

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: November 25, 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 September and November 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 eleven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for September and November 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)

	Sep 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	410	25	93.90%	X	
SJ ZONE X-22	182	13	92.86%	X	
SJ ZONE X-23	345	29	91.59%	X	
SJ ZONE X-24	1260	104	91.75%	X	
SJ ZONE X-25	1462	106	92.75%	X	
SJ ZONE X-26	484	41	91.53%	X	
All Zones Combined	4143	318	92.32%		
* 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 RLS Responses

	Sep 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)

	Sep 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	291	9	96.91%	X	
SJ ZONE X-22	72	4	94.44%	---	---
SJ ZONE X-23	175	9	94.86%	X	
SJ ZONE X-24	781	49	93.73%	X	
SJ ZONE X-25	820	37	95.49%	X	
SJ ZONE X-26	214	6	97.20%	X	
All Zones Combined	2353	114	95.16%		
* 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

			Sep 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	Aug 2025	Sep 2025	137	5	96.35%	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)

	Oct 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	421	10	97.62%	X	
SJ ZONE X-22	189	17	91.01%	X	
SJ ZONE X-23	351	35	90.03%	X	
SJ ZONE X-24	1409	130	90.77%	X	
SJ ZONE X-25	1430	107	92.52%	X	
SJ ZONE X-26	478	27	94.35%	X	
All Zones Combined	4278	326	92.38%		
* 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

	Oct 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)

	Oct 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE X-21	219	1	99.54%	X	
SJ ZONE X-22	70	2	97.14%	---	---
SJ ZONE X-23	157	7	95.54%	X	
SJ ZONE X-24	728	55	92.45%	X	
SJ ZONE X-25	828	45	94.57%	X	
SJ ZONE X-26	231	7	96.97%	X	
All Zones Combined	2233	117	94.76%		
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.					

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses

	Oct 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	Oct 2025	Oct 2025	70	2	97.14%	---
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)

					Sep 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	474	474	Sep 2025	Sep 2025	20	95.78%	X	
IFT CCT	60	60	Sep 2025		20	66.67%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)

					Oct 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	482	482	Oct 2025	Oct 2025	13	97.30%	X	
IFT CCT	57	117	Sep 2025	Oct 2025	36	69.23%		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	Sep 2025	Oct 2025
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,780	\$3,280
ALS IFT or CCT-IFT Late response minutes	\$15,200	\$10,200
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	\$17,980	\$18,480

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Sep 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	410	16:39	04:56	02:28	07:42
SJ ZONE X-22 URBAN	94	21:04	06:20	02:55	08:38
SJ ZONE X-23 URBAN	211	16:34	05:20	02:39	08:58
SJ ZONE X-24 URBAN	1260	21:03	05:32	02:26	08:42
SJ ZONE X-25 URBAN	1462	21:46	05:12	02:10	07:48
SJ ZONE X-26 URBAN	343	22:17	05:28	02:25	08:22
SJ ZONE X-22 SUBURBAN	24	20:04	07:36	03:45	09:29
SJ ZONE X-23 SUBURBAN	68	16:04	06:27	03:11	10:12
SJ ZONE X-26 SUBURBAN	33	18:34	07:08	03:02	09:17
SJ ZONE X-26 SUBURBAN-MODERATE	30	16:47	11:57	03:48	15:40
SJ ZONE X-22 RURAL	55	23:55	11:16	04:46	17:12
SJ ZONE X-23 RURAL	66	22:49	09:24	03:54	14:22
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	76	28:08	12:46	05:06	18:38
SJ ZONE X-22 WILDERNESS	9	24:52	14:04	07:12	22:01
SJ ZONE X-26 WILDERNESS	2	16:18	10:40	07:58	15:10
All Urban Compliance Areas	3780	22:17	05:21	02:23	08:10
All Suburban Compliance Areas	125	20:04	06:51	03:16	10:01
All Suburban-Moderate Compliance Areas	30	16:47	11:57	03:48	15:40
All Rural Compliance Areas	197	28:08	11:13	04:50	17:08
All Wilderness Compliance Areas	11	24:52	13:27	07:03	21:19
Total Responses	4143				

