



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: March 13, 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 November and December 2018, 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 28 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 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)

November 1, 2018 through November 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes	Compliant No	
SJ Zone X-1	347	27	92.22%	X		
SJ Zone X-2*	74	9	87.84%	####	####	
SJ Zone X-3*	41	4	90.24%	####	####	
SJ Zone X-4	1,224	169	86.19%		X	
SJ Zone X-5	1,375	142	89.67%		X	
SJ Zone X-6*	15	0	100.00%	####	####	
SJ Zone X-7	135	19	85.93%		X	
SJ Zone X-8	103	14	86.41%		X	
SJ Zone X-9	292	20	93.15%	X		
SJ Zone X-10*	68	6	91.18%	####	####	
SJ Zone X-11*	57	5	91.23%	####	####	
All Zones Combined	3,731	415	88.88%	2	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

November 1, 2018 through November 30, 2018								
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	Compliant No	
SJ Zone X-2	October 2018	November 2018	162	22	86.42%		X	
SJ Zone X-3	November 2018	November 2018	41	4	90.24%	####	####	
SJ Zone X-6	July 2018	November 2018	85	0	100.00%	####	####	
SJ Zone X-8	October 2018	November 2018	199	25	87.44%		X	
SJ Zone X-10	November 2018	November 2018	68	6	91.18%	####	####	
SJ Zone X-11	November 2018	November 2018	57	5	91.23%	####	####	

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

December 1, 2018 through December 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	373	29	92.23%	X		
SJ Zone X-2*	98	16	83.67%	####	####	
SJ Zone X-3*	53	9	83.02%	####	####	
SJ Zone X-4	1,213	116	90.44%	X		
SJ Zone X-5	1,427	135	90.54%	X		
SJ Zone X-6*	18	0	100.00%	####	####	
SJ Zone X-7	160	16	90.00%	X		
SJ Zone X-8	111	16	85.59%		X	
SJ Zone X-9	306	20	93.46%	X		
SJ Zone X-10*	79	8	89.87%	####	####	
SJ Zone X-11*	40	2	95.00%	####	####	
All Zones Combined	3,878	367	90.54%	5	1	

* 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

December 1, 2018 through December 31, 2018							
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	December 2018	98	16	83.67%	####	####
SJ Zone X-3	November 2018	December 2018	94	13	86.17%	####	####
SJ Zone X-6	July 2018	December 2018	103	0	100.00%	X	
SJ Zone X-10	November 2018	December 2018	147	14	90.48%	X	
SJ Zone X-11	November 2018	December 2018	97	7	92.78%	####	####

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

November 1, 2018 through November 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	166	4	97.59%	
SJ Zone X-2*	42	1	97.62%	
SJ Zone X-3*	29	2	93.10%	
SJ Zone X-4	631	42	93.34%	
SJ Zone X-5	704	15	97.87%	
SJ Zone X-6*	2	0	100.00%	
SJ Zone X-7*	54	2	96.30%	
SJ Zone X-8*	53	0	100.00%	
SJ Zone X-9	122	5	95.90%	
SJ Zone X-10*	28	1	96.43%	
SJ Zone X-11*	12	1	91.67%	
All Zones Combined	1,843	73	96.04%	

* 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

November 1, 2018 through November 30, 2018						
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	November 2018	42	1	97.62%	
SJ Zone X-3	September 2018	November 2018	71	4	94.37%	
SJ Zone X-6	October 2018	November 2018	6	0	100.00%	
SJ Zone X-7	October 2018	November 2018	136	3	97.79%	
SJ Zone X-8	October 2018	November 2018	112	1	99.11%	
SJ Zone X-10	September 2018	November 2018	74	3	95.95%	
SJ Zone X-11	September 2018	November 2018	42	2	95.24%	

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

December 1, 2018 through December 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	186	6	96.77%	
SJ Zone X-2*	43	0	100.00%	
SJ Zone X-3*	28	1	96.43%	
SJ Zone X-4	576	16	97.22%	
SJ Zone X-5	686	16	97.67%	
SJ Zone X-6*	1	0	100.00%	
SJ Zone X-7*	62	1	98.39%	
SJ Zone X-8*	41	0	100.00%	
SJ Zone X-9	141	4	97.16%	
SJ Zone X-10*	19	0	100.00%	
SJ Zone X-11*	11	0	100.00%	
All Zones Combined	1,794	44	97.55%	

