



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

Mailing Address  
PO Box 220  
French Camp, CA 95231

Health Care Services Complex  
Benton Hall  
500 W. Hospital Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

## Memorandum

TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 20, 2016

SUBJECT: Updated Report on Exclusive Emergency Ambulance Provider Contract Compliance

Note: This update corrects the miscalculation of response time compliance for Advanced Life Support (ALS) interfacility transfers (IFT) and Critical Care Transports (CCT) that appeared in the report issued on December 1, 2016.

The San Joaquin County EMS Agency (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of May and June, 2016, provides an in-depth review of AMR's performance. This is the first report describing AMR's compliance that begins a 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 May and June 2016, 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 94.78% for May and 94.63% for 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, 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 (APOD) 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. APOD

continues to rob 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 May and June 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)**

May 1, 2016 through May 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	383	9	97.65%	X		
SJ Zone X-2	120	9	92.50%	X		
SJ Zone X-3*	55	3	94.55%			
SJ Zone X-4	1,309	82	93.74%	X		
SJ Zone X-5	1,580	120	92.41%	X		
SJ Zone X-6*	21	0	100.00%			
SJ Zone X-7	147	10	93.20%	X		
SJ Zone X-8*	90	4	95.56%			
SJ Zone X-9	324	16	95.06%	X		
SJ Zone X-10*	72	4	94.44%			
SJ Zone X-11*	44	2	95.45%			
<b>All Zones Combined</b>	<b>4,145</b>	<b>259</b>	<b>93.75%</b>	<b>6</b>	<b>0</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**

May 1, 2016 through May 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	May 2016	May 2016	55	3	94.55%		
SJ Zone X-6	May 2016	May 2016	21	0	100.00%		
SJ Zone X-8	May 2016	May 2016	90	4	95.56%		
SJ Zone X-10	May 2016	May 2016	72	4	94.44%		
SJ Zone X-11	May 2016	May 2016	44	2	95.45%		

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

June 1, 2016 through June 30, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	366	18	95.08%	x		
SJ Zone X-2	148	11	92.57%	x		
SJ Zone X-3*	60	4	93.33%			
SJ Zone X-4	1,208	87	92.80%	x		
SJ Zone X-5	1,503	108	92.81%	x		
SJ Zone X-6*	21	0	100.00%			
SJ Zone X-7	131	13	90.08%	x		
SJ Zone X-8*	96	10	89.58%			
SJ Zone X-9	295	15	94.92%	x		
SJ Zone X-10*	59	1	98.31%			
SJ Zone X-11*	53	2	96.23%			
<b>All Zones Combined</b>	<b>3,940</b>	<b>269</b>	<b>93.17%</b>	<b>6</b>	<b>0</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses**

June 1, 2016 through June 30, 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	May 2016	June 2016	115	7	93.91%	X	
SJ Zone X-6	May 2016	June 2016	42	0	100.00%		
SJ Zone X-8	May 2016	June 2016	186	14	92.47%	X	
SJ Zone X-10	May 2016	June 2016	131	5	96.18%	X	
SJ Zone X-11	May 2016	June 2016	97	4	95.88%		

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

May 1, 2016 through May 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	170	5	97.06%	
SJ Zone X-2*	39	0	100.00%	
SJ Zone X-3*	18	0	100.00%	
SJ Zone X-4	536	16	97.01%	
SJ Zone X-5	578	14	97.58%	
SJ Zone X-6*	1	0	100.00%	
SJ Zone X-7*	50	1	98.00%	
SJ Zone X-8*	43	0	100.00%	
SJ Zone X-9*	98	3	96.94%	
SJ Zone X-10*	14	0	100.00%	
SJ Zone X-11*	15	0	100.00%	
<b>All Zones Combined</b>	<b>1,562</b>	<b>39</b>	<b>97.50%</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**

