



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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

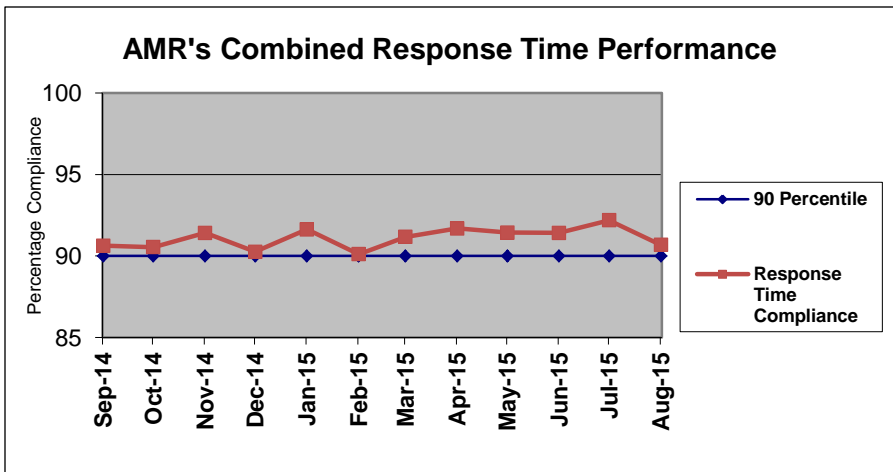
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: December 21, 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 July and August, 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 July and August 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 92.19% for July and 90.68% for August.

AMR exceeded compliance standards in nine (9) of the eleven subzones in July and five (5) of the eleven subzones in August.

The process for determining response time compliance includes a review of late response exemption requests to determine if a delay in response may be attributed to factors outside of the control of the ambulance provider. If an exemption request is approved (e.g. fog, train crossings, road construction) those responses are not included in response time compliance calculations.

Due to the profound impact of ambulance patient offload delays (APOD) on the availability of ambulances within the EMS system the SJCEMS Agency developed a late response exemption approval trigger. The APOD exemption trigger is activated when all of the following occur:

- A minimum of 3 ambulances are delayed at one or more Stockton area hospital (Dameron, St. Joseph's Medical Center, San Joaquin General Hospital) for a time period \geq 60 minutes for each ambulance.
- There are five (5) or fewer ambulances available in the greater Stockton area (Status 5 or less).
- The three (3) ambulances referenced above must have been delayed at hospitals during the 60 minutes prior to the call in which an exemption is being sought.
- Ambulance staffing must be at or above the contracted minimum staffing levels.

During the previous fourteen month period, AMR has steadily increased the number of exemption requests for responses that exceed response time standards due to APOD. In the reporting period for July/August 2014, AMR requested 41 exemptions that met the APOD trigger out of a total of 91 exemption requests (0.94% of total responses). In the current reporting period for July/August 2015, AMR requested 226 exemptions that met the APOD trigger out of a total of 313 exemption requests (2.7% of total responses).

Patient Care Impact

Hospital caused APOD removes ambulance resources from the EMS system significantly impacting the ability of ambulance providers to achieve and maintain response time standards. While the direct impact of APOD on patient care cannot be measured, it is striking to note that the 226 late responses that occurred while the APOD trigger was met in July/August 2015 resulted in 659 late minutes (that exceeded response time compliance criteria).

Appropriately granting hospital caused APOD exemptions to AMR, for factors beyond its control, allows AMR to achieve a reported 91.4% response-time compliance. Nonetheless, APOD robs the EMS system of efficiency and steals precious response-time minutes from acutely ill and injured patients. Hospital caused APOD decreases monthly response-time compliance by more than 3%.

The complete compliance report for May and June 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

July 1, 2015 through July 31, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	372	15	95.97%	X		
SJC Zone A-2	144	14	90.28%	X		
SJC Zone A-3	61	1	98.36%	X		
SJC Zone B-1	1,310	107	91.83%	X		
SJC Zone B-2	1,539	125	91.88%	X		
SJC Zone B-3	27	0	100.00%	X		
SJC Zone B-4	142	16	88.73%			X
SJC Zone B-5	89	17	80.90%			X
SJC Zone C-1	297	20	93.27%	X		
SJC Zone C-2	62	2	96.77%	X		
SJC Zone C-3	42	2	95.24%	X		
All Zones Combined	4,085	319	92.19%	9		2

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2015 through August 31, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	386	20	94.82%	X		
SJC Zone A-2	163	22	86.50%			X
SJC Zone A-3	68	11	83.82%			X
SJC Zone B-1	1,348	139	89.69%			X
SJC Zone B-2	1,582	138	91.28%	X		
SJC Zone B-3	23	1	95.65%	X		
SJC Zone B-4	153	21	86.27%			X
SJC Zone B-5	101	13	87.13%			X
SJC Zone C-1	266	18	93.23%	X		
SJC Zone C-2	74	4	94.59%	X		
SJC Zone C-3	63	7	88.89%			X
All Zones Combined	4,227	394	90.68%	5		6

