



San Joaquin County Emergency Medical Services Agency



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

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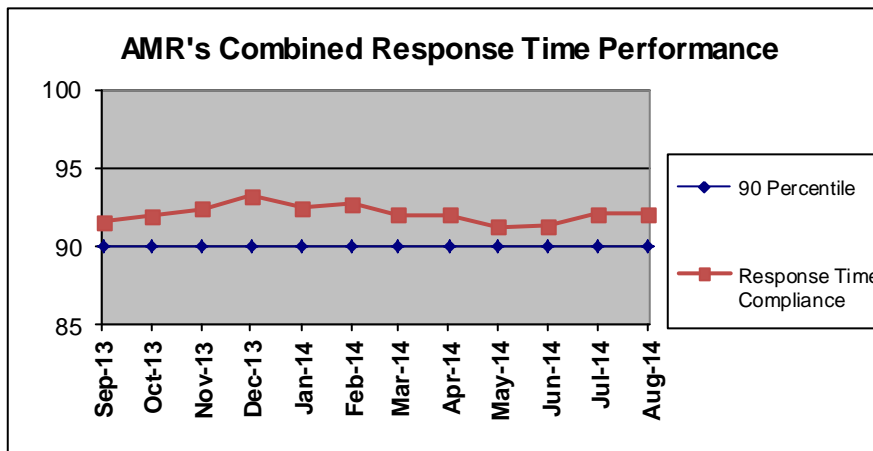
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: January 9, 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 July and August, 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 July and August 2014, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.03% for July and 92.04% for August.

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

continues at combined response performance levels typical of recent years. AMR exceeded compliance standards in ten (10) of the eleven subzones in July and eight (8) of the eleven subzones in August.

The complete compliance report for July and August 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 31 Day Rolling Period

July 1, 2014 through July 31, 2014					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	367	24	93.46%	X	
SJC Zone A-2	111	17	84.68%		X
SJC Zone A-3	63	6	90.48%	X	
SJC Zone B-1	1,307	130	90.05%	X	
SJC Zone B-2	1,366	81	94.07%	X	
SJC Zone B-3	17	0	100.00%	X	
SJC Zone B-4	132	12	90.91%	X	
SJC Zone B-5	88	8	90.91%	X	
SJC Zone C-1	298	24	91.95%	X	
SJC Zone C-2	31	3	90.32%	X	
SJC Zone C-3	46	0	100.00%	X	
All Zones Combined	3,826	305	92.03%	10	1

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2014 through August 31, 2014					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	366	16	95.63%	X	
SJC Zone A-2	99	11	88.89%		X
SJC Zone A-3	66	6	90.91%	X	
SJC Zone B-1	1,215	122	89.96%		X
SJC Zone B-2	1,374	102	92.58%	X	
SJC Zone B-3	9	0	100.00%	X	
SJC Zone B-4	118	17	85.59%		X
SJC Zone B-5	95	7	92.63%	X	
SJC Zone C-1	268	7	97.39%	X	
SJC Zone C-2	40	4	90.00%	X	
SJC Zone C-3	43	2	95.35%	X	
All Zones Combined	3,693	294	92.04%	8	3

Fines and Penalties Report

Type of Penalty	July 2014	August 2014
Out of compliance response districts	\$5,000	\$15,000
Late response minutes	\$7,650	\$6,940
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	\$12,650	\$21,940

Weekly Unit Hour Staffing Report

	RFP	July 2014	August 2014
Zone A	588	588	588
Zone B	1932	2115	2155
Zone B *non dedicated	0	181	224
Zone C	504	504	504
Total	3024	3388	3471

*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 2014			August 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,588	293	91.83%	3,475	283	91.86%
Suburban 9:29	73	10	86.30%	67	7	89.55%
Suburban-Moderate 15:29	13	1	92.31%	18	1	94.44%
Rural 17:29	140	1	99.29%	124	3	97.58%
Wilderness 29:29	12	0	100.00%	9	0	100.00%
Total	3,826	305	92.03%	3,693	294	92.04%

Mutual Aid Incidents

July 2014			August 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-5 RURAL	1	Escalon	SJ ZONE B-5 RURAL	1
MDAS	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-1 URBAN	11	MDAS	SJ ZONE C-3 RURAL	3
MDAS	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE C-3 SUBURBAN	1
Total		17			9

