

Crook County, Oregon



Ambulance Service Area Plan

**260 NW 2nd Street
Prineville, Crook County OR 97754**

Publication Date: 3/5/2025

Crook County, Oregon

Signature of Acceptance Page

Revisions 4/2025

Katie Plumb

3/5/2025

Katie Plumb

Date

Director Katie Plumb, Crook County Health & Human Services

3/5/2025

Date

Commissioner Seth Crawford, Crook County

3/5/2025

Date

Brian Barney

Commissioner Brian Barney, Crook County

3/5/2025

Date

Susan M Hermreck

Commissioner Susan Hermreck, Crook County

We, the above-signed officials, certify pursuant to Oregon Administrative Rule 333-260-0020 that:

1. Each subject or item contained in the Crook County Ambulance Service Area Plan has been addressed and considered in the adoption of the plan by this body.
2. In this governing body's judgement, the Ambulance Service Areas established in the plan provide for efficient and effective provision of ambulance services.
3. To the extent they are applicable, the County has complied with Oregon Revised Statutes (ORS) 682.062 and 682.071 and existing local ordinances and rules.

Record of Changes

Summary of Changes	Date
Document created	2008
Feedback received from Oregon Health Authority	12/2023
Created Cover Page	05/2024
Created Table of Contents	05/2024
Definitions – updated, added	05/2024
Updated Census information to reflect current status	05/2024
Updated “court” to “commissioners” to reflect current governance structure	05/2024
Updated “Mass Casualty Incident Plan” to include “Mass Care Plan and Medical Countermeasures Plan” to reflect Crook County Health & Human Services Current Emergency Response Plans, as well as referenced information within East Cascades Emergency Medical Services Council’s Central Oregon Mass Casualty Plan.	05/2024
Updated who maintains Crook County Emergency Response Plans and where they can be found	05/2024
Added Maps to plan aligning with their description, rather than in appendices for readability,	05/2024
Provided updates received from Oregon Health Authority, 12/2023	05/2024
Updated when ASA Committee was established (2009)	05/2024
Removed repetitive paragraphs	05/2024
Updated the status of Rager Emergency Services	05/2024
Replaced “Director of County Emergency Management” with “County Emergency Manager”	05/2024
Updated format	05/2024
Authority quick reference added	05/2024
Updated maps to remove ASA 1(a) with CC GIS	07/2024
Added information about authorized emergency transfers and servicing of special events by other Ambulance Service Providers	09/2024
Removed Geographic Legal Description of boundaries (narrative description aligns with requirements within OAR 333-260-0020), updated ASA (1) narrative description	09/2024
Removed requirement for EMS Director to hold an annual meeting due to it not being required in the OAR	09/2024
Updated list of representatives for Advisory Committee	09/2024
Updated information under Radio Communications, removed specific RX/TX due to possibility of changes between updates	09/2024
Removed phone numbers from specialized responses due to changes throughout time, removed non-existent and non-acting response partners.	09/2024
Added dispatch non-emergency number	09/2024
Update Courtroom/Sheriff’s Department address	02/2025
Replace “Health Department” with “Health and Human Services”	02/2025
Clarify role of Rager Emergency Services	02/2025

Change “Emergency Physician” to “Physician in active practice”	02/2025	
Add working phone numbers for Supporting Response Agencies	04/2025	KP
Update working contact information for Rager Emergency Services	04/2025	KP
Added Alfalfa Fire District to Quick Response Team, similar to Rager	04/2025	KP
Removed plans in appendix	04/2025	KP
Add updated Rager Emergency Services physical address and phone number	04/2025	KP

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Crook County ASA Plan

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Definitions

“Advanced Life Support (ALS)” means the maximum functions that may be assigned to Advanced Emergency Medical Technicians (AEMTs), EMT-Intermediates, or Paramedics in accordance with OAR 847-035-0030.

“Advanced Emergency Medical Technician (AEMT)” means a person who is licensed by Oregon Health Authority (OHA) as an Advanced Emergency Medical Technician.

“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 individuals who are ill, injured, or have disabilities.

“Ambulance Service” includes the transportation of an individual who is ill, injured, or has a disability in an ambulance and, in connection therewith, the administration of prehospital and out-of-hospital medical, emergency, or non-emergency care, if necessary.

“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.

“Ambulance Service License” means the documents issued by the Oregon Health Authority (OHA) to the owner of an ambulance service when the service is to be found in compliance with ORS 682.017 to 682.991; OAR Chapter 333, Division 255 and these rules.

“Ambulance Service Plan” means a written document, which outlines a process for establishing a county emergency medical services system. This 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 this plan will not depend upon whether it maintains an existing system of providers or changes the system. For example, an plan may substitute franchising for an open-market system.

“ASA Advisory Committee (Committee)” means a committee formed to review standards, make recommendations to or set new standards for the Board of County Commissioners (Commissioners) for all matters regarding Emergency Medical Services (EMS) and review and make recommendations regarding the soundness of the ASA.

“Basic Life Support (BLS)” means the maximum functions that may be assigned to an Emergency Medical Responder (EMR) or Emergency Medical Technician (EMT) in accordance with OAR 847-035-0030.

“Communications System” means two-way radio communications between ambulances, dispatchers, hospitals, and other agencies as needed. A two-channel multi-frequency capacity is minimally required.

“Crook County Commissioners” means the elected officials that have jurisdiction over the Crook County ASA Plan.

“Emergency Care” means the performance of acts or procedures under emergency conditions in the observation, care, and counsel of persons who are ill, injured, or who have disabilities in the administration of care or medications prescribed by a licensed physician or naturopathic physician, insofar as any of these acts based upon knowledge and application of the principles of biological, physical, and social science as required by a completed course utilizing an approved curriculum or prehospital emergency care. “Emergency Care” does not include acts of medical diagnosis or prescription of therapeutic or corrective measures.

“Emergency Medical Service (EMS)” means those pre-hospital functions and services whose purpose is to prepare for and respond to medical emergencies, including rescue and ambulance services, patient care, communications and evaluation.

“EMS Medical Director” or “Supervising Physician” means a physician licensed under ORS 677.100 to 677.228 actively registered and in good standing with the Oregon Medical Board, who provides direction of emergency or non-emergency care provided by emergency medical services providers.

“Emergency Medical Technician” means a person who is licensed by Oregon Health Authority (OHA) as an Emergency Medical Technician.

“Emergency Medical Technician – Intermediate (EMT-Intermediate)” means a person who is licensed by the Oregon Health Authority as an EMT-Intermediate.

