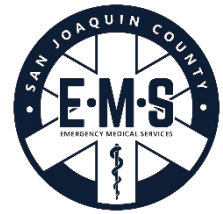




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 18, 2023

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 2023, 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-one 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 2023 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)

| Jul 2023 | | | | | | |
|---|-----------------|--------------------------------------|-----------------------|-----------|----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE X-21 | 399 | 28 | 92.98% | X | | |
| SJ ZONE X-22 | 195 | 12 | 93.85% | X | | |
| SJ ZONE X-23 | 371 | 27 | 92.72% | X | | |
| SJ ZONE X-24 | 1249 | 85 | 93.19% | X | | |
| SJ ZONE X-25 | 1500 | 133 | 91.13% | X | | |
| SJ ZONE X-26 | 499 | 33 | 93.39% | X | | |
| All Zones Combined | 4213 | 318 | 92.45% | | | |
| * 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 RLS Responses

| Jul 2023 | | | | | | | |
|--|--------------------------------|-----------------------------------|---------------------------|--|-----------------------|-----------|----|
| 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 | | | | | | |
| 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)

| Jul 2023 | | | | | | |
|---|-----------------|--------------------------------------|-----------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE X-21 | 304 | 15 | 95.07% | X | | |
| SJ ZONE X-22 | 81 | 2 | 97.53% | --- | --- | |
| SJ ZONE X-23 | 158 | 8 | 94.94% | X | | |
| SJ ZONE X-24 | 867 | 45 | 94.81% | X | | |
| SJ ZONE X-25 | 1010 | 37 | 96.34% | X | | |
| SJ ZONE X-26 | 224 | 8 | 96.43% | X | | |
| All Zones Combined | 2644 | 115 | 95.65% | | | |
| * 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 2023 | | | | | | | |
|--|--------------------------------|-----------------------------------|---------------------------|--|-----------------------|-----------|----|
| 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 | Jun 2023 | Jul 2023 | 144 | 4 | 97.22% | 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)

| Aug 2023 | | | | | | |
|---|-----------------|--|--------------------------|-----------|----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE X-21 | 418 | 26 | 93.78% | X | | |
| SJ ZONE X-22 | 188 | 20 | 89.36% | | X | |
| SJ ZONE X-23 | 341 | 32 | 90.62% | X | | |
| SJ ZONE X-24 | 1244 | 119 | 90.43% | X | | |
| SJ ZONE X-25 | 1473 | 135 | 90.84% | X | | |
| SJ ZONE X-26 | 580 | 44 | 92.41% | X | | |
| All Zones Combined | 4244 | 376 | 91.14% | | | |
| * 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 RLS Responses

| Aug 2023 | | | | | | | |
|--|-----------------------------------|--------------------------------------|---------------------------|---|--------------------------|-----------|----|
| 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)

| Aug 2023 | | | | | | |
|---|-----------------|--------------------------------------|-----------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE X-21 | 286 | 21 | 92.66% | X | | |
| SJ ZONE X-22 | 84 | 4 | 95.24% | --- | --- | |
| SJ ZONE X-23 | 146 | 8 | 94.52% | X | | |
| SJ ZONE X-24 | 879 | 83 | 90.56% | X | | |
| SJ ZONE X-25 | 886 | 43 | 95.15% | X | | |
| SJ ZONE X-26 | 249 | 11 | 95.58% | X | | |
| All Zones Combined | 2530 | 170 | 93.28% | | | |
| * 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

| Aug 2023 | | | | | | | |
|--|--------------------------------|-----------------------------------|---------------------------|--|-----------------------|-----------|-----|
| 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 | Aug 2023 | Aug 2023 | 84 | 4 | 95.24% | --- | --- |
| 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)

| | | | | | | | | Jul 2023 | |
|--|------------------------------|---------------|------------------------------|------------------------------------|--|--------------------------|-----------|----------|--|
| 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 | 420 | 420 | Jul 2023 | Jul 2023 | 72 | 82.86% | | X | |
| IFT CCT | 32 | 32 | Jul 2023 | | 19 | 40.63% | --- | --- | |

