

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

II. Performance Standards for CY 2025-3rd Quarter

AMRA	3rd 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	- On duty units responded to 12 standby requests in Hoopa Ambulance response area and responded directly to 5 calls in Willow Creek/Hoopa area. - On duty crews responded to, and arrived on scene, to 74 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	None this quarter
Scheduled Standbys (special events)	- Orick Rodeo – 2 days - Rumble in the Redwoods Air Show – 2 days - Mixed Martial Arts event Blue Lake - College of the Redwoods Football – 2 games - Arcata and McKinleyville High School Football – 10 games - Mountain Bike Jump Event Arcata Community Forest
Vehicle Failures	One vehicle failure delaying an emergency response. Unit’s transmission would not shift out of first gear during a Code 3 response. Crew returned to station, changed vehicles and continued their response since they remained the closest unit.
Community Education Activities	- Ambulance demonstrations were done for Little Fisher preschool in McKinleyville, Touch a Truck event for the Trumpet Behavioural for children with autism from ages 4 to 14, and a community Touch-A-Truck event at Perigot Park in Blue Lake. - Two crews participated in an MCI exercise for the Cal Poly Humboldt residence hall staff. - An ambulance orientation was held with Fieldbrook Volunteer Fire Dept. - Two naloxone training sessions conducted for University Police Officers.
90th 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 3 rd QTR 2023) 95525 ≤ 18 minutes (rolling data starting from 4 th QTR 2023) 95550 ≤ * 95555 ≤ 44 minutes (rolling data starting from 1 st QTR 2023) 95570 ≤ 20 minutes (rolling data starting from 4 th QTR 2024)

CAE	3rd 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	- On duty units responded to 9 calls at the request of Cal Fire-Howard Forest. - On duty units responded to 7 calls in Star Ambulance response area. - On duty units responded to 34 calls in Arcata Mad River response area.
Standby Requests (fire/law enforcement) Note from CAE: Requests to stage away by law enforcement that are then cancelled are not tracked as other than a cancelled call.	On duty units responded to fire standbys, 3 in Eureka and 1 at Kneeland Airport.
Scheduled Standbys	- Fortuna Rodeo (3 days) - Rumble over the Redwoods - Jaripeto Mexican Rodeo Standby - Carlotta Fire Show and Tell - St. Bernards Football (2 days) - Eureka High Football - Ferndale Football (2 days) - Fortuna High Football (2 days) - Glen Paul Transportation Day
Vehicle Failures	None
Community Education Activities	- Participated in Glen Paul School's Transportation Day - Rio Dell Touch a Truck - Joint De-Escalation Training with City of Eureka and Humboldt Bay Fire
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 ≤ 11 minutes 95537 ≤ 13 minutes (rolling data starting from 2 nd QTR 2022) 95549 ≤ * 95564 ≤ 16 minutes (rolling data starting from 3 rd QTR 2022)

III. Summary of data 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) emanating from NEMSIS 3.5 upgrade CY 2023, NCEMS continues running reports from both NCEMS and GMR to verify gaps. Ad hoc team meetings with NCEMS and GMR have resulted in some adjustments prompting discrepancy rate improvements. Prior discrepancy rate 10%, improvements in Q2 2025 demonstrated ~ 1% variance, followed by Q3 2025 with ~ 1-2% variance between GMR and NCEMS database. Monitoring and cross walking continue through collaboration with NCEMS Clinical Coordinator, GMR admin, CAE and AMRA Operation Managers.