“Emergency Medical Services Provider” means a person who has received formal training in prehospital and emergency care, and is licensed to attend to any person who is ill, injured, or has a disability.

“Effective Provision of Ambulance Services” means ambulance services provided in compliance with is Ambulance Service Plan provisions for boundaries, coordination and system elements for provider selection. Services of secondary providers must be considered as having been provided by the franchise holder for the purpose of evaluating the performance of the assigned ambulance provider.

“Health Officer” means the Crook County Health Officer.

“Intermediate Life Support (ILS)” means the maximum functions that may be assigned to EMT-Intermediates in accordance with OAR 847-035-0030.

“License” means those documents issued by the Oregon Health Authority to the owner of an ambulance service and ambulance, when the service and ambulance are found to be in compliance with ORS 682.017 to 682.991 and OAR Chapter 333, Division 255.

“Notification Time” means the length of time between the initial receipt of the request for emergency medical service by either a provider or a Public Safety Answering Point (PSAP), and the notification of all responding emergency medical service personnel.

“Oregon Administrative Rules (OAR)” means the regulations that state agencies adopt to carry out statutes from the Legislature.

“Oregon Revised Statutes (ORS)” means the laws enacted by the legislature and governor, or passed by a vote of the people through the initiative process.

“Owner” means the person having all the incidents of ownership in an ambulance service or an ambulance vehicle 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 for a lease for a term of 10 or more consecutive days.

“Paramedic” means a person who is licensed by the Oregon Health Authority as a Paramedic.

“Patient” means a person who is ill, injured, or has a disability and receives emergency or non-emergency care from an emergency medical services provider.

“Provider” means any public, private, or volunteer entity providing Emergency Medical Services.

“Provider Selection Process” means the process established by the county for selecting an ambulance service provider or providers.

“Public Safety Answering Point (PSAP)” means a communications facility established as an answering location for emergency calls originating within a 9-1-1 service area.

“Quick Response Team (QRT)” means an agency that provides initial response and basic life support care without transportation capabilities by certified First Responders.

“Response Time” means the length of time between the notification of each provider and the arrival of each provider’s emergency medical service unit(s) at the incident location.

“Secondary Provider” means a provider of EMS which operates in support of assigned ambulance service providers. Secondary providers must meet or exceed the quality and performance standards required of the ambulance service franchise holder and be approved by the Commissioners.

“System Response Time” means the elapsed time from when the PSAP receives the call until the arrival of the appropriate provider unit(s) on the scene.

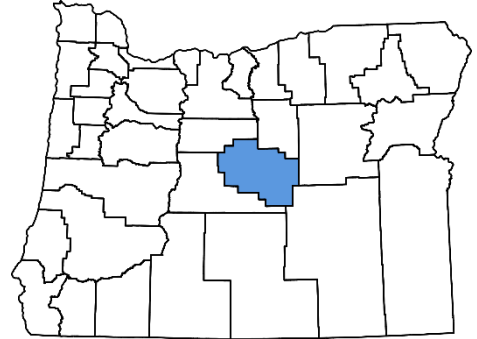
Authorities & References

Statute or Rule	Quick Reference
ORS Chapter 192	Records; Public Reports and Meetings
ORS Chapter 677	Regulation of Medicine, Podiatry and Acupuncture
ORS 682.017-682.991	Regulation of Ambulance Services and Emergency Medical Services Providers
ORS 682.062	County Plan for Ambulance and Emergency Medical Services; Rules
ORS 682.071	Exchange of Services Agreement for Ambulance and EMS
OAR 333-255-0060	Ground Ambulance Vehicle Construction Criteria for Initial Licensure
OAR 333-255-0070	Ground Ambulance Staffing and Response Requirements
OAR 333-255-0072	Ground Ambulance Equipment Requirements
OAR 333-260-0020	Procedures for Adoption and Approval of Ambulance Service Plans
OAR 847-035-0025	Emergency Medical Services Providers and Supervising Physicians/Medical Director; Supervision
Crook County Ordinance Chapter 5.16.090-120	Application for Ambulance Franchise, Existing Ambulance Service Providers, Review of Application for Franchise, Action on Application for Franchise

Overview of Crook County

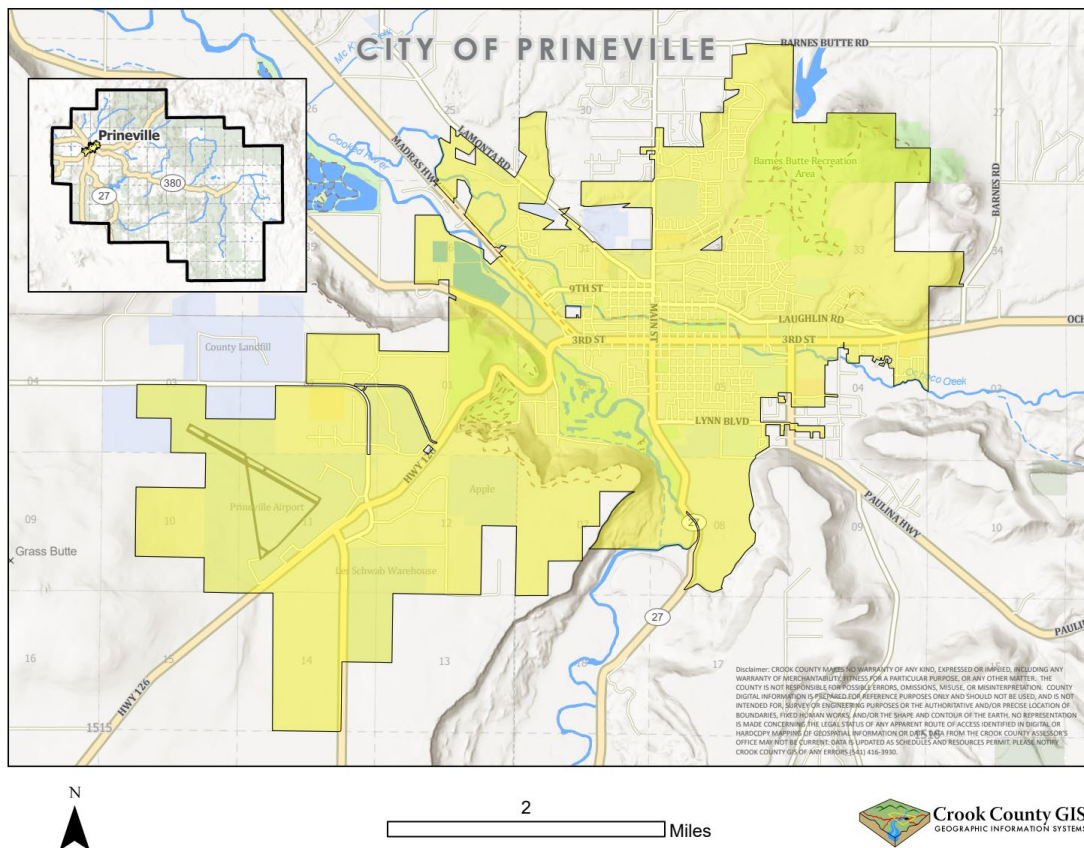
Crook County is located in the geographic center of the state.

