



# San Joaquin County Emergency Medical Services Agency



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

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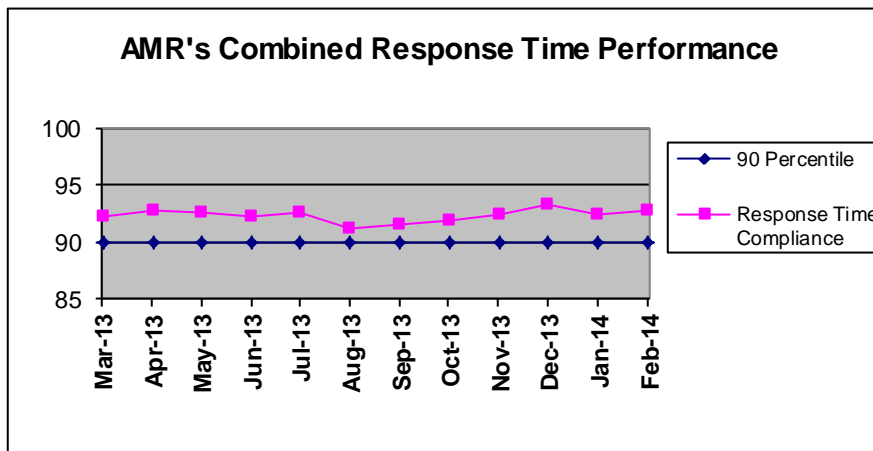
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: May 15, 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 January and February, 2014, 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 January and February 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.45% for January and 92.67% for February.

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 January and eight (8) of the eleven subzones in February.

The complete compliance report for January and February 2014 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**

January 1, 2014 through January 31, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	398	16	95.98%	X		
SJC Zone A-2	125	24	80.80%			X
SJC Zone A-3	77	8	89.61%			X
SJC Zone B-1	1,323	137	89.64%			X
SJC Zone B-2	1,527	68	95.55%	X		
SJC Zone B-3	12	0	100.00%	X		
SJC Zone B-4	140	19	86.43%			X
SJC Zone B-5	95	9	90.53%	X		
SJC Zone C-1	298	20	93.29%	X		
SJC Zone C-2	66	6	90.91%	X		
SJC Zone C-3	47	3	93.62%	X		
<b>All Zones Combined</b>	<b>4,108</b>	<b>310</b>	<b>92.45%</b>	<b>7</b>		<b>4</b>

**Response Time Compliance Report by 28 Day Rolling Period**

February 1, 2014 through February 28, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	304	15	95.07%	X		
SJC Zone A-2	112	15	86.61%			X
SJC Zone A-3	47	7	85.11%			X
SJC Zone B-1	1,086	100	90.79%	X		
SJC Zone B-2	1,195	62	94.81%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	109	16	85.32%			X
SJC Zone B-5	81	7	91.36%	X		
SJC Zone C-1	257	13	94.94%	X		
SJC Zone C-2	55	5	90.91%	X		
SJC Zone C-3	34	1	97.06%	X		
<b>All Zones Combined</b>	<b>3,286</b>	<b>241</b>	<b>92.67%</b>	<b>8</b>		<b>3</b>

**Fines and Penalties Report**

Type of Penalty	January 2014	February 2014
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$7,670	\$5,460
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>\$27,670</b>	<b>\$20,460</b>

## Weekly Unit Hour Staffing Report

	RFP	January 2014	February 2014
Zone A	588	588	588
Zone B	1932	2081	2048
Zone B *non dedicated	0	152	165
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3325</b>	<b>3305</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	January 2014			February 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,851	286	92.57%	3,070	224	92.70%
Suburban 9:29	67	13	80.60%	69	10	85.51%
Suburban-Moderate 15:29	29	2	93.10%	19	3	84.21%
Rural 17:29	143	9	93.71%	114	4	96.49%
Wilderness 29:29	18	0	100.00%	14	0	100.00%
<b>Total</b>	<b>4,108</b>	<b>310</b>	<b>92.45%</b>	<b>3,286</b>	<b>241</b>	<b>92.67%</b>

## Mutual Aid Incidents

January 2014			February 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE B-1 URBAN	1	AMR Stanislaus	SJ ZONE B-4 URBAN	1
AMR Stanislaus	SJ ZONE B-2 URBAN	1	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	2	MDAS	SJ ZONE C-2 RURAL	1
MDAS	SJ ZONE C-1 URBAN	5	MDAS	SJ ZONE C-2 SUBURBAN	1
MDAS	SJ ZONE C-3 RURAL	1	MDAS	SJ ZONE C-3 RURAL	3
MDAS	SJ ZONE C-3 SUBURBAN	1			
<b>Total</b>		<b>12</b>			<b>8</b>

