



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: 26-399

May 19, 2026

Introduced: 4/22/2026

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

Accept and approve the Emergency Medical Services (EMS) Agency Annual Report for 2025.

RECOMMENDATION:

It is recommended that the County of Monterey Board of Supervisors:

Accept and approve the Emergency Medical Services (EMS) Agency Annual Report for 2025.

SUMMARY:

The Health Department seeks approval of the EMS Agency's Annual Report for 2025. The EMS Agency presents this report to the Board of Supervisors on an annual basis to keep the Board, other County officials, and the public informed about the work done by the EMS Agency and EMS system stakeholders.

DISCUSSION:

The Emergency Medical Services (EMS) Agency is a Bureau within the County of Monterey Health Department and is designated by the Board of Supervisors as the entity that oversees the delivery of emergency medical services within the County of Monterey. The role of the County of Monterey EMS Agency is defined by California statute to plan, implement, and evaluate the EMS System.

The EMS Agency completed its Annual Report for the 2025 activities of the EMS Agency and EMS System. The EMS Agency presents this report to the Board of Supervisors on an annual basis to keep the Board, other County officials, and the public informed about the work done by the EMS Agency and EMS System stakeholders.

This Annual Report covers the period of January 1, 2025, through December 31, 2025. The Annual Report includes an overview of the EMS System, relevant EMS-related data from 2025, and a review of some of the EMS Agency's significant accomplishments in 2025. Highlights from 2025 include the following: the completion of a request for proposals process and award of a new ambulance service provider agreement for the County of Monterey Exclusive Operating Area, work during the agreement's transition period to ensure contractor preparation for the start date of the operational period, development of a 9-1-1- Nurse Navigation Program to refer 911 callers with non-life threatening emergencies to a nurse for triage and referral to appropriate community-based services, and planning for the adoption of an online software program for the receipt and processing of applications for EMT certification and Paramedic accreditation.

This work supports the following County of Monterey Health Department 2025-2028 Strategic Plan Goal(s): "Build Community Power and Partner's Capacity to Increase Equity and Improve Health"

and “Deepen Organizational Effectiveness and Support Long-Term Sustainability”; it is in support of one or more of the ten essential public health services, specifically: 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable and 9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS:

The office of the County Counsel has reviewed and approved this Board Report as to form.

FINANCING:

There are no General Fund Impacts resulting from this Board action.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

This recommendation supports the Board of Supervisors’ Strategic Plan Goal A: Well-Being and Quality of Life. The 2025 EMS Agency Annual Report outlines the overall structure and function of the EMS system, highlights key accomplishments achieved during 2025, and identifies the Agency’s ongoing goals to further enhance the EMS system. These efforts are intended to enhance the delivery of emergency medical services and support the health and quality of life of Monterey County residents and visitors.

Mark a check next to the related Board of Supervisors Strategic Plan Goals:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy

Prepared by: Debra Hopgood, Acting EMS Agency Director/Bureau Chief, 755-4920

Approved by: Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

2025 EMS Agency Annual Report