



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

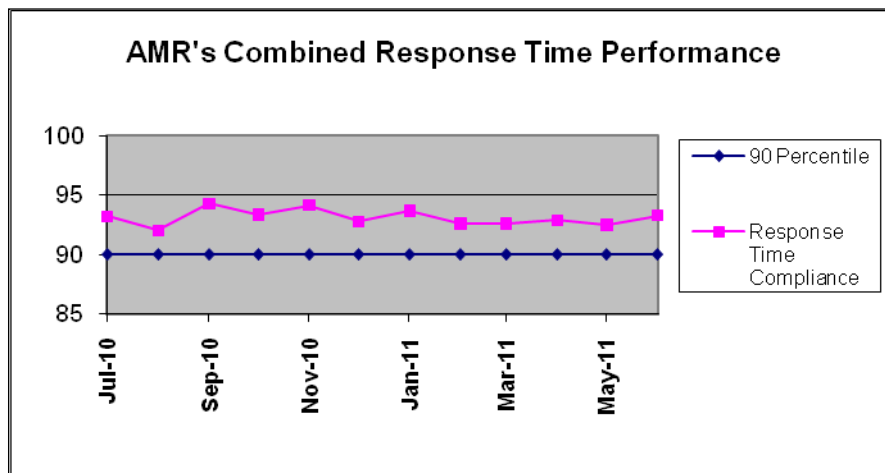
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 2, 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 May and June, 2011, represents the first opportunity to report on AMR's performance under the second five year contract, and the 31<sup>st</sup> report since May, 2006. 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 May and June 2011, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.5% for March and 93.3% for April.

AMR's first compliance report for the new five-year contract continues at combined response

performance levels typical of recent years, but showed a marked improvement in meeting compliance in each of the eleven (11) sub zones. For May, AMR exceeded compliance standards in all but two subzones and in June AMR exceeded compliance standards in all subzones.

The complete compliance report for May and June 2011 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

May 1, 2011 through May 31, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	397	8	97.98%	X		
SJC Zone A-2	110	11	90.00%	X		
SJC Zone A-3	49	8	83.67%			X
SJC Zone B-1	1,211	105	91.33%	X		
SJC Zone B-2	1,293	96	92.58%	X		
SJC Zone B-3	9	0	100.00%	X		
SJC Zone B-4	126	11	91.27%	X		
SJC Zone B-5	94	13	86.17%			X
SJC Zone C-1	240	14	94.17%	X		
SJC Zone C-2	46	2	95.65%	X		
SJC Zone C-3	64	5	92.19%	X		
<b>All Zones Combined</b>	<b>3,639</b>	<b>273</b>	<b>92.50%</b>	<b>9</b>		<b>2</b>

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

June 1, 2011 through June 30, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	342	9	97.37%	X		
SJC Zone A-2	125	7	94.40%	X		
SJC Zone A-3	65	5	92.31%	X		
SJC Zone B-1	1,150	107	90.70%	X		
SJC Zone B-2	1,276	79	93.81%	X		
SJC Zone B-3	14	0	100.00%	X		
SJC Zone B-4	128	12	90.63%	X		
SJC Zone B-5	89	8	91.01%	X		
SJC Zone C-1	253	8	96.84%	X		
SJC Zone C-2	42	1	97.62%	X		
SJC Zone C-3	54	1	98.15%	X		
<b>All Zones Combined</b>	<b>3,538</b>	<b>237</b>	<b>93.30%</b>	<b>11</b>		<b>0</b>

## Fines and Penalties Report

Type of Penalty	May 2011	June 2011
Out of compliance response districts	\$10,000	\$0
Late response minutes	\$5,980	\$5,250
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
<b>Totals</b>	<b>\$15,980</b>	<b>\$5,250</b>

## Weekly Unit Hour Staffing Report

	RFP	May 2011	June 2011
Zone A	672	672	672
Zone B	1848	1848	1932
Zone B *non dedicated	0	192	132
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3216</b>	<b>3240</b>

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

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	May 2011			June 2011		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,406	261	92.34%	3,289	228	93.07%
Suburban 9:29	59	7	88.14%	61	5	91.80%
Suburban-Moderate 15:29	12	0	100.00%	17	0	100.00%
Rural 17:29	153	5	96.73%	158	4	97.47%
Wilderness 29:29	9	0	100.00%	13	0	100.00%
<b>Total</b>	<b>3,639</b>	<b>273</b>	<b>92.50%</b>	<b>3,538</b>	<b>237</b>	<b>93.30%</b>

