



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
500 W. Hospital Rd.
French Camp, CA 95231

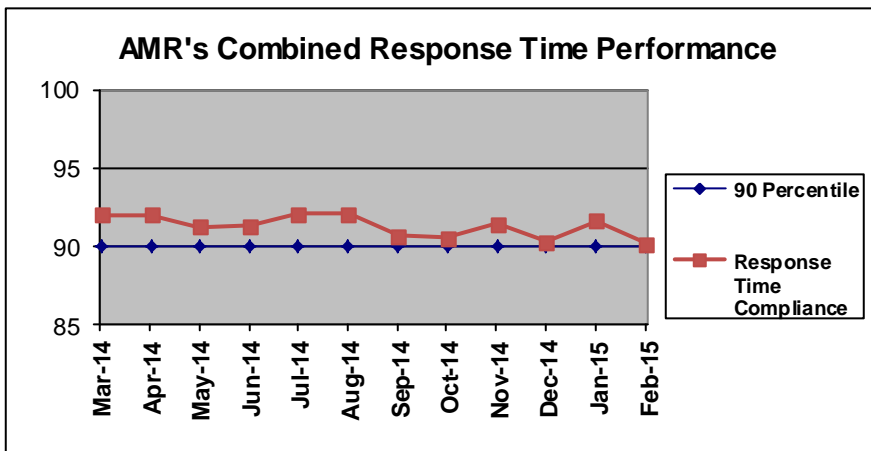
Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: May 18, 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 January and February, 2015, 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 January and February 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 91.63% for January and 90.26% for February.

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

exceeded compliance standards in nine (9) of the eleven subzones in January and seven (7) of the seven subzones in February.

The complete compliance report for January and February 2015 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 31 Day Rolling Period

January 1, 2015 through January 31, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	397	26	93.45%	X		
SJC Zone A-2	113	10	91.15%	X		
SJC Zone A-3	50	10	80.00%			X
SJC Zone B-1	1,366	126	90.78%	X		
SJC Zone B-2	1,510	102	93.25%	X		
SJC Zone B-3	15	0	100.00%	X		
SJC Zone B-4	147	33	77.55%			X
SJC Zone B-5	66	4	93.94%	X		
SJC Zone C-1	313	26	91.69%	X		
SJC Zone C-2	53	3	94.34%	X		
SJC Zone C-3	58	2	96.55%	X		
All Zones Combined	4,088	342	91.63%	9		2

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2015 through February 28, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	352	21	94.03%	X		
SJC Zone A-2	110	10	90.91%	X		
SJC Zone A-3	46	11	76.09%			X
SJC Zone B-1	1,222	122	90.02%	X		
SJC Zone B-2	1,459	143	90.20%	X		
SJC Zone B-3	8	0	100.00%	X		
SJC Zone B-4	129	23	82.17%			X
SJC Zone B-5	69	17	75.36%			X
SJC Zone C-1	283	19	93.29%	X		
SJC Zone C-2	56	6	89.29%			X
SJC Zone C-3	46	2	95.65%	X		
All Zones Combined	3,780	374	90.11%	7		4

Fines and Penalties Report

Type of Penalty	January 2015	February 2015
Out of compliance response districts	\$10,000	\$20,000
Late response minutes	\$9,740	\$9,980
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	\$19,740	\$29,980

Weekly Unit Hour Staffing Report

	RFP	January 2015	February 2015
Zone A	588	588	588
Zone B	1932	2216	2276
Zone B *non dedicated	0	496	531
Zone C	504	504	504
Total	3024	3804	3899

*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	January 2015			February 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,814	319	91.64%	3,565	360	89.90%
Suburban 9:29	80	18	77.50%	54	8	85.19%
Suburban-Moderate 15:29	22	3	86.36%	25	3	88.00%
Rural 17:29	155	2	98.71%	126	3	97.62%
Wilderness 29:29	17	0	100.00%	10	0	100.00%
Total	4,088	342	91.63%	3,780	374	90.11%

