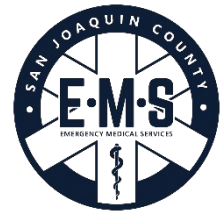




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2025

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 November and December 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 an average response time of nine minutes and forty-nine seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

Nov 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	403	31	92.31%	X		
SJ ZONE X-22	157	14	91.08%	X		
SJ ZONE X-23	317	46	85.49%		X	
SJ ZONE X-24	1300	116	91.08%	X		
SJ ZONE X-25	1366	104	92.39%	X		
SJ ZONE X-26	533	24	95.50%	X		
All Zones Combined	4076	335	91.78%			
* 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

Nov 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)

Nov 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	269	3	98.88%	X		
SJ ZONE X-22	71	1	98.59%	---	---	
SJ ZONE X-23	144	1	99.31%	X		
SJ ZONE X-24	797	30	96.24%	X		
SJ ZONE X-25	814	20	97.54%	X		
SJ ZONE X-26	221	2	99.10%	X		
All Zones Combined	2316	57	97.54%			
* 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

Nov 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	Oct 2024	Nov 2024	140	2	98.57%	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)

Dec 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
Compliance Calc Incidents						
SJ ZONE X-21	408	31	92.40%	X		
SJ ZONE X-22	175	17	90.29%	X		
SJ ZONE X-23	354	34	90.40%	X		
SJ ZONE X-24	1429	132	90.76%	X		
SJ ZONE X-25	1535	161	89.51%			X
SJ ZONE X-26	492	25	94.92%	X		
All Zones Combined	4393	400	90.89%			
* 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

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

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

Dec 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	274	6	97.81%	X		
SJ ZONE X-22	79	3	96.20%	---	---	
SJ ZONE X-23	127	5	96.06%	X		
SJ ZONE X-24	825	40	95.15%	X		
SJ ZONE X-25	871	26	97.01%	X		
SJ ZONE X-26	252	3	98.81%	X		
All Zones Combined	2428	83	96.58%			
* 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

Dec 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 2024	Dec 2024	79	3	96.20%	---	---
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)

Nov 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	466	466	Nov 2024	Nov 2024	20	95.71%	X
IFT CCT	41	84	Oct 2024		27	67.86%	---

Response Time Compliance Report - Interfacility Transfer (IFT)

Dec 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	442	442	Dec 2024	Dec 2024	23	94.80%	X
IFT CCT	40	124	Oct 2024	Dec 2024	42	66.13%	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	Nov 2024	Dec 2024
Out of compliance response zones	\$25,000	\$5,000
Code 2 and Code 3 Late response minutes	\$4,150	\$6,690
ALS IFT or CCT-IFT Late response minutes	\$10,400	\$17,200
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	\$39,550	\$33,890

