PURPOSE
To define the procedures for the utilization of the closest, most appropriate ALS ambulance, in accordance with
Emergency Medical Dispatch (EMD) and Medical Priority Dispatch System (MPDS). This policy shall apply to all 9-1-1
medical emergencies within the Mountain Plateau non-exclusive operating area (NEOA) including Idyllwild Fire
Protection District (IFPD) exclusive operating area (EOA).

AUTHORITY
California Health and Safety Code - Division 2.5: Emergency Medical Services [1797. - 1799.207.]
California Code of Regulations, Title 22, Social Security, Division 9, Prehospital Emergency Medical Services
Riverside County Ambulance Ordinance 756

Nothing in this policy is intended to waive any rights the participating providers may have under the EMS Act,
including any grandfathered rights IFPD has within their jurisdictional boundaries under Section 1797.201.

Ambulance Providers
Ambulance providers must adhere to all REMSA ordinances, policies, protocols, and procedures. The status and
location of all ALS ambulances must be tracked utilizing a digital Computer Aided Dispatch (CAD) system with fully
integrated automated vehicle locator (AVL)/global positioning system (GPS).

Prioritization and Allocation
The Riverside County Emergency Command Center (ECC) will utilize and comply with EMD and MPDS protocols for
response prioritization and resource allocation within the Mountain Plateau NEOA including IFPD EOA.

Ambulance Staffing and Availability
ALS ambulances must be staffed with a minimum of one (1) certified EMT and one (1) Riverside County accredited
paramedic at all times during the response. Ambulances will not be considered available for response if the
minimum staffing level is not met at the time of dispatch.

Reporting and Continuous Quality Improvement (CQI)
Ambulance providers must provide a monthly performance report in the format specified by REMSA. This report shall be
submitted to REMSA within the first 15 business days of the following calendar month.

Procedure for Closest Ambulance Response
1. When a 9-1-1 request for emergency medical response is received, the closest authorized ALS ambulance(s) will
   be identified by the CAD utilizing AVL/GPS.
2. The closest authorized ALS ambulance(s) will be assigned to the response.
3. The assigned ambulance(s) shall acknowledge the assignment and respond to the call.
4. The responding ambulance shall notify the Emergency Command Center (ECC)/Dispatch Center of all of the
   following:
   a. Unit En Route (eTimes.05)
   b. Unit Arrived on Scene (eTimes.06)
   c. Unit Left Scene (Transporting)(eTimes.09)
   d. Arrival at destination –Landing Zone (eTimes.10)
   e. Patient Arrived at Destination-Hospital (eTimes.11)
   f. Unit Cancelled (eTimes.14)
   g. Unit Back at Home Location (eTimes.15)
5. Patient Care Reports shall be completed pursuant to REMSA requirements.