County of Santa Clara
Emergency Medical Services Agency

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2014

EMERGENCY MEDICAL SERVICES PLAN UPDATE

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Executive Summary

The Santa Clara County EMS System continued to make progress toward several long term goals. The EMS Agency with the collaboration of system stakeholders, focused efforts on providing public and stakeholder awareness education; studying hospital diversion and ambulance wait times; and implementation of several new EMS policies and plans. The following accomplishments occurred in 2014:

Public Education

Through coordinated social media and traditional outreach methods, promoted monthly public education campaigns related to emergency medical services. These monthly campaigns included "Medical Alerts;" "Santa Clara County Emergency Alert System (AlertSCC);" "Pool Safety;" "Stroke Awareness;" "Preventing Snake Bites;" and "Pull to the Right for Sirens & Lights."

The County EMS Agency created and released four videos as educational resources for those who live, work and played in Santa Clara County. Each video provided insight into the 911 Emergency Medical Services System and featured some of the equipment used by the EMS professionals in the County's EMS System. Video released in 2014 include:

- "The Santa Clara County EMS System Overview"
  This video provided a summary of the services provided in the County's EMS System.

- "An Inside Look: Santa Clara County 911 Ambulances"
  This video provided an orientation to the capabilities and equipment contained within the County's 911 Ambulances.

- "Santa Clara County EMS Radio System & Communications Procedures"
  This video provided guidance for the use of the County's EMS Communication System.

- "Santa Clara County Multiple Patient Management Plan"
  This video provided an overview of how to implement the County's Multiple Patient Management Plan during mass casualty incidents.

Social Media

The EMS Agency actively used social media to promote and distribute information about EMS events. On the EMS Agency's Facebook page and Twitter feed, visitors were provided information about monthly educational campaigns and training announcements; recognition of EMS providers; and information about EMS meetings and forums.

Hospital Diversion and Delay of Ambulances at Hospital Emergency Departments

The EMS Agency, collaborating with local hospitals, the County Communications Department, and the County EOA emergency ambulance provider, hosted a Lean Six Sigma Black Belt Course to provide advanced statistical process control training to EMS System stakeholders and to statistically evaluate the root causes of extended wall times in Santa Clara County. The study shows the importance of understanding, defining and measuring the problem, before solving the problem. This study was a good example of the EMS System emerging as a learning and quality-focused meta-organization.

Policy Development and Implementation

The County EMS Agency developed and implemented several new policies related to the expansion the EMS System's electronic patient care record system. Additionally, one operational policy to enhance responder safety was activated.

- "Peripheral and Supplementary Data Integration"
  The purpose of this policy is to identify supplementary data sources and describe the minimum requirements for utilization, integration, and transmittal of that data to and from County Data Systems.

- "Patient Care Report Forms and Templates"
  The purpose of this policy is to identify the various County approved forms and templates for Patient Care Reports.

- "Accepted Methods of Payment"
  The purpose of this policy is to identify the methods of payment that are accepted by the Santa Clara County Emergency Medical Services Agency.

- "EMS Life Safety Procedures"
  The purpose of this policy is to identify and implement procedures to ensure the safety and protection of emergency medical services responders.

SYSTEM ASSESSMENT FORMS

1.03 PUBLIC INPUT

MINIMUM STANDARDS:

Each local EMS agency shall have a mechanism (including EMCCs and other sources) to seek and obtain appropriate consumer and health care provider input regarding the development of plans, policies and procedures, as described in the State EMS Authority's EMS Systems Standards and Guidelines.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Meets Minimum Standard

NEED(S):

OBJECTIVE:

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

1.04 MEDICAL DIRECTOR

MINIMUM STANDARDS:

Each local EMS agency shall appoint a medical director who is a licensed physician who has substantial experience in the practice of emergency medicine.

RECOMMENDED GUIDELINES:

The local EMS agency medical director should have administrative experience in emergency medical services systems.

Each local EMS agency medical director should establish clinical specialty advisory groups composed of physicians with appropriate specialties and non-physician providers (including nurses and pre-hospital providers), and/or should appoint medical consultants with expertise in trauma care, pediatrics, and other areas, as needed.

CURRENT STATUS:

The EMS Agency has a well qualified .5 FTE medical director on contract. During 2015, the EMS Agency wants to increase EMS Medical Director coverage to 1.0 FTE and support the medical director by instituting a specialty-physician based medical advisory committee, as identified in the 2013 EMS System Strategic Plan. The EMS Medical Director is supported by a series of advisory groups that include EMT's, paramedics, physicians, and specialists in the area of trauma, stroke, and cardiac care; pediatrics, disaster medicine, and public health.

NEED(S):

OBJECTIVE:

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

1.18 QA/QI

MINIMUM STANDARDS:

Each local EMS agency shall establish a quality assurance/quality improvement (QA/QI) program. This may include use of provider-based programs which are approved by the local EMS agency and which are coordinated with other system participants.

RECOMMENDED GUIDELINES:

Pre-hospital care providers should be encouraged to establish in-house procedures, which identify methods of improving the quality of care provided.

CURRENT STATUS:

Santa Clara County EMS Agency has a system wide QI program that is approved by the EMS Authority. The agencies uses several benchmarks to provide assurance in the quality of care provided and system indicators identified for improvement strategies. In addition, the provider agencies have internal QI programs which have been approved by the EMS Agency. Included in the QA/QI process is the Unusual Occurrence Report (UOR), which enables the providers and other EMS System participants to report incidents to the EMS Agency directly. The EMS Agency has developed a process for review and follow-up on reported incidents and works collaboratively with the identified provider agency to investigate these cases. The EMS Agency Medical Director, Specialty Programs Nurse Manager and QI manager review the QI documents submitted by the provider agency and work collaboratively with system participants to develop an action plan focused on improving the system. The QA/QI process drives the development of the policies and protocols for the EMS System.

NEED(S):

SCC EMS Agency EQIP program is currently being reviewed an updated to match current processes with our new data system.

OBJECTIVE:

1. Follow the QA/QI plan for SCC based on the EQIP requirements
2. Assess the current prehospital practice modalities to develop QI Indicators which will measure current practice and identify opportunities for improvement in prehospital care or EMS System design.
3. Continue to work with the Prehospital Audit Committee (PAC) to include multi-disciplinary representation from the EMS System participants, to review prehospital care and establish “best practices” for the SCC prehospital system.
4. Identify and implement educational opportunities for prehospital personnel based on the outcome of the QA/QI process.

TIME FRAME FOR MEETING OBJECTIVE:

☒ Short-Range Plan (one year or less)
☐ Long-Range Plan (more than one year)

1.26 TRAUMA SYSTEM PLAN

MINIMUM STANDARDS:

The local EMS agency shall develop a trauma care system plan, based on community needs and utilization of appropriate resources, which determines:

the optimal system design for trauma care in the EMS area, and
the process for assigning roles to system participants, including a process which allows all eligible facilities to apply.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Santa Clara County (SCC) has a mature trauma system that has been in place since 1986. The SCC trauma system plan has been approved by the EMS Authority and updates continue on an annual basis. The system has three designated trauma centers:

- Stanford Health Care
  Level I adult and pediatric trauma center

- Santa Clara Valley Medical Center
  Level I adult and a level II pediatric trauma/burn center

- Regional Medical Center
  Level II adult trauma center

NEED(S):

Continue the development of a regional trauma system plan which is based on an optimal utilization of resources. Maintain participation in quality improvement committees by the adjacent counties.

OBJECTIVE:

1. Identify the optimal design of the trauma system based on local and regional needs.
2. Identify opportunities for improvement through local and regional collaboration.
3. Maintain a safe and effective regional trauma system, with a focus on appropriate utilization of resources.
4. Continue active participation on the Bay Area Regional Trauma Care Committee.

TIME FRAME FOR MEETING OBJECTIVE:

☐ Short-Range Plan (one year or less)
☐ Long-Range Plan (more than one year)

2.10 ADVANCED LIFE SUPPORT

MINIMUM STANDARDS:

All emergency department physicians and registered nurses that provide direct emergency patient care shall be trained in advanced life support.

RECOMMENDED GUIDELINES:

All emergency department physicians should be certified by the American Board of Emergency Medicine.

CURRENT STATUS:

The hospitals maintain a requirement that all physicians and registered nurses who provide direct emergency patient care are trained in advanced life support. The majority of the emergency department physicians are board certified in emergency medicine.

NEED(S):

Ensure training in ALS for emergency department physicians and nurses who provide emergency patient care. Review and evaluate hospital requirements for education/certification standards as they pertain to ED personnel. Board certification of all practicing ED physicians is not an identified regulatory requirement unless the facility is a designated specialty care center. Therefore, the requirements of this standard are interpreted as "should" and there is no need to ensure board certification of ED physicians outside of the designated specialty care facilities. The recommendation for board certification needs to be included in all receiving facility agreements, but will not be a measure that precludes any facility.

OBJECTIVE:

Continue to adhere with agreements as written with receiving facilities.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

5.02 TRIAGE & TRANSFER PROTOCOLS

MINIMUM STANDARDS:

The local EMS agency shall establish pre-hospital triage protocols and shall assist hospitals with the establishment of transfer protocols and agreements.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Prehospital triage criteria policies have been developed and a trauma triage protocol is currently in use. These polices closely match the CDC and ACS recommendations. Current transfer agreements are in place at the designated trauma centers with specialty centers (burn, spinal cord, pediatrics, rehab and cardiopulmonary bypass).

COORDINATION WITH OTHER EMS AGENCIES:

SCC Trauma Centers currently accept patients transferred from outlying counties. Coordinating with EMS Agencies outside of the surrounding counties is a challenge when trauma patients are being transferred long distances due to lack of available resources in closer proximity. The development of inter county transfer agreements has been identified and letters of agreements with adjacent counties are currently in place.

NEED(S):

Work with CA EMSA to identify the statewide needs for increased resources for trauma patients being transferred long distances to SCC trauma centers. Regional needs assessments should occur on a statewide level to ensure optimal trauma patient care and decrease the potential negative impacts to trauma systems, centers and patients when care is not available locally.

OBJECTIVE:

1. Review and implement changes to the existing prehospital trauma triage and transfer protocols as appropriate.
2. Identify and assist in the revision of trauma triage criteria currently used in the surrounding counties, for determination of transport to the SCC trauma centers.
3. Participate in the development and implementation of a statewide trauma system utilizing the regional approach.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

5.03 TRANSFER GUIDELINES

MINIMUM STANDARDS:

The local EMS agency, with participation of acute care hospital administrators, physicians, and nurses, shall establish guidelines to identify patients who should be considered for transfer to facilities of higher capability and shall work with acute care hospitals to establish transfer agreements with such facilities.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Transfer agreements are in place at the designated trauma centers with specialty centers (burn, spinal cord, pediatrics, rehab and cardiopulmonary bypass).
The SCC EMS Agency staff continues to evaluate the need for transfer agreements based on the identification of facilities that have been designated as specialty care centers (i.e. comprehensive stroke centers). The stroke system is evaluating and identifying different levels of care that can be provided at individual stroke centers and will base the need and criteria through the Stroke Advisory Committee process.

