

Care Ambulance and City of Garden Grove Ambulance Contract

6 Month Check-Up Since OCFA Service Transition



- Brief history of Care Ambulance Service
- Ambulance Contract Review from 2001
- Specific Ambulance Contract Requirements
- Actual Contract Performance Data
- Compare Response Time Data to other Care City / County contracts
- Address Council Concerns
- Conclusion and Recommendation

Check Up Topics

Brief History of Care Ambulance

- Started here in Garden Grove in 1969
- Just celebrated 50 years of providing emergency ambulance services to Orange and Los Angeles Counties.
- Providing Basic Life Support (BLS), Advanced Life Support (ALS) and Critical Care Nurse Transport Services.
- Serving over 5 million residents in Orange and Los Angeles Counties
- in 2019 – Provided over 395,000 ambulance responses and 280,000 patient transports.
- Largest provider of ambulance services in Southern California.
- Unmatched disaster capabilities.





Garden Grove Ambulance Contract Review

- Following RFP process, Care Ambulance was first selected as City's Emergency Ambulance Provider in 2001. Contract was extended in 2003.
- In 2004, contract was re-bid and Care Ambulance prevailed. Contract extended in 2009 and 2014.
- In 2017, contract again was re-bid with Care Ambulance prevailing. This is the current ambulance contract.
- Care has never asked for a call exception, never missed our monthly contracted response time requirements and never turned a call for service to another ambulance service.

Specific Contract Requirements

- Contracts from 2001 and 2004 Identical
 - City of Garden Grove is treated as a single response zone
 - Care Ambulance dispatched ambulances
 - Response times measured fractally, Code 3 = 90% at 10 minutes and 90% Code 2 at 15 minutes
 - Response times reported quarterly to Fire Chief
 - Care served the City with 3 emergency ambulances
- Contract in 2017
 - City of Garden Grove still treated as a single response zone.
 - **Garden Grove Fire through “Metro Net” JPA dispatched ambulances**
 - Response times still measured fractally, Code 3 = 90% at 10 minutes and 90% Code 2 at 15 minutes
 - Response times reported quarterly to Fire Chief. Now to City Manager
 - **Care serves the City with 4 emergency ambulances**

Care's Actual Contract Performance with Care Dispatching

2001 to 2017

- 3 GG Ambulances
- Contract Requirement
- Code 3 (lights and siren) = 90% at 10 minutes
- Code 2 (no lights or siren) = 90% at 15 minutes

Actual Contract Performance

- Code 3 (lights and siren) = 95.74% compliance
- Code 2 (no lights or siren) = 97.47% compliance





Care's Actual Contract Performance With Metro Net JPA Dispatching

2017 to 2019

- 4 GG Ambulances
- Contract Requirement
- Code 3 (lights and siren) = 90% at 10 minutes
- Code 2 (no lights or siren) = 90% at 15 minutes

Actual Contract Performance

- Code 3 (lights and siren) = **91.74 % compliance**
- Code 2 (no lights or siren) = 96.74 % compliance

