



San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
505 W. Service Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: October 21, 2020

SUBJECT: American Medical Response (AMR) Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency's (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for the months of July and August 2020, 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.

On July 1, 2020, SJCEMSA migrated response time compliance reporting and analytics to Firstwatch, a single third-party data management and analytics platform. The Firstwatch platform is used in EMS systems throughout the state and nation to monitor service provider and system performance. SJCEMSA vetted the platform during the migration process to ensure the highest level of data integrity, continuity.

SJCEMSA's use of Firstwatch in calculating response time compliance remains similar to earlier processes. 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 eleven 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 a response time of 9 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 July and August 2020 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2020/07/01 through 2020/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	399	35	91.23%	X		
SJ ZONE X-2	112	16	85.71%		X	
SJ ZONE X-3	56	1	98.21%	---	---	
SJ ZONE X-4	1337	124	90.73%	X		
SJ ZONE X-5	1559	146	90.64%	X		
SJ ZONE X-6	24	1	95.83%	---	---	
SJ ZONE X-7	171	19	88.89%		X	
SJ ZONE X-8	83	11	86.75%	---	---	
SJ ZONE X-9	376	26	93.09%	X		
SJ ZONE X-10	79	4	94.94%	---	---	
SJ ZONE X-11	38	2	94.74%	---	---	
All Zones Combined	4234	385	90.91%	4	2	
* 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

2020/07/01 through 2020/07/31							
Rolling Compliance Zones (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
SJ ZONE X-3	CP Start Jul 2020	CP End Jul 2020	56	1	98.21%	---	---
SJ ZONE X-6	Jul 2020	Jul 2020	24	1	95.83%	---	---
SJ ZONE X-8	Jul 2020	Jul 2020	83	11	86.75%	---	---
SJ ZONE X-10	Jul 2020	Jul 2020	79	4	94.94%	---	---
SJ ZONE X-11	Jul 2020	Jul 2020	38	2	94.74%	---	---

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Response Time Compliance - Red Lights and Siren (RLS)

2020/08/01 through 2020/08/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	386	40	89.64%		X	
SJ ZONE X-2	147	14	90.48%	X		
SJ ZONE X-3	75	13	82.67%	---	---	
SJ ZONE X-4	1277	150	88.25%		X	
SJ ZONE X-5	1545	149	90.36%	X		
SJ ZONE X-6	17	1	94.12%	---	---	
SJ ZONE X-7	162	18	88.89%		X	
SJ ZONE X-8	100	19	81.00%		X	
SJ ZONE X-9	347	26	92.51%	X		
SJ ZONE X-10	94	2	97.87%	---	---	
SJ ZONE X-11	50	11	78.00%	---	---	
All Zones Combined	4200	443	89.45%	3	4	
* 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

2020/08/01 through 2020/08/31							
Rolling Compliance Zones (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
SJ ZONE X-3	Jul 2020	Aug 2020	131	14	89.31%		X
SJ ZONE X-6	Jul 2020	Aug 2020	41	2	95.12%	---	---
SJ ZONE X-8	Jul 2020	Aug 2020	183	30	83.61%		X
SJ ZONE X-10	Jul 2020	Aug 2020	173	6	96.53%	X	
SJ ZONE X-11	Jul 2020	Aug 2020	88	13	85.23%	---	---

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

2020/07/01 through 2020/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	240	4	98.33%	X		
SJ ZONE X-2	45	3	93.33%	---	---	
SJ ZONE X-3	45	0	100.00%	---	---	
SJ ZONE X-4	769	18	97.66%	X		
SJ ZONE X-5	912	14	98.46%	X		
SJ ZONE X-6	8	0	100.00%	---	---	
SJ ZONE X-7	88	0	100.00%	---	---	
SJ ZONE X-8	46	0	100.00%	---	---	
SJ ZONE X-9	190	7	96.32%	X		
SJ ZONE X-10	38	0	100.00%	---	---	
SJ ZONE X-11	22	0	100.00%	---	---	
All Zones Combined	2403	46	98.09%	4	0	
* 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

