



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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Memorandum

TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: April 23, 2019

SUBJECT: American Medical Response (AMR) Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency's (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of January and February 2019, provides an in-depth review of AMR's performance. The contract establishes accountability for meeting specific standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

The process for determining response time compliance includes a review of late response exemption requests to determine if a delay in response may be attributed to factors outside of the control of the ambulance provider. If an exemption request is approved (e.g. fog, train crossings, road construction, and delays in off-loading patients at hospitals) those responses are not included in response time compliance calculations. This report provides a clear picture of response time performance and contract compliance with and without the application of exemptions for late responses.

While this report provides detailed compliance information for each of the eleven X-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all X-Zones, have a response time of less than 8 minutes and 32 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 2019 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 Report - Red Lights and Sirens (RLS)

January 1, 2019 through January 31, 2019							
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant			
				Yes	No		
SJ Zone X-1	371	26	92.99%	X			
SJ Zone X-2*	85	10	88.24%	####	####		
SJ Zone X-3*	63	12	80.95%	####	####		
SJ Zone X-4	1,215	122	89.96%		X		
SJ Zone X-5	1,382	138	90.01%	X			
SJ Zone X-6*	15	0	100.00%	####	####		
SJ Zone X-7	187	25	86.63%		X		
SJ Zone X-8*	91	18	80.22%	####	####		
SJ Zone X-9	278	14	94.96%	X			
SJ Zone X-10*	67	9	86.57%	####	####		
SJ Zone X-11*	48	2	95.83%	####	####		
All Zones Combined	3,802	376	90.11%	3	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

January 1, 2019 through January 31, 2019							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone X-2	December 2018	January 2019	183	26	85.79%		X
SJ Zone X-3	November 2018	January 2019	157	25	84.08%		X
SJ Zone X-6	January 2019	January 2019	15	0	100.00%	####	####
SJ Zone X-8	January 2019	January 2019	91	18	80.22%	####	####
SJ Zone X-10	January 2019	January 2019	67	9	86.57%	####	####
SJ Zone X-11	November 2018	January 2019	145	9	93.79%	X	

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

February 1, 2019 through February 28, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	356	33	90.73%	X		
SJ Zone X-2*	67	7	89.55%	####	####	
SJ Zone X-3*	64	8	87.50%	####	####	
SJ Zone X-4	1,137	146	87.16%		X	
SJ Zone X-5	1,327	149	88.77%		X	
SJ Zone X-6*	4	0	100.00%	####	####	
SJ Zone X-7	156	19	87.82%		X	
SJ Zone X-8*	94	13	86.17%	####	####	
SJ Zone X-9	273	15	94.51%	X		
SJ Zone X-10*	59	4	93.22%	####	####	
SJ Zone X-11*	30	3	90.00%	####	####	
All Zones Combined	3,567	397	88.87%	2	3	

* 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

February 1, 2019 through February 28, 2019								
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
						Yes	No	
SJ Zone X-2	February 2019	February 2019	67	7	89.55%	####	####	
SJ Zone X-3	February 2019	February 2019	64	8	87.50%	####	####	
SJ Zone X-6	January 2019	February 2019	19	0	100.00%	####	####	
SJ Zone X-8	January 2019	February 2019	185	31	83.24%		X	
SJ Zone X-10	January 2019	February 2019	126	13	89.68%		X	
SJ Zone X-11	February 2019	February 2019	30	3	90.00%	####	####	

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

January 1, 2019 through January 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	186	2	98.92%	
SJ Zone X-2*	41	1	97.56%	
SJ Zone X-3*	20	0	100.00%	
SJ Zone X-4	554	15	97.29%	
SJ Zone X-5	626	13	97.92%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	65	2	96.92%	
SJ Zone X-8*	36	2	94.44%	
SJ Zone X-9	139	1	99.28%	
SJ Zone X-10*	29	1	96.55%	
SJ Zone X-11*	15	0	100.00%	
All Zones Combined	1,715	37	97.84%	

