



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: Dan Burch, EMS Administrator

DATE: January 3, 2017

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The San Joaquin County EMS Agency (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of July and August, 2016, provides an in-depth review of AMR's performance. This is the second report describing AMR's compliance in the five-year term of the exclusive contract awarded to AMR through competitive bidding in 2014. 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.

AMR's exclusive emergency ambulance provider contract requires that AMR meet performance criteria for the following response types: Red Lights and Sirens (RLS), No Red Lights and Sirens (NRLS), Advanced Life Support (ALS) interfacility transfers (IFT), and Critical Care Transports (CCT). Combined RLS and NRLS response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 93.62% for July and 94.25% for August.

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.

The EMS system continues to experience a profound impact on ambulance availability and response caused by ambulance patient offload delays (APODs) at emergency departments. The inability of emergency departments to readily accept ambulance patients has a direct negative effect on the availability of ambulances to respond to emergency requests. APODs continue to rob the EMS system of efficiency and steals precious response-time minutes from acutely ill and injured patients. Hospital caused APODs decrease monthly response-time compliance by more than 6%.

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 with RLS 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 with RLS that resulted in exemption requests during the July/August 2016 reporting period was 5.8% (548) requests out of 8285 responses). There has been greater than a five-fold increase in the number of all exemption requests between these two reporting periods (91 to 548).

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. In the current reporting period for July/August 2016, AMR requested 479 exemptions that met the APOD trigger out of a total of 548 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 87% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 479 (a nearly twelve-fold increase) since the middle of 2014.

The complete compliance report for July and August 2016 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

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

July 1, 2016 through July 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	394	22	94.42%	X		
SJ Zone X-2	138	10	92.75%	X		
SJ Zone X-3*	67	3	95.52%			
SJ Zone X-4	1,332	113	91.52%	X		
SJ Zone X-5	1,582	141	91.09%	X		
SJ Zone X-6*	24	0	100.00%			
SJ Zone X-7	149	22	85.23%		X	
SJ Zone X-8*	97	11	88.66%			
SJ Zone X-9	267	13	95.13%	X		
SJ Zone X-10*	56	3	94.64%			
SJ Zone X-11*	66	3	95.45%			
<b>All Zones Combined</b>	<b>4,172</b>	<b>341</b>	<b>91.83%</b>	<b>5</b>	<b>1</b>	

\* 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**

July 1, 2016 through July 31, 2016								
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-3	July 2016	July 2016	67	3	95.52%			
SJ Zone X-6	May 2016	July 2016	66	0	100.00%			
SJ Zone X-8	July 2016	July 2016	97	11	88.66%			
SJ Zone X-10	July 2016	July 2016	56	3	94.64%			
SJ Zone X-11	May 2016	July 2016	163	7	95.71%	X		

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

August 1, 2016 through August 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	379	20	94.72%	X		
SJ Zone X-2	117	12	89.74%		X	
SJ Zone X-3*	58	5	91.38%			
SJ Zone X-4	1,341	122	90.90%	X		
SJ Zone X-5	1,561	97	93.79%	X		
SJ Zone X-6*	21	0	100.00%			
SJ Zone X-7	149	13	91.28%	X		
SJ Zone X-8*	96	13	86.46%			
SJ Zone X-9	285	13	95.44%	X		
SJ Zone X-10*	62	4	93.55%			
SJ Zone X-11*	44	1	97.73%			
<b>All Zones Combined</b>	<b>4,113</b>	<b>300</b>	<b>92.71%</b>	<b>5</b>	<b>1</b>	

\* 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**

August 1, 2016 through August 31, 2016								
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-3	July 2016	August 2016	125	8	93.60%	X		
SJ Zone X-6	May 2016	August 2016	87	0	100.00%			
SJ Zone X-8	July 2016	August 2016	193	24	87.56%		X	
SJ Zone X-10	July 2016	August 2016	118	7	94.07%	X		
SJ Zone X-11	August 2016	August 2016	44	1	97.73%			

