



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: September 9, 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 May and June 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 May and June 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)

May 1, 2019 through May 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	422	33	92.18%	X		
SJ Zone X-2	109	11	89.91%		X	
SJ Zone X-3*	61	5	91.80%	####	####	
SJ Zone X-4	1,264	114	90.98%	X		
SJ Zone X-5	1,507	121	91.97%	X		
SJ Zone X-6*	15	0	100.00%	####	####	
SJ Zone X-7	155	13	91.61%	X		
SJ Zone X-8*	86	11	87.21%	####	####	
SJ Zone X-9	264	20	92.42%	X		
SJ Zone X-10*	76	5	93.42%	####	####	
SJ Zone X-11*	46	3	93.48%	####	####	
All Zones Combined	4,005	336	91.61%	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

May 1, 2019 through May 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-3	April 2019	May 2019	119	13	89.08%		X
SJ Zone X-6	January 2019	May 2019	69	0	100.00%	####	####
SJ Zone X-8	April 2019	May 2019	183	17	90.71%	X	
SJ Zone X-10	May 2019	May 2019	76	5	93.42%	####	####
SJ Zone X-11	May 2019	May 2019	46	3	93.48%	####	####

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

June 1, 2019 through June 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	378	15	96.03%	X		
SJ Zone X-2*	94	9	90.43%	####	####	
SJ Zone X-3*	59	9	84.75%	####	####	
SJ Zone X-4	1,235	116	90.61%	X		
SJ Zone X-5	1,352	131	90.31%	X		
SJ Zone X-6*	11	0	100.00%	####	####	
SJ Zone X-7	143	12	91.61%	X		
SJ Zone X-8*	99	11	88.89%	####	####	
SJ Zone X-9	317	34	89.27%		X	
SJ Zone X-10*	75	6	92.00%	####	####	
SJ Zone X-11*	46	3	93.48%	####	####	
All Zones Combined	3,809	346	90.92%	4	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

June 1, 2019 through June 30, 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	June 2019	94	9	90.43%	####	####
SJ Zone X-3	June 2019	June 2019	59	9	84.75%	####	####
SJ Zone X-6	January 2019	June 2019	80	0	100.00%	####	####
SJ Zone X-8	June 2019	June 2019	99	11	88.89%	####	####
SJ Zone X-10	May 2019	June 2019	151	11	92.72%	X	
SJ Zone X-11	May 2019	June 2019	92	6	93.48%	####	####

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

May 1, 2019 through May 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	191	2	98.95%
SJ Zone X-2*	51	0	100.00%
SJ Zone X-3*	26	0	100.00%
SJ Zone X-4	608	13	97.86%
SJ Zone X-5	736	10	98.64%
SJ Zone X-6*	5	0	100.00%
SJ Zone X-7*	79	0	100.00%
SJ Zone X-8*	40	0	100.00%
SJ Zone X-9	144	5	96.53%
SJ Zone X-10*	26	0	100.00%
SJ Zone X-11*	18	0	100.00%
All Zones Combined	1,924	30	98.44%

* 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

May 1, 2019 through May 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	May 2019	51	0	100.00%
SJ Zone X-3	February 2019	May 2019	108	3	97.22%
SJ Zone X-6	October 2018	May 2019	30	0	100.00%
SJ Zone X-7	April 2019	May 2019	137	2	98.54%
SJ Zone X-8	March 2019	May 2019	119	0	100.00%
SJ Zone X-10	February 2019	May 2019	104	0	100.00%
SJ Zone X-11	May 2019	May 2019	18	0	100.00%

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

June 1, 2019 through June 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	197	3	98.48%	
SJ Zone X-2*	43	2	95.35%	
SJ Zone X-3*	28	1	96.43%	
SJ Zone X-4	584	10	98.29%	
SJ Zone X-5	681	7	98.97%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	67	1	98.51%	
SJ Zone X-8*	56	1	98.21%	
SJ Zone X-9	153	5	96.73%	
SJ Zone X-10*	28	1	96.43%	
SJ Zone X-11*	15	0	100.00%	
All Zones Combined	1,855	31	98.33%	