Response Time Compliance Report - Interfacility Transfer (IFT)

| | | | | | | | | Aug 2023 | |
|--|------------------------------|---------------|--------------------------------------|--|--|--------------------------|-----------|----------|--|
| 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 | 466 | 466 | Aug 2023 | Aug 2023 | 51 | 89.06% | | X | |
| IFT CCT | 42 | 74 | Jul 2023 | | 40 | 45.95% | --- | --- | |

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 | Jul 2023 | Aug 2023 |
|---|----------|----------|
| Out of compliance response zones | N/A | \$5,000 |
| Code 2 and Code 3 Late response minutes | \$4,390 | \$9,520 |
| ALS IFT or CCT-IFT Late response minutes | \$35,800 | \$28,000 |
| Out of compliance monthly response ALS-IFT or CCT-IFT | \$5,000 | \$1,000 |
| 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 | \$45,190 | \$43,520 |

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2023

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|--------------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE X-21 URBAN | 399 | 26:16 | 05:35 | 02:53 | 08:29 |
| SJ ZONE X-22 URBAN | 73 | 15:52 | 06:54 | 02:51 | 10:37 |
| SJ ZONE X-23 URBAN | 241 | 25:07 | 06:18 | 03:23 | 10:40 |
| SJ ZONE X-24 URBAN | 1249 | 26:22 | 06:00 | 02:45 | 09:21 |
| SJ ZONE X-25 URBAN | 1499 | 21:55 | 05:57 | 02:37 | 09:07 |
| SJ ZONE X-26 URBAN | 383 | 27:35 | 06:06 | 04:03 | 10:59 |
| SJ ZONE X-22 SUBURBAN | 19 | 12:55 | 08:12 | 02:06 | 10:58 |
| SJ ZONE X-23 SUBURBAN | 54 | 18:41 | 07:47 | 03:52 | 12:37 |
| SJ ZONE X-26 SUBURBAN | 26 | 15:17 | 07:06 | 03:17 | 11:48 |
| SJ ZONE X-26 SUBURBAN-MODERATE | 27 | 23:25 | 12:02 | 04:01 | 15:28 |
| SJ ZONE X-22 RURAL | 83 | 48:58 | 11:40 | 06:01 | 16:43 |
| SJ ZONE X-23 RURAL | 76 | 26:17 | 11:05 | 05:19 | 17:16 |
| SJ ZONE X-25 RURAL | 1 | 13:21 | 13:21 | 00:00 | 13:21 |
| SJ ZONE X-26 RURAL | 60 | 22:42 | 11:33 | 05:12 | 18:47 |
| SJ ZONE X-22 WILDERNESS | 20 | 22:34 | 14:36 | 06:28 | 22:30 |
| SJ ZONE X-26 WILDERNESS | 3 | 23:10 | 18:45 | 05:40 | 22:41 |

| | | | | | |
|--|-------------|-------|-------|-------|-------|
| All Urban Compliance Areas | 3844 | 27:35 | 05:59 | 02:55 | 09:20 |
| All Suburban Compliance Areas | 99 | 18:41 | 07:41 | 03:26 | 12:27 |
| All Suburban-Moderate Compliance Areas | 27 | 23:25 | 12:02 | 04:01 | 15:28 |
| All Rural Compliance Areas | 220 | 48:58 | 11:27 | 05:32 | 18:04 |
| All Wilderness Compliance Areas | 23 | 23:10 | 15:09 | 06:25 | 22:30 |
| Total Responses | 4213 | | | | |

