



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: August 6, 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 May and June 2021, provides an in-depth review of AMR's response time performance. On July 21, 2020, the San Joaquin County Board of Supervisors approved the agreement with American Medical Response – West (AMR) for exclusive emergency and advanced life support (ALS) service in ambulance zone X for the period May 1, 2021, to May 1, 2026. The renewal and extension of the Agreement maintains the performance and monitoring requirements of the original five year Agreement with the following revisions:

1. Reconfiguration of the compliance subzones from eleven to six. The reconfigured subzones are designed to increase monthly call volume to more than 100 calls per subzone and incentivize ambulance deployment in rural areas including the Highway 26 and Highway 4 corridors. A revised exclusive operating areas (EOA) zone map is attached. Due to the reconfiguration of the zones X, the rolling Compliance zones requiring multiple months to attain more than 100 Red Lights and Siren (RLS) responses has been reset to May 2021.
2. A reduction in the per minute fine for late responses from \$100 to \$10. The anticipated cost savings realized by AMR through reducing this fine amount is being used to partially offset increases in the rates charged to customers. The proposed \$10 per minute fine is consistent with the County's agreements with Escalon Community Ambulance and the Ripon Consolidated Fire District and was used in AMR agreements between 2006 and 2016.

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 thirty seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 2021 may be viewed or downloaded from the SJCEMSA website: www.sigov.org/ems.

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/05/01 through 2021/05/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	403	18	95.53%	X		
SJ ZONE X-22	123	12	90.24%	X		
SJ ZONE X-23	353	42	88.10%			X
SJ ZONE X-24	1225	146	88.08%			X
SJ ZONE X-25	1441	143	90.08%	X		
SJ ZONE X-26	472	31	93.43%	X		
All Zones Combined	4017	392	90.24%	4		2
* 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

2021/05/01 through 2021/05/31							
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)

2021/06/01 through 2021/06/30					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE X-21	420	23	94.52%	X	
SJ ZONE X-22	136	9	93.38%	X	
SJ ZONE X-23	356	34	90.45%	X	
SJ ZONE X-24	1243	144	88.42%		X
SJ ZONE X-25	1421	138	90.29%	X	
SJ ZONE X-26	492	39	92.07%	X	
All Zones Combined	4068	387	90.49%	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

2021/06/01 through 2021/06/30							
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)

2021/05/01 through 2021/05/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	272	6	97.79%	X		
SJ ZONE X-22	59	0	100.00%	---	---	
SJ ZONE X-23	149	4	97.32%	X		
SJ ZONE X-24	717	23	96.79%	X		
SJ ZONE X-25	827	9	98.91%	X		
SJ ZONE X-26	230	6	97.39%	X		
All Zones Combined	2254	48	97.87%	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

2021/05/01 through 2021/05/31							
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	May 2021	May 2021	59	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

2021/06/01 through 2021/06/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	255	4	98.43%	X		
SJ ZONE X-22	69	0	100.00%	---	---	
SJ ZONE X-23	151	6	96.03%	X		
SJ ZONE X-24	759	26	96.57%	X		
SJ ZONE X-25	769	18	97.66%	X		
SJ ZONE X-26	245	5	97.96%	X		
All Zones Combined	2248	59	97.38%	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

2021/06/01 through 2021/06/30							
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	May 2021	Jun 2021	128	0	100.00%	X	

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/05/01 through 2021/05/31								
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	91	91	May 2021		1	98.90%	---	---
IFT CCT	8	8	May 2021		0	100.00%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/06/01 through 2021/06/30								
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	66	157	May 2021	Jun 2021	2	98.73%	X	
IFT CCT	14	22	May 2021		0	100.00%	---	---

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance Report - Combined RLS
and NRLS

2021/05/01 through 2021/05/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	675	24	96.44%
SJ ZONE X-22	182	12	93.41%
SJ ZONE X-23	502	46	90.84%
SJ ZONE X-24	1942	169	91.30%
SJ ZONE X-25	2268	152	93.30%
SJ ZONE X-26	702	37	94.73%
All Zones Combined	6271	440	92.98%

