



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, November 13, 2024

10:30 A.M.

Monterey County Emergency Medical Services Agency
Cinnamon Room
1441 Schilling Place, Salinas, CA 93901

EMCC members must be present on site

Zoom attendance information is attached

I. CALL TO ORDER/INTRODUCTIONS

A. Recognition: Supervisor Adams

II. PUBLIC COMMENT

Any member of the public may address the Committee for a period not to exceed three (3) minutes on any issue not on the Committee's agenda. The EMCC will listen to all communications but may not take any action.

III. APPROVAL OF PAST EMCC MEETING MINUTES

A. September 11, 2024 meeting minutes *Action*

IV. REPORTS

- A. EMS Director (Teresa Rios)
- B. Clinical Care Committee (Dr. John Beuerle)
- C. Operations Working Group (Ops) (Teresa Rios)
- D. MHOAC (Debra Hopgood)

V. EMS SYSTEM PERFORMANCE METRICS

- A. Communications systems testing (Kimberley Hernandez) *Report*
 - 800MHz Radio
 - ReddiNet
- B. Contract Compliance Working Group (Kimberley Hernandez) *Report*
- C. Fire-based ambulance report (March 2025) *Report*

VI. OLD BUSINESS

- A. EMCC reappointments (Steve Brooks) *Report*
- B. Ambulance RFP (Teresa Rios) *Report*
- C. EMS Ordinance revision (Debra Hopgood) On Hold
- D. Health Data Exchange (Teresa Rios) *Report*



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- E. EMS Policy #3030, Section 3, D, 4-Provision of EMD Determinant Code to Fire Agencies at Dispatch (Steve Brooks) *Discussion*

VII. NEW BUSINESS

- A. Meeting locations-2025 calendar year. (Steve Brooks) *Report*
B. South County Response Data (Kimberley Hernandez) *Report*
C. Prison Impact (Kimberley Hernandez) *Discussion*
D. EMS System Improvements-Unusual Occurrence Reporting (Teresa Rios) *Report*
E. CSA-74 Disbursement (Korina Moreno) *Report*

VIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER

Any member of the committee may make announcements or comments. The EMCC may not discuss or take any action on any item raised during announcements, except to decide whether to place the matter on a subsequent agenda.

IX. NEXT MEETING

The next regularly scheduled EMCC meeting is scheduled for Wednesday, January 8, 2025 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 9/11/24-draft
3. Communications systems testing 800MNz and ReddiNet-staff report
4. Contract Compliance Committee report-ambulance response time compliance-staff report
5. EMS Policy #3030 EMS Call Routing and Call Processing
6. CSA-74 Disbursement-staff report

Notices

PLEASE NOTE: IF ALL BOARD MEMBERS ARE PRESENT IN PERSON, PUBLIC PARTICIPATION BY ZOOM IS FOR CONVENIENCE ONLY AND IS NOT REQUIRED BY LAW. IF THE ZOOM FEED IS LOST FOR ANY REASON, THE MEETING MAY BE PAUSED WHILE A FIX IS ATTEMPTED BUT THE MEETING MAY CONTINUE AT THE DISCRETION OF THE CHAIRPERSON.

Meeting access issues through Zoom: Please contact Kimberley Hernandez at: (831) 755-4738 or hernandezk4@co.monterey.ca.us.

To promote a green environment, full agenda packets are not provided at the meeting. However, a full packet, including the agenda and supporting documents, is available for review at the EMS Agency during working hours 72-hours before the meeting. Full agenda packets are also available on the EMS Agency's Website at www.MoCoEMS.org



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Translation and interpretation services are available by request no later than 5 days before the meeting. To request these services, call 831-755-5013 or email emsadmin@co.monterey.ca.us.

ALTERNATE AGENDA FORMATS: If requested, the agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 USC Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Individuals with a disability requiring a modification or accommodation, including auxiliary aids or services, to participate in the public meeting may make these requests to the EMS Director at least 3 days prior to the Emergency Medical Care Committee Meeting.

TO ADDRESS THE COMMITTEE ON A MATTER ON THE AGENDA: When the agenda item is called, raise your hand, and wait for recognition by the Committee Chair. In order that all interested parties have an opportunity to speak, please be brief and limit your comments to the specific subject under discussion. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

TO ADDRESS THE COMMITTEE ON A MATTER NOT ON THE AGENDA: When the agenda item for public comment is called, raise your hand and wait for recognition by the Committee Chair. Public comments shall not pertain to matters on the agenda. Time limitations shall be at the discretion of the Chair, with equal time allocated to opposing sides of an issue insofar as possible. Allocated time may not be reserved or granted to others, except as permitted by the Chair.

DOCUMENT DISTRIBUTION: Documents related to agenda items that are distributed to the Committee less than 72 hours prior to the meeting shall be available for public inspection at the EMS Agency Office, 1441 Schilling Place, Salinas, California. Documents distributed to the Committee at the meeting by EMS Agency staff will be available at the meeting.

MEETING AUDIO AND VIDEO RECORDED: This meeting is audio and video recorded. A copy of the recording is available following the meeting on the EMS Agency website at www.MoCoEMS.org

Avisos

TENGA EN CUENTA: SI TODOS LOS MIEMBROS DE LA JUNTA ESTÁN PRESENTES EN PERSONA, LA PARTICIPACIÓN PÚBLICA POR ZOOM ES SÓLO PARA CONVENIENCIA Y NO ES EXIGIDA POR LEY. SI LA CONEXIÓN DE ZOOM SE PIERDE POR CUALQUIER MOTIVO, LA REUNIÓN PUEDE PAUSARSE MIENTRAS SE INTENTA UNA CORRECCIÓN, PERO LA REUNIÓN PUEDE CONTINUAR A DISCRECIÓN DEL PRESIDENTE.

Problemas de acceso a reuniones a través de Zoom: comuníquese con [Kimberley Hernandez](mailto:Kimberley.Hernandez@co.monterey.ca.us) al: (831) 755-4738 o hernandezk4@co.monterey.ca.us.



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Para promover un medio ambiente sano, no se proporcionan paquetes completos de la agenda en la reunión. Sin embargo, el paquete completo, incluyendo la agenda y los documentos de apoyo, estará disponible en la Agencia EMS durante el horario laboral, 72

horas antes de la reunión. También pueden encontrar la agenda completa en la Página web de la Agencia EMS en www.MoCoEMS.org.

Los servicios de traducción e interpretación están disponibles mediante solicitud a más tardar 5 días antes de la reunión. Para solicitar estos servicios llame al 831-755-5013 o envíe un correo electrónico a emsadmin@co.monterey.ca.us.

FORMATOS DE AGENDA ALTERNATIVOS: Si se solicita, la agenda estará disponible en formatos alternativos apropiados para personas con una discapacidad, según lo exige la Sección 202 de la Ley de Estadounidenses con Discapacidades de 1990 (42 USC Sec. 12132) y las normas y reglamentos federales adoptados en ejecución del mismo. Las personas con una discapacidad que requieran una modificación o adaptación, incluidos servicios o ayudas auxiliares, para participar en la reunión pública pueden realizar estas solicitudes al director de EMS al menos 3 días antes de la reunión del Comité de Atención Médica de Emergencia.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO EN LA AGENDA: Cuando se convoque el punto de la agenda, levante la mano y espere el reconocimiento por parte del presidente del Comité. Para que todas las partes interesadas tengan la oportunidad de hablar, sea breve y limite sus comentarios al tema específico en discusión. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

PARA DIRIGIRSE AL COMITÉ SOBRE UN ASUNTO QUE NO ESTÁ EN LA AGENDA: Cuando se convoque el tema de la agenda para comentarios públicos, levante la mano y espere el reconocimiento por parte del presidente del Comité. Los comentarios públicos no se referirán a asuntos de la agenda. Las limitaciones de tiempo quedarán a discreción del presidente, y se asignará el mismo tiempo a las partes opuestas de un tema en la medida de lo posible. El tiempo asignado no podrá reservarse ni concederse a otros, excepto según lo permita el presidente.

DISTRIBUCIÓN DE DOCUMENTOS: Los documentos relacionados con los puntos de la agenda que se distribuyan al Comité menos de 72 horas antes de la reunión estarán disponibles para inspección pública en la Oficina de la Agencia EMS, 1441 Schilling Place, Salinas, California. Los documentos distribuidos al Comité en la reunión por el personal de la Agencia EMS estarán disponibles en la reunión.

REUNIÓN GRABADA EN AUDIO Y VIDEO: Esta reunión está grabada en audio y video. Una copia de la grabación está disponible después de la reunión en el sitio web de la Agencia EMS en www.MoCoEMS.org



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



You are invited to a Zoom webinar.

When: Wednesday, September 11, 2024 8:30 AM to 12:30 PM Pacific Time (US and Canada)

Topic: Monterey County EMS - Emergency Medical Care Committee (EMCC) joint meeting with CCC and Ops committees.

