



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, March 12, 2025
10:30 A.M.

County of Monterey Emergency Medical Services Agency
Cayenne 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. Introductions

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. January 8, 2025 meeting minutes *Action*

IV. STANDING REPORTS

- A. EMS Director (Teresa Rios)
- B. EMS Medical Director (Dr. John Beuerle)
- C. 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 [Mar/Sept] (Kimberley Hernandez) *Report*
- D. South County ambulance response time [Mar/Sept] (Kimberley Hernandez) *Report*
- E. North County ambulance response time [March] (Kimberley Hernandez) *Report*

VI. OLD BUSINESS

- A. EMS Ordinance revision (Debra Hopgood) On Hold
- B. Health Data Exchange (Blake Andersen) *Report*



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

D. Prison response report (Kimberley Hernandez) *Report*

VII. NEW BUSINESS

A. 2025 EMCC Appointments/Reappointments-(Steve Brooks) *Report*

B. 2024 EMS Agency Annual Report (Debra Hopgood) *Report*

C. 2024 EMCC Annual Report (Steve Brooks) *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, May 14, 2025 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 1/8/25-draft
3. Communications systems testing 800MNz and ReddiNet-staff report
4. Contract Compliance Committee report-ambulance response time compliance-staff report
5. Fire-based ambulance response time-staff report
6. HDE-staff Report
7. EMCC membership-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](mailto:Kimberley.Hernandez@countyofmonterey.gov) at: (831) 755-4738 or hernandezk4@countyofmonterey.gov.



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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

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@countyofmonterey.gov.

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



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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 al: (831) 755-4738 o hernandezk4@countyofmonterey.gov.

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@countyofmonterey.gov.

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.



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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

You are invited to a Zoom webinar.

When: Wednesday, January 8, 2025, 8:30 AM to 12:30 PM Pacific Time (US and Canada)

Topic: Monterey County EMS - Emergency Medical Care Committee (EMCC) meeting.

Please click the link below to join the webinar:

<https://montereycty.zoom.us/j/96936376466>

Attending the Meeting by Video



Using a computer or laptop:

Simply click the following link to get started:

<https://montereycty.zoom.us/j/96936376466>

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/96936376466>

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



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Using an iPhone or iPad:

Click on the link below to visit the Zoom app page on the App Store and select to Get then Install the app.



<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/96936376466>

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.



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

<https://montereycty.zoom.us/j/96936376466>

Asistir a la reunión por vídeo



Usando una computadora o computadora portátil:

Simplemente haga clic en el siguiente enlace para comenzar:

<https://montereycty.zoom.us/j/96936376466>

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/96936376466>

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

Usando un iPhone o iPad:

Haga clic en el enlace a continuación para visitar la página de la aplicación Zoom en la App Store y seleccione Obtener e instalar la aplicación.



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



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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/96936376466>

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

Asistir a la reunión por llamada telefónica

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

- +1 669 219 2599 EE. UU. (San José)
- +1 669 900 6833 EE. UU. (San José)
- +1 213 338 8477 EE. UU. (Los Ángeles)
- +1 929 205 6099 EE. UU. (Nueva York)
- +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.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



**Meeting Minutes
Wednesday, January 8, 2025**

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

ATTENDANCE

Members	Representing	Present	Absent
Will Hiller (Vice-Chair)	Ambulance Contractor	Remote	
Chris Borquin	Law Enforcement	X	
Sam Klemek	ALS – Fire	X	
	BLS – Fire		
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		
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	X	
Mike DeLeo	ALS Fire	X	
Chief Cheryl Goetz	BLS Fire	X	
<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	
	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		
Debra Hopgood	MA III	X	
Kimberley Hernandez	EMS Analyst	X	
Blake Andersen	EMS Analyst	X	
Korina Moreno	Admin Services Asst.	X	
Carolina Coyt	Accountant I		
Jaylan Neal	EMS Agency Intern		

Guests in Attendance		
Ben Hitchcock	Jeff Horner	Shane Vanderveen
Justin Reyes	Silas Fischer	Bayode Omosaiye



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Matthew Mogensen		
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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. January 8, 2025	A. Motion to approve minutes from the November 13, 2024 meeting minutes by H. Robins. Second by J. Schaffer. Motion carried.	A. Minutes approved
IV. REPORTS		
A. EMS Director	A. (Teresa Rios) Reported that the back log of U/O reviews has been cleared. EMS Agency using a new database for U/O processing. Working with SVSP to meet to present EMS needs. Goals of the EMS Agency for 2025 is to bring QI training to the EMS system, looking for a consistent method of providing QI and are working with an outside consultant on QI, addressing data accuracy within the ESO document system, and continuing to work out any kinks remaining in the HDE system.	A. Report
B. EMS Medical Director	B. (Dr. Beuerle) Committee meeting earlier this morning. Discussed HDE. Review of the 2025 Policy Review Cycle with discussion on multiple items from the public comment process. Looking for endorsement at the March CCC meeting. 70 total policies/protocols in this cycle. The EMS	B. Report



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
<p>C. Operations Working Group</p> <p>D. MHOAC</p>	<p>Agency will be going to Pacific Grove this afternoon for review of Monterey FD preparation to provide ALS service from the PG fire station. Buprenorphine program is continuing to move forward with the State renewing some funding for administration of the program.</p> <p>C. (Teresa Rios) Operations Working Group has not met. EMS Agency is looking at the items that go to this committee.</p> <p>D. (Debra Hopgood) Continuing to work with Public Health regarding surveillance of communicable diseases. COVID and RSV numbers are going down. Influenza numbers are going up. Attended pre-season flood meeting. Attended the Salinas Active Attacker exercise. Working with Bay Area UASI for a large scale active attacker exercise. Working with Public Health on a surge exercise.</p>	<p>C. Report</p> <p>D. Report</p>
<p>V. EMS SYSTEM PERFORMANCE METRICS</p> <p>A. Communications System Testing</p> <ol style="list-style-type: none"> 1. 800MHz Radio 2. ReddiNet <p>B. Contract Compliance Working Group</p> <p>C. Fire-based Ambulance Response Time Report</p>	<p>A. (Kimberley Hernandez) Report included in agenda packet. ReddiNet was status quo for the last period. Mee Memorial was having issues with the 800mHZ radio which look to have been fixed.</p> <p>B. Report for August and September included in the agenda packet. All reportable priorities met or exceeded standard except for Yellow Priority 1 in October. Looks to be a delay in chute times from a specific crew which seems to be corrected. A total of 75% of all 911 calls received EMD for October. For November it was 74%.</p> <p>C. Next report at the March 2025 EMCC meeting.</p>	<p>A. Report</p> <p>B. Report</p> <p>C. Report</p>



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
XI. OLD BUSINESS		
A. Ambulance RFP	A. (Teresa Rios) RFP is still at the EMSA approval part of the process. EMSA has submitted some questions to the EMS Agency to which the EMS Agency has responded. The EMS Agency has an extension agreement with AMR to provide service through January 31, 2026.	A. N/A
B. EMS Ordinance Revision	B. (Debra Hopgood) On hold.	B. N/A
C. Health Data Exchange	C. (Blake Andersen) Report included in agenda packet. HDE impacted by missing outcomes caused by some providers ePCRs not connected to the hospitals and some fire agencies not built properly to allow for data exchange. This has been corrected. Natividad has had some patient registration coordination issues. Natividad, CHOMP and SVH are functional for bi-directional HDE. Updates since the report was created include EMS providing cases where outcome reports have not been provided has been sent to ESO for updating the system.	C. EMS Agency will continue to work with ESO and EMS system providers to update the HDE system.
D. EMS Policy #3030 Section 3, D, #4	D. (Sam Klemek) Tabled	D. On hold.
E. South County Response Data	E. (Kimberley Hernandez) No update at this time.	E. N/A
F. Prison Impact	F. (Kimberley Hernandez) EMS Agency epidemiologist and intern are currently working on this.	F. In process
G. EMCC Appointments/ Reappointments	G. (Steve Brooks) Will bring the status of EMCC members at the March 2025 meeting. Those members whose term of office expires in June will need to get a letter requesting continued appointment.	G. Report provided at the 3/12/25 EMCC meeting.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE

