



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, September 10, 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. July 9, 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 (Teresa Rios) *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) *No Report*
- E. 2025 EMCC Appointments/Reappointments (Steve Brooks) *Report*
- F. 2024 EMCC Annual Report (Steve Brooks) *Report*

VII. NEW BUSINESS

- A. PCR Data Standardization (Teresa Rios) *Report*
- B. EOA Ambulance Contract Transition (Teresa Rios) *Report*
- C. Seneca Center (Jenna Fordis) *Presentation*

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, November 12, 2025 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 7/9/25-draft
3. Communications systems testing 800MHz and ReddiNet-staff report
4. Contract Compliance Committee report-ambulance response time compliance-staff report
5. Fire-based ambulance report-staff report
6. 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.



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Meeting access issues through Zoom: Please contact Kimberley Hernandez at: (831) 755-4738 or hernandezk4@countyofmonterey.gov.

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, September 10, 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>

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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>

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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/96936376466>

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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 9/10/2025, 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:

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<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.



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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:

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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.



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Meeting Minutes

Wednesday, July 9, 2025

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

ATTENDANCE

Members	Representing	Present	Absent
Will Hiller (Chair)	Ambulance Contractor	X	
Chris Borquin	Law Enforcement	X	
David Sargenti	ALS – Fire	X	
<i>Jason Sullens</i>	BLS – Fire	Remote	
Harry Robins	Citizen Representative	X	
Jodi Schaffer	Citizen Representative	X	
<i>vacant</i>	Citizen Representative		
Paul Wood	City Managers	X	
Marie Lutz	Emergency Physicians	X	
<i>vacant</i>	EMT/Paramedic		
Carla Spencer	Hospital Administration	X	
Jon Anthony	Monterey County Parks Department	X	



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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	

Alternate Members	Representing	Present	Absent
Michael Esslinger	911 EOA Ambulance Provider		
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	Remote	
<i>Lupe Lizama</i>	EMT/Paramedic	Remote	
Jo Coffaro	Hospital Administration	Remote	
	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	
Carolina Coyt	Accountant I		
Jaylan Neal	EMS Agency Intern		



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Guests in Attendance		
Ben Hitchcock	Rachel Kneeland	Steven Cristi
Michelle Kalinski	Betty Hull	Devon Haggie
Ben Turner	Jeff Horner	Darren Bright
Justin Reyes	Susan Duke	Silas Fischer

Item	Discussion	Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	A. Meeting called to order by Will Hiller. Roll Call attendance. B. Election of Chair/Vice Chair for 2025-2026 session. Motion by H. Robins for Will Hiller to serve as Chair and Chris Borquin as Vice Chair. Second by J. Schaffer. Motion carries with abstentions from W. Hiller and C. Borquin. Will Hiller assumes the Chair.	• N/A
II. PUBLIC COMMENT	A. None	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. May 14, 2025	A. Motion to approve the May 14, 2025 meeting minutes by H. Robins. Second by J. Anthony. Motion carried.	A. Minutes approved
IV. REPORTS		
A. EMS Director	A. (Teresa Rios) Looking to work on a data clean-up and PCR standardization using the data working group. Issues with data standardization has made data development and reporting difficult and time-consuming. Close to	A. Data standardization



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Item	Discussion	Deliverable/Action
<p>B. EMS Medical Director</p> <p>C. MHOAC</p>	<p>executing a contract with a vendor to allow electronic processing of EMT applications. This will streamline the processing of applications.</p> <p>B. (Dr. Beuerle) CCC met this morning. Report on APOT with times appearing to be stable. Small increase at SVH and EMS Agency is working with SVH on this. Received a report on administration of buprenorphine where there have been 30 cases of administration since program start. Half of those were this year so it is a significant trend showing increasing use of buprenorphine with predominantly positive outcomes. Buprenorphine LOSOP approval expires at the end of the year. Will be applying to continue this LOSOP. Considering a move to buprenorphine with naloxone as it is more readily available than buprenorphine alone.</p> <p>C. (Kimberley Hernandez) Participated in the Nacimiento functional exercise and involved in planning for Car Week in August.</p>	<p>report at next EMCC.</p> <p>B. Report</p> <p>C. 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>A. (Kimberley Hernandez) Reports included in agenda packet. Description of the reporting and review process provided.</p> <p>B. Report included in the agenda packet. All reportable priorities met or exceeded the 90% response time compliance threshold for April and May. Exception of the Orange Zone which was 89% for Priority 1. AMR is moving to 12-hour unit deployments from 24-hour units which should help improve response time compliance.</p>	<p>A. Report</p> <p>B. Report</p>



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Item	Discussion	Deliverable/Action
XI. OLD BUSINESS		
A. EMS Ordinance Revision	A. On hold.	A. N/A
B. Health Data Exchange	B. (Blake Andersen) Report included in Agenda Packet. Mee Memorial is fully participating in HDE. Review of reports found that 40% of PCRs were not being matched with an outcome. Two fire agencies were identified as not receiving reports. This has been addressed. The latest match rate with SVH is 90%. Continuing to monitor to ensure PCRs are available to hospitals in a timely manner. Question as to whether there are now training or policy opportunities based on the outcome data. Currently monitoring buprenorphine use specifically and the outcome data is being used for QI reporting and QI activities. Starting work on cardiac arrest data and using the data for CARES reporting. Blake is to be commended for his efforts to bring this program to this point. He has been instrumental in working with the PCR vendor to get the data right. Report that having the data available is allowing AMR to tailor training to specific areas of need.	B. N/A
C. EMS Policy #3030 Section 3, D, #4	C. (Sam Klemek) Question as to whether this should remain as a standing item on the agenda. The Fire ALS representative will discuss to determine the need to continue.	C. N/A
D. Prison Response Report	D. (Kimberley Hernandez) No report at this time.	D. N/A
E. 2025 EMCC Appointments/ Reappointments	E. Staff report provided in the agenda packet. Welcoming new members: David Sargenti representing ALS Fire, taking over for Sam Klemek who has served well on EMCC for the last couple of years. Jason Sullens has been recommended for BLS Fire. Waiting for some additional information before sending the nomination to the Board.	E. EMS Agency to reach out to members for reappointment materials



