



# San Joaquin County Emergency Medical Services Agency



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

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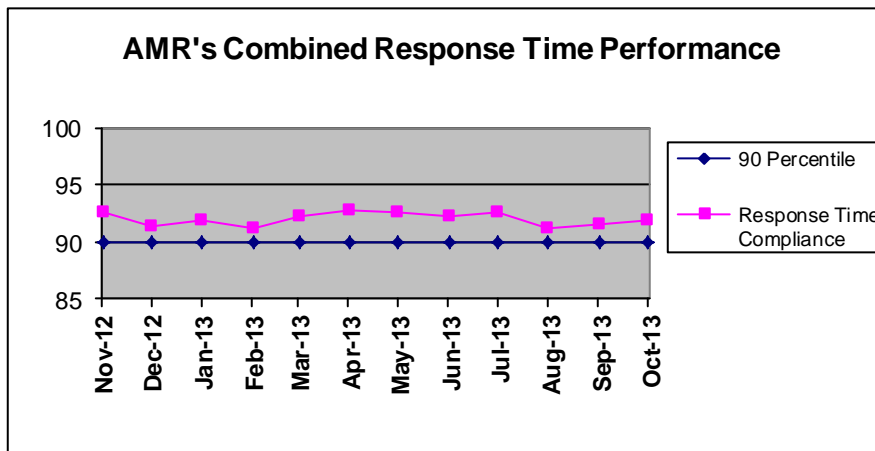
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: January 22, 2014

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, 2013, 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 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.55% for July and 91.93% for August.

AMR's latest compliance report continues the third year of the second five-year contract period.

Compliance continues at combined response performance levels typical of recent years. AMR exceeded compliance standards in seven (7) of the eleven subzones in September and eight (8) of the eleven subzones in October.

The complete compliance report for September and October 2013 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 30 Day Rolling Period**

September 1, 2013 through September 30, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	369	9	97.56%	X		
SJC Zone A-2	104	11	89.42%			X
SJC Zone A-3	53	4	92.45%	X		
SJC Zone B-1	1,110	113	89.82%			X
SJC Zone B-2	1,213	98	91.92%	X		
SJC Zone B-3	16	0	100.00%	X		
SJC Zone B-4	116	16	86.21%			X
SJC Zone B-5	98	25	74.49%			X
SJC Zone C-1	292	11	96.23%	X		
SJC Zone C-2	54	3	94.44%	X		
SJC Zone C-3	56	4	92.86%	X		
<b>All Zones Combined</b>	<b>3,481</b>	<b>294</b>	<b>91.55%</b>	<b>7</b>		<b>4</b>

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

October 1, 2013 through October 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	350	18	94.86%	X		
SJC Zone A-2	115	10	91.30%	X		
SJC Zone A-3	54	6	88.89%			X
SJC Zone B-1	1,144	114	90.03%	X		
SJC Zone B-2	1,213	84	93.08%	X		
SJC Zone B-3	8	0	100.00%	X		
SJC Zone B-4	128	12	90.63%	X		
SJC Zone B-5	120	18	85.00%			X
SJC Zone C-1	277	10	96.39%	X		
SJC Zone C-2	74	9	87.84%			X
SJC Zone C-3	62	5	91.94%	X		
<b>All Zones Combined</b>	<b>3,545</b>	<b>286</b>	<b>91.93%</b>	<b>8</b>		<b>3</b>

## Fines and Penalties Report

Type of Penalty	September 2013	October 2013
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$6,600	\$6,720
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>\$26,600</b>	<b>\$21,720</b>

## Weekly Unit Hour Staffing Report

	RFP	September 2013	October 2013
Zone A	588	588	588
Zone B	1932	2028	2021
Zone B *non dedicated	0	143	150
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3263</b>	<b>3263</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	September 2013			October 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,245	282	91.31%	3,290	275	91.64%
Suburban 9:29	67	8	88.06%	76	5	93.42%
Suburban-Moderate 15:29	24	0	100.00%	21	1	95.24%
Rural 17:29	135	4	97.04%	146	4	97.26%
Wilderness 29:29	10	0	100.00%	12	1	91.67%
<b>Total</b>	<b>3,481</b>	<b>294</b>	<b>91.55%</b>	<b>3,545</b>	<b>286</b>	<b>91.93%</b>

## Mutual Aid Incidents

September 2013			October 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE B-5 URBAN	7
MDAS	SJ ZONE B-5 SUBURBAN	1	MDAS	SJ ZONE C-1 URBAN	4
MDAS	SJ ZONE B-5 URBAN	6	MDAS	SJ ZONE C-3 RURAL	4
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE C-3 URBAN	1
MDAS	SJ ZONE C-3 RURAL	5			
<b>Total</b>		<b>16</b>			<b>18</b>

