

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

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Memorandum

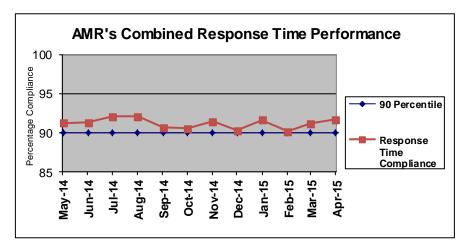
TO: All Interested Parties

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 |
| Tot | als \$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

| | March 2015 | | | April 2015 | | | |
|-------------------------|------------|--------------------------------|-----------|------------|--------------------------------|-----------|--|
| Population Density & | Number of | Number of Non- Compliant | Percent | Number of | Number of Non- Compliant | Percent | |
| Response Time Standard | Responses | Responses | Compliant | Responses | Responses | 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 SUBURBMOI | 2 | MDAS | SJ ZONE C-3 RURAL | 3 | |
| MDAS | SJ ZONE C-3 RURAL | 4 | | | | |
| Total | | 22 | | | 16 | |

Detailed Response Time Analysis March 2015

| 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 | | 6:57 | 2:14 | 9:29 |
| SJ ZONE B-4 SUBURBAN | 22 | 0:04 | | 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 | | 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 |
| 60 E 61 1 E 6 | - | 0.12 | 0.1.1 | 0.20 | 2.10 | 0 |
| SJ ZONE C-2 SUBURBAN-MODERATE | 25 | 1:21 | 24:28 | 11:48 | 4:14 | 14:57 |
| CO ZONE O Z GOBONEJ W MODENWITE | | | 21.20 | 11110 | | 1 1.01 |
| SJ ZONE A-2 RURAL | 36 | 2:32 | 17:28 | 10:18 | 3:41 | 14:36 |
| SJ ZONE A-3 RURAL | 30 | 0:05 | | 9:21 | 4:16 | 15:01 |
| SJ ZONE B-2 RURAL | 1 | 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 | | 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 | 0:00 | 3:58 |
| SJ ZONE C-2 RURAL | 13 | | | | 3:51 | 13:00 |
| SJ ZONE C-3 RURAL | 20 | 0:03 | | 10:17 | 4:41 | 15:33 |
| 00 2014E 0 0 1(01)/(E | 20 | 0.00 | 10.44 | 10.17 | 7.71 | 10.00 |
| SJ ZONE B-3 WILDERNESS | 1 | 16:26 | 16:26 | 16:26 | 0:00 | 16:26 |
| SJ ZONE C-2 WILDERNESS | 11 | 2:18 | | | 12:06 | 20:52 |
| SJ ZONE C-3 WILDERNESS | 1 | 14:04 | | 14:04 | 0:00 | 14:04 |
| OU ZONE O-O WIEDERNALOO | - | 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 | 2,231 | 3.30 | | 51.10 | | |
| Areas | 71 | 0:04 | 17:04 | 6:49 | 3:26 | 10:16 |
| All Suburban-Moderate | , , | 0.04 | 17.54 | 0.40 | 0.20 | 15.10 |
| Compliance Areas | 25 | 1:21 | 24:28 | 11:48 | 4:14 | 14:57 |
| ооприаное діваз | 23 | 1.21 | 24.20 | 11.40 | 4.14 | 14.37 |
| All Bural Camplianas Arasa | 440 | 0.00 | 04.00 | 0.55 | 4.40 | 4 F · O 4 |
| All Wilderness Compliance | 119 | 0:03 | 24:23 | 9:55 | 4:19 | 15:24 |
| All Wilderness Compliance | 40 | 0.40 | 50.05 | 40.00 | 44.00 | 20.50 |
| 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 | 0:04 | 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 | |
| SJ ZONE B-2 URBAN | 1,509 | 0:01 | 17:15 | 5:15 | 2:26 | 8:10 |
| SJ ZONE B-3 URBAN | 0 | 0.01 | 17.13 | 3.13 | 2.20 | 0.10 |
| SJ ZONE B-4 URBAN | 91 | 0:03 | 14:59 | 5:59 | 3:06 | 10:40 |
| SJ ZONE B-5 URBAN | 70 | 0:03 | 15:01 | 5:47 | 3:18 | 10:40 |
| SJ ZONE C-1 URBAN | 279 | 0:02 | | 4:45 | 2:40 | 7:16 |
| SJ ZONE C-2 URBAN | 18 | 0:03 | 13:34 | 5:29 | 3:15 | 10:50 |
| SJ ZONE C-3 URBAN | 11 | 0:10 | 14:22 | 5:16 | 3:23 | 7:05 |
| SO ZOIVE O'S ONDAIN | 11 | 0.40 | 14.22 | 3.10 | 3.23 | 7.00 |
| 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 | | 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 | | 16:36 | 10:31 | 2:58 | 15:05 |
| SJ ZONE C-3 RURAL | 33 | 0:08 | 19:08 | 10:12 | 4:52 | 15:25 |
| | | 7.05 | 40.40 | 44.47 | F 40 | 40.40 |
| SJ ZONE B-3 WILDERNESS | 3 7 | 7:35 | | 11:47 | 5:18 | 19:16 |
| SJ ZONE C-2 WILDERNESS | | 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 | -, | 5.5. | 33.30 | 31.0 | | |
| Areas | 60 | 0:04 | 17:30 | 6:45 | 3:39 | 10:18 |
| All Suburban-Moderate | 30 | 2.01 | 11.50 | 5.10 | 2.30 | |
| Compliance Areas | 13 | 6:20 | 15:23 | 11:31 | 2:07 | 14:16 |
| | .0 | 0.20 | . 5.26 | | 2.37 | 0 |
| All Rural Compliance Areas | 155 | 0:05 | 24:34 | 10:31 | 4:08 | 15:25 |
| All Wilderness Compliance | 130 | 0.00 | 21.54 | 10.01 | 1.50 | . 5.20 |
| Areas | 10 | 7:35 | 25:36 | 15:39 | 5:46 | 21:55 |

