



Overview of North Coast EMS Request for Proposals for an Exclusive Operating Area (EOA) in Del Norte County

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System Assessment - August 2025



STAKEHOLDER INPUT



SPECIFIC FOCUS AREAS



DATA ANALYSIS

Recommendations	Policy	Leadership	RFP
1. Continue Emergency Medical Dispatch (EMD) through the Sheriff Dispatch Center with increased trained staff or as part of a requirement in the ambulance RFP.	X	X	X
2.If EMD is provided by the ambulance contractor, develop a method to reconcile data between Sheriff Dispatch and the Ambulance Dispatch to provide accurate response time reports.	X	X	
3.Options for the ambulance RFP Performance requirements			
1. Establish community areas with defined response time requirements, and deployment of ambulance.			X
2. No more than 1 ambulance out –of-county at one time, unless back-filled.			
3. Require root cause analysis by the ambulance contractor for exceedingly late calls.			
4. Establish clinical performance metrics for all EMS participants, (Dispatch, First Responders, Ambulance Services, Base Hospital, Specialty Care Centers)	X	X	X
5. Require the EOA provider to submit quarterly response time and clinical performance reports			X
6. Require the EOA contractor to submit quarterly financial system statements, and annual audit			X
7. Implement transparent system oversight for all performance requirements	X		X
8. Establish a Contract Compliance Committee to support NCEMS with contract and system oversight		X	

Ambulance Service Requirements

Purpose of today's meeting is to share the key concepts and receive your input

Upon State Approval, experienced ambulance providers will be invited to submit proposals for the County EOA.

The RFP for Ambulance Services includes:

- Background
- Minimum Qualifications
- Scope of Work
- Insurance Requirements
- Proposal Review
- Procurement Process and Timeline



Scope of Work Summary

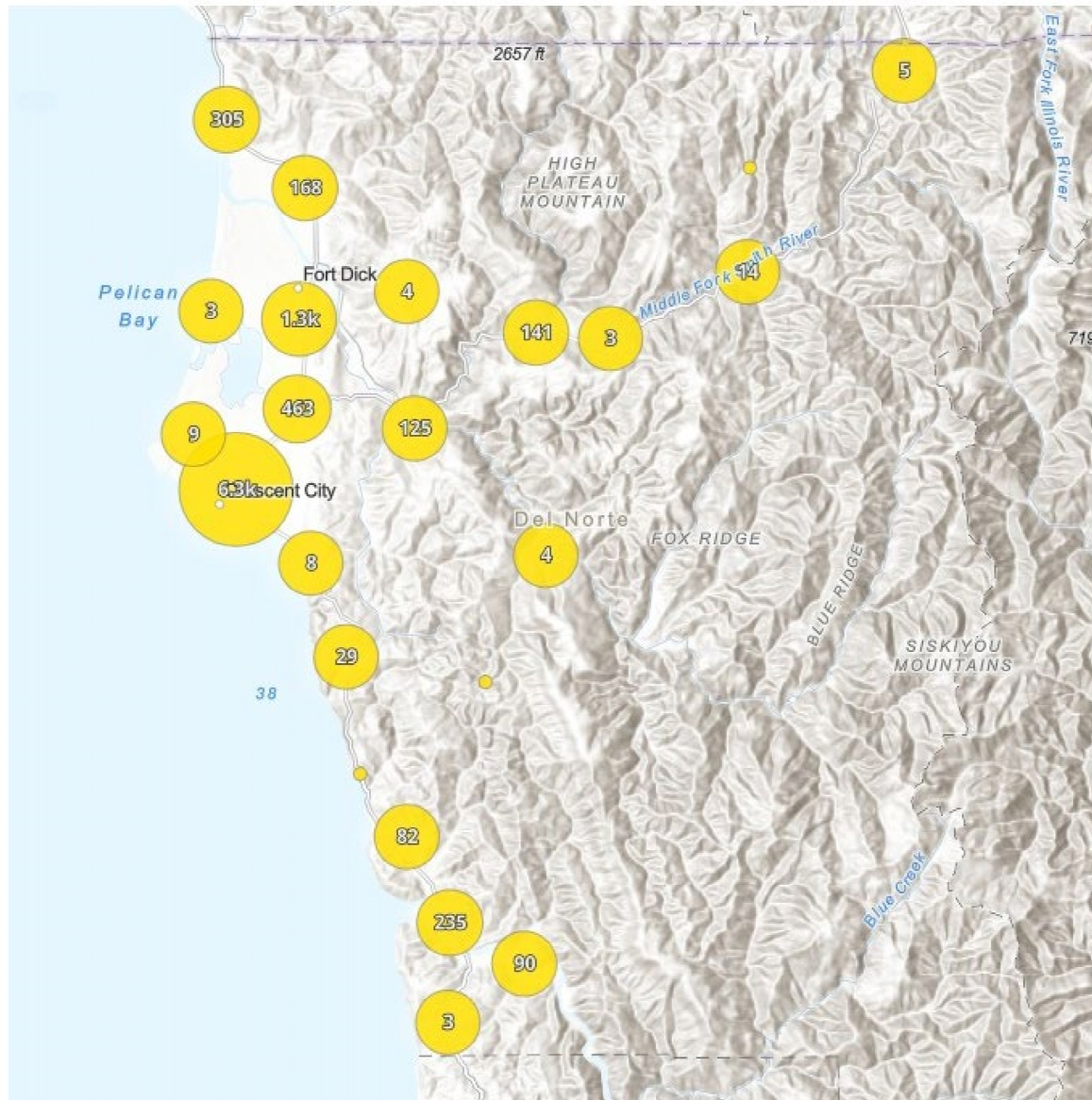
All ambulance transport requests within the Del Norte County EOA, will be referred to the Contractor. The Contractor shall provide response and emergency ground ambulance transport including:

