



## Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2026

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 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 eight minutes and seventeen 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 2025 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 2025                             |                       |           |    |
|--|---------------------------|--------------------------------------|-----------------------|-----------|----|
| Population Density   | Total Responses           | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant |    |
|  | Compliance Calc Incidents |                                      |                       | Yes       | No |
| SJ ZONE X-21   | 389                       | 18                                   | 95.37%                | X         |    |
| SJ ZONE X-22   | 162                       | 12                                   | 92.59%                | X         |    |
| SJ ZONE X-23   | 350                       | 32                                   | 90.86%                | X         |    |
| SJ ZONE X-24   | 1388                      | 134                                  | 90.35%                | X         |    |
| SJ ZONE X-25   | 1308                      | 117                                  | 91.06%                | X         |    |
| SJ ZONE X-26   | 512                       | 50                                   | 90.23%                | X         |    |
| <b>All Zones Combined</b>  | <b>4109</b>               | <b>363</b>                           | <b>91.17%</b>         |           |    |
| <small>* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.</small> |                           |                                      |                       |           |    |

| Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses |  |                                   |                           |   |                       |           |
|--|--|-----------------------------------|---------------------------|---|-----------------------|-----------|
|  |  |                                   |                           | Nov 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    |
|  | <small>CP Start = Compliance Period Start Date<br/>CP End - Compliance Period End Date</small> |                                   |                           | <small>Compliance Calc Incidents = Total Incident Count used in compliance calculations</small> |                       |           |

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

| Population Density        | Nov 2025                  |                                      |                       |           |     |
|---------------------------|---------------------------|--------------------------------------|-----------------------|-----------|-----|
|                           | Total Responses           | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant |     |
|                           | Compliance Calc Incidents |                                      |                       | Yes       | No  |
| SJ ZONE X-21              | 236                       | 4                                    | 98.31%                | X         |     |
| SJ ZONE X-22              | 62                        | 2                                    | 96.77%                | ---       | --- |
| SJ ZONE X-23              | 142                       | 4                                    | 97.18%                | X         |     |
| SJ ZONE X-24              | 736                       | 40                                   | 94.57%                | X         |     |
| SJ ZONE X-25              | 756                       | 24                                   | 96.83%                | X         |     |
| SJ ZONE X-26              | 236                       | 5                                    | 97.88%                | X         |     |
| <b>All Zones Combined</b> | <b>2168</b>               | <b>79</b>                            | <b>96.36%</b>         |           |     |

\* 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**

| Rolling Population Density (with Multiple Months for 100 Call Min) | Nov 2025   |                                   |                           |                                      |  |           |
|--|--|-----------------------------------|---------------------------|--------------------------------------|--|-----------|
|  | 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       |
| SJ ZONE X-22   | Oct 2025   | Nov 2025                          | 132                       | 4                                    | 96.97%   | X         |
|  | CP Start = Compliance Period Start Date<br>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)**

| Population Density        | Dec 2025        |                                      |                       |           |    |
|---------------------------|-----------------|--------------------------------------|-----------------------|-----------|----|
|                           | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant |    |
| Compliance Calc Incidents |                 |                                      |                       | Yes       | No |
| SJ ZONE X-21              | 477             | 30                                   | 93.71%                | X         |    |
| SJ ZONE X-22              | 167             | 15                                   | 91.02%                | X         |    |
| SJ ZONE X-23              | 342             | 34                                   | 90.06%                | X         |    |
| SJ ZONE X-24              | 1520            | 171                                  | 88.75%                |           | X  |
| SJ ZONE X-25              | 1516            | 129                                  | 91.49%                | X         |    |
| SJ ZONE X-26              | 539             | 34                                   | 93.69%                | X         |    |
| <b>All Zones Combined</b> | <b>4561</b>     | <b>413</b>                           | <b>90.94%</b>         |           |    |

