
SAN JOAQUIN COUNTY EMS AGENCY AMBULANCE SYSTEM PLAN



Approved by the San Joaquin County Board of Supervisors

April 15, 2014

San Joaquin County Emergency Medical Services Agency 2014 Ambulance System Plan

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Executive summary

The purpose of the San Joaquin County Emergency Medical Services (EMS) Ambulance System Plan is to ensure the provision of effective and efficient emergency medical care in accordance with the declared policy of the State of California.

The San Joaquin EMS Ambulance System Plan outlines the structure and operations for ambulance transport and prehospital care services in San Joaquin County.

The EMS Ambulance System Plan will:

- Determine the number of and boundaries for ambulance zones;
- Establish a process for creating an exclusive operating area (EOA) and awarding ambulance permits to a limited number of ambulance providers to serve specific ambulance zones in San Joaquin County;
- Define the role of basic life support (BLS) and advanced life support (ALS) non-transport providers;
- Identify the process for designation of EMS dispatch center(s);
- Identify the process for oversight and enforcement of standards for EMS providers.

Overview of planned system design

Ground emergency ambulance services: The EMS system will reduce the number of emergency ambulance permit zones (ambulance zones) for ground ambulance providers from six to four. The ambulance zones currently subject to a competitive bid process are Zone A (greater Lodi), Zone B (greater Stockton), and Zone C (greater Tracy). These zones will be collapsed into one zone designated as Zone X and divided into subzones X-1 through X-11 for monitoring performance. Based on the performance of the current EOA configuration and in order to maximize the economies of scale and system efficiencies, the EMS Agency will use a competitive process to select one provider to serve Zone X. The EMS Agency will maintain the current configuration of Zone D (greater Manteca), Zone E (greater Ripon), and Zone F (greater Escalon) as non-competitively awarded EOAs. Minor zone border adjustments are being made to improve service and/or clarify boundaries.

The EMS Agency will develop and issue a single request for proposals (RFP) for ambulance zone X. The RFP will specify the EMS Agency's desired performance standards for the emergency ambulance, ALS inter-facility transfers, and EMS dispatch services and the mechanisms used to ensure compliance with these standards. The use of a performance-based contract allows the selected provider to determine how to meet the EMS Agency's performance standards, and subjects the provider to penalties for its failure to meet performance standards. The RFP and resulting agreement will include provisions for:

- The scope of services to be performed and standards of performance.
- Penalties to be assessed for failure to comply with specific performance standards (e.g., response times).
- Incentives to be earned for exceeded performance standards (e.g., penalty reductions, contract extensions).

- Performance bonds and mechanisms for the take-over of vehicles and equipment by the EMS Agency to ensure the continuation of ambulance service during a major breach of contract.
- A “lame duck” requirement to ensure the smooth transition in the event that another provider is selected in any future competitive procurement.

EMS Dispatch: The ambulance contractor will be required to provide EMS dispatch services matching those currently provided through the existing competitively awarded EOA agreement and meeting EMS Agency standards. In addition to maintaining the accountability for meeting the standards, this allows the provider to implement its system status management plans (i.e., moving ambulances within the EOA area and variable staffing patterns). The provider will be required to report to the EMS Agency key information that will be used to measure and evaluate the provider’s performance, and to determine compliance with EMS Agency standards.

System Evaluation: The San Joaquin County EMS Agency is responsible for the development of standards for the EMS system including EMS Ambulance System and EMS dispatch services, for implementing the system, evaluating performance and enforcing standards. This requires active EMS Agency oversight, including but not limited to the:

- Audit and inspection of operational, financial, and patient care records and performance data;
- Monitoring service delivery for compliance with defined standards; and
- Providing technical guidance, as appropriate.

Transport and non-transport prehospital care providers will be required to furnish the EMS Agency with prehospital care, operational, financial, and other reports. The EMS Agency will utilize this data to monitor EMS system performance and to identify situations where the providers may fail to meet their contractual requirements.

Introduction

Authority

The San Joaquin County EMS Ambulance System Plan was developed by direction of the San Joaquin County Board of Supervisors and in compliance with Health and Safety Code, Division 2.5, Sections 1797.6, 1797.85, 1797.224, and 1797.250, et seq.

Purpose

This plan outlines the structure and operations for prehospital care services within the San Joaquin County EMS system. Specifically, the plan will:

- Determine the number of and boundaries for ambulance zones;
- Establish a process for creating an EOA and awarding ambulance permits to a limited number of ambulance providers to serve specific ambulance zones in San Joaquin County;
- Define the role of BLS and ALS non-transport providers;
- Identify the process for designation of EMS dispatch center(s);
- Identify the process for oversight and enforcement of standards for specified EMS providers.

The plan establishes a timeframe for implementation of system changes.

Exclusive Operating Areas

The State of California enacted Health and Safety Code sections 1797.6, 1797.85, and 1797.224 to authorize local EMS agencies to create EOAs awarding exclusive franchises for ambulance service, ALS services, and limited ALS services. The Legislature enacted these sections of Health and Safety Code “to prescribe and exercise the degree of state direction and supervision over emergency medical services as will provide for state action immunity under federal antitrust laws”.

Health and Safety Code section 1797.224 authorizes a local EMS agency to create an EOA using a competitive process and in limited circumstances a non-competitive process. The local EMS agency must first submit a plan for creating the EOA and awarding ambulance permits to the California EMS Authority. Approval of the EMS Ambulance System Plan serves as the required State oversight to achieve state action immunity from federal anti-trust laws.

The primary advantages of creating an EOA and selecting an exclusive provider for all or part of the county is that an EOA curtails the chaos associated with retail street level competition and instead promotes planned public accountability furthering the stated policy of the State of California to ensure “effective and efficient emergency medical care.”

The use of a competitive RFP process allows the San Joaquin County EMS Agency to establish the scope and level of service to be provided and set specific performance criteria. Potential providers are required to submit proposals meeting the standards established by the EMS Agency that describe how they would meet the requirements of the RFP. The RFP also establishes the rates to be charged by the provider.

The successful bidder, once selected, is accountable to the EMS Agency to provide service in compliance with a contract approved by the Board of Supervisors. The contract will specify penalties for violation of standards and include a performance bond for default or major breach of contract.

Description of current system

Non-transport emergency medical responders (EMRs)

San Joaquin County is served by 18 fire departments. Of these, three departments provide ALS non-transport EMS and 15 provide BLS non-transport EMS. Only one fire department, the Ripon Consolidated Fire District, provides both ALS transport and non-transport services. The San Joaquin County Sheriff's Department boat patrol provides BLS service and water rescue on the Delta waterways. EMRs are dispatched to medical emergencies along with the emergency ambulance service according to EMS Agency policy approved by the EMS Medical Director.

Ambulance Services

From the late 1970s through 2005, San Joaquin County was divided into eight ambulance zones. Of these zones, five were non-exclusive open market zones and three were non-competitively awarded exclusive operating areas. During this time, a total of nine ground ambulance services operated in San Joaquin County. On March 15, 2004, there were 30 permitted stations and 67 permitted vehicles.

San Joaquin County revised its EMS Ambulance System Plan in 2004, creating six exclusive ambulance zones— maintaining the three non-competitively awarded EOAs and establishing three new EOAs to be competitively awarded. Following a RFP process in 2005, the three competitively awarded EOAs (zones A, B, and C) were awarded to American Medical Response-West (AMR), which established a single operations process for the three zones. Ambulance zones D, E, and F remained non-competitively awarded EOAs continuing the use of the existing ambulance providers Manteca District Ambulance, Ripon Consolidated Fire Protection District, and Escalon Community Ambulance. The performance-based Emergency Ambulance Agreement between the County and AMR to provide emergency ambulance to zones A, B, and C ends on April 30, 2016.

As exclusive operating areas, only the ambulance provider awarded the EOA may initiate emergency ambulance services in these zones. All ambulance zones are listed in Table 1 and shown in Appendix 1.

Table 1: Emergency ambulance providers:

	Community	Current provider
Zone A	Lodi	American Medical Response
Zone B	Stockton	American Medical Response
Zone C	Tracy	American Medical Response
Zone D	Manteca/Lathrop	Manteca District Ambulance
Zone E	Ripon	Ripon Consolidated Fire Department
Zone F	Escalon	Escalon Community Ambulance

The total number of emergency ambulance requests (including all Code 2 and Code 3 responses) for all exclusive operating areas combined in 2012 was 64,091.

The number of Code 3 emergency ambulance requests for all exclusive operating areas combined in 2012 was 48,902.

Table 2 below lists the total call volume for each exclusive operating area or sub area along with the overall response time compliance for Code 3 responses.

Table 2: Response volume and compliance rates, by zone:

Zones	Code 3 Responses	Code 3 Response Time Compliance	Code 2 Responses
Zone A-1 (X-1)	4,255	95.79%	1,868
Zone A-2 (X-2)	1,315	89.73%	308
Zone A-3 (X-3)	594	92.59%	135
Zone B-1 (X-4)	13,524	90.85%	5,045
Zone B-2 (X-5)	14,941	92.76%	4,605
Zone B-3 (X-6)	128	100.00%	19
Zone B-4 (X-7)	1,461	92.54%	379
Zone B-5 (X-8)	1,082	78.56%	326
Zone C-1 (X-9)	3,289	94.89%	1,270
Zone C-2 (X-10)	555	93.51%	72
Zone C-3 (X-11)	665	95.34%	86
Zone D	5664	91.28%*	1613
Zone E	722	88.7%*	0
Zone F	707	87.13%*	185
Total	48,902	91.98%	15,911

* Compliance shown without exemptions identified

NOTE: The existing zones A, B, and C will be collapsed into the new Zone X.