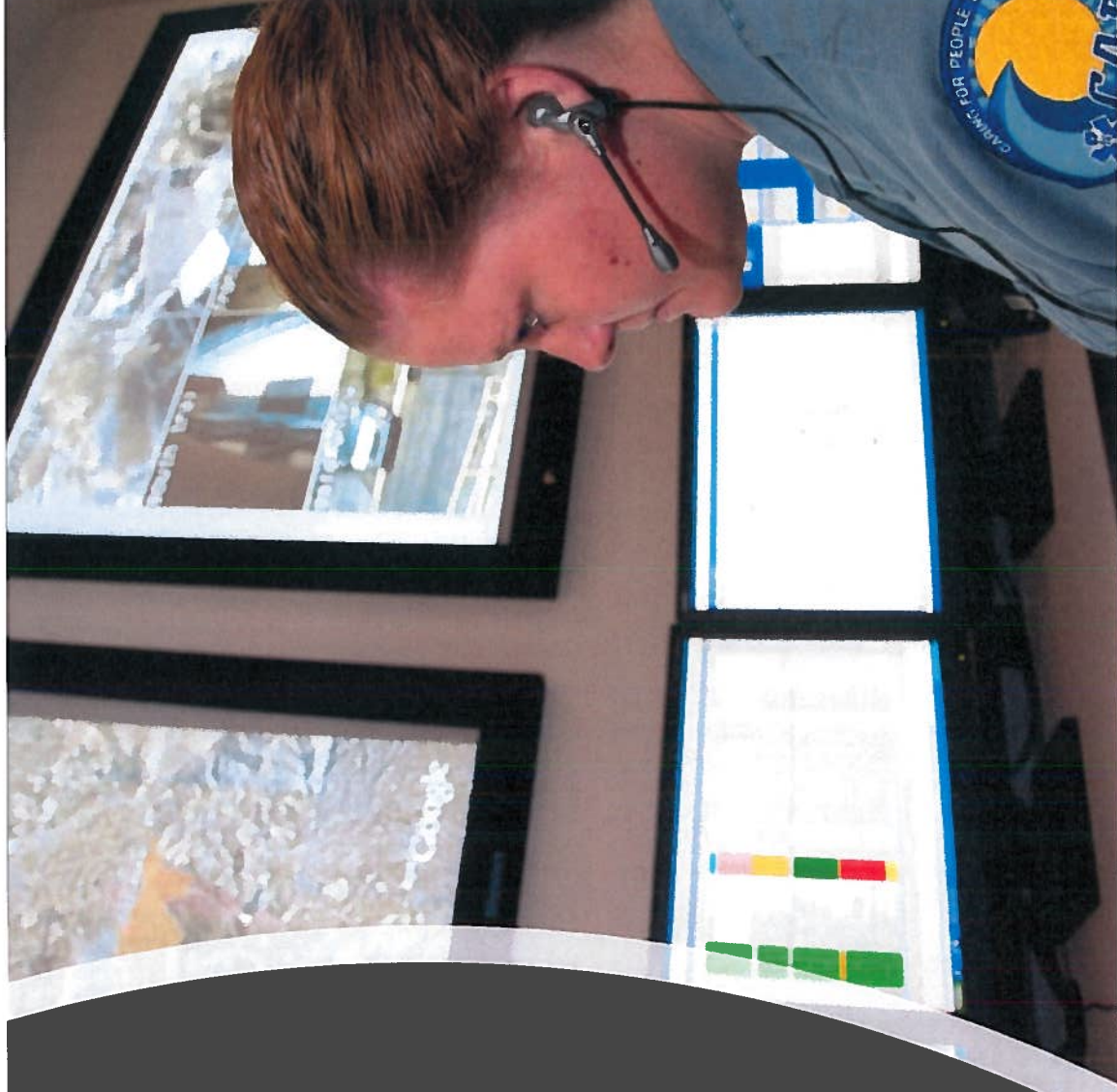
Care's Actual Contract Performance With Care Dispatching – Since OCFA Transition

August 17, 2019 to Present

- 4 GG Ambulances
- Contract Requirement
- Code 3 (lights and siren) = 90% at 10 minutes
- Code 2 (no lights or siren) = 90% at 15 minutes

Actual Contract Performance

- Code 3 (lights and siren) = 98.90 % compliance
- Code 2 (no lights or siren) = 97.76 % compliance



How Did Care Increase Response Time Performance?