Mutual Aid Incidents

January 2015			February 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE A-1 URBAN	1	MDAS	SJ ZONE B-5 URBAN	6
MDAS	SJ ZONE B-2 URBAN	2	MDAS	SJ ZONE C-1 URBAN	6
MDAS	SJ ZONE B-5 URBAN	3	MDAS	SJ ZONE C-2 SUBURBM	1
MDAS	SJ ZONE C-1 URBAN	8	MDAS	SJ ZONE C-3 RURAL	2
MDAS	SJ ZONE C-3 RURAL	4			
Total		19			17

Detailed Response Time Analysis
January 2015

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	397	0:02	29:30	5:03	2:46	7:38
SJ ZONE A-2 URBAN	57	0:13	15:24	6:09	2:34	10:06
SJ ZONE A-3 URBAN	25	0:04	17:39	6:24	3:48	9:44
SJ ZONE B-1 URBAN	1,366	0:01	15:18	5:16	2:17	8:01
SJ ZONE B-2 URBAN	1,510	0:01	14:17	5:02	2:08	7:26
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	100	0:03	11:57	6:01	2:28	9:09
SJ ZONE B-5 URBAN	45	0:02	17:30	5:48	3:49	10:00
SJ ZONE C-1 URBAN	304	0:02	24:02	5:01	3:29	8:40
SJ ZONE C-2 URBAN	2	5:54	7:19	6:36	0:43	7:19
SJ ZONE C-3 URBAN	8	0:06	7:26	5:39	2:15	7:26
SJ ZONE A-2 SUBURBAN	13	6:27	19:00	9:09	3:09	10:58
SJ ZONE A-3 SUBURBAN	5	0:06	10:42	6:34	3:00	10:42
SJ ZONE B-4 SUBURBAN	32	0:01	19:49	9:18	5:27	16:29
SJ ZONE B-5 SUBURBAN	5	0:05	4:20	2:08	1:49	4:20
SJ ZONE C-1 SUBURBAN	9	0:03	10:10	4:19	3:16	10:10
SJ ZONE C-2 SUBURBAN	3	3:56	6:04	5:05	0:53	6:04
SJ ZONE C-3 SUBURBAN	13	0:03	12:06	5:54	3:28	9:14
SJ ZONE C-2 SUBURBAN-MODERATE	22	2:01	29:30	12:38	5:22	17:43
SJ ZONE A-2 RURAL	43	0:02	22:00	11:28	4:04	16:05
SJ ZONE A-3 RURAL	20	4:31	15:31	10:01	3:05	14:11
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	9	0:02	10:23	5:45	4:09	10:23
SJ ZONE B-4 RURAL	15	0:04	22:06	8:32	6:01	17:59
SJ ZONE B-5 RURAL	16	0:03	16:22	7:44	5:10	16:05
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	15	3:53	20:02	11:03	4:02	16:07
SJ ZONE C-3 RURAL	37	0:03	21:11	11:15	5:06	17:18
SJ ZONE B-3 WILDERNESS	6	7:50	22:29	15:11	5:37	22:29
SJ ZONE C-2 WILDERNESS	11	1:28	25:29	13:05	6:53	22:42
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,814	0:01	29:30	5:11	2:28	7:58
All Suburban Compliance Areas	80	0:01	19:49	7:23	4:49	14:03
All Suburban-Moderate Compliance Areas	22	2:01	29:30	12:38	5:22	17:43
All Rural Compliance Areas	155	0:02	22:06	10:11	4:52	15:54
All Wilderness Compliance Areas	17	1:28	25:29	13:50	6:33	22:42