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

July 1, 2016 through July 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	186	3	98.39%	
SJ Zone X-2*	50	2	96.00%	
SJ Zone X-3*	13	0	100.00%	
SJ Zone X-4	569	12	97.89%	
SJ Zone X-5	613	14	97.72%	
SJ Zone X-6*	8	0	100.00%	
SJ Zone X-7*	50	0	100.00%	
SJ Zone X-8*	57	1	98.25%	
SJ Zone X-9	138	3	97.83%	
SJ Zone X-10*	12	0	100.00%	
SJ Zone X-11*	29	0	100.00%	
<b>All Zones Combined</b>	<b>1,725</b>	<b>35</b>	<b>97.97%</b>	

\* 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**

July 1, 2016 through July 31, 2016					
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	May 2016	July 2016	122	2	98.36%
SJ Zone X-3	May 2016	July 2016	47	1	97.87%
SJ Zone X-6	May 2016	July 2016	15	0	100.00%
SJ Zone X-7	July 2016	July 2016	50	0	100.00%
SJ Zone X-8	May 2016	July 2016	153	1	99.35%
SJ Zone X-10	May 2016	July 2016	39	0	100.00%
SJ Zone X-11	May 2016	July 2016	70	0	100.00%

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

August 1, 2016 through August 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	171	6	96.49%	
SJ Zone X-2*	38	1	97.37%	
SJ Zone X-3*	16	0	100.00%	
SJ Zone X-4	523	14	97.32%	
SJ Zone X-5	656	7	98.93%	
SJ Zone X-6*	3	0	100.00%	
SJ Zone X-7*	67	0	100.00%	
SJ Zone X-8*	45	0	100.00%	
SJ Zone X-9	108	4	96.30%	
SJ Zone X-10*	16	0	100.00%	
SJ Zone X-11*	22	0	100.00%	
<b>All Zones Combined</b>	<b>1,665</b>	<b>32</b>	<b>98.08%</b>	

\* 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**

August 1, 2016 through August 31, 2016						
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 2016	August 2016	38	1	97.37%	
SJ Zone X-3	May 2016	August 2016	63	1	98.41%	
SJ Zone X-6	May 2016	August 2016	18	0	100.00%	
SJ Zone X-7	July 2016	August 2016	117	0	100.00%	
SJ Zone X-8	August 2016	August 2016	45	0	100.00%	
SJ Zone X-10	May 2016	August 2016	55	0	100.00%	
SJ Zone X-11	May 2016	August 2016	92	0	100.00%	

**Response Time Compliance Report - Interfacility Transfer (IFT)**

July 1, 2016 through July 31, 2016								
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	111	111	July 2016	July 2016	17	84.68%		x
CCT-IFT	6	29	May 2016	July 2016	3	89.66%		

**Response Time Compliance Report - Interfacility Transfer (IFT)**

August 1, 2016 through August 31, 2016								
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	108	108	August 2016	August 2016	12	88.89%		x
CCT-IFT	7	36	May 2016	August 2016	3	91.67%		

**Response Time Compliance Report - Combined RLS and NRLS**

July 1, 2016 through July 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	580	25	95.69%	
SJ Zone X-2	188	12	93.62%	
SJ Zone X-3	80	3	96.25%	
SJ Zone X-4	1,901	125	93.42%	
SJ Zone X-5	2,195	155	92.94%	
SJ Zone X-6	32	0	100.00%	
SJ Zone X-7	199	22	88.94%	
SJ Zone X-8	154	12	92.21%	
SJ Zone X-9	405	16	96.05%	
SJ Zone X-10	68	3	95.59%	
SJ Zone X-11	95	3	96.84%	
<b>All Zones Combined</b>	<b>5,897</b>	<b>376</b>	<b>93.62%</b>	

**Response Time Compliance Report - Combined RLS and NRLS**

August 1, 2016 through August 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	550	26	95.27%	
SJ Zone X-2	155	13	91.61%	
SJ Zone X-3	74	5	93.24%	
SJ Zone X-4	1,864	136	92.70%	
SJ Zone X-5	2,217	104	95.31%	
SJ Zone X-6	24	0	100.00%	
SJ Zone X-7	216	13	93.98%	
SJ Zone X-8	141	13	90.78%	
SJ Zone X-9	393	17	95.67%	
SJ Zone X-10	78	4	94.87%	
SJ Zone X-11	66	1	98.48%	
<b>All Zones Combined</b>	<b>5,778</b>	<b>332</b>	<b>94.25%</b>	

