



San Joaquin County

Emergency Medical Services Agency



<http://www.sjgov.org/ems>

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
505 W. Service Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: September 17, 2021

SUBJECT: American Medical Response (AMR) Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency's (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for the months of July and August 2021, 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 eleven 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 8 minutes and forty 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 2021 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	446	24	94.62%	X		
SJ ZONE X-22	153	7	95.42%	X		
SJ ZONE X-23	329	30	90.88%	X		
SJ ZONE X-24	1359	128	90.58%	X		
SJ ZONE X-25	1477	140	90.52%	X		
SJ ZONE X-26	547	33	93.97%	X		
All Zones Combined	4311	362	91.60%	6	0	
* 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

2021/07/01 through 2021/07/31							
Rolling Compliance Zones (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					

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/08/01 through 2021/08/31					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE X-21	424	26	93.87%	X	
SJ ZONE X-22	164	16	90.24%	X	
SJ ZONE X-23	406	42	89.66%		X
SJ ZONE X-24	1430	119	91.68%	X	
SJ ZONE X-25	1713	144	91.59%	X	
SJ ZONE X-26	585	40	93.16%	X	
All Zones Combined	4722	387	91.80%	5	1
* 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

2021/08/01 through 2021/08/31							
Rolling Compliance Zones (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					

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	227	14	93.83%	X		
SJ ZONE X-22	74	2	97.30%	---	---	
SJ ZONE X-23	137	5	96.35%	X		
SJ ZONE X-24	769	30	96.10%	X		
SJ ZONE X-25	795	25	96.86%	X		
SJ ZONE X-26	258	6	97.67%	X		
All Zones Combined	2260	82	96.37%	5	0	
* 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

2021/07/01 through 2021/07/31							
Rolling Compliance Zones (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 2021	Jul 2021	74	2	97.30%	---	---

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

2021/08/01 through 2021/08/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	316	13	95.89%	X		
SJ ZONE X-22	75	1	98.67%	---	---	
SJ ZONE X-23	215	6	97.21%	X		
SJ ZONE X-24	854	21	97.54%	X		
SJ ZONE X-25	831	14	98.32%	X		
SJ ZONE X-26	219	6	97.26%	X		
All Zones Combined	2510	61	97.57%	5	0	
* 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

2021/08/01 through 2021/08/31							
Rolling Compliance Zones (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 2021	Aug 2021	149	3	97.99%	X	

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/07/01 through 2021/07/31								
Rolling Compliance Zones (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	68	68	Jul 2021		1	98.53%	---	---
IFT CCT	6	28	May 2021		0	100.00%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/08/01 through 2021/08/31								
Rolling Compliance Zones (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	55	123	Jul 2021	Aug 2021	2	98.37%	X	
IFT CCT	8	36	May 2021		0	100.00%	---	---

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance Report - Combined RLS
and NRLS

2021/07/01 through 2021/07/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	673	38	94.35%
SJ ZONE X-22	227	9	96.04%
SJ ZONE X-23	466	35	92.49%
SJ ZONE X-24	2128	158	92.58%
SJ ZONE X-25	2272	165	92.74%
SJ ZONE X-26	805	39	95.16%
All Zones Combined	6571	444	93.24%

Response Time Compliance Report - Combined RLS
and NRLS

2021/08/01 through 2021/08/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	740	39	94.73%
SJ ZONE X-22	239	17	92.89%
SJ ZONE X-23	621	48	92.27%
SJ ZONE X-24	2284	140	93.87%
SJ ZONE X-25	2544	158	93.79%
SJ ZONE X-26	804	46	94.28%
All Zones Combined	7232	448	93.81%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Fines and Penalties Report		
Type of Penalty	Jul 2021	Aug 2021
Out of compliance response zones	\$0	\$5,000
Code 2 and Code 3 Late response minutes	\$4,800	\$3,810
ALS IFT or CCT-IFT Late response minutes	\$200	\$600
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$0
Failure to provide data	0	0
Preventable mechanical failure	0	0
Failure to meet staffing and clinical standards	0	0
Failure to Respond	0	0
Failure to submit documentation at hospital	0	0
Other minor breach	0	0
Totals	\$5,000	\$9,410

