



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: Rick Jones, EMS Analyst

DATE: July 3, 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 March and April 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 28 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2019 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)

March 1, 2019 through March 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	422	35	91.71%	X		
SJ Zone X-2*	96	17	82.29%	####	####	
SJ Zone X-3*	67	13	80.60%	####	####	
SJ Zone X-4	1,270	140	88.98%		X	
SJ Zone X-5	1,555	133	91.45%	X		
SJ Zone X-6*	19	0	100.00%	####	####	
SJ Zone X-7	152	21	86.18%		X	
SJ Zone X-8	100	14	86.00%		X	
SJ Zone X-9	324	22	93.21%	X		
SJ Zone X-10*	80	8	90.00%	####	####	
SJ Zone X-11*	34	1	97.06%	####	####	
All Zones Combined	4,119	404	90.19%	3	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

March 1, 2019 through March 31, 2019								
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 2019	March 2019	163	24	85.28%			X
SJ Zone X-3	February 2019	March 2019	131	21	83.97%			X
SJ Zone X-6	January 2019	March 2019	38	0	100.00%	####	####	
SJ Zone X-10	March 2019	March 2019	80	8	90.00%	####	####	
SJ Zone X-11	February 2019	March 2019	64	4	93.75%	####	####	

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

April 1, 2019 through April 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	388	22	94.33%	X		
SJ Zone X-2	109	12	88.99%		X	
SJ Zone X-3*	58	8	86.21%	####	####	
SJ Zone X-4	1,258	111	91.18%	X		
SJ Zone X-5	1,428	109	92.37%	X		
SJ Zone X-6*	16	0	100.00%	####	####	
SJ Zone X-7	134	13	90.30%	X		
SJ Zone X-8*	97	6	93.81%	####	####	
SJ Zone X-9	319	28	91.22%	X		
SJ Zone X-10*	83	3	96.39%	####	####	
SJ Zone X-11*	43	1	97.67%	####	####	
All Zones Combined	3,933	313	92.04%	5	1	

* 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, 2019 through April 30, 2019								
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	April 2019	April 2019	58	8	86.21%	####	####	
SJ Zone X-6	January 2019	April 2019	54	0	100.00%	####	####	
SJ Zone X-8	April 2019	April 2019	97	6	93.81%	####	####	
SJ Zone X-10	March 2019	April 2019	163	11	93.25%	X		
SJ Zone X-11	February 2019	April 2019	107	5	95.33%	X		

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

March 1, 2019 through March 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	217	8	96.31%	
SJ Zone X-2*	40	0	100.00%	
SJ Zone X-3*	30	1	96.67%	
SJ Zone X-4	589	15	97.45%	
SJ Zone X-5	687	11	98.40%	
SJ Zone X-6*	6	0	100.00%	
SJ Zone X-7*	65	2	96.92%	
SJ Zone X-8*	43	0	100.00%	
SJ Zone X-9	145	6	95.86%	
SJ Zone X-10*	29	0	100.00%	
SJ Zone X-11*	17	0	100.00%	
All Zones Combined	1,868	43	97.70%	

* 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, 2019 through March 31, 2019					
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 2019	March 2019	80	1	98.75%
SJ Zone X-3	February 2019	March 2019	51	2	96.08%
SJ Zone X-6	October 2018	March 2019	20	0	100.00%
SJ Zone X-7	February 2019	March 2019	126	2	98.41%
SJ Zone X-8	March 2019	March 2019	43	0	100.00%
SJ Zone X-10	February 2019	March 2019	49	0	100.00%
SJ Zone X-11	September 2018	March 2019	95	2	97.89%

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

April 1, 2019 through April 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	216	2	99.07%	
SJ Zone X-2*	35	0	100.00%	
SJ Zone X-3*	31	1	96.77%	
SJ Zone X-4	594	21	96.46%	
SJ Zone X-5	689	12	98.26%	
SJ Zone X-6*	5	0	100.00%	
SJ Zone X-7*	58	2	96.55%	
SJ Zone X-8*	36	0	100.00%	
SJ Zone X-9	170	5	97.06%	
SJ Zone X-10*	29	0	100.00%	
SJ Zone X-11*	15	0	100.00%	
All Zones Combined	1,878	43	97.71%	