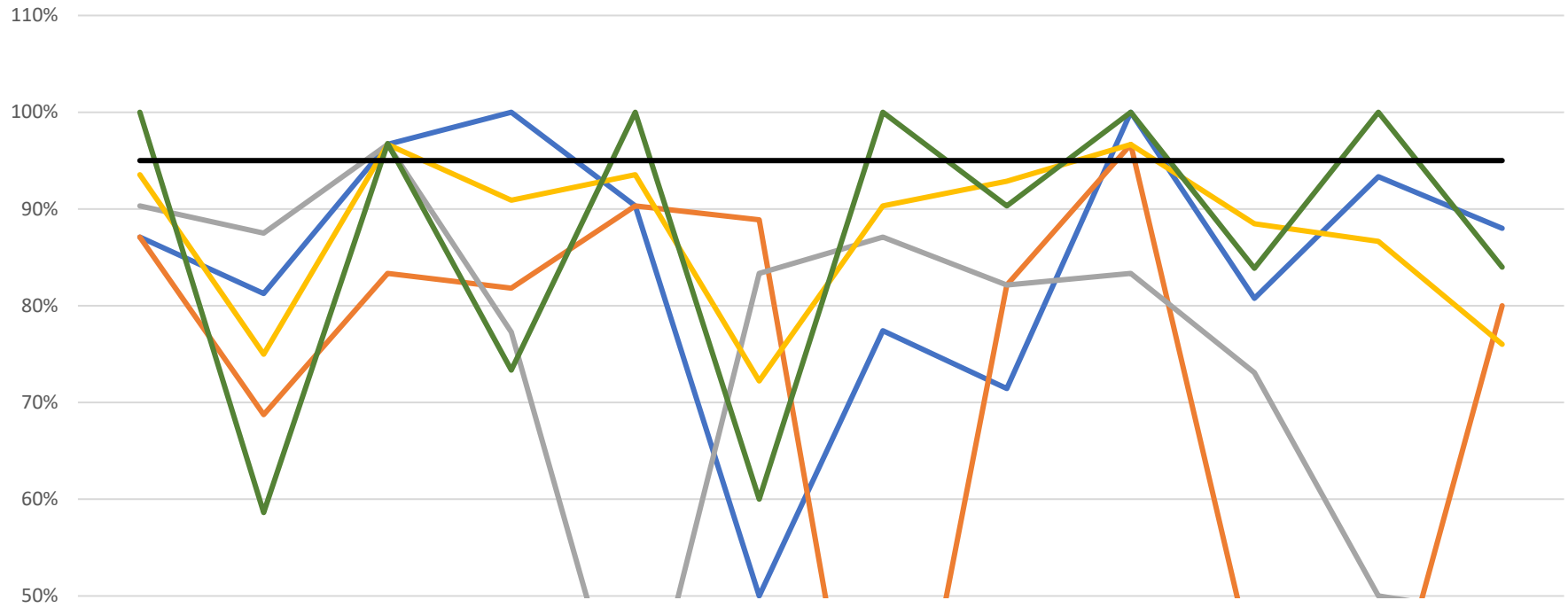


Item	Discussion	Deliverable/Action
XII. NEW BUSINESS A. None	A. None	A.
XIII. ANNOUCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none">• Jodi Schaffer commented that we have been working on HDE for many years and it is good to see it coming to fruition.	<ul style="list-style-type: none">• As noted
IX. NEXT MEETING	<ul style="list-style-type: none">• The next regular EMCC meeting will be March 12, 2025 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 January 2024-December 2024 (*Note testing was suspended in January due to EMS Dispatch's temporary location change)

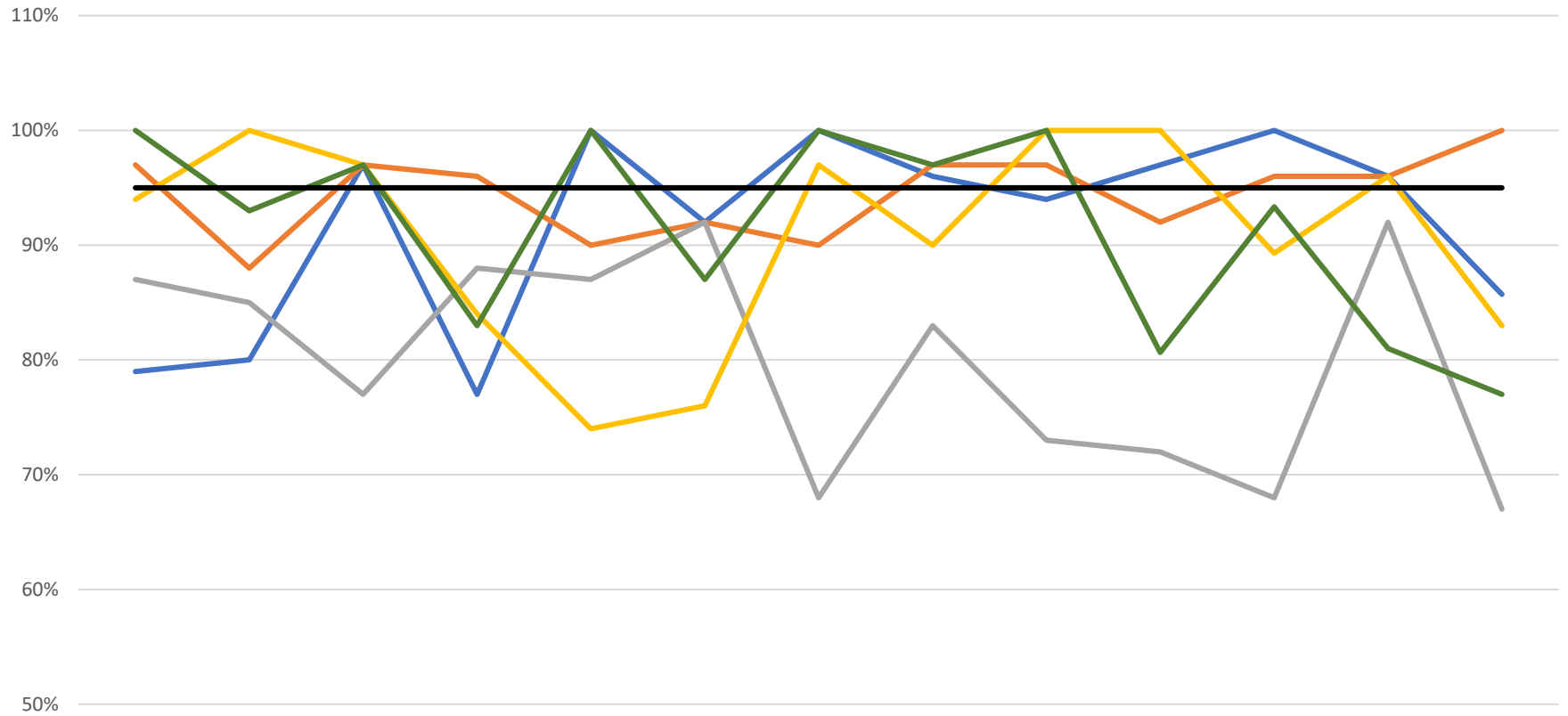


	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
CHOMP	87%	81%	97%	100%	90%	50%	77%	71%	100%	81%	93%	88%
MMH	87%	69%	83%	82%	90%	89%	16%	82%	97%	42%	33%	80%
NMC	90%	88%	97%	77%	32%	83%	87%	82%	83%	73%	50%	48%
SVH	94%	75%	97%	91%	94%	72%	90%	93%	97%	88%	87%	76%
AMR	100%	59%	97%	73%	100%	60%	100%	90%	100%	84%	100%	84%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

