



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: November 20, 2020

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 2020, 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.

On July 1, 2020, SJCEMSA migrated response time compliance reporting and analytics to Firstwatch, a single third-party data management and analytics platform. The Firstwatch platform is used in EMS systems throughout the state and nation to monitor service provider and system performance. SJCEMSA vetted the platform during the migration process to ensure the highest level of data integrity, continuity.

SJCEMSA's use of Firstwatch in calculating response time compliance remains similar to earlier processes. 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 forty three 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 2020 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)

2020/09/01 through 2020/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	353	28	92.07%	X		
SJ ZONE X-2	127	18	85.83%		X	
SJ ZONE X-3	79	10	87.34%	---	---	
SJ ZONE X-4	1087	143	86.84%		X	
SJ ZONE X-5	1373	140	89.80%		X	
SJ ZONE X-6	26	0	100.00%	---	---	
SJ ZONE X-7	143	22	84.62%		X	
SJ ZONE X-8	101	20	80.20%		X	
SJ ZONE X-9	318	29	90.88%	X		
SJ ZONE X-10	95	5	94.74%	---	---	
SJ ZONE X-11	44	5	88.64%	---	---	
All Zones Combined	3746	420	88.79%	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

2020/09/01 through 2020/09/30							
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
SJ ZONE X-3	Sep 2020	Sep 2020	79	10	87.34%	---	---
SJ ZONE X-6	Jul 2020	Sep 2020	67	2	97.01%	---	---
SJ ZONE X-10	Sep 2020	Sep 2020	95	5	94.74%	---	---
SJ ZONE X-11	Jul 2020	Sep 2020	132	18	86.36%		X

Exclusive Emergency Ambulance Provider
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American Medical Response

Response Time Compliance - Red Lights and Siren (RLS)

2020/10/01 through 2020/10/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	335	24	92.84%	X		
SJ ZONE X-2	92	24	73.91%	---	---	
SJ ZONE X-3	52	14	73.08%	---	---	
SJ ZONE X-4	1139	166	85.43%		X	
SJ ZONE X-5	1337	173	87.06%		X	
SJ ZONE X-6	20	0	100.00%	---	---	
SJ ZONE X-7	167	26	84.43%		X	
SJ ZONE X-8	97	12	87.63%	---	---	
SJ ZONE X-9	299	49	83.61%		X	
SJ ZONE X-10	85	13	84.71%	---	---	
SJ ZONE X-11	70	10	85.71%	---	---	
All Zones Combined	3693	511	86.16%	1	4	
* 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

2020/10/01 through 2020/10/31							
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-2	Oct 2020	Oct 2020	92	24	73.91%	---	---
SJ ZONE X-3	Sep 2020	Oct 2020	131	24	81.68%		X
SJ ZONE X-6	Jul 2020	Oct 2020	87	2	97.70%	---	---
SJ ZONE X-8	Oct 2020	Oct 2020	97	12	87.63%	---	---
SJ ZONE X-10	Sep 2020	Oct 2020	180	18	90.00%	X	
SJ ZONE X-11	Oct 2020	Oct 2020	70	10	85.71%	---	---

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

2020/09/01 through 2020/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	230	2	99.13%	X		
SJ ZONE X-2	49	0	100.00%	---	---	
SJ ZONE X-3	34	0	100.00%	---	---	
SJ ZONE X-4	702	27	96.15%	X		
SJ ZONE X-5	778	14	98.20%	X		
SJ ZONE X-6	6	0	100.00%	---	---	
SJ ZONE X-7	79	1	98.73%	---	---	
SJ ZONE X-8	44	1	97.73%	---	---	
SJ ZONE X-9	162	6	96.30%	X		
SJ ZONE X-10	30	1	96.67%	---	---	
SJ ZONE X-11	21	0	100.00%	---	---	
All Zones Combined	2135	52	97.56%	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