## Mutual Aid Incidents

May 2011			June 2011		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-5 URBAN	1	Escalon	SJ ZONE B-5 RURAL	1
MDAS	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE C-2 SUBURBMC	1	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-3 RURAL	3	MDAS	SJ ZONE C-3 RURAL	3
<b>Total</b>		<b>6</b>			<b>6</b>

Detailed Response Time Analysis  
May 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	397	0:01	14:25	4:05	1:54	6:19
SJ ZONE A-2 URBAN	52	0:02	10:33	5:34	2:38	9:03
SJ ZONE A-3 URBAN	20	0:02	12:26	6:22	3:39	11:48
SJ ZONE B-1 URBAN	1,211	0:02	16:58	4:55	2:12	7:22
SJ ZONE B-2 URBAN	1,293	0:02	14:21	4:58	2:03	7:19
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	95	0:03	11:24	5:07	2:09	7:22
SJ ZONE B-5 URBAN	81	0:02	12:54	4:37	3:31	9:08
SJ ZONE C-1 URBAN	235	0:02	13:34	4:25	2:07	7:06
SJ ZONE C-2 URBAN	12	0:03	8:45	6:04	2:12	8:34
SJ ZONE C-3 URBAN	9	1:52	7:38	5:28	1:57	7:38
SJ ZONE A-2 SUBURBAN	17	0:03	10:29	5:51	3:20	10:23
SJ ZONE A-3 SUBURBAN	9	0:54	6:49	3:59	1:41	6:49
SJ ZONE B-4 SUBURBAN	20	1:28	14:33	7:52	3:39	14:08
SJ ZONE B-5 SUBURBAN	2	6:51	6:59	6:55	0:04	6:59
SJ ZONE C-1 SUBURBAN	4	1:08	7:46	5:11	2:33	7:46
SJ ZONE C-2 SUBURBAN	2	4:04	4:23	4:13	0:10	4:23
SJ ZONE C-3 SUBURBAN	5	4:40	10:50	7:49	2:13	10:50
SJ ZONE C-2 SUBURBAN-MODERATE	12	1:54	14:06	10:34	3:16	13:44
SJ ZONE A-2 RURAL	41	0:03	18:26	10:24	4:33	16:01
SJ ZONE A-3 RURAL	20	0:02	16:15	9:12	4:12	12:48
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	4:24	17:00	9:06	4:36	17:00
SJ ZONE B-4 RURAL	11	0:07	15:08	8:13	3:59	12:44
SJ ZONE B-5 RURAL	11	2:36	19:54	8:52	5:31	17:18
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	14	6:26	14:06	9:47	1:44	11:32
SJ ZONE C-3 RURAL	50	0:02	19:57	6:57	6:06	13:55
SJ ZONE B-3 WILDERNESS	4	12:00	16:35	14:51	1:46	16:35
SJ ZONE C-2 WILDERNESS	5	0:02	16:39	9:07	7:27	16:39
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,405	0:01	16:58	4:49	2:11	7:20
All Suburban Compliance Areas	59	0:03	14:33	6:21	3:21	10:23
All Suburban-Moderate Compliance Areas	12	1:54	14:06	10:34	3:16	13:44
All Rural Compliance Areas	152	0:02	19:57	8:44	5:08	15:08
All Wilderness Compliance Areas	9	0:02	16:39	11:40	6:21	16:39

