



# Exemption Review Committee

**June 16, 2009**  
**1:00 PM – 4:00 PM**

**Public Health Department**  
**CCS Conference Room**  
**720 Empey Way, San Jose**

## Minutes (Review Period: January – March 2009)

<p><b>Introduction &amp; Announcements</b></p>	<p>Panel member present:</p> <ul style="list-style-type: none"> <li>▪ Pam Morrison / City Managers Association</li> <li>▪ Harry Hall / Health Advisory Commission</li> <li>▪ Renee Pinder / County Communications</li> </ul> <p>EMS System stakeholders present:</p> <ul style="list-style-type: none"> <li>▪ Marcie Morrow / American Medical Response</li> <li>▪ Jeff Dane / American Medical Response</li> <li>▪ Katrina Parak / American Medical Response</li> <li>▪ Camron Bailey / Sunnyvale Department of Public Safety</li> <li>▪ Tom Evans / Santa Clara City Fire Department</li> <li>▪ Rose Marino / County Communications</li> <li>▪ John Blain / Santa Clara County EMS Agency</li> </ul>
<p><b>Public Comment Period</b></p>	<p>No comments from the public</p>
<p><b>Exception Disposition Report</b></p>	<p>First Quarter – 2009 Unadjusted Response Data</p> <p><u>By provider analysis (data taken from AMR reports)</u></p> <p>Total Late Responses (exceptions) v. Total Responses</p> <ul style="list-style-type: none"> <li>▪ American Medical Response: 1,687 of 21,742</li> <li>▪ American Medical Response QRV: 136 of 1,365</li> <li>▪ Gilroy Fire Department: 9 of 514</li> <li>▪ Milpitas Fire Department: 0 of 426</li> <li>▪ Mountain View Fire Department: 22 of 836</li> <li>▪ San Jose Fire Department: 550 of 12,650</li> <li>▪ Santa Clara City Fire Department: 42 of 1,127</li> <li>▪ Santa Clara County Fire Department: 108 of 2,809</li> <li>▪ South Santa Clara County Fire District: 5 of 230</li> <li>▪ Sunnyvale Department of Public Safety: 28 of 1,342</li> </ul>

## First Quarter 2009 Exemption Review

<p><b>Pending Panel Consent</b></p>	<p>For the period of January 2009 through March 2009, a total of 56 exemption requests were evaluated and determined to meet the on time or good cause exemption criteria.</p> <p>Panel accepted and approved EMS Agency's recommendation to amend the following responses as to document the reviewed responses as on time:</p> <ul style="list-style-type: none"> <li>▪ American Medical Response / ALS Transport: (34)</li> <li>▪ American Medical Response / QRV: (1)</li> </ul> <p>Panel accepted and approved EMS Agency's recommendation to exempt following responses for good cause:</p> <ul style="list-style-type: none"> <li>▪ American Medical Response / ALS Transport: (23)</li> </ul>
<p><b>Pending Panel Review</b></p>	<p>For the period of January 2009 through March 2009, a total of 35 exemption requests were forwarded to panel for review.</p> <p>Panel granted the following number of response exemptions / the granted exemptions will be removed from performance compliance calculation:</p> <ul style="list-style-type: none"> <li>▪ American Medical Response / ALS Transport: (1)</li> </ul> <p>Panel determined the following number of responses to be on time:</p> <ul style="list-style-type: none"> <li>▪ American Medical Response / ALS Transport: (1)</li> </ul> <p>Providers accepted EMS Agency recommendation on late responses determination and pulled the following number of exemption requests from the panel review agenda. The panel accepted and approved EMS Agency's recommendation to not to grant exemption and document responses as late:</p> <ul style="list-style-type: none"> <li>▪ American Medical Response / ALS Transport: (40)</li> <li>▪ American Medical Response / QRV: (3)</li> </ul>
<p><b>Exemption Determination &amp; Disposition Summary</b></p>	<p>For the period of January 2009 through March 2009, the following dispositions were documented:</p> <ul style="list-style-type: none"> <li>▪ Total exemption requests approved by consent and granted by panel: (24)</li> <li>▪ Total exemption requests pulled by providers from the agenda and/or denied by the panel: (43)</li> <li>▪ Total exemptions requests determined to by on time: (35)</li> <li>▪ Total responses remove from performance calculation: (25)</li> </ul>

### **First Quarter 2009 Exemption Review**

<b>Items of Concern to be forwarded to the System Status Management Committee for Discussion</b>	None
<b>Announcement of Next Meeting</b>	Next meeting scheduled for September 15, 2009 from 1:00 PM to 4:00 PM.  Meeting will be held at the Public Health Department CCS Conference Room, located at 720 Empey Way, San Jose, California.
<b>Adjournment</b>	Meeting adjourned.

