



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: May 31, 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 March and April 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 53 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 March and April 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)**

March 1, 2018 through March 31, 2018							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	356	45	87.36%		X		
SJ Zone X-2*	94	13	86.17%	####	####		
SJ Zone X-3*	56	5	91.07%	####	####		
SJ Zone X-4	1,326	132	90.05%	X			
SJ Zone X-5	1,477	147	90.05%	X			
SJ Zone X-6*	14	0	100.00%	####	####		
SJ Zone X-7	129	19	85.27%		X		
SJ Zone X-8*	96	18	81.25%	####	####		
SJ Zone X-9	290	14	95.17%	X			
SJ Zone X-10*	86	6	93.02%	####	####		
SJ Zone X-11*	35	4	88.57%	####	####		
<b>All Zones Combined</b>	<b>3,959</b>	<b>403</b>	<b>89.82%</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**

March 1, 2018 through March 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	February 2018	March 2018	185	28	84.86%		X
SJ Zone X-3	March 2018	March 2018	56	5	91.07%	####	####
SJ Zone X-6	December 2017	March 2018	42	0	100.00%	####	####
SJ Zone X-8	February 2018	March 2018	193	29	84.97%		X
SJ Zone X-10	March 2018	March 2018	86	6	93.02%	####	####
SJ Zone X-11	March 2018	March 2018	35	4	88.57%	####	####

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

April 1, 2018 through April 30, 2018							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	309	27	91.26%	X			
SJ Zone X-2*	96	13	86.46%	####	####		
SJ Zone X-3*	52	4	92.31%	####	####		
SJ Zone X-4	1,219	130	89.34%		X		
SJ Zone X-5	1,429	137	90.41%	X			
SJ Zone X-6*	21	0	100.00%	####	####		
SJ Zone X-7	132	11	91.67%	X			
SJ Zone X-8	105	19	81.90%		X		
SJ Zone X-9	268	14	94.78%	X			
SJ Zone X-10*	86	5	94.19%	####	####		
SJ Zone X-11*	43	2	95.35%	####	####		
<b>All Zones Combined</b>	<b>3,760</b>	<b>362</b>	<b>90.37%</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**

April 1, 2018 through April 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	April 2018	April 2018	96	13	86.46%	####	####
SJ Zone X-3	March 2018	April 2018	108	9	91.67%	X	
SJ Zone X-6	December 2017	April 2018	63	0	100.00%	####	####
SJ Zone X-10	March 2018	April 2018	172	11	93.60%	X	
SJ Zone X-11	March 2018	April 2018	78	6	92.31%	####	####

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

March 1, 2018 through March 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	235	5	97.87%	
SJ Zone X-2*	37	1	97.30%	
SJ Zone X-3*	31	0	100.00%	
SJ Zone X-4	728	34	95.33%	
SJ Zone X-5	747	34	95.45%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	71	3	95.77%	
SJ Zone X-8*	72	0	100.00%	
SJ Zone X-9	158	2	98.73%	
SJ Zone X-10*	23	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
<b>All Zones Combined</b>	<b>2,120</b>	<b>79</b>	<b>96.27%</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**

March 1, 2018 through March 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	February 2018	March 2018	75	2	97.33%
SJ Zone X-3	December 2017	March 2018	96	3	96.88%
SJ Zone X-6	May 2016	March 2018	82	0	100.00%
SJ Zone X-7	February 2018	March 2018	137	6	95.62%
SJ Zone X-8	February 2018	March 2018	116	1	99.14%
SJ Zone X-10	November 2017	March 2018	108	0	100.00%
SJ Zone X-11	February 2018	March 2018	34	0	100.00%

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

April 1, 2018 through April 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	220	5	97.73%	
SJ Zone X-2*	34	1	97.06%	
SJ Zone X-3*	18	3	83.33%	
SJ Zone X-4	691	30	95.66%	
SJ Zone X-5	725	21	97.10%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	56	2	96.43%	
SJ Zone X-8*	61	3	95.08%	
SJ Zone X-9	139	3	97.84%	
SJ Zone X-10*	20	0	100.00%	
SJ Zone X-11*	10	0	100.00%	
<b>All Zones Combined</b>	<b>1,977</b>	<b>68</b>	<b>96.56%</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**

