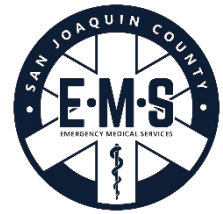




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: November 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 September and October 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-three 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 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)

Sep 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	405	23	94.32%	X		
SJ ZONE X-22	180	10	94.44%	X		
SJ ZONE X-23	314	20	93.63%	X		
SJ ZONE X-24	1219	85	93.03%	X		
SJ ZONE X-25	1361	99	92.73%	X		
SJ ZONE X-26	503	28	94.43%	X		
All Zones Combined	3982	265	93.35%			
* 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

Sep 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)

Sep 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE X-21	248	15	93.95%	X		
SJ ZONE X-22	59	2	96.61%	---	---	
SJ ZONE X-23	144	4	97.22%	X		
SJ ZONE X-24	812	31	96.18%	X		
SJ ZONE X-25	853	22	97.42%	X		
SJ ZONE X-26	240	9	96.25%	X		
All Zones Combined	2356	83	96.48%			
* 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 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	Aug 2023	Sep 2023	143	6	95.80%	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)

Oct 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	453	24	94.70%	X		
SJ ZONE X-22	166	8	95.18%	X		
SJ ZONE X-23	364	23	93.68%	X		
SJ ZONE X-24	1278	73	94.29%	X		
SJ ZONE X-25	1436	136	90.53%	X		
SJ ZONE X-26	550	24	95.64%	X		
All Zones Combined	4247	288	93.22%			
* 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

Oct 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)

Oct 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	259	9	96.53%	X		
SJ ZONE X-22	80	5	93.75%	---	---	
SJ ZONE X-23	143	6	95.80%	X		
SJ ZONE X-24	817	32	96.08%	X		
SJ ZONE X-25	874	30	96.57%	X		
SJ ZONE X-26	254	11	95.67%	X		
All Zones Combined	2427	93	96.17%			
* 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 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	Oct 2023	80	5	93.75%	---	---
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)

Sep 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	418	418	Sep 2023	Sep 2023	33	92.11%	X	
IFT CCT	47	121	Jul 2023	Sep 2023	62	48.76%		X

Response Time Compliance Report - Interfacility Transfer (IFT)

Oct 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	444	444	Oct 2023	Oct 2023	45	89.86%		X
IFT CCT	46	46	Oct 2023		15	67.39%	---	---
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	Sep 2023	Oct 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$4,550	\$6,170
ALS IFT or CCT-IFT Late response minutes	\$20,200	\$26,000
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	\$1,000
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	\$29,750	\$33,170

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	405	19:56	05:32	02:41	08:35
SJ ZONE X-22 URBAN	89	23:06	06:40	03:17	10:32
SJ ZONE X-23 URBAN	206	24:04	06:39	03:34	11:07
SJ ZONE X-24 URBAN	1219	38:22	06:03	03:07	09:44
SJ ZONE X-25 URBAN	1361	19:58	06:04	02:39	09:20
SJ ZONE X-26 URBAN	383	26:06	06:15	04:12	11:19
SJ ZONE X-22 SUBURBAN	20	14:50	08:17	02:52	11:30
SJ ZONE X-23 SUBURBAN	39	16:11	08:03	03:32	12:08
SJ ZONE X-26 SUBURBAN	28	13:41	06:18	03:19	10:09
SJ ZONE X-26 SUBURBAN-MODERATE	33	21:10	10:15	04:05	13:43
SJ ZONE X-22 RURAL	55	31:28	11:28	05:45	17:02
SJ ZONE X-23 RURAL	69	30:46	10:24	04:45	14:43
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	53	25:04	11:29	04:58	18:21
SJ ZONE X-22 WILDERNESS	16	28:11	16:34	05:47	23:20
SJ ZONE X-26 WILDERNESS	6	33:51	21:50	06:28	28:34

