



SANTA CRUZ REGIONAL 9-1-1
495 Upper Park Road, Santa Cruz, California 95065
831.471.1000 Fax 831.471.1010
Dennis Kidd, General Manager

Date: July 6, 2020
To: Users Committee Members
From: Beth Wann, Office Supervisor *BW*
Subject: **USERS COMMITTEE MEETING**

The next Users Committee and Fire/EMS Subcommittees (note: no separate Law Subcommittee meeting is scheduled) are scheduled to meet as follows. The meeting packet is attached.

When: Monday, July 13, 2020
Google Meet
Meeting ID
meet.google.com/ngv-xuwt-phj
Phone Numbers
(US)
+1 636-498-4174
PIN: 144 864 614#

Public Viewing Area available in SCR9-1-1's Conference Room - 495 Upper Park Road, Santa Cruz

Times: 1400 Hours = Users Committee
Immediately Following Users = Fire/EMS Subcommittee

Distribution:

Chief Terrence McManus and Capt. Andrew Dally, CPD (SECRETARY of Users)
Chief Dave Westrick, and Lt. Eric Olson, HPD
Sheriff Darren Thompson and Cpt. Roy Iler, SBSO
Deputy Chief Bernie Escalante and Lt. Arnold Vasquez, SCPD (VICE CHAIR of Users)
Sheriff Jim Hart, Chief Deputy Mitch Medina, Lt Jim Ross and Lt Greg Lansdowne, SCSO (CHAIR of Law subcommittee)
Chief David Honda, Asst. Chief Tom Sims, and Capt. Jorge Zamora, WPD
Chief Aaron Lowe and DC Scott Cullen, Aptos/La Selva Fire (CHAIR of Users) and (CHAIR of Fire/EMS subcommittee)
Chief Stacie Brownlee, Ben Lomond Fire
Chief Mark Bingham, Boulder Creek Fire
Chief Steven Hall and BC Anthony Cefaloni, Central Fire
Captain Robert Gray, Felton Fire
Chief Bob Martin Del Campo; BC James Rossi; Interim Fire Captain Norman Fisher, Hollister Fire
Chief Jason Hajduk and Division Chief Rob Oatey, Santa Cruz Fire
Chief Steve Kovacs and BC Ron Whittle, Scotts Valley and Branciforte Fire
Chief Tom Avila, Watsonville Fire (CHAIR of Users)
Chief John Stipes, Zayante Fire
Chris Jones, AMR
Brenda Brenner, Santa Cruz County EMS
Kris Mangano, San Benito County EMS
Rosemary Anderson, Santa Cruz County Emergency Services
Kevin Bowling, Tammie Weigl, and Tibi McCann, County ISD
Unit Chief Ian Larkin and BC Valerie Watts, CAL FIRE/San Mateo-Santa Cruz Unit

SCR911: Kidd, Uchida, French, MacDonald, Schorovsky, Spath, and Bloss
SCR911 Reading Board





USERS COMMITTEE MEETING AGENDA

MONDAY, July 13, 2020

1400 hours

SCR9-1-1 Conference Room
495 Upper Park Road, Santa Cruz

In response to the COVID-19 Public Health Emergency and Pursuant to the provisions of the Governor's Executive Order N-29-20, issued March 17, 2020, this will be a remote meeting. A public viewing area will be established at Santa Cruz Regional 9-1-1 in the conference room. Strict social distancing guidelines will be enforced and face coverings are mandatory. Written public comments associated with any agenda item will be accepted at the public viewing area.