\* 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**

| Rolling Population Density (with Multiple Months for 100 Call Min) | Dec 2025   |                                   |                           |  |                       |           |    |
|--|--|-----------------------------------|---------------------------|--|-----------------------|-----------|----|
|  | 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<br>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)**

| Population Density        | Dec 2025                  |                                      |                       |           |     |
|---------------------------|---------------------------|--------------------------------------|-----------------------|-----------|-----|
|                           | 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              | 73                        | 0                                    | 100.00%               | ---       | --- |
| SJ ZONE X-23              | 128                       | 3                                    | 97.66%                | X         |     |
| SJ ZONE X-24              | 770                       | 36                                   | 95.32%                | X         |     |
| SJ ZONE X-25              | 758                       | 20                                   | 97.36%                | X         |     |
| SJ ZONE X-26              | 250                       | 5                                    | 98.00%                | X         |     |
| <b>All Zones Combined</b> | <b>2267</b>               | <b>68</b>                            | <b>97.00%</b>         |           |     |

\* 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 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  | Dec 2025                       | Dec 2025                          | 73                        | 0  | 100.00%               | ---       |
| CP Start = Compliance Period Start Date<br>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)     |                           |               |                           |                              |                                      |                       |                                      |
|--|---------------------------|---------------|---------------------------|------------------------------|--------------------------------------|-----------------------|--------------------------------------|
| Nov 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                                  |
| IFT ALS  | 465                       | 465           | Nov 2025                  | Nov 2025                     | 13                                   | 97.20%                | <span style="color: green;">X</span> |
| IFT CCT  | 46                        | 46            | Nov 2025                  |                              | 25                                   | 45.65%                | <span style="color: red;">---</span> |

| Response Time Compliance Report - Interfacility Transfer (IFT)     |                           |               |                                |                                   |                                      |                       |                                      |
|--|---------------------------|---------------|--------------------------------|-----------------------------------|--------------------------------------|-----------------------|--------------------------------------|
| Dec 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                                  |
| IFT ALS  | 527                       | 527           | Dec 2025                       | Dec 2025                          | 16                                   | 96.96%                | <span style="color: green;">X</span> |
| IFT CCT  | 65                        | 111           | Nov 2025                       | Dec 2025                          | 61                                   | 45.05%                | <span style="color: red;">X</span>   |

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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| <b>Fines and Penalties Report</b>                            |                 |                 |
|--|-----------------|-----------------|
| <b>Type of Penalty</b>                                       | <b>Nov 2025</b> | <b>Dec 2025</b> |
| <b>Out of compliance response zones</b>                      | N/A             | \$10,000        |
| <b>Code 2 and Code 3 Late response minutes</b>               | \$4,140         | \$4,380         |
| <b>ALS IFT or CCT-IFT Late response minutes</b>              | \$12,800        | \$21,600        |
| <b>Out of compliance monthly response ALS-IFT or CCT-IFT</b> | N/A             | \$5,000         |
| <b>Failure to provide data</b>                               | N/A             | N/A             |
| <b>Preventable mechanical failure</b>                        | N/A             | N/A             |
| <b>Failure to meet staffing and clinical standards</b>       | N/A             | N/A             |
| <b>Failure to Respond</b>                                    | N/A             | N/A             |
| <b>Failure to submit documentation at hospital</b>           | N/A             | N/A             |
| <b>Other minor breach</b>                                    | N/A             | N/A             |
| <b>Totals</b>  | <b>\$16,940</b> | <b>\$40,980</b> |

