



San Joaquin County Emergency Medical Services Agency



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

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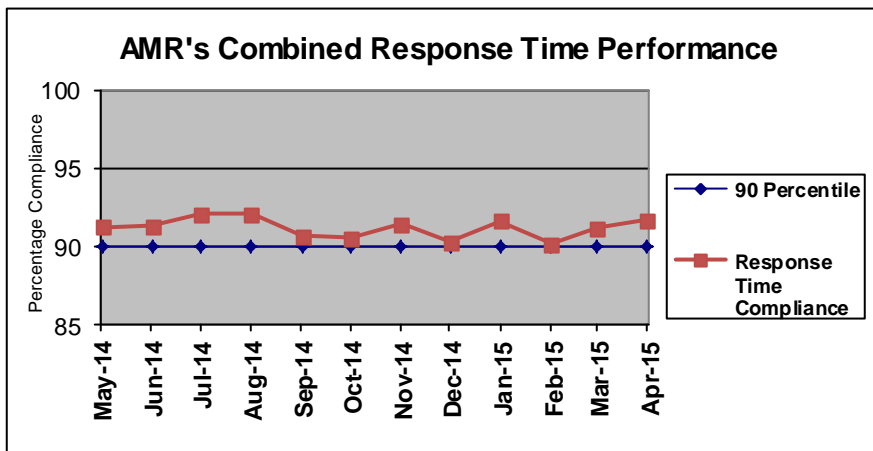
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: July 24, 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 March and April, 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 March and April 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 91.17% for March and 91.69% for April.

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

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

The complete compliance report for March and April 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

March 1, 2015 through March 31, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	387	20	94.83%	X		
SJC Zone A-2	123	14	88.62%		X	
SJC Zone A-3	64	5	92.19%	X		
SJC Zone B-1	1,360	147	89.19%		X	
SJC Zone B-2	1,567	139	91.13%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	125	14	88.80%		X	
SJC Zone B-5	74	9	87.84%		X	
SJC Zone C-1	359	15	95.82%	X		
SJC Zone C-2	67	3	95.52%	X		
SJC Zone C-3	36	2	94.44%	X		
All Zones Combined	4,168	368	91.17%	7	4	

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2015 through April 30, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	359	16	95.54%	X		
SJC Zone A-2	124	8	93.55%	X		
SJC Zone A-3	59	10	83.05%		X	
SJC Zone B-1	1,248	98	92.15%	X		
SJC Zone B-2	1,510	144	90.46%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	121	24	80.17%		X	
SJC Zone B-5	91	10	89.01%		X	
SJC Zone C-1	288	11	96.18%	X		
SJC Zone C-2	57	2	96.49%	X		
SJC Zone C-3	48	2	95.83%	X		
All Zones Combined	3,912	325	91.69%	8	3	

Fines and Penalties Report

Type of Penalty	March 2015	April 2015
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$9,760	\$8,050
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	\$29,760	\$23,050

Weekly Unit Hour Staffing Report

	RFP	March 2015	April 2015
Zone A	588	588	588
Zone B	1932	2178	2150
Zone B *non dedicated	0	480	495
Zone C	504	504	504
Total	3024	3750	3737

*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	March 2015			April 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,940	358	90.91%	3,674	313	91.48%
Suburban 9:29	71	7	90.14%	60	6	90.00%
Suburban-Moderate 15:29	25	1	96.00%	13	0	100.00%
Rural 17:29	119	1	99.16%	155	6	96.13%
Wilderness 29:29	13	1	92.31%	10	0	100.00%
Total	4,168	368	91.17%	3,912	325	91.69%

Mutual Aid Incidents

March 2015			April 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	3	MDAS	SJ ZONE B-1 URBAN	2
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE C-1 SUBURBAN	1	MDAS	SJ ZONE B-5 URBAN	6
MDAS	SJ ZONE C-1 URBAN	8	MDAS	SJ ZONE C-1 URBAN	4
MDAS	SJ ZONE C-2 SUBURBMO	2	MDAS	SJ ZONE C-3 RURAL	3
MDAS	SJ ZONE C-3 RURAL	4			
Total		22			16

