



VENTURA COUNTY
PUBLIC HEALTH
A Department of Ventura County Health Care Agency

October 24, 2024



VENTURA COUNTY EMERGENCY MEDICAL SERVICES

Ambulance Contract Compliance Report FY 23-24

Steve Carroll
EMS Administrator

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VENTURA COUNTY EMERGENCY MEDICAL SERVICES



**CONTRACTED AMBULANCE PROVIDERS
AMERICAN MEDICAL RESPONSE AND GOLD COAST AMBULANCE**

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Background Information

Through “performance-based” ambulance service agreements, the Ventura County Emergency Medical Services Agency (VCEMS) conducts comprehensive monitoring and evaluation of the EMS System to ensure compliance with standards, policies and procedures in order to provide our jurisdiction with the best possible prehospital emergency medical care.

In June 2021, the County entered into seven (7) agreements for continued provision of emergency ambulance service by its existing “grandfathered” providers, one for each of the seven Ventura County EMS service areas. Two agreements are with Gold Coast Ambulance Service for Areas 1 and 6; and five are with American Medical Response (AMR) for Areas 2, 3, 4, 5 and 7. Gold Coast is a wholly owned subsidiary of AMR.

The term of these agreements was for three (3) years, from July 1, 2021 through June 30, 2024, with two one-year options to extend based on County discretion. The first one-year extension was authorized by the Board of Supervisors effective July 1, 2024. The agreements call for review of contractor performance after the first two years and then annually thereafter, per the Contractors Review Process outlined in the agreement. The performance evaluation will include whether:

- Response time performance has met or exceeded the minimum requirements in the agreement; and
- Performance has met or exceeded the minimum requirements of the VC EMS CQI Plan.

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Background Information (cont.)

The ambulance agreements outline the services to be performed by the contracted providers including, but not limited to:

- Providing Uninterrupted Emergency Ambulance Service on a Continuous 24/7 Basis
- Conducting public information and education
- Collecting Data Utilizing the VCEMS Electronic Patient Care Record System
- Compliance with all provisions of the EMS Policies and Procedures
- Participation in the Continuous Quality Improvement Program
- Ensuring Compliance with Response Time Standards
- Conducting Required Staff Training and Education
- Providing comprehensive fleet maintenance and scheduled ambulance replacement

All emergency ambulances in Ventura County are dispatched through contract with the Ventura County Fire Communications Center using the Central Square Computer Aided Dispatch system. Ambulances are deployed countywide based on established System Status Management plans and all are equipped with modern mobile dispatch computers and automatic vehicle location systems.

All emergency ambulances are equipped with mobile and portable radios programmed to the County's uniform channel listing, which allows all first responders and ambulance personnel to communicate on common radio frequencies.

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Response Time Performance Standards

Ambulance response time compliance is monitored through the FirstWatch Online Compliance Utility program. Contract performance standard is 90% monthly compliance in each ambulance zone. Response time criteria is measured monthly, and requirements vary based on population density and call priority. Metropolitan/Urban areas require an ambulance response time of 8 minutes for emergencies and 15 minutes for non-emergencies. Suburban/Rural areas require an ambulance response time of 20 minutes. Certain low density and geographically remote areas are allowed an ambulance response time of 30 minutes and highly remote “Wilderness” areas are contracted as “ASAP” zones. Non-compliant responses, without an approved exemption, are assessed a financial penalty based on contract guidelines. In FY 23-24, all exclusive operating areas were fully compliant with the monthly 90% compliance requirements.

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Response Time Performance Standards

The FirstWatch system was updated in July 2021 to provide additional capability. The updated system now shows pre-exemption compliance data known as “raw compliance” and allows for the ambulance provider to provide a corrected arrival time for responses that were verified “on-scene” through GPS by the ambulance automatic vehicle location device. Monthly compliance reporting is available at the EMS website at [EMS System Performance \(vchca.org\)](https://www.vchca.org/EMS-System-Performance).



What is Online Compliance Utility?

The Online Compliance utility (OCU) is a real-time web enabled tool for use by Providers and Authorities to simplify and manage contractual compliance. The web-based FirstWatch tool provides interactive queues with consistent look and feel for both the provider and authority, which allows for an on-line review of late runs based on business rules. OCU is capable of capturing late response analysis, evaluating complex business logic, supporting documentation attachments and auto generated reporting output.

