



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: March 31, 2017

SUBJECT: American Medical Response Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of September and October 2016, provides an in-depth review of AMR's performance. This is the second report describing AMR's compliance in the five-year term of the exclusive contract awarded to AMR through competitive bidding in 2014. The contract establishes accountability for meeting specific standards and provides the SJCEMSA with complete access to data and information on AMR's operational, clinical, and administrative performance.

AMR's exclusive emergency ambulance provider contract requires that AMR meet performance criteria for the following response types: Red Lights and Sirens (RLS), No Red Lights and Sirens (NRLS), Advanced Life Support (ALS) interfacility transfers (IFT), and Critical Care Transports (CCT). Combined RLS and NRLS response time compliance for all ambulance zones met or exceeded the 90th percentile standard set by the County with 92.35% for September and 91.24% for 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, and delays in off-loading patients at hospitals) those responses are not included in response time compliance calculations. This report provides a clear picture of response time performance and contract compliance with and without the application of exemptions for late responses.

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

Beginning in the July/August 2014 reporting period, AMR has steadily increased the number of exemption requests submitted for responses that exceed response time standards. The percent of total responses with RLS that resulted in exemption requests during the July/August 2014 reporting period was 1.2% (91 requests out of 7519 responses). Since the performance reports include exemptions for both RLS and NRLS, comparisons between the current report and reports prior to May, 2016 are not perfectly aligned. However, there is value in noting that exemption requests during the September/October 2016 reporting period was 5.3% (589) requests out of 11,054 responses. There has been greater than a six-fold increase in the number of all exemption requests between these two reporting periods (91 to 589).

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 2016, AMR requested 514 exemptions that met the APOD trigger out of a total of 589 exemption requests. This is an increase in the relative percent of exemption requests due to APOD (from 45% to 87% of all exemption requests) as well as an increase in APOD exemption requests from 41 to 479 (a nearly twelve-fold increase) since the middle of 2014.

The complete compliance report for September and October 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)**

September 1, 2016 through September 30, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	390	19	95.13%	X		
SJ Zone X-2	146	18	87.67%		X	
SJ Zone X-3*	65	7	89.23%			
SJ Zone X-4	1,301	112	91.39%	X		
SJ Zone X-5	1,438	102	92.91%	X		
SJ Zone X-6*	18	0	100.00%			
SJ Zone X-7	135	13	90.37%	X		
SJ Zone X-8	108	11	89.81%		X	
SJ Zone X-9	276	14	94.93%	X		
SJ Zone X-10*	62	5	91.94%			
SJ Zone X-11*	50	4	92.00%			
<b>All Zones Combined</b>	<b>3,989</b>	<b>305</b>	<b>92.35%</b>	<b>5</b>	<b>2</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**

September 1, 2016 through September 30, 2016							
Rolling Compliance 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	September 2016	September 2016	65	7	89.23%		
SJ Zone X-6	May 2016	September 2016	105	0	100.00%	X	
SJ Zone X-10	September 2016	September 2016	62	5	91.94%		
SJ Zone X-11	August 2016	September 2016	94	5	94.68%		

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

October 1, 2016 through October 31, 2016						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone X-1	355	24	93.24%	X		
SJ Zone X-2	132	12	90.91%	X		
SJ Zone X-3*	52	8	84.62%			
SJ Zone X-4	1,265	134	89.41%		X	
SJ Zone X-5	1,362	105	92.29%	X		
SJ Zone X-6*	16	0	100.00%			
SJ Zone X-7	128	13	89.84%		X	
SJ Zone X-8*	88	14	84.09%			
SJ Zone X-9	285	21	92.63%	X		
SJ Zone X-10*	71	1	98.59%			
SJ Zone X-11*	70	3	95.71%			
<b>All Zones Combined</b>	<b>3,824</b>	<b>335</b>	<b>91.24%</b>	<b>4</b>	<b>2</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**

October 1, 2016 through October 31, 2016							
Rolling Compliance 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	September 2016	October 2016	117	15	87.18%		X
SJ Zone X-6	October 2016	October 2016	16	0	100.00%		
SJ Zone X-8	October 2016	October 2016	88	14	84.09%		
SJ Zone X-10	September 2016	October 2016	133	6	95.49%	X	
SJ Zone X-11	August 2016	October 2016	164	8	95.12%	X	