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	451	00:16:18	00:05:08	00:02:28	00:08:00
SJ ZONE X-22 URBAN	62	00:13:20	00:05:48	00:02:32	00:08:49
SJ ZONE X-23 URBAN	223	00:16:03	00:05:47	00:02:46	00:09:02
SJ ZONE X-24 URBAN	1387	00:30:46	00:05:32	00:02:39	00:08:36
SJ ZONE X-25 URBAN	1514	00:26:48	00:05:34	00:02:32	00:08:26
SJ ZONE X-26 URBAN	390	00:21:29	00:05:26	00:03:12	00:09:05
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	16	00:17:06	00:09:13	00:03:01	00:13:18
SJ ZONE X-23 SUBURBAN	53	00:16:28	00:06:54	00:03:45	00:11:33
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	22	00:12:37	00:06:51	00:02:48	00:10:48
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	53	00:23:05	00:12:10	00:02:54	00:14:21
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	67	00:22:16	00:11:14	00:04:45	00:16:41
SJ ZONE X-23 RURAL	71	00:25:04	00:10:59	00:04:51	00:16:32
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	79	00:25:03	00:11:50	00:05:03	00:18:17
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	14	00:26:31	00:15:38	00:04:35	00:20:40
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	9	00:29:56	00:17:02	00:06:16	00:24:55
All Urban Compliance Areas	4027	00:30:46	00:05:26	00:02:42	00:08:28
All Suburban Compliance Areas	91	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	53	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	217	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	23	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	4411				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	432	00:23:29	00:05:20	00:02:54	00:08:13
SJ ZONE X-22 URBAN	75	00:26:03	00:06:45	00:03:17	00:09:31
SJ ZONE X-23 URBAN	267	00:19:26	00:06:38	00:02:54	00:10:14
SJ ZONE X-24 URBAN	1464	00:19:40	00:05:44	00:02:44	00:09:11
SJ ZONE X-25 URBAN	1760	00:19:26	00:05:37	00:02:32	00:08:38
SJ ZONE X-26 URBAN	444	00:25:07	00:05:13	00:03:20	00:08:58
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	16	00:14:18	00:08:25	00:02:32	00:12:18
SJ ZONE X-23 SUBURBAN	62	00:21:27	00:08:21	00:03:49	00:12:33
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	38	00:14:22	00:07:05	00:03:05	00:10:35
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	27	00:23:01	00:11:48	00:04:38	00:16:23
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	64	00:41:21	00:12:12	00:06:11	00:19:14
SJ ZONE X-23 RURAL	83	00:39:02	00:13:26	00:06:12	00:21:37
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL	1	00:11:54	00:11:54	00:00:00	00:11:54
SJ ZONE X-26 RURAL	87	00:29:37	00:12:01	00:05:18	00:18:38
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	13	00:27:56	00:16:15	00:06:06	00:24:28
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	8	00:19:10	00:10:29	00:06:13	00:17:42
All Urban Compliance Areas	4442	00:26:03	00:05:35	00:02:49	00:08:53
All Suburban Compliance Areas	116	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	27	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	235	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	21	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	4841				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	232	01:17:47	00:11:24	00:11:53	00:23:31
SJ ZONE X-22 URBAN	39	00:15:51	00:08:09	00:03:27	00:12:58
SJ ZONE X-23 URBAN	85	00:30:21	00:08:48	00:04:32	00:14:30
SJ ZONE X-24 URBAN	775	01:27:47	00:10:06	00:08:44	00:16:26
SJ ZONE X-25 URBAN	816	07:13:44	00:10:29	00:16:55	00:16:09
SJ ZONE X-26 URBAN	220	00:52:49	00:08:43	00:08:09	00:14:38
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	9	00:25:49	00:12:16	00:05:42	00:17:43
SJ ZONE X-23 SUBURBAN	17	05:36:51	00:30:15	01:19:13	00:20:51
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	12	00:15:18	00:10:22	00:03:53	00:15:00
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	11	00:27:06	00:14:53	00:07:05	00:22:34
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	23	00:22:33	00:15:33	00:05:44	00:22:26
SJ ZONE X-23 RURAL	39	05:49:29	00:22:24	00:54:10	00:23:19
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	18	00:25:31	00:17:01	00:04:19	00:22:27
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	3	00:26:01	00:17:16	00:07:39	00:23:36
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	1	00:21:57	00:21:57	00:00:00	00:21:57
All Urban Compliance Areas	2167	07:13:44	00:09:46	00:11:50	00:16:08
All Suburban Compliance Areas	38	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	11	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	80	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	4	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	2300				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	325	01:17:49	00:11:09	00:10:16	00:23:40
SJ ZONE X-22 URBAN	38	00:21:48	00:08:42	00:04:05	00:13:05
