

**NOTICE OF REGULAR MEETING OF THE
AMBULANCE SERVICES COMPLIANCE COMMITTEE
OF THE CITY OF ST. GEORGE,
WASHINGTON COUNTY, UTAH**

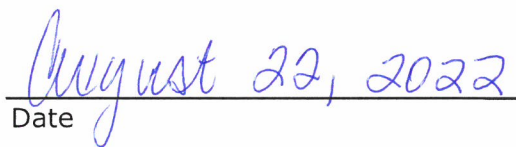
Public Notice

Public notice is hereby given that the Ambulance Services Compliance Committee of the City of St. George, Washington County, Utah, will hold a regular meeting on Tuesday, August 23, 2022 in the Administrative Conference Room, St. George City Hall, 175 East 200 North, St. George, Utah commencing at 11:00 a.m.

The agenda for the meeting is as follows:

1. Update from Gold Cross Ambulance Services, Inc. and staffing proposal.
2. Discussion regarding mutual aid response and level 0 tracking.
3. Formalize compliance percentage calculations.
4. Discussion regarding compliance for staffing and response times.
5. Discussion regarding the Ambulance Services Agreement.
6. Discussion and possible action to find whether Gold Cross Ambulance Services, Inc. is in compliance or not.
 - a. If not in compliance, then discussion and possible action to make findings of facts and recommend a penalty to the City Manager.
7. Approve minutes from the meetings held May 19, 2021 and September 1, 2021.


Christina Fernandez, Secretary


Date

REASONABLE ACCOMMODATION: The City of St. George will make efforts to provide reasonable accommodations to disabled members of the public in accessing City programs. Please contact the City Human Resources Office, 627-4671, at least 24 hours in advance if you have special needs.

2022 Gold Cross Ambulance staffing compliance report

Incident Date	Fire Run Incident	Incident Address	Station area	Compliance answer
02/15/2022	2022-01230	4232 S MAGELLAN DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
02/20/2022	2022-01358	1270 E WILLOW DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
03/03/2022	2022-01627	1091 N BLUFF ST St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
04/14/2022	2022-02690	1040 N 1300 W UNIT 3 St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
04/14/2022	2022-02693	948 N 1300 W St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
05/17/2022	2022-03458	1198 W 710 N St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
06/01/2022	2022-03852	1574 N DIXIE DOWNS RD 7 St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
06/04/2022	2022-03901	1098 W RIVERSTONE CIR St. George, UT 84790	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
06/13/2022	2022-04122	4662 S WALLACE DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
06/13/2022	2022-04135	2929 E 450 N APT 400D St. George, UT 84770	Station 1	Was there an Ambulance Compliance issue?: Yes 1 medic
06/23/2022	2022-04375	645 W 1250 N St. George, UT 84770	Station 1	Was there an Ambulance Compliance issue?: Yes 1 medic
07/02/2022	2022-04601	2142 S CAMERON PL St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
07/02/2022	2022-04607	1141 W 360 N UNIT 18 St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
07/03/2022	2022-04625	185 S 1470 E 209 St. George, UT 84770	Station 1	Was there an Ambulance Compliance issue?: Yes 1 medic
07/16/2022	2022-04962	1349 W SUNSET BLVD St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
07/17/2022	2022-04977	1710 W 360 N APT B209 St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
07/17/2022	2022-04988	225 N COUNTRY LN 98 St. George, UT 84770	Station 7	Was there an Ambulance Compliance issue?: Yes 1 medic
07/26/2022	2022-05201	-113 566339 36 992900 St. George, UT 84770	Station 9	Was there an Ambulance Compliance issue?: Yes 1 medic
08/06/2022	2022-05477	1079 W BLUE WREN DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
08/07/2022	2022-05489	1079 W BLUE WREN DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
08/11/2022	2022-05614	3692 S YARROW WAY St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
08/12/2022	2022-05618	1704 W GARNET RIDGE DR St. George, UT	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
08/13/2022	2022-05643	1221 W JUNIPERO SERRA DR St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic
08/14/2022	2022-05650	3922 S PIONEER RD St. George, UT 84770	Station 8	Was there an Ambulance Compliance issue?: Yes 1 medic

24 total incidents not in compliance with 2 Paramedics for 2022

Gold Cross Ambulance

Southern Division

Paramedic Staffing Proposal 2022

Currently the City ordinance Title 3, Ch 2, Art. F - B requires all ambulances used for 911 response to be staffed with two paramedics.

The State of Utah rule (R426-4-200) established the standard staffing for a Paramedic ambulance as being one Paramedic and one Advanced EMT or EMT. This standard is currently being used throughout the State and in our geographical area by the following agencies as well as other agencies in the State of Utah.

- Hildale / Colorado City
- Hurricane Fire Department
- Santa Clara / Ivins Fire Department
- Beaver Dam / Littlefield
- Mesquite Fire Department

For several years Gold Cross has been dealing with the national and statewide shortage of certified paramedics. We are chronically short-staffed currently; we are understaffed with six full-time paramedics. On paramedics Under the current St. George City 911 call coverage configuration, Gold Cross Ambulance provides four Advanced Life Support (ALS) 911 ambulances in the City of St. George. Those ALS ambulances are staffed with two Paramedics 24 hours a day. We also staff and provide two interfacility ambulances that can be called on when needed to perform 911 services, both with ALS capabilities.

It is our goal to provide the highest quality patient care and provide the highest level of Emergency Medical Services to those who need it the most.

With this in mind, we are proposing the following:

- Providing double Paramedic ambulances when possible, maintaining the autonomy to move to a Paramedic / AEMT as needed.
- Having the flexibility to add additional ALS Ambulances staffed with one Paramedic and one AEMT when needed based on peak load / call volume.
- Add an interfacility Ambulance to be staffed with double AEMT's.
- Due to response times, we are looking for another station to be located on the Northeast side of the St. George City being staffed with a Paramedic / AEMT ambulance. (Dependent on the ability to find a suitable station.)
- Staff two Paramedic Quick Response vehicles, one on the north side of St. George City and one on the south side of St. George City to respond on higher acuity Delta and Echo responses. This will ensure that there are two Paramedics at each emergency scene. By doing the preceding it will achieve the following:
 - Decrease the overall response time.
 - Assure that there are two Paramedics on critical scenes.
 - Add three more ambulances, two into the 911 system.
 - Decrease the coverage area for each ambulance.
 - Decrease the fatigue of staff by decreasing their overall call volume.
 - Increase AEMT and Paramedic employee retention.

Santa Clara

Sand Hollow
Aquatic Center
Temporarily closed

Albertsons

SG4

Chuckwalla Trail Head

Snow Canyon Park

Green Spring
Golf Course

Washington
Walmart Supercenter

In N Out Burger

Costco Wholesale

SG5

William
in River
Per Park

N 3050 E

Mail Dr

St George
Children's Museum

Utah Tech
University

St George Dinosaur
Discovery Site at...

Chick-fil-A

Lin's Market

E 2900 S

WorldMark St. George

Fiesta Fun Family
Fun Center

SG2

St. George Utah Temple

Red Cliffs Utah Temple
Temporarily closed

E 3650 S

The Toll Booth

Big Rock Candy
Playground

Thunder Junction
All Abilities Park

Walmart Supercenter

Bloomington
Park

New Bearclaw
Poppy Navajo

Moe's Valley
Climbing Area

Saint George Sewage
Treatment Plant

Hampton Inn & Suites
St. George SunRiver

Aspiration Trail Trailhead

Hidden
Valley Park

Crimson Cliffs
High School

St. George
Regional
Airport

Google My Maps



**Gold Cross Ambulance
St. George City Annual Report**

2021



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EXECUTIVE SUMMARY ST. GEORGE CITY ANNUAL REPORT 2021

Gold Cross is pleased to present our response time data and compliance with the ordinances set by St. George City for 2021. Overall compliance with 911 response times from January 1, 2021 to December 31, 2021 show that Gold Cross has an average compliance of 91.60%. This is a combination of our 89.36% compliance on hot (lights and sirens) responses and 93.85% compliance on cold (normal traffic speed) responses.

