



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: December 1, 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 September and October 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 fifty-six seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for September and October 2021 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)

2021/09/01 through 2021/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	436	24	94.50%	X		
SJ ZONE X-22	155	10	93.55%	X		
SJ ZONE X-23	356	32	91.01%	X		
SJ ZONE X-24	1378	130	90.57%	X		
SJ ZONE X-25	1525	151	90.10%	X		
SJ ZONE X-26	560	36	93.57%	X		
All Zones Combined	4410	383	91.32%	6	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 RLS Responses

2021/09/01 through 2021/09/30							
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
	CP Start	CP End					

Exclusive Emergency Ambulance Provider
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American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/10/01 through 2021/10/31					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE X-21	439	40	90.89%	X	
SJ ZONE X-22	167	16	90.42%	X	
SJ ZONE X-23	348	33	90.52%	X	
SJ ZONE X-24	1270	114	91.02%	X	
SJ ZONE X-25	1426	121	91.51%	X	
SJ ZONE X-26	518	42	91.89%	X	
All Zones Combined	4168	366	91.22%	6	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 RLS Responses

2021/10/01 through 2021/10/31							
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
	CP Start	CP End					

Exclusive Emergency Ambulance Provider
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Response Time Compliance - No Red Lights and Siren (NRLS)

2021/09/01 through 2021/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	264	10	96.21%	X		
SJ ZONE X-22	59	0	100.00%	---	---	
SJ ZONE X-23	173	4	97.69%	X		
SJ ZONE X-24	802	33	95.89%	X		
SJ ZONE X-25	829	24	97.10%	X		
SJ ZONE X-26	283	13	95.41%	X		
All Zones Combined	2410	84	96.51%	5	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

2021/09/01 through 2021/09/30							
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	Sep 2021	Sep 2021	59	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

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

2021/10/01 through 2021/10/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-21	255	12	95.29%	X		
SJ ZONE X-22	72	1	98.61%	---	---	
SJ ZONE X-23	156	9	94.23%	X		
SJ ZONE X-24	805	36	95.53%	X		
SJ ZONE X-25	766	26	96.61%	X		
SJ ZONE X-26	250	6	97.60%	X		
All Zones Combined	2304	90	96.09%	5	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

2021/10/01 through 2021/10/31							
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	Sep 2021	Oct 2021	131	1	99.24%	X	

Exclusive Emergency Ambulance Provider
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Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/09/01 through 2021/09/30								
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	80	80	Sep 2021		1	98.75%	---	---
IFT CCT	13	49	May 2021		0	100.00%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/10/01 through 2021/10/31								
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	77	157	Sep 2021	Oct 2021	1	99.36%	X	
IFT CCT	9	58	May 2021		1	98.28%	---	---

Exclusive Emergency Ambulance Provider
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Response Time Compliance Report - Combined RLS
and NRLS

2021/09/01 through 2021/09/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	700	34	95.14%
SJ ZONE X-22	214	10	95.33%
SJ ZONE X-23	529	36	93.19%
SJ ZONE X-24	2180	163	92.52%
SJ ZONE X-25	2354	175	92.57%
SJ ZONE X-26	843	49	94.19%
All Zones Combined	6820	467	93.15%

Response Time Compliance Report - Combined RLS
and NRLS

2021/10/01 through 2021/10/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-21	694	52	92.51%
SJ ZONE X-22	239	17	92.89%
SJ ZONE X-23	504	42	91.67%
SJ ZONE X-24	2075	150	92.77%
SJ ZONE X-25	2192	147	93.29%
SJ ZONE X-26	768	48	93.75%
All Zones Combined	6472	456	92.95%

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Fines and Penalties Report		
Type of Penalty	Sep 2021	Oct 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$5,570	\$6,320
ALS IFT or CCT-IFT Late response minutes	\$200	\$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	\$5,770	\$6,520

