



HEALTH SERVICES AGENCY
ADMINISTRATION

COUNTY OF SANTA, CRUZ

HEALTH SERVICES AGENCY

P.O. BOX 962, 1080 EMELINE AVENUE
SANTA CRUZ, CA 95061
(408) 454-4066 FAX: (408) 454-4488
TDD: (408) 454-4123

November 16, 1998

AGENDA: November 24, 1998

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

SUBJECT: CHANGES IN AMBULANCE RESPONSE PERFORMANCE STANDARDS

Dear Board Members:

At the time your Board approved the December, 1997 AMR/County ambulance agreement, board members expressed interest in improving the performance requirements in certain areas, especially areas immediately contiguous to Watsonville and Santa Cruz.

After careful study and consultation with AMR, the County's Ambulance Contract Compliance Commission, staff of the Consolidated Emergency Communications Center staff, and county counsel, agreement has been reached on the following changes in performance standards:

1. A 30-minute performance zone will replace some of the current 60 minute zones;
2. A 12-minute performance zone will be added around the City of Watsonville replacing the current 15 minute zone;
3. A 15-minute performance zone will be added to the area north of the City of Santa Cruz; and
4. The performance requirements of a few additional grids will be adjusted to provide for more consistent and contiguous county-wide standards.

These changes are shown on a large map which is on file with the Clerk of the Board. A smaller version of this map is appended as Attachment A.

AMR is now required by contract to meet performance standards in 90% of their responses in the various time zones, except for one 60-minute zone in which the standard is 95%. These requirements will continue unchanged even with these adjustments. AMR has agreed that the enhanced response requirements specified in this letter and depicted on the attached map, will be adopted for 1999 as the system's "preferred" standard while the current contract

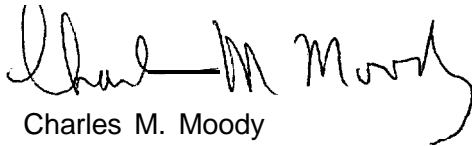
performance standards will continue as the "minimum" standard. In any month in which AMR fails to meet the preferred standard HSA will, upon request, prepare performance reports using the minimum standards. AMR will not be held to a standard higher than the minimum standard unless a formal contract change is agreed upon.

With this mutually agreed upon change, an enhanced service level can begin immediately. When the opportunity arise for making a formal contract change, compliance standards can than be adjusted. In the interim a comfort level with these more stringent standards can have been reached.

It is, therefore, RECOMMENDED that your Board:

1. Accept and file this report on ambulance response performance standards.

Sincerely,



Charles M. Moody
HSA Administrator

CMM:js
Attachment

RECOMMENDED:



Susan A. Mauriello
County Administrative Officer

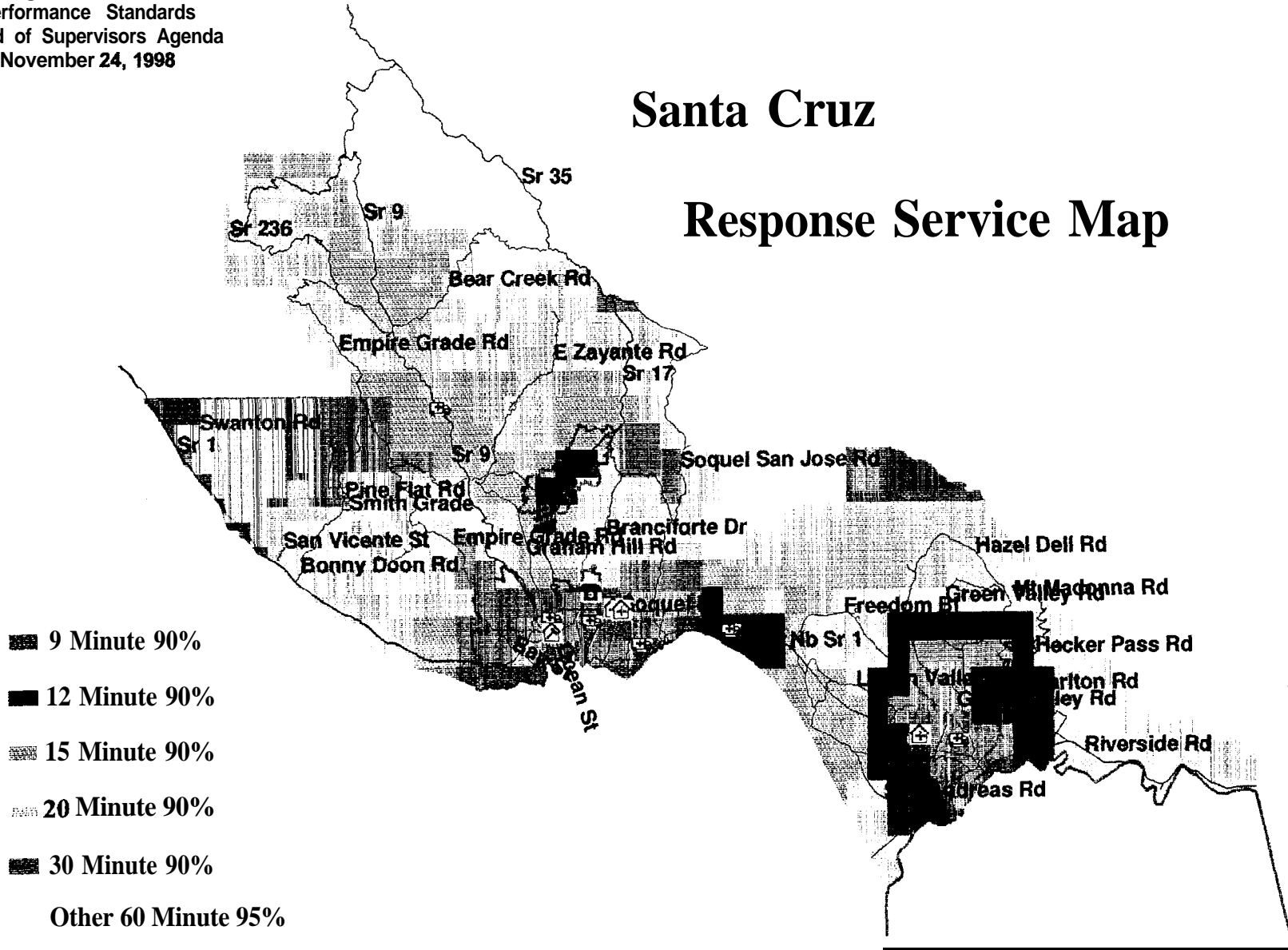
cc: CAO Office
County Counsel
HSA Administration
EMS Director
EMCC
ACCC

PROPOSED AMBULANCE RESPONSE ZONES

Attachment A
 Changes in Ambulance
 Performance Standards
 Board of Supervisors Agenda
 November 24, 1998

Santa Cruz

Response Service Map



39



231

