



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: February 6, 2020

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 November and December 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 23 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

November 1, 2019 through November 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	402	33	91.79%	X		
SJ Zone X-2*	88	11	87.50%	####	####	
SJ Zone X-3*	60	8	86.67%	####	####	
SJ Zone X-4	1,169	111	90.50%	X		
SJ Zone X-5	1,316	149	88.68%		X	
SJ Zone X-6*	19	0	100.00%	####	####	
SJ Zone X-7	141	18	87.23%		X	
SJ Zone X-8*	85	13	84.71%	####	####	
SJ Zone X-9	326	29	91.10%	X		
SJ Zone X-10*	94	8	91.49%	####	####	
SJ Zone X-11*	37	1	97.30%	####	####	
All Zones Combined	3,737	381	89.80%	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

November 1, 2019 through November 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	November 2019	November 2019	88	11	87.50%	#### ####
SJ Zone X-3	November 2019	November 2019	60	8	86.67%	#### ####
SJ Zone X-6	August 2019	November 2019	78	0	100.00%	#### ####
SJ Zone X-8	November 2019	November 2019	85	13	84.71%	#### ####
SJ Zone X-10	November 2019	November 2019	94	8	91.49%	#### ####
SJ Zone X-11	October 2019	November 2019	90	5	94.44%	#### ####

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

December 1, 2019 through December 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	373	25	93.30%	X		
SJ Zone X-2	107	22	79.44%		X	
SJ Zone X-3*	50	8	84.00%	####	####	
SJ Zone X-4	1,296	112	91.36%	X		
SJ Zone X-5	1,446	133	90.80%	X		
SJ Zone X-6*	11	0	100.00%	####	####	
SJ Zone X-7	135	16	88.15%		X	
SJ Zone X-8*	98	15	84.69%	####	####	
SJ Zone X-9	340	26	92.35%	X		
SJ Zone X-10*	76	7	90.79%	####	####	
SJ Zone X-11*	46	6	86.96%	####	####	
All Zones Combined	3,978	370	90.70%	4	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

December 1, 2019 through December 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	November 2019	December 2019	195	33	83.08%	
SJ Zone X-3	November 2019	December 2019	110	16	85.45%	
SJ Zone X-6	August 2019	December 2019	89	0	100.00%	#### ####
SJ Zone X-8	November 2019	December 2019	183	28	84.70%	
SJ Zone X-10	November 2019	December 2019	170	15	91.18%	X
SJ Zone X-11	October 2019	December 2019	136	11	91.91%	X

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

November 1, 2019 through November 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	180	2	98.89%	
SJ Zone X-2*	41	0	100.00%	
SJ Zone X-3*	27	2	92.59%	
SJ Zone X-4	608	14	97.70%	
SJ Zone X-5	653	13	98.01%	
SJ Zone X-6*	7	0	100.00%	
SJ Zone X-7*	75	1	98.67%	
SJ Zone X-8*	27	2	92.59%	
SJ Zone X-9	137	5	96.35%	
SJ Zone X-10*	33	1	96.97%	
SJ Zone X-11*	10	0	100.00%	
All Zones Combined	1,798	40	97.78%	

* 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

November 1, 2019 through November 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	October 2019	November 2019	77	0	100.00%
SJ Zone X-3	October 2019	November 2019	69	3	95.65%
SJ Zone X-6	October 2018	November 2019	53	0	100.00%
SJ Zone X-7	October 2019	November 2019	136	1	99.26%
SJ Zone X-8	November 2019	November 2019	27	2	92.59%
SJ Zone X-10	November 2019	November 2019	33	1	96.97%
SJ Zone X-11	May 2019	November 2019	106	1	99.06%

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

December 1, 2019 through December 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	190	8	95.79%	
SJ Zone X-2*	50	1	98.00%	
SJ Zone X-3*	36	4	88.89%	
SJ Zone X-4	586	17	97.10%	
SJ Zone X-5	673	30	95.54%	
SJ Zone X-6*	5	0	100.00%	
SJ Zone X-7*	54	0	100.00%	
SJ Zone X-8*	34	0	100.00%	
SJ Zone X-9	177	9	94.92%	
SJ Zone X-10*	34	0	100.00%	
SJ Zone X-11*	13	0	100.00%	
All Zones Combined	1,852	69	96.27%	

* 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

December 1, 2019 through December 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	October 2019	December 2019	127	1	99.21%
SJ Zone X-3	October 2019	December 2019	105	7	93.33%
SJ Zone X-6	October 2018	December 2019	58	0	100.00%
SJ Zone X-7	December 2019	December 2019	54	0	100.00%
SJ Zone X-8	November 2019	December 2019	61	2	96.72%
SJ Zone X-10	November 2019	December 2019	67	1	98.51%
SJ Zone X-11	December 2019	December 2019	13	0	100.00%

