

**Ninth Annual Report  
Ambulance Franchise  
Contract**

**Solano EMS  
Cooperative**

***Continuing A Pursuit Of  
Excellence!***

**October 1, 2008 - September 30, 2009**

## EXECUTIVE SUMMARY

This report chronicles the ninth year of EMS operations under the franchise contract with Medic Ambulance Service, Inc. As has been the case for the past several years, Medic continues to perform at or above the contract standards for response time compliance, with equal service to the various communities of Solano County.

Demand for service this fiscal year to be referred to as “Year 9” remained essentially the same as the previous year. Some of the response zones changed from rural responses to urban responses due to cities expanding with new neighborhoods. Southtown in Vacaville, Vacaville Junction in Fairfield and Mare Island in Vallejo are examples of three new neighborhoods going up in the county. Commute traffic continues at a high volume as Solano County is a main thoroughfare with its four interstate highways. There were no reported vehicle failures, accidents involving bodily injury or accidents involving property damage in excess of \$10,000.

Performance with the fire departments in the Public Private Partnership (PPP) went well this year. Transition from fire response through handoff to Medic ground transport worked in accordance with the PPP agreement. Continued review and reporting of performance has raised awareness within the fire departments regarding performance and commitment at the Chief level. Despite unique challenges with station closures and service hour reductions due to budget constraints the fire departments had a major challenge with response times but met overall response standards.

In the coming year, the Agency will focus on going out to bid on a comprehensive software system. There are two main objectives. One will be to gain a package that will centralize all EMS software functions in one system. The other main objective is to receive data to the system from all the outside agencies: fire, ambulance and air ambulance via ePCR. The anticipated outcome is to unite and merge patient care data with response data and other miscellaneous data. This will provide the most complete picture possible of emergency prehospital care in Solano County. Once that is accomplished, the system objectives of Rapid Response, Accountability and Competency in Practice will be completely verifiable.

The coming year will also see new contracts put into place. Medic Ambulance received the Exclusive Operating Area Contract. Medic Ambulance and the Public Private Partnership (PPP) city fire departments will enter into a new PPP agreement.

## SYSTEM OVERVIEW

**Emergency Medical Services (EMS)** is unique and distinguishable from nearly every other service delivery in that it requires the coordination of entities which are otherwise completely independent from each other. It is the role and responsibility of the Local EMS Agency (LEMSA) to achieve this coordination through planning, policies and procedures, promulgation of standards and the monitoring of operational and medical performance. Ultimately, an effective EMS system requires the cooperation of Public Safety Dispatch, fire service, ambulance providers (ground and air), hospital personnel, physicians, nurses and administrators. Like any other business, the integrity of the people drives the integrity of the system.

LEMSAs, whether single county or multi-county regions, are an extension of the California Emergency Medical Services Authority (EMSA). State regulations, standards and planning guidelines are developed by EMSA and provided to LEMSAs to assist them in developing effective EMS systems. EMSA relies on the expertise of the State EMS Commission in fulfilling its statutory obligations.

The Solano County Emergency Medical Services Cooperative (SEMSC) was established in May 1996 through the leadership of the Solano County Board of Supervisors and in collaboration with cities and fire districts in the County. The SEMSC remains the premier example of a true Shared Governance EMS model and was a recipient of a 2001 Challenge Award by the California State Association of Counties (CSAC) in recognition of the significance of this accomplishment.

### 2008-2009

#### **SEMSC Board of Directors:**

Erika Bauer, R.N. M.S.N. Continuing Care Leader, Kaiser Foundation Hospitals  
Hector De La Rosa, City Manager, City of Rio Vista  
Michael D. Johnson, County Administrator, Solano County  
Seth Kaufman, M.D. Emergency Physician, Physicians' Forum Representative  
William Birdsong, M.D. EMS Director, Sutter Solano Medical Center<sup>1</sup>  
Michael J O'Brien, Fire Chief, Suisun City Fire Department  
Robert C. Thierry, Consumer Representative

#### **County Counsel:**

Azniv Darbinian, Deputy County Counsel  
Jo Ann Iwasaki Parker, Deputy County Counsel

#### **EMS Agency Staff:**

Michael Frenn, EMS Agency Administrator  
Richard Lotsch, D.O., EMS Agency Medical Director  
Mike Modrich, R.N. EMS Agency Pre-Hospital Care Coordinator  
Ernie O'Connor, EMS Agency Project Manager  
Phyllis Green, EMS Agency Office Assistant II  
Jan Homer, EMS Agency Administrative Secretary

## Mission of the Solano Emergency Medical Services Cooperative:

Deliver effective prehospital care at a reasonable cost to the people of Solano County by coordinating and maximizing resources.

### Core Values:

- RAPID RESPONSE - Minimize the time from the emergency event to the arrival of appropriate resources.
- ACCOUNTABILITY – Measure, validate and report all aspects of prehospital care delivery with the principle objective being to constantly improve.
- COMPENTENCY IN – Apply clinical field medicine to the highest standards using PRACTICE best practices.

### System Profile:

Solano County’s EMS System has been structured using a high performance model. At its core is an exclusive contract with Medic Ambulance Service awarded in 2000 following a competitive bid process. The base contract term was 5 years, commencing at 08:00:00 May 2, 2000, and ending to 07:59:59 May 2, 2005. Medic’s contract, including all extensions, will expires at 07:59:59 hours on May 2, 2009. SEMSC initiated a new Request For Proposals (RFP) process during this reporting period to award a new ground ambulance contract via a competitive bid process. Medic Ambulance was selected again for a new 5 year EOA contract during this fiscal year.

The key components of this high performance model are strict response time requirements, associated financial penalties for failure to meet these requirements, and a rigorous compliance standard of 90% or better measured in each community/city in the county. Averages, and in particular, average response time for the county as a whole, are not allowed as they tend to conceal outlying data; performance is measured in fractile intervals. Initially, Medic’s response time requirement was set at 9 minutes or less, 90% of the time, for all urban communities in the Exclusive Operating Area (EOA) , measured from the time the call was picked up at Medic’s dispatch center and ending when the unit arrived on scene. The response time in the unincorporated areas is 15 minutes or less, 90% of the time.

Solano County EOA



The second major and unique aspect to Solano County's EMS system design is the Public Private Partnership (PPP) between Medic Ambulance and the cities of Benicia, Dixon, Fairfield and Vallejo. In this arrangement, the fire departments in these communities operate under a high performance contract with the SEMSC that is "substantially similar" to the contract with Medic Ambulance Service. That is, there are rigorous response time requirements with a compliance standard of 90% or better and fiscal penalties for failed responses. In these communities the response time for Medic Ambulance is relaxed from the 9 minute standard to 12 minutes, giving Medic an additional 3 minutes to arrive. The fire departments are committed to a 7 minute response time, measured from the time of station tone out until arrival at scene. Thus the patient theoretically benefits from having a paramedic on scene 2 minutes sooner (7 minutes versus 9); the fire departments benefits by having a formalized role in providing paramedic services and Medic benefits with a relaxed response time requirement.

The PPP also generates revenue to the fire departments from Medic Ambulance for the provision of paramedic services at the 7 minute response time. To the extent that Medic theoretically requires fewer unit hours to cover the system at the 12 minute standard as opposed to 9, there is a "savings" realized by Medic, again theoretical. As part of the PPP, there was an agreement that the portion of a Unit Hour (UH) affected by the difference in the response time standard was equal to \$30.00 per hour. The number of hours that Medic "saved" was determined to be 10,130 UH per year. Thus, Medic Ambulance pays \$479,556 per year to the PPP, which is presently divided by engine companies amongst the four city participants. Financial penalties for fire department late calls are deducted from this amount before the individual city is paid.