May 1, 2016 through May 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	May 2016	39	0	100.00%
SJ Zone X-3	May 2016	May 2016	18	0	100.00%
SJ Zone X-6	May 2016	May 2016	1	0	100.00%
SJ Zone X-7	May 2016	May 2016	50	1	98.00%
SJ Zone X-8	May 2016	May 2016	43	0	100.00%
SJ Zone X-9	May 2016	May 2016	98	3	96.94%
SJ Zone X-10	May 2016	May 2016	14	0	100.00%
SJ Zone X-11	May 2016	May 2016	15	0	100.00%

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

June 1, 2016 through June 30, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	186	2	98.92%	
SJ Zone X-2*	33	0	100.00%	
SJ Zone X-3*	16	1	93.75%	
SJ Zone X-4	534	14	97.38%	
SJ Zone X-5	655	14	97.86%	
SJ Zone X-6*	6	0	100.00%	
SJ Zone X-7*	57	0	100.00%	
SJ Zone X-8*	53	0	100.00%	
SJ Zone X-9*	110	2	98.18%	
SJ Zone X-10*	13	0	100.00%	
SJ Zone X-11*	26	0	100.00%	
<b>All Zones Combined</b>	<b>1,689</b>	<b>33</b>	<b>98.05%</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**

June 1, 2016 through June 30, 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	June 2016	72	0	100.00%
SJ Zone X-3	May 2016	June 2016	34	1	97.06%
SJ Zone X-6	May 2016	June 2016	7	0	100.00%
SJ Zone X-7	May 2016	June 2016	107	1	99.07%
SJ Zone X-8	May 2016	June 2016	96	0	100.00%
SJ Zone X-9	May 2016	June 2016	208	5	97.60%
SJ Zone X-10	May 2016	June 2016	27	0	100.00%
SJ Zone X-11	May 2016	June 2016	41	0	100.00%

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

May 1, 2016 through May 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	339	339	May 2016	May 2016	8	97.64%	X	
CCT-IFT	15	15	May 2016	May 2016	2	86.67%		

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

June 1, 2016 through June 30, 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	109	109	May 2016	June 2016	11	89.91%		X
CCT-IFT	8	23	May 2016	June 2016	3	86.96%		

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

May 1, 2016 through May 31, 2016				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		553	14	97.47%
SJ Zone X-2		159	9	94.34%
SJ Zone X-3		73	3	95.89%
SJ Zone X-4		1,845	98	94.69%
SJ Zone X-5		2,158	134	93.79%
SJ Zone X-6		22	0	100.00%
SJ Zone X-7		197	11	94.42%
SJ Zone X-8		133	4	96.99%
SJ Zone X-9		422	19	95.50%
SJ Zone X-10		86	4	95.35%
SJ Zone X-11		59	2	96.61%
<b>All Zones Combined</b>		<b>5,707</b>	<b>298</b>	<b>94.78%</b>

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

June 1, 2016 through June 30, 2016				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1		552	20	96.38%
SJ Zone X-2		181	11	93.92%
SJ Zone X-3		76	5	93.42%
SJ Zone X-4		1,742	101	94.20%
SJ Zone X-5		2,158	122	94.35%
SJ Zone X-6		27	0	100.00%
SJ Zone X-7		188	13	93.09%
SJ Zone X-8		149	10	93.29%
SJ Zone X-9		405	17	95.80%
SJ Zone X-10		72	1	98.61%
SJ Zone X-11		79	2	97.47%
<b>All Zones Combined</b>		<b>5,629</b>	<b>302</b>	<b>94.63%</b>

### Fines and Penalties Report

Type of Penalty	May 2016	June 2016
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$21,900	\$30,000
ALS IFT or CCT-IFT Late response minutes	\$800	\$4,400
Out of compliance monthly response ALS-IFT or CCT-IFT	\$0	\$1,000
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>\$22,700</b>	<b>\$35,400</b>