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2023

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|--------------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE X-21 URBAN | 304 | 47:52 | 11:06 | 07:36 | 20:58 |
| SJ ZONE X-22 URBAN | 40 | 30:36 | 10:23 | 06:48 | 19:58 |
| SJ ZONE X-23 URBAN | 110 | 29:52 | 10:24 | 05:51 | 18:31 |
| SJ ZONE X-24 URBAN | 867 | 71:48 | 11:08 | 07:28 | 18:30 |
| SJ ZONE X-25 URBAN | 1010 | 61:32 | 09:41 | 05:21 | 15:08 |
| SJ ZONE X-26 URBAN | 172 | 58:03 | 10:19 | 08:59 | 21:48 |
| SJ ZONE X-22 SUBURBAN | 8 | 14:14 | 09:26 | 03:05 | 13:43 |
| SJ ZONE X-23 SUBURBAN | 17 | 24:42 | 11:04 | 04:39 | 16:08 |
| SJ ZONE X-26 SUBURBAN | 7 | 17:42 | 11:49 | 04:35 | 17:36 |
| SJ ZONE X-26 SUBURBAN-MODERATE | 17 | 30:42 | 17:56 | 05:25 | 23:03 |
| SJ ZONE X-22 RURAL | 31 | 33:32 | 15:04 | 07:20 | 24:34 |
| SJ ZONE X-23 RURAL | 31 | 32:22 | 14:16 | 06:05 | 21:12 |
| SJ ZONE X-25 RURAL | | 00:00 | 00:00 | 00:00 | 00:00 |
| SJ ZONE X-26 RURAL | 25 | 33:18 | 17:11 | 08:10 | 30:29 |
| SJ ZONE X-22 WILDERNESS | 2 | 31:33 | 27:44 | 05:23 | 30:47 |
| SJ ZONE X-26 WILDERNESS | 3 | 26:53 | 22:01 | 06:32 | 26:25 |

| | | | | | |
|--|-------------|-------|-------|-------|-------|
| All Urban Compliance Areas | 2503 | 71:48 | 10:27 | 06:47 | 17:59 |
| All Suburban Compliance Areas | 32 | 24:42 | 10:49 | 04:15 | 16:33 |
| All Suburban-Moderate Compliance Areas | 17 | 30:42 | 17:56 | 05:25 | 23:03 |
| All Rural Compliance Areas | 87 | 33:32 | 15:23 | 07:11 | 23:30 |
| All Wilderness Compliance Areas | 5 | 31:33 | 24:18 | 06:12 | 29:41 |
| Total Responses | 2644 | | | | |

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2023

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|--|-------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE X-21 URBAN | 418 | 59:36 | 05:55 | 04:12 | 09:05 |
| SJ ZONE X-22 URBAN | 82 | 12:44 | 06:23 | 02:32 | 09:48 |
| SJ ZONE X-23 URBAN | 234 | 23:16 | 06:14 | 03:10 | 09:56 |
| SJ ZONE X-24 URBAN | 1244 | 25:51 | 06:11 | 02:55 | 09:51 |
| SJ ZONE X-25 URBAN | 1473 | 29:22 | 06:13 | 02:56 | 09:35 |
| SJ ZONE X-26 URBAN | 419 | 28:12 | 05:53 | 03:50 | 10:19 |
| SJ ZONE X-22 SUBURBAN | 19 | 16:14 | 09:13 | 02:44 | 12:41 |
| SJ ZONE X-23 SUBURBAN | 38 | 16:57 | 07:25 | 03:22 | 12:06 |
| SJ ZONE X-26 SUBURBAN | 40 | 11:26 | 06:42 | 02:22 | 09:20 |
| SJ ZONE X-26 SUBURBAN-MODERATE | 41 | 23:59 | 12:56 | 05:05 | 19:02 |
| SJ ZONE X-22 RURAL | 74 | 23:26 | 12:26 | 05:10 | 19:55 |
| SJ ZONE X-23 RURAL | 69 | 24:34 | 11:36 | 04:39 | 18:13 |
| SJ ZONE X-25 RURAL | | 00:00 | 00:00 | 00:00 | 00:00 |
| SJ ZONE X-26 RURAL | 76 | 23:21 | 12:52 | 04:47 | 19:36 |
| SJ ZONE X-22 WILDERNESS | 13 | 30:03 | 15:08 | 06:18 | 21:46 |
| SJ ZONE X-26 WILDERNESS | 4 | 28:48 | 16:18 | 12:20 | 27:02 |
| All Urban Compliance Areas | 3870 | 59:36 | 06:08 | 03:12 | 09:42 |
| All Suburban Compliance Areas | 97 | 16:57 | 07:28 | 02:59 | 11:34 |
| All Suburban-Moderate Compliance Areas | 41 | 23:59 | 12:56 | 05:05 | 19:02 |
| All Rural Compliance Areas | 219 | 24:34 | 12:19 | 04:53 | 19:14 |
| All Wilderness Compliance Areas | 17 | 30:03 | 15:24 | 07:39 | 25:16 |
| Total Responses | 4244 | | | | |

