



Provider Compliance 2022

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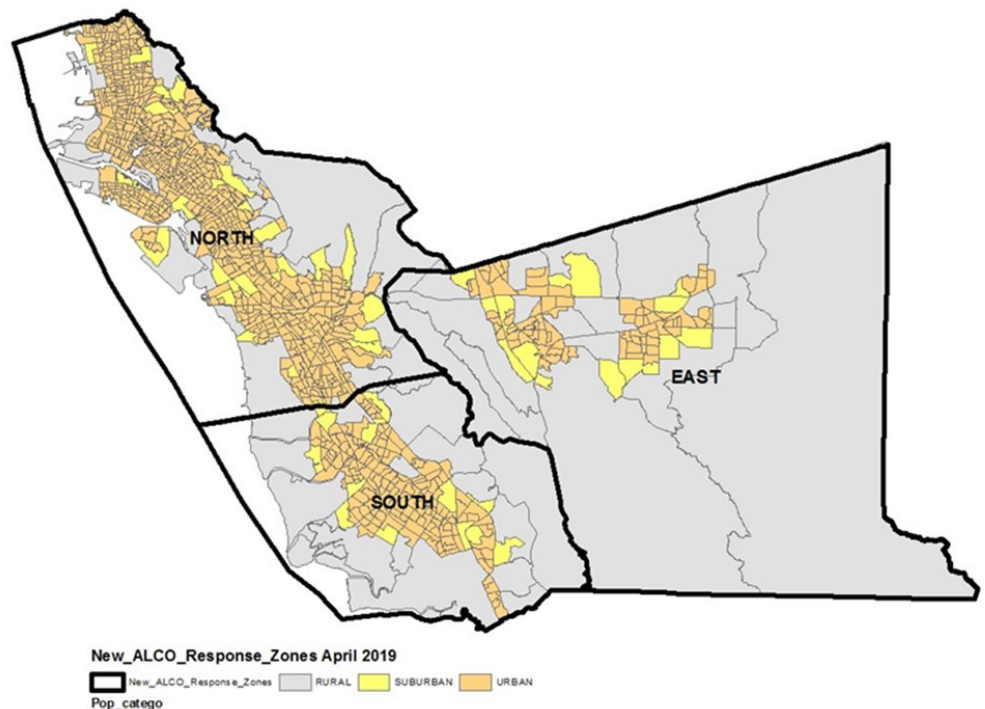
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DEPLOYMENT ZONES

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**

1000 San Leandro Blvd., Suite 200
San Leandro, CA 94577



ALAMEDA COUNTY EMS

Provider Compliance 2022

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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Provider Compliance January 2022

JANUARY COMPLIANCE – FALCK

TABLE KEY

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1000 San Leandro Blvd., Suite 200
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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	268	5	98.13%
	Code 3	554	48	91.34%
	5150	123	6	95.12%
East Rural	Code 2	83	0	100.00% *
	Code 3	163	8	95.09%
	5150	96	0	100.00% *
East Suburban	Code 2	79	0	100.00% *
	Code 3	118	5	95.76%
	5150	76	2	97.37% *
North Metro/Urban	Code 2	2950	143	95.15%
	Code 3	4139	383	90.75%
	5150	446	22	95.07%
North Rural	Code 2	198	3	98.48%
	Code 3	241	6	97.51%
	5150	25	0	100.00% *
North Suburban	Code 2	96	0	100.00% *
	Code 3	161	2	98.76%
	5150	9	0	100.00% *
South Metro/Urban	Code 2	510	10	98.04%
	Code 3	950	65	93.16%
	5150	60	1	98.33% *
South Rural	Code 2	186	1	99.46%
	Code 3	184	2	98.91%
	5150	56	0	100.00% *
South Suburban	Code 2	66	0	100.00% *
	Code 3	165	10	93.94%
	5150	39	1	97.44% *



