

# County of Santa Clara Emergency Medical Services System

**Emergency Medical Services Agency**  
700 Empey Way  
San Jose, CA 95128  
408.794.0600 voice | [www.sccemsagency.org](http://www.sccemsagency.org)  
[www.facebook.com/SantaClaraCountyEMS](https://www.facebook.com/SantaClaraCountyEMS)



**To:** Board of Supervisors  
Jeffrey V. Smith, M.D., J.D., County Executive

**From:** René G. Santiago, Deputy County Executive &  
Director, County of Santa Clara Health System

DocuSigned by:

René G. Santiago

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Jackie Lowther, RN, MBA, MSN  
Director Emergency Medical Service

DocuSigned by:

Jackie Lowther

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**Subject:** First Responder Performance

**Date:** October 23, 2019

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This memorandum is in response to the September 25, 2019 meeting of the Health and Hospital Committee, Agenda Item 5 entitled *“Receive report from Emergency Medical Services (EMS) relating to the status of the EMS Agency and the EMS System for Calendar Year 2018.”* B. *EMS Monthly Update\_09-25-2019 HHC*. At the request of Supervisor Simitian, the Committee directed the EMS Agency to report back the performance of all first responder agencies over the last 18 months.

The County has entered into EMS agreements with the cities of Gilroy, Milpitas, Morgan Hill, Mountain View, San Jose, Santa Clara, Sunnyvale, the Santa Clara County Central Fire Protection District and the South Santa Clara County Fire District. On a monthly basis, response time compliance is reviewed and reported. Compliance is measured by several key performance indicators that include: response time requirements based on population density; designated response areas; type of response priority (red lights & siren or non-red lights & siren); total number of responses; total number of late responses; and total number of responses exempted (removed) from compliance calculations. Compliance is achieved when ninety (90.00%) percent or more of the responses meet the specified response time requirement in each response priority within each designated response area. The attached chart represents monthly first responder EMS response time performance since January of 2018 for code 3 response. San Jose Fire Department has met all performance standards since

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Susan Ellenberg, S. Joseph Simitian  
County Executive: Jeffrey V. Smith

March of 2018, and South Santa Clara County has achieved compliance since August of 2018 all other districts have achieved above 90% consistently every month.

CODE 3 Response	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct
Gilroy, City of	97.97%	98.63%	97.47%	97.50%	97.44%	97.27%	95.18%	97.09%	96.62%	95.53%
Milpitas, City of	98.50%	97.23%	93.54%	98.47%	97.64%	97.32%	97.65%	97.02%	98.00%	97.68%
Morgan Hill, City of	94.67%	96.76%	96.39%	93.69%	95.22%	96.12%	93.97%	95.48%	96.12%	98.02%
Mountain View, City of	96.37%	98.21%	97.66%	97.95%	98.90%	99.66%	96.70%	98.34%	96.53%	96.97%
San Jose, City of	89.60%	89.39%	88.32%	90.31%	90.95%	91.43%	91.60%	90.43%	91.00%	91.27%
Santa Clara, City of	95.43%	95.14%	97.20%	97.14%	97.50%	93.53%	96.19%	91.62%	93.71%	97.82%
Santa Clara County Central FPD	97.12%	96.49%	96.82%	97.22%	97.29%	96.31%	96.40%	96.76%	96.23%	97.41%
South Santa Clara County FPD	93.81%	92.63%	87.30%	94.74%	91.33%	89.36%	92.25%	88.14%	96.15%	96.88%
Sunnyvale, City of	98.43%	98.04%	97.17%	99.74%	98.80%	99.48%	98.47%	98.13%	98.58%	98.11%
CODE 3 Response	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul	19-Aug
Gilroy, City of	97.37%	95.90%	96.53%	97.55%	97.04%	95.70%	97.74%	96.92%	95.97%	97.22%
Milpitas, City of	96.91%	95.00%	93.87%	93.22%	94.60%	98.72%	96.21%	96.59%	97.43%	96.46%
Morgan Hill, City of	98.31%	98.58%	93.62%	96.88%	97.84%	95.83%	95.02%	96.65%	96.98%	96.46%
Mountain View, City of	96.22%	96.21%	97.31%	99.66%	99.14%	97.96%	97.82%	97.38%	99.37%	97.20%
San Jose, City of	91.69%	91.60%	91.59%	90.40%	92.41%	91.98%	91.52%	91.62%	90.87%	91.50%
Santa Clara, City of	97.28%	97.90%	98.33%	99.01%	99.23%	99.43%	99.71%	100.00%	99.41%	99.69%
Santa Clara County Central FPD	96.54%	97.32%	98.13%	96.10%	97.01%	97.64%	96.96%	96.50%	97.83%	97.18%
South Santa Clara County FPD	97.83%	96.49%	98.46%	94.55%	98.25%	93.65%	92.96%	90.35%	91.54%	96.99%
Sunnyvale, City of	95.63%	98.31%	98.74%	97.33%	97.78%	98.07%	97.50%	96.96%	96.32%	96.29%