



COUNTY EOA EMERGENCY AMBULANCE RESPONSE TIME RECONCILIATION

Effective: April 1, 2018
Replaces: EMS Reference 830
Review: June 30, 2021

I. Purpose

The purpose of this policy is to define the process for reviewing and processing response time correction and exemption requests generated through the County's Exclusive Operating Area (EOA) for emergency ambulance services.

II. Applicability

- A. Fire/public safety first response and emergency ambulance service authorized within the Palo Alto Exclusive Operating Area is not subject to the provisions of this policy.
- B. Fire/public safety first response agencies authorized within the County's Exclusive Operating Area are not subject to the provisions of this policy.
- C. This policy applies to the County's EOA emergency ambulance service provider under contract to provide emergency ambulance services for the County.

III. County's EOA Emergency Ambulance Service Provider Responsibilities

- A. Response time performance is the sole responsibility of the County's EOA Ambulance Provider. Exceeding expectations in one portion of County's EOA Ambulance Provider's operation does not excuse poor performance in other areas of operation. The County's EOA Ambulance Provider shall operate the ambulance service system so as to achieve compliance in each response zone every month. The County's EOA Ambulance Provider shall meet the response times to ambulance calls as particularly described in the Agreement. Compliance is achieved when ninety percent (90.00%) or more of responses in each priority (code of response) and in each zone meet the specified response time requirements. For each call in every category not meeting the specified response time requirements, the County's EOA emergency ambulance service provider will submit a written report documenting the cause of the late response and the County's EOA emergency ambulance service provider's efforts to eliminate recurrence. The County's EOA emergency ambulance service provider will use "FirstWatch Online Compliance Utility" system to track all response time data, including all exceptions and exemption requests.

IV. County EOA Emergency Ambulance Service Performance Standards and Exemptions

- A. The agency providing services under contract for the County shall at all times maintain sufficient resources to meet all of its obligations under the agreement. Recognizing that certain events, such as inclement weather may result in higher service calls than for a similar hour of the day during normal weather conditions, those agencies shall schedule



additional ambulances and/or resources for service and take such reasonable and necessary steps to respond to higher than anticipated calls for service.

It is understood that, from time to time, unusual factors beyond the provider's reasonable control may affect its ability to meet response time requirements. In such cases when evaluating those providers' performance to determine compliance with the response time standards, the County shall factor exceptions documented in the following sections of this policy.

- B. Time corrections and exemptions may be granted at the sole and absolute discretion of the County.
- C. Commencement of Response Time. The response time shall commence and be measured beginning with the time the call is dispatched by Santa Clara County Communications. In all cases, the clock by which response times shall be calculated shall be that of Santa Clara County Communications.
- D. Response Clock. For all types of requests for service, the response clock shall be stopped on the later to occur of the following:
 - 1. Upon Arrival at Incident Location, if the ambulance crew concurrently reports its arrival on scene to Santa Clara County Communications; and
 - 2. Upon the Ambulance crew's next contact with Santa Clara County Communications, if the crew fails to concurrently report its Arrival at Incident Location to Santa Clara County Communications.
 - 3. Arrival on the scene of an authorized first response unit shall not stop the Response Time clock unless the first responder is authorized to do so by the County.
 - 4. Notwithstanding the foregoing, in situations where the ambulance has responded to a location other than the scene (e.g., staging areas for hazardous scenes, or non-specific highway locations), arrival "on scene" shall be the time the ambulance arrives at the designated staging point or other location provided that the ambulance crew concurrently reports its arrival to Santa Clara County Communications.
- E. Upgrades. If an assignment is upgraded to red lights and siren/CODE 3 response, prior to the arrival on scene of the first ambulance, the response time clock will reset at the time the upgrade is dispatched, and County EOA emergency ambulance provider's compliance with contract standards will be the shorter of:
 - 1. The non-RLS/CODE 2 response requirement measured from the time the unit was originally dispatched, or;
 - 2. The RLS/CODE 3 response times measured from the time of the upgrade.