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

September 1, 2016 through September 30, 2016			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-1	193	7	96.37%
SJ Zone X-2*	33	0	100.00%
SJ Zone X-3*	16	0	100.00%
SJ Zone X-4	523	24	95.41%
SJ Zone X-5	572	16	97.20%
SJ Zone X-6*	4	0	100.00%
SJ Zone X-7*	53	2	96.23%
SJ Zone X-8*	51	5	90.20%
SJ Zone X-9	102	8	92.16%
SJ Zone X-10*	14	0	100.00%
SJ Zone X-11*	14	0	100.00%
<b>All Zones Combined</b>	<b>1,575</b>	<b>62</b>	<b>96.06%</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**

September 1, 2016 through September 30, 2016					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	August 2016	September 2016	71	1	98.59%
SJ Zone X-3	May 2016	September 2016	79	1	98.73%
SJ Zone X-6	May 2016	September 2016	22	0	100.00%
SJ Zone X-7	September 2016	September 2016	53	2	96.23%
SJ Zone X-8	August 2016	September 2016	96	5	94.79%
SJ Zone X-10	May 2016	September 2016	69	0	100.00%
SJ Zone X-11	May 2016	September 2016	106	0	100.00%

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

October 1, 2016 through October 31, 2016				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone X-1	184	8	95.65%	
SJ Zone X-2*	54	1	98.15%	
SJ Zone X-3*	21	0	100.00%	
SJ Zone X-4	595	34	94.29%	
SJ Zone X-5	556	10	98.20%	
SJ Zone X-6*	1	0	100.00%	
SJ Zone X-7*	52	0	100.00%	
SJ Zone X-8*	50	0	100.00%	
SJ Zone X-9	122	15	87.70%	
SJ Zone X-10*	17	0	100.00%	
SJ Zone X-11*	14	0	100.00%	
<b>All Zones Combined</b>	<b>1,666</b>	<b>68</b>	<b>95.92%</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**

October 1, 2016 through October 31, 2016					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone X-2	August 2016	October 2016	125	2	98.40%
SJ Zone X-3	May 2016	October 2016	100	1	99.00%
SJ Zone X-6	May 2016	October 2016	23	0	100.00%
SJ Zone X-7	September 2016	October 2016	105	2	98.10%
SJ Zone X-8	August 2016	October 2016	146	5	96.58%
SJ Zone X-10	May 2016	October 2016	86	0	100.00%
SJ Zone X-11	October 2016	October 2016	14	0	100.00%

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

September 1, 2016 through September 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	64	64	September 2016	September 2016	6	90.63%		
CCT-IFT	14	50	May 2016	September 2016	3	94.00%		

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

October 1, 2016 through October 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	107	171	September 2016	October 2016	18	89.47%		X
CCT-IFT	14	64	May 2016	October 2016	5	92.19%		

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

September 1, 2016 through September 30, 2016				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	583	26	95.54%
SJ Zone	X-2	179	18	89.94%
SJ Zone	X-3	81	7	91.36%
SJ Zone	X-4	1,824	136	92.54%
SJ Zone	X-5	2,010	118	94.13%
SJ Zone	X-6	22	0	100.00%
SJ Zone	X-7	188	15	92.02%
SJ Zone	X-8	159	16	89.94%
SJ Zone	X-9	378	22	94.18%
SJ Zone	X-10	76	5	93.42%
SJ Zone	X-11	64	4	93.75%
<b>All Zones Combined</b>		<b>5,564</b>	<b>367</b>	<b>93.40%</b>

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

October 1, 2016 through October 31, 2016				
Compliance Zone		Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone	X-1	539	32	94.06%
SJ Zone	X-2	186	13	93.01%
SJ Zone	X-3	73	8	89.04%
SJ Zone	X-4	1,860	168	90.97%
SJ Zone	X-5	1,918	115	94.00%
SJ Zone	X-6	17	0	100.00%
SJ Zone	X-7	180	13	92.78%
SJ Zone	X-8	138	14	89.86%
SJ Zone	X-9	407	36	91.15%
SJ Zone	X-10	88	1	98.86%
SJ Zone	X-11	84	3	96.43%
<b>All Zones Combined</b>		<b>5,490</b>	<b>403</b>	<b>92.66%</b>

