



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: October 10, 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 July and August 2018, provides an in-depth review of AMR's performance. The contract establishes accountability for meeting specific standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

The process for determining response time compliance includes a review of late response exemption requests to determine if a delay in response may be attributed to factors outside of the control of the ambulance provider. If an exemption request is approved (e.g. fog, train crossings, road construction, and delays in off-loading patients at hospitals) those responses are not included in response time compliance calculations. This report provides a clear picture of response time performance and contract compliance with and without the application of exemptions for late responses.

While this report provides detailed compliance information for each of the eleven X-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all X-Zones, have a response time of less than 8 minutes and 11 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for July and August 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)**

July 1, 2018 through July 31, 2018							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	339	17	94.99%	X			
SJ Zone X-2*	84	10	88.10%	####	####		
SJ Zone X-3*	53	15	71.70%	####	####		
SJ Zone X-4	1,146	102	91.10%	X			
SJ Zone X-5	1,531	141	90.79%	X			
SJ Zone X-6*	28	0	100.00%	####	####		
SJ Zone X-7	136	23	83.09%			X	
SJ Zone X-8	102	14	86.27%			X	
SJ Zone X-9	316	15	95.25%	X			
SJ Zone X-10*	86	6	93.02%	####	####		
SJ Zone X-11*	51	2	96.08%	####	####		
<b>All Zones Combined</b>	<b>3,872</b>	<b>345</b>	<b>91.09%</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**

July 1, 2018 through July 31, 2018							
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	June 2018	July 2018	179	20	88.83%		X
SJ Zone X-3	July 2018	July 2018	53	15	71.70%	####	####
SJ Zone X-6	July 2018	July 2018	28	0	100.00%	####	####
SJ Zone X-10	July 2018	July 2018	86	6	93.02%	####	####
SJ Zone X-11	June 2018	July 2018	94	7	92.55%	####	####

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

August 1, 2018 through August 31, 2018							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		Yes	No
SJ Zone X-1	369	16	95.66%	X			
SJ Zone X-2*	93	17	81.72%	####	####		
SJ Zone X-3*	58	6	89.66%	####	####		
SJ Zone X-4	1,196	107	91.05%	X			
SJ Zone X-5	1,427	164	88.51%			X	
SJ Zone X-6*	17	0	100.00%	####	####		
SJ Zone X-7	155	24	84.52%			X	
SJ Zone X-8*	98	18	81.63%	####	####		
SJ Zone X-9	289	23	92.04%	X			
SJ Zone X-10*	61	7	88.52%	####	####		
SJ Zone X-11*	57	6	89.47%	####	####		
<b>All Zones Combined</b>	<b>3,820</b>	<b>388</b>	<b>89.84%</b>	<b>3</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**

August 1, 2018 through August 31, 2018							
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	August 2018	August 2018	93	17	81.72%	####	####
SJ Zone X-3	July 2018	August 2018	111	21	81.08%		X
SJ Zone X-6	July 2018	August 2018	45	0	100.00%	####	####
SJ Zone X-8	August 2018	August 2018	98	18	81.63%	####	####
SJ Zone X-10	July 2018	August 2018	147	13	91.16%	X	
SJ Zone X-11	June 2018	August 2018	151	13	91.39%	X	

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

July 1, 2018 through July 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	218	3	98.62%
SJ Zone X-2*	44	2	95.45%
SJ Zone X-3*	30	0	100.00%
SJ Zone X-4	720	16	97.78%
SJ Zone X-5	762	22	97.11%
SJ Zone X-6*	2	0	100.00%
SJ Zone X-7*	69	1	98.55%
SJ Zone X-8*	52	0	100.00%
SJ Zone X-9	183	5	97.27%
SJ Zone X-10*	25	0	100.00%
SJ Zone X-11*	14	1	92.86%
<b>All Zones Combined</b>	<b>2,119</b>	<b>50</b>	<b>97.64%</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**

July 1, 2018 through July 31, 2018					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	May 2018	July 2018	131	9	93.13%
SJ Zone X-3	May 2018	July 2018	83	3	96.39%
SJ Zone X-6	May 2016	July 2018	91	0	100.00%
SJ Zone X-7	June 2018	July 2018	161	4	97.52%
SJ Zone X-8	June 2018	July 2018	106	1	99.06%
SJ Zone X-10	April 2018	July 2018	88	1	98.86%
SJ Zone X-11	February 2018	July 2018	81	1	98.77%

