



MARION COUNTY BOARD OF COMMISSIONERS

Board Session Agenda Review Form

Meeting date: October 11, 2017

Department: Health Agenda Planning Date: October 5, 2017 Time required: 15

Audio/Visual aids

Contact: Yana Conner Phone: 503-585-4903

Department Head Signature: [Signature]

TITLE Consider Ambulance Service Area Administrator's recommendation for re-certification of Marion County's Ambulance Service Area plan and recommendation to renew franchise agreements.

Issue, Description & Background Requesting that the Board of Commissioner's consider Ambulance Service Area Administrator's recommendation for re-certifying Marion County's Ambulance Service Area Plan to approve minor changes and recommendation to renew franchise agreements.

Financial Impacts: None

Impacts to Department & External Agencies Ten agencies provide emergency and non-emergency ambulance transports in the ten Ambulance Service Area established by the Marion County's Ambulance Service Area Plan.

Options for Consideration: 1) Consider ASA Administrator's recommendation for re-certification of Marion County's Ambulance Service Area plan and recommendation to renew franchise agreements. 2) Deny ASA Administrator's recommendation for re-certification of Marion County's Ambulance Service Area plan and recommendation to renew franchise agreements. 3) Take no action at this time

Recommendation: Consider the ASA Administrator's re-certification of the Ambulance Service Area Plan to incorporate changes as presented and approve renewal of franchise agreements.

List of attachments: Marion County's Ambulance Service Area Plan Ambulance Service Area Administrator's Letter of Recommendation

Presenter: Shawn Baird, Chair of Ambulance Service Area Advisory Committee Cary Moller, Administrator of Ambulance Service Area Advisory Committee

Copies of completed paperwork sent to the following: (Include names and e-mail addresses.)

Copies to: Yana Conner, YConner@co.marion.or.us Richard Sherman, RSherman@co.marion.or.us



**Marion County**  
OREGON  
**HEALTH DEPARTMENT**

**BOARD OF  
COMMISSIONERS**

Sam Brentano  
Janet Carlson  
Kevin Cameron

October 4, 2017

Marion County Board of Commissioners  
555 Court Street NE  
Salem, OR 97301

**ADMINISTRATOR**  
Cary Moller, MS, LPC

**ADMINISTRATION**  
(503) 588-5357  
FAX (503) 364-6552

Dear Commissioners,

This letter contains my recommendations of franchise awards for ambulance services in my position as the Ambulance Service Area Administrator. I submit these recommendations to you for your consideration pursuant to Marion County Code (MCC) 5.20.110 and the Marion County Ambulance Service Area (ASA) Plan.

Between June - August 2017, Marion County conducted a public notice procurement process to solicit applications to provide emergency and non-emergency ambulance services. Marion County regulates ambulance services through its Ambulance Service Area Plan, which is currently up for recertification after the public hearing which is scheduled for October 11, 2017. Ten Ambulance Service Areas (ASA's) are defined in the Plan. Pursuant to MCC 5.20.110, I must submit my recommendation to the Board within 90 days after the applications have been received.

Applications were received from 10 entities – one for each ASA. Applications were submitted by all 10 current ASA franchise holders. I, as the Marion County Ambulance Service Area Administrator, reviewed all applications and determined that the applications were responsive to the terms of the procurement. There were no contested (more than one applicant) applications for any Ambulance Service Area.

After reviewing the 10 applications and taking into account the recent performance of the applicant agencies in providing ambulance services in their ASA within the terms of their current contracts, I recommend the following:

1. I recommend that the Marion County Board of Commissioners approve a new five-year contract (with two additional five-year renewals upon satisfactory performance) for the following ten entities:

| <b>Agency</b>                            | <b>ASA #</b> |
|--|--------------|
| Salem Fire Department                    | 1            |
| Keizer Rural Fire District               | 2            |
| St. Paul Rural Fire Protection District  | 3            |
| Marion County Fire District #1           | 4            |
| Woodburn Ambulance Service               | 5            |
| Lyons Rural Fire Protection District     | 6            |
| Santiam Memorial Hospital Ambulance      | 7            |
| Turner Rural Fire Protection District    | 8            |
| Jefferson Rural Fire Protection District | 9            |
| Polk County Fire District #1             | 10           |

These entities completed the application process, are in compliance with the terms of their current contract and have demonstrated the ability to provide consistent ambulance services as proposed in their application.

2. I recommend that the Marion County Board of Commissioners consider re-certification of the Ambulance Service Area Plan.

I respectfully request that the Board grant or otherwise modify the 10 Ambulance Service Area applications in accordance with my recommendations.

Sincerely,  


Cary Moller  
Marion County ASA Administrator

# AMBULANCE SERVICE AREA PLAN

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## **1. Overview of the county plan**

Marion County is located in the heart of the Willamette Valley. The western portion of the county consists of rolling hills and the eastern portion consists of mountainous terrain. The County covers an area of about 1,194 square miles and has a population of approximately 318,150. The provision of emergency medical services presents a challenge due to the widely varying geographic and demographic areas within the County. The urbanized areas within the Salem metropolitan urban growth boundary are densely populated, while rural areas are much less densely populated. A significant portion of the County consists of federally owned National Forest or BLM land, which is even less densely populated still. There are 20 cities located within the County borders. The County consists of urban, suburban, rural and frontier areas. Salem, the state capital, is the largest city in Marion County. Despite recent growth, the county remains largely rural.

This ambulance service plan addresses wide geographic and demographic diversity through the establishment of defined ambulance service areas and a structure that encourages agencies to work together to optimize patient care. Oversight is established with the use of performance measurement, reporting, key stakeholder relationship building, and system improvement participation to periodically evaluate the effectiveness and efficiency of providers.

The Marion County Ambulance Service Area Plan establishes regulation of emergency and non-emergency ambulance services within the county. The plan assigns a designated Ambulance Service Provider to each Ambulance Service Area (ASA).

If at any time the County determines that the public interest is not being served as evaluated by the key indicators outlined in this section, the Board may incorporate an ASA into another one or conduct a selection process to assign another ambulance provider.



## 2. Definitions

"Address and consider" has the meaning given these terms by ORS 682.062(2) and (3).

"Administrator" means the person designated by the Marion County Board of Commissioners to administer the Ordinance and Marion County Ambulance Service Area Plan.

"Advanced Emergency Medical Technician (AEMT/Advanced EMT)" means a person who is licensed by the OHA as an Advanced Emergency Medical Technician as defined in OAR 333-265-0000(1).

"Ambulance" or "ambulance vehicle" means a privately or publicly owned motor vehicle, aircraft or watercraft that is regularly provided or offered to be provided for the emergency transportation of persons who are ill or injured or have disabilities as defined in ORS 682.025(1).

"Ambulance Service Area (ASA)" means a geographic area which is served by one ambulance service provider, and may include all or a portion of a county, or all or portions of two or more contiguous counties. OAR 333-260-001.0(3).

"Ambulance Service Provider" means a licensed ambulance service that responds to 9-1-1 dispatched calls or provides pre-arranged non-emergency transfers or emergency or non-emergency inter-facility transfers. OAR 333-260-0010(5).

"Ambulance Service Plan (Plan)" means a written document, which outlines a process for establishing a county emergency medical services system. A plan addresses the need for and coordination of ambulance services by establishing ambulance service areas for the entire county and by meeting the other requirements of these rules. Approval of a plan shall not depend upon whether it maintains an existing system of providers or changes the system. For example, a plan may substitute franchising for an open-market system. OAR 333-260-0010(4).

"ASA Advisory Committee (Committee)" means a committee formed to review Ambulance service and EMS system issues and make recommendations to the Board of County Commissioners.

"Communication System" means two-way communications between ambulances, dispatchers, hospitals and other agencies as needed.

"Dispatch Center" means any dispatch, communications, public safety answering point (PSAP) or information receiving area, including but not limited to any fire, police, hospital or private facility that is responsible for any request for emergency medical care and dispatches ambulances or emergency medical services.

"OHA" means the Oregon Health Authority, Public Health OHA. OAR 333-260-0000(7),

"Emergency Care" means the performance of acts or procedures under emergency conditions in the observation, care and counsel of the ill, injured or disabled; in the administration of care or medications as prescribed by a licensed physician, insofar as any of these acts is based upon knowledge and application of the principles of biological, physical and social science as required by a completed course utilizing an approved curriculum in prehospital emergency care. However, "emergency care" does not include acts of medical diagnosis or prescription of therapeutic or corrective measures. OAR 333-250-0250(11).

"Emergency Medical Condition" means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, serious impairment to bodily functions or serious dysfunction of any bodily organ or part. An emergency medical condition is determined based on the presenting symptoms (not the final diagnosis) as perceived by a prudent layperson (rather than a health care professional) and includes cases in which the absence of immediate medical attention would not in fact have had the adverse results described in the previous sentence. OAR 410-120-0000(64).

