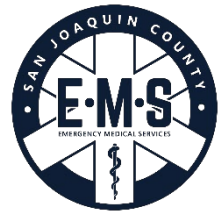




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: May 22, 2025

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 2025, 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 nine minutes and ten 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 2025 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)

	Mar 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	436	39	91.06%	X	
SJ ZONE X-22	156	20	87.18%		X
SJ ZONE X-23	353	35	90.08%	X	
SJ ZONE X-24	1416	140	90.11%	X	
SJ ZONE X-25	1389	177	87.26%		X
SJ ZONE X-26	502	40	92.03%	X	
All Zones Combined	4252	451	89.39%		
* 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 2025					
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 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	269	12	95.54%	X	
SJ ZONE X-22	55	1	98.18%	---	---
SJ ZONE X-23	176	8	95.45%	X	
SJ ZONE X-24	752	80	89.36%		X
SJ ZONE X-25	859	33	96.16%	X	
SJ ZONE X-26	248	4	98.39%	X	
All Zones Combined	2359	138	94.15%		
* 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 2025				
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	Feb 2025	Mar 2025	113	3	97.35%	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 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	446	40	91.03%	X	
SJ ZONE X-22	111	10	90.99%	X	
SJ ZONE X-23	359	45	87.47%		X
SJ ZONE X-24	1305	129	90.11%	X	
SJ ZONE X-25	1468	136	90.74%	X	
SJ ZONE X-26	507	38	92.50%	X	
All Zones Combined	4196	398	90.51%		
* 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 2025					
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 2025					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	283	11	96.11%	X	
SJ ZONE X-22	66	2	96.97%	---	---
SJ ZONE X-23	175	12	93.14%	X	
SJ ZONE X-24	746	48	93.57%	X	
SJ ZONE X-25	855	27	96.84%	X	
SJ ZONE X-26	204	2	99.02%	X	
All Zones Combined	2329	102	95.62%		
* 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 2025						
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	Apr 2025	Apr 2025	66	2	96.97%	---
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 2025			
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	446	446	Mar 2025	Mar 2025	28	93.72%	X	
IFT CCT	57	57	Mar 2025		17	70.18%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)

					Apr 2025			
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	456	456	Apr 2025	Apr 2025	31	93.20%	X	
IFT CCT	48	105	Mar 2025	Apr 2025	29	72.38%		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	Mar 2025	Apr 2025
Out of compliance response zones	\$30,000	\$15,000
Code 2 and Code 3 Late response minutes	\$6,200	\$5,570
ALS IFT or CCT-IFT Late response minutes	\$15,400	\$15,800
Out of compliance monthly response ALS-IFT or CCT-IFT	N/A	\$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
Totals	\$51,600	\$41,370

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Mar 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	436	22:10	05:20	02:56	08:42
SJ ZONE X-22 URBAN	87	16:32	06:50	02:49	10:39
SJ ZONE X-23 URBAN	248	19:45	05:50	03:00	09:32
SJ ZONE X-24 URBAN	1416	25:51	06:08	02:54	09:33
SJ ZONE X-25 URBAN	1388	22:09	06:13	02:45	09:32
SJ ZONE X-26 URBAN	346	17:19	05:03	02:19	08:06
SJ ZONE X-22 SUBURBAN	19	13:07	08:19	02:34	11:32
SJ ZONE X-23 SUBURBAN	51	17:25	07:28	04:04	13:15
SJ ZONE X-26 SUBURBAN	36	14:17	07:02	02:16	09:45
SJ ZONE X-26 SUBURBAN-MODERATE	47	22:22	10:25	03:39	14:15
SJ ZONE X-22 RURAL	41	20:59	12:15	04:44	18:45
SJ ZONE X-23 RURAL	54	24:44	11:11	04:30	17:35
SJ ZONE X-25 RURAL	1	10:39	10:39	00:00	10:39
SJ ZONE X-26 RURAL	66	28:10	12:10	05:25	20:06
SJ ZONE X-22 WILDERNESS	9	21:54	16:35	05:50	21:13
SJ ZONE X-26 WILDERNESS	7	25:51	18:42	04:20	24:11
All Urban Compliance Areas	3921	25:51	05:59	02:50	09:19
All Suburban Compliance Areas	106	17:25	07:28	03:18	11:01
All Suburban-Moderate Compliance Areas	47	22:22	10:25	03:39	14:15
All Rural Compliance Areas	162	28:10	11:51	04:56	18:45
All Wilderness Compliance Areas	16	25:51	17:31	05:11	22:29
Total Responses	4252				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Mar 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	269	45:37	08:52	06:45	16:06
SJ ZONE X-22 URBAN	35	19:05	09:01	03:18	12:34
SJ ZONE X-23 URBAN	118	25:46	09:51	04:34	15:10
SJ ZONE X-24 URBAN	752	60:43	11:28	05:56	18:18
SJ ZONE X-25 URBAN	859	53:19	10:11	05:15	15:40
SJ ZONE X-26 URBAN	187	26:46	08:06	03:49	13:01
SJ ZONE X-22 SUBURBAN	4	08:44	06:36	02:16	08:29
SJ ZONE X-23 SUBURBAN	17	27:01	11:26	05:15	15:09
SJ ZONE X-26 SUBURBAN	11	14:53	10:06	03:00	13:56
SJ ZONE X-26 SUBURBAN-MODERATE	24	30:08	15:39	06:04	24:01
SJ ZONE X-22 RURAL	13	23:54	15:44	05:45	23:12
SJ ZONE X-23 RURAL	41	30:32	16:20	07:36	26:52
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	24	31:38	17:06	06:25	24:09
SJ ZONE X-22 WILDERNESS	3	28:00	22:59	06:14	27:23
SJ ZONE X-26 WILDERNESS	2	19:45	15:45	05:38	18:57
All Urban Compliance Areas	2220	60:43	10:15	05:38	16:32
All Suburban Compliance Areas	32	27:01	10:22	04:29	14:00
All Suburban-Moderate Compliance Areas	24	30:08	15:39	06:04	24:01
All Rural Compliance Areas	78	31:38	16:28	06:54	25:11
All Wilderness Compliance Areas	5	28:00	20:06	06:34	26:47
Total Responses	2359				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
Apr 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	446	22:51	05:11	02:46	08:07
SJ ZONE X-22 URBAN	57	11:32	06:10	02:24	09:22
SJ ZONE X-23 URBAN	256	27:13	06:40	03:39	10:54
SJ ZONE X-24 URBAN	1305	27:30	06:10	02:58	09:38
SJ ZONE X-25 URBAN	1468	21:54	05:47	02:34	08:54
SJ ZONE X-26 URBAN	363	21:59	05:29	02:27	08:06
SJ ZONE X-22 SUBURBAN	6	17:01	09:53	03:31	12:59
SJ ZONE X-23 SUBURBAN	40	14:41	08:49	03:14	14:02
SJ ZONE X-26 SUBURBAN	24	15:57	06:58	02:47	09:09
SJ ZONE X-26 SUBURBAN-MODERATE	33	14:42	10:39	03:17	14:12
SJ ZONE X-22 RURAL	40	24:52	11:57	04:30	16:56
SJ ZONE X-23 RURAL	63	38:21	11:37	06:17	17:20
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	80	25:51	13:15	04:38	19:57
SJ ZONE X-22 WILDERNESS	8	25:06	17:14	05:10	23:33
SJ ZONE X-26 WILDERNESS	7	15:23	10:56	03:22	14:42
All Urban Compliance Areas	3895	27:30	05:53	02:49	09:10
All Suburban Compliance Areas	70	17:01	08:16	03:13	12:37
All Suburban-Moderate Compliance Areas	33	14:42	10:39	03:17	14:12
All Rural Compliance Areas	183	38:21	12:24	05:16	18:21
All Wilderness Compliance Areas	15	25:06	14:18	05:22	21:50
Total Responses	4196				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Apr 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	283	46:59	07:54	05:28	12:42
SJ ZONE X-22 URBAN	35	19:59	08:55	03:19	12:42
SJ ZONE X-23 URBAN	121	30:08	09:32	05:54	17:26
SJ ZONE X-24 URBAN	746	54:38	10:31	06:01	17:13
SJ ZONE X-25 URBAN	855	37:38	09:02	04:41	13:58
SJ ZONE X-26 URBAN	164	26:31	07:09	03:23	10:49
SJ ZONE X-22 SUBURBAN	2	10:20	10:14	00:07	10:18
SJ ZONE X-23 SUBURBAN	23	37:30	10:59	07:24	17:56
SJ ZONE X-26 SUBURBAN	5	21:35	10:57	06:53	18:12
SJ ZONE X-26 SUBURBAN-MODERATE	9	21:24	15:13	06:29	20:57
SJ ZONE X-22 RURAL	27	40:18	16:10	08:44	25:49
SJ ZONE X-23 RURAL	31	30:24	16:56	07:16	26:17
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	25	25:19	17:14	05:32	24:05
SJ ZONE X-22 WILDERNESS	2	24:57	23:45	01:41	24:42
SJ ZONE X-26 WILDERNESS	1	18:44	18:44	00:00	18:44
All Urban Compliance Areas	2204	54:38	09:16	05:21	14:46
All Suburban Compliance Areas	30	37:30	10:56	06:57	17:59
All Suburban-Moderate Compliance Areas	9	21:24	15:13	06:29	20:57
All Rural Compliance Areas	83	40:18	16:46	07:15	25:15
All Wilderness Compliance Areas	3	24:57	22:04	03:08	24:28
Total Responses	2329				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Mar 2025					
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	436	80	81.65%	436	39	91.06%
SJ ZONE X-22	156	43	72.44%	156	20	87.18%
SJ ZONE X-23	353	87	75.35%	353	35	90.08%
SJ ZONE X-24	1416	357	74.79%	1416	140	90.11%
SJ ZONE X-25	1389	369	73.43%	1389	177	87.26%
SJ ZONE X-26	502	62	87.65%	502	40	92.03%
All Zones Combined	4252	998	76.53%	4252	451	89.39%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Mar 2025					
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	269	26	90.33%	269	12	95.54%
SJ ZONE X-22	55	3	94.55%	55	1	98.18%
SJ ZONE X-23	176	15	91.48%	176	8	95.45%
SJ ZONE X-24	752	115	84.71%	752	80	89.36%
SJ ZONE X-25	859	80	90.69%	859	33	96.16%
SJ ZONE X-26	248	12	95.16%	248	4	98.39%
All Zones Combined	2359	251	89.36%	2359	138	94.15%
* 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 2025					
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	446	70	84.30%	446	40	91.03%
SJ ZONE X-22	111	21	81.08%	111	10	90.99%
SJ ZONE X-23	359	114	68.25%	359	45	87.47%
SJ ZONE X-24	1305	347	73.41%	1305	129	90.11%
SJ ZONE X-25	1468	312	78.75%	1468	136	90.74%
SJ ZONE X-26	507	72	85.80%	507	38	92.50%
All Zones Combined	4196	936	77.69%	4196	398	90.51%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Apr 2025					
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	283	15	94.70%	283	11	96.11%
SJ ZONE X-22	66	2	96.97%	66	2	96.97%
SJ ZONE X-23	175	15	91.43%	175	12	93.14%
SJ ZONE X-24	746	63	91.55%	746	48	93.57%
SJ ZONE X-25	855	36	95.79%	855	27	96.84%
SJ ZONE X-26	204	3	98.53%	204	2	99.02%
All Zones Combined	2329	134	94.25%	2329	102	95.62%
	* 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 2025					
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	446	99	77.80%	446	28	93.72%
IFT CCT	57	23	59.65%	57	17	70.18%

Comparison of Compliance with and without Exemptions - IFT

	Apr 2025					
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	456	111	75.66%	456	31	93.20%
IFT CCT	48	19	60.42%	48	12	75.00%

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Exemption Request Reports

	Mar 2025		Apr 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	492	2	352	3
Material change in dispatch location after the initial dispatch is recorded as dispatched	1	0	4	0
Other – Good cause	113	0	148	0
Restricted freeway access	0	0	1	0
Unavoidable delay caused by unreported road construction	0	0	3	0

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Zone Assist		
Population Density	Mar 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	8
SJ ZONE X-24	Manteca	2
SJ ZONE X-25	Manteca	8
SJ ZONE X-26	Manteca	2

Zone Assist		
Population Density	Apr 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	Escalon	1
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	9
SJ ZONE X-24	Manteca	5
SJ ZONE X-25	Manteca	18
SJ ZONE X-26	Manteca	9

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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Failure to Provide Data

Event Type	Mar 2025	Apr 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		