**Detailed Response Time Analysis
February 2015**

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	352	0:01	15:07	4:53	2:17	7:23
SJ ZONE A-2 URBAN	67	0:02	10:56	5:51	2:08	8:53
SJ ZONE A-3 URBAN	17	1:21	11:16	7:16	2:55	11:14
SJ ZONE B-1 URBAN	1,222	0:01	15:48	5:21	2:26	8:12
SJ ZONE B-2 URBAN	1,459	0:01	16:26	5:11	2:23	8:03
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	97	0:01	15:51	6:13	2:42	9:16
SJ ZONE B-5 URBAN	61	0:02	12:29	5:48	3:15	10:09
SJ ZONE C-1 URBAN	275	0:03	19:26	4:45	2:53	7:13
SJ ZONE C-2 URBAN	8	0:02	13:29	7:36	4:53	13:29
SJ ZONE C-3 URBAN	7	2:23	8:07	5:49	2:07	8:07
SJ ZONE A-2 SUBURBAN	13	5:34	10:17	7:51	1:33	10:14
SJ ZONE A-3 SUBURBAN	3	3:04	11:36	5:58	3:59	11:36
SJ ZONE B-4 SUBURBAN	19	0:04	14:58	8:48	4:22	14:53
SJ ZONE B-5 SUBURBAN	0					
SJ ZONE C-1 SUBURBAN	8	4:43	11:42	8:07	2:27	11:42
SJ ZONE C-2 SUBURBAN	1	6:37	6:37	6:37	0:00	6:37
SJ ZONE C-3 SUBURBAN	10	5:14	11:06	7:43	1:49	9:10
SJ ZONE C-2 SUBURBAN-MODERATE	25	0:09	21:09	11:41	4:39	17:36
SJ ZONE A-2 RURAL	30	0:03	18:19	11:38	3:52	16:08
SJ ZONE A-3 RURAL	26	0:15	21:39	9:57	4:45	15:44
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	4	2:43	12:48	7:19	3:58	12:48
SJ ZONE B-4 RURAL	13	3:34	16:47	9:29	4:39	16:27
SJ ZONE B-5 RURAL	8	0:08	22:34	10:03	6:46	22:34
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	5:43	15:13	10:44	3:05	14:35
SJ ZONE C-3 RURAL	29	0:04	20:14	10:28	5:44	17:27
SJ ZONE B-3 WILDERNESS	4	6:19	20:30	12:20	5:22	20:30
SJ ZONE C-2 WILDERNESS	6	1:46	18:38	9:59	5:28	18:38
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,565	0:01	19:26	5:15	2:29	8:09
All Suburban Compliance Areas	54	0:04	14:58	8:04	3:11	11:42
All Suburban-Moderate Compliance Areas	25	0:09	21:09	11:41	4:39	17:36
All Rural Compliance Areas	126	0:03	22:34	10:27	4:51	16:27
All Wilderness Compliance Areas	10	1:46	20:30	10:56	5:32	18:38

