



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

TO: All Interested Parties

FROM: Rick Jones, MPA, EMS Analyst

DATE: April 19, 2017

SUBJECT: American Medical Response (AMR) Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency's (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December 2016, provides an in-depth review of AMR's performance. The contract establishes accountability for meeting specific standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

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, and delays in off-loading patients at hospitals) those responses are not included in response time compliance calculations. This report provides a clear picture of response time performance and contract compliance with and without the application of exemptions for late responses.

The EMS system continues to experience a profound impact on ambulance availability and response caused by ambulance patient offload delays (APODs) at emergency departments. The inability of emergency departments to readily accept ambulance patients has a direct negative effect on the availability of ambulances to respond to emergency requests. Despite the fact that AMR has increased the number of ambulance units hours by more than 7% since early in 2016, APODs continue to rob the EMS system of efficiency and steals precious response-time minutes from acutely ill and injured patients. APODs at emergency departments result in a forgiveness to monthly response-time compliance by more than 6%.

The complete compliance report for November and December 2016 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report - Red Lights and Sirens (RLS)**

November 1, 2016 through November 30, 2016							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	374	15	95.99%	X			
SJ Zone X-2	127	12	90.55%	X			
SJ Zone X-3*	49	4	91.84%				
SJ Zone X-4	1,248	132	89.42%		X		
SJ Zone X-5	1,411	98	93.05%	X			
SJ Zone X-6*	10	0	100.00%				
SJ Zone X-7	131	16	87.79%		X		
SJ Zone X-8	103	14	86.41%		X		
SJ Zone X-9	276	11	96.01%	X			
SJ Zone X-10*	66	1	98.48%				
SJ Zone X-11*	79	5	93.67%				
<b>All Zones Combined</b>	<b>3,874</b>	<b>308</b>	<b>92.05%</b>	<b>4</b>	<b>3</b>		

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses**

November 1, 2016 through November 30, 2016							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone X-3	November 2016	November 2016	49	4	91.84%		
SJ Zone X-6	October 2016	November 2016	26	0	100.00%		
SJ Zone X-10	November 2016	November 2016	66	1	98.48%		
SJ Zone X-11	November 2016	November 2016	79	5	93.67%		

**Response Time Compliance Report - Red Lights and Sirens (RLS)**

December 1, 2016 through December 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	413	20	95.16%	X		
SJ Zone X-2	120	11	90.83%	X		
SJ Zone X-3*	51	8	84.31%			
SJ Zone X-4	1,374	136	90.10%	X		
SJ Zone X-5	1,474	86	94.17%	X		
SJ Zone X-6*	15	0	100.00%			
SJ Zone X-7	139	14	89.93%		X	
SJ Zone X-8*	74	13	82.43%			
SJ Zone X-9	298	9	96.98%	X		
SJ Zone X-10*	77	4	94.81%			
SJ Zone X-11*	47	3	93.62%			
<b>All Zones Combined</b>	<b>4,082</b>	<b>304</b>	<b>92.55%</b>	<b>5</b>	<b>1</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses**

December 1, 2016 through December 31, 2016							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone X-3	November 2016	December 2016	100	12	88.00%		X
SJ Zone X-6	October 2016	December 2016	41	0	100.00%		
SJ Zone X-8	December 2016	December 2016	74	13	82.43%		
SJ Zone X-10	November 2016	December 2016	143	5	96.50%	X	
SJ Zone X-11	November 2016	December 2016	126	8	93.65%	X	

**Response Time Compliance Report - No Red Lights and Sirens (NRLS)**

November 1, 2016 through November 30, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	155	3	98.06%	
SJ Zone X-2*	39	1	97.44%	
SJ Zone X-3*	20	0	100.00%	
SJ Zone X-4	448	10	97.77%	
SJ Zone X-5	531	7	98.68%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	32	1	96.88%	
SJ Zone X-8*	50	1	98.00%	
SJ Zone X-9	109	5	95.41%	
SJ Zone X-10*	20	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
<b>All Zones Combined</b>	<b>1,420</b>	<b>28</b>	<b>98.03%</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses**

