

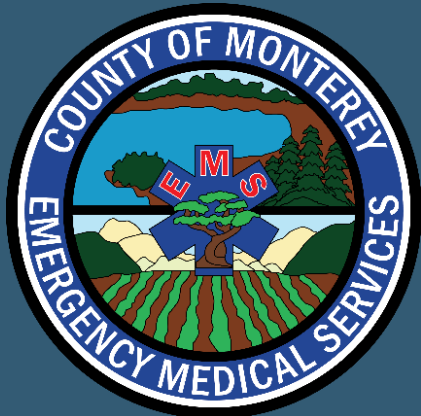
COUNTY OF MONTEREY 2025-2032 AMBULANCE SERVICES AGREEMENT IMPLEMENTATION UPDATE

June 16, 2026

Presented by: Debra Hoggood, Acting EMS Director/Bureau Chief
and
Kimberley Hernandez, EMS Analyst



HIGHLIGHTS OF THE 2025–2032 AGREEMENT



Additional Unit Hours and Basic Life Support (BLS) Units

Clinical Scorecard: Performance-based Key Performance Indicators (KPIs) – General Care, STEM (ST-Elevation Myocardial Infarction), Stroke, Trauma

9-1-1 Nurse Navigation

Equity & Cultural Competence

Dedicated Bariatric Unit and Ergonomic Fleet Standards

Equipment Enhancements: LIFEPAK 35 Monitors, Stryker Power-Pro and Stair-Pro Emergency Cots



ADDITIONAL UNIT HOURS AND BASIC LIFE SUPPORT (BLS) UNITS



Increase from 2604 to 2856 weekly unit hours

BLS units dedicated to interfacility transports to preserve Advanced Life Support (ALS) ambulances

Improves 911 system reliability





CLINICAL SCORECARD

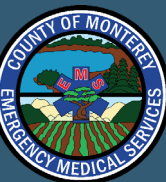


Key performance metrics include:
General Care, Stroke, STEM, Trauma

Accountability for clinical quality

Quarterly scoring with enforceable consequences

Aligns local EMS care with national best practices





9-1-1 NURSE NAVIGATION



Licensed nurses triage low-acuity 911 calls

Direct patients to appropriate care:
Urgent care, telehealth, clinics, etc.

No cost to patient for navigation

Helps preserve ambulances for high-acuity medical emergencies





EQUITY AND CULTURAL COMPETENCE



Language access tools

Cultural competency training

Community-level response time monitoring





MODERNIZED FLEET AND EQUIPMENT UPGRADES



New Type III ambulances

Dedicated bariatric unit

LIFEPAK 35 cardiac monitors

Stryker Power-Pro and Stair-Pro
Emergency Cots





EMS AGENCY OVERSIGHT IMPROVEMENTS



New compliance tools (FirstWatch)

Transparent financial reporting

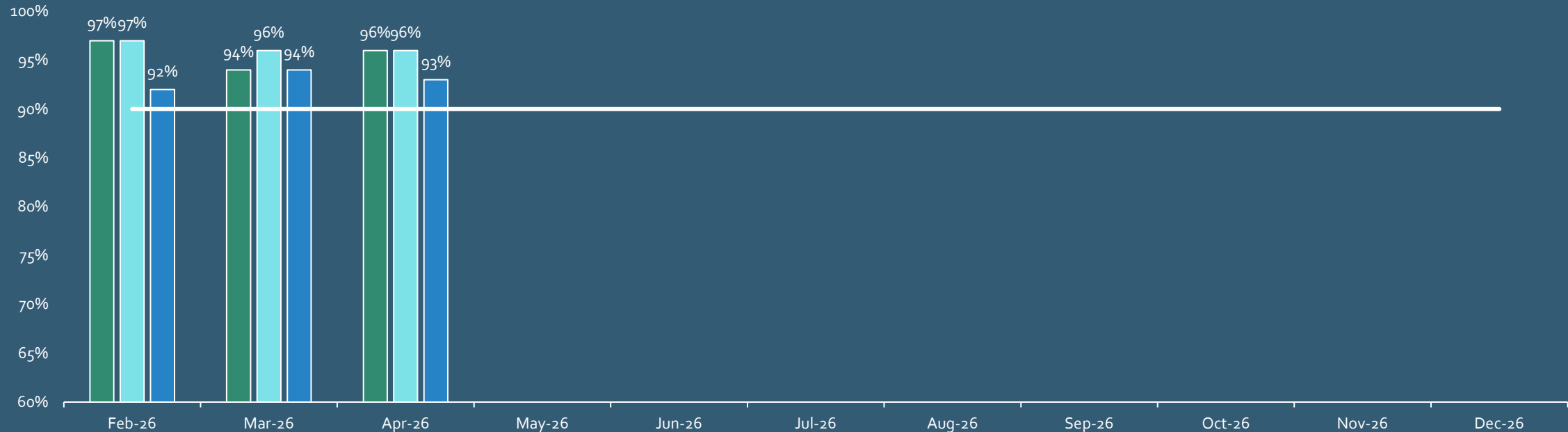
Enforceable liquidated damages



RESPONSE TIME COMPLIANCE: RESPONSE AREA 1

AMR Response Time Compliance by Priority: Response Area 1
February 2026-April 2026