- F. Downgrades. If an assignment is downgraded prior to the arrival on scene of the first ambulance, County EOA emergency ambulance provider's compliance with contract standards and any liquidated damages will be calculated based on the lower priority response time requirement; however, the response time shall be calculated to include the time the ambulance responded with RLS/CODE 3.
- G. Reassignment Enroute. If an ambulance is reassigned enroute prior to arrival on scene, County EOA emergency ambulance provider's response time for the initial call will be calculated based on the time of the initial call and the arrival at incident location of an ambulance. County EOA emergency ambulance provider's response time for the new call will be calculated based on the time of the new call and the arrival at incident location of an ambulance. Response time shall not be reset as a consequence of an ambulance being reassigned en route prior to arrival on scene.
- H. Multiple Ambulance Response. In the event multiple ambulances are required and assigned to a call, only the response times for the first two (2) Ambulances establishing an arrival at incident location shall be calculated for purposes of the Agreement. The response times for additional ambulances shall be disregarded.
- I. Cancelled Enroute Where Elapsed Time is More Than Response Time Requirement. If an ambulance is cancelled by an authorized agency, after an assignment has been made but prior to the arrival of the first Ambulance, and no ambulance is required at the dispatched location, the response time clock will stop at the moment of cancellation. If the elapsed response time at the moment of cancellation exceeds the response time requirement for the assigned priority and zone of the call, the ambulance will be determined to be "late."
- J. Cancellation Enroute Where Elapsed Time is Less Than Response Time Requirement. If an ambulance is cancelled by an authorized agency, after an assignment has been made but prior to the arrival of the first ambulance, and no ambulance is required at the dispatched location, the response time clock will stop at the moment of cancellation. If the elapsed response time at the moment of cancellation is less than the response time requirement for the assigned priority and zone of the call, the ambulance's response time shall not be included in the aggregate overall fractile response time compliance, but will be reported monthly to the County.
- K. Response Times Outside of Exclusive Operating Area. County EOA emergency ambulance provider's agrees to respond immediately to requests from outside the EOA, however, County EOA emergency ambulance provider will not be held accountable for emergency response time compliance for any response dispatched to a location outside of the County's EOA. Responses to requests for service outside of the County's EOA will not be counted in the total number of responses used to determine compliance.
- L. Exemptions. The County may, in its sole and absolute discretion, specifically waive response time (or other applicable) requirements.



V. Exemptions for the County’s EOA Emergency Ambulance Service Provider

- A. Unusual System Overload. Exemptions from liquidated damages may be granted in cases of Unusual System Overload (“USO”), in the County’s sole and absolute discretion. This shall include the following:
 - 1. Operational System Surge Event. Criteria: Implementation of Level “2” or greater Multiple Casualty Incident Plan Activation.
 - a. The demand for service must have exceeded the historical demand at the 90th fractile by 120% for the day of the week and time of day, for the same day/time and zone in the previous year at the time that the initial unit was dispatched to the call.
 - b. Unless exempted by the County, USO shall only be granted for the first 30 minutes of a medical-surge event.
 - 2. During Times of Local Proclamation of Disaster or Emergency. Criteria: The County may, in its sole and absolute discretion, specifically waive Response Time (or other applicable) requirements during a proclamation of disaster or emergency. The presence of a proclamation does not automatically exempt agreement provisions.
- B. Response Times Outside of Exclusive Operating Area. The County’s EOA emergency ambulance service provider will not be held accountable for emergency response time compliance for any response dispatched to a location outside of the County’s EOA. Responses to requests for service outside of the County’s EOA will not be counted in the total number of responses used to determine compliance.
- C. Response Time Exceptions and Exemption Requests. The following responses may be exempt from response time requirements:
 - 1. Responses into Hard to Serve Areas (HSAs).
 - 2. Delayed responses due to substantiated Santa Clara County Communications failures.
- D. Exemptions may be granted at the sole and absolute discretion of the County. If the County’s EOA emergency ambulance service provider believes that any response or group of responses should be excluded from the compliance calculations due to unusual factors beyond the County’s EOA emergency ambulance service provider’s reasonable control, the County’s EOA emergency ambulance service provider may provide detailed documentation and request that these runs be excluded from response time calculations and associated damages. Any such request must be documented in “FirstWatch” and in accordance with the process identified in this policy.



- E. The County's EOA emergency ambulance service provider's equipment failures; ambulance failures; traffic congestion; and/or inability to staff ambulances will not be grounds for granting an exemption or exemptions.
- F. The burden of proving the exemption is valid is the responsibility of the County's EOA emergency ambulance service provider. That includes providing all supporting evidence that a time correction and/or exemption is warranted. Supporting evidence includes: AVL/GPS; radio traffic files; documentation from the other responding EMS provider which demonstrates on scene time; etc.