November 1, 2016 through November 30, 2016					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	November 2016	November 2016	39	1	97.44%
SJ Zone X-3	November 2016	November 2016	20	0	100.00%
SJ Zone X-6	May 2016	November 2016	25	0	100.00%
SJ Zone X-7	November 2016	November 2016	32	1	96.88%
SJ Zone X-8	November 2016	November 2016	50	1	98.00%
SJ Zone X-10	May 2016	November 2016	106	0	100.00%
SJ Zone X-11	October 2016	November 2016	28	0	100.00%

**Response Time Compliance Report - No Red Lights and Sirens (NRLS)**

December 1, 2016 through December 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	200	1	99.50%	
SJ Zone X-2*	48	2	95.83%	
SJ Zone X-3*	19	0	100.00%	
SJ Zone X-4	578	9	98.44%	
SJ Zone X-5	563	7	98.76%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	42	1	97.62%	
SJ Zone X-8*	51	0	100.00%	
SJ Zone X-9	127	0	100.00%	
SJ Zone X-10*	27	0	100.00%	
SJ Zone X-11*	9	0	100.00%	
<b>All Zones Combined</b>	<b>1,668</b>	<b>20</b>	<b>98.80%</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses**

December 1, 2016 through December 31, 2016					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	November 2016	December 2016	87	3	96.55%
SJ Zone X-3	November 2016	December 2016	39	0	100.00%
SJ Zone X-6	May 2016	December 2016	29	0	100.00%
SJ Zone X-7	November 2016	December 2016	74	2	97.30%
SJ Zone X-8	November 2016	December 2016	101	1	99.01%
SJ Zone X-10	December 2016	December 2016	27	0	100.00%
SJ Zone X-11	October 2016	December 2016	37	0	100.00%

**Response Time Compliance Report - Interfacility Transfer (IFT)**

November 1, 2016 through November 30, 2016								
Interfacility Transfers	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Rolling Non-compliant, Non-exempted Responses	Rolling Compliance After Exemptions	Compliant	
							Yes	No
ALS-IFT	87	87	November 2016	November 2016	12	86.21%		
CCT-IFT	11	75	May 2016	November 2016	6	92.00%		

**Response Time Compliance Report - Interfacility Transfer (IFT)**

December 1, 2016 through December 31, 2016								
Interfacility Transfers	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Rolling Non-compliant, Non-exempted Responses	Rolling Compliance After Exemptions	Compliant	
							Yes	No
ALS-IFT	90	177	November 2016	December 2016	16	90.96%	X	
CCT-IFT	15	90	May 2016	December 2016	6	93.33%		

**Response Time Compliance Report - Combined RLS and NRLS**

November 1, 2016 through November 30, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	529	18	96.60%	
SJ Zone X-2	166	13	92.17%	
SJ Zone X-3	69	4	94.20%	
SJ Zone X-4	1,696	142	91.63%	
SJ Zone X-5	1,942	105	94.59%	
SJ Zone X-6	12	0	100.00%	
SJ Zone X-7	163	17	89.57%	
SJ Zone X-8	153	15	90.20%	
SJ Zone X-9	385	16	95.84%	
SJ Zone X-10	86	1	98.84%	
SJ Zone X-11	93	5	94.62%	
<b>All Zones Combined</b>	<b>5,294</b>	<b>336</b>	<b>93.65%</b>	

**Response Time Compliance Report - Combined RLS and NRLS**

December 1, 2016 through December 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	613	21	96.57%	
SJ Zone X-2	168	13	92.26%	
SJ Zone X-3	70	8	88.57%	
SJ Zone X-4	1,952	145	92.57%	
SJ Zone X-5	2,037	93	95.43%	
SJ Zone X-6	19	0	100.00%	
SJ Zone X-7	181	15	91.71%	
SJ Zone X-8	125	13	89.60%	
SJ Zone X-9	425	9	97.88%	
SJ Zone X-10	104	4	96.15%	
SJ Zone X-11	56	3	94.64%	
<b>All Zones Combined</b>	<b>5,750</b>	<b>324</b>	<b>94.37%</b>	