2020/07/01 through 2020/07/31							
Rolling Compliance Zones (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
SJ ZONE X-2	Jul 2020	Jul 2020	45	3	93.33%	---	---
SJ ZONE X-3	Jul 2020	Jul 2020	45	0	100.00%	---	---
SJ ZONE X-6	Jul 2020	Jul 2020	8	0	100.00%	---	---
SJ ZONE X-7	Jul 2020	Jul 2020	88	0	100.00%	---	---
SJ ZONE X-8	Jul 2020	Jul 2020	46	0	100.00%	---	---
SJ ZONE X-10	Jul 2020	Jul 2020	38	0	100.00%	---	---
SJ ZONE X-11	Jul 2020	Jul 2020	22	0	100.00%	---	---

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

2020/08/01 through 2020/08/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	229	5	97.82%	X		
SJ ZONE X-2	60	0	100.00%	---	---	
SJ ZONE X-3	40	1	97.50%	---	---	
SJ ZONE X-4	764	26	96.60%	X		
SJ ZONE X-5	838	20	97.61%	X		
SJ ZONE X-6	6	0	100.00%	---	---	
SJ ZONE X-7	73	1	98.63%	---	---	
SJ ZONE X-8	39	3	92.31%	---	---	
SJ ZONE X-9	193	7	96.37%	X		
SJ ZONE X-10	33	1	96.97%	---	---	
SJ ZONE X-11	13	1	92.31%	---	---	
All Zones Combined	2288	65	97.16%	4	0	
* 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

2020/08/01 through 2020/08/31							
Rolling Compliance Zones (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-2	Jul 2020	Aug 2020	105	3	97.14%	X	
SJ ZONE X-3	Jul 2020	Aug 2020	85	1	98.82%	---	---
SJ ZONE X-6	Jul 2020	Aug 2020	14	0	100.00%	---	---
SJ ZONE X-7	Jul 2020	Aug 2020	161	1	99.38%	X	
SJ ZONE X-8	Jul 2020	Aug 2020	85	3	96.47%	---	---
SJ ZONE X-10	Jul 2020	Aug 2020	71	1	98.59%	---	---
SJ ZONE X-11	Jul 2020	Aug 2020	35	1	97.14%	---	---

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Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/07/01 through 2020/07/31								
Rolling Compliance Zones (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	44	44	Jul 2020		1	97.73%	---	---
IFT CCT	7	7	Jul 2020		0	100.00%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/08/01 through 2020/08/31								
Rolling Compliance Zones (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	74	118	Jul 2020	Aug 2020	1	99.15%	X	
IFT CCT	12	19	Jul 2020		2	89.47%	---	---

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Response Time Compliance Report - Combined RLS
and NRLS

2020/07/01 through 2020/07/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	639	39	93.90%
SJ ZONE X-2	157	19	87.90%
SJ ZONE X-3	101	1	99.01%
SJ ZONE X-4	2106	142	93.26%
SJ ZONE X-5	2471	160	93.52%
SJ ZONE X-6	32	1	96.88%
SJ ZONE X-7	259	19	92.66%
SJ ZONE X-8	129	11	91.47%
SJ ZONE X-9	566	33	94.17%
SJ ZONE X-10	117	4	96.58%
SJ ZONE X-11	60	2	96.67%
All Zones Combined	6637	431	93.51%

Response Time Compliance Report - Combined RLS
and NRLS

2020/08/01 through 2020/08/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	615	45	92.68%
SJ ZONE X-2	207	14	93.24%
SJ ZONE X-3	115	14	87.83%
SJ ZONE X-4	2041	176	91.38%
SJ ZONE X-5	2383	169	92.91%
SJ ZONE X-6	23	1	95.65%
SJ ZONE X-7	235	19	91.91%
SJ ZONE X-8	139	22	84.17%
SJ ZONE X-9	540	33	93.89%
SJ ZONE X-10	127	3	97.64%
SJ ZONE X-11	63	12	80.95%
All Zones Combined	6488	508	92.17%