Please click the link below to join the webinar:

<https://montereycty.zoom.us/j/92680990619>

Attending the Meeting by Video



Using a computer or laptop:

Simply click the following link to get started:

<https://montereycty.zoom.us/j/92680990619>

You will need to make sure that your computer or laptop is properly connected to working speakers and/or a microphone if you choose to participate with audio. If you plan on using your computer or laptop for video only, you can also join the audio portion of the meeting simultaneously by following the phone call instructions below, using a phone.

Using an Android Phone or Tablet:

Click on the link below to visit the Zoom app page on the Google Play store and select to install the app.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/92680990619>

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<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

Once the app has finished downloading to your device simply click the Zoom webinar link to begin: <https://montereycty.zoom.us/j/92680990619>

Please note, you are not required to create or have a Zoom account.

Attending the Meeting by Phone Call

To participate by phone call, you can use any of these numbers below:

- +1 669 219 2599 US (San Jose)
- +1 669 900 6833 US (San Jose)
- +1 213 338 8477 US (Los Angeles)
- +1 929 205 6099 US (New York)
- +1 312 626 6799 US (Chicago)

Enter this Meeting ID number: **926 8099 0619** when prompted. Please note there is no Participant Code, you will just hit # again after the recording prompts you. You will be placed in the meeting as an Attendee.

Public Comments

There will be time allocated in the meeting for Public Comments.

If you attend the Meeting through ZOOM via video and would like to make general public comment, or comment on a specific item on the agenda, you may Raise your Hand. If you are attending the meeting via Phone Call enter *9 on your keypad.

Estás invitado a un seminario web de Zoom.

Cuándo : miércoles 11 de septiembre de 2024, de 8:30 a. m. a 12:30 p. m., hora del Pacífico (EE. UU. y Canadá)

Tema : EMS del Condado de Monterey: reunión conjunta del Comité de Atención Médica de Emergencia (EMCC) con los comités de CCC y de Operaciones.

Haga clic en el siguiente enlace para unirse al seminario web:

<https://montereycty.zoom.us/j/92680990619>

Asistir a la reunión por vídeo



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Usando una computadora o computadora portátil:

Simplemente haga clic en el siguiente enlace para comenzar:

<https://montereycty.zoom.us/j/92680990619>

Deberá asegurarse de que su computadora o computadora portátil esté conectada correctamente a parlantes que funcionen y/o a un micrófono si decide participar con audio. Si planea usar su computadora o computadora portátil solo para video, también puede unirse a la parte de audio de la reunión simultáneamente siguiendo las instrucciones de llamada telefónica a continuación, usando un teléfono.

Usando un teléfono o tableta Android:

Haga clic en el enlace a continuación para visitar la página de la aplicación Zoom en la tienda Google Play y seleccione instalar la aplicación.



https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_US

Una vez que la aplicación haya terminado de descargarse en su dispositivo, simplemente haga clic en el enlace del seminario web de Zoom para comenzar:

<https://montereycty.zoom.us/j/92680990619>

Tenga en cuenta que no es necesario crear ni tener una cuenta de Zoom.

Usando un iPhone o iPad:

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<https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>

Una vez que la aplicación haya terminado de descargarse en su dispositivo, simplemente haga clic en el enlace del seminario web de Zoom para comenzar:

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Asistir a la reunión por llamada telefónica



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Para participar mediante llamada telefónica, puede utilizar cualquiera de estos números a continuación:

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- +1 312 626 6799 EE. UU. (Chicago)

Ingrese este número de ID de reunión: **926 8099 0619** cuando se le solicite. Tenga en cuenta que no hay un código de participante; simplemente presione # nuevamente después de que la grabación se lo indique. Se le colocará en la reunión como asistente.

Comentarios públicos

Habrà tiempo asignado en la reunión para comentarios públicos.

Si asiste a la Reunión a través de ZOOM vía video y desea hacer comentarios del público en general, o comentar sobre un punto específico de la agenda, puede Levantar la Mano. Si asiste a la reunión mediante una llamada telefónica, ingrese *9 en su teclado.



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



**Meeting Minutes
Wednesday, September 11, 2024**

**Emergency Medical Services Agency
1441 Schilling Place, Salinas, CA 93901
Cinnemon Room
Meeting Available via Zoom
10:30-12:00**

ATTENDANCE

Members	Representing	Present	Absent
Will Hiller (Vice-Chair)	Ambulance Contractor	X	X
	Law Enforcement		
Sam Klemek	ALS – Fire		X
Jim Langborg	BLS – Fire	X	
Harry Robins	Citizen Representative	X	
Jodi Schaffer	Citizen Representative	X	
	Citizen Representative		
Paul Wood	City Managers	X	
Marie Lutz	Emergency Physicians	X	
Spencer Harnett	EMT/Paramedic		X
Carla Spencer	Hospital Administration	X	
Jon Anthony (Chair)	Monterey County Parks Department	X	

Ex-Officio Members	Representing	Present	Absent
Teresa Rios	EMS Agency Director	X	
Kelsey Scanlon	Dept. of Emergency Management (DEM)		X
LeeAnn Magoski	Emergency Communications	X	



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Alternate Members	Representing	Present	Absent
Michael Esslinger	911 EOA Ambulance Provider		
Mike DeLeo	ALS Fire	X	
Chief Cheryl Goetz	BLS Fire		
<i>Vacant</i>	Citizen Rep 1		
<i>Vacant</i>	Citizen Rep 2		
<i>Vacant</i>	Citizen Rep 3		
	City Managers		
Dr. Noah Hawthorne	Emergency Physicians		
<i>Vacant</i>	EMT/Paramedic		
Jo Coffaro	Hospital Administration	X	
Chris Borquin	Law Enforcement		
Bandy Smith	Monterey County Parks Department		

EMS Agency Staff	Representing	Present	Absent
Dr. John Beuerle	EMS Agency Medical Director	X	
Steve Brooks (Secretary)	EMS Analyst	X	
Roxann Seepersad	Epidemiologist II		X
Debra Hopgood	MA III	X	
Kimberley Hernandez	EMS Analyst	X	
Blake Andersen	EMS Analyst	X	
Korina Moreno	Admin Services Asst.	X	
Jaylan Neal	EMS Agency Intern		X

Guests in Attendance		
Ben Hitchcock	Rachel Kneeland	Steven Cristi



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Item	Discussion	Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	A. Meeting called to order by Jon Anthony. Roll Call attendance.	• N/A
II. PUBLIC COMMENT	A. None	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. July 10, 2024	A. Motion to approve minutes from the May 8, 2024 meeting minutes by H. Robins. Second by C. Spencer. Motion carried.	A. Minutes approved
IV. REPORTS		
A. EMS Director	A. (T. Rios) Monterey FD submitted an application to provide paramedic first response service through the station in Pacific Grove that is currently providing EMT level of service. CCC endorsed approval of the application. EMS Agency has been working to have an electronic data base for the submission of unusual occurrence reports. This is now up and running. U/Os may also be submitted into the electronic database through the MoCo EMS app effective this morning. It is hoped that this will improve efficiency in processing U/O submissions. The EMS Agency is working to clear older U/O submissions. The 2025 Policy and Protocol cycle is in the Public Comment phase. We have more than expected due to the addition of epinephrine as a push dose to replace the use of dopamine and the addition of needle cricothyrotomy as a treatment of obstructed airway. Multiple policies and protocols are impacted by these changes which has resulted in a larger number of policies and protocols than	A. Report in November on buprenorphine



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Item	Discussion	Deliverable/Action
	<p>expected. The EMS Agency has previously reported on the use of buprenorphine. The Agency has met with AMR to review the program for potential obstacles to the use of buprenorphine. We are working to remove the need for base contact and have submitted the changes to the EMS Authority for Local Optional Scope of Practice approval. The EMS Agency is making changes related to accessibility of documents on the website. We have made efforts for accessibility for visual impairment and are working on availability in Spanish. We are also attempting to determine which documents are intended for the public and will need to be translated. The EMS Agency is working on reviewing South County calls and the impact of the prisons on the EMS system. The Agency has met with SVSP medical staff to work on meeting mutual needs and realize some efficiencies in ambulance services. Prison medical staff have been invited to participate in our EMS system meetings and we have been invited to some of their meetings. Chief Langborg recommends consideration of working with CTF FD to manage prison calls.</p>	
B. Clinical Care Committee	<p>B. Changes to the provision of buprenorphine include eliminating the requirement to make base hospital contact, allow its use in pregnancy, change the minimum age to 16 and change the COW score to 7 from 8. Submitted to the EMS Authority for LOSOP approval. The policy and protocol review cycle is in the public comment phase and comments are due by October 25. Monterey FD requested approval to provide ALS service in Pacific Grove. CCC provided endorsement. Received a report from CQI-TAG.</p>	B. Report
C. Operations Working Group	<p>C. Operations Working Group has not met.</p>	C. Report
D. MHOAC	<p>D. (Debra Hopgood) Involved in Car Week planning to create an event Medical Plan. DEM has created a group to update the Coastal Incident</p>	D. Report



