



# County of Santa Clara Emergency Medical Services Agency

## Exemption Review Committee Process Guide

EMS-830

Emergency Medical Services Agency

Public Health Department

Santa Clara Valley Health & Hospital System



*September 2008*

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**Public Health Department**  
Santa Clara Valley Health & Hospital System



September 2008

**Dear EMS System Stakeholder:**

On behalf of the County of Santa Clara, we would like to extend our appreciation for your interest in and participation in our Emergency Medical Services System.

This reference guide has been compiled to assist you in understanding response time performance compliance and response time exemption review processes as outlined in the "Agreement Between the County of Santa Clara and American Medical Response-West for Prehospital Emergency Medical Care and Transport Services and related sub-agreements for Prehospital Emergency Medical Services.

Thank you,

A handwritten signature in black ink, appearing to read "Bruce H. Lee".

Bruce H. Lee  
EMS Agency Administrator

***Dedicated to the health of the whole community***

*The Public Health Department is a division of Santa Clara Valley Health & Hospital System, owned and operated by the County of Santa Clara.*

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## **Purpose Statement**

The Santa Clara County EMS Agency will follow the exemption review process identified in this publication.

## **Committee Membership and Meetings**

An appointed committee will meet quarterly to review 9-1-1 EMS events that resulted in late responses by the Exclusive Operating Area (EOA) Contractor and Subcontractors. The committee will also serve as the hearing panel for late responses in which an exemption has been requested but, was not resolved through the preliminary and secondary levels of review as described in this guide. The Contract Administrator has developed the following membership for the Exemption Review Committee:

- An appointed representative of the City Managers Association that holds a subcontract in the EOA (and one back-up from another subcontracted jurisdiction)
- An appointed member of the EMS Committee and/or consumer public
- An appointed representative of Santa Clara County Communications

As these are publicly held meetings, they shall be held in accordance with the Brown Act and follow the most current edition of Roberts Rules of Orders. This includes, but is not limited to, the posting of agendas, minutes, and associated documents. These meetings will have a public comment period at the start of each meeting. However, non-members will not participate in the review unless requested by the Chair of the Exemption Review Committee.

The committee meeting agenda will include the following consent and action items:

- Public Comment Period
- Exception Disposition Report
- Pending Consent / Exemption Request for Reporting Period
- Pending Review / Exemption Request for Reporting Period
- Exemption Determination & Disposition Summary

- Items of Concern to be forwarded to the System Status Management Committee for Discussion

### **Exemption Review Process Outline**

▶ EOA Contractor submits exemption requests to County Communications & EMS Agency

▶ Subcontractor submits exemption requests to EMS Agency



▶ Preliminary review of EOA Contractor's requests conducted by County Communications

▶ Secondary review of EOA Contractor's requests & County Communications' recommendations completed by EMS Agency

▶ Preliminary review Subcontractor's requests conducted by EMS Agency



▶ EMS Agency establishes list of recommended on-time or exempt responses for consent approval by the Committee

▶ EMS Agency establishes list of recommended late or non-exempt responses for Committee hearing determination



▶ Quarterly Exemption Review Committee meeting held;

▶ Committee members include representatives from:  
City Managers Association; EMS Committee & County Communications

▶ A second County Communications representative serves the committee as a technical reference specialist or as a rebuttal witness to requestor's testimony



▶ Requestor of exemptions provides testimony to the committee; Testimony must include; nature & justification; minute(s) late & remedy sought



▶ Requestor must be prepared provide supporting evidence not previously provided in the preliminary review process

▶ No supporting documentation / No exemption granted



▶ Committee evaluates all testimonies & recommendations

▶ Committee votes on exemption request

▶ Exemption requests granted, denied or modified

## **Definitions & Terms**

The following terminology is used throughout this document and the exemption review process.

**Response Time** Is the measurement of time lapsed on a continuum of response to a 9-1-1 call. Time of Dispatch and Arrival at Incident Location are the two most important components of time measurement for the exemption review process.