Detailed Response Time Analysis  
June 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	342	0:02	14:16	4:07	1:56	6:21
SJ ZONE A-2 URBAN	66	0:02	10:03	5:38	2:24	8:46
SJ ZONE A-3 URBAN	19	0:10	11:11	5:21	2:35	8:50
SJ ZONE B-1 URBAN	1,149	0:02	13:45	4:58	2:15	7:31
SJ ZONE B-2 URBAN	1,275	0:02	12:25	4:50	1:55	7:06
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	98	0:03	12:01	5:10	2:17	7:28
SJ ZONE B-5 URBAN	74	0:03	9:52	4:20	2:45	7:45
SJ ZONE C-1 URBAN	246	0:02	25:19	4:14	2:30	6:37
SJ ZONE C-2 URBAN	7	3:57	10:35	6:05	2:11	10:35
SJ ZONE C-3 URBAN	10	0:03	7:01	3:46	2:27	6:50
SJ ZONE A-2 SUBURBAN	16	6:12	14:42	8:21	2:14	11:59
SJ ZONE A-3 SUBURBAN	11	4:33	8:36	6:11	1:17	8:19
SJ ZONE B-4 SUBURBAN	21	0:31	14:45	6:30	3:45	10:13
SJ ZONE B-5 SUBURBAN	2	4:59	5:32	5:15	0:17	5:32
SJ ZONE C-1 SUBURBAN	6	0:04	9:20	5:09	2:47	9:20
SJ ZONE C-2 SUBURBAN	1	6:36	6:36	6:36	0:00	6:36
SJ ZONE C-3 SUBURBAN	3	5:18	9:24	7:15	1:41	9:24
SJ ZONE C-2 SUBURBAN-MODERATE	17	0:01	14:33	10:02	4:48	14:02
SJ ZONE A-2 RURAL	42	0:03	29:52	11:25	5:16	15:48
SJ ZONE A-3 RURAL	33	2:07	19:46	9:43	4:32	14:38
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	4	1:13	8:02	4:49	2:41	8:02
SJ ZONE B-4 RURAL	9	2:56	18:24	8:53	4:06	18:24
SJ ZONE B-5 RURAL	13	0:03	13:37	7:52	4:09	12:38
SJ ZONE C-1 RURAL	1	6:40	6:40	6:40	0:00	6:40
SJ ZONE C-2 RURAL	14	6:41	16:31	10:11	3:08	16:27
SJ ZONE C-3 RURAL	40	0:02	19:25	5:56	6:23	14:45
SJ ZONE B-3 WILDERNESS	10	9:59	20:18	15:02	3:03	18:00
SJ ZONE C-2 WILDERNESS	3	12:36	21:20	18:09	3:57	21:20
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,286	0:02	25:19	4:47	2:10	7:15
All Suburban Compliance Areas	60	0:04	14:45	6:48	2:55	9:57
All Suburban-Moderate Compliance Areas	17	0:01	14:33	10:02	4:48	14:02
All Rural Compliance Areas	156	0:02	29:52	8:54	5:31	15:08
All Wilderness Compliance Areas	13	9:59	21:20	15:45	3:32	20:33

**Exemption Request Report  
May 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/02/2011	11054452	B-4	Unit Dispatched and Responded Code 2		Exempt
05/03/2011	11055185	B-2	Unit Dispatched and Responded Code 2		Exempt
05/05/2011	11055940	B-2	Unit Dispatched and Responded Code 2		Exempt
05/05/2011	11056421	B-5	Train		Exempt
05/06/2011	11056714	B-2	Unit Dispatched and Responded Code 2		Exempt
05/06/2011	11056720	C-1	Unit Dispatched and Responded Code 2		Exempt
05/07/2011	11057254	A-2	Not Listed		Exempt
05/08/2011	11057509	A-1	Unit Dispatched and Responded Code 2		Exempt
05/08/2011	11057566	B-2	Unit Dispatched and Responded Code 2		Exempt
05/08/2011	11057653	B-2	Unit Dispatched and Responded Code 2		Exempt
05/10/2011	11058815	B-2	Unit Dispatched and Responded Code 2		Exempt
05/11/2011	11058956	B-1	Train		Exempt
05/11/2011	11059181	B-5	Freeway Access		Exempt
05/12/2011	11059776	B-2	Unit Dispatched and Responded Code 2		Exempt
05/14/2011	11060418	B-4	Road Construction		Exempt
05/15/2011	11060975	B-2	Train		Exempt
05/18/2011	11062141	B-1	Unit Dispatched and Responded Code 2		Exempt
05/18/2011	11062247	B-2	Road Construction	Distance	Not Exempt
05/18/2011	11062394	A-1	Unit Dispatched and Responded Code 2		Exempt
05/19/2011	11062942	B-1	Poor Location Information from RP		Exempt
05/20/2011	11063342	A-2	Unit Dispatched and Responded Code 2		Exempt
05/20/2011	11063467	B-1	Unit Dispatched and Responded Code 2	Code 3	Not Exempt
05/21/2011	11063809	B-1	False Report of Emergency		Exempt
05/23/2011	11064377	B-5	Freeway Access		Exempt
05/23/2011	11064416	B-4	Dispatch Error		Exempt
05/24/2011	11064997	B-2	Poor Location Information from RP		Exempt
05/27/2011	11066184	B-5	Freeway Access		Exempt
05/28/2011	11067067	B-2	Poor Location Information from CHP		Exempt
05/28/2011	11067087	B-1	Unit Dispatched and Responded Code 2		Exempt
05/29/2011	11067216	B-2	Unit Dispatched and Responded Code 2		Exempt

