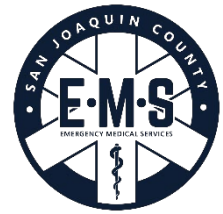




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: November 27, 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 September and October 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 twenty-seven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for September and October 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)

Sep 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	439	23	94.76%	X		
SJ ZONE X-22	116	2	98.28%	X		
SJ ZONE X-23	302	30	90.07%	X		
SJ ZONE X-24	1259	115	90.87%	X		
SJ ZONE X-25	1473	117	92.06%	X		
SJ ZONE X-26	506	21	95.85%	X		
All Zones Combined	4095	308	92.48%			
* 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

Sep 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)

Sep 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	284	7	97.54%	X		
SJ ZONE X-22	61	0	100.00%	---	---	
SJ ZONE X-23	161	3	98.14%	X		
SJ ZONE X-24	829	28	96.62%	X		
SJ ZONE X-25	967	22	97.72%	X		
SJ ZONE X-26	243	5	97.94%	X		
All Zones Combined	2545	65	97.45%			
* 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							
Sep 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	Sep 2024	142	1	99.30%	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)

Oct 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	401	22	94.51%	X		
SJ ZONE X-22	151	15	90.07%	X		
SJ ZONE X-23	314	42	86.62%		X	
SJ ZONE X-24	1229	118	90.40%	X		
SJ ZONE X-25	1398	106	92.42%	X		
SJ ZONE X-26	509	19	96.27%	X		
All Zones Combined	4002	322	91.95%			
* 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

Oct 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)

Oct 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	255	3	98.82%	X		
SJ ZONE X-22	69	1	98.55%	---	---	
SJ ZONE X-23	165	4	97.58%	X		
SJ ZONE X-24	907	30	96.69%	X		
SJ ZONE X-25	893	27	96.98%	X		
SJ ZONE X-26	223	1	99.55%	X		
All Zones Combined	2512	66	97.37%			
* 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

Oct 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	Oct 2024	Oct 2024	69	1	98.55%	---	---
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)								
Sep 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	468	468	Sep 2024	Sep 2024	20	95.73%	X	
IFT CCT	45	98	Aug 2024	Sep 2024	31	68.37%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
Oct 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	447	447	Oct 2024	Oct 2024	16	96.42%	X	
IFT CCT	43	43	Oct 2024		13	69.77%	---	---
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

Fines and Penalties Report		
Type of Penalty	Sep 2024	Oct 2024
Out of compliance response zones	N/A	\$20,000
Code 2 and Code 3 Late response minutes	\$4,460	\$4,630
ALS IFT or CCT-IFT Late response minutes	\$11,000	\$9,800
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	\$20,460	\$34,430

