



San Joaquin County Emergency Medical Services Agency



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

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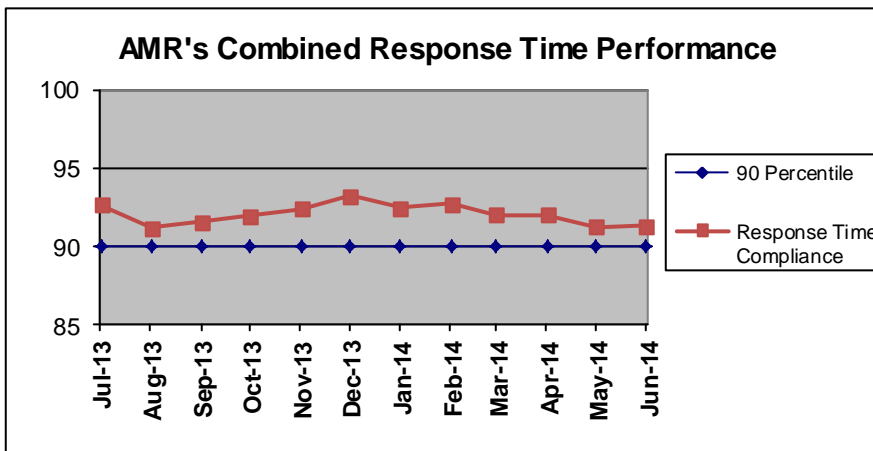
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: September 24, 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 May and June, 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 May and June 2014, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.21% for May and 91.29% for June.

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 six (6) of the eleven subzones in May and seven (7) of the eleven subzones in June.

The complete compliance report for May and June 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

May 1, 2014 through May 31, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	363	19	94.77%	X		
SJC Zone A-2	130	22	83.08%			X
SJC Zone A-3	62	10	83.87%			X
SJC Zone B-1	1,253	131	89.55%			X
SJC Zone B-2	1,401	104	92.58%	X		
SJC Zone B-3	13	0	100.00%	X		
SJC Zone B-4	155	21	86.45%			X
SJC Zone B-5	75	9	88.00%			X
SJC Zone C-1	303	21	93.07%	X		
SJC Zone C-2	69	2	97.10%	X		
SJC Zone C-3	45	1	97.78%	X		
All Zones Combined	3,869	340	91.21%	6		5

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2014 through June 30, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	340	23	93.24%	X		
SJC Zone A-2	121	17	85.95%			X
SJC Zone A-3	68	14	79.41%			X
SJC Zone B-1	1,275	123	90.35%	X		
SJC Zone B-2	1,346	97	92.79%	X		
SJC Zone B-3	13	0	100.00%	X		
SJC Zone B-4	121	16	86.78%			X
SJC Zone B-5	92	16	82.61%			X
SJC Zone C-1	323	21	93.50%	X		
SJC Zone C-2	57	0	100.00%	X		
SJC Zone C-3	54	5	90.74%	X		
All Zones Combined	3,810	332	91.29%	7		4

Fines and Penalties Report

Type of Penalty	May 2014	June 2014
Out of compliance response districts	\$25,000	\$20,000
Late response minutes	\$8,440	\$8,660
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	\$33,440	\$28,660

Weekly Unit Hour Staffing Report

	RFP	May 2014	June 2014
Zone A	588	588	588
Zone B	1932	2046	2058
Zone B *non dedicated	0	178	205
Zone C	504	504	504
Total	3024	3316	3355

*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	May 2014			June 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,599	316	91.22%	3,547	310	91.26%
Suburban 9:29	80	16	80.00%	87	17	80.46%
Suburban-Moderate 15:29	21	0	100.00%	24	0	100.00%
Rural 17:29	151	8	94.70%	136	5	96.32%
Wilderness 29:29	18	0	100.00%	16	0	100.00%
Total	3,869	340	91.21%	3,810	332	91.29%

Mutual Aid Incidents

May 2014			June 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	3	AMR Stanislaus	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE B-5 SUBURBAN	1	MDAS	SJ ZONE B-2 URBAN	5
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE B-4 URBAN	1
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE B-5 SUBURBAN	1
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE B-5 URBAN	6
MDAS	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE C-1 URBAN	4
			MDAS	SJ ZONE C-3 RURAL	3
Total		13			21