* 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

December 1, 2018 through December 31, 2018					
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	December 2018	85	1	98.82%
SJ Zone X-3	September 2018	December 2018	99	5	94.95%
SJ Zone X-6	October 2018	December 2018	7	0	100.00%
SJ Zone X-7	December 2018	December 2018	62	1	98.39%
SJ Zone X-8	December 2018	December 2018	41	0	100.00%
SJ Zone X-10	September 2018	December 2018	93	3	96.77%
SJ Zone X-11	September 2018	December 2018	53	2	96.23%

Response Time Compliance Report - Interfacility Transfer (IFT)

November 1, 2018 through November 30, 2018								
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	Compliant No
ALS-IFT	73	161	October 2018	November 2018	5	96.89%	X	
CCT-IFT	12	86	April 2018	November 2018	6	93.02%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

December 1, 2018 through December 31, 2018								
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	Compliant No
ALS-IFT	78	78	December 2018	December 2018	2	97.44%	####	####
CCT-IFT	14	100	April 2018	December 2018	7	93.00%	X	

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2018 through November 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	513	31	93.96%	
SJ Zone X-2	116	10	91.38%	
SJ Zone X-3	70	6	91.43%	
SJ Zone X-4	1,855	211	88.63%	
SJ Zone X-5	2,079	157	92.45%	
SJ Zone X-6	17	0	100.00%	
SJ Zone X-7	189	21	88.89%	
SJ Zone X-8	156	14	91.03%	
SJ Zone X-9	414	25	93.96%	
SJ Zone X-10	96	7	92.71%	
SJ Zone X-11	69	6	91.30%	
All Zones Combined	5,574	488	91.25%	

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2018 through December 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	559	35	93.74%	
SJ Zone X-2	141	16	88.65%	
SJ Zone X-3	81	10	87.65%	
SJ Zone X-4	1,789	132	92.62%	
SJ Zone X-5	2,113	151	92.85%	
SJ Zone X-6	19	0	100.00%	
SJ Zone X-7	222	17	92.34%	
SJ Zone X-8	152	16	89.47%	
SJ Zone X-9	447	24	94.63%	
SJ Zone X-10	98	8	91.84%	
SJ Zone X-11	51	2	96.08%	
All Zones Combined	5,672	411	92.75%	

Fines and Penalties Report

Type of Penalty	November 2018	December 2018
Out of compliance response zones	\$85,000	\$25,000
Code 2 and Code 3 Late response minutes	\$53,500	\$46,100
ALS IFT or CCT-IFT Late response minutes	\$1,200	\$1,000
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	\$139,700	\$72,100