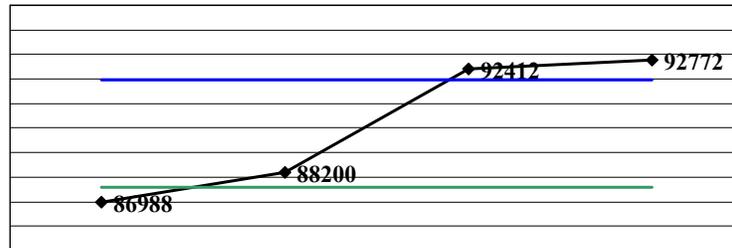
On September 3, 2005, and as part of additional negotiations with the Public Private Partnership, Medic Ambulance voluntarily reduced their Unit Hour Allocation (UHA) by 4,380 hours annually, or one 12-hour car on a daily basis. This reduced the daily average ALS unit hours from 252 to 240. Agency analysis shows that Medic operated at 240 average daily ALS unit hours after September 2005. In Year 8 Medic operated at 252.5 average daily unit hours. In year 8 Medic operated at 254.2 Average daily unit hours.

In 2006 Medic Ambulance purchased and implemented Zoll RescueNet ambulance software. EMS had the opportunity to work the full year of Year 8 with Zoll data. This continued through Year 9. Medic response compliance was very good this reporting year. There are three possibilities observed by the Agency for Medic's high compliance.

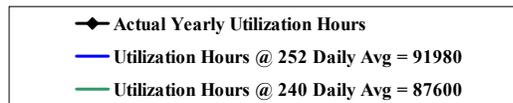
- 1) A BLS unit was added to the Hiddenbrook area in 2006 between Vallejo and Fairfield. This unit is able to respond to calls and provide support until a fire ALS and ambulance ALS unit are on scene.
- 2) Medic's new Zoll RescueNet data system provides data to Medic management not previously available to better aid ambulance deployment locations.
- 3) The ALS daily unit hours, which were reduced to 240 in 2005, increased in Year 8 and Year 9 averaging 252.5 and 254.2. This reflects the ALS daily unit hours in the pre September 2005 period.



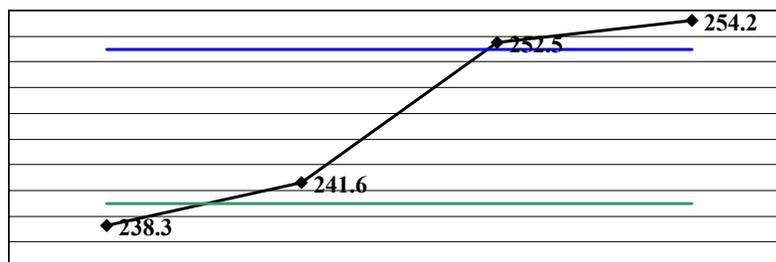
### Medic ALS Utilization Hours FY '05-'06, '06-'07, '07-'08, '08-'09



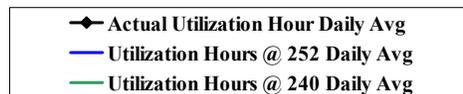
05-06, 06-07, 07-08, 08-09



### Medic Utilization Hours Daily Average FY '05-'06, '06-'07, '07-'08, '08-'09



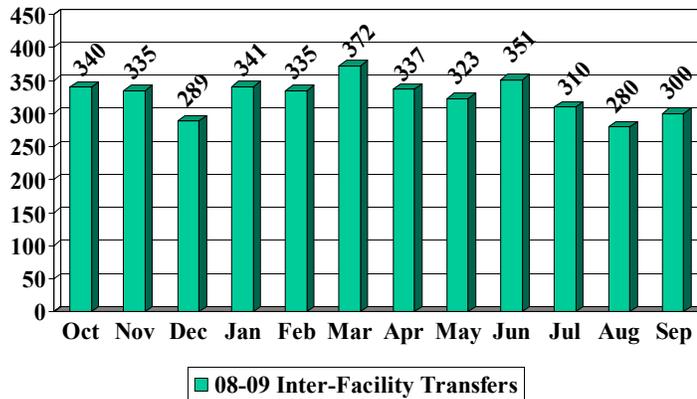
05-06, 06-07, 07-08



Medic Inter-Facility Transfer Statistics are reported in the following two graphs. Transfer volume and compliance are reported. Medic was compliant throughout the year for Inter-Facility Transfers.

