



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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

Memorandum

TO: All Interested Parties

FROM: Rick Jones, MPA, EMS Analyst

DATE: July 28, 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 March and April 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 5%.

The complete compliance report for March and April 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)

March 1, 2017 through March 31, 2017					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
				Yes	No
SJ Zone X-1	340	24	92.94%	X	
SJ Zone X-2*	77	12	84.42%		
SJ Zone X-3*	56	12	78.57%		
SJ Zone X-4	1,178	152	87.10%		X
SJ Zone X-5	1,417	146	89.70%		X
SJ Zone X-6*	6	0	100.00%		
SJ Zone X-7	156	28	82.05%		X
SJ Zone X-8*	88	14	84.09%		
SJ Zone X-9	246	16	93.50%	X	
SJ Zone X-10*	67	2	97.01%		
SJ Zone X-11*	48	1	97.92%		
All Zones Combined	3,679	407	88.94%	2	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

March 1, 2017 through March 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-2	February 2017	March 2017	169	25	85.21%		X
SJ Zone X-3	March 2017	March 2017	56	12	78.57%		
SJ Zone X-6	October 2016	March 2017	71	0	100.00%		
SJ Zone X-8	February 2017	March 2017	187	25	86.63%		X
SJ Zone X-10	March 2017	March 2017	67	2	97.01%		
SJ Zone X-11	January 2017	March 2017	133	10	92.48%	X	

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

April 1, 2017 through April 30, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	293	21	92.83%	X		
SJ Zone X-2	104	5	95.19%	X		
SJ Zone X-3*	30	5	83.33%			
SJ Zone X-4	1,128	116	89.72%		X	
SJ Zone X-5	1,409	101	92.83%	X		
SJ Zone X-6*	14	0	100.00%			
SJ Zone X-7	144	19	86.81%		X	
SJ Zone X-8*	89	12	86.52%			
SJ Zone X-9	242	15	93.80%	X		
SJ Zone X-10*	61	0	100.00%			
SJ Zone X-11*	52	2	96.15%			
All Zones Combined	3,566	296	91.70%	4	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

April 1, 2017 through April 30, 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	March 2017	April 2017	86	17	80.23%		
SJ Zone X-6	October 2016	April 2017	85	0	100.00%		
SJ Zone X-8	April 2017	April 2017	89	12	86.52%		
SJ Zone X-10	March 2017	April 2017	128	2	98.44%	X	
SJ Zone X-11	April 2017	April 2017	52	2	96.15%		

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

March 1, 2017 through March 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	270	7	97.41%
SJ Zone X-2*	37	0	100.00%
SJ Zone X-3*	22	1	95.45%
SJ Zone X-4	760	30	96.05%
SJ Zone X-5	735	18	97.55%
SJ Zone X-6*	3	0	100.00%
SJ Zone X-7*	67	5	92.54%
SJ Zone X-8*	57	5	91.23%
SJ Zone X-9	149	3	97.99%
SJ Zone X-10*	21	0	100.00%
SJ Zone X-11*	10	0	100.00%
All Zones Combined	2,131	69	96.76%

* 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

March 1, 2017 through March 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	February 2017	March 2017	82	1	98.78%
SJ Zone X-3	November 2016	March 2017	108	1	99.07%
SJ Zone X-6	May 2016	March 2017	36	0	100.00%
SJ Zone X-7	February 2017	March 2017	125	6	95.20%
SJ Zone X-8	January 2017	March 2017	143	7	95.10%
SJ Zone X-10	December 2016	March 2017	82	0	100.00%
SJ Zone X-11	October 2016	March 2017	64	0	100.00%

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

April 1, 2017 through April 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	201	11	94.53%	
SJ Zone X-2*	35	0	100.00%	
SJ Zone X-3*	23	1	95.65%	
SJ Zone X-4	748	29	96.12%	
SJ Zone X-5	688	13	98.11%	
SJ Zone X-6*	1	0	100.00%	
SJ Zone X-7*	67	1	98.51%	
SJ Zone X-8*	55	4	92.73%	
SJ Zone X-9	146	8	94.52%	
SJ Zone X-10*	21	0	100.00%	
SJ Zone X-11*	17	0	100.00%	
All Zones Combined	2,002	67	96.65%	

