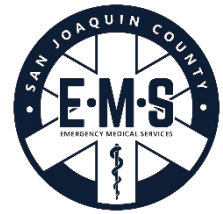




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: July 19, 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 May and June 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 fifteen 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 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)

May 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	461	36	92.19%	X		
SJ ZONE X-22	174	12	93.10%	X		
SJ ZONE X-23	361	30	91.69%	X		
SJ ZONE X-24	1252	102	91.85%	X		
SJ ZONE X-25	1358	120	91.16%	X		
SJ ZONE X-26	518	33	93.63%	X		
All Zones Combined	4124	333	91.93%			
* 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

May 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)

May 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	287	14	95.12%	X		
SJ ZONE X-22	64	1	98.44%	---	---	
SJ ZONE X-23	170	3	98.24%	X		
SJ ZONE X-24	785	26	96.69%	X		
SJ ZONE X-25	961	28	97.09%	X		
SJ ZONE X-26	283	10	96.47%	X		
All Zones Combined	2550	82	96.78%			
* 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

May 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 Apr 2023	CP End May 2023	132	4	96.97%	X
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 - Red Lights and Siren (RLS)

Jun 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	403	23	94.29%	X		
SJ ZONE X-22	165	14	91.52%	X		
SJ ZONE X-23	298	24	91.95%	X		
SJ ZONE X-24	1211	93	92.32%	X		
SJ ZONE X-25	1336	132	90.12%	X		
SJ ZONE X-26	507	28	94.48%	X		
All Zones Combined	3920	314	91.99%			
* 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 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)

Jun 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	268	10	96.27%	X		
SJ ZONE X-22	63	2	96.83%	---	---	
SJ ZONE X-23	134	3	97.76%	X		
SJ ZONE X-24	778	33	95.76%	X		
SJ ZONE X-25	848	20	97.64%	X		
SJ ZONE X-26	209	12	94.26%	X		
All Zones Combined	2300	80	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

Jun 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 Jun 2023	CP End Jun 2023	63	2	96.83%	---	---
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 Report - Interfacility Transfer (IFT)								
May 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	502	502	May 2023	May 2023	117	76.69%		X
IFT CCT	49	86	Apr 2023		40	53.49%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
Jun 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	408	408	Jun 2023	Jun 2023	67	83.58%		X
IFT CCT	37	123	Apr 2023	Jun 2023	54	56.10%		X
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

Fines and Penalties Report		
Type of Penalty	May 2023	Jun 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$5,740	\$4,220
ALS IFT or CCT-IFT Late response minutes	\$55,600	\$32,600
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	\$10,000
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	\$66,340	\$46,820

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	461	29:57	05:39	03:23	09:01
SJ ZONE X-22 URBAN	84	13:02	06:38	02:15	09:34
SJ ZONE X-23 URBAN	244	17:31	06:02	02:44	09:25
SJ ZONE X-24 URBAN	1252	28:02	05:59	02:51	09:32
SJ ZONE X-25 URBAN	1358	20:05	05:53	02:34	08:59
SJ ZONE X-26 URBAN	366	20:30	05:51	03:34	10:47
SJ ZONE X-22 SUBURBAN	18	25:20	10:48	05:15	17:59
SJ ZONE X-23 SUBURBAN	47	18:45	07:15	03:52	12:40
SJ ZONE X-26 SUBURBAN	26	11:35	06:34	01:53	08:40
SJ ZONE X-26 SUBURBAN-MODERATE	45	17:32	11:29	02:31	14:42
SJ ZONE X-22 RURAL	63	23:49	11:45	04:33	17:43
SJ ZONE X-23 RURAL	70	32:16	10:55	04:56	16:17
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	79	23:55	11:39	04:47	17:38
SJ ZONE X-22 WILDERNESS	9	17:50	12:17	04:27	17:20
SJ ZONE X-26 WILDERNESS	2	15:39	11:26	05:57	14:48

