



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: August 8, 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 May and June 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 28 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Fifty-nine percent (59%) of the responses in this report are to urban areas and require RLS.

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, 2018 through May 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	354	15	95.76%	X		
SJ Zone X-2*	99	14	85.86%	####	####	
SJ Zone X-3*	62	16	74.19%	####	####	
SJ Zone X-4	1,187	138	88.37%		X	
SJ Zone X-5	1,408	176	87.50%		X	
SJ Zone X-6*	13	0	100.00%	####	####	
SJ Zone X-7	140	19	86.43%		X	
SJ Zone X-8	112	21	81.25%		X	
SJ Zone X-9	285	28	90.18%	X		
SJ Zone X-10*	72	3	95.83%	####	####	
SJ Zone X-11*	45	1	97.78%	####	####	
<b>All Zones Combined</b>	<b>3,777</b>	<b>431</b>	<b>88.59%</b>	<b>2</b>	<b>4</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, 2018 through May 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	April 2018	May 2018	195	27	86.15%		X
SJ Zone X-3	May 2018	May 2018	62	16	74.19%	####	####
SJ Zone X-6	December 2017	May 2018	76	0	100.00%	####	####
SJ Zone X-10	May 2018	May 2018	72	3	95.83%	####	####
SJ Zone X-11	March 2018	May 2018	123	7	94.31%	X	

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

June 1, 2018 through June 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	322	15	95.34%	X		
SJ Zone X-2*	95	10	89.47%	####	####	
SJ Zone X-3*	52	2	96.15%	####	####	
SJ Zone X-4	1,131	138	87.80%		X	
SJ Zone X-5	1,450	165	88.62%		X	
SJ Zone X-6*	27	0	100.00%	####	####	
SJ Zone X-7	160	30	81.25%		X	
SJ Zone X-8	106	13	87.74%		X	
SJ Zone X-9	280	20	92.86%	X		
SJ Zone X-10*	60	4	93.33%	####	####	
SJ Zone X-11*	43	5	88.37%	####	####	
<b>All Zones Combined</b>	<b>3,726</b>	<b>402</b>	<b>89.21%</b>	<b>2</b>	<b>4</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, 2018 through June 30, 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	June 2018	95	10	89.47%	####	####
SJ Zone X-3	May 2018	June 2018	114	18	84.21%		X
SJ Zone X-6	December 2017	June 2018	103	0	100.00%	X	
SJ Zone X-10	May 2018	June 2018	132	7	94.70%	X	
SJ Zone X-11	June 2018	June 2018	43	5	88.37%	####	####

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

May 1, 2018 through May 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	190	4	97.89%	
SJ Zone X-2*	37	2	94.59%	
SJ Zone X-3*	35	3	91.43%	
SJ Zone X-4	753	41	94.56%	
SJ Zone X-5	765	27	96.47%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	67	3	95.52%	
SJ Zone X-8*	74	3	95.95%	
SJ Zone X-9	161	3	98.14%	
SJ Zone X-10*	24	0	100.00%	
SJ Zone X-11*	13	0	100.00%	
<b>All Zones Combined</b>	<b>2,122</b>	<b>86</b>	<b>95.95%</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, 2018 through May 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	May 2018	37	2	94.59%
SJ Zone X-3	May 2018	May 2018	35	3	91.43%
SJ Zone X-6	May 2016	May 2018	88	0	100.00%
SJ Zone X-7	April 2018	May 2018	123	5	95.93%
SJ Zone X-8	April 2018	May 2018	135	6	95.56%
SJ Zone X-10	April 2018	May 2018	44	0	100.00%
SJ Zone X-11	February 2018	May 2018	57	0	100.00%

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

June 1, 2018 through June 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	201	4	98.01%	
SJ Zone X-2*	50	5	90.00%	
SJ Zone X-3*	18	0	100.00%	
SJ Zone X-4	733	25	96.59%	
SJ Zone X-5	772	24	96.89%	
SJ Zone X-6*	1	0	100.00%	
SJ Zone X-7*	92	3	96.74%	
SJ Zone X-8*	54	1	98.15%	
SJ Zone X-9	130	7	94.62%	
SJ Zone X-10*	19	1	94.74%	
SJ Zone X-11*	10	0	100.00%	
<b>All Zones Combined</b>	<b>2,080</b>	<b>70</b>	<b>96.63%</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, 2018 through June 30, 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	June 2018	87	7	91.95%
SJ Zone X-3	May 2018	June 2018	53	3	94.34%
SJ Zone X-6	May 2016	June 2018	89	0	100.00%
SJ Zone X-7	June 2018	June 2018	92	3	96.74%
SJ Zone X-8	June 2018	June 2018	54	1	98.15%
SJ Zone X-10	April 2018	June 2018	63	1	98.41%
SJ Zone X-11	February 2018	June 2018	67	0	100.00%

