



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

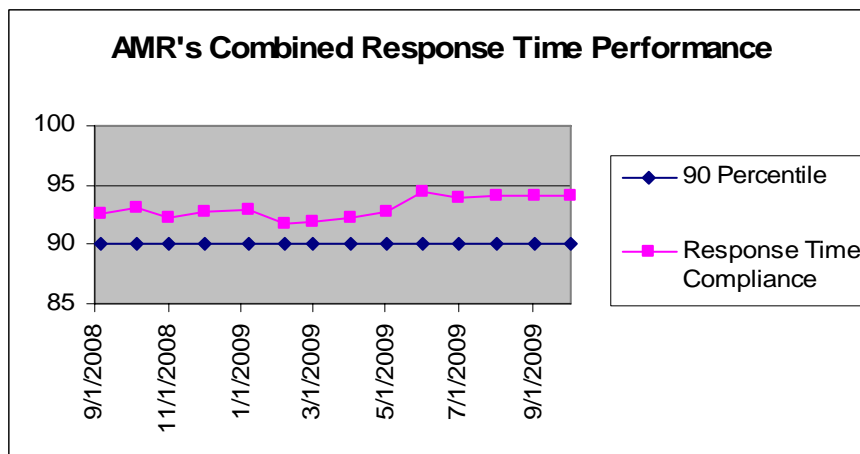
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 11, 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 September and October, 2009, represents the twenty-first opportunity to report on AMR's performance under the five year contract. The County's contract with AMR 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 September and October 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 94.11% for September and 94.08% for October.

As the table below shows, the number of emergency ambulance responses for AMR in the months of

September and October has remained constant for the past three (3) years.

	September	October
2007	3,694	3,595
2008	3,646	3,584
2009	3,650	3,600

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for September and October 2009 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

September 1, 2009 through September 30, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	347	1	99.71%	X		
SJC Zone A-2	104	9	91.35%	X		
SJC Zone A-3	46	2	95.65%	X		
SJC Zone B-1	1,246	91	92.70%	X		
SJC Zone B-2	1,327	81	93.90%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	134	10	92.54%	X		
SJC Zone B-5	85	9	89.41%			X
SJC Zone C-1	251	10	96.02%	X		
SJC Zone C-2	44	1	97.73%	X		
SJC Zone C-3	55	1	98.18%	X		
All Zones Combined	3,650	215	94.11%	10		1

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2009 through October 31, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	347	1	99.71%	X		
SJC Zone A-2	106	5	95.28%	X		
SJC Zone A-3	38	3	92.11%	X		
SJC Zone B-1	1,204	68	94.35%	X		
SJC Zone B-2	1,300	102	92.15%	X		
SJC Zone B-3	9	0	100.00%	X		
SJC Zone B-4	125	14	88.80%			X
SJC Zone B-5	105	12	88.57%			X
SJC Zone C-1	267	6	97.75%	X		
SJC Zone C-2	45	1	97.78%	X		
SJC Zone C-3	54	1	98.15%	X		
All Zones Combined	3,600	213	94.08%	9		2

Fines and Penalties Report

Type of Penalty	September 2009	October 2009
Out of compliance response districts	\$5,000	\$10,000
Late response minutes	\$4,410	\$4,130
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	\$9,410	\$14,130

Weekly Unit Hour Staffing Report

	RFP	September 2009	October 2009
Zone A	672	672	672
Zone B	1848	2286	2122
Zone B *non dedicated	0	566	500
Zone C	504	504	504
Total	3024	4028	3798

*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	September 2009			October 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,452	211	93.89%	3,392	206	93.93%
Suburban 9:29	47	2	95.74%	49	5	89.80%
Rural 17:29	143	2	98.60%	147	2	98.64%
Wilderness 29:29	8	0	100.00%	12	0	100.00%
Total	3,650	215	94.11%	3,600	213	94.08%

