



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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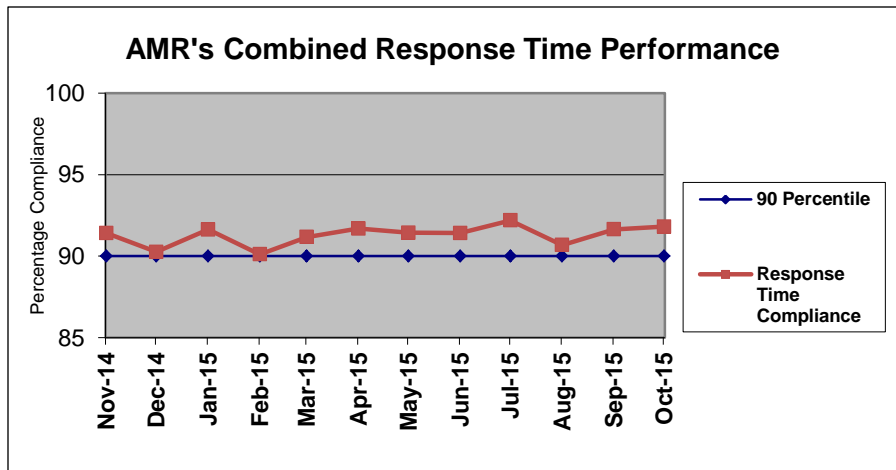
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: March 3, 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 September and October, 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 September and October 2015, combined response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 91.64% for September and 91.81% for October.

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

the eleven subzones in October.

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 2015 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 September/October 2015 reporting period was 4.3% (351 requests out of 8251 responses). There has been a four-fold increase in the number of all exemption requests between these two reporting periods (91 to 351).

The primary reason for this dramatic increase in exemption requests for failure to meet response time compliance standards is due to the increase in exemptions caused by ambulance patient off-load delays (APOD). In AMR's July/August 2014 reporting period AMR requested 41 exemptions that met the APOD trigger out of a total of 91 exemption requests. In the current reporting period for September/October 2015, AMR requested 277 exemptions that met the APOD trigger out of a total of 351 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 79% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 277 (a nearly 7-fold increase) during this time period.

### **Patient Care Impact**

Hospital caused APOD removes ambulance resources from the EMS system significantly impacting the ability of ambulance providers to achieve and maintain response time standards. While the direct impact of APOD on patient care cannot be measured, it is striking to note that the 277 late responses that occurred while the APOD trigger was met in September/October 2015 resulted in 726 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 91.7% 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 September and October 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 30 Day Rolling Period**

| September 1, 2015 through September 30, 2015 |                 |                                       |                       |          |    |          |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone                              | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes      | No |          |
| SJC Zone A-1                                 | 379             | 26                                    | 93.14%                | X        |    |          |
| SJC Zone A-2                                 | 144             | 20                                    | 86.11%                |          |    | X        |
| SJC Zone A-3                                 | 72              | 11                                    | 84.72%                |          |    | X        |
| SJC Zone B-1                                 | 1,269           | 113                                   | 91.10%                | X        |    |          |
| SJC Zone B-2                                 | 1,551           | 112                                   | 92.78%                | X        |    |          |
| SJC Zone B-3                                 | 13              | 0                                     | 100.00%               | X        |    |          |
| SJC Zone B-4                                 | 166             | 27                                    | 83.73%                |          |    | X        |
| SJC Zone B-5                                 | 100             | 12                                    | 88.00%                |          |    | X        |
| SJC Zone C-1                                 | 288             | 18                                    | 93.75%                | X        |    |          |
| SJC Zone C-2                                 | 68              | 3                                     | 95.59%                | X        |    |          |
| SJC Zone C-3                                 | 52              | 1                                     | 98.08%                | X        |    |          |
| <b>All Zones Combined</b>                    | <b>4,102</b>    | <b>343</b>                            | <b>91.64%</b>         | <b>7</b> |    | <b>4</b> |

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

| October 1, 2015 through October 31, 2015 |                 |                                       |                       |          |    |          |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone                          | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes      | No |          |
| SJC Zone A-1                             | 375             | 18                                    | 95.20%                | X        |    |          |
| SJC Zone A-2                             | 134             | 14                                    | 89.55%                |          |    | X        |
| SJC Zone A-3                             | 52              | 2                                     | 96.15%                | X        |    |          |
| SJC Zone B-1                             | 1,349           | 118                                   | 91.25%                | X        |    |          |
| SJC Zone B-2                             | 1,528           | 129                                   | 91.56%                | X        |    |          |
| SJC Zone B-3                             | 15              | 0                                     | 100.00%               | X        |    |          |
| SJC Zone B-4                             | 170             | 20                                    | 88.24%                |          |    | X        |
| SJC Zone B-5                             | 90              | 13                                    | 85.56%                |          |    | X        |
| SJC Zone C-1                             | 300             | 20                                    | 93.33%                | X        |    |          |
| SJC Zone C-2                             | 72              | 2                                     | 97.22%                | X        |    |          |
| SJC Zone C-3                             | 64              | 4                                     | 93.75%                | X        |    |          |
| <b>All Zones Combined</b>                | <b>4,149</b>    | <b>340</b>                            | <b>91.81%</b>         | <b>8</b> |    | <b>3</b> |