* 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

January 1, 2019 through January 31, 2019					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	November 2018	January 2019	126	2	98.41%
SJ Zone X-3	September 2018	January 2019	119	5	95.80%
SJ Zone X-6	October 2018	January 2019	11	0	100.00%
SJ Zone X-7	December 2018	January 2019	127	3	97.64%
SJ Zone X-8	December 2018	January 2019	77	2	97.40%
SJ Zone X-10	September 2018	January 2019	122	4	96.72%
SJ Zone X-11	September 2018	January 2019	68	2	97.06%

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

February 1, 2019 through February 28, 2019

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	175	6	96.57%
SJ Zone X-2*	40	1	97.50%
SJ Zone X-3*	21	1	95.24%
SJ Zone X-4	549	21	96.17%
SJ Zone X-5	515	12	97.67%
SJ Zone X-6*	3	0	100.00%
SJ Zone X-7*	61	0	100.00%
SJ Zone X-8*	31	2	93.55%
SJ Zone X-9	128	1	99.22%
SJ Zone X-10*	20	0	100.00%
SJ Zone X-11*	10	0	100.00%
All Zones Combined	1,553	44	97.17%

* 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

February 1, 2019 through February 28, 2019

Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	February 2019	February 2019	40	1	97.50%
SJ Zone X-3	February 2019	February 2019	21	1	95.24%
SJ Zone X-6	October 2018	February 2019	14	0	100.00%
SJ Zone X-7	February 2019	February 2019	61	0	100.00%
SJ Zone X-8	December 2018	February 2019	108	4	96.30%
SJ Zone X-10	February 2019	February 2019	20	0	100.00%
SJ Zone X-11	September 2018	February 2019	78	2	97.44%

Response Time Compliance Report - Interfacility Transfer (IFT)

January 1, 2019 through January 31, 2019									
Interfacility Transfers	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Rolling Non-compliant, Non-exempted Responses	Rolling Compliance After Exemptions	Compliant		
							Yes	No	
ALS-IFT	76	154	December 2018	January 2019	3	98.05%	X		
CCT-IFT	17	17	January 2019	January 2019	4	76.47%	####	####	

Response Time Compliance Report - Interfacility Transfer (IFT)

February 1, 2019 through February 28, 2019									
Interfacility Transfers	Current Month Total	Rolling Total	Rolling Total Period From	Rolling Total Period Through	Rolling Non-compliant, Non-exempted Responses	Rolling Compliance After Exemptions	Compliant		
							Yes	No	
ALS-IFT	75	75	February 2019	February 2019	4	94.67%	####	####	
CCT-IFT	18	35	January 2019	February 2019	6	82.86%	####	####	

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2019 through January 31, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	557	28	94.97%	
SJ Zone X-2	126	11	91.27%	
SJ Zone X-3	83	12	85.54%	
SJ Zone X-4	1,769	137	92.26%	
SJ Zone X-5	2,008	151	92.48%	
SJ Zone X-6	19	0	100.00%	
SJ Zone X-7	252	27	89.29%	
SJ Zone X-8	127	20	84.25%	
SJ Zone X-9	417	15	96.40%	
SJ Zone X-10	96	10	89.58%	
SJ Zone X-11	63	2	96.83%	
All Zones Combined	5,517	413	92.51%	

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2019 through February 28, 2019				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	531	39	92.66%	
SJ Zone X-2	107	8	92.52%	
SJ Zone X-3	85	9	89.41%	
SJ Zone X-4	1,686	167	90.09%	
SJ Zone X-5	1,842	161	91.26%	
SJ Zone X-6	7	0	100.00%	
SJ Zone X-7	217	19	91.24%	
SJ Zone X-8	125	15	88.00%	
SJ Zone X-9	401	16	96.01%	
SJ Zone X-10	79	4	94.94%	
SJ Zone X-11	40	3	92.50%	
All Zones Combined	5,120	441	91.39%	

