



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: Shahloh Jones-Mitchell, EMS Analyst

DATE: November 30, 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 September and October 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 59 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-one percent (61%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for September and October 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)**

September 1, 2017 through September 30, 2017							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	356	33	90.73%	X			
SJ Zone X-2*	88	10	88.64%	####	####		
SJ Zone X-3*	48	8	83.33%	####	####		
SJ Zone X-4	1,177	101	91.42%	X			
SJ Zone X-5	1,471	136	90.75%	X			
SJ Zone X-6*	21	0	100.00%	####	####		
SJ Zone X-7	159	21	86.79%				X
SJ Zone X-8	102	13	87.25%				X
SJ Zone X-9	284	13	95.42%	X			
SJ Zone X-10*	56	1	98.21%	####	####		
SJ Zone X-11*	40	4	90.00%	####	####		
<b>All Zones Combined</b>	<b>3,802</b>	<b>340</b>	<b>91.06%</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**

September 1, 2017 through September 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	September 2017	September 2017	88	10	88.64%	####	####
SJ Zone X-3	August 2017	September 2017	113	14	87.61%		X
SJ Zone X-6	June 2017	September 2017	73	0	100.00%	####	####
SJ Zone X-10	September 2017	September 2017	56	1	98.21%	####	####
SJ Zone X-11	September 2017	September 2017	40	4	90.00%	####	####

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

October 1, 2017 through October 31, 2017							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	329	28	91.49%	X			
SJ Zone X-2*	91	12	86.81%	####	####		
SJ Zone X-3*	39	5	87.18%	####	####		
SJ Zone X-4	1,218	101	91.71%	X			
SJ Zone X-5	1,381	103	92.54%	X			
SJ Zone X-6*	22	0	100.00%	####	####		
SJ Zone X-7	163	27	83.44%				X
SJ Zone X-8	106	15	85.85%				X
SJ Zone X-9	291	19	93.47%	X			
SJ Zone X-10*	84	3	96.43%	####	####		
SJ Zone X-11*	45	2	95.56%	####	####		
<b>All Zones Combined</b>	<b>3,769</b>	<b>315</b>	<b>91.64%</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**

October 1, 2017 through October 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	September 2017	October 2017	179	22	87.71%		X
SJ Zone X-3	October 2017	October 2017	39	5	87.18%	####	####
SJ Zone X-6	June 2017	October 2017	95	0	100.00%	####	####
SJ Zone X-10	September 2017	October 2017	140	4	97.14%	X	
SJ Zone X-11	September 2017	October 2017	85	6	92.94%	####	####

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

September 1, 2017 through September 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	264	12	95.45%	
SJ Zone X-2*	44	1	97.73%	
SJ Zone X-3*	22	2	90.91%	
SJ Zone X-4	674	23	96.59%	
SJ Zone X-5	676	19	97.19%	
SJ Zone X-6*	5	0	100.00%	
SJ Zone X-7*	52	1	98.08%	
SJ Zone X-8*	49	3	93.88%	
SJ Zone X-9	177	5	97.18%	
SJ Zone X-10*	17	0	100.00%	
SJ Zone X-11*	16	0	100.00%	
<b>All Zones Combined</b>	<b>1,996</b>	<b>66</b>	<b>96.69%</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**

September 1, 2017 through September 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	August 2017	September 2017	88	3	96.59%
SJ Zone X-3	August 2017	September 2017	43	3	93.02%
SJ Zone X-6	May 2016	September 2017	62	0	100.00%
SJ Zone X-7	August 2017	September 2017	122	4	96.72%
SJ Zone X-8	August 2017	September 2017	105	6	94.29%
SJ Zone X-10	May 2017	September 2017	95	0	100.00%
SJ Zone X-11	June 2017	September 2017	55	0	100.00%

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

October 1, 2017 through October 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	274	12	95.62%	
SJ Zone X-2*	33	0	100.00%	
SJ Zone X-3*	38	3	92.11%	
SJ Zone X-4	658	19	97.11%	
SJ Zone X-5	709	25	96.47%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	89	3	96.63%	
SJ Zone X-8*	68	0	100.00%	
SJ Zone X-9	156	10	93.59%	
SJ Zone X-10*	30	1	96.67%	
SJ Zone X-11*	15	0	100.00%	
<b>All Zones Combined</b>	<b>2,074</b>	<b>73</b>	<b>96.48%</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**