Detailed Response Time Analysis  
September 2013

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	369	0:02	11:18	4:05	1:54	6:20
SJ ZONE A-2 URBAN	64	0:01	16:42	6:21	2:27	8:24
SJ ZONE A-3 URBAN	21	0:16	9:28	5:15	2:13	7:56
SJ ZONE B-1 URBAN	1,110	0:01	15:24	5:06	2:13	7:44
SJ ZONE B-2 URBAN	1,213	0:01	17:08	4:47	2:12	7:23
SJ ZONE B-3 URBAN	1	6:39	6:39	6:39	0:00	6:39
SJ ZONE B-4 URBAN	80	0:02	9:22	5:04	2:19	7:43
SJ ZONE B-5 URBAN	84	0:02	16:59	7:00	3:39	11:11
SJ ZONE C-1 URBAN	284	0:01	17:08	4:01	2:33	6:28
SJ ZONE C-2 URBAN	11	1:11	12:56	5:29	3:35	10:24
SJ ZONE C-3 URBAN	8	2:00	13:21	6:47	2:55	13:21
SJ ZONE A-2 SUBURBAN	10	2:51	9:39	6:59	2:06	9:09
SJ ZONE A-3 SUBURBAN	9	2:18	7:47	5:11	1:53	7:47
SJ ZONE B-4 SUBURBAN	30	0:03	13:27	6:30	3:40	10:33
SJ ZONE B-5 SUBURBAN	2	5:32	9:39	7:35	2:04	9:39
SJ ZONE C-1 SUBURBAN	7	0:19	7:53	4:32	2:47	7:53
SJ ZONE C-2 SUBURBAN	2	3:43	5:21	4:32	0:49	5:21
SJ ZONE C-3 SUBURBAN	7	5:30	20:45	10:37	4:32	20:45
SJ ZONE C-2 SUBURBAN-MODERATE	24	0:43	14:25	10:16	3:21	13:45
SJ ZONE A-2 RURAL	30	0:10	17:25	9:51	4:49	15:47
SJ ZONE A-3 RURAL	23	3:37	13:09	8:35	2:28	12:59
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	6	4:03	12:26	8:23	3:10	12:26
SJ ZONE B-4 RURAL	6	3:11	19:22	12:19	6:03	19:22
SJ ZONE B-5 RURAL	12	0:11	11:12	6:27	3:38	10:43
SJ ZONE C-1 RURAL	1	5:49	5:49	5:49	0:00	5:49
SJ ZONE C-2 RURAL	16	0:05	17:55	9:00	4:50	16:45
SJ ZONE C-3 RURAL	41	0:02	22:35	7:00	6:08	14:56
SJ ZONE B-3 WILDERNESS	9	0:10	30:21	14:14	8:11	30:21
SJ ZONE C-2 WILDERNESS	1	15:33	15:33	15:33	0:00	15:33
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,245	0:01	17:08	4:51	2:21	7:29
All Suburban Compliance Areas	67	0:03	20:45	6:36	3:35	10:19
All Suburban-Moderate Compliance Areas	24	0:43	14:25	10:16	3:21	13:45
All Rural Compliance Areas	135	0:02	22:35	8:23	5:05	15:23
All Wilderness Compliance Areas	10	0:10	30:21	14:22	7:46	22:37

Detailed Response Time Analysis  
October 2013

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	350	0:02	13:51	4:18	1:58	6:41
SJ ZONE A-2 URBAN	58	0:30	12:58	5:56	2:26	9:02
SJ ZONE A-3 URBAN	20	0:11	12:12	5:45	2:54	10:00
SJ ZONE B-1 URBAN	1,144	0:01	20:24	5:06	2:17	7:49
SJ ZONE B-2 URBAN	1,212	0:00	16:21	4:44	2:16	7:17
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	96	0:01	9:27	4:50	2:14	7:26
SJ ZONE B-5 URBAN	105	0:01	18:01	5:31	4:27	10:59
SJ ZONE C-1 URBAN	273	0:02	19:35	4:04	2:28	6:20
SJ ZONE C-2 URBAN	22	0:06	10:54	6:33	2:29	9:28
SJ ZONE C-3 URBAN	10	2:59	8:44	5:42	1:27	6:53
SJ ZONE A-2 SUBURBAN	25	0:03	9:12	6:15	2:39	8:57
SJ ZONE A-3 SUBURBAN	10	1:30	8:08	5:41	2:00	7:39
SJ ZONE B-4 SUBURBAN	26	0:07	13:57	6:10	3:36	10:27
SJ ZONE B-5 SUBURBAN	5	0:06	8:59	6:03	3:19	8:59
SJ ZONE C-1 SUBURBAN	4	3:38	4:59	4:22	0:34	4:59
SJ ZONE C-2 SUBURBAN	1	7:00	7:00	7:00	0:00	7:00
SJ ZONE C-3 SUBURBAN	5	5:44	10:22	8:50	1:38	10:22
SJ ZONE C-2 SUBURBAN-MODERATE	21	0:02	17:05	10:36	3:49	13:38
SJ ZONE A-2 RURAL	32	0:04	17:16	10:11	4:46	16:05
SJ ZONE A-3 RURAL	24	0:02	19:11	9:00	4:15	14:40
SJ ZONE B-2 RURAL	1	7:08	7:08	7:08	0:00	7:08
SJ ZONE B-3 RURAL	3	0:28	12:45	5:47	5:09	12:45
SJ ZONE B-4 RURAL	6	2:47	20:04	10:09	6:13	20:04
SJ ZONE B-5 RURAL	10	0:06	12:10	7:08	3:56	11:11
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	23	0:05	20:11	9:51	4:43	14:08
SJ ZONE C-3 RURAL	47	0:02	21:56	8:37	6:29	16:36
SJ ZONE B-3 WILDERNESS	5	0:26	15:08	10:04	5:06	15:08
SJ ZONE C-2 WILDERNESS	7	1:53	31:14	15:45	8:33	31:14
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,290	0:00	20:24	4:50	2:24	7:29
All Suburban Compliance Areas	76	0:03	13:57	6:13	2:59	9:19
All Suburban-Moderate Compliance Areas	21	0:02	17:05	10:36	3:49	13:38
All Rural Compliance Areas	146	0:02	21:56	9:07	5:24	16:05
All Wilderness Compliance Areas	12	0:26	31:14	13:23	7:50	21:13