COORDINATION WITH OTHER EMS AGENCIES:

The trauma center monthly activity report includes the County of origin for the trauma population that utilized the resources of the SCC trauma centers. This report is provided to the TCSQIC representatives from the regional LEMSA's. Santa Cruz, Monterey and San Benito Counties have been very proactive in evaluating the inter-facility trauma transfer population, in collaboration with SCC.

NEED(S):

Develop formal agreements with all hospitals, identifying and detailing level of care capabilities. Facilitate in the development of transfer guidelines for trauma and other specialty care patient populations, which could be used as decision making tools by the emergency department physician in determining an appropriate disposition for EMS patients requiring specialty care.

OBJECTIVE:

1. Develop transfer criteria, protocols and guidelines for trauma and other specialty patient populations.
2. Continue to evaluate inter-facility transfers through established quality improvement committees.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☒ Long-Range Plan (more than one year)

5.08 TRAUMA SYSTEM DESIGN

MINIMUM STANDARDS:

Local EMS agencies that develop trauma care systems shall determine the optimal system (based on community need and available resources) including, but not limited to:

the number and level of trauma centers (including the use of trauma centers in other counties),
the design of catchment areas (including areas in other counties, as appropriate), with consideration of workload and patient mix,
identification of patients who should be triaged or transferred to a designated center, including consideration of patients who should be triaged to other specialty care centers,
the role of non-trauma center hospitals, including those that are outside of the primary triage area of the trauma center, and
a plan for monitoring and evaluation of the system.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Santa Clara County's diverse population base has increased by 20% since the original Trauma Plan was ratified twenty years ago. Greater than ninety-five percent (95%) of the 1.8 million residents live in the San Jose metropolitan area at the north end of the Santa Clara Valley, which includes San Jose and eleven other incorporated cities. Two incorporated cities in the southern portion of the county are home to most of the remaining residents. Economic conditions vary widely throughout the county according to trends in technology industries, time of year and the transient population. Primary employers are technology, agriculture, manufacturing and service-related companies. Most of the major industry is located in the northern metropolitan area of the county.

The trauma system secondary catchment area extends beyond the borders of Santa Clara County into the neighboring counties of San Mateo, Santa Cruz, Monterey, and San Benito. This secondary catchment area population totals 1 million, which brings the extended regional catchment area population base to 2.8 million. The San Mateo County Trauma System Plan includes Stanford Medical Center as a receiving trauma center. Trauma patient ground and air transports in the southern portion of San Mateo County are directed by San Mateo County field triage criteria to Stanford's Level I Trauma Center in north Santa Clara County. Additionally, all trauma air transports from Northern San Mateo County are directed to Stanford. The ability of the SCC trauma system to provide trauma services to adjoining counties has been successful due to the regional trauma system approach and the collaboration of all LEMSA's involved. Santa Clara County developed and implemented trauma center catchment areas in 2005, with no identified changes required since that time. Two trauma centers (Level I & II) are located in the metropolitan area of San Jose and receive the majority of trauma patients from the central and the southern portion of Santa Clara County, as well as receiving transfers from surrounding counties. Injured patients in the northern area of the County are transported to the Level I trauma center located in the northwestern portion of the County, which also treats major trauma victims from the southern portion of San Mateo County, northern portion of Santa Cruz and counties throughout CA.

NEED(S):

Ensure the availability of specialized trauma services to the critically injured patient.
Work with CA EMSA to identify regional trauma system issues. Currently this would include long transports of trauma patients from trauma systems within CA that are unable to consistently serve their identified trauma system patient population.

OBJECTIVE:

1. Maintain and refine a regional trauma system that safely and effectively serves patients with critical injuries.
2. Actively participate in the CA EMSA Trauma System Regionalization process.

TIME FRAME FOR MEETING OBJECTIVE:

☐ Short-Range Plan (one year or less)
☐ Long-Range Plan (more than one year)

5.12 PUBLIC INPUT

MINIMUM STANDARDS:

In planning its pediatric emergency medical and critical care system, the local EMS agency shall ensure input from both pre-hospital and hospital providers and consumers.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

The planning process for Santa Clara County's EMSC system included a multi-disciplinary task force with members from hospitals, trauma centers, PICN, National EMSC Resource Alliance, consumers, pre-hospital and interfacility transport agencies. Currently, this is not an active task force but will be reinstated as the new regulation come into effect. Pediatric quality indicators and benchmarks are evaluated through the various QI committees.

NEED(S):

Continue EMS stakeholder input and evaluation of the pediatric emergency medical and critical care system development and implementation.

OBJECTIVE:

Ensure continued stakeholder input and evaluation of the pediatric emergency medical and critical care system development and implementation.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

6.03 PREHOSPITAL CARE AUDITS

MINIMUM STANDARDS:

Audits of pre-hospital care, including both system response and clinical aspects, shall be conducted.

RECOMMENDED GUIDELINES:

The local EMS agency should have a mechanism to link pre-hospital records with dispatch, emergency department, in-patient and discharge records.

CURRENT STATUS:

Operational and clinical audits of prehospital care routinely occur through various methods. These include response reports, system analysis, and quality review programs. The current data project addresses the links identified in this standard. SCC will maintain a comprehensive data hub that collects data from dispatch, first responders, transport agencies and hospital. The data will be used in multiple forums as a tool to perform audits, research, system design, performance improvement and patient safety.

NEEDS:

The Comprehensive EMS Patient Care Data System is almost complete having met all initial objectives contained with the data system assessment. Additional features are in the process of being developed and implemented.

OBJECTIVE:

1. Link all PSAP dispatch data with the central EMS patient care data server.
2. Link hospital discharge data to the EMS patient care data server.

TIME FRAME FOR MEETING OBJECTIVE:

- ☒ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

6.05 DATA MANAGEMENT SYSTEM

MINIMUM STANDARDS:

The local EMS agency shall establish a data management system that supports its system-wide planning and evaluation (including identification of high risk patient groups) and the QA/QI audit of the care provided to specific patients. It shall be based on state standards.

RECOMMENDED GUIDELINES:

The local EMS agency should establish an integrated data management system which includes system response and clinical (both pre-hospital and hospital) data.

The local EMS agency should use patient registries, tracer studies, and other monitoring systems to evaluate patient care at all stages of the system.

CURRENT STATUS:

The EMS Agency is in the process of establishing a comprehensive EMS data management system.
In 2007, SCC EMS agency began the process to obtain the services of a consultant who could assist us to develop a centralized, inclusive EMS data base. An EMS Data Steering Committee was formed to facilitate a written RFP for the consultant. The steering committee consisted of representatives from the Fire Service, the transport provider agency, the private transport provider agencies, the dispatching centers (County Communications, and PSAPS), the EMS Agency operations section, and SCC PHS IS staff.
The majority of the Comprehensive EMS Patient Care Data System components were operational in 2014. This included all fire departments/first responders, private ambulance services, and the County Service Area EOA provider use of a central data repository. Enhancements such as hospital discharge integration, patient side electronic data capture, automated alerting/reporting, etc. are expected to be complete by the end of calendar year 2015.

COORDINATION WITH OTHER EMS AGENCIES:

The Data System complies with NEMSIS Gold standards.

NEEDS:

As the data system is activated and all aspects are integrated, the need for continuing policy development will be a priority.

OBJECTIVE:

Develop a data system, which supports system wide planning and evaluation, which is based on state and federal standards.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

6.09 ALS AUDIT

MINIMUM STANDARDS:

The process used to audit treatment provided by advanced life support providers shall evaluate both base hospital (or alternative base station) and pre-hospital activities.

RECOMMENDED GUIDELINES:

The local EMS agency's integrated data management system should include pre-hospital, base hospital, and receiving hospital data.

CURRENT STATUS:

Current process evaluates base hospital and prehospital activities. The EMS System Strategic Plan forms workgroups which will develop improved evaluation methodologies, structures, and processes.

NEED(S):

A system wide process is needed to provide feedback to prehospital care personnel on patient outcomes. Continue the system wide EQIP process that meets system needs and State guidelines. Currently, advanced life support treatment is evaluated through various quality improvement programs. The current Base Hospital Physician Liaison is an active member of all of the quality management committees (Prehospital, Stroke, STEMI and Trauma). This physician also sits on the EMS Agency's internal clinical quality section meeting.

OBJECTIVE:

1. Identify and implement a system wide process to provide feedback to prehospital care personnel on patient outcomes.
2. Continue to follow the EQIP plan and processes.

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

7.04 FIRST AID & CPR TRAINING

MINIMUM STANDARDS:

The local EMS agency shall promote the availability of first aid and CPR training for the general public.

RECOMMENDED GUIDELINES:

The local EMS agency should adopt a goal for training of an appropriate percentage of the general public in first aid and CPR. A higher percentage should be achieved in high risk groups.

CURRENT STATUS:

Meets Minimum Standard

NEED(S):

OBJECTIVE:

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

8.01 DISASTER MEDICAL PLANNING

MINIMUM STANDARDS:

In coordination with the local office of emergency services (OES), the local EMS agency shall participate in the development of medical response plans for catastrophic disasters, including those involving toxic substances.

RECOMMENDED GUIDELINES:

None.

CURRENT STATUS:

Meets Minimum Standard

COORDINATION WITH OTHER EMS AGENCIES:

Disaster planning is coordinated with the Region II Disaster Medical Health Coordinator.

NEED(S):

OBJECTIVE:

TIME FRAME FOR MEETING OBJECTIVE:

- ☐ Short-Range Plan (one year or less)
- ☐ Long-Range Plan (more than one year)

Standard	EMSA Requirement	Meets Minimum Req.	Short Range OR Long Range (more than one year)	Progress	Objective
1.18	Each local EMS agency shall establish a quality assurance/quality improvement (QA/QI) program. This may include use of provider-based programs which are approved by the local EMS agency and which are coordinated with other system participants.	X	Long Range	The EMS Agency has developed a process for review and follow-up on reported incidents and works collaboratively with the identified provider agency to investigate these cases. The EMS Agency Medical Director, Specialty Programs Nurse Manager and QI manager review the QI documents submitted by the provider agency and work collaboratively with system participants to develop an action plan focused on improving the system. The QA/QI process drives the development of the policies and protocols for the EMS System.	1. Follow the QA/QI plan for SCC based on the EQIP requirements 2. Assess the current prehospital practice modalities to develop QI Indicators which will measure current practice and identify opportunities for improvement in prehospital care or EMS System design. 3. Continue to work with the Prehospital Audit Committee (PAC) to include multi-disciplinary representation from the EMS System participants, to review prehospital care and establish "best practices" for the SCC prehospital system. 4. Identify and implement educational opportunities for prehospital personnel based on the outcome of the QA/QI process.
6.05	The local EMS agency shall establish a data management system that supports its system-wide planning and evaluation (including identification of high risk patient groups) and the QA/QI audit of the care provided to specific patients. It shall be based on state standards.	X	Long Range	The majority of the Comprehensive EMS Patient Care Data System components were operational in 2014. This included all fire departments/first responders, private ambulance services, and the County Service Area EOA provider use of a central data repository. Enhancements such as hospital discharge integration, patient side electronic data capture, automated alerting/reporting, etc. are expected to be complete by the end of calendar year 2015.	Develop a data system, which supports system wide planning and evaluation, which is based on state and federal standards.

