



# San Joaquin County Emergency Medical Services Agency



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## Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: March 18, 2022

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 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 six 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 fifty 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 2021 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/departments/ems>

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/11/01 through 2021/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	372	20	94.62%	X		
SJ ZONE X-22	127	12	90.55%	X		
SJ ZONE X-23	323	22	93.19%	X		
SJ ZONE X-24	1145	97	91.53%	X		
SJ ZONE X-25	1329	102	92.33%	X		
SJ ZONE X-26	488	35	92.83%	X		
<b>All Zones Combined</b>	3784	288	92.39%	<b>6</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 RLS Responses

2021/11/01 through 2021/11/30							
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	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

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

2021/11/01 through 2021/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	235	4	98.30%	X		
SJ ZONE X-22	65	0	100.00%	---	---	
SJ ZONE X-23	132	3	97.73%	X		
SJ ZONE X-24	756	40	94.71%	X		
SJ ZONE X-25	752	18	97.61%	X		
SJ ZONE X-26	222	6	97.30%	X		
<b>All Zones Combined</b>	2162	71	96.72%	<b>5</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

2021/11/01 through 2021/11/30							
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	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
SJ ZONE X-22	Nov 2021	Nov 2021	65	0	100.00%	---	---
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/12/01 through 2021/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	359	22	93.87%	X		
SJ ZONE X-22	152	10	93.42%	X		
SJ ZONE X-23	368	36	90.22%	X		
SJ ZONE X-24	1354	115	91.51%	X		
SJ ZONE X-25	1394	123	91.18%	X		
SJ ZONE X-26	527	43	91.84%	X		
<b>All Zones Combined</b>	4154	349	91.60%	<b>6</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 RLS Responses

2021/12/01 through 2021/12/31						
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
			CP Start = Compliance Period Start Date CP End = Compliance Period End Date		Compliance Calc Incidents = Total Incident Count used in compliance calculations	

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

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

2021/12/01 through 2021/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	234	8	96.58%	X		
SJ ZONE X-22	53	0	100.00%	---	---	
SJ ZONE X-23	158	1	99.37%	X		
SJ ZONE X-24	753	32	95.75%	X		
SJ ZONE X-25	805	19	97.64%	X		
SJ ZONE X-26	239	12	94.98%	X		
<b>All Zones Combined</b>	2242	72	96.79%	<b>5</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

2021/12/01 through 2021/12/31							
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-22	Nov 2021	Dec 2021	118	0	100.00%	X	
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/11/01 through 2021/11/30								
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	90	90	Nov 2021		0	100.00%	---	---
IFT CCT	8	66	May 2021		1	98.48%	---	---
Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/12/01 through 2021/12/31								
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	91	181	Nov 2021	Dec 2021	1	99.45%	X	
IFT CCT	13	79	May 2021		2	97.47%	---	---
CP Start = Compliance Period Start Date CP End - Compliance Period End Date					Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Fines and Penalties Report		
Type of Penalty	Nov 2021	Dec 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$3,930	\$4,770
ALS IFT or CCT-IFT Late response minutes	\$0	\$1,200
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>\$3,930</b>	<b>\$5,970</b>