All Urban Compliance Areas	3765	29:57	05:55	02:53	09:18
All Suburban Compliance Areas	91	25:20	07:45	04:01	12:44
All Suburban-Moderate Compliance Areas	45	17:32	11:29	02:31	14:42
All Rural Compliance Areas	212	32:16	11:26	04:46	17:35
All Wilderness Compliance Areas	11	17:50	12:07	04:25	17:13
Total Responses	4124				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	287	78:45	10:49	09:12	21:26
SJ ZONE X-22 URBAN	37	30:47	10:54	06:34	20:14
SJ ZONE X-23 URBAN	118	37:19	10:06	05:28	17:07
SJ ZONE X-24 URBAN	785	107:32	10:27	07:48	17:22
SJ ZONE X-25 URBAN	961	59:00	09:32	04:48	14:33
SJ ZONE X-26 URBAN	213	43:01	10:13	07:50	21:39
SJ ZONE X-22 SUBURBAN	5	22:05	13:35	06:45	20:37
SJ ZONE X-23 SUBURBAN	22	20:43	10:43	04:37	16:30
SJ ZONE X-26 SUBURBAN	12	19:34	10:31	04:04	16:10
SJ ZONE X-26 SUBURBAN-MODERATE	24	17:45	12:36	03:55	16:43
SJ ZONE X-22 RURAL	19	26:12	15:11	05:26	22:39
SJ ZONE X-23 RURAL	30	22:28	13:01	05:16	18:20
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	34	38:06	18:09	07:29	26:28
SJ ZONE X-22 WILDERNESS	3	22:19	19:51	02:14	21:43
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00

All Urban Compliance Areas	2401	107:32	10:06	06:51	16:48
All Suburban Compliance Areas	39	22:05	11:01	04:44	17:14
All Suburban-Moderate Compliance Areas	24	17:45	12:36	03:55	16:43
All Rural Compliance Areas	83	38:06	15:37	06:38	24:15
All Wilderness Compliance Areas	3	22:19	19:51	02:14	21:43
Total Responses	2550				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	403	22:49	05:28	02:40	08:39
SJ ZONE X-22 URBAN	81	22:41	06:59	03:13	09:31
SJ ZONE X-23 URBAN	201	23:15	06:06	03:17	09:49
SJ ZONE X-24 URBAN	1211	34:22	06:00	02:53	09:27
SJ ZONE X-25 URBAN	1336	15:51	05:57	02:28	08:58
SJ ZONE X-26 URBAN	368	23:16	05:46	03:38	09:34
SJ ZONE X-22 SUBURBAN	12	25:07	08:19	06:30	13:41
SJ ZONE X-23 SUBURBAN	42	23:12	07:46	03:55	12:09
SJ ZONE X-26 SUBURBAN	34	16:37	06:44	03:16	10:11
SJ ZONE X-26 SUBURBAN-MODERATE	41	24:04	10:57	04:39	16:30
SJ ZONE X-22 RURAL	60	24:39	11:30	05:14	18:00
SJ ZONE X-23 RURAL	55	25:11	11:15	04:10	16:25
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	61	26:01	12:23	04:40	17:51
SJ ZONE X-22 WILDERNESS	12	23:29	14:27	05:13	22:46
SJ ZONE X-26 WILDERNESS	3	15:29	14:27	00:58	15:15
All Urban Compliance Areas	3600	34:22	05:56	02:51	09:12
All Suburban Compliance Areas	88	25:07	07:27	04:07	11:40
All Suburban-Moderate Compliance Areas	41	24:04	10:57	04:39	16:30
All Rural Compliance Areas	176	26:01	11:44	04:43	17:49
All Wilderness Compliance Areas	15	23:29	14:27	04:38	21:37
Total Responses	3920				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	268	57:04	10:24	08:38	21:04
SJ ZONE X-22 URBAN	39	29:58	09:06	05:03	14:40
SJ ZONE X-23 URBAN	94	22:21	08:41	04:42	15:08
SJ ZONE X-24 URBAN	778	64:42	10:49	06:59	18:20
SJ ZONE X-25 URBAN	848	75:48	09:54	06:27	14:33
SJ ZONE X-26 URBAN	153	44:34	11:17	09:20	27:48
SJ ZONE X-22 SUBURBAN	1	18:16	18:16	00:00	18:16
SJ ZONE X-23 SUBURBAN	11	19:15	09:13	04:49	15:18
SJ ZONE X-26 SUBURBAN	9	27:32	14:09	07:11	24:04
SJ ZONE X-26 SUBURBAN-MODERATE	22	43:51	15:46	07:35	21:49
SJ ZONE X-22 RURAL	19	31:06	19:03	06:59	26:58
SJ ZONE X-23 RURAL	29	27:35	15:31	05:57	25:35
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	23	40:33	16:17	08:50	28:47
SJ ZONE X-22 WILDERNESS	4	13:42	09:53	05:56	13:23
SJ ZONE X-26 WILDERNESS	2	36:47	20:06	23:34	33:26

