



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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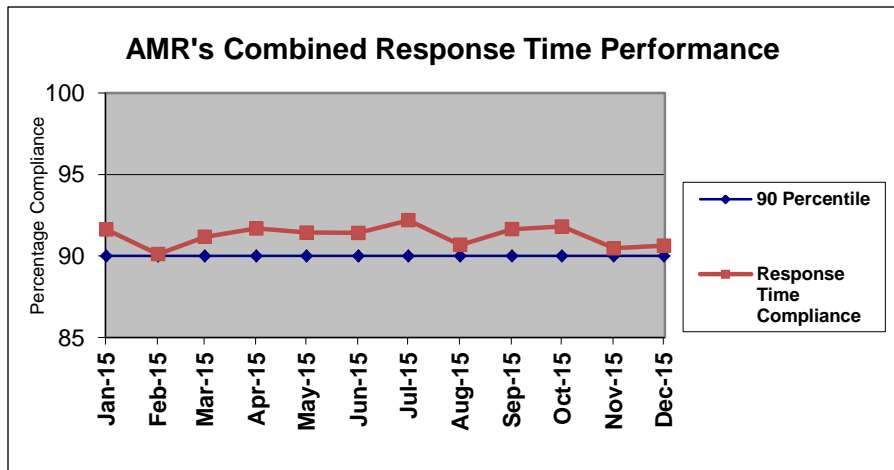
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: March 3, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December, 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 November and December 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 90.48% for November and 90.63% for December.

AMR exceeded compliance standards in eight (8) of the eleven subzones in November and five (5) of

the eleven subzones in December.

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.

Beginning in the July/August 2015 reporting period, AMR has steadily increased the number of exemption requests submitted for responses that exceed response time standards. The percent of total responses that resulted in exemption requests during the July/August 2014 reporting period was 1.2% (91 requests out of 7519 responses). The percent of total responses that resulted in exemption requests during the November/December 2015 reporting period was 4.1% (332 requests out of 8122 responses). There has been nearly a four-fold increase in the number of all exemption requests between these two reporting periods (91 to 332).

The primary reason for this dramatic increase in exemption requests for failure to meet response time compliance standards is due to the increase in exemptions caused by ambulance patient off-load delays (APOD). In AMR's July/August 2014 reporting period AMR requested 41 exemptions that met the APOD trigger out of a total of 91 exemption requests. In the current reporting period for November/December 2015, AMR requested 274 exemptions that met the APOD trigger out of a total of 332 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 83% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 274 (a nearly seven-fold increase) during this time period.

### **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 274 late responses that occurred while the APOD trigger was met in November/December 2015 resulted in 724 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 90.5% 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 November and December 2015 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 30 Day Rolling Period**

November 1, 2015 through November 30, 2015					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	331	15	95.47%	X	
SJC Zone A-2	126	21	83.33%		X
SJC Zone A-3	54	5	90.74%	X	
SJC Zone B-1	1,325	125	90.57%	X	
SJC Zone B-2	1,438	130	90.96%	X	
SJC Zone B-3	16	0	100.00%	X	
SJC Zone B-4	150	26	82.67%		X
SJC Zone B-5	104	24	76.92%		X
SJC Zone C-1	289	21	92.73%	X	
SJC Zone C-2	69	6	91.30%	X	
SJC Zone C-3	49	3	93.88%	X	
<b>All Zones Combined</b>	<b>3,951</b>	<b>376</b>	<b>90.48%</b>	<b>8</b>	<b>3</b>

**Response Time Compliance Report by 31 Day Rolling Period**

December 1, 2015 through December 31, 2015					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	402	24	94.03%	X	
SJC Zone A-2	114	15	86.84%		X
SJC Zone A-3	52	11	78.85%		X
SJC Zone B-1	1,337	135	89.90%		X
SJC Zone B-2	1,598	141	91.18%	X	
SJC Zone B-3	14	0	100.00%	X	
SJC Zone B-4	127	17	86.61%		X
SJC Zone B-5	112	17	84.82%		X
SJC Zone C-1	298	20	93.29%	X	
SJC Zone C-2	58	7	87.93%		X
SJC Zone C-3	59	4	93.22%	X	
<b>All Zones Combined</b>	<b>4,171</b>	<b>391</b>	<b>90.63%</b>	<b>5</b>	<b>6</b>

## Fines and Penalties Report

Type of Penalty	November 2015	December 2015
Out of compliance response districts	\$15,000	\$30,000
Late response minutes	\$10,550	\$10,630
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
<b>Totals</b>	<b>\$25,550</b>	<b>\$40,630</b>

## Weekly Unit Hour Staffing Report

	RFP	November 2015	December 2015
Zone A	588	588	588
Zone B	1932	2059	2103
Zone B *non dedicated	0	455	514
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3606</b>	<b>3709</b>

