



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: March 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 months of January and February 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 twelve seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2026 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)

Jan 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	448	30	93.30%	X		
SJ ZONE X-22	168	13	92.26%	X		
SJ ZONE X-23	366	34	90.71%	X		
SJ ZONE X-24	1404	116	91.74%	X		
SJ ZONE X-25	1640	108	93.41%	X		
SJ ZONE X-26	552	43	92.21%	X		
All Zones Combined	4578	344	92.49%			
* 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

Jan 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)

Jan 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	268	4	98.51%	X		
SJ ZONE X-22	72	0	100.00%	---	---	
SJ ZONE X-23	182	3	98.35%	X		
SJ ZONE X-24	768	16	97.92%	X		
SJ ZONE X-25	747	13	98.26%	X		
SJ ZONE X-26	193	2	98.96%	X		
All Zones Combined	2230	38	98.30%			
* 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

Jan 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	
			Compliance Calc Incidents			Yes	No
	CP Start	CP End					
SJ ZONE X-22	Dec 2025	Jan 2026	145	0	100.00%	X	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

Feb 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	410	25	93.90%	X		
SJ ZONE X-22	123	12	90.24%	X		
SJ ZONE X-23	346	35	89.88%			X
SJ ZONE X-24	1374	111	91.92%	X		
SJ ZONE X-25	1484	113	92.39%	X		
SJ ZONE X-26	542	34	93.73%	X		
All Zones Combined	4279	330	92.29%			
* 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

Feb 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
				Compliance Calc Incidents = Total Incident Count used in compliance calculations			
				CP Start = Compliance Period Start Date CP End - Compliance Period End Date			

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

Feb 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	229	0	100.00%	X		
SJ ZONE X-22	56	0	100.00%	---	---	
SJ ZONE X-23	119	1	99.16%	X		
SJ ZONE X-24	717	21	97.07%	X		
SJ ZONE X-25	683	16	97.66%	X		
SJ ZONE X-26	225	3	98.67%	X		
All Zones Combined	2029	41	97.98%			
* 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

Feb 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	Feb 2026	Feb 2026	56	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)

Jan 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	428	428	Jan 2026	Jan 2026	16	96.26%	X
IFT CCT	54	54	Jan 2026		24	55.56%	---

Response Time Compliance Report - Interfacility Transfer (IFT)

Feb 2026							
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	428	428	Feb 2026	Feb 2026	8	98.13%	X
IFT CCT	43	97	Jan 2026	Feb 2026	47	51.55%	---

CP Start = Compliance Period Start Date
CP End - Compliance Period End Date

Compliance Calc Incidents = Total Incident Count used in compliance calculations

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Fines and Penalties Report		
Type of Penalty	Jan 2026	Feb 2026
Out of compliance response zones	N/A	\$5,000
Code 2 and Code 3 Late response minutes	\$2,830	\$2,450
ALS IFT or CCT-IFT Late response minutes	\$17,200	\$11,400
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	\$20,030	\$23,850

