



San Joaquin County Emergency Medical Services Agency



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

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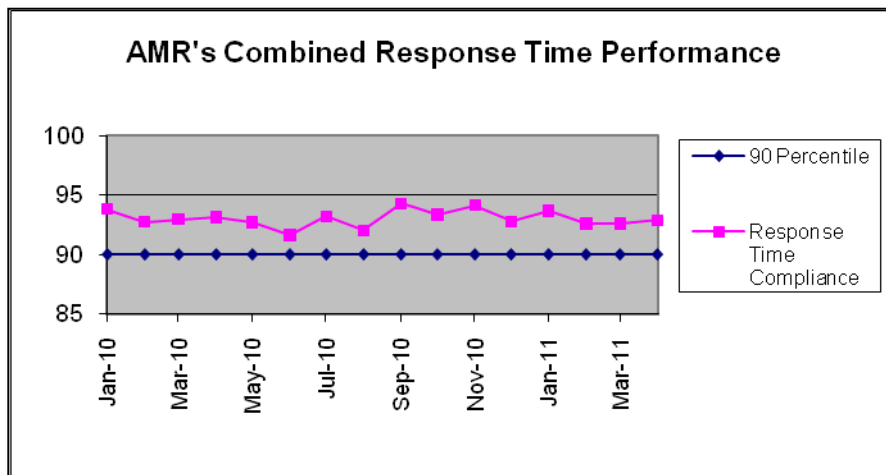
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: May 17, 2011

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 March and April, 2011, represents the thirtieth and final opportunity to report on AMR's performance under the first 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 March and April 2011, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.61% for March and 92.9% for April.

AMR's final compliance report for the five-year contract shows performance typical of levels provided by

AMR since 2007.

The complete compliance report for March and April 2011 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 31 Day Rolling Period

March 1, 2011 through March 31, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	398	8	97.99%	X		
SJC Zone A-2	109	14	87.16%			X
SJC Zone A-3	54	6	88.89%			X
SJC Zone B-1	1,157	87	92.48%	X		
SJC Zone B-2	1,306	91	93.03%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	132	25	81.06%			X
SJC Zone B-5	90	18	80.00%			X
SJC Zone C-1	255	12	95.29%	X		
SJC Zone C-2	37	4	89.19%			X
SJC Zone C-3	43	0	100.00%	X		
All Zones Combined	3,587	265	92.61%	6		5

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2011 through April 30, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	334	9	97.31%	X		
SJC Zone A-2	105	16	84.76%			X
SJC Zone A-3	48	5	89.58%			X
SJC Zone B-1	1,037	74	92.86%	X		
SJC Zone B-2	1,308	92	92.97%	X		
SJC Zone B-3	15	0	100.00%	X		
SJC Zone B-4	137	24	82.48%			X
SJC Zone B-5	82	8	90.24%	X		
SJC Zone C-1	251	11	95.62%	X		
SJC Zone C-2	48	2	95.83%	X		
SJC Zone C-3	71	3	95.77%	X		
All Zones Combined	3,436	244	92.90%	8		3

Fines and Penalties Report

Type of Penalty	March 2011	April 2011
Out of compliance response districts	\$25,000	\$15,000
Late response minutes	\$6,520	\$5,420
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	\$31,520	\$20,420

Weekly Unit Hour Staffing Report

	RFP	March 2011	April 2011
Zone A	672	672	672
Zone B	1848	2087	2038
Zone B *non dedicated	0	513	454
Zone C	504	504	504
Total	3024	3776	3668

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

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	March 2011			April 2011		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,389	253	92.53%	3,188	231	92.75%
Suburban 9:29	45	8	82.22%	65	8	87.69%
Rural 17:29	149	4	97.32%	172	5	97.09%
Wilderness 29:29	4	0	100.00%	11	0	100.00%
Total	3,587	265	92.61%	3,436	244	92.90%