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

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	November 2015			December 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,683	358	90.28%	3,920	365	90.69%
Suburban 9:29	88	15	82.95%	88	18	79.55%
Suburban-Moderate 15:29	21	0	100.00%	26	2	92.31%
Rural 17:29	142	3	97.89%	122	5	95.90%
Wilderness 29:29	17	0	100.00%	15	1	93.33%
<b>Total</b>	<b>3,951</b>	<b>376</b>	<b>90.48%</b>	<b>4,171</b>	<b>391</b>	<b>90.63%</b>

## Mutual Aid Incidents

November 2015			December 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-4 SUBURBAN	1	AMR Stanislaus	SJ ZONE B-2 URBAN	1
Escalon	SJ ZONE B-5 URBAN	1	Escalon	SJ ZONE B-4 SUBURBAN	1
MDAS	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-1 URBAN	1
MDAS	SJ ZONE B-5 URBAN	6	MDAS	SJ ZONE B-2 URBAN	6
MDAS	SJ ZONE C-1 URBAN	7	MDAS	SJ ZONE B-5 SUBURBAN	1
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE B-5 URBAN	6
MDAS	SJ ZONE C-2 WILDERNE	1	MDAS	SJ ZONE C-1 SUBURBAN	1
MDAS	SJ ZONE C-3 RURAL	7	MDAS	SJ ZONE C-1 URBAN	6
			MDAS	SJ ZONE C-2 URBAN	1
			MDAS	SJ ZONE C-3 RURAL	4
			MDAS	SJ ZONE C-3 SUBURBAN	2
<b>Total</b>		25			30

**Detailed Response Time Analysis  
November 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	331	0:01	21:26	4:43	2:30	7:14
SJ ZONE A-2 URBAN	77	0:02	14:04	6:11	2:41	9:28
SJ ZONE A-3 URBAN	12	2:25	8:15	5:46	1:39	8:02
SJ ZONE B-1 URBAN	1,325	0:01	17:46	5:14	2:31	8:13
SJ ZONE B-2 URBAN	1,438	0:00	22:33	5:09	2:24	7:57
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	108	0:01	11:01	5:36	2:34	9:11
SJ ZONE B-5 URBAN	84	0:02	19:00	6:22	4:02	11:17
SJ ZONE C-1 URBAN	281	0:01	23:00	5:08	3:16	8:05
SJ ZONE C-2 URBAN	20	1:29	11:20	6:06	2:17	9:12
SJ ZONE C-3 URBAN	7	0:43	10:32	6:22	2:59	10:32
SJ ZONE A-2 SUBURBAN	18	3:56	11:55	8:34	2:12	11:31
SJ ZONE A-3 SUBURBAN	14	3:11	13:03	7:52	3:03	12:11
SJ ZONE B-4 SUBURBAN	32	0:02	16:09	7:38	4:05	12:01
SJ ZONE B-5 SUBURBAN	10	0:19	21:30	5:26	5:29	4:39
SJ ZONE C-1 SUBURBAN	7	0:02	9:06	5:01	3:00	9:06
SJ ZONE C-2 SUBURBAN	1	5:53	5:53	5:53	0:00	5:53
SJ ZONE C-3 SUBURBAN	6	0:06	8:09	4:27	2:50	8:09
SJ ZONE C-2 SUBURBAN-MODERATE	21	1:42	14:55	10:50	2:50	12:58
SJ ZONE A-2 RURAL	31	0:41	20:39	11:39	4:11	15:28
SJ ZONE A-3 RURAL	28	4:35	15:42	9:47	2:52	13:50
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	3	4:55	10:58	8:08	2:29	10:58
SJ ZONE B-4 RURAL	10	2:42	16:52	11:29	4:04	16:50
SJ ZONE B-5 RURAL	10	4:24	18:39	10:14	4:21	14:31
SJ ZONE C-1 RURAL	1	3:56	3:56	3:56	0:00	3:56
SJ ZONE C-2 RURAL	23	0:17	19:44	10:52	4:20	17:11
SJ ZONE C-3 RURAL	36	0:03	18:03	10:07	4:25	15:24
SJ ZONE B-3 WILDERNESS	13	6:50	24:48	14:09	4:16	18:00
SJ ZONE C-2 WILDERNESS	4	12:37	18:30	14:43	2:15	18:30
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,683	0:00	23:00	5:13	2:36	8:12
All Suburban Compliance Areas	88	0:02	21:30	7:10	3:52	11:44
All Suburban-Moderate Compliance Areas	21	1:42	14:55	10:50	2:50	12:58
All Rural Compliance Areas	142	0:03	20:39	10:31	4:07	15:28
All Wilderness Compliance Areas	17	6:50	24:48	14:17	3:54	18:30

