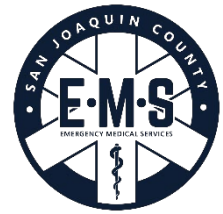




# San Joaquin County

## Emergency Medical Services Agency

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### Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: February 22, 2024

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 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 an average response time of ten minutes and three 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 2023 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/department/ems>

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Nov 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	368	24	93.48%	X		
SJ ZONE X-22	161	11	93.17%	X		
SJ ZONE X-23	317	13	95.90%	X		
SJ ZONE X-24	1214	68	94.40%	X		
SJ ZONE X-25	1359	99	92.72%	X		
SJ ZONE X-26	532	33	93.80%	X		
<b>All Zones Combined</b>	3951	248	93.72%			
* 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 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)

Nov 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	274	7	97.45%	X		
SJ ZONE X-22	75	3	96.00%	---	---	
SJ ZONE X-23	145	3	97.93%	X		
SJ ZONE X-24	807	39	95.17%	X		
SJ ZONE X-25	883	9	98.98%	X		
SJ ZONE X-26	249	5	97.99%	X		
<b>All Zones Combined</b>	2433	66	97.29%			
* 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 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	Oct 2023	Nov 2023	155	8	94.84%	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)

Dec 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	435	11	97.47%	X		
SJ ZONE X-22	165	7	95.76%	X		
SJ ZONE X-23	393	33	91.60%	X		
SJ ZONE X-24	1339	78	94.17%	X		
SJ ZONE X-25	1467	107	92.71%	X		
SJ ZONE X-26	580	19	96.72%	X		
<b>All Zones Combined</b>	4379	255	94.18%			
* 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 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)

Dec 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	341	16	95.31%	X		
SJ ZONE X-22	72	3	95.83%	---	---	
SJ ZONE X-23	138	3	97.83%	X		
SJ ZONE X-24	807	40	95.04%	X		
SJ ZONE X-25	946	27	97.15%	X		
SJ ZONE X-26	281	4	98.58%	X		
<b>All Zones Combined</b>	2585	93	96.40%			
* 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 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
SJ ZONE X-22	Dec 2023	Dec 2023	72	3	95.83%	---	---	
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)

Response Time Compliance Report - Interfacility Transfer (IFT)									
								Nov 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	413	413	Nov 2023	Nov 2023	34	91.77%	X		
IFT CCT	55	101	Oct 2023	Nov 2023	39	61.39%		X	

Response Time Compliance Report - Interfacility Transfer (IFT)

Response Time Compliance Report - Interfacility Transfer (IFT)									
								Dec 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	411	411	Dec 2023	Dec 2023	67	83.70%		X	
IFT CCT	42	42	Dec 2023		15	64.29%	---	---	
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	Nov 2023	Dec 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$3,870	\$6,240
ALS IFT or CCT-IFT Late response minutes	\$21,200	\$38,000
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	\$5,000
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
<b>Totals</b>	<b>\$30,070</b>	<b>\$49,240</b>

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	368	20:14	05:50	02:49	08:54
SJ ZONE X-22 URBAN	93	21:39	07:19	03:19	10:49
SJ ZONE X-23 URBAN	219	23:02	06:21	03:23	10:23
SJ ZONE X-24 URBAN	1214	21:36	06:10	02:54	09:38
SJ ZONE X-25 URBAN	1358	28:21	06:19	02:46	09:35
SJ ZONE X-26 URBAN	392	31:45	06:28	04:36	12:03
SJ ZONE X-22 SUBURBAN	16	11:29	08:43	01:38	10:37
SJ ZONE X-23 SUBURBAN	47	18:40	07:56	05:22	14:07
SJ ZONE X-26 SUBURBAN	25	14:19	07:56	02:17	10:56
SJ ZONE X-26 SUBURBAN-MODERATE	42	23:57	12:38	04:07	17:22
SJ ZONE X-22 RURAL	47	20:25	12:21	04:28	18:23
SJ ZONE X-23 RURAL	51	24:56	11:17	04:40	18:05
SJ ZONE X-25 RURAL	1	10:41	10:41	00:00	10:41
SJ ZONE X-26 RURAL	68	31:25	13:55	05:29	21:45
SJ ZONE X-22 WILDERNESS	5	33:37	17:13	09:31	26:51
SJ ZONE X-26 WILDERNESS	5	23:18	14:20	07:16	21:40