### Fines and Penalties Report

Type of Penalty	July 2016	August 2016
Out of compliance response zones	\$25,000	\$20,000
Code 2 and Code 3 Late response minutes	\$36,600	\$32,500
ALS IFT or CCT-IFT Late response minutes	\$5,200	\$3,600
Out of compliance monthly response ALS-IFT or CCT-IFT	\$5,000	\$2,000
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
<b>Totals</b>	<b>\$71,800</b>	<b>\$58,100</b>



Detailed Response Time Analysis without Exemptions Applied - RLS

July 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	394	16:17	5:01	2:20	7:26
SJ Zone X-2 Urban	88	28:20	6:01	3:01	8:14
SJ Zone X-3 Urban	23	18:16	7:08	3:40	12:04
SJ Zone X-4 Urban	1,332	20:17	5:31	2:22	8:22
SJ Zone X-5 Urban	1,581	16:07	5:41	2:07	8:19
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	117	16:01	5:39	2:33	9:04
SJ Zone X-8 Urban	81	11:50	6:14	2:33	9:52
SJ Zone X-9 Urban	253	22:29	5:03	2:59	7:33
SJ Zone X-10 Urban	9	12:04	6:14	2:28	12:04
SJ Zone X-11 Urban	8	8:27	4:09	1:55	8:27
SJ Zone X-2 Suburban	13	12:48	7:37	2:47	12:29
SJ Zone X-3 Suburban	15	11:02	6:23	2:45	10:31
SJ Zone X-7 Suburban	24	18:25	8:04	3:32	12:04
SJ Zone X-8 Suburban	9	11:07	6:49	1:47	11:07
SJ Zone X-9 Suburban	13	12:52	4:40	2:48	5:59
SJ Zone X-10 Suburban	4	6:57	6:07	0:50	6:57
SJ Zone X-11 Suburban	10	10:06	7:33	1:35	9:56
SJ Zone X-10 Suburban-Moderate	16	21:53	12:00	3:04	14:33
SJ Zone X-2 Rural	37	25:14	12:35	4:21	18:09
SJ Zone X-3 Rural	29	16:51	10:27	3:26	15:36
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	7	12:20	6:44	2:36	12:20
SJ Zone X-7 Rural	8	20:35	12:15	5:37	20:35
SJ Zone X-8 Rural	7	24:18	12:08	6:03	24:18
SJ Zone X-9 Rural	1	6:02	6:02	0:00	6:02
SJ Zone X-10 Rural	25	18:57	9:51	4:14	16:55
SJ Zone X-11 Rural	47	24:07	11:36	4:18	16:20
SJ Zone X-6 Wilderness	17	20:56	13:00	4:55	19:10
SJ Zone X-10 Wilderness	2	19:37	16:55	2:42	19:37
SJ Zone X-11 Wilderness	1	14:22	14:22	0:00	14:22
All Urban Compliance Areas	3,886	28:20	5:32	2:22	8:24
All Suburban Compliance Areas	88	18:25	6:56	2:00	10:59
All Suburban-Moderate Compliance Areas	16	21:53	12:00	3:04	14:33
All Rural Compliance Areas	161	25:14	11:10	4:29	16:49
All Wilderness Compliance Areas	20	20:56	13:28	4:46	19:10
<b>Total Responses</b>	<b>4,171</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	379	17:21	5:20	2:25	7:57
SJ Zone X-2 Urban	60	13:06	6:44	2:18	10:21
SJ Zone X-3 Urban	18	18:15	7:15	4:17	14:46
SJ Zone X-4 Urban	1,341	22:46	5:40	2:24	8:47