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS					
Nov 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	372	00:17:06	00:05:05	00:02:41	00:07:52
SJ ZONE X-22 URBAN	58	00:16:56	00:07:03	00:02:26	00:10:11
SJ ZONE X-23 URBAN	228	00:15:54	00:05:54	00:02:55	00:09:12
SJ ZONE X-24 URBAN	1145	00:22:45	00:05:48	00:02:38	00:08:57
SJ ZONE X-25 URBAN	1329	00:15:27	00:05:28	00:02:16	00:08:19
SJ ZONE X-26 URBAN	373	00:21:31	00:05:28	00:03:01	00:08:43
SJ ZONE X-22 SUBURBAN	18	00:14:33	00:07:53	00:01:59	00:09:10
SJ ZONE X-23 SUBURBAN	37	00:14:24	00:07:14	00:03:33	00:12:09
SJ ZONE X-26 SUBURBAN	27	00:14:53	00:07:45	00:02:59	00:12:14
SJ ZONE X-26 SUBURBAN-MODERATE	29	00:21:35	00:12:53	00:03:22	00:18:02
SJ ZONE X-22 RURAL	41	00:20:01	00:11:49	00:04:35	00:17:16
SJ ZONE X-23 RURAL	58	00:22:02	00:10:54	00:04:54	00:17:43
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	53	00:25:02	00:11:36	00:05:03	00:19:10
SJ ZONE X-22 WILDERNESS	10	00:22:33	00:13:37	00:04:57	00:20:23
SJ ZONE X-26 WILDERNESS	6	00:19:23	00:12:41	00:05:32	00:17:43
All Urban Compliance Areas	3505	00:22:45	00:05:35	00:02:35	00:08:35
All Suburban Compliance Areas	82	00:14:53	00:07:33	00:03:03	00:11:54
All Suburban-Moderate Compliance Areas	29	00:21:35	00:12:53	00:03:22	00:18:02
All Rural Compliance Areas	152	00:25:02	00:11:24	00:04:51	00:17:34
All Wilderness Compliance Areas	16	00:22:33	00:13:16	00:05:01	00:19:46
<b>Total Responses</b>	<b>3784</b>				



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

Nov 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	235	01:31:58	00:10:29	00:10:46	00:21:04
SJ ZONE X-22 URBAN	33	00:29:56	00:08:27	00:05:20	00:10:22
SJ ZONE X-23 URBAN	82	00:57:48	00:08:41	00:07:00	00:13:52
SJ ZONE X-24 URBAN	756	01:23:59	00:11:12	00:09:24	00:18:38
SJ ZONE X-25 URBAN	752	01:09:18	00:10:00	00:09:19	00:15:11
SJ ZONE X-26 URBAN	182	01:09:02	00:09:10	00:07:44	00:14:48
SJ ZONE X-22 SUBURBAN	8	00:13:36	00:09:59	00:03:24	00:13:33
SJ ZONE X-23 SUBURBAN	19	00:20:36	00:08:49	00:04:31	00:13:05
SJ ZONE X-26 SUBURBAN	11	00:26:13	00:10:06	00:06:27	00:14:09
SJ ZONE X-26 SUBURBAN-MODERATE	14	00:27:53	00:14:46	00:05:44	00:20:20
SJ ZONE X-22 RURAL	22	00:26:30	00:12:06	00:06:41	00:18:13
SJ ZONE X-23 RURAL	31	00:28:39	00:15:37	00:06:01	00:24:17
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	15	00:29:15	00:16:39	00:06:06	00:23:39
SJ ZONE X-22 WILDERNESS	2	00:28:16	00:20:29	00:11:00	00:26:42
SJ ZONE X-26 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2040	01:31:58	00:10:21	00:09:17	00:16:56
All Suburban Compliance Areas	38	00:26:13	00:09:26	00:04:52	00:13:45
All Suburban-Moderate Compliance Areas	14	00:27:53	00:14:46	00:05:44	00:20:20
All Rural Compliance Areas	68	00:29:15	00:14:42	00:06:26	00:24:12
All Wilderness Compliance Areas	2	00:28:16	00:20:29	00:11:00	00:26:42
<b>Total Responses</b>	<b>2162</b>				