**Code 2 Response** Is a response to an emergency, which has been designated in strict accordance with approved protocols as non-life threatening at call reception by Public Safety Answering Points (PSAP) dispatch personnel. Vehicles responding Code 2 shall obey all traffic signs and respond without the use of the red lights and siren.

**Code 3 Response** Is a response to an emergency, which has been designated in strict accordance with approved protocols as life-threatening by PSAP personnel. Vehicles responding Code 3 shall respond as quickly as possible using red lights and siren and may move through traffic against directional signs if it can be done safely.

**Exception** Is a late response as determined by response time criteria.

**Exemption** Is a determination to exclude an EMS event from the predetermined response time criteria due to factor outside the Contractor's/Subcontractor's control.

**Good Cause Exemptions** Cases in which clear evidence in support of good cause exemption has been presented and a good cause exemption has been determined by the Contract Administrator, which may include Unusual System Overload (USO), severe weather conditions, substantiated communications error, or responses to Hard to Serve (HTS) areas as identified in the "Hard to Serve" section of this document.

**Unusual System Overload (USO)** Is demand for system resources that exceeds historical demand at the ninetieth fractile by 120% for day of week and time of day for the past year (excluding holidays). For the purpose of determining exemptions, USO shall be deemed to exist for a period of four hours. Further, USO shall only be recognized when an Unusual System Overload Plan has been submitted by the Contractor and approved by the EMS Administrator.

## **Exemption Request Submission Requirements**

The committee will review exemption requests from the previous quarterly reporting period. Monthly exemption requests must be submitted to the EMS Agency by no later than thirty (30) days after the end of the reporting period. Requests will not be

accepted after the deadline. The monthly exemption requests are “bundled” into quarterly review periods as identified below:

- 1<sup>st</sup> Quarter (January, February & March)
- 2<sup>nd</sup> Quarter (April, May & June)
- 3<sup>rd</sup> Quarter (July, August & September)
- 4<sup>th</sup> Quarter (October, November & December)

### **Process For Obtaining A Good Cause Exemption**

If the EOA Contractor or Subcontractor believes that any response or group of responses should be excluded from the calculation of response time compliance due to unusual factors beyond the EOA Contractor’s or Subcontractor’s reasonable control, the EOA Contractor or Subcontractor may provide detailed documentation to the EMS Agency Contract Administrator and request that these runs be excused from response time calculations and late penalties. Such a request must be in writing and be received by the EMS Agency with thirty (30) days after the end of the month in which the event occurred.

The burden of demonstrating that good cause exists and that the criteria set out in this document are satisfied, shall be on the Contractor or Subcontractor. The alleged grounds for any exemption must have been a substantial factor in producing a particular response time. The excess response time must have been reasonably unavoidable and the EOA Contractor or Subcontractor must have acted in good faith to meet the response time standards.

(1) Good cause exemptions – Cases in which clear evidence in support of good exemption has been presented and a good cause exemption has been determined by the Contract Administrator, which may include Unusual System Overload, severe weather conditions, substantiated communications errors, or responses to “Hard to Serve Areas” as identified in this publication.

(2) Process for obtaining a good cause exemption – If the Contractor or a Subcontractor believes that any response or group of responses should be excluded from the calculation of the response time compliance due to unusual factors beyond the Contractor’s or Subcontractor’s reasonable control, the Contractor or Subcontractor may provide detailed documentation to the Contract Administrator and request that these runs be excused from response time calculations and late penalties.

(3) For responses to “hard to serve” areas as documented in this guide, the exemption review panel will compare the location of the call to the location from which the vehicle is dispatched and calculate a reasonable response time utilizing

this guide. Should the actual response time exceed the reasonable response time so calculated, penalties will be assessed on the difference in response in accordance with the hard-to-serve penalty matrix located in this document. The Contractor or Subcontractor may request an exemption of any determination of penalty as outlined heretofore.

(4) Disaster – Response time requirements may be suspended, at the County discretion, during declared disaster within the jurisdiction or during a declared disaster in a neighboring jurisdiction which has requested assistance from this County.