Air Ambulance Services:

San Joaquin County has four permitted and authorized air ambulance services. REACH is the only air ambulance service based within San Joaquin County and is located at the Stockton Metropolitan Airport. Air ambulances are required by State regulations to operate at not less than the ALS level. Air ambulance services currently serving San Joaquin County are shown in Table 3.

Table 3: Air ambulance providers

Provider	Helicopter location
PHI	Modesto
Air Methods	Modesto
REACH	Stockton and Concord
CALSTAR	Concord

The emergency ambulance service agreements with the EOA ground ambulance providers include a provision allowing the use of the air ambulances to transport patients from the scene of medical emergencies. An air ambulance may be requested by on-scene EMS personnel with all such requests being forwarded to the EMS Agency's designated EMS dispatch center. This policy of single point ordering for EMS aircraft eliminates duplicate requests, improves coordination between multiple responding providers, and reduces the risk associated with multi-aircraft responding to the same scene.

Advanced life support

ALS service is available universally throughout the county by the authorized emergency ambulance service providers. This standard achieves the intent of the State of California to maintain and promote the development paramedic programs throughout the state. Additional ALS services are provided through agreements with the Stockton Fire Department, the Tracy Fire Department (South County Fire Authority), and the four authorized air ambulance providers serving San Joaquin County.

EMS dispatch services

San Joaquin County has seven primary public safety answering points (PSAP) and one secondary PSAP designated to receive all 9-1-1 medical and ambulance requests. EMS Policies No. 3001 and 3001A require all primary PSAPs to transfer medical 9-1-1 callers to the County's designated EMS dispatch center without delay. The County's current designated EMS dispatch center is AMR's Lifecom dispatch center (now d.b.a Valley Regional Emergency Communications Center or VRECC), which was selected as part of a competitive process for exclusive emergency ambulance service. Lifecom interrogates 9-1-1 callers using the National Academies of Emergency Dispatch (NAED) emergency medical dispatch (EMD) protocols as approved by the EMS Agency's medical director.

Lifecom provides all emergency ground ambulance dispatch in San Joaquin County and Lifecom serves as the designated single point of contact for the ordering of all air ambulance resources in the prehospital setting. Lifecom also provides emergency

dispatch services for the Joint Radio Users Group (JRUG), which is comprised of a majority of fire agencies in San Joaquin County with the notable exception of the cities of Lodi, Manteca, and Stockton. Lifecom maintains a direct computer aided dispatch CAD-to-CAD link with the Stockton Fire Department's dispatch center to ensure the efficiency and accuracy of call information between the two dispatch centers.

Regulatory process

Permitting: The San Joaquin County Ambulance Ordinance, (Division 7, §4-7100, et seq.), requires a permit for an ambulance provider to operate within the county. The applicant must comply with the standards set forth in the Ordinance, which includes an application with detailed information about the ambulance provider's equipment, staffing, and ability to provide services. An inspection of the unit and ambulance station is made to ensure that it complies with all provisions within the Ordinance and that the ambulance station meets health and safety requirements and zoning laws.

Oversight: The EMS Agency's EMS Analyst is responsible for overseeing the day-to-day enforcement of the ambulance ordinance and related ambulance permits and agreements. The EMS Medical Director and Prehospital Care Coordinator provide medical and operational oversight of the services provided.

2005 system redesign

In 2004, a major system EMS Ambulance System redesign was undertaken to eliminate street level retail ambulance competition throughout the County. Although implementation was controversial at the time, the redesigned San Joaquin County ambulance system is generally viewed today as a success. The system has settled into a successful form and functions as it was designed. Among the indicators of this success are:

- The single provider of ambulance service in zones A, B, and C operates more efficiently, resulting in better overall ambulance response times.
- A single combined EMS dispatch center gathers information quickly and accurately from reporting parties, provides immediate medical advice to callers, seamless coordination between emergency ambulance providers, increased coordination with partnering fire departments, and eliminates delays.
- The ever present conflict among and between fire departments and ambulance providers has been greatly reduced.
- EMS Agency oversight has improved.

Plan development process

This plan largely continues the existing ambulance system design, unlike the 2005 plan which completely overhauled the then existing system. With the ambulance providers contractually required reporting requirements and the EMS Agency's direct access to performance data, system problems and opportunities for improvement are identified and implemented on an ongoing basis.

Development of this plan followed the San Joaquin EMS Agency's standard practice for policy adoption. Under this, draft policies are posted on the EMS Agency website for a minimum of 30 days to solicit public comment. The EMS Agency will notify EMS system participants of the public comment period.

The San Joaquin County EMS Agency will summarize and respond to the comments received during the 30 day public comment period. The comments and the EMS Agency's response to those comments will be made available on the EMS Agency's website.

The San Joaquin County EMS Agency will revise the draft Ambulance System Plan following the public comment period and then submit the updated draft Ambulance System Plan to the San Joaquin County Board of Supervisors for their consideration. The resolution showing approval of the plan by the Board of Supervisors will be included as Appendix 4.

Planning considerations and principles

The San Joaquin County EMS Agency continued to work under the guidelines adopted by the 2004-05 Ambulance Steering Committee. These guidelines called for the revised system to be effective, efficient, and equitable, with the EMS Agency holding the ambulance provider accountable for its performance through the competitive process, the resulting contract, and the oversight process.

Zone design evaluation criteria

In the 2005 plan, potential zones were evaluated based on

- Economic viability.
- Attractiveness to bidders.
- Operating efficiency.
- Availability of backup in case of breach.
- Integration of dispatch services.
- Accountability to the public.
- Impact on existing local providers.
- Impact on the oversight process.

Several possible zone configurations were evaluated in 2004 before adoption of a system design that merged the five non-exclusive zones into three zones that would be awarded by the RFP. In 2005, a single provider was selected to serve all three of the

newly designed and competitively awarded zones. Based on the success of this experience the EMS Agency is collapsing zones A, B, and C into one zone – Zone X.

System design

Overview of system design

The system design proposed under this plan would make only minor adjustments to the system design adopted in the 2005 plan.

Ground ambulance services

Zones: The San Joaquin County EMS system will modify its current six zones for ground ambulance providers by collapsing Zones A, B, and C into a single zone (Zone X) that is divided into eleven subzones. This reflects the current operation of these three zones by a single provider and the intent of the County to competitively seek a single provider for Zone X through an RFP. The County will continue the use of existing providers in zones D, E, and F, through non-competitively awarded exclusive operating area agreements.

A minor boundary change will move some territory from Zone X-11 to Zone D (Manteca/Lathrop) (Appendix 2). This area is undeveloped and received no requests for ambulance services during 2012. The County has approved plans to allow development to begin in January 2014 and, over a ten year project, the potential to add 11,000 homes with a town center, and 4000,000 square feet of office and lab space.

Due to bridge access and other factors, this area will be better served by the Zone D ambulance provider because the planned population center will be located contiguously with the population center of the City of Lathrop. If the Zone X provider remained responsible for service, the area would be a population island making it more difficult to maintain consistent ambulance availability as part of a larger system status plan. In addition, the two fastest access points to the development will be from Lathrop and Interstate 5.

The remainder of Zone D and the existing Zones E and F (Ripon and Escalon) will remain as currently configured although minor future border changes will be considered as appropriate. Any such modifications will be part of the system's ongoing quality improvement process and will be based on factors such as population density changes and changes in the road system. The existing grandfathered providers in these zones will continue to operate exclusively within these zones.

The competitive process for Zone X will use a RFP. In the RFP, the EMS Agency will specify the desired performance standards for the ambulance service and the mechanisms used to ensure compliance with these standards.

Scope of services for Zone X:

The selected provider will receive exclusive market rights for all emergency ambulance service and all ALS ambulance service, including:

- all 9-1-1/PSAP requests for ambulance service;
- “7-Digit” requests for emergency ambulance service made directly to an ambulance service without going through an authorized 9-1-1/PSAP;
- ambulance transport to an emergency department from the scene of an emergency, including transports to an emergency department originating from a skilled nursing facility, physician’s office, medical clinic, residential care facility, or other medical facility;
- ALS inter-facility ambulance transports from a general acute care hospital in Zone X to any other general acute care hospital;
- critical care transport (CCT) ambulance transports, which shall conform to the definition of “Specialty Care Transport” as defined in 42 CFR 414.605, from a general acute care hospital in Zone X to any other general acute care hospital, (excluding hospital based neonatal transport services and physician staffed ambulance transports).

Accountability: While the RFP will allow the provider to be creative in how it meets the standards, it will be held accountable to the EMS Agency for its performance through the competitive process, the resulting contract, and the oversight process. The RFP will include pre-established standards for the ambulance service, economic incentives for the provider to comply with these standards, and a comprehensive system of contract monitoring.

Performance standards: The San Joaquin EMS Agency is charged with developing the standards for the ambulance system, for implementing the system, and for monitoring and enforcing the contract. The standards will include:

- Clinical quality (staffing level, specific training requirements, and internal quality management program);
- Response times for emergency ambulances;
- Maximum unit-hour utilization ratios for the sub-zone compliance areas, and each ambulance;
- Deployment/system status management plan;
- Standards for ambulances and equipment;
- Fleet maintenance program;
- Field supervision; and
- Patient charges.

A performance-based contract is based on the premise that the selected provider is in the best position to determine how the standards are met, subject to penalty for failure to meet them. Therefore:

- Penalties will be used for failure to comply with specific performance standards (e.g., response times).
- Incentives (e.g., penalty reductions, contract extensions) will be used to provide incentives to exceed performance standards.

