



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: February 21, 2018

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 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 7 minutes and 55 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty percent (60%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for November and December 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, 2017 through November 30, 2017							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	327	15	95.41%	X			
SJ Zone X-2*	87	6	93.10%	####	####		
SJ Zone X-3*	43	10	76.74%	####	####		
SJ Zone X-4	1,179	106	91.01%	X			
SJ Zone X-5	1,278	96	92.49%	X			
SJ Zone X-6*	17	0	100.00%	####	####		
SJ Zone X-7	141	13	90.78%	X			
SJ Zone X-8*	88	13	85.23%	####	####		
SJ Zone X-9	244	12	95.08%	X			
SJ Zone X-10*	65	3	95.38%	####	####		
SJ Zone X-11*	44	5	88.64%	####	####		
<b>All Zones Combined</b>	<b>3,513</b>	<b>279</b>	<b>92.06%</b>	<b>5</b>	<b>0</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, 2017 through November 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-2	November 2017	November 2017	87	6	93.10%	####	####
SJ Zone X-3	October 2017	November 2017	82	15	81.71%	####	####
SJ Zone X-6	June 2017	November 2017	112	0	100.00%	X	
SJ Zone X-8	November 2017	November 2017	88	13	85.23%	####	####
SJ Zone X-10	November 2017	November 2017	65	3	95.38%	####	####
SJ Zone X-11	September 2017	November 2017	129	11	91.47%	X	

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

December 1, 2017 through December 31, 2017							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	360	19	94.72%	X			
SJ Zone X-2*	97	11	88.66%	####	####		
SJ Zone X-3*	46	9	80.43%	####	####		
SJ Zone X-4	1,252	114	90.89%	X			
SJ Zone X-5	1,432	137	90.43%	X			
SJ Zone X-6*	7	0	100.00%	####	####		
SJ Zone X-7	144	16	88.89%		X		
SJ Zone X-8	101	19	81.19%		X		
SJ Zone X-9	280	18	93.57%	X			
SJ Zone X-10*	68	6	91.18%	####	####		
SJ Zone X-11*	37	2	94.59%	####	####		
<b>All Zones Combined</b>	<b>3,824</b>	<b>351</b>	<b>90.82%</b>	<b>4</b>	<b>2</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, 2017 through December 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	November 2017	December 2017	184	17	90.76%	X	
SJ Zone X-3	October 2017	December 2017	128	24	81.25%		X
SJ Zone X-6	December 2017	December 2017	7	0	100.00%	####	####
SJ Zone X-8	November 2017	December 2017	189	32	83.07%		X
SJ Zone X-10	November 2017	December 2017	133	9	93.23%	X	
SJ Zone X-11	December 2017	December 2017	37	2	94.59%	####	####

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

November 1, 2017 through November 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	214	4	98.13%	
SJ Zone X-2*	36	1	97.22%	
SJ Zone X-3*	27	2	92.59%	
SJ Zone X-4	666	26	96.10%	
SJ Zone X-5	689	24	96.52%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	78	1	98.72%	
SJ Zone X-8*	50	1	98.00%	
SJ Zone X-9	155	2	98.71%	
SJ Zone X-10*	23	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
<b>All Zones Combined</b>	<b>1,954</b>	<b>61</b>	<b>96.88%</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, 2017 through November 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	November 2017	November 2017	36	1	97.22%
SJ Zone X-3	August 2017	November 2017	108	8	92.59%
SJ Zone X-6	May 2016	November 2017	68	0	100.00%
SJ Zone X-7	October 2017	November 2017	167	4	97.60%
SJ Zone X-8	October 2017	November 2017	118	1	99.15%
SJ Zone X-10	November 2017	November 2017	23	0	100.00%
SJ Zone X-11	June 2017	November 2017	84	0	100.00%

