



# San Joaquin County Emergency Medical Services Agency



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

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

Fax Number  
(209) 468-6725

## Memorandum

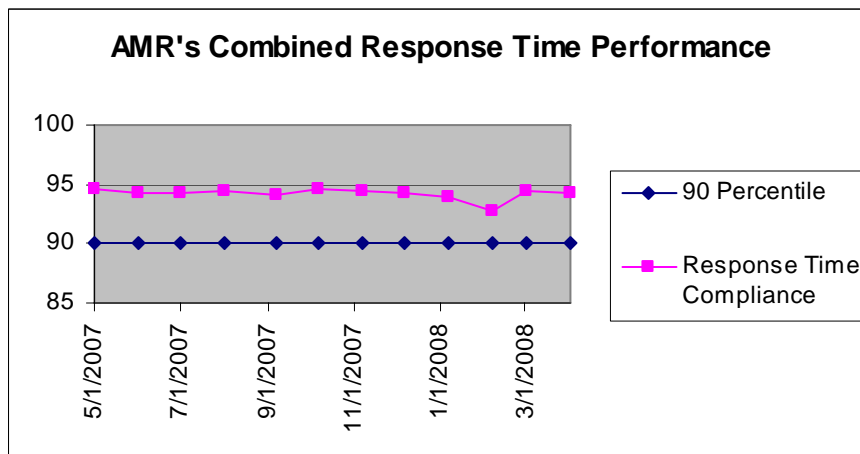
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: June 23, 2008

SUBJECT: Emergency Medical Services (EMS) Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response (AMR) for March and April 2008.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of March and April 2008 represents the twelfth 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.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 94.41% for March and 94.33% for April.

AMR is authorized under the provisions of the ambulance contract to increase patient charges by 4.9% on the first

day of May in the years 2008, 2009, and 2010. The contract also specifies that AMR may request approval to "for an increase in patient charges to mitigate unforeseen financial impacts of events that are beyond [AMR's] control". In May 2008, AMR submitted a request to increase the per loaded mile charge to mitigate the 40% rise in fuel costs in the past 12 months. The EMS Agency approved AMR's request to increase the per-loaded mile charge from \$19.93 to \$24.83 effective July 1, 2008.

The compliance report may be viewed on the EMS Agency's website: [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**

March 1, 2008 through March 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	424	7	98.35%	X		
SJC Zone A-2	94	10	89.36%			X
SJC Zone A-3	58	10	82.76%			X
SJC Zone B-1	1,248	78	93.75%	X		
SJC Zone B-2	1,404	66	95.30%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	130	20	84.62%			X
SJC Zone B-5	109	13	88.07%			X
SJC Zone C-1	289	10	96.54%	X		
SJC Zone C-2	54	3	94.44%	X		
SJC Zone C-3	81	1	98.77%	X		
<b>All Zones Combined</b>	<b>3,902</b>	<b>218</b>	<b>94.41%</b>	<b>7</b>		<b>4</b>

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

April 1, 2008 through April 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	378	12	96.83%	X		
SJC Zone A-2	104	20	80.77%			X
SJC Zone A-3	46	4	91.30%	X		
SJC Zone B-1	1,250	67	94.64%	X		
SJC Zone B-2	1,392	73	94.76%	X		
SJC Zone B-3	10	0	100.00%	X		
SJC Zone B-4	135	20	85.19%			X
SJC Zone B-5	100	12	88.00%			X
SJC Zone C-1	278	7	97.48%	X		
SJC Zone C-2	44	0	100.00%	X		
SJC Zone C-3	58	0	100.00%	X		
<b>All Zones Combined</b>	<b>3,795</b>	<b>215</b>	<b>94.33%</b>	<b>8</b>		<b>3</b>

## Fines and Penalties Report

Type of Penalty	March 2008	April 2008
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$5,100	\$4,220
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>\$25,100</b>	<b>\$19,220</b>

## Weekly Unit Hour Staffing Report

	RFP	March 2008	April 2008
Zone A	672	672	672
Zone B	1848	1860	1860
Zone B *non dedicated	0	432	432
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3468</b>	<b>3468</b>

\*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	March 2008			April 2008		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,752	207	94.48%	3,582	203	94.33%
Suburban 9:29	71	10	85.92%	48	9	81.25%
Rural 17:29	177	7	96.05%	151	3	98.01%
Wilderness 29:29	25	1	96.00%	14	0	100.00%
<b>Total</b>	<b>4,025</b>	<b>225</b>	<b>94.41%</b>	<b>3,795</b>	<b>215</b>	<b>94.33%</b>