- Performance bonds and mechanisms for take-over of vehicles and equipment will be put in place ensuring that ambulance service will continue in case of a major breach of contract.
- A “lame duck” requirement will be used to ensure smooth transition in the event that another provider is selected in any future competitive procurement.

Penalties: The RFP and the contract will specify penalties for non-compliance with standards. These will be approved by the Board of Supervisors as part of the RFP development and contract approval processes. Penalties will be assessed will include but not be limited to:

- Exceeding allowable response time per call (by minute);
- Exceeding allowable response time percentile by month. These will be measured within sub-zone compliance areas;
- Failure to provide required information;
- Failure to meet dispatch performance; and
- Other minor breaches.

Additional services: Finally, the RFP will provide for additional services to be provided by the contractor. These may be mandated or may be offered for additional points in the scoring of proposals.

Because the required performance standards and any additional requirements will increase costs, the EMS Agency will need to ensure that added requirements are worth these extra costs and that the total system cost is not excessive.

Air ambulance services

The EMS Agency will recommend changes to the County’s Ambulance Ordinance to allow for the creation and implementation of exclusive operating areas for air ambulances. Air ambulances are generally viewed as a regional resource. In order to promote efficiency and improve performance the San Joaquin County EMS Agency will explore the desirability of creating one or more EOAs for air ambulance service in cooperation with neighboring local EMS agencies.

Advanced life support

All emergency ground ambulance services are required to provide ALS service.

EMS Dispatch

The RFP will require that the winning bidder provide dispatch services and meet minimum requirements to be the designated EMS Dispatch Center for all of San Joaquin County as set forth in San Joaquin County EMS Agency Policy No. 3101 Emergency Ambulance Service Provider Dispatch Requirements and the requirements specified in the RFP.

As the provider of the designated EMS Dispatch Center, the winning bidder will be required to provide EMS and ambulance dispatch services for all emergency ambulance services within the competitively awarded EOA. In addition, the RFP will be configured

to require the winning bidder to have the expertise, capacity, and flexibility, to provide EMS and fire dispatch services for all San Joaquin County ambulance providers and fire agencies currently served by Lifecom. The winning bidder will be encouraged to propose a cost structure that will incentivize all ambulance providers and fire agencies in San Joaquin County to utilize the winning bidder's dispatch center services.

Regulatory process

The San Joaquin County EMS Agency is responsible for the development of standards for the ambulance system, for implementing the system, for monitoring performance standards and enforcement. This requires active EMS Agency oversight, including:

- Audit and inspection of operational, financial, and patient care records;
- Monitoring service delivery for compliance with defined standards; and
- Providing technical guidance, as appropriate.

Providers are required to furnish the EMS Agency with prehospital care, operational, financial, and unusual occurrence reports. The EMS Agency utilizes this data to monitor system performance and to identify situations where the provider may fail to meet its contractual requirements.

Implementation process and timeline

While the final schedule will depend on approval of this plan by the California Emergency Medical Services Authority, the anticipated timeline is:

Request for proposals process

Issue RFP for emergency ambulance service	Monday - June 30, 2014
Letters of intent to submit a proposal and proposal fee	Friday – July 18, 2014 (by 12:00 noon)
Deadline for receipt of all questions regarding the RFP	Friday – July 25, 2014 (by 12:00 noon)
Bidders' Conference, amendments to RFP released (if any)	Thursday – August 14, 2014
Proposals and bidder bonds due	Monday – September 8, 2014 (by 12:00 noon)
Proposal Review Committee presentations	Monday – September 29, 2014
Public announcement of Health Care Services Agency Director's recommendation	Monday – October 6, 2014
Final date for submission of recommendation protests	Friday – October 13, 2014 (by 12:00 noon)
Final recommendation of award to Board of Supervisors by Health Care Services Agency Director and Declaration of Intent to Contract by Board of Supervisors (Performance security due)	Tuesday - December 2, 2014

Contract negotiations

Presentation of final negotiated contract(s) to Board of Supervisors and approval of contract(s) by Board of Supervisors (48 days)

Board of Supervisors approval of contract

January 20, 2015

System implementation

Implementation of service by the Contractor(s)

May 1, 2016 at 08:00

Zone forms

**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.

<p>Local EMS Agency or County Name: San Joaquin County EMS Agency</p>
<p>Area or subarea (Zone) Name or Title: Zone X (formerly Zones A, B, and C)</p>
<p>Name Of Current Provider(S): Include Company Name(S) And Length Of Operation (Uninterrupted) In Specified Area Or Subarea. American Medical Response (11 Years)</p>
<p>Area or subarea (Zone) Geographic Description: Greater Lodi, Stockton, and Tracy areas</p>
<p>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action. Exclusive</p>
<p>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.). Type: Emergency Ambulance Services Level: <ul style="list-style-type: none"> • all 9-1-1/PSAP requests for emergency ambulance service; • all “7-Digit” requests for emergency ambulance service; • CCT/ALS Ambulance Services; </p>
<p>Method to achieve Exclusivity, if applicable (HS 1797.224): If <u>grandfathered</u>, 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 <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers. Competitive bid. An open request for proposals will be issued following EMS Authority approval of San Joaquin County Ambulance System Plan. Initial contract is expected to be for five years with potential five year extension prior to another open bid.</p>

**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.

<p>Local EMS Agency or County Name:</p> <p style="text-align: center;">San Joaquin County EMS Agency</p>
<p>Area or subarea (Zone) Name or Title:</p> <p style="text-align: center;">Zone D</p>
<p>Name Of Current Provider(S): Include Company Name(S) And Length Of Operation (Uninterrupted) In Specified Area Or Subarea.</p> <p style="text-align: center;">Manteca District Ambulance Services (53 years)</p>
<p>Area or subarea (Zone) Geographic Description:</p> <p style="text-align: center;">Greater Manteca and Lathrop areas</p>
<p>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action.</p> <p style="text-align: center;">Exclusive</p>
<p>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.).</p> <p>Type: Emergency Ambulance Services</p> <p>Level:</p> <ul style="list-style-type: none"> • all 9-1-1/PSAP requests for ambulance service; • all “7-Digit” requests for emergency ambulance services;
<p>Method to achieve Exclusivity, if applicable (HS 1797.224): If <u>grandfathered</u>, 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.</p> <p>If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.</p> <p style="text-align: center;">Grandfathered. Manteca District Ambulance Service (MDA) originally began providing ambulance services in November 1951. This service has continued, without interruption or competition and since then, no changes to the scope and manner of service have occurred. Also, MDA provides advanced life support service in a 9-1-1 setting and no significant changes to its zone have occurred. MDA is an ambulance district operated by an independent board of directors.</p>

**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.

<p>Local EMS Agency or County Name:</p> <p style="text-align: center;">San Joaquin County EMS Agency</p>
<p>Area or subarea (Zone) Name or Title:</p> <p style="text-align: center;">Zone E</p>
<p>Name Of Current Provider(S): Include Company Name(S) And Length Of Operation (Uninterrupted) In Specified Area Or Subarea.</p> <p style="text-align: center;">Ripon Fire Protection District (30 years)</p>
<p>Area or subarea (Zone) Geographic Description:</p> <p style="text-align: center;">Greater Ripon area</p>
<p>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action.</p> <p style="text-align: center;">Exclusive</p>
<p>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.).</p> <p>Type: Emergency Ambulance Services</p> <p>Level:</p> <ul style="list-style-type: none"> • all 9-1-1/PSAP requests for ambulance service; • all “7-Digit” requests for emergency ambulance service;
<p>Method to achieve Exclusivity, if applicable (HS 1797.224): If <u>grandfathered</u>, 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.</p> <p>If <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers.</p> <p style="text-align: center;">Grandfathered. Ripon Fire Protection District originally began providing ambulance services in February 1974. This service has continued, without interruption or competition since then and no changes to the scope and manner of the service have occurred. Also, Ripon Fire Protection District provides advanced life support service in a 9-1-1 setting and no changes to its zone have occurred. Ripon Fire Protection District is fire protection district operated by an independent board of directors which is responsible for the ambulance service.</p>

**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.

<p>Local EMS Agency or County Name: San Joaquin County EMS Agency</p>
<p>Area or subarea (Zone) Name or Title: Zone F</p>
<p>Name Of Current Provider(S): Include Company Name(S) And Length Of Operation (Uninterrupted) In Specified Area Or Subarea. Escalon Community Ambulance (43 years)</p>
<p>Area or subarea (Zone) Geographic Description: Greater Escalon area</p>
<p>Statement of Exclusivity, Exclusive or non-Exclusive (HS 1797.6): Include intent of local EMS agency and Board action. Exclusive</p>
<p>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.). Type: Emergency Ambulance Services Level: <ul style="list-style-type: none"> • all 9-1-1/PSAP requests for ambulance service; • all “7-Digit” requests for emergency ambulance service </p>
<p>Method to achieve Exclusivity, if applicable (HS 1797.224): If <u>grandfathered</u>, 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 <u>competitively-determined</u>, method of competition, intervals, and selection process. Attach copy/draft of last competitive process used to select provider or providers. Grandfathered. Escalon Community Ambulance originally began providing ambulance services in April 1961. This service has continued, without interruption or competition since then and no changes to the scope and manner of the service have occurred. Also, Escalon Community Ambulance provides advanced life support service in a 9-1-1 setting and no changes to its zone have occurred. Escalon Community Ambulance is an ambulance district operated by an independent board of directors.</p>