**Detailed Response Time Analysis
September 2009**

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	347	0:00	14:20	3:42	1:45	5:44
SJ ZONE A-2 URBAN	55	0:06	13:21	6:22	2:23	9:15
SJ ZONE A-3 URBAN	21	0:06	10:20	4:56	2:36	7:47
SJ ZONE B-1 URBAN	1,245	0:00	13:51	4:39	2:22	7:25
SJ ZONE B-2 URBAN	1,325	0:00	15:20	4:37	2:12	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	121	0:04	14:01	5:01	2:14	7:44
SJ ZONE B-5 URBAN	74	0:03	12:53	4:49	3:23	9:35
SJ ZONE C-1 URBAN	242	0:00	13:55	4:24	1:57	6:24
SJ ZONE C-2 URBAN	5	0:06	7:39	4:37	2:29	7:39
SJ ZONE C-3 URBAN	15	0:09	7:23	4:32	1:47	6:22
SJ ZONE A-2 SUBURBAN	14	1:30	9:21	6:05	2:44	9:10
SJ ZONE A-3 SUBURBAN	10	1:04	10:16	6:19	3:03	9:08
SJ ZONE B-4 SUBURBAN	4	0:08	17:02	5:41	6:41	17:02
SJ ZONE B-5 SUBURBAN	2	3:45	5:54	4:49	1:05	5:54
SJ ZONE C-1 SUBURBAN	6	0:48	6:29	3:40	2:11	6:29
SJ ZONE C-2 SUBURBAN	3	6:34	7:45	7:17	0:31	7:45
SJ ZONE C-3 SUBURBAN	8	4:36	10:15	7:12	1:48	10:15
SJ ZONE A-2 RURAL	35	2:14	20:39	11:20	4:16	17:16
SJ ZONE A-3 RURAL	15	0:14	13:09	7:58	2:50	10:04
SJ ZONE B-2 RURAL	2	6:26	6:53	6:39	0:14	6:53
SJ ZONE B-3 RURAL	11	0:14	19:26	7:35	5:42	15:41
SJ ZONE B-4 RURAL	9	0:05	18:14	8:42	4:39	18:14
SJ ZONE B-5 RURAL	9	5:37	14:45	8:37	2:41	14:45
SJ ZONE C-1 RURAL	3	2:37	8:20	6:23	2:40	8:20
SJ ZONE C-2 RURAL	28	1:32	19:02	9:17	4:46	16:05
SJ ZONE C-3 RURAL	31	0:03	15:16	4:27	4:47	10:10
SJ ZONE C-2 WILDERNESS	8	11:22	20:07	14:33	3:03	20:07
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,450	0:00	15:20	4:34	2:16	7:16
All Suburban Compliance Areas	47	0:08	17:02	6:00	3:13	9:10
All Rural Compliance Areas	143	0:03	20:39	8:17	5:00	15:14
All Wilderness Compliance Areas	8	11:22	20:07	14:33	3:03	20:07

**Detailed Response Time Analysis
October 2009**

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	347	0:03	11:03	3:46	1:29	5:26
SJ ZONE A-2 URBAN	59	1:32	10:14	5:50	1:29	7:24
SJ ZONE A-3 URBAN	16	1:52	14:38	6:18	3:36	12:10
SJ ZONE B-1 URBAN	1,203	0:00	13:10	4:26	2:13	7:11
SJ ZONE B-2 URBAN	1,299	0:00	13:57	4:34	2:13	7:19
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	110	0:14	12:35	5:29	2:22	8:47
SJ ZONE B-5 URBAN	85	0:00	13:29	5:28	3:02	8:53
SJ ZONE C-1 URBAN	257	0:06	8:23	4:16	1:41	6:27
SJ ZONE C-2 URBAN	7	3:21	8:52	5:36	1:42	8:52
SJ ZONE C-3 URBAN	7	0:11	5:46	3:23	2:14	5:46
SJ ZONE A-2 SUBURBAN	11	1:24	13:56	7:29	3:27	13:23
SJ ZONE A-3 SUBURBAN	7	4:04	12:04	7:23	2:24	12:04
SJ ZONE B-4 SUBURBAN	8	1:42	15:06	5:42	5:18	15:06
SJ ZONE B-5 SUBURBAN	7	0:06	10:05	5:05	3:44	10:05
SJ ZONE C-1 SUBURBAN	8	2:52	7:03	4:55	1:10	7:03
SJ ZONE C-2 SUBURBAN	2	3:15	5:30	4:22	1:08	5:30
SJ ZONE C-3 SUBURBAN	6	0:09	11:23	6:34	3:55	11:23
SJ ZONE A-2 RURAL	36	0:06	18:17	10:18	4:34	15:59
SJ ZONE A-3 RURAL	15	0:39	11:49	7:46	2:53	10:48
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	9	0:06	17:34	8:42	5:53	17:34
SJ ZONE B-4 RURAL	7	9:33	22:32	13:58	4:05	22:32
SJ ZONE B-5 RURAL	12	5:54	16:47	8:36	2:49	10:07
SJ ZONE C-1 RURAL	2	3:49	6:47	5:18	1:29	6:47
SJ ZONE C-2 RURAL	24	1:50	15:13	10:11	2:50	13:48
SJ ZONE C-3 RURAL	41	0:02	14:54	6:08	4:46	12:37
SJ ZONE C-2 WILDERNESS	12	7:05	21:22	12:47	3:51	16:20
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,390	0:00	14:38	4:30	2:11	7:11
All Suburban Compliance Areas	49	0:06	15:06	6:10	3:40	12:04
All Rural Compliance Areas	146	0:02	22:32	8:43	4:40	14:22
All Wilderness Compliance Areas	12	7:05	21:22	12:47	3:51	16:20

**Exemption Request Report
September 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/03/2009	9107313	B-2	Train		Exempt
09/03/2009	9107505	B-2	Road Construction	Major road closures should affect dispatch route	Not Exempt
09/03/2009	9107506	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/03/2009	9107513	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/04/2009	9107738	B-2	False Report of Emergency		Exempt
09/04/2009	9107775	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/04/2009	9107962	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/04/2009	9107964	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/07/2009	9108922	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/09/2009	9110023	B-2	Poor Location Information from RP		Exempt
09/11/2009	9110893	A-2	Out of County		Exempt
09/11/2009	9110922	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/11/2009	9110934	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/11/2009	9110937	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/12/2009	9111130	B-2	Train	Appeared late regardless of Train	Not Exempt

