

# 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 2023-4th Quarter

AMRA	4th 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	<ul style="list-style-type: none"> <li>On duty units responded to two standby requests in the Hoopa Ambulance response area, and responded directly to eight calls in the Willow Creek and Hoopa area.</li> <li>On duty crews responded to, and arrived on scene, to 76 calls in the City Ambulance response area.</li> </ul>
Standby Requests (fire/law enforcement)	No fire or law enforcement standbys this quarter.
Scheduled Standbys (special events)	13 scheduled standbys this quarter. - Cal Poly Commencement - 1 - Mixed Martial Arts – 1 - High School Football – 7 - College of the Redwoods Football – 4 including a Bowl Game
Vehicle Failures	One vehicle failure while on scene of a medical emergency in Arcata which resulted in the inability to transport a patient. Smoke noted from cab of ambulance, small fire observed behind driver's seat. Patient safely redirected inside dwelling while 2 <sup>nd</sup> ambulance called to complete transport. Driver extinguished with fire extinguisher. Inspection found a wire behind the seat had been abraded causing a short. The wire was not in use and was removed. The auto electric technician found no other wiring issues.
Community Education Activities	<ul style="list-style-type: none"> <li>One of our paramedics taught a series of classes to CHP officers on the nasal administration of Narcan.</li> <li>An on-duty crew instructed new APD officers in the use of intranasal Narcan.</li> </ul>
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 ≤ 10 minutes 95524 ≤ * 95525 ≤ 16 minutes (rolling data from 2 <sup>nd</sup> QTR 2022 → 4 <sup>th</sup> QTR 2023) 95550 ≤ * 95555 ≤ * 95570 ≤ 20 minutes

CAE	4th 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	<ul style="list-style-type: none"> <li>On duty units responded to 2 calls at the request of Cal Fire-Howard Forest</li> <li>On duty units responded to 5 calls in the Star Ambulance response area.</li> <li>On duty units responded to 36 calls in the Arcata Mad River response area.</li> </ul>
Standby Requests (fire/law enforcement)	<ul style="list-style-type: none"> <li>On duty units responded to 3 fire standbys, all in Fortuna.</li> </ul>
Scheduled Standbys	<ul style="list-style-type: none"> <li>1 Scheduled standby for Rumble at the River</li> <li>1 Scheduled standby for the Humboldt Redwood Marathon</li> <li>1 Scheduled standby at Bear River Casino for their Fight Night</li> <li>2 Ferndale Football Games</li> <li>2 Fortuna Football Games</li> <li>6 St Bernards Football Games</li> </ul>
Vehicle Failures	<ul style="list-style-type: none"> <li>One unit transporting a patient to Redding ended up with a flat tire near Willow Creek. Delayed transport by about 1.5 hours.</li> </ul>
Community Education Activities	<ul style="list-style-type: none"> <li>City Ambulance met with Humboldt Bay Fire new hires and provided an orientation training to familiarize them to the ambulances.</li> <li>Attended Eureka High School's biology class presentation day along with CHP and HBF.</li> <li>Attended Humboldt Bay Fire's open house</li> </ul>
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 ≤ 10 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *

### III. Summary of issues –

**4<sup>th</sup> Quarter Reporting of EOA response time monitoring activities** – Public reporting/posting on NCEMS website delayed due to data transmission interruptions between NCEMS and ICEMA (ImageTrend) related to NEMSIS 3.5 upgrade. Remains work in progress at the time of this report (1/31/2024). Response time data obtained directly from GMR for both CAE and AMRA. 1/26/2024, VP of Pacific Operations for GMR (Anna Blair) sent correspondence confirming continued efforts to remedy. NCEMS monitoring.

**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).