



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: January 3, 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 September and October 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 20 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)

September 1, 2018 through September 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	342	36	89.47%			X
SJ Zone X-2	109	16	85.32%			X
SJ Zone X-3*	55	9	83.64%	####	####	
SJ Zone X-4	1,101	97	91.19%	X		
SJ Zone X-5	1,404	134	90.46%	X		
SJ Zone X-6*	17	0	100.00%	####	####	
SJ Zone X-7	137	25	81.75%			X
SJ Zone X-8*	93	17	81.72%	####	####	
SJ Zone X-9	284	24	91.55%	X		
SJ Zone X-10*	87	11	87.36%	####	####	
SJ Zone X-11*	46	3	93.48%	####	####	
All Zones Combined	3,675	372	89.88%	3		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

September 1, 2018 through September 30, 2018							
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	August 2018	September 2018	202	33	83.66%		X
SJ Zone X-3	September 2018	September 2018	55	9	83.64%	####	####
SJ Zone X-6	July 2018	September 2018	62	0	100.00%	####	####
SJ Zone X-8	August 2018	September 2018	191	35	81.68%		X
SJ Zone X-10	September 2018	September 2018	87	11	87.36%	####	####
SJ Zone X-11	September 2018	September 2018	46	3	93.48%	####	####

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

October 1, 2018 through October 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	360	32	91.11%	X		
SJ Zone X-2*	88	13	85.23%	####	####	
SJ Zone X-3*	49	9	81.63%	####	####	
SJ Zone X-4	1,154	129	88.82%		X	
SJ Zone X-5	1,384	124	91.04%	X		
SJ Zone X-6*	8	0	100.00%	####	####	
SJ Zone X-7	133	20	84.96%		X	
SJ Zone X-8*	96	11	88.54%	####	####	
SJ Zone X-9	279	19	93.19%	X		
SJ Zone X-10*	79	6	92.41%	####	####	
SJ Zone X-11*	61	2	96.72%	####	####	
All Zones Combined	3,691	365	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

October 1, 2018 through October 31, 2018									
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	October 2018	October 2018	88	13	85.23%	####	####		
SJ Zone X-3	September 2018	October 2018	104	18	82.69%		X		
SJ Zone X-6	July 2018	October 2018	70	0	100.00%	####	####		
SJ Zone X-8	October 2018	October 2018	96	11	88.54%	####	####		
SJ Zone X-10	September 2018	October 2018	166	17	89.76%		X		
SJ Zone X-11	September 2018	October 2018	107	5	95.33%	X			

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

September 1, 2018 through September 30, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	219	7	96.80%	
SJ Zone X-2*	36	2	94.44%	
SJ Zone X-3*	21	1	95.24%	
SJ Zone X-4	752	11	98.54%	
SJ Zone X-5	723	12	98.34%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	71	0	100.00%	
SJ Zone X-8*	70	0	100.00%	
SJ Zone X-9	158	8	94.94%	
SJ Zone X-10*	26	1	96.15%	
SJ Zone X-11*	19	1	94.74%	
All Zones Combined	2,099	43	97.95%	

* 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

September 1, 2018 through September 30, 2018					
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	August 2018	September 2018	80	2	97.50%
SJ Zone X-3	September 2018	September 2018	21	1	95.24%
SJ Zone X-6	May 2016	September 2018	101	0	100.00%
SJ Zone X-7	August 2018	September 2018	132	3	97.73%
SJ Zone X-8	August 2018	September 2018	113	0	100.00%
SJ Zone X-10	September 2018	September 2018	26	1	96.15%
SJ Zone X-11	September 2018	September 2018	19	1	94.74%

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

October 1, 2018 through October 31, 2018				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	221	4	98.19%	
SJ Zone X-2*	41	0	100.00%	
SJ Zone X-3*	21	1	95.24%	
SJ Zone X-4	778	35	95.50%	
SJ Zone X-5	746	18	97.59%	
SJ Zone X-6*	4	0	100.00%	
SJ Zone X-7*	82	1	98.78%	
SJ Zone X-8*	59	1	98.31%	
SJ Zone X-9	144	6	95.83%	
SJ Zone X-10*	20	1	95.00%	
SJ Zone X-11*	11	0	100.00%	
All Zones Combined	2,127	67	96.85%	

