



# 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: May 12, 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 January and February 2020, 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 37 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2020 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)**

January 1, 2020 through January 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	362	22	93.92%	X		
SJ Zone X-2*	99	11	88.89%	####	####	
SJ Zone X-3*	57	3	94.74%	####	####	
SJ Zone X-4	1,399	116	91.71%	X		
SJ Zone X-5	1,466	186	87.31%		X	
SJ Zone X-6*	4	0	100.00%	####	####	
SJ Zone X-7	149	26	82.55%		X	
SJ Zone X-8*	86	14	83.72%	####	####	
SJ Zone X-9	359	22	93.87%	X		
SJ Zone X-10*	84	8	90.48%	####	####	
SJ Zone X-11*	45	4	91.11%	####	####	
<b>All Zones Combined</b>	<b>4,110</b>	<b>412</b>	<b>89.98%</b>	<b>3</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**

January 1, 2020 through January 31, 2020								
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	January 2020	January 2020	99	11	88.89%	####	####	
SJ Zone X-3	January 2020	January 2020	57	3	94.74%	####	####	
SJ Zone X-6	August 2019	January 2020	93	0	100.00%	####	####	
SJ Zone X-8	January 2020	January 2020	86	14	83.72%	####	####	
SJ Zone X-10	January 2020	January 2020	84	8	90.48%	####	####	
SJ Zone X-11	January 2020	January 2020	45	4	91.11%	####	####	

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

February 1, 2020 through February 29, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	349	36	89.68%		X	
SJ Zone X-2*	82	8	90.24%	####	####	
SJ Zone X-3*	52	6	88.46%	####	####	
SJ Zone X-4	1,210	186	84.63%		X	
SJ Zone X-5	1,370	128	90.66%	X		
SJ Zone X-6*	10	0	100.00%	####	####	
SJ Zone X-7	138	25	81.88%		X	
SJ Zone X-8*	78	12	84.62%	####	####	
SJ Zone X-9	309	20	93.53%	X		
SJ Zone X-10*	70	10	85.71%	####	####	
SJ Zone X-11*	44	2	95.45%	####	####	
<b>All Zones Combined</b>	<b>3,712</b>	<b>433</b>	<b>88.34%</b>	<b>2</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**

February 1, 2020 through February 29, 2020								
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	January 2020	February 2020	181	19	89.50%		X	
SJ Zone X-3	January 2020	February 2020	109	9	91.74%	X		
SJ Zone X-6	August 2019	February 2020	103	0	100.00%	X		
SJ Zone X-8	January 2020	February 2020	164	26	84.15%		X	
SJ Zone X-10	January 2020	February 2020	154	18	88.31%		X	
SJ Zone X-11	January 2020	February 2020	89	6	93.26%	####	####	

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

January 1, 2020 through January 31, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	204	13	93.63%	
SJ Zone X-2*	64	3	95.31%	
SJ Zone X-3*	28	2	92.86%	
SJ Zone X-4	618	15	97.57%	
SJ Zone X-5	632	14	97.78%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	68	0	100.00%	
SJ Zone X-8*	54	1	98.15%	
SJ Zone X-9	146	4	97.26%	
SJ Zone X-10*	32	0	100.00%	
SJ Zone X-11*	3	1	66.67%	
<b>All Zones Combined</b>	<b>1,853</b>	<b>53</b>	<b>97.14%</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**

January 1, 2020 through January 31, 2020					
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	January 2020	January 2020	64	3	95.31%
SJ Zone X-3	January 2020	January 2020	28	2	92.86%
SJ Zone X-6	October 2018	January 2020	62	0	100.00%
SJ Zone X-7	December 2019	January 2020	122	0	100.00%
SJ Zone X-8	November 2019	January 2020	115	3	97.39%
SJ Zone X-10	November 2019	January 2020	98	1	98.98%
SJ Zone X-11	December 2019	January 2020	16	1	93.75%

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

February 1, 2020 through February 29, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	167	6	96.41%	
SJ Zone X-2*	45	0	100.00%	
SJ Zone X-3*	29	2	93.10%	
SJ Zone X-4	662	21	96.83%	
SJ Zone X-5	642	13	97.98%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	60	2	96.67%	
SJ Zone X-8*	44	0	100.00%	
SJ Zone X-9	152	3	98.03%	
SJ Zone X-10*	20	0	100.00%	
SJ Zone X-11*	15	0	100.00%	
<b>All Zones Combined</b>	<b>1,840</b>	<b>47</b>	<b>97.45%</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**

