



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: June 5, 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 January and February 2017, 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 January and February may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

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

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

January 1, 2017 through January 31, 2017							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	476	24	94.96%	X			
SJ Zone X-2	141	11	92.20%	X			
SJ Zone X-3*	72	8	88.89%				
SJ Zone X-4	1,526	171	88.79%				X
SJ Zone X-5	1,732	119	93.13%	X			
SJ Zone X-6*	16	0	100.00%				
SJ Zone X-7	162	10	93.83%	X			
SJ Zone X-8*	91	8	91.21%				
SJ Zone X-9	328	10	96.95%	X			
SJ Zone X-10*	89	1	98.88%				
SJ Zone X-11*	40	4	90.00%				
All Zones Combined	4,673	366	92.17%	5	1		

* 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

January 1, 2017 through January 31, 2017							
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	Compliant No
SJ Zone X-3	January 2017	January 2017	72	8	88.89%		
SJ Zone X-6	October 2016	January 2017	57	0	100.00%		
SJ Zone X-8	December 2016	January 2017	165	21	87.27%		X
SJ Zone X-10	January 2017	January 2017	89	1	98.88%		
SJ Zone X-11	January 2017	January 2017	40	4	90.00%		

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

February 1, 2017 through February 28, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	307	20	93.49%	X		
SJ Zone X-2*	92	13	85.87%			
SJ Zone X-3*	51	7	86.27%			
SJ Zone X-4	1,127	125	88.91%		X	
SJ Zone X-5	1,241	99	92.02%	X		
SJ Zone X-6*	8	0	100.00%			
SJ Zone X-7	131	19	85.50%		X	
SJ Zone X-8*	99	11	88.89%			
SJ Zone X-9	234	11	95.30%	X		
SJ Zone X-10*	64	4	93.75%			
SJ Zone X-11*	45	5	88.89%			
All Zones Combined	3,399	314	90.76%	3	2	

* 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

February 1, 2017 through February 28, 2017							
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-2	February 2017	February 2017	92	13	85.87%		
SJ Zone X-3	January 2017	February 2017	123	15	87.80%		X
SJ Zone X-6	October 2016	February 2017	65	0	100.00%		
SJ Zone X-8	February 2017	February 2017	99	11	88.89%		
SJ Zone X-10	January 2017	February 2017	153	5	96.73%	X	
SJ Zone X-11	January 2017	February 2017	85	9	89.41%		

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

January 1, 2017 through January 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	199	2	98.99%	
SJ Zone X-2*	57	1	98.25%	
SJ Zone X-3*	23	0	100.00%	
SJ Zone X-4	585	17	97.09%	
SJ Zone X-5	642	6	99.07%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	48	1	97.92%	
SJ Zone X-8*	37	1	97.30%	
SJ Zone X-9	127	1	99.21%	
SJ Zone X-10*	17	0	100.00%	
SJ Zone X-11*	7	0	100.00%	
All Zones Combined	1,744	29	98.34%	

* 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

January 1, 2017 through January 31, 2017					
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	January 2017	144	4	97.22%
SJ Zone X-3	November 2016	January 2017	62	0	100.00%
SJ Zone X-6	May 2016	January 2017	31	0	100.00%
SJ Zone X-7	November 2016	January 2017	122	3	97.54%
SJ Zone X-8	January 2017	January 2017	37	1	97.30%
SJ Zone X-10	December 2016	January 2017	44	0	100.00%
SJ Zone X-11	October 2016	January 2017	44	0	100.00%

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

February 1, 2017 through February 28, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	219	6	97.26%	
SJ Zone X-2*	45	1	97.78%	
SJ Zone X-3*	24	0	100.00%	
SJ Zone X-4	733	26	96.45%	
SJ Zone X-5	676	12	98.22%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	58	1	98.28%	
SJ Zone X-8*	49	1	97.96%	
SJ Zone X-9	127	3	97.64%	
SJ Zone X-10*	17	0	100.00%	
SJ Zone X-11*	10	0	100.00%	
All Zones Combined	1,960	50	97.45%	

* 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

February 1, 2017 through February 28, 2017					
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	February 2017	February 2017	45	1	97.78%
SJ Zone X-3	November 2016	February 2017	86	0	100.00%
SJ Zone X-6	May 2016	February 2017	33	0	100.00%
SJ Zone X-7	February 2017	February 2017	58	1	98.28%
SJ Zone X-8	January 2017	February 2017	86	2	97.67%
SJ Zone X-10	December 2016	February 2017	61	0	100.00%
SJ Zone X-11	October 2016	February 2017	54	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