**Exemption Request Report (con't)**  
**May 2011**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
05/29/2011	11067313	A-1	Unit Dispatched and Responded Code 2		Exempt
05/29/2011	11067444	B-1	Unit Dispatched and Responded Code 2		Exempt
05/31/2011	11068345	B-1	Road Construction	Distance	Not Exempt

**Exemption Request Report**  
**June 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/04/2011	11069858	B-1	Dispatch Error		Exempt
06/06/2011	11070647	A-2	Road Construction		Exempt
06/06/2011	11070667	C-1	False Report of Emergency		Exempt
06/06/2011	11070864	B-1	Traffic Secondary to Call	3 min traffic delay	Not Exempt
06/08/2011	11071603	A-2	Road Construction		Exempt
06/08/2011	11071630	A-1	Road Construction		Exempt
06/08/2011	11071669	A-2	Unit Dispatched and Responded Code 2		Exempt
06/09/2011	11072248	B-2	Unit Dispatched and Responded Code 2		Exempt
06/10/2011	11072437	B-1	Unit Dispatched and Responded Code 2		Exempt
06/11/2011	11072727	B-2	Train		Exempt
06/12/2011	11073134	A-2	Road Construction		Exempt
06/12/2011	11073143	A-2	Poor Location Information from CHP		Exempt
06/15/2011	11074575	B-2	Unit Dispatched and Responded Code 2		Exempt
06/15/2011	11074905	A-1	Unit Dispatched and Responded Code 2		Exempt
06/16/2011	11075174	A-2	Road Construction		Exempt
06/17/2011	11075457	A-2	Road Construction		Exempt
06/18/2011	11075980	B-4	Road Construction		Exempt
06/18/2011	11076067	B-1	Unit Dispatched and Responded Code 2		Exempt
06/19/2011	11076527	A-2	Poor Location Information from RP		Exempt
06/20/2011	11076800	B-2	Train		Exempt
06/21/2011	11077499	A-2	Poor Location Information from RP		Exempt
06/21/2011	11077617	C-1	Poor Location Information from		Exempt
06/22/2011	11078228	B-4	Poor Location Information from RP		Exempt
06/22/2011	11078240	B-1	Unit Dispatched and Responded Code 2		Exempt
06/22/2011	11078243	B-1	Not Listed		Exempt
06/23/2011	11078750	B-1	Road Construction		Exempt
06/24/2011	11078831	B-1	Train		Exempt
06/24/2011	11079206	B-1	Unit Dispatched and Responded Code 2		Exempt
06/27/2011	11080384	A-1	Train		Exempt
06/28/2011	11080770	A-2	Road Construction		Exempt



## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

Zone	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Monthly Average
A-1	98%	98%	99%	99%	98%	97%	98%	98%	98%	97%	98%	97%	97.8%
A-2	95%	89%	91%	92%	86%	93%	95%	84%	87%	85%	90%	94%	90.1%
A-3	84%	86%	86%	83%	80%	93%	85%	79%	89%	90%	84%	92%	86.4%
B-1	92%	91%	93%	92%	96%	93%	93%	93%	92%	93%	91%	91%	92.4%
B-2	94%	93%	94%	94%	93%	93%	93%	93%	93%	93%	93%	94%	93.3%
B-3	95%	100%	86%	100%	100%	100%	71%	100%	100%	100%	100%	100%	96.7%
B-4	90%	88%	91%	84%	91%	85%	88%	85%	81%	82%	91%	91%	87.2%
B-5	89%	78%	93%	88%	84%	81%	86%	87%	80%	90%	86%	91%	85.9%
C-1	95%	96%	97%	95%	95%	93%	98%	92%	95%	96%	94%	97%	95.3%
C-2	97%	97%	100%	90%	97%	91%	100%	93%	89%	96%	96%	98%	95.2%
C-3	95%	91%	100%	98%	98%	95%	97%	98%	100%	96%	92%	98%	96.3%
<b>All Zones</b>	<b>93%</b>	<b>92%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>93.1%</b>