MONTEREY COUNTY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
	Plan. Involved in the Public Health Dispensing Plan to assist with pandemic incidents. Participating in the UASI active shooter drill. CHEMPACK training coming at the end of October.	
V. EMS SYSTEM PERFORMANCE METRICS		
A. Communications System Testing 1. 800MHz Radio 2. ReddiNet	A. (Kimberley Hernandez) Information included in the agenda packet. Covers June and July. CHOMP had a lower compliance percentage for 800MHz. EMS Agency reached out to the new Base Coordinator to acknowledge the lower compliance. Mee Memorial discovered an issue with their radio handset when doing testing.	A. Report
B. Contract Compliance Working Group	B. In the agenda packet. All priorities met compliance in June and July except for Priority 1 in Yellow Zone which was at 89%. AMR reports a high level of sick calls as the likely cause. Overall, 79% of calls received EMD to the point when EMD was no longer able to be provided.	B. Report
C. Fire-based Ambulance Response Time Report	C. Data included for January through June in the agenda packet.	C. Report
XI. OLD BUSINESS		
A. EMCC Reappointments	A. (Steve Brooks) Reminder that we still need recommendations from some of the represented organizations so we can take the nominations to the Board for reappointment.	A. EMS Agency will reach out to remind members with expiring terms to provide the recommendation from the organization they represent.



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Item	Discussion	Deliverable/Action
B. Ambulance RFP	B. (Teresa Rios) The ambulance RFP has been submitted to EMSA. Approval has not been received as of the time of the meeting. This has delayed plans for completing the RFP process and the EMS Agency is working on Plan B which includes asking AMR for an extension of their current agreement.	B. EMS Agency will respond to EMSA questions and concerns.
C. EMS Ordinance Revision	C. (Teresa Rios) Item tabled.	C. N/A
D. Health Data Exchange	D. (Blake Andersen) Report on HDE program included in the meeting packet. SVH and Natividad have implemented a program called EMPI which should allow non-transport agencies to receive outcome information and not require the use of a patient identification number from the hospital.	D. EMS Agency continues to work on HDE to ensure outcome data is available to EMS.
E. EMS Policy #3030	E. (Steve Brooks) This item is on the agenda due to a request to review the provision of EMD data to fire agencies at the request of Sam Klemek. Item tabled to next meeting.	E. N/A
XII. NEW BUSINESS		
A. Meeting Locations-2025	A. Location of the EMCC meetings in 2025 will be changed due to the desire to ensure building security by not allowing members of the public to have access into areas intended to be secure. Potential to move meeting locations to other areas of the County. Member comments that Salinas is likely the best location as moving meetings to the Peninsula will be a significant barrier to attendance for those from South County. Fire Chief's meetings in remote locations result in lower attendance. EMS Agency will consider using the Cayenne Room in this building.	A. Continue on agenda for next meeting. B. Monitor and report.



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Item	Discussion	Deliverable/Action
B. South County Response Data	<p>B. (K. Hernandez) South County response data has been reviewed at Contract Compliance Committee. Reviewed the response data for the South County cities for 6 months. Reviewed for either “Compliant” or “Late”. Intend to ensure no area of the County is underserved. Compliance is not dependent on compliance within each city. Priority 1calls in Gonzales and Soledad, are 95% compliant. Greenfield and King City compliance for Priority 1 was 91%. Interest in looking at Soledad separate from prison calls. Interest in looking at times when multiple calls occur at the same time. Will require manual processing to develop the data. Are there a lot of back-to-back calls and at a particular time. AMR does demand studies.</p>	
C. Prison Impact	<p>C. (K. Hernandez) Discussion item from Jim Langborg request. Concern about impact of prison calls on South County ambulance response and EMS system in general. 372 calls at CTF with 1 hour 36 minutes time on task in 2023. 1036 calls at SVSP with 1 hour 43 minutes time on task in 2023. Could these patients be handled at the prison rather than transport? Is there an algorithm in use by the prison to determine when the patient needs transport to the ED? Perception that 20-30% of the patients don’t need to be at the Natividad ED. Recognize that the prison doesn’t always have a physician available. Possible same issue with jail checks. Jail under consent decree to ensure proper care of the patient probably leads to greater sending of patients. Request to break out the prison calls from City of Soledad calls.</p>	<p>C. Review data and consider protocol for prison response. Consider working with prison to develop an algorithm for EMS transport.</p>
D. EMS Agency Data Monitoring	<p>D. Review of which data points should come to EMCC. Data review is monitored at CCC, CQI meetings, and Contract Compliance. Can we use County media officer to get our message out to the community.</p>	<p>D. Review data reporting to the standing committees. Consider using County PIO for</p>



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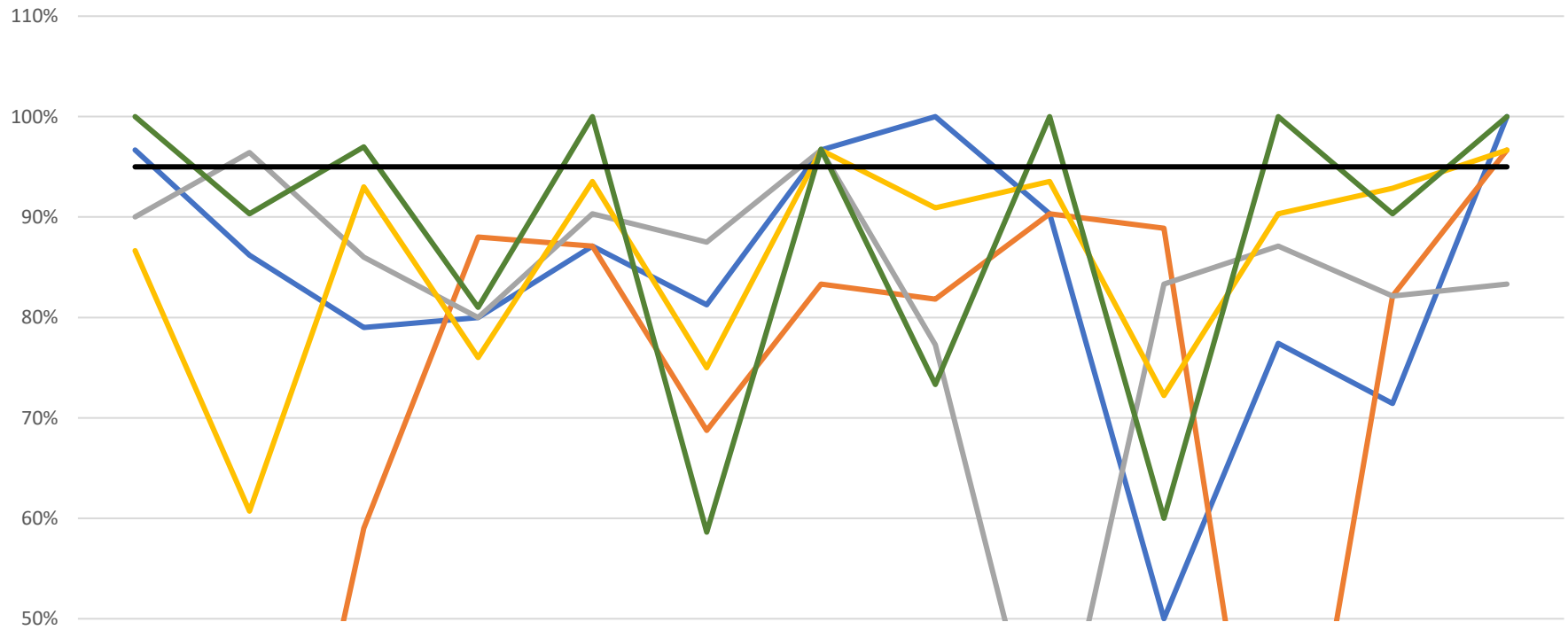


Item	Discussion	Deliverable/Action
		messaging into the community.
XIII. ANNOUCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none"> Encouraged to remember the events and people who were impacted by the events of September 11, 2021, both the victims and those who gave their lives trying to save others. 	<ul style="list-style-type: none"> EMS Agency working on this data. EMS Agency to issue commendation letters.
IX. NEXT MEETING	<ul style="list-style-type: none"> The next regular EMCC meeting will be November 13, 2024 at 10:30 a.m. 	<ul style="list-style-type: none"> As noted
X. ADJOURNMENT	<ul style="list-style-type: none"> Meeting adjourned by Jon Anthony. 	<ul style="list-style-type: none"> Meeting adjourned.