Detailed Response Time Analysis  
January 2014

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	398	0:00	18:11	4:24	2:05	6:51
SJ ZONE A-2 URBAN	75	0:03	11:24	6:36	2:15	10:04
SJ ZONE A-3 URBAN	27	0:00	11:34	5:41	3:02	9:04
SJ ZONE B-1 URBAN	1,323	0:00	18:29	5:11	2:14	7:47
SJ ZONE B-2 URBAN	1,527	0:00	13:54	4:43	1:54	7:00
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	107	0:06	10:59	5:14	2:07	7:29
SJ ZONE B-5 URBAN	83	0:00	9:59	4:46	2:36	8:54
SJ ZONE C-1 URBAN	293	0:00	23:10	4:45	2:55	6:43
SJ ZONE C-2 URBAN	8	2:39	9:06	6:54	1:56	9:06
SJ ZONE C-3 URBAN	10	3:05	8:31	5:38	1:37	7:43
SJ ZONE A-2 SUBURBAN	17	4:36	10:59	8:17	1:40	10:34
SJ ZONE A-3 SUBURBAN	9	2:35	9:37	7:04	2:30	9:37
SJ ZONE B-4 SUBURBAN	23	0:06	16:09	7:58	3:31	11:08
SJ ZONE B-5 SUBURBAN	3	0:16	6:37	3:29	2:36	6:37
SJ ZONE C-1 SUBURBAN	3	0:03	4:56	3:16	2:17	4:56
SJ ZONE C-2 SUBURBAN	4	2:45	5:34	4:20	1:01	5:34
SJ ZONE C-3 SUBURBAN	8	3:32	10:24	7:22	2:19	10:24
SJ ZONE C-2 SUBURBAN-MODERATE	29	0:03	16:36	11:02	3:46	15:16
SJ ZONE A-2 RURAL	33	0:42	22:35	10:37	5:03	17:59
SJ ZONE A-3 RURAL	41	0:10	18:57	9:59	3:33	13:54
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	4:16	14:24	10:07	3:32	14:24
SJ ZONE B-4 RURAL	10	7:09	24:35	14:55	5:38	21:45
SJ ZONE B-5 RURAL	9	4:45	15:37	10:45	3:32	15:37
SJ ZONE C-1 RURAL	2	5:47	6:32	6:09	0:23	6:32
SJ ZONE C-2 RURAL	15	4:04	16:35	9:32	3:10	13:07
SJ ZONE C-3 RURAL	28	0:02	16:19	9:32	5:33	15:58
SJ ZONE B-3 WILDERNESS	7	8:33	18:40	12:23	3:12	18:40
SJ ZONE C-2 WILDERNESS	10	2:59	28:18	15:39	6:59	26:02
SJ ZONE C-3 WILDERNESS	1	10:43	10:43	10:43	0:00	10:43
All Urban Compliance Areas	3,851	0:00	23:10	4:55	2:12	7:19
All Suburban Compliance Areas	67	0:03	16:09	7:13	3:03	10:27
All Suburban-Moderate Compliance Areas	29	0:03	16:36	11:02	3:46	15:16
All Rural Compliance Areas	143	0:02	24:35	10:20	4:42	15:37
All Wilderness Compliance Areas	18	2:59	28:18	14:06	5:51	26:02

