



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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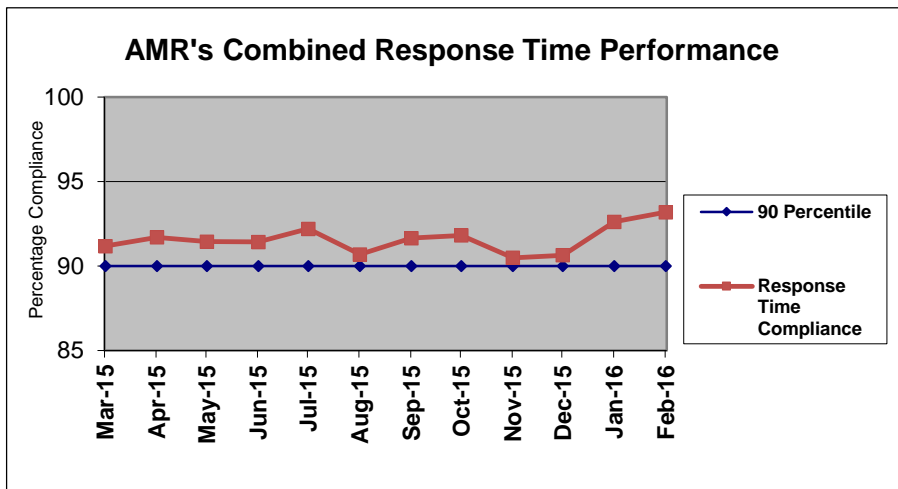
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: April 11, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of January and February, 2016, provides an in-depth review of AMR's performance. The County's contract with AMR establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance.



AMR's January and February 2016, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 92.61% for January and 93.18% for February.

AMR exceeded compliance standards in seven (7) of the eleven subzones in January and nine (9) of the

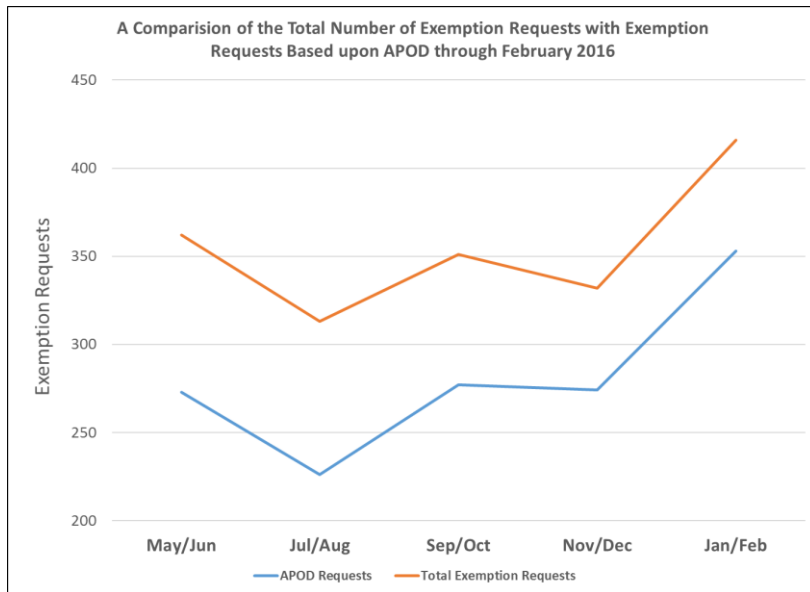
eleven subzones in February.

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) those responses are not included in response time compliance calculations.

Due to the profound impact of ambulance patient offload delays (APOD) on the availability of ambulances within the EMS system the SJCEMS Agency developed a late response exemption approval trigger. The APOD exemption trigger is activated when all of the following occur:

- A minimum of 3 ambulances are delayed at one or more Stockton area hospital (Dameron, St. Joseph's Medical Center, San Joaquin General Hospital) for a time period ≥ 60 minutes for each ambulance.
- There are five (5) or fewer ambulances available in the greater Stockton area (Status 5 or less).
- The three (3) ambulances referenced above must have been delayed at hospitals during the 60 minutes prior to the call in which an exemption is being sought.
- Ambulance staffing must be at or above the contracted minimum staffing levels.