### **Preliminary Review Process for EOA Contractor**

On a monthly basis, the EOA Contractor and County Communications will conduct a preliminary review. The Contractor must identify the reason(s) for seeking and submitting a “challenge” to County Communications. The reason must be formatted as it specifically request data not available to Contractor. The next section contains a list of acceptable reasons to when challenging.

#### Contractor Challenges (Reason and Submission Format)

1. USO
  - a. Prior to challenging, contractor must determine it event falls under this provision. USO is considered a good cause and is exempted
2. Hard To Serve
  - a. Per GPS unit reached waypoint (ex: Mt Hamilton @ Quimby) at ##: ##: ##, which meets the # minute time requirement
3. Arrived On Time
  - a. Fire dept shows unit on scene at ##: ##: ##
  - b. Data Control Unit (DCU) shows Push-To-Talk (PTT) at ##: ##: ## (Tape review)
  - c. GPS shows unit on scene (stopped) at ##: ##: ##
  - d. Communications review says unit arrived on time or dispatcher failed to arrive unit on scene when advised. (Tape review)
  - e. Location changes
4. Diversion Delay
  - a. Diversion inappropriate for (give reason)
  - b. Re-dispatch delay of ##: ## (minutes/seconds)
5. Wrong Unit Sent
  - a. Wrong unit dispatched. (Advise which unit closer and why)

6. Unit Delayed By (Train, Traffic, Etc)
  - a. GPS shows.....
  - b. DCU shows PTT @ ##: ##: ##. (Tape review)
7. Other
  - a. Any reason that contractor believes is for good cause. Must be specific

In addition to reasons identified above, Contractor's requests the type of remedy being sought. The following dispositions have been requested, granted and/or established:

1. Exemptions (includes out of jurisdiction responses)
2. Reduction in penalty minutes
3. On-time (Cancelled on time responses are removed from compliance performance computation analysis as directed by the 2<sup>nd</sup> Amendment of the Master Agreement)
4. Establish hard to serve area & waypoint response time standards

Example exemption request report:

Evt No	Except No	Event Date	Resp Code	Pop Zone	Pen Mins	Provider's Statement
0824000225	1234	02/14/08	3	M	1	Call location given by initial caller of 9-1-1 inaccurate (Northbound 280 at Bascom), corrected location (Northbound at Bird) updated 5 minutes into call, 2 minutes 27 seconds late. Closest ambulance entered NB 280 at Meridian. Requesting call be exempted because of change of event location.

Upon review of the challenge, County Communications will provide the Contractor and EMS Agency with the following recommendations:

1. Concurs with exemption request and will provide reason(s)
2. Disagrees with exemption request and will provide reason(s)
3. Suggest alternative consideration (ie: may not agree with exemption request, but may recommend a reduction of penalty minutes. Will provide reason)

4. To the review committee (County Communications determined no established criteria exist, but will make recommendation to EMS Agency / Committee)
5. No opinion (reviewed by the EMS Agency; EMS Agency's recommendation sent to Committee for final determination)

All recommendations made at this level will be reviewed by the EMS Agency Compliance Coordinator on behalf of the Contract Administrator. Exemption request recommendations will be categorized for the Committee as "Recommended on-time and/or exempt" or as "Recommended late/not exempt". In some cases, the late responses may have a recommendation for reduced penalty assessment based on supporting evidence. The Committee will be asked to approve the "Recommended on-time and/or exempt" responses by consent vote.

