



# San Joaquin County Emergency Medical Services Agency



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

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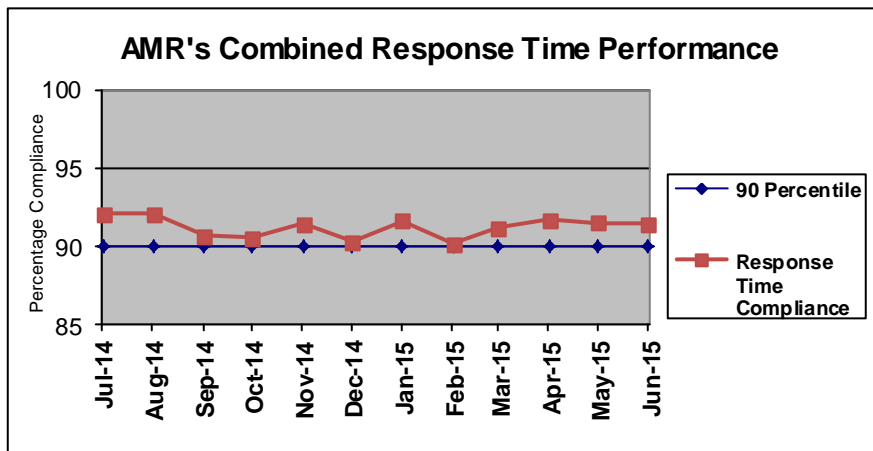
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: November 2, 2015  
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 May and June, 2015, 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 May and June 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 91.44% for May and 91.42% for June.

AMR exceeded compliance standards in eight (8) of the eleven subzones in May and seven (7) of the eleven subzones in June.

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.

During the previous twelve month period, AMR has steadily increased the number of exemption requests for responses that exceed response time standards due to APOD. In the reporting period for July/August 2014, AMR requested 41 exemptions that met the APOD trigger out of a total of 91 exemption requests (0.94% of total responses). In the current reporting period for May/June 2015, AMR requested 273 exemptions that met the APOD trigger out of a total of 362 exemption requests (4.42% of total responses).

### **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 273 late responses that occurred while the APOD trigger was met in May/June 2015 resulted in 785 late minutes (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 reported 91.4% response-time compliance. 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 3%.

The complete compliance report for May and June 2015 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 by 31 Day Rolling Period**

May 1, 2015 through May 31, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	358	18	94.97%	X		
SJC Zone A-2	128	9	92.97%	X		
SJC Zone A-3	69	12	82.61%			X
SJC Zone B-1	1,341	115	91.42%	X		
SJC Zone B-2	1,525	142	90.69%	X		
SJC Zone B-3	17	0	100.00%	X		
SJC Zone B-4	139	13	90.65%	X		
SJC Zone B-5	77	13	83.12%			X
SJC Zone C-1	298	17	94.30%	X		
SJC Zone C-2	54	3	94.44%	X		
SJC Zone C-3	49	5	89.80%			X
<b>All Zones Combined</b>	<b>4,055</b>	<b>347</b>	<b>91.44%</b>	<b>8</b>		<b>3</b>

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

June 1, 2015 through June 30, 2015						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	379	20	94.72%	X		
SJC Zone A-2	140	21	85.00%			X
SJC Zone A-3	66	8	87.88%			X
SJC Zone B-1	1,325	110	91.70%	X		
SJC Zone B-2	1,558	133	91.46%	X		
SJC Zone B-3	21	0	100.00%	X		
SJC Zone B-4	143	18	87.41%			X
SJC Zone B-5	89	18	79.78%			X
SJC Zone C-1	299	21	92.98%	X		
SJC Zone C-2	55	3	94.55%	X		
SJC Zone C-3	51	2	96.08%	X		
<b>All Zones Combined</b>	<b>4,126</b>	<b>354</b>	<b>91.42%</b>	<b>7</b>		<b>4</b>

## Fines and Penalties Report

Type of Penalty	May 2015	June 2015
Out of compliance response districts	\$15,000	\$20,000
Late response minutes	\$9,520	\$10,190
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>\$24,520</b>	<b>\$30,190</b>

## Weekly Unit Hour Staffing Report

	RFP	May 2015	June 2015
Zone A	588	588	588
Zone B	1932	2184	2139
Zone B *non dedicated	0	550	459
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3826</b>	<b>3690</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	May 2015			June 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,804	334	91.22%	3,839	334	91.30%
Suburban 9:29	72	7	90.28%	73	11	84.93%
Suburban-Moderate 15:29	20	0	100.00%	21	1	95.24%
Rural 17:29	146	6	95.89%	172	8	95.35%
Wilderness 29:29	13	0	100.00%	21	0	100.00%
<b>Total</b>	<b>4,055</b>	<b>347</b>	<b>91.44%</b>	<b>4,126</b>	<b>354</b>	<b>91.42%</b>