Mutual Aid Incidents

March 2011			April 2011		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE B-5 URBAN	2
MDAS	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-3 RURAL	3	MDAS	SJ ZONE C-3 RURAL	3
Unknown	SJ ZONE B-1 URBAN	4	Unknown	SJ ZONE B-1 URBAN	4
Unknown	SJ ZONE B-2 URBAN	10	Unknown	SJ ZONE B-2 URBAN	12
Unknown	SJ ZONE B-4 URBAN	1			
Total		20			22

**Detailed Response Time Analysis
March 2011**

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	398	0:01	23:12	3:54	2:12	6:17
SJ ZONE A-2 URBAN	56	0:03	15:32	6:06	2:49	8:55
SJ ZONE A-3 URBAN	18	0:02	15:55	7:17	3:10	11:00
SJ ZONE B-1 URBAN	1,157	0:02	17:59	4:51	2:10	7:18
SJ ZONE B-2 URBAN	1,306	0:02	16:02	4:52	1:58	7:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	115	0:01	13:01	5:27	2:46	9:00
SJ ZONE B-5 URBAN	80	0:02	13:21	5:25	3:21	9:26
SJ ZONE C-1 URBAN	247	0:02	19:45	4:19	2:15	6:31
SJ ZONE C-2 URBAN	7	6:02	9:26	7:51	1:11	9:26
SJ ZONE C-3 URBAN	4	2:43	5:34	3:52	1:07	5:34
SJ ZONE A-2 SUBURBAN	14	0:02	11:39	6:44	3:36	11:02
SJ ZONE A-3 SUBURBAN	10	2:46	9:23	7:37	1:48	9:01
SJ ZONE B-4 SUBURBAN	9	0:06	15:44	7:03	4:19	15:44
SJ ZONE B-5 SUBURBAN	4	2:54	7:30	5:12	1:55	7:30
SJ ZONE C-1 SUBURBAN	5	4:09	9:55	6:38	2:19	9:55
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	3	3:09	8:15	5:15	2:10	8:15
SJ ZONE A-2 RURAL	39	0:02	18:01	9:51	4:19	15:54
SJ ZONE A-3 RURAL	26	6:03	16:38	10:57	3:25	16:26
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	6	5:56	12:57	9:35	2:21	12:57
SJ ZONE B-4 RURAL	8	3:38	20:19	9:20	5:06	20:19
SJ ZONE B-5 RURAL	6	6:44	16:29	10:04	3:06	16:29
SJ ZONE C-1 RURAL	2	6:35	21:04	13:49	7:15	21:04
SJ ZONE C-2 RURAL	26	0:30	20:46	11:29	3:48	15:20
SJ ZONE C-3 RURAL	36	0:02	14:51	3:12	4:40	11:09
SJ ZONE C-2 WILDERNESS	4	1:07	12:23	8:32	4:29	12:23
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,388	0:01	23:12	4:47	2:14	7:16
All Suburban Compliance Areas	45	0:02	15:44	6:45	3:12	10:05
All Rural Compliance Areas	149	0:02	21:04	8:45	5:16	15:44
All Wilderness Compliance Areas	4	1:07	12:23	8:32	4:29	12:23