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF MARCH 9, 2020 MEETING
- 5.0 PUBLIC COMMENTS – Any person may address the User's Committee during its Public Comments period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Public Comments. All Public Comments must be directed to an item not listed on today's Regular Agenda. Users Committee members will not take action or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Users Committee Agenda.
- 6.0 REGULAR AGENDA
 - 6.1 Systems Division Update - Status Reports (Uchida)
 - 6.1.1 CAD/Mobile Upgrade 10/5/2020 (Uchida)
 - 6.2 Coordination on Major Events Involving Fire and Law – Discuss (All)
 - 6.3 CAD/Mobile
 - 6.3.1 Mobiles
 - 6.3.2 Dashboards & Reports
- 7.0 OTHER ISSUES
 - 7.1 Radio Issues - (French)
 - 7.2 Law Task Team – (French)
 - 7.3 Policy 6930 - Determination of Death (French)
- 8.0 CORRESPONDENCE



9.0 ROUND TABLE

10.0 ADJOURNMENT AND NEXT MEETING

The next meeting is scheduled for Monday, **September 14, 2020** at 1400 hrs, immediately following the Law Users Subcommittee meeting.





**USERS COMMITTEE MEETING
 MINUTES
 March 9, 2020**

1.0 CALL TO ORDER

Lt Greg Lansdowne called the meeting to order at 1404 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions were made.

Present:

USERS:

<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Law:		
Capitola PD		Capt Andrew Dally
Hollister PD	Lt Eric Olson	
San Benito SO	Cpt. Eric Taylor	
Santa Cruz PD	DC Bernie Escalante	
	Lt Arnold Vasquez	
Santa Cruz SO	Lt Greg Lansdowne	
	Lt Chris Clark	
Watsonville PD	Capt Jorge Zamora	
Fire:		
Aptos/La Selva		Chief Aaron Lowe
Boulder Creek		Chief Mark Bingham
Central	Chief Steven Hall	
Felton		BC Robert Gray
		Scott Sipes
Hollister		Captain Rico Fisher
Santa Cruz		Chief Jason Hajduk
Scotts Valley/B40	Chief Steve Kovacs	
Watsonville		BC Tom Avila
Zayante	Chief John Stipes	
SC/SB AMR	Chris Jones	
SC/SB HAS/EMS		Brenda Brenner
		Kris Mangano
		Rosemary Anderson
CAL Fire	BC Valerie Watts	UC Ian Larkin

SCR911: Dennis Kidd, Stephanie French, Melody MacDonald, Tammy Spath and Amethyst Uchida

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA

None.

4.0 APPROVE MINUTES OF SEPTEMBER 9, 2019 MEETING

With a motion by Kovacs and second by Hall, the minutes of September 9, 2019 were approved as is.

5.0 PUBLIC COMMENTS

None.

6.0 REGULAR AGENDA

6.1 Systems Division Update – Status Reports

Uchida reported the CAD upgrade is being postponed to fall.

6.2 Coordination on Major Events Involving Fire and Law – Discuss

Clark reported on positive feedback regarding the Active Shooter training at Roaring Camp. **Lansdowne will follow up on who is going to do a write up of the Active Shooter event at Roaring Camp.**

6.3 CAD/Mobile – Update

6.3.1 Mobiles

Uchida reported there is a Mobile Users Group for Law and there could be one for Fire/EMS if the interest is there. Clark reported on future new devices for the SO vehicles. Uchida cautioned his agency from moving away from cradlepoints.

6.3.2 Dashboards & Reports

No report.

6.4 2020 Meeting Schedule

The 2020 meeting schedule is in the meeting packet.

7.0 OTHER ISSUES

7.1 Presentation of 2019 Annual Report

Kidd and Staff reviewed the 2019 Annual Report.

7.2 FY 20/21 Preliminary Budget

Kidd reviewed the FY 20/21 Preliminary Cost Sharing Schedule and noted the budget should be approved by the Board of Directors in May. He noted roofing and HVAC projects are coming up and there may be an opportunity to refi bonds again. Kidd also distributed the Fire District and AMR Cost Sharing Schedule.

7.3 Policy 285 – Records Retention and Destruction

French referred the group to Policy 285 in the packet and noted the reason for change is due to the group discussion regarding ARL (vehicle location) and the desire to use it. She informed the group that Motorola can purge as desired but noted the information should not remain for longer than a year. Uchida reported a survey went out by Schorovsky and some agencies have yet to respond. Kidd encouraged the agencies to start thinking about ARL retention and noted NetCom would be reaching out to those agencies that have yet to respond to the survey.