DRAFT

800MHz Disaster Medical Radio System Testing

Response Compliance September 2023-September 2024

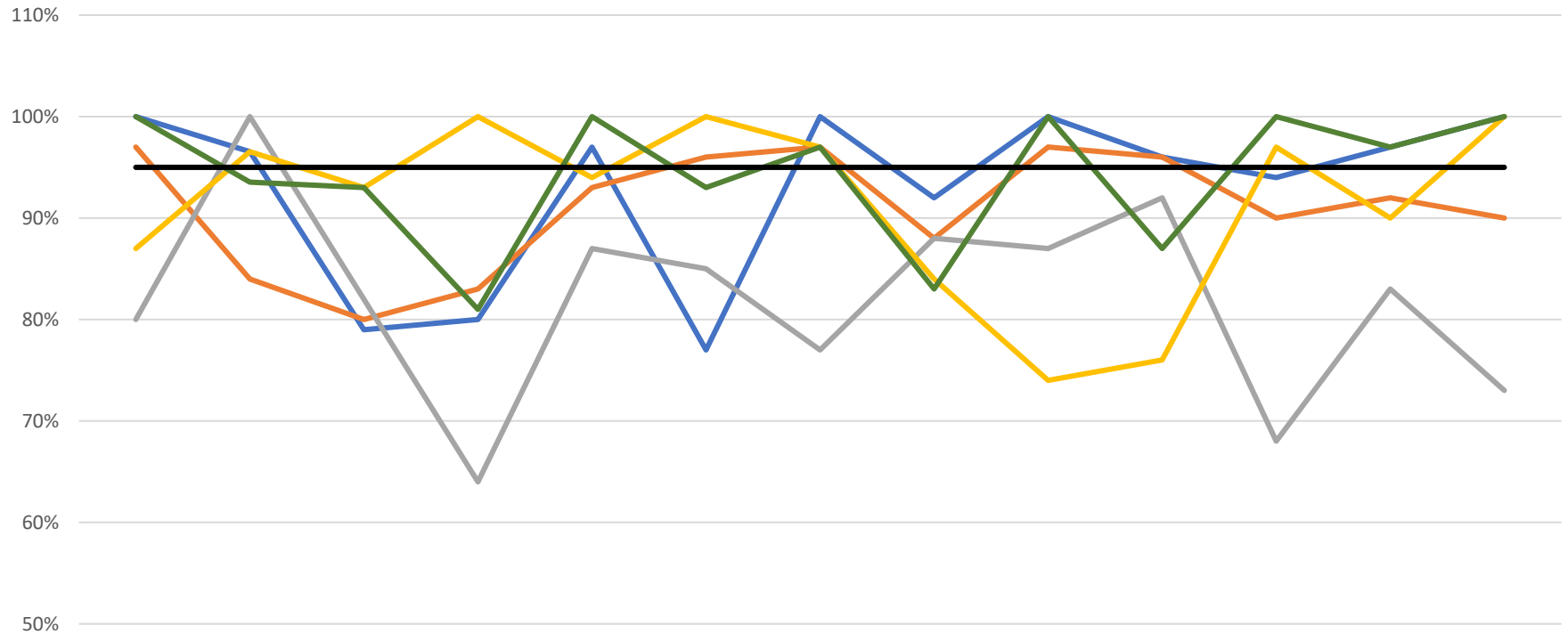


	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
CHOMP	97%	86%	79%	80%	87%	81%	97%	100%	90%	50%	77%	71%	100%
MMH	3%	7%	59%	88%	87%	69%	83%	82%	90%	89%	16%	82%	97%
NMC	90%	96%	86%	80%	90%	88%	97%	77%	32%	83%	87%	82%	83%
SVH	87%	61%	93%	76%	94%	75%	97%	91%	94%	72%	90%	93%	97%
AMR	100%	90%	97%	81%	100%	59%	97%	73%	100%	60%	100%	90%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

ReddiNet MCI Drills

Response Compliance September 2023-September 2024



	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
CHOMP	100%	97%	79%	80%	97%	77%	100%	92%	100%	96%	94%	97%	100%
MMH	97%	84%	80%	83%	93%	96%	97%	88%	97%	96%	90%	92%	90%
NMC	80%	100%	82%	64%	87%	85%	77%	88%	87%	92%	68%	83%	73%
SVH	87%	97%	93%	100%	94%	100%	97%	84%	74%	76%	97%	90%	100%
AMR	100%	94%	93%	81%	100%	93%	97%	83%	100%	87%	100%	97%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

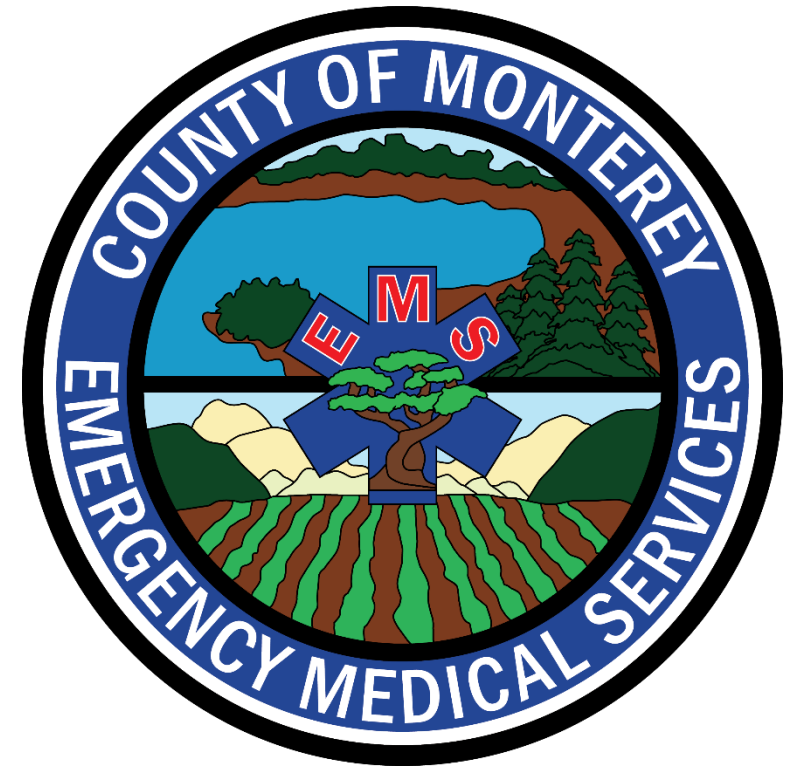
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

