



San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: July 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 March and April 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 8 minutes and ten seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2020 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's

ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

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

March 1, 2020 through March 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	355	13	96.34%	X		
SJ Zone X-2*	91	7	92.31%	####	####	
SJ Zone X-3*	65	9	86.15%	####	####	
SJ Zone X-4	1,283	104	91.89%	X		
SJ Zone X-5	1,419	84	94.08%	X		
SJ Zone X-6*	14	0	100.00%	####	####	
SJ Zone X-7	141	23	83.69%		X	
SJ Zone X-8*	88	10	88.64%	####	####	
SJ Zone X-9	301	21	93.02%	X		
SJ Zone X-10*	84	8	90.48%	####	####	
SJ Zone X-11*	37	9	75.68%	####	####	
All Zones Combined	3,878	288	92.57%	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

March 1, 2020 through March 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	March 2020	March 2020	91	7	92.31%	####	####
SJ Zone X-3	March 2020	March 2020	65	9	86.15%	####	####
SJ Zone X-6	March 2020	March 2020	14	0	100.00%	####	####
SJ Zone X-8	March 2020	March 2020	88	10	88.64%	####	####
SJ Zone X-10	March 2020	March 2020	84	8	90.48%	####	####
SJ Zone X-11	January 2020	March 2020	126	15	88.10%		X

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

April 1, 2020 through April 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	312	8	97.44%	X		
SJ Zone X-2*	84	10	88.10%	####	####	
SJ Zone X-3*	62	7	88.71%	####	####	
SJ Zone X-4	1,078	99	90.82%	X		
SJ Zone X-5	1,247	84	93.26%	X		
SJ Zone X-6*	16	0	100.00%	####	####	
SJ Zone X-7	127	15	88.19%		X	
SJ Zone X-8*	60	6	90.00%	####	####	
SJ Zone X-9	271	22	91.88%	X		
SJ Zone X-10*	63	4	93.65%	####	####	
SJ Zone X-11*	36	4	88.89%	####	####	
All Zones Combined	3,356	259	92.28%	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

April 1, 2020 through April 30, 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	March 2020	April 2020	175	17	90.29%	X			
SJ Zone X-3	March 2020	April 2020	127	16	87.40%		X		
SJ Zone X-6	March 2020	April 2020	30	0	100.00%	####	####		
SJ Zone X-8	March 2020	April 2020	148	16	89.19%		X		
SJ Zone X-10	March 2020	April 2020	147	12	91.84%	X			
SJ Zone X-11	April 2020	April 2020	36	4	88.89%	####	####		

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

March 1, 2020 through March 31, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	205	2	99.02%	
SJ Zone X-2*	40	1	97.50%	
SJ Zone X-3*	36	0	100.00%	
SJ Zone X-4	673	16	97.62%	
SJ Zone X-5	685	11	98.39%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	59	2	96.61%	
SJ Zone X-8*	42	0	100.00%	
SJ Zone X-9	145	6	95.86%	
SJ Zone X-10*	27	0	100.00%	
SJ Zone X-11*	10	0	100.00%	
All Zones Combined	1,925	38	98.03%	

* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses

March 1, 2020 through March 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	March 2020	March 2020	40	1	97.50%
SJ Zone X-3	January 2020	March 2020	93	4	95.70%
SJ Zone X-6	October 2018	March 2020	69	0	100.00%
SJ Zone X-7	February 2020	March 2020	119	4	96.64%
SJ Zone X-8	February 2020	March 2020	86	0	100.00%
SJ Zone X-10	March 2020	March 2020	27	0	100.00%
SJ Zone X-11	December 2019	March 2020	41	1	97.56%

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

April 1, 2020 through April 30, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	164	4	97.56%	
SJ Zone X-2*	42	1	97.62%	
SJ Zone X-3*	26	0	100.00%	
SJ Zone X-4	580	17	97.07%	
SJ Zone X-5	649	9	98.61%	
SJ Zone X-6*	0	0	100.00%	
SJ Zone X-7*	51	0	100.00%	
SJ Zone X-8*	28	0	100.00%	
SJ Zone X-9	100	5	95.00%	
SJ Zone X-10*	28	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
All Zones Combined	1,682	36	97.86%	

* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses

April 1, 2020 through April 30, 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	March 2020	April 2020	82	2	97.56%
SJ Zone X-3	January 2020	April 2020	119	4	96.64%
SJ Zone X-6	October 2018	April 2020	69	0	100.00%
SJ Zone X-7	April 2020	April 2020	51	0	100.00%
SJ Zone X-8	February 2020	April 2020	114	0	100.00%
SJ Zone X-10	March 2020	April 2020	55	0	100.00%
SJ Zone X-11	December 2019	April 2020	55	1	98.18%

Response Time Compliance Report - Interfacility Transfer (IFT)

March 1, 2020 through March 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	56	118	February 2020	March 2020	3	97.46%	X	
CCT-IFT	11	78	September 2019	March 2020	5	93.59%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

April 1, 2020 through April 30, 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	April 2020	April 2020	1	98.39%	####	####
CCT-IFT	6	84	September 2019	April 2020	5	94.05%	####	####

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2020 through March 31, 2020				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		560	15	97.32%
SJ Zone X-2		131	8	93.89%
SJ Zone X-3		101	9	91.09%
SJ Zone X-4		1,956	120	93.87%
SJ Zone X-5		2,104	95	95.48%
SJ Zone X-6		17	0	100.00%
SJ Zone X-7		200	25	87.50%
SJ Zone X-8		130	10	92.31%
SJ Zone X-9		446	27	93.95%
SJ Zone X-10		111	8	92.79%
SJ Zone X-11		47	9	80.85%
All Zones Combined		5,803	326	94.38%

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2020 through April 30, 2020				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		476	12	97.48%
SJ Zone X-2		126	11	91.27%
SJ Zone X-3		88	7	92.05%
SJ Zone X-4		1,658	116	93.00%
SJ Zone X-5		1,896	93	95.09%
SJ Zone X-6		16	0	100.00%
SJ Zone X-7		178	15	91.57%
SJ Zone X-8		88	6	93.18%
SJ Zone X-9		371	27	92.72%
SJ Zone X-10		91	4	95.60%
SJ Zone X-11		50	4	92.00%
All Zones Combined		5,038	295	94.14%

Fines and Penalties Report

Type of Penalty	March 2020	April 2020
Out of compliance response zones	\$60,000	\$30,000
Code 2 and Code 3 Late response minutes	\$27,700	\$24,500
ALS IFT or CCT-IFT Late response minutes	\$600	\$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	\$88,300	\$54,700