* 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, 2019 through June 30, 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	June 2019	94	2	97.87%
SJ Zone X-3	June 2019	June 2019	28	1	96.43%
SJ Zone X-6	October 2018	June 2019	33	0	100.00%
SJ Zone X-7	June 2019	June 2019	67	1	98.51%
SJ Zone X-8	June 2019	June 2019	56	1	98.21%
SJ Zone X-10	June 2019	June 2019	28	1	96.43%
SJ Zone X-11	May 2019	June 2019	33	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

May 1, 2019 through May 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	67	154	April 2019	May 2019	3	98.05%	X	
CCT-IFT	13	64	January 2019	May 2019	7	89.06%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

June 1, 2019 through June 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	80	80	June 2019	June 2019	1	98.75%	####	####
CCT-IFT	12	76	January 2019	June 2019	7	90.79%	####	####

Response Time Compliance Report - Combined RLS and NRLS

May 1, 2019 through May 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	613	35	94.29%	
SJ Zone X-2	160	11	93.13%	
SJ Zone X-3	87	5	94.25%	
SJ Zone X-4	1,872	127	93.22%	
SJ Zone X-5	2,243	131	94.16%	
SJ Zone X-6	20	0	100.00%	
SJ Zone X-7	234	13	94.44%	
SJ Zone X-8	126	11	91.27%	
SJ Zone X-9	408	25	93.87%	
SJ Zone X-10	102	5	95.10%	
SJ Zone X-11	64	3	95.31%	
All Zones Combined	5,929	366	93.83%	

Response Time Compliance Report - Combined RLS and NRLS

June 1, 2019 through June 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	575	18	96.87%	
SJ Zone X-2	137	11	91.97%	
SJ Zone X-3	87	10	88.51%	
SJ Zone X-4	1,819	126	93.07%	
SJ Zone X-5	2,033	138	93.21%	
SJ Zone X-6	14	0	100.00%	
SJ Zone X-7	210	13	93.81%	
SJ Zone X-8	155	12	92.26%	
SJ Zone X-9	470	39	91.70%	
SJ Zone X-10	103	7	93.20%	
SJ Zone X-11	61	3	95.08%	
All Zones Combined	5,664	377	93.34%	

Fines and Penalties Report

Type of Penalty	May 2019	June 2019
Out of compliance response zones	\$10,000	\$5,000
Code 2 and Code 3 Late response minutes	\$38,400	\$42,400
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
Totals	\$48,400	\$47,600

Detailed Response Time Analysis without Exemptions Applied - RLS

May 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	18:34	5:30	2:36	8:21
SJ Zone X-2 Urban	54	10:08	6:07	1:48	8:20
SJ Zone X-3 Urban	18	19:01	7:10	4:03	13:00
SJ Zone X-4 Urban	1,264	16:57	5:22	2:28	8:35
SJ Zone X-5 Urban	1,507	15:57	5:29	2:06	7:59
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	122	19:00	5:10	2:55	8:42
SJ Zone X-8 Urban	66	14:47	5:18	3:09	9:05
SJ Zone X-9 Urban	257	18:07	5:13	2:41	8:34
SJ Zone X-10 Urban	13	16:50	7:44	4:15	16:17
SJ Zone X-11 Urban	7	7:04	5:21	1:46	7:04
SJ Zone X-2 Suburban	11	10:18	7:28	2:09	10:02
SJ Zone X-3 Suburban	13	9:13	6:05	1:34	8:11
SJ Zone X-7 Suburban	23	19:00	8:22	4:20	13:34
SJ Zone X-8 Suburban	6	7:24	5:11	1:59	7:24
SJ Zone X-9 Suburban	6	9:48	5:58	3:05	9:48
SJ Zone X-10 Suburban	1	2:27	2:27	0:00	2:27
SJ Zone X-11 Suburban	9	15:56	7:46	3:19	15:56
SJ Zone X-10 Suburban-Moderate	26	17:00	12:13	2:52	15:48
SJ Zone X-2 Rural	44	21:26	11:55	4:09	16:34
SJ Zone X-3 Rural	30	22:00	10:36	3:54	15:13
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	6	9:39	7:25	1:49	9:39
SJ Zone X-7 Rural	10	17:50	11:54	3:42	16:00
SJ Zone X-8 Rural	14	15:52	9:32	2:50	12:32
SJ Zone X-9 Rural	1	8:13	8:13	0:00	8:13
SJ Zone X-10 Rural	34	20:34	9:17	3:45	12:33
SJ Zone X-11 Rural	30	33:49	12:52	6:32	19:07
SJ Zone X-6 Wilderness	9	22:33	14:17	5:19	22:33
SJ Zone X-10 Wilderness	2	4:17	4:13	0:04	4:17
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,730	19:01	5:26	2:24	8:20
All Suburban Compliance Areas	69	19:00	7:09	3:24	11:21
All Suburban-Moderate Compliance Areas	26	17:00	12:13	2:52	15:48
All Rural Compliance Areas	169	33:49	10:56	4:37	16:34
All Wilderness Compliance Areas	11	22:33	12:27	6:11	22:12
Total Responses	4,005				