## Mutual Aid Incidents

May 2015			June 2015		
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-2 URBAN	3
MDAS	SJ ZONE B-5 URBAN	2	MDAS	SJ ZONE B-5 URBAN	10
MDAS	SJ ZONE C-1 SUBURBAN	1	MDAS	SJ ZONE C-1 SUBURBAN	2
MDAS	SJ ZONE C-1 URBAN	3	MDAS	SJ ZONE C-1 URBAN	10
MDAS	SJ ZONE C-2 RURAL	1	MDAS	SJ ZONE C-2 RURAL	2
MDAS	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE C-2 URBAN	1
MDAS	SJ ZONE C-3 SUBURBAN	1	MDAS	SJ ZONE C-3 RURAL	4
MDAS	SJ ZONE C-3 URBAN	1	MDAS	SJ ZONE C-3 SUBURBAN	1
<b>Total</b>		<b>13</b>			<b>33</b>

Detailed Response Time Analysis  
May 2015

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	358	0:02	18:24	4:49	2:23	7:15
SJ ZONE A-2 URBAN	70	0:09	10:17	5:23	2:20	8:29
SJ ZONE A-3 URBAN	32	2:26	20:08	7:38	3:32	11:43
SJ ZONE B-1 URBAN	1,341	0:01	18:30	5:18	2:31	8:08
SJ ZONE B-2 URBAN	1,525	0:01	33:30	5:19	2:44	8:31
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	105	0:02	15:43	5:39	2:24	7:58
SJ ZONE B-5 URBAN	61	0:07	17:12	6:44	3:12	10:00
SJ ZONE C-1 URBAN	293	0:03	28:24	5:15	3:06	7:28
SJ ZONE C-2 URBAN	8	4:59	9:20	7:06	1:12	9:20
SJ ZONE C-3 URBAN	11	2:24	11:04	6:35	2:39	10:12
SJ ZONE A-2 SUBURBAN	17	1:04	12:51	7:05	2:57	11:53
SJ ZONE A-3 SUBURBAN	10	4:30	13:34	8:02	2:32	10:52
SJ ZONE B-4 SUBURBAN	17	0:17	11:33	6:54	3:38	11:01
SJ ZONE B-5 SUBURBAN	10	0:51	12:31	6:28	3:05	9:08
SJ ZONE C-1 SUBURBAN	5	0:01	14:57	6:49	4:51	14:57
SJ ZONE C-2 SUBURBAN	6	2:15	8:45	5:36	1:00	8:45
SJ ZONE C-3 SUBURBAN	7	1:35	11:01	6:47	3:08	11:01
SJ ZONE C-2 SUBURBAN-MODERATE	20	0:10	17:38	10:58	3:30	14:32
SJ ZONE A-2 RURAL	41	0:47	19:06	11:31	3:42	16:41
SJ ZONE A-3 RURAL	27	0:03	21:08	11:08	4:45	16:36
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	0:04	8:38	4:52	2:45	8:38
SJ ZONE B-4 RURAL	17	3:31	19:19	12:27	4:25	17:23
SJ ZONE B-5 RURAL	6	0:30	15:02	9:26	4:42	15:02
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	19	0:45	22:28	9:27	5:15	17:01
SJ ZONE C-3 RURAL	31	0:03	20:02	10:25	4:53	17:18
SJ ZONE B-3 WILDERNESS	12	2:07	28:14	16:32	6:48	26:40
SJ ZONE C-2 WILDERNESS	1	24:19	24:19	24:19	0:00	24:19
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,804	0:01	33:30	5:19	2:41	8:22
All Suburban Compliance Areas	72	0:01	14:57	6:55	3:16	11:01
All Suburban-Moderate Compliance Areas	20	0:10	17:38	10:58	3:30	14:32
All Rural Compliance Areas	146	0:03	22:28	10:44	4:42	17:01
All Wilderness Compliance Areas	13	2:07	28:14	17:08	6:51	26:40