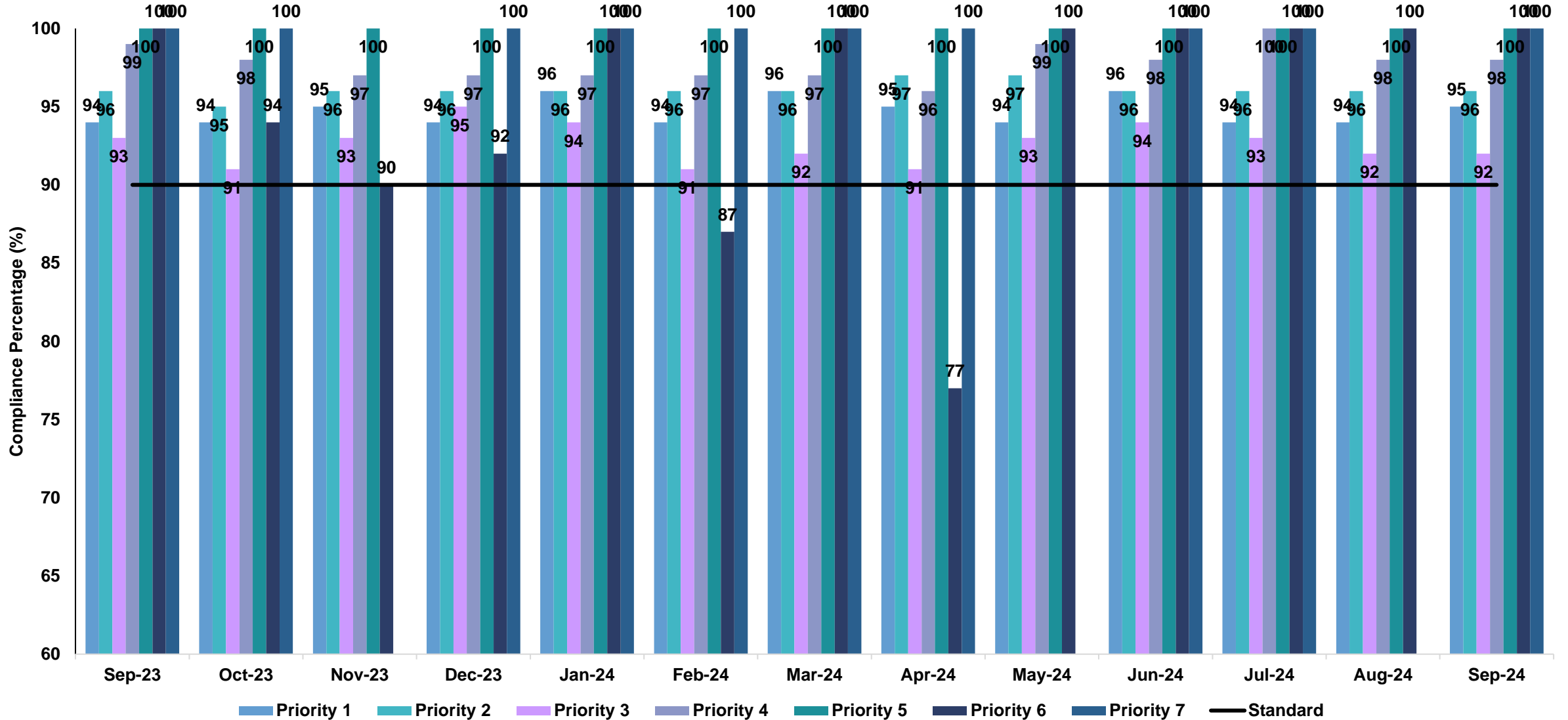
November 13, 2024

Presented by
Kimberley Hernandez



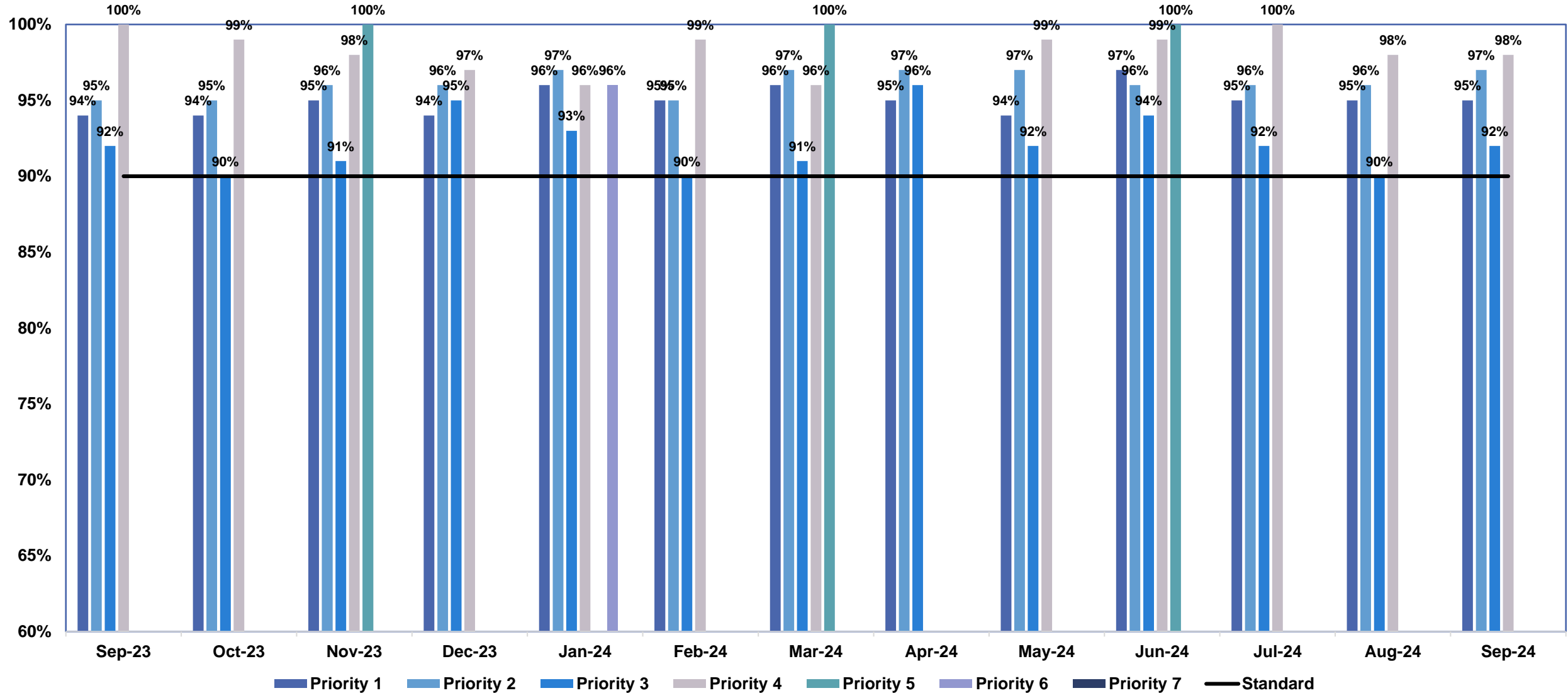
Response Time Compliance by Priority

AMR Overall Response Time Compliance By Priority
September 2023-September 2024



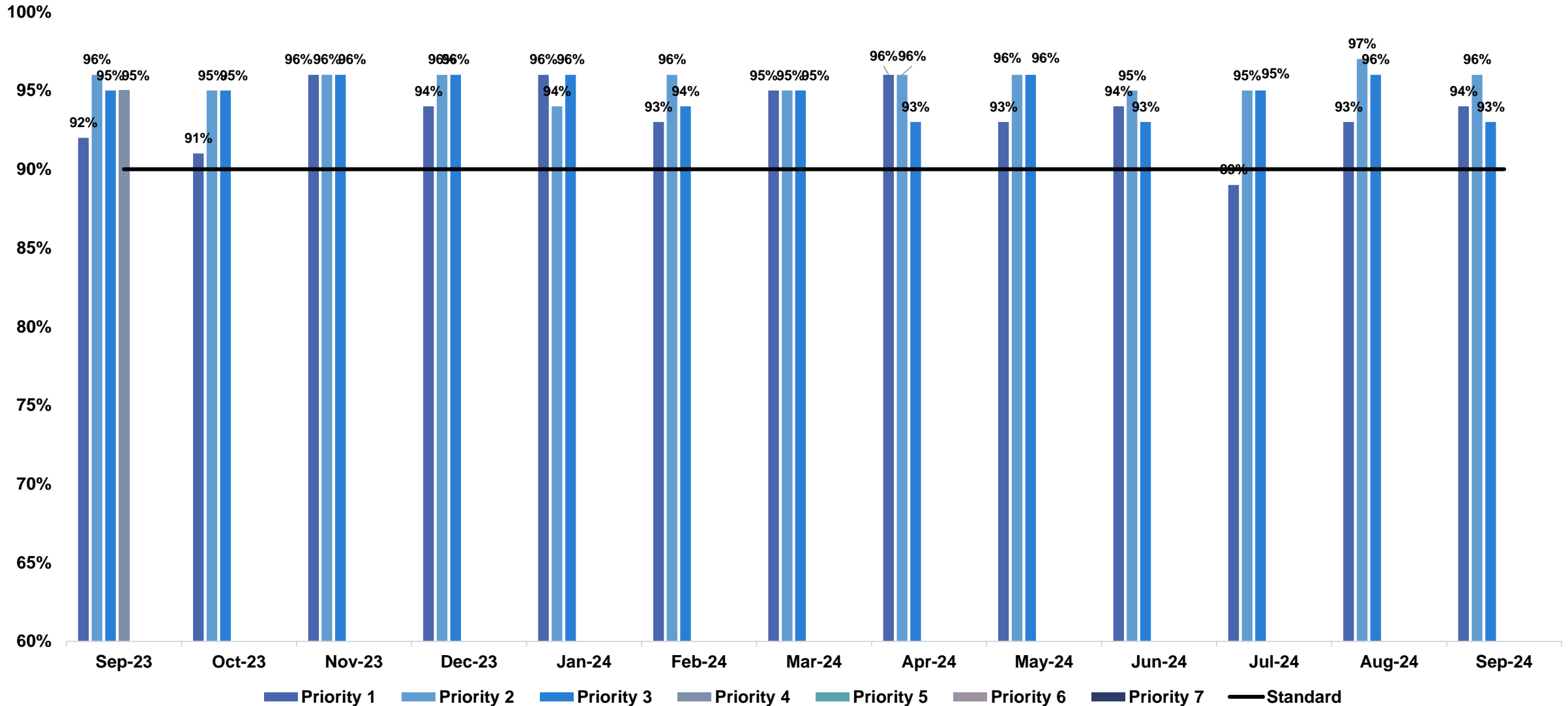
Response Time Compliance: **Green** Response Area

AMR Response Time Compliance By Priority for GREEN ZONE
September 2023-September 2024
Note: Missing priority values denote "100 call" rule not met for the month



