



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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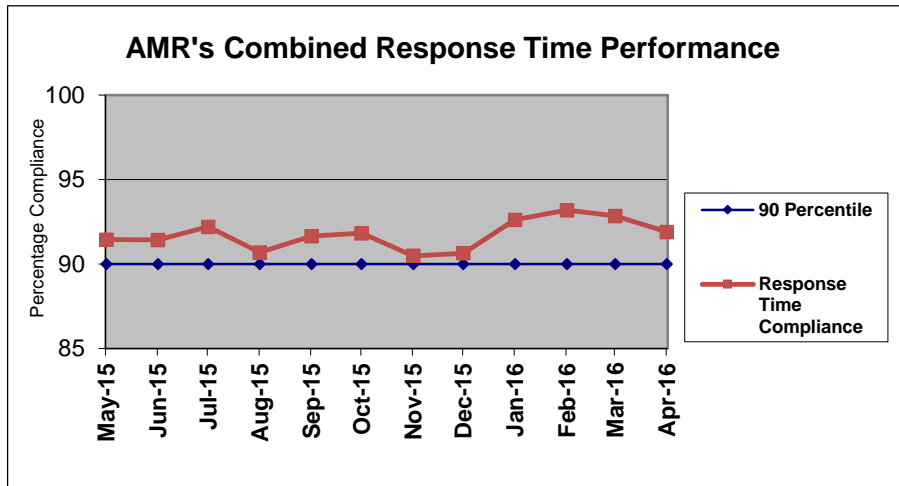
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: August 22, 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 March and April, 2016, provides an in-depth review of AMR's performance. This is the final report describing AMR's compliance that completes the second five-year term of the County's contract with AMR. The contract established 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 March and April 2016, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 92.84% for March and 91.89% for April.

AMR exceeded compliance standards in nine (9) of the eleven subzones in both months.

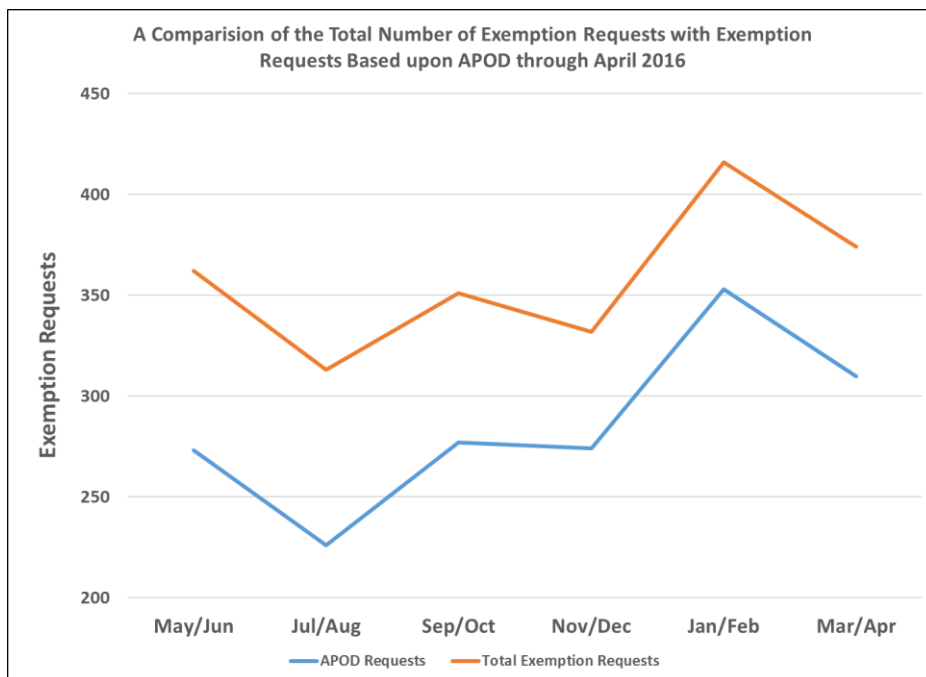
The process for determining

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  $\geq 60$  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 March/April 2016 reporting period was 4.4%% (374 requests out of 8513 responses). There has been greater than a four-fold increase in the number of all exemption requests between these two reporting periods (91 to 374).



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 twelve-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 March/April 2016, AMR requested 310 exemptions that met the APOD trigger out of a total of 374 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 83% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 310 (a seven and a half-fold increase) since the middle of 2014.

### **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 310 late responses that occurred while the APOD trigger was met in March/April 2016 resulted in 871 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 92.3% 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 March and April 2016 may be viewed or downloaded from the EMS Agency's website: [www.sigov.org/ems](http://www.sigov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

March 1, 2016 through March 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	385	19	95.06%	X		
SJC Zone A-2	125	12	90.40%	X		
SJC Zone A-3	58	1	98.28%	X		
SJC Zone B-1	1,429	96	93.28%	X		
SJC Zone B-2	1,589	121	92.39%	X		
SJC Zone B-3	17	0	100.00%	X		
SJC Zone B-4	151	18	88.08%			X
SJC Zone B-5	123	17	86.18%			X
SJC Zone C-1	327	18	94.50%	X		
SJC Zone C-2	76	4	94.74%	X		
SJC Zone C-3	64	5	92.19%	X		
<b>All Zones Combined</b>	<b>4,344</b>	<b>311</b>	<b>92.84%</b>	<b>9</b>		<b>2</b>