Detailed Response Time Analysis
April 2011

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	334	0:01	12:48	4:07	1:53	6:14
SJ ZONE A-2 URBAN	50	0:04	10:21	6:00	2:15	9:08
SJ ZONE A-3 URBAN	17	2:41	13:57	6:43	3:04	11:25
SJ ZONE B-1 URBAN	1,035	0:02	16:28	4:52	2:01	7:12
SJ ZONE B-2 URBAN	1,306	0:00	16:11	4:53	2:04	7:15
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	114	0:03	14:04	5:41	2:40	8:46
SJ ZONE B-5 URBAN	68	0:02	17:07	4:58	3:25	9:23
SJ ZONE C-1 URBAN	249	0:01	18:13	4:14	2:11	6:47
SJ ZONE C-2 URBAN	3	5:50	13:19	9:54	3:05	13:19
SJ ZONE C-3 URBAN	8	0:10	10:11	5:23	2:43	10:11
SJ ZONE A-2 SUBURBAN	19	4:26	11:08	7:55	1:34	10:01
SJ ZONE A-3 SUBURBAN	9	2:20	9:02	6:52	1:52	9:02
SJ ZONE B-4 SUBURBAN	19	0:04	15:22	7:20	4:38	15:12
SJ ZONE B-5 SUBURBAN	6	0:07	12:22	5:46	3:40	12:22
SJ ZONE C-1 SUBURBAN	2	1:13	7:08	4:10	2:58	7:08
SJ ZONE C-2 SUBURBAN	1	6:20	6:20	6:20	0:00	6:20
SJ ZONE C-3 SUBURBAN	9	5:26	9:08	8:02	1:20	9:08
SJ ZONE A-2 RURAL	36	1:33	22:01	11:59	4:23	16:15
SJ ZONE A-3 RURAL	22	3:41	17:26	9:50	3:39	14:58
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	15	0:01	17:07	8:40	5:49	16:32
SJ ZONE B-4 RURAL	4	4:39	15:08	10:09	4:30	15:08
SJ ZONE B-5 RURAL	8	0:07	13:15	8:01	3:58	13:15
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	33	0:04	15:38	10:02	4:16	14:47
SJ ZONE C-3 RURAL	54	0:01	22:39	6:05	6:08	13:21
SJ ZONE C-2 WILDERNESS	11	0:49	20:08	13:02	4:40	18:43
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,184	0:00	18:13	4:49	2:09	7:15
All Suburban Compliance Areas	65	0:04	15:22	7:17	3:10	11:08
All Rural Compliance Areas	172	0:01	22:39	8:58	5:29	15:08
All Wilderness Compliance Areas	11	0:49	20:08	13:02	4:40	18:43

**Exemption Request Report
March 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/04/2011	11028095	B-4	Poor Location Information from CHP		Exempt
03/09/2011	11030421	B-2	Unit Dispatched and Responded Code 2		Exempt
03/11/2011	11031232	A-2	Poor Location Information from CHP		Exempt
03/13/2011	11032195	B-1	Train		Exempt
03/14/2011	11032691	B-1	Unit Dispatched and Responded Code 2		Exempt
03/14/2011	11032809	B-2	Unit Dispatched and Responded Code 2		Exempt
03/14/2011	11032837	B-2	Unit Dispatched and Responded Code 2		Exempt
03/18/2011	11034501	B-5	Unit Dispatched and Responded Code 2		Exempt
03/19/2011	11034828	B-2	Unit Dispatched and Responded Code 2		Exempt
03/19/2011	11035011	B-2	Dispatch Error		Exempt
03/19/2011	11035043	C-1	Heavy Rain		Not Exempt
03/20/2011	11035164	B-5	Unit Dispatched and Responded Code 2		Exempt
03/20/2011	11035397	C-2	Heavy Rain		Not Exempt
03/22/2011	11036114	B-2	Unit Dispatched and Responded Code 2		Exempt
03/24/2011	11037090	B-1	Unit Dispatched and Responded Code 2		Exempt
03/26/2011	11037714	A-1	Train		Exempt
03/26/2011	11037989	B-1	Train		Exempt
03/27/2011	11038411	B-2	Train		Exempt
03/28/2011	11038815	A-1	Unit Dispatched and Responded Code 2		Exempt