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

May 1, 2018 through May 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	180	April 2018	May 2018	20	88.89%		X
CCT-IFT	10	18	April 2018	May 2018	0	100.00%	####	####

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

June 1, 2018 through June 30, 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	78	78	June 2018	June 2018	4	94.87%	####	####
CCT-IFT	12	30	April 2018	June 2018	2	93.33%	####	####

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

May 1, 2018 through May 31, 2018				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		544	19	96.51%
SJ Zone X-2		136	16	88.24%
SJ Zone X-3		97	19	80.41%
SJ Zone X-4		1,940	179	90.77%
SJ Zone X-5		2,173	203	90.66%
SJ Zone X-6		16	0	100.00%
SJ Zone X-7		207	22	89.37%
SJ Zone X-8		186	24	87.10%
SJ Zone X-9		446	31	93.05%
SJ Zone X-10		96	3	96.88%
SJ Zone X-11		58	1	98.28%
<b>All Zones Combined</b>		<b>5,899</b>	<b>517</b>	<b>91.24%</b>

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

June 1, 2018 through June 30, 2018				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		523	19	96.37%
SJ Zone X-2		145	15	89.66%
SJ Zone X-3		70	2	97.14%
SJ Zone X-4		1,864	163	91.26%
SJ Zone X-5		2,222	189	91.49%
SJ Zone X-6		28	0	100.00%
SJ Zone X-7		252	33	86.90%
SJ Zone X-8		160	14	91.25%
SJ Zone X-9		410	27	93.41%
SJ Zone X-10		79	5	93.67%
SJ Zone X-11		53	5	90.57%
<b>All Zones Combined</b>		<b>5,806</b>	<b>472</b>	<b>91.87%</b>

**Fines and Penalties Report**

Type of Penalty	May 2018	June 2018
Out of compliance response zones	\$115,000	\$140,000
Code 2 and Code 3 Late response minutes	\$53,100	\$42,300
ALS IFT or CCT-IFT Late response minutes	\$2,200	\$2,000
Out of compliance monthly response ALS-IFT or CCT-IFT	\$2,000	\$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>\$172,300</b>	<b>\$184,300</b>

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

May 2018						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	354	18:56	4:33	2:13	6:47	8:31
SJ Zone X-2 Urban	46	9:46	6:27	1:44	9:19	12:32
SJ Zone X-3 Urban	30	15:14	8:28	3:16	8:31	8:26
SJ Zone X-4 Urban	1,187	16:45	5:40	2:16	9:11	9:19
SJ Zone X-5 Urban	1,407	19:37	5:33	2:12	8:35	10:52
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	104	13:36	5:46	2:38	7:08	7:08
SJ Zone X-8 Urban	97	15:10	5:56	3:03		
SJ Zone X-9 Urban	275	22:20	5:26	3:18		
SJ Zone X-10 Urban	13	19:01	7:00	3:57		
SJ Zone X-11 Urban	6	7:08	5:48	1:08		
SJ Zone X-2 Suburban	13	18:34	10:19	3:16	14:11	14:11
SJ Zone X-3 Suburban	17	12:58	7:15	3:04	11:50	11:50
SJ Zone X-7 Suburban	24	17:58	9:26	3:08	14:43	14:43
SJ Zone X-8 Suburban	3	8:01	5:35	2:19	8:01	8:01
SJ Zone X-9 Suburban	10	14:16	7:29	2:31	8:49	8:49
SJ Zone X-10 Suburban	3	7:47	6:12	1:25	7:47	7:47
SJ Zone X-11 Suburban	10	12:11	7:47	3:01	11:56	11:56
SJ Zone X-10 Suburban-Moderate	25	14:59	10:19	3:02	12:56	12:56
SJ Zone X-2 Rural	40	17:21	11:05	3:36	15:52	15:52
SJ Zone X-3 Rural	15	18:01	11:29	3:50	16:45	16:45
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	5	8:14	6:59	1:13	8:14	8:14
SJ Zone X-7 Rural	12	21:59	11:53	4:46	18:27	18:27
SJ Zone X-8 Rural	12	22:34	12:04	4:54	17:52	17:52
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	26	25:05	10:10	5:19	16:55	16:55
SJ Zone X-11 Rural	29	17:34	11:32	3:39	17:00	17:00
SJ Zone X-6 Wilderness	8	29:03	16:39	6:26	29:03	29:03
SJ Zone X-10 Wilderness	5	35:38	19:25	12:20	35:38	35:38
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,519	22:20	5:33	2:25	8:31	8:31
All Suburban Compliance Areas	80	18:34	8:24	3:16	12:58	12:58
All Suburban-Moderate Compliance Areas	25	14:59	10:19	3:02	12:56	12:56
All Rural Compliance Areas	139	25:05	11:03	4:17	16:45	16:45
All Wilderness Compliance Areas	13	35:38	17:43	9:16	29:03	29:03
<b>Total Responses</b>	<b>3,776</b>					

