

## SOLANO COUNTY EMS COMPLIANCE REPORT SUMMARY

- I. Compliance data is provided to the Solano County EMS Agency by **Medic Ambulance Company** and the **Public Private Partnership (PPP) Fire Departments** (Benicia, Dixon, Fairfield & Vallejo). This information is provided to EMS on a monthly basis and is evaluated by staff for response timeliness based on current contracts and agreements.
- II. **Medic Ambulance** reports included for your review are the Medic Compliance, Medic Activity and Interfacility Transfer reports.
- A. **The MEDIC COMPLIANCE REPORT** shows the Code 3 calls subject to standard, the Code 3 calls meeting standard, followed by the number of response time failures.
- Response compliance at 12 minutes for the cities who are part of the Public Private Partnership is shown as well as the 9-minute response times for ALL cities. Note that the overall “URBAN TOTAL” for response time compliance includes the PPP Cities at 12 minutes and the two non-PPP cities at 9 minutes (for a response compliance average of 98.71%).
  - The “Average Response time” shows the average response time for all calls in minutes/seconds.
- B. **The MEDIC ACTIVITY REPORT** provides details on the total number of Code 3 & Code 2 requests for each city. Also shown are the cancelled calls as well as number of calls where the ambulance arrived on scene and the number of transports provided.
- C. **The MEDIC TRANSFER COMPLIANCE REPORT** provides the numbers of interfacility transfers for each category with details including the number of responses that met the timeliness requirements and overall compliance %. The table below shows the various categories and the timeliness requirements for each.

|                |                                                                                      |
|----------------|--------------------------------------------------------------------------------------|
| Priority 3 ALS | Unscheduled requests for pickup ASAP but within 60 minutes.                          |
| Priority 3 BLS | Unscheduled requests for pickup ASAP but within 120 minutes                          |
| Priority 4 ALS | Unscheduled requests for pickup ASAP within 30 minutes.                              |
| Priority 5 ALS | Scheduled more than 1 hour; less than 4 hours in advance (w/30 minute window).       |
| Priority 5 BLS | Scheduled more than 1 hour; less than 4 hours in advance (w/60 minute window).       |
| Priority 6 ALS | Scheduled more than 4 hours in advance; pick-up within 10 minutes of scheduled time. |
| Priority 6 BLS | Scheduled more than 4 hours in advance; pick-up within 30 minutes of scheduled time. |

- III. **Public Private Partnership (PPP) Fire Department** reports included for your review are the EMS Activity Report, Response Percent Compliance Report & Average Response Time.
- A. **The EMS ACTIVITY REPORT** provides details on the Code 3 & Code 2 responses monthly for each PPP Department.
- Also shown are the cancelled calls as well as any “late response exceptions” and “late response failures” for each time period.
- B. **The RESPONSE PERCENT COMPLIANCE REPORT** shows the average response based on the 90% response compliance required by contract.
- C. **The AVERAGE RESPONSE TIME REPORT** shows the average response time for each call in minutes/seconds. It also shows average response time for Medic Ambulance for that same time period.