7.4 COVID-19 Contingency Planning

French distributed a handout regarding SCR9-1-1 Continuity of Operations during COVID-19. The group determined “Screening Questions Negative” will be used on the radio and French confirmed she will send an agency-wide email to this effect.

8.0 CORRESPONDENCE

None.

9.0 ROUND TABLE

- French noted there will be an Alternate Site activation on March 26.
- Jones reported she expects some AMR operational changes due to COVID-19.

10.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1500 hours. The next regularly scheduled meeting will be Monday, **May 11, 2020** at 1400 hours in the SCR9-1-1 Conference Room.

Minutes by: Beth Wann, SCR911 Office Supervisor



**COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY**

Policy No. 6930 Date Issued: June 1, 1996
Section: 6900 – Specific Procedures,
Continued Date Revised: ~~February 9, 2009~~ May 8, 2020
Accreditation Standards: None

SUBJECT: DETERMINATION OF DEATH

APPROVED: _____
Santa Cruz County EMS

APPROVED: _____
San Benito County EMS

APPROVED: _____
American Medical Response

APPROVED: _____
~~Scotty A. Douglass~~ Dennis Kidd, ~~Interim~~-General Manager

When receiving a report of a deceased person, direct the call to the Emergency Medical Dispatch (EMD) program and observe the following guidelines.

Declaration or Pronouncement of Death

NetCom personnel may not declare or pronounce any patient dead, even though the EMD program may determine a patient is dead.

In the event that one or more of the following obvious death conditions is reported, Cardiopulmonary Resuscitation (CPR) need not be initiated, as per the EMD program.

- Decapitation
- Total incineration, burned beyond recognition

- Rigor mortis – body is stiff, pulseless, breathless, and is located in a non hypothermic environment (i.e., body is inside as opposed to outside in a cold environment)
 - Decomposition
 - Non-recent death. Six or more hours have passed since the incident or injury occurred.
 - Severe injuries obviously incompatible with life
 - Submersion (> 6 hours)
 - Request for a “coroner only” by an on-scene physician or registered nurse.
- ~~_____~~ If none of the above conditions exist and it was an expected death, EMD protocols shall be followed ~~and Fire, EMS, and Law units shall be dispatched accordingly.~~

Reports of lividity, “cold”, or “looks dead” are not viable determinants for a deceased person. In these cases, fire and paramedic personnel should be dispatched and EMD protocols followed.

If the caller makes any opening statement similar to “I think s/he’s dead”, all personnel will immediately ask “is this an emergency that requires a paramedic?”

- If the answer is anything but “no”, immediately create an E call in CAD in accordance with Policy No. 6410.80 (Requests for Emergency Medical Assistance for “Not Breathing” Patients).
- If the answer is “no”, non-EMDs will transfer to an EMD in accordance with Policy No. 7440 (Using the EMD Transfer Line and Facilitation of Non-EMD). No E call will be created in CAD.
- In the event that an EMD is not available, non-EMDs will create a NOEMD with a modifying circumstance of NA, as is current practice.
- If the answer is “no”, EMDs will utilize the delay send and continue feature in ProQA. No E call will be created in CAD nor will the fast track tool in ProQA be used.

Response

~~If, via the EMD program, it is determined that the patient is dead, do not dispatch fire or emergency medical resources. Immediately notify~~ In all situations, dispatch the appropriate law enforcement, fire, and emergency medical resources per CAD recommendations.



