



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

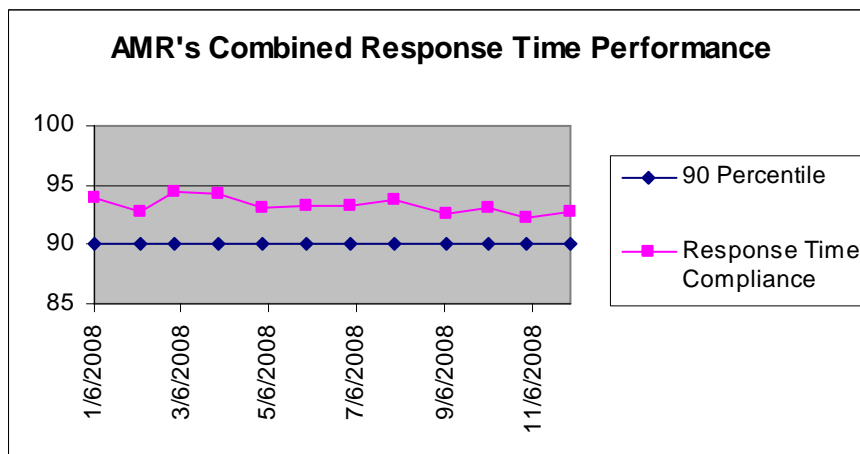
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: January 30, 2009

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December, 2008, is the sixteenth 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.



AMR's November and December 2008, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.23% for November and 92.69% for December.

AMR continues to adjust post assignments and the system status management plan in an effort to improve

performance in the lower call volume sub-zones of A2, A3, B4, and B5. The low call volume in these sub-zones poses a significant challenge in achieving the 90% compliance standard.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for November and December 2008 may be viewed or downloaded from 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

November 1, 2008 through November 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	343	9	97.38%	X		
SJC Zone A-2	98	9	90.82%	X		
SJC Zone A-3	46	10	78.26%			X
SJC Zone B-1	1,134	92	91.89%	X		
SJC Zone B-2	1,246	97	92.22%	X		
SJC Zone B-3	12	1	91.67%	X		
SJC Zone B-4	137	26	81.02%			X
SJC Zone B-5	94	10	89.36%			X
SJC Zone C-1	250	11	95.60%	X		
SJC Zone C-2	61	3	95.08%	X		
SJC Zone C-3	53	2	96.23%	X		
All Zones Combined	3,474	270	92.23%	8		3

Response Time Compliance Report by 30 Day Rolling Period

December 1, 2008 through December 30, 2008						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	394	9	97.72%	X		
SJC Zone A-2	119	11	90.76%	X		
SJC Zone A-3	48	6	87.50%			X
SJC Zone B-1	1,171	106	90.95%	X		
SJC Zone B-2	1,192	84	92.95%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	106	19	82.08%			X
SJC Zone B-5	92	9	90.22%	X		
SJC Zone C-1	281	10	96.44%	X		
SJC Zone C-2	44	1	97.73%	X		
SJC Zone C-3	50	1	98.00%	X		
All Zones Combined	3,504	256	92.69%	9		2

Fines and Penalties Report

Type of Penalty	November 2008	December 2008
Out of compliance response districts	\$15,000	\$10,000
Late response minutes	\$6,130	\$6,550
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	\$21,130	\$16,550

Weekly Unit Hour Staffing Report

	RFP	November 2008	December 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	November 2008			December 2008		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,264	257	92.13%	3,393	252	92.57%
Suburban 9:29	56	10	82.14%	63	9	85.71%
Rural 17:29	131	3	97.71%	155	2	98.71%
Wilderness 29:29	23	0	100.00%	12	0	100.00%
Total	3,474	270	92.23%	3,623	263	92.74%