Beginning in the July/August 2014 reporting period, AMR has steadily increased the number of exemption requests submitted for responses that exceed response time standards. The percent of total responses that resulted in exemption requests during the July/August 2014 reporting period was 1.2% (91 requests out of 7519 responses). The percent of total responses that resulted in exemption requests during the January/February 2016 reporting period was 5% (416 requests out of 8330 responses). There has been greater than a four-fold increase in the number of all exemption requests between these two reporting periods (91 to 416).



The primary reason for this dramatic increase in exemption requests for failure to meet response time compliance standards is due to the increase in exemptions caused by ambulance patient off-load delays (APOD). In AMR's July/August 2014 reporting period AMR requested 41 exemptions that met the APOD trigger out of a total of 91 exemption requests. The adjacent chart that shows the number of exemption requests for the most recent ten-month period, illustrates that the "new normal" for exemption requests far exceeds

the relatively modest number of exemptions requested prior to the middle of 2014. In the current reporting period for January/February 2016, AMR requested 353 exemptions that met the APOD trigger out of a total of 416 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 85% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 353 (a nearly nine-fold increase) during this time period.

Patient Care Impact

Hospital caused APOD removes ambulance resources from the EMS system significantly impacting the ability of ambulance providers to achieve and maintain response time

standards. While the direct impact of APOD on patient care cannot be measured, it is striking to note that the 353 late responses that occurred while the APOD trigger was met in January/February 2016 resulted in 842 minutes (that exceeded response time compliance criteria).

Appropriately granting hospital caused APOD exemptions to AMR, for factors beyond its control, allows AMR to achieve a 92.8% response-time compliance during this reporting period. Nonetheless, APOD robs the EMS system of efficiency and steals precious response-time minutes from acutely ill and injured patients. Hospital caused APOD decreases monthly response-time compliance by more than 4%.

The complete compliance report for January and February 2016 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

Response Time Compliance Report by 31 Day Rolling Period

| January 1, 2016 through January 31, 2016 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 411 | 10 | 97.57% | X | | |
| SJC Zone A-2 | 134 | 20 | 85.07% | | | X |
| SJC Zone A-3 | 71 | 6 | 91.55% | X | | |
| SJC Zone B-1 | 1,344 | 107 | 92.04% | X | | |
| SJC Zone B-2 | 1,583 | 101 | 93.62% | X | | |
| SJC Zone B-3 | 10 | 0 | 100.00% | X | | |
| SJC Zone B-4 | 176 | 30 | 82.95% | | | X |
| SJC Zone B-5 | 83 | 16 | 80.72% | | | X |
| SJC Zone C-1 | 304 | 15 | 95.07% | X | | |
| SJC Zone C-2 | 38 | 4 | 89.47% | | | X |
| SJC Zone C-3 | 41 | 1 | 97.56% | X | | |
| All Zones Combined | 4,195 | 310 | 92.61% | 7 | | 4 |

Response Time Compliance Report by 29 Day Rolling Period

| February 1, 2016 through February 29, 2016 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 363 | 20 | 94.49% | X | | |
| SJC Zone A-2 | 127 | 11 | 91.34% | X | | |
| SJC Zone A-3 | 68 | 8 | 88.24% | | | X |
| SJC Zone B-1 | 1,359 | 97 | 92.86% | X | | |
| SJC Zone B-2 | 1,582 | 94 | 94.06% | X | | |
| SJC Zone B-3 | 10 | 0 | 100.00% | X | | |
| SJC Zone B-4 | 142 | 20 | 85.92% | | | X |
| SJC Zone B-5 | 112 | 11 | 90.18% | X | | |
| SJC Zone C-1 | 271 | 16 | 94.10% | X | | |
| SJC Zone C-2 | 60 | 5 | 91.67% | X | | |
| SJC Zone C-3 | 41 | 0 | 100.00% | X | | |
| All Zones Combined | 4,135 | 282 | 93.18% | 9 | | 2 |

Fines and Penalties Report

| Type of Penalty | January 2016 | February 2016 |
|---|-----------------|-----------------|
| Out of compliance response districts | \$20,000 | \$10,000 |
| Late response minutes | \$7,500 | \$6,900 |
| 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 | \$27,500 | \$16,900 |

Weekly Unit Hour Staffing Report

| | RFP | January 2016 | February 2016 |
|-----------------------|-------------|--------------|---------------|
| Zone A | 588 | 588 | 588 |
| Zone B | 1932 | 2190 | 2266 |
| Zone B *non dedicated | 0 | 527 | 542 |
| Zone C | 504 | 504 | 504 |
| Total | 3024 | 3809 | 3900 |