SJ Zone X-5 Urban	1,560	20:14	5:25	2:09	7:58
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	108	14:46	5:15	2:46	8:49
SJ Zone X-8 Urban	79	14:27	6:38	2:37	10:24
SJ Zone X-9 Urban	273	24:00	5:10	2:38	7:53
SJ Zone X-10 Urban	13	9:36	6:25	1:32	7:47
SJ Zone X-11 Urban	5	7:03	5:07	1:56	7:03
SJ Zone X-2 Suburban	18	15:44	7:00	2:48	8:51
SJ Zone X-3 Suburban	9	10:20	7:47	1:24	10:20
SJ Zone X-7 Suburban	32	17:38	8:08	3:52	13:53
SJ Zone X-8 Suburban	8	9:36	6:52	1:40	9:36
SJ Zone X-9 Suburban	10	14:10	7:04	3:04	11:46
SJ Zone X-10 Suburban	2	17:49	11:54	5:55	17:49
SJ Zone X-11 Suburban	8	18:09	7:54	4:24	18:09
SJ Zone X-10 Suburban-Moderate	24	17:48	11:50	2:48	16:32
SJ Zone X-2 Rural	39	21:10	11:14	4:36	18:00
SJ Zone X-3 Rural	31	23:21	12:12	4:24	17:06
SJ Zone X-5 Rural	1	15:18	15:18	0:00	15:18
SJ Zone X-6 Rural	5	7:05	4:47	2:06	7:05
SJ Zone X-7 Rural	9	22:40	11:26	6:11	22:40
SJ Zone X-8 Rural	9	13:06	8:48	2:34	13:06
SJ Zone X-9 Rural	2	7:06	6:32	0:34	7:06
SJ Zone X-10 Rural	19	15:04	8:31	2:00	13:29
SJ Zone X-11 Rural	30	21:54	13:01	4:08	18:14
SJ Zone X-6 Wilderness	16	26:15	15:22	5:40	21:30
SJ Zone X-10 Wilderness	4	26:16	19:02	4:45	26:16
SJ Zone X-11 Wilderness	1	19:44	19:44	0:00	19:44
All Urban Compliance Areas	3,836	24:00	5:32	2:22	8:25
All Suburban Compliance Areas	87	18:09	7:41	3:27	12:33
All Suburban-Moderate Compliance Areas	24	17:48	11:50	2:48	16:32
All Rural Compliance Areas	145	23:21	11:03	4:38	17:37
All Wilderness Compliance Areas	21	26:16	16:17	5:36	21:30
<b>Total Responses</b>	<b>4,113</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	186	23:07	7:26	3:16	10:59
SJ Zone X-2 Urban	35	25:43	8:48	4:58	14:52
SJ Zone X-3 Urban	2	11:00	8:52	2:08	11:00
SJ Zone X-4 Urban	569	104:18	8:40	5:55	13:26
SJ Zone X-5 Urban	612	27:04	8:18	3:41	12:48
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	37	21:53	9:03	4:12	14:04
SJ Zone X-8 Urban	51	20:40	8:06	4:11	14:05
SJ Zone X-9 Urban	136	24:04	7:15	3:44	12:10
SJ Zone X-10 Urban	3	10:55	7:02	4:21	10:55
SJ Zone X-11 Urban	5	11:09	7:21	3:07	11:09
SJ Zone X-2 Suburban	1	11:16	11:16	0:00	11:16
SJ Zone X-3 Suburban	2	13:07	10:54	2:13	13:07
SJ Zone X-7 Suburban	13	12:38	8:09	3:28	12:21
SJ Zone X-8 Suburban	3	8:10	6:49	0:57	8:10
SJ Zone X-9 Suburban	2	8:40	7:33	1:07	8:40
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	2	8:54	7:31	1:23	8:54
SJ Zone X-10 Suburban-Moderate	5	19:55	15:42	2:28	19:55
SJ Zone X-2 Rural	14	21:35	13:10	5:02	18:17