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	378	20:43	4:22	2:10	6:41
SJ Zone X-2 Urban	39	24:39	6:43	3:39	9:22
SJ Zone X-3 Urban	16	13:40	6:54	2:50	9:43
SJ Zone X-4 Urban	1,235	24:16	5:24	2:31	8:21
SJ Zone X-5 Urban	1,351	19:10	5:35	2:12	8:07
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	115	12:20	5:10	2:19	8:06
SJ Zone X-8 Urban	87	13:05	5:17	2:52	10:09
SJ Zone X-9 Urban	302	20:05	5:09	2:59	8:28
SJ Zone X-10 Urban	15	13:32	6:59	2:41	11:13
SJ Zone X-11 Urban	5	8:49	6:14	1:50	8:49
SJ Zone X-2 Suburban	12	16:43	8:33	2:51	9:36
SJ Zone X-3 Suburban	9	13:45	7:56	4:17	13:45
SJ Zone X-7 Suburban	20	15:32	7:44	3:16	11:02
SJ Zone X-8 Suburban	3	6:35	4:34	1:32	6:35
SJ Zone X-9 Suburban	14	8:07	4:59	1:48	6:55
SJ Zone X-10 Suburban	4	6:54	5:53	0:55	6:54
SJ Zone X-11 Suburban	13	12:34	7:53	2:37	10:57
SJ Zone X-10 Suburban-Moderate	18	28:11	11:32	5:55	21:06
SJ Zone X-2 Rural	43	19:16	11:43	4:14	16:55
SJ Zone X-3 Rural	34	25:14	11:31	5:11	18:31
SJ Zone X-5 Rural	1	15:27	15:27	0:00	15:27
SJ Zone X-6 Rural	4	16:22	10:25	3:28	16:22
SJ Zone X-7 Rural	8	20:36	15:55	3:34	20:36
SJ Zone X-8 Rural	9	12:46	8:08	2:55	12:46
SJ Zone X-9 Rural	1	8:24	8:24	0:00	8:24
SJ Zone X-10 Rural	35	21:13	10:31	4:20	16:40
SJ Zone X-11 Rural	28	19:44	10:36	4:49	15:52
SJ Zone X-6 Wilderness	7	18:58	11:53	5:22	18:58
SJ Zone X-10 Wilderness	3	20:19	15:41	4:46	20:19
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,543	24:39	5:21	2:28	8:12
All Suburban Compliance Areas	75	16:43	7:10	3:10	11:02
All Suburban-Moderate Compliance Areas	18	28:11	11:32	5:55	21:06
All Rural Compliance Areas	163	25:14	11:12	4:40	16:55
All Wilderness Compliance Areas	10	20:19	13:02	5:29	18:58
Total Responses	3,809				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	191	18:39	7:13	3:21	11:42
SJ Zone X-2 Urban	24	22:33	9:12	4:16	12:40
SJ Zone X-3 Urban	6	22:42	7:11	7:03	22:42
SJ Zone X-4 Urban	608	33:42	7:49	3:57	12:18
SJ Zone X-5 Urban	736	25:47	7:51	3:18	12:13
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	66	19:46	6:58	3:21	11:14
SJ Zone X-8 Urban	33	14:46	7:18	4:10	12:53
SJ Zone X-9 Urban	141	30:18	7:02	4:39	12:14
SJ Zone X-10 Urban	5	17:53	11:32	4:17	17:53
SJ Zone X-11 Urban	4	10:05	9:12	0:40	10:05
SJ Zone X-2 Suburban	6	14:48	9:59	2:34	14:48
SJ Zone X-3 Suburban	8	12:18	7:42	3:37	12:18
SJ Zone X-7 Suburban	7	15:52	10:03	2:51	15:52
SJ Zone X-8 Suburban	2	9:13	6:50	2:23	9:13
SJ Zone X-9 Suburban	3	7:42	5:54	1:45	7:42
SJ Zone X-10 Suburban	3	13:11	9:50	2:54	13:11
SJ Zone X-11 Suburban	3	10:44	5:00	4:08	10:44
SJ Zone X-10 Suburban-Moderate	14	24:53	14:42	7:22	22:21