Reporting requirements and review timelines for EOA Contractor:

<b>Timeline</b>	<b>Actions</b>	<b>"Example"</b>
1-30/31 days	Reporting Period	January 1-31
<b>1st Month</b>	<b>Exemption Process Begins</b>	
1- 15 days	AMR receives "Unadjusted" response data	February 1-15
15-20 days	Late calls identified	February 15-20
20-25 days	AMR submits "Adjusted" data corrections, exemption requests, hard-to-serve (HTS) areas requests	February 20-25
30 days	AMR submits "Unadjusted" and "Adjusted" data reports to County Communications and EMS with exemption reasons and validation	February 28
<b>2nd Month</b>	<b>EMS Preliminary Exemption Review</b>	
45 days	EMS reviews and responds to AMR & County Communications' preliminary exemption review. Recommendations are forwarded to Committee for determination	March 15
60 days	Penalty assessment for late calls submitted to EMS for reporting period	March 30
<b>5th Month</b>	<b>Quarterly Exemption Review</b>	
3rd Tuesday / 3rd month / following quarter	Unresolved exemption requests or undetermined HTS presented and review by the committee	June 17
<b>6th Month</b>	<b>Reconciled Reports</b>	
Last Day of Month	Reconciled response time reports submitted to EMS with penalty assessment adjustments made	July 30

**Preliminary Review Process for Subcontractor**

On a monthly basis, the subcontractor will submit exemption requests to the EMS Agency for review. The subcontractor must identify the reason(s) for seeking an exemption request. The submission of the request must follow the process identified in the “Preliminary Review Process for Contractor” section.

Upon review of the challenge, the EMS Agency Compliance will provide the subcontractor with the following determinations:

1. Concur with exemption request and will provide recommendation reason(s)
2. Suggest alternative consideration (ie. May not agree with exemption request but, may recommend a reduction of penalty minutes. Reason will be provided)
3. Disagree with exemption request. EMS Agency will provide reason(s)

Late responses that are not resolved during the process will be forwarded to the Committee for final determination. The following table illustrates the Subcontractor exception reporting and exemption request timeline requirements:

<b>Timeline</b>	<b>Actions</b>	<b>“Example”</b>
1-30/31 days	Reporting Period	January 1-31
<b>1st Month</b>	<b>Exemption Process Begins</b>	
1- 15 days	AMR receives "Unadjusted" fire response data	February 1-15
15-20 days	AMR returns to Fire the Unadjusted Compliance Reports - Late calls identified	February 15-20
20-25 days	Fire submits to AMR “Adjusted” data corrections, exemption requests, Hard-To-Serve (HTS) Areas requests	February 20-25
30 days	AMR submits “Unadjusted” and “Adjusted” data reports to EMS with exemption reasons and validation	February 28
<b>2nd Month</b>	<b>EMS Preliminary Exemption Review</b>	
30-45 days	EMS accept/grant corrections, exemption requests, HTS	March 1-15
45 days	EMS responds to AMR and FD's outcome of preliminary exemption review unresolved exemption requests or undetermined HTS continue to quarterly exemption review	March 15
60 days	Penalty assessment for late calls submitted to EMS for reporting period (quarter's end)	March 30
<b>5th Month</b>	<b>Quarterly Exemption Review</b>	
3rd Tuesday / 3rd month / following quarter	Unresolved exemption requests or undetermined HTS presented and reviewed by the committee	June 17
<b>6th Month</b>	<b>Reconciled Reports</b>	
Last Day of Month	Reconciled response time reports submitted to EMS with penalty assessment adjustments made	July 30

## **The Hearing Process**

An EMS Agency representative will serve as the parliamentarian and will be responsible for the conduct of the meeting. During the committee proceedings, the requesting agency will be allotted two (2) minutes (unless panel requests further time) to present new testimony supporting an exemption request. During that time period, the requestor must provide the committee with the nature and justification of the exemption; minutes late; and what remedy they seek (ie: good cause exemption, hard-to-serve response area, minute reductions, etc.).

Upon completion of the testimony, the committee may seek clarification on presented evidence, request additional information and/or documentation (ie: CAD records, GPS records, push-to-talk records, maps, etc) supporting the request. Requests that are not accompanied by supporting written documentation will not be granted.

A member of County Communications will be present at the committee meetings to serve as a dispatching technical reference specialist and to be called upon as needed by the committee. This representative also will serve as County Communications' rebuttal witness for cases where an exemption requests has alleged a dispatching error by County Communications and was not resolved in the preliminary review process. This member will not be a member of the committee and will not have any voting rights.

