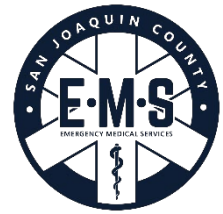




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: July 15, 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 May and June 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 thirty-eight seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 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)

May 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	398	23	94.22%	X		
SJ ZONE X-22	175	12	93.14%	X		
SJ ZONE X-23	365	24	93.42%	X		
SJ ZONE X-24	1327	128	90.35%	X		
SJ ZONE X-25	1480	126	91.49%	X		
SJ ZONE X-26	523	23	95.60%	X		
All Zones Combined	4268	336	92.13%			
* 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

May 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)

May 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	278	3	98.92%	X		
SJ ZONE X-22	85	1	98.82%	---	---	
SJ ZONE X-23	193	1	99.48%	X		
SJ ZONE X-24	866	38	95.61%	X		
SJ ZONE X-25	1005	21	97.91%	X		
SJ ZONE X-26	258	0	100.00%	X		
All Zones Combined	2685	64	97.62%			
* 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

May 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	Apr 2024	May 2024	146	3	97.95%	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)

Jun 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	377	26	93.10%	X		
SJ ZONE X-22	172	11	93.60%	X		
SJ ZONE X-23	339	32	90.56%	X		
SJ ZONE X-24	1214	121	90.03%	X		
SJ ZONE X-25	1495	111	92.58%	X		
SJ ZONE X-26	532	28	94.74%	X		
All Zones Combined	4129	329	92.03%			
* 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

Jun 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				Compliance Calc Incidents = Total Incident Count used in compliance calculations		
CP End - Compliance Period End Date						

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

Jun 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	238	3	98.74%	X		
SJ ZONE X-22	75	0	100.00%	---	---	
SJ ZONE X-23	154	4	97.40%	X		
SJ ZONE X-24	830	38	95.42%	X		
SJ ZONE X-25	936	19	97.97%	X		
SJ ZONE X-26	246	3	98.78%	X		
All Zones Combined	2479	67	97.30%			
* 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

Jun 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	Jun 2024	75	0	100.00%	---	---
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)								
May 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	470	470	May 2024	May 2024	12	97.45%	X	
IFT CCT	44	139	Mar 2024	May 2024	43	69.06%		X

Response Time Compliance Report - Interfacility Transfer (IFT)								
Jun 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	461	461	Jun 2024	Jun 2024	20	95.66%	X	
IFT CCT	42	42	Jun 2024		16	61.90%	---	---
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	May 2024	Jun 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$4,610	\$4,250
ALS IFT or CCT-IFT Late response minutes	\$6,800	\$12,000
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
Totals	\$16,410	\$16,250

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	398	26:59	05:25	02:51	08:23
SJ ZONE X-22 URBAN	91	17:50	06:47	03:02	10:39
SJ ZONE X-23 URBAN	241	16:45	06:04	03:00	10:23
SJ ZONE X-24 URBAN	1327	22:30	06:28	03:07	10:44
SJ ZONE X-25 URBAN	1479	22:10	05:59	02:40	09:16
SJ ZONE X-26 URBAN	376	38:22	05:50	03:54	09:19
SJ ZONE X-22 SUBURBAN	15	10:37	07:55	02:08	10:11
SJ ZONE X-23 SUBURBAN	42	18:34	08:14	03:28	11:48
SJ ZONE X-26 SUBURBAN	34	11:47	06:25	02:26	09:03
SJ ZONE X-26 SUBURBAN-MODERATE	42	29:40	13:54	05:17	23:39
SJ ZONE X-22 RURAL	61	22:36	11:12	04:26	17:04
SJ ZONE X-23 RURAL	82	23:44	11:11	04:38	17:09
SJ ZONE X-25 RURAL	1	08:04	08:04	00:00	08:04
SJ ZONE X-26 RURAL	67	20:56	11:46	04:27	17:03
SJ ZONE X-22 WILDERNESS	8	20:36	16:04	04:20	20:34
SJ ZONE X-26 WILDERNESS	4	18:36	17:43	01:09	18:31

