



# 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: March 17, 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 January and February 2021, 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 8 minutes and thirty five 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 2021 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 - Red Lights and Siren (RLS)

2021/01/01 through 2021/01/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	418	27	93.54%	X		
SJ ZONE X-2	120	23	80.83%		X	
SJ ZONE X-3	47	9	80.85%	---	---	
SJ ZONE X-4	1302	125	90.40%	X		
SJ ZONE X-5	1430	136	90.49%	X		
SJ ZONE X-6	21	0	100.00%	---	---	
SJ ZONE X-7	181	24	86.74%		X	
SJ ZONE X-8	108	26	75.93%		X	
SJ ZONE X-9	372	38	89.78%		X	
SJ ZONE X-10	76	5	93.42%	---	---	
SJ ZONE X-11	41	4	90.24%	---	---	
<b>All Zones Combined</b>	<b>4116</b>	<b>417</b>	<b>89.87%</b>	<b>3</b>	<b>4</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

2021/01/01 through 2021/01/31							
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-3	CP Start Jan 2021	CP End Jan 2021	47	9	80.85%	---	---
SJ ZONE X-6	Dec 2020	Jan 2021	42	2	95.24%	---	---
SJ ZONE X-8	Dec 2020	Jan 2021	204	43	78.92%		X
SJ ZONE X-10	Jan 2021	Jan 2021	76	5	93.42%	---	---
SJ ZONE X-11	Dec 2020	Jan 2021	100	9	91.00%	X	

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	334	34	89.82%		X	
SJ ZONE X-2	119	16	86.55%		X	
SJ ZONE X-3	59	8	86.44%	---	---	
SJ ZONE X-4	1063	136	87.21%		X	
SJ ZONE X-5	1122	157	86.01%		X	
SJ ZONE X-6	19	0	100.00%	---	---	
SJ ZONE X-7	142	25	82.39%		X	
SJ ZONE X-8	91	19	79.12%	---	---	
SJ ZONE X-9	291	20	93.13%	X		
SJ ZONE X-10	72	9	87.50%	---	---	
SJ ZONE X-11	47	8	82.98%	---	---	
<b>All Zones Combined</b>	<b>3359</b>	<b>432</b>	<b>87.14%</b>	<b>1</b>	<b>5</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

2021/02/01 through 2021/02/28							
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-3	CP Start Jan 2021	CP End Feb 2021	106	17	83.96%		X
SJ ZONE X-6	Dec 2020	Feb 2021	61	2	96.72%	---	---
SJ ZONE X-8	Feb 2021	Feb 2021	91	19	79.12%	---	---
SJ ZONE X-10	Jan 2021	Feb 2021	148	14	90.54%	X	
SJ ZONE X-11	Feb 2021	Feb 2021	47	8	82.98%	---	---

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

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

2021/01/01 through 2021/01/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	255	4	98.43%	X		
SJ ZONE X-2	52	1	98.08%	---	---	
SJ ZONE X-3	22	1	95.45%	---	---	
SJ ZONE X-4	756	25	96.69%	X		
SJ ZONE X-5	759	26	96.57%	X		
SJ ZONE X-6	3	0	100.00%	---	---	
SJ ZONE X-7	79	4	94.94%	---	---	
SJ ZONE X-8	36	2	94.44%	---	---	
SJ ZONE X-9	158	6	96.20%	X		
SJ ZONE X-10	39	1	97.44%	---	---	
SJ ZONE X-11	16	0	100.00%	---	---	
<b>All Zones Combined</b>	<b>2175</b>	<b>70</b>	<b>96.78%</b>	<b>4</b>	<b>0</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

