



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

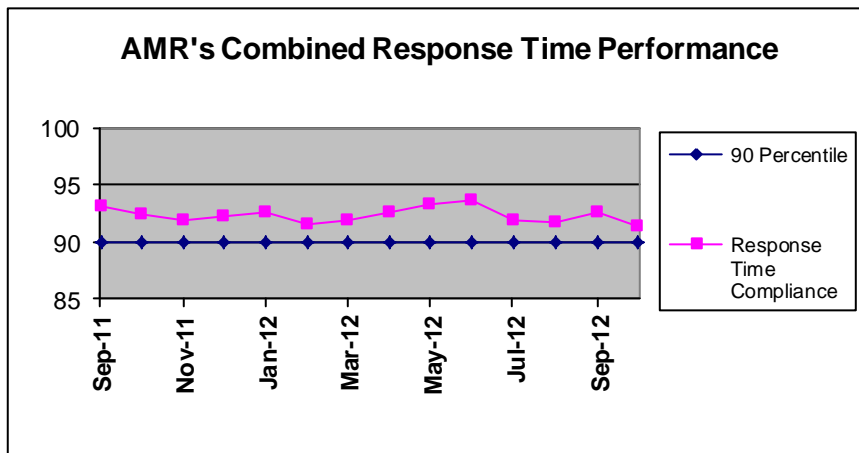
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: January 7, 2013

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, 2012, provides an in depth review of AMR's performance. 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 2012, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.5% for September and 91.4% for October.

AMR's latest compliance report for the second five-year contract for 2012 continues at combined

response performance levels typical of recent years. AMR exceeded compliance standards in all but one of the eleven subzones in September and two of the eleven subzones in October.

The complete compliance report for September and October 2012 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, 2012 through September 30, 2012 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|-----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 341 | 16 | 95.31% | X | | |
| SJC Zone A-2 | 95 | 8 | 91.58% | X | | |
| SJC Zone A-3 | 45 | 1 | 97.78% | X | | |
| SJC Zone B-1 | 1,083 | 92 | 91.51% | X | | |
| SJC Zone B-2 | 1,266 | 84 | 93.36% | X | | |
| SJC Zone B-3 | 17 | 0 | 100.00% | X | | |
| SJC Zone B-4 | 124 | 11 | 91.13% | X | | |
| SJC Zone B-5 | 80 | 18 | 77.50% | | | X |
| SJC Zone C-1 | 282 | 19 | 93.26% | X | | |
| SJC Zone C-2 | 50 | 4 | 92.00% | X | | |
| SJC Zone C-3 | 49 | 3 | 93.88% | X | | |
| All Zones Combined | 3,432 | 256 | 92.54% | 10 | | 1 |

Response Time Compliance Report by 31 Day Rolling Period

| October 1, 2012 through October 31, 2012 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 308 | 6 | 98.05% | X | | |
| SJC Zone A-2 | 117 | 11 | 90.60% | X | | |
| SJC Zone A-3 | 51 | 2 | 96.08% | X | | |
| SJC Zone B-1 | 1,128 | 123 | 89.10% | | | X |
| SJC Zone B-2 | 1,218 | 111 | 90.89% | X | | |
| SJC Zone B-3 | 14 | 0 | 100.00% | X | | |
| SJC Zone B-4 | 123 | 7 | 94.31% | X | | |
| SJC Zone B-5 | 92 | 18 | 80.43% | | | X |
| SJC Zone C-1 | 256 | 11 | 95.70% | X | | |
| SJC Zone C-2 | 50 | 3 | 94.00% | X | | |
| SJC Zone C-3 | 51 | 1 | 98.04% | X | | |
| All Zones Combined | 3,408 | 293 | 91.40% | 9 | | 2 |

Fines and Penalties Report

| Type of Penalty | September 2012 | October 2012 |
|---|-----------------|-----------------|
| Out of compliance response districts | \$5,000 | \$10,000 |
| Late response minutes | \$6,390 | \$6,390 |
| 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 | \$11,390 | \$16,390 |

Weekly Unit Hour Staffing Report

| | RFP | September 2012 | October 2012 |
|-----------------------|-------------|----------------|--------------|
| Zone A | 588 | 588 | 588 |
| Zone B | 1932 | 2053 | 2032 |
| Zone B *non dedicated | 0 | 135 | 137 |
| Zone C | 504 | 504 | 504 |
| Total | 3024 | 3280 | 3261 |

*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 2012 | | | October 2012 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 7:29 | 3,194 | 241 | 92.45% | 3,149 | 281 | 91.08% |
| Suburban 9:29 | 59 | 10 | 83.05% | 75 | 6 | 92.00% |
| Suburban-Moderate 15:29 | 17 | 2 | 88.24% | 14 | 1 | 92.86% |
| Rural 17:29 | 144 | 3 | 97.92% | 156 | 4 | 97.44% |
| Wilderness 29:29 | 18 | 0 | 100.00% | 14 | 1 | 92.86% |
| Total | 3,432 | 256 | 92.54% | 3,408 | 293 | 91.40% |