**Fines and Penalties Report**

Type of Penalty	November 2016	December 2016
Out of compliance response zones	\$45,000	\$15,000
Code 2 and Code 3 Late response minutes	\$38,300	\$38,000
ALS IFT or CCT-IFT Late response minutes	\$4,200	\$1,200
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$0
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>\$87,500</b>	<b>\$54,200</b>

**Response time penalties were not applied to ambulance providers for November 2016 due to the increase in time on task related to the reduction in the catchment area causing patients to be transported outside of county.**

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	374	21:37	5:09	2:20	7:19
SJ Zone X-2 Urban	62	17:53	7:00	2:57	10:39
SJ Zone X-3 Urban	23	11:50	5:25	2:40	8:30
SJ Zone X-4 Urban	1,248	25:00	5:55	2:36	9:13
SJ Zone X-5 Urban	1,411	18:10	5:30	2:15	8:19
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	104	15:56	5:21	2:31	8:19
SJ Zone X-8 Urban	86	15:23	6:36	2:55	11:12
SJ Zone X-9 Urban	262	18:44	5:03	2:53	7:05
SJ Zone X-10 Urban	12	19:55	8:30	4:38	16:53
SJ Zone X-11 Urban	16	14:41	6:12	2:50	9:00
SJ Zone X-2 Suburban	19	10:16	7:57	1:40	10:10
SJ Zone X-3 Suburban	5	8:22	6:21	1:25	8:22
SJ Zone X-7 Suburban	17	14:41	7:46	3:05	11:05
SJ Zone X-8 Suburban	6	11:32	8:13	2:24	11:32
SJ Zone X-9 Suburban	12	10:01	5:30	1:51	8:40
SJ Zone X-10 Suburban	6	9:00	7:11	1:54	9:00
SJ Zone X-11 Suburban	15	15:11	6:41	3:26	10:14
SJ Zone X-10 Suburban-Moderate	18	15:29	11:53	1:37	14:59
SJ Zone X-2 Rural	46	24:33	12:57	4:56	19:17
SJ Zone X-3 Rural	21	19:57	11:46	5:29	18:36
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	13:35	11:10	2:48	13:35
SJ Zone X-7 Rural	10	17:29	11:22	3:54	17:25
SJ Zone X-8 Rural	11	16:38	11:25	2:58	15:54
SJ Zone X-9 Rural	2	5:58	4:44	1:13	5:58
SJ Zone X-10 Rural	28	40:45	11:33	7:03	17:30
SJ Zone X-11 Rural	48	20:46	13:01	3:53	17:11
SJ Zone X-6 Wilderness	5	20:49	15:03	4:01	20:49
SJ Zone X-10 Wilderness	2	25:00	18:25	6:34	25:00
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,598	25:00	5:38	2:31	8:42
All Suburban Compliance Areas	80	15:11	7:10	2:39	10:10
All Suburban-Moderate Compliance Areas	18	15:29	11:53	1:37	14:59
All Rural Compliance Areas	171	40:45	12:15	5:03	17:47
All Wilderness Compliance Areas	7	25:00	16:01	5:07	25:00
<b>Total Responses</b>	<b>3,874</b>				



