



COUNTY OF MONTEREY EMS AGENCY EMERGENCY MEDICAL CARE COMMITTEE AGENDA



Wednesday, March 11, 2026
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 14, 2026 meeting minutes *Action*

IV. STANDING REPORTS

- A. EMS Director (Debra Hopgood)
- 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 (Debra Hopgood) *On Hold*



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- C. Prison Response Report (Kimberley Hernandez) *On Hold*
- D. PCR Data Standardization (Debra Hopgood) *On Hold*
- E. EOA Ambulance Contract Transition (Debra Hopgood) *Discussion*
- F. EMCC member requirements (Steve Brooks) *Report*

VII. NEW BUSINESS

- A. EMS Annual Plan (Debra Hopgood) *Report*
- B. EMCC Annual Report to the Board (Steve Brooks) *Report*
- C. EMCC nominations for Chair and Vice-Chair (Steve Brooks) *Discussion*
- D. Electronic applications for EMT certification and paramedic accreditation (Steve Brooks) *Discussion*

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 13, 2026 at 10:30 a.m.

X. ADJOURNMENT

Attachments:

1. Zoom Meeting Information
2. EMCC meeting minutes 1/14/26-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 Provider Report-Staff Report
6. EMS Annual Plan

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, 3/11/26, 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:

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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 3/11/2026, 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.



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

Asistir a la reunión por llamada telefónica

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- +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 14, 2026

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	
Jason Sullens	BLS – Fire	X	
Kurt Schake	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		Online
Jon Anthony	Monterey County Parks Department		X



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Ex-Officio Members	Representing	Present	Absent
Debra Hopgood	Interim EMS Agency Director	X	
Kelsey Scanlon	Dept. of Emergency Management (DEM)	Online	
LeeAnn Magoski/Leslie Oliver	Emergency Communications	X	

Alternate Members	Representing	Present	Absent
Michael Esslinger	911 EOA Ambulance Provider	X	
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	Remote	
<i>Lupe Lizama</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	
	EMS Analyst	-	-
Korina Moreno	Admin Services Asst.	X	
Devin DeLaney	Accountant I	X	
Jaylan Neal	EMS Agency Intern	Remote	



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Guests in Attendance		
Ben Hitchcock	Rachel Kneeland	Steven Cristi
Shane Vanderveen	Justin Linquist	Silas Fischer
Michelle Kalinski	Jeff Horner	

Item	Discussion	Deliverable/Action
I. CALL TO ORDER/ INTRODUCTIONS	A. Meeting called to order by Will Hiller. Roll Call attendance.	• N/A
II. PUBLIC COMMENT	A. Acknowledge the contributions of Teresa Rios to the EMS Agency. Guided the EMS system through an ambulance RFP to establishing a new contract with AMR. Contract allows for growth in the EMS system and accommodate changes. EMS Agency presented Teresa Rios with a plaque in appreciation of her years of service. Teresa took the opportunity to say thank you and highlighted some of the accomplishments made in the EMS system. Dr. Beuerle provided comments highlighting Teresa's efforts as EMS Director and offered thanks for her leadership.	
III. APPROVAL OF PAST EMCC MEETING MINUTES		
A. November 12, 2025	A. Motion to approve the November 12, 2025 meeting minutes by D. Sargenti. Second by J. Schaeffer. Motion carried.	A. Minutes approved
IV. REPORTS		



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Item	Discussion	Deliverable/Action
A. EMS Director	<p>A. (Debra Hopgood) Offers made to 2 candidates for positions in the EMS Agency as EMS Analysts. Exploring options related to the Health Program Coordinator position. Possible transition to a QI Coordinator position due to difficulties obtaining a person with the intended background and skills for what we need. With Teresa's retirement the EMS Agency is down another position. Looking at doing a potential EMS Analyst underfill of the Health Program Coordinator position and to bring on another EMS Analyst. The EMS Agency is implementing a new online software program for electronic processing of EMT certification and paramedic accreditation applications. Applications will be completed online. The system will also bring the ability for EMS personnel to store their documents online such as CE certificates, certifications, accreditations, CPR cards, and other items necessary for maintaining their certification or accreditation. The system will also send automated alerts prior to expiration. Intend to go live on February 2, 2026. EMS Agency will send notices in anticipation of the start date. EMS Agency starting to work on upgrading the EMS Agency website. EMS Annual Plan update is being worked on by EMS Agency staff. Will bring it to the EMCC likely in March. The EMS Agency is also working on the EMS Annual Report that goes to the Board typically in conjunction with EMS Week.</p>	A. Report
B. EMS Medical Director	<p>B. (Dr. Beuerle) CCC met this morning. CCC received much of the report just provided by Debra. Kimberley reviewed APOT reports. Seems to be inconsistency in understanding of what constitutes the various times used in APOT reports. When standardized, the data corresponds well with State reported data. Steve reported on the 2026 Policy and Protocol review cycle related to public comments received and reviewed by the EMS Agency. Additional discussion on the policies and protocols was provided. An update on the Nurse Navigation program implementation was provided</p>	B. Report



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Item	Discussion	Deliverable/Action
C. MHOAC	<p>along with discussion about the working groups related to this project. The project is focused on low acuity patients. Intend to take burden off the EMS system and hospitals dealing with patients who are likely to benefit from other services.</p> <p>C. (Debra Hopgood) Participated at Carmel Valley Manor in a panel presentation about wildfire response and what an EMS response may look like at the facility. In December participated in a Healthcare Coalition tabletop exercise focused on evacuations of long term care facilities and the needs of the residents and available resources. Also working with the Healthcare Coalition, EMS providers, and hospitals regarding medical response surge exercise development and planning. There will be a tabletop exercise in February and a functional exercise in April. Anyone interested in participating should contact the EMS Agency to get connected.</p>	C. Report
<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>A. (Kimberley Hernandez) Reports included in agenda packet. Review of October and November. Some dips in performance in ReddiNet testing. EMS Agency connects with the hospitals every month after the exercises are completed. Natividad provided notice in December that they were having difficulties with their 800MHz handset. Radio Shop was contacted and communicated that the 800MHz phones are pretty old and parts are no longer being produced. Looking like they are approaching the end of their useful life. Radio Shop is putting together a quote for replacement items. Functioning radios don't have to be replaced. Need for awareness that if the radio goes down, it may not be able to be repaired.</p>	A. Report



