

2020 Annual Performance Report Summary for Liberty Ambulance Service – EOA 7

Operations and Geography

Progressive Ambulance, Inc., doing business as Liberty Ambulance Service, is responsible for all ambulance services within exclusive operating area (EOA) number 7. Located in the north east region of the County, EOA 7 encompasses an area in the high desert that includes the communities of Ridgecrest, Inyokern, and Randsburg and a 30 to 40 mile stretch of both Highway 14 and Highway 395. Additionally, there are popular off-road motorcycle recreational areas within EOA 7.

Liberty Ambulance Service headquarters is located at 1325 W. Ridgecrest Boulevard, Ridgecrest. Liberty Ambulance Service operates a fleet of 17 ambulances, 3 supervisor units, 2 wheelchair vans, 1 administration vehicle and 1 support vehicle. Liberty Ambulance Service employs 71 emergency medical technicians, paramedics, field supervisors, administrators and support staff. Progressive Ambulance, Inc., is owned and operated by Ridgecrest Regional Hospital. The CEO of Ridgecrest Regional Hospital is Jim Suver, the Director of Emergency Services is Fred Hawkins and the Chief Operating Officer is Erin Cocclione.

Sub-contracts

None.

Response 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 2020.

Call Volume

- EOA 7: 3658 responses; 0 *turned call*; 95 calls outside of the EOA which were a result of a Mutual Aid request.

Mutual aid occurs when Liberty Ambulance Service provides services to another ambulance company outside of the EOA. Liberty Ambulance Service provided 95 separate instances of *mutual aid* to surrounding operating areas; 94 of the *mutual aid* responses were out of Kern County. The towns of Trona and Red Mountain are in San Bernardino County, but Liberty Ambulance Service is the closest ambulance resource to these communities. Liberty Ambulance Service routinely responds to Inyo County for services along Highway 395 and Death Valley National Park. It is not uncommon for Liberty Ambulance Service to also respond into the Kennedy Meadow area of Tulare County. Additionally, Liberty Ambulance Service routinely provides mutual aid to China Lake Naval Air Weapons Station. China Lake operates their own ambulance service; however, when the demand for service exceeds available resources, Liberty Ambulance Service responds onto the base.

A *turned call* occurs when Liberty Ambulance Service fails to respond to a call within its EOA and another agency must respond from outside of the area. Liberty Ambulance Service reported no *turned calls* for 2020.

Data Reporting

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Liberty Ambulance Service has submitted compliance data on time for each month.

Complaints/Investigations

In 2020, there were no formal complaints filed with the EMS Division against Liberty Ambulance Service for EOA 7.

Community Services

2020 proved to be a difficult year for community service due to COVID 19. Liberty Ambulance Service was able to participate in 5 community service events in 2020. These events included;

- Active Shooter Kit distribution
- Ridgecrest Business Expo
- Leapin Lizards school event
- Balas Montessori school event
- COVID 19 testing
- Shine the Light
- Women's shelter Bake Sale

Dispatch

Liberty Ambulance Service contracted with Hall Ambulance Service for Emergency Medical Dispatch services in 2020.

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. Liberty 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, Liberty 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.