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Ventura County Emergency Medical Services Exclusive Operating Areas

Current EOA's:

EOA 1 –Ojai / Oak View (Gold Coast)

EOA 2 –Santa Paula / Fillmore/ Piru (AMR)

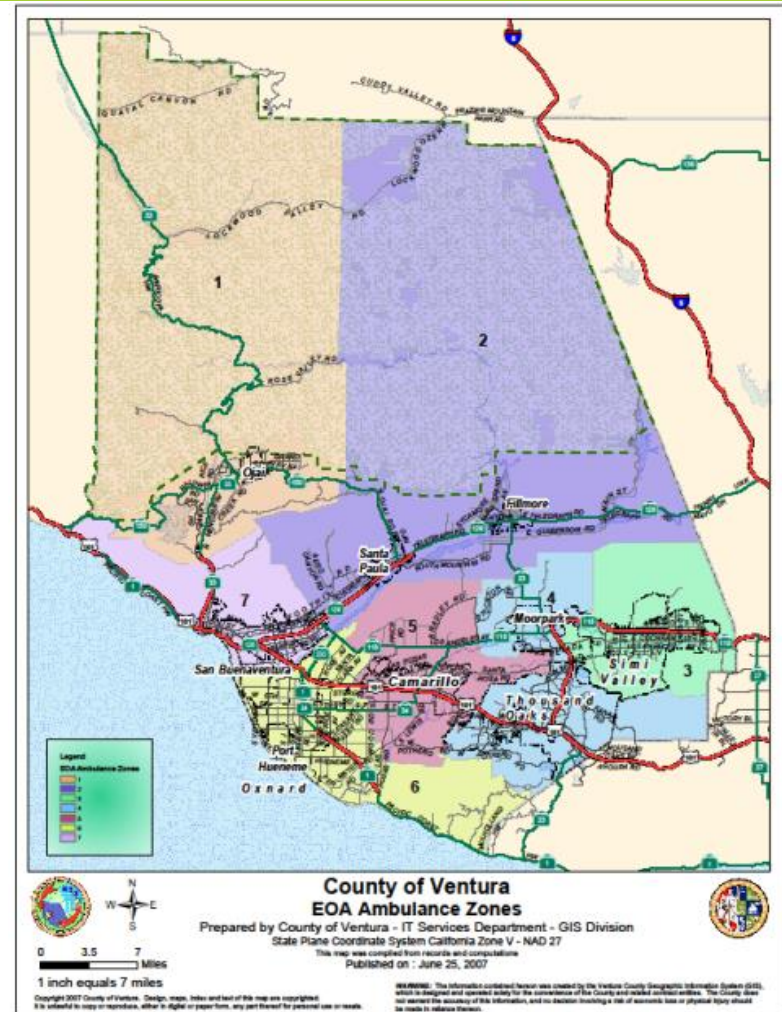
EOA 3 –Simi Valley (AMR)

EOA 4 –Thousand Oaks / Moorpark (AMR)

EOA 5 –Camarillo (AMR)

EOA 6 –Oxnard / Pt Hueneme (Gold Coast)

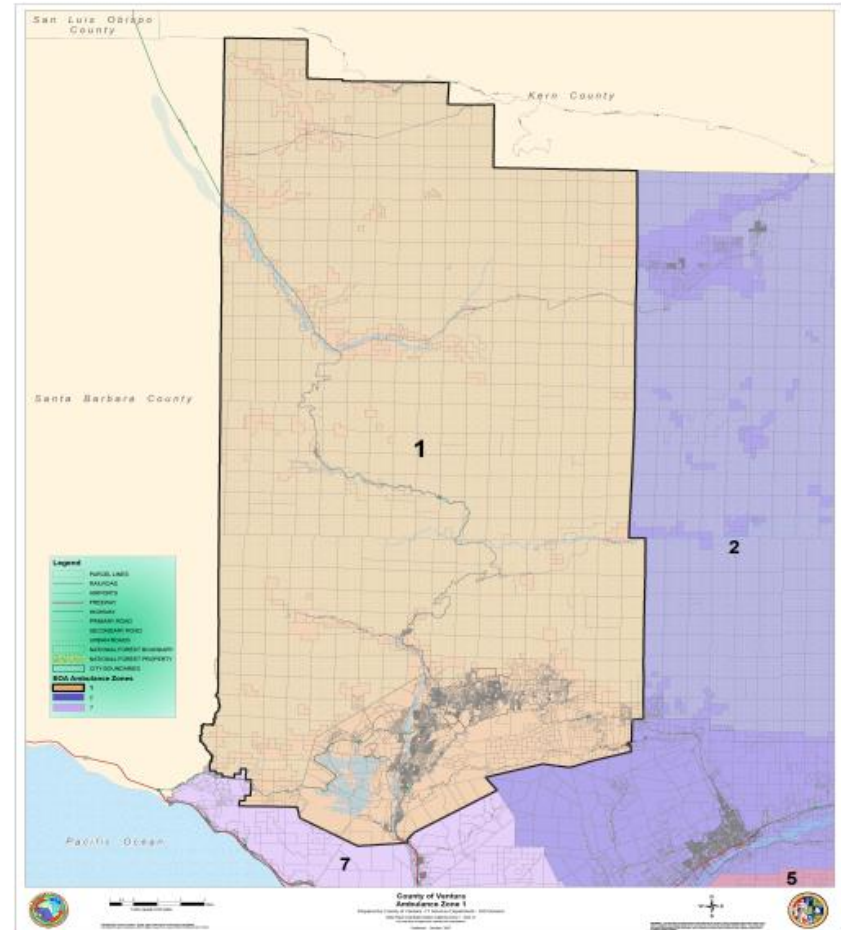
EOA 7 –Ventura (AMR)



