



# San Joaquin County Emergency Medical Services Agency



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

Mailing Address  
PO Box 1020  
Stockton, CA 95201

Health Care Services Complex  
Benton Hall  
500 W. Hospital Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

## Memorandum

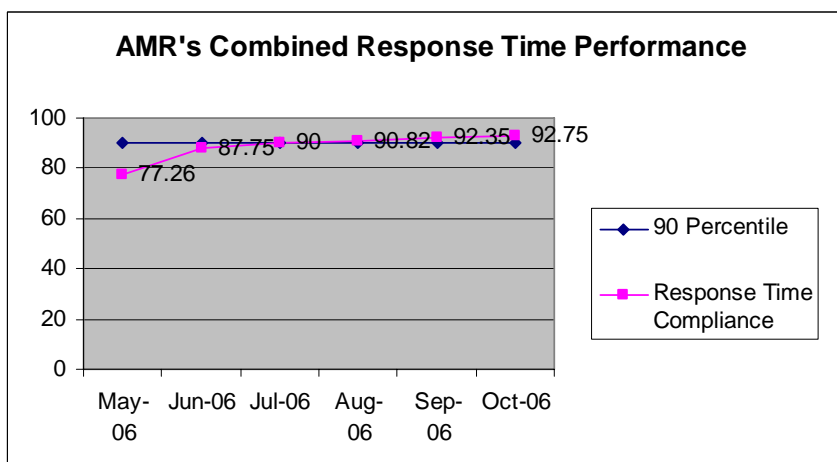
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 11, 2006

SUBJ.: EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of September and October 2006.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response (AMR) for the months of September and October 2006 represents our third opportunity to report on AMR's performance under their five year contract. The AMR contract 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. EMS Agency staff has vetted AMR's computer aided dispatch (CAD) data in preparing the compliance report and performing our response time analysis of AMR's September 2006 and October 2006 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 92.35% for September and 92.75% for October.

AMR continues to perform below the response time standard in the urban and suburban areas of zones A-2, A-3, B-4, and B-5. In contrast, AMR is meeting the rural response time standard in these same zones at more than 97% for September and October.

In October AMR met its contract requirement to provide 30 automatic external defibrillators (AED) to community groups, public buildings, and rural EMS response providers. The

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following is a partial list of organizations/locations receiving an AED: Lodi School District (3), Banner Island Ball Park (1), Stockton Arena (1), San Joaquin County Court House (1), French Camp Fire District (1), Liberty Fire District (1), Linden-Peters Fire District (1), Mokelumne Fire District (1), Montezuma Fire District (1), Thornton Fire District (1), Waterloo-Morada Fire District (1), Woodbridge Fire District (1), San Joaquin County Sheriff's Department (2), San Joaquin County Health Care Services Benton Hall (1).

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of September and October 2006 may be viewed on the EMS Agency's website located at: [www.sjgov.org/ems](http://www.sjgov.org/ems).

**Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response**

**Response Time Compliance Report by 30 Day Rolling Period**

September 1 through September 30, 2006					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	307	7	97.72%	X	
SJC Zone A-2	98	21	78.57%		X
SJC Zone A-3	58	24	58.62%		X
SJC Zone B-1	1047	55	94.75%	X	
SJC Zone B-2	1246	70	94.38%	X	
SJC Zone B-3	12	1	91.66%	X	
SJC Zone B-4	135	34	74.82%		X
SJC Zone B-5	80	24	70.00%		X
SJC Zone C-1	293	13	95.22%	X	
SJC Zone C-2	35	1	97.14%	X	
SJC Zone C-3	89	10	87.64%		X
<b>All Zones Combined</b>	<b>3400</b>	<b>260</b>	<b>92.35%</b>	<b>6</b>	<b>5</b>

**Response Time Compliance Report by 30 Day Rolling Period**

October 2 through October 31, 2006					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ Zone A-1	319	2	99.37%	X	
SJ Zone A-2	96	27	71.88%		X
SJ Zone A-3	56	17	69.64%		X
SJ Zone B-1	1017	66	93.51%	X	
SJ Zone B-2	1275	63	95.06%	X	
SJ Zone B-3	3	0	100.00%	X	
SJ Zone B-4	120	20	83.33%		X
SJ Zone B-5	104	31	70.19%		X
SJ Zone C-1	266	7	97.37%	X	
SJ Zone C-2	41	6	85.37%		X
SJ Zone C-3	80	6	92.50%	X	
<b>All Zones Combined</b>	<b>3377</b>	<b>245</b>	<b>92.75%</b>	<b>6</b>	<b>5</b>

