



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: January 21, 2021

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 the months of November and December 2020, provides an in-depth review of AMR's response time performance. The performance agreement between SJCEMSA and AMR establishes accountability for meeting specific response time standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

SJCEMSA reviews each late response correction or exemption to determine if a delay in response is attributable to factors outside of the control of the ambulance service provider. Approved exemption requests are not included in response time compliance calculations for the assessment of fines. SJCEMSA ensures transparency by including in this report response time performance with and without, the application of exemptions for late responses.

While this report provides detailed response time 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 9 minutes and seven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

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

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2020/11/01 through 2020/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	384	32	91.67%	X		
SJ ZONE X-2	105	10	90.48%	X		
SJ ZONE X-3	70	8	88.57%	---	---	
SJ ZONE X-4	1194	177	85.18%		X	
SJ ZONE X-5	1245	152	87.79%		X	
SJ ZONE X-6	19	0	100.00%	---	---	
SJ ZONE X-7	156	16	89.74%		X	
SJ ZONE X-8	79	14	82.28%	---	---	
SJ ZONE X-9	358	37	89.66%		X	
SJ ZONE X-10	75	5	93.33%	---	---	
SJ ZONE X-11	50	8	84.00%	---	---	
All Zones Combined	3735	459	87.71%	2	4	
* 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

2020/11/01 through 2020/11/30							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-2	Oct 2020	Nov 2020	197	34	82.74%		X
SJ ZONE X-3	Nov 2020	Nov 2020	70	8	88.57%	---	---
SJ ZONE X-6	Jul 2020	Nov 2020	106	2	98.11%	X	
SJ ZONE X-8	Oct 2020	Nov 2020	176	26	85.23%		X
SJ ZONE X-10	Nov 2020	Nov 2020	75	5	93.33%	---	---
SJ ZONE X-11	Oct 2020	Nov 2020	120	18	85.00%		X

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Response Time Compliance - Red Lights and Siren (RLS)

2020/12/01 through 2020/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	463	41	91.14%	X		
SJ ZONE X-2	143	20	86.01%		X	
SJ ZONE X-3	66	8	87.88%	---	---	
SJ ZONE X-4	1316	128	90.27%	X		
SJ ZONE X-5	1439	102	92.91%	X		
SJ ZONE X-6	21	2	90.48%	---	---	
SJ ZONE X-7	168	15	91.07%	X		
SJ ZONE X-8	96	17	82.29%	---	---	
SJ ZONE X-9	368	37	89.95%		X	
SJ ZONE X-10	85	10	88.24%	---	---	
SJ ZONE X-11	59	5	91.53%	---	---	
All Zones Combined	4224	385	90.89%	4	2	
* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.						

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

2020/12/01 through 2020/12/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
SJ ZONE X-3	Nov 2020	Dec 2020	136	16	88.24%		X
SJ ZONE X-6	Dec 2020	Dec 2020	21	2	90.48%	---	---
SJ ZONE X-8	Dec 2020	Dec 2020	96	17	82.29%	---	---
SJ ZONE X-10	Nov 2020	Dec 2020	160	15	90.63%	X	
SJ ZONE X-11	Dec 2020	Dec 2020	59	5	91.53%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2020/11/01 through 2020/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	223	5	97.76%	X		
SJ ZONE X-2	42	1	97.62%	---	---	
SJ ZONE X-3	33	2	93.94%	---	---	
SJ ZONE X-4	711	33	95.36%	X		
SJ ZONE X-5	721	20	97.23%	X		
SJ ZONE X-6	4	0	100.00%	---	---	
SJ ZONE X-7	74	4	94.59%	---	---	
SJ ZONE X-8	32	0	100.00%	---	---	
SJ ZONE X-9	170	10	94.12%	X		
SJ ZONE X-10	20	0	100.00%	---	---	
SJ ZONE X-11	15	0	100.00%	---	---	
All Zones Combined	2045	75	96.33%	4	0	
* 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