Response Time Compliance Report - Interfacility Transfer (IFT)

November 1, 2019 through November 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	67	137	October 2019	November 2019	4	97.08%	X
CCT-IFT	14	32	September 2019	November 2019	1	96.88%	####

Response Time Compliance Report - Interfacility Transfer (IFT)

December 1, 2019 through December 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	81	81	December 2019	December 2019	2	97.53%	####
CCT-IFT	13	45	September 2019	December 2019	1	97.78%	####

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2019 through November 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	582	35	93.99%	
SJ Zone X-2	129	11	91.47%	
SJ Zone X-3	87	10	88.51%	
SJ Zone X-4	1,777	125	92.97%	
SJ Zone X-5	1,969	162	91.77%	
SJ Zone X-6	26	0	100.00%	
SJ Zone X-7	216	19	91.20%	
SJ Zone X-8	112	15	86.61%	
SJ Zone X-9	463	34	92.66%	
SJ Zone X-10	127	9	92.91%	
SJ Zone X-11	47	1	97.87%	
All Zones Combined	5,535	421	92.39%	

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2019 through December 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	563	33	94.14%	
SJ Zone X-2	157	23	85.35%	
SJ Zone X-3	86	12	86.05%	
SJ Zone X-4	1,882	129	93.15%	
SJ Zone X-5	2,119	163	92.31%	
SJ Zone X-6	16	0	100.00%	
SJ Zone X-7	189	16	91.53%	
SJ Zone X-8	132	15	88.64%	
SJ Zone X-9	517	35	93.23%	
SJ Zone X-10	110	7	93.64%	
SJ Zone X-11	59	6	89.83%	
All Zones Combined	5,830	439	92.47%	

Fines and Penalties Report

Type of Penalty	November 2019	December 2019
Out of compliance response zones	\$25,000	\$135,000
Code 2 and Code 3 Late response minutes	\$36,600	\$40,700
ALS IFT or CCT-IFT Late response minutes	\$400	\$400
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	\$62,000	\$176,100

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	402	15:18	5:01	2:18	7:48	
SJ Zone X-2 Urban	41	16:48	6:01	3:06	10:26	
SJ Zone X-3 Urban	19	10:08	6:25	1:58	9:00	
SJ Zone X-4 Urban	1,169	18:09	5:25	2:28	8:22	
SJ Zone X-5 Urban	1,315	15:45	5:33	2:12	8:22	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	103	13:33	5:06	2:45	8:52	
SJ Zone X-8 Urban	68	13:39	5:34	2:48	9:20	
SJ Zone X-9 Urban	316	19:40	5:09	3:03	7:47	
SJ Zone X-10 Urban	14	10:18	6:32	1:53	8:01	
SJ Zone X-11 Urban	7	7:05	5:28	1:35	7:05	
SJ Zone X-2 Suburban	12	11:02	7:37	2:12	10:18	
SJ Zone X-3 Suburban	14	13:09	6:23	3:31	12:50	
SJ Zone X-7 Suburban	28	14:46	8:17	3:13	13:20	
SJ Zone X-8 Suburban	3	14:39	10:59	2:36	14:39	
SJ Zone X-9 Suburban	10	12:39	7:15	2:47	11:09	
SJ Zone X-10 Suburban	4	8:20	5:15	2:32	8:20	
SJ Zone X-11 Suburban	5	8:46	7:10	1:16	8:46	
SJ Zone X-10 Suburban-Moderate	35	22:01	10:29	4:55	16:23	
SJ Zone X-2 Rural	35	27:47	12:44	5:30	21:46	
SJ Zone X-3 Rural	27	15:46	9:38	3:28	14:30	
SJ Zone X-5 Rural	1	6:23	6:23	0:00	6:23	
SJ Zone X-6 Rural	5	8:57	6:40	2:10	8:57	
SJ Zone X-7 Rural	10	20:55	12:20	4:51	19:29	
SJ Zone X-8 Rural	14	17:30	9:39	3:59	16:26	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	29	21:27	9:40	5:14	18:13	
SJ Zone X-11 Rural	25	24:56	12:35	4:47	17:14	
SJ Zone X-6 Wilderness	14	27:45	14:52	5:20	22:51	
SJ Zone X-10 Wilderness	12	23:44	15:55	7:05	22:47	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	3,454	19:40	5:25	2:26	8:21	
All Suburban Compliance Areas	76	14:46	7:34	3:08	12:39	
All Suburban-Moderate Compliance Areas	35	22:01	10:29	4:55	16:23	
All Rural Compliance Areas	146	27:47	10:57	5:00	17:14	
All Wilderness Compliance Areas	26	27:45	15:21	6:14	22:51	
Total Responses	3,737					

