

<b>REQUEST FOR COUNCIL ACTION</b> CITY OF SAN DIEGO	CERTIFICATE NUMBER (FOR COMPTROLLER'S USE ONLY)
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TO: CITY COUNCIL	FROM (ORIGINATING DEPARTMENT): Fire-Rescue Department	DATE: 10/20/2014
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SUBJECT: Emergency Medical Services (EMS) Contract Oversight and Status Update of Ambulance Response Time Compliance

PRIMARY CONTACT (NAME, PHONE): Alyssa Ross, , 533-4308, MS-603	SECONDARY CONTACT (NAME, PHONE): Chief Colin Stowell,, 533-4306, MS-603
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**COMPLETE FOR ACCOUNTING PURPOSES**

FUND					
FUNCTIONAL AREA					
COST CENTER					
GENERAL LEDGER ACCT					
WBS OR INTERNAL ORDER					
CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00



FUND					
FUNCTIONAL AREA					
COST CENTER					
GENERAL LEDGER ACCT					
WBS OR INTERNAL ORDER					
CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00

**COST SUMMARY (IF APPLICABLE):**

**ROUTING AND APPROVALS**

CONTRIBUTORS/REVIEWERS:	APPROVING AUTHORITY	APPROVAL SIGNATURE	DATE SIGNED
	ORIG DEPT.	Mainar, Javier	10/21/2014
	CFO		
	DEPUTY CHIEF		
	COO		
	CITY ATTORNEY		
	COUNCIL PRESIDENTS OFFICE		

PREPARATION OF:     RESOLUTIONS     ORDINANCE(S)     AGREEMENT(S)     DEED(S)

This is an Information Only Item.

STAFF RECOMMENDATIONS:  
Accept the attached EMS Contract Compliance Reports.

SPECIAL CONDITIONS (REFER TO A.R. 3.20 FOR INFORMATION ON COMPLETING THIS SECTION)

COUNCIL DISTRICT(S):

COMMUNITY AREA(S):

ENVIRONMENTAL IMPACT:    N/A

CITY CLERK INSTRUCTIONS:	
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**COUNCIL ACTION**  
**EXECUTIVE SUMMARY SHEET**  
CITY OF SAN DIEGO

DATE: 10/20/2014

ORIGINATING DEPARTMENT: Fire-Rescue Department

SUBJECT: Emergency Medical Services (EMS) Contract Oversight and Status Update of Ambulance Response Time Compliance

COUNCIL DISTRICT(S):

CONTACT/PHONE NUMBER: Alyssa Ross, / 533-4308, MS-603

**DESCRIPTIVE SUMMARY OF ITEM:**

This update covers ambulance response time compliance for the final quarter of FY 2014, a Trial Period (from May through June 2014) to test Zone 1 compliance after elimination of the automatic System Busy exemption, and the first quarter of FY 2015. As of FY 2015, the automatic exemption for Unusual System Overload (aka "System Busy") was eliminated and new compliance measures were implemented. During the trial period, Rural/Metro was able to achieve response time compliance in Zone 1 (South Bay) with the addition of one ambulance stationed at the international border. Therefore, the City will not need to expend additional funds to add more resources to that Zone.

**STAFF RECOMMENDATION:**

Accept the attached EMS Contract Compliance Reports.

**EXECUTIVE SUMMARY OF ITEM BACKGROUND:**

For reference, the following Emergency Medical Services (EMS) Compliance Reports are attached:

- 1) FY 2014 – Quarter 4 (April through June 2014), Attachment 1
- 2) Trial Quarter – (May through July 2014), Attachment 2
- 3) FY 2015 – Quarter 1 (July through September 2014), Attachment 3

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- 1) FY 2014 – Quarter 4 (April through June 2014), Attachment 1

For the final of quarter of FY 2014, the EMS system measures include reporting of 911/EMS Call Priority Level 1, Level 3 and Level 4 response time standards as individual categories. This report also includes an automatic exemption for Unusual System Overload (aka "System Busy"), as defined by 13 or more ambulances simultaneously assigned to an EMS call. During this quarter, Rural/Metro achieved response time compliance for all priority levels both Citywide and in all medical response zones. For Level 1 (Life Threatening Emergency), the standard is 12 minutes or less 90% of the time and Rural/Metro was compliant at 98.0% Citywide and 97.8% in Zone 1, 98.2% in Zone 2, 98.1% in Zone 3 and 97.8% in Zone 4. For Level 3 (Urgent), the standard is 15 minutes or less 90% of the time and Rural/Metro was compliant at 97.6%

Citywide. And, for Level 4 (Non-Emergency), the standard is 30 minutes or less 90% of the time and Rural/Metro was compliant at 99.7% Citywide.

2) Trial Quarter – (May through July 2014), Attachment 2

The City and Rural/Metro reviewed response time data and call volume data for Zone 1 for the period of May, June and July 2014 to determine if the addition of one 12-hour ambulance to Zone 1 was sufficient to achieve ambulance response time compliance for Level 1 calls in that Zone. If not, Rural/Metro had the option to request funds up to \$83,319 from the City to offset the cost of adding additional ambulances as necessary to ensure compliance could be met. For Level 1, Rural/Metro ambulance response was compliant at 92.4% in Zone 1. The Trial Period data shows that no additional City funding will be required.

3) FY 2015 – Quarter 1 (July through September 2014), Attachment 3

The First Quarter of FY 2015 is the applies the new contract terms and penalty structure under the one year extension with Rural/Metro. In this period, automatic System Busy exemptions are eliminated. For Level 1, Rural/Metro ambulance response was compliant at 92.6% Citywide and in all four medical response zones (91.6% in Zone 1, 93.3% in Zone 2, 91.7% in Zone 3 and 93% in Zone 4).