2020/11/01 through 2020/11/30							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-2	CP Start Nov 2020	CP End Nov 2020	42	1	97.62%	---	---
SJ ZONE X-3	Oct 2020	Nov 2020	50	2	96.00%	---	---
SJ ZONE X-6	Jul 2020	Nov 2020	31	0	100.00%	---	---
SJ ZONE X-7	Nov 2020	Nov 2020	74	4	94.59%	---	---
SJ ZONE X-8	Oct 2020	Nov 2020	84	2	97.62%	---	---
SJ ZONE X-10	Oct 2020	Nov 2020	51	0	100.00%	---	---
SJ ZONE X-11	Jul 2020	Nov 2020	92	1	98.91%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2020/12/01 through 2020/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	241	7	97.10%	X		
SJ ZONE X-2	48	1	97.92%	---	---	
SJ ZONE X-3	32	1	96.88%	---	---	
SJ ZONE X-4	775	16	97.94%	X		
SJ ZONE X-5	722	19	97.37%	X		
SJ ZONE X-6	3	0	100.00%	---	---	
SJ ZONE X-7	74	0	100.00%	---	---	
SJ ZONE X-8	42	1	97.62%	---	---	
SJ ZONE X-9	181	8	95.58%	X		
SJ ZONE X-10	47	0	100.00%	---	---	
SJ ZONE X-11	25	0	100.00%	---	---	
All Zones Combined	2190	53	97.58%	4	0	
* 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

2020/12/01 through 2020/12/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-2	CP Start: Nov 2020	CP End: Dec 2020	90	2	97.78%	---	---
SJ ZONE X-3	CP Start: Oct 2020	CP End: Dec 2020	82	3	96.34%	---	---
SJ ZONE X-6	CP Start: Jul 2020	CP End: Dec 2020	34	0	100.00%	---	---
SJ ZONE X-7	CP Start: Nov 2020	CP End: Dec 2020	148	4	97.30%	X	
SJ ZONE X-8	CP Start: Oct 2020	CP End: Dec 2020	126	3	97.62%	X	
SJ ZONE X-10	CP Start: Oct 2020	CP End: Dec 2020	98	0	100.00%	---	---
SJ ZONE X-11	CP Start: Jul 2020	CP End: Dec 2020	117	1	99.15%	X	

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Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/11/01 through 2020/11/30								
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Priority	Compliance Calc Incidents	CP Responses	CP Start	CP End	Compliance Calc Incidents		Yes	No
IFT ALS	67	67	Nov 2020		1	98.51%	---	---
IFT CCT	8	43	Jul 2020		6	86.05%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/12/01 through 2020/12/31								
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Current Month Total	Rolling Total	Rolling Compliance Period From	Rolling Compliance Period Through	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Priority	Compliance Calc Incidents	CP Responses	CP Start	CP End	Compliance Calc Incidents		Yes	No
IFT ALS	40	107	Nov 2020	Dec 2020	1	99.07%	X	
IFT CCT	11	54	Jul 2020		7	87.04%	---	---

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Response Time Compliance Report - Combined RLS
and NRLS

2020/11/01 through 2020/11/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	607	37	93.90%
SJ ZONE X-2	147	11	92.52%
SJ ZONE X-3	103	10	90.29%
SJ ZONE X-4	1905	210	88.98%
SJ ZONE X-5	1966	172	91.25%
SJ ZONE X-6	23	0	100.00%
SJ ZONE X-7	230	20	91.30%
SJ ZONE X-8	111	14	87.39%
SJ ZONE X-9	528	47	91.10%
SJ ZONE X-10	95	5	94.74%
SJ ZONE X-11	65	8	87.69%
All Zones Combined	5780	534	90.76%

Response Time Compliance Report - Combined RLS
and NRLS

2020/12/01 through 2020/12/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	704	48	93.18%
SJ ZONE X-2	191	21	89.01%
SJ ZONE X-3	98	9	90.82%
SJ ZONE X-4	2091	144	93.11%
SJ ZONE X-5	2161	121	94.40%
SJ ZONE X-6	24	2	91.67%
SJ ZONE X-7	242	15	93.80%
SJ ZONE X-8	138	18	86.96%
SJ ZONE X-9	549	45	91.80%
SJ ZONE X-10	132	10	92.42%
SJ ZONE X-11	84	5	94.05%
All Zones Combined	6414	438	93.17%