Exemption Request Report March 2015

| | | | Type of Exemption | Exemption Denied | Agency |
|--------------------------|----------------------|------------|-------------------------|------------------|----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| 03/02/2015 | 15031272 | B-1 | Dispatch Error | | Exempt |
| | | | False Report of | | |
| 03/02/2015 | 15031388 | B-2 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/02/2015 | 15031411 | C-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/02/2015 | 15031415 | C-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/02/2015 | 15031420 | C-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/02/2015 | 15031439 | B-4 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/02/2015 | 15031449 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | 1_ |
| 03/03/2015 | 15031803 | B-2 | ED | | Exempt |
| | | | False Report of | | 1_ |
| 03/04/2015 | 15032489 | B-2 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | 1_ |
| 03/05/2015 | 15032890 | B-1 | ED - | | Exempt |
| 03/06/2015 | 15033152 | B-2 | Train | | Exempt |
| 03/06/2015 | 15033304 | A-1 | Dispatch Error | | Exempt |
| | | | Delays in | | |
| 00/00/0045 | 45000440 | D 4 | Transferring Care at | | |
| 03/06/2015 | 15033446 | B-1 | ED Not live to | | Exempt |
| 03/06/2015 | 15033477 | A-1 | Not Listed | | Exempt |
| | | | Delays in | | |
| 00/00/0045 | 45022545 | D 4 | Transferring Care at ED | | |
| 03/06/2015 03/06/2015 | 15033515 15033544 | B-1 B-1 | Road Construction | | Exempt |
| 03/06/2013 | 15033544 | D-1 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/06/2015 | 15033549 | B-4 | ED | | Evernt |
| 03/00/2013 | 15033349 | D-4 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/06/2015 | 15033564 | B-2 | ED | | Exempt |
| 03/00/2013 | 13033304 | D-2 | Delays in | | Lvellihr |
| | | | Transferring Care at | | |
| 03/06/2015 | 15033570 | B-1 | ED | | Evennt |
| 03/00/2013 | 13033370 | D-1 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/06/2015 | 15033571 | B-2 | ED | | Evennt |
| 03/06/2015 | 100000 <i>1</i> 1 | D-Z | Delays in | | Exempt |
| | | | | | |
| 02/07/2045 | 45000047 | D 2 | Transferring Care at | | |
| 03/07/2015 | 15033917 | B-2 | ED | | Exempt |

| | | | Type of Exemption | Exemption Denied | Agency |
|--------------|-----------------|---|----------------------|------------------|------------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/07/2015 | 15033927 | B-5 | ED | | Exempt |
| 03/07/2015 | 15033963 | C-1 | Freeway Access | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/07/2015 | 15034053 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 03/07/2015 | 15034138 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/08/2015 | 15034175 | C-2 | ED | | Exempt |
| 03/08/2015 | 15034206 | B-1 | Train | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/08/2015 | 15034438 | B-2 | ED | | Exempt |
| 03/08/2015 | 15034452 | B-3 | Location Change | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035134 | B-1 | ED | Criteria not met | Not Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035138 | B-1 | ED | Criteria not met | Not Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035147 | B-5 | ED | Criteria not met | Not Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035399 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035402 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035420 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035465 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035476 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035483 | B-2 | ED | | Exempt |
| — • . • | | | Delays in | | 1 |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035485 | B-4 | ED | | Exempt |
| 23, 13, 2010 | 10000100 | - | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035500 | C-1 | ED | | Exempt |
| 00, 10,2010 | 10000000 | <u> </u> | 1-0 | 1 | I-vollibr |

