



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: November 5, 2019

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 2019, 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 17 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 2019 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, 2019 through July 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	430	39	90.93%	X		
SJ Zone X-2	119	9	92.44%	X		
SJ Zone X-3*	57	2	96.49%	####	####	
SJ Zone X-4	1,211	126	89.60%		X	
SJ Zone X-5	1,449	133	90.82%	X		
SJ Zone X-6*	20	1	95.00%	####	####	
SJ Zone X-7	133	18	86.47%		X	
SJ Zone X-8*	85	9	89.41%	####	####	
SJ Zone X-9	313	17	94.57%	X		
SJ Zone X-10*	76	5	93.42%	####	####	
SJ Zone X-11*	55	1	98.18%	####	####	
<b>All Zones Combined</b>	<b>3,948</b>	<b>360</b>	<b>90.88%</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, 2019 through July 31, 2019								
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 2019	July 2019	213	18	91.55%	X		
SJ Zone X-3	June 2019	July 2019	116	11	90.52%	X		
SJ Zone X-6	January 2019	July 2019	100	1	99.00%	X		
SJ Zone X-8	June 2019	July 2019	184	20	89.13%		X	
SJ Zone X-10	July 2019	July 2019	76	5	93.42%	####	####	
SJ Zone X-11	May 2019	July 2019	147	7	95.24%	X		

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

August 1, 2019 through August 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	361	27	92.52%	X		
SJ Zone X-2*	95	10	89.47%	####	####	
SJ Zone X-3*	48	4	91.67%	####	####	
SJ Zone X-4	1,252	120	90.42%	X		
SJ Zone X-5	1,478	137	90.73%	X		
SJ Zone X-6*	27	0	100.00%	####	####	
SJ Zone X-7	163	18	88.96%		X	
SJ Zone X-8	113	12	89.38%		X	
SJ Zone X-9	319	28	91.22%	X		
SJ Zone X-10*	74	5	93.24%	####	####	
SJ Zone X-11*	54	3	94.44%	####	####	
<b>All Zones Combined</b>	<b>3,984</b>	<b>364</b>	<b>90.86%</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**

August 1, 2019 through August 31, 2019								
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 2019	August 2019	95	10	89.47%	####	####	
SJ Zone X-3	August 2019	August 2019	48	4	91.67%	####	####	
SJ Zone X-6	August 2019	August 2019	27	0	100.00%	####	####	
SJ Zone X-10	July 2019	August 2019	150	10	93.33%	X		
SJ Zone X-11	August 2019	August 2019	54	3	94.44%	####	####	

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

July 1, 2019 through July 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	197	4	97.97%	
SJ Zone X-2*	34	1	97.06%	
SJ Zone X-3*	25	0	100.00%	
SJ Zone X-4	610	18	97.05%	
SJ Zone X-5	767	8	98.96%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	65	1	98.46%	
SJ Zone X-8*	50	0	100.00%	
SJ Zone X-9	112	4	96.43%	
SJ Zone X-10*	26	0	100.00%	
SJ Zone X-11*	12	0	100.00%	
<b>All Zones Combined</b>	<b>1,900</b>	<b>36</b>	<b>98.11%</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, 2019 through July 31, 2019					
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 2019	July 2019	128	3	97.66%
SJ Zone X-3	June 2019	July 2019	53	1	98.11%
SJ Zone X-6	October 2018	July 2019	35	0	100.00%
SJ Zone X-7	June 2019	July 2019	132	2	98.48%
SJ Zone X-8	June 2019	July 2019	106	1	99.06%
SJ Zone X-10	June 2019	July 2019	54	1	98.15%
SJ Zone X-11	May 2019	July 2019	45	0	100.00%

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

August 1, 2019 through August 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	155	5	96.77%	
SJ Zone X-2*	48	1	97.92%	
SJ Zone X-3*	36	0	100.00%	
SJ Zone X-4	591	15	97.46%	
SJ Zone X-5	729	8	98.90%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	67	1	98.51%	
SJ Zone X-8*	38	0	100.00%	
SJ Zone X-9	127	6	95.28%	
SJ Zone X-10*	31	1	96.77%	
SJ Zone X-11*	22	0	100.00%	
<b>All Zones Combined</b>	<b>1,846</b>	<b>37</b>	<b>98.00%</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, 2019 through August 31, 2019					
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 2019	August 2019	48	1	97.92%
SJ Zone X-3	June 2019	August 2019	89	1	98.88%
SJ Zone X-6	October 2018	August 2019	37	0	100.00%
SJ Zone X-7	August 2019	August 2019	67	1	98.51%
SJ Zone X-8	August 2019	August 2019	38	0	100.00%
SJ Zone X-10	June 2019	August 2019	85	2	97.65%
SJ Zone X-11	May 2019	August 2019	67	0	100.00%