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| <b>Detailed Response Time Analysis without Exemptions Applied - RLS</b> |             |                                |                             |               |  |  |
|---|-------------|--------------------------------|-----------------------------|---------------|--|--|
| Nov 2025  |             |                                |                             |               |  |  |
| Population Density  | Responses   | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |  |
| SJ ZONE X-21 URBAN  | 389         | 23:06                          | 04:40                       | 02:23         | 07:18                                  |  |
| SJ ZONE X-22 URBAN  | 76          | 13:57                          | 05:47                       | 01:59         | 08:11                                  |  |
| SJ ZONE X-23 URBAN  | 221         | 16:34                          | 05:24                       | 02:56         | 09:02                                  |  |
| SJ ZONE X-24 URBAN  | 1388        | 24:23                          | 05:30                       | 02:28         | 08:15                                  |  |
| SJ ZONE X-25 URBAN  | 1308        | 16:40                          | 05:14                       | 02:17         | 07:56                                  |  |
| SJ ZONE X-26 URBAN  | 377         | 18:37                          | 05:19                       | 02:40         | 08:14                                  |  |
| SJ ZONE X-22 SUBURBAN   | 15          | 13:52                          | 08:28                       | 02:07         | 10:05                                  |  |
| SJ ZONE X-23 SUBURBAN   | 43          | 16:02                          | 07:16                       | 03:29         | 11:31                                  |  |
| SJ ZONE X-26 SUBURBAN   | 25          | 26:02                          | 07:08                       | 04:36         | 09:19                                  |  |
| SJ ZONE X-26 SUBURBAN-MODERATE  | 34          | 24:09                          | 12:10                       | 03:30         | 14:25                                  |  |
| SJ ZONE X-22 RURAL  | 58          | 21:51                          | 12:17                       | 04:35         | 17:26                                  |  |
| SJ ZONE X-23 RURAL  | 86          | 23:28                          | 09:59                       | 06:53         | 16:03                                  |  |
| SJ ZONE X-25 RURAL  |             | 00:00                          | 00:00                       | 00:00         | 00:00                                  |  |
| SJ ZONE X-26 RURAL  | 68          | 25:56                          | 12:13                       | 05:03         | 18:57                                  |  |
| SJ ZONE X-22 WILDERNESS   | 13          | 23:21                          | 14:44                       | 06:07         | 20:43                                  |  |
| SJ ZONE X-26 WILDERNESS   | 8           | 26:45                          | 18:08                       | 07:50         | 24:17                                  |  |
| All Urban Compliance Areas  | 3759        | 24:23                          | 05:18                       | 02:27         | 08:05                                  |  |
| All Suburban Compliance Areas   | 83          | 26:02                          | 07:27                       | 03:40         | 11:05                                  |  |
| All Suburban-Moderate Compliance Areas                                  | 34          | 24:09                          | 12:10                       | 03:30         | 14:25                                  |  |
| All Rural Compliance Areas  | 212         | 25:56                          | 11:20                       | 05:50         | 17:25                                  |  |
| All Wilderness Compliance Areas   | 21          | 26:45                          | 16:02                       | 06:50         | 23:14                                  |  |
| <b>Total Responses</b>  | <b>4109</b> |                                |                             |               |  |  |

