



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: Shahloh Jones-Mitchell, EMS Analyst

DATE: October 20, 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 July and August 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.

While this report provides detailed compliance information for each of the eleven X-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all X-Zones, have a response time of less than 8 minutes and 12 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Ninety-three percent (93%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for July and August 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)

July 1, 2017 through July 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	364	23	93.68%	X		
SJ Zone X-2	107	14	86.92%		X	
SJ Zone X-3*	49	4	91.84%	####	####	
SJ Zone X-4	1,257	150	88.07%		X	
SJ Zone X-5	1,535	103	93.29%	X		
SJ Zone X-6*	13	0	100.00%	####	####	
SJ Zone X-7	143	19	86.71%		X	
SJ Zone X-8*	97	11	88.66%	####	####	
SJ Zone X-9	259	11	95.75%	X		
SJ Zone X-10*	68	4	94.12%	####	####	
SJ Zone X-11*	46	3	93.48%	####	####	
All Zones Combined	3,938	342	91.32%	3	3	

* 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

July 1, 2017 through July 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	No
SJ Zone X-3	June 2017	July 2017	109	14	87.16%		X
SJ Zone X-6	June 2017	July 2017	34	0	100.00%	####	####
SJ Zone X-8	June 2017	July 2017	196	27	86.22%		X
SJ Zone X-10	July 2017	July 2017	68	4	94.12%	####	####
SJ Zone X-11	June 2017	July 2017	93	3	96.77%	####	####

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

August 1, 2017 through August 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	331	30	90.94%	X		
SJ Zone X-2	108	14	87.04%		X	
SJ Zone X-3*	65	6	90.77%	####	####	
SJ Zone X-4	1,202	128	89.35%		X	
SJ Zone X-5	1,450	149	89.72%		X	
SJ Zone X-6*	18	0	100.00%	####	####	
SJ Zone X-7	165	32	80.61%		X	
SJ Zone X-8	117	9	92.31%	X		
SJ Zone X-9	314	11	96.50%	X		
SJ Zone X-10*	69	7	89.86%	####	####	
SJ Zone X-11*	50	2	96.00%	####	####	
All Zones Combined	3,889	388	90.02%	3	4	

* 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

August 1, 2017 through August 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	No
SJ Zone X-3	August 2017	August 2017	65	6	90.77%	####	####
SJ Zone X-6	June 2017	August 2017	52	0	100.00%	####	####
SJ Zone X-10	July 2017	August 2017	137	11	91.97%	X	
SJ Zone X-11	June 2017	August 2017	143	5	96.50%	X	

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

July 1, 2017 through July 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	215	5	97.67%	
SJ Zone X-2*	40	0	100.00%	
SJ Zone X-3*	24	1	95.83%	
SJ Zone X-4	686	29	95.77%	
SJ Zone X-5	737	14	98.10%	
SJ Zone X-6*	6	0	100.00%	
SJ Zone X-7*	64	0	100.00%	
SJ Zone X-8*	51	3	94.12%	
SJ Zone X-9	175	6	96.57%	
SJ Zone X-10*	15	0	100.00%	
SJ Zone X-11*	15	0	100.00%	
All Zones Combined	2,028	58	97.14%	

* 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

July 1, 2017 through July 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	May 2017	July 2017	123	0	100.00%
SJ Zone X-3	April 2017	July 2017	109	2	98.17%
SJ Zone X-6	May 2016	July 2017	55	0	100.00%
SJ Zone X-7	June 2017	July 2017	145	1	99.31%
SJ Zone X-8	June 2017	July 2017	113	4	96.46%
SJ Zone X-10	May 2017	July 2017	61	0	100.00%
SJ Zone X-11	June 2017	July 2017	25	0	100.00%

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

August 1, 2017 through August 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	270	8	97.04%	
SJ Zone X-2*	44	2	95.45%	
SJ Zone X-3*	21	1	95.24%	
SJ Zone X-4	709	32	95.49%	
SJ Zone X-5	769	23	97.01%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	70	3	95.71%	
SJ Zone X-8*	56	3	94.64%	
SJ Zone X-9	159	0	100.00%	
SJ Zone X-10*	17	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
All Zones Combined	2,131	72	96.62%	