**Minutes completed by: John Blain, Santa Clara County EMS Agency**

- **Attachment: Exemption Review Committee Summary (First Quarter – 2009)**

### First Quarter 2009 Exemption Review

#### Pending Committee's Approval By Consent - American Medical Response QRV (January-March 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
3	90002162	03/06/09	3	1	Location Change- 15 Sec Late	Suggest "On Time"	MED 7 on scene at initial call location in 5:10 mins	On Time	On Time	EMS recommendation accepted & approved

#### Pending Committee's Approval By Consent - American Medical Response (January-March 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
187	M090080204	01/08/09		13	At 1919, per dispatch notes, unit in the area of dispatch and UTL.	Agree	Unit was in the area of the original location at 1916:44.	On Time	On Time	EMS recommendation accepted & approved
189	M090080205	01/08/09		5	LOC was wrong accident was actually at SB HY 101@ Tully unit had to turn around and go back please advise?	Agree	Unit was in the area of the original location at 1936:19.	On Time	On Time	EMS recommendation accepted & approved
415	M090160120	01/16/09		13	Location changed and Rig Downgraded 642 had to turn around then got stuck in major traffic GPS supports the slow down please advise do to loc change?	Agree	Unit was in the area of the original location at 1258:43.	On Time	On Time	EMS recommendation accepted & approved
418	M090160138	01/16/09		6	Road Construction: unit delayed in traffic due to SJPD detail working at Captiol then unit was cancelled please advise?	Suggest	Capitol Exp was closed down at Senter Rd due to a PD incident at Tuers. Unit had to detour NB on Senter to Tully and go around, creating a delay to the scene.	Suggest On Time	On Time	EMS recommendation accepted & approved
472	M090180057	01/18/09		5	Please advise: 537 was dispatched due to default address of 855 N san Pedro actual address was in MH 927 was then the closest then fire forgot to cancel AMR?	Agree	The address was corrected almost immediately, and the correct unit was dispatched, and fire had requested cancellation at 0619hrs.	On Time	On Time	EMS recommendation accepted & approved
508	M090200144	01/20/09		7	Please advise if I can use dispatcher notes gps bad 440 advised their button push didn't go through when they arrived at aprox 1520 hours?	Suggest	GPS records unavailabe. However, unit provided a verbal on scene at 1517:59	Suggest On Time	On Time	EMS recommendation accepted & approved
637	M090250013	01/25/09		5	Is El Camino Real and Tamarack Ct (PA) within the mutual aid response zone, please advise?	Yes	This is mutual aid into Palo Alto.	N/A	Exempt	EMS recommendation accepted & approved

