



# San Joaquin County Emergency Medical Services Agency



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## Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: April 25, 2022

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

This EMS Agency Report on the Exclusive Operating Area Zone X and the contract compliance for the Emergency Ambulance Provider American Medical Response (AMR) for the months of January and February 2022, provides an in-depth review of AMR's response time performance. The performance agreement between SJCEMSA and AMR establishes accountability for meeting specific response time standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

SJCEMSA reviews each late response correction or exemption to determine if a delay in response is attributable to factors outside of the control of the ambulance service provider. Approved exemption requests are not included in response time compliance calculations for the assessment of fines. SJCEMSA ensures transparency by including in this report response time performance with and without, the application of exemptions for late responses.

While this report provides detailed response time compliance information for each of the six X-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all X-Zones, have a response time of 8 minutes and fifty seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2022 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)

Jan-22						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	439	32	92.71%	X		
SJ ZONE X-22	138	9	93.48%	X		
SJ ZONE X-23	342	28	91.81%	X		
SJ ZONE X-24	1411	120	91.50%	X		
SJ ZONE X-25	1563	128	91.81%	X		
SJ ZONE X-26	559	40	92.84%	X		
<b>All Zones Combined</b>	4452	357	91.98%	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

Jan-22							
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
	CP Start = Compliance Period Start Date CP End - Compliance Period End Date			Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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

Jan-22						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	272	7	97.43%	X		
SJ ZONE X-22	69	2	97.10%	---	---	
SJ ZONE X-23	150	8	94.67%	X		
SJ ZONE X-24	753	32	95.75%	X		
SJ ZONE X-25	884	18	97.96%	X		
SJ ZONE X-26	240	7	97.08%	X		
<b>All Zones Combined</b>	2368	74	96.88%	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

Jan-22						
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	Jan 2022	Jan 2022	69	2	97.10%	---
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations		

Exclusive Emergency Ambulance Provider  
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Response Time Compliance - Red Lights and Siren (RLS)

		Feb-22				
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	347	26	92.51%	X		
SJ ZONE X-22	113	8	92.92%	X		
SJ ZONE X-23	311	28	91.00%	X		
SJ ZONE X-24	1170	91	92.22%	X		
SJ ZONE X-25	1261	96	92.39%	X		
SJ ZONE X-26	483	27	94.41%	X		
<b>All Zones Combined</b>	3685	276	92.51%	<b>6</b>	<b>0</b>	
* 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

		Feb-22					
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
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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

Feb-22						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	234	7	97.01%	X		
SJ ZONE X-22	63	1	98.41%	---	---	
SJ ZONE X-23	134	4	97.01%	X		
SJ ZONE X-24	602	34	94.35%	X		
SJ ZONE X-25	751	21	97.20%	X		
SJ ZONE X-26	204	5	97.55%	X		
<b>All Zones Combined</b>	1988	72	96.38%	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

Feb-22							
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	Jan 2022	Feb 2022	132	3	97.73%	X	
CP Start = Compliance Period Start Date CP End = Compliance Period End Date			Compliance Calc Incidents = Total Incident Count used in compliance calculations				

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Response Time Compliance Report - Interfacility Transfer (IFT)								
					Jan-22			
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	82	82	Jan 2022		2	97.56%	---	---
IFT CCT	16	95	May 2021		1	98.95%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
					Jan-22			
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	92	174	Jan 2022	Feb 2022	4	97.70%	X	
IFT CCT	16	111	May 2021	Feb 2022	3	97.30%	X	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date					Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Fines and Penalties Report		
Type of Penalty	Jan 2022	Feb 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$4,310	\$3,870
ALS IFT or CCT-IFT Late response minutes	\$800	\$800
Out of compliance monthly response ALS-IFT or CCT-IFT	N/A	N/A
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
<b>Totals</b>	\$5,110	\$4,670

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jan 2022					
Population Density Based on Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	439	16:53	5:08	2:25	8:02
SJ ZONE X-22 URBAN	57	10:35	6:19	2:00	9:10
SJ ZONE X-23 URBAN	242	21:20	6:18	3:06	10:18
SJ ZONE X-24 URBAN	1411	21:31	6:00	2:30	9:11
SJ ZONE X-25 URBAN	1561	23:12	5:42	2:29	8:34
SJ ZONE X-26 URBAN	422	23:33	5:50	3:33	9:27
SJ ZONE X-22 SUBURBAN	13	12:33	8:00	2:08	10:27
SJ ZONE X-23 SUBURBAN	38	16:10	7:21	3:15	11:50
SJ ZONE X-26 SUBURBAN	29	14:13	6:37	2:52	10:36
SJ ZONE X-26 SUBURBAN-MODERATE	34	30:17	14:24	5:20	20:38
SJ ZONE X-22 RURAL	56	27:09	11:10	4:50	17:18
SJ ZONE X-23 RURAL	62	22:14	11:15	4:28	16:10
SJ ZONE X-25 RURAL	2	10:37	6:51	5:19	9:51
SJ ZONE X-26 RURAL	67	21:10	12:17	4:58	18:48
SJ ZONE X-22 WILDERNESS	12	23:27	16:55	4:09	22:01
SJ ZONE X-26 WILDERNESS	7	21:49	17:30	3:35	21:41
All Urban Compliance Areas	4132	23:33	5:48	2:39	8:53
All Suburban Compliance Areas	80	16:10	7:12	2:58	11:25
All Suburban-Moderate Compliance Areas	34	30:17	14:24	5:20	20:38
All Rural Compliance Areas	187	27:09	11:33	4:47	18:08
All Wilderness Compliance Areas	19	23:27	17:08	3:52	21:53
<b>Total Responses</b>	<b>4452</b>				