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

December 1, 2017 through December 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	264	7	97.35%	
SJ Zone X-2*	36	2	94.44%	
SJ Zone X-3*	23	1	95.65%	
SJ Zone X-4	747	28	96.25%	
SJ Zone X-5	704	17	97.59%	
SJ Zone X-6*	5	0	100.00%	
SJ Zone X-7*	53	2	96.23%	
SJ Zone X-8*	49	2	95.92%	
SJ Zone X-9	157	3	98.09%	
SJ Zone X-10*	18	0	100.00%	
SJ Zone X-11*	11	0	100.00%	
<b>All Zones Combined</b>	<b>2,067</b>	<b>62</b>	<b>97.00%</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, 2017 through December 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 2017	December 2017	72	3	95.83%
SJ Zone X-3	December 2017	December 2017	23	1	95.65%
SJ Zone X-6	May 2016	December 2017	73	0	100.00%
SJ Zone X-7	December 2017	December 2017	53	2	96.23%
SJ Zone X-8	December 2017	December 2017	49	2	95.92%
SJ Zone X-10	November 2017	December 2017	41	0	100.00%
SJ Zone X-11	June 2017	December 2017	95	0	100.00%

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

November 1, 2017 through November 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	87	168	October 2017	November 2017	18	89.29%			X
CCT-IFT	18	51	September 2017	November 2017	4	92.16%	####	####	

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

December 1, 2017 through December 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	80	80	December 2017	December 2017	6	92.50%	####	####	
CCT-IFT	14	65	September 2017	December 2017	4	93.85%	####	####	

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

November 1, 2017 through November 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	541	19	96.49%	
SJ Zone X-2	123	7	94.31%	
SJ Zone X-3	70	12	82.86%	
SJ Zone X-4	1,845	132	92.85%	
SJ Zone X-5	1,967	120	93.90%	
SJ Zone X-6	19	0	100.00%	
SJ Zone X-7	219	14	93.61%	
SJ Zone X-8	138	14	89.86%	
SJ Zone X-9	399	14	96.49%	
SJ Zone X-10	88	3	96.59%	
SJ Zone X-11	58	5	91.38%	
<b>All Zones Combined</b>	<b>5,467</b>	<b>340</b>	<b>93.78%</b>	

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

December 1, 2017 through December 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	624	26	95.83%	
SJ Zone X-2	133	13	90.23%	
SJ Zone X-3	69	10	85.51%	
SJ Zone X-4	1,999	142	92.90%	
SJ Zone X-5	2,136	154	92.79%	
SJ Zone X-6	12	0	100.00%	
SJ Zone X-7	197	18	90.86%	
SJ Zone X-8	150	21	86.00%	
SJ Zone X-9	437	21	95.19%	
SJ Zone X-10	86	6	93.02%	
SJ Zone X-11	48	2	95.83%	
<b>All Zones Combined</b>	<b>5,891</b>	<b>413</b>	<b>92.99%</b>	

## Fines and Penalties Report

Type of Penalty	November 2017	December 2017
Out of compliance response zones	\$0	\$110,000
Code 2 and Code 3 Late response minutes	\$44,800	\$53,400
ALS IFT or CCT-IFT Late response minutes	\$2,800	\$2,000
Out of compliance monthly response ALS-IFT or CCT-IFT	\$1,000	\$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>\$48,600</b>	<b>\$165,400</b>