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2018						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	322	13:42	4:25	1:57	6:40	
SJ Zone X-2 Urban	43	12:24	6:39	2:12	8:52	
SJ Zone X-3 Urban	21	11:14	4:34	1:58	6:31	
SJ Zone X-4 Urban	1,131	18:05	5:40	2:18	8:34	
SJ Zone X-5 Urban	1,447	18:38	5:33	2:17	8:20	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	124	13:27	5:51	2:30	9:11	
SJ Zone X-8 Urban	83	12:05	5:22	2:39	9:16	
SJ Zone X-9 Urban	260	18:28	4:54	2:43	7:50	
SJ Zone X-10 Urban	7	11:50	7:53	2:29	11:50	
SJ Zone X-11 Urban	3	5:33	4:18	0:53	5:33	
SJ Zone X-2 Suburban	17	11:33	8:08	1:35	10:20	
SJ Zone X-3 Suburban	10	11:41	7:06	2:13	9:07	
SJ Zone X-7 Suburban	29	18:23	8:47	3:27	13:40	
SJ Zone X-8 Suburban	7	10:33	6:41	2:41	10:33	
SJ Zone X-9 Suburban	18	14:08	6:57	3:07	12:56	
SJ Zone X-10 Suburban	2	6:26	4:57	1:28	6:26	
SJ Zone X-11 Suburban	7	12:50	7:51	2:09	12:50	
SJ Zone X-10 Suburban-Moderate	30	20:41	12:05	3:03	15:21	
SJ Zone X-2 Rural	35	19:33	11:22	3:32	16:01	
SJ Zone X-3 Rural	21	15:46	8:41	3:28	14:42	
SJ Zone X-5 Rural	3	14:00	9:48	3:38	14:00	
SJ Zone X-6 Rural	12	12:45	8:10	3:06	12:23	
SJ Zone X-7 Rural	7	18:12	11:17	3:09	18:12	
SJ Zone X-8 Rural	16	15:42	10:08	2:31	13:45	
SJ Zone X-9 Rural	2	6:43	6:33	0:09	6:43	
SJ Zone X-10 Rural	17	21:01	10:47	4:20	16:36	
SJ Zone X-11 Rural	33	23:54	12:56	5:12	21:30	
SJ Zone X-6 Wilderness	15	28:23	16:27	6:01	25:38	
SJ Zone X-10 Wilderness	4	19:24	13:23	5:50	19:24	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,441	18:38	5:27	2:21	8:24	
All Suburban Compliance Areas	90	18:23	7:47	2:56	11:19	
All Suburban-Moderate Compliance Areas	30	20:41	12:05	3:03	15:21	
All Rural Compliance Areas	146	23:54	10:46	4:14	16:32	
All Wilderness Compliance Areas	19	28:23	15:48	6:07	25:38	
<b>Total Responses</b>	<b>3,726</b>					