TABLE 1: MINIMUM STANDARDS/RECOMMENDED GUIDELINES

A. SYSTEM ORGANIZATION AND MANAGEMENT

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Agency Administration:					
1.01 LEMSA Structure		√	N/A		
1.02 LEMSA Mission		√	N/A		
1.03 Public Input		√	N/A		
1.04 Medical Director		√	√		
Planning Activities:					
1.05 System Plan		√	N/A		
1.06 Annual Plan Update		√	N/A		
1.07 Trauma Planning		√	√		
1.08 ALS Planning		√	N/A		
1.09 Inventory of Resources		√	N/A		
1.10 Special Populations		√			
1.11 System Participants		√	√		
Regulatory Activities:					
1.12 Review & Monitoring		√	N/A		
1.13 Coordination		√	N/A		
1.14 Policy & Procedures Manual		√	N/A		
1.15 Compliance w/Policies		√	N/A		
System Finances:					
1.16 Funding Mechanism		√	N/A		
Medical Direction:					
1.17 Medical Direction		√	N/A		
1.18 QA/QI		√		√	
1.19 Policies, Procedures, Protocols		√	√		

SYSTEM ORGANIZATION AND MANAGEMENT (continued)

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
1.20 DNR Policy		√	N/A		
1.21 Determination of Death		√	N/A		
1.22 Reporting of Abuse		√	N/A		
1.23 Interfacility Transfer		√	N/A		
Enhanced Level: Advanced Life Support					
1.24 ALS Systems		√	√		
1.25 On-Line Medical Direction		√	√		
Enhanced Level: Trauma Care System:					
1.26 Trauma System Plan		√	N/A		
Enhanced Level: Pediatric Emergency Medical and Critical Care System:					
1.27 Pediatric System Plan		√	N/A		
Enhanced Level: Exclusive Operating Areas:					
1.28 EOA Plan		√	N/A		

B. STAFFING/TRAINING

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Local EMS Agency:					
2.01 Assessment of Needs		√	N/A		
2.02 Approval of Training		√	N/A		
2.03 Personnel		√	N/A		
Dispatchers:					
2.04 Dispatch Training		√			
First Responders (non-transporting):					
2.05 First Responder Training		√	√		
2.06 Response		√	N/A		
2.07 Medical Control		√	N/A		
Transporting Personnel:					
2.08 EMT-I Training		√	√		
Hospital:					
2.09 CPR Training		√	N/A		
2.10 Advanced Life Support		√			
Enhanced Level: Advanced Life Support:					
2.11 Accreditation Process		√	N/A		
2.12 Early Defibrillation		√	N/A		
2.13 Base Hospital Personnel		√	N/A		

C. COMMUNICATIONS

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Communications Equipment:					
3.01 Communication Plan		√	√		
3.02 Radios		√	√		
3.03 Interfacility Transfer		√	N/A		
3.04 Dispatch Center		√	N/A		
3.05 Hospitals		√	√		
3.06 MCI/Disasters		√	N/A		
Public Access:					
3.07 9-1-1 Planning/ Coordination		√	√		
3.08 9-1-1 Public Education		√	N/A		
Resource Management:					
3.09 Dispatch Triage		√	√		
3.10 Integrated Dispatch		√	√		

D. RESPONSE/TRANSPORTATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
4.01 Service Area Boundaries		√	√		
4.02 Monitoring		√	√		
4.03 Classifying Medical Requests		√	N/A		
4.04 Prescheduled Responses		√	N/A		
4.05 Response Time		√	√		
4.06 Staffing		√	N/A		
4.07 First Responder Agencies		√	N/A		
4.08 Medical & Rescue Aircraft		√	N/A		
4.09 Air Dispatch Center		√	N/A		
4.10 Aircraft Availability		√	N/A		
4.11 Specialty Vehicles		√			
4.12 Disaster Response		√	N/A		
4.13 Intercounty Response*		√	√		
4.14 Incident Command System		√	N/A		
4.15 MCI Plans		√	N/A		
Enhanced Level: Advanced Life Support:					
4.16 ALS Staffing		√	√		
4.17 ALS Equipment		√	N/A		
Enhanced Level: Ambulance Regulation:					
4.18 Compliance		√	N/A		
Enhanced Level: Exclusive Operating Permits:					
4.19 Transportation Plan		√	N/A		
4.20 “Grandfathering”		√	N/A		
4.21 Compliance		√	N/A		
4.22 Evaluation		√	N/A		

E. FACILITIES/CRITICAL CARE

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
5.01 Assessment of Capabilities		√			
5.02 Triage & Transfer Protocols		√	N/A		
5.03 Transfer Guidelines		√	N/A		√
5.04 Specialty Care Facilities		√	N/A		
5.05 Mass Casualty Management		√	√		
5.06 Hospital Evacuation		√	N/A		
Enhanced Level: Advanced Life Support:					
5.07 Base Hospital Designation		√	N/A		
Enhanced Level: Trauma Care System:					
5.08 Trauma System Design		√	N/A		
5.09 Public Input		√	N/A		
Enhanced Level: Pediatric Emergency Medical and Critical Care System:					
5.10 Pediatric System Design		√	N/A		
5.11 Emergency Departments		√	√		
5.12 Public Input		√	N/A		
Enhanced Level: Other Specialty Care Systems:					
5.13 Specialty System Design		√	N/A		
5.14 Public Input		√	N/A		

F. DATA COLLECTION/SYSTEM EVALUATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
6.01 QA/QI Program		√			
6.02 Prehospital Records		√	N/A		
6.03 Prehospital Care Audits		√		√	
6.04 Medical Dispatch		√	N/A		
6.05 Data Management System		√			
6.06 System Design Evaluation		√	N/A		
6.07 Provider Participation		√	N/A		
6.08 Reporting		√	N/A		
Enhanced Level: Advanced Life Support:					
6.09 ALS Audit		√			
Enhanced Level: Trauma Care System:					
6.10 Trauma System Evaluation		√	N/A		
6.11 Trauma Center Data		√			

G. PUBLIC INFORMATION AND EDUCATION

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
7.01 Public Information Materials		√	√		
7.02 Injury Control		√	√		
7.03 Disaster Preparedness		√	√		
7.04 First Aid & CPR Training		√			

H. DISASTER MEDICAL RESPONSE

	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Universal Level:					
8.01 Disaster Medical Planning		√	N/A		
8.02 Response Plans		√	√		
8.03 HazMat Training		√	N/A		
8.04 Incident Command System		√	√		
8.05 Distribution of Casualties		√			
8.06 Needs Assessment		√	√		
8.07 Disaster Communications		√	N/A		
8.08 Inventory of Resources		√	√		
8.09 DMAT Teams		√	√		
8.10 Mutual Aid Agreements		√	N/A		
8.11 CCP Designation		√	N/A		
8.12 Establishment of CCPs		√	N/A		
8.13 Disaster Medical Training		√	√		
8.14 Hospital Plans		√	√		
8.15 Interhospital Communications		√	N/A		
8.16 Prehospital Agency Plans		√	√		
Enhanced Level: Advanced Life Support:					
8.17 ALS Policies		√	N/A		
Enhanced Level: Specialty Care Systems:					
8.18 Specialty Center Roles		√	N/A		
Enhanced Level: Exclusive Operating Areas/Ambulance Regulations:					
8.19 Waiving Exclusivity		√	N/A		

TABLE 2: SYSTEM ORGANIZATION AND MANAGEMENT

System Organization and Management

Reporting Year: CY 2014

NOTE: Number (1) below is to be completed for each county. The balance of Table 2 refers to each agency.

1. Percentage of population served by each level of care by county:
(Identify for the maximum level of service offered; the total of a, b, and c should equal 100%.)

County: Santa Clara County

A.	Basic Life Support (BLS)	0 %
B.	Limited Advanced Life Support (LALS)	0 %
C.	Advanced Life Support (ALS)	100 %

2. Type of agency
   - **a) Public Health Department**
   - b) County Health Services Agency
   - c) Other (non-health) County Department
   - d) Joint Powers Agency
   - e) Private Non-Profit Entity
   - f) Other: _____

3. The person responsible for day-to-day activities of the EMS agency reports to
   - a) Public Health Officer
   - **b) Health Services Agency Director/Administrator**
   - c) Board of Directors
   - d) Other: _____

4. Indicate the non-required functions which are performed by the agency:

Implementation of exclusive operating areas (ambulance franchising)	x
Designation of trauma centers/trauma care system planning	x
Designation/approval of pediatric facilities	x
Designation of other critical care centers	x
Development of transfer agreements	
Enforcement of local ambulance ordinance	x
Enforcement of ambulance service contracts	x
Operation of ambulance service	

Continuing education	x
Personnel training	x
Operation of oversight of EMS dispatch center	x
Non-medical disaster planning	
Administration of critical incident stress debriefing team (CISD)	
Administration of disaster medical assistance team (DMAT)	
Administration of EMS Fund [Senate Bill (SB) 12/612]	x

Other: _____

Other: _____

Other: _____

5. **EXPENSES** (FY 2014)

Salaries and benefits (All but contract personnel)	$	2,299,358
Contract Services (e.g. medical director)		275,000
Operations (e.g. copying, postage, facilities)		262,142
Travel		10,000
Fixed assets		25,000
Indirect expenses (overhead)		178,000
Ambulance subsidy		N/A
EMS Fund payments to physicians/hospital		N/A
Dispatch center operations (non-staff)		N/A
Training program operations		N/A
Other: _____		0
Other: _____		0
Other: _____		0
TOTAL EXPENSES	$	3,049,500

6. SOURCES OF REVENUE

Special project grant(s) [from EMSA]		
Preventive Health and Health Services (PHHS) Block Grant	$	0
Office of Traffic Safety (OTS)		0
State general fund		0
County general fund		23,000
Other local tax funds (e.g., EMS district)		0
County contracts (e.g. multi-county agencies)		0
Certification fees		105,000
Training program approval fees		8,500
Training program tuition/Average daily attendance funds (ADA)		0
Job Training Partnership ACT (JTPA) funds/other payments		0
Base hospital application fees		0
Trauma center application fees		0
Trauma center designation fees		300,000
Pediatric facility approval fees		0
Pediatric facility designation fees		0
Other critical care center application fees		
Type: Stroke Center Designation		80,000
Type: 911 Receiving Hospital Designation		100,000
Type: ST Elevation Myocardial Infarction (STEMI) Designation		90,000
Ambulance service/vehicle fees		323,000
Contributions		0
EMS Fund (SB 12/612)		443,000
Other grants: _____		0
Other fees: Ambulance Franchise Fee		1,577,000
TOTAL REVENUE	$	3,049,500

TOTAL REVENUE SHOULD EQUAL TOTAL EXPENSES.
IF THEY DON'T, PLEASE EXPLAIN.