January 1, 2017 through January 31, 2017								
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	97	97	January 2017	January 2017	3	96.91%		
CCT-IFT	15	105	May 2016	January 2017	9	91.43%	X	

Response Time Compliance Report - Interfacility Transfer (IFT)

February 1, 2017 through February 28, 2017								
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	103	200	January 2017	February 2017	16	92.00%	X	
CCT-IFT	14	14	February 2017	February 2017	3	78.57%		

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2017 through January 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	675	26	96.15%	
SJ Zone X-2	198	12	93.94%	
SJ Zone X-3	95	8	91.58%	
SJ Zone X-4	2,111	188	91.09%	
SJ Zone X-5	2,374	125	94.73%	
SJ Zone X-6	18	0	100.00%	
SJ Zone X-7	210	11	94.76%	
SJ Zone X-8	128	9	92.97%	
SJ Zone X-9	455	11	97.58%	
SJ Zone X-10	106	1	99.06%	
SJ Zone X-11	47	4	91.49%	
All Zones Combined	6,417	395	93.84%	

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2017 through February 28, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	526	26	95.06%	
SJ Zone X-2	137	14	89.78%	
SJ Zone X-3	75	7	90.67%	
SJ Zone X-4	1,860	151	91.88%	
SJ Zone X-5	1,917	111	94.21%	
SJ Zone X-6	10	0	100.00%	
SJ Zone X-7	189	20	89.42%	
SJ Zone X-8	148	12	91.89%	
SJ Zone X-9	361	14	96.12%	
SJ Zone X-10	81	4	95.06%	
SJ Zone X-11	55	5	90.91%	
All Zones Combined	5,359	364	93.21%	

Fines and Penalties Report

Type of Penalty	January 2017	February 2017
Out of compliance response zones	\$25,000	\$50,000
Code 2 and Code 3 Late response minutes	\$49,900	\$42,400
ALS IFT or CCT-IFT Late response minutes	\$1,600	\$4,400
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
Totals	\$76,500	\$96,800

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	476	21:59	5:14	2:49	8:00
SJ Zone X-2 Urban	88	14:32	6:08	2:32	9:27
SJ Zone X-3 Urban	25	17:37	7:26	3:39	12:01
SJ Zone X-4 Urban	1,526	25:48	6:27	3:00	10:32
SJ Zone X-5 Urban	1,731	18:30	5:38	2:29	8:43
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	123	14:48	5:23	2:29	8:25
SJ Zone X-8 Urban	80	14:19	5:59	2:48	9:31
SJ Zone X-9 Urban	321	19:27	5:11	2:45	7:28
SJ Zone X-10 Urban	16	8:43	5:57	1:26	7:57
SJ Zone X-11 Urban	5	8:17	5:43	2:22	8:17
SJ Zone X-2 Suburban	16	26:32	9:48	5:53	21:03
SJ Zone X-3 Suburban	11	14:10	8:22	2:50	10:27
SJ Zone X-7 Suburban	27	18:57	9:07	4:04	15:50
SJ Zone X-8 Suburban	3	14:10	8:08	4:17	14:10
SJ Zone X-9 Suburban	6	17:29	8:48	3:56	17:29
SJ Zone X-10 Suburban	4	5:38	4:34	1:25	5:38
SJ Zone X-11 Suburban	8	14:04	8:07	2:44	14:04
SJ Zone X-10 Suburban-Moderate	31	14:38	10:39	2:31	13:10
SJ Zone X-2 Rural	37	20:46	13:09	4:29	18:35
SJ Zone X-3 Rural	36	26:08	13:27	5:28	23:16
SJ Zone X-5 Rural	1	10:25	10:25	0:00	10:25
SJ Zone X-6 Rural	5	9:52	6:54	3:01	9:52
SJ Zone X-7 Rural	12	33:03	17:10	6:27	25:34
SJ Zone X-8 Rural	8	20:47	11:53	4:12	20:47
SJ Zone X-9 Rural	1	9:05	9:05	0:00	9:05
SJ Zone X-10 Rural	32	24:18	10:04	4:56	17:21
SJ Zone X-11 Rural	26	28:57	13:19	6:13	22:08
SJ Zone X-6 Wilderness	11	41:00	18:19	8:35	22:42
SJ Zone X-10 Wilderness	6	27:58	20:03	4:55	27:58
SJ Zone X-11 Wilderness	1	10:31	10:31	0:00	10:31
All Urban Compliance Areas	4,391	25:48	5:52	2:47	9:20
All Suburban Compliance Areas	75	26:32	8:44	4:19	14:10
All Suburban-Moderate Compliance Areas	31	14:38	10:39	2:31	13:10
All Rural Compliance Areas	158	33:03	12:37	5:37	20:11
All Wilderness Compliance Areas	18	41:00	18:28	7:35	27:58
Total Responses	4,673				