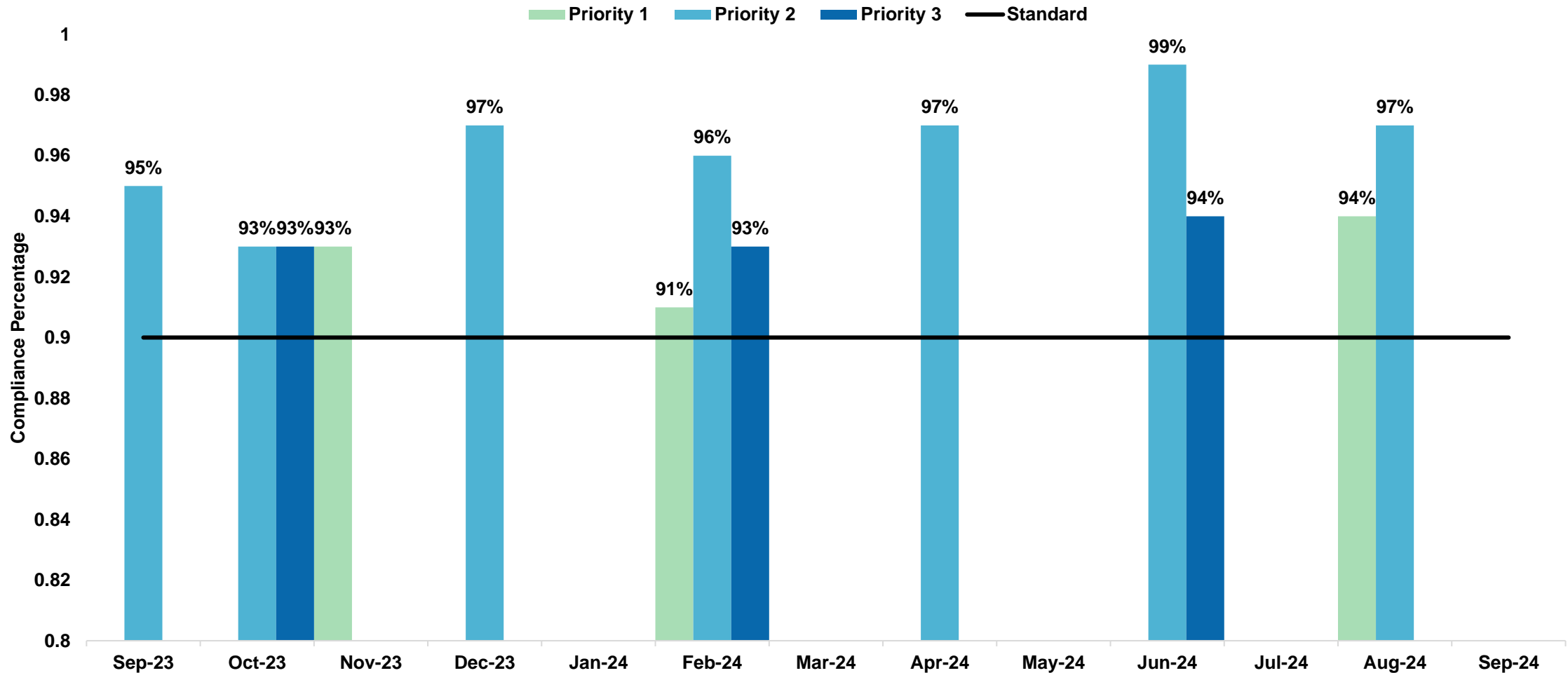
Response Time Compliance: Yellow Response Area

AMR Response Time Compliance By Priority: YELLOW ZONE
September 2023-September 2024
Note: Missing priority values denote "100 call" rule not met for month



Response Time Compliance: Orange Response Area

AMR Response Time Compliance By Priority: ORANGE ZONE
September 2023-September 2024
Note: Missing priority values denote "100 call" rule not met for the month.

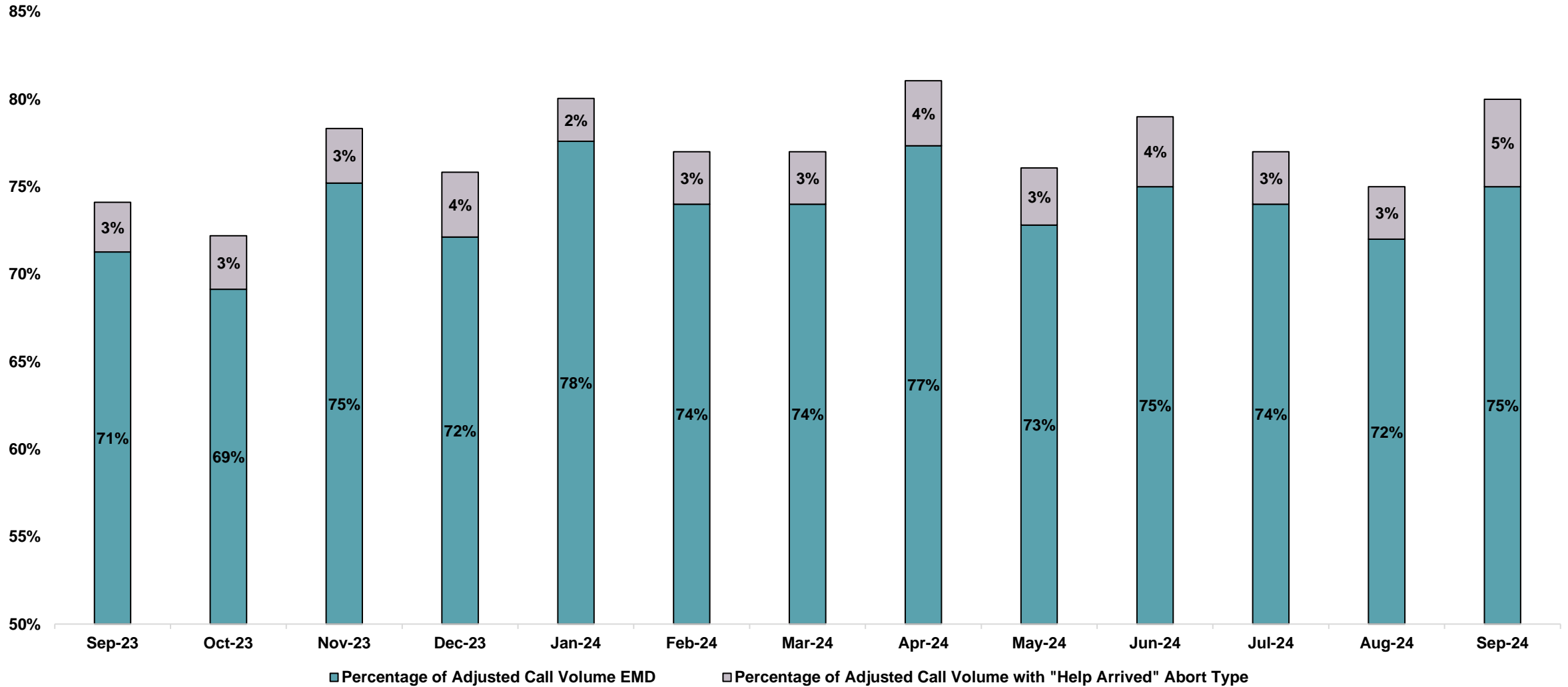


- Priority 4 & 6 (not depicted) has had no calls since 2017.

- Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

September 2023-September 2024



100-Response Rule
("100 Call Rule") –
ALS Provider Agreement: A-11610 §18.12

For the purposes of determining compliance with response-time requirements within each Response Area monthly, the following method shall be used. For every month in which 100 or more responses of any Priority originate within the Response Area, 90% compliance is required for the calendar month. However, for any month within which fewer than 100 responses originate, compliance shall be calculated in subsequent month(s) once responses for that Response Area exceed 100 responses.