Detailed Response Time Analysis
March 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	0:03	14:22	4:47	2:06	7:16
SJ ZONE A-2 URBAN	69	0:03	12:39	5:41	2:20	8:49
SJ ZONE A-3 URBAN	29	0:04	13:46	5:21	3:03	8:24
SJ ZONE B-1 URBAN	1,360	0:00	25:06	5:24	2:39	8:38
SJ ZONE B-2 URBAN	1,565	0:00	17:28	5:13	2:26	8:01
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	100	0:02	12:03	5:52	2:29	8:26
SJ ZONE B-5 URBAN	56	0:01	16:14	5:57	3:48	10:59
SJ ZONE C-1 URBAN	348	0:02	18:58	4:32	2:31	6:50
SJ ZONE C-2 URBAN	15	2:19	9:53	6:39	2:30	9:46
SJ ZONE C-3 URBAN	9	2:07	9:48	5:07	2:18	9:48
SJ ZONE A-2 SUBURBAN	18	0:05	11:19	6:56	3:28	10:39
SJ ZONE A-3 SUBURBAN	5	4:08	9:29	6:57	2:14	9:29
SJ ZONE B-4 SUBURBAN	22	0:04	17:04	8:09	4:05	13:21
SJ ZONE B-5 SUBURBAN	7	3:41	8:43	6:00	1:40	8:43
SJ ZONE C-1 SUBURBAN	10	0:04	8:17	4:54	2:24	7:36
SJ ZONE C-2 SUBURBAN	3	5:22	9:25	7:07	1:42	9:25
SJ ZONE C-3 SUBURBAN	6	0:12	9:14	5:26	2:45	9:14
SJ ZONE C-2 SUBURBAN-MODERATE	25	1:21	24:28	11:48	4:14	14:57
SJ ZONE A-2 RURAL	36	2:32	17:28	10:18	3:41	14:36
SJ ZONE A-3 RURAL	30	0:05	16:25	9:21	4:16	15:01
SJ ZONE B-2 RURAL	1	0:14	0:14	0:14	0:00	0:14
SJ ZONE B-3 RURAL	5	4:17	24:23	10:41	7:07	24:23
SJ ZONE B-4 RURAL	3	8:18	9:03	8:38	0:19	9:03
SJ ZONE B-5 RURAL	10	6:17	16:49	11:04	3:31	15:21
SJ ZONE C-1 RURAL	1	3:58	3:58	3:58	0:00	3:58
SJ ZONE C-2 RURAL	13	0:12	15:38	9:58	3:51	13:00
SJ ZONE C-3 RURAL	20	0:03	18:44	10:17	4:41	15:33
SJ ZONE B-3 WILDERNESS	1	16:26	16:26	16:26	0:00	16:26
SJ ZONE C-2 WILDERNESS	11	2:18	50:25	16:40	12:06	20:52
SJ ZONE C-3 WILDERNESS	1	14:04	14:04	14:04	0:00	14:04
All Urban Compliance Areas	3,937	0:00	25:06	5:13	2:32	8:12
All Suburban Compliance Areas	71	0:04	17:04	6:49	3:26	10:16
All Suburban-Moderate Compliance Areas	25	1:21	24:28	11:48	4:14	14:57
All Rural Compliance Areas	119	0:03	24:23	9:55	4:19	15:24
All Wilderness Compliance Areas	13	2:18	50:25	16:26	11:09	20:52

Detailed Response Time Analysis
April 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	359	0:04	33:00	4:53	2:26	7:08
SJ ZONE A-2 URBAN	67	0:06	19:45	6:09	2:34	8:21
SJ ZONE A-3 URBAN	22	2:13	10:49	6:28	2:17	9:14
SJ ZONE B-1 URBAN	1,248	0:01	18:10	5:14	2:16	7:46
SJ ZONE B-2 URBAN	1,509	0:01	17:15	5:15	2:26	8:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	91	0:03	14:59	5:59	3:06	10:40
SJ ZONE B-5 URBAN	70	0:02	15:01	5:47	3:18	10:09
SJ ZONE C-1 URBAN	279	0:03	18:24	4:45	2:40	7:16
SJ ZONE C-2 URBAN	18	0:10	13:34	5:29	3:15	10:50
SJ ZONE C-3 URBAN	11	0:48	14:22	5:16	3:23	7:05
SJ ZONE A-2 SUBURBAN	17	0:05	11:24	6:42	2:27	9:11
SJ ZONE A-3 SUBURBAN	4	2:25	7:51	4:14	2:08	7:51
SJ ZONE B-4 SUBURBAN	22	0:20	17:30	8:14	4:35	15:23
SJ ZONE B-5 SUBURBAN	4	3:32	8:07	5:48	1:44	8:07
SJ ZONE C-1 SUBURBAN	7	1:03	8:51	5:26	2:46	8:51
SJ ZONE C-2 SUBURBAN	2	4:40	4:48	4:44	0:04	4:48
SJ ZONE C-3 SUBURBAN	4	0:04	9:00	5:35	3:20	9:00
SJ ZONE C-2 SUBURBAN-MODERATE	13	6:20	15:23	11:31	2:07	14:16
SJ ZONE A-2 RURAL	40	4:48	17:18	10:39	2:55	14:36
SJ ZONE A-3 RURAL	33	3:18	19:34	9:56	3:52	13:57
SJ ZONE B-2 RURAL	1	9:22	9:22	9:22	0:00	9:22
SJ ZONE B-3 RURAL	4	6:07	20:52	10:28	6:03	20:52
SJ ZONE B-4 RURAL	8	10:15	20:10	14:23	3:23	20:10
SJ ZONE B-5 RURAL	17	0:05	24:34	10:58	5:00	18:15
SJ ZONE C-1 RURAL	2	3:41	5:09	4:25	0:44	5:09
SJ ZONE C-2 RURAL	17	6:31	16:36	10:31	2:58	15:05
SJ ZONE C-3 RURAL	33	0:08	19:08	10:12	4:52	15:25
SJ ZONE B-3 WILDERNESS	3	7:35	19:16	11:47	5:18	19:16
SJ ZONE C-2 WILDERNESS	7	9:21	25:36	17:19	5:08	25:36
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,674	0:01	33:00	5:13	2:28	7:57
All Suburban Compliance Areas	60	0:04	17:30	6:45	3:39	10:18
All Suburban-Moderate Compliance Areas	13	6:20	15:23	11:31	2:07	14:16
All Rural Compliance Areas	155	0:05	24:34	10:31	4:08	15:25
All Wilderness Compliance Areas	10	7:35	25:36	15:39	5:46	21:55

