



LIVERMORE-PLEASANTON FIRE DEPARTMENT JOINT POWERS AUTHORITY BOARD OF DIRECTORS

Special Meeting Notice and Agenda Thursday, November 17, 2022, at 3:00 p.m.

Governor Newsom proclaimed a State of Emergency due to COVID-19 and issued Executive Order N-29-20 and AB 361 suspending provisions of the Brown Act allowing meetings via teleconferencing and members of the public to observe and offer comments telephonically or electronically.

- Join the meeting using this URL <https://cityofpleasanton.zoom.us/j/87811084341> or by phone at 1 (669) 900-6833 or 1 (253) 215-8782. When prompted: Enter Webinar ID: 878 1108 4341.
- If you wish to speak on an item listed on this agenda, it is requested that you complete and submit a speaker card at <https://forms.cityofpleasantonca.gov/f/hfc9akhxbht>. Once the meeting begins, you may participate in the Zoom meeting by using the “raise your hand” function when public comment is opened on the agenda item. You will be unmuted when your name is called and you will be re-muted after the allotted time. To raise your hand, click the “raise your hand” button or *9 on your telephone. To unmute your phone, press *6.

NOTICE IS HEREBY GIVEN, pursuant to section 54956 of the California Government Code, a Special Meeting of the Board of Directors of the Livermore-Pleasanton Fire Department Joint Powers Authority is hereby called.

1. Call to Order
 - Roll Call
2. Public Comment – *Comments are limited to items listed on this agenda*
3. Approve minutes of May 18, 2022
4. EMS Transport
 - A. Ambulance system overview and current data
 - B. Alameda County Request for Proposal for 2024 Contract
 - C. Purchase of Two Basic Life Support Ambulances
5. Adjournment

Dated: November 14, 2022

Notice

Under Government Code §54957.5, any writings/documents regarding an open session item on this agenda provided to a majority of the Board after distribution of the agenda packet will be available for public inspection by emailing the City Clerk's Office, pleasantoncityclerk@cityofpleasantonca.gov.

Accessible Public Meetings

The LPPFD JPA can provide special assistance for persons with disabilities to participate in public meetings. To make a request for a disability-related modification or accommodation, please contact the Livermore-Pleasanton Fire Department at 3560 Nevada Street, Pleasanton, CA 94566 or (925) 454-2361 at the earliest possible time. If you need sign language assistance, please provide at least two working days' notice prior to the meeting date.



**LIVERMORE-PLEASANTON FIRE DEPARTMENT
JOINT POWERS AUTHORITY BOARD OF DIRECTORS
Wednesday, May 18, 2022
Minutes**

*This meeting was conducted in accordance with Governor Newsom's
Executive Order N-29-20 and AB 361 COVID-19 pandemic protocols*

1. Call to Order and Roll Call

Chair Brown called the special meeting of the Board of Directors of the Livermore-Pleasanton Fire Department Joint Powers Authority (LFPD JPA) to order at the hour of 2:48 p.m.

Present: Pleasanton: Karla Brown, Jack Balch
Livermore: Bob Woerner, Brittni Kiick
Absent: None

2. Public Comment – None.

3. Approve minutes of February 7, 2022

It was m/s by Woerner/Balch to approve the minutes as submitted. The motion passed unanimously.

4. Ambulance Transport Verbal Update

Chief Joe Testa reported that there was no new data available from what was last provided in the February meeting.

Chair Brown opened public comment. There being no speakers, Chair Brown closed public comment.

The Board requested that comment be prepared for submittal at the Tri Valley Mayor's meeting scheduled on May 20, 2022 addressing: performance statistics by region both with and without exceptions, what are specific performance metrics of success and how it is influenced by classifications, other areas of exploration for modifying the current contract while making sure that next contract is optimal, and how metrics of Contra Costa's business model compares with Alameda County.

The Board requested that performance statistics and data be presented at the next meeting.

5. Adopt a resolution approving the proposed Mid-Year adjustments for the Fiscal Year 2021/22 and Mid-Term adjustments for the Fiscal Year 2022/23 operating budget

Marietta Pena presented the requested adjustments for the operating budget.

Board members asked clarifying questions regarding labor, insurance, and fleet maintenance and replacement costs.

It was m/s by Balch/Kiick to adopt the resolution approving the proposed Mid-Year adjustments for the Fiscal Year 2021/22 and Mid-Term adjustments for the Fiscal Year 2022/23 operating budget. The motion passed unanimously.

6. Adjourn to Closed Session for the following:

Conference with Labor Negotiators pursuant to Government Code §54957.6:

Agency representatives: Brian Dolan, Marc Roberts, Debra Gill, Art Hartinger

Employee organization: International Association of Firefighters Local 1974

7. Adjournment – There was no reportable action from Closed Session. The meeting adjourned at 4:43 p.m.



DATE: November 17, 2022 (duplicated report from 2021)

TO: Honorable JPA Board Members

FROM: Joe Testa, Fire Chief

SUBJECT: AMBULANCE TRANSPORT IN LIVERMORE AND PLEASANTON

SUMMARY

In July 2019, Falck of Northern California (Falck) started 911 ambulance service in Alameda County. From the time they started their contract in 2019 through July of 2021, Falck has mostly met their monthly contractual performance requirements, however, the rate at which they do so is declining and the frequency of very long ambulance response times (>30 minutes) has been increasing. Livermore and Pleasanton are part of Alameda County's Exclusive Operating Area (EOA). Livermore and Pleasanton do not have the ability under the current contract to consider other/additional ambulance providers as this remains under County control. The cities do have the ability to provide feedback on ambulance performance and to consider options for a change to the ambulance deployment model in advance of the Request for Proposals to the 911 ambulance EOA, which expires in July 2024.

RECOMMENDATION

Staff recommends:

1. That the City Councils of Livermore and Pleasanton and JPA Board of Directors continue to monitor the 911 ambulance contractor's performance and to convene a County-Cities Subcommittee meeting to discuss concerns and review options for the next 911 ambulance contract period currently scheduled to begin in July 2024.
2. Direct the Executive Directors to work with the Alameda County City Managers Association, County Administrator, and the County Health Care Services Agency-EMS system to address the Cities' immediate concerns regarding ambulance services and to

assist in the review of options for system-wide improvements to emergency and non-emergency response times.

3. To authorize the Executive Directors to expend funds to evaluate EMS services in partnership with the County of Alameda.

FINANCIAL STATEMENT

There is no fiscal impact to the JPA or the cities at this time.

BACKGROUND

Livermore and Pleasanton have been experiencing an increase in ambulance response times and an increase in the frequency of greater than 30-minute response times for 911 ambulances. Alameda County has oversight of the 911 ambulance service in Livermore and Pleasanton through their Exclusive Operating Area (EOA). The County has started work on developing a Request for Proposals (RFP) in advance of the current bidder's contract expiration in July 2024. Staff has identified multiple areas where the 911 ambulance contract can be improved to better serve our community and supports the consideration of other delivery models.

Falck is the current provider of 911 ambulance service to the Alameda County EOA. Falck was awarded the contract to provide this service in 2018 and began service in July 2019. Falck's contract with Alameda County expires July 2024. In advance of that, and under the direction of the Alameda County Board of Supervisors, Alameda County Emergency Medical Services (or the LEMSA) has convened and is in the end stages of a collaborative EMS System Redesign development process. The process has included representatives from the LEMSA, private ambulance companies, fire departments, hospitals, dispatch, law enforcement and city managers offices. It is anticipated that in late 2021 or early 2022 that the development and feedback process will be completed, and that the LEMSA will go into the closed process of RFP development.

Zones

Under the current contract, the LEMSA has divided Alameda County into three Deployment Zones. The Deployment Zones 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:

Dublin, Livermore, Pleasanton, and the unincorporated areas within Alameda County east of the North and South Deployment Zones.

Subzones

The LEMSA contract with Falck divides Alameda County into three subzones: Metro/Urban, Suburban and Rural. Mapping and additional discussion on these subzones is attached in Appendix A. All three subzones are found within the city limits of Livermore and Pleasanton.

Standards 2019 to Present

In the EOA, EMS calls are routed either to the Alameda County Regional Emergency Communications Center (ACRECC) or to Oakland Fire where they are categorized based on questioning that determines urgency. These categories are Priority 1 to Priority 4 with Priority 1 being the most urgent.

MPDS Category	Metro /Urban	Suburban	Rural
Priority 1 - Code 3	10:00 Minutes	14:00 Minutes	16:00 Minutes
Priority 2 – Code 3	12:00 Minutes	16:00 Minutes	20:00 Minutes
Priority 3 – Code 3	14:00 Minutes	18:00 Minutes	20:00 Minutes
Priority 4 – Code 2	20:00 Minutes	30:00 Minutes	40:00 Minutes
Non-Medical / 5150	40:00 Minutes	50:00 Minutes	60:00 Minutes

Performance 2019 to Present (Falck)

Falck compliance with response times standards from July 2019 through June 2021 on an annual basis was as follows:

Zone	Priority	2019 Average	2020 Average	2021 Average
Metro	5150	95.21%	98.38%	96.87%
Metro	Code 2	95.12%	97.56%	95.09%
Metro	Code 3	89.21%	93.16%	91.12%
Suburban	5150	99.68%	99.63%	100.00%
Suburban	Code 2	99.53%	99.69%	98.53%
Suburban	Code 3	95.88%	96.52%	93.62%
Rural	5150	99.10%	99.82%	99.67%
Rural	Code 2	97.46%	98.92%	98.87%
Rural	Code 3	93.78%	94.49%	92.72%

These figures are the averages for all determinant types in the East Zone. Refer to Attachment 2 for a comprehensive collection of all data by month.