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jan 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	448	18:52	04:37	02:17	07:26
SJ ZONE X-22 URBAN	105	10:57	05:53	02:05	08:08
SJ ZONE X-23 URBAN	260	14:48	05:24	02:31	08:53
SJ ZONE X-24 URBAN	1404	21:31	05:20	02:24	08:17
SJ ZONE X-25 URBAN	1640	23:05	05:12	02:02	07:36
SJ ZONE X-26 URBAN	398	23:14	05:12	02:29	08:02
SJ ZONE X-22 SUBURBAN	18	13:41	08:46	02:24	11:31
SJ ZONE X-23 SUBURBAN	42	17:52	06:58	03:26	10:46
SJ ZONE X-26 SUBURBAN	31	14:50	07:42	03:12	12:48
SJ ZONE X-26 SUBURBAN-MODERATE	51	41:15	12:49	05:15	15:59
SJ ZONE X-22 RURAL	43	29:06	10:12	05:11	16:21
SJ ZONE X-23 RURAL	64	22:42	11:02	04:21	16:20
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	66	24:08	12:41	04:42	19:42
SJ ZONE X-22 WILDERNESS	2	13:09	13:07	00:02	13:08
SJ ZONE X-26 WILDERNESS	6	27:03	18:09	07:01	24:05
All Urban Compliance Areas	4255	23:14	05:13	02:17	07:55
All Suburban Compliance Areas	91	17:52	07:34	03:13	11:28
All Suburban-Moderate Compliance Areas	51	41:15	12:49	05:15	15:59
All Rural Compliance Areas	173	29:06	11:27	04:47	17:36
All Wilderness Compliance Areas	8	27:03	16:53	06:22	22:53
Total Responses	4578				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	268	44:09	07:47	05:33	11:51
SJ ZONE X-22 URBAN	46	14:30	07:51	02:21	10:41
SJ ZONE X-23 URBAN	137	20:58	07:55	04:08	14:05
SJ ZONE X-24 URBAN	768	32:00	08:32	04:16	13:40
SJ ZONE X-25 URBAN	747	38:43	08:18	03:50	12:37
SJ ZONE X-26 URBAN	141	17:26	06:48	03:05	11:09
SJ ZONE X-22 SUBURBAN	3	13:52	11:48	01:48	13:18
SJ ZONE X-23 SUBURBAN	21	23:30	11:15	05:59	17:59
SJ ZONE X-26 SUBURBAN	10	13:27	09:26	02:28	11:52
SJ ZONE X-26 SUBURBAN-MODERATE	22	30:16	14:18	05:33	21:26
SJ ZONE X-22 RURAL	22	23:21	15:47	04:08	21:07
SJ ZONE X-23 RURAL	24	32:00	14:05	06:41	22:00
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	18	29:23	18:32	05:12	24:06
SJ ZONE X-22 WILDERNESS	1	24:13	24:13	00:00	24:13
SJ ZONE X-26 WILDERNESS	2	21:13	17:53	04:42	20:33
All Urban Compliance Areas	2107	44:09	08:11	04:13	12:48
All Suburban Compliance Areas	34	23:30	10:46	04:56	17:13
All Suburban-Moderate Compliance Areas	22	30:16	14:18	05:33	21:26
All Rural Compliance Areas	64	32:00	15:55	05:42	22:20
All Wilderness Compliance Areas	3	24:13	20:00	04:56	23:36
Total Responses	2230				

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - RLS					
Feb 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	410	14:45	04:52	02:15	07:35
SJ ZONE X-22 URBAN	72	12:22	06:09	02:15	09:32
SJ ZONE X-23 URBAN	235	18:29	05:44	02:50	09:32
SJ ZONE X-24 URBAN	1374	21:57	04:06	38:58	08:04
SJ ZONE X-25 URBAN	1483	16:00	05:18	02:07	07:57
SJ ZONE X-26 URBAN	389	15:06	04:57	02:04	07:26
SJ ZONE X-22 SUBURBAN	8	09:34	06:55	02:56	09:25
SJ ZONE X-23 SUBURBAN	49	13:18	07:33	02:46	11:54
SJ ZONE X-26 SUBURBAN	26	17:06	06:38	03:35	10:47
SJ ZONE X-26 SUBURBAN-MODERATE	47	24:04	12:37	03:14	16:13
SJ ZONE X-22 RURAL	35	22:07	11:08	04:19	17:01
SJ ZONE X-23 RURAL	62	33:40	11:55	05:36	18:05
SJ ZONE X-25 RURAL	1	13:07	13:07	00:00	13:07
SJ ZONE X-26 RURAL	72	41:03	13:04	06:04	18:51
SJ ZONE X-22 WILDERNESS	8	24:01	15:56	08:22	22:58
SJ ZONE X-26 WILDERNESS	8	19:57	12:04	05:45	18:44
All Urban Compliance Areas	3963	21:57	04:51	23:01	08:02
All Suburban Compliance Areas	83	17:06	07:12	03:03	11:28
All Suburban-Moderate Compliance Areas	47	24:04	12:37	03:14	16:13
All Rural Compliance Areas	170	41:03	12:15	05:35	18:47
All Wilderness Compliance Areas	16	24:01	14:00	07:13	21:57
Total Responses	4279				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Feb 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	229	24:23	07:17	03:46	12:13
SJ ZONE X-22 URBAN	35	12:10	07:51	02:38	10:50
SJ ZONE X-23 URBAN	90	16:21	07:40	03:42	13:27
SJ ZONE X-24 URBAN	717	33:15	08:37	04:21	14:02
SJ ZONE X-25 URBAN	683	30:45	08:32	03:45	12:59
SJ ZONE X-26 URBAN	186	30:58	07:22	04:00	11:26
SJ ZONE X-22 SUBURBAN		00:00	00:00	00:00	00:00
SJ ZONE X-23 SUBURBAN	12	14:24	07:13	04:24	13:51
SJ ZONE X-26 SUBURBAN	7	17:00	10:14	03:41	13:54
SJ ZONE X-26 SUBURBAN-MODERATE	17	26:17	14:54	05:38	20:41
SJ ZONE X-22 RURAL	19	25:46	13:09	04:56	18:18
SJ ZONE X-23 RURAL	17	27:21	16:39	06:09	25:21
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	15	28:53	18:03	04:40	23:49
SJ ZONE X-22 WILDERNESS	2	23:13	14:22	12:30	21:26
SJ ZONE X-26 WILDERNESS		00:00	00:00	00:00	00:00
All Urban Compliance Areas	1940	33:15	08:15	04:01	13:07
All Suburban Compliance Areas	19	17:00	08:20	04:19	14:03
All Suburban-Moderate Compliance Areas	17	26:17	14:54	05:38	20:41
All Rural Compliance Areas	51	28:53	15:45	05:36	24:44
All Wilderness Compliance Areas	2	23:13	14:22	12:30	21:26
Total Responses	2029				

