



San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: March 17, 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 January and February 2023, 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 fifty-eight 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 2023 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 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	409	28	93.15%	X		
SJ ZONE X-22	170	9	94.71%	X		
SJ ZONE X-23	333	29	91.29%	X		
SJ ZONE X-24	1279	137	89.29%		X	
SJ ZONE X-25	1467	150	89.78%		X	
SJ ZONE X-26	514	35	93.19%	X		
All Zones Combined	4172	388	90.70%			
* 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 2023							
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			

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

Jan 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	293	15	94.88%	X		
SJ ZONE X-22	45	0	100.00%	---	---	
SJ ZONE X-23	152	3	98.03%	X		
SJ ZONE X-24	780	36	95.38%	X		
SJ ZONE X-25	962	23	97.61%	X		
SJ ZONE X-26	287	10	96.52%	X		
All Zones Combined	2519	87	96.55%			
* 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 2023							
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
SJ ZONE X-22	CP Start Jan 2023	CP End Jan 2023	45	0	100.00%	---	---
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)

Feb 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	362	32	91.16%	X		
SJ ZONE X-22	140	11	92.14%	X		
SJ ZONE X-23	278	34	87.77%		X	
SJ ZONE X-24	1091	107	90.19%	X		
SJ ZONE X-25	1227	127	89.65%		X	
SJ ZONE X-26	440	35	92.05%	X		
All Zones Combined	3538	346	90.22%			
* 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 2023							
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)

Feb 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ ZONE X-21	237	11	95.36%	X		
SJ ZONE X-22	48	1	97.92%	---	---	
SJ ZONE X-23	124	1	99.19%	X		
SJ ZONE X-24	717	30	95.82%	X		
SJ ZONE X-25	810	20	97.53%	X		
SJ ZONE X-26	218	12	94.50%	X		
All Zones Combined	2154	75	96.52%			
* 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 2023							
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	Jan 2023	Feb 2023	93	1	98.92%	---	---
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 2023								
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	218	218	Jan 2023	Jan 2023	9	95.87%	X	
IFT CCT	30	30	Jan 2023		9	70.00%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)

Feb 2023								
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	132	132	Feb 2023	Feb 2023	7	94.70%	X	
IFT CCT	35	65	Jan 2023		22	66.15%	---	---

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 2023	Feb 2023
Out of compliance response zones	\$10,000	\$20,000
Code 2 and Code 3 Late response minutes	\$7,170	\$5,230
ALS IFT or CCT-IFT Late response minutes	\$7,000	\$8,000
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	\$24,170	\$33,230

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

Jan 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	409	15:40	05:34	02:47	09:31
SJ ZONE X-22 URBAN	98	19:16	06:44	03:06	10:28
SJ ZONE X-23 URBAN	244	18:23	06:16	03:27	11:18
SJ ZONE X-24 URBAN	1279	46:58	06:23	03:03	10:14
SJ ZONE X-25 URBAN	1467	26:27	06:13	02:41	09:26
SJ ZONE X-26 URBAN	366	22:18	06:08	03:38	10:58
SJ ZONE X-22 SUBURBAN	21	15:33	09:06	02:35	13:14
SJ ZONE X-23 SUBURBAN	33	17:07	09:07	04:08	14:39
SJ ZONE X-26 SUBURBAN	34	14:47	07:20	02:39	11:02
SJ ZONE X-26 SUBURBAN-MODERATE	34	24:50	12:19	03:49	16:25
SJ ZONE X-22 RURAL	44	24:17	13:01	05:18	18:42
SJ ZONE X-23 RURAL	56	31:58	11:45	06:00	19:35
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	76	59:10	12:48	08:06	20:01
SJ ZONE X-22 WILDERNESS	7	22:55	16:13	04:29	22:21
SJ ZONE X-26 WILDERNESS	4	27:45	14:28	11:16	25:01
All Urban Compliance Areas	3863	46:58	06:13	02:59	09:56
All Suburban Compliance Areas	88	17:07	08:25	03:21	13:29
All Suburban-Moderate Compliance Areas	34	24:50	12:19	03:49	16:25
All Rural Compliance Areas	176	59:10	12:31	06:50	19:30
All Wilderness Compliance Areas	11	27:45	15:35	07:08	22:55
Total Responses	4172				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	293	109:26	11:33	11:18	22:58
SJ ZONE X-22 URBAN	32	25:53	08:51	04:30	12:37
SJ ZONE X-23 URBAN	101	29:42	08:21	05:10	15:16
SJ ZONE X-24 URBAN	780	105:29	11:15	09:05	17:30
SJ ZONE X-25 URBAN	961	108:24	10:25	08:32	15:17
SJ ZONE X-26 URBAN	233	38:32	09:27	07:02	18:21
SJ ZONE X-22 SUBURBAN	3	09:42	08:39	01:11	09:32
SJ ZONE X-23 SUBURBAN	17	22:15	12:17	04:49	18:56
SJ ZONE X-26 SUBURBAN	7	23:27	13:09	06:25	21:50
SJ ZONE X-26 SUBURBAN-MODERATE	24	37:54	14:55	06:49	20:16
SJ ZONE X-22 RURAL	9	25:35	16:30	06:38	24:50
SJ ZONE X-23 RURAL	34	31:23	15:23	07:33	26:46
SJ ZONE X-25 RURAL	1	14:34	14:34	00:00	14:34
SJ ZONE X-26 RURAL	22	34:48	17:32	08:36	30:30
SJ ZONE X-22 WILDERNESS	1	20:00	20:00	00:00	20:00
SJ ZONE X-26 WILDERNESS	1	16:55	16:55	00:00	16:55
All Urban Compliance Areas	2400	109:26	10:37	08:51	17:13
All Suburban Compliance Areas	27	23:27	12:06	05:03	19:56
All Suburban-Moderate Compliance Areas	24	37:54	14:55	06:49	20:16
All Rural Compliance Areas	66	34:48	16:15	07:42	26:46
All Wilderness Compliance Areas	2	20:00	18:27	02:10	19:41
Total Responses	2519				