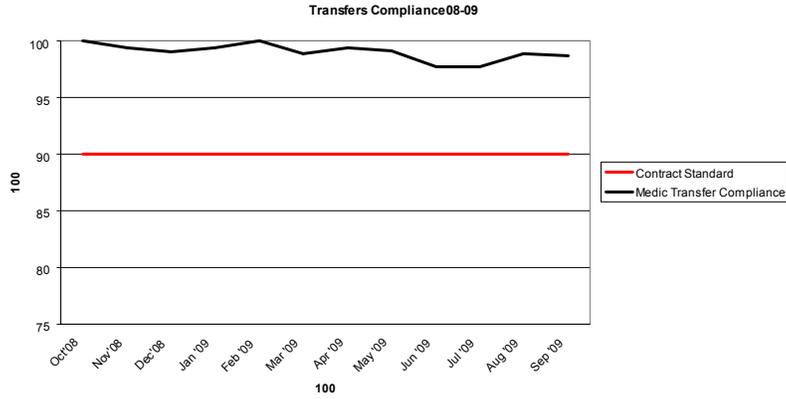


## Medic Inter-Facility Transfers 08 - 09

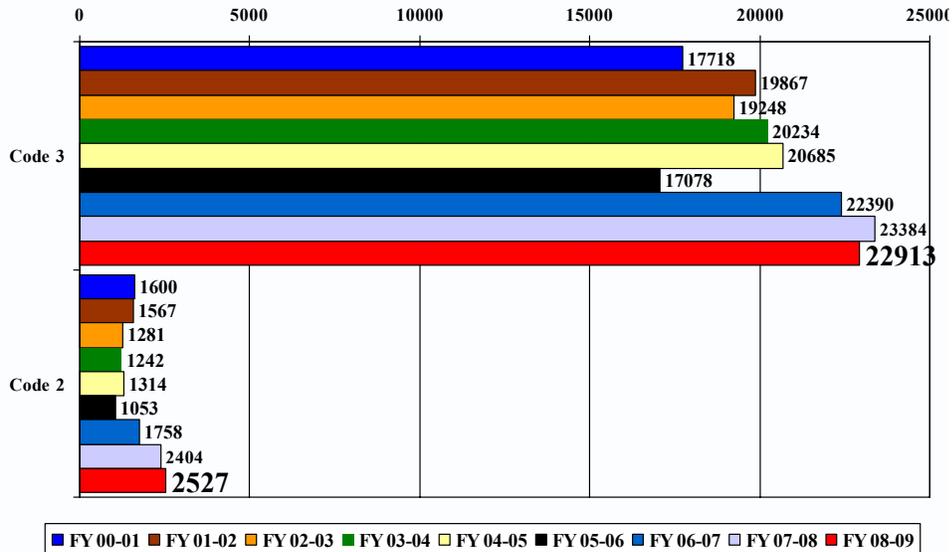




## Medic Inter-Facility Transfers Compliance 08-09

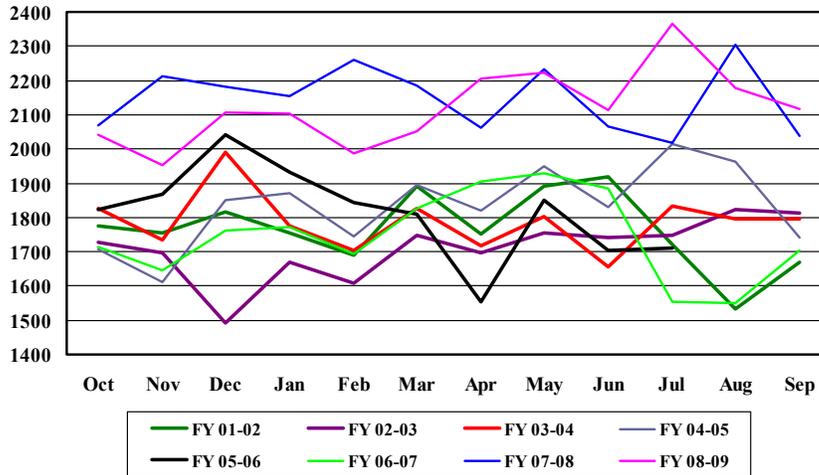


## Total EOA 911 Activity Oct. 1, 2000 – Sep. 30, 2009





## Medic 911 Call Demand By Month Oct. '00 – Sep. '09



### California Shock Trauma Air Rescue (CALSTAR)

On November 1, 2007 a new air ambulance contract agreement commenced with California Shock Trauma Air Rescue (CALSTAR) via a competitive bid process. This contract agreement is in force through July 31, 2012.

### Demographics

The Solano County EOA includes the communities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vallejo and the unincorporated areas of Solano County. This represents the membership of the Solano EMS Cooperative Joint Powers Authority. The City of Vacaville and the unincorporated area of the county northeast of Vacaville known as (Zone C) are not part of the EOA and are not part of the Solano EMS Cooperative. This area is however, subject to the medical standards, policies and procedures, and other requirements as promulgated by the EMS Agency.

It is estimated that the population in Solano County has increased approximately 7.5% over the past 9 years. Requests for service in Year 9 (Oct. 2008 – Sep. 2009) were consistent with year 8.



## Demographic Data

Demographic Data: California Department of Finance,  
Demographic Research Unit, 2007



	<u>2000 (census)</u>	<u>2009 (Jan09)</u>
<b>Population :</b>	<b>394,542</b>	<b>426,729</b>
<b>(EOA):</b>	<b>305,917</b>	<b>330,279</b>
<b>Square Miles:</b>	<b>906</b>	<b>909.4</b>
<b>Pop./Sq. Mile:</b>	<b>435</b>	<b>467</b>
<b>Median Age (years):</b>	<b>34</b>	<b>34.8</b>
<b>Median Income:</b>	<b>\$59,557</b>	<b>\$69,925 (08)</b>

With 9 years of consecutive data, the temporal periodicity of requests for service is emerging. March, May and July continue to show peaks, while drops in requests seem prevalent in February, April, June and September. But while the observation is easily made, an explanation is not as apparent.

Medic's overall response compliance in Year 9 was excellent as will be displayed throughout the communities. Medic converted to the Zoll RescueNet Data System for Year 8. This has allowed Medic to make more precise posting decisions based on tracking volume by utilizing the latest technology. Medic now for Year 9 is making solid posting decisions based on their built up experience utilizing the tools within Zoll.

Generally, the frequency of requests for service closely follows the population distribution. Vallejo, with approximately 37% of the EOA population leads with the greatest percentage of calls. Vallejo accounts for 45.1% of 911 call utilization which is higher than Vallejo percent of population. Other communities show a slight under-utilization as a percentage of population. Rio Vista shows a relatively tight correspondence for 911 call utilization compared to population percentage.



## VALLEJO



	<u>2000</u>	<u>2009*</u>
<b>Population:</b>	<b>116,760</b>	<b>123,109</b>
<b>Square Miles:</b>	<b>52</b>	<b>53.58</b>
<b>Pop./Sq. Mile:</b>	<b>2,267</b>	<b>2,266</b>
<b>Median Age (years):</b>	<b>34</b>	<b>N/A</b>
<b>Median Income:</b>	<b>\$54,617</b>	<b>N/A</b>
<b>Call Demand(C3, C2):</b>		<b>11,466</b>

\* Estimated by CA Dept of Finance

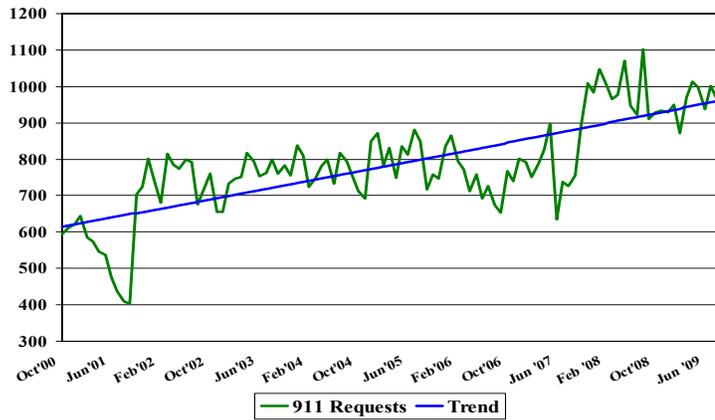
## VALLEJO

The most populous city in Solano County, Vallejo has a prominent impact on overall emergency ambulance activity in the EOA. As mentioned previously, demand is generally consistent with population, exceeding it only slightly.

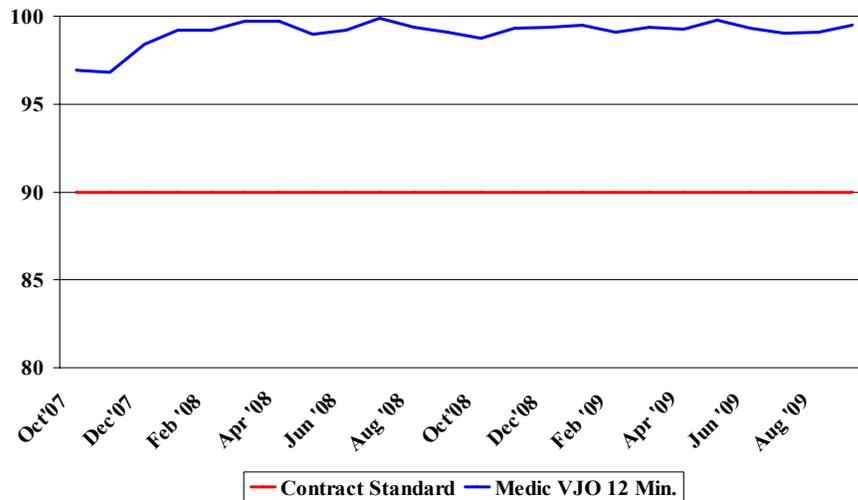
Medic Ambulance has had exceptional compliance in the community of Vallejo. The red line marks the 90% standard. The blue line indicates compliance at the 12 minute standard. We note that despite a response time allowance of 12 minutes, 90% compliance, Medic is still able to meet the former 9 minute standard. Part of this ability is attributed to the fact that with two hospitals in Vallejo, Sutter Solano Medical Center and Kaiser-Vallejo, there remains a higher than planned ambulance density in this community. Approximately 65% of all 911 transports have gone go to Vallejo. This should change some what as the Kaiser – Vacaville Medical Center is opening.