| | | | Type of Exemption | Exemption Denied | Agency |
|-------------|-----------------|-----------------|--------------------------------------|------------------|----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035517 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035518 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035520 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035553 | B-2 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035555 | B-2 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 03/10/2015 | 15035556 | B-2 | ED | | Exempt |
| 00/10/2010 | | | Unit Dispatched and | | |
| 03/11/2015 | 15035700 | B-1 | Responded Code 2 | | Exempt |
| 00/11/2010 | 10000700 | | False Report of | | LXCITIPE |
| 03/11/2015 | 15035704 | B-2 | Emergency | | Exempt |
| 03/11/2013 | 10000704 | | Unit Dispatched and | | LACITIFE |
| 03/11/2015 | 15035788 | B-4 | Responded Code 2 | | Exempt |
| 03/11/2013 | 13033700 | D- 4 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/11/2015 | 15035806 | B-1 | ED | | Exempt |
| 03/11/2013 | 13033806 | D-1 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/11/2015 | 15035826 | A-2 | ED | | Everent |
| 03/11/2013 | 15055626 | A-2 | Unit Dispatched and | | Exempt |
| 02/11/2015 | 15035837 | B-1 | Responded Code 2 | | Everent |
| 03/11/2015 | 15035637 | D-1 | | | Exempt |
| 00/44/0045 | 45025020 | B-1 | Unit Dispatched and | | |
| 03/11/2015 | 15035838 | D-1 | Responded Code 2 Unit Dispatched and | | Exempt |
| 00/44/0045 | 45005000 | D 0 | • | | |
| 03/11/2015 | 15035839 | B-2 | Responded Code 2 | | Exempt |
| 00/44/0045 | 45005004 | D 0 | Unit Dispatched and | | |
| 03/11/2015 | 15035861 | B-2 | Responded Code 2 | | Exempt |
| | | | Delays in | | |
| 00/44/004= | 1.=00=000 | | Transferring Care at | | <u> </u> |
| 03/11/2015 | 15035866 | B-1 | ED | | Exempt |
| 00/4/4/00:- | 4.500.500.5 | | Unit Dispatched and | | |
| 03/11/2015 | 15035882 | B-1 | Responded Code 2 | | Exempt |
| 4 4 | | | Unit Dispatched and | | |
| 03/11/2015 | 15035911 | B-1 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/11/2015 | 15035940 | C-2 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/11/2015 | 15036002 | C-1 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/11/2015 | 15036046 | B-4 | Responded Code 2 | | Exempt |

| | | | Type of Exemption | Exemption Denied | Agency |
|------------|-----------------|---|----------------------|------------------|-----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Unit Dispatched and | | |
| 03/11/2015 | 15036057 | B-2 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/11/2015 | 15036093 | B-2 | Responded Code 2 | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/12/2015 | 15036215 | B-4 | ED | | Exempt |
| | | | Unit Dispatched and | | 1 |
| 03/12/2015 | 15036231 | B-4 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/12/2015 | 15036294 | B-1 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/12/2015 | 15036333 | B-5 | Responded Code 2 | | Exempt |
| | | | Unit Dispatched and | | |
| 03/12/2015 | 15036500 | B-2 | Responded Code 2 | | Exempt |
| 00/12/2010 | | | Unit Dispatched and | | |
| 03/12/2015 | 15036503 | B-2 | Responded Code 2 | | Exempt |
| 00,12,2010 | 1.000000 | | Unit Dispatched and | | 2,1011151 |
| 03/12/2015 | 15036513 | B-1 | Responded Code 2 | | Exempt |
| 00/12/2010 | 10000010 | | Unit Dispatched and | | ZXOIIIPE |
| 03/12/2015 | 15036517 | B-1 | Responded Code 2 | | Exempt |
| 00/12/2010 | 10000017 | | Unit Dispatched and | | Exempt |
| 03/12/2015 | 15036520 | B-1 | Responded Code 2 | | Exempt |
| 03/12/2013 | 10000020 | | Unit Dispatched and | | LXCIIIpt |
| 03/12/2015 | 15036537 | B-2 | Responded Code 2 | | Exempt |
| 03/12/2013 | 10000001 | D Z | False Report of | | LXCIIIpt |
| 03/13/2015 | 15037016 | B-1 | Emergency | | Exempt |
| 03/13/2013 | 13037010 | D-1 | Adjusted time based | | Lxempt |
| 03/13/2015 | 15037122 | A-3 | on call audit | | Exempt |
| 03/13/2013 | 13037 122 | | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/13/2015 | 15037133 | B-4 | ED | | Exempt |
| 03/13/2013 | 13037 133 | D-4 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/13/2015 | 15037158 | B-2 | ED | | Exempt |
| 03/13/2013 | 13037 130 | D-2 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/13/2015 | 15037160 | C-2 | ED | | Exempt |
| 00/10/2010 | 13037 100 | <u>0-2</u> | Delays in | | Lyembr |
| | | | Transferring Care at | | |
| 03/13/2015 | 15037166 | B-2 | ED | | Exempt |
| 03/13/2013 | 13037 100 | D-Z | Adjusted time based | | Lyembr |
| 03/14/2015 | 15037393 | B-2 | on call audit | | Exempt |
| 03/14/2013 | 13031383 | D-Z | Delays in | | Lyembr |
| | | | Transferring Care at | | |
| 02/14/2015 | 15027620 | B-2 | ED | | Evenst |
| 03/14/2015 | 15037620 | D-2 | Delays in | | Exempt |
| | | | , | | |
| 02/4//2045 | 45007004 | D 4 | Transferring Care at | | |
| 03/14/2015 | 15037634 | B-1 | ED | | Exempt |