**Detailed Response Time Analysis
May 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	363	0:01	14:56	4:38	2:04	6:59
SJ ZONE A-2 URBAN	82	0:02	16:46	5:52	3:01	9:02
SJ ZONE A-3 URBAN	16	0:43	12:24	6:52	2:35	9:26
SJ ZONE B-1 URBAN	1,253	0:01	15:13	5:07	2:13	7:51
SJ ZONE B-2 URBAN	1,400	0:01	14:47	4:51	2:13	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	110	0:01	16:36	5:31	2:36	8:22
SJ ZONE B-5 URBAN	58	0:03	13:36	5:23	3:38	11:08
SJ ZONE C-1 URBAN	295	0:04	24:21	4:43	2:48	7:06
SJ ZONE C-2 URBAN	12	0:56	15:25	6:41	3:15	8:11
SJ ZONE C-3 URBAN	10	0:18	7:27	5:08	2:08	7:22
SJ ZONE A-2 SUBURBAN	20	2:51	15:59	7:51	3:23	11:11
SJ ZONE A-3 SUBURBAN	17	2:14	12:11	6:32	3:11	11:37
SJ ZONE B-4 SUBURBAN	27	0:01	14:57	7:20	3:58	13:24
SJ ZONE B-5 SUBURBAN	4	4:57	8:32	6:07	1:25	8:32
SJ ZONE C-1 SUBURBAN	7	0:03	14:33	5:30	5:05	14:33
SJ ZONE C-2 SUBURBAN	1	6:08	6:08	6:08	0:00	6:08
SJ ZONE C-3 SUBURBAN	4	4:06	10:45	8:24	2:42	10:45
SJ ZONE C-2 SUBURBAN-MODERATE	21	5:39	15:13	10:51	2:27	13:22
SJ ZONE A-2 RURAL	28	5:50	20:51	12:22	3:55	18:05
SJ ZONE A-3 RURAL	29	0:04	16:32	10:01	3:49	15:08
SJ ZONE B-2 RURAL	1	9:20	9:20	9:20	0:00	9:20
SJ ZONE B-3 RURAL	4	0:06	13:26	7:41	4:48	13:26
SJ ZONE B-4 RURAL	18	0:00	22:40	11:08	6:33	20:19
SJ ZONE B-5 RURAL	13	0:03	13:36	8:55	3:21	12:25
SJ ZONE C-1 RURAL	1	6:37	6:37	6:37	0:00	6:37
SJ ZONE C-2 RURAL	26	0:51	17:04	9:29	3:30	16:25
SJ ZONE C-3 RURAL	31	0:05	17:13	9:17	4:56	15:32
SJ ZONE B-3 WILDERNESS	9	7:57	20:58	12:47	4:19	20:58
SJ ZONE C-2 WILDERNESS	9	1:28	47:47	18:31	12:25	47:47
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,599	0:01	24:21	4:59	2:20	7:29
All Suburban Compliance Areas	80	0:01	15:59	7:07	3:41	11:15
All Suburban-Moderate Compliance Areas	21	5:39	15:13	10:51	2:27	13:22
All Rural Compliance Areas	151	0:00	22:40	10:10	4:35	16:08
All Wilderness Compliance Areas	18	1:28	47:47	15:39	9:44	25:13