All Urban Compliance Areas	3912	38:22	06:06	03:01	09:51
All Suburban Compliance Areas	91	18:34	07:30	03:01	10:59
All Suburban-Moderate Compliance Areas	42	29:40	13:54	05:17	23:39
All Rural Compliance Areas	211	23:44	11:22	04:30	17:05
All Wilderness Compliance Areas	12	20:36	16:37	03:36	20:24
Total Responses	4268				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	278	47:38	08:58	06:53	14:11
SJ ZONE X-22 URBAN	52	24:21	08:50	03:26	12:20
SJ ZONE X-23 URBAN	130	22:17	08:24	03:59	13:41
SJ ZONE X-24 URBAN	866	40:08	10:24	05:29	17:32
SJ ZONE X-25 URBAN	1005	47:18	09:18	04:27	14:21
SJ ZONE X-26 URBAN	197	36:48	07:59	05:12	12:46
SJ ZONE X-22 SUBURBAN	9	19:24	11:43	05:11	18:44
SJ ZONE X-23 SUBURBAN	24	15:32	09:05	04:03	13:57
SJ ZONE X-26 SUBURBAN	14	16:45	09:00	04:21	13:30
SJ ZONE X-26 SUBURBAN-MODERATE	22	23:21	16:34	04:17	22:06
SJ ZONE X-22 RURAL	24	31:47	17:42	06:11	25:53
SJ ZONE X-23 RURAL	39	35:40	17:13	08:08	30:45
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	24	29:12	15:28	06:04	23:32
SJ ZONE X-22 WILDERNESS		00:00	00:00	00:00	00:00
SJ ZONE X-26 WILDERNESS	1	12:57	12:57	00:00	12:57

All Urban Compliance Areas	2528	47:38	09:29	05:12	15:11
All Suburban Compliance Areas	47	19:24	09:34	04:24	14:18
All Suburban-Moderate Compliance Areas	22	23:21	16:34	04:17	22:06
All Rural Compliance Areas	87	35:40	16:52	07:05	27:06
All Wilderness Compliance Areas	1	12:57	12:57	00:00	12:57
Total Responses	2685				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	377	18:42	05:14	02:28	08:07
SJ ZONE X-22 URBAN	87	14:15	06:07	02:11	08:33
SJ ZONE X-23 URBAN	224	19:51	06:05	02:46	09:52
SJ ZONE X-24 URBAN	1214	23:56	06:21	02:58	10:23
SJ ZONE X-25 URBAN	1494	30:49	05:49	02:33	08:55
SJ ZONE X-26 URBAN	388	20:57	05:53	03:37	09:43
SJ ZONE X-22 SUBURBAN	21	23:40	09:38	03:40	12:09
SJ ZONE X-23 SUBURBAN	51	16:46	09:10	03:15	13:25
SJ ZONE X-26 SUBURBAN	45	12:43	06:51	02:17	09:01
SJ ZONE X-26 SUBURBAN-MODERATE	33	21:28	12:39	02:57	15:00
SJ ZONE X-22 RURAL	56	28:28	12:39	04:51	18:21
SJ ZONE X-23 RURAL	64	28:25	11:39	04:28	17:34
SJ ZONE X-25 RURAL	1	08:30	08:30	00:00	08:30
SJ ZONE X-26 RURAL	63	25:28	12:12	05:04	18:47
SJ ZONE X-22 WILDERNESS	8	34:16	14:25	10:38	24:44
SJ ZONE X-26 WILDERNESS	3	38:16	19:46	16:11	33:12

All Urban Compliance Areas	3784	30:49	05:58	02:49	09:25
All Suburban Compliance Areas	117	23:40	08:22	03:13	12:23
All Suburban-Moderate Compliance Areas	33	21:28	12:39	02:57	15:00
All Rural Compliance Areas	184	28:28	12:07	04:47	18:27
All Wilderness Compliance Areas	11	38:16	15:52	11:45	34:16
Total Responses	4129				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	238	31:34	08:04	04:55	13:36
SJ ZONE X-22 URBAN	47	14:09	09:13	02:48	12:49
SJ ZONE X-23 URBAN	112	34:24	09:19	04:53	15:31
SJ ZONE X-24 URBAN	830	54:09	10:52	05:46	17:53
SJ ZONE X-25 URBAN	936	55:05	09:38	05:07	15:00
SJ ZONE X-26 URBAN	192	47:18	08:23	04:55	13:03
SJ ZONE X-22 SUBURBAN	4	15:05	10:13	03:25	13:27
SJ ZONE X-23 SUBURBAN	8	11:12	07:45	03:02	10:46
SJ ZONE X-26 SUBURBAN	15	16:27	10:06	03:55	14:08
SJ ZONE X-26 SUBURBAN-MODERATE	14	29:23	19:46	05:42	27:54
SJ ZONE X-22 RURAL	23	30:31	17:02	06:00	23:55
SJ ZONE X-23 RURAL	34	32:44	18:39	06:06	25:48
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	25	30:36	15:56	07:50	25:31
SJ ZONE X-22 WILDERNESS	1	17:42	17:42	00:00	17:42
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00

