



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: September 12, 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 May and June 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 May and June 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)**

May 1, 2017 through May 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	355	32	90.99%	X		
SJ Zone X-2	105	16	84.76%		X	
SJ Zone X-3*	50	7	86.00%	####	####	
SJ Zone X-4	1,318	159	87.94%		X	
SJ Zone X-5	1,558	115	92.62%	X		
SJ Zone X-6*	17	0	100.00%	####	####	
SJ Zone X-7	178	22	87.64%		X	
SJ Zone X-8*	94	10	89.36%	####	####	
SJ Zone X-9	333	19	94.29%	X		
SJ Zone X-10*	92	3	96.74%	####	####	
SJ Zone X-11*	55	3	94.55%	####	####	
<b>All Zones Combined</b>	<b>4,155</b>	<b>386</b>	<b>90.71%</b>	<b>3</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**

May 1, 2017 through May 31, 2017								
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	May 2017	136	24	82.35%	X		
SJ Zone X-6	October 2016	May 2017	102	0	100.00%		X	
SJ Zone X-8	April 2017	May 2017	183	22	87.98%	X		
SJ Zone X-10	May 2017	May 2017	92	3	96.74%	####	####	
SJ Zone X-11	April 2017	May 2017	107	5	95.33%	X		

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

June 1, 2017 through June 30, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	364	19	94.78%	X		
SJ Zone X-2	106	16	84.91%		X	
SJ Zone X-3*	60	10	83.33%	####	####	
SJ Zone X-4	1,129	131	88.40%		X	
SJ Zone X-5	1,446	100	93.08%	X		
SJ Zone X-6*	21	0	100.00%	####	####	
SJ Zone X-7	147	19	87.07%		X	
SJ Zone X-8*	99	16	83.84%	####	####	
SJ Zone X-9	283	9	96.82%	X		
SJ Zone X-10*	57	1	98.25%	####	####	
SJ Zone X-11*	47	0	100.00%	####	####	
<b>All Zones Combined</b>	<b>3,759</b>	<b>321</b>	<b>91.46%</b>	<b>3</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**

June 1, 2017 through June 30, 2017								
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	June 2017	60	10	83.33%	####	####	
SJ Zone X-6	June 2017	June 2017	21	0	100.00%	####	####	
SJ Zone X-8	June 2017	June 2017	99	16	83.84%	####	####	
SJ Zone X-10	May 2017	June 2017	149	4	97.32%	X		
SJ Zone X-11	June 2017	June 2017	47	0	100.00%	####	####	

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

May 1, 2017 through May 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	264	5	98.11%
SJ Zone X-2*	44	0	100.00%
SJ Zone X-3*	35	0	100.00%
SJ Zone X-4	740	31	95.81%
SJ Zone X-5	798	18	97.74%
SJ Zone X-6*	6	0	100.00%
SJ Zone X-7*	80	2	97.50%
SJ Zone X-8*	50	0	100.00%
SJ Zone X-9	167	5	97.01%
SJ Zone X-10*	22	0	100.00%
SJ Zone X-11*	24	1	95.83%
<b>All Zones Combined</b>	<b>2,230</b>	<b>62</b>	<b>97.22%</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**

May 1, 2017 through May 31, 2017					
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	May 2017	44	0	100.00%
SJ Zone X-3	April 2017	May 2017	58	1	98.28%
SJ Zone X-6	May 2016	May 2017	43	0	100.00%
SJ Zone X-7	April 2017	May 2017	147	3	97.96%
SJ Zone X-8	April 2017	May 2017	105	4	96.19%
SJ Zone X-10	May 2017	May 2017	22	0	100.00%
SJ Zone X-11	October 2016	May 2017	105	1	99.05%

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

June 1, 2017 through June 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	220	7	96.82%	
SJ Zone X-2*	39	0	100.00%	
SJ Zone X-3*	27	0	100.00%	
SJ Zone X-4	698	24	96.56%	
SJ Zone X-5	718	10	98.61%	
SJ Zone X-6*	6	0	100.00%	
SJ Zone X-7*	81	1	98.77%	
SJ Zone X-8*	62	1	98.39%	
SJ Zone X-9	156	3	98.08%	
SJ Zone X-10*	24	0	100.00%	
SJ Zone X-11*	10	0	100.00%	
<b>All Zones Combined</b>	<b>2,041</b>	<b>46</b>	<b>97.75%</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**

