



## 911 SYSTEM PROVIDER ROLES

**Effective:** January 22, 2007  
**Replaces:** June 22, 2005

### I. Purpose

To clearly identify roles and areas of responsibilities for providers of emergency medical services in Santa Clara County.

### II. The EMS Agency

The EMS Agency is a government organization that is responsible for the development, management, and regulation of all aspects of the Santa Clara County Emergency Medical Services System. The EMS Agency is also responsible for several other disaster and medical-health regulatory and management duties as authorized by state regulation and County Ordinance.

The EMS Agency operates in accordance with federal, state, and county laws and ordinances.

### III. Fire Service Providers

The fire service is responsible for overall scene management and ensuring the mitigation of hazardous situations or environments. At a minimum, this includes the provision of first response Basic Life Support (BLS) services as authorized by state regulation.

Fire service providers operate in accordance with State regulations and Santa Clara County Prehospital Care Policy. Other than the City of Palo Alto, fire service providers also must operate in accordance with requirements established through subcontracts with the Exclusive Operating Area (EOA) Contracted Ambulance Service.

Advanced Life Support (ALS) first response services are provided through subcontracts between the County's EOA contractor and each individual municipal fire department or district. The City of Palo Alto operates in a separate EOA in which both BLS and ALS services are provided directly by the City.

### IV. EOA Contracted Ambulance Service Provider

The County has elected to provide ambulance transportation services through a single provider with the exception of the City of Palo Alto. The contracted ambulance service provider is responsible for providing ALS transportation services for each of the municipalities and districts with the County.

Although contracted ambulance service units may arrive at the scene of an emergency prior to fire service units, the public safety agency responsible for the incident location is the lawful scene authority.



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EOA contracted ambulance service providers operate in accordance with State regulations, Santa Clara County Prehospital Care Policy, Santa Clara County Ordinance Code including associated Ambulance Permit Regulations, and any contracts and/or agreements established with the County.

**V. Non-EOA Contracted Ambulance Services**

Non-EOA contracted ambulance services support 911 System operations as necessary. This may include assistance during periods of high call volume, multi-casualty incidents, and potential or actual disaster situations. When used in the 911 System, non-EOA contracted ambulance services operate in the same fashion as the EOA contracted ambulance service provider.

Non-contracted EOA ambulance services may provide care and associated services at the BLS, ALS, or critical care transport level depending on the type of permits issued by the EMS Agency.

Non-EOA contracted ambulance service providers operate in accordance with State regulations; Santa Clara County Prehospital Care Policy; Santa Clara County Ordinance Code, including associated Ambulance Permit Regulations; and any additional contracts and/or agreements established with the County.

**VI. Air Resource Providers**

The County permits several air resource providers, which include air ambulances and rescue aircraft. These resources primarily provide critical patient transportation when requested by the incident commander or established automatic flight areas. Air resources may also be used to provide first response services in the rural areas of the County.

Air resource providers operate in accordance with State regulations; Santa Clara County Prehospital Care Policy; Santa Clara County Ordinance Code, including associated Ambulance Permit Regulations; and any additional contracts and/or agreements established with the County.

The County may request the assistance of municipal, county, state, or federal air resources that are not permitted by the County. Reasons for such may include the need to transport personnel or supplies, provide event intelligence support, provide an airborne command platform, provide emergency patient transportation, provide rescue services, etc.