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

August 1, 2018 through August 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	194	3	98.45%
SJ Zone X-2*	44	0	100.00%
SJ Zone X-3*	31	1	96.77%
SJ Zone X-4	737	29	96.07%
SJ Zone X-5	790	25	96.84%
SJ Zone X-6*	6	0	100.00%
SJ Zone X-7*	61	3	95.08%
SJ Zone X-8*	43	0	100.00%
SJ Zone X-9	186	11	94.09%
SJ Zone X-10*	22	1	95.45%
SJ Zone X-11*	22	1	95.45%
<b>All Zones Combined</b>	<b>2,136</b>	<b>74</b>	<b>96.54%</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**

August 1, 2018 through August 31, 2018					
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 2018	August 2018	44	0	100.00%
SJ Zone X-3	May 2018	August 2018	114	4	96.49%
SJ Zone X-6	May 2016	August 2018	97	0	100.00%
SJ Zone X-7	August 2018	August 2018	61	3	95.08%
SJ Zone X-8	August 2018	August 2018	43	0	100.00%
SJ Zone X-10	April 2018	August 2018	110	2	98.18%
SJ Zone X-11	February 2018	August 2018	103	2	98.06%

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

July 1, 2018 through July 31, 2018								
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	165	June 2018	July 2018	11	93.33%	X	
CCT-IFT	20	50	April 2018	July 2018	4	92.00%	####	####

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

August 1, 2018 through August 31, 2018								
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	90	90	August 2018	August 2018	5	94.44%	####	####
CCT-IFT	14	64	April 2018	August 2018	5	92.19%	####	####

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

July 1, 2018 through July 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	557	20	96.41%	
SJ Zone X-2	128	12	90.63%	
SJ Zone X-3	83	15	81.93%	
SJ Zone X-4	1,866	118	93.68%	
SJ Zone X-5	2,293	163	92.89%	
SJ Zone X-6	30	0	100.00%	
SJ Zone X-7	205	24	88.29%	
SJ Zone X-8	154	14	90.91%	
SJ Zone X-9	499	20	95.99%	
SJ Zone X-10	111	6	94.59%	
SJ Zone X-11	65	3	95.38%	
<b>All Zones Combined</b>	<b>5,991</b>	<b>395</b>	<b>93.41%</b>	

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

August 1, 2018 through August 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	563	19	96.63%	
SJ Zone X-2	137	17	87.59%	
SJ Zone X-3	89	7	92.13%	
SJ Zone X-4	1,933	136	92.96%	
SJ Zone X-5	2,217	189	91.47%	
SJ Zone X-6	23	0	100.00%	
SJ Zone X-7	216	27	87.50%	
SJ Zone X-8	141	18	87.23%	
SJ Zone X-9	475	34	92.84%	
SJ Zone X-10	83	8	90.36%	
SJ Zone X-11	79	7	91.14%	
<b>All Zones Combined</b>	<b>5,956</b>	<b>462</b>	<b>92.24%</b>	

**Fines and Penalties Report**

Type of Penalty	July 2018	August 2018
Out of compliance response zones	\$80,000	\$110,000
Code 2 and Code 3 Late response minutes	\$33,700	\$49,400
ALS IFT or CCT-IFT Late response minutes	\$3,000	\$1,200
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>\$116,700</b>	<b>\$160,600</b>