## Detailed Response Time Analysis without Exemptions Applied - RLS

November 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	327	19:35	4:40	2:19	7:18
SJ Zone X-2 Urban	40	13:20	5:41	2:32	8:04
SJ Zone X-3 Urban	17	11:55	7:43	2:44	11:10
SJ Zone X-4 Urban	1,178	15:14	5:16	2:10	7:51
SJ Zone X-5 Urban	1,277	29:20	5:15	2:13	7:38
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	114	10:32	5:05	2:10	7:49
SJ Zone X-8 Urban	75	15:48	5:50	2:52	9:48
SJ Zone X-9 Urban	235	25:51	4:54	2:58	7:18
SJ Zone X-10 Urban	11	11:59	6:59	2:32	10:42
SJ Zone X-11 Urban	6	7:03	5:17	1:06	7:03
SJ Zone X-2 Suburban	11	11:29	7:34	2:00	9:17
SJ Zone X-3 Suburban	6	13:05	8:30	2:14	13:05
SJ Zone X-7 Suburban	17	10:42	6:26	2:05	9:25
SJ Zone X-8 Suburban	2	7:08	5:44	1:24	7:08
SJ Zone X-9 Suburban	9	7:12	4:36	1:34	7:12
SJ Zone X-10 Suburban	1	5:26	5:26	0:00	5:26
SJ Zone X-11 Suburban	6	12:05	9:29	1:11	12:05
SJ Zone X-10 Suburban-Moderate	20	15:18	10:02	2:18	12:35
SJ Zone X-2 Rural	36	19:53	12:08	3:54	17:23
SJ Zone X-3 Rural	20	17:22	10:15	3:02	13:57
SJ Zone X-5 Rural	1	13:12	13:12	0:00	13:12
SJ Zone X-6 Rural	6	10:41	7:58	2:32	10:41
SJ Zone X-7 Rural	10	25:45	13:11	5:21	17:01
SJ Zone X-8 Rural	11	23:13	10:37	5:01	16:43
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	27	22:22	9:15	4:25	14:56
SJ Zone X-11 Rural	31	21:04	12:13	5:16	18:19
SJ Zone X-6 Wilderness	11	17:36	12:24	6:27	17:24
SJ Zone X-10 Wilderness	6	23:53	13:12	5:10	23:53
SJ Zone X-11 Wilderness	1	12:46	12:46	0:00	12:46
All Urban Compliance Areas	3,280	29:20	5:12	2:19	7:48
All Suburban Compliance Areas	52	13:05	6:54	2:24	9:25
All Suburban-Moderate Compliance Areas	20	15:18	10:02	2:18	12:35
All Rural Compliance Areas	142	25:45	11:07	4:36	17:14
All Wilderness Compliance Areas	18	23:53	12:41	5:52	17:36
<b>Total Responses</b>	<b>3,512</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	360	16:33	4:40	2:06	7:03	
SJ Zone X-2 Urban	42	9:47	5:38	2:03	8:48	
SJ Zone X-3 Urban	18	21:28	8:54	4:51	17:14	
SJ Zone X-4 Urban	1,252	23:37	5:26	2:19	8:11	
SJ Zone X-5 Urban	1,431	16:26	5:24	2:08	8:02	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	110	9:56	4:37	2:13	7:45	
SJ Zone X-8 Urban	87	16:19	6:02	3:14	10:24	
SJ Zone X-9 Urban	272	20:11	4:52	2:51	7:11	
SJ Zone X-10 Urban	7	16:39	8:09	3:49	16:39	
SJ Zone X-11 Urban	9	11:23	5:58	2:08	11:23	
SJ Zone X-2 Suburban	19	10:00	7:39	1:35	9:57	
SJ Zone X-3 Suburban	5	10:17	7:08	2:54	10:17	
SJ Zone X-7 Suburban	27	17:33	8:45	2:54	13:22	
SJ Zone X-8 Suburban	5	7:20	5:35	1:08	7:20	
SJ Zone X-9 Suburban	8	11:40	5:09	2:33	11:40	
SJ Zone X-10 Suburban	6	9:26	5:54	1:41	9:26	
SJ Zone X-11 Suburban	7	10:55	8:29	1:27	10:55	
SJ Zone X-10 Suburban-Moderate	24	17:46	10:58	3:21	15:20	
SJ Zone X-2 Rural	36	20:47	10:57	4:22	16:18	
SJ Zone X-3 Rural	23	17:07	11:07	3:22	15:28	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	2	10:16	9:01	1:15	10:16	
SJ Zone X-7 Rural	7	14:51	9:22	2:56	14:51	
SJ Zone X-8 Rural	9	18:31	9:54	3:54	18:31	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	21	21:41	10:22	4:45	18:02	
SJ Zone X-11 Rural	21	21:44	13:13	4:24	17:20	
SJ Zone X-6 Wilderness	5	15:15	13:36	1:42	15:15	
SJ Zone X-10 Wilderness	10	23:08	12:58	5:07	16:04	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,588	23:37	5:19	2:21	8:03	
All Suburban Compliance Areas	77	17:33	7:33	2:38	10:17	
All Suburban-Moderate Compliance Areas	24	17:46	10:58	3:21	15:20	
All Rural Compliance Areas	119	21:44	11:05	4:17	17:07	
All Wilderness Compliance Areas	15	23:08	13:11	4:18	16:04	
<b>Total Responses</b>	<b>3,823</b>					