Response Time Compliance Report - Combined RLS
and NRLS

2021/06/01 through 2021/06/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	675	27	96.00%
SJ ZONE X-22	205	9	95.61%
SJ ZONE X-23	507	40	92.11%
SJ ZONE X-24	2002	170	91.51%
SJ ZONE X-25	2190	156	92.88%
SJ ZONE X-26	737	44	94.03%
All Zones Combined	6316	446	92.94%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Fines and Penalties Report		
Type of Penalty	May 2021	Jun 2021
Out of compliance response zones	\$20,000	\$10,000
Code 2 and Code 3 Late response minutes	\$3,260	\$4,070
ALS IFT or CCT-IFT Late response minutes	\$200	\$200
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	\$23,460	\$14,270

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	411	00:15:32	00:04:52	00:02:12	00:07:25
SJ ZONE X-22 URBAN	56	00:10:57	00:05:42	00:02:35	00:08:26
SJ ZONE X-23 URBAN	243	00:15:03	00:05:34	00:02:45	00:09:10
SJ ZONE X-24 URBAN	1270	00:27:41	00:05:38	00:02:45	00:08:56
SJ ZONE X-25 URBAN	1478	00:29:44	00:05:30	00:02:23	00:08:15
SJ ZONE X-26 URBAN	354	00:18:55	00:05:08	00:02:57	00:08:09
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	16	00:15:32	00:08:26	00:02:16	00:10:35
SJ ZONE X-23 SUBURBAN	66	00:13:26	00:07:02	00:02:39	00:10:28
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	30	00:15:00	00:06:57	00:03:01	00:10:36
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	28	00:19:47	00:10:40	00:04:26	00:14:26
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	43	00:24:18	00:11:32	00:05:09	00:18:45
SJ ZONE X-23 RURAL	64	00:20:25	00:09:41	00:04:34	00:15:10
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL	1	00:06:09	00:06:09	00:00:00	00:06:09
SJ ZONE X-26 RURAL	73	00:23:40	00:10:40	00:05:14	00:17:45
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	14	00:23:11	00:14:44	00:06:03	00:20:23
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	7	00:17:51	00:09:20	00:06:49	00:16:21
All Urban Compliance Areas	3812	00:29:44	00:05:22	00:02:35	00:08:21
All Suburban Compliance Areas	112	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	28	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	181	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	4154				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	426	00:27:08	00:05:02	00:02:43	00:08:03
SJ ZONE X-22 URBAN	49	00:12:39	00:06:23	00:02:10	00:09:16
SJ ZONE X-23 URBAN	251	00:21:18	00:05:44	00:02:58	00:09:44
SJ ZONE X-24 URBAN	1268	00:24:56	00:05:42	00:02:46	00:09:00
SJ ZONE X-25 URBAN	1461	00:24:22	00:05:35	00:02:30	00:08:32
SJ ZONE X-26 URBAN	350	00:20:44	00:05:14	00:03:13	00:09:41
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	16	00:11:11	00:07:53	00:02:23	00:10:19
SJ ZONE X-23 SUBURBAN	56	00:20:03	00:08:38	00:03:58	00:13:42
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	41	00:16:32	00:07:02	00:03:58	00:12:10
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	28	00:19:20	00:11:08	00:03:30	00:14:45
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	65	00:26:53	00:11:00	00:05:10	00:16:55
SJ ZONE X-23 RURAL	63	00:26:13	00:11:19	00:04:53	00:16:56
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL	1	00:11:37	00:11:37	00:00:00	00:11:37
SJ ZONE X-26 RURAL	80	00:33:12	00:11:35	00:05:40	00:17:25
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	12	00:20:50	00:12:55	00:07:31	00:20:15
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	6	00:17:25	00:14:11	00:03:10	00:17:10
All Urban Compliance Areas	3805	00:27:08	00:05:26	00:02:44	00:08:38
All Suburban Compliance Areas	113	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	28	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	209	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	18	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	4173				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
May 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	276	00:52:06	00:08:30	00:06:48	00:16:22
SJ ZONE X-22 URBAN	28	00:14:28	00:07:11	00:03:14	00:11:00
SJ ZONE X-23 URBAN	103	00:20:05	00:07:10	00:03:55	00:12:22
SJ ZONE X-24 URBAN	723	01:06:29	00:09:24	00:06:33	00:14:49
SJ ZONE X-25 URBAN	848	00:59:34	00:08:27	00:05:27	00:12:39
SJ ZONE X-26 URBAN	190	01:29:11	00:08:02	00:08:17	00:12:11
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	6	00:16:36	00:11:10	00:04:44	00:14:48
SJ ZONE X-23 SUBURBAN	21	00:29:41	00:10:29	00:06:08	00:14:10
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	13	00:12:33	00:08:16	00:02:37	00:11:43