Fines and Penalties Report

Type of Penalty	July 2015	August 2015
Out of compliance response districts	\$10,000	\$30,000
Late response minutes	\$7,810	\$11,350
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	\$17,810	\$41,350

Weekly Unit Hour Staffing Report

	RFP	July 2015	August 2015
Zone A	588	588	588
Zone B	1932	2184	2139
Zone B *non dedicated	0	550	459
Zone C	504	504	504
Total	3024	3826	3690

*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	July 2015			August 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,802	308	91.90%	3,913	369	90.57%
Suburban 9:29	74	6	91.89%	81	15	81.48%
Suburban-Moderate 15:29	22	1	95.45%	35	2	94.29%
Rural 17:29	162	4	97.53%	178	8	95.51%
Wilderness 29:29	25	0	100.00%	20	0	100.00%
Total	4,085	319	92.19%	4,227	394	90.68%

Mutual Aid Incidents

July 2015			August 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-1 URBAN	1
MDAS	SJ ZONE B-2 URBAN	3	MDAS	SJ ZONE B-2 URBAN	5
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE B-4 SUBURBAN	1
MDAS	SJ ZONE C-1 URBAN	5	MDAS	SJ ZONE B-4 URBAN	1
MDAS	SJ ZONE C-3 RURAL	6	MDAS	SJ ZONE B-5 RURAL	1
Patterson Amb	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE B-5 URBAN	8
			MDAS	SJ ZONE C-1 URBAN	8
			MDAS	SJ ZONE C-2 RURAL	1
			MDAS	SJ ZONE C-3 RURAL	9
			MDAS	SJ ZONE C-3 SUBURBAN	1
Total		21			36

Detailed Response Time Analysis
July 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	372	0:01	12:13	4:32	1:54	7:00
SJ ZONE A-2 URBAN	70	0:15	13:00	6:14	2:19	9:11
SJ ZONE A-3 URBAN	22	3:37	9:46	5:53	1:32	7:03
SJ ZONE B-1 URBAN	1,310	0:01	14:04	5:06	2:13	7:46
SJ ZONE B-2 URBAN	1,538	0:01	25:21	5:06	2:31	7:56
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	113	0:02	21:21	4:55	3:11	8:36
SJ ZONE B-5 URBAN	75	0:01	24:55	6:33	4:04	10:33
SJ ZONE C-1 URBAN	288	0:03	21:45	4:56	3:00	7:29
SJ ZONE C-2 URBAN	7	3:06	9:03	5:39	1:40	9:03
SJ ZONE C-3 URBAN	7	0:18	16:05	6:59	4:20	16:05
SJ ZONE A-2 SUBURBAN	23	0:15	11:25	7:22	2:20	9:55
SJ ZONE A-3 SUBURBAN	10	1:54	12:14	5:31	3:05	8:18
SJ ZONE B-4 SUBURBAN	19	2:11	13:16	7:22	3:07	12:21
SJ ZONE B-5 SUBURBAN	1	0:09	0:09	0:09	0:00	0:09
SJ ZONE C-1 SUBURBAN	9	3:01	7:21	5:34	1:21	7:21
SJ ZONE C-2 SUBURBAN	5	3:09	7:34	5:50	1:47	7:34
SJ ZONE C-3 SUBURBAN	7	0:12	10:24	7:02	2:57	10:24
SJ ZONE C-2 SUBURBAN-MODERATE	22	0:10	16:07	10:12	4:20	14:56
SJ ZONE A-2 RURAL	51	0:02	23:33	10:56	5:15	16:11
SJ ZONE A-3 RURAL	29	0:03	17:35	9:20	3:55	16:18
SJ ZONE B-2 RURAL	1	12:43	12:43	12:43	0:00	12:43
SJ ZONE B-3 RURAL	5	0:01	9:20	5:26	3:07	9:20
SJ ZONE B-4 RURAL	10	0:56	20:21	7:58	5:06	11:30
SJ ZONE B-5 RURAL	13	6:15	14:06	9:50	2:30	13:28
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	25	0:04	23:14	8:58	5:23	16:43
SJ ZONE C-3 RURAL	28	0:02	21:17	8:40	6:55	17:16
SJ ZONE B-3 WILDERNESS	22	0:13	46:44	14:26	9:22	25:50
SJ ZONE C-2 WILDERNESS	3	3:12	14:21	8:57	4:34	14:21
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,802	0:01	25:21	5:05	2:29	7:55
All Suburban Compliance Areas	74	0:09	13:16	6:40	2:49	10:08
All Suburban-Moderate Compliance Areas	22	0:10	16:07	10:12	4:20	14:56
All Rural Compliance Areas	162	0:01	23:33	9:31	5:18	16:11
All Wilderness Compliance Areas	25	0:13	46:44	13:46	9:07	25:50