**Exemption Request Report**  
**September 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/02/2013	13111319	B-5	Adjusted time based on call audit		Exempt
09/02/2013	13111362	B-3	Location Change		Exempt
09/02/2013	13111578	B-1	Location Change		Exempt
09/03/2013	13111826	B-1	Train		Exempt
09/03/2013	13111981	B-5	Not Listed		Exempt
09/04/2013	13112245	B-5	Traffic Secondary to Call		Exempt
09/06/2013	13113188	B-1	Traffic Secondary to Call		Exempt
09/06/2013	13113190	C-2	Location Change		Exempt
09/06/2013	13113313	C-3	Road Construction		Exempt
09/06/2013	13113348	B-5	Traffic Secondary to Call		Exempt
09/09/2013	13114783	B-5	Unit Dispatched and Responded Code 2		Exempt
09/09/2013	13114947	B-2	Unit Dispatched and Responded Code 2		Exempt
09/10/2013	13115473	B-2	Road Construction		Exempt
09/11/2013	13116035	B-5	Unit Dispatched and Responded Code 2		Exempt
09/12/2013	13116080	B-4	False Report of Emergency		Exempt
09/14/2013	13117386	B-2	Traffic Secondary to Call		Exempt
09/15/2013	13117862	C-1	Unit Dispatched and Responded Code 2		Exempt
09/16/2013	13117935	B-1	Location Change		Exempt
09/16/2013	13118021	B-2	Traffic Secondary to Call		Exempt
09/16/2013	13118402	B-1	Traffic Secondary to Call		Exempt
09/18/2013	13119046	B-1	Traffic Secondary to Call		Exempt
09/18/2013	13119047	B-2	Road Construction		Exempt
09/19/2013	13119611	B-5	Traffic Secondary to Call		Exempt
09/19/2013	13119715	A-2	False Report of Emergency		Exempt
09/19/2013	13119772	B-5	Unit Dispatched and Responded Code 2		Exempt
09/20/2013	13119853	C-1	Location Change		Exempt
09/20/2013	13120231	B-2	Adjusted time based on call audit		Exempt
09/21/2013	13120521	B-2	Location Change		Exempt
09/23/2013	13121301	B-4	False Report of Emergency		Exempt
09/23/2013	13121571	B-5	Traffic Secondary to Call		Exempt
09/25/2013	13122156	B-5	False Report of Emergency		Exempt

**Exemption Request Report (continued)**  
**September 2013**

<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>
09/25/2013	13122159	B-1	Location Change		Exempt
09/25/2013	13122478	B-5	Unit Dispatched and Responded Code 2		Exempt
09/26/2013	13122582	B-5	Location Change		Exempt
09/26/2013	13122876	A-1	Train		Exempt
09/26/2013	13122951	B-5	Unit Dispatched and Responded Code 2		Exempt
09/27/2013	13123285	B-5	Traffic Secondary to Call		Exempt
09/28/2013	13123704	A-2	Location Change		Exempt
09/28/2013	13123845	C-3	Location Change		Exempt
09/30/2013	13124323	B-2	Location Change		Exempt
09/30/2013	13124529	B-5	False Report of Emergency		Exempt