Ambulance Response Times by Zone

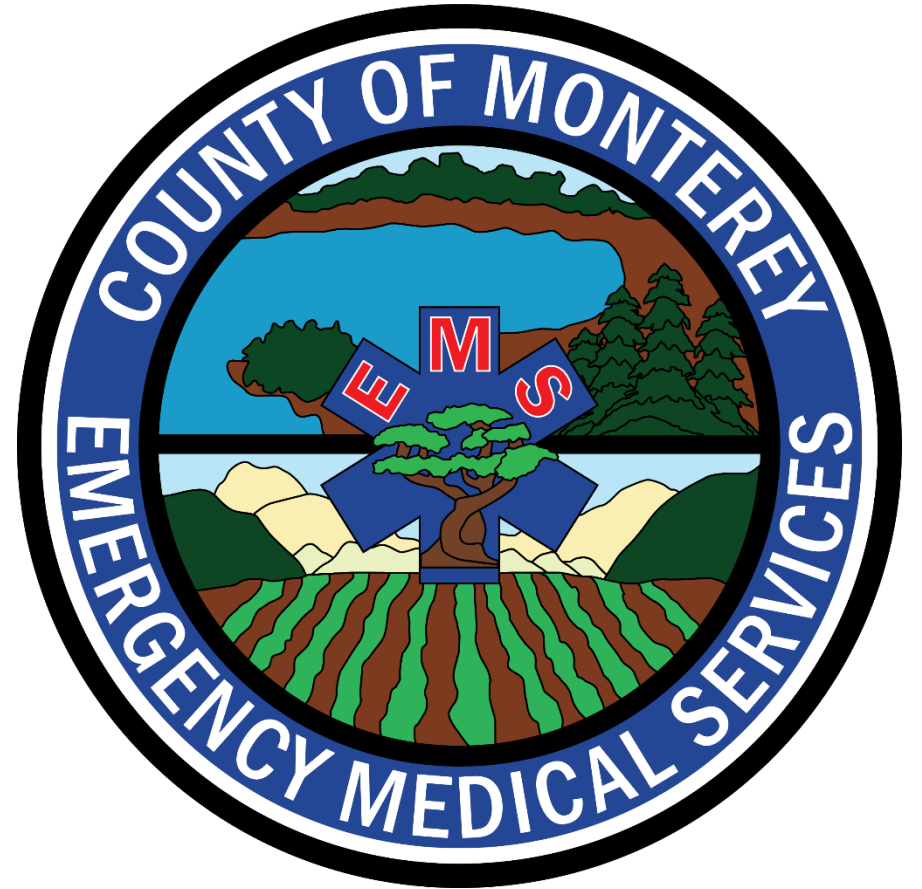
ALS Provider Agreement: A-11610 § 18.3

All times shall be calculated in minutes	Green	Yellow	Orange	Red
Priority - 1	8	12	16	ASAP
Priority - 2	10	16	20	ASAP
Priority - 3	12	20	24	ASAP
Priority - 4	Scheduled Pick-up Time			
Priority - 5	Green Zone: 60 minutes; Yellow Zone: 120 minutes			
Priority - 6	Scheduled Pick-up Time			
Priority - 7	Immediate, Unscheduled Response Request			

Sources:

- AMR Performance Metrics. Submitted to LEMSA September 2023-September 2024.
- AMR Agreement: A-11610. Agreement NO:A-11610. Agreement between the County of Monterey and American Medical Response West. 2010.
- California law. Healthy and Safety Code. Division 2.5:Emergency Medical Services. Chapter 3, Article 1, Section 1797.120(b).

END



Monterey County EMS System Policy



Policy Number: 3030
Effective Date: 7/1/2023
Review Date: 6/30/2026

EMS CALL ROUTING AND PROCESSING

I. PURPOSE

To define the requirements and procedures for Public Safety Answering Points (PSAPs) and Public Safety Agencies to identify and route all appropriate Medical Calls to a designated EMS Communications Center in Monterey County, so that certified Emergency Medical Dispatchers can provide Medical Priority Dispatch System (MPDS) services. These procedures include both concurrence or non-concurrence of Public Safety Agencies with jurisdiction to continue delegation of EMS call processing or to maintain EMS call processing within a Public Safety jurisdiction.

II. POLICY

- A. Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall be immediately routed to a designated Monterey County EMS Communications Center for proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions. This includes all first, second, and appropriate third-party callers.
- B. Non-Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall immediately receive proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions by Public Safety communications personnel in compliance with EMS System Policies.

III. PROCEDURE

- A. Concurrence Public Safety/PSAP Medical Call Routing:
 - 1. All Medical Call phone transfers shall ensure ANI/ALI information, if available, is sent with the caller to the designated EMS Communications Center.
 - 2. The designated EMS Communications Center shall work with local PSAPs to develop and implement policies that address special call handling procedures, including but not limited to: multiple callers for a single incident, language barrier calls, and rescue events.
 - 3. All Monterey County PSAPs shall ensure that call intake procedures only obtain essential information on Medical Calls prior to transfer of the caller to the designated EMS Communications Center and shall not conduct any medical screening or other redundant questioning contained within a MPDS interrogation.
 - a. An exception to the routing of the caller in this policy is when a PSAP determines it is not safe to transfer the caller to the designated EMS Communications Center. In those cases, such as Law Enforcement calls, scene safety concerns, and some specialized rescue, the PSAP shall ensure the address, chief compliant, and safety instructions are immediately

Monterey County EMS System Policy 3030

included in the comments of the call notes and shall not delay EMS call creation or response to the address of the emergency. For the Exclusive Operating Area (EOA) contracted ambulance provider, all such calls that cannot be immediately processed through MPDS shall be assigned a Priority 2 response unless otherwise requested by first responders on scene, law enforcement, or subsequent MPDS determinant.

4. Once a PSAP has completed their interrogation, if appropriate, they should transfer the caller to a designated EMS Communications Center for MPDS processing.
 5. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- B. Non-Concurrence Public Safety/PSAP Medical Call Routing:
1. Public Safety/PSAPs shall develop and implement policies that ensure all Medical Calls are properly identified and processed through MPDS procedures consistent with EMS System policies.
 2. Public Safety/PSAPs shall ensure all appropriate responders (Police, Fire, EMS) receive the call simultaneously for proper assignment by their respective dispatchers.
 3. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- C. Concurrence and Non-Concurrence Public Safety/PSAPs and/or designated EMS Communications Center Medical Call entry and MPDS:
1. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that all Medical Calls include a problem nature protocol description selected in CAD that corresponds exactly with the MPDS protocol numbers 1-33 descriptions.
 2. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that MPDS is used on all Medical Calls, including requests from medical facilities to transport a patient to the emergency department (ED) (Card 33).
 3. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure all available comments; including scene safety, and patient condition, are documented in the call by the call taker or Emergency Medical Dispatcher and are available, real time, for responders to view.
 4. The Emergency Medical Dispatcher shall remain on the phone on all ECHO level, and appropriate DELTA level calls, to provide post-dispatch instructions, pre-arrival instructions, or to maintain and monitor, until first responders are with the patient.
- D. Concurrence Public Safety/PSAP and/or designated EMS Communications Center Medical Call Dispatch Process:

Monterey County EMS System Policy 3030


1. Once Public Safety/PSAPs and/or designated EMS Communications Center identifies a call as a Medical Call, and an accurate location is identified, Public Safety/PSAPs and/or designated EMS Communications Center shall ensure the call is created/generated in the CAD assignment queue simultaneously for Fire first response and ambulance response.
2. All Medical Calls shall initially be created as a Priority 2 response for the EOA contracted ambulance provider.
3. Once the Emergency Medical Dispatcher has assigned a MPDS determinant, the EOA contracted ambulance provider response priority shall be modified by the appropriate dispatcher, if necessary, based on the criteria in EMS System Policy and Procedure 3050: MPDS Response Priorities and Assignments to EMS Calls.
4. Once an Emergency Medical Dispatcher has assigned a MPDS determinant, the Emergency Medical Dispatcher shall immediately provide the updated determinant to the first responder.
5. Any reduction or increase of an ambulance response priority to a Medical Call, for any reason, shall be recorded so that upon request it is available to the EMS Agency for accurate data analysis and response time calculations.

IV REFERENCES

California Code of Regulations, Title 22, Division 9

California Health and Safety Code § 1797.220

END OF POLICY



John Beuerle, M.D.
EMS Medical Director



Teresa Rios
EMS Bureau Chief



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration Animal Services Behavioral Health Clinic Services
Emergency Medical Services Environmental Health Public Administrator/Public Guardian Public Health

Date: November 1, 2024

To: County of Monterey Emergency Medical Care Committee

From: Korina Moreno, Administrative Services Assistant

Regarding: **Fiscal Year 24-25 CSA-74 Allocations**

Attached are the CSA-74 allocations for Fiscal Year 2024-2025. The allocations were calculated using the methodology established in the MOU dated June 17, 2011. The allocations will be disbursed in December 2024.

