

RESOLUTION NO. 076637

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

* * * * *

RESOLUTION AUTHORIZING AN AGREEMENT WITH SAN MATEO COUNTY PRE-HOSPITAL EMERGENCY MEDICAL SERVICES GROUP (JPA) TO BE DESIGNATED PARAMEDIC FIRST RESPONSE PROVIDER AND TO AUTHORIZE THE EMERGENCY MEDICAL SERVICES AGENCY TO PROVIDE FUNDING IDENTIFIED IN THE AMERICAN MEDICAL RESPONSE (AMR) CONTRACT TO THE JPA FOR THE TERM OF JULY 1, 2019 THROUGH JUNE 30, 2024, WITH AN OPTION TO EXTEND UNTIL JUNE 30, 2029.

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, the County has determined that the most appropriate and efficient manner of providing emergency medical response County-wide is through an integrated paramedic first responder and paramedic ambulance system; and

WHEREAS, Division 2.5, Section 1797.218, of the Health and Safety Code, grants the County Emergency Medical Services Agency the authority to authorize an advanced life support program which provides services, utilizing Emergency Medical Technician-Paramedic personnel for the delivery of emergency medical care to the sick and injured at the scene of an emergency and during training within the facilities of a participating general acute care hospital; and

WHEREAS, this board approved the Emergency Ambulance Services with Advanced Life Support (ALS) Ambulance Transport Agreement between the County and American Medical Response (AMR) on May 14, 2019; and

WHEREAS, the ALS Ambulance Agreement commencing on July 1, 2019 includes the provision of specific medical equipment, supplies, vehicles, and other services to the San Mateo County Pre-Hospital Emergency Medical Services Group (JPA); and

WHEREAS, pursuant to Title 22, Division 9, Section 100168(b)(4) an Emergency Medical Technician-Paramedic Service Provider shall have a written agreement with the local EMS Agency to participate in an advanced life support program and to comply with all applicable State regulations and local policies and procedures including participation in the local EMS Agency's quality improvement system; and

WHEREAS, the JPA will receive monthly payments from the County funded by American Medical Response West (AMR) for delivering performance-based JPA

paramedic first responder services; and

WHEREAS, the EMS Agency and the JPA have entered into an agreement to designate the JPA as a provider of paramedic first response services (non-transport) and to provide funding from the ALS agreement with AMR to the JPA, and

WHEREAS, this Board has been presented with a form of such agreement and said Board has examined and approved same as to both form and content and desires to enter into said agreement.

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto.

* * * * *

Regularly passed and adopted this 4th day of June, 2019

AYES and in favor of said resolution:

Supervisors:

DAVE PINE

CAROLE GROOM

DON HORSLEY

WARREN SLOCUM

DAVID J. CANEPA

NOES and against said resolution:

Supervisors:

NONE

CAROLE GROOM

*President, Board of Supervisors
County of San Mateo
State of California*

Certificate of Delivery

I certify that a copy of the original resolution filed in the Office of the Clerk of the Board of Supervisors of San Mateo County has been delivered to the President of the Board of Supervisors.

S. Steward

Deputy Clerk of the Board of Supervisors

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Louise F. Rogers, Chief, San Mateo County Health
Nancy Lapolla, MPH, Director, Emergency Medical Services Agency
Subject: Agreement with the San Mateo County Pre-Hospital Emergency Medical Services Group to be a Designated Paramedic First Response Provider

RECOMMENDATION:

Adopt a resolution authorizing the President of the Board to execute an agreement with the San Mateo County Pre-Hospital Emergency Medical Services Group (JPA) to be a designated paramedic first response provider and to authorize the Emergency Medical Services Agency to provide funding identified in the American Medical Response West (AMR) contract to the JPA. The term of this agreement will run concurrently with the term of the County's agreement with AMR which begins July 1, 2019 and runs through June 30, 2024 with an option to extend until June 30, 2029.

BACKGROUND:

The San Mateo County Emergency Medical Services Agency (EMS Agency), housed within County Health, provides administrative and regulatory oversight for the local EMS system. The EMS Agency's primary function is to plan, implement, and evaluate the local EMS system and its various components. This includes authorizing advanced life support (ALS) providers (paramedic level) for the delivery of emergency medical care to the sick and injured. Title 22, Division 9, Section 100168 requires an EMT-Paramedic Service Provider to have a written agreement with the local EMS agency to participate in the advanced life support program and to comply with all applicable State regulations and local policies and procedures including participation in the local EMS agency's quality improvement system.