You will note that the months of March, August, and December response times dipped slightly due to corresponding surges of COVID-19 and medical staffing shortages experienced regionally and nationwide. Despite these challenges, our St. George division supervisors have worked tirelessly to improve response times and adapt to best serve the needs of the community. The 2021 Compliance by Month (page 11) has improved significantly from the 2020 Compliance by Month. The lowest percentages in 2021 due to corresponding COVID-19 spikes (March 88.22%; December 88.84%) are higher than the lowest percentages in 2020 due to corresponding spikes (April 87.31%, December 86.11%).

Decontamination of ambulances between trips has been streamlined so units can come back online quicker. New Ferno Power X1 cots (page 4) have been installed in every unit. All units have been outfitted with LUCAS Devices (automated CPR machines, page 5) contributing to the safety of the crews (as there is no need to stand and perform chest compressions while the vehicle is in motion) and the benefit of the patient (as chest compressions are set for depth and consistency and do not stop when crews load and unload the cots). We have added High Flow Nasal Cannulas (page 6) to each unit as they have been found to aid in the treatment of COVID-19 (not all patients are intubated) and provide consistent care during hospital transfers. Six ambulances in St. George have been replaced with completely new units, and we have added two new ambulances bringing the total for St George to 11 ambulances (up from nine). These equipment upgrades and strategies are keeping us on the cutting edge of emergency medical care, and we will continue to work with all sectors of the medical community to learn and adapt to best practices.

Gold Cross maintains a side-by-side UTV, off-road unit and bike team to aid in the care of wilderness emergencies, the St. George Marathon, the St. George Iron Man, and other events. We are excited to see the return of these events to the community!

We have felt the seriousness and the consequences of the nationwide staffing shortage of paramedics and EMTs, and we want to be part of the solution. Beginning in August of 2022 we will run our own paramedic course based in our training center in Salt Lake City. This will allow our employees the opportunity to advance within the company and bring in qualifying members of the community who would like to be paramedics. We plan to organize distance and online learning, so the Washington County community can more easily participate as well. We hope to increase the number of paramedics in Utah as they are so desperately needed. (Brochure, page 8)

All of us at Gold Cross look forward to working with the City of St. George to continue to provide the best, most efficient, life-saving care to the Southern Utah Region.



Gold Cross Ambulance Operations Division Memorandum

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DATE: April 19, 2021
TO: All Gold Cross Employees
FROM: R. Gene Moffitt, CEO
RE: John Miller Named Director of Operations Southern Utah

Gold Cross Ambulance has named John Miller as Director of Operations, Southern Utah for Gold Cross Services, Inc.

Miller has been serving as a Paramedic Supervisor in Iron County since 2015 when Gold Cross Ambulance began providing service to the citizens of Iron County. John is a native of southern Utah where he began his career in emergency medicine in 1994 when he started working with Dixie Ambulance. He subsequently began working with the Santa Clara Fire Department where he served for 20 years having left that Department as Deputy Chief. John has continued to work with agencies in Iron and Washington County which include Ivins and Hurricane Fire Departments, Iron County Ambulance, and Intermountain Life Flight.

John has served on several State of Utah Paramedic and EMT Committees as well as the Utah Critical Stress Management Team. For many years John shared his love of medicine as an instructor in the Paramedic Program at Dixie State University. John is currently a Nationally Registered Paramedic and is certified as a critical care Adult, Pediatric and Neonatal paramedic through the University of Maryland Baltimore County.

John has been married to his high school sweetheart Cindy for 40 years. He is the proud father of two daughters, one son and six wonderful grandsons. He enjoys hunting, fishing, boating at Lake Powell and spending quality time with the family. Another passion John has is playing the bagpipes. He has been able to develop and share his talent as a bagpiper and is a member of the Utah Pipe Band.

John has many relationships in southern Utah which will prove valuable as we continue to grow our Company and provide quality Emergency Services to the communities we serve.

FERNO POWER X1

“The POWER X1 Ambulance Cot offers more power, stability, maneuverability, and speed than any competitive powered cot.

With an unassisted lift capacity of 700 lb, the POWER X1 is the ultimate solution for both everyday and bariatric transport. Its industry-leading battery technology provides high-powered, reliable performance on every call. The POWER X1 is cross-compatible, as it can be used with a range of cot fastening systems—including both FERNO and Stryker solutions.” – Ferno.com



LUCAS DEVICE

“The ambulance transport environment is inherently dangerous because of high-speed driving, risky maneuvers and hazardous road conditions. This poses a significant safety risk for the EMS crew who are often standing and unrestrained in a confined space while performing CPR.

With LUCAS your team can sit safely belted during ambulance or helicopter transportation.

CPR guidelines recognizes the value of mechanical CPR in situations where provider safety is compromised or when high-quality manual CPR is not possible.”

– LUCAS-cpr.com



HIGH FLOW NASAL CANNULA

Recent St. George Training photos for the HFNC & HT70





COURSE PRE-REQUIREMENTS INCLUDE:

PROGRAM COST \$8,500

Cost includes:

30 hours of college credit
at the University of Utah

Tuition

Textbook

Registration Fee

Application Fee

Online course access

FISDAP Skills Tracker/Scheduler

ID badge

Uniform patch

Background check

Drug screen

Complete Gold Cross Paramedic
Program application process

Application

Written testing

Interview

Drug screening

Letters of Recommendation

EMT or Advanced EMT certification

Current State approved CPR for
healthcare providers certification

Physically able

Collegiate Requirements

Anatomy and Physiology
(8 credit, lecture/lab)

English 1010 (or placement test)

Math 1010 (or placement test)

Medical Terminology or Advanced
EMT certification

FOR MORE INFORMATION

Visit www.goldcrossservices.com/training

Email sbrierley@goldcrossambulance.com

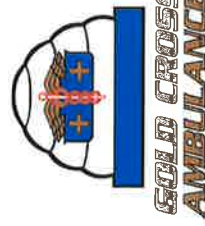
Phone 801.975.4145

The Gold Cross Paramedic Program, in collaboration with The University of Utah Health and Kinesiology Department, is a seven-month program taught at the Gold Cross Education Center in Salt Lake City.

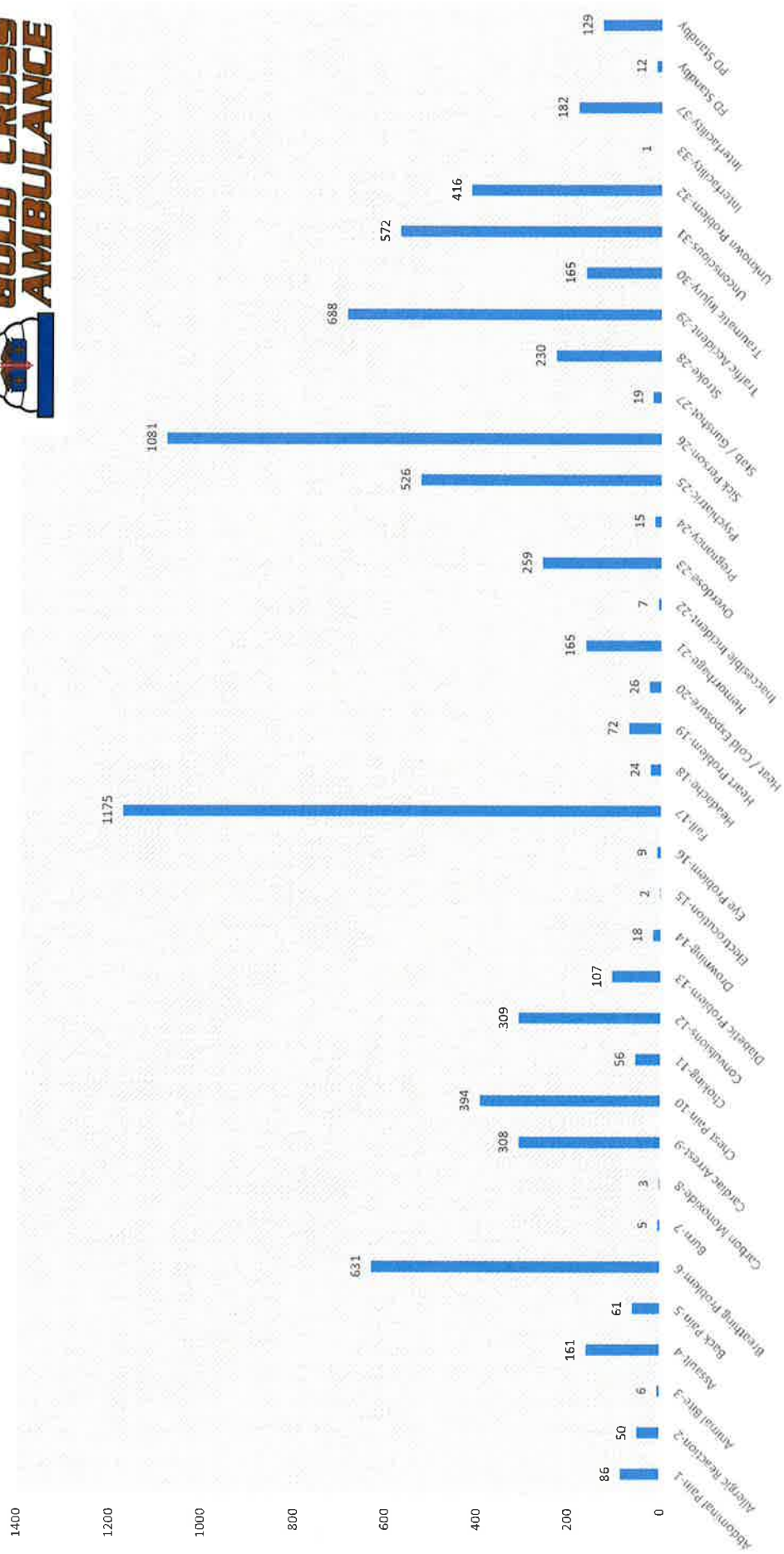
The Gold Cross Paramedic Program provides our students with coursework, hands-on skills labs, clinical and field experiences, and internship to develop competency in all EMS skills and equipment usage. Upon completion of the course requirements and recommendation from the Medical Director, Program Director, and Course Coordinator, students are eligible to apply for certification as a Paramedic through the National Registry of Emergency Medical Technicians.