## Medic Vallejo 911 Call Demand Oct. '00 – Sep '09



## Vallejo Average Monthly % Compliance Medic Ambulance Oct '07 – Sep '09

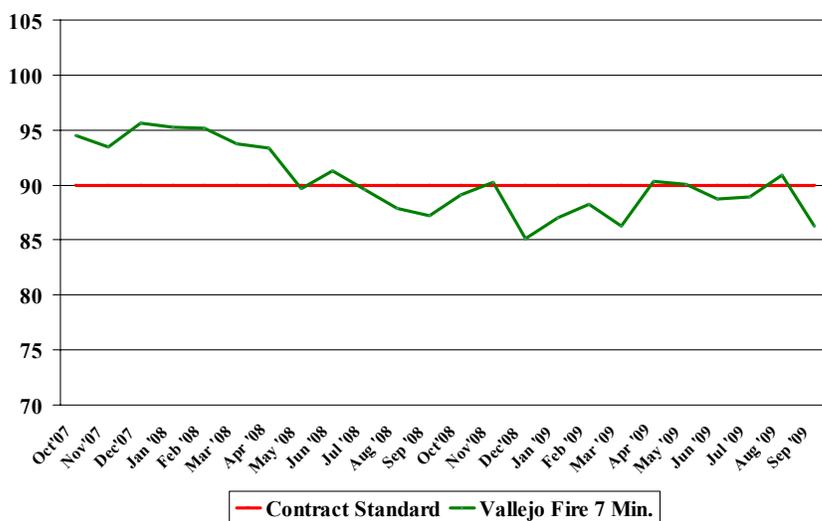


The response time for Medic Ambulance in Vallejo has remained relatively constant and slightly improved in Year 9 as compared to previous years. The response compliance for Year 9 far exceeded the 90% compliance standard. The average for the year was 98.9%. Response ranged from a low of 98.72% in Oct 08 to a high of 99.75% in May 09.

Year 9 as was Year 8 has been challenging for Vallejo Fire. In March 2008 (6 months into Year 8) two of Vallejo's eight stations were closed due to budget constraints. The closures amount to a 25% reduction in stations. This has directly affected Vallejo Fire response compliance. In four of the last five months of Year 8 Vallejo Fire was below the 90% compliance standard. While the average fire response compliance for Year 8 (Oct. '07 – Sept. '08) was 92.2%, it has averaged 89.8% compliance after the closures. To further point out this trend compliance was 88.2% for the last quarter of Year 8. In Year 9 the challenge continued due to budget constraints. Vallejo Fire overall was below the 90% response standard in 8 of 12 months. Year 9 yearly response average is 88.43%. See below.



**Average Monthly % Compliance  
Vallejo Fire, 7 Minute,  
Oct '07 – Sep. '09**



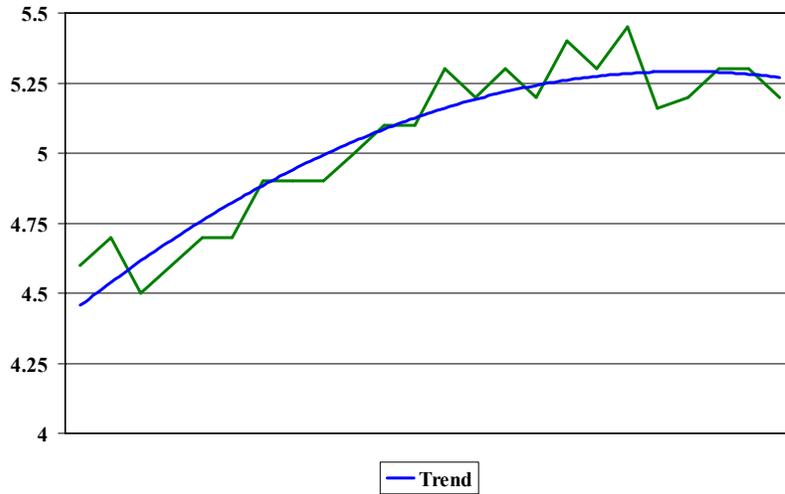
The contract standard for compliance is 90%. In other words, providers under contract must meet their contract standard 90% of the time.

Vallejo Fire compliance is at the 7 minute standard. Vallejo is routinely averaging response times below the 7 minute standard. Vallejo Fire's average response time was 4.6 minutes early in Year 8. Response time became 5.1 (between 5:00 and 5:10 minutes) later in Year 8 reflecting station closures. During Year 9 Vallejo Fire's average response time is at 5.27 (between 5:20 and 5:30 minutes). Vallejo's average response times are below 7 minutes which meets the response time standard. However due to station closures (budget constraints) and increased response distances Vallejo struggles to meet the 90% response standard.



### Average Monthly Response Time (Minutes)

Vallejo Fire, Oct. '07– Sep '09





## FAIRFIELD



	<u>2000</u>	<u>2009*</u>
<b>Population:</b>	<b>96,178</b>	<b>106,502</b>
<b>Square Miles:</b>	<b>37</b>	<b>37</b>
<b>Pop./Sq. Mile:</b>	<b>2,599</b>	<b>2,838</b>
<b>Median Age (years):</b>	<b>32</b>	<b>N/A</b>
<b>Median Income:</b>	<b>\$55,700</b>	<b>\$79,226</b>
<b>Call Demand(C3, C2):</b>	<b>5,815</b>	<b>6,509</b>

Estimated by CA Dept of Finance

### Fairfield

The second most populous city in Solano County (and in the EOA) is Fairfield, with a current estimated population of 106,502. Like Vallejo, Fairfield also has a prominent impact on overall emergency activity. Late responses by Medic in the City of Fairfield have greatly improved over previous report years. Fairfield presents some additional challenges in coverage, including increased traffic congestion on the interstates (I-80) and (I-680). To remedy the congestion issues in 2007 the Solano Transportation Authority (STA) approved a 74 million dollar project for the I-80, Jameson Canyon and SR-12 area of roadways. An additional 56 million dollar approval was granted by the STA for improvements in the I-80 and I-680 area of roadway. However traffic congestion and will be a fact of life in Fairfield. Fairfield has a 12 minute response standard for Medic Ambulance. Fairfield is in close proximity and directly shares a border and shares some community services with Suisun City. The significance of this for Medic is that Suisun has a response time standard of 9 minutes or less, 90% compliant.

In general, the call activity in Fairfield over the past 8 years demonstrates a pattern similar to that observed in Vallejo. Interestingly, the increases and decreases in call volume for Fairfield seem to mimic that of Vallejo. This would tend to suggest demand is being driven by elements affecting the system on a large scale, such as traffic, weather, and seasonal health issues (influenza).

Response time for Medic Ambulance has been decreasing (improving). Compliance is higher than the previous year 8 which was also excellent. Fairfield has experienced a disproportionate share of late responses which have been successfully addressed for Years 8 and 9. Medic utilizes Zoll demand analysis software to make informed deployment decisions.

