



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

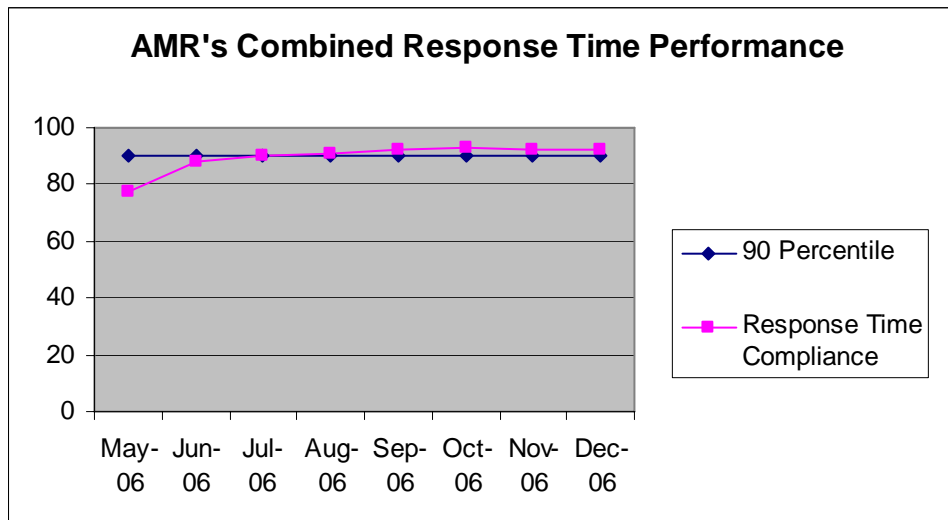
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: February 27, 2007

SUBJECT: Emergency Medical Services (EMS) Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response (AMR) for the months of November and December 2006.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December 2006 represents the fourth opportunity to report on AMR's performance under their five year contract. The AMR contract establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance. EMS Agency staff has vetted AMR's computer aided dispatch (CAD) data in preparing the compliance report and performing its response time analysis of AMR's November and December 2006 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 92.48% for November and 92.06% for December.

AMR continues to make improvements in the mean response times in the urban and suburban areas of

zones A-2, A-3, B-4, and B-5. However, performance remains outside the County's response time standards. The EMS Agency is working with AMR to analyze the potential impact of incorrectly assigned population densities may be having on the low compliance numbers in

these areas. By contract the County and AMR must annually review the population density assignments in all zones and make adjustments as appropriate.

An emerging issue facing the EMS system is the growing problem of delays in transferring care in the emergency department. In some hospitals the transfer of care has exceeded four hours while six or more ambulance crews continued to treat their patients in emergency department hallways waiting for the hospital to accept their patients. The EMS Agency anticipates AMR requesting significantly more response time exemptions as a result of this practice for the months of January and February 2007.

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of November and December 2006 may be viewed on the EMS Agency's website located at: [www.sjgov.org/ems](http://www.sjgov.org/ems).

**Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response**

**Response Time Compliance Report by 30 Day Rolling Period**

November 1 through November 30, 2006					
Compliance Zone	Total Responses	Non-compliant Responses	Compliance Percentage	Yes	No
SJC Zone A-1	330	8	97.58%	X	
SJC Zone A-2	95	26	72.63%		X
SJC Zone A-3	57	11	80.70%		X
SJC Zone B-1	1026	79	92.30%	X	
SJC Zone B-2	1195	65	94.56%	X	
SJC Zone B-3	11	0	100.00%	X	
SJC Zone B-4	122	10	91.80%	X	
SJC Zone B-5	88	21	76.14%		X
SJC Zone C-1	249	14	94.38%	X	
SJC Zone C-2	53	5	90.57%	X	
SJC Zone C-3	58	8	86.21%		X
<b>All Zones Combined</b>	<b>3284</b>	<b>247</b>	<b>92.48%</b>	<b>7</b>	<b>4</b>

