

HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA)

QUARTERLY SUMMARY REPORT – CY 2023

- I. History** –Non-competitive EOA contracts with Arcata-Mad River Ambulance (AMRA) specific to the Arcata Zone (1) and City Ambulance of Eureka (CAE) specific to the Eureka Zone (3) with ongoing coverage of southern Humboldt County (Zone 4), were executed effective January 1, 2022. Both providers are now in the monitoring stage and reporting quarterly. The following is provided as an overview of this process.

II. Performance Standards for CY 2023-2nd Quarter

AMRA	1st Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET
Staffing Minimums 1 – ALS unit McKinleyville Station (Arcata 2) 1 – ALS unit Arcata Station (Arcata 1)	MET
Mutual Aid Resources	10 standbys to Hoopa area, 8 calls in Willow Creek and Hoopa area. On duty crews responded to and arrived on scene to 77 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	One fire standby in Blue Lake.
Scheduled Standbys (special events)	One scheduled standby this quarter for Cal Poly Humboldt's Commencement.
Vehicle Failures	NONE
Community Education Activities	An ambulance demonstration for Dow's Prairie Elementary School. An ambulance participated in the Resiliency Fair held at the Blue Lake Rancheria. Personnel participated in Cal Poly/College of the Redwoods Health Hub planning meetings, and the Cal Poly residence hall MCI exercise planning meeting. An ambulance orientation conducted with Fieldbrook Volunteer Fire Department.
90 th Percentile Response Times (Code 3) Contractual Standard: 95519 ≤ 11 minutes 95521 ≤ 10 minutes 95524 ≤ 13 minutes 95525 ≤ 19 minutes 95550 ≤ * 95555 ≤ 44 minutes 95570 ≤ 20 minutes	 95519 ≤ 10 minutes 95521 ≤ 10 minutes 95524 ≤ * 95525 ≤ 15 minutes 95550 ≤ * 95555 ≤ * 95570 ≤ 19 minutes

CAE	1st Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET
Staffing Minimums Zone #3 (Central) 2 ALS units Zone #4 (South) sub-zones Fortuna – 2 ALS units Garberville – 1 ALS unit	MET
Mutual Aid Resources	33 calls/transfers in AMRA response area.
Standby Requests (fire/law enforcement)	On duty units responded to 3 fire standbys at the request of Humboldt Bay Fire.
Scheduled Standbys	1 scheduled standby at Bear River Casino for the Slap Wars. 1 scheduled standby for the Redwood Acres Rodeo. 2 scheduled standbys for the Garberville Rodeo. 1 scheduled standby for the Avenue of the Giants Marathon.
Vehicle Failures	NONE
Community Education Activities	Redway Touch a Truck event. Rhododendron Parade 2023. P G & E's ISFSI Drill.
90 th Percentile Response Times (Code 3) Contractual Standard: 95501 ≤ 8 minutes 95503 ≤ 12 minutes 95537 ≤ 14 minutes 95549 ≤ * 95564 ≤ 16 minutes	 95501 ≤ 8 minutes 95503 ≤ 10 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *

III. Summary of issues -

Mutual Aid calls – Providers previously noted call volumes, Logis CAD system contributing to increase in MA calls. CAE to re-implement tiered response system 2/1/2023.

Code 3 calls –

- 95570 has met > 100 PCRs meeting minimum threshold to calculate 90th percentile response times. Will continue to calculate based on rolling 4 quarters.
- 95525 has met > 100 PCRs meeting minimum threshold to calculate 90th percentile response times based on prior rolling 6 quarters.

IV. Plans for Subsequent Reporting – Annual Response Time Compliance Report to be reported 1st quarter 2024. This will delineate the monthly breakdown of transports, rate exceeding contractual standard and rate of exemptions (delays related to system overload, > 5 miles from town center, special considerations)