### Failure to Provide Data

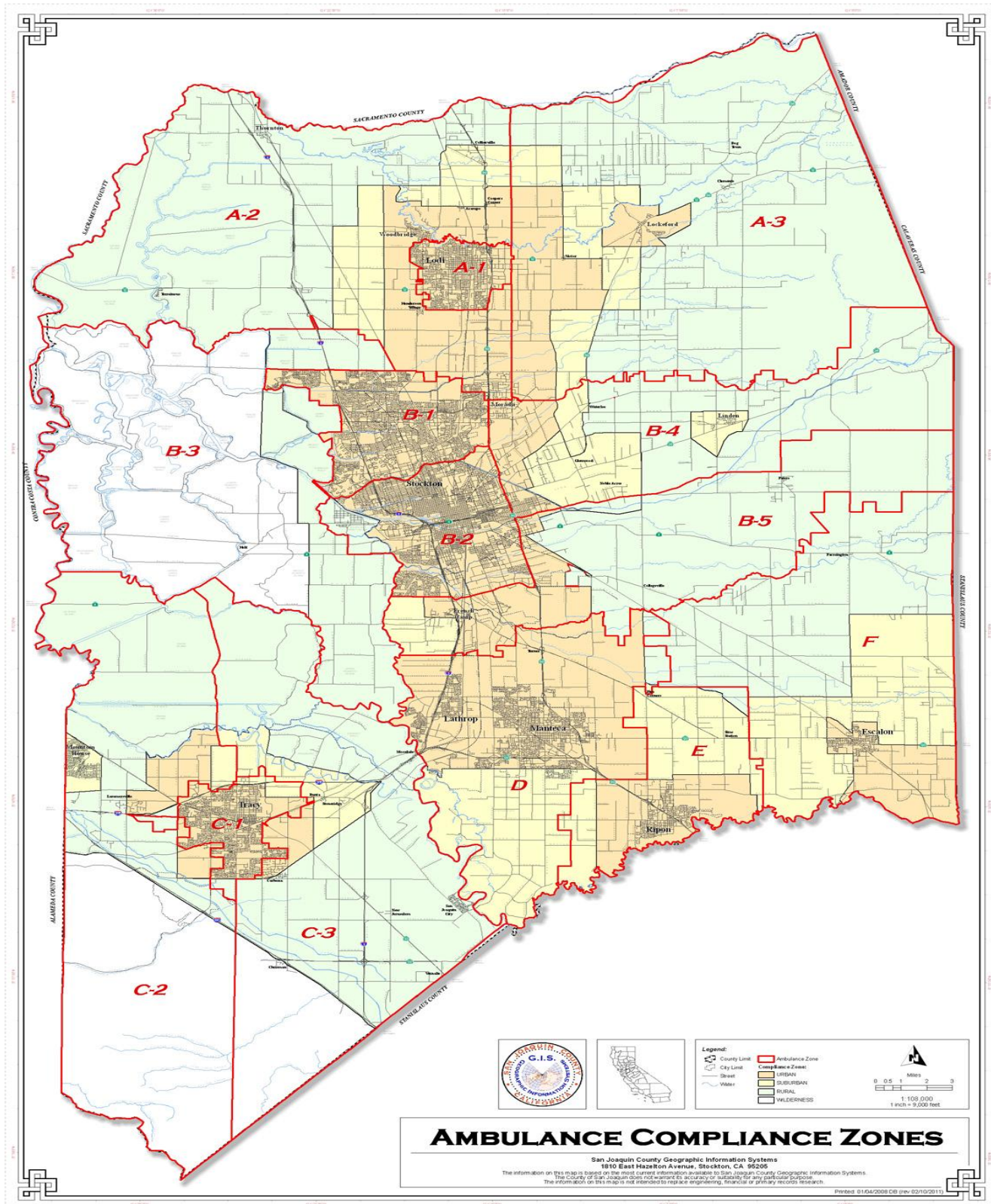
Event Type	May 2011	June 2011
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

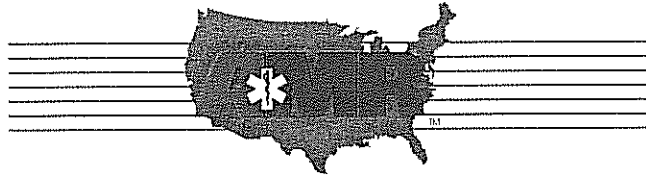
Event Type
See Appendix A.



## 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, technical or geodetic records.



Community Services  
San Joaquin County

## Monthly Summary May 2011

Activities		
Contact Name	Title	Activity Outline
Debbie Caparusso	Outreach Coordinator for SCAN health services	Met to discuss some joint outreach programs for our senior residents
Counseling staff at Bear Creek High School	Organizers for the upcoming Bear Creek Health and Career Fair	Met to discuss layout and outreach opportunities for a local high schools health fair at the beginning of the month.