Exemption Request Report
April 2011

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/01/2011	11040926	A-1	Train		Exempt
04/01/2011	11040963	B-4	Delays in Transferring Care at ED		Exempt
04/01/2011	11041021	B-2	Poor Location Information from SPD		Exempt
04/02/2011	11041055	B-2	Train		Exempt
04/02/2011	11041354	A-2	Not Listed		Exempt
04/05/2011	11042794	B-2	Road Construction		Exempt
04/09/2011	11044317	B-5	Poor Location Information from RP		Exempt
04/09/2011	11044553	B-4	Not Listed		Exempt
04/11/2011	11045156	C-3	Not Listed		Exempt
04/11/2011	11045365	B-2	Train		Exempt
04/11/2011	11045402	B-2	Train		Exempt
04/12/2011	11045582	B-2	False Report of Emergency		Exempt
04/13/2011	11046009	B-5	Not Listed		Exempt
04/14/2011	11046605	B-4	Unit Dispatched and Responded Code 2		Exempt
04/18/2011	11048721	B-2	Unit Dispatched and Responded Code 2		Exempt
04/20/2011	11049215	B-1	Poor Location Information from CHP		Exempt
04/21/2011	11049711	B-5	False Report of Emergency		Exempt
04/23/2011	11050558	B-4	Unit Dispatched and Responded Code 2		Exempt
04/25/2011	11051843	B-4	Unit Dispatched and Responded Code 2		Exempt
04/28/2011	11052766	B-5	Unit Dispatched and Responded Code 2		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	Monthly Average
A-1	98%	95%	98%	98%	99%	99%	98%	97%	98%	98%	98%	97%	97.7%
A-2	93%	93%	95%	89%	91%	92%	86%	93%	95%	84%	87%	85%	90.3%
A-3	78%	88%	84%	86%	86%	83%	80%	93%	85%	79%	89%	90%	85.5%
B-1	90%	90%	92%	91%	93%	92%	96%	93%	93%	93%	92%	93%	92.3%
B-2	93%	92%	94%	93%	94%	94%	93%	93%	93%	93%	93%	93%	93.2%
B-3	92%	100%	95%	100%	86%	100%	100%	100%	71%	100%	100%	100%	95.9%
B-4	90%	93%	90%	88%	91%	84%	91%	85%	88%	85%	81%	82%	87.3%
B-5	92%	82%	89%	78%	93%	88%	84%	81%	86%	87%	80%	90%	85.4%
C-1	96%	93%	95%	96%	97%	95%	95%	93%	98%	92%	95%	96%	95.1%
C-2	100%	91%	97%	97%	100%	90%	97%	91%	100%	93%	89%	96%	94.9%
C-3	96%	95%	95%	91%	100%	98%	98%	95%	97%	98%	100%	96%	96.4%
All Zones	93%	92%	93%	92%	94%	93%	94%	93%	94%	93%	93%	93%	93.0%

Failure to Provide Data

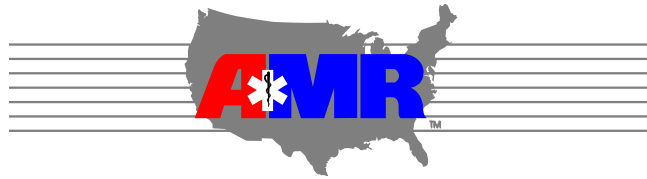
Event Type	March 2011	April 2011
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Community Services
San Joaquin County

Monthly Summary March 2011

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO CHP, San Joaquin Division	Met with Angel and members of various high school administrators throughout the month to plan the upcoming Every 15 Minutes Programs.

Events		
Event Name	Location	Event Outline
Ambulance Demo, March 2, 2011 1100-1300	Wanda Hirsch School, Tracy, CA	Provide an ambulance and staff for a school demonstration. Provide tours of ambulance, give hand outs, and speak about safety. Approx. 100 participants.
Ambulance Demo, March 4, 2011 1000-1300	Stockton Christian School, Stockton, CA	Provide an ambulance and crew to do a show and tell to local school children at a health fair. Speak about safety, show equipment, give hand outs. Approx. 300 participants.
Every 15 minutes program planning meeting, March 8, 2011 1500-1630	Weston Ranch High School, Stockton, CA	Attend and participate in the logistics meeting for the E15 program for Weston Ranch High School. Multi Agency Participation. Approx. 15 participants.
Ambulance Demo, March 9, 2011 1200-1500	Nichols Elementary School, Lodi, CA	Provide an ambulance and crew to do a show and tell event at a local elementary school. Show ambulance, give hand outs, speak about safety. Approx. 200 participants.

