#### **EMERGENCY MEDICAL SERVICES AUTHORITY**

10901 GOLD CENTER DR., SUITE 400 RANCHO CORDOVA, CA 95670 (916) 322-4336 FAX (916) 322-1441



February 22, 2018

Ms. Kris Mangano, EMS Coordinator San Benito County EMS Agency 471 Fourth Street Hollister, CA 95023

Dear Ms. Mangano:

This letter is in response to San Benito County's 2016 EMS Plan Update submission to the EMS Authority on September 28, 2017.

#### I. Introduction and Summary:

The EMS Authority has concluded its review of San Benito County's 2016 EMS Plan Update and is approving the plan as submitted.

#### II. History and Background:

San Benito County received its last full plan approval for its 2015 plan submission, and its last annual plan update for its 2012 plan submission.

Historically, we have received EMS Plan submissions from San Benito County for the following years:

- 199920082001-20022010
- 2004201220072015

Health and Safety Code (HSC) § 1797.254 states:

"Local EMS agencies shall **annually** (emphasis added) submit an emergency medical services plan for the EMS area to the authority, according to EMS Systems, Standards, and Guidelines established by the authority".

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The EMS Authority is responsible for the review of EMS Plans and for making a determination on the approval or disapproval of the plan, based on compliance with statute and the standards and guidelines established by the EMS Authority consistent with HSC § 1797.105(b).

## III. Analysis of EMS System Components:

Following are comments related to San Benito County's 2016 EMS Plan Update. Areas that indicate the plan submitted is concordant and consistent with applicable guidelines or regulations, HSC § 1797.254, and the EMS system components identified in HSC § 1797.103, are indicated below:

Appr	oved	Not Approved	
A.	$\boxtimes$		System Organization and Management
B.	$\boxtimes$		Staffing/Training
C.	$\boxtimes$		Communications
D.	$\boxtimes$		Response/Transportation
			• Table 5
			In the next plan submission, please discontinue use of the two documents submitted as Table 5, and use the most current table available on the EMS Authority's EMS Planning webpage. https://emsa.ca.gov/EMS-Planning/
			Ambulance Zones
			Based on the documentation provided by San Benito County, please find enclosed the EMS Authority's determination of the exclusivity of San Benito County's ambulance zones.
E.	$\boxtimes$		Facilities/Critical Care
F.	$\boxtimes$		Data Collection/System Evaluation
G.	$\boxtimes$		Public Information and Education
Н.	$\boxtimes$		Disaster Medical Response

Ms. Kris Mangano, EMS Coordinator February 22, 2018 Page 3 of 3

#### IV. Conclusion:

Based on the information identified, San Benito County's 2016 EMS Plan Update is approved.

Pursuant to HSC § 1797.105(b):

"After the applicable guidelines or regulations are established by the Authority, a local EMS agency may implement a local plan...unless the Authority determines that the plan does not effectively meet the needs of the persons served and is not consistent with the coordinating activities in the geographical area served, or that the plan is not concordant and consistent with applicable guidelines or regulations, or both the guidelines and regulations established by the Authority."

#### V. Next Steps:

San Benito County's 2017 EMS Plan Update will be due on or before February 28, 2019. If you have any questions regarding the plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely.

Howard Backer, MD, MPH, FACEP

Director

**Enclosure** 

ZONE		E	XCLUSIVITY	-	YPE					-213	LEVE	L			
	Non-Exclusive	Exclusive	Method to Achieve Exclusivity	Emergency Ambulance	ALS	LALS	All Emergency Ambulance Services	9-1-1 Emergency Response	7-digit Emergency Response	ALS Ambulance	All CCT Ambulance Services	BLS Non-Emergency and IFT	Standby Service with Transport Authorization	All Air Ambulance	Emergency Air Ambulance
San Benito County								T						1	
San Benito County		X	Non-Competitive	X				X		X					

# San Benito County Office of Emergency Services Emergency Medical Services Division



# EMS PLAN ANNUAL UPDATE

January 1, 2016 - December 31, 2016

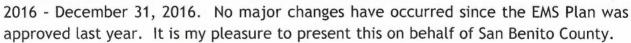
## INTRODUCTION

The San Benito County Emergency Medical Services Division of the Office of Emergency Services serves as the lead agency for the countywide Emergency Medical Services program. EMS is responsible for coordinating all system participants within

the County and is also responsible for planning, implementing, monitoring, and evaluating the local EMS system. This includes establishing policies addressing the financial aspects of system operation, and making provisions for collection, analysis, and dissemination of EMS related data.

San Benito County encompasses an area of 1,391 square miles with a resident population of approximately 60,000. The region ranges from remote rural unincorporated communities to populated urban communities, with the City of Hollister being the County Seat.