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	373	17:18	5:01	2:19	7:36
SJ Zone X-2 Urban	54	13:33	6:55	2:33	9:41
SJ Zone X-3 Urban	20	23:47	7:58	4:35	12:05
SJ Zone X-4 Urban	1,296	16:06	5:17	2:19	8:10
SJ Zone X-5 Urban	1,446	18:16	5:33	2:16	8:17
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	101	12:17	5:09	2:18	8:08
SJ Zone X-8 Urban	80	13:38	5:51	3:01	9:38
SJ Zone X-9 Urban	332	25:16	5:25	3:18	8:17
SJ Zone X-10 Urban	11	14:03	6:49	3:06	8:39
SJ Zone X-11 Urban	6	17:07	8:12	4:28	17:07
SJ Zone X-2 Suburban	17	19:35	8:30	3:56	13:39
SJ Zone X-3 Suburban	5	8:44	6:27	2:32	8:44
SJ Zone X-7 Suburban	23	14:16	8:17	2:37	12:02
SJ Zone X-8 Suburban	6	11:10	6:16	3:11	11:10
SJ Zone X-9 Suburban	8	16:07	7:32	3:39	16:07
SJ Zone X-10 Suburban	2	12:25	8:54	3:30	12:25
SJ Zone X-11 Suburban	10	9:15	6:24	1:43	8:07
SJ Zone X-10 Suburban-Moderate	33	20:44	11:18	4:52	17:30
SJ Zone X-2 Rural	36	21:57	12:10	4:44	17:13
SJ Zone X-3 Rural	25	24:36	14:14	4:23	22:30
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	9:06	7:18	1:29	9:06
SJ Zone X-7 Rural	11	29:38	13:57	5:40	16:47
SJ Zone X-8 Rural	12	21:47	8:13	5:06	11:35
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	24	16:51	10:18	3:15	15:19
SJ Zone X-11 Rural	30	21:01	14:01	4:08	19:01
SJ Zone X-6 Wilderness	6	21:34	16:56	4:00	21:34
SJ Zone X-10 Wilderness	6	28:25	15:08	9:02	28:25
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,719	25:16	5:26	2:28	8:24
All Suburban Compliance Areas	71	19:35	7:42	3:13	11:26
All Suburban-Moderate Compliance Areas	33	20:44	11:18	4:52	17:30
All Rural Compliance Areas	143	29:38	12:14	4:51	18:25
All Wilderness Compliance Areas	12	28:25	16:02	7:03	25:00
Total Responses	3,978				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	180	22:26	6:44	3:16	10:22	
SJ Zone X-2 Urban	20	14:36	6:44	3:36	11:55	
SJ Zone X-3 Urban	9	23:20	13:00	5:34	23:20	
SJ Zone X-4 Urban	608	26:06	8:01	3:51	13:34	
SJ Zone X-5 Urban	653	22:41	7:59	3:36	12:27	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	54	19:38	6:45	4:34	13:22	
SJ Zone X-8 Urban	20	18:33	7:54	4:55	14:50	
SJ Zone X-9 Urban	135	22:19	7:04	3:57	11:53	
SJ Zone X-10 Urban	3	14:34	7:51	5:47	14:34	
SJ Zone X-11 Urban	1	4:25	4:25	0:00	4:25	
SJ Zone X-2 Suburban	4	10:16	9:26	0:44	10:16	
SJ Zone X-3 Suburban	7	13:48	9:27	3:46	13:48	
SJ Zone X-7 Suburban	15	14:10	8:09	4:10	14:04	
SJ Zone X-8 Suburban	2	13:24	11:45	1:39	13:24	
SJ Zone X-9 Suburban	2	7:16	6:04	1:11	7:16	
SJ Zone X-10 Suburban	2	9:37	5:16	4:21	9:37	
SJ Zone X-11 Suburban	2	14:12	13:45	0:27	14:12	
SJ Zone X-10 Suburban-Moderate	16	26:00	14:28	5:40	22:24	
SJ Zone X-2 Rural	17	21:18	13:10	4:30	18:26	
SJ Zone X-3 Rural	11	23:57	13:57	4:59	20:00	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	2	18:31	14:46	3:44	18:31	
SJ Zone X-7 Rural	6	21:02	15:32	5:09	21:02	
SJ Zone X-8 Rural	5	22:43	11:02	6:01	22:43	
SJ Zone X-9 Rural	0					
SJ Zone X-10 Rural	11	45:06	18:16	10:41	29:35	
SJ Zone X-11 Rural	7	22:47	17:02	5:07	22:47	
SJ Zone X-6 Wilderness	5	16:27	10:52	4:32	16:27	
SJ Zone X-10 Wilderness	1	20:44	20:44	0:00	20:44	
SJ Zone X-11 Wilderness	0					
All Urban Compliance Areas	1683	26:06	7:46	3:48	12:53	
All Suburban Compliance Areas	34	14:12	8:49	3:56	13:57	
All Suburban-Moderate Compliance Areas	16	26:00	14:28	5:40	22:24	
All Rural Compliance Areas	59	45:06	14:50	6:47	22:43	
All Wilderness Compliance Areas	6	20:44	12:31	5:32	20:44	
Total Responses	1,798					