Detailed Response Time Analysis  
June 2015

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	379	0:01	19:35	4:34	2:25	7:06
SJ ZONE A-2 URBAN	76	0:03	12:14	6:16	2:31	9:30
SJ ZONE A-3 URBAN	20	0:03	10:30	5:22	2:41	7:42
SJ ZONE B-1 URBAN	1,325	0:01	19:34	5:13	2:30	8:11
SJ ZONE B-2 URBAN	1,556	0:01	15:26	5:09	2:24	8:04
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	101	0:02	11:47	4:40	2:33	7:56
SJ ZONE B-5 URBAN	72	0:02	29:11	6:51	4:37	11:01
SJ ZONE C-1 URBAN	292	0:03	24:14	5:05	2:59	7:29
SJ ZONE C-2 URBAN	11	3:18	17:03	7:04	3:56	12:39
SJ ZONE C-3 URBAN	7	3:41	10:35	6:41	2:11	10:35
SJ ZONE A-2 SUBURBAN	14	5:41	11:50	8:23	1:50	11:19
SJ ZONE A-3 SUBURBAN	8	0:38	9:59	6:36	2:59	9:59
SJ ZONE B-4 SUBURBAN	31	3:01	18:43	8:50	4:01	15:10
SJ ZONE B-5 SUBURBAN	5	4:56	13:00	8:27	3:00	13:00
SJ ZONE C-1 SUBURBAN	6	5:05	7:52	6:29	0:00	7:52
SJ ZONE C-2 SUBURBAN	1	5:10	5:10	5:10	0:00	5:10
SJ ZONE C-3 SUBURBAN	8	5:21	20:34	10:03	4:27	20:34
SJ ZONE C-2 SUBURBAN-MODERATE	21	0:32	16:09	11:53	3:17	15:01
SJ ZONE A-2 RURAL	50	0:09	21:36	11:08	4:11	15:40
SJ ZONE A-3 RURAL	38	0:05	26:02	12:08	5:04	18:21
SJ ZONE B-2 RURAL	2	5:00	5:30	5:15	0:15	5:30
SJ ZONE B-3 RURAL	3	3:54	13:46	8:13	4:07	13:46
SJ ZONE B-4 RURAL	11	1:39	23:02	9:59	5:03	12:30
SJ ZONE B-5 RURAL	12	5:08	19:22	10:06	4:43	16:02
SJ ZONE C-1 RURAL	1	2:58	2:58	2:58	0:00	2:58
SJ ZONE C-2 RURAL	20	0:06	14:07	8:59	3:33	13:34
SJ ZONE C-3 RURAL	35	0:02	16:42	10:18	4:07	15:22
SJ ZONE B-3 WILDERNESS	18	7:46	22:45	12:35	4:32	20:36
SJ ZONE C-2 WILDERNESS	2	4:54	16:21	10:37	5:44	16:21
SJ ZONE C-3 WILDERNESS	1	18:06	18:06	18:06	0:00	18:06
All Urban Compliance Areas	3,839	0:01	29:11	5:10	2:35	8:05
All Suburban Compliance Areas	73	0:38	20:34	8:22	3:32	13:00
All Suburban-Moderate Compliance Areas	21	0:32	16:09	11:53	3:17	15:01
All Rural Compliance Areas	172	0:02	26:02	10:38	4:34	16:02
All Wilderness Compliance Areas	21	4:54	22:45	12:39	4:45	18:06

**Exemption Request Report  
May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/01/2015	15062184	B-2	Traffic Secondary to Call		Exempt
05/01/2015	15062196	B-2	Delays in Transferring Care at ED		Exempt
05/01/2015	15062464	B-1	Delays in Transferring Care at ED		Exempt
05/01/2015	15062586	B-2	Delays in Transferring Care at ED		Exempt
05/01/2015	15062593	B-1	Delays in Transferring Care at ED		Exempt
05/01/2015	15062613	C-3	Delays in Transferring Care at ED		Exempt
05/02/2015	15062836	B-2	Delays in Transferring Care at ED		Exempt
05/02/2015	15063063	B-2	Delays in Transferring Care at ED		Exempt
05/02/2015	15063083	B-5	Delays in Transferring Care at ED		Exempt
05/02/2015	15063092	B-2	Delays in Transferring Care at ED		Exempt
05/03/2015	15063282	B-2	Location Change		Exempt
05/03/2015	15063585	C-1	Delays in Transferring Care at ED		Exempt
05/03/2015	15063590	B-4	Delays in Transferring Care at ED		Exempt
05/03/2015	15063596	B-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15063776	B-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15063836	B-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15064100	B-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15064119	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/04/2015	15064125	A-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15064144	A-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15064147	A-2	Delays in Transferring Care at ED		Exempt
05/04/2015	15064153	B-1	Delays in Transferring Care at ED		Exempt
05/04/2015	15064157	B-1	Delays in Transferring Care at ED		Exempt
05/05/2015	15064467	B-1	Location Change		Exempt
05/05/2015	15064656	B-2	Traffic Secondary to Call		Exempt
05/05/2015	15064678	B-4	Delays in Transferring Care at ED		Exempt
05/05/2015	15064679	B-1	Delays in Transferring Care at ED		Exempt
05/06/2015	15064821	A-2	Delays in Transferring Care at ED		Exempt
05/06/2015	15064852	B-2	Delays in Transferring Care at ED		Exempt
05/06/2015	15064982	B-1	Delays in Transferring Care at ED		Exempt
05/06/2015	15064994	B-2	Delays in Transferring Care at ED		Exempt
05/06/2015	15065099	B-2	Delays in Transferring Care at ED		Exempt
05/06/2015	15065213	B-2	Road Construction		Exempt
05/08/2015	15065949	B-2	Delays in Transferring Care at ED		Exempt
05/08/2015	15065982	B-2	Delays in Transferring Care at ED		Exempt
05/08/2015	15066104	B-1	Train		Exempt
05/09/2015	15066264	C-1	Delays in Transferring Care at ED		Exempt