**Detailed Response Time Analysis
August 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	386	0:01	17:20	4:38	2:25	7:19
SJ ZONE A-2 URBAN	100	0:01	17:35	6:01	2:39	8:39
SJ ZONE A-3 URBAN	29	0:04	14:23	6:25	3:44	12:14
SJ ZONE B-1 URBAN	1,348	0:01	16:19	5:16	2:26	8:11
SJ ZONE B-2 URBAN	1,580	0:01	27:41	5:07	2:44	8:09
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	114	0:02	13:22	4:53	2:49	8:51
SJ ZONE B-5 URBAN	85	0:02	27:03	6:10	4:20	11:42
SJ ZONE C-1 URBAN	252	0:03	18:22	4:48	2:56	7:34
SJ ZONE C-2 URBAN	5	3:49	8:49	5:57	1:44	8:49
SJ ZONE C-3 URBAN	14	0:05	12:45	5:48	3:10	11:40
SJ ZONE A-2 SUBURBAN	29	0:02	13:43	7:13	3:56	12:03
SJ ZONE A-3 SUBURBAN	5	7:11	16:33	10:00	3:25	16:33
SJ ZONE B-4 SUBURBAN	21	0:04	20:25	8:55	5:27	16:19
SJ ZONE B-5 SUBURBAN	2	0:43	5:55	3:19	2:36	5:55
SJ ZONE C-1 SUBURBAN	13	3:01	12:21	6:42	2:17	9:19
SJ ZONE C-2 SUBURBAN	3	1:57	5:03	3:48	1:20	5:03
SJ ZONE C-3 SUBURBAN	8	1:03	12:14	6:09	3:08	12:14
SJ ZONE C-2 SUBURBAN-MODERATE	35	1:02	18:05	11:18	3:23	15:15
SJ ZONE A-2 RURAL	34	0:12	20:17	9:50	4:17	16:05
SJ ZONE A-3 RURAL	34	0:06	25:56	9:46	4:38	13:35
SJ ZONE B-2 RURAL	2	5:56	7:55	6:55	0:00	7:55
SJ ZONE B-3 RURAL	8	0:08	18:06	6:22	5:47	18:06
SJ ZONE B-4 RURAL	18	0:02	23:46	8:17	5:40	16:04
SJ ZONE B-5 RURAL	14	0:01	17:06	10:06	4:39	15:54
SJ ZONE C-1 RURAL	1	6:15	6:15	6:15	0:00	6:15
SJ ZONE C-2 RURAL	27	5:18	24:36	10:24	4:15	16:20
SJ ZONE C-3 RURAL	40	0:05	26:00	10:25	5:41	16:32
SJ ZONE B-3 WILDERNESS	15	0:04	25:26	14:24	5:45	19:57
SJ ZONE C-2 WILDERNESS	4	3:07	27:01	14:31	8:31	27:01
SJ ZONE C-3 WILDERNESS	1	15:55	15:55	15:55	0:00	15:55
All Urban Compliance Areas	3,913	0:01	27:41	5:09	2:42	8:14
All Suburban Compliance Areas	81	0:02	20:25	7:25	4:16	12:21
All Suburban-Moderate Compliance Areas	35	1:02	18:05	11:18	3:23	15:15
All Rural Compliance Areas	178	0:01	26:00	9:41	5:01	16:05
All Wilderness Compliance Areas	20	0:04	27:01	14:30	6:16	19:57

