

Coastal Valleys EMS Agency Mutual Aid Monitoring



EOA-1 AND EOA-2
Q1 2024-Q2 2025



Introduction and Terminology

What is the performance requirement in the contract?

- CVEMSA shall monitor Mutual Aid use in Sonoma County to ensure there is not an imbalance of use between ambulance providers that may impact response within EOA 1 or an adjacent ambulance provider's service zone.
- If DISTRICT receives Mutual Aid that exceeds 130% of the number of mutual aid responses it provides in a calendar quarter, CVEMSA may require the DISTRICT to submit a corrective action plan.
- If an adjacent ambulance service provider receives Mutual Aid from DISTRICT that exceeds 130% of the number of Mutual Aid responses the adjacent ambulance service provider provides to EOA-1, DISTRICT shall promptly notify CVEMSA in writing, and CVEMSA may meet with the impacted providers to develop solutions to reduce usage and/or address the imbalance with the adjacent provider.

What is Mutual Aid?

- SYCA arrival on scene in adjacent district outside of EOA 1
- Other provider arriving on scene within EOA 1



Data Collection and Reporting

Which calls included? Zone determination?

- Only included ambulance response (Unit Type = Ambulance)
- All zones determined by CAD ESZ mapping (REDCOM Class)
- Limited to arrivals on scene

How was the performance measure calculated?

$$\frac{\text{Bells Arrivals in EOA-1}}{\text{SCYA Arrivals in EOA-2}} \times 100 = \text{Percent (\%)} \text{ Mutual Aid } \mathbf{\text{Received by EOA 1}}$$

$$\frac{\text{SCYA Arrivals in EOA-2}}{\text{Bells Arrivals in EOA-1}} \times 100 = \text{Percent (\%)} \text{ Mutual Aid } \mathbf{\text{Provided by EOA 1}}$$

Mutual Aid: EOA 1(SCYA) and EOA 2 (Bells)

Sonoma County, Q1 2024 – Q2 2025



EOA-1 and EOA-2

	Bells Arrivals in EOA-1	SCYA Arrivals in EOA-2	% Mutual Aid Received by EOA-1	% Mutual Aid Provided by SCYA
2024 Q1	31	58	53%	187%
2024 Q2	15	57	26%	380%
2024 Q3	33	26	127%	79%
2024 Q4	27	24	113%	89%
2025 Q1	36	15	240%	42%
2025 Q2	36	25	144%	69%

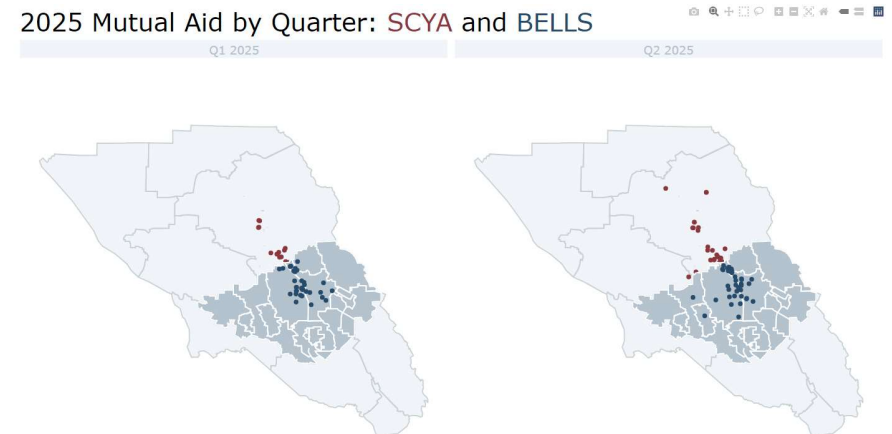
2025 Summary – SCYA to BELLS

- Clusters of SCYA responses in ESZ 1751004 (14/40) and 1753004 (8/40)
- About half deployed from Station P75 (22/40)
- Majority ALS units (36/40)

2025 Summary – BELLS to SCYA

- Majority of Bells responses to ESZ 17103001(16/72) or 1752005 (15/72)
- Majority deployed from Station P25 (49/72)
- All ALS units (39 MED683, 30 MED685, 3 MED681)

2025 Mutual Aid by Quarter: SCYA and BELLS





Mutual Aid: EOA 1(SCYA) and PTL

Sonoma County, Q1 2024 – Q2 2025

EOA-1 and Petaluma

	PTL Arrivals in EOA-1	SCYA Arrivals in PTL	% Mutual Aid Received by EOA-1	% Mutual Aid Provided by SCYA
2024 Q1	19	12	158%	63%
2024 Q2	9	16	56%	178%
2024 Q3	11	14	79%	127%
2024 Q4	2	14	14%	700%
2025 Q1	6	22	27%	367%
2025 Q2	7	18	39%	257%

