



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

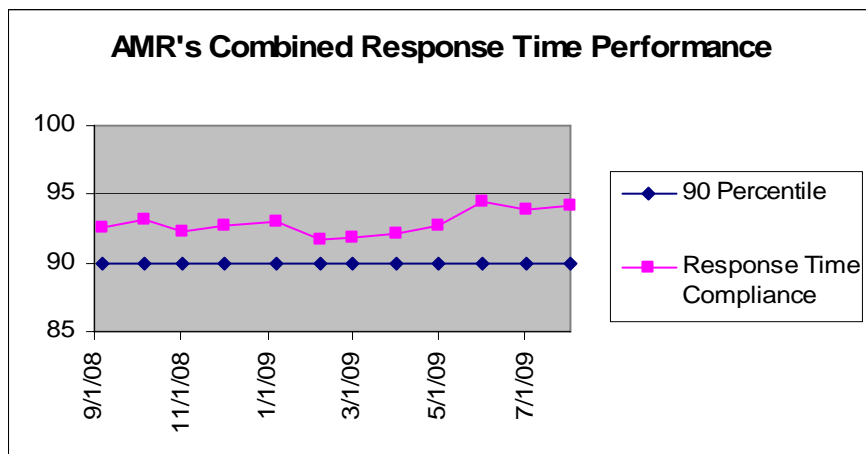
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: October 27, 2009

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 July and August, 2009, represents the twentieth opportunity to report on AMR's performance under the five year contract. 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 July and August 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.67% for May and 94.46% for June.

It is worth noting that in August, AMR repeated the June, 2009 achievement of meeting or exceeding response compliance

requirements in all 11 ambulance compliance sub-zones.

The frequent occurrence of delays in the transfer of care by hospital emergency departments continues to impact the availability of ambulances in the EMS system. The EMS Agency Administrator is scheduled to meet with hospital administrators from the Stockton area to discuss transfer of care issues and the recently revised EMS Policy No. 4980 Receiving Hospital Diversion. This policy is in part designed prevent ambulances from becoming trapped at hospital emergency departments (due to the unavailability of patient beds in the hospital E.D.) which can result in an unacceptable delay in ambulances returning to service.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for July and August 2009 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 31 Day Rolling Period

July 1, 2009 through July 31, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	308	3	99.03%	X		
SJC Zone A-2	110	6	94.55%	X		
SJC Zone A-3	48	3	93.75%	X		
SJC Zone B-1	1,222	104	91.49%	X		
SJC Zone B-2	1,431	80	94.41%	X		
SJC Zone B-3	22	2	90.91%	X		
SJC Zone B-4	137	11	91.97%	X		
SJC Zone B-5	106	11	89.62%			X
SJC Zone C-1	255	6	97.65%	X		
SJC Zone C-2	47	0	100.00%	X		
SJC Zone C-3	60	1	98.33%	X		
All Zones Combined	3,746	227	93.94%	10		1

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2009 through August 31, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	335	3	99.10%	X		
SJC Zone A-2	109	5	95.41%	X		
SJC Zone A-3	45	2	95.56%	X		
SJC Zone B-1	1,259	108	91.42%	X		
SJC Zone B-2	1,341	78	94.18%	X		
SJC Zone B-3	22	2	90.91%	X		
SJC Zone B-4	152	8	94.74%	X		
SJC Zone B-5	98	7	92.86%	X		
SJC Zone C-1	245	3	98.78%	X		
SJC Zone C-2	42	0	100.00%	X		
SJC Zone C-3	54	0	100.00%	X		
All Zones Combined	3,702	216	94.17%	11		0

Fines and Penalties Report

Type of Penalty	July 2009	August 2009
Out of compliance response districts	\$5,000	\$0
Late response minutes	\$4,840	\$4,380
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	\$9,840	\$4,380

Weekly Unit Hour Staffing Report

	RFP	July 2009	August 2009
Zone A	672	672	672
Zone B	1848	2258	2151
Zone B *non dedicated	0	564	571
Zone C	504	504	504
Total	3024	3998	3898

