



San Joaquin County Emergency Medical Services Agency



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

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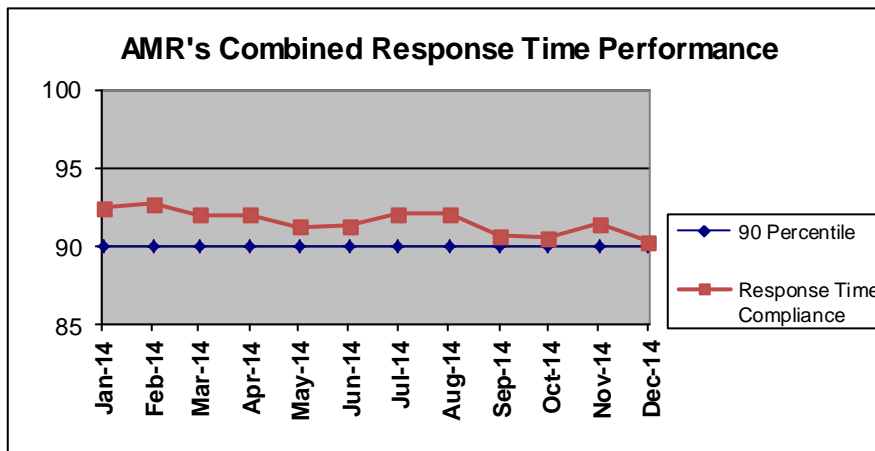
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: April 13, 2015
SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December, 2014, provides an in-depth review of AMR's performance. The County's contract with AMR establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance.



AMR's November and December 2014, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 91.42% for November and 90.26% for December.

AMR's latest compliance report continues the fourth year of the second five-year contract period. AMR

exceeded compliance standards in eight (8) of the eleven subzones in November and seven (7) of the seven subzones in December.

The complete compliance report for November and December 2014 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

Response Time Compliance Report by 30 Day Rolling Period

November 1, 2014 through November 30, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	335	13	96.12%	X		
SJC Zone A-2	120	12	90.00%	X		
SJC Zone A-3	41	4	90.24%	X		
SJC Zone B-1	1,177	117	90.06%	X		
SJC Zone B-2	1,330	104	92.18%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	120	21	82.50%			X
SJC Zone B-5	69	14	79.71%			X
SJC Zone C-1	281	11	96.09%	X		
SJC Zone C-2	50	6	88.00%			X
SJC Zone C-3	50	5	90.00%	X		
All Zones Combined	3,580	307	91.42%	8		3

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2014 through December 31, 2014						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	378	19	94.97%	X		
SJC Zone A-2	124	12	90.32%	X		
SJC Zone A-3	58	9	84.48%			X
SJC Zone B-1	1,261	169	86.60%			X
SJC Zone B-2	1,502	113	92.48%	X		
SJC Zone B-3	14	1	92.86%	X		
SJC Zone B-4	154	25	83.77%			X
SJC Zone B-5	66	16	75.76%			X
SJC Zone C-1	302	15	95.03%	X		
SJC Zone C-2	47	2	95.74%	X		
SJC Zone C-3	45	4	91.11%	X		
All Zones Combined	3,951	385	90.26%	7		4

Fines and Penalties Report

Type of Penalty	November 2014	December 2014
Out of compliance response districts	\$15,000	\$20,000
Late response minutes	\$8,690	\$10,660
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	\$23,690	\$30,660

Weekly Unit Hour Staffing Report

	RFP	November 2014	December 2014
Zone A	588	588	588
Zone B	1932	2051	2135
Zone B *non dedicated	0	271	364
Zone C	504	504	504
Total	3024	3414	3591

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	November 2014			December 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,372	292	91.34%	3,710	368	90.08%
Suburban 9:29	64	8	87.50%	59	9	84.75%
Suburban-Moderate 15:29	13	3	76.92%	22	1	95.45%
Rural 17:29	117	4	96.58%	148	6	95.95%
Wilderness 29:29	14	0	100.00%	12	1	91.67%
Total	3,580	307	91.42%	3,951	385	90.26%