**Detailed Response Time Analysis  
December 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	402	0:01	15:35	4:52	2:16	7:19
SJ ZONE A-2 URBAN	66	0:03	11:48	6:31	2:22	10:01
SJ ZONE A-3 URBAN	25	0:02	13:34	6:33	2:58	9:41
SJ ZONE B-1 URBAN	1,337	0:01	50:02	5:27	2:52	8:28
SJ ZONE B-2 URBAN	1,596	0:00	22:30	5:11	2:30	8:01
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	98	0:01	18:14	6:29	3:03	9:31
SJ ZONE B-5 URBAN	94	0:03	17:54	6:34	3:56	12:00
SJ ZONE C-1 URBAN	284	0:03	23:05	4:56	3:16	8:14
SJ ZONE C-2 URBAN	9	1:08	10:51	6:48	2:32	10:51
SJ ZONE C-3 URBAN	9	2:49	8:29	5:36	1:41	8:29
SJ ZONE A-2 SUBURBAN	13	1:59	15:20	8:26	3:03	11:06
SJ ZONE A-3 SUBURBAN	8	1:32	10:56	7:34	3:22	10:56
SJ ZONE B-4 SUBURBAN	25	0:03	17:30	8:13	4:30	14:53
SJ ZONE B-5 SUBURBAN	8	2:47	10:54	5:19	2:34	10:54
SJ ZONE C-1 SUBURBAN	14	0:11	10:38	4:44	2:29	6:15
SJ ZONE C-2 SUBURBAN	5	4:08	9:49	6:34	1:52	9:49
SJ ZONE C-3 SUBURBAN	15	1:37	19:58	9:00	4:25	16:22
SJ ZONE C-2 SUBURBAN-MODERATE	26	0:11	18:36	11:21	3:52	16:48
SJ ZONE A-2 RURAL	35	2:56	26:32	10:53	4:46	16:31
SJ ZONE A-3 RURAL	19	0:19	19:35	11:10	4:22	15:12
SJ ZONE B-2 RURAL	2	9:26	13:41	11:33	2:08	13:41
SJ ZONE B-3 RURAL	9	0:01	11:53	5:36	2:55	11:53
SJ ZONE B-4 RURAL	4	4:19	19:04	10:50	5:21	19:04
SJ ZONE B-5 RURAL	10	1:52	23:07	12:10	5:40	17:26
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	9	0:05	16:25	9:55	5:11	16:25
SJ ZONE C-3 RURAL	34	0:10	22:05	10:36	4:39	15:41
SJ ZONE B-3 WILDERNESS	5	11:32	24:24	17:03	4:13	24:24
SJ ZONE C-2 WILDERNESS	9	11:54	32:53	18:57	6:51	32:53
SJ ZONE C-3 WILDERNESS	1	12:30	12:30	12:30	0:00	12:30
All Urban Compliance Areas	3,920	0:00	50:02	5:20	2:45	8:24
All Suburban Compliance Areas	88	0:03	19:58	7:25	3:57	12:05
All Suburban-Moderate Compliance Areas	26	0:11	18:36	11:21	3:52	16:48
All Rural Compliance Areas	122	0:01	26:32	10:30	4:53	16:25
All Wilderness Compliance Areas	15	11:32	32:53	17:53	6:04	28:34

**Exemption Request Report  
November 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
11/01/2015	15158173	B-1	Delays in Transferring Care at ED		Exempt
11/01/2015	15158328	B-1	Delays in Transferring Care at ED		Exempt
11/01/2015	15158335	B-1	Delays in Transferring Care at ED		Exempt
11/01/2015	15158385	A-1	Delays in Transferring Care at ED		Exempt
11/02/2015	15158580	B-2	False Report of Emergency		Exempt
11/02/2015	15158650	B-2	False Report of Emergency		Exempt
11/02/2015	15158667	B-5	Location Change		Exempt
11/02/2015	15158771	B-1	Delays in Transferring Care at ED		Exempt
11/02/2015	15159043	B-2	Location Change		Exempt
11/03/2015	15159184	B-4	Delays in Transferring Care at ED		Exempt
11/03/2015	15159188	C-1	Delays in Transferring Care at ED		Exempt
11/04/2015	15159644	B-2	Train		Exempt
11/04/2015	15159775	B-1	Delays in Transferring Care at ED		Exempt
11/04/2015	15159806	B-2	Delays in Transferring Care at ED		Exempt
11/04/2015	15159809	B-1	Delays in Transferring Care at ED		Exempt
11/04/2015	15159872	B-2	Train		Exempt
11/04/2015	15159957	B-2	Delays in Transferring Care at ED		Exempt
11/04/2015	15160039	B-1	Delays in Transferring Care at ED		Exempt
11/04/2015	15160043	B-2	Delays in Transferring Care at ED		Exempt
11/05/2015	15160433	C-1	Delays in Transferring Care at ED		Exempt