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

July 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	339	16:55	4:21	2:09	6:57
SJ Zone X-2 Urban	48	9:15	6:11	1:35	8:34
SJ Zone X-3 Urban	9	13:53	9:17	3:04	13:53
SJ Zone X-4 Urban	1,146	17:48	5:17	2:13	7:51
SJ Zone X-5 Urban	1,531	20:18	5:18	2:14	8:00
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	99	12:56	5:30	2:27	9:19
SJ Zone X-8 Urban	86	15:28	5:53	2:55	10:20
SJ Zone X-9 Urban	309	19:18	4:36	2:16	6:53
SJ Zone X-10 Urban	14	13:45	5:45	2:40	7:26
SJ Zone X-11 Urban	9	11:47	5:42	2:46	11:47
SJ Zone X-2 Suburban	14	15:33	9:42	3:27	15:11
SJ Zone X-3 Suburban	13	18:57	10:02	3:03	13:24
SJ Zone X-7 Suburban	29	18:23	7:46	3:26	12:14
SJ Zone X-8 Suburban	4	3:40	2:51	0:47	3:40
SJ Zone X-9 Suburban	7	7:01	5:14	1:10	7:01
SJ Zone X-10 Suburban	7	12:37	6:27	2:48	12:37
SJ Zone X-11 Suburban	10	10:58	6:16	2:37	9:05
SJ Zone X-10 Suburban-Moderate	29	22:57	11:33	3:28	15:35
SJ Zone X-2 Rural	22	17:03	11:38	3:10	15:00
SJ Zone X-3 Rural	31	27:42	14:28	5:40	21:16
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	8	14:24	8:19	2:46	14:24
SJ Zone X-7 Rural	8	27:30	14:47	6:09	27:30
SJ Zone X-8 Rural	12	15:50	10:07	3:47	14:18
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	30	19:07	9:09	3:32	12:20
SJ Zone X-11 Rural	32	16:48	11:38	4:11	16:04
SJ Zone X-6 Wilderness	20	26:17	16:02	4:10	19:31
SJ Zone X-10 Wilderness	6	27:08	20:18	5:25	27:08
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,590	20:18	5:11	2:17	7:59
All Suburban Compliance Areas	84	18:57	7:42	3:33	12:14
All Suburban-Moderate Compliance Areas	29	22:57	11:33	3:28	15:35
All Rural Compliance Areas	143	27:42	11:35	4:49	16:48
All Wilderness Compliance Areas	26	27:08	17:01	4:50	24:17
<b>Total Responses</b>	<b>3,872</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	369	22:52	4:29	2:20	6:32
SJ Zone X-2 Urban	47	24:24	7:30	3:29	11:27
SJ Zone X-3 Urban	15	15:10	7:48	3:05	12:19
SJ Zone X-4 Urban	1,196	16:41	5:22	2:12	8:10
SJ Zone X-5 Urban	1,427	15:59	5:43	2:17	8:37
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	114	13:13	5:40	2:13	8:40
SJ Zone X-8 Urban	74	13:59	5:50	3:01	9:54
SJ Zone X-9 Urban	278	22:58	5:23	3:21	8:57
SJ Zone X-10 Urban	14	14:52	7:48	3:26	13:38
SJ Zone X-11 Urban	11	15:25	7:03	2:57	9:20
SJ Zone X-2 Suburban	18	11:03	8:44	1:20	10:42
SJ Zone X-3 Suburban	9	10:32	7:19	2:40	10:32
SJ Zone X-7 Suburban	27	17:22	9:29	3:24	14:51
SJ Zone X-8 Suburban	6	12:39	5:29	3:23	12:39
SJ Zone X-9 Suburban	11	10:44	5:37	2:12	8:01
SJ Zone X-10 Suburban	2	8:53	6:07	2:45	8:53
SJ Zone X-11 Suburban	7	14:18	7:54	3:19	14:18
SJ Zone X-10 Suburban-Moderate	21	19:58	11:39	3:42	15:45
SJ Zone X-2 Rural	28	26:23	10:40	5:36	19:06
SJ Zone X-3 Rural	34	18:14	9:47	3:49	17:04
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	12:14	11:45	0:29	12:14
SJ Zone X-7 Rural	14	18:28	13:46	3:33	17:19
SJ Zone X-8 Rural	18	15:38	10:39	2:55	15:24
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	20	20:23	12:24	4:14	18:20
SJ Zone X-11 Rural	38	23:58	12:31	4:59	19:53
SJ Zone X-6 Wilderness	15	27:22	16:13	5:56	25:26
SJ Zone X-10 Wilderness	4	22:05	14:32	7:55	22:05
SJ Zone X-11 Wilderness	1	11:41	11:41	0:00	11:41
All Urban Compliance Areas	3,545	24:24	5:29	2:28	8:24
All Suburban Compliance Areas	80	17:22	8:01	3:10	11:41
All Suburban-Moderate Compliance Areas	21	19:58	11:39	3:42	15:45
All Rural Compliance Areas	154	26:23	11:27	4:36	17:27
All Wilderness Compliance Areas	20	27:22	15:39	6:20	22:37
<b>Total Responses</b>	<b>3,820</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2018