Fines and Penalties Report

Type of Penalty	January 2019	February 2019
Out of compliance response zones	\$100,000	\$95,000
Code 2 and Code 3 Late response minutes	\$39,500	\$50,500
ALS IFT or CCT-IFT Late response minutes	\$1,000	\$2,000
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	\$140,500	\$147,500

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	371	27:33	5:10	2:48	7:29
SJ Zone X-2 Urban	45	15:24	6:43	3:13	11:06
SJ Zone X-3 Urban	26	12:32	6:15	3:03	11:13
SJ Zone X-4 Urban	1,215	17:10	5:28	2:23	8:24
SJ Zone X-5 Urban	1,382	15:09	5:35	2:12	8:17
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	149	11:17	5:17	2:30	8:45
SJ Zone X-8 Urban	74	18:12	6:00	3:10	9:29
SJ Zone X-9 Urban	273	25:13	5:00	3:01	7:27
SJ Zone X-10 Urban	11	15:53	6:42	3:19	8:19
SJ Zone X-11 Urban	7	8:11	6:06	1:53	8:11
SJ Zone X-2 Suburban	10	14:32	8:55	2:38	13:03
SJ Zone X-3 Suburban	11	16:24	7:55	4:42	13:40
SJ Zone X-7 Suburban	25	15:28	8:30	3:39	14:12
SJ Zone X-8 Suburban	8	8:24	4:38	1:45	8:24
SJ Zone X-9 Suburban	5	8:16	5:20	1:52	8:16
SJ Zone X-10 Suburban	1	11:56	11:56	0:00	11:56
SJ Zone X-11 Suburban	10	9:25	7:08	1:21	8:45
SJ Zone X-10 Suburban-Moderate	23	18:18	12:03	3:51	16:46
SJ Zone X-2 Rural	30	19:32	11:30	3:27	16:17
SJ Zone X-3 Rural	26	21:07	10:41	4:39	18:28
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	4	15:02	7:49	4:41	15:02
SJ Zone X-7 Rural	13	18:56	10:53	5:03	16:59
SJ Zone X-8 Rural	9	46:23	14:13	11:53	46:23
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	28	24:39	10:16	5:01	18:14
SJ Zone X-11 Rural	31	23:37	11:28	5:16	17:27
SJ Zone X-6 Wilderness	11	25:40	15:35	5:52	24:04
SJ Zone X-10 Wilderness	4	24:13	17:28	7:02	24:13
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,553	27:33	5:29	2:28	8:25
All Suburban Compliance Areas	70	16:24	7:39	3:30	13:03
All Suburban-Moderate Compliance Areas	23	18:18	12:03	3:51	16:46
All Rural Compliance Areas	141	46:23	11:07	5:33	17:14
All Wilderness Compliance Areas	15	25:40	16:05	6:15	24:13
Total Responses	3,802				