**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/09/2015	15066369	B-2	Traffic Secondary to Call		Exempt
05/09/2015	15066424	B-2	False Report of Emergency		Exempt
05/09/2015	15066596	B-2	Delays in Transferring Care at ED		Exempt
05/09/2015	15066598	C-1	Delays in Transferring Care at ED		Exempt
05/09/2015	15066684	B-2	Delays in Transferring Care at ED		Exempt
05/09/2015	15066687	B-1	Delays in Transferring Care at ED		Exempt
05/10/2015	15066997	C-1	Delays in Transferring Care at ED		Exempt
05/10/2015	15067007	A-1	Delays in Transferring Care at ED		Exempt
05/10/2015	15067027	B-1	Delays in Transferring Care at ED		Exempt
05/10/2015	15067104	C-2	Delays in Transferring Care at ED		Exempt
05/10/2015	15067121	B-2	Delays in Transferring Care at ED		Exempt
05/10/2015	15067132	B-2	Delays in Transferring Care at ED		Exempt
05/10/2015	15067135	B-2	Delays in Transferring Care at ED		Exempt
05/11/2015	15067512	B-2	Poor Location Information from RP		Exempt
05/11/2015	15067535	B-2	Delays in Transferring Care at ED		Exempt
05/11/2015	15067529	B-5	Location Change		Exempt
05/11/2015	15067547	B-5	Delays in Transferring Care at ED		Exempt
05/11/2015	15067551	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/11/2015	15067556	A-3	Delays in Transferring Care at ED		Exempt
05/11/2015	15067571	B-2	Unit Dispatched and Responded Code 2		Exempt
05/11/2015	15067580	B-4	Delays in Transferring Care at ED		Exempt
05/11/2015	15067585	B-1	Delays in Transferring Care at ED		Exempt
05/11/2015	15067604	B-2	Delays in Transferring Care at ED		Exempt
05/11/2015	15067663	B-2	Delays in Transferring Care at ED		Exempt
05/11/2015	15067671	B-2	Delays in Transferring Care at ED		Exempt
05/12/2015	15067876	B-2	Road Construction		Exempt
05/12/2015	15067895	B-1	Road Construction		Exempt
05/12/2015	15067909	B-5	Road Construction		Exempt
05/12/2015	15067921	B-4	Traffic Secondary to Call		Exempt
05/12/2015	15067948	B-2	Road Construction		Exempt
05/12/2015	15068067	B-1	Delays in Transferring Care at ED		Exempt
05/12/2015	15068108	B-2	Delays in Transferring Care at ED		Exempt
05/12/2015	15068114	B-4	Delays in Transferring Care at ED		Exempt
05/12/2015	15068116	A-1	Delays in Transferring Care at ED		Exempt
05/12/2015	15068308	B-2	Delays in Transferring Care at ED		Exempt
05/12/2015	15068312	C-1	Delays in Transferring Care at ED		Exempt
05/12/2015	15068318	B-1	Delays in Transferring Care at ED		Exempt
05/12/2015	15068319	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/12/2015	15068327	B-2	Delays in Transferring Care at ED		Exempt
05/12/2015	15068366	B-1	Delays in Transferring Care at ED		Exempt
05/13/2015	15068559	B-2	Road Construction		Exempt
05/13/2015	15068636	B-2	Delayed Reporting on Scene		Exempt
05/13/2015	15068675	B-1	Delays in Transferring Care at ED		Exempt
05/13/2015	15068679	B-1	Delays in Transferring Care at ED		Exempt
05/13/2015	15068681	B-1	Delays in Transferring Care at ED		Exempt
05/13/2015	15068728	B-2	Delays in Transferring Care at ED		Exempt
05/13/2015	15068829	A-3	Delays in Transferring Care at ED		Exempt
05/13/2015	15068830	B-2	Delays in Transferring Care at ED		Exempt
05/13/2015	15068833	C-3	Delays in Transferring Care at ED		Exempt
05/13/2015	15068834	B-2	Delays in Transferring Care at ED		Exempt
05/13/2015	15068849	B-1	Delays in Transferring Care at ED		Exempt
05/14/2015	15068961	B-2	Road Construction		Exempt
05/14/2015	15069199	B-1	Delays in Transferring Care at ED		Exempt
05/14/2015	15069264	B-1	Road Construction		Not Exempt
05/14/2015	15069357	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069462	A-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069608	C-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/15/2015	15069651	B-5	Delays in Transferring Care at ED		Exempt
05/15/2015	15069674	B-1	Delays in Transferring Care at ED		Exempt
05/15/2015	15069676	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069682	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069770	B-2	Road Construction		Exempt
05/15/2015	15069774	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069796	B-1	Delays in Transferring Care at ED		Exempt
05/15/2015	15069803	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069807	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069819	B-2	Delays in Transferring Care at ED		Exempt
05/15/2015	15069832	B-1	Delays in Transferring Care at ED		Exempt
05/15/2015	15069834	B-1	Delays in Transferring Care at ED		Exempt
05/15/2015	15069837	B-1	Delays in Transferring Care at ED		Exempt
05/15/2015	15069927	B-1	Delays in Transferring Care at ED		Exempt
05/16/2015	15070029	B-2	Delays in Transferring Care at ED		Exempt
05/16/2015	15070035	A-1	Delays in Transferring Care at ED		Exempt
05/16/2015	15070161	B-1	Train		Exempt
05/16/2015	15070175	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/16/2015	15070227	B-2	Delays in Transferring Care at ED		Exempt
05/16/2015	15070378	B-2	Delays in Transferring Care at ED		Exempt
05/16/2015	15070384	B-2	Delays in Transferring Care at ED		Exempt
05/16/2015	15070393	B-5	Delays in Transferring Care at ED		Exempt
05/16/2015	15070397	B-5	Delays in Transferring Care at ED		Exempt
05/17/2015	15070849	B-2	Road Construction		Exempt
05/18/2015	15070929	B-1	Adjusted time based on call audit		Exempt
05/18/2015	15071224	B-2	Road Construction		Exempt
05/18/2015	15071265	B-4	Delays in Transferring Care at ED		Exempt
05/18/2015	15071274	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071295	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071297	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071412	A-2	Delays in Transferring Care at ED		Exempt
05/18/2015	15071420	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071424	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071425	B-1	Delays in Transferring Care at ED		Exempt
05/18/2015	15071427	B-4	Delays in Transferring Care at ED		Exempt
05/18/2015	15071439	B-1	Delays in Transferring Care at ED		Exempt
05/19/2015	15071548	C-1	Poor Location Information from RP		Exempt