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	347	20:50	5:05	2:24	7:47
SJ Zone X-2 Urban	35	19:21	6:25	2:54	8:37
SJ Zone X-3 Urban	16	11:49	5:33	2:49	9:39
SJ Zone X-4 Urban	1,224	19:29	5:45	2:35	9:17
SJ Zone X-5 Urban	1,374	18:35	5:32	2:17	8:15
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	99	22:31	5:23	2:56	8:45
SJ Zone X-8 Urban	87	12:44	5:22	2:50	9:12
SJ Zone X-9 Urban	283	23:00	5:09	3:11	7:26
SJ Zone X-10 Urban	9	9:49	6:43	1:51	9:49
SJ Zone X-11 Urban	6	15:41	7:21	4:13	15:41
SJ Zone X-2 Suburban	11	12:55	8:19	1:57	10:41
SJ Zone X-3 Suburban	3	7:54	5:40	2:06	7:54
SJ Zone X-7 Suburban	18	14:59	8:26	3:52	14:55
SJ Zone X-8 Suburban	6	9:20	5:03	2:10	9:20
SJ Zone X-9 Suburban	9	6:31	5:36	1:03	6:31
SJ Zone X-10 Suburban	3	7:26	4:53	1:50	7:26
SJ Zone X-11 Suburban	10	11:30	7:00	2:33	10:43
SJ Zone X-10 Suburban-Moderate	28	19:58	11:53	3:06	17:25
SJ Zone X-2 Rural	28	18:37	11:04	3:46	16:55
SJ Zone X-3 Rural	22	18:47	10:31	4:03	15:39
SJ Zone X-5 Rural	1	11:52	11:52	0:00	11:52
SJ Zone X-6 Rural	6	11:43	8:25	1:56	11:43
SJ Zone X-7 Rural	18	20:38	12:05	4:59	19:42
SJ Zone X-8 Rural	10	19:26	9:49	3:57	12:22
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	23	21:02	10:52	3:52	15:49
SJ Zone X-11 Rural	41	25:30	12:30	4:46	17:15
SJ Zone X-6 Wilderness	9	22:46	16:35	3:33	22:46
SJ Zone X-10 Wilderness	5	18:58	12:20	4:54	18:58
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,480	23:00	5:32	2:33	8:41
All Suburban Compliance Areas	60	14:59	7:06	3:02	11:30
All Suburban-Moderate Compliance Areas	28	19:58	11:53	3:06	17:25
All Rural Compliance Areas	149	25:30	11:17	4:21	17:06
All Wilderness Compliance Areas	14	22:46	15:04	4:34	22:20
Total Responses	3,731				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	373	17:17	5:16	2:39	8:10
SJ Zone X-2 Urban	47	18:39	6:42	2:53	10:11
SJ Zone X-3 Urban	26	13:46	5:39	3:29	10:42
SJ Zone X-4 Urban	1,213	16:41	5:21	2:22	8:21
SJ Zone X-5 Urban	1,421	17:36	5:30	2:10	8:03
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	124	13:29	5:19	2:10	8:06
SJ Zone X-8 Urban	92	23:01	6:11	5:51	10:51
SJ Zone X-9 Urban	288	22:10	5:11	2:54	7:29
SJ Zone X-10 Urban	16	23:01	9:31	4:57	18:03
SJ Zone X-11 Urban	5	7:01	6:13	0:43	7:01
SJ Zone X-2 Suburban	21	17:08	8:28	2:49	11:24
SJ Zone X-3 Suburban	10	9:59	6:33	2:53	9:42
SJ Zone X-7 Suburban	25	19:53	8:39	3:57	15:28
SJ Zone X-8 Suburban	10	13:54	5:59	3:41	11:12
SJ Zone X-9 Suburban	16	6:59	4:20	1:30	6:26
SJ Zone X-10 Suburban	3	6:58	5:13	1:44	6:58
SJ Zone X-11 Suburban	8	9:06	7:42	1:02	9:06
SJ Zone X-10 Suburban-Moderate	19	16:30	11:51	2:04	14:13
SJ Zone X-2 Rural	30	19:00	11:17	4:17	17:12
SJ Zone X-3 Rural	17	25:40	11:15	5:30	18:43
SJ Zone X-5 Rural	4	11:35	7:31	3:27	11:35
SJ Zone X-6 Rural	4	13:15	11:36	1:38	13:15
SJ Zone X-7 Rural	11	16:19	8:57	3:55	12:17
SJ Zone X-8 Rural	9	15:19	9:48	3:48	15:19
SJ Zone X-9 Rural	2	7:55	6:41	1:13	7:55
SJ Zone X-10 Rural	27	15:18	10:09	2:46	12:49
SJ Zone X-11 Rural	27	21:17	11:32	4:10	17:54
SJ Zone X-6 Wilderness	14	26:48	16:18	3:54	21:17
SJ Zone X-10 Wilderness	14	25:03	19:14	5:19	23:12
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,605	23:01	5:27	2:34	8:17
All Suburban Compliance Areas	93	19:53	7:10	3:24	11:05
All Suburban-Moderate Compliance Areas	19	16:30	11:51	2:04	14:13
All Rural Compliance Areas	131	25:40	10:37	4:09	16:24
All Wilderness Compliance Areas	28	26:48	17:46	4:53	23:12