Detailed Response Time Analysis
July 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	367	0:02	19:46	4:45	2:15	7:06
SJ ZONE A-2 URBAN	63	0:07	14:10	5:56	2:30	8:40
SJ ZONE A-3 URBAN	17	0:03	12:06	5:34	4:05	11:14
SJ ZONE B-1 URBAN	1,307	0:01	14:42	5:07	2:17	7:45
SJ ZONE B-2 URBAN	1,365	0:01	14:55	4:44	2:06	7:15
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	98	0:02	10:22	4:56	2:18	7:39
SJ ZONE B-5 URBAN	71	0:03	15:28	4:49	3:10	9:09
SJ ZONE C-1 URBAN	286	0:02	20:38	4:42	2:59	7:06
SJ ZONE C-2 URBAN	8	0:03	14:28	5:22	4:35	14:28
SJ ZONE C-3 URBAN	6	0:07	5:38	3:05	2:10	5:38
SJ ZONE A-2 SUBURBAN	20	1:11	25:34	9:06	5:01	13:10
SJ ZONE A-3 SUBURBAN	9	0:03	12:23	6:26	3:30	12:23
SJ ZONE B-4 SUBURBAN	24	0:09	15:44	6:29	3:39	10:45
SJ ZONE B-5 SUBURBAN	5	2:47	6:54	5:06	1:33	6:54
SJ ZONE C-1 SUBURBAN	7	2:01	9:50	4:54	2:20	9:50
SJ ZONE C-2 SUBURBAN	1	5:17	5:17	5:17	0:00	5:17
SJ ZONE C-3 SUBURBAN	7	6:01	8:33	7:09	0:52	8:33
SJ ZONE C-2 SUBURBAN-MODERATE	13	0:03	18:33	9:48	5:13	14:46
SJ ZONE A-2 RURAL	28	0:02	17:21	8:50	4:08	13:28
SJ ZONE A-3 RURAL	37	1:30	16:51	8:55	2:58	12:09
SJ ZONE B-2 RURAL	1	9:13	9:13	9:13	0:00	9:13
SJ ZONE B-3 RURAL	5	0:31	12:41	7:53	4:23	12:41
SJ ZONE B-4 RURAL	10	0:06	15:02	10:15	3:52	13:04
SJ ZONE B-5 RURAL	12	6:40	20:43	12:44	5:10	20:19
SJ ZONE C-1 RURAL	5	6:02	11:23	7:55	1:51	11:23
SJ ZONE C-2 RURAL	9	0:05	12:14	8:28	3:14	12:14
SJ ZONE C-3 RURAL	33	0:02	17:25	9:01	5:35	15:36
SJ ZONE B-3 WILDERNESS	12	2:18	21:08	13:56	5:04	19:19
SJ ZONE C-2 WILDERNESS	0					
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,588	0:01	20:38	4:54	2:20	7:25
All Suburban Compliance Areas	73	0:03	25:34	7:00	3:57	11:27
All Suburban-Moderate Compliance Areas	13	0:03	18:33	9:48	5:13	14:46
All Rural Compliance Areas	140	0:02	20:43	9:15	4:23	14:11
All Wilderness Compliance Areas	12	2:18	21:08	13:56	5:04	19:19

**Detailed Response Time Analysis
August 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	366	0:02	10:45	4:39	1:53	7:03
SJ ZONE A-2 URBAN	56	0:02	10:51	6:22	2:12	9:36
SJ ZONE A-3 URBAN	24	0:05	12:22	6:09	2:49	9:18
SJ ZONE B-1 URBAN	1,215	0:01	14:37	5:07	2:17	7:59
SJ ZONE B-2 URBAN	1,374	0:00	16:28	4:50	2:18	7:24
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	84	0:01	16:57	5:42	2:58	8:38
SJ ZONE B-5 URBAN	81	0:03	12:47	4:22	2:32	7:25
SJ ZONE C-1 URBAN	260	0:02	13:04	4:10	2:07	6:38
SJ ZONE C-2 URBAN	8	3:47	11:42	7:12	2:26	11:42
SJ ZONE C-3 URBAN	7	0:05	9:48	4:12	3:05	9:48
SJ ZONE A-2 SUBURBAN	15	4:54	18:24	8:38	3:16	11:51
SJ ZONE A-3 SUBURBAN	11	0:10	12:47	5:25	4:10	12:17
SJ ZONE B-4 SUBURBAN	22	0:41	16:39	9:25	3:58	16:06
SJ ZONE B-5 SUBURBAN	8	0:10	8:38	4:11	2:38	8:38
SJ ZONE C-1 SUBURBAN	6	0:02	5:55	3:14	1:45	5:55
SJ ZONE C-2 SUBURBAN	1	5:20	5:20	5:20	0:00	5:20
SJ ZONE C-3 SUBURBAN	4	6:34	8:45	7:36	1:01	8:45
SJ ZONE C-2 SUBURBAN-MODERATE	18	1:48	24:46	12:10	4:26	14:51
SJ ZONE A-2 RURAL	28	1:42	23:19	10:36	4:37	16:40
SJ ZONE A-3 RURAL	31	3:10	17:07	9:40	3:18	13:53
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	3	7:21	12:32	10:09	2:08	12:32
SJ ZONE B-4 RURAL	12	0:21	24:10	13:12	5:25	17:22
SJ ZONE B-5 RURAL	6	7:35	16:38	12:22	3:24	16:38
SJ ZONE C-1 RURAL	2	5:46	9:52	7:49	2:03	9:52
SJ ZONE C-2 RURAL	11	0:13	13:29	8:38	3:45	11:51
SJ ZONE C-3 RURAL	31	0:04	18:38	9:22	5:01	15:25
SJ ZONE B-3 WILDERNESS	6	7:24	18:46	13:56	4:11	18:46
SJ ZONE C-2 WILDERNESS	2	14:18	18:45	16:31	2:14	18:45
SJ ZONE C-3 WILDERNESS	1	19:23	19:23	19:23	0:00	19:23
All Urban Compliance Areas	3,475	0:00	16:57	4:55	2:18	7:28
All Suburban Compliance Areas	67	0:02	18:24	7:14	4:05	12:47
All Suburban-Moderate Compliance Areas	18	1:48	24:46	12:10	4:26	14:51
All Rural Compliance Areas	124	0:04	24:10	10:10	4:31	16:01
All Wilderness Compliance Areas	9	7:24	19:23	15:07	4:01	19:23