* 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

October 1, 2018 through October 31, 2018					
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	August 2018	October 2018	121	2	98.35%
SJ Zone X-3	September 2018	October 2018	42	2	95.24%
SJ Zone X-6	October 2018	October 2018	4	0	100.00%
SJ Zone X-7	October 2018	October 2018	82	1	98.78%
SJ Zone X-8	October 2018	October 2018	59	1	98.31%
SJ Zone X-10	September 2018	October 2018	46	2	95.65%
SJ Zone X-11	September 2018	October 2018	30	1	96.67%

Response Time Compliance Report - Interfacility Transfer (IFT)

September 1, 2018 through September 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	No
ALS-IFT	89	179	August 2018	September 2018	7	96.09%	X	
CCT-IFT	1	65	April 2018	September 2018	5	92.31%	####	####

Response Time Compliance Report - Interfacility Transfer (IFT)

October 1, 2018 through October 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	No
ALS-IFT	88	88	October 2018	October 2018	2	97.73%	####	####
CCT-IFT	9	74	April 2018	October 2018	5	93.24%	####	####

Response Time Compliance Report - Combined RLS and NRLS

September 1, 2018 through September 30, 2018				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		561	43	92.34%
SJ Zone X-2		145	18	87.59%
SJ Zone X-3		76	10	86.84%
SJ Zone X-4		1,853	108	94.17%
SJ Zone X-5		2,127	146	93.14%
SJ Zone X-6		21	0	100.00%
SJ Zone X-7		208	25	87.98%
SJ Zone X-8		163	17	89.57%
SJ Zone X-9		442	32	92.76%
SJ Zone X-10		113	12	89.38%
SJ Zone X-11		65	4	93.85%
All Zones Combined		5,774	415	92.81%

Response Time Compliance Report - Combined RLS and NRLS

October 1, 2018 through October 31, 2018				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		581	36	93.80%
SJ Zone X-2		129	13	89.92%
SJ Zone X-3		70	10	85.71%
SJ Zone X-4		1,932	164	91.51%
SJ Zone X-5		2,130	142	93.33%
SJ Zone X-6		12	0	100.00%
SJ Zone X-7		215	21	90.23%
SJ Zone X-8		155	12	92.26%
SJ Zone X-9		423	25	94.09%
SJ Zone X-10		99	7	92.93%
SJ Zone X-11		72	2	97.22%
All Zones Combined		5,818	432	92.57%

Fines and Penalties Report

Type of Penalty	September 2018	October 2018
Out of compliance response zones	\$155,000	\$115,000
Code 2 and Code 3 Late response minutes	\$38,400	\$37,100
ALS IFT or CCT-IFT Late response minutes	\$800	\$400
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	\$194,200	\$152,500

