



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

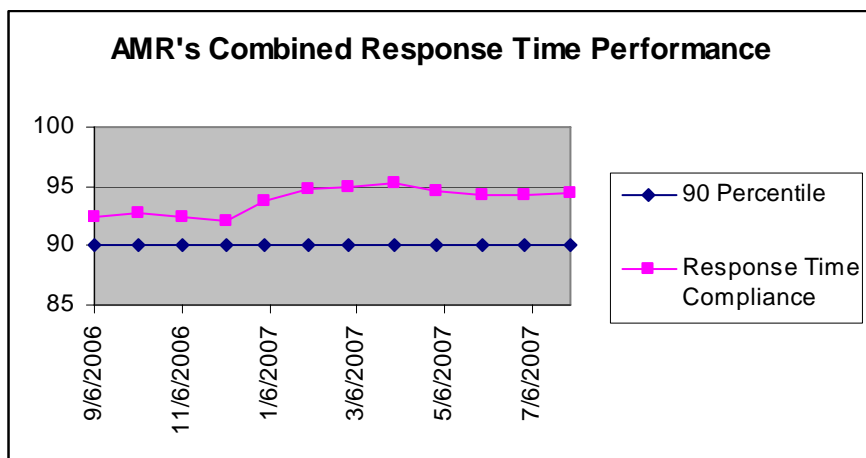
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: October 30, 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 July and August 2007.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of July and August 2007 represents the eighth opportunity to report on AMR's performance under the five year emergency ambulance service agreement. 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 response time analysis of AMR's July and August 2007 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 94.33% for July and 94.47% for August.

It is worth noting that in the month of July 3 of the 5 compliance zones, below the 90 percent standard, are out of compliance by only 1 call

in each zone.

The complete [Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of July and August 2007](http://www.sjgov.org/ems) may be viewed on the EMS Agency's website located at: www.sjgov.org/ems.

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

Response Time Compliance Report by 30 Day Rolling Period

July 1, 2007 through July 30, 2007						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	370	1	99.73%	X		
SJC Zone A-2	119	18	84.87%			X
SJC Zone A-3	64	6	90.63%	X		
SJC Zone B-1	1083	63	94.18%	X		
SJC Zone B-2	1384	64	95.38%	X		
SJC Zone B-3	23	3	86.96%			X
SJC Zone B-4	138	14	89.86%			X
SJC Zone B-5	92	15	83.70%			X
SJC Zone C-1	270	15	94.44%	X		
SJC Zone C-2	49	5	89.80%			X
SJC Zone C-3	57	3	94.74%	X		
All Zones Combined	3649	207	94.33%	6		5

Response Time Compliance Report by 30 Day Rolling Period

August 1, 2007 through August 30, 2007						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	363	4	98.90%	X		
SJC Zone A-2	120	13	89.17%			X
SJC Zone A-3	59	10	83.05%			X
SJC Zone B-1	1199	72	93.99%	X		
SJC Zone B-2	1407	74	94.74%	X		
SJC Zone B-3	20	0	100.00%	X		
SJC Zone B-4	113	7	93.81%	X		
SJC Zone B-5	77	13	83.12%			X
SJC Zone C-1	268	11	95.90%	X		
SJC Zone C-2	38	0	100.00%	X		
SJC Zone C-3	62	2	96.77%	X		
All Zones Combined	3726	206	94.47%	8		3

Fines and Penalties Report

Type of Penalty	July 2007	August 2007
Out of compliance response districts	\$25,000	\$15,000
Late response minutes	\$5,130	\$4,590
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
Totals	\$30,130	\$19,590

Weekly Unit Hour Staffing Report

	RFP	July 2007	August 2007
Zone A	672	672	672
Zone B	1848	2391	2284
Zone C	504	504	504
Total	3024	3567	3460

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	July 2007			August 2007		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3495	185	94.71%	3614	211	94.16%
Suburban 9:29	101	17	83.17%	47	4	91.49%
Rural 17:29	159	8	94.97%	176	6	96.59%
Wilderness 29:29	7	0	100.00%	10	0	100.00%
Total	3762	210	94.42%	3847	221	94.26%

