



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: May 19, 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 March and April 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 three seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 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)

2021/03/01 through 2021/03/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	387	38	90.18%	X		
SJ ZONE X-2	103	16	84.47%		X	
SJ ZONE X-3	63	11	82.54%	---	---	
SJ ZONE X-4	1209	163	86.52%		X	
SJ ZONE X-5	1331	149	88.81%		X	
SJ ZONE X-6	17	0	100.00%	---	---	
SJ ZONE X-7	176	26	85.23%		X	
SJ ZONE X-8	97	16	83.51%	---	---	
SJ ZONE X-9	332	34	89.76%		X	
SJ ZONE X-10	103	8	92.23%	X		
SJ ZONE X-11	60	10	83.33%	---	---	
All Zones Combined	3878	471	87.85%	2	5	
* 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

2021/03/01 through 2021/03/31							
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 Mar 2021	CP End Mar 2021	63	11	82.54%	---	---
SJ ZONE X-6	Dec 2020	Mar 2021	78	2	97.44%	---	---
SJ ZONE X-8	Feb 2021	Mar 2021	188	35	81.38%		X
SJ ZONE X-11	Feb 2021	Mar 2021	107	18	83.18%		X

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	387	38	90.18%	X		
SJ ZONE X-2	91	13	85.71%	---	---	
SJ ZONE X-3	60	5	91.67%	---	---	
SJ ZONE X-4	1180	158	86.61%		X	
SJ ZONE X-5	1355	143	89.45%		X	
SJ ZONE X-6	20	1	95.00%	---	---	
SJ ZONE X-7	153	19	87.58%		X	
SJ ZONE X-8	98	19	80.61%	---	---	
SJ ZONE X-9	346	23	93.35%	X		
SJ ZONE X-10	98	4	95.92%	---	---	
SJ ZONE X-11	55	7	87.27%	---	---	
All Zones Combined	3843	430	88.81%	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

2021/04/01 through 2021/04/30							
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-2	Apr 2021	Apr 2021	91	13	85.71%	---	---
SJ ZONE X-3	Mar 2021	Apr 2021	123	16	86.99%		X
SJ ZONE X-6	Dec 2020	Apr 2021	98	3	96.94%	---	---
SJ ZONE X-8	Apr 2021	Apr 2021	98	19	80.61%	---	---
SJ ZONE X-10	Apr 2021	Apr 2021	98	4	95.92%	---	---
SJ ZONE X-11	Apr 2021	Apr 2021	55	7	87.27%	---	---

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

2021/03/01 through 2021/03/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	260	5	98.08%	X		
SJ ZONE X-2	49	0	100.00%	---	---	
SJ ZONE X-3	38	1	97.37%	---	---	
SJ ZONE X-4	715	31	95.66%	X		
SJ ZONE X-5	734	17	97.68%	X		
SJ ZONE X-6	4	0	100.00%	---	---	
SJ ZONE X-7	67	1	98.51%	---	---	
SJ ZONE X-8	42	2	95.24%	---	---	
SJ ZONE X-9	182	10	94.51%	X		
SJ ZONE X-10	23	1	95.65%	---	---	
SJ ZONE X-11	20	1	95.00%	---	---	
All Zones Combined	2134	69	96.77%	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

2021/03/01 through 2021/03/31							
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	Feb 2021	Mar 2021	96	1	98.96%	---	---
SJ ZONE X-3	Feb 2021	Mar 2021	60	1	98.33%	---	---
SJ ZONE X-6	Jul 2020	Mar 2021	46	0	100.00%	---	---
SJ ZONE X-7	Mar 2021	Mar 2021	67	1	98.51%	---	---
SJ ZONE X-8	Jan 2021	Mar 2021	132	4	96.97%	X	
SJ ZONE X-10	Feb 2021	Mar 2021	54	1	98.15%	---	---
SJ ZONE X-11	Jan 2021	Mar 2021	45	1	97.78%	---	---

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

2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	244	7	97.13%	X		
SJ ZONE X-2	42	1	97.62%	---	---	
SJ ZONE X-3	22	0	100.00%	---	---	
SJ ZONE X-4	768	34	95.57%	X		
SJ ZONE X-5	771	14	98.18%	X		
SJ ZONE X-6	3	0	100.00%	---	---	
SJ ZONE X-7	76	1	98.68%	---	---	
SJ ZONE X-8	56	2	96.43%	---	---	
SJ ZONE X-9	157	6	96.18%	X		
SJ ZONE X-10	23	0	100.00%	---	---	
SJ ZONE X-11	10	0	100.00%	---	---	
All Zones Combined	2172	65	97.01%	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

