

Memorandum

#### **San Joaquin County**

#### **Emergency Medical Services Agency**



http://www.sjgov.org/ems

Mailing Address PO Box 220 French Camp, CA 95231

Health Care Services Complex Benton Hall 500 W. Hospital Rd. French Camp, CA 95231

> Phone Number (209) 468-6818

> Fax Number

(209) 468-6725

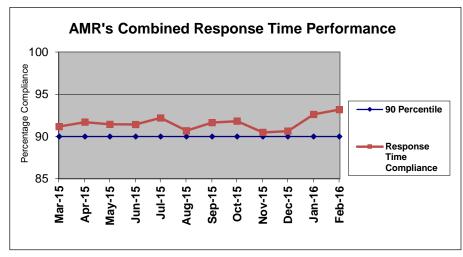
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: April 11, 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 January and February, 2016, provides an in-depth review of AMR's performance. The County's contract with AMR establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance.



AMR's January and February 2016, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 92.61% for January and 93.18% for February.

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

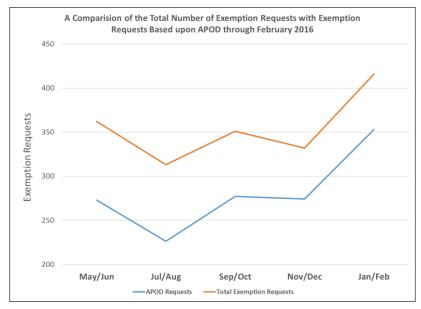
eleven subzones in February.

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 ≥ 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 2014 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 January/February 2016 reporting period was 5% (416 requests out of 8330 responses). There has been greater than a fourfold increase in the number of all exemption requests between these two reporting periods (91 to 416).



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. The adjacent chart that shows the number of exemption requests for the most recent ten-month period. illustrates that the "new normal" for exemption requests far exceeds

the relatively modest number of exemptions requested prior to the middle of 2014. In the current reporting period for January/February 2016, AMR requested 353 exemptions that met the APOD trigger out of a total of 416 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 85% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 353 (a nearly nine-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

Ambulance Performance Report November/December, 2015 Page 3 of 3

standards. While the direct impact of APOD on patient care cannot be measured, it is striking to note that the 353 late responses that occurred while the APOD trigger was met in January/February 2016 resulted in 842 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 92.8% response-time compliance during this reporting period. 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 4%.

The complete compliance report for January and February 2016 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

# Exclusive Emergency Ambulance Provider Contract Compliance American Medical Response

Response Time Compliance Report by 31 Day Rolling Period

	January 1, 2016 through January 31, 2016									
Compliance Zone	Total Responses	Non-compliant, Non- exempted Responses	Compliance Percentage	Yes	No					
SJC Zone A-1	411	10	97.57%	X						
SJC Zone A-2	134	20	85.07%		X					
SJC Zone A-3	71	6	91.55%	X						
SJC Zone B-1	1,344	107	92.04%	X						
SJC Zone B-2	1,583	101	93.62%	X						
SJC Zone B-3	10	0	100.00%	X						
SJC Zone B-4	176	30	82.95%		X					
SJC Zone B-5	83	16	80.72%		X					
SJC Zone C-1	304	15	95.07%	X						
SJC Zone C-2	38	4	89.47%		X					
SJC Zone C-3	41	1	97.56%	X						
All Zones Combined	4,195	310	92.61%	7	4					

Response Time Compliance Report by 29 Day Rolling Period

	February 1, 2016 through February 29, 2016									
Compliance Zone	Total Responses	Non-compliant, Non- exempted Responses	Compliance Percentage	Yes	No					
SJC Zone A-1	363	20	94.49%	X						
SJC Zone A-2	127	11	91.34%	X						
SJC Zone A-3	68	8	88.24%		X					
SJC Zone B-1	1,359	97	92.86%	X						
SJC Zone B-2	1,582	94	94.06%	X						
SJC Zone B-3	10	0	100.00%	X						
SJC Zone B-4	142	20	85.92%		X					
SJC Zone B-5	112	11	90.18%	Χ						
SJC Zone C-1	271	16	94.10%	Χ						
SJC Zone C-2	60	5	91.67%	X						
SJC Zone C-3	41	0	100.00%	X						
All Zones Combined	4,135	282	93.18%	9	2					

#### **Fines and Penalties Report**

Type of Penalty	January 2016	February 2016
Out of compliance response districts	\$20,000	\$10,000
Late response minutes	\$7,500	\$6,900
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
Total	s \$27,500	\$16,900

#### **Weekly Unit Hour Staffing Report**

	RFP	January 2016	February 2016
Zone A	588	588	588
Zone B	1932	2190	2266
Zone B *non dedicated	0	527	542
Zone C	504	504	504
Total	3024	3809	3900

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

# Response Time Analysis By Population Density All Responses

	January 2016			February 2016		
		Number of			Number of	
		Non-			Non-	
Population Density &	Number of	Compliant	Percent	Number of	Compliant	Percent
Response Time Standard	Responses	Responses	Compliant	Responses	Responses	Compliant
Urban 7:29	3,968	297	92.52%	3,893	269	93.09%
Suburban 9:29	72	9	87.50%	73	10	86.30%
Suburban-Moderate 15:29	18	1	94.44%	16	1	93.75%
Rural 17:29	131	3	97.71%	133	2	98.50%
Wilderness 29:29	6	0	100.00%	20	0	100.00%
Total	4,195	310	92.61%	4,135	282	93.18%

#### **Mutual Aid Incidents**

January 2016			February 2016			
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses	
MDAS	SJ ZONE B-2 URBAN	2	MDAS	SJ ZONE B-1 URBAN	1	
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE B-2 URBAN	2	
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE B-5 URBAN	5	
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE C-1 URBAN	6	
MDAS	SJ ZONE C-2 URBAN	1	MDAS	SJ ZONE C-2 SUBURBMO	2	
MDAS	SJ ZONE C-3 RURAL	5	MDAS	SJ ZONE C-3 RURAL	9	
			Unknown	SJ ZONE A-3 URBAN	1	
Total		15			26	