**Exemption Request Report
January 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/01/2015	15000006	B-2	Road Construction		Exempt
01/01/2015	15000049	B-1	Delays in Transferring Care at ED		Exempt
01/01/2015	15000112	B-1	Poor Location Information from SFD		Exempt
01/01/2015	15000400	A-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000684	B-2	Location Change		Exempt
01/02/2015	15000789	B-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000855	A-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000919	B-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000924	B-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000925	B-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000961	B-1	Delays in Transferring Care at ED		Exempt
01/02/2015	15000960	A-1	Delays in Transferring Care at ED		Exempt
01/04/2015	15001778	C-1	Delays in Transferring Care at ED		Exempt
01/04/2015	15001843	B-4	Delays in Transferring Care at ED		Exempt
01/04/2015	15001877	B-2	Delays in Transferring Care at ED		Exempt
01/05/2015	15002136	B-5	Delays in Transferring Care at ED		Exempt
01/05/2015	15002180	B-2	Delays in Transferring Care at ED		Exempt
01/05/2015	15002187	C-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/07/2015	15003144	B-5	Location Change		Exempt
01/07/2015	15003258	B-4	Not Listed		Exempt
01/07/2015	15003409	C-1	Not Listed		Exempt
01/07/2015	15003416	B-5	Not Listed		Exempt
01/07/2015	15003455	B-1	Not Listed		Exempt
01/08/2015	15003604	A-1	Train		Exempt
01/08/2015	15003863	B-1	False Report of Emergency		Exempt
01/08/2015	15003940	B-2	Delays in Transferring Care at ED		Exempt
01/08/2015	15003948	B-2	Delays in Transferring Care at ED		Exempt
01/08/2015	15003972	B-2	Delays in Transferring Care at ED		Exempt
01/09/2015	15004334	A-1	Train		Exempt
01/09/2015	15004490	B-2	Delays in Transferring Care at ED		Exempt
01/10/2015	15004730	A-2	Fog		Exempt
01/10/2015	15004850	B-1	False Report of Emergency		Exempt
01/10/2015	15005053	C-3	Location Change		Exempt
01/10/2015	15005065	B-2	Delays in Transferring Care at ED		Exempt
01/10/2015	15005113	B-1	Delays in Transferring Care at ED		Exempt
01/11/2015	15005286	B-1	Delays in Transferring Care at ED		Exempt
01/12/2015	15005667	B-5	False Report of Emergency		Exempt
01/12/2015	15006036	A-1	Delays in Transferring Care at ED		Exempt
01/12/2015	15006064	A-1	Delays in Transferring Care at ED		Exempt
01/12/2015	15006085	C-1	Delays in Transferring Care at ED		Exempt
01/13/2015	15006444	A-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/13/2015	15006464	B-2	Delays in Transferring Care at ED		Exempt
01/13/2015	15006512	B-1	Delays in Transferring Care at ED		Exempt
01/13/2015	15006530	B-1	Delays in Transferring Care at ED		Exempt
01/13/2015	15006531	B-1	Delays in Transferring Care at ED		Exempt
01/13/2015	15006535	B-2	Delays in Transferring Care at ED		Exempt
01/14/2015	15006877	B-1	Delays in Transferring Care at ED		Exempt
01/14/2015	15006933	B-1	Delays in Transferring Care at ED		Exempt
01/14/2015	15006966	B-2	Delays in Transferring Care at ED		Exempt
01/14/2015	15006978	B-1	Delays in Transferring Care at ED		Exempt
01/14/2015	15006996	B-2	Delays in Transferring Care at ED		Exempt
01/14/2015	15006995	B-4	Delays in Transferring Care at ED		Exempt
01/14/2015	15007006	B-1	Delays in Transferring Care at ED		Exempt