February 1, 2020 through February 29, 2020					
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	January 2020	February 2020	109	3	97.25%
SJ Zone X-3	January 2020	February 2020	57	4	92.98%
SJ Zone X-6	October 2018	February 2020	66	0	100.00%
SJ Zone X-7	February 2020	February 2020	60	2	96.67%
SJ Zone X-8	February 2020	February 2020	44	0	100.00%
SJ Zone X-10	November 2019	February 2020	118	1	99.15%
SJ Zone X-11	December 2019	February 2020	31	1	96.77%

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

January 1, 2020 through January 31, 2020								
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	84	165	December 2019	January 2020	5	96.97%	X	
CCT-IFT	16	60	September 2019	January 2020	2	96.67%	####	####

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

February 1, 2020 through February 29, 2020								
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	62	62	February 2020	February 2020	2	96.77%	####	####
CCT-IFT	7	67	September 2019	February 2020	3	95.52%	####	####

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

January 1, 2020 through January 31, 2020				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	566	35	93.82%
SJ Zone	X-2	163	14	91.41%
SJ Zone	X-3	85	5	94.12%
SJ Zone	X-4	2,017	131	93.51%
SJ Zone	X-5	2,098	200	90.47%
SJ Zone	X-6	8	0	100.00%
SJ Zone	X-7	217	26	88.02%
SJ Zone	X-8	140	15	89.29%
SJ Zone	X-9	505	26	94.85%
SJ Zone	X-10	116	8	93.10%
SJ Zone	X-11	48	5	89.58%
<b>All Zones Combined</b>		<b>5,963</b>	<b>465</b>	<b>92.20%</b>

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

February 1, 2020 through February 29, 2020				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	516	42	91.86%
SJ Zone	X-2	127	8	93.70%
SJ Zone	X-3	81	8	90.12%
SJ Zone	X-4	1,872	207	88.94%
SJ Zone	X-5	2,012	141	92.99%
SJ Zone	X-6	14	0	100.00%
SJ Zone	X-7	198	27	86.36%
SJ Zone	X-8	122	12	90.16%
SJ Zone	X-9	461	23	95.01%
SJ Zone	X-10	90	10	88.89%
SJ Zone	X-11	59	2	96.61%
<b>All Zones Combined</b>		<b>5,552</b>	<b>480</b>	<b>91.35%</b>

### Fines and Penalties Report

Type of Penalty	January 2020	February 2020
Out of compliance response zones	\$65,000	\$170,000
Code 2 and Code 3 Late response minutes	\$35,000	\$54,800
ALS IFT or CCT-IFT Late response minutes	\$800	\$600
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>\$100,800</b>	<b>\$225,400</b>

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

January 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone X-1 Urban	362	18:51	5:25	2:24	8:13	
SJ Zone X-2 Urban	54	13:32	5:22	2:26	8:19	
SJ Zone X-3 Urban	21	12:10	5:41	3:06	9:35	
SJ Zone X-4 Urban	1,399	18:36	5:15	2:19	8:02	
SJ Zone X-5 Urban	1,466	21:58	5:49	2:21	8:42	
SJ Zone X-6 Urban	0					
SJ Zone X-7 Urban	116	13:28	5:39	2:34	8:57	
SJ Zone X-8 Urban	72	11:56	5:39	3:00	9:52	
SJ Zone X-9 Urban	349	25:48	5:03	2:47	7:22	
SJ Zone X-10 Urban	12	8:25	6:38	1:25	8:10	
SJ Zone X-11 Urban	13	9:00	6:03	1:33	8:17	
SJ Zone X-2 Suburban	13	11:19	8:28	1:40	10:51	
SJ Zone X-3 Suburban	8	12:01	5:39	3:01	12:01	
SJ Zone X-7 Suburban	21	17:40	9:44	3:14	13:15	
SJ Zone X-8 Suburban	5	8:13	5:13	1:37	8:13	
SJ Zone X-9 Suburban	9	15:10	6:10	3:55	15:10	
SJ Zone X-10 Suburban	1	5:31	5:31	0:00	5:31	
SJ Zone X-11 Suburban	8	12:59	6:01	3:46	12:59	
SJ Zone X-10 Suburban-Moderate	39	23:21	12:46	3:29	18:31	
SJ Zone X-2 Rural	32	23:57	11:53	4:59	19:12	
SJ Zone X-3 Rural	28	14:53	9:18	3:01	13:15	
SJ Zone X-5 Rural	0					
SJ Zone X-6 Rural	3	8:49	7:46	0:50	8:49	
SJ Zone X-7 Rural	12	25:37	12:34	5:32	16:24	
SJ Zone X-8 Rural	9	15:02	9:58	3:28	15:02	
SJ Zone X-9 Rural	1	6:54	6:54	0:00	6:54	
SJ Zone X-10 Rural	26	15:49	9:50	3:21	13:01	
SJ Zone X-11 Rural	23	22:53	14:04	4:54	19:32	
SJ Zone X-6 Wilderness	1	22:14	22:14	0:00	22:14	
SJ Zone X-10 Wilderness	6	55:29	22:02	15:00	55:29	
SJ Zone X-11 Wilderness	1	8:49	8:49	0:00	8:49	
All Urban Compliance Areas	3,864	25:48	5:30	2:25	8:22	
All Suburban Compliance Areas	65	17:40	7:37	3:30	12:30	
All Suburban-Moderate Compliance Areas	39	23:21	12:46	3:29	18:31	
All Rural Compliance Areas	134	25:37	11:07	4:35	16:57	
All Wilderness Compliance Areas	8	55:29	20:24	13:43	55:29	
<b>Total Responses</b>	<b>4,110</b>					

