



## COUNTY EOA FIRST RESPONDER AGENCY RESPONSE TIME RECONCILIATION

**Effective:** July 1, 2018  
**Replaces:** EMS Reference 830  
**Review:** July 1, 2021

### I. Purpose

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

### II. Applicability

- A. Fire/public safety first response and emergency ambulance service authorized within the Palo Alto Exclusive Operating Area is ***not*** subject to the provisions of this policy.
- B. Emergency ambulance service provider authorized within the County's Exclusive Operating Area is ***not*** subject to the provisions of this policy.
- C. Fire/public safety first response agencies authorized within the County's Exclusive Operating Area are subject to the provisions of this policy.

### III. Responsibilities

- A. Agencies providing services under contract for the County shall at all times maintain sufficient resources to meet all of their obligations under those Agreements. Recognizing that certain events, such as inclement weather may result in higher service calls than for a similar hour of the day during normal weather conditions, those agencies shall schedule additional resources for service and take such reasonable and necessary steps to respond to higher than anticipated calls for service. However, it is understood that, from time to time, unusual factors beyond an agency's reasonable control may affect its ability to meet response time requirements. In such cases when evaluating those agencies' performance to determine compliance with the response time standards, the County shall factor exceptions documented in the following sections of this policy.

### IV. Standards

- A. First responder funding within the County's Exclusive Operating Area (EOA) is pursuant to the provisions identified in each agencies "911 Emergency Medical Services Provider Agreement". Participation in this funding opportunity is voluntary. However, in order to receive funding, the performance criteria detailed in those agreements must be met.
- B. Each participating agency must meet the response time criteria identified in their agreements with the County and provide at least one paramedic per-response classified as CHARLIE, DELTA, ECHO, or a response that has not been classified and has implemented Emergency Medical Dispatch (Medical Priority Dispatch System) in accordance with Santa Clara County Prehospital Care Policy shall be eligible for the



funding. Satisfactory compliance is achieved when 90.00% percent or more of responses in each code of response (both RLS and non-RLS) meet the specified response time requirements.

**V. Time Corrections and Exemptions Requests**

- A. The burden of proving the time correction and/or exemption is valid is the responsibility of the first responder provider agency. That includes providing all supporting evidence that an exemption is warranted. Supporting evidence includes: AVL; GPS; radio tape files; documentation from the other responding EMS provider which demonstrates on scene time; etc.
- B. Equipment failures; unit mechanical failures; inability to staff units; traffic congestion; and/or other causes are not automatically grounds for granting an exemption to compliance with the response time requirements.
- C. In the case of a Multiple Casualty Incident Plan Activation II or greater, response time performance may be waived by the County.
- D. In the event of a proclamation of local emergency or disaster within the Agency's district or city or by the County of Santa Clara; response time performance may be waived by the County.
- E. The following responses are automatically exempt from response time calculations:
  - 1. Responses outside the County's EOA.
  - 2. Responses in established Hard to Serve Areas (HSA) as identified in this policy.
  - 3. Substantiated agency dispatch center failures.
- F. If first responder provider agency believes that any response or group of responses should be excluded from the compliance calculations due to "unusual factors beyond the agency's reasonable control," the first responder provider agency may provide detailed documentation and request that these events be excluded from response time calculations and associated damages. Any such request must be made in writing and in accordance with the processes outlined in this policy. Examples may include, but are not limited to, greater alarm structure or wild land fires; provision of mutual aid; etc.

**VI. Response Time Data Reporting**

- A. Per the Agreement, first responder provider agencies shall submit within thirty days (30) days of the close of each calendar month, a final report detailing its response time performance compliance and data during the immediately preceding month (reporting period) in a manner and format acceptable to the County.



- B. All time corrections and exemption requests must be submitted to the County by the fifteenth (15th) calendar day after each calendar month. Time correction and/or exemption requests received after the fifteenth (15th) will be denied.
- C. The first responder provider agency shall provide to the County daily response time performance data via the "FirstWatch Online Compliance Utility" system.
- D. The County's contract manager will review all time correction and exemption requests and make a determination.

**VII. Appeal of Decision**

- A. In the event that first responder provider agency disagrees with the Contract Manager related to appropriate use and/or issuance of penalty, a petition may be made to the Contract Administrator within thirty (30) business days of receipt of Contract Manager's decision.
- B. The petition must be submitted in writing and contain the basis for the appeal, any appropriate evidence, and requested remedy.
- C. The Contract Administrator or delegate may request additional information or base a decision on materials that have been provided by the EMS Agency staff. The decision of the Contract Administrator shall be final.



**VIII. Hard to Serve Areas**

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



**IX. Hard to Serve Area Waypoints**

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



**X. First Responder Incentive Funding Payment Process and Schedule**

- A. Pursuant to Annex B “First Responder Funding in Santa County Exclusive Operating Area” (Annex B) of the “911 Emergency Medical Services Provider Agreement” (Agreement) between the first responder agencies and the County of Santa Clara Emergency Medical Services Agency; payment for first responder services identified in Annex B (Category A: EMS Resource Management and Category B: Response Time Performance) will be reconciled and paid as follows.
- B. The County’s EOA emergency ambulance service provider shall make in quarterly payments in arrears equal to one-fourth (1/4) of the annual first responder fee allotted to the first responder agency, adjusted for debits and damages (in accordance with the calculations provided by the Santa Clara County EMS Agency to County’s EOA emergency ambulance service provider); However, if the full one-fourth (1/4) of the annual first responder fee is not payable in a particular quarter to the first responder agency (accrued liquated damages), the balance of the one-fourth (1/4) fee shall be deposited in the EMS Trust Fund.
- C. The Santa Clara County EMS Agency will verify the first responder agencies compliance with the established standards of the agreement and Annex B. The Santa Clara County EMS Agency will issue an invoice to the County’s EOA emergency ambulance service provider which identifies the first responder agencies’ performance and the amount of any accrued liquated damages. The County’s EOA emergency ambulance service provider shall pay the first responder agencies within fifteen (15) days of receipt of invoice.
- D. Anticipated Fiscal Year Payment Schedule (Based on a July 1st implementation)
  - 1. Services rendered in the months of July, August, September, shall be reconciled and invoiced by November 15th, and earned payments (minus any liquated damages) shall be paid by December 1st.
  - 2. Services rendered in the months of October, November, December, shall be reconciled and invoiced by February 15th, and earned payments (minus any liquated damages) shall be paid by March 1st.
  - 3. Services rendered in the months of January, February, March, shall be reconciled and invoiced by May 15th, and earned payments (minus any liquated damages) shall be paid by June 1st.
  - 4. Services rendered in the months of April, May, June, shall be reconciled and invoiced by August 15th, and earned payments (minus any liquated damages) shall be paid by September 1st.