

February 24, 2020

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: René G. Santiago, Deputy County Executive and
Director, County of Santa Clara Health System

DocuSigned by:

René G. Santiago

A968A3B7E216400...

Jackie Lowther, Director, Emergency Medical Services

DocuSigned by:

Jackie Lowther

3B1CAB11C65147B...

SUBJECT: Response to San Jose Fire Department Inquiries

At the January 22, 2020 Health and Hospital Committee, Supervisor Simitian requested an off agenda report in response to questions raised by Robert Sapien, Jr., Fire Chief, San Jose Fire Department. This memorandum addresses those questions.

Question 1(A): When will amended Section 4.1.5 of the EMS Agreement be implemented?

Section 4.1.5 [Response Clock] as amended by the Seventh Amendment states, “Arrival on the scene by a First Responder Agency using a County-authorized ALS first responder vehicle, a County-authorized Quick Response Vehicle, or any other County-authorized ALS vehicle, shall stop the First Responder Agency’s clock. Arrival on the scene by Rural/Metro using a County-authorized Quick Response Vehicle, or any other County-authorized ALS vehicle, shall stop the ALS first response time clock, but Rural/Metro’s clock for transport shall not stop until arrival on the scene by a County-authorized ALS ambulance.”

The amendment language modification could be implemented any time a fire department proceeds with the collection of ambulance response time data. Currently, San Jose Fire Department’s CAD system does not receive nor collect Rural/Metro’s Ambulance or QRV response time data. San Jose Fire Department will need to develop a software interface with County Communications’ CAD system to capture the ambulance’s response time data. This would be the responsibility of San Jose Fire Department to operationalize.”

Question 1(B): Will adjustments apply retrospectively to July 1, 2019?

It would not be retroactive to July 1, 2019. In addition, EMS is in discussions with Rural/Metro to amend the Seventh Amendment to modify the methodology used to calculate response times for cancelled calls to more accurately reflect response time performance.

Question 2: Would the County's EMS be better served by full transparency of CAD/MARVLIS system?

During the November 13, 2019 Health and Hospital Committee there was a brief discussion on response time monitoring. This discussion focused on how the reports were submitted to the EMS Agency and report to the Health and Hospital Committee and did not explain the entire process on how the EMS Agency monitors response time performance. The following describes the collections and monitoring process.

There are four technology solutions involved in the creation, collection and monitoring of Rural/Metro's ambulance response time data. The systems include the County CAD system: the automated vehicle location (AVL) system, the MARVLIS system and the FirstWatch System. The County **CAD** system is used by County Communications' dispatchers to create EMS event records, document event details and track assigned ambulances.

The AVL system monitors ambulance locations through cellular technology. The AVL feeds the location to the MARVLIS system.

The MARVLIS (Mobile Area Routing & Vehicle Location Information System) is a web-based third-party analytic system made available to the County by Rural/Metro. MARVLIS is used to automatically locate ambulances and provide responders with County Communications CAD system event details, mapping, and routing to the scene of a call. Fire Departments that are interested in obtaining viewing rights to MARVLIS would have to contact Rural/Metro.

FirstWatch through its analytics software, determines if the ambulance response was "on time" or "late." The FirstWatch system imports the response data created by the other three systems (CAD, AVL and MARVLIS). The EMS Agency has access to FirstWatch and is able to review all unadjusted and adjusted/reconciled ambulance response time data (by day, week, month, quarter, or annually). As a matter of historical practice, the EMS Agency/County has required Rural/Metro to submit a monthly "finalized" report detailing their compliance with the contractual standards. This practice was done to ensure that Rural/Metro was adhering to the reporting requirements of the agreement.