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	349	19:51	5:30	3:01	8:52
SJ Zone X-2 Urban	42	13:48	6:14	3:01	9:42
SJ Zone X-3 Urban	17	17:57	6:50	4:01	11:00
SJ Zone X-4 Urban	1,210	17:26	6:00	2:34	9:12
SJ Zone X-5 Urban	1,370	18:12	5:21	2:19	8:18
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	105	15:17	5:43	2:41	9:19
SJ Zone X-8 Urban	66	11:40	5:36	2:44	9:13
SJ Zone X-9 Urban	298	19:30	4:57	2:50	7:33
SJ Zone X-10 Urban	13	19:42	9:29	4:21	18:35
SJ Zone X-11 Urban	10	10:03	6:52	1:56	9:33
SJ Zone X-2 Suburban	8	15:42	9:19	3:31	15:42
SJ Zone X-3 Suburban	7	13:07	8:45	2:13	13:07
SJ Zone X-7 Suburban	25	15:39	9:15	3:53	14:33
SJ Zone X-8 Suburban	3	8:15	5:03	2:20	8:15
SJ Zone X-9 Suburban	11	16:40	6:14	3:38	7:52
SJ Zone X-10 Suburban	3	5:54	4:51	1:03	5:54
SJ Zone X-11 Suburban	7	8:56	5:36	1:47	8:56
SJ Zone X-10 Suburban-Moderate	27	18:00	11:09	3:13	15:17
SJ Zone X-2 Rural	32	24:26	11:58	4:33	16:43
SJ Zone X-3 Rural	28	24:20	11:37	4:45	18:43
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	14:29	9:02	3:44	14:29
SJ Zone X-7 Rural	8	20:28	14:17	4:04	20:28
SJ Zone X-8 Rural	9	16:25	7:57	4:47	16:25
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	21	20:49	10:05	3:54	14:26
SJ Zone X-11 Rural	27	17:13	11:53	3:04	16:12
SJ Zone X-6 Wilderness	5	17:45	14:16	4:15	17:45
SJ Zone X-10 Wilderness	6	26:55	14:57	8:10	26:55
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,480	19:51	5:37	2:37	8:52
All Suburban Compliance Areas	64	16:40	7:53	3:43	13:49
All Suburban-Moderate Compliance Areas	27	18:00	11:09	3:13	15:17
All Rural Compliance Areas	130	24:26	11:19	4:25	16:52
All Wilderness Compliance Areas	11	26:55	14:38	6:41	18:37
<b>Total Responses</b>	<b>3,712</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	204	18:54	7:37	3:38	12:21
SJ Zone X-2 Urban	37	41:57	9:09	6:30	14:04
SJ Zone X-3 Urban	12	36:32	9:27	9:16	17:08
SJ Zone X-4 Urban	618	21:40	8:05	3:46	13:06
SJ Zone X-5 Urban	632	60:03	8:07	4:13	12:57
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	52	26:30	7:27	4:13	11:46
SJ Zone X-8 Urban	38	16:15	7:25	4:36	14:21
SJ Zone X-9 Urban	142	25:03	6:58	4:06	12:57
SJ Zone X-10 Urban	2	11:15	10:47	0:27	11:15
SJ Zone X-11 Urban	1	12:30	12:30	0:00	12:30
SJ Zone X-2 Suburban	9	22:19	11:08	4:13	22:19
SJ Zone X-3 Suburban	4	10:27	7:37	2:11	10:27
SJ Zone X-7 Suburban	13	18:36	11:20	5:13	17:37
SJ Zone X-8 Suburban	3	6:05	5:12	0:53	6:05
SJ Zone X-9 Suburban	3	9:21	7:10	2:01	9:21
SJ Zone X-10 Suburban	2	16:00	10:30	5:29	16:00
SJ Zone X-11 Suburban	1	14:49	14:49	0:00	14:49
SJ Zone X-10 Suburban-Moderate	20	27:46	14:58	5:23	21:01