SANTA CRUZ REGIONAL 9-1-1
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Dennis Kidd, General Manager

FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING AGENDA

MONDAY, July 13, 2020
(Immediately following Users Committee)

SCR9-1-1 Conference Room
495 Upper Park Road, Santa Cruz

- 1.0 CALL TO ORDER
- 2.0 ROLL CALL/INTRODUCTIONS
- 3.0 CONSIDERATION OF LATE ADDITIONS OR CORRECTIONS TO THE AGENDA
- 4.0 APPROVE MINUTES OF THE SEPTEMBER 9, 2019 (NO QUORUM AT MARCH 9 MEETING) AND MARCH 9, 2020 MEETINGS
- 5.0 REGULAR AGENDA
 - 5.1 Fire/EMS Services Operational Task Team – Update (French)
 - 5.1.1 Policy Review and Approval
 - 5.1.1.1 Policy 5570 – Inter-Dispatch Center Coordination
 - 5.1.1.2 Policy 5570.80 – Communication Methods with Adjacent Agencies for Auto Aid Requests
 - 5.1.1.3 Policy 6410 – Requests for Emergency Medical Assistance
 - 5.2 Fire/EMS Technology – Update (Uchida)
 - 5.2.1 PremierOne CAD and Mobile Project Update
 - 5.2.1.1 AVL/Streets (French)
 - 5.2.2 Tasks Update
 - 6.0 OTHER ISSUES
 - 7.0 ROUNDTABLE
 - 8.0 ADJOURNMENT / NEXT MEETING

The next meeting is scheduled for Monday, **September 14, 2020** immediately following the Users Committee meeting.



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
September 9, 2019**

1.0 CALL TO ORDER

Chief Lowe called the meeting to order at 1436 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, and Amethyst Uchida

USERS: Jason Hajduk (Santa Cruz Fire); Aaron Lowe (Aptos/La Selva Fire); John Stipes (Zayante Fire); Chris Jones (AMR); Steve Kovacs (Scotts Valley/Branciforte Fire); Kevin McClish (Boulder Creek Fire); Steven Hall (Central Fire); Robert Gray and Scott Sipes (Felton Fire), Rick Pettigrew (Watsonville Fire); and Brenda Brenner (County EMS).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

None.

4.0 APPROVAL OF MINUTES OF THE MAY 13 AND JULY 22, 2019 MEETINGS

With a motion by Gray and second by McClish, the minutes of May 13, 2019 were approved.
With a motion by McClish and second by Stipes the minutes of July 22, 2019 were approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update

French reported the SCHMIT policy was reviewed and cleaned up at the last Fire/EMS Task Team meeting. There will be some work done in CAD regarding further station alert search for CZU notification. French reported there was good discussion at the meeting regarding the structure fire on the edge of Santa Cruz and Scotts Valley jurisdictions where, once determined it was Scotts Valley jurisdiction, all of Santa Cruz City apparatus were already on scene. It was determined the best way to make notification on an incident that is evolving in another agency's jurisdiction that is already in progress. French reviewed the project to address intersections where two jurisdictions come together.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5356 – No Response to Paging

French reviewed the revisions to Policy 5356.



5.1.1.2 Policy 5770 – Vehicle and Bicycle Accidents
French reviewed revisions to Policy 5770.

With a motion by Stipes and second by Hall, revisions to Policies 5356 and 5770 were approved.

5.2 Fire/EMS Technology – Update (Uchida)

5.2.1 PremierOne CAD and Mobile Project Update
No report.

5.2.1.1 AVL/Streets (French)

French reported there has been no change and no request to make a change. She noted it would be best if all agencies were, eventually, on a mobile.

5.2.1.2 Progress Report P1 Fire/EMS Workgroup (French)
Remove from agenda.

5.2.2 Tasks Update

Uchida reported the State is making progress on the NextGen 9-1-1 project. She provided an update on the hydrant data collection project Langer is working on. Uchida reported on the target hazard plan Langer has been working on with Santa Cruz Fire.

6.0 OTHER ISSUES

None.

