

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 2025-4th Quarter

AMRA	4th 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. 10 – 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 11 standby requests in the Hoopa Ambulance response area and responded directly to 9 calls in the Willow Creek and Hoopa area. • On duty crews responded to, and arrived on scene, to 42 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	<ul style="list-style-type: none"> • None reported.
Scheduled Standbys (special events)	<ul style="list-style-type: none"> • Cal Poly Humboldt Welcome back block party • Cal Poly Humboldt Fall Commencement • Blue Lake Casino MMA • Arcata and McKinleyville High Schools Football -12 games • Eureka High School Football at Cal Poly – 4 games • College of the Redwood's Football – 3 games • Fortuna High School Championship game at Cal Poly
Vehicle Failures	<ul style="list-style-type: none"> • None reported.
Community Education Activities	<ul style="list-style-type: none"> • An ambulance crew participated in the Arcata Fire Department's Annual Open House with an ambulance display.
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 ≤ 44 minutes (rolling data starting from 2nd QTR 2023) 95570 ≤ 20 minutes (rolling data starting from 1st QTR 2025)

CAE	4th 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	<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"> ○ 80 12-hour ALS Crews in Eureka ○ 165 12-hour BLS Crews in Eureka ○ 10 Off Duty crews staffing long distance transfers
Mutual Aid Resources	<ul style="list-style-type: none"> • On duty units responded to 8 calls at the request of Cal Fire-Howard Forest. • On duty units responded to 5 calls in the Star Ambulance response area. • On duty units responded to 27 calls in the 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.	<ul style="list-style-type: none"> • On duty units responded to 2 fire standbys, both in Eureka • This quarter, we worked with Federal Law Enforcement to provide medical standby in Eureka.
Scheduled Standbys	<ul style="list-style-type: none"> • St. Bernards Football (four days) • Eureka High Football • Ferndale Football (Three days) • Fortuna High Football (Two Days) • Humboldt Redwoods Marathon • Rumble at the Redwoods
Vehicle Failures	<ul style="list-style-type: none"> • None reported.
Community Education Activities	<ul style="list-style-type: none"> • Health Care Career Fair Humboldt County Department of Education
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 ≤ 13 minutes (rolling data starting from 2 nd QTR 2022) 95549 ≤ * 95564 ≤ 15 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, Q4 2025 < 1%. Monitoring and cross walking continue through collaboration with NCEMS Clinical Coordinator, GMR admin, CAE and AMRA Operation Managers.