Detailed Response Time Analysis without Exemptions Applied - RLS

December 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	413	20:44	5:22	2:36	8:07
SJ Zone X-2 Urban	69	14:21	6:25	2:31	9:30
SJ Zone X-3 Urban	20	12:05	7:05	2:30	10:06
SJ Zone X-4 Urban	1,374	21:27	6:05	2:37	9:29
SJ Zone X-5 Urban	1,473	16:41	5:26	2:11	8:02
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	109	15:47	5:28	2:45	9:03
SJ Zone X-8 Urban	69	14:53	6:46	3:13	12:01
SJ Zone X-9 Urban	282	19:11	5:01	2:31	6:52
SJ Zone X-10 Urban	16	13:08	6:41	2:42	10:12
SJ Zone X-11 Urban	9	22:15	8:25	5:20	22:15
SJ Zone X-2 Suburban	19	17:05	8:53	2:50	14:05
SJ Zone X-3 Suburban	6	14:31	8:33	3:45	14:31
SJ Zone X-7 Suburban	24	20:03	9:39	4:01	15:10
SJ Zone X-8 Suburban	0				
SJ Zone X-9 Suburban	16	12:24	6:37	2:06	8:48
SJ Zone X-10 Suburban	4	8:49	6:42	2:16	8:49
SJ Zone X-11 Suburban	9	12:05	7:16	2:23	12:05
SJ Zone X-10 Suburban-Moderate	22	16:16	10:37	3:07	13:14
SJ Zone X-2 Rural	32	27:02	11:16	4:48	16:15
SJ Zone X-3 Rural	25	21:10	13:13	3:28	17:24
SJ Zone X-5 Rural	1	7:01	7:01	0:00	7:01
SJ Zone X-6 Rural	4	13:41	10:25	2:55	13:41
SJ Zone X-7 Rural	6	19:08	14:15	4:03	19:08
SJ Zone X-8 Rural	5	14:42	10:34	2:10	14:42
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	31	17:27	9:47	3:51	16:01
SJ Zone X-11 Rural	28	17:42	11:00	4:08	16:30
SJ Zone X-6 Wilderness	11	22:43	15:27	4:17	20:28
SJ Zone X-10 Wilderness	4	24:28	13:43	8:06	24:28
SJ Zone X-11 Wilderness	1	2:33	2:33	0:00	2:33
All Urban Compliance Areas	3,834	22:15	5:42	2:31	8:46
All Suburban Compliance Areas	78	20:03	8:20	3:22	13:54
All Suburban-Moderate Compliance Areas	22	16:16	10:37	3:07	13:14
All Rural Compliance Areas	132	27:02	11:17	4:15	16:30
All Wilderness Compliance Areas	16	24:28	14:13	6:13	22:43
<b>Total Responses</b>	<b>4,082</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	155	27:12	7:31	4:02	12:42
SJ Zone X-2 Urban	24	17:20	10:07	3:06	14:21
SJ Zone X-3 Urban	9	13:15	8:44	3:45	13:15
SJ Zone X-4 Urban	448	28:43	8:58	4:21	14:40
SJ Zone X-5 Urban	530	82:51	8:16	5:03	12:56
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	22	18:45	7:40	4:02	11:10
SJ Zone X-8 Urban	49	19:47	7:57	4:19	14:42
SJ Zone X-9 Urban	108	24:52	8:15	4:56	14:51
SJ Zone X-10 Urban	5	11:14	10:01	1:16	11:14
SJ Zone X-11 Urban	2	10:14	8:13	2:00	10:14
SJ Zone X-2 Suburban	3	18:19	11:23	4:56	18:19
SJ Zone X-3 Suburban	4	10:26	9:00	1:24	10:26
SJ Zone X-7 Suburban	9	18:12	10:48	4:21	18:12
SJ Zone X-8 Suburban	1	8:19	8:19	0:00	8:19
SJ Zone X-9 Suburban	1	5:09	5:09	0:00	5:09
SJ Zone X-10 Suburban	8	15:02	10:49	4:07	15:02
SJ Zone X-11 Suburban	0				
SJ Zone X-10 Suburban-Moderate	1	22:54	22:54	0:00	22:54
SJ Zone X-2 Rural	12	29:38	15:14	7:41	29:32
SJ Zone X-3 Rural	7	17:47	14:01	2:23	17:47
SJ Zone X-5 Rural	1	6:06	6:06	0:00	6:06
SJ Zone X-6 Rural	1	9:13	9:13	0:00	9:13
SJ Zone X-7 Rural	1	17:15	17:15	0:00	17:15
SJ Zone X-8 Rural	0				
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	3	16:26	13:21	2:16	16:26
SJ Zone X-11 Rural	12	34:52	16:25	8:08	31:59
SJ Zone X-6 Wilderness	1	13:23	13:23	0:00	13:23
SJ Zone X-10 Wilderness	3	27:58	18:42	6:50	27:58
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1352	82:51	8:26	4:39	13:53
All Suburban Compliance Areas	26	18:19	10:17	4:04	15:16
All Suburban-Moderate Compliance Areas	1	22:54	22:54	0:00	22:54
All Rural Compliance Areas	37	34:52	14:53	6:48	29:32
All Wilderness Compliance Areas	4	27:58	17:22	6:21	27:58
<b>Total Responses</b>	<b>1,420</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	200	24:51	7:50	4:09	13:30
SJ Zone X-2 Urban	24	26:30	9:30	4:39	14:20
SJ Zone X-3 Urban	5	28:04	14:48	7:08	28:04
SJ Zone X-4 Urban	578	25:24	9:17	4:17	14:55
SJ Zone X-5 Urban	563	28:29	7:59	3:52	12:39
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	34	17:09	7:13	3:38	13:16
SJ Zone X-8 Urban	45	15:43	7:13	3:32	12:29
SJ Zone X-9 Urban	127	26:06	7:06	4:06	12:54
SJ Zone X-10 Urban	2	13:04	11:59	1:04	13:04
SJ Zone X-11 Urban	0				
SJ Zone X-2 Suburban	7	19:45	13:50	4:06	19:45
SJ Zone X-3 Suburban	2	16:48	9:08	7:39	16:48
SJ Zone X-7 Suburban	7	11:39	6:55	2:47	11:39
SJ Zone X-8 Suburban	1	6:38	6:38	0:00	6:38
SJ Zone X-9 Suburban	0				
SJ Zone X-10 Suburban	5	18:36	14:22	2:28	18:36
SJ Zone X-11 Suburban	1	8:06	8:06	0:00	8:06
SJ Zone X-10 Suburban-Moderate	10	22:11	15:35	3:38	20:56
SJ Zone X-2 Rural	17	33:34	15:42	6:35	28:02
SJ Zone X-3 Rural	12	46:19	13:58	10:54	22:57
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	17:09	10:19	5:53	17:09
SJ Zone X-7 Rural	1	21:55	21:55	0:00	21:55
SJ Zone X-8 Rural	5	15:10	11:13	3:05	15:10
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	7	27:45	13:19	9:38	27:45
SJ Zone X-11 Rural	8	22:27	14:23	5:33	22:27
SJ Zone X-6 Wilderness	1	20:49	20:49	0:00	20:49
SJ Zone X-10 Wilderness	3	29:17	20:07	12:18	29:17
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,578	28:29	8:23	4:11	13:58
All Suburban Compliance Areas	23	19:45	10:52	5:02	18:36
All Suburban-Moderate Compliance Areas	10	22:11	15:35	3:38	20:56
All Rural Compliance Areas	53	46:19	14:11	8:01	22:57
All Wilderness Compliance Areas	4	29:17	20:17	10:39	29:17
<b>Total Responses</b>	<b>1,668</b>				