| Doto | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|---------------------|-----------------|--------------|-----------------------------------|-------------------------|------------------|
| Date | Incident Number | Zone | • | Reason | Action |
| | | | Delays in Transferring Care at | | |
| 00/44/0045 | 45007054 | 0.4 | | | |
| 03/14/2015 | 15037651 | C-1 | ED Deleve in | | Exempt |
| | | | Delays in | | |
| 00/44/0045 | 45007057 | D 0 | Transferring Care at | | |
| 03/14/2015 | 15037657 | B-2 | ED | | Exempt |
| 03/15/2015 | 15038066 | B-1 | Not Listed | | Exempt |
| | | | Delays in | | |
| 00/40/004= | 1 | | Transferring Care at | | |
| 03/16/2015 | 15038525 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/16/2015 | 15038645 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/16/2015 | 15038659 | B-1 | ED | | Exempt |
| 03/17/2015 | 15039003 | B-2 | Train | | Exempt |
| 03/17/2015 | 15039036 | B-1 | Location Change | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/17/2015 | 15039078 | B-2 | ED | | Exempt |
| 03/18/2015 | 15039487 | B-2 | Location Change | | Exempt |
| 03/18/2015 | 15039597 | B-2 | Road Construction | | Exempt |
| | | | Delays in | | 1 |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039651 | A-2 | ED | | Exempt |
| 00,10,20 | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039696 | B-2 | ED | | Exempt |
| 00/10/2010 | 1.000000 | | Delays in | | ZXOMPT |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039705 | B-1 | ED | | Exempt |
| 00/10/2010 | 10000700 | | Delays in | | LXCITIPE |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039728 | B-2 | ED | | Exempt |
| 03/10/2013 | 13039720 | D-Z | Delays in | | LXCITIPE |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039736 | B-1 | ED | | Exempt |
| 03/10/2013 | 13039730 | D-1 | Unit Dispatched and | | Lxempt |
| 02/40/2045 | 45020727 | D 4 | • | | Lyampt |
| 03/18/2015 | 15039737 | B-1 | Responded Code 2 | | Exempt |
| | | | Delays in | | |
| 00/40/0045 | 45000700 | | Transferring Care at | | |
| 03/18/2015 | 15039739 | B-1 | ED Deleve in | | Exempt |
| | | | Delays in | | |
| 00/40/2045 | 45000540 | | Transferring Care at | | |
| 03/18/2015 | 15039740 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/18/2015 15039758 | 15039758 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039766 | B-2 | ED | | Exempt |

| March 2015 | | | Type of Exemption | Exemption Denied | Agency |
|------------|-----------------|----------|----------------------|------------------|----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| Date | Incluent Number | Zone | Delays in | reason | Action |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039776 | B-1 | ED | | Exempt |
| 03/10/2013 | 13033770 | | Delays in | | LXCITIPE |
| | | | Transferring Care at | | |
| 03/18/2015 | 15039869 | C-2 | ED | | Exempt |
| 00/10/2010 | 10000000 | | Adjusted time based | | Exempt |
| 03/19/2015 | 15040281 | A-2 | on call audit | | Exempt |
| 00/10/2010 | 10010201 | 7.2 | Traffic Secondary to | | ZXOIIIPC |
| 03/19/2015 | 15040361 | A-2 | Call | | Exempt |
| 00/10/2010 | 100.0001 | 7.2 | Delays in | | ZXOIIIPC |
| | | | Transferring Care at | | |
| 03/19/2015 | 15040369 | B-1 | ED | | Exempt |
| 00/10/2010 | 100.0000 | | Delays in | | ZXOIIIPC |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040656 | B-1 | ED | | Exempt |
| 00/20/2010 | 10010000 | | Delays in | | ZXOIIIPC |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040660 | B-2 | ED | | Exempt |
| 00/20/2010 | 10010000 | <u> </u> | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040664 | A-1 | ED | | Exempt |
| 00/20/2010 | 10010001 | , , , | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040792 | B-2 | ED | | Exempt |
| 00/20/20:0 | 100.01.02 | | Delays in | | |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040858 | A-1 | ED | | Exempt |
| | 100000 | | Delays in | | |
| | | | Transferring Care at | | |
| 03/20/2015 | 15040872 | B-1 | ED | | Exempt |
| | | | False Report of | | |
| 03/21/2015 | 15041016 | B-2 | Emergency | | Exempt |
| | | | Delays in | | 1 |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041227 | B-4 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041291 | B-1 | ED | | Exempt |
| 03/21/2015 | 15041333 | A-1 | Train | _ | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041389 | A-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041395 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041406 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041409 | B-2 | ED | | Exempt |

