



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

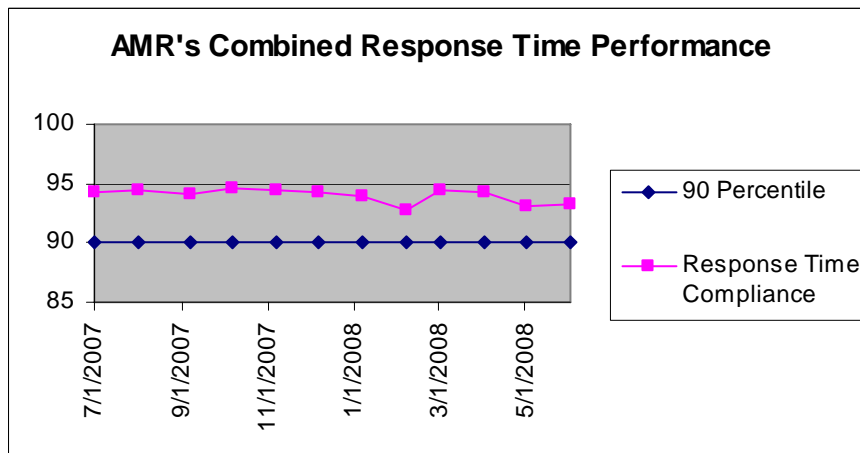
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 11, 2008

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

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of May and June 2008 is the start of the third year of the emergency ambulance service agreement and represents the thirteenth opportunity to report on AMR's performance. 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, 93.15% for May and 93.29% for June.

Although AMR's overall response time performance exceeds standards, AMR continues to under perform in the lower call volume sub-zones of A2, A3, B4, and B5.

The EMS Agency notified AMR that action is required to bring these areas into compliance.

The complete compliance report for May and June 2008 may be viewed on the EMS Agency's website: www.sjgov.org/ems.

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

Response Time Compliance Report by 30 Day Rolling Period

May 1, 2008 through May 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	403	12	97.02%	X		
SJC Zone A-2	107	7	93.46%	X		
SJC Zone A-3	47	10	78.72%			X
SJC Zone B-1	1,250	86	93.12%	X		
SJC Zone B-2	1,445	103	92.87%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	166	25	84.94%			X
SJC Zone B-5	90	14	84.44%			X
SJC Zone C-1	284	9	96.83%	X		
SJC Zone C-2	57	2	96.49%	X		
SJC Zone C-3	71	1	98.59%	X		
All Zones Combined	3,927	269	93.15%	8		3

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2008 through June 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	367	7	98.09%	X		
SJC Zone A-2	109	9	91.74%	X		
SJC Zone A-3	62	7	88.71%			X
SJC Zone B-1	1,235	73	94.09%	X		
SJC Zone B-2	1,452	105	92.77%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	134	28	79.10%			X
SJC Zone B-5	127	26	79.53%			X
SJC Zone C-1	275	4	98.55%	X		
SJC Zone C-2	51	0	100.00%	X		
SJC Zone C-3	51	1	98.04%	X		
All Zones Combined	3,874	260	93.29%	8		3

Fines and Penalties Report

Type of Penalty	May 2008	June 2008
Out of compliance response districts	\$15,000	\$15,000
Late response minutes	\$6,540	\$5,460
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	\$21,540	\$20,460

Weekly Unit Hour Staffing Report

	RFP	May 2008	June 2008
Zone A	672	672	672
Zone B	1,848	1,860	1,860
Zone B *non dedicated	0	432	432
Zone C	504	504	504
Total	3,024	3,468	3,468

*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	May 2008			June 2008		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,822	270	92.94%	3,626	246	93.22%
Suburban 9:29	49	6	87.76%	54	11	79.63%
Rural 17:29	181	3	98.34%	183	3	98.36%
Wilderness 29:29	6	0	100.00%	11	0	100.00%
Total	4,058	279	93.12%	3,874	260	93.29%

**Detailed Response Time Analysis
May 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	403	0:00	18:25	3:47	2:14	5:59
SJ ZONE A-2 URBAN	72	0:05	11:33	4:55	2:10	7:20
SJ ZONE A-3 URBAN	13	2:51	15:38	8:24	2:56	11:39
SJ ZONE B-1 URBAN	1,248	0:00	18:03	4:21	2:23	7:08
SJ ZONE B-2 URBAN	1,444	0:00	16:41	4:29	2:14	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	142	0:03	11:58	5:34	2:21	8:22
SJ ZONE B-5 URBAN	80	0:04	19:52	5:10	3:44	9:25
SJ ZONE C-1 URBAN	275	0:03	14:51	3:44	1:56	6:01
SJ ZONE C-2 URBAN	12	4:23	8:57	6:31	1:17	8:26
SJ ZONE C-3 URBAN	4	3:25	5:58	4:53	0:57	5:58
SJ ZONE A-2 SUBURBAN	7	6:46	9:05	7:32	0:53	9:05
SJ ZONE A-3 SUBURBAN	8	4:10	15:18	8:41	3:39	15:18
SJ ZONE B-4 SUBURBAN	14	0:03	19:57	8:32	5:35	16:36
SJ ZONE B-5 SUBURBAN	3	3:46	8:51	6:03	2:06	8:51
SJ ZONE C-1 SUBURBAN	8	3:12	10:28	5:11	2:07	10:28
SJ ZONE C-2 SUBURBAN	4	5:16	6:34	5:57	0:30	6:34
SJ ZONE C-3 SUBURBAN	4	4:10	9:44	6:43	2:06	9:44
SJ ZONE A-2 RURAL	28	1:08	19:21	11:01	4:20	16:54
SJ ZONE A-3 RURAL	26	0:09	23:55	8:47	4:09	11:50
SJ ZONE B-2 RURAL	1	7:36	7:36	7:36	0:00	7:36
SJ ZONE B-3 RURAL	7	2:19	13:09	8:22	3:48	13:09
SJ ZONE B-4 RURAL	10	2:34	16:26	8:54	3:36	10:50
SJ ZONE B-5 RURAL	7	0:07	19:54	9:54	6:57	19:54
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	36	0:06	27:38	9:52	4:35	12:35
SJ ZONE C-3 RURAL	62	0:03	15:58	5:42	4:55	11:45
SJ ZONE C-2 WILDERNESS	5	5:32	17:11	12:08	3:54	17:11
SJ ZONE C-3 WILDERNESS	1	38:26	38:26	38:26	0:00	38:26
All Urban Compliance Areas	3,693	0:00	19:52	4:24	2:22	7:12
All Suburban Compliance Areas	48	0:03	19:57	7:20	3:50	12:46
All Rural Compliance Areas	177	0:03	27:38	8:18	5:04	13:57
All Wilderness Compliance Areas	6	5:32	38:26	16:31	10:26	38:26