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

July 1, 2019 through July 31, 2019								
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	80	160	June 2019	July 2019	1	99.38%	X	
CCT-IFT	13	89	January 2019	July 2019	7	92.13%	####	####

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

August 1, 2019 through August 31, 2019								
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	66	66	August 2019	August 2019	0	100.00%	####	####
CCT-IFT	17	106	January 2019	August 2019	8	92.45%	X	

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

July 1, 2019 through July 31, 2019				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		627	43	93.14%
SJ Zone X-2		153	10	93.46%
SJ Zone X-3		82	2	97.56%
SJ Zone X-4		1,821	144	92.09%
SJ Zone X-5		2,216	141	93.64%
SJ Zone X-6		22	1	95.45%
SJ Zone X-7		198	19	90.40%
SJ Zone X-8		135	9	93.33%
SJ Zone X-9		425	21	95.06%
SJ Zone X-10		102	5	95.10%
SJ Zone X-11		67	1	98.51%
<b>All Zones Combined</b>		<b>5,848</b>	<b>396</b>	<b>93.23%</b>

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

August 1, 2019 through August 31, 2019				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		516	32	93.80%
SJ Zone X-2		143	11	92.31%
SJ Zone X-3		84	4	95.24%
SJ Zone X-4		1,843	135	92.67%
SJ Zone X-5		2,207	145	93.43%
SJ Zone X-6		29	0	100.00%
SJ Zone X-7		230	19	91.74%
SJ Zone X-8		151	12	92.05%
SJ Zone X-9		446	34	92.38%
SJ Zone X-10		105	6	94.29%
SJ Zone X-11		76	3	96.05%
<b>All Zones Combined</b>		<b>5,830</b>	<b>401</b>	<b>93.12%</b>

## Fines and Penalties Report

Type of Penalty	July 2019	August 2019
Out of compliance response zones	\$30,000	\$15,000
Code 2 and Code 3 Late response minutes	\$29,400	\$35,200
ALS IFT or CCT-IFT Late response minutes	\$0	\$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>\$59,400</b>	<b>\$50,400</b>