| | | | Type of Exemption | Exemption Denied | Agency |
|------------|-----------------|----------------|----------------------|------------------|-----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/21/2015 | 15041413 | B-1 | ED | | Exempt |
| 03/21/2015 | 15041418 | B-1 | Train | | Exempt |
| | | | False Report of | | |
| 03/22/2015 | 15041554 | C-3 | Emergency | | Exempt |
| 03/22/2015 | 15041857 | B-2 | Road Closure | | Exempt |
| | | | Poor Location | | |
| 03/23/2015 | 15042080 | B-2 | Information from RP | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/23/2015 | 15042123 | B-1 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 03/23/2015 | 15042161 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/23/2015 | 15042244 | B-1 | ED | | Exempt |
| 00/20/2010 | 10012211 | | Delays in | | 2,1011151 |
| | | | Transferring Care at | | |
| 03/23/2015 | 15042258 | B-1 | ED | | Exempt |
| 03/23/2013 | 13042230 | D-1 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/23/2015 | 15042268 | B-5 | ED | | Exempt |
| 03/23/2013 | 13042208 | D-3 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 02/22/2045 | 15042275 | _D 2 | ED | | Evennet |
| 03/23/2015 | 15042275 | B-2 | Delays in | | Exempt |
| | | | | | |
| 00/00/0045 | 45040000 | D 0 | Transferring Care at | | |
| 03/23/2015 | 15042362 | B-2 | ED Deleverin | | Exempt |
| | | | Delays in | | |
| 00/00/0045 | 45040000 | | Transferring Care at | | |
| 03/23/2015 | 15042363 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| 00/00/00/- | 1.=0.40000 | | Transferring Care at | | |
| 03/23/2015 | 15042368 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | 1_ |
| 03/23/2015 | 15042378 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 03/24/2015 | 15042892 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/25/2015 | 15043120 | B-2 | 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 |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043624 | B-2 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|---------------------|------|-----------------------------|-------------------------|------------------|
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 03/26/2015 15043634 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043647 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043675 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043691 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043692 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043700 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043701 | B-5 | ED | | Exempt |
| 03/26/2015 | 15043710 | B-2 | Road Closure | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043843 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043847 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043853 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043884 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043892 | C-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 03/26/2015 | 15043894 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043905 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 00/00/00:- | 1.50.40005 | | Transferring Care at | | _ |
| 03/26/2015 | 15043909 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| 00/00/55:5 | 1.00.455.15 | | Transferring Care at | | _ |
| 03/26/2015 | 15043940 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| 00/00/55:5 | 1.0.455 | | Transferring Care at | | _ |
| 03/26/2015 | 15043955 | B-1 | ED | | Exempt |