Detailed Response Time Analysis
June 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	340	0:03	12:46	4:48	2:09	7:05
SJ ZONE A-2 URBAN	59	0:04	14:27	6:14	2:39	9:03
SJ ZONE A-3 URBAN	26	1:22	12:50	6:54	2:55	11:56
SJ ZONE B-1 URBAN	1,275	0:00	19:53	5:05	2:20	7:37
SJ ZONE B-2 URBAN	1,346	0:02	17:01	4:47	2:13	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	84	0:02	13:01	5:01	2:38	7:37
SJ ZONE B-5 URBAN	83	0:02	14:40	5:24	2:57	8:42
SJ ZONE C-1 URBAN	309	0:03	20:16	4:31	2:53	7:03
SJ ZONE C-2 URBAN	8	4:44	7:16	5:49	0:50	7:16
SJ ZONE C-3 URBAN	17	1:43	12:24	6:29	2:28	9:38
SJ ZONE A-2 SUBURBAN	22	1:34	12:03	7:52	2:35	11:04
SJ ZONE A-3 SUBURBAN	11	3:21	11:38	7:53	2:49	11:07
SJ ZONE B-4 SUBURBAN	28	5:34	16:51	8:52	2:44	13:10
SJ ZONE B-5 SUBURBAN	4	2:59	9:39	6:44	2:24	9:39
SJ ZONE C-1 SUBURBAN	14	0:04	15:47	5:12	3:49	8:23
SJ ZONE C-2 SUBURBAN	2	3:49	4:36	4:12	0:24	4:36
SJ ZONE C-3 SUBURBAN	6	1:13	9:24	5:33	2:46	9:24
SJ ZONE C-2 SUBURBAN-MODERATE	24	0:04	14:26	7:58	4:51	12:55
SJ ZONE A-2 RURAL	40	0:03	20:52	11:56	4:24	16:48
SJ ZONE A-3 RURAL	31	0:02	21:01	9:33	5:02	15:48
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	4	0:03	11:34	7:06	4:37	11:34
SJ ZONE B-4 RURAL	9	2:59	17:27	12:25	4:34	17:27
SJ ZONE B-5 RURAL	5	3:30	10:21	6:19	2:18	10:21
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	7:37	21:30	10:43	3:32	13:49
SJ ZONE C-3 RURAL	31	0:03	18:16	9:02	6:37	17:01
SJ ZONE B-3 WILDERNESS	9	9:09	22:53	14:22	3:43	22:53
SJ ZONE C-2 WILDERNESS	7	10:48	18:32	14:58	2:29	18:32
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,547	0:00	20:16	4:57	2:23	7:28
All Suburban Compliance Areas	87	0:04	16:51	7:28	3:12	11:26
All Suburban-Moderate Compliance Areas	24	0:04	14:26	7:58	4:51	12:55
All Rural Compliance Areas	136	0:02	21:30	10:16	5:15	17:01
All Wilderness Compliance Areas	16	9:09	22:53	14:38	3:15	18:32

**Exemption Request Report
May 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/01/2014	14055157	B-5	Not Listed		Not Exempt
05/01/2014	14055312	B-2	Train		Exempt
05/01/2014	14055492	B-5	False Report of Emergency		Exempt
05/01/2014	14055536	B-1	Train	Time and Distance	Not Exempt
05/01/2014	14055583	B-4	Location Change		Exempt
05/02/2014	14055840	B-2	Unit Dispatched and Responded Code 2		Exempt
05/03/2014	14056192	B-2	Location Change		Exempt
05/03/2014	14056303	B-5	Location Change		Exempt
05/04/2014	14056853	C-3	Location Change		Exempt
05/06/2014	14057766	A-2	Traffic Secondary to Call		Exempt
05/06/2014	14057770	B-2	Traffic Secondary to Call		Exempt
05/07/2014	14058461	B-2	Not Listed		Exempt
05/09/2014	14059551	B-2	Delays in Transferring Care at ED		Exempt
05/14/2014	14061827	B-2	Delays in Transferring Care at ED		Exempt
05/14/2014	14061886	A-1	False Report of Emergency		Exempt
05/15/2014	14062088	B-4	Train		Exempt
05/15/2014	14062293	B-2	Delays in Transferring Care at ED		Exempt
05/15/2014	14062450	B-5	Not Listed		Exempt
05/16/2014	14062685	B-1	Location Change		Exempt
05/16/2014	14062932	B-2	Delays in Transferring Care at ED		Exempt
05/16/2014	14062935	B-4	Delays in Transferring Care at ED		Exempt
05/16/2014	14063035	B-4	False Report of Emergency		Exempt
05/17/2014	14063165	B-1	Delays in Transferring Care at ED		Exempt
05/19/2014	14064106	B-2	Train		Exempt
05/19/2014	14064161	B-5	Not Listed		Exempt
05/19/2014	14064322	C-2	Location Change		Exempt
05/20/2014	14064735	B-2	Location Change		Exempt
05/20/2014	14064916	B-1	Train		Exempt
05/22/2014	14065704	B-2	Train		Exempt

