



# San Joaquin County Emergency Medical Services Agency



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## Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: June 17, 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 March and April 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 seven minutes and fifty-three 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 2022 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-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	359	17	95.26%	X		
SJ ZONE X-22	146	14	90.41%	X		
SJ ZONE X-23	296	29	90.20%	X		
SJ ZONE X-24	1159	110	90.51%	X		
SJ ZONE X-25	1365	118	91.36%	X		
SJ ZONE X-26	496	28	94.35%	X		
<b>All Zones Combined</b>	3821	316	91.73%			
* 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-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			

Exclusive Emergency Ambulance Provider  
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Response Time Compliance - No Red Lights and Siren (NRLS)

Mar-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	247	4	98.38%	X		
SJ ZONE X-22	67	1	98.51%	---	---	
SJ ZONE X-23	141	6	95.74%	X		
SJ ZONE X-24	769	22	97.14%	X		
SJ ZONE X-25	839	19	97.74%	X		
SJ ZONE X-26	229	8	96.51%	X		
<b>All Zones Combined</b>	2292	60	97.38%			
* 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-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	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-22	CP Start Mar 2022	CP End Mar 2022	67	1	98.51%	---	---
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)

Apr-22						
Population Density	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	396	27	93.18%	X		
SJ ZONE X-22	165	15	90.91%	X		
SJ ZONE X-23	308	25	91.88%	X		
SJ ZONE X-24	1185	78	93.42%	X		
SJ ZONE X-25	1310	91	93.05%	X		
SJ ZONE X-26	475	31	93.47%	X		
<b>All Zones Combined</b>	3839	267	93.05%	<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

Apr-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			

Exclusive Emergency Ambulance Provider  
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Response Time Compliance - No Red Lights and Siren (NRLS)

Apr-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	248	6	97.58%	X		
SJ ZONE X-22	61	1	98.36%	---	---	
SJ ZONE X-23	152	4	97.37%	X		
SJ ZONE X-24	743	28	96.23%	X		
SJ ZONE X-25	891	19	97.87%	X		
SJ ZONE X-26	237	9	96.20%	X		
<b>All Zones Combined</b>	2332	67	97.13%			
* 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-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	Mar 2022	Apr 2022	128	2	98.44%	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)

					Mar-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	118	118	Mar 2022	Mar 2022	4	96.61%	X		
IFT CCT	33	33	Mar 2022		8	75.76%	---	---	

Response Time Compliance Report - Interfacility Transfer (IFT)

					Apr-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	141	141	Apr 2022	Apr 2022	4	97.16%	X		
IFT CCT	20	53	Mar 2022		11	79.25%	---	---	
<b>CP Start = Compliance Period Start Date</b> <b>CP End = Compliance Period End Date</b>					<b>Compliance Calc Incidents = Total Incident Count used in compliance calculations</b>				

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Fines and Penalties Report		
Type of Penalty	Mar 2022	Apr 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,970	\$3,560
ALS IFT or CCT-IFT Late response minutes	\$4,800	\$1,400
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>	\$7,770	\$4,960

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS					
Mar 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	359	16:23	4:58	2:10	7:36
SJ ZONE X-22 URBAN	62	11:06	6:11	1:48	8:13
SJ ZONE X-23 URBAN	212	13:44	5:38	2:42	8:58
SJ ZONE X-24 URBAN	1159	67:15	5:37	2:55	8:37
SJ ZONE X-25 URBAN	1365	21:43	5:28	2:16	8:15
SJ ZONE X-26 URBAN	375	21:35	4:58	2:48	7:20
SJ ZONE X-22 SUBURBAN	16	12:30	8:07	1:53	10:24
SJ ZONE X-23 SUBURBAN	37	19:56	6:57	3:38	11:36
SJ ZONE X-26 SUBURBAN	19	11:33	5:50	2:53	8:53
SJ ZONE X-26 SUBURBAN-MODERATE	29	22:47	11:05	4:35	17:24
SJ ZONE X-22 RURAL	65	25:34	12:31	4:42	18:51
SJ ZONE X-23 RURAL	47	17:27	11:40	3:19	16:13
SJ ZONE X-25 RURAL		0:00	0:00	0:00	0:00
SJ ZONE X-26 RURAL	65	21:12	11:39	4:26	17:51
SJ ZONE X-22 WILDERNESS	3	20:36	15:23	4:31	19:05
SJ ZONE X-26 WILDERNESS	8	25:55	16:03	7:07	24:42
All Urban Compliance Areas	3532	67:15	5:26	2:35	8:22
All Suburban Compliance Areas	72	19:56	6:55	3:12	11:19
All Suburban-Moderate Compliance Areas	29	22:47	11:05	4:35	17:24
All Rural Compliance Areas	177	25:34	11:58	4:16	17:19
All Wilderness Compliance Areas	11	25:55	15:52	6:18	24:11
<b>Total Responses</b>	<b>3821</b>				