This document is the EMS Plan annual update providing relevant information to the time period of January 1,



Sincerely,

Kris Mangano

Kris Mangano EMS Coordinator

## A. SYSTEM ORGANIZATION AND MANAGEMENT

×	(97)	Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short- range plan	Long-range plan
Agen	cy Administration:					
1.01	LEMSA Structure		1	=		
1.02	LEMSA Mission		1			
1.03	Public Input	_	1			
1.04	Medical Director		✓	1		
Planr	ning Activities:					
1.05	System Plan		1			
1.06	Annual Plan Update		1	-		
1.07	Trauma Planning*		✓	1		
1.08	ALS Planning*		1			
1.09	Inventory of Resources		<b>✓</b>			
1.10	Special Populations		✓	1		
1.11	System Participants		✓	<b>√</b>		
Regu	latory Activities:					
1.12	Review & Monitoring		✓			
1.13	Coordination		✓			
1.14	Policy & Procedures Manual		✓		✓	
1.15	Compliance w/Policies		✓			
Syste	m Finances:					
1.16	Funding Mechanism	P	<b>✓</b>			

## SYSTEM ORGANIZATION AND MANAGEMENT (continued)

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Medi	cal Direction:					
1.17	Medical Direction*		<b>✓</b>			
1.18	QA/QI		<b>✓</b>	✓		
1.19	Policies, Procedures, Protocols		1	✓	7	
1.20	DNR Policy		1			
1.21	Determination of Death		<b>✓</b>		F (-)	
1.22	Reporting of Abuse		✓			
1.23	Interfacility Transfer		<b>✓</b>			
Enha	nced Level: Advanced	Life Support				
1.24	ALS Systems		<b>✓</b>			
1.25	On-Line Medical Direction		1			
Enha	nced Level: Trauma (	Care System:				
1.26	Trauma System Plan		✓			
Enha	nced Level: Pediatric	Emergency Medi	cal and Critic	cal Care System:		T
1.27 Pla	Pediatric System		<b>✓</b>			
Enha	nced Level: Exclusive	<b>Operating Areas</b>	:	- 17		1
1.28	EOA Plan		✓			
7						
-						

### **B. STAFFING/TRAINING**

	19 19.5	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		<b>✓</b>			
2.02	Approval of Training		<b>✓</b>			
2.03	Personnel		✓			
Dispa	tchers:					
2.04	Dispatch Training		<b>✓</b>	✓		*/
First	Responders (non-tra	ansporting):				
2.05	First Responder Training	14	<b>√</b>	<b>V</b>		
2.06	Response		✓			
2.07	Medical Control		<b>✓</b>			
Trans	sporting Personnel:					
2.08	EMT-I Training		✓	<b>1</b>		
Hosp	ital:					
2.09	CPR Training		✓ -			
2.10	Advanced Life Support		<b>√</b>	<b>✓</b>		
Enha	nced Level: Advan	ced Life Support:				
2.11	Accreditation Process		<b>✓</b>			
2.12	Early Defibrillation		<b>✓</b>			
2.13	Base Hospital Personnel		✓	12		

## C. COMMUNICATIONS

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short- range plan	Long-range plan
Comi	nunications Equipme	ent:				
3.01	Communication Plan*	-	~	<b>✓</b>		
3.02	Radios		1	1		
3.03	Interfacility Transfer*		1			
3.04	Dispatch Center		✓			
3.05	Hospitals		✓	1		
3.06	MCI/Disasters		<b>✓</b>			
Publi	c Access:					
3.07	9-1-1 Planning/ Coordination		<b>√</b>	<b>✓</b>		
3.08	9-1-1 Public Education		*			
Reso	urce Management:					
3.09	Dispatch Triage		✓	✓		
3.10	Integrated Dispatch	-	<b>✓</b>	✓		

### D. RESPONSE/TRANSPORTATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short- range plan	Long-range plan
Unive	ersal Level:					
4.01	Service Area Boundaries*		<b>√</b>	<b>✓</b>		
4.02	Monitoring		<b>*</b>	<b>✓</b>		
4.03	Classifying Medical Requests		✓			
4.04	Prescheduled Responses		<b>✓</b>			
4.05	Response Time Standards*		<b>✓</b>	711		
4.06	Staffing		<b>✓</b>			
4.07	First Responder Agencies		1			
4.08	Medical & Rescue Aircraft*		<b>✓</b>			
4.09	Air Dispatch Center		✓			
4.10	Aircraft Availability*	**	1			
4.11	Specialty Vehicles*		✓			7
4.12	Disaster Response		1			
4.13	Intercounty Response*		✓			
4.14	Incident Command System		✓			
4.15	MCI Plans		✓			
	nced Level: Advanced Support:					
4.16	ALS Staffing		<b>✓</b>	✓		
4.17	ALS Equipment		✓			

## RESPONSE/TRANSPORTATION (continued)

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Enha	nced Level: Ambular	nce Regulation:				
4.18	Compliance		/			
Enha	nced Level: Exclusiv	e Operating Perm	its:			
4.19	Transportation Plan		<b>✓</b>			
4.20	"Grandfathering"		<b>✓</b>			
4.21	Compliance		1			
4.22	Evaluation		<b>✓</b>			

## E. FACILITIES/CRITICAL CARE

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Unive	ersal Level:					
5.01	Assessment of Capabilities		<b>√</b>	41		
5.02	Triage & Transfer Protocols*		<b>✓</b>		5	
5.03	Transfer Guidelines*		<b>✓</b>			
5.04	Specialty Care Facilities*		1			
5.05	Mass Casualty Management		<b>~</b>	<b>✓</b>		
5.06	Hospital Evacuation*		<b>✓</b>			
Enha	nced Level: Advance	ed Life Support:				
5.07	Base Hospital Designation*		1			
Enha	nced Level: Traum	a Care System:				
5.08	Trauma System Design		✓			
5.09	Public Input	3	1			
Enha	nced Level: Pediatr	ic Emergency Me	edical and Cri	tical Care System:		
5.10	Pediatric System Design		1			
5.11	Emergency Departments		✓	<b>✓</b>		
5.12	Public Input		✓		***	
Enha	nced Level: Other	Specialty Care Sy	stems:			
5.13	Specialty System Design		<b>/</b>			-
5.14	Public Input		<b>✓</b>	j i		