**Exemption Request Report  
October 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/01/2013	13124941	B-5	Unit Dispatched and Responded Code 2		Exempt
10/02/2013	13125534	B-5	Not Listed		Exempt
10/03/2013	13125808	B-2	Delays in Transferring Care at ED		Exempt
10/03/2013	13125830	B-2	Road Construction		Exempt
10/03/2013	13125967	B-5	Unit Dispatched and Responded Code 2		Exempt
10/04/2013	13126314	B-5	Not Listed		Exempt
10/05/2013	13126577	B-5	Unit Dispatched and Responded Code 2		Exempt
10/05/2013	13126849	B-5	Unit Dispatched and Responded Code 2		Exempt
10/07/2013	13127300	B-5	False Report of Emergency		Exempt
10/07/2013	13127329	B-5	Location Change		Exempt
10/08/2013	13128104	B-5	Unit Dispatched and Responded Code 2		Exempt
10/09/2013	13128477	B-2	Location Change		Exempt
10/09/2013	13128498	B-5	Unit Dispatched and Responded Code 2		Exempt
10/12/2013	13129599	B-5	Not Listed		Exempt
10/12/2013	13129637	B-1	Adjusted time based on call audit		Exempt
10/13/2013	13129979	B-2	Train		Exempt
10/16/2013	13131460	B-2	False Report of Emergency		Exempt
10/16/2013	13131490	B-2	Traffic Secondary to Call		Exempt
10/16/2013	13131527	B-1	Delays in Transferring Care at ED		Exempt
10/17/2013	13131729	B-5	Not Listed		Exempt
10/17/2013	13131824	B-5	Traffic Secondary to Call		Exempt
10/18/2013	13132374	B-2	Location Change		Exempt
10/19/2013	13132947	B-1	Location Change		Exempt
10/21/2013	13133541	B-4	False Report of Emergency		Exempt
10/21/2013	13133838	A-3	Location Change		Exempt
10/22/2013	13134238	B-1	Not Listed		Exempt
10/22/2013	13134258	B-5	Not Listed		Exempt
10/22/2013	13134261	A-2	Not Listed		Exempt
10/22/2013	13134263	B-5	Not Listed		Exempt
10/22/2013	13134267	B-5	Not Listed		Exempt
10/22/2013	13134276	B-1	Not Listed		Exempt
10/22/2013	13134272	B-1	Not Listed		Exempt
10/22/2013	13134274	B-1	Not Listed		Exempt
10/22/2013	13134278	B-2	Not Listed		Exempt



Exemption Request Report (continued)  
October 2013

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/24/2013	13134949	B-2	Encountered Second Call while Enroute		Exempt
10/25/2013	13135387	B-2	Traffic Secondary to Call		Exempt
10/25/2013	13135459	B-1	Delays in Transferring Care at ED		Exempt
10/25/2013	13135496	B-5	Not Listed		Exempt
10/26/2013	13135847	B-5	Traffic Secondary to Call		Exempt
10/27/2013	13136034	B-2	Train		Exempt
10/27/2013	13136382	C-3	False Report of Emergency		Exempt
10/27/2013	13136388	C-2	Traffic Secondary to Call		Exempt
10/28/2013	13136627	B-1	Poor Location		Exempt
10/29/2013	13137139	B-1	Dispatch Error		Exempt
10/29/2013	13137298	B-5	Dispatch Error		Exempt
10/30/2013	13137509	C-2	Adjusted time based on call audit		Exempt
10/31/2013	13137904	A-2	False Report of Emergency		Exempt
10/31/2013	13137932	B-2	Location Change		Exempt
10/31/2013	13137958	B-5	Traffic Secondary to Call		Exempt

**Contract 1 Year Cumulative Performance Summary**

**Response Time Compliance**

Zone	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Monthly Average
A-1	98%	95%	97%	94%	97%	96%	96%	97%	97%	96%	98%	95%	96.3%
A-2	92%	89%	91%	87%	91%	86%	90%	87%	86%	89%	89%	91%	89.0%
A-3	89%	88%	93%	96%	93%	98%	94%	93%	89%	94%	92%	89%	92.4%
B-1	91%	91%	90%	89%	91%	95%	94%	93%	93%	90%	90%	90%	91.4%
B-2	92%	91%	93%	92%	92%	92%	91%	92%	92%	91%	92%	93%	91.8%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	94%	92%	88%	93%	94%	91%	91%	88%	89%	90%	86%	91%	90.6%
B-5	82%	70%	75%	73%	76%	81%	75%	78%	76%	77%	74%	85%	77.3%
C-1	96%	96%	94%	95%	94%	92%	96%	94%	96%	95%	96%	96%	95.3%
C-2	93%	97%	95%	92%	98%	100%	93%	92%	97%	98%	94%	88%	94.4%
C-3	95%	93%	98%	100%	95%	98%	96%	93%	98%	91%	93%	92%	94.9%
<b>All Zones</b>	<b>93%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>	<b>92.0%</b>