2020/09/01 through 2020/09/30							
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
SJ ZONE X-2	Sep 2020	Sep 2020	49	0	100.00%	---	---
SJ ZONE X-3	Jul 2020	Sep 2020	119	1	99.16%	X	
SJ ZONE X-6	Jul 2020	Sep 2020	20	0	100.00%	---	---
SJ ZONE X-7	Sep 2020	Sep 2020	79	1	98.73%	---	---
SJ ZONE X-8	Jul 2020	Sep 2020	129	4	96.90%	X	
SJ ZONE X-10	Jul 2020	Sep 2020	101	2	98.02%	X	
SJ ZONE X-11	Jul 2020	Sep 2020	56	1	98.21%	---	---

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

2020/10/01 through 2020/10/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE X-1	233	3	98.71%	X		
SJ ZONE X-2	68	0	100.00%	---	---	
SJ ZONE X-3	17	0	100.00%	---	---	
SJ ZONE X-4	737	24	96.74%	X		
SJ ZONE X-5	675	18	97.33%	X		
SJ ZONE X-6	7	0	100.00%	---	---	
SJ ZONE X-7	78	0	100.00%	---	---	
SJ ZONE X-8	52	2	96.15%	---	---	
SJ ZONE X-9	172	6	96.51%	X		
SJ ZONE X-10	31	0	100.00%	---	---	
SJ ZONE X-11	21	0	100.00%	---	---	
All Zones Combined	2091	53	97.47%	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

2020/10/01 through 2020/10/31							
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
SJ ZONE X-2	CP Start	CP End	117	0	100.00%	X	
SJ ZONE X-3	Oct 2020	Oct 2020	17	0	100.00%	---	---
SJ ZONE X-6	Jul 2020	Oct 2020	27	0	100.00%	---	---
SJ ZONE X-7	Sep 2020	Oct 2020	157	1	99.36%	X	
SJ ZONE X-8	Oct 2020	Oct 2020	52	2	96.15%	---	---
SJ ZONE X-10	Oct 2020	Oct 2020	31	0	100.00%	---	---
SJ ZONE X-11	Jul 2020	Oct 2020	77	1	98.70%	---	---

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Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/09/01 through 2020/09/30								
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	58	58	Sep 2020		0	100.00%	---	---
IFT CCT	8	27	Jul 2020		3	88.89%	---	---

Response Time Compliance Report - Interfacility Transfer (IFT)								
2020/10/01 through 2020/10/31								
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	52	110	Sep 2020	Oct 2020	2	98.18%	X	
IFT CCT	8	35	Jul 2020		5	85.71%	---	---

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Response Time Compliance Report - Combined RLS
and NRLS

2020/09/01 through 2020/09/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	583	30	94.85%
SJ ZONE X-2	176	18	89.77%
SJ ZONE X-3	113	10	91.15%
SJ ZONE X-4	1789	170	90.50%
SJ ZONE X-5	2151	154	92.84%
SJ ZONE X-6	32	0	100.00%
SJ ZONE X-7	222	23	89.64%
SJ ZONE X-8	145	21	85.52%
SJ ZONE X-9	480	35	92.71%
SJ ZONE X-10	125	6	95.20%
SJ ZONE X-11	65	5	92.31%
All Zones Combined	5881	472	91.97%

Response Time Compliance Report - Combined RLS
and NRLS

2020/10/01 through 2020/10/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE X-1	568	27	95.25%
SJ ZONE X-2	160	24	85.00%
SJ ZONE X-3	69	14	79.71%
SJ ZONE X-4	1876	190	89.87%
SJ ZONE X-5	2012	191	90.51%
SJ ZONE X-6	27	0	100.00%
SJ ZONE X-7	245	26	89.39%
SJ ZONE X-8	149	14	90.60%
SJ ZONE X-9	471	55	88.32%
SJ ZONE X-10	116	13	88.79%
SJ ZONE X-11	91	10	89.01%
All Zones Combined	5784	564	90.25%

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Fines and Penalties Report		
Type of Penalty	Sep 2020	Oct 2020
Out of compliance response zones	\$170,000	\$190,000
Code 2 and Code 3 Late response minutes	\$45,200	\$58,400
ALS IFT or CCT-IFT Late response minutes	\$600	\$800
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	\$215,800	\$249,200