*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	July 2009			August 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,512	222	93.68%	3,491	213	93.90%
Suburban 9:29	51	1	98.04%	49	0	100.00%
Rural 17:29	176	4	97.73%	156	3	98.08%
Wilderness 29:29	7	0	100.00%	6	0	100.00%
Total	3,746	227	93.94%	3,702	216	94.17%

**Detailed Response Time Analysis
July 2009**

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	307	0:00	11:15	3:53	1:35	5:48
SJ ZONE A-2 URBAN	53	0:06	9:40	5:00	1:54	6:59
SJ ZONE A-3 URBAN	20	2:16	10:08	5:35	2:10	9:16
SJ ZONE B-1 URBAN	1,221	0:00	17:04	4:42	2:27	7:29
SJ ZONE B-2 URBAN	1,429	0:00	12:34	4:39	2:04	7:11
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	123	0:07	12:14	5:17	2:21	8:54
SJ ZONE B-5 URBAN	90	0:04	11:57	5:49	2:55	9:54
SJ ZONE C-1 URBAN	246	0:00	16:23	4:16	2:04	6:20
SJ ZONE C-2 URBAN	11	0:07	7:06	4:51	2:07	7:05
SJ ZONE C-3 URBAN	8	0:09	9:29	5:46	2:32	9:29
SJ ZONE A-2 SUBURBAN	12	0:06	9:22	7:06	2:21	9:07
SJ ZONE A-3 SUBURBAN	6	1:39	8:56	5:33	2:30	8:56
SJ ZONE B-4 SUBURBAN	8	0:06	17:47	7:18	6:42	17:47
SJ ZONE B-5 SUBURBAN	7	0:09	11:18	5:21	3:16	11:18
SJ ZONE C-1 SUBURBAN	6	2:32	15:33	6:45	4:19	15:33
SJ ZONE C-2 SUBURBAN	1	4:39	4:39	4:39	0:00	4:39
SJ ZONE C-3 SUBURBAN	11	3:17	8:23	6:01	1:36	8:20
SJ ZONE A-2 RURAL	45	0:08	19:14	10:07	4:34	16:12
SJ ZONE A-3 RURAL	22	2:05	14:12	8:00	2:51	12:33
SJ ZONE B-2 RURAL	1	2:01	2:01	2:01	0:00	2:01
SJ ZONE B-3 RURAL	22	0:56	39:12	12:50	7:58	19:48
SJ ZONE B-4 RURAL	6	5:00	14:31	10:22	3:30	14:31
SJ ZONE B-5 RURAL	9	5:15	16:50	11:03	3:37	16:50
SJ ZONE C-1 RURAL	2	4:19	7:16	5:47	1:29	7:16
SJ ZONE C-2 RURAL	29	1:30	20:56	10:03	4:06	14:37
SJ ZONE C-3 RURAL	39	0:05	16:28	5:18	5:25	12:40
SJ ZONE C-2 WILDERNESS	6	13:28	37:47	21:49	7:00	37:47
SJ ZONE C-3 WILDERNESS	1	18:23	18:23	18:23	0:00	18:23
All Urban Compliance Areas	3,508	0:00	17:04	4:38	2:14	7:16
All Suburban Compliance Areas	51	0:06	17:47	6:23	3:43	9:22
All Rural Compliance Areas	175	0:05	39:12	9:04	5:34	15:22
All Wilderness Compliance Areas	7	13:28	37:47	21:19	7:30	37:47

