



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: April 18, 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 January and February 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 48 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-six percent (66%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for January and February may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

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

January 1, 2018 through January 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	383	15	96.08%	X		
SJ Zone X-2	114	16	85.96%		X	
SJ Zone X-3*	74	12	83.78%	####	####	
SJ Zone X-4	1,335	134	89.96%		X	
SJ Zone X-5	1,480	139	90.61%	X		
SJ Zone X-6*	10	0	100.00%	####	####	
SJ Zone X-7	174	21	87.93%		X	
SJ Zone X-8	115	11	90.43%	X		
SJ Zone X-9	293	22	92.49%	X		
SJ Zone X-10*	78	4	94.87%	####	####	
SJ Zone X-11*	57	1	98.25%	####	####	
All Zones Combined	4,113	375	90.88%	4	3	

* 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

January 1, 2018 through January 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-3	January 2018	January 2018	74	12	83.78%	####	####
SJ Zone X-6	December 2017	January 2018	17	0	100.00%	####	####
SJ Zone X-10	January 2018	January 2018	78	4	94.87%	####	####
SJ Zone X-11	December 2017	January 2018	94	3	96.81%	####	####

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

February 1, 2018 through February 28, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	320	28	91.25%	X		
SJ Zone X-2*	91	15	83.52%	####	####	
SJ Zone X-3*	57	14	75.44%	####	####	
SJ Zone X-4	1,182	141	88.07%		X	
SJ Zone X-5	1,286	122	90.51%	X		
SJ Zone X-6*	11	0	100.00%	####	####	
SJ Zone X-7	159	19	88.05%		X	
SJ Zone X-8*	97	11	88.66%	####	####	
SJ Zone X-9	285	12	95.79%	X		
SJ Zone X-10*	65	2	96.92%	####	####	
SJ Zone X-11*	47	6	87.23%	####	####	
All Zones Combined	3,600	370	89.72%	3	2	

* 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

February 1, 2018 through February 28, 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	February 2018	February 2018	91	15	83.52%	####	####
SJ Zone X-3	January 2018	February 2018	131	26	80.15%		X
SJ Zone X-6	December 2017	February 2018	28	0	100.00%	####	####
SJ Zone X-8	February 2018	February 2018	97	11	88.66%	####	####
SJ Zone X-10	January 2018	February 2018	143	6	95.80%	X	
SJ Zone X-11	December 2017	February 2018	141	9	93.62%	X	

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

January 1, 2018 through January 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	235	9	96.17%	
SJ Zone X-2*	49	1	97.96%	
SJ Zone X-3*	26	1	96.15%	
SJ Zone X-4	762	36	95.28%	
SJ Zone X-5	768	21	97.27%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	66	2	96.97%	
SJ Zone X-8*	62	1	98.39%	
SJ Zone X-9	178	7	96.07%	
SJ Zone X-10*	24	0	100.00%	
SJ Zone X-11*	17	0	100.00%	
All Zones Combined	2,189	78	96.44%	

* 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

January 1, 2018 through January 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	November 2017	January 2018	121	4	96.69%
SJ Zone X-3	December 2017	January 2018	49	2	95.92%
SJ Zone X-6	May 2016	January 2018	75	0	100.00%
SJ Zone X-7	December 2017	January 2018	119	4	96.64%
SJ Zone X-8	December 2017	January 2018	111	3	97.30%
SJ Zone X-10	November 2017	January 2018	65	0	100.00%
SJ Zone X-11	June 2017	January 2018	112	0	100.00%

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

February 1, 2018 through February 28, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	201	3	98.51%	
SJ Zone X-2*	38	1	97.37%	
SJ Zone X-3*	16	1	93.75%	
SJ Zone X-4	645	31	95.19%	
SJ Zone X-5	661	30	95.46%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	66	3	95.45%	
SJ Zone X-8*	44	1	97.73%	
SJ Zone X-9	145	6	95.86%	
SJ Zone X-10*	20	0	100.00%	
SJ Zone X-11*	20	0	100.00%	
All Zones Combined	1,859	76	95.91%	