During the meeting, the EOA Contractor or Subcontractors will be given an opportunity pull from consideration the "recommended late" requests from the agenda. If they decide to continue with the exemption request process, they must able present additional evidence not previously reviewed by the EMS Agency to support their requests. The Committee will make a determination to accept the EMS Agency's recommendation or to grant the exemption.

After the provider's testimony, the County representative will provide a recommendation to the committee to either; grant the request, deny the request or modified the request. Upon conclusion of the testimony, the committee will vote on a disposition.

The three-member panel will vote on each exemption request. The panel's final determination will be based on a simple majority vote (ie: 2 to 1). The EMS Agency representative will only vote in the event of a tie (ie: a panel member abstains from the vote). Exemptions request will not be carried forward to next review period and all determinations will be final.

## **Dispute Resolution**

Should the contractor or subcontractor dispute the determination made by the committee, the contractor or subcontractor may make a written appeal to the Contract Administrator. The Contract Administrator will forward the appeal to the Executive Director of the Health and Hospital System, whose decision shall be final.

### Response Time Requirements

Response Priority	Population Density	First Responder <i>(Contractor in the absence of FRP Contracts for ALS or BLS services)</i>	Transport Provider
Code 2	<i>Metro/Urban</i>	≤12:59	≤16:59
	<i>Suburban</i>	≤14:59	≤21:59
	<i>Rural</i>	≤21:59	≤41:59
Code 3	<i>Metro/Urban</i>	≤7:59	≤11:59
	<i>Suburban</i>	≤9:59	≤16:59
	<i>Rural</i>	≤11:59	≤21:59

### PERFORMANCE PENALTIES – First Response

First Responder response time penalties in areas where First Responder hold subcontract (In absence of contracts for ALS or BLS First Response, these response times apply to the Contractor):						
Code 2 - Responses			Code 3 - Responses			Fine*
Metro/Urban	Suburban	Rural	Metro/Urban	Suburban	Rural	
13:00 - 16:59	15:00 - 18:59	22:00 - 25:59	8:00 - 11:59	10:00 - 13:59	12:00 - 15:59	\$13 / minute
17:00 - 19:59	19:00 - 21:59	26:00 - 28:59	12:00 - 14:59	14:00 - 16:59	16:00 - 18:59	\$50 / minute
20:00 - 22:59	22:00 - 24:59	29:00 - 31:59	15:00 - 17:59	17:00 - 19:59	19:00 - 21:59	\$75 / minute
23:00 - 31:59	25:00 - 33:59	32:00 - 40:59	18:00 - 26:59	20:00 - 28:59	22:00 - 30:59	\$100 / minute
32:00 - 36:59	34:00 - 38:59	41:00 - 45:59	27:00 - 31:59	29:00 - 33:59	31:00 - 35:59	\$5,000
37:00 - 46:59	39:00 - 48:59	46:00 - 55:59	32:00 - 41:59	34:00 - 43:59	36:00 - 45:59	\$6,500
47:00 - 51:59	49:00 - 53:59	56:00 - 60:59	42:00 - 46:59	44:00 - 48:59	46:00 - 50:59	\$8,000
≥52:00	≥54:00	≥61:00	≥47:00	≥49:00	≥51:00	\$10,000

