



San Joaquin County Emergency Medical Services Agency



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Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: August 11, 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 May and June 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 eight minutes and thirty-seven 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 2022 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/departments/ems>

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Response Time Compliance - Red Lights and Siren (RLS)

May 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	418	27	93.54%	X		
SJ ZONE X-22	172	18	89.53%		X	
SJ ZONE X-23	335	43	87.16%		X	
SJ ZONE X-24	1280	130	89.84%		X	
SJ ZONE X-25	1520	131	91.38%	X		
SJ ZONE X-26	506	36	92.89%	X		
All Zones Combined	4231	385	90.90%			
* 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

May 2022							
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
	N/A						
	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)

Population Density	May 2022				
	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant	
				Yes	No
	Compliance Calc Incidents				
SJ ZONE X-21	276	9	96.74%	X	
SJ ZONE X-22	77	2	97.40%	---	---
SJ ZONE X-23	141	8	94.33%	X	
SJ ZONE X-24	818	35	95.72%	X	
SJ ZONE X-25	959	16	98.33%	X	
SJ ZONE X-26	255	9	96.47%	X	
All Zones Combined	2526	79	96.87%		
* 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

Rolling Population Density (with Multiple Months for 100 Call Min)	May 2022						
	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
						Yes	No
	CP Start	CP End	Compliance Calc Incidents				
SJ ZONE X-22	May 2022	May 2022	77	2	97.40%	---	---
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 - Red Lights and Siren (RLS)

Jun 2022					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE X-21	388	21	94.59%	X	
SJ ZONE X-22	141	3	97.87%	X	
SJ ZONE X-23	372	34	90.86%	X	
SJ ZONE X-24	1248	96	92.31%	X	
SJ ZONE X-25	1523	102	93.30%	X	
SJ ZONE X-26	518	33	93.63%	X	
All Zones Combined	4190	289	93.10%		
* 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

Jun 2022							
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
	N/A						
	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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Out of County Mutual Aid

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

Jun 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
Compliance Calc Incidents						
SJ ZONE X-21	275	7	97.45%	X		
SJ ZONE X-22	78	3	96.15%	---	---	
SJ ZONE X-23	155	4	97.42%	X		
SJ ZONE X-24	846	17	97.99%	X		
SJ ZONE X-25	984	18	98.17%	X		
SJ ZONE X-26	222	7	96.85%	X		
All Zones Combined	2560	56	97.81%			
* 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

Jun 2022							
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	May 2022	Jun 2022	155	5	96.77%	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)

						May 2022			
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	126	126	May 2022	May 2022	3	97.62%	X		
IFT CCT	19	72	Mar 2022		13	81.94%	---	---	

Response Time Compliance Report - Interfacility Transfer (IFT)

						Jun 2022			
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	111	111	Jun 2022	Jun 2022	3	97.30%	X		
IFT CCT	22	94	Mar 2022		14	85.11%	---	---	
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	May 2022	Jun 2022
Out of compliance response zones	\$25,000	N/A
Code 2 and Code 3 Late response minutes	\$5,390	\$3,550
ALS IFT or CCT-IFT Late response minutes	\$2,200	\$1,600
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
Totals	\$32,590	\$5,150

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Detailed Response Time Analysis without Exemptions Applied - RLS					
May 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	418	28:00	05:07	02:43	08:02
SJ ZONE X-22 URBAN	76	14:27	06:10	02:27	08:54
SJ ZONE X-23 URBAN	228	16:15	05:54	02:47	09:56
SJ ZONE X-24 URBAN	1280	30:44	05:50	02:35	09:05
SJ ZONE X-25 URBAN	1520	25:06	05:33	02:29	08:24
SJ ZONE X-26 URBAN	358	19:30	05:26	03:08	08:59
SJ ZONE X-22 SUBURBAN	20	12:09	08:00	02:36	10:15
SJ ZONE X-23 SUBURBAN	51	17:50	08:03	03:27	11:52
SJ ZONE X-26 SUBURBAN	39	20:35	06:58	03:29	10:34
SJ ZONE X-26 SUBURBAN-MODERATE	31	16:57	10:32	03:54	15:50
SJ ZONE X-22 RURAL	62	23:27	11:56	05:04	19:06
SJ ZONE X-23 RURAL	56	20:54	11:46	04:22	16:53
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	73	30:39	11:45	05:13	17:23
SJ ZONE X-22 WILDERNESS	14	22:35	13:30	05:59	20:10
SJ ZONE X-26 WILDERNESS	5	21:27	15:38	04:00	19:50
All Urban Compliance Areas	3880	30:44	05:37	02:38	08:45
All Suburban Compliance Areas	110	20:35	07:39	03:20	11:45
All Suburban-Moderate Compliance Areas	31	16:57	10:32	03:54	15:50
All Rural Compliance Areas	191	30:39	11:49	04:54	18:28
All Wilderness Compliance Areas	19	22:35	14:04	05:30	20:53
Total Responses	4231				

