



# San Joaquin County Emergency Medical Services Agency



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## Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: September 29, 2022

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 2022, 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 eight 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 2022 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/department/ems>

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Jul 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	387	30	92.25%	X		
SJ ZONE X-22	162	13	91.98%	X		
SJ ZONE X-23	330	43	86.97%		X	
SJ ZONE X-24	1314	127	90.33%	X		
SJ ZONE X-25	1452	139	90.43%	X		
SJ ZONE X-26	608	48	92.11%	X		
<b>All Zones Combined</b>	4253	400	90.59%			
* 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 2022							
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
	N/A	N/A					
				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  
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Response Time Compliance - No Red Lights and Siren (NRLS)

Jul 2022						
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	83	0	100.00%	---	---	---
SJ ZONE X-23	154	1	99.35%	X		
SJ ZONE X-24	894	47	94.74%	X		
SJ ZONE X-25	1002	21	97.90%	X		
SJ ZONE X-26	242	13	94.63%	X		
<b>All Zones Combined</b>	2635	85	96.77%			
* 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 2022								
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	Jul 2022	Jul 2022	83	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  
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American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Aug 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	404	30	92.57%	X		
SJ ZONE X-22	177	12	93.22%	X		
SJ ZONE X-23	325	29	91.08%	X		
SJ ZONE X-24	1322	130	90.17%	X		
SJ ZONE X-25	1464	163	88.87%		X	
SJ ZONE X-26	574	48	91.64%	X		
<b>All Zones Combined</b>	4266	412	90.34%			
* 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 2022							
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
	N/A	N/A					
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  
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Response Time Compliance - No Red Lights and Siren (NRLS)

Aug 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	268	4	98.51%	X		
SJ ZONE X-22	61	1	98.36%	---	---	
SJ ZONE X-23	162	2	98.77%	X		
SJ ZONE X-24	822	38	95.38%	X		
SJ ZONE X-25	939	27	97.12%	X		
SJ ZONE X-26	249	14	94.38%	X		
<b>All Zones Combined</b>	2501	86	96.56%			
* 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 2022							
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	Jul 2022	Aug 2022	144	1	99.31%	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 Report - Interfacility Transfer (IFT)

						Jul 2022			
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	110	110	Jul 2022	Jul 2022	3	97.27%	X		
IFT CCT	26	120	Mar 2022	Jul 2022	18	85.00%		X	

Response Time Compliance Report - Interfacility Transfer (IFT)

						Aug 2022			
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	120	120	Aug 2022	Aug 2022	4	96.67%	X		
IFT CCT	19	19	Aug 2022		1	94.74%	---	---	
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	Jul 2022	Aug 2022
Out of compliance response zones	\$20,000	\$10,000
Code 2 and Code 3 Late response minutes	\$5,450	\$5,960
ALS IFT or CCT-IFT Late response minutes	\$2,600	\$1,600
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>	\$33,050	\$17,560

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jul 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	387	18:35	05:17	02:40	08:30
SJ ZONE X-22 URBAN	85	16:18	06:17	02:51	09:13
SJ ZONE X-23 URBAN	227	14:25	05:59	03:01	10:22
SJ ZONE X-24 URBAN	1314	18:41	06:01	02:31	09:16
SJ ZONE X-25 URBAN	1451	18:39	05:49	02:32	09:06
SJ ZONE X-26 URBAN	452	47:40	06:08	04:29	11:12
SJ ZONE X-22 SUBURBAN	22	14:24	09:14	02:43	11:40
SJ ZONE X-23 SUBURBAN	41	19:01	09:39	03:35	14:41
SJ ZONE X-26 SUBURBAN	28	16:26	06:58	03:17	10:14
SJ ZONE X-26 SUBURBAN-MODERATE	41	19:54	12:04	02:43	15:23
SJ ZONE X-22 RURAL	42	23:17	10:20	03:58	15:24
SJ ZONE X-23 RURAL	62	28:22	11:25	05:44	20:57
SJ ZONE X-25 RURAL	1	16:55	16:55	00:00	16:55
SJ ZONE X-26 RURAL	85	28:09	12:16	05:35	18:48
SJ ZONE X-22 WILDERNESS	13	24:44	15:55	06:02	22:59
SJ ZONE X-26 WILDERNESS	2	19:40	15:17	06:11	18:47
All Urban Compliance Areas	3916	47:40	05:53	02:53	09:17
All Suburban Compliance Areas	91	19:01	08:43	03:28	14:04
All Suburban-Moderate Compliance Areas	41	19:54	12:04	02:43	15:23
All Rural Compliance Areas	190	28:22	11:35	05:21	18:35
All Wilderness Compliance Areas	15	24:44	15:50	05:50	22:43
<b>Total Responses</b>	<b>4253</b>				



Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jul 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	260	63:40	09:34	09:54	15:25
SJ ZONE X-22 URBAN	56	23:45	08:11	03:42	12:18
SJ ZONE X-23 URBAN	108	40:54	07:41	05:59	13:20
SJ ZONE X-24 URBAN	894	79:33	10:33	08:29	16:17
SJ ZONE X-25 URBAN	1002	59:56	09:39	07:07	15:01
SJ ZONE X-26 URBAN	199	46:08	09:16	07:03	15:43
SJ ZONE X-22 SUBURBAN	7	12:12	10:48	00:43	11:40
SJ ZONE X-23 SUBURBAN	20	18:11	09:37	03:09	12:33
SJ ZONE X-26 SUBURBAN	8	18:54	08:57	04:15	12:24
SJ ZONE X-26 SUBURBAN-MODERATE	15	35:00	14:13	07:28	21:12
SJ ZONE X-22 RURAL	17	27:45	13:50	07:36	24:13
SJ ZONE X-23 RURAL	26	23:35	12:13	04:28	18:05
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	19	32:54	15:40	07:32	24:38
SJ ZONE X-22 WILDERNESS	3	30:02	26:54	03:19	29:28
SJ ZONE X-26 WILDERNESS	1	19:51	19:51	00:00	19:51
All Urban Compliance Areas	2519	79:33	09:49	07:52	15:28
All Suburban Compliance Areas	35	18:54	09:42	03:07	12:16
All Suburban-Moderate Compliance Areas	15	35:00	14:13	07:28	21:12
All Rural Compliance Areas	62	32:54	13:43	06:30	22:37
All Wilderness Compliance Areas	4	30:02	25:08	04:27	29:12
<b>Total Responses</b>	<b>2635</b>				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Aug 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	404	18:51	05:13	02:39	08:36
SJ ZONE X-22 URBAN	78	16:05	06:00	02:13	08:09
SJ ZONE X-23 URBAN	225	20:35	05:17	03:06	08:57
SJ ZONE X-24 URBAN	1322	24:31	05:53	02:31	09:16
SJ ZONE X-25 URBAN	1462	18:38	05:45	02:21	08:46
SJ ZONE X-26 URBAN	424	23:02	05:36	03:34	09:12
SJ ZONE X-22 SUBURBAN	21	23:17	10:13	04:30	15:50
SJ ZONE X-23 SUBURBAN	40	18:09	07:57	03:56	14:22
SJ ZONE X-26 SUBURBAN	46	21:07	07:06	04:03	11:42
SJ ZONE X-26 SUBURBAN-MODERATE	34	17:04	11:22	03:03	15:07
SJ ZONE X-22 RURAL	59	27:53	11:49	05:23	17:57
SJ ZONE X-23 RURAL	60	21:03	10:01	03:54	13:39
SJ ZONE X-25 RURAL	2	05:48	05:34	00:19	05:45
SJ ZONE X-26 RURAL	66	21:43	11:10	04:38	17:32
SJ ZONE X-22 WILDERNESS	19	24:18	13:51	05:37	20:45
SJ ZONE X-26 WILDERNESS	4	20:28	15:56	03:16	19:05
All Urban Compliance Areas	3915	24:31	05:42	02:39	08:58
All Suburban Compliance Areas	107	23:17	08:02	04:13	13:18
All Suburban-Moderate Compliance Areas	34	17:04	11:22	03:03	15:07
All Rural Compliance Areas	187	27:53	10:56	04:43	17:24
All Wilderness Compliance Areas	23	24:18	14:12	05:17	20:26
<b>Total Responses</b>	<b>4266</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Aug 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	268	67:24	09:36	09:10	16:57
SJ ZONE X-22 URBAN	36	27:57	08:53	04:51	12:13
SJ ZONE X-23 URBAN	111	20:59	07:11	04:12	13:57
SJ ZONE X-24 URBAN	822	78:36	10:23	07:51	16:39
SJ ZONE X-25 URBAN	938	87:10	09:34	07:34	14:36
SJ ZONE X-26 URBAN	212	62:54	09:55	08:40	19:50
SJ ZONE X-22 SUBURBAN	6	11:27	09:09	01:42	10:55
SJ ZONE X-23 SUBURBAN	25	17:33	09:42	04:23	16:13
SJ ZONE X-26 SUBURBAN	7	17:47	09:01	04:16	13:18
SJ ZONE X-26 SUBURBAN-MODERATE	13	23:26	15:08	05:01	20:00
SJ ZONE X-22 RURAL	14	22:04	15:07	04:16	19:23
SJ ZONE X-23 RURAL	26	27:08	13:21	05:32	20:19
SJ ZONE X-25 RURAL	1	13:46	13:46	00:00	13:46
SJ ZONE X-26 RURAL	16	69:34	18:51	15:01	25:41
SJ ZONE X-22 WILDERNESS	5	52:39	25:37	16:44	43:15
SJ ZONE X-26 WILDERNESS	1	15:57	15:57	00:00	15:57
All Urban Compliance Areas	2387	87:10	09:46	07:50	15:59
All Suburban Compliance Areas	38	17:47	09:29	03:59	15:42
All Suburban-Moderate Compliance Areas	13	23:26	15:08	05:01	20:00
All Rural Compliance Areas	57	69:34	15:20	09:09	23:04
All Wilderness Compliance Areas	6	52:39	24:00	15:29	40:54
<b>Total Responses</b>	<b>2501</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
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Comparison of Compliance with and without Exemptions - RLS

