

HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA)

QUARTERLY SUMMARY REPORT – CY 2025

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 2025-2nd Quarter

| AMRA | 2 nd 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"> On duty units responded to 13 standby requests in the Hoopa Ambulance response area, and responded directly to 11 calls in the Willow Creek and Hoopa area. On duty crews responded to, and arrived on scene, to 121 calls in the City Ambulance response area. |
| Standby Requests (fire/law enforcement) | <ul style="list-style-type: none"> None |
| Scheduled Standbys (special events) | <ul style="list-style-type: none"> Mixed Martial Arts Event Blue Lake Cal Poly Humboldt Commencement |
| Vehicle Failures | <ul style="list-style-type: none"> None |
| Community Education Activities | <ul style="list-style-type: none"> Ambulance demonstrations were conducted at Dow’s Prairie Elementary, Washington School and at Public Safety Sunday in McKinleyville. A crew participated in an MCI exercise in Eureka organized by St. Joseph, City Ambulance and Humboldt Bay Fire. |
| 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 4 th QTR 2022) 95525 ≤ 18 minutes (rolling data starting from 4 th QTR 2023) 95550 ≤ * 95555 ≤ 44 minutes (rolling data starting from 3 rd QTR 2022) 95570 ≤ 20 minutes (rolling data starting from 3 rd QTR 2024) |

| CAE | 2 nd 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"> On duty units responded to 7 calls at the request of Cal Fire- Howard Forest. On duty units responded to 3 calls in the Star Ambulance response area. On duty units responded to 23 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 Crews responded to 4 fire standbys 4 in Eureka. |
| Scheduled Standbys | <ul style="list-style-type: none"> 8 Scheduled Standbys: Redwood Elementary School Show and Tell, St. Bernards Every 15 minutes, Rumble at the River, Avenue of the Giants, North Coast Mennonit, Redwood Acres Races, Bike Helmet Safety, Fortuna Fire Open House |
| Vehicle Failures | <ul style="list-style-type: none"> None |
| Community Education Activities | <ul style="list-style-type: none"> City Ambulance Participated in the CR Health Occupational Fair, Disaster Drill with SJH and HBF, Tabletop Disaster Drill with JPCH, Humboldt County Office of Education Presentations/ Scenarios |
| 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 ≤ * 95549 ≤ * 95564 ≤ 15 minutes (rolling data starting from 1 st QTR 2022) |

III. Summary of issues –

Ongoing verification efforts to ensure reporting of EOA response times for CAE and AMRA are consistent with NCEMS database – Due to data transmission interruptions between NCEMS and ICEMA (ImageTrend) beginning with NEMSIS 3.5 upgrade during CY 2023, NCEMS continues running reports from both NCEMS and GMR to verify gaps are being resolved by cross walking data for continuity. Updated team meetings quarterly with NCEMS and GMR have resulted in some adjustments prompting discrepancy rate improvements. Q2 2025, ~ 1% rate down from ~10%. Will continue to monitor at least one more quarter to ensure improvements.

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).