**Detailed Response Time Analysis  
March 2008**

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	424	0:04	10:16	3:52	1:55	6:16
SJ ZONE A-2 URBAN	57	0:08	10:16	5:30	1:59	7:59
SJ ZONE A-3 URBAN	17	2:01	13:19	7:05	3:05	11:33
SJ ZONE B-1 URBAN	1,247	0:00	20:07	4:18	2:20	7:04
SJ ZONE B-2 URBAN	1,403	0:03	14:42	4:16	2:08	6:47
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	107	0:03	14:31	5:21	2:26	8:21
SJ ZONE B-5 URBAN	87	0:00	11:40	5:16	2:34	8:53
SJ ZONE C-1 URBAN	277	0:03	17:32	3:55	2:10	6:21
SJ ZONE C-2 URBAN	4	3:43	7:37	5:31	1:25	7:37
SJ ZONE C-3 URBAN	8	0:05	5:18	3:41	1:33	5:18
SJ ZONE A-2 SUBURBAN	13	4:53	9:47	6:58	1:41	9:44
SJ ZONE A-3 SUBURBAN	16	3:34	11:08	7:09	2:11	10:39
SJ ZONE B-4 SUBURBAN	14	0:49	12:37	7:01	3:29	10:54
SJ ZONE B-5 SUBURBAN	6	3:50	9:00	5:26	1:52	9:00
SJ ZONE C-1 SUBURBAN	11	0:03	13:26	4:28	3:29	7:45
SJ ZONE C-2 SUBURBAN	3	3:12	4:29	3:52	0:32	4:29
SJ ZONE C-3 SUBURBAN	8	4:14	13:05	7:12	2:33	13:05
SJ ZONE A-2 RURAL	23	0:04	19:23	9:35	5:25	16:24
SJ ZONE A-3 RURAL	25	0:05	15:09	8:05	3:39	12:30
SJ ZONE B-2 RURAL	1	6:10	6:10	6:10	0:00	6:10
SJ ZONE B-3 RURAL	11	4:39	12:50	9:18	2:32	12:12
SJ ZONE B-4 RURAL	9	5:16	24:42	13:08	5:37	24:42
SJ ZONE B-5 RURAL	16	0:14	21:20	9:06	5:20	20:45
SJ ZONE C-1 RURAL	1	6:39	6:39	6:39	0:00	6:39
SJ ZONE C-2 RURAL	23	0:49	34:59	11:24	6:23	16:23
SJ ZONE C-3 RURAL	64	0:02	16:07	5:25	5:04	11:55
SJ ZONE C-2 WILDERNESS	24	0:13	37:43	11:45	8:36	20:38
SJ ZONE C-3 WILDERNESS	1	13:03	13:03	13:03	0:00	13:03
All Urban Compliance Areas	3,631	0:00	20:07	4:18	2:14	6:56
All Suburban Compliance Areas	71	0:03	13:26	6:24	2:51	9:56
All Rural Compliance Areas	173	0:02	34:59	8:09	5:36	13:50
All Wilderness Compliance Areas	25	0:13	37:43	11:48	8:25	20:38

**Detailed Response Time Analysis**  
**April 2008**

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	378	0:04	14:13	3:51	2:06	6:17
SJ ZONE A-2 URBAN	59	0:21	12:53	6:03	2:04	8:29
SJ ZONE A-3 URBAN	24	0:59	10:14	5:18	2:25	9:03
SJ ZONE B-1 URBAN	1,249	0:00	15:33	4:12	2:12	6:48
SJ ZONE B-2 URBAN	1,391	0:02	13:40	4:18	2:09	6:48
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	112	0:03	13:10	5:19	2:16	8:09
SJ ZONE B-5 URBAN	85	0:02	11:12	5:05	2:46	8:22
SJ ZONE C-1 URBAN	268	0:00	9:36	3:37	1:58	6:27
SJ ZONE C-2 URBAN	6	4:16	6:31	5:26	0:54	6:31
SJ ZONE C-3 URBAN	8	3:24	7:09	4:53	1:05	7:09
SJ ZONE A-2 SUBURBAN	14	5:47	11:27	8:32	1:21	10:09
SJ ZONE A-3 SUBURBAN	1	9:06	9:06	9:06	0:00	9:06
SJ ZONE B-4 SUBURBAN	14	0:08	13:59	6:52	4:29	12:31
SJ ZONE B-5 SUBURBAN	6	1:35	6:42	4:18	1:39	6:42
SJ ZONE C-1 SUBURBAN	9	0:07	17:50	5:00	4:47	17:50
SJ ZONE C-2 SUBURBAN	2	5:26	9:18	7:22	1:56	9:18
SJ ZONE C-3 SUBURBAN	2	6:33	7:36	7:04	0:32	7:36
SJ ZONE A-2 RURAL	31	0:08	19:22	10:17	5:03	17:27
SJ ZONE A-3 RURAL	21	0:03	16:42	9:55	3:57	14:42
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	10	0:02	18:14	6:57	5:05	11:33
SJ ZONE B-4 RURAL	8	4:41	19:25	13:15	5:37	19:25
SJ ZONE B-5 RURAL	8	4:35	12:32	8:41	2:45	12:32
SJ ZONE C-1 RURAL	1	5:24	5:24	5:24	0:00	5:24
SJ ZONE C-2 RURAL	24	6:27	16:49	10:50	2:31	14:29
SJ ZONE C-3 RURAL	46	0:02	19:17	5:59	5:24	13:28
SJ ZONE C-2 WILDERNESS	12	0:08	18:20	10:48	5:41	17:21
SJ ZONE C-3 WILDERNESS	2	9:44	14:31	12:07	2:24	14:31
All Urban Compliance Areas	3,580	0:00	15:33	4:15	2:12	6:52
All Suburban Compliance Areas	48	0:07	17:50	6:45	3:41	11:27
All Rural Compliance Areas	149	0:02	19:25	8:49	16:42	16:42
All Wilderness Compliance Areas	14	0:08	18:20	10:59	5:21	17:21

