



San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: March 21, 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 January and February 2025, 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 ten minutes and five 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 2025 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 2025						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	520	21	95.96%	X		
SJ ZONE X-22	156	10	93.59%	X		
SJ ZONE X-23	347	24	93.08%	X		
SJ ZONE X-24	1455	80	94.50%	X		
SJ ZONE X-25	1619	127	92.16%	X		
SJ ZONE X-26	515	21	95.92%	X		
All Zones Combined	4612	283	93.86%			
* 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 2025							
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				

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

Jan 2025						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	260	3	98.85%	X		
SJ ZONE X-22	95	2	97.89%	---	---	
SJ ZONE X-23	147	5	96.60%	X		
SJ ZONE X-24	873	20	97.71%	X		
SJ ZONE X-25	891	16	98.20%	X		
SJ ZONE X-26	255	1	99.61%	X		
All Zones Combined	2521	47	98.14%			
* 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 2025							
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	Jan 2025	174	5	97.13%	X	
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Response Time Compliance - Red Lights and Siren (RLS)

Feb 2025						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	421	21	95.01%	X		
SJ ZONE X-22	165	12	92.73%	X		
SJ ZONE X-23	316	21	93.35%	X		
SJ ZONE X-24	1396	114	91.83%	X		
SJ ZONE X-25	1474	133	90.98%	X		
SJ ZONE X-26	473	23	95.14%	X		
All Zones Combined	4245	324	92.37%			
* 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 RLS Responses

Feb 2025							
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			

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

Feb 2025						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	269	4	98.51%	X		
SJ ZONE X-22	58	2	96.55%	---	---	
SJ ZONE X-23	134	2	98.51%	X		
SJ ZONE X-24	706	28	96.03%	X		
SJ ZONE X-25	890	24	97.30%	X		
SJ ZONE X-26	219	2	99.09%	X		
All Zones Combined	2276	62	97.28%			
* 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 2025							
Rolling Population Density (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non- Compliant Non- Exempted	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-22	Feb 2025	Feb 2025	58	2	96.55%	---	---
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Response Time Compliance Report - Interfacility Transfer (IFT)

Jan 2025							
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	Jan 2025	Jan 2025	27	94.26%	X
IFT CCT	52	52	Jan 2025		16	69.23%	---

Response Time Compliance Report - Interfacility Transfer (IFT)

Feb 2025							
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	404	404	Feb 2025	Feb 2025	40	90.10%	X
IFT CCT	51	103	Jan 2025	Feb 2025	37	64.08%	X
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Fines and Penalties Report		
Type of Penalty	Jan 2025	Feb 2025
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$3,450	\$4,300
ALS IFT or CCT-IFT Late response minutes	\$16,200	\$24,200
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	\$19,650	\$33,500

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jan 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	520	24:43	05:33	02:56	08:57
SJ ZONE X-22 URBAN	73	14:13	06:42	02:20	09:25
SJ ZONE X-23 URBAN	251	28:55	06:51	03:56	11:25
SJ ZONE X-24 URBAN	1455	27:58	06:40	03:21	10:38
SJ ZONE X-25 URBAN	1619	38:37	06:21	02:51	09:28
SJ ZONE X-26 URBAN	351	17:35	05:11	02:12	07:45
SJ ZONE X-22 SUBURBAN	18	12:53	08:25	02:22	11:06
SJ ZONE X-23 SUBURBAN	40	22:31	08:38	05:06	15:32
SJ ZONE X-26 SUBURBAN	49	19:12	06:34	03:09	09:15
SJ ZONE X-26 SUBURBAN-MODERATE	45	18:49	11:54	03:20	15:18
SJ ZONE X-22 RURAL	55	23:22	10:52	04:27	15:48
SJ ZONE X-23 RURAL	56	23:09	12:06	04:37	17:47
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	67	26:42	12:23	05:05	18:27
SJ ZONE X-22 WILDERNESS	10	27:11	14:08	05:12	17:29
SJ ZONE X-26 WILDERNESS	3	20:04	18:59	01:19	19:55
All Urban Compliance Areas	4269	38:37	06:18	03:06	09:51
All Suburban Compliance Areas	107	22:31	07:39	04:00	12:30
All Suburban-Moderate Compliance Areas	45	18:49	11:54	03:20	15:18
All Rural Compliance Areas	178	26:42	11:49	04:46	17:46
All Wilderness Compliance Areas	13	27:11	15:15	05:00	19:55
Total Responses	4612				

