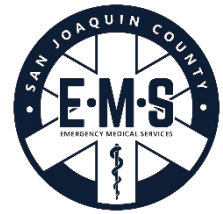




# San Joaquin County

## Emergency Medical Services Agency

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### Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 17, 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 July and August 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 ten minutes and six seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

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

**Response Time Compliance - Red Lights and Siren (RLS)**

Jul 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
	Compliance Calc Incidents			Yes	No	
SJ ZONE X-21	426	22	94.84%	X		
SJ ZONE X-22	160	11	93.13%	X		
SJ ZONE X-23	362	28	92.27%	X		
SJ ZONE X-24	1273	109	91.44%	X		
SJ ZONE X-25	1537	123	92.00%	X		
SJ ZONE X-26	524	26	95.04%	X		
<b>All Zones Combined</b>	4282	319	92.55%			
* 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**

Jul 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			

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

Jul 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	294	5	98.30%	X		
SJ ZONE X-22	78	1	98.72%	---	---	
SJ ZONE X-23	194	6	96.91%	X		
SJ ZONE X-24	893	27	96.98%	X		
SJ ZONE X-25	1029	18	98.25%	X		
SJ ZONE X-26	299	8	97.32%	X		
<b>All Zones Combined</b>	2787	65	97.67%			
* 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**

Jul 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	Jun 2024	Jul 2024	153	1	99.35%	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)

Aug 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	446	25	94.39%	X		
SJ ZONE X-22	163	16	90.18%	X		
SJ ZONE X-23	341	25	92.67%	X		
SJ ZONE X-24	1295	113	91.27%	X		
SJ ZONE X-25	1453	140	90.36%	X		
SJ ZONE X-26	568	36	93.66%	X		
<b>All Zones Combined</b>	4266	355	91.68%			
* 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

Aug 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)

Aug 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	283	2	99.29%	X		
SJ ZONE X-22	81	1	98.77%	---	---	
SJ ZONE X-23	155	3	98.06%	X		
SJ ZONE X-24	864	31	96.41%	X		
SJ ZONE X-25	955	13	98.64%	X		
SJ ZONE X-26	256	3	98.83%	X		
<b>All Zones Combined</b>	2594	53	97.96%			
* 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

Aug 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	
			Compliance Calc Incidents			Yes	No
	CP Start	CP End					
SJ ZONE X-22	Aug 2024	Aug 2024	81	1	98.77%	---	---
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)

Jul 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	453	453	Jul 2024	Jul 2024	11	97.57%	X	
IFT CCT	56	98	Jun 2024	Jul 2024	30	69.39%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)

Aug 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	457	457	Aug 2024	Aug 2024	19	95.84%	X		
IFT CCT	53	53	Aug 2024		18	66.04%	---	---	
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  
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Fines and Penalties Report		
Type of Penalty	Jul 2024	Aug 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$4,910	\$5,050
ALS IFT or CCT-IFT Late response minutes	\$8,600	\$14,200
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	N/A
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
<b>Totals</b>	\$18,510	\$19,250

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	426	31:19	05:36	03:16	08:41
SJ ZONE X-22 URBAN	88	17:04	06:31	03:10	10:10
SJ ZONE X-23 URBAN	245	22:02	06:40	03:22	11:06
SJ ZONE X-24 URBAN	1273	22:29	06:52	03:17	11:04
SJ ZONE X-25 URBAN	1537	25:38	06:12	02:54	09:29
SJ ZONE X-26 URBAN	369	24:41	06:10	03:58	10:33
SJ ZONE X-22 SUBURBAN	13	10:39	07:22	03:35	10:21
SJ ZONE X-23 SUBURBAN	46	20:20	08:36	04:04	15:10
SJ ZONE X-26 SUBURBAN	30	24:41	08:26	05:03	14:10
SJ ZONE X-26 SUBURBAN-MODERATE	48	32:46	13:14	04:53	18:24
SJ ZONE X-22 RURAL	53	21:45	13:06	04:16	19:09
SJ ZONE X-23 RURAL	71	32:54	12:35	06:00	18:35
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	75	25:05	12:15	04:41	18:01
SJ ZONE X-22 WILDERNESS	6	20:36	13:19	03:46	17:05
SJ ZONE X-26 WILDERNESS	2	19:18	18:29	01:08	19:08

All Urban Compliance Areas	3938	31:19	06:23	03:14	10:17
All Suburban Compliance Areas	89	24:41	08:22	04:20	14:07
All Suburban-Moderate Compliance Areas	48	32:46	13:14	04:53	18:24
All Rural Compliance Areas	199	32:54	12:36	05:05	18:54
All Wilderness Compliance Areas	8	20:36	14:36	04:00	19:41
<b>Total Responses</b>	<b>4282</b>				



Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	294	38:29	07:49	05:02	13:18
SJ ZONE X-22 URBAN	47	28:01	09:29	03:57	13:25
SJ ZONE X-23 URBAN	131	23:17	09:38	04:40	15:37
SJ ZONE X-24 URBAN	893	45:42	11:04	06:06	18:33
SJ ZONE X-25 URBAN	1027	59:48	09:24	05:07	14:50
SJ ZONE X-26 URBAN	237	69:23	08:50	07:11	14:39
SJ ZONE X-22 SUBURBAN	4	24:06	16:14	05:34	21:28
SJ ZONE X-23 SUBURBAN	18	28:28	13:53	05:38	20:50
SJ ZONE X-26 SUBURBAN	21	19:13	10:18	03:42	13:45
SJ ZONE X-26 SUBURBAN-MODERATE	19	23:56	14:01	05:57	21:23
SJ ZONE X-22 RURAL	26	27:59	16:14	06:16	23:28
SJ ZONE X-23 RURAL	45	32:57	16:15	08:31	26:57
SJ ZONE X-25 RURAL	2	17:45	17:18	00:38	17:39
SJ ZONE X-26 RURAL	22	21:22	13:48	04:04	19:12
SJ ZONE X-22 WILDERNESS	1	25:34	25:34	00:00	25:34
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00

All Urban Compliance Areas	2629	69:23	09:45	05:43	16:01
All Suburban Compliance Areas	43	28:28	12:21	05:07	19:22
All Suburban-Moderate Compliance Areas	19	23:56	14:01	05:57	21:23
All Rural Compliance Areas	95	32:57	15:42	07:01	25:46
All Wilderness Compliance Areas	1	25:34	25:34	00:00	25:34
<b>Total Responses</b>	<b>2787</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	446	22:18	05:31	03:01	08:52
SJ ZONE X-22 URBAN	85	16:43	06:48	02:59	09:52
SJ ZONE X-23 URBAN	211	19:13	06:05	03:20	10:14
SJ ZONE X-24 URBAN	1295	20:04	06:21	03:01	10:25
SJ ZONE X-25 URBAN	1452	20:12	06:13	02:42	09:31
SJ ZONE X-26 URBAN	412	26:02	05:49	03:44	10:00
SJ ZONE X-22 SUBURBAN	15	22:36	09:43	04:14	13:19
SJ ZONE X-23 SUBURBAN	49	19:27	08:04	03:37	12:24
SJ ZONE X-26 SUBURBAN	31	16:05	07:46	02:43	10:12
SJ ZONE X-26 SUBURBAN-MODERATE	49	19:54	11:36	03:35	15:47
SJ ZONE X-22 RURAL	48	25:46	12:28	04:42	18:59
SJ ZONE X-23 RURAL	81	36:05	12:14	06:00	19:06
SJ ZONE X-25 RURAL	1	11:50	11:50	00:00	11:50
SJ ZONE X-26 RURAL	72	24:36	12:33	04:36	18:51
SJ ZONE X-22 WILDERNESS	15	27:24	16:57	06:16	23:55
SJ ZONE X-26 WILDERNESS	4	17:45	15:46	01:32	17:17

All Urban Compliance Areas	3901	26:02	06:09	03:01	09:55
All Suburban Compliance Areas	95	22:36	08:13	03:29	12:16
All Suburban-Moderate Compliance Areas	49	19:54	11:36	03:35	15:47
All Rural Compliance Areas	202	36:05	12:24	05:12	19:03
All Wilderness Compliance Areas	19	27:24	16:42	05:35	23:30
<b>Total Responses</b>	<b>4266</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	283	58:41	08:57	06:15	14:03
SJ ZONE X-22 URBAN	50	19:31	08:57	03:00	12:29
SJ ZONE X-23 URBAN	107	28:11	10:09	05:09	16:18
SJ ZONE X-24 URBAN	864	57:46	10:52	06:14	17:40
SJ ZONE X-25 URBAN	955	59:44	09:31	05:20	14:32
SJ ZONE X-26 URBAN	205	48:09	08:10	05:19	12:41
SJ ZONE X-22 SUBURBAN	5	13:57	10:31	02:43	13:23
SJ ZONE X-23 SUBURBAN	21	23:19	10:43	05:14	16:46
SJ ZONE X-26 SUBURBAN	15	19:57	10:21	04:25	16:21
SJ ZONE X-26 SUBURBAN-MODERATE	17	23:27	15:04	05:23	20:12
SJ ZONE X-22 RURAL	22	26:38	16:40	05:12	21:18
SJ ZONE X-23 RURAL	27	36:05	19:45	07:48	29:24
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	17	25:39	17:14	06:29	25:16
SJ ZONE X-22 WILDERNESS	4	43:22	22:41	16:28	38:19
SJ ZONE X-26 WILDERNESS	2	23:13	22:12	01:26	23:00