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Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	362	19:09	05:32	02:59	09:10
SJ ZONE X-22 URBAN	82	24:41	06:30	03:03	08:55
SJ ZONE X-23 URBAN	192	17:34	06:31	03:28	10:44
SJ ZONE X-24 URBAN	1091	18:24	06:26	02:53	10:18
SJ ZONE X-25 URBAN	1226	19:43	06:07	02:42	09:35
SJ ZONE X-26 URBAN	338	22:11	05:46	03:50	10:32
SJ ZONE X-22 SUBURBAN	13	17:46	09:31	03:03	12:40
SJ ZONE X-23 SUBURBAN	28	15:19	08:05	03:03	11:02
SJ ZONE X-26 SUBURBAN	25	24:38	07:48	04:47	12:28
SJ ZONE X-26 SUBURBAN-MODERATE	21	18:57	11:55	02:33	14:05
SJ ZONE X-22 RURAL	32	22:52	11:15	04:20	16:33
SJ ZONE X-23 RURAL	58	34:12	13:05	05:52	19:56
SJ ZONE X-25 RURAL	1	11:16	11:16	00:00	11:16
SJ ZONE X-26 RURAL	54	21:42	10:33	05:11	18:10
SJ ZONE X-22 WILDERNESS	13	29:40	15:02	05:57	20:51
SJ ZONE X-26 WILDERNESS	2	23:31	18:44	06:45	22:33
All Urban Compliance Areas	3291	24:41	06:09	03:00	10:00
All Suburban Compliance Areas	66	24:38	08:15	03:48	12:27
All Suburban-Moderate Compliance Areas	21	18:57	11:55	02:33	14:05
All Rural Compliance Areas	145	34:12	11:43	05:22	18:27
All Wilderness Compliance Areas	15	29:40	15:32	05:56	22:39
Total Responses	3538				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	237	69:19	10:03	08:25	20:55
SJ ZONE X-22 URBAN	31	20:24	09:20	04:35	17:08
SJ ZONE X-23 URBAN	98	29:31	09:56	05:27	15:53
SJ ZONE X-24 URBAN	717	61:11	10:24	06:19	16:54
SJ ZONE X-25 URBAN	810	76:15	09:53	06:03	14:48
SJ ZONE X-26 URBAN	172	53:21	11:10	08:58	24:29
SJ ZONE X-22 SUBURBAN	5	21:17	12:11	05:19	17:27
SJ ZONE X-23 SUBURBAN	10	22:05	10:24	05:11	14:31
SJ ZONE X-26 SUBURBAN	11	15:51	11:01	02:37	13:33
SJ ZONE X-26 SUBURBAN-MODERATE	13	28:29	16:19	04:51	22:08
SJ ZONE X-22 RURAL	10	27:33	15:05	05:40	22:49
SJ ZONE X-23 RURAL	16	21:41	14:42	03:36	19:40
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	21	36:50	18:17	07:11	27:15
SJ ZONE X-22 WILDERNESS	2	17:59	16:08	02:36	17:36
SJ ZONE X-26 WILDERNESS	1	32:41	32:41	00:00	32:41
All Urban Compliance Areas	2065	76:15	10:11	06:42	16:32
All Suburban Compliance Areas	26	22:05	11:00	04:10	14:46
All Suburban-Moderate Compliance Areas	13	28:29	16:19	04:51	22:08
All Rural Compliance Areas	47	36:50	16:23	06:00	23:28
All Wilderness Compliance Areas	3	32:41	21:39	09:43	29:44
Total Responses	2154				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Jan 2023					
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	409	88	78.48%	409	28	93.15%
SJ ZONE X-22	170	45	73.53%	170	9	94.71%
SJ ZONE X-23	333	99	70.27%	333	29	91.29%
SJ ZONE X-24	1279	365	71.46%	1279	137	89.29%
SJ ZONE X-25	1467	414	71.78%	1467	150	89.78%
SJ ZONE X-26	514	100	80.54%	514	35	93.19%
All Zones Combined	4172	1111	73.37%	4172	388	90.70%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jan 2023					
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	293	38	87.03%	293	15	94.88%
SJ ZONE X-22	45	2	95.56%	45	0	100.00%
SJ ZONE X-23	152	13	91.45%	152	3	98.03%
SJ ZONE X-24	780	104	86.67%	780	36	95.38%
SJ ZONE X-25	962	75	92.20%	962	23	97.61%
SJ ZONE X-26	287	30	89.55%	287	10	96.52%
All Zones Combined	2519	262	89.60%	2519	87	96.55%
* 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