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Item	Discussion	Deliverable/Action
<p>F. 2024 EMCC Annual Report</p> <p>G. EMS Agency Annual Report</p>	<p>Recommendation for Cameron Silber to be the paramedic representative. We are working to receive some additional information from him to submit his nomination to the Board.</p> <p>F. EMCC Annual Report was endorsed by EMCC in May. Was not able to get it on the Board agenda for July. Looking to send to the Board in August.</p> <p>G. The EMS Agency Annual Report went to the Board in June. This year, the report was provided differently. To highlight all the components of the EMS system and how they work together, a video was created dramatizing the response to a shooting and resulting MCI in King City early in 2024. This incident highlighted how the EMS system came together well and functioned as a cohesive unit. The video was well received by the Board. Dr. Beuerle presented the video to the EMCC.</p>	<p>F. Send EMCC Annual Report to the Board</p> <p>G. Copies of the video were requested if available.</p>
<p>XII. NEW BUSINESS</p> <p>A. EOA Ambulance Contract</p>	<p>A. AMR will continue to provide dispatch services. Agreement covers EMS response, interfacility transfer, and CCT services. A dedicated ambulance is provided for Big Sur area. Response time standards are maintained. Equipment/supply restock for first responders and the purchasing program continues. Commitment to additional ambulance unit hours each week. IFT response time standards were enhanced. Will be a phased transition to Type-III ambulances. A bariatric ambulance will be available. A clinical scorecard will be implemented. CCT services expanded with use of CCT-paramedics. 911 Nurse Navigation will be implemented. AMR working with their allied paramedic training program, NCTI, to establish another local paramedic training program. Requirements for equity of care are included. EMS system monitoring is enhanced to include software improvements. Question asked on the plan to communicate the system</p>	<p>A. EMS Agency to post ambulance agreement on EMS Agency website. Report on public information distribution to the community requested for next EMCC.</p>



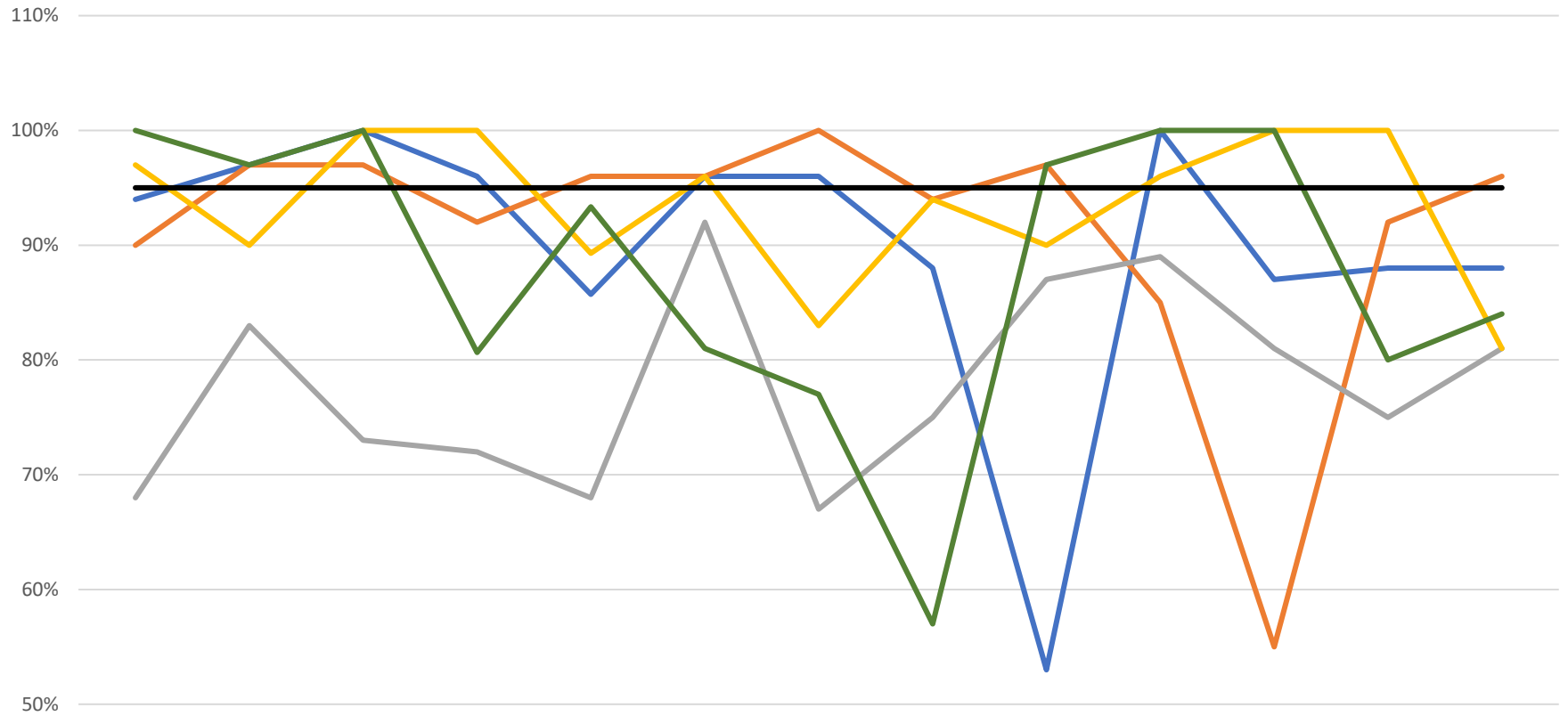
COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE



Item	Discussion	Deliverable/Action
	<p>enhancements to the community. Response that this starts with information to key stakeholders and the EMS Agency is also working to better use social media to reach the community. Little media attention was given. There is an article that will be distributed to EMCC membership. Use of BLS ambulances was questioned on how this would be implanted. Question on philosophy of closest ambulance response wasn't covered. Question about rates. Response that rates are increasing 25%. This is in line with increases in other areas. Will agreement be public? It will be posted and a link sent to those in our distribution lists. Also available as part of the Board agenda packet. EMS Agency release will be the signed agreement. Question about availability of the AMR deployment plan. AMR working with the EMS Agency related to stakeholder distribution. Working to start staffing BLS ambulances immediately with placing in the system in August. Question asked about inequity in areas of the County. This is currently being reviewed. No individual response time requirements but reviewed to ensure no areas are underserved. Question regarding the proposal review panel participation and inclusion of local fire agencies and/or EMCC participation. Response that the review panel make up is prescribed by several factors and the need for confidentiality and to ensure no undue outside influence. Release of panel identity is up to Contracts/Purchasing standards.</p>	
XIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none"> • Susan Duke: Would like to know if there is a communication system testing issue that they receive notification ASAP rather than at the end of the testing period. Request for future agenda item. Agreed by Michelle Kalinski who states that it is important to have system issues identified and corrected early rather than at the end of the reporting period. 	<ul style="list-style-type: none"> • As noted
IX. NEXT MEETING	<ul style="list-style-type: none"> • The next regular EMCC meeting will be September 10, 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 Will Hiller. 	<ul style="list-style-type: none"> • Meeting adjourned

ReddiNet MCI Drills

Response Compliance July 2024-July 2025



	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
CHOMP	94%	97%	100%	96%	86%	96%	96%	88%	53%	100%	87%	88%	88%
MMH	90%	97%	97%	92%	96%	96%	100%	94%	97%	85%	55%	92%	96%
NMC	68%	83%	73%	72%	68%	92%	67%	75%	87%	89%	81%	75%	81%
SVH	97%	90%	100%	100%	89%	96%	83%	94%	90%	96%	100%	100%	81%
AMR	100%	97%	100%	81%	93%	81%	77%	57%	97%	100%	100%	80%	84%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