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	444	00:14:46	00:05:09	00:02:19	00:08:06
SJ ZONE X-22 URBAN	64	00:15:42	00:05:56	00:02:49	00:09:52
SJ ZONE X-23 URBAN	251	00:20:20	00:05:55	00:03:20	00:10:19
SJ ZONE X-24 URBAN	1411	00:32:26	00:05:48	00:02:54	00:09:06
SJ ZONE X-25 URBAN	1565	00:26:14	00:05:35	00:02:40	00:08:44
SJ ZONE X-26 URBAN	419	00:26:55	00:05:58	00:04:07	00:11:36
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	20	00:15:33	00:09:02	00:02:02	00:10:54
SJ ZONE X-23 SUBURBAN	54	00:25:17	00:08:16	00:04:02	00:13:19
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	36	00:15:57	00:07:41	00:03:31	00:12:54
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	38	00:18:51	00:10:51	00:03:52	00:13:26
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	61	00:27:48	00:10:50	00:05:30	00:18:35
SJ ZONE X-23 RURAL	64	00:23:23	00:11:53	00:04:14	00:17:08
SJ ZONE X-24 RURAL	1	00:14:01	00:14:01	00:00:00	00:14:01
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	67	00:35:19	00:11:46	00:05:36	00:17:26
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	17	00:32:41	00:13:48	00:07:29	00:20:09
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	6	00:21:43	00:16:30	00:03:20	00:19:26
All Urban Compliance Areas	4154	00:32:26	00:05:40	00:02:56	00:09:01
All Suburban Compliance Areas	110	00:25:17	00:08:13	00:03:35	00:12:16
All Suburban-Moderate Compliance Areas	38	00:18:51	00:10:51	00:03:52	00:13:26
All Rural Compliance Areas	193	00:35:19	00:11:32	00:05:08	00:17:24
All Wilderness Compliance Areas	23	00:32:41	00:14:30	00:06:41	00:21:00
Total Responses	4518				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	445	00:29:54	00:05:21	00:02:48	00:08:27
SJ ZONE X-22 URBAN	85	00:20:22	00:06:26	00:02:42	00:09:03
SJ ZONE X-23 URBAN	243	00:19:19	00:06:06	00:03:26	00:10:53
SJ ZONE X-24 URBAN	1297	00:26:41	00:05:43	00:02:45	00:08:54
SJ ZONE X-25 URBAN	1461	00:24:25	00:05:24	00:02:27	00:08:17
SJ ZONE X-26 URBAN	374	00:21:57	00:05:42	00:03:41	00:10:01
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	15	00:12:08	00:08:23	00:01:56	00:10:50
SJ ZONE X-23 SUBURBAN	51	00:21:33	00:09:26	00:03:51	00:13:22
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	35	00:28:39	00:07:52	00:05:34	00:13:57
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	32	00:22:51	00:11:02	00:04:17	00:15:17
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	68	00:22:29	00:10:08	00:05:23	00:17:03
SJ ZONE X-23 RURAL	64	00:24:50	00:11:33	00:04:14	00:16:50
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL	1	00:09:43	00:09:43	00:00:00	00:09:43
SJ ZONE X-26 RURAL	83	00:25:29	00:11:52	00:05:26	00:18:18
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	7	00:24:24	00:14:41	00:06:51	00:20:47
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	13	00:30:28	00:14:39	00:08:32	00:23:18
All Urban Compliance Areas	3905	00:29:54	00:05:36	00:02:49	00:08:50
All Suburban Compliance Areas	101	00:28:39	00:08:44	00:04:22	00:13:21
All Suburban-Moderate Compliance Areas	32	00:22:51	00:11:02	00:04:17	00:15:17
All Rural Compliance Areas	216	00:25:29	00:11:13	00:05:07	00:17:20
All Wilderness Compliance Areas	20	00:30:28	00:14:40	00:07:48	00:24:02
Total Responses	4274				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Sep 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	266	01:29:50	00:11:17	00:11:55	00:24:59
SJ ZONE X-22 URBAN	30	00:48:32	00:10:11	00:08:44	00:13:15
SJ ZONE X-23 URBAN	124	00:46:47	00:07:51	00:05:24	00:13:54
SJ ZONE X-24 URBAN	809	01:22:16	00:11:33	00:10:26	00:19:37
SJ ZONE X-25 URBAN	845	01:24:41	00:10:12	00:09:37	00:16:40
SJ ZONE X-26 URBAN	232	01:06:19	00:10:21	00:09:58	00:22:28
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	5	00:11:13	00:07:24	00:03:49	00:10:29
SJ ZONE X-23 SUBURBAN	20	00:29:29	00:11:49	00:07:27	00:23:33
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	12	00:16:10	00:07:02	00:05:26	00:14:02
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	33	00:24:31	00:13:35	00:05:55	00:19:13
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	22	00:26:05	00:15:31	00:05:33	00:20:36
SJ ZONE X-23 RURAL	35	00:28:26	00:14:05	00:06:48	00:23:40
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	21	00:31:25	00:16:45	00:07:26	00:26:37
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	5	00:34:26	00:23:59	00:07:48	00:31:16
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	2	00:19:46	00:16:38	00:04:25	00:19:08
All Urban Compliance Areas	2306	01:29:50	00:10:41	00:10:05	00:19:12
All Suburban Compliance Areas	37	00:29:29	00:09:40	00:06:45	00:15:51
All Suburban-Moderate Compliance Areas	33	00:24:31	00:13:35	00:05:55	00:19:13
All Rural Compliance Areas	78	00:31:25	00:15:12	00:06:40	00:23:53
All Wilderness Compliance Areas	7	00:34:26	00:21:53	00:07:32	00:29:42
Total Responses	2461				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-21 URBAN	257	01:07:56	00:11:28	00:11:36	00:24:16
SJ ZONE X-22 URBAN	38	00:29:58	00:09:48	00:06:27	00:15:43
SJ ZONE X-23 URBAN	109	00:42:47	00:08:51	00:06:25	00:17:31
SJ ZONE X-24 URBAN	812	01:51:41	00:11:30	00:10:41	00:19:24
SJ ZONE X-25 URBAN	781	01:15:22	00:10:25	00:10:04	00:16:04
SJ ZONE X-26 URBAN	207	00:50:16	00:08:57	00:07:14	00:18:11
SJ ZONE X-21 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN	6	00:11:33	00:09:19	00:01:25	00:10:48
SJ ZONE X-23 SUBURBAN	25	00:20:49	00:08:41	00:04:53	00:14:31
SJ ZONE X-24 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN	10	00:10:35	00:07:03	00:03:11	00:10:13
SJ ZONE X-21 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-23 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 SUBURBAN-MODERATE		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 SUBURBAN-MODERATE	17	00:30:56	00:16:05	00:08:09	00:23:47
SJ ZONE X-21 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 RURAL	25	00:28:26	00:14:07	00:05:44	00:19:52
SJ ZONE X-23 RURAL	28	00:32:16	00:18:17	00:07:28	00:27:52
SJ ZONE X-24 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 RURAL	19	00:28:31	00:14:40	00:06:42	00:22:46
SJ ZONE X-21 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-22 WILDERNESS	5	00:36:02	00:23:07	00:11:15	00:34:31
SJ ZONE X-23 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-24 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-25 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-26 WILDERNESS	2	00:16:55	00:13:19	00:05:05	00:16:11
All Urban Compliance Areas	2204	01:51:41	00:10:43	00:10:06	00:18:41
All Suburban Compliance Areas	41	00:20:49	00:08:22	00:04:11	00:13:12
All Suburban-Moderate Compliance Areas	17	00:30:56	00:16:05	00:08:09	00:23:47
All Rural Compliance Areas	72	00:32:16	00:15:53	00:06:53	00:23:54
All Wilderness Compliance Areas	7	00:36:02	00:20:19	00:10:34	00:33:46
Total Responses	2341				