Exemption Request Report (continued)
September 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/13/2009	9111788	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/13/2009	9111792	A-1	Delays in Transferring Care at the Emergency Department		Exempt
09/14/2009	9112095	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/14/2009	9112108	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/14/2009	9112132	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/14/2009	9112139	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/14/2009	9112140	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/15/2009	9112606	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/15/2009	9112608	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/15/2009	9112630	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/15/2009	9112666	C-2	Poor Location Information from CHP		Exempt
09/16/2009	9113041	B-1	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
September 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/16/2009	9113090	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/16/2009	9113108	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/16/2009	9113111	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/17/2009	9113604	A-2	Train	Appeared late regardless of Train	Not Exempt
09/17/2009	9113616	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/18/2009	9114020	A-2	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114301	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114306	B-5	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114332	A-2	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114335	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114357	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/19/2009	9114540	A-2	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
September 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/20/2009	9114754	B-3	Delays in Transferring Care at the Emergency Department		Exempt
09/20/2009	9114815	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/20/2009	9114931	A-2	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115278	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115287	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115332	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115348	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115361	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115362	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115364	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/21/2009	9115393	B-1	Delays in Transferring Care at the Emergency Department		Exempt
09/22/2009	9115654	B-1	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
September 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/22/2009	9115669	C-1	Delays in Transferring Care at the Emergency Department		Exempt
09/23/2009	9115871	B-4	Delays in Transferring Care at the Emergency Department		Exempt
09/23/2009	9116190	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/24/2009	9116415	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/24/2009	9116416	B-4	Delays in Transferring Care at the Emergency Department		Exempt
09/24/2009	9116738	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/24/2009	9116747	B-2	Delays in Transferring Care at the Emergency Department		Exempt
09/25/2009	9117051	B-4	Delays in Transferring Care at the Emergency Department		Exempt
09/25/2009	9117191	A-1	Delays in Transferring Care at the Emergency Department		Exempt
09/25/2009	9117194	A-1	Delays in Transferring Care at the Emergency Department		Exempt
09/26/2009	9117326	B-4	Delays in Transferring Care at the Emergency Department		Exempt
09/26/2009	9117591	B-2	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report
October 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/01/2009	9119667	B-5	Delays in Transferring Care at the Emergency Department		Exempt
10/01/2009	9119788	B-2	Road Construction		Exempt
10/03/2009	9120474	B-5	Delays in Transferring Care at the Emergency Department		Exempt
10/03/2009	9120511	B-5	Delays in Transferring Care at the Emergency Department		Exempt
10/03/2009	9120529	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/03/2009	9120534	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/03/2009	9120638	B-5	Delays in Transferring Care at the Emergency Department		Exempt
10/04/2009	9120887	B-5	Delays in Transferring Care at the Emergency Department		Exempt
10/04/2009	9121004	B-1	Delays in Transferring Care at the Emergency Department		Exempt
10/05/2009	9121173	B-2	Train		Exempt
10/05/2009	9121225	B-1	Delays in Transferring Care at the Emergency Department		Exempt
10/05/2009	9121229	B-1	Delays in Transferring Care at the Emergency Department		Exempt
10/05/2009	9121254	B-1	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
October 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/05/2009	9121289	B-1	Delays in Transferring Care at the Emergency Department		Exempt
10/05/2009	9121304	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/06/2009	9121490	B-2	Road Construction	Major road closures should affect dispatch route	Not Exempt
10/07/2009	9122171	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/08/2009	9122392	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/09/2009	9122825	B-1	Train		Exempt
10/09/2009	9122862	B-4	Delays in Transferring Care at the Emergency Department		Exempt
10/09/2009	9122864	B-1	Delays in Transferring Care at the Emergency Department		Exempt
10/09/2009	9123134	A-3	Delays in Transferring Care at the Emergency Department		Exempt
10/09/2009	9123138	B-4	Delays in Transferring Care at the Emergency Department		Exempt
10/10/2009	9123247	A-2	Poor Location Information from CHP		Exempt
10/11/2009	9123916	B-2	Delays in Transferring Care at the Emergency Department		Exempt
10/12/2009	9124076	A-3	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report (continued)
October 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/12/2009	9124190	B-4	Delays in Transferring Care at the Emergency Department		Exempt
10/13/2009	9124336	B-5	Poor Location Information from RP		Exempt
10/13/2009	9124379	B-5	Heavy Rain	Distance not weather was the issue	Not Exempt
10/13/2009	9124447	B-2	Heavy Rain	Distance not weather was the issue	Not Exempt
10/13/2009	9124492	A-2	Poor Location Information from RP		Exempt
10/13/2009	9124574	C-1	Heavy Rain		Exempt
10/13/2009	9124670	B-2	Dispatch Error	Dispatch > 2 minutes	Not Exempt
10/13/2009	9124673	A-1	Poor Location Information from CHP		Exempt
10/13/2009	9124692	B-2	Heavy Rain	Distance not weather was the issue	Not Exempt
10/13/2009	9124723	B-1	Heavy Rain	Distance not weather was the issue	Not Exempt
10/13/2009	9124726	B-2	Heavy Rain	Distance not weather was the issue	Not Exempt
10/16/2009	9125972	A-3	Delays in Transferring Care at the Emergency Department		Exempt
10/17/2009	9126140	B-3	Poor Location Information from CHP		Exempt
10/17/2009	9126541	B-4	Delays in Transferring Care at the Emergency Department		Exempt
10/23/2009	9128683	B-1	Road Construction		Exempt
10/24/2009	9129120	B-4	Delays in Transferring Care at the Emergency Department		Exempt
10/24/2009	9129179	A-1	Poor Location Information from CHP		Exempt
10/26/2009	9129970	B-5	Train		Exempt
10/27/2009	9130428	B-2	Train		Exempt
10/27/2009	9130530	B-4	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
October 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/27/2009	9130532	A-3	Delays in Transferring Care at the Emergency Department		Exempt
10/27/2009	9130569	B-4	Not Listed		Exempt
10/30/2009	9131614	B-4	Delays in Transferring Care at the Emergency Department		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Monthly Average
A-1	97%	98%	98%	98%	98%	97%	97%	99%	99%	99%	100%	100%	98.3%
A-2	91%	93%	94%	88%	90%	92%	87%	93%	95%	95%	91%	95%	92.0%
A-3	78%	88%	90%	85%	84%	84%	93%	90%	94%	96%	96%	92%	89.1%
B-1	92%	91%	90%	89%	90%	91%	92%	93%	91%	91%	93%	94%	91.6%
B-2	92%	93%	94%	93%	93%	92%	94%	94%	94%	94%	94%	92%	93.4%
B-3	92%	100%	100%	91%	71%	100%	94%	91%	91%	91%	100%	100%	93.0%
B-4	81%	82%	86%	83%	84%	85%	79%	90%	92%	95%	93%	89%	86.8%
B-5	89%	90%	84%	84%	82%	88%	79%	92%	90%	93%	89%	89%	87.3%
C-1	96%	97%	98%	98%	95%	97%	94%	99%	98%	99%	96%	98%	97.0%
C-2	95%	98%	92%	98%	94%	95%	95%	97%	100%	100%	98%	98%	96.5%
C-3	96%	98%	100%	98%	97%	100%	99%	98%	98%	100%	98%	98%	98.4%
All Zones	92%	93%	93%	92%	92%	92%	93%	94%	94%	94%	94%	94%	93.1%

