



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: December 20, 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 September and October 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 15 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for September and October 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)**

September 1, 2019 through September 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	359	21	94.15%	X		
SJ Zone X-2	127	19	85.04%			X
SJ Zone X-3*	51	8	84.31%	####	####	
SJ Zone X-4	1,148	105	90.85%	X		
SJ Zone X-5	1,432	127	91.13%	X		
SJ Zone X-6*	23	0	100.00%	####	####	
SJ Zone X-7	148	18	87.84%			X
SJ Zone X-8*	81	8	90.12%	####	####	
SJ Zone X-9	313	25	92.01%	X		
SJ Zone X-10*	80	4	95.00%	####	####	
SJ Zone X-11*	61	4	93.44%	####	####	
<b>All Zones Combined</b>	<b>3,823</b>	<b>339</b>	<b>91.13%</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**

September 1, 2019 through September 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	August 2019	September 2019	222	29	86.94%		X
SJ Zone X-3	August 2019	September 2019	99	12	87.88%	####	####
SJ Zone X-6	August 2019	September 2019	50	0	100.00%	####	####
SJ Zone X-8	September 2019	September 2019	81	8	90.12%	####	####
SJ Zone X-10	September 2019	September 2019	80	4	95.00%	####	####
SJ Zone X-11	August 2019	September 2019	115	7	93.91%	X	

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

October 1, 2019 through October 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	381	22	94.23%	X		
SJ Zone X-2	106	16	84.91%			X
SJ Zone X-3*	58	11	81.03%	####	####	
SJ Zone X-4	1,176	98	91.67%	X		
SJ Zone X-5	1,331	137	89.71%			X
SJ Zone X-6*	9	0	100.00%	####	####	
SJ Zone X-7	143	17	88.11%			X
SJ Zone X-8	100	10	90.00%	X		
SJ Zone X-9	322	30	90.68%	X		
SJ Zone X-10*	75	3	96.00%	####	####	
SJ Zone X-11*	53	4	92.45%	####	####	
<b>All Zones Combined</b>	<b>3,754</b>	<b>348</b>	<b>90.73%</b>	<b>4</b>		<b>3</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**

October 1, 2019 through October 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	August 2019	October 2019	157	23	85.35%		X
SJ Zone X-6	August 2019	October 2019	59	0	100.00%	####	####
SJ Zone X-8	September 2019	October 2019	181	18	90.06%	X	
SJ Zone X-10	September 2019	October 2019	155	7	95.48%	X	
SJ Zone X-11	October 2019	October 2019	53	4	92.45%	####	####

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

September 1, 2019 through September 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	187	3	98.40%	
SJ Zone X-2*	52	0	100.00%	
SJ Zone X-3*	28	1	96.43%	
SJ Zone X-4	627	15	97.61%	
SJ Zone X-5	712	18	97.47%	
SJ Zone X-6*	5	0	100.00%	
SJ Zone X-7*	63	2	96.83%	
SJ Zone X-8*	23	0	100.00%	
SJ Zone X-9	138	7	94.93%	
SJ Zone X-10*	13	0	100.00%	
SJ Zone X-11*	11	0	100.00%	
<b>All Zones Combined</b>	<b>1,859</b>	<b>46</b>	<b>97.53%</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**

September 1, 2019 through September 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	August 2019	September 2019	100	1	99.00%
SJ Zone X-3	June 2019	September 2019	117	2	98.29%
SJ Zone X-6	October 2018	September 2019	42	0	100.00%
SJ Zone X-7	August 2019	September 2019	130	3	97.69%
SJ Zone X-8	August 2019	September 2019	61	0	100.00%
SJ Zone X-10	June 2019	September 2019	98	2	97.96%
SJ Zone X-11	May 2019	September 2019	78	0	100.00%

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

October 1, 2019 through October 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	201	2	99.00%	
SJ Zone X-2*	36	0	100.00%	
SJ Zone X-3*	42	1	97.62%	
SJ Zone X-4	605	15	97.52%	
SJ Zone X-5	637	15	97.65%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	61	0	100.00%	
SJ Zone X-8*	51	1	98.04%	
SJ Zone X-9	120	4	96.67%	
SJ Zone X-10*	26	1	96.15%	
SJ Zone X-11*	18	1	94.44%	
<b>All Zones Combined</b>	<b>1,801</b>	<b>40</b>	<b>97.78%</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**