### F. DATA COLLECTION/SYSTEM EVALUATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Unive	ersal Level:					
6.01	QA/QI Program		✓	✓		
6.02	Prehospital Records	8	✓			
6.03	Prehospital Care Audits		<b>✓</b>	. ✓		P
6.04	Medical Dispatch		✓			
6.05	Data Management System*		✓	1		
6.06	System Design Evaluation		<b>*</b>		341	
6.07	Provider Participation		<b>✓</b>	**		
6.08	Reporting		✓			
Enha	nced Level: Advance	ed Life Support:				
6.09	ALS Audit	(E)	✓	✓		
Enha	nced Level: Traum	a Care System:				
6.10	Trauma System Evaluation		<b>\</b>			
6.11	Trauma Center Data		<b>√</b>			

## G. PUBLIC INFORMATION AND EDUCATION

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short-range plan	Long-range plan
Unive	ersal Level:					
7.01	Public Information Materials		<b>/</b>	<b>✓</b>		
7.02	Injury Control		1	<b>/</b>		
7.03	Disaster Preparedness		<b>V</b>	1		
7.04	First Aid & CPR		1	<b>\</b>		
Train	ing					

## H. DISASTER MEDICAL RESPONSE

		Does not currently meet standard	Meets minimum standard	Meets recommended guidelines	Short- range plan	Long-range plan
Unive	rsal Level:					
8.01	Disaster Medical Planning*		<b>✓</b>			
8.02	Response Plans		<b>✓</b>	<b>✓</b>		
8.03	HazMat Training		<b>√</b>			
8.04	Incident Command System	Ž.	1	<b>√</b>		No.
8.05	Distribution of Casualties*		<b>√</b>			
8.06	Needs Assessment		<b>*</b>			
8.07	Disaster Communications*		1			
8.08	Inventory of Resources		<b>✓</b>			
8.09	DMAT Teams		<b>1</b>			
8.10	Mutual Aid Agreements*		<b>√</b>			
8.11	CCP Designation*		<b>1</b>		t to	
8.12	Establishment of CCPs		<b>√</b>			
8.13	Disaster Medical Training		<b>*</b>			
8.14	Hospital Plans		<b>✓</b>	✓		
8.15	Inter-hospital Communications		✓			
8.16	Prehospital Agency Plans		<b>✓</b>	<b>✓</b>		
Enha	nced Level: Advance	d Life Support:				
8.17	ALS Policies		✓			
Enha	nced Level: Specialty	Care Systems:				
8.18 Roles	Specialty Center		1			
	nced Level: Exclusiv	e Operating Areas	/Ambulance F	Regulations:		
8.19	Waiving Exclusivity		/			

APPENDIX 1: System Assessment Form
STANDARD: 1.14 Policy & Procedure Manual
CURRENT STATUS: We plan to do a complete redesign of our Policy & Procedure Manual.
COORDINATION WITH OTHER EMS AGENCIES:
NEED(S):
<b>OBJECTIVE:</b> Reorganization of the current Policy & Procedure Manual, reviewing policies and procedures and making necessary changes as needed.
TIME FRAME FOR MEETING OBJECTIVE:
We plan to introduce the new format late in 2017 and implement shortly thereafter, but no later than Jan. 2018
Short-range plan (one year or less)
Long-range plan (more than one year)

## TABLE 2: SYSTEM RESOURCES AND OPERATIONS

## System Organization and Management

EMS System: San Benito County Reporting Year: 2016	
<b>NOTE:</b> Number (1) below is to be completed for each county. The balance of agency.	f Table 2 refers to each
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, are	nd c should equal 100%.)
County: San Benito County	
A. Basic Life Support (BLS)  B. Limited Advanced Life Support (LALS)  C. Advanced Life Support (ALS)  9%  100 %	3
<ul> <li>Type of agency</li> <li>a - Public Health Department</li> <li>b - County Health Services Agency</li> <li>c - Other (non-health) County Department</li> <li>d - Joint Powers Agency</li> <li>e - Private Non-Profit Entity</li> <li>f - Other: Emergency Medical Services is a Division of the Office of En</li> </ul>	nergency Services
	F7 (2 )34
The person responsible for day-to-day activities of the EMS agency reports a - Public Health Officer b- Health Services Agency Director/Administrator c - Board of Directors d - Other: Office of the Emergency Services	orts to
4. Indicate the non-required functions which are performed by the agency:	
Implementation of exclusive operating areas (ambulance franchising) Designation of trauma centers/trauma care system planning Designation/approval of pediatric facilities Designation of other critical care centers Development of transfer agreements Enforcement of local ambulance ordinance Enforcement of ambulance service contracts Operation of ambulance service	

## Table 2 - System Organization & Management (cont.)

Other:

TOTAL EXPENSES

Continuing education	
Personnel training	
Operation of oversight of EMS dispatch center	
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]	<b>✓</b>
Other: CSA 36	
5. EMS agency budget for FY 2016 (July 1, 2016-June 30, 2017)	
EXPENSES	
Salaries and benefits	\$ <u>162,655.04</u>
(All but contract personnel)	10,945.00
Contract Services	10,943.00
(e.g. medical director)	21 212 05
Operations (e.g. copying, postage, facilities)	<u>21,313.95</u>
Travel	<u>5,468.75</u>
Fixed assets	20 102 76
Indirect expenses (overhead)	38,103.76
Ambulance subsidy	16.552.06
EMS Fund payments to physicians/hospital	46,553.96
Dispatch center operations (non-staff)	88,021.82
Training program operations	
Other: Base Station Hospital	<u>7,000.00</u>
Other:	