01/14/2015	15007011	B-1	Delays in Transferring Care at ED		Exempt
01/15/2015	15007203	B-1	Fog		Exempt
01/15/2015	15007214	A-1	Fog		Exempt
01/15/2015	15007272	A-1	Fog		Exempt
01/15/2015	15007299	B-2	False Report of Emergency		Exempt
01/15/2015	15007414	B-2	Location Change		Exempt
01/16/2015	15007727	B-2	False Report of Emergency		Exempt
01/16/2015	15007812	B-1	Not Listed		Not Exempt
01/17/2015	15008372	B-2	Location Change		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/19/2015	15009350	A-3	Location Change		Exempt
01/20/2015	15010102	B-1	Delays in Transferring Care at ED		Exempt
01/20/2015	15010109	A-2	Delays in Transferring Care at ED		Exempt
01/20/2015	15010111	B-2	Delays in Transferring Care at ED		Exempt
01/20/2015	15010118	B-1	Delays in Transferring Care at ED		Exempt
01/20/2015	15010143	B-2	Delays in Transferring Care at ED		Exempt
01/20/2015	15010198	B-1	Fog		Exempt
01/20/2015	15010205	B-1	Delays in Transferring Care at ED		Exempt
01/21/2015	15010499	B-1	Delays in Transferring Care at ED		Exempt
01/21/2015	15010519	B-2	Location Change		Exempt
01/21/2015	15010683	A-2	False Report of Emergency		Exempt
01/21/2015	15010685	B-1	Delays in Transferring Care at ED		Exempt
01/21/2015	15010722	A-1	Delays in Transferring Care at ED		Exempt
01/22/2015	15011028	B-2	Adjusted time based on call audit		Exempt
01/22/2015	15011126	A-2	Delays in Transferring Care at ED		Exempt
01/22/2015	15011127	B-2	Delays in Transferring Care at ED		Exempt
01/22/2015	15011136	C-2	Delays in Transferring Care at ED		Exempt
01/23/2015	15011364	B-2	Fog		Not Exempt
01/23/2015	15011548	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/24/2015	15011912	A-1	Delays in Transferring Care at ED		Exempt
01/24/2015	15012078	A-1	Train		Exempt
01/24/2015	15012198	B-5	Delays in Transferring Care at ED		Exempt
01/24/2015	15012200	B-1	Delays in Transferring Care at ED		Exempt
01/24/2015	15012216	C-1	Delays in Transferring Care at ED		Exempt
01/24/2015	15012219	C-1	Delays in Transferring Care at ED		Exempt
01/24/2015	15012256	B-2	Delays in Transferring Care at ED		Exempt
01/24/2015	15012267	B-4	Delays in Transferring Care at ED		Exempt
01/25/2015	15012538	B-2	Delays in Transferring Care at ED		Exempt
01/25/2015	15012541	C-1	Delays in Transferring Care at ED		Exempt
01/25/2015	15012636	B-2	Delays in Transferring Care at ED		Exempt
01/25/2015	15012671	B-2	Delays in Transferring Care at ED		Exempt
01/26/2015	15012829	C-2	Traffic Secondary to Call		Exempt
01/26/2015	15012844	B-1	Fog		Exempt
01/26/2015	15012846	B-1	Fog		Not Exempt
01/26/2015	15012947	B-2	Train		Exempt
01/26/2015	15012976	B-1	Delays in Transferring Care at ED		Exempt
01/26/2015	15013128	B-1	Delays in Transferring Care at ED		Exempt
01/26/2015	15013131	B-2	Delays in Transferring Care at ED		Exempt
01/26/2015	15013134	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/28/2015	15013820	B-5	Road Construction		Exempt
01/28/2015	15013861	B-1	Road Closure		Exempt
01/28/2015	15014005	A-2	Location Change		Exempt
01/28/2015	15014105	B-5	Not Listed		Not Exempt
01/28/2015	15014167	A-1	Train		Exempt
01/28/2015	15014209	A-2	Delays in Transferring Care at ED		Exempt
01/28/2015	15014240	B-2	Delays in Transferring Care at ED		Exempt
01/28/2015	15014280	B-2	Delays in Transferring Care at ED		Exempt
01/29/2015	15014410	B-2	Train		Exempt