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	356	17:26	5:21	2:33	8:23
SJ Zone X-2 Urban	29	11:24	6:13	1:54	8:20
SJ Zone X-3 Urban	26	24:11	6:34	5:06	12:17
SJ Zone X-4 Urban	1,137	21:57	5:47	2:44	9:10
SJ Zone X-5 Urban	1,325	15:09	5:35	2:17	8:26
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	125	13:15	5:09	2:37	9:11
SJ Zone X-8 Urban	75	13:35	5:40	3:08	9:54
SJ Zone X-9 Urban	265	20:57	5:07	3:06	7:21
SJ Zone X-10 Urban	10	8:28	6:01	1:30	7:47
SJ Zone X-11 Urban	6	8:03	5:31	1:11	8:03
SJ Zone X-2 Suburban	6	10:51	7:45	1:37	10:51
SJ Zone X-3 Suburban	11	19:14	8:20	4:13	12:12
SJ Zone X-7 Suburban	22	15:45	8:30	3:44	13:03
SJ Zone X-8 Suburban	6	6:07	3:54	1:37	6:07
SJ Zone X-9 Suburban	8	7:36	5:29	1:21	7:36
SJ Zone X-10 Suburban	4	7:09	5:42	0:56	7:09
SJ Zone X-11 Suburban	3	8:28	4:30	3:20	8:28
SJ Zone X-10 Suburban-Moderate	20	20:41	11:54	3:15	14:06
SJ Zone X-2 Rural	32	19:32	12:19	3:46	17:24
SJ Zone X-3 Rural	27	19:44	12:03	4:30	17:16
SJ Zone X-5 Rural	2	11:38	11:06	0:31	11:38
SJ Zone X-6 Rural	2	8:55	7:16	1:38	8:55
SJ Zone X-7 Rural	9	19:06	13:08	4:24	19:06
SJ Zone X-8 Rural	13	15:22	9:30	2:42	13:28
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	23	18:48	11:01	3:40	17:15
SJ Zone X-11 Rural	21	22:22	12:51	5:02	17:51
SJ Zone X-6 Wilderness	2	18:56	18:29	0:27	18:56
SJ Zone X-10 Wilderness	2	17:08	14:44	2:24	17:08
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,354	24:11	5:35	2:36	8:40
All Suburban Compliance Areas	60	19:14	7:09	3:33	12:12
All Suburban-Moderate Compliance Areas	20	20:41	11:54	3:15	14:06
All Rural Compliance Areas	129	22:22	11:47	4:13	17:23
All Wilderness Compliance Areas	4	18:56	16:36	2:32	18:56
Total Responses	3,567				