* 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, 2019 through April 30, 2019					
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 2019	April 2019	115	1	99.13%
SJ Zone X-3	February 2019	April 2019	82	3	96.34%
SJ Zone X-6	October 2018	April 2019	25	0	100.00%
SJ Zone X-7	April 2019	April 2019	58	2	96.55%
SJ Zone X-8	March 2019	April 2019	79	0	100.00%
SJ Zone X-10	February 2019	April 2019	78	0	100.00%
SJ Zone X-11	September 2018	April 2019	110	2	98.18%

Response Time Compliance Report - Interfacility Transfer (IFT)

March 1, 2019 through March 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	85	160	February 2019	March 2019	6	96.25%	X	
CCT-IFT	7	42	January 2019	March 2019	6	85.71%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

April 1, 2019 through April 30, 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	87	87	April 2019	April 2019	3	96.55%	####	####
CCT-IFT	9	51	January 2019	April 2019	7	86.27%	####	####

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2019 through March 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	639	43	93.27%	
SJ Zone X-2	136	17	87.50%	
SJ Zone X-3	97	14	85.57%	
SJ Zone X-4	1,859	155	91.66%	
SJ Zone X-5	2,242	144	93.58%	
SJ Zone X-6	25	0	100.00%	
SJ Zone X-7	217	23	89.40%	
SJ Zone X-8	143	14	90.21%	
SJ Zone X-9	469	28	94.03%	
SJ Zone X-10	109	8	92.66%	
SJ Zone X-11	51	1	98.04%	
All Zones Combined	5,987	447	92.53%	

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2019 through April 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	604	24	96.03%	
SJ Zone X-2	144	12	91.67%	
SJ Zone X-3	89	9	89.89%	
SJ Zone X-4	1,852	132	92.87%	
SJ Zone X-5	2,117	121	94.28%	
SJ Zone X-6	21	0	100.00%	
SJ Zone X-7	192	15	92.19%	
SJ Zone X-8	133	6	95.49%	
SJ Zone X-9	489	33	93.25%	
SJ Zone X-10	112	3	97.32%	
SJ Zone X-11	58	1	98.28%	
All Zones Combined	5,811	356	93.87%	

Fines and Penalties Report

Type of Penalty	March 2019	April 2019
Out of compliance response zones	\$125,000	\$10,000
Code 2 and Code 3 Late response minutes	\$48,000	\$33,900
ALS IFT or CCT-IFT Late response minutes	\$400	\$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	\$173,400	\$45,100

