



OPERATIONS REPORT Board of Directors Meeting January 28, 2025

Operations Manager, Tim Nurge
Supervisors Michael Bryant and Paul Hoover

Operations Report for December 2024

Operations Manager Nurge:

- **Transport Activity Report** – In December 2024, there has been an increase of nine (9) total incidents and a decrease of six (6) incidents requiring transport compared to December 2023. We ended the year with four (4) more transports than we did in 2023.
- **Response Times and Delays** – In December 2024, 95.2% of calls were responded to within ten (10) minutes in Cambria. Two (2) calls were delayed due to distance deep in the Park Hill and Lodge Hill West areas. One (1) call was delayed due to incorrect dispatching directions.
- **San Luis Ambulance (SLA) Transports/Coverage** – In December 2024, San Luis Ambulance had (1) Code 3 and zero (0) Code 2 calls in the District service area. San Luis Ambulance was dispatched to “move up and cover” Cambria nine (9) times Code 8 and zero (0) times Code-11 for a total time covering the District response area of 6 hours and 1 minute.

CCHD responded to six (6) Code 3 and zero (0) Code 2 calls in the San Luis Ambulance service area. District crews were dispatched to “move up and cover” the San Luis Ambulance service area thirty-five (35) times Code 8 and two (2) times Code 11 for a total time covering the San Luis Ambulance service area of 9 hours and 50 minutes.

- ❖ Code 2 Call - Emergency call that does not require the use of lights and sirens to respond
- ❖ Code 3 Call - Emergency call that requires the use of lights and sirens to respond
- ❖ Code 8 Call - A term used when an ambulance is staged (parked) between two response areas. (Summit/Villa Creek)
- ❖ Code 11 Call – A term used when an ambulance is staged (parked) between two response areas. (Areas 2, 3 & 5)

- **Monterey County Calls** – District crews responded to one (1) call in Monterey County during December 2024 compared to zero (0) calls in December 2023. Currently, CCHD is the only ALS Agency to cover the southern area of coastal Monterey County. District staff monitor regular updates from Caltrans regarding the Highway One road closure. Highway One is not expected to be fully reopened in 2024.
- **Staffing/Employees** – Our employees have been doing an excellent job of filling open positions as needed. The District hired a reserve EMT who began training in December and is expected to complete training in January 2025. Additionally, the CCHD has completed testing and interviews for the open full-time paramedic position and has hired a full-time paramedic who will start in January 2025.
- **Recruitment** – Currently, there is nothing to report.
- **Training** – Employees have been assigned a District-specific training module in Vector Solutions to align with the new protocols and medications added to the EMSA policies effective January 1, 2025.
- **IT** – Nothing to report
- **Outreach** – District crew members attended the Farmer’s Market for Hands-On CPR (HOCPR) on December 13, which may have had low attendance possibly due to the holidays and winter weather. The next HOCPR is scheduled for February 7, 2025.
- **Other** – We are continuing to work with the SEIU Local 620 on updating the Policy Manual and SOP Manual.

Prepared Key Performance Indicator (KPI) biannual report.

Supervisor Bryant:

Equipment/ Medications:

- All expired supplies and medications have been replaced, ensuring that all ambulances are fully stocked.
- The inventory for the Q4 Emergency Worker Exposure Control (EWEC) kit has been completed and submitted to the SLO County Office of Emergency Services (OES).
- New medications required for the updated SLO County Emergency Medical Services Authority (EMSA) protocols are now in service and effective January 2025.

SLO County Emergency Medical Services Authority (EMSA):

- The nationwide shortage of IV fluids continues, and allocations are expected to be lifted in the first quarter of 2025.

- The District maintains an adequate supply of IV fluids by using multiple suppliers and ordering up to the maximum limit.
- Current conservation strategies, such as discontinuing intravenous (IV) fluids for "to keep open" (TKO) administration, continue to be effective.
- Supervisor Bryant is actively monitoring the IV fluid supply shortage and will inform the Board of any changes that may affect the District.