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Mar 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	247	50:28	9:49	8:09	20:08
SJ ZONE X-22 URBAN	38	16:32	8:54	3:35	14:13
SJ ZONE X-23 URBAN	108	20:44	7:56	4:19	13:34
SJ ZONE X-24 URBAN	769	60:18	10:34	8:46	16:59
SJ ZONE X-25 URBAN	839	66:08	9:32	7:36	13:54
SJ ZONE X-26 URBAN	197	56:45	8:32	6:47	14:15
SJ ZONE X-22 SUBURBAN	6	16:55	10:59	3:06	14:06
SJ ZONE X-23 SUBURBAN	14	34:31	9:57	7:29	12:53
SJ ZONE X-26 SUBURBAN	8	21:04	10:30	5:12	15:14
SJ ZONE X-26 SUBURBAN-MODERATE	12	25:46	13:04	6:06	18:47
SJ ZONE X-22 RURAL	21	25:48	12:57	5:29	17:38
SJ ZONE X-23 RURAL	19	28:13	14:19	6:42	25:01
SJ ZONE X-25 RURAL		0:00	0:00	0:00	0:00
SJ ZONE X-26 RURAL	12	19:49	11:27	5:43	19:01
SJ ZONE X-22 WILDERNESS	2	22:28	19:52	3:40	21:56
SJ ZONE X-26 WILDERNESS		0:00	0:00	0:00	0:00
All Urban Compliance Areas	2198	66:08	9:45	7:53	15:29
All Suburban Compliance Areas	28	34:31	10:20	6:00	14:42
All Suburban-Moderate Compliance Areas	12	25:46	13:04	6:06	18:47
All Rural Compliance Areas	52	28:13	13:06	5:59	19:47
All Wilderness Compliance Areas	2	22:28	19:52	3:40	21:56
<b>Total Responses</b>	<b>2292</b>				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Apr 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	396	17:02	5:10	2:33	8:10
SJ ZONE X-22 URBAN	84	15:53	6:07	2:33	8:41
SJ ZONE X-23 URBAN	217	15:07	5:48	2:45	9:20
SJ ZONE X-24 URBAN	1185	22:09	5:28	2:24	8:23
SJ ZONE X-25 URBAN	1309	24:37	5:25	2:20	8:15
SJ ZONE X-26 URBAN	337	23:46	5:41	3:16	9:23
SJ ZONE X-22 SUBURBAN	26	13:19	8:19	2:03	11:12
SJ ZONE X-23 SUBURBAN	39	17:54	7:49	3:20	11:54
SJ ZONE X-26 SUBURBAN	36	15:42	6:43	2:43	9:39
SJ ZONE X-26 SUBURBAN-MODERATE	30	25:27	12:27	3:58	14:39
SJ ZONE X-22 RURAL	49	19:46	10:21	4:29	15:42
SJ ZONE X-23 RURAL	52	20:16	11:14	3:54	16:11
SJ ZONE X-25 RURAL	1	12:26	12:26	0:00	12:26
SJ ZONE X-26 RURAL	58	28:14	12:44	4:46	18:14
SJ ZONE X-22 WILDERNESS	6	69:00	23:38	22:29	44:34
SJ ZONE X-26 WILDERNESS	14	19:59	13:14	5:36	18:52
All Urban Compliance Areas	3528	24:37	5:29	2:31	8:25
All Suburban Compliance Areas	101	17:54	7:33	2:53	10:59
All Suburban-Moderate Compliance Areas	30	25:27	12:27	3:58	14:39
All Rural Compliance Areas	160	28:14	11:31	4:29	17:43
All Wilderness Compliance Areas	20	69:00	16:21	13:21	20:00
<b>Total Responses</b>	<b>3839</b>				