June 1, 2017 through June 30, 2017					
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	June 2017	83	0	100.00%
SJ Zone X-3	April 2017	June 2017	85	1	98.82%
SJ Zone X-6	May 2016	June 2017	49	0	100.00%
SJ Zone X-7	June 2017	June 2017	81	1	98.77%
SJ Zone X-8	June 2017	June 2017	62	1	98.39%
SJ Zone X-10	May 2017	June 2017	46	0	100.00%
SJ Zone X-11	June 2017	June 2017	10	0	100.00%

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

May 1, 2017 through May 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	119	119	May 2017	May 2017	15	87.39%		X
CCT-IFT	16	66	February 2017	May 2017	11	83.33%	####	####

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

June 1, 2017 through June 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	82	82	June 2017	June 2017	7	91.46%	####	####
CCT-IFT	13	79	February 2017	June 2017	13	83.54%	####	####

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

May 1, 2017 through May 31, 2017				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		619	37	94.02%
SJ Zone X-2		149	16	89.26%
SJ Zone X-3		85	7	91.76%
SJ Zone X-4		2,058	190	90.77%
SJ Zone X-5		2,356	133	94.35%
SJ Zone X-6		23	0	100.00%
SJ Zone X-7		258	24	90.70%
SJ Zone X-8		144	10	93.06%
SJ Zone X-9		500	24	95.20%
SJ Zone X-10		114	3	97.37%
SJ Zone X-11		79	4	94.94%
<b>All Zones Combined</b>		<b>6,385</b>	<b>448</b>	<b>92.98%</b>

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

June 1, 2017 through June 30, 2017				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		584	26	95.55%
SJ Zone X-2		145	16	88.97%
SJ Zone X-3		87	10	88.51%
SJ Zone X-4		1,827	155	91.52%
SJ Zone X-5		2,164	110	94.92%
SJ Zone X-6		27	0	100.00%
SJ Zone X-7		228	20	91.23%
SJ Zone X-8		161	17	89.44%
SJ Zone X-9		439	12	97.27%
SJ Zone X-10		81	1	98.77%
SJ Zone X-11		57	0	100.00%
<b>All Zones Combined</b>		<b>5,800</b>	<b>367</b>	<b>93.67%</b>

## Fines and Penalties Report

Type of Penalty	May 2017	June 2017
Out of compliance response zones	\$145,000	\$75,000
Code 2 and Code 3 Late response minutes	\$49,700	\$34,500
ALS IFT or CCT-IFT Late response minutes	\$5,800	\$3,400
Out of compliance monthly response ALS-IFT or CCT-IFT	\$3,500	\$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>\$204,000</b>	<b>\$112,900</b>

## Detailed Response Time Analysis without Exemptions Applied - RLS

May 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	355	14:51	5:15	2:19	8:20	
SJ Zone X-2 Urban	53	11:43	6:45	2:10	9:15	
SJ Zone X-3 Urban	17	15:53	7:16	2:35	8:58	
SJ Zone X-4 Urban	1,318	20:31	5:59	2:39	9:28	
SJ Zone X-5 Urban	1,557	17:34	5:18	2:09	8:05	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	123	13:25	5:51	2:46	9:58	
SJ Zone X-8 Urban	76	12:59	5:26	2:36	9:08	
SJ Zone X-9 Urban	321	24:20	4:56	2:52	7:19	
SJ Zone X-10 Urban	16	15:27	6:31	3:46	14:02	
SJ Zone X-11 Urban	6	9:09	5:52	2:12	9:09	
SJ Zone X-2 Suburban	20	17:49	8:12	3:11	10:43	
SJ Zone X-3 Suburban	6	9:31	5:57	1:49	9:31	
SJ Zone X-7 Suburban	36	15:53	8:15	3:27	13:51	
SJ Zone X-8 Suburban	8	7:14	5:24	0:54	7:14	
SJ Zone X-9 Suburban	11	8:37	6:12	1:22	7:51	
SJ Zone X-10 Suburban	2	12:57	9:17	3:39	12:57	
SJ Zone X-11 Suburban	9	10:57	6:52	1:54	10:57	
SJ Zone X-10 Suburban-Moderate	36	22:46	11:17	3:34	14:21	
SJ Zone X-2 Rural	32	19:27	11:36	4:18	16:32	
SJ Zone X-3 Rural	27	24:29	11:43	4:04	16:33	
SJ Zone X-5 Rural	1	14:07	14:07	0:00	14:07	
SJ Zone X-6 Rural	7	10:54	8:22	1:47	10:54	
SJ Zone X-7 Rural	19	31:05	10:59	6:23	19:29	
SJ Zone X-8 Rural	10	13:01	10:26	2:11	12:25	
SJ Zone X-9 Rural	1	7:24	7:24	0:00	7:24	
SJ Zone X-10 Rural	34	18:43	9:23	4:05	14:53	
SJ Zone X-11 Rural	40	20:03	11:12	3:54	15:58	
SJ Zone X-6 Wilderness	10	26:00	18:59	5:01	24:57	
SJ Zone X-10 Wilderness	4	15:42	10:43	5:28	15:42	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,842	24:20	5:33	2:29	8:40	
All Suburban Compliance Areas	92	17:49	7:29	3:02	11:02	
All Suburban-Moderate Compliance Areas	36	22:46	11:17	3:34	14:21	
All Rural Compliance Areas	171	31:05	10:48	4:21	15:58	
All Wilderness Compliance Areas	14	26:00	16:37	6:22	24:57	
<b>Total Responses</b>	<b>4,155</b>					