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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jan 2022					
Population Density Based on Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	272	75:18	10:25	11:32	18:21
SJ ZONE X-22 URBAN	40	24:28	9:06	4:34	13:46
SJ ZONE X-23 URBAN	108	23:35	9:32	4:45	16:02
SJ ZONE X-24 URBAN	753	69:19	10:55	8:50	16:34
SJ ZONE X-25 URBAN	883	68:42	9:55	8:44	14:39
SJ ZONE X-26 URBAN	201	58:40	10:02	8:14	17:20
SJ ZONE X-22 SUBURBAN	4	11:01	10:19	0:30	10:49
SJ ZONE X-23 SUBURBAN	17	79:07	17:41	17:26	26:33
SJ ZONE X-26 SUBURBAN	7	8:37	6:23	2:13	8:25
SJ ZONE X-26 SUBURBAN-MODERATE	15	28:41	16:25	5:11	23:26
SJ ZONE X-22 RURAL	22	23:02	14:43	4:56	20:48
SJ ZONE X-23 RURAL	25	27:48	14:57	5:37	22:10
SJ ZONE X-25 RURAL	1	7:51	7:51	0:00	7:51
SJ ZONE X-26 RURAL	14	24:10	15:16	5:17	22:52
SJ ZONE X-22 WILDERNESS	3	29:25	20:11	8:55	27:26
SJ ZONE X-26 WILDERNESS	3	22:09	21:17	1:08	22:03
All Urban Compliance Areas	2257	75:18	10:17	8:55	16:11
All Suburban Compliance Areas	28	79:07	13:48	14:23	17:50
All Suburban-Moderate Compliance Areas	15	28:41	16:25	5:11	23:26
All Rural Compliance Areas	62	27:48	14:49	5:15	21:58
All Wilderness Compliance Areas	6	29:25	20:44	5:43	25:47
<b>Total Responses</b>	<b>2368</b>				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Feb 2022					
Population Density Based on Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	347	21:17	5:11	2:52	8:13
SJ ZONE X-22 URBAN	52	16:39	6:35	3:02	8:56
SJ ZONE X-23 URBAN	229	16:42	5:50	2:53	9:51
SJ ZONE X-24 URBAN	1170	39:22	5:55	2:53	9:17
SJ ZONE X-25 URBAN	1260	19:32	5:25	2:21	8:16
SJ ZONE X-26 URBAN	354	19:12	5:06	2:55	8:21
SJ ZONE X-22 SUBURBAN	12	10:16	7:35	2:25	10:10
SJ ZONE X-23 SUBURBAN	32	14:44	6:48	3:45	11:43
SJ ZONE X-26 SUBURBAN	36	20:01	6:36	3:39	10:26
SJ ZONE X-26 SUBURBAN-MODERATE	31	24:55	13:02	4:04	18:18
SJ ZONE X-22 RURAL	42	17:14	11:00	3:26	16:02
SJ ZONE X-23 RURAL	50	20:10	10:29	4:13	16:20
SJ ZONE X-25 RURAL	1	8:58	8:58	0:00	8:58
SJ ZONE X-26 RURAL	56	19:46	10:55	4:27	17:14
SJ ZONE X-22 WILDERNESS	7	31:01	17:04	6:55	24:55
SJ ZONE X-26 WILDERNESS	6	18:55	16:25	1:48	18:29
All Urban Compliance Areas	3412	39:22	5:35	2:43	8:47
All Suburban Compliance Areas	80	20:01	6:50	3:31	10:38
All Suburban-Moderate Compliance Areas	31	24:55	13:02	4:04	18:18
All Rural Compliance Areas	149	20:10	10:47	4:04	16:41
All Wilderness Compliance Areas	13	31:01	16:46	5:02	20:27
<b>Total Responses</b>	<b>3685</b>				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Feb 2022					
Population Density Based on Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	234	64:42	8:51	8:42	16:41
SJ ZONE X-22 URBAN	39	33:37	8:33	5:16	13:22
SJ ZONE X-23 URBAN	95	47:40	9:17	6:41	15:44
SJ ZONE X-24 URBAN	602	90:26	11:52	10:08	19:12
SJ ZONE X-25 URBAN	750	74:40	9:56	8:38	15:16
SJ ZONE X-26 URBAN	161	57:34	9:44	9:31	18:26
SJ ZONE X-22 SUBURBAN	6	9:33	6:47	3:34	9:31
SJ ZONE X-23 SUBURBAN	17	17:49	9:31	4:39	15:31
SJ ZONE X-26 SUBURBAN	9	16:41	10:29	4:17	15:16
SJ ZONE X-26 SUBURBAN-MODERATE	15	22:34	14:02	5:55	20:55
SJ ZONE X-22 RURAL	16	34:20	14:36	6:44	18:03
SJ ZONE X-23 RURAL	22	25:59	14:54	5:32	21:23
SJ ZONE X-25 RURAL	1	9:41	9:41	0:00	9:41
SJ ZONE X-26 RURAL	17	37:25	17:38	7:10	26:11
SJ ZONE X-22 WILDERNESS	2	15:42	14:27	1:45	15:27
SJ ZONE X-26 WILDERNESS	2	21:14	16:33	6:37	20:17
All Urban Compliance Areas	1881	90:26	10:20	9:09	17:02
All Suburban Compliance Areas	32	17:49	9:16	4:26	14:55
All Suburban-Moderate Compliance Areas	15	22:34	14:02	5:55	20:55
All Rural Compliance Areas	56	37:25	15:33	6:26	22:35
All Wilderness Compliance Areas	4	21:14	15:30	4:08	19:34
<b>Total Responses</b>	<b>1988</b>				