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Item	Discussion	Deliverable/Action
B. Contract Compliance Working Group	B. Report included in the agenda packet. Report for October and November 2025. All reportable priorities met compliance for these months.	B. Report
XI. OLD BUSINESS		
A. EMS Ordinance Revision	A. On hold.	A. On hold
B. Health Data Exchange	B. (Debra Hopgood) HDE metrics are looking positive. More to come as we continue to review the data.	B. N/A
C. Prison Response Report	C. (Kimberley Hernandez) No report at this time.	C. N/A
D. PCR Data Standardization	D. (Debra Hopgood) No report at this time due to staff transitions. Will be reviewing	D. N/A
E. EOA Ambulance Contract	E. EMS Agency is meeting weekly with AMR to review the status of implementation of the new contract requirements in this transition period. The new operational period starts February 1, 2026. Met with AMR and fire agencies and hospitals to review the agreement and to address any concerns. A good number of the transition requirements have been completed. Working on an agreement with the County for dispatch space. Working on a customer satisfaction survey with AMR. Have brought a proposal for increased paramedic scope of practice related to CCT to the EMDAC scope committee. Received some feedback and are working on a response to address some concerns raised by the committee. AMR is continuing to work towards an agreement for back up CCT with another ambulance provider. First Watch is a data aggregation system that is going to be used to take CAD data, PCR data, and use these elements to create actionable reports for response time compliance and for the clinical scorecard	E. EMS Agency continues to work with AMR and others on preparation for launching the new contract requirements



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Item	Discussion	Deliverable/Action
F. EMCC Member Requirements	<p>compliance. Nurse Navigation is also in progress. There are four working groups. Each group is holding their third meeting. Working on the call flow process and documentation of the intended process for dispatch. Looking to move about 9% of calls to nurse navigation. Trying to be conservative and safe for the patient. Reviewing to determine any EMS policy updates that may be necessary. Starting to review process related to fire response to Nurse Navigation calls. Hoping for launch of Nurse Navigation in the first half of 2026. Intended to be March 2, 2026 but that is not likely. The EMS Agency is evaluating options on roll-out of the program related to community notifications. Concern of fire agencies, especially ALS providers, related to the use of BLS ambulances. BLS ambulances are being used right now for IFT. That is planned to continue. Will be using data on low-acuity calls to determine if it makes sense to use BLS ambulances for these calls in the EMS system. More review of data is needed and will not be implemented any time soon. Question regarding the use of BLS ambulances for special events and interactions with ALS fire if there is a need for an ALS response. Discussion on this topic will be forthcoming.</p> <p>F. Form 700 submission is due again for EMCC members. We found one member who we don't have an Oath on file for them. Otherwise, we have member documents on file. We are continuing to seek new Citizen Rep members and for paramedic representation. Also Parks will need a new representative as Jon Anthony was planning to retire at the end of 2025.</p>	F. Members shall complete Form 700



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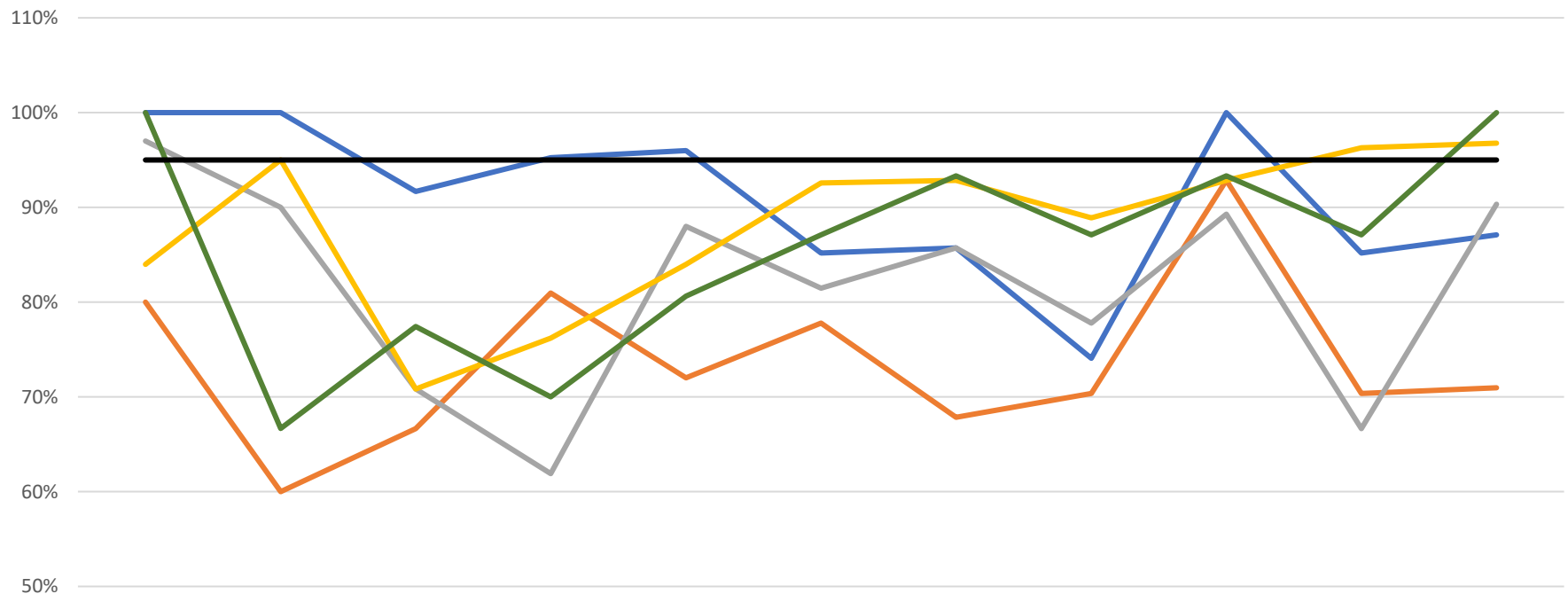


Item	Discussion	Deliverable/Action
XII. NEW BUSINESS A. None	A. N/A	A. N/A
XIII. ANNOUNCEMENTS/ FOR THE GOOD OF THE ORDER	<ul style="list-style-type: none">• Steve Brooks mentions that the EMCC Annual Report should be created. EMS Agency staff is willing to create a draft report for Committee review for the March meeting.• Steve Brooks notes that half of the EMCC memberships will be expiring at the end of June. We will need recommendations from sponsoring bodies so we can take the nominations to the Board for continued appointment	<ul style="list-style-type: none">• TBD
IX. NEXT MEETING	<ul style="list-style-type: none">• The next regular EMCC meeting will be March 11, 2026 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

800MHz Disaster Medical Radio System Testing

Response Compliance January 2025-January 2026

(*Note testing was suspended in January and February due to EMS Dispatch's temporary location change)

