

San Joaquin County

Emergency Medical Services Agency

http://www.sjgov.org/ems

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Memorandum

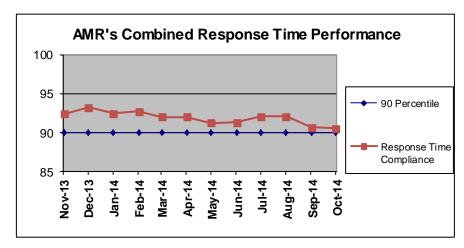
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: January 23, 2015

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, 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 September and October 2014, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 90.63% for September and 90.54% for October.

AMR's latest compliance report continues the fourth year of the second five-year

contract period. AMR exceeded compliance standards in six (6) of the eleven subzones in September and seven (7) of the seven subzones in October.

The complete compliance report for September and October 2014 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

Sep	tember 1, 2014 through	gh September 30, 201	4		
Compliance Zone	Total Responses	Non-compliant, Non- exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	352	20	94.32%	X	
SJC Zone A-2	116	16	86.21%		X
SJC Zone A-3	65	13	80.00%		X
SJC Zone B-1	1,150	130	88.70%		X
SJC Zone B-2	1,338	110	91.78%	X	
SJC Zone B-3	28	0	100.00%	X	
SJC Zone B-4	117	19	83.76%		X
SJC Zone B-5	88	7	92.05%	X	
SJC Zone C-1	277	18	93.50%	X	
SJC Zone C-2	45	1	97.78%	X	
SJC Zone C-3	52	6	88.46%		X
All Zones Combined	3,628	340	90.63%	6	5

Response Time Compliance Report by 31 Day Rolling Period

	October 1, 2014 throug	gh October 31, 2014			
Compliance Zone	Total Responses	Non-compliant, Non- exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	342	24	92.98%	X	
SJC Zone A-2	122	12	90.16%	X	
SJC Zone A-3	41	7	82.93%		X
SJC Zone B-1	1,149	133	88.42%		X
SJC Zone B-2	1,381	110	92.03%	X	
SJC Zone B-3	10	0	100.00%	X	
SJC Zone B-4	121	22	81.82%		X
SJC Zone B-5	85	11	87.06%		X
SJC Zone C-1	276	16	94.20%	X	
SJC Zone C-2	69	6	91.30%	Χ	
SJC Zone C-3	39	3	92.31%	Χ	
All Zones Combined	3,635	344	90.54%	7	4

Fines and Penalties Report

Type of Penalty	September 2014	October 2014
Out of compliance response districts	\$25,000	\$20,000
Late response minutes	\$8,920	\$9,770
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	\$33,920	\$29,770

Weekly Unit Hour Staffing Report

	RFP	September 2014	October 2014
Zone A	588	588	588
Zone B	1932	2092	2093
Zone B *non dedicated	0	277	283
Zone C	504	504	504
Total	3024	3461	3468

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

Response Time Analysis By Population Density All Responses

	S	September 2014	ı	October 2014		
Population Density & Response Time Standard	Number of Responses	Number of Non- Compliant Responses	Percent Compliant	Number of Responses	Number of Non- Compliant Responses	Percent Compliant
Urban 7:29	3,370	•	90.59%	•	322	90.52%
Suburban 9:29	70	19	72.86%	55	11	80.00%
Suburban-Moderate 15:29	16	0	100.00%	27	1	96.30%
Rural 17:29	151	4	97.35%	150	10	93.33%
Wilderness 29:29	21	0	100.00%	8	0	100.00%
Total	3,628	340	90.63%	3,635	344	90.54%

Mutual Aid Incidents

	September 2014 October 2014						
	September 2014		,	october 2014			
		Number of			Number of		
Mutual Aid Provider	Response Area	Responses	Mutual Aid Provider	Response Area	Responses		
MDAS	SJ ZONE B-1 URBAN	1	AMR Stanislaus	SJ ZONE B-2 URBAN	2		
MDAS	SJ ZONE B-2 URBAN	3	Escalon	SJ ZONE B-5 RURAL	1		
MDAS	SJ ZONE B-5 URBAN	2	MDAS	SJ ZONE B-2 URBAN	2		
MDAS	SJ ZONE C-1 URBAN	3	MDAS	SJ ZONE B-5 URBAN	2		
MDAS	SJ ZONE C-3 RURAL	4	MDAS	SJ ZONE C-1 URBAN	4		
MDAS	SJ ZONE C-3 SUBURBAN	1	MDAS	SJ ZONE C-2 RURAL	1		
			MDAS	SJ ZONE C-3 RURAL	5		
Total		14			17		