**Comparison of Compliance with and without Exemptions - RLS**

November 1, 2016 through November 30, 2016						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	374	30	91.98%	15	95.99%	
SJ Zone X-2	127	28	77.95%	12	90.55%	
SJ Zone X-3	49	9	81.63%	4	91.84%	
SJ Zone X-4	1,248	245	80.37%	132	89.42%	
SJ Zone X-5	1,411	203	85.61%	98	93.05%	
SJ Zone X-6	10	0	100.00%	0	100.00%	
SJ Zone X-7	131	20	84.73%	16	87.79%	
SJ Zone X-8	103	26	74.76%	14	86.41%	
SJ Zone X-9	276	21	92.39%	11	96.01%	
SJ Zone X-10	66	6	90.91%	1	98.48%	
SJ Zone X-11	79	9	88.61%	5	93.67%	
<b>All Zones Combined</b>	<b>3,874</b>	<b>597</b>	<b>84.59%</b>	<b>308</b>	<b>92.05%</b>	

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - RLS**

December 1, 2016 through December 31, 2016						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	413	52	87.41%	20	95.16%	
SJ Zone X-2	120	25	79.17%	11	90.83%	
SJ Zone X-3	51	10	80.39%	8	84.31%	
SJ Zone X-4	1,374	298	78.31%	136	90.10%	
SJ Zone X-5	1,474	185	87.45%	86	94.17%	
SJ Zone X-6	15	0	100.00%	0	100.00%	
SJ Zone X-7	139	34	75.54%	14	89.93%	
SJ Zone X-8	74	23	68.92%	13	82.43%	
SJ Zone X-9	298	21	92.95%	9	96.98%	
SJ Zone X-10	77	6	92.21%	4	94.81%	
SJ Zone X-11	47	6	87.23%	3	93.62%	
<b>All Zones Combined</b>	<b>4,082</b>	<b>660</b>	<b>83.83%</b>	<b>304</b>	<b>92.55%</b>	