### Fines and Penalties Report

Type of Penalty	September 2016	October 2016
Out of compliance response zones	\$20,000	\$25,000
Code 2 and Code 3 Late response minutes	\$40,800	\$56,000
ALS IFT or CCT-IFT Late response minutes	\$2,600	\$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>\$63,400</b>	<b>\$86,400</b>

Response time penalties were not applied to ambulance providers for October 2016 due to the increase in time on task related to the reduction in the catchment area causing patients to be transported outside of county.



Detailed Response Time Analysis without Exemptions Applied - RLS

September 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	390	19:10	5:20	2:27	7:29
SJ Zone X-2 Urban	79	13:10	7:00	2:10	9:59
SJ Zone X-3 Urban	21	11:42	7:02	2:39	10:12
SJ Zone X-4 Urban	1,301	27:17	5:38	2:37	8:42
SJ Zone X-5 Urban	1,437	21:25	5:41	2:22	8:22
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	112	11:30	5:25	2:20	8:34
SJ Zone X-8 Urban	91	14:09	6:31	3:10	11:03
SJ Zone X-9 Urban	267	19:00	5:06	3:10	7:25
SJ Zone X-10 Urban	7	17:12	8:10	4:45	17:12
SJ Zone X-11 Urban	10	11:49	7:01	2:14	8:55
SJ Zone X-2 Suburban	21	13:07	8:33	2:47	11:58
SJ Zone X-3 Suburban	18	13:59	7:58	2:28	12:08
SJ Zone X-7 Suburban	12	15:14	9:13	2:00	12:59
SJ Zone X-8 Suburban	8	10:22	5:57	2:44	10:22
SJ Zone X-9 Suburban	9	17:01	7:27	4:53	17:01
SJ Zone X-10 Suburban	6	8:19	6:07	1:05	8:19
SJ Zone X-11 Suburban	5	15:56	10:42	2:38	15:56
SJ Zone X-10 Suburban-Moderate	23	15:02	11:20	3:03	14:57
SJ Zone X-2 Rural	46	34:01	13:15	5:00	19:16
SJ Zone X-3 Rural	26	17:05	11:26	2:59	15:04
SJ Zone X-5 Rural	1	6:57	6:57	0:00	6:57
SJ Zone X-6 Rural	7	12:58	9:15	3:28	12:58
SJ Zone X-7 Rural	11	13:02	8:39	3:16	12:34
SJ Zone X-8 Rural	9	15:57	7:21	3:57	15:57
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	21	28:02	11:13	5:48	18:30
SJ Zone X-11 Rural	35	23:42	11:24	3:52	15:20
SJ Zone X-6 Wilderness	11	25:46	13:40	6:05	19:02
SJ Zone X-10 Wilderness	5	18:01	12:03	4:30	18:01
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,715	27:17	5:39	2:34	8:40
All Suburban Compliance Areas	79	17:01	8:05	3:13	12:58
All Suburban-Moderate Compliance Areas	23	15:02	11:20	3:03	14:57
All Rural Compliance Areas	156	34:01	11:22	4:00	17:28
All Wilderness Compliance Areas	16	25:46	13:10	5:41	19:02
<b>Total Responses</b>	<b>3,989</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	354	23:32	5:16	2:45	7:56
SJ Zone X-2 Urban	84	11:20	6:17	2:07	9:27