**Exemption Request Report
July 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/01/2015	15094322	B-2	Delays in Transferring Care at ED		Exempt
07/01/2015	15094342	B-1	Delays in Transferring Care at ED		Exempt
07/01/2015	15094386	B-2	Delays in Transferring Care at ED		Exempt
07/01/2015	15094393	B-2	Delays in Transferring Care at ED		Exempt
07/01/2015	15094486	B-2	Delays in Transferring Care at ED		Exempt
07/01/2015	15094578	B-1	Delays in Transferring Care at ED		Exempt
07/01/2015	15094579	A-2	Delays in Transferring Care at ED		Exempt
07/01/2015	15094580	B-1	Delays in Transferring Care at ED		Exempt
07/01/2015	15094592	B-1	Delays in Transferring Care at ED		Exempt
07/02/2015	15095023	B-2	False Report of Emergency		Exempt
07/03/2015	15095637	B-5	Location Change		Exempt
07/03/2015	15095718	A-3	Location Change		Exempt
07/04/2015	15095833	B-4	Road Construction		Exempt
07/04/2015	15095839	A-2	Location Change		Exempt
07/04/2015	15095927	B-2	Delays in Transferring Care at ED		Exempt
07/04/2015	15096015	B-2	Poor Location Information from RP		Exempt
07/04/2015	15096101	B-5	Not Listed		Exempt
07/05/2015	15096558	B-1	Delays in Transferring Care at ED		Exempt
07/05/2015	15096577	B-1	False Report of Emergency		Exempt
07/05/2015	15096748	B-2	Delays in Transferring Care at ED		Exempt
07/05/2015	15096759	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/06/2015	15096941	C-1	Traffic Secondary to Call		Exempt
07/06/2015	15096945	C-2	Location Change		Exempt
07/06/2015	15097094	B-1	Unit Dispatched and Responded Code 2		Exempt
07/07/2015	15097577	B-2	Location Change		Exempt
07/08/2015	15098314	B-1	Delays in Transferring Care at ED		Exempt
07/08/2015	15098319	B-1	Delays in Transferring Care at ED		Exempt
07/09/2015	15098770	A-2	Traffic Secondary to Call		Exempt
07/09/2015	15098802	B-1	Delays in Transferring Care at ED		Exempt
07/09/2015	15098896	C-1	Delays in Transferring Care at ED		Exempt
07/09/2015	15098917	B-2	Road Construction		Exempt
07/10/2015	15099302	B-2	Delays in Transferring Care at ED		Exempt
07/10/2015	15099328	B-1	Delays in Transferring Care at ED		Exempt
07/10/2015	15099368	C-1	Delays in Transferring Care at ED		Exempt
07/10/2015	15099397	B-2	Road Construction		Exempt
07/10/2015	15099419	A-2	Delays in Transferring Care at ED		Exempt
07/11/2015	15099794	B-5	Road Construction		Exempt
07/11/2015	15099844	B-2	Delays in Transferring Care at ED		Exempt
07/11/2015	15099868	B-1	Delays in Transferring Care at ED		Exempt
07/11/2015	15099943	B-2	Delays in Transferring Care at ED		Exempt
07/11/2015	15099948	B-2	Delays in Transferring Care at ED		Exempt
07/11/2015	15099982	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/11/2015	15100007	B-4	Delays in Transferring Care at ED		Exempt
07/12/2015	15100179	B-2	Location Change		Exempt
07/12/2015	15100280	B-2	Traffic Secondary to Call		Exempt
07/12/2015	15100306	B-4	False Report of Emergency		Exempt
07/13/2015	15100666	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100685	B-1	Delays in Transferring Care at ED		Exempt
07/13/2015	15100696	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100734	B-5	Delays in Transferring Care at ED		Exempt
07/13/2015	15100771	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100778	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100787	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100806	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100812	B-1	Delays in Transferring Care at ED		Exempt
07/13/2015	15100900	C-3	Delays in Transferring Care at ED		Exempt
07/13/2015	15100902	C-1	Delays in Transferring Care at ED		Exempt
07/13/2015	15100913	B-2	Delays in Transferring Care at ED		Exempt
07/13/2015	15100920	A-1	Delays in Transferring Care at ED		Exempt
07/13/2015	15100923	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/13/2015	15100927	A-1	Delays in Transferring Care at ED		Exempt
07/13/2015	15100964	A-2	Road Construction		Exempt
07/14/2015	15101417	C-3	Delays in Transferring Care at ED		Exempt
07/14/2015	15101514	B-2	Delays in Transferring Care at ED		Exempt
07/14/2015	15101520	B-4	Delays in Transferring Care at ED		Exempt
07/15/2015	15101755	B-1	Location Change		Exempt
07/15/2015	15101806	B-1	Delays in Transferring Care at ED		Exempt