SJ Zone X-2 Rural	18	26:39	13:32	6:04	20:23
SJ Zone X-3 Rural	12	18:41	12:07	3:46	17:12
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	16:27	14:56	1:30	16:27
SJ Zone X-7 Rural	3	25:33	19:27	5:34	25:33
SJ Zone X-8 Rural	13	16:02	10:48	4:18	15:24
SJ Zone X-9 Rural	1	11:12	11:12	0:00	11:12
SJ Zone X-10 Rural	7	17:00	10:23	5:45	17:00
SJ Zone X-11 Rural	1	37:27	37:27	0:00	37:27
SJ Zone X-6 Wilderness	2	13:50	12:28	1:22	13:50
SJ Zone X-10 Wilderness	1	15:48	15:48	0:00	15:48
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1738	60:03	7:57	4:08	13:07
All Suburban Compliance Areas	35	22:19	10:02	4:43	17:37
All Suburban-Moderate Compliance Areas	20	27:46	14:58	5:23	21:01
All Rural Compliance Areas	57	37:27	12:58	6:18	19:51
All Wilderness Compliance Areas	3	15:48	13:34	1:55	15:48
<b>Total Responses</b>	<b>1,853</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	167	24:00	8:01	4:04	13:20
SJ Zone X-2 Urban	23	15:07	8:20	3:43	14:54
SJ Zone X-3 Urban	13	21:48	10:11	6:04	20:20
SJ Zone X-4 Urban	662	28:14	8:45	4:04	13:53
SJ Zone X-5 Urban	642	27:34	7:45	3:46	12:57
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	48	18:25	7:32	3:57	13:21
SJ Zone X-8 Urban	36	18:18	7:40	4:17	13:42
SJ Zone X-9 Urban	149	26:22	7:38	4:13	12:20
SJ Zone X-10 Urban	1	11:09	11:09	0:00	11:09
SJ Zone X-11 Urban	3	10:28	8:18	2:43	10:28
SJ Zone X-2 Suburban	10	13:14	8:01	4:11	12:12
SJ Zone X-3 Suburban	2	14:49	10:43	4:05	14:49
SJ Zone X-7 Suburban	7	12:22	6:44	3:31	12:22
SJ Zone X-8 Suburban	1	12:44	12:44	0:00	12:44
SJ Zone X-9 Suburban	3	9:31	7:03	1:46	9:31
SJ Zone X-10 Suburban	3	8:32	8:12	0:26	8:32
SJ Zone X-11 Suburban	2	9:39	8:16	1:22	9:39
SJ Zone X-10 Suburban-Moderate	13	20:36	14:26	5:20	19:41
SJ Zone X-2 Rural	12	30:55	15:41	7:31	28:05
SJ Zone X-3 Rural	14	22:51	14:34	5:26	21:47
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	18:11	14:15	3:56	18:11
SJ Zone X-7 Rural	5	17:33	12:20	4:35	17:33
SJ Zone X-8 Rural	7	17:43	11:29	3:54	17:43
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	2	22:31	15:59	6:32	22:31
SJ Zone X-11 Rural	8	27:30	14:23	6:23	27:30
SJ Zone X-6 Wilderness	2	24:43	18:56	5:47	24:43
SJ Zone X-10 Wilderness	1	25:44	25:44	0:00	25:44
SJ Zone X-11 Wilderness	2	17:37	16:13	1:23	17:37
All Urban Compliance Areas	1,744	28:14	8:10	4:01	13:31
All Suburban Compliance Areas	28	14:49	7:59	3:35	12:44
All Suburban-Moderate Compliance Areas	13	20:36	14:26	5:20	19:41
All Rural Compliance Areas	50	30:55	14:12	6:05	22:18
All Wilderness Compliance Areas	5	25:44	19:12	5:07	25:44
<b>Total Responses</b>	<b>1,840</b>				