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	214	27:07	7:06	4:05	11:44
SJ Zone X-2 Urban	20	13:28	7:52	3:08	11:47
SJ Zone X-3 Urban	11	20:58	9:39	5:40	16:50
SJ Zone X-4 Urban	666	46:50	10:02	5:50	17:39
SJ Zone X-5 Urban	689	46:51	8:50	5:07	13:56
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	57	18:18	6:17	3:37	11:12
SJ Zone X-8 Urban	38	16:56	8:04	3:11	12:56
SJ Zone X-9 Urban	151	25:38	6:56	3:42	10:30
SJ Zone X-10 Urban	4	9:02	7:33	1:26	9:02
SJ Zone X-11 Urban	3	14:03	8:58	3:42	14:03
SJ Zone X-2 Suburban	7	21:26	10:51	4:35	21:26
SJ Zone X-3 Suburban	4	6:39	4:37	1:59	6:39
SJ Zone X-7 Suburban	12	18:46	10:18	3:51	15:18
SJ Zone X-8 Suburban	5	10:18	7:17	2:03	10:18
SJ Zone X-9 Suburban	4	15:04	8:30	4:10	15:04
SJ Zone X-10 Suburban	3	11:07	9:27	1:32	11:07
SJ Zone X-11 Suburban	2	11:51	10:45	1:06	11:51
SJ Zone X-10 Suburban-Moderate	12	19:39	14:01	4:31	19:10
SJ Zone X-2 Rural	9	27:05	16:37	5:34	27:05
SJ Zone X-3 Rural	12	17:38	12:34	3:26	15:38
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	9	23:36	12:26	8:00	23:36
SJ Zone X-8 Rural	7	20:56	8:40	5:22	20:56
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	16:16	11:14	3:09	16:16
SJ Zone X-11 Rural	9	33:01	17:55	7:19	33:01
SJ Zone X-6 Wilderness	2	25:20	19:57	5:22	25:20
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1853	46:51	8:48	5:14	14:43
All Suburban Compliance Areas	37	21:26	9:08	3:58	15:04
All Suburban-Moderate Compliance Areas	12	19:39	14:01	4:31	19:10
All Rural Compliance Areas	50	33:01	13:35	6:37	21:00
All Wilderness Compliance Areas	2	25:20	19:57	5:22	25:20
<b>Total Responses</b>	<b>1,954</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 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	31:20	7:43	4:52	13:25
SJ Zone X-2 Urban	19	23:33	8:16	5:45	23:31
SJ Zone X-3 Urban	7	12:23	10:06	1:48	12:23
SJ Zone X-4 Urban	747	47:09	9:30	5:07	15:05
SJ Zone X-5 Urban	704	29:28	8:13	3:47	12:40
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	37	19:19	7:20	4:23	13:41
SJ Zone X-8 Urban	42	18:38	7:43	4:02	13:20
SJ Zone X-9 Urban	156	39:03	7:06	4:25	11:42
SJ Zone X-10 Urban	0				
SJ Zone X-11 Urban	1	9:08	9:08	0:00	9:08
SJ Zone X-2 Suburban	10	15:52	11:08	2:31	13:24
SJ Zone X-3 Suburban	3	19:21	11:41	5:37	19:21
SJ Zone X-7 Suburban	11	19:45	9:25	4:56	14:48
SJ Zone X-8 Suburban	2	6:24	6:08	0:15	6:24
SJ Zone X-9 Suburban	1	5:37	5:37	0:00	5:37
SJ Zone X-10 Suburban	3	11:02	8:27	2:05	11:02
SJ Zone X-11 Suburban	2	12:30	11:34	0:56	12:30
SJ Zone X-10 Suburban-Moderate	12	26:23	13:43	4:35	16:54
SJ Zone X-2 Rural	7	19:34	14:08	3:58	19:34
SJ Zone X-3 Rural	13	29:26	13:59	6:51	20:24
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	5	23:02	16:54	3:37	23:02
SJ Zone X-8 Rural	5	31:30	18:38	7:33	31:30
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	3	14:29	11:46	1:55	14:29
SJ Zone X-11 Rural	8	24:54	14:13	5:59	24:54
SJ Zone X-6 Wilderness	5	27:36	22:36	5:09	27:36
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,977	47:09	8:32	4:38	14:02
All Suburban Compliance Areas	32	19:45	9:53	4:03	14:48
All Suburban-Moderate Compliance Areas	12	26:23	13:43	4:35	16:54
All Rural Compliance Areas	41	31:30	14:49	6:03	22:46
All Wilderness Compliance Areas	5	27:36	22:36	5:09	27:36
<b>Total Responses</b>	<b>2,067</b>				