**Response Time Compliance Report by 30 Day Rolling Period**

December 1 through December 30, 2006					
Compliance Zone	Total Responses	Non-compliant Responses	Compliance Percentage	Yes	No
SJC Zone A-1	331	3	99.09%	X	
SJC Zone A-2	106	21	80.19%		X
SJC Zone A-3	57	13	77.19%		X
SJC Zone B-1	1083	92	91.51%	X	
SJC Zone B-2	1218	80	93.43%	X	
SJC Zone B-3	20	1	95.00%	X	
SJC Zone B-4	125	22	82.40%		X
SJC Zone B-5	79	19	75.95%		X
SJC Zone C-1	263	9	96.58%	X	
SJC Zone C-2	43	2	95.35%	X	
SJC Zone C-3	52	6	88.46%		X
<b>All Zones Combined</b>	<b>3377</b>	<b>268</b>	<b>92.06%</b>	<b>6</b>	<b>5</b>

### Fines and Penalties Report

Type of Penalty	November 2006	December 2006
Out of compliance response districts	\$20,000	\$25,000
Late response minutes	\$6,040	\$6,360
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
<b>Totals</b>	<b>\$26,040</b>	<b>\$31,360</b>

### Mechanical Report

Event Type	November 2006	December 2006	Preventable
Vehicle Collision	0	1	0

### Failure to Provide Data

Event Type	November 2006	December 2006
No occurrences to report	0	0

### Community Service Report

Event Type	Month
General Mills Safety Fair, Lodi CA	Nov-06
Lodi Memorial Hospital Children's Ambulance Demonstration, Lodi CA	Nov-06
Lois Borchardt Elementary Ambulance Demonstration, Lodi CA	Nov-06
McKinley School Ambulance Demonstration, Tracy CA	Nov-06
Thanksgiving Community Dinner Trinity Lutheran Church, Stockton CA	Nov-06
Head Start Preschool Ambulance Demonstration, Stockton CA	Nov-06
Head Start Preschool Ambulance Demonstration, Stockton CA	Nov-06
American Lung Association, Stockton CA	Nov-06
In Service New Hope Skilled Nursing Facility, Tracy CA	Nov-06
Teen Pregnancy Center CPR Class, Lodi CA	Nov-06
Linden Elementary Ambulance Demonstration, Linden CA	Dec-07
SJC Child Abuse Prevention Ambulance Demonstration, Stockton CA	Dec-07
Manteca Christain Elementary Ambulance Demonstration, Manteca CA	Dec-07
Elm Haven Skilled Nursing CPR Class, Stockton CA	Dec-07
Melville/Jacobson Elementary Ambulance Demonstration, Tracy CA	Dec-07

### EMS and First Responder Education

Event Type	Location	Month
Statewide Hospital Exercise	County-wide	Nov-06
CPR Class for County Firefighters	Mokelumne Fire Dist	Nov-06
CPR Class for County Firefighters	Thornton Fire Dist	Dec-07

### Service Complaints from Patients/Families

Event Type	September	October
None reported	0	0

### Service Compliments

Event Type	Month
None Reported	

### Weekly Unit Hour Staffing Report

	RFP	November 2006	December 2006
Zone A	672	672	672
Zone B	1848	2160	2160
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3336</b>	<b>3336</b>

**Response Time Analysis Population Density  
All Responses**

Population Density & Response Time Standard	November 2006			December 2006		
	Number of Responses	Number of Non-Compliant Response	Percent Compliant	Number of Responses	Number of Non-Compliant Response	Percent Compliant
Urban 7:29	3076	222	92.78%	3257	247	92.42%
Suburban 9:29	73	20	72.60%	88	24	72.73%
Rural 17:29	115	5	95.65%	129	5	96.12%
Wilderness 29:29	20	0	100.00%	9	0	100.00%
<b>Total</b>	3284	247	92.48%	3483	276	92.08%