City of Garden Grove
3 Ambulance Stations
4 Emergency Ambulances



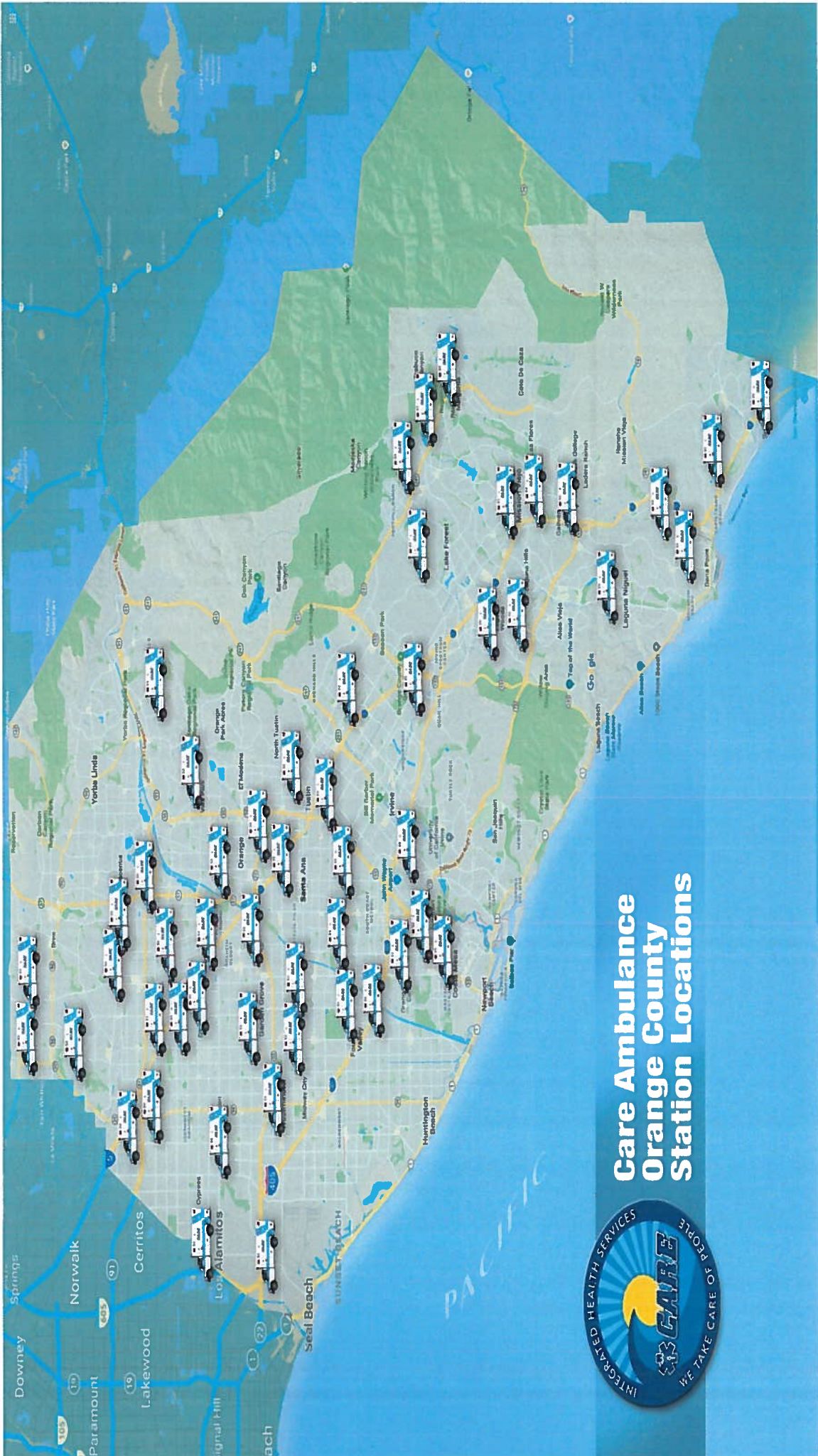
Performance?



LEGEND

Dedicated
Garden Grove
Ambulances

each enter



Care Ambulance Orange County Station Locations



2019 4th Quarter Data – Care Contracts

OC EMS Region D	98.61%	LA EOA 3	96.33%
Garden Grove	97.99%	OC EMS Region C	96.03%
Buena Park	97.66%	LA EOA 2	95.89%
Santa Ana	97.24%	La Habra	95.76%
OC EMS Region E	97.23%	OC EMS Region B	95.56%
LA EOA 4	96.62%	Westminster	95.45%
LA EOA 5	96.57%	San Clemente	94.88%
Fountain Valley	96.47%		
Mean	96.55%	Median	96.47%

Council Concern – EMT Training

- Typically one semester College course with approx. 200 hours of training, same course as firefighter
- Care layers on an additional 180 hours of training
- EMT duties consist of:
 - Patient Assessment
 - Rescue and emergency care, CPR & AED
 - Airway Management and Oxygen Administration
 - Trauma care, bleeding control, tourniquet usage
 - Spinal Immobilization
 - Patient transport
 - Emergency Medicine Administration
 - Nitroglycerin, Aspirin, Epinephrine, Albuterol, Oral Glucose, and Narcan





