



COUNTY EOA EMERGENCY AMBULANCE LOW LEVEL MITIGATION PLAN

Effective: October 5, 2020
Replaces: October 3, 2017
Review: October 5, 2023

I. Purpose

The purpose of this policy is to define the process for mitigating critically low emergency ambulance levels in the County's Exclusive Operating Area (EOA). In the County's EOA, critically low emergency ambulance levels are reached when the County EOA's emergency ambulance service provider has two (2) or less ambulances available for response.

II. Applicability

- A. Fire department emergency ambulances authorized with the Palo Alto Exclusive Operating Area are not subject to the provisions of this policy.
- B. This policy applies to the County's EOA emergency ambulance provider, all private ambulance services permitted by the County and fire department emergency ambulances authorized to provide transports service within the County's EOA by written agreement with the County and in accordance to the directives of Prehospital Care Policy #614.

III. Activation Criteria

- A. When County EOA emergency ambulance levels drop to two (2) or less, the County EOA through Santa Clara County Communications and/or by the County EMS Agency, will initiate Standard Dispatch Orders (SDOs) #10, #11 and/or #12 individually or altogether.
 - 1. Standard Dispatch Order #10, "Place all available (staffed) County EOA and non-County EOA ambulance in service." This applies to the following providers:
 - a. County EOA emergency ambulance provider
 - b. All Santa Clara County permitted ambulance providers
 - c. Cities of Gilroy, Milpitas, Morgan Hill, San Jose, and Santa Clara fire departments
 - 2. Standard Dispatch Order #11, "Notify San Jose, Santa Clara City, Morgan Hill, Milpitas and Gilroy Fire Departments that unrestricted use of fire-based ambulances has been authorized within their jurisdiction (non-system-wide use).
 - 3. Standard Dispatch Order #12, "Notify San Jose, Santa Clara City, Morgan Hill, Milpitas and Gilroy Fire Departments that unrestricted use of fire-based ambulances has been authorized and units may be used system-wide use.



- B. PSAP and ambulance dispatch center notification of Standard Dispatch Orders activation will primarily be executed through EMResource®. Secondary notification may occur by telephone, EMS radio communication system and/or the fire department "REDNET" mutual aid radio system.
- C. At the County's discretion, there may be circumstances in which County EOA's emergency ambulance levels have not dropped to critically low levels, however, there may be sufficient cause to activate Standard Dispatch Orders #10, #11 and/or #12 due to potential/cautionary need.

IV. Utilization of non-County EOA Emergency Ambulances during Low Levels

- A. During activation of Standard Dispatch Order #10, when available, non-County EOA emergency ambulances will be deployed and assigned to responses as needed.

Deployment will include BLS ambulances, ALS ambulances and CCT ambulances (functioning at the BLS ambulance service level for out of hospital 911 responses).

Santa Clara County Communications has been directed to send the closest ambulance to all responses. If a BLS and/or CCT ambulance is assigned to the response, the assigned ambulance is to be used for transport if transport is required. On scene personnel are not to request an ALS ambulance response to substitute the BLS or CCT ambulance response.

- B. The following prehospital care policies further identifies utilization and transition of care directives:
 - 1. Policy #623, "911 Emergency Ambulance Use"
 - 2. Policy #606, "Prehospital Transition of Care"
 - 3. Policy #607, "Non-Emergency Ambulance Utilization in the 911 EMS System"
 - 4. Policy #614, "Fire Department Emergency Ambulance Use"

V. Deactivation Criteria

- A. When County EOA emergency ambulance levels reach eight (8) or more, the County EOA through Santa Clara County Communications and/or by the County EMS Agency, will cancel the activated Standard Dispatch Orders (#10, #11 and/or #12).
- B. At the County's discretion, there may be circumstances in which County EOA's emergency ambulance levels have reached eight (8) or more, however, there may be sufficient cause to continue activation of Standard Dispatch Orders #10, #11 and/or #12 due to potential/cautionary need.
- C. PSAPs and ambulance dispatch centers will receive Standard Dispatch Orders cancellation notification through EMResource®. Secondary notification may occur by telephone, EMS radio communication system and/or the fire department "REDNET" mutual aid radio system.