**Exemption Request Report (continued)**  
**November 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/05/2015	15160440	C-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15160754	B-2	Poor Location Information from RP		Exempt
11/06/2015	15160879	B-2	Delays in Transferring Care at ED		Exempt
11/06/2015	15160919	B-2	Delays in Transferring Care at ED		Exempt
11/06/2015	15160984	B-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15160986	B-2	Delays in Transferring Care at ED		Exempt
11/06/2015	15161017	A-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15161044	C-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15161048	B-2	Delays in Transferring Care at ED		Exempt
11/06/2015	15161113	B-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15161114	B-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15161115	B-1	Delays in Transferring Care at ED		Exempt
11/06/2015	15161157	B-2	Road Construction		Exempt
11/07/2015	15161483	B-2	Delays in Transferring Care at ED		Exempt
11/08/2015	15161662	B-2	False Report of Emergency		Exempt
11/09/2015	15162088	B-2	Train		Exempt
11/09/2015	15162234	B-2	Location Change		Exempt
11/09/2015	15162409	B-5	Poor Location Information from RP		Exempt
11/11/2015	15163110	B-2	Delays in Transferring Care at ED		Exempt
11/11/2015	15163468	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**November 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
11/11/2015	15163474	A-1	Delays in Transferring Care at ED		Exempt
11/11/2015	15163478	B-2	Delays in Transferring Care at ED		Exempt
11/12/2015	15163745	C-1	Delays in Transferring Care at ED		Exempt
11/12/2015	15163749	B-2	Delays in Transferring Care at ED		Exempt
11/12/2015	15163893	A-2	Delays in Transferring Care at ED		Exempt
11/12/2015	15163897	A-1	Delays in Transferring Care at ED		Exempt
11/12/2015	15163906	B-2	Delays in Transferring Care at ED		Exempt
11/12/2015	15163966	B-1	Delays in Transferring Care at ED		Exempt
11/12/2015	15164029	B-1	Delays in Transferring Care at ED		Exempt
11/13/2015	15164037	C-1	Delays in Transferring Care at ED		Exempt
11/13/2015	15164568	B-2	Delays in Transferring Care at ED		Exempt
11/14/2015	15164846	B-2	False Report of Emergency		Exempt
11/14/2015	15165107	B-2	Delays in Transferring Care at ED		Exempt
11/15/2015	15165163	B-2	Delays in Transferring Care at ED		Exempt
11/16/2015	15165781	B-2	Delays in Transferring Care at ED		Exempt
11/16/2015	15165780	B-1	Delays in Transferring Care at ED		Exempt
11/16/2015	15165805	B-4	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**November 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
11/16/2015	15165886	B-1	Delays in Transferring Care at ED		Exempt
11/16/2015	15165910	B-1	Delays in Transferring Care at ED		Exempt
11/16/2015	15165990	C-1	Delays in Transferring Care at ED		Exempt
11/16/2015	15166024	B-1	Delays in Transferring Care at ED		Exempt
11/17/2015	15166430	B-2	Delays in Transferring Care at ED		Exempt
11/18/2015	15166597	A-2	Delays in Transferring Care at ED		Exempt
11/18/2015	15166881	B-4	Delays in Transferring Care at ED		Exempt
11/18/2015	15166929	B-1	Delays in Transferring Care at ED		Exempt
11/18/2015	15166931	B-1	Delays in Transferring Care at ED		Exempt
11/18/2015	15166948	B-1	Delays in Transferring Care at ED		Exempt
11/18/2015	15166999	B-5	Delays in Transferring Care at ED		Exempt
11/19/2015	15167123	B-2	Road Construction		Exempt
11/19/2015	15167322	B-1	Delays in Transferring Care at ED		Exempt
11/19/2015	15167362	B-2	Delays in Transferring Care at ED		Exempt
11/19/2015	15167369	B-1	Delays in Transferring Care at ED		Exempt
11/19/2015	15167393	B-4	Delays in Transferring Care at ED		Exempt
11/19/2015	15167517	B-4	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**November 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
11/19/2015	15167570	B-2	Delays in Transferring Care at ED		Exempt
11/20/2015	15167660	B-1	False Report of Emergency		Exempt
11/20/2015	15167826	B-1	Delays in Transferring Care at ED		Exempt
11/20/2015	15167828	B-1	Delays in Transferring Care at ED		Exempt
11/20/2015	15167829	B-2	Delays in Transferring Care at ED		Exempt
11/20/2015	15167843	B-1	Delays in Transferring Care at ED		Exempt
11/21/2015	15168235	B-4	False Report of Emergency		Exempt
11/21/2015	15168532	B-1	Delays in Transferring Care at ED		Exempt
11/21/2015	15168636	B-2	Delays in Transferring Care at ED		Exempt
11/21/2015	15168639	B-2	Delays in Transferring Care at ED		Exempt
11/21/2015	15168644	B-2	Delays in Transferring Care at ED		Exempt
11/22/2015	15168699	B-2	Delays in Transferring Care at ED		Exempt
11/22/2015	15168776	C-1	Delays in Transferring Care at ED		Exempt
11/23/2015	15169135	B-2	Fog		Exempt
11/23/2015	15169150	C-3	Fog		Exempt
11/23/2015	15169173	B-2	Fog		Exempt
11/23/2015	15169419	B-2	Delays in Transferring Care at ED		Exempt
11/23/2015	15169422	B-1	Delays in Transferring Care at ED		Exempt
11/23/2015	15169424	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**November 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/23/2015	15169438	B-1	Delays in Transferring Care at ED		Exempt
11/23/2015	15169525	A-2	Delays in Transferring Care at ED		Exempt
11/24/2015	15169703	A-2	Delays in Transferring Care at ED		Exempt
11/24/2015	15169835	B-1	Heavy Rain		Exempt
11/24/2015	15169950	B-2	Delays in Transferring Care at ED		Exempt
11/24/2015	15169999	B-2	Poor Location Information from RP		Exempt
11/25/2015	15170322	A-1	Delays in Transferring Care at ED		Exempt
11/25/2015	15170473	B-5	Traffic Secondary to Call		Exempt
11/25/2015	15170493	B-1	Delays in Transferring Care at ED		Exempt
11/25/2015	15170506	B-1	Delays in Transferring Care at ED		Exempt
11/26/2015	15170680	A-2	False Report of Emergency		Exempt
11/26/2015	15170796	B-2	Location Change		Exempt
11/26/2015	15170956	B-1	Location Change		Exempt
11/27/2015	15171095	B-2	Delays in Transferring Care at ED		Exempt
11/27/2015	15171100	B-1	Delays in Transferring Care at ED		Exempt
11/27/2015	15171276	B-1	Delays in Transferring Care at ED		Exempt
11/27/2015	15171293	A-2	Delays in Transferring Care at ED		Exempt
11/27/2015	15171314	B-5	Delays in Transferring Care at ED		Exempt
11/27/2015	15171441	B-1	Delays in Transferring Care at ED		Exempt
11/27/2015	15171459	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**November 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
11/28/2015	15171633	B-5	Road Construction		Exempt
11/28/2015	15171834	B-1	Delays in Transferring Care at ED		Exempt
11/28/2015	15171858	C-1	Delays in Transferring Care at ED		Exempt
11/28/2015	15171860	C-1	Delays in Transferring Care at ED		Exempt
11/28/2015	15171864	A-2	Delays in Transferring Care at ED		Exempt
11/29/2015	15172185	B-2	Delays in Transferring Care at ED		Exempt
11/29/2015	15172239	B-1	Delays in Transferring Care at ED		Exempt
11/29/2015	15172259	C-1	Delays in Transferring Care at ED		Exempt
11/29/2015	15172271	B-2	Delays in Transferring Care at ED		Exempt
11/30/2015	15172644	A-2	Delays in Transferring Care at ED		Exempt
11/30/2015	15172764	B-1	Delays in Transferring Care at ED		Exempt
11/30/2015	15172780	B-1	Delays in Transferring Care at ED		Exempt
11/30/2015	15172801	B-4	Road Construction		Exempt

