



# 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: September 8, 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 May and June 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 thirty six seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 2020 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/ems](http://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)**

May 1, 2020 through May 31, 2020							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	373	27	92.76%	X			
SJ Zone X-2	105	11	89.52%		X		
SJ Zone X-3*	60	9	85.00%	####	####		
SJ Zone X-4	1,117	157	85.94%		X		
SJ Zone X-5	1,348	98	92.73%	X			
SJ Zone X-6*	21	1	95.24%	####	####		
SJ Zone X-7	165	35	78.79%		X		
SJ Zone X-8*	77	10	87.01%	####	####		
SJ Zone X-9	273	26	90.48%	X			
SJ Zone X-10*	79	7	91.14%	####	####		
SJ Zone X-11*	66	6	90.91%	####	####		
<b>All Zones Combined</b>	<b>3,684</b>	<b>387</b>	<b>89.50%</b>	<b>3</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**

May 1, 2020 through May 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-3	May 2020	May 2020	60	9	85.00%	####	####
SJ Zone X-6	March 2020	May 2020	51	1	98.04%	####	####
SJ Zone X-8	May 2020	May 2020	77	10	87.01%	####	####
SJ Zone X-10	May 2020	May 2020	79	7	91.14%	####	####
SJ Zone X-11	April 2020	May 2020	102	10	90.20%	X	

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

June 1, 2020 through June 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	364	18	95.05%	X		
SJ Zone X-2	122	10	91.80%	X		
SJ Zone X-3*	66	14	78.79%	####	####	
SJ Zone X-4	1,206	133	88.97%		X	
SJ Zone X-5	1,341	121	90.98%	X		
SJ Zone X-6*	21	2	90.48%	####	####	
SJ Zone X-7	144	15	89.58%		X	
SJ Zone X-8*	80	11	86.25%	####	####	
SJ Zone X-9	299	24	91.97%	X		
SJ Zone X-10*	67	6	91.04%	####	####	
SJ Zone X-11*	39	4	89.74%	####	####	
<b>All Zones Combined</b>	<b>3,749</b>	<b>358</b>	<b>90.45%</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**

June 1, 2020 through June 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-3	May 2020	June 2020	126	23	81.75%		X	
SJ Zone X-6	March 2020	June 2020	72	3	95.83%	####	####	
SJ Zone X-8	May 2020	June 2020	157	21	86.62%		X	
SJ Zone X-10	May 2020	June 2020	146	13	91.10%	X		
SJ Zone X-11	June 2020	June 2020	39	4	89.74%	####	####	

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

May 1, 2020 through May 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	231	3	98.70%
SJ Zone X-2*	44	0	100.00%
SJ Zone X-3*	30	1	96.67%
SJ Zone X-4	591	14	97.63%
SJ Zone X-5	718	9	98.75%
SJ Zone X-6*	4	0	100.00%
SJ Zone X-7*	71	4	94.37%
SJ Zone X-8*	55	0	100.00%
SJ Zone X-9	119	4	96.64%
SJ Zone X-10*	22	0	100.00%
SJ Zone X-11*	15	0	100.00%
<b>All Zones Combined</b>	<b>1,900</b>	<b>35</b>	<b>98.16%</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**

May 1, 2020 through May 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	May 2020	126	2	98.41%
SJ Zone X-3	May 2020	May 2020	30	1	96.67%
SJ Zone X-6	October 2018	May 2020	73	0	100.00%
SJ Zone X-7	April 2020	May 2020	122	4	96.72%
SJ Zone X-8	May 2020	May 2020	55	0	100.00%
SJ Zone X-10	March 2020	May 2020	77	0	100.00%
SJ Zone X-11	December 2019	May 2020	70	1	98.57%

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

June 1, 2020 through June 30, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	160	3	98.13%	
SJ Zone X-2*	50	1	98.00%	
SJ Zone X-3*	37	0	100.00%	
SJ Zone X-4	632	17	97.31%	
SJ Zone X-5	740	12	98.38%	
SJ Zone X-6*	6	0	100.00%	
SJ Zone X-7*	72	2	97.22%	
SJ Zone X-8*	35	0	100.00%	
SJ Zone X-9	154	3	98.05%	
SJ Zone X-10*	39	1	97.44%	
SJ Zone X-11*	14	0	100.00%	
<b>All Zones Combined</b>	<b>1,939</b>	<b>39</b>	<b>97.99%</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**

