | 31.7%   |



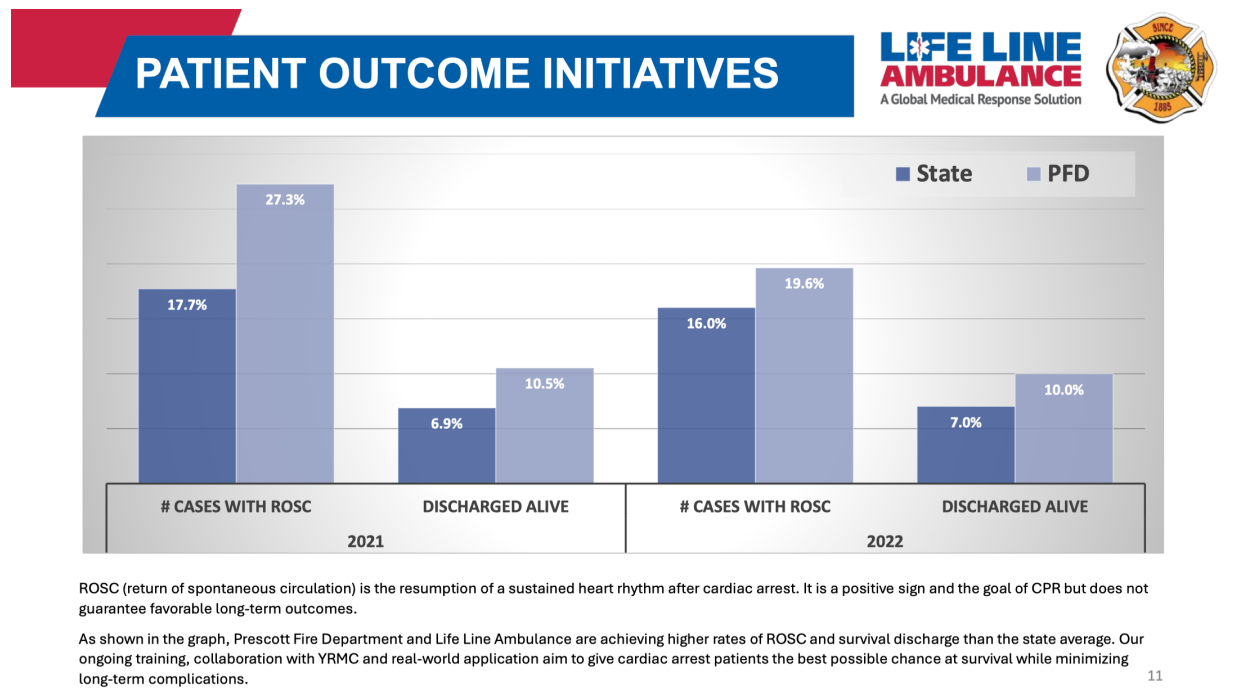
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## Patient Outcome Initiatives

Return of Spontaneous Circulation (ROSC) is a critical measure for the survival of patients experiencing cardiac arrest. For Prescott Fire, achieving ROSC is pivotal in enhancing survival rates for cardiac arrest patients. Quickly attaining ROSC can dramatically improve the chances of survival. ROSC signifies that the heart resumes beating on its own. When accompanied by prompt defibrillation, high-quality CPR, and advanced life support, achieving ROSC significantly boosts the likelihood of recovery. Enhancing ROSC rates relies on well-coordinated emergency services. This underscores the importance of partnerships between organizations such as Life Line Ambulance and Prescott Fire.