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	186	20:42	7:32	3:31	12:23
SJ Zone X-2 Urban	25	24:18	8:54	4:21	13:56
SJ Zone X-3 Urban	11	13:47	8:05	4:20	13:10
SJ Zone X-4 Urban	554	27:14	8:16	4:03	13:49
SJ Zone X-5 Urban	626	27:46	8:19	3:47	13:09
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	54	19:10	7:41	3:52	12:21
SJ Zone X-8 Urban	25	21:05	7:27	5:35	18:50
SJ Zone X-9 Urban	135	19:17	6:40	3:34	11:23
SJ Zone X-10 Urban	4	16:54	7:57	6:00	16:54
SJ Zone X-11 Urban	1	9:42	9:42	0:00	9:42
SJ Zone X-2 Suburban	4	18:55	12:43	3:41	18:55
SJ Zone X-3 Suburban	1	5:13	5:13	0:00	5:13
SJ Zone X-7 Suburban	5	28:16	16:57	5:57	28:16
SJ Zone X-8 Suburban	7	8:12	4:01	2:18	8:12
SJ Zone X-9 Suburban	4	10:32	8:25	1:17	10:32
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	4	11:56	8:40	2:36	11:56
SJ Zone X-10 Suburban-Moderate	17	22:02	13:17	4:46	19:26
SJ Zone X-2 Rural	12	21:54	13:05	5:50	21:08
SJ Zone X-3 Rural	8	15:42	12:03	2:02	15:42
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	12:04	9:09	2:22	12:04
SJ Zone X-7 Rural	6	17:26	11:36	4:34	17:26
SJ Zone X-8 Rural	4	12:23	9:24	2:35	12:23
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	8	17:53	14:21	2:36	17:53
SJ Zone X-11 Rural	10	28:06	13:49	7:21	17:33
SJ Zone X-6 Wilderness	1	12:34	12:34	0:00	12:34
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1621	27:46	8:03	3:55	13:12
All Suburban Compliance Areas	25	28:16	9:29	5:51	17:24
All Suburban-Moderate Compliance Areas	17	22:02	13:17	4:46	19:26
All Rural Compliance Areas	51	28:06	12:34	5:07	17:53
All Wilderness Compliance Areas	1	12:34	12:34	0:00	12:34
Total Responses	1,715				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	175	28:59	7:25	4:21	13:04
SJ Zone X-2 Urban	22	25:42	9:30	4:22	12:48
SJ Zone X-3 Urban	12	27:49	10:55	7:51	25:33
SJ Zone X-4 Urban	549	28:48	8:16	4:18	13:38
SJ Zone X-5 Urban	515	22:21	8:01	3:23	12:30
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	46	13:54	6:52	3:29	11:36
SJ Zone X-8 Urban	26	20:35	8:26	4:46	14:44
SJ Zone X-9 Urban	123	25:05	6:53	4:12	12:20
SJ Zone X-10 Urban	1	12:09	12:09	0:00	12:09
SJ Zone X-11 Urban	1	3:23	3:23	0:00	3:23
SJ Zone X-2 Suburban	5	12:17	9:35	2:13	12:17
SJ Zone X-3 Suburban	2	17:17	14:51	2:25	17:17
SJ Zone X-7 Suburban	7	17:30	12:00	3:17	17:30
SJ Zone X-8 Suburban	2	6:10	5:41	0:28	6:10
SJ Zone X-9 Suburban	4	14:44	9:37	3:59	14:44
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	5	11:18	9:51	1:56	11:18
SJ Zone X-10 Suburban-Moderate	11	28:12	16:51	5:13	24:36
SJ Zone X-2 Rural	13	25:12	13:09	6:29	21:20
SJ Zone X-3 Rural	7	22:39	13:21	4:54	22:39
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	8	31:35	16:42	8:46	31:35
SJ Zone X-8 Rural	3	14:13	12:51	0:58	14:13
SJ Zone X-9 Rural	1	10:40	10:40	0:00	10:40
SJ Zone X-10 Rural	8	29:49	15:39	7:02	29:49
SJ Zone X-11 Rural	4	16:00	12:02	3:15	16:00
SJ Zone X-6 Wilderness	3	16:02	12:45	2:27	16:02
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,470	28:59	7:57	4:04	12:51
All Suburban Compliance Areas	25	17:30	10:26	3:29	15:47
All Suburban-Moderate Compliance Areas	11	28:12	16:51	5:13	24:36
All Rural Compliance Areas	44	31:35	14:06	6:33	23:16
All Wilderness Compliance Areas	3	16:02	12:45	2:27	16:02
Total Responses	1,553				

Comparison of Compliance with and without Exemptions - RLS

January 1, 2019 through January 31, 2019						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	371	37	90.03%	26	92.99%	
SJ Zone X-2	85	14	83.53%	10	88.24%	
SJ Zone X-3	63	15	76.19%	12	80.95%	
SJ Zone X-4	1,215	178	85.35%	122	89.96%	
SJ Zone X-5	1,382	199	85.60%	138	90.01%	
SJ Zone X-6	15	0	100.00%	0	100.00%	
SJ Zone X-7	187	35	81.28%	25	86.63%	
SJ Zone X-8	91	25	72.53%	18	80.22%	
SJ Zone X-9	278	26	90.65%	14	94.96%	
SJ Zone X-10	67	12	82.09%	9	86.57%	
SJ Zone X-11	48	5	89.58%	2	95.83%	
All Zones Combined	3,802	546	85.64%	376	90.11%	

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

Comparison of Compliance with and without Exemptions - RLS

February 1, 2019 through February 28, 2019						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	356	50	85.96%	33	90.73%	
SJ Zone X-2	67	9	86.57%	7	89.55%	
SJ Zone X-3	64	12	81.25%	8	87.50%	
SJ Zone X-4	1,137	194	82.94%	146	87.16%	
SJ Zone X-5	1,327	211	84.10%	149	88.77%	
SJ Zone X-6	4	0	100.00%	0	100.00%	
SJ Zone X-7	156	28	82.05%	19	87.82%	
SJ Zone X-8	94	18	80.85%	13	86.17%	
SJ Zone X-9	273	24	91.21%	15	94.51%	
SJ Zone X-10	59	4	93.22%	4	93.22%	
SJ Zone X-11	30	5	83.33%	3	90.00%	
All Zones Combined	3,567	555	84.44%	397	88.87%	