**Detailed Response Time Analysis
November 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	343	0:00	17:17	3:55	1:57	6:06
SJ ZONE A-2 URBAN	60	0:05	12:35	5:11	2:25	7:25
SJ ZONE A-3 URBAN	22	2:14	11:26	6:07	2:37	9:22
SJ ZONE B-1 URBAN	1,134	0:00	16:04	4:36	2:22	7:22
SJ ZONE B-2 URBAN	1,245	0:00	18:11	4:34	2:12	7:12
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	119	0:07	12:55	5:49	2:31	8:57
SJ ZONE B-5 URBAN	82	0:02	13:45	4:54	2:40	8:10
SJ ZONE C-1 URBAN	237	0:00	10:48	4:24	1:56	7:03
SJ ZONE C-2 URBAN	10	0:05	8:18	5:15	2:08	7:38
SJ ZONE C-3 URBAN	7	1:40	7:31	4:59	2:01	7:31
SJ ZONE A-2 SUBURBAN	16	4:33	12:20	8:32	2:10	11:53
SJ ZONE A-3 SUBURBAN	7	5:24	10:19	8:22	1:53	10:19
SJ ZONE B-4 SUBURBAN	9	0:07	16:40	7:53	5:55	16:40
SJ ZONE B-5 SUBURBAN	8	3:43	7:00	5:17	1:14	7:00
SJ ZONE C-1 SUBURBAN	9	3:48	8:23	4:58	1:26	8:23
SJ ZONE C-2 SUBURBAN	2	4:02	7:27	5:44	1:43	7:27
SJ ZONE C-3 SUBURBAN	5	3:52	14:20	7:41	3:39	14:20
SJ ZONE A-2 RURAL	22	0:07	16:39	10:00	4:20	14:40
SJ ZONE A-3 RURAL	17	4:05	17:13	10:28	3:26	16:21
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	12	1:08	22:24	9:06	5:46	17:21
SJ ZONE B-4 RURAL	9	4:05	18:21	12:50	4:19	18:21
SJ ZONE B-5 RURAL	3	6:39	13:15	10:44	2:55	13:15
SJ ZONE C-1 RURAL	1	2:22	2:22	2:22	0:00	2:22
SJ ZONE C-2 RURAL	26	2:13	17:40	10:19	3:43	15:19
SJ ZONE C-3 RURAL	41	0:03	16:37	5:50	5:20	13:26
SJ ZONE C-2 WILDERNESS	23	1:17	27:48	13:15	5:46	19:10
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,259	0:00	18:11	4:34	2:17	7:16
All Suburban Compliance Areas	56	0:07	16:40	7:11	3:23	11:53
All Rural Compliance Areas	131	0:03	22:24	8:54	5:07	15:08
All Wilderness Compliance Areas	23	1:17	27:48	13:15	5:46	19:10

**Detailed Response Time Analysis
December 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	393	0:03	13:42	3:54	1:57	6:08
SJ ZONE A-2 URBAN	61	0:38	18:05	5:55	2:29	8:05
SJ ZONE A-3 URBAN	17	1:08	13:21	5:56	2:43	8:49
SJ ZONE B-1 URBAN	1,171	0:00	15:35	4:34	2:25	7:27
SJ ZONE B-2 URBAN	1,190	0:01	17:05	4:34	2:09	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	89	1:30	10:52	5:49	1:53	8:21
SJ ZONE B-5 URBAN	73	0:00	10:35	4:54	2:32	8:42
SJ ZONE C-1 URBAN	269	0:04	15:45	4:16	2:03	6:45
SJ ZONE C-2 URBAN	7	3:56	6:59	5:20	1:04	6:59
SJ ZONE C-3 URBAN	9	3:17	7:02	4:51	1:25	7:02
SJ ZONE A-2 SUBURBAN	19	0:06	10:09	7:12	2:32	9:34
SJ ZONE A-3 SUBURBAN	9	6:59	12:48	9:13	1:57	12:48
SJ ZONE B-4 SUBURBAN	8	2:02	15:47	9:43	4:54	15:47
SJ ZONE B-5 SUBURBAN	6	2:59	7:52	5:45	1:46	7:52
SJ ZONE C-1 SUBURBAN	11	0:05	9:22	5:07	2:21	7:40
SJ ZONE C-2 SUBURBAN	1	5:45	5:45	5:45	0:00	5:45
SJ ZONE C-3 SUBURBAN	4	1:46	9:45	4:16	3:11	9:45
SJ ZONE A-2 RURAL	39	0:06	17:27	10:19	4:23	16:42
SJ ZONE A-3 RURAL	22	5:07	18:51	10:39	3:21	16:07
SJ ZONE B-2 RURAL	1	9:51	9:51	9:51	0:00	9:51
SJ ZONE B-3 RURAL	7	5:11	18:23	10:20	4:02	18:23
SJ ZONE B-4 RURAL	9	0:04	15:33	8:35	5:23	15:33
SJ ZONE B-5 RURAL	12	1:42	17:11	10:48	4:42	16:26
SJ ZONE C-1 RURAL	1	5:28	5:28	5:28	0:00	5:28
SJ ZONE C-2 RURAL	25	0:03	17:39	9:06	4:07	14:34
SJ ZONE C-3 RURAL	36	0:05	34:53	6:56	7:15	14:51
SJ ZONE C-2 WILDERNESS	11	4:31	16:13	10:59	4:03	15:56
SJ ZONE C-3 WILDERNESS	1	11:00	11:00	11:00	0:00	11:00
All Urban Compliance Areas	3,279	0:00	18:05	4:32	2:16	7:17
All Suburban Compliance Areas	58	0:05	15:47	7:05	3:21	11:16
All Rural Compliance Areas	152	0:03	34:53	9:16	5:19	15:33
All Wilderness Compliance Areas	12	4:31	16:13	10:59	3:53	15:56

