



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

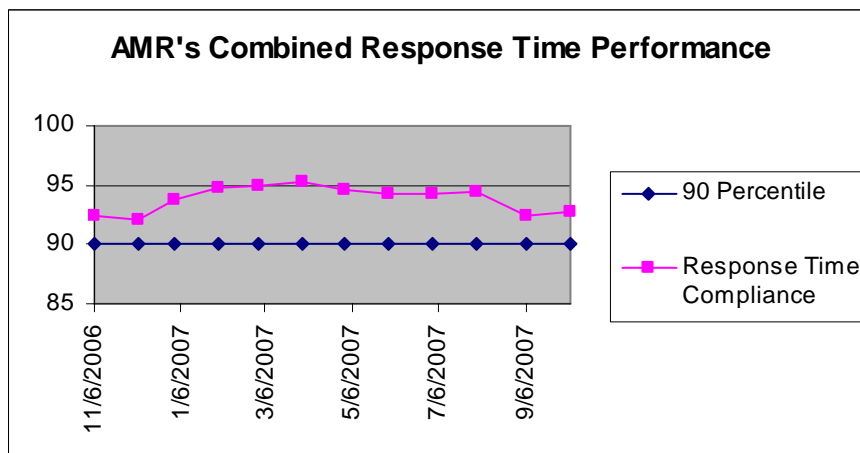
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 7, 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 September and October 2007.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of September and October 2007 represents the ninth 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 September and October 2007 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 94.15% for September and 94.58% for October.

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of September and October 2007 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

September 1, 2007 through September 30, 2007

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	363	8	97.80%	X	
SJC Zone A-2	119	13	89.08%		X
SJC Zone A-3	45	6	86.67%		X
SJC Zone B-1	1104	57	94.84%	X	
SJC Zone B-2	1358	76	94.40%	X	
SJC Zone B-3	20	1	95.00%	X	
SJC Zone B-4	116	16	86.21%		X
SJC Zone B-5	130	22	83.08%		X
SJC Zone C-1	299	12	95.99%	X	
SJC Zone C-2	46	2	95.65%	X	
SJC Zone C-3	94	3	96.81%	X	
All Zones Combined	3694	216	94.15%	7	4

Response Time Compliance Report by 30 Day Rolling Period

October 1, 2007 through October 30, 2007

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	377	6	98.41%	X	
SJC Zone A-2	129	16	87.60%		X
SJC Zone A-3	48	7	85.42%		X
SJC Zone B-1	1089	55	94.95%	X	
SJC Zone B-2	1271	63	95.04%	X	
SJC Zone B-3	13	0	100.00%	X	
SJC Zone B-4	135	11	91.85%	X	
SJC Zone B-5	104	17	83.65%		X
SJC Zone C-1	268	13	95.15%	X	
SJC Zone C-2	52	4	92.31%	X	
SJC Zone C-3	73	1	98.63%	X	
All Zones Combined	3559	193	94.58%	8	3

Fines and Penalties Report

Type of Penalty	September 2007	October 2007
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$4,360	\$4,480
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	\$24,360	\$19,480

Weekly Unit Hour Staffing Report

	RFP	September 2007	October 2007
Zone A	672	672	672
Zone B	1848	2245	2343
Zone C	504	504	504
Total	3024	3421	3519

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	September 2007			October 2007		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3417	207	93.94%	3405	187	94.51%
Suburban 9:29	51	6	88.24%	59	6	89.83%
Rural 17:29	220	3	98.64%	202	5	97.52%
Wilderness 29:29	6	0	100.00%	18	0	100.00%
Total	3694	216	94.15%	3684	198	94.63%