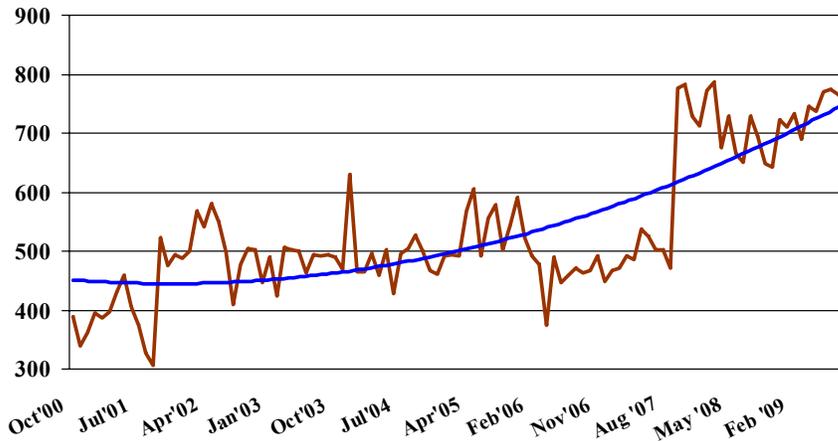
Medic compliance in Fairfield for Year 9 is (97.97%) the highest compliance year in Fairfield since the beginning of the contract. Recall that a significant portion of patients are transported to Vallejo. Many of the Fairfield residents are transported to the Kaiser facilities in Vallejo and Vacaville. This is a challenge for response in Fairfield. This draws units away from the Fairfield area and into the Vallejo and Vacaville areas. Complicating this situation is the fact that Suisun, which physically is immediately attached to Fairfield, has a higher response time requirement of 9 minutes compared to Fairfield's 12. They are two separate cities but often considered one community. Thus Medic must be concerned about being able to adequately respond into Suisun in order to meet contract obligations. In Year 9 Medic made continuous posting modifications utilizing Zoll RescueNet data.



### Medic Fairfield 911 Requests

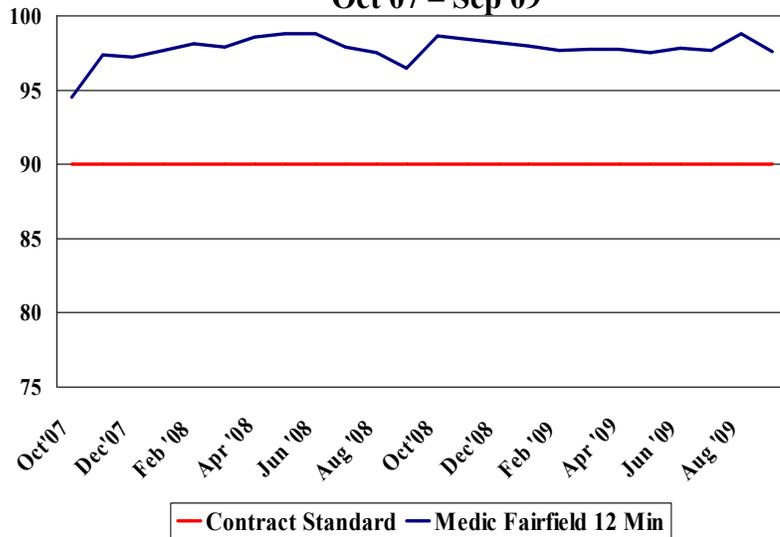


Oct. '00 – Sept. '09



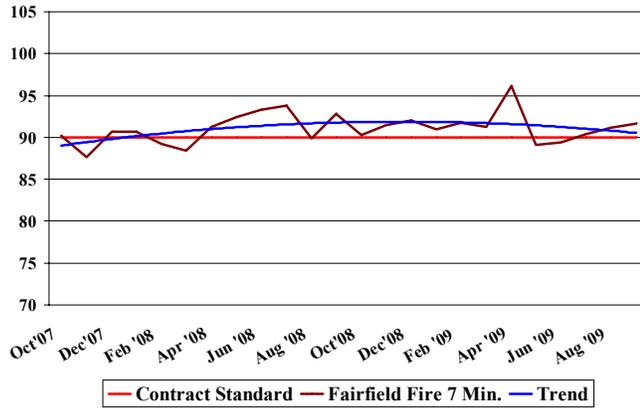


### Fairfield Average Monthly % Compliance Medic Ambulance Oct 07 – Sep 09

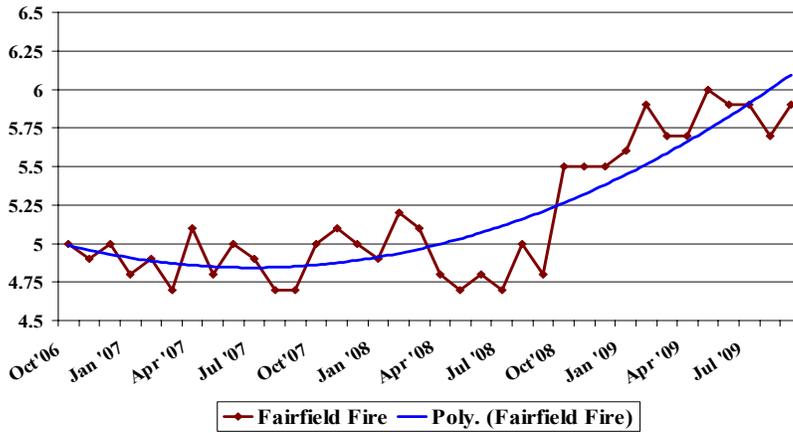


The average response time for Fairfield Fire taken as a whole has been steadily decreasing over the past two years. Like Vallejo, it is probable that regular review and reporting of performance helps to drive internal changes which produce improved performance. A decreasing average response time ultimately translates into improved compliance and that is the case for Fairfield. The department should be encouraged to maintain this level of continued improvement and should focus efforts on understanding the reasons for late calls and implement the changes necessary to reduce them.

**Average Monthly % Compliance  
Fairfield Fire  
Oct '07 – Sep. '09**



**Average Monthly Response Time  
Fairfield Fire, Oct. '06 – Sep. '09**



The Medic Zoll CAD system does not track calls based on map page and grid. Unincorporated rural and remote calls which use Fairfield and Suisun City mailing addresses and have an on time urban response time are grouped in the urban city calls. This results in a slight over-reporting of urban responses and an under-reporting of rural and remote responses. It is anticipated that this issue will be resolved in time. However for the most part, Medic's responses are so strong for Fairfield and Suisun that most of the rural and remote responses are meeting urban response standards.



## BENICIA



	<u>2000</u>	<u>2005*</u>
<b>Population:</b>	26,865	27,323
<b>Square Miles:</b>	14	14
<b>Pop./Sq. Mile:</b>	1,919	1,952
<b>Median Age (years):</b>	37	N/A
<b>Median Income:</b>	\$70,700	N/A
<b>Call Demand(C3, C2):</b>	1,232	1,515 (07) 1,583 (08)

\* Estimated by CA Dept of Finance, 2007 estimate not available

### **Benicia:**

Benicia is the fifth most populous city in Solano County and the fourth most populous in the franchise area. Benicia enjoys the highest median income at just over \$70,000 per year.