Appendices

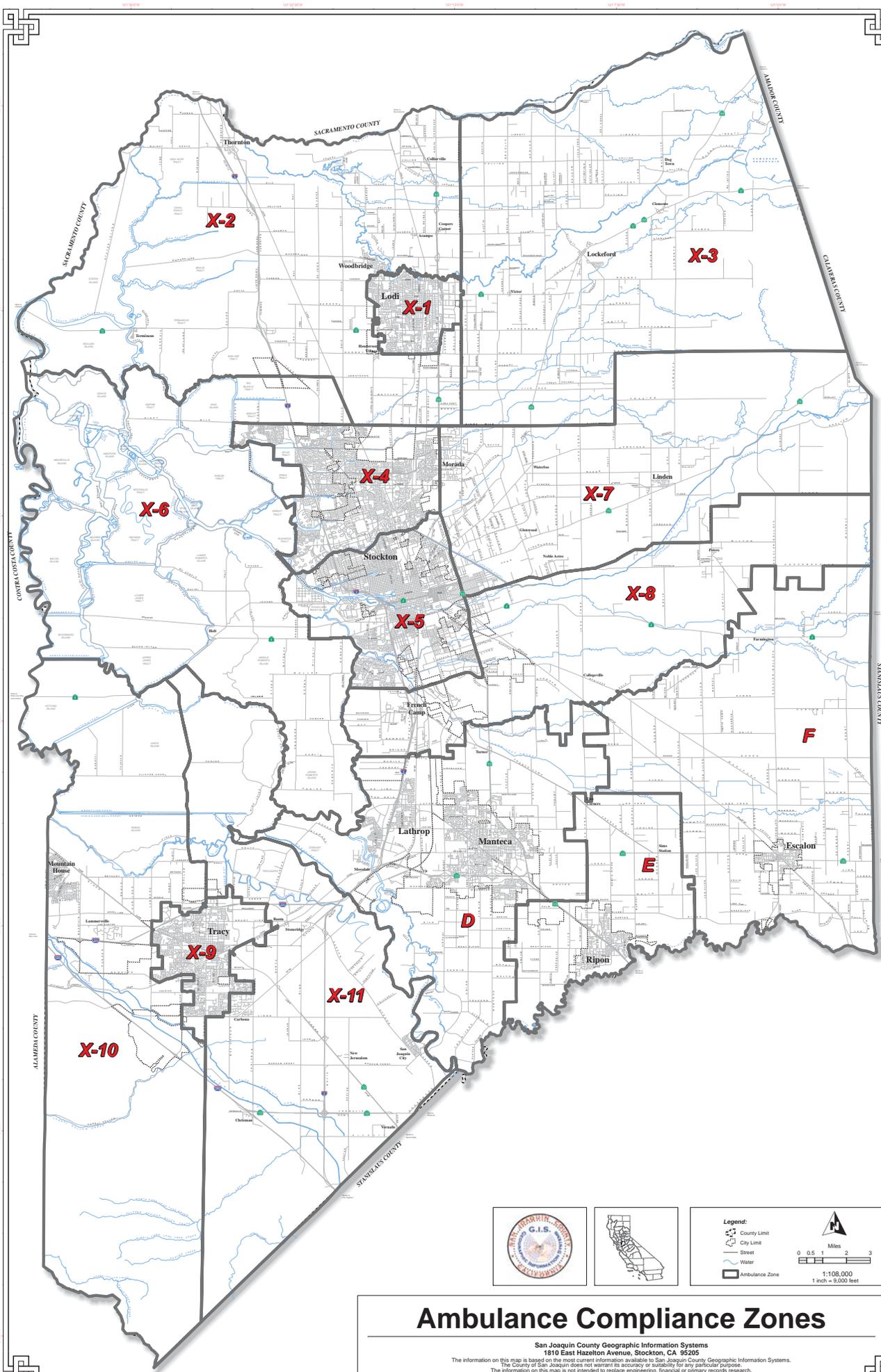
Appendix 1: Revised ambulance zones

Appendix 2: Zone X/Zone D (Manteca/Lathrop boundary change)

Appendix 3: Ambulance Ordinance

Appendix 4: Board of Supervisors approval

Appendix 5: Response to public comment



Legend:

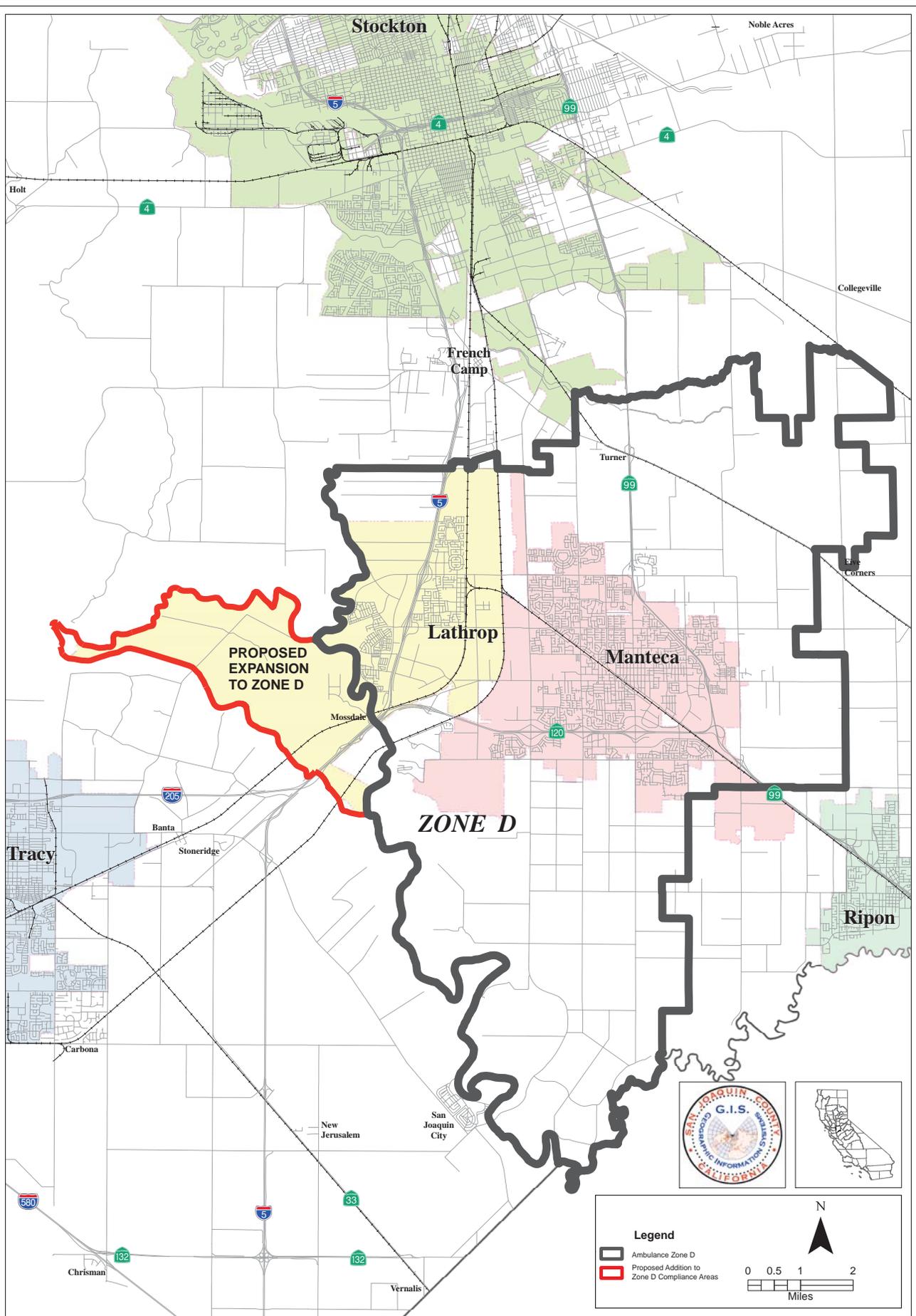
- County Limit
- City Limit
- Street
- Water
- Ambulance Zone

Miles
 0 0.5 1 2 3
 1:108,000
 1 inch = 9,000 feet

Ambulance Compliance Zones

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95205
 The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.
 The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.
 The information on this map is not intended to replace engineering, financial or primary records research.

Printed: 01/04/2008 DB (rev 01/09/2014 - rml)



Proposed Exclusive Operation Area Expansion for Zone D

San Joaquin County Geographic Information Systems
1810 East Hazelton Avenue, Stockton CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.
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**BEFORE THE BOARD OF SUPERVISORS
OF THE COUNTY OF SAN JOAQUIN
STATE OF CALIFORNIA**

* * * * *

ORDINANCE NO. 4231

**AN ORDINANCE REPLACING, IN TOTAL, TITLE 4, DIVISION 7
AMBULANCES OF THE ORDINANCE CODE OF SAN JOAQUIN COUNTY**

The Board of Supervisors of the County of San Joaquin, State of California,
ordains as follows:

**TITLE 4 PUBLIC SAFETY
DIVISION 7. AMBULANCES**

CHAPTER 1

GENERAL PROVISIONS

Sections:

- 4-7100 Title**
- 4-7101 Purpose**
- 4-7102 Exemptions**
- 4-7103 Authority within Incorporated Cities**
- 4-7104 Regulations**

4-7100 TITLE

This division shall be known as the "Ambulance Ordinance of San Joaquin County."

4-7101 PURPOSE

The purposes of this division are to:

- (1) Enact formal policies and regulations for licensing and regulating the operation of ambulances;
- (2) Protect the public by assuring that ambulances operate safely;
- (3) Allow for adequate, appropriate, and efficient emergency ambulance service and non-emergency ambulance services in all areas of the County; and
- (4) Allow for the orderly and lawful operation of a local emergency medical services system pursuant to the provisions of Health and Safety Code Section 1797 et seq.