Mutual Aid Incidents

| September 2012 | | | October 2012 | | |
|---------------------|----------------------|---------------------|---------------------|----------------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| MDAS | SJ ZONE A-3 RURAL | 1 | AMR Stanislaus | SJ ZONE B-4 SUBURBAN | 1 |
| MDAS | SJ ZONE B-2 URBAN | 1 | MDAS | SJ ZONE A-2 URBAN | 1 |
| MDAS | SJ ZONE B-5 URBAN | 2 | MDAS | SJ ZONE C-1 SUBURBAN | 1 |
| MDAS | SJ ZONE C-1 SUBURBAN | 1 | MDAS | SJ ZONE C-1 URBAN | 5 |
| MDAS | SJ ZONE C-1 URBAN | 5 | | | |
| MDAS | SJ ZONE C-2 SUBURBAN | 1 | | | |
| MDAS | SJ ZONE C-3 RURAL | 3 | | | |
| Total | | 14 | | | 8 |

Detailed Response Time Analysis
September 2012

| 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 | 341 | 0:01 | 19:23 | 4:19 | 2:18 | 6:58 |
| SJ ZONE A-2 URBAN | 51 | 0:03 | 12:00 | 5:47 | 1:51 | 7:25 |
| SJ ZONE A-3 URBAN | 11 | 1:18 | 7:40 | 4:46 | 1:58 | 7:10 |
| SJ ZONE B-1 URBAN | 1,083 | 0:00 | 21:14 | 4:56 | 2:11 | 7:24 |
| SJ ZONE B-2 URBAN | 1,266 | 0:01 | 16:38 | 4:40 | 2:12 | 7:16 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 90 | 0:02 | 10:24 | 4:46 | 2:20 | 7:10 |
| SJ ZONE B-5 URBAN | 66 | 0:01 | 11:50 | 4:51 | 3:26 | 9:20 |
| SJ ZONE C-1 URBAN | 271 | 0:01 | 23:41 | 4:25 | 3:03 | 7:16 |
| SJ ZONE C-2 URBAN | 13 | 0:03 | 7:46 | 5:28 | 2:11 | 7:37 |
| SJ ZONE C-3 URBAN | 2 | 6:35 | 8:18 | 7:26 | 0:52 | 8:18 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 8 | 0:34 | 12:28 | 7:28 | 3:27 | 12:28 |
| SJ ZONE A-3 SUBURBAN | 4 | 5:52 | 6:48 | 6:14 | 0:21 | 6:48 |
| SJ ZONE B-4 SUBURBAN | 25 | 0:01 | 13:51 | 6:01 | 3:32 | 11:32 |
| SJ ZONE B-5 SUBURBAN | 3 | 2:48 | 10:53 | 6:36 | 3:19 | 10:53 |
| SJ ZONE C-1 SUBURBAN | 7 | 0:02 | 14:40 | 6:13 | 5:10 | 14:40 |
| SJ ZONE C-2 SUBURBAN | 1 | 4:54 | 4:54 | 4:54 | 0:00 | 4:54 |
| SJ ZONE C-3 SUBURBAN | 11 | 0:03 | 11:57 | 6:01 | 3:58 | 9:18 |
| | | | | | | |
| SJ ZONE C-2 SUBURBAN-MODERATE | 17 | 0:02 | 18:40 | 10:27 | 4:48 | 15:35 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 36 | 0:12 | 18:38 | 10:48 | 4:50 | 16:12 |
| SJ ZONE A-3 RURAL | 30 | 1:41 | 21:00 | 8:57 | 3:38 | 12:10 |
| SJ ZONE B-2 RURAL | 0 | | | | | |
| SJ ZONE B-3 RURAL | 1 | 11:25 | 11:25 | 11:25 | 0:00 | 11:25 |
| SJ ZONE B-4 RURAL | 9 | 0:54 | 29:52 | 10:41 | 7:43 | 29:52 |
| SJ ZONE B-5 RURAL | 11 | 0:05 | 29:07 | 11:32 | 7:12 | 15:28 |
| SJ ZONE C-1 RURAL | 4 | 0:03 | 8:08 | 3:26 | 3:27 | 8:08 |
| SJ ZONE C-2 RURAL | 17 | 1:13 | 17:48 | 9:32 | 3:52 | 16:31 |
| SJ ZONE C-3 RURAL | 36 | 0:02 | 18:36 | 7:40 | 6:10 | 15:28 |
| | | | | | | |
| SJ ZONE B-3 WILDERNESS | 16 | 0:03 | 21:38 | 12:13 | 6:26 | 20:15 |
| SJ ZONE C-2 WILDERNESS | 2 | 13:22 | 16:59 | 15:10 | 1:49 | 16:59 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,194 | 0:00 | 23:41 | 4:44 | 2:20 | 7:20 |
| All Suburban Compliance Areas | 59 | 0:01 | 14:40 | 6:16 | 3:43 | 11:45 |
| All Suburban-Moderate Compliance Areas | 17 | 0:02 | 18:40 | 10:27 | 4:48 | 15:35 |
| | | | | | | |
| All Rural Compliance Areas | 144 | 0:02 | 29:52 | 9:20 | 5:32 | 15:28 |
| All Wilderness Compliance Areas | 18 | 0:03 | 21:38 | 12:32 | 6:10 | 20:15 |