All Urban Compliance Areas	2180	75:48	10:19	07:07	17:07
All Suburban Compliance Areas	21	27:32	11:45	06:22	19:15
All Suburban-Moderate Compliance Areas	22	43:51	15:46	07:35	21:49
All Rural Compliance Areas	71	40:33	16:42	07:18	26:22
All Wilderness Compliance Areas	6	36:47	13:17	12:39	25:14
Total Responses	2300				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	May 2023			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	461	78	83.08%	461	36	92.19%
SJ ZONE X-22	174	43	75.29%	174	12	93.10%
SJ ZONE X-23	361	80	77.84%	361	30	91.69%
SJ ZONE X-24	1252	281	77.56%	1252	102	91.85%
SJ ZONE X-25	1358	317	76.66%	1358	120	91.16%
SJ ZONE X-26	518	93	82.05%	518	33	93.63%
All Zones Combined	4124	892	78.37%	4124	333	91.93%
* 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	May 2023			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	287	35	87.80%	287	14	95.12%
SJ ZONE X-22	64	7	89.06%	64	1	98.44%
SJ ZONE X-23	170	22	87.06%	170	3	98.24%
SJ ZONE X-24	785	95	87.90%	785	26	96.69%
SJ ZONE X-25	961	73	92.40%	961	28	97.09%
SJ ZONE X-26	283	28	90.11%	283	10	96.47%
All Zones Combined	2550	260	89.80%	2550	82	96.78%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Jun 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	403	80	80.15%	403	23	94.29%
SJ ZONE X-22	165	38	76.97%	165	14	91.52%
SJ ZONE X-23	298	77	74.16%	298	24	91.95%
SJ ZONE X-24	1211	276	77.21%	1211	93	92.32%
SJ ZONE X-25	1336	334	75.00%	1336	132	90.12%
SJ ZONE X-26	507	92	81.85%	507	28	94.48%
All Zones Combined	3920	897	77.12%	3920	314	91.99%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	268	23	91.42%	268	10	96.27%
SJ ZONE X-22	63	4	93.65%	63	2	96.83%
SJ ZONE X-23	134	15	88.81%	134	3	97.76%
SJ ZONE X-24	778	102	86.89%	778	33	95.76%
SJ ZONE X-25	848	67	92.10%	848	20	97.64%
SJ ZONE X-26	209	30	85.65%	209	12	94.26%
All Zones Combined	2300	241	89.52%	2300	80	96.52%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - IFT

		May 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	502	147	70.72%	502	117	76.69%
IFT CCT	49	27	44.90%	49	23	53.06%

Comparison of Compliance with and without Exemptions - IFT

		Jun 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	408	118	71.08%	408	67	83.58%
IFT CCT	37	19	48.65%	37	14	62.16%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports				
Types of Exemptions	May 2023		Jun 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	549	14	538	3
IFT: Patient not ready at time of arrival	1	1	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	2	0
Other – Good cause	108	7	117	0
Severe inclement weather	1	0	0	0
Unavoidable delay caused by unreported road construction	1	0	3	0

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Zone Assist		
Population Density	May 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	1
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	11
SJ ZONE X-24	Manteca	6
SJ ZONE X-25	Manteca	15
SJ ZONE X-26	Manteca	41

Zone Assist		
Population Density	Jun 2023	
	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	11
SJ ZONE X-26	Manteca	27

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data		
Event Type	May 2023	Jun 2023
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		