



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

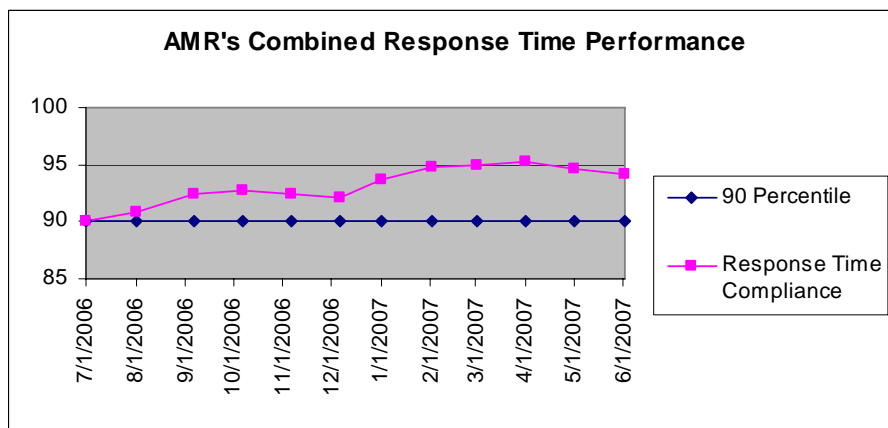
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: September 25, 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 May and June 2007.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of May and June 2007 represents the seventh 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 May and June 2007 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 94.57% for May and 94.23% for June.

As discussed in previous reports the issue of delays in transferring

care in the emergency department continues to adversely affect ambulance response times and ambulance availability. AMR is working closely with impacted hospitals and staff to improve ambulance turn around and minimize delays.

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of May and June 2007 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**

May 1, 2007 through May 30, 2007						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	337	8	97.63%	X		
SJC Zone A-2	87	15	82.76%			X
SJC Zone A-3	65	12	81.54%			X
SJC Zone B-1	1063	51	95.20%	X		
SJC Zone B-2	1323	70	94.71%	X		
SJC Zone B-3	17	2	88.24%			X
SJC Zone B-4	157	12	92.36%	X		
SJC Zone B-5	108	15	86.11%			X
SJC Zone C-1	238	1	99.58%	X		
SJC Zone C-2	41	2	95.12%	X		
SJC Zone C-3	45	1	97.78%	X		
<b>All Zones Combined</b>	<b>3481</b>	<b>189</b>	<b>94.57%</b>	<b>7</b>		<b>4</b>

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

June 1, 2007 through June 30, 2007						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	339	6	98.23%	X		
SJC Zone A-2	127	15	88.19%			X
SJC Zone A-3	61	6	90.16%	X		
SJC Zone B-1	1014	52	94.87%	X		
SJC Zone B-2	1313	78	94.06%	X		
SJC Zone B-3	25	0	100.00%	X		
SJC Zone B-4	161	25	84.47%			X
SJC Zone B-5	97	10	89.69%			X
SJC Zone C-1	262	6	97.71%	X		
SJC Zone C-2	43	3	93.02%	X		
SJC Zone C-3	57	1	98.25%	X		
<b>All Zones Combined</b>	<b>3499</b>	<b>202</b>	<b>94.23%</b>	<b>8</b>		<b>3</b>

## Fines and Penalties Report

Type of Penalty	May 2007	June 2007
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$5,400	\$4,000
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>\$25,400</b>	<b>\$19,000</b>

## Weekly Unit Hour Staffing Report

	RFP	May 2007	June 2007
Zone A	672	672	672
Zone B	1848	1860	1860
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3036</b>	<b>3036</b>

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	May 2007			June 2007		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3339	176	94.73%	3254	189	94.19%
Suburban 9:29	98	11	88.78%	93	13	86.02%
Rural 17:29	125	4	96.80%	141	0	100.00%
Wilderness 29:29	7	0	100.00%	11	0	100.00%
<b>Total</b>	<b>3569</b>	<b>191</b>	<b>94.65%</b>	<b>3499</b>	<b>202</b>	<b>94.23%</b>