The table below represents the total number of times LPFD units waited more than 30 Minutes for Falck Ambulance to arrive on scene. While this is not a contractual measure of Falck's performance, it does demonstrate frequency of the LPFD's patients experiencing wait times over 30 minutes as well as LPFD units at scene awaiting a transfer of patient care:

Year 2019 (JUL-DEC)	Year 2020 (12 Months)	Year 2021 (JAN-JUN)
54	35	54

Standards 2010-2019 (Paramedics Plus)

As with the present contract, EMS calls were routed either to the Alameda County Regional Emergency Communications Center (ACRECC) or to Oakland Fire where they were categorized based on questioning that determines urgency. The categories in the prior contract were Priority 1 to Priority 5 with Priority 1 being the most urgent.

MPDS Category	Metro /Urban	Suburban/Rural	Wilderness
Priority 1 / Echo	08:30 Minutes	14:00 Minutes	18:00 Minutes
Priority 2 / Delta	10:30 Minutes	16:00 Minutes	22:00 Minutes
Priority 3 / Charlie	15:00 Minutes	25:00 Minutes	28:00 Minutes
Priority 4 / Bravo	15:00 Minutes	25:00 Minutes	28:00 Minutes
Priority 5 / Alpha	30:00 Minutes	40:00 Minutes	40:00 Minutes

Performance 2016 – 2019 (Paramedics Plus)

The performance data under the Paramedics Plus contract does not align with that of Falck as the performance criteria were changed significantly in the 2019 contract. The Zones, Subzones, response times and call triage criteria were different in the prior contract. A comprehensive discussion of the differences can be found in Attachment 3.

Paramedics Plus compliance with response time standards from January 2016 through June 2019 was as follows:

Zone	Priority	2016 Average	2017 Average	2018 Average	2019 Average
Zone 5 Suburban	Alpha	98.57%	97.87%	97.21%	96.67%
Zone 5 Suburban	Bravo	99.71%	98.24%	99.00%	98.03%
Zone 5 Suburban	Charlie	99.62%	99.34%	98.09%	98.63%
Zone 5 Suburban	Delta	95.42%	95.64%	95.77%	94.17%
Zone 5 Suburban	Echo	86.36%	87.88%	98.48%	96.83%
Zone 5 Urban	Alpha	97.13%	96.18%	96.51%	95.62%
Zone 5 Urban	Bravo	95.62%	94.78%	94.83%	94.18%
Zone 5 Urban	Charlie	95.86%	94.80%	94.42%	92.38%
Zone 5 Urban	Delta	90.41%	87.39%	87.48%	86.05%
Zone 5 Urban	Echo	83.26%	86.89%	81.33%	77.23%
Zone 5 Wilderness	Alpha	96.96%	96.70%	99.60%	97.24%
Zone 5 Wilderness	Bravo	99.43%	97.79%	95.18%	95.04%
Zone 5 Wilderness	Charlie	99.25%	98.52%	96.38%	97.66%
Zone 5 Wilderness	Delta	94.61%	96.55%	93.98%	93.25%
Zone 5 Wilderness	Echo	83.33%	100.00%	92.86%	88.57%

The table below represents the total number of times LFPD units waited more than 30 Minutes for Paramedics Plus Ambulance to arrive on scene:

Year 2016 (12 Months)	Year 2017 (12 Months)	Year 2018 (6 Months)
46	73	88

Failure to Perform

Falck's contract with Alameda County utilizes Failure to Perform Penalties to enforce the contract including response time performance. These penalties are described in Attachment 5.

BLS Ambulance Responses

911 transport service providers have a contractual requirement to dispatch an ALS ambulance to any 911 call that occurs within the Exclusive Operating Area (EOA) except for Priority 4 calls or in instances when an MCI has been declared. Otherwise, the use of BLS ambulances is restricted to interfacility transfers and non-medical 5150 incidents.

Falck has started using BLS ambulances to augment the 911 transport system when they reach "level zero". Level Zero is the point where there are no available ALS ambulances in the EOA. In this case, dispatch informs the first responder agency (fire department) that a BLS ambulance has been dispatched due to no ALS ambulances being available. The first responder agency can accept the BLS ambulance or request an ALS ambulance. If the first responder agency accepts the BLS ambulance, there are two transport options: transfer care to the BLS crew upon arrival; or

have the first responder paramedic maintain patient care and accompany the patient in the ambulance to the hospital.

The EMS system is designed to use first responder paramedics to achieve on scene arrival of ALS capabilities within 7:00 minutes of the call for service in Livermore and Pleasanton. The 911 ambulance service then receives patient care from the first responder agency paramedic and transports the patient while maintaining the same level of care. The first responder agency is back in-service generally within minutes and available to respond to additional 911 calls within their jurisdiction. When the first responder agency paramedic maintains care and accompanies the patient in the BLS ambulance, the first responder company is then out of service, while retrieving their equipment and personnel from the hospital. Ambulance Patient Offload Time (APOT) in these cases then impacts the fire department's unit availability (see Attachment #4) while awaiting transfer of care. This causes additional strain on the EMS system as now the first responder unit is not available to run calls for service, creating extended arrival times for the next available first responder unit to respond from another district to the uncovered district.

Governance and Exclusive Operating Area Contract Providers

Division 2.5 of the California Health and Safety Code, Sections 1797.224 and 1797.85, permits the designated Local Emergency Medical Service Agency (LEMSA) to establish Exclusive Operating Areas (EOA) for qualified service providers to provide advanced life support and ambulance transport services.

Prior to November 1, 2011, Alameda County Emergency Medical Services contracted with American Medical Response Inc. (AMR) for 911 ambulance transport services. AMR, much like their successors, experienced continued increased demand for services over their nearly two decades in Alameda County.

In April 2010, the Alameda County Board of Supervisors determined, after a competitive bid process, the East Texas based company Paramedics Plus (PPlus) had submitted the best overall proposal to meet the needs and interests of the county. AMR filed a lawsuit after the award, citing predatory pricing laws and alleged PPlus did not account for the contractual obligations and purposely underbid the contract. PPlus ultimately prevailed in the lawsuit. One major component of the Request for Proposal (RFP) included a new set of metrics that required updated response times based on both the patient's symptoms, as well as the geographic location within the county. This is an important item to note as response time differences between Paramedics Plus and Falck cannot be compared under common criteria.

The initial contract awarded to Paramedics Plus was for a five-year period, with an option to extend solely at the County's discretion. In June of 2015, Paramedics Plus requested an infusion of cash totaling \$5 million to help stanch reported mounting losses, citing changes to the economics of health care. Alameda County Board of Supervisors ultimately approved an approximately \$4 million infusion, paid for exclusively out of the "penalty" account, that had reached more than \$8 million in non-compliance fines incurred by PPlus. Additionally, the Board approved a 3-year contract extension to provide staff time to draft a new RFP for its future EMS provider.

In September of 2018, the board awarded Falck of Northern California the contract for Alameda County transport services. The board's action came after the state of California imposed a July 1, 2019, deadline to have a contract, or risk losing the county's Exclusive Operating Area to provide service. Once again, controversy surrounded the bidding process after the California Emergency Medical Services Authority rejected alliance bidding, or public - private partnerships. Ultimately three qualified private sector bidders competed for the contract. No bid involving a public agency was placed.

Falck currently holds the contract for ambulance transport services in Alameda County through June of 2024, except in those areas where ambulance services were existent prior to 1980, when the California Legislature approved the EMS Act. These include the cities of Alameda, Albany, Berkeley, Piedmont, and Lawrence Livermore National Laboratory.

Alternative Service Delivery Models

There are numerous models for the delivery of 911 ambulance service to given regions. Within Alameda County, there are currently 2 active models. The EOA/contractor model that serves the communities of Livermore and Pleasanton and other Cities in Alameda County, and the fire-based model that serves Albany, Alameda, Berkeley, Piedmont, and the Livermore Lab. In the State of California, there are numerous other active models, and indeed each operating area's model has at least some uniqueness, as well as pros and cons.

Contract Modification Under the Private Contractor Model

One option short of an entirely different system is a contract rewrite that improves system performance metrics. Items for modification that could be considered in the next contract include, but are not limited to, stricter response time requirements, decreased area deemed Suburban and Rural Subzones and setting minimum numbers of on-duty ambulances. Each of these items would come with some potential cost increases. Were it not fiscally feasible for a contractor to bear these costs through decreased profits, additional revenue measures such as increased payor rates and/or revenue measures could be evaluated by the County.

Basically, the continuation of the private contractor model would either involve an improved contractual arrangement with FALCK ambulance to ensure better response times and accountability or a new contract with a different service provider where the terms and conditions (including response times) are more favorable to the residents of Alameda County. Either arrangement would be determined by the County Board of Supervisors, in consultation with the County's Health Services Agency – EMS.

Contra Costa County Fire Protection District (CCCFPD) Alliance Model

In January of 2016, the CCCFPD became the exclusive operator of 911 ambulance service in Contra Costa County except those areas covered by San Ramon Valley Fire Protection District and Moraga-Orinda Fire District.

The CCCFPD provides management and oversight of the transport service, sub-contracting the ambulance service to AMR. The system is designed to operate much like an enterprise fund, generating revenue to pay for all associated costs.