**Exemption Request Report (continued)**  
**May 2015**

<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>
05/19/2015	15071577	B-2	Road Construction		Exempt
05/19/2015	15071878	B-2	False Report of Emergency		Exempt
05/19/2015	15071882	B-4	Delays in Transferring Care at ED		Exempt
05/19/2015	15071887	B-2	Delays in Transferring Care at ED		Exempt
05/19/2015	15071886	B-2	Delays in Transferring Care at ED		Exempt
05/19/2015	15071888	A-1	Delays in Transferring Care at ED		Exempt
05/19/2015	15071894	A-2	Delays in Transferring Care at ED		Exempt
05/19/2015	15071901	B-2	Delays in Transferring Care at ED		Exempt
05/19/2015	15071964	B-2	Delays in Transferring Care at ED		Exempt
05/19/2015	15071965	C-1	Delays in Transferring Care at ED		Exempt
05/20/2015	15072123	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072125	B-1	Delays in Transferring Care at ED		Exempt
05/20/2015	15072126	A-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072182	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072197	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072200	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072201	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072258	A-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/20/2015	15072340	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072359	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072523	B-2	Delays in Transferring Care at ED		Exempt
05/20/2015	15072532	B-1	Delays in Transferring Care at ED		Exempt
05/20/2015	15072552	B-2	Road Closure		Exempt
05/21/2015	15072648	B-1	Road Construction		Exempt
05/21/2015	15072792	A-3	False Report of Emergency		Exempt
05/21/2015	15072844	B-2	Road Construction		Exempt
05/21/2015	15072894	B-2	Delays in Transferring Care at ED		Exempt
05/21/2015	15072902	B-1	Delays in Transferring Care at ED		Exempt
05/21/2015	15072904	B-1	Delays in Transferring Care at ED		Exempt
05/21/2015	15072951	B-5	Delays in Transferring Care at ED		Exempt
05/21/2015	15072956	B-2	Delays in Transferring Care at ED		Exempt
05/21/2015	15072957	B-1	Delays in Transferring Care at ED		Exempt
05/21/2015	15072959	B-1	Delays in Transferring Care at ED		Exempt
05/21/2015	15072960	B-1	Delays in Transferring Care at ED		Exempt
05/22/2015	15073118	B-1	False Report of Emergency		Exempt
05/22/2015	15073134	C-1	Delays in Transferring Care at ED		Exempt
05/22/2015	15073135	A-2	Delays in Transferring Care at ED		Exempt
05/22/2015	15073160	B-2	Location Change		Exempt

**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/22/2015	15073325	A-3	Delays in Transferring Care at ED		Exempt
05/22/2015	15073366	B-1	Delays in Transferring Care at ED		Exempt
05/22/2015	15073410	B-5	Road Construction		Exempt
05/22/2015	15073476	B-2	Delays in Transferring Care at ED		Exempt
05/22/2015	15073531	B-5	Delays in Transferring Care at ED		Exempt
05/22/2015	15073535	B-2	Delays in Transferring Care at ED		Exempt
05/22/2015	15073561	B-2	Delays in Transferring Care at ED		Exempt
05/23/2015	15073648	B-2	Delays in Transferring Care at ED		Exempt
05/24/2015	15074156	A-1	Location Change		Exempt
05/24/2015	15074307	B-2	Delays in Transferring Care at ED		Exempt
05/24/2015	15074309	C-1	Delays in Transferring Care at ED		Exempt
05/24/2015	15074314	A-3	Delays in Transferring Care at ED		Exempt
05/24/2015	15074316	B-2	Delays in Transferring Care at ED		Exempt
05/24/2015	15074320	A-2	Delays in Transferring Care at ED		Exempt
05/24/2015	15074331	B-2	Delays in Transferring Care at ED		Exempt
05/24/2015	15074512	B-2	Poor Location Information from RP		Exempt
05/25/2015	15074883	B-1	Delays in Transferring Care at ED		Exempt
05/25/2015	15074896	C-1	Delays in Transferring Care at ED		Exempt
05/25/2015	15074966	B-5	False Report of Emergency		Exempt