Detailed Response Time Analysis Without Exemptions Applied - RLS

May 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	383	18:59	4:48	2:04	6:48
SJ Zone X-2 Urban	62	15:38	5:49	2:29	8:34
SJ Zone X-3 Urban	24	13:02	6:29	3:11	10:23
SJ Zone X-4 Urban	1,309	18:58	5:22	2:16	8:10
SJ Zone X-5 Urban	1,577	17:37	5:28	2:09	8:04
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	121	12:09	5:02	2:25	8:03
SJ Zone X-8 Urban	67	16:59	6:19	2:56	10:15
SJ Zone X-9 Urban	313	18:46	5:00	2:35	7:25
SJ Zone X-10 Urban	11	8:19	6:09	1:38	7:55
SJ Zone X-11 Urban	6	6:48	3:57	1:47	6:48
SJ Zone X-2 Suburban	24	15:35	8:14	2:34	12:04
SJ Zone X-3 Suburban	5	10:00	6:41	2:19	10:00
SJ Zone X-7 Suburban	19	10:15	6:11	2:07	9:33
SJ Zone X-8 Suburban	9	8:42	5:03	2:17	8:42
SJ Zone X-9 Suburban	9	9:54	6:23	2:03	9:54
SJ Zone X-10 Suburban	4	7:23	6:08	0:51	7:23
SJ Zone X-11 Suburban	5	10:05	6:39	2:24	10:05
SJ Zone X-10 Suburban-Moderate	27	24:45	11:48	4:21	15:17
SJ Zone X-2 Suburban	34	17:18	11:10	3:57	16:25
SJ Zone X-3 Suburban	26	17:22	9:31	4:25	15:43
SJ Zone X-5 Suburban	3	9:35	9:01	0:46	9:35
SJ Zone X-6 Suburban	9	11:08	6:44	2:51	11:08
SJ Zone X-7 Suburban	7	16:33	10:22	3:50	16:33
SJ Zone X-8 Suburban	14	15:59	10:20	3:05	15:11
SJ Zone X-9 Suburban	2	6:23	5:07	1:16	6:23
SJ Zone X-10 Suburban	25	26:47	9:22	4:28	12:09
SJ Zone X-11 Suburban	32	20:00	12:10	3:58	17:13
SJ Zone X-6 Wilderness	12	19:35	13:22	4:55	19:10
SJ Zone X-10 Wilderness	5	23:36	17:03	3:58	23:36
SJ Zone X-11 Wilderness	1	10:28	10:28	0:00	10:28
All Urban Compliance Areas	3,873	18:59	5:20	2:16	8:03
All Suburban Compliance Areas	75	15:35	6:47	2:31	9:54
All Suburban-Moderate Compliance Areas	27	24:45	11:48	4:21	15:17
All Rural Compliance Areas	152	26:47	10:18	4:13	15:59
All Wilderness Compliance Areas	18	23:36	14:14	4:54	19:41
<b>Total Responses</b>	<b>4,145</b>				