Mutual Aid Incidents

November 2014			December 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-2 URBAN	3
AMR Stanislaus	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE B-5 SUBURBAN	2
Escalon	SJ ZONE B-5 RURAL	1	MDAS	SJ ZONE B-5 URBAN	3
MDAS	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE C-1 SUBURBAN	1
MDAS	SJ ZONE B-5 URBAN	3	MDAS	SJ ZONE C-1 URBAN	2
MDAS	SJ ZONE C-1 URBAN	4	MDAS	SJ ZONE C-3 RURAL	3
MDAS	SJ ZONE C-2 SUBURBAN	1	MDAS	SJ ZONE C-3 SUBURBAN	1
MDAS	SJ ZONE C-3 RURAL	6			
Total		18			15

**Detailed Response Time Analysis
November 2014**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	335	0:02	15:08	4:40	2:03	7:08
SJ ZONE A-2 URBAN	82	0:04	18:00	6:19	2:31	9:38
SJ ZONE A-3 URBAN	16	1:50	15:56	5:45	3:30	10:12
SJ ZONE B-1 URBAN	1,177	0:01	24:39	5:23	2:37	8:20
SJ ZONE B-2 URBAN	1,329	0:01	15:28	4:52	2:16	7:28
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	94	0:02	17:13	5:44	2:33	8:46
SJ ZONE B-5 URBAN	50	0:03	22:08	6:14	4:02	11:09
SJ ZONE C-1 URBAN	271	0:02	23:22	4:37	2:49	6:53
SJ ZONE C-2 URBAN	8	5:28	11:23	7:52	1:46	11:23
SJ ZONE C-3 URBAN	9	3:02	8:54	5:54	1:56	8:54
SJ ZONE A-2 SUBURBAN	9	4:41	11:15	7:38	1:45	11:15
SJ ZONE A-3 SUBURBAN	6	4:42	14:00	9:40	3:25	14:00
SJ ZONE B-4 SUBURBAN	22	0:01	19:55	7:34	4:12	12:12
SJ ZONE B-5 SUBURBAN	9	2:44	6:56	4:27	1:26	6:56
SJ ZONE C-1 SUBURBAN	8	3:49	7:33	5:24	1:15	7:33
SJ ZONE C-2 SUBURBAN	1	8:15	8:15	8:15	0:00	8:15
SJ ZONE C-3 SUBURBAN	9	6:20	12:55	8:49	1:53	12:55
SJ ZONE C-2 SUBURBAN-MODERATE	13	2:37	24:27	13:56	5:09	21:27
SJ ZONE A-2 RURAL	29	0:14	17:57	9:10	4:25	16:02
SJ ZONE A-3 RURAL	19	0:43	15:35	10:06	3:31	14:44
SJ ZONE B-2 RURAL	1	6:53	6:53	6:53	0:00	6:53
SJ ZONE B-3 RURAL	5	6:39	9:03	7:30	0:49	9:03
SJ ZONE B-4 RURAL	3	7:40	23:09	14:16	6:31	23:09
SJ ZONE B-5 RURAL	10	0:14	33:04	14:35	7:58	18:15
SJ ZONE C-1 RURAL	2	3:04	6:45	4:54	1:51	6:45
SJ ZONE C-2 RURAL	16	0:04	15:10	8:51	3:25	15:04
SJ ZONE C-3 RURAL	32	0:04	23:43	12:29	4:01	16:57
SJ ZONE B-3 WILDERNESS	2	11:37	18:50	15:13	3:37	18:50
SJ ZONE C-2 WILDERNESS	12	0:04	21:28	10:11	7:34	19:52
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,371	0:01	24:39	5:06	2:30	7:46
All Suburban Compliance Areas	64	0:01	19:55	7:15	3:20	11:15
All Suburban-Moderate Compliance Areas	13	2:37	24:27	13:56	5:09	21:27
All Rural Compliance Areas	117	0:04	33:04	10:37	4:55	16:02
All Wilderness Compliance Areas	14	0:04	21:28	10:54	7:21	19:52