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Fines and Penalties Report		
Type of Penalty	Nov 2020	Dec 2020
Out of compliance response zones	\$150,000	\$35,000
Code 2 and Code 3 Late response minutes	\$56,700	\$53,300
ALS IFT or CCT-IFT Late response minutes	\$800	\$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	\$207,500	\$88,500

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Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	392	00:20:43	00:05:04	00:03:20	00:08:15
SJ ZONE X-2 URBAN	61	00:13:08	00:05:31	00:02:42	00:08:50
SJ ZONE X-3 URBAN	20	00:22:38	00:07:42	00:04:31	00:11:18
SJ ZONE X-4 URBAN	1213	00:18:25	00:06:02	00:03:09	00:09:41
SJ ZONE X-5 URBAN	1271	00:16:31	00:05:39	00:03:23	00:08:58
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	124	00:15:29	00:05:00	00:02:49	00:08:39
SJ ZONE X-8 URBAN	62	00:12:21	00:06:50	00:02:59	00:10:29
SJ ZONE X-9 URBAN	352	00:25:28	00:05:42	00:03:44	00:09:37
SJ ZONE X-10 URBAN	10	00:13:30	00:07:53	00:03:24	00:10:57
SJ ZONE X-11 URBAN	11	00:14:32	00:07:45	00:03:21	00:10:06
SJ ZONE X-2 SUBURBAN	18	00:10:38	00:07:16	00:02:55	00:10:06
SJ ZONE X-3 SUBURBAN	11	00:14:16	00:07:45	00:03:29	00:13:03
SJ ZONE X-7 SUBURBAN	24	00:16:02	00:08:54	00:03:15	00:12:30
SJ ZONE X-8 SUBURBAN	7	00:11:51	00:07:31	00:02:31	00:09:49
SJ ZONE X-9 SUBURBAN	16	00:19:01	00:07:17	00:05:08	00:14:40
SJ ZONE X-10 SUBURBAN	2	00:07:23	00:04:22	00:04:15	00:06:46
SJ ZONE X-11 SUBURBAN	11	00:14:37	00:08:01	00:04:43	00:13:15
SJ ZONE X-10 SUBURBAN-MODERATE	36	00:22:09	00:12:03	00:04:03	00:15:04
SJ ZONE X-2 RURAL	38	00:22:38	00:11:28	00:04:46	00:16:43
SJ ZONE X-3 RURAL	40	00:20:40	00:11:24	00:04:53	00:18:01
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	5	00:21:19	00:11:46	00:06:33	00:18:58
SJ ZONE X-7 RURAL	16	00:22:00	00:12:51	00:05:01	00:18:42
SJ ZONE X-8 RURAL	17	00:14:30	00:07:37	00:03:41	00:12:12
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	23	00:14:45	00:09:58	00:04:07	00:13:44
SJ ZONE X-11 RURAL	30	00:22:47	00:12:23	00:05:17	00:17:12
SJ ZONE X-6 WILDERNESS	15	00:24:05	00:14:04	00:06:43	00:23:29
SJ ZONE X-10 WILDERNESS	9	00:22:50	00:15:17	00:07:18	00:21:57
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	3516	00:25:28	00:05:42	00:03:12	00:09:10
All Suburban Compliance Areas	89	00:19:01	00:07:48	00:03:27	00:12:11
All Suburban-Moderate Compliance Areas	36	00:22:09	00:12:03	00:04:03	00:15:04
All Rural Compliance Areas	169	00:22:47	00:10:49	00:04:52	00:17:11
All Wilderness Compliance Areas	24	00:24:05	00:14:31	00:06:49	00:22:54
Total Responses	3834				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	471	00:17:17	00:05:26	00:02:51	00:08:48
SJ ZONE X-2 URBAN	83	00:15:57	00:06:44	00:02:51	00:09:57
SJ ZONE X-3 URBAN	27	00:11:07	00:06:23	00:02:53	00:09:52
SJ ZONE X-4 URBAN	1338	00:40:33	00:05:58	00:02:56	00:09:19
SJ ZONE X-5 URBAN	1480	00:31:05	00:05:27	00:02:29	00:08:29
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	139	00:15:53	00:06:00	00:02:42	00:09:01
SJ ZONE X-8 URBAN	80	00:16:40	00:07:01	00:03:12	00:10:39
SJ ZONE X-9 URBAN	369	00:27:14	00:06:11	00:03:55	00:11:22
SJ ZONE X-10 URBAN	16	00:11:00	00:06:50	00:02:40	00:09:23
SJ ZONE X-11 URBAN	9	00:09:16	00:07:08	00:01:43	00:08:53
SJ ZONE X-2 SUBURBAN	21	00:13:18	00:06:50	00:03:32	00:12:16
SJ ZONE X-3 SUBURBAN	8	00:11:40	00:07:21	00:03:53	00:10:42
SJ ZONE X-7 SUBURBAN	28	00:19:03	00:09:19	00:03:56	00:14:24