**Detailed Response Time Analysis
June 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	367	0:00	9:00	3:36	1:56	5:58
SJ ZONE A-2 URBAN	61	0:10	11:48	5:29	2:06	7:48
SJ ZONE A-3 URBAN	20	1:03	14:16	6:05	3:03	9:44
SJ ZONE B-1 URBAN	1,234	0:00	17:02	4:22	2:19	6:58
SJ ZONE B-2 URBAN	1,447	0:03	12:20	4:29	2:11	7:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	109	0:02	11:05	5:22	2:22	8:47
SJ ZONE B-5 URBAN	110	0:04	12:45	5:22	2:57	8:52
SJ ZONE C-1 URBAN	265	0:00	9:55	3:42	1:47	5:52
SJ ZONE C-2 URBAN	5	3:44	7:02	5:29	1:09	7:02
SJ ZONE C-3 URBAN	5	3:27	5:43	4:52	0:49	5:43
SJ ZONE A-2 SUBURBAN	11	0:05	13:55	6:24	4:03	11:33
SJ ZONE A-3 SUBURBAN	10	3:05	10:24	7:37	2:05	9:13
SJ ZONE B-4 SUBURBAN	14	0:37	21:23	9:02	4:48	12:17
SJ ZONE B-5 SUBURBAN	5	4:32	8:52	6:56	1:37	8:52
SJ ZONE C-1 SUBURBAN	6	3:41	9:21	5:40	2:02	9:21
SJ ZONE C-2 SUBURBAN	2	4:31	4:37	4:34	0:03	4:37
SJ ZONE C-3 SUBURBAN	6	0:05	9:31	5:54	3:05	9:31
SJ ZONE A-2 RURAL	37	0:06	23:05	11:34	4:39	16:52
SJ ZONE A-3 RURAL	32	5:47	20:15	10:31	3:00	15:22
SJ ZONE B-2 RURAL	4	7:58	15:24	11:11	2:42	15:24
SJ ZONE B-3 RURAL	10	0:05	11:39	5:56	3:45	10:41
SJ ZONE B-4 RURAL	11	0:03	16:17	8:19	5:07	16:04
SJ ZONE B-5 RURAL	11	7:29	20:18	10:17	3:26	11:45
SJ ZONE C-1 RURAL	4	0:27	5:03	3:24	1:46	5:03
SJ ZONE C-2 RURAL	34	0:05	17:25	9:33	3:38	13:04
SJ ZONE C-3 RURAL	39	0:03	14:51	4:35	5:22	12:31
SJ ZONE C-2 WILDERNESS	10	0:53	20:58	9:54	6:12	16:53
SJ ZONE C-3 WILDERNESS	1	10:21	10:21	10:21	0:00	10:21
All Urban Compliance Areas	3,623	0:00	17:02	4:23	2:16	7:05
All Suburban Compliance Areas	54	0:05	21:23	7:09	3:42	11:10
All Rural Compliance Areas	182	0:03	23:05	8:44	15:27	15:27
All Wilderness Compliance Areas	11	0:53	20:58	9:57	5:54	16:53

**Exemption Request Report
May 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
05/01/2008	8053416	C-2	Poor location information from CHP	Exempt
05/01/2008	8053684	B-2	Ambulances delayed at hospitals	Exempt
05/02/2008	8054105	B-5	Corrected by AVL	Exempt
05/03/2008	8054288	B-2	Train	Exempt
05/03/2008	8054341	B-4	Train	Exempt
05/03/2008	8054568	B-4	Corrected by AVL	Exempt
05/04/2008	8054714	B-1	Poor location information from caller	Exempt
05/04/2008	8054950	B-1	Ambulances delayed at hospitals	Exempt
05/05/2008	8055338	B-2	Poor location information from CHP	Exempt
05/08/2008	8056390	C-3	Off road location	Exempt
05/08/2008	8056574	B-1	Corrected by AVL	Exempt
05/08/2008	8056650	B-1	Train	Exempt
05/09/2008	8056742	B-2	Train	Exempt
05/09/2008	8057111	B-2	Poor location information from SFD	Exempt
05/10/2008	8057377	B-2	Train	Exempt
05/12/2008	8058031	B-4	Corrected by AVL	Exempt
05/12/2008	8058301	B-1	Ambulances delayed at hospitals	Exempt
05/13/2008	8058465	B-2	Train	Exempt
05/15/2008	8059443	B-1	Corrected by AVL	Exempt
05/15/2008	8059793	B-2	Train	Exempt
05/16/2008	8059850	B-2	Poor location information from SFD	Exempt
05/16/2008	8060176	B-1	Ambulances delayed at hospitals	Exempt
05/16/2008	8060340	B-5	Ambulances delayed at hospitals	Exempt
05/17/2008	8060553	B-4	Corrected by AVL	Exempt
05/17/2008	8060777	B-4	Corrected by AVL	Exempt
05/18/2008	8061300	B-1	Incorrect response code from SFD	Exempt
05/19/2008	8061522	A-3	Poor location information from caller	Exempt
05/19/2008	8061680	B-2	Train	Exempt
05/20/2008	8061921	B-5	Corrected by AVL	Exempt
05/20/2008	8061952	C-2	Poor location information from caller	Exempt
05/22/2008	8062932	B-4	Road construction	Exempt
05/22/2008	8062970	B-2	Road construction	Exempt
05/22/2008	8063005	B-4	Corrected by AVL	Exempt
05/23/2008	8063327	B-5	Corrected by AVL	Exempt
05/25/2008	8064172	B-1	Poor location information from caller	Exempt
05/25/2008	8064352	B-1	Corrected by AVL	Exempt
05/28/2008	8065404	B-4	Corrected by AVL	Exempt
05/30/2008	8066284	B-5	Corrected by AVL	Exempt
05/30/2008	8066454	B-2	Train	Exempt
05/31/2008	8066809	B-4	Poor location information from caller	Exempt
05/31/2008	8066881	B-1	Incorrect response code from SFD	Exempt