Failure to Provide Data

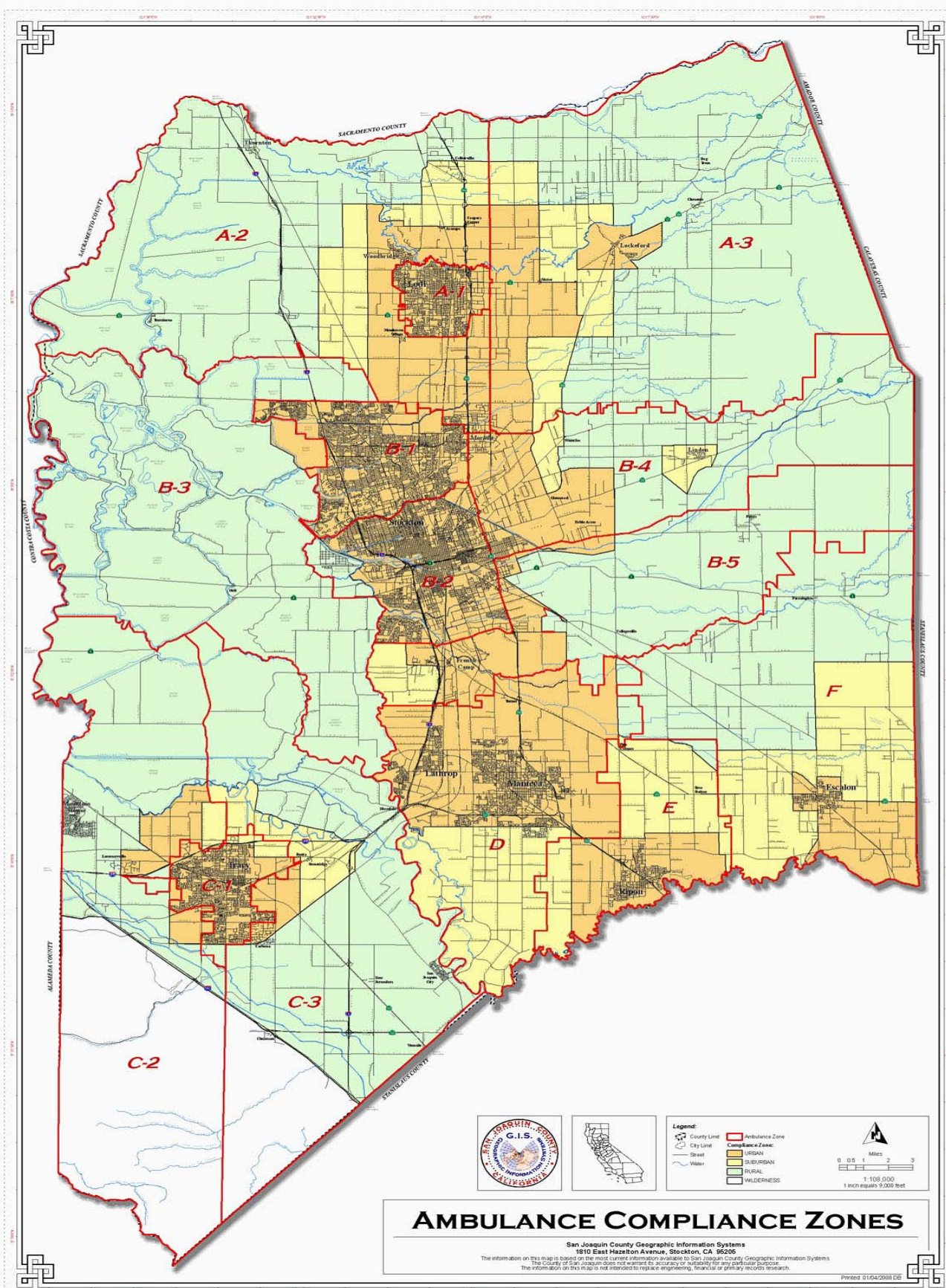
Event Type	September 2009	October 2009
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary September 2009