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

Response Time Analysis By Population Density All Responses

| Population Density & Response Time Standard | January 2016 | | | February 2016 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 7:29 | 3,968 | 297 | 92.52% | 3,893 | 269 | 93.09% |
| Suburban 9:29 | 72 | 9 | 87.50% | 73 | 10 | 86.30% |
| Suburban-Moderate 15:29 | 18 | 1 | 94.44% | 16 | 1 | 93.75% |
| Rural 17:29 | 131 | 3 | 97.71% | 133 | 2 | 98.50% |
| Wilderness 29:29 | 6 | 0 | 100.00% | 20 | 0 | 100.00% |
| Total | 4,195 | 310 | 92.61% | 4,135 | 282 | 93.18% |

Mutual Aid Incidents

| January 2016 | | | February 2016 | | |
|---------------------|-------------------|---------------------|---------------------|----------------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| MDAS | SJ ZONE B-2 URBAN | 2 | MDAS | SJ ZONE B-1 URBAN | 1 |
| MDAS | SJ ZONE B-5 URBAN | 4 | MDAS | SJ ZONE B-2 URBAN | 2 |
| MDAS | SJ ZONE C-1 URBAN | 2 | MDAS | SJ ZONE B-5 URBAN | 5 |
| MDAS | SJ ZONE C-2 RURAL | 1 | MDAS | SJ ZONE C-1 URBAN | 6 |
| MDAS | SJ ZONE C-2 URBAN | 1 | MDAS | SJ ZONE C-2 SUBURBMC | 2 |
| MDAS | SJ ZONE C-3 RURAL | 5 | MDAS | SJ ZONE C-3 RURAL | 9 |
| | | | Unknown | SJ ZONE A-3 URBAN | 1 |
| Total | | 15 | | | 26 |

**Detailed Response Time Analysis
January 2016**

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|--|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE A-1 URBAN | 411 | 0:03 | 15:50 | 4:37 | 2:07 | 6:42 |
| SJ ZONE A-2 URBAN | 80 | 0:07 | 11:07 | 6:11 | 2:19 | 9:14 |
| SJ ZONE A-3 URBAN | 27 | 0:03 | 13:11 | 5:58 | 2:57 | 9:59 |
| SJ ZONE B-1 URBAN | 1,344 | 0:01 | 18:03 | 5:09 | 2:19 | 7:51 |
| SJ ZONE B-2 URBAN | 1,581 | 0:00 | 22:23 | 5:01 | 2:19 | 7:41 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 143 | 0:01 | 16:04 | 6:24 | 2:48 | 9:54 |
| SJ ZONE B-5 URBAN | 76 | 0:03 | 21:02 | 6:33 | 3:16 | 10:44 |
| SJ ZONE C-1 URBAN | 293 | 0:01 | 17:45 | 4:32 | 2:26 | 7:02 |
| SJ ZONE C-2 URBAN | 8 | 3:58 | 10:03 | 6:34 | 2:13 | 10:03 |
| SJ ZONE C-3 URBAN | 5 | 3:12 | 7:18 | 5:06 | 1:29 | 7:18 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 22 | 0:02 | 13:47 | 8:12 | 2:48 | 10:48 |
| SJ ZONE A-3 SUBURBAN | 7 | 2:36 | 11:42 | 6:54 | 2:52 | 11:42 |
| SJ ZONE B-4 SUBURBAN | 24 | 0:02 | 17:44 | 7:51 | 4:58 | 14:34 |
| SJ ZONE B-5 SUBURBAN | 2 | 5:58 | 7:34 | 6:46 | 0:48 | 7:34 |
| SJ ZONE C-1 SUBURBAN | 7 | 3:37 | 11:28 | 6:29 | 2:45 | 11:28 |
| SJ ZONE C-2 SUBURBAN | 1 | 5:00 | 5:00 | 5:00 | 0:00 | 5:00 |
| SJ ZONE C-3 SUBURBAN | 9 | 0:12 | 8:59 | 6:16 | 2:22 | 8:59 |
| | | | | | | |
| SJ ZONE C-2 SUBURBAN-MODERATE | 18 | 2:21 | 16:00 | 11:08 | 2:51 | 14:38 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 32 | 6:41 | 22:26 | 12:15 | 3:44 | 16:25 |
| SJ ZONE A-3 RURAL | 37 | 1:14 | 18:10 | 10:36 | 3:00 | 15:57 |
| SJ ZONE B-2 RURAL | 2 | 6:35 | 7:09 | 6:52 | 0:17 | 7:09 |
| SJ ZONE B-3 RURAL | 5 | 0:03 | 15:00 | 8:09 | 4:49 | 15:00 |
| SJ ZONE B-4 RURAL | 9 | 3:03 | 22:34 | 13:14 | 5:41 | 22:34 |
| SJ ZONE B-5 RURAL | 5 | 4:07 | 15:45 | 9:15 | 4:06 | 15:45 |
| SJ ZONE C-1 RURAL | 4 | 0:12 | 8:16 | 3:43 | 3:10 | 8:16 |
| SJ ZONE C-2 RURAL | 10 | 6:16 | 16:29 | 9:15 | 2:59 | 12:39 |
| SJ ZONE C-3 RURAL | 27 | 0:02 | 20:19 | 10:02 | 5:45 | 16:30 |
| | | | | | | |
| SJ ZONE B-3 WILDERNESS | 5 | 7:33 | 13:04 | 10:45 | 2:01 | 13:04 |
| SJ ZONE C-2 WILDERNESS | 1 | 2:14 | 2:14 | 2:14 | 0:00 | 2:14 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,968 | 0:00 | 22:23 | 5:06 | 2:24 | 7:50 |
| All Suburban Compliance Areas | 72 | 0:02 | 17:44 | 7:28 | 3:40 | 11:28 |
| All Suburban-Moderate Compliance Areas | 18 | 2:21 | 16:00 | 11:08 | 2:51 | 14:38 |
| All Rural Compliance Areas | 131 | 0:02 | 22:34 | 10:33 | 4:46 | 16:25 |
| All Wilderness Compliance Areas | 6 | 2:14 | 13:04 | 9:20 | 3:40 | 13:04 |