**Failure to Provide Data**

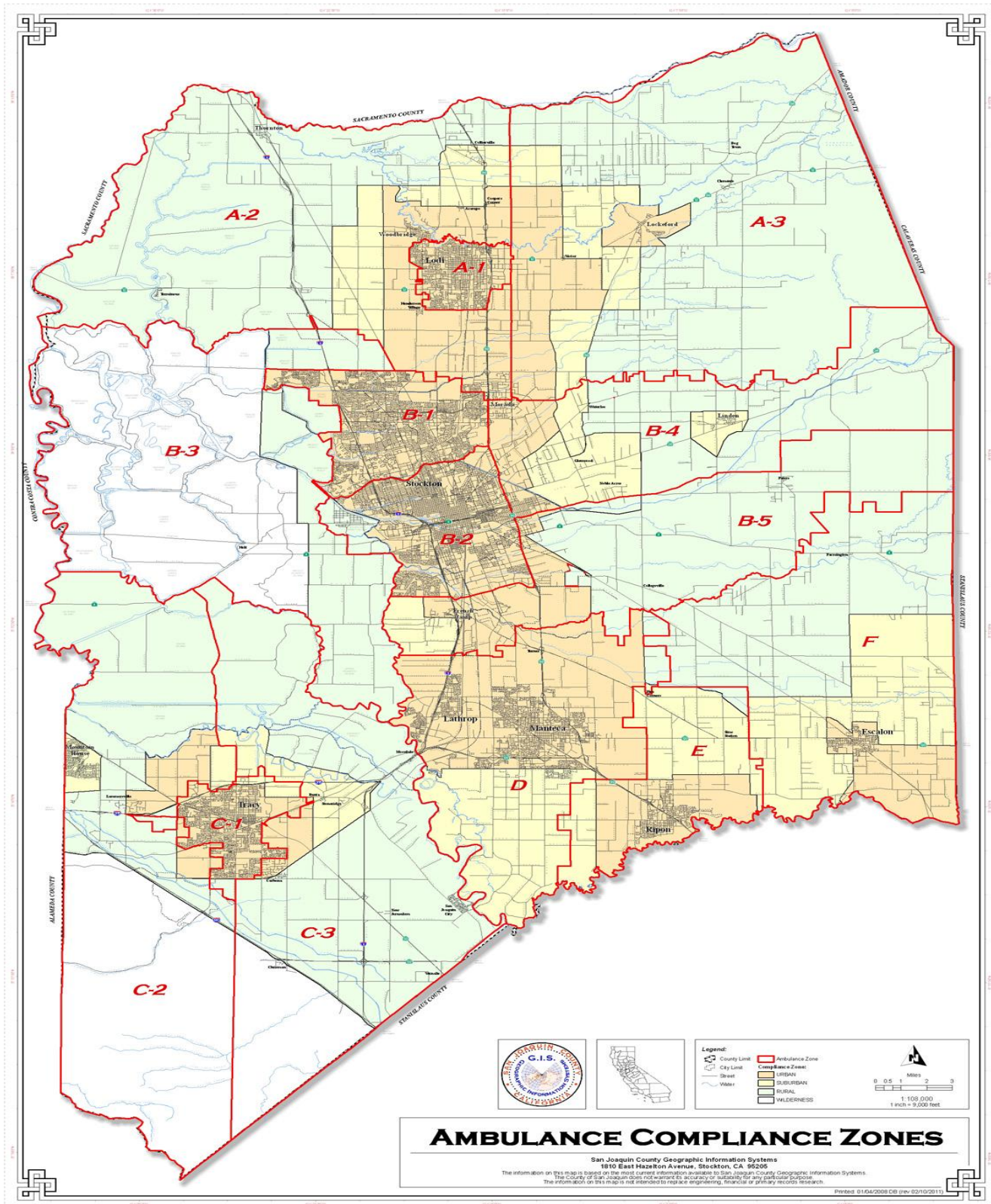
Event Type	September 2013	October 2013
N/A		

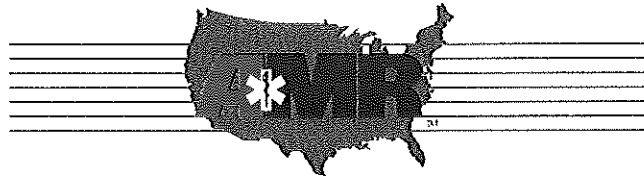
**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.





Community Services  
San Joaquin County

## Monthly Summary September 2013

Activities		
Contact Name	Title	Activity Outline
Dale Ewing	Store Manager for a local Home Depot	Met with Mr. Ewing to discuss an outreach opportunity for a health and community fair event that Home Depot is having. This has been an annual event for them.
Judith DeLane	Outreach Coordinator, Progressive Community Church, Stockton, CA	Met with Ms. DeLane to coordinate an ambulance demonstration / show and tell event at a local church's Health and Safety Fair towards the end of September 2013
Greg Terzakis	Aide to Board of Supervisors member Carlos Villapudua	Spoke with Mr. Terzakis about setting up a ride-a-long event for Supervisor Villapudua. This is still in the works.
Debra Wilmot, RN	Resident School Nurse, Beckman Elementary, Lodi, CA	Met with Ms. Wilmot to coordinate an outreach program for Beckman Elementary School; specifically for a parent group that is primarily Spanish speaking.
Michelle Johnston	Regional Director, Alzheimer's Association of Northern California	Met Ms. Johnston and spoke with her about coming to AMR San Joaquin to present a program on Dementia and Alzheimer's Disease as a possible CE course for employees and allied agencies.
Office of County Supervisor Larry Ruhstaller	County Board of Supervisors Member	Contacted office to offer a Ride-A-long

<b>Events</b>		
<b>Event Name</b>	<b>Location</b>	<b>Event Outline</b>
<i>Paramedic Boat Patrol Donation, September 1-2, 2013 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 / EMS Outreach event , September 4, 2013 1330-1500	McNair High School, Stockton, CA	Provide an ambulance and staff to do a show and tell event regarding EMS and using the 911 system. This was for a local High School's Health Care Academy and a group of students who are doing their senior projects on Para-medicine. Approx. 30 participants.
Ambulance Demo, September 9, 2013 0800-0900	I.O.T. Technical School, Stockton, CA	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.
Ambulance Demo, September 11, 2013 0900-1300	Traina Elementary School, Tracy, CA	Provide an ambulance and staff to participate a school demonstration. Show ambulance, give tours, show equipment, give hand outs, and speak about safety. 2 classes done during this time. Age group: K-6. Approx. 75 participants.
Ambulance Demo / Health Fair, September 11, 2013 1100-1400	Arbor Senior Apartments and Assisted Living, Lodi, CA	Provide an ambulance and staff to participate in a local Senior Living Facility's Health Fair. Show equipment, give blood pressure checks, and speak about health and safety. Approx. 300 participants.

