

2018 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 time standards for every category of every month except for October in which they recorded a NOT MET criteria for priority 8 responses in the metro zone. Additionally, Liberty Ambulance recorded a NOT MET criteria for overuse of BLS ambulances for priority 1 responses in December 2018.

- EOA 7: 3,631 responses; most response compliance standards were met, priority 8 calls were not met in the metro zone for one month as described above ; 8 *turned calls*; 247 *mutual aid* calls.

Mutual aid occurs when Liberty Ambulance Service provides services to another ambulance company outside of the EOA. Liberty Ambulance Service provided 247 separate instances of *mutual aid* to surrounding areas. All but twenty four 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 multiple 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 8 *turned calls* for 2018. This indicates that Liberty Ambulance Service is providing sufficient resources to adequately serve EOA 7, without reliance upon other companies. The 8 *turned calls* that were reported were given to China Lake Naval Weapons Station and there was one instance where a call was given to Hall Ambulance Service. 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 elements in all months except October in which they failed to report the unit ID of multiple calls for that month. This was an isolated issue that was addressed with Liberty Ambulance administration.

Complaints/Investigations

In 2018, there were no formal complaints filed with EMS on Liberty Ambulance Service for EOA 7.

Community Services

Liberty Ambulance Service participated in community service events. Public education events were done at Ridgecrest Hospital and the Kerr Mcgee Center. Liberty provided standby services for various rodeos, Relay for Life, and football games.

Liberty participated in a multi-agency drill with China Lake Naval Base that utilized mutual aid services for a mass casualty incident.

Dispatch

Liberty Ambulance Service does not operate its own dispatch center. Rather, has contracted its dispatching with Hall Ambulance Service, Inc.

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 except for the two months that were outlined in the above sections of Data Reporting and Response Compliance. These issues were minor issues and have been resolved.