The county is bordered on the west by Deschutes and Jefferson Counties, on the north by Jefferson and Wheeler Counties, on the east by Grant and Harney Counties, and on the south by Harney and Deschutes Counties. Crook County covers 2,978 square miles. The population in Crook County as of the 2023 Census was 26,952. The County Seat, the City of Prineville, as of the 2022 Census was 11,497 which is at the junction of U.S. Highway 26 and State Route 126.



Crook County also consists of Post, Paulina, Powell Butte, and other unincorporated populated areas. The majority of Crook County's population lives within a ten-mile radius of Prineville.

Additional information about Crook County can be found on the United States Census Bureau website <https://www.census.gov/quickfacts/fact/table/crookcountyoregon/PST045222>.



County Seat

The Crook County Courthouse is located at 260 NW 2nd Street, Prineville, OR 97754

Website: <https://co.crook.or.us/>

Established: October 24th, 1882

Elevation: 2,868 feet

Assessed Value: \$3,127,764,578 as of the 2023 Tax Year

Forest products, agriculture, technology, advanced manufacturing, livestock, and recreation provide the basis of the county's economy.

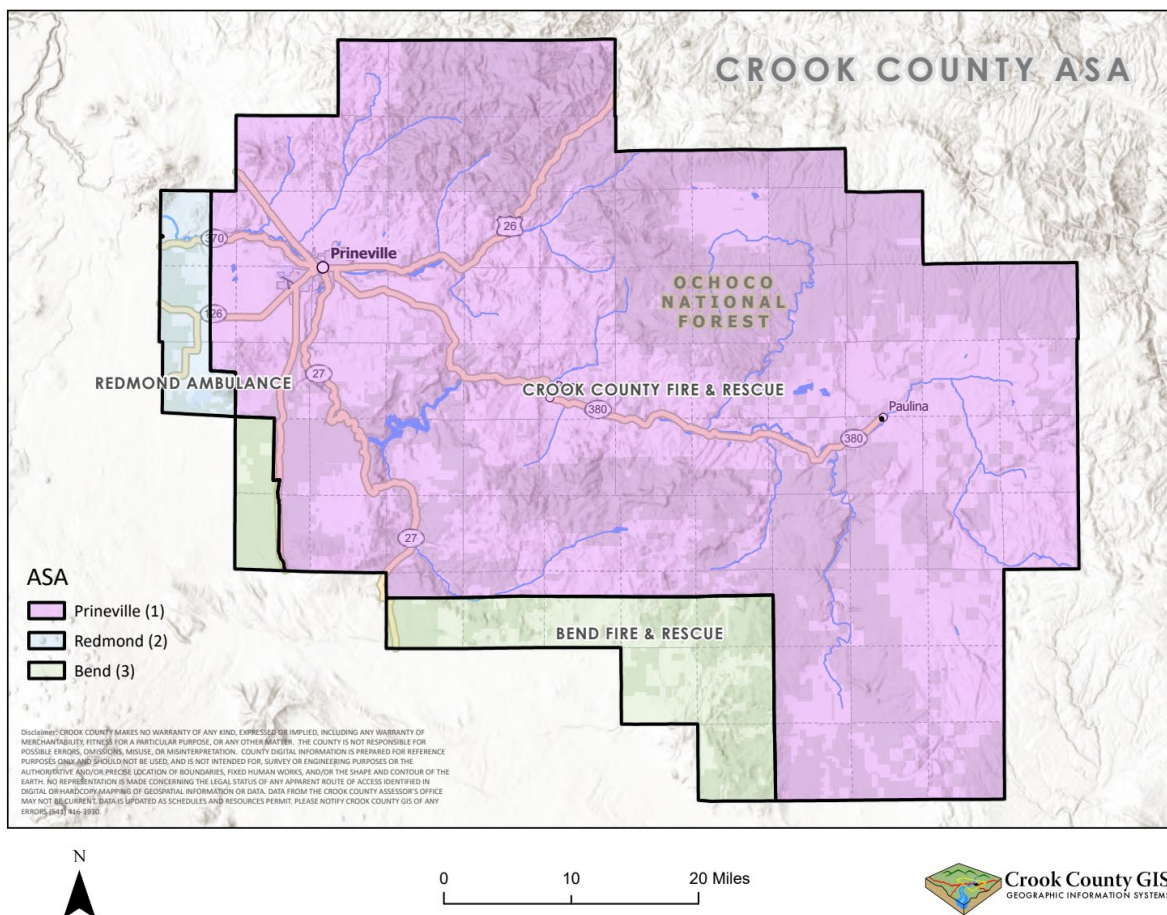
Crook County has many natural barriers, this includes mountains, lakes, rivers, wilderness, and large roadless areas. A large number of roads are gravel or dirt. In remote areas, some medical evacuations may require air ambulance resources or assistance from Search and Rescue personnel. Ambulance service area boundaries, for the most part, were established several years ago by prehospital care providers in the region and have proven effective.

Boundaries

Crook County is divided into three separate Ambulance Service Areas covering the entire 2,978 square miles of Crook County. Most of the ASA areas are comprised of either the Ochoco National Forest or Bureau of Land Management lands.

The three ASAs are:

1. Prineville Area
2. Powell Butte Area west of Reif Road
3. Southwest Corner of Crook County West of Millican Road and the southwest corner of Crook County north of Brothers.



Ambulance Service Area 1

ASA (1) is assigned to Crook County Fire and Rescue. ASA (1) covers roughly 88% of Crook County and the boundary starts in the northwest Corner at the northern bounds of TR 1414 between Section 03 and 02. From the northern bounds of TR 1414 between Section 03 and 02 heading south 14.12 miles until the eastern half quarter of TR 1614 Section 15. East 2 miles until the western bounds of TR 1615. South until the county boundary and the southwest corner of TR 1615. East 3 miles until OHV trail 10 (0.17 miles east of the northwest corner of TR 1715 Section 03). South roughly following OHV trail 10 and a set of transmission lines until Reservoir Road. Follow Reservoir Road east until George Millican Road. Follow George Millican Road south until the county boundary (approximately 270 feet east of the southeast corner of TR 1815 Section 34. East along the county boundary until the Crooked River Highway. South until the southwest corner of TR 1917 Section 07. Eastward ASA (1) covers the northern 2 sections of TR 1917, 1918, 1919, 1920, and 1921. South until the most southernly edge of the county boundary between TR 2121 and 2122. ASA (1) covers all lands eastward. The bounds follow the county line until the beginning description point.