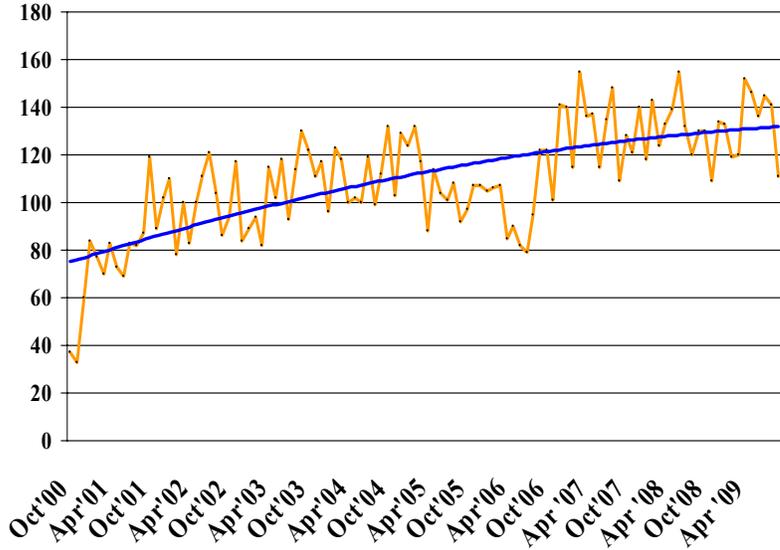
The frequency of requests for service, demonstrated an increase in Year 9 as in previous years.

Medic response compliance time in Benicia is 12 minutes or less 90% of the time. The overall average response compliance for Medic Ambulance in Benicia for Year 9 is 99.0%. Medic experienced 5 of the 12 months at 100% compliance with no late responses.

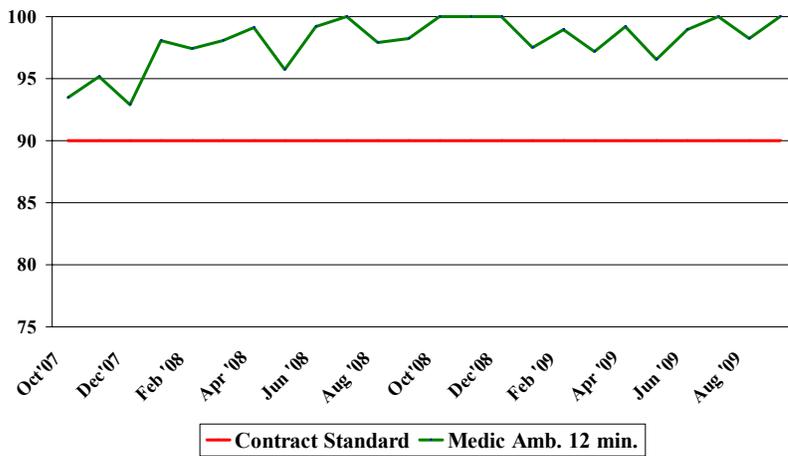
Benicia is geographically divided in two by Interstate 780. The City of Benicia maintains two fire stations, one on each side of I-780. This contributes to Benicia Fire Department's good compliance numbers. The engines rarely need to cross the interstate for responses thus avoiding traffic congestion and not needing to back track on the interstate. Benicia Fire Department response compliance time is 7 minutes or less 90% of the time. Benicia Fire Department response compliance for Year 9 is 95.39%. Benicia Fire compliance statistics remained at and above compliance throughout the year in the Public Private Partnership.



### Medic Benicia 911 Requests Oct. '00 – Sep. '09

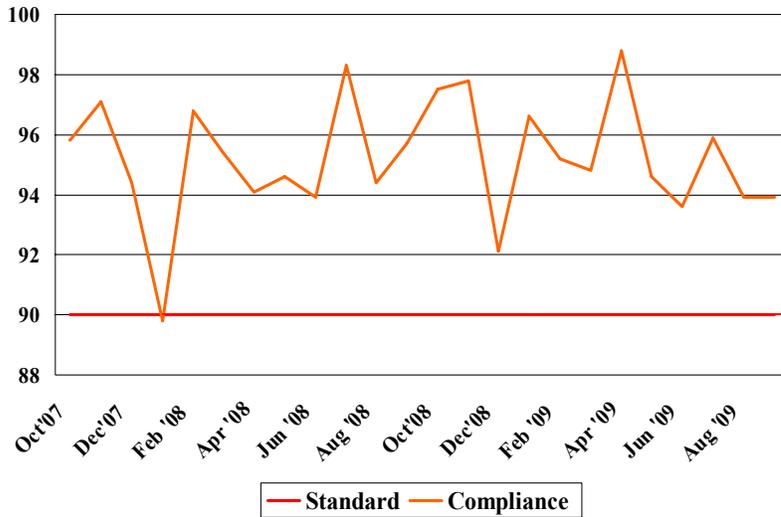


### Benicia Average Monthly % Compliance Medic Ambulance Oct 07 – Sep 09

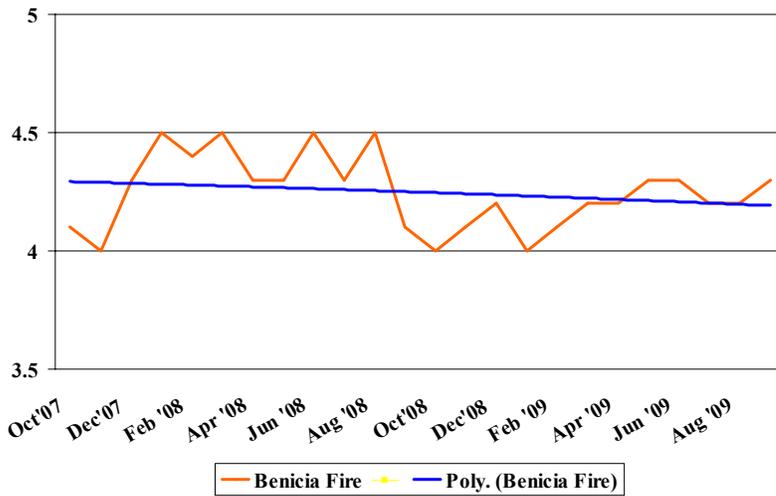




**Average Monthly % Compliance  
Benicia Fire,  
Oct. '07 – Sept. '09**



**Average Monthly Response Time (Minutes)  
Benicia Fire Department  
Oct. 07– Sep. '09**





## SUISUN CITY



	<u>2000</u>	<u>2009*</u>
<b>Population:</b>	26,118	28,188
<b>Square Miles:</b>	4	4.2
<b>Pop./Sq. Mile:</b>	6,530	6,760
<b>Median Age (years):</b>	34	N/A
<b>Median HH Income:</b>	\$57,800	\$79,273 (2005)
<b>Call Demand(C3, C2)</b>	1,173	1,649

\*Estimated by CA Dept of Finance for 2005

### Suisun City:

Suisun City is the fourth most populous city in Solano County (Vacaville is the third most populous city in the County but not part of the EOA). Suisun is similar in population to Benicia (approximately 400 more persons than Benicia). Suisun has a much higher population density because it occupies a smaller geophysical footprint; 4.2 square miles compared to Benicia's 14 square miles. Suisun City is far and away the most densely populated city in the county. As one of only EOA two cities which are not part of the Public Private Partnership, the response time for Suisun is 9 minutes or less, 90% of the time. This is important because Suisun is also the only city in Solano County which does not have paramedics associated with the fire department. Suisun City Fire Department responds with BLS EMTs.

