

2021 Annual Performance Report Summary

EOAs 2, 4, 8, and 9

Operations and Geography

Hall Ambulance Service, Inc. is responsible for all responses within five exclusive operating areas (EOA) that are covered under one agreement. Hall Ambulance Service, Inc.'s base of operations is located at 1001 21st Street, Bakersfield. Hall Ambulance Service, Inc. operated a fleet of 106 ambulances and 6 supervisor units, 1 helicopter, 1 supply vehicle, 1 wheel chair Van, 1 passenger van and employed 450 emergency medical technicians, paramedics, dispatchers, nurses, shop techs, business office personnel, administrative staff and support staff. The owner/CEO of Hall Ambulance Service, Inc. was Lavone Hall with John Surface in the position of COO and Myron Smith as Operations Manager.

Hall Ambulance Service, Inc. uses a combination of two operational methods to deploy ambulance resources. In EOAs 2, 8, and 9 the deployment method is mostly static. That is, there is a traditional base of operation from which the ambulances respond. The other method is termed system status management which is used in the Bakersfield Metro Area (EOA 4). This method keeps the resources fluid and moving at all times to provide the best possible response at any given time, based on the number of available ambulances and historical system demands. Consequently, traditional stations are not used; ambulances are moved throughout the area to position the units for the next anticipated call.

EOA 2

Located north of Bakersfield, EOA 2 encompasses an area from Highway 33 on the east to Quality Road on the west, Merced Avenue to the north and Stockdale Highway to the south. Included within EOA 2 are long stretches of Interstate 5 and Highway 99 as well as the communities Shafter and Buttonwillow. Hall Ambulance Service, Inc. maintains a station located on Lerdo Highway in Shafter where they station two ambulances with twelve employees to cover the area.

EOA 4

Located in and around the greater Bakersfield area, EOA 4 encompasses an area from Glennville to the north, Panama Road to the south, Interstate 5 to the west and Breckenridge road to the east. System status management is used in this EOA.

EOA 8

Located at the south end of the County, EOA 8 encompasses an area from Sand Canyon on the east to the Interstate 5 to the west and Los Angeles County line from the south to Highway 58 to the north. Included within the area are the communities of Pine Mountain Club, Frazier Park, Lebec, Mettler, Lamont, Arvin, Stallion Springs, Golden Hills, Tehachapi and Sand Canyon. Hall Ambulance Service, Inc. maintains stations in Frazier Park, Arvin, Lamont, Golden Hills, and two stations in Tehachapi to serve EOA 8.

EOA 9

Located at the west end of Kern County, EOA 9 encompasses an area from Interstate 5 on the east to the San Luis Obispo County line to the west and Laval Road from the south to Lerdo Hwy to the north. Included within the area are the communities of Maricopa, Taft, McKittrick, Fellows, Valley Acres and Dustin Acres. Hall Ambulance Service, Inc. maintains a station in Taft to serve EOA 9, with two ambulances and twelve employees.

Sub-contracts

During 2021, Hall Ambulance Service, Inc. had an agreement Delano Ambulance Service, allowing them to provide service within one or more of Hall Ambulance Service, Inc.'s assigned areas. The agreement with Delano Ambulance Service included performance of specific transports for inmates originating in Bakersfield and returning to North Kern and Kern Valley State Prisons. This sub-contract was in effect until Hall Ambulance purchased Delano Ambulance in October of 2021. Additionally, during late 2021, Hall Ambulance Service entered into a subcontract with American Ambulance Service out of Fresno to assist with hospital transfer.

Response Compliance

Response time compliance is complex. There are 25 categories of response time compliance that must be met for each EOA per 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

EOA 2:

Responses 2851
Turned Calls 3
Received Mutual Aid 529
Provided Mutual Aid 912
Surged Calls 34

EOA 4:

Responses 84341
Turned Calls 2444
Received Mutual Aid 9756
Provided Mutual Aid 4794
Surged Calls 877
Strike Team Usage 1109

EOA 8:

Responses 9548
Turned Calls 119
Received Mutual Aid 4981

Provided Mutual Aid 1220
Surged Calls 82

EOA 9:

Responses 2853
Turned Calls 5
Received Mutual Aid 477
Provided Mutual Aid 1276
Surged Calls 42

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.

Ambulance Strike Teams – In late 2021, increased call volume, extended patient offload times at hospitals, ambulance decontamination and staffing effected by COVID created a need for out of county assistance. EMS reached out to the region and acquired ambulance strike teams. The addition of these teams added the additional staffing and equipment necessary to get us through the final surge of 2021.

Data Reporting

The EMS Program relies on each ambulance company to submit compliance data to allow monitoring of performance. Hall Ambulance Service, Inc. was in compliance with all data reporting requirements for 2021 in EOA 2, 4, 8 and 9.

Complaints/Investigations

There were no formal complaints made against Hall Ambulance Service, Inc. for EOA 2, 4, 8, or 9 in 2021.

Community Services

2021 proved to be a difficult year for community service due to COVID 19. Hall Ambulance Service was able to participate in the following community service events in 2021:

- COVID-19 Vaccine Clinics
- Ambulance demonstrations for local schools
- Providing standbys at sporting events
- Career Health Fair
- Parades And
- Community outreach

Dispatch

Hall Ambulance Service, Inc. operates a dispatch center located at the Bakersfield address. This dispatch center provides emergency medical dispatch capabilities for both Hall Ambulance Service, Inc., and Liberty Ambulance Service. The County requires each dispatch center to have “EMD” capabilities. “EMD” indicates that the dispatchers are specially trained, and programs are in place to medically prioritize each call and provide instructions to callers over the phone to assist with providing emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. reported processing over 10,935 requests for emergency service in the dispatch center in 2021 and maintained accreditation with the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence. The IAED mandates that a percentage of the request for emergency service be evaluated for compliance to protocol and be ranked in one of five categories, “high compliance”, “Compliant”, “Partial Compliance”, “Low Compliance” and “non-compliant.” In 2021, Hall Ambulance Service, Inc. evaluated 747 requests for emergency service and reported 95% percent of evaluated calls in the “high compliance” and “compliance” categories. This is a high level of quality and well beyond the IAED standard of 73 percent.

Summary

2021 brought with it a continuation of the COVID-19 pandemic. Hall Ambulance Service staff worked tirelessly to provide the best possible care for the people of Kern County. 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, Hall Ambulance 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.