**Exemption Request Report
November 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
11/01/2008	8132902	B-1	Heavy Rain	Exempt
11/06/2008	8134895	B-5	Delayed Reporting on Scene	Not Exempt
11/08/2008	8135516	B-4	Delayed Reporting on Scene	Not Exempt
11/08/2008	8135644	B-2	Train	Exempt
11/08/2008	8135706	B-2	Delayed Reporting on Scene	Not Exempt
11/11/2008	8136704	B-1	Poor Location Information from SFD	Exempt
11/12/2008	8137136	B-1	Poor Location Information from SFD	Exempt
11/13/2008	8137409	B-2	Poor Location Information from SFD	Exempt
11/16/2008	8138753	B-4	Delayed Reporting on Scene	Not Exempt
11/17/2008	8139249	B-1	Road Construction	Exempt
11/17/2008	8139351	B-1	Delayed Reporting on Scene	Not Exempt
11/18/2008	8139631	B-2	Delayed Reporting on Scene	Not Exempt
11/18/2008	8139774	B-2	Road Construction	Exempt
11/19/2008	8139835	B-1	Road Construction	Not Exempt
11/19/2008	8140191	B-2	Poor Location Information from CHP	Exempt
11/22/2008	8141235	A-2	Fog	Exempt
11/22/2008	8141268	B-2	Delayed Reporting on Scene	Not Exempt
11/22/2008	8141516	B-1	Delayed Reporting on Scene	Not Exempt
11/23/2008	8141584	A-3	Insufficient Information	Not Exempt
11/23/2008	8141680	B-1	Delayed Reporting on Scene	Not Exempt
11/24/2008	8141903	B-1	Fog	Exempt
11/25/2008	8142601	B-2	Delayed Reporting on Scene	Not Exempt
11/25/2008	8142629	C-1	Train	Exempt
11/26/2008	8142726	B-4	Delayed Reporting on Scene	Not Exempt
11/26/2008	8142733	A-3	Delayed Reporting on Scene	Not Exempt
11/27/2008	8143134	B-5	Poor Location Information from CHP	Exempt
11/28/2008	8143740	C-1	Poor Location Information from CHP	Exempt
11/29/2008	8143899	B-4	Fog	Exempt
11/29/2008	8143982	B-4	Poor Location Information from CHP	Exempt
11/29/2008	8144141	B-5	Poor Location Information from CHP	Exempt
11/30/2008	8144206	C-1	Fog	Exempt
11/30/2008	8144563	B-5	Delayed Reporting on Scene	Not Exempt
11/30/2008	8144580	A-2	Fog	Exempt

