

# LEVEL ZERO: NO AMBULANCES AVAILABLE



1

Central Arizona Fire and Medical Authority (CAFMA) alerted the Arizona Department of Health Services - Bureau of EMS (DHS) to extended ambulance response times by AMR/Life Line Ambulance as far back as **2015**.

2

CAFMA has sent DHS over **1,000 complaints**, most for ambulance response times over 20 minutes, many for over 30 minutes or an hour.

3

Certificate of Necessity (CON) - Agreement with the State that outlines jurisdiction and response times. AMR's CON 62 does **not** meet nationally recognized response time standards.

4

From July 2 to November 16, 2021 AMR/Life Line went Level Zero: No ambulances available at least **545** times as documented by the Prescott Regional Communications Center (PRCC).

5

Insisting that patient care is always the number one priority, CAFMA must run **Rescue** apparatus in order to transport patients when no ambulances are available.

6

AMR/Life Line has sent complaints against CAFMA to DHS for transporting an **8-month-old in cardiac arrest**, a gunshot wound, stroke patients, and more, when AMR/Life Line had an extended ETA of over 30 minutes, or were at Level Zero: No Ambulances Available.

7

Help by requesting that CAFMA receive an **emergency declaration** for a CON, and that CAFMA's CON application be expedited.

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INCLUDING HOW TO **GET**  
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