

**County of Santa Clara Health System
Emergency Medical Services (EMS) Agency**

**Mobile Area Routing & Vehicle Location Information System
(MARVLIS)**

Annual Surveillance Report: July 1, 2022 – June 30, 2023

1. DESCRIPTION OF HOW THE SURVEILLANCE TECHNOLOGY WAS USED

The County of Santa Clara Health System (CSCHS) Surveillance Use Policy for MARVLIS (Mobile Area Routing & Vehicle Location Information System) technology was used to automatically locate ambulances and first responder vehicles to provide responders with event details, mapping, and routing to the scene of the call. MARVLIS monitors real-time demand data, ambulance and first responder vehicle location, Computer-Aided Dispatch (CAD) information, traffic congestion, and vehicle status to provide a complete overview of the effectiveness of resource deployment in the Emergency Medical Services (EMS) agency.

Rural/Metro of California, Inc. is the local system administrator and granted view-only access to County EMS agency employees. The system is accessed via the county computers so that EMS staff can locate any ambulances when necessary. EMS Agency personnel do not have “administrator” privileges and cannot conduct utilization and/or compliance audits on the system. To date, Rural/Metro of California, Inc. has not reported any occurrences of EMS agency personnel misuse.

2. DATA SHARING WITH OUTSIDE ENTITIES

The EMS agency has view-only access and did not share MARVLIS data with any outside entities.

3. COMMUNITY COMPLAINTS OR CONCERNS

CSCHS values community and customers’ feedback and has several ways that patients and customers can file their concerns, questions, or complaints, including Customer Relations, Administration, and the Compliance Office.

During the reporting period the EMS Agency did not receive any community complaints regarding the MARVLIS system.

4. NON-PRIVILEGED INTERNAL AUDITS/POLICY VIOLATIONS

An Emergency Medical Services (EMS) Specialist has been designated as the personnel assigned to ensure compliance with this technology. The data must be maintained and retained for the

duration of the agreement between Rural/Metro of California, Inc. and the County of Santa Clara which expires on June 30, 2024.

The EMS Agency complied with the Surveillance Use Policy requirements regarding oversight of the technology, and there was no non-privileged internal audits or violations of the Surveillance Use Policy related to the use of MARVLIS during the reporting period.

Authorized EMS agency's employees have received training on the use of the MARVLIS technology. They have also been provided a copy of the SUP and are obtaining written confirmation that they understand it.

5. EFFECTIVENESS IN ACHIEVING IDENTIFIED PURPOSE

The MARVLIS technology has been effective in locating ambulances and first responder vehicles to provide responders with event details, mapping, and routing to the scene of the call.

6. PUBLIC RECORDS ACT REQUESTS

The Health System Ethics, Privacy & Compliance Office tracks all California Public Records Act requests for CSCHS, and during the reporting period there were no Public Records Act requests that involved MARVLIS data.

7. ANNUAL COSTS

During the reporting period the total cost for the MARVLIS system was paid for by the emergency ambulance provider (Rural/Metro of California, Inc.). There were no costs incurred by the County.