### **Detailed Response Time Analysis January 2016**

January 2016			T			
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	411	0:03		4:37	2:07	6:42
SJ ZONE A-2 URBAN	80	0:07	11:07	6:11	2:19	9:14
SJ ZONE A-3 URBAN	27	0:03		5:58	2:57	9:59
SJ ZONE B-1 URBAN	1,344	0:01	18:03	5:09	2:19	7:51
SJ ZONE B-2 URBAN	1,581	0:00	22:23	5:01	2:19	7:41
SJ ZONE B-3 URBAN	0	0.00	22.20	0.01	2.10	,,,,
SJ ZONE B-4 URBAN	143	0:01	16:04	6:24	2:48	9:54
SJ ZONE B-5 URBAN	76	0:03	21:02	6:33	3:16	
SJ ZONE C-1 URBAN	293	0:01	17:45	4:32	2:26	7:02
SJ ZONE C-2 URBAN	8	3:58	10:03	6:34	2:13	10:03
SJ ZONE C-3 URBAN	5	3:12	7:18	5:06	1:29	7:18
00 = 0 = 0 0 0		0		0.00	0	
SJ ZONE A-2 SUBURBAN	22	0:02	13:47	8:12	2:48	10:48
SJ ZONE A-3 SUBURBAN		2:36	11:42	6:54	2:52	11:42
SJ ZONE B-4 SUBURBAN	24	0:02	17:44	7:51	4:58	14:34
SJ ZONE B-5 SUBURBAN	2	5:58	7:34	6:46	0:48	7:34
SJ ZONE C-1 SUBURBAN	7	3:37	11:28	6:29	2:45	11:28
SJ ZONE C-2 SUBURBAN	1	5:00	5:00	5:00	0:00	5:00
SJ ZONE C-3 SUBURBAN	9	0:12	8:59	6:16	2:22	8:59
00 = 011 = 0 0 00 = 011 = 111		0	0.00	01.0		0.00
SJ ZONE C-2 SUBURBAN-MODERATE	18	2:21	16:00	11:08	2:51	14:38
			,,,,,,			
SJ ZONE A-2 RURAL	32	6:41	22:26	12:15	3:44	16:25
SJ ZONE A-3 RURAL	37	1:14	18:10	10:36	3:00	15:57
SJ ZONE B-2 RURAL	2	6:35	7:09	6:52	0:17	7:09
SJ ZONE B-3 RURAL	5	0:03	15:00	8:09	4:49	15:00
SJ ZONE B-4 RURAL	9	3:03	22:34	13:14	5:41	22:34
SJ ZONE B-5 RURAL	5	4:07	15:45	9:15	4:06	15:45
SJ ZONE C-1 RURAL	4	0:12	8:16		3:10	8:16
SJ ZONE C-2 RURAL	10				2:59	
SJ ZONE C-3 RURAL	27	0:02	20:19		5:45	
SJ ZONE B-3 WILDERNESS	5	7:33	13:04	10:45	2:01	13:04
SJ ZONE C-2 WILDERNESS	1	2:14	2:14	2:14	0:00	2:14
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,968	0:00	22:23	5:06	2:24	7:50
All Suburban Compliance	,					
Areas	72	0:02	17:44	7:28	3:40	11:28
All Suburban-Moderate	<u> </u>	5162		0		
Compliance Areas	18	2:21	16:00	11:08	2:51	14:38
			. 5.56		2.31	1 1.55
All Rural Compliance Areas	131	0:02	22:34	10:33	4:46	16:25
All Wilderness Compliance	101	0.02	22.04	10.00	7.70	10.20
Areas	6	2:14	13:04	9:20	3:40	13:04
, 110a0	0	۷. ۱۹	10.04	3.20	J. <del>1</del> U	10.04

### **Detailed Response Time Analysis February 2016**

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	363	0:02	19:28	4:42	2:13	7:06
SJ ZONE A-2 URBAN	80	0:04	14:35	6:01	2:38	8:49
SJ ZONE A-3 URBAN	26	0:18	14:09	6:00	3:35	10:26
SJ ZONE B-1 URBAN	1,359	0:01	19:34	5:24	2:32	8:21
SJ ZONE B-2 URBAN	1,578	0:01	16:47	4:56	2:22	7:47
SJ ZONE B-3 URBAN	0	0.01	10.17	1.00	2.22	7.17
SJ ZONE B-4 URBAN	116	0:03	16:50	5:50	2:35	8:41
SJ ZONE B-5 URBAN	93	0:04	12:32	5:58	2:52	9:24
SJ ZONE C-1 URBAN	263	0:04	16:55	5:15	2:40	8:27
SJ ZONE C-2 URBAN	11	0:05		5:41	2:18	8:20
SJ ZONE C-3 URBAN	4	2:18		5:32	2:27	8:57
22 20 20 20 20 20 20 20 20 20 20 20 20 2		20	5.57	0.02	2.21	3.07
SJ ZONE A-2 SUBURBAN	16	1:23	14:09	7:50	3:07	12:41
SJ ZONE A-3 SUBURBAN	13	2:28	15:16	8:18	3:22	12:06
SJ ZONE B-4 SUBURBAN	20	0:18		8:42	3:42	13:51
SJ ZONE B-5 SUBURBAN	9	0:10	6:58	4:51	2:02	6:58
SJ ZONE C-1 SUBURBAN	7	0:02	13:23	6:19	3:49	13:23
SJ ZONE C-2 SUBURBAN	4	4:00	11:03	7:07	2:32	11:03
SJ ZONE C-3 SUBURBAN	4	4:21	7:21	6:10	1:07	7:21
33 23 11 2 3 3 3 3 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			,	0.10	1101	,
SJ ZONE C-2 SUBURBAN-MODERATE	16	0:18	23:13	12:26	4:46	19:29
SJ ZONE A-2 RURAL	31	0:04	19:51	10:29	5:07	15:33
SJ ZONE A-3 RURAL	29	0:02	23:23	11:29	4:34	16:23
SJ ZONE B-2 RURAL	4	0:03	11:13	5:11	5:01	11:13
SJ ZONE B-3 RURAL	5	4:58	11:58	7:20	2:27	11:58
SJ ZONE B-4 RURAL	6	0:05	20:48	12:56	8:21	20:48
SJ ZONE B-5 RURAL	10	0:01	16:47	10:52	5:06	16:42
SJ ZONE C-1 RURAL	1	10:40	10:40	10:40	0:00	10:40
SJ ZONE C-2 RURAL	14	4:08	20:19	10:22	4:32	17:12
SJ ZONE C-3 RURAL	33	0:03	15:28	9:35	4:08	15:12
		2.21	22.22	10.5=	= :-	00.00
SJ ZONE B-3 WILDERNESS	5		22:08	16:27	5:10	22:08
SJ ZONE C-2 WILDERNESS	15	0:04	26:13	12:25	8:03	22:55
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,893	0:01	19:34	5:11	2:30	8:08
All Suburban Compliance						
Areas	73	0:02	16:13	7:31	3:27	12:41
All Suburban-Moderate						
Compliance Areas	16	0:18	23:13	12:26	4:46	19:29
		3110		: _ : _ :		
All Rural Compliance Areas	133	0:01	23:23	10:20	5:00	15:59
All Wilderness Compliance	.30	2.01	20.20	. 5.20	2.30	10.00
Areas	20	0:04	26:13	13:26	7:38	22:08