* 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

February 1, 2018 through February 28, 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	February 2018	February 2018	38	1	97.37%
SJ Zone X-3	December 2017	February 2018	65	3	95.38%
SJ Zone X-6	May 2016	February 2018	78	0	100.00%
SJ Zone X-7	February 2018	February 2018	66	3	95.45%
SJ Zone X-8	February 2018	February 2018	44	1	97.73%
SJ Zone X-10	November 2017	February 2018	85	0	100.00%
SJ Zone X-11	February 2018	February 2018	20	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

January 1, 2018 through January 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	Compliant No	
ALS-IFT	75	155	December 2017	January 2018	8	94.84%	X		
CCT-IFT	10	75	September 2017	January 2018	4	94.67%	####	####	

Response Time Compliance Report - Interfacility Transfer (IFT)

February 1, 2018 through February 28, 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	Compliant No	
ALS-IFT	72	72	February 2018	February 2018	2	97.22%	####	####	
CCT-IFT	15	90	September 2017	February 2018	6	93.33%	####	####	

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2018 through January 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	618	24	96.12%	
SJ Zone X-2	163	17	89.57%	
SJ Zone X-3	100	13	87.00%	
SJ Zone X-4	2,097	170	91.89%	
SJ Zone X-5	2,248	160	92.88%	
SJ Zone X-6	12	0	100.00%	
SJ Zone X-7	240	23	90.42%	
SJ Zone X-8	177	12	93.22%	
SJ Zone X-9	471	29	93.84%	
SJ Zone X-10	102	4	96.08%	
SJ Zone X-11	74	1	98.65%	
All Zones Combined	6,302	453	92.81%	

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2018 through February 28, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	521	31	94.05%	
SJ Zone X-2	129	16	87.60%	
SJ Zone X-3	73	15	79.45%	
SJ Zone X-4	1,827	172	90.59%	
SJ Zone X-5	1,947	152	92.19%	
SJ Zone X-6	14	0	100.00%	
SJ Zone X-7	225	22	90.22%	
SJ Zone X-8	141	12	91.49%	
SJ Zone X-9	430	18	95.81%	
SJ Zone X-10	85	2	97.65%	
SJ Zone X-11	67	6	91.04%	
All Zones Combined	5,459	446	91.83%	

Fines and Penalties Report

Type of Penalty	January 2018	February 2018
Out of compliance response zones	\$45,000	\$70,000
Code 2 and Code 3 Late response minutes	\$51,500	\$54,400
ALS IFT or CCT-IFT Late response minutes	\$800	\$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
Totals	\$97,300	\$125,600

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	383	15:47	4:41	2:11	7:14
SJ Zone X-2 Urban	58	14:08	6:00	2:18	8:31
SJ Zone X-3 Urban	30	10:43	6:48	2:25	9:55
SJ Zone X-4 Urban	1,335	20:46	5:45	2:24	8:49
SJ Zone X-5 Urban	1,480	21:23	5:24	2:18	8:14
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	131	12:05	5:06	2:28	8:20
SJ Zone X-8 Urban	100	14:42	5:15	2:46	8:38
SJ Zone X-9 Urban	284	22:37	5:06	3:09	8:21
SJ Zone X-10 Urban	12	10:27	6:33	2:43	9:40
SJ Zone X-11 Urban	6	7:08	6:23	0:36	7:08
SJ Zone X-2 Suburban	19	16:40	8:10	3:33	13:00
SJ Zone X-3 Suburban	8	10:27	6:29	2:21	10:27
SJ Zone X-7 Suburban	32	18:07	8:05	4:03	12:02
SJ Zone X-8 Suburban	3	9:04	5:41	2:27	9:04
SJ Zone X-9 Suburban	8	12:52	6:45	2:35	12:52
SJ Zone X-10 Suburban	6	7:13	5:10	1:17	7:13
SJ Zone X-11 Suburban	9	9:29	7:13	1:51	9:29
SJ Zone X-10 Suburban-Moderate	37	17:56	11:06	2:26	15:11
SJ Zone X-2 Rural	37	19:24	11:28	4:00	18:19
SJ Zone X-3 Rural	36	25:41	11:34	3:52	15:11
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	13:36	9:17	3:01	13:36
SJ Zone X-7 Rural	11	19:57	12:15	4:32	17:19
SJ Zone X-8 Rural	12	19:58	9:29	4:24	15:11
SJ Zone X-9 Rural	1	5:49	5:49	0:00	5:49
SJ Zone X-10 Rural	18	16:46	9:58	3:25	16:04
SJ Zone X-11 Rural	39	30:39	13:20	5:56	21:07
SJ Zone X-6 Wilderness	5	25:10	18:21	5:01	25:10
SJ Zone X-10 Wilderness	5	14:28	11:27	4:12	14:28
SJ Zone X-11 Wilderness	3	20:14	15:08	3:44	20:14
All Urban Compliance Areas	3,819	22:37	5:26	2:27	8:27
All Suburban Compliance Areas	85	18:07	7:26	3:25	11:53
All Suburban-Moderate Compliance Areas	37	17:56	11:06	2:26	15:11
All Rural Compliance Areas	159	30:39	11:34	4:41	17:19
All Wilderness Compliance Areas	13	25:10	14:57	5:22	21:38
Total Responses	4,113				