**Detailed Response Time Analysis
July 2007**

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	370	0:12	8:22	3:11	1:47	5:28
SJ ZONE A-2 URBAN	65	0:12	10:54	5:35	2:15	7:51
SJ ZONE A-3 URBAN	37	1:56	13:52	5:30	2:34	9:07
SJ ZONE B-1 URBAN	1082	0:04	11:19	4:01	2:21	6:50
SJ ZONE B-2 URBAN	1380	0:06	17:15	3:58	2:14	6:37
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	115	0:00	9:39	4:19	2:10	7:00
SJ ZONE B-5 URBAN	68	0:06	11:57	5:20	2:33	8:09
SJ ZONE C-1 URBAN	250	0:07	16:45	3:47	2:19	6:34
SJ ZONE C-2 URBAN	10	3:51	11:40	7:05	1:54	7:59
SJ ZONE C-3 URBAN	10	2:11	7:50	5:03	1:26	6:22
SJ ZONE A-2 SUBURBAN	33	3:00	16:11	8:31	3:35	14:07
SJ ZONE A-3 SUBURBAN	14	0:08	9:25	7:41	2:19	9:19
SJ ZONE B-4 SUBURBAN	14	0:17	16:07	6:53	3:59	9:49
SJ ZONE B-5 SUBURBAN	9	0:05	10:35	4:52	3:42	10:35
SJ ZONE C-1 SUBURBAN	17	0:19	8:26	4:10	1:41	6:49
SJ ZONE C-2 SUBURBAN	4	3:50	14:34	6:54	4:26	14:34
SJ ZONE C-3 SUBURBAN	9	3:39	16:01	9:05	3:23	16:01
SJ ZONE A-2 RURAL	21	0:26	18:14	9:24	4:30	15:08
SJ ZONE A-3 RURAL	13	5:15	18:16	10:52	4:13	16:33
SJ ZONE B-2 RURAL	4	0:37	14:52	6:32	5:11	14:52
SJ ZONE B-3 RURAL	23	3:57	25:37	10:53	4:54	18:04
SJ ZONE B-4 RURAL	9	1:24	17:59	8:47	6:13	17:59
SJ ZONE B-5 RURAL	15	0:24	17:00	6:38	4:01	12:45
SJ ZONE C-1 RURAL	3	5:27	8:12	6:39	1:09	8:12
SJ ZONE C-2 RURAL	28	0:25	77:05	12:19	12:59	14:38
SJ ZONE C-3 RURAL	38	0:05	14:54	6:29	4:17	12:48
SJ ZONE C-2 WILDERNESS	7	7:54	29:20	14:59	7:23	29:20
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3387	0:00	17:15	3:59	2:17	6:49
All Suburban Compliance Areas	100	0:05	16:11	7:06	3:42	11:48
All Rural Compliance Areas	154	0:05	77:05	9:07	7:16	14:59
All Wilderness Compliance Areas	7	7:54	29:20	14:59	7:23	29:20

Detailed Response Time Analysis
August 2007

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	363	0:04	10:30	3:18	1:54	5:34
SJ ZONE A-2 URBAN	68	0:05	13:12	5:49	2:30	9:05
SJ ZONE A-3 URBAN	34	0:07	12:41	5:32	3:37	12:08
SJ ZONE B-1 URBAN	1198	0:00	14:29	4:00	2:19	6:55
SJ ZONE B-2 URBAN	1402	0:03	15:50	4:05	2:13	6:45
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	104	0:04	9:49	4:30	2:03	7:04
SJ ZONE B-5 URBAN	62	0:03	12:35	5:07	2:58	8:35
SJ ZONE C-1 URBAN	252	0:00	14:06	3:53	2:07	6:22
SJ ZONE C-2 URBAN	6	4:10	7:13	6:08	1:03	7:13
SJ ZONE C-3 URBAN	6	0:57	7:08	3:51	2:05	7:08
SJ ZONE A-2 SUBURBAN	14	2:40	10:35	7:14	2:12	10:14
SJ ZONE A-3 SUBURBAN	3	5:53	6:02	5:58	0:04	6:02
SJ ZONE B-4 SUBURBAN	5	0:12	7:24	3:53	2:39	7:24
SJ ZONE B-5 SUBURBAN	5	0:23	8:17	4:09	2:30	8:17
SJ ZONE C-1 SUBURBAN	12	0:04	6:27	3:51	2:15	5:46
SJ ZONE C-2 SUBURBAN	2	3:03	3:59	3:31	0:28	3:59
SJ ZONE C-3 SUBURBAN	4	0:19	26:30	8:28	10:29	26:30
SJ ZONE A-2 RURAL	38	0:06	20:46	10:13	5:06	17:28
SJ ZONE A-3 RURAL	22	0:25	14:25	7:46	3:38	13:42
SJ ZONE B-2 RURAL	2	6:10	8:42	7:26	1:16	8:42
SJ ZONE B-3 RURAL	20	0:06	18:10	7:58	4:23	12:57
SJ ZONE B-4 RURAL	4	7:22	19:42	12:43	4:41	19:42
SJ ZONE B-5 RURAL	10	1:58	10:25	6:24	2:55	9:42
SJ ZONE C-1 RURAL	4	3:41	10:16	7:03	2:31	10:16
SJ ZONE C-2 RURAL	20	7:02	17:19	10:19	2:33	12:17
SJ ZONE C-3 RURAL	50	0:04	23:18	5:40	5:46	11:44
SJ ZONE C-2 WILDERNESS	10	1:03	16:49	11:07	3:57	13:30
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3495	0:00	15:50	4:02	2:17	6:51
All Suburban Compliance Areas	45	0:04	26:30	5:29	4:09	8:55
All Rural Compliance Areas	170	0:04	23:18	8:02	5:03	14:25
All Wilderness Compliance Areas	10	1:03	16:49	11:07	3:57	13:30