## **Exemption Request Report January 2016**

January 2016			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
01/01/2016	16000008	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/01/2016	16000012	A-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/01/2016	16000281	B-4	ED		Exempt
0.70.720.0			Delays in		
			Transferring Care at		
01/01/2016	16000391	B-4	ED ED		Exempt
01/01/2016	16000401	B-4	Road Closure		Exempt
01/01/2010	10000101	<del>                                     </del>	Delays in		ZXOMPC
			Transferring Care at		
01/03/2016	16001401	C-1	ED		Exempt
01/03/2010	10001401	0-1	Delays in		Exempt
			Transferring Care at		
01/04/2016	16001530	B-4	ED		Exempt
01/04/2010	10001330	D-4	Delays in		Lxempt
			Transferring Care at		
04/04/2046	16001527	D O	ED		Evennt
01/04/2016	16001537	B-2	Delays in		Exempt
04/04/0040	10001500	D 4	Transferring Care at		<b>-</b>
01/04/2016	16001590	B-4	ED Delays in		Exempt
			_		
04/04/0040	10001500	D 4	Transferring Care at		
01/04/2016	16001592	B-1	ED Deleve in		Exempt
			Delays in		
0.4./0.4./0.0.4.0	1,000,150,1	<b>D</b> 0	Transferring Care at		
01/04/2016	16001594	B-2	ED		Exempt
01/04/2016	16001728	B-5	Road Closure		Exempt
			Delays in		
			Transferring Care at		
01/04/2016	16001809	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/04/2016	16001810	B-1	ED		Exempt
01/05/2016	16001999	B-2	Heavy Rain		Exempt
01/05/2016	16002005	B-2	Heavy Rain		Exempt
01/05/2016	16002031	B-1	Heavy Rain		Exempt
			Delays in		
			Transferring Care at		
01/05/2016	16002165	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/05/2016	16002176	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/05/2016	16002222	B-1	ED		Exempt

January 2016			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
_ , , , _ , _			Transferring Care at		
01/05/2016	16002356	B-1	ED		Exempt
			Delays in		
04/05/0040	4000000		Transferring Care at		
01/05/2016	16002363	A-1	ED Delays in		Exempt
			Transferring Care at		
01/05/2016	16002364	B-2	ED		Exempt
01/03/2010	10002304	D-2	Delays in		Exempt
			Transferring Care at		
01/05/2016	16002366	A-1	ED		Exempt
01/03/2010	10002300	A-1	Delays in		Exempt
			Transferring Care at		
01/05/2016	16002427	B-2	ED		Exempt
01/00/2010	10002121		Delays in		ZXOMPT
			Transferring Care at		
01/05/2016	16002429	B-1	ED		Exempt
0 17 0 01 = 0 1 0			Delays in		
			Transferring Care at		
01/06/2016	16002784	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/07/2016	16003083	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/07/2016	16003163	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/07/2016	16003199	B-2	ED		Exempt
			Delays in		
/			Transferring Care at		_
01/07/2016	16003228	B-4	ED		Exempt
			Delays in		
04/07/0040	40000000	D 0	Transferring Care at		Evenent
01/07/2016	16003298	B-2	ED Delays in		Exempt
			Transferring Care at		
01/07/2016	16003301	B-2	ED		Exempt
01/01/2010	10003301	D-2	Delays in		Lxempt
			Transferring Care at		
01/08/2016	16003468	B-1	ED		Exempt
5175572515	10000100		Delays in		xompt
			Transferring Care at		
01/08/2016	16003475	B-2	ED		Exempt
- ,		1	Delays in		
			Transferring Care at		
01/08/2016	16003634	A-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/08/2016	16003643	B-2	ED		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
01/08/2016	16003675	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/08/2016	16003683	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/08/2016	16003718	B-5	ED		Exempt
			Delays in		
			Transferring Care at		
01/08/2016	16003821	B-4	ED		Exempt
			Delays in		
			Transferring Care at		
01/09/2016	16003960	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/09/2016	16003969	B-2	ED		Exempt
			False Report of		
01/09/2016	16003995	B-1	Emergency		Exempt
01/09/2016	16004003	B-2	Location Change		Exempt
			Delays in		
			Transferring Care at		
01/10/2016	16004571	B-4	ED		Exempt
			Delays in		
			Transferring Care at		
01/10/2016	16004624	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/10/2016	16004638	B-5	ED		Exempt
			Delays in		
			Transferring Care at		
01/10/2016	16004726	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/10/2016	16004790	B-2	ED Deleverin		Exempt
			Delays in		
0.4.4.0.400.4.0	1,000,470,4		Transferring Care at		
01/10/2016	16004791	B-1	ED Folso Donort of		Exempt
04/44/0040	40004040		False Report of		
01/11/2016	16004846	A-2	Emergency		Exempt
			Delays in		
04/44/0040	40005077	D 0	Transferring Care at		
01/11/2016	16005077	B-2	ED Deleve in		Exempt
			Delays in		
04/44/2016	40007000		Transferring Care at		_
01/11/2016	16005090	B-1	ED Deleverin		Exempt
			Delays in		
0.4.4.4./2.2.4.5	1000=101		Transferring Care at		_
01/11/2016	16005101	B-1	ED		Exempt