**Exemption Request Report  
March 2008**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
03/03/2008	8028022	B-2	Poor location information from SFD	Exempt
03/03/2008	8028242	A-2	Corrected by AVL	Exempt
03/03/2008	8028346	B-2	Units delayed at hospitals	Exempt
03/04/2008	8028687	B-1	Units delayed at hospitals	Exempt
03/05/2008	8029074	A-1	Poor location information from SFD	Exempt
03/06/2008	8029280	B-2	Train	Exempt
03/07/2008	8030095	B-1	Units delayed at hospitals	Exempt
03/07/2008	8030116	B-2	Units delayed at hospitals	Exempt
03/09/2008	8030634	B-2	Traffic secondary to accident	Exempt
03/10/2008	8031460	B-1	Not exempt dispatcher error	Not Exempt
03/11/2008	8031583	A-1	Downgrade to code 2	Not Exempt
03/11/2008	8031632	B-5	Corrected by AVL	Exempt
03/11/2008	8031908	C-2	Corrected by AVL	Exempt
03/12/2008	8032379	A-1	Train	Exempt
03/12/2008	8032421	B-2	Units delayed at hospitals	Exempt
03/16/2008	8033950	B-4	Units delayed at hospitals	Exempt
03/17/2008	8034402	B-1	Units delayed at hospitals	Not Exempt
03/18/2008	8034923	A-2	Units delayed at hospitals	Exempt
03/18/2008	8035039	B-1	Units delayed at hospitals	Exempt
03/19/2008	8035153	B-1	Poor location information from SFD	Exempt
03/22/2008	8036414	B-5	Poor location information from SFD	Exempt
03/24/2008	8037503	C-1	Poor location information from RP	Not Exempt
03/25/2008	8037836	B-1	Road construction	Exempt
03/25/2008	8037872	B-1	Road construction	Exempt
03/26/2008	8038259	B-5	Train	Exempt
03/27/2008	8038789	B-4	MCI in progress	Not Exempt
03/27/2008	8038851	B-2	Units delayed at hospitals	Exempt
03/28/2008	8039114	B-5	Train	Exempt
03/29/2008	8039455	B-5	Poor location information from CHP	Exempt
03/30/2008	8039817	A-2	Corrected by AVL	Exempt
03/30/2008	8039910	B-2	Poor location information from SFD	Exempt
03/31/2008	8040226	A-2	Corrected by AVL	Exempt
03/31/2008	8040237	B-4	Poor location information from CHP	Exempt