Activities		
Contact Name	Title	Activity Outline
Various P.I.O.'s for San Joaquin County	Public Information Officer's Meeting	Meeting that was planned by San Joaquin County PIO, Karen McConnell, to serve as a 'meet and greet'

Events		
Event Name	Location	Event Outline
Ambulance Standby, September 4, 2009 0700-1700	Tracy PD	Bi-monthly joint training / standby for Tracy SWAT team. EMS personnel participate and are also on donated first aid watch. Approx. 50 participants.
Ambulance Standby/ Demo, September 9, 2009 0900-1400	Lodi Technical Academy, Lodi, CA	Provide an ambulance and personnel to do a demo / educational program for a local high school's medical academy. Show equipment, ambulance, demonstration of EMS techniques. Approx. 100 participants.
Ambulance standby / first aid standby, September 11, 2009 0830-1500	Grupe Ranch, Acampo	Provide an ambulance and crew to provide a demo and first aid standby for a local Horse Racing event held at Grupe Ranch. Approx. 1000 participants.
Ambulance standby / first aid standby, September 12, 2009 0830-1500	Grupe Ranch, Acampo	Provide an ambulance and crew to provide a demo and first aid standby for a local Horse Racing event held at Grupe Ranch. Approx. 1000 participants.
Ambulance Demo / Health Fair, September 12, 2009 1100-1500	Sutter Gould Medical Center, Stockton, CA	Provide an ambulance and crew to participate in a local health fair. Show equipment, give hand outs, and spoke about EMS and safety. Approx. 500 participants.

Ambulance standby / first aid standby, September 13, 2009 0830-1500	Grupe Ranch, Acampo	Provide an ambulance and crew to provide a demo and first aid standby for a local Horse Racing event held at Grupe Ranch. Approx. 1000 participants.
Bike Team donated standby, September 17, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
Career Day / Ambulance Demo, September 18, 2009 0830-1400	Heald Business College, Stockton, CA	Provide an ambulance and personnel to participate in a local career day for high school students. Show ambulance, provide hand outs, and speak about careers in EMS. Approx. 1000 participants.
Ambulance Standby, September 18, 2009 1200-0000	Tracy PD	Bi-monthly joint training / standby for Tracy SWAT team. EMS personnel participate and are also on donated first aid watch. Approx. 50 participants.
Bike Team donated standby, September 18, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
Ambulance Standby / First Aid Standby, September 19, 2009 0700-1500	Buckley Cove Marina / San Joaquin Waterway	Provide an ambulance and crew to provide standby medical assistance as well as transportation of persons for the Inland Coastal Cleanup Event, 2008. Approx. 3000 persons countywide.
Ambulance Demo / First Aid Standby, September 19, 2009 1030-1400	University Park, Central Stockton	Provide an ambulance and crew to participate in a local 'Family Day at the Park'. Crew to hand out items, speak about EMS and ambulance service, and also provide a first aid station, just in case. Approx. 500 participants.
Bike Team donated standby, September 19, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were

		different every day.
Bike Team donated standby, September 20, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
Ambulance Demo, September 24, 2009 0900-1200	Leroy Nichols School, Lodi, CA	Provide an ambulance to show during a community event. Hand out items, such as coloring books, stickers, balloons. Approx. 400 participants.
Ambulance Demo, September 26, 2009 0900-1500	CHP operations, Stockton, CA	Provide an ambulance and crew to participate in the CHP's open house event. Provide hand outs, demonstrate equipment, and show ambulance. Approx. 500 participants.
Ambulance Demo, September 26, 2009 1030-1400	University of the Pacific College, Stockton, CA	Provide an ambulance and crew to demo EMS equipment and show and tell items used in prehospital care. Hand out items, and promote a safe city. Approx. 500 participants.

