

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/departments/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	
All Zones Combined	4109	363	91.17%		
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.					

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 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
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)

	Nov 2025				
Population Density	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	
All Zones Combined	2168	79	96.36%		
* 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

			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
SJ ZONE X-22	Oct 2025	Nov 2025	132	4	96.97%	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)

	Dec 2025				
Population Density	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	
All Zones Combined	4561	413	90.94%		
* 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

	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
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)

	Dec 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	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	
All Zones Combined	2267	68	97.00%		
* 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 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	No
IFT ALS	465	465	Nov 2025	Nov 2025	13	97.20%	X	
IFT CCT	46	46	Nov 2025		25	45.65%	---	---

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	No
IFT ALS	527	527	Dec 2025	Dec 2025	16	96.96%	X	
IFT CCT	65	111	Nov 2025	Dec 2025	61	45.05%		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	Nov 2025	Dec 2025
Out of compliance response zones	N/A	\$10,000
Code 2 and Code 3 Late response minutes	\$4,140	\$4,380
ALS IFT or CCT-IFT Late response minutes	\$12,800	\$21,600
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	\$16,940	\$40,980

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS					
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
Total Responses	4109				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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
Total Responses	2168				

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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
Total Responses	4561				

Exclusive Emergency Ambulance Provider
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American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
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
Total Responses	2267				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Nov 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	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%
All Zones Combined	4109	598	85.45%	4109	363	91.17%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Nov 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	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%
All Zones Combined	2168	92	95.76%	2168	79	96.36%
* 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

	Dec 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	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%
All Zones Combined	4561	805	82.35%	4561	413	90.94%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Dec 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	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%
All Zones Combined	2267	96	95.77%	2267	68	97.00%
* 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

	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%

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Exemption Request Reports

	Nov 2025		Dec 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
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

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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
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Failure to Provide Data

Event Type	Nov 2025	Dec 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		