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	320	16:15	5:13	2:34	8:11
SJ Zone X-2 Urban	50	23:48	6:36	3:14	9:03
SJ Zone X-3 Urban	25	29:09	7:39	5:02	10:11
SJ Zone X-4 Urban	1,182	19:45	5:45	2:25	8:38
SJ Zone X-5 Urban	1,286	22:30	5:34	2:21	8:21
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	127	14:54	5:26	2:46	9:37
SJ Zone X-8 Urban	77	13:43	5:48	2:36	9:38
SJ Zone X-9 Urban	274	16:17	4:46	2:17	7:05
SJ Zone X-10 Urban	8	7:28	6:03	1:01	7:28
SJ Zone X-11 Urban	5	12:55	8:34	2:29	12:55
SJ Zone X-2 Suburban	12	12:30	7:23	2:54	10:46
SJ Zone X-3 Suburban	11	9:55	7:10	2:33	9:40
SJ Zone X-7 Suburban	23	14:14	8:07	2:46	12:34
SJ Zone X-8 Suburban	6	6:10	4:35	1:02	6:10
SJ Zone X-9 Suburban	10	9:17	5:18	1:47	6:55
SJ Zone X-10 Suburban	6	14:27	6:18	3:45	14:27
SJ Zone X-11 Suburban	7	12:58	8:21	2:23	12:58
SJ Zone X-10 Suburban-Moderate	21	23:37	12:42	3:48	14:54
SJ Zone X-2 Rural	29	22:33	12:01	4:41	20:22
SJ Zone X-3 Rural	21	23:51	9:46	4:25	12:55
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	6	13:28	9:43	2:40	13:28
SJ Zone X-7 Rural	9	21:55	13:20	4:13	21:55
SJ Zone X-8 Rural	14	21:46	9:30	4:26	13:07
SJ Zone X-9 Rural	1	6:25	6:25	0:00	6:25
SJ Zone X-10 Rural	21	20:14	10:31	4:03	16:36
SJ Zone X-11 Rural	35	21:07	10:40	4:05	15:06
SJ Zone X-6 Wilderness	4	24:51	15:36	8:57	24:51
SJ Zone X-10 Wilderness	9	62:00	21:05	14:57	62:00
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,354	29:09	5:34	2:29	8:29
All Suburban Compliance Areas	75	14:27	7:06	2:52	10:46
All Suburban-Moderate Compliance Areas	21	23:37	12:42	3:48	14:54
All Rural Compliance Areas	136	23:51	10:47	4:24	17:46
All Wilderness Compliance Areas	13	62:00	19:24	13:38	25:54
Total Responses	3,599				