Council Concern – Garden Grove is Paying for 4 Ambulances

- The City of Garden Grove pays nothing for ambulance services from Care Ambulance
- Pass Thru Model:
 - ALS Transports = 53.70%
 - BLS Transports = 46.30%
- For ALS and Non-resident fees, In FY 2018/2019, Care Ambulance collected and paid to the City of Garden Grove, **\$671,544**
- GG Fire Medical Supplies = \$165,063
- **Total Paid FY 2019/2019= \$836,607**

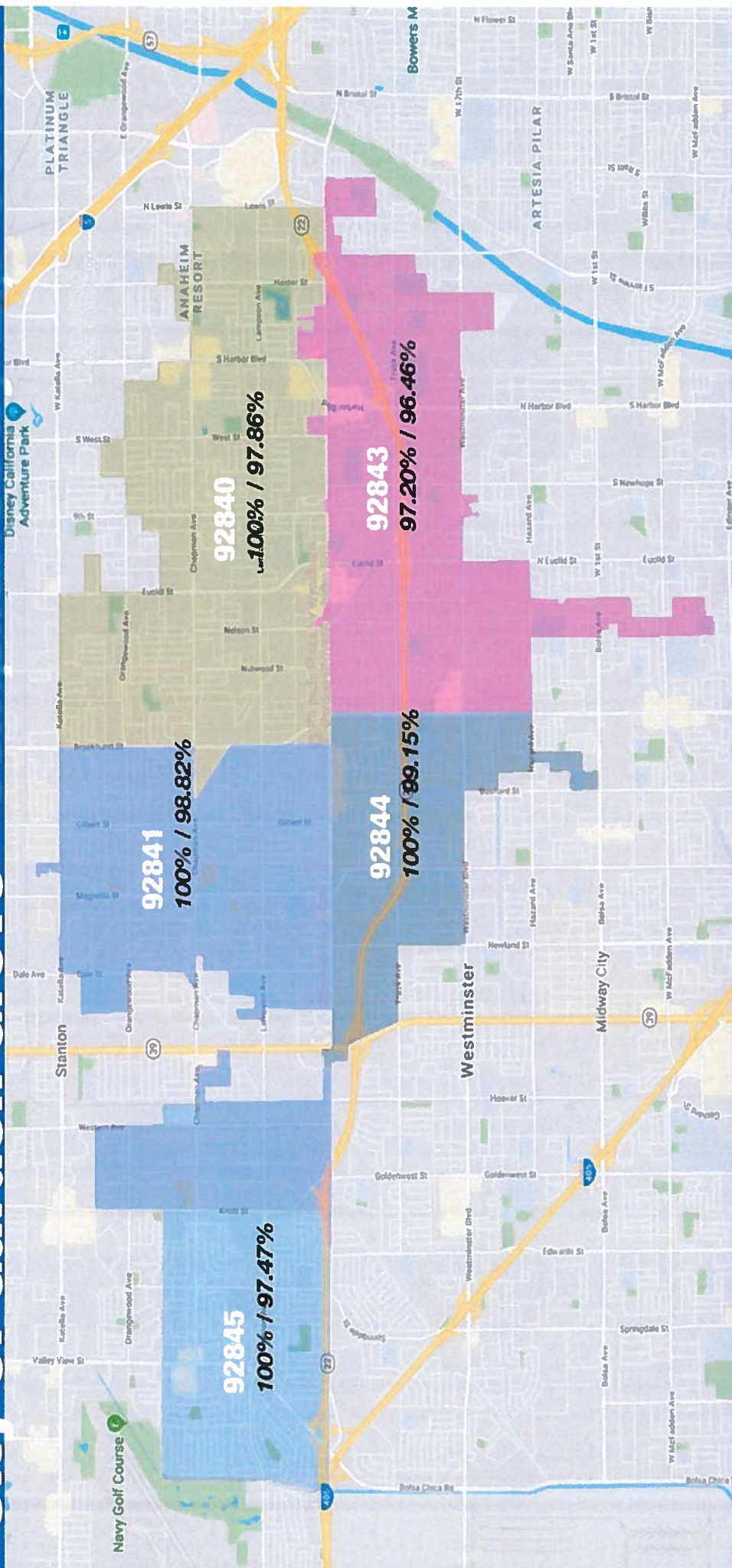
Council Concern – Possible Unequally Distribution of Response Times