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

November 1, 2017 through November 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	327	25	92.35%	15	95.41%
SJ Zone X-2	87	8	90.80%	6	93.10%
SJ Zone X-3	43	12	72.09%	10	76.74%
SJ Zone X-4	1,179	134	88.63%	106	91.01%
SJ Zone X-5	1,278	130	89.83%	96	92.49%
SJ Zone X-6	17	0	100.00%	0	100.00%
SJ Zone X-7	141	14	90.07%	13	90.78%
SJ Zone X-8	88	18	79.55%	13	85.23%
SJ Zone X-9	244	17	93.03%	12	95.08%
SJ Zone X-10	65	5	92.31%	3	95.38%
SJ Zone X-11	44	6	86.36%	5	88.64%
<b>All Zones Combined</b>	<b>3,513</b>	<b>369</b>	<b>89.50%</b>	<b>279</b>	<b>92.06%</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, 2017 through December 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	360	22	93.89%	19	94.72%
SJ Zone X-2	97	12	87.63%	11	88.66%
SJ Zone X-3	46	9	80.43%	9	80.43%
SJ Zone X-4	1,252	162	87.06%	114	90.89%
SJ Zone X-5	1,432	179	87.50%	137	90.43%
SJ Zone X-6	7	0	100.00%	0	100.00%
SJ Zone X-7	144	20	86.11%	16	88.89%
SJ Zone X-8	101	22	78.22%	19	81.19%
SJ Zone X-9	280	23	91.79%	18	93.57%
SJ Zone X-10	68	8	88.24%	6	91.18%
SJ Zone X-11	37	4	89.19%	2	94.59%
<b>All Zones Combined</b>	<b>3,824</b>	<b>461</b>	<b>87.94%</b>	<b>351</b>	<b>90.82%</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, 2017 through November 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	214	5	97.66%	4	98.13%
SJ Zone X-2	36	1	97.22%	1	97.22%
SJ Zone X-3	27	2	92.59%	2	92.59%
SJ Zone X-4	666	41	93.84%	26	96.10%
SJ Zone X-5	689	33	95.21%	24	96.52%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	78	1	98.72%	1	98.72%
SJ Zone X-8	50	1	98.00%	1	98.00%
SJ Zone X-9	155	4	97.42%	2	98.71%
SJ Zone X-10	23	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,954</b>	<b>88</b>	<b>95.50%</b>	<b>61</b>	<b>96.88%</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, 2017 through December 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	9	96.59%	7	97.35%
SJ Zone X-2	36	2	94.44%	2	94.44%
SJ Zone X-3	23	1	95.65%	1	95.65%
SJ Zone X-4	747	44	94.11%	28	96.25%
SJ Zone X-5	704	23	96.73%	17	97.59%
SJ Zone X-6	5	0	100.00%	0	100.00%
SJ Zone X-7	53	4	92.45%	2	96.23%
SJ Zone X-8	49	2	95.92%	2	95.92%
SJ Zone X-9	157	5	96.82%	3	98.09%
SJ Zone X-10	18	0	100.00%	0	100.00%
SJ Zone X-11	11	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>2,067</b>	<b>90</b>	<b>95.65%</b>	<b>62</b>	<b>97.00%</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, 2017 through November 30, 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	87	11	87.36%	9	89.66%
CCT-IFT	18	1	94.44%	1	94.44%

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

December 1, 2017 through December 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	80	8	90.00%	6	92.50%
CCT-IFT	14	0	100.00%	0	100.00%

**Exemption Request Reports**

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	5	0	0	0
Delays in Transferring Care at ED	97	1	117	2
Dispatch Error	1	0	0	0
False Report of Emergency	1	0	3	0
Location Change	1	0	2	0
Other	1	0	4	0
Reduced/Upgraded Response	2	0	0	0
Road Construction	1	0	3	0
Traffic Secondary to Call	2	0	2	0
Train	8	1	9	1

**Mutual Aid**

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

**Failure to Provide Data**

<b>Event Type</b>	<b>November 2017</b>	<b>December 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.