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876	M090360141	02/05/2009	3	10	873 at VMC area and closer	Agree	873 at VMC had best access.	Exempt	Exempt	EMS recommendation accepted & approved
905	M090370163	02/06/09	3	10	Any possible way point crossed?	Yes	This is HTS area. Waypoint is Pacheco Pass @ Lovers Ln; allotted time is 22 mins. Unit reached waypoint at 1610:04, which is a response of 15:39.	On Time	On Time	EMS recommendation accepted & approved
1030	M090420018	02/11/09	3	1	Under 7 min response not sure why exception report created please advise?	Agree	There shouldn't have been an XR generated (it was forced by a dispatcher). This unit was on time.	On Time	On Time	EMS recommendation accepted & approved
1082	M090430082	02/12/09	2	1	under 12 min response BLS unit responding please advise?	Agree	The system unit was on time. XR was generated because a pvt ambulance was attached to the event.	On Time	On Time	EMS recommendation accepted & approved
1083	M090430090	02/12/2009	2	3	C-2 Diversion for EMS SDO 13, otherwise we would have made time	To Board	SDO-13 was imposed by EMS Agency. Since this event was downgraded to C-2, the system unit was pulled off of it and a pvt ambulance was dispatched.	To Board	Exempt	EMS recommendation accepted & approved
1089	M090430134	02/12/09	2	4	BLS sent on call please advise?	To Board	SDO-13 was imposed by EMS Agency.	To Board	Exempt	EMS recommendation accepted & approved
1090	M090430142	02/12/2009	2	1	On time	Agree	Unit was on time.	On Time	On Time	EMS recommendation accepted & approved
1093	M090430174	02/12/2009	2	1	853 from P 65 is better as 842 is SB 17 heading away from call	Agree	853 headed in wrong direction, making 853 a better choice.	Exempt	Exempt	EMS recommendation accepted & approved
1135	M090440195	02/13/2009	2	1	GPS at 1820:56, plus 868 closer against traffic	Disagree/Agree	GPS at 1821:26. 868 better choice for this call	Exempt	Exempt	EMS recommendation accepted & approved
1136	M090440194	02/13/2009	2	6	GPS at 1816	Agree	GPS shows unit on scene at 1816:42.	On Time	On Time	EMS recommendation accepted & approved
1190	M090460229	02/15/2009	2	3	653 closer	Agree	653 was on the air and had better access.	Exempt	Exempt	EMS recommendation accepted & approved
1240	M090490085	02/18/2009	2	1	canceled at 1111, should be cancel on time	Agree	Unit was cancelled at 1111:15.	On Time	On Time	EMS recommendation accepted & approved
1277	M090500201	02/19/2009	2	1	537 on radio and closer	Agree	537 had just logged on at The Main, on the air, with good access to airport via Hy 87.	Exempt	Exempt	EMS recommendation accepted & approved

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1306	M090520031	02/21/2009	2	1	669 in area of under time with several DCU contacts over that period. Possibly UTL?	Agree	Unit provided a verbal on scene at 0300:07.	On Time	On Time	EMS recommendation accepted & approved
1348	M090540128	02/23/2009	2	5	Appears that location is up private road. More information pending on this.	Agree	This is up a pvt driveway, which is off Murillo, not Klein. The unit was in the area and unable to locate at 1231:40.	On Time	On Time	EMS recommendation accepted & approved
1439	M090570225	02/26/09	3	3	GPS stalls at 21:26:24 confusion about LOC of pt and lots of PD activity please advise.	Agree	GPS shows unit on scene at 2126:57.	On Time	On Time	EMS recommendation accepted & approved
1485	M090590193	02/28/2009	2	2	727 location is closer	Agree	727 was closer from The Main.	Exempt	Exempt	EMS recommendation accepted & approved
1538	M090610229	03/02/09	3	1	GPS at 2021 with same DCU	Agree	Verbal on scene provided at 2021:04	On Time	On Time	EMS recommendation accepted & approved
1556	M090620177	03/03/09	2	5	Dispatcher notes non-system call was mis typed on initial creation please advise?	Agree	This was a "Special" event that was mis-type coded.	Exempt	Exempt	EMS recommendation accepted & approved
1570	M090620216	03/03/09	3	4	Cancel on time	Agree	Private ambulance unit was cancelled prior to time parameter.	On Time	On Time	EMS recommendation accepted & approved
1644	M090640268	03/05/09	3	1	747 NB 85 to post 74...turned around at Camden.*828 at STH was closer	Agree	747 was NB on 85 headed in wrong direction. 828 a better choice.	Exempt	Exempt	EMS recommendation accepted & approved
1664	M090660029	03/07/09	3	1	510 was cancelled by fire at 0231 at 0233 fire requested them to respond again 2 min delay please advise	Agree	Unit was cancelled initially, then requested back. A new event should have been created, which would have restarted the timer. This unit was on time.	On Time	On Time	EMS recommendation accepted & approved
1675	M090660141	03/07/09	3	3	750 NB 85...642, 652, 873 all closer	Agree	750 was NB 85 @ Bascom headed in wrong direction. 642 the best choice from Bascom @ W San Carlos - good access to 280 and 87 to scene.	Exempt	Exempt	EMS recommendation accepted & approved
1683	M090660226	03/07/09	3	2	Call at Blossom Hill rd near Cahalan. Unit 837 at BHR and Cahalan	Suggest	863 was the better choice and this event was reassigned to them 2:29 after initial dispatch of 669. By shaving off that time, that would make 863 on time.	Suggest On Time	On Time	EMS recommendation accepted & approved