**Exemption Request Report
June 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
06/02/2008	8067416	A-2	Poor location information from CHP	Exempt
06/03/2008	8068140	B-1	Poor location information from CHP	Exempt
06/05/2008	8068747	B-5	Corrected by AVL	Exempt
06/06/2008	8069279	B-2	Train	Exempt
06/09/2008	8070418	B-2	Train	Exempt
06/09/2008	8070606	B-1	Ambulances delayed at hospitals	Exempt
06/10/2008	8071003	B-2	Secondary traffic from another incident	Exempt
06/10/2008	8071153	B-2	Poor location information from SFD	Exempt
06/11/2008	8071724	B-1	Poor location information from caller	Exempt
06/12/2008	8071908	B-1	Road construction	Exempt
06/12/2008	8071973	B-1	Poor location information from CHP	Exempt
06/13/2008	8072310	B-5	Road construction	Exempt
06/13/2008	8072613	B-1	Ambulances delayed at hospitals	Exempt
06/14/2008	8072800	B-5	Ambulances delayed at hospitals	Not Exempt
06/17/2008	8074312	B-2	Train	Exempt
06/20/2008	8075704	B-2	Corrected by AVL	Exempt
06/21/2008	8076062	B-1	Corrected by AVL	Exempt
06/22/2008	8076447	A-1	MCI in progress	Not Exempt
06/22/2008	8076467	B-5	Corrected by AVL	Exempt
06/22/2008	8076514	B-4	Corrected by AVL	Exempt
06/22/2008	8076552	B-1	Incorrect response code from SFD	Not Exempt
06/22/2008	8076625	A-2	Corrected by AVL	Not Exempt
06/26/2008	8078233	B-2	Train	Exempt
06/27/2008	8078910	B-5	Heavy traffic	Not Exempt
06/29/2008	8079630	B-2	Train	Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Average
A-1	100%	99%	98%	98%	98%	98%	97%	96%	98%	97%	97%	98%	97.9%
A-2	85%	89%	89%	88%	92%	89%	85%	90%	89%	81%	93%	92%	88.4%
A-3	91%	83%	87%	85%	86%	88%	89%	84%	83%	91%	79%	89%	86.2%
B-1	94%	94%	95%	95%	94%	95%	94%	93%	94%	95%	93%	94%	94.1%
B-2	95%	95%	94%	95%	94%	95%	94%	93%	95%	95%	93%	93%	94.3%
B-3	87%	100%	95%	100%	100%	87%	100%	95%	100%	100%	100%	100%	95.8%
B-4	90%	94%	86%	92%	93%	88%	86%	78%	85%	84%	85%	79%	86.3%
B-5	84%	83%	83%	84%	83%	76%	87%	82%	88%	88%	84%	80%	83.4%
C-1	94%	96%	96%	95%	96%	96%	97%	98%	97%	97%	97%	99%	96.5%
C-2	90%	100%	96%	92%	98%	95%	98%	92%	94%	100%	96%	100%	95.8%
C-3	95%	97%	97%	99%	97%	98%	99%	98%	99%	100%	99%	98%	97.9%
All Zones	94%	95%	94%	95%	94%	94%	94%	93%	94%	94%	93%	93%	94.0%