SJ Zone X-2 Rural	21	26:11	15:23	5:35	23:51
SJ Zone X-3 Rural	12	26:00	13:39	5:15	20:06
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	14:53	14:50	0:02	14:53
SJ Zone X-7 Rural	6	28:40	18:34	5:46	28:40
SJ Zone X-8 Rural	5	25:20	16:49	4:38	25:20
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	14:35	10:37	5:34	14:35
SJ Zone X-11 Rural	10	28:18	13:43	6:15	17:16
SJ Zone X-6 Wilderness	3	33:15	22:28	8:19	33:15
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	1	20:53	20:53	0:00	20:53
All Urban Compliance Areas	1814	33:42	7:41	3:44	12:15
All Suburban Compliance Areas	32	15:52	8:22	3:32	12:18
All Suburban-Moderate Compliance Areas	14	24:53	14:42	7:22	22:21
All Rural Compliance Areas	60	28:40	14:51	5:48	23:51
All Wilderness Compliance Areas	4	33:15	22:04	7:14	33:15
Total Responses	1,924				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 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	20:23	6:12	3:19	10:49
SJ Zone X-2 Urban	20	17:36	9:01	4:18	15:08
SJ Zone X-3 Urban	9	24:37	14:15	6:46	24:37
SJ Zone X-4 Urban	584	25:03	7:35	3:38	11:48
SJ Zone X-5 Urban	680	19:34	7:48	3:17	12:06
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	55	15:45	6:30	3:23	11:38
SJ Zone X-8 Urban	46	23:16	6:06	4:13	11:22
SJ Zone X-9 Urban	146	38:33	7:19	5:10	11:38
SJ Zone X-10 Urban	6	21:14	12:19	4:48	21:14
SJ Zone X-11 Urban	4	12:21	8:41	2:48	12:21
SJ Zone X-2 Suburban	11	16:01	9:09	3:41	13:37
SJ Zone X-3 Suburban	1	9:59	9:59	0:00	9:59
SJ Zone X-7 Suburban	7	16:04	8:55	3:44	16:04
SJ Zone X-8 Suburban	0				
SJ Zone X-9 Suburban	7	8:09	4:36	2:47	8:09
SJ Zone X-10 Suburban	2	12:25	9:10	3:14	12:25
SJ Zone X-11 Suburban	0				
SJ Zone X-10 Suburban-Moderate	14	21:57	15:22	3:10	20:26
SJ Zone X-2 Rural	12	26:28	17:41	4:48	25:01
SJ Zone X-3 Rural	18	23:53	13:27	6:07	23:21
SJ Zone X-5 Rural	1	15:52	15:52	0:00	15:52
SJ Zone X-6 Rural	1	6:50	6:50	0:00	6:50
SJ Zone X-7 Rural	5	18:54	15:04	2:57	18:54
SJ Zone X-8 Rural	10	28:33	15:23	8:05	27:32
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	6	24:07	16:05	4:54	24:07
SJ Zone X-11 Rural	10	21:40	11:47	5:36	19:34
SJ Zone X-6 Wilderness	2	20:33	17:33	2:59	20:33
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	1	18:03	18:03	0:00	18:03
All Urban Compliance Areas	1,747	38:33	7:29	3:45	12:00
All Suburban Compliance Areas	28	16:04	7:59	3:55	13:37
All Suburban-Moderate Compliance Areas	14	21:57	15:22	3:10	20:26
All Rural Compliance Areas	63	28:33	14:37	6:11	23:53
All Wilderness Compliance Areas	3	20:33	17:43	2:27	20:33
Total Responses	1,855				

