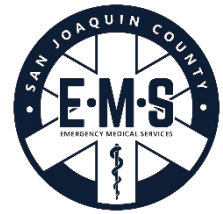




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: July 12, 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 March and April 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 twenty-two seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2023 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)

Mar 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	416	25	93.99%	X		
SJ ZONE X-22	144	14	90.28%	X		
SJ ZONE X-23	328	37	88.72%		X	
SJ ZONE X-24	1190	95	92.02%	X		
SJ ZONE X-25	1286	107	91.68%	X		
SJ ZONE X-26	509	40	92.14%	X		
All Zones Combined	3873	318	91.79%			
* 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

Mar 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)

Mar 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	280	11	96.07%	X		
SJ ZONE X-22	68	4	94.12%	---	---	
SJ ZONE X-23	140	4	97.14%	X		
SJ ZONE X-24	755	29	96.16%	X		
SJ ZONE X-25	919	14	98.48%	X		
SJ ZONE X-26	230	15	93.48%	X		
All Zones Combined	2392	77	96.78%			
* 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 NRLS Responses

Mar 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	Jan 2023	Mar 2023	161	5	96.89%	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)

Apr 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	405	35	91.36%	X		
SJ ZONE X-22	156	11	92.95%	X		
SJ ZONE X-23	317	31	90.22%	X		
SJ ZONE X-24	1256	109	91.32%	X		
SJ ZONE X-25	1420	129	90.92%	X		
SJ ZONE X-26	518	37	92.86%	X		
All Zones Combined	4072	352	91.36%			
* 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

Apr 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)

Apr 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
Compliance Calc Incidents						
SJ ZONE X-21	243	13	94.65%	X		
SJ ZONE X-22	68	3	95.59%	---	---	
SJ ZONE X-23	140	7	95.00%	X		
SJ ZONE X-24	839	38	95.47%	X		
SJ ZONE X-25	1012	26	97.43%	X		
SJ ZONE X-26	235	10	95.74%	X		
All Zones Combined	2537	97	96.18%			
* 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

Apr 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	Apr 2023	Apr 2023	68	3	95.59%	---	---
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)

Mar 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	253	253	Mar 2023	Mar 2023	10	96.05%	X
IFT CCT	36	101	Jan 2023	Mar 2023	32	68.32%	X

Response Time Compliance Report - Interfacility Transfer (IFT)

Apr 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	410	410	Apr 2023	Apr 2023	69	83.17%	X
IFT CCT	37	37	Apr 2023		17	54.05%	---

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	Mar 2023	Apr 2023
Out of compliance response zones	\$10,000	N/A
Code 2 and Code 3 Late response minutes	\$5,230	\$7,310
ALS IFT or CCT-IFT Late response minutes	\$6,800	\$37,200
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	\$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	\$27,030	\$49,510