Provider Compliance February 2022

FEBRUARY COMPLIANCE – FALCK

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ALAMEDA COUNTY EMS AGENCY

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	240	4	98.33%
	Code 3	496	38	92.34%
	5150	39	3	92.31% *
East Rural	Code 2	171	0	100.00%
	Code 3	162	0	100.00%
	5150	104	0	100.00%
East Suburban	Code 2	120	0	100.00%
	Code 3	117	3	97.44%
	5150	83	2	97.59% *
North Metro/Urban	Code 2	2522	72	97.15%
	Code 3	3658	361	90.13%
	5150	405	14	96.54%
North Rural	Code 2	87	0	100.00% *
	Code 3	232	5	97.84%
	5150	48	0	100.00% *
North Suburban	Code 2	182	0	100.00%
	Code 3	173	8	95.38%
	5150	14	0	100.00% *
South Metro/Urban	Code 2	481	10	97.92%
	Code 3	826	51	93.83%
	5150	130	1	99.23%
South Rural	Code 2	81	0	100.00% *
	Code 3	150	4	97.33%
	5150	69	0	100.00% *
South Suburban	Code 2	103	0	100.00%
	Code 3	64	5	92.19% *
	5150	44	1	97.73% *



Provider Compliance March 2022

MARCH COMPLIANCE – FALCK

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**ALAMEDA COUNTY
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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	248	9	96.37%
	Code 3	559	45	91.95%
	5150	85	6	92.94% *
East Rural	Code 2	94	0	100.00% *
	Code 3	217	8	96.31%
	5150	10	0	100.00% *
East Suburban	Code 2	64	1	98.44% *
	Code 3	126	2	98.41%
	5150	94	2	97.87% *
North Metro/Urban	Code 2	2910	125	95.70%
	Code 3	3966	432	89.11%
	5150	433	17	96.07%
North Rural	Code 2	204	0	100.00%
	Code 3	259	9	96.53%
	5150	65	1	98.46% *
North Suburban	Code 2	113	2	98.23%
	Code 3	177	5	97.18%
	5150	28	1	96.43% *
South Metro/Urban	Code 2	490	21	95.71%
	Code 3	870	76	91.26%
	5150	82	2	97.56% *
South Rural	Code 2	176	0	100.00%
	Code 3	165	3	98.18%
	5150	77	0	100.00% *
South Suburban	Code 2	37	0	100.00% *
	Code 3	140	8	94.29%
	5150	48	1	97.92% *



Provider Compliance April 2022

APRIL COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	245	7	97.14%
	Code 3	555	56	89.91%
	5150	117	9	92.31%
East Rural	Code 2	179	0	100.00%
	Code 3	191	7	96.34%
	5150	27	0	100.00% *
East Suburban	Code 2	115	3	97.39%
	Code 3	97	3	96.91% *
	5150	95	2	97.89% *
North Metro/Urban	Code 2	2724	160	94.13%
	Code 3	3706	451	87.83%
	5150	430	39	90.93%
North Rural	Code 2	115	0	100.00%
	Code 3	230	8	96.52%
	5150	83	3	96.39% *
North Suburban	Code 2	105	1	99.05%
	Code 3	179	10	94.41%
	5150	40	2	95.00% *
South Metro/Urban	Code 2	490	26	94.69%
	Code 3	737	61	91.72%
	5150	147	10	93.20%
South Rural	Code 2	101	1	99.01%
	Code 3	181	5	97.24%
	5150	84	0	100.00% *
South Suburban	Code 2	69	0	100.00% *
	Code 3	76	5	93.42% *
	5150	53	2	96.23% *



Provider Compliance May 2022

MAY COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	247	9	96.36%
	Code 3	519	51	90.17%
	5150	42	7	83.33% *
East Rural	Code 2	104	2	98.08%
	Code 3	229	6	97.38%
	5150	46	0	100.00% *
East Suburban	Code 2	66	1	98.48% *
	Code 3	128	7	94.53%
	5150	6	2	66.67% *
North Metro/Urban	Code 2	2906	154	94.70%
	Code 3	4173	428	89.74%
	5150	426	53	87.56%
North Rural	Code 2	142	1	99.30%
	Code 3	284	14	95.07%
	5150	105	4	96.19%
North Suburban	Code 2	95	1	98.95% *
	Code 3	223	7	96.86%
	5150	62	2	96.77% *
South Metro/Urban	Code 2	503	17	96.62%
	Code 3	861	73	91.52%
	5150	62	5	91.94% *
South Rural	Code 2	111	1	99.10%
	Code 3	197	6	96.95%
	5150	90	0	100.00% *
South Suburban	Code 2	119	0	100.00%
	Code 3	150	7	95.33%
	5150	58	2	96.55% *



