

Transportation Plan

San Benito County EMS Agency



EMS Policy #1006

Revised July 1, 2015

EXECUTIVE SUMMARY

San Benito County EMS Agency recognizes the vital importance of a coordinated response to health emergencies. To encourage a systems approach to a coordinated EMS response, we take pride in the sound relationships we have garnered with all of our system's stakeholders. We are also committed to comply with the requirements set forth in the State's [EMS System Standards and Guidelines and the EMS System Planning Guidelines](#). To that end, this Transportation Plan is intended to address the county's EMS **System**, and not just the activities of the local EMS **Agency**.

The San Benito County EMS Transportation Plan outlines the structure and operations for its pre-hospital care services. It:

- Determines the number of and boundaries for Emergency Ambulance Zones;
- Establishes a process for granting exclusive operating permits to a limited number of Emergency Ambulance Service Providers which serve San Benito County;
- Identifies the role of basic life support (BLS) and advanced life support (ALS) first responders;
- Establishes a process for oversight and regulation of EMS providers by the San Benito County EMS Agency as provided by the San Benito County Ambulance Ordinance #637.

INTRODUCTION

INTENT

The California EMS Authority has designated [San Benito County's Emergency Ambulance Zone as an Exclusive Operating Area effective July 10, 2006](#) and the San Benito County EMS Agency includes ground ALS transportation exclusivity in its EMS Plan.

The following EMS Transportation Plan has been developed to comply with the State EMS Authority's [Minimum Standards and Recommended Guidelines 4.01 through 4.22](#).

AUTHORITY

The San Benito County EMS Transportation Plan was developed by direction of the San Benito County Emergency Medical Care Commission and County Board of Supervisors. It is compliant with:

- [Division 2.5, California Health & Safety Code, Sections 1797 et seq., Emergency Medical Services System and the Prehospital Emergency Medical Care Personnel Act](#)
- [California Code of Regulations, Title 13, Motor Vehicles](#)
- [California Code of Regulations, Title 22 Social Security, Division 9, Prehospital Emergency Medical Services](#)
- California Welfare and Institutions Code [Section 17000](#)
- California Vehicle Code [Section 165](#)

DESCRIPTION OF THE SYSTEM

LOCAL EMS AGENCY AND COUNTY NAME

- San Benito County Emergency Medical Services
- County of San Benito

NAME OF CURRENT EMERGENCY AMBULANCE SERVICE PROVIDER

- American Medical Response
Corporate Headquarters 6363 S.
Fiddlers Green Circle, 14th Floor
Greenwood Village, CO 80111
303-495-1200

FIRST RESPONDERS

San Benito County is served by 3 fire departments comprised of a combination of full-time paid and volunteer Firefighters:

- Hollister Fire Department
- Aromas Tri-County Fire Protection District
- CalFire

AIR AMBULANCE SERVICE PROVIDERS

Air ambulance services currently permitted to fly EMS missions in San Benito County are as follows:

Provider	Helicopter Base Location
CALSTAR	Hollister, Gilroy and Salinas, CA
Air Methods - Mediflight	Merced and Modesto, CA
PHI - Air Med Team	Modesto, CA
Stanford Life Flight	Palo Alto, CA
Reach Air Ambulance	Concord and Lodi, CA

The decision to use air ambulances involves both medical and scene management decisions. Field dispatch may be authorized only by designated personnel who include: firefighters, law enforcement, State and Federal Park Peace Officers, paramedics, registered nurses, and physicians. San Benito County 9-1-1 Communications Center is the agency responsible to forward the air ambulance flight request to the closest most appropriate helicopter service. In all cases, San Benito County BLS First Responders and an ALS ground transport unit will also be dispatched to respond in tandem with responding air ambulances.

EMS DISPATCH AND RESPONSE

DISPATCH SERVICES

Dispatch services for San Benito County are provided by Santa Cruz Regional 911. All calls are dispatched using an Emergency Medical Dispatching System (EMD) and are classified by priority. Callers are provided pre-arrival instructions and the most appropriate EMS vehicle is dispatched to respond.