Detailed Response Time Analysis
February 2016

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|--|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE A-1 URBAN | 363 | 0:02 | 19:28 | 4:42 | 2:13 | 7:06 |
| SJ ZONE A-2 URBAN | 80 | 0:04 | 14:35 | 6:01 | 2:38 | 8:49 |
| SJ ZONE A-3 URBAN | 26 | 0:18 | 14:09 | 6:00 | 3:35 | 10:26 |
| SJ ZONE B-1 URBAN | 1,359 | 0:01 | 19:34 | 5:24 | 2:32 | 8:21 |
| SJ ZONE B-2 URBAN | 1,578 | 0:01 | 16:47 | 4:56 | 2:22 | 7:47 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 116 | 0:03 | 16:50 | 5:50 | 2:35 | 8:41 |
| SJ ZONE B-5 URBAN | 93 | 0:04 | 12:32 | 5:58 | 2:52 | 9:24 |
| SJ ZONE C-1 URBAN | 263 | 0:04 | 16:55 | 5:15 | 2:40 | 8:27 |
| SJ ZONE C-2 URBAN | 11 | 0:05 | 8:27 | 5:41 | 2:18 | 8:20 |
| SJ ZONE C-3 URBAN | 4 | 2:18 | 8:57 | 5:32 | 2:27 | 8:57 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 16 | 1:23 | 14:09 | 7:50 | 3:07 | 12:41 |
| SJ ZONE A-3 SUBURBAN | 13 | 2:28 | 15:16 | 8:18 | 3:22 | 12:06 |
| SJ ZONE B-4 SUBURBAN | 20 | 0:18 | 16:13 | 8:42 | 3:42 | 13:51 |
| SJ ZONE B-5 SUBURBAN | 9 | 0:10 | 6:58 | 4:51 | 2:02 | 6:58 |
| SJ ZONE C-1 SUBURBAN | 7 | 0:02 | 13:23 | 6:19 | 3:49 | 13:23 |
| SJ ZONE C-2 SUBURBAN | 4 | 4:00 | 11:03 | 7:07 | 2:32 | 11:03 |
| SJ ZONE C-3 SUBURBAN | 4 | 4:21 | 7:21 | 6:10 | 1:07 | 7:21 |
| | | | | | | |
| SJ ZONE C-2 SUBURBAN-MODERATE | 16 | 0:18 | 23:13 | 12:26 | 4:46 | 19:29 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 31 | 0:04 | 19:51 | 10:29 | 5:07 | 15:33 |
| SJ ZONE A-3 RURAL | 29 | 0:02 | 23:23 | 11:29 | 4:34 | 16:23 |
| SJ ZONE B-2 RURAL | 4 | 0:03 | 11:13 | 5:11 | 5:01 | 11:13 |
| SJ ZONE B-3 RURAL | 5 | 4:58 | 11:58 | 7:20 | 2:27 | 11:58 |
| SJ ZONE B-4 RURAL | 6 | 0:05 | 20:48 | 12:56 | 8:21 | 20:48 |
| SJ ZONE B-5 RURAL | 10 | 0:01 | 16:47 | 10:52 | 5:06 | 16:42 |
| SJ ZONE C-1 RURAL | 1 | 10:40 | 10:40 | 10:40 | 0:00 | 10:40 |
| SJ ZONE C-2 RURAL | 14 | 4:08 | 20:19 | 10:22 | 4:32 | 17:12 |
| SJ ZONE C-3 RURAL | 33 | 0:03 | 15:28 | 9:35 | 4:08 | 15:12 |
| | | | | | | |
| SJ ZONE B-3 WILDERNESS | 5 | 9:31 | 22:08 | 16:27 | 5:10 | 22:08 |
| SJ ZONE C-2 WILDERNESS | 15 | 0:04 | 26:13 | 12:25 | 8:03 | 22:55 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,893 | 0:01 | 19:34 | 5:11 | 2:30 | 8:08 |
| All Suburban Compliance Areas | 73 | 0:02 | 16:13 | 7:31 | 3:27 | 12:41 |
| All Suburban-Moderate Compliance Areas | 16 | 0:18 | 23:13 | 12:26 | 4:46 | 19:29 |
| All Rural Compliance Areas | 133 | 0:01 | 23:23 | 10:20 | 5:00 | 15:59 |
| All Wilderness Compliance Areas | 20 | 0:04 | 26:13 | 13:26 | 7:38 | 22:08 |