On May 14, 2019, your Board approved a resolution authorizing the President of the Board to execute an agreement with AMR for the provision of emergency ambulance services with ALS ambulance transport which includes a payment to the JPA for first response paramedic services. This agreement allows the JPA to continue to be designated by the EMS Agency as an Paramedic Service Provider and enables the pass-through of funds from the County's agreement with AMR to the JPA for the medical first response services it provides.

DISCUSSION:

The San Mateo County Pre-Hospital Emergency Medical Services Group (JPA), comprised of City of Brisbane, City of Burlingame, City of Daly City, City of Foster City,

Town of Hillsborough, City of Millbrae, City of Pacifica, City of Redwood City, City of San Bruno, City of San Carlos, City of San Mateo, City of South San Francisco, Belmont Fire Protection District, Coastside Fire Protection District, Colma Fire Protection District, County of San Mateo, Menlo Park Fire Protection District and Woodside Fire Protection District, provides Countywide paramedic first responder services prior to the arrival of an AMR ALS ambulance, except within the City of South San Francisco.

The JPA provides a valuable service to the residents and visitors of San Mateo County. Pursuant to this Agreement, the JPA will staff ALS fire first response vehicles to respond to 9-1-1 emergency medical requests in the Urban areas within 6:59 minutes vs the California Standard of 8:00 minutes. This quick response allows AMR to extend ALS ambulance response times to 12:59 minutes while the patient is receiving initial ALS medical care from JPA first response paramedics. AMR will provide funding for the JPA first response services to the EMS Agency.

The EMS system in San Mateo County has been a model for many systems throughout California. The strong partnerships between both public and private providers has delivered excellent prehospital medical care to our communities. It is the goal of the County to deliver response times to all 9-1-1 emergency medical requests in accordance with the chart below with 90% compliance.

Urban/Suburban – Response to 90 percent of calls each month shall be compliant		
Code Type	JPA ALS First Responder	AMR Emergency Ambulance
Code 3	6:59 minutes	12:59 minutes
Code 2	14:59 minutes	22:59 minutes
Rural – Response to 90 percent of calls each month shall be compliant		
Code Type	JPA ALS First Responder	AMR Emergency Ambulance
Code 3	11:59 minutes	19:59 minutes
Code 2	24:59 minutes	59:59 minutes
Remote – Response to 90 percent of calls each month shall be compliant		
Code Type	JPA ALS First Responder	AMR Emergency Ambulance
Code 3	21:59 minutes	39:59 minutes
Code 2	29:59 minutes	59:59 minutes

The County’s agreement with AMR provides an annual first year payment of \$4,815,508 to support the cost of ALS first response by the JPA. AMR will make monthly payments of \$401,292.33 to the County EMS Agency and the EMS Agency will forward this amount to the JPA. The EMS Agency may increase this payment annually beginning

July 1, 2020, however, such increases may not exceed the Consumer Price Index All Urban Consumers San Francisco-Oakland-San Jose" ("Bay Area CPI") increases for the previous year.

PERFORMANCE MEASURE:

Measure	FY 2018-19 Estimate	FY 2019-20 Target
Percent compliance with fire/first responder response standards.	95.0%	90.0%

*Please note that the JPA is contractually obligated to achieve a 90% compliance rate, however, it exceeded that rate by 5% in FY2018-19.

FISCAL IMPACT:

There is no cost to the County associated with this agreement as AMR recovers fees from users of ambulance services and their insurance providers to compensate the JPA for the services identified in this agreement.