All Urban Compliance Areas	3663	38:22	06:04	03:05	09:42
All Suburban Compliance Areas	87	16:11	07:32	03:24	11:56
All Suburban-Moderate Compliance Areas	33	21:10	10:15	04:05	13:43
All Rural Compliance Areas	177	31:28	11:03	05:08	17:05
All Wilderness Compliance Areas	22	33:51	18:01	06:18	23:45
Total Responses	3982				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	248	71:44	10:59	07:55	21:10
SJ ZONE X-22 URBAN	34	22:57	11:02	04:50	19:16
SJ ZONE X-23 URBAN	94	41:40	10:15	06:04	16:46
SJ ZONE X-24 URBAN	812	86:31	12:09	08:38	19:16
SJ ZONE X-25 URBAN	853	58:43	10:32	05:51	16:05
SJ ZONE X-26 URBAN	191	60:44	10:20	09:04	18:30
SJ ZONE X-22 SUBURBAN	3	23:20	14:56	07:29	21:10
SJ ZONE X-23 SUBURBAN	27	21:05	11:53	05:50	19:29
SJ ZONE X-26 SUBURBAN	10	13:57	09:37	02:55	12:32
SJ ZONE X-26 SUBURBAN-MODERATE	18	40:00	18:18	08:21	27:45
SJ ZONE X-22 RURAL	20	28:06	16:55	06:14	24:23
SJ ZONE X-23 RURAL	23	32:42	15:18	06:21	21:35
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	20	44:31	19:06	09:55	31:04
SJ ZONE X-22 WILDERNESS	2	26:58	24:51	02:58	26:32
SJ ZONE X-26 WILDERNESS	1	16:30	16:30	00:00	16:30

All Urban Compliance Areas	2232	86:31	11:09	07:31	18:14
All Suburban Compliance Areas	40	23:20	11:33	05:26	19:17
All Suburban-Moderate Compliance Areas	18	40:00	18:18	08:21	27:45
All Rural Compliance Areas	63	44:31	17:01	07:40	25:56
All Wilderness Compliance Areas	3	26:58	22:04	05:15	26:07
Total Responses	2356				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	453	19:45	05:36	02:45	08:38
SJ ZONE X-22 URBAN	86	16:01	06:54	03:00	10:46
SJ ZONE X-23 URBAN	233	24:19	06:47	03:30	11:18
SJ ZONE X-24 URBAN	1278	21:28	06:20	02:51	10:00
SJ ZONE X-25 URBAN	1435	20:08	06:18	02:46	09:47
SJ ZONE X-26 URBAN	384	24:38	06:16	04:08	12:23
SJ ZONE X-22 SUBURBAN	20	24:29	09:54	04:38	15:44
SJ ZONE X-23 SUBURBAN	54	21:25	10:05	04:46	17:38
SJ ZONE X-26 SUBURBAN	28	13:16	07:13	02:19	10:07
SJ ZONE X-26 SUBURBAN-MODERATE	39	22:42	11:57	04:10	16:20
SJ ZONE X-22 RURAL	51	20:13	11:20	04:07	17:51
SJ ZONE X-23 RURAL	77	28:36	11:35	04:48	16:53
SJ ZONE X-25 RURAL	1	08:38	08:38	00:00	08:38
SJ ZONE X-26 RURAL	90	54:08	12:59	06:32	19:06
SJ ZONE X-22 WILDERNESS	9	24:42	14:55	06:45	21:10
SJ ZONE X-26 WILDERNESS	9	33:43	17:47	09:30	26:06

All Urban Compliance Areas	3869	24:38	06:16	03:01	10:03
All Suburban Compliance Areas	102	24:29	09:16	04:22	15:35
All Suburban-Moderate Compliance Areas	39	22:42	11:57	04:10	16:20
All Rural Compliance Areas	219	54:08	12:05	05:28	18:03
All Wilderness Compliance Areas	18	33:43	16:21	08:08	24:21
Total Responses	4247				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	259	66:26	10:41	08:26	19:18
SJ ZONE X-22 URBAN	48	24:15	10:44	05:15	19:17
SJ ZONE X-23 URBAN	105	49:06	11:35	07:25	20:07
SJ ZONE X-24 URBAN	817	72:21	12:27	08:55	20:32
SJ ZONE X-25 URBAN	874	98:06	11:25	08:23	17:31
SJ ZONE X-26 URBAN	210	57:19	11:39	10:06	25:38
SJ ZONE X-22 SUBURBAN	11	20:19	11:39	04:54	18:24
SJ ZONE X-23 SUBURBAN	20	24:39	13:36	06:23	20:28
SJ ZONE X-26 SUBURBAN	10	15:19	09:00	03:05	13:04
SJ ZONE X-26 SUBURBAN-MODERATE	19	36:58	17:17	07:31	26:27
SJ ZONE X-22 RURAL	19	32:13	18:24	08:12	29:02
SJ ZONE X-23 RURAL	18	31:27	17:26	08:00	28:23
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	15	31:10	19:04	05:51	25:22
SJ ZONE X-22 WILDERNESS	2	24:12	18:40	07:49	23:05
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00