Detailed Response Time Analysis without Exemptions Applied - RLS

June 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	17:30	4:52	2:15	7:07
SJ Zone X-2 Urban	49	11:02	6:17	2:14	8:50
SJ Zone X-3 Urban	26	14:04	7:25	2:29	11:18
SJ Zone X-4 Urban	1,129	18:14	5:32	2:23	8:45
SJ Zone X-5 Urban	1,445	15:19	5:12	2:01	7:28
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	112	15:15	5:28	2:37	8:43
SJ Zone X-8 Urban	87	16:01	6:01	2:43	10:07
SJ Zone X-9 Urban	269	14:55	4:27	1:54	6:41
SJ Zone X-10 Urban	5	7:17	6:22	0:41	7:17
SJ Zone X-11 Urban	5	6:38	3:10	1:52	6:38
SJ Zone X-2 Suburban	16	16:20	9:06	3:46	13:52
SJ Zone X-3 Suburban	10	12:26	7:12	2:48	10:59
SJ Zone X-7 Suburban	24	15:03	7:05	3:09	10:25
SJ Zone X-8 Suburban	5	11:33	6:47	2:24	11:33
SJ Zone X-9 Suburban	14	10:11	5:09	2:01	8:03
SJ Zone X-10 Suburban	4	5:56	4:05	1:18	5:56
SJ Zone X-11 Suburban	6	9:12	6:32	1:29	9:12
SJ Zone X-10 Suburban-Moderate	19	15:27	11:09	2:24	14:11
SJ Zone X-2 Rural	41	20:33	11:21	3:48	15:47
SJ Zone X-3 Rural	24	18:47	10:46	3:54	16:06
SJ Zone X-5 Rural	1	13:49	13:49	0:00	13:49
SJ Zone X-6 Rural	4	12:41	8:41	2:35	12:41
SJ Zone X-7 Rural	11	21:08	12:14	5:12	18:17
SJ Zone X-8 Rural	7	21:58	9:50	5:37	21:58
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	27	19:37	9:54	3:57	16:16
SJ Zone X-11 Rural	35	21:43	10:57	4:44	16:24
SJ Zone X-6 Wilderness	17	21:38	15:35	3:12	20:42
SJ Zone X-10 Wilderness	2	12:52	11:15	1:36	12:52
SJ Zone X-11 Wilderness	1	11:43	11:43	0:00	11:43
All Urban Compliance Areas	3,491	18:14	5:16	2:14	8:03
All Suburban Compliance Areas	79	16:20	6:57	3:12	11:33
All Suburban-Moderate Compliance Areas	19	15:27	11:09	2:24	14:11
All Rural Compliance Areas	150	21:58	10:50	4:19	16:24
All Wilderness Compliance Areas	20	21:38	14:57	3:21	20:34
<b>Total Responses</b>	<b>3,759</b>				



Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	264	26:28	7:46	4:12	12:44
SJ Zone X-2 Urban	25	12:56	8:16	2:42	11:13
SJ Zone X-3 Urban	19	26:41	10:47	5:17	19:06
SJ Zone X-4 Urban	740	44:28	9:42	5:07	16:11
SJ Zone X-5 Urban	798	35:07	8:13	4:02	13:15
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	58	16:41	7:26	3:40	12:37
SJ Zone X-8 Urban	41	14:52	7:57	3:36	13:16
SJ Zone X-9 Urban	162	28:20	7:14	4:26	12:29
SJ Zone X-10 Urban	4	13:16	10:34	2:18	13:16
SJ Zone X-11 Urban	6	20:21	9:36	5:53	20:21
SJ Zone X-2 Suburban	6	9:24	6:25	2:34	9:24
SJ Zone X-3 Suburban	1	14:40	14:40	0:00	14:40
SJ Zone X-7 Suburban	15	16:19	9:41	3:24	14:15
SJ Zone X-8 Suburban	1	7:44	7:44	0:00	7:44
SJ Zone X-9 Suburban	5	18:15	6:18	6:28	18:15
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	3	12:54	11:55	1:16	12:54
SJ Zone X-10 Suburban-Moderate	13	27:12	14:04	6:22	19:42
SJ Zone X-2 Rural	13	30:10	16:30	5:26	21:40
SJ Zone X-3 Rural	15	23:29	14:19	5:17	20:32
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	7	27:00	16:05	5:06	27:00
SJ Zone X-8 Rural	8	21:30	13:10	4:55	21:30
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	5	19:43	15:08	2:56	19:43
SJ Zone X-11 Rural	15	26:10	15:28	5:22	21:08
SJ Zone X-6 Wilderness	6	29:42	23:45	6:02	29:42
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2117	44:28	8:37	4:34	14:20
All Suburban Compliance Areas	31	18:15	8:49	4:17	14:15
All Suburban-Moderate Compliance Areas	13	27:12	14:04	6:22	19:42
All Rural Compliance Areas	63	30:10	15:09	5:14	21:08
All Wilderness Compliance Areas	6	29:42	23:45	6:02	29:42
<b>Total Responses</b>	<b>2,230</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	220	29:33	8:37	4:48	14:24
SJ Zone X-2 Urban	18	14:44	9:05	3:26	13:21
SJ Zone X-3 Urban	15	13:42	9:10	2:51	13:17
SJ Zone X-4 Urban	698	43:29	8:52	4:52	14:45
SJ Zone X-5 Urban	717	58:04	7:43	3:55	12:01
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	50	16:48	7:19	4:00	11:46
SJ Zone X-8 Urban	54	22:24	8:23	3:51	13:21
SJ Zone X-9 Urban	155	21:26	6:44	3:32	11:26
SJ Zone X-10 Urban	4	11:59	8:44	3:30	11:59
SJ Zone X-11 Urban	2	9:06	8:04	1:02	9:06
SJ Zone X-2 Suburban	4	12:04	10:42	1:20	12:04
SJ Zone X-3 Suburban	3	11:22	9:52	1:33	11:22
SJ Zone X-7 Suburban	22	23:33	9:10	5:38	16:56
SJ Zone X-8 Suburban	1	8:53	8:53	0:00	8:53
SJ Zone X-9 Suburban	1	15:32	15:32	0:00	15:32
SJ Zone X-10 Suburban	1	12:37	12:37	0:00	12:37
SJ Zone X-11 Suburban	1	7:11	7:11	0:00	7:11
SJ Zone X-10 Suburban-Moderate	11	25:52	14:27	7:16	22:21
SJ Zone X-2 Rural	17	30:09	14:57	7:00	25:22
SJ Zone X-3 Rural	9	22:46	13:07	4:29	22:46
SJ Zone X-5 Rural	1	16:43	16:43	0:00	16:43
SJ Zone X-6 Rural	3	14:17	12:46	1:30	14:17
SJ Zone X-7 Rural	9	28:04	14:10	7:23	28:04
SJ Zone X-8 Rural	7	16:33	12:47	5:22	16:33
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	8	21:30	13:00	4:12	21:30
SJ Zone X-11 Rural	7	22:53	15:25	4:53	22:53
SJ Zone X-6 Wilderness	3	28:58	25:26	3:03	28:58
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,933	58:04	8:11	4:24	13:25
All Suburban Compliance Areas	33	23:33	9:38	4:50	15:32
All Suburban-Moderate Compliance Areas	11	25:52	14:27	7:16	22:21
All Rural Compliance Areas	61	30:09	14:02	5:51	21:21
All Wilderness Compliance Areas	3	28:58	25:26	3:03	28:58
<b>Total Responses</b>	<b>2,041</b>				