Detailed Response Time Analysis
October 2012

| 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 | 308 | 0:01 | 10:18 | 4:08 | 1:43 | 6:30 |
| SJ ZONE A-2 URBAN | 58 | 0:02 | 11:22 | 5:41 | 2:14 | 8:07 |
| SJ ZONE A-3 URBAN | 17 | 0:08 | 7:46 | 5:02 | 1:59 | 7:22 |
| SJ ZONE B-1 URBAN | 1,128 | 0:01 | 16:47 | 5:11 | 2:16 | 7:53 |
| SJ ZONE B-2 URBAN | 1,217 | 0:00 | 15:06 | 4:46 | 2:12 | 7:28 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 84 | 0:02 | 12:23 | 4:48 | 2:08 | 6:50 |
| SJ ZONE B-5 URBAN | 71 | 0:02 | 14:10 | 4:59 | 3:31 | 9:03 |
| SJ ZONE C-1 URBAN | 246 | 0:02 | 16:24 | 4:07 | 2:20 | 6:41 |
| SJ ZONE C-2 URBAN | 11 | 0:35 | 13:48 | 6:25 | 3:01 | 7:55 |
| SJ ZONE C-3 URBAN | 9 | 0:08 | 7:46 | 4:04 | 2:16 | 7:46 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 15 | 3:11 | 9:56 | 7:10 | 1:42 | 9:17 |
| SJ ZONE A-3 SUBURBAN | 7 | 0:34 | 9:17 | 5:14 | 3:25 | 9:17 |
| SJ ZONE B-4 SUBURBAN | 26 | 0:02 | 13:40 | 6:38 | 3:28 | 11:51 |
| SJ ZONE B-5 SUBURBAN | 8 | 0:04 | 9:45 | 5:43 | 3:44 | 9:45 |
| SJ ZONE C-1 SUBURBAN | 9 | 0:07 | 7:20 | 4:45 | 1:58 | 7:20 |
| SJ ZONE C-2 SUBURBAN | 2 | 4:51 | 6:42 | 5:46 | 0:56 | 6:42 |
| SJ ZONE C-3 SUBURBAN | 8 | 0:04 | 8:58 | 5:13 | 3:59 | 8:58 |
| | | | | | | |
| SJ ZONE C-2 SUBURBAN-MODERATE | 14 | 6:44 | 15:51 | 11:41 | 2:57 | 15:17 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 44 | 0:03 | 19:54 | 9:45 | 5:02 | 15:58 |
| SJ ZONE A-3 RURAL | 27 | 5:11 | 20:51 | 9:54 | 3:32 | 14:07 |
| SJ ZONE B-2 RURAL | 1 | 12:30 | 12:30 | 12:30 | 0:00 | 12:30 |
| SJ ZONE B-3 RURAL | 6 | 0:54 | 8:39 | 5:36 | 2:38 | 8:39 |
| SJ ZONE B-4 RURAL | 13 | 3:19 | 22:30 | 9:55 | 4:59 | 14:57 |
| SJ ZONE B-5 RURAL | 13 | 0:10 | 18:03 | 8:02 | 4:22 | 13:28 |
| SJ ZONE C-1 RURAL | 1 | 6:14 | 6:14 | 6:14 | 0:00 | 6:14 |
| SJ ZONE C-2 RURAL | 17 | 2:02 | 15:26 | 10:12 | 3:09 | 14:23 |
| SJ ZONE C-3 RURAL | 34 | 0:01 | 17:27 | 8:03 | 6:21 | 16:18 |
| | | | | | | |
| SJ ZONE B-3 WILDERNESS | 8 | 2:08 | 17:42 | 12:41 | 4:36 | 17:42 |
| SJ ZONE C-2 WILDERNESS | 6 | 3:46 | 33:27 | 17:24 | 10:13 | 33:27 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,149 | 0:00 | 16:47 | 4:50 | 2:16 | 7:28 |
| All Suburban Compliance Areas | 75 | 0:02 | 13:40 | 6:07 | 3:12 | 9:17 |
| All Suburban-Moderate Compliance Areas | 14 | 6:44 | 15:51 | 11:41 | 2:57 | 15:17 |
| | | | | | | |
| All Rural Compliance Areas | 156 | 0:01 | 22:30 | 9:10 | 4:57 | 15:26 |
| All Wilderness Compliance Areas | 14 | 2:08 | 33:27 | 14:43 | 7:53 | 24:21 |

**Exemption Request Report
September 2012**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|--------------------------------------|-------------------------|---------------|
| 09/03/2012 | 12111049 | C-1 | Traffic Secondary to Call | | Exempt |
| 09/06/2012 | 12112069 | B-2 | Poor Location Information from RP | | Exempt |
| 09/08/2012 | 12113164 | B-1 | Traffic Secondary to Call | | Exempt |
| 09/08/2012 | 12113298 | B-2 | False Report of Emergency | | Exempt |
| 09/08/2012 | 12113321 | A-2 | Unit Dispatched and Responded Code 2 | | Exempt |
| 09/10/2012 | 12113918 | C-1 | False Report of Emergency | | Exempt |
| 09/10/2012 | 12114159 | C-1 | Poor Location Information from RP | | Exempt |
| 09/10/2012 | 12114215 | B-2 | Poor Location Information from RP | | Exempt |
| 09/11/2012 | 12114564 | B-2 | Traffic Secondary to Call | | Exempt |
| 09/11/2012 | 12114572 | B-2 | Not Listed | | Exempt |
| 09/12/2012 | 12114848 | B-5 | Adjusted time based on call audit | | Exempt |
| 09/13/2012 | 12115244 | B-2 | Poor Location Information from RP | | Exempt |
| 09/13/2012 | 12115479 | B-5 | Traffic Secondary to Call | | Exempt |
| 09/13/2012 | 12115500 | B-2 | Poor Location Information from RP | | Exempt |
| 09/14/2012 | 12115744 | C-2 | Poor Location Information from RP | | Exempt |
| 09/14/2012 | 12115893 | B-5 | Poor Location Information from RP | | Exempt |
| 09/15/2012 | 12116404 | B-2 | Not Listed | | Exempt |
| 09/15/2012 | 12116470 | B-1 | Poor Location Information from RP | | Exempt |
| 09/18/2012 | 12117942 | B-2 | Not Listed | | Exempt |
| 09/19/2012 | 12118460 | B-2 | Road Construction | | Exempt |
| 09/20/2012 | 12118737 | B-4 | Not Listed | | Exempt |
| 09/20/2012 | 12118853 | B-2 | Train | | Exempt |
| 09/20/2012 | 12118930 | B-2 | Poor Location Information from RP | | Exempt |
| 09/21/2012 | 12119003 | B-5 | False Report of Emergency | | Exempt |
| 09/21/2012 | 12119227 | C-1 | Poor Location Information from RP | | Exempt |
| 09/21/2012 | 12119294 | B-2 | False Report of Emergency | | Exempt |
| 09/21/2012 | 12119376 | B-2 | False Report of Emergency | | Exempt |
| 09/21/2012 | 12119423 | B-1 | Not Listed | | Exempt |
| 09/22/2012 | 12119678 | B-1 | Adjusted time based on call audit | | Exempt |