In order to eliminate the automatic System Busy exemption for the lower acuity Level 3 and Level 4 responses, the compliance reports were modified for the term of the one year extension. Rather than report on these two non life threatening levels separately, a new column was added to the compliance report which show a statistic for the combined compliance of all Call Priority Levels (1, 3 and 4) by Citywide only and USO was eliminated. Within this combined category, each level will retain the original response time standard (12, 15 or 30 minutes for Level 1, 3 and 4 respectively). And then the percent of compliance is calculated from the number of all calls that met their standard to the combined total. During this period, Rural/Metro ambulance response is in compliance at 92.7% for the new Combined Citywide Compliance.

FISCAL CONSIDERATIONS: None.

EQUAL OPPORTUNITY CONTRACTING INFORMATION (IF APPLICABLE): N/A

PREVIOUS COUNCIL and/or COMMITTEE ACTION: The Second Amendment to the EMS Agreement was approved by City Council on April 28, 2014 (R-308905).

COMMUNITY PARTICIPATION AND PUBLIC OUTREACH EFFORTS: N/A

KEY STAKEHOLDERS AND PROJECTED IMPACTS: N/A

Mainar, Javier  
Originating Department

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Deputy Chief/Chief Operating Officer

Emergency Medical Services Compliance Report - **FY 2014 Q4**

Citywide Standard: 90%

Zone Standard: 90%

**FINAL**

(April thru June 2014)

**Rural/Metro Ambulance Response****12 Minute Compliance - Level 1 (Emergency)**

AREA	12 MINUTE CITYWIDE	ZONE 1	ZONE 2	ZONE 3	ZONE 4
Total Volume	24,663	2,098	8,063	6,375	8,127
NATS*	0	0	0	0	0
Adjusted Volume	24,663	2,098	8,063	6,375	8,127
Response Time Exceeded (Prior to Approved Exceptions)	2,847	264	778	783	1,022
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>88.5%</b>	<b>87.4%</b>	<b>90.4%</b>	<b>87.7%</b>	<b>87.4%</b>
Approved Exceptions**	2,357	217	635	663	842
Adjusted Response Time Exceeded	490	47	143	120	180
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>98.0%</b>	<b>97.8%</b>	<b>98.2%</b>	<b>98.1%</b>	<b>97.8%</b>

**15 Minute Compliance - Level 3 (Urgent)**

AREA	15 MINUTE CITYWIDE
Total Volume	3,110
NATS*	0
Adjusted Volume	3,110
Response Time Exceeded (Prior to Approved Exceptions)	401
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>87.1%</b>
Approved Exceptions**	325
Adjusted Response Time Exceeded	76
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>97.6%</b>

**30 Minute Compliance - Level 4 (Non-Emergency)**

AREA	30 MINUTE CITYWIDE
Total Volume	1,897
NATS*	0
Adjusted Volume	1,897
Response Time Exceeded (Prior to Approved Exceptions)	15
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>99.2%</b>
Approved Exceptions**	9
Adjusted Response Time Exceeded	6
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>99.7%</b>

\* NATS = Ambulance arrived but no "at-scene time" was recorded.

\*\*Per EMS contract, there are conditions by which certain calls may be excepted.

City of San Diego                      **Trial Quarter - No System Busy Exemptions**  
 Emergency Medical Services Compliance Report - May thru July 2014

Citywide Standard: 90%

Zone Standard: 90%

**FINAL**

**Rural/Metro Ambulance Response**

**12 Minute Compliance - Level 1 (Emergency)**

AREA	ZONE 1
Total Volume	2,071
NATS*	0
Adjusted Volume	2,071
Response Time Exceeded (Prior to Approved Exceptions)	248
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>88.0%</b>
Approved Exceptions**	91
Adjusted Response Time Exceeded	157
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>92.4%</b>

City of San Diego ATTACHMENT 3  
 Emergency Medical Services Compliance Report - **FY 2015 Q1**  
 July thru September 2014 - No System Busy Exemptions

Citywide Standard: 90%      Zone Standard: 90%      **FINAL**

**Rural/Metro Ambulance Response**

**12 Minute Compliance - Level 1 (Emergency)**

AREA	12 MINUTE CITYWIDE	ZONE 1	ZONE 2	ZONE 3	ZONE 4
Total Volume	25,970	2,062	8,721	6,706	8,481
NATS*	0	0	0	0	0
Adjusted Volume	25,970	2,062	8,721	6,706	8,481
Response Time Exceeded (Prior to Approved Exceptions)	1,982	187	596	567	632
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>92.4%</b>	<b>90.9%</b>	<b>93.2%</b>	<b>91.5%</b>	<b>92.5%</b>
Approved Exceptions**	69	13	11	10	35
Adjusted Response Time Exceeded	1,913	174	585	557	597
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>92.6%</b>	<b>91.6%</b>	<b>93.3%</b>	<b>91.7%</b>	<b>93.0%</b>

**Combined Citywide Compliance -  
 Levels 1 (Emergency), 3 (Urgent) and 4 (Non-Emergency)**

AREA	12, 15 & 30 Minute
Total Volume	31,596
NATS*	0
Adjusted Volume	31,596
Response Time Exceeded (Prior to Approved Exceptions)	2,395
<b>Percentage Response Time Met (Prior to Approved Exceptions)</b>	<b>92.4%</b>
Approved Exceptions**	74
Adjusted Response Time Exceeded	2,321
<b>Contractual Compliance (Post Approved Exceptions)</b>	<b>92.7%</b>

\* NATS = Ambulance arrived but no "at-scene time" was recorded.

\*\*Per EMS contract, there are conditions by which certain calls may be allowed exceptions.