



## Contra Costa County Emergency Medical Services Agency (CCCEMSA)

### Alliance Emergency Ambulance Response: Outlier FAQs

**What is an Emergency Ambulance Response Outlier?** These are 911 calls that have ambulance response times of greater than 150% of performance requirements AND are validated to be within the ambulance provider's control.

**Why does “Outlier Response Time Performance” exist in the current ambulance contract?** The outlier requirement was established as part of the 2015 emergency ambulance request for proposal (RFP) to reduce disparities in countywide emergency ambulance response. The requirement serves as a safety net that enables the county to merge ambulance response zones for efficiency while providing exceptional EMS ambulance service.

**How is Outlier Ambulance Response defined by contract?** An outlier ambulance response is defined in the RFP as a *“response time that is excessive for the category such that it represents a potential threat to health and safety”* (RFP page 43<sup>1</sup>).

#### Outlier call priorities, time limits and fees

Priority Level	High Call Density (Urban)	Low Call Density (Rural)	Fee per Outlier
Priority 1 Outlier	>18: 59 min	> 29:59 min	\$ 1,500
Priority 2 Outlier	>22:59 min	>44:59 min	\$ 1,000
Priority 3 Outlier	>39:59 min	>59:59 min	\$ 750

(Standard ambulance response criteria are 11:45 minutes or less 90% of the time for urban areas and 30 minutes or less for rural areas.)

**Where do ambulance outlier delays occur?** Outlier ambulance delay mapping demonstrates that outliers can and do occur anywhere in the county.

**Is the Alliance being held to a higher performance standard than the prior contracts?** Yes. The standard was increased to optimize ambulance service delivery.

**How do outlier ambulance delays impact patients and communities?** While the vast majority of ambulance response delays involve patients with medical conditions that are stable, delays in emergency ambulance response increases the time it takes for a patient to arrive at an emergency department and may impact patient outcomes.

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<sup>1</sup> Contra Costa Emergency Services Request for Proposal <https://cchealth.org/ems/pdf/RFP2015-contracosta-ambulance.pdf>



**How often do outliers occur?** The chart below lists the number of outliers within the reasonable control of the contractor and represents less than 0.2% of all responses.

Year	Total Responses	Contract Compliance Performance*	Total Response Time delays**	Total Outliers***	Outlier Delay Range****
2016	90,153	94%	5,409	174	19-47 minutes
2017	93,368	96%	3,734	139	20-56 minutes

\* Number represents contractor annual performance

\*\* Total number of ambulance response time delays based on contractor's annual performance level

\*\*\* Total number of outliers validated to be within the reasonable control of the ambulance provider

\*\*\*\* Outlier Response Time delay in minutes

**How are outlier response times validated and outlier fees assigned?** After CCCEMSA uses a third-party Online Compliance Utility (OCU) process to validate each emergency ambulance response for compliance, response time fees would be levied in accordance with the contract.

**What are fees used for?** Fees are focused on “fixing the problem of ambulance delays” and invested in equipment, technology and software that reduce ambulance response delays as approved by the Board of Supervisors.

**Can outliers be eliminated?** Outlier emergency ambulance delays, which are within the control of the ambulance provider, can and should be reduced if not eliminated. Improvement efforts to reduce outliers are part of contract requirements to optimize the availability of emergency ambulance services.