SJ Zone X-3 Urban	25	20:12	7:04	3:24	9:10
SJ Zone X-4 Urban	1,264	21:27	5:53	2:46	9:32
SJ Zone X-5 Urban	1,361	18:33	5:31	2:22	8:23
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	103	14:47	5:26	2:29	8:39
SJ Zone X-8 Urban	78	13:18	5:54	2:37	9:26
SJ Zone X-9 Urban	278	21:46	5:15	2:54	8:01
SJ Zone X-10 Urban	12	7:15	5:06	1:17	6:39
SJ Zone X-11 Urban	12	9:49	6:00	2:15	8:51
SJ Zone X-2 Suburban	10	13:47	7:52	3:07	10:42
SJ Zone X-3 Suburban	10	10:24	8:25	1:53	10:16
SJ Zone X-7 Suburban	17	18:45	10:17	3:33	15:05
SJ Zone X-8 Suburban	3	9:36	7:47	1:17	9:36
SJ Zone X-9 Suburban	4	10:05	5:08	3:16	10:05
SJ Zone X-10 Suburban	2	14:05	10:54	3:10	14:05
SJ Zone X-11 Suburban	8	11:50	6:45	2:28	11:50
SJ Zone X-10 Suburban-Moderate	22	15:18	10:50	2:20	13:36
SJ Zone X-2 Rural	38	20:22	12:13	4:35	18:04
SJ Zone X-3 Rural	17	20:54	11:36	3:38	18:55
SJ Zone X-5 Rural	1	3:53	3:53	0:00	3:53
SJ Zone X-6 Rural	5	14:23	7:42	3:48	14:23
SJ Zone X-7 Rural	8	22:55	16:09	4:35	22:55
SJ Zone X-8 Rural	7	14:08	9:10	3:50	14:08
SJ Zone X-9 Rural	3	10:35	6:24	4:07	10:35
SJ Zone X-10 Rural	30	23:02	10:26	4:49	15:37
SJ Zone X-11 Rural	50	20:03	10:47	4:28	17:01
SJ Zone X-6 Wilderness	11	18:21	11:23	5:04	17:35
SJ Zone X-10 Wilderness	5	19:40	11:11	7:15	19:40
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	3,571	23:32	5:38	2:37	8:53
All Suburban Compliance Areas	54	18:45	8:28	3:20	12:49
All Suburban-Moderate Compliance Areas	22	15:18	10:50	2:20	13:36
All Rural Compliance Areas	159	23:02	11:08	4:45	17:56
All Wilderness Compliance Areas	16	19:40	11:19	5:50	18:21
<b>Total Responses</b>	<b>3,822</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	193	23:09	7:43	4:09	13:15
SJ Zone X-2 Urban	26	16:45	8:38	3:24	14:25
SJ Zone X-3 Urban	9	14:13	9:18	3:01	14:13
SJ Zone X-4 Urban	523	24:44	8:33	4:16	14:39
SJ Zone X-5 Urban	572	29:40	8:08	3:57	13:00
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	38	16:23	6:18	4:23	13:50
SJ Zone X-8 Urban	46	22:18	9:36	4:48	16:28
SJ Zone X-9 Urban	101	23:25	7:35	4:53	14:51
SJ Zone X-10 Urban	3	11:08	8:28	2:07	11:08
SJ Zone X-11 Urban	1	5:53	5:53	0:00	5:53
SJ Zone X-2 Suburban	0				
SJ Zone X-3 Suburban	1	11:39	11:39	0:00	11:39
SJ Zone X-7 Suburban	12	26:03	11:10	6:26	18:00
SJ Zone X-8 Suburban	3	10:21	7:26	2:04	10:21
SJ Zone X-9 Suburban	1	6:57	6:57	0:00	6:57
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	2	11:26	9:31	1:55	11:26
SJ Zone X-10 Suburban-Moderate	9	21:34	14:37	3:38	21:34
SJ Zone X-2 Rural	7	28:18	17:46	6:09	28:18