SJ Zone X-3 Rural	9	26:11	15:18	6:15	26:11
SJ Zone X-5 Rural	1	20:25	20:25	0:00	20:25
SJ Zone X-6 Rural	3	25:13	15:04	7:24	25:13
SJ Zone X-7 Rural	0				
SJ Zone X-8 Rural	3	8:30	7:02	1:54	8:30
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	15:06	13:24	1:46	15:06
SJ Zone X-11 Rural	22	29:19	14:55	6:02	22:45
SJ Zone X-6 Wilderness	5	29:24	20:08	5:29	29:24
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1636	104:18	8:16	4:38	13:03
All Suburban Compliance Areas	23	13:07	8:14	2:00	12:21
All Suburban-Moderate Compliance Areas	5	19:55	15:42	2:28	19:55
All Rural Compliance Areas	56	29:19	14:07	5:52	22:30
All Wilderness Compliance Areas	5	29:24	20:08	5:29	29:24
<b>Total Responses</b>	<b>1,725</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	171	36:24	7:52	4:25	11:52
SJ Zone X-2 Urban	24	15:49	10:01	3:05	14:39
SJ Zone X-3 Urban	5	14:22	9:05	3:32	14:22
SJ Zone X-4 Urban	523	29:07	8:45	4:06	13:47
SJ Zone X-5 Urban	656	71:19	7:49	4:08	12:15
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	49	21:16	7:14	3:52	12:20
SJ Zone X-8 Urban	39	18:59	8:04	3:59	13:19
SJ Zone X-9 Urban	105	33:25	8:33	5:34	17:15
SJ Zone X-10 Urban	2	6:30	5:14	1:16	6:30
SJ Zone X-11 Urban	2	11:10	10:53	0:17	11:10
SJ Zone X-2 Suburban	5	11:22	7:37	2:51	11:22
SJ Zone X-3 Suburban	1	10:55	10:55	0:00	10:55
SJ Zone X-7 Suburban	17	21:19	12:07	6:14	20:46
SJ Zone X-8 Suburban	4	7:33	5:39	1:33	7:33
SJ Zone X-9 Suburban	2	6:43	6:21	0:22	6:43
SJ Zone X-10 Suburban	1	10:40	10:40	0:00	10:40
SJ Zone X-11 Suburban	2	19:50	13:58	5:52	19:50
SJ Zone X-10 Suburban-Moderate	10	22:14	13:59	3:53	18:43
SJ Zone X-2 Rural	9	20:05	12:49	4:51	20:05
SJ Zone X-3 Rural	10	29:59	18:09	4:43	21:20
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	2	21:57	14:25	7:32	21:57
SJ Zone X-7 Rural	1	22:20	22:20	0:00	22:20
SJ Zone X-8 Rural	2	8:53	6:52	2:01	8:53
SJ Zone X-9 Rural	1	31:19	31:19	0:00	31:19
SJ Zone X-10 Rural	2	13:58	13:47	0:11	13:58
SJ Zone X-11 Rural	18	27:11	14:29	5:41	24:59
SJ Zone X-6 Wilderness	1	18:03	18:03	0:00	18:03
SJ Zone X-10 Wilderness	1	36:35	36:35	0:00	36:35
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,576	71:19	8:12	4:16	12:54
All Suburban Compliance Areas	32	21:19	10:16	5:38	19:50
All Suburban-Moderate Compliance Areas	10	22:14	13:59	3:53	18:43
All Rural Compliance Areas	45	31:19	15:09	6:13	22:20
All Wilderness Compliance Areas	2	36:35	27:19	9:16	36:35
<b>Total Responses</b>	<b>1,665</b>				

