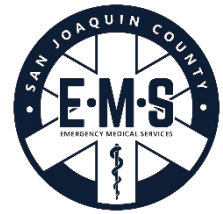




# San Joaquin County

## Emergency Medical Services Agency

---



### Memorandum

TO: All Interested Parties

FROM: Daniel Valenzuela, EMS Analyst

DATE: May 15, 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 March and April 2024, 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 eleven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2024 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)

Mar 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	413	16	96.13%	X		
SJ ZONE X-22	129	11	91.47%	X		
SJ ZONE X-23	347	51	85.30%		X	
SJ ZONE X-24	1184	74	93.75%	X		
SJ ZONE X-25	1341	76	94.33%	X		
SJ ZONE X-26	472	16	96.61%	X		
<b>All Zones Combined</b>	3886	244	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							
Mar 2024							
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)

Mar 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	306	8	97.39%	X		
SJ ZONE X-22	58	1	98.28%	---	---	
SJ ZONE X-23	136	2	98.53%	X		
SJ ZONE X-24	860	22	97.44%	X		
SJ ZONE X-25	881	13	98.52%	X		
SJ ZONE X-26	226	1	99.56%	X		
<b>All Zones Combined</b>	2467	47	98.09%			
* 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

Mar 2024							
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	Feb 2024	Mar 2024	116	2	98.28%	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)

Apr 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	<b>Compliance Calc Incidents</b>					
SJ ZONE X-21	414	28	93.24%	X		
SJ ZONE X-22	153	8	94.77%	X		
SJ ZONE X-23	314	29	90.76%	X		
SJ ZONE X-24	1254	95	92.42%	X		
SJ ZONE X-25	1358	109	91.97%	X		
SJ ZONE X-26	499	20	95.99%	X		
<b>All Zones Combined</b>	3992	289	92.76%			
* 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

Apr 2024							
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)

Apr 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
<b>Compliance Calc Incidents</b>						
SJ ZONE X-21	258	7	97.29%	X		
SJ ZONE X-22	61	2	96.72%	---	---	
SJ ZONE X-23	154	4	97.40%	X		
SJ ZONE X-24	859	33	96.16%	X		
SJ ZONE X-25	901	16	98.22%	X		
SJ ZONE X-26	259	5	98.07%	X		
<b>All Zones Combined</b>	2492	67	97.31%			
* 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

Apr 2024							
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 2024	CP End Apr 2024	61	2	96.72%	---	---
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)								
					Mar 2024			
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	461	461	Mar 2024	Mar 2024	50	89.15%		X
IFT CCT	42	42	Mar 2024		18	57.14%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
					Apr 2024			
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	419	419	Apr 2024	Apr 2024	7	98.33%	X	
IFT CCT	53	95	Mar 2024		33	65.26%	---	---
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	Mar 2024	Apr 2024
Out of compliance response zones	\$25,000	N/A
Code 2 and Code 3 Late response minutes	\$4,050	\$4,400
ALS IFT or CCT-IFT Late response minutes	\$32,000	\$6,400
Out of compliance monthly response ALS-IFT or CCT-IFT	\$1,000	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
<b>Totals</b>	\$62,050	\$10,800

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	413	21:09	04:56	02:42	07:36
SJ ZONE X-22 URBAN	79	18:54	07:04	02:49	09:54
SJ ZONE X-23 URBAN	251	23:21	07:18	03:27	11:57
SJ ZONE X-24 URBAN	1184	25:36	05:47	02:48	08:49
SJ ZONE X-25 URBAN	1340	17:28	05:26	02:25	08:26
SJ ZONE X-26 URBAN	351	28:01	06:18	04:22	11:47
SJ ZONE X-22 SUBURBAN	6	13:03	10:22	01:55	12:19
SJ ZONE X-23 SUBURBAN	42	18:58	09:24	04:00	14:44
SJ ZONE X-26 SUBURBAN	24	14:43	06:27	03:13	09:24
SJ ZONE X-26 SUBURBAN-MODERATE	39	24:00	12:14	04:25	16:58
SJ ZONE X-22 RURAL	36	22:31	11:53	04:13	17:06
SJ ZONE X-23 RURAL	54	24:53	12:42	05:25	18:15
SJ ZONE X-25 RURAL	1	08:24	08:24	00:00	08:24
SJ ZONE X-26 RURAL	56	23:09	11:34	04:36	17:12
SJ ZONE X-22 WILDERNESS	8	19:33	14:20	02:49	17:24
SJ ZONE X-26 WILDERNESS	2	22:48	18:27	06:08	21:55
All Urban Compliance Areas	3618	28:01	05:45	02:57	09:09
All Suburban Compliance Areas	72	18:58	08:30	03:53	14:01
All Suburban-Moderate Compliance Areas	39	24:00	12:14	04:25	16:58
All Rural Compliance Areas	147	24:53	12:03	04:49	17:27
All Wilderness Compliance Areas	10	22:48	15:09	03:39	19:52
<b>Total Responses</b>	<b>3886</b>				



Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	306	53:52	08:41	07:17	14:16
SJ ZONE X-22 URBAN	30	25:38	10:48	04:15	14:22
SJ ZONE X-23 URBAN	97	20:35	09:22	04:16	14:58
SJ ZONE X-24 URBAN	860	85:38	10:08	06:16	16:18
SJ ZONE X-25 URBAN	881	47:12	09:09	05:15	13:52
SJ ZONE X-26 URBAN	178	31:07	08:01	04:34	12:05
SJ ZONE X-22 SUBURBAN	9	37:17	13:13	09:53	18:46
SJ ZONE X-23 SUBURBAN	17	22:19	11:27	03:46	14:37
SJ ZONE X-26 SUBURBAN	10	13:06	08:11	03:18	11:11
SJ ZONE X-26 SUBURBAN-MODERATE	20	23:52	15:52	04:56	21:36
SJ ZONE X-22 RURAL	16	30:27	17:00	06:08	23:44
SJ ZONE X-23 RURAL	22	24:19	17:39	04:40	22:50
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	18	28:59	14:46	08:02	27:35
SJ ZONE X-22 WILDERNESS	3	21:00	17:26	04:10	20:29
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2352	85:38	09:24	05:53	14:52
All Suburban Compliance Areas	36	37:17	10:59	05:56	14:12
All Suburban-Moderate Compliance Areas	20	23:52	15:52	04:56	21:36
All Rural Compliance Areas	56	30:27	16:32	06:20	23:48
All Wilderness Compliance Areas	3	21:00	17:26	04:10	20:29
<b>Total Responses</b>	<b>2467</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	414	17:22	05:09	02:29	08:09
SJ ZONE X-22 URBAN	83	14:41	06:16	02:24	08:14
SJ ZONE X-23 URBAN	227	18:39	06:08	03:04	09:55
SJ ZONE X-24 URBAN	1254	36:28	06:05	03:06	09:58
SJ ZONE X-25 URBAN	1356	18:56	05:55	02:32	09:04
SJ ZONE X-26 URBAN	354	27:22	05:16	03:10	08:01
SJ ZONE X-22 SUBURBAN	13	12:03	09:00	02:05	11:27
SJ ZONE X-23 SUBURBAN	37	21:33	08:56	04:56	14:51
SJ ZONE X-26 SUBURBAN	35	09:55	06:47	01:53	09:32
SJ ZONE X-26 SUBURBAN-MODERATE	36	38:38	13:05	06:40	17:20
SJ ZONE X-22 RURAL	50	20:28	11:09	04:22	16:44
SJ ZONE X-23 RURAL	50	20:42	11:50	05:10	18:42
SJ ZONE X-25 RURAL	2	14:48	11:47	04:15	14:11
SJ ZONE X-26 RURAL	68	34:49	11:55	04:43	17:14
SJ ZONE X-22 WILDERNESS	7	27:22	14:01	08:47	24:16
SJ ZONE X-26 WILDERNESS	6	16:06	11:49	05:23	15:09
All Urban Compliance Areas	3688	36:28	05:50	02:51	09:13
All Suburban Compliance Areas	85	21:33	08:04	03:41	12:01
All Suburban-Moderate Compliance Areas	36	38:38	13:05	06:40	17:20
All Rural Compliance Areas	170	34:49	11:40	04:43	17:38
All Wilderness Compliance Areas	13	27:22	13:00	07:12	20:59
<b>Total Responses</b>	<b>3992</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	258	50:11	09:07	06:16	14:58
SJ ZONE X-22 URBAN	30	30:29	09:39	04:40	12:30
SJ ZONE X-23 URBAN	105	32:50	08:50	05:09	14:19
SJ ZONE X-24 URBAN	859	52:26	10:13	05:24	16:37
SJ ZONE X-25 URBAN	901	51:25	09:21	04:47	14:21
SJ ZONE X-26 URBAN	203	44:17	08:25	06:07	13:04
SJ ZONE X-22 SUBURBAN	12	16:12	10:55	02:36	12:25
SJ ZONE X-23 SUBURBAN	10	18:43	11:32	03:42	15:33
SJ ZONE X-26 SUBURBAN	11	13:39	09:03	03:27	11:58
SJ ZONE X-26 SUBURBAN-MODERATE	19	25:12	16:11	04:40	22:59
SJ ZONE X-22 RURAL	16	26:59	14:32	06:46	22:31
SJ ZONE X-23 RURAL	39	34:26	17:21	06:12	24:36
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	26	36:39	17:46	06:57	24:08
SJ ZONE X-22 WILDERNESS	3	21:52	15:20	06:37	20:35
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2356	52:26	09:32	05:21	15:21
All Suburban Compliance Areas	33	18:43	10:29	03:19	13:48
All Suburban-Moderate Compliance Areas	19	25:12	16:11	04:40	22:59
All Rural Compliance Areas	81	36:39	16:56	06:35	24:12
All Wilderness Compliance Areas	3	21:52	15:20	06:37	20:35
<b>Total Responses</b>	<b>2492</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Mar 2024						
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	413	45	89.10%	413	16	96.13%
SJ ZONE X-22	129	37	71.32%	129	11	91.47%
SJ ZONE X-23	347	137	60.52%	347	51	85.30%
SJ ZONE X-24	1184	229	80.66%	1184	74	93.75%
SJ ZONE X-25	1341	228	83.00%	1341	76	94.33%
SJ ZONE X-26	472	84	82.20%	472	16	96.61%
<b>All Zones Combined</b>	<b>3886</b>	<b>760</b>	<b>80.44%</b>	<b>3886</b>	<b>244</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

Mar 2024						
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	306	18	94.12%	306	8	97.39%
SJ ZONE X-22	58	4	93.10%	58	1	98.28%
SJ ZONE X-23	136	14	89.71%	136	2	98.53%
SJ ZONE X-24	860	73	91.51%	860	22	97.44%
SJ ZONE X-25	881	40	95.46%	881	13	98.52%
SJ ZONE X-26	226	9	96.02%	226	1	99.56%
<b>All Zones Combined</b>	<b>2467</b>	<b>158</b>	<b>93.60%</b>	<b>2467</b>	<b>47</b>	<b>98.09%</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

Apr 2024						
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	414	61	85.27%	414	28	93.24%
SJ ZONE X-22	153	29	81.05%	153	8	94.77%
SJ ZONE X-23	314	88	71.97%	314	29	90.76%
SJ ZONE X-24	1254	292	76.71%	1254	95	92.42%
SJ ZONE X-25	1358	305	77.54%	1358	109	91.97%
SJ ZONE X-26	499	66	86.77%	499	20	95.99%
<b>All Zones Combined</b>	<b>3992</b>	<b>841</b>	<b>78.93%</b>	<b>3992</b>	<b>289</b>	<b>92.76%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Apr 2024						
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	258	17	93.41%	258	7	97.29%
SJ ZONE X-22	61	2	96.72%	61	2	96.72%
SJ ZONE X-23	154	11	92.86%	154	4	97.40%
SJ ZONE X-24	859	90	89.52%	859	33	96.16%
SJ ZONE X-25	901	59	93.45%	901	16	98.22%
SJ ZONE X-26	259	10	96.14%	259	5	98.07%
<b>All Zones Combined</b>	<b>2492</b>	<b>189</b>	<b>92.42%</b>	<b>2492</b>	<b>67</b>	<b>97.31%</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

	Mar 2024					
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	461	103	77.66%	461	50	89.15%
IFT CCT	42	23	45.24%	42	18	57.14%

Comparison of Compliance with and without Exemptions - IFT

	Apr 2024					
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	419	46	89.02%	419	7	98.33%
IFT CCT	53	18	66.04%	53	15	71.70%

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Exemption Request Reports				
	Mar 2024		Apr 2024	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	471	6	522	2
Material change in dispatch location after the initial dispatch is recorded as dispatched	4	0	2	0
Other – Good cause	95	0	98	1
Unavoidable delay caused by unreported road construction	5	0	0	0

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 American Medical Response

Zone Assist		
Population Density	Mar 2024	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	14
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Escalon	1
	Manteca	10
SJ ZONE X-26	Manteca	23
	Ripon	1

Zone Assist			
Population Density	Apr 2024		
	Ambulance Service	Provider	#
SJ ZONE X-21	Manteca		1
SJ ZONE X-22	--		0
SJ ZONE X-23	Escalon		1
	Manteca		8
SJ ZONE X-24	Manteca		6
SJ ZONE X-25	Manteca		6
SJ ZONE X-26	Manteca		20



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	Mar 2024	Apr 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		