



San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: February 7, 2023

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 November and December 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 ten minutes and twelve seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

Nov 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	414	31	92.51%	X		
SJ ZONE X-22	138	9	93.48%	X		
SJ ZONE X-23	335	28	91.64%	X		
SJ ZONE X-24	1256	124	90.13%	X		
SJ ZONE X-25	1447	166	88.53%		X	
SJ ZONE X-26	526	39	92.59%	X		
All Zones Combined	4116	397	90.35%			
* 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

Nov 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
	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)

Nov 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	269	10	96.28%	X		
SJ ZONE X-22	81	3	96.30%	---	---	
SJ ZONE X-23	154	8	94.81%	X		
SJ ZONE X-24	731	36	95.08%	X		
SJ ZONE X-25	886	32	96.39%	X		
SJ ZONE X-26	249	4	98.39%	X		
All Zones Combined	2370	93	96.08%			
* 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

Nov 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	Nov 2022	Nov 2022	81	3	96.30%	---	---
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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American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Dec 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	480	35	92.71%	X		
SJ ZONE X-22	170	17	90.00%	X		
SJ ZONE X-23	379	44	88.39%		X	
SJ ZONE X-24	1309	135	89.69%		X	
SJ ZONE X-25	1531	140	90.86%	X		
SJ ZONE X-26	577	41	92.89%	X		
All Zones Combined	4446	412	90.73%			
* 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

Dec 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
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)

Dec 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	274	14	94.89%	X		
SJ ZONE X-22	67	0	100.00%	---	---	
SJ ZONE X-23	155	4	97.42%	X		
SJ ZONE X-24	851	40	95.30%	X		
SJ ZONE X-25	962	26	97.30%	X		
SJ ZONE X-26	274	11	95.99%	X		
All Zones Combined	2583	95	96.32%			
* 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

Dec 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	Nov 2022	Dec 2022	148	3	97.97%	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)

						Nov 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	110	110	Nov 2022	Nov 2022	7	93.64%	X		
IFT CCT	21	74	Aug 2022		13	82.43%	---	---	

Response Time Compliance Report - Interfacility Transfer (IFT)

						Dec 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	133	133	Dec 2022	Dec 2022	18	86.47%		X	
IFT CCT	31	105	Aug 2022	Dec 2022	28	73.33%		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	Nov 2022	Dec 2022
Out of compliance response zones	\$10,000	\$15,000
Code 2 and Code 3 Late response minutes	\$8,900	\$8,770
ALS IFT or CCT-IFT Late response minutes	\$4,000	\$13,800
Out of compliance monthly response ALS-IFT or CCT-IFT	N/A	\$8,500
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	\$22,900	\$46,070

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	414	23:01	05:44	03:16	09:12
SJ ZONE X-22 URBAN	83	19:02	07:03	03:28	11:59
SJ ZONE X-23 URBAN	240	17:43	06:22	03:20	10:47
SJ ZONE X-24 URBAN	1256	20:12	06:22	02:50	10:17
SJ ZONE X-25 URBAN	1447	54:39	06:06	03:03	09:22
SJ ZONE X-26 URBAN	381	27:58	06:05	04:07	10:47
SJ ZONE X-22 SUBURBAN	10	32:33	10:49	07:44	12:42
SJ ZONE X-23 SUBURBAN	40	24:25	09:15	04:53	15:31
SJ ZONE X-26 SUBURBAN	28	18:29	06:53	03:39	09:27
SJ ZONE X-26 SUBURBAN-MODERATE	37	24:28	12:50	04:33	17:42
SJ ZONE X-22 RURAL	35	21:05	11:35	03:45	16:11
SJ ZONE X-23 RURAL	55	21:42	10:25	04:27	16:38
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	75	31:33	12:13	05:28	19:08
SJ ZONE X-22 WILDERNESS	10	30:51	13:06	08:46	24:14
SJ ZONE X-26 WILDERNESS	5	32:27	21:00	07:23	28:59

