



San Joaquin County Emergency Medical Services Agency



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

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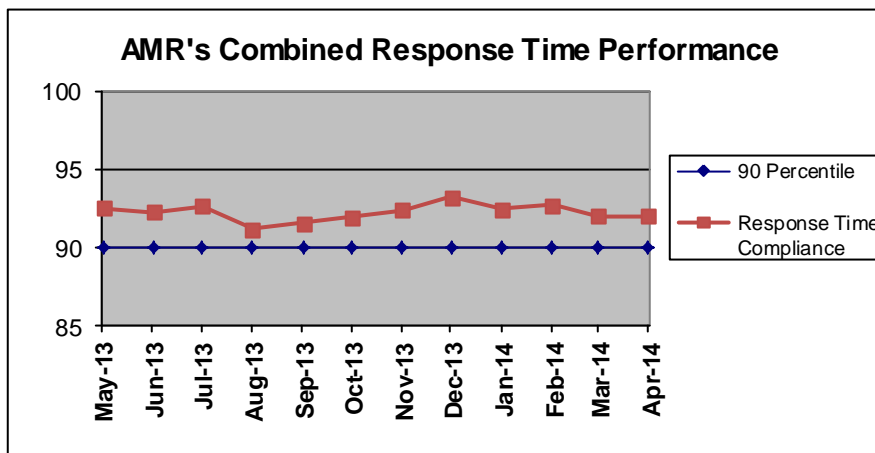
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: June 30, 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 March and April, 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 March and April 2014, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.88% for March and 91.96% for April.

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 March and eight (8) of the eleven subzones in April.

The complete compliance report for March and April 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

March 1, 2014 through March 31, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	384	14	96.35%	X		
SJC Zone A-2	92	17	81.52%			X
SJC Zone A-3	53	6	88.68%			X
SJC Zone B-1	1,213	130	89.28%			X
SJC Zone B-2	1,280	79	93.83%	X		
SJC Zone B-3	16	0	100.00%	X		
SJC Zone B-4	116	17	85.34%			X
SJC Zone B-5	88	8	90.91%	X		
SJC Zone C-1	304	16	94.74%	X		
SJC Zone C-2	62	2	96.77%	X		
SJC Zone C-3	45	4	91.11%	X		
All Zones Combined	3,653	293	91.98%	7		4

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2014 through April 30, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	366	22	93.99%	X		
SJC Zone A-2	125	16	87.20%			X
SJC Zone A-3	58	5	91.38%	X		
SJC Zone B-1	1,125	126	88.80%			X
SJC Zone B-2	1,368	78	94.30%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	122	17	86.07%			X
SJC Zone B-5	84	10	88.10%			X
SJC Zone C-1	272	15	94.49%	X		
SJC Zone C-2	50	2	96.00%	X		
SJC Zone C-3	44	0	100.00%	X		
All Zones Combined	3,621	291	91.96%	7		4

Fines and Penalties Report

Type of Penalty	March 2014	April 2014
Out of compliance response districts	\$20,000	\$20,000
Late response minutes	\$6,550	\$7,410
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	\$26,550	\$27,410

Weekly Unit Hour Staffing Report

	RFP	March 2014	April 2014
Zone A	588	588	588
Zone B	1932	2064	2046
Zone B *non dedicated	0	146	178
Zone C	504	504	504
Total	3024	3302	3316

*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	March 2014			April 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,409	272	92.02%	3,395	274	91.93%
Suburban 9:29	72	17	76.39%	60	12	80.00%
Suburban-Moderate 15:29	30	0	100.00%	15	1	93.33%
Rural 17:29	122	4	96.72%	135	4	97.04%
Wilderness 29:29	20	0	100.00%	16	0	100.00%
Total	3,653	293	91.98%	3,621	291	91.96%