**Detailed Response Time Analysis  
May 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	337	0:00	9:03	3:45	1:44	5:55
SJ ZONE A-2 URBAN	48	0:19	10:36	5:30	2:16	8:23
SJ ZONE A-3 URBAN	41	0:10	13:12	5:52	2:00	9:52
SJ ZONE B-1 URBAN	1062	0:05	14:56	4:15	2:15	6:51
SJ ZONE B-2 URBAN	1322	0:00	15:55	4:11	2:06	6:44
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	134	0:03	10:10	4:29	2:08	7:15
SJ ZONE B-5 URBAN	71	0:22	13:10	5:49	2:30	8:44
SJ ZONE C-1 URBAN	227	0:01	12:41	3:30	1:50	5:38
SJ ZONE C-2 URBAN	8	2:07	9:50	6:09	2:18	9:50
SJ ZONE C-3 URBAN	5	0:22	7:21	4:41	2:30	7:21
SJ ZONE A-2 SUBURBAN	27	1:59	15:21	8:13	3:13	13:29
SJ ZONE A-3 SUBURBAN	9	7:15	11:23	8:43	1:11	11:23
SJ ZONE B-4 SUBURBAN	14	0:55	18:07	4:52	4:36	10:09
SJ ZONE B-5 SUBURBAN	21	0:10	11:09	5:34	3:12	8:39
SJ ZONE C-1 SUBURBAN	11	0:44	6:41	4:29	1:38	6:14
SJ ZONE C-2 SUBURBAN	2	5:12	8:25	6:48	1:37	8:25
SJ ZONE C-3 SUBURBAN	12	2:03	12:46	7:00	2:54	11:40
SJ ZONE A-2 RURAL	12	0:58	26:14	11:44	6:06	17:28
SJ ZONE A-3 RURAL	14	0:42	15:57	8:44	4:03	15:29
SJ ZONE B-2 RURAL	1	3:43	3:43	3:43	0:00	3:43
SJ ZONE B-3 RURAL	17	0:09	19:28	11:00	5:21	19:05
SJ ZONE B-4 RURAL	9	5:15	21:05	11:14	4:32	21:05
SJ ZONE B-5 RURAL	16	3:15	15:48	8:10	2:00	11:48
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	24	4:30	15:21	10:37	2:51	14:00
SJ ZONE C-3 RURAL	28	0:06	16:37	6:56	5:24	16:08
SJ ZONE C-2 WILDERNESS	7	7:44	21:19	11:04	4:16	21:19
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3255	0:00	15:55	4:13	2:10	6:52
All Suburban Compliance Areas	96	0:10	18:07	6:35	3:29	11:09
All Rural Compliance Areas	121	0:06	26:14	9:22	4:54	15:34
All Wilderness Compliance Areas	7	7:44	21:19	11:04	4:16	21:19

**Detailed Response Time Analysis**  
**June 2007**

<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	339	0:02	10:43	3:36	1:51	5:55
SJ ZONE A-2 URBAN	75	0:15	11:46	5:30	2:06	7:39
SJ ZONE A-3 URBAN	38	0:15	12:31	5:48	2:45	9:36
SJ ZONE B-1 URBAN	1012	0:00	12:49	4:09	2:15	6:58
SJ ZONE B-2 URBAN	1311	0:05	17:15	4:16	2:09	6:56
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	140	0:06	13:57	5:18	2:22	8:28
SJ ZONE B-5 URBAN	75	0:09	11:43	5:17	2:25	8:25
SJ ZONE C-1 URBAN	242	0:05	10:57	3:54	1:49	5:57
SJ ZONE C-2 URBAN	8	0:22	14:26	6:53	3:55	14:26
SJ ZONE C-3 URBAN	9	1:28	5:34	3:52	1:32	5:34
SJ ZONE A-2 SUBURBAN	32	0:11	18:10	8:28	4:41	15:27
SJ ZONE A-3 SUBURBAN	11	1:08	9:05	7:04	2:03	8:57
SJ ZONE B-4 SUBURBAN	14	0:26	13:17	7:12	3:31	12:32
SJ ZONE B-5 SUBURBAN	8	4:39	8:14	6:17	1:03	8:14
SJ ZONE C-1 SUBURBAN	17	0:15	17:39	6:00	3:50	11:57
SJ ZONE C-2 SUBURBAN	2	5:07	5:39	5:23	0:16	5:39
SJ ZONE C-3 SUBURBAN	9	0:18	14:48	8:49	4:09	14:48
SJ ZONE A-2 RURAL	20	1:17	17:28	12:15	4:15	17:10
SJ ZONE A-3 RURAL	12	5:39	11:33	8:32	1:53	11:03
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	25	0:20	15:53	8:44	3:56	13:53
SJ ZONE B-4 RURAL	6	2:57	14:41	9:22	4:28	14:41
SJ ZONE B-5 RURAL	14	2:52	13:54	6:40	2:44	9:26
SJ ZONE C-1 RURAL	3	6:13	10:38	9:02	2:00	10:38
SJ ZONE C-2 RURAL	23	2:21	15:07	9:16	2:48	12:33
SJ ZONE C-3 RURAL	38	0:05	16:56	6:23	4:24	12:44
SJ ZONE C-2 WILDERNESS	10	4:03	21:47	13:26	4:27	16:45
SJ ZONE C-3 WILDERNESS	1	14:50	14:50	14:50	0:00	0:00
All Urban Compliance Areas	3249	0:00	17:15	4:15	2:12	7:00
All Suburban Compliance Areas	93	0:11	18:10	7:26	3:57	12:59
All Rural Compliance Areas	141	0:05	17:28	8:30	4:11	3:53
All Wilderness Compliance Areas	11	4:03	21:47	3:33	4:16	16:45