Ambulance Service Area 2

ASA (2) is assigned to Redmond Fire and Rescue. ASA (2) covers roughly 2.5% of Crook County and the boundary starts in the northwest corner of TR 1414 Section 06, heading south approximately 11.88 miles to the southwest Corner of TR 1514 Section 31. East 0.25 miles to the northwest Corner of TR 1614 Section 06. South 5.5 miles to the southwest corner of TR 1614 Section 31. East 5.75 miles to the southwest corner of TR 1614 Section 36. North 3.5 miles to the Eastern half quarter of TR 1614 Section 13. West 2 miles to the western half quarter of TR 1614 Section 14. North approximately 14.13 miles until the County boundary and the northern boundary of TR 1414 between Section 03 and Section 02. Then west 4 miles until the beginning description point.

Ambulance Service Area 3

ASA (3) is assigned to Bend Fire and Rescue. This area covers roughly 9% of Crook County. It includes the first portion of west George Millican Road, starting at the northwest corner of TR

1715, east along the section line to the high-tension powerlines in TR 1715 Section 03, then south along the powerlines to Reservoir Road; then along Reservoir Road to the intersection of Reservoir Road and southwest George Millican Road in TR 1715 Section 27; then in a southern direction along George Millican Road along the Deschutes and Crook County border, then west along the Deschutes and Crook County border following the border back to the starting location. The second portion of ASA (3) starts in the southwest corner of TR 1917 Section 07 at the Deschutes and Crook County border, heading east along the section line to the southwest corner of TR 1922 Section 07, then south along the section line to the Deschutes and Crook County border, then west along the Deschutes and Crook County border to the starting location.

System Elements

Response Limitations

Heavily forested, mountainous terrain and severe winter weather conditions in Crook County present difficult access and long response time to ground ambulances. In situations where these conditions are present when an urgent response is indicated, the PSAP will work with the nearest appropriate agencies and resources, and at their request, place on standby or activate rotary-wing air ambulances. Crook County Search and Rescue may also be activated to assist with an incident.

In addition, a tiered response system is used to provide the best available patient care when maximizing available resources. It is critical to consider scarcity as well as expense when requesting initial response resources. Some frontier areas have medical response personnel, considered a “Quick Response Team” (QRT), allowing for improved initial care and early on-scene size-ups that can relay patient information and clarifying the need for continued response. Rager Emergency Services serve as one such medical provider in Crook County. Rager Emergency Services provides pre-hospital care before the arrival of an ambulance under supervision of a Medical Director. Rager does not provide emergency transportation services. Another provider is Alfalfa Fire District, located in SW Crook County in the Cascade Way and Millican Road area and is similar to Rager. Alfalfa does not transport but are notified through Deschutes County 911.

In some instances, for various reasons, a secondary provider or an ambulance service provider from an adjoining county's ASA could respond quicker to an incident. This would be covered under a signed Mutual Aid Agreement (MAA) and would be at the discretion of the PSAP.

9-1-1 Dispatched Calls & Pre-Arranged Non-Emergency Transfers

An ASA Provider operating in Crook County must provide services and required life support levels for all 9-1-1 dispatched calls. ASA Providers will acknowledge and respond to 9-1-1 dispatched calls according to standards set forth in this plan. Pre-arranged and non-emergency transfers and interfacility transfers will be handled as crews are available. However, an ambulance service operating in Crook County may decide, based on limited workforce and financial resources, not to handle non-emergency transfers and interfacility transport. It is the responsibility of the hospital or facility requesting non-emergency and inter-facility transfers to locate an alternate ambulance service. Each ASA Provider is authorized to permit, by written agreement, non-emergency and interfacility ambulance transports of stable patients originating within that territory by another licensed Ambulance Service Provider. Such authorization will last no longer than the term of the written agreement, or until the current ASA Provider ceases operations.

In cases of special events in Crook County, the ASA Provider may grant permission to another licensed Ambulance Service Provider for the purpose of servicing special events or occasions. Permission must be set forth in writing and state the duration of the event or occasion and whether ambulance transport will be permissible.