**Exemption Request Report
January 2016**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/01/2016 | 16000008 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/01/2016 | 16000012 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 01/01/2016 | 16000281 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/01/2016 | 16000391 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/01/2016 | 16000401 | B-4 | Road Closure | | Exempt |
| 01/03/2016 | 16001401 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001530 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001537 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001590 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001592 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001594 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001728 | B-5 | Road Closure | | Exempt |
| 01/04/2016 | 16001809 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 01/04/2016 | 16001810 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16001999 | B-2 | Heavy Rain | | Exempt |
| 01/05/2016 | 16002005 | B-2 | Heavy Rain | | Exempt |
| 01/05/2016 | 16002031 | B-1 | Heavy Rain | | Exempt |
| 01/05/2016 | 16002165 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002176 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002222 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/05/2016 | 16002356 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002363 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002364 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002366 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002427 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/05/2016 | 16002429 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/06/2016 | 16002784 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003083 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003163 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003199 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003228 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003298 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/07/2016 | 16003301 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003468 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003475 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003634 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003643 | B-2 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 01/08/2016 | 16003675 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003683 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003718 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/08/2016 | 16003821 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/09/2016 | 16003960 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/09/2016 | 16003969 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/09/2016 | 16003995 | B-1 | False Report of Emergency | | Exempt |
| 01/09/2016 | 16004003 | B-2 | Location Change | | Exempt |
| 01/10/2016 | 16004571 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/10/2016 | 16004624 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/10/2016 | 16004638 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/10/2016 | 16004726 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/10/2016 | 16004790 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/10/2016 | 16004791 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16004846 | A-2 | False Report of Emergency | | Exempt |
| 01/11/2016 | 16005077 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005090 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005101 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/11/2016 | 16005112 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005131 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005133 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005181 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005201 | A-3 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005208 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005268 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/11/2016 | 16005277 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005683 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005689 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005706 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005711 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005725 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005809 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/12/2016 | 16005818 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16005953 | B-4 | Heavy Rain | Time and Distance | Not Exempt |
| 01/13/2016 | 16005963 | B-5 | Other | Request Error | Not Exempt |
| 01/13/2016 | 16006085 | A-2 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/13/2016 | 16006149 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006170 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006177 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006185 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006213 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006236 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006255 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006297 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006396 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006444 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/13/2016 | 16006447 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/14/2016 | 16006637 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/14/2016 | 16006692 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/14/2016 | 16006819 | B-5 | Location Change | | Exempt |
| 01/14/2016 | 16006970 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/15/2016 | 16007421 | A-3 | Delays in Transferring Care at ED | | Exempt |
| 01/15/2016 | 16007422 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/15/2016 | 16007446 | B-2 | False Report of Emergency | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 01/16/2016 | 16007849 | B-2 | Train | | Exempt |
| 01/17/2016 | 16008231 | B-1 | False Report of Emergency | | Exempt |
| 01/17/2016 | 16008321 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/18/2016 | 16008463 | B-2 | Train | | Exempt |
| 01/18/2016 | 16008479 | B-1 | Weather | | Exempt |
| 01/18/2016 | 16008758 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/18/2016 | 16008772 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 01/18/2016 | 16008848 | B-2 | Adjusted time based on call audit | | Exempt |
| 01/18/2016 | 16008881 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16008941 | B-2 | False Report of Emergency | | Exempt |
| 01/19/2016 | 16008980 | B-2 | Heavy Rain | | Exempt |
| 01/19/2016 | 16009027 | B-1 | Heavy Rain | | Exempt |
| 01/19/2016 | 16009076 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16009079 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16009081 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16009272 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16009282 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/19/2016 | 16009294 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/20/2016 | 16009396 | C-3 | Fog | No AVL | Not Exempt |
| 01/20/2016 | 16009684 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/20/2016 | 16009802 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/20/2016 | 16009823 | A-2 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/21/2016 | 16010091 | B-2 | Road Construction | | Exempt |
| 01/21/2016 | 16010168 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/21/2016 | 16010175 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/21/2016 | 16010272 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/21/2016 | 16010345 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/22/2016 | 16010619 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/22/2016 | 16010706 | A-2 | False Report of Emergency | | Exempt |
| 01/22/2016 | 16010715 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/22/2016 | 16010720 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/22/2016 | 16010724 | A-3 | Delays in Transferring Care at ED | | Exempt |
| 01/22/2016 | 16010732 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/23/2016 | 16011090 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/23/2016 | 16011116 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/23/2016 | 16011153 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/23/2016 | 16011279 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/23/2016 | 16011338 | B-2 | Traffic Secondary to Call | | Exempt |
| 01/25/2016 | 16011842 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16011846 | B-4 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 01/25/2016 | 16011847 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16011848 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16011853 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012221 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012225 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012231 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012234 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012246 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012255 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012295 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012300 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012320 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012351 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 01/25/2016 | 16012394 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 01/26/2016 | 16012442 | B-2 | Location Change | | Exempt |
| 01/26/2016 | 16012535 | B-4 | Road Construction | | Exempt |
| 01/26/2016 | 16012552 | B-4 | Fog | Time and Distance | Not Exempt |
| 01/26/2016 | 16012726 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/26/2016 | 16012903 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
January 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 01/26/2016 | 16012914 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/26/2016 | 16012916 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/26/2016 | 16012935 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 01/26/2016 | 16012934 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/27/2016 | 16013108 | B-4 | Road Closure | | Exempt |
| 01/27/2016 | 16013229 | B-1 | Poor Location Information from RP | | Exempt |
| 01/27/2016 | 16013422 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 01/28/2016 | 16013656 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/28/2016 | 16013696 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/28/2016 | 16013717 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 01/28/2016 | 16013844 | B-2 | Train | | Exempt |
| 01/29/2016 | 16014172 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/29/2016 | 16014222 | A-3 | Location Change | | Exempt |
| 01/29/2016 | 16014373 | B-2 | Adjusted time based on call audit | | Exempt |
| 01/30/2016 | 16014824 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 01/30/2016 | 16014939 | B-4 | Traffic Secondary to Call | | Exempt |
| 01/31/2016 | 16015275 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 01/31/2016 | 16015280 | B-1 | Delays in Transferring Care at ED | | Exempt |