ReddiNet MCI Drills

Response Compliance January 2024-January 2025



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
CHOMP	79%	80%	97%	77%	100%	92%	100%	96%	94%	97%	100%	96%	86%
MMH	97%	88%	97%	96%	90%	92%	90%	97%	97%	92%	96%	96%	100%
NMC	87%	85%	77%	88%	87%	92%	68%	83%	73%	72%	68%	92%	67%
SVH	94%	100%	97%	84%	74%	76%	97%	90%	100%	100%	89%	96%	83%
AMR	100%	93%	97%	83%	100%	87%	100%	97%	100%	81%	93%	81%	77%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

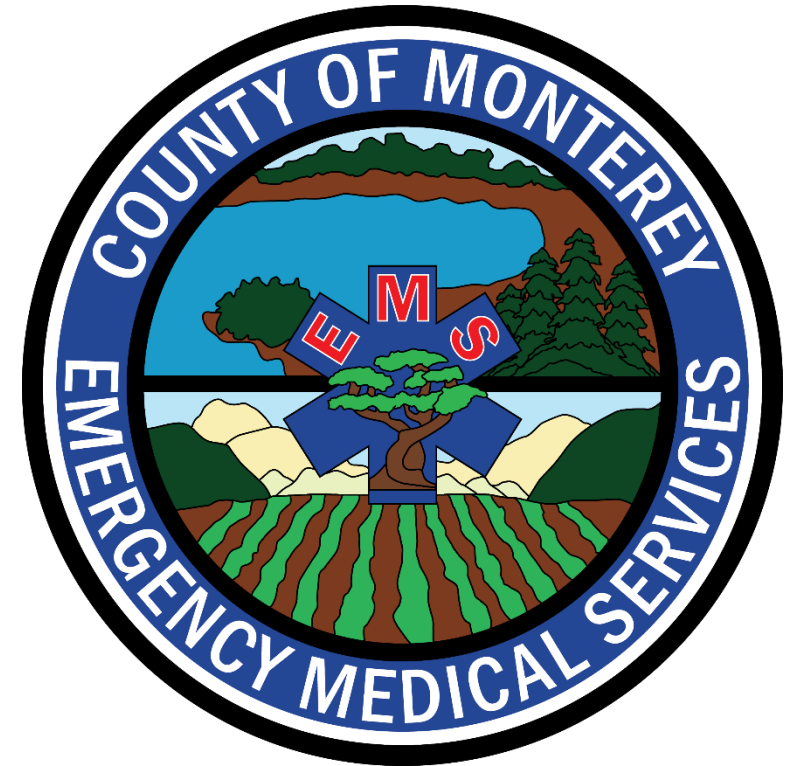
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

