

HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA) QUARTERLY SUMMARY REPORT – CY 2026

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 remain in the monitoring stage, reporting quarterly. The following is an overview of this process.

II. Performance Standards for CY 2026-1st 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)	<ul style="list-style-type: none"> • Staffing minimums met. <ul style="list-style-type: none"> ○ Additional Units staffed on an as needed basis during the quarter. 16 – ALS crews were called in to cover a third unit at the Arcata station when Arcata 1 and Arcata 2 were on calls at the same time.
Mutual Aid Resources	<ul style="list-style-type: none"> • On duty units responded to 13 standby requests in the Hoopa Ambulance response area and responded directly to 4 calls in the Willow Creek and Hoopa area. • On duty crews responded to, and arrived on scene, to 59 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	<ul style="list-style-type: none"> • 2 standbys for structure fires. <ol style="list-style-type: none"> a. January 2 - large commercial structure fire in downtown Arcata burned down half a city block. Crew on standby for 5 hours. A 3rd crew was staffed to handle calls during that period. b. One other fire standby in the Indianola area and was of short duration.
Scheduled Standbys (special events)	<ul style="list-style-type: none"> • A crew participated in a health department directed MCI/Hazmat exercise in Crescent City. • A crew participated in a parade to honor first responders involved in the Arcata structure fire around the Arcata Plaza.
Vehicle Failures	<ul style="list-style-type: none"> • One vehicle failure during a response this quarter. Unit 32 blew out a spark plug while responding to a vehicle accident and had to be towed. Another unit was immediately dispatched and later cancelled when the accident was determined to be non-injury.
Community Education Activities	<ul style="list-style-type: none"> • An ambulance demo was conducted for an elementary school class. • A presentation on EMS as a Career was made to the Arcata High School’s Medical Career Club.
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 ≤ 13 minutes (rolling data starting from 4th QTR 2023) 95525 ≤ 19 minutes (rolling data starting from 2nd QTR 2024) 95550 ≤ * 95555 ≤ 44minutes (rolling data starting from 2nd QTR 2023) 95570 ≤ 20 minutes (rolling data starting from 2nd QTR 2025)

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/Scotia – 2 ALS units Garberville – 1 ALS unit	<ul style="list-style-type: none"> • Staffing minimums met. • Additional units staffed on an as needed basis during the quarter. <ul style="list-style-type: none"> ○ 133 12-hour ALS Crews in Eureka ○ 84 12-hour BLS Crews in Eureka ○ 4 Off Duty crews staffing long distance transfers
Mutual Aid Resources	<ul style="list-style-type: none"> • On duty units responded to 4 calls at the request of Cal Fire-Howard Forest. • On duty units responded to 8 calls in the Star Ambulance response area. • On duty units responded to 13 calls in the Arcata Mad River response area.
Standby Requests (fire/law enforcement) <ul style="list-style-type: none"> • Note from CAE: Requests to stage away by law enforcement that are then cancelled are not tracked as other than a cancelled call. 	<ul style="list-style-type: none"> • On duty units responded to 5 fire standbys in Eureka, 0 in Fortuna.
Scheduled Standbys	<ul style="list-style-type: none"> • 5 Scheduled Standbys
Vehicle Failures	<ul style="list-style-type: none"> • None reported.
Community Education Activities	<ul style="list-style-type: none"> • Zoe Barnum visited Ops for a tour . • Disaster Preparedness fair • Cuddeback Elementary Touch a Truck • College of the Redwoods Career Fair
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 ≤ 12 minutes 95537 ≤ 14 minutes (rolling data starting from 2 nd QTR 2022) 95549 ≤ * < 100 PCRs since Q1 2022 95564 ≤ 15 minutes (rolling data starting from 3 rd QTR 2022)

III. Summary of data issues – Primarily resolved and closed. Will spot check as needed.