FORMAT: In-person and online coursework with hands-on field experience and clinical internship.

HOURS: 1,200+ hours of instruction and training.



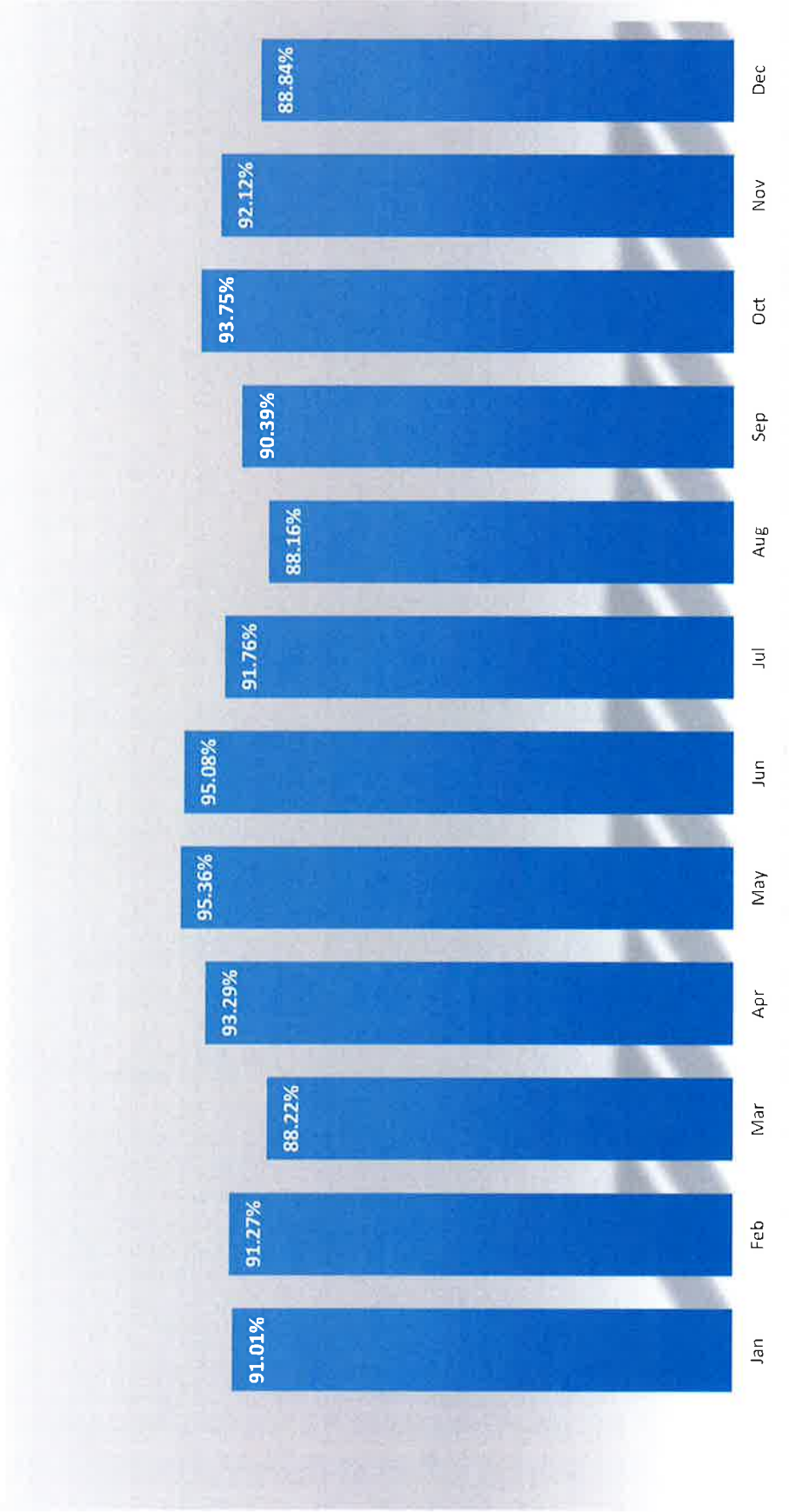
Determinant Code Totals 2021





GOLD CROSS AMBULANCE

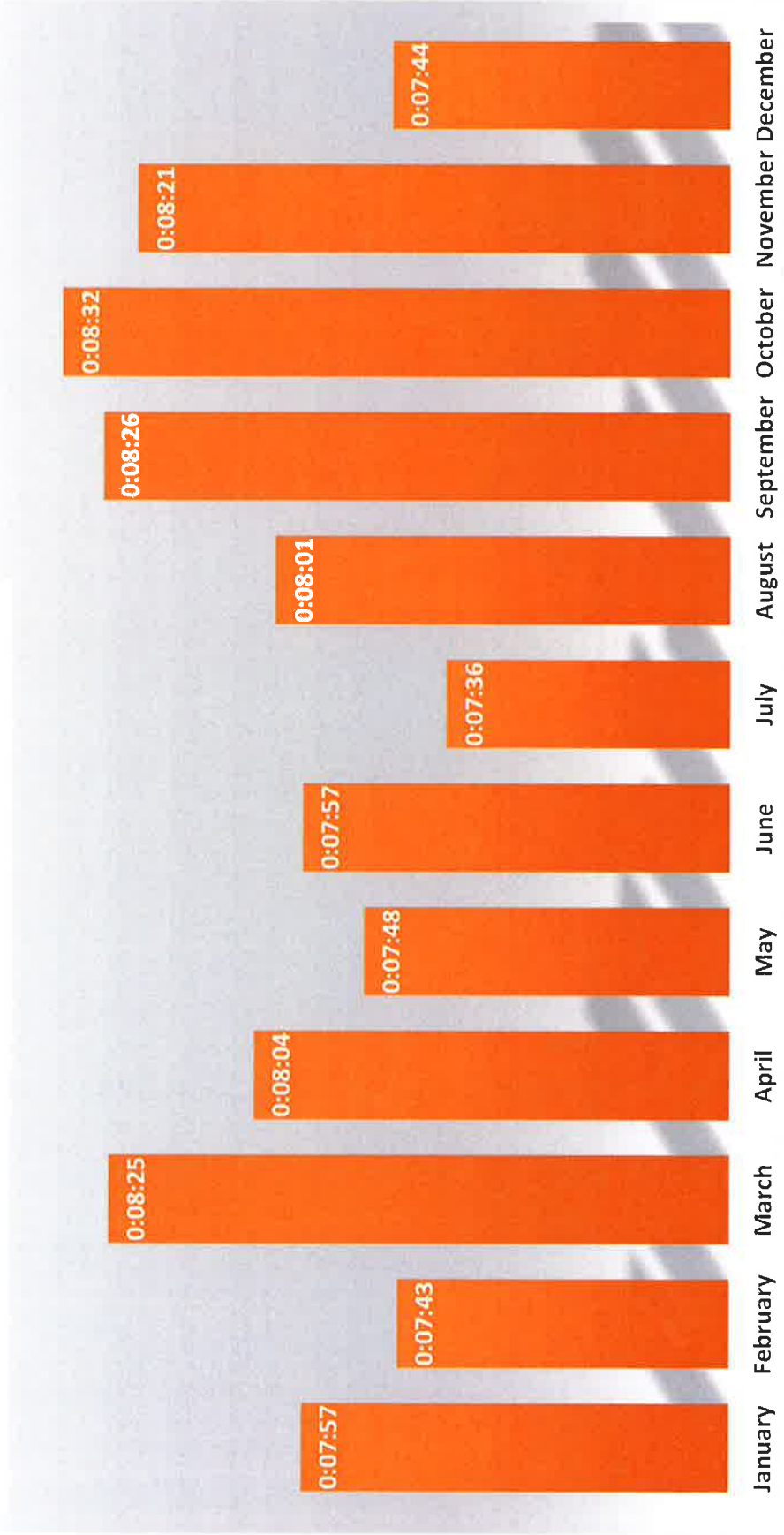
2021 Combined Compliance 9-1-1 Responses within St George City