All Urban Compliance Areas	2355	55:05	09:47	05:21	15:53
All Suburban Compliance Areas	27	16:27	09:25	03:39	14:05
All Suburban-Moderate Compliance Areas	14	29:23	19:46	05:42	27:54
All Rural Compliance Areas	82	32:44	17:22	06:40	25:22
All Wilderness Compliance Areas	1	17:42	17:42	00:00	17:42
Total Responses	2479				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	May 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	398	68	82.91%	398	23	94.22%
SJ ZONE X-22	175	41	76.57%	175	12	93.14%
SJ ZONE X-23	365	88	75.89%	365	24	93.42%
SJ ZONE X-24	1327	398	70.01%	1327	128	90.35%
SJ ZONE X-25	1480	357	75.88%	1480	126	91.49%
SJ ZONE X-26	523	86	83.56%	523	23	95.60%
All Zones Combined	4268	1038	75.68%	4268	336	92.13%
* 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	May 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	278	13	95.32%	278	3	98.92%
SJ ZONE X-22	85	4	95.29%	85	1	98.82%
SJ ZONE X-23	193	11	94.30%	193	1	99.48%
SJ ZONE X-24	866	99	88.57%	866	38	95.61%
SJ ZONE X-25	1005	70	93.03%	1005	21	97.91%
SJ ZONE X-26	258	12	95.35%	258	0	100.00%
All Zones Combined	2685	209	92.22%	2685	64	97.62%
* 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

	Jun 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	377	66	82.49%	377	26	93.10%
SJ ZONE X-22	172	37	78.49%	172	11	93.60%
SJ ZONE X-23	339	91	73.16%	339	32	90.56%
SJ ZONE X-24	1214	341	71.91%	1214	121	90.03%
SJ ZONE X-25	1495	329	77.99%	1495	111	92.58%
SJ ZONE X-26	532	90	83.08%	532	28	94.74%
All Zones Combined	4129	954	76.90%	4129	329	92.03%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	238	14	94.12%	238	3	98.74%
SJ ZONE X-22	75	1	98.67%	75	0	100.00%
SJ ZONE X-23	154	14	90.91%	154	4	97.40%
SJ ZONE X-24	830	110	86.75%	830	38	95.42%
SJ ZONE X-25	936	74	92.09%	936	19	97.97%
SJ ZONE X-26	246	9	96.34%	246	3	98.78%
All Zones Combined	2479	222	91.04%	2479	67	97.30%
* 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

Interfacility Transfers	May 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			
IFT ALS	470	80	82.98%	470	12	97.45%
IFT CCT	44	20	54.55%	44	10	77.27%

Comparison of Compliance with and without Exemptions - IFT

Interfacility Transfers	Jun 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			
IFT ALS	461	79	82.86%	461	20	95.66%
IFT CCT	42	28	33.33%	42	16	61.90%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports				
	May 2024		Jun 2024	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	631	12	598	4
Material change in dispatch location after the initial dispatch is recorded as dispatched	2	0	1	0
Other – Good cause	140	3	110	6
Restricted freeway access	1	0	0	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Zone Assist		
Population Density	May 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	1
SJ ZONE X-22	Manteca	3
SJ ZONE X-23	Manteca	15
SJ ZONE X-24	Manteca	2
SJ ZONE X-25	Escalon	1
	Manteca	15
SJ ZONE X-26	Manteca	23

Zone Assist		
Population Density	Jun 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	3
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	1
	Manteca	12
SJ ZONE X-24	Manteca	3
SJ ZONE X-25	Manteca	7
SJ ZONE X-26	Manteca	24

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	May 2024	Jun 2024
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		