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

Sep 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	361	00:16:23	00:05:14	00:02:30	00:08:17
SJ ZONE X-2 URBAN	86	00:14:34	00:05:10	00:03:20	00:09:26
SJ ZONE X-3 URBAN	38	00:15:05	00:06:39	00:02:35	00:08:41
SJ ZONE X-4 URBAN	1112	00:41:00	00:05:48	00:02:53	00:09:17
SJ ZONE X-5 URBAN	1409	00:14:17	00:05:19	00:02:20	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	125	00:11:28	00:04:49	00:02:43	00:08:36
SJ ZONE X-8 URBAN	90	00:13:14	00:05:59	00:03:21	00:10:37
SJ ZONE X-9 URBAN	315	00:22:57	00:05:31	00:03:25	00:09:05
SJ ZONE X-10 URBAN	10	00:14:52	00:08:23	00:04:10	00:14:50
SJ ZONE X-11 URBAN	3	00:13:52	00:08:20	00:04:47	00:12:12
SJ ZONE X-2 SUBURBAN	23	00:12:44	00:07:25	00:03:12	00:11:36
SJ ZONE X-3 SUBURBAN	14	00:11:25	00:06:46	00:02:20	00:09:15
SJ ZONE X-7 SUBURBAN	24	00:18:57	00:08:11	00:04:22	00:12:55
SJ ZONE X-8 SUBURBAN	9	00:09:12	00:05:35	00:02:54	00:08:35
SJ ZONE X-9 SUBURBAN	7	00:13:32	00:06:51	00:04:07	00:12:40
SJ ZONE X-10 SUBURBAN	7	00:11:10	00:06:56	00:02:33	00:09:35
SJ ZONE X-11 SUBURBAN	13	00:12:03	00:06:28	00:03:19	00:09:29
SJ ZONE X-10 SUBURBAN-MODERATE	29	00:19:28	00:10:52	00:04:10	00:16:08
SJ ZONE X-2 RURAL	48	00:21:00	00:11:32	00:04:52	00:17:22
SJ ZONE X-3 RURAL	30	00:16:46	00:10:46	00:04:18	00:15:25
SJ ZONE X-5 RURAL	1	00:10:20	00:10:20	00:00:00	00:10:20
SJ ZONE X-6 RURAL	13	00:19:19	00:09:57	00:04:58	00:15:07
SJ ZONE X-7 RURAL	9	00:23:11	00:13:56	00:05:58	00:18:10
SJ ZONE X-8 RURAL	13	00:15:52	00:08:33	00:05:16	00:15:39
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	51	00:23:46	00:10:48	00:05:09	00:18:14
SJ ZONE X-11 RURAL	27	00:25:18	00:13:53	00:04:38	00:18:57
SJ ZONE X-6 WILDERNESS	15	00:28:30	00:16:02	00:07:36	00:25:17
SJ ZONE X-10 WILDERNESS	2	00:32:14	00:22:26	00:13:51	00:30:16
SJ ZONE X-11 WILDERNESS	1	00:13:41	00:13:41	00:00:00	00:13:41
All Urban Compliance Areas	3549	00:41:00	00:05:28	00:02:42	00:08:44
All Suburban Compliance Areas	97	00:18:57	00:07:30	00:03:30	00:11:56
All Suburban-Moderate Compliance Areas	29	00:19:28	00:10:52	00:04:10	00:16:08
All Rural Compliance Areas	192	00:25:18	00:11:00	00:04:47	00:17:02
All Wilderness Compliance Areas	18	00:32:14	00:16:37	00:07:59	00:26:49
Total Responses	3885				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	342	00:17:17	00:05:14	00:02:30	00:07:47
SJ ZONE X-2 URBAN	53	00:15:09	00:06:15	00:03:31	00:09:20
SJ ZONE X-3 URBAN	21	00:22:18	00:07:51	00:04:35	00:10:08
SJ ZONE X-4 URBAN	1165	00:20:44	00:05:45	00:02:41	00:09:03
SJ ZONE X-5 URBAN	1403	00:21:47	00:05:26	00:02:28	00:08:26
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	151	00:16:19	00:05:10	00:03:08	00:09:20
SJ ZONE X-8 URBAN	87	00:16:50	00:05:40	00:02:53	00:09:20
SJ ZONE X-9 URBAN	289	00:22:06	00:06:03	00:03:52	00:11:45
SJ ZONE X-10 URBAN	15	00:11:39	00:06:33	00:02:06	00:08:58
SJ ZONE X-11 URBAN	8	00:11:55	00:06:38	00:02:18	00:08:43
SJ ZONE X-2 SUBURBAN	14	00:16:04	00:08:36	00:03:31	00:10:59
SJ ZONE X-3 SUBURBAN	8	00:12:42	00:08:02	00:03:12	00:11:50
SJ ZONE X-7 SUBURBAN	23	00:17:55	00:08:06	00:03:45	00:13:03
SJ ZONE X-8 SUBURBAN	5	00:06:55	00:05:06	00:01:30	00:06:35
SJ ZONE X-9 SUBURBAN	13	00:12:11	00:06:07	00:02:13	00:07:23
SJ ZONE X-10 SUBURBAN	2	00:06:41	00:05:24	00:01:48	00:06:25
SJ ZONE X-11 SUBURBAN	10	00:12:36	00:07:23	00:02:04	00:08:14
SJ ZONE X-10 SUBURBAN-MODERATE	33	00:24:34	00:12:58	00:04:48	00:20:32
SJ ZONE X-2 RURAL	37	00:33:59	00:12:50	00:06:16	00:19:49
SJ ZONE X-3 RURAL	24	00:20:34	00:12:22	00:04:14	00:16:36
SJ ZONE X-5 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-6 RURAL	9	00:10:44	00:06:03	00:04:14	00:10:00
SJ ZONE X-7 RURAL	7	00:17:44	00:14:24	00:02:59	00:17:24
SJ ZONE X-8 RURAL	9	00:16:55	00:09:01	00:04:46	00:12:30
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	27	00:29:31	00:12:37	00:06:32	00:20:33
SJ ZONE X-11 RURAL	52	00:34:13	00:13:31	00:05:41	00:20:02
SJ ZONE X-6 WILDERNESS	14	00:20:27	00:14:11	00:05:05	00:19:47
SJ ZONE X-10 WILDERNESS	9	00:25:02	00:17:43	00:05:12	00:22:58
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	3534	00:24:05	00:05:31	00:02:44	00:08:41
All Suburban Compliance Areas	75	00:19:12	00:07:45	00:03:19	00:11:33
All Suburban-Moderate Compliance Areas	33	00:24:34	00:12:58	00:04:48	00:20:32
All Rural Compliance Areas	165	00:34:13	00:11:42	00:05:41	00:18:29
All Wilderness Compliance Areas	23	00:25:02	00:15:34	00:05:18	00:21:25
Total Responses	3830				

Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response

Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	239	00:55:08	00:07:52	00:05:33	00:11:46
SJ ZONE X-2 URBAN	31	00:12:09	00:06:49	00:03:06	00:09:52
SJ ZONE X-3 URBAN	14	00:10:08	00:07:05	00:03:01	00:09:48
SJ ZONE X-4 URBAN	706	00:59:41	00:08:58	00:05:26	00:14:05
SJ ZONE X-5 URBAN	791	00:50:06	00:08:27	00:04:59	00:13:28
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	65	00:17:08	00:06:58	00:03:34	00:12:02
SJ ZONE X-8 URBAN	36	00:15:06	00:07:03	00:03:40	00:11:32
SJ ZONE X-9 URBAN	157	00:41:38	00:08:09	00:05:45	00:14:12
SJ ZONE X-10 URBAN	1	00:19:43	00:19:43	00:00:00	00:19:43
SJ ZONE X-11 URBAN	7	00:12:55	00:08:31	00:03:29	00:12:43
SJ ZONE X-2 SUBURBAN	9	00:17:03	00:10:28	00:03:48	00:14:21
SJ ZONE X-3 SUBURBAN	4	00:13:57	00:07:30	00:05:36	00:12:09
SJ ZONE X-7 SUBURBAN	15	00:18:27	00:08:53	00:05:18	00:14:08
SJ ZONE X-8 SUBURBAN	4	00:17:05	00:08:57	00:06:55	00:15:38
SJ ZONE X-9 SUBURBAN	7	00:10:31	00:08:38	00:01:17	00:10:01
SJ ZONE X-10 SUBURBAN	2	00:09:36	00:08:55	00:00:57	00:09:27
SJ ZONE X-11 SUBURBAN	4	00:15:28	00:09:04	00:06:09	00:14:36
SJ ZONE X-10 SUBURBAN-MODERATE	19	00:31:15	00:17:55	00:05:51	00:25:34
SJ ZONE X-2 RURAL	12	00:25:31	00:13:17	00:07:39	00:21:02
SJ ZONE X-3 RURAL	17	00:24:36	00:15:26	00:04:50	00:22:39
SJ ZONE X-5 RURAL	1	00:12:39	00:12:39	00:00:00	00:12:39
SJ ZONE X-6 RURAL	1	00:13:32	00:13:32	00:00:00	00:13:32
SJ ZONE X-7 RURAL	1	00:09:31	00:09:31	00:00:00	00:09:31
SJ ZONE X-8 RURAL	5	00:26:55	00:14:44	00:07:20	00:21:59
SJ ZONE X-9 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 RURAL	7	00:17:54	00:12:16	00:02:50	00:15:09
SJ ZONE X-11 RURAL	11	00:34:27	00:20:45	00:07:30	00:32:14
SJ ZONE X-6 WILDERNESS	5	00:27:13	00:20:21	00:05:11	00:26:02
SJ ZONE X-10 WILDERNESS	1	00:12:40	00:12:40	00:00:00	00:12:40
SJ ZONE X-11 WILDERNESS		00:00:00	00:00:00	00:00:00	00:00:00
All Urban Compliance Areas	2047	00:59:41	00:08:16	00:05:01	00:13:09
All Suburban Compliance Areas	45	00:20:23	00:09:12	00:04:25	00:14:12
All Suburban-Moderate Compliance Areas	19	00:31:15	00:17:55	00:05:51	00:25:34
All Rural Compliance Areas	55	00:34:27	00:15:04	00:06:11	00:23:18
All Wilderness Compliance Areas	6	00:27:13	00:19:04	00:05:36	00:25:44
Total Responses	2172				

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Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2020