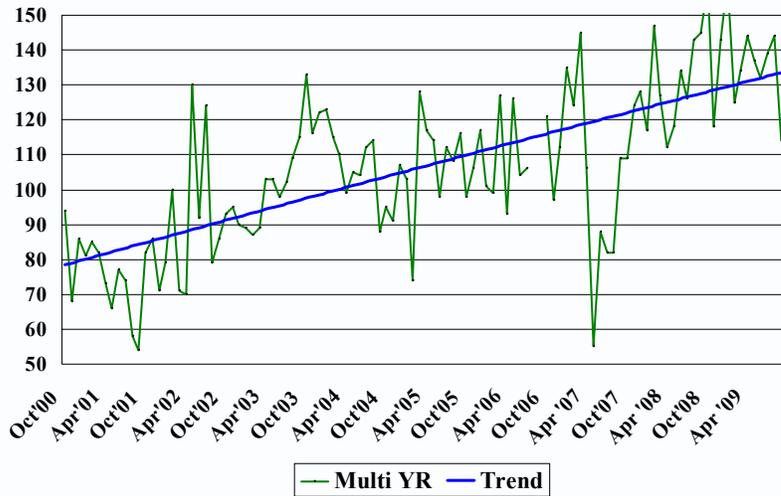
Suisun exhibits a similar pattern regarding 911 service requests which were observed in other cities during the reporting period, a gradual leveling off following a slow steady increase over the previous years.

With regards to Response Time, Suisun is an excellent example of application of a quality improvement model with data driving operational changes. Early on in the contract, Medic experienced significant challenges with regards to covering this community. In the past 2 years modifications in dispatch procedure and the System Status Management (SSM) Plan were implemented and the change in performance was quite dramatic.

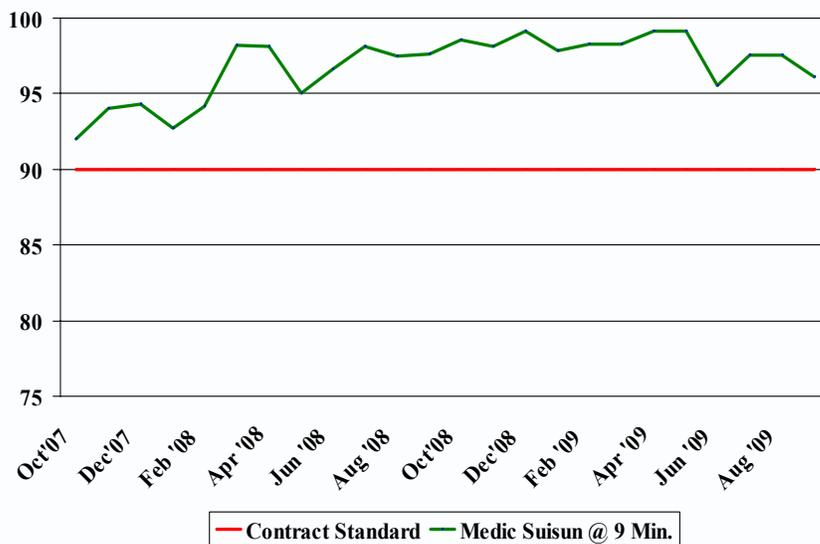
Compliance is greatly improved. One important note is in order. Medic's compliance in Suisun for Years 8 and 9 finished above the 90% standard in every month. Medic compliance in Suisun for the year 9 is 97.98%. Medic continued its improvement during the year for compliance in Suisun.



### Medic Suisun 911 Requests Oct. '00 – Sep. '09



### Suisun Average Monthly % Compliance Medic Ambulance Oct. '07 – Sep. '09





## DIXON



	<u>2000</u>	<u>2009</u>
<b>Population:</b>	<b>16,103</b>	<b>18,779</b>
<b>Square Miles:</b>	<b>6.8</b>	<b>7.4</b>
<b>Pop./Sq. Mile:</b>	<b>2,368</b>	<b>2,321</b>
<b>Median Age (years):</b>	<b>31</b>	<b>N/A</b>
<b>Median Income:</b>	<b>\$34,994</b>	<b>N/A</b>
<b>Call Demand(C3, C2):</b>	<b>768</b>	<b>974</b>

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### **Dixon:**

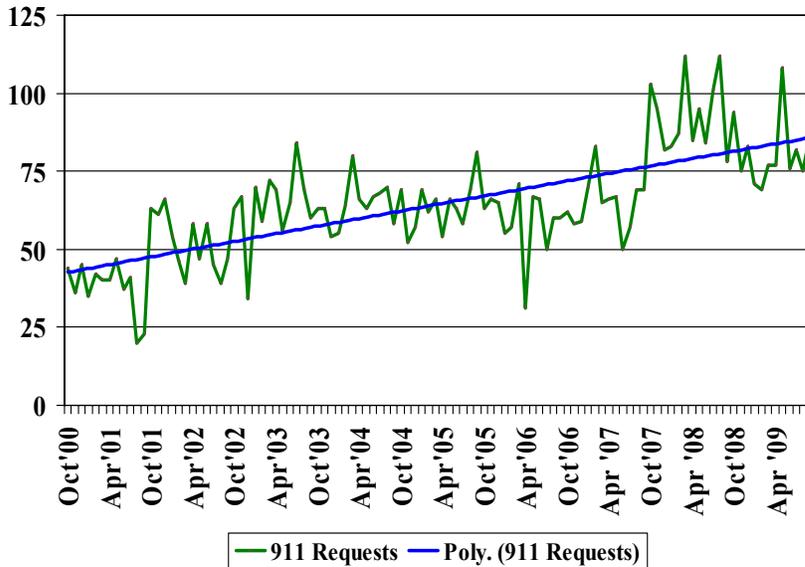
The City of Dixon also participates in the Public Private Partnership and is located in a predominantly rural portion of northeast Solano County. Dixon has had a population growth of approximately 7% since the year 2000. Unlike the communities previously described, the ambulance unit assigned to Dixon generally remains in or very near Dixon due to its distance from the next nearest community in the EOA, Fairfield, approximately 20 miles away. Dixon generally enjoys a relatively low response time and a high degree of compliance.

Requests for service in Dixon mimic the experience seen in most of the rest of the EOA. The response time for Medic Ambulance remained relatively constant.

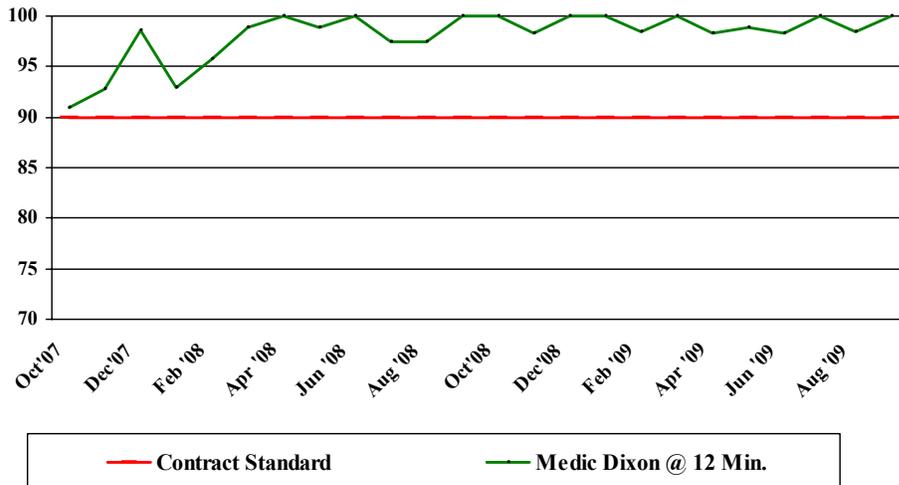
Medic's response time compliance in Dixon remains at a high level. Medic averaged 99.26% in year 9. 6 of the 12 months Medic was 100% compliant in Dixon with no late responses. By contrast, Dixon Fire demonstrates a slightly lesser response compliance.