**Response Time Analysis  
November 2006**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	329	0:10	12:07	3:56	1:57	6:30
SJ ZONE A-2 URBAN	50	0:23	14:42	6:09	3:07	9:00
SJ ZONE A-3 URBAN	36	1:23	14:46	6:30	3:11	11:33
SJ ZONE B-1 URBAN	1019	0:05	16:37	4:25	2:15	7:09
SJ ZONE B-2 URBAN	1187	0:06	16:13	4:16	2:14	6:54
SJ ZONE B-3 URBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-4 URBAN	107	0:30	10:24	5:31	1:50	7:27
SJ ZONE B-5 URBAN	70	0:00	12:46	6:19	3:04	10:47
SJ ZONE C-1 URBAN	236	0:04	12:59	4:23	2:08	6:59
SJ ZONE C-2 URBAN	11	2:34	8:38	5:34	1:57	8:32
SJ ZONE C-3 URBAN	10	3:31	16:07	7:22	3:18	8:21
	0					
SJ ZONE A-2 SUBURBAN	30	0:42	19:11	10:13	3:38	14:33
SJ ZONE A-3 SUBURBAN	7	5:50	9:01	7:45	1:13	9:01
SJ ZONE B-4 SUBURBAN	10	0:00	11:28	4:37	3:40	8:36
SJ ZONE B-5 SUBURBAN	6	4:57	9:26	7:04	1:39	9:26
SJ ZONE C-1 SUBURBAN	11	3:20	9:50	5:22	2:25	9:42
SJ ZONE C-2 SUBURBAN	1	5:42	5:42	5:42	0:00	5:42
SJ ZONE C-3 SUBURBAN	8	6:30	12:21	8:45	1:00	12:21
	0					
SJ ZONE A-2 RURAL	14	0:58	17:17	9:56	4:23	17:00
SJ ZONE A-3 RURAL	13	1:00	22:12	11:07	5:54	22:11
SJ ZONE B-2 RURAL	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-3 RURAL	11	1:35	16:35	9:10	4:18	14:09
SJ ZONE B-4 RURAL	5	2:31	14:16	8:17	4:51	14:16
SJ ZONE B-5 RURAL	10	1:18	14:37	8:45	3:13	11:21
SJ ZONE C-1 RURAL	1	13:48	13:48	13:48	0:00	13:48
SJ ZONE C-2 RURAL	19	2:04	22:52	10:48	4:43	17:57
SJ ZONE C-3 RURAL	39	0:04	19:49	7:27	5:05	12:56
	0					
SJ ZONE C-2 WILDERNESS	20	0:05	29:28	13:43	6:18	20:58
SJ ZONE C-3 WILDERNESS	0	0:00	0:00	0:00	0:00	0:00
	0					
All Urban Compliance Areas	3055	0:00	16:37	4:27	2:19	7:11
All Suburban Compliance Areas	73	0:00	19:11	8:00	3:43	12:21
All Rural Compliance Areas	112	0:04	22:52	9:08	5:02	14:44
All Wilderness Compliance Areas	20	0:05	29:28	13:43	6:18	20:58

**Response Time Analysis  
December 2006**

<b>Compliance Area</b>	<b>Responses</b>	<b>Response Time Interval Minimum</b>	<b>Response Time Interval Maximum</b>	<b>Response Time Interval Mean</b>	<b>Standard Deviation</b>	<b>Response Time Interval 90th Percentile</b>
SJ ZONE A-1 URBAN	331	0:05	9:02	3:32	1:46	5:57
SJ ZONE A-2 URBAN	56	0:06	10:33	5:25	2:31	8:33
SJ ZONE A-3 URBAN	41	1:22	11:21	5:39	2:25	8:40
SJ ZONE B-1 URBAN	1081	0:08	19:08	4:28	2:20	7:22
SJ ZONE B-2 URBAN	1217	0:00	14:01	4:14	2:12	6:52
SJ ZONE B-3 URBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-4 URBAN	107	0:00	18:21	5:03	2:28	8:15
SJ ZONE B-5 URBAN	63	0:07	13:42	5:39	3:09	10:07
SJ ZONE C-1 URBAN	242	0:02	12:45	3:49	1:56	6:09
SJ ZONE C-2 URBAN	7	0:20	8:46	5:02	2:59	8:46
SJ ZONE C-3 URBAN	4	0:25	7:14	4:47	2:36	7:14
	0					
SJ ZONE A-2 SUBURBAN	30	2:19	16:04	8:33	3:38	14:22
SJ ZONE A-3 SUBURBAN	9	0:54	13:56	8:08	3:17	13:56
SJ ZONE B-4 SUBURBAN	13	0:00	15:10	8:26	4:55	14:49
SJ ZONE B-5 SUBURBAN	10	1:41	10:37	7:06	2:09	8:06
SJ ZONE C-1 SUBURBAN	14	0:12	6:35	4:33	1:31	5:55
SJ ZONE C-2 SUBURBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE C-3 SUBURBAN	8	2:22	14:55	9:28	4:09	14:55
	0					
SJ ZONE A-2 RURAL	19	1:36	18:39	10:19	4:36	17:38
SJ ZONE A-3 RURAL	6	1:55	13:38	9:47	3:44	13:38
SJ ZONE B-2 RURAL	1	8:36	8:36	8:36	0:00	8:36
SJ ZONE B-3 RURAL	19	0:00	18:18	9:14	4:39	15:49
SJ ZONE B-4 RURAL	4	0:43	19:13	9:34	6:36	19:13
SJ ZONE B-5 RURAL	6	3:32	13:34	7:09	3:27	13:34
SJ ZONE C-1 RURAL	4	6:38	12:56	8:58	2:35	12:56
SJ ZONE C-2 RURAL	27	0:23	14:45	9:19	3:25	13:59
SJ ZONE C-3 RURAL	40	0:02	19:29	7:00	5:28	14:11
	0					
SJ ZONE C-2 WILDERNESS	9	4:39	19:15	10:54	4:37	19:15
SJ ZONE C-3 WILDERNESS	0	0:00	0:00	0:00	0:00	0:00
	0					
All Urban Compliance Areas	3149	0:00	19:08	4:19	2:16	7:09
All Suburban Compliance Areas	84	0:00	16:04	7:44	3:49	13:52
All Rural Compliance Areas	126	0:00	19:29	8:38	4:47	14:43
All Wilderness Compliance Areas	9	4:39	19:15	10:54	4:37	19:15