07/15/2015	15101834	B-2	Delays in Transferring Care at ED		Exempt
07/15/2015	15101998	B-2	Delays in Transferring Care at ED		Exempt
07/15/2015	15102041	B-2	Delays in Transferring Care at ED		Exempt
07/15/2015	15102051	B-1	Delays in Transferring Care at ED		Exempt
07/16/2015	15102327	B-2	Adjusted time based on call audit		Exempt
07/16/2015	15102445	B-5	False Report of Emergency		Exempt
07/17/2015	15102725	B-2	Traffic Secondary to Call	Unit late before hitting traffic	Not Exempt
07/17/2015	15102961	B-2	Delays in Transferring Care at ED		Exempt
07/17/2015	15102983	C-2	Delays in Transferring Care at ED		Exempt
07/17/2015	15103083	B-2	Train		Exempt
07/19/2015	15103757	C-1	Coding Error by SFD CAD		Exempt
07/19/2015	15103957	B-1	Traffic Secondary to Call		Exempt
07/19/2015	15104061	B-1	Road Construction		Exempt
07/19/2015	15104065	B-1	Road Closure		Exempt
07/20/2015	15104345	B-3	Location Change		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/20/2015	15104397	B-2	Delays in Transferring Care at ED		Exempt
07/20/2015	15104480	B-2	Delays in Transferring Care at ED		Exempt
07/20/2015	15104487	B-5	Delays in Transferring Care at ED		Exempt
07/20/2015	15104525	A-3	Delays in Transferring Care at ED		Exempt
07/20/2015	15104528	B-1	Delays in Transferring Care at ED		Exempt
07/20/2015	15104533	B-2	Delays in Transferring Care at ED		Exempt
07/20/2015	15104620	C-1	Delays in Transferring Care at ED		Exempt
07/20/2015	15104625	B-2	Delays in Transferring Care at ED		Exempt
07/20/2015	15104630	B-1	Delays in Transferring Care at ED		Exempt
07/20/2015	15104642	B-2	Delays in Transferring Care at ED		Exempt
07/21/2015	15104838	B-1	Train	Time and Distance	Not Exempt
07/21/2015	15105073	B-1	Delays in Transferring Care at ED		Exempt
07/22/2015	15105291	A-2	False Report of Emergency		Exempt
07/22/2015	15105358	B-1	Delays in Transferring Care at ED		Exempt
07/22/2015	15105360	B-1	Delays in Transferring Care at ED		Exempt
07/22/2015	15105433	A-1	Delays in Transferring Care at ED		Exempt
07/22/2015	15105434	B-2	Delays in Transferring Care at ED		Exempt
07/22/2015	15105438	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/22/2015	15105474	B-2	Road Construction		Exempt
07/22/2015	15105585	B-2	Train		Exempt
07/22/2015	15105601	B-2	Delays in Transferring Care at ED		Exempt
07/23/2015	15105679	B-2	Road Construction		Exempt
07/23/2015	15105962	B-1	Delays in Transferring Care at ED		Exempt
07/23/2015	15105973	B-1	Delays in Transferring Care at ED		Exempt
07/23/2015	15105982	A-3	Delays in Transferring Care at ED		Exempt
07/23/2015	15105992	B-5	Delays in Transferring Care at ED		Exempt
07/24/2015	15106160	C-1	False Report of Emergency		Exempt
07/24/2015	15106481	B-5	Delays in Transferring Care at ED		Exempt
07/26/2015	15107196	A-1	Train		Exempt
07/26/2015	15107324	B-2	Train		Exempt
07/26/2015	15107420	B-4	Mechanical Failure	Not Allowed	Not Exempt
07/26/2015	15107426	B-1	Train		Exempt
07/27/2015	15107658	B-1	Delays in Transferring Care at ED		Exempt
07/27/2015	15107716	B-2	Coding Error by SFD CAD		Exempt
07/27/2015	15107938	B-2	Road Closure		Exempt
07/27/2015	15108017	B-1	Delays in Transferring Care at ED		Exempt
07/27/2015	15108054	B-1	Delays in Transferring Care at ED		Exempt
07/27/2015	15108064	B-2	Delays in Transferring Care at ED		Exempt
07/28/2015	15108354	B-2	Road Construction		Exempt
07/28/2015	15108436	B-2	Delays in Transferring Care at ED		Exempt
07/28/2015	15108462	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
July 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/28/2015	15108590	B-1	Delays in Transferring Care at ED		Exempt
07/28/2015	15108637	B-1	Delays in Transferring Care at ED		Exempt
07/28/2015	15108642	C-1	Delays in Transferring Care at ED		Exempt
07/28/2015	15108691	B-5	Delays in Transferring Care at ED		Exempt
07/28/2015	15108692	B-1	Delays in Transferring Care at ED		Exempt
07/29/2015	15108801	A-2	Freeway Access		Exempt
07/29/2015	15108919	B-2	Adjusted time based on call audit		Exempt
07/29/2015	15108990	C-2	False Report of Emergency		Exempt
07/29/2015	15109077	C-3	Delays in Transferring Care at ED		Exempt
07/29/2015	15109128	A-2	Delays in Transferring Care at ED		Exempt
07/29/2015	15109202	B-4	Delays in Transferring Care at ED		Exempt
