



HEALTH SERVICES AGENCY
ADMINISTRATION

COUNTY OF SANTA CRUZ

HEALTH SERVICES AGENCY

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May 26, 1998

AGENDA: June 2, 1998

BOARD OF SUPERVISORS

County of Santa Cruz
701 Ocean St.
Santa Cruz, CA 95060

RE: Ambulance Response Times to Bonny Doon

Dear Board Members:

On December 16, 1997, your Board authorized the Health Services Agency Administrator to sign the ambulance service agreement and made further directions, including to return on this date with more complete information on efforts to improve response times of ambulance services to Bonny Doon.

Another action of the December 16, 1997, Board meeting established the Ambulance Contract Compliance Commission. That Commission has the responsibility for the oversight of compliance times for ambulance responses within all areas of the County. HSA and the Contract Compliance Commission have been monitoring response times within the North Coast area of the County. At present, with only five months' data and fairly low volume of calls to the area, we do not feel sufficiently informed to evaluate changes from the current system of deployment. We believe that several additional months to study deployment response times to Bonny Doon and other areas will provide a sufficient data base from which recommendations for change may be forthcoming.

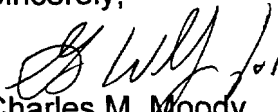
We have asked that the Ambulance Contract Compliance Commission, in conjunction with HSA, study all response zones within the County in order to provide our citizens with the most efficient ambulance response times, given available resources. The Commission has established a subcommittee to study performance criteria County-wide, and will specifically evaluate criteria related to the North Coast.

We expect to have the data necessary to evaluate the system's County-wide response by the end of Summer, and we anticipate the data will show that residents of Bonny Doon are, in fact, served with an ambulance response time much less than the contractually stated sixty minutes.

It is therefore RECOMMENDED that your Board:

Defer the final report regarding Bonny Doon ambulance service, and direct HSA to report back on October 27, 1998.

Sincerely,



Charles M. Moody
HSA Administrator

RECOMMENDED:



Susan A. Mauriello
County Administrator Officer

GW/amg

cc: CAO
Auditor-Controller
County Counsel
HSA Administration
Ambulance Contract Compliance Commission