

2017 Annual Performance Report Summary for Liberty Ambulance Service – EOA 6

Operations and Geography

Progressive Ambulance, Inc., doing business as Liberty Ambulance Service, is responsible for all ambulance services within exclusive operating area (EOA) number 6. Located in the Sierra Nevada Mountains northeast of Bakersfield, EOA 6 encompasses the communities of Kernville, Riverkern, Wofford Heights, Alta Sierra, Lake Isabella, Bodfish, Havilah, Mountain Mesa, Onyx, Weldon, and parts of Walker Basin.

Liberty Ambulance Service headquarters is located at 1325 W. Ridgecrest Boulevard, Ridgecrest. They operate satellite ambulance stations at 11345 Kernville Road, Kernville, and at 3640 Golden Spur Drive, Lake Isabella. Liberty Ambulance Service operates a fleet of 12 ambulances and employs 47 emergency medical technicians and paramedics. The Owner/President is Cheryl Poulin and the chief executive officer is Peter Brandon.

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 measured to ensure that advanced life support (ALS) units are predominately used in the system for pre-hospital emergency calls. Liberty Ambulance Service had four months in which one or more response categories were not met in 2017. The response category for priority 1 calls in a metro response zone was not met in the month of January. The response category for priority 6, 7 and 8 calls in urban zone was not met in the month of January, and in the Metro zone in the months of November and December. The compliance issues in the month of January were residual from a data issue that Liberty experienced in 2016 and the issues in November and December were caused by a reporting error which has been corrected.

- EOA 6: 3,824 responses; all response compliance standards were met; 0 *turned call*; 45 calls outside of the EOA.

Mutual aid occurs when Liberty Ambulance Service provides services to another ambulance company outside of the EOA. Liberty Ambulance Service provided 16 separate instances of *mutual aid* to surrounding operating areas; 29 of the *mutual aid* responses were out of Kern County. Mountain 99, the road north of Riverkern, travels along the upper Kern River and into remote parts of the Sequoia National Monument. Liberty is the closest ambulance service to cover Mountain 99. Although this area is in

Tulare County and technically falls within the response area of a volunteer service in Camp Nelson, the response times from Camp Nelson exceed one hour. Liberty Ambulance Service is also the closest ambulance service for the upper Kern River area. Consequently, Liberty Ambulance Service is called frequently to provide emergency services to that region.

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 2017.

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 2017, there were no formal complaints filed with the EMS Division against Liberty Ambulance Service for EOA 6.

Community Services

Liberty Ambulance Service participated in community events by providing an ambulance for stand-by at Whiskey Flats Days, hosted an EMS BBQ, and provided standby ambulances for football games.

Dispatch

Liberty Ambulance Service does not operate its own dispatch center. Rather, dispatch service is provided by Hall Ambulance Service, Inc.

Summary

Liberty Ambulance Service only met the requirements of the ambulance ordinance, ambulance service performance standards, ambulance service agreement, and all other policies, procedures, and standards for two months in 2017. The Response Compliance and Data Reporting sections above outline the areas of non-compliance. Liberty Ambulance Service has corrected the issues outlined in this report.