\$380,062.88

## Table 2 - System Organization & Management (cont.)

## SOURCES OF REVENUE

Special project grant(s) [from EMSA}	9
Preventive Health and Health Services (PHHS) Block Grant	\$
Office of Traffic Safety (OTS)	
State general fund	-
County general fund	
Other local tax funds (e.g., EMS district)	326,611.49
County contracts (e.g. multi-county agencies)	•••
Certification fees	<u>2,235.00</u>
Training program approval fees	
Training program tuition/Average daily attendance funds (ADA)	
Job Training Partnership ACT (JTPA) funds/other payments	
Base hospital application fees	
Trauma center application fees	
Trauma center designation fees	
Pediatric facility approval fees Pediatric facility designation fees	
Other critical care center application fees	
Type:	
Other critical care center designation fees	
Type:	
Ambulance service/vehicle fees	8,895.00
Contributions	
EMS Fund (SB 12/612)	27,730.17
Other grants:	
Other fees: Hollister Hills	47,537.00
Other (specify):	
TOTAL REVENUE	\$413,008.66

Revenue exceeds expensed because our local hospital did not spend any Richie Fund monies this fiscal year as they are making a large purchase next fiscal year.

## Table 2 - System Organization & Management (cont.)

Fee structure for FY 2016  We do not charge any fees	
Our fee structure is:	
First responder certification	\$
EMS dispatcher certification	
EMT-I certification	54.00
EMT-I recertification	47.00
EMT-defibrillation certification	
EMT-defibrillation recertification	
EMT-II certification	
EMT-II recertification	
EMT-P accreditation  Mobile Intensive Care Nurse/	160.00
Authorized Registered Nurse (MICN/ARN) certification	169.00
MICN/ARN recertification	100.00
EMT-I training program approval	
EMT-II training program approval	
EMT-P training program approval	828.00
MICN/ARN training program approval	
Base hospital application	
Base hospital designation	
Trauma center application	
Trauma center designation	4,493.00
Pediatric facility approval	
Pediatric facility designation	
Other critical care center application  Type:	
Other critical care center designation	
Type: <u>STEMI</u>	4,493.00
Ambulance Provider Certificate of Operations ALS/CCT  Gurney/Wheelchair/BLS/AIR	735.00 601.00
Ambulance vehicle permits	
Other: Gurney/Wheelchair Van/BLS	102.00
Other: ALC/CCT/QRV	133.00

	35 39	7.			1	
		)				
7.	Complete the table on the	following two pa	nges for the El	MS agency sta	aff for the fiscal	year of <u>2016</u> .
					2	
		1				
					*01	
	8	19	09			
						10 - 10 - 27
			)#()			
	* * **					
	a e e					
			1990	72		

Table 2 - System Organization & Management (cont.)

EMS System: San Benito County

Reporting year 2016

CATEGORY	ACTUAL TITLE	FTE POSITIONS (EMS ONLY)	TOP SALARY BY HOURLY EQUIVALENT	BENEFITS (%of Salary)	COMMENTS
EMS Admin./Coord./Director	EMS Coordinator	1	42.02	40-50	
Asst. Admin./Admin. Asst./Admin. Mgr.					
ALS Coord./Field Coord./ Training Coordinator	10				
Program Coordinator/ Field Liaison (Non-clinical)					
Trauma Coordinator					
Medical Director	Medical Director	1	110.00	n/a	contractor
Other MD/Medical Consult/ Training Medical Director	i i				
Disaster Medical Planner					

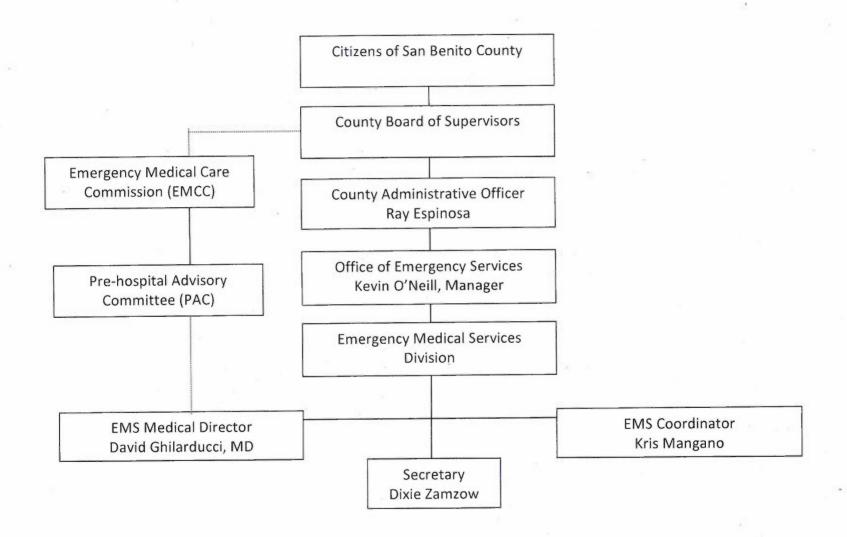
Include an organizational chart of the local EMS agency and a county organization chart(s) indicating how the LEMSA fits within the county/multi-county structure.

Table 2 - System Organization & Management (cont.)