**Exemption Request Report (continued)**  
**May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/26/2015	15075324	B-2	False Report of Emergency		Exempt
05/26/2015	15075338	B-1	Delays in Transferring Care at ED		Exempt
05/26/2015	15075341	B-2	Delays in Transferring Care at ED		Exempt
05/26/2015	15075360	B-1	Delays in Transferring Care at ED		Exempt
05/27/2015	15075794	B-2	Train		Exempt
05/28/2015	15076370	B-2	Delays in Transferring Care at ED		Exempt
05/28/2015	15076385	B-2	Delays in Transferring Care at ED		Exempt
05/28/2015	15076436	B-1	Delays in Transferring Care at ED		Exempt
05/29/2015	15076711	B-2	False Report of Emergency		Exempt
05/29/2015	15076803	C-1	Delays in Transferring Care at ED		Exempt
05/29/2015	15076838	B-4	Delays in Transferring Care at ED		Exempt
05/29/2015	15076893	B-2	Delays in Transferring Care at ED		Exempt
05/29/2015	15077018	B-5	Delays in Transferring Care at ED		Exempt
05/29/2015	15077025	C-1	Delays in Transferring Care at ED		Exempt
05/29/2015	15077079	B-2	Delays in Transferring Care at ED		Exempt
05/29/2015	15077084	B-2	Delays in Transferring Care at ED		Exempt
05/30/2015	15077373	B-5	Delays in Transferring Care at ED		Exempt
05/30/2015	15077382	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**May 2015**

<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>
05/30/2015	15077385	B-1	Delays in Transferring Care at ED		Exempt
05/30/2015	15077731	B-2	Delays in Transferring Care at ED		Exempt
05/31/2015	15077886	B-5	False Report of Emergency		Exempt
05/31/2015	15078010	B-2	Coding Error by SFD CAD		Exempt