Provider Compliance June 2022

JUNE COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	285	17	94.04%
	Code 3	480	37	92.29%
	5150	70	12	82.86% *
East Rural	Code 2	92	1	98.91% *
	Code 3	223	10	95.52%
	5150	57	3	94.74% *
East Suburban	Code 2	139	5	96.40%
	Code 3	124	4	96.77%
	5150	11	2	81.82% *
North Metro/Urban	Code 2	2903	193	93.35%
	Code 3	3783	392	89.64%
	5150	407	54	86.73%
North Rural	Code 2	129	0	100.00%
	Code 3	276	7	97.46%
	5150	14	0	100.00% *
North Suburban	Code 2	176	2	98.86%
	Code 3	174	7	95.98%
	5150	71	2	97.18% *
South Metro/Urban	Code 2	501	24	95.21%
	Code 3	841	74	91.20%
	5150	134	10	92.54%
South Rural	Code 2	110	0	100.00%
	Code 3	188	7	96.28%
	5150	6	0	100.00% *
South Suburban	Code 2	48	1	97.92% *
	Code 3	61	1	98.36% *
	5150	62	4	93.55% *



Provider Compliance July 2022

JULY COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	244	14	94.26%
	Code 3	440	44	90.00%
	5150	98	16	83.67% *
East Rural	Code 2	190	3	98.42%
	Code 3	208	5	97.60%
	5150	74	3	95.95% *
East Suburban	Code 2	72	2	97.22% *
	Code 3	120	8	93.33%
	5150	16	2	87.50% *
North Metro/Urban	Code 2	2752	193	92.99%
	Code 3	3848	404	89.50%
	5150	377	30	92.04%
North Rural	Code 2	110	3	97.27%
	Code 3	272	12	95.59%
	5150	25	0	100.00% *
North Suburban	Code 2	119	1	99.16%
	Code 3	201	11	94.53%
	5150	80	2	97.50% *
South Metro/Urban	Code 2	490	15	96.94%
	Code 3	854	87	89.81%
	5150	68	5	92.65% *
South Rural	Code 2	96	0	100.00% *
	Code 3	195	7	96.41%
	5150	13	0	100.00% *
South Suburban	Code 2	89	1	98.88% *
	Code 3	132	4	96.97%
	5150	6	0	100.00% *



Provider Compliance August 2022

AUGUST COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	294	13	95.58%
	Code 3	497	40	91.95%
	5150	34	2	94.12% *
East Rural	Code 2	74	0	100.00% *
	Code 3	228	7	96.93%
	5150	89	4	95.51% *
East Suburban	Code 2	135	3	97.78%
	Code 3	141	4	97.16%
	5150	24	3	87.50% *
North Metro/Urban	Code 2	3175	223	92.98%
	Code 3	4012	331	91.75%
	5150	395	24	93.92%
North Rural	Code 2	122	3	97.54%
	Code 3	292	7	97.60%
	5150	43	2	95.35% *
North Suburban	Code 2	104	3	97.12%
	Code 3	189	7	96.30%
	5150	90	2	97.78% *
South Metro/Urban	Code 2	520	29	94.42%
	Code 3	886	52	94.13%
	5150	139	8	94.24%
South Rural	Code 2	199	1	99.50%
	Code 3	185	8	95.68%
	5150	24	0	100.00% *
South Suburban	Code 2	125	2	98.40%
	Code 3	61	0	100.00% *
	5150	15	0	100.00% *



Provider Compliance September 2022

SEPTEMBER COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	264	13	95.08%
	Code 3	482	34	92.95%
	5150	66	3	95.45% *
East Rural	Code 2	175	0	100.00%
	Code 3	208	7	96.63%
	5150	100	4	96.00%
East Suburban	Code 2	66	0	100.00% *
	Code 3	109	2	98.17%
	5150	32	3	90.63% *
North Metro/Urban	Code 2	2912	208	92.86%
	Code 3	3916	318	91.88%
	5150	359	14	96.10%
North Rural	Code 2	138	6	95.65%
	Code 3	268	8	97.01%
	5150	64	3	95.31% *
North Suburban	Code 2	117	3	97.44%
	Code 3	191	5	97.38%
	5150	101	2	98.02%
South Metro/Urban	Code 2	479	34	92.90%
	Code 3	843	65	92.29%
	5150	60	0	100.00% *
South Rural	Code 2	89	2	97.75% *
	Code 3	158	5	96.84%
	5150	35	0	100.00% *
South Suburban	Code 2	46	1	97.83% *
	Code 3	139	2	98.56%
	5150	22	0	100.00% *