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Comparison of Compliance with and without Exemptions - RLS						
2021/09/01 through 2021/09/30						
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	436	66	84.86%	436	24	94.50%
SJ ZONE X-22	155	31	80.00%	155	10	93.55%
SJ ZONE X-23	356	90	74.72%	356	32	91.01%
SJ ZONE X-24	1378	318	76.92%	1378	130	90.57%
SJ ZONE X-25	1525	304	80.07%	1525	151	90.10%
SJ ZONE X-26	560	106	81.07%	560	36	93.57%
All Zones Combined	4410	915	79.25%	4410	383	91.32%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/10/01 through 2021/10/31						
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-21	439	74	83.14%	439	40	90.89%
SJ ZONE X-22	167	38	77.25%	167	16	90.42%
SJ ZONE X-23	348	91	73.85%	348	33	90.52%
SJ ZONE X-24	1270	268	78.90%	1270	114	91.02%
SJ ZONE X-25	1426	247	82.68%	1426	121	91.51%
SJ ZONE X-26	518	106	79.54%	518	42	91.89%
All Zones Combined	4168	824	80.23%	4168	366	91.22%
* 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						
2021/09/01 through 2021/09/30						
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	264	20	92.42%	264	10	96.21%
SJ ZONE X-22	59	1	98.31%	59	0	100.00%
SJ ZONE X-23	173	8	95.38%	173	4	97.69%
SJ ZONE X-24	802	80	90.02%	802	33	95.89%
SJ ZONE X-25	829	50	93.97%	829	24	97.10%
SJ ZONE X-26	283	32	88.69%	283	13	95.41%
All Zones Combined	2410	191	92.07%	2410	84	96.51%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/10/01 through 2021/10/31						
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-21	255	20	92.16%	255	12	95.29%
SJ ZONE X-22	72	3	95.83%	72	1	98.61%
SJ ZONE X-23	156	11	92.95%	156	9	94.23%
SJ ZONE X-24	805	73	90.93%	805	36	95.53%
SJ ZONE X-25	766	54	92.95%	766	26	96.61%
SJ ZONE X-26	250	13	94.80%	250	6	97.60%
All Zones Combined	2304	174	92.45%	2304	90	96.09%
* 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						
2021/09/01 through 2021/09/30						
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	80	4	95.00%	80	1	98.75%
IFT CCT	13	3	76.92%	13	0	100.00%