| | | | Type of Exemption | Exemption Denied | Agency |
|------------|-----------------|----------|-------------------------|------------------|----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/26/2015 | 15043957 | B-1 | ED | | Exempt |
| 03/26/2015 | 15043997 | B-2 | Road Closure | | Exempt |
| | | 5 | | | |
| 00/07/0045 | 45044400 | D 0 | Encountered Second | | |
| 03/27/2015 | 15044108 | B-2 | Call while Enroute | | Exempt |
| | | | Delays in | | |
| 00/07/0045 | 45044000 | D 4 | Transferring Care at ED | | |
| 03/27/2015 | 15044228 | B-1 | | | Exempt |
| 02/27/2045 | 45044292 | B-4 | Traffic Secondary to | | |
| 03/27/2015 | 15044382 | D-4 | Call Delays in | | Exempt |
| | | | - | | |
| 03/27/2015 | 15044406 | B-1 | Transferring Care at ED | | Evennt |
| 03/27/2015 | 15044406 | D-1 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/27/2015 | 15044548 | B-1 | ED | | Exempt |
| 03/28/2015 | 15044576 | B-2 | Train | | Exempt |
| 03/20/2013 | 15044576 | D-2 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 03/29/2015 | 15045073 | B-1 | ED | | Exempt |
| 03/23/2013 | 13043073 | D-1 | Delays in | | Lxempt |
| | | | Transferring Care at | | |
| 03/29/2015 | 15045104 | B-2 | ED | | Exempt |
| 03/29/2015 | 15045400 | B-2 | Adjusted time based | | Exempt |
| 00/20/2010 | 10040400 | | Traffic Secondary to | | ZXOMPC |
| 03/30/2015 | 15045655 | B-2 | Call | | Exempt |
| 00/00/2010 | 100 10000 | 52 | Delays in | | ZXOIIIPC |
| | | | Transferring Care at | | |
| 03/30/2015 | 15045878 | B-1 | ED | | Exempt |
| 00/00/20:0 | 100.00.0 | | False Report of | | |
| 03/30/2015 | 15045888 | A-1 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/30/2015 | 15045946 | B-5 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 03/30/2015 | 15046036 | C-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/30/2015 | 15046045 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/30/2015 | 15046048 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/30/2015 | 15046051 | B-4 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046489 | B-2 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------|-------------------------|------------------|
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046505 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046508 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046540 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046545 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046547 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 03/31/2015 | 15046632 | B-2 | 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 |
| 0 17 0 07 2 0 1 0 | 10017001 | | False Report of | | ZXOMPT |
| 04/05/2015 | 15048795 | B-2 | Emergency | | Exempt |
| 04/05/2015 | 15049010 | B-1 | Location Change | | Exempt |
| 0 17 007 20 10 | 10010010 | | Adjusted time based | | ZXOTT |
| 04/05/2015 | 15049075 | B-1 | on call audit | | Exempt |
| 04/05/2015 | 15049136 | B-2 | Location Change | | Exempt |
| 0 17 007 20 10 | 100 10 100 | | Adjusted time based | | ZXOMPT |
| 04/06/2015 | 15049255 | B-2 | on call audit | | Exempt |
| 04/06/2015 | 15049722 | B-1 | Train | Time and distance | Not Exempt |
| 04/00/2010 | 10043722 | D 1 | Traffic Secondary to | Time and distance | Not Exchipt |
| 04/07/2015 | 15049811 | B-2 | Call | | Exempt |
| 04/01/2013 | 13049811 | D-Z | Delays in | | LXempt |
| | | | Transferring Care at | | |
| 04/07/2045 | 15050045 | D 2 | ED | | Evennt |
| 04/07/2015 | 15050045 | B-2 | | | Exempt |
| 04/07/2015 | 15050070 | A-1 | Train | | Exempt |
| | | | Delays in | | |
| 0.4/0=/0.4= | 1 | | Transferring Care at | | <u></u> |
| 04/07/2015 | 15050215 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/07/2015 | 15050214 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/07/2015 | 15050217 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050419 | B-1 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050428 | A-2 | ED | | Exempt |
| <u> </u> | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050513 | B-5 | ED ED | | Exempt |
| 0 1/ 00/ 20 10 | 10000010 | 3 3 | Delays in | | ZXOIIIPC |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050545 | B-2 | ED | | Exempt |
| 0-1/00/2010 | 10000040 | | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050564 | B-2 | ED | | Evomot |
| U-1/UU/ZU IJ | 13030304 | D-2 | Delays in | | Exempt |
| | | | Transferring Care at | | |
| 04/09/2015 | 15050507 | D 1 | ED ED | | Evennt |
| 04/08/2015 | 15050587 | B-1 | | | Exempt |
| | | | Delays in | | |
| 04/00/0045 | 45050500 | | Transferring Care at | | |
| 04/08/2015 | 15050590 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050593 | A-3 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|---------------|-----------------|------|-----------------------------|-------------------------|------------------|
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/08/2015 | 15050601 | B-1 | ED | | Exempt |
| 04/08/2015 | 15050726 | B-2 | Location Change | | Exempt |
| | | | False Report of | | |
| 04/10/2015 | 15051459 | C-3 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/10/2015 | 15051565 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/10/2015 | 15051588 | B-4 | ED | | Exempt |
| 04/10/2015 | 15051651 | B-5 | Location Change | | Exempt |
| 04/11/2015 | 15051905 | B-2 | Road Closure | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/12/2015 | 15052464 | A-2 | ED | | Exempt |
| 04/12/2015 | 15052555 | C-1 | Location Change | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/12/2015 | 15052758 | A-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/12/2015 | 15052769 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/12/2015 | 15052770 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/12/2015 | 15052776 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/13/2015 | 15053033 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/14/2015 | 15053687 | B-2 | ED | | Exempt |
| 04/15/2015 | 15053819 | B-2 | Road Closure | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | <u></u> |
| 04/15/2015 | 15054216 | B-2 | ED | | Exempt |
| 04/17/2015 | 15054983 | A-1 | Train | | Exempt |
| | | | Delays in | | |
| 0.4/4.7/00:17 | 45055405 | D 6 | Transferring Care at | | _ |
| 04/17/2015 | 15055195 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | L . | Transferring Care at | | _ |
| 04/17/2015 | 15055219 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/17/2015 | 15055222 | B-1 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|---------------------|-----------------|------|--------------------------------|-------------------------|------------------|
| 20.00 | | | Delays in | 3.00.000 | |
| | | | Transferring Care at | | |
| 04/17/2015 15055233 | 15055233 | A-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/17/2015 | 15055239 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/17/2015 | 15055244 | A-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/17/2015 | 15055253 | B-4 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/17/2015 | 15055256 | C-1 | ED | | Exempt |
| 04/17/2015 | 15055310 | B-2 | Train | | Exempt |
| | | | False Report of | | |
| 04/18/2015 | 15055610 | B-2 | Emergency | | Exempt |
| | | | False Report of | | |
| 04/18/2015 | 15055707 | B-3 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/18/2015 | 15055737 | B-1 | ED | | Exempt |
| | | | False Report of | | |
| 04/18/2015 | 15055814 | C-1 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/19/2015 | 15056058 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/19/2015 | 15056061 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/19/2015 | 15056087 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | 1_ |
| 04/19/2015 | 15056150 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/0.04.5 | 15050450 | | Transferring Care at | | |
| 04/19/2015 | 15056158 | A-1 | ED | | Exempt |
| | | | Delays in | | |
| 04/40/0045 | 45050404 | | Transferring Care at | | |
| 04/19/2015 | 15056161 | A-1 | ED Deleve in | | Exempt |
| | | | Delays in | | |
| 04/10/2015 | 15056160 | B-1 | Transferring Care at ED | | Evennt |
| 04/19/2015 | 15056162 | D-1 | Delays in | | Exempt |
| | | | 1 | | |
| 04/40/2045 | 15056160 | D 4 | Transferring Care at | | Cvorest. |
| 04/19/2015 | 15056163 | B-1 | ED Deleve in | | Exempt |
| | | | Delays in | | |
| 04/40/2045 | 15056170 | | Transferring Care at | | |
| 04/19/2015 | 15056170 | C-2 | ED | | Exempt |