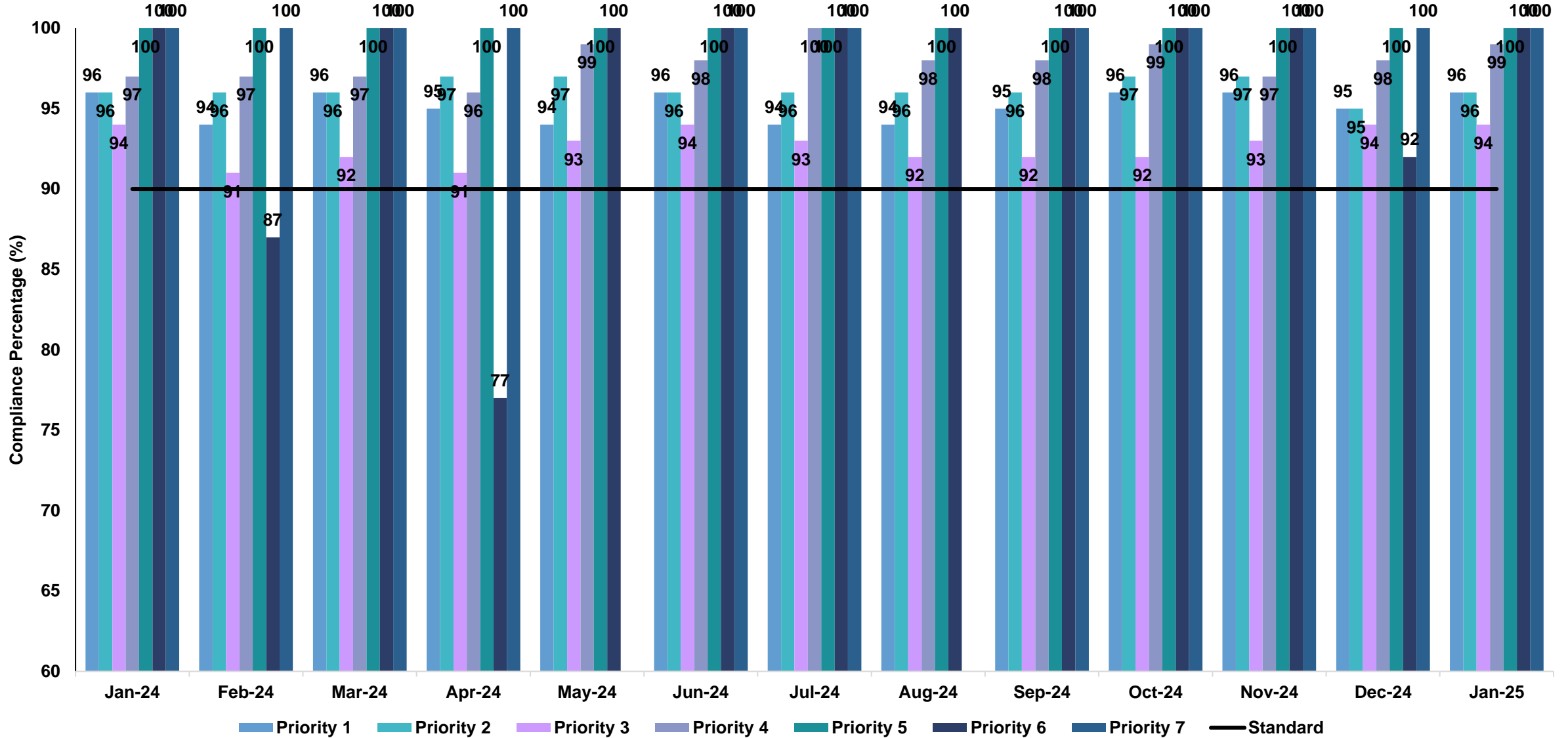
March 12, 2025

Presented by
Kimberley Hernandez



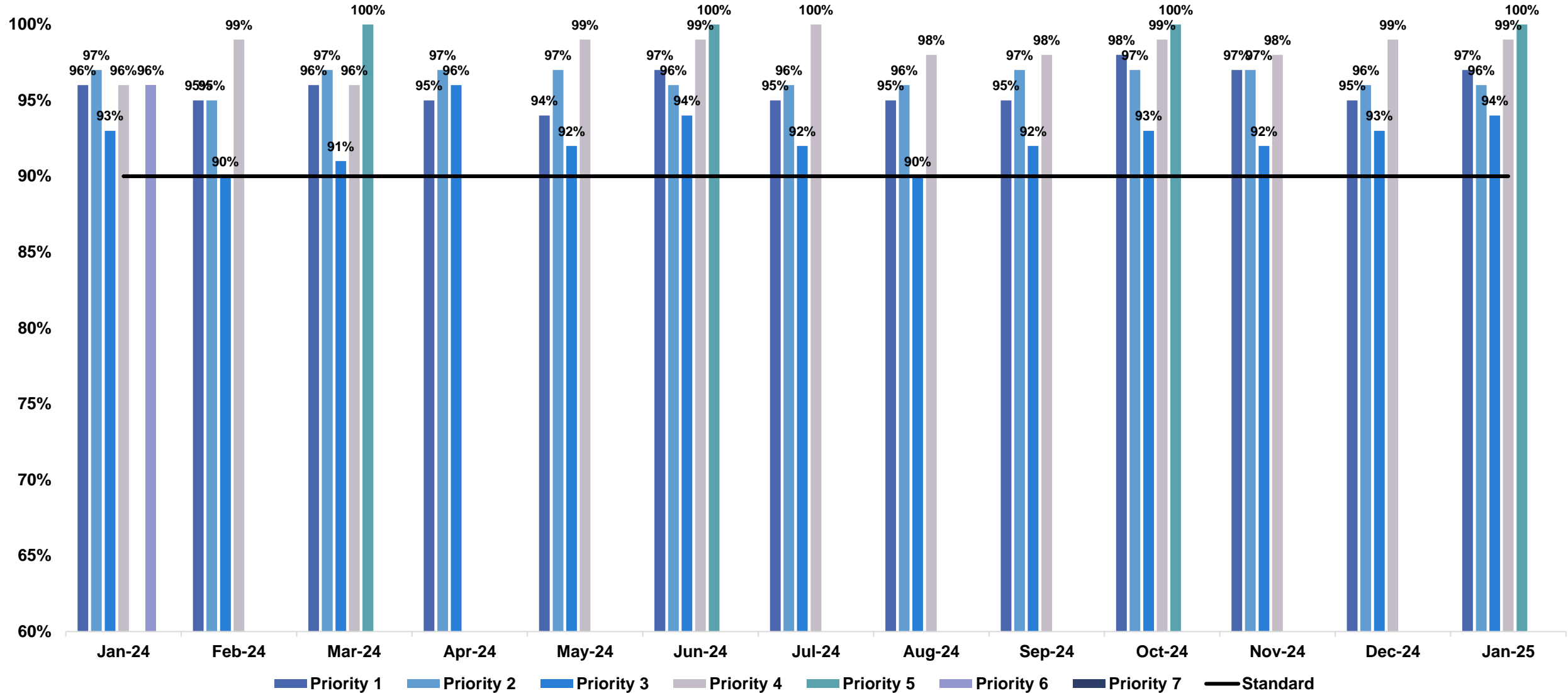
Response Time Compliance by Priority

AMR Overall Response Time Compliance By Priority
January 2024-January 2025



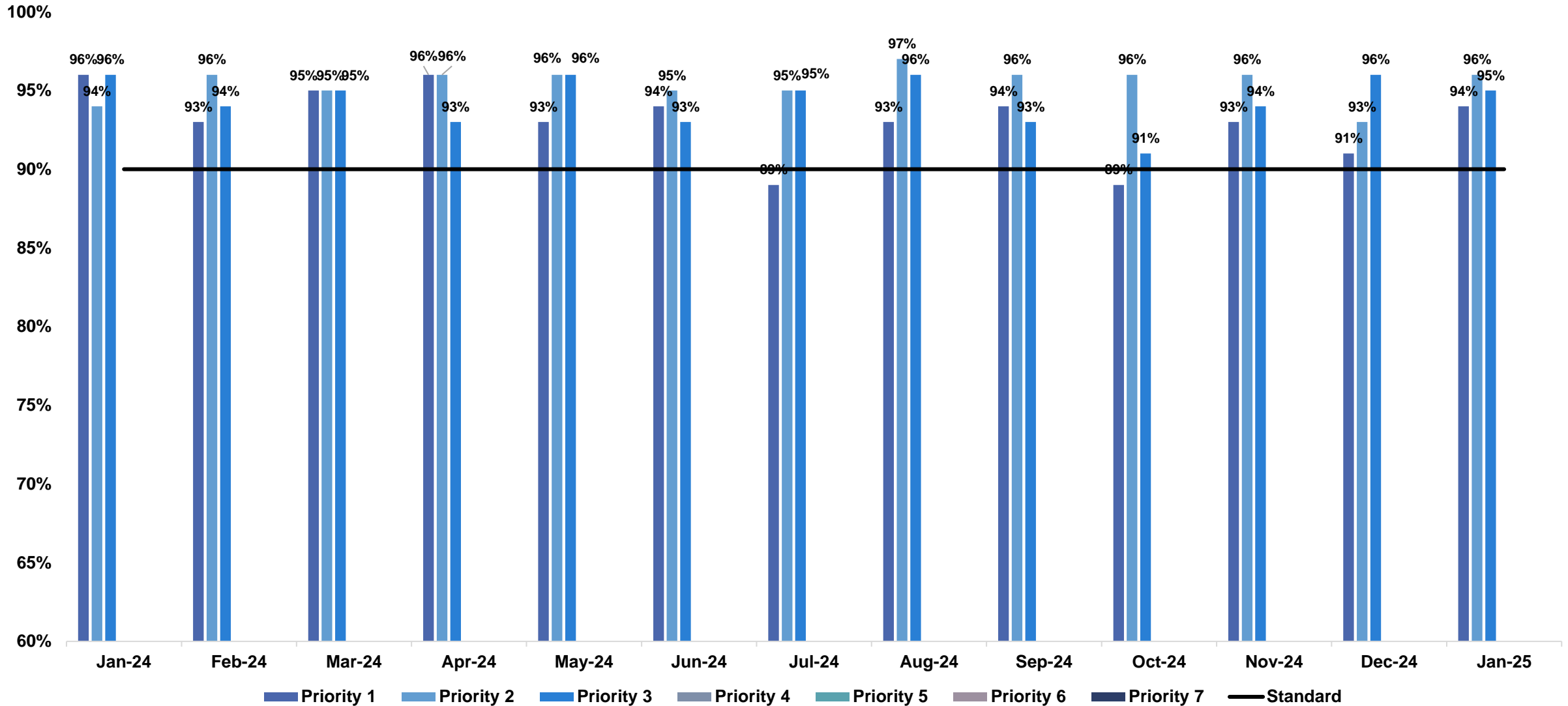
Response Time Compliance: **Green** Response Area

AMR Response Time Compliance By Priority for GREEN ZONE
January 2024-January 2025
Note: Missing priority values denote "100 call" rule not met for the month