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - NRLS**

November 1, 2016 through November 30, 2016						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	155	8	94.84%	3	98.06%	
SJ Zone X-2	39	2	94.87%	1	97.44%	
SJ Zone X-3	20	0	100.00%	0	100.00%	
SJ Zone X-4	448	23	94.87%	10	97.77%	
SJ Zone X-5	531	22	95.86%	7	98.68%	
SJ Zone X-6	2	0	100.00%	0	100.00%	
SJ Zone X-7	32	2	93.75%	1	96.88%	
SJ Zone X-8	50	3	94.00%	1	98.00%	
SJ Zone X-9	109	8	92.66%	5	95.41%	
SJ Zone X-10	20	0	100.00%	0	100.00%	
SJ Zone X-11	14	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,420</b>	<b>68</b>	<b>95.21%</b>	<b>28</b>	<b>98.03%</b>	

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - NRLS**

December 1, 2016 through December 31, 2016						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	200	3	98.50%	1	99.50%	
SJ Zone X-2	48	3	93.75%	2	95.83%	
SJ Zone X-3	19	2	89.47%	0	100.00%	
SJ Zone X-4	578	29	94.98%	9	98.44%	
SJ Zone X-5	563	23	95.91%	7	98.76%	
SJ Zone X-6	4	0	100.00%	0	100.00%	
SJ Zone X-7	42	1	97.62%	1	97.62%	
SJ Zone X-8	51	1	98.04%	0	100.00%	
SJ Zone X-9	127	4	96.85%	0	100.00%	
SJ Zone X-10	27	0	100.00%	0	100.00%	
SJ Zone X-11	9	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,668</b>	<b>66</b>	<b>96.04%</b>	<b>20</b>	<b>98.80%</b>	

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - IFT**

November 1, 2016 through November 30, 2016					
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
ALS-IFT	87	19	78.16%	12	86.21%
CCT-IFT	11	1	90.91%	1	90.91%

**Comparison of Compliance with and without Exemptions - IFT**

December 1, 2016 through December 31, 2016					
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Unadjusted Compliance	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
ALS-IFT	90	11	87.78%	4	95.56%
CCT-IFT	15	1	93.33%	0	100.00%

### Exemption Request Reports

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	1	5	0
Delays in Transferring Care at ED	294	0	371	0
False Report of Emergency	9	0	5	0
Location Change	2	0	1	0
Off-Road Location	1	0	0	0
Other	1	0	1	0
Reduced/Upgraded Response	3	0	2	0
Road Construction	8	0	5	4
Traffic Secondary to Call	3	1	6	0
Train	8	0	9	0
Weather	2	0	5	4
Zone Assist	5	0	0	0

**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>November 2016</b>	<b>December 2016</b>
SJ Zone X-4	Manteca District Ambulance	1	3
SJ Zone X-5	Manteca District Ambulance	3	9
SJ Zone X-6	Manteca District Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	6	7
SJ Zone X-8	Escalon Community Ambulance	1	7
SJ Zone X-9	Escalon Community Ambulance	1	12
SJ Zone X-9	Manteca District Ambulance	7	12
SJ Zone X-10	Manteca District Ambulance	2	0
SJ Zone X-11	Manteca District Ambulance	5	6
SJ Zone X-10 MOD	Manteca District Ambulance	0	1

