



AMERICAN MEDICAL RESPONSE

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American Medical Response (AMR) has received the Performance Report (Report) issued by the San Joaquin County EMS Agency (Agency). The Report concluded that American Medical Response (AMR) had the following overall response time compliance for the first two months of service:

May 2006: 77.26% overall response time

June 2006: 87.75% overall response time

AMR does not dispute the Agency's findings, and understands that performance numbers for May and June fall short of the contracted 90% compliance rate. However, what the Report does not reveal is that AMR has undertaken all necessary measures, regardless of cost, to attain overall response time compliance. Overall compliance for the month of July will meet contractual compliance pending Agency review. In addition, the Report, at no fault of the Agency, also does not identify the many obstacles AMR faced during contract implementation:

The aforementioned obstacles included, but were not limited to, the following:

- ✓ The Stockton Fire Department's (SFD) refusal to appropriately support implementation of a CAD to CAD interface. With the CAD linkage in place many dispatch challenges experienced by both SFD and AMR could have been avoided. In addition, without the CAD interface, AMR was forced to shift critical emergency dispatch staff to a SFD phone line to receive the majority of 911 calls. In order to backfill the critical dispatch positions AMR acted quickly, bringing in AMR dispatch staff from its centers as far away as Oregon and Washington and has hired and trained additional local dispatchers.
- ✓ The refusal by the Cities of Stockton, Manteca, Lodi and the California Highway Patrol to transfer secondary PSAP 911 calls directly to LIFECOM.
- ✓ SFD firefighters are riding along with AMR ambulances into the hospital when not requested to do so by AMR. This forces AMR to return SFD personnel back to their station house after the transport has been completed. This activity puts AMR ambulances out of position to respond to subsequent calls for service.

- ✓ Continuous non-constructive complaints from SFD have distracted AMR's support personnel from serving this community. Specifically, many unfounded complaints, or challenges created by the lack of the CAD link, has required AMR dispatch supervisors and management staff to pull data and draft formal responses, instead of performing critical dispatch oversight duties. Out of all the complaints filed with the Agency during May and June, not one came directly from a patient or family member (the citizens and patients we serve).

Moreover, despite these and other obstacles, we believe that the EMS system is providing faster response times than have ever been experienced before in our communities. During the month of July in the City of Stockton, AMR arrived on-scene of emergencies before or simultaneously with SFD more than 50% of the time. Since May 1st, AMR has responded to over 13,000 requests for EMS service.

Further, the system has proven to be effective under a crisis scenario. On July 22, 2006, AMR responded to a request to transport over 100 elderly patients from the Beverly Healthcare Center (Beverly) in Stockton. Assuming transportation logistic responsibilities, AMR performed cohesively with all involved agencies and was able to respond 35 ambulances from adjacent counties while still maintaining service to the San Joaquin County EMS system. In partnership, the San Joaquin County EMS system moved all 103 patients from Beverly in five hours.

In addition, almost simultaneously in Yolo County where AMR is also the EMS provider, AMR responded 16 ambulances to the Woodland Skilled Nursing facility evacuating 80 patients in a similar incident, further demonstrating AMR's depth of resources and experience.

In closing, AMR respectfully requests the Agency to re-consider the assessment of response time penalties until the full EMS system has been implemented to include; the CAD to CAD interface and the transfer of secondary PSAP 911 calls directly to LIFECOM by all primary PSAP's.

AMR and I thank the Agency and the San Joaquin County Board of Supervisors for the opportunity to serve.

Sincerely,



Brad White
Vice President of Operations

cc Louis K. Meyer, Chief Executive Officer
Barry Elzig, Director of Operations