AGREEMENT WITH THE SAN MATEO COUNTY PRE-HOSPITAL
EMERGENCY MEDICAL SERVICES GROUP
TO BE DESIGNATED PARAMEDIC FIRST RESPONSE SERVICE PROVIDER

THIS AGREEMENT, entered into this 1st day of July, 2019, by and between the COUNTY OF SAN MATEO, a political subdivision of the State of California, hereinafter called "County" and The San Mateo County Pre-Hospital Emergency Medical Services Group (JPA), hereinafter collectively called "JPA";

WITNESSETH:

WHEREAS, the JPA is made up of the following entities: City of Brisbane, City of Burlingame, City of Daly City, City of Foster City, Town of Hillsborough, City of Millbrae, City of Pacifica, City of Redwood City, City of San Bruno, City of San Mateo, City of South San Francisco, Belmont Fire Protection District, Coastside Fire Protection District, Colma Fire Protection District, County of San Mateo, Menlo Park Fire Protection District, and Woodside Fire Protection District; and

WHEREAS, the County has determined that the most appropriate and efficient manner of providing emergency medical response County-wide is through an integrated paramedic first responder and paramedic ambulance system; and

WHEREAS, the JPA desires to provide advanced life support services pursuant to its responsibilities as set forth in the Operating Agreement between the JPA and American Medical Response West ("AMR"); and

WHEREAS, Division 2.5 of the Health and Safety Code, Section 1797.52 specifies that advanced life support services are provided as part of a local EMS system; and

WHEREAS, pursuant to Title 22, Division 9, Section 100168(b)(4) an EMT-Paramedic Service Provider shall have a written agreement with the local EMS Agency to participate in advanced life support program and to comply with all applicable State regulations and local EMS Agency policies and procedures including participation in the local EMS Agency's quality improvement system; and

WHEREAS, County has determined that requests for emergency ambulance service shall be met by paramedic equipped and staffed first response vehicles and paramedic equipped and staffed ambulances; and

WHEREAS, the Agreement between County and AMR for Emergency Ambulance Service with Advanced Life Support (ALS) Ambulance Transport (EASA) commencing on July 1, 2019 includes the provision of specific medical equipment, supplies, vehicles, and other services to the JPA; and

WHEREAS, the EASA Agreement between County and AMR includes an annual AMR payment to the County for JPA first responder services; and

WHEREAS, the City of South San Francisco is not part of San Mateo County's exclusive operating area as it has provided continuous paramedic advanced life support services since 1974, and has a separate EOA within the City of South San Francisco;

NOW, THEREFORE, THE PARTIES HERETO AGREE as follows:

1. Services to be Performed by JPA

The JPA shall provide countywide paramedic first responder services, except within the City of South San Francisco, as described in the EASA between County and AMR and in the Operating Agreement between the JPA and AMR as attached in Exhibit 1. All entities that are presently members and maintain membership with the JPA may provide advanced life support within the JPA's service area and may respond into other jurisdictional areas by virtue of automatic aid agreements in accordance with State law and the policies and procedures of the local EMS Agency and any amendments, or additions, thereto. All entities that are presently members of the JPA are authorized to provide advanced life support using EMT-Paramedics on JPA's fire apparatus. Subject to the review and approval of the EMS Agency, Woodside Fire Protection District shall be permitted to enter into an agreement with AMR to staff one (1) ambulance owned and maintained by AMR.

2. ALS Mandate

JPA members are mandated to and shall respond to all requests for services under the Operating Agreement and the EASA using an ALS first response vehicle. Each ALS first response vehicle shall be equipped with ALS equipment and be staffed with at least two personnel, at least one of whom shall be licensed and accredited as a paramedic. Only EMS Agency approved medical devices, equipment, supplies and pharmaceuticals shall be stocked on JPA first response vehicles and / or utilized in the provision of patient care. Each such item shall be standardized with that used by AMR for the same purpose.

3. Payments

Pursuant to Section 11.6 of the EASA, AMR shall remit a monthly payment of \$401,292.33 to County for payment to the JPA for first responder services.

Contingent on AMR's timely payment to County, County shall remit such payments from AMR to the JPA each month beginning July 31, 2019.

However, if AMR fails to pay County for JPA's first responder services as specified in the EASA, County shall not be obligated to remit payment to the JPA until AMR remits the payments for the JPA to the County.

The amount listed in this section may increase annually beginning July 1, 2020, however, such increases may not exceed the Consumer Price Index All Urban Consumers San Francisco-Oakland-San Jose ("Bay Area CPI") increases for the previous year as reported in February each year.

