

Monterey County EMS System Policy



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RESPONSE TO NON-FIRE SERVICE AMBULANCE MUTUAL AID REQUESTS FROM OTHER OPERATIONAL AREAS

I. PURPOSE

To prescribe the process by which the County of Monterey Operational Area provides Non-Fire Service Ambulance or the Disaster Medical Support Unit (DMSU) mutual aid to other Operational Areas.

II. POLICY

- A. The Monterey County EMS System will attempt to provide ambulance mutual aid to other operational areas upon request, while maintaining appropriate resources to respond to EMS calls within the County of Monterey.
- B. All requests for non-fire service ambulance or DMSU mutual aid will be processed through the MHOAC program, except as otherwise provided through EMS agency-approved, written automatic aid agreements, with the following exceptions:
 1. EMS Dispatch may send up to two ambulances and/or the DMSU to San Benito or Santa Cruz Operational Area, without approval of the MHOAC, if doing so does not degrade the ambulance provider's ability to meet response time standards within the County of Monterey.
- C. The single point of contact for requesting Non-Fire Service Ambulance Mutual Aid from the County of Monterey Operational Area is the Monterey County EMS Dispatch Center.

III. RESPONSE CRITERIA

- A. Ambulance Mutual Aid Requests are segregated to three (3) general categories:
 1. Initial Response: Initial response ambulances are ambulances that have been approved by the EMS Agency for auto-aid or initial response release. Initial response ambulances respond as they would to any other emergency call within their jurisdiction. They may be deployed for up to 12 hours (normally one Operational Period), before being demobilized.
 2. Immediate Need: Immediate need ambulances are prepared to respond within 30 minutes of a request. These ambulances may be deployed for an extended, multi-day period).
 3. Planned Need: Planned need ambulances have an estimated deployment time of greater than 30 minutes from the request. These ambulances are requested to

Monterey County EMS System Policy 8040

relieve initial and immediate need ambulances or for events in future operational periods. They are usually requested to relieve first wave resources during the next operational period.

IV. PROCEDURE

- A. The Monterey County EMS Dispatch Center, after receiving a request for ambulance or DMSU mutual aid shall take the following actions:
 1. If the request is for the Initial Response of up to two ambulances and/or the DMSU from the EMS Dispatch Centers in San Benito or Santa Cruz Operational Areas:
 - a. Immediately dispatch the ambulances and/or the DMSU, if doing so does not degrade the ambulance provider's ability to meet response time standards within Monterey County.
 2. For all other requests for Ambulance or DMSU mutual aid, ask the caller to provide the following information:
 - a. Requester's name, agency, and contact information.
 - b. Determine the mission information for the request:
 - 1) Mission Type – a short statement of the overall task (e.g., pandemic victim treatment, flood victim care, USAR, medical decontamination team).
 - 2) Requested Mission– a description of what the resources will be tasked to perform (e.g., checking victims for infection at mass vaccination clinics, victim stabilization in treatment teams at temporary treatment sites).
 3. Contact the EMS Duty Officer
 - a. Provide the information solicited, above.
 - b. Provide current ambulance availability and volume within the Monterey County EMS System
- B. The EMS Duty Officer, after receiving notification of a request for Ambulance or DMSU mutual aid shall take the following actions:
 1. Begin tracking your activities on an ICS-214.
 2. Notify the EMS Director and MHOAC. Brief the MHOAC and seek approval for ambulance deployment. Discuss sharing the responsibilities in Items 3, 4, and 5 below.
 3. Contact the agency representative requesting Ambulance or DMSU mutual aid, and determine the following information:
 - a. Verify requester's name, agency, and contact information.
 - b. Confirm the mission information for the request:

Monterey County EMS System Policy 8040

- 1) Mission Type – a short statement of the overall task (e.g., pandemic victim treatment, flood victim care, USAR, medical decontamination team).
 - 2) Requested Mission– a description of what the resources will be tasked to perform (e.g. checking victims for infection at mass vaccination clinics, victim stabilization in treatment teams at temporary treatment sites).
 - c. Obtain Order & Request Number: A separate Request Number will be assigned to each resource, obtained from the Incident Commander (or Logistics).
 - d. Verify what resources are needed:
 - 1) Provide the QUANTITY, TYPE, and KIND of medical or health resources needed.
 - 2) Resources shall be requested as single resource, strike team, or task force.
 - e. Verify when the resources are needed:
 - 1) Initial Response: Resources are needed now
 - 2) Immediate Need: Resources are needed in less than 3 hours
 - 3) Planned Need: Resources are needed in 3 hours or greater
 - f. Verify where the resources will report:
 - 1) Reporting location address, cross street, staging area, etc.
 - 2) Reporting person’s name, position, agency, and telephone number of person to report to.
 - 3) Reporting person’s radio frequency, PL Code, and call sign.
 - g. Verify expected duration of resource use and/or need..
 - h. Reimbursement: Does the requesting Operational Area guarantee to pay for the resources requested?
4. Determine what ambulance or DMSU resources are available for deployment within the County of Monterey Operational Area, now, within 2 hours, and within 4 or more hours, if staff is recalled to duty.
- a. Contact the following ambulance providers’ on duty supervisors; providing basic information, and asking each to determine the ambulances and/or strike team or task force leader they can provide to meet the mutual aid request:
 - 1) Contracted EOA Ambulance Provider
 - 2) Monterey County Regional Fire Department
 - 3) Carmel Fire Department

Monterey County EMS System Policy 8040

- 4) Fort Hunter Liggett Fire Department
 - b. Consider coordinating a conference call with Supervisors/Chiefs.
 - c. Consider whether each agency could provide one or two ambulances if numerous ambulances or a strike team or task force is needed.
5. Contact requesting agency to advise them of ability to fill their mutual aid request. Provide the following information:
 - a. Expected deployment, response, and arrival time.
 - b. Name, Agency, and contact information (minimally phone number) of responding ambulance(s) or strike team/task force leader.
 - c. Mutual Aid Number assigned.
6. Notify the Monterey County DEM Duty Officer.
7. Notify the RDMHS, if the RDMHS was not the requesting party.
8. Notify the County of Monterey Operational Area Fire and Rescue Coordinator.
9. Complete and file a Medical and Health Situation Report with DEM and the RDMHS.

END OF POLICY