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Sep 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	439	30:12	05:49	04:00	09:07
SJ ZONE X-22 URBAN	51	13:48	06:02	02:13	09:05
SJ ZONE X-23 URBAN	199	18:46	06:45	03:26	11:29
SJ ZONE X-24 URBAN	1259	25:23	06:34	03:23	10:52
SJ ZONE X-25 URBAN	1471	24:39	06:09	02:48	09:31
SJ ZONE X-26 URBAN	372	17:31	05:32	02:55	08:55
SJ ZONE X-22 SUBURBAN	12	11:11	07:45	01:38	09:17
SJ ZONE X-23 SUBURBAN	43	26:54	09:38	04:50	16:09
SJ ZONE X-26 SUBURBAN	26	18:44	07:34	03:22	10:52
SJ ZONE X-26 SUBURBAN-MODERATE	36	24:45	12:41	03:57	15:39
SJ ZONE X-22 RURAL	38	23:03	12:21	04:45	20:48
SJ ZONE X-23 RURAL	60	26:05	12:21	06:00	20:51
SJ ZONE X-25 RURAL	2	14:55	12:29	03:26	14:25
SJ ZONE X-26 RURAL	71	25:16	11:05	04:15	17:02
SJ ZONE X-22 WILDERNESS	15	25:40	14:46	05:56	21:24
SJ ZONE X-26 WILDERNESS	1	04:08	04:08	00:00	04:08
All Urban Compliance Areas	3791	30:12	06:13	03:13	10:06
All Suburban Compliance Areas	81	26:54	08:41	04:08	13:56
All Suburban-Moderate Compliance Areas	36	24:45	12:41	03:57	15:39
All Rural Compliance Areas	171	26:05	11:49	05:02	18:44
All Wilderness Compliance Areas	16	25:40	14:06	06:19	21:19
Total Responses	4095				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Sep 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	284	60:13	08:49	06:03	15:36
SJ ZONE X-22 URBAN	31	14:52	09:18	03:02	14:05
SJ ZONE X-23 URBAN	118	27:51	10:36	05:02	17:39
SJ ZONE X-24 URBAN	829	65:50	12:00	08:20	21:51
SJ ZONE X-25 URBAN	967	59:13	10:04	06:01	16:00
SJ ZONE X-26 URBAN	179	61:24	08:40	06:20	13:28
SJ ZONE X-22 SUBURBAN	5	23:18	16:41	03:54	20:27
SJ ZONE X-23 SUBURBAN	16	14:19	08:21	03:34	13:06
SJ ZONE X-26 SUBURBAN	13	15:38	09:27	02:49	12:02
SJ ZONE X-26 SUBURBAN-MODERATE	28	25:23	15:19	05:52	20:47
SJ ZONE X-22 RURAL	21	35:59	18:15	07:49	24:39
SJ ZONE X-23 RURAL	27	32:10	17:41	08:24	29:05
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	23	35:54	17:29	07:56	27:08
SJ ZONE X-22 WILDERNESS	4	57:33	28:37	21:17	47:55
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2408	65:50	10:30	06:58	17:41
All Suburban Compliance Areas	34	23:18	09:59	04:19	15:19
All Suburban-Moderate Compliance Areas	28	25:23	15:19	05:52	20:47
All Rural Compliance Areas	71	35:59	17:47	07:58	28:46
All Wilderness Compliance Areas	4	57:33	28:37	21:17	47:55
Total Responses	2545				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Oct 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	401	18:46	05:20	02:44	08:26
SJ ZONE X-22 URBAN	85	20:41	06:08	02:39	08:40
SJ ZONE X-23 URBAN	212	21:51	06:51	03:11	10:53
SJ ZONE X-24 URBAN	1229	22:46	06:15	03:04	09:52
SJ ZONE X-25 URBAN	1398	24:11	05:43	02:40	08:54
SJ ZONE X-26 URBAN	382	18:45	05:04	02:29	07:43
SJ ZONE X-22 SUBURBAN	11	21:19	08:44	05:23	11:36
SJ ZONE X-23 SUBURBAN	46	19:06	08:49	04:12	15:34
SJ ZONE X-26 SUBURBAN	28	23:14	06:17	03:44	08:07
SJ ZONE X-26 SUBURBAN-MODERATE	34	18:58	12:11	03:12	16:02
SJ ZONE X-22 RURAL	47	34:42	12:43	05:01	18:41
SJ ZONE X-23 RURAL	56	28:39	13:05	05:35	21:50
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	63	28:20	11:53	04:38	17:34
SJ ZONE X-22 WILDERNESS	8	21:19	13:29	03:48	16:34
SJ ZONE X-26 WILDERNESS	2	19:32	11:56	10:44	18:00
All Urban Compliance Areas	3707	24:11	05:51	02:51	09:12
All Suburban Compliance Areas	85	23:14	07:58	04:20	14:05
All Suburban-Moderate Compliance Areas	34	18:58	12:11	03:12	16:02
All Rural Compliance Areas	166	34:42	12:31	05:04	19:03
All Wilderness Compliance Areas	10	21:19	13:10	04:57	19:42
Total Responses	4002				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Oct 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	255	41:43	08:35	05:25	13:02
SJ ZONE X-22 URBAN	46	22:30	09:16	03:19	12:45
SJ ZONE X-23 URBAN	117	45:50	10:50	05:38	16:11
SJ ZONE X-24 URBAN	907	74:43	11:04	07:13	18:40
SJ ZONE X-25 URBAN	893	68:51	09:44	05:46	14:57
SJ ZONE X-26 URBAN	175	38:52	07:34	04:01	11:24
SJ ZONE X-22 SUBURBAN	1	07:10	07:10	00:00	07:10
SJ ZONE X-23 SUBURBAN	18	23:26	14:38	05:04	20:49
SJ ZONE X-26 SUBURBAN	9	15:26	10:45	02:14	12:56
SJ ZONE X-26 SUBURBAN-MODERATE	21	24:45	15:12	04:41	20:50
SJ ZONE X-22 RURAL	19	35:30	19:12	07:21	29:06
SJ ZONE X-23 RURAL	30	24:13	15:46	05:47	23:15
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	18	33:57	17:25	08:17	24:33
SJ ZONE X-22 WILDERNESS	3	41:41	29:28	11:20	38:50
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2393	74:43	10:00	06:16	15:59
All Suburban Compliance Areas	28	23:26	13:07	04:44	20:38
All Suburban-Moderate Compliance Areas	21	24:45	15:12	04:41	20:50
All Rural Compliance Areas	67	35:30	17:11	07:01	24:13
All Wilderness Compliance Areas	3	41:41	29:28	11:20	38:50
Total Responses	2512				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Sep 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	439	81	81.55%	439	23	94.76%
SJ ZONE X-22	116	21	81.90%	116	2	98.28%
SJ ZONE X-23	302	101	66.56%	302	30	90.07%
SJ ZONE X-24	1259	378	69.98%	1259	115	90.87%
SJ ZONE X-25	1473	393	73.32%	1473	117	92.06%
SJ ZONE X-26	506	78	84.58%	506	21	95.85%
All Zones Combined	4095	1052	74.31%	4095	308	92.48%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Sep 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	284	27	90.49%	284	7	97.54%
SJ ZONE X-22	61	2	96.72%	61	0	100.00%
SJ ZONE X-23	161	20	87.58%	161	3	98.14%
SJ ZONE X-24	829	127	84.68%	829	28	96.62%
SJ ZONE X-25	967	78	91.93%	967	22	97.72%
SJ ZONE X-26	243	15	93.83%	243	5	97.94%
All Zones Combined	2545	269	89.43%	2545	65	97.45%
* 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