SJ ZONE X-23 URBAN	141	05:39:06	00:11:12	00:28:15	00:15:27
SJ ZONE X-24 URBAN	866	01:23:42	00:11:14	00:09:44	00:18:53
SJ ZONE X-25 URBAN	844	05:52:22	00:10:25	00:14:32	00:15:17
SJ ZONE X-26 URBAN	170	00:41:58	00:08:18	00:06:37	00:16:10
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	4	00:16:04	00:10:06	00:04:16	00:14:14
SJ ZONE X-23 SUBURBAN	40	00:36:26	00:12:45	00:07:31	00:20:31
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	14	00:16:38	00:08:59	00:05:03	00:15:56
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	15	00:27:28	00:14:23	00:07:43	00:24:16
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	32	00:31:16	00:15:28	00:07:36	00:25:55
SJ ZONE X-23 RURAL	40	00:36:13	00:15:37	00:07:54	00:23:16
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	27	00:23:00	00:13:16	00:06:00	00:20:45
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	4	00:42:38	00:24:11	00:17:53	00:39:08
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	1	00:16:11	00:16:11	00:00:00	00:16:11
All Urban Compliance Areas	2384	05:52:22	00:10:09	00:12:21	00:16:46
All Suburban Compliance Areas	58	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	15	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	99	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	5	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	2561				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS						
2021/07/01 through 2021/07/31						
Compliance Zone	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	446	62	86.10%	446	24	94.62%
SJ ZONE X-22	153	23	84.97%	153	7	95.42%
SJ ZONE X-23	329	72	78.12%	329	30	90.88%
SJ ZONE X-24	1359	259	80.94%	1359	128	90.58%
SJ ZONE X-25	1477	273	81.52%	1477	140	90.52%
SJ ZONE X-26	547	87	84.10%	547	33	93.97%
All Zones Combined	4311	776	82.00%	4311	362	91.60%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/08/01 through 2021/08/31						
Compliance Zone	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	424	68	83.96%	424	26	93.87%
SJ ZONE X-22	164	36	78.05%	164	16	90.24%
SJ ZONE X-23	406	125	69.21%	406	42	89.66%
SJ ZONE X-24	1430	319	77.69%	1430	119	91.68%
SJ ZONE X-25	1713	362	78.87%	1713	144	91.59%
SJ ZONE X-26	585	96	83.59%	585	40	93.16%
All Zones Combined	4722	1006	78.70%	4722	387	91.80%
* 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 - NRLS						
2021/07/01 through 2021/07/31						
Compliance Zone	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	227	26	88.55%	227	14	93.83%
SJ ZONE X-22	74	3	95.95%	74	2	97.30%
SJ ZONE X-23	137	11	91.97%	137	5	96.35%
SJ ZONE X-24	769	62	91.94%	769	30	96.10%
SJ ZONE X-25	795	64	91.95%	795	25	96.86%
SJ ZONE X-26	258	10	96.12%	258	6	97.67%
All Zones Combined	2260	176	92.21%	2260	82	96.37%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/08/01 through 2021/08/31						
Compliance Zone	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	316	37	88.29%	316	13	95.89%
SJ ZONE X-22	75	4	94.67%	75	1	98.67%
SJ ZONE X-23	215	21	90.23%	215	6	97.21%
SJ ZONE X-24	854	85	90.05%	854	21	97.54%
SJ ZONE X-25	831	51	93.86%	831	14	98.32%
SJ ZONE X-26	219	16	92.69%	219	6	97.26%
All Zones Combined	2510	214	91.47%	2510	61	97.57%
* 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						
2021/07/01 through 2021/07/31						
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	68	1	98.53%	68	1	98.53%
IFT CCT	6	1	83.33%	6	0	100.00%

Comparison of Compliance with and without Exemptions - IFT						
2021/08/01 through 2021/08/31						
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	55	1	98.18%	55	1	98.18%
IFT CCT	8	1	87.50%	8	0	100.00%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports				
	Jul 2021		Aug 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	0	0	1	0
Delays in transferring care in the emergency department	309	0	548	0
IFT: Patient not ready at time of arrival	1	0	2	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	4	0	1	0
Other – Good cause	100	0	144	0
Restricted freeway access	0	0	0	0
Second or third in (multiple) units to same scene	0	0	0	0
Severe inclement weather	0	0	0	0
Unavoidable delay caused by unreported road construction	6	0	2	0
Wrong address provided by the requesting party	1	0	1	0

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Zone Assist		
Compliance Zone	Jul 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	1
	Manteca	7
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	7
SJ ZONE X-26	Manteca	18

Zone Assist		
Compliance Zone	Aug 2021	
	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	13
SJ ZONE X-26	Manteca	30

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD

Failure to Provide Data		
Event Type	Jul 2021	Aug 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