**Response Time Compliance Report by 30 Day Rolling Period**

April 1, 2016 through April 30, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	383	14	96.34%	X		
SJC Zone A-2	132	14	89.39%			X
SJC Zone A-3	60	6	90.00%	X		
SJC Zone B-1	1,390	121	91.29%	X		
SJC Zone B-2	1,538	134	91.29%	X		
SJC Zone B-3	14	0	100.00%	X		
SJC Zone B-4	136	12	91.18%	X		
SJC Zone B-5	113	17	84.96%			X
SJC Zone C-1	288	12	95.83%	X		
SJC Zone C-2	60	5	91.67%	X		
SJC Zone C-3	55	3	94.55%	X		
<b>All Zones Combined</b>	<b>4,169</b>	<b>338</b>	<b>91.89%</b>	<b>9</b>		<b>2</b>

## Finances and Penalties Report

Type of Penalty	March 2016	April 2016
Out of compliance response districts	\$10,000	\$10,000
Late response minutes	\$7,340	\$8,060
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>\$17,340</b>	<b>\$18,060</b>

## Weekly Unit Hour Staffing Report

	RFP	March 2016	April 2016
Zone A	588	588	588
Zone B	1932	2299	2375
Zone B *non dedicated	0	570	472
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3961</b>	<b>3939</b>

\*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	March 2016			April 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	4,057	301	92.58%	3,912	322	91.77%
Suburban 9:29	75	7	90.67%	76	10	86.84%
Suburban-Moderate 15:29	32	0	100.00%	22	3	86.36%
Rural 17:29	167	3	98.20%	139	3	97.84%
Wilderness 29:29	13	0	100.00%	20	0	100.00%
<b>Total</b>	<b>4,344</b>	<b>311</b>	<b>92.84%</b>	<b>4,169</b>	<b>338</b>	<b>91.89%</b>

## Mutual Aid Incidents

March 2016			April 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-4 RURAL	1	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE B-2 URBAN	3	MDAS	SJ ZONE B-5 SUBURBAN	1
MDAS	SJ ZONE B-5 RURAL	1	MDAS	SJ ZONE B-5 URBAN	5
MDAS	SJ ZONE B-5 SUBURBAN	1	MDAS	SJ ZONE C-1 SUBURBAN	1
MDAS	SJ ZONE B-5 URBAN	5	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-1 URBAN	8	MDAS	SJ ZONE C-2 RURAL	1
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE C-2 SUBURBAN	1
MDAS	SJ ZONE C-3 RURAL	9	MDAS	SJ ZONE C-3 RURAL	5
MDAS	SJ ZONE C-3 SUBURBAN	1			
Patterson Amb	SJ ZONE C-3 RURAL	1			
<b>Total</b>		<b>31</b>			<b>17</b>

**Detailed Response Time Analysis  
March 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	385	0:02	14:51	4:42	2:05	7:09
SJ ZONE A-2 URBAN	71	0:02	22:45	5:40	3:14	8:37
SJ ZONE A-3 URBAN	26	2:28	11:05	6:00	1:58	8:40
SJ ZONE B-1 URBAN	1,429	0:01	18:08	5:16	2:21	8:10
SJ ZONE B-2 URBAN	1,587	0:01	16:11	5:12	2:16	7:49
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	115	0:03	12:01	5:17	2:38	8:51
SJ ZONE B-5 URBAN	107	0:03	18:17	5:48	3:27	9:55
SJ ZONE C-1 URBAN	315	0:04	21:28	4:51	3:02	7:21
SJ ZONE C-2 URBAN	14	3:17	9:27	6:24	1:40	8:29
SJ ZONE C-3 URBAN	8	0:09	9:24	5:50	2:35	9:24
SJ ZONE A-2 SUBURBAN	16	1:34	23:33	9:14	4:45	13:32
SJ ZONE A-3 SUBURBAN	6	2:27	8:20	5:46	2:14	8:20
SJ ZONE B-4 SUBURBAN	22	0:04	19:52	7:30	5:01	14:31
SJ ZONE B-5 SUBURBAN	6	4:45	9:11	7:12	1:34	9:11
SJ ZONE C-1 SUBURBAN	11	0:02	8:26	4:50	2:38	7:30
SJ ZONE C-2 SUBURBAN	3	3:04	7:22	4:54	1:48	7:22
SJ ZONE C-3 SUBURBAN	11	4:35	17:06	8:49	3:29	13:04
SJ ZONE C-2 SUBURBAN-MODERATE	32	3:44	20:19	11:14	2:41	13:52
SJ ZONE A-2 RURAL	38	0:05	24:31	10:31	5:10	16:36
SJ ZONE A-3 RURAL	26	0:03	18:09	10:42	3:35	14:31
SJ ZONE B-2 RURAL	2	7:56	8:04	8:00	0:04	8:04
SJ ZONE B-3 RURAL	10	1:04	13:00	6:54	3:21	11:44
SJ ZONE B-4 RURAL	14	1:45	23:29	9:06	5:45	15:50
SJ ZONE B-5 RURAL	10	4:42	17:19	9:15	4:14	16:21
SJ ZONE C-1 RURAL	1	5:06	5:06	5:06	0:00	5:06
SJ ZONE C-2 RURAL	21	0:04	24:07	11:03	4:59	17:18
SJ ZONE C-3 RURAL	45	0:02	20:59	10:13	5:51	19:16
SJ ZONE B-3 WILDERNESS	7	6:50	34:05	14:57	8:17	34:05
SJ ZONE C-2 WILDERNESS	6	4:05	21:53	11:48	5:34	21:53
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	4,057	0:01	22:45	5:11	2:26	8:02
All Suburban Compliance Areas	75	0:02	23:33	7:24	4:16	13:04
All Suburban-Moderate Compliance Areas	32	3:44	20:19	11:14	2:41	13:52
All Rural Compliance Areas	167	0:02	24:31	10:03	5:06	16:44
All Wilderness Compliance Areas	13	4:05	34:05	13:30	7:20	21:53