Detailed Response Time Analysis without Exemptions Applied - RLS

September 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	342	19:01	5:15	2:34	8:19
SJ Zone X-2 Urban	62	15:36	6:54	2:12	8:43
SJ Zone X-3 Urban	20	13:34	7:09	3:17	10:58
SJ Zone X-4 Urban	1,101	18:56	5:31	2:17	8:16
SJ Zone X-5 Urban	1,403	15:30	5:30	2:17	8:20
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	103	14:04	6:07	2:30	9:48
SJ Zone X-8 Urban	79	13:45	5:56	2:49	9:37
SJ Zone X-9 Urban	275	32:06	5:16	3:35	8:53
SJ Zone X-10 Urban	16	26:03	8:33	5:38	17:44
SJ Zone X-11 Urban	7	8:46	6:16	1:36	8:46
SJ Zone X-2 Suburban	12	12:27	7:38	2:28	10:39
SJ Zone X-3 Suburban	8	9:55	5:14	2:45	9:55
SJ Zone X-7 Suburban	20	18:27	8:43	3:40	13:08
SJ Zone X-8 Suburban	3	6:04	4:24	2:01	6:04
SJ Zone X-9 Suburban	8	9:55	6:50	1:32	9:55
SJ Zone X-10 Suburban	3	11:44	10:22	1:49	11:44
SJ Zone X-11 Suburban	9	18:55	8:41	4:02	18:55
SJ Zone X-10 Suburban-Moderate	32	25:33	11:24	3:46	15:05
SJ Zone X-2 Rural	35	24:35	10:51	5:08	16:10
SJ Zone X-3 Rural	27	21:22	9:58	4:50	16:38
SJ Zone X-5 Rural	1	9:51	9:51	0:00	9:51
SJ Zone X-6 Rural	6	12:06	8:06	2:24	12:06
SJ Zone X-7 Rural	14	33:08	16:52	7:41	27:54
SJ Zone X-8 Rural	11	21:19	9:25	6:12	16:43
SJ Zone X-9 Rural	1	6:28	6:28	0:00	6:28
SJ Zone X-10 Rural	31	21:27	10:38	5:35	19:26
SJ Zone X-11 Rural	29	29:11	11:58	5:10	17:12
SJ Zone X-6 Wilderness	11	20:09	13:44	3:30	18:22
SJ Zone X-10 Wilderness	5	42:20	20:23	11:24	42:20
SJ Zone X-11 Wilderness	1	14:40	14:40	0:00	14:40
All Urban Compliance Areas	3,408	32:06	5:32	2:31	8:28
All Suburban Compliance Areas	63	18:55	7:42	3:24	11:44
All Suburban-Moderate Compliance Areas	32	25:33	11:24	3:46	15:05
All Rural Compliance Areas	155	33:08	11:10	5:48	18:04
All Wilderness Compliance Areas	17	42:20	15:45	7:26	20:09
Total Responses	3,675				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	360	17:40	5:03	2:32	8:26
SJ Zone X-2 Urban	45	13:49	6:13	2:25	8:35
SJ Zone X-3 Urban	15	11:13	6:08	2:41	8:57
SJ Zone X-4 Urban	1,154	20:12	5:36	2:18	8:28
SJ Zone X-5 Urban	1,384	22:36	5:20	2:13	7:54
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	105	10:12	5:19	2:11	8:15
SJ Zone X-8 Urban	84	14:39	5:34	3:08	10:00
SJ Zone X-9 Urban	266	19:53	4:54	2:42	7:22
SJ Zone X-10 Urban	14	12:25	6:37	2:23	10:47
SJ Zone X-11 Urban	6	8:05	5:38	1:44	8:05
SJ Zone X-2 Suburban	16	11:11	7:39	2:10	9:16
SJ Zone X-3 Suburban	14	13:52	7:43	3:00	10:42
SJ Zone X-7 Suburban	14	14:19	8:03	3:27	13:20
SJ Zone X-8 Suburban	4	9:59	5:18	2:45	9:59
SJ Zone X-9 Suburban	13	10:40	5:43	3:01	10:23
SJ Zone X-10 Suburban	3	6:40	4:01	2:41	6:40
SJ Zone X-11 Suburban	13	10:22	7:24	1:54	9:30
SJ Zone X-10 Suburban-Moderate	30	16:09	10:40	2:45	13:43
SJ Zone X-2 Rural	27	20:32	10:15	3:39	15:01
SJ Zone X-3 Rural	20	21:04	10:34	4:42	15:43
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	6	10:40	8:56	1:14	10:40
SJ Zone X-7 Rural	14	22:25	12:07	6:14	20:18
SJ Zone X-8 Rural	8	10:15	9:00	0:54	10:15
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	22	32:38	13:35	6:18	19:41
SJ Zone X-11 Rural	42	21:10	12:24	3:26	16:39
SJ Zone X-6 Wilderness	2	24:13	20:14	3:59	24:13
SJ Zone X-10 Wilderness	10	27:09	17:29	6:17	23:41
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,433	22:36	5:23	2:22	8:12
All Suburban Compliance Areas	77	14:19	7:06	2:58	10:23
All Suburban-Moderate Compliance Areas	30	16:09	10:40	2:45	13:43
All Rural Compliance Areas	139	32:38	11:32	4:39	17:18