**Exemption Request Report
February 2016**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 02/01/2016 | 16015753 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/01/2016 | 16015755 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016121 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016192 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016194 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016213 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016220 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016227 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/02/2016 | 16016242 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/03/2016 | 16016444 | A-3 | Delays in Transferring Care at ED | | Exempt |
| 02/03/2016 | 16016453 | B-5 | Road Closure | | Exempt |
| 02/03/2016 | 16016498 | B-1 | Weather | | Exempt |
| 02/03/2016 | 16016652 | B-1 | Delayed Reporting on Scene | | Exempt |
| 02/03/2016 | 16016702 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/03/2016 | 16016843 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/04/2016 | 16017360 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/04/2016 | 16017364 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017556 | B-1 | Adjusted time based on call audit | | Exempt |
| 02/05/2016 | 16017656 | A-3 | Adjusted time based on call audit | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 02/05/2016 | 16017750 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017758 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017788 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017799 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017848 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017850 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/05/2016 | 16017852 | B-4 | Road Construction | | Exempt |
| 02/06/2016 | 16017963 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/06/2016 | 16018173 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/06/2016 | 16018204 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/06/2016 | 16018301 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/06/2016 | 16018311 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2016 | 16018597 | B-4 | Road Closure | | Exempt |
| 02/07/2016 | 16018626 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2016 | 16018888 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2016 | 16018919 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16018992 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019098 | B-2 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 02/08/2016 | 16019214 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019293 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019292 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019345 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019373 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/08/2016 | 16019487 | B-2 | Train | | Exempt |
| 02/09/2016 | 16019547 | B-2 | Train | | Exempt |
| 02/09/2016 | 16019752 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019758 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019762 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019780 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019900 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019943 | C-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019949 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16019997 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16020003 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16020007 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/09/2016 | 16020010 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/10/2016 | 16020223 | B-5 | False Report of Emergency | | Exempt |
| 02/10/2016 | 16020352 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020531 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020530 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020549 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020550 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020557 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020563 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2016 | 16020568 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/11/2016 | 16020858 | B-2 | Train | | Exempt |
| 02/11/2016 | 16020956 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/11/2016 | 16021017 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/11/2016 | 16021041 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/11/2016 | 16021046 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/11/2016 | 16021128 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/12/2016 | 16021392 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/12/2016 | 16021413 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/12/2016 | 16021442 | B-4 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/12/2016 | 16021521 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/12/2016 | 16021533 | B-1 | Train | | Exempt |
| 02/12/2016 | 16021541 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/12/2016 | 16021582 | B-2 | False Report of Emergency | | Exempt |
| 02/12/2016 | 16021616 | B-1 | False Report of Emergency | | Exempt |
| 02/13/2016 | 16021746 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/13/2016 | 16021749 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/13/2016 | 16022085 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/13/2016 | 16022108 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/13/2016 | 16022114 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/13/2016 | 16022151 | B-2 | Location Change | | Exempt |
| 02/14/2016 | 16022394 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022397 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022404 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022479 | C-2 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022488 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022492 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022567 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/14/2016 | 16022637 | B-2 | Delays in Transferring Care at ED | | Exempt |