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	14	00:21:12	00:11:30	00:07:05	00:18:04
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	20	00:48:19	00:15:31	00:08:48	00:19:50
SJ ZONE X-23 RURAL	31	00:36:51	00:15:21	00:07:19	00:20:58
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL	1	00:00:06	00:00:06	00:00:00	00:00:06
SJ ZONE X-26 RURAL	21	00:23:54	00:15:21	00:05:14	00:20:23
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	6	00:23:11	00:12:52	00:07:51	00:20:24
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		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2168	01:29:11	00:08:25	00:05:59	00:13:16
All Suburban Compliance Areas	40	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	14	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	73	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	6	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	2301				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	260	00:42:42	00:09:28	00:07:10	00:20:20
SJ ZONE X-22 URBAN	37	00:13:25	00:06:46	00:03:08	00:10:30
SJ ZONE X-23 URBAN	115	00:37:51	00:08:17	00:05:20	00:14:14
SJ ZONE X-24 URBAN	771	06:06:01	00:10:01	00:14:43	00:15:09
SJ ZONE X-25 URBAN	787	05:41:42	00:09:20	00:13:17	00:13:52
SJ ZONE X-26 URBAN	202	01:40:51	00:08:27	00:08:37	00:13:07
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	10	00:24:53	00:09:31	00:06:33	00:14:49
SJ ZONE X-23 SUBURBAN	23	00:19:16	00:10:35	00:04:18	00:17:05
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	10	00:11:47	00:08:14	00:01:48	00:09:47
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	19	00:20:50	00:13:56	00:04:56	00:18:35
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	24	00:30:07	00:15:35	00:06:07	00:22:50
SJ ZONE X-23 RURAL	23	00:35:11	00:15:14	00:07:33	00:20:46
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	16	00:28:30	00:13:33	00:07:48	00:23:14
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	2	00:23:30	00:21:24	00:02:58	00:23:04
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	00:05:57	00:05:57	00:00:00	00:05:57
All Urban Compliance Areas	2172	06:06:01	00:09:11	00:13:32	00:14:19
All Suburban Compliance Areas	43	00:00:00	00:00:00	00:00:00	00:00:00
All Suburban-Moderate Compliance Areas	19	00:00:00	00:00:00	00:00:00	00:00:00
All Rural Compliance Areas	63	00:00:00	00:00:00	00:00:00	00:00:00
All Wilderness Compliance Areas	3	00:00:00	00:00:00	00:00:00	00:00:00
Total Responses	2300				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS						
2021/05/01 through 2021/05/31						
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	403	42	89.58%	403	18	95.53%
SJ ZONE X-22	123	27	78.05%	123	12	90.24%
SJ ZONE X-23	353	67	81.02%	353	42	88.10%
SJ ZONE X-24	1225	261	78.69%	1225	146	88.08%
SJ ZONE X-25	1441	255	82.30%	1441	143	90.08%
SJ ZONE X-26	472	64	86.44%	472	31	93.43%
All Zones Combined	4017	716	82.18%	4017	392	90.24%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/06/01 through 2021/06/30						
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	420	58	86.19%	420	23	94.52%
SJ ZONE X-22	136	21	84.56%	136	9	93.38%
SJ ZONE X-23	356	80	77.53%	356	34	90.45%
SJ ZONE X-24	1243	287	76.91%	1243	144	88.42%
SJ ZONE X-25	1421	272	80.86%	1421	138	90.29%
SJ ZONE X-26	492	76	84.55%	492	39	92.07%
All Zones Combined	4068	794	80.48%	4068	387	90.49%
* 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						
2021/05/01 through 2021/05/31						
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	272	13	95.22%	272	6	97.79%
SJ ZONE X-22	59	1	98.31%	59	0	100.00%
SJ ZONE X-23	149	7	95.30%	149	4	97.32%
SJ ZONE X-24	717	39	94.56%	717	23	96.79%
SJ ZONE X-25	827	22	97.34%	827	9	98.91%
SJ ZONE X-26	230	12	94.78%	230	6	97.39%
All Zones Combined	2254	94	95.83%	2254	48	97.87%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/06/01 through 2021/06/30						
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	255	13	94.90%	255	4	98.43%
SJ ZONE X-22	69	1	98.55%	69	0	100.00%
SJ ZONE X-23	151	9	94.04%	151	6	96.03%
SJ ZONE X-24	759	54	92.89%	759	26	96.57%
SJ ZONE X-25	769	34	95.58%	769	18	97.66%
SJ ZONE X-26	245	14	94.29%	245	5	97.96%
All Zones Combined	2248	125	94.44%	2248	59	97.38%
* 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						
2021/05/01 through 2021/05/31						
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	91	4	95.60%	91	1	98.90%
IFT CCT	8	0	100.00%	8	0	100.00%