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Gold Coast Ambulance

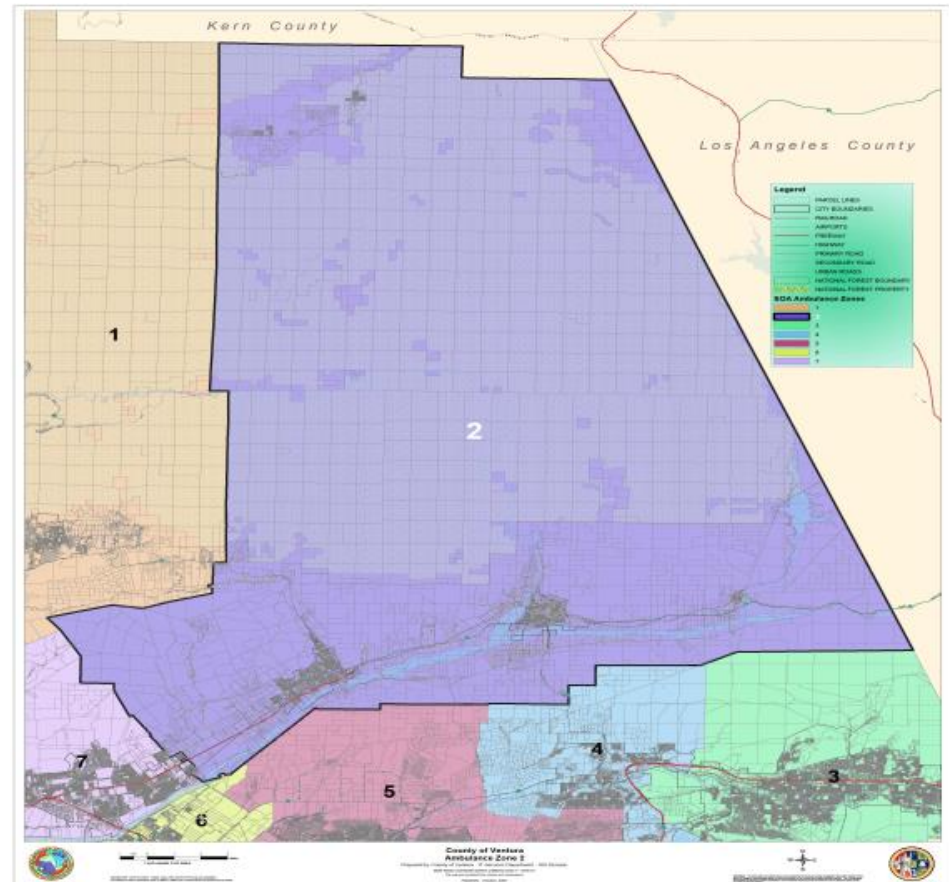
Comprised of the City of Ojai and the unincorporated areas of the Ojai Valley including Upper Ojai, Meiners Oaks, Miramonte, Oak View, Casitas Springs and the Hwy. 33 and Hwy. 150 corridors.