VI. County's EOA Emergency Ambulance Service Provider Response Time Data Reporting

- A. The County's EOA emergency ambulance service provider shall provide to the County the final monthly reports detailing its response time performance compliance during the preceding month under its agreement with the County.
- B. The County's EOA emergency ambulance service provider shall provide such reports to the County within fifteen (15) days after the first of each calendar month.
- C. All time correction and exemption requests must be submitted to the County by the seventh (7th) calendar day after each calendar month. Time corrections and exemption requests received after the seventh (7th) will be denied.
- D. The County's contract manager will review all time correction and exemption requests and make a determination.



VII. Hard to Serve Areas

All areas of Santa Clara County included in the latest edition of the Thomas Guide for California that are within the following detail pages: 775-779, 795-799, 816-820, 836-840, 850, 857-860, 877-879, 897-900, 914, 915, 918-922, 934-935, 939-942, 955, 959-962, 975, 981, 982, 1001 & 1002	
Those areas of the County identified within the following detail pages.	
794	All areas within grids J1-J4
814	All areas within grids H1-J1; J2
815	All areas within grids A1-J1; B2-J2; C4-J4; E-J, 1-7
831	Rancho San Antonio Park, all areas within the park except those areas within grids G5-6, H6-7
851	All areas within grids A-F; 1-7; G6-7; J5
852	Fremont Older Open Space, except B6
856	All areas with grids, except grids A5-7
871	All areas with grids A-F, 1-7; G-J, 5-7
872	All areas with grids A-D, 5-7; E-F, 6-7
876	All areas with grids E-J, 1-7
892	All areas with grids A-G, 1-7
893	All areas with grids A-J, 3-7
894	Almaden Quicksilver County Park, grids A-B, 3-7; C-D, 4-7; E-F, 5-7; G-J, 6-7
896	All areas within grids C1; D1-2; E1-3; F1-4; G1-5; H1-6; J1-7
917	All areas within grids A1-J1; F2-J2; G3-J3; J5; J6; J7
938	All areas with grids C-J, 1-4; D-J, 5-7
956	All areas with grids A-C, 1-7; D2-7; E-F, 3-7; G4-7
958	All areas within grids G-J1; H2-6; J1-7
976	All areas within grids A-G, 1-7; H-J, 5-7
980	All areas 0.25 miles either side of State Hwy 152
997	All areas with grids, except grids J1-2



VIII. Hard to Serve Area Waypoints

Hard to Serve Area Waypoints Street / Intersection	Map Grid	RLS (Response Minutes)	Non-RLS (Response Minutes)
Aldercroft Heights / Alma Bridge	913 A1	10	15
Bear Creek / Chase	892 G6	15	20
Beardsley / Manzanita	892 F4	15	20
Black / Lake Ranch	892 D3	25	30
Black / Thompson	892 E4	15	20
Bloomfield / Sheldon	998 E1	15	20
Bohlman / Orbit	872 C6	11	16
Calaveras / Downing	794 F5	8	13
Cañada / Jamison	959 D6	20	25
Casa Loma / Loma Chiquita	935 B3	60	70
Coyote Reservoir / Roop	958 G1	16	21
Coyote Reservoir Dam	938 C2	25	30
Croy / Croy Ridge	935 J5	17	27
Dunne / Jackson Oaks	917 G5	9	16
Felter / Sierra	815 E2	25	27
Hicks / Mt. Umunhum	894 E7	25	30
Hicks / Reynolds	894 A3	18	23
Hicks / Shannon	893 H1	14	19
Loma Prieta /Summit	913 F7	17	22
Metcalf / Shingle Valley	876 E6	20	25
Montebello / Swiss Creek Ln.	851 E4	22	27
Montevina / Aeronaut	892 F2	21	26
Mt. Madonna / Redwood Retreat	936 C6	13	18
San Felipe / Las Animas	876 G4	20	25
Soda Springs / Alma Bridge	893 A6	12	17
Soda Springs / Weaver	893 C7	25	35
SR 130 (Mt. Hamilton) / Quimby	836 C6	22	27
SR 152 (Hecker Pass) / Pole Line	976 B4	15	20
SR 152 (Pacheco Pass) / Bloomfield	979 A6	11	16
SR 152 (Pacheco Pass) / SR 156	1000 C2	19	24
SR 25 / Bolsa	998 F4	14	19
SR 35 (Skyline) / Bear Creek	912 F1	18	23
SR 35 (Skyline) / SR 9	871 D2	15	20
Stevens Canyon / Redwood Gulch	871 G1	22	27
US 101 / Sergeants Crossing	1018 C1	13	18
Uvas / Casa Loma	915 H5	20	25
Uvas / Croy	936 A3	15	25
Uvas / Wallace	956F2	15	20