

HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA) QUARTERLY SUMMARY REPORT – CY 2022

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 2022-

AMRA	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET	MET	MET	MET
Staffing Minimums 1 – ALS unit McKinleyville Station (Arcata 2) 1 – ALS unit Arcata Station (Arcata 1)	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)
Mutual Aid Resources	NCEMS review of ePCR data reveals 18 MA calls in CAE service area. 95501 (15), 95503 (3). AMRA reports: 7 standby – Hoopa 4 calls – Willow Creek 21 calls- CAE area	NCEMS review of ePCR data reveals 18 MA calls in CAE service area. 95501 (16), 95503 (2). AMRA reports: 3 standby – Hoopa 3 calls – Willow Creek/Hoopa 18 calls – CAE area	NCEMS review of ePCR data reveals 24 MA calls in CAE service area. 95501 (23), 95503 (1). AMRA reports: 8 standby – Hoopa 11 calls – Willow Creek/Hoopa 24 calls- CAE area	AMRA reports: 6 standby – Hoopa 10 calls – Willow Creek/Hoopa 66 calls – CAE area
Standby Requests (fire/law enforcement)	None reported	None reported	One request by AFD for a structure fire	One request by AFD for a structure fire
Scheduled Standbys (special events)	None reported	One reported	12 standbys for FB games 1 standby Orick Rodeo Crew scheduled for MCI exercise for CalPoly Humboldt residence hall staff.	10 scheduled standbys for FB games, 6 for High Schools, 4 for CR. One standby for Cal Poly fall commencement.

Vehicle Failures	None reported	None reported	No failures resulting in inability to transport. One door locking mechanism failure not affecting patient care.	None reported
Community Education Activities	Ambulance demo for Elementary School	Ambulance demo for Elementary School; 3 health care exploration events for high school students.	Ambulance orientation for newly formed Community Service Officer program at Cal Poly Humboldt. 2 EMT-P deployed to Florida in response to Hurricane Ian FEMA request.	Paramedics participated in 2 separate health career exploration interview for Mck HS students interested in a career in EMS.
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 ≤ 11 minutes 95521 ≤ 10 minutes 95524 ≤ * 95525 ≤ * 95550 ≤ * 95555 ≤ * 95570 ≤ *	95519 ≤ 11 minutes 95521 ≤ 10 minutes 95524 ≤ * 95525 ≤ * 95550 ≤ * 95555 ≤ * 95570 ≤ *	95519 ≤ 10 minutes 95521 ≤ 10 minutes 95524 ≤ * 95525 ≤ * 95550 ≤ * 95555 ≤ * 95570 ≤ 19 minutes	95519 ≤ 10 minutes 95521 ≤ 9 minutes 95524 ≤ * 95525 ≤ * 95550 ≤ * 95555 ≤ * 95570 ≤ 19 minutes

CAE	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Quarterly QI Report (NCEMS Policy #2100 and #2101.1)	MET	MET	MET	MET
Staffing Minimums Zone #3 (Central) 2 ALS units Zone #4 (South) sub-zones Fortuna – 2 ALS units Garberville – 1 ALS unit	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)	MET (details of additional ALS crews staffed on as needed basis were reported)
Mutual Aid Resources	NCEMS review of ePCR data reveals 17 MA calls in AMRA service area. 95519 (6), 95521 (7), 95524 (1), 95525 (2), 95570 (0). CAE reports 14 MA calls in AMRA service area.	CAE reports 41 calls in AMRA service area which included providing coverage while AMRA transporting out of area.	CAE reports 8 calls at the request of Cal Fire – Howard Forest 28 calls in AMRA area.	CAE reports 17 calls at the request of Cal Fire – Howard Forest 37 calls in AMRA area. Respond/rendezvous with STAR Ambulance 8 times.