October 1, 2019 through October 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	October 2019	36	0	100.00%
SJ Zone X-3	October 2019	October 2019	42	1	97.62%
SJ Zone X-6	October 2018	October 2019	46	0	100.00%
SJ Zone X-7	October 2019	October 2019	61	0	100.00%
SJ Zone X-8	August 2019	October 2019	112	1	99.11%
SJ Zone X-10	June 2019	October 2019	124	3	97.58%
SJ Zone X-11	May 2019	October 2019	96	1	98.96%

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

September 1, 2019 through September 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	74	140	August 2019	September 2019	2	98.57%	X	
CCT-IFT	6	6	September 2019	September 2019	1	83.33%	####	####

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

October 1, 2019 through October 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	70	70	October 2019	October 2019	2	97.14%	####	####
CCT-IFT	12	18	September 2019	October 2019	1	94.44%	####	####

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

September 1, 2019 through September 30, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	546	24	95.60%	
SJ Zone X-2	179	19	89.39%	
SJ Zone X-3	79	9	88.61%	
SJ Zone X-4	1,775	120	93.24%	
SJ Zone X-5	2,144	145	93.24%	
SJ Zone X-6	28	0	100.00%	
SJ Zone X-7	211	20	90.52%	
SJ Zone X-8	104	8	92.31%	
SJ Zone X-9	451	32	92.90%	
SJ Zone X-10	93	4	95.70%	
SJ Zone X-11	72	4	94.44%	
<b>All Zones Combined</b>	<b>5,682</b>	<b>385</b>	<b>93.22%</b>	

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

October 1, 2019 through October 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	582	24	95.88%	
SJ Zone X-2	142	16	88.73%	
SJ Zone X-3	100	12	88.00%	
SJ Zone X-4	1,781	113	93.66%	
SJ Zone X-5	1,968	152	92.28%	
SJ Zone X-6	13	0	100.00%	
SJ Zone X-7	204	17	91.67%	
SJ Zone X-8	151	11	92.72%	
SJ Zone X-9	442	34	92.31%	
SJ Zone X-10	101	4	96.04%	
SJ Zone X-11	71	5	92.96%	
<b>All Zones Combined</b>	<b>5,555</b>	<b>388</b>	<b>93.02%</b>	

### Fines and Penalties Report

Type of Penalty	September 2019	October 2019
Out of compliance response zones	\$35,000	\$90,000
Code 2 and Code 3 Late response minutes	\$46,200	\$40,800
ALS IFT or CCT-IFT Late response minutes	\$600	\$800
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>\$81,800</b>	<b>\$131,600</b>