<p><b>Bike Team Donation / Medical Aid Standby, September 12-15, 2013, 1200-0000</b></p>	<p><b>Lodi Grape Festival Grounds, Lodi, CA</b></p>	<p><b>Donation of 2 Paramedic Bike Teams for the four (4) days of the Grape Festival in Lodi. Units are 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.</b></p>
<p>Ambulance Demo, September 14, 2013 0730-1200</p>	<p>Lodi Lake Recreation Area, Lodi, CA</p>	<p>Provide a non dedicated ambulance and staff to provide show and tell, as well as first aid as needed for a large Health and Safety Event being held at Lodi Lake Recreation area ( Sponsored by General Mills ). There was a health fair as well as a 5k and half marathon running events. Approx. 2500 participants.</p>
<p>Ambulance Demo / EMS Outreach, September 19, 2013 0830-1000</p>	<p>Beckman Elementary School, Lodi, CA</p>	<p>Provide an ambulance and staff to give a presentation to a PTA group for a local elementary school. <i>This event was for a primarily non-English speaking group, and a translator was provided.</i> Spoke about accessing EMS, taught 'Hands only CPR', gave hand outs, and tours of ambulance. Approx. 50 participants.</p>
<p>Ambulance Demo, September 19, 2013 1000-1400</p>	<p>Tracy Department of Defense and Logistics ( DLA – Governmental Organization )</p>	<p>Provide an ambulance and staff to participate in a local allied agency's Health and Safety Fair for employees. Show ambulance, give hand outs, speak about safety. Show equipment and give tours of ambulance. Approx. 1200 participants.</p>
<p>Ambulance Demo, September 20, 2013 0830-1230</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. <i>Primarily an ESL school.</i> Approx. 1000 participants.</p>
<p>California High School Rodeo Standby. September 21 &amp; 22</p>	<p>Lincoln Rodeo Grounds District 3</p>	<p><u>Donated Ambulance Standby for High School Rodeo.</u> 16 Hours</p>
<p>EMS Outreach/Community Donation, September 21, 2013</p>	<p>San Joaquin Public Works Office</p>	<p>Donation of a few small first aid kits, as well as a half a case of misc. sized gloves for the annual "Inland Coastal Cleanup" event held statewide</p>

		<p>this day. While we did not provide manpower, we were able to donate items to support this event, which helps clean up our local waterways with thousands of volunteers county-wide. Approx. 4000 person's county wide.</p>
<p>Ambulance Demo, September 21, 2013 0930-1500</p>	<p>University Park, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in the annual 'Day in the Park' Literacy Fair, sponsored by the Stockton Record Newspaper. Show ambulance, hand out coloring books and items, speak about EMS and safety. Approx. 2000 participants.</p>
<p>Ambulance Demo/ Health Fair, September 24, 2013 0900-1300</p>	<p>O'connor Woods SNF, Stockton, CA</p>	<p>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.</p>
<p>Ambulance Demo / Standby, September 25, 2013 1000-1600</p>	<p>Art Freiler School for Special Needs, Tracy CA</p>	<p>Provide an ambulance and staff to do a show and tell event for a local school, who deal specifically with special needs students. Show ambulance, give hand outs, speak of safety. Approx. 100 participants.</p>
<p>Ambulance Demo / Standby, September 28, 2013 1200-1500</p>	<p>San Joaquin County General Hospital Grounds</p>	<p>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.</p>
<p>Ambulance Demo, September 29, 2013 1200-1600</p>	<p>Progressive Community Church, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in a local Church's Health and Safety Fall Fair. Show ambulance, give hand outs, speak about EMS and safety. Approx. 250 participants.</p>

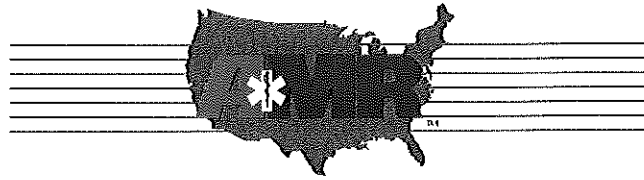
Classes		
Class Name	Location	Class Outline

