

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: April 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 month of March 2026, provides an in-depth review of AMR's response time performance. The performance agreement between San Joaquin County Emergency Medical Services (SJCEMSA) and AMR establishes accountability for meeting specific response time standards and provides 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 March 2026 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/department/ems>

Exclusive Emergency Ambulance Provider
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Response Time Compliance - Red Lights and Siren (RLS)

Mar 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	444	21	95.27%	X		
SJ ZONE X-22	182	17	90.66%	X		
SJ ZONE X-23	386	38	90.16%	X		
SJ ZONE X-24	1593	143	91.02%	X		
SJ ZONE X-25	1723	138	91.99%	X		
SJ ZONE X-26	586	49	91.64%	X		
All Zones Combined	4914	406	91.74%			
* 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

Mar 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)

Mar 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE X-21	291	4	98.63%	X		
SJ ZONE X-22	74	2	97.30%	---	---	
SJ ZONE X-23	150	3	98.00%	X		
SJ ZONE X-24	743	25	96.64%	X		
SJ ZONE X-25	787	17	97.84%	X		
SJ ZONE X-26	241	7	97.10%	X		
All Zones Combined	2286	58	97.46%			
* 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

Mar 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	Feb 2026	Mar 2026	130	2	98.46%	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 Report - Interfacility Transfer (IFT)

								Mar 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	500	500	Mar 2026	Mar 2026	16	96.80%	X		
IFT CCT	54	54	Mar 2026		26	51.85%	---	---	

Response Time Compliance Report - Interfacility Transfer (IFT)

								Mar 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	500	500	Mar 2026	Mar 2026	16	96.80%	X		
IFT CCT	54	54	Mar 2026		26	51.85%	---	---	

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	Mar 2026
Out of compliance response zones	N/A
Code 2 and Code 3 Late response minutes	\$4,290
ALS IFT or CCT-IFT Late response minutes	\$16,000
Out of compliance monthly response ALS-IFT or CCT-IFT	N/A
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	\$20,290

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Mar 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	444	15:14	04:33	01:59	07:08
SJ ZONE X-22 URBAN	97	15:42	06:08	02:03	08:16
SJ ZONE X-23 URBAN	257	16:13	05:32	02:38	08:58
SJ ZONE X-24 URBAN	1593	20:43	05:31	02:29	08:37
SJ ZONE X-25 URBAN	1723	20:19	05:18	02:14	07:56
SJ ZONE X-26 URBAN	444	21:26	05:24	02:25	08:15
SJ ZONE X-22 SUBURBAN	27	11:52	07:41	02:05	09:55
SJ ZONE X-23 SUBURBAN	64	20:43	07:29	03:40	11:32
SJ ZONE X-26 SUBURBAN	15	11:37	06:23	02:49	10:30
SJ ZONE X-26 SUBURBAN-MODERATE	37	15:56	11:04	02:47	14:08
SJ ZONE X-22 RURAL	50	32:06	11:49	05:35	17:45
SJ ZONE X-23 RURAL	65	22:51	10:53	05:09	17:41
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	87	22:55	11:41	04:15	17:25
SJ ZONE X-22 WILDERNESS	8	18:49	15:03	02:35	18:45
SJ ZONE X-26 WILDERNESS	3	24:33	18:14	05:40	22:57
All Urban Compliance Areas	4558	21:26	05:20	02:22	08:10
All Suburban Compliance Areas	106	20:43	07:22	03:13	11:01
All Suburban-Moderate Compliance Areas	37	15:56	11:04	02:47	14:08
All Rural Compliance Areas	202	32:06	11:28	04:54	17:43
All Wilderness Compliance Areas	11	24:33	15:55	03:39	18:49
Total Responses	4914				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Mar 2026					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	291	36:11	07:41	04:31	12:13
SJ ZONE X-22 URBAN	43	15:22	07:31	03:18	11:06
SJ ZONE X-23 URBAN	104	28:12	07:24	04:17	13:01
SJ ZONE X-24 URBAN	743	32:35	08:40	04:09	13:49
SJ ZONE X-25 URBAN	787	28:19	08:22	03:38	12:27
SJ ZONE X-26 URBAN	194	23:09	07:35	03:35	12:09
SJ ZONE X-22 SUBURBAN	5	10:46	09:59	01:07	10:41
SJ ZONE X-23 SUBURBAN	21	19:17	10:09	05:04	16:21
SJ ZONE X-26 SUBURBAN	7	12:11	09:48	01:47	12:09
SJ ZONE X-26 SUBURBAN-MODERATE	20	39:43	16:25	07:24	21:32
SJ ZONE X-22 RURAL	22	37:48	15:22	07:37	26:22
SJ ZONE X-23 RURAL	25	30:58	15:30	07:14	24:49
SJ ZONE X-25 RURAL		00:00	00:00	00:00	00:00
SJ ZONE X-26 RURAL	19	27:21	14:01	06:28	22:06
SJ ZONE X-22 WILDERNESS	4	27:47	22:23	06:53	27:44
SJ ZONE X-26 WILDERNESS	1	21:04	21:04	00:00	21:04
All Urban Compliance Areas	2162	36:11	08:15	03:59	12:46
All Suburban Compliance Areas	33	19:17	10:03	04:06	15:21
All Suburban-Moderate Compliance Areas	20	39:43	16:25	07:24	21:32
All Rural Compliance Areas	66	37:48	15:02	07:05	25:18
All Wilderness Compliance Areas	5	27:47	22:07	06:00	27:43
Total Responses	2286				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Mar 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	444	37	91.67%	444	21	95.27%
SJ ZONE X-22	182	31	82.97%	182	17	90.66%
SJ ZONE X-23	386	77	80.05%	386	38	90.16%
SJ ZONE X-24	1593	273	82.86%	1593	143	91.02%
SJ ZONE X-25	1723	242	85.95%	1723	138	91.99%
SJ ZONE X-26	586	79	86.52%	586	49	91.64%
All Zones Combined	4914	739	84.96%	4914	406	91.74%
* 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	Mar 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	291	5	98.28%	291	4	98.63%
SJ ZONE X-22	74	2	97.30%	74	2	97.30%
SJ ZONE X-23	150	5	96.67%	150	3	98.00%
SJ ZONE X-24	743	34	95.42%	743	25	96.64%
SJ ZONE X-25	787	25	96.82%	787	17	97.84%
SJ ZONE X-26	241	8	96.68%	241	7	97.10%
All Zones Combined	2286	79	96.54%	2286	58	97.46%
* 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

	Mar 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	500	89	82.20%	500	16	96.80%
IFT CCT	54	34	37.04%	54	26	51.85%

Comparison of Compliance with and without Exemptions - IFT

	Mar 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	500	89	82.20%	500	16	96.80%
IFT CCT	54	34	37.04%	54	26	51.85%

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Exemption Request Reports

Types of Exemptions	Mar 2026		Mar 2026	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in transferring care in the emergency department	73	0	73	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	8	0	8	0
Other – Good cause	191	1	191	1
Unavoidable delay caused by unreported road construction	13	0	13	0

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Zone Assist		
Population Density	Mar 2026	
	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	--	0
SJ ZONE X-26	Manteca	1

Zone Assist		
Population Density	Mar 2026	
	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	--	0
SJ ZONE X-26	Manteca	1

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
03/27/2026		AMR San Joaquin	29D00- Traffic Accident

Failure to Provide Data

Event Type	Mar 2026	Mar 2026
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		