**Exemption Request Report**  
**April 2008**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
04/01/2008	8040837	B-5	Corrected by AVL	Exempt
04/02/2008	8041178	B-4	Corrected by AVL	Exempt
04/03/2008	8041342	B-1	Poor location information from PSAP	Exempt
04/03/2008	8041637	B-2	Ambulance came across another accident	Exempt
04/03/2008	8041706	B-2	Ambulance came across another accident	Exempt
04/05/2008	8042517	B-4	Corrected by AVL	Exempt
04/07/2008	8043046	B-4	Corrected by AVL	Exempt
04/09/2008	8043899	B-2	Not exempt driver discretion	Not Exempt
04/09/2008	8044201	B-2	Units delayed at hospitals	Exempt
04/11/2008	8044984	B-4	Poor location information from PSAP	Exempt
04/13/2008	8045647	B-2	Not exempt dispatcher error	Not Exempt
04/13/2008	8045824	A-2	Corrected by AVL	Exempt
04/14/2008	8046134	B-5	Corrected by AVL	Exempt
04/15/2008	8046598	B-3	Corrected by AVL	Exempt
04/15/2008	8046763	B-1	Units delayed at hospitals	Exempt
04/16/2008	8047013	C-3	Poor location information from PSAP	Exempt
04/17/2008	8047792	B-1	Units delayed at hospitals	Exempt
04/20/2008	8048747	B-4	Road construction	Exempt
04/21/2008	8049412	A-2	Poor location information from RP	Exempt
04/26/2008	8051198	B-5	Poor location information from PSAP	Exempt
04/29/2008	8052536	B-2	Not exempt avoidable train delay	Not Exempt
04/29/2008	8052656	B-4	Units delayed at hospitals	Exempt
04/29/2008	8052774	A-3	Corrected by AVL	Exempt
04/30/2008	8053032	B-2	Poor location information from PSAP	Not Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>May 07</b>	<b>Jun 07</b>	<b>Jul 07</b>	<b>Aug 07</b>	<b>Sep 07</b>	<b>Oct 07</b>	<b>Nov 07</b>	<b>Dec 07</b>	<b>Jan 08</b>	<b>Feb 08</b>	<b>Mar 08</b>	<b>Apr 08</b>	<b>Average</b>
A-1	98%	98%	100%	99%	98%	98%	98%	98%	97%	96%	98%	97%	97.9%
A-2	83%	88%	85%	89%	89%	88%	92%	89%	85%	90%	89%	81%	87.4%
A-3	82%	90%	91%	83%	87%	85%	86%	88%	89%	84%	83%	91%	86.4%
B-1	95%	95%	94%	94%	95%	95%	94%	95%	94%	93%	94%	95%	94.4%
B-2	95%	94%	95%	95%	94%	95%	94%	95%	94%	93%	95%	95%	94.6%
B-3	88%	100%	87%	100%	95%	100%	100%	87%	100%	95%	100%	100%	95.3%
B-4	92%	84%	90%	94%	86%	92%	93%	88%	86%	78%	85%	85%	87.5%
B-5	86%	90%	84%	83%	83%	84%	83%	76%	87%	82%	88%	88%	84.5%
C-1	100%	98%	94%	96%	96%	95%	96%	96%	97%	98%	97%	97%	96.6%
C-2	95%	93%	90%	100%	96%	92%	98%	95%	98%	92%	94%	100%	95.1%
C-3	98%	98%	95%	97%	97%	99%	97%	98%	99%	98%	99%	100%	97.9%
<b>All Zones</b>	<b>95%</b>	<b>94%</b>	<b>94%</b>	<b>95%</b>	<b>94%</b>	<b>95%</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>94.2%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>March 2008</b>	<b>April 2008</b>
N/A	n/a	n/a

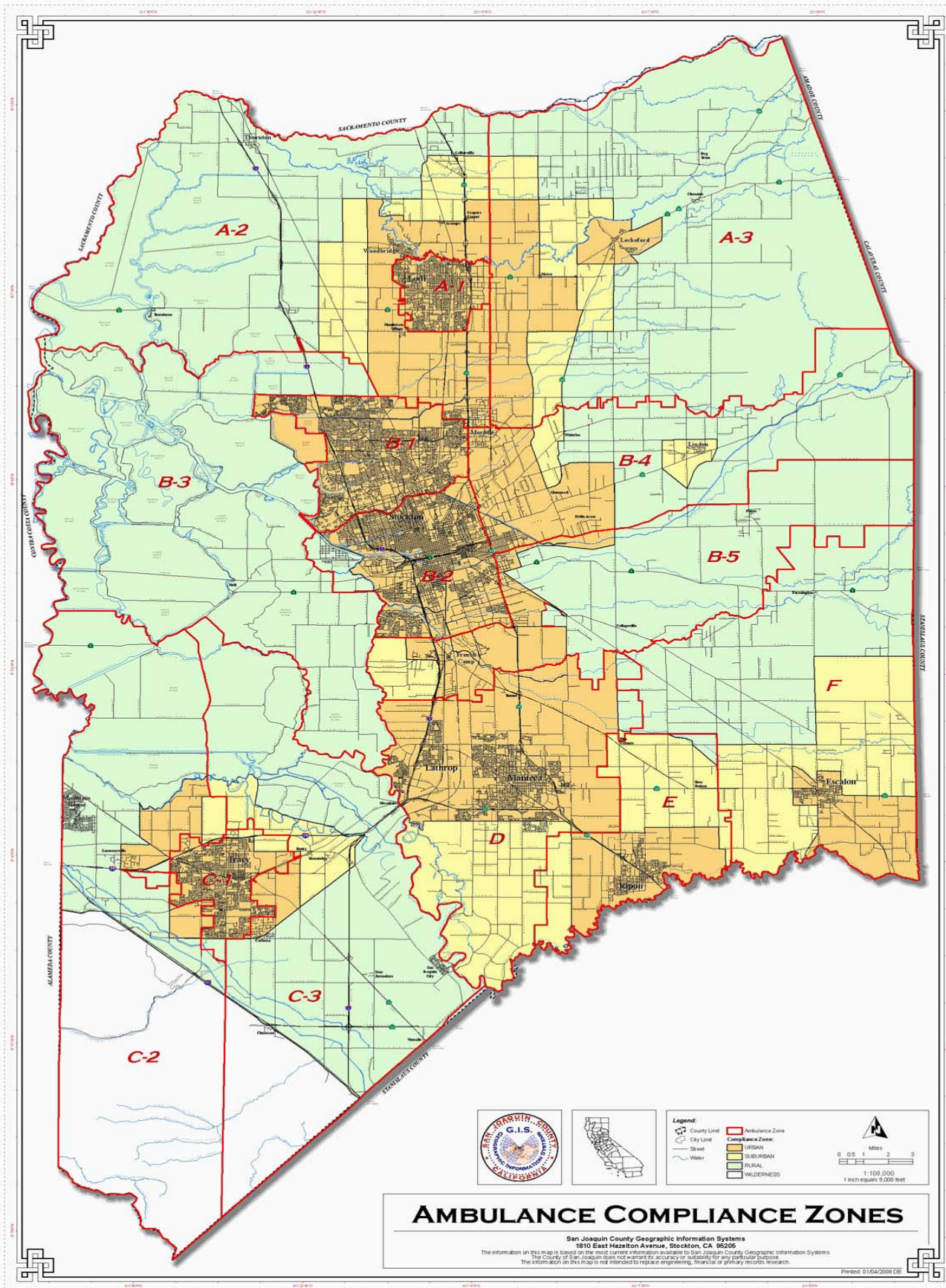
**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.