**Exemption Request Report
March 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/02/2015	15031272	B-1	Dispatch Error		Exempt
03/02/2015	15031388	B-2	False Report of Emergency		Exempt
03/02/2015	15031411	C-1	Delays in Transferring Care at ED		Exempt
03/02/2015	15031415	C-2	Delays in Transferring Care at ED		Exempt
03/02/2015	15031420	C-1	Delays in Transferring Care at ED		Exempt
03/02/2015	15031439	B-4	Delays in Transferring Care at ED		Exempt
03/02/2015	15031449	B-1	Delays in Transferring Care at ED		Exempt
03/03/2015	15031803	B-2	Delays in Transferring Care at ED		Exempt
03/04/2015	15032489	B-2	False Report of Emergency		Exempt
03/05/2015	15032890	B-1	Delays in Transferring Care at ED		Exempt
03/06/2015	15033152	B-2	Train		Exempt
03/06/2015	15033304	A-1	Dispatch Error		Exempt
03/06/2015	15033446	B-1	Delays in Transferring Care at ED		Exempt
03/06/2015	15033477	A-1	Not Listed		Exempt
03/06/2015	15033515	B-1	Delays in Transferring Care at ED		Exempt
03/06/2015	15033544	B-1	Road Construction		Exempt
03/06/2015	15033549	B-4	Delays in Transferring Care at ED		Exempt
03/06/2015	15033564	B-2	Delays in Transferring Care at ED		Exempt
03/06/2015	15033570	B-1	Delays in Transferring Care at ED		Exempt
03/06/2015	15033571	B-2	Delays in Transferring Care at ED		Exempt
03/07/2015	15033917	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/07/2015	15033927	B-5	Delays in Transferring Care at ED		Exempt
03/07/2015	15033963	C-1	Freeway Access		Exempt
03/07/2015	15034053	B-1	Delays in Transferring Care at ED		Exempt
03/07/2015	15034138	B-1	Delays in Transferring Care at ED		Exempt
03/08/2015	15034175	C-2	Delays in Transferring Care at ED		Exempt
03/08/2015	15034206	B-1	Train		Exempt
03/08/2015	15034438	B-2	Delays in Transferring Care at ED		Exempt
03/08/2015	15034452	B-3	Location Change		Exempt
03/10/2015	15035134	B-1	Delays in Transferring Care at ED	Criteria not met	Not Exempt
03/10/2015	15035138	B-1	Delays in Transferring Care at ED	Criteria not met	Not Exempt
03/10/2015	15035147	B-5	Delays in Transferring Care at ED	Criteria not met	Not Exempt
03/10/2015	15035399	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035402	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035420	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035465	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035476	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035483	B-2	Delays in Transferring Care at ED		Exempt
03/10/2015	15035485	B-4	Delays in Transferring Care at ED		Exempt
03/10/2015	15035500	C-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/10/2015	15035517	B-2	Delays in Transferring Care at ED		Exempt
03/10/2015	15035518	B-1	Delays in Transferring Care at ED		Exempt
03/10/2015	15035520	B-2	Delays in Transferring Care at ED		Exempt
03/10/2015	15035553	B-2	Delays in Transferring Care at ED		Exempt
03/10/2015	15035555	B-2	Delays in Transferring Care at ED		Exempt
03/10/2015	15035556	B-2	Delays in Transferring Care at ED		Exempt
03/11/2015	15035700	B-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035704	B-2	False Report of Emergency		Exempt
03/11/2015	15035788	B-4	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035806	B-1	Delays in Transferring Care at ED		Exempt
03/11/2015	15035826	A-2	Delays in Transferring Care at ED		Exempt
03/11/2015	15035837	B-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035838	B-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035839	B-2	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035861	B-2	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035866	B-1	Delays in Transferring Care at ED		Exempt
03/11/2015	15035882	B-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035911	B-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15035940	C-2	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15036002	C-1	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15036046	B-4	Unit Dispatched and Responded Code 2		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/11/2015	15036057	B-2	Unit Dispatched and Responded Code 2		Exempt
03/11/2015	15036093	B-2	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036215	B-4	Delays in Transferring Care at ED		Exempt