Failure to Provide Data

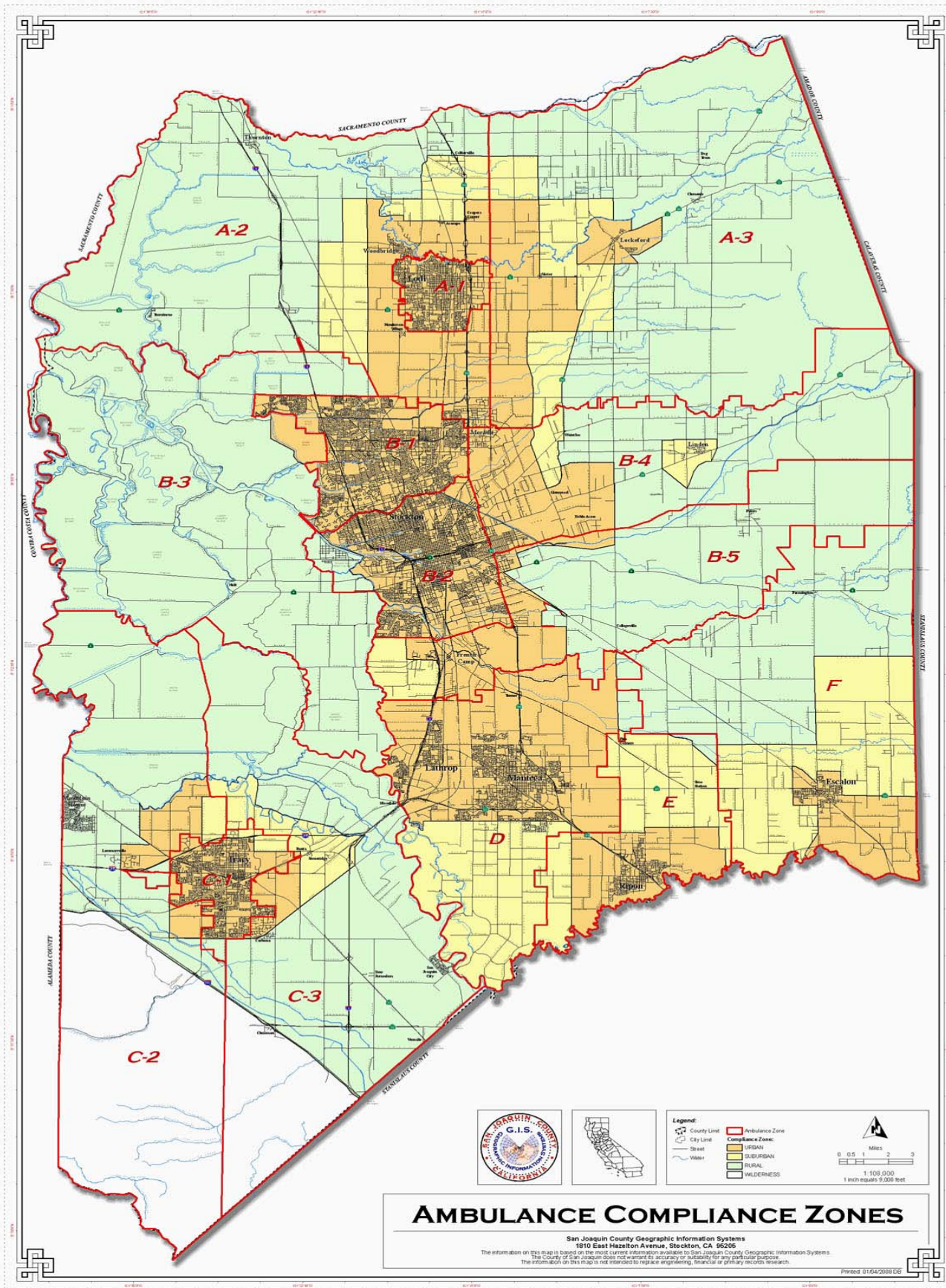
Event Type	May 2008	June 2008
N/A	0	0

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
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.

Printed 01/04/2008 CE



Community Services
San Joaquin County

Monthly Summary May 2008

Activities		
Contact Name	Title	Activity Outline
Heather Asker	BEA Chairperson	Working on various outreach programs that we can be a part of with the Stockton Chamber of Commerce
Alex Geche	Director of Sales, Stockton Thunder and Lightning Professional Sports Teams	Setting up an extracurricular football game against the SJ Sherriff's Dept. during halftime of an Arena Football Game, to promote the public's awareness of local emergency agencies.

Events		
Event Name	Location	Event Outline
Ambulance Demo, Lodi Memorial Hospital ER Bay, May 01, 2008 1000-1100	LMH ER bay	Provide ambulance and staff to do a demonstration for grade school children at LMH as part of Emergency Awareness. Approx. 75 participants
Career Fair / Ambulance Demo, May 2, 2008 1200-1500	Henderson Elementary School, Lodi, CA	Demo ambulance and equipment and provide discussion of EMS. Focusing on education. Approx. 300 participants.
Ambulance Demo / Bike Team Aid Donation, "Walk for the Health of It", May 10, 2008 0800-1200	Lodi, CA. Specifically, the area around LMH	Donation of an ambulance and staff, as well as 1 paramedic Bike team to provide medical aid standby for the annual "Walk for the Health of it" event in Lodi. Approx. 2000 participants.
Health Fair, Ambulance Demo, May 10, 2008 0900-1300	Sutter Tracy Hospital Campus, Tracy, CA	Demo ambulance and equipment and provide discussion of EMS. Focusing on education. Approx. 600 participants.
E15 Logistics Meeting, Franklin High School, May 12, 2008 1400-1530	Franklin High School, Stockton, CA	Meeting to plan and prepare for the E15 program at Franklin High School for 2008. Approx. 50 participants.

Career Fair / Ambulance Demo, May 14, 2008 1000-1400	San Joaquin Delta College, Stockton, CA	Provide personnel to show and discuss job opportunities in EMS. LifeCom Dispatch also involved in this event. Approx. 1500 participants.
Ambulance Demo, Lodi Memorial Hospital ER Bay, May 14, 2008 1000-1100	LMH ER bay	Provide ambulance and staff to do a demonstration for grade school children at LMH as part of Emergency Awareness. Approx. 75 participants
Ambulance Demo / Health Fair, May 14, 2008 1200-1400	Delta Rehab and Convalescent, Lodi, CA	Provide ambulance and crew to participate in a health fair. Provide handouts, and demo equipment. Approx. 300 participants.
Every 15 Minutes, Franklin High School, May 15, 2008 0800-1400	Franklin High School, Stockton, CA	Provide two ambulances and staff, as well as a supervisor to assist in the Every 15 Minutes program, to curb teenage drinking and driving. Approx. 500 participants.
UOP Graduation Bike Team Medical Aid Standby, May 17, 2008 0800-1800	UOP College, Stockton, CA	Provide an ambulance and a Bike team for standby medical aid at UOP graduation ceremony. This was a donated event for UOP, and approx. attendance was 5000 persons.
First Aid Standby, May 17, 2007 1000-2000	Lodi Lake Recreation Area, Lodi, CA	Provide 2 ALS Bike Teams to provide first aid coverage for annual Zinfest event in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 10000 participants.
First Aid Standby, May 18, 2007 0700-1230 "Avenue of the Vines"	Woodbridge Winery, Woodbridge, CA	Provide 2 ALS Bike Teams to provide first aid coverage for half marathon run in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 2500 participants.
E15 Logistics Meeting, May 19, 2008 1430-1600	McNair High School, Stockton, CA	Meeting to plan and prepare for the E15 program at McNair High School for 2008. Approx. 50 participants.
EMS WEEK CELEBRATION, May 18-24, 2008	AMR San Joaquin Operations, Stockton, CA	Annually, AMR hosts weeklong events to celebrate the great EMS providers in San Joaquin County. We are open to guests coming for tours, and attending our BBQ, which is hosted on the Wednesday of EMS week. This year, we did have other