All Urban Compliance Areas	3821	54:39	06:11	03:10	09:50
All Suburban Compliance Areas	78	32:33	08:36	05:04	14:49
All Suburban-Moderate Compliance Areas	37	24:28	12:50	04:33	17:42
All Rural Compliance Areas	165	31:33	11:29	04:51	17:38
All Wilderness Compliance Areas	15	32:27	15:44	08:56	28:01
Total Responses	4116				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	269	72:30	11:38	11:19	24:21
SJ ZONE X-22 URBAN	55	35:35	08:54	05:40	13:28
SJ ZONE X-23 URBAN	113	27:42	08:42	05:46	15:43
SJ ZONE X-24 URBAN	731	118:40	11:20	09:58	18:02
SJ ZONE X-25 URBAN	886	159:10	10:54	10:24	16:01
SJ ZONE X-26 URBAN	193	38:49	09:21	06:53	18:22
SJ ZONE X-22 SUBURBAN	3	11:29	09:40	02:18	11:16
SJ ZONE X-23 SUBURBAN	18	28:38	10:40	05:18	14:28
SJ ZONE X-26 SUBURBAN	12	16:55	09:53	03:48	15:26
SJ ZONE X-26 SUBURBAN-MODERATE	28	33:52	15:46	06:20	20:43
SJ ZONE X-22 RURAL	14	24:28	12:57	04:53	17:40
SJ ZONE X-23 RURAL	23	32:48	15:30	06:49	24:02
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	14	28:45	17:49	06:57	26:47
SJ ZONE X-22 WILDERNESS	9	26:20	15:58	07:32	24:23
SJ ZONE X-26 WILDERNESS	2	17:08	15:16	02:38	16:45
All Urban Compliance Areas	2247	159:10	10:50	09:52	17:34
All Suburban Compliance Areas	33	28:38	10:17	04:31	15:15
All Suburban-Moderate Compliance Areas	28	33:52	15:46	06:20	20:43
All Rural Compliance Areas	51	32:48	15:26	06:31	24:22
All Wilderness Compliance Areas	11	26:20	15:51	06:48	23:55
Total Responses	2370				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Dec 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	480	21:30	05:33	02:50	08:52
SJ ZONE X-22 URBAN	89	19:03	07:24	03:20	13:07
SJ ZONE X-23 URBAN	261	17:26	06:42	03:22	11:07
SJ ZONE X-24 URBAN	1309	27:23	06:45	03:14	10:51
SJ ZONE X-25 URBAN	1531	22:42	06:28	02:54	10:14
SJ ZONE X-26 URBAN	417	24:58	06:21	04:13	11:55
SJ ZONE X-22 SUBURBAN	15	16:17	09:05	02:46	12:03
SJ ZONE X-23 SUBURBAN	46	20:44	09:12	04:27	15:07
SJ ZONE X-26 SUBURBAN	26	11:13	06:35	02:19	09:07
SJ ZONE X-26 SUBURBAN-MODERATE	44	34:59	12:45	05:00	18:08
SJ ZONE X-22 RURAL	58	26:16	11:59	04:29	17:44
SJ ZONE X-23 RURAL	72	23:43	11:13	04:46	18:31
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	88	27:22	11:36	05:35	18:08
SJ ZONE X-22 WILDERNESS	8	26:07	16:41	07:07	24:40
SJ ZONE X-26 WILDERNESS	2	15:44	14:48	01:18	15:32
All Urban Compliance Areas	4087	27:23	06:28	03:13	10:34
All Suburban Compliance Areas	87	20:44	08:24	03:49	13:28
All Suburban-Moderate Compliance Areas	44	34:59	12:45	05:00	18:08
All Rural Compliance Areas	218	27:22	11:34	05:02	18:27
All Wilderness Compliance Areas	10	26:07	16:18	06:20	24:16
Total Responses	4446				