## AMBULANCE COMPLIANCE ZONES

San Joaquin County Geographic Information Systems  
1810 East Hazelton Avenue, Stockton, CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose. The information on this map is not intended to replace engineering, financial or primary records research.

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Community Services  
San Joaquin County

## Monthly Summary (March 2008)

Activities		
Contact Name	Title	Activity Outline
Adrian Quintero	PIO CHP, San Joaquin Division	Met with Adrian, and members of various high school administrators throughout the month to plan the E15 programs, about once a week through March 2008

Events		
Event Name	Location	Event Outline
Ambulance demo and standby, Chinese/Vietnamese New Years Parade, March 1, 2008 0900-1430	Downtown Stockton, CA	Provide an ambulance to be on standby, and demonstrate safety and public awareness during Chinese/Vietnamese New Year's Parade. Approx. 3000+ participants
Every 15 Minutes Program, March 6, 2008 1100-1400	Caesar Chavez High School, Stockton, CA	Provide 2 ambulances and crews to participate in the E15 program for Caesar Chavez High School. Approx. 500 participants.
Ambulance Demo, Ag-Venture, March 12, 2008 0800-1300	Lodi Grape Festival Grounds, Lodi, CA	Provide an ambulance and crew to do a demo and standby at the Ag-Venture in Lodi for approx. 3000 persons.
Every 15 Minutes Program, March 13, 2008 0930-1230	Stagg High School, Stockton, CA	Provide 2 ambulances and crews to participate in the E15 program for Stagg High School. Approx. 500 participants.
Health Fair, March 20, 2008 1300-1600	Chancellor Place SNF, Lodi, CA	Provide an ambulance and crew to participate in the annual Chancellor place health fair. Provide blood pressure checks and EMS equipment show and tell. Approx. 200 participants.
Easter Egg Hunt Event, March 22, 2008 0900-1400	Micke Grove Zoo and Park, Lodi, CA	Provide ambulance and crew to participate in the annual easter egg hunt at Micke Grove Zoo. Also provide show and tell and medical aid if needed. Approx.

		3500 participants.
<b>Ambulance Donation, March 26, 2008</b>	<b>AMR Stockton</b>	<b>Donation of 2 used ambulances to the EMS system in Mexico.</b>

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
ALS one on one Class, March 5, 2008 1000-1600	AMR Stockton operations.	Provide a one on one class for employees to teach ALS assistance. Approx. 4 participants.
CPR March 8, 2008 0900-1600	Tracy Community Center, Tracy, CA	Provide mannequins and instructors for a community based CPR program in Tracy. Approx. 15 participants.
CPR Class, March 11, 2008 0800-1100	AMR Stockton	CPR class for employees and outside providers. Approx. 6 participants
CPR Class, March 11, 2008 1100-1400	AMR Stockton	CPR class for employees and outside providers. Approx. 6 participants
Heart saver AED CPR class, March 17, 0900-1300	AMR Stockton	A CPR class for members of Micke Grove Zoo and park. Approx. 4 participants.
CPR March 24, 2008 1300-1800	Teen Pregnancy Center, Tracy, CA	Provide mannequins and instructors for a community based CPR program at the Teen Pregnancy in Tracy. Approx. 15 participants.
In-service on Fall Prevention, March 28, 2008 1400-1600	Fulton Villa SNF, Stockton, CA	Provide an in-service program for staff of Fulton Villa SNF regarding fall prevention. Approx. 30 participants.
CPR class, March 31, 2008 0700-1200	Fulton Villa SNF, Stockton, CA	CPR training for local SNF. Approx. 6 participants.

