

**HUMBOLDT COUNTY – EXCLUSIVE OPERATING AUTHORITY (EOA)
 QUARTERLY SUMMARY REPORT – CY 2024**

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 2024-1st 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)	MET
Mutual Aid Resources	<ul style="list-style-type: none"> • No standby requests in the Hoopa Ambulance response area. • Responded directly to one (1) call in Willow Creek/Hoopa area. • On duty crews responded and arrived on scene to 45 calls in the City Ambulance response area.
Standby Requests (fire/law enforcement)	One (1) law enforcement standby.
Scheduled Standbys (special events)	No scheduled standbys.
Vehicle Failures	No vehicle failures affecting ability to respond. One (1) tire leak repaired promptly.
Community Education Activities	<ul style="list-style-type: none"> • Ambulance demonstrations conducted for a preschool and a kindergarten class. • Ambulance orientation and equipment training was conducted for personnel at the Trinidad Cal Fire station.
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 ≤ * 95525 ≤ 16 minutes (rolling data from 2 nd QTR 2022 →1 st QTR 2024) 95550 ≤ * 95555 ≤ * 95570 ≤ 19 minutes (rolling data from 2 nd QTR 2023 →1 st QTR 2024)

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 – 2 ALS units Garberville – 1 ALS unit	MET
Mutual Aid Resources	<ul style="list-style-type: none"> On duty units responded to 33 calls in the AMRA response area.
Standby Requests (fire/law enforcement)	<ul style="list-style-type: none"> On duty units responded to 2 fire standbys, one in Eureka and one in Fortuna.
Scheduled Standbys	<ul style="list-style-type: none"> 1 Scheduled standby for the Foggy Bottoms Milk Run.
Vehicle Failures	<ul style="list-style-type: none"> One unit blew a radiator hose on scene in Eureka and required a second unit respond to transport the patient.
Community Education Activities	<ul style="list-style-type: none"> Participated in the HCOE Health 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 ≤ * 95549 ≤ * 95564 ≤ *

III. Summary of issues –

4th Quarter CY 2023 Reporting of EOA response time monitoring activities continues into 1st Quarter CY 2024

– Public reporting/posting on NCEMS website delayed due to data transmission interruptions between NCEMS and ICEMA (ImageTrend) related to NEMSIS 3.5 upgrade. Remains work in progress at the time of this report (5/28/2024). Response time data currently obtained directly from GMR for both CAE and AMRA. GMR team continues efforts to remedy. NCEMS monitoring. This will impact 2nd Quarter reporting for CY 2024 too.

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).