Comparison of Compliance with and without Exemptions - RLS

May 1, 2019 through May 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	61	85.55%	33	92.18%	
SJ Zone X-2	109	15	86.24%	11	89.91%	
SJ Zone X-3	61	7	88.52%	5	91.80%	
SJ Zone X-4	1,264	174	86.23%	114	90.98%	
SJ Zone X-5	1,507	189	87.46%	121	91.97%	
SJ Zone X-6	15	0	100.00%	0	100.00%	
SJ Zone X-7	155	22	85.81%	13	91.61%	
SJ Zone X-8	86	16	81.40%	11	87.21%	
SJ Zone X-9	264	34	87.12%	20	92.42%	
SJ Zone X-10	76	9	88.16%	5	93.42%	
SJ Zone X-11	46	6	86.96%	3	93.48%	
All Zones Combined	4,005	533	86.69%	336	91.61%	

* 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, 2019 through June 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	378	20	94.71%	15	96.03%	
SJ Zone X-2	94	13	86.17%	9	90.43%	
SJ Zone X-3	59	14	76.27%	9	84.75%	
SJ Zone X-4	1,235	171	86.15%	116	90.61%	
SJ Zone X-5	1,352	195	85.58%	131	90.31%	
SJ Zone X-6	11	0	100.00%	0	100.00%	
SJ Zone X-7	143	19	86.71%	12	91.61%	
SJ Zone X-8	99	17	82.83%	11	88.89%	
SJ Zone X-9	317	36	88.64%	34	89.27%	
SJ Zone X-10	75	9	88.00%	6	92.00%	
SJ Zone X-11	46	5	89.13%	3	93.48%	
All Zones Combined	3,809	499	86.90%	346	90.92%	

* 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, 2019 through May 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	191	5	97.38%	2	98.95%
SJ Zone X-2	51	1	98.04%	0	100.00%
SJ Zone X-3	26	1	96.15%	0	100.00%
SJ Zone X-4	608	27	95.56%	13	97.86%
SJ Zone X-5	736	19	97.42%	10	98.64%
SJ Zone X-6	5	0	100.00%	0	100.00%
SJ Zone X-7	79	2	97.47%	0	100.00%
SJ Zone X-8	40	0	100.00%	0	100.00%
SJ Zone X-9	144	7	95.14%	5	96.53%
SJ Zone X-10	26	1	96.15%	0	100.00%
SJ Zone X-11	18	0	100.00%	0	100.00%
All Zones Combined	1,924	63	96.73%	30	98.44%

* 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, 2019 through June 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	197	4	97.97%	3	98.48%
SJ Zone X-2	43	3	93.02%	2	95.35%
SJ Zone X-3	28	4	85.71%	1	96.43%
SJ Zone X-4	584	20	96.58%	10	98.29%
SJ Zone X-5	681	15	97.80%	7	98.97%
SJ Zone X-6	3	0	100.00%	0	100.00%
SJ Zone X-7	67	1	98.51%	1	98.51%
SJ Zone X-8	56	1	98.21%	1	98.21%
SJ Zone X-9	153	9	94.12%	5	96.73%
SJ Zone X-10	28	1	96.43%	1	96.43%
SJ Zone X-11	15	0	100.00%	0	100.00%
All Zones Combined	1,855	58	96.87%	31	98.33%

* 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, 2019 through May 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	67	0	100.00%	0	100.00%
CCT-IFT	13	1	92.31%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

June 1, 2019 through June 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	80	2	97.50%	1	98.75%
CCT-IFT	12	0	100.00%	0	100.00%

Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care at ED	162	0	128	0
Dispatch Error	1	0	0	0
False Report of Emergency	2	0	0	0
Freeway Access	1	0	0	2
Location Change	2	0	0	0
Other	2	0	3	2
Reduced/Upgraded Response	2	0	1	0
Road Construction	1	0	6	0
System Overload	38	0	34	0
Traffic Secondary to Call	1	1	1	1
Train	11	0	3	1
Weather	2	1	0	0
Zone Assist	6	0	5	0

Mutual Aid

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

Failure to Provide Data

Event Type	May 2019	June 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