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	307	15:34	5:04	2:22	8:04	
SJ Zone X-2 Urban	47	11:28	6:45	2:18	9:53	
SJ Zone X-3 Urban	25	13:01	7:29	2:50	12:05	
SJ Zone X-4 Urban	1,127	19:45	6:03	2:46	9:47	
SJ Zone X-5 Urban	1,241	21:33	5:24	2:17	8:14	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	107	19:58	5:23	2:44	8:08	
SJ Zone X-8 Urban	85	13:35	6:09	2:44	9:45	
SJ Zone X-9 Urban	221	20:57	4:50	2:46	7:22	
SJ Zone X-10 Urban	16	17:06	7:05	2:59	9:03	
SJ Zone X-11 Urban	4	10:53	6:17	3:12	10:53	
SJ Zone X-2 Suburban	9	20:54	8:54	5:03	20:54	
SJ Zone X-3 Suburban	6	9:29	9:11	0:28	9:29	
SJ Zone X-7 Suburban	16	16:36	9:02	3:37	14:01	
SJ Zone X-8 Suburban	3	9:46	6:26	2:23	9:46	
SJ Zone X-9 Suburban	13	7:05	4:40	0:57	5:22	
SJ Zone X-10 Suburban	1	7:38	7:38	0:00	7:38	
SJ Zone X-11 Suburban	9	13:41	7:14	3:58	13:41	
SJ Zone X-10 Suburban-Moderate	23	14:51	10:48	3:13	13:43	
SJ Zone X-2 Rural	36	23:37	11:44	4:47	17:46	
SJ Zone X-3 Rural	20	29:35	11:25	5:41	16:09	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	2	12:42	10:33	2:09	12:42	
SJ Zone X-7 Rural	8	17:53	11:46	3:41	17:53	
SJ Zone X-8 Rural	11	15:32	10:24	3:07	13:15	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	20	22:25	11:20	4:38	18:49	
SJ Zone X-11 Rural	30	28:52	14:21	5:04	20:24	
SJ Zone X-6 Wilderness	6	17:57	13:37	3:32	17:57	
SJ Zone X-10 Wilderness	4	21:05	11:18	6:13	21:05	
SJ Zone X-11 Wilderness	2	27:41	21:43	5:57	27:41	
All Urban Compliance Areas	3,180	21:33	5:37	2:35	8:46	
All Suburban Compliance Areas	57	20:54	7:35	3:43	12:44	
All Suburban-Moderate Compliance Areas	23	14:51	10:48	3:13	13:43	
All Rural Compliance Areas	127	29:35	12:06	4:57	18:16	
All Wilderness Compliance Areas	12	27:41	14:11	6:07	21:05	
Total Responses	3,399					