Exclusive Emergency Ambulance Provider
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American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jan 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	260	56:07	09:42	07:25	16:19
SJ ZONE X-22 URBAN	46	20:09	09:05	04:01	13:52
SJ ZONE X-23 URBAN	106	37:50	10:48	06:43	20:11
SJ ZONE X-24 URBAN	873	60:28	12:10	07:39	19:33
SJ ZONE X-25 URBAN	891	80:33	10:36	07:19	16:25
SJ ZONE X-26 URBAN	199	46:59	08:25	05:09	13:05
SJ ZONE X-22 SUBURBAN	11	17:37	12:33	02:58	14:38
SJ ZONE X-23 SUBURBAN	13	28:51	13:08	07:45	24:38
SJ ZONE X-26 SUBURBAN	12	17:03	09:54	03:48	16:12
SJ ZONE X-26 SUBURBAN-MODERATE	22	27:32	16:13	06:38	23:18
SJ ZONE X-22 RURAL	37	37:54	15:36	07:06	22:13
SJ ZONE X-23 RURAL	28	38:02	19:16	08:06	29:40
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	20	36:09	17:13	07:29	26:12
SJ ZONE X-22 WILDERNESS	1	25:32	25:32	00:00	25:32
SJ ZONE X-26 WILDERNESS	2	27:09	25:05	02:55	26:44
All Urban Compliance Areas	2375	80:33	10:52	07:19	17:45
All Suburban Compliance Areas	36	28:51	11:53	05:27	17:20
All Suburban-Moderate Compliance Areas	22	27:32	16:13	06:38	23:18
All Rural Compliance Areas	85	38:02	17:11	07:37	26:55
All Wilderness Compliance Areas	3	27:09	25:14	02:04	26:49
Total Responses	2521				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Feb 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	421	23:37	05:42	03:13	09:08
SJ ZONE X-22 URBAN	73	17:52	06:58	02:53	09:42
SJ ZONE X-23 URBAN	211	25:54	07:03	03:54	12:16
SJ ZONE X-24 URBAN	1396	31:16	06:48	03:27	10:56
SJ ZONE X-25 URBAN	1474	23:46	06:34	02:51	10:12
SJ ZONE X-26 URBAN	358	26:19	05:36	03:01	08:17
SJ ZONE X-22 SUBURBAN	24	13:39	09:23	02:15	13:15
SJ ZONE X-23 SUBURBAN	40	26:50	08:40	04:54	13:29
SJ ZONE X-26 SUBURBAN	25	17:01	07:12	03:31	11:46
SJ ZONE X-26 SUBURBAN-MODERATE	40	17:07	12:14	02:42	15:08
SJ ZONE X-22 RURAL	54	25:09	12:45	05:07	18:32
SJ ZONE X-23 RURAL	65	25:42	12:26	05:16	19:08
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	47	20:38	12:05	04:16	17:19
SJ ZONE X-22 WILDERNESS	14	26:30	15:33	06:23	23:54
SJ ZONE X-26 WILDERNESS	3	25:13	14:47	09:20	22:33
All Urban Compliance Areas	3933	31:16	06:30	03:13	10:25
All Suburban Compliance Areas	89	26:50	08:27	04:00	13:23
All Suburban-Moderate Compliance Areas	40	17:07	12:14	02:42	15:08
All Rural Compliance Areas	166	25:42	12:26	04:56	18:30
All Wilderness Compliance Areas	17	26:30	15:25	06:39	25:23
Total Responses	4245				