## Fines and Penalties Report

| Type of Penalty                                 | September 2015  | October 2015    |
|---|-----------------|-----------------|
| Out of compliance response districts            | \$20,000        | \$15,000        |
| Late response minutes                           | \$9,260         | \$8,470         |
| 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>\$29,260</b> | <b>\$23,470</b> |

## Weekly Unit Hour Staffing Report

|                       | RFP         | September 2015 | October 2015 |
|-----------------------|-------------|----------------|--------------|
| Zone A                | 588         | 588            | 588          |
| Zone B                | 1932        | 2228           | 2189         |
| Zone B *non dedicated | 0           | 488            | 505          |
| Zone C                | 504         | 504            | 504          |
| <b>Total</b>          | <b>3024</b> | <b>3808</b>    | <b>3786</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 | September 2015      |                                   |                   | October 2015        |                                   |                   |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
|   | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 7:29                                  | 3,822               | 323                               | 91.55%            | 3,850               | 320                               | 91.69%            |
| Suburban 9:29                               | 71                  | 12                                | 83.10%            | 81                  | 13                                | 83.95%            |
| Suburban-Moderate 15:29                     | 27                  | 1                                 | 96.30%            | 26                  | 2                                 | 92.31%            |
| Rural 17:29                                 | 173                 | 7                                 | 95.95%            | 171                 | 5                                 | 97.08%            |
| Wilderness 29:29                            | 9                   | 0                                 | 100.00%           | 21                  | 0                                 | 100.00%           |
| <b>Total</b>                                | <b>4,102</b>        | <b>343</b>                        | <b>91.64%</b>     | <b>4,149</b>        | <b>340</b>                        | <b>91.81%</b>     |

## Mutual Aid Incidents

| September 2015      |                      |                     | October 2015        |                      |                     |
|---------------------|----------------------|---------------------|---------------------|----------------------|---------------------|
| Mutual Aid Provider | Response Area        | Number of Responses | Mutual Aid Provider | Response Area        | Number of Responses |
| MDAS                | SJ ZONE B-2 URBAN    | 2                   | Escalon             | SJ ZONE B-5 RURAL    | 1                   |
| MDAS                | SJ ZONE B-5 URBAN    | 3                   | MDAS                | SJ ZONE B-2 URBAN    | 2                   |
| MDAS                | SJ ZONE C-1 URBAN    | 3                   | MDAS                | SJ ZONE B-5 URBAN    | 3                   |
| MDAS                | SJ ZONE C-2 RURAL    | 1                   | MDAS                | SJ ZONE C-1 SUBURBAN | 1                   |
| MDAS                | SJ ZONE C-2 URBAN    | 1                   | MDAS                | SJ ZONE C-1 URBAN    | 3                   |
| MDAS                | SJ ZONE C-2 WILDERNE | 1                   | MDAS                | SJ ZONE C-2 SUBURBMC | 2                   |
| MDAS                | SJ ZONE C-3 RURAL    | 1                   | MDAS                | SJ ZONE C-3 RURAL    | 6                   |
| MDAS                | SJ ZONE C-3 SUBURBAN | 1                   | Patterson Amb       | SJ ZONE C-3 RURAL    | 1                   |
| MDAS                | SJ ZONE C-3 URBAN    | 1                   |                     |                      |                     |
| <b>Total</b>        |                      | <b>14</b>           |                     |                      | <b>19</b>           |