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Sep 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	291	60:41	09:10	06:36	14:46
SJ ZONE X-22 URBAN	39	17:35	09:30	03:35	14:42
SJ ZONE X-23 URBAN	123	32:18	09:21	05:40	16:03
SJ ZONE X-24 URBAN	781	59:13	10:11	06:16	16:30
SJ ZONE X-25 URBAN	820	64:10	09:35	05:36	14:16
SJ ZONE X-26 URBAN	163	26:36	07:53	04:27	12:46
SJ ZONE X-22 SUBURBAN	9	14:20	10:47	02:17	13:03
SJ ZONE X-23 SUBURBAN	21	17:44	09:32	05:42	16:32
SJ ZONE X-26 SUBURBAN	3	10:12	08:05	01:50	09:34
SJ ZONE X-26 SUBURBAN-MODERATE	20	25:01	16:14	04:44	22:00
SJ ZONE X-22 RURAL	24	21:15	14:05	04:11	19:14
SJ ZONE X-23 RURAL	31	25:20	12:32	05:54	20:41
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	26	34:38	18:05	07:48	27:16
SJ ZONE X-22 WILDERNESS		00:00	00:00	00:00	00:00
SJ ZONE X-26 WILDERNESS	2	27:36	27:28	00:11	27:34
All Urban Compliance Areas	2217	64:10	09:36	05:55	15:16
All Suburban Compliance Areas	33	17:44	09:45	04:44	15:13
All Suburban-Moderate Compliance Areas	20	25:01	16:14	04:44	22:00
All Rural Compliance Areas	81	34:38	14:47	06:32	22:35
All Wilderness Compliance Areas	2	27:36	27:28	00:11	27:34
Total Responses	2353				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Oct 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	421	10:30	04:18	01:51	06:54
SJ ZONE X-22 URBAN	108	11:33	05:46	01:55	08:03
SJ ZONE X-23 URBAN	240	18:43	05:39	02:49	08:59
SJ ZONE X-24 URBAN	1409	21:16	05:35	02:23	08:33
SJ ZONE X-25 URBAN	1430	20:42	05:07	02:14	07:49
SJ ZONE X-26 URBAN	347	22:28	05:28	02:22	07:48
SJ ZONE X-22 SUBURBAN	21	11:34	07:56	02:28	11:31
SJ ZONE X-23 SUBURBAN	44	17:06	07:25	03:33	11:42
SJ ZONE X-26 SUBURBAN	34	12:18	06:55	01:58	09:19
SJ ZONE X-26 SUBURBAN-MODERATE	36	22:18	11:52	03:37	14:41
SJ ZONE X-22 RURAL	53	18:49	10:35	04:36	16:58
SJ ZONE X-23 RURAL	67	24:40	10:33	04:29	16:45
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	54	25:16	11:49	04:32	17:21
SJ ZONE X-22 WILDERNESS	7	22:23	16:56	03:16	20:20
SJ ZONE X-26 WILDERNESS	7	24:59	18:10	06:01	24:23
All Urban Compliance Areas	3955	22:28	05:17	02:20	08:03
All Suburban Compliance Areas	99	17:06	07:21	02:52	11:12
All Suburban-Moderate Compliance Areas	36	22:18	11:52	03:37	14:41
All Rural Compliance Areas	174	25:16	10:57	04:33	16:59
All Wilderness Compliance Areas	14	24:59	17:33	04:42	23:36
Total Responses	4278				

