



# Provider Compliance September 2019

SEPTEMBER 2019

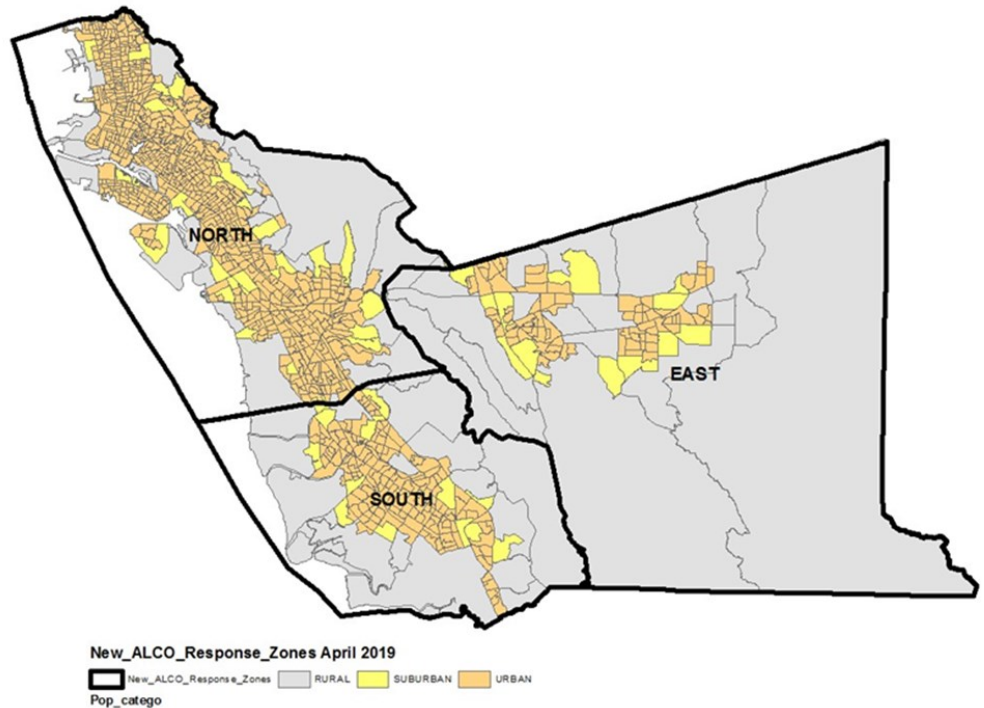
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## DEPLOYMENT ZONES

For response time deployment planning, reporting and compliance purposes, there are three (3) Deployments Zones, and three (3) Sub-zones within each Deployment Zone based on population density. The response areas outside of the Contractor’s EOA responsibility (Alameda, Albany, Berkeley, Piedmont, and Lawrence Livermore National Laboratory) are not included in these zones.

The three Deployment Zones, delineated by the black line on the map above, are:

**North:** From the northwest County line down the bayside communities to an east/west line crossing Interstate 880 (I-880) at Industrial Boulevard, intersecting Palomares Road and continuing in the north-easterly direction to the County line.

**South:** From the line crossing I-880 at Industrial Boulevard and intersecting Palomares Road continuing southerly to Niles Canyon Road, then south-easterly along Niles Canyon Road, Paloma Way and Calaveras Road to the County line.

**East:** Commonly called the Tri-Valley, the three cities and unincorporated areas within Alameda County east of the North and South Deployment Zones.

**ALAMEDA COUNTY  
EMS AGENCY**

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### DEPLOYMENT SUBZONES

The three subzones, differentiated on the map above by color, are:

**Metro/Urban:** Area shaded in orange that correlates to 2,000 or more residents per square mile

**Suburban:** Area shaded in light yellow that correlates to 1,000 to 1,999 residents per square mile

**Rural/Open Space:** Area shaded in gray that correlates to 0 to 999 residents per square mile

### RESPONSE TYPES

The three response types are:

**Code 3:** Medical calls requiring a lights and sirens response. Calls categorized as a Priority 1, 2 or 3 response secondary to their complaint and acuity determined through the Medical Priority Dispatch System (MPDS) utilized by Oakland Fire Dispatch and Alameda County Regional Emergency Communications Center (ACRECC). Code 2 calls upgraded by emergency personnel on scene due to an emergent patient condition are upgraded to Code 3.