All Urban Compliance Areas	2464	59:44	09:50	05:47	15:44
All Suburban Compliance Areas	41	23:19	10:34	04:37	16:46
All Suburban-Moderate Compliance Areas	17	23:27	15:04	05:23	20:12
All Rural Compliance Areas	66	36:05	18:05	06:44	25:32
All Wilderness Compliance Areas	6	43:22	22:31	12:47	34:58
<b>Total Responses</b>	<b>2594</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Jul 2024					
Population Density	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
SJ ZONE X-21	426	89	79.11%	426	22	94.84%
SJ ZONE X-22	160	47	70.63%	160	11	93.13%
SJ ZONE X-23	362	108	70.17%	362	28	92.27%
SJ ZONE X-24	1273	467	63.32%	1273	109	91.44%
SJ ZONE X-25	1537	400	73.98%	1537	123	92.00%
SJ ZONE X-26	524	109	79.20%	524	26	95.04%
<b>All Zones Combined</b>	<b>4282</b>	<b>1220</b>	<b>71.51%</b>	<b>4282</b>	<b>319</b>	<b>92.55%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jul 2024					
Population Density	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
SJ ZONE X-21	294	14	95.24%	294	5	98.30%
SJ ZONE X-22	78	4	94.87%	78	1	98.72%
SJ ZONE X-23	194	20	89.69%	194	6	96.91%
SJ ZONE X-24	893	121	86.45%	893	27	96.98%
SJ ZONE X-25	1029	72	93.00%	1029	18	98.25%
SJ ZONE X-26	299	24	91.97%	299	8	97.32%
<b>All Zones Combined</b>	<b>2787</b>	<b>255</b>	<b>90.85%</b>	<b>2787</b>	<b>65</b>	<b>97.67%</b>
* 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

	Aug 2024					
Population Density	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
SJ ZONE X-21	446	76	82.96%	446	25	94.39%
SJ ZONE X-22	163	44	73.01%	163	16	90.18%
SJ ZONE X-23	341	97	71.55%	341	25	92.67%
SJ ZONE X-24	1295	359	72.28%	1295	113	91.27%
SJ ZONE X-25	1453	385	73.50%	1453	140	90.36%
SJ ZONE X-26	568	103	81.87%	568	36	93.66%
<b>All Zones Combined</b>	<b>4266</b>	<b>1064</b>	<b>75.06%</b>	<b>4266</b>	<b>355</b>	<b>91.68%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Aug 2024					
Population Density	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
SJ ZONE X-21	283	9	96.82%	283	2	99.29%
SJ ZONE X-22	81	3	96.30%	81	1	98.77%
SJ ZONE X-23	155	16	89.68%	155	3	98.06%
SJ ZONE X-24	864	99	88.54%	864	31	96.41%
SJ ZONE X-25	955	45	95.29%	955	13	98.64%
SJ ZONE X-26	256	14	94.53%	256	3	98.83%
<b>All Zones Combined</b>	<b>2594</b>	<b>186</b>	<b>92.83%</b>	<b>2594</b>	<b>53</b>	<b>97.96%</b>
* 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

	Jul 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	453	72	84.11%	453	11	97.57%
IFT CCT	56	18	67.86%	56	14	75.00%

Comparison of Compliance with and without Exemptions - IFT

	Aug 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	457	74	83.81%	457	19	95.84%
IFT CCT	53	27	49.06%	53	18	66.04%

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Exemption Request Reports				
	Jul 2024		Aug 2024	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	893	5	694	1
IFT: Patient not ready at time of arrival	1	0	0	0
Inaccurate information provided from calling party	0	0	2	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	4	0
Other – Good cause	109	0	89	0
Severe inclement weather	8	0	0	0

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Zone Assist		
Population Density	Jul 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	2
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	3
	Manteca	16
SJ ZONE X-24	Manteca	9
SJ ZONE X-25	Escalon	1
	Manteca	13
SJ ZONE X-26	Manteca	32
	Ripon	1

Zone Assist		
Population Density	Aug 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	14
SJ ZONE X-24	Manteca	4
SJ ZONE X-25	Manteca	12
SJ ZONE X-26	Manteca	27



Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
07/16/2024	EL DORADO	AMR San Joaquin	06D02- Breathing Problems

Failure to Provide Data

Event Type	Jul 2024	Aug 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		