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Exclusive Operating Area 2 American Medical Response

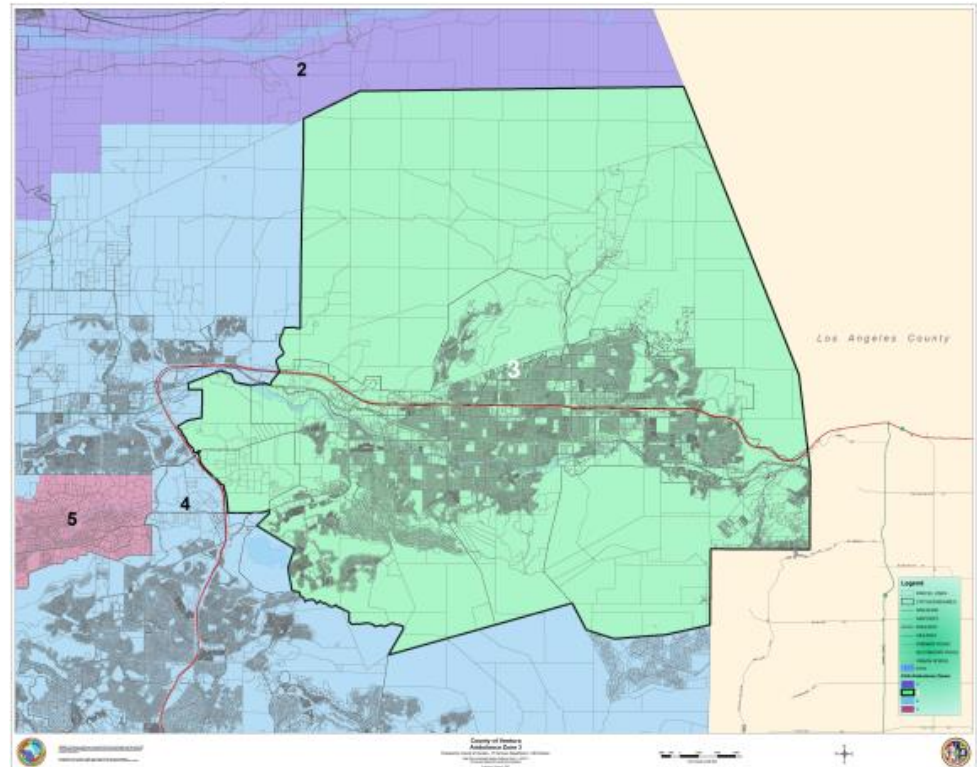
Comprised of the Cities of Santa Paula and Fillmore and the unincorporated areas of the Santa Clara Valley including Piru, South Mountain, Bardsdale, and the Hwy. 126 corridor.



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Exclusive Operating Area 3 American Medical Response

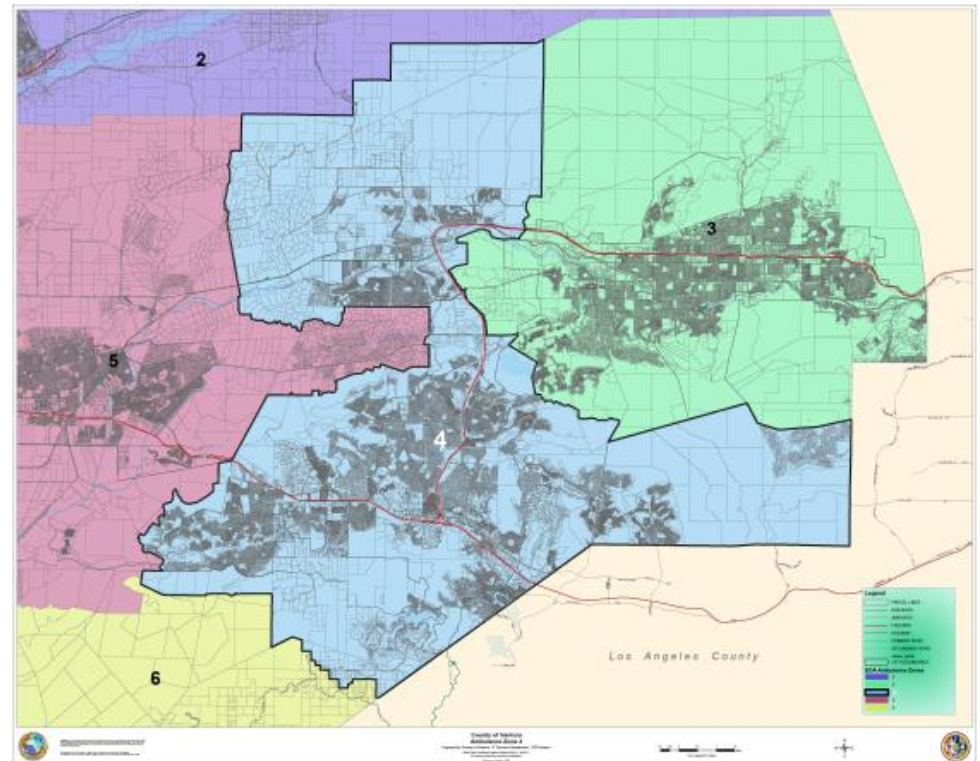
Comprised of the
City of Simi Valley
and the
surrounding
unincorporated
areas.