Note: Missing priority values denote "100-call rule" not met



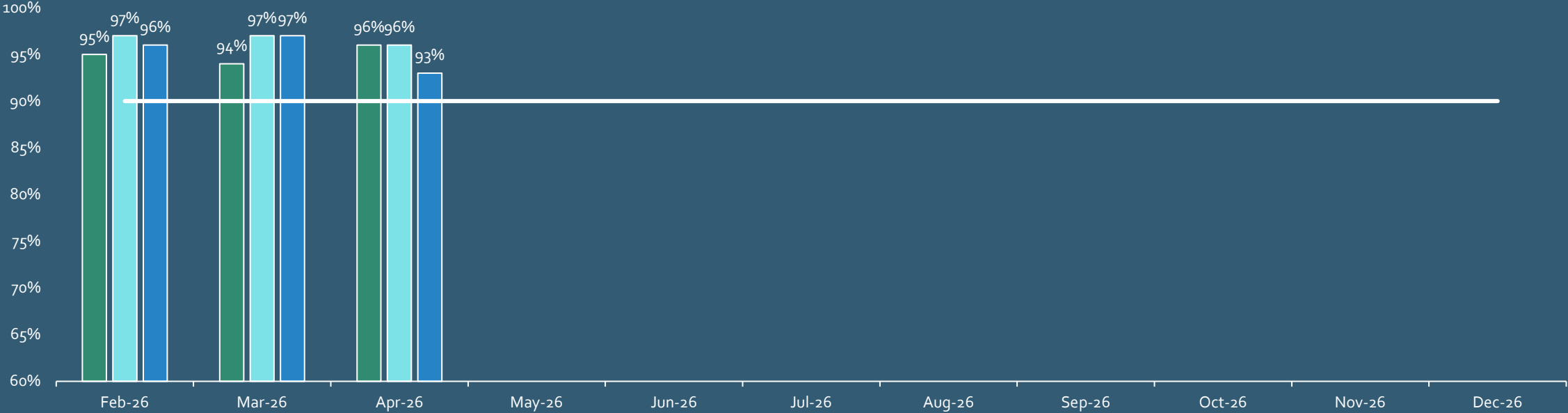
	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Priority 1	97%	94%	96%								
Priority 2	97%	96%	96%								
Priority 3	92%	94%	93%								
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



RESPONSE TIME COMPLIANCE: RESPONSE AREA 2

AMR Response Time Compliance by Priority: Response Area 2
February 2026-April 2026

Note: Missing priority values denote "100-call rule" not met



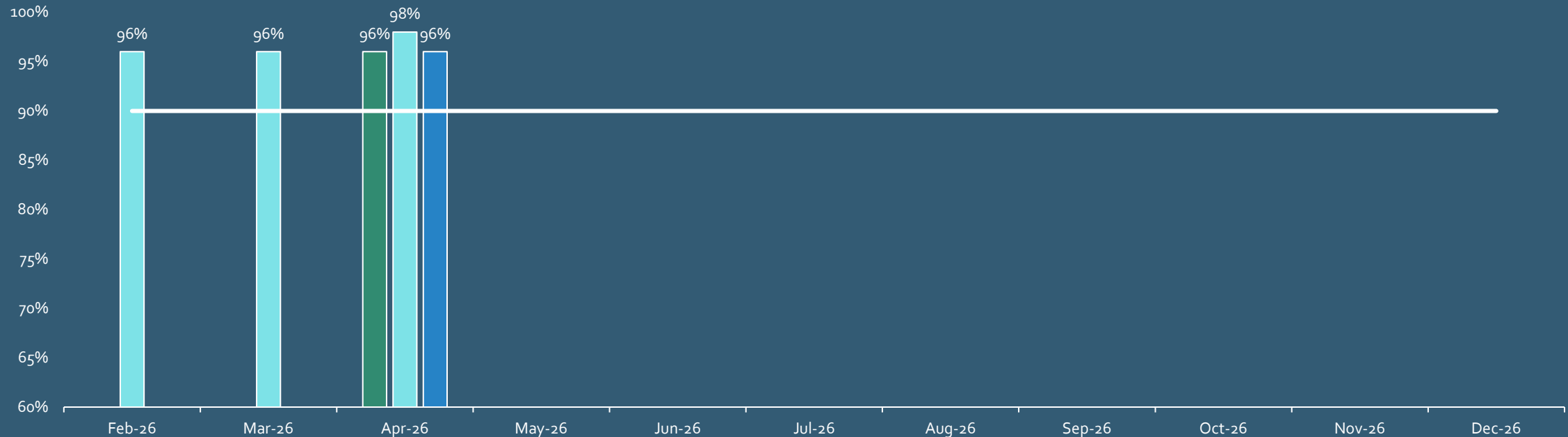
	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Priority 1	95%	94%	96%								
Priority 2	97%	97%	96%								
Priority 3	96%	97%	93%								
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



RESPONSE TIME COMPLIANCE: RESPONSE AREA 3

AMR Response Time Compliance by Priority: Response Area 3
February 2026-April 2026

Note: Missing priority values denote the "100-call rule" not met



	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Priority 1			96%								
Priority 2	96%	96%	98%								
Priority 3			96%								
Standard	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%



STRONGER SYSTEM. BETTER OUTCOMES. IMPROVED EQUITY.





QUESTIONS?