"Emergency Medical Responder (EMR)" means a person licensed by the OHA as defined in ORS 682.025(11) (a) or (b).

"Emergency Medical Service (EMS)" means those functions and services whose purpose is to prepare for and respond to medical emergencies, including rescue and ambulance services, patient care, communications and evaluation and public education.

"Provider" means any public, private or volunteer entity providing EMS. OAR 333-260-0010(10).



Emergency Medical Technician (EMT)" means a person licensed by the OHA as defined in OAR 333-265-0000(17).

"Emergency Medical Technician-Intermediate (EMT-Intermediate)" means a person licensed by the OHA as defined in OAR 333-265-0000(18).

"First Response Vehicle (FRV)" means a vehicle and personnel that provide initial response, assessment and care.

"Fraud or Deception" means the intentional misrepresentation or misstatement of a material fact, concealment of or failure to make known any material fact or any other means by which misinformation or false impression is knowingly given. OAR 333-250-0205(16).

"Frontier" means the area within the ASA, which is designated as such on the map attached as Appendix #2.

"Health Officer" means the Marion County Public Health Physician.

"License" means those documents issued by the OHA to the owner of an ambulance service and ambulance, when the service and ambulance are found to be in compliance with ORS 682.041 to 682.991, OAR 333-250-0000 through 333-250-0410.

"Marion County Board of Commissioners (Board)" means the elected officials that have jurisdiction over the Marion County ASA Plan.

"Medical Director" has the meaning of a supervising physician. A Supervising Physician means a medical or osteopathic physician licensed under ORS Chapter 677, actively registered and in good standing with the Oregon Medical Board and affiliated with an EMS agency for the purpose of medical supervision, issuance of standing orders, and monitoring quality of care and education.

"Notification Time" means the length of time between the initial receipt of the request for emergency medical service by either a provider or an emergency dispatch center (9-1-1), and the notification of all responding emergency medical service personnel. OAR 333- 260-0010(9).

"On-line Medical Control" means a hospital emergency department that is capable of providing 24-hour physician consultation including necessary medical direction for prehospital care systems.

"Owner" means the person having all the incidents of ownership in an ambulance service or an ambulance vehicle or where the incidents of ownership are in different persons, the person, other than a security interest holder or lessor, entitled to the possession of an ambulance vehicle or operation of an ambulance service under a security agreement or a lease for a term of 10 or more successive days. ORS 682.025(9).

"Paramedic" means a person licensed by the OHA as defined in OAR 333-265- 0000(27).

"Patient" means an ill, injured, or disabled person who may be transported in an ambulance or evaluated by a non-transporting EMS provider.

"Prehospital Care Report Form (PCRF)" means a OHA-approved form or electronic field data record that is completed for all patients receiving prehospital assessment, care for transportation to a medical facility. OAR 333-250-0205(21).

"Person" means any individual, corporation, association company, group of individuals acting together for a common purpose of organization of any kind and includes any receiver, trustee, assignee or similar representative thereof OAR 333-250-0010(26).

"Provider Selection Process" means the process to establish ambulance service provider or providers. OAR 333-261;

"Public Safety Answering Point (PSAP)" means a 24 he established as an answering location for 9-1-1 calls originates.

"Response Time" means the length of time between the arrival of each provider's emergency medical service Response time stops upon the arrival of an FRV.

"Rural Area I" means the area within the ASA, which is attached as Appendix #2.

"Rural Area 2" means the area within the ASA, which is attached Appendix #2,

"Suburban" means the area within the ASA, which is attached as Appendix #2.

"System Response Time" means the elapsed time from, until the arrival of the appropriate provider unit(s) on the scene.

"Urban Area" means the area within the ASA which is attached as Appendix #2.

**3. Boundaries**

**a. ASA Map(s) with Response Time Zones**

Marion County contains ten ambulance service areas (ASAs). The boundaries are set when the franchise is assigned and will not change for the term of the initial franchise assignment. Maps derived from the attached ASA narrative descriptions depicting boundaries for the ASAs, Appendix #2; Response Time Zone Map, Appendix #3. Larger and more detailed maps are on file in the Marion County Office of Emergency Management.

**b. ASA Narrative Descriptions**

The Board reserves the right, after further addressing and considering the subjects or items required by law, to change the boundaries of these ASAs, or to create ASAs, or incorporate or remove exclusive non-emergency services into one or more ASAs in order to provide for the effective and efficient provision of emergency medical services.

ASA Boundary Descriptions: Attachment 1

**c. Maps depicting 9-1-1, Fire District, and Incorporated Cities**

Maps are on file in the Marion County Office of Emergency Management.

**d. Alternatives Considered to Reduce Response Times and Improve Efficient Delivery of care**

A. There are many artificial and geographic barriers that impact response times such as distance, rural population and density. The County believes that by establishing maximum response time categories and by establishing a procedure that monitors response time performances the County has created the framework from which ambulance providers in coordination with first response agencies can operate to provide rapid response times in their service area(s) to the community.

B. The County believes that a well-designed, effective partnership between first response agencies and ambulance service providers will allow for quick arrival and initiation of care and maintain reasonable ambulance response times in the county. Through this plan the County encourages transport agencies to work closely with first response agencies to develop programs

that will deliver medical care as rapidly as possible while enhancing countywide service. The County believes that a well-coordinated effort will improve patient outcomes and encourages all providers to work toward this goal.

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#### **4. System Elements**

##### **a. 9-1-1 Dispatched Calls**

9-1-1 calls/requests for medical assistance are currently answered by two Public Service Answering Points. Notification Time for Providers shall be within a maximum of two (2) minutes of receipt of the call for at least 90% of the calls. Receipt of the call is defined as "a confirmed address and nature of the call." The time begins when the call is answered, not upon completion of any Emergency Medical Dispatch (EMD) procedures.

##### **b. Pre-arranged Non-Emergency Transfers and Inter-Facility Transfers**

The Board has assigned exclusive franchises for both emergency and non-emergency ambulance transport to an Ambulance Service Provider in each ASA. ASA providers shall have the right of first refusal for nonemergency transfers and inter-facility transfers.

The Board reserves the right to reassign non-emergency and inter-facility transfer service providers in the future, at any time the Board determines it is in the County's interest.

##### **c. Notification and Response Times**

- Notification Times

The Marion County ASA provider response times, as defined in this Plan, will be depicted in a time zone map. (See Appendix #3.)

- Response Times

Provider Response times shall be met for emergency calls at least 90% of the time. Emergency Calls are defined as a continuous emergency response with use of audible and visual warning devices, which commences with the notification of responders and ends with the arrival on scene. Emergency calls may be further defined by medical priority dispatch protocols. Calls initiating immediate response but not requiring the use of audible and visual warning devices are not subject to reporting.

Provider Response Time shall be as listed as follows for at least 90% of the calls: Urban- 8 minutes, Suburban-15 minutes, Rural 1-20 minutes, Rural 2-43 minutes and Frontier- 4 hours and 28 minutes.

Provider Response time may be met with arrival of the first unit dispatched as part of the response team. This may be a First Response Vehicle (FRV) or an Ambulance Provider. When a FRV is the first arriving unit, the clock will stop on their arrival if two conditions are met:

1. The FRV arrives within the prescribed ambulance response time standard.
2. The subsequent ambulance arrives within the extended response time standard.

- First Response Vehicles (FRV)

A FRV may be used to extend the arrival time of the Ambulance Provider when a minimum of two personnel arrives with equipment and crew members who are certified to operate within the scope of practice for level of care as follows:

BLS- At least one crewmember must be certified as an EMT or EMR. Equipment must be sufficient to operate within the scope of practice.

ALS- At least one crewmember must be certified as an Advanced EMT, EMT Intermediate or Paramedic. Equipment must be sufficient to operate within the scope of practice.

Response times for Ambulance Providers may be extended by two minutes with the arrival of a BLS First Response Vehicle and by five minutes with the arrival of an ALS First Response Vehicle.

Ambulance Providers must assure that staffing for FRVs meets plan standards when it uses a FRV to extend arrival time. The ambulance service provider must be able to assure that the response team meets requirements for level of care.

FRVs are encouraged to participate in providing patient care to the level of their scope of practice. Ambulance Providers are encouraged to support FRVs and improve patient care practices.

- Response Time Reporting Requirements

Each Ambulance Service Provider will submit a Response Time Report to the Administrator on forms or in a format approved by the Administrator. Providers with more than one hundred qualifying Emergency Calls a month will submit the report monthly. All others will submit reports quarterly. Failure to report may be subject to penalties established under county ordinance.

- Response Time Exceptions

Response Time exceptions may be requested by an Ambulance Provider to exclude a particular response from the uninterrupted emergency calls used to measure Response Time Compliance. Exception criteria are developed in consideration of factors, which may alter a Provider's ability to respond within the response time standard requirements. The Administrator may revise conditions and criteria. The Administrator may consult with and receive input and recommendations from the Committee regarding the modification of conditions and criteria. Calls that are requested as exceptions must be included in Response Time Reports. Appendix 5 lists examples of exception criteria developed by the ASA Committee.