Contra Costa Response Time Standards & Compliance:

Response Zone	Response Time Requirement High Density High Priority	Alliance Performance 2016	Alliance Performance 2017	Alliance Performance 2018	Alliance Performance 2019	Alliance Performance 2020	Average Response Time 2020
A	0:10:00–90% of the time	94%	96%	96%	95%	96%	0:05:36
B	0:11:45–90% of the time	95%	96%	95%	95%	96%	0:06:32
C	0:11:45–90% of the time	94%	95%	95%	93%	95%	0:06:55
D	0:11:45–90% of the time	94%	95%	95%	94%	95%	0:06:45

El Dorado County Service Area Model:

El Dorado County residents have a taxpayer based 911 ambulance service managed by El Dorado County EMS, which leverages local fire departments personnel, training, and expertise to provide staffing for the ambulance service.

Each residential and commercial parcel in the county pays an annual assessment on their taxes; currently \$25 / year for residential parcel. This money provides the equipment, apparatus, salaries, and pays the overhead costs to manage the program. The EMS Agency then determines how many and the best geographic locations of the needed ambulances. The fire departments hire, train, and staff the ambulances under a contract with the EMS Agency. The user fees pay for the salaries and benefits of the employees the fire departments hire to staff the ambulances. This system has been in place for over 30 years. The residential per/parcel fee hasn't changed in over 22 years.

Cooperating Private-Public Agreement Model:

One option that provides flexibility and is contractually less invasive, is one where the fire department purchases ambulances and equipment and utilizes fire department personnel to staff them when the system is impacted. The JPA would establish a partnership or agreement with the LEMSA that allows fire department assistance with 911 ambulance service when the system is at draw down, or level zero. This model generally includes reimbursement for personnel, equipment, and mileage when utilized by the transport provider. The level of commitment is negotiable and offers a degree of control for the fire departments when local events or staffing challenges exist. However, for this model to provide benefits to both the community and the EOA transport provider, fire departments would likely need to commit to a reasonable degree of responsiveness when requested to assist with 911 ambulance services, which may have a direct correlation to available staffing and fiscal impacts. While it appears that the County will be evaluating this option, it is unlikely the County will move in this direction without also ensuring that the primary ambulance system is fiscally sustainable for all impacted Cities, meaning service models will need to be equitable distributed throughout the County, regardless geographic location or ability to pay.

ATTACHMENTS

Attachment 1: East Zone Subzone Map

Attachment 2: Response Time Data

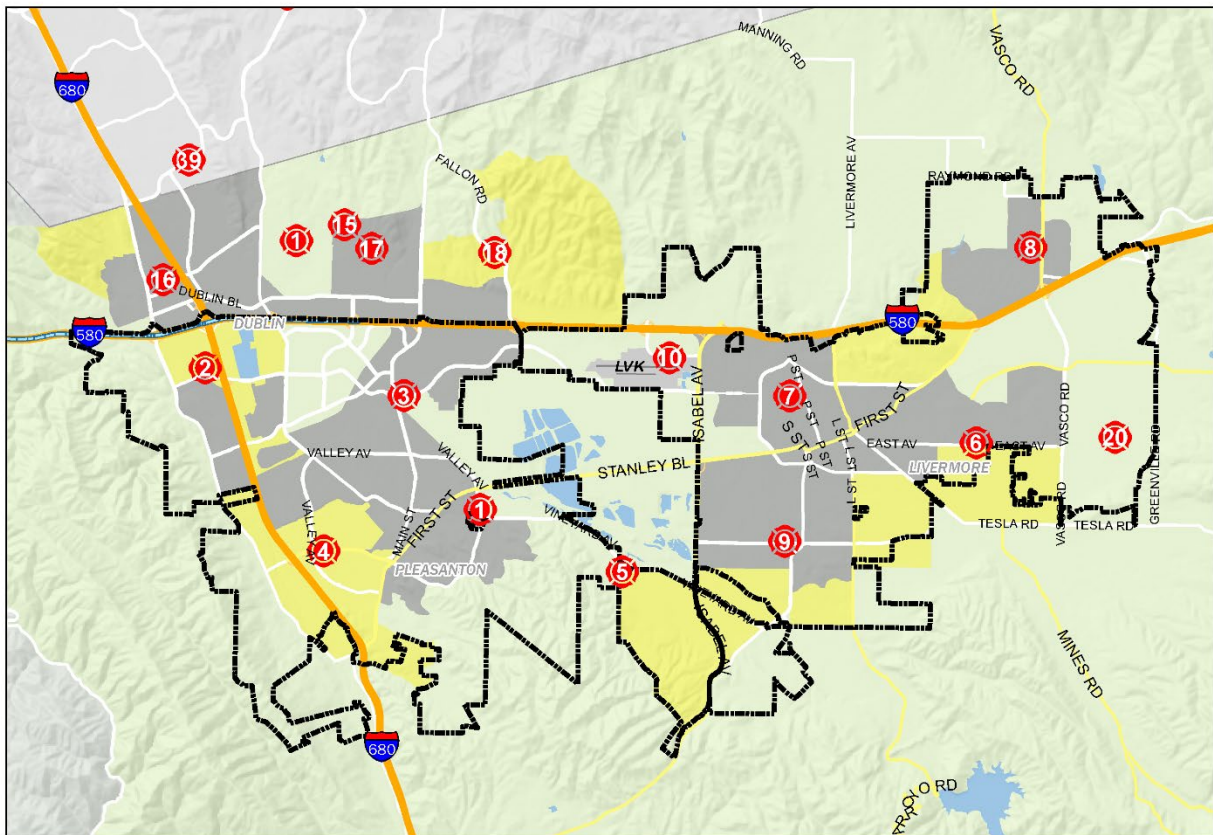
Attachment 3: Medical Priority Dispatch System Overview

Attachment 4: Ambulance Patient Offload Times

Attachment 5: Failure to Perform Penalties

Attachment #1: Subzones

Each zone is further divided into subzones upon which response time performance criteria are determined. The three subzones are: Metro/Urban, Suburban and Rural. All three subzones exist within the city limits of Livermore and Pleasanton. The subzones under the Falck contract are based on residential population. Under the prior Paramedics Plus contract, they were based on call volume and were titled Suburban, Urban and Wilderness. Under the current contract, areas that are high-density by day, but have low residential density are deemed Rural. For example, areas deemed Rural by the LEMSA include the Hacienda Business Park and Las Positas College.



FALCK ZONES - LAP
August 3, 2021

- East Zone - Rural
- East Zone - Suburban
- East Zone - Urban

Attachment #2: Response Time Data

The following pages from the LEMSA show Falck's response time compliance rate from the time that the took over the contract through the June 2021. The contract is enforced through monetary penalties for non-compliance when the monthly rate drops below 90% or for individual instances of response times greater than 250% of the Response Time Compliance Requirement.

Staff was unable to obtain information on specific penalties leveraged against Falck, however in the East Zone, Falck did not meet response time requirements in the following months:

1. July 2019 (Code 3 responses to Metro/Urban)
2. August 2019 (Code 3 responses to Metro/Urban)
3. September 2019 (Code 3 responses to Metro/Urban)
4. October 2019 (Code 3 responses to Metro/Urban)

In the tables that follow, percentages highlighted in green are final compliance figures that meet or exceed the standard. Percentages highlighted in red are final compliance figures that are below the standard.

JULY 2019 COMPLIANCE – FALCK

Zone	Response	# Response	# Late Response	Compliance %
East Metro/Urban	5150	41	4	90.24% *
	Code 2	310	16	94.84%
	Code 3	447	62	86.13%
East Rural	5150	14	0	100% *
	Code 2	96	1	98.86% *
	Code 3	214	20	90.65%
East Suburban	5150	15	0	100% *
	Code 2	79	0	100% *
	Code 3	130	9	93.8%
North Metro/Urban	5150	551	41	92.56%
	Code 2	3270	357	89.08%
	Code 3	4011	618	84.59%
North Rural	5150	20	1	95% *
	Code 2	155	1	99.35%
	Code 3	230	15	93.48%
North Suburban	5150	15	2	86.67% *
	Code 2	118	7	94.07%
	Code 3	155	8	94.84%
South Metro/Urban	5150	69	3	95.65% *
	Code 2	598	48	91.97%
	Code 3	792	81	89.77%
South Rural	5150	9	0	100% *
	Code 2	109	1	99.08%
	Code 3	183	8	95.63%
South Suburban	5150	6	0	100% *
	Code 2	38	0	100% *
	Code 3	103	7	93.2%

AUGUST 2019 COMPLIANCE – FALCK

Zone	Response	# Response	# Late Response	Compliance %
East Metro/Urban	5150	95	12	87.37% *
	Code 2	322	19	94.1%
	Code 3	477	57	88.05%
East Rural	5150	29	0	100% *
	Code 2	206	3	98.54%
	Code 3	214	20	90.65%
East Suburban	5150	26	0	100% *
	Code 2	153	4	97.39%
	Code 3	118	6	94.92%
North Metro/Urban	5150	518	51	90.15%
	Code 2	3317	417	87.43%
	Code 3	4092	664	83.77%
North Rural	5150	37	1	97.3% *
	Code 2	148	2	98.65%
	Code 3	257	13	94.94%
North Suburban	5150	37	3	91.89% *
	Code 2	113	2	98.23%
	Code 3	180	19	89.44%
South Metro/Urban	5150	142	5	96.48%
	Code 2	539	41	92.39%
	Code 3	754	92	87.8%
South Rural	5150	18	0	100% *
	Code 2	117	2	98.29%
	Code 3	146	8	94.52%
South Suburban	5150	12	0	100% *
	Code 2	92	4	95.65% *
	Code 3	65	4	93.85% *