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE X-1 URBAN	238	00:40:21	00:08:22	00:05:17	00:12:50
SJ ZONE X-2 URBAN	35	00:14:01	00:07:47	00:03:32	00:11:58
SJ ZONE X-3 URBAN	8	00:15:38	00:09:18	00:04:28	00:14:19
SJ ZONE X-4 URBAN	740	00:57:49	00:08:46	00:05:00	00:14:11
SJ ZONE X-5 URBAN	686	00:43:35	00:08:31	00:04:07	00:13:33
SJ ZONE X-6 URBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 URBAN	70	00:14:27	00:06:08	00:03:23	00:10:45
SJ ZONE X-8 URBAN	41	00:24:22	00:09:50	00:04:59	00:16:20
SJ ZONE X-9 URBAN	168	00:35:00	00:07:48	00:05:34	00:14:59
SJ ZONE X-10 URBAN	10	00:14:28	00:08:41	00:03:30	00:12:31
SJ ZONE X-11 URBAN	5	00:10:23	00:07:54	00:02:15	00:10:05
SJ ZONE X-2 SUBURBAN	10	00:15:31	00:10:33	00:02:30	00:13:14
SJ ZONE X-3 SUBURBAN	2	00:10:46	00:10:40	00:00:07	00:10:44
SJ ZONE X-7 SUBURBAN	9	00:21:44	00:11:38	00:04:29	00:16:38
SJ ZONE X-8 SUBURBAN	4	00:13:04	00:08:07	00:03:30	00:11:20
SJ ZONE X-9 SUBURBAN	6	00:10:10	00:06:11	00:02:42	00:09:08
SJ ZONE X-10 SUBURBAN	4	00:08:45	00:06:31	00:02:31	00:08:41
SJ ZONE X-11 SUBURBAN		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-10 SUBURBAN-MODERATE	11	00:20:40	00:15:04	00:04:33	00:19:38
SJ ZONE X-2 RURAL	24	00:27:57	00:15:09	00:07:14	00:25:37
SJ ZONE X-3 RURAL	7	00:21:14	00:16:43	00:04:38	00:20:21
SJ ZONE X-5 RURAL	1	00:16:48	00:16:48	00:00:00	00:16:48
SJ ZONE X-6 RURAL		00:00:00	00:00:00	00:00:00	00:00:00
SJ ZONE X-7 RURAL	4	00:15:28	00:11:19	00:06:10	00:15:20
SJ ZONE X-8 RURAL	9	00:25:25	00:15:39	00:06:59	00:24:33
SJ ZONE X-9 RURAL	1	00:07:58	00:07:58	00:00:00	00:07:58
SJ ZONE X-10 RURAL	8	00:24:32	00:13:24	00:08:27	00:23:17
SJ ZONE X-11 RURAL	16	00:25:15	00:17:45	00:04:46	00:23:33
SJ ZONE X-6 WILDERNESS	7	00:23:25	00:14:09	00:06:08	00:21:56
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	2001	00:57:49	00:08:16	00:04:35	00:13:32
All Suburban Compliance Areas	35	00:21:44	00:09:16	00:03:28	00:12:54
All Suburban-Moderate Compliance Areas	11	00:20:40	00:15:04	00:04:33	00:19:38
All Rural Compliance Areas	70	00:27:57	00:14:54	00:06:30	00:24:12
All Wilderness Compliance Areas	7	00:23:25	00:14:09	00:06:08	00:21:56
Total Responses	2124				

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Comparison of Compliance with and without Exemptions - RLS						
2020/09/01 through 2020/09/30						
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-1	353	52	85.27%	353	28	92.07%
SJ ZONE X-2	127	34	73.23%	127	18	85.83%