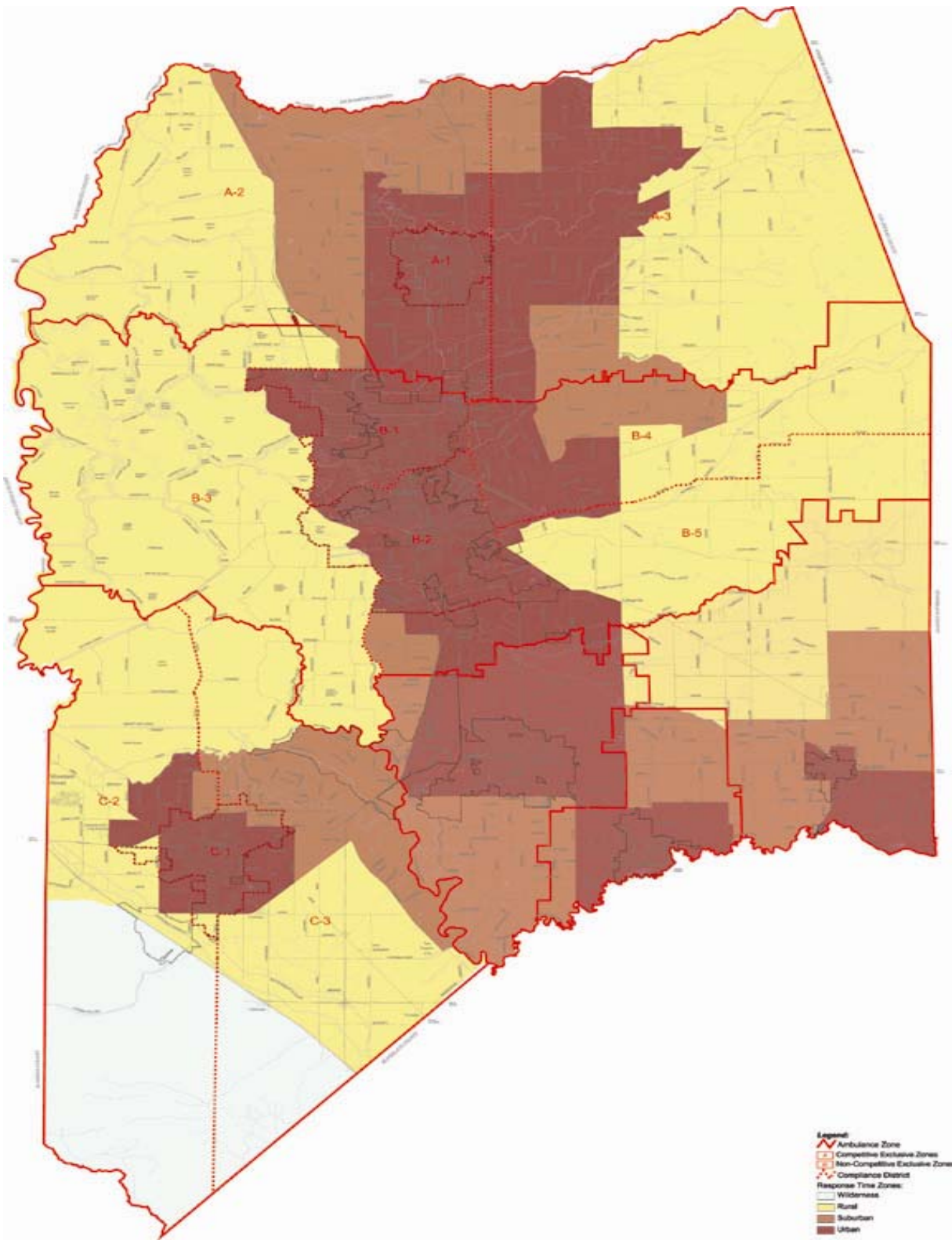


**Exemption Request Report  
November 2006**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
11/7/2006	6095437	B-2	Multi-Unit Response	Not Exempt
11/8/2006	6095569	A-2	Traffic Secondary	Not Exempt
11/9/2006	6095988	C-1	Other	Not Exempt
11/11/2006	6097071	A-2	Bad Location / Address	Not Exempt
11/12/2006	6097455	C-3	Other	Not Exempt
11/17/2006	6099224	C-2	Bad Location / Address	Not Exempt
11/17/2006	6099454	B-2	Bad Location / Address	Not Exempt
11/20/2006	6100642	A-1	Train	Not Exempt
11/22/2006	11222006-0000598	A-2	Traffic Secondary	Not Exempt
11/23/2006	6101650	B-2	Bad Location / Address	Not Exempt
11/24/2006	6102027	B-5	Train	Not Exempt
11/26/2006	11262006-0000627	A-2	Train	Not Exempt

**Exemption Request Report  
December 2006**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
12/1/2006	12012006-0000649	A-2	Road Construction / Closure	Not Exempt
12/2/2006	6105252	A-2	Bad Location / Address	Not Exempt
12/2/2006	6105526	B-2	Train	Not Exempt
12/4/2006	6106193	B-2	Bad Location / Address	Not Exempt
12/5/2006	6106537	A-2	Bad Location / Address	Not Exempt
12/7/2006	12072006-0001108	B-2	Other	Not Exempt
12/9/2006	6108390	B-1	Other	Not Exempt