Total Responses	3,876				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	166	23:45	7:19	3:35	11:42
SJ Zone X-2 Urban	31	15:37	8:13	3:06	12:02
SJ Zone X-3 Urban	13	18:02	8:15	3:40	12:03
SJ Zone X-4 Urban	630	30:51	8:35	4:27	14:36
SJ Zone X-5 Urban	704	22:01	7:52	3:22	12:28
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	39	19:53	7:02	4:10	13:26
SJ Zone X-8 Urban	45	14:36	6:27	3:31	12:36
SJ Zone X-9 Urban	120	29:20	7:29	4:41	12:41
SJ Zone X-10 Urban	2	15:55	13:11	2:43	15:55
SJ Zone X-11 Urban	2	18:51	14:32	4:18	18:51
SJ Zone X-2 Suburban	1	8:07	8:07	0:00	8:07
SJ Zone X-3 Suburban	6	24:04	8:21	7:06	24:04
SJ Zone X-7 Suburban	13	19:26	11:35	4:00	17:37
SJ Zone X-8 Suburban	2	6:28	5:41	0:47	6:28
SJ Zone X-9 Suburban	2	8:46	7:35	1:11	8:46
SJ Zone X-10 Suburban	1	12:04	12:04	0:00	12:04
SJ Zone X-11 Suburban	2	13:50	10:15	3:34	13:50
SJ Zone X-10 Suburban-Moderate	15	18:33	14:27	3:26	18:17
SJ Zone X-2 Rural	10	20:22	12:56	5:47	18:03
SJ Zone X-3 Rural	10	24:09	13:02	5:24	20:35
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	12:05	12:05	0:00	12:05
SJ Zone X-7 Rural	2	22:05	16:33	5:31	22:05
SJ Zone X-8 Rural	6	21:55	15:24	5:05	21:55
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	8	19:05	11:49	3:23	19:05
SJ Zone X-11 Rural	8	21:43	14:27	4:50	21:43
SJ Zone X-6 Wilderness	1	15:02	15:02	0:00	15:02
SJ Zone X-10 Wilderness	2	20:12	15:02	5:09	20:12
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1752	30:51	8:01	3:58	13:17
All Suburban Compliance Areas	27	24:04	9:55	4:53	17:37
All Suburban-Moderate Compliance Areas	15	18:33	14:27	3:26	18:17
All Rural Compliance Areas	45	24:09	13:30	5:10	20:35
All Wilderness Compliance Areas	3	20:12	15:02	4:12	20:12
Total Responses	1,842				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	186	21:29	7:07	3:49	13:12
SJ Zone X-2 Urban	24	13:51	8:12	2:39	12:42
SJ Zone X-3 Urban	12	32:25	10:42	7:56	19:59
SJ Zone X-4 Urban	576	47:47	8:00	4:23	13:31
SJ Zone X-5 Urban	686	23:11	7:58	3:29	12:15
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	49	20:43	6:33	3:56	10:51
SJ Zone X-8 Urban	26	11:33	6:44	3:22	11:04
SJ Zone X-9 Urban	138	27:00	7:25	4:36	12:53
SJ Zone X-10 Urban	5	17:00	9:54	4:56	17:00
SJ Zone X-11 Urban	4	11:45	5:44	4:12	11:45
SJ Zone X-2 Suburban	1	5:34	5:34	0:00	5:34
SJ Zone X-3 Suburban	3	11:48	9:47	1:25	11:48
SJ Zone X-7 Suburban	10	24:25	13:23	4:56	17:05
SJ Zone X-8 Suburban	3	12:57	7:03	4:17	12:57
SJ Zone X-9 Suburban	3	15:47	6:57	6:32	15:47
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	10:01	10:01	0:00	10:01
SJ Zone X-10 Suburban-Moderate	9	17:45	11:42	4:50	17:45
SJ Zone X-2 Rural	18	32:06	14:02	7:01	23:17
SJ Zone X-3 Rural	13	17:44	9:50	4:32	16:26
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	15:53	15:53	0:00	15:53
SJ Zone X-7 Rural	3	20:28	9:00	8:27	20:28
SJ Zone X-8 Rural	12	22:10	11:47	4:54	17:37
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	18:53	16:10	2:57	18:53
SJ Zone X-11 Rural	6	20:11	11:32	6:41	20:11
SJ Zone X-6 Wilderness	0				
SJ Zone X-10 Wilderness	1	15:22	15:22	0:00	15:22
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,706	47:47	7:48	4:01	12:41
All Suburban Compliance Areas	21	24:25	10:30	5:25	16:40
All Suburban-Moderate Compliance Areas	9	17:45	11:42	4:50	17:45
All Rural Compliance Areas	57	32:06	12:15	6:13	20:11
All Wilderness Compliance Areas	1	15:22	15:22	0:00	15:22
Total Responses	1,794				