SJ ZONE X-8 SUBURBAN	4	00:10:29	00:07:34	00:02:24	00:09:53
SJ ZONE X-9 SUBURBAN	4	00:11:55	00:06:39	00:04:40	00:10:48
SJ ZONE X-10 SUBURBAN	5	00:09:24	00:06:06	00:02:14	00:08:09
SJ ZONE X-11 SUBURBAN	10	00:25:44	00:09:36	00:06:26	00:16:03
SJ ZONE X-10 SUBURBAN-MODERATE	40	00:28:38	00:13:05	00:04:46	00:19:56
SJ ZONE X-2 RURAL	47	00:22:41	00:12:36	00:05:22	00:18:36
SJ ZONE X-3 RURAL	36	00:16:50	00:09:19	00:04:13	00:15:08
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	7	00:20:14	00:10:42	00:05:27	00:16:35
SJ ZONE X-7 RURAL	10	00:19:51	00:11:24	00:05:01	00:14:53
SJ ZONE X-8 RURAL	18	00:18:06	00:09:22	00:04:47	00:15:31
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	19	00:18:15	00:11:18	00:04:18	00:17:10
SJ ZONE X-11 RURAL	40	00:19:39	00:11:21	00:04:22	00:17:05
SJ ZONE X-6 WILDERNESS	12	00:20:37	00:16:30	00:04:08	00:20:31
SJ ZONE X-10 WILDERNESS	7	00:30:23	00:17:46	00:09:34	00:27:42
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	4012	00:40:33	00:05:45	00:02:53	00:09:03
All Suburban Compliance Areas	80	00:25:44	00:08:20	00:03:55	00:12:54
All Suburban-Moderate Compliance Areas	40	00:28:38	00:13:05	00:04:46	00:19:56
All Rural Compliance Areas	177	00:22:41	00:10:30	00:04:41	00:16:43
All Wilderness Compliance Areas	19	00:30:23	00:16:58	00:06:26	00:21:40
Total Responses	4328				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	228	00:33:45	00:06:44	00:04:22	00:11:10
SJ ZONE X-2 URBAN	27	00:16:31	00:07:44	00:04:23	00:13:10
SJ ZONE X-3 URBAN	20	00:23:36	00:08:14	00:05:08	00:12:45
SJ ZONE X-4 URBAN	714	00:48:43	00:09:04	00:05:05	00:14:42
SJ ZONE X-5 URBAN	733	00:47:21	00:08:31	00:04:26	00:13:47
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	59	00:25:17	00:07:59	00:05:18	00:14:42
SJ ZONE X-8 URBAN	26	00:13:56	00:08:32	00:03:18	00:12:15
SJ ZONE X-9 URBAN	173	00:35:05	00:08:52	00:06:13	00:17:47
SJ ZONE X-10 URBAN	3	00:13:17	00:12:09	00:01:03	00:13:01
SJ ZONE X-11 URBAN	2	00:09:55	00:07:53	00:02:51	00:09:30
SJ ZONE X-2 SUBURBAN	6	00:13:01	00:11:31	00:01:33	00:12:59
SJ ZONE X-3 SUBURBAN	4	00:14:21	00:10:06	00:04:38	00:13:44
SJ ZONE X-7 SUBURBAN	11	00:14:06	00:10:06	00:02:34	00:12:57
SJ ZONE X-8 SUBURBAN	2	00:10:31	00:09:18	00:01:42	00:10:16
SJ ZONE X-9 SUBURBAN	4	00:14:29	00:07:44	00:04:43	00:12:06
SJ ZONE X-10 SUBURBAN	2	00:06:06	00:05:57	00:00:12	00:06:04
SJ ZONE X-11 SUBURBAN	3	00:10:54	00:10:11	00:01:02	00:10:51
SJ ZONE X-10 SUBURBAN-MODERATE	10	00:22:12	00:09:50	00:07:28	00:19:34
SJ ZONE X-2 RURAL	12	00:20:01	00:13:26	00:04:15	00:19:54
SJ ZONE X-3 RURAL	9	00:36:05	00:16:45	00:11:34	00:32:48
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	3	00:10:54	00:10:35	00:00:28	00:10:53
SJ ZONE X-7 RURAL	6	00:25:36	00:19:27	00:03:48	00:24:00
SJ ZONE X-8 RURAL	4	00:27:41	00:15:29	00:08:46	00:24:09
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	6	00:26:50	00:15:08	00:06:30	00:22:34
SJ ZONE X-11 RURAL	12	00:31:51	00:20:29	00:06:49	00:29:27
SJ ZONE X-6 WILDERNESS	1	00:17:13	00:17:13	00:00:00	00:17:13
SJ ZONE X-10 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	1985	00:48:43	00:08:18	00:04:47	00:13:44
All Suburban Compliance Areas	32	00:20:07	00:10:03	00:03:12	00:13:38
All Suburban-Moderate Compliance Areas	10	00:22:12	00:09:50	00:07:28	00:19:34
All Rural Compliance Areas	52	00:36:05	00:15:58	00:07:06	00:25:28
All Wilderness Compliance Areas	1	00:17:13	00:17:13	00:00:00	00:17:13
Total Responses	2080				