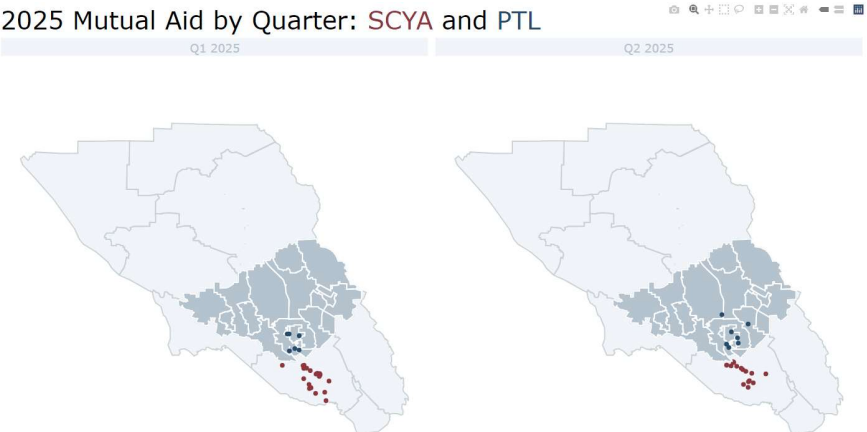
2025 Summary – SCYA to PTL

- No clustering of responses
- Most deployed out of P3 (21/40) and P26 (15/40)
- Nearly all ALS units (1 BLS582)

2025 Summary – PTL to SCYA

- Cluster of PTL responses to ESZ 27007(4/13)
- Majority deployed from Station PTL2 (12/13)
- All ALS Units (12 MED992, 1 MED991)

2025 Mutual Aid by Quarter: SCYA and PTL





Mutual Aid: EOA 1(SCYA) and SON

Sonoma County, Q1 2024 – Q2 2025

EOA-1 and Sonoma

	SON Arrivals in EOA-1	SCYA Arrivals in SON	% Mutual Aid Received by EOA-1	% Mutual Aid Provided by SCYA
2024 Q1	7	0	>130%	0%
2024 Q2	4	0	>130%	0%
2024 Q3	19	4	475%	21%
2024 Q4	10	0	>130%	0%
2025 Q1	10	1	1000%	10%
2025 Q2	14	0	>130%	0%

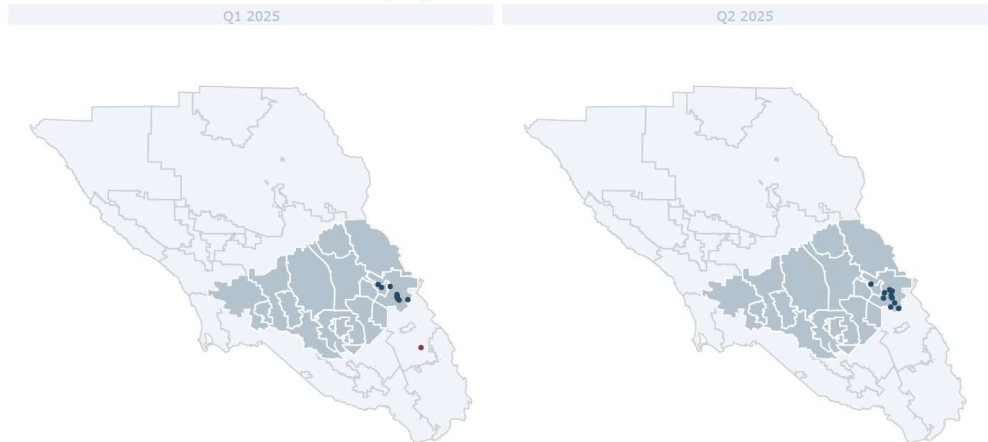
2025 Summary – SCYA to SON

- Only one response
- ALS Unit 540 out of P30

2025 Summary – SON to SCYA

- Cluster of SON responses to ESZ 1314010001 (19/24)
- Majority deployed from Station SVRM3 (18/24)
- All ALS units (18 MED303, 5 MED302, 1 MED301)