**Detailed Response Time Analysis
September 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	361	0:00	9:50	3:34	2:06	6:14
SJ ZONE A-2 URBAN	65	0:05	12:21	5:40	2:44	9:03
SJ ZONE A-3 URBAN	23	3:01	16:27	6:24	2:47	8:28
SJ ZONE B-1 URBAN	1103	0:00	20:26	3:58	2:27	6:53
SJ ZONE B-2 URBAN	1356	0:03	17:13	4:06	2:19	6:49
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	98	0:05	11:03	5:07	2:21	8:10
SJ ZONE B-5 URBAN	109	0:03	11:54	4:22	3:09	8:37
SJ ZONE C-1 URBAN	280	0:04	21:43	3:50	2:27	6:33
SJ ZONE C-2 URBAN	8	0:05	16:07	6:00	4:39	16:07
SJ ZONE C-3 URBAN	9	0:00	9:24	5:38	2:38	9:24
SJ ZONE A-2 SUBURBAN	14	2:45	10:22	7:13	2:07	10:06
SJ ZONE A-3 SUBURBAN	2	2:01	8:20	5:10	3:10	8:20
SJ ZONE B-4 SUBURBAN	10	0:56	13:33	6:38	4:12	12:00
SJ ZONE B-5 SUBURBAN	8	0:03	7:21	4:11	2:41	7:21
SJ ZONE C-1 SUBURBAN	14	0:07	16:09	4:57	3:47	8:06
SJ ZONE C-2 SUBURBAN	2	4:37	5:18	4:57	0:21	5:18
SJ ZONE C-3 SUBURBAN	1	5:17	5:17	5:17	0:00	5:17
SJ ZONE A-2 RURAL	40	0:05	19:10	10:56	4:19	16:28
SJ ZONE A-3 RURAL	19	1:16	14:50	7:40	3:13	10:59
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	20	0:06	22:24	9:29	4:58	15:51
SJ ZONE B-4 RURAL	8	5:40	15:27	10:15	3:10	15:27
SJ ZONE B-5 RURAL	13	3:15	14:50	8:55	3:56	13:08
SJ ZONE C-1 RURAL	5	4:51	10:05	6:59	1:51	10:05
SJ ZONE C-2 RURAL	31	0:46	15:24	9:12	3:30	13:27
SJ ZONE C-3 RURAL	83	0:02	18:06	4:48	5:28	13:09
SJ ZONE C-2 WILDERNESS	5	0:32	13:21	8:30	4:16	13:21
SJ ZONE C-3 WILDERNESS	1	10:34	10:34	10:34	0:00	10:34
All Urban Compliance Areas	3412	0:00	21:43	4:04	2:27	6:59
All Suburban Compliance Areas	51	0:03	16:09	5:48	3:23	10:06
All Rural Compliance Areas	219	0:02	22:24	7:43	5:12	14:35
All Wilderness Compliance Areas	6	0:32	13:21	8:51	3:58	13:21

