

# 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 2023-3rd Quarter

AMRA	3rd 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	9 standbys to Hoopa Ambulance response area, responded directly to 5 calls in Willow Creek and Hoopa area. On duty crews responded to and arrived on scene to 87 calls in City Ambulance response area.
Standby Requests (fire/law enforcement)	One fire standby in Blue Lake.
Scheduled Standbys (special events)	9 scheduled standbys and two special events this quarter. - Rodeo – 1 - Mixed Martial Arts – 1 - High School Football – 5 - College of the Redwoods Football – 2 Special Event - Cal Poly Humboldt Residence Hall MCI exercise - ACV airport disaster drill tabletop exercise
Vehicle Failures	None resulting in a failure to respond to an emergency call or inability to transport during this quarter. One unit had engine trouble while transporting to hospital, placed out of service upon arrival. One request to standby for Eureka coverage delayed for 15 minutes due to a vehicle problem resulting in vehicle being towed.
Community Education Activities	No opportunities this quarter.
90 <sup>th</sup> Percentile Response Times (Code 3) <b>Contractual Standard:</b> 95519 ≤ 11 minutes 95521 ≤ 10 minutes 95524 ≤ 13 minutes 95525 ≤ 19 minutes 95550 ≤ * 95555 ≤ 44 minutes 95570 ≤ 20 minutes	95519 ≤ 10 minutes 95521 ≤ 9 minutes 95524 ≤ * 95525 ≤ 16 minutes 95550 ≤ * 95555 ≤ * 95570 ≤ 20 minutes

CAE	3rd 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	On duty units responded to 44 calls in AMRA response area.
Standby Requests (fire/law enforcement)	On duty unit responded to 1 fire standby in Eureka area.
Scheduled Standbys	CAE was staged at Ferndale Fairgrounds anytime horses were on the track, including morning warmups and all races for a total of 10 days of coverage. Covered Fortuna Rodeo in July for a three day period. 1 scheduled standby at Bear River Casino for the Fighting Championship Event. 1 Scheduled standby at Bear River Casino for the Slap Night Event. 4 Ferndale football games. 4 Fortuna football games. 4 St Bernards football games.
Vehicle Failures	NONE
Community Education Activities	Participated in the Fortuna Rodeo Parade. Touch a truck events (1 @ Glen Paul School, 1 @ Eureka Chamber of Commerce Mixer)
90 <sup>th</sup> Percentile Response Times (Code 3) Contractual Standard: 95501 ≤ 8 minutes 95503 ≤ 12 minutes 95537 ≤ 14 minutes 95549 ≤ * 95564 ≤ 16 minutes	95501 ≤ 8 minutes 95503 ≤ 11 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *

### III. Summary of issues –

**3<sup>rd</sup> Quarter Reporting of EOA response time monitoring activities** – Public reporting/posting on NCEMS website delayed due to data transmission interruptions between ICEMA (ImageTrend) to NCEMS related to NEMSIS 3.5 upgrade. Data transmission issues remain unresolved as of January 22, 2024. 3<sup>rd</sup> quarter response time information obtained with assistance directly from GMR staff currently. NCEMS staff continuing efforts to remedy issue.

**Code 3 calls** – (dispatch time to arrive on scene data obtained from ePCR system) - Calculated by EOA Officer to ensure no degradation in historical response times established per contract. Lists continue to be submitted to Directors at both AMRA and CAE for secondary review including acceptable exemptions (i.e. system overload, > 5 miles from city center, wrong address, unavoidable delays).