January 2016			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
01/11/2016	16005112	B-2	ED		Exempt
			Delays in		1
			Transferring Care at		
01/11/2016	16005131	A-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/11/2016	16005133	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/11/2016	16005181	B-4	ED		Exempt
0171172010	10000101	<u> </u>	Delays in		ZXOMPT
			Transferring Care at		
01/11/2016	16005201	A-3	ED		Exempt
01/11/2010	10000201	7.0	Delays in		Exempt
			Transferring Care at		
01/11/2016	16005208	B-4	ED		Exempt
01/11/2016	10003208	D-4	Delays in		Exempt
			Transferring Care at		
04 /44 /004 0	46005060	D 0	_		
01/11/2016	16005268	B-2	ED Delays in		Exempt
			Transferring Care at		
01/11/2016	16005277	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/12/2016	16005683	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/12/2016	16005689	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/12/2016	16005706	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/12/2016	16005711	B-1	ED		Exempt
			Delays in		,
			Transferring Care at		
01/12/2016	16005725	B-2	ED		Exempt
- , , <u>- , - , - , , , , , , , , , , , ,</u>			Delays in		
			Transferring Care at		
01/12/2016	16005809	B-5	ED ED		Exempt
		<del> -                                    </del>	Delays in	†	
			Transferring Care at		
01/12/2016	16005818	B-2	ED		Exempt
01/13/2016	16005953	B-4	Heavy Rain	Time and Distance	Not Exempt
01/13/2016	16005963	B-5	Other	Request Error	Not Exempt
01/10/2010	10000300	ט-ט 	Delays in	Request EIIOI	INOL EXEMPL
			Transferring Care at		
01/12/2016	16006005	ΙΛ 2	_		Evennt
01/13/2016	16006085	A-2	ED		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		_
01/13/2016	16006149	B-1	ED Deleverin		Exempt
			Delays in		
04/40/0040	40000470		Transferring Care at		
01/13/2016	16006170	A-1	ED Delays in		Exempt
04/42/2046	16006177	B-2	Transferring Care at ED		Evennt
01/13/2016	16006177	D-Z	Delays in		Exempt
			Transferring Care at		
01/13/2016	16006185	A-1	ED		Evernet
01/13/2010	16006165	A-1	Delays in		Exempt
			Transferring Care at		
01/13/2016	16006213	B-2	ED		Exempt
01/13/2010	10000213		Delays in		LAGITIPL
			Transferring Care at		
01/13/2016	16006236	B-2	ED		Exempt
01/10/2010	10000200		Delays in		Exempt
			Transferring Care at		
01/13/2016	16006255	B-1	ED		Exempt
0171072010	10000200	1 .	Delays in		Zxompt
			Transferring Care at		
01/13/2016	16006297	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/13/2016	16006396	A-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/13/2016	16006444	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/13/2016	16006447	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/14/2016	16006637	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/14/2016	16006692	B-1	ED		Exempt
01/14/2016	16006819	B-5	Location Change		Exempt
			Delays in		
04/44/0040	40000070		Transferring Care at		<u> </u>
01/14/2016	16006970	B-1	ED Deleve in		Exempt
			Delays in		
04/45/0040	40007404		Transferring Care at		
01/15/2016	16007421	A-3	ED Dolove in		Exempt
			Delays in		
04/45/0040	40007400	 	Transferring Care at		
01/15/2016	16007422	B-1	ED False Report of		Exempt
01/15/2016	16007446	P 2	•		Evenst
01/15/2016	16007446	B-2	Emergency		Exempt

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/16/2016	16007849	B-2	Train		Exempt
			False Report of		
01/17/2016	16008231	B-1	Emergency		Exempt
			Delays in		
			Transferring Care at		
01/17/2016	16008321	B-2	ED		Exempt
01/18/2016	16008463	B-2	Train		Exempt
01/18/2016	16008479	B-1	Weather		Exempt
			Delays in		
04/40/0040	40000750		Transferring Care at		
01/18/2016	16008758	B-1	ED Deleve in		Exempt
			Delays in		
04/40/0040	40000770		Transferring Care at		<b>-</b>
01/18/2016	16008772	A-2	ED		Exempt
04/40/0040	10000010	<b>D</b> 0	Adjusted time based		
01/18/2016	16008848	B-2	on call audit		Exempt
			Delays in		
04/40/0040	4000004		Transferring Care at		<b>-</b>
01/18/2016	16008881	B-1	ED Folso Bonort of		Exempt
04/40/0040	1,0000011	<b>D</b> 0	False Report of		
01/19/2016	16008941	B-2 B-2	Emergency		Exempt
01/19/2016	16008980		Heavy Rain		Exempt
01/19/2016	16009027	B-1	Heavy Rain		Exempt
			Delays in		
04/40/0040	40000070	D 0	Transferring Care at		<b>-</b>
01/19/2016	16009076	B-2	ED Delays in		Exempt
04/40/2040	10000070	Ь,	Transferring Care at		
01/19/2016	16009079	B-4	ED Delays in		Exempt
04/40/2046	16000081	D 4	Transferring Care at		Cyampt
01/19/2016	16009081	B-4	ED Delays in		Exempt
04/40/2040	16009272	D 0	Transferring Care at ED		
01/19/2016	16009272	B-2	Delays in		Exempt
			Transferring Care at		
04/40/2046	16009282	B-1	ED		Everent
01/19/2016	16009262	D-1	Delays in		Exempt
			Transferring Care at		
04/40/2040	4000004		_		
01/19/2016	16009294	A-1 C-3	ED	No AVL	Exempt
01/20/2016	16009396	U-3	Fog Delays in	INO AVL	Not Exempt
04/20/2046	16000694	<sub>D 4</sub>	Transferring Care at		Evenst
01/20/2016	16009684	B-1	ED Delays in		Exempt
			1		
04/00/0040	4000000		Transferring Care at		
01/20/2016	16009802	B-1	ED Deleve in		Exempt
			Delays in		
04/00/0046	40000000		Transferring Care at		_
01/20/2016	16009823	A-2	ED		Exempt