Oct 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	401	67	83.29%	401	22	94.51%
SJ ZONE X-22	151	31	79.47%	151	15	90.07%
SJ ZONE X-23	314	115	63.38%	314	42	86.62%
SJ ZONE X-24	1229	328	73.31%	1229	118	90.40%
SJ ZONE X-25	1398	269	80.76%	1398	106	92.42%
SJ ZONE X-26	509	65	87.23%	509	19	96.27%
All Zones Combined	4002	875	78.14%	4002	322	91.95%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Oct 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	255	10	96.08%	255	3	98.82%
SJ ZONE X-22	69	3	95.65%	69	1	98.55%
SJ ZONE X-23	165	22	86.67%	165	4	97.58%
SJ ZONE X-24	907	113	87.54%	907	30	96.69%
SJ ZONE X-25	893	56	93.73%	893	27	96.98%
SJ ZONE X-26	223	5	97.76%	223	1	99.55%
All Zones Combined	2512	209	91.68%	2512	66	97.37%
* 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

Sep 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	468	96	79.49%	468	20	95.73%
IFT CCT	45	23	48.89%	45	13	71.11%

Comparison of Compliance with and without Exemptions - IFT

Oct 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	447	65	85.46%	447	16	96.42%
IFT CCT	43	17	60.47%	43	13	69.77%

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Exemption Request Reports				
	Sep 2024		Oct 2024	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	792	5	531	1
IFT: Patient not ready at time of arrival	0	0	1	0
Inaccurate information provided from calling party	0	0	1	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	5	0
Other – Good cause	108	2	89	0
Unavoidable delay caused by unreported road construction	0	0	1	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Zone Assist		
Population Density	Sep 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	4
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	21
	Ripon	1
SJ ZONE X-24	Manteca	7
SJ ZONE X-25	Manteca	13
SJ ZONE X-26	Manteca	15

Zone Assist		
Population Density	Oct 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	15
SJ ZONE X-24	Manteca	4
SJ ZONE X-25	Escalon	1
	Manteca	11
SJ ZONE X-26	Manteca	10

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
09/08/2024	RIO VISTA	AMR San Joaquin	06D00- Breathing Problems

Failure to Provide Data		
Event Type	Sep 2024	Oct 2024
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		