- Penalties for Failure to meet Response Time/ Performance Criteria

Penalties for failure to meet response time requirements are set forth in the Marion County Ordinance. MCC 5.20.180.

- Response Time Map Changes

Response time zone maps were developed based on historical data and definitions recommended in Trauma System Standards; Response time standards have been established to more appropriately structure the emergency response requirements in Marion County. However, in the event that changes in circumstances, such as population growth or other changes, indicate a compelling need to change the response time map, the following procedure will be followed.

The Plan Administrator shall proceed with proposed response time map changes by giving prior written notice of the proposed changes to any assigned ambulance service provider whose territory would be affected. At the request of any affected assigned ambulance service area provider, any proposed changes will be forwarded to the Board for decision by the Board.

In reviewing proposed changes to the response time map, the County may consider the following general guidelines:

"Urban area" designation may be appropriate for areas within an ASA that are in an incorporated city with a population greater than 50,000 people.

"Suburban area" designation may be appropriate for areas within an ASA that are non-urban but are contiguous to urban areas, and are within a ten-mile radius of an urban community center and consist of a census tract having a population density between 1,000 or more persons per square mile. Traffic corridors in which the 15-minute response time standard can be extended without unduly adding to system cost may also be considered.

"Rural 1 and Rural 2 area" designations may be appropriate for areas within an ASA that are not urban, not suburban, and that are either an incorporated city of greater than 2,000 and less than 9,000 in population, or are within a 30-mile radius of such a city's center.

"Frontier area" designation may be appropriate for areas within an ASA that are neither urban, suburban, nor rural areas, and for inaccessible or roadless areas. of the National Forest where a 43-minute-response cannot be achieved without unduly adding to system cost. The Administrator may make changes in the response time standards and criteria detailed above to make the County criteria consistent with State mandated trauma system standards and/or criteria used for similar purposes and reporting.

#### **d. Level of Care**

All ambulances and ambulance services in Marion County must maintain a current license with the Oregon Health Authority, Public Health OHA, EMS and Trauma Services Section. Equipment and supplies for vehicles must meet or exceed standards as outlined in the Oregon Administrative Rules and this Plan.

An Ambulance Area Service Provider who utilizes a subcontractor or automatic aid agreement within its ASA to provide any part of its response commitments will maintain a written agreement to outline performance criteria standards for the subcontractor. The Provider will notify the Administrator in writing of any subcontracting arrangements. The Administrator will receive a copy of any subcontractor agreements.

The delivery of an Advanced Life Support assessment and treatment by Paramedics is the preferred level of care for Marion County. Ambulance Service Areas without continuous



coverage at the ALS level shall maintain written agreements for an automatic response, when appropriate, with other agencies capable of ALS service delivery.

**e. Personnel**

An ambulance operating in Marion County and providing basic life support level care must consist of a qualified driver and one licensed EMT or above. The EMT must always be with the patient for the patient compartment of the ambulance.

An ambulance operating in Marion County and providing intermediate life support level care must consist of a minimum of one licensed EMT and one licensed EMT- Intermediate or Advanced EMT. An EMT-Intermediate or Advanced EMT must always be with the patient in the patient compartment of the ambulance when intermediate or advanced level care is required or rendered.

An ambulance operating in Marion County and providing advanced life support level care must consist of an EMT, or EMT-Intermediate or Advanced EMT and a Paramedic. The Paramedic must always be with the patient in the patient compartment of the ambulance when ongoing ALS assessment or care is required or being rendered.

When operating an ambulance in Marion County, all personnel must meet the requirements of ORS 682.017 to 682.991 and OAR 333-250-0270, 333-250-0280. The practice of staffing an ambulance on a part-time basis with EMTs licensed to a higher level of care than is possible at other times does not construe a requirement that the ambulance provide the same level of care on a regular basis.

EMT's of First Response Providers that are deployed as part of any plan that uses FRV's to modify ambulance response time requirements within any ambulance service area must meet, at a minimum, the credentialing, licensure and authorization standards that are established for ambulance EMT's under direction of a Medical Director as outlined in the plan.

**f. Medical Supervision**

Each EMS agency utilizing EMTs shall be supervised by a physician licensed in good standing with the Board of Medical Examiners as a medical Doctor (MD) or Doctor of Osteopathic Medicine (DO). The physician must also be approved by the Oregon Medical Board to serve as a medical director.

Each EMS agency or ambulance service will identify a medical director. The medical director shall comply with the requirements listed in OAR 333-250-0300

**g. Patient Care and Equipment**

Patient care equipment must meet or exceed the OHA's requirements as specified in ORS 682.017 to 682.991 and OAR 333-255-0000 through 333-255-0093. The ambulance service provider shall maintain a list of equipment for their ambulances, which shall be furnished to the Administrator or Board upon request.

FRV's must maintain sufficient equipment to allow personnel to operate within their Standing Orders. Ambulance service providers are encouraged to work with FRV providers to establish equipment and training standardization.

**h. Vehicles**

All ambulances must be licensed by the OHA EMS and Trauma, all ambulances must meet or exceed the requirements as set forth in ORS 682.041 to 682.991 and OAR 333-255-0060. An up-to-date list of each provider's ambulances shall be furnished to the Administrator or Board upon request.

**i. Training**

Ambulance Service EMTs and First Responders will meet continuing education requirements for recertification as described by the OHA. Providers are encouraged to make continuing education available that meets or exceeds state requirements. EMT recertification and continuing medical education may be obtained through in-house training programs and seminars that are sponsored by local EMS agencies or teaching institutions. The goal is to make EMT and First Responder continuing education available at the local level. The County encourages collaboration between agencies to enhance training opportunities and build working relationships between field providers.

**j. Quality Improvement**

**a. Structure**

Each Agency Medical Director must approve and have participation in a Quality Improvement Program within their agency.

The ASA Committee may make recommendations for establishing standards for Quality Improvement Programs.

**b. Process**

At a minimum, the County expects Ambulance Service Providers (EMS providers) to:

- Provide evidence of a comprehensive internal quality improvement program regarding all aspects of EMS care.
- Participate in the medical audit process, provide special training and support to personnel found in need of assistance in specific skill or knowledge areas, and maintain a current knowledge of developments in EMS equipment and procedures.
- Maintain state and local vehicle permits and certifications and licenses.
- Cause all policies and procedures to be properly implemented in the field on a timely basis.
- Where questions of clinical performance are concerned, EMS providers shall satisfy OHA, DHS, EMS and County administrative representatives.
- Maintain relationships with key stakeholders in the medical and public service arenas designed to enhance patient care.

Ambulance Service Providers (EMS agencies) shall ensure that knowledge gained during the medical audit process is routinely translated into improved field performance through operating guidelines, bulletins, training sessions or any other method necessary to assure it becomes standard practice.

c. First Response Providers

First Response Providers are encouraged to participate in the elements of the Quality Improvement Program recommended to Ambulance Service Providers.

d. Problem Resolution

Problems involving protocol deviation by EMTs shall be referred to the ASA Provider Representative, Medical Director as appropriate.

Problems involving a non-compliant service provider shall be referred to the Administrator.

e. Sanctions for Non-Compliant Personnel or Providers

Sanctions which may be taken against Ambulance Providers are listed in Chapter 5.20 of the Marion County Code.

## 5. Coordination

### a. The entity that shall administer and revise the ASA Plan

The Marion County Board of Commissioners (Board) has the authority to assign an ASA

within. Marion County in compliance with ORS 682.041 to 682.991. Applications by providers other than the current franchisee and requests for assignment change or revocation may be considered within guidelines outlined by County Ordinance, if it can be demonstrated that a new provider would significantly improve efficient service delivery and benefit public health, safety and welfare.

Future updates to this Plan and proposals for assignment changes will ultimately be the responsibility of the Board. In addition, the Board has the authority to review service provider's records and initiate an assignment change or service area revocation. For the purpose of this Plan, the Board shall recognize the Committee as an advisory group.

- **The Administrator**

The ASA Administrator, under the supervision of the Board and with assistance of the Committee, shall be responsible for the administration of this plan and ordinance. The Administrator shall also have access to records pertaining to ambulance service operations of any person regulated by this ordinance. These records shall be made available within five working days to the Administrator at the person's place of business, or copies made and provided as requested by the Administrator.

- **The Committee**

"Marion County Ambulance Service Area Advisory Committee (Committee)", shall be formed by ordinance.

The Administrator and other Marion County staff as the Board deems appropriate shall be ex-officio members of the Committee. The Committee reserves the right to invite additional members with a specialized background in a related field to serve on the Committee as needed.

The Board shall appoint members of the Committee for a three-year term, which may be renewed.

The Committee will review complaints about service delivery or system response issues, if complaints were directed to the Administrator and referred to the Committee through the Administrator.