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

Compliance Zone	Jan-22			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	439	65	85.19%	439	32	92.71%
SJ ZONE X-22	138	25	81.88%	138	9	93.48%
SJ ZONE X-23	342	81	76.32%	342	28	91.81%
SJ ZONE X-24	1411	337	76.12%	1411	120	91.50%
SJ ZONE X-25	1563	302	80.68%	1563	128	91.81%
SJ ZONE X-26	559	105	81.22%	559	40	92.84%
<b>All Zones Combined</b>	<b>4452</b>	<b>915</b>	<b>79.45%</b>	<b>4452</b>	<b>357</b>	<b>91.98%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Compliance Zone	Jan-22			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	272	17	93.75%	272	7	97.43%
SJ ZONE X-22	69	5	92.75%	69	2	97.10%
SJ ZONE X-23	150	16	89.33%	150	8	94.67%
SJ ZONE X-24	753	71	90.57%	753	32	95.75%
SJ ZONE X-25	884	44	95.02%	884	18	97.96%
SJ ZONE X-26	240	16	93.33%	240	7	97.08%
<b>All Zones Combined</b>	<b>2368</b>	<b>169</b>	<b>92.86%</b>	<b>2368</b>	<b>74</b>	<b>96.88%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - RLS

Compliance Zone	Feb-22			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	347	50	85.59%	347	26	92.51%
SJ ZONE X-22	113	19	83.19%	113	8	92.92%
SJ ZONE X-23	311	73	76.53%	311	28	91.00%
SJ ZONE X-24	1170	249	78.72%	1170	91	92.22%
SJ ZONE X-25	1261	213	83.11%	1261	96	92.39%
SJ ZONE X-26	483	65	86.54%	483	27	94.41%
<b>All Zones Combined</b>	<b>3685</b>	<b>669</b>	<b>81.85%</b>	<b>3685</b>	<b>276</b>	<b>92.51%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Compliance Zone	Feb-22			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	234	13	94.44%	234	7	97.01%
SJ ZONE X-22	63	2	96.83%	63	1	98.41%
SJ ZONE X-23	134	13	90.30%	134	4	97.01%
SJ ZONE X-24	602	67	88.87%	602	34	94.35%
SJ ZONE X-25	751	40	94.67%	751	21	97.20%
SJ ZONE X-26	204	12	94.12%	204	5	97.55%
<b>All Zones Combined</b>	<b>1988</b>	<b>147</b>	<b>92.61%</b>	<b>1988</b>	<b>72</b>	<b>96.38%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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

	Jan-22					
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	82	4	95.12%	82	2	97.56%
IFT CCT	16	0	100.00%	16	-1	106.25%

Comparison of Compliance with and without Exemptions - IFT

	Feb-22					
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	92	3	96.74%	92	2	97.83%
IFT CCT	16	5	68.75%	16	2	87.50%

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Exemption Request Reports

Types of Exemptions	Jan 2022		Feb 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	497	0	309	0
IFT: Patient not ready at time of arrival	1	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	1	0	6	0
Other-non specified	85	0	78	0
Restricted freeway access	1	0	0	0
Severe inclement weather	2	0	0	0
Unavoidable delay caused by unreported road construction	0	0	3	0
Inaccurate information provided by calling party	0	0	1	0

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Zone Assist		
Compliance Zone	Jan 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	1
	Manteca	11
SJ ZONE X-24	Manteca	2
SJ ZONE X-25	Escalon	2
	Manteca	7
	Ripon	1
SJ ZONE X-26	Manteca	23
	Ripon	1

Zone Assist		
Compliance Zone	Feb 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	12
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	5
SJ ZONE X-26	Manteca	12



**Exclusive Emergency Ambulance Provider**  
**Contract Compliance**  
**American Medical Response**

**Out of County Mutual Aid**

Date	Location	Ambulance Service Provider	Dispatch Determinant
02/01/2022	TURLOCK	AMR San Joaquin	26A00- Sick Person

**Failure to Provide Data**

Event Type	Jan 2022	Feb 2022
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

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