**MONTEREY COUNTY CSA-74 - EMS FUND EMS TRAINING AND EQUIPMENT SUPPORT
 COST SHARING RATIO WORKSHEET
 FY24-25 DISTRIBUTION**

MOU PARTICIPANTS	(1)		(2)		(3)		Billable Ratio	(4)		Adjusted Amount to be Distributed	Adjusted Responses	New Workload %	Adjusted %	FY24-25 Final Distribution	
	Assessed Value Dollars		Population People		Workload Medical Calls			Base Amount to be Distributed	Distribution					Min/Max	
	\$92,543,518,548		437,614		40,127		(1)+(2)+(3)/3	\$ 475,000						\$ 2,500.00	
CITY AGENCIES	Assessed Value	Ratio	Population	Ratio	Workload	Ratio	Average	Distribution							
Carmel	\$ 6,082,113,015	6.57%	3,122	0.71%	1,626	4.05%	3.78%	\$ 17,951.38	\$ 17,478.98	1,615	4.08%	3.79%		\$ 17,719.54	
Del Rey Oaks*	\$ 407,600,558	0.44%	1,569	0.36%	160	0.40%	0.40%	\$ 1,896.38	\$ -				\$ 2,500.00	\$ -	
Gonzales	\$ 962,870,854	1.04%	8,466	1.93%	529	1.32%	1.43%	\$ 6,797.80	\$ 6,618.91	525	1.33%	1.43%		\$ 6,707.32	
King City	\$ 1,189,845,616	1.29%	14,216	3.25%	552	1.38%	1.97%	\$ 9,357.30	\$ 9,111.05	548	1.39%	1.97%		\$ 9,227.31	
Marina	\$ 3,818,101,986	4.13%	22,695	5.19%	2,130	5.31%	4.87%	\$ 23,148.27	\$ 22,539.11	2,115	5.35%	4.89%		\$ 22,850.34	
Monterey	\$ 7,607,346,284	8.22%	27,106	6.19%	6,295	15.69%	10.03%	\$ 47,661.54	\$ 46,407.29	6,251	15.81%	10.08%		\$ 47,107.16	
Pacific Grove	\$ 4,995,190,377	5.40%	14,966	3.42%	1,434	3.57%	4.13%	\$ 19,619.45	\$ 19,103.14	1,424	3.60%	4.14%		\$ 19,355.45	
Salinas	\$ 15,228,506,180	16.46%	162,037	37.03%	14,125	35.20%	29.56%	\$ 140,415.74	\$ 136,720.59	14,026	35.48%	29.65%		\$ 138,645.76	
Sand City	\$ 419,403,514	0.45%	379	0.09%	157	0.39%	0.31%	\$ 1,474.18	\$ -				\$ 2,500.00	\$ -	
Seaside	\$ 3,505,866,995	3.79%	30,197	6.90%	2,450	6.11%	5.60%	\$ 26,591.03	\$ 25,891.26	2,433	6.15%	5.61%		\$ 26,248.88	
Soledad	\$ 1,491,821,955	1.61%	26,966	6.16%	1,379	3.44%	3.74%	\$ 17,750.22	\$ 17,283.10	\$ 1,369.35	3.46%	3.75%		\$ 17,513.89	
CITY Subtotal	\$ 45,708,667,334	49.39%	311,719	71.23%	30,837	76.85%	65.82%	\$ 312,663.27	\$ 301,153.44	30,306	76.66%	65.32%	\$ 5,000.00	\$ 305,375.65	
FIRE DISTRICTS	Assessed Value	Ratio	Population	Ratio	Workload	Ratio	Average								
Greenfield	\$ 1,104,751,069	1.19%	20,561	4.70%	1,151	2.87%	2.92%	\$ 13,870.93	\$ 13,505.91	1,143	2.89%	2.93%		\$ 13,688.53	
Aromas Fire Protection District**	\$ 766,202,097	0.83%	3,314	0.76%	434	1.08%	0.89%	\$ 4,222.35	\$ 4,111.24	431	1.09%	0.89%		\$ 4,169.41	
Cypress Fire**	\$ 5,255,422,342	5.68%	7,973	1.82%	997	2.48%	3.33%	\$ 15,810.09	\$ 15,394.04	990	2.50%	3.34%		\$ 15,592.45	
Pebble Beach CSD**	\$ 8,801,382,475	9.51%	4,757	1.09%	465	1.16%	3.92%	\$ 18,614.36	\$ 18,124.51	462	1.17%	3.92%		\$ 18,336.20	
Carmel Highlands**	\$ 1,890,685,916	2.04%	1,092	0.25%	133	0.33%	0.87%	\$ 4,154.61	\$ 4,045.28	132	0.33%	0.88%		\$ 4,093.43	
South Monterey County Fire District**	\$ 2,345,103,301	2.53%	4,756	1.09%	434	1.08%	1.57%	\$ 7,445.57	\$ 7,249.63	431	1.09%	1.57%		\$ 7,341.98	
Cachagua Fire	\$ 336,512,901	0.36%	1,031	0.24%	53	0.13%	0.24%	\$ 1,157.79	\$ -	53			\$ 2,500.00	\$ -	
North County Fire District	\$ 7,072,031,544	7.64%	39,753	9.08%	2,580	6.43%	7.72%	\$ 36,662.65	\$ 35,697.85	2,562	6.48%	7.74%		\$ 36,166.24	
Monterey County Reg Fire Dist (San Ardo annexed by SMCFD in 2016)	\$ 14,554,700,417	15.73%	33,206	7.59%	2,833	7.06%	10.13%	\$ 48,094.42	\$ 46,828.77	\$ 2,813.17	7.12%	10.14%		\$ 47,426.16	
FIRE Subtotal	\$ 42,126,792,062	45.52%	116,442	26.61%	9,080	22.63%	31.59%	\$ 150,032.78	\$ 144,957.23	9,016	22.68%	31.40%	\$ 2,500.00	\$ 146,814.40	
County - (Mid Coast Fire Brigade, Big Sur, Monterey Peninsula Airport, Monterey County Parks)	\$ 4,708,059,152	5.09%	9,453	2.16%	210	0.52%	2.59%	\$ 12,303.95	\$ 11,980.16	209	0.53%	2.59%		\$ 10,000.00	
Other - San Ardo and Spreckels													\$ 5,000.00		
TOTALS	\$ 92,543,518,548	100.00%	437,614	100.00%	40,127	100.00%	100.00%	\$ 475,000.00	\$ 458,090.82	39,531	99.87%	99.31%	\$ 12,500.00	\$ 462,190.05	

Final Distribution Total: \$ 474,690.05

COUNTY Breakdown

Mid Coast Fire Brigade	\$ 2,500.00
Big Sur	\$ 2,500.00
Monterey Peninsula Airport	\$ 2,500.00
Monterey County Parks	\$ 2,500.00
Total	\$ 10,000.00

Other

San Ardo (Issue to So.Mo.Co. FD)	\$ 2,500.00
Spreckels (issued to MCRFD)	\$ 2,500.00
	\$ 5,000.00

CITY AGENCIES	Change from				
	FY22-23	FY23-24	FY24-25	Prior Year	%
Carmel	16,647	\$ 18,883	\$ 17,720	(1,162.98)	-6%
Del Rey Oaks (contract with Seaside)	2,500	\$ 2,500	\$ 2,500	0.00	0%
Gonzales	6,730	\$ 7,031	\$ 6,707	(323.59)	-5%
King City	9,441	\$ 7,175	\$ 9,227	2,052.40	29%
Marina	21,808	\$ 23,081	\$ 22,850	(231.09)	-1%
Monterey	46,692	\$ 50,900	\$ 47,107	(3,792.59)	-7%
Pacific Grove	19,381	\$ 20,203	\$ 19,355	(847.06)	-4%
Salinas	137,124	\$ 136,547	\$ 138,646	2,098.50	2%
Sand City	2,500	\$ 2,500	\$ 2,500	0.00	0%
Seaside	26,845	\$ 25,920	\$ 26,249	329.31	1%
Soledad	17,360	\$ 17,403	\$ 17,514	110.92	1%
CITY Subtotal	307,029	\$ 312,142	\$ 310,376	(1,766.18)	-1%

FIRE DISTRICTS	Change from				
	FY22-23	FY23-24	FY24-25	Prior Year	%
Greenfield	13,268	\$ 13,312	\$ 13,689	376.11	3%
Aromas Fire Protection District*	4,318	\$ 4,322	\$ 4,169	(152.95)	-4%
Cypress Fire*	17,150	\$ 15,528	\$ 15,592	64.78	0%
Pebble Beach CSD*	16,849	\$ 18,500	\$ 18,336	(163.85)	-1%
Carmel Highlands*	3,571	\$ 4,142	\$ 4,093	(48.57)	-1%
South Monterey County Fire*	8,557	\$ 8,030	\$ 7,342	(687.91)	-9%
Cachagua Fire	2,500	\$ 2,500	\$ 2,500	0.00	0%
North County Fire District	35,647	\$ 35,991	\$ 36,166	175.38	0%
Monterey County Regional Fire District**	47,132	\$ 45,049	\$ 47,426	2,377.15	5%
FIRE Subtotal	\$ 148,993	\$ 147,374	\$ 149,314	1,940.14	

COUNTY	Change from				
	FY22-23	FY23-24	FY24-25	Prior Year	%
COUNTY - (Mid Coast, Big Sur, Monterey Peninsula Airport, Monterey County Parks)	10000	\$ 10,000	\$ 10,000	\$ -	0%
OTHER- San Ardo Spreckels	5000	\$ 5,000	\$ 5,000	\$ -	0%
		\$ 15,000	\$ 15,000		
Total	471,023	474,516	474,690	174	