* 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

August 1, 2017 through August 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	August 2017	August 2017	44	2	95.45%
SJ Zone X-3	August 2017	August 2017	21	1	95.24%
SJ Zone X-6	May 2016	August 2017	57	0	100.00%
SJ Zone X-7	August 2017	August 2017	70	3	95.71%
SJ Zone X-8	August 2017	August 2017	56	3	94.64%
SJ Zone X-10	May 2017	August 2017	78	0	100.00%
SJ Zone X-11	June 2017	August 2017	39	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

July 1, 2017 through July 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	92	174	June 2017	July 2017	13	92.53%	X	
CCT-IFT	10	89	February 2017	July 2017	13	85.39%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

August 1, 2017 through August 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	92	92	August 2017	August 2017	3	96.74%	####	####
CCT-IFT	17	106	February 2017	August 2017	13	87.74%		X

Response Time Compliance Report - Combined RLS and NRLS

July 1, 2017 through July 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	579	28	95.16%	
SJ Zone X-2	147	14	90.48%	
SJ Zone X-3	73	5	93.15%	
SJ Zone X-4	1,943	179	90.79%	
SJ Zone X-5	2,272	117	94.85%	
SJ Zone X-6	19	0	100.00%	
SJ Zone X-7	207	19	90.82%	
SJ Zone X-8	148	14	90.54%	
SJ Zone X-9	434	17	96.08%	
SJ Zone X-10	83	4	95.18%	
SJ Zone X-11	61	3	95.08%	
All Zones Combined	5,966	400	93.30%	

Response Time Compliance Report - Combined RLS and NRLS

August 1, 2017 through August 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	601	38	93.68%	
SJ Zone X-2	152	16	89.47%	
SJ Zone X-3	86	7	91.86%	
SJ Zone X-4	1,911	160	91.63%	
SJ Zone X-5	2,219	172	92.25%	
SJ Zone X-6	20	0	100.00%	
SJ Zone X-7	235	35	85.11%	
SJ Zone X-8	173	12	93.06%	
SJ Zone X-9	473	11	97.67%	
SJ Zone X-10	86	7	91.86%	
SJ Zone X-11	64	2	96.88%	
All Zones Combined	6,020	460	92.36%	

Fines and Penalties Report

Type of Penalty	July 2017	August 2017
Out of compliance response zones	\$85,000	\$75,000
Code 2 and Code 3 Late response minutes	\$52,000	\$40,200
ALS IFT or CCT-IFT Late response minutes	\$2,400	\$1,000
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$3,500
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	\$139,400	\$119,700

Detailed Response Time Analysis without Exemptions Applied - RLS

July 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	364	19:33	5:10	2:28	7:25
SJ Zone X-2 Urban	53	12:56	6:36	2:34	10:25
SJ Zone X-3 Urban	23	10:24	6:01	2:59	10:09
SJ Zone X-4 Urban	1,257	15:27	5:42	2:31	9:07
SJ Zone X-5 Urban	1,534	24:35	5:15	2:10	7:34
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	112	12:05	5:17	2:16	8:33
SJ Zone X-8 Urban	79	24:21	5:44	3:13	9:24
SJ Zone X-9 Urban	247	16:36	4:28	2:03	6:41
SJ Zone X-10 Urban	9	10:29	6:19	2:17	10:29
SJ Zone X-11 Urban	2	9:55	8:21	1:34	9:55
SJ Zone X-2 Suburban	13	12:03	8:45	2:21	12:02
SJ Zone X-3 Suburban	9	9:20	6:22	1:51	9:20
SJ Zone X-7 Suburban	20	11:53	7:18	2:36	10:03
SJ Zone X-8 Suburban	5	7:45	5:10	2:03	7:45
SJ Zone X-9 Suburban	11	15:14	5:54	3:36	10:32
SJ Zone X-10 Suburban	3	8:01	6:32	1:09	8:01
SJ Zone X-11 Suburban	12	10:56	6:01	2:24	7:41
SJ Zone X-10 Suburban-Moderate	23	16:26	11:32	2:55	14:25
SJ Zone X-2 Rural	41	19:35	10:43	4:41	18:02
SJ Zone X-3 Rural	17	18:51	11:58	4:10	17:01
SJ Zone X-5 Rural	1	12:13	12:13	0:00	12:13
SJ Zone X-6 Rural	3	14:57	9:28	4:35	14:57
SJ Zone X-7 Rural	11	21:22	10:47	5:45	18:10
SJ Zone X-8 Rural	13	13:31	8:00	3:09	13:22
SJ Zone X-9 Rural	1	7:23	7:23	0:00	7:23
SJ Zone X-10 Rural	30	23:31	9:17	4:23	13:33
SJ Zone X-11 Rural	31	18:25	10:13	4:25	16:16
SJ Zone X-6 Wilderness	10	21:07	13:28	4:28	19:21
SJ Zone X-10 Wilderness	3	16:41	7:40	6:23	16:41
SJ Zone X-11 Wilderness	1	15:30	15:30	0:00	15:30
All Urban Compliance Areas	3,680	24:35	5:23	2:23	8:13
All Suburban Compliance Areas	73	15:14	6:51	2:46	10:32
All Suburban-Moderate Compliance Areas	23	16:26	11:32	2:55	14:25
All Rural Compliance Areas	148	23:31	10:12	4:35	16:39
All Wilderness Compliance Areas	14	21:07	12:22	5:24	19:21
Total Responses	3,938				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2017