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Oct 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	219	32:08	07:20	04:35	11:51
SJ ZONE X-22 URBAN	37	17:05	08:32	03:34	13:50
SJ ZONE X-23 URBAN	106	45:33	08:53	05:38	14:49
SJ ZONE X-24 URBAN	728	50:18	10:07	05:26	17:14
SJ ZONE X-25 URBAN	827	51:55	09:42	04:33	14:57
SJ ZONE X-26 URBAN	175	33:50	08:47	05:25	13:14
SJ ZONE X-22 SUBURBAN	6	16:37	11:15	04:44	15:51
SJ ZONE X-23 SUBURBAN	18	20:36	11:46	05:43	18:37
SJ ZONE X-26 SUBURBAN	11	14:08	10:02	02:43	13:50
SJ ZONE X-26 SUBURBAN-MODERATE	24	31:05	15:36	07:34	23:41
SJ ZONE X-22 RURAL	24	27:51	14:29	05:23	19:45
SJ ZONE X-23 RURAL	33	33:10	14:22	08:13	24:42
SJ ZONE X-25 RURAL	1	08:40	08:40	00:00	08:40
SJ ZONE X-26 RURAL	20	28:12	18:27	04:52	24:04
SJ ZONE X-22 WILDERNESS	3	25:51	19:52	05:57	24:38
SJ ZONE X-26 WILDERNESS	1	09:43	09:43	00:00	09:43
All Urban Compliance Areas	2092	51:55	09:28	05:04	15:30
All Suburban Compliance Areas	35	20:36	11:08	04:44	17:03
All Suburban-Moderate Compliance Areas	24	31:05	15:36	07:34	23:41
All Rural Compliance Areas	78	33:10	15:23	06:48	24:04
All Wilderness Compliance Areas	4	25:51	17:19	07:01	24:02
Total Responses	2233				

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Comparison of Compliance with and without Exemptions - RLS

	Sep 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	410	50	87.80%	410	25	93.90%
SJ ZONE X-22	182	31	82.97%	182	13	92.86%
SJ ZONE X-23	345	64	81.45%	345	29	91.59%
SJ ZONE X-24	1260	227	81.98%	1260	104	91.75%
SJ ZONE X-25	1462	188	87.14%	1462	106	92.75%
SJ ZONE X-26	484	79	83.68%	484	41	91.53%
All Zones Combined	4143	639	84.58%	4143	318	92.32%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Sep 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	291	11	96.22%	291	9	96.91%
SJ ZONE X-22	72	7	90.28%	72	4	94.44%
SJ ZONE X-23	175	13	92.57%	175	9	94.86%
SJ ZONE X-24	781	54	93.09%	781	49	93.73%
SJ ZONE X-25	820	43	94.76%	820	37	95.49%
SJ ZONE X-26	214	9	95.79%	214	6	97.20%
All Zones Combined	2353	137	94.18%	2353	114	95.16%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Contract Compliance
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

	Oct 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	421	23	94.54%	421	10	97.62%
SJ ZONE X-22	189	32	83.07%	189	17	91.01%
SJ ZONE X-23	351	64	81.77%	351	35	90.03%
SJ ZONE X-24	1409	243	82.75%	1409	130	90.77%
SJ ZONE X-25	1430	178	87.55%	1430	107	92.52%
SJ ZONE X-26	478	56	88.28%	478	27	94.35%
All Zones Combined	4278	596	86.07%	4278	326	92.38%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Oct 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	219	2	99.09%	219	1	99.54%
SJ ZONE X-22	70	3	95.71%	70	2	97.14%
SJ ZONE X-23	157	10	93.63%	157	7	95.54%
SJ ZONE X-24	728	77	89.42%	728	55	92.45%
SJ ZONE X-25	828	61	92.63%	828	45	94.57%
SJ ZONE X-26	231	13	94.37%	231	7	96.97%
All Zones Combined	2233	166	92.57%	2233	117	94.76%
	* 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

	Sep 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	474	66	86.08%	474	20	95.78%
IFT CCT	60	27	55.00%	60	20	66.67%

Comparison of Compliance with and without Exemptions - IFT

	Oct 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	482	66	86.31%	482	13	97.30%
IFT CCT	57	23	59.65%	57	16	71.93%

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Exemption Request Reports

	Sep 2025		Oct 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	139	0	96	1
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	4	0
Other – Good cause	147	0	146	1
Restricted freeway access	0	0	3	0
Severe inclement weather	0	0	7	0
Unavoidable delay caused by unreported road construction	1	0	5	0

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

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

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
09/15/2025	LIVERMORE	AMR San Joaquin	06C01O- Breathing Problems

Failure to Provide Data

Event Type	Sep 2025	Oct 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		