

BI-COUNTY AMBULANCE

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Dyersville City Council
C/O Tricia Maiers, clerk
340 1st Avenue E
Dyersville, IA 52040

December 15, 2025

Subject: Bi-County Ambulance 2025 Update

Dear Dyersville City Councilmembers,

I hope this message finds you well. On behalf of Bi-County Ambulance, I am writing to provide you with an update on our service performance, highlight our accomplishments from the past year, and share our goals for the upcoming year. We hope this letter will serve as a comprehensive update and reaffirm our commitment to transparency and collaboration.

Service Performance

Since January 1, 2025, twenty-four volunteers from Bi-County Ambulance responded to 450 service requests across local townships in Dubuque and Delaware County, including in the cities of Dyersville, New Vienna, and Worthington, with:

- An average response time (from page until arrival on scene) of 12.5 minutes
- At least one paramedic on 45% of calls.

We are proud of our volunteers' dedication and grateful for the strong partnerships with local law enforcement and first responders, whose early interventions further enhance patient outcomes.

Accomplishments

In the past year, we have:

- Completed a State inspection, with no findings noted.
- Implemented clinical quality audits of all calls run, to improve clinical care.
- Increased membership by a net of 3 volunteers.
- Hosted an EMT class, through NICC, which will finish in January with 9 students. Most students were sponsored by Bi-County Ambulance or other local EMS agencies.
- Strengthened relationships, largely through collaborative training, with first responders from New Vienna and Worthington.

Goals

In 2026, we plan to

- Continue recruitment and retention efforts.
- Secure additional sources of public funding.
- Initiate a public education program.

Funding & Support

Our operations are sustained through service billing, donations, and contracted funds. As expenses continue to increase faster than insurance payments, your township's financial contribution is vital to our continued success. We are deeply grateful for your investment and respectfully request continued financial support in the upcoming year to ensure we can maintain our high standards of service.

Partnership

We value your ongoing partnership and the trust you place in Bi-County Ambulance. Your support allows us to continue delivering life-saving care to our communities. If you have any questions or would like additional information, please contact us at 563-875-8628 or servicedirector@bicountyamb.com.

Thank you for your time, consideration, and commitment to the health and safety of our residents.

On behalf of the Bi-County Ambulance Board of Directors,

A handwritten signature in black ink, appearing to read "Elizabeth A. Hager". The signature is fluid and cursive, with the first name being the most prominent.

Elizabeth A. Hager, MBA, NRP, CCP
Service Director, Bi-County Ambulance