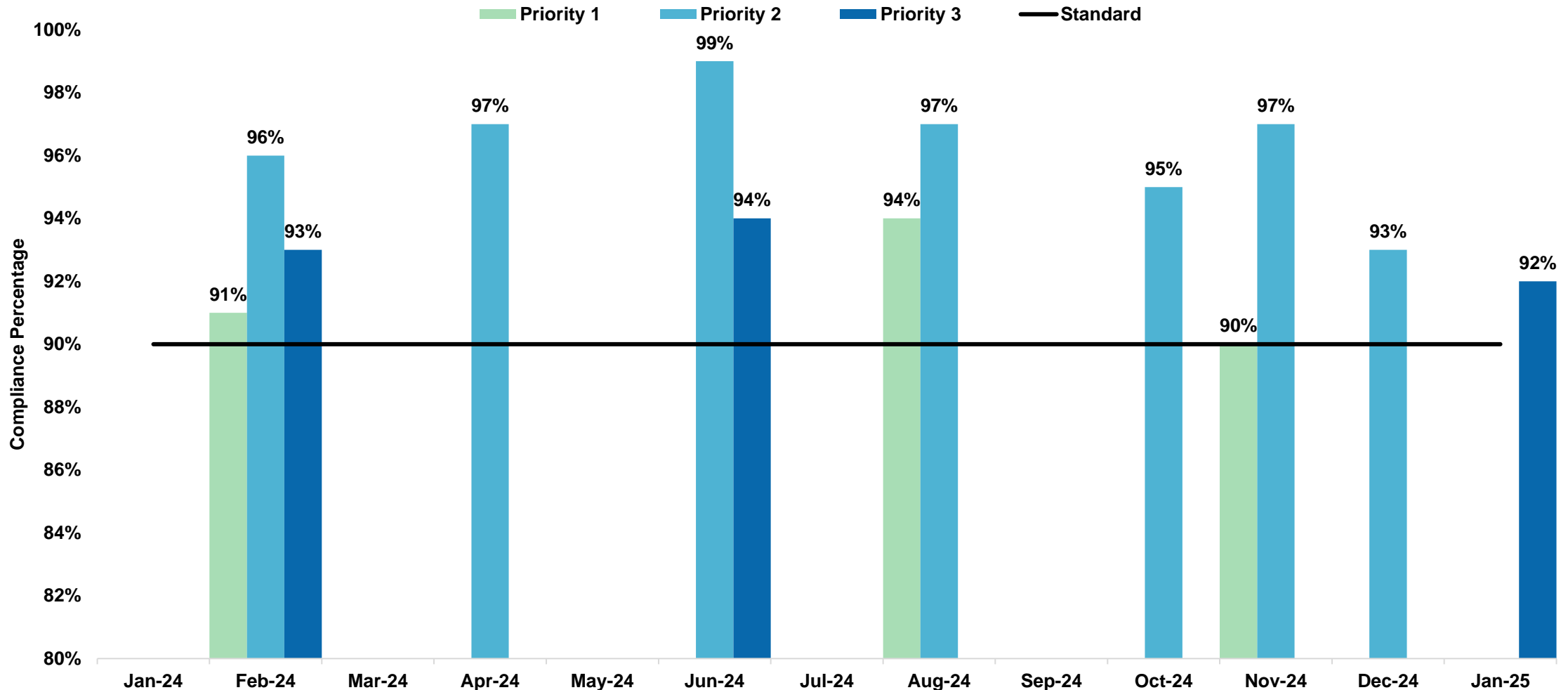
Response Time Compliance: Yellow Response Area

AMR Response Time Compliance By Priority: YELLOW ZONE
January 2024-January 2025
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
January 2024-January 2025
Note: Missing priority values denote "100 call" rule not met for the month.

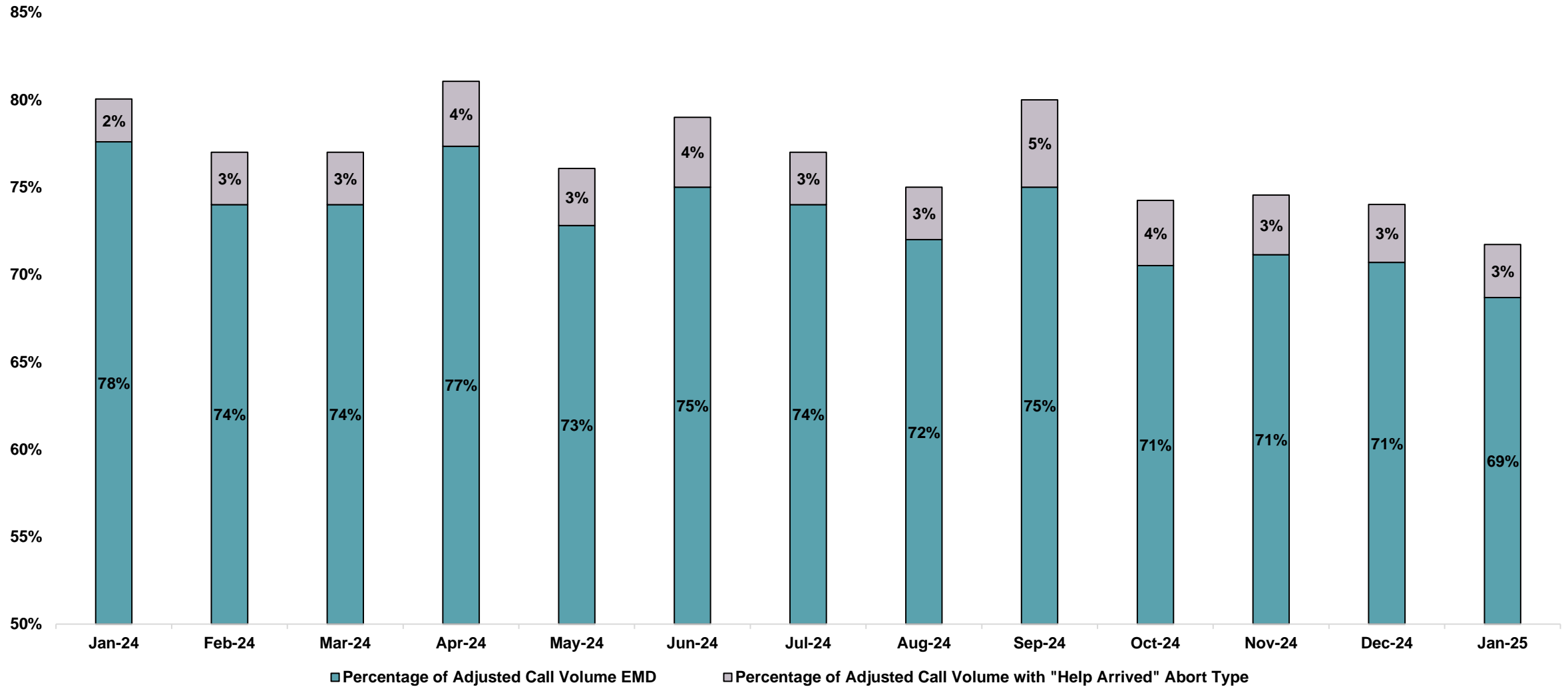


- Priority 4 & 6 (not depicted) has had no calls since 2017.

- Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

January 2024-January 2025



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

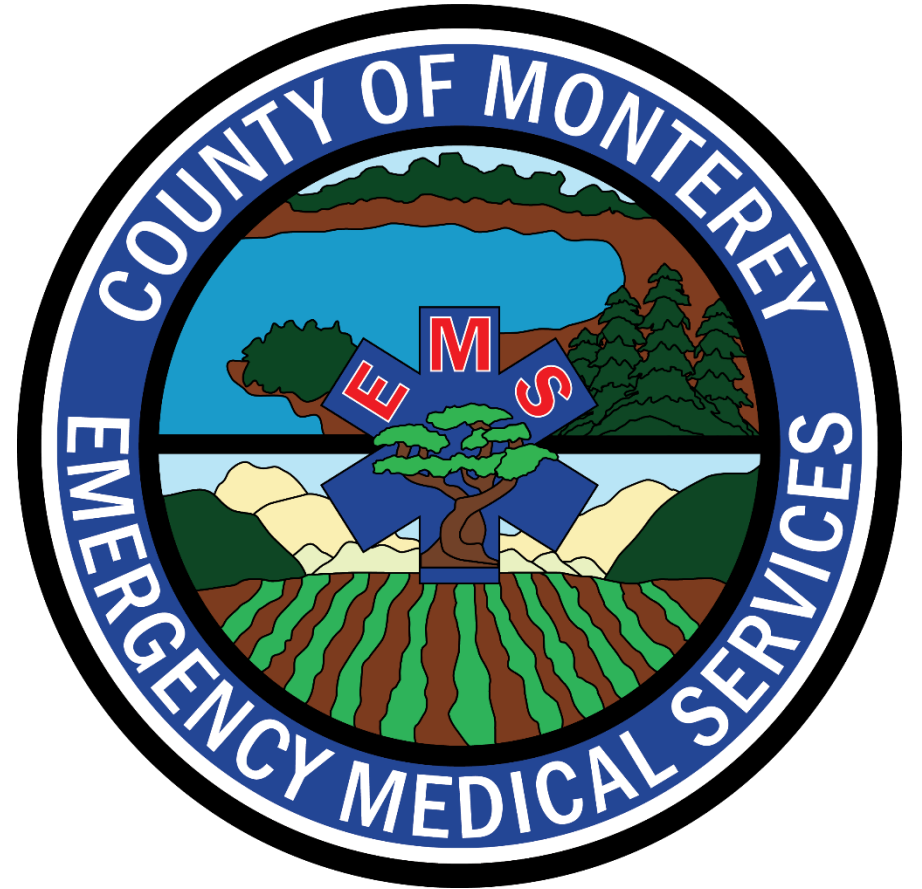
ALS Provider Agreement: A-11610 § 18.3

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 January 2025-January 2025.
- 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