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	235	47:34	8:33	5:51	14:48
SJ Zone X-2 Urban	24	15:56	7:54	3:33	13:19
SJ Zone X-3 Urban	14	13:15	8:42	3:04	12:26
SJ Zone X-4 Urban	762	45:10	9:54	5:15	16:00
SJ Zone X-5 Urban	768	36:10	8:49	4:48	14:06
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	51	20:00	8:19	4:15	13:32
SJ Zone X-8 Urban	55	29:27	8:11	4:58	13:54
SJ Zone X-9 Urban	177	33:14	7:34	5:25	13:46
SJ Zone X-10 Urban	5	18:42	10:01	5:04	18:42
SJ Zone X-11 Urban	2	8:30	5:34	2:55	8:30
SJ Zone X-2 Suburban	7	10:43	8:08	1:43	10:43
SJ Zone X-3 Suburban	3	19:11	13:04	4:52	19:11
SJ Zone X-7 Suburban	11	18:44	10:49	3:51	16:36
SJ Zone X-8 Suburban	1	4:45	4:45	0:00	4:45
SJ Zone X-9 Suburban	1	6:38	6:38	0:00	6:38
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	4	53:16	18:23	20:10	53:16
SJ Zone X-10 Suburban-Moderate	16	22:17	14:20	4:12	21:29
SJ Zone X-2 Rural	18	31:47	15:34	6:26	25:03
SJ Zone X-3 Rural	9	17:13	11:23	4:24	17:13
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	7:38	7:38	0:00	7:38
SJ Zone X-7 Rural	4	19:15	15:28	2:48	19:15
SJ Zone X-8 Rural	6	28:09	13:40	7:01	28:09
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	3	10:11	7:04	2:30	10:11
SJ Zone X-11 Rural	11	21:51	16:08	3:55	20:33
SJ Zone X-6 Wilderness	1	10:45	10:45	0:00	10:45
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2093	47:34	9:02	5:10	14:55
All Suburban Compliance Areas	27	53:16	11:07	9:05	18:44
All Suburban-Moderate Compliance Areas	16	22:17	14:20	4:12	21:29
All Rural Compliance Areas	52	31:47	14:06	5:51	20:33
All Wilderness Compliance Areas	1	10:45	10:45	0:00	10:45
Total Responses	2,189				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 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	28:38	7:23	4:02	11:52
SJ Zone X-2 Urban	22	17:52	8:21	3:28	11:30
SJ Zone X-3 Urban	7	27:48	9:35	7:37	27:48
SJ Zone X-4 Urban	645	39:02	9:26	4:53	15:54
SJ Zone X-5 Urban	661	34:22	9:01	4:40	14:38
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	48	23:08	8:06	4:34	13:12
SJ Zone X-8 Urban	38	20:55	8:35	4:29	14:08
SJ Zone X-9 Urban	141	30:22	6:58	4:41	13:16
SJ Zone X-10 Urban	4	14:53	10:56	3:06	14:53
SJ Zone X-11 Urban	2	8:45	8:06	0:39	8:45
SJ Zone X-2 Suburban	4	15:34	11:59	3:37	15:34
SJ Zone X-3 Suburban	2	10:21	10:19	0:01	10:21
SJ Zone X-7 Suburban	17	26:44	9:02	5:59	19:27
SJ Zone X-8 Suburban	2	9:25	8:46	0:39	9:25
SJ Zone X-9 Suburban	4	11:35	8:38	2:04	11:35
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	4	16:50	10:35	4:15	16:50
SJ Zone X-10 Suburban-Moderate	11	32:19	16:19	5:48	19:51
SJ Zone X-2 Rural	12	21:10	13:45	4:14	17:47
SJ Zone X-3 Rural	7	14:13	10:28	2:44	14:13
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	1	27:29	27:29	0:00	27:29
SJ Zone X-8 Rural	4	22:37	13:25	6:33	22:37
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	5	29:09	14:16	9:23	29:09
SJ Zone X-11 Rural	14	29:37	15:46	7:33	25:26
SJ Zone X-6 Wilderness	3	21:15	18:33	3:01	21:15
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,769	39:02	8:47	4:45	14:40
All Suburban Compliance Areas	33	26:44	9:35	4:54	15:34
All Suburban-Moderate Compliance Areas	11	32:19	16:19	5:48	19:51
All Rural Compliance Areas	43	29:37	14:13	6:48	24:00
All Wilderness Compliance Areas	3	21:15	18:33	3:01	21:15
Total Responses	1,859				

Comparison of Compliance with and without Exemptions - RLS

January 1, 2018 through January 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	383	25	93.47%	15	96.08%
SJ Zone X-2	114	23	79.82%	16	85.96%
SJ Zone X-3	74	15	79.73%	12	83.78%
SJ Zone X-4	1,335	223	83.30%	134	89.96%
SJ Zone X-5	1,480	203	86.28%	139	90.61%
SJ Zone X-6	10	0	100.00%	0	100.00%
SJ Zone X-7	174	33	81.03%	21	87.93%
SJ Zone X-8	115	18	84.35%	11	90.43%
SJ Zone X-9	293	38	87.03%	22	92.49%
SJ Zone X-10	78	5	93.59%	4	94.87%
SJ Zone X-11	57	7	87.72%	1	98.25%
All Zones Combined	4,113	590	85.66%	375	90.88%