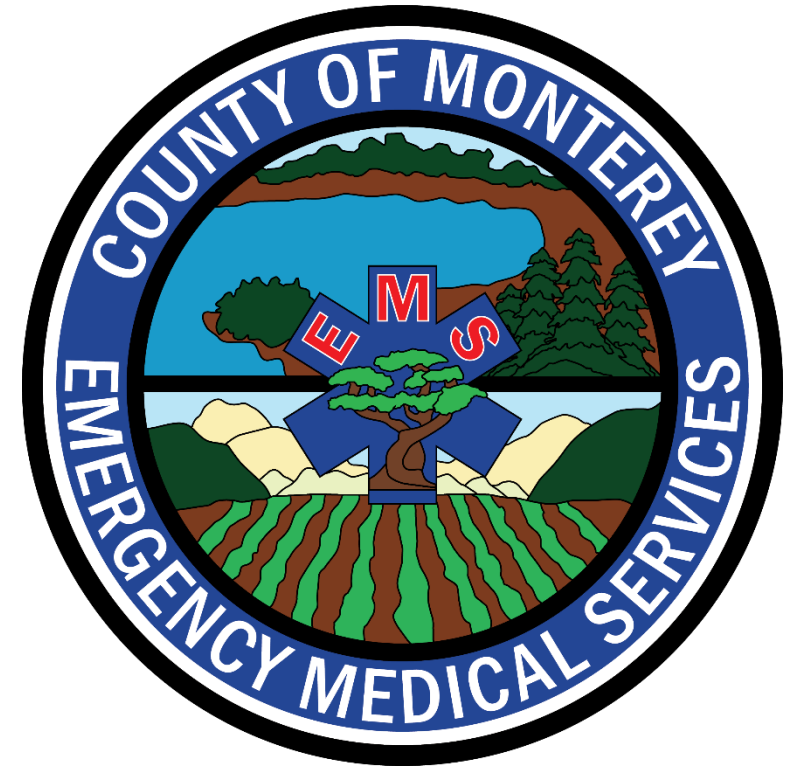
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