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	218	53:16	7:04	4:42	11:50
SJ Zone X-2 Urban	28	18:30	9:35	3:36	13:53
SJ Zone X-3 Urban	14	29:31	13:12	5:42	17:56
SJ Zone X-4 Urban	720	30:23	8:31	3:59	13:44
SJ Zone X-5 Urban	762	27:41	8:22	3:50	13:25
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	53	16:49	6:56	3:56	12:16
SJ Zone X-8 Urban	44	14:46	7:06	3:49	12:38
SJ Zone X-9 Urban	182	25:05	6:50	3:58	11:42
SJ Zone X-10 Urban	4	11:27	7:38	2:45	11:27
SJ Zone X-11 Urban	3	20:13	11:43	6:01	20:13
SJ Zone X-2 Suburban	6	18:14	13:23	2:41	18:14
SJ Zone X-3 Suburban	4	12:20	9:28	2:52	12:20
SJ Zone X-7 Suburban	13	19:20	12:00	4:38	16:24
SJ Zone X-8 Suburban	2	8:55	6:04	2:50	8:55
SJ Zone X-9 Suburban	1	9:17	9:17	0:00	9:17
SJ Zone X-10 Suburban	1	8:41	8:41	0:00	8:41
SJ Zone X-11 Suburban	1	8:49	8:49	0:00	8:49
SJ Zone X-10 Suburban-Moderate	14	30:33	16:00	7:20	29:11
SJ Zone X-2 Rural	10	20:49	12:49	4:38	19:16
SJ Zone X-3 Rural	12	22:23	16:32	3:57	20:35
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	3	20:28	14:29	5:38	20:28
SJ Zone X-8 Rural	6	24:03	15:12	6:39	24:03
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	6	23:09	14:10	5:53	23:09
SJ Zone X-11 Rural	10	23:37	15:07	4:55	21:25
SJ Zone X-6 Wilderness	2	27:15	20:45	6:29	27:15
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2028	53:16	8:08	4:06	13:25
All Suburban Compliance Areas	28	19:20	11:11	4:10	16:24
All Suburban-Moderate Compliance Areas	14	30:33	16:00	7:20	29:11
All Rural Compliance Areas	47	24:03	14:50	5:15	22:23
All Wilderness Compliance Areas	2	27:15	20:45	6:29	27:15
<b>Total Responses</b>	<b>2,119</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2018						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	194	22:17	6:17	3:00	8:44	
SJ Zone X-2 Urban	19	14:10	8:16	3:50	13:46	
SJ Zone X-3 Urban	10	28:56	9:43	8:33	18:36	
SJ Zone X-4 Urban	737	33:40	8:34	4:40	14:30	
SJ Zone X-5 Urban	789	23:48	8:25	3:46	13:31	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	44	17:45	8:31	4:10	14:50	
SJ Zone X-8 Urban	37	14:59	7:30	3:43	13:19	
SJ Zone X-9 Urban	179	30:07	7:35	5:01	13:55	
SJ Zone X-10 Urban	1	18:38	18:38	0:00	18:38	
SJ Zone X-11 Urban	5	16:43	8:55	4:10	16:43	
SJ Zone X-2 Suburban	9	18:22	11:12	2:53	18:22	
SJ Zone X-3 Suburban	4	11:09	7:30	3:21	11:09	
SJ Zone X-7 Suburban	12	14:12	9:01	2:48	12:44	
SJ Zone X-8 Suburban	2	16:12	13:14	2:58	16:12	
SJ Zone X-9 Suburban	6	19:06	8:03	5:20	19:06	
SJ Zone X-10 Suburban	0					
SJ Zone X-11 Suburban	2	15:11	13:28	1:43	15:11	
SJ Zone X-10 Suburban-Moderate	14	29:22	14:23	5:57	19:47	
SJ Zone X-2 Rural	16	31:14	16:08	5:55	25:11	
SJ Zone X-3 Rural	17	24:08	13:02	4:39	16:43	
SJ Zone X-5 Rural	1	15:15	15:15	0:00	15:15	
SJ Zone X-6 Rural	2	17:35	16:29	1:05	17:35	
SJ Zone X-7 Rural	5	29:49	22:17	3:57	29:49	
SJ Zone X-8 Rural	4	16:01	12:25	3:12	16:01	
SJ Zone X-9 Rural	1	6:26	6:26	0:00	6:26	
SJ Zone X-10 Rural	6	25:36	15:38	4:47	25:36	
SJ Zone X-11 Rural	15	26:18	13:55	7:35	22:31	
SJ Zone X-6 Wilderness	4	29:32	26:43	2:00	29:32	
SJ Zone X-10 Wilderness	1	15:17	15:17	0:00	15:17	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	2,015	33:40	8:11	4:17	13:44	
All Suburban Compliance Areas	35	19:06	9:44	3:52	15:11	
All Suburban-Moderate Compliance Areas	14	29:22	14:23	5:57	19:47	
All Rural Compliance Areas	67	31:14	14:54	6:08	22:31	
All Wilderness Compliance Areas	5	29:32	24:25	4:54	29:32	
<b>Total Responses</b>	<b>2,136</b>					