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Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	247	01:00:11	00:09:55	00:08:43	00:17:39
SJ ZONE X-2 URBAN	24	00:21:33	00:09:13	00:04:27	00:13:56
SJ ZONE X-3 URBAN	10	00:15:07	00:09:53	00:02:44	00:12:48
SJ ZONE X-4 URBAN	787	01:18:09	00:09:39	00:07:26	00:16:12
SJ ZONE X-5 URBAN	737	01:31:23	00:08:53	00:06:53	00:13:45
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	65	00:15:46	00:08:12	00:03:28	00:12:27
SJ ZONE X-8 URBAN	29	00:21:11	00:09:42	00:03:57	00:14:14
SJ ZONE X-9 URBAN	181	00:48:40	00:10:15	00:08:27	00:20:58
SJ ZONE X-10 URBAN	5	00:22:39	00:13:05	00:05:42	00:18:31
SJ ZONE X-11 URBAN	2	00:09:29	00:07:58	00:02:08	00:09:10
SJ ZONE X-2 SUBURBAN	8	00:29:40	00:13:39	00:07:57	00:19:55
SJ ZONE X-3 SUBURBAN	8	00:14:18	00:09:19	00:04:28	00:13:50
SJ ZONE X-7 SUBURBAN	5	00:13:15	00:10:48	00:02:06	00:13:03
SJ ZONE X-8 SUBURBAN	2	00:10:22	00:09:23	00:01:22	00:10:10
SJ ZONE X-9 SUBURBAN	1	00:03:51	00:03:51	00:00:00	00:03:51
SJ ZONE X-10 SUBURBAN	4	00:12:30	00:09:25	00:02:59	00:11:53
SJ ZONE X-11 SUBURBAN	1	00:13:52	00:13:52	00:00:00	00:13:52
SJ ZONE X-10 SUBURBAN-MODERATE	23	00:30:40	00:16:18	00:05:02	00:23:41
SJ ZONE X-2 RURAL	16	00:25:04	00:14:06	00:05:44	00:22:59
SJ ZONE X-3 RURAL	15	00:26:26	00:13:25	00:06:19	00:20:57
SJ ZONE X-5 RURAL	1	00:21:15	00:21:15	00:00:00	00:21:15
SJ ZONE X-6 RURAL	2	00:21:50	00:13:59	00:11:05	00:20:15
SJ ZONE X-7 RURAL	6	00:21:04	00:13:19	00:06:55	00:19:02
SJ ZONE X-8 RURAL	13	00:30:38	00:14:52	00:07:09	00:24:03
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	15	00:18:55	00:13:10	00:05:20	00:18:37
SJ ZONE X-11 RURAL	22	00:30:09	00:16:54	00:07:59	00:26:46
SJ ZONE X-6 WILDERNESS	1	00:22:41	00:22:41	00:00:00	00:22:41
SJ ZONE X-10 WILDERNESS	1	00:21:53	00:21:53	00:00:00	00:21:53
SJ ZONE X-11 WILDERNESS	1	00:16:35	00:16:35	00:00:00	00:16:35
All Urban Compliance Areas	2087	01:31:23	00:09:09	00:07:01	00:15:11
All Suburban Compliance Areas	29	00:29:40	00:10:20	00:04:49	00:14:22
All Suburban-Moderate Compliance Areas	23	00:30:40	00:16:18	00:05:02	00:23:41
All Rural Compliance Areas	90	00:30:38	00:14:05	00:06:35	00:21:52
All Wilderness Compliance Areas	3	00:22:41	00:20:23	00:03:18	00:22:31
Total Responses	2232				