Detailed Response Time Analysis  
February 2014

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	304	0:01	14:54	4:27	1:58	6:47
SJ ZONE A-2 URBAN	59	1:40	20:50	6:34	3:06	8:35
SJ ZONE A-3 URBAN	15	2:36	11:20	6:48	2:32	11:15
SJ ZONE B-1 URBAN	1,086	0:00	15:25	5:08	2:09	7:29
SJ ZONE B-2 URBAN	1,194	0:02	13:27	4:44	1:59	7:02
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	81	0:04	11:36	5:25	2:19	8:08
SJ ZONE B-5 URBAN	71	0:03	24:19	4:48	3:42	8:34
SJ ZONE C-1 URBAN	250	0:02	14:37	4:21	1:00	6:35
SJ ZONE C-2 URBAN	4	6:22	16:45	9:22	4:16	16:45
SJ ZONE C-3 URBAN	6	3:31	6:45	5:24	1:12	6:45
SJ ZONE A-2 SUBURBAN	20	4:00	15:32	7:51	2:25	9:27
SJ ZONE A-3 SUBURBAN	13	2:29	11:07	7:37	2:30	9:51
SJ ZONE B-4 SUBURBAN	23	0:03	14:45	8:27	3:02	12:55
SJ ZONE B-5 SUBURBAN	3	1:43	5:34	4:01	1:40	5:34
SJ ZONE C-1 SUBURBAN	4	6:14	10:18	7:32	1:38	10:18
SJ ZONE C-2 SUBURBAN	3	1:38	5:07	3:38	1:28	5:07
SJ ZONE C-3 SUBURBAN	3	5:53	10:12	8:19	1:48	10:12
SJ ZONE C-2 SUBURBAN-MODERATE	19	2:28	17:15	12:00	3:18	16:26
SJ ZONE A-2 RURAL	33	0:03	17:43	10:38	4:51	16:42
SJ ZONE A-3 RURAL	19	1:39	16:47	9:47	4:24	16:04
SJ ZONE B-2 RURAL	1	10:03	10:03	10:03	0:00	10:03
SJ ZONE B-3 RURAL	1	9:18	9:18	9:18	0:00	9:18
SJ ZONE B-4 RURAL	5	5:10	12:04	8:57	2:53	12:04
SJ ZONE B-5 RURAL	7	0:02	15:13	8:47	4:26	15:13
SJ ZONE C-1 RURAL	3	5:46	8:20	7:00	1:03	8:20
SJ ZONE C-2 RURAL	20	1:06	18:47	9:50	4:31	16:42
SJ ZONE C-3 RURAL	25	0:01	17:27	11:36	4:57	17:20
SJ ZONE B-3 WILDERNESS	5	8:55	15:10	11:49	2:31	15:10
SJ ZONE C-2 WILDERNESS	9	10:21	26:44	16:22	4:44	26:44
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,070	0:00	24:19	4:53	2:11	7:17
All Suburban Compliance Areas	69	0:03	15:32	7:39	2:49	11:07
All Suburban-Moderate Compliance Areas	19	2:28	17:15	12:00	3:18	16:26
All Rural Compliance Areas	114	0:01	18:47	10:16	4:39	16:45
All Wilderness Compliance Areas	14	8:55	26:44	14:44	4:38	21:51

**Exemption Request Report  
January 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
01/01/2014	14000175	B-2	Delays in Transferring Care at ED		Exempt
01/02/2014	14000654	A-2	False Report of Emergency		Exempt
01/02/2014	14000692	B-1	Delays in Transferring Care at ED		Exempt
01/02/2014	14000696	B-2	Delays in Transferring Care at ED		Exempt
01/03/2014	14001002	B-2	Traffic Secondary to Call		Exempt
01/03/2014	14001052	B-1	Location Change		Exempt
01/03/2014	14001049	C-1	Location Change		Exempt
01/03/2014	14001116	B-5	Not Listed		Exempt
01/03/2014	14001289	B-4	Delays in Transferring Care at ED		Exempt
01/03/2014	14001295	B-2	Delays in Transferring Care at ED		Exempt
01/03/2014	14001297	B-2	Delays in Transferring Care at ED		Exempt
01/04/2014	14001688	B-2	Delays in Transferring Care at ED		Exempt
01/04/2014	14001756	B-1	Delays in Transferring Care at ED		Exempt
01/05/2014	14002077	B-1	Delays in Transferring Care at ED		Exempt
01/06/2014	14002515	B-2	Adjusted time based on call audit		Exempt
01/07/2014	14003041	B-4	Delays in Transferring Care at ED		Exempt
01/08/2014	14003686	B-2	Train		Exempt
01/10/2014	14004403	B-2	Not Listed		Exempt
01/11/2014	14005054	B-5	Train		Exempt
01/14/2014	14006344	B-5	False Report of Emergency		Exempt
01/14/2014	14006376	A-2	False Report of Emergency		Exempt
01/14/2014	14006387	B-1	Delays in Transferring Care at ED		Exempt
01/14/2014	14006475	A-3	Location Change		Exempt