Mutual Aid Incidents

March 2014			April 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	3	MDAS	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE C-1 URBAN	5
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE C-2 WILDERNE	1
MDAS	SJ ZONE C-2 URBAN	1	MDAS	SJ ZONE C-3 RURAL	1
MDAS	SJ ZONE C-3 RURAL	3			
Total		9			8

**Detailed Response Time Analysis
March 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	384	0:01	13:27	4:34	2:01	7:09
SJ ZONE A-2 URBAN	52	0:31	11:24	6:02	2:03	8:55
SJ ZONE A-3 URBAN	19	1:39	13:52	6:41	3:02	11:51
SJ ZONE B-1 URBAN	1,213	0:03	21:14	5:14	2:10	7:48
SJ ZONE B-2 URBAN	1,279	0:01	70:47	4:53	2:42	7:12
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	77	0:03	12:43	5:39	2:22	8:17
SJ ZONE B-5 URBAN	78	0:00	15:43	4:15	2:56	8:06
SJ ZONE C-1 URBAN	299	0:02	15:01	4:14	2:06	7:04
SJ ZONE C-2 URBAN	5	0:53	15:19	6:31	5:00	15:19
SJ ZONE C-3 URBAN	3	0:56	4:45	3:28	1:48	4:45
SJ ZONE A-2 SUBURBAN	16	4:24	14:27	8:45	2:42	11:12
SJ ZONE A-3 SUBURBAN	13	1:55	10:46	6:12	2:24	8:49
SJ ZONE B-4 SUBURBAN	29	1:57	15:45	8:38	3:08	14:25
SJ ZONE B-5 SUBURBAN	2	4:24	5:03	4:43	0:20	5:03
SJ ZONE C-1 SUBURBAN	5	2:36	11:40	5:01	3:22	11:40
SJ ZONE C-2 SUBURBAN	1	0:03	0:03	0:03	0:00	0:03
SJ ZONE C-3 SUBURBAN	6	3:22	10:54	8:13	2:29	10:54
SJ ZONE C-2 SUBURBAN-MODERATE	30	0:08	14:29	9:59	3:47	13:33
SJ ZONE A-2 RURAL	24	0:17	20:54	10:46	4:15	15:47
SJ ZONE A-3 RURAL	21	2:10	18:38	10:07	3:23	12:43
SJ ZONE B-2 RURAL	1	11:10	11:10	11:10	0:00	11:10
SJ ZONE B-3 RURAL	9	4:28	9:59	7:15	1:50	9:59
SJ ZONE B-4 RURAL	10	2:22	19:08	10:34	5:40	16:55
SJ ZONE B-5 RURAL	8	2:37	15:44	9:11	4:05	15:44
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	13	4:19	16:55	10:23	3:24	15:08
SJ ZONE C-3 RURAL	36	0:02	18:44	9:48	5:35	17:04
SJ ZONE B-3 WILDERNESS	7	0:03	19:49	11:11	7:25	19:49
SJ ZONE C-2 WILDERNESS	13	4:06	26:09	15:17	5:54	23:16
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,409	0:00	70:47	4:57	2:26	7:22
All Suburban Compliance Areas	72	0:03	15:45	7:42	3:14	11:40
All Suburban-Moderate Compliance Areas	30	0:08	14:29	9:59	3:47	13:33
All Rural Compliance Areas	122	0:02	20:54	9:57	4:33	15:47
All Wilderness Compliance Areas	20	0:03	26:09	13:50	6:46	20:59

