



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 September and October 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 nine 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 September and October 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)

Sep 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	405	27	93.33%	X		
SJ ZONE X-22	158	9	94.30%	X		
SJ ZONE X-23	311	31	90.03%	X		
SJ ZONE X-24	1198	136	88.65%		X	
SJ ZONE X-25	1365	114	91.65%	X		
SJ ZONE X-26	457	39	91.47%	X		
All Zones Combined	3894	356	90.86%			
* 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

Sep 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)

Sep 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	270	2	99.26%	X		
SJ ZONE X-22	78	3	96.15%	---	---	
SJ ZONE X-23	152	5	96.71%	X		
SJ ZONE X-24	835	37	95.57%	X		
SJ ZONE X-25	944	34	96.40%	X		
SJ ZONE X-26	218	13	94.04%	X		
All Zones Combined	2497	94	96.24%			
* 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

Sep 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	
			Compliance Calc Incidents			Yes	No
			CP Start	CP End			
SJ ZONE X-22	Sep 2022	Sep 2022	78	3	96.15%	---	---
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)

Oct 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	383	33	91.38%	X		
SJ ZONE X-22	168	16	90.48%	X		
SJ ZONE X-23	323	27	91.64%	X		
SJ ZONE X-24	1218	113	90.72%	X		
SJ ZONE X-25	1354	130	90.40%	X		
SJ ZONE X-26	545	43	92.11%	X		
All Zones Combined	3991	362	90.93%			
* 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

Oct 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)

Oct 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	276	7	97.46%	X		
SJ ZONE X-22	95	0	100.00%	---	---	
SJ ZONE X-23	177	7	96.05%	X		
SJ ZONE X-24	806	35	95.66%	X		
SJ ZONE X-25	1042	26	97.50%	X		
SJ ZONE X-26	248	7	97.18%	X		
All Zones Combined	2644	82	96.90%			
* 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 NRLS Responses

Oct 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	Sep 2022	Oct 2022	173	3	98.27%	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)								
					Sep 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	119	119	Sep 2022	Sep 2022	4	96.64%	X	
IFT CCT	19	38	Aug 2022		8	78.95%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
					Oct 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	113	113	Oct 2022	Oct 2022	5	95.58%	X	
IFT CCT	15	53	Aug 2022		8	84.91%	---	---
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	Sep 2022	Oct 2022
Out of compliance response zones	\$10,000	N/A
Code 2 and Code 3 Late response minutes	\$6,590	\$4,730
ALS IFT or CCT-IFT Late response minutes	\$3,400	\$1,800
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
Totals	\$19,990	\$6,530