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Exclusive Operating Area 4 American Medical Response

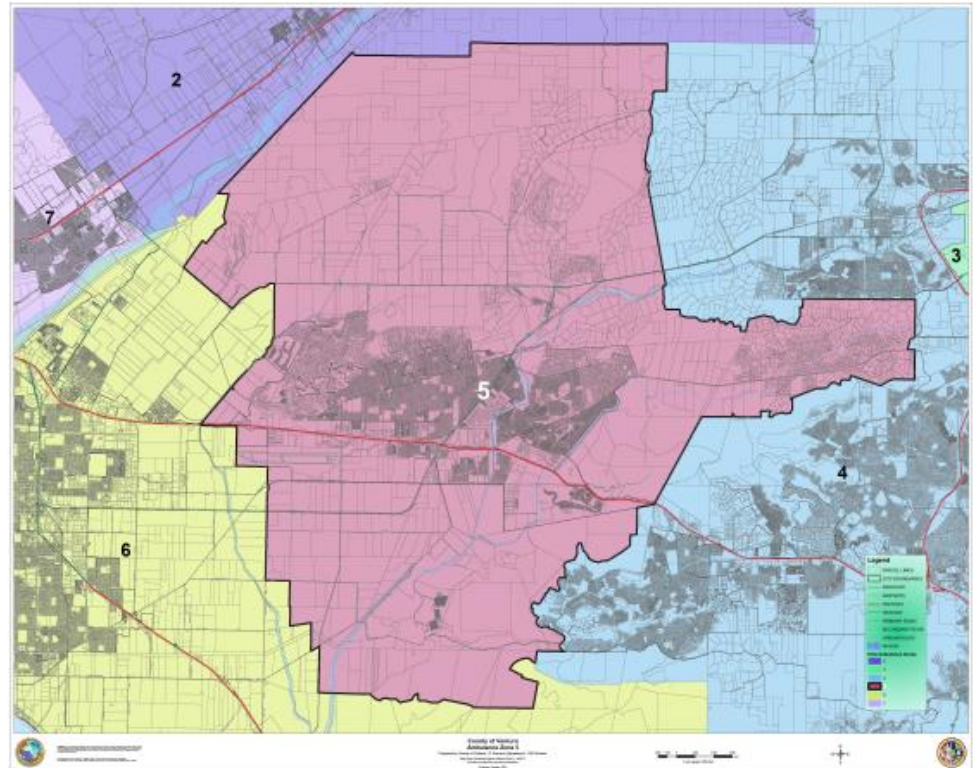
Comprised of the Cities of Thousand Oaks and Moorpark and the unincorporated areas of the Conejo Valley including Newbury Park, Oak Park, Westlake, North Ranch and Lake Sherwood.



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Exclusive Operating Area 5 American Medical Response