* 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

April 1, 2017 through April 30, 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	April 2017	117	1	99.15%
SJ Zone X-3	April 2017	April 2017	23	1	95.65%
SJ Zone X-6	May 2016	April 2017	37	0	100.00%
SJ Zone X-7	April 2017	April 2017	67	1	98.51%
SJ Zone X-8	April 2017	April 2017	55	4	92.73%
SJ Zone X-10	December 2016	April 2017	103	0	100.00%
SJ Zone X-11	October 2016	April 2017	81	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

March 1, 2017 through March 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	89	89	March 2017	March 2017	14	84.27%		
CCT-IFT	12	26	February 2017	March 2017	4	84.62%		

Response Time Compliance Report - Interfacility Transfer (IFT)

April 1, 2017 through April 30, 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	116	205	March 2017	April 2017	30	85.37%		X
CCT-IFT	24	50	February 2017	April 2017	11	78.00%		

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2017 through March 31, 2017				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	610	31	94.92%
SJ Zone	X-2	114	12	89.47%
SJ Zone	X-3	78	13	83.33%
SJ Zone	X-4	1,938	182	90.61%
SJ Zone	X-5	2,152	164	92.38%
SJ Zone	X-6	9	0	100.00%
SJ Zone	X-7	223	33	85.20%
SJ Zone	X-8	145	19	86.90%
SJ Zone	X-9	395	19	95.19%
SJ Zone	X-10	88	2	97.73%
SJ Zone	X-11	58	1	98.28%
All Zones Combined		5,810	476	91.81%

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2017 through April 30, 2017				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	494	32	93.52%
SJ Zone	X-2	139	5	96.40%
SJ Zone	X-3	53	6	88.68%
SJ Zone	X-4	1,876	145	92.27%
SJ Zone	X-5	2,097	114	94.56%
SJ Zone	X-6	15	0	100.00%
SJ Zone	X-7	211	20	90.52%
SJ Zone	X-8	144	16	88.89%
SJ Zone	X-9	388	23	94.07%
SJ Zone	X-10	82	0	100.00%
SJ Zone	X-11	69	2	97.10%
All Zones Combined		5,568	363	93.48%

Fines and Penalties Report

Type of Penalty	March 2017	April 2017
Out of compliance response zones	\$115,000	\$25,000
Code 2 and Code 3 Late response minutes	\$59,100	\$50,600
ALS IFT or CCT-IFT Late response minutes	\$4,600	\$6,200
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$5,000
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	\$178,700	\$86,800

