

# 2018 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 two months in which one or more response categories were not met in 2018. The response category for priority 1 calls in a metro response zone was not met in the month of November. The response category for priority 2 calls in metro zone was not met in the month of November, and in the Suburban zone in the month of December. It should be noted that in November of 2018 the Kern County ASPS was changed to better reflect the response time system standards. This change specifically focused on the higher priority calls 1 & 2 and also eliminated the use of the 100 call rule. The newly revised ASPS enacted specific fines for non-compliance with any priority 1 and/or priority 2 calls that fell below the 90% standard. Liberty Ambulance was issued a response time failure fine of \$3,000.00 total for their not met performance status of priority 1 & 2 calls in November and December.

- EOA 6: 3,627 responses; all response compliance standards were met; 0 *turned call*; 19 calls outside of the EOA which were a result of a Mutual Aid request.

*Mutual aid* occurs when Liberty Ambulance Service provides services to another ambulance company outside of the EOA. Liberty Ambulance Service provided 19

separate instances of *mutual aid* to surrounding operating areas; all 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 2018.

### **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 2018, 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 and provided standby ambulances for football games at Kern Valley High School.

### **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 met the requirements of the ambulance ordinance, ambulance service performance standards, ambulance service agreement, and all other policies, procedures, and standards in all months except for November and December of 2018. 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.