



San Joaquin County Emergency Medical Services Agency



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

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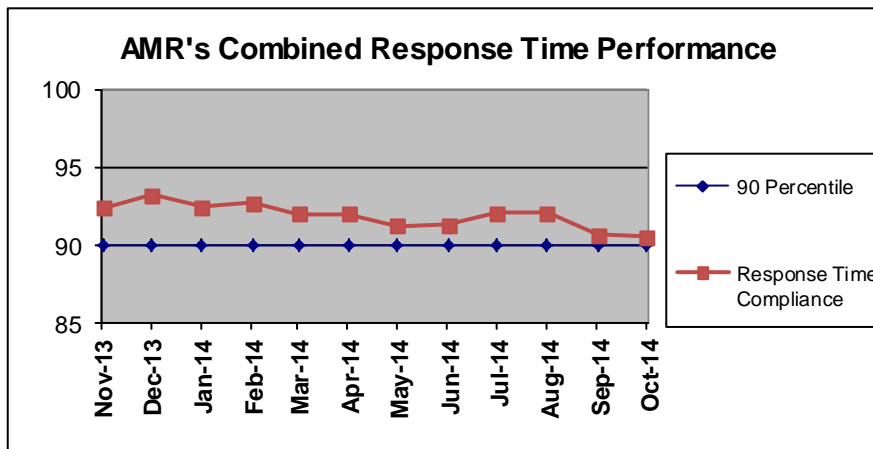
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Memorandum

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

September 1, 2014 through September 30, 2014						
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 through 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%	X		
SJC Zone C-3	39	3	92.31%	X		
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

Population Density & Response Time Standard	September 2014			October 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,370	317	90.59%	3,395	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		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of 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

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					
SJ ZONE B-4 URBAN	82	0:02	14:10	5:24	2:41	7:29
SJ ZONE B-5 URBAN	64	0:03	10:34	4:28	2:37	7:38
SJ ZONE C-1 URBAN	266	0:02	16:55	4:36	2:42	7:09
SJ ZONE C-2 URBAN	12	2:10	6:52	5:24	1:20	6:48
SJ ZONE 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					
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	0:02	16:47	9:44	5:24	16:30
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 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	15:56
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	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
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

Detailed Response Time Analysis
October 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	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					
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 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	9:02
SJ ZONE A-2 SUBURBAN	12	4:37	16:09	8:47	3:25	13:47
SJ ZONE A-3 SUBURBAN	2	3:59	7:41	5:50	1:51	7:41
SJ ZONE B-4 SUBURBAN	21	0:04	15:32	8:44	4:03	15:14
SJ ZONE B-5 SUBURBAN	5	2:37	6:37	4:21	1:35	6:37
SJ ZONE C-1 SUBURBAN	8	3:37	9:26	5:21	1:41	9:26
SJ ZONE C-2 SUBURBAN	3	3:18	7:52	5:08	1:58	7:52
SJ ZONE C-3 SUBURBAN	4	4:43	21:21	12:23	7:09	21:21
SJ ZONE C-2 SUBURBAN-MODERATE	27	0:03	20:07	11:14	3:26	14:11
SJ ZONE A-2 RURAL	53	0:02	22:51	11:31	4:30	16:32
SJ ZONE A-3 RURAL	20	0:03	17:58	9:14	5:03	16:31
SJ ZONE B-2 RURAL	1	8:03	8:03	8:03	0:00	8:03
SJ ZONE B-3 RURAL	5	5:50	9:34	7:35	1:12	9:34
SJ ZONE B-4 RURAL	9	6:23	20:35	12:45	5:12	20:35
SJ ZONE B-5 RURAL	8	6:36	18:34	12:59	3:34	18:34
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	28	0:07	21:51	9:13	4:26	15:38
SJ ZONE C-3 RURAL	26	0:04	16:57	9:27	4:39	16:27
SJ ZONE B-3 WILDERNESS	5	8:33	20:29	13:34	4:29	20:29
SJ ZONE C-2 WILDERNESS	3	9:49	18:35	14:50	3:41	18:35
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,395	0:01	23:35	5:06	2:31	7:55
All Suburban Compliance Areas	55	0:04	21:21	7:49	4:15	15:14
All Suburban-Moderate Compliance Areas	27	0:03	20:07	11:14	3:26	14:11
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