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1720	M090680199	03/09/09	3	1	21 second delay due to CAD based location of unit 510	Suggest	510 was recommended based on post coordinates at P62, but they were still at P51. 423 was the closest unit, and redispach time was 21 seconds. Shaving that time off would make 423 on time.	Suggest On Time	On Time	EMS recommendation accepted & approved
1735	M090690084	03/10/09	3	3	Location unclear multiple changes please advise	Agree	Original location was NB 101 @ Hy 85, center divide. Location was unclear. Unit was told this was either NB 101 or NB 85, and was told to check NB 101. Unit was in the area of the original location at 1119:47, making them on time.	On Time	On Time	EMS recommendation accepted & approved
1747	M090690237	03/10/09	3	4	Palo Alto	Agree	This was mutual aid in to Palo Alto.	Exempt	Exempt	EMS recommendation accepted & approved
1759	M090700066	03/11/09	3	5	862 on SB 680 @ Alum Rock going to post 83. closer via freeway over 910 at station. Unit 862 is at 101/Hellyer 10 minutes into this call.	Agree	862 was a better choice, since on the road headed towards P83.	Exempt	Exempt	EMS recommendation accepted & approved
1774	M090700179	03/11/09	3	1	Looks like cancel at 16:00:36 they rolled by the scene fire flag them down and asked if they would wait for 952 please advised?	Agree	Unit was originally cancelled, then called back to scene.	On Time	On Time	EMS recommendation accepted & approved
1776	M090700190	03/11/09	2	1	Palo Alto	Agree	Mutual aid into Palo Alto	Exempt	Exempt	EMS recommendation accepted & approved
1786	M090700240	03/11/09	3	6	logging on 662 instead of 667 but advised enroute looks like with GPS onscene at 20:05:30 then movement at 20:15:06 please advise	Agree	Unit arrived at 2005:34, making their response 5:36.	On Time	On Time	EMS recommendation accepted & approved
1793	M090710023	03/12/09	2	24	GPS at 0411	Agree	Unit was on scene at 0411hrs. CAD was down at the time.	On Time	On Time	EMS recommendation accepted & approved
1812	M090710160	03/12/09	3	2	DCU at 1620, with GPS at original location at 1623:21	Agree	Unit was in the area of the original location at 1623:24.	On Time	On Time	EMS recommendation accepted & approved
1848	M090730006	03/14/09	3	8	Cancel by San Mateo fire Mutual Aid, Please advise?	Agree	Mutual aid into San Mateo County	Exempt	Exempt	EMS recommendation accepted & approved

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1866	M090730173	03/14/09	3	2	At original location at 1730 with multiple location changes	Agree	Unit was at the original location at 1730:55, making their response time 8:02.	On Time	On Time	EMS recommendation accepted & approved
1939	M090760220	03/17/09	3	2	Recommended and closest unit not sent	Suggest	658 was closest unit. They were assigned the call at 2036:53, when 827 was diverted. Shaving off the time between 827 being dispatched and 658 being dispatched, that would make the response 10:06.	Suggest On Time	On Time	EMS recommendation accepted & approved
1955	M090770066	03/18/09	3	2	palo alto	Agree	Mutual aid into Palo Alto	Exempt	Exempt	EMS recommendation accepted & approved
1977	M090780066	03/19/09	3	3	At original location at 0927 with location change	Agree	Original location was 565 N 6th @ Jackson, map grids 834-B-4. Unit was in the area of original location at 0927:12, making their response 8:45.	On Time	On Time	EMS recommendation accepted & approved
2065	M090820025	03/23/09	3	10	Dispatcher error unit was place enroute prematurely dispatcher thought the unit acknowledge the calls then unit was later canceled by fire prior to arrival	Agree	This was a dispatcher error in not receiving acknowledgement from the unit that was dispatched.	Exempt	Exempt	EMS recommendation accepted & approved
2146	M090850158	03/26/09	3	2	853 at Blossom Hill road and Santa Theresa is closest	Agree	853 had best access and, therefore closer to this call.	Exempt	Exempt	EMS recommendation accepted & approved
2148	M090850164	03/26/09	3	1	Was cancel received before time expired?	Yes	Unit was cancelled at 1628:15 via phone.	On Time	On Time	EMS recommendation accepted & approved
2163	M090850214	03/26/09	3	3	on time	Agree	Private ambulance arrived on time.	On Time	On Time	EMS recommendation accepted & approved
2168	M090850216	03/26/09	3	6	Incorrect unit...I don't know about the location of 371, but 750 is close to the call	Agree	750 from the area of 85/Union was closer than 371 from the area of ECH.	Exempt	Exempt	EMS recommendation accepted & approved
2171	M090850219	03/26/09	3	1	on time	Agree	Private ambulance arrived on time.	On Time	On Time	EMS recommendation accepted & approved
2195	M090860112	03/27/09	3	3	Palo Alto	Agree	Mutual aid into Palo Alto	Exempt	Exempt	EMS recommendation accepted & approved
2204	M090860164	03/27/09	3	1	GPS gaps but appears ATS 1402:04	Agree	GPS indicates unit on scene at 1402:08.	On Time	On Time	EMS recommendation accepted & approved

