



Stanislaus County

System Status Plan

Effective Date: September 20, 2021

Supersedes: February 12, 2021

*This plan has been approved by the
Stanislaus County System Status Committee
and
Mountain-Valley EMS Agency*

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GOALS OF SYSTEM STATUS PLAN

The goal of the System Status Plan is to provide coverage to all ambulance response areas in Stanislaus County, providing the best possible service to our customers while meeting all response time requirements. The System Status Plan is divided into the following sections:

- Rules for System Status Plan
- Zone Specific Procedures
- Deployment Plan
- Mutual Aid Plan

Rules for System Status Plan:

1. The System Status Management Plan shall respect the integrity of Contractor's Exclusive Operating Area boundaries and shall not be designed or implemented in a way that jeopardizes the continuation of such Exclusive Operating Areas.
2. No Contractor shall be permitted to Post or Move Up in another Contractor's Ambulance Response Zone unless requested to do so by the Authorized EMS Dispatch Agency in accordance with the System Status Plan.
3. Mutual Aid will occur when an ambulance provider is requested by the authorized ambulance dispatch center to post or respond to emergency calls in another provider's response zone within Stanislaus County or to adjacent counties.
 - A. Mutual Aid post assignments will not be requested according to the Mutual Aid Plan when the anticipated need is 20 minutes or less.
 - B. The utilization of Mutual Aid can be requested by the MVEMSA Duty Officer.
 - C. The closest Mutual Aid provider geographically located to the respective Mutual Aid location shall be used first.
 1. Exception:
 - a. Code 2 Requests will be handled by the Provider responsible for the Zone unless their response time is greater than 30 minutes.
 - 1) If at 15 minutes the Provider responsible for the Zone is not able to meet the 30-minute response time, the dispatcher will send the closest available provider to assist. When this occurs, the dispatcher will:
 - a) Tone all units and Supervisor/Management that Mutual Aid is being requested in Zone "X".
 - i) Agency responding Code 2
 - ii) Address
 - iii) Chief Complaint
 - iv) ETA of responding ambulance
 - b) If Provider responsible for the Zone clears and Mutual Aid Provider is still responding, the dispatcher will reconfigure/re-recommend the call and send the closest unit.
 - c) *If a fire first responder is assigned to call on which a mutual aid ambulance is assigned to respond Code 2, VRECC will notify the Primary PSAP of the extended ambulance response.*

- D. When assigning mutual aid resources on county borderline areas in-county resources should be utilized first. If in-county resources are not available, utilize resources from neighboring counties.
 - E. Resources assigned to a mutual aid post will not be released until the provider responsible for the area to which mutual aid is being provided has returned to its Zone. Resources assigned to a mutual aid post will be returned to their home area if the area drops to status 0.
4. The closest appropriate ALS ambulance, with preference being given to the contracted provider for the response area whenever possible, shall be assigned to Code 3 calls as defined by NAEMD protocols and approved by the EMS Agency Medical Director or as requested by medical personnel on scene
 5. The closest appropriate ALS Ambulance, with preference being given to the contracted provider when their response time is less than 30 minutes, shall be assigned to Code 2 calls as defined by NAEMD protocols and approved by the EMS Agency Medical Director or as requested by medical personnel on scene.
 - A. Exception:
 1. Code 2 Requests will be handled by the Provider responsible for the Zone unless their response time is greater than 30 minutes.
 - 1) If at 15 minutes the Provider responsible for the Zone is not able to meet the 30-minute response time, the dispatcher will send the closest available provider to assist. When this occurs, the dispatcher will:
 - a) Tone all units and Supervisor/Management that Mutual Aid is being requested in Zone "X".
 - i) Agency responding Code 2
 - ii) Address
 - iii) Chief Complaint
 - iv) ETA of responding ambulance
 - b) If Provider responsible for the Zone clears and Mutual Aid Provider is still responding, the dispatcher will reconfigure/re-recommend the call and send the closest unit.
 - c) ***If a fire first responder is assigned to call on which a mutual aid ambulance is assigned to respond*** Code 2, VRECC will notify the Primary PSAP of the extended ambulance response.