7.0 ROUNDTABLE

- Gray reported on a school lockdown that his agency was unaware of and also noted, on the Deer Fire, there was no notification to Law. French responded she was unaware of a school lockdown and would like Gray to provide her with the date so she can research. Gray agreed, on a wildland fire, Fire could be the one to come up on air and ask Law be notified.
- McClish reported on the delivery of Boulder Creek Fire's Type 3 engine and informed the group his Board chose his replacement, Mark Bingham. He noted Bingham will be coming on board September 16 and they will have a six week overlap.
- Stipes reported on an MCI in Santa Cruz where his agency ended up not appearing on the printout of the call but having their own incident number instead. He noted this call will be reviewed at the next Fire/EMS Task Team meeting.
- Lowe reported he has had no follow up from Fred, of the Radio Shop, regarding the yellow repeater.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1503 hours. The next regularly scheduled meeting will be Monday, **November 4, 2019** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

Minutes by Beth Wann, SCR9-1-1 Office Supervisor



**FIRE SERVICE/EMS USERS SUBCOMMITTEE MEETING
MINUTES
March 9, 2020**

1.0 CALL TO ORDER

Chief Stipes called the meeting to order at 1503 hours.

2.0 ROLL CALL/INTRODUCTIONS

A sign-in sheet was circulated and introductions made.

Present:

SCR911: Dennis Kidd, Stephanie French, Tammy Spath, Melody MacDonald, and Amethyst Uchida

USERS: John Stipes (Zayante Fire); Chris Jones (AMR); Steve Kovacs (Scotts Valley/Branciforte Fire); Steven Hall (Central Fire); and Valerie Watts (CalFire).

OTHERS:

3.0 CONSIDERATION OF LATE ADDITIONS AND CORRECTIONS TO THE AGENDA

None.

4.0 APPROVAL OF MINUTES OF THE SEPTEMBER 9, 2019 MEETING

Due to a lack of quorum, the minutes of September 9, 2019 were not approved.

5.0 REGULAR AGENDA

5.1 Fire/EMS Services Operational Task Team Update
No report.

5.1.1 Policy Review and Approval

5.1.1.1 Policy 5570 – Inter-Dispatch Center Coordination

Due to a lack of quorum, proposed revisions to Policy 5570 will be discussed at the next meeting.

5.1.1.2 Policy 5570.80 – Communication Methods with Adjacent Agencies for Auto Aid Requests

Due to a lack of quorum, proposed revisions to Policy 5570.80 will be discussed at the next meeting.

5.1.1.3 Policy 6410 – Requests for Emergency Medical Assistance

Due to a lack of quorum, proposed revisions to Policy 6410 will be discussed at the next meeting.

5.2 Fire/EMS Technology – Update (Uchida)

Uchida reported she and French attended CalNENA last week and received updated information on the NG911 project. Kidd noted policy based routing will need to be discussed and agreements made with CHP, UCSC, and SVPD.

5.2.1 PremierOne CAD and Mobile Project Update

No report.

5.2.1.1 AVL/Streets (French)

No report.

5.2.2 Tasks Update

No report.

6.0 OTHER ISSUES

None.

7.0 ROUNDTABLE

None.

8.0 ADJOURNMENT / NEXT MEETING

The meeting adjourned at 1517 hours. The next regularly scheduled meeting will be Monday, **May 11, 2020** immediately following the Users Committee meeting in the SCR9-1-1 Conference Room.

Minutes by Beth Wann, SCR9-1-1 Office Supervisor



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5570	Date Issued: June 1, 1996 September 14, 2009
Section: 5500 – Mutual Aid	Date Revised: <u>February 10, 2020</u>
Accreditation Standards: <u>CALEA 6.3.1</u>	

SUBJECT: INTER-DISPATCH CENTER COORDINATION

APPROVED: _____
Chairperson, Fire Service Users Subcommittee

APPROVED: _____
~~Scotty A. Douglass~~ Dennis Kidd, General Manager

It is critical that dispatchers relay any known scene safety or security information to allied agencies outside of NetCom jurisdiction, including but not limited to: wires down, suspicious circumstances, suspected criminal activity, injured or trapped persons, the existence of weapons or other hazards, or the response of other agencies.

Dispatchers should also keep allied agencies apprised of changing circumstances as information becomes available (similar to notifying field units).