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Comparison of Compliance with and without Exemptions - RLS						
2020/11/01 through 2020/11/30						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	384	54	85.94%	384	32	91.67%
SJ ZONE X-2	105	21	80.00%	105	10	90.48%
SJ ZONE X-3	70	17	75.71%	70	8	88.57%
SJ ZONE X-4	1194	296	75.21%	1194	177	85.18%
SJ ZONE X-5	1245	273	78.07%	1245	152	87.79%
SJ ZONE X-6	19	1	94.74%	19	0	100.00%
SJ ZONE X-7	156	29	81.41%	156	16	89.74%
SJ ZONE X-8	79	30	62.03%	79	14	82.28%
SJ ZONE X-9	358	71	80.17%	358	37	89.66%
SJ ZONE X-10	75	12	84.00%	75	5	93.33%
SJ ZONE X-11	50	15	70.00%	50	8	84.00%
All Zones Combined	3735	819	78.07%	3735	459	87.71%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2020/12/01 through 2020/12/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	463	93	79.91%	463	41	91.14%
SJ ZONE X-2	143	41	71.33%	143	20	86.01%
SJ ZONE X-3	66	14	78.79%	66	8	87.88%
SJ ZONE X-4	1316	314	76.14%	1316	128	90.27%
SJ ZONE X-5	1439	257	82.14%	1439	102	92.91%
SJ ZONE X-6	21	2	90.48%	21	2	90.48%
SJ ZONE X-7	168	46	72.62%	168	15	91.07%
SJ ZONE X-8	96	34	64.58%	96	17	82.29%
SJ ZONE X-9	368	83	77.45%	368	37	89.95%
SJ ZONE X-10	85	19	77.65%	85	10	88.24%
SJ ZONE X-11	59	12	79.66%	59	5	91.53%
All Zones Combined	4224	915	78.34%	4224	385	90.89%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - NRLS						
2020/11/01 through 2020/11/30						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	223	5	97.76%	223	5	97.76%
SJ ZONE X-2	42	2	95.24%	42	1	97.62%
SJ ZONE X-3	33	2	93.94%	33	2	93.94%
SJ ZONE X-4	711	48	93.25%	711	33	95.36%
SJ ZONE X-5	721	41	94.31%	721	20	97.23%
SJ ZONE X-6	4	0	100.00%	4	0	100.00%
SJ ZONE X-7	74	6	91.89%	74	4	94.59%
SJ ZONE X-8	32	0	100.00%	32	0	100.00%
SJ ZONE X-9	170	15	91.18%	170	10	94.12%
SJ ZONE X-10	20	0	100.00%	20	0	100.00%
SJ ZONE X-11	15	0	100.00%	15	0	100.00%
All Zones Combined	2045	119	94.18%	2045	75	96.33%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2020/12/01 through 2020/12/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	241	21	91.29%	241	7	97.10%
SJ ZONE X-2	48	3	93.75%	48	1	97.92%
SJ ZONE X-3	32	1	96.88%	32	1	96.88%
SJ ZONE X-4	775	59	92.39%	775	16	97.94%
SJ ZONE X-5	722	42	94.18%	722	19	97.37%
SJ ZONE X-6	3	0	100.00%	3	0	100.00%
SJ ZONE X-7	74	2	97.30%	74	0	100.00%
SJ ZONE X-8	42	4	90.48%	42	1	97.62%
SJ ZONE X-9	181	28	84.53%	181	8	95.58%
SJ ZONE X-10	47	1	97.87%	47	0	100.00%
SJ ZONE X-11	25	0	100.00%	25	0	100.00%
All Zones Combined	2190	161	92.65%	2190	53	97.58%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - IFT						
2020/11/01 through 2020/11/30						
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
IFT ALS	67	2	97.01%	67	1	98.51%
IFT CCT	8	1	87.50%	8	1	87.50%