CATEGORY	ACTUAL TITLE	FTE POSITIONS (EMS ONLY)	TOP SALARY BY HOURLY EQUIVALENT	BENEFITS (%of Salary)	COMMENTS
Dispatch Supervisor					
Medical Planner					
Data Evaluator/Analyst					
QA/QI Coordinator					
Public Info. & Education Coordinator					
Executive Secretary					
Other Clerical	EMS Secretary	1	23.72	40-45	
Data Entry Clerk					
Other	1				

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.

### ORGANIZATIONAL STRUCTURE



## TABLE 3: SYSTEM RESOURCES AND OPERATIONS - Personnel/Training

EMS System:

San Benito County

Reporting Year:

<u>2016</u>

**NOTE:** Table 3 is to be reported by agency.

	EMT - Is	EMT - IIs	EMT - Ps	MICN	EMS Dispatchers
Total Certified	78	n/a	15	n/a	n/a
Number newly certified this year	8		2		
Number recertified this year	33		5		
Total number of accredited personnel on July 1 of the reporting year	25		4		
a) formal investigations	0	n/a	0	n/a	n/a
b) probation	0		0		
•	0		0		-
c) suspensions	U		1 0 1		
d) revocations	0		0		
d) revocations					
	0		0		

1.	Number of EMS dispatchers trained to EMSA standards:
2.	Early defibrillation:
	a) Number of EMT=I (defib) certified b) Number of public safety (defib) certified (non-EMT-I)
3.	Do you have a first responder training program □ yes ☑ no

## **TABLE 4: SYSTEM RESOURCES AND OPERATIONS - Communications**

EMS S	System:	San Benito County		
County	y:	San Benito County		
Report	ing Year:	<u>2016</u>		
Note:	Table 4 is t	o be answered for each county.		
1.	Number of	primary Public Service Answering Points (PSAP)		1
2.	Number of	secondary PSAPs	ž.	2
3.	Number of	dispatch centers directly dispatching ambulances		1
4.	Number of	designated dispatch centers for EMS Aircraft		0
5.	a. Radio p b. Other r c. Can all Yes _✓ d. Do you e. Do you	ve an operational area disaster communication system?  primary frequencyTx 463.00 / Rx 468.0  methodsHollister Fire Frequency  medical response units communicate on the same disaster of No  a participate in OASIS? Yes✓ No  a have a plan to utilize RACES as a back-up communication No	communicat	
		the operational area? Yes _\(\sigma\)_ No  n the operational area and the region and/or state? Yes \(\sigma\)_	No	_
6.	Who is you	ur primary dispatch agency for day-to-day emergencies? _S	anta Cruz Re	egional 911
7.	Who is you	ur primary dispatch agency for a disaster? <u>Santa Cruz Reg</u>	ional 911	

# TABLE 5: SYSTEM RESOURCES AND OPERATIONS Response/Transportation

EMS System: San Benito County

Reporting Year:

2016

**Note:** Table 5 is to be reported by agency.

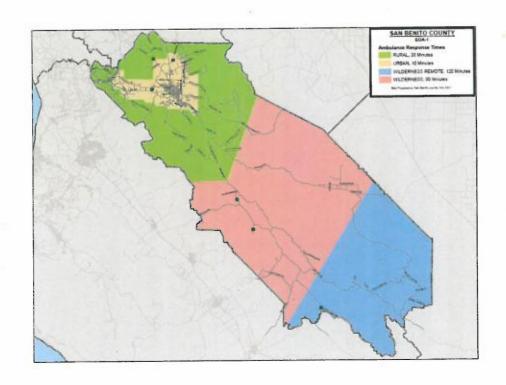
## TRANSPORTING AGENCIES

1.	Number of exclusive operating areas		_1
2.	Percentage of population covered by Exclu	sive Operating Areas (EOA)	100 %
3.	Total number responses		_2748
	<ul><li>a) Number of emergency responses</li><li>b) Number non-emergency responses</li></ul>	(Code 2: expedient, Code 3: lights and siren) (Code 1: normal)	2748
	b) Number non-emergency responses	(Code 1. Horman)	217
4.	Total number of transports		2277_
	<ul><li>a) Number of emergency transports</li><li>b) Number of non-emergency transports</li></ul>	(Code 2: expedient, Code 3: lights and siren) (Code 1: normal)	$\frac{2277}{0}$
3	o) Italiaou of non same game g	A Control Control of the Control of	
Ear	ly Defibrillation Providers		
5.	Number of public safety defibrillation pro-	viders	2
	a) Automated		$\frac{2}{2}$
	b) Manual		
6.	Number of EMT-Defibrillation providers a) Automated		4
	b) Manual		
Air .	Ambulance Services		
7.	Total number of responses  a) Number of emergency responses  b) Number of non-emergency responses		256 256 0
0			250
8.	Total number of transports  a) Number of emergency (scene) response	es	$\frac{-250}{250}$
	b) Number of non-emergency responses		0

## TABLE 5: SYSTEM RESOURCES AND OPERATIONS - Response/Transportation (cont'd.)

## SYSTEM STANDARD RESPONSE TIMES (90<sup>TH</sup> PERCENTILE)

Enter the response times in the appropriate boxes	METRO/URBAN	SUBURBAN/RURAL	WILDERNESS	SYSTEMWIDE
BLS and CPR capable first responder	n/a	n/a	n/a	n/a
Early defibrillation responder	n/a	n/a	n/a	n/a
Advanced life support responder	10 min	30 min	90 min	
Transport Ambulance	10 min	30 min	90 min	- K



