

2017 Annual Performance Report Summary for Hall Ambulance Service, Inc. – EOA 11

Operations and Geography

Hall Ambulance Service, Inc. is responsible for providing all ambulance service within exclusive operating area (EOA) number 11. Located at the southeast end of the County, EOA 11 encompasses an area from the San Bernardino County line on the east to Sand Canyon to the west and the Los Angeles County line from the south to Red Rock Canyon to the north. Included within EOA 11 are the communities of Rosamond, Willow Springs, Mojave, California City, North Edwards, and Boron.

Hall Ambulance Service, Inc.'s base of operations is located at 1001 21st Street, Bakersfield; however, satellite stations are located in Mojave, California City, Boron and Rosamond. . Hall Ambulance Service, Inc. operated a fleet of 127 ambulances and seven supervisor units and employed 359 emergency medical technicians, paramedics, dispatchers, nurses and support staff. The owner/president of Hall Ambulance Service, Inc. is Harvey Hall, and John Surface is the Vice President of Corporate Operations.

Response Compliance

Response time compliance is complex. There are 25 categories of response time compliance that must be met 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. Hall Ambulance Service, Inc. met the response standards for every category for every month.

- EOA 11: 6,416 responses; all response compliance standards were met; 0 *turned calls*; 54 *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 48 separate instances of *mutual aid* to surrounding operating areas. The demand for services in other areas exceeded the capability of the other existing ambulance providers and Hall Ambulance Service, Inc. provided resources to meet the demand. All of these calls occurred in San Bernardino County.

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 2017, Hall Ambulance Service, Inc. reported no *turned calls*. This is an indication that Hall Ambulance Service, Inc. is providing the necessary resources to meet the demands of this EOA.

Data Reporting

The EMS Division 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 2017.

Complaints/Investigations

In 2017, there were no formal complaints filed with the EMS Division against Hall Ambulance Service, Inc. for services provided within EOA 11.

Community Services

In 2017, Hall Ambulance Service, Inc. participated in numerous community events. The company provided eight blood pressure clinics and 17 ambulance demos in all communities serviced. In addition Hall Ambulance Service, Inc. provided first aid and football standbys, and participated in National Night Out and two parades.

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. 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 provide emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. processed over 11,393 calls for emergency requests in the dispatch center for 2017, and maintained accreditation with the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence. The IAED standards in which calls are evaluated for compliance to protocol is to be in one of five categories ranging from “high compliance” to “non-compliant.” In 2017, Hall Ambulance Service, Inc. maintained 96.4 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

Hall Ambulance Service, Inc. met all of the requirements of the ambulance service performance standards, ambulance ordinance, ambulance service agreement, emergency medical dispatch standards, and all other policies, procedures, and standards for EOA 11.