**Failure to Provide Data**

<b>Event Type</b>	<b>November 2016</b>	<b>December 2016</b>
N/A		

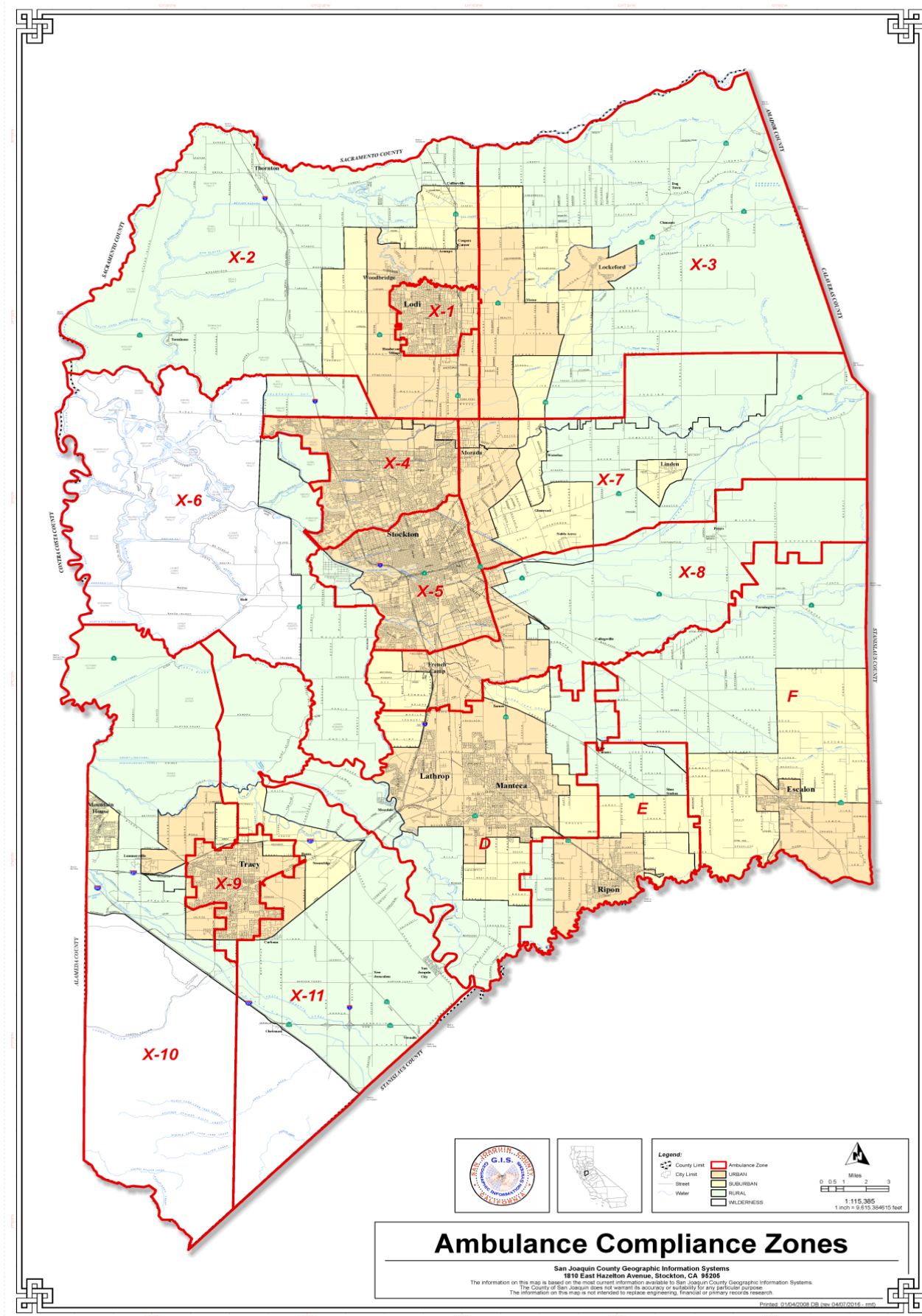
**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.





**Legend:**

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

Miles  
0 0.5 1 2 3  
1:115,385  
1 inch = 9,615.384615 feet

**Ambulance Compliance Zones**

San Joaquin County Geographic Information Systems  
1810 East Hazeron Avenue, Stockton, CA 95205  
The information on this map is based on the most current information available in San Joaquin County Geographic Information Systems.  
The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.  
The information on this map is not intended to replace engineering, financial or primary records research.  
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