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	190	22:40	7:37	3:50	12:28	
SJ Zone X-2 Urban	30	18:41	9:20	3:10	11:52	
SJ Zone X-3 Urban	14	16:00	9:35	4:23	15:48	
SJ Zone X-4 Urban	586	26:00	7:52	3:50	13:11	
SJ Zone X-5 Urban	673	30:07	8:22	3:58	13:28	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	39	17:27	7:22	3:18	11:26	
SJ Zone X-8 Urban	25	14:38	5:47	3:41	10:27	
SJ Zone X-9 Urban	172	27:23	7:39	5:13	13:17	
SJ Zone X-10 Urban	6	12:42	9:00	2:55	12:42	
SJ Zone X-11 Urban	3	12:48	10:49	1:38	12:48	
SJ Zone X-2 Suburban	4	16:03	11:45	2:45	16:03	
SJ Zone X-3 Suburban	8	12:27	9:26	2:33	12:27	
SJ Zone X-7 Suburban	10	13:33	8:32	2:58	12:08	
SJ Zone X-8 Suburban	3	5:21	4:13	0:49	5:21	
SJ Zone X-9 Suburban	4	9:55	7:54	1:20	9:55	
SJ Zone X-10 Suburban	0					
SJ Zone X-11 Suburban	1	21:51	21:51	0:00	21:51	
SJ Zone X-10 Suburban-Moderate	18	20:41	13:49	4:21	19:01	
SJ Zone X-2 Rural	16	21:33	12:57	4:36	18:16	
SJ Zone X-3 Rural	14	37:28	17:08	7:13	23:51	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	3	25:04	12:57	8:34	25:04	
SJ Zone X-7 Rural	5	23:04	17:07	4:31	23:04	
SJ Zone X-8 Rural	6	21:43	14:56	3:25	21:43	
SJ Zone X-9 Rural	1	7:42	7:42	0:00	7:42	
SJ Zone X-10 Rural	10	20:59	14:39	3:22	18:38	
SJ Zone X-11 Rural	8	27:58	15:42	9:16	27:58	
SJ Zone X-6 Wilderness	2	15:46	13:33	2:13	15:46	
SJ Zone X-10 Wilderness	0					
SJ Zone X-11 Wilderness	1	15:32	15:32	0:00	15:32	
All Urban Compliance Areas	1,738	30:07	8:01	4:03	13:15	
All Suburban Compliance Areas	30	21:51	9:07	3:52	12:27	
All Suburban-Moderate Compliance Areas	18	20:41	13:49	4:21	19:01	
All Rural Compliance Areas	63	37:28	14:56	6:17	21:43	
All Wilderness Compliance Areas	3	15:46	14:12	2:02	15:46	
Total Responses	1,852					

Comparison of Compliance with and without Exemptions - RLS

November 1, 2019 through November 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	402	46	88.56%	33	91.79%
SJ Zone X-2	88	16	81.82%	11	87.50%
SJ Zone X-3	60	8	86.67%	8	86.67%
SJ Zone X-4	1,169	156	86.66%	111	90.50%
SJ Zone X-5	1,316	205	84.42%	149	88.68%
SJ Zone X-6	19	0	100.00%	0	100.00%
SJ Zone X-7	141	25	82.27%	18	87.23%
SJ Zone X-8	85	16	81.18%	13	84.71%
SJ Zone X-9	326	37	88.65%	29	91.10%
SJ Zone X-10	94	11	88.30%	8	91.49%
SJ Zone X-11	37	2	94.59%	1	97.30%
All Zones Combined	3,737	522	86.03%	381	89.80%