**Detailed Response Time Analysis
December 2014**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	378	0:02	17:52	4:48	2:15	7:08
SJ ZONE A-2 URBAN	68	0:05	17:10	6:12	2:24	8:47
SJ ZONE A-3 URBAN	23	3:25	12:16	7:04	2:48	11:02
SJ ZONE B-1 URBAN	1,261	0:00	18:43	5:34	2:38	8:42
SJ ZONE B-2 URBAN	1,501	0:00	19:30	4:56	2:15	7:25
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	122	0:02	20:37	6:04	2:55	9:28
SJ ZONE B-5 URBAN	51	0:05	14:47	5:49	3:25	9:48
SJ ZONE C-1 URBAN	296	0:00	16:51	4:33	2:14	7:12
SJ ZONE C-2 URBAN	3	4:07	15:19	8:19	4:59	15:19
SJ ZONE C-3 URBAN	7	5:29	8:55	6:55	1:11	8:55
SJ ZONE A-2 SUBURBAN	13	0:07	13:37	7:45	3:16	11:48
SJ ZONE A-3 SUBURBAN	2	6:15	9:25	7:50	1:35	9:25
SJ ZONE B-4 SUBURBAN	24	0:04	16:24	8:10	3:35	12:36
SJ ZONE B-5 SUBURBAN	5	4:32	9:51	6:32	1:54	9:51
SJ ZONE C-1 SUBURBAN	5	0:04	10:23	4:45	3:38	10:23
SJ ZONE C-2 SUBURBAN	1	6:10	6:10	6:10	0:00	6:10
SJ ZONE C-3 SUBURBAN	9	0:04	10:16	6:17	2:57	10:16
SJ ZONE C-2 SUBURBAN-MODERATE	22	5:55	18:38	11:30	2:59	14:41
SJ ZONE A-2 RURAL	43	0:03	26:31	11:52	5:16	16:40
SJ ZONE A-3 RURAL	33	0:03	18:34	10:16	3:54	14:01
SJ ZONE B-2 RURAL	1	9:37	9:37	9:37	0:00	9:37
SJ ZONE B-3 RURAL	8	5:39	12:12	7:59	1:57	12:12
SJ ZONE B-4 RURAL	8	0:16	15:26	9:32	5:04	15:26
SJ ZONE B-5 RURAL	10	0:02	23:03	12:50	5:51	16:15
SJ ZONE C-1 RURAL	1	4:55	4:55	4:55	0:00	4:55
SJ ZONE C-2 RURAL	16	3:44	13:08	9:12	2:19	12:00
SJ ZONE C-3 RURAL	28	0:03	26:32	10:21	5:54	17:00
SJ ZONE B-3 WILDERNESS	6	9:09	29:54	18:17	6:59	29:54
SJ ZONE C-2 WILDERNESS	5	0:17	24:50	13:37	7:59	24:50
SJ ZONE C-3 WILDERNESS	1	18:50	18:50	18:50	0:00	18:50
All Urban Compliance Areas	3,710	0:00	20:37	5:12	2:29	8:02
All Suburban Compliance Areas	59	0:04	16:24	7:19	3:24	11:05
All Suburban-Moderate Compliance Areas	22	5:55	18:38	11:30	2:59	14:41
All Rural Compliance Areas	148	0:02	26:32	10:36	4:56	16:05
All Wilderness Compliance Areas	12	0:17	29:54	16:23	7:31	24:50