**Exemption Request Report  
December 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/01/2015	15173026	B-2	Road Construction		Exempt
12/01/2015	15173035	B-5	Train		Exempt
12/02/2015	15173851	B-2	Delays in Transferring Care at ED		Exempt
12/02/2015	15173870	B-1	Delays in Transferring Care at ED		Exempt
12/02/2015	15173874	B-5	Delays in Transferring Care at ED		Exempt
12/03/2015	15174149	B-1	Delays in Transferring Care at ED		Exempt
12/03/2015	15174256	B-5	Delays in Transferring Care at ED		Exempt
12/03/2015	15174263	B-2	Delays in Transferring Care at ED		Exempt
12/03/2015	15174274	B-1	Delays in Transferring Care at ED		Exempt
12/03/2015	15174282	B-1	Delays in Transferring Care at ED		Exempt
12/03/2015	15174291	A-1	Delays in Transferring Care at ED		Exempt
12/03/2015	15174294	B-2	Delays in Transferring Care at ED		Exempt
12/03/2015	15174335	B-1	Delays in Transferring Care at ED		Exempt
12/03/2015	15174377	C-2	Delays in Transferring Care at ED		Exempt
12/04/2015	15174721	B-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174758	B-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174772	B-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174784	B-5	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/04/2015	15174785	B-2	Delays in Transferring Care at ED		Exempt
12/04/2015	15174800	C-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174823	B-2	Delays in Transferring Care at ED		Exempt
12/04/2015	15174867	C-1	Traffic Secondary to Call		Exempt
12/04/2015	15174896	C-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174903	B-2	Delays in Transferring Care at ED		Exempt
12/04/2015	15174908	B-1	Delays in Transferring Care at ED		Exempt
12/04/2015	15174911	C-1	Delays in Transferring Care at ED		Exempt
12/05/2015	15174966	B-4	Delays in Transferring Care at ED		Exempt
12/05/2015	15174984	C-3	Delays in Transferring Care at ED		Exempt
12/07/2015	15175959	B-2	Delays in Transferring Care at ED		Exempt
12/07/2015	15175960	B-2	Delays in Transferring Care at ED		Exempt
12/07/2015	15175970	B-1	Delays in Transferring Care at ED		Exempt
12/07/2015	15176077	A-2	Delays in Transferring Care at ED		Exempt
12/07/2015	15176089	B-5	Road Closure		Exempt
12/07/2015	15176213	B-2	Delays in Transferring Care at ED		Exempt
12/07/2015	15176414	C-3	Delays in Transferring Care at ED		Exempt
12/07/2015	15176439	B-5	Freeway Access		Exempt