June 1, 2020 through June 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	June 2020	June 2020	50	1	98.00%
SJ Zone X-3	May 2020	June 2020	67	1	98.51%
SJ Zone X-6	October 2018	June 2020	79	0	100.00%
SJ Zone X-7	June 2020	June 2020	72	2	97.22%
SJ Zone X-8	May 2020	June 2020	90	0	100.00%
SJ Zone X-10	March 2020	June 2020	116	1	99.14%
SJ Zone X-11	December 2019	June 2020	84	1	98.81%

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

May 1, 2020 through May 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	58	120	April 2020	May 2020	1	99.17%	X	
CCT-IFT	8	92	September 2019	May 2020	7	92.39%	####	####

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

June 1, 2020 through June 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	46	46	June 2020	June 2020	0	100.00%	####	####
CCT-IFT	6	98	September 2019	June 2020	8	91.84%	####	####

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

May 1, 2020 through May 31, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	604	30	95.03%	
SJ Zone X-2	149	11	92.62%	
SJ Zone X-3	90	10	88.89%	
SJ Zone X-4	1,708	171	89.99%	
SJ Zone X-5	2,066	107	94.82%	
SJ Zone X-6	25	1	96.00%	
SJ Zone X-7	236	39	83.47%	
SJ Zone X-8	132	10	92.42%	
SJ Zone X-9	392	30	92.35%	
SJ Zone X-10	101	7	93.07%	
SJ Zone X-11	81	6	92.59%	
<b>All Zones Combined</b>	<b>5,584</b>	<b>422</b>	<b>92.44%</b>	

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

June 1, 2020 through June 30, 2020				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	524	21	95.99%	
SJ Zone X-2	172	11	93.60%	
SJ Zone X-3	103	14	86.41%	
SJ Zone X-4	1,838	150	91.84%	
SJ Zone X-5	2,081	133	93.61%	
SJ Zone X-6	27	2	92.59%	
SJ Zone X-7	216	17	92.13%	
SJ Zone X-8	115	11	90.43%	
SJ Zone X-9	453	27	94.04%	
SJ Zone X-10	106	7	93.40%	
SJ Zone X-11	53	4	92.45%	
<b>All Zones Combined</b>	<b>5,688</b>	<b>397</b>	<b>93.02%</b>	

**Fines and Penalties Report**

Type of Penalty	May 2020	June 2020
Out of compliance response zones	\$130,000	\$85,000
Code 2 and Code 3 Late response minutes	\$33,200	\$37,500
ALS IFT or CCT-IFT Late response minutes	\$400	\$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
<b>Totals</b>	<b>\$163,600</b>	<b>\$122,700</b>