Detailed Response Time Analysis  
April 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	383	0:03	12:29	4:26	1:56	6:46
SJ ZONE A-2 URBAN	73	0:02	14:01	5:50	2:11	8:26
SJ ZONE A-3 URBAN	20	0:47	21:24	6:28	4:23	8:52
SJ ZONE B-1 URBAN	1,390	0:01	16:39	5:11	2:17	7:55
SJ ZONE B-2 URBAN	1,538	0:01	16:48	5:09	2:23	7:59
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	100	0:01	13:35	4:56	2:43	8:30
SJ ZONE B-5 URBAN	104	0:01	18:08	6:05	3:44	10:52
SJ ZONE C-1 URBAN	279	0:03	19:01	4:37	2:43	7:10
SJ ZONE C-2 URBAN	14	0:04	12:37	5:49	3:07	8:39
SJ ZONE C-3 URBAN	11	0:03	8:48	4:46	2:34	8:23
SJ ZONE A-2 SUBURBAN	20	4:49	15:18	8:29	2:41	11:25
SJ ZONE A-3 SUBURBAN	12	2:24	9:54	6:43	2:17	9:44
SJ ZONE B-4 SUBURBAN	23	0:02	11:57	7:17	4:02	11:52
SJ ZONE B-5 SUBURBAN	2	8:57	9:11	9:04	0:07	9:11
SJ ZONE C-1 SUBURBAN	9	1:09	10:13	5:50	2:24	10:13
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	10	3:27	12:09	7:23	2:36	10:18
SJ ZONE C-2 SUBURBAN-MODERATE	22	2:22	21:49	12:12	4:28	20:34
SJ ZONE A-2 RURAL	39	0:04	17:31	10:45	4:39	16:40
SJ ZONE A-3 RURAL	28	0:03	21:09	10:20	4:43	16:01
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	5:14	9:45	7:37	1:54	9:45
SJ ZONE B-4 RURAL	13	3:35	19:23	9:42	4:38	17:54
SJ ZONE B-5 RURAL	7	0:04	19:50	10:20	6:09	19:50
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	14	6:55	16:36	10:26	2:51	14:51
SJ ZONE C-3 RURAL	33	0:22	15:34	10:07	3:43	13:52
SJ ZONE B-3 WILDERNESS	9	8:54	19:56	13:53	3:25	19:56
SJ ZONE C-2 WILDERNESS	10	11:42	29:04	19:56	6:42	28:07
SJ ZONE C-3 WILDERNESS	1	13:11	13:11	13:11	0:00	13:11
All Urban Compliance Areas	3,912	0:01	21:24	5:06	2:26	7:56
All Suburban Compliance Areas	76	0:02	15:18	7:24	3:09	11:27
All Suburban-Moderate Compliance Areas	22	2:22	21:49	12:12	4:28	20:34
All Rural Compliance Areas	139	0:03	21:09	10:15	4:22	16:01
All Wilderness Compliance Areas	20	8:54	29:04	16:52	6:05	26:52

**Exemption Request Report  
March 2016**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/01/2016	16030796	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030813	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030817	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030819	B-2	Delays in Transferring Care at ED		Exempt
03/01/2016	16030820	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030830	B-5	Delays in Transferring Care at ED		Exempt
03/01/2016	16030832	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030872	B-5	Delays in Transferring Care at ED		Exempt
03/01/2016	16030871	C-3	Delays in Transferring Care at ED		Exempt
03/01/2016	16030913	B-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16030940	C-1	Delays in Transferring Care at ED		Exempt
03/01/2016	16031001	B-2	Delays in Transferring Care at ED		Exempt
03/01/2016	16031011	B-2	Delays in Transferring Care at ED		Exempt
03/02/2016	16031073	B-1	Delays in Transferring Care at ED		Exempt
03/02/2016	16031362	A-1	Delays in Transferring Care at ED		Exempt
03/02/2016	16031379	B-1	Delays in Transferring Care at ED		Exempt
03/02/2016	16031387	B-2	Delays in Transferring Care at ED		Exempt