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	331	15:57	5:00	2:23	8:10
SJ Zone X-2 Urban	39	12:07	6:14	2:22	9:47
SJ Zone X-3 Urban	19	8:17	5:24	1:46	7:25
SJ Zone X-4 Urban	1,202	17:25	5:22	2:16	8:17
SJ Zone X-5 Urban	1,449	15:46	5:27	2:08	8:02
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	126	14:49	5:26	2:44	9:08
SJ Zone X-8 Urban	99	10:40	5:07	2:10	7:27
SJ Zone X-9 Urban	297	19:00	4:26	2:27	6:40
SJ Zone X-10 Urban	13	11:48	6:15	2:50	9:15
SJ Zone X-11 Urban	8	10:23	6:20	1:55	10:23
SJ Zone X-2 Suburban	19	11:37	7:48	1:51	10:07
SJ Zone X-3 Suburban	15	14:54	7:52	3:07	13:03
SJ Zone X-7 Suburban	29	20:12	8:32	3:52	12:26
SJ Zone X-8 Suburban	4	9:09	6:35	2:39	9:09
SJ Zone X-9 Suburban	14	10:41	5:28	2:21	8:55
SJ Zone X-10 Suburban	2	5:55	5:52	0:03	5:55
SJ Zone X-11 Suburban	7	12:09	7:21	3:09	12:09
SJ Zone X-10 Suburban-Moderate	22	16:49	10:02	3:26	13:52
SJ Zone X-2 Rural	50	22:50	10:54	4:49	17:12
SJ Zone X-3 Rural	31	21:15	10:54	4:30	17:12
SJ Zone X-5 Rural	1	12:08	12:08	0:00	12:08
SJ Zone X-6 Rural	6	13:26	8:48	2:44	13:26
SJ Zone X-7 Rural	10	15:28	8:13	3:55	13:09
SJ Zone X-8 Rural	14	10:52	5:36	2:54	9:33
SJ Zone X-9 Rural	3	7:46	5:51	1:23	7:46
SJ Zone X-10 Rural	28	25:06	11:01	5:17	21:20
SJ Zone X-11 Rural	33	20:00	11:13	4:02	16:34
SJ Zone X-6 Wilderness	12	20:00	13:14	5:00	19:29
SJ Zone X-10 Wilderness	4	13:42	10:07	2:27	13:42
SJ Zone X-11 Wilderness	2	11:21	9:31	1:49	11:21
All Urban Compliance Areas	3,583	19:00	5:18	2:16	8:10
All Suburban Compliance Areas	90	20:12	7:33	3:12	11:37
All Suburban-Moderate Compliance Areas	22	16:49	10:02	3:26	13:52
All Rural Compliance Areas	176	25:06	10:15	4:43	16:37
All Wilderness Compliance Areas	18	20:00	12:08	4:34	19:29
Total Responses	3,889				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	215	42:55	8:23	5:24	13:48
SJ Zone X-2 Urban	18	13:06	7:43	2:42	10:28
SJ Zone X-3 Urban	8	20:52	9:29	4:50	20:52
SJ Zone X-4 Urban	686	76:11	9:10	5:31	14:49
SJ Zone X-5 Urban	737	44:26	7:56	3:54	12:24
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	41	15:08	7:44	4:15	13:30
SJ Zone X-8 Urban	47	22:46	8:01	5:00	15:33
SJ Zone X-9 Urban	173	33:48	7:05	4:54	11:54
SJ Zone X-10 Urban	2	11:29	9:47	1:42	11:29
SJ Zone X-11 Urban	3	7:13	6:07	0:50	7:13
SJ Zone X-2 Suburban	2	9:56	9:43	0:12	9:56
SJ Zone X-3 Suburban	2	11:56	10:36	1:20	11:56
SJ Zone X-7 Suburban	18	17:56	10:15	4:36	16:54
SJ Zone X-8 Suburban	0				
SJ Zone X-9 Suburban	2	10:26	7:33	2:53	10:26
SJ Zone X-10 Suburban	1	15:42	15:42	0:00	15:42