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Detailed Response Time Analysis without Exemptions Applied - NRLS						
May 2022						
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ ZONE X-21 URBAN	276	71:35	10:37	09:33	20:08	
SJ ZONE X-22 URBAN	46	33:59	09:53	05:52	15:49	
SJ ZONE X-23 URBAN	113	68:03	09:45	08:59	16:00	
SJ ZONE X-24 URBAN	818	105:55	10:38	08:43	17:10	
SJ ZONE X-25 URBAN	959	87:55	09:45	08:23	14:08	
SJ ZONE X-26 URBAN	202	45:25	09:04	07:19	16:34	
SJ ZONE X-22 SUBURBAN	9	27:12	13:42	06:59	24:16	
SJ ZONE X-23 SUBURBAN	11	26:59	10:22	06:41	17:48	
SJ ZONE X-26 SUBURBAN	11	14:42	09:23	04:01	13:48	
SJ ZONE X-26 SUBURBAN-MODERATE	23	25:37	12:41	05:12	17:08	
SJ ZONE X-22 RURAL	19	22:00	14:24	04:42	21:23	
SJ ZONE X-23 RURAL	17	22:17	14:13	04:28	20:07	
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00	
SJ ZONE X-26 RURAL	17	19:34	14:29	03:19	18:47	
SJ ZONE X-22 WILDERNESS	3	21:15	17:41	05:09	21:00	
SJ ZONE X-26 WILDERNESS	2	17:36	16:27	01:37	17:22	
All Urban Compliance Areas	2414	105:55	10:06	08:33	16:16	
All Suburban Compliance Areas	31	27:12	10:59	06:03	17:48	
All Suburban-Moderate Compliance Areas	23	25:37	12:41	05:12	17:08	
All Rural Compliance Areas	53	22:17	14:22	04:09	19:56	
All Wilderness Compliance Areas	5	21:15	17:11	03:47	20:46	
Total Responses	2526					

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jun 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	388	27:14	05:09	02:43	08:12
SJ ZONE X-22 URBAN	73	11:33	05:24	02:06	07:39
SJ ZONE X-23 URBAN	284	14:37	05:34	02:54	09:57
SJ ZONE X-24 URBAN	1248	22:30	05:43	02:22	08:36
SJ ZONE X-25 URBAN	1521	27:03	05:30	02:21	08:21
SJ ZONE X-26 URBAN	365	24:11	05:33	03:24	09:07
SJ ZONE X-22 SUBURBAN	16	15:11	07:46	02:37	10:07
SJ ZONE X-23 SUBURBAN	31	19:52	07:22	03:15	11:28
SJ ZONE X-26 SUBURBAN	32	16:32	06:51	03:18	09:20
SJ ZONE X-26 SUBURBAN-MODERATE	39	26:09	12:34	04:39	15:59
SJ ZONE X-22 RURAL	41	24:47	11:52	04:45	16:24
SJ ZONE X-23 RURAL	57	22:17	10:14	04:18	14:21
SJ ZONE X-25 RURAL	2	13:35	11:19	03:12	13:07
SJ ZONE X-26 RURAL	78	35:46	12:19	05:47	18:41
SJ ZONE X-22 WILDERNESS	11	27:32	18:13	05:50	26:54
SJ ZONE X-26 WILDERNESS	4	31:00	20:34	11:40	30:13
All Urban Compliance Areas	3879	27:14	05:33	02:33	08:30
All Suburban Compliance Areas	79	19:52	07:14	03:08	11:25
All Suburban-Moderate Compliance Areas	39	26:09	12:34	04:39	15:59
All Rural Compliance Areas	178	35:46	11:32	05:08	18:02
All Wilderness Compliance Areas	15	31:00	18:51	07:23	28:03
Total Responses	4190				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jun 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	275	63:23	10:00	09:28	20:38
SJ ZONE X-22 URBAN	46	32:46	08:04	04:58	12:09
SJ ZONE X-23 URBAN	116	24:48	08:06	04:56	14:34
SJ ZONE X-24 URBAN	846	92:41	10:43	08:42	16:36
SJ ZONE X-25 URBAN	983	82:07	09:23	07:55	13:48
SJ ZONE X-26 URBAN	179	57:26	08:29	07:15	15:11
SJ ZONE X-22 SUBURBAN	3	13:01	10:00	02:55	12:22
SJ ZONE X-23 SUBURBAN	13	17:25	09:35	04:04	14:49
SJ ZONE X-26 SUBURBAN	12	14:10	08:59	03:39	13:53
SJ ZONE X-26 SUBURBAN-MODERATE	16	30:31	16:26	05:57	22:50
SJ ZONE X-22 RURAL	22	26:59	16:40	05:44	23:21
SJ ZONE X-23 RURAL	26	30:49	16:41	06:58	26:24
SJ ZONE X-25 RURAL	1	19:07	19:07	00:00	19:07
SJ ZONE X-26 RURAL	15	23:31	15:32	04:47	21:58
SJ ZONE X-22 WILDERNESS	7	29:03	20:03	07:31	28:16
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2445	92:41	09:46	08:13	15:12
All Suburban Compliance Areas	28	17:25	09:22	03:41	14:03
All Suburban-Moderate Compliance Areas	16	30:31	16:26	05:57	22:50
All Rural Compliance Areas	64	30:49	16:27	05:58	23:28
All Wilderness Compliance Areas	7	29:03	20:03	07:31	28:16
Total Responses	2560				