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| Detailed Response Time Analysis without Exemptions Applied - NRLS |             |                                |                             |               |  |  |
|---|-------------|--------------------------------|-----------------------------|---------------|--|--|
| Nov 2025  |             |                                |                             |               |  |  |
| Population Density  | Responses   | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |  |
| SJ ZONE X-21 URBAN  | 236         | 33:55                          | 08:02                       | 04:23         | 12:44                                  |  |
| SJ ZONE X-22 URBAN  | 35          | 23:02                          | 09:17                       | 03:48         | 12:46                                  |  |
| SJ ZONE X-23 URBAN  | 92          | 36:21                          | 09:08                       | 04:49         | 14:03                                  |  |
| SJ ZONE X-24 URBAN  | 736         | 54:58                          | 09:37                       | 05:23         | 15:20                                  |  |
| SJ ZONE X-25 URBAN  | 756         | 47:29                          | 09:02                       | 04:05         | 13:39                                  |  |
| SJ ZONE X-26 URBAN  | 182         | 36:03                          | 07:38                       | 04:17         | 12:12                                  |  |
| SJ ZONE X-22 SUBURBAN   | 1           | 13:41                          | 13:41                       | 00:00         | 13:41                                  |  |
| SJ ZONE X-23 SUBURBAN   | 27          | 22:20                          | 11:24                       | 05:24         | 17:52                                  |  |
| SJ ZONE X-26 SUBURBAN   | 12          | 14:56                          | 11:02                       | 02:44         | 14:05                                  |  |
| SJ ZONE X-26 SUBURBAN-MODERATE                                    | 24          | 40:04                          | 17:49                       | 06:10         | 23:13                                  |  |
| SJ ZONE X-22 RURAL  | 24          | 27:42                          | 17:57                       | 05:24         | 25:14                                  |  |
| SJ ZONE X-23 RURAL  | 23          | 33:30                          | 14:49                       | 07:13         | 22:15                                  |  |
| SJ ZONE X-25 RURAL  |             | 00:00                          | 00:00                       | 00:00         | 00:00                                  |  |
| SJ ZONE X-26 RURAL  | 17          | 31:27                          | 14:44                       | 07:22         | 21:01                                  |  |
| SJ ZONE X-22 WILDERNESS   | 2           | 32:10                          | 23:42                       | 11:57         | 30:28                                  |  |
| SJ ZONE X-26 WILDERNESS   | 1           | 12:26                          | 12:26                       | 00:00         | 12:26                                  |  |
| All Urban Compliance Areas  | 2037        | 54:58                          | 09:01                       | 04:43         | 14:01                                  |  |
| All Suburban Compliance Areas                                     | 40          | 22:20                          | 11:21                       | 04:40         | 17:33                                  |  |
| All Suburban-Moderate Compliance Areas                            | 24          | 40:04                          | 17:49                       | 06:10         | 23:13                                  |  |
| All Rural Compliance Areas  | 64          | 33:30                          | 15:58                       | 06:42         | 22:49                                  |  |
| All Wilderness Compliance Areas                                   | 3           | 32:10                          | 19:57                       | 10:40         | 28:46                                  |  |
| <b>Total Responses</b>  | <b>2168</b> |                                |                             |               |  |  |

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| Detailed Response Time Analysis without Exemptions Applied - RLS |             |                                |                             |               |  |
|--|-------------|--------------------------------|-----------------------------|---------------|--|
| Dec 2025   |             |                                |                             |               |  |
| Population Density   | Responses   | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE X-21 URBAN   | 477         | 22:31                          | 04:49                       | 02:29         | 07:35                                  |
| SJ ZONE X-22 URBAN   | 76          | 15:40                          | 05:37                       | 02:35         | 08:07                                  |
| SJ ZONE X-23 URBAN   | 237         | 14:31                          | 05:33                       | 02:38         | 09:12                                  |
| SJ ZONE X-24 URBAN   | 1520        | 21:11                          | 05:52                       | 02:41         | 09:19                                  |
| SJ ZONE X-25 URBAN   | 1515        | 16:41                          | 05:23                       | 02:13         | 08:14                                  |
| SJ ZONE X-26 URBAN   | 390         | 25:20                          | 05:25                       | 02:59         | 08:11                                  |
| SJ ZONE X-22 SUBURBAN  | 16          | 11:19                          | 08:16                       | 02:26         | 10:26                                  |
| SJ ZONE X-23 SUBURBAN  | 42          | 16:30                          | 07:29                       | 03:37         | 12:58                                  |
| SJ ZONE X-26 SUBURBAN  | 36          | 11:35                          | 05:48                       | 02:19         | 08:41                                  |
| SJ ZONE X-26 SUBURBAN-MODERATE                                   | 41          | 21:55                          | 10:41                       | 04:24         | 15:52                                  |
| SJ ZONE X-22 RURAL   | 67          | 26:07                          | 11:54                       | 04:59         | 18:18                                  |
| SJ ZONE X-23 RURAL   | 63          | 26:32                          | 11:31                       | 04:45         | 16:49                                  |
| SJ ZONE X-25 RURAL   | 1           | 10:56                          | 10:56                       | 00:00         | 10:56                                  |
| SJ ZONE X-26 RURAL   | 65          | 20:34                          | 11:23                       | 04:05         | 17:10                                  |
| SJ ZONE X-22 WILDERNESS  | 8           | 25:20                          | 18:03                       | 04:04         | 22:26                                  |
| SJ ZONE X-26 WILDERNESS  | 7           | 21:07                          | 16:01                       | 04:49         | 19:55                                  |
| All Urban Compliance Areas                                       | 4215        | 25:20                          | 05:31                       | 02:33         | 08:37                                  |
| All Suburban Compliance Areas                                    | 94          | 16:30                          | 06:58                       | 03:07         | 10:46                                  |
| All Suburban-Moderate Compliance Areas                           | 41          | 21:55                          | 10:41                       | 04:24         | 15:52                                  |
| All Rural Compliance Areas                                       | 196         | 26:32                          | 11:36                       | 04:36         | 17:52                                  |
| All Wilderness Compliance Areas                                  | 15          | 25:20                          | 17:06                       | 04:24         | 21:10                                  |
| <b>Total Responses</b>   | <b>4561</b> |                                |                             |               |  |