Comparison of Compliance with and without Exemptions - IFT						
2021/10/01 through 2021/10/31						
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	77	2	97.40%	77	0	100.00%
IFT CCT	9	2	77.78%	9	1	88.89%

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Exemption Request Reports				
	Sep 2021		Oct 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Call reduced from Code 3 to Code 2	1	0	1	0
Delays in transferring care in the emergency department	454	1	309	0
IFT: Patient not ready at time of arrival	0	0	0	0
Material change in dispatch location after the initial dispatch is recorded as dispatched	0	0	3	0
Other – Good cause	101	0	105	0
Restricted freeway access	0	0	1	0
Second or third in (multiple) units to same scene	1	0	0	0
Severe inclement weather	0	0	11	0
Unavoidable delay caused by unreported road construction	4	0	8	0
Wrong address provided by the requesting party	5	0	7	0

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Zone Assist		
Compliance Zone	Sep 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	Manteca	1
SJ ZONE X-23	Manteca	7
SJ ZONE X-24	Manteca	6
SJ ZONE X-25	Manteca	13
SJ ZONE X-26	Manteca	32

Zone Assist		
Compliance Zone	Oct 2021	
	Provider	#
SJ ZONE X-21	--	0
SJ ZONE X-22	--	0
SJ ZONE X-23	Escalon	2
	Manteca	8
SJ ZONE X-24	Escalon	1
	Manteca	1
SJ ZONE X-25	Manteca	5
SJ ZONE X-26	Manteca	22

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD

Failure to Provide Data		
Event Type	Sep 2021	Oct 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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