All Urban Compliance Areas	3644	31:45	06:16	03:07	09:46
All Suburban Compliance Areas	88	18:40	08:04	04:09	12:37
All Suburban-Moderate Compliance Areas	42	23:57	12:38	04:07	17:22
All Rural Compliance Areas	167	31:25	12:39	05:03	19:05
All Wilderness Compliance Areas	10	33:37	15:46	08:07	24:19
<b>Total Responses</b>	<b>3951</b>				



Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	274	62:36	10:45	07:30	19:15
SJ ZONE X-22 URBAN	48	26:37	10:23	04:45	15:25
SJ ZONE X-23 URBAN	101	26:06	10:01	05:19	18:02
SJ ZONE X-24 URBAN	807	62:48	12:04	07:23	19:35
SJ ZONE X-25 URBAN	882	63:33	10:33	06:55	16:52
SJ ZONE X-26 URBAN	196	69:06	10:41	09:18	25:18
SJ ZONE X-22 SUBURBAN	3	43:21	21:18	19:06	36:54
SJ ZONE X-23 SUBURBAN	21	24:56	14:04	04:54	20:09
SJ ZONE X-26 SUBURBAN	4	20:04	11:37	06:48	17:54
SJ ZONE X-26 SUBURBAN-MODERATE	19	31:34	17:27	05:36	23:46
SJ ZONE X-22 RURAL	23	33:10	15:35	06:05	21:16
SJ ZONE X-23 RURAL	23	85:22	18:44	16:10	28:11
SJ ZONE X-25 RURAL	1	11:26	11:26	00:00	11:26
SJ ZONE X-26 RURAL	28	31:00	17:07	05:35	23:48
SJ ZONE X-22 WILDERNESS	1	37:52	37:52	00:00	37:52
SJ ZONE X-26 WILDERNESS	2	19:48	19:02	01:05	19:38

All Urban Compliance Areas	2308	69:06	11:05	07:19	18:21
All Suburban Compliance Areas	28	43:21	14:29	07:31	20:41
All Suburban-Moderate Compliance Areas	19	31:34	17:27	05:36	23:46
All Rural Compliance Areas	75	85:22	17:04	10:06	26:51
All Wilderness Compliance Areas	3	37:52	25:18	10:54	34:15
<b>Total Responses</b>	<b>2433</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	435	22:40	05:49	03:20	09:17
SJ ZONE X-22 URBAN	88	22:01	07:42	03:41	11:30
SJ ZONE X-23 URBAN	267	32:12	06:53	03:43	11:53
SJ ZONE X-24 URBAN	1339	34:29	06:37	03:19	10:37
SJ ZONE X-25 URBAN	1467	30:33	06:34	02:57	10:10
SJ ZONE X-26 URBAN	434	25:15	06:36	04:16	12:52
SJ ZONE X-22 SUBURBAN	19	11:43	07:36	01:48	09:11
SJ ZONE X-23 SUBURBAN	47	19:18	08:18	03:59	12:58
SJ ZONE X-26 SUBURBAN	32	22:25	09:17	05:12	15:26
SJ ZONE X-26 SUBURBAN-MODERATE	32	20:52	11:47	04:00	15:53
SJ ZONE X-22 RURAL	45	26:32	11:43	05:19	18:58
SJ ZONE X-23 RURAL	79	30:29	11:50	04:41	18:05
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	76	31:40	12:38	05:32	19:19
SJ ZONE X-22 WILDERNESS	13	35:43	16:39	08:40	27:00
SJ ZONE X-26 WILDERNESS	6	51:32	21:48	15:06	37:07

All Urban Compliance Areas	4030	34:29	06:33	03:21	10:30
All Suburban Compliance Areas	98	22:25	08:29	04:09	14:01
All Suburban-Moderate Compliance Areas	32	20:52	11:47	04:00	15:53
All Rural Compliance Areas	200	31:40	12:06	05:09	18:40
All Wilderness Compliance Areas	19	51:32	18:17	10:56	29:14
<b>Total Responses</b>	<b>4379</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	341	57:43	11:21	08:25	22:10
SJ ZONE X-22 URBAN	45	24:19	10:27	04:49	17:17
SJ ZONE X-23 URBAN	95	28:17	10:31	05:02	15:58
SJ ZONE X-24 URBAN	807	89:15	13:05	09:23	21:48
SJ ZONE X-25 URBAN	946	71:11	11:07	07:16	16:37
SJ ZONE X-26 URBAN	237	55:37	11:29	08:52	24:46
SJ ZONE X-22 SUBURBAN	8	46:40	14:37	13:11	23:15
SJ ZONE X-23 SUBURBAN	19	23:31	12:24	05:28	19:12
SJ ZONE X-26 SUBURBAN	6	13:56	09:49	02:40	13:03
SJ ZONE X-26 SUBURBAN-MODERATE	14	35:41	19:09	08:00	28:34
SJ ZONE X-22 RURAL	16	47:02	16:50	08:44	21:51
SJ ZONE X-23 RURAL	24	40:08	16:16	07:17	22:54
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	23	28:06	17:20	06:06	24:15
SJ ZONE X-22 WILDERNESS	3	31:57	27:26	04:02	30:47
SJ ZONE X-26 WILDERNESS	1	16:12	16:12	00:00	16:12