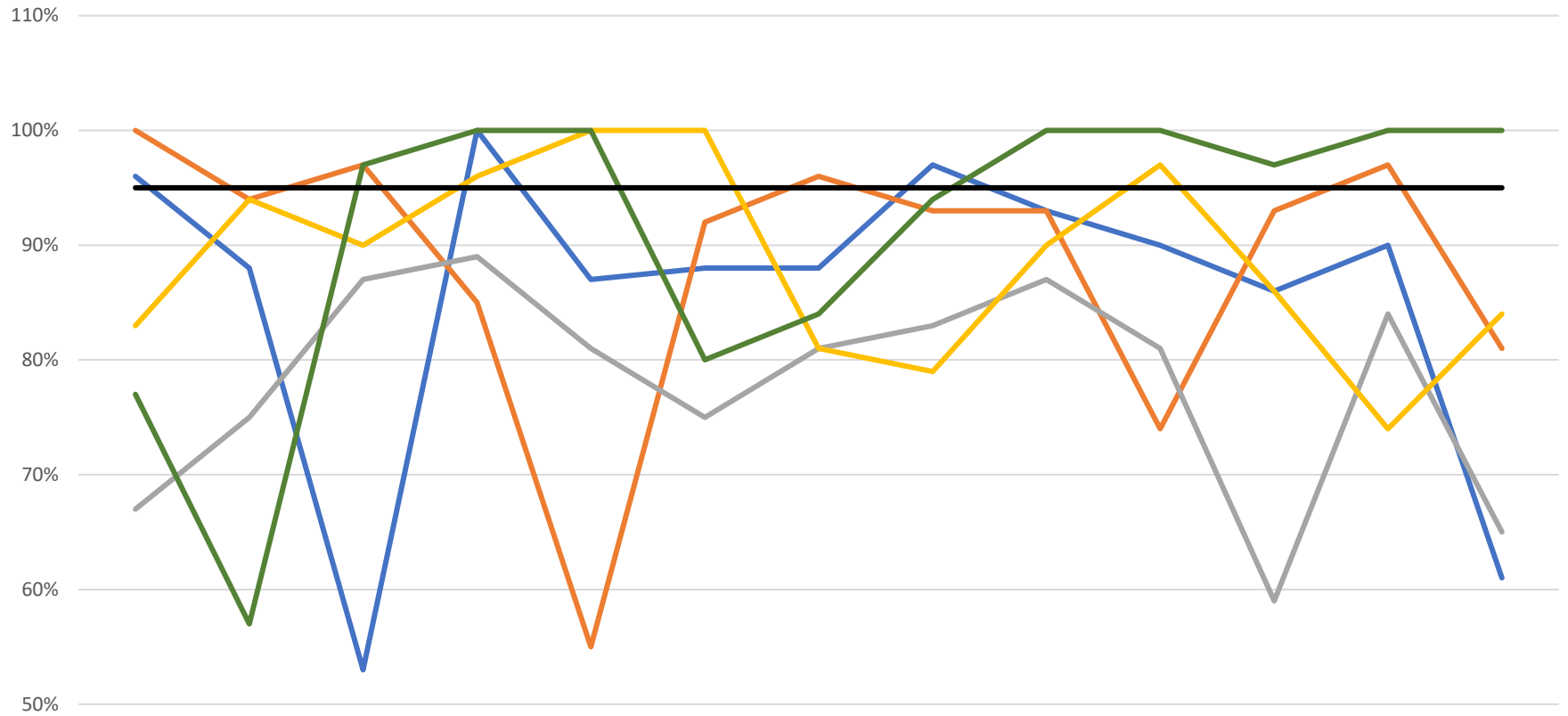


	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
CHOMP	100%	100%	92%	95%	96%	85%	86%	74%	100%	85%	87%
MMH	80%	60%	67%	81%	72%	78%	68%	70%	93%	70%	71%
NMC	97%	90%	71%	62%	88%	81%	86%	78%	89%	67%	90%
SVH	84%	95%	71%	76%	84%	93%	93%	89%	93%	96%	97%
AMR	100%	67%	77%	70%	81%	87%	93%	87%	93%	87%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

ReddiNet MCI Drills

Response Compliance January 2025-January 2026



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
CHOMP	96%	88%	53%	100%	87%	88%	88%	97%	93%	90%	86%	90%	61%
MMH	100%	94%	97%	85%	55%	92%	96%	93%	93%	74%	93%	97%	81%
NMC	67%	75%	87%	89%	81%	75%	81%	83%	87%	81%	59%	84%	65%
SVH	83%	94%	90%	96%	100%	100%	81%	79%	90%	97%	86%	74%	84%
AMR	77%	57%	97%	100%	100%	80%	84%	94%	100%	100%	97%	100%	100%
STANDARD	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

CHOMP MMH NMC SVH AMR STANDARD

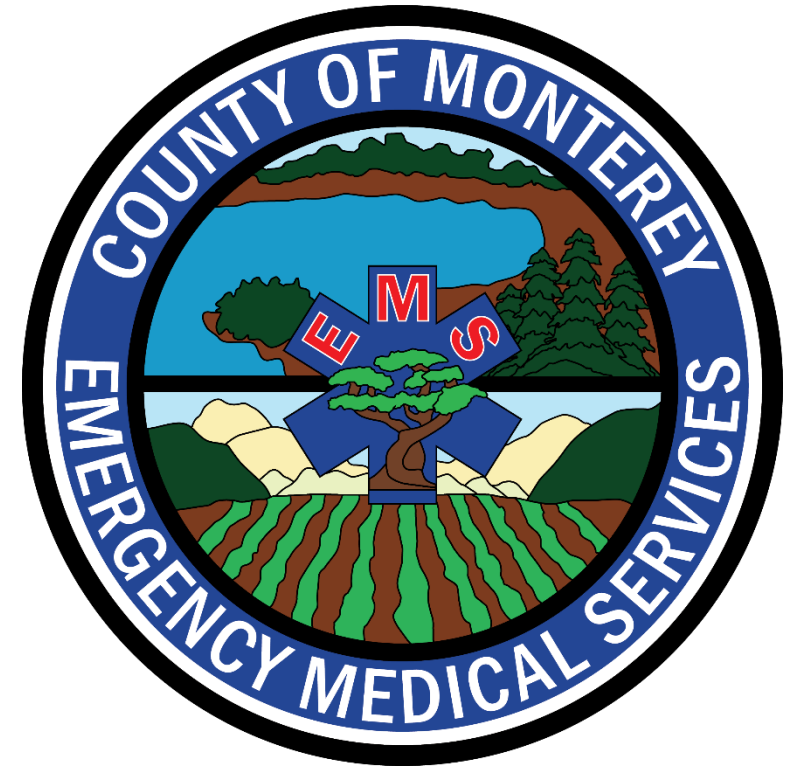
County of Monterey Emergency Medical Services Agency

Ambulance Provider Contract Compliance

Emergency Medical Care Committee
(EMCC)