<p>Infrequent Skills Lab, September 03, 2013 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. September focus: Airway and OB Emergencies. Open to all providers. Approx. 10 participants.</p>
<p>Full CPR Provider Course, September 7, 2013 0900-1500</p>	<p>Shadow Chase Building, Salida, CA</p>	<p>Provide a Full Provider CPR course, donated, to a large 'Marathon Running' Group. This group has over 100 local members and participates in events statewide, raising monies for donating for raising health awareness. Large participatory group in the local county marathons, etc. Approx. 16 participants.</p>
<p>'MICR' and 'Trauma Triage/Destination' CE Training Course, September 9, 2013 0800-1200</p>	<p>AMR Stockton Operations</p>	<p>Provide a CE training course on the topics of the newer SJEMSA county policies regarding ALS Medical Arrest and Trauma Triage / Destination. Cover policy and do hands on skills. CE given, skills signed off, and open to employees and outside agencies. Approx. 8 participants.</p>
<p>'Sports Injuries and Management' CE training course, September 9, 2013 1400-1600</p>	<p>AMR Stockton Operations</p>	<p>Provide a CE training course on the topic of Sports Related Injuries. Open to employees and outside agencies. Covers new SJEMS trauma policies also. CE given. Approx. 10 participants.</p>
<p>CPR/ BLS refresher course, September 18, 2013 1000-1500</p>	<p>AMR Stockton Operations</p>	<p>This is our monthly refresher course for CPR that is open to employees, and outside agencies. Donated course. Approx. 16 participants.</p>
<p>Infrequent Skills Lab, September 26, 2013 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. September Focus: Airway and OB Emergencies. Open to all providers. Approx. 10 participants.</p>



Current Projects / Studies	Meetings Attended
AMR San Joaquin helped support the American Heart Association's annual Heart Walk event, held during September 2013. This year, we raised over \$1,000.00 dollars to donate. One of our organizers, Alex, was recognized for doing such a great job organizing our team and donation amount.	Attended the monthly Stroke Awareness Program, CV-RAPS. This is a program promoting Stroke Awareness and has guest speakers, along with interaction from care providers in the community. Great networking and informational program.
Worked on follow up training programs for the new SJEMSA policies – both with other training programs and with responder interaction and retraining / reinforcement as required.	Had a member of our local staff attend the monthly CAHF meeting, where most administrative members of our local SNF's come together to meet and discuss new and upcoming events. Good interaction and networking.
Q3 newsletter for AMR San Joaquin came out at the beginning of the month. This included new clinical information, training tips, and references for employees to access SJEMSA training sites and policy pages.	Met with the Tracy DLA by phone a few times in preparation in helping them with their internal Health and Safety Fair. The planning for this was crucial as our crew had to be cleared by their security detail prior to just showing up and doing an outreach event.
AMR San Joaquin provided many hours of community outreach this month. There were many events that we able to participate in, and we were very notable in the public eye.	Various staff meetings in effort to plan for training and special events coming up as October and the Fall months come upon us. Topics such as safety and outreach were discussed and planned.

- As a note, I have not received a complaint for the month of September 2013.
- Any Thank you notes / Compliments are as separate attachments.
- I did receive one compliment for service via phone call, who expressed great gratitude for a crew that had picked her up and helped her over 2 years ago. The crew was made aware and given kudos. Crew was A. Ryan and K. Garcia.
- **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. 40 man hours. These items are in blue, italic print.*



Community Services  
San Joaquin County

## Monthly Summary October 2013

Activities		
Contact Name	Title	Activity Outline
Kirsten Holtberg	Linden High School Representative	Met with Ms. Holtberg in regards to AMR helping out Linden High School with their 'CPR in Schools' Program, teaching local high school students basic CPR as part of school curriculum.
Laura Gamino	PTA Chairperson, Manlio Silva School	Working on outreach for a local school's Harvest Festival
Dorian Kendall	Marketing and Business Development Director for Vienna SNF, Lodi, CA	Met to discuss upcoming in-service courses from AMR for local SNF.
Todd Luke	Captain, Lodi Fire Department	Met with Captain Luke in regards to some joint training that AMR is going to help provide for Lodi Fire in the upcoming months.

<b>Events</b>		
<b>Event Name</b>	<b>Location</b>	<b>Event Outline</b>
Ambulance demo, October 3, 2013, 1300-1500	Lakeside Christian School, Stockton, CA	Provide an ambulance and staff to participate in a local elementary school's 'Community Helpers' event. Show equipment, give tours of ambulance, speak about accessing EMS, give hand outs. Approx. 100 participants.
Ambulance Demo, October 3, 2013, 1000-1100 and 1500-1600	Art Freiler Elementary School, Tracy, CA	Provide 2 different ambulance demonstrations, lasting approximately 1 hour each. Show ambulance, speak about safety, EMS, and education. Give hand outs, and give tours of ambulance. Approx. 60 participants over 2 classes.
Ripon Car Show for Public Safety Vehicles event, October 5, 2013 0800-1700	Ripon, CA	Provide a brand new ambulance and staff to participate in the annual public safety car show in Ripon. Give hand outs, show equipment, etc. Approx. 1200 participants.
Ambulance Stand by (Donated), October 6, 2013 0800-1200	San Joaquin Delta College, Stockton, CA	Donation of First Aid Standby using our 'Breast Cancer Awareness' Ambulance. Crew was available for medical aid, however, also showed equipment, gave hand outs, and spoke about safety. Approx. 2000 participants.
Ambulance Demo, October 6, 2013 0700-1200	Collegeville Fire Department, Collegeville, 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.
EMS Outreach / Ambulance Demo, October 11, 2013 1200-1330	Bear Creek High School, Stockton, CA	Provide an outreach opportunity by speaking to a Health Science Course. Speak about EMS, career opportunities, and the EMS system in our county. Show equipment, provide hands only cpr training, and basic first aid techniques. Approx. 40 participants.