2021/04/01 through 2021/04/30							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
SJ ZONE X-2	Feb 2021	Apr 2021	138	2	98.55%	X	
SJ ZONE X-3	Feb 2021	Apr 2021	82	1	98.78%	---	---
SJ ZONE X-6	Jul 2020	Apr 2021	49	0	100.00%	---	---
SJ ZONE X-7	Mar 2021	Apr 2021	143	2	98.60%	X	
SJ ZONE X-8	Apr 2021	Apr 2021	56	2	96.43%	---	---
SJ ZONE X-10	Feb 2021	Apr 2021	77	1	98.70%	---	---
SJ ZONE X-11	Jan 2021	Apr 2021	55	1	98.18%	---	---

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Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/03/01 through 2021/03/31								
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	52	52	Mar 2021		0	100.00%	---	---
IFT CCT	12	84	Jul 2020		10	88.10%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2021/04/01 through 2021/04/30								
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	73	125	Mar 2021	Apr 2021	3	97.60%	X	
IFT CCT	7	91	Jul 2020		11	87.91%	---	---

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Response Time Compliance Report - Combined RLS
and NRLS

2021/03/01 through 2021/03/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	647	43	93.35%
SJ ZONE X-2	152	16	89.47%
SJ ZONE X-3	101	12	88.12%
SJ ZONE X-4	1924	194	89.92%
SJ ZONE X-5	2065	166	91.96%
SJ ZONE X-6	21	0	100.00%
SJ ZONE X-7	243	27	88.89%
SJ ZONE X-8	139	18	87.05%
SJ ZONE X-9	514	44	91.44%
SJ ZONE X-10	126	9	92.86%
SJ ZONE X-11	80	11	86.25%
All Zones Combined	6012	540	91.02%

Response Time Compliance Report - Combined RLS
and NRLS

2021/04/01 through 2021/04/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	631	45	92.87%
SJ ZONE X-2	133	14	89.47%
SJ ZONE X-3	82	5	93.90%
SJ ZONE X-4	1948	192	90.14%
SJ ZONE X-5	2126	157	92.62%
SJ ZONE X-6	23	1	95.65%
SJ ZONE X-7	229	20	91.27%
SJ ZONE X-8	154	21	86.36%
SJ ZONE X-9	503	29	94.23%
SJ ZONE X-10	121	4	96.69%
SJ ZONE X-11	65	7	89.23%
All Zones Combined	6015	495	91.77%

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Fines and Penalties Report		
Type of Penalty	Mar 2021	Apr 2021
Out of compliance response zones	\$210,000	\$60,000
Code 2 and Code 3 Late response minutes	\$63,100	\$43,500
ALS IFT or CCT-IFT Late response minutes	\$400	\$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
Totals	\$273,500	\$104,700