### Detailed Response Time Analysis without Exemptions Applied - RLS

September 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	359	14:05	4:39	2:15	7:15
SJ Zone X-2 Urban	56	14:45	6:21	2:09	8:44
SJ Zone X-3 Urban	18	10:49	5:42	2:38	10:17
SJ Zone X-4 Urban	1,148	20:32	5:24	2:22	8:18
SJ Zone X-5 Urban	1,431	19:49	5:35	2:11	8:11
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	122	15:01	5:50	2:49	10:27
SJ Zone X-8 Urban	68	15:52	6:12	3:15	11:12
SJ Zone X-9 Urban	299	21:07	5:15	3:02	8:02
SJ Zone X-10 Urban	16	23:04	7:23	4:39	11:55
SJ Zone X-11 Urban	8	20:04	10:24	5:42	20:04
SJ Zone X-2 Suburban	24	17:06	8:29	3:16	11:46
SJ Zone X-3 Suburban	10	13:27	9:24	2:35	13:20
SJ Zone X-7 Suburban	20	12:48	7:32	3:05	10:44
SJ Zone X-8 Suburban	5	8:55	6:06	2:09	8:55
SJ Zone X-9 Suburban	14	11:56	6:12	2:53	11:03
SJ Zone X-10 Suburban	2	8:00	6:54	1:05	8:00
SJ Zone X-11 Suburban	15	10:15	6:02	2:27	8:50
SJ Zone X-10 Suburban-Moderate	26	15:14	12:01	2:02	14:50
SJ Zone X-2 Rural	47	19:40	10:42	4:49	17:21
SJ Zone X-3 Rural	23	18:39	8:32	3:43	14:32
SJ Zone X-5 Rural	1	3:59	3:59	0:00	3:59
SJ Zone X-6 Rural	6	8:48	6:54	1:34	8:48
SJ Zone X-7 Rural	6	17:26	13:03	4:01	17:26
SJ Zone X-8 Rural	8	18:22	11:58	3:30	18:22
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	30	20:12	10:06	3:52	15:16
SJ Zone X-11 Rural	38	21:50	12:04	4:20	16:46
SJ Zone X-6 Wilderness	17	21:49	14:19	5:21	21:13
SJ Zone X-10 Wilderness	6	20:29	12:42	6:20	20:29
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,525	23:04	5:27	2:27	8:19
All Suburban Compliance Areas	90	17:06	7:27	3:07	11:08
All Suburban-Moderate Compliance Areas	26	15:14	12:01	2:02	14:50
All Rural Compliance Areas	159	21:50	10:34	4:27	16:31
All Wilderness Compliance Areas	23	21:49	13:54	5:40	20:50
<b>Total Responses</b>	<b>3,823</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	381	16:52	4:33	2:09	6:51
SJ Zone X-2 Urban	48	13:14	6:28	2:41	10:12
SJ Zone X-3 Urban	19	15:39	7:59	3:45	14:38
SJ Zone X-4 Urban	1,176	18:29	5:14	2:19	8:02
SJ Zone X-5 Urban	1,331	16:08	5:33	2:09	8:10
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	113	11:42	5:00	2:23	8:31
SJ Zone X-8 Urban	75	12:06	5:12	2:27	8:17
SJ Zone X-9 Urban	313	19:16	5:11	3:05	8:41
SJ Zone X-10 Urban	11	11:02	6:39	2:21	9:15
SJ Zone X-11 Urban	10	11:15	6:07	2:13	8:23
SJ Zone X-2 Suburban	12	11:10	8:47	1:38	10:34
SJ Zone X-3 Suburban	15	13:52	7:36	3:08	11:57
SJ Zone X-7 Suburban	21	13:32	8:08	3:20	12:36
SJ Zone X-8 Suburban	7	9:59	5:27	2:42	9:59
SJ Zone X-9 Suburban	9	7:09	4:59	1:17	7:09
SJ Zone X-10 Suburban	4	9:41	7:15	2:00	9:41
SJ Zone X-11 Suburban	10	15:45	8:18	3:28	11:47
SJ Zone X-10 Suburban-Moderate	23	20:44	11:52	2:33	14:52
SJ Zone X-2 Rural	46	24:07	11:49	4:20	17:00
SJ Zone X-3 Rural	24	21:07	10:10	5:04	16:43
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	5:53	4:59	0:54	5:53
SJ Zone X-7 Rural	9	19:27	10:11	3:55	19:27
SJ Zone X-8 Rural	18	23:11	11:19	5:32	19:34
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	34	19:35	9:20	3:39	14:36
SJ Zone X-11 Rural	32	19:27	12:49	3:48	17:06
SJ Zone X-6 Wilderness	7	32:59	18:35	7:27	32:59
SJ Zone X-10 Wilderness	3	14:11	9:10	5:45	14:11
SJ Zone X-11 Wilderness	1	12:08	12:08	0:00	12:08
All Urban Compliance Areas	3,477	19:16	5:18	2:22	8:10
All Suburban Compliance Areas	78	15:45	7:30	3:04	11:56
All Suburban-Moderate Compliance Areas	23	20:44	11:52	2:33	14:52
All Rural Compliance Areas	165	24:07	11:02	4:33	17:00
All Wilderness Compliance Areas	11	32:59	15:26	7:53	25:12
<b>Total Responses</b>	<b>3,754</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2019