Comparison of Compliance with and without Exemptions - RLS

November 1, 2018 through November 30, 2018						
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	347	36	89.63%	27	92.22%	
SJ Zone X-2	74	11	85.14%	9	87.84%	
SJ Zone X-3	41	5	87.80%	4	90.24%	
SJ Zone X-4	1,224	224	81.70%	169	86.19%	
SJ Zone X-5	1,375	193	85.96%	142	89.67%	
SJ Zone X-6	15	0	100.00%	0	100.00%	
SJ Zone X-7	135	22	83.70%	19	85.93%	
SJ Zone X-8	103	19	81.55%	14	86.41%	
SJ Zone X-9	292	27	90.75%	20	93.15%	
SJ Zone X-10	68	9	86.76%	6	91.18%	
SJ Zone X-11	57	9	84.21%	5	91.23%	
All Zones Combined	3,731	555	85.12%	415	88.88%	

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

Comparison of Compliance with and without Exemptions - RLS

December 1, 2018 through December 31, 2018						
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	373	41	89.01%	29	92.23%	
SJ Zone X-2	98	19	80.61%	16	83.67%	
SJ Zone X-3	53	12	77.36%	9	83.02%	
SJ Zone X-4	1,213	173	85.74%	116	90.44%	
SJ Zone X-5	1,427	186	86.97%	135	90.54%	
SJ Zone X-6	18	0	100.00%	0	100.00%	
SJ Zone X-7	160	22	86.25%	16	90.00%	
SJ Zone X-8	111	26	76.58%	16	85.59%	
SJ Zone X-9	306	28	90.85%	20	93.46%	
SJ Zone X-10	79	10	87.34%	8	89.87%	
SJ Zone X-11	40	3	92.50%	2	95.00%	
All Zones Combined	3,878	520	86.59%	367	90.54%	

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

Comparison of Compliance with and without Exemptions - NRLS

November 1, 2018 through November 30, 2018					
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	166	5	96.99%	4	97.59%
SJ Zone X-2	42	1	97.62%	1	97.62%
SJ Zone X-3	29	2	93.10%	2	93.10%
SJ Zone X-4	631	49	92.23%	42	93.34%
SJ Zone X-5	704	16	97.73%	15	97.87%
SJ Zone X-6	2	0	100.00%	0	100.00%
SJ Zone X-7	54	3	94.44%	2	96.30%
SJ Zone X-8	53	0	100.00%	0	100.00%
SJ Zone X-9	122	7	94.26%	5	95.90%
SJ Zone X-10	28	1	96.43%	1	96.43%
SJ Zone X-11	12	1	91.67%	1	91.67%
All Zones Combined	1,843	85	95.39%	73	96.04%

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

Comparison of Compliance with and without Exemptions - NRLS

December 1, 2018 through December 31, 2018					
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	8	95.70%	6	96.77%
SJ Zone X-2	43	0	100.00%	0	100.00%
SJ Zone X-3	28	2	92.86%	1	96.43%
SJ Zone X-4	576	34	94.10%	16	97.22%
SJ Zone X-5	686	24	96.50%	16	97.67%
SJ Zone X-6	1	0	100.00%	0	100.00%
SJ Zone X-7	62	3	95.16%	1	98.39%
SJ Zone X-8	41	0	100.00%	0	100.00%
SJ Zone X-9	141	9	93.62%	4	97.16%
SJ Zone X-10	19	1	94.74%	0	100.00%
SJ Zone X-11	11	0	100.00%	0	100.00%
All Zones Combined	1,794	81	95.48%	44	97.55%

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

Comparison of Compliance with and without Exemptions - IFT

November 1, 2018 through November 30, 2018					
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	73	4	94.52%	3	95.89%
CCT-IFT	12	1	91.67%	1	91.67%

Comparison of Compliance with and without Exemptions - IFT

December 1, 2018 through December 31, 2018					
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	78	2	97.44%	2	97.44%
CCT-IFT	14	1	92.86%	1	92.86%

Exemption Request Reports

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	0	0
Delays in Transferring Care at ED	119	0	130	0
Dispatch Error	0	1	0	0
Encountered Second Call while Enroute	1	0	0	0
False Report of Emergency	2	0	4	0
Freeway Access	0	0	1	0
Location Change	2	0	5	1
Other	15	0	2	0
Road Construction	1	0	1	0
System Overload	6	0	31	0
Traffic Secondary to Call	2	0	1	0
Train	5	0	6	0
Weather	0	0	0	1
Zone Assist	0	0	11	0

Mutual Aid

Compliance Zone	Provider	November 2018	December 2018
SJ Zone X-4	Manteca District Ambulance	2	0
SJ Zone X-5	Manteca District Ambulance	5	4
SJ Zone X-8	Manteca District Ambulance	7	8
SJ Zone X-9	Manteca District Ambulance	9	4
SJ Zone X-9	Escalon Community Ambulance	1	0
SJ Zone X-10	Manteca District Ambulance	1	0
SJ Zone X-11	Manteca District Ambulance	1	5

Failure to Provide Data

Event Type	November 2018	December 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