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Fines and Penalties Report		
Type of Penalty	Jul 2020	Aug 2020
Out of compliance response zones	\$35,000	\$80,000
Code 2 and Code 3 Late response minutes	\$38,500	\$60,500
ALS IFT or CCT-IFT Late response minutes	\$200	\$800
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$0
Failure to provide data	0	0
Preventable mechanical failure	0	0
Failure to meet staffing and clinical standards	0	0
Failure to Respond	0	0
Failure to submit documentation at hospital	0	0
Other minor breach	0	0
Totals	\$73,700	\$141,300

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	410	00:18:46	00:05:29	00:02:48	00:09:00
SJ ZONE X-2 URBAN	70	00:12:41	00:06:18	00:02:57	00:09:32
SJ ZONE X-3 URBAN	16	00:11:46	00:05:18	00:02:40	00:06:53
SJ ZONE X-4 URBAN	1353	00:25:07	00:06:12	00:02:50	00:09:33
SJ ZONE X-5 URBAN	1609	00:18:20	00:05:46	00:02:43	00:09:04
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	144	00:24:11	00:06:42	00:03:21	00:10:33
SJ ZONE X-8 URBAN	75	00:13:54	00:05:56	00:03:24	00:10:27
SJ ZONE X-9 URBAN	370	00:24:12	00:06:01	00:03:45	00:11:07
SJ ZONE X-10 URBAN	12	00:15:08	00:08:40	00:03:15	00:11:21
SJ ZONE X-11 URBAN	7	00:08:54	00:06:01	00:02:39	00:08:42
SJ ZONE X-2 SUBURBAN	17	00:14:38	00:08:25	00:02:26	00:11:02
SJ ZONE X-3 SUBURBAN	11	00:10:14	00:06:09	00:02:29	00:09:27
SJ ZONE X-7 SUBURBAN	22	00:18:23	00:09:15	00:04:39	00:14:22
SJ ZONE X-8 SUBURBAN	8	00:14:15	00:08:00	00:03:42	00:11:46
SJ ZONE X-9 SUBURBAN	11	00:08:11	00:04:18	00:02:22	00:07:04
SJ ZONE X-10 SUBURBAN	3	00:03:13	00:03:02	00:00:11	00:03:10
SJ ZONE X-11 SUBURBAN	9	00:08:59	00:05:47	00:02:26	00:08:42
SJ ZONE X-10 SUBURBAN-MODERATE	35	00:22:19	00:10:13	00:06:01	00:15:31
SJ ZONE X-2 RURAL	40	00:36:43	00:11:31	00:07:08	00:18:38
SJ ZONE X-3 RURAL	31	00:17:00	00:09:19	00:03:15	00:12:12
SJ ZONE X-5 RURAL	1	00:16:34	00:16:34	00:00:00	00:16:34
SJ ZONE X-6 RURAL	10	00:19:05	00:09:36	00:06:51	00:17:53
SJ ZONE X-7 RURAL	13	00:21:35	00:12:44	00:04:43	00:17:43
SJ ZONE X-8 RURAL	8	00:15:17	00:07:57	00:05:24	00:13:36
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	31	00:28:54	00:11:42	00:05:34	00:19:03
SJ ZONE X-11 RURAL	26	00:28:16	00:12:14	00:07:30	00:20:38
SJ ZONE X-6 WILDERNESS	18	00:24:16	00:14:56	00:05:51	00:21:58
SJ ZONE X-10 WILDERNESS	5	00:23:57	00:17:39	00:05:48	00:22:29
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	4066	00:35:33	00:05:50	00:02:57	00:09:18
All Suburban Compliance Areas	81	00:19:24	00:07:33	00:03:40	00:11:48
All Suburban-Moderate Compliance Areas	35	00:22:19	00:10:13	00:06:01	00:15:31
All Rural Compliance Areas	160	00:36:43	00:10:39	00:05:46	00:17:44
All Wilderness Compliance Areas	23	00:24:16	00:15:31	00:05:49	00:22:41
Total Responses	4365				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	395	00:18:41	00:05:40	00:02:52	00:09:15
SJ ZONE X-2 URBAN	78	00:17:07	00:05:53	00:03:16	00:09:55
SJ ZONE X-3 URBAN	41	00:17:16	00:07:07	00:03:21	00:10:56
SJ ZONE X-4 URBAN	1302	00:22:19	00:06:02	00:02:50	00:09:42
SJ ZONE X-5 URBAN	1604	00:23:48	00:05:27	00:02:41	00:08:42
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	135	00:19:29	00:05:16	00:03:23	00:09:21
SJ ZONE X-8 URBAN	88	00:14:16	00:06:15	00:03:41	00:11:14
SJ ZONE X-9 URBAN	340	00:25:00	00:05:39	00:03:59	00:10:34
SJ ZONE X-10 URBAN	12	00:18:20	00:07:08	00:03:44	00:09:00
SJ ZONE X-11 URBAN	12	00:12:14	00:06:59	00:02:15	00:08:28
SJ ZONE X-2 SUBURBAN	27	00:13:29	00:06:49	00:03:32	00:10:38
SJ ZONE X-3 SUBURBAN	14	00:15:49	00:07:23	00:03:26	00:10:56
SJ ZONE X-7 SUBURBAN	34	00:28:43	00:08:50	00:05:29	00:14:27
