



Sunnyvale

Study Session on Ambulance Services in Sunnyvale

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Public Safety EMS Model

- Sunnyvale does not operate its own ambulance service. Santa Clara County oversees paramedic services and ambulance transport for our community. American Medical Response (AMR) operates this service under a contract with the County.
- DPS provides emergency medical services (EMS) to the Sunnyvale community at the Emergency Medical Technician (EMT) Level.
- Three levels of EMTs
 - EMT
 - EMT-Advanced (AEMT)
 - EMT – Paramedic (highest level)

Difference between EMT (BLS) and EMT Paramedic (ALS)

EMT (BLS)

- Assess a patient and determining if any life-threatening injuries or illnesses are present
- Airway management to include providing oxygen and suction.
- Perform CPR and use an Automated External Defibrillator (AED)
- Assess vital signs (Blood Pressure, Pulse, Breathing, etc.)
- Minimum 170 hours of training

EMT Paramedic (ALS)

- Administer Intravenous (IV) emergency medications and fluids
- Monitor and use an Electrocardiogram (EKG) machine
- Maintain airways
- Perform emergency tracheotomies (created hole in the windpipe that provides an alternative airway for breathing)
- 1,094 hours of training

Sunnyvale Quick Response Vehicles (QRV) operated by AMR

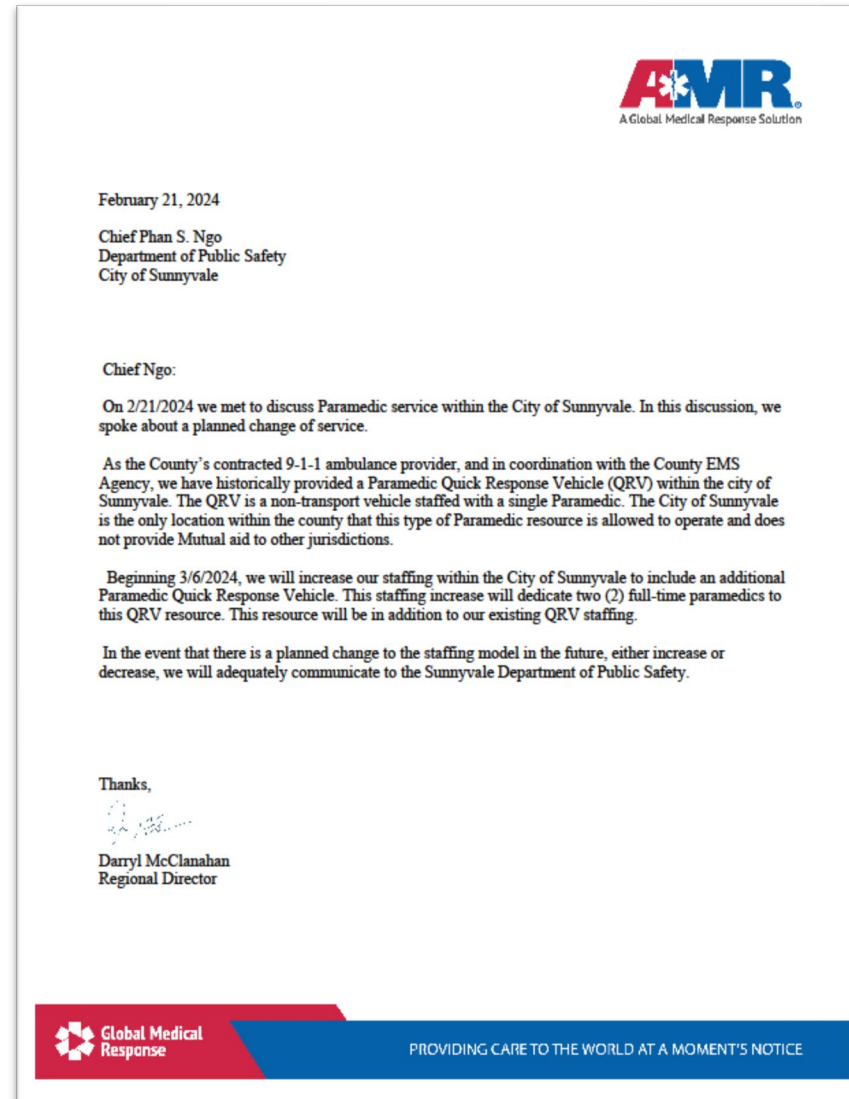
- AMR operates QRVs in Sunnyvale. QRVs are a Sunnyvale specific resource.
- A QRV is a non-transport vehicle staffed by a paramedic that responds to medical calls within the City of Sunnyvale. When transport is required, AMR also provides an ambulance for this service.
- Per County EMS policy 651, a Paramedic (ALS) is required to be on-scene within 7 minutes and 59 seconds from time of dispatch. Because DPS's public safety model does not have paramedics, the use of QRVs is AMR's solution to the response time requirement.

Ambulance Staging Locations

- There are three ambulance “staging locations” in Sunnyvale:
 - Fire Station 6
 - Fire Station 2
 - ECR/Bernardo
- These locations are staffed when ambulances are available.



AMR Committing to Additional QRVs in Sunnyvale



Next Steps

- Continue to monitor the County-wide paramedic shortage situation
- AMR has committed to increase QRVs in Sunnyvale from one to two starting March 6, 2024
- Continue to be a good partner and work with County EMS Agency on future initiatives
- Quarterly meetings with AMR leadership to ensure open communication between DPS and AMR



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Questions?