**Exemption Request Report  
May 2007**

<b>Date</b>	<b>Incident ID</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
5/4/2007	05042007-0001486	B-4	Reduced to code 2	Exempt
5/5/2007	7053849	B-1	Train	Exempt
5/5/2007	7054054	B-2	Train	Exempt
5/6/2007	7054380	B-2	Incorrect address from caller	Exempt
5/7/2007	05072007-0000438	C-3	Incorrect address from caller	Exempt
5/7/2007	7054841	B-1	Delayed at hospital	Exempt
5/7/2007	7054862	B-5	Train	Exempt
5/7/2007	7054888	B-1	Delayed at hospital	Exempt
5/7/2007	7054924	B-2	Delayed at hospital	Exempt
5/7/2007	7054979	B-1	Delayed at hospital	Exempt
5/7/2007	7054982	B-2	Delayed at hospital	Exempt
5/8/2007	7055212	B-1	Delayed at hospital	Exempt
5/8/2007	05082007-0000834	A-2	Incorrect address from caller	Exempt
5/9/2007	05092007-0001547	B-4	Road construction	Exempt
5/10/2007	7056341	B-2	Train	Exempt
5/11/2007	05112007-0001591	B-2	Reduced to code 2	Exempt
5/12/2007	7056837	B-2	Delayed at hospital	Exempt
5/12/2007	7057091	B-1	Motor vehicle collision	Exempt
5/13/2007	7057425	B-1	Delayed at hospital	Exempt
5/15/2007	05152007-0000639	C-1	Incorrect address from caller	Exempt
5/16/2007	7058528	A-1	Train	Exempt
5/18/2007	7059444	B-2	Delayed at hospital	Exempt
5/22/2007	05222007-0000807	C-1	Incorrect address from caller	Exempt
5/23/2007	7061448	B-1	Delayed at hospital	Exempt
5/23/2007	7061551	B-1	Road construction	Exempt
5/23/2007	7061604	B-2	Delayed at hospital	Exempt
5/23/2007	05232007-0001775	B-4	Delayed at hospital	Exempt
5/23/2007	7061744	B-1	Delayed at hospital	Exempt
5/24/2007	7061840	B-1	Delayed at hospital	Exempt
5/24/2007	05242007-0001790	B-2	Incorrect address from caller	Exempt
5/24/2007	7062175	B-2	Delayed at hospital	Exempt
5/24/2007	05242007-0000943	A-3	Road construction	Exempt
5/26/2007	7063012	B-2	Train	Exempt
5/28/2007	7063723	B-1	Delayed at hospital	Exempt
5/28/2007	05282007-0001855	B-4	Road construction	Exempt
5/29/2007	7064338	B-1	Delayed at hospital	Exempt
5/30/2007	7064636	B-5	Incorrect address from caller	Exempt