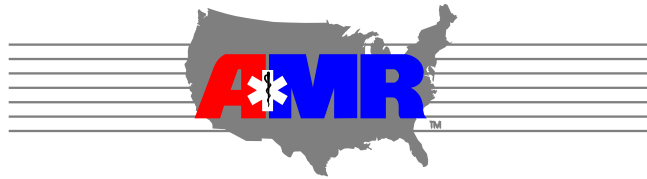
Ambulance Demo / Every 15 Minutes Program, Weston Ranch, March 9, 2011 0800-1200	Weston Ranch High School, Stockton, CA	Provide 2 ambulances with staffing, along with our supervisor, to participate in the Every 15 Minutes program at Weston Ranch High School. Lots of student interaction, and tours of ambulance. Approx. 1200 participants.
Ambulance Demo / Every 15 Minutes Program, Venture Academy March 15, 2011 0800-1200	Venture Academy School, Stockton, CA	Provide 2 ambulances with staffing, along with our supervisor, to participate in the Every 15 Minutes program at Venture Academy High School. Lots of student interaction, and tours of ambulance. Approx. 1200 participants.
Ambulance Demo / Every 15 Minutes Program, Ripon High School March 17/18, 2011 0800-1200	Ripon High School, Ripon, CA	Provide an ambulance and staff to participate (mutual aid) in Ripon High School's Every 15 Minutes Program. Approx. 800 participants.

Classes		
Class Name	Location	Class Outline
Lung Sounds Assessment Course, March 4, 2011 1000-1200	AMR Stockton Operations	CE course offered on the topic of assessing chest wall and lung sounds. Open to all providers. No participants.
Infrequent Skills course, March 8, 2011 1300-1600	AMR Stockton Operations	Infrequent skills course put on by SJ EMS, being hosted at AMR San Joaquin. As part of ongoing paramedic training, these courses are open to all providers and rotate on a monthly basis. Approx. 20 participants.
ITLS Refresher, March 10, 2011 0900-1800	AMR Stockton Operations	International Trauma Life Support refresher course held at AMR Stockton Ops. Put on by instructors by NCTI, this course was open to all providers. CE provided. Approx. 16 participants.
EMT Skills Lab, March 17, 2011 1000-1300	AMR Stockton Operations	Open forum skills lab for BLS skills. Open to all EMT's and First Responders who need skills signed off for county accreditation.
CPR refresher course, March 18, 2011 1300-1600	AMR Stockton Operations	Monthly CPR refresher for employees. Open to outside agencies and public if they pre-register. Approx. 12 participants.

Cpr Refresher course, March 23, 1200-1500	Portside Living SNF, Stockton, CA	Provide a CPR refresher course for a local SNF staff. Donated course. Approx. 16 participants.
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Current Projects / Studies	Meetings Attended
Dameron Hospital went live with their participation in the SJ EMSA STEMI project this month. Lots of training and meetings getting ready for this. Great for our public, as it allows our paramedics to alert their local hospitals early during cardiac events, thereby saving cardiac muscle.	CALF meeting attended by representative. This is the monthly meeting for all SNF and hospital representatives (as well as prehospital providers) to meet and greet, discuss issues and solutions, and to plan future events.
Lots of Every 15 Minutes Programs going on. We are an active participant in this outreach program, showing students the dangers of drinking and driving.	Meetings weekly, correlating with the E15 programs. These are multi agency, and set the stage for the event to follow within the next couple of days.
Hiring process for some new EMT's and Paramedics started during this month. As we move into the new contract period, we are getting our staff ready for implementation.	Attended a meeting / media event at LIFECOM, our dispatch center. One of our dispatch employees was being recognized for a job well done, as well as outstanding work ethic.
Special Ops Bike Team Events are beginning to line up for the spring/summer months. Many events are starting next month, so time was taken to make sure the team and equipment is ready.	Many 'town hall style' meetings for employees this month. As we get closer to our new contract implementation, we took initiative to schedule meetings to get information out to our employees.

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



Community Services
San Joaquin County

Monthly Summary April 2011

Activities		
Contact Name	Title	Activity Outline
Ren Pham-peck	Counselor, Bear Creek High School	Working on health fair event for Bear Creek High School and upcoming outreach opportunities.