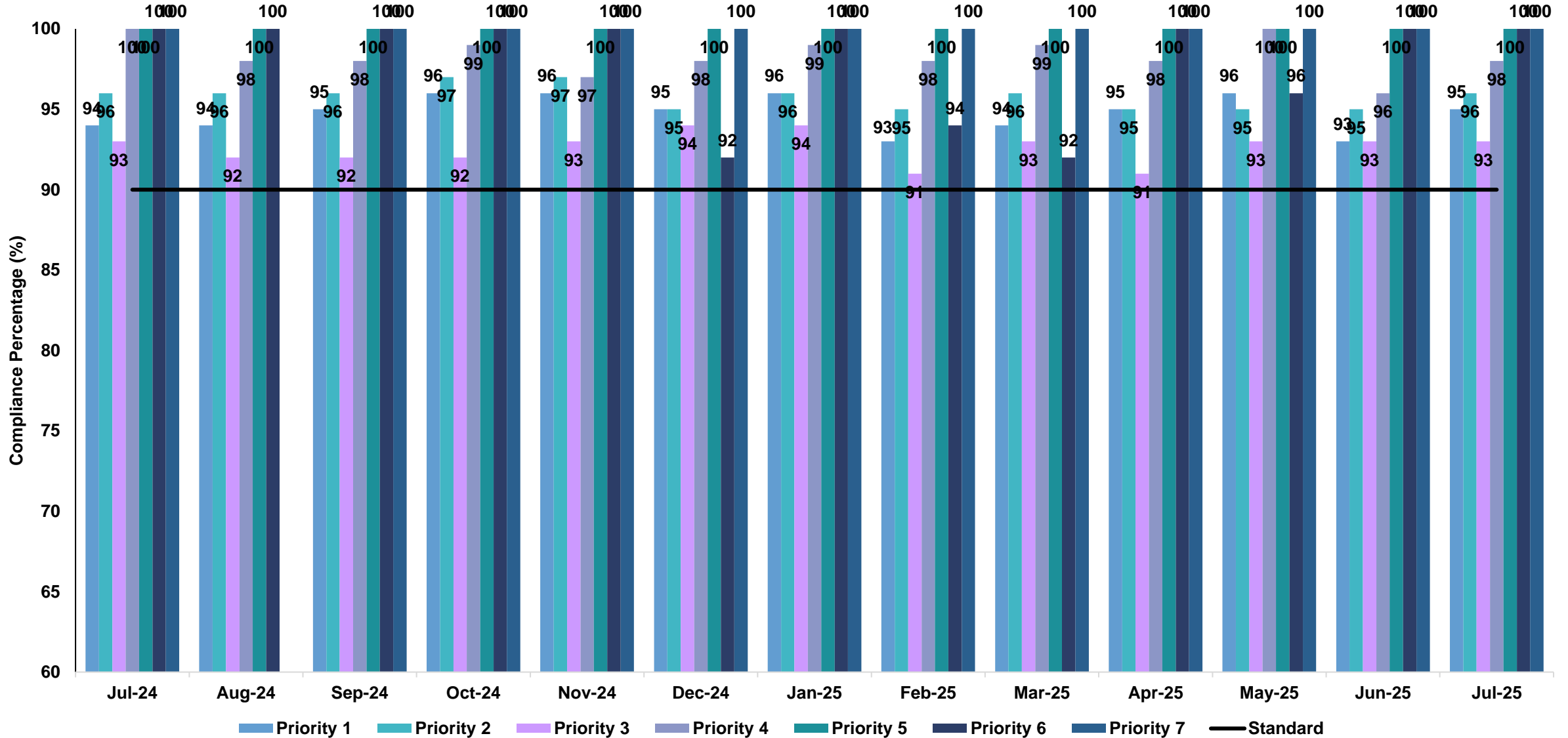
September 10, 2025

Presented by
Kimberley Hernandez



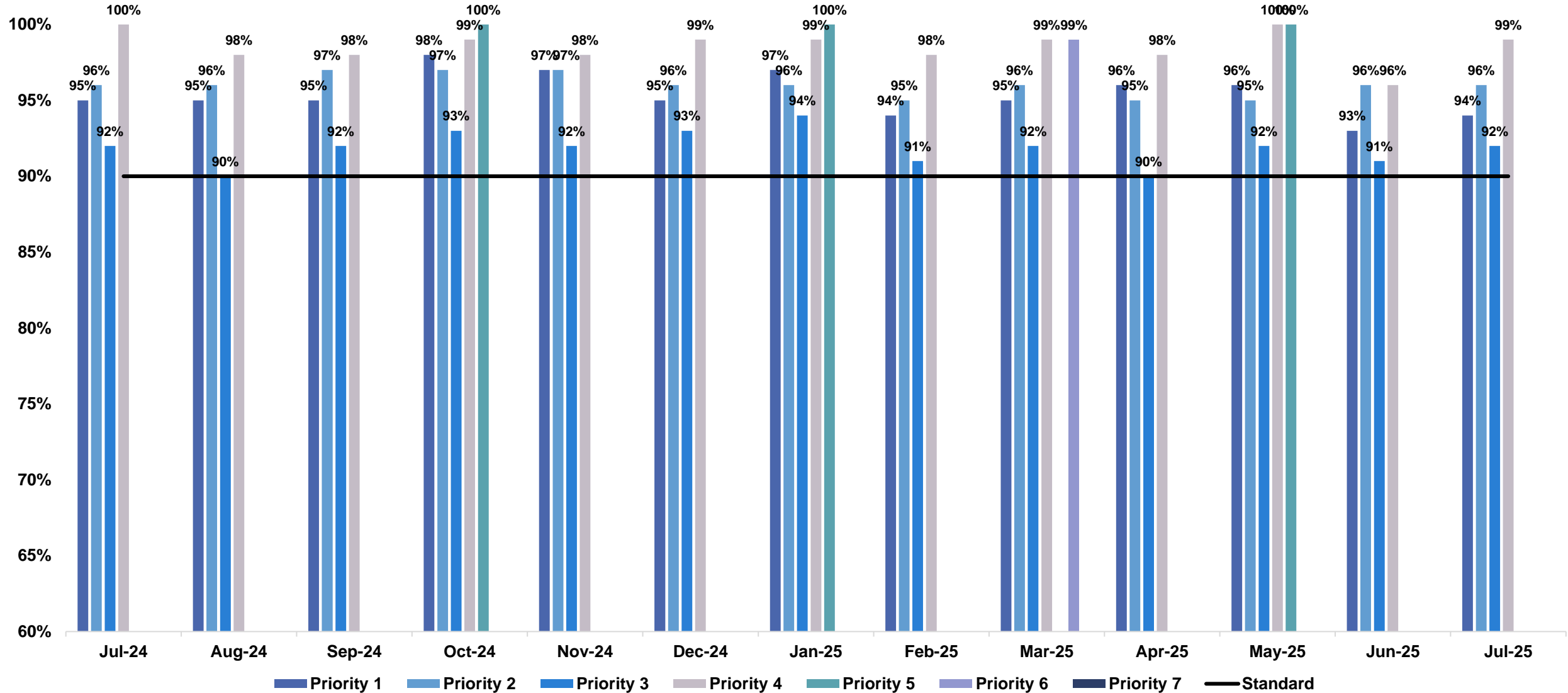
Response Time Compliance by Priority

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



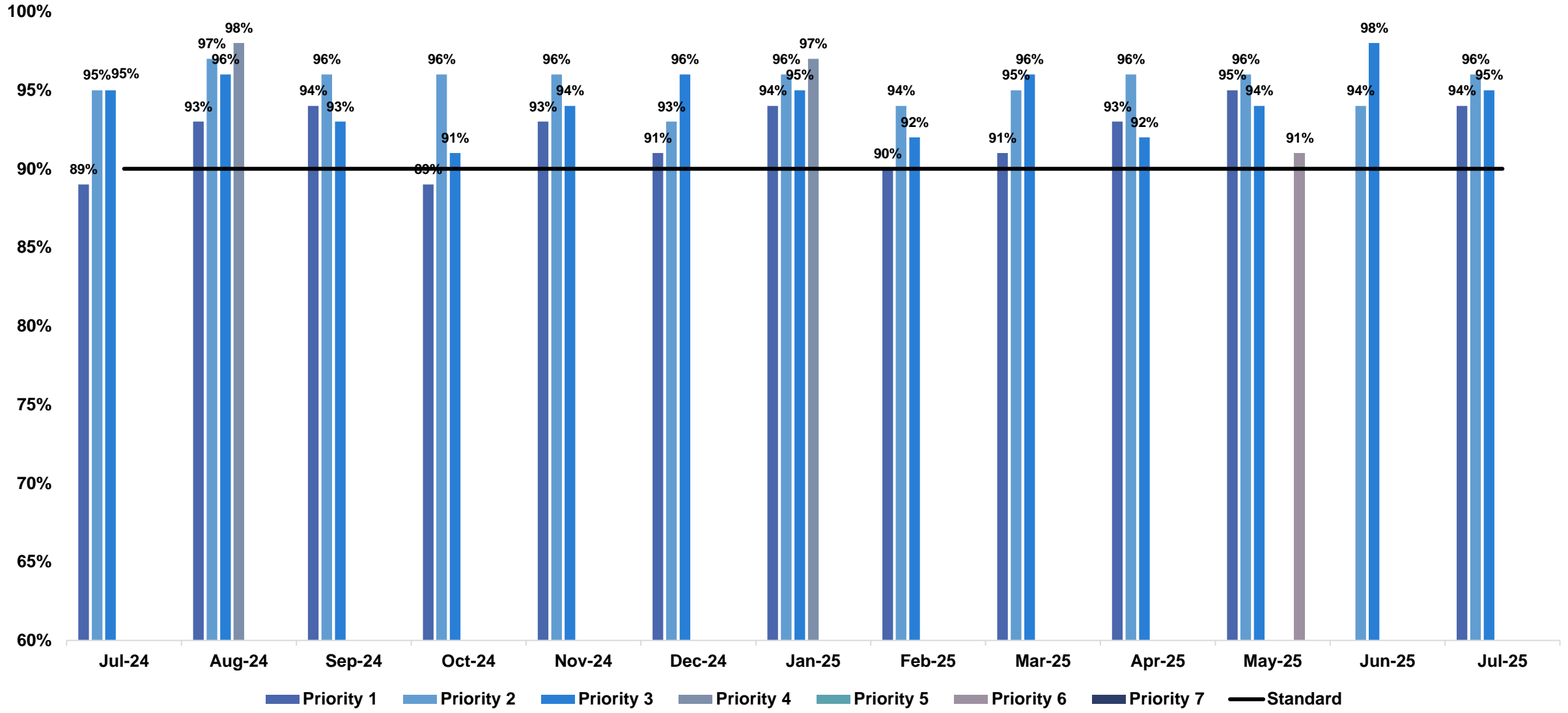
Response Time Compliance: Green Response Area