**Comparison of Compliance with and without Exemptions - RLS**

July 1, 2016 through July 31, 2016						
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	394	38	90.36%	22	94.42%	
SJ Zone X-2	138	18	86.96%	10	92.75%	
SJ Zone X-3	67	9	86.57%	3	95.52%	
SJ Zone X-4	1,332	184	86.19%	113	91.52%	
SJ Zone X-5	1,582	242	84.70%	141	91.09%	
SJ Zone X-6	24	0	100.00%	0	100.00%	
SJ Zone X-7	149	32	78.52%	22	85.23%	
SJ Zone X-8	97	23	76.29%	11	88.66%	
SJ Zone X-9	267	27	89.89%	13	95.13%	
SJ Zone X-10	56	5	91.07%	3	94.64%	
SJ Zone X-11	66	5	92.42%	3	95.45%	
<b>All Zones Combined</b>	<b>4,172</b>	<b>583</b>	<b>86.03%</b>	<b>341</b>	<b>91.83%</b>	

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

**Comparison of Compliance with and without Exemptions - RLS**

August 1, 2016 through August 31, 2016						
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	379	42	88.92%	20	94.72%	
SJ Zone X-2	117	24	79.49%	12	89.74%	
SJ Zone X-3	58	11	81.03%	5	91.38%	
SJ Zone X-4	1,341	220	83.59%	122	90.90%	
SJ Zone X-5	1,561	209	86.61%	97	93.79%	
SJ Zone X-6	21	0	100.00%	0	100.00%	
SJ Zone X-7	149	29	80.54%	13	91.28%	
SJ Zone X-8	96	27	71.88%	13	86.46%	
SJ Zone X-9	285	31	89.12%	13	95.44%	
SJ Zone X-10	62	6	90.32%	4	93.55%	
SJ Zone X-11	44	7	84.09%	1	97.73%	
<b>All Zones Combined</b>	<b>4,113</b>	<b>606</b>	<b>85.27%</b>	<b>300</b>	<b>92.71%</b>	

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

**Comparison of Compliance with and without Exemptions - NRLS**

July 1, 2016 through July 31, 2016						
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	4	97.85%	3	98.39%	
SJ Zone X-2	50	3	94.00%	2	96.00%	
SJ Zone X-3	13	0	100.00%	0	100.00%	
SJ Zone X-4	569	36	93.67%	12	97.89%	
SJ Zone X-5	613	25	95.92%	14	97.72%	
SJ Zone X-6	8	0	100.00%	0	100.00%	
SJ Zone X-7	50	3	94.00%	0	100.00%	
SJ Zone X-8	57	4	92.98%	1	98.25%	
SJ Zone X-9	138	5	96.38%	3	97.83%	
SJ Zone X-10	12	0	100.00%	0	100.00%	
SJ Zone X-11	29	0	100.00%	0	100.00%	
<b>All Zones Combined</b>	<b>1,725</b>	<b>80</b>	<b>95.36%</b>	<b>35</b>	<b>97.97%</b>	

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

**Comparison of Compliance with and without Exemptions - NRLS**

August 1, 2016 through August 31, 2016						
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	171	8	95.32%	6	96.49%	
SJ Zone X-2	38	2	94.74%	1	97.37%	
SJ Zone X-3	16	0	100.00%	0	100.00%	
SJ Zone X-4	523	37	92.93%	14	97.32%	
SJ Zone X-5	656	17	97.41%	7	98.93%	
SJ Zone X-6	3	0	100.00%	0	100.00%	
SJ Zone X-7	67	5	92.54%	0	100.00%	
SJ Zone X-8	45	1	97.78%	0	100.00%	
SJ Zone X-9	108	13	87.96%	4	96.30%	
SJ Zone X-10	16	0	100.00%	0	100.00%	
SJ Zone X-11	22	1	95.45%	0	100.00%	
<b>All Zones Combined</b>	<b>1,665</b>	<b>84</b>	<b>94.95%</b>	<b>32</b>	<b>98.08%</b>	

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

**Comparison of Compliance with and without Exemptions - IFT**

July 1, 2016 through July 31, 2016					
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	111	23	79.28%	17	84.68%
CCT-IFT	6	1	83.33%	1	83.33%

**Comparison of Compliance with and without Exemptions - IFT**

August 1, 2016 through August 31, 2016					
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	108	23	78.70%	12	88.89%
CCT-IFT	7	0	100.00%	0	100.00%

### Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted time based on call audit	2	0	0	0
Delays in Transferring Care at ED	248	0	327	0
Dispatch Error	0	0	2	0
False Report of Emergency	9	0	7	0
Location Change	2	0	4	0
Not Listed	2	0	0	0
Off-Road Location	1	0	0	0
Other	1	4	1	0
Reduced/Upgraded Response	6	0	4	0
Road Construction	11	0	12	0
Traffic Secondary to Call	5	0	3	0
Train	6	0	9	0



**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>July 2016</b>	<b>August 2016</b>
SJ ZONE X-2	Manteca District Ambulance	1	0
SJ ZONE X-4	Manteca District Ambulance	1	1
SJ ZONE X-5	Manteca District Ambulance	5	3
SJ ZONE X-6	Manteca District Ambulance	0	1
SJ ZONE X-7	Manteca District Ambulance	1	0
SJ ZONE X-8	Manteca District Ambulance	13	11
SJ ZONE X-9	Manteca District Ambulance	11	11
SJ ZONE X-10	Manteca District Ambulance	2	2
SJ ZONE X-11	Manteca District Ambulance	13	7

**Failure to Provide Data**

<b>Event Type</b>	<b>July 2016</b>	<b>August 2016</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