| | | | | | |
|------------|----------|-----|------------|--|--------|
| 09/23/2012 | 12119907 | A-3 | Not Listed | | Exempt |
|------------|----------|-----|------------|--|--------|

**Exemption Request Report Cont.
September 2012**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/25/2012 | 12120957 | B-1 | Road Construction | | Exempt |
| 09/26/2012 | 12121397 | C-1 | Traffic Secondary to Call | | Exempt |
| 09/27/2012 | 12122026 | B-2 | Road Construction | | Exempt |
| 09/28/2012 | 12122478 | B-2 | Not Listed | | Exempt |
| 09/28/2012 | 12122501 | B-5 | Road Construction | | Exempt |
| 09/29/2012 | 12122736 | B-1 | Poor Location Information from RP | | Exempt |
| 09/30/2012 | 12123104 | B-1 | Delays in Transferring Care at ED | | Exempt |

**Exemption Request Report
October 2012**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|------------------------------------|-------------------------|---------------|
| 10/03/2012 | 12124403 | B-2 | Road Construction | | Exempt |
| 10/03/2012 | 12124717 | B-2 | Traffic Secondary to Call | | Exempt |
| 10/04/2012 | 12124993 | B-1 | Poor Location Information from RP | | Exempt |
| 10/04/2012 | 12125088 | B-2 | Road Construction | | Exempt |
| 10/06/2012 | 12125909 | B-4 | Adjusted time based on call audit | | Exempt |
| 10/06/2012 | 12126115 | B-2 | Poor Location Information from RP | | Exempt |
| 10/09/2012 | 12127319 | A-2 | Not Listed | | Exempt |
| 10/10/2012 | 12127451 | B-1 | Not Listed | | Exempt |
| 10/10/2012 | 12127569 | C-2 | False Report of Emergency | | Exempt |
| 10/13/2012 | 12128809 | B-4 | Road Construction | | Exempt |
| 10/13/2012 | 12129061 | B-2 | Train | | Exempt |
| 10/14/2012 | 12129485 | B-2 | Adjusted time based on call audit | | Exempt |
| 10/18/2012 | 12131049 | B-2 | Poor Location Information from RP | | Exempt |
| 10/18/2012 | 12131074 | B-1 | Road Construction | | Exempt |
| 10/19/2012 | 12131824 | B-5 | Traffic Secondary to Call | | Exempt |
| 10/19/2012 | 12131849 | B-1 | Poor Location Information from CHP | | Exempt |
| 10/19/2012 | 12131861 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 10/22/2012 | 12132911 | B-1 | False Report of Emergency | | Exempt |
| 10/23/2012 | 12133384 | B-1 | Traffic Secondary to Call | | Exempt |
| 10/24/2012 | 12133621 | A-1 | Train | | Exempt |
| 10/27/2012 | 12134899 | B-1 | Traffic Secondary to Call | | Exempt |
| 10/28/2012 | 12135593 | A-1 | Train | | Exempt |
| 10/29/2012 | 12136041 | B-1 | Train | | Exempt |
| 10/30/2012 | 12136157 | B-1 | False Report of Emergency | | Exempt |

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

| Zone | Nov 11 | Dec 11 | Jan 12 | Feb 12 | Mar 12 | Apr 12 | May 12 | Jun 12 | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Monthly Average |
|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| A-1 | 96% | 98% | 95% | 96% | 94% | 95% | 97% | 96% | 95% | 95% | 95% | 98% | 95.9% |
| A-2 | 92% | 92% | 91% | 90% | 88% | 87% | 90% | 89% | 91% | 87% | 92% | 91% | 89.9% |
| A-3 | 90% | 91% | 87% | 93% | 97% | 98% | 93% | 91% | 90% | 91% | 98% | 96% | 92.9% |
| B-1 | 90% | 89% | 91% | 89% | 91% | 92% | 91% | 92% | 91% | 90% | 92% | 89% | 90.6% |
| B-2 | 92% | 93% | 93% | 92% | 93% | 93% | 94% | 95% | 93% | 92% | 93% | 91% | 92.9% |
| B-3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% |
| B-4 | 84% | 94% | 90% | 91% | 92% | 86% | 94% | 97% | 94% | 92% | 91% | 94% | 91.9% |
| B-5 | 83% | 87% | 86% | 76% | 74% | 78% | 80% | 79% | 75% | 84% | 78% | 80% | 79.9% |
| C-1 | 97% | 96% | 95% | 94% | 95% | 95% | 95% | 94% | 93% | 96% | 93% | 96% | 95.0% |
| C-2 | 96% | 100% | 96% | 93% | 93% | 96% | 93% | 96% | 86% | 94% | 92% | 94% | 94.2% |
| C-3 | 97% | 94% | 97% | 95% | 91% | 98% | 99% | 95% | 95% | 93% | 94% | 98% | 95.5% |
| All Zones | 92% | 92% | 93% | 91% | 92% | 93% | 93% | 94% | 92% | 92% | 93% | 91% | 92.2% |