# TABLE 6: SYSTEM RESOURCES AND OPERATIONS Facilities/Critical Care

EMS System:	San Benito County	
Reporting Year:	<u>2016</u>	
<b>NOTE</b> : Table 6 is to	be reported by agency.	
Trauma		
Trauma patients: a) Number of patient	s meeting trauma triage criteria	<u>155</u>
b) Number of major center by ambular	trauma victims transported directly to a trauma	<u>33</u>
c) Number of major	trauma patients transferred to a trauma center	<u>50</u>
d) Number of patient at a trauma center	ts meeting triage criteria who weren't treated	41
Emergency Departm	nents	
Total number of eme	rgency departments	_1
a) Number of referra	al emergency services	_0
b) Number of standb	by emergency services	_0
c) Number of basic of	emergency services	_1
d) Number of compr	rehensive emergency services	_0
Receiving Hospitals		
1. Number of re	eceiving hospitals with written agreements	_1
2. Number of ba	ase hospitals with written agreements	_1

## TABLE 7: SYSTEM RESOURCES AND OPERATIONS -- Disaster Medical

San Benito County

EMS System:

County	San Benito County		
Reporti	ng Year: 2016		
NOTE	: Table 7 is to be answered for each county.		
SYSTE	EM RESOURCES		
1.	Casualty Collections Points (CCP)		
	a. Where are your CCPs located? See below		
	b. How are they staffed? See below	yes	no_ <u>√</u>
1	6767		
2.	CISD Do you have a CISD provider with 24 hour capability?	yes _<	no
3.	Medical Response Team		
	<ul><li>a. Do you have any team medical response capability?</li><li>b. For each team, are they incorporated into your local</li></ul>	yes _	no
	response plan?	yes	no <u></u> ✓_
	c. Are they available for statewide response?	yes	no <u></u> ✓
	d. Are they part of a formal out-of-state response system?	yes	
4	Hazardous Materials		
4.	a. Do you have any HazMat trained medical response teams?	yes	no √
		Jes	no
	<ul><li>b. At what HazMat level are they trained?</li><li>c. Do you have the ability to do decontamination in an</li></ul>	_	
	emergency room? d. Do you have the ability to do decontamination in the field?	yes <u>✓</u> yes <u>✓</u>	no
OPER	ATIONS  Are you using a Standardized Emergency Management System (SEMS) that incorporates a form of Incident Command System (ICS) structure?	yes <u></u> ✓	_no
2.	What is the maximum number of local jurisdiction EOCs you will need to interact with in a disaster?	1	_
	+ ·		

3.	Have you tested your MCI Plan this year in a:		
	a. real event?		no
	b. exercise?	yes <u></u> ✓	_ no
4.	List all counties with which you have a written medical mutual aid agree	eement.	
5.	Do you have formal agreements with hospitals in your operational area	to	
	participate in disaster planning and response?	yes <u>√</u>	no
6.	Do you have a formal agreements with community clinics in your oper	ational	
0.	areas to participate in disaster planning and response?		no <u>√</u>
7.	Are you part of a multi-county EMS system for disaster response?		no
8.	Are you a separate department or agency?	yes <u>√</u>	no
9.	If not, to whom do you report?		
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 <u>✓</u>	no

Although we have pre-identified Casualty Collection Points, the emergency itself will ultimately determine whether the pre-identified sites are most appropriate for the given circumstances. Resources needed to operate CCPs would go through the IC. We would also work closely with the Office of Emergency Services to identify locations, for staffing, and logistics.

#### TABLE 8: Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed. Response Zone: Countywide (EOA) Provider: American Medical Response County: San Benito County Number of Ambulance Vehicles in Fleet: 1870 Hillcrest Road Address: Hollister, CA 95023 Average Number of Ambulances on Duty Phone At 12:00 p.m. (noon) on Any Given Day: (831) 636-9391 Number: Level of Service: **Medical Director:** System Available 24 Hours: Written Contract: ☑ Transport ☑ ALS ☑ Ground ☑ Yes □ No ☑ 9-1-1 ☑ Yes □ No ✓ Yes ☐ No ■ Non-Transport ☐ 7-Digit ☐ Air ☐ BLS □ CCT □ Water ☑ IFT Air Classification: If Air: If Public: If Public: Ownership: ☐ Auxiliary Rescue □ Rotary ☐ Fire ☐ City ☐ County ☐ Public ☐ Air Ambulance ☐ Fixed Wing ☐ State ☐ Fire District □ Law ✓ Private □ ALS Rescue □ Federal ☐ Other ☐ BLS Rescue Explain: **Transporting Agencies** Total number of transports Total number of responses 2543 2965 2277 Number of emergency transports Number of emergency responses 2748 Number of non-emergency transports Number of non-emergency responses 266 217 Air Ambulance Services Total number of transports Total number of responses Number of emergency transports Number of emergency responses Number of non-emergency responses Number of non-emergency transports