Exemption Request Report (con't)
May 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/24/2014	14066717	B-1	Delays in Transferring Care at ED		Exempt
05/25/2014	14067259	C-2	Off-Road Location		Exempt
05/25/2014	14067328	A-2	Location Change		Exempt
05/25/2014	14067363	A-1	False Report of Emergency		Exempt
05/27/2014	14068386	B-1	Delays in Transferring Care at ED		Exempt
05/27/2014	14068410	B-4	Delays in Transferring Care at ED		Exempt
05/27/2014	14068420	B-2	Delays in Transferring Care at ED		Exempt
05/27/2014	14068422	B-2	Delays in Transferring Care at ED		Exempt
05/28/2014	14068761	B-4	False Report of Emergency		Exempt
05/29/2014	14069424	B-4	Delays in Transferring Care at ED		Exempt
05/31/2014	14070108	B-5	False Report of Emergency		Exempt

Exemption Request Report
June 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/05/2014	14072709	A-1	False Report of Emergency		Exempt
06/05/2014	14072930	B-2	False Report of Emergency		Exempt
06/05/2014	14072987	C-1	Delays in Transferring Care at ED		Exempt
06/06/2014	14073033	B-5	Not Listed		Exempt
06/06/2014	14073393	B-1	Traffic Secondary to Call		Exempt
06/12/2014	14076143	B-4	Location Change		Exempt
06/12/2014	14076223	B-2	Traffic Secondary to Call		Exempt
06/12/2014	14076284	B-2	Delays in Transferring Care at ED		Exempt
06/13/2014	14076546	A-3	Delays in Transferring Care at ED		Exempt
06/13/2014	14076666	B-2	False Report of Emergency		Exempt
06/14/2014	14077425	B-1	False Report of Emergency		Exempt
06/15/2014	14077496	A-2	Poor Location Information from RP		Exempt
06/15/2014	14077543	A-2	Location Change		Exempt
06/15/2014	14077806	C-2	Location Change		Exempt
06/16/2014	14078189	B-1	Delays in Transferring Care at ED		Exempt
06/16/2014	14078503	B-2	False Report of Emergency		Exempt
06/19/2014	14079680	B-2	Delays in Transferring Care at ED		Exempt
06/19/2014	14079688	B-2	Delays in Transferring Care at ED		Exempt
06/19/2014	14079689	C-3	Delays in Transferring Care at ED		Exempt
06/20/2014	14080175	B-1	Location Change		Exempt
06/20/2014	14080334	A-2	Adjusted time based on call audit		Exempt
06/21/2014	14080711	B-1	Poor Location Information from RP		Exempt
06/21/2014	14080903	B-1	False Report of Emergency		Exempt

Exemption Request Report (con't)
June 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/21/2014	14080909	B-2	Delays in Transferring Care at ED		Exempt
06/21/2014	14080923	B-2	Delays in Transferring Care at ED		Exempt
06/23/2014	14081659	B-5	False Report of Emergency		Exempt
06/27/2014	14083586	B-2	Delays in Transferring Care at ED		Exempt
06/27/2014	14083845	A-1	Delays in Transferring Care at ED		Exempt
06/30/2014	14085097	A-1	False Report of Emergency		Exempt
06/30/2014	14085407	C-1	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Monthly Average
A-1	97%	96%	98%	95%	98%	97%	96%	95%	96%	94%	95%	93%	95.8%
A-2	86%	89%	89%	91%	91%	94%	81%	87%	82%	87%	83%	86%	87.0%
A-3	89%	94%	92%	89%	96%	91%	90%	85%	89%	91%	84%	79%	89.1%
B-1	93%	90%	90%	90%	90%	89%	90%	91%	89%	89%	90%	90%	90.1%
B-2	92%	91%	92%	93%	93%	95%	96%	95%	94%	94%	93%	93%	93.4%
B-3	100%	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	99.3%
B-4	89%	90%	86%	91%	82%	91%	86%	85%	85%	86%	86%	87%	87.0%
B-5	76%	77%	74%	85%	84%	94%	91%	91%	91%	88%	88%	83%	84.6%
C-1	96%	95%	96%	96%	97%	97%	93%	95%	95%	94%	93%	93%	95.1%
C-2	97%	98%	94%	88%	95%	89%	91%	91%	97%	96%	97%	100%	94.1%
C-3	98%	91%	93%	92%	91%	92%	94%	97%	91%	100%	98%	91%	93.7%
All Zones	93%	91%	92%	92%	92%	93%	92%	93%	92%	92%	91%	91%	92.0%

Failure to Provide Data

Event Type	May 2014	June 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