Standby Requests (fire/law enforcement)	10 Fire standbys (8 in Eureka, 2 in Fortuna). 0 Law Enforcement	5 Fire standbys (4 in Eureka, 1 in Hydesville). 0 Law Enforcement (Requests to stage by LE and then cancelled are tracked as a cancelled call.)	4 standby requests – Humboldt Bay Fire. 0 Law Enforcement (Requests to stage by LE and then cancelled are tracked as a cancelled call.)	6 standby requests – Humboldt Bay Fire. 0 Law Enforcement (Requests to stage by LE and then cancelled are tracked as a cancelled call.)
Scheduled Standbys	1 scheduled event	3 scheduled events	4 scheduled standbys at various high school football events 1 scheduled standby for Fighting Championship event 4 scheduled standbys Fortuna Rodeo Scheduled standbys for County Fair in Ferndale 8/8-8/28/2022	7 scheduled standbys at various high school football events. 1 scheduled standby for Fighting Championship event 2 scheduled standbys High School Rodeo 1 scheduled standby for Redwood Marathon
Vehicle Failures	1 engine failure while transporting a patient out of area.	No vehicle failures resulting in failure to respond or inability to transport.	No vehicle failures resulting in failure to respond or inability to transport.	One vehicle failure report resulting in a delay of transport.
Community Education Activities	2 presentations (1 @ FUHS, 1 @ CR)	Ferndale High School “Every 15 minutes”.	Participated in Glen Paul School’s Transportation Day Participated in PG&E’s ISFSI drill	Participated in Eureka and Fortuna HS Career Days, HC Office of Ed presentation at FUHS, Apple Harvest Festival, Bareilles Concert at Halvorsen Park aid/transport.
90 th Percentile Response Times (Code 3) Contractual Standard: 95501 ≤ 8 minutes 95503 ≤ 12 minutes 95537 ≤ 14 minutes 95549 ≤ * 95564 ≤ 16 minutes	95501 ≤ 9 minutes 95503 ≤ 11 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *	95501 ≤ 8 minutes 95503 ≤ 10 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *	95501 ≤ 8 minutes 95503 ≤ 11 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *	95501 ≤ 8 minutes 95503 ≤ 10 minutes 95537 ≤ * 95549 ≤ * 95564 ≤ *

III. Summary of issues -

Mutual Aid calls – EOA Officer review of calls obtained from ePCR system identified MA calls for Zones 1 and 3. Lists submitted to Directors at both AMRA and CAE for secondary review. Additional information received from Providers contributing to adjustments to call volumes (i.e staffing to cover long distance transports, use of zip codes vs. response areas, duplicate counts). Monitoring and sharing of information will continue in order to remedy data differences. 3rd quarter reporting clarified that MA call volumes reported by providers include responses and calls cancelled on scene. North Coast EMS reports are based on generated PCRs only contributing to differences in report volumes. Will

continue to provide call volumes reported by Providers only. 4th quarter reporting noted an increase in MA call volumes for both companies. Providers noted call volumes, Logis CAD system contributing to increase in MA calls. CAE to re-implement tiered response system 2/1/2023.

1st Quarter Response Times for 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 submitted to Directors at both AMRA and CAE for secondary review. Issue identified with definition descriptor for Code 3 calls has prompted an update to ePCR documentation. This update will require medics to complete the entry "eResponse.24" known as additional response mode descriptor. First quarter Code 3 response times were calculated using "immediate response" descriptor and excluded transfers when identified by Ambulance Director review, exemptions listed in Section 3 of EOA Contract, and calls with "no lights, no sirens" when recorded.

2nd Quarter Response Times for Code 3 calls: 1st quarter with new Logis system for both ambulance provider agencies and a number of response delays reportedly attributed to problems with the new system related to GPS directions and learning curve with new device. The time of call now is more accurate since it happens automatically as it is being entered. Early problems with GPS directions and connectivity issues reportedly improving.

3rd Quarter Response Times for Code 3 calls: Improved "lights and sirens" documentation supporting whether a call is Code 2 versus Code 3.

4th Quarter Response Times for Code 3 calls: 100% compliance for both CAE and AMRA documenting "lights and sirens" or not.

IV. Plans for Subsequent Reporting Quarter-

Continue efforts on calculating response time data facilitated by improved documentation of Code 2 versus Code 3 calls. EOA Officer will continue to review historical comparisons as needed to ensure accuracy of contractually agreed upon standard.