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

Comparison of Compliance with and without Exemptions - RLS

December 1, 2019 through December 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	373	39	89.54%	25	93.30%
SJ Zone X-2	107	28	73.83%	22	79.44%
SJ Zone X-3	50	13	74.00%	8	84.00%
SJ Zone X-4	1,296	172	86.73%	112	91.36%
SJ Zone X-5	1,446	214	85.20%	133	90.80%
SJ Zone X-6	11	0	100.00%	0	100.00%
SJ Zone X-7	135	22	83.70%	16	88.15%
SJ Zone X-8	98	27	72.45%	15	84.69%
SJ Zone X-9	340	46	86.47%	26	92.35%
SJ Zone X-10	76	12	84.21%	7	90.79%
SJ Zone X-11	46	10	78.26%	6	86.96%
All Zones Combined	3,978	583	85.34%	370	90.70%

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

Comparison of Compliance with and without Exemptions - NRLS

November 1, 2019 through November 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	180	4	97.78%	2	98.89%
SJ Zone X-2	41	0	100.00%	0	100.00%
SJ Zone X-3	27	3	88.89%	2	92.59%
SJ Zone X-4	608	29	95.23%	14	97.70%
SJ Zone X-5	653	23	96.48%	13	98.01%
SJ Zone X-6	7	0	100.00%	0	100.00%
SJ Zone X-7	75	4	94.67%	1	98.67%
SJ Zone X-8	27	2	92.59%	2	92.59%
SJ Zone X-9	137	6	95.62%	5	96.35%
SJ Zone X-10	33	1	96.97%	1	96.97%
SJ Zone X-11	10	0	100.00%	0	100.00%
All Zones Combined	1,798	72	96.00%	40	97.78%

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

Comparison of Compliance with and without Exemptions - NRLS

December 1, 2019 through December 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	190	12	93.68%	8	95.79%
SJ Zone X-2	50	2	96.00%	1	98.00%
SJ Zone X-3	36	4	88.89%	4	88.89%
SJ Zone X-4	586	28	95.22%	17	97.10%
SJ Zone X-5	673	44	93.46%	30	95.54%
SJ Zone X-6	5	0	100.00%	0	100.00%
SJ Zone X-7	54	1	98.15%	0	100.00%
SJ Zone X-8	34	0	100.00%	0	100.00%
SJ Zone X-9	177	15	91.53%	9	94.92%
SJ Zone X-10	34	0	100.00%	0	100.00%
SJ Zone X-11	13	1	92.31%	0	100.00%
All Zones Combined	1,852	107	94.22%	69	96.27%

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

Comparison of Compliance with and without Exemptions - IFT

November 1, 2019 through November 30, 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	2	97.01%	2	97.01%
CCT-IFT	14	0	100.00%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

December 1, 2019 through December 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	81	3	96.30%	2	97.53%
CCT-IFT	13	0	100.00%	0	100.00%

Exemption Request Reports

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	1	0	0
Delays in Transferring Care at ED	126	0	184	0
False Report of Emergency	0	0	2	0
Freeway Access	0	0	1	0
Location Change	0	0	3	0
Other	1	0	0	0
Reduced/Upgraded Response	0	1	1	0
System Overload	27	1	42	1
Traffic Secondary to Call	4	0	8	0
Train	5	0	5	0
Weather	0	0	1	0
Zone Assist	8	0	5	0

Mutual Aid

Compliance Zone	Provider	November 2019	December 2019
SJ Zone X-4	Manteca District Ambulance	1	1
SJ Zone X-5	Manteca District Ambulance	3	9
SJ Zone X-8	Manteca District Ambulance	8	9
SJ Zone X-9	Manteca District Ambulance	17	13
SJ Zone X-10	Manteca District Ambulance	5	3
SJ Zone X-11	Manteca District Ambulance	3	4
SJ Zone X-11	Ripon Ambulance	0	1
SJ Zone X-10 MOD	Manteca District Ambulance	2	2

Out of County Mututal Aid

Date	Compliance Zone	Provider	EMD
11/23/2019	SJ ZONE X-8 URBAN	AMR Stanislaus	CCT Transport
11/26/2019	SJ ZONE X-1 URBAN	AMR Stanislaus	CCT Transport
12/1/2019	SJ ZONE X-9 URBAN	AMR Stanislaus	CCT Transport
12/5/2019	SJ ZONE X-5 URBAN	AMR Stanislaus	CCT Transport
12/9/2019	SJ ZONE X-9 URBAN	AMR Stanislaus	CCT Transport
12/28/2019	SJ ZONE X-5 URBAN	AMR Stanislaus	CCT Transport

Failure to Provide Data

Event Type	November 2019	December 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