Provider Compliance October 2022

OCTOBER COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	313	7	97.76%
	Code 3	516	40	92.25%
	5150	103	6	94.17%
East Rural	Code 2	98	0	100.00% *
	Code 3	177	5	97.18%
	5150	9	0	100.00% *
East Suburban	Code 2	134	0	100.00%
	Code 3	119	2	98.32%
	5150	38	3	92.11% *
North Metro/Urban	Code 2	2863	102	96.44%
	Code 3	3941	259	93.43%
	5150	359	10	97.21%
North Rural	Code 2	117	0	100.00%
	Code 3	278	8	97.12%
	5150	73	3	95.89% *
North Suburban	Code 2	87	1	98.85% *
	Code 3	202	6	97.03%
	5150	11	1	90.91% *
South Metro/Urban	Code 2	493	17	96.55%
	Code 3	886	51	94.24%
	5150	108	1	99.07%
South Rural	Code 2	196	2	98.98%
	Code 3	199	8	95.98%
	5150	46	0	100.00% *
South Suburban	Code 2	72	2	97.22% *
	Code 3	66	0	100.00% *
	5150	27	0	100.00% *



Provider Compliance November 2022

NOVEMBER COMPLIANCE – FALCK

TABLE KEY

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	279	3	98.92%
	Code 3	542	37	93.17%
	5150	22	0	100.00% *
East Rural	Code 2	87	0	100.00% *
	Code 3	207	3	98.55%
	5150	21	1	95.24% *
East Suburban	Code 2	54	0	100.00% *
	Code 3	153	3	98.04%
	5150	45	3	93.33% *
North Metro/Urban	Code 2	2668	77	97.11%
	Code 3	3968	234	94.10%
	5150	346	7	97.98%
North Rural	Code 2	100	1	99.00%
	Code 3	306	3	99.02%
	5150	89	4	95.51% *
North Suburban	Code 2	207	2	99.03%
	Code 3	173	2	98.84%
	5150	21	1	95.24% *
South Metro/Urban	Code 2	493	12	97.57%
	Code 3	946	54	94.29%
	5150	65	1	98.46% *
South Rural	Code 2	101	1	99.01%
	Code 3	187	5	97.33%
	5150	55	0	100.00% *
South Suburban	Code 2	104	2	98.08%
	Code 3	146	1	99.32%
	5150	32	0	100.00% *



Provider Compliance December 2022

DECEMBER COMPLIANCE – FALCK

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Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	283	2	99.29%
	Code 3	558	26	95.34%
	5150	54	1	98.15% *
East Rural	Code 2	192	0	100.00%
	Code 3	241	4	98.34%
	5150	31	1	96.77% *
East Suburban	Code 2	119	0	100.00%
	Code 3	145	4	97.24%
	5150	52	3	94.23% *
North Metro/Urban	Code 2	2870	53	98.15%
	Code 3	4253	233	94.52%
	5150	307	7	97.72%
North Rural	Code 2	108	1	99.07%
	Code 3	306	5	98.37%
	5150	103	4	96.12%
North Suburban	Code 2	102	0	100.00%
	Code 3	192	3	98.44%
	5150	31	1	96.77% *
South Metro/Urban	Code 2	530	11	97.92%
	Code 3	1018	57	94.40%
	5150	128	1	99.22%
South Rural	Code 2	107	0	100.00%
	Code 3	218	5	97.71%
	5150	63	0	100.00% *
South Suburban	Code 2	42	0	100.00% *
	Code 3	90	1	98.89% *
	5150	38	0	100.00% *



Provider Compliance 2022

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.

**ALAMEDA COUNTY
EMS AGENCY**

1000 San Leandro Blvd., Suite 200
San Leandro, CA 94577

COMPLIANCE TRENDING