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	199	29:59	7:45	4:45	13:00
SJ Zone X-2 Urban	33	29:00	9:19	5:00	13:10
SJ Zone X-3 Urban	5	26:22	13:16	6:39	26:22
SJ Zone X-4 Urban	585	182:44	9:49	8:34	15:53
SJ Zone X-5 Urban	642	37:16	8:08	4:04	12:53
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	37	19:18	7:38	4:30	14:00
SJ Zone X-8 Urban	35	17:16	7:43	3:51	12:38
SJ Zone X-9 Urban	124	43:55	7:47	5:47	11:50
SJ Zone X-10 Urban	2	11:42	10:21	1:21	11:42
SJ Zone X-11 Urban	3	7:07	5:42	1:29	7:07
SJ Zone X-2 Suburban	7	18:05	11:03	4:35	18:05
SJ Zone X-3 Suburban	7	13:27	8:55	2:59	13:27
SJ Zone X-7 Suburban	8	19:57	11:14	5:34	19:57
SJ Zone X-8 Suburban	0				
SJ Zone X-9 Suburban	2	8:47	7:34	1:13	8:47
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	3	13:55	7:43	4:48	13:55
SJ Zone X-10 Suburban-Moderate	11	21:19	12:57	5:18	18:59
SJ Zone X-2 Rural	17	26:28	13:54	4:48	19:56
SJ Zone X-3 Rural	11	25:45	14:59	6:01	24:15
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	19:25	19:25	0:00	19:25
SJ Zone X-7 Rural	3	21:16	14:50	8:40	21:16
SJ Zone X-8 Rural	2	14:20	9:25	4:54	14:20
SJ Zone X-9 Rural	1	7:41	7:41	0:00	7:41
SJ Zone X-10 Rural	4	21:19	13:56	6:38	21:19
SJ Zone X-11 Rural	1	15:28	15:28	0:00	15:28
SJ Zone X-6 Wilderness	1	23:32	23:32	0:00	23:32
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1665	182:44	8:40	6:17	14:16
All Suburban Compliance Areas	27	19:57	9:55	4:39	17:16
All Suburban-Moderate Compliance Areas	11	21:19	12:57	5:18	18:59
All Rural Compliance Areas	40	26:28	14:04	5:51	21:16
All Wilderness Compliance Areas	1	23:32	23:32	0:00	23:32
Total Responses	1,744				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	219	45:08	8:20	5:57	13:58
SJ Zone X-2 Urban	34	18:58	10:10	3:23	14:01
SJ Zone X-3 Urban	6	17:50	11:39	3:40	17:50
SJ Zone X-4 Urban	733	98:31	9:38	5:58	14:54
SJ Zone X-5 Urban	675	32:41	8:18	3:58	13:26
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	47	18:16	7:21	4:27	13:24
SJ Zone X-8 Urban	43	16:14	7:53	3:44	12:51
SJ Zone X-9 Urban	125	25:38	7:42	4:01	13:33
SJ Zone X-10 Urban	3	7:31	5:44	1:24	7:31
SJ Zone X-11 Urban	1	9:08	9:08	0:00	9:08
SJ Zone X-2 Suburban	4	11:42	10:05	1:29	11:42
SJ Zone X-3 Suburban	2	11:31	9:03	2:28	11:31
SJ Zone X-7 Suburban	6	14:34	9:32	4:52	14:34
SJ Zone X-8 Suburban	2	2:36	2:21	0:14	2:36
SJ Zone X-9 Suburban	2	6:59	4:16	2:43	6:59
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	11:25	11:25	0:00	11:25
SJ Zone X-10 Suburban-Moderate	12	26:14	14:04	5:07	21:06
SJ Zone X-2 Rural	7	28:01	16:48	6:12	28:01
SJ Zone X-3 Rural	16	32:57	17:31	6:05	25:53
SJ Zone X-5 Rural	1	12:17	12:17	0:00	12:17
SJ Zone X-6 Rural	2	15:14	13:07	2:07	15:14
SJ Zone X-7 Rural	5	24:33	13:28	5:43	24:33
SJ Zone X-8 Rural	4	16:16	14:39	1:40	16:16
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	2	18:08	13:13	4:55	18:08
SJ Zone X-11 Rural	8	30:56	16:54	7:02	30:56
SJ Zone X-6 Wilderness	0				
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,886	98:31	8:47	5:08	14:12
All Suburban Compliance Areas	17	14:34	8:15	4:18	13:38
All Suburban-Moderate Compliance Areas	12	26:14	14:04	5:07	21:06
All Rural Compliance Areas	45	32:57	16:05	6:00	25:24
All Wilderness Compliance Areas	0				
Total Responses	1,960				

Comparison of Compliance with and without Exemptions - RLS

January 1, 2017 through January 31, 2017						
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	476	55	88.45%	24	94.96%	
SJ Zone X-2	141	32	77.30%	11	92.20%	
SJ Zone X-3	72	19	73.61%	8	88.89%	
SJ Zone X-4	1,526	424	72.21%	171	88.79%	
SJ Zone X-5	1,732	297	82.85%	119	93.13%	
SJ Zone X-6	16	1	93.75%	0	100.00%	
SJ Zone X-7	162	34	79.01%	10	93.83%	
SJ Zone X-8	91	23	74.73%	8	91.21%	
SJ Zone X-9	328	31	90.55%	10	96.95%	
SJ Zone X-10	89	5	94.38%	1	98.88%	
SJ Zone X-11	40	8	80.00%	4	90.00%	
All Zones Combined	4,673	929	80.12%	366	92.17%	