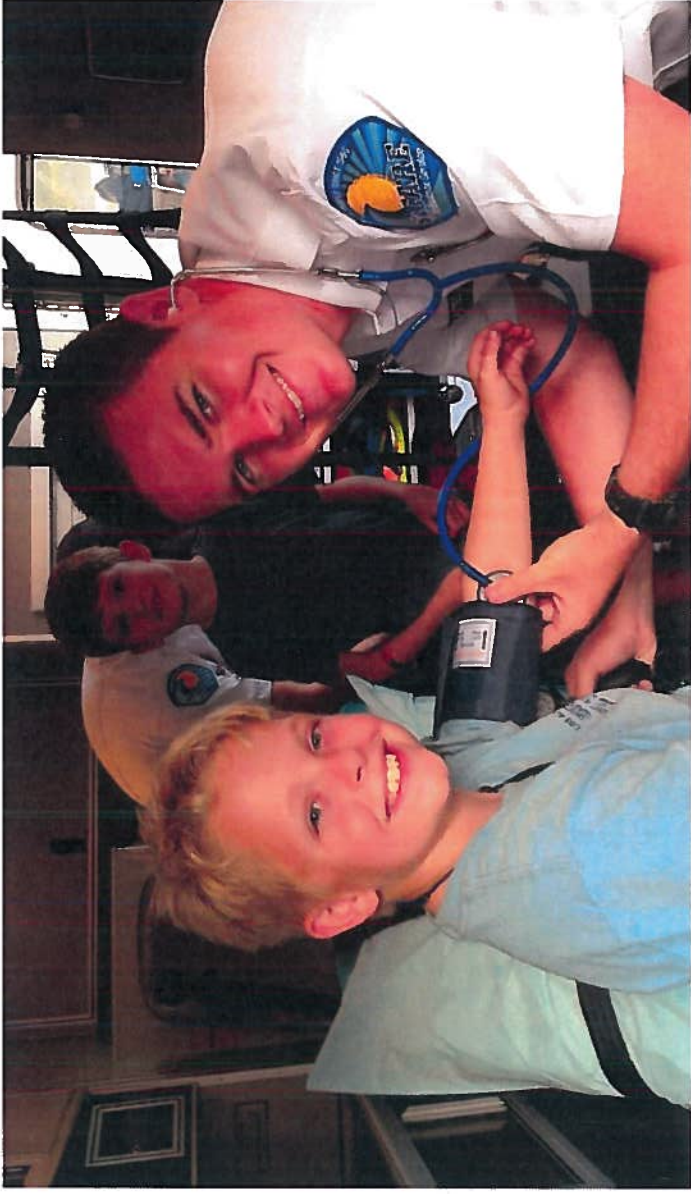
- Prior to Care’s contract with City of Garden Grove the City was divided into 2 response zones. One zone east of Beach and other zone West of Beach
- Garden Grove ambulances usage outside City of GG, 4th Quarter 2019
 - Used outside = **464**
 - Other ambulances used inside GG = **882**
 - **Almost Double – 190% higher usage inside Garden Grove**

2001 to 2017	2017 to 2019 - Metro Net	2019 to Current
EAST GG		
Code 3	Code 3	Code 3
95.92%	92.76%	99.43%
Code 2	Code 2	Code 2
97.54%	96.88%	97.75%
WEST GG		
Code 3	Code 3	Code 3
93.66%	77.44%	98%
Code 2	Code 2	Code 2
96.75%	94.21%	97.87%

City of Garden Grove

compliance by Zip Code





- The transition of ambulance dispatch has been very successful
- Ambulance response times have improved, especially into West Garden Grove
- Future Suggestions to improve
 - Communicate, communicate, communicate
 - Copy OCFA on Quarterly Response Time reports
 - Amend Quarterly Response Time reports to include data on number of times ambulance leave GG and number of times other ambulances come into GG
- Meet every 6 months with City Manager to discuss ambulance operations
- Enhance our Community Education Program in GG

Conclusion and Recommendations