Classes		
Class Name	Location	Class Outline
Documentation Training Class, September 1, 2009 1000-1200	AMR Stockton Operations	Documentation training course, focused on the pre-hospital providers' written report. Open to all providers, CE given. This was taught like a peer review. Approx. 15 participants.
Joint Landing Zone Training with Stockton Fire Department, September 1 st , 15 th , 18 th , 2009 0900-1700 (various times throughout day)	San Joaquin County Fairgrounds	Joint training effort between AMR, Stockton Fire, and REACH air ambulance. Taught by SFD regarding LZ safety procedures. Approx. 60 participants.
Joint Landing Zone Training with Stockton Fire Department, September 2 nd , 9 th , and 11 th , 2009 0900-1700 (various times throughout day)	Bear Creek High School, Stockton, CA	Joint training effort between AMR, Stockton Fire, and REACH air ambulance. Taught by SFD regarding LZ safety procedures. Approx. 60 participants.
Documentation Training Class, September 2, 2009 1300-1500	AMR Stockton Operations	Documentation training course, focused on the pre-hospital providers' written report. Open to all providers, CE given. This was taught like a peer review.

		Approx. 15 participants.
In-service Program, September 8, 2009 1500-1630	Whispering Hope Care Center, Stockton, CA	In-service program for a local SNF, dealing with the topic of 'Emergency Medical Dispatch' and how the EMS system works. Approx. 12 participants.
In-service program, September 10, 2009 1430-1630	Crestwood Manor SNF, Stockton, CA	In-service program for a local SNF, dealing with the topic of 'Emergency Medical Dispatch' and how the EMS system works. Approx. 12 participants.
EMT skills lab, September 11, 2009 1300-1700	AMR Stockton Operations	This was a BLS skills lab open to all EMT's / providers in the county. CE's are given, and EMT's can get skills refreshers and signed off for reaccreditation. Approx. 10 participants.
CPR Class, September 17, 2009 1430-1700	Crestwood Manor SNF, Stockton, CA	This was a BLS / CPR refresher course for staff of a local SNF. Approx. 12 participants.
EKG Interpretation Course, September 18, 2009 1000-1200	AMR Stockton Operations	Beginners EKG course open to all providers in the county. CE's given. Approx. 5 participants.
Patient Assessment / Policy Review Course, September 21, 2009 1000-1530	Lodi Fire Station 1, Lodi, CA.	Joint training between AMR and Lodi Fire. These courses were held over 3 days, and open to all FD personnel, as well as AMR personnel. There were 2 modules per day, one focusing on Patient Assessment, and on focusing on SJEMSA policies on the treatment of 'minors'. CE given to all. Approx. 20 participants per day.
Patient Assessment / Policy Review Course, September 22, 2009 1000-1530	Lodi Fire Station 1, Lodi, CA.	Joint training between AMR and Lodi Fire. These courses were held over 3 days, and open to all FD personnel, as well as AMR personnel. There were 2 modules per day, one focusing on Patient Assessment, and on focusing on SJEMSA policies on the treatment of 'minors'. CE given to all. Approx. 20 participants per day.
AED donation / In-service program, September 22, 2009 1800-2100	Linden Lion's Club, Linden, CA	Donation of an AED and an in-service program on how to use it. This was helped being put together by SJ Sherriff, Steve Moore. Approx. 70 participants.
CPR refresher course, September 24, 2009 1430-1730	Crestwood Manor SNF, Stockton, CA	This was a BLS / CPR refresher course for staff of a local SNF. Approx. 12 participants.

CPR refresher course, September 28, 2009 1800-2100	Collegeville Fire Department	This was a CPR refresher course for one of our local SJ County Fire Departments. Approx. 10 participants.
Patient Assessment / Policy Review Course, September 29, 2009 1000-1530	Lodi Fire Station 1, Lodi, CA.	Joint training between AMR and Lodi Fire. These courses were held over 3 days, and open to all FD personnel, as well as AMR personnel. There were 2 modules per day, one focusing on Patient Assessment, and on focusing on SJEMSA policies on the treatment of 'minors'. CE given to all. Approx. 20 participants per day.
ACLS refresher Course, September 30, 2009 0900-1800	AMR Stockton Operations	This is the Advanced Life Support refresher course for paramedics in our county. Taught by instructors from NCTI, it is open to all, as long as they register through NCTI. Approx. 20 participants.

Current Projects / Studies	Meetings Attended
With great progress on various joint training efforts, September 2009 saw a great increase in teamwork. AMR participated / provided joint training to Collegeville FD, Stockton FD, Lodi FD, and REACH air ambulance.	Attended numerous meetings with the members of Public Works, as we got a plan together to have AMR be a part of the annual "Inland Coastal Clean-up" event. We are working on getting our community members and leaders to recognize that we are here for them.
The AHA Heart walk is coming up in October 2009. We are planning on having a team to represent AMR and show support and awareness for our community.	This month, I met with a handful of the care facilities within our county. In addition to trying to improve relations, I was specifically looking for ideas on how to train our personnel on some of the rules/regulations of their ability to provide (or not provide) certain types of care without orders. PowerPoint in progress.
With the current concern over the flu season, we are working to get our employees vaccinated. We are also working on a plan for community outreach, and how the public can help protect themselves this season from the flu.	Attended the inaugural PIO meeting held at the San Joaquin Administration building. This was a great effort to get all of the PIO's together and have a 'meet and greet'.

As a note, there were no complaints for the month of September. There are some thank you notes that I have attached separately.

