



Emergency Ambulance Services Performance Update SCFD-EMS



Presenters:

- **Ron Busch, Fire Chief,**
Sonoma County Fire District
SCFD-EMS
- **James Pierson, President/COO,**
Medic Ambulance Service
SCFD-EMS



About SCFD

- "All Risk" Fire District
- SCFD responds will respond to over 40,000 incidents, such as fire, medical and other emergencies.
- Provides EMS care across more than 425 square miles of Sonoma County
- SCFD was established in April 2019 after the consolidation of several fire districts (Windsor Fire Protection District, Rincon Valley Fire District, Bennett Valley Fire District, and Mountain Volunteer Fire Department.
- July 2020, three other fire districts joined SCFD (Russian River Fire Protection District, Forestville Fire Protection District, and Bodega Bay Fire Protection District).



About Medic

- Family Owned and operated since 1979
- CAAS Accredited since 2007, First CAAS accredited ambulance Service in Northern CA
- Operate in 7 Counties Solano (9-1-1), Sacramento, (9-1-1) Sonoma (9-1-1), Yolo, Placer, El Dorado, Napa
- 675 Employees
- 150,000 Annual Calls for Service

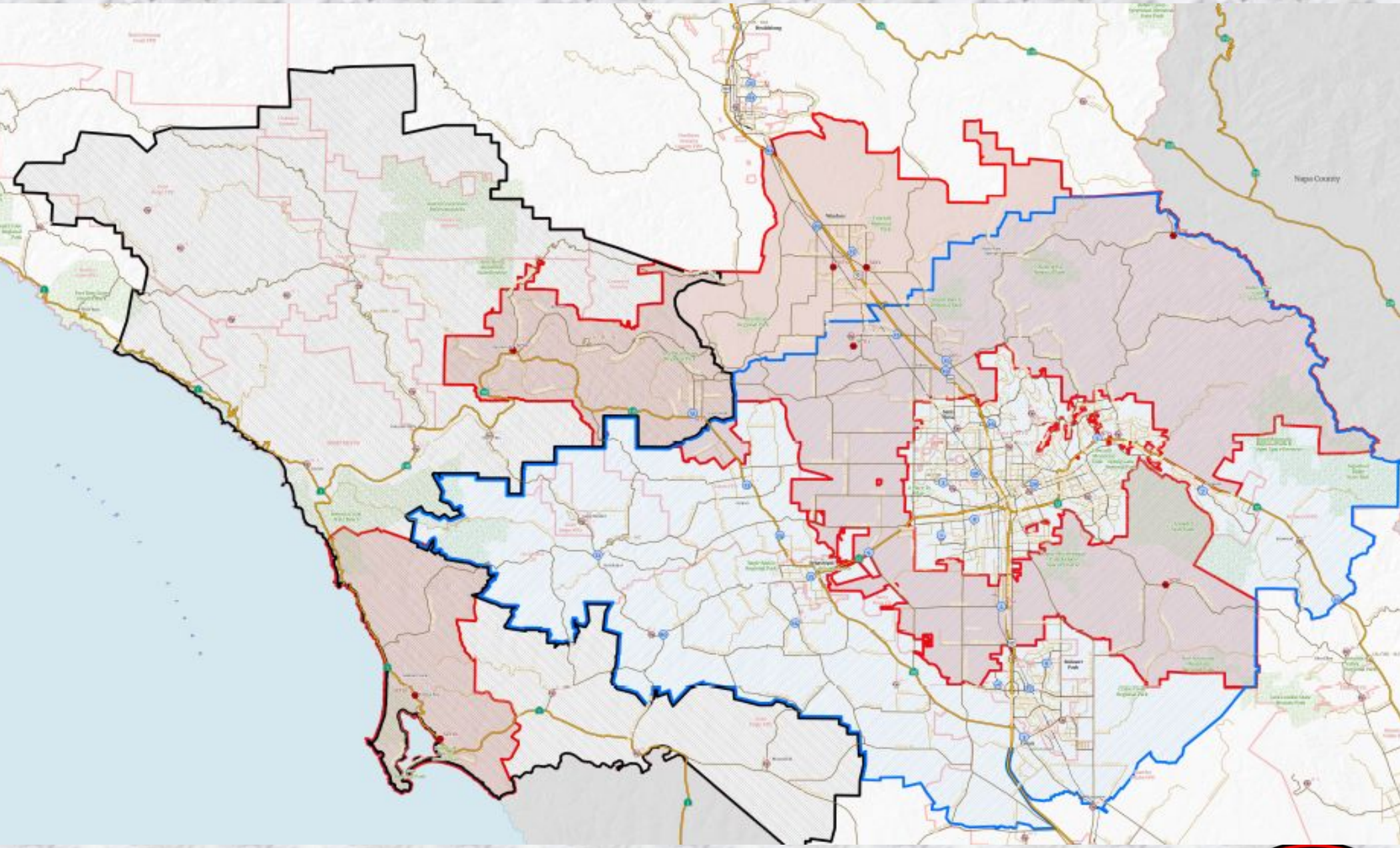


What is SCFD-EMS

- In 2023, SCFD, with Medic as its subcontractor, bid and was awarded the EOA contract that started on Jan 15, 2024.
- **SCFD is the contract holder with Sonoma County;** Medic is the subcontractor to SCFD.
- We are Partners in Care; and have integrated leadership teams to administer and operate the ambulance System in EOA-1 as SCFD-EMS



SCFD and EOA-1 Service Area Map



System Compliance

- SCFD and Sonoma County Health and Human services entered into an agreement for services, that enforces standards and compliance for the ambulance services agreement.