		providers attend, as well as some of our public.
Every 15 Minutes, McNair High School, May 22, 2008 0800-1400	McNair High School, Stockton, CA	Provide two ambulances and staff, as well as a supervisor to assist in the Every 15 Minutes program, to curb teenage drinking and driving. Approx. 500 participants.
Ambulance Demo / Standby, May 24, 2008 0800-1300	Grupe Ranch, Acampo, Ca	Provide ambulance and staff to do demo/ medical aid standby for annual Horse Show Event hosted at Grupe Ranch. Approx. 500 participants.
Delta Boat Patrol, May 24, 2007, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.
Ambulance Demo / Standby, May 25, 2008 0800-1300	Grupe Ranch, Acampo, Ca	Provide ambulance and staff to do demo/ medical aid standby for annual Horse Show Event hosted at Grupe Ranch. Approx. 500 participants.
Delta Boat Patrol, May 25, 2007, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.
Delta Boat Patrol, May 26, 2007, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.
Ambulance Demo and Safety Fair, May 29, 2008 0700-1400	Micke Grove Park, Lodi, Ca	Provide ambulance and crew, along with 1 paramedic bike team to provide a first aid station and demo equipment for "Senior Awareness Day". Provide blood pressure checks, and some handouts. Approx. 2500 participants.

Classes		
Class Name	Location	Class Outline
CPR Class, May 1, 2008 0830-1100	AMR Stockton Operations	CPR class, HCP recert, offered to employees, as well as

		outside agencies. Approx. 6 participants.
CPR Class, May 2, 2008 0900-1200	Waterloo Morada Fire Department, CA.	CPR class for local Fire Department personnel. Approx. 20 participants
CPAP training, Various days throughout the month of May 2008	AMR San Joaquin, Stockton, CA	CPAP training classes that are hosted for our employees, but also available for other agencies to attend. We are getting ready to implement CPAP into our prehospital care, and are getting our employees ready.

Current Projects / Studies	Meetings Attended
Completed a PALS instructor Course. This will afford us and our community another person available to teach PALS, the pediatric life support course that most prehospital providers use in San Joaquin County.	Every 15 Minutes Logistics Meetings. These are the preliminary planning meetings for the programs. Franklin High School and McNair High School programs were this month. This concludes the program for the year of 2008.
The month of May was busy with training, especially getting our crews ready for the new medicine, Atrovent, and the new nebulizer, the BAN. We have got our employees trained, and will be able to roll out these items to be used as of 01 June 2008.	Was involved in numerous phone meetings with the hosts of our online training site, NinthBrain. This is the site that SJEMS can use to track our employees and completed training. Over the course of the month, we have set up new training modules, alert systems for employees' certifications, and ways for the admin staff at SJEMS to track module progress.
From the go forward, we will be doing ongoing CPAP training. We are looking to roll this out to our crews on or about 01 July 2008.	There have been a handful of impromptu meetings in preparation to do some joint training with SFD.

As a note, there were no complaints forwarded to me for the month of May. **Also, Bike Team events, and Boat Patrol for Memorial Day Weekend have been put in bold face to easily identify them.** I have attached copies of thank-you's and letters of appreciation.

**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 26th, 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

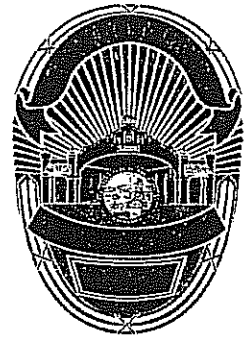
Email- terryvernon@charter.net

Thank you for your outstanding work in our community.

Terry Vernon
Modesto Post 3199
Veterans of Foreign Wars

David J. Main
Chief of Police

LODI POLICE DEPARTMENT
215 West Elm Street
Lodi, California 95240
(209) 333-6725



May 7, 2008

David Durand & AMR Staff
American Medical Response
888 E. Lindsey
Stockton, CA 95202

Dear David,

For several years, the Lodi Police Department, in conjunction with the California Highway Patrol and the Lodi Unified School District, has presented **Every 15 Minutes** to youth in Lodi. This year the Program was held April 17th and 18th at Tokay High School, under the direction of Lodi Police Crime Prevention Officer Andrea Patterson, involving the Junior and Senior student body.

Once again the Every 15 Minutes Program was a tremendous success and I believe this is directly attributed to the teamwork and dedication of each and every one of you.

I want to personally thank you for being involved and I assure you the future of so many of our young people have been impacted by your outstanding efforts. Coincidentally, this program was held on prom weekend at Tokay High. We received word that many parties were cancelled and those that were planning on drinking abstained. It is quite possible that lives were saved due to the message you helped to personalize for the students regarding the fall-out from drunk driving came through loud and clear!

Again, thank you for getting involved in our Community!

Sincerely,

A handwritten signature in black ink, appearing to read "David J. Main", is written over a faint, circular stamp or watermark.

David J. Main
Chief of Police

DJM:sm

EDWARD J. CHAVEZ
Mayor

LESLIE BARANCO MARTIN
Vice Mayor
District 3



CITY OF STOCKTON

OFFICE OF THE CITY COUNCIL

CITY HALL • 425 N. El Dorado Street • Stockton, CA 95202-1997
209/937-8244 • Fax 209/937-8568

STEVE BESTOLARIDES
District 1

DAN J. CHAPMAN
District 2

CLEM LEE
District 4

SUSAN TALAMANTES EGGMAN
District 5

REBECCA G. NABORS
District 6

April 15, 2008


David Durand
American Medical Response
400 S. Fresno
Stockton, CA 95202

2008 MAYOR'S TEEN CONFERENCE DONATION

On behalf of the City of Stockton, the Youth Education Action Team (YEAT) and the Youth Advisory Commission (YAC); I would like to express my sincere thanks for your support of the 8th Annual Mayor's Teen Conference held at the Gary and Janice Podesto IMPACT Teen Center on April 12, 2008.