Detailed Response Time Analysis
August 2009

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	335	0:00	8:27	3:37	1:28	5:19
SJ ZONE A-2 URBAN	57	0:05	10:57	5:30	2:06	7:32
SJ ZONE A-3 URBAN	21	2:03	10:47	5:54	1:54	7:17
SJ ZONE B-1 URBAN	1,258	0:00	14:55	4:48	2:22	7:29
SJ ZONE B-2 URBAN	1,339	0:00	14:45	4:30	2:11	7:05
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	135	0:03	10:55	5:05	2:22	8:10
SJ ZONE B-5 URBAN	88	0:05	11:04	4:59	2:38	8:41
SJ ZONE C-1 URBAN	238	0:00	11:37	4:09	1:53	6:17
SJ ZONE C-2 URBAN	5	2:51	6:21	5:13	1:20	6:21
SJ ZONE C-3 URBAN	12	2:46	7:05	4:51	1:14	6:13
SJ ZONE A-2 SUBURBAN	16	4:22	10:07	7:06	1:34	8:55
SJ ZONE A-3 SUBURBAN	6	4:14	8:27	5:55	1:23	8:27
SJ ZONE B-4 SUBURBAN	8	0:06	13:59	6:16	4:45	13:59
SJ ZONE B-5 SUBURBAN	5	4:56	10:12	7:15	2:04	10:12
SJ ZONE C-1 SUBURBAN	5	3:00	6:51	4:51	1:38	6:51
SJ ZONE C-2 SUBURBAN	2	5:46	6:54	6:20	0:34	6:54
SJ ZONE C-3 SUBURBAN	7	3:23	10:47	6:38	2:19	10:47
SJ ZONE A-2 RURAL	36	4:36	17:09	10:43	3:20	15:11
SJ ZONE A-3 RURAL	18	2:07	13:33	8:29	3:07	13:19
SJ ZONE B-2 RURAL	1	3:20	3:20	3:20	0:00	3:20
SJ ZONE B-3 RURAL	22	1:05	23:00	13:05	5:31	20:05
SJ ZONE B-4 RURAL	9	3:39	20:33	11:13	5:07	20:33
SJ ZONE B-5 RURAL	4	5:02	17:01	10:30	4:16	17:01
SJ ZONE C-1 RURAL	2	4:52	10:48	7:50	2:58	10:48
SJ ZONE C-2 RURAL	30	5:04	16:44	9:57	2:43	12:47
SJ ZONE C-3 RURAL	34	0:04	16:11	4:34	4:34	10:49
SJ ZONE C-2 WILDERNESS	5	3:07	18:30	8:57	5:26	18:30
SJ ZONE C-3 WILDERNESS	1	0:07	0:07	0:07	0:00	0:07
All Urban Compliance Areas	3,488	0:00	14:55	4:34	2:14	7:12
All Suburban Compliance Areas	49	0:06	13:59	6:31	2:36	10:07
All Rural Compliance Areas	156	0:04	23:00	9:15	4:54	15:30
All Wilderness Compliance Areas	6	0:07	18:30	7:28	5:57	18:30

**Exemption Request Report
July 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/01/2009	9079930	B-4	Not Listed		Not Exempt
07/01/2009	9079934	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/02/2009	9080289	B-1	Unit Dispatched and Responded Code 2		Exempt
07/02/2009	9080376	B-2	Poor Location		Exempt
07/03/2009	9080762	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/03/2009	9080768	C-1	Dispatch Error		Exempt
07/04/2009	9081129	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/06/2009	9082020	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/08/2009	9082626	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/08/2009	9082651	B-2	Dispatch Error		Exempt
07/09/2009	9083125	B-5	Train		Exempt
07/09/2009	9083401	C-2	Off-Road Location		Exempt
07/10/2009	9083504	B-5	Delays in Transferring Care at the Emergency Department		Not Exempt
07/10/2009	9083568	A-1	Poor Location Information from RP		Exempt
07/10/2009	9083592	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083606	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083608	B-1	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
July 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/10/2009	9083609	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083610	B-2	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083617	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083640	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083660	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083736	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083787	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083840	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/10/2009	9083858	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/11/2009	9084056	C-2	False Report of Emergency		Exempt
07/12/2009	9084304	B-5	Unit Dispatched and Responded Code 2		Exempt
07/12/2009	9084546	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/13/2009	9084827	B-1	Dispatch Error		Exempt
07/13/2009	9084966	B-2	Poor Location Information from RP		Exempt