Events		
Event Name	Location	Event Outline
Ambulance Demo, April 1, 2011 1000-1130	Merryhill Preschool, Stockton, CA	Provide an ambulance and staff to present show and tell items to preschool / elementary school students. Show ambulance, give tours, handouts, speak of safety. 300 participants.
Ambulance Demo / Standby, April 3, 2011 0800-1200	Sutter Tracy Hospital Surrounding Area, Tracy, CA	Provide an ambulance and staff to do a demo / standby for a local 'walk for the health of it' type event. Show ambulance, give hand outs, 500 participants
Every 15 Minutes Program, April 5/6 2011 0800-1200	Bear Creek High School, Stockton, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Bear Creek High School. This is a program to curb underage drinking. 500 participants.
Every 15 Minutes Program, April 7/8 2011 0800-1200	Lodi High School, Lodi, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Lodi High School. This is a program to curb underage drinking. 500 participants.

<p>Ambulance Demo, April 9, 2011 0900-1500 0900-1700</p>	<p>American Legion Hall, Tracy, CA</p>	<p>Provide an ambulance and staff to participate in a community outreach / resources event for the CAL Mommies organization. Show ambulance, gave hand outs, speak of safety and what types of resources are available to the public. 200 participants.</p>
<p>Asparagus Festival Stand by April 15, 2011 0800-2200</p>	<p>Weber Point Events Center, Downtown Stockton, CA</p>	<p>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. 37,000 participants.</p>
<p>Asparagus Festival Stand by April 16, 2010 0800-2200</p>	<p>Weber Point Events Center, Downtown Stockton, CA</p>	<p>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. 40,000 participants.</p>
<p>Asparagus Festival Stand by April 17, 2011 0800-2200</p>	<p>Weber Point Events Center, Downtown Stockton, CA</p>	<p>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. 40,000 participants.</p>
<p>Ambulance Demo / Standby April 26, 2011 0630-1200</p>	<p>Mountain House FD, Mountain House, CA</p>	<p>Provide an ambulance and crew for standby / demo. Dotted dedicated event for local FD personnel. 100 participants.</p>
<p>Ambulance Demo / Standby April 30, 2011 1100-1400</p>	<p>Escalon Ambulance, Escalon, CA</p>	<p>Provide an ambulance and staff to participate in the Escalon Ambulance 'open house' event, celebrating 50 years of service. Show ambulance, gave hand outs, speak of safety. 400 participants.</p>

Classes		
Class Name	Location	Class Outline
EMT Skills Lab, April 12, 2011 1000-1300	Stockton AMR operations	Provide an open forum setting for EMT's and First Responders who need to practice skills or get them signed off for reaccreditation. Open to all providers. 20 participants.
New Hire Orientation, April 18-23 2011 0800-1700	Stockton AMR operations	New hire orientation for new EMT's and Paramedics. While this is mostly in house training, there are a handful of hours spent doing joint training with REACH air ambulance, local hospitals, and Skilled Nursing Facilities. 20 participants.
Policy Review Course, April 25, 2011 1000-1200	Stockton AMR operations	Provide a SJ EMSA policy review course regarding the use of Narcan in the prehospital setting. CE given, open to all providers.
EMS Documentation Training, April 27 and 29, 2011 0800-1200	Stockton AMR operations	Provide a documentation course that centers around prehospital care and paperwork standards. Open to all providers. CE given. 30 participants (both days)

Current Projects / Studies	Meetings Attended
April 2011 was the culmination of the county's Every 15 minutes programs. With successful completion of the last of these for the year, we have reach over 10,000 people with our message of not drinking and driving.	Red Cross Heroes Breakfast was during April 2011. Representatives from AMR San Joaquin were present for the event. We recognize that there are everyday heroes out there, and we appreciate them.
Asparagus Festival this month. Our Bike Team and EMS leadership helped keep our residents and visitors safe. Many hours of public contact, showing Paramedics on bikes, equipment we use, and general safety information.	E15 planning and logistics meetings are an important part of providing a great, safe event. Each E15 we participate in, there is a meeting which is attended by all key players.
EMS week is during May 2011. As we prepare for this event, we are looking forward to hosting and celebrating our allied agencies, as well as our employees. Both public and agency representation are welcome for open house events.	Various meetings in preparation for our CAAS reaccreditation.

Any thank you notes are as separate attachments.

As a note, I had not received any complaints for the month of April 2011.

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