SJ ZONE X-8 SUBURBAN	5	00:10:19	00:06:35	00:02:40	00:09:24
SJ ZONE X-9 SUBURBAN	16	00:14:04	00:05:59	00:04:13	00:13:03
SJ ZONE X-10 SUBURBAN	3	00:06:33	00:04:39	00:01:39	00:06:00
SJ ZONE X-11 SUBURBAN	9	00:19:14	00:09:27	00:05:24	00:15:57
SJ ZONE X-10 SUBURBAN-MODERATE	33	00:25:16	00:11:39	00:03:55	00:14:18
SJ ZONE X-2 RURAL	56	00:30:09	00:11:49	00:06:20	00:18:16
SJ ZONE X-3 RURAL	22	00:28:30	00:12:17	00:04:49	00:15:58
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	8	00:19:01	00:08:07	00:06:20	00:15:58
SJ ZONE X-7 RURAL	10	00:26:49	00:13:02	00:06:49	00:17:22
SJ ZONE X-8 RURAL	14	00:15:57	00:09:05	00:03:43	00:13:55
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	48	00:20:12	00:09:43	00:03:54	00:13:02
SJ ZONE X-11 RURAL	32	00:21:30	00:11:58	00:06:26	00:19:57
SJ ZONE X-6 WILDERNESS	13	00:21:52	00:13:37	00:07:02	00:20:49
SJ ZONE X-10 WILDERNESS	1	00:23:27	00:23:27	00:00:00	00:23:27
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	4007	00:25:00	00:05:38	00:02:54	00:09:04
All Suburban Compliance Areas	108	00:28:43	00:07:40	00:04:10	00:12:49
All Suburban-Moderate Compliance Areas	33	00:25:16	00:11:39	00:03:55	00:14:18
All Rural Compliance Areas	190	00:30:09	00:10:40	00:05:18	00:17:03
All Wilderness Compliance Areas	14	00:23:27	00:14:19	00:07:15	00:21:34
Total Responses	4352				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jul 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	247	00:29:12	00:07:32	00:04:22	00:12:31
SJ ZONE X-2 URBAN	27	00:16:02	00:08:23	00:04:13	00:14:32
SJ ZONE X-3 URBAN	21	00:11:21	00:06:54	00:02:45	00:10:36
SJ ZONE X-4 URBAN	777	00:59:14	00:09:25	00:05:49	00:14:39
SJ ZONE X-5 URBAN	924	01:04:53	00:08:45	00:05:22	00:14:03
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	71	00:14:41	00:07:41	00:03:09	00:12:14
SJ ZONE X-8 URBAN	41	00:29:21	00:08:45	00:06:21	00:16:25
SJ ZONE X-9 URBAN	191	00:41:14	00:08:26	00:06:26	00:15:52
SJ ZONE X-10 URBAN	4	00:09:24	00:06:42	00:03:56	00:09:13
SJ ZONE X-11 URBAN	2	00:09:49	00:06:10	00:05:09	00:09:05
SJ ZONE X-2 SUBURBAN	8	00:18:09	00:11:40	00:03:09	00:15:21
SJ ZONE X-3 SUBURBAN	2	00:08:39	00:07:13	00:02:00	00:08:21
SJ ZONE X-7 SUBURBAN	14	00:18:23	00:10:08	00:04:00	00:13:10
SJ ZONE X-8 SUBURBAN	2	00:13:39	00:10:50	00:03:58	00:13:05
SJ ZONE X-9 SUBURBAN	4	00:09:01	00:06:02	00:02:05	00:08:00
SJ ZONE X-10 SUBURBAN	2	00:10:28	00:07:58	00:03:32	00:09:58
SJ ZONE X-11 SUBURBAN	1	00:14:53	00:14:53	00:00:00	00:14:53
SJ ZONE X-10 SUBURBAN-MODERATE	19	00:30:52	00:17:19	00:07:15	00:27:16
SJ ZONE X-2 RURAL	12	00:26:30	00:14:02	00:06:25	00:22:34
SJ ZONE X-3 RURAL	23	00:32:04	00:13:42	00:06:48	00:19:31
SJ ZONE X-5 RURAL	1	00:20:21	00:20:21	00:00:00	00:20:21
SJ ZONE X-6 RURAL	3	00:22:36	00:13:37	00:08:39	00:20:39
SJ ZONE X-7 RURAL	5	00:17:03	00:14:44	00:01:40	00:16:37
SJ ZONE X-8 RURAL	7	00:20:44	00:11:49	00:05:09	00:16:51
SJ ZONE X-9 RURAL	1	00:05:58	00:05:58	00:00:00	00:05:58
SJ ZONE X-10 RURAL	12	00:17:44	00:12:18	00:02:19	00:13:34
SJ ZONE X-11 RURAL	19	00:35:15	00:15:43	00:06:53	00:22:07
SJ ZONE X-6 WILDERNESS	5	00:25:58	00:18:34	00:06:32	00:25:39
SJ ZONE X-10 WILDERNESS	1	00:01:47	00:01:47	00:00:00	00:01:47
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2305	01:04:53	00:08:35	00:05:19	00:13:53
All Suburban Compliance Areas	33	00:18:23	00:10:07	00:03:19	00:13:39
All Suburban-Moderate Compliance Areas	19	00:30:52	00:17:19	00:07:15	00:27:16
All Rural Compliance Areas	83	00:35:15	00:13:11	00:06:01	00:20:23
All Wilderness Compliance Areas	6	00:25:58	00:15:46	00:09:00	00:25:34
Total Responses	2446				