Exclusive Emergency Ambulance Provider
Contract Compliance
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Feb 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	269	82:06	09:59	10:09	18:08
SJ ZONE X-22 URBAN	27	27:14	10:28	05:11	18:18
SJ ZONE X-23 URBAN	100	26:31	10:51	05:34	18:18
SJ ZONE X-24 URBAN	706	83:03	12:51	07:43	21:25
SJ ZONE X-25 URBAN	890	79:01	11:01	07:13	16:58
SJ ZONE X-26 URBAN	178	20:45	07:44	03:27	12:15
SJ ZONE X-22 SUBURBAN	6	12:10	09:47	03:06	12:08
SJ ZONE X-23 SUBURBAN	15	24:07	11:26	06:30	20:12
SJ ZONE X-26 SUBURBAN	8	18:18	11:20	04:07	15:58
SJ ZONE X-26 SUBURBAN-MODERATE	14	33:19	14:04	08:14	21:22
SJ ZONE X-22 RURAL	25	29:41	16:23	06:52	26:09
SJ ZONE X-23 RURAL	19	30:24	21:08	07:02	29:41
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	19	36:44	16:13	07:12	22:06
SJ ZONE X-22 WILDERNESS		00:00	00:00	00:00	00:00
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2170	83:03	11:12	07:38	18:35
All Suburban Compliance Areas	29	24:07	11:04	05:15	18:26
All Suburban-Moderate Compliance Areas	14	33:19	14:04	08:14	21:22
All Rural Compliance Areas	63	36:44	17:46	07:15	28:53
Total Responses	2276				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan 2025			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	520	86	83.46%	520	21	95.96%
SJ ZONE X-22	156	31	80.13%	156	10	93.59%
SJ ZONE X-23	347	117	66.28%	347	24	93.08%
SJ ZONE X-24	1455	462	68.25%	1455	80	94.50%
SJ ZONE X-25	1619	457	71.77%	1619	127	92.16%
SJ ZONE X-26	515	65	87.38%	515	21	95.92%
All Zones Combined	4612	1218	73.59%	4612	283	93.86%
* 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 2025			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	260	24	90.77%	260	3	98.85%
SJ ZONE X-22	95	4	95.79%	95	2	97.89%
SJ ZONE X-23	147	22	85.03%	147	5	96.60%
SJ ZONE X-24	873	154	82.36%	873	20	97.71%
SJ ZONE X-25	891	80	91.02%	891	16	98.20%
SJ ZONE X-26	255	10	96.08%	255	1	99.61%
All Zones Combined	2521	294	88.34%	2521	47	98.14%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - RLS

Feb 2025						
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	421	84	80.05%	421	21	95.01%
SJ ZONE X-22	165	39	76.36%	165	12	92.73%
SJ ZONE X-23	316	118	62.66%	316	21	93.35%
SJ ZONE X-24	1396	453	67.55%	1396	114	91.83%
SJ ZONE X-25	1474	459	68.86%	1474	133	90.98%
SJ ZONE X-26	473	70	85.20%	473	23	95.14%
All Zones Combined	4245	1223	71.19%	4245	324	92.37%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Feb 2025						
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	269	25	90.71%	269	4	98.51%
SJ ZONE X-22	58	5	91.38%	58	2	96.55%
SJ ZONE X-23	134	23	82.84%	134	2	98.51%
SJ ZONE X-24	706	136	80.74%	706	28	96.03%
SJ ZONE X-25	890	98	88.99%	890	24	97.30%
SJ ZONE X-26	219	9	95.89%	219	2	99.09%
All Zones Combined	2276	296	86.99%	2276	62	97.28%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - IFT

	Jan 2025					
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	470	119	74.68%	470	27	94.26%
IFT CCT	52	23	55.77%	52	16	69.23%

Comparison of Compliance with and without Exemptions - IFT

	Feb 2025					
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	404	123	69.55%	404	40	90.10%
IFT CCT	51	23	54.90%	51	21	58.82%

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Exemption Request Reports				
	Jan 2025		Feb 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	1095	2	1002	2
IFT: Patient not ready at time of arrival	0	0	1	0
Inaccurate information provided from calling party	0	0	1	1
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	2	0
Other – Good cause	83	0	95	0
Severe inclement weather	0	0	1	0

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Zone Assist		
Population Density	Jan 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	2
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	3
	Manteca	12
SJ ZONE X-24	Escalon	1
	Manteca	12
SJ ZONE X-25	Manteca	22
SJ ZONE X-26	Manteca	11

Zone Assist		
Population Density	Feb 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	1
	Manteca	23
SJ ZONE X-24	Escalon	2
	Manteca	11
SJ ZONE X-25	Escalon	1
	Manteca	27
SJ ZONE X-26	Manteca	5
	Ripon	1

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Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
01/21/2025	ELK GROVE	AMR San Joaquin	Police/Fire Standby

Failure to Provide Data		
Event Type	Jan 2025	Feb 2025
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		