4-7102 EXEMPTIONS

(1) This division shall not apply to vehicles operated as ambulances and to persons engaged in the ambulance service where ambulance services are rendered at the request of any County communications center or at the request of any law enforcement or fire protection agency during any "state of war emergency," "state of emergency," or "local emergency" as defined in Government Code Section 8558 or during any period (not over thirty (30) days, but renewable every thirty (30) days) when the county officials have determined that adequate emergency ambulance service will not be available from existing permittees;

(2) This division shall not prevent any peace officer, fire fighter, or physician licensed to practice medicine in this state, from arranging for the transportation of an individual, in need of emergency medical care when no ambulance with an appropriate ambulance service permit is available and such transportation is required immediately for the preservation of life or to avoid substantial impairment of the person to be transported.

4-7103 AUTHORITY WITHIN INCORPORATED CITIES

Upon adoption by a city of the ordinance codified in this division, the Permit Officer shall have enforcement powers within that city. However, lack of adoption of all or part of this ordinance by a city shall not be interpreted as limiting any authority granted to the San Joaquin County Emergency Medical Services Agency by Division 2.5 of the California Health and Safety Code or any regulations or guidelines promulgated thereunder.

4-7104 REGULATIONS

(1) The Permit Officer shall make necessary and reasonable rules and regulations covering ambulance service operation, ambulance transport equipment, ambulance personnel, and standards of dispatch for the effective and reasonable administration of this division.

- (2) These regulations shall include, but not be limited to:
- (a) response time standards for emergency responses in each area of the county;
 - (b) identification of required clinical or operational reports and dispatch records;
 - (c) personnel requirements;
 - (d) equipment requirements;
 - (e) vehicle requirements;
 - (f) countywide system status management plan;
 - (g) other clinical, operational, and dispatch standards
 - (h) clinical and operational data reports

CHAPTER 2

DEFINITIONS

Sections:

4-7200	Generally.
4-7201	Ambulance.
4-7202	Ambulance Service.
4-7203	Ambulance Provider.
4-7204	Approved Ambulance Dispatch Center.
4-7205	Emergency Response Permit Zones.
4-7206	Emergency Call.
4-7207	Emergency Service.
4-7208	Permit Officer.
4-7209	Post Location.

4-7200 GENERALLY

Unless otherwise specifically provided, or required by the context, the following terms have the meanings set forth in this chapter.

4-7201 AMBULANCE.

"Ambulance" means a vehicle specially constructed, modified or equipped and used for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated persons. "Ambulance" does not include the nonemergency transportation of persons confined to wheelchairs.

4-7202 AMBULANCE SERVICE

"Ambulance service" means the activity, business or service, for hire, profit or otherwise, of transporting one or more persons by ambulance on or in any of the streets, roads, highways, alleys, or any public way or place in this County.

4-7203 AMBULANCE PROVIDER

"Ambulance provider" means a person, firm, partnership, corporation or other organization, which furnishes or offers to furnish ambulance service within a zone.

4-7204 APPROVED AMBULANCE DISPATCH CENTER

"Approved Ambulance Dispatch Center" means a dispatch agency, center or organization which provides ambulance dispatch services and which complies with San Joaquin Emergency Medical Services (EMS) Agency dispatch policies and procedures as determined by the EMS Agency.

4-7205 EMERGENCY RESPONSE PERMIT ZONES

"Emergency response permit zones" means the areas shown on the map entitled "Emergency Response Permit Zones of San Joaquin County" on file in the Office of the Sheriff and Clerk of the Board, and as it may be changed from time to time by the San Joaquin County Board of Supervisors.

4-7206 EMERGENCY CALL

"Emergency call" means a request for an ambulance to transport or assist persons in apparent sudden need of medical attention; or, in medical emergency, as determined by a physician, to transport blood, or any therapeutic device, accessory to such device, or tissue or organ for transplant.

4-7207 EMERGENCY SERVICE

"Emergency service" means the service performed in response to an emergency call. "Emergency service" also includes transportation of a patient, regardless of a presumption of death of the patient, or transportation of a body for the purpose of making an anatomical gift, as provided in Section 12811, Vehicle Code, and the Uniform Anatomical Gift Act, Health and Safety Code.

4-7208 PERMIT OFFICER.

"Permit officer" means the Director of Health Care Services or his/her designee.

4-7209 POST LOCATION

"Post location" means any location designed to place resources for the most appropriate response to meet the demand for service, in accordance with a permittee's approved system status management plan or the countywide system status management plan.

CHAPTER 3

PERMITS

Sections:

- 4-7300 Emergency Ambulance Permit Zones**
- 4-7301 Permits Required**
- 4-7302 Competitively Granted Exclusive Operating Permits**
- 4-7303 Non-Competitively Granted Exclusive Operating Permits**
- 4-7304 Non-Exclusive Operating Permits**
- 4-7305 Air Ambulances**
- 4-7306 Non-Emergency Services**
- 4-7307 Permit Process**
- 4-7308 Renewal of Permit**

4-7300 EMERGENCY AMBULANCE PERMIT ZONES

(1) The EMS Agency shall recommend emergency ambulance permit zones to the Board of Supervisors for its approval. Zones shall be classified as either exclusive (competitive), exclusive (non-competitive), or non-exclusive.

(2) Exclusive (competitive) zones are those in which a permit will be granted to a single provider through a competitive process, in accordance with Section 1797.224, California Health and Safety Code.

(3) Exclusive (non-competitive) zones are those in which a permit will be granted to a single provider without a competitive process, in accordance with Section 1797.224, California Health and Safety Code.

(4) Non-exclusive emergency service zones are those in which permits will be granted to any qualified ambulance provider.

4-7301 PERMITS REQUIRED

(1) No person (either as owner, agent or otherwise) shall furnish, operate, conduct, maintain or otherwise engage in or advertise, offer or profess to engage in ambulance service unless the person holds (and is entitled to hold) a currently valid ambulance operator's permit.

(2) No person (either as owner, agent or otherwise) shall furnish, operate, conduct, maintain or otherwise engage in or advertise, offer or profess to engage in air ambulance service unless the person holds (and is entitled to hold) a currently valid ambulance operator's permit. This includes air ambulance services that are based outside of San Joaquin County that provide emergency response within San Joaquin County.

(3) No permit is required for the delivery into San Joaquin County of persons picked up outside the County boundaries. No permit is required for specialized teams (e.g. neonatal intensive care unit teams) that are permitted by another emergency medical services agency and that pick up patients in San Joaquin County for transportation to an acute care hospital based outside of the County.

4-7302 COMPETITIVELY GRANTED EXCLUSIVE OPERATING PERMITS

(1) The permit process for ambulance providers seeking a permit to operate within exclusive (competitive) zones shall be incorporated into the competitive process, as described in sub-section 2.

(2) A competitive process meeting the requirements of Section 1797.224, California Health and Safety Code shall be used to grant an exclusive operating permit to a single provider within any exclusive (competitive) zone. The County shall use a written request for proposals that shall identify the minimum and desired criteria that will be

used to select the ambulance service. It shall include, but not be limited to, all applicable requirements established by this ordinance.

(3) A contract shall be negotiated with the ambulance provider selected under the competitive process. It shall bind the ambulance provider to the requirements established by this ordinance and any greater requirements established through the competitive process.

4-7303 NON-COMPETITIVELY GRANTED EXCLUSIVE OPERATING PERMITS

(1) Application to existing ambulance services: Any ambulance service permitted in San Joaquin County on the effective date of the ordinance codified in this division and operating in a zone that has been designated as exclusive (non-competitive) may apply for a non-competitively granted exclusive operating permit. Only one exclusive operating permit may be granted within any zone.

(2) The permit process for ambulance providers seeking a permit to operate within exclusive (non-competitive) zones shall be conducted as described in Section 4-7307. In addition, the applicant shall provide sufficient information to show that it qualifies for an exclusive operating permit without a competitive process pursuant to Section 1797.224, California Health and Safety Code.

(3) Upon receipt of an application for the issuance of a non-competitively granted exclusive operating permit, the Ambulance Permit Officer shall determine whether the applicant service does meet the requirement of Section 1797.224, California Health and Safety Code and shall recommend issuance or denial of the requested permit.

The Board of Supervisors may:

- (a) Grant the issuance of the permit; or
- (b) Deny the issuance of the permit and redesignate the zone in question as an exclusive (competitive) zone or a non-exclusive zone. If the Board redesignates the zone as an exclusive (competitive) zone, the EMS Agency shall conduct a competitive process to select an ambulance provider for that zone.

(4) A contract shall be negotiated with the ambulance provider granted a non-competitively granted exclusive operating permit. It shall bind the ambulance provider to the requirements established by this ordinance and regulations promulgated thereunder. If the County is unable to successfully negotiate a contract with the provider, the Board shall redesignate the zone as an exclusive (competitive) zone and the EMS Agency shall conduct a competitive process to select an ambulance provider for that zone.

4-7304 NON-EXCLUSIVE EMERGENCY SERVICE PERMITS

The permit process for ambulance providers seeking an emergency service permit to operate within non-exclusive zones shall be conducted as described in Section 4-7307.

4-7305 AIR AMBULANCES

(1) The permit process for ambulance providers seeking a permit to provide air ambulance service only shall be conducted as described in Section 4-7307.

(2) In addition to the information shown in Section 4-7307, the application shall provide:

- (a) Proof of any required FAA permit
- (b) Proof that the applicant possesses and maintains Department of Transportation permission for use of the landing site where the aircraft is based and submits a copy of the permit or letter of permission.