Santa Cruz Consolidated Emergency Communications Center

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Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

Policy No. 5570.80

Date Issued: March 11, 2002

Section: 5500 – Mutual Aid

Date Revised: February 10, 2020

~~Accreditation Standards:~~ None

COMMUNICATION METHODS WITH ADJACENT AGENCIES

SUBJECT: FOR AUTO AID REQUESTS

APPROVED: _____

Chairperson, Fire Service Users Subcommittee

APPROVED: _____

~~Michael J. McDougall~~ Dennis Kidd, General Manager

1.0 Purpose

In order to expedite the exchange of information between dispatch centers when Auto Aid is indicated, there are several avenues of communication available.

- Direct intercom between ~~CDFCalFire- CZU (Felton)~~ and NetCom for use when requesting ~~CDFCalFire- CZU Felton~~ dispatched units.
- ~~White-1VFIR21~~ radio for use when requesting North Monterey County (FireCom) units and/or ~~CDFCalFire- BEU (Monterey)~~ dispatched units.
- Pre-programmed speed dial numbers or direct ring down lines for each of the above agencies.

2.0 Procedure

An auto aid request – given or received – should include the unit or type of equipment requested, the location, specifics of the incident, and the appropriate command and/or tactical radio channels.

Fire/EMS pod dispatchers should, to the best of their abilities, monitor ~~Fire White 1~~ VFIR21 for auto aid requests from adjacent agencies.

Out of county Mutual Aid strike team requests should continue to come from and go through the Area Fire Coordinator (~~CDFCal Fire CZU-Felton~~ for Santa Cruz County and Cal Fire BEU for San Benito County).



**COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY**

Policy No.	6410	Date Issued:	June 1, 1996
Section:	6400 - Telephone Procedures	Date Revised:	January 11, <u>2012 November 5, 2015</u>
Accreditation Standards: CALEA 6.2.2			
SUBJECT: REQUESTS FOR EMERGENCY MEDICAL ASSISTANCE			
APPROVED:	_____		
	Santa Cruz County EMS		
APPROVED:	_____		
	American Medical Response		
APPROVED:	_____		
	Scotty A. Douglass <u>Dennis Kidd</u> , General Manager		

1.0 Purpose

1.1 To clarify best practices for handling requests for emergency medical assistance for field units, medical personnel and fourth party callers using the NAEMD protocols for processing their call.

2.0 Dispatchers will direct all callers requesting emergency medical assistance to the Emergency Medical Dispatch (EMD) program.

3.0 Requests from Physicians/NP/PA/RN/LVN

3.1 Requests for medical assistance that come from a location that is identified by the caller as a medical doctor's office or "urgent care" type business or requests made by a Hospice Nurse will be processed by utilizing the "Transfer/Interfacility/Palliative Care" EMD card (#33).

3.2 All other requests will be processed in the EMD system based on the patient's chief complaint.

4.0 Requests from fourth party callers using NAEMD Protocols.

- 4.1 Fourth party callers are public service personnel with information about a patient.
- 4.2 If a fourth party caller, such as OnStar or an AMR dispatch center, has used the National Academy Protocols to administer EMD to the patient, the EMD will input the final determinant code, age, gender, conscious and breathing status of the patient before launching the call. The dispatcher will not do EMD again, since another agency has already received the information and provided pre-arrival instructions.
- 4.3 All other fourth party requests will be processed in the EMD system, based on the patient's chief complaint.

5.0 Field Requests

- 5.1 Requests for medical assistance from on-scene personnel will not be directed to the EMD program given they are employed within Santa Cruz or San Benito County and are currently on-duty.
- 5.2 Such requests will always receive both Fire and EMS response. On scene personnel can determine code of response (code 2 or code 3), but not specific equipment.
 - 5.2.1 Patients with the following symptoms will always receive a code 3 response: chest pain, difficulty breathing, severe hemorrhaging, or those having an altered level of consciousness or loss of consciousness.
- 5.3 On-scene personnel may include peace officers, firefighters, or paramedics.
- 5.4 Dispatchers will document the name, agency, and title of on-scene personnel requesting emergency medical assistance in the CAD incident record.

Off-duty peace officers, firefighters, paramedics, or other public safety personnel will be directed to the EMD program to determine the appropriate level of response, based on the patient's chief complaint