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	355	22:09	4:29	2:18	6:26
SJ Zone X-2 Urban	49	19:04	5:58	2:46	8:32
SJ Zone X-3 Urban	26	14:06	7:19	3:35	12:22
SJ Zone X-4 Urban	1,282	18:30	5:23	2:18	8:16
SJ Zone X-5 Urban	1,419	24:54	5:02	2:12	7:44
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	120	11:12	5:46	2:17	9:04
SJ Zone X-8 Urban	68	11:52	6:06	2:37	9:39
SJ Zone X-9 Urban	286	17:15	5:15	2:51	8:33
SJ Zone X-10 Urban	16	10:24	6:14	2:34	9:53
SJ Zone X-11 Urban	6	12:19	9:06	2:32	12:19
SJ Zone X-2 Suburban	17	10:58	7:17	2:17	10:54
SJ Zone X-3 Suburban	9	12:58	10:07	1:30	12:58
SJ Zone X-7 Suburban	16	13:36	9:05	2:32	13:00
SJ Zone X-8 Suburban	4	5:46	5:13	0:31	5:46
SJ Zone X-9 Suburban	15	12:07	5:36	2:27	9:15
SJ Zone X-10 Suburban	2	4:31	3:38	0:52	4:31
SJ Zone X-11 Suburban	5	10:25	7:19	1:48	10:25
SJ Zone X-10 Suburban-Moderate	39	21:43	11:31	3:52	15:29
SJ Zone X-2 Rural	25	24:13	12:37	4:23	18:16
SJ Zone X-3 Rural	29	20:09	10:31	4:24	16:12
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	8	12:02	8:36	2:23	12:02
SJ Zone X-7 Rural	5	25:28	17:53	4:13	25:28
SJ Zone X-8 Rural	16	21:12	11:13	4:31	18:09
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	22	19:16	9:09	4:47	16:48
SJ Zone X-11 Rural	26	26:32	14:15	4:32	19:07
SJ Zone X-6 Wilderness	6	20:44	16:21	3:49	20:44
SJ Zone X-10 Wilderness	5	19:50	14:35	4:18	19:50
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,627	24:54	5:13	2:22	8:10
All Suburban Compliance Areas	68	13:36	7:29	2:47	10:58
All Suburban-Moderate Compliance Areas	39	21:43	11:31	3:52	15:29
All Rural Compliance Areas	131	26:32	11:41	4:56	18:44
All Wilderness Compliance Areas	11	20:44	15:32	4:08	20:08
Total Responses	3,876				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	309	17:47	4:39	2:15	7:10
SJ Zone X-2 Urban	46	9:55	6:03	2:02	9:06
SJ Zone X-3 Urban	20	11:59	5:26	2:40	9:09
SJ Zone X-4 Urban	1,074	18:57	5:25	2:18	8:07
SJ Zone X-5 Urban	1,241	16:16	5:08	1:58	7:35
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	95	12:53	5:21	2:13	8:09
SJ Zone X-8 Urban	44	11:09	5:48	2:06	8:06
SJ Zone X-9 Urban	263	20:51	5:24	3:21	8:42
SJ Zone X-10 Urban	13	9:04	6:16	2:01	8:33
SJ Zone X-11 Urban	8	9:46	6:45	1:59	9:46
SJ Zone X-2 Suburban	5	10:38	7:52	2:07	10:38
SJ Zone X-3 Suburban	11	13:20	8:25	3:05	11:33
SJ Zone X-7 Suburban	24	19:52	8:44	4:21	16:42
SJ Zone X-8 Suburban	11	8:21	6:01	1:20	8:06
SJ Zone X-9 Suburban	7	10:19	7:01	1:55	10:19
SJ Zone X-10 Suburban	4	7:11	6:03	0:53	7:11
SJ Zone X-11 Suburban	9	11:49	6:34	3:15	11:49
SJ Zone X-10 Suburban-Moderate	27	16:55	11:13	2:24	14:49
SJ Zone X-2 Rural	33	24:15	10:22	5:02	16:40
SJ Zone X-3 Rural	31	21:05	11:54	4:46	19:05
SJ Zone X-5 Rural	4	16:03	12:06	3:02	16:03
SJ Zone X-6 Rural	8	10:29	8:04	1:12	10:29
SJ Zone X-7 Rural	7	22:18	15:53	5:12	22:18
SJ Zone X-8 Rural	5	12:12	8:23	3:11	12:12
SJ Zone X-9 Rural	1	5:49	5:49	0:00	5:49
SJ Zone X-10 Rural	19	20:43	8:59	4:12	17:21
SJ Zone X-11 Rural	18	17:39	11:07	3:25	16:11
SJ Zone X-6 Wilderness	8	23:36	15:51	3:07	23:36
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	1	17:03	17:03	0:00	17:03
All Urban Compliance Areas	3,113	20:51	5:15	2:17	7:51
All Suburban Compliance Areas	71	19:52	7:36	3:23	11:08
All Suburban-Moderate Compliance Areas	27	16:55	11:13	2:24	14:49
All Rural Compliance Areas	126	24:15	10:45	4:42	17:21
All Wilderness Compliance Areas	9	23:36	15:59	2:58	23:36
Total Responses	3,346				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	205	20:09	5:58	2:47	9:47
SJ Zone X-2 Urban	20	15:08	8:08	3:13	11:02
SJ Zone X-3 Urban	17	17:59	8:06	4:42	13:41
SJ Zone X-4 Urban	673	24:04	7:59	3:31	12:46
SJ Zone X-5 Urban	685	26:44	7:27	3:28	11:46