Failure to Provide Data

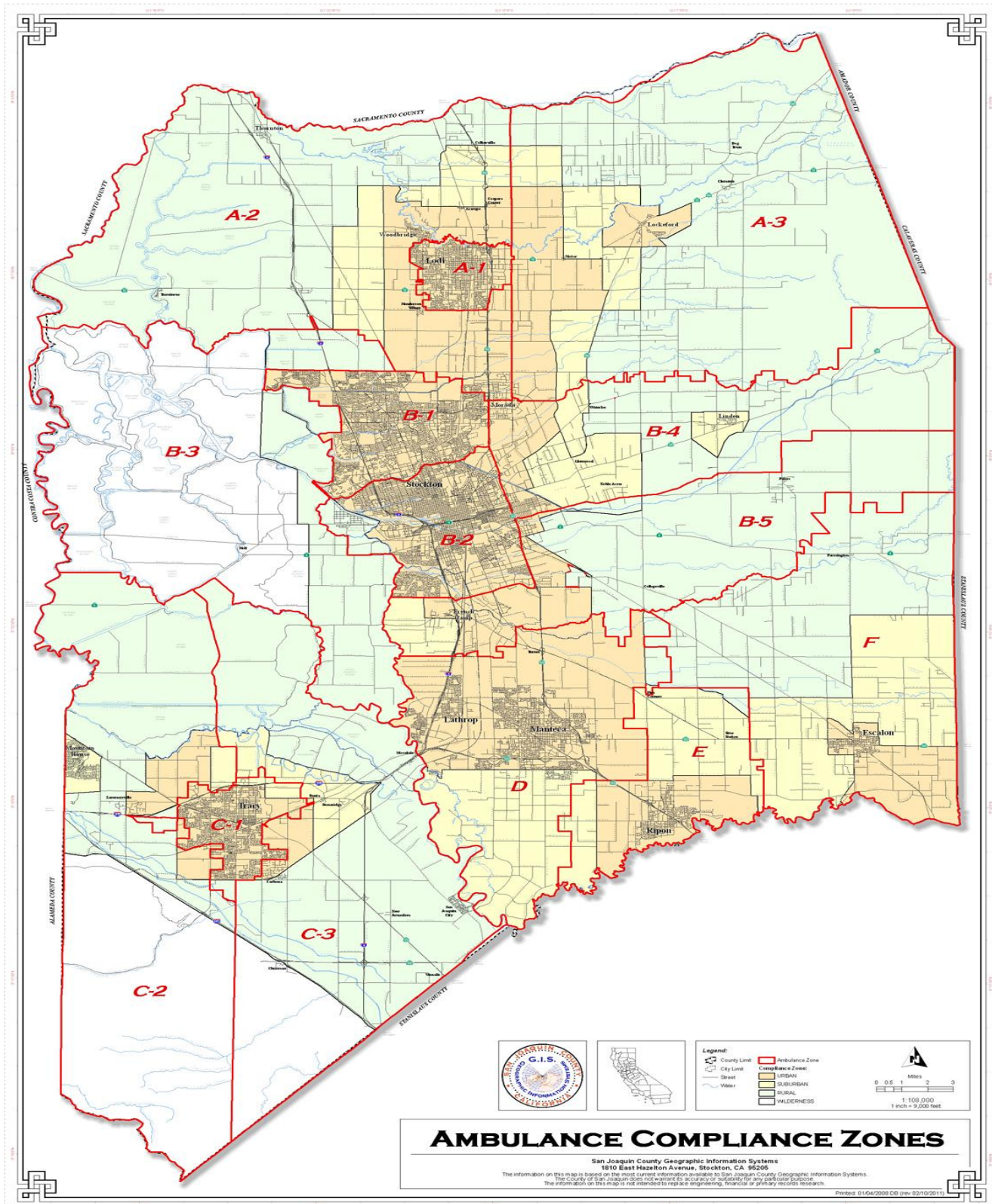
| Event Type | September 2012 | October 2012 |
|------------|----------------|--------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |





Community Services
San Joaquin County

Monthly Summary September 2012

| Activities | | |
|-----------------|---|---|
| Contact Name | Title | Activity Outline |
| Earlene King | Outreach Coordinator/ RN for Delta Blood Bank, March Lane Chapter | Various meetings to set up a community based CPR class for some Blood Bank Staff |
| Dale Ewing | Events Coordinator for Home Depot, home improvement | Home Depot has an upcoming health and safety fair and is interested in having AMR as a vender or outreach/ show and tell. Event is scheduled sometime in October 2012 |
| Lisa Richardson | AHA Heartwalk Coordinator / Fundraiser | Meetings with Lisa as well as other office staff as we worked towards having a formidable donation for the AHA's cause for Heart Disease. |