07/29/2015	15109221	B-2	Delays in Transferring Care at ED		Exempt
07/29/2015	15109226	B-2	Delays in Transferring Care at ED		Exempt
07/29/2015	15109230	B-5	Delays in Transferring Care at ED		Exempt
07/29/2015	15109233	B-2	Delays in Transferring Care at ED		Exempt
07/29/2015	15109235	B-1	Delays in Transferring Care at ED		Exempt
07/29/2015	15109234	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report
August 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/01/2015	15110424	B-2	Train		Exempt
08/01/2015	15110477	A-1	Train		Exempt
08/01/2015	15110500	B-2	Delays in Transferring Care at ED		Exempt
08/01/2015	15110612	B-1	Delays in Transferring Care at ED		Exempt
08/01/2015	15110613	B-2	Delays in Transferring Care at ED		Exempt
08/02/2015	15110927	B-4	False Report of Emergency		Exempt
08/02/2015	15111051	B-2	Location Change		Exempt
08/02/2015	15111098	C-1	Location Change		Exempt
08/03/2015	15111441	B-1	Delays in Transferring Care at ED		Exempt
08/03/2015	15111455	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111488	B-2	False Report of Emergency		Exempt
08/03/2015	15111491	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111589	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111601	A-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111637	B-1	Delays in Transferring Care at ED		Exempt
08/03/2015	15111647	C-1	Delays in Transferring Care at ED		Exempt
08/03/2015	15111649	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111661	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111660	B-2	Delays in Transferring Care at ED		Exempt
08/03/2015	15111685	B-1	Delays in Transferring Care at ED		Exempt
08/03/2015	15111712	B-1	Location Change		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/04/2015	15111745	B-2	Dispatch Error		Exempt
08/04/2015	15111902	B-1	False Report of Emergency		Exempt
08/04/2015	15111953	B-1	False Report of Emergency		Exempt
08/04/2015	15112038	B-2	Delays in Transferring Care at ED		Exempt
08/04/2015	15112074	B-2	Delays in Transferring Care at ED		Exempt
08/04/2015	15112081	A-1	Delays in Transferring Care at ED		Exempt
08/04/2015	15112164	C-2	Delays in Transferring Care at ED		Exempt
08/04/2015	15112178	B-2	Delays in Transferring Care at ED		Exempt
08/05/2015	15112771	A-3	Delays in Transferring Care at ED		Exempt
08/05/2015	15112774	B-4	Delays in Transferring Care at ED		Exempt
08/06/2015	15112798	B-2	Road Closure		Exempt
08/06/2015	15112864	A-1	Location Change		Exempt
08/06/2015	15112981	B-1	Delays in Transferring Care at ED		Exempt
08/06/2015	15113000	B-1	Delays in Transferring Care at ED		Exempt
08/06/2015	15113004	B-2	Delays in Transferring Care at ED		Exempt
08/06/2015	15113103	B-2	Delays in Transferring Care at ED		Exempt
08/06/2015	15113109	B-1	Delays in Transferring Care at ED		Exempt
08/06/2015	15113110	B-5	Delays in Transferring Care at ED		Exempt
08/06/2015	15113115	B-5	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/06/2015	15113138	A-2	Delays in Transferring Care at ED		Exempt
08/06/2015	15113137	B-1	Delays in Transferring Care at ED		Exempt
08/06/2015	15113206	A-1	Location Change		Exempt
08/07/2015	15113326	B-2	Location Change		Exempt
08/07/2015	15113451	A-2	False Report of Emergency		Exempt
08/07/2015	15113677	B-1	Delays in Transferring Care at ED		Exempt
08/07/2015	15113692	B-2	False Report of Emergency		Exempt
08/07/2015	15113784	B-2	Train		Exempt
08/09/2015	15114540	B-1	Delays in Transferring Care at ED		Exempt
08/09/2015	15114545	B-1	Delays in Transferring Care at ED		Exempt
08/09/2015	15114550	C-1	Delays in Transferring Care at ED		Exempt
08/09/2015	15114576	B-2	Delays in Transferring Care at ED		Exempt
08/09/2015	15114665	B-1	Delays in Transferring Care at ED		Exempt
08/09/2015	15114688	C-1	Delays in Transferring Care at ED		Exempt
08/10/2015	15114920	B-2	Location Change		Exempt
08/10/2015	15114962	B-2	Delays in Transferring Care at ED		Exempt
08/10/2015	15114976	B-1	Delays in Transferring Care at ED		Exempt
08/10/2015	15115027	B-1	Delays in Transferring Care at ED		Exempt
08/10/2015	15115031	B-2	Delays in Transferring Care at ED		Exempt
08/10/2015	15115033	A-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/10/2015	15115194	A-1	Delays in Transferring Care at ED		Exempt