6. Ambulance units are required to respond to either post locations and/or assigned calls as follows:

- A. 12 Hour Units – Within 30 seconds of dispatch
- B. 24 Hour Units – Within 60 seconds of dispatch between the hours of 0800 and 2200 or within 90 seconds of dispatch between the hours of 2200 and 0800.

If the crew **does not** acknowledge the dispatch or **does not** begin to respond to the assignment (ambulance wheels not moving) within 60 seconds the following process will take place:

1. The dispatcher will do a check back to ensure the unit is responding.
 2. If the crew does not acknowledge the check back or does not begin to respond, the next closest unit will be dispatched. Simultaneously, the dispatcher will notify, over the radio, the original unit, and the on-duty supervisor.
7. An ambulance will be dispatched Code 2 for staging, unless requested to respond Code 3, when Law Enforcement has a unit responding to the incident. Otherwise, the dispatcher will advise Law Enforcement to call back when they have a unit responding.
8. An ambulance staging for law enforcement MAY be placed back into the 9-1-1 EMS system by the authorized dispatch center after 20 minutes of staging. The determination for placing the ambulance back into the 9-1-1 EMS System will be made in conjunction by the dispatch supervisor, ambulance provider supervisor, or MVEMSA Duty Officer and the Incident Commander.
9. Every consideration should be given to limiting reassignments on Code 2 and Code 3 calls to one (1) time. Incidents of multiple reassignments will be subject to 100% audit by the Dispatch Governance Committee.
10. Field Supervisors have the authority to modify post locations and mutual aid posts or direct units to alternate (non-designated) posts during unusual events or circumstances. For requested modifications to mutual aid posts, the agency providing the mutual aid must concur with the agency receiving mutual aid on the requested modification. If they do not agree, follow the System Status Plan.

Zone Specific Procedures:

Zones 1, 3, & 8 & Zone C

- Each post has a one-half mile roam zone.
 - First unit in at a double post will be first unit out for a call

Zone 4

24-hour units will be posted at their primary post locations:

Station 1 - Medic 71 – Ash and H, Oakdale

Station 2 - Medic 72 – Claus and Santa Fe, Riverbank

Station 3 - Medic 70 – Main Street and E, Waterford

12-hour unit's primary responsibility, when staffed, is to run local transfers on a rotational basis if possible. Any available 12-hour unit may be assigned to any of the secondary post locations in order of post priority.

When the system is Status 4, 5 or 6 the unit assigned to a secondary post in Riverbank will be assigned calls on the West side of the railroad tracks regardless of CAD recommend (with less than 90 seconds response difference).

When the system is Status 5 the unit assigned to a secondary post in Oakdale will be assigned calls on the East side of Yosemite Avenue regardless of CAD Recommend (with less than 90 seconds response difference).

For Status 4, 5 or 6 should a 12-hour unit be located at a primary post location for supplies or other duties, they shall still be assigned to areas designated for responses from the secondary post location (i.e., If M73 is at Station 1 they would be assigned a call that is East of Yosemite – likewise, if a call occurs on the West side of Yosemite, M71 will be assigned)

If Medic 71 or Medic 72 are requested to post for each other between 2200 –08000, the post location will be their respective stations.

Deployment Plans

American Medical Response

Modesto/Zone 1

Status 0 Mutual Aid – Refer to Mutual Aid Plan

Ceres/Zone 3

Status 0 Mutual Aid – Refer to Mutual Aid Plan

Turlock/Zone 8

Status 0 Mutual Aid – Refer to Mutual Aid Plan

Zone C/Hughson

Status 0 Mutual Aid- Refer to Mutual Aid Plan

The AMR Deployment Plan encompasses all its operations in Stanislaus County. The Plan lists post locations in Modesto, Ceres, Hughson, and Turlock.

