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January 13, 2026

APPROVAL OF SAN DIEGO INTERAGENCY COMMUNICATIONS CENTER EMERGENCY MEDICAL DISPATCH & TIERED RESPONSE PLAN

The Local EMS Agency (LEMSA) is in receipt of the updates to the San Diego Interagency Communications Center (SDICC) Emergency Medical Dispatch (EMD) and intended Alternate/Tiered Response plan submitted on November 7, 2025. After thorough review and consideration, it has been determined that the plan meets the requirements set forth in Policy S-882. The plan is approved.

As part of the quality assurance and improvement processes, we require SDICC to submit reports, including any updates to the EMD plan. Essential reporting elements, including those required by the State EMS Authority from the LEMSAs, are listed in the attached document.

We appreciate your commitment to maintaining high standards in emergency medical dispatch services. We look forward to your continued engagement and collaboration.

Sincerely,

Kristi L. Koenig, MD, FACEP, FIFEM, FAEMS, Medical Director
San Diego County Emergency Medical Services Office
San Diego County Fire

cc: Jeff Collins, Director
Andy Parr, EMS Administrator
David Duncan, MD, San Diego County Fire EMS Medical Director

Attachments: Essential EMD Data Elements
EMD Plan Authorization dated March 22, 2023



ESSENTIAL DATA ELEMENTS

1. Name and version of the EMD program
2. Name, contact information, and credentials for
 - a. Dispatch Center Medical Director
 - b. Emergency Dispatch Coordinator
3. EMD protocols
4. Pre-arrival instructions
5. QA/QI plan
6. Continuing education program
7. Total number of dispatchers
 - a. EMD trained
 - b. EMT credentialed
 - c. AEMT credentialed
 - d. Paramedic licensed and locally accredited
8. Total number of
 - a. Emergency ambulance dispatches
 - b. PDI/PAIs provided
 - c. EMD triaged calls
 - d. Tiered dispatches
 - e. EMD continuing education courses provided
9. QA/QI outcomes, as contained in EMD QA/QI plan
10. Tiered dispatch response levels, including but not limited to
 - a. Code 2 dispatches
 - b. BLS dispatches, including Code 10 transports
 - c. Ambulance only dispatches
 - d. First responder only dispatches
 - e. In-alignment – response priority/determinant level matches predicted on-scene incident disposition
 - f. Out-of-alignment – incident with response priority/determinant level and predicted on-scene incident disposition differ
 - g. Time-sensitive emergency calls (e.g., trauma, stroke, STEMI, anaphylaxis, respiratory/cardiac arrest, status epilepticus)
 - h. Extensive response times
11. Any reporting established by the San Diego County EMD Reporting and Evaluation Committee
12. Additional reporting and outcomes, as required



County of San Diego

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March 22, 2023

SAN DIEGO INTERAGENCY COMMAND CENTER ALTERNATE DISPATCH PLAN APPROVAL

The San Diego County EMS Office, as the Local EMS Agency (LEMSA) has received the San Diego Interagency Command Center (SDICC) Emergency Medical Dispatch (EMD) plan and request for authorization, dated March 1, 2023. This EMD plan includes triaging incoming 9-1-1 calls through the internationally recognized Medical Priority Dispatch System (MPDS). We appreciate receiving this communication. The plan is generally well-researched and appropriately planned. The LEMSAs support plan implementation.

The LEMSAs look forward to continuous collaboration with San Diego Interagency Command Center leadership on implementation and monitoring of a robust EMS QA/QI program related to dispatch resource assignment. We look forward to receiving on-going regular reports of recommendations generated by the Dispatch Quality Assurance Unit and EMD Medical Director. This information will be critical to improving future EMD planning throughout San Diego County, including with upcoming countywide EMD workgroups.

The SDICC's EMD program, and its collected data, will further serve in the quality improvement of the larger system, including the 42 communities it serves. We look forward to working closely with SDICC leadership to further assist in meeting program goals.

Thank you for continuing to provide outstanding care to our patients.

Sincerely,

A handwritten signature in blue ink that reads "Kristi L. Koenig".

Kristi L. Koenig, MD, FACEP, FIFEM, FAEMS, Medical Director
San Diego County Emergency Medical Services Office
San Diego County Fire

CC: Eric McDonald, MD, MPH, Chief Medical Officer
Wilma Wooten, MD, MPH, Public Health Officer
Jeff Collins, Director
Andy Parr, EMS Administrator