## Fines and Penalties Report

Type of Penalty	September 2006	October 2006
Out of compliance response districts	\$25,000	\$25,000
Late response minutes	\$7,320	\$6,080
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$500
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
<b>Totals</b>	<b>\$32,320</b>	<b>\$31,580</b>

## Mechanical Report

Event Type	September	October	Preventable
Engine Failure	1	1	1
	0	0	0

## Failure to Provide Data

Event Type	September	October
No occurrences to report	X	X

## Staffing and Equipment Report

Event Type	September	October
No occurrences to report	X	X

## Community Service Report

Event Type	Month
Ambulance Orientation - SJGH Neonatal Intensive Care Unit	September
Ambulance Orientation – Anthony Trina School, Tracy	September
Ambulance Orientation – Lincoln Park, Tracy	September
CPR Class – Lodi High School, Lodi	September
Drivers Education Training – Lodi High School, Lodi	September
CPR Class – New Hope Skilled Nursing Facility	September
Use of 911 to Access Emergency Services – Lodi Center, Lodi	September
Safety Fair – Wal-Mart, Lodi	October
Career Fair – Linden High School, Linden	October
Safety Fair – Mokelumne Fire Station	October
Ambulance Demonstration – Autumn Fest, Stockton	October

### EMS and First Responder Education

Event Type	Location	Month
Ambulance Operations	Waterloo Morada Fire Department	September
Terrorism Response – WMD	AMR	September
CPR	Waterloo Morada Fire Department	October
Pregnancy and Fetal Development	AMR	October

### Service Complaints from Patients/Families

Event Type	September	October
None reported	X	X

### Service Compliments

Event Type	Month
Letter from the City of Lodi Chief of Police Jerry Adams thanking AMR and two of AMR's employees for assisting officers with a combative suspect	September
Letter from Pam Meerdink, RN MSN, School Nurse, Westwood Elementary School, Lodi thanking AMR for their contributions to the "Walk to School Day" breakfast and Health fair.	September

### Weekly Unit Hour Staffing Report

	RFP	September 2006	October 2006
Zone A	672	672	672
Zone B	1848	2187	2187
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3363</b>	<b>3363</b>

**Response Time Analysis Population Density  
All Responses**

Population Density & Response Time Standard	September 2006			October 2006		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3173	231	92.72%	3238	223	93.11%
Suburban 9:29	92	25	72.83%	106	24	77.36%
Rural 17:29	128	3	97.66%	135	4	97.04%
Wilderness 29:29	7	1	85.71%	9	1	88.89%
<b>Total</b>	3400	260	92.35%	3488	252	92.78%

**Response Time Analysis\***  
**September 2006**

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	305	0:00	10:45	3:27	1:50	5:42
SJ ZONE A-2 URBAN	50	0:07	16:31	6:31	2:35	9:01
SJ ZONE A-3 URBAN	37	0:54	19:28	9:05	4:11	14:01
SJ ZONE B-1 URBAN	1043	0:07	20:50	4:14	2:14	6:50
SJ ZONE B-2 URBAN	1242	0:06	21:15	4:16	2:16	6:49
SJ ZONE B-3 URBAN	1	6:03	6:03	6:03	0	6:03
SJ ZONE B-4 URBAN	118	0:08	14:23	5:50	2:37	9:15
SJ ZONE B-5 URBAN	66	0:05	15:58	6:39	3:16	10:56
SJ ZONE C-1 URBAN	280	0:00	19:21	3:46	2:20	6:21
SJ ZONE C-2 URBAN	8	2:44	6:57	4:50	1:21	6:57
SJ ZONE C-3 URBAN	11	0:28	8:06	5:01	2:17	7:52
SJ ZONE A-2 SUBURBAN	27	0:10	17:11	8:25	3:53	13:33
SJ ZONE A-3 SUBURBAN	8	3:59	13:42	8:24	2:38	13:42
SJ ZONE B-4 SUBURBAN	13	1:33	15:00	8:11	4:07	13:52
SJ ZONE B-5 SUBURBAN	6	0:09	13:53	7:03	5:05	13:53
SJ ZONE C-1 SUBURBAN	13	0:08	7:11	4:05	2:03	6:45
SJ ZONE C-2 SUBURBAN	0	0	0	0	0:00	0:00
SJ ZONE C-3 SUBURBAN	22	0:09	16:03	7:51	4:12	14:23
SJ ZONE A-2 RURAL	17	5:45	16:08	11:36	3:01	16:00
SJ ZONE A-3 RURAL	12	2:06	19:02	11:01	4:50	15:20
SJ ZONE B-2 RURAL	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-3 RURAL	11	4:41	20:17	11:13	4:49	17:17
SJ ZONE B-4 RURAL	3	5:49	7:00	6:16	0:31	7:00
SJ ZONE B-5 RURAL	7	0:42	12:35	5:25	3:52	12:35
SJ ZONE C-1 RURAL	0	0	0	0	0:00	0:00
SJ ZONE C-2 RURAL	20	2:35	13:10	8:12	2:43	11:31
SJ ZONE C-3 RURAL	56	0:05	19:05	6:51	5:41	14:10
SJ ZONE C-2 WILDERNESS	6	7:15	32:18	16:24	8:01	32:18
SJ ZONE C-3 WILDERNESS	0	0	0	0	0	0:00
All Urban Compliance Areas	3161	0:00	21:15	4:20	2:26	7:09
All Suburban Compliance Areas	89	0:08	17:11	7:31	4:04	13:42
All Rural Compliance Areas	126	0:05	20:17	8:23	5:07	14:41
All Wilderness Compliance Areas	6	7:15	32:18	16:24	8:01	32:18

\*Excludes exempted responses

**Response Time Analysis\***  
**October 2006**

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	319	0:07	8:14	3:22	1:42	5:25
SJ ZONE A-2 URBAN	50	0:18	12:12	6:35	2:13	8:36
SJ ZONE A-3 URBAN	37	0:13	11:43	6:45	2:44	10:59
SJ ZONE B-1 URBAN	1016	0:06	28:35	4:21	2:18	6:59
SJ ZONE B-2 URBAN	1273	0:00	20:34	4:10	2:14	6:48
SJ ZONE B-3 URBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-4 URBAN	100	0:08	12:34	5:32	2:18	8:06
SJ ZONE B-5 URBAN	82	0:04	17:24	6:01	3:36	9:50
SJ ZONE C-1 URBAN	241	0:06	16:16	3:52	2:11	6:44
SJ ZONE C-2 URBAN	6	3:10	9:15	6:00	2:03	9:15
SJ ZONE C-3 URBAN	7	1:01	7:12	4:30	2:00	7:12
SJ ZONE A-2 SUBURBAN	31	0:09	15:23	7:34	3:57	10:57
SJ ZONE A-3 SUBURBAN	9	0:08	12:06	8:55	3:19	12:06
SJ ZONE B-4 SUBURBAN	12	0:08	9:38	4:38	3:22	9:09
SJ ZONE B-5 SUBURBAN	8	1:28	9:49	6:07	2:57	9:49
SJ ZONE C-1 SUBURBAN	20	2:15	7:18	4:35	1:25	6:34
SJ ZONE C-2 SUBURBAN	2	5:42	10:53	8:17	2:36	10:53
SJ ZONE C-3 SUBURBAN	21	0:07	15:11	6:45	3:59	11:14
SJ ZONE A-2 RURAL	14	0:03	18:03	11:32	4:55	17:29
SJ ZONE A-3 RURAL	10	0:06	16:12	9:40	5:06	15:22
SJ ZONE B-2 RURAL	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-3 RURAL	3	10:45	16:58	13:18	2:39	16:58
SJ ZONE B-4 RURAL	8	0:17	16:33	9:01	5:28	16:33
SJ ZONE B-5 RURAL	11	2:53	18:10	9:24	4:58	17:27
SJ ZONE C-1 RURAL	4	3:23	12:51	8:10	3:51	12:51
SJ ZONE C-2 RURAL	26	0:07	21:44	9:46	4:25	12:54
SJ ZONE C-3 RURAL	52	0:06	19:10	6:31	6:04	14:55
SJ ZONE C-2 WILDERNESS	7	8:01	38:33	18:14	9:15	38:33
SJ ZONE C-3 WILDERNESS	0	0:00	0:00	0:00	0:00	0:00
All Urban Compliance Areas	3131	0:00	28:35	4:17	2:21	7:07
All Suburban Compliance Areas	103	0:07	15:23	6:30	3:40	10:53
All Rural Compliance Areas	128	0:03	21:44	8:35	5:39	16:01
All Wilderness Compliance Areas	7	8:01	38:33	18:14	9:15	38:33

\*Excludes exempted records

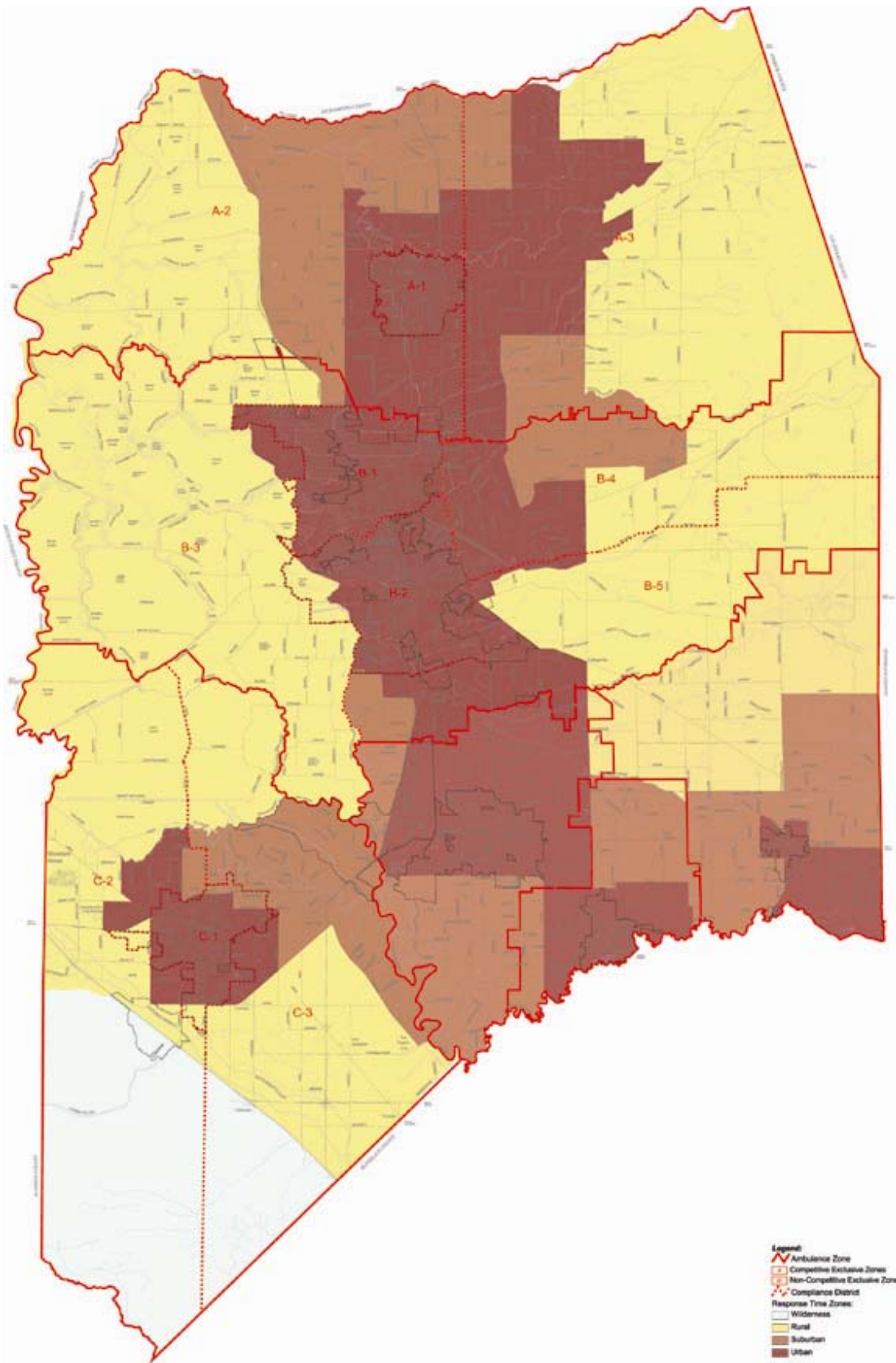


**Exemption Request Report  
September 2006**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
09/09/2006	06070469	C-1	Location Change	Exempt
09/13/2006	06072020	B-2	Location Change	Exempt
09/13/2006	06072029	B-2	On Scene Second Incident	Not Exempt
09/13/2006	09132006-0000334	B-5	Location Change	Not Exempt
09/17/2006	06073802	B-5	Location Change	Exempt
09/22/2006	06075934	B-5	Location Change	Not Exempt
09/23/2006	06076427	C-1	Road Construction	Not Exempt
09/26/2006	06077397	C-3	Location Change	Not Exempt
09/26/2006	06077419	C-3	Location Change	Exempt
09/26/2006	09262006-0000464	B-2	Train	Exempt
09/26/2006	09262006-0000250	A-3	Location Change	Exempt
09/28/2006	06078614	A-1	Location Change	Not Exempt
09/29/2006	09262006-0000280	A-2	Unavoidable Mechanical Failure	Exempt
09/29/2006	06079011	B-1	Location Change	Exempt

**Exemption Request Report  
October 2006**

Date	Incident	Zone	Type of Exemption Requested	EMS Agency Action
10/02/06	06080030	B-2	Location Change	Not Exempt
10/02/06	06080272	B-1	Encountered New Incident En route	Exempt
10/02/06	06080276	B-1	Traffic	Not Exempt
10/04/06	10042006-0000551	B-5	Train	Not Exempt
10/09/06	06083266	B-4	Location Change	Not Exempt
10/10/06	06083810	B-2	Location Change	Not Exempt