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

Mar 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	403	00:23:02	00:05:31	00:02:58	00:08:43
SJ ZONE X-2 URBAN	53	00:17:15	00:06:34	00:03:22	00:09:46
SJ ZONE X-3 URBAN	27	00:16:31	00:08:19	00:04:13	00:14:39
SJ ZONE X-4 URBAN	1234	00:17:54	00:05:43	00:02:41	00:09:10
SJ ZONE X-5 URBAN	1378	00:30:49	00:05:28	00:02:26	00:08:19
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	142	00:13:43	00:05:08	00:02:39	00:08:32
SJ ZONE X-8 URBAN	82	00:18:04	00:06:18	00:03:28	00:10:23
SJ ZONE X-9 URBAN	333	00:26:22	00:05:42	00:03:46	00:09:25
SJ ZONE X-10 URBAN	10	00:14:28	00:09:02	00:02:40	00:12:23
SJ ZONE X-11 URBAN	9	00:10:55	00:06:38	00:03:07	00:09:43
SJ ZONE X-2 SUBURBAN	19	00:16:18	00:09:09	00:02:43	00:11:41
SJ ZONE X-3 SUBURBAN	9	00:15:08	00:10:17	00:02:12	00:12:14
SJ ZONE X-7 SUBURBAN	32	00:20:25	00:08:51	00:05:00	00:15:50
SJ ZONE X-8 SUBURBAN	7	00:07:50	00:06:06	00:01:30	00:07:36
SJ ZONE X-9 SUBURBAN	6	00:12:28	00:09:17	00:03:04	00:12:27
SJ ZONE X-10 SUBURBAN	6	00:15:40	00:07:59	00:03:52	00:11:47
SJ ZONE X-11 SUBURBAN	13	00:13:24	00:08:38	00:02:32	00:12:07
SJ ZONE X-10 SUBURBAN-MODERATE	38	00:20:33	00:12:05	00:03:41	00:15:00
SJ ZONE X-2 RURAL	40	00:20:56	00:11:46	00:04:58	00:17:38
SJ ZONE X-3 RURAL	30	00:21:01	00:12:05	00:05:35	00:19:57
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	6	00:16:10	00:10:03	00:04:23	00:15:23
SJ ZONE X-7 RURAL	11	00:25:16	00:15:33	00:06:56	00:22:40
SJ ZONE X-8 RURAL	12	00:22:24	00:11:18	00:04:53	00:15:48
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	41	00:23:09	00:10:13	00:05:30	00:16:56
SJ ZONE X-11 RURAL	40	00:22:38	00:12:05	00:05:51	00:19:19
SJ ZONE X-6 WILDERNESS	11	00:24:29	00:16:38	00:05:40	00:23:43
SJ ZONE X-10 WILDERNESS	11	00:21:30	00:15:32	00:04:40	00:20:34
SJ ZONE X-11 WILDERNESS	1	00:16:56	00:16:56	00:00:00	00:16:56
All Urban Compliance Areas	3671	00:30:49	00:05:35	00:02:45	00:08:45
All Suburban Compliance Areas	92	00:20:25	00:08:42	00:03:24	00:13:04
All Suburban-Moderate Compliance Areas	38	00:20:33	00:12:05	00:03:41	00:15:00
All Rural Compliance Areas	180	00:25:16	00:11:20	00:05:23	00:19:17
All Wilderness Compliance Areas	23	00:24:29	00:16:07	00:04:59	00:21:18
Total Responses	4004				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	408	00:26:03	00:05:11	00:02:40	00:08:11
SJ ZONE X-2 URBAN	50	00:12:45	00:06:01	00:02:30	00:08:28
SJ ZONE X-3 URBAN	27	00:11:35	00:06:04	00:02:27	00:08:27
SJ ZONE X-4 URBAN	1203	00:19:33	00:05:40	00:02:34	00:08:57
SJ ZONE X-5 URBAN	1413	00:15:59	00:05:15	00:02:22	00:08:05
SJ ZONE X-6 URBAN	1	00:10:32	00:10:32	00:00:00	00:10:32
SJ ZONE X-7 URBAN	121	00:12:33	00:04:43	00:02:32	00:08:31
SJ ZONE X-8 URBAN	93	00:18:48	00:05:49	00:03:16	00:09:12
SJ ZONE X-9 URBAN	345	00:24:08	00:04:55	00:02:57	00:07:28
SJ ZONE X-10 URBAN	10	00:10:11	00:06:41	00:02:09	00:09:12
SJ ZONE X-11 URBAN	11	00:10:57	00:05:02	00:02:38	00:07:14
SJ ZONE X-2 SUBURBAN	17	00:12:05	00:06:40	00:03:24	00:09:54
SJ ZONE X-3 SUBURBAN	7	00:10:15	00:06:45	00:03:04	00:10:05
SJ ZONE X-7 SUBURBAN	34	00:17:03	00:09:21	00:03:29	00:13:14
SJ ZONE X-8 SUBURBAN	5	00:11:03	00:06:50	00:02:56	00:09:34
SJ ZONE X-9 SUBURBAN	8	00:17:50	00:06:56	00:04:31	00:10:20
SJ ZONE X-10 SUBURBAN	5	00:14:35	00:07:58	00:03:57	00:12:13
SJ ZONE X-11 SUBURBAN	4	00:10:12	00:05:06	00:04:11	00:09:12