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/02/2014	14116895	B-1	Delays in Transferring Care at ED		Exempt
09/03/2014	14117401	B-5	False Report of Emergency		Exempt
09/03/2014	14117411	B-2	Location Change		Exempt
09/04/2014	14117957	A-2	Delays in Transferring Care at ED		Exempt
09/04/2014	14117960	B-2	Delays in Transferring Care at ED		Exempt
09/04/2014	14118046	B-1	Delays in Transferring Care at ED		Exempt
09/07/2014	14119404	B-2	False Report of Emergency		Exempt
09/08/2014	14119546	B-2	Traffic Secondary to Call		Exempt
09/08/2014	14119814	B-2	Road Construction		Exempt
09/09/2014	14120269	B-2	Delays in Transferring Care at ED		Exempt
09/10/2014	14120533	C-1	Freeway Access		Exempt
09/10/2014	14120719	A-1	False Report of Emergency		Exempt
09/10/2014	14120779	B-2	Delays in Transferring Care at ED		Exempt
09/10/2014	14120785	B-2	Delays in Transferring Care at ED		Exempt
09/10/2014	14120788	B-1	Delays in Transferring Care at ED		Exempt
09/10/2014	14120810	A-2	Delays in Transferring Care at ED		Exempt
09/10/2014	14120851	C-1	Delays in Transferring Care at ED		Exempt
09/11/2014	14121046	B-2	Traffic Secondary to Call		Exempt
09/12/2014	14121807	B-4	False Report of Emergency		Exempt
09/13/2014	14122515	A-1	Not Listed		Exempt
09/14/2014	14122860	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
September 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/14/2014	14122865	C-1	Delays in Transferring Care at ED		Exempt
09/15/2014	14123512	B-2	Road Construction	Failed to take better route	Not Exempt
09/19/2014	14125049	B-2	False Report of Emergency		Exempt
09/19/2014	14125370	B-1	Delays in Transferring Care at ED		Exempt
09/19/2014	14125371	A-1	Delays in Transferring Care at ED		Exempt
09/19/2014	14125406	B-1	Delays in Transferring Care at ED		Exempt
09/19/2014	14125425	B-2	Delays in Transferring Care at ED		Exempt
09/20/2014	14125951	B-2	Delays in Transferring Care at ED		Exempt
09/20/2014	14125955	B-2	Delays in Transferring Care at ED		Exempt
09/20/2014	14125966	C-1	Delays in Transferring Care at ED		Exempt
09/22/2014	14126690	B-2	Delays in Transferring Care at ED		Exempt
09/22/2014	14126738	B-1	Dispatch Error		Exempt
09/22/2014	14126838	B-1	Delays in Transferring Care at ED		Exempt
09/22/2014	14126849	A-3	Delays in Transferring Care at ED		Exempt
09/22/2014	14126860	B-1	Delays in Transferring Care at ED		Exempt
09/22/2014	14126863	B-1	Delays in Transferring Care at ED		Exempt
09/22/2014	14126871	B-1	Delays in Transferring Care at ED		Exempt
09/22/2014	14126914	C-3	Traffic Secondary to Call		Exempt

Exemption Request Report (continued)
September 2014

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

**Exemption Request Report
October 2014**

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

Exemption Request Report (continued)
October 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/22/2014	14140946	B-1	Delays in Transferring Care at ED		Exempt
10/23/2014	14141144	C-1	Unit Dispatched and Responded Code 2		Exempt
10/23/2014	14141498	B-2	Encountered Second Call while Enroute		Exempt
10/24/2014	14141650	B-1	Road Construction		Exempt
10/24/2014	14141845	B-2	Delays in Transferring Care at ED		Exempt
10/24/2014	14141871	B-2	False Report of Emergency		Exempt
10/24/2014	14141911	B-5	False Report of Emergency		Exempt
10/24/2014	14141947	B-2	Delays in Transferring Care at ED		Exempt
10/24/2014	14141956	B-1	Delays in Transferring Care at ED		Exempt
10/28/2014	14143506	B-1	Road Construction		Exempt
10/28/2014	14143866	B-2	Delays in Transferring Care at ED		Exempt
10/28/2014	14143901	B-4	Delays in Transferring Care at ED		Exempt
10/28/2014	14143905	B-2	Delays in Transferring Care at ED		Exempt
10/30/2014	14144458	B-2	Train		Exempt
10/31/2014	14145101	B-2	Delays in Transferring Care at ED		Exempt
10/31/2014	14145109	B-1	Delays in Transferring Care at 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

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	Monthly 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.