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2023

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|--------------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE X-21 URBAN | 286 | 71:03 | 12:05 | 09:29 | 22:41 |
| SJ ZONE X-22 URBAN | 48 | 25:18 | 10:34 | 04:31 | 16:35 |
| SJ ZONE X-23 URBAN | 103 | 35:05 | 10:42 | 05:52 | 16:33 |
| SJ ZONE X-24 URBAN | 879 | 77:41 | 12:03 | 07:30 | 19:15 |
| SJ ZONE X-25 URBAN | 886 | 62:46 | 10:40 | 06:12 | 16:40 |
| SJ ZONE X-26 URBAN | 192 | 69:04 | 10:23 | 08:09 | 18:42 |
| SJ ZONE X-22 SUBURBAN | 8 | 15:53 | 11:12 | 02:06 | 13:01 |
| SJ ZONE X-23 SUBURBAN | 18 | 17:49 | 12:44 | 02:29 | 15:29 |
| SJ ZONE X-26 SUBURBAN | 9 | 16:26 | 08:56 | 05:05 | 14:22 |
| SJ ZONE X-26 SUBURBAN-MODERATE | 22 | 28:31 | 14:23 | 06:53 | 21:11 |
| SJ ZONE X-22 RURAL | 24 | 38:55 | 17:01 | 08:25 | 26:29 |
| SJ ZONE X-23 RURAL | 25 | 36:55 | 15:57 | 07:55 | 28:13 |
| SJ ZONE X-25 RURAL | | 00:00 | 00:00 | 00:00 | 00:00 |
| SJ ZONE X-26 RURAL | 25 | 34:22 | 17:22 | 07:46 | 30:17 |
| SJ ZONE X-22 WILDERNESS | 4 | 28:57 | 22:51 | 04:35 | 27:21 |
| SJ ZONE X-26 WILDERNESS | 1 | 14:02 | 14:02 | 00:00 | 14:02 |

| | | | | | |
|--|-------------|-------|-------|-------|-------|
| All Urban Compliance Areas | 2394 | 77:41 | 11:19 | 07:18 | 18:41 |
| All Suburban Compliance Areas | 35 | 17:49 | 11:24 | 03:33 | 15:25 |
| All Suburban-Moderate Compliance Areas | 22 | 28:31 | 14:23 | 06:53 | 21:11 |
| All Rural Compliance Areas | 74 | 38:55 | 16:47 | 07:57 | 28:06 |
| All Wilderness Compliance Areas | 5 | 28:57 | 21:05 | 05:36 | 26:49 |
| Total Responses | 2530 | | | | |

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

| Population Density | Jul 2023 | | | 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 | 399 | 84 | 78.95% | 399 | 28 | 92.98% |
| SJ ZONE X-22 | 195 | 41 | 78.97% | 195 | 12 | 93.85% |
| SJ ZONE X-23 | 371 | 91 | 75.47% | 371 | 27 | 92.72% |
| SJ ZONE X-24 | 1249 | 295 | 76.38% | 1249 | 85 | 93.19% |
| SJ ZONE X-25 | 1500 | 348 | 76.80% | 1500 | 133 | 91.13% |
| SJ ZONE X-26 | 499 | 106 | 78.76% | 499 | 33 | 93.39% |
| All Zones Combined | 4213 | 965 | 77.09% | 4213 | 318 | 92.45% |
| * 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 2023 | | | 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 | 304 | 37 | 87.83% | 304 | 15 | 95.07% |
| SJ ZONE X-22 | 81 | 8 | 90.12% | 81 | 2 | 97.53% |
| SJ ZONE X-23 | 158 | 30 | 81.01% | 158 | 8 | 94.94% |
| SJ ZONE X-24 | 867 | 130 | 85.01% | 867 | 45 | 94.81% |
| SJ ZONE X-25 | 1010 | 95 | 90.59% | 1010 | 37 | 96.34% |
| SJ ZONE X-26 | 224 | 20 | 91.07% | 224 | 8 | 96.43% |
| All Zones Combined | 2644 | 320 | 87.90% | 2644 | 115 | 95.65% |
| * 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