October 1, 2017 through October 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	October 2017	121	3	97.52%
SJ Zone X-3	August 2017	October 2017	81	6	92.59%
SJ Zone X-6	May 2016	October 2017	66	0	100.00%
SJ Zone X-7	October 2017	October 2017	89	3	96.63%
SJ Zone X-8	October 2017	October 2017	68	0	100.00%
SJ Zone X-10	May 2017	October 2017	125	1	99.20%
SJ Zone X-11	June 2017	October 2017	70	0	100.00%

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

September 1, 2017 through September 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	Compliant No
ALS-IFT	71	163	August 2017	September 2017	7	95.71%	X	
CCT-IFT	17	17	September 2017	September 2017	1	94.12%	####	####

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

October 1, 2017 through October 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	Compliant No
ALS-IFT	81	81	October 2017	October 2017	9	88.89%	####	####
CCT-IFT	16	33	September 2017	October 2017	3	90.91%	####	####

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

September 1, 2017 through September 30, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	620	45	92.74%	
SJ Zone X-2	132	11	91.67%	
SJ Zone X-3	70	10	85.71%	
SJ Zone X-4	1,851	124	93.30%	
SJ Zone X-5	2,147	155	92.78%	
SJ Zone X-6	26	0	100.00%	
SJ Zone X-7	211	22	89.57%	
SJ Zone X-8	151	16	89.40%	
SJ Zone X-9	461	18	96.10%	
SJ Zone X-10	73	1	98.63%	
SJ Zone X-11	56	4	92.86%	
<b>All Zones Combined</b>	<b>5,798</b>	<b>406</b>	<b>93.00%</b>	

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

October 1, 2017 through October 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	603	40	93.37%	
SJ Zone X-2	124	12	90.32%	
SJ Zone X-3	77	8	89.61%	
SJ Zone X-4	1,876	120	93.60%	
SJ Zone X-5	2,090	128	93.88%	
SJ Zone X-6	26	0	100.00%	
SJ Zone X-7	252	30	88.10%	
SJ Zone X-8	174	15	91.38%	
SJ Zone X-9	447	29	93.51%	
SJ Zone X-10	114	4	96.49%	
SJ Zone X-11	60	2	96.67%	
<b>All Zones Combined</b>	<b>5,843</b>	<b>388</b>	<b>93.36%</b>	

**Fines and Penalties Report**

Type of Penalty	September 2017	October 2017
Out of compliance response zones	\$50,000	\$90,000
Code 2 and Code 3 Late response minutes	\$36,800	\$47,200
ALS IFT or CCT-IFT Late response minutes	\$1,600	\$3,800
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
<b>Totals</b>	<b>\$88,400</b>	<b>\$141,000</b>

**Detailed Response Time Analysis without Exemptions Applied - RLS**

September 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	356	16:30	5:12	2:25	8:17	
SJ Zone X-2 Urban	42	10:10	6:14	1:55	8:40	
SJ Zone X-3 Urban	23	13:58	5:50	3:14	9:04	
SJ Zone X-4 Urban	1,177	15:10	5:08	2:10	7:43	
SJ Zone X-5 Urban	1,470	13:51	5:19	2:01	7:48	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	115	11:30	5:26	2:38	9:08	
SJ Zone X-8 Urban	85	13:11	5:51	2:53	10:24	
SJ Zone X-9 Urban	272	20:13	4:43	2:57	7:12	
SJ Zone X-10 Urban	7	7:23	6:27	0:37	7:23	
SJ Zone X-11 Urban	7	6:21	4:29	1:06	6:21	
SJ Zone X-2 Suburban	11	9:56	6:59	1:29	8:29	
SJ Zone X-3 Suburban	5	8:04	6:10	1:05	8:04	
SJ Zone X-7 Suburban	33	12:28	6:43	2:34	9:24	
SJ Zone X-8 Suburban	7	11:03	7:53	2:33	11:03	
SJ Zone X-9 Suburban	9	13:43	5:09	3:15	13:43	
SJ Zone X-10 Suburban	3	5:46	3:54	1:25	5:46	
SJ Zone X-11 Suburban	7	9:42	7:22	2:12	9:42	
SJ Zone X-10 Suburban-Moderate	17	15:39	10:26	4:33	15:34	
SJ Zone X-2 Rural	35	21:28	10:48	4:18	16:16	
SJ Zone X-3 Rural	20	18:09	10:11	4:37	15:44	
SJ Zone X-5 Rural	1	12:55	12:55	0:00	12:55	
SJ Zone X-6 Rural	7	12:19	6:56	2:45	12:19	
SJ Zone X-7 Rural	11	17:10	10:22	4:37	16:54	
SJ Zone X-8 Rural	10	19:41	9:44	4:20	12:21	
SJ Zone X-9 Rural	3	6:35	5:44	1:03	6:35	
SJ Zone X-10 Rural	24	18:30	10:48	3:50	15:24	
SJ Zone X-11 Rural	25	22:08	13:13	5:19	20:08	
SJ Zone X-6 Wilderness	14	24:33	17:05	4:17	21:52	
SJ Zone X-10 Wilderness	5	25:59	13:42	7:58	25:59	
SJ Zone X-11 Wilderness	1	14:16	14:16	0:00	14:16	
All Urban Compliance Areas	3,554	20:13	5:14	2:15	7:56	
All Suburban Compliance Areas	75	13:43	6:35	2:33	9:42	
All Suburban-Moderate Compliance Areas	17	15:39	10:26	4:33	15:34	
All Rural Compliance Areas	136	22:08	10:45	4:40	16:57	
All Wilderness Compliance Areas	20	25:59	16:06	5:34	21:52	
<b>Total Responses</b>	<b>3,802</b>					