Detailed Response Time Analysis without Exemptions Applied - RLS

May 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	373	22:37	4:49	2:42	7:24
SJ Zone X-2 Urban	45	13:49	6:00	2:08	8:06
SJ Zone X-3 Urban	22	14:06	6:57	3:01	10:53
SJ Zone X-4 Urban	1,117	19:25	5:49	2:23	8:53
SJ Zone X-5 Urban	1,348	18:07	5:05	2:03	7:42
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	117	14:52	6:00	2:12	8:54
SJ Zone X-8 Urban	61	13:45	5:47	2:17	8:34
SJ Zone X-9 Urban	266	18:09	5:28	2:51	8:46
SJ Zone X-10 Urban	11	16:28	7:31	3:10	9:48
SJ Zone X-11 Urban	6	10:30	6:32	2:03	10:30
SJ Zone X-2 Suburban	18	12:18	7:50	2:24	10:35
SJ Zone X-3 Suburban	9	11:38	7:37	2:38	11:38
SJ Zone X-7 Suburban	36	17:46	9:59	3:14	14:33
SJ Zone X-8 Suburban	4	9:19	5:23	2:18	9:19
SJ Zone X-9 Suburban	7	11:38	6:50	2:21	11:38
SJ Zone X-10 Suburban	3	6:21	5:04	0:58	6:21
SJ Zone X-11 Suburban	16	13:11	7:11	2:53	12:05
SJ Zone X-10 Suburban-Moderate	32	22:01	11:57	3:54	16:07
SJ Zone X-2 Rural	42	22:25	11:38	4:34	18:05
SJ Zone X-3 Rural	29	21:57	12:12	4:05	18:06
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	9:25	8:03	1:23	9:25
SJ Zone X-7 Rural	12	19:39	12:04	2:50	14:22
SJ Zone X-8 Rural	12	17:28	12:21	3:01	15:53
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	32	20:34	10:10	4:15	15:30
SJ Zone X-11 Rural	44	20:05	12:29	4:07	17:30
SJ Zone X-6 Wilderness	18	30:06	13:08	6:02	19:36
SJ Zone X-10 Wilderness	1	16:15	16:15	0:00	16:15
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,366	22:37	5:25	2:22	8:24
All Suburban Compliance Areas	93	17:46	8:16	3:11	12:37
All Suburban-Moderate Compliance Areas	32	22:01	11:57	3:54	16:07
All Rural Compliance Areas	174	22:25	11:41	4:11	17:28
All Wilderness Compliance Areas	19	30:06	13:18	5:55	19:36
<b>Total Responses</b>	<b>3,684</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	364	17:12	4:52	2:09	7:11
SJ Zone X-2 Urban	55	14:29	6:44	2:21	9:23
SJ Zone X-3 Urban	22	16:14	10:07	3:03	13:48
SJ Zone X-4 Urban	1,206	17:12	5:52	2:28	8:58
SJ Zone X-5 Urban	1,341	17:05	5:34	2:21	8:34
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	114	12:22	6:13	2:17	9:33
SJ Zone X-8 Urban	62	12:49	6:33	2:35	10:13
SJ Zone X-9 Urban	292	18:35	5:25	3:06	8:45
SJ Zone X-10 Urban	16	17:03	7:13	3:08	11:25
SJ Zone X-11 Urban	5	7:49	4:27	2:06	7:49
SJ Zone X-2 Suburban	16	12:51	7:50	2:54	11:52
SJ Zone X-3 Suburban	12	13:07	8:52	3:19	12:29
SJ Zone X-7 Suburban	21	16:19	8:15	2:54	11:13
SJ Zone X-8 Suburban	8	10:02	6:32	3:02	10:02
SJ Zone X-9 Suburban	5	10:22	6:24	2:20	10:22
SJ Zone X-10 Suburban	1	4:27	4:27	0:00	4:27
SJ Zone X-11 Suburban	10	10:20	7:44	1:19	8:51
SJ Zone X-10 Suburban-Moderate	23	17:05	11:35	3:16	15:18
SJ Zone X-2 Rural	51	17:10	11:01	3:28	15:44
SJ Zone X-3 Rural	32	22:33	11:46	4:26	17:54
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	5	15:57	10:49	5:45	15:57
SJ Zone X-7 Rural	9	20:14	12:57	5:18	20:14
SJ Zone X-8 Rural	10	22:53	8:53	5:15	13:56
SJ Zone X-9 Rural	2	14:31	9:38	4:53	14:31
SJ Zone X-10 Rural	25	19:19	11:01	3:36	15:00
SJ Zone X-11 Rural	23	19:40	12:23	4:32	17:46
SJ Zone X-6 Wilderness	14	24:35	14:38	6:51	23:29
SJ Zone X-10 Wilderness	2	20:37	19:14	1:22	20:37
SJ Zone X-11 Wilderness	1	13:31	13:31	0:00	13:31
All Urban Compliance Areas	3,477	18:35	5:41	2:30	8:47
All Suburban Compliance Areas	73	16:19	7:53	2:53	11:13
All Suburban-Moderate Compliance Areas	23	17:05	11:35	3:16	15:18
All Rural Compliance Areas	157	22:53	11:19	4:18	16:47
