

# HELPFUL TELEPHONE TALKING POINTS

READ DIRECTLY FROM THIS, OR MAKE IT YOUR OWN

My name is [NAME] and I'm calling from [CITY] regarding unacceptable ambulance response times in my area. Extended response times have been an issue for years, but it's getting worse. From July 2nd to December 31st, 2021, AMR/Lifeline went Level Zero: No Ambulances Available at least 760 times. 760 times that our resident population of 156,000 were completely without ambulance transport.

- An 8-month-old in cardiac arrest from near-drowning had to be transported by Central Arizona Fire (CAFMA).
- A State Trooper has had to transport an 8-year-old from Ash Fork to Paulden because no ambulances were available.
- Prescott Fire has treated patients in the back of private vehicles with police escort because AMR/Lifeline was at Level Zero: No Ambulances Available.

These issues have been well documented for years and the Bureau of EMS is well aware. How is it that AMR/Lifeline has been allowed to reduce services at the same time call volume has increased more than 40%? This has led to significant increases in ambulance response times, in turn jeopardizing the health and well-being of my family and friends. Something needs to be done NOW.

I request that Governor Ducey sign an emergency declaration granting CAFMA emergency authority to operate ambulances, and that CAFMA's Certificate of Necessity (CON) application be expedited.

# HELPFUL EMAIL TALKING POINTS

COPY AND PASTE, OR MAKE IT YOUR OWN

To whom it may concern,

My name is [NAME] and I'm emailing from [CITY] regarding unacceptable ambulance response times in the Quad City area. From July 2nd to December 31st, 2021, AMR/Lifeline, our ambulance transport service, went Level Zero: No Ambulances Available at least 760 times. 760 times that the Quad Cities were completely without ambulance transport capabilities.

- An 8-month-old in cardiac arrest from near-drowning had to be transported by Central Arizona Fire (CAFMA).
- A State Trooper had to transport an 8-year-old from Ash Fork to Paulden because no ambulances were available.
- Prescott Fire has treated patients in the back of private vehicles with police escort because AMR/Lifeline was at Level Zero: No Ambulances Available.

These are just a few examples; there are more. AMR/Lifeline has contacted CAFMA on three separate occasions requesting a response outside of CAFMA's jurisdiction due to zero available ambulances.

These issues have been well documented for years and the Bureau of EMS is well aware. How is it that AMR/Lifeline has been allowed to reduce services at the same time call volume has increased more than 40%? This has led to significant increases in ambulance response times, in turn jeopardizing the health and well-being of my family and friends. Something needs to be done NOW.

I request that Governor Ducey sign an emergency declaration granting CAFMA emergency authority to operate ambulances, and that CAFMA's Certificate of Necessity (CON) application be expedited.



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