- 911 ALS Ambulance, and ALS & BLS IFT
- Emergency Medical Dispatch
- Ambulance Response Times based on EMS Zones
- Ambulance Deployment System Status Plan
- Clinical Performance Metrics and Performance Standards
- Liquidated Damages
- Vehicles, Medical Supplies, and Equipment
- Ongoing Financial and Administrative Requirements

Dispatch

- Contractor will be required to enter into an agreement with the Del Norte County Sheriff and pay for access to the county radio system and PSAP dispatch services.
- Contractor to pay for any Computer Aided Dispatch (CAD) connections required as part of the ambulance contract.
- Contractor is required to provide EMD, or pay the Sheriff for the provision of emergency medical dispatch (EMD) to 911 callers,

911 Call Volume 2023 and 2024



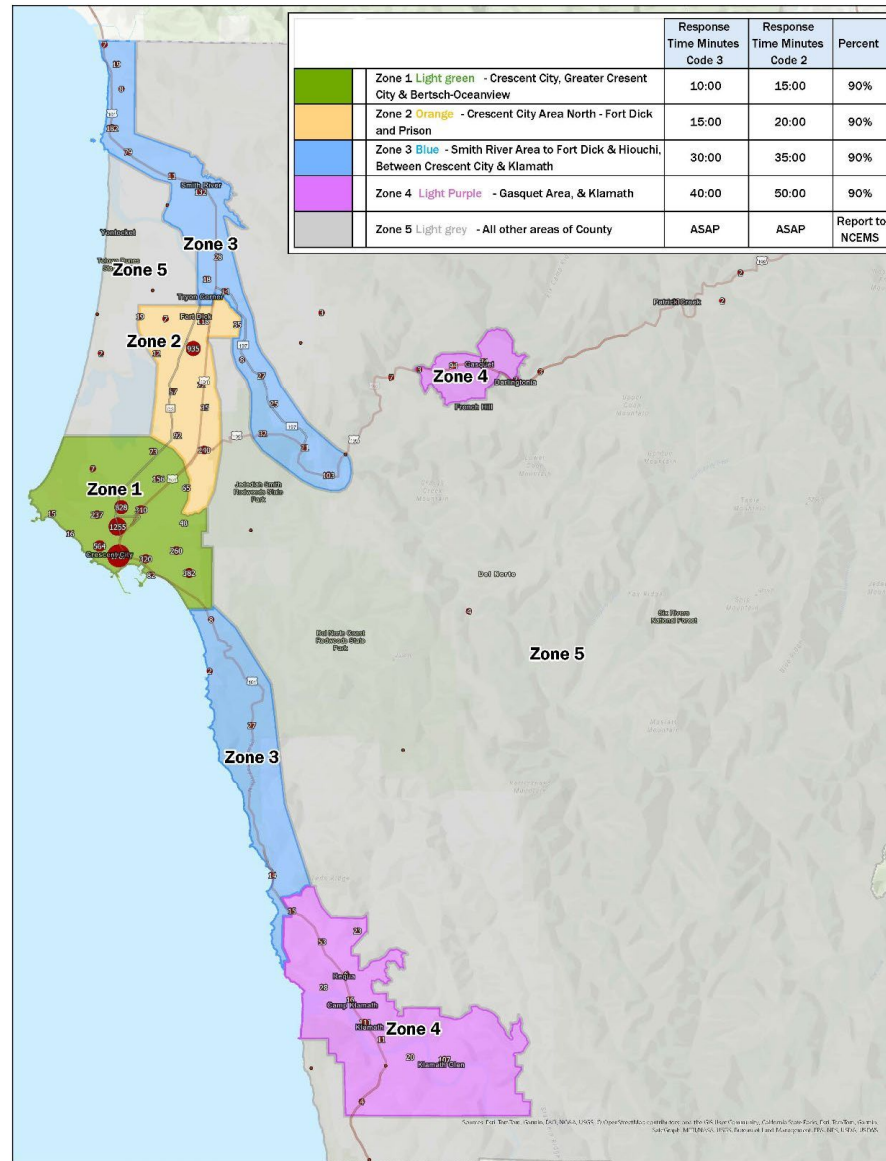
Other Rural Area Response Times

Comparison of Response Time Requirements in Rural Counties

Class	Lassen	Modoc	Plumas	Shasta	Siskiyou	Tehama	Trinity	Humboldt*
Urban	8:00	N/A	N/A	10:00	ASAP	10:00	N/A	8-14 min
Suburban	10:00	20:00	20:00	N/A	ASAP	N/A	20:00	N/A
Rural 15	N/A	20:00	20:00	N/A	N/A	15:00	21:00	N/A
Rural 30	20:00	ASAP	ASAP	30:00	ASAP	30:00	ASAP	19-44 min
Wilderness	ASAP	ASAP	ASAP	ASAP	ASAP	ASAP	ASAP	ASAP

Ambulance Response Zones

The Ambulance Exclusive Operating Area (EOA) is established to ensure reliable services throughout the area.



Response Time Requirements

The Contractor must meet 911 ambulance response times at the 90th percentile in each of the EMS Zones

Emergency Medical Responses - Immediate dispatch of an ALS ambulance with lights and siren Code 3

Emergency Medical Responses – dispatch of BLS ambulance with no lights and siren Code 2

**Response
times to be
measured
monthly
(100 calls)**

Considerations for Response Time Requirements in Del Norte County			