| Aug 2023 | | | | | | |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| 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 | 418 | 75 | 82.06% | 418 | 26 | 93.78% |
| SJ ZONE X-22 | 188 | 47 | 75.00% | 188 | 20 | 89.36% |
| SJ ZONE X-23 | 341 | 94 | 72.43% | 341 | 32 | 90.62% |
| SJ ZONE X-24 | 1244 | 323 | 74.04% | 1244 | 119 | 90.43% |
| SJ ZONE X-25 | 1473 | 401 | 72.78% | 1473 | 135 | 90.84% |
| SJ ZONE X-26 | 580 | 116 | 80.00% | 580 | 44 | 92.41% |
| All Zones Combined | 4244 | 1056 | 75.12% | 4244 | 376 | 91.14% |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | | |

Comparison of Compliance with and without Exemptions - NRLS

| Aug 2023 | | | | | | |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| 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 | 286 | 47 | 83.57% | 286 | 21 | 92.66% |
| SJ ZONE X-22 | 84 | 11 | 86.90% | 84 | 4 | 95.24% |
| SJ ZONE X-23 | 146 | 21 | 85.62% | 146 | 8 | 94.52% |
| SJ ZONE X-24 | 879 | 181 | 79.41% | 879 | 83 | 90.56% |
| SJ ZONE X-25 | 886 | 90 | 89.84% | 886 | 43 | 95.15% |
| SJ ZONE X-26 | 249 | 30 | 87.95% | 249 | 11 | 95.58% |
| All Zones Combined | 2530 | 380 | 84.98% | 2530 | 170 | 93.28% |
| * 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 2023 | | | | |
|-------------------------|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| 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 | 420 | 143 | 65.95% | 420 | 72 | 82.86% |
| IFT CCT | 32 | 23 | 28.13% | 32 | 19 | 40.63% |

Comparison of Compliance with and without Exemptions - IFT

| | | Aug 2023 | | | | |
|-------------------------|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| 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 | 117 | 74.89% | 466 | 51 | 89.06% |
| IFT CCT | 42 | 26 | 38.10% | 42 | 21 | 50.00% |

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

| Exemption Request Reports | | | | |
|---|---------------------|-------------------|---------------------|-------------------|
| Types of Exemptions | Jul 2023 | | Aug 2023 | |
| | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Delays in transferring care in the emergency department | 672 | 7 | 696 | |
| Material change in dispatch location after the initial dispatch is recorded as dispatched | 1 | 0 | 2 | |
| Other – Good cause | 104 | 2 | 105 | |
| Unavoidable delay caused by unreported road construction | 1 | 0 | 2 | |

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

| Zone Assist | | |
|--------------------|----------------------------|----|
| Population Density | Jul 2023 | |
| | Ambulance Service Provider | # |
| SJ ZONE X-21 | -- | 0 |
| SJ ZONE X-22 | -- | 0 |
| SJ ZONE X-23 | Manteca | 10 |
| SJ ZONE X-24 | Manteca | 2 |
| SJ ZONE X-25 | Manteca | 15 |
| SJ ZONE X-26 | Manteca | 35 |

| Zone Assist | | |
|--------------------|----------------------------|----|
| Population Density | Aug 2023 | |
| | Ambulance Service Provider | # |
| SJ ZONE X-21 | Manteca | 1 |
| SJ ZONE X-22 | -- | 0 |
| SJ ZONE X-23 | Manteca | 23 |
| SJ ZONE X-24 | Manteca | 2 |
| SJ ZONE X-25 | Manteca | 20 |
| | Ripon | 1 |
| SJ ZONE X-26 | Manteca | 47 |

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|------------|----------|----------------------------|--------------------------------|
| 08/11/2023 | OAKLAND | AMR San Joaquin | 04A01A- Assault/Sexual Assault |

Failure to Provide Data

| Event Type | Jul 2023 | Aug 2023 |
|------------|----------|----------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |