



EMERGENCY MEDICAL SERVICES AGENCY

Jared Bagwell, *Director*

Dr. Katherine Shafer MD, *EMS Medical Director*

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: July 24, 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 May and June 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 twenty-one 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 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)

	May 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	425	38	91.06%	X	
SJ ZONE X-22	162	16	90.12%	X	
SJ ZONE X-23	380	38	90.00%	X	
SJ ZONE X-24	1494	192	87.15%		X
SJ ZONE X-25	1547	149	90.37%	X	
SJ ZONE X-26	522	46	91.19%	X	
All Zones Combined	4530	479	89.43%		
* 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 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		

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Response Time Compliance - No Red Lights and Siren (NRLS)

	May 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	283	12	95.76%	X	
SJ ZONE X-22	89	2	97.75%	---	---
SJ ZONE X-23	175	14	92.00%	X	
SJ ZONE X-24	824	67	91.87%	X	
SJ ZONE X-25	852	40	95.31%	X	
SJ ZONE X-26	240	5	97.92%	X	
All Zones Combined	2463	140	94.32%		
* 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 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	May 2025	155	4	97.42%	X	
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Response Time Compliance - Red Lights and Siren (RLS)

	Jun 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	414	41	90.10%	X	
SJ ZONE X-22	163	24	85.28%		X
SJ ZONE X-23	346	52	84.97%		X
SJ ZONE X-24	1340	160	88.06%		X
SJ ZONE X-25	1353	133	90.17%	X	
SJ ZONE X-26	519	32	93.83%	X	
All Zones Combined	4135	442	89.31%		
* 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 RLS Responses

	Jun 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		

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Response Time Compliance - No Red Lights and Siren (NRLS)

	Jun 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	288	4	98.61%	X	
SJ ZONE X-22	69	1	98.55%	---	---
SJ ZONE X-23	151	5	96.69%	X	
SJ ZONE X-24	786	43	94.53%	X	
SJ ZONE X-25	796	18	97.74%	X	
SJ ZONE X-26	236	5	97.88%	X	
All Zones Combined	2326	76	96.73%		
* 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 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	Jun 2025	Jun 2025	69	1	98.55%	---	---
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Response Time Compliance Report - Interfacility Transfer (IFT)

					May 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	485	485	May 2025	May 2025	27	94.43%	X	
IFT CCT	55	55	May 2025		14	74.55%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)

					Jun 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	424	424	Jun 2025	Jun 2025	14	96.70%	X	
IFT CCT	50	105	May 2025	Jun 2025	27	74.29%		X
CP Start = Compliance Period Start Date CP End - Compliance Period End Date					Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Fines and Penalties Report		
Type of Penalty	May 2025	Jun 2025
Out of compliance response zones	\$15,000	\$85,000
Code 2 and Code 3 Late response minutes	\$7,430	\$5,860
ALS IFT or CCT-IFT Late response minutes	\$15,000	\$8,200
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	\$37,430	\$104,060

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Detailed Response Time Analysis without Exemptions Applied - RLS					
May 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	425	22:28	05:25	03:03	08:49
SJ ZONE X-22 URBAN	71	16:36	06:50	02:53	10:33
SJ ZONE X-23 URBAN	254	17:50	06:10	03:08	09:56
SJ ZONE X-24 URBAN	1494	30:16	06:19	03:06	10:01
SJ ZONE X-25 URBAN	1546	18:23	05:42	02:35	08:56
SJ ZONE X-26 URBAN	370	18:28	05:15	02:25	08:06
SJ ZONE X-22 SUBURBAN	14	12:07	09:03	01:34	11:25
SJ ZONE X-23 SUBURBAN	50	19:05	09:04	04:10	14:47
SJ ZONE X-26 SUBURBAN	34	14:17	06:36	02:53	09:52
SJ ZONE X-26 SUBURBAN-MODERATE	42	21:59	12:19	04:09	16:04
SJ ZONE X-22 RURAL	62	25:55	12:28	04:39	17:27
SJ ZONE X-23 RURAL	76	27:18	11:52	05:08	17:34
SJ ZONE X-25 RURAL	1	08:31	08:31	00:00	08:31
SJ ZONE X-26 RURAL	70	30:03	12:26	05:27	19:16
SJ ZONE X-22 WILDERNESS	15	20:18	13:41	03:56	18:11
SJ ZONE X-26 WILDERNESS	6	28:41	19:39	07:46	28:07
All Urban Compliance Areas	4160	30:16	05:54	02:53	09:21
All Suburban Compliance Areas	98	19:05	08:12	03:39	13:10
All Suburban-Moderate Compliance Areas	42	21:59	12:19	04:09	16:04
All Rural Compliance Areas	209	30:03	12:13	05:05	18:23
All Wilderness Compliance Areas	21	28:41	15:23	05:47	22:47
Total Responses	4530				

Exclusive Emergency Ambulance Provider
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American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
May 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	36:27	08:26	05:35	14:29
SJ ZONE X-22 URBAN	52	17:15	09:11	02:34	12:15
SJ ZONE X-23 URBAN	111	28:12	09:30	04:54	14:59
SJ ZONE X-24 URBAN	824	74:27	10:31	05:48	16:47
SJ ZONE X-25 URBAN	852	67:50	09:31	05:19	14:27
SJ ZONE X-26 URBAN	185	42:04	08:22	04:33	12:58
SJ ZONE X-22 SUBURBAN	5	15:01	12:43	02:27	14:50
SJ ZONE X-23 SUBURBAN	36	28:47	11:22	05:58	17:53
SJ ZONE X-26 SUBURBAN	12	26:46	11:53	05:41	15:48
SJ ZONE X-26 SUBURBAN-MODERATE	20	25:31	14:01	04:22	18:15
SJ ZONE X-22 RURAL	27	29:48	14:31	05:55	22:03
SJ ZONE X-23 RURAL	28	42:15	18:58	09:18	30:28
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	23	32:56	17:51	06:09	25:15
SJ ZONE X-22 WILDERNESS	5	32:38	22:57	07:36	29:33
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2307	74:27	09:38	05:27	15:10
All Suburban Compliance Areas	53	28:47	11:37	05:37	16:14
All Suburban-Moderate Compliance Areas	20	25:31	14:01	04:22	18:15
All Rural Compliance Areas	78	42:15	17:06	07:32	27:44
All Wilderness Compliance Areas	5	32:38	22:57	07:36	29:33
Total Responses	2463				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jun 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	414	21:10	05:30	02:56	08:35
SJ ZONE X-22 URBAN	100	21:08	06:53	03:22	11:02
SJ ZONE X-23 URBAN	222	16:06	06:38	02:49	10:18
SJ ZONE X-24 URBAN	1340	17:45	05:59	02:44	09:21
SJ ZONE X-25 URBAN	1353	25:07	05:43	02:35	08:45
SJ ZONE X-26 URBAN	374	23:38	05:20	02:33	07:52
SJ ZONE X-22 SUBURBAN	17	13:41	07:44	02:59	10:41
SJ ZONE X-23 SUBURBAN	30	15:40	07:55	03:46	13:49
SJ ZONE X-26 SUBURBAN	30	17:50	06:47	03:03	09:07
SJ ZONE X-26 SUBURBAN-MODERATE	36	29:54	12:00	03:42	14:18
SJ ZONE X-22 RURAL	31	20:55	11:16	04:03	17:14
SJ ZONE X-23 RURAL	94	27:05	12:22	04:55	19:06
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	74	27:49	11:39	04:44	17:50
SJ ZONE X-22 WILDERNESS	15	26:26	17:16	05:31	23:22
SJ ZONE X-26 WILDERNESS	5	16:47	12:20	04:32	16:21
All Urban Compliance Areas	3803	25:07	05:50	02:44	09:07
All Suburban Compliance Areas	77	17:50	07:26	03:20	10:48
All Suburban-Moderate Compliance Areas	36	29:54	12:00	03:42	14:18
All Rural Compliance Areas	199	27:49	11:56	04:43	18:16
All Wilderness Compliance Areas	20	26:26	16:02	05:37	23:14
Total Responses	4135				

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jun 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	288	43:47	08:11	04:45	12:42
SJ ZONE X-22 URBAN	35	17:40	08:32	03:03	12:07
SJ ZONE X-23 URBAN	103	56:29	10:15	06:41	14:44
SJ ZONE X-24 URBAN	786	57:32	09:39	05:03	15:20
SJ ZONE X-25 URBAN	796	39:12	08:41	03:57	13:08
SJ ZONE X-26 URBAN	182	30:19	07:39	04:13	12:38
SJ ZONE X-22 SUBURBAN	4	22:32	13:46	06:12	19:53
SJ ZONE X-23 SUBURBAN	17	18:32	10:12	04:45	16:26
SJ ZONE X-26 SUBURBAN	16	25:02	09:59	04:31	12:42
SJ ZONE X-26 SUBURBAN-MODERATE	14	20:34	13:33	03:46	18:12
SJ ZONE X-22 RURAL	27	23:43	15:28	04:39	22:33
SJ ZONE X-23 RURAL	31	23:37	13:34	05:10	19:54
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	24	26:32	15:02	06:43	23:17
SJ ZONE X-22 WILDERNESS	3	47:30	29:22	17:04	43:24
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	2190	57:32	08:57	04:41	13:55
All Suburban Compliance Areas	37	25:02	10:29	04:49	16:26
All Suburban-Moderate Compliance Areas	14	20:34	13:33	03:46	18:12
All Rural Compliance Areas	82	26:32	14:37	05:31	22:21
All Wilderness Compliance Areas	3	47:30	29:22	17:04	43:24
Total Responses	2326				

Exclusive Emergency Ambulance Provider
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Comparison of Compliance with and without Exemptions - RLS

	May 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	425	82	80.71%	425	38	91.06%
SJ ZONE X-22	162	38	76.54%	162	16	90.12%
SJ ZONE X-23	380	103	72.89%	380	38	90.00%
SJ ZONE X-24	1494	423	71.69%	1494	192	87.15%
SJ ZONE X-25	1547	324	79.06%	1547	149	90.37%
SJ ZONE X-26	522	82	84.29%	522	46	91.19%
All Zones Combined	4530	1052	76.78%	4530	479	89.43%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	May 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	16	94.35%	283	12	95.76%
SJ ZONE X-22	89	2	97.75%	89	2	97.75%
SJ ZONE X-23	175	19	89.14%	175	14	92.00%
SJ ZONE X-24	824	83	89.93%	824	67	91.87%
SJ ZONE X-25	852	57	93.31%	852	40	95.31%
SJ ZONE X-26	240	6	97.50%	240	5	97.92%
All Zones Combined	2463	183	92.57%	2463	140	94.32%
* 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 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	414	76	81.64%	414	41	90.10%
SJ ZONE X-22	163	46	71.78%	163	24	85.28%
SJ ZONE X-23	346	109	68.50%	346	52	84.97%
SJ ZONE X-24	1340	326	75.67%	1340	160	88.06%
SJ ZONE X-25	1353	256	81.08%	1353	133	90.17%
SJ ZONE X-26	519	68	86.90%	519	32	93.83%
All Zones Combined	4135	881	78.69%	4135	442	89.31%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	288	8	97.22%	288	4	98.61%
SJ ZONE X-22	69	2	97.10%	69	1	98.55%
SJ ZONE X-23	151	7	95.36%	151	5	96.69%
SJ ZONE X-24	786	52	93.38%	786	43	94.53%
SJ ZONE X-25	796	32	95.98%	796	18	97.74%
SJ ZONE X-26	236	9	96.19%	236	5	97.88%
All Zones Combined	2326	110	95.27%	2326	76	96.73%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - IFT

	May 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	485	103	78.76%	485	27	94.43%
IFT CCT	55	20	63.64%	55	14	74.55%

Comparison of Compliance with and without Exemptions - IFT

	Jun 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	424	74	82.55%	424	14	96.70%
IFT CCT	50	21	58.00%	50	13	74.00%

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Exemption Request Reports

	May 2025		Jun 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	383	0	265	0
Inaccurate information provided from calling party	1	0	1	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	1	0
Other – Good cause	172	3	127	0
Unavoidable delay caused by unreported road construction	1	0	3	0

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Zone Assist		
Population Density	May 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	11
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	4
SJ ZONE X-26	Manteca	9

Zone Assist		
Population Density	Jun 2025	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	3
SJ ZONE X-24	--	0
SJ ZONE X-25	Manteca	5
SJ ZONE X-26	Manteca	5

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
06/12/2025	TRACY	AMR San Joaquin	Police/Fire Standby

Failure to Provide Data

Event Type	May 2025	Jun 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		