SEPTEMBER 2019 COMPLIANCE – FALCK

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%

OCTOBER 2019 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	5150	54	1	98.15% *
	Code 2	247	10	95.95%
	Code 3	562	63	88.79%
East Rural	5150	57	1	98.25% *
	Code 2	175	8	95.43%
	Code 3	205	9	95.61%
East Suburban	5150	40	0	100% *
	Code 2	153	2	98.69%
	Code 3	128	4	96.88%
North Metro/Urban	5150	505	19	96.24%
	Code 2	2875	232	91.93%
	Code 3	4466	593	86.72%
North Rural	5150	67	2	97.01% *
	Code 2	122	2	98.63%
	Code 3	247	9	96.36%
North Suburban	5150	58	3	94.83% *
	Code 2	90	1	98.89% *
	Code 3	180	11	93.89%
South Metro/Urban	5150	149	4	97.32%
	Code 2	488	20	95.9%
	Code 3	817	80	90.21%
South Rural	5150	36	0	100% *
	Code 2	75	0	100% *
	Code 3	167	3	98.2%
South Suburban	5150	31	0	100% *
	Code 2	32	0	100% *
	Code 3	94	4	95.74% *

NOVEMBER 2019 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	5150	110	2	98.18%
	Code 2	230	9	96.09%
	Code 3	546	46	91.58%
East Rural	5150	67	1	98.51% *
	Code 2	80	0	100% *
	Code 3	220	10	95.45%
East Suburban	5150	56	0	100% *
	Code 2	56	0	100% *
	Code 3	123	3	97.56%
North Metro/Urban	5150	478	10	97.91%
	Code 2	2850	171	94%
	Code 3	4528	450	90.06%
North Rural	5150	86	2	97.67% *
	Code 2	117	1	99.15%
	Code 3	291	4	98.63%
North Suburban	5150	70	3	95.71% *
	Code 2	180	1	99.44%
	Code 3	194	13	93.3%
South Metro/Urban	5150	79	2	97.47% *
	Code 2	459	18	96.08%
	Code 3	854	60	92.97%
South Rural	5150	52	0	100% *
	Code 2	157	0	100% *
	Code 3	181	7	96.13%
South Suburban	5150	36	0	100% *
	Code 2	71	0	100% *
	Code 3	173	5	97.11%

DECEMBER 2019 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	5150	58	1	98.28% *
	Code 2	216	8	96.30%
	Code 3	596	39	93.46%
East Rural	5150	79	1	98.73% *
	Code 2	148	1	99.32%
	Code 3	261	14	94.64%
East Suburban	5150	63	1	98.41% *
	Code 2	116	0	100%
	Code 3	142	6	95.77%
North Metro/Urban	5150	499	6	98.8%
	Code 2	3026	140	95.37%
	Code 3	4827	429	91.11%
North Rural	5150	102	2	98.04%
	Code 2	101	0	100%
	Code 3	297	4	98.65%
North Suburban	5150	83	3	96.39% *
	Code 2	102	1	99.02%
	Code 3	188	10	94.68%
South Metro/Urban	5150	145	3	97.93%
	Code 2	489	20	95.91%
	Code 3	908	43	95.26%
South Rural	5150	56	0	100% *
	Code 2	88	0	100% *
	Code 3	176	3	98.3%
South Suburban	5150	42	0	100% *
	Code 2	112	0	100%
	Code 3	89	3	96.63%

JANUARY 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	5150	115	2	98.26%
	Code 2	220	6	97.27%
	Code 3	625	43	93.12%
East Rural	5150	89	1	98.88% *
	Code 2	63	0	100% *
	Code 3	201	12	94.03%
East Suburban	5150	77	1	98.7% *
	Code 2	60	0	100% *
	Code 3	132	8	93.94%
North Metro/Urban	5150	501	7	98.6%
	Code 2	2989	140	95.32%
	Code 3	4787	437	90.87%
North Rural	5150	19	0	100% *
	Code 2	90	2	97.78% *
	Code 3	232	1	99.57%
North Suburban	5150	96	3	96.88% *
	Code 2	87	2	97.7% *
	Code 3	190	10	94.74%
South Metro/Urban	5150	63	1	98.41% *
	Code 2	490	12	97.55%
	Code 3	964	50	94.81%
South Rural	5150	71	0	100% *
	Code 2	171	0	100%
	Code 3	181	1	99.45%
South Suburban	5150	51	1	98.04% *
	Code 2	32	0	100% *
	Code 3	196	6	96.94%

FEBRUARY 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	201	5	97.51%
	Code 3	583	37	93.65%
	5150	67	3	95.52% *
East Rural	Code 2	138	1	99.28%
	Code 3	208	11	94.71%
	5150	101	1	99.01%
East Suburban	Code 2	113	2	98.23%
	Code 3	104	3	97.12%
	5150	85	1	98.82% *
North Metro/Urban	Code 2	2915	182	93.76%
	Code 3	4533	542	88.04%
	5150	482	7	98.55%
North Rural	Code 2	186	2	98.92%
	Code 3	215	8	96.28%
	5150	32	0	100.00% *
North Suburban	Code 2	198	3	98.48%
	Code 3	199	10	94.97%
	5150	105	3	97.14%
South Metro/Urban	Code 2	434	15	96.54%
	Code 3	835	70	91.62%
	5150	144	3	97.92%
South Rural	Code 2	67	1	98.51% *
	Code 3	156	1	99.36%
	5150	78	0	100.00% *
South Suburban	Code 2	76	0	100.00% *
	Code 3	81	4	95.06% *
	5150	58	1	98.28% *

MARCH 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	260	2	99.23%
	Code 3	490	20	95.92%
	5150	132	4	96.97%
East Rural	Code 2	88	1	98.86% *
	Code 3	164	5	96.95%
	5150	10	0	100.00% *
East Suburban	Code 2	70	0	100.00% *
	Code 3	113	2	98.23%
	5150	92	1	98.91% *
North Metro/Urban	Code 2	2855	92	96.78%
	Code 3	4358	371	91.49%
	5150	557	3	99.46%
North Rural	Code 2	83	0	100.00% *
	Code 3	200	7	96.50%
	5150	47	0	100.00% *
North Suburban	Code 2	96	0	100.00% *
	Code 3	168	3	98.21%
	5150	11	1	90.91% *
South Metro/Urban	Code 2	455	7	98.46%
	Code 3	877	41	95.32%
	5150	76	1	98.68% *
South Rural	Code 2	146	1	99.32%
	Code 3	133	2	98.50%
	5150	85	0	100.00% *
South Suburban	Code 2	110	2	98.18%
	Code 3	157	6	96.18%
	5150	61	1	98.36% *

APRIL 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	201	2	99.00%
	Code 3	362	9	97.51%
	5150	52	0	100.00% *
East Rural	Code 2	147	1	99.32%
	Code 3	148	4	97.30%
	5150	19	0	100.00% *
East Suburban	Code 2	111	0	100.00%
	Code 3	88	1	98.86% *
	5150	107	1	99.07%
North Metro/Urban	Code 2	2612	50	98.09%
	Code 3	3667	243	93.37%
	5150	557	1	99.82%
North Rural	Code 2	159	0	100.00%
	Code 3	163	3	98.16%
	5150	68	0	100.00% *
North Suburban	Code 2	183	1	99.45%
	Code 3	125	3	97.60%
	5150	27	1	96.30% *
South Metro/Urban	Code 2	360	3	99.17%
	Code 3	698	38	94.56%
	5150	129	1	99.22%
South Rural	Code 2	64	0	100.00% *
	Code 3	81	0	100.00% *
	5150	89	0	100.00% *
South Suburban	Code 2	24	0	100.00% *
	Code 3	36	1	97.22% *
	5150	76	1	98.68% *

MAY 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	234	3	98.72%
	Code 3	407	29	92.87%
	5150	107	0	100.00%
East Rural	Code 2	71	0	100.00%
	Code 3	148	6	95.95%
	5150	36	0	100.00% *
East Suburban	Code 2	63	0	100.00% *
	Code 3	188	2	98.94%
	5150	13	0	100.00% *
North Metro/Urban	Code 2	2830	72	97.46%
	Code 3	4062	404	90.05%
	5150	519	2	99.61%
North Rural	Code 2	112	0	100.00%
	Code 3	207	3	98.55%
	5150	97	0	100.00% *
North Suburban	Code 2	101	0	100.00%
	Code 3	167	12	92.81%
	5150	41	1	97.56% *
South Metro/Urban	Code 2	464	9	98.06%
	Code 3	687	49	92.87%
	5150	74	0	100.00% *
South Rural	Code 2	133	0	100.00%
	Code 3	183	2	98.91%
	5150	104	0	100.00%
South Suburban	Code 2	59	0	100.00% *
	Code 3	95	1	98.95% *
	5150	86	1	98.84% *

