

2017 Annual Performance Report Summary for Liberty Ambulance Service – EOA 7

Operations and Geography

Progressive Ambulance, Inc., doing business as Liberty Ambulance Service, is responsible for all ambulance services within exclusive operating area (EOA) number 7. Located in the north east region of the County, EOA 7 encompasses an area in the high desert that includes the communities of Ridgecrest, Inyokern, and Randsburg and a 30 to 40 mile stretch of both Highway 14 and Highway 395. Additionally, there are popular off-road motorcycle recreational areas within EOA 7.

Liberty Ambulance Service's base of operations is located at 1325 W. Ridgecrest Boulevard, Ridgecrest. Liberty Ambulance Service operates a fleet of 10 ambulances and employs 46 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 met the response standards for every category for every month.

- EOA 7: 4,590 responses; most response compliance standards were met, priority 6,7,8 calls were not met in the metro zone for nine months as described above ; 5 *turned calls*; 364 *mutual aid* calls.

Mutual aid occurs when Liberty Ambulance Service provides services to another ambulance company outside of the EOA. Liberty Ambulance Service provided 364 separate instances of *mutual aid* to surrounding areas. All but eight were to areas outside of the County. The towns of Trona and Red Mountain are in San Bernardino County, but Liberty Ambulance Service is the closest ambulance resource to these communities. Liberty Ambulance Service routinely responds to Inyo County for services along Highway 395 and Death Valley National Park. It is not uncommon for Liberty Ambulance Service to also respond into the Kennedy Meadow area of Tulare County. There were five instances of *mutual aid* response to China Lake Naval Air Weapons Station. China Lake operates their own ambulance service; however, when the demand

for services exceeds available resources, Liberty Ambulance Service responds onto the base.

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 five *turned calls* for 2017. This indicates that Liberty Ambulance Service is providing sufficient resources to adequately serve EOA 7, without reliance upon other companies. The five *turned calls* that were reported were given to China Lake Naval Weapons Station. Liberty Ambulance Service and China Lake Naval Weapons Station have an excellent relationship with one another, and often times train with one another.

Data Reporting

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Liberty Ambulance Service was compliant with data reporting requirements for 2017.

Complaints/Investigations

In 2017, there were one formal complaint filed with the EMS Division against Liberty Ambulance Service. The complaint alleged; 1-Inappropriate solicitation for ambulance services, 2-failure to follow the appropriate treatment protocol, 3-failure to follow the Ambulance Destination Decision Policies and 4-failure to follow Ambulance Service Performance Standards. After a complete and thorough investigation, it was concluded that: Allegations 1 and 2 had no merit, Allegation 3 no violation occurred, Allegation 4 was found to have merit. The evidence indicated that Liberty Ambulance had violated the Ambulance Service Performance Standards, Section XI.A. Customer Service Performance.

Community Services

Liberty Ambulance Service participated in community service events. Public education events Airshows, Relay for Life, Rodeo, and numerous football standbys are some of the events Liberty Ambulance participated in.

The County purchased and outfitted a disaster response trailer with trauma supplies for a multi-casualty incident. If a large incident (bus accident, plane crash, building collapse, etc.) were to occur, the trailer contains supplies that would allow many people to be treated at the scene. Liberty Ambulance Service has agreed to deploy this resource to anywhere in east Kern, on behalf of the County. Liberty Ambulance Service maintains the trailer and equipment in good working order, without compensation.

Dispatch

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

Summary

Liberty Ambulance Service met all of the requirements of the ambulance ordinance, ambulance service performance standards, ambulance service agreement, emergency medical dispatch standards, and all other policies, procedures, and standards.