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



Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/02/2016	16031391	B-2	Delays in Transferring Care at ED		Exempt
03/02/2016	16031394	B-1	Delays in Transferring Care at ED		Exempt
03/02/2016	16031437	B-2	Delays in Transferring Care at ED		Exempt
03/02/2016	16031439	B-5	Delays in Transferring Care at ED		Exempt
03/02/2016	16031443	B-2	Delays in Transferring Care at ED		Exempt
03/02/2016	16031545	A-3	Delays in Transferring Care at ED		Exempt
03/02/2016	16031562	B-4	Delays in Transferring Care at ED		Exempt
03/03/2016	16031759	B-4	Traffic Secondary to Call		Exempt
03/03/2016	16031928	B-1	Delays in Transferring Care at ED		Exempt
03/03/2016	16031957	B-1	Delays in Transferring Care at ED		Exempt
03/03/2016	16032050	B-5	Delays in Transferring Care at ED		Exempt
03/03/2016	16032053	B-2	Delays in Transferring Care at ED		Exempt
03/03/2016	16032084	B-2	Delays in Transferring Care at ED		Exempt
03/03/2016	16032115	B-1	Delays in Transferring Care at ED		Exempt
03/04/2016	16032216	B-2	Delays in Transferring Care at ED		Exempt
03/04/2016	16032461	B-1	Delays in Transferring Care at ED		Exempt
03/04/2016	16032479	B-5	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/04/2016	16032510	B-1	Delays in Transferring Care at ED		Exempt
03/04/2016	16032513	B-2	Not Listed		Exempt
03/04/2016	16032538	B-2	Delays in Transferring Care at ED		Exempt
03/04/2016	16032566	A-2	Heavy Rain		Not Exempt
03/04/2016	16032646	B-1	False Report of Emergency		Exempt
03/04/2016	16032657	B-4	Delays in Transferring Care at ED		Exempt
03/05/2016	16032982	B-1	Delays in Transferring Care at ED		Exempt
03/05/2016	16032998	B-1	Delays in Transferring Care at ED		Exempt
03/05/2016	16033001	B-4	Delays in Transferring Care at ED		Exempt
03/05/2016	16033085	B-2	Delays in Transferring Care at ED		Exempt
03/05/2016	16033186	B-2	Freeway Access		Exempt
03/05/2016	16033264	B-2	Delays in Transferring Care at ED		Exempt
03/06/2016	16033500	B-2	Delays in Transferring Care at ED		Exempt
03/06/2016	16033504	B-2	Delays in Transferring Care at ED		Exempt
03/07/2016	16033997	B-4	Delays in Transferring Care at ED		Exempt
03/07/2016	16034119	B-1	Not Listed		Not Exempt
03/07/2016	16034143	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034166	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034171	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034190	B-4	Delays in Transferring Care at ED		Exempt

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

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/07/2016	16034193	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034250	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034251	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034253	B-1	Delays in Transferring Care at ED		Exempt
03/07/2016	16034258	B-1	Delays in Transferring Care at ED		Exempt
03/08/2016	16034294	B-1	Delays in Transferring Care at ED		Exempt
03/08/2016	16034383	A-2	Location Change		Exempt
03/09/2016	16034865	B-5	Road Closure		Exempt
03/09/2016	16035010	B-2	Coding Error by SFD CAD		Exempt
03/09/2016	16035106	B-2	Delays in Transferring Care at ED		Exempt
03/09/2016	16035118	B-2	Delays in Transferring Care at ED		Exempt
03/09/2016	16035157	C-3	Delays in Transferring Care at ED		Exempt
03/09/2016	16035286	B-2	Delays in Transferring Care at ED		Exempt
03/10/2016	16035482	B-1	Delays in Transferring Care at ED		Exempt
03/10/2016	16035531	B-1	Delays in Transferring Care at ED		Exempt
03/10/2016	16035611	B-2	Delays in Transferring Care at ED		Exempt
03/10/2016	16035618	B-1	Delays in Transferring Care at ED		Exempt
03/10/2016	16035630	A-3	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/10/2016	16035704	B-2	Delays in Transferring Care at ED		Exempt
03/10/2016	16035716	B-1	Delays in Transferring Care at ED		Exempt
03/10/2016	16035786	B-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036134	B-1	Delays in Transferring Care at ED		Exempt
03/11/2016	16036151	B-4	Delays in Transferring Care at ED		Exempt
03/11/2016	16036162	B-1	Delays in Transferring Care at ED		Exempt
03/11/2016	16036163	B-1	Delays in Transferring Care at ED		Exempt
03/11/2016	16036165	B-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036193	A-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036205	B-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036235	B-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036272	B-1	Delays in Transferring Care at ED		Exempt
03/11/2016	16036279	A-2	Delays in Transferring Care at ED		Exempt
03/11/2016	16036282	B-2	Delays in Transferring Care at ED		Exempt
03/12/2016	16036824	C-1	Delays in Transferring Care at ED		Exempt
03/12/2016	16036826	C-1	Delays in Transferring Care at ED		Exempt
03/12/2016	16036846	B-2	Delays in Transferring Care at ED		Exempt