<b>Current Projects / Studies</b>	<b>Meetings Attended</b>
Currently involved in our in house training program, which is focusing on documentation and required corporate training.	Attended various meetings at schools to set up the Every 15 Minutes program with CHP. This program will continue through April.
Workings on taking over the ALS upgrade class for our county, to include working with and scheduling of our FTO's.	BEA meetings are getting us involved with more community outreach. This month, we are working with them to get the "block party" ready for June. Next month's meeting date is not announced as of yet; they have a new director.
This month we got official word that we have become CAAS accredited. We are working on some positive press and getting the notoriety out there.	Met with members of LIFECOM as part of our new hire process. We will be incorporating part of the orientation to include a trip to our dispatch center to better educate our employees on how the system functions.

As a note, there were no complaints for the month of March. The Thank you's we have received will be marked as attachments.

I did add the donation of 2 ambulances to Mexico, which is listed in bold print above.



**AMERICAN MEDICAL RESPONSE®**

## **For Immediate Release**

April 1, 2008

Contact: David Durand, PIO, AMR San Joaquin County  
(209) 993-6932  
[David.Durand@amr.net](mailto:David.Durand@amr.net)

### **AMR SAN JOAQUIN RECEIVES NATIONAL ACCREDITATION**

*112<sup>th</sup> Ambulance Service Provider in the Nation, and 14<sup>th</sup> in California to be Recognized by the Commission on Accreditation of Ambulance Services*

*(San Joaquin County, CA) – American Medical Response (AMR), San Joaquin Counties 911 ambulance service provider, was recently accredited by the Commission on Accreditation of Ambulance Services (CAAS). In order to obtain CAAS accreditation, AMR had to demonstrate that it provided a higher caliber of emergency medical services than is typically required by state or local licensing agencies.*

On March 28, 2008, AMR became the 112<sup>th</sup> ambulance service provider in the country, and the 14<sup>th</sup> in California, to successfully complete the CAAS voluntary review process. The review process included a comprehensive application and an extensive on-site review by national experts in emergency medical services (EMS). In addition, LIFECOM, the emergency medical dispatch center for AMR and local EMS agencies, was also reviewed by CAAS experts, and determined to have achieved the organization's "gold standard" of service.

"To be recognized by CAAS is certainly a tremendous honor, but also a clear demonstration that AMR crews, dispatchers and support personnel are truly dedicated to providing the best emergency medical services possible to the citizens of San Joaquin County," said Barry Elzig, General Manager for AMR San Joaquin.

CAAS is a non-profit organization which was established to encourage and promote quality patient care in America's medical transportation system. The primary focus of the Commission's standards is high-quality patient care. This is accomplished by establishing national standards which not only address the delivery of patient care, but also the ambulance service's total operation and its relationships with other agencies, the general public, and the medical community. The Commission's standards often exceed state or local licensing requirements (see [www.caas.org](http://www.caas.org)).

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*American Medical Response Inc. ([www.amr.net](http://www.amr.net)), America's leading provider of medical transportation, is locally operated in 37 states and the District of Columbia. AMR's*

*18,500 paramedics, EMTs and other professionals transport more than four million patients nationwide each year in critical, emergency and non-emergency situations. Operating a fleet of approximately 4,500 vehicles, AMR, a subsidiary of Emergency Medical Services Corporation, is headquartered in Greenwood Village, CO.*



*Commission on Accreditation of Ambulance Services*  
1926 Waukegan Rd., Suite 1  
Glenview, IL 60025-1770  
ph 847-657-6828  
fax 847-657-6825  
Website: www.caas.org

March 24, 2008

David Durand  
CAAS Coordinator  
AMR, San Joaquin County  
400 S. Fresno Avenue  
Stockton, CA 95203

Dear David:

At their March 10<sup>th</sup>, 2008, meeting, the CAAS Panel of Commissioners considered the consolidated on-site report of American Medical Response, San Joaquin County. The purpose of this letter is to forward to you the results of the Panel's review of your report.

There were no deficiencies cited in your on-site report by the review team. The Panel's decision is to grant full three-year accreditation to American Medical Response, San Joaquin County. Your accreditation expires March 31, 2011.

A bronze accreditation plaque will be mailed in a few weeks. Enclosed is an accreditation package that includes a sample news release, suggestions for promoting your accredited status, sample decal, pin, and more. Please use the enclosed Change Report to notify us of any significant agency changes. You can order promotional items using the enclosed order form. We will notify your state EMS Office of your achievement.