**Exemption Request Report
July 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
7/1/2007	7077926	B-2	Train	Exempt
7/2/2007	7078237	B-2	Poor location information	Not exempt
7/6/2007	70067807	C-1	Poor location information	Not exempt
7/6/2007	7080085	B-3	Off road location	Not exempt
7/11/2007	7081970	B-2	Reduced to non-emergency	Exempt
7/16/2007	70067639	B-2	Reduced to non-emergency	Exempt
7/17/2007	7084263	B-2	Poor location information	Not exempt
7/18/2007	7084545	C-1	Traffic secondary to scene	Exempt
7/18/2007	7084556	B-4	Traffic secondary to scene	Exempt
7/20/2007	7085618	B-1	Poor location information	Not exempt
7/25/2007	7087692	B-1	Train	Exempt
7/27/2007	7089177	B-2	Train	Not exempt
7/28/2007	7089338	C-3	Poor location information	Exempt
7/28/2007	7089387	B-1	Reduced to non-emergency	Not exempt
7/28/2007	7089528	B-2	Poor location information	Exempt

**Exemption Request Report
August 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
8/1/2007	7091371	B-3	Poor location information	Exempt
8/3/2007	7092260	B-3	Poor location information	exempt
8/4/2007	7092632	C-1	Traffic secondary to scene	Exempt
8/5/2007	7093087	B-1	Train	Exempt
8/6/2007	7093493	B-2	Hospital off load delays	Not exempt
8/9/2007	7094555	B-2	No patient contact	Exempt
8/9/2007	7094649	A-2	Poor location information	Exempt
8/13/2007	7096506	B-2	Train	Not exempt
8/15/2007	7097744	C-1	Hospital off load delays	Not exempt
8/15/2007	7097748	C-1	Hospital off load delays	Not exempt
8/16/2007	7097862	C-3	No patient contact	Exempt
8/16/2007	7098162	C-1	Poor location information	Exempt
8/20/2007	7099839	B-2	Road construction	Not exempt
8/20/2007	7100013	B-2	Hospital off load delays	Not exempt
8/20/2007	7100128	C-1	Poor location information	Exempt
8/24/2007	7101934	B-2	Hospital off load delays	Not exempt
8/24/2007	7102009	B-1	Hospital off load delays	Not exempt
8/25/2007	7102426	B-1	Hospital off load delays	Not exempt
8/27/2007	7103289	A-2	Poor location information	Not exempt
8/28/2007	7103743	B-2	Train	Exempt

One Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	July 07	Aug 07	Monthly Average
A-1	98%	99%	98%	99%	98%	99%	98%	98%	98%	98%	100%	99%	98.4%
A-2	79%	72%	73%	80%	88%	84%	78%	91%	83%	88%	85%	89%	82.4%
A-3	59%	70%	81%	77%	65%	86%	70%	79%	82%	90%	91%	83%	77.7%
B-1	95%	94%	92%	92%	93%	95%	95%	95%	95%	95%	94%	94%	94.1%
B-2	94%	95%	95%	93%	95%	96%	96%	96%	95%	94%	95%	95%	95.0%
B-3	92%	100%	100%	95%	94%	94%	95%	94%	88%	100%	87%	100%	94.9%
B-4	75%	83%	92%	82%	89%	92%	95%	89%	92%	84%	90%	94%	88.2%
B-5	70%	70%	76%	76%	82%	82%	88%	84%	86%	90%	84%	83%	81.0%
C-1	95%	97%	94%	97%	97%	96%	97%	98%	100%	98%	94%	96%	96.6%
C-2	97%	85%	91%	95%	90%	100%	97%	95%	95%	93%	90%	100%	94.0%
C-3	88%	93%	86%	88%	98%	98%	95%	98%	98%	98%	95%	97%	94.3%
All Zones	92%	93%	92%	92%	94%	95%	95%	95%	95%	94%	94%	95%	93.8%

Failure to Provide Data

Event Type	July 2007	August 2007
None	n/a	n/a

Mechanical Report

Event Type	Date	Preventable
Fuel line failure causing fire in engine compartment	1-Aug-2007	no

Service Complaints from Patients/Families

Event Type	July 2007	August 2007
None reported	0	0

Service Compliments

Event Type	Month
None reported	

Community Service Report

Event Type	Month
ALS bike team Lodi Lake 4th of July Celebration	July
Ambulance demonstration for Dia Del Compacino festival	July
Ambulance stand-by Columbian Independence Day	July
Ambulance demonstration for St. Bernards Church Stockton	July
CPR training Hampton Rehabilitation Center Stockton	July
CPR training Fulton Villa Stockton	July
Ambulance demonstration Kaiser Clinic Stockton	August
Participation in National Night Out in Lodi, Stockton, Tracy	August
Ambulance stand-by Tracy Recreation League	August
AED training County Administration	August
CPR training Crestwood Manor Stockton	August

EMS and First Responder Education

Event Type	Location	Month
Ambulance operations	Liberty Fire District	July
CPR training	Tracy Police Dept	July