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	48	21:11	8:19	4:15	13:42
SJ Zone X-8 Urban	30	17:26	6:51	4:01	12:22
SJ Zone X-9 Urban	142	26:51	7:15	4:00	12:17
SJ Zone X-10 Urban	4	13:56	7:34	4:23	13:56
SJ Zone X-11 Urban	3	11:18	10:37	0:29	11:18
SJ Zone X-2 Suburban	9	19:09	12:21	4:34	19:09
SJ Zone X-3 Suburban	2	16:28	11:05	5:23	16:28
SJ Zone X-7 Suburban	8	24:33	10:35	6:19	24:33
SJ Zone X-8 Suburban	3	10:26	4:49	4:03	10:26
SJ Zone X-9 Suburban	3	10:37	8:33	1:27	10:37
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	0				
SJ Zone X-10 Suburban-Moderate	17	24:37	14:25	6:28	22:58
SJ Zone X-2 Rural	11	18:12	11:50	5:16	17:48
SJ Zone X-3 Rural	17	26:30	15:46	5:26	26:01
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	7:24	7:24	0:00	7:24
SJ Zone X-7 Rural	3	13:33	8:22	5:44	13:33
SJ Zone X-8 Rural	9	15:51	11:38	2:01	15:51
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	5	22:36	14:54	4:24	22:36
SJ Zone X-11 Rural	7	28:16	17:08	5:55	28:16
SJ Zone X-6 Wilderness	2	27:18	20:06	7:12	27:18
SJ Zone X-10 Wilderness	1	22:33	22:33	0:00	22:33
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1827	26:51	7:30	3:34	12:01
All Suburban Compliance Areas	25	24:33	10:19	5:31	17:12
All Suburban-Moderate Compliance Areas	17	24:37	14:25	6:28	22:58
All Rural Compliance Areas	53	28:16	13:46	5:35	20:03
All Wilderness Compliance Areas	3	27:18	20:55	5:59	27:18
Total Responses	1,925				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	164	19:37	6:23	3:19	11:28
SJ Zone X-2 Urban	20	17:40	9:14	3:17	12:25
SJ Zone X-3 Urban	12	16:26	8:33	3:58	12:19
SJ Zone X-4 Urban	579	21:31	7:59	3:36	12:48
SJ Zone X-5 Urban	649	28:34	7:14	3:16	11:22
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	44	17:21	6:53	3:22	11:38
SJ Zone X-8 Urban	21	14:18	7:35	3:48	13:14
SJ Zone X-9 Urban	99	20:25	6:44	3:25	9:51
SJ Zone X-10 Urban	1	10:40	10:40	0:00	10:40
SJ Zone X-11 Urban	4	13:17	11:05	1:44	13:17
SJ Zone X-2 Suburban	11	15:38	11:05	2:17	13:41
SJ Zone X-3 Suburban	1	16:09	16:09	0:00	16:09
SJ Zone X-7 Suburban	5	18:29	11:50	4:16	18:29
SJ Zone X-8 Suburban	2	9:29	6:32	2:56	9:29
SJ Zone X-9 Suburban	1	7:07	7:07	0:00	7:07
SJ Zone X-10 Suburban	1	5:04	5:04	0:00	5:04
SJ Zone X-11 Suburban	4	14:04	7:17	4:13	14:04
SJ Zone X-10 Suburban-Moderate	13	29:42	15:58	4:59	23:34
SJ Zone X-2 Rural	11	28:19	14:36	5:40	20:10
SJ Zone X-3 Rural	13	24:47	15:09	4:54	23:48
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	2	28:37	22:16	6:20	28:37
SJ Zone X-8 Rural	5	20:06	14:12	4:02	20:06
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	12	19:26	11:41	4:37	16:28
SJ Zone X-11 Rural	3	15:16	14:10	0:47	15:16
SJ Zone X-6 Wilderness	0				
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	3	17:45	16:12	1:05	17:45
All Urban Compliance Areas	1,593	28:34	7:26	3:28	12:01
All Suburban Compliance Areas	25	18:29	10:04	3:57	15:38
All Suburban-Moderate Compliance Areas	13	29:42	15:58	4:59	23:34
All Rural Compliance Areas	46	28:37	14:15	5:19	20:10
All Wilderness Compliance Areas	3	17:45	16:12	1:05	17:45
Total Responses	1,680				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2020 through March 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	355	22	93.80%	13	96.34%	
SJ Zone X-2	91	17	81.32%	7	92.31%	
SJ Zone X-3	65	20	69.23%	9	86.15%	
SJ Zone X-4	1,283	186	85.50%	104	91.89%	
SJ Zone X-5	1,419	164	88.44%	84	94.08%	
SJ Zone X-6	14	0	100.00%	0	100.00%	
SJ Zone X-7	141	36	74.47%	23	83.69%	
SJ Zone X-8	88	25	71.59%	10	88.64%	
SJ Zone X-9	301	46	84.72%	21	93.02%	
SJ Zone X-10	84	10	88.10%	8	90.48%	
SJ Zone X-11	37	12	67.57%	9	75.68%	
All Zones Combined	3,878	538	86.13%	288	92.57%	