4. Relationships of Parties

It is expressly understood that this is an Agreement made in order to satisfy the requirements contained in Title 22, Division 9, Article 5, Section 100168, and that no agency, employee, partnership, joint venture or other relationship is established by the Agreement. It is expressly understood that the County does not warranty, and is not responsible for, any services provided under this Agreement.

5. Hold Harmless

It is agreed that JPA shall defend, save harmless, and indemnify County, its officers and employees, from any and all claims for injuries or damage to persons and/or property which arise out of the terms and conditions of this Agreement and which result from the negligent acts or omissions of the JPA, its officers, agents, employees, and subcontractors, in the performance of this Agreement. It is agreed that JPA members shall maintain all insurance required by its Operating Agreement with AMR and that the JPA members shall list County as an additional insured on such insurance. The duty of the JPA to indemnify and save harmless as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

It is further agreed that County shall defend, save harmless, and indemnify the JPA, its officers, employees, and members from any and all claims for injuries or damages to persons and/or property which arise out of the terms and conditions of this Agreement and which result from negligent acts or omissions of County, its officers, and/or employees.

In the event of concurrent negligence, the liability for any and all claims for injuries or damages to persons and/or property which arise out of the terms and conditions of this Agreement shall be apportioned under the California theory of comparative negligence as established presently, or as may be hereafter modified.

6. Privacy Compliance

During the term of this Agreement, each party may receive from the other party, or may receive or create on behalf of the other party, certain confidential health or medical information ("Protected Health Information" or "PHI," as further defined below). This PHI is subject to protection under state and/or federal law, including the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA") and regulations promulgated thereunder by the U.S. Department of Health and Human Services ("HIPAA Regulations"). Each party represents that it has in place policies and procedures that will adequately safeguard any PHI it receives or creates, and each party specifically agrees to safeguard and protect the confidentiality of Protected Health Information consistent with applicable law. Without limiting the generality of the foregoing, each party agrees that it shall have in place all policies and procedures required to comply with HIPAA and the HIPAA Regulations prior to the date on which such compliance is required.

For purposes of this section, "Protected Health Information" means any information, whether oral or recorded in any form or medium: (a) that relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to

any individual; or the past, present or future payment for the provision of health care to an individual, and (b) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual.

This section shall be interpreted in a manner consistent with HIPAA, the HIPAA Regulations and other state or federal laws applicable to PHI.

JPA agrees to indemnify, defend and hold harmless the County and its respective employees, directors, officers, subcontractors, agents or other members of its workforce (collectively, "indemnified party,") against all damages suffered by the indemnified party and all liability to third parties arising from any breach of this section by JPA.

County agrees to indemnify, defend and hold harmless the JPA and its directors, officers, employees and members ("indemnified party") against all damages suffered by the indemnified party and all liability to third parties arising from any breach of this section by County.

7. Assignments and Subcontracts

- A. Without the written consent of the, San Mateo County Health EMS Director or his/her designee, this Agreement is not assignable in whole or in part. Any assignment by JPA without the written consent of the San Mateo County Health EMS Director violates this Agreement and shall be cause for the County to terminate this Agreement upon 120 days written notice. Said written consent shall not be unreasonably withheld when beneficial ownership of the organization remains unchanged.
- B. Other than as provided for in this Agreement, JPA shall not employ subcontractors or consultants to carry out the responsibilities undertaken pursuant to this contract without the written consent of the San Mateo County Health, EMS Director. All assignees, subcontractors, or consultants approved by Chief, San Mateo County Health EMS Director shall be subject to the same terms and conditions applicable to JPA under this Agreement.
- C. All Agreements between JPA and any subcontractor and/or assignee for services pursuant to this Agreement (if applicable) shall be in writing and shall be provided to County.

8. Merger and Modification/ Alteration of Agreement

This Agreement is the entire agreement between the parties with respect to matters herein discussed and contains all the terms and conditions agreed upon by the parties. No alteration or variation shall be valid unless made in writing and signed by the parties hereto, and no oral understanding or Agreement shall be binding on the parties hereto.