2021/01/01 through 2021/01/31							
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	Nov 2020	Jan 2021	142	3	97.89%	X	
SJ ZONE X-3	Oct 2020	Jan 2021	104	4	96.15%	X	
SJ ZONE X-6	Jul 2020	Jan 2021	37	0	100.00%	---	---
SJ ZONE X-7	Jan 2021	Jan 2021	79	4	94.94%	---	---
SJ ZONE X-8	Jan 2021	Jan 2021	36	2	94.44%	---	---
SJ ZONE X-10	Oct 2020	Jan 2021	137	1	99.27%	X	
SJ ZONE X-11	Jan 2021	Jan 2021	16	0	100.00%	---	---

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

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

2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	215	6	97.21%	X		
SJ ZONE X-2	47	1	97.87%	---	---	
SJ ZONE X-3	22	0	100.00%	---	---	
SJ ZONE X-4	669	18	97.31%	X		
SJ ZONE X-5	715	18	97.48%	X		
SJ ZONE X-6	5	0	100.00%	---	---	
SJ ZONE X-7	75	0	100.00%	---	---	
SJ ZONE X-8	54	0	100.00%	---	---	
SJ ZONE X-9	148	10	93.24%	X		
SJ ZONE X-10	31	0	100.00%	---	---	
SJ ZONE X-11	9	0	100.00%	---	---	
<b>All Zones Combined</b>	1990	53	97.34%	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

2021/02/01 through 2021/02/28							
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	Feb 2021	Feb 2021	47	1	97.87%	---	---
SJ ZONE X-3	Feb 2021	Feb 2021	22	0	100.00%	---	---
SJ ZONE X-6	Jul 2020	Feb 2021	42	0	100.00%	---	---
SJ ZONE X-7	Jan 2021	Feb 2021	154	4	97.40%	X	
SJ ZONE X-8	Jan 2021	Feb 2021	90	2	97.78%	---	---
SJ ZONE X-10	Feb 2021	Feb 2021	31	0	100.00%	---	---
SJ ZONE X-11	Jan 2021	Feb 2021	25	0	100.00%	---	---

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Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/01/01 through 2021/01/31								
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	53	53	Jan 2021		2	96.23%	---	---
IFT CCT	9	63	Jul 2020		7	88.89%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/02/01 through 2021/02/28								
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	63	116	Jan 2021	Feb 2021	2	98.28%	X	
IFT CCT	9	72	Jul 2020		8	88.89%	---	---

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Response Time Compliance Report - Combined RLS  
and NRLS

2021/01/01 through 2021/01/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
<b>Compliance Calc Incidents</b>			
SJ ZONE X-1	673	31	95.39%
SJ ZONE X-2	172	24	86.05%
SJ ZONE X-3	69	10	85.51%
SJ ZONE X-4	2058	150	92.71%
SJ ZONE X-5	2189	162	92.60%
SJ ZONE X-6	24	0	100.00%
SJ ZONE X-7	260	28	89.23%
SJ ZONE X-8	144	28	80.56%
SJ ZONE X-9	530	44	91.70%
SJ ZONE X-10	115	6	94.78%
SJ ZONE X-11	57	4	92.98%
<b>All Zones Combined</b>	6291	487	92.26%

Response Time Compliance Report - Combined RLS  
and NRLS

2021/02/01 through 2021/02/28			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
<b>Compliance Calc Incidents</b>			
SJ ZONE X-1	549	40	92.71%
SJ ZONE X-2	166	17	89.76%
SJ ZONE X-3	81	8	90.12%
SJ ZONE X-4	1732	154	91.11%
SJ ZONE X-5	1837	175	90.47%
SJ ZONE X-6	24	0	100.00%
SJ ZONE X-7	217	25	88.48%
SJ ZONE X-8	145	19	86.90%
SJ ZONE X-9	439	30	93.17%
SJ ZONE X-10	103	9	91.26%
SJ ZONE X-11	56	8	85.71%
<b>All Zones Combined</b>	5349	485	90.93%

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Fines and Penalties Report		
Type of Penalty	Jan 2021	Feb 2021
Out of compliance response zones	\$175,000	\$160,000
Code 2 and Code 3 Late response minutes	\$48,000	\$41,000
ALS IFT or CCT-IFT Late response minutes	\$200	\$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>\$223,200</b>	<b>\$201,600</b>



Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	428	00:16:52	00:05:15	00:02:26	00:07:54
SJ ZONE X-2 URBAN	71	00:16:06	00:06:14	00:03:06	00:09:23
SJ ZONE X-3 URBAN	21	00:14:52	00:07:00	00:03:47	00:11:11
SJ ZONE X-4 URBAN	1328	00:22:40	00:05:42	00:02:33	00:08:31
SJ ZONE X-5 URBAN	1472	00:20:40	00:05:27	00:02:30	00:08:31
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	146	00:15:01	00:05:59	00:02:47	00:09:55
SJ ZONE X-8 URBAN	93	00:18:27	00:07:36	00:03:18	00:11:17
SJ ZONE X-9 URBAN	370	00:23:57	00:05:38	00:03:38	00:09:49
SJ ZONE X-10 URBAN	16	00:08:07	00:06:46	00:01:01	00:08:03
SJ ZONE X-11 URBAN	9	00:08:32	00:05:49	00:02:32	00:08:11
SJ ZONE X-2 SUBURBAN	25	00:16:29	00:08:12	00:02:59	00:11:14
SJ ZONE X-3 SUBURBAN	8	00:11:44	00:07:15	00:03:01	00:11:11
SJ ZONE X-7 SUBURBAN	30	00:24:18	00:09:24	00:05:03	00:14:54
SJ ZONE X-8 SUBURBAN	5	00:09:57	00:06:13	00:02:22	00:08:41
SJ ZONE X-9 SUBURBAN	9	00:08:55	00:05:10	00:02:19	00:08:36
SJ ZONE X-10 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-11 SUBURBAN	8	00:13:37	00:06:53	00:04:28	00:10:42
SJ ZONE X-10 SUBURBAN-MODERATE	25	00:26:30	00:12:52	00:04:04	00:16:23
SJ ZONE X-2 RURAL	37	00:20:17	00:11:43	00:05:11	00:18:05
SJ ZONE X-3 RURAL	21	00:23:41	00:09:48	00:05:20	00:13:57
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	6	00:16:16	00:09:59	00:05:32	00:15:12
SJ ZONE X-7 RURAL	14	00:27:25	00:12:08	00:07:06	00:18:49
SJ ZONE X-8 RURAL	19	00:21:44	00:08:59	00:06:06	00:15:57
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	23	00:18:14	00:09:27	00:04:35	00:15:49
SJ ZONE X-11 RURAL	26	00:19:54	00:13:16	00:04:36	00:18:15
SJ ZONE X-6 WILDERNESS	19	00:22:41	00:11:02	00:07:55	00:19:08
SJ ZONE X-10 WILDERNESS	14	00:24:48	00:13:35	00:07:36	00:20:49
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	3954	00:23:57	00:05:34	00:02:40	00:08:39
All Suburban Compliance Areas	85	00:24:18	00:07:42	00:03:56	00:12:10
All Suburban-Moderate Compliance Areas	25	00:26:30	00:12:52	00:04:04	00:16:23
All Rural Compliance Areas	146	00:27:25	00:10:51	00:05:06	00:17:27
All Wilderness Compliance Areas	33	00:24:48	00:12:07	00:07:46	00:20:30
<b>Total Responses</b>	<b>4243</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	343	00:15:42	00:05:13	00:02:17	00:07:52
SJ ZONE X-2 URBAN	65	00:20:05	00:06:32	00:03:12	00:09:52
SJ ZONE X-3 URBAN	16	00:25:13	00:08:35	00:05:08	00:12:36
SJ ZONE X-4 URBAN	1091	00:15:57	00:05:28	00:02:29	00:08:38
SJ ZONE X-5 URBAN	1155	00:17:31	00:05:39	00:02:27	00:08:39
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	115	00:16:41	00:05:09	00:02:53	00:08:30
SJ ZONE X-8 URBAN	78	00:14:29	00:06:33	00:03:21	00:10:28
SJ ZONE X-9 URBAN	284	00:19:46	00:05:09	00:02:41	00:07:39
SJ ZONE X-10 URBAN	14	00:23:27	00:09:14	00:04:50	00:13:59
SJ ZONE X-11 URBAN	15	00:11:37	00:06:19	00:03:02	00:09:14
SJ ZONE X-2 SUBURBAN	20	00:14:13	00:08:33	00:01:50	00:10:22
SJ ZONE X-3 SUBURBAN	13	00:16:36	00:07:26	00:04:24	00:13:34
SJ ZONE X-7 SUBURBAN	30	00:21:56	00:09:23	00:04:16	00:13:56
SJ ZONE X-8 SUBURBAN	5	00:08:53	00:06:36	00:01:51	00:08:29
SJ ZONE X-9 SUBURBAN	13	00:11:44	00:06:19	00:02:51	00:10:35
SJ ZONE X-10 SUBURBAN	2	00:08:31	00:06:38	00:02:39	00:08:08
SJ ZONE X-11 SUBURBAN	5	00:12:31	00:08:42	00:02:39	00:11:23
SJ ZONE X-10 SUBURBAN-MODERATE	24	00:16:57	00:11:12	00:04:22	00:15:02