**PERFORMANCE PENALTIES - Transport**

Transport Provider response time penalties in areas where First Responder hold subcontract:						
Code 2 - Responses			Code 3 - Responses			Fine*
Metro/Urban	Suburban	Rural	Metro/Urban	Suburban	Rural	
17:00 - 20:59	22:00 - 25:59	42:00 - 45:59	12:00 - 15:59	17:00 - 20:59	22:00 - 25:59	\$13 / minute
21:00 - 23:59	26:00 - 28:59	46:00 - 48:59	16:00 - 18:59	21:00 - 23:59	26:00 - 28:59	\$50 / minute
24:00 - 26:59	29:00 - 31:59	49:00 - 51:59	19:00 - 21:59	24:00 - 26:59	29:00 - 31:59	\$75 / minute
27:00 - 35:59	32:00 - 40:59	52:00 - 60:59	22:00 - 30:59	27:00 - 35:59	32:00 - 40:59	\$100 / minute
36:00 - 40:59	41:00 - 45:59	61:00 - 65:59	31:00 - 35:59	36:00 - 40:59	41:00 - 45:59	\$5,000
41:00 - 50:59	46:00 - 55:59	66:00 - 75:59	36:00 - 45:59	41:00 - 50:59	46:00 - 55:59	\$6,500
52:00 - 55:59	56:00 - 60:59	76:00 - 80:59	46:00 - 50:59	51:00 - 55:59	56:00 - 60:59	\$8,000
≥56:00	≥61:00	≥81:00	≥51:00	≥56:00	≥61:00	\$10,000

**Hard to Serve Area Penalty Assessments**

<p>All responses to calls in hard to serve areas will be reviewed by the EMS Agency during the monthly exemption process. Should the arrival on scene exceed the reasonable response time calculated by Exemption Review Panel, the penalties will be on the difference, according to the methodology outlined below.</p>	
Minutes Over Performance Requirement	Fine*
Up to 3:59	\$13 / minute
4 - 6:59	\$50 / minute
7 - 9:59	\$75 / minute
10 - 18:59	\$100 / minute
19 - 23:59	\$5,000
24 - 33:59	\$6,500
34 - 38:59	\$8,000
39+	\$10,000
<p>*Fines are incurred incrementally. Ex: If 7 minutes late, the first 3 minutes would be \$13 / minute, the next 3 minutes would be \$50 / minute, and the last minute would be \$75 / minute. For responses more than 18 minutes late, only the flat rate fine is assessed.</p>	

## Hard to Serve Areas

All areas of Santa Clara County included in the 2002 Edition of the Thomas Guide for California that are within the following Detail Pages:

775-779, 795-799, 816-820, 836-840, 850, 857-860, 877-879, 897-900, 914, 915, 918-922, 934, 935, 939-942, 955, 959-962, 975, 981, 982, 1001 and 1002

Those areas of the county identified within the following Detail Pages.

794	All areas within grids J1-J4
814	All areas within grids H1-J1; J2
815	All areas within grids A1-J1; B2-J2; C4-J4; E-J, 1-7
831	Rancho San Antonio Park, all areas within the park except those areas within grids G5, G6, H6 and H7
851	All areas within grids A-F; 1-7; G6-7; J5
852	Fremont Older Open Space, except B6
856	All areas with grids, except grids A5-7
871	All areas with grids A-F, 1-7; G-J, 5-7
872	All areas with grids A-D, 5-7; E-F, 6-7
876	All areas with grids E-J, 1-7
892	All areas with grids A-G, 1-7
893	All areas with grids A-J, 3-7
894	Almaden Quicksilver County Park, Grids A-B, 3-7; C-D, 4-7; E-F, 5-7; G-J, 6-7
896	All areas within grids C1; D1-2; E1-3; F1-4; G1-5; H1-6; J1-7
917	All areas within grids A1-J1; F2-J2; G3-J3; J5; J6; J7
938	All areas with grids C-J, 1-4; D-J, 5-7
956	All areas with grids A-C, 1-7; D2-7; E-F, 3-7; G4-7
958	All areas within grids G-J1; H2-6; J1-7
976	All areas within grids A-G, 1-7; H-J, 5-7
980	All areas 0.25 miles either side of State Hwy 152
997	All areas with grids, except grids J1-2