**Detailed Response Time Analysis  
September 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                           | 17:34                          | 5:00                        | 2:42               | 7:58                                   |
| SJ ZONE A-2 URBAN                      | 83        | 0:12                           | 13:00                          | 6:07                        | 2:25               | 9:14                                   |
| SJ ZONE A-3 URBAN                      | 34        | 0:00                           | 18:28                          | 6:18                        | 4:09               | 11:12                                  |
| SJ ZONE B-1 URBAN                      | 1,269     | 0:01                           | 28:09                          | 5:26                        | 2:36               | 8:18                                   |
| SJ ZONE B-2 URBAN                      | 1,550     | 0:00                           | 22:18                          | 5:02                        | 2:31               | 7:58                                   |
| SJ ZONE B-3 URBAN                      | 0         |                                |                                |                             |                    |  |
| SJ ZONE B-4 URBAN                      | 127       | 0:01                           | 14:22                          | 5:41                        | 2:32               | 8:33                                   |
| SJ ZONE B-5 URBAN                      | 78        | 0:02                           | 35:50                          | 6:38                        | 5:09               | 12:23                                  |
| SJ ZONE C-1 URBAN                      | 279       | 0:00                           | 19:10                          | 4:38                        | 2:50               | 7:23                                   |
| SJ ZONE C-2 URBAN                      | 13        | 0:18                           | 22:23                          | 7:00                        | 4:58               | 10:12                                  |
| SJ ZONE C-3 URBAN                      | 10        | 0:04                           | 18:57                          | 7:26                        | 5:52               | 18:06                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE A-2 SUBURBAN                   | 16        | 0:09                           | 14:17                          | 8:38                        | 3:02               | 12:14                                  |
| SJ ZONE A-3 SUBURBAN                   | 10        | 0:06                           | 10:56                          | 4:31                        | 3:07               | 9:04                                   |
| SJ ZONE B-4 SUBURBAN                   | 22        | 4:49                           | 18:00                          | 9:50                        | 3:35               | 14:39                                  |
| SJ ZONE B-5 SUBURBAN                   | 5         | 3:15                           | 5:49                           | 4:20                        | 0:51               | 5:49                                   |
| SJ ZONE C-1 SUBURBAN                   | 6         | 0:11                           | 7:09                           | 4:11                        | 2:45               | 7:09                                   |
| SJ ZONE C-2 SUBURBAN                   | 4         | 4:39                           | 6:29                           | 5:38                        | 0:40               | 6:29                                   |
| SJ ZONE C-3 SUBURBAN                   | 8         | 2:54                           | 16:07                          | 7:47                        | 3:53               | 16:07                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE C-2 SUBURBAN-MODERATE          | 27        | 2:52                           | 15:48                          | 11:36                       | 2:00               | 15:23                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE A-2 RURAL                      | 45        | 0:03                           | 20:01                          | 10:50                       | 5:07               | 17:08                                  |
| SJ ZONE A-3 RURAL                      | 28        | 0:03                           | 31:41                          | 10:29                       | 6:04               | 17:25                                  |
| SJ ZONE B-2 RURAL                      | 1         | 7:38                           | 7:38                           | 7:38                        | 0:00               | 7:38                                   |
| SJ ZONE B-3 RURAL                      | 6         | 3:12                           | 34:27                          | 11:12                       | 11:18              | 34:27                                  |
| SJ ZONE B-4 RURAL                      | 17        | 4:17                           | 24:19                          | 13:09                       | 6:14               | 24:01                                  |
| SJ ZONE B-5 RURAL                      | 17        | 0:03                           | 20:32                          | 10:14                       | 4:27               | 15:08                                  |
| SJ ZONE C-1 RURAL                      | 3         | 4:27                           | 20:10                          | 10:55                       | 6:43               | 20:10                                  |
| SJ ZONE C-2 RURAL                      | 22        | 0:24                           | 18:06                          | 8:57                        | 3:37               | 12:57                                  |
| SJ ZONE C-3 RURAL                      | 34        | 0:02                           | 16:47                          | 9:46                        | 4:24               | 15:00                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE B-3 WILDERNESS                 | 7         | 0:05                           | 21:29                          | 11:19                       | 6:36               | 21:29                                  |
| SJ ZONE C-2 WILDERNESS                 | 2         | 19:27                          | 25:30                          | 22:28                       | 3:02               | 25:30                                  |
| SJ ZONE C-3 WILDERNESS                 | 0         |                                |                                |                             |                    |  |
|  |           |                                |                                |                             |                    |  |
| All Urban Compliance Areas             | 3,822     | 0:00                           | 35:50                          | 5:14                        | 2:44               | 8:17                                   |
| All Suburban Compliance Areas          | 71        | 0:06                           | 18:00                          | 7:29                        | 3:52               | 12:39                                  |
| All Suburban-Moderate Compliance Areas | 27        | 2:52                           | 15:48                          | 11:36                       | 2:00               | 15:23                                  |
|  |           |                                |                                |                             |                    |  |
| All Rural Compliance Areas             | 173       | 0:02                           | 34:27                          | 10:29                       | 5:31               | 16:57                                  |
| All Wilderness Compliance Areas        | 9         | 0:05                           | 25:30                          | 13:48                       | 7:35               | 25:30                                  |