Comparison of Compliance with and without Exemptions - IFT						
2021/06/01 through 2021/06/30						
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	66	3	95.45%	66	1	98.48%
IFT CCT	14	1	92.86%	14	0	100.00%

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Exemption Request Reports

Types of Exemptions	May 2021		Jun 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
AMR Ambulance Zone	0	0	0	0
Call reduced from Code 3 to Code 2	1	0	0	0
Changed Response Area	0	0	0	0
Coding Error by SFD CAD	0	0	0	0
Delay at Hospitals	0	0	0	0
Delay Reporting OnScene	0	0	0	0
Delays in Transferring Care in the Emergency Department	396	0	518	0
Dispatch Error	0	0	0	0
Duplicate Record	0	0	0	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	2	0	0	0
IFT: Patient not ready at time of arrival	0	0	1	0
Inter-facility- Patient Not Ready Upon Arrival	0	0	0	0
Location Change	3	0	0	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	4	0
MCI	0	0	0	0
Other – Good cause	47	0	129	0
Reduced /Upgraded Response	3	0	0	0
Restricted freeway access	0	0	1	0
Ripon Fire Zone	0	0	0	0
Second or third in (multiple) units to same scene	0	0	0	0
Severe Inclement Weather	0	0	0	0
Staged	0	0	0	0
System Overload	25	0	0	0
Traffic Secondary to Call	3	0	0	0
Train	0	0	0	0
Unavoidable Delay caused by unreported road construction	14	0	4	0
UTL	1	0	0	0
Wrong address provided by the requesting party	0	0	0	0
Wrong Location	0	0	0	0
Zone Assist	1	0	0	0

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Zone Assist		
Compliance Zone	May 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	7
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	5
SJ ZONE X-26	Manteca	16

Zone Assist		
Compliance Zone	Jun 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	6
SJ ZONE X-24	Escalon	1
	Manteca	2
	Ripon	1
SJ ZONE X-25	Manteca	6
SJ ZONE X-26	Manteca	16

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD

Failure to Provide Data		
Event Type	May 2021	Jun 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