SJ Zone X-11 Suburban	1	8:14	8:14	0:00	8:14
SJ Zone X-10 Suburban-Moderate	9	20:48	14:27	4:40	20:48
SJ Zone X-2 Rural	20	26:21	14:50	6:23	20:48
SJ Zone X-3 Rural	14	28:41	16:39	4:43	21:10
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	12:29	12:29	0:00	12:29
SJ Zone X-7 Rural	5	34:14	19:50	9:04	34:14
SJ Zone X-8 Rural	4	14:22	11:19	3:19	14:22
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	3	15:28	14:22	1:05	15:28
SJ Zone X-11 Rural	11	21:35	16:10	3:20	20:03
SJ Zone X-6 Wilderness	5	24:23	15:50	5:59	24:23
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1930	76:11	8:21	4:52	13:38
All Suburban Compliance Areas	26	17:56	10:10	4:10	15:48
All Suburban-Moderate Compliance Areas	9	20:48	14:27	4:40	20:48
All Rural Compliance Areas	58	34:14	15:39	5:45	21:35
All Wilderness Compliance Areas	5	24:23	15:50	5:59	24:23
Total Responses	2,028				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	270	30:36	8:22	5:00	14:35
SJ Zone X-2 Urban	22	20:24	9:58	3:59	14:03
SJ Zone X-3 Urban	10	15:43	7:43	4:07	11:15
SJ Zone X-4 Urban	709	58:50	9:28	5:49	15:53
SJ Zone X-5 Urban	769	27:22	8:26	3:55	13:42
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	48	19:01	8:27	4:29	14:57
SJ Zone X-8 Urban	53	19:39	8:42	4:00	13:52
SJ Zone X-9 Urban	152	33:03	6:37	4:02	10:36
SJ Zone X-10 Urban	5	10:33	6:38	3:07	10:33
SJ Zone X-11 Urban	2	6:53	3:53	3:00	6:53
SJ Zone X-2 Suburban	5	16:39	8:03	6:19	16:39
SJ Zone X-3 Suburban	3	11:36	9:00	2:32	11:36
SJ Zone X-7 Suburban	13	25:34	12:34	6:06	22:09
SJ Zone X-8 Suburban	0				
SJ Zone X-9 Suburban	5	8:59	6:24	1:40	8:59
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	0				
SJ Zone X-10 Suburban-Moderate	6	28:52	18:21	4:58	28:52
SJ Zone X-2 Rural	17	21:24	13:56	4:13	21:18
SJ Zone X-3 Rural	8	19:23	10:53	5:41	19:23
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	9	15:30	10:42	4:36	15:30
SJ Zone X-8 Rural	3	23:15	14:18	6:36	23:15
SJ Zone X-9 Rural	2	6:31	6:30	0:01	6:31
SJ Zone X-10 Rural	6	13:44	12:29	0:51	13:44
SJ Zone X-11 Rural	11	18:45	10:59	4:36	15:27
SJ Zone X-6 Wilderness	2	22:43	22:05	0:38	22:43
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	1	14:20	14:20	0:00	14:20
All Urban Compliance Areas	2,040	58:50	8:40	4:53	14:20
All Suburban Compliance Areas	26	25:34	10:06	5:51	16:54
All Suburban-Moderate Compliance Areas	6	28:52	18:21	4:58	28:52
All Rural Compliance Areas	56	23:15	12:00	4:49	18:45
All Wilderness Compliance Areas	3	22:43	19:30	3:41	22:43
Total Responses	2,131				