Your time and commitment to our youth helped over 150 teens from several Stockton area high schools and middle schools benefit from attendance. The teens enjoyed a day filled with guest speakers, workshops, job and educational vendors and much more. This event provided an opportunity to explore solutions to the stressors teens face and also have their voices heard by leaders in the community.

Thank you for your support and donation. We look forward to including you in this event again next year.



EDWARD J. CHAVEZ
MAYOR

EJC:SC:jml

cc: Parks and Recreation file

::ODMA\GRPWISE\ICOS.CM.CM_Library:75813.1





STOCKTON
May 22, 2008

David Duran
American Medical Response
400 Fresno Ave.
Stockton, CA

Dear David,

I want to thank you for providing EMT and paramedic support to the 2nd Annual Kaiser Permanente's Avenue of The Vines. Your teams did a great job in assessing and working with participants as was needed. We would like to personally thank Matt Foster, Debra Cook, Darryl James, Jason Chaney, Brian Cross, and Brent Tindle for their hard work. It worked great having 2 bike teams out on the course with another team in the ambulance. Considering the high temperatures, we felt better knowing there was an ambulance on sight.

It was a great event for about 1,700 runners, walkers, and spectators too. The participants also appreciated your help. This event was a huge success and we could not have done it without your support. We hope to work with you again next year and continue this great annual event.

Sincerely,

A handwritten signature in black ink that reads "Karen Messersmith".

Karen Messersmith
Race Director, Avenue of the Vines

A handwritten signature in black ink that reads "Tony Vice".

Tony Vice
Owner, Fleet Feet Stockton

Dear American Medical,

My husband had to call
for an ambulance for me
on May 4th about 9:30pm.

Your Paramedics were
Professional and very capable.
They let me talk while they
treated and transported me to
Lodi.

My husband and four
children are grateful also.
We know you do this many times
daily, but we needed you to
know we are thankful.

...to kindhearted you.

Please make sure the
Paramedics see this card.

Thank you,

Eugene, Sherry

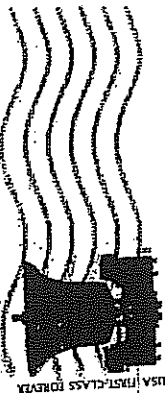
Julie, Kathy

Robert & Bryant Dyllie

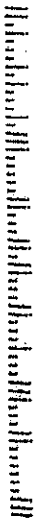
2974 Appleing Circle

Stockton CA 95204

STOCKTON/STKM
CA 952 3 T
21 MAY 2008 PM



American Medical Response
400 Fresno Ave
Stockton, CA 95206



Dear Sirs:

My mother, Coleta D. Luison passed
away on 8 May 08. I would like
to take this time to thank you all
for your professionalism and your kindness
extended to my mother on her many
emergency service requests.

Sincerely,
Ricardo Luison



May 22, 2008

David Duran
American Medical Response
400 Fresno Ave.
Stockton, CA

Dear David,

I want to thank you for providing EMT and paramedic support to the 2nd Annual Kaiser Permanente's Avenue of The Vines. Your teams did a great job in assessing and working with participants as was needed. We would like to personally thank Matt Foster, Debra Cook, Darryl James, Jason Chaney, Brian Cross, and Brent Tindle for their hard work. It worked great having 2 bike teams out on the course with another team in the ambulance. Considering the high temperatures, we felt better knowing there was an ambulance on sight.

It was a great event for about 1,700 runners, walkers, and spectators too. The participants also appreciated your help. This event was a huge success and we could not have done it without your support. We hope to work with you again next year and continue this great annual event.

Sincerely,

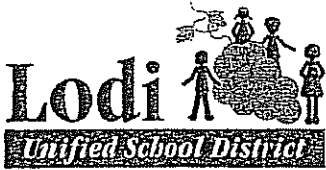
A handwritten signature in black ink that reads "Karen Messersmith". The signature is fluid and cursive.

Karen Messersmith
Race Director, Avenue of the Vines

A handwritten signature in black ink that reads "Tony Vice". The signature is stylized and cursive.

Tony Vice
Owner, Fleet Feet Stockton

Joe Kilgore



Henderson Community Day School

May 12, 2008

Joe
American Medical Response
400 S. Fresno Ave.
Stockton, Ca. 95202

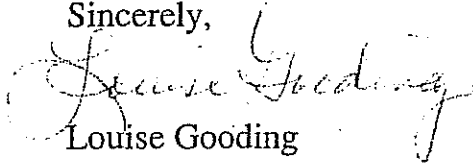
Dear Joe,

Thank you so much for participating in Henderson Community Day School's Career Day. It was **great** having you here, and our students really appreciated it.

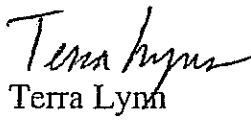
One of the biggest benefits was in helping our students make the needed connection between education and the world of work as they move toward high school and high school graduation. Again, our entire staff and our students thank you for not only taking the time to come to Henderson School, but also sharing your expertise with our students.

We hope you can be with us next year, also. Next year's Career Day is scheduled for May 1, 2009, and we'll send an invitation as we get closer to the date. We'd love to have you participate again.

Sincerely,


Louise Gooding

7th/8th Grade Counselor


Terra Lynn

9th Grade Counselor

13451 N. Extension Rd.
Lodi, CA 95242

209-331-7331
209-331-7601 Fax

22 April 2007

Dear Mr. Berry Elzig,

On 7 April, 2007, my son Jarred, who is autistic, called for help for me. I am in World and all that he has. Medic 26 John Williams arrived and calmed us down and got things going in the right direction. He assured my son, I was going to be alright, as well as myself.

Mr. Williams should be accommodated for his quick response, wit, and accuracy.

Upon talking to me Mr. Williams reminded me of something that helped in what was wrong with my breathing.

Mr. Williams is definitely an asset to your company.