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	190	28:12	7:19	4:18	11:35
SJ Zone X-2 Urban	19	18:28	8:37	4:20	14:07
SJ Zone X-3 Urban	14	16:47	11:24	4:04	15:59
SJ Zone X-4 Urban	753	32:48	9:04	4:30	14:54
SJ Zone X-5 Urban	765	46:52	8:38	4:07	13:52
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	49	19:29	8:24	4:12	14:26
SJ Zone X-8 Urban	62	19:43	7:58	4:04	14:08
SJ Zone X-9 Urban	153	17:46	6:35	3:11	10:56
SJ Zone X-10 Urban	4	13:38	8:23	3:43	13:38
SJ Zone X-11 Urban	1	17:17	17:17	0:00	17:17
SJ Zone X-2 Suburban	3	19:35	15:21	3:00	19:35
SJ Zone X-3 Suburban	3	15:21	13:56	1:07	15:21
SJ Zone X-7 Suburban	13	13:51	9:34	3:50	13:34
SJ Zone X-8 Suburban	6	11:30	6:54	2:58	11:30
SJ Zone X-9 Suburban	8	15:24	7:07	4:20	15:24
SJ Zone X-10 Suburban	1	8:26	8:26	0:00	8:26
SJ Zone X-11 Suburban	1	7:14	7:14	0:00	7:14
SJ Zone X-10 Suburban-Moderate	10	18:40	13:26	3:20	16:18
SJ Zone X-2 Rural	15	29:10	14:30	6:01	24:29
SJ Zone X-3 Rural	18	26:09	16:46	6:09	25:26
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	10:40	10:40	0:00	10:40
SJ Zone X-7 Rural	5	27:56	17:16	8:01	27:56
SJ Zone X-8 Rural	6	14:58	11:29	2:28	14:58
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	9	24:51	15:22	5:14	24:51
SJ Zone X-11 Rural	10	24:16	18:02	5:01	23:29
SJ Zone X-6 Wilderness	2	20:03	18:25	1:37	20:03
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	1	17:42	17:42	0:00	17:42
All Urban Compliance Areas	2010	46:52	8:31	4:18	14:08
All Suburban Compliance Areas	35	19:35	9:19	4:24	13:51
All Suburban-Moderate Compliance Areas	10	18:40	13:26	3:20	16:18
All Rural Compliance Areas	64	29:10	15:41	6:01	24:20
All Wilderness Compliance Areas	3	20:03	18:11	1:22	20:03
<b>Total Responses</b>	<b>2,122</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2018						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	201	25:00	7:03	4:02	12:06	
SJ Zone X-2 Urban	31	24:12	10:31	4:52	15:52	
SJ Zone X-3 Urban	6	10:09	5:01	2:37	10:09	
SJ Zone X-4 Urban	733	30:44	9:04	4:25	14:37	
SJ Zone X-5 Urban	772	81:18	8:47	4:45	13:56	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	59	21:34	7:42	3:39	12:39	
SJ Zone X-8 Urban	48	26:33	8:20	5:52	16:51	
SJ Zone X-9 Urban	129	44:54	8:15	5:47	13:39	
SJ Zone X-10 Urban	5	12:33	8:48	2:24	12:33	
SJ Zone X-11 Urban	5	9:21	6:03	2:42	9:21	
SJ Zone X-2 Suburban	5	23:45	15:02	5:25	23:45	
SJ Zone X-3 Suburban	4	11:24	6:59	3:38	11:24	
SJ Zone X-7 Suburban	28	21:44	11:27	4:54	18:44	
SJ Zone X-8 Suburban	1	8:57	8:57	0:00	8:57	
SJ Zone X-9 Suburban	1	6:35	6:35	0:00	6:35	
SJ Zone X-10 Suburban	0					
SJ Zone X-11 Suburban	0					
SJ Zone X-10 Suburban-Moderate	7	32:51	17:28	6:25	32:51	
SJ Zone X-2 Rural	14	25:05	16:02	4:42	23:50	
SJ Zone X-3 Rural	8	14:31	9:59	3:15	14:31	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	0					
SJ Zone X-7 Rural	5	19:05	14:42	4:49	19:05	
SJ Zone X-8 Rural	5	18:38	12:46	3:15	18:38	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	7	15:42	13:59	1:44	15:42	
SJ Zone X-11 Rural	5	26:55	14:53	8:46	26:55	
SJ Zone X-6 Wilderness	1	20:54	20:54	0:00	20:54	
SJ Zone X-10 Wilderness	0					
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	1,989	81:18	8:39	4:41	14:09	
All Suburban Compliance Areas	39	23:45	11:16	5:10	18:44	
All Suburban-Moderate Compliance Areas	7	32:51	17:28	6:25	32:51	
All Rural Compliance Areas	44	26:55	13:57	5:09	20:01	
All Wilderness Compliance Areas	1	20:54	20:54	0:00	20:54	
<b>Total Responses</b>	<b>2,080</b>					