SJ ZONE X-10 SUBURBAN-MODERATE	39	00:18:25	00:10:51	00:04:08	00:14:11
SJ ZONE X-2 RURAL	32	00:20:48	00:10:50	00:04:33	00:17:08
SJ ZONE X-3 RURAL	29	00:25:59	00:10:15	00:04:03	00:13:07
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	12	00:13:45	00:07:25	00:04:25	00:12:55
SJ ZONE X-7 RURAL	9	00:25:32	00:14:58	00:06:15	00:23:31
SJ ZONE X-8 RURAL	8	00:27:13	00:13:28	00:07:45	00:20:38
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	40	00:29:39	00:10:29	00:04:37	00:15:07
SJ ZONE X-11 RURAL	41	00:19:35	00:12:41	00:04:35	00:17:49
SJ ZONE X-6 WILDERNESS	11	00:19:19	00:13:06	00:06:31	00:18:46
SJ ZONE X-10 WILDERNESS	9	00:32:09	00:17:28	00:08:32	00:26:35
SJ ZONE X-11 WILDERNESS	1	00:15:17	00:15:17	00:00:00	00:15:17
All Urban Compliance Areas	3682	00:26:55	00:05:22	00:02:35	00:08:21
All Suburban Compliance Areas	80	00:19:15	00:08:10	00:03:27	00:12:26
All Suburban-Moderate Compliance Areas	39	00:18:25	00:10:51	00:04:08	00:14:11
All Rural Compliance Areas	171	00:29:39	00:10:48	00:04:50	00:16:50
All Wilderness Compliance Areas	21	00:32:09	00:15:05	00:07:25	00:20:46
Total Responses	3993				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	266	00:47:28	00:08:55	00:06:54	00:16:07
SJ ZONE X-2 URBAN	31	00:14:23	00:07:48	00:03:26	00:11:40
SJ ZONE X-3 URBAN	15	00:15:30	00:09:54	00:03:28	00:14:46
SJ ZONE X-4 URBAN	723	01:11:25	00:09:41	00:07:05	00:16:02
SJ ZONE X-5 URBAN	745	00:55:09	00:08:35	00:05:09	00:13:25
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	49	00:13:23	00:06:38	00:03:26	00:11:40
SJ ZONE X-8 URBAN	33	00:26:25	00:09:22	00:05:55	00:16:32
SJ ZONE X-9 URBAN	184	00:33:30	00:08:00	00:05:47	00:12:58
SJ ZONE X-10 URBAN	5	00:19:44	00:09:00	00:06:25	00:15:42
SJ ZONE X-11 URBAN	2	00:23:21	00:17:05	00:08:51	00:22:05
SJ ZONE X-2 SUBURBAN	3	00:11:09	00:09:45	00:02:02	00:11:03
SJ ZONE X-3 SUBURBAN	9	00:18:15	00:11:34	00:04:18	00:16:50
SJ ZONE X-7 SUBURBAN	16	00:24:14	00:11:08	00:06:12	00:18:03
SJ ZONE X-8 SUBURBAN	5	00:10:52	00:07:04	00:02:22	00:09:35
SJ ZONE X-9 SUBURBAN	3	00:08:44	00:07:13	00:01:19	00:08:19
SJ ZONE X-10 SUBURBAN	2	00:07:38	00:07:16	00:00:30	00:07:33
SJ ZONE X-11 SUBURBAN	6	00:12:33	00:08:30	00:04:51	00:12:21
SJ ZONE X-10 SUBURBAN-MODERATE	12	00:24:05	00:13:58	00:05:44	00:18:56
SJ ZONE X-2 RURAL	18	00:23:46	00:15:00	00:04:45	00:22:22
SJ ZONE X-3 RURAL	15	00:23:29	00:15:32	00:06:49	00:23:18
SJ ZONE X-5 RURAL	1	00:10:25	00:10:25	00:00:00	00:10:25
SJ ZONE X-6 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 RURAL	4	00:28:36	00:13:20	00:12:31	00:25:32
SJ ZONE X-8 RURAL	7	00:18:54	00:11:10	00:05:01	00:15:58
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	4	00:15:16	00:13:54	00:01:26	00:15:11
SJ ZONE X-11 RURAL	11	00:22:35	00:14:58	00:04:06	00:18:52
SJ ZONE X-6 WILDERNESS	5	00:29:16	00:14:30	00:10:34	00:24:55
SJ ZONE X-10 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-11 WILDERNESS	2	00:15:29	00:14:16	00:01:43	00:15:14
All Urban Compliance Areas	2053	01:11:25	00:08:37	00:05:52	00:14:02
All Suburban Compliance Areas	44	00:30:11	00:10:32	00:05:23	00:16:57
All Suburban-Moderate Compliance Areas	12	00:24:05	00:13:58	00:05:44	00:18:56
All Rural Compliance Areas	60	00:28:36	00:14:32	00:05:45	00:22:39
All Wilderness Compliance Areas	7	00:29:16	00:14:26	00:08:40	00:22:45
Total Responses	2176				