01/29/2015	15014662	A-2	False Report of Emergency		Exempt
01/29/2015	15014671	B-4	Delays in Transferring Care at ED		Exempt
01/30/2015	15014995	B-4	Fog		Not Exempt
01/30/2015	15015259	A-3	Delays in Transferring Care at ED		Exempt
01/30/2015	15015263	B-2	Delays in Transferring Care at ED		Exempt
01/30/2015	15015279	B-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015285	C-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015288	A-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015306	B-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015309	B-1	Poor Location Information from SFD		Exempt
01/30/2015	15015322	C-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015324	B-1	Delays in Transferring Care at ED		Exempt
01/30/2015	15015415	C-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
January 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/31/2015	15015992	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report
February 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/01/2015	15016305	B-2	Delays in Transferring Care at ED		Exempt
02/02/2015	15016588	A-1	Fog		Exempt
02/02/2015	15016710	A-1	False Report of Emergency		Exempt
02/03/2015	15017099	B-2	Road Construction		Exempt
02/04/2015	15017581	B-2	Fog		Exempt
02/04/2015	15017602	C-3	Fog		Exempt
02/04/2015	15017921	C-1	Delays in Transferring Care at ED		Exempt
02/04/2015	15017936	B-4	Delays in Transferring Care at ED		Exempt
02/04/2015	15018013	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018020	B-4	Delays in Transferring Care at ED		Exempt
02/04/2015	15018018	B-1	Delays in Transferring Care at ED		Exempt
02/04/2015	15018024	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018029	B-1	Delays in Transferring Care at ED		Exempt
02/04/2015	15018028	B-1	Delays in Transferring Care at ED		Exempt
02/04/2015	15018027	B-4	Delays in Transferring Care at ED		Exempt
02/04/2015	15018034	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018044	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018047	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018055	B-2	Delays in Transferring Care at ED		Exempt
02/04/2015	15018078	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
February 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/05/2015	15018571	B-1	Delays in Transferring Care at ED		Exempt
02/05/2015	15018572	A-2	Delays in Transferring Care at ED		Exempt
02/05/2015	15018573	A-2	Delays in Transferring Care at ED		Exempt
02/05/2015	15018575	B-2	Delays in Transferring Care at ED		Exempt
02/05/2015	15018579	B-4	Delays in Transferring Care at ED		Exempt
02/05/2015	15018592	B-1	Delays in Transferring Care at ED		Exempt
02/05/2015	15018614	B-2	Delays in Transferring Care at ED		Exempt
02/05/2015	15018663	B-4	Delays in Transferring Care at ED		Exempt
02/06/2015	15018952	B-1	Delays in Transferring Care at ED		Exempt
02/06/2015	15018964	C-1	Delays in Transferring Care at ED		Exempt
02/06/2015	15018977	A-3	Delays in Transferring Care at ED		Exempt
02/06/2015	15018982	B-1	Delays in Transferring Care at ED		Exempt
02/06/2015	15018994	A-1	Delays in Transferring Care at ED		Exempt
02/06/2015	15019025	B-1	Train		Exempt
02/06/2015	15019109	B-1	Delays in Transferring Care at ED		Exempt
02/07/2015	15019484	B-2	False Report of Emergency		Exempt