08/10/2015	15115217	B-2	Delays in Transferring Care at ED		Exempt
08/10/2015	15115252	B-2	Delays in Transferring Care at ED		Exempt
08/10/2015	15115261	B-1	Delays in Transferring Care at ED		Exempt
08/11/2015	15115664	C-1	Delays in Transferring Care at ED		Exempt
08/11/2015	15115734	B-2	Delays in Transferring Care at ED		Exempt
08/12/2015	15115781	A-1	Road Construction		Exempt
08/12/2015	15115973	B-2	Delays in Transferring Care at ED		Exempt
08/12/2015	15116209	B-1	Road Construction	Time and Distance	Not Exempt
08/12/2015	15116246	B-1	Road Construction		Exempt
08/12/2015	15116258	B-2	Road Construction	Time and Distance	Not Exempt
08/13/2015	15116277	B-2	Road Construction		Exempt
08/13/2015	15116445	B-2	Road Construction		Exempt
08/13/2015	15116567	B-2	Delays in Transferring Care at ED		Exempt
08/13/2015	15116720	B-4	Delays in Transferring Care at ED		Exempt
08/13/2015	15116768	C-1	Adjusted time based on call audit		Exempt
08/14/2015	15116815	B-2	Train		Exempt
08/14/2015	15117009	B-2	Delays in Transferring Care at ED		Exempt
08/14/2015	15117030	A-2	Delays in Transferring Care at ED		Exempt
08/14/2015	15117033	B-2	Delays in Transferring Care at ED		Exempt
08/14/2015	15117032	B-5	Delays in Transferring Care at ED		Exempt
08/14/2015	15117038	A-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/14/2015	15117060	B-4	Delays in Transferring Care at ED		Exempt
08/14/2015	15117072	B-1	Delays in Transferring Care at ED		Exempt
08/14/2015	15117142	B-1	Delays in Transferring Care at ED		Exempt
08/14/2015	15117156	B-1	Delays in Transferring Care at ED		Exempt
08/14/2015	15117282	B-1	Delays in Transferring Care at ED		Exempt
08/15/2015	15117333	B-2	Delays in Transferring Care at ED		Exempt
08/15/2015	15117341	B-5	Delays in Transferring Care at ED		Exempt
08/15/2015	15117343	B-2	Delays in Transferring Care at ED		Exempt
08/15/2015	15117353	B-2	Delays in Transferring Care at ED		Exempt
08/15/2015	15117375	B-2	Delays in Transferring Care at ED		Exempt
08/15/2015	15117382	B-2	Delays in Transferring Care at ED		Exempt
08/15/2015	15117502	B-1	Delays in Transferring Care at ED		Exempt
08/15/2015	15117523	B-5	Delays in Transferring Care at ED		Exempt
08/15/2015	15117525	B-1	Delays in Transferring Care at ED		Exempt
08/15/2015	15117671	A-2	Delays in Transferring Care at ED		Exempt
08/16/2015	15118103	B-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118548	A-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/17/2015	15118564	B-2	Delays in Transferring Care at ED		Exempt
08/17/2015	15118576	C-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118677	B-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118705	B-2	Delays in Transferring Care at ED		Exempt
08/17/2015	15118722	B-4	Delays in Transferring Care at ED		Exempt
08/17/2015	15118728	B-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118735	B-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118764	B-2	Delays in Transferring Care at ED		Exempt
08/17/2015	15118833	B-5	Delays in Transferring Care at ED		Exempt
08/17/2015	15118835	B-1	Delays in Transferring Care at ED		Exempt
08/17/2015	15118862	B-5	Delays in Transferring Care at ED		Exempt
08/18/2015	15119231	B-2	Delays in Transferring Care at ED		Exempt
08/18/2015	15119234	B-5	Delays in Transferring Care at ED		Exempt
08/18/2015	15119236	B-2	Delays in Transferring Care at ED		Exempt
08/18/2015	15119242	B-1	Delays in Transferring Care at ED		Exempt
08/18/2015	15119283	B-1	Delays in Transferring Care at ED		Exempt
08/18/2015	15119339	A-2	Road Construction		Exempt
08/18/2015	15119394	C-1	False Report of Emergency		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/19/2015	15119606	B-2	Road Construction		Exempt
08/19/2015	15119777	B-2	Delays in Transferring Care at ED		Exempt
08/19/2015	15119798	B-1	Delays in Transferring Care at ED		Exempt
08/19/2015	15119811	B-1	Delays in Transferring Care at ED		Exempt
08/19/2015	15119883	B-5	Delays in Transferring Care at ED		Exempt
08/20/2015	15120290	B-5	Adjusted time based on call audit		Exempt
08/20/2015	15120313	B-2	Traffic Secondary to Call		Exempt
08/20/2015	15120377	B-1	Location Change		Exempt
08/21/2015	15120568	B-1	Poor Location Information from RP		Exempt
08/21/2015	15120764	B-1	Delays in Transferring Care at ED		Exempt