## Detailed Response Time Analysis without Exemptions Applied - RLS

July 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	430	15:03	5:20	2:26	8:27
SJ Zone X-2 Urban	44	11:44	5:42	2:25	8:35
SJ Zone X-3 Urban	20	8:51	5:25	2:08	8:01
SJ Zone X-4 Urban	1,211	16:43	5:29	2:26	8:47
SJ Zone X-5 Urban	1,448	14:08	5:30	2:01	8:06
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	110	20:24	5:20	2:45	8:56
SJ Zone X-8 Urban	73	14:11	4:52	3:04	8:48
SJ Zone X-9 Urban	295	20:39	4:43	2:25	7:13
SJ Zone X-10 Urban	8	17:24	7:28	4:08	17:24
SJ Zone X-11 Urban	11	9:19	6:19	1:30	8:32
SJ Zone X-2 Suburban	20	17:29	7:32	2:51	9:25
SJ Zone X-3 Suburban	16	13:25	6:19	2:40	9:29
SJ Zone X-7 Suburban	16	15:08	8:30	2:59	13:59
SJ Zone X-8 Suburban	4	13:28	5:27	4:47	13:28
SJ Zone X-9 Suburban	16	8:42	5:44	1:37	8:00
SJ Zone X-10 Suburban	2	10:53	7:55	2:57	10:53
SJ Zone X-11 Suburban	13	13:13	7:57	2:07	9:25
SJ Zone X-10 Suburban-Moderate	28	21:23	11:55	3:40	15:22
SJ Zone X-2 Rural	55	23:00	11:15	4:33	16:58
SJ Zone X-3 Rural	21	13:32	7:49	2:36	10:45
SJ Zone X-5 Rural	1	8:49	8:49	0:00	8:49
SJ Zone X-6 Rural	1	5:16	5:16	0:00	5:16
SJ Zone X-7 Rural	7	18:24	12:22	3:56	18:24
SJ Zone X-8 Rural	8	22:39	12:12	4:19	22:39
SJ Zone X-9 Rural	2	6:38	5:50	0:48	6:38
SJ Zone X-10 Rural	36	25:02	10:55	4:42	19:22
SJ Zone X-11 Rural	29	22:28	11:13	4:44	17:15
SJ Zone X-6 Wilderness	19	32:46	15:27	7:54	27:07
SJ Zone X-10 Wilderness	2	22:22	20:46	1:36	22:22
SJ Zone X-11 Wilderness	2	13:50	12:56	0:53	13:50
All Urban Compliance Areas	3,650	20:39	5:24	2:19	8:20
All Suburban Compliance Areas	87	17:29	7:08	2:53	10:53
All Suburban-Moderate Compliance Areas	28	21:23	11:55	3:40	15:22
All Rural Compliance Areas	160	25:02	10:42	4:33	16:29
All Wilderness Compliance Areas	23	32:46	15:41	7:24	24:10
<b>Total Responses</b>	<b>3,948</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	361	16:34	4:53	2:17	7:47
SJ Zone X-2 Urban	49	10:47	6:07	1:55	8:43
SJ Zone X-3 Urban	13	18:42	6:52	4:39	11:33
SJ Zone X-4 Urban	1,252	20:26	5:24	2:22	8:22
SJ Zone X-5 Urban	1,477	18:51	5:33	2:07	8:09
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	121	12:45	5:12	2:24	8:24
SJ Zone X-8 Urban	97	17:45	5:13	2:47	8:39
SJ Zone X-9 Urban	303	22:34	5:18	3:24	8:06
SJ Zone X-10 Urban	14	10:13	6:21	1:32	7:29
SJ Zone X-11 Urban	5	7:23	6:00	1:13	7:23
SJ Zone X-2 Suburban	21	17:16	8:08	2:40	9:16
SJ Zone X-3 Suburban	12	11:02	6:33	2:31	10:10
SJ Zone X-7 Suburban	25	13:16	7:58	3:12	12:52
SJ Zone X-8 Suburban	6	5:17	3:31	1:05	5:17
SJ Zone X-9 Suburban	10	9:15	6:25	1:38	7:39
SJ Zone X-10 Suburban	3	6:14	4:35	1:46	6:14
SJ Zone X-11 Suburban	15	9:59	7:00	2:21	9:46
SJ Zone X-10 Suburban-Moderate	27	22:51	11:28	4:44	17:22
SJ Zone X-2 Rural	25	23:11	12:01	4:30	18:13
SJ Zone X-3 Rural	23	25:09	10:27	4:27	16:50
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	11:29	7:27	2:45	11:29
SJ Zone X-7 Rural	17	26:24	12:34	5:27	22:57
SJ Zone X-8 Rural	10	26:11	9:39	6:26	11:51
SJ Zone X-9 Rural	6	13:20	7:09	3:02	13:20
SJ Zone X-10 Rural	24	20:28	12:06	4:24	18:38
SJ Zone X-11 Rural	33	21:27	11:21	4:13	17:17
SJ Zone X-6 Wilderness	22	26:15	16:03	4:31	20:28
SJ Zone X-10 Wilderness	6	24:01	17:29	4:18	24:01
SJ Zone X-11 Wilderness	1	11:14	11:14	0:00	11:14
All Urban Compliance Areas	3,692	22:34	5:24	2:23	8:14
All Suburban Compliance Areas	92	17:16	7:06	2:51	9:59
All Suburban-Moderate Compliance Areas	27	22:51	11:28	4:44	17:22
