

2018 Annual Performance Report Summary for Hall Ambulance Service, Inc. – EOAs 2, 4, 5, 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. operates a fleet that includes 102 ambulances and six Supervisor units, and employs 374 emergency medical technicians, paramedics, nurses, dispatchers, and support personnel. The owner/president of Hall Ambulance Service, Inc. is Harvey Hall. Unfortunately in May of 2018, Harvey Hall passed away leaving behind a legacy of pre-hospital professionalism that helped make the Kern County EMS system what it is today. Ownership of the company was passed Harvey Hall's wife Lavonne Hall and John Surface was titled the Chief Operating Officer.

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 and 5). 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 Woody to the north, Panama Road to the south, Interstate 5 to the west and Weedpatch Highway to the east. *System status management* is used in this EOA.

EOA 5 - Located to the north east of the Bakersfield area, EOA 5 encompasses an area from the township of Glennville to the north, Brundage lane to the south, Highway 99 to the west and Breckenridge road to the east. *System status management* is used in this EOA. In September of 2018, The EMS Program merged EOA 4 & 5 to be recognized as one EOA due to a state mandate. This Merge allowed for the approval of the 2018 EMS Plan.

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 a station 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 2018, 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.

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. Hall Ambulance Service Inc. had multiple months in which one or more response categories were not met in EOA's 2, 4, 5, 8 and 9 in 2018. The failure of Hall Ambulance Service Inc. to meet the mandated compliance standards in each of these response categories and zones constitutes the following violations:

- County Ordinance 8.12.170.E.7: "Failure to meet the zone response time standards for three consecutive months in the same zone, or four months in any consecutive twelve month period in the same zone."
- Ambulance Service Performance Standards IX.G.2.: "Aggregate monthly response time performance will be applied to each priority code and response time zone in each EOA. Any priority code, by zone, resulting in less than the 90 percent response time performance is not-compliant with the Standards."
- Agreements #873-2006, #876-2006 and #871-2006, Section 3.1.4: "Failure of provider to meet the zone response time standards specified in the performance standards for three consecutive months in the same zone, or four months in any consecutive 12 month period in the same zone."

Notice of Non-Compliance letters were sent to Hall Ambulance Service Inc., in March, April, May, June, July, August, September, October, November, December, January 2019 and February, 2019 outlining the response time violations in each of the EOA's. Each letter of Non-Compliance mandated that Hall Ambulance Service submit a plan to cure the compliance violations and an updated plan on the 1st of every month until the violations ceased. Copies of the letters of Non-Compliance are attached.

- EOA 2: 2,416 responses; response compliance standards were not met for priority 2 urban zone responses in the month of September. Additionally, response standards were not met for priority 3 urban and suburban zone responses in the month of November ; 0 *turned calls*; 3 *mutual aid* calls
- EOA 4: 71,397 responses; response compliance standards were not met for priority 1, metro in the months of June, August, and priority 1 urban in November. Additionally, Hall Ambulance Service Inc, was out of response time compliance for priority 2, in September, October and December in 2018. The non-compliance issues were in the urban and rural response zones for the EOA. Hall Ambulance reported a not met criteria for priority 3 in the month of December for the rural response zone. Finally for priorities 6, 7, & 8, Hall Ambulance reported not met criteria for the metro response zone in the months of June, September, October, and November. They had 2 *turned calls* and responded to 27 *mutual aid* calls.
- EOA 5: 29,455 responses; response compliance standards were not met for priority 2, Urban, in the months of February, March, April, May, June, July, August, September, October, November, and December. Additionally, Hall Ambulance Service Inc. failed to meet compliance standards in priorities 6, 7 and 8, in the metro response zone in the months of October and November. They had 0 *turned call*; 0 *mutual aid* calls. In 2018 it became necessary to merge EOA 5 with EOA 4 due to a mandate from the state Emergency Medical Services Authority (EMSA) and is being reported in the above EOA data.
- EOA 8: 8,436 responses; response compliance standards were not met for priority 1, Urban, in the month of December and priority 3, Urban, in the months of September and November. Additionally, Hall recorded a not met criteria for priority 6 metro zone for the month of October. They had 44 *turned calls* and responded to 11 *mutual aid* calls
- EOA 9: 2,611 responses; response compliance standards were not met for priority 2 urban and suburban response zone in the month of September. They had 0 *turned calls* and responded to 2 *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 42 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. There were 27 instances in 2018 were Hall Ambulance was responded to another EOA because they have Critical Care Transport (CCT) capabilities.

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 2018, Hall Ambulance Service, Inc. reported no *turned calls* in EOAs 2 and 9.

In EOA 8, there were 44 *turned calls* and these occurred in the Frazier Park area. With this many *turned calls*, it typically would indicate that the provider may not be supplying sufficient resources to cover the demand. But, the situation in this area is unique. American Medical Response (AMR) provides ambulance service in the adjacent Los Angeles and Ventura counties, with a unit stationed near the Frazier Park area. With no hospital in the Frazier Park area, turnaround times for returning to service can be lengthy and additional back-up units from Hall Ambulance Service, Inc. will come from a distance, with the next closest station being Arvin. Making frequent use of the AMR unit is smart use of available resources. It provides rapid service to the public; it is better to use a mutual aid resource that is nearby than force the public to wait for a Hall Ambulance Service, Inc. response from Arvin or further. AMR takes advantage of the resources that Hall Ambulance Service, Inc. has nearby as well. Hall Ambulance Service, Inc. provided *mutual aid* responses into Los Angeles and Ventura Counties when the AMR ambulance was unavailable.

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 2018 in EOA 2, 4, 5, 8 and 9.

Complaints/Investigations

There were no formal complaints made against Hall Ambulance Service, Inc. for EOA 2, 4, 5, 8, or 9 in 2018.

Community Services

In 2018, Hall Ambulance Service, Inc. participated in many community service events as well as public education programs. It is estimated that Hall Ambulance Service, Inc. interacted with approximately 25,000 members of the community in 2018 through their outreach efforts. The following is a summary of the types of community service events Hall Ambulance Service, Inc. participated in during the year:

- Blood pressure clinics
- Health fairs
- First Aid or ambulance demonstrations for community events or walks
- Ambulance demonstrations for local schools
- Safety lectures
- Career day lectures
- CPR or AED classes performed for the community
- CPR or AED classes performed for local high schools
- Tours of Post 1 for various community and school groups
- Community service events for highway cleanup efforts

- Community 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., 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 provide emergency medical care to the patient. The quality of “EMD” service is closely monitored. Hall Ambulance Service, Inc. processed over 45,113 calls for emergency requests in the dispatch center for 2018, 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 2018, Hall Ambulance Service, Inc. maintained 93.7 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

2018 proved to be a difficult year for Hall Ambulance Service, Inc. They struggled with response times and failed to meet all of the requirements of the ambulance ordinance, ambulance service agreement, and ambulance service performance standards for EOAs 2, 4, 5, 8, and 9. Hall Ambulance staff have been working with EMS to regain compliance in their EOA’s.