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

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/13/2016	16037033	B-1	Delays in Transferring Care at ED		Exempt
03/13/2016	16037047	B-1	Delays in Transferring Care at ED		Exempt
03/13/2016	16037157	B-2	Delays in Transferring Care at ED		Exempt
03/13/2016	16037191	A-2	Delays in Transferring Care at ED		Exempt
03/13/2016	16037232	C-2	Delays in Transferring Care at ED		Exempt
03/14/2016	16037335	C-3	Location Change		Exempt
03/14/2016	16037341	A-2	Location Change		Exempt
03/14/2016	16037385	B-5	Freeway Access		Exempt
03/14/2016	16037391	B-5	Location Change		Exempt
03/14/2016	16037499	B-2	Delays in Transferring Care at ED		Exempt
03/14/2016	16037598	B-2	Delays in Transferring Care at ED		Exempt
03/14/2016	16037602	B-2	Delays in Transferring Care at ED		Exempt
03/14/2016	16037755	B-2	Coding Error by SFD CAD		Exempt
03/14/2016	16037824	B-1	Location Change		Exempt
03/15/2016	16038018	C-3	Train		Exempt
03/15/2016	16038083	C-3	Traffic Secondary to Call		Not Exempt
03/15/2016	16038185	B-2	Delays in Transferring Care at ED		Exempt
03/15/2016	16038225	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038601	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038604	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038645	C-2	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/16/2016	16038736	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038755	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038783	C-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038815	B-4	Delays in Transferring Care at ED		Exempt
03/16/2016	16038820	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038893	B-1	Delays in Transferring Care at ED		Exempt
03/16/2016	16038899	B-2	Delays in Transferring Care at ED		Exempt
03/17/2016	16039171	A-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039174	B-4	Delays in Transferring Care at ED		Exempt
03/17/2016	16039207	B-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039210	C-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039219	B-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039232	C-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039338	B-2	Delays in Transferring Care at ED		Exempt
03/17/2016	16039366	B-1	Delays in Transferring Care at ED		Exempt
03/17/2016	16039397	B-2	Delays in Transferring Care at ED		Exempt
03/17/2016	16039433	B-1	Delays in Transferring Care at ED		Exempt

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

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/18/2016	16039608	B-5	Traffic Secondary to Call		Exempt
03/18/2016	16039657	C-3	Delays in Transferring Care at ED		Exempt
03/18/2016	16039658	B-4	Delays in Transferring Care at ED		Exempt
03/18/2016	16039670	B-1	Delays in Transferring Care at ED		Exempt
03/18/2016	16039886	B-1	Not Listed		Not Exempt
03/19/2016	16040315	B-1	Delays in Transferring Care at ED		Exempt
03/19/2016	16040344	B-1	Delays in Transferring Care at ED		Exempt
03/19/2016	16040346	B-1	Delays in Transferring Care at ED		Exempt
03/19/2016	16040395	C-2	Delays in Transferring Care at ED		Exempt
03/19/2016	16040433	B-2	Road Construction		Exempt
03/20/2016	16040592	B-3	Location Change		Exempt
03/20/2016	16040893	B-2	Delays in Transferring Care at ED		Exempt
03/20/2016	16040897	A-2	Delays in Transferring Care at ED		Exempt
03/20/2016	16040913	A-1	Delays in Transferring Care at ED		Exempt
03/20/2016	16041037	C-1	Delays in Transferring Care at ED		Exempt
03/20/2016	16041056	B-1	Delays in Transferring Care at ED		Exempt
03/21/2016	16041155	A-2	Traffic Secondary to Call		Exempt
03/21/2016	16041346	B-1	Delays in Transferring Care at ED		Exempt
03/21/2016	16041502	B-1	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/21/2016	16041516	B-2	Delays in Transferring Care at ED		Exempt
03/21/2016	16041518	C-1	Delays in Transferring Care at ED		Exempt
03/21/2016	16041520	B-2	Delays in Transferring Care at ED		Exempt
03/21/2016	16041523	C-1	Delays in Transferring Care at ED		Exempt
03/21/2016	16041533	B-2	Delays in Transferring Care at ED		Exempt
03/21/2016	16041579	A-2	Delays in Transferring Care at ED		Exempt
03/22/2016	16041863	B-2	Not Listed		Exempt
03/22/2016	16042012	B-2	Delays in Transferring Care at ED		Exempt
03/22/2016	16042010	B-2	Delays in Transferring Care at ED		Exempt
03/22/2016	16042028	B-1	Delays in Transferring Care at ED		Exempt
03/23/2016	16042360	A-1	Delays in Transferring Care at ED		Exempt
03/23/2016	16042580	A-1	Delays in Transferring Care at ED		Exempt
03/23/2016	16042587	B-5	Delays in Transferring Care at ED		Exempt
03/24/2016	16042665	A-3	Delays in Transferring Care at ED		Exempt
03/24/2016	16042826	B-5	Road Closure		Exempt
03/24/2016	16042847	B-2	Delays in Transferring Care at ED		Exempt
03/24/2016	16042852	B-2	Delays in Transferring Care at ED		Exempt
03/24/2016	16042854	B-1	Delays in Transferring Care at ED		Exempt