**Code 2:** Medical Calls not requiring a lights and sirens response. Calls categorized as a Priority 4 response secondary to their complaint and acuity determined through the Medical Priority Dispatch System (MPDS) utilized by Oakland Fire Dispatch and Alameda County Regional Emergency Communications Center (ACRECC). Code 3 calls downgraded by emergency personnel on scene due to a non-emergent patient condition are upgraded to Code 2.

**5150:** Non-medical behavioral health responses which do not utilize lights or sirens.

### RESPONSE TIME STANDARDS

| Response | Call Priority | Metro/Urban | Suburban  | Rural     |
|----------|---------------|-------------|-----------|-----------|
| Code 3   | Priority 1    | 10:00 min   | 14:00 min | 16:00 min |
|          | Priority 2    | 12:00 min   | 16:00 min | 20:00 min |
|          | Priority 3    | 14:00 min   | 18:00 min | 20:00 min |
| Code 2   | Priority 4    | 20:00 min   | 30:00 min | 40:00 min |
| 5150     | 5150          | 40:00 min   | 50:00 min | 60:00 min |

The expectation is that the response time standard shall be met 90% of the time for each response type in each subzone within each deployment zone.

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**SEPTEMBER COMPLIANCE – FALCK**

**TABLE KEY**

Percentages highlighted in   are final compliance figures that meet or exceed the standard.

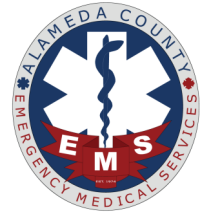
Percentages highlighted in   are final compliance figures that are below the standard.

Percentages that are not highlighted and have asterisks (\*) are not final compliance figures because a zone must have at least 100 calls in order for the final calculation to occur. Calls will carry over to the next month until the threshold of at least 100 calls is met.

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| Zone              | Response | # Response | # Late Response | Compliance % |
|-------------------|----------|------------|-----------------|--------------|
| East Metro/Urban  | 5150     | 148        | 13              | 91.22%       |
|                   | Code 2   | 304        | 23              | 92.43%       |
|                   | Code 3   | 439        | 61              | 86.10%       |
| East Rural        | 5150     | 43         | 0               | 100% *       |
|                   | Code 2   | 95         | 6               | 93.68% *     |
|                   | Code 3   | 215        | 16              | 92.56%       |
| East Suburban     | 5150     | 34         | 0               | 100% *       |
|                   | Code 2   | 96         | 1               | 98.96% *     |
|                   | Code 3   | 109        | 5               | 95.41%       |
| North Metro/Urban | 5150     | 456        | 40              | 91.23%       |
|                   | Code 2   | 3252       | 412             | 87.33%       |
|                   | Code 3   | 4190       | 775             | 81.5%        |
| North Rural       | 5150     | 49         | 2               | 95.92% *     |
|                   | Code 2   | 135        | 2               | 98.52%       |
|                   | Code 3   | 269        | 13              | 95.17%       |
| North Suburban    | 5150     | 47         | 3               | 93.62% *     |
|                   | Code 2   | 113        | 8               | 92.92%       |
|                   | Code 3   | 148        | 19              | 87.16%       |
| South Metro/Urban | 5150     | 80         | 2               | 97.5% *      |
|                   | Code 2   | 527        | 45              | 91.46%       |
|                   | Code 3   | 718        | 96              | 86.63%       |
| South Rural       | 5150     | 24         | 0               | 100% *       |
|                   | Code 2   | 114        | 0               | 100%         |
|                   | Code 3   | 180        | 4               | 97.78%       |
| South Suburban    | 5150     | 20         | 0               | 100% *       |
|                   | Code 2   | 133        | 4               | 96.99%       |
|                   | Code 3   | 140        | 9               | 93.57%       |



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### ACCOUNTABILITY

Provider is held accountable for performance as well as the subsequent penalties and fines that are levied pursuant to the performance metrics and penalty structures within their Agreement.

In addition to the compliance percentages noted in the preceding tables. Penalties are assessed for outliers, which are prolonged responses which equal or exceed 250% of the response time standard.

Failure to meet the performance measures contained within their Agreement will result in the implementation of a performance improvement plan in order to bring provider into compliance.

Subsequent deviations in performance, as identified in the Agreement, results in escalating penalties and prolonged underperformance could result in a material breach of the provider Agreement.

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### COMPLIANCE TRENDING