			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
01/21/2016	16010091	B-2	Road Construction		Exempt
			Delays in		
			Transferring Care at		
01/21/2016	16010168	B-2	ED		Exempt
			Delays in		1
			Transferring Care at		
01/21/2016	16010175	B-1	ED		Exempt
01/21/2010	10010170		Delays in		LXCITIFE
			Transferring Care at		
01/21/2016	16010272	B-2	ED		Evennt
01/21/2010	16010272	D-Z	Delays in		Exempt
			Transferring Care at		I
01/21/2016	16010345	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/22/2016	16010619	B-1	ED		Exempt
			False Report of		
01/22/2016	16010706	A-2	Emergency		Exempt
			Delays in		,
			Transferring Care at		
01/22/2016	16010715	B-2	ED		Exempt
01/22/2010	10010710	102	Delays in		LXOIIIpt
			Transferring Care at		
01/22/2016	16010720	B-2	ED		Evennt
01/22/2010	10010720	D-Z	Delays in		Exempt
			_		
04/00/0040	40040704		Transferring Care at		
01/22/2016	16010724	A-3	ED		Exempt
			Delays in		
			Transferring Care at		
01/22/2016	16010732	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/23/2016	16011090	B-2	ED		Exempt
			Delays in		•
			Transferring Care at		
01/23/2016	16011116	B-1	ED		Exempt
0 17 207 20 1 0			Delays in		
			Transferring Care at		
01/23/2016	16011153	B-4	ED		Exempt
01/23/2010	10011100	4-0	Delays in		Lyembr
			Transferring Care at		
04/00/0040	40044070	D 0			
01/23/2016	16011279	B-2	ED		Exempt
			Traffic Secondary to		1_
01/23/2016	16011338	B-2	Call		Exempt
			Delays in		
			Transferring Care at		
01/25/2016	16011842	C-1	ED		Exempt
			Delays in		,
			Transferring Care at		
01/25/2016	16011846	B-4	ED		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
01/25/2016	16011847	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/25/2016	16011848	B-2	ED		Exempt
			Delays in		
			Transferring Care at		_
01/25/2016	16011853	B-2	ED		Exempt
			Delays in		
0.4./0.7./0.4.0	10010001		Transferring Care at		
01/25/2016	16012221	B-2	ED Deleve in		Exempt
			Delays in		
04/05/0040	10010005	D 0	Transferring Care at		
01/25/2016	16012225	B-2	ED Dolove in		Exempt
			Delays in		
04/05/0046	10010001	D 4	Transferring Care at		
01/25/2016	16012231	B-1	ED Delays in		Exempt
			Transferring Care at		
04/05/0046	16012224	D 2	ED		Evennt
01/25/2016	16012234	B-2	Delays in		Exempt
			Transferring Care at		
04/05/0046	16012246	B-4	ED		Everent
01/25/2016	16012246	D-4	Delays in		Exempt
			Transferring Care at		
01/25/2016	16012255	A-1	ED		Exempt
01/23/2010	10012233	A-1	Delays in		Exempt
			Transferring Care at		
01/25/2016	16012295	B-1	ED		Exempt
01/20/2010	10012233		Delays in		LXCIIIpt
			Transferring Care at		
01/25/2016	16012300	B-2	ED		Exempt
0172072010	10012000		Delays in		Exempt
			Transferring Care at		
01/25/2016	16012320	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/25/2016	16012351	B-4	ED		Exempt
			Delays in		
			Transferring Care at		
01/25/2016	16012394	A-2	ED		Exempt
01/26/2016	16012442	B-2	Location Change		Exempt
01/26/2016	16012535	B-4	Road Construction		Exempt
01/26/2016	16012552	B-4	Fog	Time and Distance	Not Exempt
			Delays in		
			Transferring Care at		
01/26/2016	16012726	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/26/2016	16012903	B-1	ED		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
01/26/2016	16012914	B-2	ED		Exempt
			Delays in		1
			Transferring Care at		
01/26/2016	16012916	B-2	ED		Exempt
			Delays in		1
			Transferring Care at		
01/26/2016	16012935	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
01/26/2016	16012934	B-5	ED		Exempt
01/27/2016	16013108	B-4	Road Closure		Exempt
			Poor Location		•
01/27/2016	16013229	B-1	Information from RP		Exempt
			Delays in		
			Transferring Care at		
01/27/2016	16013422	A-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/28/2016	16013656	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/28/2016	16013696	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
01/28/2016	16013717	A-2	ED		Exempt
01/28/2016	16013844	B-2	Train		Exempt
			Delays in		
			Transferring Care at		
01/29/2016	16014172	B-5	ED		Exempt
01/29/2016	16014222	A-3	Location Change		Exempt
			Adjusted time based		
01/29/2016	16014373	B-2	on call audit		Exempt
			Delays in		
			Transferring Care at		
01/30/2016	16014824	B-5	ED		Exempt
			Traffic Secondary to		
01/30/2016	16014939	B-4	Call		Exempt
			Delays in		
			Transferring Care at		
01/31/2016	16015275	B-1	ED		Exempt
			Delays in		
			Transferring Care at		1_
01/31/2016	16015280	B-1	ED		Exempt

### **Exemption Request Report** February 2016

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/01/2016	16015753	B-2	ED		Exempt
			Delays in		•
			Transferring Care at		
02/01/2016	16015755	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016121	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016192	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016194	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016213	B-4	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016220	B-4	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016227	A-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/02/2016	16016242	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/03/2016	16016444	A-3	ED		Exempt
02/03/2016	16016453	B-5	Road Closure		Exempt
02/03/2016	16016498	B-1	Weather		Exempt
			Delayed Reporting		
02/03/2016	16016652	B-1	on Scene		Exempt
			Delays in		
			Transferring Care at		_
02/03/2016	16016702	B-4	ED Deleverin		Exempt
			Delays in		
			Transferring Care at		<u> </u>
02/03/2016	16016843	C-1	ED Deleverin		Exempt
			Delays in		
			Transferring Care at		<u> </u>
02/04/2016	16017360	B-2	ED Deleve in		Exempt
			Delays in		
			Transferring Care at		_
02/04/2016	16017364	C-1	ED		Exempt
		<u> </u>	Adjusted time based		<b> </b> _
02/05/2016	16017556	B-1	on call audit		Exempt
		1	Adjusted time based		_
02/05/2016	16017656	A-3	on call audit		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/05/2016	16017750	B-5	ED		Exempt
			Delays in		
			Transferring Care at		
02/05/2016	16017758	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/05/2016	16017788	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/05/2016	16017799	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/05/2016	16017848	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/05/2016	16017850	B-2	ED		Exempt
02/05/2016	16017852	B-4	Road Construction		Exempt
			Delays in		
			Transferring Care at		
02/06/2016	16017963	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/06/2016	16018173	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/06/2016	16018204	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/06/2016	16018301	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/06/2016	16018311	B-2	ED		Exempt
02/07/2016	16018597	B-4	Road Closure		Exempt
			Delays in		
			Transferring Care at		l
02/07/2016	16018626	B-2	ED Deleverin		Exempt
			Delays in		
			Transferring Care at		<u> </u>
02/07/2016	16018888	B-2	ED Deleve in		Exempt
			Delays in		1
00/07/00/0	10010010		Transferring Care at		<u> </u>
02/07/2016	16018919	C-1	ED Deleverin		Exempt
			Delays in		
			Transferring Care at		1_
02/08/2016	16018992	B-5	ED		Exempt
			Delays in		
			Transferring Care at		_
02/08/2016	16019098	B-2	ED		Exempt