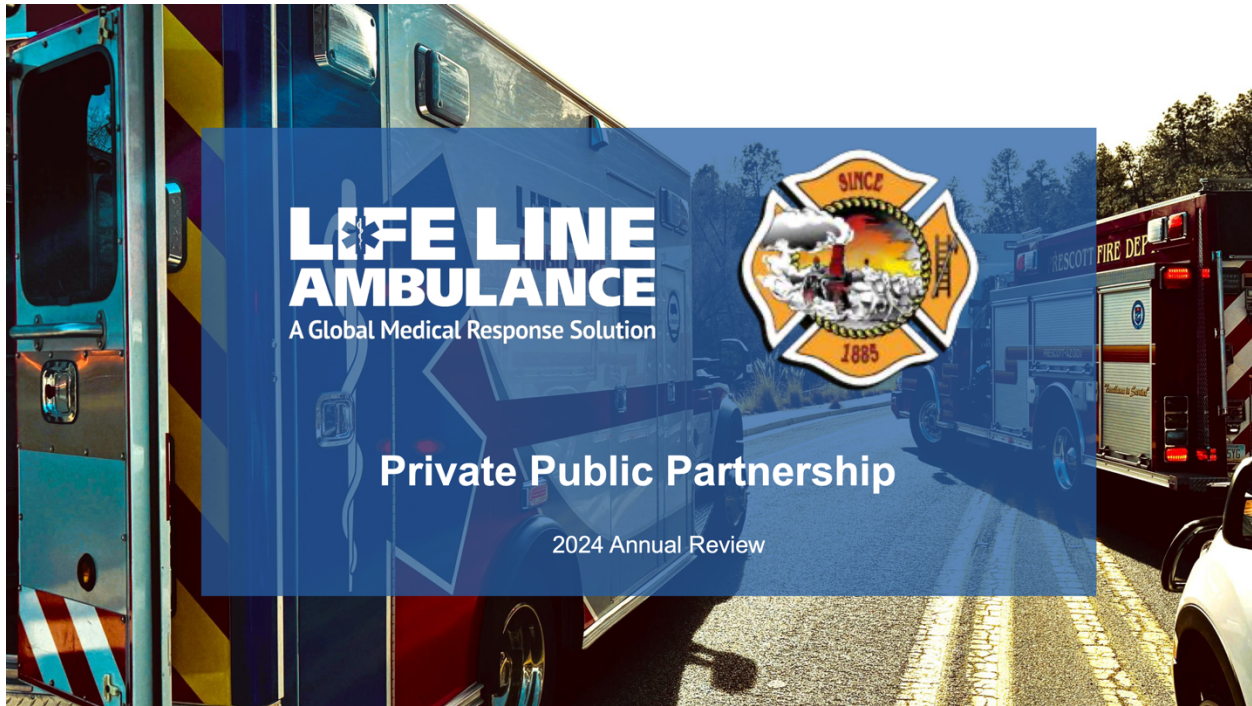
By working together, unified protocols are in place that focus on improving care. Cross-training staff ensures that everyone is skilled in the latest emergency care practices and can work together smoothly, enhancing teamwork and boosting the chances of ROSC. By reviewing trends and outcomes, Life Line Ambulance and Prescott Fire Department are targeting training programs and improving response methods, particularly in high-risk areas in Prescott.

Both partners plan collaborative public education programs on CPR to empower Prescott residents to act quickly during cardiac arrests, further improving survival rates. Through these efforts, the partnership between Life Line and Prescott Fire can build community resilience, ultimately saving more lives during cardiac emergencies. Below is the current status of cardiac arrest patient outcomes in the City of Prescott.





## Appendix A – Life Line Annual Review Report



### CALLS AND TRANSPORTS

**LIFE LINE  
AMBULANCE**  
A Global Medical Response Solution



- October 2023 – September 2024
  - ▷ Calls for service: 7802
  - ▷ Code 3 (lights and sirens): 4948
  - ▷ Code 2 (no lights and sirens): 2854
  - ▷ Transports: 5322