Detailed Response Time Analysis September 2014

September 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	352	0:02	16:53	4:42	2:18	7:17
SJ ZONE A-2 URBAN	64	0:04	13:57	6:11	2:47	9:03
SJ ZONE A-3 URBAN	28	0:01	15:45	6:21	4:01	12:53
SJ ZONE B-1 URBAN	1,150	0:01	16:56	5:19	2:25	8:12
SJ ZONE B-2 URBAN	1,338	0:01	16:33	4:58	2:17	7:28
SJ ZONE B-3 URBAN	0	0.01	10.55	4.50	2.17	7.20
SJ ZONE B-4 URBAN	82	0:02	14:10	5:24	2:41	7:29
SJ ZONE B-5 URBAN	64	0:02	10:34	4:28	2:37	7:29
SJ ZONE C-1 URBAN	266	0:03	16:55	4:36	2:42	7:09
SJ ZONE C-1 URBAN	12	2:10	6:52	5:24	1:20	6:48
SJ ZONE C-2 URBAN	14		9:56	5:51		
SJ ZUNE C-3 URBAN	14	0:03	9.56	5.51	2:46	8:55
SJ ZONE A-2 SUBURBAN	16	4:32	10:48	8:20	1:40	10:14
SJ ZONE A-3 SUBURBAN	5	1:29	10:50	6:54	3:16	10:50
SJ ZONE B-4 SUBURBAN	26	0:21	20:57	9:31	4:04	14:35
SJ ZONE B-5 SUBURBAN	6	0:02	10:09	5:18	3:18	10:09
SJ ZONE C-1 SUBURBAN	11	3:23	11:19	6:00	2:20	8:51
SJ ZONE C-2 SUBURBAN	1	0:02	0:02	0:02	0:00	0:02
SJ ZONE C-3 SUBURBAN	5	5:20	10:44	8:34	1:50	10:44
SJ ZONE C-2 SUBURBAN-MODERATE	16	1:35	15:33	11:23	3:13	14:53
SJ ZONE A-2 RURAL	36	0:05	19:06	11:06	4:16	16:47
SJ ZONE A-3 RURAL	32	0:06	18:17	9:32	3:51	13:42
SJ ZONE B-2 RURAL	0	0.00	10.17	0.02	0.01	10.42
SJ ZONE B-3 RURAL	8	0:04	16:46	8:50	4:32	16:46
SJ ZONE B-4 RURAL	9	0:46	24:00	10:39	7:03	24:00
SJ ZONE B-5 RURAL	18	0:40	16:47	9:44	5:24	16:30
SJ ZONE C-1 RURAL	0		10.47	3.77	5.24	10.50
SJ ZONE C-1 RURAL	15	2:37	19:38	9:47	4:27	15:40
SJ ZONE C-3 RURAL	33	0:04	19:08	10:10	4:27	15:40
00 ZOINE C-3 NORAL	33	0.04	19.00	10.10	4.21	10.00
SJ ZONE B-3 WILDERNESS	20	6:16	28:21	13:14	5:01	16:53
SJ ZONE C-2 WILDERNESS	1	9:20		9:20	0:00	9:20
SJ ZONE C-3 WILDERNESS	0			-		_
All Urban Compliance Areas	3,370	0:01	16:56	5:04	2:26	7:43
All Suburban Compliance						
Areas	70	0:02	20:57	7:56	3:34	11:19
All Suburban-Moderate						
Compliance Areas	16	1:35	15:33	11:23	3:13	14:53
	10		. 5.50	20	3.10	
All Rural Compliance Areas	151	0:02	24:00	10:07	4:40	16:21
All Wilderness Compliance						
Areas	21	6:16	28:21	13:03	4:58	16:53