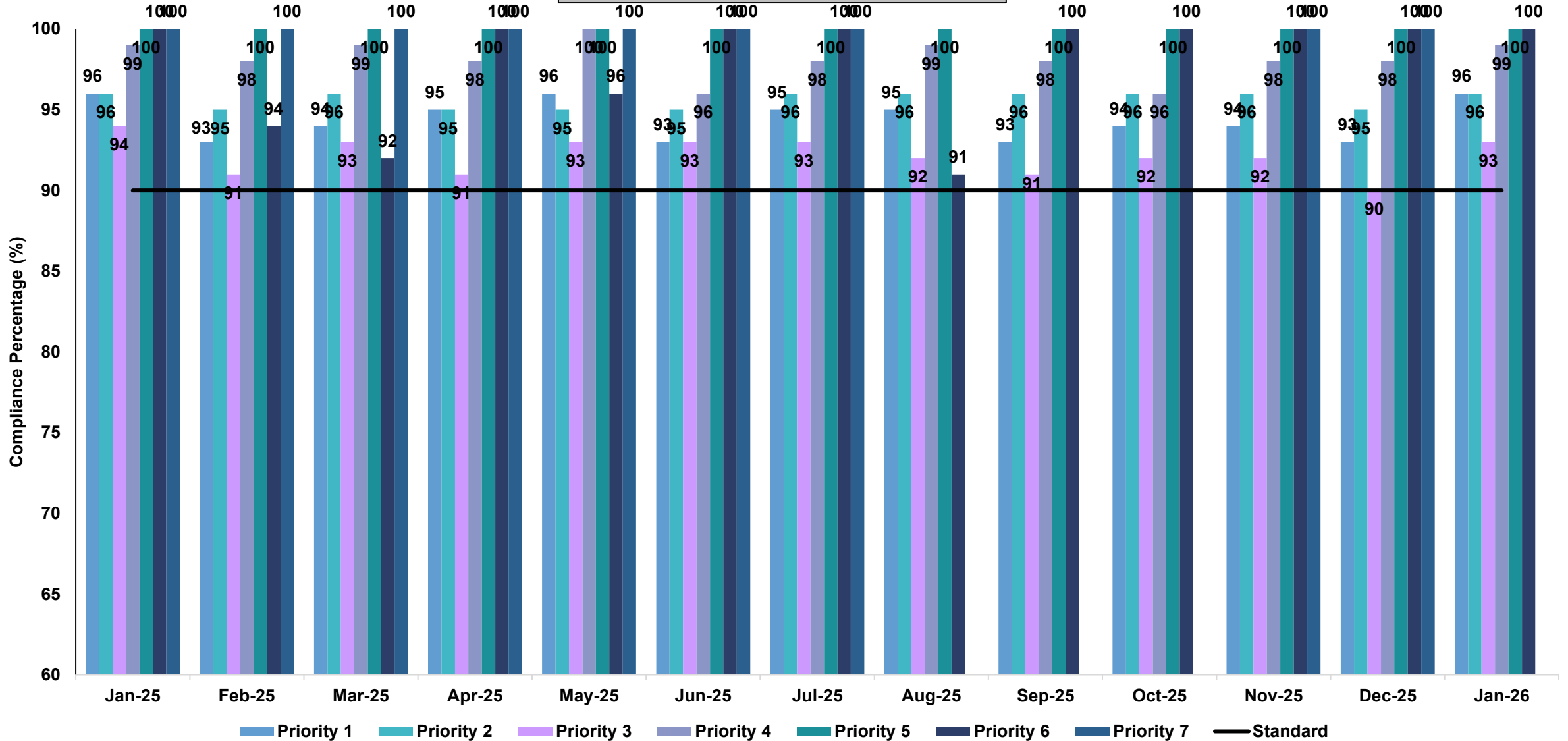
March 11, 2026

Presented by
Kimberley Hernandez



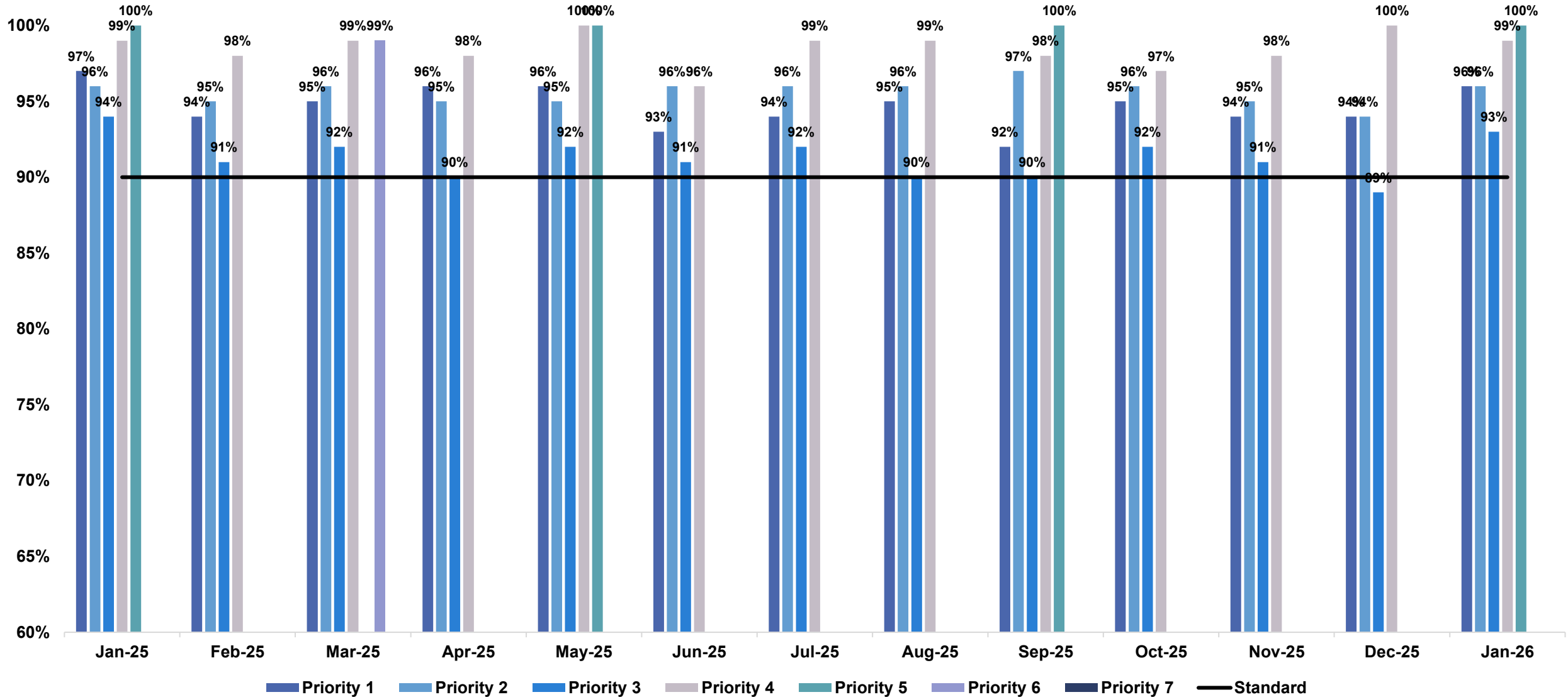
Response Time Compliance by Priority

AMR Overall Response Time Compliance By Priority
January 2025-January 2026



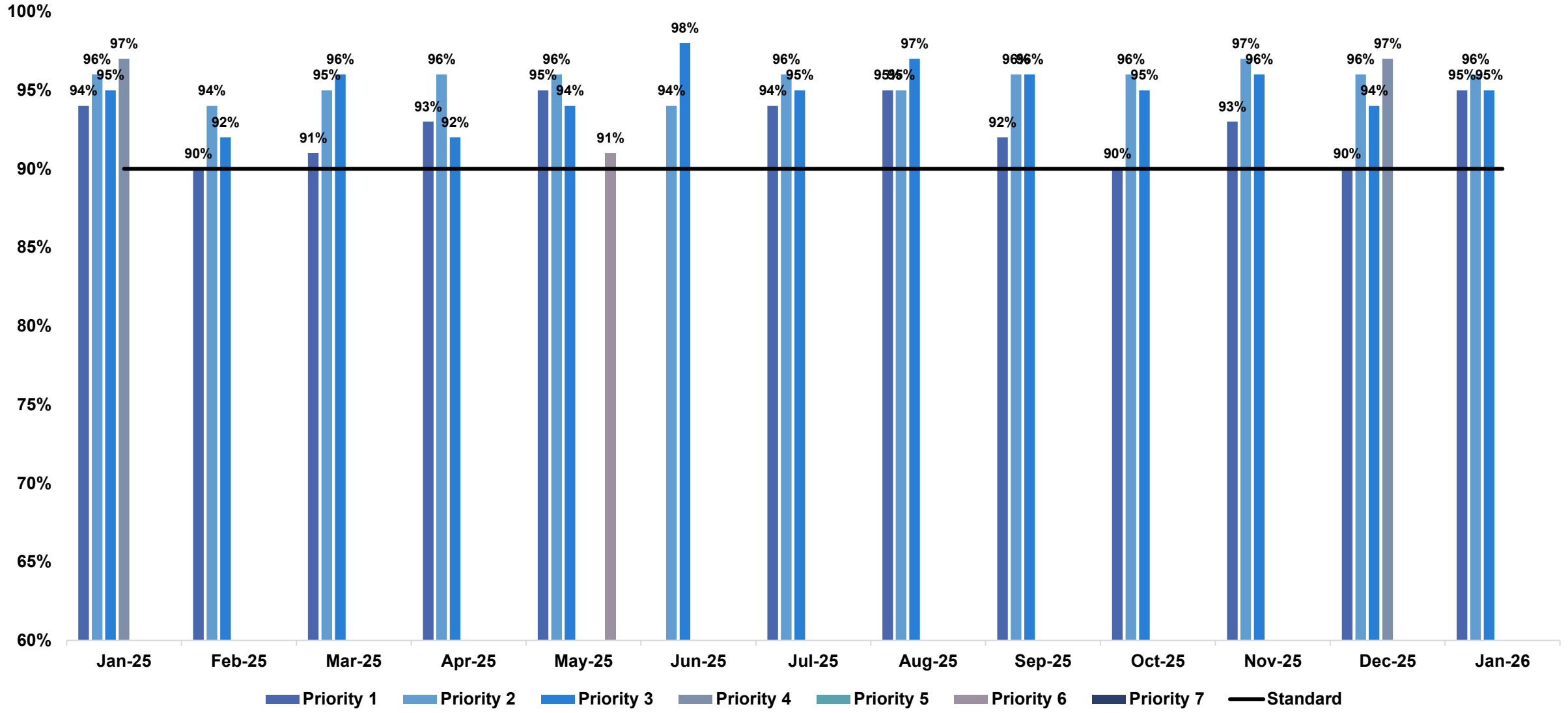
Response Time Compliance: Green Response Area

AMR Response Time Compliance By Priority for GREEN ZONE
January 2025-January 2026
Note: Missing priority values denote "100 call" rule not met for the month