SJ ZONE X-2 RURAL	38	00:20:50	00:12:03	00:04:13	00:17:27
SJ ZONE X-3 RURAL	30	00:28:00	00:11:48	00:04:59	00:17:50
SJ ZONE X-5 RURAL	2	00:07:53	00:04:00	00:05:28	00:07:06
SJ ZONE X-6 RURAL	7	00:13:15	00:10:56	00:02:14	00:13:12
SJ ZONE X-7 RURAL	5	00:17:22	00:12:12	00:03:47	00:15:28
SJ ZONE X-8 RURAL	13	00:13:05	00:08:12	00:04:28	00:13:03
SJ ZONE X-9 RURAL	1	00:06:49	00:06:49	00:00:00	00:06:49
SJ ZONE X-10 RURAL	24	00:25:36	00:10:16	00:05:29	00:15:18
SJ ZONE X-11 RURAL	29	00:23:20	00:11:59	00:04:46	00:17:27
SJ ZONE X-6 WILDERNESS	13	00:21:32	00:12:09	00:05:42	00:19:27
SJ ZONE X-10 WILDERNESS	9	00:28:00	00:18:50	00:06:04	00:24:58
SJ ZONE X-11 WILDERNESS	1	00:11:34	00:11:34	00:00:00	00:11:34
All Urban Compliance Areas	3176	00:25:13	00:05:28	00:02:33	00:08:31
All Suburban Compliance Areas	88	00:21:56	00:08:14	00:03:38	00:13:34
All Suburban-Moderate Compliance Areas	24	00:16:57	00:11:12	00:04:22	00:15:02
All Rural Compliance Areas	149	00:28:00	00:10:39	00:04:34	00:16:03
All Wilderness Compliance Areas	23	00:28:00	00:14:45	00:06:31	00:22:54
<b>Total Responses</b>	<b>3460</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jan 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	260	01:20:10	00:08:34	00:08:18	00:14:09
SJ ZONE X-2 URBAN	24	00:15:35	00:07:14	00:03:54	00:11:24
SJ ZONE X-3 URBAN	9	00:24:36	00:13:18	00:07:18	00:22:29
SJ ZONE X-4 URBAN	767	01:27:31	00:09:45	00:07:32	00:14:50
SJ ZONE X-5 URBAN	766	01:11:04	00:08:50	00:06:38	00:14:20
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	71	00:21:12	00:08:16	00:04:09	00:12:50
SJ ZONE X-8 URBAN	37	00:22:48	00:09:53	00:05:45	00:17:11
SJ ZONE X-9 URBAN	160	00:48:36	00:08:37	00:07:22	00:16:57
SJ ZONE X-10 URBAN	4	00:17:57	00:10:12	00:06:51	00:15:49
SJ ZONE X-11 URBAN	5	00:14:40	00:11:02	00:02:51	00:13:54
SJ ZONE X-2 SUBURBAN	10	00:19:40	00:09:56	00:04:45	00:12:27
SJ ZONE X-3 SUBURBAN	2	00:09:11	00:08:12	00:01:22	00:08:59
SJ ZONE X-7 SUBURBAN	9	00:21:03	00:10:06	00:05:44	00:15:46
SJ ZONE X-8 SUBURBAN	1	00:14:37	00:14:37	00:00:00	00:14:37
SJ ZONE X-9 SUBURBAN	2	00:08:30	00:07:55	00:00:48	00:08:23
SJ ZONE X-10 SUBURBAN	2	00:08:44	00:08:12	00:00:44	00:08:37
SJ ZONE X-11 SUBURBAN	1	00:17:01	00:17:01	00:00:00	00:17:01
SJ ZONE X-10 SUBURBAN-MODERATE	25	00:54:36	00:20:27	00:09:30	00:31:04
SJ ZONE X-2 RURAL	21	00:31:23	00:14:52	00:06:20	00:18:27
SJ ZONE X-3 RURAL	14	00:37:19	00:12:27	00:08:34	00:15:56
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	3	00:09:03	00:06:37	00:02:08	00:08:24
SJ ZONE X-7 RURAL	4	00:12:40	00:10:10	00:03:41	00:12:35
SJ ZONE X-8 RURAL	5	00:19:02	00:12:36	00:06:36	00:18:22
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	7	00:19:19	00:11:59	00:04:26	00:16:46
SJ ZONE X-11 RURAL	10	00:27:37	00:18:44	00:08:52	00:27:30
SJ ZONE X-6 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 WILDERNESS	2	00:23:25	00:14:02	00:13:15	00:21:32
SJ ZONE X-11 WILDERNESS	1	00:17:41	00:17:41	00:00:00	00:17:41
All Urban Compliance Areas	2103	01:27:31	00:08:50	00:06:49	00:14:27
All Suburban Compliance Areas	27	00:21:03	00:10:23	00:03:56	00:14:27
All Suburban-Moderate Compliance Areas	25	00:54:36	00:20:27	00:09:30	00:31:04
All Rural Compliance Areas	64	00:37:19	00:13:10	00:07:02	00:22:37
All Wilderness Compliance Areas	3	00:00:00	00:00:00	00:00:00	00:00:00
<b>Total Responses</b>	<b>2222</b>				