Detailed Response Time Analysis Without Exemptions Applied - RLS

June 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	366	17:25	5:17	2:22	7:55
SJ Zone X-2 Urban	80	18:37	5:57	2:32	8:18
SJ Zone X-3 Urban	17	23:28	7:39	4:43	11:24
SJ Zone X-4 Urban	1,208	21:59	5:39	2:31	8:38
SJ Zone X-5 Urban	1,501	20:58	5:45	2:18	8:33
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	100	14:16	5:54	3:03	10:12
SJ Zone X-8 Urban	79	13:31	6:18	2:56	10:11
SJ Zone X-9 Urban	284	28:55	5:36	3:51	8:52
SJ Zone X-10 Urban	5	17:56	7:45	5:08	17:56
SJ Zone X-11 Urban	5	7:59	5:36	1:37	7:59
SJ Zone X-2 Suburban	20	12:33	7:26	2:16	10:56
SJ Zone X-3 Suburban	15	10:11	6:56	2:18	9:43
SJ Zone X-7 Suburban	19	15:21	8:23	2:35	10:31
SJ Zone X-8 Suburban	5	9:15	5:07	2:07	9:15
SJ Zone X-9 Suburban	11	8:05	5:16	1:38	7:57
SJ Zone X-10 Suburban	7	8:23	6:16	1:04	8:23
SJ Zone X-11 Suburban	9	11:43	7:06	2:42	11:43
SJ Zone X-10 Suburban-Moderate	16	21:45	11:47	3:50	17:07
SJ Zone X-2 Suburban	48	26:43	12:17	5:45	19:40
SJ Zone X-3 Suburban	28	25:01	12:15	3:00	16:46
SJ Zone X-5 Suburban	2	25:21	14:21	11:00	25:21
SJ Zone X-6 Suburban	4	13:01	8:09	2:50	13:01
SJ Zone X-7 Suburban	12	26:12	11:45	5:27	15:15
SJ Zone X-8 Suburban	12	21:10	8:59	5:23	15:23
SJ Zone X-9 Suburban	0				
SJ Zone X-10 Suburban	29	14:08	9:20	2:11	12:08
SJ Zone X-11 Suburban	38	21:50	10:17	4:54	18:42
SJ Zone X-6 Wilderness	17	24:34	15:31	4:55	24:33
SJ Zone X-10 Wilderness	2	19:43	16:07	3:36	19:43
SJ Zone X-11 Wilderness	1	17:51	17:51	0:00	17:51
All Urban Compliance Areas	3,645	28:55	5:41	2:36	8:39
All Suburban Compliance Areas	86	15:21	7:01	2:29	10:27
All Suburban-Moderate Compliance Areas	16	21:45	11:47	3:50	17:07
All Rural Compliance Areas	173	26:43	11:00	5:03	16:46
All Wilderness Compliance Areas	20	24:34	15:42	4:42	20:17
<b>Total Responses</b>	<b>3,940</b>				

Detailed Response Time Analysis Without Exemptions Applied - NRLS

May 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	170	35:31	7:40	4:14	12:08
SJ Zone X-2 Urban	15	13:55	7:12	2:49	10:59
SJ Zone X-3 Urban	8	11:53	6:37	3:23	11:53
SJ Zone X-4 Urban	536	25:04	8:23	4:07	13:54
SJ Zone X-5 Urban	578	31:41	8:00	4:03	12:57
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	35	15:35	6:50	3:23	10:28
SJ Zone X-8 Urban	32	30:12	7:56	5:03	12:42
SJ Zone X-9 Urban	95	22:04	6:58	3:57	11:50
SJ Zone X-10 Urban	2	9:09	7:42	1:27	9:09
SJ Zone X-11 Urban	1	6:09	6:09	0:00	6:09
SJ Zone X-2 Suburban	2	9:12	5:21	3:51	9:12
SJ Zone X-3 Suburban	0				
SJ Zone X-7 Suburban	10	15:54	9:41	4:17	13:55
SJ Zone X-8 Suburban	2	15:51	9:58	5:53	15:51
SJ Zone X-9 Suburban	3	13:51	9:18	3:21	13:51
SJ Zone X-10 Suburban	1	0:11	0:11	0:00	0:11
SJ Zone X-11 Suburban	2	9:03	5:32	3:31	9:03
SJ Zone X-10 Suburban-Moderate	3	17:41	13:24	3:07	17:41
SJ Zone X-2 Suburban	22	26:47	12:19	7:15	21:10
SJ Zone X-3 Suburban	10	23:10	11:25	7:11	19:31
SJ Zone X-5 Suburban	0				
SJ Zone X-6 Suburban	1	4:45	4:45	0:00	4:45
SJ Zone X-7 Suburban	5	14:26	7:00	4:32	14:26
SJ Zone X-8 Suburban	9	22:17	13:06	5:38	22:17
SJ Zone X-9 Suburban	0				
SJ Zone X-10 Suburban	5	11:28	9:41	2:08	11:28
SJ Zone X-11 Suburban	12	18:58	9:39	5:31	17:34
SJ Zone X-6 Wilderness	0				
SJ Zone X-10 Wilderness	3	55:21	30:11	17:52	55:21
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,472	35:31	7:59	4:06	13:06
All Suburban Compliance Areas	20	15:54	8:20	4:50	13:55
All Suburban-Moderate Compliance Areas	3	17:41	13:24	3:07	17:41
All Rural Compliance Areas	64	26:47	11:03	6:28	18:58
All Wilderness Compliance Areas	3	55:21	30:11	17:52	55:21
<b>Total Responses</b>	<b>1,562</b>				