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Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	231	00:46:52	00:08:10	00:05:43	00:12:18
SJ ZONE X-2 URBAN	35	00:16:13	00:08:00	00:03:42	00:11:53
SJ ZONE X-3 URBAN	16	00:26:33	00:10:20	00:05:00	00:12:33
SJ ZONE X-4 URBAN	771	00:54:01	00:09:15	00:05:18	00:14:50
SJ ZONE X-5 URBAN	857	01:33:07	00:08:22	00:05:59	00:13:10
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	64	00:22:38	00:07:56	00:05:10	00:15:33
SJ ZONE X-8 URBAN	29	00:46:25	00:09:48	00:09:00	00:17:32
SJ ZONE X-9 URBAN	194	00:58:33	00:08:50	00:07:21	00:18:11
SJ ZONE X-10 URBAN	3	00:12:22	00:08:59	00:03:10	00:11:35
SJ ZONE X-11 URBAN	3	00:18:16	00:13:47	00:03:53	00:16:58
SJ ZONE X-2 SUBURBAN	6	00:14:13	00:09:45	00:03:09	00:13:15
SJ ZONE X-3 SUBURBAN	8	00:10:03	00:05:06	00:03:32	00:09:58
SJ ZONE X-7 SUBURBAN	8	00:18:19	00:08:12	00:04:41	00:12:05
SJ ZONE X-8 SUBURBAN	5	00:13:44	00:09:18	00:03:18	00:12:58
SJ ZONE X-9 SUBURBAN	4	00:12:29	00:08:51	00:02:41	00:11:32
SJ ZONE X-10 SUBURBAN	2	00:07:57	00:07:24	00:00:45	00:07:50
SJ ZONE X-11 SUBURBAN	3	00:13:11	00:12:00	00:01:17	00:12:59
SJ ZONE X-10 SUBURBAN-MODERATE	21	00:31:31	00:14:26	00:07:04	00:21:37
SJ ZONE X-2 RURAL	21	00:29:17	00:15:20	00:07:35	00:26:59
SJ ZONE X-3 RURAL	16	00:33:38	00:15:02	00:07:33	00:23:30
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	3	00:16:21	00:12:53	00:04:05	00:15:52
SJ ZONE X-7 RURAL	3	00:18:31	00:17:08	00:01:13	00:18:09
SJ ZONE X-8 RURAL	7	00:26:07	00:13:45	00:06:11	00:20:04
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	9	00:20:11	00:15:23	00:03:04	00:19:04
SJ ZONE X-11 RURAL	7	00:19:26	00:12:43	00:05:57	00:18:21
SJ ZONE X-6 WILDERNESS	3	00:27:19	00:18:53	00:07:24	00:25:03
SJ ZONE X-10 WILDERNESS	1	00:32:49	00:32:49	00:00:00	00:32:49
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2203	01:33:07	00:08:29	00:05:39	00:13:38
All Suburban Compliance Areas	36	00:18:19	00:08:43	00:03:41	00:12:54
All Suburban-Moderate Compliance Areas	21	00:31:31	00:14:26	00:07:04	00:21:37
All Rural Compliance Areas	66	00:33:38	00:14:17	00:06:39	00:23:23
All Wilderness Compliance Areas	4	00:32:49	00:22:22	00:09:13	00:31:10
Total Responses	2330				