03/12/2015	15036231	B-4	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036294	B-1	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036333	B-5	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036500	B-2	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036503	B-2	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036513	B-1	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036517	B-1	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036520	B-1	Unit Dispatched and Responded Code 2		Exempt
03/12/2015	15036537	B-2	Unit Dispatched and Responded Code 2		Exempt
03/13/2015	15037016	B-1	False Report of Emergency		Exempt
03/13/2015	15037122	A-3	Adjusted time based on call audit		Exempt
03/13/2015	15037133	B-4	Delays in Transferring Care at ED		Exempt
03/13/2015	15037158	B-2	Delays in Transferring Care at ED		Exempt
03/13/2015	15037160	C-2	Delays in Transferring Care at ED		Exempt
03/13/2015	15037166	B-2	Delays in Transferring Care at ED		Exempt
03/14/2015	15037393	B-2	Adjusted time based on call audit		Exempt
03/14/2015	15037620	B-2	Delays in Transferring Care at ED		Exempt
03/14/2015	15037634	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/14/2015	15037651	C-1	Delays in Transferring Care at ED		Exempt
03/14/2015	15037657	B-2	Delays in Transferring Care at ED		Exempt
03/15/2015	15038066	B-1	Not Listed		Exempt
03/16/2015	15038525	B-2	Delays in Transferring Care at ED		Exempt
03/16/2015	15038645	B-1	Delays in Transferring Care at ED		Exempt
03/16/2015	15038659	B-1	Delays in Transferring Care at ED		Exempt
03/17/2015	15039003	B-2	Train		Exempt
03/17/2015	15039036	B-1	Location Change		Exempt
03/17/2015	15039078	B-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039487	B-2	Location Change		Exempt
03/18/2015	15039597	B-2	Road Construction		Exempt
03/18/2015	15039651	A-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039696	B-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039705	B-1	Delays in Transferring Care at ED		Exempt
03/18/2015	15039728	B-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039736	B-1	Delays in Transferring Care at ED		Exempt
03/18/2015	15039737	B-1	Unit Dispatched and Responded Code 2		Exempt
03/18/2015	15039739	B-1	Delays in Transferring Care at ED		Exempt
03/18/2015	15039740	B-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039758	B-2	Delays in Transferring Care at ED		Exempt
03/18/2015	15039766	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/18/2015	15039776	B-1	Delays in Transferring Care at ED		Exempt
03/18/2015	15039869	C-2	Delays in Transferring Care at ED		Exempt
03/19/2015	15040281	A-2	Adjusted time based on call audit		Exempt
03/19/2015	15040361	A-2	Traffic Secondary to Call		Exempt
03/19/2015	15040369	B-1	Delays in Transferring Care at ED		Exempt
03/20/2015	15040656	B-1	Delays in Transferring Care at ED		Exempt
03/20/2015	15040660	B-2	Delays in Transferring Care at ED		Exempt
03/20/2015	15040664	A-1	Delays in Transferring Care at ED		Exempt
03/20/2015	15040792	B-2	Delays in Transferring Care at ED		Exempt
03/20/2015	15040858	A-1	Delays in Transferring Care at ED		Exempt
03/20/2015	15040872	B-1	Delays in Transferring Care at ED		Exempt
03/21/2015	15041016	B-2	False Report of Emergency		Exempt
03/21/2015	15041227	B-4	Delays in Transferring Care at ED		Exempt
03/21/2015	15041291	B-1	Delays in Transferring Care at ED		Exempt
03/21/2015	15041333	A-1	Train		Exempt
03/21/2015	15041389	A-1	Delays in Transferring Care at ED		Exempt
03/21/2015	15041395	B-1	Delays in Transferring Care at ED		Exempt
03/21/2015	15041406	B-2	Delays in Transferring Care at ED		Exempt
03/21/2015	15041409	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/21/2015	15041413	B-1	Delays in Transferring Care at ED		Exempt
03/21/2015	15041418	B-1	Train		Exempt
03/22/2015	15041554	C-3	False Report of Emergency		Exempt
03/22/2015	15041857	B-2	Road Closure		Exempt
03/23/2015	15042080	B-2	Poor Location Information from RP		Exempt
03/23/2015	15042123	B-1	Delays in Transferring Care at ED		Exempt
03/23/2015	15042161	B-2	Delays in Transferring Care at ED		Exempt
03/23/2015	15042244	B-1	Delays in Transferring Care at ED		Exempt
03/23/2015	15042258	B-1	Delays in Transferring Care at ED		Exempt
03/23/2015	15042268	B-5	Delays in Transferring Care at ED		Exempt