### Medic Dixon 911 Requests Oct. '00 – Sep. '09



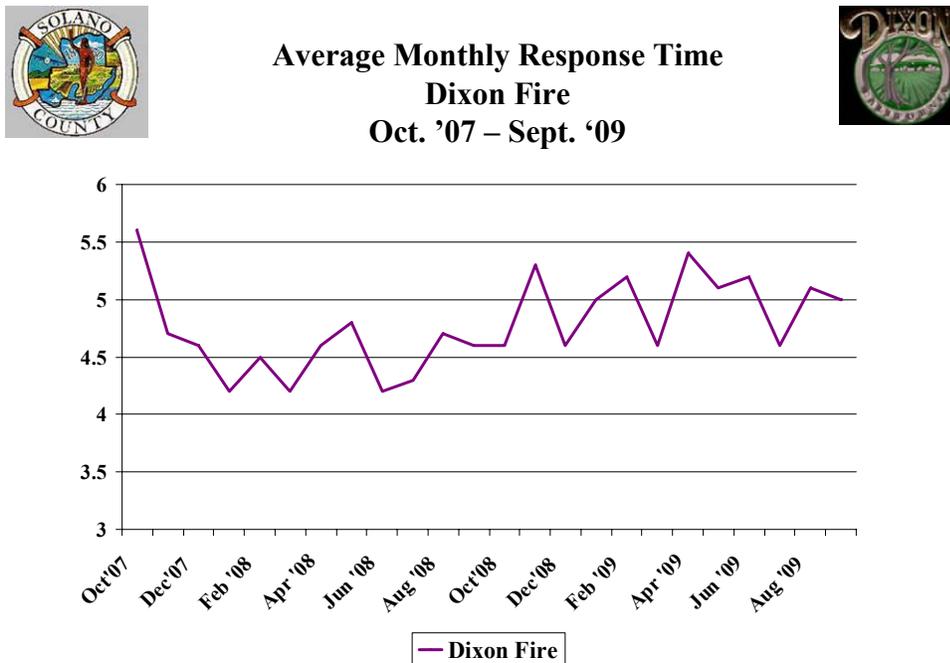
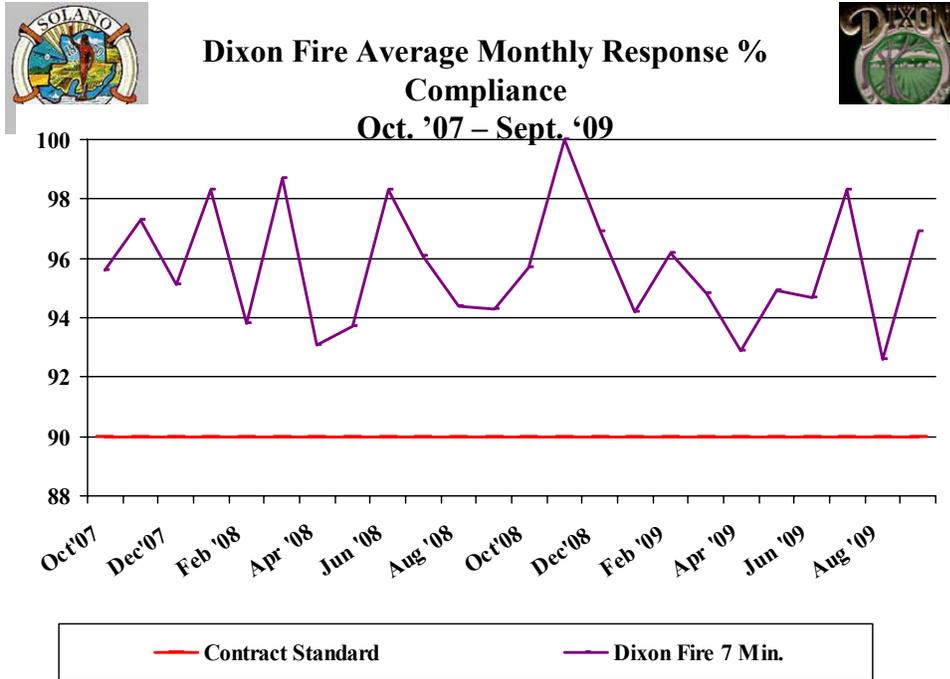
### Dixon Average Monthly % Compliance Medic Ambulance Oct. '07 – Sep. '09



The response time for the Dixon Fire Department is impacted seasonally more so than the other Public Private Partnership fire departments. Response times are shorter during the cooler months and longer during the warmer months. Dixon Fire serves as a city fire department and a fire protection district covering large remote areas of Solano County. During the warm months there are frequent grass fires and

vacation traffic which negatively impacts response times.

Dixon Fire never fell below the 90% contract standard. Dixon Fire average response time for year 9 is 95.68%.





## Rio Vista



	<u>2000</u>	<u>2009</u>
<b>Population:</b>	<b>4,571</b>	<b>8,222</b>
<b>Square Miles:</b>	<b>6.8</b>	<b>7.5</b>
<b>Pop./Sq. Mile:</b>	<b>672</b>	<b>912</b>
<b>Median Age (years):</b>	<b>48</b>	<b>N/A</b>
<b>Median Income:</b>	<b>\$60,984</b>	<b>N/A</b>
<b>Call Demand(C3, C2):</b>	<b>416</b>	<b>733</b>

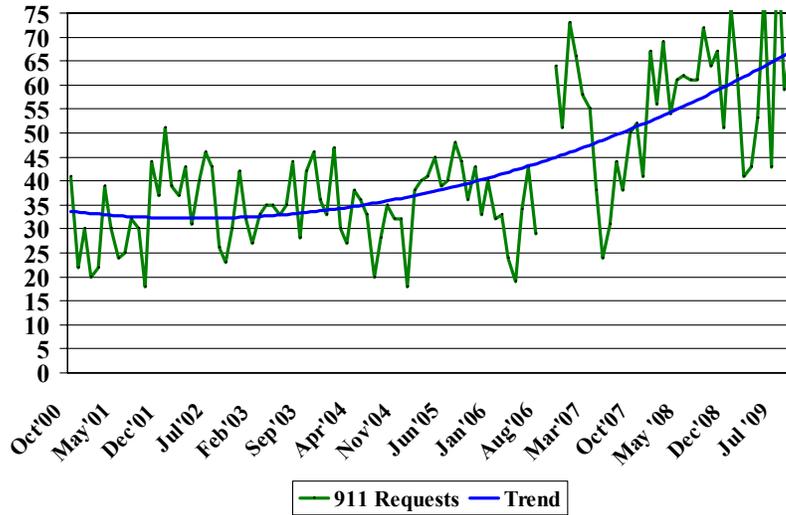
### Rio Vista:

Rio Vista is the most isolated of all Solano County cities lying to the far southeast along the banks of the Sacramento River. Accessible predominantly via Highway 12, a few smaller county roads also allow access to this community of 8,222 persons. This population figure is slightly misleading when one considers that Rio Vista has seen a 50% increase in its population in the last 9 years.

Like Suisun, Rio Vista is not a member of the Public Private Partnership so the response time standard is 9 minutes or less, 90% of the time. However, due to the remote location of Rio Vista, Medic Ambulance stations a unit at the Rio Vista Fire Department. This unit responds from and to Rio Vista, west to the Highway 12 and Highway 113 area and into Isleton in Sacramento County and the remote delta islands in Sacramento County. Additionally Medic stations a 123 hour unit in Isleton from 0900 to 2100.



### Medic Rio Vista 911 Requests Oct. '00 – Sep. '09



### Medic Rio Vista Average Monthly % Compliance Oct. '07 – Sept. '09