**Exemption Request Report
November 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/01/2014	14145697	B-2	Not Listed		Exempt
11/02/2014	14146066	B-1	Delays in Transferring Care at ED		Exempt
11/03/2014	14146532	B-1	Delays in Transferring Care at ED		Exempt
11/03/2014	14146535	B-1	Delays in Transferring Care at ED		Exempt
11/03/2014	14146572	A-1	Delays in Transferring Care at ED		Exempt
11/04/2014	14146959	B-1	Delays in Transferring Care at ED		Exempt
11/04/2014	14146990	B-2	Delays in Transferring Care at ED		Exempt
11/05/2014	14147648	B-2	False Report of Emergency		Exempt
11/05/2014	14147653	B-1	Delays in Transferring Care at ED		Exempt
11/05/2014	14147663	A-3	Delays in Transferring Care at ED		Exempt
11/05/2014	14147665	A-1	Delays in Transferring Care at ED		Exempt
11/05/2014	14147701	B-2	Road Closure		Exempt
11/06/2014	14148119	B-1	Traffic Secondary to Call		Exempt
11/06/2014	14148125	B-2	Delays in Transferring Care at ED		Exempt
11/07/2014	14148228	A-2	Delays in Transferring Care at ED		Exempt
11/07/2014	14148736	B-2	Delays in Transferring Care at ED		Exempt
11/07/2014	14148747	B-1	Delays in Transferring Care at ED		Exempt
11/07/2014	14148758	A-1	Delays in Transferring Care at ED		Exempt
11/07/2014	14148760	A-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
November 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/07/2014	14148763	A-2	Delays in Transferring Care at ED		Exempt
11/07/2014	14148764	B-1	Delays in Transferring Care at ED		Exempt
11/07/2014	14148772	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14148786	B-2	Delays in Transferring Care at ED		Exempt
11/08/2014	14148796	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14149077	B-2	Delays in Transferring Care at ED		Exempt
11/08/2014	14149117	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14149122	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14149123	A-3	Delays in Transferring Care at ED		Exempt
11/08/2014	14149127	B-4	Delays in Transferring Care at ED		Exempt
11/08/2014	14149149	B-2	Not Listed		Exempt
11/08/2014	14149151	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14149172	B-1	Delays in Transferring Care at ED		Exempt
11/08/2014	14149181	B-1	Delays in Transferring Care at ED		Exempt
11/09/2014	14149485	C-3	Location Change		Exempt
11/09/2014	14149646	B-2	False Report of Emergency		Exempt
11/10/2014	14150041	B-1	Not Listed		Exempt
11/10/2014	14150105	B-5	Poor Location Information from RP		Exempt
11/10/2014	14150197	B-2	Poor Location Information from RP		Exempt
11/12/2014	14150932	B-2	Train		Exempt
11/13/2014	14151268	B-2	Location Change		Exempt
11/13/2014	14151331	B-2	Weather		Exempt