03/23/2015	15042275	B-2	Delays in Transferring Care at ED		Exempt
03/23/2015	15042362	B-2	Delays in Transferring Care at ED		Exempt
03/23/2015	15042363	B-2	Delays in Transferring Care at ED		Exempt
03/23/2015	15042368	B-1	Delays in Transferring Care at ED		Exempt
03/23/2015	15042378	B-2	Delays in Transferring Care at ED		Exempt
03/24/2015	15042892	B-2	Delays in Transferring Care at ED		Exempt
03/25/2015	15043120	B-2	Delays in Transferring Care at ED		Exempt
03/25/2015	15043234	B-5	Road Construction		Exempt
03/25/2015	15043381	B-2	Road Construction		Exempt
03/26/2015	15043522	B-2	Road Closure		Exempt
03/26/2015	15043624	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/26/2015	15043634	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043647	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043675	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043691	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043692	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043700	B-5	Delays in Transferring Care at ED		Exempt
03/26/2015	15043701	B-5	Delays in Transferring Care at ED		Exempt
03/26/2015	15043710	B-2	Road Closure		Exempt
03/26/2015	15043843	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043847	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043853	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043884	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043892	C-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043894	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043905	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043909	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043940	B-2	Delays in Transferring Care at ED		Exempt
03/26/2015	15043955	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/26/2015	15043957	B-1	Delays in Transferring Care at ED		Exempt
03/26/2015	15043997	B-2	Road Closure		Exempt
03/27/2015	15044108	B-2	Encountered Second Call while Enroute		Exempt
03/27/2015	15044228	B-1	Delays in Transferring Care at ED		Exempt
03/27/2015	15044382	B-4	Traffic Secondary to Call		Exempt
03/27/2015	15044406	B-1	Delays in Transferring Care at ED		Exempt
03/27/2015	15044548	B-1	Delays in Transferring Care at ED		Exempt
03/28/2015	15044576	B-2	Train		Exempt
03/29/2015	15045073	B-1	Delays in Transferring Care at ED		Exempt
03/29/2015	15045104	B-2	Delays in Transferring Care at ED		Exempt
03/29/2015	15045400	B-2	Adjusted time based		Exempt
03/30/2015	15045655	B-2	Traffic Secondary to Call		Exempt
03/30/2015	15045878	B-1	Delays in Transferring Care at ED		Exempt
03/30/2015	15045888	A-1	False Report of Emergency		Exempt
03/30/2015	15045946	B-5	Delays in Transferring Care at ED		Exempt
03/30/2015	15046036	C-2	Delays in Transferring Care at ED		Exempt
03/30/2015	15046045	B-1	Delays in Transferring Care at ED		Exempt
03/30/2015	15046048	B-1	Delays in Transferring Care at ED		Exempt
03/30/2015	15046051	B-4	Delays in Transferring Care at ED		Exempt
03/31/2015	15046489	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/31/2015	15046505	B-5	Delays in Transferring Care at ED		Exempt
03/31/2015	15046508	B-1	Delays in Transferring Care at ED		Exempt
03/31/2015	15046540	B-1	Delays in Transferring Care at ED		Exempt
03/31/2015	15046545	B-1	Delays in Transferring Care at ED		Exempt
03/31/2015	15046547	B-1	Delays in Transferring Care at ED		Exempt
03/31/2015	15046632	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/01/2015	15046739	B-2	Train		Exempt
04/03/2015	15047894	B-2	Road Construction		Exempt
04/05/2015	15048795	B-2	False Report of Emergency		Exempt
04/05/2015	15049010	B-1	Location Change		Exempt
04/05/2015	15049075	B-1	Adjusted time based on call audit		Exempt
04/05/2015	15049136	B-2	Location Change		Exempt
04/06/2015	15049255	B-2	Adjusted time based on call audit		Exempt
04/06/2015	15049722	B-1	Train	Time and distance	Not Exempt
04/07/2015	15049811	B-2	Traffic Secondary to Call		Exempt
04/07/2015	15050045	B-2	Delays in Transferring Care at ED		Exempt
04/07/2015	15050070	A-1	Train		Exempt
04/07/2015	15050215	B-2	Delays in Transferring Care at ED		Exempt
04/07/2015	15050214	B-2	Delays in Transferring Care at ED		Exempt
04/07/2015	15050217	B-2	Delays in Transferring Care at ED		Exempt