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

Sep 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	405	17:31	05:11	02:25	08:14
SJ ZONE X-22 URBAN	75	12:35	06:23	02:26	09:33
SJ ZONE X-23 URBAN	210	16:37	05:34	02:54	09:53
SJ ZONE X-24 URBAN	1198	19:53	05:59	02:32	09:19
SJ ZONE X-25 URBAN	1364	15:48	05:40	02:25	08:44
SJ ZONE X-26 URBAN	339	29:24	05:36	03:25	08:55
SJ ZONE X-22 SUBURBAN	17	14:15	08:39	03:16	12:35
SJ ZONE X-23 SUBURBAN	41	21:49	09:01	04:07	14:31
SJ ZONE X-26 SUBURBAN	18	15:52	07:22	04:01	13:02
SJ ZONE X-26 SUBURBAN-MODERATE	29	22:49	12:06	04:35	17:32
SJ ZONE X-22 RURAL	51	25:13	12:20	04:39	18:23
SJ ZONE X-23 RURAL	60	29:57	10:45	05:32	17:22
SJ ZONE X-25 RURAL	1	14:06	14:06	00:00	14:06
SJ ZONE X-26 RURAL	65	19:13	11:45	04:26	18:15
SJ ZONE X-22 WILDERNESS	15	23:57	11:26	05:47	18:03
SJ ZONE X-26 WILDERNESS	6	78:41	25:33	26:27	49:04
All Urban Compliance Areas	3591	29:24	05:43	02:36	08:57
All Suburban Compliance Areas	76	21:49	08:33	03:56	13:55
All Suburban-Moderate Compliance Areas	29	22:49	12:06	04:35	17:32
All Rural Compliance Areas	177	29:57	11:36	04:54	18:23
All Wilderness Compliance Areas	21	78:41	15:28	15:31	19:46
Total Responses	3894				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	270	106:59	10:34	11:38	17:58
SJ ZONE X-22 URBAN	42	17:02	07:44	02:46	10:05
SJ ZONE X-23 URBAN	116	44:54	08:18	05:32	14:00
SJ ZONE X-24 URBAN	835	79:57	11:14	08:52	18:41
SJ ZONE X-25 URBAN	943	113:26	10:01	08:23	14:52
SJ ZONE X-26 URBAN	165	129:33	10:22	12:34	20:48
SJ ZONE X-22 SUBURBAN	4	21:30	12:16	06:18	18:20
SJ ZONE X-23 SUBURBAN	18	24:49	09:22	06:36	19:58
SJ ZONE X-26 SUBURBAN	4	15:10	09:54	04:28	13:57
SJ ZONE X-26 SUBURBAN-MODERATE	23	31:16	13:30	07:05	18:33
SJ ZONE X-22 RURAL	30	28:27	16:07	06:12	25:17
SJ ZONE X-23 RURAL	18	21:44	11:11	04:59	16:38
SJ ZONE X-25 RURAL	1	13:55	13:55	00:00	13:55
SJ ZONE X-26 RURAL	24	25:00	15:50	05:28	22:39
SJ ZONE X-22 WILDERNESS	2	12:21	11:52	00:40	12:15
SJ ZONE X-26 WILDERNESS	2	15:29	12:17	04:31	14:50
All Urban Compliance Areas	2371	129:33	10:25	09:10	16:33
All Suburban Compliance Areas	26	24:49	09:54	06:09	20:02
All Suburban-Moderate Compliance Areas	23	31:16	13:30	07:05	18:33
All Rural Compliance Areas	73	28:27	14:46	05:56	22:44
All Wilderness Compliance Areas	4	15:29	12:04	02:39	14:32
Total Responses	2497				

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Detailed Response Time Analysis without Exemptions Applied - RLS						
Oct 2022						
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ ZONE X-21 URBAN	383	19:41	05:32	02:47	09:08	
SJ ZONE X-22 URBAN	84	13:54	06:02	02:27	08:52	
SJ ZONE X-23 URBAN	231	18:06	05:43	03:13	09:35	
SJ ZONE X-24 URBAN	1218	18:25	05:56	02:36	09:29	
SJ ZONE X-25 URBAN	1352	25:04	05:59	02:42	09:19	
SJ ZONE X-26 URBAN	400	29:26	06:00	04:08	10:55	
SJ ZONE X-22 SUBURBAN	18	13:48	08:00	02:35	10:10	
SJ ZONE X-23 SUBURBAN	37	18:50	08:50	04:16	14:39	
SJ ZONE X-26 SUBURBAN	19	23:40	06:56	05:06	10:25	
SJ ZONE X-26 SUBURBAN-MODERATE	39	28:40	13:11	03:59	17:34	
SJ ZONE X-22 RURAL	49	40:34	12:12	06:05	17:32	
SJ ZONE X-23 RURAL	55	24:46	10:33	04:26	15:58	
SJ ZONE X-25 RURAL	2	10:49	10:21	00:39	10:43	
SJ ZONE X-26 RURAL	79	26:19	11:20	05:35	18:50	
SJ ZONE X-22 WILDERNESS	17	25:12	15:13	06:35	23:33	
SJ ZONE X-26 WILDERNESS	8	23:16	17:47	03:06	21:15	
All Urban Compliance Areas	3668	29:26	05:54	02:54	09:27	
All Suburban Compliance Areas	74	23:40	08:09	04:11	13:56	
All Suburban-Moderate Compliance Areas	39	28:40	13:11	03:59	17:34	
All Rural Compliance Areas	185	40:34	11:19	05:23	17:59	
All Wilderness Compliance Areas	25	25:12	16:02	05:46	23:16	
Total Responses	3991					