SJ ZONE A-3 URBAN 57 0.05 9.50 5.50 2.00 8.47 SJ ZONE A-3 URBAN 19 0.16 23:35 6:24 5:04 12:38 SJ ZONE B-1 URBAN 1,149 0.01 22:02 5:22 2:29 8:17 SJ ZONE B-2 URBAN 0 0 SJ ZONE B-3 URBAN 0 0 SJ ZONE B-3 URBAN 1,380 0.01 18:28 4:58 2:25 7:27 SJ ZONE B-3 URBAN 0 SJ ZONE B-3 URBAN 0 SJ ZONE B-4 URBAN 91 0.02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 72 0.03 18:48 5:14 3:59 9:11 SJ ZONE B-5 URBAN 72 0.03 18:48 5:14 3:59 9:11 SJ ZONE C-1 URBAN 268 0.03 16:23 4:45 2:38 7:20 SJ ZONE C-2 URBAN 8 0.08 16:26 8:30 4:52 16:26 SJ ZONE C-3 URBAN 9 3:02 9:02 5:31 2:02 8:44 8:03 8:45 8:45 8:31 8:45 8:45 8:33 8:45 8:33 8:44 8:33 8:44 8:33 8:44 8:33 8:44 8:34 8:45 8:46 8:34 8:46 8:36 8:34 8:46 8:36 8:36 8:34 8:46 8:36 8:36 8:36 8:36 8:37 8:20 8:47 8:20 8:47 8:47 8:47 8:47 8:47 8:47 8:47 8:47	October 2014						
SJ ZONE A-1 URBAN 342 0:01 14:25 4:45 2:09 7:02 SJ ZONE A-2 URBAN 57 0:05 9:50 5:50 2:00 8:47 SJ ZONE A-3 URBAN 19 0:16 23:35 6:24 5:04 12:38 SJ ZONE B-1 URBAN 1,149 0:01 22:02 5:22 2:29 8:17 SJ ZONE B-2 URBAN 1,380 0:01 18:28 4:58 2:25 7:27 SJ ZONE B-3 URBAN 0 0 SJ ZONE B-4 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 72 0:03 18:48 5:14 5:59 9:11 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 91 0:02 10:15 5:10 2:26 8:31 SJ ZONE B-5 URBAN 92 0:03 16:23 4:45 2:38 7:20 SJ ZONE C-2 URBAN 93:02 9:02 5:31 2:02 5:02 5:02 5:02 5:02 5:02 5:02 5:02	Compliance Area	Responses	Interval	Interval			Time Interval 90th
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SJ ZONE B-1 URBAN 1,149 0.01 1,200 1,300 1							
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All Wilderness Compliance							
All Wilderness Compliance	All Rural Compliance Areas	150	0:02	22:51	10:25	4:44	16:34
·	All Wilderness Compliance						
	Areas .	8	8:33	20:29	14:03	4:15	20:29

Exemption Request Report September 2014

September 2014			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
2000			Delays in		
			Transferring Care at		
09/02/2014	14116895	B-1	ED		Exempt
00/02/2014	14110000		False Report of		ZXOIIIpt
09/03/2014	14117401	B-5	Emergency		Exempt
09/03/2014	14117411	B-2	Location Change		Exempt
03/03/2014	13117311	D Z	Delays in		LXCITIPE
			Transferring Care at		
09/04/2014	14117957	A-2	ED		Exempt
09/04/2014	14117937	A-Z	Delays in		LXempt
00/04/0044	4.44.4.7000	D 0	Transferring Care at		
09/04/2014	14117960	B-2	ED Delays in		Exempt
			,		
00/04/0044	4.4.4.00.4.0	1	Transferring Care at		
09/04/2014	14118046	B-1	ED		Exempt
			False Report of		1_
09/07/2014	14119404	B-2	Emergency		Exempt
			Traffic Secondary to		
09/08/2014	14119546	B-2	Call		Exempt
09/08/2014	14119814	B-2	Road Construction		Exempt
			Delays in		
			Transferring Care at		
09/09/2014	14120269	B-2	ED		Exempt
09/10/2014	14120533	C-1	Freeway Access		Exempt
			False Report of		,
09/10/2014	14120719	A-1	Emergency		Exempt
00, 10, 20 1 1	= 0 0		Delays in		
			Transferring Care at		
09/10/2014	14120779	B-2	ED		Exempt
03/10/2014	14120113	D-Z	Delays in		Exempt
			Transferring Care at		
09/10/2014	14120795	D 2			Evennt
09/10/2014	14120785	B-2	ED Dolovo in		Exempt
			Delays in		
00/40/0044	4.44.00700	D 4	Transferring Care at		
09/10/2014	14120788	B-1	ED .		Exempt
			Delays in		
			Transferring Care at		_
09/10/2014	14120810	A-2	ED		Exempt
			Delays in		
		1.	Transferring Care at		
09/10/2014	14120851	C-1	ED		Exempt
		_	Traffic Secondary to		
09/11/2014	14121046	B-2	Call		Exempt
			False Report of		
09/12/2014	14121807	B-4	Emergency		Exempt
09/13/2014	14122515	A-1	Not Listed		Exempt
-		1	Delays in		
			Transferring Care at		
09/14/2014	14122860	B-1	ED		Exempt