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

May 1, 2018 through May 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	354	22	93.79%	15	95.76%
SJ Zone X-2	99	17	82.83%	14	85.86%
SJ Zone X-3	62	22	64.52%	16	74.19%
SJ Zone X-4	1,187	188	84.16%	138	88.37%
SJ Zone X-5	1,408	213	84.87%	176	87.50%
SJ Zone X-6	13	0	100.00%	0	100.00%
SJ Zone X-7	140	33	76.43%	19	86.43%
SJ Zone X-8	112	32	71.43%	21	81.25%
SJ Zone X-9	285	34	88.07%	28	90.18%
SJ Zone X-10	72	5	93.06%	3	95.83%
SJ Zone X-11	45	3	93.33%	1	97.78%
<b>All Zones Combined</b>	<b>3,777</b>	<b>569</b>	<b>84.94%</b>	<b>431</b>	<b>88.59%</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, 2018 through June 30, 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	322	21	93.48%	15	95.34%
SJ Zone X-2	95	14	85.26%	10	89.47%
SJ Zone X-3	52	3	94.23%	2	96.15%
SJ Zone X-4	1,131	180	84.08%	138	87.80%
SJ Zone X-5	1,450	226	84.41%	165	88.62%
SJ Zone X-6	27	0	100.00%	0	100.00%
SJ Zone X-7	160	39	75.63%	30	81.25%
SJ Zone X-8	106	17	83.96%	13	87.74%
SJ Zone X-9	280	31	88.93%	20	92.86%
SJ Zone X-10	60	8	86.67%	4	93.33%
SJ Zone X-11	43	7	83.72%	5	88.37%
<b>All Zones Combined</b>	<b>3,726</b>	<b>546</b>	<b>85.35%</b>	<b>402</b>	<b>89.21%</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, 2018 through May 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	190	7	96.32%	4	97.89%
SJ Zone X-2	37	2	94.59%	2	94.59%
SJ Zone X-3	35	3	91.43%	3	91.43%
SJ Zone X-4	753	51	93.23%	41	94.56%
SJ Zone X-5	765	37	95.16%	27	96.47%
SJ Zone X-6	3	0	100.00%	0	100.00%
SJ Zone X-7	67	4	94.03%	3	95.52%
SJ Zone X-8	74	5	93.24%	3	95.95%
SJ Zone X-9	161	3	98.14%	3	98.14%
SJ Zone X-10	24	0	100.00%	0	100.00%
SJ Zone X-11	13	1	92.31%	0	100.00%
<b>All Zones Combined</b>	<b>2,122</b>	<b>113</b>	<b>94.67%</b>	<b>86</b>	<b>95.95%</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, 2018 through June 30, 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	201	6	97.01%	4	98.01%
SJ Zone X-2	50	7	86.00%	5	90.00%
SJ Zone X-3	18	0	100.00%	0	100.00%
SJ Zone X-4	733	39	94.68%	25	96.59%
SJ Zone X-5	772	40	94.82%	24	96.89%
SJ Zone X-6	1	0	100.00%	0	100.00%
SJ Zone X-7	92	3	96.74%	3	96.74%
SJ Zone X-8	54	5	90.74%	1	98.15%
SJ Zone X-9	130	8	93.85%	7	94.62%
SJ Zone X-10	19	1	94.74%	1	94.74%
SJ Zone X-11	10	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>2,080</b>	<b>109</b>	<b>94.76%</b>	<b>70</b>	<b>96.63%</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, 2018 through May 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	90	9	90.00%	7	92.22%
CCT-IFT	10	1	90.00%	0	100.00%

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

June 1, 2018 through June 30, 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	78	5	93.59%	4	94.87%
CCT-IFT	12	2	83.33%	2	83.33%

**Exemption Request Reports**

Types of Exemptions	May		June	
	Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	0	1	0
Delays in Transferring Care at ED	135	4	166	4
False Report of Emergency	3	0	3	0
Location Change	1	0	3	1
MCI	0	3	0	0
Other	3	0	0	0
Reduced/Upgraded Response	9	0	2	0
Road Construction	6	2	5	0
Traffic Secondary to Call	4	0	1	0
Train	5	1	3	0

**Mutual Aid**

Compliance Zone	Provider	May 2018	June 2018
SJ Zone X-1	Manteca District Ambulance	0	1
SJ Zone X-4	Manteca District Ambulance	0	3
SJ Zone X-5	Manteca District Ambulance	9	12
SJ Zone X-8	Manteca District Ambulance	14	4
SJ Zone X-8	Escalon Community Ambulance	2	0
SJ Zone X-9	Manteca District Ambulance	14	2
SJ Zone X-10	Manteca District Ambulance	0	1
SJ Zone X-11	Manteca District Ambulance	2	4
SJ Zone X-10 MOD	Manteca District Ambulance	0	3