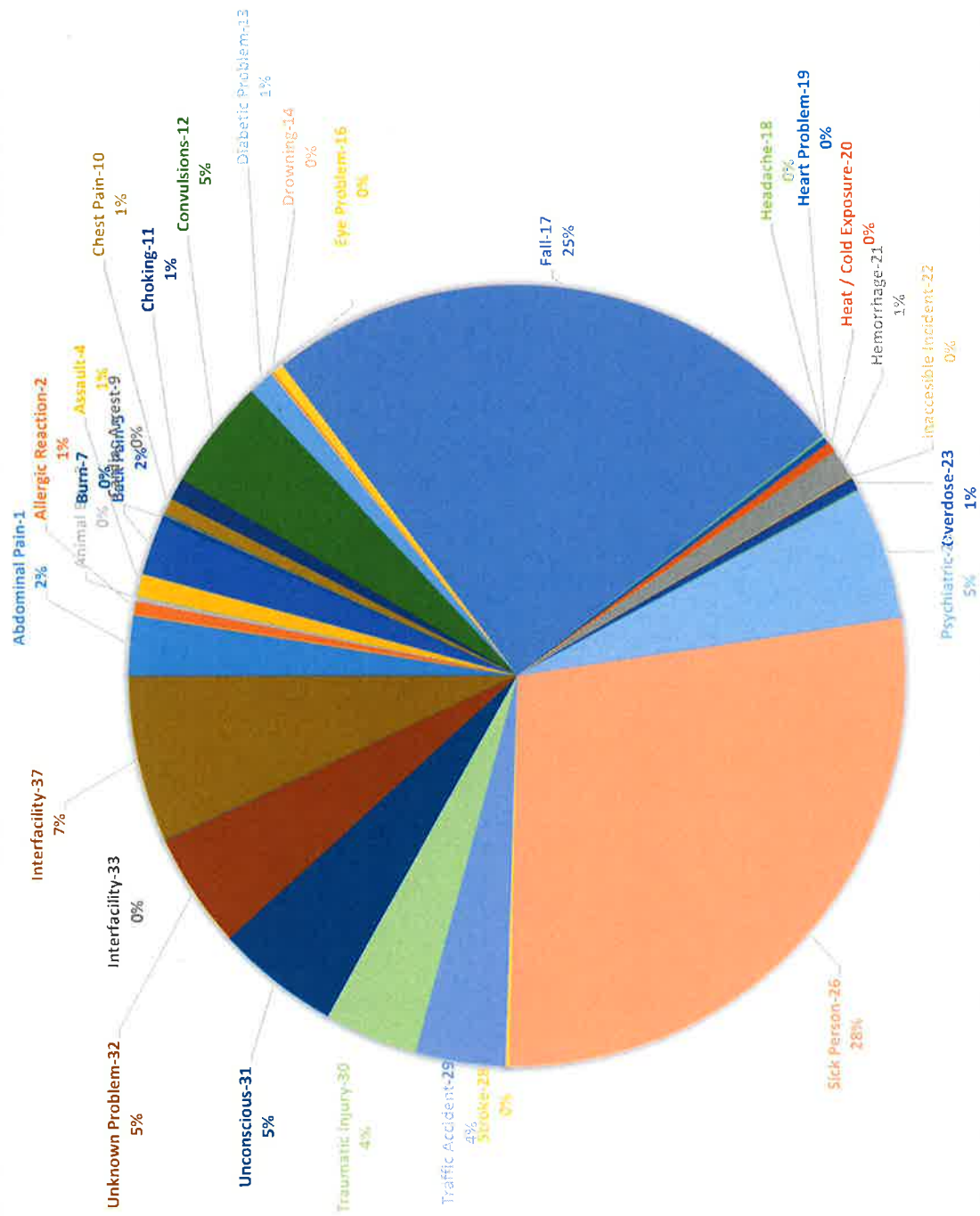


GOLD CROSS AMBULANCE

Average Response Times
Alpha Level 2021
in St George City



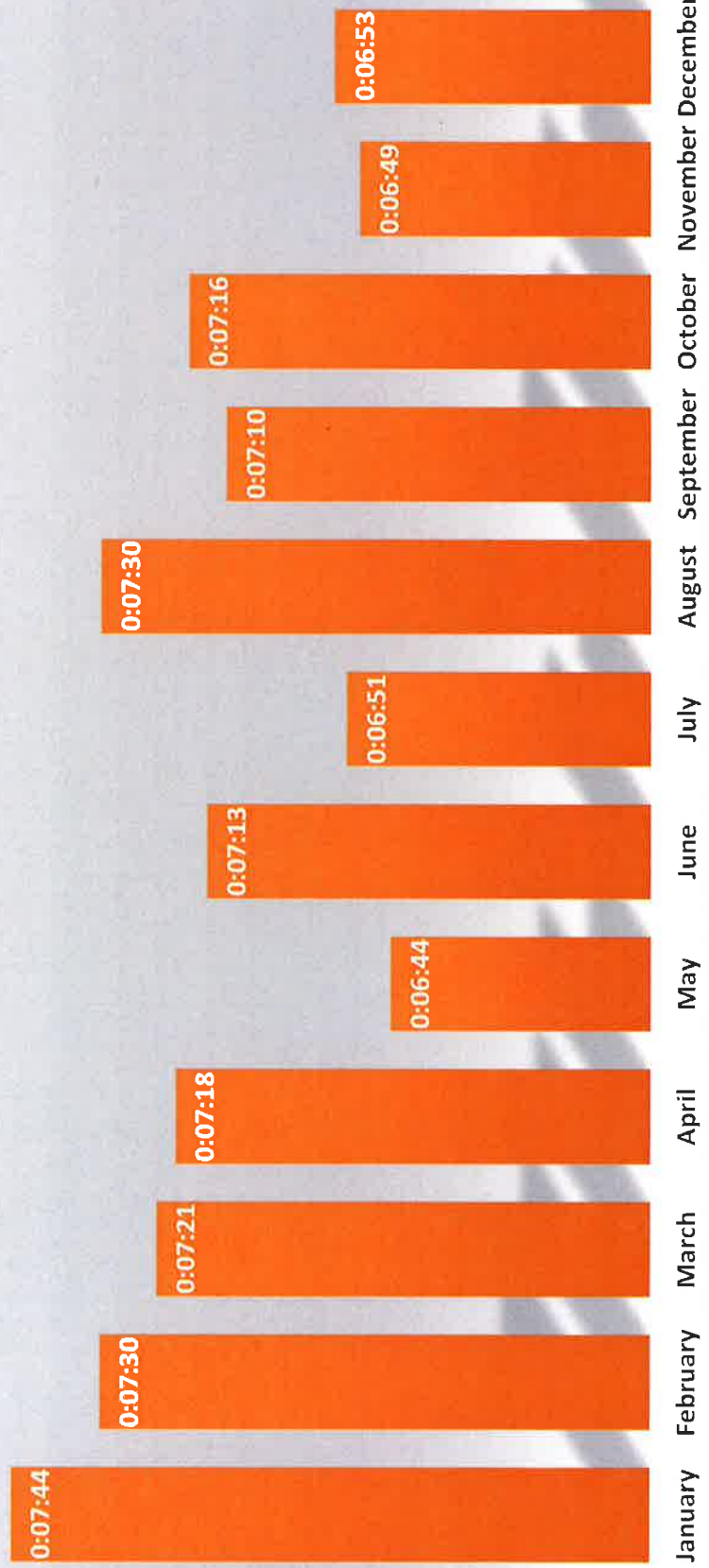
ALPHA



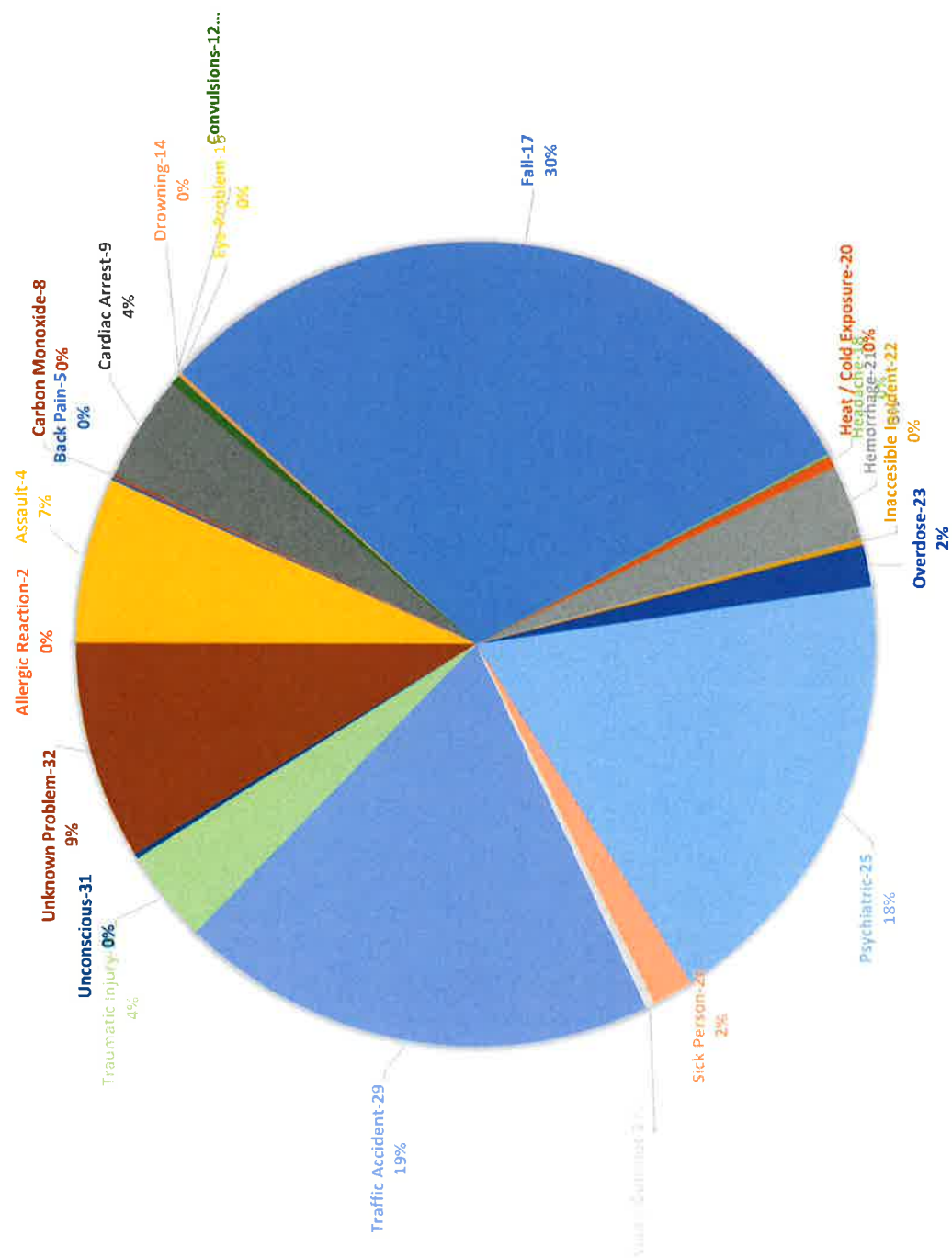


GOLD CROSS AMBULANCE

Average Response Times
Bravo Level 2021
in St George City



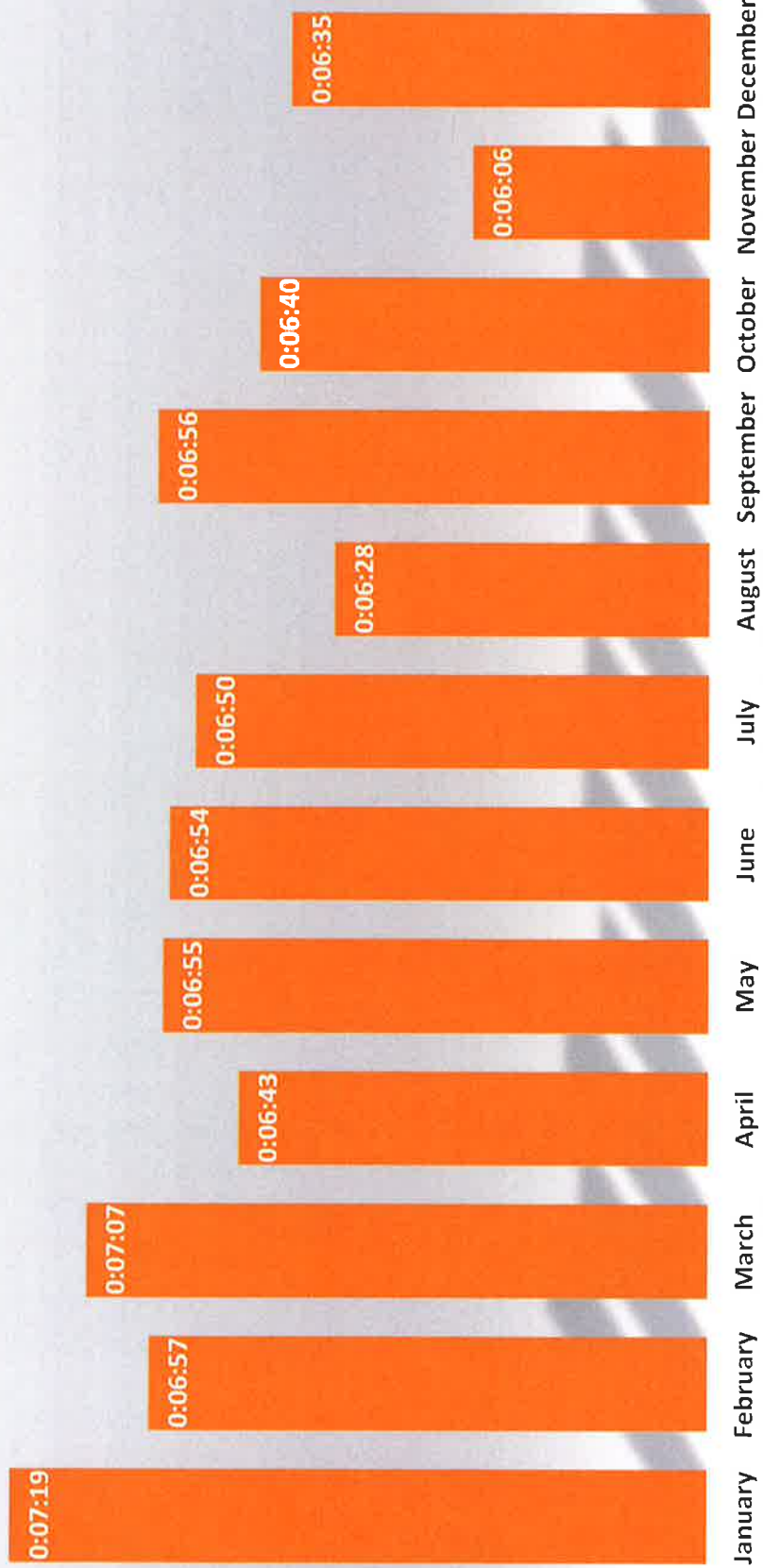
BRAVO



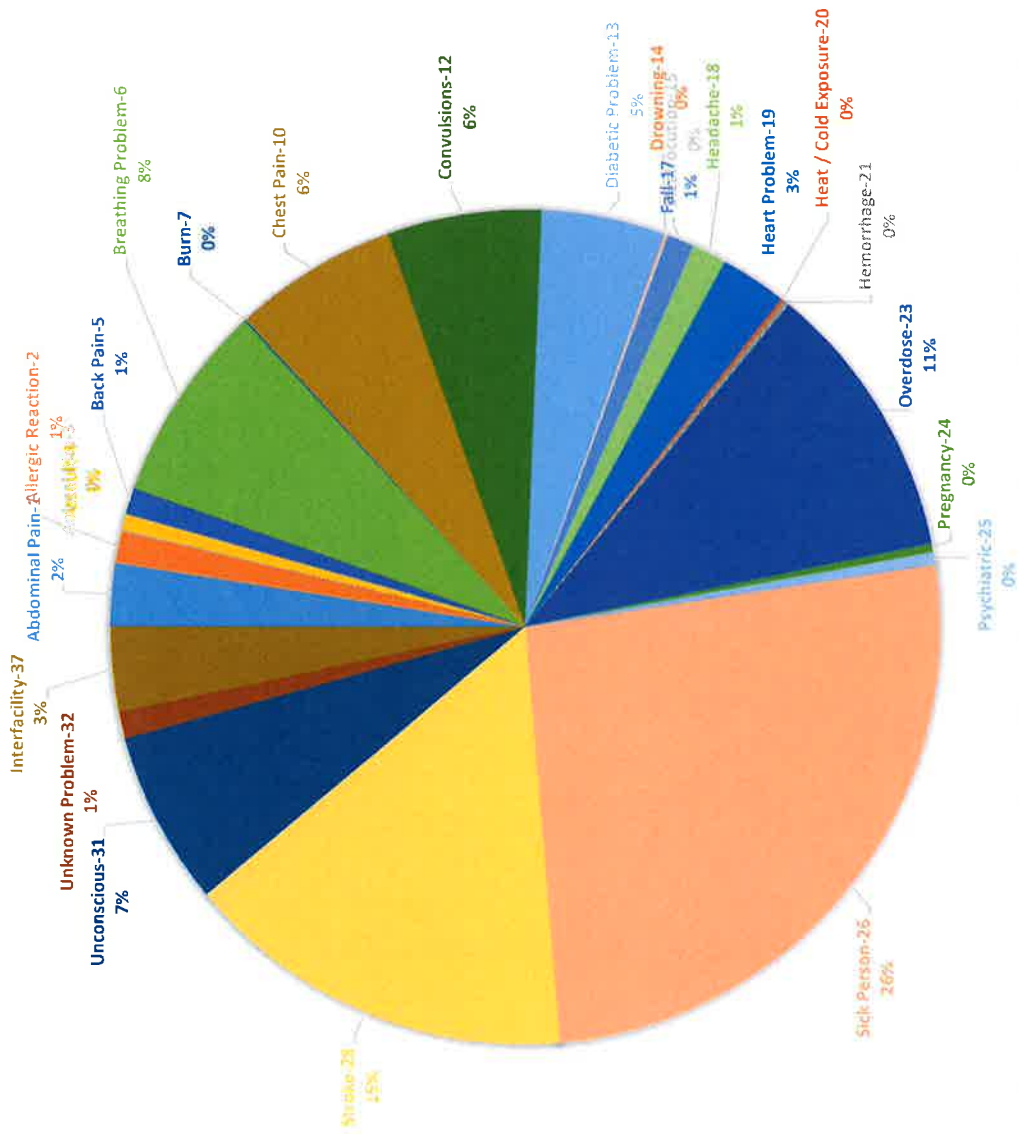


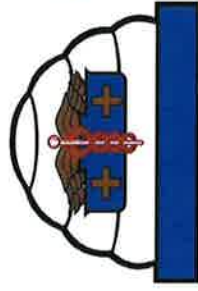
GOLD CROSS AMBULANCE

Average Response Times
Charlie Level 2021
in St George City



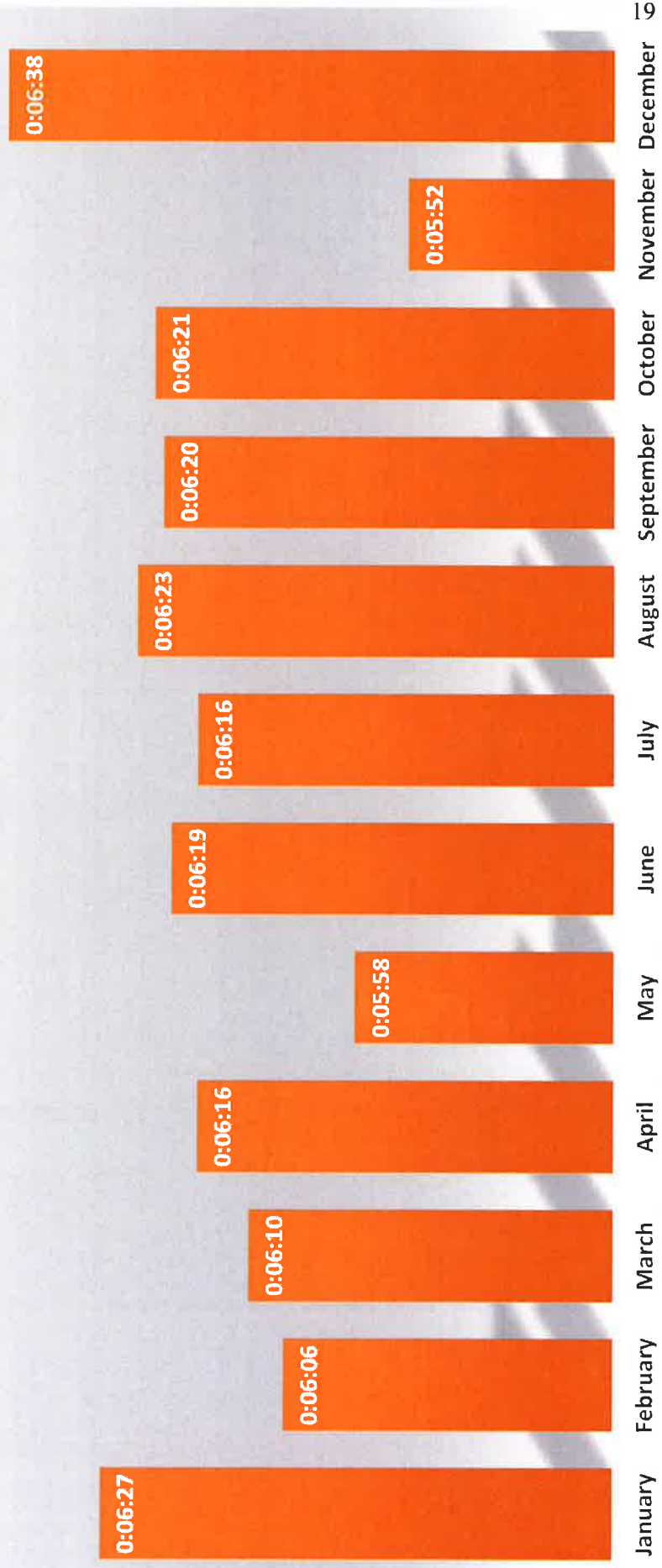
CHARLIE



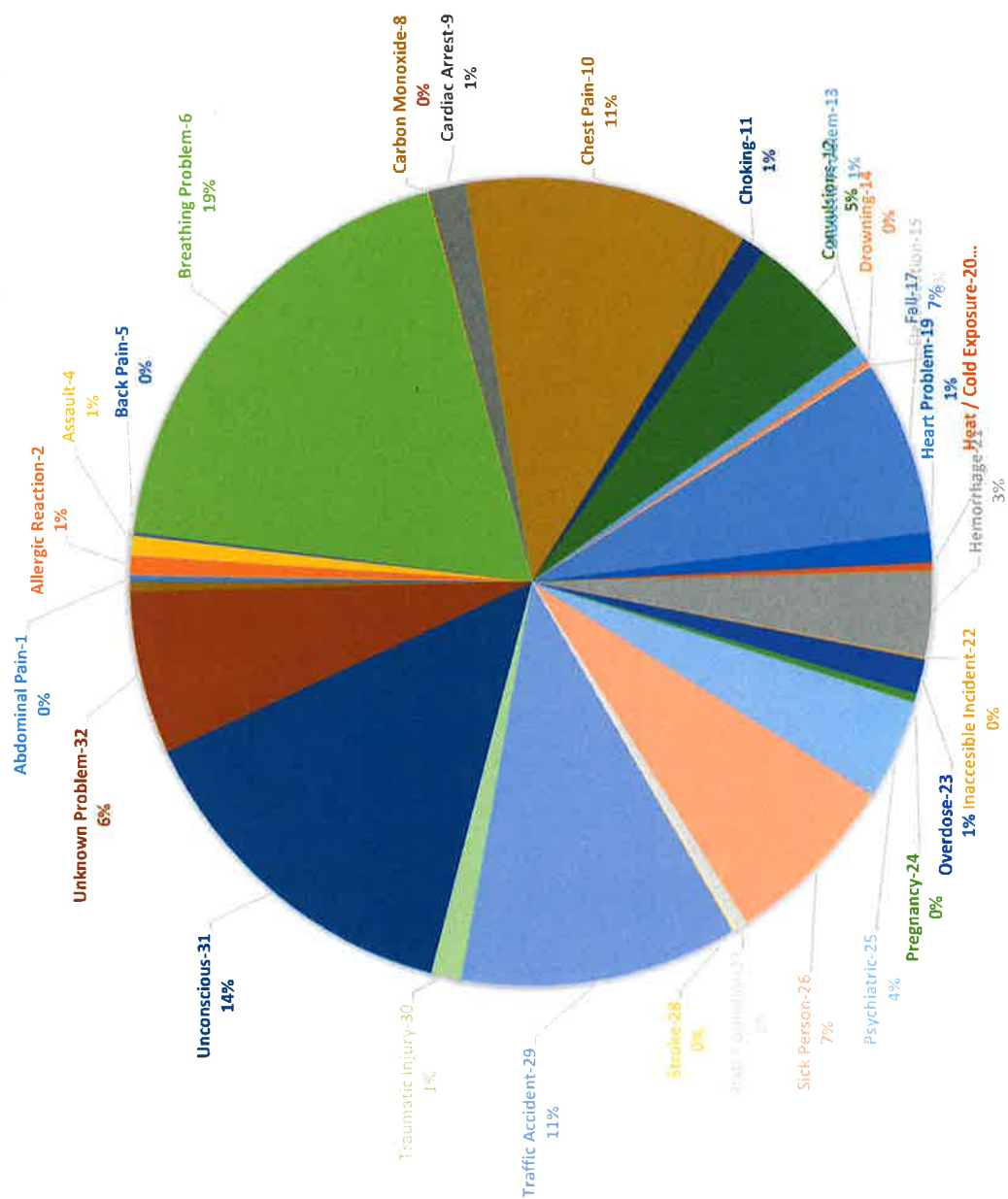


GOLD CROSS AMBULANCE

Average Response Times
Delta Level 2021
in St George City



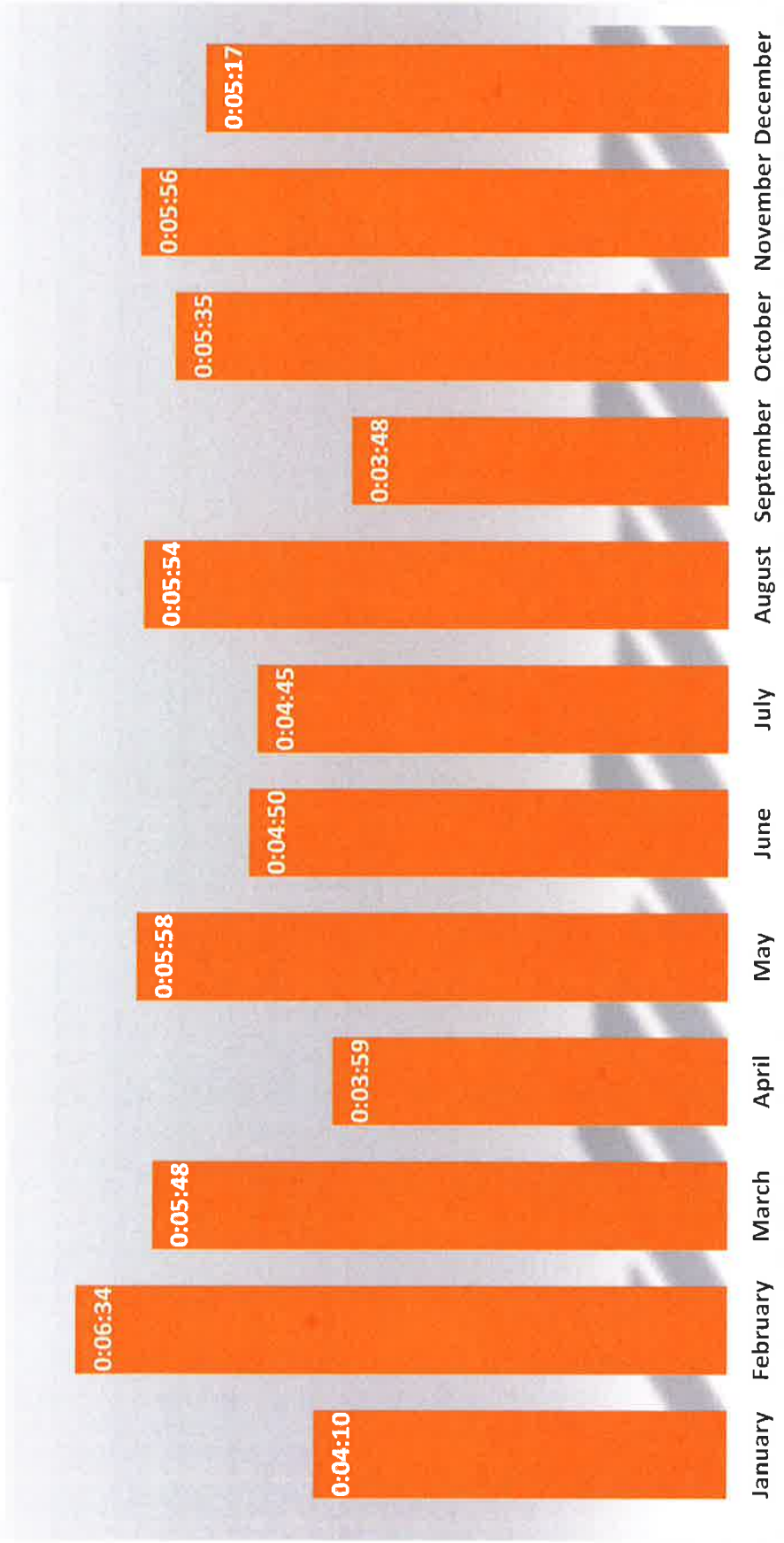
DELTA



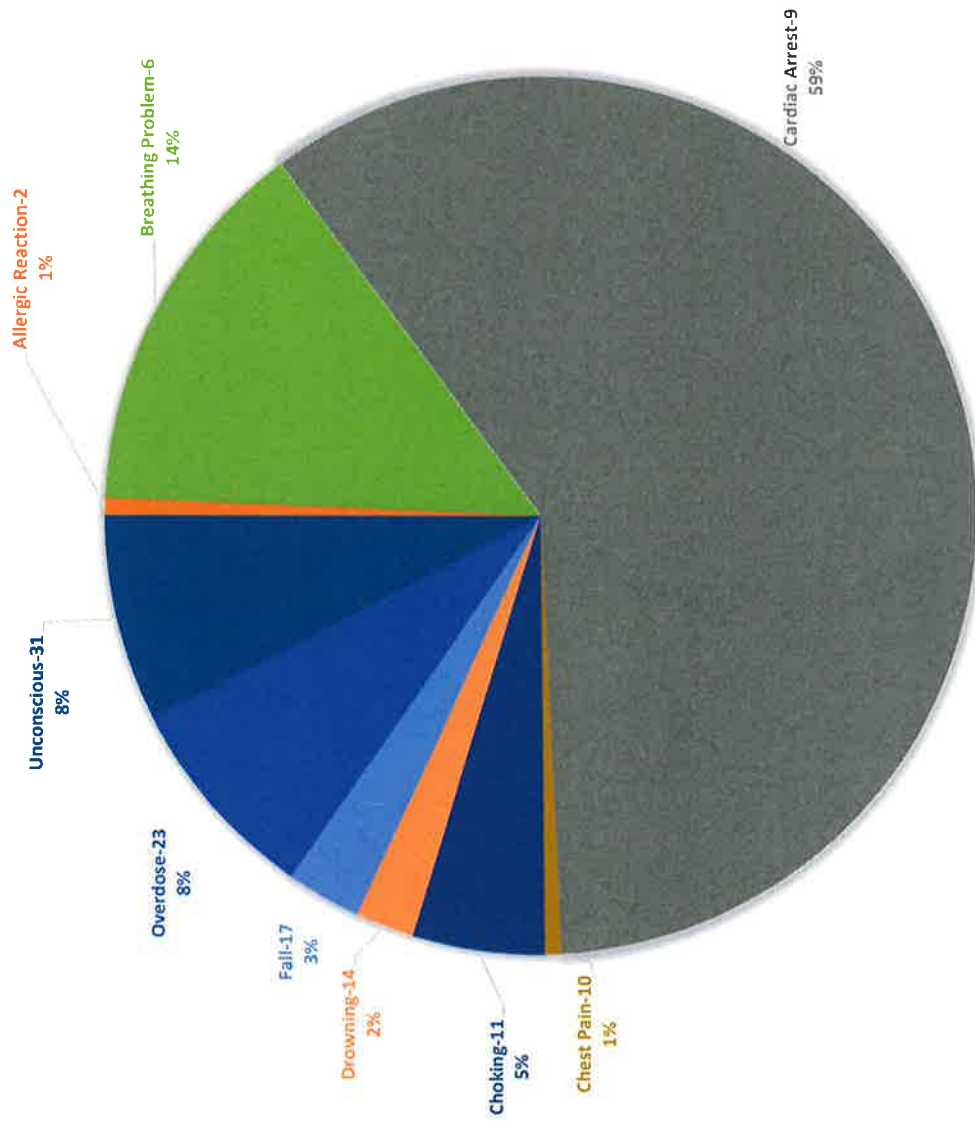


GOLD CROSS AMBULANCE

Average Response Times
Echo Level 2021
in St George City



ECHO



DONATED & DISCOUNTED STANDBYS

23

Date	Event Name	Quoted Hourly Rate
2/26/2021	Youth Rugby Invitational	Discounted