4-7306 NON-EMERGENCY SERVICES

The permit process for ambulance providers seeking a permit to provide non-emergency service only shall be conducted as described in Section 4-7307.

4-7307 PERMIT PROCESS

(1) Application: Each application for an ambulance operator's emergency and non-emergency permit shall be made upon forms prescribed by the Permit Officer.

(2) Required data: Each applicant who desires an ambulance operator's permit shall submit the following:

- (a) The names and addresses of the applicant, registered owner, partner, officer, director and controlling shareholder(s);
- (b) The name under which the applicant has engaged, does, or proposes to engage in ambulance service;
- (c) A financial statement for the previous fiscal year, prepared by a certified public accountant;
- (d) A statement that the applicant owns or has under his control, in good mechanical condition, required equipment to consistently provide quality ambulance service in the area for which he is applying, and that the applicant owns or has access to suitable facilities for maintaining equipment in a clean and sanitary condition;
- (e) A description of the company's program for maintenance of the vehicles;
- (f) A description of the locations from which ambulance services will be offered, noting the hours of operation;
- (g) Statement of the legal history of the applicant, including criminal and civil convictions;
- (h) Evidence of insurance coverage under Section 4-7500;
- (i) Any other information the Permit Officer deems necessary for determination of compliance with this division.

(3) In addition, except for applicants for a permit to provide non-emergency service only, each applicant shall show:

- (a) The ability of the applicant to provide emergency ambulance service within established response times for each emergency response area applied for, twenty-four (24) hours per day, seven (7) days per week, year round;
- (b) All service charges and rates to be charged, showing compliance with any maximum charges established by the County; and (c) the number of emergency ambulances to be deployed on each shift;

(4) Investigation: Upon receipt of a completed application and the required fee, the Permit Officer shall make or cause to be made such investigation to determine if:

- (a) The applicant meets the requirements of this division and of other applicable laws, ordinances, and regulations; and
- (b) That the applicant's vehicles, equipment, and appurtenances, including radios are in good working order, the applicant has received a license issued by the Commissioner of the California Highway Patrol, in accordance with Section 2501, California Vehicle Code.

(5) Issuance: Within ninety (90) days of receipt of a complete application, the Permit Officer shall determine:

- (a) whether the applicant meets all requirements of this division, and
- (b) whether the applicant is able to provide the requested service, and
- (c) whether the applicant has knowingly made a false statement of fact in such application, and
- (d) whether the applicant has knowingly failed to disclose facts pertinent to the application, and
- (e) whether the applicant was previously a holder of a Permit issued under this chapter which has been revoked or not renewed based on the provisions of this division; and
- (f) whether the applicant proposes to provide service in a zone that has been designated as an either exclusive (competitive) or exclusive (non-competitive) zone.

(6) Approval or denial: If it is determined that the applicant does not meet all requirements within this division, then the Permit Officer shall deny the application and notify the applicant in writing within ninety (90) days of the receipt of the application. Otherwise, the Permit Officer shall approve the application.

(7) Appeal from denial of issuance: Except when an application is denied because the applicant proposes to provide service in a zone that has been designated as either an exclusive (competitive) or exclusive (non-competitive) zone, whenever the Permit Officer denies an application for a permit, the applicant may request a hearing on the denial at which the applicant will have the burden of proof. The appeal will be made to the Board of Supervisors and a hearing scheduled within thirty (30) days of the applicant's written request for a hearing. When the Permit Officer issues an emergency ambulance service permit, the existing service within the response zone may file an appeal with the Board of Supervisors. A hearing on the request shall be scheduled within thirty (30) days of the written request for an appeal.

(8) Decisions—finality: The decision of the Permit Officer rendered pursuant to this chapter shall be final, unless appealed to the Board of Supervisors within thirty (30) days after such decision is rendered in writing, and notice of the same is given to the applicant by certified mail.

(9) Term:

(a) Permits shall be continued upon payment of the annual renewal fee unless earlier suspended, revoked or terminated for cause or unless the Board of Supervisors changes the designation of the zone to exclusive (competitive);

(b) Notice of intent to discontinue service: A permittee providing emergency ambulance service may discontinue such services, in one or more zones, only after providing one-hundred and eighty (180) days notice in writing of intent to discontinue services to the Permit Officer. The permittee may discontinue service in less than one hundred and eighty (180) days after written agreement of the Permit Officer;

(c) Discontinuation of service without required notice shall be considered a major breach of the permit. In the event of a major breach, the Permit Officer shall take the steps necessary to execute the performance bond specified in Section 4-7502 and to continue emergency ambulance service.

(10) Existing ambulance service: Within sixty (60) days of the effective date of the ordinance codified in this division, the ambulance companies that have been continuously providing ambulance services for a minimum of one hundred eighty (180) days prior to the effective date of the ordinance codified in this division, may apply for and obtain an ambulance operator's permit. The existing ambulance service may submit changes only, in writing, to the last application on file with the EMS Agency to comply with this section. The Permit Officer shall issue or deny a permit to each existing company within sixty (60) days of receipt of an application for such a permit, based on their ability to meet the requirements as set forth in this division. The fee for the initial license for existing companies shall be the fee set for new applicants. The fee for applications filed under this section may be prorated if the term of the permit renewal is less than one year.

(11) Change of data: An applicant or permittee shall report to the Permit Officer any change in the data required in Section 4-7307 or in any regulation adopted pursuant to this Division within ten (10) days of the effective date of the change.

(12) Transfer of permit: No permit shall be transferred to another person except upon prior approval of the Permit Officer. Application for transfer of any ambulance operator's permit shall be subject to the same terms, conditions, and requirements as if the application were for an original permit.

4-7308 RENEWAL OF PERMIT

(1) Except for ambulance services granted a competitive exclusive operating permit, applicants for renewal of an ambulance operator's permit or emergency ambulance service permit under this division shall annually file with the Permit Officer an application

in writing, on a form furnished by the Permit Officer, which shall include information required in Section 4-7307. The application for renewal shall be accompanied by a renewal fee.

(2) Renewal of an ambulance operator's permit shall require conformance with all requirements of this division as upon issuance of an initial permit. Nothing in this division shall be construed as requiring the granting of a permit upon expiration of a previous permit, and the burden of proof respecting compliance with all the requirements for a period and of entitlement of a permit shall remain at all times with the applicant for renewal.

(3) In addition, an application for renewal of an ambulance operator's permit within exclusive (non-competitive) zones shall provide sufficient information to show that the permittee continues to qualify for an exclusive operating permit without a competitive process pursuant to Section 1797.224, California Health and Safety Code.

(4) An ambulance provider shall annually submit, within ninety (90) days of the close of each business year, a financial statement of its business activities, prepared by a certified public accountant. Renewal of a permit is contingent upon submission of a financial statement within the proper time frames.

CHAPTER 4

FEES

Sections:

4-7400 Fees

4-7400 FEES

(1) An application for an ambulance permit shall be accompanied by payment of an application fee, which shall include the ambulance permit fee for the first year's permit

(2) An application for renewal of an ambulance permit shall be accompanied by payment of an annual permit fee.

(3) The Board of Supervisors shall set the fees by resolution. The fees shall not exceed the reasonable cost of administering and enforcing this division as determined by the Board of Supervisors.

CHAPTER 5

PERMIT REQUIREMENTS

Sections:

4-7500	Liability Insurance
4-7501	Financial Responsibility
4-7502	Performance Security
4-7503	Service Level
4-7504	Dispatch Services
4-7505	Response Standards
4-7506	Unauthorized Response
4-7507	Advertising
4-7508	Rates
4-7509	System Status Management Plans

4-7500 LIABILITY INSURANCE

(1). Each ambulance permittee, except for permits granted under Section 4-7302, at its sole cost and expense, shall obtain, maintain, and comply with all County insurance coverage(s) and requirements. Such insurance coverage shall be acceptable to County Counsel and Risk Management Offices and shall be primary coverage as respects County. Any insurance or self-insurance maintained by County shall be in excess of Contractor's insurance coverage and shall not contribute to it.

- (a) Worker's Compensation in the minimum statutorily required coverage amounts.
- (b) Automobile Liability Insurance for each of the permittee's vehicles used in the performance of its permit, including owned, non-owned (e.g. owned by the permittee's employees), leased or hired vehicles.
- (c) Comprehensive or Commercial General Liability Insurance coverage, including coverage for: (a) bodily injury, (b) personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.
- (d) Professional Liability Insurance.

(2) The Board of Supervisors shall by resolution set the minimum limits for the required insurance coverage. These shall take effect ninety (90) days after adoption by the Board of Supervisors.

4-7501 FINANCIAL RESPONSIBILITY

An ambulance provider shall provide the Permit Officer with information in reference to any pending action or unpaid judgments or liens against the provider, and the notice of the transactions or acts giving rise to the judgments or liens. The ambulance provider shall notify the Permit Officer in writing of the actions within one (1) week of the notification from the levying agency. The reported information will be reviewed by the

Permit Officer who will make a determination regarding the effect this information will have on the agency's ability to provide continuous service in accordance with this division.

4-7502 PERFORMANCE SECURITY

(1) The Board of Supervisors shall, by resolution, set the amount of a performance security for ambulance permittees. The amount shall be that required to ensure continuous availability of emergency ambulance service in the event of a major breach by the permittee. Air ambulance providers based outside of San Joaquin County who have a permit to operate in San Joaquin County are exempted from this section.

(2) The permittee, except for permits granted under Section 4-7302, prior to beginning service, shall provide a performance bond or other security method to the Permit Officer in the amount set in a form acceptable to the Permit Officer. Acceptable methods may include a cash bond, insurance bond, irrevocable letter of credit, and/or lien on vehicles and equipment.