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2206	M090860191	03/27/09	3	2	GPS at 1543	Agree	GPS indicates unit on scene at 1543:40.	On Time	On Time	EMS recommendation accepted & approved
2262	M090870298	03/28/09	3	1	on time	Agree	Private ambulance arrived on time.	On Time	On Time	EMS recommendation accepted & approved
2291	M090880162	03/29/09	2	3	HTS: Castle Rock & Skyline no time stated for area please advise		Castle Rock State Park is in Santa Cruz County	Exempt	Exempt	EMS recommendation accepted & approved
2294	M090880198	03/29/09	3	16	HTS: Hy9 and Skyline any waypoints crossed?	No	The location of this incident was in San Mateo County.	Exempt	Exempt	EMS recommendation accepted & approved

## First Quarter 2009 Exemption Review

### Pending Committee's Review & Disposition - American Medical Response QRV (January-March 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
1	90000375	01/13/09	3	1	Map Problem	N/A	The report of a mapping error is unsubstantiated.	Late 1	Late 1	EMS recommendation accepted & approved
2	90000401	01/14/09	2	30	No CoComm CAD DATA to verify receipt of this call-requesting event be removed from count	N/A	CAD #09-014-7015. Amb response time of 16 mins. Code 2 response standard of 12:59 (first responder standard)	Late 4	Late 4	EMS recommendation accepted & approved
4	90002208	03/07/09	2	10	Transport Response Time 00:16:59 should apply. This call was not given to QRV and Ambulance was sent C2	Suggest "Late 1"	CAD #09-079-0013. Amb response time of 13:29 mins. Code 2 response standard of 12:59 (first responder standard)	Late 1	Late 1	EMS recommendation accepted & approved

### Pending Committee's Review & Disposition - American Medical Response (January-March 2009)

Except No	Event No	Event Date	Resp Code	Pen Mins	Provider Statements	Review Agency Findings	Reviewer's Explanation	Suggest Remedy	EMS Recommend	Review Panel Decision
56	M090020230	01/02/09		0	GPS stalls but dispatcher notes confirms 632 on scene about 6 min before they could advise	Suggest	GPS shows unit on scene at 1007:41	Suggest late 1	Late 1	EMS recommendation accepted & approved
165	M090070202	01/07/09		15	Unit in extreme traffic any other possible units as unit was post driven from post 61.	Suggest	No closer units. GPS shows unit on scene at 1918:23, making response time 18:16	Suggest late 7	Late 7	EMS recommendation accepted & approved
222	M090090158	01/09/09		11	Unit 422 appears to have been post driven from post 42	Agree	<b>I agree with the statement, but what is being challenged?</b> 422 was post-driven, and was supposed to have been enroute to P73 (Lawr Ex @ Prospect) at 1530hrs, but didn't start moving until after they were dispatched on this event (which is 7 minutes later).	Late 11	Late 11	EMS recommendation accepted & approved