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	329	29:25	5:18	3:02	8:36	
SJ Zone X-2 Urban	42	10:27	6:14	2:01	9:03	
SJ Zone X-3 Urban	15	13:24	6:16	2:53	9:23	
SJ Zone X-4 Urban	1,218	16:07	5:15	2:09	8:00	
SJ Zone X-5 Urban	1,380	19:54	5:20	2:10	7:42	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	123	12:11	5:47	2:31	8:58	
SJ Zone X-8 Urban	93	12:53	5:13	2:31	8:43	
SJ Zone X-9 Urban	282	21:10	4:46	2:57	7:28	
SJ Zone X-10 Urban	7	8:26	7:00	0:59	8:26	
SJ Zone X-11 Urban	3	15:53	8:45	5:14	15:53	
SJ Zone X-2 Suburban	14	18:34	9:12	3:02	11:25	
SJ Zone X-3 Suburban	6	9:37	5:57	1:46	9:37	
SJ Zone X-7 Suburban	27	16:50	8:37	3:19	15:13	
SJ Zone X-8 Suburban	2	17:01	10:46	6:15	17:01	
SJ Zone X-9 Suburban	9	8:39	4:45	2:58	8:39	
SJ Zone X-10 Suburban	5	6:38	5:06	1:42	6:38	
SJ Zone X-11 Suburban	8	10:32	7:53	1:16	10:32	
SJ Zone X-10 Suburban-Moderate	23	15:00	10:13	2:36	14:03	
SJ Zone X-2 Rural	35	17:28	12:51	3:50	17:11	
SJ Zone X-3 Rural	18	17:08	9:24	3:50	15:27	
SJ Zone X-5 Rural	1	10:05	10:05	0:00	10:05	
SJ Zone X-6 Rural	10	13:29	8:51	2:33	11:49	
SJ Zone X-7 Rural	13	21:35	11:12	5:28	18:33	
SJ Zone X-8 Rural	11	12:11	7:28	3:07	12:03	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	36	22:30	10:57	4:52	20:42	
SJ Zone X-11 Rural	34	20:06	12:52	4:00	17:19	
SJ Zone X-6 Wilderness	11	22:01	14:01	6:48	19:57	
SJ Zone X-10 Wilderness	13	27:26	15:59	6:48	23:13	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,492	29:25	5:17	2:22	8:02	
All Suburban Compliance Areas	71	18:34	7:45	3:24	11:25	
All Suburban-Moderate Compliance Areas	23	15:00	10:13	2:36	14:03	
All Rural Compliance Areas	158	22:30	11:15	4:30	17:11	
All Wilderness Compliance Areas	24	27:26	15:05	6:52	22:28	
<b>Total Responses</b>	<b>3,768</b>					