(3) The performance security shall be structured so that in the event of a major breach by the permittee, the security is immediately transferred to San Joaquin County, with any challenge or appeal to follow.

(4) For the purpose of this section, a major breach is defined as discontinuation of service without sufficient notice as required by Section 4-7307(9) (b) or any event that results in revocation of any ambulance permit as described in Section 4-7601.

4-7503 SERVICE LEVEL

The permittee, unless holding a permit to provide non-emergency service only, shall be approved by the San Joaquin County EMS Agency as an advanced life support provider prior to beginning service.

4-7504 DISPATCH SERVICES

Permittees shall engage or perform dispatch services on a twenty-four (24) hour a day basis and shall train dispatchers in accordance with a curriculum approved by the Permit Officer to radio operation and protocols and to the emergency response zones served before the dispatcher begins dispatching emergency calls. Dispatch services shall comply with the EMS Agency dispatch policies and procedures.

4-7505 RESPONSE STANDARDS

(1) All emergency ambulances in regular services shall be staffed and equipped at the advanced life support level (ALS).

(2) Any response to an emergency request for ambulance service that is responded to by a unit not staffed and equipped at the ALS level shall be reported immediately to the EMS Agency.

4-7506 UNAUTHORIZED RESPONSE

No ambulance service shall cause or allow its ambulances to respond to a location without first receiving a specific request from a San Joaquin County approved dispatch center.

4-7507 ADVERTISING

(1) No person or organization shall announce, advertise, offer, or in any way claim that it provides emergency ambulance service unless it possesses a current, valid, emergency ambulance service permit.

(2) No person or organization shall announce, advertise, offer, or in any way claim that it provides advanced life support services unless it has been approved as an advanced life support provider by the San Joaquin County EMS Agency.

(3) No permittee under this division shall announce, advertise, offer, or in any way publicize any seven digit phone number for use in emergencies. Any use of a seven-digit number for non-emergency ambulance service shall include the phrase "FOR EMERGENCIES, CALL 9-1-1" in capital letters that are at least as big as the letters used for the seven-digit telephone number.

4-7508 RATES

(1) The allowable rates that the holder of a competitively granted exclusive permit may charge for providing emergency service shall be established as part of the competitive process and incorporated into the contract described in Section [3.3].

(2) The Board of Supervisors may set by resolution the emergency rates that all other ground ambulance permittees may charge for providing emergency service.

(3) The Board of Supervisors may set by resolution the emergency rates that air ambulance permittees may charge for providing emergency service or may approve the rate structure submitted by an air ambulance permittee.

4-7509 SYSTEM STATUS MANAGEMENT PLANS

(1) The permittee shall, at least annually, submit its system status management plan to the Permit Officer for approval. The plan shall identify:

- Ambulance station locations
- Posting locations
- Policies and procedures regarding posting or otherwise placing ambulances at locations other than ambulance stations
- The number of ambulances normally available for emergency response by time of day and day of week, with any seasonal variations.

Any changes to the plan shall be submitted to the Permit Officer for approval prior to implementation.

(2) A permittee shall move ambulances to post locations as directed by an approved San Joaquin County dispatch center in order to maximize countywide ambulance availability.

(3) Nothing in this section should be interpreted as precluding a permittee from moving ambulances into different locations on a temporary basis in response to unanticipated circumstances. These shall be reported to the Permit Officer on the next business day.

CHAPTER 6

ENFORCEMENT

Sections:

4-7600	Investigations and Inspections
4-7601	Penalties
4-7602	Notice Issuances
4-7603	Hearings
4-7604	Appeals
4-7605	Emergency Action
4-7606	Decision

4-7600 INVESTIGATIONS AND INSPECTIONS

(1) The ambulance service permittee shall cooperate with the Permit Officer, or designee, in any investigations of possible violations of this section and shall make all dispatch logs and similar dispatch records available for inspection and copying at reasonable times at the permittee's regular place of business.

(2) At the request of the Permit Officer or his designee the ambulance provider shall submit self-inspections of all ambulances on a form to be provided by the Permit Officer. The ambulance provider shall allow the Permit Officer or designee, to inspect, on a pre-announced or unannounced basis, all ambulances used to provide ambulance service. The inspections should be held, whenever possible, during normal business hours at the ambulance operations center. The purpose of such inspections may include, but shall not be limited to, determining if the ambulance and its equipment and appurtenances, including radios, are in good working order properly maintained and equipped for the provision of ambulance service.

4-7601 PENALTIES

(1)The Permit Officer may suspend or revoke an ambulance operator's permit for:

- (a) failure to comply and maintain compliance with, or for violation of, any applicable provision, standard or requirement of state law or regulation, of this division, or of any regulations promulgated under this division or
- (b) failure to make and retain records showing its operations in any area covered by this ordinance, including but not limited to dispatching, response, personnel, vehicles, medical treatment or billing, or fails to make such records available for inspection by the Permit Officer or designee; or
- (c) accepting an emergency call when it is either unable or unwilling to provide the requested service or fails to inform the person requesting such service of any delay and fails to obtain consent of such person before causing an ambulance to respond from a location more distant than the one to which the request was directed; or
- (d) failure to pay any fine issued pursuant to this section within ten (10) business days; or
- (e) except for holders of a permit to provide non-emergency service only, failure to maintain approval as a San Joaquin County approved advanced life support service.

(2) Suspension is not a condition precedent to revocation.

(3) The Board of Supervisors shall set by resolution maximum fines for violation of this Division.

(4) Fines, not exceeding the amount established by the Board of Supervisors may be issued by the Permit Officer for:

- (a) Failure to respond to an emergency call within the required response times; or
- (b) Failure to provide required clinical or operational reports, including dispatch records;
- (c) Failure to respond to an emergency call with an advanced life support unit;
- (d) Failure to comply with countywide system status management plan;
- (e) Failure to comply with requirements for personnel, equipment, and vehicles;
- (f) Failure to comply with any other section of this ordinance or any regulation adopted pursuant to Section this division.

4-7602 NOTICE ISSUANCES

Before any suspension or revocation, the Permit Officer shall give written notice to the permittee specifying why such action is contemplated and giving the permittee a reasonable period of time (not less than five (5) nor more than fifteen (15) business days) to comply with the provisions in question or to show cause against suspension or revocation and setting a date for hearing thereon.

4-7603 HEARINGS

Hearing officer: Hearings conducted pursuant to this chapter shall be conducted before a Hearing Officer designated by the County Administrator. The Hearing Officer may

issue subpoenas for the production of documents or the attendance of witnesses. The Hearing Officer shall determine whether the hearing shall be recorded. Supplemental transcripts or recordings may be allowed at the permittee's expense. At the conclusion of the hearings, the Hearing Officer shall promptly prepare a written summary of the evidence and proposed findings and conclusions for consideration by the Permit Officer. The parties shall equally bear the expense of the hearing officer and the cost of the hearing. Each party shall bear its own expenses.

Hearing procedure: At the hearing, the Permit Officer has the burden of proof and may present evidence as to why such action should be taken and to answer the evidence presented by the permittee.

Evidence: In hearings conducted pursuant to this chapter, evidence must be relevant, noncumulative, and of such nature as responsible persons are accustomed to rely on in the conduct of serious affairs. So far as practicable, the hearing shall be conducted under Section 11513 of the Government Code and witnesses may be examined under Section 776 of the Evidence Code.

4-7604 APPEALS

Appeals: The permittee may file a written appeal with the Board of Supervisors within ten (10) days of the issuance of the Permit Officer's written decision. Appeals will be heard at a regularly scheduled Board of Supervisor meeting, but no later than thirty (30) days from the date of the Board of Supervisor receipt of such a request. The Board of Supervisor's decision shall be final.

4-7605 EMERGENCY ACTION

The Permit Officer may reduce the period of time for compliance under a suspension or revocation notice to no less than twenty-four (24) hours and set the matter for hearing immediately upon expiration of the period when the Permit Officer makes written preliminary findings that such action is necessary to protect the public health, safety and welfare. When, as a result of such an emergency proceeding, a permit is suspended or revoked, the permittee may request an additional hearing at which the permittee will have the burden of establishing renewed compliance justifying reinstatement of the permit. Such additional hearing will be commenced within five (5) days of the permittee's request. The request for, or the scheduling of, an additional hearing shall not stay operation of the suspension or revocation order.

4-7606 DECISION

The Permit Officer shall issue a written decision within thirty (30) days after conclusion of the hearing.

This ordinance shall take effect and be in force thirty (30) days after its adoption, and prior to the expiration of fifteen (15) days from the passage thereof, shall be published once in the Stockton Record, a newspaper of general circulation, published in the County of San Joaquin, State of California, with the names of the members of the Board of Supervisors voting for and against the same.

PASSED AND ADOPTED this 19th day of October, 2004, by the following vote of the Board of Supervisors, to wit:

AYES: Mow, Sieglock, Gutierrez, Ornellas

NOTES: None

ABSENT: Marengo

Leroy Ornellas
LEROY ORNELLAS, Chairman
Board of Supervisors
County of San Joaquin

ATTEST: LOIS SAYHOUN
Clerk of the Board of Supervisors
Of the County of San Joaquin,
State of California

By Caroline Junco
Deputy Clerk

Before the Board of Supervisors
County of San Joaquin, State of California

B- 14-212

MOTION: **Bestolarides/Vogel/4-0**

**APPROVAL OF 2014 AMBULANCE SYSTEM PLAN AND AUTHORIZATION TO
CONDUCT A REQUEST FOR PROPOSALS FOR EMERGENCY AND ADVANCED
LIFE SUPPORT AMBULANCE SERVICES**

THIS BOARD OF SUPERVISORS DOES HEREBY approve the 2014 Ambulance System Plan.