| Dette | Included No. 1 | 7- | Type of Exemption | Exemption Denied | Agency |
|-----------------|-----------------|------------|----------------------|------------------|----------|
| Date | Incident Number | Zone | Requested | Reason | Action |
| | | | Delays in | | |
| 0.4/4.0/0.04.5 | 45050470 | D 0 | Transferring Care at | | <u> </u> |
| 04/19/2015 | 15056172 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/0.04.5 | 45050470 | D 0 | Transferring Care at | | |
| 04/19/2015 | 15056173 | B-2 | ED | | Exempt |
| | | Delays in | | | |
| | | | Transferring Care at | | |
| 04/19/2015 | 15056201 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/0.04= | 1.=0=000 | | Transferring Care at | | |
| 04/19/2015 | 15056222 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/0.04= | 1 | | Transferring Care at | | _ |
| 04/19/2015 | 15056227 | B-2 | ED Dalawa in | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/0.04= | 1.=0=000 | | Transferring Care at | | |
| 04/19/2015 | 15056230 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | <u> </u> |
| 04/19/2015 | 15056235 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/19/2015 | 15056276 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/19/2015 | 15056292 | B-2 | ED | | Exempt |
| | | | False Report of | | _ |
| 04/19/2015 | 15056295 | B-2 | Emergency | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/19/2015 | 15056301 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/19/2015 | 15056300 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | 1_ |
| 04/19/2015 | 15056312 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 0.4.4.0.10.0.:- | | | Transferring Care at | | |
| 04/19/2015 | 15056374 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| 0.444.0400:- | | | Transferring Care at | | |
| 04/19/2015 | 15056391 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/4.0/00:- | 4-0-0445 | | Transferring Care at | | |
| 04/19/2015 1505 | 15056410 | C-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | <u> </u> |
| 04/20/2015 | 15056516 | B-2 | ED | | Exempt |
| | | | Adjusted time based | | |
| 04/20/2015 | 15056584 | B-2 | on call audit | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------------------|-----------------|--|-----------------------------|-------------------------|------------------|
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 15056664 | 15056664 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056666 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056668 | C-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056674 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056771 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056769 | B-1 | ED | | Exempt |
| | | | Delays in | | • |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056774 | B-2 | ED | | Exempt |
| | | | Delays in | | , |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056777 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056782 | B-1 | ED | | Exempt |
| 0 .7 = 07 = 0 . 0 | 10000102 | | False Report of | | |
| 04/20/2015 | 15056886 | A-2 | Emergency | | Exempt |
| 0 11 201 20 1 0 | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056957 | B-1 | ED | | Exempt |
| 0 1/20/20 10 | 1000001 | | Delays in | | ZXOTTIPE |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056983 | B-4 | ED ED | | Exempt |
| 0 11 201 20 1 0 | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056986 | C-1 | ED | | Exempt |
| 0 1/20/20 10 | 1.000000 | | Delays in | | ZXOMPT |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056988 | B-2 | ED | | Exempt |
| 0 1,20,2010 | 1000000 | | Delays in | | ZXOTTIPE |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056992 | B-2 | ED | | Exempt |
| U-112012010 | 10000332 | | Delays in | | LAGITIPE |
| | | | Transferring Care at | | |
| 04/20/2015 | 15056993 | B-2 | ED | | Exempt |
| U 1 /2U/2U13 | 10000990 | D-7 | Delays in | | Lyembr |
| | | | 1 | | |
| 04/04/0045 | 45057444 | D 4 | Transferring Care at | | |
| 04/21/2015 | 15057414 | B-1 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|---------------|-----------------|------|-----------------------------|-------------------------|------------------|
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057413 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057418 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057453 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057461 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057463 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057481 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057501 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/21/2015 | 15057507 | B-2 | ED | | Exempt |
| 04/22/2015 | 15057833 | B-1 | Location Change | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/23/2015 | 15058317 | B-2 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | |
| 04/23/2015 | 15058319 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| | | | Transferring Care at | | _ |
| 04/23/2015 | 15058341 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/0.0/0.04= | 1 | | Transferring Care at | | |
| 04/23/2015 | 15058343 | B-5 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/0.0/0.45 | 45050050 | | Transferring Care at | | <u></u> |
| 04/23/2015 | 15058356 | B-1 | ED | | Exempt |
| 04/00/0045 | 45050005 | D 0 | Adjusted time based | | |
| 04/23/2015 | 15058365 | B-2 | on call audit | | Exempt |
| | | | Delays in | | |
| 04/00/0045 | 45050440 | D 0 | Transferring Care at | | |
| 04/23/2015 | 15058419 | B-2 | ED Deleve in | | Exempt |
| | | | Delays in | | |
| 0.4/00/0045 | 45050404 | | Transferring Care at | | |
| 04/23/2015 | 15058434 | B-1 | ED | | Exempt |
| | | | Delays in | | |
| 0.4/0.4/0.5.5 | 45050005 | | Transferring Care at | | |
| 04/24/2015 | 15058807 | B-1 | ED | | Exempt |