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Contract Compliance  
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| <b>Detailed Response Time Analysis without Exemptions Applied - NRLS</b> |             |                                |                             |               |  |  |
|--|-------------|--------------------------------|-----------------------------|---------------|--|--|
| Dec 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         | 27:44                          | 07:36                       | 04:11         | 12:50                                  |  |
| SJ ZONE X-22 URBAN   | 40          | 13:36                          | 08:38                       | 02:21         | 11:33                                  |  |
| SJ ZONE X-23 URBAN   | 91          | 26:46                          | 08:23                       | 04:49         | 14:15                                  |  |
| SJ ZONE X-24 URBAN   | 770         | 50:18                          | 09:26                       | 04:57         | 15:22                                  |  |
| SJ ZONE X-25 URBAN   | 758         | 32:42                          | 08:46                       | 03:54         | 13:16                                  |  |
| SJ ZONE X-26 URBAN   | 188         | 23:40                          | 07:33                       | 03:47         | 12:01                                  |  |
| SJ ZONE X-22 SUBURBAN  | 7           | 13:48                          | 08:37                       | 03:38         | 13:15                                  |  |
| SJ ZONE X-23 SUBURBAN  | 12          | 22:30                          | 10:54                       | 05:19         | 17:35                                  |  |
| SJ ZONE X-26 SUBURBAN  | 11          | 16:43                          | 09:25                       | 04:00         | 14:04                                  |  |
| SJ ZONE X-26 SUBURBAN-MODERATE   | 18          | 25:00                          | 16:03                       | 04:08         | 20:37                                  |  |
| SJ ZONE X-22 RURAL   | 24          | 26:33                          | 14:27                       | 05:13         | 23:31                                  |  |
| SJ ZONE X-23 RURAL   | 25          | 25:49                          | 15:09                       | 06:04         | 24:22                                  |  |
| SJ ZONE X-25 RURAL   |             | 00:00                          | 00:00                       | 00:00         | 00:00                                  |  |
| SJ ZONE X-26 RURAL   | 33          | 28:25                          | 15:51                       | 06:39         | 24:36                                  |  |
| SJ ZONE X-22 WILDERNESS  | 2           | 28:48                          | 19:39                       | 12:56         | 26:58                                  |  |
| SJ ZONE X-26 WILDERNESS  |             | 00:00                          | 00:00                       | 00:00         | 00:00                                  |  |
| All Urban Compliance Areas   | 2135        | 50:18                          | 08:43                       | 04:24         | 13:51                                  |  |
| All Suburban Compliance Areas  | 30          | 22:30                          | 09:50                       | 04:28         | 14:21                                  |  |
| All Suburban-Moderate Compliance Areas                                   | 18          | 25:00                          | 16:03                       | 04:08         | 20:37                                  |  |
| All Rural Compliance Areas   | 82          | 28:25                          | 15:14                       | 06:02         | 24:26                                  |  |
| All Wilderness Compliance Areas  | 2           | 28:48                          | 19:39                       | 12:56         | 26:58                                  |  |
| <b>Total Responses</b>   | <b>2267</b> |                                |                             |               |  |  |