All Wilderness Compliance Areas	12	27:09	17:57	6:03	24:13
Total Responses	3,691				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	219	32:24	7:36	4:33	13:16
SJ Zone X-2 Urban	22	22:45	10:54	5:32	17:08
SJ Zone X-3 Urban	8	18:40	9:03	6:07	18:40
SJ Zone X-4 Urban	752	42:26	8:21	4:13	13:37
SJ Zone X-5 Urban	723	26:11	8:00	3:47	12:58
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	55	14:59	7:34	3:38	13:21
SJ Zone X-8 Urban	57	18:36	6:27	4:02	12:38
SJ Zone X-9 Urban	152	31:15	8:11	5:46	15:27
SJ Zone X-10 Urban	6	46:16	16:46	13:43	46:16
SJ Zone X-11 Urban	5	23:05	11:05	7:27	23:05
SJ Zone X-2 Suburban	3	12:46	10:15	2:50	12:46
SJ Zone X-3 Suburban	3	9:38	7:08	2:14	9:38
SJ Zone X-7 Suburban	12	18:08	8:08	4:56	14:35
SJ Zone X-8 Suburban	5	14:07	9:20	3:05	14:07
SJ Zone X-9 Suburban	5	19:01	10:30	5:04	19:01
SJ Zone X-10 Suburban	1	1:54	1:54	0:00	1:54
SJ Zone X-11 Suburban	0				
SJ Zone X-10 Suburban-Moderate	17	25:34	13:50	5:29	19:03
SJ Zone X-2 Rural	11	28:45	13:00	7:56	21:13
SJ Zone X-3 Rural	10	28:28	15:48	6:18	22:09
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	1	11:38	11:38	0:00	11:38
SJ Zone X-7 Rural	4	26:07	20:28	7:23	26:07
SJ Zone X-8 Rural	8	25:19	15:06	6:08	25:19
SJ Zone X-9 Rural	1	11:23	11:23	0:00	11:23
SJ Zone X-10 Rural	2	12:09	10:51	1:18	12:09
SJ Zone X-11 Rural	14	24:11	14:35	6:40	24:02
SJ Zone X-6 Wilderness	3	25:26	21:33	5:04	25:26
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1999	46:16	8:07	4:23	13:26
All Suburban Compliance Areas	29	19:01	8:39	4:30	14:35
All Suburban-Moderate Compliance Areas	17	25:34	13:50	5:29	19:03
All Rural Compliance Areas	51	28:45	14:45	6:57	24:11
All Wilderness Compliance Areas	3	25:26	21:33	5:04	25:26
Total Responses	2,099				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	221	33:34	7:39	4:33	13:50
SJ Zone X-2 Urban	28	24:19	9:04	4:01	12:20
SJ Zone X-3 Urban	8	17:48	7:23	4:16	17:48
SJ Zone X-4 Urban	778	53:45	8:32	4:30	14:27
SJ Zone X-5 Urban	746	25:38	7:49	3:47	12:48
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	65	17:03	7:05	3:29	12:31
SJ Zone X-8 Urban	51	19:08	7:11	4:25	12:39
SJ Zone X-9 Urban	141	29:13	7:32	4:34	13:20
SJ Zone X-10 Urban	5	25:40	12:19	7:00	25:40
SJ Zone X-11 Urban	4	10:56	9:52	0:46	10:56
SJ Zone X-2 Suburban	4	11:27	8:10	2:14	11:27
SJ Zone X-3 Suburban	0				
SJ Zone X-7 Suburban	14	23:08	13:48	4:16	19:19
SJ Zone X-8 Suburban	4	11:35	7:06	2:51	11:35
SJ Zone X-9 Suburban	3	13:25	11:02	2:04	13:25
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	2	16:11	12:14	3:56	16:11
SJ Zone X-10 Suburban-Moderate	7	23:32	12:57	6:13	23:32
SJ Zone X-2 Rural	9	24:16	14:50	6:38	24:16
SJ Zone X-3 Rural	13	34:41	15:53	8:33	25:16
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	3	14:41	12:36	2:43	14:41
SJ Zone X-7 Rural	3	17:26	10:41	5:23	17:26
SJ Zone X-8 Rural	4	30:02	17:33	7:57	30:02
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	7	15:03	12:38	1:51	15:03
SJ Zone X-11 Rural	5	27:15	15:40	6:50	27:15
SJ Zone X-6 Wilderness	1	20:11	20:11	0:00	20:11
SJ Zone X-10 Wilderness	1	4:28	4:28	0:00	4:28
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	2,047	53:45	8:02	4:16	13:30
All Suburban Compliance Areas	27	23:08	11:33	4:30	17:57
All Suburban-Moderate Compliance Areas	7	23:32	12:57	6:13	23:32
All Rural Compliance Areas	44	34:41	14:42	6:56	24:29
All Wilderness Compliance Areas	2	20:11	12:19	7:51	20:11
Total Responses	2,127				