Detailed Response Time Analysis Without Exemptions Applied - NRLS

June 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	21:58	7:09	3:15	11:25
SJ Zone X-2 Urban	22	14:05	8:32	2:56	12:17
SJ Zone X-3 Urban	5	15:49	10:45	3:27	15:49
SJ Zone X-4 Urban	534	29:38	8:34	3:49	13:31
SJ Zone X-5 Urban	655	26:55	8:28	3:43	13:24
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	44	26:15	7:20	4:38	12:27
SJ Zone X-8 Urban	49	15:50	7:46	3:37	12:41
SJ Zone X-9 Urban	106	21:47	7:24	4:03	12:26
SJ Zone X-10 Urban	0				
SJ Zone X-11 Urban	2	4:44	4:37	0:07	4:44
SJ Zone X-2 Suburban	2	15:31	11:13	4:18	15:31
SJ Zone X-3 Suburban	4	12:07	6:22	3:25	12:07
SJ Zone X-7 Suburban	7	15:07	10:46	3:50	15:07
SJ Zone X-8 Suburban	3	10:02	8:05	1:25	10:02
SJ Zone X-9 Suburban	4	7:42	6:05	1:55	7:42
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	9:15	9:15	0:00	9:15
SJ Zone X-10 Suburban-Moderate	8	20:40	15:43	3:12	20:40
SJ Zone X-2 Suburban	9	18:38	12:15	3:49	18:38
SJ Zone X-3 Suburban	7	19:18	11:41	4:46	19:18
SJ Zone X-5 Suburban	0				
SJ Zone X-6 Suburban	2	7:36	7:35	0:01	7:36
SJ Zone X-7 Suburban	6	28:00	13:24	9:34	28:00
SJ Zone X-8 Suburban	1	17:49	17:49	0:00	17:49
SJ Zone X-9 Suburban	0				
SJ Zone X-10 Suburban	5	30:01	17:19	10:07	30:01
SJ Zone X-11 Suburban	23	23:00	10:56	5:48	17:47
SJ Zone X-6 Wilderness	4	17:59	14:29	2:21	17:59
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,603	29:38	8:13	3:46	13:11
All Suburban Compliance Areas	21	15:31	8:37	3:47	14:33
All Suburban-Moderate Compliance Areas	8	20:40	15:43	3:12	20:40
All Rural Compliance Areas	53	30:01	12:09	6:42	19:18
All Wilderness Compliance Areas	4	17:59	14:29	2:21	17:59
<b>Total Responses</b>	<b>1,689</b>				

Comparison of Compliance with and without Exemptions - RLS

May 1, 2016 through May 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	383	23	93.99%	9	97.65%
SJ Zone X-2	120	13	89.17%	9	92.50%
SJ Zone X-3	55	10	81.82%	3	94.55%
SJ Zone X-4	1,309	173	86.78%	82	93.74%
SJ Zone X-5	1,580	212	86.58%	120	92.41%
SJ Zone X-6	21	0	100.00%	0	100.00%
SJ Zone X-7	147	18	87.76%	10	93.20%
SJ Zone X-8	90	17	81.11%	4	95.56%
SJ Zone X-9	324	31	90.43%	16	95.06%
SJ Zone X-10	72	6	91.67%	4	94.44%
SJ Zone X-11	44	4	90.91%	2	95.45%
<b>All Zones Combined</b>	<b>4,145</b>	<b>507</b>	<b>87.77%</b>	<b>259</b>	<b>93.75%</b>