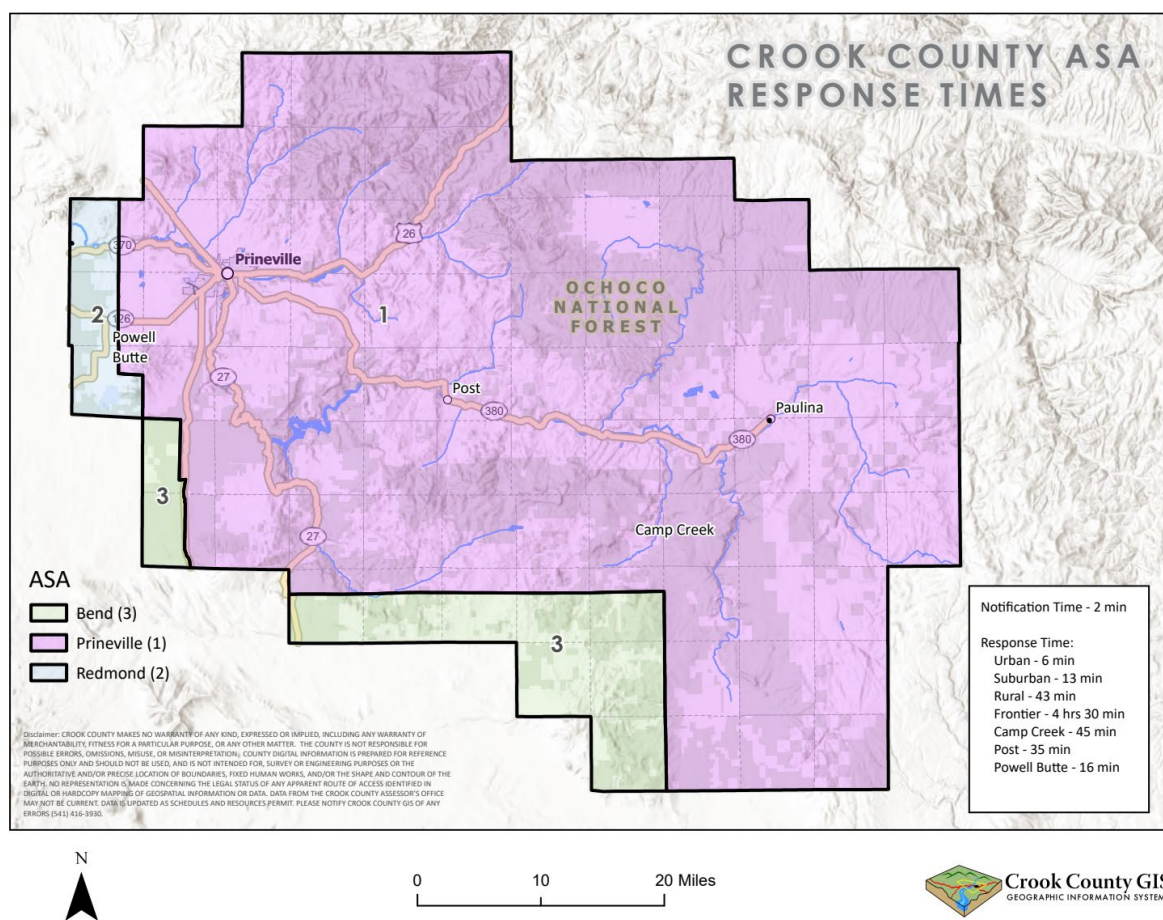
Response Times

The Crook County ASA system response times must be as depicted on the Crook County Time Zone Map 90% of the time, barring inclement weather or other extraordinary conditions or circumstances.

Notification times for ambulances must be within two (2) minutes for 90% of the calls.

Crook County ASA Plan

Location	Provider Response Times	System Response Times
Urban	6 minutes	8 minutes
Suburban	13 minutes	15 minutes
Rural	43 minutes	45 minutes
Frontier	4 hours, 28 minutes	4 hours, 30 minutes



Monitoring of notification and response times will be accomplished by the following:

1. Information received from the public, PSAP, prehospital care providers, hospitals, or county EMS administration.
2. Types of information received are written or verbal complaints, patient care report forms, radio transmission tapes, notification and response time incident cards, trauma registry forms, etc.

Level of Care

An ambulance operating in Crook County and providing Basic Life Support (BLS) level care must consist of a qualified driver, at least one certified EMT. The EMT must always be with the patient in the patient compartment of the ambulance.

An ambulance operating in Crook County and providing Intermediate Life Support (ILS) level care must consist of one certified EMT and one certified EMT-Intermediate. The EMT-Intermediate must always be with the patient in the patient compartment of the ambulance whenever intermediate level care is required or rendered.

An ambulance operating in Crook County and providing Advanced Life Support (ALS) level care must consist of an EMT and a Paramedic. The Paramedic must always be with the patient in the patient compartment of the ambulance when ALS care is required or being rendered.

Personnel

All ASA providers in Crook County must staff licensed ambulances with licensed personnel in accordance with OAR 333-255-0070 and OAR 333 Division 265.

The practice of staffing an ambulance on a part-time basis with EMS providers 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.

Medical Supervision

Each EMS agency utilizing EMS providers must be supervised by a physician licensed under ORS Chapter 677, actively registered and in good standing with the Board of Medical Examiners as a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO). The physician also must be approved by the Oregon Medical Board as an EMS Medical Director.

Each EMS agency or ambulance service may have its own EMS Medical Director.

The EMS Medical Director must:

1. Comply with the requirements listed in OAR 847-035-0025;
2. Designate an EMS coordinator who will conduct case reviews in the physician's absence and send summaries of the reviews and problems identified and proposed problem resolution to the physician; and
3. Provide or authorize at least one case review meeting for all EMS Providers quarterly.

Patient Care Equipment

Patient care equipment must meet or exceed the Oregon Health Authority's requirements as specified in ORS 682.017 to 682.991 and OAR 333-255-0072. The ambulance service provider must maintain a list of equipment for their ambulances, which will be furnished to the Commissioners upon their request.

Vehicles

All ambulances must be either Type I, II, or III and be licensed by the Oregon Health Authority. All ambulances must meet or exceed the requirements as set forth in ORS 682.017 to 682.991 and OAR 333-255-0060. An up-to-date list of each provider's ambulance will be furnished to the Commissioners upon their request.

Training

The ambulance service provider in Crook County may provide assistance (via tuition, exam fees, textbooks, etc.) for prospective ambulance personnel taking initial Emergency Medical Provider training and continuing medical education which meets recertification standards specified by the Oregon Health Authority. Ambulance Service provider license renewal and continuing medical education will be obtained through in-house training programs and seminars that are sponsored by local EMS agencies or teaching institutions. When classes are not available within the county, it may require an individual to augment their continuing education by attending classes, workshops, and conferences outside of the ASA and/or county.

Advisory Committee

Quality Assurance

In order to ensure the delivery of efficient and effective pre-hospital emergency medical care, an EMS quality assurance program is established through an Ambulance Service Area Advisory Committee.

Structure

“Crook County Ambulance Service Area Advisory Committee” consists of representative(s) from each of the following agencies or organizations:

1. EMS Medical Director who is a Physician in active practice
2. Ambulance Service Provider(s)
3. City of Prineville
4. Crook County Sheriff’s Office
5. Crook County Health & Human Services
6. Member(s) of the Community

The principal function of the Committee is to monitor EMS systems within Crook County and will convene as needed.

Review Process

The Commissioners, in order to ensure the delivery of the most efficient and effective prehospital emergency care possible with the available resources, has directed that the ASA Advisory Committee be established.

Quality assurance in Crook County will be accomplished through frequent case review and periodic review by the EMS Medical Director and/or ambulance governing bodies. Complaints regarding violation of this ASA Plan or questions regarding prehospital care provided must be submitted in writing to the Commissioners and forwarded to the Committee. The Committee will then review the matter and make recommendations or changes on such complaints or questions

to the Commissioners. Ongoing input may be provided by consumers, providers, or the medical community to any Commissioner or member of the of the Committee. This individual, in turn, will present the complaint, concern, or suggestion to the Commissioners for consideration.

Problem Resolution

Problems involving protocol deviation by EMS Providers or dispatchers must be referred to the respective medical director or dispatch supervisor. Problems involving a non-compliant provider must be referred to the Commissioners. The Commissioners may seek background data and recommendations from the Committee in such instances. However, any member of the Committee who may have a conflict of interest in the matter must declare such conflict and refrain from participating in providing any recommendations.