**Exemption Request Report
December 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
12/01/2008	8144618	B-2	Train	Exempt
12/01/2008	8144628	B-1	Fog	Exempt
12/01/2008	8144782	B-1	Delayed Reporting on Scene	Not Exempt
12/01/2008	8144859	B-2	Delayed Reporting on Scene	Not Exempt
12/03/2008	8145475	B-1	Delayed Reporting on Scene	Not Exempt
12/03/2008	8145580	B-2	Delays in Transferring Care at the En	Exempt
12/04/2008	8146184	A-1	Delayed Reporting on Scene	Not Exempt
12/05/2008	8146408	B-5	Adjusted time based on call audit	Exempt
12/06/2008	8146820	B-1	Fog	Exempt
12/08/2008	8147594	B-2	Fog	Exempt
12/09/2008	8148022	B-2	Delayed Reporting on Scene	Not Exempt
12/09/2008	8148347	B-1	Poor Location Information from SFD	Exempt
12/10/2008	8148660	B-2	Delayed Reporting on Scene	Not Exempt
12/11/2008	8148893	B-1	Delayed Reporting on Scene	Not Exempt
12/11/2008	8148925	B-2	Fog	Exempt
12/11/2008	8148947	B-1	Delayed Reporting on Scene	Not Exempt
12/11/2008	8149216	B-1	Train	Exempt
12/12/2008	8149348	B-1	Delayed Reporting on Scene	Not Exempt
12/12/2008	8149418	B-2	Delayed Reporting on Scene	Not Exempt
12/14/2008	8150423	C-1	Heavy Rain	Exempt
12/15/2008	8150537	B-1	Delayed Reporting on Scene	Not Exempt
12/15/2008	8150591	B-1	Heavy Rain	Exempt
12/15/2008	8150927	B-1	Delayed Reporting on Scene	Not Exempt
12/16/2008	8151389	A-3	Insufficient Information	Not Exempt
12/17/2008	8151869	A-1	Coding Error by SFD CAD	Exempt
12/17/2008	8151887	B-2	Delayed Reporting on Scene	Not Exempt
12/18/2008	8151961	C-3	False Report of Emergency	Exempt
12/18/2008	8151977	B-1	Ice	Exempt
12/19/2008	8152496	A-2	False Report of Emergency	Exempt
12/19/2008	8152710	B-4	Delayed Reporting on Scene	Not Exempt
12/19/2008	8152749	B-2	Train	Exempt
12/19/2008	8152766	B-2	Fog	Exempt
12/20/2008	8152844	B-2	Fog	Exempt
12/20/2008	8152987	B-2	Delayed Reporting on Scene	Not Exempt
12/20/2008	8153170	B-2	Delayed Reporting on Scene	Not Exempt
12/21/2008	8153251	B-1	Delayed Reporting on Scene	Not Exempt
12/21/2008	8153450	A-3	Fog	Exempt
12/21/2008	8153533	A-1	Delayed Reporting on Scene	Not Exempt
12/23/2008	8154235	B-2	Delayed Reporting on Scene	Not Exempt
12/23/2008	8154365	B-2	Delayed Reporting on Scene	Not Exempt
12/23/2008	8154425	B-1	Delayed Reporting on Scene	Not Exempt
12/24/2008	8154835	B-1	Delayed Reporting on Scene	Not Exempt
12/25/2008	8154868	A-2	Delayed Reporting on Scene	Not Exempt
12/25/2008	8154950	B-2	Delayed Reporting on Scene	Not Exempt
12/26/2008	8155288	B-1	Poor Location Information from CHP	Exempt
12/26/2008	8155512	B-1	Delayed Reporting on Scene	Not Exempt
12/26/2008	8155582	A-2	Adjusted time based on call audit	Exempt
12/27/2008	8155713	B-1	Delayed Reporting on Scene	Not Exempt

Exemption Request Report (continued)
December 2008

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
12/27/2008	8155925	B-5	Adjusted time based on call audit	Exempt
12/28/2008	8155994	A-3	Off-Road Location	Not Exempt
12/28/2008	8156103	B-1	Delayed Reporting on Scene	Not Exempt
12/28/2008	8156109	B-3	Poor Location Information from CHP	Exempt
12/29/2008	8156402	A-2	Delayed Reporting on Scene	Not Exempt
12/30/2008	8156727	A-3	Fog	Exempt
12/30/2008	8156734	B-5	Fog	Exempt
12/30/2008	8156749	A-2	Fog	Exempt
12/30/2008	8156765	B-4	Poor Location Information from CHP	Exempt
12/30/2008	8157080	B-2	Poor Location Information from RP	Exempt
12/31/2008	8157153	B-4	Fog	Exempt
12/31/2008	8157184	A-3	Fog	Exempt
12/31/2008	8157214	B-2	Fog	Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Monthly Average
A-1	97%	96%	98%	97%	97%	98%	98%	98%	98%	99%	97%	98%	97.6%
A-2	85%	90%	89%	81%	93%	92%	86%	92%	91%	87%	91%	91%	89.0%
A-3	89%	84%	83%	91%	80%	90%	88%	92%	88%	91%	78%	88%	87.1%
B-1	94%	93%	94%	95%	93%	94%	94%	94%	91%	93%	92%	91%	93.1%
B-2	94%	93%	95%	95%	93%	93%	93%	94%	93%	93%	92%	93%	93.4%
B-3	100%	95%	100%	100%	100%	100%	95%	76%	90%	100%	92%	100%	94.3%
B-4	86%	78%	85%	86%	85%	79%	83%	91%	85%	82%	81%	82%	83.4%
B-5	87%	82%	88%	88%	84%	79%	80%	83%	89%	82%	89%	90%	85.0%
C-1	97%	98%	97%	97%	97%	99%	98%	97%	98%	95%	96%	96%	97.0%
C-2	98%	92%	94%	100%	96%	100%	97%	92%	98%	98%	95%	98%	96.5%
C-3	99%	98%	99%	100%	99%	98%	100%	98%	97%	97%	96%	98%	98.3%
All Zones	94%	93%	94%	94%	93%	93%	93%	94%	93%	93%	92%	93%	93.3%