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	422	17:14	5:12	2:37	7:41
SJ Zone X-2 Urban	39	18:44	7:37	3:05	12:04
SJ Zone X-3 Urban	23	20:12	8:25	4:24	11:41
SJ Zone X-4 Urban	1,270	21:53	5:39	2:37	9:00
SJ Zone X-5 Urban	1,555	18:59	5:34	2:11	8:14
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	108	12:49	5:24	2:25	8:39
SJ Zone X-8 Urban	85	14:23	5:40	2:56	9:08
SJ Zone X-9 Urban	310	19:26	5:15	3:08	8:14
SJ Zone X-10 Urban	20	10:52	6:54	2:33	9:50
SJ Zone X-11 Urban	5	7:02	5:06	1:48	7:02
SJ Zone X-2 Suburban	20	13:20	8:06	1:45	9:59
SJ Zone X-3 Suburban	12	11:06	6:25	2:47	9:52
SJ Zone X-7 Suburban	31	20:51	9:01	3:42	13:00
SJ Zone X-8 Suburban	4	5:44	4:12	1:49	5:44
SJ Zone X-9 Suburban	14	10:58	5:55	2:21	10:10
SJ Zone X-10 Suburban	2	5:10	3:37	1:33	5:10
SJ Zone X-11 Suburban	11	9:59	8:22	0:59	9:21
SJ Zone X-10 Suburban-Moderate	24	25:35	14:26	3:51	19:36
SJ Zone X-2 Rural	37	19:37	11:46	4:15	18:00
SJ Zone X-3 Rural	32	17:24	10:53	3:23	15:54
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	6	13:36	8:39	4:39	13:36
SJ Zone X-7 Rural	13	17:28	13:16	3:43	16:30
SJ Zone X-8 Rural	11	11:35	7:50	2:38	11:33
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	24	15:38	9:28	3:00	14:00
SJ Zone X-11 Rural	18	17:42	11:35	3:39	17:27
SJ Zone X-6 Wilderness	13	24:07	13:48	4:56	19:30
SJ Zone X-10 Wilderness	10	26:21	17:58	4:11	24:25
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,837	21:53	5:34	2:33	8:36
All Suburban Compliance Areas	94	20:51	7:38	3:05	11:06
All Suburban-Moderate Compliance Areas	24	25:35	14:26	3:51	19:36
All Rural Compliance Areas	141	19:37	10:51	3:55	16:30
All Wilderness Compliance Areas	23	26:21	15:36	5:04	24:07
Total Responses	4,119				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	388	22:52	5:03	2:29	7:24
SJ Zone X-2 Urban	55	9:36	6:24	1:53	8:43
SJ Zone X-3 Urban	16	11:41	6:32	3:32	10:58
SJ Zone X-4 Urban	1,258	17:20	5:29	2:25	8:42
SJ Zone X-5 Urban	1,426	16:46	5:22	2:08	8:02
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	103	13:39	5:04	2:37	8:29
SJ Zone X-8 Urban	85	13:23	5:31	2:41	8:41
SJ Zone X-9 Urban	305	20:33	5:26	3:26	8:52
SJ Zone X-10 Urban	11	12:05	6:36	1:53	7:23
SJ Zone X-11 Urban	8	7:09	6:06	1:12	7:09
SJ Zone X-2 Suburban	13	14:07	8:21	1:57	10:20
SJ Zone X-3 Suburban	13	10:55	7:36	2:19	10:24
SJ Zone X-7 Suburban	24	15:24	8:55	3:00	14:07
SJ Zone X-8 Suburban	4	6:53	4:16	1:41	6:53
SJ Zone X-9 Suburban	13	9:16	4:42	2:15	7:54
SJ Zone X-10 Suburban	3	6:24	5:04	1:18	6:24
SJ Zone X-11 Suburban	7	9:20	7:42	1:03	9:20
SJ Zone X-10 Suburban-Moderate	31	16:26	11:48	2:56	14:55
SJ Zone X-2 Rural	41	29:25	11:29	4:57	16:02
SJ Zone X-3 Rural	29	31:17	12:08	5:07	18:38
SJ Zone X-5 Rural	2	11:48	10:43	1:05	11:48
SJ Zone X-6 Rural	2	6:02	5:36	0:26	6:02
SJ Zone X-7 Rural	7	17:25	12:37	3:03	17:25
SJ Zone X-8 Rural	8	13:31	9:11	3:33	13:31
SJ Zone X-9 Rural	1	17:54	17:54	0:00	17:54
SJ Zone X-10 Rural	31	21:23	10:08	4:07	14:50
SJ Zone X-11 Rural	27	20:09	11:48	5:01	17:27
SJ Zone X-6 Wilderness	14	26:51	15:16	6:55	24:08
SJ Zone X-10 Wilderness	7	23:01	17:24	3:54	23:01
SJ Zone X-11 Wilderness	1	11:11	11:11	0:00	11:11
All Urban Compliance Areas	3,655	22:52	5:24	2:26	8:20
All Suburban Compliance Areas	77	15:24	7:23	2:54	11:02
All Suburban-Moderate Compliance Areas	31	16:26	11:48	2:56	14:55
All Rural Compliance Areas	148	31:17	11:16	4:46	17:09
All Wilderness Compliance Areas	22	26:51	15:46	6:06	23:30
Total Responses	3,933				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	217	31:44	7:07	4:35	12:25
SJ Zone X-2 Urban	23	18:16	9:25	3:33	13:03
SJ Zone X-3 Urban	13	18:15	8:39	4:27	14:06
SJ Zone X-4 Urban	589	32:27	8:05	4:04	13:35
SJ Zone X-5 Urban	687	30:54	7:50	3:39	12:26
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	52	21:43	6:46	4:02	10:29