All Urban Compliance Areas	2313	98:06	11:43	08:40	19:45
All Suburban Compliance Areas	41	24:39	11:57	05:34	19:33
All Suburban-Moderate Compliance Areas	19	36:58	17:17	07:31	26:27
All Rural Compliance Areas	52	32:13	18:16	07:25	28:52
All Wilderness Compliance Areas	2	24:12	18:40	07:49	23:05
Total Responses	2427				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Population Density	Sep 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	405	86	78.77%	405	23	94.32%
SJ ZONE X-22	180	39	78.33%	180	10	94.44%
SJ ZONE X-23	314	86	72.61%	314	20	93.63%
SJ ZONE X-24	1219	307	74.82%	1219	85	93.03%
SJ ZONE X-25	1361	361	73.48%	1361	99	92.73%
SJ ZONE X-26	503	101	79.92%	503	28	94.43%
All Zones Combined	3982	980	75.39%	3982	265	93.35%
* 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	Sep 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	248	38	84.68%	248	15	93.95%
SJ ZONE X-22	59	9	84.75%	59	2	96.61%
SJ ZONE X-23	144	22	84.72%	144	4	97.22%
SJ ZONE X-24	812	161	80.17%	812	31	96.18%
SJ ZONE X-25	853	89	89.57%	853	22	97.42%
SJ ZONE X-26	240	28	88.33%	240	9	96.25%
All Zones Combined	2356	347	85.27%	2356	83	96.48%
* 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

	Oct 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	453	81	82.12%	453	24	94.70%
SJ ZONE X-22	166	45	72.89%	166	8	95.18%
SJ ZONE X-23	364	121	66.76%	364	23	93.68%
SJ ZONE X-24	1278	370	71.05%	1278	73	94.29%
SJ ZONE X-25	1436	435	69.71%	1436	136	90.53%
SJ ZONE X-26	550	118	78.55%	550	24	95.64%
All Zones Combined	4247	1170	72.45%	4247	288	93.22%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Oct 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	259	33	87.26%	259	9	96.53%
SJ ZONE X-22	80	10	87.50%	80	5	93.75%
SJ ZONE X-23	143	28	80.42%	143	6	95.80%
SJ ZONE X-24	817	155	81.03%	817	32	96.08%
SJ ZONE X-25	874	115	86.84%	874	30	96.57%
SJ ZONE X-26	254	37	85.43%	254	11	95.67%
All Zones Combined	2427	378	84.43%	2427	93	96.17%
* 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

Sep 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	418	101	75.84%	418	33	92.11%
IFT CCT	47	28	40.43%	47	22	53.19%

Comparison of Compliance with and without Exemptions - IFT

Oct 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	444	109	75.45%	444	45	89.86%
IFT CCT	46	20	56.52%	46	15	67.39%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Exemption Request Reports				
	Sep 2023		Oct 2023	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	805	0	997	6
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	2	0
Other – Good cause	77	0	90	2

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

Zone Assist		
Population Density	Sep 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	8
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	14
SJ ZONE X-26	Manteca	33

Zone Assist		
Population Density	Oct 2023	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Escalon	2
	Manteca	14
SJ ZONE X-24	Escalon	1
	Manteca	2
SJ ZONE X-25	Escalon	1
	Manteca	24
SJ ZONE X-26	Manteca	41

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Mechanical Report

Event Type	Date	Preventable
N/A		