Events		
Event Name	Location	Event Outline
Ambulance Demo, May 2, 2011 1800-1930	Delta College Parking area "Budd"	Provide an ambulance and crew to participate in a local college's course about EMT's and First Responders. Show ambulance, give hand outs, speaks of education and safety. 50 participants.
Ambulance Demo, May 6, 2011 0900-1500	Stockton Golf and Country Club, Stockton	Provide an ambulance and crew to give a demonstration during a multi cultural event. Show ambulance, give hand outs, speak about EMS . 500 participants.
Ambulance Demo / Health Fair, May 6, 2011 0800-1300	Bear Creek High School, Stockton	Donation of an ambulance and staff to participate in a local high school's health and safety fair. Speak about safety, show ambulance, and demo equipment. 700 participants.
Ambulance Demo , Standby, May 7, 2011 0800-1200	Area surrounding Lodi Memorial Hospital, CA	Provide an ambulance and crew to participate and provide any needed medical aid for the annual " walk for

		the health of it" event at Lodi Memorial Hospital. 5000 participants.
Ambulance Demo / Strike Team Drill, May 12, 2011 0700-1300	San Joaquin County Hospital Grounds, Stockton, CA	Provide ambulances, strike teams, and personnel to participate in a county wide disaster drill. 'Operation CL2". Media coverage. Involved approx. 400 participants /players. Great joint agency workshop.
Ambulance Standby, May 12/ 13, 2011 1000-1200 each day	Little Learners Preschool, Tracy, CA	Provide an ambulance and crew to provide ambulance and equipment demonstrations for local school children. Speak of EMS, give hand outs, etc. 100 participants.
Ambulance Demo, May 19, 2011 0800-1500	Port of Stockton	Provide an ambulance for donated show and tell, possible medical aid if needed, for the annual State of the City Event. Show ambulance, do outreach, and provide hand outs. 4000 participants.
Ambulance Demo, May 13, 2011 1200-1500	Dameron Hospital, Stockton	Provide an ambulance and staff to participate in the Dameron hospital 'Nurses Week' celebration. Show equipment, give hand outs. 300 participants.
First Aid Standby, May 14, 2011 1000-2000	Lodi Lake Recreation Area, Lodi, CA	<b>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. 15000 participants.</b>
First Aid Standby, May 15, 2011 0700-1230  "Avenue of the Vines"	Woodbridge Winery, Woodbridge, CA	<b>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. 3000 participants.</b>

<p>EMS WEEK CELEBRATION, May 15-21, 2011</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>AMR hosted a weeklong event celebrating not just our employees, but EMS workers everywhere. Food and snack items were available to all, as well as items given out as appreciation. This is an open house event that allows the public access to see what we do. 500 participants.</p>
<p>Ambulance Demo, May 20, 2011 0800-1300</p>	<p>Westwood Elementary, Morada, CA</p>	<p>Provide an ambulance and staff to participate in a local schools career and health fair. Give hand outs, speak about safety, show ambulance. 700 participations.</p>
<p>Ambulance Demo, May 26, 2011 0600-1400</p>	<p>Micke Grove Park, Lodi, CA</p>	<p>Provide an ambulance and staff to participate in the annual Senior Awareness Day event. This event shows seniors what is available to them in the community. Show ambulance, demo equipment, give out information about using / accessing EMS system. 5000 participants.</p>
<p>Delta Boat Patrol, May 28, 2011, 1200-2200</p>	<p>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</p>	<p><b>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. . 5000 participants.</b></p>
<p>Ambulance Demo, May 29, 2011 0800-1200</p>	<p>Downtown Stockton Area, Stockton, CA</p>	<p>Provide a non dedicated ambulance and staff to oversee medical aid ( donated ) to the annual Mayor's Hike and Bike event downtown. Sponsored by the Emergency Food Bank. Over 10,000 participants.</p>

Delta Boat Patrol, May 29, 2011, 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. . 5000 participants.
Delta Boat Patrol, May 30, 2011, 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 5000 participants.