JUNE 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	230	5	97.83%
	Code 3	412	19	95.39%
	5150	43	0	100.00% *
East Rural	Code 2	157	1	99.36%
	Code 3	155	13	91.61%
	5150	50	0	100.00% *
East Suburban	Code 2	123	0	100.00%
	Code 3	103	1	99.03%
	5150	21	0	100.00% *
North Metro/Urban	Code 2	2761	94	96.60%
	Code 3	3945	392	90.06%
	5150	467	2	99.57%
North Rural	Code 2	100	0	100.00%
	Code 3	214	7	96.73%
	5150	110	0	100.00%
North Suburban	Code 2	87	1	98.85% *
	Code 3	143	9	93.71%
	5150	57	1	98.25% *
South Metro/Urban	Code 2	417	6	98.56%
	Code 3	716	57	92.04%
	5150	138	1	99.28%
South Rural	Code 2	66	0	100.00% *
	Code 3	109	4	96.33%
	5150	10	0	100.00% *
South Suburban	Code 2	84	0	100.00% *
	Code 3	155	6	96.13%
	5150	96	1	98.96% *

JULY 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	197	5	97.46%
	Code 3	482	43	91.08%
	5150	82	1	98.78% *
East Rural	Code 2	87	2	97.70% *
	Code 3	181	6	96.69%
	5150	65	0	100.00% *
East Suburban	Code 2	48	0	100.00% *
	Code 3	106	5	95.28%
	5150	28	0	100.00% *
North Metro/Urban	Code 2	2733	120	95.61%
	Code 3	4120	411	90.02%
	5150	484	0	100.00%
North Rural	Code 2	99	0	100.00% *
	Code 3	201	3	98.51%
	5150	12	0	100.00% *
North Suburban	Code 2	163	2	98.77%
	Code 3	164	10	93.90%
	5150	74	1	98.65% *
South Metro/Urban	Code 2	505	17	96.63%
	Code 3	784	61	92.22%
	5150	65	0	100.00% *
South Rural	Code 2	149	0	100.00%
	Code 3	164	2	98.78%
	5150	22	0	100.00% *
South Suburban	Code 2	121	0	100.00%
	Code 3	60	1	98.33% *
	5150	4	0	100.00% *

AUGUST 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	249	5	97.99%
	Code 3	422	37	91.23%
	5150	125	2	98.40%
East Rural	Code 2	167	4	97.60%
	Code 3	140	7	95.00%
	5150	76	0	100.00% *
East Suburban	Code 2	109	0	100.00%
	Code 3	102	4	96.08%
	5150	36	0	100.00% *
North Metro/Urban	Code 2	2640	124	95.30%
	Code 3	3896	388	90.04%
	5150	461	4	99.13%
North Rural	Code 2	217	0	100.00%
	Code 3	165	4	97.58%
	5150	35	0	100.00% *
North Suburban	Code 2	96	0	100.00% *
	Code 3	142	8	94.37%
	5150	89	1	98.88% *
South Metro/Urban	Code 2	468	10	97.86%
	Code 3	746	66	91.15%
	5150	120	0	100.00%
South Rural	Code 2	75	1	98.67% *
	Code 3	111	3	97.30%
	5150	31	0	100.00% *
South Suburban	Code 2	44	1	97.73% *
	Code 3	110	4	96.36%
	5150	11	0	100.00% *

SEPTEMBER 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	197	3	98.48%
	Code 3	389	23	94.09%
	5150	44	0	100.00% *
East Rural	Code 2	73	1	98.63% *
	Code 3	169	9	94.67%
	5150	86	0	100.00% *
East Suburban	Code 2	50	0	100.00% *
	Code 3	109	6	94.50%
	5150	42	0	100.00% *
North Metro/Urban	Code 2	2599	166	93.61%
	Code 3	3919	391	90.02%
	5150	471	14	97.03%
North Rural	Code 2	89	0	100.00% *
	Code 3	189	8	95.77%
	5150	56	0	100.00% *
North Suburban	Code 2	79	1	98.73% *
	Code 3	146	9	93.84%
	5150	100	1	99.00%
South Metro/Urban	Code 2	419	21	94.99%
	Code 3	766	66	91.38%
	5150	71	0	100.00% *
South Rural	Code 2	139	2	98.56%
	Code 3	145	2	98.62%
	5150	41	0	100.00% *
South Suburban	Code 2	74	1	98.65% *
	Code 3	65	2	96.92% *
	5150	16	0	100.00% *

OCTOBER 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	258	11	95.74%
	Code 3	469	38	91.90%
	5150	102	1	99.02%
East Rural	Code 2	151	2	98.68%
	Code 3	208	11	94.71%
	5150	101	0	100.00%
East Suburban	Code 2	102	1	99.02%
	Code 3	117	6	94.87%
	5150	48	0	100.00% *
North Metro/Urban	Code 2	2750	127	95.38%
	Code 3	4043	402	90.06%
	5150	437	3	99.31%
North Rural	Code 2	202	0	100.00%
	Code 3	224	9	95.98%
	5150	77	0	100.00% *
North Suburban	Code 2	187	3	98.40%
	Code 3	145	13	91.03%
	5150	26	0	100.00% *
South Metro/Urban	Code 2	490	17	96.53%
	Code 3	829	67	91.92%
	5150	133	0	100.00%
South Rural	Code 2	63	0	100.00% *
	Code 3	152	1	99.34%
	5150	53	0	100.00% *
South Suburban	Code 2	122	1	99.18%
	Code 3	156	4	97.44%
	5150	23	0	100.00% *

NOVEMBER 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	224	9	95.98%
	Code 3	541	53	90.20%
	5150	37	1	97.30% *
East Rural	Code 2	90	1	98.89% *
	Code 3	183	12	93.44%
	5150	10	0	100.00% *
East Suburban	Code 2	47	0	100.00% *
	Code 3	96	3	96.88%
	5150	54	0	100.00% *
North Metro/Urban	Code 2	2629	140	94.67%
	Code 3	3822	381	90.03%
	5150	404	6	98.51%
North Rural	Code 2	104	0	100.00%
	Code 3	198	3	98.48%
	5150	103	1	99.03%
North Suburban	Code 2	88	1	98.86% *
	Code 3	162	5	96.91%
	5150	41	0	100.00% *
South Metro/Urban	Code 2	471	9	98.09%
	Code 3	838	83	90.10%
	5150	62	1	98.39% *
South Rural	Code 2	132	0	100.00%
	Code 3	132	5	96.21%
	5150	55	0	100.00% *
South Suburban	Code 2	30	0	100.00% *
	Code 3	68	2	97.06% *
	5150	26	0	100.00% *

DECEMBER 2020 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	241	11	95.44%
	Code 3	541	49	90.94%
	5150	82	3	96.34% *
East Rural	Code 2	151	2	98.68%
	Code 3	192	12	93.75%
	5150	25	0	100.00% *
East Suburban	Code 2	100	1	99.00%
	Code 3	237	13	94.51%
	5150	56	0	100.00% *
North Metro/Urban	Code 2	2644	131	95.05%
	Code 3	4237	388	90.84%
	5150	433	0	100.00%
North Rural	Code 2	105	0	100.00%
	Code 3	222	4	98.20%
	5150	18	0	100.00% *
North Suburban	Code 2	178	5	97.19%
	Code 3	219	17	92.24%
	5150	50	0	100.00% *
South Metro/Urban	Code 2	464	20	95.69%
	Code 3	916	62	93.23%
	5150	137	1	99.27%
South Rural	Code 2	63	0	100.00% *
	Code 3	129	3	97.67%
	5150	57	0	100.00% *
South Suburban	Code 2	56	0	100.00% *
	Code 3	142	8	94.37%
	5150	27	0	100.00% *

JANUARY 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	236	8	96.61%
	Code 3	523	31	94.07%
	5150	111	3	97.30%
East Rural	Code 2	63	0	100.00% *
	Code 3	166	8	95.18%
	5150	35	0	100.00% *
East Suburban	Code 2	50	1	98.00% *
	Code 3	135	6	95.56%
	5150	62	0	100.00% *
North Metro/Urban	Code 2	2727	115	95.78%
	Code 3	4334	337	92.22%
	5150	467	3	99.36%
North Rural	Code 2	94	0	100.00% *
	Code 3	214	9	95.79%
	5150	31	0	100.00% *
North Suburban	Code 2	110	1	99.09%
	Code 3	204	11	94.61%
	5150	66	0	100.00% *
South Metro/Urban	Code 2	476	10	97.90%
	Code 3	888	50	94.37%
	5150	67	0	100.00% *
South Rural	Code 2	132	0	100.00%
	Code 3	126	2	98.41%
	5150	63	0	100.00% *
South Suburban	Code 2	90	0	100.00% *
	Code 3	77	1	98.70% *
	5150	34	0	100.00% *

FEBRUARY 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	237	12	94.94%
	Code 3	470	33	92.98%
	5150	33	0	100.00% *
East Rural	Code 2	119	0	100.00%
	Code 3	166	10	93.98%
	5150	49	0	100.00% *
East Suburban	Code 2	104	1	99.04%
	Code 3	103	6	94.17%
	5150	71	0	100.00% *
North Metro/Urban	Code 2	2487	94	96.22%
	Code 3	3806	380	90.02%
	5150	451	0	100.00%
North Rural	Code 2	190	0	100.00%
	Code 3	224	7	96.88%
	5150	55	0	100.00% *
North Suburban	Code 2	109	2	98.17%
	Code 3	163	8	95.09%
	5150	83	0	100.00% *
South Metro/Urban	Code 2	400	15	96.25%
	Code 3	779	54	93.07%
	5150	128	0	100.00%
South Rural	Code 2	71	0	100.00% *
	Code 3	145	1	99.31%
	5150	68	0	100.00% *
South Suburban	Code 2	134	1	99.25%
	Code 3	136	1	99.26%
	5150	42	0	100.00% *