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Nov 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	403	28:22	05:39	03:05	08:51
SJ ZONE X-22 URBAN	86	25:54	06:51	03:02	09:31
SJ ZONE X-23 URBAN	217	16:10	06:51	03:08	11:23
SJ ZONE X-24 URBAN	1300	37:01	06:16	03:09	10:13
SJ ZONE X-25 URBAN	1366	18:59	05:47	02:33	09:01
SJ ZONE X-26 URBAN	390	19:01	05:01	03:48	07:48
SJ ZONE X-22 SUBURBAN	10	10:53	08:47	01:21	10:19
SJ ZONE X-23 SUBURBAN	42	23:24	09:49	04:37	15:29
SJ ZONE X-26 SUBURBAN	36	14:32	06:28	02:54	10:41
SJ ZONE X-26 SUBURBAN-MODERATE	28	15:21	08:39	11:11	13:49
SJ ZONE X-22 RURAL	52	22:13	11:10	04:55	16:40
SJ ZONE X-23 RURAL	58	31:28	12:04	04:53	17:06
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	72	24:51	13:11	05:12	20:10
SJ ZONE X-22 WILDERNESS	9	22:05	15:11	03:56	20:57
SJ ZONE X-26 WILDERNESS	7	22:42	12:25	08:50	20:48
All Urban Compliance Areas	3762	37:01	05:56	03:03	09:25
All Suburban Compliance Areas	88	23:24	08:20	04:01	14:10
All Suburban-Moderate Compliance Areas	28	15:21	08:39	11:11	13:49
All Rural Compliance Areas	182	31:28	12:15	05:04	19:03
All Wilderness Compliance Areas	16	22:42	13:59	06:26	21:22
Total Responses	4076				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Nov 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	269	48:51	08:58	05:46	13:30
SJ ZONE X-22 URBAN	38	24:04	09:10	06:07	13:23
SJ ZONE X-23 URBAN	105	23:57	09:27	04:11	14:20
SJ ZONE X-24 URBAN	797	49:59	10:42	06:06	18:03
SJ ZONE X-25 URBAN	814	100:52	09:28	05:58	14:22
SJ ZONE X-26 URBAN	179	26:35	07:41	03:44	12:02
SJ ZONE X-22 SUBURBAN	4	13:06	10:14	02:02	12:12
SJ ZONE X-23 SUBURBAN	18	13:58	08:28	03:48	13:11
SJ ZONE X-26 SUBURBAN	5	13:11	11:25	01:43	12:54
SJ ZONE X-26 SUBURBAN-MODERATE	17	23:32	14:58	03:43	19:22
SJ ZONE X-22 RURAL	25	24:52	14:19	05:08	21:30
SJ ZONE X-23 RURAL	21	31:49	17:17	07:05	26:59
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	19	27:45	17:51	05:13	23:28
SJ ZONE X-22 WILDERNESS	4	25:12	17:43	06:31	23:59
SJ ZONE X-26 WILDERNESS	1	22:07	22:07	00:00	22:07
All Urban Compliance Areas	2202	100:52	09:42	05:50	15:49
All Suburban Compliance Areas	27	13:58	09:16	03:26	13:08
All Suburban-Moderate Compliance Areas	17	23:32	14:58	03:43	19:22
All Rural Compliance Areas	65	31:49	16:18	05:59	23:30
All Wilderness Compliance Areas	5	25:12	18:36	05:58	23:58
Total Responses	2316				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Dec 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	408	23:24	05:42	03:15	09:26
SJ ZONE X-22 URBAN	103	23:54	06:45	02:56	09:13
SJ ZONE X-23 URBAN	245	20:38	07:03	03:56	12:48
SJ ZONE X-24 URBAN	1429	29:05	06:45	03:26	10:52
SJ ZONE X-25 URBAN	1532	30:06	06:33	03:12	10:24
SJ ZONE X-26 URBAN	379	19:57	05:30	02:31	08:27
SJ ZONE X-22 SUBURBAN	15	13:58	09:24	02:19	12:21
SJ ZONE X-23 SUBURBAN	48	18:15	08:13	04:16	13:21
SJ ZONE X-26 SUBURBAN	27	14:14	06:56	02:03	08:18
SJ ZONE X-26 SUBURBAN-MODERATE	32	28:32	12:08	04:19	15:55
SJ ZONE X-22 RURAL	52	23:09	12:39	05:20	19:19
SJ ZONE X-23 RURAL	61	31:06	13:50	06:16	23:10
SJ ZONE X-25 RURAL	3	20:12	15:53	04:54	19:32
SJ ZONE X-26 RURAL	52	37:24	13:12	05:49	18:57
SJ ZONE X-22 WILDERNESS	5	41:24	16:44	14:53	32:07
SJ ZONE X-26 WILDERNESS	2	14:43	11:52	04:01	14:08
All Urban Compliance Areas	4096	30:06	06:29	03:18	10:31
All Suburban Compliance Areas	90	18:15	08:02	03:31	12:43
All Suburban-Moderate Compliance Areas	32	28:32	12:08	04:19	15:55
All Rural Compliance Areas	168	37:24	13:18	05:49	20:18
All Wilderness Compliance Areas	7	41:24	15:21	12:30	27:29
Total Responses	4393				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Dec 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	274	51:15	09:00	07:08	14:30
SJ ZONE X-22 URBAN	41	19:47	09:49	04:08	15:39
SJ ZONE X-23 URBAN	98	39:35	10:47	06:33	16:39
SJ ZONE X-24 URBAN	825	61:41	11:56	07:09	19:49
SJ ZONE X-25 URBAN	871	48:12	10:08	05:11	15:52
SJ ZONE X-26 URBAN	185	49:20	08:09	05:43	12:49
SJ ZONE X-22 SUBURBAN	7	28:32	13:19	07:25	20:03
SJ ZONE X-23 SUBURBAN	13	32:37	13:32	08:20	21:40
SJ ZONE X-26 SUBURBAN	7	24:10	11:31	05:59	16:38
SJ ZONE X-26 SUBURBAN-MODERATE	22	23:14	16:54	03:50	21:10
SJ ZONE X-22 RURAL	28	38:17	17:32	06:18	24:27
SJ ZONE X-23 RURAL	16	29:44	18:43	05:57	26:33
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	37	37:01	16:31	06:21	23:11
SJ ZONE X-22 WILDERNESS	3	24:41	18:19	05:32	22:54
SJ ZONE X-26 WILDERNESS	1	12:40	12:40	00:00	12:40
All Urban Compliance Areas	2294	61:41	10:31	06:24	17:28
All Suburban Compliance Areas	27	32:37	12:57	07:20	22:59
All Suburban-Moderate Compliance Areas	22	23:14	16:54	03:50	21:10
All Rural Compliance Areas	81	38:17	17:18	06:14	24:56
All Wilderness Compliance Areas	4	24:41	16:54	05:20	22:01
Total Responses	2428				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Nov 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	403	84	79.16%	403	31	92.31%
SJ ZONE X-22	157	40	74.52%	157	14	91.08%
SJ ZONE X-23	317	110	65.30%	317	46	85.49%
SJ ZONE X-24	1300	349	73.15%	1300	116	91.08%
SJ ZONE X-25	1366	284	79.21%	1366	104	92.39%
SJ ZONE X-26	533	75	85.93%	533	24	95.50%
All Zones Combined	4076	942	76.89%	4076	335	91.78%
* 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	Nov 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	269	15	94.42%	269	3	98.88%
SJ ZONE X-22	71	3	95.77%	71	1	98.59%
SJ ZONE X-23	144	6	95.83%	144	1	99.31%
SJ ZONE X-24	797	104	86.95%	797	30	96.24%
SJ ZONE X-25	814	54	93.37%	814	20	97.54%
SJ ZONE X-26	221	8	96.38%	221	2	99.10%
All Zones Combined	2316	190	91.80%	2316	57	97.54%
* 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