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

| <b>Nov 2025</b>   |                 |  |                                |                          |  |                             |  |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|--|
| 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  | 389             | 38                                       | 90.23%                         | 389                      | 18   | 95.37%                      |  |
| SJ ZONE X-22  | 162             | 19                                       | 88.27%                         | 162                      | 12   | 92.59%                      |  |
| SJ ZONE X-23  | 350             | 64                                       | 81.71%                         | 350                      | 32   | 90.86%                      |  |
| SJ ZONE X-24  | 1388            | 222                                      | 84.01%                         | 1388                     | 134  | 90.35%                      |  |
| SJ ZONE X-25  | 1308            | 180                                      | 86.24%                         | 1308                     | 117  | 91.06%                      |  |
| SJ ZONE X-26  | 512             | 75                                       | 85.35%                         | 512                      | 50   | 90.23%                      |  |
| <b>All Zones Combined</b>   | <b>4109</b>     | <b>598</b>                               | <b>85.45%</b>                  | <b>4109</b>              | <b>363</b>                                     | <b>91.17%</b>               |  |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. |                 |  |                                |                          |  |                             |  |

**Comparison of Compliance with and without Exemptions - NRLS**

| <b>Nov 2025</b>   |                 |  |                                |                          |  |                             |  |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|--|
| 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  | 236             | 8  | 96.61%                         | 236                      | 4  | 98.31%                      |  |
| SJ ZONE X-22  | 62              | 2  | 96.77%                         | 62                       | 2  | 96.77%                      |  |
| SJ ZONE X-23  | 142             | 5  | 96.48%                         | 142                      | 4  | 97.18%                      |  |
| SJ ZONE X-24  | 736             | 42                                       | 94.29%                         | 736                      | 40   | 94.57%                      |  |
| SJ ZONE X-25  | 756             | 30                                       | 96.03%                         | 756                      | 24   | 96.83%                      |  |
| SJ ZONE X-26  | 236             | 5  | 97.88%                         | 236                      | 5  | 97.88%                      |  |
| <b>All Zones Combined</b>   | <b>2168</b>     | <b>92</b>                                | <b>95.76%</b>                  | <b>2168</b>              | <b>79</b>                                      | <b>96.36%</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**