			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/08/2016	16019214	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/08/2016	16019293	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/08/2016	16019292	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/08/2016	16019345	B-2	ED		Exempt
			Delays in		
1			Transferring Care at		
02/08/2016	16019373	B-1	ED		Exempt
02/08/2016	16019487	B-2	Train		Exempt
02/09/2016	16019547	B-2	Train		Exempt
			Delays in		,
			Transferring Care at		
02/09/2016	16019752	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/09/2016	16019758	C-1	ED ED		Exempt
02/03/2010	10013730	<del>                                      </del>	Delays in		LACITIFE
			Transferring Care at		
02/09/2016	16019762	B-2	ED		Exempt
02/03/2010	10019702	D-2	Delays in		Lxempt
			Transferring Care at		
02/09/2016	16019780	B-1	ED		Evernet
02/09/2016	16019760	D-1	Delays in		Exempt
			Transferring Care at		
00/00/0040	10010000	C 4	•		
02/09/2016	16019900	C-1	ED Delays in		Exempt
			1		
00/00/0040	40040040	0.0	Transferring Care at		F
02/09/2016	16019943	C-2	ED Deleve in		Exempt
			Delays in		
00/00/0040	10010010	D 4	Transferring Care at		
02/09/2016	16019949	B-1	ED Deleve in		Exempt
		1	Delays in		
00/00/00:5	1001000	1.	Transferring Care at		
02/09/2016	16019997	A-2	ED		Exempt
			Delays in		
		1	Transferring Care at		1_
02/09/2016	16020003	B-2	ED		Exempt
		1	Delays in		
			Transferring Care at		
02/09/2016	16020007	A-2	ED		Exempt
			Delays in	<u> </u>	
			Transferring Care at		
02/09/2016	16020010	B-1	ED		Exempt

February 2016			Type of Everntion	Examption Danied	Agonov
Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
Date	incluent Number	Zone	False Report of	Neason	ACTION
02/10/2016	16020223	B-5	Emergency		Exempt
02/10/2010	10020223	D-0	Delays in		LXempt
			Transferring Care at		
02/10/2016	16020352	B-1	ED		Exempt
02/10/2010	10020332	D-1	Delays in		LXCITIPE
			Transferring Care at		
02/10/2016	16020531	B-2	ED		Exempt
02/10/2010	10020331	D-Z	Delays in		LXempt
			Transferring Care at		
02/10/2016	16020530	B-1	ED		Exempt
02/10/2010	10020330	D-1	Delays in		Lxempt
			Transferring Care at		
02/10/2016	16020549	A-1	ED		Exempt
02/10/2010	10020349	A-1	Delays in		Lxempt
			Transferring Care at		
02/10/2016	16020550	A-1	ED		Exempt
02/10/2016	16020330	A-1	Delays in		Exempt
			Transferring Care at		
02/10/2016	16020557	B-2	ED		Exempt
02/10/2016	16020337	D-Z	Delays in		Exempt
			Transferring Care at		
02/10/2016	16020563	B-4	ED		Evennt
02/10/2016	16020363	D-4	Delays in		Exempt
			Transferring Care at		
02/10/2016	16020568	B-2	ED		Evennt
02/10/2016	16020858	B-2	Train		Exempt Exempt
02/11/2016	16020636	D-Z	Delays in		Exempt
			Transferring Care at		
02/11/2016	16020956	B-2	ED		Exempt
02/11/2016	16020936	D-Z	Delays in		Exempt
			Transferring Care at		
02/11/2016	16021017	B-2	ED		Evennt
02/11/2016	16021017	D-Z	Delays in		Exempt
			Transferring Care at		
02/11/2016	16021041	B-2	ED		Exempt
02/11/2010	10021041	D-Z	Delays in		LXempt
			Transferring Care at		
02/11/2016	16021046	C-1	ED		Exempt
02/11/2010	10021040	C-1	Delays in		Lxempt
			Transferring Care at		
02/11/2016	16021128	B-1	ED		Exempt
02/11/2010	10021120	ו־ט	Delays in		Lyempt
			Transferring Care at		
02/12/2016	16021392	B-1	ED		Exempt
02/12/2010	10021032	ו־ט	Delays in		Lyempt
			Transferring Care at		
02/12/2016	16021413	B-2	ED		Exempt
0211212010	10021413	D-2	Delays in		Lyempt
			Transferring Care at		
02/12/2016	16021442	B-4	ED		Exempt
02/12/2010	10021772	D-4	I_D		Trvembr

_		_	Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		<u></u>
02/12/2016	16021521	B-1	ED		Exempt
02/12/2016	16021533	B-1	Train		Exempt
			Delays in		
			Transferring Care at		<u></u>
02/12/2016	16021541	B-1	ED		Exempt
			False Report of		_
02/12/2016	16021582	B-2	Emergency		Exempt
			False Report of		
02/12/2016	16021616	B-1	Emergency		Exempt
			Delays in		
			Transferring Care at		
02/13/2016	16021746	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/13/2016	16021749	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/13/2016	16022085	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/13/2016	16022108	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/13/2016	16022114	B-5	ED		Exempt
02/13/2016	16022151	B-2	Location Change		Exempt
			Delays in		<u> </u>
			Transferring Care at		
02/14/2016	16022394	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/14/2016	16022397	A-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/14/2016	16022404	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/14/2016	16022479	C-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/14/2016	16022488	B-2	ED		Exempt
		<del> </del>	Delays in		
			Transferring Care at		
02/14/2016	16022492	B-5	ED		Exempt
		<del></del>	Delays in		
			Transferring Care at		
02/14/2016	16022567	C-1	ED		Exempt
5 <u>2</u> / 1 <del>1</del> / 2 5 1 5	10022001	<del>                                     </del>	Delays in		ZAGITIPE
			Transferring Care at		
02/14/2016	16022637	B-2	ED		Exempt
UL/ 17/2010	10022001	U 2	-0		Excitipt

			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action

			Delays in	
			Transferring Care at	
02/15/2016	16022600	B-1	ED	Evennt
02/15/2016	16022688	D-1	Delays in	Exempt
			Transferring Care at	
02/15/2016	16022690	B-5	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16022702	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16022806	B-2	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16022826	B-2	ED	Exempt
02, 10, 20 10			Delays in	=//0
			Transferring Care at	
02/15/2016	16022879	B-1	ED ED	Exempt
02/10/2010	10022013	<u> </u>	Delays in	Exchipt
			Transferring Care at	
02/15/2016	16022883	B-2	ED	Exempt
02/13/2016	10022003	D-Z	Delays in	Exempt
00/45/0040	4000000	D 4	Transferring Care at	
02/15/2016	16022888	B-4	ED Delevering	Exempt
			Delays in	
			Transferring Care at	_
02/15/2016	16023053	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16023057	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16023058	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16023060	B-2	ED	Exempt
			Delays in	
			Transferring Care at	
02/15/2016	16023059	B-1	ED	Exempt
02/10/2010	1002000	<u> </u>	Delays in	LAGITIPE
			Transferring Care at	
02/15/2016	16023080	B-2	ED	Exempt
02/10/2010	10023000	D-2	Delays in	Lxempt
			Transferring Care at	
00/45/0040	16000000		_	[
02/15/2016	16023083	B-1	ED Deleve in	Exempt
			Delays in	
00/45/2015	4000000		Transferring Care at	_
02/15/2016	16023164	A-3	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023356	B-1	ED	Exempt

| 02/16/2016 | 150∠∠≾≾⊃5 | Exemption Request Report (continued) | February 2016

			Type of Exemption	Exemption Denied	Agency
Date	Incident Number	Zone	Requested	Reason	Action