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: March 12, 2025

To: Monterey County EMS Agency Emergency Medical Care Committee (EMCC)

From: Kimberley Hernandez, EMS Analyst

Subject: **Alternate Ambulance Service Providers 90th Percentile Response Times Report**

The Monterey County Emergency Medical Services (EMS) system comprises multiple agencies and facilities, all working together to provide timely emergency medical response and care to those experiencing a medical emergency. While American Medical Response (AMR) is currently the exclusive operating area ambulance service provider, Fort Hunter Liggett, City of Carmel Fire Ambulance, and Monterey County Regional Fire District are designated alternate ambulance service providers.

This report provides referential information on the 90th Percentile Response Times of medically related incidents by Carmel Fire Ambulance and Monterey County Regional Fire District throughout the County of Monterey. Fort Hunter Liggett is excluded from this report due to low call volume.

Analytical Methods:

Data Collection:

The EMS Agency used the Emergency Communications Department Computer Aided Dispatch (CAD) system's reporting software Advanced Reporting Module for responses between January 1, 2024 – December 31, 2024.

- Key components of data collection:
 - Monterey County Regional Fire Ambulance Units (A5562, A5563, A5564, A5565, and A5566)
 - Carmel Fire Ambulance Units (A7165, A7166)
 - Medically related problems (UIA, VIA, MED, STAB, GSW)
 - Incident Number
 - Dispatch Data & Time
 - Unit On-Scene Date & Time
 - Fire Response Area (MCF, MNT, and other areas within Monterey County)
- Potential outliers were manually reviewed to reduce possible reporting errors.

Data Analysis:

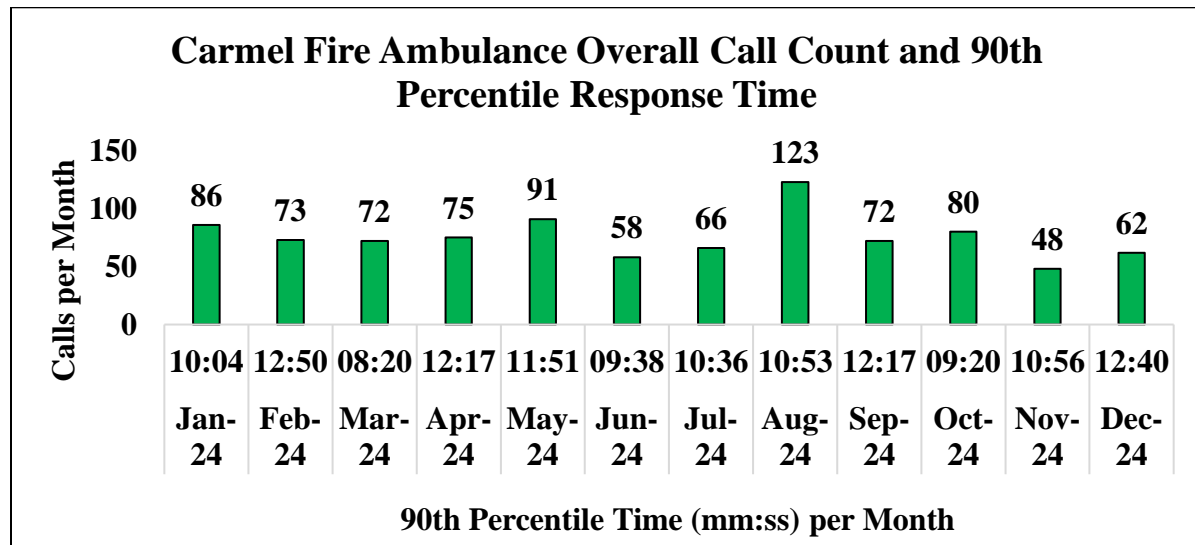
- The Response Time Interval for each call was determined by calculating the difference between the Unit Notified by Dispatch Time and the Unit On-Scene Time for each medical call, measured and recorded in integer minutes and seconds.
- 90th Percentile Response Times were computed using Response Time Intervals by month.
- Includes stratification of overall 90th Percentile Response Time per month by responses into Fire Response Area only, responses outside of Fire Response area but within Monterey County as identified in CAD, and limited to calls with medically related problem codes only.

Results:

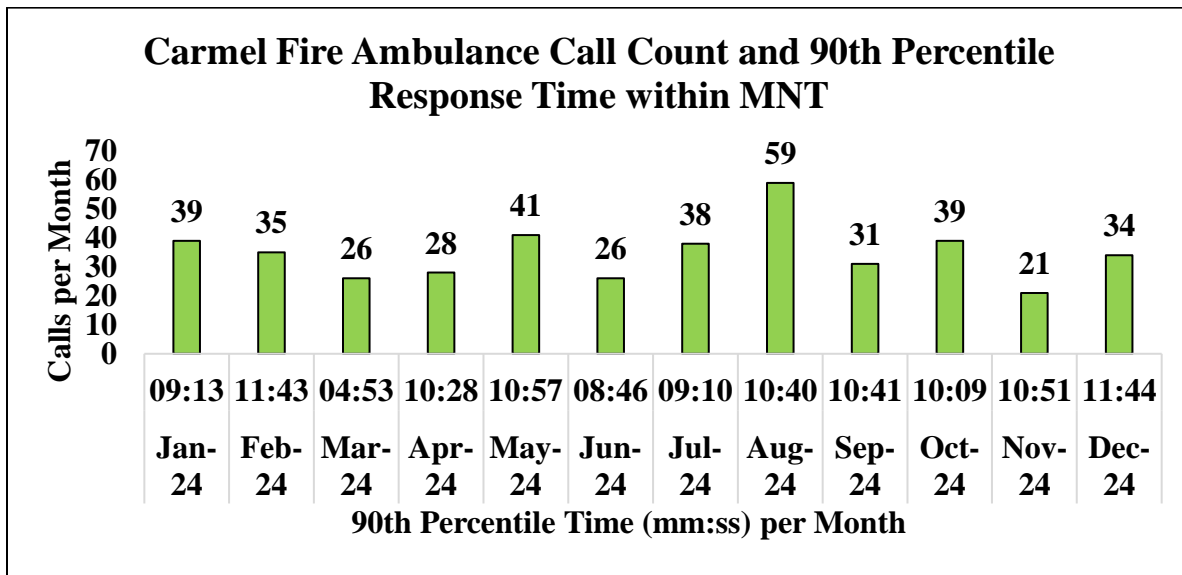
The following data focuses on 2024 (January-December). EMS System participants should interpret the information cautiously, as small numbers contribute to unstable statistical results.