Quality assurance begins with sound planning. The Board will ensure the delivery of the most efficient and effective prehospital emergency care possible with available resources. The responsibility for ASA administration is established by the Administrator with assistance from the Committee. The Committee is established to:

- Promote an EMS system that meets the needs of Marion County;
- Establish guidelines and benchmarks for Quality Improvement practices for EMS System delivery;
- To develop and administer performance standards for Ambulance Services within the County; and
- Evaluate written proposals for amendments to this ASA Plan. Recommendations in regard to proposals will be forwarded to the Board.

The Committee will make recommendations for:

- Internal Audit and Quality Improvement Processes for Ambulance Services;
- Performance Criteria to demonstrate plan compliance for Ambulance Services;
- Improved system performance through a forum that allows public input and ASA plan review;
- Revision of standards that have been found to be not applicable for comment practice standards; and
- Interagency cooperation and building provider relationships including but not limited to the development and implementation of the medical component of the County Disaster Plan and operational guidelines for Mutual Aid.

The Committee, through its existence, will offer a local focus for EMS system issues and encourage local resolution of EMS system problems. The Committee may form subcommittees to deal with specific issues.

The Committee will review each ASA service provider for compliance with plan requirements at least annually. This plan requires that Ambulance Service Providers maintain service records in order that the County can carry out its ASA responsibilities. Service records guidelines are also outlined in license requirements for Ambulance Services established through the Oregon Health Authority, Public Health(OHA).

#### **b. Complaint Review Process**

Complaints regarding violation of this ASA Plan or questions involving prehospital care provided shall be submitted in writing to the Administrator. The Administrator may then forward the complaint to the Committee for its review and recommendations. The Committee may also be tasked with any problems involving system operations (changing protocols to address recurring problems, etc.) A log of written correspondence and subsequent actions will be maintained by the Administrator.

Ongoing input may be provided by consumers, providers or the medical community to any individual on the Committee or members of the Board. This individual, in turn, may present the complaint, concern, idea, or suggestion (in writing) to the full Board for consideration through the Administrator.

**c. Mutual Aid Agreements**

Each ambulance service provider shall sign a mutual aid agreement with the other providers in the County and with other providers in adjoining counties to respond with needed personnel and equipment in accordance with the agreement.

**d. Disaster Response**

*County Resources Other Than Ambulances*

Access to other resources shall be through incident command and the Marion County Emergency Operation Center (EOC).

*Out-of-County Resources*

Ambulance Services shall follow the Incident Command System (ICS) and National Incident Management System (NIMS) during any large-scale event. All resource requests shall be initiated through the command structure. PSAPs will communicate with each other to obtain out of area resources as requested through incident command.

### **Mass Casualty Incident Plan**

The Mass Casualty Incident (MCI) Plan is a component of the Marion County Emergency Services Plan. The Office of Emergency Management manages the Marion County plan as mandated by the state. The Committee may provide guidance to the Office of Emergency Management in the development or revision of the MCI plan. If the ASA plan conflicts with the MCI plan, then the MCI plan shall prevail.

The purpose of the MCI plan is to provide guidance to EMS personnel in the coordination of response activities relating to Mass Casualty incidents in Marion County. This *plan* is intended for use when any single incident or combination of incidents depletes the resources of any single provider or providers during the normal course of daily operations, or at the request of the Administrator. It is expected that the MCI plan will address the responsibility of providers concerning: coordination, communications, move-up, triage and transportation.

The committee will periodically review the MCI plan and recommend revisions to meet the County's needs. Following Committee review, the Director of Emergency Management will be asked to append the changes to the medical component of the Marion County Operations Plan and the modified MCI plan will be promulgated.

Unless inconsistent with the plan, the structure, coordination and operation of a Mass Casualty incident response shall follow NIMS/ICS, as adopted by the Oregon State Fire Marshal. With each incident, command shall be established per the NIMS/ICS structure with the management positions and resources being assigned as needed throughout NIMS/ICS.

Unless inconsistent with the MCI Plan, the Simple Triage and Rapid Treatment (START) triage system will be used for Mass Casualty Incident patient triage. START is designed to integrate and work within NIMS/ICS. Each local district may have unique situations, resources and operational procedures that need to be considered when implementing the MCI plan and Triage systems. It is not necessary to assign mid-management positions until maximum span of control is attained. Assigning fast arriving units to hands-on functions as much as possible can increase the efficiency and speed with which triage, treatment and transport can be performed.

### **Response to Terrorism**

The County will establish, in consultation with the Office of Emergency Management, the Fire Defense Board, Law Enforcement agencies and ASA Committee, a plan for responding to terrorism incidents including weapons of mass destruction and incidents of bio-terrorism.

Law enforcement will be the lead agency in the immediate response and mitigation of terrorist threats or incidents. The Marion County Health Department will be the lead health agency in determining the appropriate health agency response. The Public Health Physician will be the lead physician at the agency. The Marion County Health Department will coordinate EMS resources.

All ambulance providers shall cooperate with the County in rendering emergency assistance to its citizens and to other communities during disasters or other extraordinary emergencies. During such periods and upon authorization from the County, ambulance

Providers will be exempted from responsibilities for response-time performance until notified that the assistance within the County or to other communities is no longer required. When an ambulance provider is notified that disaster, assistance is no longer required, it shall return all of its resources to the primary area of responsibility and shall resume all operations

in a timely manner.

### **Incident Command System**

Ambulance providers shall assure that their employees have been trained regarding the use of incident command systems. Ambulance providers will be required to provide specialized training to their employees regarding incident command systems. Ambulance providers will be required to use the countywide ICS.

### **Disaster Training**

Ambulance providers shall participate in County disaster planning and training exercises.

### **Personnel and Equipment Resources**

All ambulance providers will participate in and comply with the countywide incident command structure.



### **Non-transporting EMS Provider**

The ASA Committee may recommend best practices for certification, equipment, standards of care, clinical protocols and patient hands-off procedures for all non-transporting EMS providers. Individual agency Medical Directors and Administration will be responsible for implementing and supervising the agency's adherence to these recommendations.

### **Hazardous Materials**

All EMS providers shall provide training for their crews to the hazardous materials first responder (awareness) level as determined by the Occupational Safety and Health Administration.

The Fire Department having jurisdiction will be the lead agency in matters of hazardous materials and heavy extrication.

### **Search and Rescue**

Search and Rescue is coordinated between the Marion County Sheriff and Agencies.

a. **Specialized Rescue**

Appropriate resources will be determined and obtained by Incident Command.

b. **Extrication**

Ambulance providers shall determine a policy on extrication with first response agencies within their assigned ASA.

## **F. Emergency Communication and System Access**

### **Telephone**

All of Marion County has 9-1-1 enhanced emergency telephone access as of this revision. The three PSAPs provide access to services available through the Medical Services System's centralized emergency phone numbers or field personnel may access services directly.

### **Dispatch. Procedures**

Ambulance services must have reliable dispatch services capable of interoperable communication with PSAPs and first response providers within their ASA.

### **Radio System**

All radios will have access to fire frequencies within their ASA.

All ambulances will have a two-way radio for HEAR contact with receiving hospitals on

frequency 155.340.

All ambulances in Marion County shall have radio access to the HEAR system. In addition, all ambulances shall have radio access to any frequencies designated by Oregon Health Authority, Public Health OHA, EMS and Trauma Services for the purpose of disaster response communication by EMS providers.

### **Emergency Medical Services Dispatcher Training**

Ambulance dispatchers shall have training necessary that meets Oregon State Requirements OAR 259-008-0025, 259-008-0064.

## **6. Provider Selection**

No person shall provide emergency or non-emergency ambulance services in Marion County unless such person is assigned an ASA in accordance with the applicable provisions of the Plan.

### **a. Initial Assignment**

The County has established ten Ambulance Service Areas. A description of each ambulance service area is included as an attachment. The initial assignment of ambulance service providers will be considered as follows:

- ASA 1. Salem Fire Department
- ASA 2. Keizer Fire District
- ASA 3. St. Paul Rural Fire Protection District
- ASA 4. Marion County Fire District #1
- ASA 5. Woodburn Ambulance Service, Inc.
- ASA 6. Lyons Rural Fire Protection District
- ASA 7. Santiam Memorial Hospital Ambulance
- ASA 8. Turner Rural Fire Protection District
- ASA 9. Jefferson Rural Fire Protection District
- ASA 10. Polk County Fire District #1

Length of Assignment:

The initial term of assignment of the franchise will be for five years. An additional two assignment terms of five years each will be granted to providers who have demonstrated compliant performance during the current assignment term and who request to receive the extension. The request shall be made in writing to the Administrator not more than 180 days and not less than 120 days prior to the expiration of the franchise, or such other times as may be allowed by board order. The Administrator will recommend such term extensions to the Board for approval. There will only be one period of contested boundary renewal during each 5-year term as established by the ASA Administrator.