T			Delays in	
			Transferring Care at	
02/16/2016	16022271	B-1	ED	Evennt
02/16/2016	16023371	D-1	Delays in	Exempt
			Transferring Care at	
02/16/2016	16023459	B-5	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023475	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023488	B-2	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023513	B-1	ED ED	Exempt
02/10/2010	10023313	D-1	Delays in	Exempt
			Transferring Care at	
00/46/0046	16000500	D E	ED	Evennet
02/16/2016	16023523	B-5	Delays in	Exempt
		L .	Transferring Care at	_
02/16/2016	16023525	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023527	B-2	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023538	B-2	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023560	C-1	ED ED	Exempt
02/10/2010	10020000	0 1	Delays in	Exchipt
			Transferring Care at	
00/46/2046	16023577	C-1	ED	Evennt
02/16/2016	10023377	C-1		Exempt
			Delays in	
			Transferring Care at	_
02/16/2016	16023616	C-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023715	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/16/2016	16023723	B-4	ED	Exempt
· -			Delays in	- 1-1
			Transferring Care at	
02/17/2016	16023936	B-2	ED	Exempt
<i>52,11,2</i> 010	1002000		Delays in	Exchipt
			Transferring Care at	
02/17/2016	16000056	D 4		Fyamet
02/17/2016	16023956	B-1	ED Delays in	Exempt
			Transferring Care at	
02/17/2016	16024002	B-1	ED	Exempt

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
			Adjusted time based		
02/17/2016	16024054	B-2	on call audit		Exempt

02/17/2016	16024140	B-4	Road Construction	Exempt
02/17/2016	16024171	B-1	Heavy Rain	Exempt
			Delays in	
			Transferring Care at	
02/17/2016	16024193	A-2	led "	Exempt
02/18/2016	16024275	B-5	Road Construction	Exempt
			Delays in	
			Transferring Care at	
02/18/2016	16024490	B-2	ED	Exempt
02/10/2010	10021100		Delays in	Exompt
			Transferring Care at	
02/18/2016	16024537	C-1	ED	Exempt
02/10/2010	1002-1007	0 1	Delays in	Exempt
			Transferring Care at	
02/18/2016	16024579	B-1	ED	Exempt
02/10/2010	10024373	D-1	Delays in	Lxempt
			Transferring Care at	
02/18/2016	16024580	B-1	ED	Exempt
02/18/2016	16024592	B-5	Road Construction	Exempt
02/10/2010	10024392	D-0	Delays in	Exempt
			Transferring Care at	
00/40/0046	16004607	D 2	ED	[Fyempt
02/18/2016	16024607	B-2		Exempt
02/18/2016	16024663	B-1	Location Change Delays in	Exempt
00/40/0040	40004070	D 4	Transferring Care at	F
02/18/2016	16024670	B-1	ED Delays in	Exempt
00/40/0040	40004704		Transferring Care at	<b> _</b>
02/18/2016	16024704	B-1	ED Balana in	Exempt
			Delays in	
00/40/0040	40004700		Transferring Care at	
02/18/2016	16024702	A-1	ED	Exempt
			Delays in	
			Transferring Care at	<u>_</u>
02/18/2016	16024706	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/18/2016	16024713	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/18/2016	16024714	B-1	ED	Exempt
			Delays in	
			Transferring Care at	
02/18/2016	16024725	B-1	ED	Exempt
_			Delays in	
			Transferring Care at	
02/18/2016	16024735	C-1	ED	Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/18/2016	16024739	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/18/2016	16024740	B-2	ED		Exempt
			Delays in		
			Transferring Care at		_
02/18/2016	16024745	B-2	ED Deleve in		Exempt
			Delays in		
00/40/0040	10001750	D 0	Transferring Care at		
02/18/2016	16024750	B-2	ED Deleve in		Exempt
			Delays in		
00/40/0040	40004750	D 4	Transferring Care at		
02/18/2016	16024758	B-1	ED Delays in		Exempt
			Transferring Care at		
00/40/0040	40004700	B-2	ED		
02/18/2016	16024768	B-2	Delays in		Exempt
			Transferring Care at		
02/18/2016	16024783	B-2	ED		Everent
02/16/2016	16024763	D-2	Delays in		Exempt
			Transferring Care at		
02/18/2016	16024792	C-3	ED		Exempt
02/10/2010	10024792	0-3	Delays in		Lxempt
			Transferring Care at		
02/19/2016	16024986	B-1	ED		Exempt
02/10/2010	1002-1000		Delays in		Exempt
			Transferring Care at		
02/19/2016	16024992	B-1	ED		Exempt
02/10/2010	1002.002	1 .	Delays in		ZXOMPT
			Transferring Care at		
02/19/2016	16025036	B-5	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025063	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025234	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025240	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025244	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025256	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/19/2016	16025254	B-1	ED		Exempt

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
			Delays in		
			Transferring Care at		
02/19/2016			ED		Exempt
			Delays in		•
			Transferring Care at		
02/19/2016	16025322	B-2	ED		Exempt
02/20/2016	16025512	B-1	Train		Exempt
			Delays in		
			Transferring Care at		
02/20/2016	16025525	B-1	ED		Exempt
			Delays in		'
			Transferring Care at		
02/20/2016	16025540	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/20/2016	16025697	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/20/2016	16025713	B-1	ED		Exempt
02/20/2010	10020110	1	Delays in		ZXOIIIPE
			Transferring Care at		
02/20/2016	16025715	B-1	ED		Exempt
02/20/2010	10020710		Delays in		Exchipt
			Transferring Care at		
02/20/2016	16025767	B-2	ED		Exempt
02/20/2010	10023707	D-Z	Delays in		Exempt
			Transferring Care at		
02/21/2016	16026024	B-2	ED		Exempt
02/21/2010	10020024	D-Z	Delays in		Exempt
			Transferring Care at		
02/21/2016	16026180	B-2	ED		Exempt
02/21/2010	10020100	D-Z	Delays in		Exempt
			Transferring Care at		
02/22/2016	16026497	B-1	ED		Evempt
02/22/2010	16026487	D-1	Delays in		Exempt
			Transferring Care at		
02/22/2016	16026501	B-2	ED		Evennt
02/22/2010	10020301	D-Z	Delays in		Exempt
			Transferring Care at		
02/22/2016	16026509	D 2	ED		Evenst
02/22/2016	16026508	B-2	Delays in		Exempt
			1		
00/00/0040	16006544	D 2	Transferring Care at		Evenet
02/22/2016	16026511	B-2	ED Delays in		Exempt
			1		
00/00/0040	40000507		Transferring Care at		
02/22/2016	16026527	B-1	ED Deleve in		Exempt
			Delays in		
	1		Transferring Care at		
02/22/2016	16026539	B-2	ED		Exempt