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	416	21:03	05:13	02:51	08:07
SJ ZONE X-22 URBAN	75	22:53	06:52	03:01	09:09
SJ ZONE X-23 URBAN	231	18:36	06:30	02:57	10:15
SJ ZONE X-24 URBAN	1190	20:40	05:47	02:35	08:58
SJ ZONE X-25 URBAN	1286	22:12	05:39	02:28	08:43
SJ ZONE X-26 URBAN	379	19:53	05:32	03:12	09:09
SJ ZONE X-22 SUBURBAN	13	11:59	07:48	02:17	10:51
SJ ZONE X-23 SUBURBAN	38	20:36	07:57	03:36	11:00
SJ ZONE X-26 SUBURBAN	30	16:35	07:31	03:42	13:53
SJ ZONE X-26 SUBURBAN-MODERATE	34	23:07	12:47	03:57	17:02
SJ ZONE X-22 RURAL	49	25:47	11:30	05:30	17:35
SJ ZONE X-23 RURAL	59	26:07	12:17	04:07	17:22
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	61	26:21	12:31	04:51	18:46
SJ ZONE X-22 WILDERNESS	7	25:57	13:22	07:25	22:37
SJ ZONE X-26 WILDERNESS	5	21:19	17:42	03:20	20:59
All Urban Compliance Areas	3577	22:53	05:43	02:42	08:53
All Suburban Compliance Areas	81	20:36	07:46	03:26	11:59
All Suburban-Moderate Compliance Areas	34	23:07	12:47	03:57	17:02
All Rural Compliance Areas	169	26:21	12:08	04:48	18:23
All Wilderness Compliance Areas	12	25:57	15:10	06:15	21:14
Total Responses	3873				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	280	73:08	09:50	08:32	21:15
SJ ZONE X-22 URBAN	41	22:05	09:47	04:01	14:36
SJ ZONE X-23 URBAN	102	25:06	09:31	04:50	15:19
SJ ZONE X-24 URBAN	755	74:08	10:10	06:46	16:03
SJ ZONE X-25 URBAN	918	62:41	09:16	05:57	14:11
SJ ZONE X-26 URBAN	190	79:49	11:59	10:14	26:32
SJ ZONE X-22 SUBURBAN	5	18:42	09:17	06:38	15:48
SJ ZONE X-23 SUBURBAN	17	20:29	11:57	03:35	15:30
SJ ZONE X-26 SUBURBAN	6	46:22	14:52	15:48	30:18
SJ ZONE X-26 SUBURBAN-MODERATE	12	21:04	11:15	06:37	17:36
SJ ZONE X-22 RURAL	20	50:54	14:03	10:52	19:53
SJ ZONE X-23 RURAL	21	29:09	16:36	06:37	26:31
SJ ZONE X-25 RURAL	1	18:34	18:34	00:00	18:34
SJ ZONE X-26 RURAL	20	35:03	16:06	08:34	29:07
SJ ZONE X-22 WILDERNESS	2	23:36	15:58	10:47	22:04
SJ ZONE X-26 WILDERNESS	2	25:29	24:49	00:56	25:21
All Urban Compliance Areas	2286	79:49	09:53	06:59	15:53
All Suburban Compliance Areas	28	46:22	12:06	07:58	16:36
All Suburban-Moderate Compliance Areas	12	21:04	11:15	06:37	17:36
All Rural Compliance Areas	62	50:54	15:39	08:41	26:17
All Wilderness Compliance Areas	4	25:29	20:23	08:04	25:05
Total Responses	2392				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	405	24:14	05:34	03:19	08:47
SJ ZONE X-22 URBAN	84	20:34	06:57	03:28	11:10
SJ ZONE X-23 URBAN	229	26:04	06:34	03:37	10:19
SJ ZONE X-24 URBAN	1256	26:43	06:27	03:04	10:08
SJ ZONE X-25 URBAN	1420	22:24	06:08	02:46	09:31
SJ ZONE X-26 URBAN	375	29:36	06:22	04:12	11:52
SJ ZONE X-22 SUBURBAN	11	11:58	08:36	02:02	11:56
SJ ZONE X-23 SUBURBAN	46	23:14	08:30	04:36	14:13
SJ ZONE X-26 SUBURBAN	33	15:31	07:40	03:24	13:19
SJ ZONE X-26 SUBURBAN-MODERATE	35	30:38	14:03	06:00	24:28
SJ ZONE X-22 RURAL	55	27:13	12:13	04:57	18:52
SJ ZONE X-23 RURAL	42	22:22	11:57	04:07	17:50
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	72	26:08	12:44	05:21	19:38
SJ ZONE X-22 WILDERNESS	6	25:38	17:34	06:17	23:57
SJ ZONE X-26 WILDERNESS	3	21:01	10:17	09:30	18:12
All Urban Compliance Areas	3769	29:36	06:15	03:10	09:51
All Suburban Compliance Areas	90	23:14	08:12	03:56	12:08
All Suburban-Moderate Compliance Areas	35	30:38	14:03	06:00	24:28
All Rural Compliance Areas	169	27:13	12:22	04:55	19:20
All Wilderness Compliance Areas	9	25:38	15:08	07:46	22:57
Total Responses	4072				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	243	73:48	10:12	08:10	19:02
SJ ZONE X-22 URBAN	44	28:05	09:55	04:52	16:06
SJ ZONE X-23 URBAN	96	43:34	10:14	06:25	16:35
SJ ZONE X-24 URBAN	839	80:07	11:18	08:09	18:46
SJ ZONE X-25 URBAN	1012	72:42	09:45	06:21	14:40
SJ ZONE X-26 URBAN	173	55:12	10:57	09:20	24:41
SJ ZONE X-22 SUBURBAN	4	17:45	13:20	04:34	16:54
SJ ZONE X-23 SUBURBAN	20	24:15	09:43	05:26	17:11
SJ ZONE X-26 SUBURBAN	8	12:17	09:17	02:24	11:58
SJ ZONE X-26 SUBURBAN-MODERATE	30	26:12	16:00	05:42	23:06
SJ ZONE X-22 RURAL	18	34:12	14:41	07:55	20:44
SJ ZONE X-23 RURAL	24	25:28	14:28	04:42	20:08
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	22	36:17	19:02	07:45	28:51
SJ ZONE X-22 WILDERNESS	2	24:03	22:38	01:59	23:46
SJ ZONE X-26 WILDERNESS	2	22:48	18:07	06:36	21:51
All Urban Compliance Areas	2407	80:07	10:27	07:27	17:10
All Suburban Compliance Areas	32	24:15	10:04	04:48	16:56
All Suburban-Moderate Compliance Areas	30	26:12	16:00	05:42	23:06
All Rural Compliance Areas	64	36:17	16:06	07:03	24:34
All Wilderness Compliance Areas	4	24:03	20:23	04:45	23:40
Total Responses	2537				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Mar 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	416	56	86.54%	416	25	93.99%
SJ ZONE X-22	144	35	75.69%	144	14	90.28%
SJ ZONE X-23	328	102	68.90%	328	37	88.72%
SJ ZONE X-24	1190	258	78.32%	1190	95	92.02%
SJ ZONE X-25	1286	239	81.42%	1286	107	91.68%
SJ ZONE X-26	509	97	80.94%	509	40	92.14%
All Zones Combined	3873	787	79.68%	3873	318	91.79%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Mar 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	280	33	88.21%	280	11	96.07%
SJ ZONE X-22	68	4	94.12%	68	4	94.12%
SJ ZONE X-23	140	16	88.57%	140	4	97.14%
SJ ZONE X-24	755	77	89.80%	755	29	96.16%
SJ ZONE X-25	919	45	95.10%	919	14	98.48%
SJ ZONE X-26	230	31	86.52%	230	15	93.48%
All Zones Combined	2392	206	91.39%	2392	77	96.78%
* 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