**Exemption Request Report (continued)**  
**December 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/07/2015	15176460	A-2	Delays in Transferring Care at ED		Exempt
12/08/2015	15176731	B-1	Delays in Transferring Care at ED		Exempt
12/08/2015	15176733	B-5	Delays in Transferring Care at ED		Exempt
12/08/2015	15176978	B-2	Fog		Exempt
12/08/2015	15177027	B-4	Road Closure		Exempt
12/08/2015	15177056	B-2	Delays in Transferring Care at ED		Exempt
12/09/2015	15177178	A-2	Traffic Secondary to Call		Exempt
12/09/2015	15177435	B-2	Delays in Transferring Care at ED		Exempt
12/09/2015	15177453	B-1	Delays in Transferring Care at ED		Exempt
12/09/2015	15177467	B-1	Delays in Transferring Care at ED		Exempt
12/09/2015	15177470	B-1	Delays in Transferring Care at ED		Exempt
12/09/2015	15177474	C-3	Delays in Transferring Care at ED		Exempt
12/10/2015	15177844	A-1	Delays in Transferring Care at ED		Exempt
12/10/2015	15177863	B-5	Delays in Transferring Care at ED		Exempt
12/10/2015	15177875	A-2	Delays in Transferring Care at ED		Exempt
12/10/2015	15177879	B-1	Delays in Transferring Care at ED		Exempt
12/10/2015	15177914	B-1	Delays in Transferring Care at ED		Exempt
12/10/2015	15177925	B-4	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/10/2015	15177930	A-1	Delays in Transferring Care at ED		Exempt
12/10/2015	15178025	B-2	Delays in Transferring Care at ED		Exempt
12/10/2015	15178128	B-2	Heavy Rain	No AVL	Not Exempt
12/11/2015	15178257	B-4	Road Closure		Exempt
12/11/2015	15178328	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178327	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178330	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178334	B-2	Delays in Transferring Care at ED		Exempt
12/11/2015	15178339	A-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178338	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178340	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178345	B-2	Delays in Transferring Care at ED		Exempt
12/11/2015	15178356	C-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178363	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178376	C-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178429	B-5	Traffic Secondary to Call		Exempt
12/11/2015	15178480	B-4	Delays in Transferring Care at ED		Exempt
12/11/2015	15178486	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/11/2015	15178491	B-2	Delays in Transferring Care at ED		Exempt
12/11/2015	15178494	A-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178497	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178509	A-3	Delays in Transferring Care at ED		Exempt
12/11/2015	15178511	B-2	Delays in Transferring Care at ED		Exempt
12/11/2015	15178519	C-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178521	C-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178529	B-1	Delays in Transferring Care at ED		Exempt
12/11/2015	15178562	B-2	Delays in Transferring Care at ED		Exempt
12/11/2015	15178579	B-1	Delays in Transferring Care at ED		Exempt
12/12/2015	15178704	B-2	Delays in Transferring Care at ED		Exempt
12/12/2015	15178769	A-3	Delays in Transferring Care at ED		Exempt
12/12/2015	15178946	B-4	Delays in Transferring Care at ED		Exempt
12/12/2015	15178964	C-3	False Report of Emergency		Exempt
12/12/2015	15178983	B-1	Freeway Access		Exempt
12/12/2015	15179003	B-1	Delays in Transferring Care at ED		Exempt
12/12/2015	15179018	B-2	Delays in Transferring Care at ED		Exempt
12/12/2015	15179019	B-5	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/12/2015	15179096	B-1	Delays in Transferring Care at ED		Exempt
12/13/2015	15179494	B-2	Delays in Transferring Care at ED		Exempt
12/13/2015	15179561	B-2	Delays in Transferring Care at ED		Exempt
12/13/2015	15179568	B-1	Delays in Transferring Care at ED		Exempt
12/13/2015	15179569	B-4	Delays in Transferring Care at ED		Exempt
12/13/2015	15179573	B-2	Delays in Transferring Care at ED		Exempt
12/14/2015	15179853	B-2	Delays in Transferring Care at ED		Exempt
12/14/2015	15179856	B-2	Delays in Transferring Care at ED		Exempt
12/14/2015	15179870	B-1	Delays in Transferring Care at ED		Exempt
12/15/2015	15180270	B-4	False Report of Emergency		Exempt
12/15/2015	15180331	B-5	Delays in Transferring Care at ED		Exempt
12/15/2015	15180407	B-1	Delays in Transferring Care at ED		Exempt
12/15/2015	15180417	B-2	Delays in Transferring Care at ED		Exempt
12/15/2015	15180420	B-2	Delays in Transferring Care at ED		Exempt
12/15/2015	15180465	C-1	Delays in Transferring Care at ED		Exempt
12/15/2015	15180469	B-1	Delays in Transferring Care at ED		Exempt
12/15/2015	15180482	B-2	Delays in Transferring Care at ED		Exempt
12/15/2015	15180501	B-2	Train		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/15/2015	15180510	B-2	Traffic Secondary to Call		Exempt
12/15/2015	15180550	B-2	Delays in Transferring Care at ED		Exempt
12/16/2015	15181068	B-1	Delays in Transferring Care at ED		Exempt
12/16/2015	15181084	B-2	Road Closure		Exempt
12/16/2015	15181105	B-2	Delays in Transferring Care at ED		Exempt
12/17/2015	15181282	B-1	Adjusted time based on call audit		Exempt
12/17/2015	15181357	B-4	Road Closure		Exempt
12/17/2015	15181385	B-1	Delays in Transferring Care at ED		Exempt
12/17/2015	15181445	B-1	Delays in Transferring Care at ED		Exempt
12/17/2015	15181485	A-2	Delays in Transferring Care at ED		Exempt
12/17/2015	15181495	B-1	Delays in Transferring Care at ED		Exempt
12/17/2015	15181548	B-2	Delays in Transferring Care at ED		Exempt
12/17/2015	15181607	B-2	Delays in Transferring Care at ED		Exempt
12/18/2015	15181808	B-1	Delays in Transferring Care at ED		Exempt
12/18/2015	15181828	B-1	Delays in Transferring Care at ED		Exempt
12/18/2015	15181833	B-1	Delays in Transferring Care at ED		Exempt
12/18/2015	15181955	B-2	Delays in Transferring Care at ED		Exempt
12/18/2015	15181974	B-5	Delays in Transferring Care at ED		Exempt
12/18/2015	15181988	B-4	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/18/2015	15182012	B-2	Delays in Transferring Care at ED		Exempt
12/18/2015	15182017	B-4	Delays in Transferring Care at ED		Exempt
12/19/2015	15182216	A-2	Delays in Transferring Care at ED		Exempt
12/19/2015	15182373	B-2	Delays in Transferring Care at ED		Exempt
12/19/2015	15182399	B-1	Delays in Transferring Care at ED		Exempt
12/19/2015	15182533	B-4	Delays in Transferring Care at ED		Exempt
12/19/2015	15182532	B-2	Delays in Transferring Care at ED		Exempt
12/19/2015	15182541	B-2	Delays in Transferring Care at ED		Exempt
12/19/2015	15182629	B-2	Delays in Transferring Care at ED		Exempt
12/20/2015	15182658	B-2	Delays in Transferring Care at ED		Exempt
12/20/2015	15182670	B-4	Delays in Transferring Care at ED		Exempt
12/20/2015	15182679	B-2	False Report of Emergency		Exempt
12/20/2015	15182806	B-1	Delays in Transferring Care at ED		Exempt
12/20/2015	15182994	B-5	Delays in Transferring Care at ED		Exempt
12/22/2015	15183633	B-2	Train		Exempt
12/22/2015	15183694	B-4	Road Construction		Exempt
12/22/2015	15183819	B-1	False Report of Emergency		Exempt
12/22/2015	15183923	B-1	Delays in Transferring Care at ED		Exempt
12/22/2015	15183997	B-5	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/22/2015	15184011	B-2	Delays in Transferring Care at ED		Exempt
12/23/2015	15184481	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184495	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184497	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184564	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184566	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184577	B-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184579	C-1	Delays in Transferring Care at ED		Exempt
12/23/2015	15184617	B-1	Train		Exempt
12/23/2015	15184645	B-2	Delays in Transferring Care at ED		Exempt
12/23/2015	15184651	B-2	Delays in Transferring Care at ED		Exempt
12/24/2015	15184661	B-1	Delays in Transferring Care at ED		Exempt
12/24/2015	15185009	B-4	Delays in Transferring Care at ED		Exempt
12/24/2015	15185145	B-2	Delays in Transferring Care at ED		Exempt
12/24/2015	15185153	B-1	Delays in Transferring Care at ED		Exempt
12/25/2015	15185477	B-1	Location Change		Exempt
12/25/2015	15185595	B-2	Delays in Transferring Care at ED		Exempt
12/25/2015	15185607	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/25/2015	15185612	B-2	Delays in Transferring Care at ED		Exempt
12/26/2015	15185846	A-2	Delays in Transferring Care at ED		Exempt
12/26/2015	15185845	A-1	Delays in Transferring Care at ED		Exempt
12/26/2015	15185916	B-2	Delays in Transferring Care at ED		Exempt
12/26/2015	15186023	B-1	Location Change		Exempt
12/26/2015	15186078	B-1	Delays in Transferring Care at ED		Exempt
12/26/2015	15186082	B-2	Delays in Transferring Care at ED		Exempt
12/26/2015	15186108	B-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186243	B-2	Delays in Transferring Care at ED		Exempt
12/27/2015	15186309	B-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186424	B-5	Poor Location Information from RP		Exempt
12/27/2015	15186438	B-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186519	A-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186521	B-5	Delays in Transferring Care at ED		Exempt
12/27/2015	15186523	B-4	Delays in Transferring Care at ED		Exempt
12/27/2015	15186539	B-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186544	C-1	Delays in Transferring Care at ED		Exempt
12/27/2015	15186547	B-1	Delays in Transferring Care at ED		Exempt