**b. Reassignment**

No person shall provide ambulance services in Marion County, Oregon, unless such person is assigned an ASA in accordance with the applicable provisions of this Plan or has been delegated the task of non-emergency transport by a franchised Marion County provider in accordance with this language. The provider selection process is set forth in the Marion Code Chapter 5.20.

The Marion County Code provides mechanisms for determining provider selections:

1. Responding to an application by a provider for an ASA;
2. Assignment and reassignment of providers to ASA;
3. Responding to notification that an ASA is being vacated;
4. Procedure for resolving disputed cases, including appeal to Board of Commissioners; and procedure for maintenance of existing level of service after notification that a provider is vacating an ASA.

**c. Application for an ASA**

The application process for applying for an ASA is set forth in the Marion County Code Chapter 5.20.

**d. Notification of Vacating an ASA**

In the event that an ASA provider wishes to vacate their ASA, the provider shall provide at least ninety (90) days written notice to the Administrator. The ASA provider must provide notification in accordance with the provisions of the initial service agreement or County Ordinance.

**e. Maintenance of Level of Service**

In the event that an ASA provider is unable to comply with the standards promulgated for the

ASA by this Plan, the Provider or the Committee will notify the Administrator in writing of the inability of the Provider to comply with standards and an explanation of the standards involved. The Board will determine if other qualified providers are available for the ASA that can comply with the standards. If the Board determines no other qualified providers are available it will apply to the OHA for a variance, under ORS 682.079, from the standards so that continuous ambulance service can be maintained by the existing provider of that ASA.

## **Attachment 1: ASA Boundary Descriptions**

### **ASA #1**

#### **Narrative**

Beginning at the Willamette River. East on Stark Street N, including properties South of road center. North from along East property line of properties addressed from Jack Street N, including all properties to the East. East on Wilshire Drive N, including North property line of properties addressed from Wilshire Drive N, beginning at 467 thru 267 and all properties to the South. South on 2<sup>nd</sup> Ave N. East along North property line of 194 Gardenia Drive N and 3341 River Road N to River Road N. South along River Road N to Shangri La Avenue NE, East along North property lines beginning at 3398 River Road N thru to Cherry Ave. NE. North on Cherry Avenue NE, to include all properties to the East of road center. East along North property line of 3420 Cherry Avenue NE thru 3440 to Salem Parkway NE. North on Salem Parkway NE (to include both NB and SB lanes) to Chemawa Road NE, to include all properties to the East. East on Chemawa Road NE to Indian School Road NE. South on Indian School Road NE. Indian School Rd. NE to a point due West of DLC 50. East to DLC 50 then South along the Western property lines of 4957, 4937, 4917, 4897, 4887, 4867, 4857, 4847, 4837 and 4817 38<sup>th</sup> Place NE. South along 38<sup>th</sup> Avenue NE, to include all properties to West of road center, to Portland Road NE. West along South property lines addressed at 4751 38<sup>th</sup> Avenue NE continuing West to 4752 and 4753 Richard Street NE continuing West to 4754 and 4753 Lilac Lane NE continuing West to 3480 Blossom Drive NE. South along East property line of the property addressed at 3390 Astoria Street NE. East along North property line of properties addressed at 4675 and 4685 Portland Road NE. Southwest along Portland Road NE, to include all properties to the West and properties addressed at 4646 Portland Road NE and 4627 Nandale Drive NE. South along I-5 NB ramp to Portland Road NE, including all properties to the West of the ramp. South along I-5, to include both NB and SB lanes, all property to the West and properties addressed at 4100 Kacey Circle NE and one small unaddressed property to the South of 4100 Kacey Circle NE on their East property lines. South along a Stillwater Dr. NE, to include properties along the West side of Stillwater Dr. NE. South along West side of tax lot #073W12AA2600, then East along South side of same tax lot to Fisher Road NE. South on Fisher Road NE, to include all properties to the West and properties addressed at 4160 and 4140 Fisher Road NE and a property adjacent to 4140 that is unaddressed. Following the property line of a property addressed at 4155 Fisher Road NE, to include all properties to the West. South along I-5, to include all properties to the West. East along property line of the property addressed at 3713 Fisher Road NE. South along Fisher Road NE, to include all properties to West of road center and the properties located at 3692, 3524, 3601, 3344, 3320, 3290 Fisher Road NE and 3612 Silverton Road NE. East along North property line of the properties addressed at 3695, 3815, 3937, 3995 Devonshire Avenue NE and property adjacent addressed at 3275 Lancaster Drive NE. South on Lancaster Drive NE, to include all property to the West of road center. East on road center of Watson Avenue NE, to include all property to the South. Continuing East along the South property line of properties 4130, 4150, 4170, 4190, 4210, and 4240 Glendale Avenue NE. North along East property line of 4240 Glendale Avenue NE, continuing North along East edge of tax lot #72W18AC1900. East along North edge of tax lot #72W18AC1900, then South along East edge of same tax lot. East along South property line at 2995 Hollywood Drive NE to Hollywood Drive NE. South on Hollywood

Drive NE to include properties on both sides of the street to 2690 Hollywood Drive NE, excluding 2990 and 2701 Hollywood Drive NE. East along North property lines of all properties addressed from Sacramento Court NE, Thor Court NE, Burlington Court NE, Michael Court NE, Kristin Court NE, 2690 and 2695 Brown Road NE, Yosemite Court NE, Sunmeadow Court NE and San Diego Drive NE including all properties to the South. North along West property lines of 4786, 4776 and 4777 Carolina Avenue NE. East along North property lines of 4805, 4811, 4817, 4827, 4837, 4847, 4857, 4867, 4877, 4887, 4895 and 4925 Carolina Avenue NE. South along Walker Road NE to Sunnyview Road NE, including all property to the West of Walker Road NE, excluding the properties at 4893 and 4892 Sunnyview Road NE. Continuing South along Walker Road NE, excluding the roadway and properties addressed 2035(1/2 of property to the East), 1995, 1945, 1935, 1895, 1825(the part of Driftwood Court NE adjacent to 1895 and 1825 Walker Road NE), 1815 Walker Road NE. Continuing South along Walker Road NE at Future Road NE, including the roadway and all property to the West, to Swegle Road NE. West on Swegle Road NE, along the South property lines of properties to the South to Royalty Drive NE. South on Royalty Drive NE, along the East property lines of all properties adjacent to the roadway. Including 4702 Kingdom Way NE, 4705 Castle Drive NE and 4722 Regal Drive NE to Center Street NE. West on along center line of Center Street NE to I-5, including properties North of the center line and including 651 Lancaster Dr. NE. South along East side of I-5 NB to North Santiam Highway (HWY 22), to include 3611 State St. SE (City of Salem Fire Station #10) and all portions of the interchange. East on North Santiam Highway (HWY 22) to the overpass at Deer Park Drive SE, excluding the WB on-ramp from Gaffin Road SE onto North Santiam Highway (HWY 22). South and then West along the property line at 3405 Deer Park Drive SE to intersection with Joseph Street SE. East on Joseph Street SE to 5500 Joseph Street SE, not including addresses on Sky Ln. South along West property lines at 5500, 5502 and 5508 Joseph Street SE. East along South property line at 5508 and a small un-addressed property on Joseph Street SE. South along West property line of a large un-addressed property and a small un-addressed triangular shaped property to the West of 5820 Aumsville Highway SE. West along North property lines at 5204, 5203 and 5533 54<sup>th</sup> Court SE. South along West property lines at 5541, 5583 and 4923 (along with two un-addressed properties) Jeniches Ln. SE. East along South property line at 4923 Jeniches Ave Ln. SE. South along West property lines at 5775, 5835, 5885 and 5925 (along with one un-addressed property) Barcelona Drive SE. Southwest along Northwest property line at 16016 Turner Road SE. Continuing Northwest along UGB line to Markham Rd. SE, including properties at 6215, 6222, 6232, 6262 and 5860 Salem View Dr. SE. Continuing North along the West side of the railroad right of way to 3840 Boone, East on the South property line of 3840 & 3958 Boone. West down the centerline of Boone Rd, North on the East property line of 3871 Boone, West along the North property line of 3871 Boone Rd. South along the West side of the railroad right of way to the center of Boone road, West along the center of Boone Rd to the East property line of 3511 Boone Rd. North to the North boundary of 3511 Boone and South along the West boundary of 3511 Boone. West on Boone Rd SE to South along I-5 Northbound interchange to milepost 249.5. West along North property line at 1851 Delaney Road SE, including all property to the North. South along West property line at 1851 Delaney Road SE, including all property to the West. West along North edge of tax lots #083W26C00100 and #083W26C00200. South along Sunnyside Road SE to include all property to the West and properties at 7644, 7658, 7698, 7736, 7756 and 7786 Sunnyside Road SE to 7898 Sunnyside Road SE. South along East property line at 7898 Sunnyside Road SE. West