04/08/2015	15050419	B-1	Delays in Transferring Care at ED		Exempt
04/08/2015	15050428	A-2	Delays in Transferring Care at ED		Exempt
04/08/2015	15050513	B-5	Delays in Transferring Care at ED		Exempt
04/08/2015	15050545	B-2	Delays in Transferring Care at ED		Exempt
04/08/2015	15050564	B-2	Delays in Transferring Care at ED		Exempt
04/08/2015	15050587	B-1	Delays in Transferring Care at ED		Exempt
04/08/2015	15050590	B-1	Delays in Transferring Care at ED		Exempt
04/08/2015	15050593	A-3	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/08/2015	15050601	B-1	Delays in Transferring Care at ED		Exempt
04/08/2015	15050726	B-2	Location Change		Exempt
04/10/2015	15051459	C-3	False Report of Emergency		Exempt
04/10/2015	15051565	B-1	Delays in Transferring Care at ED		Exempt
04/10/2015	15051588	B-4	Delays in Transferring Care at ED		Exempt
04/10/2015	15051651	B-5	Location Change		Exempt
04/11/2015	15051905	B-2	Road Closure		Exempt
04/12/2015	15052464	A-2	Delays in Transferring Care at ED		Exempt
04/12/2015	15052555	C-1	Location Change		Exempt
04/12/2015	15052758	A-1	Delays in Transferring Care at ED		Exempt
04/12/2015	15052769	B-1	Delays in Transferring Care at ED		Exempt
04/12/2015	15052770	B-1	Delays in Transferring Care at ED		Exempt
04/12/2015	15052776	B-2	Delays in Transferring Care at ED		Exempt
04/13/2015	15053033	B-1	Delays in Transferring Care at ED		Exempt
04/14/2015	15053687	B-2	Delays in Transferring Care at ED		Exempt
04/15/2015	15053819	B-2	Road Closure		Exempt
04/15/2015	15054216	B-2	Delays in Transferring Care at ED		Exempt
04/17/2015	15054983	A-1	Train		Exempt
04/17/2015	15055195	B-2	Delays in Transferring Care at ED		Exempt
04/17/2015	15055219	B-1	Delays in Transferring Care at ED		Exempt
04/17/2015	15055222	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/17/2015	15055233	A-1	Delays in Transferring Care at ED		Exempt
04/17/2015	15055239	B-2	Delays in Transferring Care at ED		Exempt
04/17/2015	15055244	A-2	Delays in Transferring Care at ED		Exempt
04/17/2015	15055253	B-4	Delays in Transferring Care at ED		Exempt
04/17/2015	15055256	C-1	Delays in Transferring Care at ED		Exempt
04/17/2015	15055310	B-2	Train		Exempt
04/18/2015	15055610	B-2	False Report of Emergency		Exempt
04/18/2015	15055707	B-3	False Report of Emergency		Exempt
04/18/2015	15055737	B-1	Delays in Transferring Care at ED		Exempt
04/18/2015	15055814	C-1	False Report of Emergency		Exempt
04/19/2015	15056058	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056061	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056087	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056150	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056158	A-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056161	A-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056162	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056163	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056170	C-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/19/2015	15056172	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056173	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056201	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056222	B-5	Delays in Transferring Care at ED		Exempt
04/19/2015	15056227	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056230	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056235	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056276	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056292	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056295	B-2	False Report of Emergency		Exempt
04/19/2015	15056301	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056300	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056312	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056374	B-2	Delays in Transferring Care at ED		Exempt
04/19/2015	15056391	B-1	Delays in Transferring Care at ED		Exempt