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Comparison of Compliance with and without Exemptions - RLS						
2020/07/01 through 2020/07/31						
Compliance Zone	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-1	399	89	77.69%	399	35	91.23%
SJ ZONE X-2	112	37	66.96%	112	16	85.71%
SJ ZONE X-3	56	2	96.43%	56	1	98.21%
SJ ZONE X-4	1337	339	74.64%	1337	124	90.73%
SJ ZONE X-5	1559	350	77.55%	1559	146	90.64%
SJ ZONE X-6	24	2	91.67%	24	1	95.83%
SJ ZONE X-7	171	61	64.33%	171	19	88.89%
SJ ZONE X-8	83	27	67.47%	83	11	86.75%
SJ ZONE X-9	376	71	81.12%	376	26	93.09%
SJ ZONE X-10	79	17	78.48%	79	4	94.94%
SJ ZONE X-11	38	9	76.32%	38	2	94.74%
All Zones Combined	4234	1004	76.29%	4234	385	90.91%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2020/08/01 through 2020/08/31						
Compliance Zone	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-1	386	81	79.02%	386	40	89.64%
SJ ZONE X-2	147	26	82.31%	147	14	90.48%
SJ ZONE X-3	75	19	74.67%	75	13	82.67%
SJ ZONE X-4	1277	299	76.59%	1277	150	88.25%
SJ ZONE X-5	1545	310	79.94%	1545	149	90.36%
SJ ZONE X-6	17	1	94.12%	17	1	94.12%
SJ ZONE X-7	162	43	73.46%	162	18	88.89%
SJ ZONE X-8	100	39	61.00%	100	19	81.00%
SJ ZONE X-9	347	60	82.71%	347	26	92.51%
SJ ZONE X-10	94	7	92.55%	94	2	97.87%
SJ ZONE X-11	50	15	70.00%	50	11	78.00%
All Zones Combined	4200	900	78.57%	4200	443	89.45%
* 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 - NRLS						
2020/07/01 through 2020/07/31						
Compliance Zone	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-1	240	8	96.67%	240	4	98.33%
SJ ZONE X-2	45	3	93.33%	45	3	93.33%
SJ ZONE X-3	45	0	100.00%	45	0	100.00%
SJ ZONE X-4	769	46	94.02%	769	18	97.66%
SJ ZONE X-5	912	43	95.29%	912	14	98.46%
SJ ZONE X-6	8	0	100.00%	8	0	100.00%
SJ ZONE X-7	88	0	100.00%	88	0	100.00%
SJ ZONE X-8	46	7	84.78%	46	0	100.00%
SJ ZONE X-9	190	16	91.58%	190	7	96.32%
SJ ZONE X-10	38	0	100.00%	38	0	100.00%
SJ ZONE X-11	22	1	95.45%	22	0	100.00%
All Zones Combined	2403	124	94.84%	2403	46	98.09%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2020/08/01 through 2020/08/31						
Compliance Zone	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-1	229	8	96.51%	229	5	97.82%
SJ ZONE X-2	60	1	98.33%	60	0	100.00%
SJ ZONE X-3	40	1	97.50%	40	1	97.50%
SJ ZONE X-4	764	56	92.67%	764	26	96.60%
SJ ZONE X-5	838	39	95.35%	838	20	97.61%
SJ ZONE X-6	6	0	100.00%	6	0	100.00%
SJ ZONE X-7	73	9	87.67%	73	1	98.63%
SJ ZONE X-8	39	3	92.31%	39	3	92.31%
SJ ZONE X-9	193	16	91.71%	193	7	96.37%
SJ ZONE X-10	33	1	96.97%	33	1	96.97%
SJ ZONE X-11	13	1	92.31%	13	1	92.31%
All Zones Combined	2288	135	94.10%	2288	65	97.16%
* 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						
2020/07/01 through 2020/07/31						
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	44	2	95.45%	44	1	97.73%
IFT CCT	7	4	42.86%	7	0	100.00%