Performance Requirements by Population Group	Response Time Minutes Code 3	Response Time Minutes Code 2	Minimum Compliance
Zone 1 - Crescent City, Greater Crescent City & Bertsch-Oceanview	10:00	15:00	90%
Zone 2 – North Crescent City Area - Fort Dick and Prison	15:00	20:00	90%
Zone 3 - Smith River to Fort Dick & Hiouchi; Between Crescent City & Klamath	30:00	35:00	90%
Zone 4 - Gasquet Area, & Klamath Area	40:00	50:00	90%
Zone 5- All other areas in the County	ASAP	ASAP	Report to NCEMS

Questions & Input

Clinical Performance

- Clinical Performance metrics and Performance Standards set by NCEMS Medical Director
- Clinical Performance Measures will become part of the contract
- A phase-in period will be necessary, and measures may not be completely defined at the beginning of the contract, these will be established using NCEMS Policy and Protocol, state regulations and current best clinical practice

Clinical Performance Standard Examples	Baseline Metric	Under-performance	Damage Assessed	Under-performance	Damages Assessed	Under-performance	Consideration of Breach of Contract
Blood Glucose measurement for patients with altered neurological function	95%	85-94%	\$250	75-84%	\$500	Anything below 65% in a quarter	Notify of Contract Breach
Albuterol given for symptoms of asthma or COPD	80%	75-79%	\$250	65-74%	\$500	Anything below 65% in a quarter	Notify of Contract Breach

Questions & Input

Equipment

Vehicles

- Shall be limited to a maximum mileage of 250,000 and less than ten years of age.
- Meet or exceed the equipment standards of the State of California.
- Ambulances not new at the start of the contract must include maintenance records.
- No more than 50% of the ambulance fleet shall have over 150,000 miles at the start of the contract.