I received a phone call of thanks, regarding one of our paramedics, Mr. Kelsey Kirkpatrick. Per this particular patient, Kelsey went 'above and beyond the call of duty' in caring for him. There is a recognition plan in place.

Bike Team donation of over 375 hours this month. These are listed in BOLD PRINT.

WOODBIDGE

RURAL FIRE PROTECTION DISTRICT
400 EAST AUGUSTA STREET
WOODBIDGE, CA 95258
TELEPHONE (209) 369-1945
FAX (209) 369-4568

MICHAEL W. KIRKLE
Fire Chief

Directors
TOM ALEXANDER
MICHAEL MANASSERO
MICHAEL MANNA
LOREN MOORE SR.
KEN SCHMIERER

September 9, 2009

American Medical Response
400 S. Fresno Ave.
Stockton, CA 95203

On behalf of the Woodbridge Fire District, I wish to take this opportunity to thank your agency for your support during a very difficult time.

Your representation during the Memorial for Firefighter Michael Chad Harris shows your support of not only the Woodbridge Fire District, but also the fire service. More importantly, your presence made the difference in the healing process of all personnel.

Again, our sincere appreciation.



Michael Kirkle, Fire Chief

MK:SB



CITY OF STOCKTON

STOCKTON SPORTS COMMISSION

6 East Lindsay Street • Stockton, CA 95202-1997 • (209) 937-5058 • Fax (209) 937-8260
www.stocktongov.com

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September 23, 2009

TO: Sports Commission Members
FROM: Don Miller
SUBJECT: Softball Tournament

The Stockton Sports Commission hosted the Girl's 18 & Under Gold Showcase Softball Tournament at Arnaiz Softball Complex September 12 & 13.

There were 72 teams competing that traveled from all over the U.S. Many college coaches were on hand as they scouted the top talent.

Enclosed, please find photos of your company sign that is on display at the complex. Thank you for your continued support!

PLATINUM CLUB MEMBERS

Black Oak Casino
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Pacific Tigers Athletic Assoc.
Red Lobster
Romano's Macaroni Grill
Ulmer Photo
Waterloo, CA Restaurant





David Durand
AMR
400 S. Fresno Avenue
Stockton, CA 95203

Dear David,

Thank you so much for your generous Sponsorship donation and/or Advertisement for the 2009 Shady Oaks Combined Driving Events.

As you know, your sponsorship helped make it possible to bring this world class event to our area. On behalf of our hosts, Fritz and Phyllis Grupe, I thank you for your continued support.

Sponsors and program advertisers play a vital role in the success of this event. The CDE Program is one of the featured souvenirs of the event, collected by competitors, sponsors and event spectators. Thank you again, and we look forward to your continued support.

Please find enclosed a copy of our 2009 Shady Oaks Combined Driving Event program. I have marked your ad with a sticky.

Sincerely,

Irma Fernandez
Shady Oaks Coordinator



Community Services
San Joaquin County

Monthly Summary October 2009

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO for CHP, San Joaquin County	Various meetings throughout the community to get ready for the Every 15 Minutes Program for 2009

Events		
Event Name	Location	Event Outline
Ambulance Demo, October 3, 2009 1000-1400	Home Depot, Tracy, CA	Provide ambulance and crew to participate in EMS fair/ event sponsored by local business, for the public. Hand out items and show public the ambulance. Approx. 500 participants.
Ambulance Demo, October 3, 2009 1130-1700	Cedar Creek Apartments, Stockton, CA	Provide ambulance and crew to participate in EMS outreach event for local community center. Pass out items, show ambulance, speak about EMS. Approx. 500 participants.
Ambulance Demo, October 3, 2009 0700-1300	Banner Island Ballpark, Stockton, CA	Provide ambulance and crew to provide standby first aid for the annual AHA Heart walk. Crew to show ambulance, pass out items, and provide aid if needed. Approx. 5000 participants.
Ambulance Demo October 14, 2009 0630-1700	DART Container, Lodi, CA	Provide ambulance and crew to participate in health / safety fair for a local business. Hand out items, speak about EMS / safety, and show equipment. Approx. 300 participants.
Ambulance Stand-by, October 14, 2009 1400-0200 (end on the 15 th)	Bank of America, Tracy, CA	Provide an ambulance and crew to participate in a SWAT exercise for Tracy PD. Simulated bank robbery. Approx. 100 participants.

Ambulance Demo, October 22, 2009 1200-1500	Linden Elementary, Linden, CA	Provide an ambulance and give presentation on EMS careers and education. Lots of hands on and show and tell to elementary school students. Hand out items. Approx. 300 participants.
Ambulance Demo, October 23, 2009 1000-1200	Clements Fire Station, Clements, CA	Provide an ambulance and crew to support an outreach day at a SJ County Firehouse. Ambulances available for show and tell, demo equipment, speak about safety. Media Coverage the next day in The Record. Approx. 500 participants.
Ambulance Demo, October 30, 2009 0900-1200	Merry hill Preschool, Stockton, CA	Provide an ambulance and crew to participate in the Halloween "fall carnival" event at a local pre-school. Provide hand outs and give tours of the ambulance. Approx. 200 participants.
Ambulance Demo, October 30 2009 1430-1630	Collegeville Elementary, Collegeville, CA	Demo ambulance and spoke with children regarding safety. Promoted Red Ribbon Week. Passed out coloring books, stickers, crayons. Approx. 200 participants.
Ambulance Demo, October 30, 2009 1700-2100	Manlio Silva Elementary School, Stockton, CA	Provide an ambulance and crew to speak with teachers, parents, and students, as part of the "red ribbon week" event. Provide hand outs, and give ambulance tours. Approx. 500
Ambulance Demo, October 31, 2009 0900-1230	River Oaks Charter School, Stockton, CA	Provide an ambulance and crew to participate in the Fall Harvest Festival event at a local school. Provide hand outs and give tours of the ambulance. Approx. 500 participants.