9. Records

- A. JPA agrees to provide to County, to any Federal or State department having monitoring or reviewing authority, to County's authorized representatives and/or their appropriate audit agencies upon reasonable notice, access to and the right to examine and audit all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules and regulations, and this Agreement, and to evaluate the quality, appropriateness and timeliness of services performed, to the extent necessary to determine such compliance and evaluate such quality, appropriateness and timeliness. JPA shall make available for the County's inspection, to the extent necessary to verify compliance with this Agreement, its financial records for its services provided pursuant to this Agreement for review or audit at any place designated by County and if requested, JPA shall provide copies of such records to County. JPA shall provide the EMS Agency a monthly report of paramedic license, emergency medical technician certification and required medical continuing education and credentialing records.
- B. JPA shall maintain and preserve all records relating to this Agreement and the Operations Agreement in its possession, for a period of four (4) years from the termination date of this Agreement, or until audit findings are resolved.
- C. JPA agrees to notify the EMS Agency in advance of the placement into or removal from service of each permanent JPA paramedic first responder vehicle.
- D. JPA shall utilize an electronic patient care record (ePCR) approved by the EMS Agency and adhere to patient care documentation and reporting requirements including participation in the EMS Agency's FirstPASS program.
- E. In an urgent or emergency situation where other forms of communication are unavailable, JPA agrees to provide the EMS Agency with real-time access to all local VHF operating frequencies utilized by JPA member agencies in responding to and managing incidents at which medical assessment and/or care is provided.

10. Financial Reports, Accounting, and Auditing Procedure

JPA agrees to make annual audited financial reports available to the County upon request. JPA shall also share annual operational budget upon the request of the County.

11. Compliance with Other Agreements and Applicable Laws

All services to be performed by JPA pursuant to this Agreement shall be performed in accordance with JPA's Operating Agreement with AMR and the EASA. Each party to this Agreement shall comply with all applicable federal (including federal anti-kickback statute), state, county and municipal laws, ordinances, regulations, EMS Agency policies, procedures and protocols, including but not limited to appropriate licensure, certification

regulations, provisions pertaining to confidentiality of records, and applicable quality performance regulations and/or policies.

12. Notices

Any notice, request, demand or other communication required or permitted hereunder shall be deemed to be properly given when deposited in the United States mail, postage prepaid:

In the case of County:

EMS Agency Director
San Mateo County Health County of San Mateo
801 Gateway Ste. 200,
South San Francisco, CA 94080

or to such person or address as County may, from time to time furnish to JPA.

In the case of JPA:

Executive Director
San Mateo Pre-Hospital Emergency Medical Services Medical Group
1510 Rollins Road
Burlingame CA. 94010

13. Controlling Law

The validity of this Agreement and its terms or provisions, as well as the rights and duties of the parties hereunder, the interpretation and performance of this Agreement shall be governed by the laws of State of California and shall be brought and maintained in the Superior Court in and for the County of San Mateo.

14. Term of Agreement

The term of this Agreement shall run concurrent with the term of the Operations Agreement between the JPA and AMR and the Emergency Ambulance Services with Advanced Life Support Ambulance Transport Agreement (EASA) between the County and AMR. The parties agree that if both of the aforementioned agreements are terminated this Agreement shall automatically terminate. Additionally, this Agreement may be terminated at any time by mutual written agreement of the County and the JPA.

It is understood that if this Agreement is terminated for any reason, JPA or any of its members, excluding the City of South San Francisco, will not have the approval of County's EMS Agency to be an EMT-Paramedic Service Provider or Advanced Life Support Service Provider within San Mateo County and must cease all advanced life support services immediately. In the event this Agreement is terminated, the EMS Director will meet with representatives of the JPA to discuss the terms and conditions under which the JPA or any of its members may be re-designated as an EMT-P Service Provider or Advanced Life Support Service Provider. It is further agreed that if any of the entities listed in this Agreement, other than the City of South San Francisco, are no longer members of the JPA,

that the entity leaving the JPA will have no authority to provide ALS services until that entity executes a separate agreement with the County to be designated as an ALS provider pursuant to Title 22, Division 9, Section 1000168 (b) (4).

15. Declaration of Major Breach and Takeover of 911 Ambulance Service

In the event that the San Mateo County Health EMS Agency determines that a Major Breach of the EASA has occurred, JPA shall cooperate completely and immediately with County to continue to provide paramedic first responder services pursuant to this Agreement and in conformity with the Major Breach provisions under the EASA under the following conditions:

1. The determination of Major Breach is brought to the Board of Supervisors, and,
2. The nature of the breach is, in the San Mateo County Health EMS Agency and Board of Supervisors' opinion such that there is a serious and immediate threat to public health and safety, and,
3. The JPA has been given notice and an opportunity to appear before the Board of Supervisors.

