

2021 Annual Performance Report Summary for Hall Ambulance Service, Inc. – 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. 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.

Call Volume

- EOA 2: 2,167 responses; 1 *turned calls*; 4 *mutual aid* calls
- EOA 4: 83,278 responses; 0 *turned calls* and responded to 75 *mutual aid* calls.
- EOA 8: 8,738 responses; 7 *turned calls* and responded to 14 *mutual aid* calls
- EOA 9: 2,086 responses; 0 *turned calls* and responded to 0 *mutual aid* calls

Mutual aid occurs when Hall Ambulance Service, Inc. provides services to another ambulance company outside of the EOA. Hall Ambulance Service, Inc. provided 75 separate instances of *mutual aid* to surrounding areas. The demand for services in other areas exceeded the capability of the existing ambulance service providers and Hall Ambulance Service, Inc. provided resources to meet the demand. The demand on the system increased greatly due to surges in COVID 19. As a result, EMS mandated that all in county ambulance providers provide mandatory mutual aid to the hardest hit areas. As a result of this action Hall Ambulance

reported receiving mutual aid on 142 occasions in EOA 4, 13 occasions in EOA 8 and 2 occasions in EOA 9 in 2020.

A *turned call* occurs when the contracted agency fails to respond to a call within its EOA and another agency must respond from outside of the area. During 2020, Hall Ambulance Service, Inc. reported 1 turned call in EOA 2 and 7 turned calls in EOA 8.

In addition to the above, Hall Ambulance Service Inc. also received multiple requests for pre-staging of Advanced Life Support ambulance service in the Greater Bakersfield, EOA 4 Metro Zone, area for potential civil unrest. Hall Ambulance Service, Inc. staffed at minimum one, if not multiple Advanced Life Support ambulance(s) for each event and added an additional Paramedic Field Supervisor staffing a Paramedic 1st responder unit. This allowed for maximum coordination between crews on the ground, administration, EMS, law enforcement, and patient care. Additionally, a Hall Ambulance Service, Inc. Manager was deployed to work closely with EMS for maximum coordination of services and safety of all involved individuals.

On August 22nd, the state reached out for ambulance strike teams to respond to the CZU Lightning Complex Fire in Santa Cruz, California. Hall Ambulance Service Inc. answered the call and dispatched 5 advanced life support ambulances, 1 Disaster Mobile Services Unit (DMSU) and 1 strike team leader to Cabrillo College in Aptos, California. In total, Hall Ambulance committed 7 vehicles, 6 paramedics, 8 EMTs and one Ambulance Strike Team Leader to the incident. These ambulance crews had a total of 13 patient contacts, which resulted in 9 patient transports and 4 cancellations. Total man hours for the deployment exceeded 1,640 hours across 6 days.

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 164 community service events in 2021. These events included;

- 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 Hall Ambulance Service, Inc., Delano Ambulance Service 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 11,758 requests for emergency service in the dispatch center in 2020 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 2020, Hall Ambulance Service, Inc. evaluated 1169 requests for emergency service and reported 93% 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

While we may not know the lasting impact COVID 19 had on our system for some time, it is important to recognize the ambulance providers and the job they did for the people of Kern County. Hall Ambulance Service staff worked tirelessly to provide the best possible care for everyone. The management staff worked in cooperation with EMS as we developed and changed 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 without the assistance of out of county resources.