Detailed Response Time Analysis
April 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	11:37	4:41	2:03	7:04
SJ ZONE A-2 URBAN	70	0:13	13:13	5:52	2:15	8:31
SJ ZONE A-3 URBAN	22	0:39	9:19	6:01	2:14	8:46
SJ ZONE B-1 URBAN	1,125	0:02	17:52	5:00	2:21	7:59
SJ ZONE B-2 URBAN	1,368	0:02	13:34	4:40	2:08	7:07
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	85	0:02	10:40	5:01	2:20	7:46
SJ ZONE B-5 URBAN	71	0:04	14:22	4:56	3:01	8:40
SJ ZONE C-1 URBAN	268	0:02	18:29	4:17	2:43	6:32
SJ ZONE C-2 URBAN	5	5:23	11:03	6:53	2:08	11:03
SJ ZONE C-3 URBAN	15	0:03	7:25	5:45	1:49	7:12
SJ ZONE A-2 SUBURBAN	12	2:50	14:08	8:11	3:30	14:03
SJ ZONE A-3 SUBURBAN	5	3:50	7:31	5:38	1:32	7:31
SJ ZONE B-4 SUBURBAN	30	1:42	14:58	8:08	3:39	13:42
SJ ZONE B-5 SUBURBAN	3	4:04	6:16	5:09	0:54	6:16
SJ ZONE C-1 SUBURBAN	3	4:39	6:27	5:15	0:50	6:27
SJ ZONE C-2 SUBURBAN	2	5:59	8:25	7:12	1:13	8:25
SJ ZONE C-3 SUBURBAN	5	5:26	8:37	7:05	1:08	8:37
SJ ZONE C-2 SUBURBAN-MODERATE	15	4:11	26:03	11:28	5:01	14:58
SJ ZONE A-2 RURAL	43	0:05	21:44	10:36	5:05	17:15
SJ ZONE A-3 RURAL	31	0:37	16:11	8:44	4:09	14:43
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	2	6:48	14:14	10:31	3:43	14:14
SJ ZONE B-4 RURAL	7	0:16	26:42	10:46	7:21	26:42
SJ ZONE B-5 RURAL	10	0:08	21:02	8:43	5:58	14:14
SJ ZONE C-1 RURAL	1	5:24	5:24	5:24	0:00	5:24
SJ ZONE C-2 RURAL	17	0:03	12:42	8:35	3:06	11:38
SJ ZONE C-3 RURAL	24	0:03	16:43	9:18	4:56	15:30
SJ ZONE B-3 WILDERNESS	5	7:34	16:44	12:52	3:30	16:44
SJ ZONE C-2 WILDERNESS	11	9:12	24:21	14:18	3:57	16:42
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,395	0:02	18:29	4:48	2:18	7:22
All Suburban Compliance Areas	60	1:42	14:58	7:31	3:16	13:07
All Suburban-Moderate Compliance Areas	15	4:11	26:03	11:28	5:01	14:58
All Rural Compliance Areas	135	0:03	26:42	9:31	4:56	15:07
All Wilderness Compliance Areas	16	7:34	24:21	13:51	3:52	16:44

**Exemption Request Report
March 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/02/2014	14027536	B-4	Location Change		Exempt
03/02/2014	14027665	B-1	Delays in Transferring Care at ED		Exempt
03/02/2014	14027696	A-2	False Report of Emergency		Exempt
03/03/2014	14028367	B-2	Location Change		Exempt
03/04/2014	14028433	B-1	Train		Exempt
03/04/2014	14028535	B-2	False Report of Emergency		Exempt
03/05/2014	14028879	B-1	Train		Exempt
03/07/2014	14030153	B-2	Adjusted time based on call audit		Exempt
03/10/2014	14031458	B-4	Adjusted time based on call audit		Exempt
03/12/2014	14032207	B-2	Train		Exempt
03/15/2014	14033809	B-1	Not Listed		Exempt
03/16/2014	14034171	C-3	False Report of Emergency		Exempt
03/18/2014	14035081	B-2	Not Listed		Exempt
03/21/2014	14036476	B-1	Delays in Transferring Care at ED		Exempt
03/21/2014	14036501	B-2	Road Construction		Exempt
03/22/2014	14036901	B-5	Location Change		Exempt
03/23/2014	14037451	B-1	Not Listed		Exempt
03/26/2014	14038578	B-1	Heavy Rain		Not Exempt
03/26/2014	14038893	B-5	Delays in Transferring Care at ED		Exempt
03/27/2014	14039088	C-1	Location Change		Exempt
03/29/2014	14040035	A-1	Train		Exempt
03/29/2014	14040074	B-2	False Report of Emergency		Exempt
03/31/2014	14040928	B-2	Adjusted time based on call audit		Exempt
03/31/2014	14040931	B-1	Heavy Rain		Exempt