April 1, 2018 through April 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	February 2018	April 2018	109	3	97.25%
SJ Zone X-3	December 2017	April 2018	114	6	94.74%
SJ Zone X-6	May 2016	April 2018	85	0	100.00%
SJ Zone X-7	April 2018	April 2018	56	2	96.43%
SJ Zone X-8	April 2018	April 2018	61	3	95.08%
SJ Zone X-10	April 2018	April 2018	20	0	100.00%
SJ Zone X-11	February 2018	April 2018	44	0	100.00%

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

March 1, 2018 through March 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	84	156	February 2018	March 2018	12	92.31%	X	
CCT-IFT	14	104	September 2017	March 2018	7	93.27%	X	

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

April 1, 2018 through April 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	Compliant No
ALS-IFT	90	90	April 2018	April 2018	13	85.56%	####	####
CCT-IFT	8	8	April 2018	April 2018	0	100.00%	####	####

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

March 1, 2018 through March 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	591	50	91.54%	
SJ Zone X-2	131	14	89.31%	
SJ Zone X-3	87	5	94.25%	
SJ Zone X-4	2,054	166	91.92%	
SJ Zone X-5	2,224	181	91.86%	
SJ Zone X-6	18	0	100.00%	
SJ Zone X-7	200	22	89.00%	
SJ Zone X-8	168	18	89.29%	
SJ Zone X-9	448	16	96.43%	
SJ Zone X-10	109	6	94.50%	
SJ Zone X-11	49	4	91.84%	
<b>All Zones Combined</b>	<b>6,079</b>	<b>482</b>	<b>92.07%</b>	

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

April 1, 2018 through April 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	529	32	93.95%	
SJ Zone X-2	130	14	89.23%	
SJ Zone X-3	70	7	90.00%	
SJ Zone X-4	1,910	160	91.62%	
SJ Zone X-5	2,154	158	92.66%	
SJ Zone X-6	24	0	100.00%	
SJ Zone X-7	188	13	93.09%	
SJ Zone X-8	166	22	86.75%	
SJ Zone X-9	407	17	95.82%	
SJ Zone X-10	106	5	95.28%	
SJ Zone X-11	53	2	96.23%	
<b>All Zones Combined</b>	<b>5,737</b>	<b>430</b>	<b>92.50%</b>	

## Fines and Penalties Report

Type of Penalty	March 2018	April 2018
Out of compliance response zones	\$140,000	\$55,000
Code 2 and Code 3 Late response minutes	\$48,800	\$35,400
ALS IFT or CCT-IFT Late response minutes	\$3,400	\$4,200
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>\$192,200</b>	<b>\$94,600</b>

## Detailed Response Time Analysis without Exemptions Applied - RLS

March 2018						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	356	16:13	5:36	2:37	9:09	
SJ Zone X-2 Urban	49	11:52	6:40	2:17	10:05	
SJ Zone X-3 Urban	24	12:43	5:16	3:12	10:37	
SJ Zone X-4 Urban	1,326	20:54	5:36	2:31	8:53	
SJ Zone X-5 Urban	1,477	21:23	5:34	2:19	8:17	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	93	10:21	5:06	2:18	8:32	
SJ Zone X-8 Urban	79	18:41	6:19	3:20	10:49	
SJ Zone X-9 Urban	281	22:01	4:40	2:53	7:14	
SJ Zone X-10 Urban	18	11:55	6:14	2:21	8:51	
SJ Zone X-11 Urban	6	11:49	6:59	2:17	11:49	
SJ Zone X-2 Suburban	11	8:23	5:35	2:26	8:18	
SJ Zone X-3 Suburban	10	8:57	5:10	2:03	7:23	
SJ Zone X-7 Suburban	23	17:21	8:15	3:47	13:34	
SJ Zone X-8 Suburban	9	12:48	7:42	3:24	12:48	
SJ Zone X-9 Suburban	9	9:20	5:24	2:21	9:20	
SJ Zone X-10 Suburban	4	7:09	4:41	1:59	7:09	
SJ Zone X-11 Suburban	3	9:30	7:12	1:42	9:30	
SJ Zone X-10 Suburban-Moderate	29	25:12	12:09	4:21	19:03	
SJ Zone X-2 Rural	34	25:58	11:55	4:48	17:43	
SJ Zone X-3 Rural	22	18:39	8:29	3:26	13:05	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	5	10:47	6:54	2:21	10:47	
SJ Zone X-7 Rural	13	30:06	14:24	8:07	27:05	
SJ Zone X-8 Rural	8	13:49	8:15	3:34	13:49	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	29	13:49	8:32	2:30	12:40	
SJ Zone X-11 Rural	25	19:11	12:08	4:28	18:09	
SJ Zone X-6 Wilderness	9	27:30	17:14	6:11	27:30	
SJ Zone X-10 Wilderness	6	24:00	14:46	6:12	24:00	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,709	22:01	5:32	2:31	8:38	
All Suburban Compliance Areas	69	17:21	6:41	3:17	12:15	
All Suburban-Moderate Compliance Areas	29	25:12	12:09	4:21	19:03	
All Rural Compliance Areas	136	30:06	10:31	4:58	16:40	
All Wilderness Compliance Areas	15	27:30	16:15	6:18	26:29	
<b>Total Responses</b>	<b>3,958</b>					