SJ ZONE X-3	79	15	81.01%	79	10	87.34%
SJ ZONE X-4	1087	238	78.10%	1087	143	86.84%
SJ ZONE X-5	1373	236	82.81%	1373	140	89.80%
SJ ZONE X-6	26	1	96.15%	26	0	100.00%
SJ ZONE X-7	143	33	76.92%	143	22	84.62%
SJ ZONE X-8	101	31	69.31%	101	20	80.20%
SJ ZONE X-9	318	54	83.02%	318	29	90.88%
SJ ZONE X-10	95	18	81.05%	95	5	94.74%
SJ ZONE X-11	44	9	79.55%	44	5	88.64%
All Zones Combined	3746	721	80.75%	3746	420	88.79%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2020/10/01 through 2020/10/31						
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-1	335	43	87.16%	335	24	92.84%
SJ ZONE X-2	92	37	59.78%	92	24	73.91%
SJ ZONE X-3	52	18	65.38%	52	14	73.08%
SJ ZONE X-4	1139	243	78.67%	1139	166	85.43%
SJ ZONE X-5	1337	261	80.48%	1337	173	87.06%
SJ ZONE X-6	20	0	100.00%	20	0	100.00%
SJ ZONE X-7	167	42	74.85%	167	26	84.43%
SJ ZONE X-8	97	21	78.35%	97	12	87.63%
SJ ZONE X-9	299	66	77.93%	299	49	83.61%
SJ ZONE X-10	85	16	81.18%	85	13	84.71%
SJ ZONE X-11	70	15	78.57%	70	10	85.71%
All Zones Combined	3693	762	79.37%	3693	511	86.16%
* 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						
2020/09/01 through 2020/09/30						
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-1	230	2	99.13%	230	2	99.13%
SJ ZONE X-2	49	1	97.96%	49	0	100.00%
SJ ZONE X-3	34	0	100.00%	34	0	100.00%
SJ ZONE X-4	702	43	93.87%	702	27	96.15%
SJ ZONE X-5	778	33	95.76%	778	14	98.20%
SJ ZONE X-6	6	0	100.00%	6	0	100.00%
SJ ZONE X-7	79	2	97.47%	79	1	98.73%
SJ ZONE X-8	44	1	97.73%	44	1	97.73%
SJ ZONE X-9	162	11	93.21%	162	6	96.30%
SJ ZONE X-10	30	2	93.33%	30	1	96.67%
SJ ZONE X-11	21	1	95.24%	21	0	100.00%
All Zones Combined	2135	96	95.50%	2135	52	97.56%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2020/10/01 through 2020/10/31						
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-1	233	7	97.00%	233	3	98.71%
SJ ZONE X-2	68	1	98.53%	68	0	100.00%
SJ ZONE X-3	17	1	94.12%	17	0	100.00%
SJ ZONE X-4	737	42	94.30%	737	24	96.74%
SJ ZONE X-5	675	30	95.56%	675	18	97.33%
SJ ZONE X-6	7	0	100.00%	7	0	100.00%
SJ ZONE X-7	78	2	97.44%	78	0	100.00%
SJ ZONE X-8	52	4	92.31%	52	2	96.15%
SJ ZONE X-9	172	10	94.19%	172	6	96.51%
SJ ZONE X-10	31	1	96.77%	31	0	100.00%
SJ ZONE X-11	21	0	100.00%	21	0	100.00%
All Zones Combined	2091	98	95.31%	2091	53	97.47%
* 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						
2020/09/01 through 2020/09/30						
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	58	1	98.28%	58	0	100.00%
IFT CCT	8	1	87.50%	8	1	87.50%