- REDCOM is the dispatch center for all SCFD-EMS resources
- All compliance related data is tracked and measured using real-time CAD data directly from REDCOM, which is connected via a data link to FirstWatch's Online Compliance Utility (OCU).



System Compliance Standards

ALS RESPONSE TIME REQUIREMENTS (CODE 3)

AMBULANCE, FRALS, OR QRV		AMBULANCE WITH FRALS AGREEMENT, OR DISTRICT FRALS / QRV RESPONSE	
Zones 1-4 (Urban)		Zones 1-4 (Urban)	
Charlie, Delta & Echo	6:59	Delta & Echo	10:59
Alpha & Bravo	11:59	Alpha, Bravo, & Charlie,	15:59
Zone 5 (Semi-Rural)		Zone 5 (Semi-Rural)	

BLS RESPONSE TIME REQUIREMENTS (CODE 3)

AMBULANCE, FRALS, FRBLS, OR QRV		AMBULANCE WITH FRALS OR FRBLS AGREEMENT, OR DISTRICT FRALS / QRV RESPONSE	
Urban		Urban	
Alpha, Bravo & Charlie	11:59	Alpha, Bravo, & Charlie	15:59
Semi-Rural		Semi-Rural	
Alpha, Bravo & Charlie	17:59	Alpha, Bravo & Charlie	21:59
Rural		Rural	
Alpha, Bravo & Charlie	32:59	Alpha, Bravo, & Charlie	37:59





April – Sept 2024 – SCFD-EMS EOA-1 Compliance

EOA-1 Compliance Zone	June 2024	May 2024	April 2024
Zone 1-Oakmont Urban	91.23%	94.34%	92.23%
Zone 2-Rohnert Park Urban	95.06%	96.41%	94.16%
Zone 3-Santa Rosa Urban	98.45%	98.36%	98.07%
Zone 4-Sebastopol Urban	93.65%	90.70%	83.82%
Zone 5-Semi-Rural	92.03%	92.62%	92.11%
Zone 6-Rural	100.00%	100.00%	100.00%
Zone 8-Emergency ALS IFT	100.00%	100.00%	100.00%
Overall Total	97.22%	97.31%	96.38%

EOA-1 Compliance Zone	Sept 2024	Aug 2024	July 2024
Zone 1-Oakmont Urban	92.16%	92.00%	90.11%
Zone 2-Rohnert Park Urban	96.57%	96.44%	96.39%
Zone 3-Santa Rosa Urban	98.84%	99.19%	98.89%
Zone 4-Sebastopol Urban	97.14%	90.55%	90.60%
Zone 5-Semi-Rural	99.25%	91.86%	94.74%
Zone 6-Rural	100.00%	100.00%	100.00%
Zone 8-Emergency ALS IFT	100.00%	100.00%	100.00%
Overall Total	98.21%	97.79%	97.67%