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 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	33:06	8:12	4:50	14:31	
SJ Zone X-2 Urban	31	17:24	9:48	3:24	14:41	
SJ Zone X-3 Urban	7	25:28	8:23	7:27	25:28	
SJ Zone X-4 Urban	674	33:30	8:50	4:58	15:26	
SJ Zone X-5 Urban	675	26:17	8:05	3:50	13:01	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	38	19:22	7:28	4:08	13:35	
SJ Zone X-8 Urban	42	21:20	8:33	4:38	14:32	
SJ Zone X-9 Urban	174	42:59	7:11	5:02	12:03	
SJ Zone X-10 Urban	1	20:31	20:31	0:00	20:31	
SJ Zone X-11 Urban	2	5:51	5:50	0:00	5:51	
SJ Zone X-2 Suburban	7	14:11	11:06	1:54	14:11	
SJ Zone X-3 Suburban	5	23:10	13:21	5:31	23:10	
SJ Zone X-7 Suburban	10	20:13	10:21	5:53	15:51	
SJ Zone X-8 Suburban	5	12:29	9:11	2:41	12:29	
SJ Zone X-9 Suburban	3	9:18	7:56	1:36	9:18	
SJ Zone X-10 Suburban	1	8:03	8:03	0:00	8:03	
SJ Zone X-11 Suburban	2	14:20	11:26	2:53	14:20	
SJ Zone X-10 Suburban-Moderate	7	23:06	17:02	2:45	23:06	
SJ Zone X-2 Rural	6	19:18	15:20	3:51	19:18	
SJ Zone X-3 Rural	10	15:12	11:27	2:40	14:16	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	0					
SJ Zone X-7 Rural	4	23:39	16:59	7:28	23:39	
SJ Zone X-8 Rural	2	16:56	13:03	3:52	16:56	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	7	18:57	13:52	3:44	18:57	
SJ Zone X-11 Rural	11	22:50	14:46	3:51	19:06	
SJ Zone X-6 Wilderness	5	27:17	17:42	5:19	27:17	
SJ Zone X-10 Wilderness	1	13:20	13:20	0:00	13:20	
SJ Zone X-11 Wilderness	1	12:58	12:58	0:00	12:58	
All Urban Compliance Areas	1908	42:59	8:19	4:35	13:50	
All Suburban Compliance Areas	33	23:10	10:34	4:29	15:35	
All Suburban-Moderate Compliance Areas	7	23:06	17:02	2:45	23:06	
All Rural Compliance Areas	40	23:39	14:00	4:27	19:06	
All Wilderness Compliance Areas	7	27:17	16:24	4:56	27:17	
<b>Total Responses</b>	<b>1,995</b>					

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2017						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	274	45:14	8:19	5:06	14:15	
SJ Zone X-2 Urban	19	13:08	7:13	3:18	11:17	
SJ Zone X-3 Urban	20	23:48	10:52	5:42	19:56	
SJ Zone X-4 Urban	658	40:38	9:10	5:12	14:59	
SJ Zone X-5 Urban	709	71:35	8:26	4:53	13:32	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	72	20:38	9:15	4:34	14:34	
SJ Zone X-8 Urban	63	19:12	7:45	3:39	12:27	
SJ Zone X-9 Urban	154	31:35	7:36	4:56	14:48	
SJ Zone X-10 Urban	6	20:35	12:19	5:14	20:35	
SJ Zone X-11 Urban	4	10:39	7:33	1:50	10:39	
SJ Zone X-2 Suburban	3	8:31	7:52	0:45	8:31	
SJ Zone X-3 Suburban	8	12:15	7:50	3:24	12:15	
SJ Zone X-7 Suburban	10	20:25	13:16	3:55	17:43	
SJ Zone X-8 Suburban	0					
SJ Zone X-9 Suburban	2	7:24	4:35	2:48	7:24	
SJ Zone X-10 Suburban	1	6:36	6:36	0:00	6:36	
SJ Zone X-11 Suburban	2	13:14	10:30	2:43	13:14	
SJ Zone X-10 Suburban-Moderate	13	18:46	12:32	6:17	18:18	
SJ Zone X-2 Rural	11	25:39	15:08	5:55	23:33	
SJ Zone X-3 Rural	10	20:07	14:33	2:57	17:11	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	2	15:17	14:47	0:30	15:17	
SJ Zone X-7 Rural	7	21:10	13:24	4:27	21:10	
SJ Zone X-8 Rural	5	14:37	9:55	3:48	14:37	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	10	36:47	13:53	9:06	17:59	
SJ Zone X-11 Rural	8	23:54	15:05	4:38	23:54	
SJ Zone X-6 Wilderness	2	27:40	21:51	5:49	27:40	
SJ Zone X-10 Wilderness	0					
SJ Zone X-11 Wilderness	1	12:01	12:01	0:00	12:01	
All Urban Compliance Areas	1,979	71:35	8:37	5:00	14:15	
All Suburban Compliance Areas	26	20:25	9:50	4:24	14:50	
All Suburban-Moderate Compliance Areas	13	18:46	12:32	6:17	18:18	
All Rural Compliance Areas	53	36:47	14:03	5:49	20:10	
All Wilderness Compliance Areas	3	27:40	18:34	6:38	27:40	
<b>Total Responses</b>	<b>2,074</b>					