Exemption Request Report (continued)
February 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/07/2015	15019625	A-1	Traffic Secondary to Call		Exempt
02/07/2015	15019741	B-2	Delays in Transferring Care at ED		Exempt
02/08/2015	15020061	B-1	Train		Exempt
02/08/2015	15020126	B-5	Delays in Transferring Care at ED		Exempt
02/08/2015	15020136	A-3	Location Change		Exempt
02/08/2015	15020164	C-3	Unit Dispatched and Responded Code 2		Exempt
02/08/2015	15020190	B-1	Delays in Transferring Care at ED		Exempt
02/08/2015	15020200	B-1	Delays in Transferring Care at ED		Exempt
02/08/2015	15020279	B-4	Delays in Transferring Care at ED		Exempt
02/08/2015	15020280	B-2	Delays in Transferring Care at ED		Exempt
02/09/2015	15020543	B-1	Delays in Transferring Care at ED		Exempt
02/09/2015	15020722	C-2	Delays in Transferring Care at ED		Exempt
02/09/2015	15020734	B-1	Delays in Transferring Care at ED		Exempt
02/09/2015	15020850	B-1	Delays in Transferring Care at ED		Exempt
02/10/2015	15021129	B-2	Delays in Transferring Care at ED		Exempt
02/11/2015	15021445	B-5	Not Listed		Exempt
02/11/2015	15021864	A-1	Off-Road Location		Exempt
02/13/2015	15022540	B-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022621	C-2	False Report of Emergency		Exempt
02/13/2015	15022778	C-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
February 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/13/2015	15022840	B-2	Delays in Transferring Care at ED		Exempt
02/13/2015	15022847	B-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022851	B-2	Delays in Transferring Care at ED		Exempt
02/13/2015	15022852	B-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022906	B-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022911	B-2	Delays in Transferring Care at ED		Exempt
02/13/2015	15022921	C-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022923	B-1	Delays in Transferring Care at ED		Exempt
02/13/2015	15022988	B-1	Delays in Transferring Care at ED		Exempt
02/14/2015	15023339	A-1	Train		Exempt
02/14/2015	15023413	B-2	Delays in Transferring Care at ED		Exempt
02/16/2015	15024268	B-2	Delays in Transferring Care at ED		Exempt
02/16/2015	15024269	B-2	Delays in Transferring Care at ED		Exempt
02/17/2015	15024847	A-1	Delays in Transferring Care at ED		Exempt
02/17/2015	15024850	B-2	Delays in Transferring Care at ED		Exempt
02/17/2015	15024886	B-1	Delays in Transferring Care at ED		Exempt
02/17/2015	15024889	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
February 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/18/2015	15025299	A-1	Delays in Transferring Care at ED		Exempt
02/18/2015	15025352	B-1	Delays in Transferring Care at ED		Exempt
02/18/2015	15025386	B-2	False Report of Emergency		Exempt
02/18/2015	15025401	A-1	Location Change		Exempt
02/18/2015	15025502	B-2	Delays in Transferring Care at ED		Exempt
02/18/2015	15025504	B-1	Delays in Transferring Care at ED		Exempt
02/18/2015	15025505	B-2	Delays in Transferring Care at ED		Exempt
02/18/2015	15025525	B-2	Delays in Transferring Care at ED		Exempt
02/19/2015	15025897	B-2	Off-Road Location		Exempt
02/19/2015	15026061	B-4	Delays in Transferring Care at ED		Exempt
02/19/2015	15026069	B-2	Delays in Transferring Care at ED		Exempt
02/19/2015	15026074	B-2	Delays in Transferring Care at ED		Exempt
02/19/2015	15026075	B-1	Delays in Transferring Care at ED		Exempt
02/20/2015	15026453	B-2	False Report of Emergency		Exempt
02/21/2015	15026693	B-2	Train		Exempt
02/21/2015	15026964	B-4	Delays in Transferring Care at ED		Exempt
02/23/2015	15027643	B-4	Location Change		Exempt
02/25/2015	15028829	B-1	Delays in Transferring Care at ED		Exempt
02/25/2015	15028838	B-2	Adjusted time based on call audit		Exempt
02/26/2015	15029083	B-1	Location Change		Exempt
02/26/2015	15029187	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
February 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/27/2015	15029769	B-1	Poor Location Information from SFD		Exempt
02/27/2015	15029774	B-2	Delays in Transferring Care at ED		Exempt
02/27/2015	15029777	B-2	Delays in Transferring Care at ED		Exempt
02/27/2015	15029776	A-1	Delays in Transferring Care at ED		Exempt
02/27/2015	15029779	B-1	Delays in Transferring Care at ED		Exempt
02/27/2015	15029784	B-2	Delays in Transferring Care at ED		Exempt
02/27/2015	15029820	A-1	Delays in Transferring Care at ED		Exempt
02/27/2015	15029871	B-1	Location Change		Exempt
02/27/2015	15029888	B-5	Delays in Transferring Care at ED		Exempt
02/27/2015	15029897	B-1	Delays in Transferring Care at ED		Exempt
02/27/2015	15029942	A-1	Delays in Transferring Care at ED		Exempt
02/28/2015	15030419	B-1	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Monthly Average
A-1	96%	94%	95%	93%	93%	96%	94%	93%	96%	95%	93%	94%	94.4%
A-2	82%	87%	83%	86%	85%	89%	86%	90%	90%	90%	91%	91%	87.6%
A-3	89%	91%	84%	79%	90%	91%	80%	83%	90%	84%	80%	76%	84.9%
B-1	89%	89%	90%	90%	90%	90%	89%	88%	90%	87%	91%	90%	89.4%
B-2	94%	94%	93%	93%	94%	93%	92%	92%	92%	92%	93%	90%	92.7%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	99.4%
B-4	85%	86%	86%	87%	91%	86%	84%	82%	83%	84%	78%	82%	84.3%
B-5	91%	88%	88%	83%	91%	93%	92%	87%	80%	76%	94%	75%	86.8%
C-1	95%	94%	93%	93%	92%	97%	94%	94%	96%	95%	92%	93%	94.0%
C-2	97%	96%	97%	100%	90%	90%	98%	91%	88%	96%	94%	89%	94.1%
C-3	91%	100%	98%	91%	100%	95%	88%	92%	90%	91%	97%	96%	94.0%
All Zones	92%	92%	91%	91%	92%	92%	91%	91%	91%	90%	92%	90%	91.3%

Failure to Provide Data

Event Type	January 2015	February 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