Response Time Compliance: Yellow Response Area

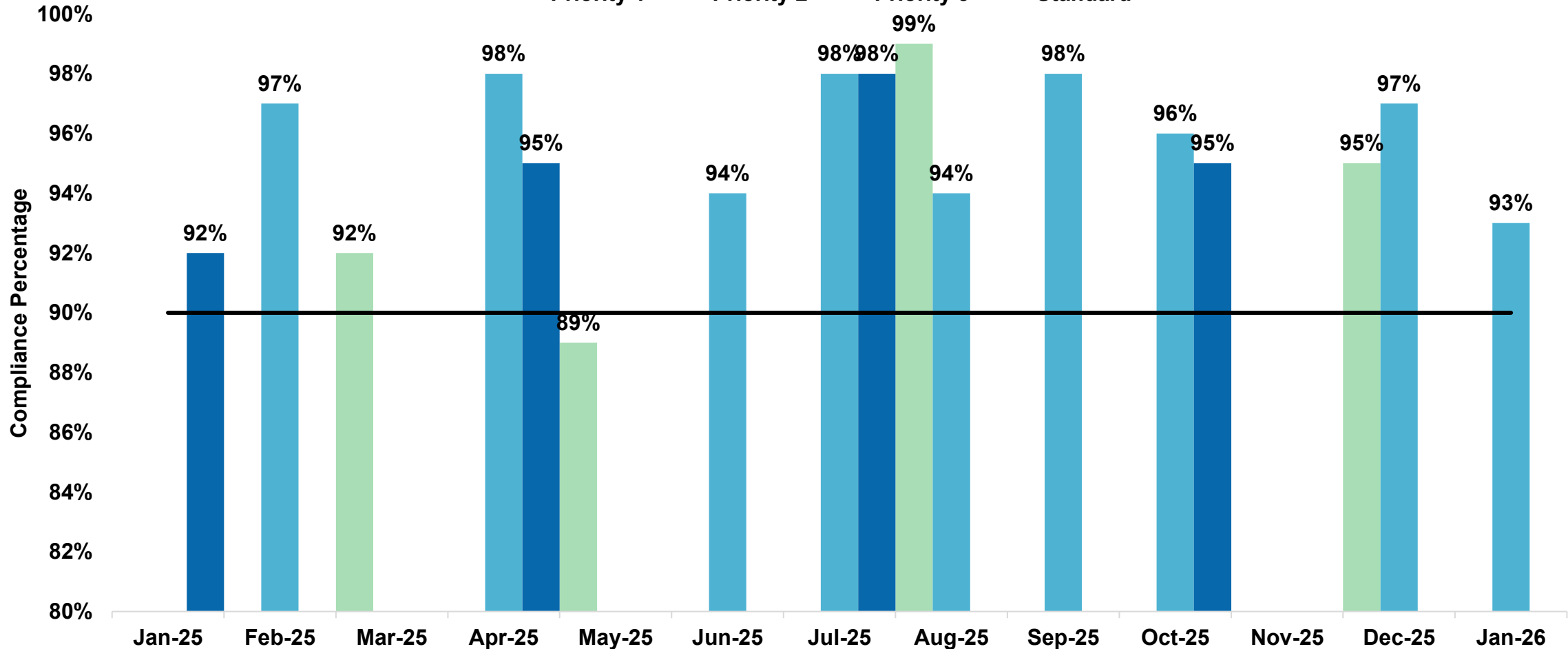
AMR Response Time Compliance By Priority: YELLOW ZONE
January 2025-January 2026
Note: Missing priority values denote "100 call" rule not met for month



Response Time Compliance: **Orange** Response Area

AMR Response Time Compliance By Priority: ORANGE ZONE
January 2025-January 2026
Note: Missing priority values denote "100 call" rule not met for the month.