Classes		
Class Name	Location	Class Outline
ACLS refresher course, May 6 0900-1800 2011	AMR Stockton Operations	Advanced Cardiac Life Support Course sponsored by NCTI. Open to all who register. CE units given. 9 participants.
Heat Emergencies and EMS management, May 10, 2011	AMR Stockton Operations	CE course based on heat related injury. Open to all providers in all counties. CE given. No registrants, no participants.
Heat Emergencies and EMS management, May 19, 2011 1000- 1200	AMR Stockton Operations	CE course based on heat related injury. Open to all providers in all counties. CE given. No registrants, no participants.
Advanced Airway Management course, May 24, 2011 1000-1200	AMR Stockton Operations	CE course offered on how manage both ALS and BLS airway. NO participants.
Advanced Airway Management course, May 25, 2011 1000-1200	AMR Stockton Operations	CE course offered on how manage both ALS and BLS airway. 1 participants. Focused mainly on bagging a patient and use of cpap. CE given.
EMT / BLS / ALS skills lab, May 27, 2011 1000-1400	AMR Stockton Operations	Open forum course for all who need skills signed off for reaccreditation, or medics who need quarterly / annual skills signed off. Accreditation officers available.

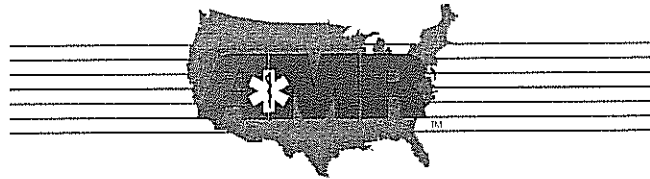
		10 participants.
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Current Projects / Studies	Meetings Attended
Participated in the State of the City Event during the month of May 2011. We staffed a booth to demonstrate the capabilities of our paramedics, as well as donated standby medical care as needed.	Field Training Officer Meeting. This was a meet and greet for new FTO's, as well as a training session.
Working on an outreach project ( some via internet) that will allow the people we serve to provide us with better and more accurate feedback of our great service.	Staff meetings almost daily to help ensure our system is running optimally. We have a great team who works for the residents and visitors of our county.

Nurses week was during May 2011. We provided outreach as well as donations of items for their hard work.	Planning meetings and readiness events for our CAAS ( accreditation ) visit. We are ready to renew this and continue to meet the gold standard of ambulance service.
Attended a large scale disaster drill in Ventura County. Simulation of a 7.0 earthquake. Involved many responders, patients, etc. Good MCI training and practice.	Attended / participated in the annual mandatory online versions of patient HIPPA, and signature compliance training.
Attended and participated in the disaster drill with multi – agency, multi-hospital response out at the county hospital grounds. Great teamwork project.	

As a note, there were no complaints forwarded to me for the month of May. I had received 2 phone calls with compliments for service during May 2011.

**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.



Community Services  
San Joaquin County

## Monthly Summary June 2011

Activities		
Contact Name	Title	Activity Outline
Gayle Moses	Resource Planner, Lodi Memorial Hospital	Met with Gayle in regards to helping out with their upcoming MCI / DeCon Drill later in the month. We are looking at doing joint hospital / EMS training.
Margaret Sacchet	Community Relations Manager, Stockton Ports Baseball Team	Met with Margaret in regards to doing a sponsorship / donation event for their upcoming Breast Cancer Awareness Event.

Events		
Event Name	Location	Event Outline
Ambulance Demo/ standby, June 3-4, 2011 0800-1700	Clements Fire District, Clements, CA	Provide an ambulance and staff for the annual Wild Land Fire Training Exercise. This is a 2 day event, 200-300 participants. Donated.
Ambulance Demo / PR event, June 4, 2011 1300-1400	Twin Arbors Athletic Club, Lodi, CA	Provide an ambulance and crew to participate in a local health club's children's swimming safety event. Show ambulance; speak of safety, give hand outs. 200 participants.
Ambulance Demo, June 15-19, 2011 1200-1800	San Joaquin County Fair, Stockton, CA	Provide an ambulance and crew to participate in the 'cool zone for kids' event at the SJ County Fair. Demo equipment; give hand outs, and ambulance tours. One of 3 days of donated demos. 10000 participants.
Ambulance Demo / Standby, June 17, 2011 1800-2130	UOP, Stockton, CA	Provide an ambulance to provide standby medical aid, as well as show and tell at a United Way All-star Baseball event. 500 participants. Donated.