along South property line at 7898 Sunnyside Road SE. South along East property lines at 8004, 8024 and 8163 Jackson Hill Road SE. West along South property line at 8163 Jackson Hill Road SE. South along West property line at 8501, 8683, and un-addressed property (due South and contiguous with 8683) Jackson Hill Road SE, then continuing East along South property line of that un-addressed property to NW corner of 9093 Jackson Hill Road SE. South along West property lines at 9093 & 9483 Jackson Hill Road to the NW corner of 9909 Sunnyside Road. West along North Property lines of tax lots #093W0300600, 093W0300500, and 093W0300400 to SW corner of 9652 Liberty Road S. South along East property line of 093W0300400 to NW corner of 10052 Lake Drive SE, then West along North property line of 9855 and 10095 Liberty Road S and tax lot #093W04200. To include all properties to the North. Northwest along Northeast property line at 10355 Liberty Road S and 9904 Sidney Road S. North along East property line at 2675 Riverside Drive S. West along North property line at 2675 and 2820 Riverside Drive S. continuing to NW corner of 3335 Riverside Drive S continuing to the Northwest corner of 3335 Riverside Rd. S, from the Northwest corner South along the West property line of 3335 Riverside Rd. S. to the Southwest corner, then directly across Riverside Rd. S. to the Burlington Northern Santa Fe Railroad tracks. West then North along railroad tracks including all properties to the Northeast until it intersects River Rd S, then North to the intersection of River Rd S. and Orville Rd S. at the Northern corner of tax lot #084W26BA00100. East then North along Orville Rd S. including properties to the South and East until it intersects with Vitae Springs Road S. Northeast along Vitae Springs Road S, to include property to the South and East until where it intersects with Riverdale Road S. North along Riverdale Road S, to include all properties to the East and South, until it intersects with Sawmill Road S. West along Sawmill Road S to include property to the North and East to where it intersects with the Willamette River on the West. North along the Willamette River to include property to the East including island properties in the river, to point of beginning.

## **ASA #2**

### **Narrative**

Beginning at the Marion County line of the Willamette River following the East Channel Northeast to a point directly North of DLC 85 continue straight South to DLC 85 continue directly East to the center line of Windsor Island Road. South on Windsor Island Rd to the Southeast corner of tax lot #063W21D00400 (offset to center line of Windsor Island Rd. ) then East to DLC 69 then due South to the Southwest corner of tax lot #063W2700800 continue due East following the North line of tax lot #063W2700901 to the Northeast corner of tax lot #063W2700901. Continue North to the Northwest corner of tax lot #063W26BC04900 then East to the Northeast corner of tax lot #063W26BC04900. Then North to the Southwest corner of tax lot #063W26BB04000 then due East to the center line of Wheatland Rd North. Then North on center line of Wheatland Rd North to the Northwest corner of tax lot #063W26BA01402 then East along the Northern boundary of tax lot #063W26BA01402 continuing East to the Northeast corner of tax lot #063W26AB02200 then South to the Southwest corner of tax lot #063W26AA06300 then East to the Northeast corner of tax lot #063W2502500 then South to the Northwest corner of tax lot #063W25CC01300 Easterly along center line of Labish Ditch to the point of intersection with the Western right of way of Interstate 5. Continue South along the

Western right of way of Interstate 5 and the Western edge of the South bound off ramp to the North side of Chemawa Rd. Then Southwest along the Western boundary of Salem Parkway then West to the North property line of 3420 thru 3440 Cherry Avenue NE. South on Cherry Avenue NE to include all properties to the West of road center. West along the North property lines of Shangri La Avenue NE to include 3300 River Road N. North on River Road N center to 3341 River Road N. West to the north property line of 194 Gardenia Drive N. North on 2nd Ave. N road center. West on the North property lines from 267 thru 467 Wilshire Drive N and all properties to the North. South from along the east property line of properties addressed from Jack Street N, including all properties to the West. West on Start Street N, including all properties North of road center to the Willamette River.

### **ASA #3**

#### **Narrative**

The western and northern borders are defined by the center of the Willamette River. The east border starts mid-stream of Ryan creek headed south, then turning west along the parcel lines that define & include Champoeg Park, along (north of) Champoeg Rd. NE then following the fire district boundaries with the Aurora Fire District and Woodburn Fire District including all of the Champoeg State Park boundary then along the west side of the Case Road and Champoeg Road intersection to Case Creek, then following the St. Paul Fire District eastern boundary to St. Paul Highway at Case Creek, then turning west including 19554 Arbor Grove Road heading west about 800 feet south of St. Paul Highway this includes both sides of the St. Paul Highway to 1000 feet south of St. Paul Highway at Champoeg Creek, then southwest on the west bank of the Champoeg Creek (also known as Miller's Drainage ditch) to include 16873 French Prairie Road, continuing across the prairie to Marthaler Road crossing in the 4228 block, still mid-stream west bank tying into Miller's Drainage ditch, to include 13881 River Road Gervais Oregon crossing to the south side of Ditmar's Bend to the Willamette River.

### **ASA #4**

#### **Narrative**

Beginning at the Northwest corner of the Marion County Fire District #1 boundary and the Willamette River. The Northernmost boundary then runs East along the center of Waconda Road (including all addresses on the south side of Waconda) to the intersection of Waconda Road and Howell Prairie Road, South along the Eastern edge of the Marion County Fire District boundary until it intersects with the Aumsville Rural Fire Protection District boundary. The Southern boundary then travels West, following the Aumsville Rural Fire Protection District boundary, and the Turner Fire District boundary until it reaches the Northeastern property line of 5204 54<sup>th</sup> Court SE. North along the West property line of a large un-addressed property and a small un-addressed triangular shaped property to the West of 5820 Aumsville Highway SE. West along South property line at 5508 and a small un-addressed property on Joseph Street SE. North along West property lines at 5500, 5502 and 5508 Joseph Street SE (to include addresses on Sky Lane). Then North and East from Joseph Street SE to the Eastern property



line at 3405 Deer Park Drive SE, West from 3405 Deer Park Drive SE to overpass at Deer Park Drive SE, then continuing West along the Northern edge of North Santiam Highway (HWY 22) to 1-5 NB (not including the interchange). North along East side of 1-5 NB (excluding 3611 State St. SE, City of Salem Fire Station #10) to Center Street. Then East on along center line of Center Street to Royalty Drive NE, excluding properties north of the center line and excluding 651 Lancaster Drive NE. North on Royalty Drive NE to Swegle Road NE, along the East property lines of all properties adjacent to the roadway, excluding 4722 Regal Drive NE, 4705 Castle Drive NE, and 4702 Kingdom Way NE. East on Swegle Road NE to Walker Road NE, along the South side of Swegle Road NE property lines. North along Eastern edge of Walker Road NE to Future Road NE, excluding the roadway and all property to the West. Now continuing North along Walker Road NE to Sunnyview Road NE, including the roadway and properties addressed 1815 Walker Road NE, 1825 (the part of Driftwood Court NE adjacent to 1895 and 1825 Walker Road NE), 1895, 1935, 1945, 1995 & 2035 Walker Road NE (1/2 of property to the East), At Sunnyview Road NE, continue North on the center line of Walker Road NE to Carolina Avenue NE, including the properties at 4893 and 4892 Sunnyview Road NE and excluding all property to the West of Walker Road NE West along the North property lines of 4925, 4895, 4887, 4867, 4857, 4847, 4837, 4827, 4817 & 4805 Carolina Avenue NE, then South along the West property lines of 4777, 4776 and 4786 Carolina Avenue NE, West along North property lines of all properties addressed from San Diego Drive NE, Sunmeadow Court NE, Yosemite Court NE, 2690 and 2695 Brown Road NE, Kristin Court NE, Michael Court NE, Burlington Court NE, Thor Court NE, & Sacramento Court NE excluding all properties to the South, West to Hollywood Drive NE. North on Hollywood Drive NE to include 2701 and 2990 Hollywood Drive NE and exclude properties on both sides of the street to 2690 Hollywood Drive NE. Then West from Hollywood Drive NE along the South property line of 2995 Hollywood Drive NE, Then North along the East edge of tax lot 72W18AC1900. Then continue West along the North edge of the same tax lot, then South along the East property line of 4240 Glendale Avenue NE. Continue West along the South property line of 4240, 4210, 4190, 4170, 4150, & 4130 Glendale Avenue NE then West to Lancaster on along road center of Watson Avenue NE. North on Lancaster Drive NE, to include all property to the East of road center. West along North property line of the properties addressed at 3995, 3937, 3815, & 3695 Devonshire Avenue NE and property adjacent addressed at 3275 Lancaster Drive NE. North along Fisher Road NE, to include all properties to East of road center, excluding the properties located at 3692, 3524, 3601, 3344, 3320, 3290 Fisher Road NE and 3612 Silverton Road NE. West along property line of the property addressed at 3713 Fisher Road NE. Then North along east edge of 1-5 to include all properties to the East of the property line of 4155 Fisher Road NE. Then continue North on the center line of Fisher Road NE to exclude all properties to the West and properties addressed at 4140 and 4160 Fisher Road NE and a property adjacent to 4140 that is un-addressed. From Fisher Road NE, proceed West along the South side of tax lot #073W12AA2600, then North along the West side of the same tax lot. North to Stillwater Drive NE, excluding properties West of Stillwater Drive NE addresses. Then North along East edge of 1-5, excluding freeway lanes, excluding all Kacey Circle NE addresses & excluding the small un-addressed property South of 4100 Kacey Circle NE on the East property lines. North along east edge of 1-5 NB Ramp to Portland Road, including all properties to the East of the ramp. Then Northeast on Portland Road NE to include all property to the East, excluding addresses at 4646 Portland Rd NE and 4627 Nandale Drive NE. West along North property lines addressed at 4685 & 4675 Portland Road NE,