Sanctions for Non-Compliant Personnel or Providers

Upon a recommendation by the Committee or upon its own motion, the Commissioners may suspend or revoke the assignment of an ASA based on a finding that the provider has:

1. Willfully violated provisions of an ordinance, the Crook County ASA Plan, or provisions of the State or Federal laws and regulations; or
2. Materially misrepresented facts or information given in the application for assignment of an ASA or as part of the review of performance of service furnished by the provider.

In lieu of the suspension or revocation of assignment of an ASA, the Commissioners may order that the violation be corrected and make the suspension or revocation contingent upon compliance with the order, within the period of time stated. Notice of the Commissioner's action will be provided to the holder of the assignment which must specify the violation, the action necessary to correct, the violation and date by which action must be taken. If the holder of assignment fails to take corrective action within the time required, the Commissioners will notify the holder that the assignment is suspended or revoked upon receipt of the notice.

Individuals receiving a notice of assignment, denial, suspension, revocation, or contingent suspension of an ASA may request a hearing before the Commissioners by filing a written

request for a hearing within fourteen (14) days of the decision. The request must set forth reasons for the hearing and issues proposed to be reviewed. The filing of a hearing request must stay the action, pending the hearing and finalized determination of the decision, unless a change is required due to an immediate hazard to public safety. The Commissioners will set a time and place for the hearing, and within fourteen (14) days after the conclusion of the hearing, the Commissioners will affirm, reverse, or modify its original decision.

Penalties

Any person who violates any provision of this ASA Plan or County Ordinance is guilty of a violation. Failure from day-to-day to comply with the terms of this ASA Plan or Ordinance must be a separate offense for each such day. Failure to comply with any provision of the Ordinance must be a separate offense for each such provision.

Nothing in this plan is intended to revoke the authority of the Oregon Health Authority regarding penalties for non-compliant personnel or providers under state rules, orders, or laws. The Commissioners reserve the right to enforce monetary and civil penalties on any ASA provider failing to maintain compliance with this plan. Violations of the provisions of this ASA Plan or Ordinance are punishable, upon conviction, by a fine of no more than Five Hundred Dollars (\$500) per day per violation.

Coordination

Authority for Ambulance Service Area Assignments

The Commissioners have authority to assign an ASA with Crook County in compliance with ORS 682.017 to 682.991. Applications by new providers and requests for assignment change or revocation will be considered for approval if they will improve efficient service delivery and benefit public health, safety, and welfare. Cities have the authority to develop and apply ambulance licensing ordinances within their jurisdictional boundaries – nothing in this plan is intended to revoke that authority.

Future updates to this plan and proposals for assignment changes will be the responsibility of the Commissioners. The Commissioners will receive all requests for changes and present those requests to the Committee for their review and recommendations. Upon completing their review, the Committee will present their recommendations to the Commissioners. In addition, the Commissioners have the authority to review service providers' records and initiate an assignment change or service area revocation. For the purposes of this plan, the Commissioners recognize the Committee as an advisory group.

The Crook County ASA Plan was prepared with a great deal of input from all county pre-hospital care providers. The plan requires that the ambulance service providers maintain service records in order for the County to carry out its ASA Plan responsibilities.

Administering Entity

The Crook County ASA Advisory Committee was established with the adoption of the initial version of this plan (2009). The Committee will serve as the principal entity to administer and accept written proposals for amendments to this plan. The Committee will be activated at any time a concern is submitted, in writing, to the Commissioners, or when deemed appropriate by the Committee.

Crook County ASA Plan

This Committee, as with any governmental body, will be subject to the Oregon Open Meeting Law (ORS Chapter 192), but may temper its activities, within legal limits, according to the sensitivity of the EMS matter involved. Appeals from the Commissioners, in any case where the Commissioners would otherwise have the final decision at the county level, must be directed to the appropriate state regulatory agency, or a Circuit Court, as appropriate.

The Committee will submit a brief written report of its activities or recommendations periodically to the Commissioners.

Existence of this Committee will:

1. Prevent needless attention of state regulatory agencies to problems that can be resolved locally;
2. Increase local awareness of potential problems that may exist; and
3. Increase the awareness of ambulance medical directors regarding area concerns and activities.

Mutual Aid Agreements (MAAs)

Each ambulance service provider must have in place a mutual aid agreement (MAA) 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.

All requests for mutual aid must be made through the appropriate PSAP. All MAAs will be reviewed annually and modified as needed by mutual consent of all parties. MAAs can be accessed in the agency's administration office.

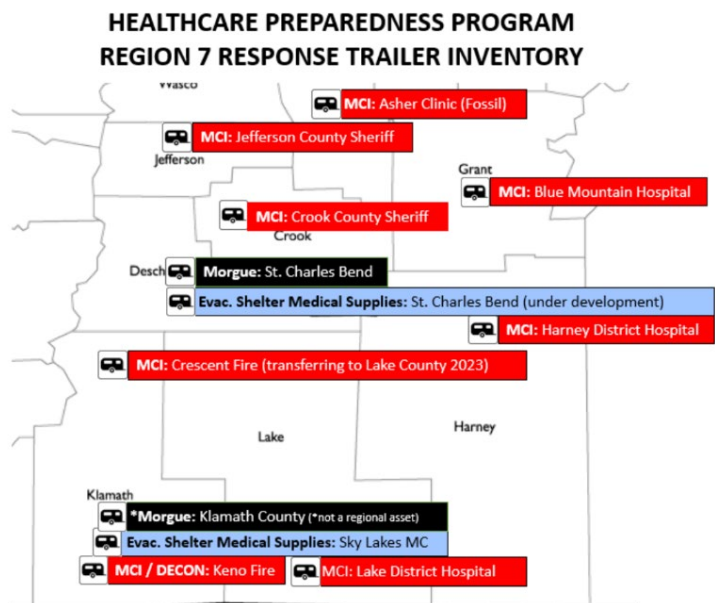
Disaster Response

The Committee will coordinate the EMS medical function of disaster planning with any formal Emergency Operations Plan developed by the Crook County Emergency Manager or other Crook County authorities.

Crook County ASA Plan

The Mass Care and Medical Countermeasures Plans are maintained by Crook County Health & Human Services Public Health Emergency Preparedness Coordinator, and include specific information about county response to Mass Casualty Incidents (MCIs). A copy of each of these plans can be found in the Public Health Emergency Preparedness Coordinator's Office, Public Health Director's Office, as well as the County Emergency Manager's Office. East Cascades Emergency Medical Services Council's Central Oregon Mass Casualty Plan can be found on the East Cascade's Emergency Medical Services website, which is currently housed at <https://eastcascadeems.org/protocols>.