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

May 1, 2017 through May 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	355	48	86.48%	32	90.99%
SJ Zone X-2	105	30	71.43%	16	84.76%
SJ Zone X-3	50	10	80.00%	7	86.00%
SJ Zone X-4	1,318	267	79.74%	159	87.94%
SJ Zone X-5	1,558	193	87.61%	115	92.62%
SJ Zone X-6	17	0	100.00%	0	100.00%
SJ Zone X-7	178	41	76.97%	22	87.64%
SJ Zone X-8	94	15	84.04%	10	89.36%
SJ Zone X-9	333	29	91.29%	19	94.29%
SJ Zone X-10	92	9	90.22%	3	96.74%
SJ Zone X-11	55	6	89.09%	3	94.55%
<b>All Zones Combined</b>	<b>4,155</b>	<b>648</b>	<b>84.40%</b>	<b>386</b>	<b>90.71%</b>

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

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

June 1, 2017 through June 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	364	23	93.68%	19	94.78%
SJ Zone X-2	106	23	78.30%	16	84.91%
SJ Zone X-3	60	15	75.00%	10	83.33%
SJ Zone X-4	1,129	181	83.97%	131	88.40%
SJ Zone X-5	1,446	137	90.53%	100	93.08%
SJ Zone X-6	21	0	100.00%	0	100.00%
SJ Zone X-7	147	29	80.27%	19	87.07%
SJ Zone X-8	99	22	77.78%	16	83.84%
SJ Zone X-9	283	17	93.99%	9	96.82%
SJ Zone X-10	57	1	98.25%	1	98.25%
SJ Zone X-11	47	1	97.87%	0	100.00%
<b>All Zones Combined</b>	<b>3,759</b>	<b>449</b>	<b>88.06%</b>	<b>321</b>	<b>91.46%</b>

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

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

May 1, 2017 through May 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	264	13	95.08%	5	98.11%
SJ Zone X-2	44	0	100.00%	0	100.00%
SJ Zone X-3	35	3	91.43%	0	100.00%
SJ Zone X-4	740	56	92.43%	31	95.81%
SJ Zone X-5	798	31	96.12%	18	97.74%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	80	3	96.25%	2	97.50%
SJ Zone X-8	50	0	100.00%	0	100.00%
SJ Zone X-9	167	9	94.61%	5	97.01%
SJ Zone X-10	22	0	100.00%	0	100.00%
SJ Zone X-11	24	1	95.83%	1	95.83%
<b>All Zones Combined</b>	<b>2,230</b>	<b>116</b>	<b>94.80%</b>	<b>62</b>	<b>97.22%</b>

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

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

June 1, 2017 through June 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	220	9	95.91%	7	96.82%
SJ Zone X-2	39	0	100.00%	0	100.00%
SJ Zone X-3	27	0	100.00%	0	100.00%
SJ Zone X-4	698	37	94.70%	24	96.56%
SJ Zone X-5	718	16	97.77%	10	98.61%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	81	2	97.53%	1	98.77%
SJ Zone X-8	62	1	98.39%	1	98.39%
SJ Zone X-9	156	4	97.44%	3	98.08%
SJ Zone X-10	24	0	100.00%	0	100.00%
SJ Zone X-11	10	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>2,041</b>	<b>69</b>	<b>96.62%</b>	<b>46</b>	<b>97.75%</b>

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

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

May 1, 2017 through May 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	119	23	80.67%	15	87.39%
CCT-IFT	16	2	87.50%	0	100.00%

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

June 1, 2017 through June 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	82	8	90.24%	7	91.46%
CCT-IFT	13	2	84.62%	2	84.62%

## Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	3	1	0	0
Delay at Hospital	1	0	0	0
Delays in Transferring Care at ED	305	1	134	0
Encountered Second Call while Enroute	1	0	0	0
False Report of Emergency	1	0	3	0
Location Change	4	0	5	0
Reduced/Upgraded Response	2	0	1	1
Road Closure	2	0	0	0
Road Construction	0	0	1	0
Traffic Secondary to Call	2	1	5	0
Train	5	1	3	1
Wrong Location	0	1	0	0

**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>May 2017</b>	<b>June 2017</b>
SJ Zone X-4	Manteca District Ambulance	4	1
SJ Zone X-5	Manteca District Ambulance	3	2
SJ Zone X-7	Escalon Community Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	1	10
SJ Zone X-9	Manteca District Ambulance	9	2
SJ Zone X-10	Manteca District Ambulance	5	2
SJ Zone X-11	Manteca District Ambulance	2	1

**Failure to Provide Data**

<b>Event Type</b>	<b>May 2017</b>	<b>June 2017</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.