Exemption Request Report (continued)
November 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/14/2014	14151749	B-1	Road Closure		Exempt
11/14/2014	14152086	B-2	Delays in Transferring Care at ED		Exempt
11/14/2014	14152100	B-5	Delays in Transferring Care at ED		Exempt
11/15/2014	14152442	B-2	False Report of Emergency		Exempt
11/16/2014	14152678	C-1	Delays in Transferring Care at ED		Exempt
11/16/2014	14152679	C-1	Delays in Transferring Care at ED		Exempt
11/17/2014	14153288	B-2	Poor Location Information from CHP		Exempt
11/17/2014	14153451	C-1	Delays in Transferring Care at ED		Exempt
11/18/2014	14153950	B-1	Road Construction		Exempt
11/18/2014	14153954	B-1	Road Construction		Exempt
11/18/2014	14153973	C-2	False Report of Emergency		Exempt
11/19/2014	14154015	B-1	Road Closure		Exempt
11/19/2014	14154021	A-2	Road Construction		Exempt
11/20/2014	14154730	C-1	Heavy Rain	Time and Distance	Not Exempt
11/20/2014	14154778	B-4	Delays in Transferring Care at ED		Exempt
11/21/2014	14155086	B-2	Delays in Transferring Care at ED		Exempt
11/21/2014	14155094	A-2	Delays in Transferring Care at ED		Exempt
11/21/2014	14155095	B-1	Delays in Transferring Care at ED		Exempt
11/21/2014	14155098	B-1	Delays in Transferring Care at ED		Exempt
11/21/2014	14155102	B-1	Delays in Transferring Care at ED		Exempt
11/21/2014	14155169	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
November 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/21/2014	14155193	B-2	Delays in Transferring Care at ED		Exempt
11/24/2014	14156473	A-1	Delays in Transferring Care at ED		Exempt
11/25/2014	14157143	B-1	Location Change		Exempt
11/26/2014	14157492	B-5	Traffic Secondary to Call		Exempt
11/27/2014	14157769	B-2	Train		Exempt
11/27/2014	14157979	B-2	Traffic Secondary to Call		Exempt
11/29/2014	14158977	B-2	Road Closure	Poor route decision	Not Exempt
11/30/2014	14159016	B-5	Road Closure		Exempt
11/30/2014	14159172	B-5	Traffic Secondary to Call		Exempt
11/30/2014	14159328	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report
December 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/02/2014	14159854	A-3	Fog		Exempt
12/02/2014	14159903	B-1	Weather		Exempt
12/02/2014	14159923	B-2	Traffic Secondary to Call		Exempt
12/02/2014	14160011	B-2	Heavy Rain		Exempt
12/02/2014	14160068	B-2	Poor Location Information from CHP		Exempt
12/03/2014	14160413	B-1	Heavy Rain		Exempt
12/03/2014	14160633	B-2	Delays in Transferring Care at ED		Exempt
12/03/2014	14160679	B-1	Delays in Transferring Care at ED		Exempt
12/03/2014	14160819	B-2	Location Change		Exempt
12/03/2014	14160821	A-1	Heavy Rain		Exempt
12/04/2014	14160949	B-1	Train		Exempt
12/04/2014	14161225	B-1	Delays in Transferring Care at ED		Exempt
12/04/2014	14161290	B-1	Delays in Transferring Care at ED		Exempt
12/04/2014	14161392	A-1	Delays in Transferring Care at ED		Exempt
12/04/2014	14161394	B-1	Delays in Transferring Care at ED		Exempt
12/05/2014	14161718	A-2	Delays in Transferring Care at ED		Exempt
12/05/2014	14161734	B-2	Delays in Transferring Care at ED		Exempt
12/05/2014	14161863	B-4	Delays in Transferring Care at ED		Exempt
12/05/2014	14161864	A-3	Delays in Transferring Care at ED		Exempt
12/05/2014	14161868	B-1	Heavy Rain		Exempt
12/05/2014	14161951	A-2	Delays in Transferring Care at ED		Exempt
12/06/2014	14162351	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
December 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/06/2014	14162400	B-1	Delays in Transferring Care at ED		Exempt
12/06/2014	14162439	B-1	Delays in Transferring Care at ED		Exempt
12/06/2014	14162451	B-1	Delays in Transferring Care at ED		Exempt
12/06/2014	14162473	B-2	Delays in Transferring Care at ED		Exempt
12/07/2014	14162574	B-2	Fog		Exempt
12/07/2014	14162855	B-1	Fog		Exempt
12/07/2014	14162857	C-3	Fog		Exempt
12/07/2014	14162858	B-2	Fog		Exempt
12/07/2014	14162862	B-2	Fog	Time and Distance	Not Exempt
12/07/2014	14162872	B-4	Fog		Exempt
12/08/2014	14162982	B-1	Fog		Exempt
12/08/2014	14163120	C-1	Delays in Transferring Care at ED		Exempt
12/08/2014	14163249	B-2	Train		Exempt
12/08/2014	14163297	B-1	Delays in Transferring Care at ED		Exempt
12/08/2014	14163300	B-2	Delays in Transferring Care at ED		Exempt
12/08/2014	14163305	A-1	Delays in Transferring Care at ED		Exempt
12/08/2014	14163308	B-1	Delays in Transferring Care at ED		Exempt
12/08/2014	14163309	B-1	Delays in Transferring Care at ED		Exempt
12/08/2014	14163312	B-1	Delays in Transferring Care at ED		Exempt
12/09/2014	14163407	B-2	Fog		Exempt
12/09/2014	14163423	B-1	Duplicate Record		Exempt
12/09/2014	14163441	A-1	Fog		Exempt
12/09/2014	14163464	B-2	Fog		Exempt
12/09/2014	14163489	B-2	Fog		Exempt
12/09/2014	14163744	B-2	Delays in Transferring Care at ED		Exempt
12/10/2014	14164300	C-1	Road Closure		Exempt