TABLE 8: Response/Transportation/Providers

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

County: San Benito County	Pr	rovider: Aromas Tri-County Fire D	District Response Z	one: Special District	
Address: 492 Carpenteria Road Aromas, CA 95004		Number of Ambulance Vehicles in Fleet: 0			
Phone (831) 726-3130 Number:					
Written Contract:	Medical Director:	System Available 24 Hours:	Lev	rel of Service:	
□ Yes ☑ No	□ Yes ☑ No	☑ Yes □ No	The state of the s	ALS ☑ 9-1-1 ☑Ground BLS ☐ 7-Digit ☐ Air ☐ CCT ☐ Water ☐ IFT	
Ownership:	If Public:	If Public:	If Air:	Air Classification:	
☑ Public □ Private	<ul><li>✓ Fire</li><li>☐ Law</li><li>☐ Other</li><li>Explain:</li></ul>	☐ City ☐ County ☐ State ☐ Fire District ☐ Federal	☐ Rotary ☐ Fixed Wing	<ul> <li>☐ Auxiliary Rescue</li> <li>☐ Air Ambulance</li> <li>☐ ALS Rescue</li> <li>☐ BLS Rescue</li> </ul>	
		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					
Number of emergency responses Number of emergency			tal number of transports Imber of emergency transp Imber of non-emergency tr		

TABLE 8: Response/Transportation/Providers

Note: Table 8 is to be completed for each provider by county. Make copies as needed. Provider: Hollister Fire Department Response Zone: County of San Benito, County: San Benito County City of Hollister, City of San Juan Bautista 110 Sally Street Number of Ambulance Vehicles in Fleet: 0 Address: Hollister, CA 95023 Average Number of Ambulances on Duty Phone At 12:00 p.m. (noon) on Any Given Day: (831) 636-4325 Number: Level of Service: System Available 24 Hours: **Medical Director:** Written Contract: ✓ Yes □ No ☑ Ground □ Transport □ ALS Ø 9-1-1 □ Yes ☑ No □ Yes ☑ No ✓ Non-Transport M BLS ☐ 7-Digit ☐ Air □ CCT □ Water □ IFT Air Classification: If Air: If Public: If Public: Ownership: ☐ Auxiliary Rescue □ Rotary ☑ Fire ☑ City ☑ County ☑ Public ☐ Air Ambulance ☐ Fixed Wing ☐ Fire District ☐ Law ☐ State □ Private ☐ ALS Rescue ☐ Federal □ Other □ BLS Rescue Explain: **Transporting Agencies** Total number of responses Total number of transports Number of emergency transports Number of emergency responses Number of non-emergency transports Number of non-emergency responses Air Ambulance Services Total number of transports Total number of responses Number of emergency responses Number of emergency transports Number of non-emergency responses Number of non-emergency transports

TABLE 8: Response/Transportation/Providers

Number of emergency responses

Number of non-emergency responses

316

Note: Table 8 is to be completed for each provider by county. Make copies as needed. County: San Benito County Provider: CALSTAR / REACH Response Zone: Countywide Address: 20 Morensen Ave. Number of Ambulance Vehicles in Fleet: 2 Salinas, CA 93905 Phone 831-424-3815 Average Number of Ambulances on Duty Number: At 12:00 p.m. (noon) on Any Given Day: Written Contract: **Medical Director:** Level of Service: System Available 24 Hours: ☑ Yes □ No □ Yes ☑ No Yes I No ☑ Transport ☑ ALS ☑ 9-1-1 □ Ground □ Non-Transport □ BLS ☑ 7-Digit ☑ Air ☑ CCT ■ Water ☑ IFT Ownership: If Public: If Public: If Air: Air Classification: □ Public ☑ Rotary □ Fire □ City □ County ☐ Auxiliary Rescue ☑ Air Ambulance ✓ Private □ Law ☐ State ☑ Fixed Wing ☐ Fire District ☐ ALS Rescue ☐ Federal ☐ Other ☐ BLS Rescue Explain: **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 Total number of responses 316 Total number of transports

309

309

Number of emergency transports

Number of non-emergency transports

TABLE 8: Response/Transportation/Providers

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

County:	San Benito County	Pro	rovider: California Department o	of Parks & Response Z	Cone: Hollister Hills SVRA
Address:	7800 Cienega F	Road	Number of Ambulance V	ehicles in Fleet: 0	
	Hollister, CA 95	023			
Phone Number:	(831) 637-8186		Average Number of Amb At 12:00 p.m. (noon) on A		
Writte	en Contract:	Medical Director:	System Available 24 Hours:	Lev	vel of Service:
Ø	Yes □No	☑ Yes □ No	☑ Yes □ No		ALS   9-1-1  Ground  BLS   7-Digit   Air  CCT  Water  IFT
Ow	vnership:	If Public:	If Public:	<u>If Air:</u>	Air Classification:
☑ Public □ Private		☐ Fire ☑ Law ☐ Other Explain:	☐ City ☐ County ☑ State ☐ Fire District ☐ Federal	□ 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 responses  Number of non-emergency transports					
N	Air Ambulance Services  Total number of responses  Number of emergency responses  Number of non-emergency responses  Air Ambulance Services  Total number of transports  Number of emergency transports  Number of non-emergency transports				

## 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:**

San Benito County Emergency Medical Services

A Division of the San Benito County Office of Emergency Services

#### Area or subarea (Zone) Name or Title:

n/a

#### Name of Current Provider(s):

Include company name(s) and length of operation (uninterrupted) in specified area or subarea.