MARCH 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	259	9	96.53%
	Code 3	546	54	90.11%
	5150	74	2	97.30% *
East Rural	Code 2	90	4	95.56% *
	Code 3	181	11	93.92%
	5150	70	0	100.00% *
East Suburban	Code 2	58	2	96.55% *
	Code 3	115	2	98.26%
	5150	81	0	100.00% *
North Metro/Urban	Code 2	2830	107	96.22%
	Code 3	4187	417	90.04%
	5150	459	3	99.35%
North Rural	Code 2	127	0	100.00%
	Code 3	263	7	97.34%
	5150	69	0	100.00% *
North Suburban	Code 2	94	1	98.94% *
	Code 3	176	13	92.61%
	5150	98	0	100.00% *
South Metro/Urban	Code 2	470	17	96.38%
	Code 3	822	63	92.34%
	5150	69	1	98.55% *
South Rural	Code 2	147	0	100.00%
	Code 3	161	7	95.65%
	5150	73	0	100.00% *
South Suburban	Code 2	43	0	100.00% *
	Code 3	69	6	91.30% *
	5150	47	0	100.00% *

APRIL 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	219	12	94.52%
	Code 3	543	54	90.06%
	5150	110	2	98.18%
East Rural	Code 2	172	4	97.67%
	Code 3	178	17	90.45%
	5150	82	0	100.00% *
East Suburban	Code 2	123	3	97.56%
	Code 3	119	9	92.44%
	5150	90	0	100.00% *
North Metro/Urban	Code 2	2853	142	95.02%
	Code 3	3989	396	90.07%
	5150	426	2	99.53%
North Rural	Code 2	115	0	100.00%
	Code 3	240	8	96.67%
	5150	87	0	100.00% *
North Suburban	Code 2	191	1	99.48%
	Code 3	166	13	92.17%
	5150	109	0	100.00%
South Metro/Urban	Code 2	488	17	96.52%
	Code 3	868	86	90.09%
	5150	133	1	99.25%
South Rural	Code 2	77	1	98.70% *
	Code 3	153	5	96.73%
	5150	80	0	100.00% *
South Suburban	Code 2	81	0	100.00% *
	Code 3	135	6	95.56%
	5150	56	0	100.00% *

MAY 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	240	13	94.58%
	Code 3	556	55	90.11%
	5150	39	3	92.31% *
East Rural	Code 2	85	0	100.00% *
	Code 3	195	18	90.77%
	5150	93	1	98.92% *
East Suburban	Code 2	64	0	100.00% *
	Code 3	112	10	91.07%
	5150	6	0	100.00% *
North Metro/Urban	Code 2	2890	142	95.09%
	Code 3	4265	426	90.01%
	5150	469	6	98.72%
North Rural	Code 2	122	0	100.00%
	Code 3	246	8	96.75%
	5150	101	0	100.00%
North Suburban	Code 2	89	1	98.88% *
	Code 3	176	12	93.18%
	5150	16	0	100.00% *
South Metro/Urban	Code 2	536	22	95.90%
	Code 3	851	73	91.42%
	5150	66	0	100.00% *
South Rural	Code 2	144	1	99.31%
	Code 3	142	7	95.07%
	5150	86	0	100.00% *
South Suburban	Code 2	126	2	98.41%
	Code 3	74	3	95.95% *
	5150	60	0	100.00% *

JUNE 2021 COMPLIANCE – FALCK

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	271	18	93.36%
	Code 3	548	54	90.15%
	5150	78	3	96.15%
East Rural	Code 2	189	0	100.00% *
	Code 3	213	17	92.02%
	5150	107	1	99.07%
East Suburban	Code 2	127	0	100.00%
	Code 3	123	12	90.24%
	5150	13	0	100.00% *
North Metro/Urban	Code 2	2756	162	94.12%
	Code 3	4048	404	90.02%
	5150	499	6	98.80%
North Rural	Code 2	97	0	100.00% *
	Code 3	265	22	91.70%
	5150	22	1	95.45% *
North Suburban	Code 2	163	3	98.16%
	Code 3	195	14	92.82%
	5150	26	0	100.00% *
South Metro/Urban	Code 2	516	28	94.57%
	Code 3	806	67	91.69%
	5150	126	0	100.00%
South Rural	Code 2	83	0	100.00% *
	Code 3	177	10	94.35%
	5150	4	0	100.00% *
South Suburban	Code 2	36	0	100.00% *
	Code 3	162	10	93.83%
	5150	66	0	100.00% *

July 2021 Compliance Falck

Zone	Response Type	# Responses	# Late Response	Compliance %
East Metro/Urban	Code 2	306	29	90.52%
	Code 3	546	53	90.29%
	5150	114	5	95.61%
East Rural	Code 2	82	3	96.34% *
	Code 3	231	16	93.07%
	5150	15	0	100.00%
East Suburban	Code 2	51	3	94.12%
	Code 3	135	12	91.11%
	5150	25	3	92.00% *
North Metro/Urban	Code 2	2976	204	93.15%
	Code 3	4189	409	90.24%
	5150	453	7	98.45%
North Rural	Code 2	206	1	99.51% *
	Code 3	259	23	91.12%
	5150	44	1	97.73% *
North Suburban	Code 2	94	0	100.00%
	Code 3	165	11	93.33%
	5150	35	0	100.00% *
South Metro/Urban	Code 2	521	35	93.28%
	Code 3	846	83	90.19%
	5150	67	2	97.01%*
South Rural	Code 2	163	0	100.00%
	Code 3	172	13	92.44%
	5150	11	0	100.00% *
South Suburban	Code 2	71	0	100.00% *
	Code 3	101	7	93.07%
	5150	10	0	100.00% *

Attachment #3: Medical Priority Dispatching System

The response time criteria under the Paramedics Plus contract and the Falck contract are different from each other based on changes to the way in which calls were deemed to be triaged in the ambulance provider's contract. Calls that are suspected to be more urgent under the call taker's criteria are assigned to have a higher priority (numerically lower) and to have stricter response time criteria.

Medical Priority Dispatch System (MPDS) was adopted and implemented by the LEMSA as part of the contract awarded to Paramedics Plus in November of 2011. MPDS is a universal standard for emergency dispatchers that use a broad range of triage criteria to categorize the severity of calls and provide pre-arrival instructions. The determinant levels in the 2011 contract were identified as ranges from minor to immediately life threatening using alphabetic coding: Alpha, Bravo, Charlie, Delta, and Echo. A determinant level Charlie is a higher priority incident than a Bravo or Alpha, but a lower priority incident than a Delta or Echo. The system was designed to dispatch the closest available ambulances at given time to the incidents with the highest priority.

Presently, ACRECC uses MPDS and the Computer Aided Dispatch System (CAD) to constantly triage and evaluate the availability of ambulances countywide, assigning them to the incidents with the highest priority level, using the compliance metrics within the Zones and Sub Zones established by the LEMSA.

During Paramedic's Plus's tenure as the Alameda County 9-1-1 Ambulance contractor, the Medical Priority Dispatch System (MPDS) was based upon a universal standard established by the International Academies of Emergency Dispatch. The system was driven by the MPDS code of each call which in turn, determined the level of priority such as an ECHO level / Priority 1 response generating a Code 3 ambulance with a predetermined response time. Under Falck's agreement with the LEMSA, MPDS is driven not only by call triage but also by patient treatment data. Based upon LEMSA data, the dispatch coding system considers the probability for the need of Advanced Life Support (ALS) measures provided by field personnel and not under the exclusive assumption or expectation that ALS measures would be provided. The change in the MPDS priority system has made it more difficult to compare response times based upon the metrics originally established by MPDS.

Attachment #4: Ambulance Patient Offload Time:

In response time discussions with the LEMSA and Falck, ambulance patient offload times (TOC) are often cited as a significant factor in ambulance availability. Ambulance Patient Offload Times (APOT or TOC) is the time a patient remains in the care of the transport provider before transferring care to the emergency room staff. Within Alameda County, the standard TOC is 30:00 minutes. When ambulances are not able to transfer care within the standard time frame, the entire system is impacted. Delays at hospitals yield fewer transport units available to respond to 911 calls. This results in longer wait times for the first responder paramedic units, which additionally increases response times for additional or stacked 911 calls for service.

NOTE: Walk in Emergency Room Visits impact the system as well. The number of visits has grown from around 500 per week, to over 720 per week in the past year.

A summary of Wall Times (TOC) last four months is listed below. Contained within the charts is additional information indicating off-load times TOC is time from ambulance arrival at destination to formal transfer of care. APOD are instances where TOC is greater than 60 minutes.