(Oct 24 – Feb 25)– SCFD-EMS EOA-1 Compliance

EOA-1 Compliance Zone	Oct 2024	Nov 2024	Dec 2024
Zone 1-Oakmont Urban	94.44%	92.55%	94.31%
Zone 2-Rohnert Park Urban	96.63%	98.02%	97.18%
Zone 3-Santa Rosa Urban	98.98%	98.52%	98.89%
Zone 4-Sebastopol Urban	92.42%	93.71%	92.81%
Zone 5-Semi-Rural	93.33%	94.56%	91.16%
Zone 6-Rural	100.00%	100.00%	100.00%
Zone 8-Emergency ALS IFT	100.00%	100.00%	100.00%
Overall Total	97.93%	97.82%	97.81%

Grand Total (April-Dec)	97.74%
--------------------------------	---------------

EOA-1 Compliance Zone	Jan 2025	Feb 2025
Zone 1-Oakmont Urban	92.31%	91.54%
Zone 2-Rohnert Park Urban	95.79%	96.27%
Zone 3-Santa Rosa Urban	99.10%	98.66%
Zone 4-Sebastopol Urban	94.96%	93.89%
Zone 5-Semi-Rural	94.56%	93.53%
Zone 6-Rural	100.00%	100.00%
Zone 8-Emergency ALS IFT	100.00%	100.00%
Overall Total	97.94%	97.57%

Grand Total	97.61%
--------------------	---------------

SCFD-EMS System Enhancement and Offerings

- Deploying a weekly Peak of 21 Ambulances at the highest historical demands
- AMBUBUS – That can transport up to 24 patients at once, with ALS/BLS treatment capability
- (4) 4x4 Ambulances
- ATV Ambulance
- Special Operations
- Mobile Command Center
- Dedicated Type 3 Bariatric Ambulance, that has patient capabilities of up to 1400 lbs, with specialized gurney and winch system.
- Onboarded over 140+ employees in 4 months leading up to contact start
- 25 New Type III Ambulances with Auto-Loader Stryker Power Gurneys





SCFD-EMS System Enhancement and Offerings (Cont'd)

- **New 15,000 Sq ft Operations Center located at 1269 Corporate Center Parkway, with more Comfort Stations located strategically throughout the County (Santa Rosa Urban Based Locations below):**
 - **445 Tesconi Cir. Santa Rosa**
 - **SCFD Station 4 - 207 Todd Rd, Santa Rosa**
 - **SCFD Station 5 – 91 Middle Rincon Rd, Santa Rosa**
 - **6572 Oakmont Dr**
- **New 4 Year Labor Agreement, making our EMS workforce one of the highest paid in Nation**
- **Focus on building a sustainable, local EMS workforce dedicated to Sonoma County**
 - **Great Success in last 12 months, Fully Staffed with EMTs and Paramedics, with wait list. Over 30 EMTs in Paramedic School, 10 on Scholarship**



SCFD-EMS System Enhancement and Offerings (Cont'd)

- **First Response ALS Agreement with Santa Rosa, ensuring equitable reimbursement for 12 Engines responding in EMS First Response capacity, while also promoting increased collaboration in the field and administration between SCFD-EMS and SRFD.**
- **First Response BLS Agreements with Gold Ridge Fire Protection and Rancho Adobe Fire Protection District, enhancing the level and responsibility of first response delivery in Sonoma County.**



SCFD System Enhancement and Offerings (Cont'd)

- Working with our other Fire and First Response partners to deploy LUCAS 3 Automated CPR Devices to ensure the availability of high-quality CPR. 18 Units to be placed over next 12 months.
- In 2025, SCFD-EMS is upgrading to the Stryker LifePack 35 Monitors. This is one of newest and most modern life-saving equipment to come to the EMS market. We are honored to be one of the first agencies in Northern California to implement.



Training and Education



Building Relationships Beyond Emergencies





Closing / Questions

- We are guided by our principles:
 - Honesty
 - Respect
 - Integrity
- We are committed to providing the highest quality of care to the residents and visitors of our community
- We thank you for your time today and are open for any questions