Apr 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	405	75	81.48%	405	35	91.36%
SJ ZONE X-22	156	38	75.64%	156	11	92.95%
SJ ZONE X-23	317	100	68.45%	317	31	90.22%
SJ ZONE X-24	1256	371	70.46%	1256	109	91.32%
SJ ZONE X-25	1420	360	74.65%	1420	129	90.92%
SJ ZONE X-26	518	122	76.45%	518	37	92.86%
All Zones Combined	4072	1066	73.82%	4072	352	91.36%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Apr 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	243	27	88.89%	243	13	94.65%
SJ ZONE X-22	68	7	89.71%	68	3	95.59%
SJ ZONE X-23	140	15	89.29%	140	7	95.00%
SJ ZONE X-24	839	120	85.70%	839	38	95.47%
SJ ZONE X-25	1012	78	92.29%	1012	26	97.43%
SJ ZONE X-26	235	27	88.51%	235	10	95.74%
All Zones Combined	2537	274	89.20%	2537	97	96.18%
* 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

	Mar 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	253	20	92.09%	253	10	96.05%
IFT CCT	36	15	58.33%	36	10	72.22%

Comparison of Compliance with and without Exemptions - IFT

	Apr 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	410	113	72.44%	410	69	83.17%
IFT CCT	37	20	45.95%	37	17	54.05%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports

Types of Exemptions	Mar 2023		Apr 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	1	0	1	0
Delays in transferring care in the emergency department	435	4	701	4
IFT: Patient not ready at time of arrival	0	0	1	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	0	0
Other – Good cause	83	1	116	0
Severe inclement weather	2	0	0	0
Unavoidable delay caused by unreported road construction	4	0	8	0

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Zone Assist		
Population Density	Mar 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	1
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	12
SJ ZONE X-24	Manteca	2
SJ ZONE X-25	Manteca	11
SJ ZONE X-26	Manteca	42

Zone Assist		
Population Density	Apr 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	2
SJ ZONE X-23	Escalon	1
	Manteca	20
SJ ZONE X-24	Manteca	3
	Ripon	1
SJ ZONE X-25	Manteca	20
SJ ZONE X-26	Manteca	43
	Ripon	1

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
04/07/2023	ISLETON	AMR San Joaquin	29D00- Traffic Accident

Failure to Provide Data

Event Type	Mar 2023	Apr 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		