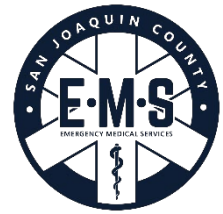




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Daniel Valenzuela, EMS Analyst

DATE: April 2, 2024

SUBJECT: American Medical Response (AMR) Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone X and the contract compliance for the Emergency Ambulance Provider American Medical Response (AMR) for the months of January and February 2024, provides an in-depth review of AMR's response time performance. The performance agreement between SJCEMSA and AMR establishes accountability for meeting specific response time standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

SJCEMSA reviews each late response correction or exemption to determine if a delay in response is attributable to factors outside of the control of the ambulance service provider. Approved exemption requests are not included in response time compliance calculations for the assessment of fines. SJCEMSA ensures transparency by including in this report response time performance with and without, the application of exemptions for late responses.

While this report provides detailed response time compliance information for each of the six X-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all X-Zones, have a response time of nine minutes and twelve seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2024 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/departments/ems>

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Jan 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	440	31	92.95%	X		
SJ ZONE X-22	151	13	91.39%	X		
SJ ZONE X-23	297	32	89.23%		X	
SJ ZONE X-24	1336	83	93.79%	X		
SJ ZONE X-25	1465	137	90.65%	X		
SJ ZONE X-26	540	30	94.44%	X		
All Zones Combined	4229	326	92.29%			
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses

Jan 2024							
Rolling Population Density (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - No Red Lights and Siren (NRLS)

Jan 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	266	15	94.36%	X		
SJ ZONE X-22	69	1	98.55%	---	---	
SJ ZONE X-23	148	2	98.65%	X		
SJ ZONE X-24	781	34	95.65%	X		
SJ ZONE X-25	954	20	97.90%	X		
SJ ZONE X-26	271	9	96.68%	X		
All Zones Combined	2489	81	96.75%			
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses

Jan 2024							
Rolling Population Density (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE X-22	Dec 2023	Jan 2024	141	4	97.16%	X	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Feb 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
	Compliance Calc Incidents			Yes	No	
SJ ZONE X-21	406	27	93.35%	X		
SJ ZONE X-22	122	12	90.16%	X		
SJ ZONE X-23	296	28	90.54%	X		
SJ ZONE X-24	1196	58	95.15%	X		
SJ ZONE X-25	1369	62	95.47%	X		
SJ ZONE X-26	440	20	95.45%	X		
All Zones Combined	3829	207	94.59%			
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses							
Feb 2024							
Rolling Population Density (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
	CP Start = Compliance Period Start Date CP End = Compliance Period End Date			Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - No Red Lights and Siren (NRLS)

Feb 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	257	3	98.83%	X		
SJ ZONE X-22	58	1	98.28%	---	---	
SJ ZONE X-23	161	1	99.38%	X		
SJ ZONE X-24	744	15	97.98%	X		
SJ ZONE X-25	831	10	98.80%	X		
SJ ZONE X-26	235	3	98.72%	X		
All Zones Combined	2286	33	98.56%			
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses

Feb 2024								
Rolling Population Density (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
CP Start			CP End			Compliance Calc Incidents	Yes	No
SJ ZONE X-22	Feb 2024	Feb 2024	58	1	98.28%	---	---	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance Report - Interfacility Transfer (IFT)								
Jan 2024								
Rolling Population Density (with Multiple Months for 100 Call Min)	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Priority	Compliance Calc Incidents	CP Responses	CP Start	CP End	Compliance Calc Incidents		Yes	No
IFT ALS	450	450	Jan 2024	Jan 2024	39	91.33%	X	
IFT CCT	51	93	Dec 2023		35	62.37%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
Feb 2024								
Rolling Population Density (with Multiple Months for 100 Call Min)	Current Month Total	Rolling Total	Rolling Compliance Period From	Rolling Compliance Period Through	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Priority	Compliance Calc Incidents	CP Responses	CP Start	CP End	Compliance Calc Incidents		Yes	No
IFT ALS	465	465	Feb 2024	Feb 2024	36	92.26%	X	
IFT CCT	54	147	Dec 2023	Feb 2024	56	61.90%		X
CP Start = Compliance Period Start Date CP End = Compliance Period End Date					Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Fines and Penalties Report

Type of Penalty	Jan 2024	Feb 2024
Out of compliance response zones	\$5,000	N/A
Code 2 and Code 3 Late response minutes	\$6,940	\$1,720
ALS IFT or CCT-IFT Late response minutes	\$28,400	\$25,200
Out of compliance monthly response ALS-IFT or CCT-IFT	N/A	\$5,000
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
Totals	\$40,340	\$31,920