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	216	01:15:36	00:09:17	00:09:08	00:14:05
SJ ZONE X-2 URBAN	28	00:17:33	00:08:55	00:02:56	00:12:14
SJ ZONE X-3 URBAN	5	00:09:30	00:07:01	00:01:55	00:09:08
SJ ZONE X-4 URBAN	673	01:11:05	00:09:32	00:07:47	00:14:40
SJ ZONE X-5 URBAN	728	01:09:44	00:09:09	00:06:49	00:14:06
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	57	00:14:38	00:07:25	00:03:59	00:13:15
SJ ZONE X-8 URBAN	54	00:45:17	00:08:41	00:06:45	00:13:19
SJ ZONE X-9 URBAN	150	00:53:31	00:08:48	00:06:48	00:15:32
SJ ZONE X-10 URBAN	3	00:11:29	00:09:55	00:01:48	00:11:15
SJ ZONE X-11 URBAN	3	00:12:40	00:09:30	00:04:07	00:12:20
SJ ZONE X-2 SUBURBAN	4	00:10:41	00:08:45	00:02:15	00:10:23
SJ ZONE X-3 SUBURBAN	5	00:25:00	00:13:54	00:06:35	00:20:29
SJ ZONE X-7 SUBURBAN	15	00:16:06	00:09:37	00:04:24	00:15:48
SJ ZONE X-8 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-9 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 SUBURBAN	4	00:12:09	00:08:49	00:02:40	00:11:10
SJ ZONE X-11 SUBURBAN	1	00:14:01	00:14:01	00:00:00	00:14:01
SJ ZONE X-10 SUBURBAN-MODERATE	14	00:25:46	00:15:36	00:06:30	00:22:46
SJ ZONE X-2 RURAL	19	00:25:11	00:15:02	00:05:41	00:23:18
SJ ZONE X-3 RURAL	12	00:23:43	00:13:33	00:06:32	00:22:56
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 RURAL	5	00:23:52	00:14:21	00:09:12	00:22:38
SJ ZONE X-8 RURAL	1	00:07:11	00:07:11	00:00:00	00:07:11
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	10	00:21:11	00:11:43	00:05:35	00:18:21
SJ ZONE X-11 RURAL	5	00:26:56	00:17:10	00:10:08	00:25:57
SJ ZONE X-6 WILDERNESS	5	00:22:26	00:17:45	00:04:28	00:21:56
SJ ZONE X-10 WILDERNESS	1	00:15:45	00:15:45	00:00:00	00:15:45
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	1917	01:15:36	00:08:53	00:06:59	00:13:46
All Suburban Compliance Areas	29	00:25:00	00:09:48	00:04:19	00:14:38
All Suburban-Moderate Compliance Areas	14	00:25:46	00:15:36	00:06:30	00:22:46
All Rural Compliance Areas	52	00:26:56	00:13:38	00:06:18	00:23:31
All Wilderness Compliance Areas	6	00:22:26	00:17:25	00:04:05	00:21:49
<b>Total Responses</b>	<b>2018</b>				