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423	M090160171	01/16/09		18	853 appears to be coming from VMC area, with 612 at post 65 area being closer.	Disagree	853 was coming from VMC. They had been moved up to P83 (Almaden Ex/Branham) and acknowledged the moveup at 1548hrs. 612 had been moved up to and had advised that they were available at P65 (RSJ), but they were outside the 1-mile radius of their assigned post at Piedmont/Penitencia Creek. It was reasonable for the dispatcher to believe that 853 was moving toward their assigned post from VMC, making them the closest unit.	Late 18	Late 18	EMS recommendation accepted & approved
766	M090320156	02/01/09	3	9	Under 12 min is this a 1st responder zone please advise?	Disagree	The response time on this event was 20:48, not under 12 mins.	Late 9	Late 9	EMS recommendation accepted & approved
771	M090320198	02/01/2009	3	16	GPS at 1809	Agree	GPS shows unit on scene at 1809:14.	Late 5	Late 5	EMS recommendation accepted & approved
807	M090340061	02/03/2009	2	1	GPS at 0823:45 & 0824:21 with several PTT to support. Appears crew is in the large business complex.	Disagree	Unit provided a verbal on scene at 0824:20, and GPS shows rig stopped at 0824:24.	Late 1	Late 1	EMS recommendation accepted & approved
815	M090340204	02/03/2009	3	12	Time of STAR transport	Suggest	Documentation of STAR transport attached. Shows transport at 1715, which is when AMR unit should have been cancelled. That would have reduced time to 15:28, which is still 4 late.	Suggest Late 4	Late 4	EMS recommendation accepted & approved
819	M090340212	02/03/09	3	31	Why was 653 Diverted to an echo response when en212 was also an echo response with numerous diversions pleas advise?	Disagree	This event was NOT an ECHO response. Reasons for numerous diversions was adequately documented on this XR.	Late 31	Late 31	EMS recommendation accepted & approved
907	M090370175	02/06/2009	2	2	647 & 632 both closer	Disagree	Units are all equi-distant to call. 812 on the air going SB 87 from 280 at TOC; had good access SB 87 to Curtner to event, which is route of travel they took. Event was upgraded to C-3 at 1706:05.	Late 2	Late 2	EMS recommendation accepted & approved
1028	M090420011	02/11/2009	2	1	Appears to be a 7 minute chute. I cannot acces DCU data to confirm receipt of call. Can you advise?		DCU data indicates successful ringdown at 0111:40 but unit didn't answer up. Another successful ringdown appears at 0112:05. Unit acknowledged the event at 0111:57. Unsure of chute time, though it does appear it took them a while to get their rig started.	Late 1	Late 1	EMS recommendation accepted & approved

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1053	M090420196	02/11/2009	2	8	incorrect unit...873 in far west county for east side county call. Several other units were closer.	Disagree	No closer unit <b>specified</b> in this challenge. Only 6 units available at TOC. 873 was on the air heading EB 237 already, with access to the commuter lane. 940 was on the air SB Monterey @ Capitol Ex headed in wrong direction. 423/430 in quarters. 742 IAO GSH, 853 IAO BHR/Snell.	Late 8	Late 8	EMS recommendation accepted & approved
1074	M090430026	02/12/2009	3	26	arrived at 0413 per XR	Agree	The computer was down for monthly maintenance. Unit arrived at 0413.	Late 3	Late 3	EMS recommendation accepted & approved
1091	M090430160	02/12/2009	2	1	GPS shows unit in area 3-6 minutes prior to XR. DCU info on disk is corrupted and unable to ascertain any verbal contact. Can I get some help.		DCU logs do not indicate any verbal contact, but does show on scene button at 1457:34. GPS does indicate unit in the area at 1455:34, but nothing to indicate unit was lost and asking for assistance.	Late 1	Late 1	EMS recommendation accepted & approved
1101	M090430213	02/12/2009	2	2	812 closer and recommended.	Disagree	GPS indicates 812 heading NB 280 from area of VMC at time of call - headed in wrong direction.	Late 2	Late 2	EMS recommendation accepted & approved
1174	M090460048	02/15/2009	2	4	847 & 827 closer	Disagree	847 going wrong direction SB 880 to SB 280; 827 going wrong direction SB 87 @ Curtner. This is a Sunday morning at 0500hrs. 430 had great access on Hy 237; GPS shows their speeds below speed limit for Hy 237. 430's chute time was approximately 5 minutes.	Late 4	Late 4	EMS recommendation accepted & approved
1208	M090470179	02/16/09	3	9	Notes state possible duplicate to EVT 171 per Cal fire what does that mean is this call exempt please advise?	<b>To Board</b>	This was a duplicate to En#171. On that event, unit arrived at 1503 and transported a patient at 1518. We had no way of knowing that until this call was cancelled by Cal Fire. This is HTS/1st responder area. Waypoint: Pacheco Pass @ Lovers Ln in 15 mins. Unit reached the waypoint at 1523:45, making their response time to the waypoint 21:03, which is late 7.	<b>To Board</b>	Late 7	Exempt