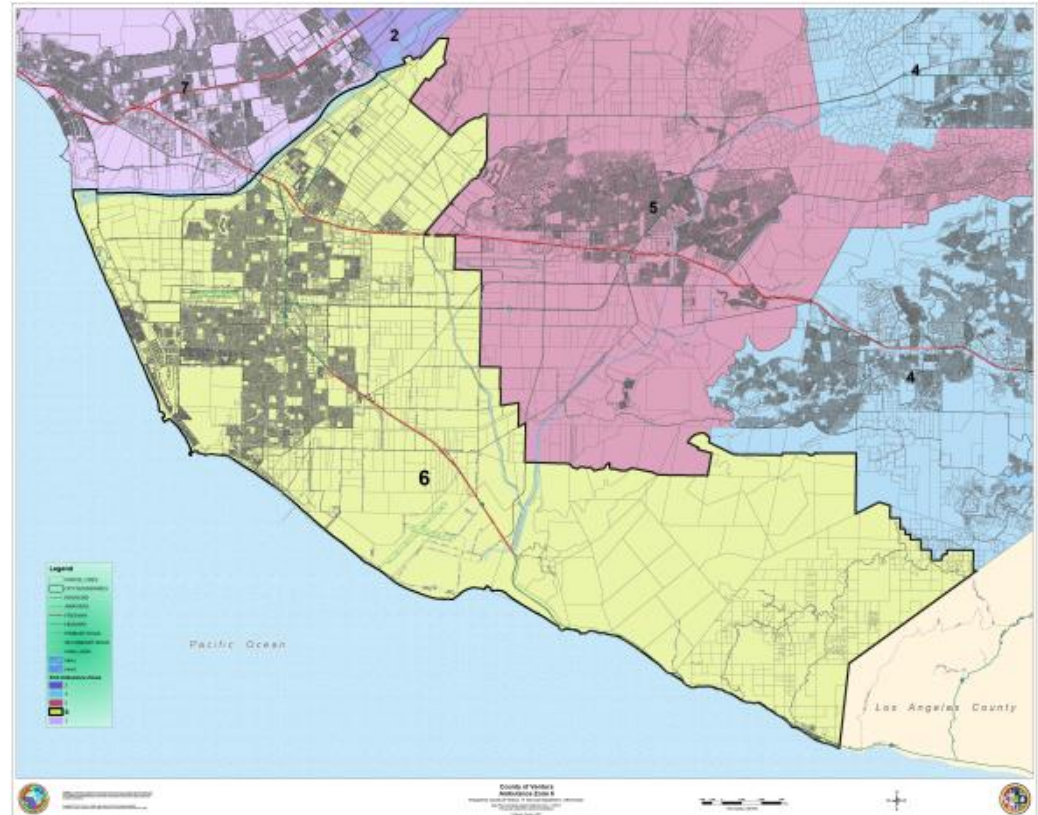
Comprised of the City of Camarillo and the surrounding unincorporated areas including Somis, Santa Rosa Valley and the California State University Channel Islands.



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Exclusive Operating Area 6 Gold Coast Ambulance

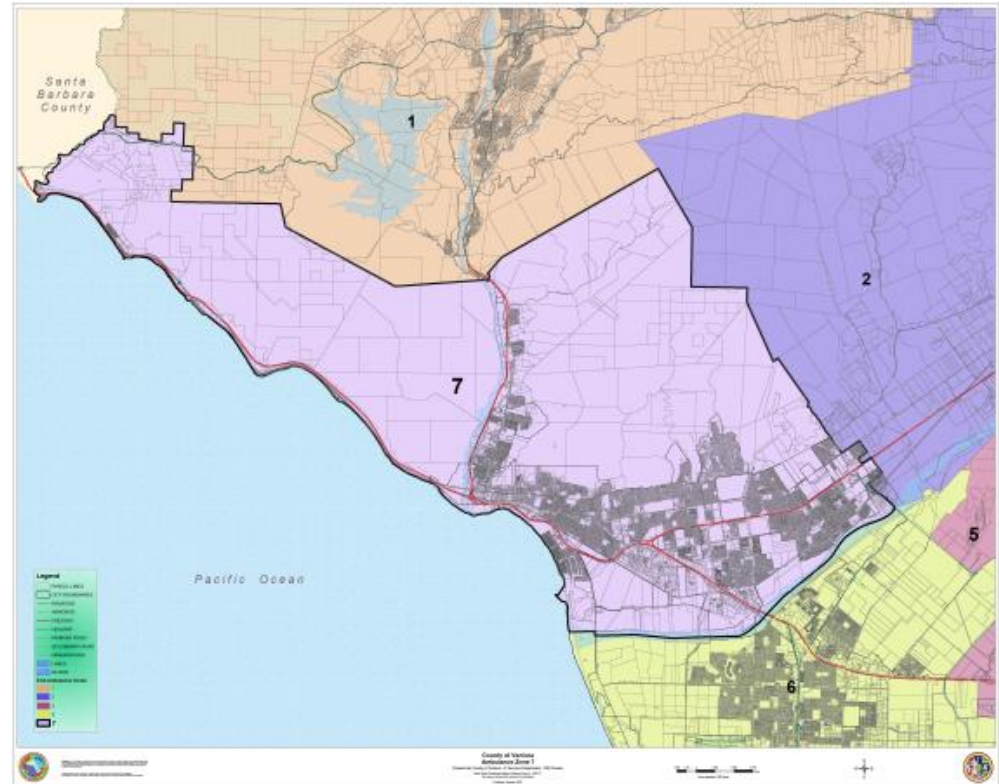
Comprised of the Cities of Oxnard and Port Hueneme and the surrounding unincorporated areas including El Rio, Nyeland Acres, Silver Strand, Naval Base Ventura County, Point Mugu and Malibu.