In the event of a Major Breach under the EASA, the County shall make every effort to enforce the EASA with AMR to allow for continued payments to the JPA under paragraph 3 of this Agreement. If County is unable to secure payments from AMR, then JPA may terminate this Agreement thirty (30) days after the declaration of Major Breach. In the event of a termination under this section the JPA and its members will not have the approval of County's EMS Agency to be an EMT-Paramedic Service Provider or Advanced Life Support Service Provider within San Mateo County and must cease all advanced life support services immediately. In the event this Agreement is terminated, the EMS Agency will meet with representatives of the JPA to discuss the terms and conditions under which the JPA or any of its members may be re-designated as an EMT-P Service Provider or Advanced Life Support Service Provider.

16. Other Provisions

A. Right of Inspection:

County or any of its duly authorized employees or agents shall have the right to make inspections or investigations at any time to determine whether JPA is complying with the terms and conditions of the Operating Agreement with AMR, to the extent required to verify compliance with this Agreement. JPA shall make available to County, its records with respect to all matters covered by the Agreement. A county representative may contact the JPA to schedule a ride as "third person" on any of the paramedic first response vehicles. A county representative may inspect any paramedic first response vehicle at any time.

B. Compliance With First Responder Standards:

Each first responder ALS unit shall be staffed by at least one paramedic. JPA shall have four JPA EMS Supervisors, who shall have responsibility for their assigned zones; 1(North Zone, 2) Central Zone, 3) South Zone, and 4) Coastal Zone. These EMS Supervisors shall have 24-hour responsibility for EMS issues involving the paramedic first responders within their assigned zone. At least one of these EMS Supervisors will be available on-call at all times for all zones during non-business hours 365 days per year.

The JPA and its members agree to comply with the standards of paramedic professionalism, training, certifications, and recordkeeping as specified in the Operating Agreement and as specified by local EMS Agency policies procedures and protocols.

17. Response Time Requirements

A. It is the goal of the County to deliver the expected clinically-driven response times to all incidents in each Response Time Area and each Response Time Zone. JPA shall meet response time requirements in each Response Time Zone ninety percent (90%) of the time measured monthly.

B. Each medical incident assigned to the JPA by San Mateo County Public Safety Communications (PSC) shall be counted as a single response, regardless of the number of paramedic first responder vehicles that are utilized.

C. Response Time Calculations:

JPA shall be accountable from the time of completion of assignment by PSC including the exact location of each incident or descriptive location such as building or landmark, until the time that the PSC is notified by radio (or other reliable method) that the JPA's first arriving paramedic first responder vehicle is at the location where the vehicle shall be parked during the incident, or in the event that staging is necessary for personnel safety, at the time the vehicle arrives at the staging area. Response times shall be calculated using whole minutes and seconds.

D. Response Time Requirements:

JPA shall adhere to the following response time requirements:

Urban / Suburban – Response to 90 percent of calls each month shall be compliant	
	ALS First Responder
Code 3	6:59 minutes
Code 2	14:59 minutes
Rural – Response to 90 percent of calls each month shall be compliant	
	ALS First Responder
Code 3	11:59 minutes
Code 2	24:59 minutes
Remote – Response to 90 percent of calls each month shall be compliant	
	ALS First Responder
Code 3	21:59 minutes
Code 2	29:59 minutes

E. Calculating Response Times - Changes in Call Priority:

1. Response time calculations for determination of compliance with Agreement standards for non-compliance shall be as follows:

- a. Downgrades – If a call is downgraded to a lower priority prior to arrival at scene of the JPA fire unit, JPA’s compliance will be calculated based on if the higher priority response time standard has been exceeded at the time of the downgrade.
- b. Upgrades – If a call is upgraded or there is more than one priority change associated with a given incident prior to the arrival at scene of the JPA fire unit, JPA shall be deemed compliant provided the upgrade or change in priority does not occur after the passage of the lower priority response time threshold.
- c. Reassignment Enroute – If a JPA fire unit is reassigned enroute or turned around prior to arrival at scene (e.g., to respond to a higher priority request), compliance will be calculated based on the response time standard applicable to the assigned priority of the initial response. The response time clock will not stop until the arrival of a JPA fire unit at scene at the location where the vehicle shall be parked during the incident from which the JPA fire unit was diverted.
- d. Canceled Calls – If an assignment is canceled prior to arrival at scene by the JPA fire unit, compliance will be calculated based on the elapsed time from dispatch to the time the call was canceled.