7. Fee structure

_____ We do not charge any fees

__x__ Our fee structure is:

First responder certification	$ N/A
EMS dispatcher certification	N/A
EMT-I certification	50
EMT-I recertification	50
EMT-defibrillation certification	N/A
EMT-defibrillation recertification	N/A
EMT-II certification	N/A
EMT-II recertification	N/A
EMT-P accreditation	150
Mobile Intensive Care Nurse/	
Authorized Registered Nurse (MICN/ARN) certification	N/A
MICN/ARN recertification	N/A
EMT-I training program approval	1,000
EMT-II training program approval	N/A
EMT-P training program approval	5,000
MICN/ARN training program approval	N/A
Base hospital application	N/A
Base hospital designation	N/A
Trauma center application	N/A
Trauma center designation	100,000
Pediatric facility approval	N/A
Pediatric facility designation	N/A
Other critical care center application	
Type: Stroke Center Designation	10,000
Type: 911 Paramedic Receving Center Designation	10,000
Type: ST Elevation Myocardial Infarction (STEMI) Designation	10,000
Ambulance service license	
Basic Life Support	$ 5,500
Advanced Life Support/Critical Care Transport	6,000
Air Ambulance	8,000
Ambulance vehicle permits	950

CATEGORY	ACTUAL TITLE	FTE POSITIONS (EMS ONLY)	TOP SALARY BY HOURLY EQUIVALENT	BENEFITS (%of Salary)	COMMENTS
EMS Admin./Coord./Director	EMS Director	1.0	$73.33	45%	
Asst. Admin./Admin. Asst./Admin. Mgr.	Senior EMS Specialist	1.0	$62.01	45%	
ALS Coord./Field Coord./ Training Coordinator	EMS Specialist	2.0	$57.66	45%	
Program Coordinator/ Field Liaison (Non-clinical)	EMS Specialist	2.0	$57.66	45%	
Trauma Coordinator	Specialty Programs Nurse Coordinator	1.0	$70.98	45%	
Medical Director	EMS Medical Director	0.5	$120.00	No benefits	PERS only
Other MD/Medical Consult/ Training Medical Director					
Disaster Medical Planner	EMS Specialist	1.0	$57.66	45%	

Include an organizational chart of the local EMS agency and a county organization chart(s) indicating how the LEMSA fits within the county/multi-county structure.

CATEGORY	ACTUAL TITLE	FTE POSITIONS (EMS ONLY)	TOP SALARY BY HOURLY EQUIVALENT	BENEFITS (%of Salary)	COMMENTS
Dispatch Supervisor					
Medical Planner	EMS Specialist	1.0	$57.66	45%	
Data Evaluator/Analyst	Epidimiologist II	1.0	$42.94	45%	
QA/QI Coordinator	EMS Specialist	1.0	$57.66	45%	
Public Info. & Education Coordinator	EMS Specialist	1.0	$57.66	45%	
Executive Secretary	Executive Assistant	1.0	$30.49	45%	
Other Clerical	Administrative Assistant	1.0	$28.15	45%	
Data Entry Clerk	Office Specialist III	1.0	$24.82	45%	
Other – Financial Analyst	Senior Management Analyst	1.0	$52.82	45%	

Include an organizational chart of the local EMS agency and a county organization chart(s) indicating how the LEMSA fits within the county/multi-county structure.

TABLE 3: STAFFING/TRAINING

Reporting Year: 2014

	EMT - Is	EMT - IIs	EMT - Ps	MICN
Total Certified	2852	0		22
Number newly certified this year	454	0		2
Number recertified this year	1028	0		0
Total number of accredited personnel on July 1 of the reporting year			788	24
Number of certification reviews resulting in:				
a) formal investigations	131			0
b) probation	81		0	0
c) suspensions	0		0	0
d) revocations	4			0
e) denials	0			0
f) denials of renewal	0			0
g) no action taken	7		0	0

1. Early defibrillation:
   a) Number of EMT-I (defib) authorized to use AEDs 2852
   b) Number of public safety (defib) certified (non-EMT-I) 0

2. Do you have an EMR training program X yes ☐ no

**Santa Clara County currently has 2 approved EMR Training Programs, but the Santa Clara County EMS Agency does not offer EMR certification.*

TABLE 4: SYSTEM RESOURCES AND OPERATIONS - Communications

Note: Table 4 is to be answered for each county.

County: Santa Clara County

Reporting Year: 2014

1. Number of primary Public Service Answering Points (PSAPs) — 13
2. Number of secondary PSAPs — 3
3. Number of dispatch centers directly dispatching ambulances — [2] Emergency [9] Non-Emergency
4. Number of EMS dispatch agencies utilizing EMD guidelines — 5
5. Number of designated dispatch centers for EMS Aircraft — 2
6. Who is your primary dispatch agency for day-to-day emergencies? — Santa Clara Co. Communications
7. Who is your primary dispatch agency for a disaster? — Santa Clara Co. Communications
8. Do you have an operational area disaster communication system? — ☒ Yes ☐ No

   a. Radio primary frequency

Receive	PL	Transmit	PL
856.4375	192.8	811.4375	94.8

   b. Other methods (interoperable frequency) — ☒ Yes ☐ No

Receive	PL	Transmit	PL
852.5125	156.7	807.5125	131.8

   c. Can all medical response units communicate on the same disaster communications system? — ☒ Yes ☐ No

   d. Do you participate in the Operational Area Satellite Information System (OASIS)? — ☒ Yes ☐ No

   e. Do you have a plan to utilize the Radio Amateur Civil Emergency Services (RACES) as a back-up communication system?

      1) Within the operational area? — ☒ Yes ☐ No
      2) Between operation area and the region and/or state? — ☒ Yes ☐ No

TABLE 5: SYSTEM RESOURCES AND OPERATIONS
Response/Transportation

Reporting Year: 2014

Note: Table 5 is to be reported by agency.

Early Defibrillation Providers

1. Number of EMT-Defibrillation providers 23

SYSTEM STANDARD RESPONSE TIMES (90TH PERCENTILE)

Enter the response times in the appropriate boxes:

	METRO/URBAN	SUBURBAN/ RURAL	WILDERNESS	SYSTEMWIDE
BLS and CPR capable first responder	07:59	09:59	11:59	N/A
Early defibrillation responder	07:59	09:59	11:59	N/A
Advanced life support responder	07:59	09:59	11:59	N/A
Transport Ambulance	11:59	16:59	21:59	N/A

TABLE 6: SYSTEM RESOURCES AND OPERATIONS
Facilities/Critical Care

Reporting Year: 2014

NOTE: Table 6 is to be reported by agency.

Trauma

Trauma patients:

1. Number of patients meeting trauma triage criteria	8244
2. Number of major trauma victims transported directly to a trauma center by ambulance	7466
3. Number of major trauma patients transferred to a trauma center	778
4. Number of patients meeting triage criteria who weren't treated at a trauma center	unable to determine

Emergency Departments

Total number of emergency departments	11
1. Number of referral emergency services	0
2. Number of standby emergency services	0
3. Number of basic emergency services	10
4. Number of comprehensive emergency services	1

Receiving Hospitals

1. Number of receiving hospitals with written agreements	10
2. Number of base hospitals with written agreements	1

TABLE 7: SYSTEM RESOURCES AND OPERATIONS -- Disaster Medical

Reporting Year: 2014

County: Santa Clara County

NOTE: Table 7 is to be answered for each county.

SYSTEM RESOURCES

1. Casualty Collections Points (CCP)
   a. Where are your CCPs located? Adjacent to incident locations as needed
   b. How are they staffed? Public Safety Personnel and Medical Volunteers
   c. Do you have a supply system for supporting them for 72 hours? ☒ Yes ☐ No

2. CISD
   Do you have a CISD provider with 24 hour capability? ☒ Yes ☐ No

3. Medical Response Team
   a. Do you have any team medical response capability? ☒ Yes ☐ No
   b. For each team, are they incorporated into your local response plan? ☒ Yes ☐ No
   c. Are they available for statewide response? ☒ Yes ☐ No
   d. Are they part of a formal out-of-state response system? ☐ Yes ☒ No

4. Hazardous Materials
   a. Do you have any HazMat trained medical response teams? ☒ Yes ☐ No
   b. At what HazMat level are they trained? Varies
   c. Do you have the ability to do decontamination in an emergency room? ☒ Yes ☐ No
   d. Do you have the ability to do decontamination in the field? ☒ Yes ☐ No

OPERATIONS

1. Are you using a Standardized Emergency Management System (SEMS) that incorporates a form of Incident Command System (ICS) structure? ☒ Yes ☐ No

2. What is the maximum number of local jurisdiction EOCs you will need to interact with in a disaster? 15

3. Have you tested your MCI Plan this year in a:
   a. real event? ☒ Yes ☐ No
   b. exercise? ☒ Yes ☐ No

4. List all counties with which you have a written medical mutual aid agreement.

_Santa Cruz County_____

5. Do you have formal agreements with hospitals in your operational area to participate in disaster planning and response? ☒ Yes ☐ No

6. Do you have a formal agreements with community clinics in your operational areas to participate in disaster planning and response? ☐ Yes ☒ No

7. Are you part of a multi-county EMS system for disaster response? ☐ Yes ☒ No

8. Are you a separate department or agency? ☐ Yes ☒No

9. If not, to whom do you report? **County Public Health Department**

8. If your agency is not in the Health Department, do you have a plan to coordinate public health and environmental health issues with the Health Department? ☐ Yes ☐ No

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Bayshore Ambulance **Response Zone:** Santa Clara County

Address: PO Box 4622
Foster City, CA 94404

Number of Ambulance Vehicles in Fleet: 7

Phone Number: (650) 525-3855

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 3

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❒ Public X Private	❒ Fire ❒ Law ❒ Other Explain:	❒ City ❒ County ❒ State ❒ Fire District ❒ Federal	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

836 Total number of responses
4 Number of emergency responses
822 Number of non-emergency responses

799 Total number of transports
3 Number of emergency transports
796 Number of non-emergency transports

Air Ambulance Services

____ Total number of responses
____ Number of emergency responses
____ Number of non-emergency responses

____ Total number of transports
____ Number of emergency transports
____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** California Dept. of Forestry **Response Zone:** Santa Clara County