RESPONSE METHODOLOGY

The San Benito County EMS system is a single tier, Advanced Life Support (ALS/Paramedic) dual response system. Dispatched through an EMD Dispatch Center, 100% of all 9-1-1 Code 3 calls for service, except for calls originating within [Hollister Hills State Vehicular Recreation Area](#), receive a fire-based BLS First Responder/EMT-1 unit and a private ALS transport ambulance staffed by one EMT-Paramedic and one EMT-1.

MULTIPLE CASUALTY INCIDENT PLAN (MCI)

See Attachment 1 - San Benito County MCI Plan; [EMS Policy #4200](#).

REGULATORY PROCESS

SAN BENITO COUNTY AMBULANCE ORDINANCE #923

San Benito County [Ambulance Ordinance #637](#) was enacted on April 13, 1993 in order to provide policies and regulations which are necessary for the public health and safety regarding Ambulance Service Providers in this county. The ordinance establishes policies and regulations for issuing permits and regulating air and ground ambulances to ensure competent, efficient and adequate care is provided and to allow for adequate ambulance services and rates in all areas of the county. The Ordinance also allows for the orderly and lawful operation of the county Emergency Medical Services (EMS) system and ensures its oversight by the San Benito County EMS Agency.

MINIMUM STANDARDS FOR GROUND AMBULANCE TRANSPORTATION SERVICES

Minimum standards for ground ambulance and transportation services are determined by the local EMS Agency. A written agreement between the county and AMR which determines minimum EMS System response standards was executed on October 1, 2014 and is termed to expire June 30, 2019.

San Benito County ensures that responses are conducted in coordinated fashion by one consolidated fire, law and EMS dispatch center. The level of all emergency ambulance and transportation services provided within the region is Advanced Life Support (ALS, Paramedic). Each of the county's emergency ambulances is staffed with one EMT-1 and one EMT-P.

HOSPITAL ACCESSIBILITY

BASE HOSPITAL

San Benito County has one acute care hospital located within its jurisdiction, [Hazel Hawkins Memorial Hospital \(HHH\)](#). Under written contract with the county, HHH serves as the county's only Paramedic Base Station. The on-duty Emergency Department physician provides online medical control for the ALS transport provider and the BLS first responders. As a county-approved EMS Continuing Education Provider, HHH also provides monthly training/educational opportunities which are open to any interested persons and agencies.

RECEIVING HOSPITALS

San Benito County bases its EMS transport decisions based upon the "Closest Most Appropriate Medical Facility" and "Patient Request" model. While using these criteria to establish hospital destination decisions, ground transportation ambulances typically transport patients to the closest most appropriate medical facility which is:

- [Hazel Hawkins Memorial Hospital](#) 911
Sunset Drive
Hollister, CA 95023
(831) 637-5711

Patients from the northern boundaries of San Benito County may also be transported to the following medical facilities based on their being closest to the most appropriate medical facility or by patient request. Generally, San Benito County limits its EMS System ground ambulances to no more than a 30 minute transport time beyond the county boundary lines:

- [Saint Louise Regional Hospital](#)

9400 No Name Uno
Gilroy, CA 95020
(408) 848-2000

- [Watsonville Community Hospital](#) 75
Neilson Street
Watsonville, CA 95076
(831) 724-4741
- [Salinas Valley Memorial Hospital](#) 450
E. Romie Lane
Salinas, CA 93901
(831) 757-4333
- [Natividad Medical Center](#)
1441 Constitution Blvd.
Salinas, CA 93906 (831)
755-4111

EXCLUSIVITY

STATEMENT OF EXCLUSIVITY ([Calif H&S Code §1797.6](#))

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 Service, 911 Response, ALS Transport

METHOD TO ACHIEVE EXCLUSIVITY

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, without interruption of services, existing Emergency Ambulance Service Providers since at least 1968.