Detailed Response Time Analysis  
October 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                      | 375       | 0:02                           | 19:36                          | 4:37                        | 2:19               | 7:13                                   |
| SJ ZONE A-2 URBAN                      | 71        | 0:07                           | 15:48                          | 6:20                        | 2:28               | 8:58                                   |
| SJ ZONE A-3 URBAN                      | 17        | 0:04                           | 12:39                          | 5:06                        | 3:06               | 10:48                                  |
| SJ ZONE B-1 URBAN                      | 1,349     | 0:01                           | 18:14                          | 5:10                        | 2:24               | 7:56                                   |
| SJ ZONE B-2 URBAN                      | 1,527     | 0:00                           | 17:01                          | 4:55                        | 2:26               | 7:48                                   |
| SJ ZONE B-3 URBAN                      | 0         |                                |                                |                             |                    |  |
| SJ ZONE B-4 URBAN                      | 131       | 0:02                           | 14:14                          | 5:40                        | 2:29               | 8:35                                   |
| SJ ZONE B-5 URBAN                      | 69        | 0:03                           | 16:59                          | 6:04                        | 3:37               | 10:39                                  |
| SJ ZONE C-1 URBAN                      | 288       | 0:01                           | 29:12                          | 4:54                        | 2:57               | 7:18                                   |
| SJ ZONE C-2 URBAN                      | 11        | 0:03                           | 7:18                           | 4:49                        | 1:58               | 6:45                                   |
| SJ ZONE C-3 URBAN                      | 12        | 0:03                           | 8:43                           | 4:45                        | 2:42               | 8:26                                   |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE A-2 SUBURBAN                   | 19        | 2:50                           | 11:57                          | 7:31                        | 2:08               | 10:22                                  |
| SJ ZONE A-3 SUBURBAN                   | 6         | 3:37                           | 11:42                          | 7:05                        | 2:52               | 11:42                                  |
| SJ ZONE B-4 SUBURBAN                   | 30        | 0:03                           | 16:10                          | 6:39                        | 4:00               | 11:47                                  |
| SJ ZONE B-5 SUBURBAN                   | 9         | 0:39                           | 10:08                          | 4:09                        | 2:37               | 10:08                                  |
| SJ ZONE C-1 SUBURBAN                   | 10        | 3:27                           | 16:32                          | 7:26                        | 4:04               | 13:35                                  |
| SJ ZONE C-2 SUBURBAN                   | 0         |                                |                                |                             |                    |  |
| SJ ZONE C-3 SUBURBAN                   | 7         | 0:52                           | 14:28                          | 7:12                        | 4:03               | 14:28                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE C-2 SUBURBAN-MODERATE          | 26        | 0:04                           | 24:40                          | 10:53                       | 5:23               | 15:20                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE A-2 RURAL                      | 44        | 0:02                           | 18:25                          | 10:03                       | 4:33               | 15:20                                  |
| SJ ZONE A-3 RURAL                      | 29        | 0:05                           | 25:28                          | 11:46                       | 5:24               | 17:56                                  |
| SJ ZONE B-2 RURAL                      | 1         | 5:05                           | 5:05                           | 5:05                        | 0:00               | 5:05                                   |
| SJ ZONE B-3 RURAL                      | 7         | 0:01                           | 12:27                          | 8:28                        | 3:40               | 12:27                                  |
| SJ ZONE B-4 RURAL                      | 9         | 0:07                           | 18:40                          | 9:58                        | 4:44               | 18:40                                  |
| SJ ZONE B-5 RURAL                      | 12        | 5:25                           | 20:45                          | 10:03                       | 4:21               | 16:54                                  |
| SJ ZONE C-1 RURAL                      | 2         | 3:21                           | 6:30                           | 4:55                        | 1:35               | 6:30                                   |
| SJ ZONE C-2 RURAL                      | 24        | 1:27                           | 17:08                          | 9:07                        | 3:37               | 15:44                                  |
| SJ ZONE C-3 RURAL                      | 43        | 0:14                           | 19:46                          | 11:11                       | 4:53               | 17:57                                  |
|  |           |                                |                                |                             |                    |  |
| SJ ZONE B-3 WILDERNESS                 | 8         | 8:57                           | 24:34                          | 14:37                       | 4:40               | 24:34                                  |
| SJ ZONE C-2 WILDERNESS                 | 11        | 0:04                           | 23:47                          | 12:19                       | 7:28               | 22:01                                  |
| SJ ZONE C-3 WILDERNESS                 | 2         | 12:48                          | 14:20                          | 13:34                       | 0:46               | 14:20                                  |
|  |           |                                |                                |                             |                    |  |
| All Urban Compliance Areas             | 3,850     | 0:00                           | 29:12                          | 5:03                        | 2:30               | 7:54                                   |
| All Suburban Compliance Areas          | 81        | 0:03                           | 16:32                          | 6:45                        | 3:35               | 11:42                                  |
| All Suburban-Moderate Compliance Areas | 26        | 0:04                           | 24:40                          | 10:53                       | 5:23               | 15:20                                  |
|  |           |                                |                                |                             |                    |  |
| All Rural Compliance Areas             | 171       | 0:01                           | 25:28                          | 10:20                       | 4:46               | 16:54                                  |
| All Wilderness Compliance Areas        | 21        | 0:04                           | 24:34                          | 13:19                       | 6:13               | 22:01                                  |

