

EMERGENCY MEDICAL SERVICES AUTHORITY

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



September 29, 2020

Ms. Jackie Lowther, Emergency Medical Services Administrator
Santa Clara County Emergency Medical Services Agency
700 Empey Way
San Jose, CA 95128

Dear Ms. Lowther:

This letter is in response to Santa Clara County's 2019 emergency medical services (EMS) plan submission to the EMS Authority on July 29, 2020. The EMS Authority has reviewed the plan, based on compliance with statutes, regulations, and case law. It has been determined the plan meets all EMS system components identified in Health and Safety Code (HSC) § 1797.103, and is approved for implementation pursuant to HSC § 1797.105(b).

Based on the documentation provided, the EMS Authority has compiled a list of your Emergency Ambulance Zone areas within your jurisdiction and has enclosed for reference.

In accordance with HSC § 1797.254, please submit an annual EMS plan to the EMS Authority on or before September 29, 2021. If you have any questions regarding the EMS Plan review, please contact Ms. Lisa Galindo, EMS Plans Coordinator, at (916) 431-3688.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dave Duncan', written over a white background.

Dave Duncan, MD
Director

Enclosure

dd:lg

Santa Clara County 2019 EMS Plan Ground Exclusive Operating Areas													
ZONE	EXCLUSIVITY			TYPE			LEVEL						NOTES
	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	
Santa Clara County	X												
City of Palo Alto		X	Non-Competitive	X				X					

PALO ALTO FIRE DEPARTMENT STRATEGIC PLAN



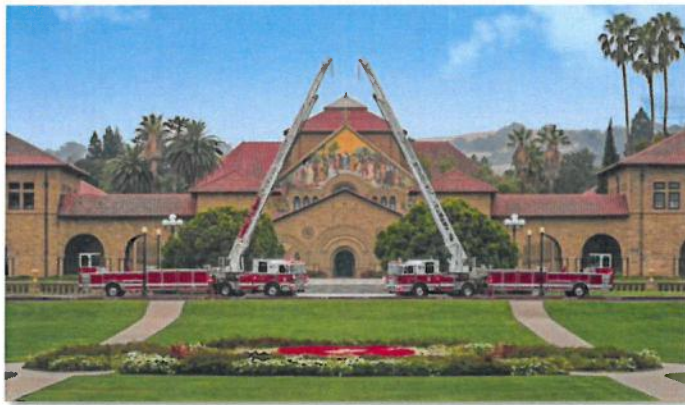
2019-2024

Organizational Background

The City of Palo Alto, California is a landmark known historically in the founding of Stanford University, and in its diverse focus on technology today. The history of the city boasts a heavy Spanish heritage to include its name, which comes from a 1000-year-old coastal redwood tree along San Francisquito Creek. Incorporated as a city on April 16, 1894, Palo Alto has grown and evolved, making its place in the history of the state, as well as nationally and internationally.



Today, Palo Alto is a thriving community of approximately 65,000 residing within approximately 39 square miles. Stanford University provides an approximate additional 16,000 in residence and an additional 13 square miles to which the fire department provides services. As part of and known as the birthplace of Silicon Valley, Palo Alto is home to industry focusing on expanded technology, quality education, and sustainable businesses that feed a robust economy.



Prior to 1920 when the city hired its first professional firefighter, the Palo Alto Fire Department operated as a volunteer fire service organization that served the community. The department, over its existence, has continued to evolve to remain cutting-edge as the community has changed. Because of a growing demand in the industry, the Palo Alto Fire Department

began providing paramedic services in 1975 and also began providing fire-rescue and ambulance services to Stanford University under contract. The Palo Alto Fire Department has continued to keep pace with the industry, as demands changed within the city and as further service offerings were made available for the community.

Today the department provides its services from six fire stations, located strategically throughout the city. Staffed with 96 uniformed and 8 civilian professionals, the department provides its various services and programs, while dedicated to safeguarding and enriching the lives of anyone, anytime, and anywhere. The Palo Alto Fire Department continues to remain mission-focused as evidenced by its international accredited status as well as its commitment to “strategic doing.” The department embraces excellence in all that it does and continues to be dedicated to those it serves.



**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
700 Empey Way
San Jose, CA 95126
408.794.0600 voice | www.sccemsagency.org
www.facebook.com/SantaClaraCountyEMS

July 29, 2020

David Duncan, MD
Director
California Emergency Medical Services Authority
10901 Gold Center Drive, Suite 400
Rancho Cordova, California 95670

Dear Dr. Duncan,

Attached please find the 2019 Santa Clara County EMS Plan Update. The 2019 annual update provides the required information on the status of our system and progress toward meeting objective goals.

Thank you in advance for your review of this Plan Update. Please do not hesitate to contact me for any further questions at 408-7794-0610 or jackie.lowther@ems.sccgov.org.

Respectfully,

Jackie Lowther RN, MSN, MBA
Director, Emergency Medical Services

Enclosure

cc: Rene Santiago, Deputy County Executive
Ken Miller, MD., EMS Medical Director
Louis J. Bruhnke, Chief Deputy Director
Tom McGinnis, Systems Division Chief



Santa Clara County

EMS Plan

2019

**This plan was prepared for the
California Emergency Medical Services Authority
July 2020**

Plan prepared by:
County of Santa Clara
Emergency Medical Services Agency
700 Empey Way
San Jose, CA 95128
(408)794-0600

Plan reviewed and edited by:
Ken Miller, MD, PhD, EMS Medical Director
Jackie Lowther, RN, MSN, MBA, EMS Director
John Blain, EMS Specialist

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	4
FORM 1: EMS PLAN SYSTEM ASSESSMENT SUMMARY.....	5-13
FORM 2: EMS PLAN SYSTEM ASSESSMENT OF STANDARD.....	14-15
FORM 3: AMBULANCE OPERATING ZONE SUMMARY.....	16-25
TABLE 1: SYSTEM ORGANIZATION AND MANAGEMENT.....	26-30
TABLE 2: MANPOWER AND TRAINING.....	31-39
TABLE 3: COMMUNICATIONS.....	40-68
TABLE 4: RESPONSE AND TRANSPORTATION.....	69-121
TABLE 5: ASSESSMENT OF HOSPITALS AND CRITICAL CARE CENTERS.....	122-136
TABLE 6: PUBLIC INFORMATION AND EDUCATION.....	137-138
TABLE 7: DISASTER MEDICAL RESPONSE.....	139-141

Executive Summary

Pursuant to California Health and Safety Code §1797.200, the County of Santa Clara elected to develop an emergency medical services program. In accordance with State statute §1797.204, the Santa Clara County Emergency Medical Services Agency (SCCEMSA) is submitting the 2019 EMS Plan.

There have been three operational changes within the SCCEMSA system since the last EMS Plan submission. The SCCEMSA system operates two emergency ambulance zones. Prior to 2019, both zones were exclusive operating areas. As of July 2019, one of the ambulance zones lost its exclusivity. The second change involved the closure of one tenured inter-facility ambulance service. The third operational change occurred when one of the system's two paramedic training programs closed its operations.

The SCCEMSA still maintains three adult trauma centers, two pediatric trauma centers, one burn center, ten primary stroke centers, four comprehensive stroke centers and eight STEMI centers.

Future efforts by SCCEMSA will focus on the development and implementation of the recently enacted Chapter 14 regulations (EMS for Children). SCCEMSA envisions full implementation by the close of fiscal year 2022.

FORM 1:

EMS PLAN SYSTEM ASSESSMENT SUMMARY