04/19/2015	15056410	C-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056516	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056584	B-2	Adjusted time based on call audit		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/20/2015	15056664	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056666	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056668	C-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056674	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056771	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056769	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056774	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056777	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056782	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056886	A-2	False Report of Emergency		Exempt
04/20/2015	15056957	B-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056983	B-4	Delays in Transferring Care at ED		Exempt
04/20/2015	15056986	C-1	Delays in Transferring Care at ED		Exempt
04/20/2015	15056988	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056992	B-2	Delays in Transferring Care at ED		Exempt
04/20/2015	15056993	B-2	Delays in Transferring Care at ED		Exempt
04/21/2015	15057414	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/21/2015	15057413	B-1	Delays in Transferring Care at ED		Exempt
04/21/2015	15057418	B-1	Delays in Transferring Care at ED		Exempt
04/21/2015	15057453	B-1	Delays in Transferring Care at ED		Exempt
04/21/2015	15057461	B-2	Delays in Transferring Care at ED		Exempt
04/21/2015	15057463	B-2	Delays in Transferring Care at ED		Exempt
04/21/2015	15057481	B-2	Delays in Transferring Care at ED		Exempt
04/21/2015	15057501	B-2	Delays in Transferring Care at ED		Exempt
04/21/2015	15057507	B-2	Delays in Transferring Care at ED		Exempt
04/22/2015	15057833	B-1	Location Change		Exempt
04/23/2015	15058317	B-2	Delays in Transferring Care at ED		Exempt
04/23/2015	15058319	B-5	Delays in Transferring Care at ED		Exempt
04/23/2015	15058341	B-5	Delays in Transferring Care at ED		Exempt
04/23/2015	15058343	B-5	Delays in Transferring Care at ED		Exempt
04/23/2015	15058356	B-1	Delays in Transferring Care at ED		Exempt
04/23/2015	15058365	B-2	Adjusted time based on call audit		Exempt
04/23/2015	15058419	B-2	Delays in Transferring Care at ED		Exempt
04/23/2015	15058434	B-1	Delays in Transferring Care at ED		Exempt
04/24/2015	15058807	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/24/2015	15058858	B-2	False Report of Emergency		Exempt
04/24/2015	15058867	C-1	Delays in Transferring Care at ED		Exempt
04/24/2015	15058876	B-1	Delays in Transferring Care at ED		Exempt
04/24/2015	15058882	B-2	Location Change		Exempt
04/26/2015	15059841	B-5	Road Closure		Exempt
04/27/2015	15060361	B-2	Delays in Transferring Care at ED		Exempt
04/27/2015	15060377	B-1	Delays in Transferring Care at ED		Exempt
04/27/2015	15060458	B-2	Delays in Transferring Care at ED		Exempt
04/28/2015	15060596	B-5	Location Change		Exempt
04/28/2015	15060730	C-1	Delays in Transferring Care at ED		Exempt
04/29/2015	15061099	B-2	Road Closure		Exempt
04/29/2015	15061532	B-2	Delays in Transferring Care at ED		Exempt
04/29/2015	15061535	B-2	Delays in Transferring Care at ED		Exempt
04/29/2015	15061536	B-2	Delays in Transferring Care at ED		Exempt
04/29/2015	15061542	C-1	Delays in Transferring Care at ED		Exempt
04/29/2015	15061558	C-1	Delays in Transferring Care at ED		Exempt
04/30/2015	15061612	B-2	Road Closure		Exempt
04/30/2015	15061895	B-2	Train		Exempt
04/30/2015	15061942	B-4	Delays in Transferring Care at ED		Exempt
04/30/2015	15061958	B-2	Delays in Transferring Care at ED		Exempt
04/30/2015	15062022	B-5	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/30/2015	15062028	B-2	Delays in Transferring Care at ED		Exempt
04/30/2015	15062049	B-2	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	Monthly Average
A-1	95%	93%	93%	96%	94%	93%	96%	95%	93%	94%	95%	96%	94.4%
A-2	83%	86%	85%	89%	86%	90%	90%	90%	91%	91%	89%	94%	88.6%
A-3	84%	79%	90%	91%	80%	83%	90%	84%	80%	76%	92%	83%	84.6%
B-1	90%	90%	90%	90%	89%	88%	90%	87%	91%	90%	89%	92%	89.7%
B-2	93%	93%	94%	93%	92%	92%	92%	92%	93%	90%	91%	90%	92.1%
B-3	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	99.3%
B-4	86%	87%	91%	86%	84%	82%	83%	84%	78%	82%	89%	80%	84.2%
B-5	88%	83%	91%	93%	92%	87%	80%	76%	94%	75%	88%	89%	86.6%
C-1	93%	93%	92%	97%	94%	94%	96%	95%	92%	93%	96%	96%	94.3%
C-2	97%	100%	90%	90%	98%	91%	88%	96%	94%	89%	96%	96%	94.1%
C-3	98%	91%	100%	95%	88%	92%	90%	91%	97%	96%	94%	96%	94.0%
All Zones	91%	91%	92%	92%	91%	91%	91%	90%	92%	90%	91%	92%	91.2%