Priority 1 Priority 2 Priority 3 Standard

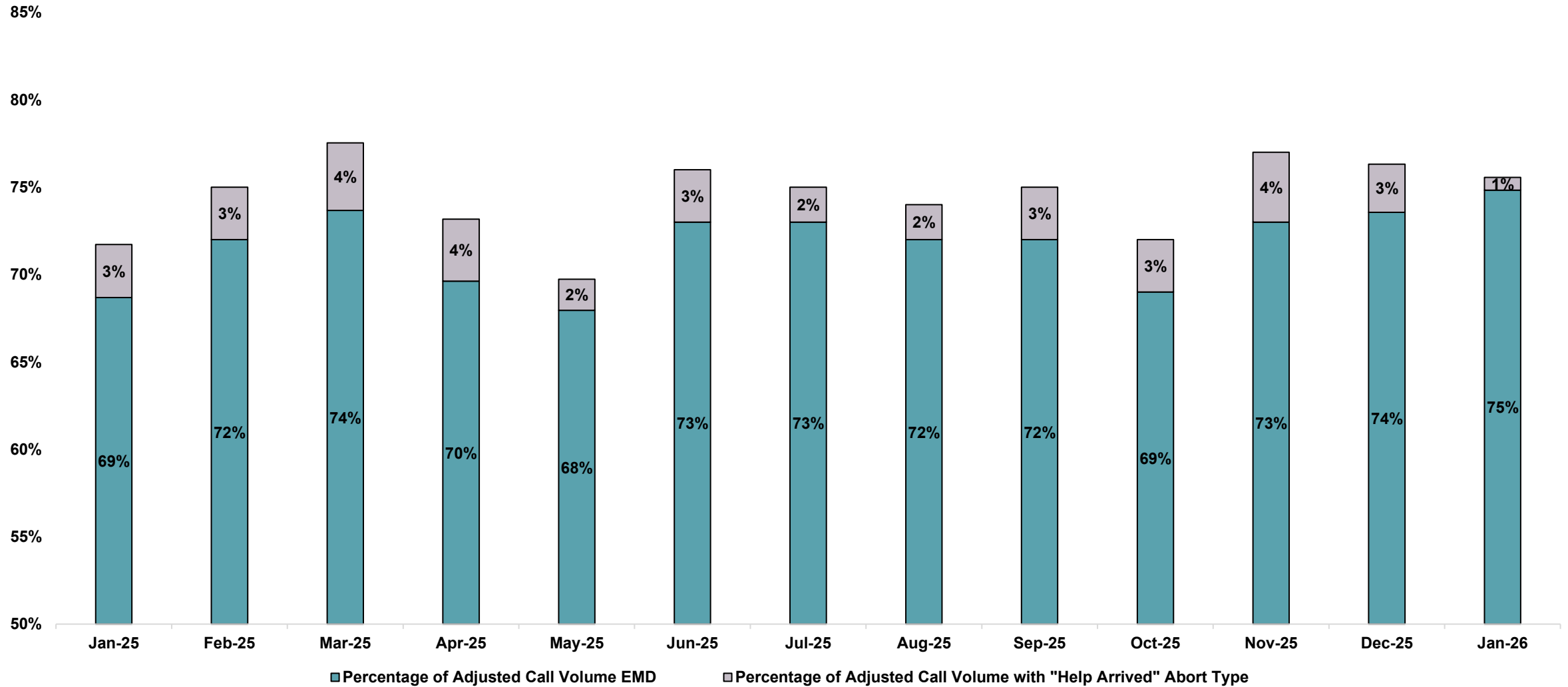


• Priority 4 & 6 (not depicted) has had no calls since 2017.

• Priority 5 had 2 calls since 2017.

Medical Priority Dispatch System Performance

January 2025-January 2026



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

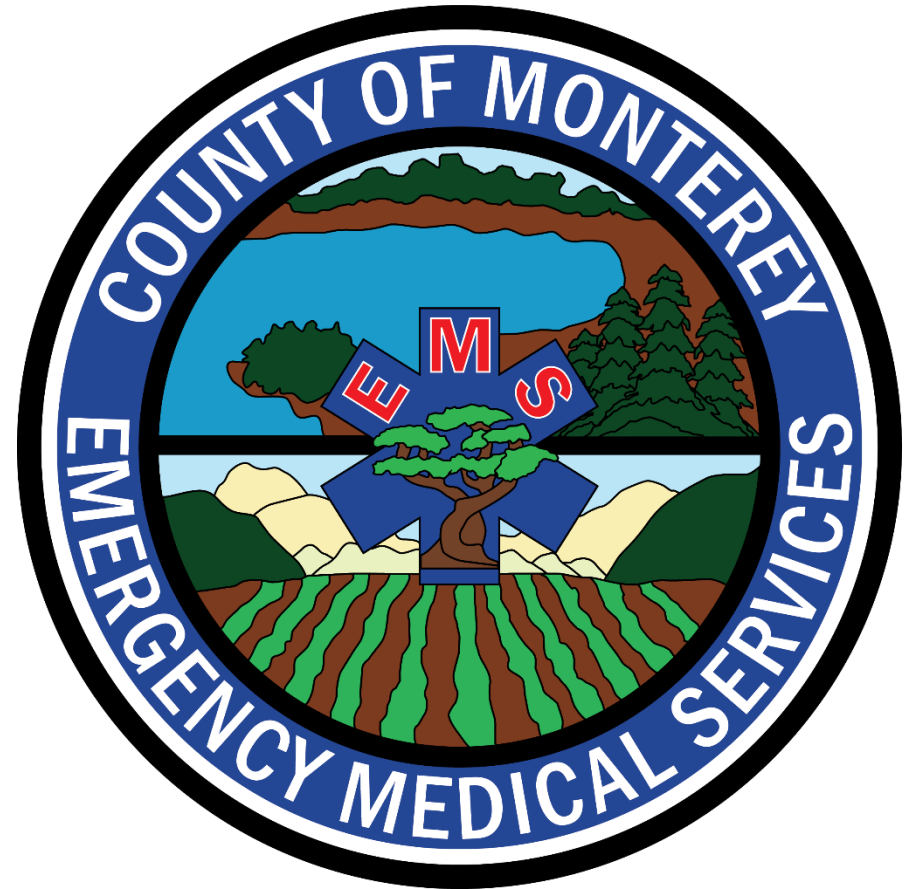
ALS Provider Agreement: A-11610 § 18.3

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 2026.
- 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 11, 2026

To: County of Monterey 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 – December 31, 2025.

- Key components of data collection:
 - Monterey County Regional Fire Ambulance Units (A5562, A5563, A5564, A5565, and A5566)
 - Carmel Fire Ambulance Units (A7165, A7166, A15)
 - 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.