Failure to Provide Data

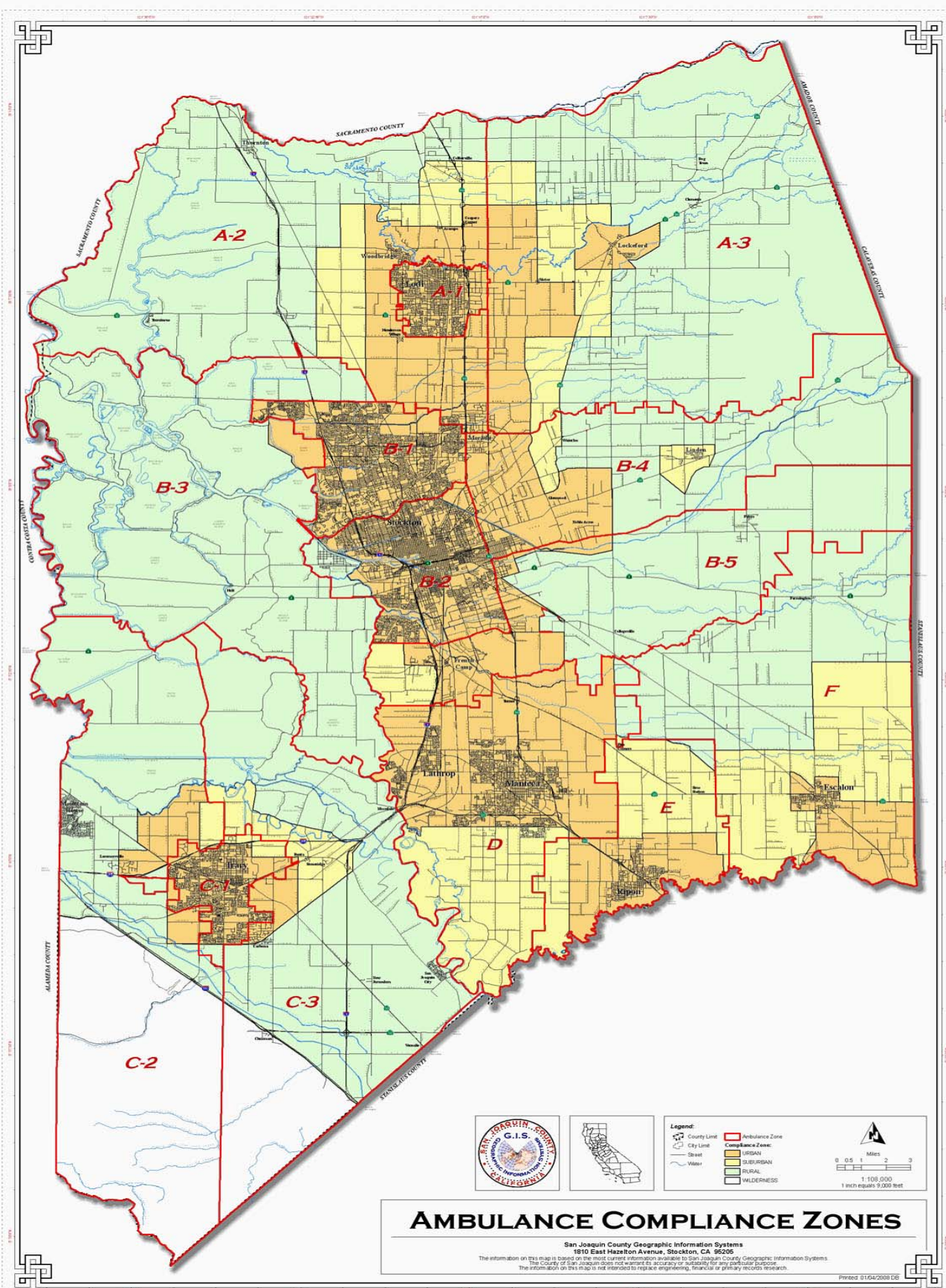
Event Type	November 2008	December 2008
N/A		

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 8/16/2008 DE



Community Services
San Joaquin County

Monthly Summary November 2008

Activities		
Contact Name	Title	Activity Outline
Christine Glass	Health Career Instructor, Weber Institute	Working with Ms. Glass on outreach programs for her school, as well as the upcoming Health Fair.