All Wilderness Compliance Areas	17	24:35	15:07	6:25	23:29
<b>Total Responses</b>	<b>3,747</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	231	19:58	6:33	3:26	10:59
SJ Zone X-2 Urban	30	14:34	8:25	2:59	12:43
SJ Zone X-3 Urban	12	16:52	9:58	4:16	15:56
SJ Zone X-4 Urban	591	25:46	8:04	3:36	12:43
SJ Zone X-5 Urban	718	20:41	7:22	3:19	11:43
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	50	16:03	7:54	3:51	12:52
SJ Zone X-8 Urban	40	16:27	8:32	3:55	14:05
SJ Zone X-9 Urban	117	28:48	7:32	4:46	13:13
SJ Zone X-10 Urban	4	19:41	12:49	4:07	19:41
SJ Zone X-11 Urban	4	8:15	7:24	0:57	8:15
SJ Zone X-2 Suburban	4	13:06	11:18	1:37	13:06
SJ Zone X-3 Suburban	2	14:08	9:46	4:21	14:08
SJ Zone X-7 Suburban	10	22:40	10:26	6:23	16:58
SJ Zone X-8 Suburban	5	11:31	6:41	3:15	11:31
SJ Zone X-9 Suburban	2	7:19	5:24	1:55	7:19
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	4:59	4:59	0:00	4:59
SJ Zone X-10 Suburban-Moderate	11	18:59	12:18	5:26	18:37
SJ Zone X-2 Rural	10	22:29	17:15	4:10	22:00
SJ Zone X-3 Rural	16	23:35	13:27	4:18	19:19
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	11	25:08	16:39	5:00	24:54
SJ Zone X-8 Rural	10	33:55	16:56	7:40	25:14
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	6	17:33	11:32	5:06	17:33
SJ Zone X-11 Rural	9	20:06	13:07	5:21	20:06
SJ Zone X-6 Wilderness	4	27:40	18:21	10:39	27:40
SJ Zone X-10 Wilderness	1	26:31	26:31	0:00	26:31
SJ Zone X-11 Wilderness	1	16:31	16:31	0:00	16:31
All Urban Compliance Areas	1797	28:48	7:35	3:37	12:15
All Suburban Compliance Areas	24	22:40	9:05	5:07	14:45
All Suburban-Moderate Compliance Areas	11	18:59	12:18	5:26	18:37
All Rural Compliance Areas	62	33:55	14:58	5:41	22:00
All Wilderness Compliance Areas	6	27:40	19:24	9:17	27:40
<b>Total Responses</b>	<b>1,900</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	160	19:42	6:57	3:14	11:00
SJ Zone X-2 Urban	26	22:50	10:38	4:41	18:54
SJ Zone X-3 Urban	19	23:14	12:33	5:26	21:38
SJ Zone X-4 Urban	632	25:13	8:20	3:44	12:54
SJ Zone X-5 Urban	740	24:33	7:35	3:30	12:07
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	57	24:55	8:00	3:47	12:16
SJ Zone X-8 Urban	23	16:57	8:06	2:50	10:57
SJ Zone X-9 Urban	151	27:29	7:18	4:13	11:51
SJ Zone X-10 Urban	5	21:32	11:00	5:18	21:32
SJ Zone X-11 Urban	4	12:44	5:56	4:02	12:44
SJ Zone X-2 Suburban	6	18:59	13:34	3:23	18:59
SJ Zone X-3 Suburban	4	17:24	13:13	2:56	17:24
SJ Zone X-7 Suburban	11	21:42	12:08	4:08	15:53
SJ Zone X-8 Suburban	2	13:23	10:49	2:34	13:23
SJ Zone X-9 Suburban	3	7:40	6:42	0:59	7:40
SJ Zone X-10 Suburban	3	13:09	10:01	2:27	13:09
SJ Zone X-11 Suburban	1	11:37	11:37	0:00	11:37
SJ Zone X-10 Suburban-Moderate	17	30:32	17:24	6:36	26:31
SJ Zone X-2 Rural	18	22:39	15:47	4:30	21:30
SJ Zone X-3 Rural	14	27:19	15:07	6:26	22:47
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	4	17:17	11:13	6:35	17:17
SJ Zone X-8 Rural	10	19:57	10:28	3:57	15:19
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	14	26:29	11:09	6:58	17:33
SJ Zone X-11 Rural	9	24:48	19:15	4:16	24:48
SJ Zone X-6 Wilderness	6	31:21	23:03	5:20	31:21
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,817	27:29	7:53	3:45	12:35
All Suburban Compliance Areas	30	21:42	11:42	3:50	15:53
All Suburban-Moderate Compliance Areas	17	30:32	17:24	6:36	26:31
All Rural Compliance Areas	69	27:19	14:08	6:16	22:39
All Wilderness Compliance Areas	6	31:21	23:03	5:20	31:21
<b>Total Responses</b>	<b>1,939</b>				