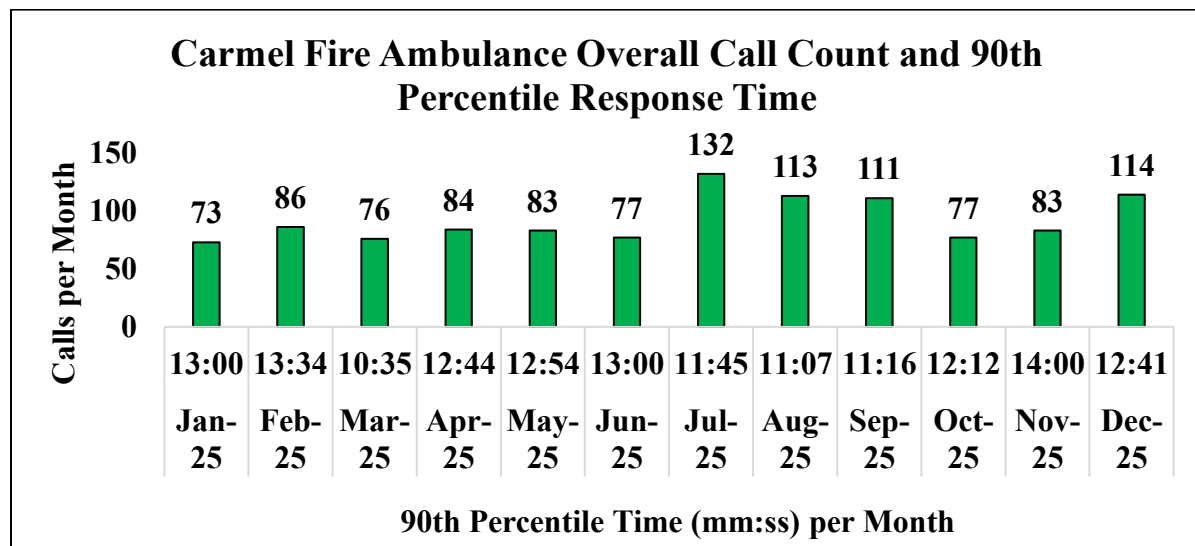
- 90th Percentile Response Times were computed using Response Time Intervals by month.
- Includes stratification of overall 90th Percentile Response Time per month by responses into Fire Response Area only, responses outside of Fire Response area but within Monterey County as identified in CAD, and limited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

Results:

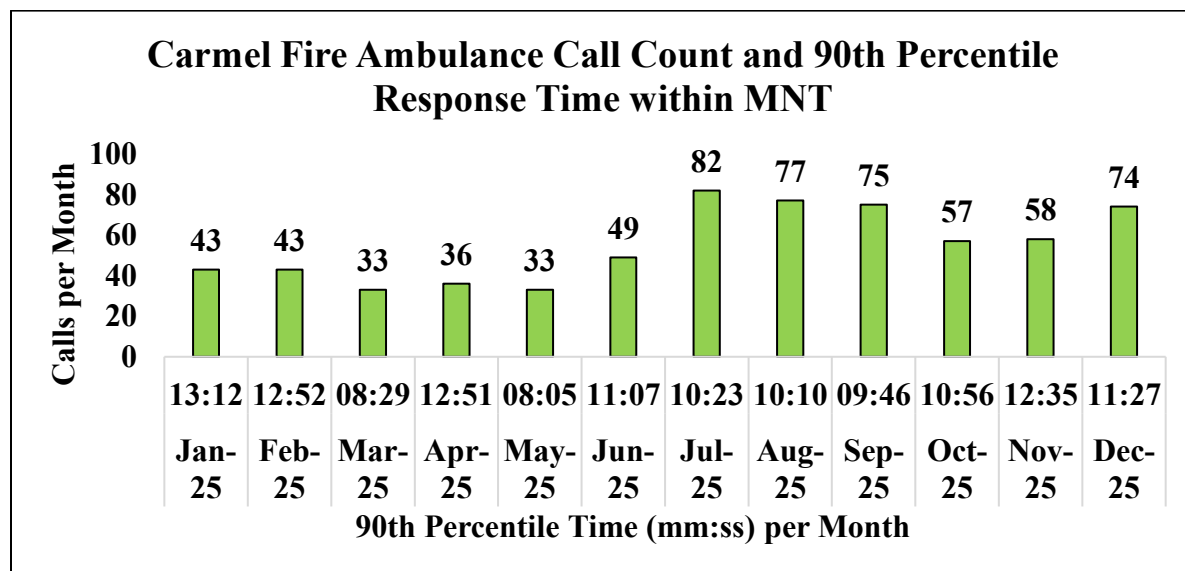
The following data focuses on 2025 (January-December). EMS System participants should interpret the information cautiously, as small numbers contribute to unstable statistical results.

Carmel Fire Ambulance January-December 2025:

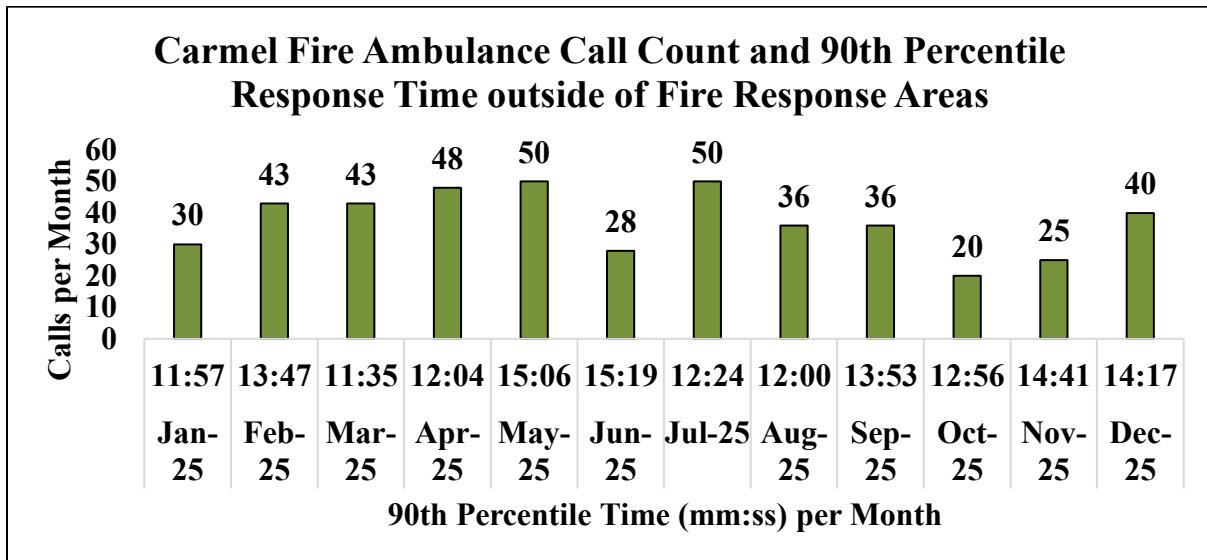
Carmel Fire Ambulance responded to 1,109 calls, with an average 90th percentile time of 12 minutes and 24 seconds for approximately 92 calls per month.