Address: 15670 Monterey Street
Morgan Hill, CA 95037

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 779-2121

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	❒ Transport X Non-Transport X ALS X BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	❒ City X State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** CALSTAR **Response Zone:** Santa Clara County

Address: 4933 Bailey Loop
McClellan, CA 95652

Number of Ambulance Vehicles in Fleet: 2

Phone Number: (916) 921-4000

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 2

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❒ Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 X 7-Digit ❑ CCT X IFT ❒ Ground X Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❒ Public X Private	❒ Fire ❒ Law ❒ Other Explain:	❒ City ❒ County ❒ State ❒ Fire District ❒ Federal	X Rotary ❒ Fixed Wing	❒ Auxiliary Rescue X Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Air Ambulance Services

104	Total number of responses	70	Total number of transports
104	Number of emergency responses	70	Number of emergency transports
0	Number of non-emergency responses	0	Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Falck of Northern California **Response Zone:** Santa Clara County

Address: 2190 South McDowell
Petaluma, CA 94954

Number of Ambulance Vehicles in Fleet: 5

Phone Number: (800) 344-9955

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 4

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❒ Non-Transport ALS X BLS ❑ LALS 9-1-1 X 7-Digit X CCT X IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❒ Public X Private	❒ Fire ❒ Law ❒ Other Explain:	❒ City ❒ County ❒ State ❒ Fire District ❒ Federal	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

456 Total number of responses
7 Number of emergency responses
449 Number of non-emergency responses

433 Total number of transports
2 Number of emergency transports
431 Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Gilroy Fire Department **Response Zone:** Santa Clara County

Address: 7070 Chestnut Street
Gilroy, CA 95020

Number of Ambulance Vehicles in Fleet: 1

Phone Number: (408) 848-0385

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 1

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

1784	Total number of responses	9	Total number of transports
1756	Number of emergency responses	9	Number of emergency transports
28	Number of non-emergency responses	0	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Milpitas **Response Zone:** Santa Clara County

Address: 777 Main Street
Milpitas, CA 95035

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 568-2824

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	❒ Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Mountain View Fire Dept. **Response Zone:** Santa Clara County

Address: 1000 Villa Street
Mountain View, CA 94040

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (650) 903-6804

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	❒ Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** NASA Ames Fire Department **Response Zone:** Moffett Field

Address: 129th Air National Guard, Bldg 580
Moffett Field, CA 94035-1000

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (650) 604-5416

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
❑ Yes X No	❑ Yes X No	X Yes ❑ No	❑ Transport X Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT ❑ IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❑ Private	X Fire ❑ Law ❑ Other Explain:	❑ City ❒ State X Federal ❑ County ❒ Fire District	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** NORCAL Ambulance **Response Zone:** Santa Clara County

Address: 31909 Hayman Street
Hayward, CA 94544

Number of Ambulance Vehicles in Fleet: 4

Phone Number: (866) 755-3400

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 3

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

76	Total number of responses	72	Total number of transports
0	Number of emergency responses	0	Number of emergency transports
76	Number of non-emergency responses	72	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Palo Alto Fire Department **Response Zone:** Palo Alto

Address: 250 Hamilton Avenue
Palo Alto, CA 94306

Number of Ambulance Vehicles in Fleet: 4

Phone Number: (650) 329-2220

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 3

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

3829	Total number of responses	3829	Total number of transports
3721	Number of emergency responses	462	Number of emergency transports
108	Number of non-emergency responses	3367	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Pro-Transport 1 **Response Zone:** Santa Clara county

Address: 720 Portal Street
Cotati, CA 94931

Number of Ambulance Vehicles in Fleet: 21

Phone Number: (800) 650-4003

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 14

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport X ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

10265	Total number of responses	10243	Total number of transports
11	Number of emergency responses	7	Number of emergency transports
10254	Number of non-emergency responses	10236	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Reach Air Ambulance **Response Zone:** Santa Clara County

Address: 451 Aviation Blvd., Ste. 101
Santa Rosa, CA 95403

Number of Ambulance Vehicles in Fleet: 1

Phone Number: (408) 730-7133

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT ❑ Ground X Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❒ Law ❑ Other Explain:	❑ City ❒ County ❒ State ❒ Fire District ❒ Federal	X Rotary ❒ Fixed Wing	❒ Auxiliary Rescue X Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____	Total number of responses	_____	Total number of transports
_____	Number of emergency responses	_____	Number of emergency transports
_____	Number of non-emergency responses	_____	Number of non-emergency transports

Air Ambulance Services

0	Total number of responses	0	Total number of transports
0	Number of emergency responses	0	Number of emergency transports
0	Number of non-emergency responses	0	Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Royal Ambulance **Response Zone:** Santa Clara County

Address: 14676 Doolittle Drive
San Leandro, CA 94577

Number of Ambulance Vehicles in Fleet: 13

Phone Number: (510) 568-6161

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 8

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

8962	Total number of responses	8913	Total number of transports
92	Number of emergency responses	57	Number of emergency transports
8870	Number of non-emergency responses	8856	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Rural Metro- 9-1-1 **Response Zone:** Santa Clara County

Address: 1345 Vander Way
San Jose, CA 95112

Number of Ambulance Vehicles in Fleet: 55

Phone Number: (408) 645-7312

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 30

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport; X ALS ❒ BLS ❑ LALS; X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT; X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

117467	Total number of responses	76952	Total number of transports
109327	Number of emergency responses	31671	Number of emergency transports
8140	Number of non-emergency responses	45281	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Rural Metro IFT **Response Zone:** Santa Clara County

Address: 55 Sycamore
Milpitas, CA 95035

Number of Ambulance Vehicles in Fleet: 36

Phone Number: (408) 708-9000

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 15

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

5352	Total number of responses	5289	Total number of transports
4	Number of emergency responses	1	Number of emergency transports
5348	Number of non-emergency responses	5288	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of San Jose Fire Department **Response Zone:** Santa Clara County

Address: 255 North Montgomery Street
San Jose, CA 95128

Number of Ambulance Vehicles in Fleet: 5

Phone Number: (408) 277-4084

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 3

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❒ Other Explain:	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

59276	Total number of responses	0	Total number of transports
49737	Number of emergency responses	0	Number of emergency transports
9539	Number of non-emergency responses	0	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of San Jose City Parks **Response Zone:** City San Jose

Address: 1300 Senter Road
San Jose, CA 95112-3623

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 277-5531

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
❑ Yes X No	❑ Yes X No	❑ Yes X No	❑ Transport X Non-Transport ❑ ALS ❒ BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	❑ Fire ❒ Law X Other Explain: Parks Dept.	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Santa Clara Fire Department **Response Zone:** Santa Clara County

Address: 777 Benton Street
Santa Clara, CA 95050

Number of Ambulance Vehicles in Fleet: 4

Phone Number: (408) 984-3054

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 2

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	X Fire ❒ Law ❑ Other Explain:.	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

1782	Total number of responses	2	Total number of transports
1782	Number of emergency responses	2	Number of emergency transports
24	Number of non-emergency responses	0	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Santa Clara Co. Fire Department **Response Zone:** Santa Clara County

Address: 14700 Winchester Blvd
Los Gatos, CA 95030-1818

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 378-4010

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	❑ Transport X Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❑ Private	X Fire ❒ Law ❑ Other Explain:	❑ City ❒ State ❒ Federal X County ❒ Fire District	❑ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Santa Clara Co. Parks Department **Response Zone:** Santa Clara County

Address: 298 Garden Hill Drive
Los Gatos, CA 95032

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 358-3741

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
❑ Yes X No	❑ Yes X No	❑ Yes X No	❑ Transport X Non-Transport ❑ ALS ❒ BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT ❑ IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❑ Private	❑ Fire ❒ Law X Other Explain: Parks Dept.	❑ City ❒ State ❒ Federal X County ❒ Fire District	❑ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara

Provider: County of Santa Clara Sheriff's Ofc

Response Zone: Unincorporated Santa Clara County

Address: 55 West Younger Avenue
San Jose, CA 95110

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (800) 211-2220

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
❑ Yes X No	X Yes ❑ No	X Yes ❑ No	❑ Transport X Non-Transport ❑ ALS ❒ BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT ❑ IFT X Ground X Air X Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❑ Private	❑ Fire X Law ❑ Other Explain:	❑ City X County ❒ State ❒ Fire District ❒ Federal	X Rotary ❒ Fixed Wing	X Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Silicon Valley Ambulance **Response Zone:** Santa Clara County

Address: 181 Martinvale Lane
San Jose, CA 95119

Number of Ambulance Vehicles in Fleet: 9

Phone Number: (408) 225-2212

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 4

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport X ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❒ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

6249	Total number of responses	5900	Total number of transports
84	Number of emergency responses	58	Number of emergency transports
6165	Number of non-emergency responses	5842	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara

Provider: Spring Valley Vol. FD

Response Zone: Unincorporated Santa Clara County

Address: 4350 Felter Road
Milpitas, CA 95035

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 228-3997

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	❑ Yes X No	X Yes ❑ No	❑ Transport X Non-Transport ❑ ALS X BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❑ Private	X Fire ❑ Law ❑ Other Explain:	❑ City ❑ State ❑ Federal ❑ County X Fire District	❑ Rotary ❑ Fixed Wing	❑ Auxiliary Rescue ❑ Air Ambulance ❑ ALS Rescue ❑ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Stanford Life Flight **Response Zone:** Santa Clara County

Address: 300 Pasteur Drive
Stanford, CA 94305

Number of Ambulance Vehicles in Fleet: 1

Phone Number: (605) 725-4829

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 1

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	❑ Yes X No	X Yes ❑ No	X Transport ❑ Non-Transport X ALS ❒ BLS ❑ LALS X 9-1-1 X 7-Digit ❑ CCT ❑ IFT ❑ Ground X Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❑ Fire District ❑ Federal	X Rotary ❒ Fixed Wing	❑ Auxiliary Rescue X Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Air Ambulance Services

46	Total number of responses	21	Total number of transports
46	Number of emergency responses	21	Number of emergency transports
0	Number of non-emergency responses	0	Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** City of Sunnyvale Dept. Public Safety **Response Zone:** City of Sunnyvale

Address: 7000 All American Parkway
Sunnyvale, CA 94088-3707

Number of Ambulance Vehicles in Fleet: 0

Phone Number: (408) 730-7133

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 0

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	❑ Transport X Non-Transport ❑ ALS X BLS ❑ LALS X 9-1-1 ❑ 7-Digit ❑ CCT ❑ IFT X Ground ❒ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
X Public ❒ Private	❑ Fire ❒ Law X Other Explain: Dept. Public Safety	X City ❒ State ❒ Federal ❒ County ❒ Fire District	❒ Rotary ❒ Fixed Wing	❒ Auxiliary Rescue ❒ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Air Ambulance Services

_____ Total number of responses
_____ Number of emergency responses
_____ Number of non-emergency responses

_____ Total number of transports
_____ Number of emergency transports
_____ Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** United Ambulance **Response Zone:** Santa Clara County

Address: 1181 Chess Drive
Foster City, CA 94404

Number of Ambulance Vehicles in Fleet: 2

Phone Number: (855) 525-1277

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 1

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	❑ Yes X No	X Yes ❑ No	X Transport ❑ Non-Transport ❑ ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit ❑ CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❑ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❑ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

56	Total number of responses	52	Total number of transports
0	Number of emergency responses	0	Number of emergency transports
56	Number of non-emergency responses	52	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

Table 8: Resource Directory

Reporting Year: 2014

Response/Transportation/Providers

Note: *Table 8 is to be completed for each provider by county.* Make copies as needed.