12/13/2006	6109918	B-2	Bad Location / Address	Not Exempt
12/18/2006	6112027	B-2	Multi-Unit Response	Not Exempt
12/26/2006	6115072	B-2	Other	Not Exempt
12/26/2006	6115128	B-1	Other	Not Exempt
12/26/2006	6115131	B-1	Other	Not Exempt



2006 Year to Date Summary

Response Time Compliance													
Zone	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
A-1					86.45%	94.56%	94.94%	96.40%	97.72%	99.37%	97.58%	99.09%	95.76%
A-2					67.26%	70.70%	74.29%	62.99%	78.57%	71.88%	72.63%	80.19%	72.31%
A-3					41.46%	58.33%	65.15%	53.06%	58.62%	69.64%	80.70%	77.19%	63.02%
B-1					77.08%	90.54%	92.74%	94.12%	94.75%	93.51%	92.30%	91.51%	90.82%
B-2					80.53%	89.24%	91.67%	93.76%	94.38%	95.06%	94.56%	93.43%	91.58%
B-3					91.67%	93.75%	88.89%	86.67%	91.66%	100.00%	100.00%	95.00%	93.46%
B-4					60.48%	71.65%	74.63%	81.03%	74.82%	83.33%	91.80%	82.40%	77.52%
B-5					40.54%	69.15%	73.64%	72.41%	70.00%	70.19%	76.14%	75.95%	68.50%
C-1					80.51%	91.11%	92.31%	92.22%	95.22%	97.37%	94.38%	96.58%	92.46%
C-2					81.82%	94.87%	93.33%	87.10%	97.14%	85.37%	90.57%	95.35%	90.69%
C-3					82.05%	74.60%	91.53%	90.91%	87.64%	92.50%	86.21%	88.46%	86.74%
All Zones					77.26%	87.75%	90.00%	90.82%	92.35%	92.75%	92.48%	92.06%	89.43%