Exemption Request Report (continued)
July 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/14/2009	9085268	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/14/2009	9085461	B-5	Poor Location Information from RP		Exempt
07/15/2009	9085596	B-2	Poor Location Information from SFD		Exempt
07/15/2009	9085847	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/15/2009	9085863	B-2	Delays in Transferring Care at the Emergency Department		Exempt
07/15/2009	9085872	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/15/2009	9085901	B-2	Dispatch Error		Exempt
07/17/2009	9086543	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/17/2009	9086809	B-5	Poor Location		Exempt
07/18/2009	9087026	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/18/2009	9087144	B-1	Road Construction		Exempt
07/18/2009	9087181	C-2	Off-Road Location		Exempt
07/18/2009	9087352	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/20/2009	9087822	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/20/2009	9087826	B-1	Road Construction		Exempt
07/20/2009	9088031	B-2	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
July 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/20/2009	9088033	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088245	B-1		Road Construction	Not Exempt
07/21/2009	9088556	B-1	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088559	B-2	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088573	B-2	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088579	A-1	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088598	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/21/2009	9088628	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/23/2009	9089469	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/24/2009	9089799	B-1	Adjusted time based on call audit		Exempt
07/24/2009	9089918	B-5	Delays in Transferring Care at the Emergency Department		Exempt
07/25/2009	9090302	B-2	Train		Exempt
07/27/2009	9091157	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/28/2009	9091511	B-3	Poor Location Information from RP		Exempt

Exemption Request Report (continued)
July 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/29/2009	9091869	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/30/2009	9092281	B-4	Delays in Transferring Care at the Emergency Department		Exempt
07/30/2009	9092327	B-2	Train		Not Exempt
07/30/2009	9092437	B-4	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report
August 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/03/2009	9094060	B-3	Delays in Transferring Care at the Emergency Department		Exempt
08/03/2009	9094086	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/03/2009	9094088	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/04/2009	9094523	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/05/2009	9094685	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/06/2009	9095328	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/07/2009	9095360	A-2	Poor Location Information from RP		Exempt
08/08/2009	9095772	C-1	Unit Dispatched and Responded Code 2		Exempt
08/10/2009	9096529	B-2	Road Construction		Exempt
08/10/2009	9096759	B-1	Poor Location Information from RP		Exempt
08/10/2009	9096924	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/10/2009	9096938	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/11/2009	9097401	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/12/2009	9097837	B-2	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
August 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/13/2009	9098064	B-1	Unit Dispatched and Responded Code 2		Exempt
08/13/2009	9098152	B-3	Delays in Transferring Care at the Emergency Department		Exempt
08/14/2009	9098480	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/14/2009	9098537	B-5	Train		Exempt
08/14/2009	9098713	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/14/2009	9098717	B-5	Delays in Transferring Care at the Emergency Department		Exempt
08/15/2009	9098991	B-2	Traffic Secondary to Call		Exempt
08/15/2009	9099189	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/16/2009	9099243	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9099664	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9099712	B-5	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9099723	B-5	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9099991	B-1	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
August 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/17/2009	9100028	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100029	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100031	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100033	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100035	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100036	B-1	Delays in Transferring Care at the Emergency Department		Exempt
08/17/2009	9100041	B-2	Delays in Transferring Care at the Emergency Department		Exempt
08/19/2009	9100753	B-2	Poor Location Information from RP		Exempt
08/20/2009	9101237	B-1	Unit Dispatched and Responded Code 2		Exempt
08/20/2009	9101311	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/21/2009	9101654	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/21/2009	9101801	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/24/2009	9102833	B-4	Delays in Transferring Care at the Emergency Department		Exempt