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

Oct 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	74:29	11:07	11:27	21:42
SJ ZONE X-22 URBAN	55	14:57	07:30	02:52	12:09
SJ ZONE X-23 URBAN	143	34:44	08:36	05:20	15:35
SJ ZONE X-24 URBAN	806	72:15	10:33	07:29	16:31
SJ ZONE X-25 URBAN	1040	126:10	10:55	11:15	15:52
SJ ZONE X-26 URBAN	195	70:50	10:09	09:55	20:21
SJ ZONE X-22 SUBURBAN	4	12:15	10:31	01:11	11:39
SJ ZONE X-23 SUBURBAN	11	20:11	10:24	04:20	13:46
SJ ZONE X-26 SUBURBAN	8	18:39	10:18	04:18	15:07
SJ ZONE X-26 SUBURBAN-MODERATE	23	29:23	15:40	05:28	20:44
SJ ZONE X-22 RURAL	34	27:14	13:47	06:29	22:08
SJ ZONE X-23 RURAL	23	26:05	13:15	06:57	23:21
SJ ZONE X-25 RURAL	2	14:51	13:13	02:18	14:31
SJ ZONE X-26 RURAL	19	26:10	16:05	05:52	23:54
SJ ZONE X-22 WILDERNESS	2	25:18	20:47	06:23	24:23
SJ ZONE X-26 WILDERNESS	3	36:16	23:19	11:30	32:53
All Urban Compliance Areas	2515	126:10	10:33	09:43	16:44
All Suburban Compliance Areas	23	20:11	10:23	03:50	13:44
All Suburban-Moderate Compliance Areas	23	29:23	15:40	05:28	20:44
All Rural Compliance Areas	78	27:14	14:10	06:25	23:18
All Wilderness Compliance Areas	5	36:16	22:18	08:51	31:52
Total Responses	2644				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Sep 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	405	62	84.69%	405	27	93.33%
SJ ZONE X-22	158	33	79.11%	158	9	94.30%
SJ ZONE X-23	311	68	78.14%	311	31	90.03%
SJ ZONE X-24	1198	277	76.88%	1198	136	88.65%
SJ ZONE X-25	1365	262	80.81%	1365	114	91.65%
SJ ZONE X-26	457	76	83.37%	457	39	91.47%
All Zones Combined	3894	778	80.02%	3894	356	90.86%
* 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	Sep 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	270	9	96.67%	270	2	99.26%
SJ ZONE X-22	78	2	97.44%	78	3	96.15%
SJ ZONE X-23	152	10	93.42%	152	5	96.71%
SJ ZONE X-24	835	98	88.26%	835	37	95.57%
SJ ZONE X-25	944	67	92.90%	944	34	96.40%
SJ ZONE X-26	218	23	89.45%	218	13	94.04%
All Zones Combined	2497	209	91.63%	2497	94	96.24%
* 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	Oct 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	383	77	79.90%	383	33	91.38%
SJ ZONE X-22	168	32	80.95%	168	16	90.48%
SJ ZONE X-23	323	82	74.61%	323	27	91.64%
SJ ZONE X-24	1218	267	78.08%	1218	113	90.72%
SJ ZONE X-25	1354	307	77.33%	1354	130	90.40%
SJ ZONE X-26	545	108	80.18%	545	43	92.11%
All Zones Combined	3991	873	78.13%	3991	362	90.93%
* 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	Oct 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	276	15	94.57%	276	7	97.46%
SJ ZONE X-22	95	0	100.00%	95	0	100.00%
SJ ZONE X-23	177	18	89.83%	177	7	96.05%
SJ ZONE X-24	806	79	90.20%	806	35	95.66%
SJ ZONE X-25	1042	70	93.28%	1042	26	97.50%
SJ ZONE X-26	248	22	91.13%	248	7	97.18%
All Zones Combined	2644	204	92.28%	2644	82	96.90%
* 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

		Sep 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	119	7	94.12%	119	4	96.64%
IFT CCT	19	5	73.68%	19	7	63.16%

Comparison of Compliance with and without Exemptions - IFT

		Oct 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	113	15	86.73%	113	5	95.58%
IFT CCT	15	3	80.00%	15	0	100.00%

Exclusive Emergency Ambulance Provider
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Exemption Request Reports

Types of Exemptions	Sep 2022		Oct 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	378	7	461	3
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	5	0	3	0
Other – Good cause	118	1	137	1
Unavoidable delay caused by unreported road construction	4	0	7	0

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Zone Assist		
Population Density	Sep 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	2
SJ ZONE X-25	Manteca	2
SJ ZONE X-26	Manteca	11

Zone Assist		
Population Density	Oct 2022	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	2
	Manteca	9
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Escalon	1
	Manteca	6
SJ ZONE X-26	Escalon	1
	Manteca	23

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	Sep 2022	Oct 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		