Exemption Request Report (continued) September 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
			Delays in		
			Transferring Care at		
09/14/2014	14122865	C-1	ED		Exempt
				Failed to take better	
09/15/2014	14123512	B-2	Road Construction	route	Not Exempt
			False Report of		
09/19/2014	14125049	B-2	Emergency		Exempt
			Delays in		
1			Transferring Care at		
09/19/2014	14125370	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
09/19/2014	14125371	A-1	ED		Exempt
			Delays in		•
1			Transferring Care at		
09/19/2014	14125406	B-1	ED		Exempt
			Delays in		
1			Transferring Care at		
09/19/2014	14125425	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
09/20/2014	14125951	B-2	ED		Exempt
00/20/2011	11120001		Delays in		ZXOMPT
			Transferring Care at		
09/20/2014	14125955	B-2	ED		Exempt
00/20/2011	1112000		Delays in		ZXOMPT
1			Transferring Care at		
09/20/2014	14125966	C-1	ED		Exempt
00/20/2014	14120000		Delays in		LXOIIIpt
			Transferring Care at		
09/22/2014	14126690	B-2	ED		Exempt
09/22/2014	14126738	B-1	Dispatch Error		Exempt
00/22/2011	11120700		Delays in		ZXOTTIPE
			Transferring Care at		
09/22/2014	14126838	B-1	ED		Exempt
00/22/2011	11120000		Delays in		ZXOTTIPE
			Transferring Care at		
09/22/2014	14126849	A-3	ED		Exempt
00/22/2014	14120040	7.0	Delays in		LXOIIIpt
1			Transferring Care at		
09/22/2014	14126860	B-1	ED		Exempt
	1112000	1 .	Delays in		LASITIPE
			Transferring Care at		
09/22/2014	14126863	B-1	ED		Exempt
001 <i>2212</i> 017	17120000		Delays in		LAGITIPE
			Transferring Care at		
09/22/2014	14126871	B-1	ED		Evennt
03/22/2014	14120011	I - G	Traffic Secondary to		Exempt
09/22/2014	14126914	C-3	Call		Exempt

Exemption Request Report (continued) September 2014

			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
09/29/2014	14130060	A-1	ED		Exempt
			Delays in		
			Transferring Care at		
09/29/2014	14130061	C-2	ED		Exempt
			Delays in		
			Transferring Care at		
09/29/2014	14130086	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
09/29/2014	14130294	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
09/29/2014	14130307	C-3	ED		Exempt
			Adjusted time based		
09/30/2014	14130510	B-2	on call audit		Exempt
			Encountered Second		
09/30/2014	14130622	B-2	Call while Enroute		Exempt

Exemption Request Report October 2014

October 2014			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
10/01/2014	14130973	C-1	Location Change		Exempt
			False Report of		
10/02/2014	14131337	A-2	Emergency		Exempt
10/02/2014	14131589	B-1	Road Construction		Exempt
			Delays in		1
			Transferring Care at		
10/02/2014	14131642	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
10/03/2014	14131986	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
10/03/2014	14131992	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
10/03/2014	14132176	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
10/05/2014	14133244	B-1	ED		Exempt
			False Report of		
10/07/2014	14134023	B-1	Emergency		Exempt
			Delays in		
			Transferring Care at		
10/07/2014	14134080	B-1	ED		Exempt
10/08/2014	14134289	B-5	Road Construction		Exempt
			Traffic Secondary to		
10/08/2014	14134306	B-2	Call		Exempt
10/08/2014	14134631	B-1	Location Change		Exempt
			False Report of		
10/09/2014	14135041	B-1	Emergency		Exempt
10/09/2014	14135180	B-2	Road Construction		Exempt
			Traffic Secondary to		
10/10/2014	14135506	B-1	Call		Exempt
			Delays in		
			Transferring Care at		
10/10/2014	14135632	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
10/10/2014	14135637	B-1	ED		Exempt
10/10/2014	14135640	B-5	Road Construction		Exempt
			False Report of		
10/11/2014	14135765	C-3	Emergency		Exempt
10/11/2014	14135897	B-2	Location Change		Exempt
10/14/2014	14137303	B-2	Location Change		Exempt
10/15/2014	14137730	C-2	Location Change		Exempt
			Adjusted time based		
10/19/2014	14139438	C-1	on call audit		Exempt
10/19/2014	14139439	B-5	Road Construction		Exempt
-			Delays in		1
			Transferring Care at		
10/22/2014	14140932	B-5	ED		Exempt

