

2021 Annual Performance Report Summary for EOA 3

Operations and Geography

On October 1st, 2021, Hall Ambulance Service completed the purchase and began providing ambulance services within exclusive operating area (EOA) number 3. Located at the north end of the County, EOA 3 encompasses an area from the Tulare County line to the north, Woody to the east, Lost Hills Road to the west and Whistler Road to the south. Included within EOA 3 are 10-mile stretches of the Highway 99 and Highway 65, as well as the communities of Delano and McFarland.

Hall Ambulance Service's base of operations in 2021 was located at 403 Main Street, Delano. Hall Ambulance Service maintained a fleet of 4 ambulances in Delano and employed 24 emergency medical technicians, and paramedics. The owner and CEO of Hall Ambulance is Lavonne Hall.

Sub-contracts

During 2021, Delano Ambulance Service nor Hall Ambulance Service had no agreements or subcontracts in EOA 3.

Compliance

Response time compliance is complex; there are 25 categories of response time compliance that must be met each month. In addition, there are three other categories of response compliance we measure to ensure that advanced life support (ALS) units are predominately used in the system for pre-hospital emergency calls.

Due to the increased call volume, extended ambulance offload times and ambulances out of service due to decontamination from COVID 19, EMS waived Response Compliance in 2021.

Response Data

6292 responses; 25 *turned calls*; 284 received *mutual aid*; 771 provided *mutual aid*; 13 *surged calls*

A ***turned call*** occurs when ambulances assigned to an EOA are not available to respond to a call within that EOA and ambulances from another EOA must respond.

Mutual aid occurs when ambulances provide service to another EOA.

Surge - Because of the effects COVID-19 has had on our system, EMS created a surge plan that allows ambulance providers to not respond to, or "surge", Alpha level, low acuity calls when the available ambulances in the metro zone of the EOA reaches a specific level.

Data Reporting

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. EOA 3 was compliant for all months with data reporting requirements.

Complaints/Investigations

In 2021, there were no formal complaints filed with the Division against EOA 3.

Community Services

2021 proved to be a difficult year for community service due to COVID 19. Community events in EOA 3 included;

- COVID-19 Vaccine clinics
- Ambulance demonstrations for local schools
- Providing standbys at local sporting events
- Career Health Fair
- Parades

And

- Community outreach

Dispatch

In 2021, Hall Ambulance Service, Inc. provided EMD and dispatch services for all ambulance companies in Kern County.

Summary

2021 brought with it a continuation of the COVID-19 pandemic. Delano Ambulance Service and Hall Ambulance Service staff worked tirelessly to provide the best possible care for the people of Kern County and the City of Delano. The management staff worked in cooperation with EMS as we developed and updated our policies, procedures and protocols to meet the everchanging demands brought on by COVID. With increasing call volumes, extended offload times, staff being exposed and becoming ill and ambulances out of service due to decontamination, the ambulance agencies that served this EOA never gave up. The management, paramedics, emts, dispatchers and nurses that man the units everyday are to be commended on the outstanding job they did in the face of such adversity. It is because of their dedication that Kern County was able to make it through the largest surge.