| Population Density  | Dec 2025        |  |                                |                          | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
|   | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted |  |                             |
| SJ ZONE X-21  | 477             | 53                                       | 88.89%                         | 477                      | 30   | 93.71%                      |
| SJ ZONE X-22  | 167             | 29                                       | 82.63%                         | 167                      | 15   | 91.02%                      |
| SJ ZONE X-23  | 342             | 75                                       | 78.07%                         | 342                      | 34   | 90.06%                      |
| SJ ZONE X-24  | 1520            | 342                                      | 77.50%                         | 1520                     | 171  | 88.75%                      |
| SJ ZONE X-25  | 1516            | 233                                      | 84.63%                         | 1516                     | 129  | 91.49%                      |
| SJ ZONE X-26  | 539             | 73                                       | 86.46%                         | 539                      | 34   | 93.69%                      |
| <b>All Zones Combined</b>   | <b>4561</b>     | <b>805</b>                               | <b>82.35%</b>                  | <b>4561</b>              | <b>413</b>                                     | <b>90.94%</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  | Dec 2025        |  |                                |                          | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
|   | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted |  |                             |
| SJ ZONE X-21  | 288             | 5  | 98.26%                         | 288                      | 4  | 98.61%                      |
| SJ ZONE X-22  | 73              | 0  | 100.00%                        | 73                       | 0  | 100.00%                     |
| SJ ZONE X-23  | 128             | 6  | 95.31%                         | 128                      | 3  | 97.66%                      |
| SJ ZONE X-24  | 770             | 51                                       | 93.38%                         | 770                      | 36   | 95.32%                      |
| SJ ZONE X-25  | 758             | 28                                       | 96.31%                         | 758                      | 20   | 97.36%                      |
| SJ ZONE X-26  | 250             | 6  | 97.60%                         | 250                      | 5  | 98.00%                      |
| <b>All Zones Combined</b>   | <b>2267</b>     | <b>96</b>                                | <b>95.77%</b>                  | <b>2267</b>              | <b>68</b>                                      | <b>97.00%</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 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                 | 465             | 86                                       | 81.51%                         | 465                      | 13   | 97.20%                      |  |  |
| IFT CCT                 | 46              | 26                                       | 43.48%                         | 46                       | 25   | 45.65%                      |  |  |

**Comparison of Compliance with and without Exemptions - IFT**

|                         |                 | Dec 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                 | 527             | 96                                       | 81.78%                         | 527                      | 16   | 96.96%                      |  |  |
| IFT CCT                 | 65              | 33                                       | 49.23%                         | 65                       | 36   | 44.62%                      |  |  |

**Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response**

| <b>Exemption Request Reports</b>  |                            |                          |                            |                          |  |
|---|----------------------------|--------------------------|----------------------------|--------------------------|--|
| <b>Types of Exemptions</b>  | <b>Nov 2025</b>            |                          | <b>Dec 2025</b>            |                          |  |
|   | <b>Exemptions Approved</b> | <b>Exemptions Denied</b> | <b>Exemptions Approved</b> | <b>Exemptions Denied</b> |  |
| Delays in transferring care in the emergency department                                   | 90                         | 1                        | 188                        | 1                        |  |
| Inaccurate information provided from calling party  | 1                          | 0                        | 0                          | 0                        |  |
| Material change in dispatch location after the initial dispatch is recorded as dispatched | 5                          | 0                        | 2                          | 0                        |  |
| Other – Good cause  | 104                        | 0                        | 202                        | 0                        |  |
| Unavoidable delay caused by unreported road construction                                  | 4                          | 0                        | 2                          | 0                        |  |

**Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response**

| Zone Assist        |                            |   |
|--------------------|----------------------------|---|
| Population Density | Nov 2025                   |   |
|                    | Ambulance Service Provider | # |
| SJ ZONE X-21       | --                         | 0 |
| SJ ZONE X-22       | --                         | 0 |
| SJ ZONE X-23       | Manteca                    | 1 |
| SJ ZONE X-24       | --                         | 0 |
| SJ ZONE X-25       | Manteca                    | 2 |
| SJ ZONE X-26       | Manteca                    | 4 |

| Zone Assist        |                            |   |
|--------------------|----------------------------|---|
| Population Density | Dec 2025                   |   |
|                    | Ambulance Service Provider | # |
| SJ ZONE X-21       | --                         | 0 |
| SJ ZONE X-22       | --                         | 0 |
| SJ ZONE X-23       | Manteca                    | 4 |
| SJ ZONE X-24       | Manteca                    | 1 |
| SJ ZONE X-25       | Manteca                    | 3 |
|                    | Ripon                      | 1 |
| SJ ZONE X-26       | Manteca                    | 2 |

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              | Date | Dec 2025 |
| N/A                     |      |          |

| Mechanical Report |      |             |
|-------------------|------|-------------|
| Event Type        | Date | Preventable |
| N/A               |      |             |