Comparison of Compliance with and without Exemptions - IFT						
2020/10/01 through 2020/10/31						
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	52	4	92.31%	52	2	96.15%
IFT CCT	8	3	62.50%	8	2	75.00%

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Exemption Request Reports				
Types of Exemptions	Sep 2020		Oct 2020	
	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	0	0	0	0
Delays in Transferring Care in the Emergency Department	232	0	178	0
Dispatch Error	0	0	0	0
Duplicate Record	0	0	0	0
Encountered Second Call In Route	0	0	0	0
Freeway Access	1	0	0	0
Good Cause case-by case	0	0	0	0
Inter-facility- Patient Not Ready Upon Arrival	0	0	0	0
Location Change	3	0	5	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
MCI	0	0	0	0
Reduced /Upgraded Response	4	0	0	0
Ripon Fire Zone	0	0	0	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	0	0	0	0
Staged	0	0	0	0
System Overload	33	0	24	0
Traffic Secondary to Call	0	0	4	0
Train	2	0	1	0
Unavoidable Delay caused by unreported road construction	3	0	3	0
UTL	6	0	4	0
Wrong Address by Requesting party	0	0	0	0
Wrong Location	1	0	1	0
Zone Assist	0	0	3	0

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Zone Assist		
Compliance Zone	Sep 2020	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	--	0
SJ ZONE X-4	Manteca	1
SJ ZONE X-5	Escalon	2
	Manteca	6
SJ ZONE X-6	--	0
SJ ZONE X-7	--	0
SJ ZONE X-8	Escalon	1
	Manteca	8
SJ ZONE X-9	Manteca	23
SJ ZONE X-10	Manteca	4
SJ ZONE X-11	Manteca	5
	Ripon	1

Zone Assist		
Compliance Zone	Oct 2020	
	Provider	#
SJ ZONE X-1	--	0
SJ ZONE X-2	--	0
SJ ZONE X-3	Manteca	1
SJ ZONE X-4	Manteca	4
SJ ZONE X-5	Escalon	1
	Manteca	12
SJ ZONE X-6	--	0
SJ ZONE X-7	Manteca	2
SJ ZONE X-8	Manteca	13
SJ ZONE X-9	Manteca	21
SJ ZONE X-10	Manteca	6
SJ ZONE X-11	Manteca	6

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

Failure to Provide Data		
Event Type	Sep 2020	Oct 2020
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Exclusive Emergency Ambulance Provider
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