<b>Established Hard to Serve Areas - Waypoints</b>	<b>First Responder Code 3</b>	<b>First Responder Code 2</b>	<b>EOA Contractor Code 3</b>	<b>EOA Contractor Code 2</b>
Aldercroft Heights / Alma Bridge	10	15		
Aldercroft Heights	16	21		
Alma Bridge / Soda Springs	12	17	22	
Bear Creek / Chase	13	18		
Bear Creek / Hwy 35 (Skyline)	18	23		
Beardsley / Manzanita	15	20		
Black / Gist	16	21		
Black / Lake Ranch	18	23	22	
Black / Skyline	22	27		
Black / Thompson	13	18		
Bloomfield / Hwy 152	11	16		
Bloomfield / Davidson	14	19		
Bloomfield / Sheldon	15	20		
Bohlman / Bay Springs	15	20		
Bohlman / Orbit	11			
Calaveras / Downing			8	13
Cañada / Jaimison	20	25	22	
Casa Loma / Loma Chiquita			60	
Casa Loma / McKean			20	25
Coyote Reservoir Dam	25	30		
Coyote Reservoir / Roop	16	21	16	
Croy/ Croy Ridge			17	25
Croy/ Esther Lake			19	
Croy / McPhee			22	
Dunne/ Jackson Oaks			9	
Felter / Sierra			25	
Ferguson / Leavesley / Pacheco	8	13		
Gist/ Skyline	22	27	22	27
Hecker Pass (152) / Mt Madonna	15	20	23	
Hecker Pass / Pole Line	15	20	23	
Hicks / Guadalupe Reservoir			18	
Hicks / Mt Umunhum			23	
Hicks / Reynolds			15	
Hwy 25 / Bolsa	14	19		
Hwy 101 / Sergeants Crossing	13	18		
Hwy 9 / Hwy 35 (Skyline)			15	20
Loma Prieta /Summit	17	22	20	
Marsh / Felter			8	
Metcalf / Black Mtn Grade			20	
Metcalf / Shingle Valley			20	
Montebello / Swiss Creek Ln			22	
Montevina /access			12	

<b>Established Hard to Serve Areas - Waypoints</b>	<b>First Responder Code 3</b>	<b>First Responder Code 2</b>	<b>EOA Contractor Code 3</b>	<b>EOA Contractor Code 2</b>
Montevina / Aeronaut	21	26		
Mt. Hamilton / Quimby			22	
Mt Madonna / Redwood Retreat	13	18	15	
Pacheco / Bloomfield	11	16		
Pacheco / Bell Station	26	31	26	
Pacheco / Cañada	9	14	22	
Pacheco / Casa De Fruta	21	26	22	27
Pacheco / County Line			32	
Pacheco / Dinosaur Point			32	
Pacheco / Ferguson	8	13		
Pacheco / Frazier Lake			22	
Pacheco / Lovers Lane	15	20	22	
Pacheco / Pacheco Station	23	28	24	
Pacheco / San Felipe	16	21		
Pacheco / Soap	13	18		
Pacheco / SR 156	19	24	22	
Pheasant Rd			16	
Quimby / Mt Hamilton Rd			22	27
Redwood Retreat / Pole line	13	18	15	
San Felipe/ Las Animas			20	
Soda Springs / Alma Bridge	12	17	22	
Soda Springs / Pemerel	21	26		
Soda Springs / Weaver	30	35	23	
Stevens Canyon / Charcoal			23	
Stevens Canyon / Redwood Gulch			22	
Thompson/ Skyline (Hwy 35)			25	
Uvas/ Croy			15	25
Uvas / Little Uvas			15	25
Uvas/ Wallace	15	20		
Walnut / 152	20		20	

## Precedents

The following list includes acceptable precedents. The establishment and use of precedents are not automatic.