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Exclusive Operating Area 7 American Medical Response

Comprised of the City of Ventura and the surrounding unincorporated areas including Saticoy, Montalvo, Rincon and La Conchita.



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Ventura County Emergency Medical Services

Response Time Compliance for All Exclusive Operating Areas (EOA)

FY 23-24

	GCA 1	AMR 2	AMR 3	AMR 4 MP	AMR 4 NP	AMR 4 OP	AMR 4 TO	AMR 4 Total	AMR 5	GCA 6	AMR 7	Average/Mo
JUL 2023	95.19%	93.09%	94.46%	94.05%	93.83%	94.59%	93.53%	93.66%	95.12%	94.92%	93.06%	94.14%
AUG 2023	95.79%	95.47%	94.86%	92.68%	95.42%	100.00%	93.86%	93.90%	92.27%	95.02%	91.99%	94.66%
SEP 2023	95.54%	94.56%	95.82%	94.79%	96.15%	91.43%	93.13%	93.60%	92.88%	95.70%	91.16%	94.07%
OCT 2023	96.94%	94.05%	95.47%	91.71%	94.55%	90.24%	93.77%	93.39%	93.64%	95.32%	91.91%	93.73%
NOV 2023	95.81%	95.15%	95.29%	92.54%	95.73%	92.86%	94.71%	94.42%	93.79%	96.00%	92.37%	94.42%
DEC 2023	93.75%	96.11%	95.54%	90.57%	90.11%	89.74%	92.42%	91.85%	94.95%	95.97%	91.79%	92.98%
JAN 2024	95.34%	96.71%	96.84%	92.79%	94.74%	90.63%	93.02%	93.07%	93.00%	95.98%	92.67%	94.07%
FEB 2024	94.21%	95.91%	95.14%	93.81%	95.88%	93.33%	92.46%	92.94%	94.60%	97.17%	91.33%	94.25%
MAR 2024	94.18%	95.61%	95.24%	90.20%	93.07%	94.59%	92.78%	92.53%	93.53%	96.34%	93.19%	93.75%
APR 2024	98.92%	94.41%	95.84%	92.67%	95.28%	85.19%	95.34%	94.74%	92.16%	95.63%	92.12%	93.85%
MAY 2024	95.96%	96.50%	94.84%	91.62%	98.77%	93.62%	94.20%	94.13%	93.14%	97.06%	91.18%	94.64%
JUN 2024	95.73%	96.03%	95.69%	91.04%	95.61%	95.45%	94.94%	94.42%	92.45%	96.07%	92.79%	94.57%

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Ventura County Emergency Medical Services

Response Time Compliance Detail

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Compliance Reporting 2023/07/01 - 2024/06/30																
Zone	On Time	Late	Total Incidents	Do Not Count	Cancelled Enroute Compliant	Adjusted Total Incidents	Adjusted Late	Raw Compliance	Time Corrections Approved (Compliant)	Time Corrections Approved (Late)	Raw Compliance with Time Correction	Exemptions Requested	Exemptions Approved	Compliance Calculated Incidents	Compliance Calculated Late	Response Time Compliance
EOA 1	2566	236	2802	2	207	2593	236	90.90%	37	1	92.29%	97	93	2500	107	95.72%
EOA 2	4491	328	4819	38	388	4393	325	92.60%	69	2	94.13%	61	61	4332	197	95.45%
EOA 3	9769	729	10498	78	750	9670	720	92.55%	125	1	93.84%	173	172	9498	424	95.54%
EOA 4	15405	1383	16788	102	1016	15670	1369	91.26%	254	0	92.88%	114	112	15558	1003	93.55%
EOA 5	7708	860	8568	63	500	8005	854	89.33%	172	0	91.48%	148	146	7859	536	93.18%
EOA 6	20134	1775	21909	13	1345	20551	1763	91.42%	199	1	92.38%	795	791	19760	774	96.08%
EOA 7	14152	1702	15854	4	1504	14346	1699	88.16%	223	0	89.71%	361	355	13991	1121	91.99%

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Ventura County Emergency Medical Services Ambulance Response Time Penalty Assessments FY 23-24