	Feb 2023					
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	362	75	79.28%	362	32	91.16%
SJ ZONE X-22	140	31	77.86%	140	11	92.14%
SJ ZONE X-23	278	97	65.11%	278	34	87.77%
SJ ZONE X-24	1091	322	70.49%	1091	107	90.19%
SJ ZONE X-25	1227	310	74.74%	1227	127	89.65%
SJ ZONE X-26	440	79	82.05%	440	35	92.05%
All Zones Combined	3538	914	74.17%	3538	346	90.22%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Feb 2023					
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	237	31	86.92%	237	11	95.36%
SJ ZONE X-22	48	5	89.58%	48	1	97.92%
SJ ZONE X-23	124	13	89.52%	124	1	99.19%
SJ ZONE X-24	717	84	88.28%	717	30	95.82%
SJ ZONE X-25	810	69	91.48%	810	20	97.53%
SJ ZONE X-26	218	28	87.16%	218	12	94.50%
All Zones Combined	2154	230	89.32%	2154	75	96.52%
* 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 2023					
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	218	25	88.53%	218	9	95.87%
IFT CCT	30	11	63.33%	30	9	70.00%

Comparison of Compliance with and without Exemptions - IFT

	Feb 2023					
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	132	13	90.15%	132	7	94.70%
IFT CCT	35	14	60.00%	35	13	62.86%

Exclusive Emergency Ambulance Provider
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Exemption Request Reports				
	Jan 2023		Feb 2023	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	695	8	574	2
Material change in dispatch location after the initial dispatch is recorded as dispatched	1	0	2	0
Other – Good cause	98	0	80	5
Restricted freeway access	1	0	0	0
Severe inclement weather	25	0	5	0
Unavoidable delay caused by unreported road construction	12	0	3	0

Exclusive Emergency Ambulance Provider
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Zone Assist		
Population Density	Jan 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	22
SJ ZONE X-24	Manteca	5
SJ ZONE X-25	Manteca	13
SJ ZONE X-26	Manteca	51

Zone Assist		
Population Density	Feb 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	16
SJ ZONE X-24	Manteca	4
SJ ZONE X-25	Manteca	19
SJ ZONE X-26	Manteca	37

Exclusive Emergency Ambulance Provider
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 American Medical Response

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
02/01/2023	TURLOCK	AMR San Joaquin	01C03- Abdominal Pain

Failure to Provide Data

Event Type	Jan 2023	Feb 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		