American Medical Response (uninterrupted)

### Area or subarea (Zone) Geographic Description:

The area includes the entire County of San Benito

## THE LEGAL DESCRIPTION OF COUNTY OF SAN BENITO, CALIFORNIA

Commencing at a point in the center of the Pajaro River, said point being the northwest corner of the Rancho Las Arromitas y Agua Caliente, and being on the northern boundary line of Monterey, and running thence in a southerly direction along the southwest boundary of said Rancho to the southwest corner thereof; thence southerly in a direct line to the summit of said Gabilan Range of Mountains, and thence in a southeasterly along the summit of said Gabilan Mountains to the Chalone Peak; thence southeasterly in a direct line to the division line of the parts of San Lorenzo Sobrantes Rancho owned respectively by Breen and Dunn; thence along said dividing line of said Rancho to the southern boundary thereof; thence due south to the San Lorenzo Creek; thence southeasterly up the center of said Lorenzo or Lewis Creek, and up the north fork thereof, to the summit of the divide between the waters of said Lewis Creek and San Benito Creek; thence following said divide southerly to the eastern boundary of Monterey and the summit of the Coast Range Mountains; Thence northerly, following the summit of said mountains to where the range line between T. 18SI, or R. 12 and 13 E., M. D. B. & M., crosses the same; thence northerly along said range line to the northeast corner of T. 18 S., R. 12 E., ; thence northerly along said township line to the south line of T. 16 N., R. 13 E., M. D. B. & M., thence west to the southeast corner of T. 16 S., R. 12 E., M. D. B. & M.; thence northwest in a straight line to the northeast corner of T. 14 S., R. 9 E.; thence in a straight line northwesterly, running toward the northeast corner of T. 13 S., R. 7 E., to a point where said line intersects the county line between San Benito and Merced; thence along the boundary line between San Benito and Merced to the northeast corner of San Benito and southeast corner of Santa Clara; thence following the county line between Santa Clara and San Benito to the place of beginning.

## Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6):

Include intent of local EMS agency and Board action.

As stated in the County EMS Plan and defined in Calif. H&S Code §1797.85 and as approved by the California EMS Authority on July 10, 2006, San Benito County's Emergency Ambulance Zone (EOA-1) is an Exclusive Operating Area.

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 Service at 911 Emergency Response/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.

In the 2005 EMS Plan Update, the California EMS Authority designated the County as an Exclusive Operating Area without the use of a competitive bid process. This was done by using the grandfather provision of Health & Safety Code §1797.224 and to acknowledge that San Benito has continued using, in the same manner and scope without interruption of services, existing Emergency Ambulance Service Providers since January 1, 1981.

On July 10, 2006, the Authority notified San Benito County EMS that it meets EOA grandfathering provisions of Health & Safety Code Section 1797.224.

County: San E Note: Complete information  Facility: Hazel Hawkin Address: 911 Sunset D	on for each facility by county. None	lake copies as neededTelephone Number:	(831) 637-5711	
Hollister, CA				
Written Contract:		Service:	Base Hospital:	Burn Center:
<b>★</b> Yes □ No	□ Referral Emergency  Basic Emergency	<ul><li>Standby Emergenc</li><li>Comprehensive Em</li></ul>		☐ Yes 🚒 No
Pediatric Critical Care		No <u>Trauma Cen</u>	ter: If Trauma Cen	ter what level:
EDAP <sup>2</sup> PICU <sup>3</sup>	☐ Yes ■☐ Yes ■	No ☐ Yes <b>#</b>	No	☐ Level II☐ Level IV
STEMI Center	: Stroke Ce	nter:		

**TABLE 9: FACILITIES** 

☐ Yes 🋣

☐ Yes 🕻 No

Meets EMSA Pediatric Critical Care Center (PCCC) Standards
 Meets EMSA Emergency Departments Approved for Pediatrics (EDAP) Standards
 Meets California Children Services (CCS) Pediatric Intensive Care Unit (PICU) Standards

## TABLE 10: APPROVED TRAINING PROGRAMS

County: San Benito		Reporting Year: 2016	<del></del>
IOTE: Table 10 is to	be completed by county. N	Make copies to add pages as needed.	
raining Institution:			Telephone Number:
student Eligibility*:	Cost of Program: Basic: Refresher:	**Program Level  Number of students completing training per year Initial training:	
		Continuing Education: Expiration Date: Number of courses: Initial training: Refresher: Continuing Education:	
Open to general public Indicate whether EM	or restricted to certain personner-I, AEMT, EMT-P, MICN, or EM	el only. IR; if there is a training program that offers more than or	ne level complete all information for each level.
raining Institution:			Telephone Number:
student :ligibility*:	Cost of Program:	**Program Level  Number of students completing training per year:	
	Refresher:	Initial training: Refresher: Continuing Education: Expiration Date: Number of students completing training por your.	
	22	Initial training: Refresher: Continuing Education:	

<sup>\*</sup>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: DISPATCH AGENCY**

County: San Benito Cou		Complete information	n for each provider by county.	
Name: Address: Telephone Number:	Santa Cruz Reg	ional 911 Road	Primary Contact:	
Written Contract:  ☑Yes □ No  Ownership: □ Public ☑ Private	Medical Director: ☐ Yes ☐ No	☑Day-to-Day ☑Disaster  If Public: □ Fire □ Law □ Other Explain:	Number of Personnel Providing Services:  EMD Training 31 EMT-D BLS LALS  If Public: □ City □ County □ State □ Fire District	ALS Other Federal
	-			N =
Name: Address:		14 ±27		
Telephone Number:  Written Contract:  ☐ Yes ☐ No  Ownership:  ☐ Public ☐ Private	Medical Director: ☐ Yes ☐ No	☐ Day-to-Day ☐ Disaster  If Public: ☐ Fire ☐ Law ☐ Other Explain:	Number of Personnel Providing Services:  EMD Training EMT-D BLS LALS  If Public: □ City □ County □ State □ Fire District	_ ALS _ Other □ Federal