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Comparison of Compliance with and without Exemptions - RLS

May 2022						
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	418	63	84.93%	418	27	93.54%
SJ ZONE X-22	172	43	75.00%	172	18	89.53%
SJ ZONE X-23	335	87	74.03%	335	43	87.16%
SJ ZONE X-24	1280	279	78.20%	1280	130	89.84%
SJ ZONE X-25	1520	269	82.30%	1520	131	91.38%
SJ ZONE X-26	506	75	85.18%	506	36	92.89%
All Zones Combined	4231	816	80.71%	4231	385	90.90%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

May 2022						
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	276	16	94.20%	276	9	96.74%
SJ ZONE X-22	77	6	92.21%	77	2	97.40%
SJ ZONE X-23	141	17	87.94%	141	8	94.33%
SJ ZONE X-24	818	68	91.69%	818	35	95.72%
SJ ZONE X-25	959	49	94.89%	959	16	98.33%
SJ ZONE X-26	255	13	94.90%	255	9	96.47%
All Zones Combined	2526	169	93.31%	2526	79	96.87%
* 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	Jun 2022			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	388	62	84.02%	388	21	94.59%
SJ ZONE X-22	141	17	87.94%	141	3	97.87%
SJ ZONE X-23	372	72	80.65%	372	34	90.86%
SJ ZONE X-24	1248	238	80.93%	1248	96	92.31%
SJ ZONE X-25	1523	274	82.01%	1523	102	93.30%
SJ ZONE X-26	518	86	83.40%	518	33	93.63%
All Zones Combined	4190	749	82.12%	4190	289	93.10%
* 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	Jun 2022			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	275	20	92.73%	275	7	97.45%
SJ ZONE X-22	78	3	96.15%	78	3	96.15%
SJ ZONE X-23	155	9	94.19%	155	4	97.42%
SJ ZONE X-24	846	63	92.55%	846	17	97.99%
SJ ZONE X-25	984	46	95.33%	984	18	98.17%
SJ ZONE X-26	222	16	92.79%	222	7	96.85%
All Zones Combined	2560	157	93.87%	2560	56	97.81%
* 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 - IFT

Interfacility Transfers	May 2022			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			
IFT ALS	126	6	95.24%	126	3	97.62%
IFT CCT	19	1	94.74%	19	2	89.47%

Comparison of Compliance with and without Exemptions - IFT

Interfacility Transfers	Jun 2022			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			
IFT ALS	111	10	90.99%	111	3	97.30%
IFT CCT	22	3	86.36%	22	1	95.45%

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Exemption Request Reports

Types of Exemptions	May 2022		Jun 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	323	2	385	1
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	8	0	4	0
Other – Good cause	119	0	118	1
Restricted freeway access	1	0	0	0
Unavoidable delay caused by unreported road construction	9	0	2	0

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Zone Assist		
Population Density	May 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	1
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	10
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	11
SJ ZONE X-26	Manteca	14

Zone Assist		
Population Density	Jun 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	9
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	8
	Ripon	1
SJ ZONE X-26	Manteca	17

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Date	Location	Ambulance Service Provider	Dispatch Determinant
06/29/2022	MODESTO	AMR San Joaquin	17D00- Fall

Failure to Provide Data

Event Type	May 2022	Jun 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		