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Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	248	00:44:01	00:09:06	00:06:51	00:17:18
SJ ZONE X-2 URBAN	20	00:15:39	00:07:36	00:03:26	00:11:58
SJ ZONE X-3 URBAN	7	00:16:44	00:07:16	00:05:03	00:12:09
SJ ZONE X-4 URBAN	776	01:16:55	00:09:58	00:06:47	00:15:51
SJ ZONE X-5 URBAN	789	01:00:27	00:08:53	00:06:53	00:13:00
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	58	00:16:02	00:07:08	00:03:21	00:12:11
SJ ZONE X-8 URBAN	43	00:23:34	00:08:02	00:04:26	00:13:11
SJ ZONE X-9 URBAN	157	00:28:52	00:07:21	00:04:42	00:12:13
SJ ZONE X-10 URBAN	4	00:11:39	00:09:21	00:03:05	00:11:19
SJ ZONE X-11 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-2 SUBURBAN	6	00:27:35	00:13:51	00:07:04	00:20:24
SJ ZONE X-3 SUBURBAN	3	00:08:29	00:05:33	00:04:30	00:08:21
SJ ZONE X-7 SUBURBAN	14	00:15:42	00:09:13	00:04:47	00:15:06
SJ ZONE X-8 SUBURBAN	4	00:20:37	00:10:16	00:07:11	00:17:19
SJ ZONE X-9 SUBURBAN	4	00:08:28	00:07:06	00:01:14	00:08:16
SJ ZONE X-10 SUBURBAN	1	00:10:27	00:10:27	00:00:00	00:10:27
SJ ZONE X-11 SUBURBAN	4	00:11:51	00:10:27	00:01:29	00:11:36
SJ ZONE X-10 SUBURBAN-MODERATE	12	00:32:22	00:14:21	00:07:27	00:18:08
SJ ZONE X-2 RURAL	18	00:29:03	00:14:13	00:07:27	00:23:05
SJ ZONE X-3 RURAL	13	00:19:48	00:13:55	00:03:43	00:18:38
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	00:19:05	00:12:48	00:06:34	00:18:35
SJ ZONE X-8 RURAL	9	00:20:50	00:13:41	00:04:37	00:20:40
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	6	00:34:23	00:18:03	00:08:21	00:26:02
SJ ZONE X-11 RURAL	7	00:23:33	00:19:16	00:05:27	00:23:07
SJ ZONE X-6 WILDERNESS	3	00:21:23	00:13:51	00:07:55	00:20:01
SJ ZONE X-10 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2102	01:16:55	00:08:49	00:06:21	00:14:00
All Suburban Compliance Areas	36	00:29:31	00:10:38	00:05:39	00:16:23
All Suburban-Moderate Compliance Areas	12	00:32:22	00:14:21	00:07:27	00:18:08
All Rural Compliance Areas	58	00:34:23	00:14:30	00:06:03	00:21:05
All Wilderness Compliance Areas	3	00:21:23	00:13:51	00:07:55	00:20:01
Total Responses	2211				