County: Santa Clara **Provider:** Westmed Ambulance **Response Zone:** Santa Clara County

Address: 14275 Wicks Blvd.
San Leandro CA. 94577

Number of Ambulance Vehicles in Fleet: 30

Phone Number: (510) 614-1420

Average Number of Ambulances on Duty At 12:00 p.m. (noon) on Any Given Day: 22

Written Contract:	Medical Director:	System Available 24 Hours:	Level of Service:
X Yes ❑ No	X Yes ❑ No	X Yes ❑ No	X Transport ❑ Non-Transport X ALS X BLS ❑ LALS ❒ 9-1-1 X 7-Digit X CCT X IFT X Ground ❑ Air ❑ Water

Ownership:	If Public:	If Public:	If Air:	Air Classification:
❑ Public X Private	❑ Fire ❑ Law ❑ Other Explain:	❑ City ❑ County ❒ State ❑ Fire District ❑ Federal	❑ Rotary ❒ Fixed Wing	❑ Auxiliary Rescue ❑ Air Ambulance ❒ ALS Rescue ❒ BLS Rescue

Transporting Agencies

11365	Total number of responses	11284	Total number of transports
102	Number of emergency responses	98	Number of emergency transports
11263	Number of non-emergency responses	11186	Number of non-emergency transports

Air Ambulance Services

	Total number of responses		Total number of transports
	Number of emergency responses		Number of emergency transports
	Number of non-emergency responses		Number of non-emergency transports

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: El Camino of Los Gatos
Address: 815 Pollard Road
Los Gatos, CA 95032

Telephone Number: 408-866-4040

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ■ Basic Emergency ❒ Standby Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

		Trauma Center:	**If Trauma Center what level:**
Pediatric Critical Care Center[1] **EDAP**[2] **PICU**[3]	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■ No	❒ Yes ■ No	❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
❒ Yes ■ No	■ Yes ❒ No

[1] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[2] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[3] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: El Camino Mountain View
Address: 2500 Grant Road
Mountain View, CA 94040

Telephone Number: 650-940-7385

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

		Trauma Center:	**If Trauma Center what level:**
Pediatric Critical Care Center[4] **EDAP**[5] **PICU**[6]	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■ No	❒ Yes ■ No	❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
■ Yes ❒ No	■ Yes ❒ No

[4] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[5] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[6] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Kaiser Santa Clara
Address: 700 Lawrence Expy
Santa Clara, CA 95051

Telephone Number: 408-851-5460

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

		Trauma Center:	**If Trauma Center what level:**
Pediatric Critical Care Center[7] **EDAP**[8] **PICU**[9]	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■ No	❒ Yes ■ No	❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
■ Yes ❒ No	■ Yes ❒ No

[7] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[8] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[9] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Kaiser San Jose
Address: 250 Hospital Pkwy
San Jose, CA 95119

Telephone Number: 408-972-7634

Written Contract:	Service:	Base Hospital:	Burn Center:
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[10] **EDAP**[11] **PICU**[12] No	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■	**Trauma Center:** ❒ Yes ■ No	**If Trauma Center what level:** ❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	Stroke Center:
■ Yes ❒ No	■ Yes ❒ No

[10] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[11] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[12] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Lucille Packard Childrens Hospital
Address: 725 Welch Rd
Palo Alto, CA 94304

Telephone Number: 650-723-0592

Written Contract:	Service:	Base Hospital:	Burn Center:
❒ Yes ■ No	❒ Referral Emergency ❒ Standby Emergency ❒ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[13]	■ Yes ❒ No	**Trauma Center:**	**If Trauma Center what level:**
EDAP[14]	❒ Yes ■ No	❒ Yes ■ No	❒ Level I ❒ Level II ❒ Level III ❒ Level IV
PICU[15]	■ Yes ❒ No		

STEMI Center:	Stroke Center:
❒ Yes ■ No	❒ Yes ■ No

[13] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[14] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[15] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: O'Connor Hospital
Address: 2105 Forest Ave
San Jose, CA 95128

Telephone Number: 408-947-3999

Written Contract:	Service:	Base Hospital:	Burn Center:
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[16] **EDAP**[17] **PICU**[18] No	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■	**Trauma Center:** ❒ Yes ■ No	**If Trauma Center what level:** ❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	Stroke Center:
■ Yes ❒ No	■ Yes ❒ No

[16] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[17] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[18] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Regional Medical Center
Address: 225 N Jackson Ave
San Jose, CA 95116

Telephone Number: 408-259-5000

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[19] **EDAP**[20] **PICU**[21] No	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■	**Trauma Center:** ■ Yes ❒ No	**If Trauma Center what level:** ❒ Level I ■ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
■ Yes ❒ No	■ Yes ❒ No

[19] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[20] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[21] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Saint Louise Hospital
Address: 9400 No Name Uno
Gilroy, CA 95020

Telephone Number: 408-848-8680

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[22] **EDAP**[23] **PICU**[24] No	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■	**Trauma Center:** ❒ Yes ■ No	**If Trauma Center what level:** ❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
❒ Yes ■ No	■ Yes ❒ No

[22] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[23] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[24] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Stanford Medical Center Telephone Number: 650-723-7337
Address: Pasteur Drive
Stanford, Ca 94305

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

Pediatric Critical Care Center[25] **EDAP**[26] **PICU**[27] No	❒ Yes ■ No ■ Yes ❒ No ❒ Yes ■	**Trauma Center:** ■ Yes ❒ No	**If Trauma Center what level:** ■ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
■ Yes ❒ No	■ Yes ❒ No

[25] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[26] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[27] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Palo Alto VA
Address: 3801 Miranda Ave
Palo Alto, CA 94304

Telephone Number: 650-849-0221

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
❒ Yes ■ No	❒ Referral Emergency ■ Basic Emergency ❒ Standby Emergency ❒ Comprehensive Emergency	❒ Yes ■ No	❒ Yes ■ No

		Trauma Center:	**If Trauma Center what level:**
Pediatric Critical Care Center[28] **EDAP**[29] **PICU**[30] No	❒ Yes ■ No ❒ Yes ■ No ❒ Yes ■	❒ Yes ■ No	❒ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
❒ Yes ■ No	❒ Yes ■ No

[28] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[29] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[30] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 9: FACILITIES

County: __Santa Clara County_____

Note: *Complete information for each facility by county.* Make copies as needed.

Facility: Valley Medical Center
Address: 751 S Bascom Ave
San Jose, CA 95128

Telephone Number: 408-885-6912

Written Contract:	**Service:**	**Base Hospital:**	**Burn Center:**
■ Yes ❒ No	❒ Referral Emergency ❒ Standby Emergency ■ Basic Emergency ❒ Comprehensive Emergency	■ Yes ❒ No	■ Yes ❒ No

		Trauma Center:	**If Trauma Center what level:**
Pediatric Critical Care Center[31] **EDAP**[32] **PICU**[33] No	■ Yes ❒ No ■ Yes ❒ No ■ Yes ❒	■ Yes ❒ No	■ Level I ❒ Level II ❒ Level III ❒ Level IV

STEMI Center:	**Stroke Center:**
■ Yes ❒ No	■ Yes ❒ No

[31] Meets EMSA *Pediatric Critical Care Center (PCCC) Standards*
[32] Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
[33] Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

TABLE 10: RESOURCES DIRECTORY -- Approved Training Programs

County: Santa Clara County EMS **Reporting Year:** 2014

Training Institution: South Bay Regional Public Safety Training Consortium Telephone Number: (408)270-6458
Address: 3095 Yerba Buena Road
San Jose, CA 95135

Student Eligibility*: Open to Public

**Program Level AEMT

Cost of Program:
Basic: $1,350
Refresher: $ 270

Number of students completing training for 2014:
Initial training: 17
Refresher: 0
Continuing Education: 0
Expiration Date: 3/30/19

Number of courses:
Initial training: 1
Refresher: 0
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: San Jose City College Telephone Number: (408) 298-2181 Ex 3134
Address: 2100 Moorpark Ave
San Jose, CA 95128

Student Eligibility*: Open to Public

**Program Level AEMT

Cost of Program:
Basic: $450
Refresher: $ 50

Number of students completing training for 2014:
Initial training: 51
Refresher: 24
Continuing Education: 0
Expiration Date: 9/30/16

Number of courses:
Initial training: 7
Refresher: 2
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: National University
Telephone Number: 800-432-3483
Address: 3031 Tisch Way
San Jose, CA 95128

Student Eligibility*: Open to Public

**Program Level AEMT

Cost of Program:
Basic: $1,467
Refresher: $240

Number of students completing training for 2014:
Initial training: 20
Refresher: 0
Continuing Education: 0
Expiration Date: 10/15/16

Number of courses:
Initial training: 3
Refresher: 0
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: WestMed College
Telephone Number: 408-236-1170
Address: 3031 Tisch Way
San Jose, CA 95028

Student Eligibility*: Open to Public

**Program Level EMT - P

Cost of Program:
Basic: 18,000
Refresher: 325

Number of students completing training for 2014:
Initial training: 29
Refresher: 45
Continuing Education: 45
Expiration Date: 7/31/19

Number of courses:
Initial training: 3
Refresher: 3
Continuing Education: 3

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level

Training Institution: Foothill Community College
Telephone Number: 650-949-6955
Address: 4000 Middlefield Rd. Suite l
Palo Alto, CA 94303

Student Eligibility*: Open to Public

**Program Level AEMT

Cost of Program:
Basic: 900
Refresher: 100

Number of students completing training for 2014:
Initial training: 130
Refresher: 20
Continuing Education: 0
Expiration Date: 1/31/16

Number of courses:
Initial training: 6
Refresher: 2
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: Foothill Community College
Telephone Number: 650-949-6955
Address: 4000 Middlefield Rd. Suite l
Palo Alto, CA 94303

Student Eligibility*: Open to Public

**Program Level EMT - P

Cost of Program:
Basic: 4,500
Refresher:

Number of students completing training for 2014:
Initial training: 23
Refresher: 0
Continuing Education: 0
Expiration Date: 1/31/16

Number of courses:
Initial training: 1
Refresher: 0
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: Mission College Telephone Number: 408-855-5387
Address:

Student Eligibility*: Open to Public

Cost of Program:
Basic: 500
Refresher: 200

**Program Level AEMT

Number of students completing training for 2014:
Initial training: 250
Refresher: 60
Continuing Education: 0
Expiration Date: 7/31/17

Number of courses:
Initial training: 6
Refresher: 2
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
**** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: Stanford Telephone Number: 650-723-6576
Address: 300 Pasteur Drive
Stanford, CA 94305

Student Eligibility*: restricted

Cost of Program:
Basic: Tuition
Refresher: Tuition

**Program Level AEMT

Number of students completing training for 2014:
Initial training: 33
Refresher: 0
Continuing Education: 0
Expiration Date: 2/28/18

Number of courses:
Initial training: 1
Refresher: 0
Continuing Education: 0

*Open to general public or restricted to certain personnel only.
**** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

Training Institution: Silicon Valley Ambulance - EMT Academy

Telephone Number: 408-855-5387

Address: 181 Martinvale Lane
San Jose CA, 95119

Student Eligibility*: Open to Public

Cost of Program:
Basic: 1,800
Refresher: 400

**Program Level AEMT

Number of students completing training for 2014:

Initial training:	20
Refresher:	0
Continuing Education:	0
Expiration Date:	12/31/17

Number of courses:

Initial training:	2
Refresher:	0
Continuing Education:	0

*Open to general public or restricted to certain personnel only.
****** Indicate whether EMT-I, AEMT, EMT-P, MICN, or EMR; if there is a training program that offers more than one level complete all information for each level.