| Events | | |
|--|--|---|
| Event Name | Location | Event Outline |
| <i>Paramedic Boat Patrol Donation, September 1-3, 2010 1200-2200</i> | <i>Various waterways throughout San Joaquin County, CA</i> | <i>Donation of 2 paramedics per day for the Sherriff's Boat Patrol. We are proud to support this event every year, and provide numerous hours of donated service to the San Joaquin Sherriff's Department to help keep our waterways safe. Estimated 5000+ participants / contacts.</i> |
| Ambulance Demo, September 5, 2012 0900-1100 | Traina Elementary School, Tracy, CA | Provide an ambulance and staff to do a show and tell event regarding EMS and using the 911 system. Tracy units handled this event. Gave hand outs, show equipment, etc. Approx. 400 participants. |

| | | |
|--|--|---|
| <p>Ambulance Demo, September 6, 2012 1800-1900</p> | <p>IOT Technical School, Stockton, CA</p> | <p>Provide an ambulance and staff to do a show and tell event for a local EMT/ EMS class. Show equipment, speak about job opportunities, give hand outs. Approx. 100 participants.</p> |
| <p>Ambulance Demo, September 8, 2012 1000-1400</p> | <p>Payless Store Parking Lot, Lockeford, CA</p> | <p>Provide an ambulance and staff to participate in the annual "Kidsfest" event in Lockeford, CA. Show ambulance, demo equipment, give hand outs. Approx. 400 participants.</p> |
| <p>Ambulance Demo, September 8, 2012 1000-1400</p> | <p>Watts Winery, Lodi, CA</p> | <p>Joint outreach event with a Mokelumne Fire Department as a fundraiser / outreach event to raise monies to fight cancer. Provide ambulance, personnel, show equipment, give hand outs. Approx. 200 participants.</p> |
| <p>Bike Team Donation / Medical Aid Standby, September 13-16, 2011, 1200-0000</p> | <p>Lodi Grape Festival Grounds, Lodi, CA</p> | <p>Donation of a Paramedic Bike Team for the four (4) days of the Grape Festival in Lodi. Unit is able to respond to medical aid, as well as do public outreach, show equipment, interact with public. This event normally has approx. 100,000 participants over 4 days.</p> |
| <p>Ambulance Standby / First Aid Standby, September 15, 2012 0700-1500</p> | <p>Buckley Cove Marina / San Joaquin Waterway</p> | <p>Provide an ambulance and crew to provide standby medical assistance as well as transportation of persons for the Inland Coastal Cleanup Event, 2010. Approx. 4000 persons county wide.</p> |
| <p>Ambulance Demo, September 21, 2012 0830-1200</p> | <p>Joe Serna Elementary School, Lodi, CA</p> | <p>Provide an ambulance and staff to participate in a local school's health fair / outreach event. Show ambulance, give hand outs, and demo equipment. Primarily an ESL school. Approx. 1000 participants.</p> |
| <p>Ambulance Demo, September 22, 2012 1000-1200</p> | <p>Lowes Retail Store, Trinity Parkway, Stockton, CA</p> | <p>Provide an ambulance and staff to participate in a local health/safety fair. Give hand outs, tours of ambulance, and give plenty of parents and adults instruction on hands only cpr. Approx. 200 participants.</p> |

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| EMS outreach / allied agency support, September 22, 2012 1600-2130 | Hearts of Harvest grounds, Tracy, CA | Provide personnel to help with a local fundraiser/charity event to raise money to fight heart disease. Community interaction, EMS information, and volunteer time. Approx. 500 participants. |
| Ambulance Standby, September 22-23, 2012 0900-1800 (two day event) | Lincoln, CA (California High School Rodeo Association District 3, multi county event) | Donate an ambulance and staff to participate / stand by for needed medical aid for High School Rodeo Event. There were 8 hours donated per day, with 200 riders per day. Donated event. |
| Ambulance Demo / Standby, September 27, 2012 1030-1130 | Tracy High School / Head Start School, Tracy, CA | Provide an ambulance and staff to do a show and tell event for a local elementary school. Show ambulance, give hand outs, speak of safety. Approx. 100 participants. |
| Ambulance Demo / Standby, September 28, 2012 0845-1500 | San Joaquin Worknet Building, Downtown Stockton, CA | Provide an ambulance and staff to participate in the annual "Veterans Stand Down Event". This event is to help our local veterans, homeless and otherwise, with information on available services, etc. Show equipment, give hand outs, speak about access to 911 and emergency care. This event don in support of Supervisor Leroy Ornellas. Approx. 250 participants. |
| Ambulance Demo/ Health Fair, September 28, 2012 1300-1500 | O'connor Woods SNF, Stockton, CA | Provided an ambulance and crew to participate in a local SNF's Health Fair. Crew to provide BP checks, speak about health and safety, and give hand outs. Approx. 150 participants. |
| Ambulance Demo / Standby, September 29, 2012 1200-1500 | San Joaquin County General Hospital Grounds | Provide an ambulance and staff to participate in the annual "Premie Party" held at SJGH. This event showcases the equipment and techniques used to help premature children. Show ambulance, give hand outs, speak to public, and give tours. Approx. 200 participants. |