Our most sincere congratulations on your accreditation. The Panel members asked that you receive their special commendation for an outstanding achievement. Please let us know if you have any questions or need any materials.

Cordially,

Sarah L. McEntee  
Executive Director

Enclosures

**Board of Directors  
Representatives:**

- American Ambulance Association
- American College of Emergency Physicians
- International Association of Fire Chiefs

- National Association of EMS Physicians
- National Association of State EMS Directors
- National Association of Emergency Medical Technicians

**Board Liaison:**

- National Highway Transportation Safety Administration

**From:** Costa-Adams, Sandi [sadams@sjgov.org]  
**Sent:** Monday, March 31, 2008 1:33 PM  
**To:** Durand, David  
**Subject:** Egg Hunt

Hi David,

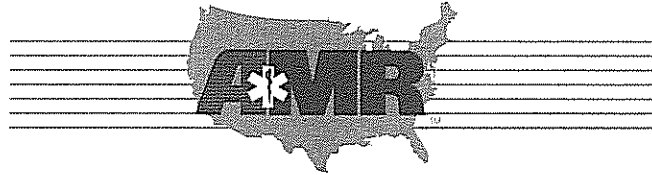
I just wanted to thank you for your assistance and participation in the Micke Grove Easter Egg Hunt. We couldn't have had the success we had without you and hope you'll join us again next year.

Thanks again!

Sandi Costa-Adams

San Joaquin County Parks





Community Services  
San Joaquin County

## Monthly Summary (April 2008)

Activities		
Contact Name	Title	Activity Outline
John Bailey and members of the Grand Jury	Grand Jury members	Meeting for members of the Grand Jury to review our CAAS application and discuss progress we have made.
CHP and various local high school administration	Administration for Every 15 Minutes Programs for April 2008	Various meetings through the month to meet with CHP and school administration to set up and execute the E 15 programs for April 2008.

Events		
Event Name	Location	Event Outline
Every 15 Minutes Program, April 10, 2008 0830-1000	Lincoln High School	Provide 2 ambulances, crews, and our SUV to assist in production of mock DUI crash for high schoolers. Approx. 800 participants.
Ambulance Demo, April 12, 2008 1200-1530	CSU Stanislaus Campus, Stockton, CA	Provide an ambulance and personnel for a demo and safety orientation for the Child Abuse Prevention Council's 30 <sup>th</sup> anniversary carnival. Approx. 1000 participants
Ambulance demo, April 12, 2008 1130-1530	Teen Impact Center, Stockton, CA	This was an ambulance and interactive demo with youth (mostly high school) to speak about EMS and education. Provide equipment for show and tell, and speak about career choices. Approx. 300 participants.
Planning and Logistics Meeting for E15, Tokay High School, Lodi, April 15, 2008 1500-1600	Lodi Pd department, Lodi, CA	Participation in the planning and organizing of the E15 program for Tokay High School.
Ambulance Demo, Every 15 Minutes, Tokay High School, April 17, 2008 0800-1100	Tokay High School, Lodi CA	Provide 2 ambulances, crews, and our SUV to assist in production of mock DUI crash for high schoolers. Approx. 800

		participants.
Sober Graduation Demo, April 17, 2008 0900-1100	West High School, Tracy, CA	Provide ambulance and crew to give presentation to graduating class regarding the dangers of DUI, and to promote a safe and sober graduation. Approx. 1000 participants.
Ambulance Demo, April 22, 0800-0900	Lodi Memorial High School	Provide an ambulance and hand out materials for kids at a demonstration/ safety education event at LMH. Approx. 50 participants.
Health Fair, April 23, 1000-1500	Fulton Villa Assisted Living, Stockton, CA	Provide ambulance and crew to participate in local health fair. Crew provided safety tips for residents and family, as well as blood pressure checks. Approx. 500 participants.
Health Fair, April 24, 2008 0800-1130	Bear Creek High School, Stockton, CA	Provide ambulance and crew to participate in a health / career fair for local high school. Provide information on safety, and careers in EMS. Approx. 800 participants.
Ambulance Demo, April 24, 2008 0900-1100	Stockton Christian School, Stockton, Ca	Provide an ambulance and staff to speak with school staff and children about EMS, safety, and the use of the 911 system. Approx. 150 participants
Ambulance Demo / Standby, April 24, 2008 1700-1930.	Delta Sierra Junior High School, Stockton, CA	Provide ambulance and crew to standby and do demo at local little league pennant game. Hand out stickers, etc. Approx. 100 participants.
Health Fair, Lodi, 04-24-07, 1230-1630	Chancellor Place, Assisted Living, Lodi, Ca.	Provide equipment and information to residents at local assisted living facility regarding health and safety. Staffed a Blood Pressure Check booth. Approx. 200 participants.
Asparagus Festival Stand by April 25, 2008 0800-1000	Weber Point Events Center, Downtown Stockton, CA	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 37,000 participants.</b>
Asparagus Festival Stand by April 26, 2008 0800-1000	Weber Point Events Center, Downtown Stockton, CA	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system.</b>