Classes		
Class Name	Location	Class Outline
In Service Program, October 26, 2009 1400-1500	Fairmont Rehabilitation, Lodi, CA	In Service program for a local SNF on the topic of infection control and the use of protective equipment. Flu prevention, etc. 2 classes given, this is one of them. Approx. 20 participants per class.
In Service Program, October 26, 2009 1500-1600	Fairmont Rehabilitation, Lodi, CA	In Service program for a local SNF on the topic of infection control and the use of protective equipment. Flu prevention, etc.

		2 classes given, this is one of them. Approx. 20 participants per class.
SJ EMS Policy Review Course, October 29, 2009 1000-1200	Stockton AMR operations	SJEMS policy review course on the use of Narcan in our county. This is the monthly CE course open to all providers. This month, we had members of SJEMS attend. Approx. 15 participants.
CPR refresher, October 30, 2009 1000-1300	AMR Stockton Operations	BLS refresher course, primarily for AMR employees, but open to outside providers. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
This month there were 4 students who contacted me in regards to doing a 'ride-a-long' as part of their EMT class at Delta College. We actively support our youth exploring the careers in EMS.	Met with A. Arceo from our local CHP. We are gearing up to have this be a great year for the Every 15 Minutes Program at local high schools.
Continuing outreach to SNF's and facilities on the topic of flu prevention and personal protective gear.	Various management meetings throughout the month. Working on scheduling for standbys, outreach programs, etc.
A large part of training for October focused on documentation and Health and Safety training for our employees. Many of these courses are available online for them, and face to face interaction reinforces the importance of safety.	Kevin O'loughlin was at our office attending our policy review course for the month. He spoke in regards to current draft policies that are available for review on the SJEMSA website.

As a note, there were no complaints for the month of October 2009. I have attached some thank you notices that I have received.

I also received 2 phone calls for compliments regarding our paramedic's care in the field.



*Sutter Gould
Medical Foundation*

A Sutter Health Affiliate

San Joaquin Administrative Offices
2505 W. Hammer Lane
Stockton, CA 95209
(209) 955-3047

October 9, 2009

David Durand-MICP
American Medical Response
400 South Fresno Avenue
Stockton, CA 95203

Dear David,

On behalf of Sutter Gould Medical Foundation I wish to thank you for exhibiting at the Sutter Gould Medical Foundation Health and Safety Fair. Thanks to you we were able to share valuable information with the public. Your dedication to being part of this event and everything you contributed is greatly appreciated.

This event is very important to us as it brings our community together to raise awareness of community resources related to health and safety. I hope that you enjoyed the day as much as we did.

We look forward to having you participate in our future events here at Sutter Gould Medical Foundation.

Sincerely,

Melissa Strauss, MA
Sutter Gould Medical Foundation
Community Health Information Consultant

325 Melbourne Way
Lexington, KY 40502

August 20, 2009

Mr. Rob Henning
Supervisor
AMR-San Joaquin County
Stockton, CA 95203

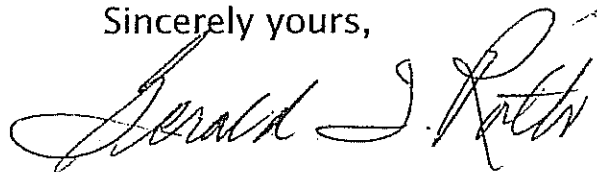
Dear Mr. Henning:

It is with great pleasure that I write this letter to commend two of your employees, **Mr. Fred Gregory and Mr. Kenny Brazil**, for the excellent work they performed on my behalf this past weekend.

On Saturday evening, August 15th I was attending an outdoor wedding at the VINO Con Brio Winery in Lodi. A combination of blood pressure meds, the intense heat, and dehydration led to my passing out during the reception. A 9-11 call was placed, and Mr. Gregory and Mr. Brazil responded rapidly. Having regained consciousness by the time they arrived, I noted that they proceeded with due haste, yet in such a manner as to cause minimal disruption to the wedding festivities. They exhibited a high degree of skill and compassion, and put my mind at rest during the ride to the Lodi Memorial Hospital. Perhaps just as important, they provided reassurance to my wife, who was even more concerned and upset than I was.

In this day and age all of us are quick to find fault, but perhaps not as quick to recognize and applaud a job well done. Mr. Gregory and Mr. Brazil performed in a manner that reflects well on your organization, and it is a pleasure for me to make you aware of this. Throughout the entire ordeal, I felt I was in good and competent hands.

Sincerely yours,



Gerald I. Roth