	Dec 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	408	77	81.13%	408	31	92.40%
SJ ZONE X-22	175	45	74.29%	175	17	90.29%
SJ ZONE X-23	354	120	66.10%	354	34	90.40%
SJ ZONE X-24	1429	433	69.70%	1429	132	90.76%
SJ ZONE X-25	1535	484	68.47%	1535	161	89.51%
SJ ZONE X-26	492	75	84.76%	492	25	94.92%
All Zones Combined	4393	1234	71.91%	4393	400	90.89%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Dec 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	274	16	94.16%	274	6	97.81%
SJ ZONE X-22	79	8	89.87%	79	3	96.20%
SJ ZONE X-23	127	19	85.04%	127	5	96.06%
SJ ZONE X-24	825	159	80.73%	825	40	95.15%
SJ ZONE X-25	871	84	90.36%	871	26	97.01%
SJ ZONE X-26	252	11	95.63%	252	3	98.81%
All Zones Combined	2428	297	87.77%	2428	83	96.58%
* 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

	Nov 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	466	76	83.69%	466	20	95.71%
IFT CCT	41	17	58.54%	41	14	65.85%

Comparison of Compliance with and without Exemptions - IFT

	Dec 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	442	110	75.11%	442	23	94.80%
IFT CCT	40	15	62.50%	40	15	62.50%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports

Types of Exemptions	Nov 2024		Dec 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	557	1	887	21
IFT: Patient not ready at time of arrival	1	0	0	0
Inaccurate information provided from calling party	1	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	4	0
Other – Good cause	118	1	127	1
Severe inclement weather	0	0	2	0
Unavoidable delay caused by unreported road construction	1	0	1	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Zone Assist		
Population Density	Nov 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	3
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	2
	Manteca	17
SJ ZONE X-24	Manteca	6
SJ ZONE X-25	Manteca	12
SJ ZONE X-26	Manteca	5

Zone Assist		
Population Density	Dec 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	14
SJ ZONE X-24	Manteca	8
SJ ZONE X-25	Escalon	2
	Manteca	41
SJ ZONE X-26	Manteca	11

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	Nov 2024	Dec 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		