		<b>Approx. 40,000 participants.</b>
<b>Asparagus Festival Stand by April 27, 2008 0800-1000</b>	<b>Weber Point Events Center, Downtown Stockton, CA</b>	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.</b>
<u>Veterans of Foreign Wars Loyalty appreciation event, April 26, 2008 1800-2100</u>	<u>FWW post 3199, Modesto, CA</u>	<u>This was an event that the VFW wanted us to attend, in honor to appreciate our loyalty to the public we serve. Even though this event was not in San Joaquin County, LIFECOM is, and they wanted to have someone to recognize from the EMS world. Mr. Mark Capone, EMT for AMR in San Joaquin County was chosen as a recipient. Approx. 200 participants.</u>

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CPR Class, April 9, 2008, 1200-1430	AMR Stockton Operations	CPR HCP Re-cert class, offered to AMR employees, as well as outside agencies. Approx. 6 participants.
CPR Class, April 14, 2008 0800-1200	Fulton Villa, Assisted Living, Stockton, CA	Provide CPR training for Fulton Villa Care Facility. This was a request by them for approx. 8 staff.
CPR class, April 15, 2008 1300-1600	Crestwood Manor SNF, Stockton, CA	Provide a CPR refresher course for employees of local SNF. Approx. 15 participants.
ACLS refresher Class, April 15, 2008 0800-1600	Dameron hospital, Stockton, CA	Assist with BLS and ACLS refresher courses for local hospital. Approx. 20 participants.
MCI drill, April 22, 2008 0800- 1400	Stockton Metropolitan Airport, Stockton, CA	Participated in State disaster drill. Simulation of plane crash, and multi agency response. Provided multiple ambulances, with crews, 2 supervisors, and admin. Staff. Approx. 100 participants, including allied agencies, and volunteers.

<b>Current Projects / Studies</b>	<b>Meetings Attended</b>
Ongoing participation of the Every 15 Minutes programs throughout the county. Also, we are participating in many Sober Graduation events, where we give presentations and speak about	Met with members of the Grand Jury to give them an inside look at our CAAS accreditation. They were here to inspect our operations and find out what CAAS accreditation is all about.

having a safe and sober graduation event.	
This month saw the annual Asparagus Festival in downtown Stockton. We provided numerous hours of our paramedic bike team, as part of a request by SFD to work together. With this in mind, we will begin to work on some upcoming projects together, such as joint training and team building.	- Various meetings this month, including events with local schools for the E15 programs, meeting with SFD to work together at the Asparagus Festival, and some planning meetings for upcoming health and career fairs.
Important updates about equipment and training this month. Directed by SJEMS, we will be implementing a new nebulizer system and new medications. Also, we are in the pipeline to be implementing CPAP in the near future. We are working to get our staff trained, and information to the public how this will help them.	Not necessarily a meeting, but had interaction with Randy Louise, who is with the Institute of Global Commerce and Government in Tracy, CA. They are donating numerous stuffed animals as part of a community service event, and chose AMR San Joaquin County as the recipient of them. Their feeling was that we come in contact with many of the youth that might need some of these for comfort. They did donate approx. 3 large bags of stuffed animals for us to pass out.

Attached, please find numerous thank you cards and notes for service. These range from the public we serve, to thanks from a local hospital for our crew helping out a busy ER, to the information about one of our employees being recognized by the VFW and numerous government agencies.

As a note, I had not received any complaints for the month of April 2008.

Bike Team events are in bold print, and account for approx. 126 donated hours of service.

**Veterans Of Foreign Wars  
Post 3199 Modesto**

**Attn: Mark Capone**

I would like to congratulate you on being chosen as the Veterans of Foreign Wars, Emergency Medical Technician of the year. You will be receiving awards on April 26<sup>th</sup>, 2008. Cocktails 6:00 Dinner 7:00. Awards to follow dinner. To be held at the Eagles Lodge at 126 Camellia Way, Modesto. Dinner for you and a guest are reserved in your name. Any additional guests may obtain tickets at the door for \$10.00 each. Advanced notice for additional guests would be greatly appreciated.

If you have any questions feel free to contact me anytime.

Phone- 529-7980

Cell- 648-8885

Fax 538-0209

Email- [terryvernon@charter.net](mailto:terryvernon@charter.net)

Thank you for your outstanding work in our community.

Terry Vernon  
Modesto Post 3199  
Veterans of Foreign Wars