AMR		
Status	Post Code	Post Location
1	HM1	Hatch / Mitchell (remove @ status 4)
2	F991	Fulkerth / 99
3	PB1	Prescott/Briggsmore
4	SFW1	Santa Fe/ Whitmore
4	HH1	Hatch/Herndon
5	GMV1	Geer/Monte Vista
6	BO1	Briggsmore/Oakdale
7	L991	Lander / 99
8	MS1	McHenry / Standiford
9	SM1	Service / Mitchell
10	PS1	Pelandale / Sisk
11	YC1	Yosemite / Claus
12	HH2	Hatch / Herndon (2nd out)
13	CK1	Carpenter / Kansas
14	9I1	9th / I St

Oak Valley District Ambulance

Zone 4 and Zone D

Oak Valley Ambulance		
Status	Post Code	Post Location
1	OWH @	Oakdale/Waterford Highway
2	7M70 #	Station 3
	Lang	Langworth/108
3	7M70	Station 3
	7M71	Station 1
	7M72	Station 2
4	7M70	Station 3
	7M71	Station 1
	7M72	Station 2
	EST *	108/Estelle
5	7M70	Station 3
	7M71	Station 1
	7M72	Station 2
	EST *	108/Estelle
	MAAG +	F/MAAG
6	7M70	Station 3
	7M71	Station 1
	7M72	Station 2
	EST *	108/Estelle
	MAAG +	F/MAAG
	Silva	Silva Park

+2200 - 0800 Post at Station 1

* 2200 - 0800 Post at Station 2

@ 2200 - 0800 M70 to post Station 1 – other units to post at their station

0000 - 0800 Do Not Post

Patterson District Ambulance

Zone 5

Status 0 Mutual Aid - refer to mutual aid plan

Status 1 S. 9th and E

Status 2 S. 9th and E

Westside District Ambulance

Westside / Zone A

Status 0 Mutual Aid - refer to mutual aid plan

Status 1 Canal School Road and Hills Ferry Road, Newman

Status 2 Canal School Road and Hills Ferry Road, Newman

Mutual Aid Posting Plan**Zone 1 (Modesto)**

From Riverbank	0800 – 2200	Oakdale and Claribel, or Silva Park
	2200 – 0800	72 quarters
From Patterson	0800 – 2200	Crows Landing and West Main - If Turlock and Modesto are at Status 0 and Patterson is at Status 2 or greater
	2200 – 0800	Patterson quarters

Zone 3 (Ceres)

From Modesto	Hatch and Mitchell
From Turlock	Hatch and Mitchell
From Hughson	Hatch and Mitchell

Zone 4 (Oakdale/Riverbank)

From Waterford	0800-2200	Oakdale Waterford Highway and Claribel
	2200-0800	Station 1 Ash and H St Oakdale
From Modesto	Oakdale Rd and Patterson Rd	

Zone 5 (Patterson)

From Newman	Westside Status 1	Westside Quarters (531 Hills Ferry Road)
	Westside Status 2	Patterson Quarters (S. 9 th Street and E Street)
From Modesto	Westside is Status 1	AMR* to Patterson Quarters (9 th & E) *AMR at/above Status 5.

Zone 8 (Turlock)

From Patterson	0800 - 2200	Status Zero (Turlock and Modesto) and Patterson is Status 2 or greater - Crows Landing and West Main
	2200 - 0800	Patterson Quarters
From Newman	0800 - 2200	Status Zero (Turlock and Modesto) and Westside is Status 2 - Crows Landing and West Main
	2200 – 800	Westside Quarters (531 Hills Ferry Road)

Zone A (Newman)

From Patterson	Patterson Status 2	Westside Quarters (531 Hills Ferry Road)
	Patterson Status 1	Patterson Quarters

From Modesto	If Patterson is Status 1, AMR*- Newman Quarters	
	* AMR at/above Status 5	

Zone C – (Hughson)

From Waterford	Waterford Quarters	
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From Ceres	0600 – 2200	Santa Fe and Whitmore
	2200 – 0600	Hatch and Mitchell

Zone D (Waterford)

From Oakdale	0800 - 2200	Oakdale Waterford Highway and Claribel
	2200 – 0000	Status 2 in Zone 4- Waterford Quarters
	0000 – 0800	Station 1 Ash and H Street Oakdale

From Hughson	0600 – 2200	Santa Fe and E Whitmore
	2200 – 0600	Hatch and Mitchell