Exemption Request Report (continued)
August 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/24/2009	9103018	B-1	False Report of Emergency		Exempt
08/25/2009	9103479	C-3	Poor Location Information from RP		Exempt
08/27/2009	9104251	B-1	Poor Location Information from RP		Exempt
08/27/2009	9104383	B-2	Road Construction		Exempt
08/28/2009	9104443	B-1	Poor Location Information from RP		Exempt
08/28/2009	9104533	C-1	Poor Location Information from CHP		Exempt
08/28/2009	9104674	B-1	Poor Location Information from SFD		Not Exempt
08/28/2009	9104677	A-2	Road Construction		Exempt
08/28/2009	9104829	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/28/2009	9104832	B-5	Delays in Transferring Care at the Emergency Department		Exempt
08/29/2009	9105028	B-4	Poor Location Information from CHP		Exempt
08/29/2009	9105057	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/29/2009	9105101	B-3	Unit Dispatched and Responded Code 2		Exempt
08/30/2009	9105320	B-2	Train		Exempt
08/30/2009	9105325	B-4	Delays in Transferring Care at the Emergency Department		Exempt
08/30/2009	9105484	B-1	Poor Location Information from CHP		Exempt
08/30/2009	9105583	B-2	Train		Exempt
08/31/2009	9105923	B-4	Poor Location Information from CHP		Exempt
08/31/2009	9106016	B-4	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Monthly Average
A-1	98%	99%	97%	98%	98%	98%	98%	97%	97%	99%	99%	99%	98.1%
A-2	91%	89%	91%	93%	94%	88%	90%	92%	87%	93%	95%	95%	91.4%
A-3	88%	91%	78%	88%	90%	85%	84%	84%	93%	90%	94%	96%	88.5%
B-1	91%	93%	92%	91%	90%	89%	90%	91%	92%	93%	91%	91%	91.3%
B-2	93%	93%	92%	93%	94%	93%	93%	92%	94%	94%	94%	94%	93.4%
B-3	90%	100%	92%	100%	100%	91%	71%	100%	94%	91%	91%	91%	92.4%
B-4	85%	83%	81%	82%	86%	83%	84%	85%	79%	90%	92%	95%	85.7%
B-5	89%	82%	89%	90%	84%	84%	82%	88%	79%	92%	90%	93%	86.8%
C-1	98%	95%	96%	97%	98%	98%	95%	97%	94%	99%	98%	99%	96.8%
C-2	98%	98%	95%	98%	92%	98%	94%	95%	95%	97%	100%	100%	96.5%
C-3	97%	97%	96%	98%	100%	98%	97%	100%	99%	98%	98%	100%	98.2%
All Zones	93%	93%	92%	93%	93%	92%	92%	92%	93%	94%	94%	94%	92.9%

Failure to Provide Data

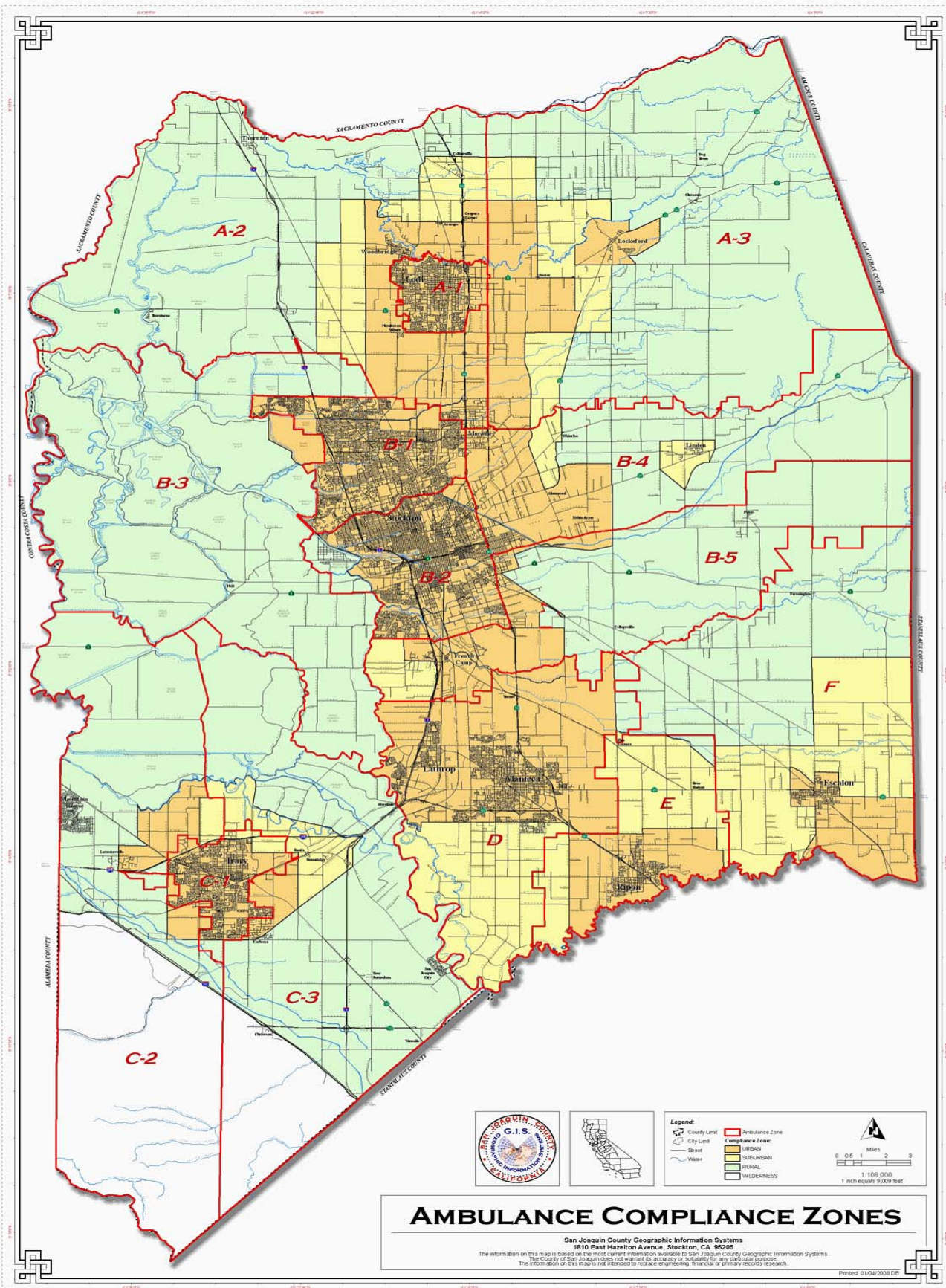
Event Type	July 2009	August 2009
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary (August 2009)