North along East property line addressed at 3390 Astoria St NE to Blossom Drive NE. From 3480 Blossom Drive NE, East along south property lines addressed at 4753 and 4754 Lilac Lane NE, 4753 and 4752 Richard Street NE, and 4751 38<sup>th</sup> Avenue NE. Then North on 38<sup>th</sup> Avenue NE, continuing north along the western property boundary of 4817, 4827, 4837, 4847, 4857, 4867, 4887, 4897, 4917, 4937, & 4957 38th Place NE to the NW corner of DLC 50, then West along Northern boundary of 7 un-addressed tax lots and 3321, 3425 Blossom Dr. NE to East edge of Indian School Rd. NE. North on East edge of Indian School Road to include Chemawa Indian School, but exclude the seven un-addressed tax lots off of Blossom Drive NE. West on North edge of Chemawa Road NE, excluding Chemawa Road NE, to North side of Chemawa Rd. and the western edge of the South bound off ramp from Interstate 5 then North along the Western right of way of Interstate 5 to the crossing of Labish Ditch. Westerly along the centerline of Labish Ditch to the Northwest corner of tax lot #063W25CC01300 then North to the Northeast corner of tax lot #063W2502500 then West to the Southwest corner of tax lot #063W26AA06300 then North to the Northeast corner of tax lot #063W26AB02200. Continuing West along the Northern boundary of tax lot #063W26BA01402 to the Northwest corner of tax lot #063W26BA01402 then South on centerline of Wheatland Rd North, then West to the Southwest corner of tax lot #063W26BB04000. South to the Northeast corner of tax lot #063W26BC04900 then continues West to the Northwest corner of tax lot #063W26BC04900 then South to the Northeast corner of tax lot #063W2700901 then West following the North line of tax lot #063W2700901 to the Southwest corner of tax lot #063W2700800. North to DLC 69 then West to the Southeast corner of tax lot #063W21D00400 (offset to center line of Windsor Island Rd.) then North along the centerline of Windsor Island Rd. then West to DLC 85. North to the East Channel (Willamette River) then Southwest following the East Channel to the Marion County line of the Willamette River.

## **ASA #5**

### **Narrative**

Starting from Waconda Road and Wheatland Road west to Willamette River including Willamette Mission State Park and Matheny Road. North mid-stream of the Willamette River to the south side of Ditmar's Bend. Then heading northeast into Miller's drainage ditch tying into Champoeg Creek, east side of the bank, at 13771 River Road Gervais Oregon. Continuing north crossing Marthaler Road in the 4306 block of Marthaler still in West Champoeg Creek, continuing mid-stream east side of the bank of the creek across the prairie towards St. Paul Highway, this is the Woodburn Fire District/St. Paul Fire District eastern border. At 1000 feet south of St. Paul Highway turn east towards 19554 Arbor Grove Road, south side of this address, to the Case Creek, turning north at Case Creek following the fire district boundaries of the Aurora, Woodburn, St. Paul Fire District's, including the intersection of Case Road & Champoeg Road, then head east including Champoeg Rd (outside of the Champoeg Park Parcel lines) to mid-stream Ryan Creek turning north and ending mid-stream of the Willamette River on the eastern boundary of the Champoeg State Park. Then follow Willamette River east to include Arndt Road to Pudding River. South on the Marion County line following the Pudding River then to Butte Creek to include all of Crooked Finger Road. Then south on Marion County line to

a point directly north of Gates. Then west to northeast corner of Silver Falls Park, including all of Silver Falls Park following park boundary. The southern border is the fire district line from Silver Falls Park west.

#### **ASA #6**

##### **Narrative**

The Northwest boundary starts at the Northeast corner of Silver Falls State Park, runs The East and South borders follow Marion County boundary. West along the Southern border of Marion County crossing Highway 22 at milepost 20 and then continues Northeast to 21011 Fern Ridge Road, then North to the Southwest corner of Silver Falls Park.

#### **ASA # 7**

##### **Narrative**

Starting at the Marion County line at the Santiam River, follow the Stayton Rural Fire Department boundary to Shaff Road. Follow Aumsville Rural Fire Protection District boundary North to 71st Street then East to Waldo Hills Drive. Follow the Sublimity Fire District boundary North to 119th then East to Silver Ridge Drive to the Southwest corner of Silver Falls State Park to 21011 Fern Ridge Road to MP 20 Highway 22. South to the county border, Santiam River, follow the river to the point of origin.

#### **ASA #8**

##### **Narrative**

ASA #9 begins at the Northeast corner of the property at 5204 54<sup>th</sup> CT SE. and travels West along the North boundary of 5203 54<sup>th</sup> CT SE and 5533 Chrisman LN SE. South along the West property lines at 5541, 5583 and 4923 Jeniches LN. East along the South property line at 4923 Jeniches LN. Crossing Gath Road and South along the West property lines at 5775, 5835, 5885, and 5925 Barcelona Drive SE. to the Northeast corner of 6016 Turner Road. Running Southwest across Turner Road, along the current Salem UGB to Markum RD SE. Excluding properties at 6215, 6222, 6232, 6262 and 5860 Salem View Dr. SE, continuing north along the west side of the rail right-of-way and crossing to a point directly West of the Southwest corner of 3840 Boone Road. East on the South property line of 3840 and 3958 Boone Rd. North along the East property line of 3958 Boone to centerline of Boone Rd. West along centerline of Boone Rd. North on the East property line of 3871 Boone Rd. West along North property line of 3871 Boone Rd. South along West rail right-of-way to center of Boone Rd. West along center of Boone Rd. to East property line of 3511 Boone Rd. North to the Northeast corner and West to the Northwest corner and South to the Southwest corner of 3511 Boone. And then West along the center of Boone Road to Interstate 5 right-of-way. South along the East Interstate 5 right-of-way to Mile Post 249.5. West across the Interstate 5 right-of-way and South along the Interstate 5 right-of-way to the Northeast corner of 1851 Delaney Rd. SE. West along the North property line of 1851 Delaney to the Northwest corner of 1851 Delaney and West along the North lines of tax lots #083W26C00100 and #083W26C00200 to the center of Sunnyside and Hylo. South

along the center of Sunnyside to the intersection with Delaney Road. East along the North property line of 7644 Sunnyside RD to the Northeast corner and South along the East property lines of 7658, 7698, 7736, 7756 and 7786 Sunnyside RD to the Northwest corner of 7898 Sunnyside RD. South along the East property line at 7898 Sunnyside. West along the South property line at 7898 Sunnyside. South along the East property lines of 8004, 8024 and 8163 Jackson Hill RD. West along South property line at 8163 Jackson Hill RD. South along West property line of 8501 Jackson Hill RD to the Southwest corner of that property. East to the Northwest corner of 9093 Jackson Hill Road. South along West property line of 9093 & 9483 Jackson Hill, and 9909 Sunnyside to the Northwest corner property line of 10321 Kiska Ln SE turn East along North property line of 10321, 10322 Kiska Ln SE and 10195,10175 Sunnyside Rd SE to the West line of the Interstate 5 right-of-way. South along the Western edge of the Interstate 5 right-of-way to the Southeast corner of 10646 Sunnyside RD. East across the Interstate 5 right-of-way to the Northwest corner of 10822 Enchanted Way. Following the North boundary line of 10822 Enchanted Way to the Northeast corner and then South along the East boundaries of 10822 Enchanted Way and 1592 Pacific Ridge LN. East along the North boundary of 11072 Enchanted Way and 2929 Steiwer RD. South along the West boundaries of 11103, 11501 and tax lot # 093w1300900 Summit Loop RD to the Southeast corner of tax lot #093W1300600. Then due East crossing the middle of tax lot #093W1300900 to the NW corner of tax lot #092w1900700, then East to the NW corner of tax lot #092W190100 turn South to the Southwest corner of tax lot #092W1900700, then South to the Southwest corner of tax lot #092W1901000, then East along South line of tax lot #092W1901000. Next East along the North property line of 3747 and 4087 Wintercreek Rd SE continuing along South property line of 12147, 12145 and 12135 Summit Lane. Continuing East along the South boundary of 12123 Summit Loop Rd to the center line of Summit Loop Rd. Then South along center of Summit Loop RD and continuing South along the West boundary of 12213 Summit Loop. East along the South boundaries of 12213 Summit Loop Rd and tax lot #092w20c01800, 4992 Homerun Lane and 12976 Parrish Gap RD. Then North along the East boundaries of 12976 and 12826 Parrish Gap RD to the center line of Pearson RD. Then East on the center line of Pearson RD to the center of Duckflat RD. South on the centerline of Duckflat to the center of the intersection of Duckflat RD and Valley View RD. East along the South boundary of tax lot # 092w2800200. North along the East boundaries of tax lot # 092w2800200 and 12950 Duckflat RD. East along the South boundary of 12450 Duckflat RD. North along the East boundaries of 12450 Duckflat RD and tax lots #092w2101100, #092w2100900 and #092w2100100. East along South boundary of tax lot #092w2200500. North along the East boundary of tax lots #092w2200500 and #092w1500302. Cross Marion Road and East along the South boundaries of tax lots #092w1500600 and #092w1500500. North along East boundary of #092w1500500. East along the South boundary of tax lot #092w1500100. North along East boundary of tax lot #092w1500100. East along South boundary of tax lot #092w1101400. North along East boundary of tax lot #092w1101400. West along North boundary of tax lot #092w1101400. North along East boundary of tax lot #092w1000500. Cross Shaff RD and East on the South boundary of 7883 Shaff RD. North along the East boundaries of 7883 Shaff RD and tax lot #092w0200300, to the SE corner of 7512 Little RD, then West to the SW corner of 7512 Little RD. Then North along the West boundary of 7512 Little RD to the center of Little RD. West on the center line of Little RD to the East boundary of the 70<sup>th</sup> AVE and North along the East right-of-way line of 70<sup>th</sup>, across Mill Creek RD and continuing North along the East boundaries of