All Urban Compliance Areas	2471	89:15	11:48	08:16	20:06
All Suburban Compliance Areas	33	46:40	12:28	07:39	18:06
All Suburban-Moderate Compliance Areas	14	35:41	19:09	08:00	28:34
All Rural Compliance Areas	63	47:02	16:48	07:11	23:55
All Wilderness Compliance Areas	4	31:57	24:37	06:30	30:13
<b>Total Responses</b>	<b>2585</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Nov 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	368	83	77.45%	368	24	93.48%
SJ ZONE X-22	161	48	70.19%	161	11	93.17%
SJ ZONE X-23	317	93	70.66%	317	13	95.90%
SJ ZONE X-24	1214	307	74.71%	1214	68	94.40%
SJ ZONE X-25	1359	385	71.67%	1359	99	92.72%
SJ ZONE X-26	532	130	75.56%	532	33	93.80%
<b>All Zones Combined</b>	<b>3951</b>	<b>1046</b>	<b>73.53%</b>	<b>3951</b>	<b>248</b>	<b>93.72%</b>
* 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 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	274	37	86.50%	274	7	97.45%
SJ ZONE X-22	75	9	88.00%	75	3	96.00%
SJ ZONE X-23	145	26	82.07%	145	3	97.93%
SJ ZONE X-24	807	155	80.79%	807	39	95.17%
SJ ZONE X-25	883	101	88.56%	883	9	98.98%
SJ ZONE X-26	249	26	89.56%	249	5	97.99%
<b>All Zones Combined</b>	<b>2433</b>	<b>354</b>	<b>85.45%</b>	<b>2433</b>	<b>66</b>	<b>97.29%</b>
* 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

Dec 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	435	84	80.69%	435	11	97.47%
SJ ZONE X-22	165	49	70.30%	165	7	95.76%
SJ ZONE X-23	393	125	68.19%	393	33	91.60%
SJ ZONE X-24	1339	409	69.45%	1339	78	94.17%
SJ ZONE X-25	1467	468	68.10%	1467	107	92.71%
SJ ZONE X-26	580	138	76.21%	580	19	96.72%
<b>All Zones Combined</b>	<b>4379</b>	<b>1273</b>	<b>70.93%</b>	<b>4379</b>	<b>255</b>	<b>94.18%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Dec 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	341	60	82.40%	341	16	95.31%
SJ ZONE X-22	72	9	87.50%	72	3	95.83%
SJ ZONE X-23	138	21	84.78%	138	3	97.83%
SJ ZONE X-24	807	176	78.19%	807	40	95.04%
SJ ZONE X-25	946	112	88.16%	946	27	97.15%
SJ ZONE X-26	281	43	84.70%	281	4	98.58%
<b>All Zones Combined</b>	<b>2585</b>	<b>421</b>	<b>83.71%</b>	<b>2585</b>	<b>93</b>	<b>96.40%</b>
* 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

Nov 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	413	95	77.00%	413	34	91.77%
IFT CCT	55	30	45.45%	55	24	56.36%

Comparison of Compliance with and without Exemptions - IFT

Dec 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	411	132	67.88%	411	67	83.70%
IFT CCT	42	22	47.62%	42	15	64.29%

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Exemption Request Reports

Types of Exemptions	Nov 2023		Dec 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	820	2	959	13
Material change in dispatch location after the initial dispatch is recorded as dispatched	1	0	4	0
Other – Good cause	171	1	268	7
Unavoidable delay caused by unreported road construction	2	0	1	0

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Zone Assist		
Population Density	Nov 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	1
	Manteca	10
SJ ZONE X-24	Manteca	7
SJ ZONE X-25	Manteca	19
SJ ZONE X-26	Manteca	37

Zone Assist		
Population Density	Dec 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	Manteca	2
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	1
	Manteca	17
SJ ZONE X-24	Escalon	1
	Manteca	12
SJ ZONE X-25	Escalon	1
	Manteca	30
SJ ZONE X-26	Escalon	3
	Manteca	59



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	Nov 2023	Dec 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		