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



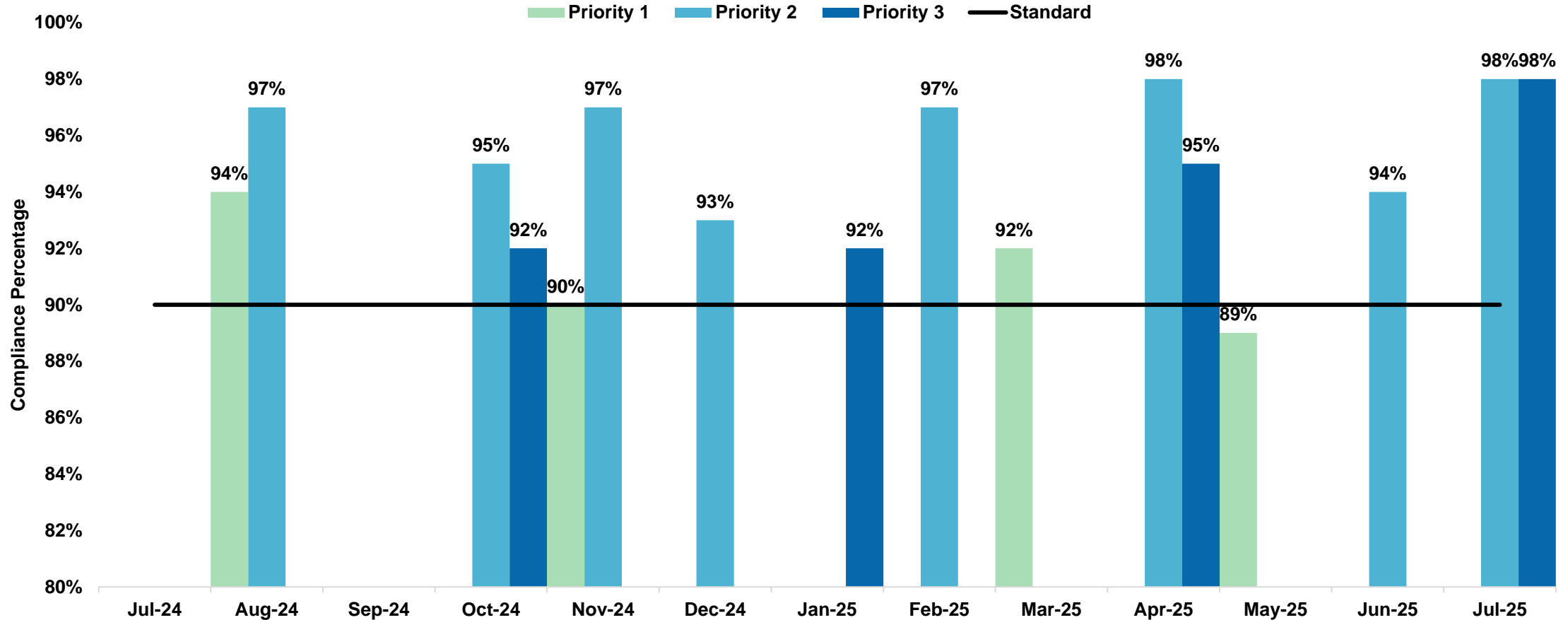
Response Time Compliance: Yellow Response Area

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

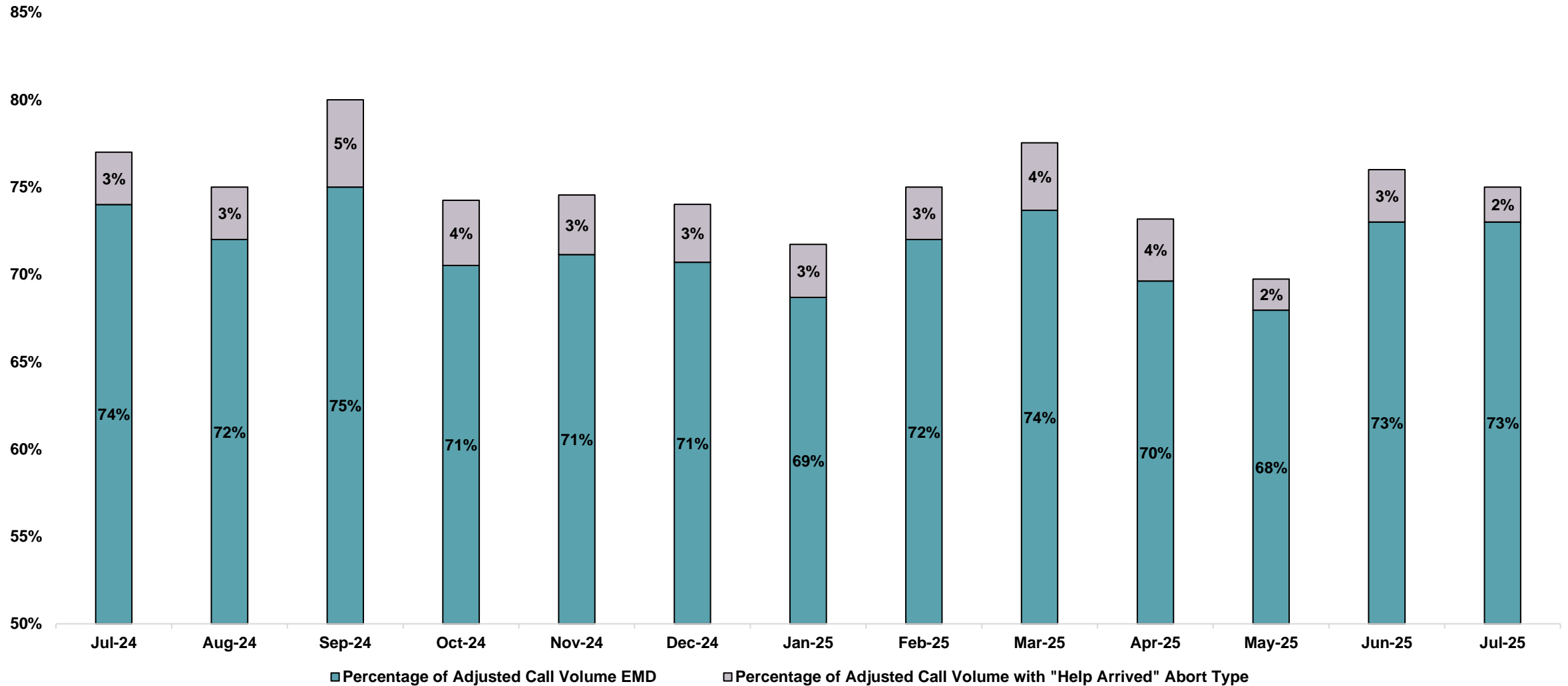


• Priority 4 & 6 (not depicted) has had no calls since 2017.

• Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

July 2024-July 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

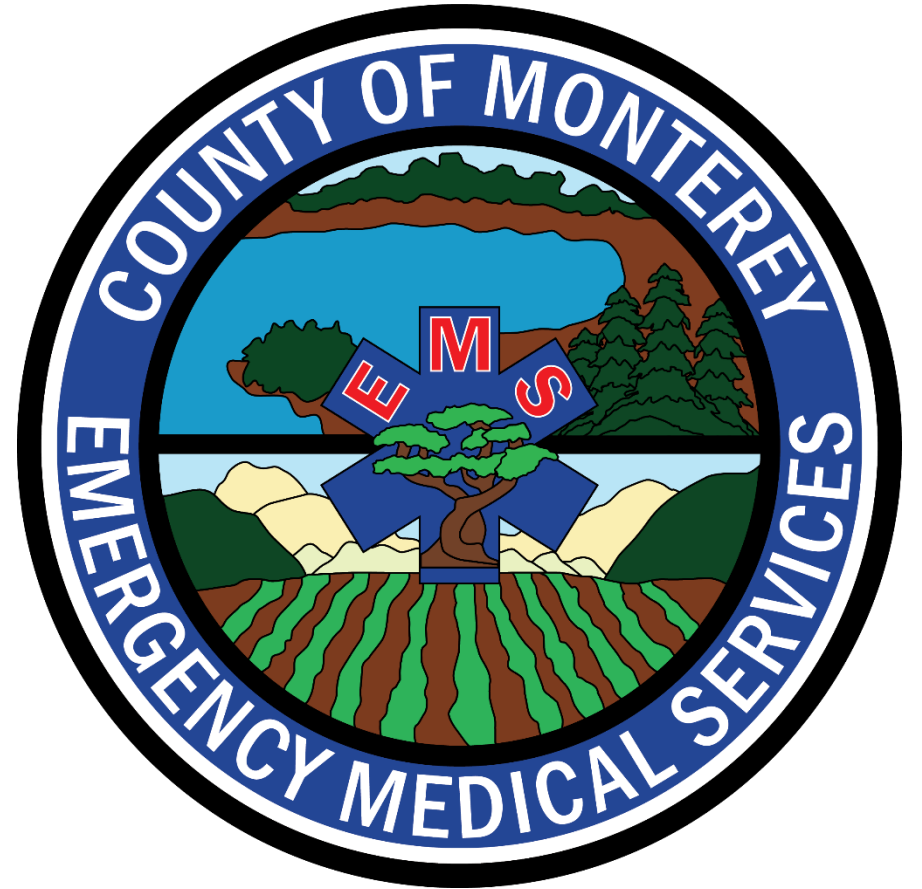
ALS Provider Agreement: A-11610 § 18.3

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 July 2024-July 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: September 10, 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 County of Monterey 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 Monterey County. 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, 2025 – June 30, 2025.

- 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 the County of Monterey)
- 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.

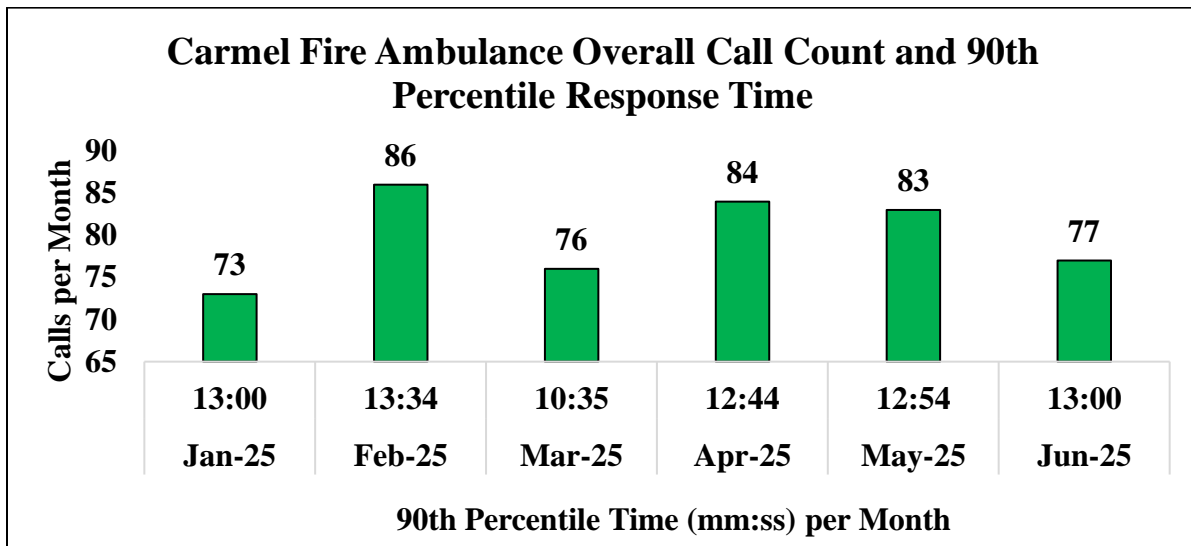
- 90th Percentile Response Times were computed using Response Time Intervals by month.
- Includes stratification of overall 90th Percentile Response Time per month by responses into Fire Response Area only, responses outside of Fire Response area but within Monterey County as identified in CAD, and limited to calls with medically related problem codes only.

Results:

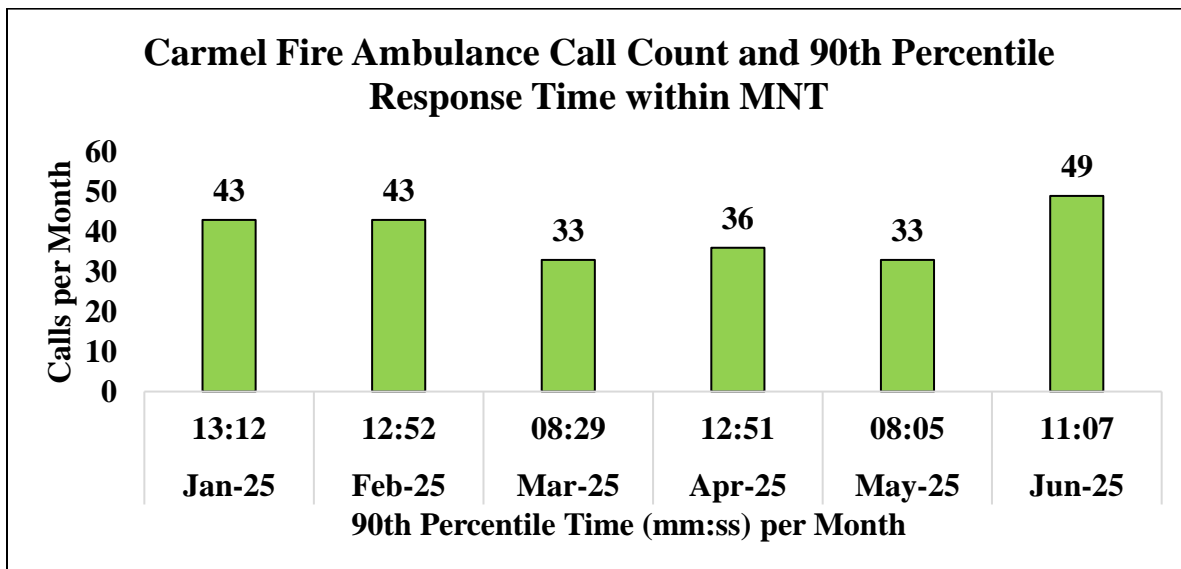
The following data focuses on 2025 (January-June). EMS System participants should interpret the information cautiously, as small numbers contribute to unstable statistical results.