**Exemption Request Report (continued)
February 2016**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------|-----------------|------|-----------------------------|-------------------------|---------------|
|------|-----------------|------|-----------------------------|-------------------------|---------------|

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|------------|----------|-----|-----------------------------------|--|--------|
| 02/15/2016 | 16022688 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022690 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022702 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022806 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022826 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022879 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022883 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16022888 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023053 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023057 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023058 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023060 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023059 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023080 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023083 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/15/2016 | 16023164 | A-3 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023356 | B-1 | Delays in Transferring Care at ED | | Exempt |

**Exemption Request Report (continued)
February 2016**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------|-----------------|------|-----------------------------|-------------------------|---------------|
|------|-----------------|------|-----------------------------|-------------------------|---------------|

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|------------|----------|-----|-----------------------------------|--|--------|
| 02/16/2016 | 16023371 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023459 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023475 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023488 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023513 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023523 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023525 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023527 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023538 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023560 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023577 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023616 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023715 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/16/2016 | 16023723 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/17/2016 | 16023936 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/17/2016 | 16023956 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/17/2016 | 16024002 | B-1 | Delays in Transferring Care at ED | | Exempt |

**Exemption Request Report (continued)
February 2016**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/17/2016 | 16024054 | B-2 | Adjusted time based on call audit | | Exempt |