Population Density	Jul 2022			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	387	60	84.50%	387	30	92.25%
SJ ZONE X-22	162	33	79.63%	162	13	91.98%
SJ ZONE X-23	330	95	71.21%	330	43	86.97%
SJ ZONE X-24	1314	320	75.65%	1314	127	90.33%
SJ ZONE X-25	1452	330	77.27%	1452	139	90.43%
SJ ZONE X-26	608	115	81.09%	608	48	92.11%
<b>All Zones Combined</b>	<b>4253</b>	<b>953</b>	<b>77.59%</b>	<b>4253</b>	<b>400</b>	<b>90.59%</b>
* 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	Jul 2022			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	12	95.38%	260	3	98.85%
SJ ZONE X-22	83	2	97.59%	83	0	100.00%
SJ ZONE X-23	154	2	98.70%	154	1	99.35%
SJ ZONE X-24	894	73	91.83%	894	47	94.74%
SJ ZONE X-25	1002	66	93.41%	1002	21	97.90%
SJ ZONE X-26	242	20	91.74%	242	13	94.63%
<b>All Zones Combined</b>	<b>2635</b>	<b>175</b>	<b>93.36%</b>	<b>2635</b>	<b>85</b>	<b>96.77%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
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Comparison of Compliance with and without Exemptions - RLS

Population Density	Aug 2022			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	404	76	81.19%	404	30	92.57%
SJ ZONE X-22	177	31	82.49%	177	12	93.22%
SJ ZONE X-23	325	60	81.54%	325	29	91.08%
SJ ZONE X-24	1322	292	77.91%	1322	130	90.17%
SJ ZONE X-25	1464	304	79.23%	1464	163	88.87%
SJ ZONE X-26	574	90	84.32%	574	48	91.64%
<b>All Zones Combined</b>	<b>4266</b>	<b>853</b>	<b>80.00%</b>	<b>4266</b>	<b>412</b>	<b>90.34%</b>
* 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	Aug 2022			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	268	12	95.52%	268	4	98.51%
SJ ZONE X-22	61	1	98.36%	61	1	98.36%
SJ ZONE X-23	162	5	96.91%	162	2	98.77%
SJ ZONE X-24	822	71	91.36%	822	38	95.38%
SJ ZONE X-25	939	65	93.08%	939	27	97.12%
SJ ZONE X-26	249	20	91.97%	249	14	94.38%
<b>All Zones Combined</b>	<b>2501</b>	<b>174</b>	<b>93.04%</b>	<b>2501</b>	<b>86</b>	<b>96.56%</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 2022						
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	110	8	92.73%	110	3	97.27%
IFT CCT	26	4	84.62%	26	4	84.62%

Comparison of Compliance with and without Exemptions - IFT

Aug 2022						
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	120	9	92.50%	120	4	96.67%
IFT CCT	19	4	78.95%	19	1	94.74%

Exclusive Emergency Ambulance Provider  
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Exemption Request Reports

Types of Exemptions	Jul 2022		Aug 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	2	1	0	0
Delays in transferring care in the emergency department	429	7	348	2
Inaccurate information provided from calling party	1	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	2	0	3	1
Other – Good cause	155	4	133	8
Restricted freeway access	0	1	0	0
Unavoidable delay caused by unreported road construction	4	0	6	0

Exclusive Emergency Ambulance Provider  
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Zone Assist		
Population Density	Jul 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	8
	Ripon	1
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	9
SJ ZONE X-26	Manteca	31

Zone Assist		
Population Density	Aug 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	1
	Manteca	5
SJ ZONE X-24	Manteca	2
SJ ZONE X-25	Manteca	6
SJ ZONE X-26	Manteca	16



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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
07/12/2022	STOCKTON	AMR San Joaquin	29D00- Traffic Accident
07/18/2022	PATERSON	AMR San Joaquin	29D00- Traffic Accident

Failure to Provide Data

Event Type	Jul 2022	Aug 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		