**Exemption Request Report  
June 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/01/2015	15078260	A-3	Dispatch Error		Exempt
06/01/2015	15078332	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078415	B-2	Delays in Transferring Care at ED		Exempt
06/01/2015	15078421	A-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078499	B-2	Delays in Transferring Care at ED		Exempt
06/01/2015	15078550	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078581	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078582	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078587	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078592	B-2	Delays in Transferring Care at ED		Exempt
06/01/2015	15078599	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078600	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078610	B-1	Delays in Transferring Care at ED		Exempt
06/01/2015	15078642	B-1	Delays in Transferring Care at ED		Exempt
06/02/2015	15079088	C-1	Delays in Transferring Care at ED		Exempt
06/02/2015	15079125	B-1	Delays in Transferring Care at ED		Exempt
06/02/2015	15079130	C-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)  
June 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/02/2015	15079133	B-4	Delays in Transferring Care at ED		Exempt
06/02/2015	15079174	B-2	Delays in Transferring Care at ED		Exempt
06/03/2015	15079642	B-5	Road Construction		Exempt
06/04/2015	15079993	B-2	Road Construction		Exempt
06/04/2015	15080034	B-2	Road Construction		Exempt
06/04/2015	15080067	A-1	Poor Location Information from RP		Exempt
06/04/2015	15080140	B-1	Delays in Transferring Care at ED		Exempt
06/04/2015	15080167	B-2	Train		Exempt
06/04/2015	15080286	B-1	Delays in Transferring Care at ED		Exempt
06/04/2015	15080289	B-2	Delays in Transferring Care at ED		Exempt
06/05/2015	15080344	B-5	Unit Dispatched and Responded Code 2		Exempt
06/05/2015	15080393	A-3	False Report of Emergency		Exempt
06/05/2015	15080498	B-1	Delays in Transferring Care at ED		Exempt
06/05/2015	15080563	C-1	Unit Dispatched and Responded Code 2		Exempt
06/05/2015	15080832	B-2	Delays in Transferring Care at ED		Exempt
06/07/2015	15081762	B-2	Delays in Transferring Care at ED		Exempt
06/07/2015	15081765	B-1	Delays in Transferring Care at ED		Exempt
06/07/2015	15081786	A-2	Delays in Transferring Care at ED		Exempt
06/07/2015	15081791	B-1	Delays in Transferring Care at ED		Exempt
06/07/2015	15081800	B-2	Delays in Transferring Care at ED		Exempt
06/07/2015	15081804	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)  
June 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/07/2015	15081807	B-2	Delays in Transferring Care at ED		Exempt
06/07/2015	15081812	B-2	Delays in Transferring Care at ED		Exempt
06/08/2015	15081966	B-2	Road Construction		Exempt
06/08/2015	15082072	A-1	Train		Exempt
06/08/2015	15082283	C-3	Location Change		Exempt
06/09/2015	15083011	B-1	Delays in Transferring Care at ED		Exempt
06/09/2015	15083043	B-2	Delays in Transferring Care at ED		Exempt
06/09/2015	15083062	B-1	Train		Exempt
06/10/2015	15083250	B-2	Not Listed		Exempt
06/10/2015	15083392	B-2	Delays in Transferring Care at ED		Exempt
06/10/2015	15083402	C-1	Delays in Transferring Care at ED		Exempt
06/11/2015	15083723	B-4	Location Change		Exempt
06/11/2015	15083973	B-1	Delays in Transferring Care at ED		Exempt
06/11/2015	15083980	B-2	Delays in Transferring Care at ED		Exempt
06/11/2015	15083992	B-2	Delays in Transferring Care at ED		Exempt
06/11/2015	15084083	B-1	Delays in Transferring Care at ED		Exempt
06/12/2015	15084266	B-1	Poor Location Information from RP		Exempt
06/12/2015	15084380	C-1	Delays in Transferring Care at ED		Exempt
06/12/2015	15084384	C-1	Delays in Transferring Care at ED		Exempt
06/12/2015	15084393	B-1	Delays in Transferring Care at ED		Exempt
06/12/2015	15084398	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**June 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/12/2015	15084400	B-2	Delays in Transferring Care at ED		Exempt
06/12/2015	15084402	B-1	Delays in Transferring Care at ED		Exempt
06/12/2015	15084404	B-2	Delays in Transferring Care at ED		Exempt
06/12/2015	15084654	B-2	Delays in Transferring Care at ED		Exempt
06/12/2015	15084656	B-2	Delays in Transferring Care at ED		Exempt
06/13/2015	15084813	B-5	Road Construction		Exempt
06/13/2015	15084878	B-2	Location Change		Exempt
06/14/2015	15085510	B-2	Traffic Secondary to Call		Exempt
06/15/2015	15085973	B-1	Delays in Transferring Care at ED		Exempt
06/15/2015	15086004	B-2	Delays in Transferring Care at ED		Exempt
06/15/2015	15086037	B-2	Road Construction		Exempt
06/15/2015	15086061	B-5	Delays in Transferring Care at ED		Exempt
06/15/2015	15086107	B-2	Road Construction		Exempt
06/15/2015	15086127	B-1	Delays in Transferring Care at ED		Exempt
06/15/2015	15086153	B-2	Coding Error by SFD CAD		Exempt
06/16/2015	15086240	B-5	Road Construction	Time and Distance	Not Exempt
06/16/2015	15086391	B-2	Delays in Transferring Care at ED		Exempt
06/16/2015	15086395	B-1	Delays in Transferring Care at ED		Exempt
06/16/2015	15086410	B-4	Delays in Transferring Care at ED		Exempt
06/16/2015	15086501	B-5	Traffic Secondary to Call		Exempt
06/17/2015	15086769	B-2	Road Construction		Exempt
06/17/2015	15087069	B-1	Train		Exempt

**Exemption Request Report (continued)**  
**June 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/17/2015	15087098	B-1	Delays in Transferring Care at ED		Exempt
06/17/2015	15087112	A-2	False Report of Emergency		Exempt
06/17/2015	15087111	B-1	Delays in Transferring Care at ED		Exempt
06/17/2015	15087259	B-2	Delays in Transferring Care at ED		Exempt
06/17/2015	15087261	B-2	Delays in Transferring Care at ED		Exempt
06/17/2015	15087262	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087389	A-2	False Report of Emergency		Exempt
06/18/2015	15087498	B-2	Road Construction		Exempt
06/18/2015	15087505	A-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087504	A-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087510	B-2	Delays in Transferring Care at ED		Exempt
06/18/2015	15087512	B-2	Delays in Transferring Care at ED		Exempt
06/18/2015	15087514	B-2	Delays in Transferring Care at ED		Exempt
06/18/2015	15087521	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087520	B-2	Delays in Transferring Care at ED		Exempt
06/18/2015	15087522	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087527	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087547	B-2	Train		Exempt
06/18/2015	15087583	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)  
June 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/18/2015	15087584	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087587	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087596	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087603	B-2	Delays in Transferring Care at ED		Exempt
06/18/2015	15087689	B-1	Delays in Transferring Care at ED		Exempt
06/18/2015	15087700	B-2	Road Construction		Exempt
06/18/2015	15087713	B-2	Delays in Transferring Care at ED		Exempt
06/19/2015	15087969	B-1	Poor Location Information from RP		Exempt
06/20/2015	15088640	B-2	Road Construction		Exempt
06/20/2015	15088721	B-2	Delays in Transferring Care at ED		Exempt
06/20/2015	15088877	A-2	Coding Error by SFD CAD		Exempt
06/21/2015	15089184	B-2	Road Construction		Exempt
06/22/2015	15089402	B-5	Coding Error by SFD CAD		Exempt
06/22/2015	15089486	B-1	Road Construction		Exempt
06/22/2015	15089637	B-1	Delays in Transferring Care at ED		Exempt
06/22/2015	15089711	B-2	Delays in Transferring Care at ED		Exempt
06/22/2015	15089713	B-1	Delays in Transferring Care at ED		Exempt
06/22/2015	15089875	B-2	Delays in Transferring Care at ED		Exempt
06/23/2015	15090074	B-2	Delays in Transferring Care at ED		Exempt
06/23/2015	15090079	B-2	Delays in Transferring Care at ED		Exempt
06/23/2015	15090137	B-1	False Report of Emergency		Exempt