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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/24/2016	16042857	A-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16042860	B-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16042882	A-3	Delays in Transferring Care at ED		Exempt
03/24/2016	16042912	A-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16042954	C-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16042964	B-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16042969	C-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16043151	B-2	Road Construction		Exempt
03/24/2016	16043198	B-1	Delays in Transferring Care at ED		Exempt
03/24/2016	16043200	B-1	Delays in Transferring Care at ED		Exempt
03/25/2016	16043386	B-2	Delays in Transferring Care at ED		Exempt
03/25/2016	16043452	B-1	Delays in Transferring Care at ED		Exempt
03/25/2016	16043466	B-1	Delays in Transferring Care at ED		Exempt
03/25/2016	16043611	B-1	Delays in Transferring Care at ED		Exempt
03/25/2016	16043681	B-2	Delays in Transferring Care at ED		Exempt
03/25/2016	16043697	A-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16043770	B-1	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/26/2016	16043776	B-1	Delays in Transferring Care at ED		Exempt
03/26/2016	16043780	B-1	Delays in Transferring Care at ED		Exempt
03/26/2016	16043794	B-1	Delays in Transferring Care at ED		Exempt
03/26/2016	16043887	B-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16043890	B-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16043959	B-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16043976	B-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16044054	B-1	Location Change		Exempt
03/26/2016	16044150	A-2	Delays in Transferring Care at ED		Exempt
03/26/2016	16044191	B-1	Delays in Transferring Care at ED		Exempt
03/26/2016	16044269	B-1	Delays in Transferring Care at ED		Exempt
03/27/2016	16044600	C-1	Delays in Transferring Care at ED		Exempt
03/27/2016	16044715	B-2	Delays in Transferring Care at ED		Exempt
03/27/2016	16044730	B-2	Delays in Transferring Care at ED		Exempt
03/28/2016	16045006	B-5	Delays in Transferring Care at ED		Exempt
03/28/2016	16045165	B-1	Delays in Transferring Care at ED		Exempt
03/29/2016	16045612	B-2	Delays in Transferring Care at ED		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/29/2016	16045661	B-1	Delays in Transferring Care at ED		Exempt
03/29/2016	16045663	B-5	Delays in Transferring Care at ED		Exempt
03/29/2016	16045718	B-1	Delays in Transferring Care at ED		Exempt
03/29/2016	16045721	B-2	Delays in Transferring Care at ED		Exempt
03/29/2016	16045730	B-4	Delays in Transferring Care at ED		Exempt
03/30/2016	16045813	B-2	Road Construction		Exempt
03/30/2016	16046094	B-2	Delays in Transferring Care at ED		Exempt
03/30/2016	16046278	A-1	Delays in Transferring Care at ED		Exempt
03/30/2016	16046286	B-1	Delays in Transferring Care at ED		Exempt
03/30/2016	16046288	B-2	Location Change		Exempt
03/30/2016	16046291	B-1	Delays in Transferring Care at ED		Exempt
03/30/2016	16046292	B-1	Delays in Transferring Care at ED		Exempt
03/30/2016	16046315	C-3	Delays in Transferring Care at ED		Exempt
03/31/2016	16046382	B-2	Train		Exempt
03/31/2016	16046528	B-1	Delays in Transferring Care at ED		Exempt
03/31/2016	16046760	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report**  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/01/2016	16047283	A-2	Delays in Transferring Care at ED		Exempt
04/01/2016	16047317	B-1	Delays in Transferring Care at ED		Exempt
04/01/2016	16047327	B-2	Delays in Transferring Care at ED		Exempt
04/01/2016	16047333	B-1	Delays in Transferring Care at ED		Exempt
04/01/2016	16047390	B-1	Delays in Transferring Care at ED		Exempt
04/01/2016	16047401	B-1	Delays in Transferring Care at ED		Exempt
04/01/2016	16047414	B-2	Location Change		Exempt
04/03/2016	16048256	B-2	Delays in Transferring Care at ED		Exempt
04/03/2016	16048259	B-5	Delays in Transferring Care at ED		Exempt
04/03/2016	16048416	C-1	Delays in Transferring Care at ED		Exempt
04/03/2016	16048425	B-2	Delays in Transferring Care at ED		Exempt
04/04/2016	16048531	B-5	Road Construction		Exempt
04/04/2016	16048669	B-1	Not Listed		Not Exempt
04/04/2016	16048822	B-2	Delays in Transferring Care at ED		Exempt
04/04/2016	16048835	B-2	Delays in Transferring Care at ED		Exempt
04/04/2016	16049063	B-2	Road Construction		Exempt
04/05/2016	16049512	B-1	Delays in Transferring Care at ED		Exempt
04/05/2016	16049542	B-2	Delays in Transferring Care at ED		Exempt
04/05/2016	16049562	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
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<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
04/05/2016	16049577	C-1	Delays in Transferring Care at ED		Exempt
04/05/2016	16049580	B-2	Delays in Transferring Care at ED		Exempt
04/06/2016	16049678	B-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16049684	B-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16049689	A-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16049735	A-3	Delays in Transferring Care at ED		Exempt
04/06/2016	16049743	B-2	Delays in Transferring Care at ED		Exempt
04/06/2016	16049914	B-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16049934	B-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16049943	B-2	Delays in Transferring Care at ED		Exempt
04/06/2016	16050025	C-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16050061	B-1	Delays in Transferring Care at ED		Exempt