Carmel Fire Ambulance January-December 2024:

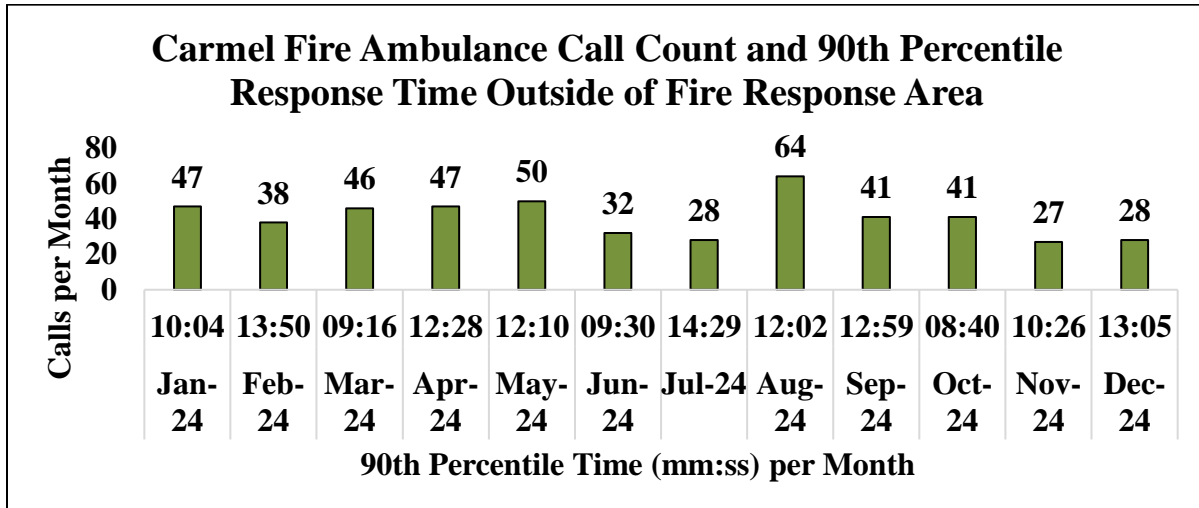
Carmel Fire Ambulance responded to 906 calls, with an average 90th percentile time of 10 minutes and 58 seconds for approximately 76 calls per month.



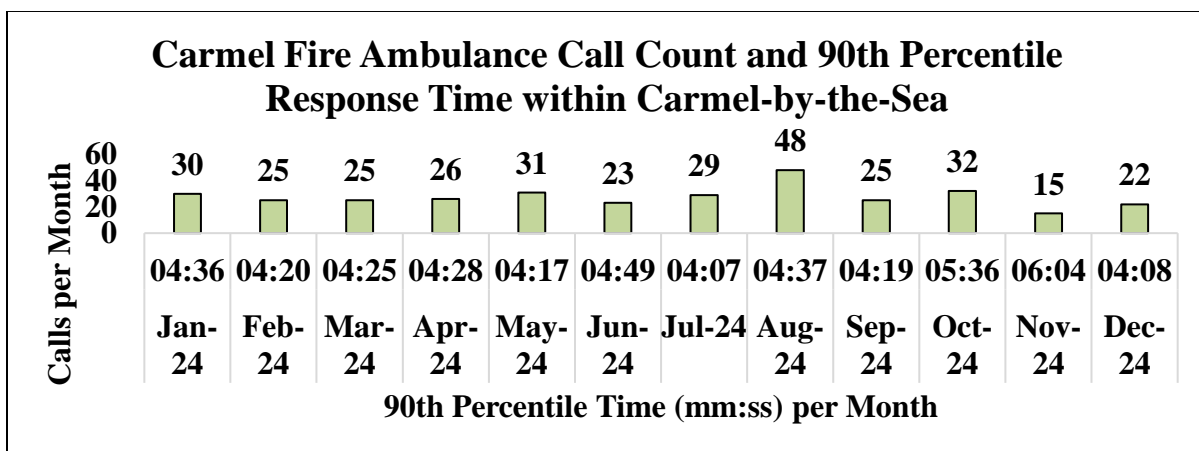
Carmel Fire Ambulance responded to 417 calls within their CAD-designated Response Area (MNT), with an average 90th percentile time of 9 minutes and 56 seconds for approximately 35 calls per month.



Carmel Fire Ambulance responded to 489 mutual aid calls outside of MNT, with an average 90th percentile time of 11 minutes and 35 seconds for approximately 41 calls per month.

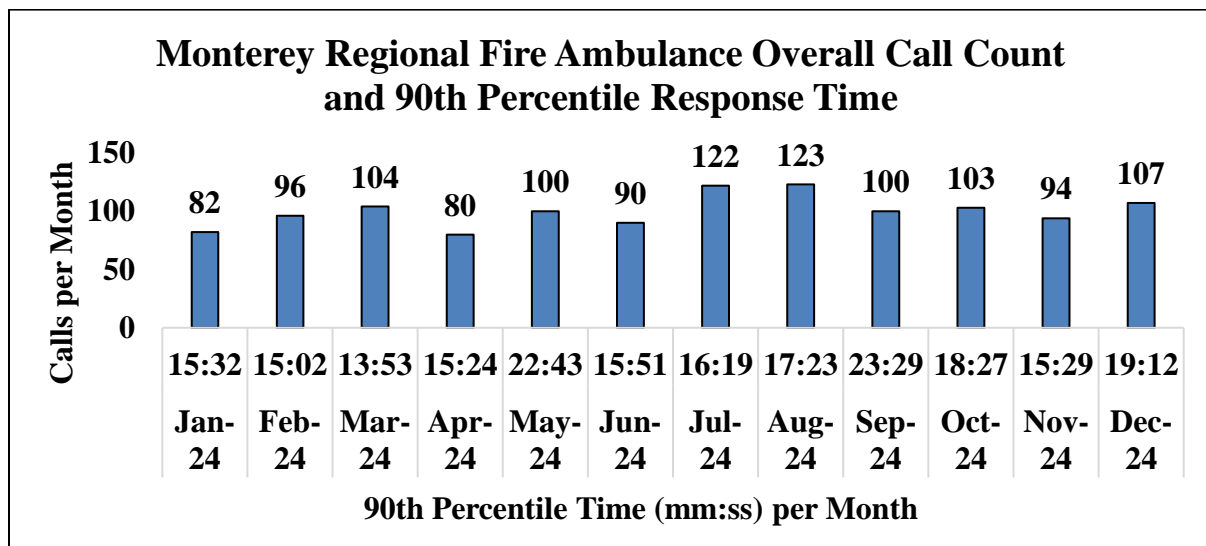


Carmel Fire Ambulance responded to 331 calls within Carmel-by-the-Sea, with an average 90th percentile time of 4 minutes and 39 seconds for approximately 28 calls per month.

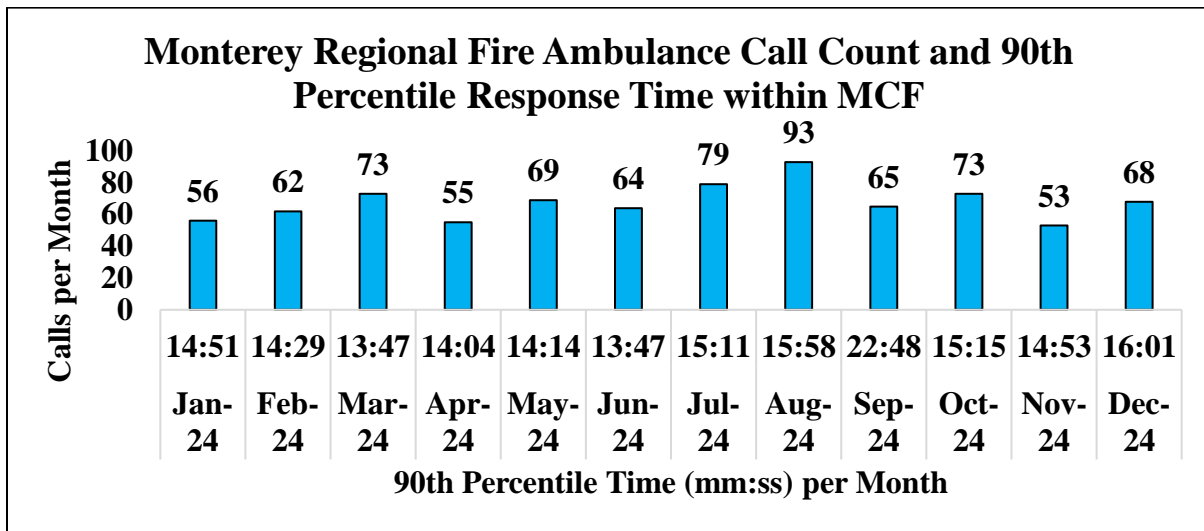


Monterey Regional Fire Ambulance January-December 2024:

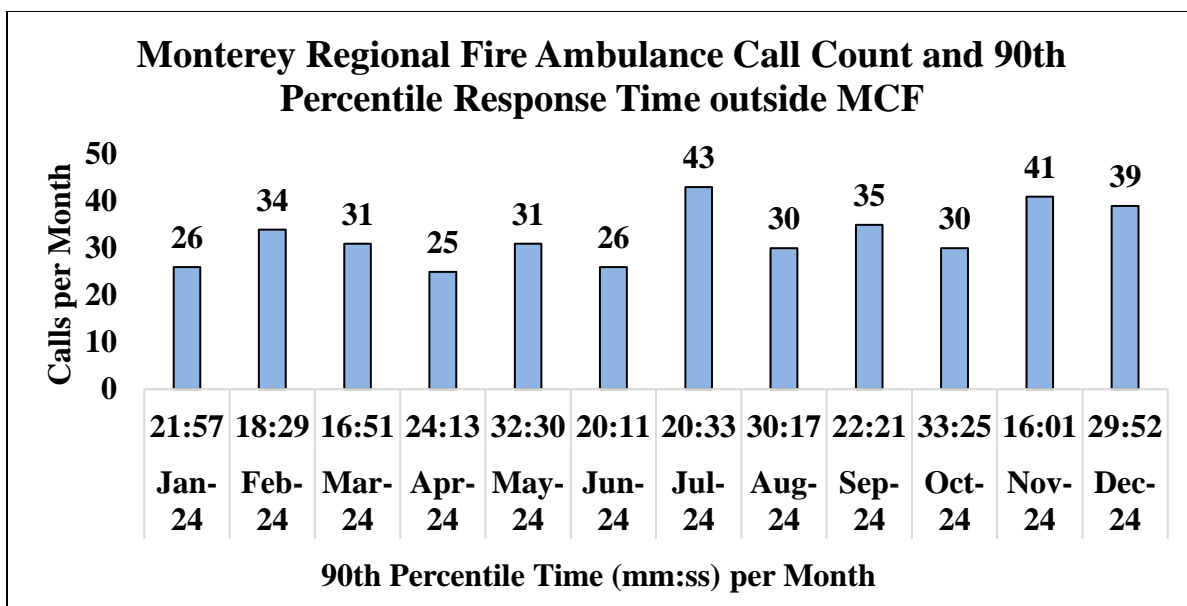
Monterey Regional Fire Ambulance responded to 1,201 calls, with an average 90th percentile time of 17 minutes and 24 seconds for approximately 100 calls per month.



Monterey Regional Fire Ambulance responded to 810 calls within their CAD-designated Response Area (MCF), with an average 90th percentile time of 15 minutes and 27 seconds for approximately 68 calls per month.



Monterey County Regional Fire Ambulance responded to 391 mutual aid calls outside of MCF, with an average 90th percentile time of 23 minutes and 53 seconds for approximately 33 calls per month.





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: February 28, 2025

To: Monterey County EMS Agency Emergency Medical Care Committee

From: Blake Andersen, EMS Analyst

Regarding: Health Data Exchange (HDE) Implementation Report

The EMS Agency held an HDE EMS Data Working Group meeting on January 21st. Below are the highlights of the meeting:

- In previous data reviews, the EMS Agency monitored reasons why certain cases did not make an HDE connection. It identified that the leading causes for missed outcomes were based on two factors: certain agencies not being appropriately built into the HDE system and patients at Natividad not being registered properly when brought in by EMS. Since then, the EMS Agency worked with the ESO team to make sure that all provider agencies, with the exception of one department, are properly configured into the HDE system. In addition, AMR and Natividad IT staff have started working together to correct patient registration issues, their progress will be reported in a future meeting.
- A review of each hospital's outcome match rate was presented. The data presented was based on the number of ePCRs from a transporting unit that had made an connection to an outcome record from the receiving hospital. CHOMP has held a steady average of 99%, whereas 93% of transports to SVH have made a connection, and Natividad having a fluctuating average around 82%.
- ***Each hospital and the EMS Agency reported on HDE connection and data point sharing status.***
 - *Natividad* has released all of the required data elements and is fully operational with HDE. The only work that needs to be done at this juncture is ensuring that registration personnel are processing patients properly.
 - *CHOMP* has been live with HDE since October 18th and is sharing all of the required data elements for the HDE project.
 - *Mee Memorial* is still in testing/data validation phase of this project.
 - *SVH* began releasing the remaining Essential Elements on October 11th.

The EMS Agency's next steps are to:

- Continue monitoring the progress of Mee Memorial's HDE build.
- Work with ESO to ensure that ePCR information is being made accessible to local hospitals in a timely manner.

The next EMS Data Working Group meeting is on March 18th.



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 13, 2024
To: Emergency Medical Care Committee (EMCC)
From: Monterey County EMS Agency
Regarding: EMCC Membership-Renewal of Positions with 6/30/24 Expiration

EMS Policy 1020 states that the term of office for each EMCC member is for a period of two (2) years, commencing on the first of July. The tables below show the current status of each membership position and the expiration date.

For those organizations with openings, please provide a letter of recommendation as soon as possible so we can move the person through the nomination and appointment process prior to the end of June.

For those individuals with expiring appointments, please have your organization provide a letter of recommendation as soon as possible so we can move your application through the nomination and appointment process prior to expiration of your current term of office.

For those individuals without a recommending body and expiration of their current term of office on June 30, 2025, please submit a request for reappointment as soon as possible.

Please submit the letters and requests to Steve Brooks, EMCC Secretary, at brookssp@countyofmonterey.gov.

Member	Representing	Status	Expires
	BLS Fire	Vacant	6/30/26
Carla Spencer	Hospitals	Current	6/30/26
Paul Wood	City Managers	Current	6/30/26
	Citizen Representative	EMS Agency is actively recruiting for this position	6/30/26
	Paramedic	Recommendation received	6/30/26
Marie Lutz	ED Physician	Current	6/30/26
Chris Bourquin	Law Enforcement	Expiring	6/30/25
Will Hiller	Ambulance Contractor	Expiring	6/30/25
Sam Klemek	ALS Fire Chiefs	Expiring	6/30/25
Jon Anthony	MoCo Parks	Expiring	6/30/25
Jodi Schaffer	Citizen Representative	Expiring	6/30/25
Harry Robins	Citizen Representative	Expiring	6/30/25

Alternate	Representing	Status	Expires
Cheryl Goetz	BLS Fire	Current	6/30/26
Jo Coffaro	Hospitals	Current	6/30/26
Noah Hawthorne	ED Physicians	Extended	6/30/26
Steve Adams	City Managers	Processing	6/30/26
<i>Vacant</i>	Citizen representative	EMS Agency is actively recruiting for this position	6/30/26
	Paramedics		6/30/26
Paul Tomasi	Law Enforcement	Expiring	6/30/25
Mike Esslinger	Ambulance Contractor	Expiring	6/30/25
Mike DeLeo	ALS Fire Chiefs	Expiring	6/30/25
Bandy Smith	MoCo Parks	Expiring	6/30/25