**Exemption Request Report (continued)**  
**June 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/23/2015	15090224	B-2	Delays in Transferring Care at ED		Exempt
06/23/2015	15090225	B-2	Delays in Transferring Care at ED		Exempt
06/24/2015	15090713	B-2	Delays in Transferring Care at ED		Exempt
06/24/2015	15090740	B-1	Delays in Transferring Care at ED		Exempt
06/24/2015	15090741	B-2	Delays in Transferring Care at ED		Exempt
06/24/2015	15090751	B-1	Delays in Transferring Care at ED		Exempt
06/24/2015	15090753	B-2	Delays in Transferring Care at ED		Exempt
06/24/2015	15090785	C-3	Delays in Transferring Care at ED		Exempt
06/24/2015	15090791	B-1	Delays in Transferring Care at ED		Exempt
06/25/2015	15091099	B-1	Delays in Transferring Care at ED		Exempt
06/26/2015	15091516	B-5	Road Construction		Exempt
06/26/2015	15091800	C-3	Traffic Secondary to Call		Exempt
06/26/2015	15091841	B-2	Road Construction		Exempt
06/26/2015	15091968	B-4	Delays in Transferring Care at ED		Exempt
06/27/2015	15092065	B-4	Delays in Transferring Care at ED		Exempt
06/27/2015	15092211	A-2	Coding Error by SFD CAD		Exempt
06/27/2015	15092264	B-1	Delays in Transferring Care at ED		Exempt
06/28/2015	15092576	A-2	Traffic Secondary to Call		Exempt
06/28/2015	15092812	B-1	Delays in Transferring Care at ED		Exempt

**Exemption Request Report (continued)**  
**June 2015**

<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>
06/28/2015	15092858	B-2	Delays in Transferring Care at ED		Exempt
06/29/2015	15093273	B-5	Coding Error by SFD CAD		Exempt
06/29/2015	15093282	A-2	Delays in Transferring Care at ED		Exempt
06/29/2015	15093288	B-1	Delays in Transferring Care at ED		Exempt
06/29/2015	15093307	C-1	Delays in Transferring Care at ED		Exempt
06/29/2015	15093327	B-5	Delays in Transferring Care at ED		Exempt
06/29/2015	15093335	B-1	Delays in Transferring Care at ED		Exempt
06/29/2015	15093431	C-1	Delays in Transferring Care at ED		Exempt
06/29/2015	15093531	B-2	Location Change		Exempt
06/30/2015	15093565	B-1	Delays in Transferring Care at ED		Exempt
06/30/2015	15093862	B-5	Delays in Transferring Care at ED		Exempt
06/30/2015	15093981	B-1	False Report of Emergency		Exempt

## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

Zone	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Monthly Average
A-1	93%	96%	94%	93%	96%	95%	93%	94%	95%	96%	95%	95%	94.6%
A-2	85%	89%	86%	90%	90%	90%	91%	91%	89%	94%	93%	85%	89.4%
A-3	90%	91%	80%	83%	90%	84%	80%	76%	92%	83%	83%	88%	85.3%
B-1	90%	90%	89%	88%	90%	87%	91%	90%	89%	92%	91%	92%	90.0%
B-2	94%	93%	92%	92%	92%	92%	93%	90%	91%	90%	91%	91%	91.8%
B-3	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%	99.4%
B-4	91%	86%	84%	82%	83%	84%	78%	82%	89%	80%	91%	87%	84.6%
B-5	91%	93%	92%	87%	80%	76%	94%	75%	88%	89%	83%	80%	86.0%
C-1	92%	97%	94%	94%	96%	95%	92%	93%	96%	96%	94%	93%	94.4%
C-2	90%	90%	98%	91%	88%	96%	94%	89%	96%	96%	94%	95%	93.3%
C-3	100%	95%	88%	92%	90%	91%	97%	96%	94%	96%	90%	96%	93.8%
<b>All Zones</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>90%</b>	<b>92%</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>91.2%</b>

### Failure to Provide Data

Event Type	May 2015	June 2015
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