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

Dec 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	359	00:14:46	00:05:16	00:02:33	00:08:27
SJ ZONE X-22 URBAN	65	00:12:19	00:06:10	00:02:18	00:08:44
SJ ZONE X-23 URBAN	251	00:22:54	00:06:17	00:03:05	00:10:27
SJ ZONE X-24 URBAN	1354	00:21:36	00:05:50	00:02:34	00:09:10
SJ ZONE X-25 URBAN	1394	00:17:43	00:05:33	00:02:26	00:08:44
SJ ZONE X-26 URBAN	388	00:23:56	00:06:02	00:03:45	00:09:59
SJ ZONE X-22 SUBURBAN	16	00:11:55	00:08:36	00:01:07	00:09:28
SJ ZONE X-23 SUBURBAN	46	00:21:08	00:07:34	00:03:47	00:12:04
SJ ZONE X-26 SUBURBAN	31	00:13:41	00:06:56	00:03:06	00:10:13
SJ ZONE X-26 SUBURBAN-MODERATE	31	00:22:49	00:11:43	00:04:33	00:16:09
SJ ZONE X-22 RURAL	67	00:21:33	00:11:30	00:04:58	00:17:50
SJ ZONE X-23 RURAL	71	00:26:03	00:12:29	00:04:56	00:19:09
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	74	00:21:39	00:11:18	00:05:18	00:18:27
SJ ZONE X-22 WILDERNESS	4	00:13:17	00:09:32	00:06:18	00:13:16
SJ ZONE X-26 WILDERNESS	3	00:17:45	00:13:02	00:07:40	00:17:38
All Urban Compliance Areas	3811	00:23:56	00:05:44	00:02:42	00:09:04
All Suburban Compliance Areas	93	00:21:08	00:07:32	00:03:16	00:11:42
All Suburban-Moderate Compliance Areas	31	00:22:49	00:11:43	00:04:33	00:16:09
All Rural Compliance Areas	212	00:26:03	00:11:45	00:05:05	00:18:24
All Wilderness Compliance Areas	7	00:17:45	00:11:02	00:06:33	00:17:24
<b>Total Responses</b>	<b>4154</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Dec 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	234	01:00:56	00:10:55	00:10:16	00:23:22
SJ ZONE X-22 URBAN	35	00:14:52	00:08:15	00:03:05	00:12:30
SJ ZONE X-23 URBAN	110	00:35:34	00:08:21	00:04:52	00:14:10
SJ ZONE X-24 URBAN	753	01:12:54	00:10:51	00:09:14	00:17:58
SJ ZONE X-25 URBAN	805	01:04:05	00:09:44	00:07:55	00:14:13
SJ ZONE X-26 URBAN	192	00:47:06	00:09:22	00:06:29	00:16:40
SJ ZONE X-22 SUBURBAN	4	00:18:20	00:13:17	00:04:26	00:17:20
SJ ZONE X-23 SUBURBAN	15	00:16:43	00:08:10	00:04:06	00:12:01
SJ ZONE X-26 SUBURBAN	8	00:21:38	00:13:01	00:04:59	00:18:12
SJ ZONE X-26 SUBURBAN-MODERATE	17	00:20:36	00:15:03	00:03:50	00:20:30
SJ ZONE X-22 RURAL	10	00:21:05	00:12:27	00:06:00	00:18:48
SJ ZONE X-23 RURAL	33	00:33:56	00:13:48	00:06:17	00:20:40
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	21	00:36:17	00:18:57	00:06:46	00:29:35
SJ ZONE X-22 WILDERNESS	4	00:24:23	00:19:02	00:04:32	00:23:25
SJ ZONE X-26 WILDERNESS	1	00:15:26	00:15:26	00:00:00	00:15:26
All Urban Compliance Areas	2129	01:12:54	00:10:08	00:08:26	00:16:17
All Suburban Compliance Areas	27	00:21:38	00:10:21	00:04:56	00:16:43
All Suburban-Moderate Compliance Areas	17	00:20:36	00:15:03	00:03:50	00:20:30
All Rural Compliance Areas	64	00:36:17	00:15:17	00:06:50	00:22:30
All Wilderness Compliance Areas	5	00:24:23	00:18:18	00:04:15	00:23:06
<b>Total Responses</b>	<b>2242</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