**Exemption Request Report
July 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/01/2014	14085452	B-1	Location Change		Exempt
07/01/2014	14085546	A-2	Restricted Roadway Access		Exempt
07/01/2014	14085653	A-1	Traffic Secondary to Call		Exempt
07/01/2014	14085947	B-1	Train		Exempt
07/02/2014	14086186	B-2	Delays in Transferring Care at ED		Exempt
07/02/2014	14086277	A-2	Poor Location Information from RP		Exempt
07/02/2014	14086334	B-2	Poor Location Information from RP		Exempt
07/02/2014	14086386	C-1	Traffic Secondary to Call		Exempt
07/02/2014	14086444	B-2	Delays in Transferring Care at ED		Exempt
07/02/2014	14086451	B-1	Delays in Transferring Care at ED		Exempt
07/03/2014	14086528	B-1	Location Change		Exempt
07/04/2014	14087412	B-1	Location Change		Exempt
07/05/2014	14087674	B-2	Location Change		Exempt
07/05/2014	14088008	A-1	Train		Exempt
07/05/2014	14088032	B-2	Location Change		Exempt
07/06/2014	14088226	B-2	Road Construction		Exempt
07/07/2014	14089072	B-4	False Report of Emergency		Exempt
07/09/2014	14089627	A-2	Location Change		Exempt
07/09/2014	14089846	B-4	False Report of Emergency		Exempt
07/09/2014	14089889	B-1	Train		Exempt
07/11/2014	14090871	B-1	Delays in Transferring Care at ED		Exempt
07/11/2014	14090906	A-1	Train		Exempt
07/14/2014	14092218	B-1	Delays in Transferring Care at ED		Exempt
07/14/2014	14092269	B-1	Traffic Secondary to Call		Exempt
07/16/2014	14093158	B-1	Train		Exempt
07/16/2014	14093321	A-3	Delays in Transferring Care at ED		Exempt
07/16/2014	14093483	B-2	Train		Exempt
07/18/2014	14094313	B-1	False Report of Emergency		Exempt
07/20/2014	14094959	B-5	Road Closure		Exempt

07/21/2014	14095593	B-5	Traffic Secondary to Call		Exempt
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Exemption Request Report (continued)
July 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/24/2014	14097008	B-5	Location Change		Exempt
07/24/2014	14097281	A-1	Delays in Transferring Care at ED		Exempt
07/24/2014	14097321	B-2	Road Closure		Exempt
07/25/2014	14097602	B-5	False Report of Emergency		Exempt
07/25/2014	14097811	A-2	Delays in Transferring Care at ED		Exempt
07/25/2014	14097861	B-5	Delays in Transferring Care at ED		Exempt
07/25/2014	14097873	B-1	Delays in Transferring Care at ED		Exempt
07/26/2014	14098082	B-1	Train		Exempt
07/27/2014	14098758	B-2	False Report of Emergency		Exempt