Classes

| Class Name | Location | Class Outline |
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| EMS presentation, September 5, 2012 1100-1230 | Health Careers Academy, Stockton, CA | Provide an ambulance for show and tell, but also present a course on EMS and education to a local health academy. Give hand outs, job info, show equipment. Approx. 200 participants. |
| SJ EMS PSR / PAO skills, September 6, 2012 1000-1400 | SJ EMSA classroom | Provide Accreditation officers for the SJ EMS office's monthly PSR / PAO course. Approx 15 man hours donated. Approx. 20 participants. |
| Infrequent Skills Lab, September 11, 2012 0900-1500 | AMR Stockton Operations | Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. Open to all providers. Approx. 10 participants. |
| CPR/ BLS refresher course, September 19, 2012 1000-1500 | AMR Stockton Operations | This is our monthly refresher course for CPR that is open to employees, and outside agencies. Donated course. Approx. 16 participants. |
| Ems outreach / presentation, September 24, 2012 1100-1430 | Lincoln Tech Academy, Lodi, CA | Provide an ambulance and personnel to present information for a local high school class's ROP program. Also, helped one of their students who was doing their senior project on paramedicine. Involved a handful of hours, including telephone interviews and pictures. Approx. 45 participants. |
| Infrequent Skills Lab, September 27, 2011 0900-1500 | AMR Stockton Operations | Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. Open to all providers. Approx. 10 participants. |
| EMS outreach class, September 29, 2012 1030-1230 | McNair High School, Stockton, CA | Provide an ambulance and staff to give a presentation on EMS and job opportunities for a local high school's ROP program. Show equipment, give hand outs, and speak about safety. Approx. 120 |

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| | | participants. |
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| Current Projects / Studies | Meetings Attended |
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| AMR San Joaquin helped support the American Heart Association's annual Heart Walk event, held during September 2012. Through donations and other events, we were able to raise and donate approx. \$2000.000 dollars for our local community. | Various meetings as the Inland Coastal Cleanup event was during September 2012. While AMR San Joaquin wasn't as involved this year as in years past, we still sponsored with health aid, and some donated first aid supplies as needed. |
| Working with various community members and organizations to implement 'Hands only CPR'. This is a nationwide program that has proven to save lives. | Various meetings with local fire agencies in efforts to combine joint training and teamwork. All were receptive to new education and CE opportunities. |
| Revival of our monthly newsletter this month. Clinical Concepts will be published monthly, with input from our local team, with a solid single focus. This month, our focus was Trauma. We provided a solid issue and await more to come. | Field Training Officer Meeting and planning team meetings as we work on improving our FTO group. Led by CES department folks, this looks to be a promising venture through the rest of 2012 and into 2013. |
| Early this month, we had a patient who survived a cardiac arrest call. We worked some media with permission from our patient and family, as well as a run review. We are looking at ways to have this positive outcome with every patient we touch. This was a community effort save, and all parties were recognized. | Met with Christine Glass, administrator of ROP affairs at Weber Institute School. I am looking at hosting another 2-4 interns from high school. Great program to get our youth involved in today's job market and job exploration. |

I fielded one phone call from a gentleman who could not have been happier with the service he received. This was from a call some 5-6 months ago, however, he was finally up to making this call. He named Paramedic YSIT and EMT CARTER by name. Kudos were extended.

Bike Team donation of over 108 man hours this month for events. These are in BOLD print.

Donated Paramedic hours to the Sherriff's Boat Patrol were approx. 60 man hours. These items are in blue, italic print.



Community Services
San Joaquin County

Monthly Summary October 2012

| Activities | | |
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| Contact Name | Title | Activity Outline |
| Louie Collier | Chief, WM Fire Department | Met with chief Collier and staff to help them obtain some equipment for a local high school cpr program. This is a very successful yearly event. |
| Jennifer Copeland | PTA president, Manlio Silva School | A couple of casual meetings to discuss AMR's participation in a local school's health and safety fair |
| Karen Gonzalez | Healthcare ROP instructor, Lincoln Tech Academy, Lodi, CA | Met to discuss AMR taking a few ROP students for a few months to enhance childhood education of the job world. |
| Lodi Fire Station 1 | Engine crew, Battalion Chief, and misc firefighters | Met with the Lodi Fire Department to improve relations, deliver CE certificates for a past previous class, and talk about doing a joint community based CPR program together. |

| Events | | |
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| Event Name | Location | Event Outline |
| Ambulance demo / Health Fair, October 4, 2012 | Arbor Senior Apartments, Iodi, CA | Provide an ambulance and staff to participate in a local senior facility's health and safety fair. Show equipment, speak about safety, and take blood pressures, give hand outs. Approx. 200 participants. |
| Ambulance Stand by (Donated), October 6, 2012 0800-1100 | San Joaquin Delta College, Stockton, CA | Provide an ambulance and staff for run against cancer. Crew was on donated medical aid, however, also showed equipment, gave hand outs, and spoke about safety. Approx. 2000 participants. |
| Ambulance Stand by (Donated), October 6, 2012 1000-1300 | Home Depot, Hammer Lane Center, Stockton, CA | Provide an ambulance and staff to participate in a local business's health and safety fair. Show equipment, hands only cpr demo, give hand outs. Approx. 150 participants. |
| Ambulance Demo, October 6, 2012 0900-1200 | Lowes, Trinity Parkway, Stockton, CA | Provide an ambulance and hands only cpr demo for a local business's Public Safety Appreciation Day event. Show ambulance, give hand outs, etc. Approx. 200 participants. |
| Ripon Car Show for Public Safety Vehicles event, October 6, 2012 0800-1700 | Ripon, CA | Provide both the older Cadillac Ambulance and a new ambulance for the annual public safety car show in Ripon. Give hand outs, show equipment, etc. Approx. 1200 participants. |
| Ambulance Demo, October 7, 2012 0700-1200 | Woodbridge FD, Station 1, Woodbridge, CA | Provide an ambulance and crew to support and participate in a local fire department's open house and pancake breakfast. Show ambulance, speak of safety. Approx. 150 participants. |