Exception Category	Description
Questionable Jurisdiction	Anytime jurisdiction cannot be confirmed; response time requirements may be waived.
Change of Location	When a unit is dispatched to a location, the response clock will stop when the unit arrives at the dispatched location.
Auto Aid Agreements	When a unit is contracted by an auto aid agreement to respond into another agencies jurisdiction, the agency receiving the auto aid remains accountable to prescribed response times for that area.
Mutual Aid Agreements	Because mutual aid agreements are utilized during contingency situations, response times may be waived.
Abbreviated Times	Whenever response times are reported in whole minutes (other than CAD failure) response time will be calculated from XX: 00 seconds start to XX: 59 seconds end.
Hard to Serve Areas	<p>Access to certain areas within the County (San Antonio Valley, and portions of the Diablo Mountains), even under ideal circumstances, is extremely limited, and, in some cases, impractical by ground resources. Although designated as "rural" for County response time parameters, the access limitations to these areas necessitates that the less stringent state recommended "as soon as possible" response time guideline be applied.</p> <p>An <u>exemption</u> may be granted for an event in a remote area when it can be demonstrated that the first responder arrived as soon as possible.</p> <p>In hard-to-serve areas, the use of waypoints has been established by the Exemption Review Committee as a means of determining appropriate response time standards for those areas. Waypoints are definable landmarks (highway intersections, mile-markers, etc.) in which through retrospective response time measurement (CAD and GPS), a response is considered on-time when the responding unit reaches/passes the waypoint before the established response time criteria is exceeded. The time criteria, is determined by population density, location of the call, and responder agency type (first response or transport provider).</p> <p>All hard-to-serve response times will be reviewed.</p>

**Example of Monthly Performance Report**

**September 200x - RECONCILED**

**Code 2 and Code 3 Calls**

**Code 3 Calls**

Total Volume	5,122
Transport Volume	3,831
Dry Runs	929
Cancel On Time	362
Cancel Late	1
Unadjusted Late Calls	338
Unadjusted Compliance	92.90%
Exemptions Requested	3
Exemptions Granted	1
Adjusted Late Calls	338
Adjusted Compliance	92.90%
Extended Minutes	980

**Code 2 Calls**

Total Volume	1,738
Transport Volume	1,227
Dry Runs	322
Cancel On Time	189
Cancel Late	4
Unadjusted Late Calls	184
Unadjusted Compliance	88.12%
Exemptions Requested	5
Exemptions Granted	3
Adjusted Late Calls	184
Adjusted Compliance	88.12%
Extended Minutes	1,199

**Total Performance Premium**

Total extended minutes	2,179	Total extended minutes Fine	\$94,292
BLS Utilization	2	x \$500	= \$1,000
Sub-Zone Compliance Fines			\$70,000
ALS Sub Contractor total Fine			\$1,526
BLS Sub Contractor total Fine			\$0
<b>Grand Total</b>			<b>\$166,818</b>

## Example of Monthly Sub-Zone Compliance Report

<b>Sub-Zone 1</b>	<b>Code 3</b>	<b>Code 2</b>
Volume	943	426
Cancel on time	58	58
Late Responses	93	32
Exemptions Requested	0	0
Exemptions Granted	0	0
Adjusted Compliance	89.49%	91.30%
Compliance Fine	\$10,000	\$0
<b>Sub-Zone 2</b>	<b>Code 3</b>	<b>Code 2</b>
Volume	1074	337
Cancel on time	84	39
Late Responses	76	26
Exemptions Requested	0	0
Exemptions Granted	0	0
Adjusted Compliance	92.32%	91.28%
Compliance Fine	\$0	\$0
<b>Sub-Zone 3</b>	<b>Code 3</b>	<b>Code 2</b>
Volume	1448	359
Cancel on time	121	44
Late Responses	93	26
Exemptions Requested	1	2
Exemptions Granted	0	1
Adjusted Compliance	92.99%	91.75%
Compliance Fine	\$0	\$0
<b>Sub-Zone 4</b>	<b>Code 3</b>	<b>Code 2</b>
Volume	1403	444
Cancel on time	105	60
Late Responses	128	57
Exemptions Requested	3	4
Exemptions Granted	1	2
Adjusted Compliance	90.14%	85.16%
Compliance Fine	\$0	\$50,000
<b>Sub-Zone 5</b>	<b>Code 3</b>	<b>Code 2</b>
Volume	327	77
Cancel on time	25	9
Late Responses	17	7
Exemptions Requested	0	0
Exemptions Granted	0	0
Adjusted Compliance	94.37%	89.71%
Compliance Fine	\$0	\$10,000
<b>Total Sub-Zone Fines</b>	<b>\$10,000</b>	<b>\$60,000</b>