Exclusive Emergency Ambulance Provider
Contract Compliance
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Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	274	81:09	11:36	10:35	21:54
SJ ZONE X-22 URBAN	34	19:51	08:27	04:01	12:41
SJ ZONE X-23 URBAN	107	39:08	09:46	05:35	15:46
SJ ZONE X-24 URBAN	851	96:58	11:12	07:49	18:08
SJ ZONE X-25 URBAN	962	90:51	10:15	07:12	15:23
SJ ZONE X-26 URBAN	210	37:41	09:09	07:03	17:35
SJ ZONE X-22 SUBURBAN	10	13:50	10:31	02:11	13:40
SJ ZONE X-23 SUBURBAN	22	42:39	12:25	08:08	18:04
SJ ZONE X-26 SUBURBAN	10	14:35	09:38	03:38	13:54
SJ ZONE X-26 SUBURBAN-MODERATE	26	23:28	15:08	03:53	19:35
SJ ZONE X-22 RURAL	17	29:29	16:25	07:34	24:51
SJ ZONE X-23 RURAL	26	33:58	16:11	06:32	22:43
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	28	37:30	16:15	07:36	23:46
SJ ZONE X-22 WILDERNESS	6	24:36	16:33	05:19	22:23
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2438	96:58	10:35	07:47	17:41
All Suburban Compliance Areas	42	42:39	11:18	06:16	15:49
All Suburban-Moderate Compliance Areas	26	23:28	15:08	03:53	19:35
All Rural Compliance Areas	71	37:30	16:16	07:07	24:18
All Wilderness Compliance Areas	6	24:36	16:33	05:19	22:23
Total Responses	2583				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Nov 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	414	89	78.50%	414	31	92.51%
SJ ZONE X-22	138	25	81.88%	138	9	93.48%
SJ ZONE X-23	335	96	71.34%	335	28	91.64%
SJ ZONE X-24	1256	339	73.01%	1256	124	90.13%
SJ ZONE X-25	1447	364	74.84%	1447	166	88.53%
SJ ZONE X-26	526	101	80.80%	526	39	92.59%
All Zones Combined	4116	1014	75.36%	4116	397	90.35%
* 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	Nov 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	269	29	89.22%	269	10	96.28%
SJ ZONE X-22	81	5	93.83%	81	3	96.30%
SJ ZONE X-23	154	13	91.56%	154	8	94.81%
SJ ZONE X-24	731	89	87.82%	731	36	95.08%
SJ ZONE X-25	886	75	91.53%	886	32	96.39%
SJ ZONE X-26	249	19	92.37%	249	4	98.39%
All Zones Combined	2370	230	90.30%	2370	93	96.08%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Dec 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	480	101	78.96%	480	35	92.71%
SJ ZONE X-22	170	46	72.94%	170	17	90.00%
SJ ZONE X-23	379	134	64.64%	379	44	88.39%
SJ ZONE X-24	1309	437	66.62%	1309	135	89.69%
SJ ZONE X-25	1531	469	69.37%	1531	140	90.86%
SJ ZONE X-26	577	127	77.99%	577	41	92.89%
All Zones Combined	4446	1314	70.45%	4446	412	90.73%
* 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	Dec 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	274	35	87.23%	274	14	94.89%
SJ ZONE X-22	67	3	95.52%	67	0	100.00%
SJ ZONE X-23	155	16	89.68%	155	4	97.42%
SJ ZONE X-24	851	121	85.78%	851	40	95.30%
SJ ZONE X-25	962	84	91.27%	962	26	97.30%
SJ ZONE X-26	274	27	90.15%	274	11	95.99%
All Zones Combined	2583	286	88.93%	2583	95	96.32%
* 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

	Nov 2022					
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	110	16	85.45%	110	7	93.64%
IFT CCT	21	6	71.43%	21	5	76.19%

Comparison of Compliance with and without Exemptions - IFT

	Dec 2022					
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	133	28	78.95%	133	18	86.47%
IFT CCT	31	16	48.39%	31	15	51.61%

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Exemption Request Reports

Types of Exemptions	Nov 2022		Dec 2022	
	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	598	6	820	33
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	2	0	4	0
Other – Good cause	125	6	184	5
Restricted freeway access	0	0	3	0
Severe inclement weather	0	0	14	0
Unavoidable delay caused by unreported road construction	2	0	2	0

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Zone Assist		
Population Density	Nov 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	2
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	2
	Manteca	19
	Ripon	1
SJ ZONE X-24	Manteca	3
	Ripon	2
SJ ZONE X-25	Manteca	26
	Ripon	1
SJ ZONE X-26	Manteca	39

Zone Assist		
Population Density	Dec 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	19
SJ ZONE X-24	Manteca	9
SJ ZONE X-25	Manteca	25
SJ ZONE X-26	Escalon	1
	Manteca	37

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Nov 2022	Dec 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		