All Rural Compliance Areas	143	26:24	11:10	4:48	17:38
All Wilderness Compliance Areas	29	26:15	16:11	4:32	24:01
<b>Total Responses</b>	<b>3,983</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	197	18:29	7:28	3:44	12:54
SJ Zone X-2 Urban	18	15:53	8:36	3:05	12:31
SJ Zone X-3 Urban	13	8:51	4:42	2:19	8:16
SJ Zone X-4 Urban	610	24:19	7:37	3:45	12:55
SJ Zone X-5 Urban	767	30:03	7:27	3:10	11:32
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	50	19:07	7:06	4:22	12:19
SJ Zone X-8 Urban	37	14:00	7:24	3:30	12:32
SJ Zone X-9 Urban	107	25:28	6:47	4:01	12:09
SJ Zone X-10 Urban	6	10:13	6:52	3:01	10:13
SJ Zone X-11 Urban	3	8:09	7:07	1:06	8:09
SJ Zone X-2 Suburban	5	9:39	8:16	1:17	9:39
SJ Zone X-3 Suburban	5	19:00	10:17	4:55	19:00
SJ Zone X-7 Suburban	11	16:00	9:11	5:42	15:01
SJ Zone X-8 Suburban	2	11:48	8:56	2:52	11:48
SJ Zone X-9 Suburban	4	10:00	6:34	2:46	10:00
SJ Zone X-10 Suburban	1	8:52	8:52	0:00	8:52
SJ Zone X-11 Suburban	2	13:08	8:51	4:17	13:08
SJ Zone X-10 Suburban-Moderate	9	20:57	13:33	5:07	20:57
SJ Zone X-2 Rural	11	47:19	16:24	10:57	23:24
SJ Zone X-3 Rural	7	19:18	10:08	4:23	19:18
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	4	16:47	12:38	2:49	16:47
SJ Zone X-8 Rural	11	21:09	13:12	3:35	16:06
SJ Zone X-9 Rural	1	5:51	5:51	0:00	5:51
SJ Zone X-10 Rural	10	26:47	15:34	5:00	19:30
SJ Zone X-11 Rural	7	21:04	15:00	3:43	21:04
SJ Zone X-6 Wilderness	2	26:13	19:50	6:22	26:13
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1808	30:03	7:27	3:32	12:12
All Suburban Compliance Areas	30	19:00	8:49	4:29	13:55
All Suburban-Moderate Compliance Areas	9	20:57	13:33	5:07	20:57
All Rural Compliance Areas	51	47:19	14:00	6:39	20:17
All Wilderness Compliance Areas	2	26:13	19:50	6:22	26:13
<b>Total Responses</b>	<b>1,900</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	155	25:58	7:18	4:10	12:37
SJ Zone X-2 Urban	28	15:57	8:04	2:54	11:06
SJ Zone X-3 Urban	14	14:51	7:24	4:07	12:44
SJ Zone X-4 Urban	591	22:36	7:38	3:43	12:36
SJ Zone X-5 Urban	729	18:53	7:36	3:11	11:37
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	58	15:16	6:47	3:24	12:03
SJ Zone X-8 Urban	29	11:46	6:09	3:17	11:36
SJ Zone X-9 Urban	123	22:21	6:53	4:00	11:08
SJ Zone X-10 Urban	4	23:01	13:58	6:12	23:01
SJ Zone X-11 Urban	3	6:38	3:26	2:15	6:38
SJ Zone X-2 Suburban	4	13:02	9:58	2:38	13:02
SJ Zone X-3 Suburban	3	17:34	9:17	5:58	17:34
SJ Zone X-7 Suburban	6	15:44	11:11	2:54	15:44
SJ Zone X-8 Suburban	1	2:40	2:40	0:00	2:40
SJ Zone X-9 Suburban	3	8:11	4:47	2:39	8:11
SJ Zone X-10 Suburban	2	10:17	10:01	0:15	10:17
SJ Zone X-11 Suburban	2	8:38	7:24	1:13	8:38
SJ Zone X-10 Suburban-Moderate	21	54:59	17:02	9:30	20:05
SJ Zone X-2 Rural	16	20:18	12:35	4:30	17:49
SJ Zone X-3 Rural	19	26:24	14:13	8:04	25:37
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	29:32	29:32	0:00	29:32
SJ Zone X-7 Rural	3	38:34	23:34	10:39	38:34
SJ Zone X-8 Rural	8	27:04	13:44	5:40	27:04
SJ Zone X-9 Rural	1	6:56	6:56	0:00	6:56
SJ Zone X-10 Rural	4	27:19	14:45	7:35	27:19
SJ Zone X-11 Rural	17	24:32	13:57	5:56	22:50
SJ Zone X-6 Wilderness	1	20:09	20:09	0:00	20:09
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,734	25:58	7:30	3:35	12:08
All Suburban Compliance Areas	21	17:34	8:53	4:02	13:39
All Suburban-Moderate Compliance Areas	21	54:59	17:02	9:30	20:05
All Rural Compliance Areas	69	38:34	14:16	7:12	24:47
All Wilderness Compliance Areas	1	20:09	20:09	0:00	20:09
<b>Total Responses</b>	<b>1,846</b>				