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	440	28:00	05:32	03:15	08:58
SJ ZONE X-22 URBAN	79	18:33	06:47	02:43	09:41
SJ ZONE X-23 URBAN	217	18:17	06:18	03:08	10:13
SJ ZONE X-24 URBAN	1336	23:06	06:05	02:49	09:31
SJ ZONE X-25 URBAN	1465	20:30	06:17	02:47	09:52
SJ ZONE X-26 URBAN	374	30:41	06:20	04:12	11:42
SJ ZONE X-22 SUBURBAN	16	13:41	07:20	02:56	09:25
SJ ZONE X-23 SUBURBAN	38	27:44	08:40	04:50	13:36
SJ ZONE X-26 SUBURBAN	47	17:56	06:57	03:25	10:04
SJ ZONE X-26 SUBURBAN-MODERATE	57	30:33	13:21	05:23	20:17
SJ ZONE X-22 RURAL	46	29:26	11:53	04:53	17:00
SJ ZONE X-23 RURAL	42	25:41	11:47	04:23	16:58
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	60	28:02	12:21	05:28	19:31
SJ ZONE X-22 WILDERNESS	10	18:46	11:42	04:04	15:00
SJ ZONE X-26 WILDERNESS	2	31:31	24:59	09:14	30:12
All Urban Compliance Areas	3911	30:41	06:09	03:02	09:45
All Suburban Compliance Areas	101	27:44	07:39	04:00	11:46
All Suburban-Moderate Compliance Areas	57	30:33	13:21	05:23	20:17
All Rural Compliance Areas	148	29:26	12:02	04:59	18:58
All Wilderness Compliance Areas	12	31:31	13:55	06:55	18:44
Total Responses	4229				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	266	54:52	10:59	08:16	21:03
SJ ZONE X-22 URBAN	37	22:25	08:58	03:32	12:51
SJ ZONE X-23 URBAN	105	27:31	10:23	05:32	16:28
SJ ZONE X-24 URBAN	781	73:24	11:54	08:02	19:45
SJ ZONE X-25 URBAN	954	66:25	10:16	05:56	14:55
SJ ZONE X-26 URBAN	219	66:42	10:31	08:56	20:57
SJ ZONE X-22 SUBURBAN	9	22:33	11:43	06:45	19:20
SJ ZONE X-23 SUBURBAN	18	25:31	11:25	05:13	16:23
SJ ZONE X-26 SUBURBAN	17	19:13	10:14	03:59	15:48
SJ ZONE X-26 SUBURBAN-MODERATE	18	31:54	17:46	06:12	24:04
SJ ZONE X-22 RURAL	21	29:02	14:37	05:55	21:26
SJ ZONE X-23 RURAL	25	36:14	17:55	05:59	23:45
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	17	30:12	19:38	05:42	28:47
SJ ZONE X-22 WILDERNESS	2	26:00	20:06	08:20	24:49
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2362	73:24	10:53	07:16	17:54
All Suburban Compliance Areas	44	25:31	11:01	05:03	18:12
All Suburban-Moderate Compliance Areas	18	31:54	17:46	06:12	24:04
All Rural Compliance Areas	63	36:14	17:17	06:08	23:59
All Wilderness Compliance Areas	2	26:00	20:06	08:20	24:49
Total Responses	2489				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	406	21:31	05:18	02:36	08:35
SJ ZONE X-22 URBAN	72	16:30	06:32	02:29	09:11
SJ ZONE X-23 URBAN	207	22:50	06:36	03:09	10:44
SJ ZONE X-24 URBAN	1196	23:53	05:39	02:42	08:46
SJ ZONE X-25 URBAN	1369	20:26	05:19	02:15	08:06
SJ ZONE X-26 URBAN	326	27:56	05:44	03:33	09:10
SJ ZONE X-22 SUBURBAN	17	12:16	08:16	02:47	10:57
SJ ZONE X-23 SUBURBAN	47	20:36	10:29	04:25	16:21
SJ ZONE X-26 SUBURBAN	30	14:41	06:52	02:30	09:23
SJ ZONE X-26 SUBURBAN-MODERATE	26	20:32	11:51	03:21	15:23
SJ ZONE X-22 RURAL	24	19:50	12:26	03:54	18:01
SJ ZONE X-23 RURAL	42	21:20	11:26	04:47	17:14
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	49	33:12	10:55	05:52	17:06
SJ ZONE X-22 WILDERNESS	9	15:32	11:48	02:21	15:22
SJ ZONE X-26 WILDERNESS	9	34:12	19:16	08:44	31:59
All Urban Compliance Areas	3576	27:56	05:34	02:40	08:39
All Suburban Compliance Areas	94	20:36	08:56	03:57	14:04
All Suburban-Moderate Compliance Areas	26	20:32	11:51	03:21	15:23
All Rural Compliance Areas	115	33:12	11:26	05:07	17:16
All Wilderness Compliance Areas	18	34:12	15:32	07:18	24:08
Total Responses	3829				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	257	48:05	08:25	05:18	13:37
SJ ZONE X-22 URBAN	36	17:39	09:57	03:02	14:47
SJ ZONE X-23 URBAN	112	36:51	09:33	04:47	14:00
SJ ZONE X-24 URBAN	744	51:54	09:38	05:58	16:03
SJ ZONE X-25 URBAN	831	45:56	08:54	04:25	13:54
SJ ZONE X-26 URBAN	199	26:20	07:38	03:57	12:32
SJ ZONE X-22 SUBURBAN	9	18:21	11:12	05:00	15:08
SJ ZONE X-23 SUBURBAN	24	20:29	13:06	03:38	17:20