<p>Ambulance Demo, October 12, 2013 0700-1200</p>	<p>Victory Park, Stockton, CA</p>	<p>Provide staff and an ambulance to participate in the 'Walk to End Alzheimer's' event. Provide medical aid as needed, provide show and tell, and give hand outs. Approx. 1500 participants.</p>
<p>Ambulance Demo, October 12, 2013 1000-1400</p>	<p>Mokelumne Fire Department, Station 1</p>	<p>Provide ambulance and staff for a local fire departments' open house event / luncheon. 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 12, 2013 1000-1400</p>	<p>Lodi Fire Station 1, Lodi, CA</p>	<p>Provide an ambulance and staff to participate and support a local fire department's open house event. Show ambulance, provide hand outs, and give information as requested. Approx. 100 participants.</p>
<p>Ambulance Demo, October 15, 2013 1300-1500</p>	<p>Traina Elementary School, Tracy, CA</p>	<p>Provide an ambulance and staff to do a demonstration for a local elementary school. Show ambulance, promote upcoming Red Ribbon Week, give hand outs. Two presentations, approx. 60 participants.</p>
<p>Ambulance Demo, October 16, 2013 1300-1430</p>	<p>McNair High School, Stockton, CA</p>	<p>Provide an ambulance demo and presentation to a Health Science Class. Speak about EMS, education, and promote careers in EMS. Show equipment, speak about basic EMS assessments, and promote hands only CPR, give hand outs, etc. Approx. 40 participants.</p>
<p>Ambulance Demo, October 23, 2013 1000-1200</p>	<p>McKinley Elementary School, Tracy, CA</p>	<p>Provide an ambulance and staff to do a 'show and tell' event for a local elementary school's Kindergarten Class. There were 2 presentations (2 different K Classes). Show equipment, give hand outs, give tours of ambulance. Approx. 60 participants.</p>

DONATED Ambulance standby for California High School Rodeo October 26 and 27, 2013	Rodeo Standby Lincoln, CA	Provided Dedicated Donated Ambulance Standby for California High School Rodeo District 3
Ambulance Demo, October 28, 2013 0930-1130	Sutter / Brookside School, Stockton, CA	Provide an ambulance and staff for a presentation for an outreach project for challenged adults. Speak about EMS, give ambulance tours, and show equipment. Hands only CPR and accessing the EMS system were also covered. Approx. 40 participants.
Ambulance Demo, October 29, 2013 1000-1130	Collegeville School, Collegeville, CA	Provide an ambulance and staff for a 'show and tell' event in honor of Red Ribbon Week for a local elementary school. Speak about EMS, accessing 911, give hand outs and tours of ambulance. Promotion of Red Ribbon Week and substance abuse were also a focus. One presentation for classes K-6, approx. 200 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CAL OSHA Health and Safety Courses, September/October 2013	Various – computer based training	All employees are required to complete all California Health and Safety Courses. This culminates through the end of October 2013, and is required of all employees.
Quarterly Skills Course, October 08, 2013 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.
CPR Refresher Course, October 22, 2013 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. 10 participants.
Quarterly Skills Course, October 24, 2013 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
Planning for an MCI drill that involves various county agencies being planned in October 2013. Primary planning agency is Woodbridge Fire Department, and AMR is set to support this effort, as well as REACH Air Ambulance, and either Stockton or Lodi Fire, Local Law Enforcement, and CHP. This is being set in motion due to a local high school and their ROP / Senior project student(s).	Met with many of the local county fire agencies, some casually, some formally. Topics covered were joint training opportunities, current and new SJ EMSA policies and implementation, and outreach opportunities that AMR San Joaquin offers monthly, e.i., CPR, current flu vaccination dates, and CE / Skills sign off days.
AMR San Joaquin has a some community based projects in the works for Q4: we are doing a canned food drive, an umbrella drive (to donate to our local homeless population), and an 'adopt a family' program that is collecting items for holiday presents, meals, etc. Any of our public is welcome to participate in the donations.	Monthly Stroke Awareness Program Meeting/Luncheon. This is a monthly event that many medical professionals and community members attend, and is growing. Local county/city government members are usually in attendance also.
October outreach focused on both Breast Cancer Awareness, with events using our 'Go Pink' Ambulance, as well as Red Ribbon Week, where school presentations also included information on staying drug free and promoting education.	CAHF meeting attended by an AMR representative. Monthly meeting of administrators of local SNF's to receive updates and network. Outreach opportunities are presented and sometimes planned at these meetings.

As a note, I had not received any complaints for the month of October 2013. Any Thank You notes are as separate attachments.