01/17/2014	14007502	B-2	Location Change		Exempt
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**Exemption Request Report (Continued)  
January 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/17/2014	14007800	B-1	Train		Exempt
01/19/2014	14008648	B-2	Poor Location Information from RP		Exempt
01/19/2014	14008742	B-1	Delays in Transferring Care at ED		Exempt
01/21/2014	14009388	B-2	Train		Exempt
01/21/2014	14009627	B-2	Delays in Transferring Care at ED		Exempt
01/24/2014	14011050	B-2	Traffic Secondary to Call		Exempt
01/29/2014	14013139	B-2	Delays in Transferring Care at ED		Exempt
01/31/2014	14014178	B-2	Not Listed		Exempt
01/31/2014	14014195	B-1	Not Listed		Exempt

**Exemption Request Report  
February 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/01/2014	14014696	B-1	False Report of Emergency		Exempt
02/02/2014	14015143	B-1	Adjusted time based on call audit		Exempt
02/05/2014	14016377	B-5	False Report of Emergency		Exempt
02/05/2014	14016398	C-2	Poor Location Information from RP		Exempt
02/07/2014	14017516	B-2	Heavy Rain		Exempt
02/09/2014	14018200	B-2	Traffic Secondary to Call		Exempt
02/09/2014	14018314	B-4	Road Closure		Not Exempt
02/11/2014	14019125	A-2	Poor Location Information from RP		Exempt
02/13/2014	14020263	B-2	Delays in Transferring Care at ED		Exempt
02/17/2014	14021627	A-2	False Report of Emergency		Exempt
02/17/2014	14021645	A-2	Poor Location Information from CHP		Exempt
02/17/2014	14021926	B-2	Traffic Secondary to Call		Exempt
02/17/2014	14021984	B-2	Not Listed		Exempt

**Exemption Request Report (continued)**  
**February 2014**

<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>
02/18/2014	14022336	B-2	Delays in Transferring Care at ED		Exempt
02/18/2014	14022345	B-1	Delays in Transferring Care at ED		Exempt
02/19/2014	14022829	B-1	Train		Exempt
02/20/2014	14023133	B-5	Poor Location Information from RP		Exempt
02/22/2014	14024225	B-1	Traffic Secondary to Call		Exempt
02/23/2014	14024578	B-2	Delays in Transferring Care at ED		Exempt
02/24/2014	14024928	B-1	Traffic Secondary to Call		Exempt
02/24/2014	14024931	B-1	Traffic Secondary to Call		Exempt
02/24/2014	14025110	B-5	Traffic Secondary to Call		Exempt
02/25/2014	14025311	C-1	Adjusted time based on call audit		Exempt
02/25/2014	14025442	B-2	Road Construction		Exempt
02/25/2014	14025490	B-2	False Report of Emergency		Exempt
02/27/2014	14026331	B-1	Delays in Transferring Care at ED		Exempt
02/28/2014	14026635	C-1	False Report of Emergency		Exempt
02/28/2014	14026686	B-2	Adjusted time based on call audit		Exempt
02/28/2014	14026895	B-2	Traffic Secondary to Call		Exempt



**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Mar 13</b>	<b>Apr 13</b>	<b>May 13</b>	<b>Jun 13</b>	<b>Jul 13</b>	<b>Aug 13</b>	<b>Sep 13</b>	<b>Oct 13</b>	<b>Nov 13</b>	<b>Dec 13</b>	<b>Jan 14</b>	<b>Feb 14</b>	<b>Monthly Average</b>
A-1	97%	96%	96%	97%	97%	96%	98%	95%	98%	97%	96%	95%	96.4%
A-2	91%	86%	90%	87%	86%	89%	89%	91%	91%	94%	81%	87%	88.3%
A-3	93%	98%	94%	93%	89%	94%	92%	89%	96%	91%	90%	85%	92.1%
B-1	91%	95%	94%	93%	93%	90%	90%	90%	90%	89%	90%	91%	91.2%
B-2	92%	92%	91%	92%	92%	91%	92%	93%	93%	95%	96%	95%	92.9%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	99.3%
B-4	94%	91%	91%	88%	89%	90%	86%	91%	82%	91%	86%	85%	88.7%
B-5	76%	81%	75%	78%	76%	77%	74%	85%	84%	94%	91%	91%	81.6%
C-1	94%	92%	96%	94%	96%	95%	96%	96%	97%	97%	93%	95%	95.3%
C-2	98%	100%	93%	92%	97%	98%	94%	88%	95%	89%	91%	91%	93.4%
C-3	95%	98%	96%	93%	98%	91%	93%	92%	91%	92%	94%	97%	93.9%
<b>All Zones</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%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>92.3%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>January 2014</b>	<b>February 2014</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

