

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

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July 18, 2011

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RECEIVED
SLO COUNTY GRAND JURY

San Luis Obispo County Grand Jury
P. O. Box 4910
San Luis Obispo, CA 93402

IN RE: INVESTIGATIVE REPORT: *EMERGENCY MEDICAL HELICOPTERS*

Dear San Luis Obispo County Grand Jury:

In response to Finding 2, the California Highway Patrol (CHP) has utilized the paging system to receive requests for ETAs from Med Com for over one year. The system is working to the great satisfaction of both agencies. CHP crews have consistently received request-for-ETA pages, both on the ground and in flight, enabling the crew to respond without delay to Med Com. Additionally, there is redundancy built into the system by having ancillary pagers placed inside the CHP's 24-hour communications center in San Luis Obispo and in the Air Operations Unit. Upon receiving a page, CHP communications center personnel and other Air Operations staff also immediately contact the on duty crew and confirm they have responded to the page. The system has proven a huge success. We concur that three minutes is a reasonable time to wait in response for an ETA following a page. We have no issue with Policy 119's amendment to include wording to this fact under the heading Dispatch, Paragraph C.

Thank you for the opportunity to respond and continue to improve upon on our public service.

Sincerely,

A. S. CUEVAS, Chief
Coastal Division

cc: The Honorable Charles S. Crandall

