

2020 Annual Performance Report Summary for Liberty Ambulance Service – OA 11 – California City

Operations and Geography

Progressive Ambulance, Inc., doing business as Liberty Ambulance Service, is responsible for all ambulance services within the geographical boundaries of California City, within Operating Area (OA) 11 from July 27, 2020 through December 2020. California City is bordered by Mojave to the southwest, Hwy 14 to the West, Edwards Airforce Base, North Edwards and Boron to the south, Hwy 395 to the East and Cantil, Garlock and Randsburg to the North. California City covers 203.63 square miles making it the third largest city, by land mass, in the state of California.

Liberty Ambulance Service headquarters is located at 1325 W. Ridgecrest Boulevard, Ridgecrest. They operate satellite ambulance stations at 9326 California City Blvd. 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

- California City - OA 11: 977 responses; 180 *turned calls*; 162 calls outside of California City which were a result of a Mutual Aid request.

Mutual aid occurs when Liberty Ambulance Service provides services to another ambulance company outside of California City. Liberty Ambulance Service provided 162 separate instances of *mutual aid* to surrounding communities in 2020.

In 2020, Operating Area (OA) 11 was the only non-exclusive operating area in Kern County. California City is located within OA 11 in the eastern Kern surrounded by the communities of Mojave, North Edwards, Boron and Rosamond. Non-exclusivity allowed for more than one ambulance provider to operate in the OA. In 2020, Liberty was under contract with the County to provide service in California City and Hall Ambulance was under contract with the County to provide service to the remainder of the OA. Liberty and Hall worked collaboratively in 2020 to provide a posting and response plan that assured the best ambulance coverage possible in the OA. Liberty provided mutual aid back up on 162 occasions in the communities serviced by Hall and Hall provided mutual aid and back up on 180 occasions in California City.

A *turned call* occurs when Liberty Ambulance Service fails to respond to a call within its OA and another agency must respond from outside of the area. Liberty Ambulance Service reported 180 *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 OA 11.

Community Services

2020 proved to be a difficult year for community service due to COVID 19. Liberty Ambulance Service did not report any community service events in the California City area.

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.