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: Bayshore Ambulance
Address: PO Box 4622
Foster City, CA 94404
Telephone Number: 650.525.3855
Primary Contact: David Bockholt

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 5 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: CALSTAR
Address: 4933 Bailey Loop
McClellan CA. 95652
Telephone Number: 916.921.4000
Primary Contact: Larissa Bradford

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 5 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: California Department of Forestry Morgan Hill - ECC
Primary Contact: James Crawford
Address: 15670 Monterey Street
Morgan Hill, CA 95037
Telephone Number: 408.779.2121

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 12 Other
Ownership: ■ Public ☐ Private
If Public: ■ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ■ State ☐ Fire District ☐ Federal

Name: City of Campbell Police Department
Primary Contact: Communications Supervisor
Address: 70 North First Street
Campbell, CA 95008
Telephone Number: 408.866.2121

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 8 Other
Ownership: ■ Public ☐ Private
If Public: ☐ Fire ■ Law ☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: City of Gilroy Police Department Primary Contact: Communications Manager
Address: 7370 Rosanna Street
Gilroy, CA 95020
Telephone Number: 408.848.0329

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services: _____ EMD Training _____ EMT-D _____ ALS _____ BLS _____ LALS 11 Other
Ownership: ■ Public ☐ Private
If Public: ■ Fire ■ Law ☐ Other Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: City of Los Altos Police Department Primary Contact: Communications Manager
Address: One North San Antonio Road
Los Altos, CA 94022
Telephone Number: 650.948.8223

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services: _____ EMD Training _____ EMT-D _____ ALS _____ BLS _____ LALS 7 Other
Ownership: ■ Public ☐ Private
If Public: ☐ Fire ■ Law ☐ Other Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: Town of Los Gatos Police Department Primary Contact: Communications Manager
Address: One North San Antonio Road
Los Altos, CA 94022
Telephone Number: 650.948.8223

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 8 Other
Ownership: ■ Public ☐ Private
If Public: ☐ Fire ■ Law ☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: Mid-Peninsula Regional Open Space District Primary Contact: Operations Manager
Address: 330 Distel Circle
Los Altos, CA 94022
Telephone Number: 650.691.1200

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 12 Other
Ownership: ■ Public ☐ Private
If Public: ☐ Fire ☐ Law ■ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal
■ Special District

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: City of Milpitas Police Department Primary Contact: Communications Manager
Address: 777 Main Street
Milpitas, CA 95035
Telephone Number: 408.586.2405

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 16 Other
Ownership: ■ Public ☐ Private
If Public:
■ Fire
■ Law
☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: City of Morgan Hill Police Department Primary Contact: Communications Manager
Address: 17605 Peak Avenue
Morgan Hill, CA 95037
Telephone Number: 408.776.7304

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 8 Other
Ownership: ■ Public ☐ Private
If Public:
☐ Fire
■ Law
☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: City of Mountain View Police Department
Primary Contact: Communications Manager
Address: 1000 Villa Street
Mountain View, CA 94040
Telephone Number: 650.903.6804

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
4 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 11 Other

Ownership: ■ Public ☐ Private
If Public:
■ Fire
■ Law
☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: NASA-Ames Protective Services (Wackenhut)
Primary Contact: Communications Manager
Address: Building 15; Mail Stop 15-1
Moffett Field, CA 94035
Telephone Number: 650.604.5416

Written Contract: ☐ Yes ■ No
Medical Director: ☐ Yes ■ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 10 Other

Ownership: ☐ Public ■ Private
If Public:
☐ Fire
☐ Law
☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: NORCAL Ambulance, Inc. Primary Contact: Barry Sutherland
Address: 6761 Sierra Court, Suite G
Dublin, CA 94568
Telephone Number: 925.452.8300

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 15 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: City of Palo Alto Police Department Primary Contact: Communications Manager
Address: 275 Forest Avenue
Palo Alto, CA 94301
Telephone Number: 650.903.6804

Written Contract: ☐ Yes ■ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
22 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS _____ Other
Ownership: ■ Public ☐ Private
If Public: ■ Fire ■ Law ☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: Pro-Transport-1, Inc. Primary Contact: Dan Bobier
Address: 940 Commercial Avenue
Palo Alto, CA 94303
Telephone Number: 800.650.4003

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 24 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: Royal Ambulance, Inc. Primary Contact: Nik Bachler
Address: 14472 Wicks Boulevard
San Leandro, CA 94577
Telephone Number: 510.568.6161

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 15 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: Rural/Metro Ambulance of California, Inc. Primary Contact: Mathew Lane
Address: 550 Sycamore Drive
Milpitas, CA 95035
Telephone Number: 408.645.7310

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 22 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: City of San Jose Fire Department Primary Contact: Communications Manager
Address: 855 North San Pedro Street
San Jose, CA 95110
Telephone Number: 408.277.5486

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
36 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS _____ Other
Ownership: ■ Public ☐ Private
If Public: ■ Fire ☐ Law ☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: City of Santa Clara Police Department Primary Contact: Communications Manager
Address: 777 Benton Street
Santa Clara, CA 95030
Telephone Number: 408.615.5580

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
18 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS _____ Other
Ownership: ■ Public ☐ Private
If Public:
■ Fire
■ Law
☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: County of Santa Clara Communications Department Primary Contact: Chief Dispatcher
Address: 2700 Carol Drive
San Jose, CA 95125
Telephone Number: 408.299.3151

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
89 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 13 Other
Ownership: ■ Public ☐ Private
If Public:
■ Fire
■ Law
■ Other
Explain:
If Public: ☐ City ■ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: Silicon Valley Ambulance Primary Contact: Randy Hooks
Address: 181 Martinvale Lane
San Jose, CA 95119
Telephone Number: 877.778.4911

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 4 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: Stanford Life Flight Primary Contact: Michael Baulch
Address: 300 Pasteur Drive
Stanford, CA 94305
Telephone Number: 650.497.8674

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day ☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 4 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: City of Sunnyvale Department of Public Safety Primary Contact: Communications Manager
Address: PO Box 3707
Sunnyvale, CA 94088
Telephone Number: 408.730.7162

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
20 EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS _____ Other

Ownership: ■ Public ☐ Private
If Public:
■ Fire
■ Law
☐ Other
Explain: _____
If Public: ■ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: Westmed Ambulance, Inc. Primary Contact: Coleen Seymour
Address: 14275 Wicks Boulevard
San Leandro, CA 94577
Telephone Number: 888.331.1420

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 30 Other

Ownership: ☐ Public ■ Private
If Public:
☐ Fire
☐ Law
☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

TABLE 11: RESOURCES DIRECTORY -- Dispatch Agency

County: Santa Clara **Reporting Year:** 2014

Name: United Ambulance Service Primary Contact: Chris Moessmer
Address: 1181 Chess Drive, Suite E
Foster City, CA 94404
Telephone Number: (855) 525-1295

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 3 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

Name: Falck Northern California Primary Contact: Brian Hubbell
Address: 2190 South McDowell Blvd
Petaluma, CA 94954
Telephone Number: (800) 344-9955

Written Contract: ■ Yes ☐ No
Medical Director: ■ Yes ☐ No
■ Day-to-Day
☐ Disaster
Number of Personnel Providing Services:
_____ EMD Training _____ EMT-D _____ ALS
_____ BLS _____ LALS 12 Other
Ownership: ☐ Public ■ Private
If Public: ☐ Fire ☐ Law ☐ Other
Explain: _____
If Public: ☐ City ☐ County ☐ State ☐ Fire District ☐ Federal

EMS PLAN
AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Santa Clara County
Area or subarea (Zone) Name or Title: Palo Alto
Name of Current Provider(s): Include company name(s) and length of operation (uninterrupted) in specified area or subarea. Palo Alto Fire Department, providing service since 1975.
Area or subarea (Zone) Geographic Description: City limits of City of Palo Alto and adjacent unincorporated area including Stanford University.
Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action. Exclusive, pursuant to California Health & Safety Code Section 1797.224.
Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85): Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). Emergency Ambulance, 9-1-1 Emergency Response
Method to achieve Exclusivity, if applicable (HS 1797.224): If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service. If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers. The City of Palo Alto, through its fire department, began providing emergency ambulance service within the city limits of the City of Palo Alto and adjacent unincorporated areas, including Stanford University, in 1975. That service has been provided continuously by the Palo Alto Fire Department since 1975, without a change in scope or manner of service to the zone.

EMS PLAN
AMBULANCE ZONE SUMMARY FORM

In order to evaluate the nature of each area or subarea, the following information should be compiled for each zone individually. Please include a separate form for each exclusive and/or nonexclusive ambulance zone.