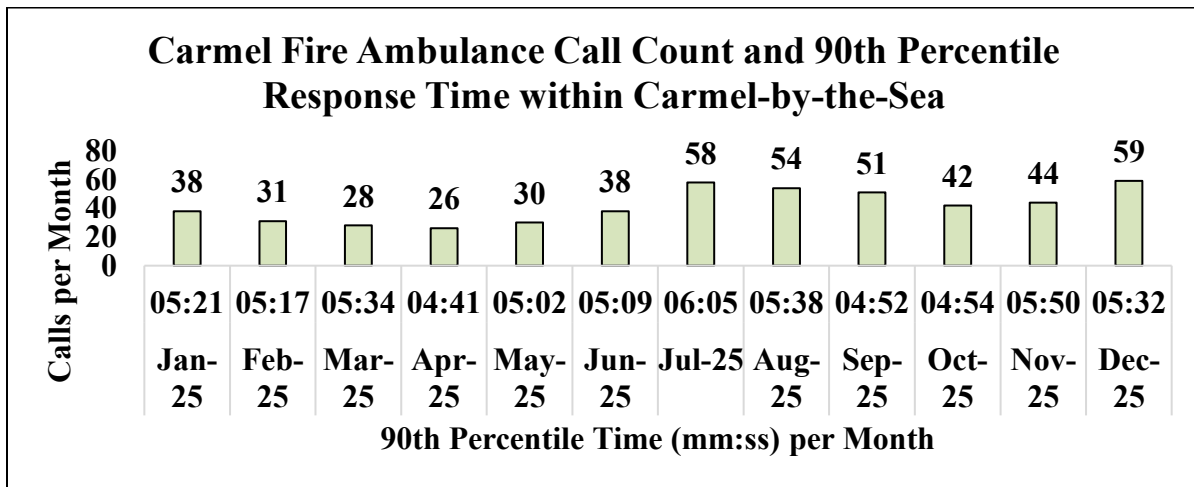
Carmel Fire Ambulance responded to 660 calls within their CAD-designated Response Area (MNT), with an average 90th percentile time of 10 minutes and 59 seconds for approximately 55 calls per month.



Carmel Fire Ambulance responded to 449 mutual aid calls outside of MNT, with an average 90th percentile time of 13 minutes and 20 seconds for approximately 37 calls per month.

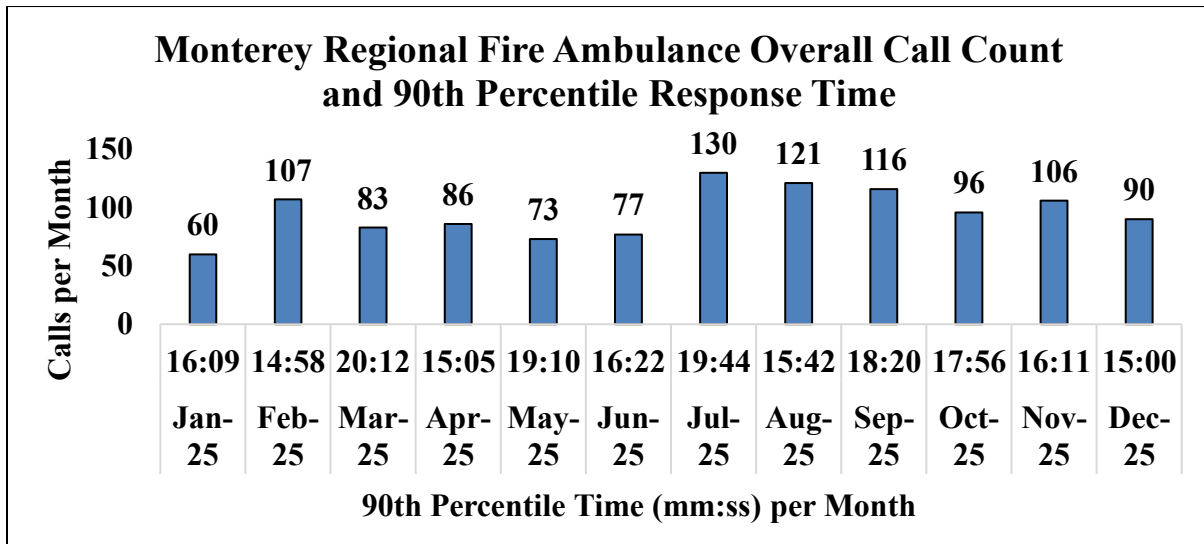


Carmel Fire Ambulance responded to 499 calls within Carmel-by-the-Sea, with an average 90th percentile time of 5 minutes and 20 seconds for approximately 42 calls per month.

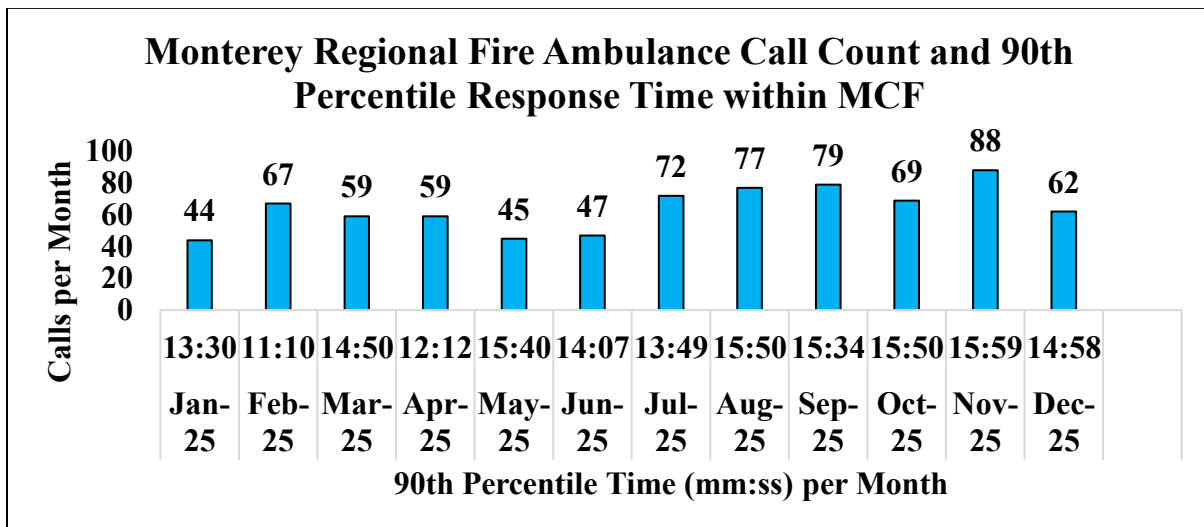


Monterey Regional Fire Ambulance January-December 2025:

Monterey Regional Fire Ambulance responded to 1,145 calls, with an average 90th percentile time of 17 minutes and 04 seconds for approximately 95 calls per month.



Monterey Regional Fire Ambulance responded to 768 calls within their CAD-designated Response Area (MCF), with an average 90th percentile time of 14 minutes and 64 seconds for approximately 64 calls per month.



Monterey County Regional Fire Ambulance responded to 377 mutual aid calls outside of MCF, with an average 90th percentile time of 23 minutes and 02 seconds for approximately 31 calls per month.