Ambulance Demo / Standby, June 20, 2011 0800-1700	Clements, CA	Provide a donated ambulance for medical aid standby for a multi-agency USAR water rescue drill at Still man McGee Park, Clements, CA. . 75 participants, with multiple providers.
Ambulance Demo / joint training, June 20-24, 2011 1700-1800 ( each day )	St. Joseph's Hospital, Neonatal Unit	Provide an ambulance and crew to provide education and training for Neonatal nurses on the use and procedures of transporting Neonates by ambulance. Give education, show equipment, and speak of safety. 6 participants per day.
Ambulance Demo, June 23, 2011 1800-1930	SJMC, Stockton, CA	Provide an ambulance and crew to give a presentation to the Mended Hearts Group at St Joes Medical Center. Show AED, give information on CPR, give hand outs. 30 participants.
Ambulance Demo, June 23, 2011 0930-1100	Hawkins Elementary School, Tracy, CA	Provide an ambulance and staff to participate in a school outreach program. Show ambulances, give hand outs, and speak about safety. 20 participants.
Ambulance Demo / Joint Training, June 28, 2011 0730-1130	Lodi Memorial Hospital, Lodi, CA	Provide an ambulance and staff to participate in the Lodi Memorial Hospital Disaster Drill. Provide information on MCI's, decontamination, and patient destinations 100 participants.

Classes		
Class Name	Location	Class Outline
Fire Department Joint Training, June 3, 2011 0900-1130	Mokelumne Fire Department, Lockeford, CA	Provide joint training to rural fire department, covering SJ EMSA policies on trauma patient destinations, MCI declaration, and determination of death policies. 10 participants.
Community Outreach / Education event, June 14, 2011 1300-1500	Oak Park Senior Center, Stockton, CA	Provide an ambulance and crew to present information on Fall Prevention to seniors in our community. This was in conjunction with other outreach personnel in our community. Give hand outs, provide information, and demo ambulance 20 participants.

Fire Department Joint Training, June 21, 2011 1000-1600	Lodi Fire Department Station 1, Lodi, CA	Provide a joint training opportunity for a local FD. There were 3 separate days of training, one for each shift at LFD. 2 Classes were held, on regarding CPAP use, and one regarding advanced airway / king airway. CE Given. 30 participants.
Fire Department Joint Training, June 22 and June 29, 2011 1000-1600	Lodi Fire Department Station 1, Lodi, CA	Provide a joint training opportunity for a local FD. There were 3 separate days of training, one for each shift at LFD. 2 Classes were held, on regarding CPAP use, and one regarding advanced airway / king airway. CE Given. 30 participants.
Fire Department Joint Training, June 23, 2011 1000-1600	Lodi Fire Department Station 1, Lodi, CA	Provide a joint training opportunity for a local FD. There were 3 separate days of training, one for each shift at LFD. 2 Classes were held, on regarding CPAP use, and one regarding advanced airway / king airway. CE Given. 30 participants.
CPR Refresher, June 28, 2011, 0900-1200	AMR Stockton Operations, Stockton, CA	Provide a CPR refresher for employees. Open to outside agencies also. 15 participants.
PALS refresher, June 30, 2011 0900-1700	AMR Stockton Operations, Stockton, CA	NCTI sponsored course for Pediatric Advanced Life Support. Courses open to all who registered. CE given. 10 participants.
SNF In-service Program, June 30, 2011 1400-1630	Crestwood Manor SNF, Stockton, CA	Provide an in-service program regarding managing a cardiac arrest. Included information on CPR, airway management, and the correct usage of the crash cart. 20 participants.

Current Projects / Studies	Meetings Attended
Energized by attending the SJ EMSA sponsored CISM training course, I am working on updating our current CISM team, and working on implementing strategies to give our employees knowledge of how to access CISM when needed.	Met with Lodi Fire Department to discuss training opportunities for their department. Most of these courses are built around assisting our personnel with ALS procedures, but we also provide CE units, and build teamwork.
Community Outreach was a large focus for June 2011. We did many visits with facility, allied agencies, and our local providers. No agenda, other than to stop by and improve relations with those we work with.	Attended a 3 day CISM training sponsored by SJEMS. Great information, and able to network with many community members.
Training program for Heat Related Illness. As the	Various staff meetings, including daily management

days start to warm up, we are working on reaffirming our staff's knowledge on recognition and treatment of Heat illness.	meetings, a BLS staff meeting on June 7 <sup>th</sup> , and various scheduling meetings. There were plenty of impromptu meetings with almost all crews to discuss review of SJEMS policies, etc.
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As a side note, there were no complaints received for the month of June 2011.