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	309	15:44	4:50	2:31	8:13
SJ Zone X-2 Urban	52	17:53	6:46	3:06	10:19
SJ Zone X-3 Urban	20	20:16	6:18	3:47	7:15
SJ Zone X-4 Urban	1,219	28:28	5:37	2:22	8:34
SJ Zone X-5 Urban	1,427	16:44	5:27	2:14	8:10
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	112	16:13	5:23	2:32	8:39
SJ Zone X-8 Urban	91	12:27	6:15	2:51	9:58
SJ Zone X-9 Urban	261	18:24	4:54	2:30	7:29
SJ Zone X-10 Urban	12	14:04	5:45	3:32	8:29
SJ Zone X-11 Urban	7	6:25	5:21	0:41	6:25
SJ Zone X-2 Suburban	14	16:14	7:20	3:30	10:10
SJ Zone X-3 Suburban	6	12:16	7:11	3:21	12:16
SJ Zone X-7 Suburban	16	14:59	8:16	3:51	14:24
SJ Zone X-8 Suburban	3	5:36	4:23	0:58	5:36
SJ Zone X-9 Suburban	7	9:50	6:00	1:58	9:50
SJ Zone X-10 Suburban	5	10:48	6:09	2:51	10:48
SJ Zone X-11 Suburban	5	9:21	7:34	1:15	9:21
SJ Zone X-10 Suburban-Moderate	28	25:27	11:52	3:22	14:44
SJ Zone X-2 Rural	30	20:36	10:49	4:28	16:07
SJ Zone X-3 Rural	26	22:18	10:54	4:50	16:41
SJ Zone X-5 Rural	2	13:14	9:54	3:20	13:14
SJ Zone X-6 Rural	9	12:04	8:13	2:27	12:04
SJ Zone X-7 Rural	4	22:02	16:10	3:40	22:02
SJ Zone X-8 Rural	11	13:52	9:20	2:47	12:24
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	30	24:50	10:41	4:26	15:13
SJ Zone X-11 Rural	31	27:51	11:55	5:41	16:51
SJ Zone X-6 Wilderness	11	22:14	15:07	4:43	21:04
SJ Zone X-10 Wilderness	11	29:02	17:27	8:12	23:11
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,510	28:28	5:27	2:24	8:24
All Suburban Compliance Areas	56	16:14	7:10	3:17	12:16
All Suburban-Moderate Compliance Areas	28	25:27	11:52	3:22	14:44
All Rural Compliance Areas	143	27:51	10:54	4:46	16:26
All Wilderness Compliance Areas	22	29:02	16:17	6:47	22:29
<b>Total Responses</b>	<b>3,759</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 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	29:29	8:13	4:09	13:40
SJ Zone X-2 Urban	19	18:46	9:04	3:33	16:19
SJ Zone X-3 Urban	15	15:53	7:25	3:32	11:35
SJ Zone X-4 Urban	728	34:39	9:39	4:54	15:52
SJ Zone X-5 Urban	747	35:50	8:57	4:40	14:34
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	50	21:03	7:25	4:21	13:20
SJ Zone X-8 Urban	64	14:45	7:44	3:43	12:44
SJ Zone X-9 Urban	155	30:18	7:44	4:55	13:44
SJ Zone X-10 Urban	2	8:27	6:53	1:33	8:27
SJ Zone X-11 Urban	5	11:37	9:38	1:19	11:37
SJ Zone X-2 Suburban	6	19:07	11:17	4:33	19:07
SJ Zone X-3 Suburban	2	18:23	11:38	6:44	18:23
SJ Zone X-7 Suburban	16	22:53	13:20	6:21	21:08
SJ Zone X-8 Suburban	1	6:03	6:03	0:00	6:03
SJ Zone X-9 Suburban	3	11:26	9:38	1:19	11:26