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

Comparison of Compliance with and without Exemptions - NRLS

January 1, 2019 through January 31, 2019						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	186	4	97.85%	2	98.92%	
SJ Zone X-2	41	1	97.56%	1	97.56%	
SJ Zone X-3	20	0	100.00%	0	100.00%	
SJ Zone X-4	554	31	94.40%	15	97.29%	
SJ Zone X-5	626	26	95.85%	13	97.92%	
SJ Zone X-6	4	0	100.00%	0	100.00%	
SJ Zone X-7	65	4	93.85%	2	96.92%	
SJ Zone X-8	36	3	91.67%	2	94.44%	
SJ Zone X-9	139	3	97.84%	1	99.28%	
SJ Zone X-10	29	1	96.55%	1	96.55%	
SJ Zone X-11	15	0	100.00%	0	100.00%	
All Zones Combined	1,715	73	95.74%	37	97.84%	

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

Comparison of Compliance with and without Exemptions - NRLS

February 1, 2019 through February 28, 2019						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions	
SJ Zone X-1	175	7	96.00%	6	96.57%	
SJ Zone X-2	40	1	97.50%	1	97.50%	
SJ Zone X-3	21	2	90.48%	1	95.24%	
SJ Zone X-4	549	37	93.26%	21	96.17%	
SJ Zone X-5	515	18	96.50%	12	97.67%	
SJ Zone X-6	3	0	100.00%	0	100.00%	
SJ Zone X-7	61	0	100.00%	0	100.00%	
SJ Zone X-8	31	2	93.55%	2	93.55%	
SJ Zone X-9	128	6	95.31%	1	99.22%	
SJ Zone X-10	20	0	100.00%	0	100.00%	
SJ Zone X-11	10	0	100.00%	0	100.00%	
All Zones Combined	1,553	73	95.30%	44	97.17%	

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

Comparison of Compliance with and without Exemptions - IFT

January 1, 2019 through January 31, 2019					
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
ALS-IFT	76	1	98.68%	1	98.68%
CCT-IFT	17	4	76.47%	4	76.47%

Comparison of Compliance with and without Exemptions - IFT

February 1, 2019 through February 28, 2019					
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Unadjusted Compliance	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
ALS-IFT	75	5	93.33%	4	94.67%
CCT-IFT	18	2	88.89%	2	88.89%

Exemption Request Reports

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	4	0	1	0
Delays in Transferring Care at ED	158	0	133	0
False Report of Emergency	3	0	6	0
Freeway Access	1	1	1	0
Location Change	1	0	1	0
Other	1	0	1	0
Reduced/Upgraded Response	1	2	1	0
Road Construction	1	0	0	0
System Overload	16	0	29	0
Traffic Secondary to Call	1	0	2	0
Train	0	0	8	0
Zone Assist	20	0	5	0

Mutual Aid

Compliance Zone	Provider	January 2019	February 2019
SJ Zone X-1	Manteca District Ambulance	0	1
SJ Zone X-4	Manteca District Ambulance	2	3
SJ Zone X-5	Manteca District Ambulance	3	10
SJ Zone X-8	Manteca District Ambulance	5	12
SJ Zone X-8	Escalon Community Ambulance	0	2
SJ Zone X-9	Manteca District Ambulance	14	5
SJ Zone X-10	Manteca District Ambulance	1	1
SJ Zone X-11	Manteca District Ambulance	1	4

Failure to Provide Data

Event Type	January 2019	February 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