Carmel Fire Ambulance January-June 2025:

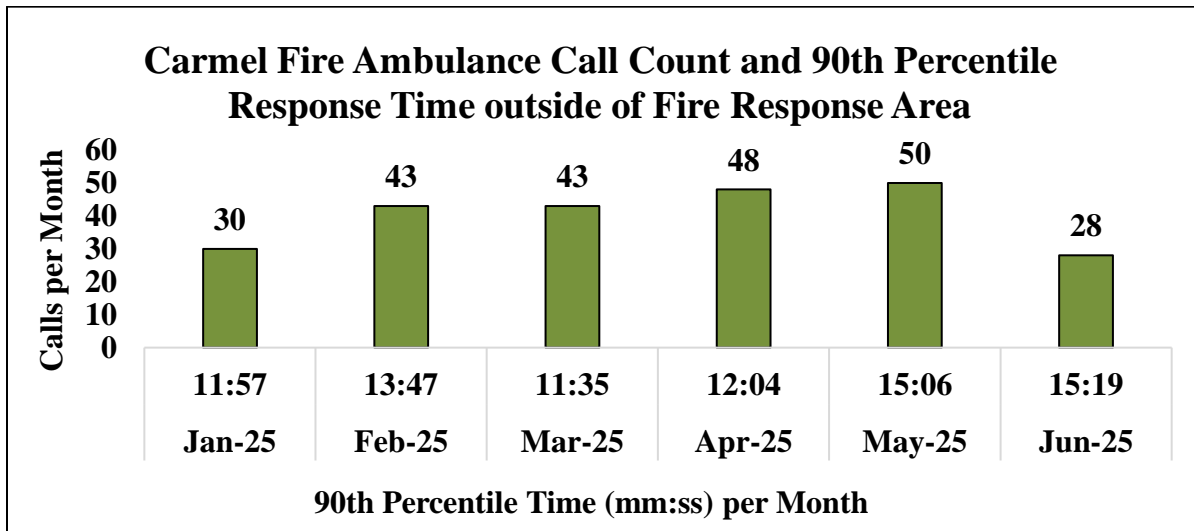
Carmel Fire Ambulance responded to 479 calls, with an average 90th percentile time of 12 minutes and 38 seconds for approximately 80 calls per month.



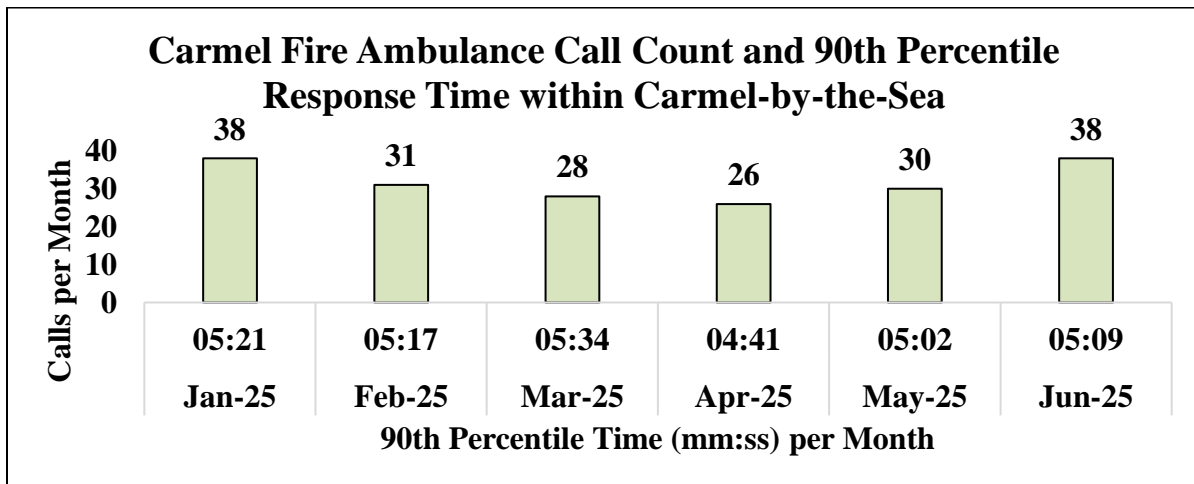
Carmel Fire Ambulance responded to 237 calls within their CAD-designated Response Area (MNT), with an average 90th percentile time of 11 minutes and 06 seconds for approximately 40 calls per month.



Carmel Fire Ambulance responded to 242 mutual aid calls outside of MNT, with an average 90th percentile time of 13 minutes and 18 seconds for approximately 40 calls per month.

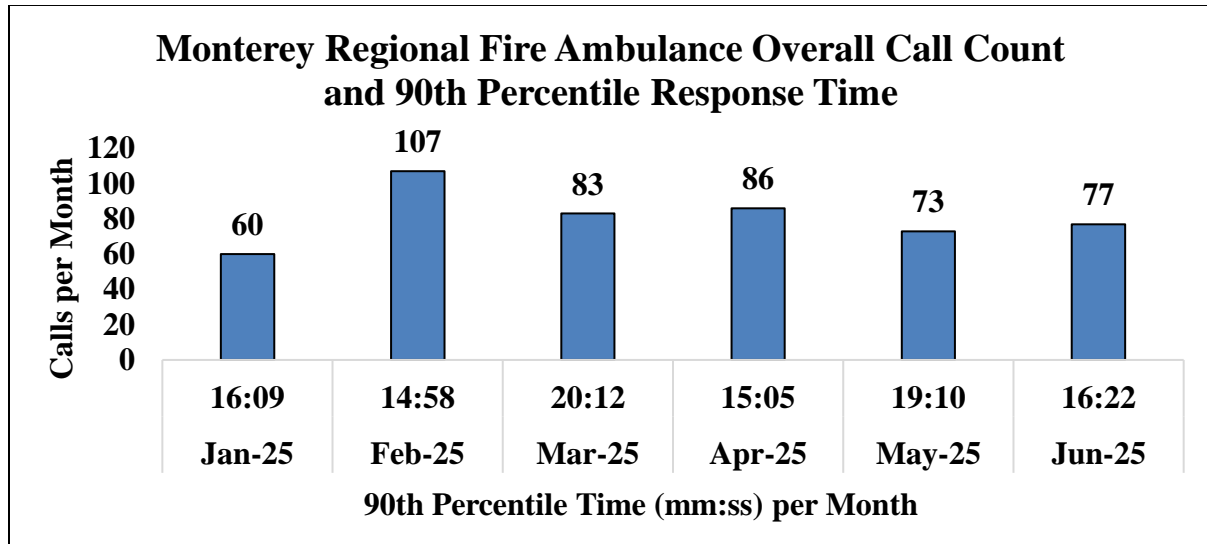


Carmel Fire Ambulance responded to 191 calls within Carmel-by-the-Sea, with an average 90th percentile time of 5 minutes and 11 seconds for approximately 32 calls per month.