10/17/06	06086589	B-1	Traffic	Not Exempt
10/19/06	06087158	C-2	Road Construction	Not Exempt
10/20/06	10202006-0000401	A-2	Downgraded Response	Not Exempt
10/21/06	06088178	B-1	Location Change	Not Exempt
10/21/06	10212006-0000419	A-2	Prank Call	Exempt
10/21/06	06088320	B-2	Train	Exempt
10/23/06	06089061	B-5	Location Change	Not Exempt
10/24/06	06089621	B-2	Location Change	Not Exempt
10/31/06	06092171	A-2	Train	Exempt
10/31/06	06092389	B-2	Traffic	Not Exempt
10/31/06	10312006-0000473	A-2	Train	Exempt



## 2006 Year to Date Summary

Response Time Compliance													
Zone	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
A-1					86.45%	94.56%	94.94%	96.40%	97.72%	99.37%			94.91%
A-2					67.26%	70.70%	74.29%	62.99%	78.57%	71.88%			70.95%
A-3					41.46%	58.33%	65.15%	53.06%	58.62%	69.64%			57.71%
B-1					77.08%	90.54%	92.74%	94.12%	94.75%	93.51%			90.46%
B-2					80.53%	89.24%	91.67%	93.76%	94.38%	95.06%			90.77%
B-3					91.67%	93.75%	88.89%	86.67%	91.66%	100.00%			92.11%
B-4					60.48%	71.65%	74.63%	81.03%	74.82%	83.33%			74.32%
B-5					40.54%	69.15%	73.64%	72.41%	70.00%	70.19%			65.99%
C-1					80.51%	91.11%	92.31%	92.22%	95.22%	97.37%			91.46%
C-2					81.82%	94.87%	93.33%	87.10%	97.14%	85.37%			89.94%
C-3					82.05%	74.60%	91.53%	90.91%	87.64%	92.50%			86.54%
All Zones					77.26%	87.75%	90.00%	90.82%	92.35%	92.75%			88.49%