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| <p>Ambulance Demo, October 8 and 12, 2012 1000-1200</p> | <p>Merryhill School, Stockton, CA</p> | <p>Provide an ambulance and staff to participate in a local school's Fire Safety Week of events. We did presentations 2 days during this week to multiple classes. Show ambulance, equipment, speak of safety, give hand outs, etc. Approx. 400 participants over the 2 days.</p> |
| <p>Ambulance Demo, October 13, 2012 0700-1200</p> | <p>Mokelumne Fire Department, Station 1</p> | <p>Provide ambulance and staff for a local fire departments' pancake breakfast event. Rotate crews through for PR and allied agency interaction. Show equipment, give hand outs to public as needed. Approx. 150 participants.</p> |
| <p>Ambulance Demo, October 19, 2012 1700-1900</p> | <p>Manlio Silva Elementary School, Stockton, CA</p> | <p>Provide an ambulance and staff to participate in an annual 'Fall Carnival' event for a local school. Show ambulance, give hand outs, speak of safety. Approx. 600 participants.</p> |
| <p>Ambulance demo / EMS outreach, October 26, 2012 1600-1900</p> | <p>Creekside Living SNF, Stockton, CA</p> | <p>Provide an ambulance and staff to participate in a local senior facility's health and safety fair. Show equipment, speak about safety, take blood pressures, give hand outs. Approx. 200 participants.</p> |
| <p>Ambulance demo / EMS outreach, October 26, 2012 1600-1900</p> | <p>San Joaquin Elementary School, Stockton, CA</p> | <p>Provide an ambulance and staff to participate in an annual 'Fall Carnival' event for a local school. Show ambulance, give hand outs, speak of safety. Approx. 600 participants.</p> |
| <p>Ambulance Demo, October 28, 2012 0900-2100</p> | <p>UOP college grounds, Stockton, CA</p> | <p>Provide an ambulance and staff for an all day long cheerleading even. Crews were able to show ambulance and equipment, give hand outs, and be on standby medical aid if needed. Approx. 1000 participants.</p> |
| <p>Ambulance demo, EMS outreach, October 30, 2011, 1030-1230</p> | <p>Weber Institute High School, Stockton, CA</p> | <p>Provide an ambulance and staff to help the school and a couple of students who are doing their senior projects on Para-medicine and EMS. Approx 200 participants.</p> |

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| Ambulance Demo, October 31, 2012 0900-1300 | Merryhill Preschool, Stockton, CA | Provide an ambulance and crew to participate in a local school's 'Fall Carnival' event. Show ambulance, give hand outs, and demo equipment. Approx. 300 participants. |
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| Classes | | |
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| Class Name | Location | Class Outline |
| CPR Refresher, October 1, 2012 0900-1400 | Delta Blood Bank, March Lane Office, Stockton, CA | Provide a donated BLS refresher course for a local allied health care agency. Approx. 8 participants. |
| Quarterly Skills Course, October 09, 2012 0900-1500 | AMR Stockton Operations, Stockton, CA | Provide an open forum course for employees and outside providers (Both ALS and BLS) to come in and get their quarterly skills signed off for reaccreditation. ALS airway along with both medical and trauma physical exams covered. Approx. 15 participants. |
| Help teach PAO/ PSR with SJEMSA, October 11, 2012 0900-1500 | Stockton Fire Department, Company 2 | Assist SJEMSA personnel with man hours teaching/ proctoring skills for the monthly accreditation course for paramedics in our county. Many agencies represented. Approx. 28 participants. |
| CPR Refresher Course, October 23, 2012 1000-1500 | AMR Stockton Operations, Stockton, CA | Monthly CPR refresher course for employees and outside agencies. Allows renewal of BLS cards for those in need. Approx. 8 participants. |
| Quarterly Skills Course, October 25, 2012 0900-1500 | AMR Stockton Operations, Stockton, CA | Provide an open forum course for employees and outside providers (Both ALS and BLS) to come in and get their quarterly skills signed off for reaccreditation. ALS airway along with both medical and trauma physical exams covered. Approx. 15 participants. |

| Current Projects / Studies | Meetings Attended |
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| There was a new hire orientation program this month, where we added a handful of folks to our staff. CES took care of the instruction of the program, along with our FTO staff. | Attended the March of Dimes Dinner Event this month. Supporting our local agencies is an important part of what we do. Many notable faces present. |
| Accepted 2 groups of ROP students from two different local schools. This allows high school students to do job exploration as well as learn work ethic, skills, and get an insight into our world of EMS. | Attended the Healings in Motion (Stroke Awareness Program) luncheon. This is a notable monthly event for members of the community, from students to professionals. Also in attendance this month was one of our Board of Supervisors Members. |
| Still putting the pieces in place for large scale community based CPR program (hands only) with help from the AHA, and other local providers. Plans are currently in the works for doing these programs for local shopping malls to get maximum participation. | Attended a meeting with local blood donation center, Delta Blood Bank, in hopes of setting up another blood drive, and looking forward to a bone marrow drive. |
| Working on an event for employees with a group outing with a community partner, the Stockton Thunder Hockey Team. Looking for possibly next month or in January 2013. | Had a representative attend the monthly CAHF meeting. This is a great event with networking with other local skilled nursing facility leaders. |

As a note, there were no complaints for the month of October 2012. I have attached some thank you's and notices that I have received.

We had a few media events, mostly newspaper related, and positive press this month.