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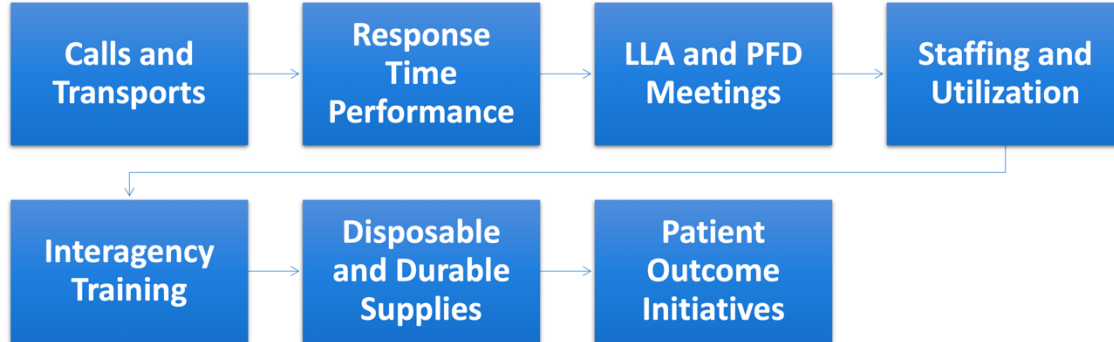
# RESPONSE TIMES



## Monthly and Rolling 12 Month Response Times

| Entity           | Minutes | Compliance | Oct 23 | Nov 23 | Dec 23 | Jan 24 | Feb 24 | Mar 24 | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | 12 Mo % |
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| Zone 1           | 10      | 85%        | 96.2%  | 95.6%  | 97.4%  | 99.4%  | 96.8%  | 95.5%  | 92.4%  | 91.7%  | 90.7%  | 96.2%  | 92.8%  | 96.5%  | 95.1%   |
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# PERFORMANCE MEASURES



## STAFFING & UTILIZATION



- Previously, PFD paramedics were required to ride in with LLA BLS ambulances on approximately 10% of EMS calls.
- Recruitment and retention initiatives have been successful, resulting in not only a decrease, an elimination of that need, allowing PFD engines to remain in service, ready to respond to the next call.

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## INTERAGENCY TRAININGS



- PFD participates in our New Employee Orientation Program (NEOP)
  - ▷ PFD History
  - ▷ ICS structure
- Quarterly Trainings
- Drop In Trainings
  - ▷ Lucas Device



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## DISPOSABLE/DURABLE SUPPLIES



- The implementation of the Prescott Fire Restock Process identified 3 challenges:
  - ▷ Manual process requiring up to 3 firefighters, and extra work hours.
  - ▷ Inconsistent inventory at stations, minimal tracking, no automated ordering.
  - ▷ Increased cost of supplies due to inconsistent vendors or purchasing contracts.
- Solutions implemented:
  - ▷ Toolbox organization system standardizing the system at all 5 stations.
  - ▷ Developed a weekly one page inventory/ordering sheet, which is sent to Life Line Asset & Supply who completes the fulfillment of orders.
- New process has allowed for a consistent inventory, time savings, as well as opportunities for decreased cost of future durable equipment purchases.

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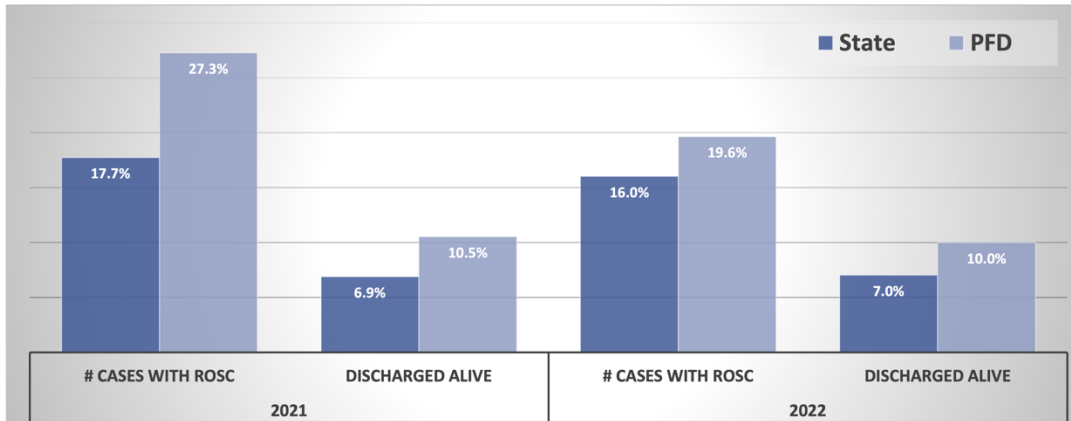
## PATIENT OUTCOME INITIATIVES