Summary - April 2021

Transported To - Destination (group)	Avg. TOC	Percentile (90) of TOC	APOD > 60 min	APOD % of N	
Alameda Hospital	30.0	35.6	15	6%	267
Alta Bates	47.5	46.4	21	5%	422
Alta Bates - Summit	48.8	40.0	43	4%	1,153
Eden Medical Center	34.5	58.0	79	9%	875
Highland Hospital	41.4	50.0	60	5%	1,120
John George Psychiatric Pavilion	33.1	66.7	32	13%	254
Kaiser Permanente, Fremont	40.3	46.3	28	6%	481
Kaiser Permanente, Oakland Medical Center	46.7	51.0	35	6%	617
Kaiser Permanente, San Leandro Medical Center	43.4	51.0	45	7%	652
Kaiser Permanente, Walnut Creek	14.9	27.0	0	0%	215
Saint Rose Hospital	48.4	66.0	45	11%	409
San Leandro Hospital	45.9	48.0	27	6%	455
Stanford Health Care – Valley Care	43.6	87.4	96	18%	529
UCSF Benioff Children’s Hospital Oakland	21.0	31.7	1	1%	85
Washington Hospital, Fremont	32.1	42.0	43	6%	778
Willow Rock Center	36.3	53.2	1	7%	15
Grand Total					8,327

Summary - May 2021

Transported To - Destination (group)	Avg. TOC	Percentile (90) of TOC	APOD > 60 min	APOD % of N	
Alameda Hospital	48.1	35.0	17	7%	243
Alta Bates	32.3	40.6	20	4%	468
Alta Bates - Summit	37.5	44.0	48	4%	1,180
Eden Medical Center	38.6	62.0	91	10%	886
Highland Hospital	47.6	56.0	105	8%	1,268
John George Psychiatric Pavilion	32.4	59.2	25	10%	249
Kaiser Permanente, Fremont	25.3	46.0	30	6%	480
Kaiser Permanente, Oakland Medical Center	32.7	45.0	30	5%	657
Kaiser Permanente, San Leandro Medical Center	37.6	54.2	57	8%	711
Kaiser Permanente, Walnut Creek	28.9	25.0	5	2%	246
Saint Rose Hospital	46.4	81.0	70	15%	454
San Leandro Hospital	32.8	47.0	27	5%	533
Stanford Health Care – Valley Care	41.9	79.0	88	16%	561
UCSF Benioff Children’s Hospital Oakland	30.8	33.8	4	4%	103
Washington Hospital, Fremont	33.1	39.0	35	4%	790
Willow Rock Center	18.0	25.0	0	0%	11
Grand Total					8,840

Summary - June 2021

Transported To - Destination (group)	Avg. TOC	Percentile (90) of TOC	APOD > 60 min	APOD % of N	
Alameda Hospital	59.3	40.0	21	8%	266
Alta Bates	39.7	49.2	21	6%	409
Alta Bates - Summit	36.0	47.0	50	4%	1,131
Eden Medical Center	53.8	75.8	140	16%	887
Highland Hospital	41.0	59.0	110	9%	1,170
John George Psychiatric Pavilion	38.3	76.0	46	18%	262
Kaiser Permanente, Fremont	33.5	38.0	19	4%	475
Kaiser Permanente, Oakland Medical Center	31.8	47.6	34	5%	707
Kaiser Permanente, San Leandro Medical Center	44.4	52.9	49	7%	693
Kaiser Permanente, Walnut Creek	22.9	26.6	2	1%	231
Saint Rose Hospital	55.5	81.8	71	16%	453
San Leandro Hospital	41.0	56.0	37	8%	465
Stanford Health Care – Valley Care	44.8	87.9	121	22%	544
UCSF Benioff Children’s Hospital Oakland	32.4	34.6	3	3%	90
Washington Hospital, Fremont	36.2	40.9	27	3%	777
Willow Rock Center	22.1	39.5	0	0%	8
Grand Total					8,568

Summary - July 2021

Transported To - Destination (group)	Avg. TOC	Percentile (90) of TOC	APOD > 60 min	APOD % of N	
Alameda Hospital	30.0	29.7	9	4%	236
Alta Bates	35.1	48.0	28	6%	473
Alta Bates - Summit	43.9	47.0	61	5%	1,171
Eden Medical Center	44.7	77.0	136	15%	911
Highland Hospital	49.8	62.0	131	10%	1,251
John George Psychiatric Pavilion	43.1	58.6	23	9%	246
Kaiser Permanente, Fremont	41.6	50.0	40	7%	535
Kaiser Permanente, Oakland Medical Center	33.6	64.4	74	11%	681
Kaiser Permanente, San Leandro Medical Center	47.1	68.6	88	13%	698
Kaiser Permanente, Walnut Creek	29.0	28.3	2	1%	232
Saint Rose Hospital	47.9	71.2	67	14%	471
San Leandro Hospital	38.7	58.8	45	9%	484
Stanford Health Care – Valley Care	38.2	81.0	105	17%	608
UCSF Benioff Children’s Hospital Oakland	15.9	35.2	1	1%	107
Washington Hospital, Fremont	40.3	39.0	39	5%	815
Willow Rock Center	20.3	30.0	0	0%	6
Grand Total					8,925

Attachment #5: Failure to Perform Penalties

The ambulance service contract with Alameda County includes a number of penalty criteria. In alignment with the focus of this report below are those that relate to response times. The monetary penalties are discussed, but it should be noted that the contract stipulates that, “continued failure to meet response time standards may be considered a Material Breach of this agreement.”

For the 90% performance requirement, the contract reviews 30-day periods by Zone, Subzone and Priority to determine whether response times were met 90% of the time.

North	Metro	Code 2	Suburban	Code 2	Rural/ Open Space	Code 2
		Code 3		Code 3		Code 3
South	Metro	Code 2	Suburban	Code 2	Rural/ Open Space	Code 2
		Code 3		Code 3		Code 3
East	Metro	Code 2	Suburban	Code 2	Rural/ Open Space	Code 2
		Code 3		Code 3		Code 3

Penalties for failure to perform in any one or more of the above measurement areas in a 30-day period are as follows:

- On the first occurrence, the contractor shall develop and implement a corrective action plan within 15 days.
- If within 30 days of the start of the corrective action plan the non-compliance issue repeats a liquidated damage assessment of at least \$30,000 is imposed.
- If within 60 days of the start of the corrective action plan the non-compliance issue repeats a liquidated damage assessment of at least \$60,000 is imposed.
- For three consecutive monthly repetitive pattern failures a liquidated damage assessment of at least \$120,000 is imposed.
- For four consecutive monthly repetitive pattern failures a liquidated damage assessment of at least \$250,000 is imposed. At this point, the EMS Director may recommend to the Board of Supervisors that they find the Contractor in Material Breach of Contract.
- The contract contains additional liquidated damage assessments for repetitive failures within 6-month and 12-month time periods.

In addition to the overall response time performance penalties above, the contract does provide for single response delays when they exceed 250% of the stated response time criteria. The liquidated damage assessment for these is \$5000 per occurrence. Based on the contractual response time standards, this assessment would occur for response times in excess of those shown in the following chart.

MPDS Category	Metro /Urban	Suburban	Rural
Priority 1 - Code 3	25:00 Minutes	35:00 Minutes	40:00 Minutes
Priority 2 – Code 3	30:00 Minutes	40:00 Minutes	50:00 Minutes
Priority 3 – Code 3	35:00 Minutes	45:00 Minutes	50:00 Minutes
Priority 4 – Code 2	45:00 Minutes	75:00 Minutes	100:00 Minutes
Non-Medical / 5150	100:00 Minutes	125:00 Minutes	150:00 Minutes

In addition to impacting patients and the LPFD, extended response times also impact the Livermore and Pleasanton Police Departments. In Alameda County, persons placed on a 5150 hold after being deemed by law enforcement to be a possible danger to self, danger to others or gravely disabled are transported by ambulance to a receiving facility. Based on the criteria set in the current contract, a Priority 3 ambulance with lights and siren to the Hacienda Business Park or to the Las Positas College with a 49:00-minute response time would not trigger liquidated damages. Similarly, an ambulance response time of two hours and twenty-nine minutes for at 5150 at those same locations would not trigger liquidated damages.

Staff has requested data from the LEMSA on the actual liquidated damage assessments imposed upon the current Contractor, but has thus far not been provided this data.



DATE: November 17, 2022

TO: LPFD JPA Board of Directors

FROM: Joe Testa, Fire Chief

SUBJECT: Purchase of Two Basic Life Support (BLS) Ambulances

RECOMMENDED ACTION

Staff recommends the Livermore-Pleasanton Fire Department (LPFD) Joint Powers Authority (JPA) Board of Directors accept this informational report relating to the purchase two equipped Basic Life Support (BLS) ambulances for an amount not to exceed \$200,000 to serve our communities through standby and mutual aid assistance to Alameda County's 911 paramedic contractor when contractor ambulances are unavailable.

SUMMARY

Working with the LPFD Executive Directors, staff has taken initial steps to consider the purchase of two used ambulances in order to provide BLS ambulance services to the community on a need-based deployment utilizing existing LPFD personnel. Staff estimates that two equipped, County approved ambulances could be deployed for approximately \$200,000, with minimal annual operating expenses.