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	340	22:23	5:06	2:56	8:05
SJ Zone X-2 Urban	45	14:15	6:43	2:26	9:42
SJ Zone X-3 Urban	24	15:00	8:55	3:11	14:15
SJ Zone X-4 Urban	1,178	22:06	5:44	2:45	9:14
SJ Zone X-5 Urban	1,417	22:14	5:40	2:19	8:24
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	124	13:21	5:38	2:45	9:29
SJ Zone X-8 Urban	73	12:15	6:25	2:29	9:42
SJ Zone X-9 Urban	240	19:44	5:10	2:52	8:00
SJ Zone X-10 Urban	9	8:56	5:58	1:30	8:56
SJ Zone X-11 Urban	8	6:20	5:03	1:09	6:20
SJ Zone X-2 Suburban	8	11:16	7:25	1:56	11:16
SJ Zone X-3 Suburban	4	8:50	5:32	2:55	8:50
SJ Zone X-7 Suburban	26	16:45	8:10	3:22	12:19
SJ Zone X-8 Suburban	5	7:52	5:13	2:28	7:52
SJ Zone X-9 Suburban	5	8:40	5:23	2:35	8:40
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	7	10:10	6:52	2:10	10:10
SJ Zone X-10 Suburban-Moderate	24	18:27	10:56	2:58	14:54
SJ Zone X-2 Rural	24	26:26	12:19	4:49	17:23
SJ Zone X-3 Rural	28	22:04	11:50	4:00	16:56
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	4	11:53	9:11	1:44	11:53
SJ Zone X-7 Rural	6	10:34	7:53	2:18	10:34
SJ Zone X-8 Rural	10	19:07	10:48	4:49	16:33
SJ Zone X-9 Rural	1	17:26	17:26	0:00	17:26
SJ Zone X-10 Rural	28	24:00	9:12	4:28	14:41
SJ Zone X-11 Rural	32	22:44	11:26	4:20	15:54
SJ Zone X-6 Wilderness	2	13:04	12:44	0:19	13:04
SJ Zone X-10 Wilderness	6	30:23	16:27	6:57	30:23
SJ Zone X-11 Wilderness	1	15:23	15:23	0:00	15:23
All Urban Compliance Areas	3,458	22:23	5:39	2:37	8:50
All Suburban Compliance Areas	55	16:45	7:11	3:06	11:16
All Suburban-Moderate Compliance Areas	24	18:27	10:56	2:58	14:54
All Rural Compliance Areas	133	26:26	10:59	4:31	16:33
All Wilderness Compliance Areas	9	30:23	15:31	5:52	30:23
Total Responses	3,679				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	293	18:57	5:01	2:40	7:32
SJ Zone X-2 Urban	56	17:59	6:14	2:26	8:41
SJ Zone X-3 Urban	11	13:46	7:07	2:51	8:56
SJ Zone X-4 Urban	1,128	17:54	5:39	2:30	8:57
SJ Zone X-5 Urban	1,408	17:30	5:22	2:09	7:59
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	111	12:50	5:39	2:55	9:53
SJ Zone X-8 Urban	78	18:33	5:27	2:55	9:08
SJ Zone X-9 Urban	226	19:44	4:58	2:56	7:28
SJ Zone X-10 Urban	5	15:41	7:51	4:01	15:41
SJ Zone X-11 Urban	13	10:52	6:28	2:34	9:14
SJ Zone X-2 Suburban	17	10:56	7:15	1:37	9:14
SJ Zone X-3 Suburban	4	10:21	8:12	1:38	10:21
SJ Zone X-7 Suburban	28	18:00	8:13	4:06	15:12
SJ Zone X-8 Suburban	3	8:32	6:04	1:45	8:32
SJ Zone X-9 Suburban	15	14:10	8:04	2:49	13:27
SJ Zone X-10 Suburban	2	4:32	2:59	1:32	4:32
SJ Zone X-11 Suburban	9	9:13	6:20	2:46	9:13
SJ Zone X-10 Suburban-Moderate	25	14:56	10:49	2:42	13:54
SJ Zone X-2 Rural	31	19:10	11:46	3:40	16:09
SJ Zone X-3 Rural	15	18:15	11:08	3:43	15:19
SJ Zone X-5 Rural	1	16:41	16:41	0:00	16:41
SJ Zone X-6 Rural	2	11:25	9:36	1:48	11:25
SJ Zone X-7 Rural	5	11:34	9:13	2:02	11:34
SJ Zone X-8 Rural	8	17:18	8:21	4:16	17:18
SJ Zone X-9 Rural	1	3:21	3:21	0:00	3:21
SJ Zone X-10 Rural	23	22:53	10:52	4:02	15:53
SJ Zone X-11 Rural	29	20:02	11:06	4:11	17:18
SJ Zone X-6 Wilderness	12	22:37	15:25	4:46	22:02
SJ Zone X-10 Wilderness	5	19:25	13:09	6:17	19:25
SJ Zone X-11 Wilderness	1	14:06	14:06	0:00	14:06
All Urban Compliance Areas	3,329	19:44	5:27	2:27	8:25
All Suburban Compliance Areas	78	18:00	7:33	3:13	11:20
All Suburban-Moderate Compliance Areas	25	14:56	10:49	2:42	13:54
All Rural Compliance Areas	115	22:53	10:55	4:01	16:09
All Wilderness Compliance Areas	18	22:37	14:42	5:13	22:02
Total Responses	3,565				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 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	41:31	8:19	5:57	15:00
SJ Zone X-2 Urban	20	14:49	9:39	2:52	12:44
SJ Zone X-3 Urban	8	21:46	13:24	5:32	21:46