F. Response Time Reporting:

PSC CAD data and the EMS Agency's FirstWatch Online Compliance Utility (OCU) program shall be used to calculate and report response times. Monthly response time compliance will be reported for each of the Response Time Compliance Zones defined in the EASA and attached in Exhibit 1. The JPA agrees to provide the EMS Agency access to all CAD data for medical aid responses.

G. Response Time Exceptions:

In certain cases, a late response will be excepted by the EMS Agency and thereby deemed as a compliant response to be included in response time compliance calculations. The JPA may file a request for each desired response time Exception on a monthly basis with the EMS Agency via the OCU within 15 days of the end of the previous month. Such request shall list the date, the time, and the specific circumstances causing the delayed response in accordance with local EMS Agency policies. The burden of proof for good cause of an Exception shall rest with the JPA.

H. Response Time Corrections:

JPA may request response time correction(s) of arrival at scene time(s). In incidents when the assigned paramedic first responder vehicle fails to report its arrival at scene, the time of the next radio communication from the crew or other at scene personnel to PSC that indicates that the vehicle has already arrived at the scene shall be used as the arrival at scene time. Alternatively, at scene time may be validated by CAD timestamp or Geographic Positioning System (GPS) based on Automatic Vehicle Location (AVL) technology playback. JPA shall file a request for each desired response time correction on a monthly basis with the EMS Agency via the OCU within 15 days of the end of the previous month. Such request shall list the date, the time, and the specific circumstances causing the delayed response in accordance with local EMS Agency policies. The burden of proof for good cause of a correction shall rest with the JPA.

I. Response Time Exemptions:

In some cases, late and specified other responses will be excluded from response time compliance calculations. These Exemptions will be for good cause only, in accordance with EMS Agency policies. JPA shall file a request for each desired response time Exemption on a monthly basis with the EMS Agency via the OCU within 15 days of the end of the previous month. Such request shall list the date, the time, and the specific circumstances causing the delayed response.

18. Compliance of JPA With Agreements

Compliance with the terms of this agreement is necessary for the efficient function of the ALS Ambulance system and for the health and safety of visitors and residents of San Mateo County. Therefore, EMS Agency reserves the right to determine whether the JPA is in compliance with the terms of the Agreement and to take appropriate action as follows:

Non-compliance may include, but is not limited to, failure to continuously provide required paramedic first responder qualifications/licensing/certification/accreditation, training, patient records, equipment, supplies, and/or the quality performance program.

JPA shall have 60 days following receipt of written notice from the EMS Agency to cure any finding of non-compliance. If the EMS Agency determines that the JPA is non-compliant following the 60-day cure period, it shall review the non-compliance and recommend one of the following actions:

1. Provide the JPA an additional 30 days to cure the non-compliance;
2. Recommend that AMR withhold a portion of the JPA payments to County and therefore from the JPA;
3. Provide the JPA with a remediation plan designed to cure such non-compliance.
4. In the event that there is any dispute between the JPA and AMR regarding the Operations Agreement the Executive Steering Council (ESC) will review and make a recommendation for resolution between the two organizations.

19. Authority to Enter Into Agreement

The parties executing this Agreement warrant that they have full and complete legal authority to execute this Agreement on behalf of their agency.

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: San Mateo County Pre-Hospital Emergency Medical Services Group:

Irene M O'Connell
Contractor Signature

5-20-2019
Date

Irene M O'Connell
Contractor Name (please print)

COUNTY OF SAN MATEO

Carole Groom

By:
President, Board of Supervisors, San Mateo County

Resolution No. 076637

Date: 6/4/19

ATTEST:

Phil Collopy

By:

Clerk of Said Board

Exhibit 1: Map Showing North San Mateo County with City of South San Francisco