2025 Mutual Aid Arrivals by Quarter: SCYA and SON





Mutual Aid: EOA 1(SCYA) and SCY

Sonoma County, Q1 2024 – Q2 2025

EOA-1 and SCY

	SCY Arrivals in EOA-1	SCYA Arrivals in SCY	% Mutual Aid Received by EOA-1	% Mutual Aid Provided by SCYA
2024 Q1	135	66	205%	49%
2024 Q2	10	74	14%	740%
2024 Q3	24	92	26%	383%
2024 Q4	16	61	26%	381%
2025 Q1	28	60	47%	214%
2025 Q2	68	94	72%	138%

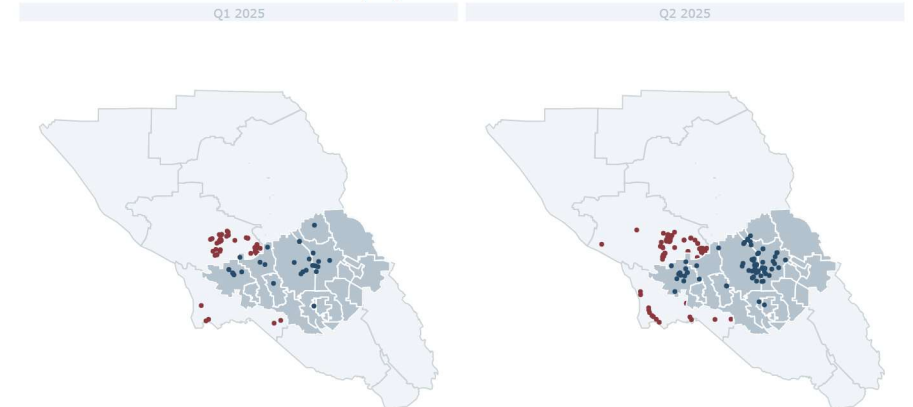
2025 Summary – SCYA to SCY

- Clustering in 1757003 (28/154) 156101001 (27/154) and 1541010006 (15/154)
- Most deployed out of P24 (48/154), P15 (44/154), P14 (20/154)
- Most often MED511 (47/154)

2025 Summary – SCY to SCYA

- Cluster of SCY responses to ESZ 17102001 (10/96)
- Majority deployed from Station P10 (34/96) or SCY9 (27/96)
- All ALS units (70 MED576, 17 MED811, 9 MED577)

2025 Mutual Aid Arrivals by Quarter: SCYA and SCY





Mutual Aid: EOA 2(Bells) and SCYA

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and EOA-1

	SCYA Arrivals in EOA-2	Bells Arrivals in EOA-1	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	58	31	187%	53%
2024 Q2	57	15	380%	26%
2024 Q3	26	33	79%	127%
2024 Q4	24	27	89%	113%
2025 Q1	15	36	42%	240%
2025 Q2	25	36	69%	144%

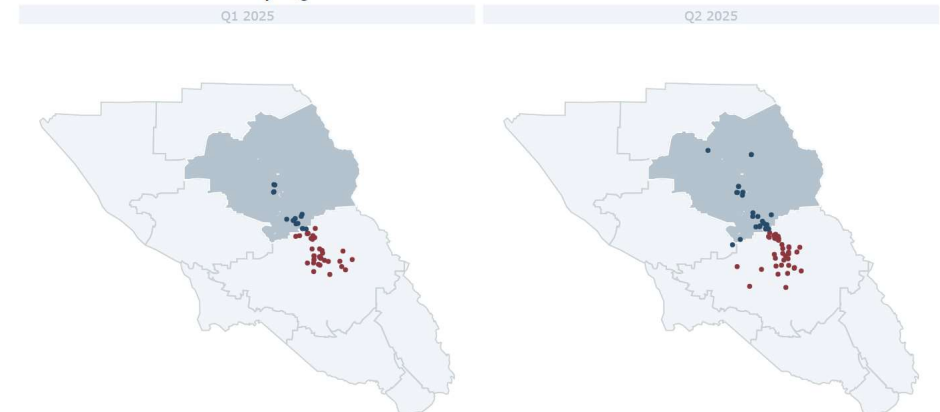
2025 Summary – BELLS to SCYA

- Majority of Bells responses to ESZ 17103001(16/72) or 1752005 (15/72)
- Majority deployed from Station P25 (49/72)
- All ALS units (39 MED683, 30 MED685, 3 MED681)

2025 Summary – SCYA to BELLS

- Clusters of SCYA responses in ESZ 1751004 (14/40) and 1753004 (8/40)
- About half deployed from Station P75 (22/40)
- Majority ALS units (36/40)