Activities		
Contact Name	Title	Activity Outline
Christi Tipsword	Manager, Health Education, Sutter Gould Med Center	Meeting to outline and plan Sutter Gould's upcoming health fair
Patrick Henry	LUSD teacher, leader of the Health Academy at Lodi Technical School	Met to discuss AMR coming to Mr. Henry's classes and speaking about EMS and careers. Planning on being a part of his teaching process during a few of the modules.

Events		
Event Name	Location	Event Outline
Ninthbrain Webinar, August 12, 2009 1200-1400	Online Webinar	Participation in a training program using our online training site. This is the site that county EMS also uses to track employees and training.
Ambulance Demo / Career Day, August 22, 2009 1000- 1400	Pulliam Elementary School, Stockton, CA	Provide an ambulance and staff to show and tell equipment and speak of careers in EMS. Hand out items to students. Approx. 100 participants.
Inland Coastal Cleanup meeting / planning event, August 31, 2009 1730-1900	Public Works, Stockton, CA	This was a planning meeting / event to get ready for the annual 'Inland Coastal Cleanup' event that AMR helps with every year.

Classes		
Class Name	Location	Class Outline
Cardiac Chest Pain Assessment Class, August 14, 2009 1000-1300	AMR Stockton Ops, Stockton, CA	Part of the ACLS for EMT's courses, this class is based on chest pain assessments and differential diagnosis. Open to employees and outside agencies. Approx. 12

		participants. CE given.
SJ EMS policy review (BLS scope of Practice) August 17, 2009 1300-1500	AMR Stockton Ops, Stockton, CA	Policy review course, based on SJ EMS protocols. This covered the BLS scope of practice. CE given, and open to employees and outside agencies alike. Approx. 5 participants.
In Service Program, August 20, 2009 1430-1600	Tracy Convalescent, Tracy, CA	In service program for local SNF regarding the dispatch center, and procedures for requesting transfers and 911 calls. Approx. 20 participants.
PALS refresher course, August 25, 2009 0900-1800	AMR Stockton Ops, Stockton, CA	This is a required refresher course for employees; Pediatric Advanced Life Support. This course was through our college, NCTI, and was hosted here locally. Open to whoever registers. CE given. Approx. 20 participants.
CPR refresher Course, August 28, 2009 1000-1300	AMR Stockton Ops, Stockton, CA	This is the monthly CPR refresher for employees and outside agencies. Approx. 15 participants.
Sports Injury Clinical Skills, August 31, 2009 1300-1500	AMR Stockton Ops, Stockton, CA	This was a class that was offered to employees, as well as outside agencies, and promoted to the local High Schools' coaching staff. Class focused on possible sports related injuries, and how pre-hospital personnel manage them. C-spine, traction splints, splinting, hemorrhage control, and Helmet / Pad removal. Football equipment was donated by the Stockton Lightning. Approx. 20 participants.