2/27/2021	Youth Rugby Invitational	Discounted
2/27/2021	Youth Rugby Invitational	Discounted
3/13/2021	DSU Football - Unit 1	Discounted
3/13/2021	DSU Football - Unit2	Discounted
3/19/2021	Read Across America - Online Crew	Donated
3/22/2021	Sunset Elementary Ambulance Demo - Online Crew	Donated
3/27/2021	DSU Football - Unit 1	Discounted
3/27/2021	DSU Football - Unit 2	Discounted
4/27/2021	Dixie Tech Ambulance Demo	Donated
5/1/2021	Ironman - Ambulance 1	Event Rate
5/1/2021	Ironman - Ambulance 2	Event Rate
5/1/2021	Ironman - Ambulance 3	Event Rate
5/1/2021	Ironman - Ambulance 4	Event Rate
5/1/2021	Ironman - Bike Team 1	Event Rate
5/1/2021	Ironman - Bike Team 2	Event Rate
5/1/2021	Ironman - EMS Command	Event Rate
5/1/2021	Ironman - Foot Crew	Event Rate
5/1/2021	Ironman - UTV 1	Event Rate
5/1/2021	Ironman - UTV 2	Event Rate
5/3/2021	Dixie Tech Ambulance Demo	Donated
5/6/2021	Church Group Ambulance Demo - Online Crew	Donated
6/7/2021	St George Safety Town	Donated
7/3/2021	St George 4th of July Parade	Donated