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Apr 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	248	56:45	10:17	9:13	23:31
SJ ZONE X-22 URBAN	38	22:41	8:15	3:54	11:32
SJ ZONE X-23 URBAN	97	26:00	9:02	5:10	14:46
SJ ZONE X-24 URBAN	743	76:09	10:27	8:23	16:06
SJ ZONE X-25 URBAN	891	65:43	9:19	7:12	13:53
SJ ZONE X-26 URBAN	178	37:12	8:49	6:13	16:01
SJ ZONE X-22 SUBURBAN	4	17:56	10:39	5:02	15:32
SJ ZONE X-23 SUBURBAN	16	17:19	9:13	3:57	15:03
SJ ZONE X-26 SUBURBAN	10	14:21	8:41	3:21	13:01
SJ ZONE X-26 SUBURBAN-MODERATE	29	23:56	15:03	5:04	21:33
SJ ZONE X-22 RURAL	16	23:17	13:39	6:15	20:17
SJ ZONE X-23 RURAL	39	34:41	15:31	6:04	23:12
SJ ZONE X-25 RURAL		00:00	0:00	0:00	0:00
SJ ZONE X-26 RURAL	19	22:46	15:44	4:25	22:40
SJ ZONE X-22 WILDERNESS	3	26:39	20:45	7:32	25:59
SJ ZONE X-26 WILDERNESS	1	23:13	23:13	0:00	23:13
All Urban Compliance Areas	2195	76:09	9:44	7:42	15:14
All Suburban Compliance Areas	30	17:56	9:14	3:49	14:37
All Suburban-Moderate Compliance Areas	29	23:56	15:03	5:04	21:33
All Rural Compliance Areas	74	34:41	15:10	5:43	22:42
All Wilderness Compliance Areas	4	26:39	21:22	6:16	25:39
<b>Total Responses</b>	<b>2332</b>				

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

Population Density	Mar-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	359	44	87.74%	359	17	95.26%
SJ ZONE X-22	146	29	80.14%	146	14	90.41%
SJ ZONE X-23	296	62	79.05%	296	29	90.20%
SJ ZONE X-24	1159	217	81.28%	1159	110	90.51%
SJ ZONE X-25	1365	236	82.71%	1365	118	91.36%
SJ ZONE X-26	496	60	87.90%	496	28	94.35%
<b>All Zones Combined</b>	<b>3821</b>	<b>648</b>	<b>83.04%</b>	<b>3821</b>	<b>316</b>	<b>91.73%</b>
* 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	Mar-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	247	12	95.14%	247	4	98.38%
SJ ZONE X-22	67	2	97.01%	67	1	98.51%
SJ ZONE X-23	141	12	91.49%	141	6	95.74%
SJ ZONE X-24	769	46	94.02%	769	22	97.14%
SJ ZONE X-25	839	32	96.19%	839	19	97.74%
SJ ZONE X-26	229	11	95.20%	229	8	96.51%
<b>All Zones Combined</b>	<b>2292</b>	<b>115</b>	<b>94.98%</b>	<b>2292</b>	<b>60</b>	<b>97.38%</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

Population Density	Apr-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	396	58	85.35%	396	27	93.18%
SJ ZONE X-22	165	29	82.42%	165	15	90.91%
SJ ZONE X-23	308	62	79.87%	308	25	91.88%
SJ ZONE X-24	1185	192	83.80%	1185	78	93.42%
SJ ZONE X-25	1310	212	83.82%	1310	91	93.05%
SJ ZONE X-26	475	76	84.00%	475	31	93.47%
<b>All Zones Combined</b>	<b>3839</b>	<b>629</b>	<b>83.62%</b>	<b>3839</b>	<b>267</b>	<b>93.05%</b>
* 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	Apr-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	248	14	94.35%	248	6	97.58%
SJ ZONE X-22	61	1	98.36%	61	1	98.36%
SJ ZONE X-23	152	9	94.08%	152	4	97.37%
SJ ZONE X-24	743	55	92.60%	743	28	96.23%
SJ ZONE X-25	891	39	95.62%	891	19	97.87%
SJ ZONE X-26	237	20	91.56%	237	9	96.20%
<b>All Zones Combined</b>	<b>2332</b>	<b>138</b>	<b>94.08%</b>	<b>2332</b>	<b>67</b>	<b>97.13%</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

Mar-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	118	5	95.76%	118	4	96.61%
IFT CCT	33	7	78.79%	33	8	75.76%

Comparison of Compliance with and without Exemptions - IFT

Apr-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	141	7	95.04%	141	4	97.16%
IFT CCT	20	4	80.00%	20	3	85.00%

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Exemption Request Reports

Types of Exemptions	Mar 2022		Apr 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	1	0	0	0
Delays in transferring care in the emergency department	226	0	266	0
IFT: Patient not ready at time of arrival	0	0	1	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	2	0	7	0
Other – Good cause	65	0	98	0
Severe inclement weather	1	0	0	0
Unavoidable delay caused by unreported road construction	7	0	9	0
Inaccurate information from calling party	2	0	0	0

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Zone Assist		
Population Density	Mar 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	10
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	2
SJ ZONE X-26	Manteca	8

Zone Assist		
Population Density	Apr 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	7
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	5
SJ ZONE X-26	Manteca	18

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
03/30/2022	TRACY	AMR San Joaquin	29D00- Traffic Accident

Failure to Provide Data

Event Type	Mar 2022	Apr 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

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