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

Comparison of Compliance with and without Exemptions - RLS

June 1, 2016 through June 30, 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	366	42	88.52%	18	95.08%
SJ Zone X-2	148	24	83.78%	11	92.57%
SJ Zone X-3	60	11	81.67%	4	93.33%
SJ Zone X-4	1,208	188	84.44%	87	92.80%
SJ Zone X-5	1,503	254	83.10%	108	92.81%
SJ Zone X-6	21	0	100.00%	0	100.00%
SJ Zone X-7	131	33	74.81%	13	90.08%
SJ Zone X-8	96	26	72.92%	10	89.58%
SJ Zone X-9	295	39	86.78%	15	94.92%
SJ Zone X-10	59	3	94.92%	1	98.31%
SJ Zone X-11	53	7	86.79%	2	96.23%
<b>All Zones Combined</b>	<b>3,940</b>	<b>627</b>	<b>84.09%</b>	<b>269</b>	<b>93.17%</b>

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

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

May 1, 2016 through May 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	170	7	95.88%	5	97.06%
SJ Zone X-2	39	0	100.00%	0	100.00%
SJ Zone X-3	18	0	100.00%	0	100.00%
SJ Zone X-4	536	40	92.54%	16	97.01%
SJ Zone X-5	578	27	95.33%	14	97.58%
SJ Zone X-6	1	0	100.00%	0	100.00%
SJ Zone X-7	50	1	98.00%	1	98.00%
SJ Zone X-8	43	1	97.67%	0	100.00%
SJ Zone X-9	98	4	95.92%	3	96.94%
SJ Zone X-10	14	0	100.00%	0	100.00%
SJ Zone X-11	15	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,562</b>	<b>80</b>	<b>94.88%</b>	<b>39</b>	<b>97.50%</b>

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

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

June 1, 2016 through June 30, 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	3	98.39%	2	98.92%
SJ Zone X-2	33	0	100.00%	0	100.00%
SJ Zone X-3	16	1	93.75%	1	93.75%
SJ Zone X-4	534	30	94.38%	14	97.38%
SJ Zone X-5	655	32	95.11%	14	97.86%
SJ Zone X-6	6	0	100.00%	0	100.00%
SJ Zone X-7	57	2	96.49%	0	100.00%
SJ Zone X-8	53	1	98.11%	0	100.00%
SJ Zone X-9	110	7	93.64%	2	98.18%
SJ Zone X-10	13	0	100.00%	0	100.00%
SJ Zone X-11	26	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,689</b>	<b>76</b>	<b>95.50%</b>	<b>33</b>	<b>98.05%</b>

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

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

May 1, 2016 through May 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	339	14	95.87%	8	97.64%
CCT-IFT	15	3	80.00%	2	86.67%

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

June 1, 2016 through June 30, 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	109	18	83.49%	11	89.91%
CCT-IFT	8	1	87.50%	1	87.50%

### Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care at ED	254	0	360	0
False Report of Emergency	3	0	3	0
Freeway Access	0	0	1	0
Location Change	6	0	5	0
Not Listed	2	0	8	0
Off-Road Location	0	0	1	0
Other	1	5	1	0
Poor Location Information from RP	1	0	1	0
Reduced/Upgraded Response	2	1	1	0
Road Closure	7	0	9	0
Road Construction	6	0	13	0
Traffic Secondary to Call	7	0	3	0
Train	2	0	2	0
Weather	5	0	0	0



**Mutual Aid**

Compliance Zone	Provider	May 2016	June 2016
SJ ZONE X-4	Escalon Community Ambulance	4	0
SJ ZONE X-4	Manteca District Ambulance	2	0
SJ ZONE X-5	AMR Stanislaus	0	1
SJ ZONE X-5	Manteca District Ambulance	10	6
SJ ZONE X-7	Escalon Community Ambulance	0	1
SJ ZONE X-7	Westside Ambulance	1	0
SJ ZONE X-8	Manteca District Ambulance	6	8
SJ ZONE X-9	Manteca District Ambulance	8	16
SJ ZONE X-10	Manteca District Ambulance	1	1
SJ ZONE X-11	Patterson Ambulance	1	0
SJ ZONE X-11	Manteca District Ambulance	3	10

**Failure to Provide Data**

Event Type	May 2016	June 2016
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