Supplies and Equipment

- Each ambulance must carry standardized equipment and supplies that meet federal, state, and NCEMS requirements.
- Equipment and supplies will be stored in the same location in all similar type ambulances.
- Durable equipment will be required to meet all specifications and periodic maintenance as approved by NCEMS.

Finance

Patient Fee Schedule

- A patient fee schedule must be provided with the proposal.
- Ambulance Rates cannot be increased for the first year.
- Annual fee increases are permitted based on CPI and NCEMS JPA Board approval.
- NCEMS must approve all fee increases.

Budget and Fiscal Sustainability

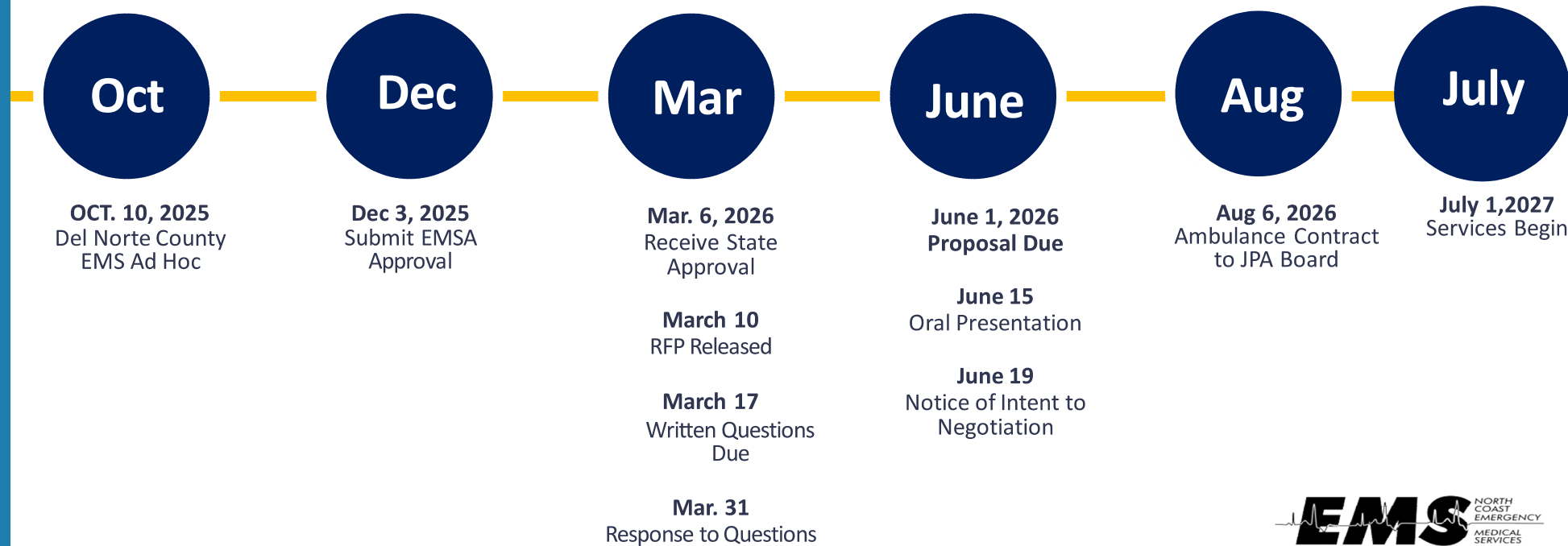
- Proposals must include a clear budget.
- Include details of the full cost of proposed service and allocation of indirect costs for services provided in Del Norte County.
- Provide statement of the method of financing, including any endorsement documents and start-up costs including vehicle, equipment, and facility leases.

Contract Oversight & Liquidated damages

- NCEMS will establish a Contract Compliance Committee to ensure a transparent process for evaluating Contractor's performance.
- Fine for underperformance (Liquidated damages) are a last resort, assessed in the unlikely event the corrective action process is unsuccessful.
- Corrective action is the primary approach to address underperforming areas by working collaboratively with the contractor to ensure the highest level of service.
- Liquidated damages are established for underperformance in meeting performance requirements, tied to the following measures:
 - ✓ **Response Times:** Requiring the contractor to maintain 90% in each Zone. (100 call minimum)
 - ✓ **Clinical Performance:** Maintain or exceed the established baseline performance.

Questions & Input

Timeline - Subject to EMSA Approval



Thank You!