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

May 1, 2020 through May 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	373	37	90.08%	27	92.76%	
SJ Zone X-2	105	15	85.71%	11	89.52%	
SJ Zone X-3	60	14	76.67%	9	85.00%	
SJ Zone X-4	1,117	229	79.50%	157	85.94%	
SJ Zone X-5	1,348	150	88.87%	98	92.73%	
SJ Zone X-6	21	1	95.24%	1	95.24%	
SJ Zone X-7	165	47	71.52%	35	78.79%	
SJ Zone X-8	77	13	83.12%	10	87.01%	
SJ Zone X-9	273	42	84.62%	26	90.48%	
SJ Zone X-10	79	10	87.34%	7	91.14%	
SJ Zone X-11	66	9	86.36%	6	90.91%	
<b>All Zones Combined</b>	<b>3,684</b>	<b>567</b>	<b>84.61%</b>	<b>387</b>	<b>89.50%</b>	

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

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

June 1, 2020 through June 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	364	34	90.66%	18	95.05%	
SJ Zone X-2	122	25	79.51%	10	91.80%	
SJ Zone X-3	66	28	57.58%	14	78.79%	
SJ Zone X-4	1,206	241	80.02%	133	88.97%	
SJ Zone X-5	1,341	242	81.95%	121	90.98%	
SJ Zone X-6	21	2	90.48%	2	90.48%	
SJ Zone X-7	144	32	77.78%	15	89.58%	
SJ Zone X-8	80	22	72.50%	11	86.25%	
SJ Zone X-9	299	41	86.29%	24	91.97%	
SJ Zone X-10	67	8	88.06%	6	91.04%	
SJ Zone X-11	39	5	87.18%	4	89.74%	
<b>All Zones Combined</b>	<b>3,749</b>	<b>680</b>	<b>81.86%</b>	<b>358</b>	<b>90.45%</b>	

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

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

May 1, 2020 through May 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	231	9	96.10%	3	98.70%	
SJ Zone X-2	44	0	100.00%	0	100.00%	
SJ Zone X-3	30	3	90.00%	1	96.67%	
SJ Zone X-4	591	23	96.11%	14	97.63%	
SJ Zone X-5	718	17	97.63%	9	98.75%	
SJ Zone X-6	4	0	100.00%	0	100.00%	
SJ Zone X-7	71	5	92.96%	4	94.37%	
SJ Zone X-8	55	1	98.18%	0	100.00%	
SJ Zone X-9	119	8	93.28%	4	96.64%	
SJ Zone X-10	22	1	95.45%	0	100.00%	
SJ Zone X-11	15	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,900</b>	<b>67</b>	<b>96.47%</b>	<b>35</b>	<b>98.16%</b>	

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

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

June 1, 2020 through June 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	160	4	97.50%	3	98.13%	
SJ Zone X-2	50	4	92.00%	1	98.00%	
SJ Zone X-3	37	5	86.49%	0	100.00%	
SJ Zone X-4	632	32	94.94%	17	97.31%	
SJ Zone X-5	740	22	97.03%	12	98.38%	
SJ Zone X-6	6	0	100.00%	0	100.00%	
SJ Zone X-7	72	4	94.44%	2	97.22%	
SJ Zone X-8	35	1	97.14%	0	100.00%	
SJ Zone X-9	154	9	94.16%	3	98.05%	
SJ Zone X-10	39	1	97.44%	1	97.44%	
SJ Zone X-11	14	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,939</b>	<b>82</b>	<b>95.77%</b>	<b>39</b>	<b>97.99%</b>	

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

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

May 1, 2020 through May 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	58	2	96.55%	0	100.00%
CCT-IFT	8	2	75.00%	2	75.00%

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

June 1, 2020 through June 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	46	1	97.83%	0	100.00%
CCT-IFT	6	3	50.00%	1	83.33%

### Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	1	0
Delays in Transferring Care at ED	169	0	330	0
False Report of Emergency	1	0	2	0
Freeway Access	2	0	1	0
Location Change	1	0	1	0
Other	4	0	1	0
Reduced/Upgraded Response	0	0	1	0
Road Closure	1	0	1	0
System Overload	27	0	28	0
Traffic Secondary to Call	3	0	0	0
Train	5	0	2	0



**Zone Assist**

<b>Compliance Zone</b>	<b>Provider</b>	<b>May 2020</b>	<b>June 2020</b>
SJ Zone X-4	Manteca District Ambulance	1	4
SJ Zone X-5	Manteca District Ambulance	9	15
SJ Zone X-8	Manteca District Ambulance	5	6
SJ Zone X-8	Escalon Community Ambulance	0	1
SJ Zone X-9	Manteca District Ambulance	22	14
SJ Zone X-10	Manteca District Ambulance	2	4
SJ Zone X-10	Ripon Ambulance	0	1
SJ Zone X-11	Manteca District Ambulance	7	3
SJ Zone X-11	Ripon Ambulance	0	1
SJ Zone X-10 MOD	Manteca District Ambulance	2	3

**Out of County Mutual Aid**

<b>Date</b>	<b>Compliance Zone</b>	<b>Provider</b>	<b>EMD</b>
N/A			

**Failure to Provide Data**

<b>Event Type</b>	<b>May 2020</b>	<b>June 2020</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