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

July 1, 2018 through July 31, 2018					
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	339	23	93.22%	17	94.99%
SJ Zone X-2	84	13	84.52%	10	88.10%
SJ Zone X-3	53	18	66.04%	15	71.70%
SJ Zone X-4	1,146	130	88.66%	102	91.10%
SJ Zone X-5	1,531	187	87.79%	141	90.79%
SJ Zone X-6	28	0	100.00%	0	100.00%
SJ Zone X-7	136	27	80.15%	23	83.09%
SJ Zone X-8	102	21	79.41%	14	86.27%
SJ Zone X-9	316	22	93.04%	15	95.25%
SJ Zone X-10	86	6	93.02%	6	93.02%
SJ Zone X-11	51	2	96.08%	2	96.08%
<b>All Zones Combined</b>	<b>3,872</b>	<b>449</b>	<b>88.40%</b>	<b>345</b>	<b>91.09%</b>

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

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

August 1, 2018 through August 31, 2018					
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	369	19	94.85%	16	95.66%
SJ Zone X-2	93	25	73.12%	17	81.72%
SJ Zone X-3	58	10	82.76%	6	89.66%
SJ Zone X-4	1,196	144	87.96%	107	91.05%
SJ Zone X-5	1,427	240	83.18%	164	88.51%
SJ Zone X-6	17	0	100.00%	0	100.00%
SJ Zone X-7	155	35	77.42%	24	84.52%
SJ Zone X-8	98	24	75.51%	18	81.63%
SJ Zone X-9	289	36	87.54%	23	92.04%
SJ Zone X-10	61	10	83.61%	7	88.52%
SJ Zone X-11	57	9	84.21%	6	89.47%
<b>All Zones Combined</b>	<b>3,820</b>	<b>552</b>	<b>85.55%</b>	<b>388</b>	<b>89.84%</b>

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

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

July 1, 2018 through July 31, 2018					
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	218	4	98.17%	3	98.62%
SJ Zone X-2	44	2	95.45%	2	95.45%
SJ Zone X-3	30	2	93.33%	0	100.00%
SJ Zone X-4	720	24	96.67%	16	97.78%
SJ Zone X-5	762	27	96.46%	22	97.11%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	69	3	95.65%	1	98.55%
SJ Zone X-8	52	0	100.00%	0	100.00%
SJ Zone X-9	183	7	96.17%	5	97.27%
SJ Zone X-10	25	0	100.00%	0	100.00%
SJ Zone X-11	14	1	92.86%	1	92.86%
<b>All Zones Combined</b>	<b>2,119</b>	<b>70</b>	<b>96.70%</b>	<b>50</b>	<b>97.64%</b>

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

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

August 1, 2018 through August 31, 2018					
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	194	5	97.42%	3	98.45%
SJ Zone X-2	44	0	100.00%	0	100.00%
SJ Zone X-3	31	2	93.55%	1	96.77%
SJ Zone X-4	737	43	94.17%	29	96.07%
SJ Zone X-5	790	35	95.57%	25	96.84%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	61	4	93.44%	3	95.08%
SJ Zone X-8	43	0	100.00%	0	100.00%
SJ Zone X-9	186	13	93.01%	11	94.09%
SJ Zone X-10	22	1	95.45%	1	95.45%
SJ Zone X-11	22	1	95.45%	1	95.45%
<b>All Zones Combined</b>	<b>2,136</b>	<b>104</b>	<b>95.13%</b>	<b>74</b>	<b>96.54%</b>

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

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

July 1, 2018 through July 31, 2018					
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	8	90.80%	7	91.95%
CCT-IFT	20	2	90.00%	2	90.00%

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

August 1, 2018 through August 31, 2018					
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	90	8	91.11%	5	94.44%
CCT-IFT	14	2	85.71%	1	92.86%

**Exemption Request Reports**

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	4	0	5	1
Delays in Transferring Care at ED	90	2	135	4
False Report of Emergency	2	0	3	0
Freeway Access	0	0	0	2
Location Change	2	0	1	0
Other	1	0	1	0
Reduced/Upgraded Response	0	0	10	0
Road Construction	3	0	6	0
System Overload	0	0	1	0
Traffic Secondary to Call	3	0	3	0
Train	4	1	9	1
Zone Assist	16	1	24	1

**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>July 2018</b>	<b>August 2018</b>
SJ Zone X-4	Manteca District Ambulance	1	1
SJ Zone X-5	Manteca District Ambulance	10	6
SJ Zone X-5	Escalon Community Ambulance	0	1
SJ Zone X-7	Manteca District Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	7	6
SJ Zone X-9	Manteca District Ambulance	7	11
SJ Zone X-10	Manteca District Ambulance	0	3
SJ Zone X-11	Manteca District Ambulance	1	0
SJ Zone X-10 MOD	Manteca District Ambulance	2	1

**Failure to Provide Data**

<b>Event Type</b>	<b>July 2018</b>	<b>August 2018</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.