2025 Mutual Aid by Quarter: Bells and SCYA





Mutual Aid: EOA 2 (Bells) and SCY

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and SCY

	SCY Arrivals in EOA-2	Bells Arrivals in SCY	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	64	3	2133%	5%
2024 Q2	40	9	444%	23%
2024 Q3	2	6	33%	300%
2024 Q4	1	5	20%	500%
2025 Q1	1	7	14%	700%
2025 Q2	1	6	17%	600%

2025 Summary – BELLS to SCY

- One cluster around ESZ 1757003 (5/13)
- Majority deployed from Station BEL4 (7/13) or P25 (4/13)
- All ALS units (10 MED683, 3 MED685)

2025 Summary – SCY to BELLS

- Both responses on border areas
- Both traffic accidents
- 1 each in ESZ 1751004, 1757014

2025 Mutual Aid Arrivals by Quarter: Bells and SCY





Mutual Aid: EOA 2 (Bells) and Cloverdale

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and Cloverdale

	CLD Arrivals in EOA-2	Bells Arrivals in CLD	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	4	18	22%	450%
2024 Q2	3	20	15%	667%
2024 Q3	2	27	7%	1350%
2024 Q4	5	30	17%	600%
2025 Q1	2	34	6%	1700%
2025 Q2	3	39	8%	1300%

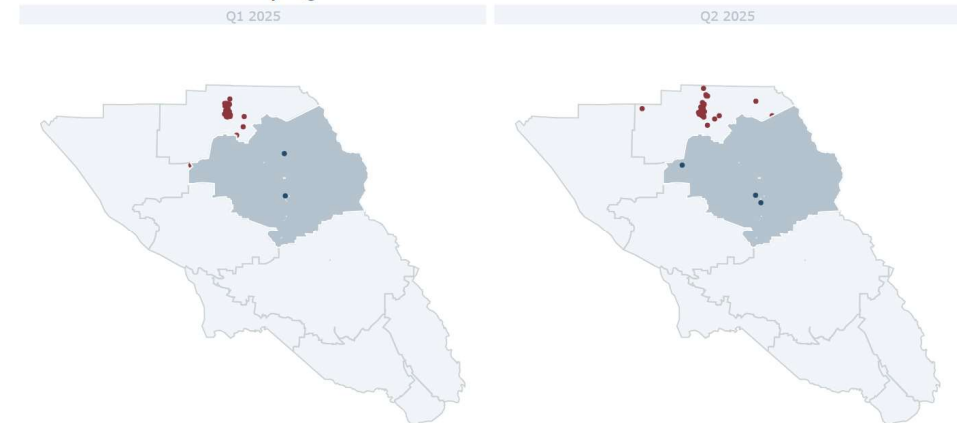
2025 Summary – BELLS to CLD

- Most often ESZ 1659010004 (45/73) or 1658010005 (11/73)
- Majority deployed from Station BEL3 (51/73)
- All ALS units (57 MED681, 13 MED685, 3 MED683)

2025 Summary – CLD to BELLS

- No clustering in ESZ
- Most deployed from CLD (4/5)
- All ALS units (4 MED645, 1 MED646)

2025 Mutual Aid by Quarter: Bells and Cloverdale





Mutual Aid: EOA 2 (Bells) and CLSD

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and CLSD

	CLSD Arrivals in EOA-2	Bells Arrivals in CLSD	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	0	0		
2024 Q2	0	0		
2024 Q3	0	0		
2024 Q4	0	0		
2025 Q1	0	0		
2025 Q2	0	0		

2025 Summary – BELLS to CLSD

- No arrivals in Q1 or Q2 of 2025

2025 Summary – CLSD to BELLS

- No arrivals in Q1 or Q2 of 2025



Mutual Aid: EOA 2 (Bells) and AMR

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and AMR

	SLSA Arrivals in EOA-2	Bells Arrivals in CLSD	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	12			
2024 Q2	3			
2024 Q3	5			
2024 Q4	8			
2025 Q1	2			
2025 Q2	0			

2025 Summary – AMR to BELLS

- 1 each in 1751004 and 1753004
- Both deployed from P75
- All ALS units(1 MED754, 1 MED753)

2025 Mutual Aid Arrivals by Quarter: Bells and AMR





Mutual Aid: EOA 2 (Bells) and LifeWest

Sonoma County, Q1 2024 – Q2 2025

EOA-2 and LifeWest

	LFWA Arrivals in EOA-2	Bells Arrivals in LFWA	% Mutual Aid Received by EOA-2	% Mutual Aid Provided by Bells
2024 Q1	5			
2024 Q2	0			
2024 Q3	0			
2024 Q4	1			
2025 Q1	0			
2025 Q2	0			

2025 Summary – LifeWest to BELLS

- No arrivals in Q1 or Q2 of 2025