**Exemption Request Report**  
**September 2015**

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason           | Agency Action |
|------------|-----------------|------|-----------------------------------|-----------------------------------|---------------|
| 09/01/2015 | 15126486        | B-2  | Road Closure                      |                                   | Exempt        |
| 09/01/2015 | 15126696        | B-5  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/01/2015 | 15126821        | A-1  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/01/2015 | 15126822        | B-4  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/01/2015 | 15126843        | B-1  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/01/2015 | 15126862        | B-2  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/01/2015 | 15126890        | A-3  | Adjusted time based on call audit | Traffic slowdown delayed response | Not Exempt    |
| 09/02/2015 | 15126977        | B-5  | False Report of Emergency         |                                   | Exempt        |
| 09/02/2015 | 15127013        | B-2  | Train                             |                                   | Exempt        |
| 09/02/2015 | 15127327        | C-3  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/02/2015 | 15127439        | A-2  | False Report of Emergency         |                                   | Exempt        |
| 09/03/2015 | 15127516        | A-2  | Delays in Transferring Care at ED |                                   | Exempt        |
| 09/03/2015 | 15127808        | B-2  | Location Change                   |                                   | Exempt        |
| 09/03/2015 | 15127885        | C-2  | False Report of Emergency         |                                   | Exempt        |
| 09/03/2015 | 15127905        | B-1  | Road Construction                 |                                   | Exempt        |
| 09/03/2015 | 15127912        | B-1  | Road Construction                 |                                   | Exempt        |
| 09/04/2015 | 15128311        | B-5  | False Report of Emergency         |                                   | Exempt        |
| 09/05/2015 | 15128542        | B-2  | Adjusted time based on call audit |                                   | Exempt        |
| 09/05/2015 | 15128615        | B-1  | Road Closure                      |                                   | Exempt        |
| 09/05/2015 | 15128949        | B-2  | Location Change                   |                                   | Exempt        |
| 09/06/2015 | 15129235        | C-1  | Adjusted time based on call audit |                                   | Exempt        |
| 09/06/2015 | 15129271        | B-2  | Location Change                   |                                   | Exempt        |
| 09/06/2015 | 15129278        | B-2  | False Report of Emergency         |                                   | Exempt        |
| 09/07/2015 | 15129519        | B-2  | Adjusted time based on call audit |                                   | Exempt        |
| 09/07/2015 | 15129574        | C-1  | Poor Location Information from RP |                                   | Exempt        |
| 09/07/2015 | 15129822        | B-2  | Poor Location Information from RP |                                   | Exempt        |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/07/2015 | 15129924        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15129926        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15129970        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15129987        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15130025        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15130030        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/07/2015 | 15130035        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130055        | B-2  | Road Closure                      |                         | Exempt        |
| 09/08/2015 | 15130313        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130334        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130338        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130552        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130550        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130578        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130583        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130586        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/08/2015 | 15130591        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |



**Exemption Request Report (continued)**  
**September 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 09/08/2015  | 15130595               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/08/2015  | 15130601               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/08/2015  | 15130635               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15130867               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15130939               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15130941               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15130960               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15130970               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131000               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131014               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131016               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131025               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131029               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131047               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131087               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131090               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/09/2015  | 15131091               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |

**Exemption Request Report (continued)**  
**September 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 09/10/2015  | 15131248               | C-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131250               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131311               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131414               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131419               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131518               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131523               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131531               | B-2         | Traffic Secondary to Call          |                                | Exempt               |
| 09/10/2015  | 15131540               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131552               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131551               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131578               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131631               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131731               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/10/2015  | 15131747               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15131812               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132061               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |

**Exemption Request Report (continued)**  
**September 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 09/11/2015  | 15132067               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132070               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132074               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132160               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132169               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132181               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132208               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132225               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132228               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132233               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132259               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132260               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132266               | C-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132267               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/11/2015  | 15132278               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/12/2015  | 15132908               | C-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/12/2015  | 15132922               | A-3         | Delays in Transferring Care at ED  |                                | Exempt               |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/13/2015 | 15132933        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133064        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133066        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133077        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133146        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133224        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133238        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133246        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133380        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133392        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133422        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133424        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133423        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/13/2015 | 15133440        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/14/2015 | 15133462        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/14/2015 | 15133476        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/14/2015 | 15133521        | B-2  | False Report of Emergency         |                         | Exempt        |

**Exemption Request Report (continued)**  
**September 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 09/14/2015  | 15133692               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133764               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133766               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133834               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133849               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133901               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/14/2015  | 15133939               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/15/2015  | 15134497               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/15/2015  | 15134500               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/15/2015  | 15134511               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/16/2015  | 15134852               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/16/2015  | 15134904               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/17/2015  | 15135550               | B-1         | Road Construction                  |                                | Exempt               |
| 09/17/2015  | 15135555               | A-2         | Adjusted time based on call audit  |                                | Exempt               |
| 09/18/2015  | 15135862               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/18/2015  | 15135908               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/18/2015  | 15135909               | B-5         | Adjusted time based on call audit  |                                | Exempt               |
| 09/18/2015  | 15135910               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/18/2015 | 15135972        | B-3  | Adjusted time based on call audit |                         | Exempt        |
| 09/18/2015 | 15135984        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/18/2015 | 15135985        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/18/2015 | 15135987        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/18/2015 | 15136098        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/19/2015 | 15136235        | B-1  | False Report of Emergency         |                         | Exempt        |
| 09/19/2015 | 15136417        | B-4  | Location Change                   |                         | Exempt        |
| 09/19/2015 | 15136596        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15136862        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15136880        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15136889        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15136919        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15136921        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15137039        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15137058        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/20/2015 | 15137100        | B-2  | Road Closure                      |                         | Exempt        |
| 09/20/2015 | 15137151        | B-5  | Train                             |                         | Exempt        |
| 09/21/2015 | 15137223        | B-5  | False Report of Emergency         |                         | Exempt        |
| 09/21/2015 | 15137375        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137373        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/21/2015 | 15137387        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137389        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137392        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137400        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137403        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137406        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137416        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137424        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137435        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137537        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137543        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137559        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137566        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137576        | C-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137582        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137595        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/21/2015 | 15137606        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/21/2015 | 15137615        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/22/2015 | 15137775        | B-5  | Road Closure                      |                         | Exempt        |
| 09/22/2015 | 15137814        | B-2  | Adjusted time based on call audit |                         | Exempt        |
| 09/22/2015 | 15138085        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/22/2015 | 15138115        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/23/2015 | 15138327        | B-5  | Road Construction                 |                         | Exempt        |
| 09/23/2015 | 15138598        | B-2  | Train                             |                         | Exempt        |
| 09/23/2015 | 15138636        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/23/2015 | 15138679        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/23/2015 | 15138735        | B-1  | Location Change                   |                         | Exempt        |
| 09/24/2015 | 15138978        | B-5  | Train                             |                         | Exempt        |
| 09/24/2015 | 15139078        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139079        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139087        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139089        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139094        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139098        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139101        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139125        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/24/2015 | 15139183        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/25/2015 | 15139346        | B-1  | Adjusted time based on call audit |                         | Exempt        |



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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 09/25/2015 | 15139676        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/25/2015 | 15139784        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/26/2015 | 15140039        | B-2  | Road Closure                      |                         | Exempt        |
| 09/26/2015 | 15140053        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/26/2015 | 15140088        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/26/2015 | 15140152        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/27/2015 | 15140378        | B-5  | Adjusted time based on call audit |                         | Exempt        |
| 09/27/2015 | 15140447        | B-2  | Train                             |                         | Exempt        |
| 09/27/2015 | 15140532        | B-5  | False Report of Emergency         |                         | Exempt        |
| 09/28/2015 | 15140828        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141041        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141058        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141091        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141148        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141150        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141160        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141235        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141269        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 09/28/2015 | 15141287        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |

**Exemption Request Report (continued)**  
**September 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 09/28/2015  | 15141298               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/29/2015  | 15141611               | B-2         | False Report of Emergency          |                                | Exempt               |
| 09/30/2015  | 15142120               | B-2         | Adjusted time based on call audit  |                                | Exempt               |
| 09/30/2015  | 15142197               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 09/30/2015  | 15142221               | A-2         | Location Change                    |                                | Exempt               |