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Comparison of Compliance with and without Exemptions - RLS						
2021/01/01 through 2021/01/31						
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	418	58	86.12%	418	27	93.54%
SJ ZONE X-2	120	40	66.67%	120	23	80.83%
SJ ZONE X-3	47	12	74.47%	47	9	80.85%
SJ ZONE X-4	1302	257	80.26%	1302	125	90.40%
SJ ZONE X-5	1430	288	79.86%	1430	136	90.49%
SJ ZONE X-6	21	2	90.48%	21	0	100.00%
SJ ZONE X-7	181	52	71.27%	181	24	86.74%
SJ ZONE X-8	108	55	49.07%	108	26	75.93%
SJ ZONE X-9	372	63	83.06%	372	38	89.78%
SJ ZONE X-10	76	10	86.84%	76	5	93.42%
SJ ZONE X-11	41	11	73.17%	41	4	90.24%
<b>All Zones Combined</b>	<b>4116</b>	<b>848</b>	<b>79.40%</b>	<b>4116</b>	<b>417</b>	<b>89.87%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/02/01 through 2021/02/28						
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	334	48	85.63%	334	34	89.82%
SJ ZONE X-2	119	29	75.63%	119	16	86.55%
SJ ZONE X-3	59	15	74.58%	59	8	86.44%
SJ ZONE X-4	1063	202	81.00%	1063	136	87.21%
SJ ZONE X-5	1122	228	79.68%	1122	157	86.01%
SJ ZONE X-6	19	0	100.00%	19	0	100.00%
SJ ZONE X-7	142	36	74.65%	142	25	82.39%
SJ ZONE X-8	91	28	69.23%	91	19	79.12%
SJ ZONE X-9	291	37	87.29%	291	20	93.13%
SJ ZONE X-10	72	11	84.72%	72	9	87.50%
SJ ZONE X-11	47	11	76.60%	47	8	82.98%
<b>All Zones Combined</b>	<b>3359</b>	<b>645</b>	<b>80.80%</b>	<b>3359</b>	<b>432</b>	<b>87.14%</b>
* 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						
2021/01/01 through 2021/01/31						
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	255	9	96.47%	255	4	98.43%
SJ ZONE X-2	52	2	96.15%	52	1	98.08%
SJ ZONE X-3	22	3	86.36%	22	1	95.45%
SJ ZONE X-4	756	50	93.39%	756	25	96.69%
SJ ZONE X-5	759	47	93.81%	759	26	96.57%
SJ ZONE X-6	3	0	100.00%	3	0	100.00%
SJ ZONE X-7	79	6	92.41%	79	4	94.94%
SJ ZONE X-8	36	11	69.44%	36	2	94.44%
SJ ZONE X-9	158	12	92.41%	158	6	96.20%
SJ ZONE X-10	39	6	84.62%	39	1	97.44%
SJ ZONE X-11	16	1	93.75%	16	0	100.00%
<b>All Zones Combined</b>	<b>2175</b>	<b>147</b>	<b>93.24%</b>	<b>2175</b>	<b>70</b>	<b>96.78%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/02/01 through 2021/02/28						
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	215	8	96.28%	215	6	97.21%
SJ ZONE X-2	47	1	97.87%	47	1	97.87%
SJ ZONE X-3	22	1	95.45%	22	0	100.00%
SJ ZONE X-4	669	36	94.62%	669	18	97.31%
SJ ZONE X-5	715	29	95.94%	715	18	97.48%
SJ ZONE X-6	5	0	100.00%	5	0	100.00%
SJ ZONE X-7	75	0	100.00%	75	0	100.00%
SJ ZONE X-8	54	1	98.15%	54	0	100.00%
SJ ZONE X-9	148	17	88.51%	148	10	93.24%
SJ ZONE X-10	31	0	100.00%	31	0	100.00%
SJ ZONE X-11	9	0	100.00%	9	0	100.00%
<b>All Zones Combined</b>	<b>1990</b>	<b>93</b>	<b>95.33%</b>	<b>1990</b>	<b>53</b>	<b>97.34%</b>
* 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						
2021/01/01 through 2021/01/31						
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	53	5	90.57%	53	2	96.23%
IFT CCT	9	1	88.89%	9	0	100.00%