Failure to Provide Data

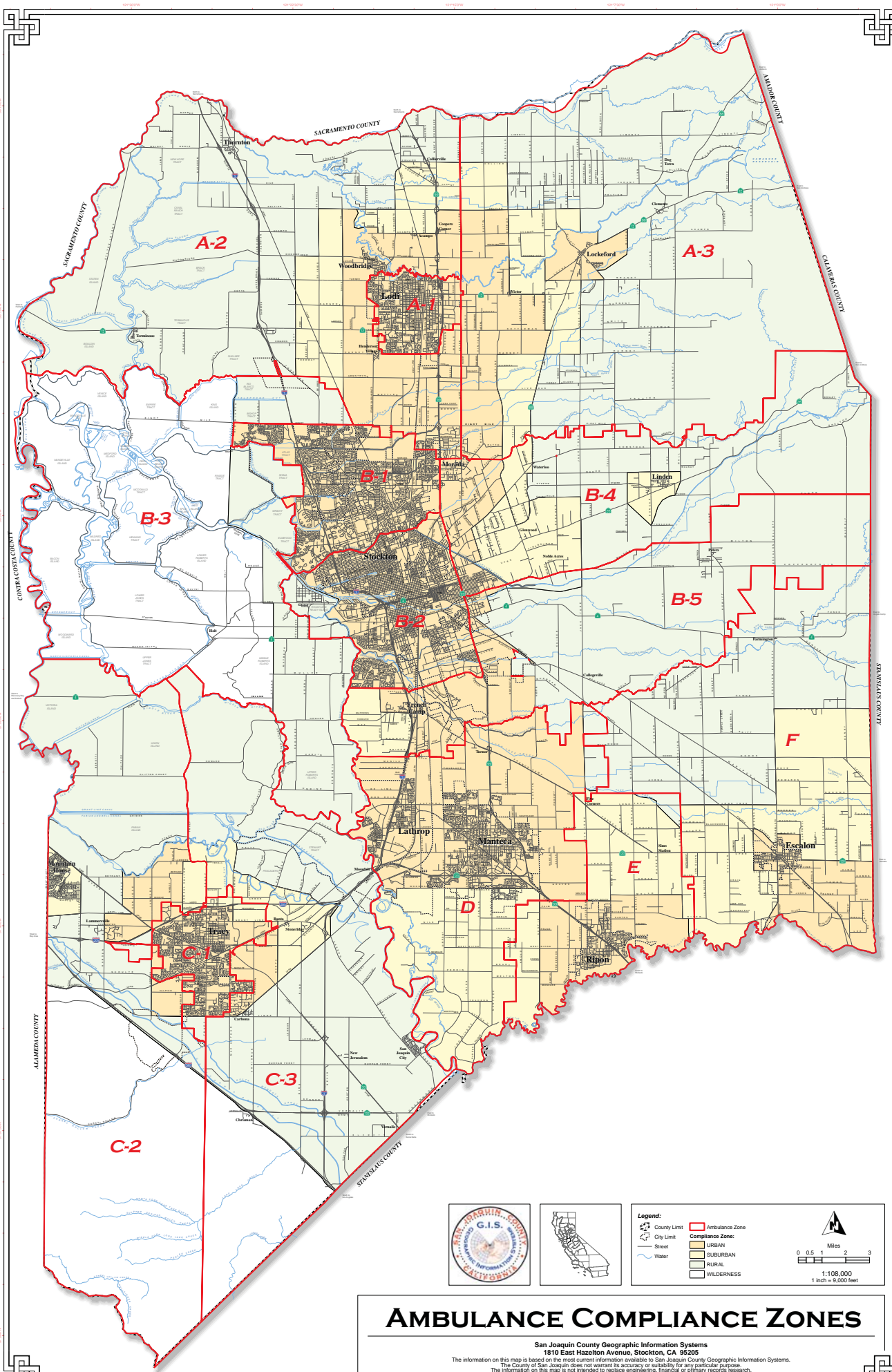
Event Type	March 2015	April 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Legend:

- County Limit
- City Limit
- Street
- Water
- Ambulance Zone
- Compliance Zone:
 - URBAN
 - SUBURBAN
 - RURAL
 - WILDERNESS

Miles: 0 0.5 1 2 3
 1:108,000
 1 inch = 9,000 feet

AMBULANCE COMPLIANCE ZONES

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95205
 The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.
 The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.
 The information on this map is not intended to replace engineering, financial or primary records research.
 Printed: 01/04/2008 DB (rev 02/10/2011)