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|------------|----------|-----|-----------------------------------|--|--------|
| 02/17/2016 | 16024140 | B-4 | Road Construction | | Exempt |
| 02/17/2016 | 16024171 | B-1 | Heavy Rain | | Exempt |
| 02/17/2016 | 16024193 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024275 | B-5 | Road Construction | | Exempt |
| 02/18/2016 | 16024490 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024537 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024579 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024580 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024592 | B-5 | Road Construction | | Exempt |
| 02/18/2016 | 16024607 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024663 | B-1 | Location Change | | Exempt |
| 02/18/2016 | 16024670 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024704 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024702 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024706 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024713 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024714 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024725 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024735 | C-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 02/18/2016 | 16024739 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024740 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024745 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024750 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024758 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024768 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024783 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/18/2016 | 16024792 | C-3 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16024986 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16024992 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025036 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025063 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025234 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025240 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025244 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025256 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025254 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/19/2016 | 16025300 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/19/2016 | 16025322 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025512 | B-1 | Train | | Exempt |
| 02/20/2016 | 16025525 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025540 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025697 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025713 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025715 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/20/2016 | 16025767 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/21/2016 | 16026024 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/21/2016 | 16026180 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026487 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026501 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026508 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026511 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026527 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026539 | B-2 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 02/22/2016 | 16026548 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026561 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026572 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026703 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026721 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026736 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026738 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026742 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026744 | A-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026771 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026787 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/22/2016 | 16026832 | A-2 | Location Change | | Exempt |
| 02/23/2016 | 16027126 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027161 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027163 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027303 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027306 | B-1 | Delays in Transferring Care at ED | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/23/2016 | 16027315 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027345 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027346 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027348 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027351 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/23/2016 | 16027380 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027533 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027537 | B-5 | Adjusted time based on call audit | | Exempt |
| 02/24/2016 | 16027672 | C-1 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027702 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027769 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027851 | B-5 | Delays in Transferring Care at ED | | Exempt |
| 02/24/2016 | 16027882 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/25/2016 | 16028115 | A-1 | Delays in Transferring Care at ED | | Exempt |
| 02/25/2016 | 16028279 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/25/2016 | 16028329 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/25/2016 | 16028422 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/25/2016 | 16028481 | B-1 | Location Change | | Exempt |

Exemption Request Report (continued)
February 2016

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 02/26/2016 | 16028525 | A-2 | Road Closure | | Exempt |
| 02/26/2016 | 16028554 | B-2 | Location Change | | Exempt |
| 02/26/2016 | 16028793 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/26/2016 | 16028796 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/26/2016 | 16028840 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/26/2016 | 16028844 | B-2 | Location Change | | Exempt |
| 02/26/2016 | 16028851 | B-2 | Delays in Transferring Care at ED | | Exempt |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------|
| Zone | Mar 15 | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Monthly Average |
| A-1 | 95% | 96% | 95% | 95% | 96% | 95% | 93% | 95% | 95% | 94% | 98% | 94% | 95.1% |
| A-2 | 89% | 94% | 93% | 85% | 90% | 87% | 86% | 90% | 83% | 87% | 85% | 91% | 88.2% |
| A-3 | 92% | 83% | 83% | 88% | 98% | 84% | 85% | 96% | 91% | 79% | 92% | 88% | 88.1% |
| B-1 | 89% | 92% | 91% | 92% | 92% | 90% | 91% | 91% | 91% | 90% | 92% | 93% | 91.1% |
| B-2 | 91% | 90% | 91% | 91% | 92% | 91% | 93% | 92% | 91% | 91% | 94% | 94% | 91.8% |
| B-3 | 100% | 100% | 100% | 100% | 100% | 96% | 100% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| B-4 | 89% | 80% | 91% | 87% | 89% | 86% | 84% | 88% | 83% | 87% | 83% | 86% | 86.0% |
| B-5 | 88% | 89% | 83% | 80% | 81% | 87% | 88% | 86% | 77% | 85% | 81% | 90% | 84.6% |
| C-1 | 96% | 96% | 94% | 93% | 93% | 93% | 94% | 93% | 93% | 93% | 95% | 94% | 94.0% |
| C-2 | 96% | 96% | 94% | 95% | 97% | 95% | 96% | 97% | 91% | 88% | 89% | 92% | 94.0% |
| C-3 | 94% | 96% | 90% | 96% | 95% | 89% | 98% | 94% | 94% | 93% | 98% | 100% | 94.5% |
| All Zones | 91% | 92% | 91% | 91% | 92% | 91% | 92% | 92% | 90% | 91% | 93% | 93% | 91.6% |

Failure to Provide Data

| Event Type | January 2016 | February 2016 |
|-------------------|---------------------|----------------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|-------------------|-------------|--------------------|
| N/A | | |

Community Service Report

| Event Type |
|-------------------|
| See Appendix A. |