Sincerely
Ginger A. Beyer
19001 N. Coquille Dr.
Lockeford, Ca 95237
209-727-3654



Community Services
San Joaquin County

Monthly Summary June 2008

Activities		
Contact Name	Title	Activity Outline
Ken Carlson	Reporter for Modesto Bee	Ken came down to do a story on the disaster vehicle we operate. Good information for the public.

Events		
Event Name	Location	Event Outline
Ambulance Standby / PR event, Stockton Rodeo June 5, 2008 0900-1100	Stockton Arena, Stockton, CA	Have ambulance available for public viewing and meeting staff of upcoming Stockton Rodeo event. Approx. 200 participants
Relay for Life Standby, 24 hour event from June 7, 2008-June 8, 2008, 0900-0900	Weber Point Event Center, Stockton, CA	Provide an ALS team for 24 hour standby for a fundraiser walkathon. ALS bike team the first half, then ALS ambulance second half. Approx. 2000 participants
EMS PR Event, July 11, 2008 1700-2000	Wine and Roses event center, Lodi, CA	Participate in event for local government. Approx. 150 participants.
Ambulance Standby / Demo, June 20, 2008 1600-2130	UOP baseball field, Stockton, CA	Provide ambulance and crew to do a demo / standby event for the All Star Little League Baseball event held at UOP. Hand out items and give tours of ambulance. Approx 600 participants.
Ambulance / EMS personnel PR event / fundraiser, June 21, 2008 1200-1600	Stockton Arena, Stockton, CA	Participate in a fundraiser event for local charity by having Paramedics and EMT's participate in flag football game against other public safety agencies. Approx. 500 participants.
Ambulance Standby / Demo, June 28, 2008 0800-1400	Grupe Ranch, Acampo, CA	Provide an ambulance and personnel to be on stand by for the bi-annual Grupe Country Fair. Promoting AMR and EMS to our public and various

		members of our community. Approx. 2000 people.
Ambulance Demo / Health Fair, June 28, 2008 1000-1400	Country Club Community Church, Stockton, CA	Provide ambulance and crew to participate in local health fair for community. Provide hand out items and health/safety tips to public. Approx. 500 participants.
Grupe Country Fair Standby, June 29, 2008, 1600-0000	Grupe Ranch, Acampo, CA	Provide an ambulance and personnel to be on stand by for the bi-annual Grupe Country Fair. Promoting AMR and EMS to our public and various members of our community. Approx. 2000 people.
Ambulance Demo, June 30, 2008 0900-1030	Tully C. Knowles Elementary School, Stockton, CA	Provide ambulance and personnel to provide a demonstration of ambulance and EMS services. Provide hand outs and health/safety tips. Approx. 300 participants.

Classes		
Class Name	Location	Class Outline
CPR class, June 3, 2008 1000-1200	AMR Stockton	CPR recert class held for the public and employees. Approx. 10 participants.
<u>CPAP Training</u> <u>EVERY WEEKDAY</u> <u>DURING THE MONTH OF</u> <u>JUNE 2008</u>	AMR Stockton Operations, Stockton, CA	This was CPAP training for employees and outside agencies that also use the same system. Over the course of the month, we have trained our medics and EMT's to be ready for implementation in July 2008. Open to outside agencies, and CE was given. Approx. 220 participants all month long.
CPR Class, June 26, 2008 1800-2200	Ripon Fire Department, Ripon, CA	Full CPR class for the Ripon Chiefs Youth Football league. This was a donated community service event for a local football group. Approx. 8 participants.

Current Projects / Studies	Meetings Attended
CPAP was a huge focus for the month of June 2008. We pushed to get our people trained, as well as offering these courses to outside agencies who were interested. We successfully had all of our paramedics trained on this equipment so we could begin using it starting July 1, 2008. This is a great tool to have, and our public should know that we are ready if they need it.	Met with Ken Carlson, reporter for the Modesto Bee. Granted, he is from another county, but wanted to do a story on our state funded disaster vehicle. This is a state vehicle that could potentially be deployed to other counties, as well as possibly to national disasters.
This month, we had a great morale boosting function. The opportunity to participate in the flag	Attended FTO meeting, which was helpful in getting them ready to get some of our employees trained in

<p>football halftime program at the Stockton Arena against other agencies was fantastic. We, as an agency in the publics' eye, were very professional in our participation. We promoted ourselves, as well as interagency relations. We are continually looking for morale lifting projects.</p>	<p>the use of CPAP. Included was training in the new nebulizers and Atrovent.</p>
<p>We have had plenty of requests from the public for CPR training. Due to most other agencies not providing free or low cost CPR training, we are working on a way to provide more classes to more public. This is helpful to the community as a whole.</p>	<p>Meeting with the directors of the upcoming Stockton Rodeo. This event will be held towards the end of the year, and we have been selected by them to provide medical care due to our expertise and professionalism. This meeting was to preplan and be ready for taking care of our public.</p>
<p>Working with local CHP and other safety organizations to put together a car seat safety program.</p>	

As a side note, there were no complaints received for the month of June 2008. I have included the copy of the article in the Modesto Bee regarding our Disaster Vehicle.

The Bike team event(s) are in **bold print**.

The CPAP training took the whole month, and is listed in ***bold italic***.



Search Modbee.com Web Search powered by YAHOO! SEARCH GO

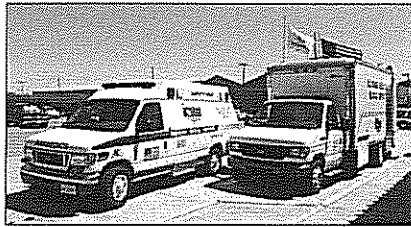
MEMBER LOGIN Username Password News Life Entertainment Sports Opinion Classifieds Special Sections Help

Saturday, June 28, 2008

E-mail this story Print this story Get Newsletters Comment on this story del.icio.us Digg it



American Medical Response ambulance crews get help in big disasters



American Medical Response San Joaquin County's new Disaster Medical Support truck (right) towers over the company's new "concept" ambulance outside their Stockton headquarters on Thursday, June 5, 2008. The state-funded disaster support vehicle carries enough supplies to support a 50-patient trauma event. Ted Benson/The Modesto Bee Modesto Bee

By KEN CARLSON
kcarlson@modbee.com

last updated: June 07, 2008 09:17:54 AM

Ambulance crews in Stanislaus and San Joaquin counties have received another piece of equipment for responding to major incidents, whether they occur in the Northern San Joaquin Valley or other parts of the state.

