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

I. History

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 2026-3rd 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)	Staffing Minimums Met Additional Units staffed on an as needed basis during the quarter: • 36 – ALS crews called in to cover a third unit at Arcata station. • Six long distance transfers during the quarter.
Mutual Aid Resources	• On-duty units responded to 11 standby requests in the Hoopa Ambulance response area, and to 8 calls in the Willow Creek/Hoopa area. • On-duty crews responded to, and arrived on scene, to 119 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	• There was 1 standby for a structure fire in Arcata.
Scheduled Standbys (special events)	There were 14 standbys this quarter and 3 special events. • Orick Rodeo – 2 days • Air Show – 3 days • High School Football – 5 days • C.R. Football – 3 games • Mountain Bike Race • Special Events - Cal Poly Humboldt Dorm MCI Exercise
Vehicle Failures	• There were no vehicle issues that resulted in delayed response this quarter. Air Conditioning issues were discovered in two units and repaired.
Community Education Activities	Ambulance demonstrations were held: • Li'l Fisher Preschool • Blue Lake Safety Fair
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 2nd QTR 2024) 95525 ≤ 16 minutes (rolling data starting from 1st QTR 2025) 95550 ≤ * 95555 ≤ 44 minutes (rolling data starting from 3rd QTR 2023) 95570 ≤ 20 minutes (rolling data starting from 1st QTR 2026)

Zip Codes with (*) indicate <100 PCRs and will not be reported on until a minimum threshold has been met for accuracy.

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/Scotia – 2 ALS units Garberville – 1 ALS unit	• 2 – ALS units in Eureka 1010 7th street and 3132 Walford street, designated City 1 and city 2 • 1 – ALS Unit in Fortuna 703 Main St, designated Fortuna 1 • 1 – ALS Unit in Scotia 145 Main St, designated Scotia 1 • 1 – ALS Unit in Garberville 651 Locust St, designated Garberville 1 Additional Units Staffed on an as needed basis during the quarter • 61 – 12-hour ALS Crews in Eureka • 116 – 12-hour BLS crews in Eureka • 13 – Off Duty Crews Staffing Long Distance Transfers
Mutual Aid Resources	• On duty units responded to 19 calls at the request of Cal Fire- Howard Forest • On duty units responded to 0 calls in the Star Ambulance response area • On duty units responded to 59 calls in the Arcata Mad River response area
Standby Requests (fire/law enforcement)	• On duty Crews responded to 4 fire standbys in Fortuna.
Scheduled Standbys	• Jaripeo Mexican Rodeo • Fortuna Rodeo x3 • Redwood Summer Games • Outlaw College Rodeo • EHS Football x3 • St Bernards Football x2 • Ferndale High Football • Rio Dell Touch-a-truck • Glen Paul School Transportation Day. • Fortuna High Football x2
Vehicle Failures	• There were no vehicle failures to report in Q3
Community Education Activities	• City Ambulance Participated in the Glen Paul School Transportation Day and the Rio Dell Community Touch-a-Truck.
90th 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 2nd QTR 2022) 95549 ≤ * < 100 PCRs since Q1 2022 95564 ≤ 15 minutes (rolling data starting from 3rd QTR 2022)

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

IV. EOA Contract review and negotiations – AMRA and CAE's EOA contracts expire at year-end. Preliminary review and negotiations are complete. Both contracts include two revisions: automatic response-time exemptions for objective circumstances (e.g., incorrect addresses, remote locations, or system overload), with supporting documentation required upon request; and updated billing language demonstrating compliance with California AB 716. Updated five-year contracts for both providers were submitted to the NCEMS Executive Director on October 31, 2026, for signature.

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