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Comparison of Compliance with and without Exemptions - RLS						
2021/03/01 through 2021/03/31						
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	387	66	82.95%	387	38	90.18%
SJ ZONE X-2	103	30	70.87%	103	16	84.47%
SJ ZONE X-3	63	26	58.73%	63	11	82.54%
SJ ZONE X-4	1209	250	79.32%	1209	163	86.52%
SJ ZONE X-5	1331	237	82.19%	1331	149	88.81%
SJ ZONE X-6	17	3	82.35%	17	0	100.00%
SJ ZONE X-7	176	43	75.57%	176	26	85.23%
SJ ZONE X-8	97	30	69.07%	97	16	83.51%
SJ ZONE X-9	332	63	81.02%	332	34	89.76%
SJ ZONE X-10	103	14	86.41%	103	8	92.23%
SJ ZONE X-11	60	14	76.67%	60	10	83.33%
All Zones Combined	3878	776	79.99%	3878	471	87.85%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	387	67	82.69%	387	38	90.18%
SJ ZONE X-2	91	23	74.73%	91	13	85.71%
SJ ZONE X-3	60	8	86.67%	60	5	91.67%
SJ ZONE X-4	1180	246	79.15%	1180	158	86.61%
SJ ZONE X-5	1355	212	84.35%	1355	143	89.45%
SJ ZONE X-6	20	1	95.00%	20	1	95.00%
SJ ZONE X-7	153	34	77.78%	153	19	87.58%
SJ ZONE X-8	98	30	69.39%	98	19	80.61%
SJ ZONE X-9	346	41	88.15%	346	23	93.35%
SJ ZONE X-10	98	9	90.82%	98	4	95.92%
SJ ZONE X-11	55	9	83.64%	55	7	87.27%
All Zones Combined	3843	680	82.31%	3843	430	88.81%
* 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						
2021/03/01 through 2021/03/31						
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	260	17	93.46%	260	5	98.08%
SJ ZONE X-2	49	0	100.00%	49	0	100.00%
SJ ZONE X-3	38	1	97.37%	38	1	97.37%
SJ ZONE X-4	715	57	92.03%	715	31	95.66%
SJ ZONE X-5	734	33	95.50%	734	17	97.68%
SJ ZONE X-6	4	0	100.00%	4	0	100.00%
SJ ZONE X-7	67	1	98.51%	67	1	98.51%
SJ ZONE X-8	42	3	92.86%	42	2	95.24%
SJ ZONE X-9	182	14	92.31%	182	10	94.51%
SJ ZONE X-10	23	2	91.30%	23	1	95.65%
SJ ZONE X-11	20	1	95.00%	20	1	95.00%
All Zones Combined	2134	129	93.96%	2134	69	96.77%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE X-1	244	12	95.08%	244	7	97.13%
SJ ZONE X-2	42	2	95.24%	42	1	97.62%
SJ ZONE X-3	22	1	95.45%	22	0	100.00%
SJ ZONE X-4	768	53	93.10%	768	34	95.57%
SJ ZONE X-5	771	29	96.24%	771	14	98.18%
SJ ZONE X-6	3	0	100.00%	3	0	100.00%
SJ ZONE X-7	76	3	96.05%	76	1	98.68%
SJ ZONE X-8	56	2	96.43%	56	2	96.43%
SJ ZONE X-9	157	9	94.27%	157	6	96.18%
SJ ZONE X-10	23	1	95.65%	23	0	100.00%
SJ ZONE X-11	10	0	100.00%	10	0	100.00%
All Zones Combined	2172	112	94.84%	2172	65	97.01%
* 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						
2021/03/01 through 2021/03/31						
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	52	2	96.15%	52	0	100.00%
IFT CCT	12	3	75.00%	12	2	83.33%

Comparison of Compliance with and without Exemptions - IFT						
2021/04/01 through 2021/04/30						
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	73	6	91.78%	73	3	95.89%
IFT CCT	7	3	57.14%	7	1	85.71%

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Exemption Request Reports

Types of Exemptions	Mar 2021		Apr 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
AMR Ambulance Zone	0	0	0	0
Changed Response Area	0	0	0	0
Coding Error by SFD CAD	0	0	0	0
Delay at Hospitals	0	0	0	0
Delay Reporting OnScene	2	0	0	0
Delays in Transferring Care in the Emergency Department	191	0	139	0
Dispatch Error	0	0	0	0
Duplicate Record	0	0	0	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	4	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	3	0	1	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
MCI	0	0	0	0
Reduced /Upgraded Response	2	0	2	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	0	0	0	0
Staged	0	0	0	0
System Overload	37	0	45	0
Traffic Secondary to Call	4	0	2	0
Train	5	0	8	0
Unavoidable Delay caused by unreported road construction	7	0	3	0
UTL	2	0	1	0
Wrong Address by Requesting party	0	0	0	0
Wrong Location	7	0	4	0
Zone Assist	9	0	9	0

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

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

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

Failure to Provide Data		
Event Type	Mar 2021	Apr 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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