Comparison of Compliance with and without Exemptions - RLS

July 1, 2017 through July 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	364	30	91.76%	23	93.68%
SJ Zone X-2	107	26	75.70%	14	86.92%
SJ Zone X-3	49	9	81.63%	4	91.84%
SJ Zone X-4	1,257	222	82.34%	150	88.07%
SJ Zone X-5	1,535	155	89.90%	103	93.29%
SJ Zone X-6	13	0	100.00%	0	100.00%
SJ Zone X-7	143	27	81.12%	19	86.71%
SJ Zone X-8	97	15	84.54%	11	88.66%
SJ Zone X-9	259	17	93.44%	11	95.75%
SJ Zone X-10	68	5	92.65%	4	94.12%
SJ Zone X-11	46	3	93.48%	3	93.48%
All Zones Combined	3,938	509	87.07%	342	91.32%

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

Comparison of Compliance with and without Exemptions - RLS

August 1, 2017 through August 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	331	38	88.52%	30	90.94%
SJ Zone X-2	108	18	83.33%	14	87.04%
SJ Zone X-3	65	6	90.77%	6	90.77%
SJ Zone X-4	1,202	157	86.94%	128	89.35%
SJ Zone X-5	1,450	184	87.31%	149	89.72%
SJ Zone X-6	18	0	100.00%	0	100.00%
SJ Zone X-7	165	35	78.79%	32	80.61%
SJ Zone X-8	117	9	92.31%	9	92.31%
SJ Zone X-9	314	16	94.90%	11	96.50%
SJ Zone X-10	69	10	85.51%	7	89.86%
SJ Zone X-11	50	4	92.00%	2	96.00%
All Zones Combined	3,889	477	87.73%	388	90.02%

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

Comparison of Compliance with and without Exemptions - NRLS

July 1, 2017 through July 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	215	10	95.35%	5	97.67%
SJ Zone X-2	40	0	100.00%	0	100.00%
SJ Zone X-3	24	1	95.83%	1	95.83%
SJ Zone X-4	686	38	94.46%	29	95.77%
SJ Zone X-5	737	19	97.42%	14	98.10%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	64	1	98.44%	0	100.00%
SJ Zone X-8	51	5	90.20%	3	94.12%
SJ Zone X-9	175	8	95.43%	6	96.57%
SJ Zone X-10	15	0	100.00%	0	100.00%
SJ Zone X-11	15	0	100.00%	0	100.00%
All Zones Combined	2,028	82	95.96%	58	97.14%

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

Comparison of Compliance with and without Exemptions - NRLS

August 1, 2017 through August 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	270	11	95.93%	8	97.04%
SJ Zone X-2	44	2	95.45%	2	95.45%
SJ Zone X-3	21	1	95.24%	1	95.24%
SJ Zone X-4	709	43	93.94%	32	95.49%
SJ Zone X-5	769	27	96.49%	23	97.01%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	70	5	92.86%	3	95.71%
SJ Zone X-8	56	4	92.86%	3	94.64%
SJ Zone X-9	159	4	97.48%	0	100.00%
SJ Zone X-10	17	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
All Zones Combined	2,131	97	95.45%	72	96.62%

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

Comparison of Compliance with and without Exemptions - IFT

July 1, 2017 through July 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	92	9	90.22%	6	93.48%
CCT-IFT	10	1	90.00%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

August 1, 2017 through August 31, 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	92	6	93.48%	3	96.74%
CCT-IFT	17	0	100.00%	0	100.00%

Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	0	1	0
Delay while providing Mutual Aid	0	0	3	0
Delays in Transferring Care at ED	176	0	92	0
False Report of Emergency	3	0	3	0
Freeway Access	2	0	2	1
Location Change	3	0	1	0
Reduced/Upgraded Response	1	0	2	0
Road Construction	2	0	0	0
Traffic Secondary to Call	3	0	4	0
Train	3	0	9	0
Zone Assist	0	0	0	1

Mutual Aid

Compliance Zone	Provider	July 2017	August 2017
SJ Zone X-4	Manteca District Ambulance	0	1
SJ Zone X-5	Manteca District Ambulance	5	1
SJ Zone X-7	Manteca District Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	2	7
SJ Zone X-9	Manteca District Ambulance	2	3
SJ Zone X-10	Manteca District Ambulance	1	0
SJ Zone X-11	Manteca District Ambulance	5	6

Failure to Provide Data

Event Type	July 2017	August 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