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

Comparison of Compliance with and without Exemptions - RLS

February 1, 2017 through February 28, 2017						
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	307	35	88.60%	20	93.49%	
SJ Zone X-2	92	22	76.09%	13	85.87%	
SJ Zone X-3	51	13	74.51%	7	86.27%	
SJ Zone X-4	1,127	255	77.37%	125	88.91%	
SJ Zone X-5	1,241	174	85.98%	99	92.02%	
SJ Zone X-6	8	0	100.00%	0	100.00%	
SJ Zone X-7	131	27	79.39%	19	85.50%	
SJ Zone X-8	99	22	77.78%	11	88.89%	
SJ Zone X-9	234	20	91.45%	11	95.30%	
SJ Zone X-10	64	6	90.63%	4	93.75%	
SJ Zone X-11	45	10	77.78%	5	88.89%	
All Zones Combined	3,399	584	82.82%	314	90.76%	

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

Comparison of Compliance with and without Exemptions - NRLS

January 1, 2017 through January 31, 2017					
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	199	5	97.49%	2	98.99%
SJ Zone X-2	57	2	96.49%	1	98.25%
SJ Zone X-3	23	1	95.65%	0	100.00%
SJ Zone X-4	585	53	90.94%	17	97.09%
SJ Zone X-5	642	27	95.79%	6	99.07%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	48	4	91.67%	1	97.92%
SJ Zone X-8	37	1	97.30%	1	97.30%
SJ Zone X-9	127	6	95.28%	1	99.21%
SJ Zone X-10	17	0	100.00%	0	100.00%
SJ Zone X-11	7	0	100.00%	0	100.00%
All Zones Combined	1,744	99	94.32%	29	98.34%

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

Comparison of Compliance with and without Exemptions - NRLS

February 1, 2017 through February 28, 2017					
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	219	11	94.98%	6	97.26%
SJ Zone X-2	45	2	95.56%	1	97.78%
SJ Zone X-3	24	2	91.67%	0	100.00%
SJ Zone X-4	733	53	92.77%	26	96.45%
SJ Zone X-5	676	30	95.56%	12	98.22%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	58	3	94.83%	1	98.28%
SJ Zone X-8	49	1	97.96%	1	97.96%
SJ Zone X-9	127	7	94.49%	3	97.64%
SJ Zone X-10	17	0	100.00%	0	100.00%
SJ Zone X-11	10	0	100.00%	0	100.00%
All Zones Combined	1,960	109	94.44%	50	97.45%

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

Comparison of Compliance with and without Exemptions - IFT

January 1, 2017 through January 31, 2017					
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	97	16	83.51%	3	96.91%
CCT-IFT	15	7	53.33%	3	80.00%

Comparison of Compliance with and without Exemptions - IFT

February 1, 2017 through February 28, 2017					
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	103	18	82.52%	13	87.38%
CCT-IFT	14	3	78.57%	3	78.57%

Exemption Request Reports

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	4	0	1	1
Delay at Hospital	1	0	0	0
Delays in Transferring Care at ED	589	0	302	15
Duplicate Record	0	0	1	0
False Report of Emergency	9	0	8	1
Freeway Access	1	0	3	0
Location Change	0	0	2	0
Off-Road Location	2	0	1	0
Other	0	0	1	0
Reduced/Upgraded Response	7	0	3	1
Road Construction	6	1	4	1
Traffic Secondary to Call	0	0	3	0
Train	18	1	4	0
Weather	13	4	1	1

Mutual Aid

Compliance Zone	Provider	January 2017	February 2017
SJ Zone X-4	Manteca District Ambulance	3	6
SJ Zone X-5	Manteca District Ambulance	15	10
SJ Zone X-7	Manteca District Ambulance	1	0
SJ Zone X-7	Escalon Community Ambulance	1	1
SJ Zone X-8	Manteca District Ambulance	8	5
SJ Zone X-9	Manteca District Ambulance	12	1
SJ Zone X-10	Manteca District Ambulance	1	2
SJ Zone X-11	Manteca District Ambulance	3	1
SJ Zone X-10 MOD	Manteca District Ambulance	0	1

Failure to Provide Data

Event Type	January 2017	February 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