**Exemption Request Report  
October 2015**

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 10/01/2015 | 15142482        | B-2  | Road Construction                 |                         | Exempt        |
| 10/01/2015 | 15142685        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/01/2015 | 15142699        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/01/2015 | 15142710        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/01/2015 | 15142755        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/01/2015 | 15142757        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/01/2015 | 15142777        | C-3  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143100        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143136        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143170        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143235        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143246        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143252        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143313        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/02/2015 | 15143317        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/03/2015 | 15143419        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/03/2015 | 15143437        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/03/2015 | 15143885        | B-1  | Other                             |                         | Not Exempt    |

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

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 10/04/2015 | 15144224        | B-1  | Adjusted time based on call audit |                         | Exempt        |
| 10/05/2015 | 15144376        | B-2  | Train                             |                         | Exempt        |
| 10/05/2015 | 15144485        | B-2  | Location Change                   |                         | Exempt        |
| 10/05/2015 | 15144569        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144661        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144686        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144715        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144743        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144773        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144784        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144793        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/05/2015 | 15144894        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/06/2015 | 15145271        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/06/2015 | 15145301        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/07/2015 | 15145802        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/07/2015 | 15145811        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/07/2015 | 15145813        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/07/2015 | 15145826        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |

**Exemption Request Report (continued)**  
**October 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 10/07/2015  | 15145840               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/07/2015  | 15145847               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/07/2015  | 15145920               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/08/2015  | 15146269               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/08/2015  | 15146272               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/09/2015  | 15146682               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/09/2015  | 15146839               | B-1         | Out of County                      |                                | Exempt               |
| 10/09/2015  | 15146875               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/09/2015  | 15146906               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/09/2015  | 15146909               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/09/2015  | 15147016               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/11/2015  | 15147521               | B-4         | Adjusted time based on call audit  |                                | Exempt               |
| 10/11/2015  | 15147789               | A-2         | Location Change                    |                                | Exempt               |
| 10/11/2015  | 15147850               | C-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/12/2015  | 15148050               | B-2         | Traffic Secondary to Call          |                                | Exempt               |
| 10/12/2015  | 15148167               | A-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/12/2015  | 15148206               | B-1         | Traffic Secondary to Call          |                                | Exempt               |
| 10/12/2015  | 15148347               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/13/2015  | 15148508               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |

Exemption Request Report (continued)  
October 2015

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 10/13/2015 | 15148514        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/13/2015 | 15148577        | B-5  | Traffic Secondary to Call         |                         | Exempt        |
| 10/13/2015 | 15148656        | C-1  | Traffic Secondary to Call         |                         | Exempt        |
| 10/13/2015 | 15148699        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/13/2015 | 15148760        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/13/2015 | 15148989        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/14/2015 | 15149293        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/14/2015 | 15149304        | B-5  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/14/2015 | 15149407        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/14/2015 | 15149417        | C-3  | Adjusted time based on call audit |                         | Exempt        |
| 10/14/2015 | 15149468        | A-1  | Train                             |                         | Exempt        |
| 10/15/2015 | 15149661        | C-1  | Adjusted time based on call audit |                         | Exempt        |
| 10/15/2015 | 15149677        | C-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149778        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149794        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149804        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149811        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149877        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/15/2015 | 15149882        | A-3  | Delays in Transferring Care at ED |                         | Exempt        |

**Exemption Request Report (continued)**  
**October 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 10/15/2015  | 15150016               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/15/2015  | 15150022               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/15/2015  | 15150031               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150098               | A-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150102               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150106               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150113               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150267               | A-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150274               | A-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150276               | A-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150275               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150356               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150363               | B-5         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150514               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150520               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150521               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/16/2015  | 15150528               | A-1         | Delays in Transferring Care at ED  |                                | Exempt               |

Exemption Request Report (continued)  
October 2015

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 10/16/2015 | 15150530        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150541        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150562        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150566        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150569        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150572        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150575        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/16/2015 | 15150578        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/17/2015 | 15150672        | C-3  | Train                             |                         | Exempt        |
| 10/17/2015 | 15150841        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/19/2015 | 15151629        | B-2  | False Report of Emergency         |                         | Exempt        |
| 10/19/2015 | 15151837        | B-4  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/20/2015 | 15152159        | C-3  | False Report of Emergency         |                         | Exempt        |
| 10/20/2015 | 15152369        | B-5  | Poor Location Information from RP |                         | Exempt        |
| 10/20/2015 | 15152387        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/20/2015 | 15152506        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/20/2015 | 15152521        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/20/2015 | 15152526        | B-1  | Poor Location Information from RP |                         | Exempt        |
| 10/20/2015 | 15152529        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |



