



San Joaquin County

Emergency Medical Services Agency



<http://www.sjgov.org/ems>

October 4, 2006

Brad White
Vice President of Operations
American Medical Response
888 East Lindsay Street
Stockton CA 95202

Mailing Address
PO Box 1020
Stockton, CA 95201

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

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(209) 468-6725

Re: Appeal of Fines for May and June 2006

Dear Mr. White:

Based on the written appeal filed by American Medical Response the Ambulance Contract Advisory Group has recommended, and the Director of Health Care Services has agreed, to reduce the fines assessed on AMR's performance in May and June 2006. The new adjusted fine for May is \$40,470 and June is \$28,770. A copy of the advisory group's report is enclosed for your review.

Please process the enclosed invoice for the adjusted fines and remit payment by October 27, 2006.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Burch".

Dan Burch
EMS Administrator

Enclosures

cc: Barry Elzig, Director of Operations, AMR

Ambulance Contract Advisory Group (ACAG) Penalty Dispute Resolution Form

Appeal	Submitted:	August 9, 2006		
	Request:	<p>AMR respectfully requests the San Joaquin County Emergency Medical Services (EMS) 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.</p> <p>AMR does not dispute, the findings or the fine calculations reported in the County EMS Agency's Performance Report for May and June, 2006.</p>		
Reasons for Appeal		1. Lack of CAD to CAD interface.		
		2. Failure of primary PSAPs to transfer 911 calls directly to LIFECOM.		
		3. Transporting Stockton Fire Department personnel back to their stations placing AMR ambulances out of position for subsequent calls.		
		4. Complaints lodged by Stockton Fire Department have drained dispatch and management supervisory resources.		
Penalties Being Appealed	Out of Compliance Response Districts [Exhibit F(B)]	<u>May 2006</u> \$50,000	<u>June 2006</u> \$30,000	<u>Total May/June</u> \$80,000
	Late Response Minutes [Exhibit F(A)]	\$25,470	\$13,770	\$39,240
				Total: \$119,240

ACAG Action	Decision on Issues	Members found merit in AMR's reasons for appeal of the penalties assessed for May and June 2006. While it was difficult to quantify the impact of the obstacles presented in AMR's appeal, the members supported a reduction in penalties as appropriate. Members reached consensus to adjust the penalties assessed for May 2006 by waiving the out-of-compliance penalty for the ambulance response districts in zones A and B. Members reached consensus to adjust penalties assessed for June 2006 in response districts A3, B2 and B5, which showed either high performance or marked improvement in performance from the previous month.																									
	Decision Regarding Penalty	<u>Adjustment of Penalty:</u> MAY <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: center; width: 20%;">Assessed</th> <th style="text-align: center; width: 20%;">Adjusted</th> </tr> </thead> <tbody> <tr> <td>Out of Compliance Response Districts:</td> <td style="text-align: center;">\$50,000</td> <td style="text-align: center;">\$15,000</td> </tr> <tr> <td>Late Response Minutes:</td> <td style="text-align: center;">\$25,470</td> <td style="text-align: center;">\$25,470</td> </tr> <tr> <td></td> <td style="text-align: center;">TOTAL FINE</td> <td style="text-align: center;"><u>\$40,470</u></td> </tr> </tbody> </table> JUNE <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: center; width: 20%;">Assessed</th> <th style="text-align: center; width: 20%;">Adjusted</th> </tr> </thead> <tbody> <tr> <td>Out of Compliance Response Districts:</td> <td style="text-align: center;">\$30,000</td> <td style="text-align: center;">\$15,000</td> </tr> <tr> <td>Late Response Minutes:</td> <td style="text-align: center;">\$13,770</td> <td style="text-align: center;">\$13,770</td> </tr> <tr> <td></td> <td style="text-align: center;">TOTAL FINE</td> <td style="text-align: center;"><u>\$28,770</u></td> </tr> </tbody> </table>				Assessed	Adjusted	Out of Compliance Response Districts:	\$50,000	\$15,000	Late Response Minutes:	\$25,470	\$25,470		TOTAL FINE	<u>\$40,470</u>		Assessed	Adjusted	Out of Compliance Response Districts:	\$30,000	\$15,000	Late Response Minutes:	\$13,770	\$13,770		TOTAL FINE
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It is HEREBY CERTIFIED that the above decision was passed and adopted for recommendation on September 26, 2006, by the following vote of the Ambulance Contract Advisory Group, to wit:

AYES: Dr. Richard Buys, EMS Medical Director, San Joaquin County (SJC)
Dr. Karen Furst, Public Health Officer, SJC
Chris Rose, Senior Deputy County Administrator, SJC

NOES: NONE

ABSENT: Dennis Van Der Maaten, Chairman, Ripon Consolidated Fire District
Chris Bosch, Chief, City of Tracy Fire Department

ABSTAIN: NONE