Exemption Request Report
April 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/01/2014	14041404	B-5	Adjusted time based on call audit		Exempt
04/01/2014	14041414	B-1	Heavy Rain		Not Exempt
04/03/2014	14042095	B-1	Freeway Access		Exempt
04/06/2014	14043448	B-2	Encountered Second Call while Enroute		Exempt
04/06/2014	14043509	B-1	Poor Location Information from RP		Exempt
04/06/2014	14043574	B-1	Location Change		Exempt
04/11/2014	14045720	B-5	Traffic Secondary to Call		Exempt
04/11/2014	14046014	B-4	Delays in Transferring Care at ED		Exempt
04/11/2014	14046020	B-1	Delays in Transferring Care at ED		Exempt
04/11/2014	14046028	B-2	Delays in Transferring Care at ED		Exempt
04/13/2014	14046825	B-2	Train		Exempt
04/14/2014	14047128	B-2	Traffic Secondary to Call		Exempt
04/14/2014	14047251	A-2	False Report of Emergency		Exempt
04/16/2014	14048092	B-4	Traffic Secondary to Call		Exempt
04/16/2014	14048157	B-2	False Report of Emergency		Exempt
04/16/2014	14048367	B-1	Delays in Transferring Care at ED		Exempt
04/17/2014	14048563	B-1	Location Change		Exempt
04/18/2014	14049222	A-3	Adjusted time based on call audit		Exempt
04/20/2014	14049942	B-2	Adjusted time based on call audit		Exempt
04/24/2014	14052267	B-1	Traffic Secondary to Call		Exempt
04/25/2014	14052311	B-1	Traffic Secondary to Call		Exempt
04/25/2014	14052411	A-2	Location Change		Exempt
04/25/2014	14052499	B-2	Weather		Exempt
04/25/2014	14052545	B-2	Encountered Second Call while Enroute		Exempt
04/25/2014	14052673	B-2	Train		Exempt
04/29/2014	14054112	B-5	False Report of Emergency		Exempt
04/29/2014	14054333	B-2	Train		Exempt

Exemption Request Report (con't)
April 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/30/2014	14055067	B-2	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	Monthly Average
A-1	96%	97%	97%	96%	98%	95%	98%	97%	96%	95%	96%	94%	96.2%
A-2	90%	87%	86%	89%	89%	91%	91%	94%	81%	87%	82%	87%	87.7%
A-3	94%	93%	89%	94%	92%	89%	96%	91%	90%	85%	89%	91%	91.4%
B-1	94%	93%	93%	90%	90%	90%	90%	89%	90%	91%	89%	89%	90.6%
B-2	91%	92%	92%	91%	92%	93%	93%	95%	96%	95%	94%	94%	93.2%
B-3	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	100%	99.4%
B-4	91%	88%	89%	90%	86%	91%	82%	91%	86%	85%	85%	86%	87.6%
B-5	75%	78%	76%	77%	74%	85%	84%	94%	91%	91%	91%	88%	83.2%
C-1	96%	94%	96%	95%	96%	96%	97%	97%	93%	95%	95%	94%	95.5%
C-2	93%	92%	97%	98%	94%	88%	95%	89%	91%	91%	97%	96%	93.1%
C-3	96%	93%	98%	91%	93%	92%	91%	92%	94%	97%	91%	100%	93.8%
All Zones	93%	92%	93%	91%	92%	92%	92%	93%	92%	93%	92%	92%	92.2%

Failure to Provide Data

Event Type	March 2014	April 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