**Failure to Provide Data**

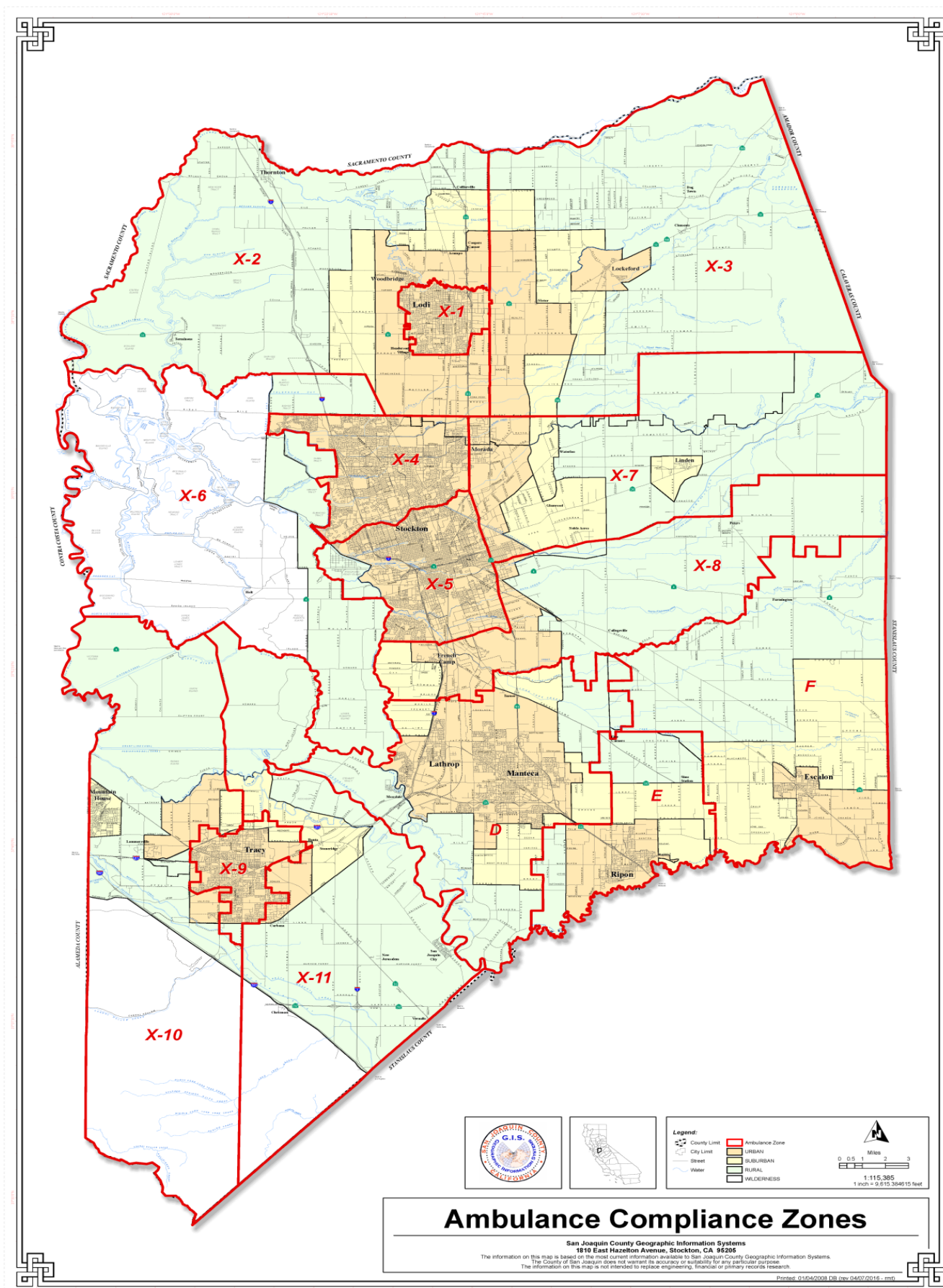
Event Type	May 2018	June 2018
N/A		


**Mechanical Report**


Event Type	Date	Preventable
N/A		


**Community Service Report**

Event Type
See Appendix A.









**Legend:**

County Limit	Ambulance Zone
City Limit	URBANI
Street	SUBURBAN
Water	RURAL
	WILDERNESS

## Ambulance Compliance Zones

San Joaquin County Geographic Information Systems  
1810 East Hazelton Avenue, Stockton, CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant the accuracy or suitability for any particular purpose. The information on this map is not intended to replace engineering, technical or primary records research.

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