SJ Zone X-8 Urban	31	14:52	6:55	3:33	11:38
SJ Zone X-9 Urban	140	28:16	7:10	4:24	12:23
SJ Zone X-10 Urban	7	12:41	8:35	2:56	12:41
SJ Zone X-11 Urban	2	13:05	11:58	1:07	13:05
SJ Zone X-2 Suburban	5	13:53	10:55	1:47	13:53
SJ Zone X-3 Suburban	6	14:14	9:17	3:25	14:14
SJ Zone X-7 Suburban	8	20:04	9:19	6:23	20:04
SJ Zone X-8 Suburban	5	14:30	8:50	3:54	14:30
SJ Zone X-9 Suburban	5	9:43	6:28	2:50	9:43
SJ Zone X-10 Suburban	1	11:12	11:12	0:00	11:12
SJ Zone X-11 Suburban	1	14:13	14:13	0:00	14:13
SJ Zone X-10 Suburban-Moderate	14	41:20	17:01	8:50	22:46
SJ Zone X-2 Rural	12	28:48	17:42	5:31	26:50
SJ Zone X-3 Rural	11	28:39	15:20	6:02	23:06
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	21:41	14:42	5:42	21:41
SJ Zone X-7 Rural	5	25:31	19:01	4:13	25:31
SJ Zone X-8 Rural	7	20:42	13:35	4:08	20:42
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	6	23:24	14:27	5:54	23:24
SJ Zone X-11 Rural	12	23:27	14:37	4:29	19:07
SJ Zone X-6 Wilderness	3	35:36	21:22	10:04	35:36
SJ Zone X-10 Wilderness	1	10:56	10:56	0:00	10:56
SJ Zone X-11 Wilderness	2	16:18	15:22	0:55	16:18
All Urban Compliance Areas	1761	32:27	7:46	4:01	12:54
All Suburban Compliance Areas	31	20:04	9:15	4:26	14:14
All Suburban-Moderate Compliance Areas	14	41:20	17:01	8:50	22:46
All Rural Compliance Areas	56	28:48	15:40	5:29	23:24
All Wilderness Compliance Areas	6	35:36	17:38	8:11	35:36
Total Responses	1,868				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	216	22:04	7:05	3:24	11:18
SJ Zone X-2 Urban	15	14:09	7:39	3:34	13:16
SJ Zone X-3 Urban	8	16:24	7:49	4:28	16:24
SJ Zone X-4 Urban	594	22:19	8:07	4:05	13:47
SJ Zone X-5 Urban	689	19:54	7:50	3:28	12:16
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	44	30:08	7:14	5:19	12:34
SJ Zone X-8 Urban	32	14:40	6:42	3:45	11:17
SJ Zone X-9 Urban	163	18:31	6:32	3:28	10:59
SJ Zone X-10 Urban	3	10:08	9:24	0:31	10:08
SJ Zone X-11 Urban	3	12:42	8:08	3:24	12:42
SJ Zone X-2 Suburban	6	16:51	11:40	2:47	16:51
SJ Zone X-3 Suburban	7	14:57	7:32	3:30	14:57
SJ Zone X-7 Suburban	9	16:58	9:16	5:09	16:58
SJ Zone X-8 Suburban	2	11:34	8:42	2:51	11:34
SJ Zone X-9 Suburban	7	16:21	9:25	4:03	16:21
SJ Zone X-10 Suburban	1	5:24	5:24	0:00	5:24
SJ Zone X-11 Suburban	7	15:08	9:31	4:02	15:08
SJ Zone X-10 Suburban-Moderate	14	23:31	13:24	5:35	21:36
SJ Zone X-2 Rural	14	29:51	14:22	7:06	25:33
SJ Zone X-3 Rural	16	21:27	13:48	5:24	19:00
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	4	9:57	8:07	1:26	9:57
SJ Zone X-7 Rural	5	25:09	19:18	3:56	25:09
SJ Zone X-8 Rural	2	12:10	10:31	1:39	12:10
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	9	50:27	18:45	14:36	50:27
SJ Zone X-11 Rural	4	18:11	12:15	4:59	18:11
SJ Zone X-6 Wilderness	1	23:24	23:24	0:00	23:24
SJ Zone X-10 Wilderness	2	28:06	15:46	12:19	28:06
SJ Zone X-11 Wilderness	1	15:49	15:49	0:00	15:49
All Urban Compliance Areas	1,767	30:08	7:41	3:47	12:29
All Suburban Compliance Areas	39	16:58	9:16	4:12	15:08
All Suburban-Moderate Compliance Areas	14	23:31	13:24	5:35	21:36
All Rural Compliance Areas	54	50:27	14:37	8:22	25:09
All Wilderness Compliance Areas	4	28:06	17:41	9:19	28:06
Total Responses	1,878				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2019 through March 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	422	45	89.34%	35	91.71%	
SJ Zone X-2	96	24	75.00%	17	82.29%	
SJ Zone X-3	67	15	77.61%	13	80.60%	
SJ Zone X-4	1,270	219	82.76%	140	88.98%	
SJ Zone X-5	1,555	209	86.56%	133	91.45%	
SJ Zone X-6	19	0	100.00%	0	100.00%	
SJ Zone X-7	152	31	79.61%	21	86.18%	
SJ Zone X-8	100	22	78.00%	14	86.00%	
SJ Zone X-9	324	40	87.65%	22	93.21%	
SJ Zone X-10	80	15	81.25%	8	90.00%	
SJ Zone X-11	34	2	94.12%	1	97.06%	
All Zones Combined	4,119	622	84.90%	404	90.19%	