Crook County maintains a Mass Casualty Incident Trailer which is located at the Crook County Emergency Operations Center (EOC). There is also a Morgue Trailer located at the St. Charles Hospital in Bend. Crook County Health & Human Services can monitor inventories of resources stored at hospitals, including hospital bed capacity, through the Oregon Capacity System (OCS) webpage.



The purpose of the Mass Care and Medical Countermeasures Plans include providing guidance to emergency response personnel in the coordination of response activities relating to MCIs in Crook County. These plans are intended to be used when any single incident or combination of incidents deplete the resources of any single provider or providers during the normal course of operations or at the request of the Health Officer.

The purpose of the East Cascades Emergency Medical Services Council's Central Oregon Mass Casualty Plan is to provide guidance and structure during a Mass Casualty Incident, including providing a coordinated and unified response by multiple agencies and facilities in order to avoid

overwhelming any single agency or facility during an MCI. The proper use of the plan should ensure the adequate care and orderly distribution of patients to appropriate hospitals.

The Committee may periodically review the Crook County Health & Human Services. Mass Care and Medical Countermeasures Plans as well as the East Cascades Emergency Medical Services Council's Central Oregon Mass Casualty Incident Plan in relation to Emergency Medical Services and provide revisions to the Public Health Emergency Preparedness Coordinator to meet the County's needs within Crook County Health & Human Services plans. Following the review and changes, the County Emergency Manager will be asked to update the reflected changes in coordination with the Public Health Emergency Preparedness Coordinator within the County Emergency Operations Plan (EOP).

Medical Emergencies

In the event of a medical emergency in an inaccessible or remote location, the County Emergency Manager who coordinates Search and Rescue Operations will determine the appropriate deployment of resources.

The EMS Provider in charge at the scene will have overall responsibility for patient care; they will work closely with the Incident Commander (IC). The on-scene command frequency and staging area will be determined by the IC. The appropriate PSAP will advise responding units of the staging area location.

The EMS Provider on the first EMS unit to arrive at the scene will become the triage officer and:

1. Assess the nature and severity of the incident;
2. Advise appropriate PSAP of the situation;
3. Request appropriate fire and police services, if not already at the scene;
4. Request initiation of EMS mutual aid, as needed;
5. Alert the area hospital of the situation; and
6. Establish and organize the transportation of all injured or ill patients.

Additional EMS units arriving on the scene will:

1. Check in with the IC
2. Conduct needed response, as trained and equipped;
3. Provide emergency medical care and transport patient(s) to the appropriate hospital(s).

Specialized Responses

Emergency medical response calls may require specialized equipment and specially trained personnel. These calls include, but are not limited to, hazardous materials calls, search and rescue requests, and extrication.

Response to a terrorism-related event would be coordinated through the respective law enforcement, fire, and ambulance service utilizing the National Incident Management System (NIMS). Emergency Operations Plans can be activated to assist with response to events but the primary lead agency for non-medical response would be the respective law enforcement agency.

County Resources Other than Ambulances

When resources other than ambulances are required for the provision of emergency medical services during a disaster, a request for additional resources must be made through the appropriate PSAP to the County Office of Emergency Management.

The County Emergency Manager will work with Incident Command coordinating all EMS resources any time that the Mass Care Plan or Medical Countermeasures Plan is implemented. The County Emergency Manager will work with local agencies, departments, and governments to coordinate necessary resources during any implementation of the Mass Care Plan or Medical Countermeasures Plan, or Central Oregon Mass Casualty Plan in relation to mass casualty incidents.

Out of County Resources

When resources from outside of Crook County are required for the provision of emergency medical services during a disaster, a request for those resources will be made through the appropriate PSAP to the County Office of Emergency Management.

Supporting Response Agencies

The following personnel and equipment resources are available to support the ambulance service provider:

AirLink (Rotary-Wing Air Ambulance & Fixed-Wing Air Ambulance)

Bend, Oregon: 800-353-0497

St. Charles, Bend, Oregon: 541-382-4321

LifeFlight (Rotary-Wing Air Ambulance) – Redmond, Oregon: 800-232-0911

Oregon Air National Guard – Oregon: 1-800-452-0311

Jefferson County Fire & EMS (Ground Ambulance) – Madras, Oregon: 541-475-7274

Redmond Fire & Rescue (Ground Ambulance) – Redmond, Oregon: 541-504-5000

Bend Fire & Rescue (Ground Ambulance) – Bend, Oregon: 541-322-6300

Mitchell Volunteer Ambulance – Mitchell, Oregon: 541-384-2080

Oregon HazMat Region 13 – Salem, Oregon: 1-800-452-0311

The following personnel and equipment resources are available to support the ambulance service provider regarding hazardous materials and search and rescue needs:

Crook County Fire & Rescue (HAZMAT, Extrication) – Prineville, Oregon: 541-447-5011

Redmond Fire & Rescue (HAZMAT, Extrication) – Redmond, Oregon: 541-504-5000

Bend Fire & Rescue (Extrication) – Bend, Oregon: 541-322-6300

Oregon Emergency Response System (HAZMAT) – Salem, Oregon: 1-800-452-0311

Crook County Sheriff (Search & Rescue) – Prineville, Oregon: 541-447-6398

Jefferson County Sheriff (Search & Rescue) – Madras, Oregon: 541-475-6520

Deschutes County Sheriff (Search & Rescue) – Bend, Oregon: 541-388-6655

Wheeler County Sheriff (Search & Rescue) – Fossil, Oregon: 541-763-4101

Oregon State Police – Bend, Oregon: 541-386-4466

Oregon Civil Air Patrol – Eugene, Oregon: 844-679-4227

Oregon Air National Guard (Specialized Rescue) – Oregon: 1-800-452-0311

Crook County Road Department (Extrication – Heavy Equipment) – Prineville, Oregon: 541-447-4644

The majority of Search and Rescue within Crook County is provided by the Crook County Sheriff's Office through the Office of Emergency Management. They are on-call and available on a 24-hour basis. In many instances, Search and Rescue will act as first responders in remote areas that are inaccessible to conventional ambulances.

Search and Rescue teams have direct radio contact with all local ambulances, hospitals, Air Ambulances, and the PSAP. In winter months, Search and Rescue will respond to remote areas covered with snow and not accessible by the usual ambulance service. When advanced life support is requested, Search and Rescue will transport the ambulance crews to the patient.

Emergency Communications

Crook County 9-1-1 is the PSAP for Crook County. This center will receive all emergency service requests in Crook County. Individuals with access to telephone service will have access to the communications center by dialing 9-1-1, or the non-emergency line 541-447-4168. Upon receipt of a request, all emergency responders in Crook County are dispatched by Crook County 9-1-1.