7/26/2021	Daycare Field Trip - Station Tour - Online Crew	Donated
8/6/2021	Veyo Rodeo	Discounted
8/7/2021	Veyo Rodeo	Discounted
9/4/2021	DSU Football vs Sacramento State - Field Crew	Discounted
9/4/2021	DSU Football vs Sacramento State - Patron Crew	Discounted
9/10/2021	Sunset Elementary Remembering 9/11 - Online Crew - Non-Dedicated	Donated
9/11/2021	DSU Football vs Weber State - Field Crew	Discounted
9/11/2021	DSU Football vs Weber State - Patron Crew	Discounted
9/16/2021	St George Lions Club - Dixie Roundup Rodeo	Donated
9/17/2021	St George Lions Club - Dixie Roundup Rodeo	Donated
9/18/2021	St George Lions Club - Dixie Roundup Rodeo	Donated
9/18/2021	Ironman 70.3 World Championships - Ambulance 1	Event Rate
9/18/2021	Ironman 70.3 World Championships - Ambulance 2	Event Rate
9/18/2021	Ironman 70.3 World Championships - Ambulance 3	Event Rate
9/18/2021	Ironman 70.3 World Championships - Ambulance 4	Event Rate
9/18/2021	Ironman 70.3 World Championships - Ambulance 5	Event Rate
9/18/2021	Ironman 70.3 World Championships - Ambulance 6	Event Rate