Comparison of Compliance with and without Exemptions - IFT						
2020/08/01 through 2020/08/31						
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	74	3	95.95%	74	0	100.00%
IFT CCT	12	4	66.67%	12	2	83.33%

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Exemption Request Reports

Types of Exemptions	Jul 2020		Aug 2020	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
AMR Ambulance Zone	0	0	0	0
Changed Response Area	0	0	0	0
Coding Error by SFD CAD	0	0	0	0
Delay at Hospitals	17	0	18	0
Delay Reporting OnScene	1	0	1	0
Delays in Transferring Care in the Emergency Department	522	0	360	0
Dispatch Error	0	0	0	0
Duplicate Record	0	0	0	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	0	0	0	0
Good Cause case-by case	0	0	0	0
Inter-facility- Patient Not Ready Upon Arrival	0	0	0	0
Location Change	0	0	1	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
MCI	0	0	0	0
Reduced /Upgraded Response	2	0	5	0
Ripon Fire Zone	0	0	0	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	0	0	0	0
Staged	0	0	0	0
System Overload	65	0	84	0
Traffic Secondary to Call	1	0	0	0
Train	3	0	4	0
Unavoidable Delay caused by unreported road construction	0	0	0	0
UTL	2	0	1	0
Wrong Address by Requesting party	0	0	0	0
Wrong Location	1	0	0	0
Zone Assist	19	0	0	0

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Zone Assist		
Compliance Zone	Jul 2020	
	Provider	#
SJ ZONE X-1	Manteca	2
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	1
SJ ZONE X-5	Escalon	1
	Manteca	32
SJ ZONE X-6	Manteca	2
SJ ZONE X-7	Manteca	1
SJ ZONE X-8	Manteca	17
SJ ZONE X-9	Escalon	2
	Manteca	26
SJ ZONE X-10	Manteca	7
SJ ZONE X-11	Manteca	4

Zone Assist		
Compliance Zone	Aug 2020	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	2
SJ ZONE X-5	Manteca	18
SJ ZONE X-6	--	0
SJ ZONE X-7	Escalon	1
	Manteca	1
SJ ZONE X-8	Manteca	13
SJ ZONE X-9	Manteca	20
SJ ZONE X-10	Manteca	6
SJ ZONE X-11	Manteca	4

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data		
Event Type	Jul 2020	Aug 2020
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Exclusive Emergency Ambulance Provider
 Contract Compliance
 American Medical Response