SJ Zone X-3 Rural	6	22:32	17:05	4:23	22:32
SJ Zone X-5 Rural	0				
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	3	17:36	12:53	4:33	17:36
SJ Zone X-8 Rural	2	15:24	8:43	6:41	15:24
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	2	17:32	9:19	8:13	17:32
SJ Zone X-11 Rural	11	23:34	16:23	6:18	22:08
SJ Zone X-6 Wilderness	4	38:48	25:22	7:50	38:48
SJ Zone X-10 Wilderness	0				
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1512	29:40	8:12	4:13	13:55
All Suburban Compliance Areas	19	26:03	10:12	5:27	18:00
All Suburban-Moderate Compliance Areas	9	21:34	14:37	3:38	21:34
All Rural Compliance Areas	31	28:18	15:32	6:36	22:32
All Wilderness Compliance Areas	4	38:48	25:22	7:50	38:48
<b>Total Responses</b>	<b>1,575</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2016					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone X-1 Urban	184	28:00	7:56	4:16	13:00
SJ Zone X-2 Urban	41	18:25	8:27	2:00	11:53
SJ Zone X-3 Urban	10	12:35	9:57	1:52	12:33
SJ Zone X-4 Urban	595	25:08	8:52	4:13	14:19
SJ Zone X-5 Urban	555	29:19	8:04	3:36	12:35
SJ Zone X-6 Urban	0				
SJ Zone X-7 Urban	38	13:01	6:36	2:57	11:07
SJ Zone X-8 Urban	43	18:30	8:57	3:28	14:26
SJ Zone X-9 Urban	119	28:06	9:22	6:31	21:06
SJ Zone X-10 Urban	2	8:34	7:08	1:26	8:34
SJ Zone X-11 Urban	2	12:01	8:14	3:47	12:01
SJ Zone X-2 Suburban	4	14:53	10:18	3:42	14:53
SJ Zone X-3 Suburban	0				
SJ Zone X-7 Suburban	10	15:29	10:40	3:53	14:49
SJ Zone X-8 Suburban	4	19:58	10:00	6:22	19:58
SJ Zone X-9 Suburban	3	16:10	7:29	6:14	16:10
SJ Zone X-10 Suburban	0				
SJ Zone X-11 Suburban	1	6:48	6:48	0:00	6:48
SJ Zone X-10 Suburban-Moderate	10	28:37	18:59	4:47	24:21
SJ Zone X-2 Rural	9	17:58	12:46	2:39	17:58
SJ Zone X-3 Rural	11	28:45	12:31	7:04	18:40
SJ Zone X-5 Rural	1	12:31	12:31	0:00	12:31
SJ Zone X-6 Rural	0				
SJ Zone X-7 Rural	4	41:55	22:25	11:48	41:55
SJ Zone X-8 Rural	3	15:46	11:39	3:37	15:46
SJ Zone X-9 Rural	0				
SJ Zone X-10 Rural	4	15:37	8:03	4:00	15:37
SJ Zone X-11 Rural	11	23:32	12:37	7:18	19:28
SJ Zone X-6 Wilderness	1	21:01	21:01	0:00	21:01
SJ Zone X-10 Wilderness	1	30:16	30:16	0:00	30:16
SJ Zone X-11 Wilderness	0				
All Urban Compliance Areas	1,589	29:19	8:27	4:12	13:27
All Suburban Compliance Areas	22	19:58	9:52	4:51	15:29
All Suburban-Moderate Compliance Areas	10	28:37	18:59	4:47	24:21
All Rural Compliance Areas	43	41:55	13:02	7:24	19:28
All Wilderness Compliance Areas	2	30:16	25:38	4:38	30:16
<b>Total Responses</b>	<b>1,666</b>				