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

Comparison of Compliance with and without Exemptions - RLS

February 1, 2018 through February 28, 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	320	40	87.50%	28	91.25%
SJ Zone X-2	91	20	78.02%	15	83.52%
SJ Zone X-3	57	16	71.93%	14	75.44%
SJ Zone X-4	1,182	199	83.16%	141	88.07%
SJ Zone X-5	1,286	192	85.07%	122	90.51%
SJ Zone X-6	11	0	100.00%	0	100.00%
SJ Zone X-7	159	32	79.87%	19	88.05%
SJ Zone X-8	97	17	82.47%	11	88.66%
SJ Zone X-9	285	17	94.04%	12	95.79%
SJ Zone X-10	65	6	90.77%	2	96.92%
SJ Zone X-11	47	8	82.98%	6	87.23%
All Zones Combined	3,600	547	84.81%	370	89.72%

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

Comparison of Compliance with and without Exemptions - NRLS

January 1, 2018 through January 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	235	11	95.32%	9	96.17%
SJ Zone X-2	49	1	97.96%	1	97.96%
SJ Zone X-3	26	1	96.15%	1	96.15%
SJ Zone X-4	762	67	91.21%	36	95.28%
SJ Zone X-5	768	41	94.66%	21	97.27%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	66	3	95.45%	2	96.97%
SJ Zone X-8	62	2	96.77%	1	98.39%
SJ Zone X-9	178	11	93.82%	7	96.07%
SJ Zone X-10	24	1	95.83%	0	100.00%
SJ Zone X-11	17	1	94.12%	0	100.00%
All Zones Combined	2,189	139	93.65%	78	96.44%

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

Comparison of Compliance with and without Exemptions - NRLS

February 1, 2018 through February 28, 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	3	98.51%	3	98.51%
SJ Zone X-2	38	1	97.37%	1	97.37%
SJ Zone X-3	16	1	93.75%	1	93.75%
SJ Zone X-4	645	50	92.25%	31	95.19%
SJ Zone X-5	661	48	92.74%	30	95.46%
SJ Zone X-6	3	0	100.00%	0	100.00%
SJ Zone X-7	66	6	90.91%	3	95.45%
SJ Zone X-8	44	2	95.45%	1	97.73%
SJ Zone X-9	145	7	95.17%	6	95.86%
SJ Zone X-10	20	1	95.00%	0	100.00%
SJ Zone X-11	20	0	100.00%	0	100.00%
All Zones Combined	1,859	119	93.60%	76	95.91%

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

Comparison of Compliance with and without Exemptions - IFT

January 1, 2018 through January 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	75	3	96.00%	2	97.33%
CCT-IFT	10	1	90.00%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

February 1, 2018 through February 28, 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	72	8	88.89%	2	97.22%
CCT-IFT	15	2	86.67%	2	86.67%

Exemption Request Reports

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	3	1	0	0
Delays in Transferring Care at ED	251	1	209	1
False Report of Emergency	2	0	3	0
Freeway Access	2	0	0	0
Location Change	2	1	3	0
Other	7	0	1	0
Reduced/Upgraded Response	0	0	1	2
Road Closure	2	0	3	1
Traffic Secondary to Call	0	0	1	1
Train	6	0	4	0
Weather	3	0	1	0
Zone Assist	0	2	0	0

Mutual Aid

Compliance Zone	Provider	January 2018	February 2018
SJ Zone X-3	Manteca District Ambulance	0	1
SJ Zone X-4	Manteca District Ambulance	1	1
SJ Zone X-5	Manteca District Ambulance	10	17
SJ Zone X-8	Escalon Community Ambulance	1	0
SJ Zone X-8	Manteca District Ambulance	6	6
SJ Zone X-9	Manteca District Ambulance	9	6
SJ Zone X-9	Escalon Community Ambulance	1	0
SJ Zone X-10	Manteca District Ambulance	0	5
SJ Zone X-11	Manteca District Ambulance	4	6
SJ Zone X-10 MOD	Manteca District Ambulance	0	2

Failure to Provide Data

Event Type	January 2018	February 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