Local EMS Agency or County Name: Santa Clara County
Area or subarea (Zone) Name or Title: County of Santa Clara
Name of Current Provider(s): Include company name(s) and length of operation (uninterrupted) in specified area or subarea. 1. Rural/Metro of California, started service on July 1, 2011.
Area or subarea (Zone) Geographic Description: All areas of Santa Clara County excluding the Palo Alto zone.
Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action. Exclusive by action of the Board of Supervisors
Type of Exclusivity, "Emergency Ambulance", "ALS", or "LALS" (HS 1797.85): Include type of exclusivity (Emergency Ambulance, ALS, LALS, or combination) and operational definition of exclusivity (i.e., 911 calls only, all emergencies, all calls requiring emergency ambulance service, etc.). Emergency Ambulance, 9-1-1 Emergency Response, 7-Digit Emergency Response, Standby Service with Transport Authorization, and ALS Ambulance.
Method to achieve Exclusivity, if applicable (HS 1797.224): If grandfathered, pertinent facts concerning changes in scope and manner of service. Description of current provider including brief statement of uninterrupted service with no changes to scope and manner of service to zone. Include chronology of all services entering or leaving zone, name or ownership changes, service level changes, zone area modifications, or other changes to arrangements for service. If competitively-determined, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers. The County conducted a competitive process by publishing a Request for Proposals (RFP) for Advanced Life Support Emergency Ambulance Service on April 16, 2010. Rural/Metro of California, Inc. was selected as the preferred contractor on December 14, 2010, and entered into an agreement for advanced life support emergency ambulance services that became effective July 1, 2011 through June 30, 2016.

EMS Plan-Trauma System Status Report

I. Trauma System Summary:

The Santa Clara County (SCC) trauma system is an inclusive trauma system that allows all medical resources available in the County work together in providing the best possible outcome for the trauma patient. The field trauma triage criterion identifies "Major Trauma Victims" and allows for patients to be directly triaged to the closest, most appropriate Trauma Center. Non-trauma centers work closely with the Trauma Centers to stabilize and transfer walk-in patients and those who have a delayed presentation of traumatic injury. The identified catchment areas for trauma patients are based on geographic considerations as well as other factors affecting access (i.e. traffic conditions, diversion, etc). By system design, trauma patients with major injuries are transported from the field directly to the trauma center that affords them the shortest time to definitive care.

Santa Clara County's geography varies from sea level areas to mountainous terrain. There are many areas of the county that are undeveloped, while the northern portion is largely developed and heavily populated. The county contains recreational areas, national forests and monuments, lakes and rugged mountain ranges. The County has designed the trauma system so that there is continuous dialogue with providers of pre-hospital care and hospitals in the rural areas, to assure that residents receive the appropriate level of services for trauma and other emergency care.

The trauma system is one component of the SCC Emergency Medical Services System. The various individuals and committees listed in the organizational structure of the trauma plan serve vital roles in facilitating the effective operation of the Santa Clara County trauma system. In operation since 1986, the system has three designated Trauma Centers that provides serves for approximately 1.8 million, and an additional regional population of an estimated 1 million residents in adjoining counties: San Mateo, Santa Cruz, San Benito and Monterey. The ability

of the SCC trauma system to provide trauma services to adjoining counties has been successful due to the regional trauma system approach and the collaboration of all LEMSA's involved.

The trauma system functions through collaboration with countywide and regional care providers in the pre-hospital, hospital and rehabilitation phases of care. The Santa Clara Emergency Medical Services (EMS) Agency is the "Local EMS Agency (LEMSA)" referenced in California Code of Regulations, Title 22, Division 9, Chapter 7, and vested with authority for planning, implementing, managing and evaluating the Santa Clara County Trauma System. The Santa Clara County EMS Medical Director is responsible for medical control of the trauma system. The EMS Director is responsible for oversight and all administrative issues relative to the trauma system. The Specialty Programs Nurse Manager is responsible for the day-to-day oversight and monitoring of the trauma system.

The Trauma Care System Quality Improvement Committee (TCSQIC), a collaborative group of regional medical providers and EMS Agency staff. This committee serves as an advisory body to the EMS Medical Director for the administration of the system-wide quality improvement program and monitoring of the trauma centers performance improvement activities. The trauma system is integrated into the EMS system and benefits from its networks of providers and committees that assure system coordination and accountability.

Each designated trauma center appoints a trauma medical director and a trauma program manager who oversee the function of their respective trauma services. The Trauma Director must be a Board certified surgeon with experience in trauma care and trained in Advanced Trauma Life support (ATLS). The Trauma Program Manager is a registered nurse who has specialized trauma/critical care training. These individuals provide the daily administrative and clinical oversight for their trauma center. The director and program manager serve as liaisons between the trauma center and the regional trauma care system. Each trauma center must have an internal structure capable of addressing the needs of the trauma program, while recognizing the multidisciplinary nature of trauma care.

Two of the three trauma centers, Santa Clara Valley Medical Center and Regional Medical Center, are located in the metropolitan area of San Jose and receive the majority of their trauma patients from the central area and the southern portions of Santa Clara County, and transfers from Santa Cruz, San Benito and Monterey counties. Persons injured in the northern segment of the County are generally transferred to Stanford Health Care, which is located in the northwestern sector of the County. This trauma center also serves as a trauma resource for San Mateo County and northern Santa Cruz County.

II. Changes in the Trauma System

1. Monterey County now has a designated Trauma Center in their area. This has demonstrated a significant drop (75%) in patients received from that area, as well as San Benito (45%).

III Number and designation Level of trauma centers

Trauma Center	Level	Patient population
Santa Clara Valley Medical Center	**I** **II**	**Adult** **Pediatric**
Regional Medical Center of San Jose	**II**	**Adult**
Stanford Health Care	**I** **I**	**Adult** **Pediatric**

IV. Trauma System Goals and Objectives

SCC Trauma Plan Update 2015														
Implementation Schedule														
			Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
Objective 1:	***Collect, validate and research trauma data for area to improve or enhance the system of care provide to our trauma patients.***													
	Goal: 1	Ensure all trauma data meets and exceeds SCC and NTDS data standards by ensuring compliance with data dictionaries updates. Data audit will be completed annually by March. *(ongoing)*												
	Goal: 2	Continue validation programs and correct any identified errors with the trauma data before submission to the EMS Agency, CEMSIS, and NTDS. Data is to be collected and submitted to the State on a quarterly basis. *(on-going)(updated)*	CEMSIS Submission			CEMSIS Submission			CEMSIS Submission			CEMSIS Submission		
	Goal: 3	Utilize trauma data reports to identify trends of injuries, areas of improvement, and benchmarking to enhance the care provided to trauma patients and to direct injury prevention activities. Annual Trauma Summary will be completed by October each year. *(see attched)*												
	Goal: 4	The SCC EMS Agency continues to encourage partcipation from the coroners office. Their attendance at meeting is rare but outreach continues. It is the hope of the committee to resume evaluation nontrauma center deaths and increase the number of autopsies performed. Autopsies requests have been largely unsuccessful. *(on-going) (updated)*												
	Goal:	Conversion of the data from Collector to Trauma One. Pilot studies will continue at each of the Trauma Centers. Significant errors in mapping will be corrected and the conversion will be completed by April 2016. *(updated)*												
	Goal: 5	Non-Trauma Centers receiving facilities have all entered into agreements with SCC EMS Agency. Data requirements are included those agreements. Data reports are sporadic and work continues to standardize the process. This process should be fully implemented by December 2016. *(updated) (ongoing)*												
	Goal: 6	Continue to support all local Trauma Centers in the participation of the American College of Surgeons TQIP program. Explore options to participate in "*system*" TQIP activities. Determine system participation by December 2016. Cost continue to be issue, but we are hopeful that funding may be allocated. *(updated) (ongoing)*												

Objective 2:	***Increase trauma primary prevention activities.***													
	Goal: 1	Continue to participate in primary injury prevention activities as time permits. *(ongoing)*												
	Goal: 2	Encourage an environment where all EMS providers contribute to community injury prevention activities. *(ongoing)*												
Objective 3:	***Participate in the development of the California State Trauma Plan and the Central California RTCC.***													
	Goal: 1	Encourage system participants to be involved in the development of the State Trauma Planning activities and to attend annual trauma summits. *(ongoing)*												
	Goal: 2	SCC stakeholders continue to actively participate and attend RTCC committee meetings, activities and educational programs. *(ongoing)*												
	Goal: 3	Partcipate on the RTCC re-traige subcommittee to develop a mechanism to collect and analyze re-traige data. This will be completed by December of 2016.*(updated)*												
Objective 4:	***Evaluate trauma care policies and procedures to ensure processes are current and quality care is provided.***													
	Goal: 1	Continue to evaluate local policies and procedures with current standards of care to ensure policies remain up-to-date. *(ongoing)* *(updated)*	*Policy Development*				*Public Comment Period*					*System Training*		
			System Training		*Final Policy effective*									
Objective 5:	***Coordinate Performance Improvement Program activities with system participants.***													
	Goal: 1	Provide staff to organize and support various quality committees and encourage participation from system constituents. *(ongoing)*												
	Goal: 2	Continue to evaluate the care provided to our trauma population through the various quality care committees, such as; Pre-hospital Quality Improvement Committees, Trauma Care System Quality Improvement Committees, Regional Trauma Coordinating Committee, etc. *(ongoing)*	*TCSQIC, RTCC*	*Prehospital QI*	*TCSQIC*	*RTCC, Prehospital QI*	*TCSQIC*	*Prehospital QI*	*TCSQIC, RTCC*	*Prehospital QI*	*TCSQIC*	*RTCC, Prehospital QI*	*TCSQIC*	*Prehospital QI*
	Goal: 3	Evaluate system performance indicators on annual basis to assess, track and trend different aspects of trauma care. To be completed annually in October.												
	Goal: 4	Trauma Centers will maintain ACS verifications and Title 22 designation requirements. They will participate and pass site surveys every two years. Site Survey will be completed by April 2016. *(ongoing)* *(updated)*												
Objective 6:	***Promote Public Awareness and information regarding trauma Services and injury prevention***													
	Goal: 1	SCC EMS Agency in collaboration with our 3 Trauma Centers and County stakeholders have developed and implemented an elderly fall public awareness campaign. Efforts to expand the public awareness campaign to other types of injuries is ongoing. The Trauma Summary reports continue to see these numbers increasing. This correlates to population data seen withing the county. Efforts will continue to decrease these numbers. *(updated)*												

V. Changes to Implementation Schedule

The SCC Trauma System has been in operation since 1986. All aspects are implemented.

All current system goals and objectives are noted within Section IV.

VI. Progress on Addressing EMS Authority Trauma System Plan Comments:

SCC EMS Agency Trauma Plan update from 2014 was accepted by the EMS Authority with following comments:

The Santa Clara County Trauma System has excellent goals and objectives. However it is noted that some of them are difficult to measure:

Objective 3: Goal 2 —The goal refers to RTCC activities but there are no details provided on these activities, i.e. subcommittees, regional policy development etc.

Objective 4: Goal 1 —Adding an agency policy review schedule would make the goal measureable.

Objective 5: Goal 3 —The reference to quality indicators by providing the schedule for the reviews

Objective 6: Goal 1 —The elderly fall program is very timely in the trauma arena. The addition of program activities will make the goal measureable.

Recommendation: Update goals to be measureable.

Response:

Language has been add to the goals and objectives to make them measurable within Section IV *Trauma System Goals and Objectives*.