Detailed Response Time Analysis
October 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	374	0:04	11:00	3:29	2:02	5:53
SJ ZONE A-2 URBAN	67	0:05	12:50	5:36	2:55	9:18
SJ ZONE A-3 URBAN	18	2:40	10:01	5:37	2:05	9:34
SJ ZONE B-1 URBAN	1086	0:05	24:29	3:55	2:22	6:42
SJ ZONE B-2 URBAN	1267	0:04	16:14	4:01	2:12	6:37
SJ ZONE B-3 URBAN	0					0:00
SJ ZONE B-4 URBAN	112	0:05	15:33	4:53	2:21	7:23
SJ ZONE B-5 URBAN	88	0:04	13:45	5:00	2:00	9:05
SJ ZONE C-1 URBAN	254	0:05	14:21	3:46	2:06	6:02
SJ ZONE C-2 URBAN	6	4:28	11:44	7:36	2:22	11:44
SJ ZONE C-3 URBAN	2	0:13	3:18	1:45	1:33	3:18
SJ ZONE A-2 SUBURBAN	16	0:08	11:49	5:59	2:38	8:02
SJ ZONE A-3 SUBURBAN	6	7:16	11:28	9:19	1:25	11:28
SJ ZONE B-4 SUBURBAN	15	0:06	14:09	3:54	3:44	8:09
SJ ZONE B-5 SUBURBAN	5	2:44	8:09	4:18	2:02	8:09
SJ ZONE C-1 SUBURBAN	9	3:21	29:39	6:55	8:04	29:39
SJ ZONE C-2 SUBURBAN	0					0:00
SJ ZONE C-3 SUBURBAN	6	4:18	8:56	7:18	1:33	8:56
SJ ZONE A-2 RURAL	45	0:40	39:24	11:48	6:27	15:59
SJ ZONE A-3 RURAL	24	3:45	15:08	9:29	2:51	13:04
SJ ZONE B-2 RURAL	1	9:49	9:49	9:49	0:00	9:49
SJ ZONE B-3 RURAL	13	0:03	16:37	8:52	4:53	15:47
SJ ZONE B-4 RURAL	8	0:11	17:32	10:15	6:20	17:32
SJ ZONE B-5 RURAL	11	0:05	13:57	7:49	4:40	12:43
SJ ZONE C-1 RURAL	4	4:07	8:45	6:25	2:17	8:45
SJ ZONE C-2 RURAL	29	0:06	18:44	9:07	4:31	16:30
SJ ZONE C-3 RURAL	62	0:03	20:00	5:09	5:39	12:21
SJ ZONE C-2 WILDERNESS	17	0:32	24:54	12:52	6:04	23:45
SJ ZONE C-3 WILDERNESS	1	13:45	13:45	13:45	0:00	13:45
All Urban Compliance Areas	3274	0:04	24:29	4:00	2:19	6:45
All Suburban Compliance Areas	57	0:06	29:39	5:55	4:26	10:05
All Rural Compliance Areas	197	0:03	39:24	8:26	5:52	15:21
All Wilderness Compliance Areas	18	0:32	24:54	12:55	5:54	23:45

**Exemption Request Report
September 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
9/1/2007	7106129	B-1	Narrow access multiple agency response	Exempt
9/2/2007	7106389	C-1	Poor location information - primary PSAP	Exempt
9/3/2007	7106961	B-2	Reduced to non-emergency	Exempt
9/4/2007	7107439	B-5	Poor location information - primary PSAP	Exempt
9/6/2007	7108517	B-4	Non-emergency response (coding error)	Not Exempt
9/7/2007	7109060	C-1	Poor location information - reporting party	Exempt
9/7/2007	7109095	A-1	Train (late regardless of train delay)	Not Exempt
9/13/2007	7111661	B-2	Hospital delays	Exempt
9/15/2007	7112495	B-5	UTL - No patient contact	Exempt
9/18/2007	7114090	B-1	Poor location information - reporting party	Exempt
9/19/2007	7114255	A-2	Poor location info (incorrect assignment)	Not Exempt
9/21/2007	7115308	B-2	Train (late regardless of train delay)	Not Exempt
9/23/2007	7116084	C-1	Poor location info (driver error)	Not Exempt
9/24/2007	7116773	B-1	Hospital delays	Exempt
9/24/2007	7116835	B-2	Poor location info - secondary PSAP	Exempt
9/25/2007	7117137	B-2	Motor vehicle accident (preventable)	Not Exempt
9/30/2007	7119466	B-1	Road construction	Exempt
9/30/2007	7119625	A-2	Train	Exempt

**Exemption Request Report
October 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
10/4/2007	7121375	A-2	Call located in Sacramento County	Exempt
10/9/2007	7123481	C-1	Traffic at scene (driving error)	Not Exempt
10/10/2007	7124000	A-1	Poor location info (driving error)	Not Exempt
10/11/2007	7124561	A-2	Train	Exempt
10/12/2007	7125281	B-4	Poor location info - secondary PSAP	Exempt
10/13/2007	7125660	B-1	Poor location info (correctable)	Not Exempt
10/16/2007	7126760	B-1	Hospital delays	Exempt
10/18/2007	7127963	B-1	Hospital delays	Exempt
10/19/2007	7128380	B-2	Poor location info - secondary PSAP	Exempt
10/25/2007	7130989	B-2	Road construction (driving error)	Not Exempt
10/29/2007	7132938	A-2	Poor location information - reporting party	Exempt
10/30/2007	7133228	A-2	Code 2 response (coding error)	Not Exempt