Exemption Request Report (continued) October 2014

October 2014	•	_		Formula Double	T .	
Data	In all Is of Nicosity on	7	Type of Exemption	Exemption Denied	Agency Action	
Date	Incident Number	Zone	Requested	Reason		
			Delays in			
	1		Transferring Care at		<u> </u>	
10/22/2014	14140946	B-1	ED		Exempt	
			Unit Dispatched and		1_	
10/23/2014	14141144	C-1	Responded Code 2		Exempt	
			Encountered Second		1_	
10/23/2014	14141498	B-2	Call while Enroute		Exempt	
10/24/2014	14141650	B-1	Road Construction		Exempt	
			Delays in			
			Transferring Care at			
10/24/2014	14141845	B-2	ED		Exempt	
			False Report of			
10/24/2014	14141871	B-2	Emergency		Exempt	
			False Report of			
10/24/2014	14141911	B-5	Emergency		Exempt	
			Delays in			
			Transferring Care at			
10/24/2014	14141947	B-2	ED		Exempt	
			Delays in			
			Transferring Care at			
10/24/2014	14141956	B-1	ED		Exempt	
10/28/2014	14143506	B-1	Road Construction		Exempt	
			Delays in			
			Transferring Care at			
10/28/2014	14143866	B-2	ED		Exempt	
			Delays in			
			Transferring Care at			
10/28/2014	14143901	B-4	ED		Exempt	
			Delays in			
			Transferring Care at			
10/28/2014	14143905	B-2	ED		Exempt	
10/30/2014	14144458	B-2	Train		Exempt	
			Delays in			
			Transferring Care at			
10/31/2014	14145101	B-2	ED		Exempt	
			Delays in			
			Transferring Care at			
10/31/2014	14145109	B-1	ED		Exempt	
10/31/2014	14145177	B-2	Heavy Rain		Exempt	
10/31/2014	14145230	B-2	Road Closure		Exempt	
10/31/2014	14145234	B-2	Road Closure		Exempt	
10/31/2014	14145342	B-2	Weather		Exempt	
10/31/2014	14145358	B-2	Weather		Exempt	

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
													Monthly
Zone	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Average
A-1	98%	97%	96%	95%	96%	94%	95%	93%	93%	96%	94%	93%	95.1%
A-2	91%	94%	81%	87%	82%	87%	83%	86%	85%	89%	86%	90%	86.5%
A-3	96%	91%	90%	85%	89%	91%	84%	79%	90%	91%	80%	83%	87.6%
B-1	90%	89%	90%	91%	89%	89%	90%	90%	90%	90%	89%	88%	89.6%
B-2	93%	95%	96%	95%	94%	94%	93%	93%	94%	93%	92%	92%	93.6%
B-3	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%
B-4	82%	91%	86%	85%	85%	86%	86%	87%	91%	86%	84%	82%	85.9%
B-5	84%	94%	91%	91%	91%	88%	88%	83%	91%	93%	92%	87%	89.2%
C-1	97%	97%	93%	95%	95%	94%	93%	93%	92%	97%	94%	94%	94.5%
C-2	95%	89%	91%	91%	97%	96%	97%	100%	90%	90%	98%	91%	93.9%
C-3	91%	92%	94%	97%	91%	100%	98%	91%	100%	95%	88%	92%	93.9%
All Zones	92%	93%	92%	93%	92%	92%	91%	91%	92%	92%	91%	91%	91.9%

Failure to Provide Data

Event Type	September 2014	October 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type	
See Appendix A.	