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

Population Density	Jan 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	448	43	90.40%	448	30	93.30%
SJ ZONE X-22	168	36	78.57%	168	13	92.26%
SJ ZONE X-23	366	62	83.06%	366	34	90.71%
SJ ZONE X-24	1404	217	84.54%	1404	116	91.74%
SJ ZONE X-25	1640	192	88.29%	1640	108	93.41%
SJ ZONE X-26	552	80	85.51%	552	43	92.21%
All Zones Combined	4578	630	86.24%	4578	344	92.49%
* 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	Jan 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	268	4	98.51%	268	4	98.51%
SJ ZONE X-22	72	0	100.00%	72	0	100.00%
SJ ZONE X-23	182	5	97.25%	182	3	98.35%
SJ ZONE X-24	768	29	96.22%	768	16	97.92%
SJ ZONE X-25	747	18	97.59%	747	13	98.26%
SJ ZONE X-26	193	2	98.96%	193	2	98.96%
All Zones Combined	2230	58	97.40%	2230	38	98.30%
* 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

Population Density	Feb 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	410	49	88.05%	410	25	93.90%
SJ ZONE X-22	123	20	83.74%	123	12	90.24%
SJ ZONE X-23	346	75	78.32%	346	35	89.88%
SJ ZONE X-24	1374	189	86.24%	1374	111	91.92%
SJ ZONE X-25	1484	221	85.11%	1484	113	92.39%
SJ ZONE X-26	542	66	87.82%	542	34	93.73%
All Zones Combined	4279	620	85.51%	4279	330	92.29%
* 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	Feb 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	229	1	99.56%	229	0	100.00%
SJ ZONE X-22	56	1	98.21%	56	0	100.00%
SJ ZONE X-23	119	3	97.48%	119	1	99.16%
SJ ZONE X-24	717	30	95.82%	717	21	97.07%
SJ ZONE X-25	683	22	96.78%	683	16	97.66%
SJ ZONE X-26	225	6	97.33%	225	3	98.67%
All Zones Combined	2029	63	96.90%	2029	41	97.98%
* 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

	Jan 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	428	78	81.78%	428	16	96.26%
IFT CCT	54	31	42.59%	54	24	55.56%

Comparison of Compliance with and without Exemptions - IFT

	Feb 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	428	58	86.45%	428	8	98.13%
IFT CCT	43	23	46.51%	43	23	46.51%

Exclusive Emergency Ambulance Provider
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Exemption Request Reports

Types of Exemptions	Jan 2026		Feb 2026	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	0	0	1	0
Delays in transferring care in the emergency department	96	0	85	1
Inaccurate information provided from calling party	0	0	1	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	3	0	5	0
Other – Good cause	134	4	134	2
Severe inclement weather	23	0	14	1
Unavoidable delay caused by unreported road construction	5	0	5	0

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Zone Assist		
Population Density	Jan 2026	
	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	Manteca	3

Zone Assist		
Population Density	Feb 2026	
	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	Manteca	1
SJ ZONE X-26	Manteca	4

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Jan 2026	Feb 2026
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		