SJ ZONE X-26 SUBURBAN	11	15:14	09:07	03:25	15:09
SJ ZONE X-26 SUBURBAN-MODERATE	17	29:24	15:02	06:16	21:59
SJ ZONE X-22 RURAL	12	21:28	16:42	05:20	21:23
SJ ZONE X-23 RURAL	25	32:33	18:31	05:53	24:59
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	8	21:48	17:04	04:20	21:38
SJ ZONE X-22 WILDERNESS	1	24:58	24:58	00:00	24:58
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2179	51:54	09:02	05:06	14:27
All Suburban Compliance Areas	44	20:29	11:43	04:09	16:47
All Suburban-Moderate Compliance Areas	17	29:24	15:02	06:16	21:59
All Rural Compliance Areas	45	32:33	17:46	05:27	23:24
All Wilderness Compliance Areas	1	24:58	24:58	00:00	24:58
Total Responses	2286				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	440	82	81.36%	440	31	92.95%
SJ ZONE X-22	151	34	77.48%	151	13	91.39%
SJ ZONE X-23	297	98	67.00%	297	32	89.23%
SJ ZONE X-24	1336	315	76.42%	1336	83	93.79%
SJ ZONE X-25	1465	416	71.60%	1465	137	90.65%
SJ ZONE X-26	540	108	80.00%	540	30	94.44%
All Zones Combined	4229	1053	75.10%	4229	326	92.29%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Jan 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	266	34	87.22%	266	15	94.36%
SJ ZONE X-22	69	2	97.10%	69	1	98.55%
SJ ZONE X-23	148	24	83.78%	148	2	98.65%
SJ ZONE X-24	781	130	83.35%	781	34	95.65%
SJ ZONE X-25	954	80	91.61%	954	20	97.90%
SJ ZONE X-26	271	27	90.04%	271	9	96.68%
All Zones Combined	2489	297	88.07%	2489	81	96.75%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Feb 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	406	63	84.48%	406	27	93.35%
SJ ZONE X-22	122	28	77.05%	122	12	90.16%
SJ ZONE X-23	296	100	66.22%	296	28	90.54%
SJ ZONE X-24	1196	224	81.27%	1196	58	95.15%
SJ ZONE X-25	1369	216	84.22%	1369	62	95.47%
SJ ZONE X-26	440	71	83.86%	440	20	95.45%
All Zones Combined	3829	702	81.67%	3829	207	94.59%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Feb 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	257	13	94.94%	257	3	98.83%
SJ ZONE X-22	58	4	93.10%	58	1	98.28%
SJ ZONE X-23	161	8	95.03%	161	1	99.38%
SJ ZONE X-24	744	47	93.68%	744	15	97.98%
SJ ZONE X-25	831	36	95.67%	831	10	98.80%
SJ ZONE X-26	235	7	97.02%	235	3	98.72%
All Zones Combined	2286	115	94.97%	2286	33	98.56%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Comparison of Compliance with and without Exemptions - IFT

Jan 2024						
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
IFT ALS	450	112	75.11%	450	39	91.33%
IFT CCT	51	25	50.98%	51	20	60.78%

Comparison of Compliance with and without Exemptions - IFT

Feb 2024						
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
IFT ALS	465	77	83.44%	465	36	92.26%
IFT CCT	54	24	55.56%	54	21	61.11%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports				
Types of Exemptions	Jan 2024		Feb 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	0	0	1	0
Delays in transferring care in the emergency department	708	8	399	5
IFT: Patient not ready at time of arrival	0	1	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	1	0	4	0
Other – Good cause	162	2	123	1
Severe inclement weather	0	0	3	0
Unavoidable delay caused by unreported road construction	0	0	2	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Zone Assist		
Population Density	Jan 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Escalon	1
	Manteca	2
SJ ZONE X-22	Escalon	1
	Manteca	2
SJ ZONE X-23	Manteca	19
SJ ZONE X-24	Escalon	1
	Manteca	5
SJ ZONE X-25	Manteca	26
SJ ZONE X-26	Manteca	46
	Ripon	1

Zone Assist		
Population Density	Feb 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	8
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	6
SJ ZONE X-26	Manteca	15

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Jan 2024	Feb 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		