



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: May 20, 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 month of April 2026, 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 seven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for April 2026 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/department/ems>

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Response Time Compliance - Red Lights and Siren (RLS)

Apr 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE X-21	435	31	92.87%	X		
SJ ZONE X-22	201	27	86.57%			X
SJ ZONE X-23	337	33	90.21%	X		
SJ ZONE X-24	1443	140	90.30%	X		
SJ ZONE X-25	1560	146	90.64%	X		
SJ ZONE X-26	559	42	92.49%	X		
All Zones Combined	4535	419	90.76%			
* 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 RLS Responses

Apr 2026								
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)

Apr 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	249	5	97.99%	X		
SJ ZONE X-22	62	3	95.16%	---	---	
SJ ZONE X-23	131	5	96.18%	X		
SJ ZONE X-24	805	27	96.65%	X		
SJ ZONE X-25	738	12	98.37%	X		
SJ ZONE X-26	261	4	98.47%	X		
All Zones Combined	2246	56	97.51%			
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

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

Apr 2026							
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 2026	Apr 2026	62	3	95.16%	---	---
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)

Apr 2026								
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	461	461	Apr 2026	Apr 2026	31	93.28%	X	
IFT CCT	50	104	Mar 2026	Apr 2026	54	48.08%		X

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Fines and Penalties Report

Type of Penalty	Apr 2026
Out of compliance response zones	\$20,000
Code 2 and Code 3 Late response minutes	\$3,550
ALS IFT or CCT-IFT Late response minutes	\$26,200
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000
Failure to provide data	N/A
Preventable mechanical failure	N/A
Failure to meet staffing and clinical standards	N/A
Failure to Respond	N/A
Failure to submit documentation at hospital	N/A
Other minor breach	N/A
Totals	\$54,750

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Apr 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	435	16:45	04:46	02:12	07:35
SJ ZONE X-22 URBAN	121	21:08	06:24	02:45	09:12
SJ ZONE X-23 URBAN	225	13:29	05:11	02:31	08:33
SJ ZONE X-24 URBAN	1443	23:57	05:22	02:26	08:04
SJ ZONE X-25 URBAN	1560	23:11	05:17	02:10	07:54
SJ ZONE X-26 URBAN	409	17:01	05:02	02:02	07:28
SJ ZONE X-22 SUBURBAN	20	16:20	08:52	03:28	13:39
SJ ZONE X-23 SUBURBAN	41	18:49	09:21	03:40	13:26
SJ ZONE X-26 SUBURBAN	27	24:52	07:19	04:44	11:21
SJ ZONE X-26 SUBURBAN-MODERATE	41	16:38	11:06	03:11	14:17
SJ ZONE X-22 RURAL	57	21:16	12:10	04:30	17:47
SJ ZONE X-23 RURAL	71	24:59	11:48	04:27	17:18
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	68	25:20	12:44	04:40	18:56
SJ ZONE X-22 WILDERNESS	3	17:37	14:57	03:20	17:18
SJ ZONE X-26 WILDERNESS	14	20:09	14:31	04:19	18:35
All Urban Compliance Areas	4193	23:57	05:16	02:19	07:58
All Suburban Compliance Areas	88	24:52	08:37	04:02	13:26
All Suburban-Moderate Compliance Areas	41	16:38	11:06	03:11	14:17
All Rural Compliance Areas	196	25:20	12:14	04:32	18:13
All Wilderness Compliance Areas	17	20:09	14:36	04:04	18:34
Total Responses	4535				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Apr 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	249	55:40	07:57	05:41	12:46
SJ ZONE X-22 URBAN	49	22:13	08:54	04:04	13:30
SJ ZONE X-23 URBAN	106	35:55	07:47	04:57	12:45
SJ ZONE X-24 URBAN	805	61:05	09:01	05:14	14:31
SJ ZONE X-25 URBAN	738	46:21	08:35	04:14	12:58
SJ ZONE X-26 URBAN	208	30:52	07:16	04:01	12:11
SJ ZONE X-22 SUBURBAN	4	18:01	11:57	04:59	16:20
SJ ZONE X-23 SUBURBAN	12	18:47	08:32	05:09	13:38
SJ ZONE X-26 SUBURBAN	9	12:44	09:41	02:38	12:30
SJ ZONE X-26 SUBURBAN-MODERATE	19	20:22	12:29	04:43	17:54
SJ ZONE X-22 RURAL	8	23:02	15:11	03:30	18:21
SJ ZONE X-23 RURAL	13	26:55	11:13	05:56	16:07
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	22	27:34	18:22	04:56	24:24
SJ ZONE X-22 WILDERNESS	1	10:42	10:42	00:00	10:42
SJ ZONE X-26 WILDERNESS	3	21:29	16:04	04:41	19:52
All Urban Compliance Areas	2155	61:05	08:31	04:51	13:25
All Suburban Compliance Areas	25	18:47	09:30	04:22	13:28
All Suburban-Moderate Compliance Areas	19	20:22	12:29	04:43	17:54
All Rural Compliance Areas	43	27:34	15:36	05:51	22:57
All Wilderness Compliance Areas	4	21:29	14:43	04:40	19:04
Total Responses	2246				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Apr 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	435	52	88.05%	435	31	92.87%
SJ ZONE X-22	201	44	78.11%	201	27	86.57%
SJ ZONE X-23	337	76	77.45%	337	33	90.21%
SJ ZONE X-24	1443	216	85.03%	1443	140	90.30%
SJ ZONE X-25	1560	238	84.74%	1560	146	90.64%
SJ ZONE X-26	559	67	88.01%	559	42	92.49%
All Zones Combined	4535	693	84.72%	4535	419	90.76%
* 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	Apr 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	249	9	96.39%	249	5	97.99%
SJ ZONE X-22	62	6	90.32%	62	3	95.16%
SJ ZONE X-23	131	5	96.18%	131	5	96.18%
SJ ZONE X-24	805	35	95.65%	805	27	96.65%
SJ ZONE X-25	738	28	96.21%	738	12	98.37%
SJ ZONE X-26	261	5	98.08%	261	4	98.47%
All Zones Combined	2246	88	96.08%	2246	56	97.51%
* 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

	Apr 2026					
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	461	107	76.79%	461	31	93.28%
IFT CCT	50	31	38.00%	50	28	44.00%

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Exemption Request Reports				
	Apr 2026		Apr 2026	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	17	0	17	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	7	0	7	0
Other – Good cause	165	0	165	0
Severe inclement weather	8	0	8	0
Unavoidable delay caused by unreported road construction	5	0	5	0

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Zone Assist		
Population Density	Apr 2026	
	Ambulance Service Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	--	0
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	1
SJ ZONE X-26	Manteca	1

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Apr 2026	Apr 2026
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		