The appropriate personnel must be notified by the dispatcher via radio within two (2) minutes of receipt of a call 90% of the time. Rager Emergency Services activation requires phone contact with a Rager Emergency Services volunteer.

The dispatcher will obtain from the caller, and relay to the first responders the following:

1. Location of the incident;
2. Nature of the incident; and
3. Any specific instructions or information that may be pertinent to the incident.

EMS personnel will inform the dispatch center by radio when any of the following occurs:

1. They are in-service;
2. They are in-route to the scene or destination and the type of response;
3. Arrival on scene;

4. If they are transporting patient(s) to the hospital or medical facility, the number of patients and the name of facility; and
5. Arrival at receiving facility.

Ambulance personnel will inform the receiving hospital at the earliest possible time of the following:

1. Unit identification number;
2. Age and sex of each patient;
3. Condition and chief complaint of each patient;
4. Vital signs of each patient;
5. Treatment rendered; and
6. Estimated time of arrival.

Radio System

The PSAP will:

1. Restrict access to authorized personnel only;
2. Meet Oregon State Fire Marshal standards;
3. Maintain radio consoles capable of communication directly with all first response agencies dispatched by them;
4. Maintain radio logs which contain all information required by the Federal Communications Commission (FCC) and Oregon Revised Statutes;
5. Utilize plain language or 12-code; and
6. Be equipped with a back-up power source capable of maintaining all functions of the center.

Each ambulance service provider will equip and maintain in each ambulance a transceiver that allows communications with the appropriate dispatch center and with all area hospitals (HEAR System). Each ambulance crew will also have at least one hand held radio with the same capabilities.

Providers are dispatched by the Crook County 9-1-1 via radio, excluding Rager Emergency Services. Crook County Fire and Rescue activates Rager Emergency Services through their Active Alert Paging app, followed up with a phone call at 651-280-3261 to Jodie Fleck. Rager maintains their physical address at 44000 SE Shotgun Road, Post, OR 97752 and phone number 541-280-3261. Unless specifically determined by the nature of the call (i.e., non-emergency patient transfer) the appropriate level of ambulance staffing available at that time will be dispatched. Other resources (i.e. police) will be dispatched as deemed appropriate.

Emergency Medical Services Dispatcher Training

Communications Center dispatchers must successfully complete an Emergency Medical Dispatch (EMD) training course as approved by the Oregon Department of Emergency Management (OEM) and Oregon Department of Public Safety Standards and Training (DPSST). All EMS dispatchers are encouraged to attend any class, course, or program which will enhance their dispatching abilities and skills.

Provider Selection

Initial Assignment of Existing Ambulance Service Providers

Providers assigned to the ASA must meet the standards contained within this plan – specifically, those standards outlining efficiency and effectiveness. Crook County is administering the 2024 ASA Plan with the established ambulance service providers, which include ASA 1 assigned to Crook County Fire and Rescue, ASA 2 assigned to Redmond Fire and Rescue, and ASA 3 assigned to Bend Fire and Rescue.

In the event an ASA provider notifies the Commissioners that they can no longer provide ASA services to Crook County, the County must find an alternative method to provide ambulance services. If an ASA provider is unable to maintain service due to requirements in ORS/OARs, the licensed ambulance service provider has legal authority to request a variance or waiver from the Oregon Health Authority. The Commissioners may delegate authority to current or prospective ASA providers and may allow operations at a lower level of service.

Reassignment of an ASA

In the event that a reassignment of an ASA is necessary, the Committee will make a written recommendation to the Commissioners. The Committee will develop appropriate criteria, utilizing the selection process described in this plan to be presented to the Commissioners for consideration and/or action by the Commissioners. The Commissioners must notify Oregon Health Authority upon reassignment and update this ASA Plan to reflect changes.

Application Process for Applying for an ASA

Crook County Ordinance Chapter 5.16 Ambulance Services states that an applicant must provide information about vehicles, equipment, experience, records, etc. and applications will be reviewed by the Committee and a recommendation by the Committee will be provided to the Commissioners.

Notification of Vacating an ASA

In the event an ASA provider wishes to vacate their ASA, the provider must provide at least sixty (60) days written notice to the Commissioners. The ASA provider must provide notification in accordance with the provisions of the initial service agreement or contract. The Advisory Committee will develop an interim plan for coverage of the ASA using existing ambulance service providers or other available resources can be reassigned.

Maintenance Level of Service

The County is required to ensure that ambulance services will be maintained throughout the County. Ambulance Service Providers, if unable to meet minimum standards outlined in ORS and OARs, must apply for a variance to maintain recognition as the ASA. The County is able to select providers who have applied for and have been granted a variance by Oregon Health Authority as the ASA provider.

Crook County Ordinance

The Crook County Commissioners maintain Chapter 5.16 of the Crook County Code as the Ambulance Service Ordinance. The Ordinance includes criteria for administering the Crook County Ambulance Service Area Plan; limiting ambulance services that may operate in the County; establishing an application process; ambulance franchise terms; enforcement; preventing interruption of service; appeals, abatement and penalties; duties of the franchisee; and establishing membership and duties of the advisory committee.

Appendices

- Map depicting boundaries for the ASAs
- Fire District Map
- County Geographic Legal Description
 - The geographic legal description begins at the southeast corner of T21S, R24E of Willamette Meridian; thence west along township lines to the southwest corner of T21S, R21E; thence to the NW corner of such township; thence west to the SW corner of T20S, R20E; thence north to the NW corner of such township; thence west along township lines to the SW corner of T19S, R17E; thence north to the NW corner of such township; thence west along township lines to the SW corner of T18S, R15E; thence northerly to the NW corner of T17S, R15E; thence west to the SW corner of T16S, R14E; thence northerly along the range line to the NW corner of T14S, R14E; thence easterly to the NE corner of such township; thence north to the NW corner of T13S, R15E; thence easterly to the SE corner of section 32, T12S, R16E; thence northerly along section lines to the NW corner of section 4 of such township; thence easterly to the NE corner of T12S, R19E; thence south along the range line to the SW corner of S18, T13S, R20E; thence along section lines easterly to the east boundary of R22E; thence south along the range line to the SW corner of T13S, R23E; thence easterly to the SE corner of such township; thence south to the SW corner of T14S, R24E; thence south along such range line to the SE corner of T18S, R25E; thence west to the SW corner of such township; thence south along the west line of R25E to the point of beginning.

Crook County ASA Plan