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	187	31:18	6:36	4:03	11:21
SJ Zone X-2 Urban	23	13:53	8:18	3:09	12:20
SJ Zone X-3 Urban	11	13:09	6:53	3:31	10:26
SJ Zone X-4 Urban	627	25:20	7:54	3:57	13:09
SJ Zone X-5 Urban	712	25:51	8:24	3:30	12:34
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	53	17:38	6:33	3:36	11:53
SJ Zone X-8 Urban	18	16:19	6:18	4:37	13:42
SJ Zone X-9 Urban	131	31:26	7:04	5:00	12:25
SJ Zone X-10 Urban	3	14:29	11:31	2:37	14:29
SJ Zone X-11 Urban	3	9:48	8:34	1:42	9:48
SJ Zone X-2 Suburban	9	15:47	12:45	2:29	15:47
SJ Zone X-3 Suburban	3	14:10	11:28	2:04	14:10
SJ Zone X-7 Suburban	6	13:10	9:02	4:08	13:10
SJ Zone X-8 Suburban	1	2:54	2:54	0:00	2:54
SJ Zone X-9 Suburban	5	15:02	8:26	4:15	15:02
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	12:00	12:00	0:00	12:00
SJ Zone X-10 Suburban-Moderate	6	26:16	11:49	6:57	26:16
SJ Zone X-2 Rural	20	21:48	14:40	4:50	20:49
SJ Zone X-3 Rural	14	37:35	14:49	9:00	25:51
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	9:07	9:07	0:00	9:07
SJ Zone X-7 Rural	4	17:55	11:04	5:47	17:55
SJ Zone X-8 Rural	4	20:52	14:48	4:55	20:52
SJ Zone X-9 Rural	2	7:15	7:00	0:14	7:15
SJ Zone X-10 Rural	4	13:37	12:06	1:51	13:37
SJ Zone X-11 Rural	7	19:05	11:50	4:26	19:05
SJ Zone X-6 Wilderness	4	25:52	23:10	2:01	25:52
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1768	31:26	7:51	3:55	12:36
All Suburban Compliance Areas	25	15:47	10:25	4:01	15:02
All Suburban-Moderate Compliance Areas	6	26:16	11:49	6:57	26:16
All Rural Compliance Areas	56	37:35	13:33	6:16	20:52
All Wilderness Compliance Areas	4	25:52	23:10	2:01	25:52
<b>Total Responses</b>	<b>1,859</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	201	19:45	6:26	3:15	10:54
SJ Zone X-2 Urban	18	18:24	8:36	3:56	12:54
SJ Zone X-3 Urban	20	16:50	8:25	4:36	14:38
SJ Zone X-4 Urban	605	28:47	7:37	3:50	12:17
SJ Zone X-5 Urban	637	25:39	8:05	3:37	12:36
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	46	17:27	6:49	3:23	11:12
SJ Zone X-8 Urban	32	16:05	8:00	4:20	14:13
SJ Zone X-9 Urban	118	21:13	7:04	3:47	11:56
SJ Zone X-10 Urban	4	16:07	8:39	5:02	16:07
SJ Zone X-11 Urban	2	3:51	2:40	1:11	3:51
SJ Zone X-2 Suburban	5	15:53	11:10	2:54	15:53
SJ Zone X-3 Suburban	6	14:47	10:11	3:10	14:47
SJ Zone X-7 Suburban	15	19:25	11:08	4:41	18:49
SJ Zone X-8 Suburban	5	12:07	6:49	4:01	12:07
SJ Zone X-9 Suburban	2	11:18	9:38	1:39	11:18
SJ Zone X-10 Suburban	1	9:18	9:18	0:00	9:18
SJ Zone X-11 Suburban	5	11:14	8:59	3:00	11:14
SJ Zone X-10 Suburban-Moderate	14	30:52	17:19	5:03	23:58
SJ Zone X-2 Rural	13	24:33	14:06	5:17	22:54
SJ Zone X-3 Rural	16	26:10	13:52	5:19	21:27
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	4:15	4:15	0:00	4:15
SJ Zone X-7 Rural	0				
SJ Zone X-8 Rural	14	25:16	13:09	4:51	17:35
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	7	18:30	12:51	2:46	18:30
SJ Zone X-11 Rural	11	42:08	16:13	11:07	27:00
SJ Zone X-6 Wilderness	3	9:43	9:12	0:41	9:43
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,683	28:47	7:37	3:45	12:25
All Suburban Compliance Areas	39	19:25	10:02	4:04	15:03
All Suburban-Moderate Compliance Areas	14	30:52	17:19	5:03	23:58
All Rural Compliance Areas	62	42:08	13:54	6:38	22:54
All Wilderness Compliance Areas	3	9:43	9:12	0:41	9:43
<b>Total Responses</b>	<b>1,801</b>				



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

September 1, 2019 through September 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	359	29	91.92%	21	94.15%
SJ Zone X-2	127	23	81.89%	19	85.04%
SJ Zone X-3	51	9	82.35%	8	84.31%
SJ Zone X-4	1,148	158	86.24%	105	90.85%
SJ Zone X-5	1,432	198	86.17%	127	91.13%
SJ Zone X-6	23	0	100.00%	0	100.00%
SJ Zone X-7	148	29	80.41%	18	87.84%
SJ Zone X-8	81	17	79.01%	8	90.12%
SJ Zone X-9	313	35	88.82%	25	92.01%
SJ Zone X-10	80	6	92.50%	4	95.00%
SJ Zone X-11	61	8	86.89%	4	93.44%
<b>All Zones Combined</b>	<b>3,823</b>	<b>512</b>	<b>86.61%</b>	<b>339</b>	<b>91.13%</b>