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

July 1, 2019 through July 31, 2019					
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	430	63	85.35%	39	90.93%
SJ Zone X-2	119	16	86.55%	9	92.44%
SJ Zone X-3	57	5	91.23%	2	96.49%
SJ Zone X-4	1,211	192	84.15%	126	89.60%
SJ Zone X-5	1,449	178	87.72%	133	90.82%
SJ Zone X-6	20	1	95.00%	1	95.00%
SJ Zone X-7	133	23	82.71%	18	86.47%
SJ Zone X-8	85	13	84.71%	9	89.41%
SJ Zone X-9	313	21	93.29%	17	94.57%
SJ Zone X-10	76	9	88.16%	5	93.42%
SJ Zone X-11	55	5	90.91%	1	98.18%
<b>All Zones Combined</b>	<b>3,948</b>	<b>526</b>	<b>86.68%</b>	<b>360</b>	<b>90.88%</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, 2019 through August 31, 2019					
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	361	38	89.47%	27	92.52%
SJ Zone X-2	95	12	87.37%	10	89.47%
SJ Zone X-3	48	8	83.33%	4	91.67%
SJ Zone X-4	1,252	174	86.10%	120	90.42%
SJ Zone X-5	1,478	187	87.35%	137	90.73%
SJ Zone X-6	27	0	100.00%	0	100.00%
SJ Zone X-7	163	28	82.82%	18	88.96%
SJ Zone X-8	113	15	86.73%	12	89.38%
SJ Zone X-9	319	36	88.71%	28	91.22%
SJ Zone X-10	74	8	89.19%	5	93.24%
SJ Zone X-11	54	4	92.59%	3	94.44%
<b>All Zones Combined</b>	<b>3,984</b>	<b>510</b>	<b>87.20%</b>	<b>364</b>	<b>90.86%</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, 2019 through July 31, 2019					
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	197	7	96.45%	4	97.97%
SJ Zone X-2	34	2	94.12%	1	97.06%
SJ Zone X-3	25	1	96.00%	0	100.00%
SJ Zone X-4	610	26	95.74%	18	97.05%
SJ Zone X-5	767	14	98.17%	8	98.96%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	65	3	95.38%	1	98.46%
SJ Zone X-8	50	0	100.00%	0	100.00%
SJ Zone X-9	112	5	95.54%	4	96.43%
SJ Zone X-10	26	0	100.00%	0	100.00%
SJ Zone X-11	12	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,900</b>	<b>58</b>	<b>96.95%</b>	<b>36</b>	<b>98.11%</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, 2019 through August 31, 2019					
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	155	8	94.84%	5	96.77%
SJ Zone X-2	48	1	97.92%	1	97.92%
SJ Zone X-3	36	0	100.00%	0	100.00%
SJ Zone X-4	591	23	96.11%	15	97.46%
SJ Zone X-5	729	14	98.08%	8	98.90%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	67	2	97.01%	1	98.51%
SJ Zone X-8	38	0	100.00%	0	100.00%
SJ Zone X-9	127	7	94.49%	6	95.28%
SJ Zone X-10	31	2	93.55%	1	96.77%
SJ Zone X-11	22	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,846</b>	<b>57</b>	<b>96.91%</b>	<b>37</b>	<b>98.00%</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, 2019 through July 31, 2019					
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	80	3	96.25%	0	100.00%
CCT-IFT	13	1	92.31%	0	100.00%

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

August 1, 2019 through August 31, 2019					
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	66	2	96.97%	0	100.00%
CCT-IFT	17	1	94.12%	1	94.12%

### Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	0	1	1
Delays in Transferring Care at ED	128	0	121	4
False Report of Emergency	1	0	0	0
Other	3	0	0	1
Reduced/Upgraded Response	1	0	1	0
Road Construction	3	3	4	1
System Overload	45	0	21	0
Traffic Secondary to Call	2	1	3	0
Train	5	0	3	0
Zone Assist	2	0	14	0

### Mutual Aid

Compliance Zone	Provider	July 2019	August 2019
SJ Zone X-1	Manteca District Ambulance	1	0
SJ Zone X-4	Manteca District Ambulance	2	0
SJ Zone X-5	Manteca District Ambulance	9	3
SJ Zone X-7	Manteca District Ambulance	1	0
SJ Zone X-8	Manteca District Ambulance	4	6
SJ Zone X-9	Manteca District Ambulance	7	9
SJ Zone X-10	Manteca District Ambulance	2	3
SJ Zone X-11	Manteca District Ambulance	4	4
SJ Zone X-10 MOD	Manteca District Ambulance	0	3

### Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
8/30/2019	SJ ZONE X-5 URBAN	AMR Stanislaus	CCT Transport

### Failure to Provide Data

Event Type	July 2019	August 2019
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