On July 10, 2006, San Benito County was notified that it meets EOA grandfathering requirements of Health & Safety Code Section 1797.224.

[EOA-1](#) includes the entire county's incorporated and non-incorporated areas.

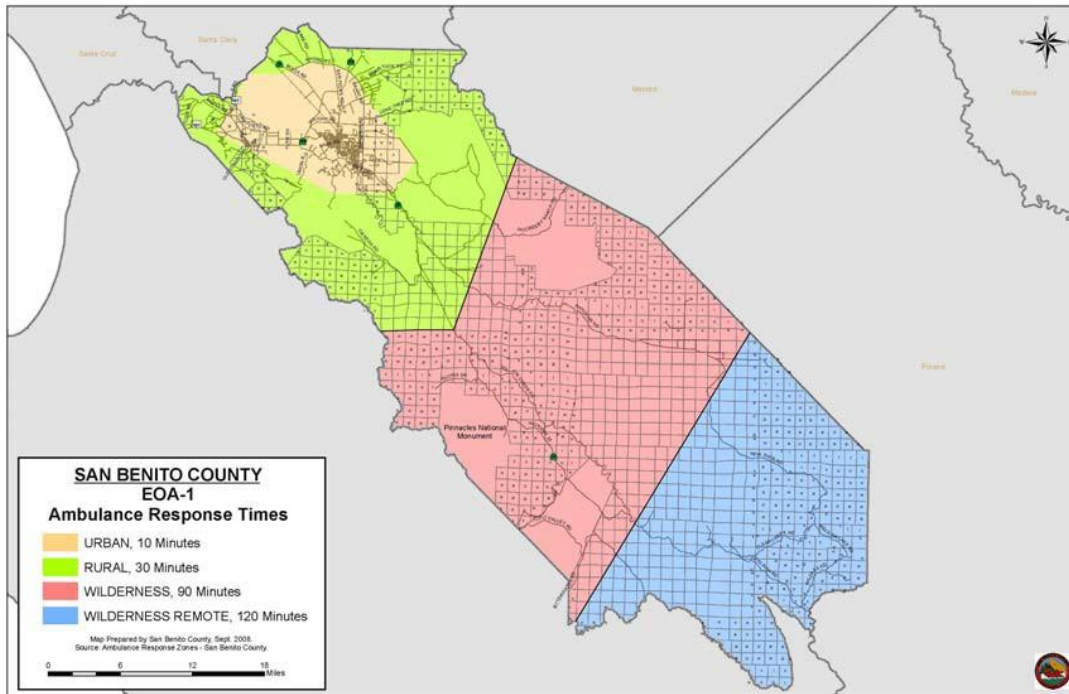
The legal geographic description of the County of San Benito's Exclusive Operating Area (EOA-1) is as follows:

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. 18S1, 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.

SAN BENITO COUNTY RESPONSE ZONE MAP



EMERGENCY AMBULANCE RESPONSE TIME STANDARDS

The San Benito County EMS Agency has established response time standards (based on size of County and long transport distances) for the contracted ambulance provider in the County as defined below:

- Contractor will be deemed to be in compliance with response time standards if ninety percent (90%) or more of all Code 3 (9-1-1) events in which a transport ambulance arrives on scene, measured monthly, meet the specified response times:
 - San Benito Urban Area (**TAN**): Emergency calls within the San Benito County Urban Area must be responded to within ten (10) minutes or less.
 - San Benito County Rural Area (**GREEN**): Emergency calls within the San Benito County Rural Area must be responded to within thirty (30) minutes or less.
 - San Benito County Wilderness Area (**SALMON**): Emergency calls within the San Benito County Wilderness Area must be responded to within ninety (90) minutes or less.
 - San Benito County Wilderness (Remote) Area (**BLUE**): Emergency calls within the San Benito County Wilderness (Remote) Area must be responded to within one hundred twenty (120) minutes or less.