DISCUSSION

LPFD is located within Alameda County's Exclusive Operating Area (EOA) for 911 paramedic ambulance transport. Alameda County has awarded Falck Ambulance the transport contract through July 2024. This Alameda County EOA, in conjunction with the award of the contract solely to Falck, prevents the LPFD from providing 911 paramedic (ALS) ambulance transport to its residents. There are ongoing compliance issues with Falck's service delivery, with failure to meet contract obligations nearly a quarter of the months Falck has held the contract (see Attachment 1). The cities of Livermore and Pleasanton will benefit from LPFD providing BLS ambulance transport services when Falck ambulances are not available. If approved, one ambulance would be dedicated to each city. Costs would be shared between the cities, and both ambulances would be available to serve both communities, as needed. There are three primary ways in which a BLS ambulance would be used under the authorization of the County:

1. **Public Event Standby** - Multiple events within LPFD's jurisdiction either require or request an ambulance standby due to the event population or risk level. Examples of these events include the Livermore Rodeo and the Scottish Games in Pleasanton. Event organizers report having an increasingly hard time securing ambulance services and frequently reach out to LPFD for this support, though this is not a service currently provided. There is a cost recovery mechanism for these event standby services. Event organizers pay for ambulance standby services.
2. **High Hazard Incident Standby** - LPFD, or partner agencies, will request an EOA contractor ambulance to standby at high hazard incidents. When pre-scheduled or when LPFD staffing allows, LPFD could provide these services. This would reduce the impact on the EOA provider, resulting in better coverage across the EOA. The types of incidents that an LPFD BLS ambulance standby could be used at include, but are not limited to fires, HazMat, SWAT activations, hostage situations, and when law enforcement are serving high-risk warrants.
3. **Mutual Aid** - Falck calls for ambulance Mutual Aid when they are not able to provide an adequate number of ambulance units to cover incidents awaiting an ambulance assignment. LPFD BLS ambulances could be placed into service to support the East Zone during periods of unavailable EOA contractor ambulances.

While the intent of this proposal is not to provide 911 ambulance services, multiple times in past months, with Base Physician approval, the LPFD used a Command SUV or fire engine to transport critical patients to the hospital in the absence of an available Falck ambulance. This mode of transport is never ideal, and for many critical patients, such as severe trauma or cardiac arrest, is not a viable option. Data is provided in Attachment #1 that shows Falck has failed to meet contract compliance in 9 of the 37 months it has held the contract. In an additional seven months, Falck has been compliant by just one or two calls. Falck in January 2022 brought on a vendor to file exemption requests. From January to May 2022, compliance would not have been obtained without exemptions. In May, Alameda County ceased providing exemption data.

Having two BLS ambulances would not provide a solution where contractor compliance is failing, but it would provide a mutual aid back-up that could be deployed in the most severe of circumstances. Should a transport program be implemented, staff does not recommend initially charging for transport services, but would seek cost recovery for external (non-LPFD, LPD, PPD) event standby.

Due to supply-chain challenges, new ambulances, which typically cost \$200,000 to \$300,000 each, would take 18-24-months from placement of order to delivery. Given the high cost and lack of availability, in conjunction with the uncertainty in permanency of the LPFD providing BLS ambulance services, staff is planning to purchase used ambulances. Used ambulances typically cost between \$30,000 and \$100,000 fully equipped with gurney system. Staff will determine if surplus, serviceable ambulances are available from a Bay Area partner agency, at a lower price, prior to the that agency sending it to auction.

Initial expenses related to this project are expected to include the purchase of ambulances, LPFD and mechanic travel to assess the used vehicle, gurneys, vehicle registration and BLS medical equipment.

Alameda County EMS has a clear application and process to initiate BLS transport services. There is no fee to become a BLS transport provider. Most of the requirements are already met through LPFD's First Responder Advanced Life Support contract and through on-going internal training and evaluation of the LPFD's EMT's and Paramedics.

Staff recommends that the LPFD JPA Board of Directors accept this informational report relating to the purchase and equipping of two Basic Life Support ambulances for an amount not to exceed \$200,000 to provide scheduled event standby and mutual aid assistance to the 911 paramedic contractor when contractor ambulances are unavailable. This purchase is within the Executive Directors' spending authority.

FISCAL AND ADMINISTRATIVE IMPACTS

Per vehicle cost estimate:

Cost of ambulance:	\$30,000 to \$60,000
Cost of Gurney (if not included):	\$15,000
Vehicle transfer, tax, registration:	\$3,250 to \$7,500
BLS EMS Equipment:	\$5,000
LPFD Radios (installed):	\$10,000

ATTACHMENTS

1. EMS Data Provided by Alameda County EMS
2. Third Quarter EMS Data Provided by Definitive Network Solutions

ATTACHMENT #1:

EMS Data Provided by Alameda County EMS

Livermore and Pleasanton are located within the Exclusive Operating Area's (EOA) East Zone. Each Zone in the EOA is then broken down into sub-zones of Metro/Urban, Suburban and Rural based on residential population. Most of the 911 calls in the East Zone are in Metro/Urban areas. Of these, Code 3 responses are the most acute calls. Falck's performance since becoming the contractor for East Zone Metro/Suburban Code 3 calls is provided below.

East Zone Metro C3	# of Calls	Compliance Rate	Notes
July 2019	447	86.13%	Fails to meet compliance
August 2019	477	88.05%	Fails to meet compliance
September 2019	439	86.10%	Fails to meet compliance
October 2019	562	88.79%	Fails to meet compliance
November 2019	546	91.58%	Compliant
December 2019	596	93.46%	Compliant
January 2020	625	93.12%	Compliant
February 2020	583	93.65%	Compliant
March 2020	490	95.92%	Compliant
April 2020	362	97.51%	Compliant
May 2020	407	92.87%	Compliant
June 2020	412	95.39%	Compliant
July 2020	482	91.08%	Compliant
August 2020	422	91.23%	Compliant
September 2020	389	94.09%	Compliant
October 2020	469	91.90%	Compliant
November 2020	541	90.20%	Two away from non-compliant
December 2020	541	90.94%	Compliant
January 2021	523	94.07%	Compliant
February 2021	470	92.98%	Compliant
March 2021	546	90.11%	One away from non-compliant
April 2021	543	90.06%	One away from non-compliant
May 2021	556	90.11%	One away from non-compliant

June 2021	548	90.15%	One away from non-compliant
July 2021	546	90.29%	Compliant
August 2021	579	83.42%	Fails to meet compliance
September 2021	583	82.16%	Fails to meet compliance
October 2021	611	84.45%	Fails to meet compliance
November 2021	527	85.39%	Fails to meet compliance
December 2021	531	88.14%	Fails to meet compliance
January 2022	558	91.58%*	*Falck on-boards consultant to document exemptions. Compliant
February 2022	497	92.35%	Compliant*
March 2022	564	91.31%**	** Alameda County deems data "preliminary" due to a data reporting issue.
April 2022	556	90.29%**	Compliant*
May 2022	522	90.04%**	One away from non-compliant*
June 2022	489	91.82%**	Compliant*
July 2022	442	90.05%**	One away from non-compliant*
August 2022	492	92.28%**	Compliant*
September 2022			
October 2022			
November 2022			
December 2022			

ATTACHMENT #2:

Third Quarter EMS Data Provided by Definitive Network Solutions

Definitive Networks Incorporated (DNI) provides information technology services to the Alameda County Regional Emergency Communications Center (ACRECC) as well as agencies who contract with ACRECC including Falck and LFPD. DNI provided the LFPD a 2022 3rd Quarter Report (July – September) for 911 EMS Transport response compliance within the LFPD’s jurisdiction. Falck is allowed to have response times which exceed required response times 10% of the time based on their contract with Alameda County. In Q3, significant delays for transport responses persisted with the 10% threshold being exceeded every month. Falck was deemed compliant by the County presumably using “exemptions”, though the County ceased providing exemption data many months prior.

In the chart below, calls are divided by number of calls outside of compliance (OOC) and priority. The LFPD had to utilize its engines, trucks, or command vehicles in the absence of available contractor ambulances four times during this quarter.

Month	Priority 1 Late Calls	Priority 3 Late Calls	Priority 3 Late Calls	Priority 4 Late Calls	Total Late Calls	Total Calls	% of Late Calls
JUL 2022	33	91	6	3	133	612	22%
AUG 2022	21	41	4	4	70	625	11%
SEP 2022	23	66	3	7	99	603	16%

In the 3rd quarter of 2022, the Livermore-Pleasanton Fire Department and communities experienced 302 delayed ambulance responses on 1840 calls (16%). Additionally, Basic Life Support ambulances were used on 73 responses resulting in the LFPD providing the paramedic on 12 BLS transports.

EOA Provider Contract Information:

The contractor is required to use Medical Priority Dispatch System (MPDS) which categorizes EMS 911 calls into priority levels 1-4, with Priority 1 being the most urgent, and Priority 4 being the least urgent. In addition to established protocols within the MPDS, Alameda County EMS uses evidence-based data to continually evaluate the priority determinants.

- **Priority/Critical** - Calls with very high rates of Advanced Life Support (ALS) interventions or mortality.
- **Priority 2 | Life Threatening** - Mixture of calls with high rates of ALS interventions with high rates of ambulance transports.
- **Priority 3 | Urgent – Emergent Interfacility Transfers** - Calls generated primarily from healthcare facilities for patients who require additional care and/or treatment at a hospital.
- **Priority 4 | Non-Life Threatening** - Mixture of calls with low intervention rates and only moderate transport rates.

Deployment Zones are established based on the number of residents per square mile:

- Metro: ≤ 2000 / Sq. Mile
- Suburban: 1000 – 1999 / Sq. Mile
- Rural: 0 – 999 / Sq. Mile

MPDS Priority	Minimum Ambulance Personnel	Metro	Suburban	Rural
Priority 1	1 Paramedic 1 EMT	10:00 MIN	14:00 MIN	16:00 MIN
Priority 2	1 Paramedic 1 EMT	12:00 MIN	16:00 MIN	20:00 MIN
Priority 3	1 Paramedic 1 EMT	14:00 MIN	18:00 MIN	20:00 MIN
Priority 4	2 EMT	20:00 MIN	30:00 MIN	40:00 MIN