**Exemption Request Report**  
**June 2007**

<b>Date</b>	<b>Incident ID</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
6/1/2007	7065497	B-2	Delayed at hospital	Non-exempt
6/1/2007	7065561	B-1	Delayed at hospital	Non-exempt
6/1/2007	06012007-0001919	B-5	Delayed at hospital	Non-exempt
6/2/2007	06022007-0001000	A-2	Reduced to code 2	Exempt
6/2/2007	7065682	B-2	Incorrect address from caller	Non-exempt
6/3/2007	06032007-0001021	A-3	Reduced to code 2	Exempt
6/4/2007	7066814	B-2	Delayed at hospital	Non-exempt
6/7/2007	7067678	B-2	Train	Exempt
6/8/2007	7068432	B-2	Incorrect address from caller	Exempt
6/10/2007	70067224	C-1	Train	Exempt
6/11/2007	70067147	A-3	Delayed at hospital	Non-exempt
6/11/2007	7069503	B-4	Delayed at hospital	Non-exempt
6/13/2007	7070428	B-1	Cancelled UTL	Exempt
6/14/2007	70067169	A-2	Delayed at hospital	Non-exempt
6/14/2007	70067242	B-4	Delayed at hospital	Non-exempt
6/14/2007	7070842	B-2	Incorrect address from caller	Exempt
6/15/2007	70067330	C-1	Cancelled UTL	Exempt
6/17/2007	70067373	C-3	Incorrect address from caller	Exempt
6/17/2007	70067218	A-2	Reduced to code 2	Exempt
6/20/2007	70067438	C-3	Traffic secondary to incident	Exempt
6/21/2007	70067458	C-1	None	Non-exempt
6/22/2007	7073999	B-2	Second request after cancel	Non-exempt
6/24/2007	7074721	B-5	Reduced to code 2	Exempt
6/24/2007	7074744	B-2	Ambulance collision	Non-exempt
6/26/2007	70067308	A-2	Incorrect address from caller	Exempt
6/26/2007	7075843	B-4	Incorrect address from caller	Non-exempt
6/27/2007	7076080	B-1	Incorrect address from caller	Exempt
6/27/2007	7076279	A-2	Reduced to code 2	Exempt
6/27/2007	7076326	B-2	Incorrect address from caller	Exempt
6/28/2007	7076472	B-2	Delayed at hospital	Non-exempt
6/28/2007	7076539	B-2	Delayed at hospital	Non-exempt
6/28/2007	7076673	B-1	Delayed at hospital	Non-exempt
6/30/2007	70067651	C-1	Incorrect address from caller	Exempt

## 12 Month Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Monthly Average
A-1	95%	96%	98%	99%	98%	99%	98%	99%	98%	98%	98%	98%	97.8%
A-2	74%	63%	79%	72%	73%	80%	88%	84%	78%	91%	83%	88%	79.4%
A-3	65%	53%	59%	70%	81%	77%	65%	86%	70%	79%	82%	90%	73.1%
B-1	93%	94%	95%	94%	92%	92%	93%	95%	95%	95%	95%	95%	93.9%
B-2	92%	94%	94%	95%	95%	93%	95%	96%	96%	96%	95%	94%	94.6%
B-3	89%	87%	92%	100%	100%	95%	94%	94%	95%	94%	88%	100%	94.0%
B-4	75%	81%	75%	83%	92%	82%	89%	92%	95%	89%	92%	84%	85.8%
B-5	74%	72%	70%	70%	76%	76%	82%	82%	88%	84%	86%	90%	79.3%
C-1	92%	92%	95%	97%	94%	97%	97%	96%	97%	98%	100%	98%	96.1%
C-2	93%	87%	97%	85%	91%	95%	90%	100%	97%	95%	95%	93%	93.3%
C-3	92%	91%	88%	93%	86%	88%	98%	98%	95%	98%	98%	98%	93.6%
<b>All Zones</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>94%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>93.2%</b>

### Failure to Provide Data

Event Type	May 2007	June 2007
	0	0

### Mechanical Report

Event Type	Month	Preventable
Flat Tire	May-07	No
Flat Tire	June-07	No

### Service Complaints from Patients/Families

Event Type	May 2007	June 2007
None reported	0	0

### Service Compliments

Event Type	Month
None reported	N/A



## Community Service Report

Event Type	Month
Ambulance demonstrations at 15 locations	May-07
Every 15 Minutes program Linden High School	May-07
Every 15 Minutes program Bear Creek High School	May-07
Every 15 Minutes program Edison High School	May-07
Ambulance stand-by Lodi Street Fair	May-07
First aid stand-by Victory Park	May-07
EMS presentation Little Methodist Preschool Lodi	May-07
First aid stand-by Zinfest Lodi Lake Recreation Area	May-07
First aid standby Avenue of the Vines Marathon Lodi	May-07
Sheriff Boat Patrol paramedic staffing during Memorial Weekend	May-07
Ambulance demonstrations at 4 locations	Jun-07
Ambulance standby UOP Foot Race	Jun-07
Ambulance standby Relay for Life Stockton	Jun-07
Paramedic standby Delta Velo Professional Bike Tour	Jun-07
Ambulance standby Grupe County Fair Acampo	Jun-07

## EMS and First Responder Education

Event Type	Location	Month
None reported		