* 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, 2019 through April 30, 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	388	35	90.98%	22	94.33%	
SJ Zone X-2	109	19	82.57%	12	88.99%	
SJ Zone X-3	58	12	79.31%	8	86.21%	
SJ Zone X-4	1,258	186	85.21%	111	91.18%	
SJ Zone X-5	1,428	178	87.54%	109	92.37%	
SJ Zone X-6	16	0	100.00%	0	100.00%	
SJ Zone X-7	134	22	83.58%	13	90.30%	
SJ Zone X-8	97	17	82.47%	6	93.81%	
SJ Zone X-9	319	46	85.58%	28	91.22%	
SJ Zone X-10	83	3	96.39%	3	96.39%	
SJ Zone X-11	43	1	97.67%	1	97.67%	
All Zones Combined	3,933	519	86.80%	313	92.04%	

* 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, 2019 through March 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	217	12	94.47%	8	96.31%	
SJ Zone X-2	40	1	97.50%	0	100.00%	
SJ Zone X-3	30	1	96.67%	1	96.67%	
SJ Zone X-4	589	33	94.40%	15	97.45%	
SJ Zone X-5	687	26	96.22%	11	98.40%	
SJ Zone X-6	6	0	100.00%	0	100.00%	
SJ Zone X-7	65	3	95.38%	2	96.92%	
SJ Zone X-8	43	0	100.00%	0	100.00%	
SJ Zone X-9	145	8	94.48%	6	95.86%	
SJ Zone X-10	29	1	96.55%	0	100.00%	
SJ Zone X-11	17	0	100.00%	0	100.00%	
All Zones Combined	1,868	85	95.45%	43	97.70%	

* 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, 2019 through April 30, 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	216	5	97.69%	2	99.07%	
SJ Zone X-2	35	0	100.00%	0	100.00%	
SJ Zone X-3	31	1	96.77%	1	96.77%	
SJ Zone X-4	594	39	93.43%	21	96.46%	
SJ Zone X-5	689	24	96.52%	12	98.26%	
SJ Zone X-6	5	0	100.00%	0	100.00%	
SJ Zone X-7	58	4	93.10%	2	96.55%	
SJ Zone X-8	36	0	100.00%	0	100.00%	
SJ Zone X-9	170	7	95.88%	5	97.06%	
SJ Zone X-10	29	1	96.55%	0	100.00%	
SJ Zone X-11	15	0	100.00%	0	100.00%	
All Zones Combined	1,878	81	95.69%	43	97.71%	

* 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, 2019 through March 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	85	3	96.47%	2	97.65%
CCT-IFT	7	0	100.00%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

April 1, 2019 through April 30, 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	87	6	93.10%	3	96.55%
CCT-IFT	9	1	88.89%	1	88.89%

Exemption Request Reports

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	4	0	2	0
Delays in Transferring Care at ED	185	0	175	0
False Report of Emergency	1	0	2	0
Location Change	1	0	0	0
Other	0	0	4	0
Reduced/Upgraded Response	1	0	1	0
Road Construction	4	0	3	0
System Overload	36	0	47	0
Traffic Secondary to Call	1	1	3	2
Train	6	1	4	0
Weather	1	2	0	0
Zone Assist	21	0	7	0

Mutual Aid

Compliance Zone	Provider	March 2019	April 2019
SJ Zone X-4	Manteca District Ambulance	3	2
SJ Zone X-5	Manteca District Ambulance	15	5
SJ Zone X-8	Manteca District Ambulance	4	9
SJ Zone X-8	Escalon Community Ambulance	0	1
SJ Zone X-9	Manteca District Ambulance	12	11
SJ Zone X-10	Manteca District Ambulance	1	2
SJ Zone X-11	Manteca District Ambulance	1	5
SJ Zone X-10 MOD	Manteca District Ambulance	2	1

Failure to Provide Data

Event Type	March 2019	April 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