FURTHER, THIS BOARD OF SUPERVISORS DOES HEREBY authorize the San Joaquin County Emergency Medical Services (EMS) Agency to conduct a request for proposals (RFP) for emergency and advanced life support (ALS) ambulance services.

FURTHER, THIS BOARD OF SUPERVISORS DOES HEREBY approve an RFP letter of intent fee of \$1,000 and a proposal submission fee of \$25,000.

I HEREBY CERTIFY that the above order was passed and adopted on 04/15/2014 by the following vote of the Board of Supervisors, to wit:

AYES: **Bestolarides/Ruhstaller/Vogel/Elliott**

NOES: **None**

ABSENT: **Villapudua**

ABSTAIN: **None**

Mimi Duzenski
Clerk of the Board of Supervisors
County of San Joaquin
State of California



Mimi Duzenski

**BEFORE THE BOARD OF SUPERVISORS
OF THE COUNTY OF SAN JOAQUIN
STATE OF CALIFORNIA**

R- 14-51

**RESOLUTION SETTING FEES FOR REQUEST FOR PROPOSAL
FOR AMBULANCE ZONE X**

Effective May 15, 2014

WHEREAS, Government Code section 54985 allows each county board of supervisors the authority to increase a fee or charge; and

WHEREAS, Health and Safety Code section 101325 allows the governing body of a city or county to adopt an ordinance or resolution prescribing fees to pay the reasonable expenses of the health officer or other officers or employees incurred in the enforcement any of any statute, order, quarantine, or regulation prescribed by a state officer or department relating to public health; and

WHEREAS, Health and Safety Code section 1797.200 authorizes each County to develop a local EMS agency for the administration of emergency medical services; and

WHEREAS, Health and Safety Code section 1797.204 requires the local EMS agency to plan, implement, and evaluate an EMS system consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures; and

WHEREAS, Health and Safety Code sections 1797.6, 1797.85, and 1797.224 authorize the local EMS agency to create one or more exclusive operating areas, prescribing and exercising the degree of state direction and supervision over EMS as will provide for state action immunity under federal antitrust laws for activities undertaken by local EMS agencies in carrying out their prescribed functions; and

WHEREAS, the fees will reimburse the County for staff time to plan implement and evaluate the EMS system including establishing an exclusive operating area.

BE IT RESOLVED that the Board of Supervisors hereby sets the ambulance RFP fees as follows:

I. RFP FEES FOR AMBULANCE ZONE X

- A. Letter of Intent Fee \$1,000
- B. Proposal Fee \$25,000

04/15/2014

PASSED AND ADOPTED this ___ day of April 2014 by the following vote of the Board of Supervisors to wit:

Bestolarides/Ruhstaller/Vogel/Elliott

AYES:

None

NOES:

Villapudua

ABSENT:

None

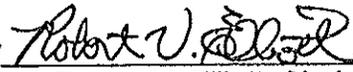
ATTEST: Mimi Duzenski
Clerk of the Board of Supervisors
of the County of San Joaquin,
State of California

BOARD OF SUPERVISORS

By




By

 4/17/2014

Robert V. Elliott, Chairman
Board of Supervisors
County of San Joaquin
State of California

DIST: COB-Orig;
CAO;
COUNTY COUNSEL;
HCS;
EMS

Written Comments on Transportation Plan
30-Day Public Comment Period Ending **January 20, 2014**

Transportation Plan	ORGANIZATION	COMMENT	RESPONSE
SECTION			
PAGE #			
General	Chief Robert Tuitavuki, Waterloo-Morada Fire District	<p>Summary Letter dated January 13, 2014: Described efforts by Waterloo-Morada Fire District to serve a large agricultural, industrial, commercial, and suburban residential community while keeping up the latest EMS policies and requirements. The district is committed to ensuring that QI efforts remain aligned with those of the EMS agency. The district emphasized the desire to be considered an important partner in any discussions related to the EMS System Plan which may include opportunities to expand the current EMT-1 scope of practice and skills.</p>	Comment acknowledged, no change required in plan. It is the goal of the SJCEMSA to integrate first response and transport services in the EMS system in the most effective manner possible.
General	Captain Scott Bryant, Linden-Peters Fire District	<p>Email dated December 30, 2013: AMR has been posting a car in the Linden area intermittently. Is there a way to make the Linden area a permanent location for an ambulance unit? I am sure there has been research done on this in the past and I am not 100% sure if AMR is meeting their response times in this area or not. It is a great service to have an AMR unit located near our fire department because it increases the ability to provide ALS in a District that only has BLS capabilities.</p>	The observation that ambulances are only intermittently posted ambulance in Linden is an accurate reflection of the dynamic and organized ambulance posting plan that designates certain areas in the county for ambulance posting depending upon real-time availability. Based upon the number of available ambulances, the designated dispatch center follows a plan to direct ambulances to post to wait for the next call. All of the "post" locations have ambulances only "intermittently" located. Emergency ambulance service in the Linden area regularly meets or exceeds the performance standards required by the County.
Pages 2 & 10	Eric Larimer, NORCAL Ambulance	<p>Email dated January 7, 2014: Can you please clarify if indeed Non-Emergency ALS Ambulance Service is not going to be a part of the EOA?</p>	The EMS Agency is modifying the ambulance system plan to include ALS and CCT inter-facility transfers in

Written Comments on Transportation Plan
30-Day Public Comment Period Ending **January 20, 2014**

Transportation Plan	ORGANIZATION	COMMENT	RESPONSE
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Pages 2 & 10	Eric Larimer, NORCAL Ambulance	<p>Summary of Letter from NORCAL Ambulance dated January 20, 2014:</p> <p>NORCAL argues that an EMS System Plan that awards ALS and CCT interfacility transfers to a single provider will fail to serve the interests of the residents of San Joaquin County in the following ways: 1. Elimination of the free market will increase costs to patients and hospitals; 2. Decrease the quality of service; 3. Deny hospitals the right to choose a provider able to meet their needs; 4. Differs from the approach taken by most other counties in northern California.</p> <p>Other challenges noted include: 1. The need for the EOA provider to focus on providing 911 services as a priority; 2. The observation that many hospital staffs support NORCAL's desire to become an approved ALS/CCT provider.</p> <p>Current SJCEMSA policy does not reference CCT ambulances; however the SJCEMSA requires that CCT ambulances include an EMT-P and CCT-RN to staff such vehicles, contrary to requirements currently in other counties.</p> <p>NORCAL has demonstrated its ability to provide quality CCT/ALS interfacility transfer services throughout northern California with following CMS requirements to prevent waste, fraud and abuse. By allowing NORCAL to provide such services in San Joaquin County, there would be an increase in the availability of CCT/ALS interfacility services.</p>	<p>the Zone X EOA.</p> <p>The definition of an ALS/CCT Interfacility Transfer as part of the EOA will be: The transport by ALS/CCT ambulance from one acute care hospital within San Joaquin County to another acute care hospital.</p> <p>The reasons it is important to include ALS interfacility calls in the EOA include but are not limited to the following:</p> <ol style="list-style-type: none"> 1. The EMS agency will impose performance standards (e.g. response time requirements and penalties) to address timeliness and availability to meet the patient's needs as defined by the sending acute care hospital. 2. Inclusion in the RFP process will ensure a competitive fee structure. 3. Maintaining medical quality oversight through a robust CQI program conducted by the exclusive provider and overseen by the EMS agency is a more effective model than

Written Comments on Transportation Plan
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Transportation Plan	ORGANIZATION	COMMENT	RESPONSE
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			<p>attempting to ensure clinical quality among multiple providers with a limited footprint in the county.</p> <p>4. Concentrating ALS patient contacts with one provider that provides both scene emergency response and inter-facility transfers reduces “skill fade” that occurs when paramedics only focus on monitoring patients rather than assessing and providing care in an emergency setting.</p> <p>Ambulance transports of in-patients for diagnostic services, BLS ambulance inter-facility transfers from a general acute care hospital to a general acute care hospital, and transports from a general acute hospital to a lower level of care are not included within the scope of services of the Zone X EOA.</p> <p>EMS policies necessary to formalize ALS/CCT interfacility requirements will be developed and implemented.</p>

Written Comments on Transportation Plan
30-Day Public Comment Period Ending **January 20, 2014**

Transportation Plan	ORGANIZATION	COMMENT	RESPONSE
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Boundary Change	Manteca District Ambulance: Board of Directors, Chief Operating Officer Division Manager	<p>Summary of Letters dated January 20, 2014:</p> <p>We are confident our 63 years of service and dedication to Zone D has continuously exceeded the demand for emergency and non-emergency medical transportation. By expanding our boundary to include the entire city of Lathrop we will maintain the continuity of ambulance service all Lathrop and Manteca citizens currently expect and receive.</p> <p>As soon as the bridge access into the River Islands development is completed we will work with the Lathrop-Manteca Fire Department (LMFD) Administration and consider relocating Station 51, currently located at 800 East "J" Street, to the LMFD Station 3-4 property.</p>	Comments acknowledged. The proposed border changes between Zones D and X are included in the draft plan.
Page 10			
General	Doctors Hospital of Manteca	<p>Summary of Letter dated February 5, 2014:</p> <p>Letter from Nicholas R. Tejada, DHM's CEO, expressed a strong preference for the use of Manteca District Ambulance as their organization's preferred ambulance provider for inter-facility transfers.</p>	Comment acknowledged, no change required in plan.