2021/11/01 through 2021/11/30						
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-21	372	52	86.02%	372	20	94.62%
SJ ZONE X-22	127	23	81.89%	127	12	90.55%
SJ ZONE X-23	323	70	78.33%	323	22	93.19%
SJ ZONE X-24	1145	243	78.78%	1145	97	91.53%
SJ ZONE X-25	1329	228	82.84%	1329	102	92.33%
SJ ZONE X-26	488	85	82.58%	488	35	92.83%
<b>All Zones Combined</b>	<b>3784</b>	<b>701</b>	<b>81.47%</b>	<b>3784</b>	<b>288</b>	<b>92.39%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

2021/11/01 through 2021/11/30						
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-21	235	6	97.45%	235	4	98.30%
SJ ZONE X-22	65	3	95.38%	65	0	100.00%
SJ ZONE X-23	132	5	96.21%	132	3	97.73%
SJ ZONE X-24	756	72	90.48%	756	40	94.71%
SJ ZONE X-25	752	39	94.81%	752	18	97.61%
SJ ZONE X-26	222	16	92.79%	222	6	97.30%
<b>All Zones Combined</b>	<b>2162</b>	<b>141</b>	<b>93.48%</b>	<b>2162</b>	<b>71</b>	<b>96.72%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
Contract Compliance  
American Medical Response

Comparison of Compliance with and without Exemptions - RLS

Compliance Zone	2021/12/01 through 2021/12/31			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	359	60	83.29%	359	22	93.87%
SJ ZONE X-22	152	28	81.58%	152	10	93.42%
SJ ZONE X-23	368	93	74.73%	368	36	90.22%
SJ ZONE X-24	1354	304	77.55%	1354	115	91.51%
SJ ZONE X-25	1394	278	80.06%	1394	123	91.18%
SJ ZONE X-26	527	104	80.27%	527	43	91.84%
<b>All Zones Combined</b>	<b>4154</b>	<b>867</b>	<b>79.13%</b>	<b>4154</b>	<b>349</b>	<b>91.60%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Compliance Zone	2021/12/01 through 2021/12/31			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE X-21	234	19	91.88%	234	8	96.58%
SJ ZONE X-22	53	0	100.00%	53	0	100.00%
SJ ZONE X-23	158	6	96.20%	158	1	99.37%
SJ ZONE X-24	753	70	90.70%	753	32	95.75%
SJ ZONE X-25	805	40	95.03%	805	19	97.64%
SJ ZONE X-26	239	18	92.47%	239	12	94.98%
<b>All Zones Combined</b>	<b>2242</b>	<b>153</b>	<b>93.18%</b>	<b>2242</b>	<b>72</b>	<b>96.79%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
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Comparison of Compliance with and without Exemptions - IFT

2021/11/01 through 2021/11/30						
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	90	0	100.00%	90	0	100.00%
IFT CCT	8	3	62.50%	8	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

2021/12/01 through 2021/12/31						
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	91	2	97.80%	91	1	98.90%
IFT CCT	13	3	76.92%	13	1	92.31%

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
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Exemption Request Reports

Types of Exemptions	Nov 2021		Dec 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	0	0	3	0
Delays in transferring care in the emergency department	340	0	392	0
IFT: Patient not ready at time of arrival	4	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	5	0
Other – Good cause	58	0	88	0
Restricted freeway access	1	0	1	0
Severe inclement weather	3	0	5	0
Unavoidable delay caused by unreported road construction	1	0	2	0
Wrong address provided by the requesting party	2	0	0	0

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Zone Assist		
Compliance Zone	Nov 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	1
	Manteca	9
SJ ZONE X-24	Manteca	1
SJ ZONE X-25	Manteca	3
SJ ZONE X-26	Manteca	15

Zone Assist		
Compliance Zone	Dec 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Manteca	6
SJ ZONE X-24	Manteca	4
SJ ZONE X-25	Manteca	4
	Ripon	1
SJ ZONE X-26	Manteca	33



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Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
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Failure to Provide Data

Event Type	Nov 2021	Dec 2021
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

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