Supervisor Hoover:

Ambulance Unit Performance/Maintenance:

- Unit 22 is experiencing issues with the A/C and heating controls. Perry Ford has performed a service check and repair. The Vallum line was replaced due to rodent damage.
- Unit-20 – New tires
- Rodent deterrents have been installed under the hoods of all ambulance units.

Ambulance Unit	Current Mileage
18	237,680
20	105,304
21	44,202
22	34,790

Controlled Substance:

- The Controlled Substance Report for the 4th quarter has been submitted to SLO EMSA.
- All units are stocked with the appropriate amounts of Ketamine according to the new SLO County EMSA pain management policy, which took effect on January 1, 2025.

Facility/Station Repairs:

- There were no maintenance issues or repairs reported for the facilities in the month of December.

Equipment:

- No Report

DISTRICT ACTIVITY REPORT PAGE 1
12/01/2024 through 12/31/2024

Incident Totals				Transport Totals			
	2024	2023	Change		2024	2023	Change
Dry Runs - w/Treatment	17	16	1	Local Patients	38	42	-4
Dry Runs - CX Enroute	20	18	2	Non-Local Patients	11	13	-2
Total Dry Runs	37	34	3	Total Patients	49	55	-6
Stand-bys	38	27	11	Medical Transports	41	49	-8
Public Assists/Relations	1	0	1	Trauma Transports	8	6	2
Walk-in Public Relations	2	2	0	Traffic Accidents	0	0	0
Total Incidents	127	118	9	Total Transports	49	55	-6

Hospital Destinations			
	2024	2023	Change
French	22	18	4
Sierra Vista	25	33	-8
Twin Cities	1	4	-3
Rendezvous w/Heli	1	0	1
Facility Not-Listed	0	0	0
Trauma Center (Sierra Vista)	5	7	-2
STEMI Center (French)	2	0	2

Monterey County Responses			
	2024	2023	Change
Medical Transports	0	0	0
Trauma Transports	0	0	0
Dry Runs	1	0	1
Stand-bys	0	0	0
Total Incidents	1	0	1

Year-to-Date Comparison
Ambulance Response Statistics
From January 2024 to December 31 2024

	2024	2023	Change
Total Responses	1417	1792	-375
Patients Transported	618	614	4
Total Dry Runs	359	428	-69
Dry Runs - w/Treatment	175	165	10
Dry Runs - CX Enroute	182	263	-81
Stand-bys	424	729	-305
Total Monterey County Incidents	16	15	1

DISTRICT ACTIVITY REPORT PAGE 2
12/01/2024 through 12/31/2024

San Luis Ambulance Activity

Code 8	=	9	
Code 11	=	0	
Code 2 calls	=	0	} (calls into CCHD response area)
Code 3 calls	=	1	
Total time SLAS covered CCHD area = 6 hrs 1 mins			

Cambria Community Healthcare District Activity

Total time CCHD committed to other incidents (Month) = 96 hrs 47 mins			
Code 8	=	35	
Code 11	=	2	
Code 2 calls	=	0	} (calls into SLAS response area)
Code 3 calls	=	6	
Total time CCHD covered SLAS area = 9 hrs 50 mins			

Definitions:

Code 8 : Cover two areas

Example: -Code 8 Villa Creek means covering Morro Bay response area and Cambria response area

 -Code 8 Hwy 46 Summit means covering Cambria response area and covering North County response area (i.e. Paso Robles, Templeton, Atascadero and outlying areas)

Code 11 : Covering one area

Example: -Code 11 Morro Bay means we are now only covering the Morro Bay response area (i.e. Cayucos, Morro Bay, Los Osos)

Code 2 : Non-Emergency Call

Code 3 : Emergency Call

Time-On-Task : TOT Refers to the amount of time committed to a call or task, more specifically, this is the amount of time a unit is unavailable to respond to a call in the District's response area only. Units may still be available for calls outside the District's response area during TOT periods depending on SLO County needs for mutual aid.