Comparison of Compliance with and without Exemptions - IFT						
2020/12/01 through 2020/12/31						
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
IFT ALS	40	1	97.50%	40	0	100.00%
IFT CCT	11	2	81.82%	11	1	90.91%

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Exemption Request Reports				
	Nov 2020		Dec 2020	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
AMR Ambulance Zone	0	0	0	0
Changed Response Area	0	0	0	0
Coding Error by SFD CAD	0	0	0	0
Delay at Hospitals	0	0	1	0
Delay Reporting OnScene	1	0	5	0
Delays in Transferring Care in the Emergency Department	284	0	477	0
Dispatch Error	0	0	0	0
Duplicate Record	0	0	0	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	2	0	1	0
Good Cause case-by case	0	0	0	0
Inter-facility- Patient Not Ready Upon Arrival	0	0	0	0
Location Change	2	0	1	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
MCI	0	0	0	0
Reduced /Upgraded Response	1	0	1	0
Ripon Fire Zone	0	0	0	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	1	0	1	0
Staged	0	0	0	0
System Overload	32	0	55	0
Traffic Secondary to Call	3	0	3	0
Train	5	0	5	0
Unavoidable Delay caused by unreported road construction	2	0	1	0
UTL	2	0	3	0
Wrong Address by Requesting party	0	0	0	0
Wrong Location	2	0	0	0
Zone Assist	0	0	5	0

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Zone Assist		
Compliance Zone	Nov 2020	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	5
SJ ZONE X-5	Manteca	8
SJ ZONE X-6	--	0
SJ ZONE X-7	Manteca	2
SJ ZONE X-8	Manteca	17
SJ ZONE X-9	Manteca	18
	Ripon	1
SJ ZONE X-10	Manteca	3
SJ ZONE X-11	Manteca	7

Zone Assist		
Compliance Zone	Dec 2020	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	2
SJ ZONE X-5	Manteca	10
SJ ZONE X-6	--	0
SJ ZONE X-7	Escalon	1
SJ ZONE X-8	Manteca	4
SJ ZONE X-9	Manteca	24
SJ ZONE X-10	Manteca	4
SJ ZONE X-11	Manteca	5

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data		
Event Type	Nov 2020	Dec 2020
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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