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

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

October 1, 2019 through October 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	381	30	92.13%	22	94.23%
SJ Zone X-2	106	20	81.13%	16	84.91%
SJ Zone X-3	58	14	75.86%	11	81.03%
SJ Zone X-4	1,176	133	88.69%	98	91.67%
SJ Zone X-5	1,331	181	86.40%	137	89.71%
SJ Zone X-6	9	1	88.89%	0	100.00%
SJ Zone X-7	143	25	82.52%	17	88.11%
SJ Zone X-8	100	14	86.00%	10	90.00%
SJ Zone X-9	322	38	88.20%	30	90.68%
SJ Zone X-10	75	6	92.00%	3	96.00%
SJ Zone X-11	53	8	84.91%	4	92.45%
<b>All Zones Combined</b>	<b>3,754</b>	<b>470</b>	<b>87.48%</b>	<b>348</b>	<b>90.73%</b>

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

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

September 1, 2019 through September 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	187	8	95.72%	3	98.40%
SJ Zone X-2	52	0	100.00%	0	100.00%
SJ Zone X-3	28	1	96.43%	1	96.43%
SJ Zone X-4	627	28	95.53%	15	97.61%
SJ Zone X-5	712	30	95.79%	18	97.47%
SJ Zone X-6	5	0	100.00%	0	100.00%
SJ Zone X-7	63	2	96.83%	2	96.83%
SJ Zone X-8	23	1	95.65%	0	100.00%
SJ Zone X-9	138	7	94.93%	7	94.93%
SJ Zone X-10	13	0	100.00%	0	100.00%
SJ Zone X-11	11	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,859</b>	<b>77</b>	<b>95.86%</b>	<b>46</b>	<b>97.53%</b>

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

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

October 1, 2019 through October 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	201	4	98.01%	2	99.00%
SJ Zone X-2	36	1	97.22%	0	100.00%
SJ Zone X-3	42	2	95.24%	1	97.62%
SJ Zone X-4	605	22	96.36%	15	97.52%
SJ Zone X-5	637	23	96.39%	15	97.65%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	61	2	96.72%	0	100.00%
SJ Zone X-8	51	2	96.08%	1	98.04%
SJ Zone X-9	120	6	95.00%	4	96.67%
SJ Zone X-10	26	1	96.15%	1	96.15%
SJ Zone X-11	18	1	94.44%	1	94.44%
<b>All Zones Combined</b>	<b>1,801</b>	<b>64</b>	<b>96.45%</b>	<b>40</b>	<b>97.78%</b>

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

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

September 1, 2019 through September 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	74	2	97.30%	2	97.30%
CCT-IFT	6	2	66.67%	1	83.33%

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

October 1, 2019 through October 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	70	2	97.14%	2	97.14%
CCT-IFT	12	0	100.00%	0	100.00%

### Exemption Request Reports

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	3	0
Delays in Transferring Care at ED	130	1	89	0
Freeway Access	1	0	3	0
Location Change	1	0	1	0
MCI	1	0	0	0
Other	0	0	1	0
Reduced/Upgraded Response	1	0	0	0
Road Construction	1	0	2	0
System Overload	51	0	24	5
Traffic Secondary to Call	1	0	3	0
Train	6	0	6	0
Zone Assist	14	2	14	0

### Mutual Aid

Compliance Zone	Provider	September 2019	October 2019
SJ Zone X-5	Manteca District Ambulance	8	1
SJ Zone X-6	Manteca District Ambulance	1	0
SJ Zone X-8	Manteca District Ambulance	4	5
SJ Zone X-9	Manteca District Ambulance	13	13
SJ Zone X-10	Manteca District Ambulance	1	2
SJ Zone X-11	Manteca District Ambulance	6	2
SJ Zone X-10 MOD	Manteca District Ambulance	1	1

### Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
10/11/2019	SJ ZONE X-9 URBAN	AMR Stanislaus	CCT Transport
10/11/2019	SJ ZONE X-9 URBAN	AMR Stanislaus	CCT Transport
10/21/2019	SJ ZONE X-5 URBAN	AMR Stanislaus	CCT Transport

### Failure to Provide Data

Event Type	September 2019	October 2019
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