Comparison of Compliance with and without Exemptions - IFT						
2021/02/01 through 2021/02/28						
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	63	1	98.41%	63	0	100.00%
IFT CCT	9	1	88.89%	9	1	88.89%

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Exemption Request Reports

Types of Exemptions	Jan 2021		Feb 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
AMR Ambulance Zone	0	0	1	0
Changed Response Area	0	0	0	0
Coding Error by SFD CAD	0	0	0	0
Delay at Hospitals	0	0	0	0
Delay Reporting OnScene	3	0	0	0
Delays in Transferring Care in the Emergency Department	307	0	143	0
Dispatch Error	0	0	2	0
Duplicate Record	1	0	1	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	1	0	0	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	4	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
MCI	0	0	0	0
Reduced /Upgraded Response	1	0	0	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	9	0	0	0
Staged	0	0	0	0
System Overload	66	0	25	0
Traffic Secondary to Call	4	0	4	0
Train	3	0	5	0
Unavoidable Delay caused by unreported road construction	6	0	3	0
UTL	2	0	2	0
Wrong Address by Requesting party	0	0	0	0
Wrong Location	0	0	1	0
Zone Assist	0	0	5	0



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Zone Assist		
Compliance Zone	Jan 2021	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	3
SJ ZONE X-5	Manteca	8
SJ ZONE X-6	--	0
SJ ZONE X-7	--	0
SJ ZONE X-8	Escalon	1
	Manteca	6
SJ ZONE X-9	Manteca	20
SJ ZONE X-10	Manteca	8
SJ ZONE X-11	Manteca	4

Zone Assist		
Compliance Zone	Feb 2021	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	1
SJ ZONE X-5	Manteca	9
	Ripon	4
SJ ZONE X-6	--	0
SJ ZONE X-7	--	0
SJ ZONE X-8	Manteca	18
SJ ZONE X-9	Manteca	8
SJ ZONE X-10	Manteca	4
SJ ZONE X-11	Manteca	4

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

Failure to Provide Data		
Event Type	Jan 2021	Feb 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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