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

Comparison of Compliance with and without Exemptions - RLS

April 1, 2020 through April 30, 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	312	22	92.95%	8	97.44%	
SJ Zone X-2	84	14	83.33%	10	88.10%	
SJ Zone X-3	62	11	82.26%	7	88.71%	
SJ Zone X-4	1,078	165	84.69%	99	90.82%	
SJ Zone X-5	1,247	131	89.49%	84	93.26%	
SJ Zone X-6	16	0	100.00%	0	100.00%	
SJ Zone X-7	127	25	80.31%	15	88.19%	
SJ Zone X-8	60	7	88.33%	6	90.00%	
SJ Zone X-9	271	34	87.45%	22	91.88%	
SJ Zone X-10	63	7	88.89%	4	93.65%	
SJ Zone X-11	36	6	83.33%	4	88.89%	
All Zones Combined	3,356	422	87.43%	259	92.28%	

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

Comparison of Compliance with and without Exemptions - NRLS

March 1, 2020 through March 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	205	3	98.54%	2	99.02%
SJ Zone X-2	40	2	95.00%	1	97.50%
SJ Zone X-3	36	1	97.22%	0	100.00%
SJ Zone X-4	673	25	96.29%	16	97.62%
SJ Zone X-5	685	23	96.64%	11	98.39%
SJ Zone X-6	3	0	100.00%	0	100.00%
SJ Zone X-7	59	5	91.53%	2	96.61%
SJ Zone X-8	42	1	97.62%	0	100.00%
SJ Zone X-9	145	7	95.17%	6	95.86%
SJ Zone X-10	27	0	100.00%	0	100.00%
SJ Zone X-11	10	0	100.00%	0	100.00%
All Zones Combined	1,925	67	96.52%	38	98.03%

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

Comparison of Compliance with and without Exemptions - NRLS

April 1, 2020 through April 30, 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	164	5	96.95%	4	97.56%
SJ Zone X-2	42	1	97.62%	1	97.62%
SJ Zone X-3	26	1	96.15%	0	100.00%
SJ Zone X-4	580	25	95.69%	17	97.07%
SJ Zone X-5	649	12	98.15%	9	98.61%
SJ Zone X-6	0	0	100.00%	0	100.00%
SJ Zone X-7	51	2	96.08%	0	100.00%
SJ Zone X-8	28	0	100.00%	0	100.00%
SJ Zone X-9	100	5	95.00%	5	95.00%
SJ Zone X-10	28	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
All Zones Combined	1,682	51	96.97%	36	97.86%

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

Comparison of Compliance with and without Exemptions - IFT

March 1, 2020 through March 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	56	1	98.21%	1	98.21%
CCT-IFT	11	2	81.82%	2	81.82%

Comparison of Compliance with and without Exemptions - IFT

April 1, 2020 through April 30, 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	4	93.55%	1	98.39%
CCT-IFT	6	0	100.00%	0	100.00%

Exemption Request Reports

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	0	0
Delays in Transferring Care at ED	189	0	125	0
False Report of Emergency	1	0	0	0
Location Change	4	0	0	0
Other	40	0	40	0
Reduced/Upgraded Response	0	0	2	0
Road Construction	2	0	0	0
System Overload	35	0	11	0
Traffic Secondary to Call	2	0	1	0
Train	6	0	2	0
Weather	1	0	0	0

Zone Assist

Compliance Zone	Provider	March 2020	April 2020
SJ Zone X-3	Manteca District Ambulance	0	1
SJ Zone X-4	Manteca District Ambulance	1	3
SJ Zone X-5	Manteca District Ambulance	4	2
SJ Zone X-8	Manteca District Ambulance	4	0
SJ Zone X-9	Manteca District Ambulance	8	11
SJ Zone X-10	Manteca District Ambulance	3	1
SJ Zone X-11	Manteca District Ambulance	3	6
SJ Zone X-10 MOD	Manteca District Ambulance	2	2

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	March 2020	April 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