04/06/2016	16050066	B-2	Delays in Transferring Care at ED		Exempt
04/06/2016	16050080	B-1	Delays in Transferring Care at ED		Exempt
04/07/2016	16050225	B-2	Delays in Transferring Care at ED		Exempt
04/07/2016	16050339	C-1	Delays in Transferring Care at ED		Exempt
04/07/2016	16050605	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/07/2016	16050611	B-2	Delays in Transferring Care at ED		Exempt
04/07/2016	16050627	B-2	Delays in Transferring Care at ED		Exempt
04/08/2016	16051024	B-1	Delays in Transferring Care at ED		Exempt
04/08/2016	16051067	B-2	Delays in Transferring Care at ED		Exempt
04/08/2016	16051074	A-1	Train		Exempt
04/08/2016	16051080	B-4	Delays in Transferring Care at ED		Exempt
04/09/2016	16051323	B-2	Adjusted time based on call audit		Exempt
04/09/2016	16051375	A-2	Heavy Rain		Exempt
04/09/2016	16051481	B-2	Delays in Transferring Care at ED		Exempt
04/09/2016	16051485	B-1	Delays in Transferring Care at ED		Exempt
04/09/2016	16051645	B-1	False Report of Emergency		Exempt
04/10/2016	16051981	A-1	False Report of Emergency		Exempt
04/11/2016	16052237	B-1	Delays in Transferring Care at ED		Exempt
04/11/2016	16052246	B-4	Delays in Transferring Care at ED		Exempt
04/11/2016	16052260	C-1	Location Change		Exempt
04/11/2016	16052314	B-2	Delays in Transferring Care at ED		Exempt
04/11/2016	16052404	B-4	Delays in Transferring Care at ED		Exempt
04/12/2016	16052742	B-1	Adjusted time based on call audit		Exempt
04/12/2016	16053105	B-2	Train		Exempt
04/12/2016	16053118	B-1	Delays in Transferring Care at ED		Exempt
04/12/2016	16053141	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
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04/13/2016	16053188	B-2	Road Construction		Not Exempt
04/13/2016	16053405	B-2	False Report of Emergency		Exempt
04/15/2016	16054431	B-5	Delays in Transferring Care at ED		Exempt
04/15/2016	16054433	B-4	Delays in Transferring Care at ED		Exempt
04/15/2016	16054435	B-1	Delays in Transferring Care at ED		Exempt
04/15/2016	16054529	B-2	Delays in Transferring Care at ED		Exempt
04/15/2016	16054535	C-2	Delays in Transferring Care at ED		Exempt
04/15/2016	16054551	B-2	Train		Exempt
04/15/2016	16054554	B-4	Traffic Secondary to Call		Exempt
04/15/2016	16054596	B-5	Delays in Transferring Care at ED		Exempt
04/15/2016	16054603	A-1	Delays in Transferring Care at ED		Exempt
04/15/2016	16054625	B-1	Delays in Transferring Care at ED		Exempt
04/15/2016	16054685	C-1	Delays in Transferring Care at ED		Exempt
04/15/2016	16054686	B-1	Delays in Transferring Care at ED		Exempt
04/15/2016	16054687	B-4	Delays in Transferring Care at ED		Exempt
04/16/2016	16054738	C-1	Freeway Access		Not Exempt
04/16/2016	16054851	B-1	Poor Location Information from RP		Exempt
04/16/2016	16055039	B-2	Other		Not Exempt
04/16/2016	16055038	B-5	Road Construction		Exempt
04/16/2016	16055199	B-2	Delays in Transferring Care at ED		Exempt
04/16/2016	16055202	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/16/2016	16055205	B-1	Delays in Transferring Care at ED		Exempt
04/16/2016	16055210	B-2	Delays in Transferring Care at ED		Exempt
04/16/2016	16055216	B-1	Delays in Transferring Care at ED		Exempt
04/17/2016	16055226	B-2	Delays in Transferring Care at ED		Exempt
04/17/2016	16055255	B-1	Delays in Transferring Care at ED		Exempt
04/17/2016	16055312	A-2	Adjusted time based on call audit		Exempt
04/17/2016	16055399	B-1	Delays in Transferring Care at ED		Exempt
04/17/2016	16055406	B-2	Delays in Transferring Care at ED		Exempt
04/17/2016	16055414	B-5	Road Construction		Exempt
04/17/2016	16055429	B-2	Duplicate Record		Exempt
04/17/2016	16055458	A-3	Delays in Transferring Care at ED		Exempt
04/17/2016	16055457	B-2	Delays in Transferring Care at ED		Exempt
04/17/2016	16055469	B-1	Delays in Transferring Care at ED		Exempt
04/17/2016	16055468	B-2	Delays in Transferring Care at ED		Exempt
04/17/2016	16055482	B-4	Delays in Transferring Care at ED		Exempt
04/17/2016	16055486	B-2	Delays in Transferring Care at ED		Exempt
04/17/2016	16055593	B-1	Delays in Transferring Care at ED		Exempt
04/17/2016	16055607	B-5	Road Construction		Exempt
04/18/2016	16055831	B-2	Road Construction		Exempt
04/18/2016	16056165	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/18/2016	16056171	B-4	Delays in Transferring Care at ED		Exempt
04/18/2016	16056180	B-1	Delays in Transferring Care at ED		Exempt
04/18/2016	16056184	B-1	Delays in Transferring Care at ED		Exempt
04/18/2016	16056186	B-1	Delays in Transferring Care at ED		Exempt
04/18/2016	16056194	A-2	Delays in Transferring Care at ED		Exempt
04/18/2016	16056244	B-2	Delays in Transferring Care at ED		Exempt
04/19/2016	16056450	B-2	Delays in Transferring Care at ED		Exempt
04/19/2016	16056485	B-2	Location Change		Exempt
04/19/2016	16056523	A-1	Delays in Transferring Care at ED		Exempt
04/19/2016	16056639	B-2	Delays in Transferring Care at ED		Exempt
04/19/2016	16056642	B-2	Delays in Transferring Care at ED		Exempt
04/19/2016	16056662	B-2	Delays in Transferring Care at ED		Exempt
04/19/2016	16056713	B-4	Delays in Transferring Care at ED		Exempt
04/19/2016	16056829	B-2	Delays in Transferring Care at ED		Exempt
04/20/2016	16056906	B-5	Other		Exempt
04/20/2016	16057052	B-1	Adjusted time based on call audit		Exempt
04/20/2016	16057073	B-2	Delays in Transferring Care at ED		Exempt
04/20/2016	16057079	B-2	Delays in Transferring Care at ED		Exempt
04/20/2016	16057120	B-5	Traffic Secondary to Call		Exempt