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

January 1, 2020 through January 31, 2020					
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	362	44	87.85%	22	93.92%
SJ Zone X-2	99	17	82.83%	11	88.89%
SJ Zone X-3	57	6	89.47%	3	94.74%
SJ Zone X-4	1,399	179	87.21%	116	91.71%
SJ Zone X-5	1,466	288	80.35%	186	87.31%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	149	38	74.50%	26	82.55%
SJ Zone X-8	86	22	74.42%	14	83.72%
SJ Zone X-9	359	31	91.36%	22	93.87%
SJ Zone X-10	84	10	88.10%	8	90.48%
SJ Zone X-11	45	9	80.00%	4	91.11%
<b>All Zones Combined</b>	<b>4,110</b>	<b>644</b>	<b>84.33%</b>	<b>412</b>	<b>89.98%</b>

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

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

February 1, 2020 through February 29, 2020					
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	349	56	83.95%	36	89.68%
SJ Zone X-2	82	15	81.71%	8	90.24%
SJ Zone X-3	52	13	75.00%	6	88.46%
SJ Zone X-4	1,210	282	76.69%	186	84.63%
SJ Zone X-5	1,370	203	85.18%	128	90.66%
SJ Zone X-6	10	0	100.00%	0	100.00%
SJ Zone X-7	138	40	71.01%	25	81.88%
SJ Zone X-8	78	19	75.64%	12	84.62%
SJ Zone X-9	309	31	89.97%	20	93.53%
SJ Zone X-10	70	11	84.29%	10	85.71%
SJ Zone X-11	44	3	93.18%	2	95.45%
<b>All Zones Combined</b>	<b>3,712</b>	<b>673</b>	<b>81.87%</b>	<b>433</b>	<b>88.34%</b>

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

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

January 1, 2020 through January 31, 2020					
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	204	14	93.14%	13	93.63%
SJ Zone X-2	64	4	93.75%	3	95.31%
SJ Zone X-3	28	2	92.86%	2	92.86%
SJ Zone X-4	618	31	94.98%	15	97.57%
SJ Zone X-5	632	29	95.41%	14	97.78%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	68	1	98.53%	0	100.00%
SJ Zone X-8	54	2	96.30%	1	98.15%
SJ Zone X-9	146	7	95.21%	4	97.26%
SJ Zone X-10	32	0	100.00%	0	100.00%
SJ Zone X-11	3	1	66.67%	1	66.67%
<b>All Zones Combined</b>	<b>1,853</b>	<b>91</b>	<b>95.09%</b>	<b>53</b>	<b>97.14%</b>

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

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

February 1, 2020 through February 29, 2020					
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	167	9	94.61%	6	96.41%
SJ Zone X-2	45	1	97.78%	0	100.00%
SJ Zone X-3	29	2	93.10%	2	93.10%
SJ Zone X-4	662	39	94.11%	21	96.83%
SJ Zone X-5	642	30	95.33%	13	97.98%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	60	3	95.00%	2	96.67%
SJ Zone X-8	44	2	95.45%	0	100.00%
SJ Zone X-9	152	7	95.39%	3	98.03%
SJ Zone X-10	20	0	100.00%	0	100.00%
SJ Zone X-11	15	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,840</b>	<b>93</b>	<b>94.95%</b>	<b>47</b>	<b>97.45%</b>

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

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

January 1, 2020 through January 31, 2020					
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	84	3	96.43%	3	96.43%
CCT-IFT	16	2	87.50%	1	93.75%

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

February 1, 2020 through February 29, 2020					
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	62	3	95.16%	2	96.77%
CCT-IFT	7	1	85.71%	1	85.71%

**Exemption Request Reports**

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delayed Reporting on Scene	0	0	1	0
Delays in Transferring Care at ED	207	0	212	0
Encountered Second Call while Enroute	0	0	1	0
False Report of Emergency	3	0	4	0
Freeway Access	1	0	0	0
Location Change	3	0	3	0
Reduced/Upgraded Response	1	0	1	0
Road Construction	1	0	1	0
System Overload	45	4	41	0
Traffic Secondary to Call	1	0	9	0
Train	6	0	6	0
Weather	1	0	1	0
Zone Assist	4	3	9	0

### Mutual Aid

Compliance Zone	Provider	January 2020	February 2020
SJ Zone X-4	Manteca District Ambulance	1	4
SJ Zone X-5	Manteca District Ambulance	11	6
SJ Zone X-6	Manteca District Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	9	8
SJ Zone X-9	Manteca District Ambulance	13	11
SJ Zone X-9	Ripon Ambulance	1	0
SJ Zone X-10	Manteca District Ambulance	2	0
SJ Zone X-11	Manteca District Ambulance	5	6
SJ Zone X-10 MOD	Manteca District Ambulance	5	3

### Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

### Failure to Provide Data

Event Type	January 2020	February 2020
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