**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/28/2015	15186753	B-2	Delays in Transferring Care at ED		Exempt
12/28/2015	15186809	C-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186816	C-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186815	B-2	Delays in Transferring Care at ED		Exempt
12/28/2015	15186830	C-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186860	B-2	Delays in Transferring Care at ED		Exempt
12/28/2015	15186871	B-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186904	B-2	Delays in Transferring Care at ED		Exempt
12/28/2015	15186955	A-2	Delays in Transferring Care at ED		Exempt
12/28/2015	15186973	B-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186981	B-1	Delays in Transferring Care at ED		Exempt
12/28/2015	15186999	B-4	Road Construction		Exempt
12/28/2015	15187012	B-2	Delays in Transferring Care at ED		Exempt
12/29/2015	15187183	B-1	Delays in Transferring Care at ED		Exempt
12/29/2015	15187250	C-1	Adjusted time based on call audit		Exempt
12/29/2015	15187405	B-4	Delays in Transferring Care at ED		Exempt
12/30/2015	15187866	B-5	Road Construction		Exempt
12/30/2015	15187993	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**December 2015**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
12/30/2015	15188030	B-5	Delays in Transferring Care at ED		Exempt
12/30/2015	15188034	B-1	Delays in Transferring Care at ED		Exempt
12/30/2015	15188073	B-1	Delays in Transferring Care at ED		Exempt
12/30/2015	15188161	B-5	Road Closure		Exempt
12/31/2015	15188603	B-2	Delays in Transferring Care at ED		Exempt

## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

Zone	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Monthly Average
A-1	93%	94%	95%	96%	95%	95%	96%	95%	93%	95%	95%	94%	94.7%
A-2	91%	91%	89%	94%	93%	85%	90%	87%	86%	90%	83%	87%	88.6%
A-3	80%	76%	92%	83%	83%	88%	98%	84%	85%	96%	91%	79%	86.4%
B-1	91%	90%	89%	92%	91%	92%	92%	90%	91%	91%	91%	90%	90.8%
B-2	93%	90%	91%	90%	91%	91%	92%	91%	93%	92%	91%	91%	91.4%
B-3	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	99.5%
B-4	78%	82%	89%	80%	91%	87%	89%	86%	84%	88%	83%	87%	85.3%
B-5	94%	75%	88%	89%	83%	80%	81%	87%	88%	86%	77%	85%	84.3%
C-1	92%	93%	96%	96%	94%	93%	93%	93%	94%	93%	93%	93%	93.7%
C-2	94%	89%	96%	96%	94%	95%	97%	95%	96%	97%	91%	88%	94.1%
C-3	97%	96%	94%	96%	90%	96%	95%	89%	98%	94%	94%	93%	94.2%
<b>All Zones</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>	<b>91.2%</b>

### Failure to Provide Data

Event Type	November 2015	December 2015
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