6923 Mill Creek RD, tax lot #082w2701200, 6802 Ogle RD and continuing North along the center line of 70<sup>th</sup> AVE and the East boundary line of tax lot #082w2200300. East along the South boundary of tax lot #082w15001700. North along the East boundaries of tax lot #082w15001700 and 7198 Lipscomb to the North boundary of Lipscomb ST SE. West on the North right-of-way line of Lipscomb ST, crossing Witzel RD and West along the North property line of tax lot# 082w16d0100. North along the East property line of 5850 Lipscomb Street. West along the North property line of 5850 Lipscomb. North along the East property lines of 5726 and 5725 59<sup>th</sup> CT SE. West along the North lines of 5725, 5755 and 5785 59<sup>th</sup> CT SE and 5831, 5741 and 5591 Lipscomb ST SE. North along the East property lines of 5591 Lipscomb ST SE and 5584, 5544 54<sup>th</sup> CT SE and continuing North along the same line to include the East boundary of 5204 54<sup>th</sup> CT SE, to the point of beginning at the Northeast corner of 5204 54<sup>th</sup> CT SE.

## **ASA #9**

### **Narrative**

The northwest boundary begins at the Marion County line in the Willamette River at a point South of the Western boundary line of tax lot #083W3100200 and proceeds directly North to the Burlington Northern Santa Fe Railroad then East following the railroad tracks to a point directly across Riverside Rd. from the Southwest corner of 3335 Riverside Rd. proceed across Riverside Rd. to the Southwest corner of 3335 Riverside Rd and follow the West property line of that tax lot to its Northwest corner, then East along the South property lines of 2861 and 2782 Bunker Hill Rd. S, then East along the North side of the property line of a un-addressed, 2820 and 2675 Riverside Dr. S then South on the East property line of 2675 Riverside Dr S to the property line of 9904 Sidney Rd S, Southeast along the Northeast property line of 10355 Liberty Rd S, next East along the North property line of 10095 and 9855 Liberty Rd S crossing Liberty Rd S to the Northwest corner of 10052 Lake Dr SE turning North along the East side of Liberty Rd S to the South property line of 9652 Liberty Rd S, turn East along two un-addressed properties to the Northwest corner of 9906 Sunnyside Rd SE then follow the West property line to and along the East property line of 1099, 1133 and 1155 of Twin Hills Dr SE then turn East along the North property lines of 10321, 10322 Kiska Ln S and 10195,10175 Sunnyside Rd SE, turn South along the West side of Interstate 5 to the Southeast corner of 10646 Sunnyside Rd SE where the line turns East crossing Interstate 5 to the North property line on 10822 Enchanted Way SE, next to Northwest corner of 11072 Enchanted Way SE then follow the North property line East to the North property line of 2929 Steiwer Rd SE then follow the property line of 2929 Steiwer Rd SE along the North property line then South along the East property line of 2929 and 2629 Steiwer Rd SE and two un-addressed parcels, tax lots #093W1300500 and #093W1300600. At SE corner of tax lot #093W1300600 continue East directly across the middle of tax lot #093W1300900 to the Northwest corner of tax lot # 092W1900700 turn South to the North property line of 092W190900 next East then South along North and East property of 092W190900 to the North property line of tax lot 092W1901100, turn East along North property line of 092W1901100, 3747, 4087 and 4107 Wintercreek Rd SE where the line turns Southeast to the Northeast corner of 4115 Paradise Hill Dr SE where the line turns Northeast to the property line of 4107 Wintercreek Rd SE and continue to the Northeast corner then turn South to the Northwest corner of 13145 Parrish Gap Rd SE where you turn East, Next cross Parrish Gap Rd SE to the

Northwest corner of 5125 Valley View Rd SE, follow the North property line to the Southeast corner of the property line on 5278 Pearson Rd SE, continue North and Northeast to Pearson Rd SE and turn East following the North property lines of 5278, 5288, 5408, 5628, 5918, 5798, 5948 and 5958 Pearson Rd SE, turn South follow both sides of Duckflat Rd SE to the Southeast corner of 14577 Duckflat Rd SE where the line turn East crosses Marion Rd SE along the South side of un-addressed property line then the South property line of 6146, 6252 B St SE, continue East along the South property line of 14353 Rosebud Ln SE crossing Rosebud Ln SE to the Northwest corner property line of 14616 Rosebud Ln SE where you turn Northeast to Sidney Ditch then due South along un-addressed property to un-addressed property around 14776 Rosebud Ln SE., turn East to the Southeast corner of 6888 Stayton Rd SE then follow 7134 Stayton Rd SE on the South side of the property line and continue Southeast along the Southern side of the unaddressed parcels with tax lot numbers 092W3401800 and 092W3500800 until it intersects with the Marion County boundary in the mid-channel of the North Santiam River. Then follow the North Santiam River South/ Southwest to the Santiam River then follow West/Northwest to the Willamette River; then North along the Willamette river to near Wilkerson Creek

## **ASA #10**

### **Narrative**

The Southeast boundary begins at the Marion County line in the Willamette River at a point South of the Western boundary line of tax lot #083W3100200 and proceeds North to the Burlington Northern Santa Fe Railroad tracks. West then North following Burlington Northern Santa Fe Railroad, including all properties to the Southwest until it intersects with River Road S. Continue North to the intersection of River Rd S and Orville Rd S at the Northern corner of tax lot #084W26BA00100. East then North along Orville Rd S, including properties to the West and North until it intersects with Vitae Springs Road S. Northeast along Vitae Springs Road S, to include all property to the West and North to where it intersects with Riverdale Road S, North along Riverdale Road S to include all properties to the North and West until it intersects with Sawmill Road S. West along Sawmill Road S, to include property to the West and South to where it intersects with the Willamette River on the West.

## **Appendix 5: Response Exception Reporting**

It is understood that unusual circumstances and conditions beyond an ambulance provider's reasonable control can produce response times that exceed the standards. If the ambulance provider feels that any run or group of runs should be excluded from the response time standards due to unusual circumstances beyond the provider's reasonable control, it may request in writing that these runs be excluded from the response time performance calculations and from any penalty assessments that could be imposed. If the Administrator concurs that the circumstances were due to unusual circumstances beyond the provider's reasonable control, the Administrator will allow such exceptions in calculating the overall response time performance.

Examples of criteria for excluding Emergency Responses from the count for reporting response time performance are listed below:

### **Dispatch Services**

- Language Barrier

- Incorrect address

### **Provider Services**

- Adverse weather conditions

- Road Conditions

- Vehicle Problem Unsafe Scene/ Staging

- Multiple, multiple Patient Incidents Hazardous Materials Incident Crowd Control

- Second and subsequent unit(s) to a response

### **System Elements**

- Hospital on divert

- Hospital holding paramedics with patients for extended time.

Change in Response Code Delayed Response Area: Specific areas, which have been shown to cause, delayed or increased response times due to limited access, speed bumps, and other traffic controlling measures or devices.

The Plan Administrator may approve these areas for exception based upon review by the Committee and approval.

Exceptions will need to be listed and reported on the required Response Time Report form. Mutual aid response(s): when an agency is, or has been requested to provide mutual aid to another ASA.