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

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
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04/20/2016	16057214	B-5	Road Construction;		Exempt
			Delays in		
04/20/2016	16057285	B-2	Transferring Care at ED		Exempt
			Delays in		
04/20/2016	16057297	C-1	Transferring Care at ED		Exempt
			Adjusted time based		
04/21/2016	16057451	B-4	on call audit		Exempt
			Delays in		
04/21/2016	16057560	B-1	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057583	C-2	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057589	B-1	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057586	B-1	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057592	B-4	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057743	A-2	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057791	B-2	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057795	B-1	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057798	B-1	Transferring Care at ED		Exempt
			Delays in		
04/21/2016	16057852	B-2	Transferring Care at ED		Exempt
04/22/2016	16058307	B-1	Location Change		Exempt
			Delays in		
04/22/2016	16058315	A-2	Transferring Care at ED		Exempt
			Delays in		
04/22/2016	16058352	B-1	Transferring Care at ED		Exempt
			Delays in		
04/22/2016	16058372	B-2	Transferring Care at ED		Exempt
04/23/2016	16058566	B-2	Road Closure		Exempt

**Exemption Request Report (continued)**  
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Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/23/2016	16058809	B-2	False Report of Emergency		Exempt
04/23/2016	16058884	A-2	Delays in Transferring Care at ED		Exempt
04/24/2016	16058967	B-1	Delays in Transferring Care at ED		Exempt
04/24/2016	16059056	A-3	Delays in Transferring Care at ED		Exempt
04/24/2016	16059058	B-2	Delays in Transferring Care at ED		Exempt
04/25/2016	16059475	B-2	Train		Exempt
04/25/2016	16059630	B-2	Traffic Secondary to Call		Not Exempt
04/26/2016	16060010	B-2	Delays in Transferring Care at ED		Exempt
04/26/2016	16060017	B-2	Delays in Transferring Care at ED		Exempt
04/26/2016	16060243	B-4	Delays in Transferring Care at ED		Exempt
04/26/2016	16060408	B-1	Delays in Transferring Care at ED		Exempt
04/26/2016	16060453	B-1	Delays in Transferring Care at ED		Exempt
04/26/2016	16060477	B-2	Delays in Transferring Care at ED		Exempt
04/27/2016	16060786	B-5	Location Change		Exempt
04/27/2016	16060818	B-2	Delays in Transferring Care at ED		Exempt
04/27/2016	16060832	B-4	Location Change		Exempt
04/27/2016	16060928	B-1	Delays in Transferring Care at ED		Exempt
04/27/2016	16060970	B-2	Train		Exempt
04/28/2016	16061102	C-3	Location Change		Exempt
04/28/2016	16061390	B-1	Delays in Transferring Care at ED		Exempt
04/29/2016	16061908	C-3	Poor Location Information from RP		Exempt

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

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
04/29/2016	16061917	B-1	Delays in Transferring Care at ED		Exempt
04/29/2016	16061925	B-2	Delays in Transferring Care at ED		Exempt
04/29/2016	16061927	B-1	Delays in Transferring Care at ED		Exempt
04/29/2016	16061928	B-2	Delays in Transferring Care at ED		Exempt
04/29/2016	16061931	B-1	Delays in Transferring Care at ED		Exempt
04/29/2016	16061933	B-5	Traffic Secondary to Call		Exempt
04/29/2016	16061934	B-2	Delays in Transferring Care at ED		Exempt
04/29/2016	16061982	B-2	Delays in Transferring Care at ED		Exempt
04/30/2016	16062316	B-2	Delays in Transferring Care at ED		Exempt
04/30/2016	16062415	B-1	Delays in Transferring Care at ED		Exempt
04/30/2016	16062436	B-2	Road Closure		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>May 15</b>	<b>Jun 15</b>	<b>Jul 15</b>	<b>Aug 15</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>Monthly Average</b>
A-1	95%	95%	96%	95%	93%	95%	95%	94%	98%	94%	95%	96%	95.2%
A-2	93%	85%	90%	87%	86%	90%	83%	87%	85%	91%	90%	89%	88.0%
A-3	83%	88%	98%	84%	85%	96%	91%	79%	92%	88%	98%	90%	89.1%
B-1	91%	92%	92%	90%	91%	91%	91%	90%	92%	93%	93%	91%	91.4%
B-2	91%	91%	92%	91%	93%	92%	91%	91%	94%	94%	92%	91%	91.9%
B-3	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	99.5%
B-4	91%	87%	89%	86%	84%	88%	83%	87%	83%	86%	88%	91%	86.7%
B-5	83%	80%	81%	87%	88%	86%	77%	85%	81%	90%	86%	85%	84.2%
C-1	94%	93%	93%	93%	94%	93%	93%	93%	95%	94%	94%	96%	93.9%
C-2	94%	95%	97%	95%	96%	97%	91%	88%	89%	92%	95%	92%	93.6%
C-3	90%	96%	95%	89%	98%	94%	94%	93%	98%	100%	92%	95%	94.1%
<b>All Zones</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>91.7%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>March 2016</b>	<b>April 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.