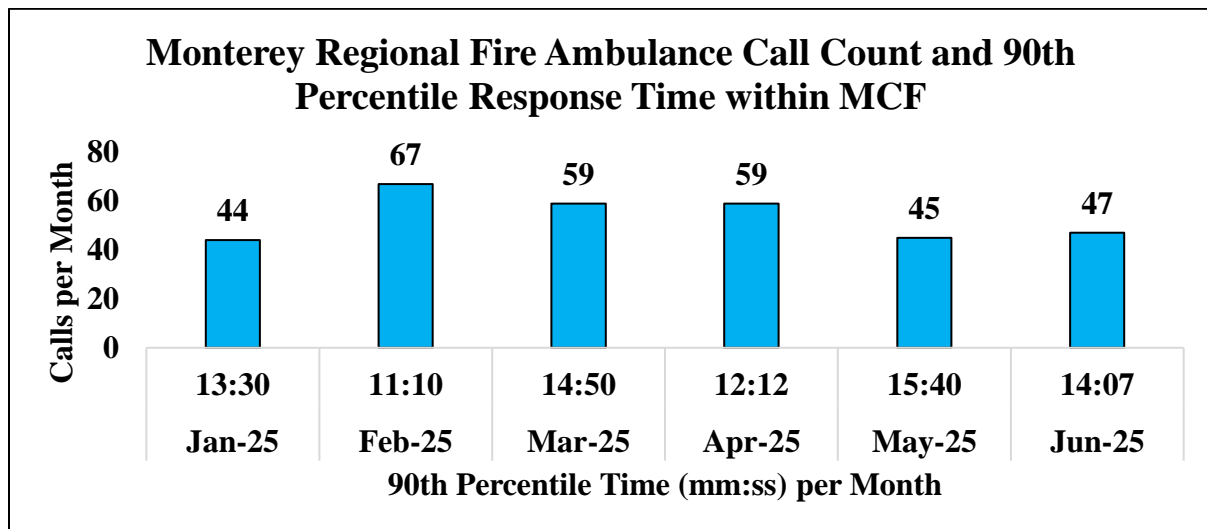


Monterey Regional Fire Ambulance January-June 2025:

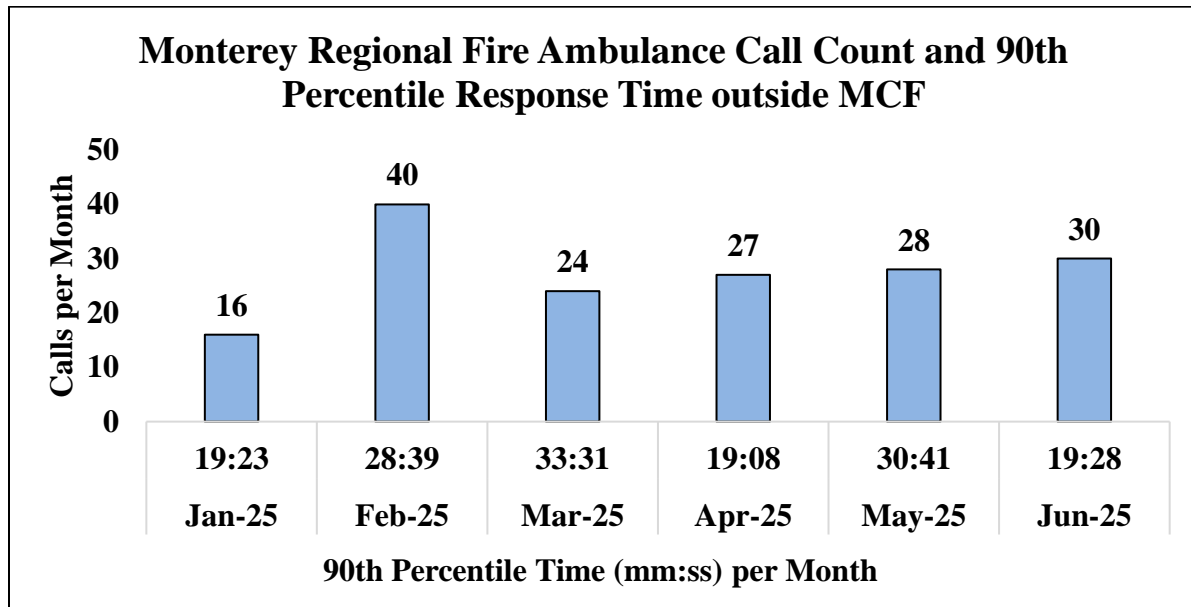
Monterey Regional Fire Ambulance responded to 486 calls, with an average 90th percentile time of 16 minutes and 59 seconds for approximately 81 calls per month.



Monterey Regional Fire Ambulance responded to 321 calls within their CAD-designated Response Area (MCF), with an average 90th percentile time of 13 minutes and 35 seconds for approximately 54 calls per month.



Monterey County Regional Fire Ambulance responded to 165 mutual aid calls outside of MCF, with an average 90th percentile time of 25 minutes and 08 seconds for approximately 28 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: September 10, 2025
To: Emergency Medical Care Committee (EMCC)
From: Monterey County EMS Agency
Regarding: EMCC Membership-2025 Appointments

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.

The chart below outlines the status of each EMCC member and alternate.

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

Member	Representing	Status	Expires
Jason Sullens	BLS Fire	Nomination submitted to the Clerk of the Board	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
Cameron Silber	Paramedic	Recommendation received	6/30/26
Marie Lutz	ED Physician	Current	6/30/26
Chris Bourquin	Law Enforcement	Current	6/30/27
Will Hiller	Ambulance Contractor	Current	6/30/27
David Sargenti	ALS Fire Chiefs	Current	6/30/27
Jon Anthony	MoCo Parks	Expiring	6/30/25
Jodi Schaffer	Citizen Representative	Current	6/30/27
	Citizen Representative	EMS Agency is actively recruiting for this position	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	Recruiting	6/30/26
<i>Vacant X3</i>	Citizen representative	EMS Agency is actively recruiting for this position	6/30/26
	Paramedics	Recruiting	6/30/26
	Law Enforcement	Recruiting	6/30/27
Mike Esslinger	Ambulance Contractor	Current	6/30/25
Mike DeLeo	ALS Fire Chiefs	Expiring	6/30/25
Bandy Smith	MoCo Parks	Expiring	6/30/25