- Prescott Fire Department and Life Line Ambulance are committed to improving patient outcomes through better utilization of resources in our EMS system.
- Focus: Cardiac Chest Pain and Cardiac Arrest Patients
  - ▷ Collaborate with Dignity Health YRMC for a joint review of all cardiac arrest and STEMI patient cases.
  - ▷ Best clinical practices to be reviewed and trained together
    - ▶ Aspirin administration
    - ▶ Oxygen administration
    - ▶ 12 Lead ECG within 5 minutes
    - ▶ STEMI activations
    - ▶ CATH Lab activations



# PATIENT OUTCOME INITIATIVES



ROSC (return of spontaneous circulation) is the resumption of a sustained heart rhythm after cardiac arrest. It is a positive sign and the goal of CPR but does not guarantee favorable long-term outcomes.

As shown in the graph, Prescott Fire Department and Life Line Ambulance are achieving higher rates of ROSC and survival discharge than the state average. Our ongoing training, collaboration with YRMC and real-world application aim to give cardiac arrest patients the best possible chance at survival while minimizing long-term complications.

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## Appendix B – Meeting Summary

| 2024 PFD/LLA Meeting Summary |           |  |
|------------------------------|-----------|--|
| Date                         | Type      | Topics of Discussion   |
| 1/9/2024                     | Monthly   | <ul style="list-style-type: none"> <li>Response times review</li> <li>Interagency Training planning</li> </ul>   |
| 1/16/2024                    | Quarterly | <ul style="list-style-type: none"> <li>2023 Review, Goal Setting for 2024</li> </ul>   |
| 2/13/2024                    | Monthly   | <ul style="list-style-type: none"> <li>Response times review</li> <li>Station supply process building</li> </ul>   |
| 3/6/2024                     | Monthly   | <ul style="list-style-type: none"> <li>Response times review</li> <li>Station supply go-live</li> </ul>  |
| 4/3/2024                     | Monthly   | <ul style="list-style-type: none"> <li>Response times review</li> <li>Station supply process status</li> </ul>   |
| 4/24/2024                    | Quarterly | <ul style="list-style-type: none"> <li>Q1 Review presentation</li> </ul>   |
| 5/1/2024                     | Monthly   | <ul style="list-style-type: none"> <li>Response times review</li> <li>Dispatch directives/ambulance assignments</li> </ul>                               |
| 6/3/2024                     | Monthly   | <ul style="list-style-type: none"> <li>Response Times</li> <li>Review station supply process</li> <li>Update on ProQA progress</li> </ul>                |
| 7/19/2024                    | Monthly   | <ul style="list-style-type: none"> <li>Response time review</li> <li>Holiday after action</li> </ul>   |
| 7/31/2024                    | Quarterly | <ul style="list-style-type: none"> <li>Q2 Review presentation</li> <li>Patient Outcome Initiatives</li> </ul>  |
| 8/27/2024                    | Monthly   | <ul style="list-style-type: none"> <li>Procurement/Purchasing</li> <li>Radio Programming</li> <li>LifePak Cardiac Monitor Interagency Pairing</li> </ul> |
| 9/16/2024                    | Monthly   | <ul style="list-style-type: none"> <li>Response times</li> <li>SHARE data/Interagency training</li> <li>MCI communication</li> </ul>                     |
| 10/15/2024                   | Quarterly | <ul style="list-style-type: none"> <li>2024 Annual Review</li> </ul>   |
| 11/13/2024                   | Monthly   | <ul style="list-style-type: none"> <li>Cardiac arrest process review</li> <li>ProQA phase update</li> <li>Patient Outcome status update</li> </ul>       |



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