

2018 Annual Performance Report Summary for Delano Ambulance Service – EOA 3

Operations and Geography

Delano Ambulance Service is responsible for all 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.

Delano Ambulance Service's base of operations in 2018 is located at 403 Main Street, Delano. Delano Ambulance Service runs a fleet including 5 ambulances and employs 17 emergency medical technicians, and paramedics. The owner of Delano Ambulance is Aaron Moses.

Sub-contracts

During 2018, Delano Ambulance Service had an agreement with Hall Ambulance Service, Inc. to allow for the transport of inmates originating from Bakersfield hospitals and return them to North Kern and Kern Valley State Prisons. Additionally, Tulare County will regularly request Delano Ambulance Service to respond into Richgrove, Earlimart, or other parts of southern Tulare County for medical calls and other emergencies. However; these calls are on a mutual aid basis, and a formal contract that requires Delano Ambulance Service to cover parts of Tulare County has not been executed.

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. Delano Ambulance Service met the response standards for every category for every month in 2018.

- EOA 3: 4665 responses; all response compliance standards were met; 92 *turned calls*; 117 *mutual aid* calls.

Mutual aid occurs when Delano Ambulance Service provides services for another ambulance company outside of the EOA. Delano Ambulance provided 100 *mutual aid* responses to Tulare County. The demand for services in other areas exceeded the capability of the other existing ambulance providers and Delano Ambulance Service provided resources to meet the demand. Further, Delano Ambulance Service provided mutual aid in Bakersfield, Glennville, Lost Hills, and Wasco on 17 occasions.

A *turned call* occurs when Delano Ambulance Service fails to respond to a call within its EOA and another agency must respond from outside of the area. During 2018, Delano

Ambulance Service reported 92 *turned calls*. Hall Ambulance Service, Inc. responded to all of the requests. Of the *turned calls* that were reported, Delano Ambulance Service was able to take a number of the calls back completing the calls.

Data Reporting

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Delano Ambulance Service was compliant for all months with data reporting requirements, except for the month of May in which Delano Ambulance Service turned in the required data later than the 19th on the month which is specified in the ASPS guidelines.

Complaints/Investigations

In 2018, there were no formal complaints filed with the Division against Delano Ambulance Service.

Community Services

Delano Ambulance Service reports participation in ten community service events for 2018. These events include ambulance demonstrations for children and participation in National Night Out with Delano Police Department. In 2018, Delano Ambulance Service interacted with approximately 10,000 people.

Dispatch

Delano Ambulance Service contracts with Hall Ambulance Service, Inc. to provide EMD and dispatch services.

Summary

Delano Ambulance Service has two reported Ordinance violations for the months of August and September. These ordinance violations were a result of two EMS audits in which two employees of Delano Ambulance were found to not to possess the required certification and/or licensure which is needed to be qualified to run Kern County Pre-hospital calls. These issues were rectified shortly after they were brought to the attention of Delano Ambulance Administration.