Exemption Request Report (continued)
December 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/11/2014	14164607	B-5	Traffic Secondary to Call		Exempt
12/12/2014	14165246	B-2	Delays in Transferring Care at ED		Exempt
12/12/2014	14165285	B-1	Delays in Transferring Care at ED		Exempt
12/13/2014	14165822	B-5	Location Change		Exempt
12/14/2014	14165964	B-2	False Report of Emergency		Exempt
12/16/2014	14167016	A-2	Fog	Time and Distance	Not Exempt
12/16/2014	14167088	A-2	False Report of Emergency		Exempt
12/16/2014	14167149	B-2	Delays in Transferring Care at ED		Exempt
12/16/2014	14167150	B-1	Delays in Transferring Care at ED		Exempt
12/16/2014	14167157	A-1	Delays in Transferring Care at ED		Exempt
12/16/2014	14167214	B-1	Delays in Transferring Care at ED		Exempt
12/16/2014	14167289	B-1	Heavy Rain		Exempt
12/16/2014	14167295	B-2	Heavy Rain		Exempt
12/16/2014	14167317	B-4	Heavy Rain		Exempt
12/18/2014	14167936	B-2	Location Change		Exempt
12/18/2014	14168230	B-5	Not Listed		Exempt
12/18/2014	14168276	B-5	Delays in Transferring Care at ED		Exempt
12/18/2014	14168278	B-1	Delays in Transferring Care at ED		Exempt
12/18/2014	14168283	B-2	Delays in Transferring Care at ED		Exempt
12/18/2014	14168339	B-4	Delays in Transferring Care at ED		Exempt
12/19/2014	14168472	B-1	False Report of Emergency		Exempt
12/19/2014	14168699	B-2	Delays in Transferring Care at ED		Exempt
12/19/2014	14168708	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
December 2014

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/19/2014	14168720	B-1	Delays in Transferring Care at ED		Exempt
12/19/2014	14168764	B-1	Delays in Transferring Care at ED		Exempt
12/19/2014	14168785	A-1	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Monthly Average
A-1	96%	95%	96%	94%	95%	93%	93%	96%	94%	93%	96%	95%	94.8%
A-2	81%	87%	82%	87%	83%	86%	85%	89%	86%	90%	90%	90%	86.3%
A-3	90%	85%	89%	91%	84%	79%	90%	91%	80%	83%	90%	84%	86.4%
B-1	90%	91%	89%	89%	90%	90%	90%	90%	89%	88%	90%	87%	89.3%
B-2	96%	95%	94%	94%	93%	93%	94%	93%	92%	92%	92%	92%	93.2%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	99.3%
B-4	86%	85%	85%	86%	86%	87%	91%	86%	84%	82%	83%	84%	85.4%
B-5	91%	91%	91%	88%	88%	83%	91%	93%	92%	87%	80%	76%	87.9%
C-1	93%	95%	95%	94%	93%	93%	92%	97%	94%	94%	96%	95%	94.3%
C-2	91%	91%	97%	96%	97%	100%	90%	90%	98%	91%	88%	96%	93.9%
C-3	94%	97%	91%	100%	98%	91%	100%	95%	88%	92%	90%	91%	93.8%
All Zones	92%	93%	92%	92%	91%	91%	92%	92%	91%	91%	91%	90%	91.5%

Failure to Provide Data

Event Type	November 2014	December 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