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

September 1, 2016 through September 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	390	39	90.00%	19	95.13%	
SJ Zone X-2	146	45	69.18%	18	87.67%	
SJ Zone X-3	65	12	81.54%	7	89.23%	
SJ Zone X-4	1,301	218	83.24%	112	91.39%	
SJ Zone X-5	1,438	214	85.12%	102	92.91%	
SJ Zone X-6	18	0	100.00%	0	100.00%	
SJ Zone X-7	135	23	82.96%	13	90.37%	
SJ Zone X-8	108	31	71.30%	11	89.81%	
SJ Zone X-9	276	27	90.22%	14	94.93%	
SJ Zone X-10	62	6	90.32%	5	91.94%	
SJ Zone X-11	50	7	86.00%	4	92.00%	
<b>All Zones Combined</b>	<b>3,989</b>	<b>622</b>	<b>84.41%</b>	<b>305</b>	<b>92.35%</b>	

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

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

October 1, 2016 through October 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	355	40	88.73%	24	93.24%	
SJ Zone X-2	132	28	78.79%	12	90.91%	
SJ Zone X-3	52	17	67.31%	8	84.62%	
SJ Zone X-4	1,265	249	80.32%	134	89.41%	
SJ Zone X-5	1,362	195	85.68%	105	92.29%	
SJ Zone X-6	16	0	100.00%	0	100.00%	
SJ Zone X-7	128	28	78.13%	13	89.84%	
SJ Zone X-8	88	19	78.41%	14	84.09%	
SJ Zone X-9	285	32	88.77%	21	92.63%	
SJ Zone X-10	71	4	94.37%	1	98.59%	
SJ Zone X-11	70	7	90.00%	3	95.71%	
<b>All Zones Combined</b>	<b>3,824</b>	<b>619</b>	<b>83.81%</b>	<b>335</b>	<b>91.24%</b>	

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

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

September 1, 2016 through September 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	193	12	93.78%	7	96.37%
SJ Zone X-2	33	2	93.94%	0	100.00%
SJ Zone X-3	16	0	100.00%	0	100.00%
SJ Zone X-4	523	45	91.40%	24	95.41%
SJ Zone X-5	572	22	96.15%	16	97.20%
SJ Zone X-6	4	0	100.00%	0	100.00%
SJ Zone X-7	53	4	92.45%	2	96.23%
SJ Zone X-8	51	6	88.24%	5	90.20%
SJ Zone X-9	102	9	91.18%	8	92.16%
SJ Zone X-10	14	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,575</b>	<b>100</b>	<b>93.65%</b>	<b>62</b>	<b>96.06%</b>

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

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

October 1, 2016 through October 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	184	11	94.02%	8	95.65%
SJ Zone X-2	54	1	98.15%	1	98.15%
SJ Zone X-3	21	0	100.00%	0	100.00%
SJ Zone X-4	595	46	92.27%	34	94.29%
SJ Zone X-5	556	16	97.12%	10	98.20%
SJ Zone X-6	1	0	100.00%	0	100.00%
SJ Zone X-7	52	1	98.08%	0	100.00%
SJ Zone X-8	50	3	94.00%	0	100.00%
SJ Zone X-9	122	21	82.79%	15	87.70%
SJ Zone X-10	17	0	100.00%	0	100.00%
SJ Zone X-11	14	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>1,666</b>	<b>99</b>	<b>94.06%</b>	<b>68</b>	<b>95.92%</b>

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

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

September 1, 2016 through September 30, 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	64	12	81.25%	6	90.63%
CCT-IFT	14	1	92.86%	0	100.00%

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

October 1, 2016 through October 31, 2016					
Interfacility Transfers	Total Responses	Number of Late Calls Prior to Exemptions	Unadjusted Compliance	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
ALS-IFT	107	19	82.24%	12	88.79%
CCT-IFT	14	3	78.57%	2	85.71%

## Exemption Request Reports

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	2	1	0	0
Delays in Transferring Care at ED	319	0	287	0
False Report of Emergency	13	0	11	0
Freeway Access	0	0	1	0
Heavy Rain	0	0	0	0
Location Change	1	0	3	0
Nurse First On Scene	0	0	0	0
Other	0	2	2	0
Out of County	1	0	0	0
Poor Location Information from RP	1	0	0	0
Reduced/Upgraded Response	3	0	3	0
Road Construction	8	0	7	0
Traffic Secondary to Call	6	2	1	0
Train	6	1	8	0



**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>September 2016</b>	<b>October 2016</b>
SJ Zone X-4	Manteca District Ambulance	0	5
SJ Zone X-5	Manteca District Ambulance	7	6
SJ Zone X-8	Manteca District Ambulance	13	8
SJ Zone X-9	Manteca District Ambulance	11	14
SJ Zone X-10	Manteca District Ambulance	3	3
SJ Zone X-11	Manteca District Ambulance	14	11

**Failure to Provide Data**

<b>Event Type</b>	<b>September 2016</b>	<b>October 2016</b>
N/A		

**Mechanical Report**

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

**Community Service Report**

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