08/21/2015	15120776	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120787	A-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120794	A-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120921	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120939	A-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120942	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120949	B-2	Train		Exempt
08/21/2015	15120950	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120963	A-3	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/21/2015	15120972	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120976	B-5	Delays in Transferring Care at ED		Exempt
08/21/2015	15120986	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120993	B-2	Delays in Transferring Care at ED		Exempt
08/21/2015	15120999	B-1	Delays in Transferring Care at ED		Exempt
08/22/2015	15121095	B-5	Other		Exempt
08/22/2015	15121442	B-5	Off-Road Location		Exempt
08/24/2015	15122228	B-2	Delays in Transferring Care at ED		Exempt
08/24/2015	15122242	B-2	Delays in Transferring Care at ED		Exempt
08/24/2015	15122256	A-2	Delays in Transferring Care at ED		Exempt
08/24/2015	15122258	B-2	Delays in Transferring Care at ED		Exempt
08/25/2015	15122585	B-2	Location Change		Exempt
08/25/2015	15122731	B-4	Delays in Transferring Care at ED		Exempt
08/25/2015	15122732	A-1	Delays in Transferring Care at ED		Exempt
08/25/2015	15122734	B-1	Delays in Transferring Care at ED		Exempt
08/25/2015	15122741	C-1	Delays in Transferring Care at ED		Exempt
08/25/2015	15122976	B-1	Delays in Transferring Care at ED		Exempt
08/25/2015	15122987	B-1	Delays in Transferring Care at ED		Exempt
08/25/2015	15122990	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/26/2015	15123487	B-2	Delays in Transferring Care at ED		Exempt
08/26/2015	15123512	B-1	Delays in Transferring Care at ED		Exempt
08/26/2015	15123605	B-2	False Report of Emergency		Exempt
08/27/2015	15123622	A-3	Delays in Transferring Care at ED		Exempt
08/27/2015	15123630	B-2	Road Construction		Exempt
08/27/2015	15123780	B-2	False Report of Emergency		Exempt
08/27/2015	15123807	B-2	Road Closure		Exempt
08/27/2015	15123979	B-1	Delays in Transferring Care at ED		Exempt
08/27/2015	15124052	B-2	Delays in Transferring Care at ED		Exempt
08/27/2015	15124095	A-1	Delays in Transferring Care at ED		Exempt
08/27/2015	15124121	B-5	Road Closure	Poor route decision	Not Exempt
08/28/2015	15124277	B-1	Location Change		Exempt
08/28/2015	15124444	B-1	Delays in Transferring Care at ED		Exempt
08/28/2015	15124580	A-1	Delays in Transferring Care at ED		Exempt
08/28/2015	15124588	B-4	Delays in Transferring Care at ED		Exempt
08/28/2015	15124594	B-1	Delays in Transferring Care at ED		Exempt
08/28/2015	15124608	B-1	Delays in Transferring Care at ED		Exempt
08/28/2015	15124745	B-5	Delays in Transferring Care at ED		Exempt
08/28/2015	15124775	B-1	Delays in Transferring Care at ED		Exempt
08/29/2015	15124790	B-2	Freeway Access		Exempt
08/29/2015	15125137	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
August 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/29/2015	15125154	B-1	Delays in Transferring Care at ED		Exempt
08/30/2015	15125373	C-3	False Report of Emergency		Exempt
08/31/2015	15125824	B-2	Adjusted time based on call audit		Exempt
08/31/2015	15125853	B-2	Road Construction	Poor route decision	Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Monthly Average
A-1	94%	93%	96%	95%	93%	94%	95%	96%	95%	95%	96%	95%	94.7%
A-2	86%	90%	90%	90%	91%	91%	89%	94%	93%	85%	90%	87%	89.5%
A-3	80%	83%	90%	84%	80%	76%	92%	83%	83%	88%	98%	84%	85.3%
B-1	89%	88%	90%	87%	91%	90%	89%	92%	91%	92%	92%	90%	90.1%
B-2	92%	92%	92%	92%	93%	90%	91%	90%	91%	91%	92%	91%	91.6%
B-3	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%	100%	96%	98.9%
B-4	84%	82%	83%	84%	78%	82%	89%	80%	91%	87%	89%	86%	84.5%
B-5	92%	87%	80%	76%	94%	75%	88%	89%	83%	80%	81%	87%	84.5%
C-1	94%	94%	96%	95%	92%	93%	96%	96%	94%	93%	93%	93%	94.2%
C-2	98%	91%	88%	96%	94%	89%	96%	96%	94%	95%	97%	95%	94.0%
C-3	88%	92%	90%	91%	97%	96%	94%	96%	90%	96%	95%	89%	92.7%
All Zones	91%	91%	91%	90%	92%	90%	91%	92%	91%	91%	92%	91%	91.1%

Failure to Provide Data

Event Type	July 2015	August 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