Exemption Request Report (continued)  
October 2015

| Date       | Incident Number | Zone | Type of Exemption Requested       | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|-----------------------------------|-------------------------|---------------|
| 10/20/2015 | 15152599        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/21/2015 | 15152938        | B-2  | Road Construction                 |                         | Exempt        |
| 10/22/2015 | 15153139        | A-1  | False Report of Emergency         |                         | Exempt        |
| 10/22/2015 | 15153225        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/22/2015 | 15153507        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15153963        | A-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15153977        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15153988        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15154067        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15154068        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/23/2015 | 15154069        | B-1  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/24/2015 | 15154152        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/24/2015 | 15154293        | B-1  | Train                             |                         | Exempt        |
| 10/24/2015 | 15154465        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/26/2015 | 15155168        | B-4  | Location Change                   |                         | Exempt        |
| 10/26/2015 | 15155273        | B-4  | False Report of Emergency         |                         | Exempt        |
| 10/26/2015 | 15155485        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/26/2015 | 15155496        | B-2  | Delays in Transferring Care at ED |                         | Exempt        |
| 10/26/2015 | 15155521        | A-2  | Delays in Transferring Care at ED |                         | Exempt        |

**Exemption Request Report (continued)**  
**October 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> |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|----------------------|
| 10/27/2015  | 15156079               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/28/2015  | 15156265               | C-3         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/28/2015  | 15156269               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/28/2015  | 15156382               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/28/2015  | 15156615               | B-2         | Road Construction                  |                                | Exempt               |
| 10/29/2015  | 15156707               | B-2         | Traffic Secondary to Call          |                                | Exempt               |
| 10/30/2015  | 15157347               | B-4         | Location Change                    |                                | Exempt               |
| 10/30/2015  | 15157371               | B-2         | Location Change                    |                                | Exempt               |
| 10/30/2015  | 15157438               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/30/2015  | 15157443               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/30/2015  | 15157451               | B-1         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/30/2015  | 15157468               | B-4         | Delays in Transferring Care at ED  |                                | Exempt               |
| 10/31/2015  | 15158079               | B-2         | Delays in Transferring Care at ED  |                                | Exempt               |

## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

| Zone             | Nov 14     | Dec 14     | Jan 15     | Feb 15     | Mar 15     | Apr 15     | May 15     | Jun 15     | Jul 15     | Aug 15     | Sep 15     | Oct 15     | Monthly Average |
|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| A-1              | 96%        | 95%        | 93%        | 94%        | 95%        | 96%        | 95%        | 95%        | 96%        | 95%        | 93%        | 95%        | 94.8%           |
| A-2              | 90%        | 90%        | 91%        | 91%        | 89%        | 94%        | 93%        | 85%        | 90%        | 87%        | 86%        | 90%        | 89.4%           |
| A-3              | 90%        | 84%        | 80%        | 76%        | 92%        | 83%        | 83%        | 88%        | 98%        | 84%        | 85%        | 96%        | 86.7%           |
| B-1              | 90%        | 87%        | 91%        | 90%        | 89%        | 92%        | 91%        | 92%        | 92%        | 90%        | 91%        | 91%        | 90.5%           |
| B-2              | 92%        | 92%        | 93%        | 90%        | 91%        | 90%        | 91%        | 91%        | 92%        | 91%        | 93%        | 92%        | 91.6%           |
| B-3              | 100%       | 93%        | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 96%        | 100%       | 100%       | 98.8%           |
| B-4              | 83%        | 84%        | 78%        | 82%        | 89%        | 80%        | 91%        | 87%        | 89%        | 86%        | 84%        | 88%        | 85.1%           |
| B-5              | 80%        | 76%        | 94%        | 75%        | 88%        | 89%        | 83%        | 80%        | 81%        | 87%        | 88%        | 86%        | 84.1%           |
| C-1              | 96%        | 95%        | 92%        | 93%        | 96%        | 96%        | 94%        | 93%        | 93%        | 93%        | 94%        | 93%        | 94.1%           |
| C-2              | 88%        | 96%        | 94%        | 89%        | 96%        | 96%        | 94%        | 95%        | 97%        | 95%        | 96%        | 97%        | 94.5%           |
| C-3              | 90%        | 91%        | 97%        | 96%        | 94%        | 96%        | 90%        | 96%        | 95%        | 89%        | 98%        | 94%        | 93.7%           |
| <b>All Zones</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>92%</b> | <b>91%</b> | <b>92%</b> | <b>92%</b> | <b>91.3%</b>    |

### Failure to Provide Data

| Event Type | September 2015 | October 2015 |
|------------|----------------|--------------|
| N/A        |                |              |

### Mechanical Report

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

### Community Service Report

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