Current Projects / Studies	Meetings Attended
Currently working on a joint training project with Lodi Fire Department. After meeting with Chief Ron Penix from Lodi, I have scheduled 3 days of training at the Lodi Fire training facility. Open to employees or other agencies, and CE will be given. Focus is going to be on Patient Assessment, and also treating 'minors' in the county.	Attended the monthly supervisor / management / administration meeting. Discuss training issues and current projects for employees and outside staff.
Inland Coastal Cleanup is almost here. This is a statewide project, where volunteers help clean up the local waterways. AMR has volunteered to help for the past few years by providing first aid, supervision, and leading the group. Anybody that would like to attend or be a part of this, please contact David Durand @ 209.993.6932.	Inland Coastal Clean-up meeting. This is an event coming in September that is put on in part by the City of Stockton, and with the Board of Supervisors. This was a preliminary planning meeting to get things set for AMR to be involved with this project.

<p>The annual American Heart Association 'Heart Walk' is approaching. We are going to be sponsoring a group of walkers to raise funds to donate to the AHA and help promote heart awareness.</p>	
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As a note, there were no complaints forwarded to me for the month of August 2009. I have received 1 phone call with a compliment on service.

Various thank you's will be attached as a separate memo.



CITY OF STOCKTON

STOCKTON SPORTS COMMISSION

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www.stocktongov.com

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Ulmer Photo
Waterloo, CA Restaurant

September 1, 2009

TO: Sports Commission Members
FROM: Don Miller
SUBJECT: Junior Golf Event

The Stockton Sports Commission Junior Classic took place at The Reserve Golf Course August 24-27. There were 99 boys and girls competing from all over the U.S., Japan, Mexico, and China.

This is junior golf event put on by the American Junior Golf Association (AJGA), and features the top 12-18 year olds.

On the Sunday prior to the event a junior golf clinic took place for 50 members of The First Tee of San Joaquin and was taught by players in the tournament. The clinic was a huge success and fun for everyone.

The winners were 14 year old Andrew Levitt from Southern California and 15 year old Paige Spiranac from Colorado. Andrew finished the three rounds at 5 under par and Paige finished at 1 over par.

This event is one of the highlights for the Sports Commission calendar and we look forward to hosting it again next year.

Thank you again for your support!



325 Melbourne Way
Lexington, KY 40502

August 20, 2009

Mr. Rob Henning
Supervisor
AMR-San Joaquin County
Stockton, CA 95203

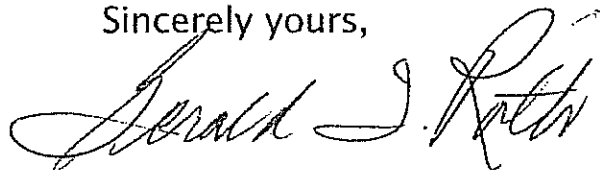
Dear Mr. Henning:

It is with great pleasure that I write this letter to commend two of your employees, **Mr. Fred Gregory and Mr. Kenny Brazil**, for the excellent work they performed on my behalf this past weekend.

On Saturday evening, August 15th I was attending an outdoor wedding at the Vino Con Brio Winery in Lodi. A combination of blood pressure meds, the intense heat, and dehydration led to my passing out during the reception. A 9-11 call was placed, and Mr. Gregory and Mr. Brazil responded rapidly. Having regained consciousness by the time they arrived, I noted that they proceeded with due haste, yet in such a manner as to cause minimal disruption to the wedding festivities. They exhibited a high degree of skill and compassion, and put my mind at rest during the ride to the Lodi Memorial Hospital. Perhaps just as important, they provided reassurance to my wife, who was even more concerned and upset than I was.

In this day and age all of us are quick to find fault, but perhaps not as quick to recognize and applaud a job well done. Mr. Gregory and Mr. Brazil performed in a manner that reflects well on your organization, and it is a pleasure for me to make you aware of this. Throughout the entire ordeal, I felt I was in good and competent hands.

Sincerely yours,

A handwritten signature in cursive script that reads "Gerald I. Roth". The signature is written in black ink and is positioned above the printed name.

Gerald I. Roth