			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/22/2016	16026548	B-1	ED		Exempt
02,22,20.0	10020010	1 .	Delays in		ZXOIIIPC
			Transferring Care at		
02/22/2016	16026561	B-2	ED		Exempt
02/22/2010	10020001	D Z	Delays in		Exchipt
			Transferring Care at		
02/22/2016	16026572	B-1	ED		Exempt
02/22/2010	10020372	D-1	Delays in		LXempt
			Transferring Care at		
00/00/0046	40000700	C 4			
02/22/2016	16026703	C-1	ED Delays in		Exempt
			1		
00/00/0040	1,000,000		Transferring Care at		<b> _</b> .
02/22/2016	16026721	A-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/22/2016	16026736	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/22/2016	16026738	B-1	ED		Exempt
			Delays in		•
			Transferring Care at		
02/22/2016	16026742	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/22/2016	16026744	A-2	ED		Exempt
02/22/2010	100201-1-1	7 ( 2	Delays in		Exempt
			Transferring Care at		
02/22/2016	16026771	B-1	ED		Exempt
02/22/2010	10020771	D-1	Delays in		Exempt
			Transferring Care at		
00/00/0046	40000707	D 0			
02/22/2016	16026787	B-2	ED Change		Exempt
02/22/2016	16026832	A-2	Location Change		Exempt
			Delays in		
00/00/00/0	1,000=100	<b>D</b> 0	Transferring Care at		<u> </u>
02/23/2016	16027126	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027161	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027163	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027303	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027306	B-1	ED		Exempt

February 2016			Type of Exemption	<b>Exemption Denied</b>	Agency
Date	Incident Number	Zone	Requested	Reason	Action
			Delays in		
			Transferring Care at		
02/23/2016	16027315	C-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027345	B-5	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027346	B-2	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027348	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027351	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/23/2016	16027380	B-1	ED		Exempt
			Delays in		,
			Transferring Care at		
02/24/2016	16027533	B-1	ED		Exempt
02/2 1/20 10			Adjusted time based		
02/24/2016	16027537	B-5	on call audit		Exempt
02/2 1/2010	1002.00.		Delays in		ZXOMPT
			Transferring Care at		
02/24/2016	16027672	C-1	ED ED		Exempt
02/2 1/2010	1002.0.2	-	Delays in		ZXOMPT
			Transferring Care at		
02/24/2016	16027702	B-1	ED		Exempt
02/24/2010	10021102		Delays in		Excilipt
			Transferring Care at		
02/24/2016	16027769	B-2	ED		Exempt
02/24/2010	10027709	D-Z	Delays in		Lxempt
			Transferring Care at		
02/24/2016	16027851	B-5	ED		Exempt
02/24/2010	10027031	D-3	Delays in		Lxempt
			Transferring Care at		
02/24/2016	16027882	B-1	ED		Exempt
02/24/2010	10027882	D-1	Delays in		Lxempt
			Transferring Care at		
02/25/2016	16028115	A-1	ED		Evomet
02/23/2010	10020113	\( \begin{align*}	Delays in		Exempt
			Transferring Care at		
02/25/2016	16029270	D 1	ED		Evennt
02/25/2016	16028279	B-1	Delays in		Exempt
00/05/0040	1600000	<sub>D 4</sub>	Transferring Care at		[ [ ]
02/25/2016	16028329	B-1	ED Dolove in		Exempt
			Delays in		
00/05/0046	40000400		Transferring Care at		
02/25/2016	16028422	B-1	ED Charact		Exempt
02/25/2016	16028481	B-1	Location Change		Exempt

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/26/2016	16028525	A-2	Road Closure	itcason	Exempt
02/26/2016	16028554	B-2	Location Change		Exempt
			Delays in		
			Transferring Care at		
02/26/2016	16028793	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/26/2016	16028796	B-1	ED		Exempt
			Delays in		
			Transferring Care at		
02/26/2016	16028840	B-2	ED		Exempt
02/26/2016	16028844	B-2	Location Change		Exempt
			Delays in		
			Transferring Care at		
02/26/2016	16028851	B-2	ED		Exempt

#### **Contract 1 Year Cumulative Performance Summary**

				R	espons	e Time	Comp	iance					
													Monthly
Zone	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Average
A-1	95%	96%	95%	95%	96%	95%	93%	95%	95%	94%	98%	94%	95.1%
A-2	89%	94%	93%	85%	90%	87%	86%	90%	83%	87%	85%	91%	88.2%
A-3	92%	83%	83%	88%	98%	84%	85%	96%	91%	79%	92%	88%	88.1%
B-1	89%	92%	91%	92%	92%	90%	91%	91%	91%	90%	92%	93%	91.1%
B-2	91%	90%	91%	91%	92%	91%	93%	92%	91%	91%	94%	94%	91.8%
B-3	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	99.4%
B-4	89%	80%	91%	87%	89%	86%	84%	88%	83%	87%	83%	86%	86.0%
B-5	88%	89%	83%	80%	81%	87%	88%	86%	77%	85%	81%	90%	84.6%
C-1	96%	96%	94%	93%	93%	93%	94%	93%	93%	93%	95%	94%	94.0%
C-2	96%	96%	94%	95%	97%	95%	96%	97%	91%	88%	89%	92%	94.0%
C-3	94%	96%	90%	96%	95%	89%	98%	94%	94%	93%	98%	100%	94.5%
All Zones	91%	92%	91%	91%	92%	91%	92%	92%	90%	91%	93%	93%	91.6%

#### **Failure to Provide Data**

Event Type	January 2016	February 2016
N/A		

#### **Mechanical Report**

Event Type	Date	Preventable
N/A		

#### **Community Service Report**

Event Type	
See Appendix A.	