SJ Zone X-4 Urban	760	40:05	9:13	5:19	15:16
SJ Zone X-5 Urban	735	41:43	8:36	3:55	13:22
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	57	20:42	8:52	4:37	15:41
SJ Zone X-8 Urban	52	34:14	10:23	6:02	18:40
SJ Zone X-9 Urban	148	32:30	7:22	4:10	12:18
SJ Zone X-10 Urban	3	9:49	9:14	0:27	9:49
SJ Zone X-11 Urban	1	3:32	3:32	0:00	3:32
SJ Zone X-2 Suburban	4	10:11	8:48	1:22	10:11
SJ Zone X-3 Suburban	4	17:33	12:22	3:16	17:33
SJ Zone X-7 Suburban	8	15:17	10:44	2:51	15:17
SJ Zone X-8 Suburban	2	7:02	6:56	0:06	7:02
SJ Zone X-9 Suburban	1	16:57	16:57	0:00	16:57
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	2	9:08	8:35	0:32	9:08
SJ Zone X-10 Suburban-Moderate	14	27:16	17:22	3:40	20:39
SJ Zone X-2 Rural	13	19:51	14:20	3:24	19:01
SJ Zone X-3 Rural	10	24:31	18:25	4:32	24:05
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	2	23:44	19:00	4:44	23:44
SJ Zone X-8 Rural	3	22:10	15:03	5:01	22:10
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	12:29	9:34	2:10	12:29
SJ Zone X-11 Rural	7	21:31	14:24	5:04	21:31
SJ Zone X-6 Wilderness	3	26:20	18:53	5:16	26:20
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2054	41:43	8:47	4:54	14:27
All Suburban Compliance Areas	21	17:33	10:24	3:12	15:17
All Suburban-Moderate Compliance Areas	14	27:16	17:22	3:40	20:39
All Rural Compliance Areas	39	24:31	15:12	4:56	22:22
All Wilderness Compliance Areas	3	26:20	18:53	5:16	26:20
Total Responses	2,131				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	201	71:49	8:44	7:17	15:40
SJ Zone X-2 Urban	14	13:17	8:12	2:23	10:48
SJ Zone X-3 Urban	10	20:25	13:00	5:20	19:42
SJ Zone X-4 Urban	748	41:22	9:24	5:25	15:31
SJ Zone X-5 Urban	687	34:02	8:13	4:08	12:51
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	59	17:20	7:41	4:11	13:33
SJ Zone X-8 Urban	49	22:52	8:15	4:51	15:51
SJ Zone X-9 Urban	142	37:33	7:39	5:52	11:06
SJ Zone X-10 Urban	0				
SJ Zone X-11 Urban	4	5:51	4:07	1:23	5:51
SJ Zone X-2 Suburban	5	11:18	9:34	1:24	11:18
SJ Zone X-3 Suburban	4	9:19	8:29	0:47	9:19
SJ Zone X-7 Suburban	7	18:39	10:49	3:48	18:39
SJ Zone X-8 Suburban	1	5:36	5:36	0:00	5:36
SJ Zone X-9 Suburban	4	15:12	10:19	3:08	15:12
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	7:40	7:40	0:00	7:40
SJ Zone X-10 Suburban-Moderate	12	21:33	17:23	3:00	20:24
SJ Zone X-2 Rural	16	23:59	16:21	4:05	20:32
SJ Zone X-3 Rural	9	20:51	15:48	4:21	20:51
SJ Zone X-5 Rural	1	23:32	23:32	0:00	23:32
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	1	12:52	12:52	0:00	12:52
SJ Zone X-8 Rural	5	27:26	16:38	6:31	27:26
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	7	17:30	14:19	1:57	17:30
SJ Zone X-11 Rural	11	25:41	14:53	5:14	20:08
SJ Zone X-6 Wilderness	1	18:47	18:47	0:00	18:47
SJ Zone X-10 Wilderness	2	34:17	25:59	8:17	34:17
SJ Zone X-11 Wilderness	1	26:59	26:59	0:00	26:59
All Urban Compliance Areas	1,914	71:49	8:41	5:15	14:19
All Suburban Compliance Areas	22	18:39	9:38	2:56	12:31
All Suburban-Moderate Compliance Areas	12	21:33	17:23	3:00	20:24
All Rural Compliance Areas	50	27:26	15:45	4:39	20:44
All Wilderness Compliance Areas	4	34:17	24:26	6:43	34:17
Total Responses	2,002				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2017 through March 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	340	41	87.94%	24	92.94%
SJ Zone X-2	77	18	76.62%	12	84.42%
SJ Zone X-3	56	18	67.86%	12	78.57%
SJ Zone X-4	1,178	232	80.31%	152	87.10%
SJ Zone X-5	1,417	238	83.20%	146	89.70%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	156	40	74.36%	28	82.05%
SJ Zone X-8	88	24	72.73%	14	84.09%
SJ Zone X-9	246	27	89.02%	16	93.50%
SJ Zone X-10	67	4	94.03%	2	97.01%
SJ Zone X-11	48	3	93.75%	1	97.92%
All Zones Combined	3,679	645	82.47%	407	88.94%