American Medical Response, the largest ambulance provider serving the two counties, was given two of the 25 Disaster Medical Support Units the state is distributing throughout California to beef up emergency preparedness.

The AMR operations center in Stockton received the first one in October. The second was delivered Friday to AMR in Stanislaus County.

The size of a large U-Haul truck, the vehicles are able to supply and support ambulance crews for 72 hours, providing advanced life-support equipment, oxygen, water, food, protective gear and other medical supplies.

They are part of statewide planning to have ambulance strike teams available to respond in case of a mass casualty terrorist attack or natural disaster in California. Many of the state-owned vehicles are being placed with AMR because it's the largest ambulance company in the state.

Local ambulance providers agree to maintain the trucks and can use them in responding to multicasualty incidents close to home. They also agree to send the truck, along with a local ambulance strike team, to major incidents in the state when requested.

The San Joaquin County unit has made appearances at disaster drills.

"A big fire season is projected, so it will be activated before long," said Bob Wattenbarger, San Joaquin County operations manager for AMR.

Company officials said the supply trucks are designed to respond to incidents involving 20 or more casualties. Such incidents aren't hard to imagine in the valley.

AT A GLANCE

The Disaster Medical Support Units in Stanislaus and San Joaquin counties are designed to supply ambulance crews for 72 hours during multicasualty incidents. The following is a list of the items carried in the supply trucks: Incident command and triage equipment, basic and advanced life support kits, trauma kits, airway supplies for adults and children, equipment for administering oxygen to 50 patients, intravenous supplies, blankets, patient transfer litters, infection control and personal protective equipment, backboards and splinting equipment, diagnostic equipment, bottled water, ready-to-eat meals, emergency lights, and portable floodlights and generators.

The High Five

Most Emailed Stories
Most Commented Stories

1. Magazine photographer accused of sex with girl
2. Housing crisis hits Modesto's budget
3. Law & Order
4. Porter out of depth on museum, witness says at murder trial
5. Most Wanted: July 9

The High Five are the five most-read stories, updated hourly.

It could be a commercial airline crash at the Modesto or Stockton airports, a passenger train derailment, bus accident or major highway pileup, officials said.

Ambulance crews could have used the vehicle May 22 at the fatal van crash and grass fire that caused a four-hour shutdown of Highway 99 near Turlock. Several passengers were in the van and about 100 people were evacuated from businesses on Taylor Road and in the Monte Vista Crossings shopping center.

Several people complained of smoke inhalation, and emergency personnel tended to people with medical problems in stalled cars on the highway.

"These units are a resource we didn't have before," said Mike Corbin, clinical manager for AMR in Stanislaus County. "Unfortunately, they will be used. We have two major freeways that go through this county, and there is potential for structure fires at large office buildings."

Funding for the vehicles came from the emergency preparedness program of the federal Department of Health and Human Services, which grew out of the Sept. 11 attacks and Hurricane Katrina.

Help in local disasters

The state placed the vehicles in Stanislaus and San Joaquin counties because AMR has trained personnel to operate the equipment.

The trucks won't be exclusively used in the designated territories that AMR serves in Stanislaus and San Joaquin counties. Regional emergency medical services agencies are developing protocols for other local agencies to request the equipment.

Wattenbarger said the vehicles can be requested by local, regional or state agencies. If the state calls for a strike team — consisting of five ambulances and the supply truck — local agencies are supposed to have the team rolling in 60 minutes.

The Disaster Medical Support Units are equipped to treat as many as 50 patients at the scene. They carry advanced life-support supplies, backboards for transporting people with spinal injuries and tanks for supplying oxygen to dozens of patients.

The supplies include color-coded tarps and flags for establishing triage stations in the field. People with minor injuries are placed on green tarps. Yellow is for patients who can get by with delayed treatment, red for those needing immediate attention and black for fatalities.

The state equipped the trucks with radio equipment, so paramedics can talk with other emergency responders on the frequencies used in other regions of California.

Because hospitals can be overwhelmed with casualties during a major disaster, paramedics may have to treat patients at the scene for several hours, Wattenbarger said. The trucks likely would be stationed at an incident command center and supply ambulances for three days.

In the past, ambulances had to go on resupply runs, making them unavailable for medical calls.

The supply trucks, costing \$100,000 apiece, are among the state medical assets purchased through Homeland Security and other funding sources, said Jeffrey Rubin, chief of disaster medical services for the state's Emergency Medical Services Authority.

The state also has equipment to assemble three mobile field hospitals and has created a registry of medical volunteers to respond in disasters. That's in addition to local government purchases to improve the readiness of hospitals, clinics and emergency services providers.

"I think the size and scope of a future disaster will tell us how well we are prepared," Rubin said. "We continue to build our medical services capability and are definitely better prepared than we have been in the past."

Bee staff writer Ken Carlson can be reached at kcarlson@modbee.com or 578-2321.

Comments Add Comment Disclaimer

Please login to add a comment

Modbee.com is pleased to be able to offer its users the opportunity to make comments and hold conversations online. However, the interactive nature of the internet makes it impracticable for our staff to monitor each and every posting.

Since Modbee.com does not control user submitted statements, we cannot promise that readers will not occasionally find offensive or inaccurate comments posted on our website. In addition, we remind anyone interested in making an online comment that responsibility for statements posted lies with the person submitting the comment, not The Modesto Bee.

If you find a comment offensive, clicking on the exclamation icon will flag the comment for review by the administrators, we are counting on the good judgment of all our readers to help us.