Contract Year 1 Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	July 07	Aug 07	Sep 07	Oct 07	Monthly Average
A-1	98%	99%	98%	99%	98%	98%	98%	98%	100%	99%	98%	98%	98.3%
A-2	73%	80%	88%	84%	78%	91%	83%	88%	85%	89%	89%	88%	84.6%
A-3	81%	77%	65%	86%	70%	79%	82%	90%	91%	83%	87%	85%	81.4%
B-1	92%	92%	93%	95%	95%	95%	95%	95%	94%	94%	95%	95%	94.2%
B-2	95%	93%	95%	96%	96%	96%	95%	94%	95%	95%	94%	95%	95.0%
B-3	100%	95%	94%	94%	95%	94%	88%	100%	87%	100%	95%	100%	95.2%
B-4	92%	82%	89%	92%	95%	89%	92%	84%	90%	94%	86%	92%	89.8%
B-5	76%	76%	82%	82%	88%	84%	86%	90%	84%	83%	83%	84%	83.2%
C-1	94%	97%	97%	96%	97%	98%	100%	98%	94%	96%	96%	95%	96.5%
C-2	91%	95%	90%	100%	97%	95%	95%	93%	90%	100%	96%	92%	94.5%
C-3	86%	88%	98%	98%	95%	98%	98%	98%	95%	97%	97%	99%	95.6%
All Zones	92%	92%	94%	95%	95%	95%	95%	95%	94%	94%	95%	94%	94.1%

Failure to Provide Data

Event Type	September 2007	October 2007
None	n/a	n/a

Mechanical Report

Event Type	Date	Preventable
None	n/a	n/a

Service Complaints from Patients/Families

Event Type	September 2007	October 2007
None reported	0	0

Community Service Report

Event Type	Month
Ambulance demonstration for Julia Morgan School, Stockton	September
Ambulance demonstration for Traina Elementary School, Tracy	September
Ambulance stand-by San Joaquin Diabetic Association, Civic Auditorium, Stockton	September
Ambulance demonstration for Creative Childcare, Stockton	September
Ambulance demonstration for Joe Serna School, Lodi	September
Ambulance stand-by for Inland Coastal Clean-up, various locations	September
Ambulance bike team stand-by Gould Health Fair, Stockton	September
Ambulance bike team stand-by Grape Festival, Lodi	September
Ambulance demonstration for Jacobson School, Tracy	September
Child Safety Seat Program, Tracy Toyota	September
Ambulance demonstration for Special Education Department, Tracy	September
Ambulance stand-by AHA heart Walk, Stockton	September
Ambulance bike team stand-by Run for the Ribbon, Tracy	September
First aid training, Fulton Villa Rehabilitation, Stockton	September
Ambulance demonstration for West High School, Tracy	October
Ambulance demonstration for Elmwood Elementary, Stockton	October
Ambulance stand-by Horse Show, Acampo	October
Ambulance demonstration for Carson Oaks Church, Stockton	October
Ambulance demonstration for Wickland Elementary, Mountain House	October
Ambulance demonstration for Head Start, Stockton	October
Ambulance demonstration for Turner Elementary School, Lodi	October
Ambulance demonstration for Manilo Silva Elementary School, Stockton	October
Ambulance demonstration for Pulliam Elementary School, Stockton	October
Ambulance demonstration for Colledgeville Elementary School, Colledgeville	October
Ambulance demonstration for Fremont Middle School, Stockton	October

EMS and First Responder Education

Event Type	Location	Month
Neonatal transport training with NICU staff	SJGH	September
Basic life support training	Thornton Fire District	October