**Exemption Request Report
August 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/02/2014	14101556	B-2	Train		Exempt
08/05/2014	14103244	B-4	False Report of Emergency		Exempt
08/06/2014	14103855	B-1	Delays in Transferring Care at ED		Exempt
08/08/2014	14104777	A-2	Traffic Secondary to Call		Exempt
08/10/2014	14105614	B-4	Delays in Transferring Care at ED		Exempt
08/11/2014	14106058	B-2	False Report of Emergency		Exempt
08/11/2014	14106161	A-3	False Report of Emergency		Exempt
08/11/2014	14106217	B-2	False Report of Emergency		Exempt
08/11/2014	14106273	A-2	Delays in Transferring Care at ED		Exempt
08/12/2014	14106553	B-5	Road Construction		Exempt
08/12/2014	14106733	A-1	Train		Exempt
08/13/2014	14107260	A-2	Location Change		Exempt
08/14/2014	14107359	B-2	Location Change		Exempt
08/14/2014	14107650	B-2	Delays in Transferring Care at ED		Exempt
08/15/2014	14107941	B-1	Delays in Transferring Care at ED		Exempt
08/15/2014	14108106	A-3	Delays in Transferring Care at ED		Exempt
08/15/2014	14108124	B-4	Delays in Transferring Care at ED		Exempt
08/15/2014	14108128	B-1	Delays in Transferring Care at ED		Exempt
08/15/2014	14108131	B-2	Delays in Transferring Care at ED		Exempt
08/15/2014	14108139	A-1	Delays in Transferring Care at ED		Exempt
08/15/2014	14108147	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/15/2014	14108148	B-2	Delays in Transferring Care at ED		Exempt
08/15/2014	14108161	B-2	Delays in Transferring Care at ED		Exempt
08/15/2014	14108290	B-2	Delays in Transferring Care at ED		Exempt
08/16/2014	14108742	B-2	Delays in Transferring Care at ED		Exempt
08/16/2014	14108744	B-2	Delays in Transferring Care at ED		Exempt
08/16/2014	14108745	B-1	Delays in Transferring Care at ED		Exempt
08/17/2014	14108997	B-2	Delays in Transferring Care at ED		Exempt
08/17/2014	14109100	B-2	Poor Location Information from RP		Exempt
08/18/2014	14109437	B-1	Delays in Transferring Care at ED		Exempt
08/18/2014	14109448	B-2	Delays in Transferring Care at ED		Exempt
08/18/2014	14109639	B-1	Delays in		Exempt
08/19/2014	14109987	B-1	Location Change		Exempt
08/19/2014	14110047	B-2	Delays in Transferring Care at ED		Exempt
08/19/2014	14110088	B-1	Delays in Transferring Care at ED		Exempt
08/20/2014	14110340	C-1	Poor Location		Exempt
08/21/2014	14111171	A-1	Train		Exempt
08/22/2014	14111478	A-2	Delays in Transferring Care at ED		Exempt
08/22/2014	14111668	B-1	Delays in Transferring Care at ED		Exempt
08/22/2014	14111679	C-1	Delays in		Exempt
08/23/2014	14111912	B-2	Location Change		Exempt

Exemption Request Report (continued)
August 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/23/2014	14112001	B-2	Train		Exempt
08/25/2014	14112823	A-2	Train		Exempt
08/27/2014	14113772	A-2	False Report of Emergency		Exempt
08/27/2014	14113783	B-2	Traffic Secondary to Call		Exempt
08/27/2014	14114088	B-1	Delays in Transferring Care at ED		Exempt
08/28/2014	14114525	B-2	Delays in Transferring Care at ED		Exempt
08/28/2014	14114528	B-2	Delays in Transferring Care at ED		Exempt
08/28/2014	14114547	B-1	Delays in Transferring Care at ED		Exempt
08/28/2014	14114592	B-4	Delays in Transferring Care at ED		Exempt
08/29/2014	14114842	B-1	Delays in Transferring Care at ED		Exempt
08/29/2014	14115094	A-2	Poor Location Information from RP		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Monthly
A-1	98%	95%	98%	97%	96%	95%	96%	94%	95%	93%	93%	96%	95.5%
A-2	89%	91%	91%	94%	81%	87%	82%	87%	83%	86%	85%	89%	86.9%
A-3	92%	89%	96%	91%	90%	85%	89%	91%	84%	79%	90%	91%	89.0%
B-1	90%	90%	90%	89%	90%	91%	89%	89%	90%	90%	90%	90%	89.8%
B-2	92%	93%	93%	95%	96%	95%	94%	94%	93%	93%	94%	93%	93.7%
B-3	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.3%
B-4	86%	91%	82%	91%	86%	85%	85%	86%	86%	87%	91%	86%	86.8%
B-5	74%	85%	84%	94%	91%	91%	91%	88%	88%	83%	91%	93%	87.4%
C-1	96%	96%	97%	97%	93%	95%	95%	94%	93%	93%	92%	97%	94.9%
C-2	94%	88%	95%	89%	91%	91%	97%	96%	97%	100%	90%	90%	93.3%
C-3	93%	92%	91%	92%	94%	97%	91%	100%	98%	91%	100%	95%	94.2%
All Zones	92%	92%	92%	93%	92%	93%	92%	92%	91%	91%	92%	92%	92.1%

Failure to Provide Data

Event Type	July 2014	August 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