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	13:49	13:49	0:00	13:49
SJ Zone X-10 Suburban-Moderate	17	25:35	15:45	5:35	22:49
SJ Zone X-2 Rural	12	30:10	13:24	7:27	20:33
SJ Zone X-3 Rural	14	31:03	12:35	6:45	23:23
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	10:38	9:46	0:42	10:38
SJ Zone X-7 Rural	5	18:18	13:50	3:03	18:18
SJ Zone X-8 Rural	7	18:24	12:39	2:46	18:24
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	18:12	13:57	3:06	18:12
SJ Zone X-11 Rural	8	29:14	17:05	5:58	29:14
SJ Zone X-6 Wilderness	1	14:14	14:14	0:00	14:14
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2020	35:50	8:56	4:42	14:41
All Suburban Compliance Areas	29	22:53	12:10	5:44	20:49
All Suburban-Moderate Compliance Areas	17	25:35	15:45	5:35	22:49
All Rural Compliance Areas	53	31:03	13:31	5:59	20:16
All Wilderness Compliance Areas	1	14:14	14:14	0:00	14:14
<b>Total Responses</b>	<b>2,120</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	220	23:15	7:14	3:49	12:04
SJ Zone X-2 Urban	23	15:23	8:46	3:48	12:50
SJ Zone X-3 Urban	10	21:34	10:07	7:07	18:00
SJ Zone X-4 Urban	691	53:37	9:22	4:38	14:44
SJ Zone X-5 Urban	725	42:28	8:33	4:00	13:18
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	48	25:26	8:14	4:21	14:28
SJ Zone X-8 Urban	56	24:34	8:23	5:01	14:21
SJ Zone X-9 Urban	137	26:43	6:58	4:22	11:23
SJ Zone X-10 Urban	3	12:52	9:32	3:12	12:52
SJ Zone X-11 Urban	2	8:03	7:23	0:39	8:03
SJ Zone X-2 Suburban	3	12:04	7:52	4:25	12:04
SJ Zone X-3 Suburban	3	13:03	8:26	3:18	13:03
SJ Zone X-7 Suburban	7	14:11	10:12	3:39	14:11
SJ Zone X-8 Suburban	1	3:33	3:33	0:00	3:33
SJ Zone X-9 Suburban	1	0:08	0:08	0:00	0:08
SJ Zone X-10 Suburban	1	9:40	9:40	0:00	9:40
SJ Zone X-11 Suburban	2	13:06	8:44	4:22	13:06
SJ Zone X-10 Suburban-Moderate	7	17:00	11:33	3:57	17:00
SJ Zone X-2 Rural	8	19:41	16:08	2:48	19:41
SJ Zone X-3 Rural	5	18:06	14:49	2:26	18:06
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	17:40	15:37	2:05	17:40
SJ Zone X-7 Rural	1	15:43	15:43	0:00	15:43
SJ Zone X-8 Rural	4	20:05	15:41	4:24	20:05
SJ Zone X-9 Rural	1	9:30	9:30	0:00	9:30
SJ Zone X-10 Rural	9	15:07	10:37	3:23	15:07
SJ Zone X-11 Rural	6	24:23	16:41	6:38	24:23
SJ Zone X-6 Wilderness	0				
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,915	53:37	8:35	4:22	13:46
All Suburban Compliance Areas	18	14:11	8:24	4:21	13:06
All Suburban-Moderate Compliance Areas	7	17:00	11:33	3:57	17:00
All Rural Compliance Areas	37	24:23	14:25	4:34	19:41
All Wilderness Compliance Areas	0				
<b>Total Responses</b>	<b>1,977</b>				