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

Comparison of Compliance with and without Exemptions - RLS

April 1, 2017 through April 30, 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	293	30	89.76%	21	92.83%
SJ Zone X-2	104	13	87.50%	5	95.19%
SJ Zone X-3	30	7	76.67%	5	83.33%
SJ Zone X-4	1,128	203	82.00%	116	89.72%
SJ Zone X-5	1,409	170	87.93%	101	92.83%
SJ Zone X-6	14	0	100.00%	0	100.00%
SJ Zone X-7	144	34	76.39%	19	86.81%
SJ Zone X-8	89	18	79.78%	12	86.52%
SJ Zone X-9	242	25	89.67%	15	93.80%
SJ Zone X-10	61	2	96.72%	0	100.00%
SJ Zone X-11	52	7	86.54%	2	96.15%
All Zones Combined	3,566	509	85.73%	296	91.70%

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

Comparison of Compliance with and without Exemptions - NRLS

March 1, 2017 through March 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	15	94.44%	7	97.41%	
SJ Zone X-2	37	0	100.00%	0	100.00%	
SJ Zone X-3	22	3	86.36%	1	95.45%	
SJ Zone X-4	760	51	93.29%	30	96.05%	
SJ Zone X-5	735	31	95.78%	18	97.55%	
SJ Zone X-6	3	0	100.00%	0	100.00%	
SJ Zone X-7	67	7	89.55%	5	92.54%	
SJ Zone X-8	57	5	91.23%	5	91.23%	
SJ Zone X-9	149	4	97.32%	3	97.99%	
SJ Zone X-10	21	0	100.00%	0	100.00%	
SJ Zone X-11	10	0	100.00%	0	100.00%	
All Zones Combined	2,131	116	94.56%	69	96.76%	

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

Comparison of Compliance with and without Exemptions - NRLS

April 1, 2017 through April 30, 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	201	15	92.54%	11	94.53%	
SJ Zone X-2	35	0	100.00%	0	100.00%	
SJ Zone X-3	23	4	82.61%	1	95.65%	
SJ Zone X-4	748	54	92.78%	29	96.12%	
SJ Zone X-5	688	23	96.66%	13	98.11%	
SJ Zone X-6	1	0	100.00%	0	100.00%	
SJ Zone X-7	67	1	98.51%	1	98.51%	
SJ Zone X-8	55	5	90.91%	4	92.73%	
SJ Zone X-9	146	9	93.84%	8	94.52%	
SJ Zone X-10	21	0	100.00%	0	100.00%	
SJ Zone X-11	17	0	100.00%	0	100.00%	
All Zones Combined	2,002	111	94.46%	67	96.65%	

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

Comparison of Compliance with and without Exemptions - IFT

March 1, 2017 through March 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	89	20	77.53%	14	84.27%
CCT-IFT	12	3	75.00%	1	91.67%

Comparison of Compliance with and without Exemptions - IFT

April 1, 2017 through April 30, 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	116	20	82.76%	16	86.21%
CCT-IFT	24	8	66.67%	7	70.83%

Exemption Request Reports

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	4	0	2	0
Delays in Transferring Care at ED	273	8	243	0
False Report of Emergency	4	0	4	0
Freeway Access	2	0	3	0
Other	0	0	2	1
Reduced/Upgraded Response	3	0	0	0
Road Construction	4	0	2	0
Traffic Secondary to Call	0	0	1	0
Train	3	0	5	0

Mutual Aid

Compliance Zone	Provider	March 2017	April 2017
SJ Zone X-4	Manteca District Ambulance	7	1
SJ Zone X-5	Manteca District Ambulance	10	3
SJ Zone X-7	Manteca District Ambulance	1	0
SJ Zone X-8	Manteca District Ambulance	7	2
SJ Zone X-9	Manteca District Ambulance	9	14
SJ Zone X-11	Manteca District Ambulance	3	3

Failure to Provide Data

Event Type	March 2017	April 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