Events		
Event Name	Location	Event Outline
Every 15 Minutes Planning Meeting, November 4, 2008 0900-1300	CHP office, Stockton, CA	This was a planning meeting for the upcoming Every 15 Minutes Programs for 2009. Many local schools and businesses attended.
Ambulance Demo, November 08, 2008, 1100-1200	Stockton Airport, Stockton, CA	Provide an ambulance and crew to participate in a celebration and outreach for our local veterans. This was both providing any needed medical aid, and also as an informative event. Approx. 1500 participants.
Ambulance Demo, November 12, 2008 0900-1000	McKinley School, Tracy, CA	Provide an ambulance and personnel to show and tell to elementary students about safety, and careers in EMS. Approx. 40 participants.
Ambulance Demo, November 12, 2008 1400-1500	McKinley School, Tracy, CA	Provide an ambulance and personnel to show and tell to elementary students about safety, and careers in EMS. Approx. 40 participants.
Career Fair, November 17, 2008 0900-1300	Weber Institute, Stockton, CA	I was the keynote speaker for the annual career fair/ health fair. This event is designed to get high school kids engaged in vocational programs, specifically designed toward health care and EMS. Approx. 300 participants.

Ambulance demo, November 20, 2008 0900-1200	Jacobson Elementary/Preschool, Tracy, CA	Provide and ambulance and personnel to show and tell to elementary students about safety, and careers in EMS. Approx. 20 participants.
Bike Team / Ambulance Standby, November 27, 2008 0600-1200	Downtown Stockton, CA	Provide Bike Team personnel to be available as medical aid for the annual "Run Against Hunger" event in downtown Stockton. Approx. 2500 participants.

Classes		
Class Name	Location	Class Outline
CPR Course November 3, 2008, 0800-1300	Prestige Living SNF, Manteca, CA	Provide a full BLS course for staff of local SNF. Approx. 10 participants.
CPR Refresher, November 4, 2008 1400-1630	Sunbridge Heritage SNF, Stockton, CA	BLS refresher course for local SNF. Open to outside agencies. Approx. 12 participants.
Heart saver CPR Course, November 6, 2008 1200-1500	Merry Hill Preschool, Stockton, CA	Provided CPR training for teaching and support staff of a local preschool. Approx. 6 participants.
CPR refresher, November 10, 2008 0900-1200	AMR San Joaquin Operations	BLS refresher course for AMR employees, but open to other providers as needed. Approx. 12 participants.
CPR refresher, November 14, 2008 1000-1230	Mokelumne Fire Department, Lockeford, CA	Provide a BLS refresher for one of our local SJ County Fire Departments. Approx. 12 participants.
CPR Class, November 15, 2008 0800-1230	Whispering Hope SNF, Stockton, CA	Provide a BLS course for a local SNF. Approx. 6 participants.
Narcan Policy Review, November 19, 2008 1000-1200	AMR San Joaquin Operations	Provided a policy review course for CE. This was the first in a series of policy reviews that will be occurring, covering SJ EMS pre-hospital policies. These will be offered to other county providers. Approx. 12 participants.
CPR refresher, November 20, 2008 1800-2100	Mokelumne Fire Department, Lockeforde, CA	Provide a BLS refresher for one of our local SJ County Fire Departments. Approx. 12 participants.
CPR Class, November 22, 2008 0800-1230	Whispering Hope SNF, Stockton, CA	Provide a BLS course for a local SNF. Approx. 6 participants.

Current Projects / Studies	Meetings Attended
This month saw the implementation of a policy	Attended a BLS instructor meeting at Dameron

<p>review series that will be rolled out in 2009. These will be specific to SJEMS pre-hospital policies. CE will be given, and will be offered to all providers in our county.</p>	<p>hospital. This was a meeting of most of the local instructors to get the new updates and refresh the instructors for 2009 and on.</p>
<p>As a note, we have been pushing the importance of "Early CPR" in the community. You can see that the month of November 2008, we have donated over 25 hours of CPR instruction to our community, and local providers.</p>	<p>Attended the annual meeting to kick off the "Every 15 Minutes" program. This was sponsored by CHP, Stockton, and will be getting us ready to participate in the upcoming events.</p>

As a note, there were no complaints received for the month of November. I have attached any thank yous as additional attachments.

Bike team events are in bold print.