	GCA 1	AMR 2	AMR 3	AMR 4 MP	AMR 4 NP	AMR 4 OP	AMR 4 TO	AMR 5	GCA 6	AMR 7	TOTAL
JUL 2023	\$1,344.00	\$2,544.00	\$3,234.00	\$511.00	\$160.00	\$70.00	\$2,984.00	\$2,730.00	4,326.00	\$7,576.00	\$25,479.00
AUG 2023	\$1,320.00	\$1,449.00	\$3,480.00	\$1,790.00	\$440.00	\$0.00	\$3,944.00	\$4,370.00	7,238.00	\$12,630.00	\$36,661.00
SEP 2023	\$630.00	\$3,311.00	\$2,784.00	\$959.00	\$320.00	\$350.00	\$6,264.00	\$4,264.00	3,378.00	\$9,170.00	\$31,430.00
OCT 2023	\$1,090.00	\$2,226.00	\$1,998.00	\$2,090.00	\$315.00	\$200.00	\$4,808.00	\$2,448.00	4,614.00	\$8,620.00	\$28,409.00
NOV 2023	\$252.00	\$1,686.00	\$1,542.00	\$1,024.00	\$144.00	\$128.00	\$3,934.00	\$3,304.00	3,450.00	\$9,330.00	\$24,794.00
DEC 2023	\$600.00	\$768.00	\$2,471.00	\$2,120.00	\$380.00	\$220.00	\$5,640.00	\$2,904.00	4,110.00	\$11,040.00	\$30,253.00
JAN 2024	\$1,872.00	\$1,070.00	\$1,300.00	\$928.00	\$385.00	\$120.00	\$5,160.00	\$3,768.00	5,148.00	\$6,080.00	\$25,831.00
FEB 2024	\$777.00	\$1,512.00	\$2,358.00	\$1,208.00	\$246.00	\$64.00	\$7,860.00	\$3,192.00	2,708.00	\$9,290.00	\$29,215.00
MAR 2024	\$861.00	\$1,284.00	\$3,282.00	\$1,160.00	\$824.00	\$350.00	\$6,776.00	\$1,904.00	2,820.00	\$4,416.00	\$23,677.00
APR 2024	\$0.00	\$2,618.00	\$3,282.00	\$816.00	\$294.00	\$180.00	\$3,516.00	\$4,550.00	3,306.00	\$6,130.00	\$24,692.00
MAY 2024	\$396.00	\$685.00	\$2,275.00	\$1,770.00	\$0.00	\$432.00	\$3,703.00	\$3,968.00	2,524.00	\$6,620.00	\$22,373.00
JUN 2024	\$1,104.00	\$1,105.00	\$1,464.00	\$1,180.00	\$570.00	\$498.00	\$4,088.00	\$4,770.00	3,170.00	\$5,280.00	\$23,229.00
	\$10,246.00	\$20,258.00	\$29,470.00	\$15,556.00	\$4,078.00	\$2,612.00	\$58,677.00	\$42,172.00	\$46,792.00	\$96,182.00	\$326,043.00

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Continuous Quality Improvement Plan

The ambulance agreements require the providers to meet or exceed the minimum requirements of the VCEMS Continuous Quality Improvement (CQI) Plan. Each provider is required to coordinate an internal CQI plan and to participate in Countywide CQI initiatives including, but not limited to:

- Cooperate with VCEMS in carrying out the responsibilities of the VCEMS's CQI Program and participate in the VCEMS Technical Advisory Group
- Cooperate with VCEMS in the implementation, monitoring, collecting data on, and evaluating state and local EMS system indicators
- Develop, monitor, collect data on, and evaluate indicators specific to the EMS provider
- Conduct meetings for internal review of EMS provider information and development of performance improvement plans related to the findings
- Establish a mechanism to receive input from VCEMS, other service providers and other EMS system participants for the development of performance improvement plans

The contracted ambulance providers actively participate in all VCEMS CQI programs and lead active internal CQI programs.

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Contract Compliance Summary

American Medical Response and Gold Coast Ambulance continue to strive for the exceptional service that has become standard in Ventura County. They met minimum response time requirements and met or exceeded all CQI Plan requirements. They have implemented several strategies over the past few years to improve paramedic recruitment and retention. They no longer utilize the alternative BLS ambulance staffing in the 911 system that was common during the COVID pandemic, and they have consistently met or exceeded the requested daily unit staffing since January 2024. Additionally, Gold Coast deployed an ambulance in the Upper Ojai area 24/7 for nearly 2 months beginning in early March when Highway 150 was completely blocked by a massive landslide. This was completed at no cost to the County.

VCEMS recommends that the EMS Advisory Committee finds that American Medical Response and Gold Coast Ambulance have met the minimum contract requirements and expectations as set forth in the Agreement for Provision of Emergency Ambulance and Related Services for EOA's 1-7.