Comparison of Compliance with and without Exemptions - RLS

September 1, 2018 through September 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	342	50	85.38%	36	89.47%
SJ Zone X-2	109	22	79.82%	16	85.32%
SJ Zone X-3	55	12	78.18%	9	83.64%
SJ Zone X-4	1,101	154	86.01%	97	91.19%
SJ Zone X-5	1,404	206	85.33%	134	90.46%
SJ Zone X-6	17	0	100.00%	0	100.00%
SJ Zone X-7	137	33	75.91%	25	81.75%
SJ Zone X-8	93	25	73.12%	17	81.72%
SJ Zone X-9	284	35	87.68%	24	91.55%
SJ Zone X-10	87	16	81.61%	11	87.36%
SJ Zone X-11	46	7	84.78%	3	93.48%
All Zones Combined	3,675	560	84.76%	372	89.88%

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

Comparison of Compliance with and without Exemptions - RLS

October 1, 2018 through October 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	360	47	86.94%	32	91.11%
SJ Zone X-2	88	14	84.09%	13	85.23%
SJ Zone X-3	49	9	81.63%	9	81.63%
SJ Zone X-4	1,154	165	85.70%	129	88.82%
SJ Zone X-5	1,384	155	88.80%	124	91.04%
SJ Zone X-6	8	0	100.00%	0	100.00%
SJ Zone X-7	133	25	81.20%	20	84.96%
SJ Zone X-8	96	19	80.21%	11	88.54%
SJ Zone X-9	279	22	92.11%	19	93.19%
SJ Zone X-10	79	9	88.61%	6	92.41%
SJ Zone X-11	61	5	91.80%	2	96.72%
All Zones Combined	3,691	470	87.27%	365	90.11%

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

Comparison of Compliance with and without Exemptions - NRLS

September 1, 2018 through September 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	219	10	95.43%	7	96.80%
SJ Zone X-2	36	5	86.11%	2	94.44%
SJ Zone X-3	21	2	90.48%	1	95.24%
SJ Zone X-4	752	21	97.21%	11	98.54%
SJ Zone X-5	723	25	96.54%	12	98.34%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	71	0	100.00%	0	100.00%
SJ Zone X-8	70	2	97.14%	0	100.00%
SJ Zone X-9	158	16	89.87%	8	94.94%
SJ Zone X-10	26	2	92.31%	1	96.15%
SJ Zone X-11	19	1	94.74%	1	94.74%
All Zones Combined	2,099	84	96.00%	43	97.95%

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

Comparison of Compliance with and without Exemptions - NRLS

October 1, 2018 through October 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	221	6	97.29%	4	98.19%
SJ Zone X-2	41	0	100.00%	0	100.00%
SJ Zone X-3	21	1	95.24%	1	95.24%
SJ Zone X-4	778	44	94.34%	35	95.50%
SJ Zone X-5	746	24	96.78%	18	97.59%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	82	3	96.34%	1	98.78%
SJ Zone X-8	59	2	96.61%	1	98.31%
SJ Zone X-9	144	6	95.83%	6	95.83%
SJ Zone X-10	20	1	95.00%	1	95.00%
SJ Zone X-11	11	0	100.00%	0	100.00%
All Zones Combined	2,127	87	95.91%	67	96.85%

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

Comparison of Compliance with and without Exemptions - IFT

September 1, 2018 through September 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	89	3	96.63%	2	97.75%
CCT-IFT	1	0	100.00%	0	100.00%

Comparison of Compliance with and without Exemptions - IFT

October 1, 2018 through October 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	88	3	96.59%	2	97.73%
CCT-IFT	9	0	100.00%	0	100.00%

Exemption Request Reports

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	0	3	0
Delays in Transferring Care at ED	144	3	86	0
Duplicate Record	1	0	0	0
False Report of Emergency	2	0	1	0
Freeway Access	4	0	3	0
Location Change	0	0	1	0
Other	42	0	4	0
Reduced/Upgraded Response	6	0	1	0
Road Closure	0	0	2	0
Road Construction	1	0	2	0
System Overload	3	1	0	0
Traffic Secondary to Call	6	0	5	0
Train	7	2	3	1
Zone Assist	12	0	15	0

Mutual Aid

Compliance Zone	Provider	September 2018	October 2018
SJ Zone X-4	Manteca District Ambulance	2	1
SJ Zone X-5	Manteca District Ambulance	0	8
SJ Zone X-5	Escalon Community Ambulance	0	1
SJ Zone X-8	Manteca District Ambulance	7	8
SJ Zone X-9	Manteca District Ambulance	8	10
SJ Zone X-9	Ripon Ambulance	1	0
SJ Zone X-10	Manteca District Ambulance	1	0
SJ Zone X-11	Manteca District Ambulance	5	6
SJ Zone X-10 MOD	Manteca District Ambulance	3	1

Failure to Provide Data

Event Type	September 2018	October 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