9/18/2021	Ironman 70.3 World Championships - Bike Team 1	Event Rate
9/18/2021	Ironman 70.3 World Championships - Bike Team 2	Event Rate
9/18/2021	Ironman 70.3 World Championships - UTV 1	Event Rate
9/18/2021	Ironman 70.3 World Championships - UTV 2	Event Rate
9/18/2021	Ironman 70.3 World Championships - Foot Crew	Event Rate
9/18/2021	Ironman 70.3 World Championships - Medical Command	Event Rate
10/2/2021	St George Marathon - Ambulance 1	Discounted
10/2/2021	St George Marathon - Ambulance 2	Discounted
10/2/2021	St George Marathon - Ambulance 3	Discounted
10/2/2021	St George Marathon - Ambulance 4	Discounted
10/2/2021	St George Marathon - Ambulance 5	Discounted

DONATED & DISCOUNTED STANDBYS

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10/2/2021	St George Marathon - Foot Crew 1	Discounted
10/2/2021	St George Marathon - Foot Crew 2	Discounted
10/2/2021	St George Marathon - Medical Command	Discounted
10/5/2021	Hunstman World Senior Games: Opening Ceremonies	Discounted
10/6/2021	Dixie Tech Ambulance/Equipment Demo	Donated
10/7/2021	Huntsman World Senior Games - Cycling Criterium	Discounted
10/8/2021	Huntsman World Senior Games - Cycling Road Race	Discounted
10/9/2021	Huntsman World Senior Games - Triathlon	Discounted
10/16/2021	DSU Football vs Tarleton St - Field Crew	Discounted
10/16/2021	DSU Football vs Tarleton St - Patron Crew	Discounted
10/23/2021	DSU Football vs Stephen F Austin - Field Crew	Discounted
10/23/2021	DSU Football vs Stephen F Austin - Patron Crew	Discounted
11/6/2021	Bands of America Marching Band Championship	Discounted
11/6/2021	Snow Canyon Half Marathon	Discounted
11/8/2021	GWA Ambulance Demo and Career Event	Donated
11/13/2021	DSU Football vs Fort Lewis - Field Crew	Discounted
11/13/2021	DSU Football vs Fort Lewis - Patron Crew	Discounted
11/15/2021	Sunset Elementary Career Week - Ambulance Demo	Donated
11/20/2021	DSU Football vs Missouri State - Field Crew	Discounted
11/20/2021	DSU Football vs Missouri State - Patron Crew	Discounted