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action | |
|--------------|-----------------|--------------|--------------------------------|-------------------------|------------------|--|
| | | | False Report of | | | |
| 04/24/2015 | 15058858 | B-2 | Emergency | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/24/2015 | 15058867 | C-1 | ED | | Exempt | |
| | | | Delays in | | • | |
| | | | Transferring Care at | | | |
| 04/24/2015 | 15058876 | B-1 | ED | | Exempt | |
| 04/24/2015 | 15058882 | B-2 | Location Change | | Exempt | |
| 04/26/2015 | 15059841 | B-5 | Road Closure | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/27/2015 | 15060361 | B-2 | ED | | Exempt | |
| 0 1/21/2010 | 1000001 | - | Delays in | | ZXOMPT | |
| | | | Transferring Care at | | | |
| 04/27/2015 | 15060377 | B-1 | ED | | Exempt | |
| 04/21/2013 | 13000377 | D | Delays in | | LXCIIIpt | |
| | | | Transferring Care at | | | |
| 04/27/2015 | 15060458 | B-2 | ED | | Exempt | |
| 04/28/2015 | 15060596 | B-5 | Location Change | | Exempt | |
| 04/20/2013 | 15060596 | D-3 | Delays in | | Exempt | |
| | | | 1 | | | |
| 04/00/0045 | 45000720 | 0.4 | Transferring Care at | | | |
| 04/28/2015 | 15060730 | C-1 | ED | | Exempt | |
| 04/29/2015 | 15061099 | B-2 | Road Closure | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | 1_ | |
| 04/29/2015 | 15061532 | B-2 | ED | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/29/2015 | 15061535 | B-2 | ED | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/29/2015 | 15061536 | B-2 | ED | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/29/2015 | 15061542 | C-1 | ED | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/29/2015 | 15061558 | C-1 | ED | | Exempt | |
| 04/30/2015 | 15061612 | B-2 | Road Closure | | Exempt | |
| 04/30/2015 | 15061895 | B-2 | Train | | Exempt | |
| | | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/30/2015 | 15061942 | B-4 | ED | | Exempt | |
| 5 .700,2010 | 10001012 | | Delays in | | | |
| | | | Transferring Care at | | | |
| 04/30/2015 | 15061958 | B-2 | ED | | Exempt | |
| U-1/3U/2U I3 | 13001330 | D-2 | Delays in | | Lveilibr | |
| | | | 1 | | | |
| 04/00/0045 | 4500000 | | Transferring Care at | | | |
| 04/30/2015 | 15062022 | B-5 | ED | | Exempt | |

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

Contract 1 Year Cumulative Performance Summary

| | Response Time Compliance | | | | | | | | | | | | |
|-----------|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| | | | | | | | | | | | | | Monthly |
| 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 | 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. |
| |