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

March 1, 2018 through March 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	356	66	81.46%	45	87.36%
SJ Zone X-2	94	19	79.79%	13	86.17%
SJ Zone X-3	56	7	87.50%	5	91.07%
SJ Zone X-4	1,326	224	83.11%	132	90.05%
SJ Zone X-5	1,477	219	85.17%	147	90.05%
SJ Zone X-6	14	0	100.00%	0	100.00%
SJ Zone X-7	129	25	80.62%	19	85.27%
SJ Zone X-8	96	29	69.79%	18	81.25%
SJ Zone X-9	290	22	92.41%	14	95.17%
SJ Zone X-10	86	11	87.21%	6	93.02%
SJ Zone X-11	35	5	85.71%	4	88.57%
<b>All Zones Combined</b>	<b>3,959</b>	<b>627</b>	<b>84.16%</b>	<b>403</b>	<b>89.82%</b>

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

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

April 1, 2018 through April 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	309	36	88.35%	27	91.26%
SJ Zone X-2	96	21	78.13%	13	86.46%
SJ Zone X-3	52	6	88.46%	4	92.31%
SJ Zone X-4	1,219	190	84.41%	130	89.34%
SJ Zone X-5	1,429	196	86.28%	137	90.41%
SJ Zone X-6	21	0	100.00%	0	100.00%
SJ Zone X-7	132	24	81.82%	11	91.67%
SJ Zone X-8	105	29	72.38%	19	81.90%
SJ Zone X-9	268	27	89.93%	14	94.78%
SJ Zone X-10	86	10	88.37%	5	94.19%
SJ Zone X-11	43	3	93.02%	2	95.35%
<b>All Zones Combined</b>	<b>3,760</b>	<b>542</b>	<b>85.59%</b>	<b>362</b>	<b>90.37%</b>

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

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

March 1, 2018 through March 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	8	96.60%	5	97.87%
SJ Zone X-2	37	3	91.89%	1	97.30%
SJ Zone X-3	31	1	96.77%	0	100.00%
SJ Zone X-4	728	58	92.03%	34	95.33%
SJ Zone X-5	747	55	92.64%	34	95.45%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	71	7	90.14%	3	95.77%
SJ Zone X-8	72	0	100.00%	0	100.00%
SJ Zone X-9	158	7	95.57%	2	98.73%
SJ Zone X-10	23	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>2,120</b>	<b>139</b>	<b>93.44%</b>	<b>79</b>	<b>96.27%</b>

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

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

April 1, 2018 through April 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	220	6	97.27%	5	97.73%
SJ Zone X-2	34	1	97.06%	1	97.06%
SJ Zone X-3	18	4	77.78%	3	83.33%
SJ Zone X-4	691	43	93.78%	30	95.66%
SJ Zone X-5	725	27	96.28%	21	97.10%
SJ Zone X-6	3	0	100.00%	0	100.00%
SJ Zone X-7	56	3	94.64%	2	96.43%
SJ Zone X-8	61	3	95.08%	3	95.08%
SJ Zone X-9	139	6	95.68%	3	97.84%
SJ Zone X-10	20	0	100.00%	0	100.00%
SJ Zone X-11	10	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,977</b>	<b>93</b>	<b>95.30%</b>	<b>68</b>	<b>96.56%</b>

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

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

March 1, 2018 through March 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	84	15	82.14%	10	88.10%
CCT-IFT	14	1	92.86%	1	92.86%

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

April 1, 2018 through April 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	90	16	82.22%	13	85.56%
CCT-IFT	8	0	100.00%	0	100.00%

**Exemption Request Reports**

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	0	2	0
Delays in Transferring Care at ED	269	7	183	1
Duplicate Record	0	0	1	0
False Report of Emergency	8	0	2	0
Location Change	1	0	1	0
Other	1	1	2	0
Reduced/Upgraded Response	2	0	7	0
Road Construction	0	0	1	0
Traffic Secondary to Call	0	0	2	0
Train	6	0	6	1
Weather	0	0	1	0

**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>March 2018</b>	<b>April 2018</b>
SJ Zone X-4	Manteca District Ambulance	4	2
SJ Zone X-5	Manteca District Ambulance	7	5
SJ Zone X-7	Escalon Community Ambulance	1	0
SJ Zone X-8	Manteca District Ambulance	16	7
SJ Zone X-9	Manteca District Ambulance	14	8
SJ Zone X-9	Escalon Community Ambulance	1	0
SJ Zone X-10	Manteca District Ambulance	1	3
SJ Zone X-11	Manteca District Ambulance	4	0
SJ Zone X-10 MOD	Escalon Community Ambulance	1	0
SJ Zone X-10 MOD	Manteca District Ambulance	1	0

**Failure to Provide Data**

<b>Event Type</b>	<b>March 2018</b>	<b>April 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.