Comparison of Compliance with and without Exemptions - RLS

September 1, 2017 through September 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	356	42	88.20%	33	90.73%
SJ Zone X-2	88	10	88.64%	10	88.64%
SJ Zone X-3	48	8	83.33%	8	83.33%
SJ Zone X-4	1,177	122	89.63%	101	91.42%
SJ Zone X-5	1,471	162	88.99%	136	90.75%
SJ Zone X-6	21	0	100.00%	0	100.00%
SJ Zone X-7	159	26	83.65%	21	86.79%
SJ Zone X-8	102	24	76.47%	13	87.25%
SJ Zone X-9	284	20	92.96%	13	95.42%
SJ Zone X-10	56	3	94.64%	1	98.21%
SJ Zone X-11	40	5	87.50%	4	90.00%
<b>All Zones Combined</b>	<b>3,802</b>	<b>422</b>	<b>88.90%</b>	<b>340</b>	<b>91.06%</b>

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

Comparison of Compliance with and without Exemptions - RLS

October 1, 2017 through October 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	329	42	87.23%	28	91.49%
SJ Zone X-2	91	14	84.62%	12	86.81%
SJ Zone X-3	39	6	84.62%	5	87.18%
SJ Zone X-4	1,218	141	88.42%	101	91.71%
SJ Zone X-5	1,381	144	89.57%	103	92.54%
SJ Zone X-6	22	0	100.00%	0	100.00%
SJ Zone X-7	163	36	77.91%	27	83.44%
SJ Zone X-8	106	18	83.02%	15	85.85%
SJ Zone X-9	291	26	91.07%	19	93.47%
SJ Zone X-10	84	6	92.86%	3	96.43%
SJ Zone X-11	45	5	88.89%	2	95.56%
<b>All Zones Combined</b>	<b>3,769</b>	<b>438</b>	<b>88.38%</b>	<b>315</b>	<b>91.64%</b>

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

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

September 1, 2017 through September 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	264	13	95.08%	12	95.45%	
SJ Zone X-2	44	2	95.45%	1	97.73%	
SJ Zone X-3	22	2	90.91%	2	90.91%	
SJ Zone X-4	674	33	95.10%	23	96.59%	
SJ Zone X-5	676	27	96.01%	19	97.19%	
SJ Zone X-6	5	0	100.00%	0	100.00%	
SJ Zone X-7	52	2	96.15%	1	98.08%	
SJ Zone X-8	49	3	93.88%	3	93.88%	
SJ Zone X-9	177	6	96.61%	5	97.18%	
SJ Zone X-10	17	1	94.12%	0	100.00%	
SJ Zone X-11	16	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,996</b>	<b>89</b>	<b>95.54%</b>	<b>66</b>	<b>96.69%</b>	

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

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

October 1, 2017 through October 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	274	20	92.70%	12	95.62%	
SJ Zone X-2	33	0	100.00%	0	100.00%	
SJ Zone X-3	38	4	89.47%	3	92.11%	
SJ Zone X-4	658	37	94.38%	19	97.11%	
SJ Zone X-5	709	37	94.78%	25	96.47%	
SJ Zone X-6	4	0	100.00%	0	100.00%	
SJ Zone X-7	89	6	93.26%	3	96.63%	
SJ Zone X-8	68	1	98.53%	0	100.00%	
SJ Zone X-9	156	11	92.95%	10	93.59%	
SJ Zone X-10	30	2	93.33%	1	96.67%	
SJ Zone X-11	15	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>2,074</b>	<b>118</b>	<b>94.31%</b>	<b>73</b>	<b>96.48%</b>	

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

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

September 1, 2017 through September 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	71	6	91.55%	4	94.37%
CCT-IFT	17	1	94.12%	1	94.12%

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

October 1, 2017 through October 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	81	11	86.42%	9	88.89%
CCT-IFT	16	2	87.50%	2	87.50%

**Exemption Request Reports**

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	1	0
Delayed Reporting on Scene	1	0	0	0
Delays in Transferring Care at ED	89	1	133	2
False Report of Emergency	2	0	2	0
Freeway Access	1	0	0	0
Location Change	2	1	3	0
Other	2	1	1	1
Reduced/Upgraded Response	2	0	7	0
Road Construction	1	0	2	0
System Overload	0	0	15	0
Traffic Secondary to Call	2	0	2	0
Train	5	1	4	0

**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>September 2017</b>	<b>October 2017</b>
SJ Zone X-4	Manteca District Ambulance	4	2
SJ Zone X-5	Manteca District Ambulance	4	5
SJ Zone X-8	Manteca District Ambulance	6	6
SJ Zone X-9	Manteca District Ambulance	15	13
SJ Zone X-10	Manteca District Ambulance	1	2
SJ Zone X-11	Manteca District Ambulance	2	6

**Failure to Provide Data**

<b>Event Type</b>	<b>September 2017</b>	<b>October 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.