### First Quarter 2009 Exemption Review

1326	M090530115	02/22/2009	3	11	Where was Location change...S Cruz ?	To Board	Original location was Santa Cruz Co, but within Auto-Aid area. Location change put it well into Santa Clara County. 750 was responding from GSH. 5 minutes into the response, they were given a location update of Rainieri Ln off Hy 17. 10 minutes later, 750 was told that it was possibly now NB 17 N/of Summit and a 2nd caller said it was at Big Moody curve, which is where Rainieri Ln runs off of Hy 17. 750 advised they just went thru Big Moody curve and didn't see anything. Because GSP was unavailable for this unit, it is assumed they were travelling SB 17 at this time. 750 would have had to turn around at Redwood Estates. At 1311hrs, 750 advised they had taken Idylwild off Hy 17, which is north of Rainieri, meaning they had passed Rainieri after turning around at Redwood Estates.	To Board	Late 11	EMS recommendation accepted & approved
1329	M090530187	02/22/09	2	1	Rural area Furlong @ Dunlap unit made it under 14 min please advise?	Disagree	On scene time on the event is incorrect. The unit that was dispatched on this event went to the wrong call. They advised that they were "on scene with fire & pd at the Gilroy Walmart & everyone is looking confused why 910 is coming code 3. There's only 1 patient and we're here with them." They are informed that they were supposed to be on a code-2 assault on Furlong. The unit stated they were sorry, they heard Walmart. They ask if they should clear and go to Furlong. They are told to stay at Walmart. Another unit was dispatched to this event and arrived at 1930:48.	Late 7	Late 7	EMS recommendation accepted & approved
1432	M090570184	02/26/09	3	13	BLS ran code 3 please advise?	To Board	Unit 263 was the closest unit to this event under low levels. There was a misunderstanding on their part when they thought they had been cancelled. They had not been cancelled, and this was not discovered by them until they were queried for their ETA.	To Board	Late 13	EMS recommendation accepted & approved
1435	M090570185	02/26/2009	2	11	Fire cleared at 1821...should be cancel on time	To Board	I have no documentation from fire indicating when they cancelled.	To Board	Late 11	On Time

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1501	M090600045	01-Mar-09	3	1	837 closer from South SJ over Evergreen unit	Disagree	Units appear equidistant with good access at this time of day.	Late 1	Late 1	EMS recommendation accepted & approved
1518	M090610050	02-Mar-09	3	1	Rural area cancel prior to arrival under 13 min unit not late to Pacheco Pass please advise	Disagree	This is a HTS/1st Responder area. Though the "response time" was under 13 mins, the unit did not actually arrive on scene; they were cancelled prior. Based on HTS parameters, unit reached the waypoint of Pacheco Pass @ Bloomfield in 11:50, with an allotted time to that waypoint of 11 mins, making them late.	Late 1	Late 1	EMS recommendation accepted & approved
1519	M090610058	02-Mar-09	3	1	Unit advised to access from Hellyer for NB MVA...Location of event was NB 101 south of Hellyer, per GPS, making access impossible. Unit was at dispatched location at 0831 and had to adjust route based on MVA not being there.	Disagree	Unit was dispatched to "NB 101 @ Hellyer." No access instructions were provided. No radio traffic with this unit between their original dispatch and 0836:56, when they were queried for their ETA (they stated "30 seconds.") At 0831, as mentioned in the challenge, the unit was travelling SB 101, they were not on scene. They had to turn around at BHR to access the scene.	Late 1	Late 1	EMS recommendation accepted & approved
1577	M090630022	04-Mar-09	3	1	Due to CAD based location of 667, they were not recommended for call, even though they were by far the closest and should have been sent. Even with the sick call out of employee, at that opint, 910 would not have been a recommended unit any longer, making 659 next up. I am asking to remove 1 minute and 24 seconds of response time surrounding the dispatch of unit 910 due to CAD based error.	To Board	667 was at P66 (and clearly the closest unit at time of call), and should have been dispatched initially instead of 940.	To Board	Late 1	EMS recommendation accepted & approved
1652	M090650105	06-Mar-09	3	1	Gated community...1201 at the gate	Disagree	This is a gated community, but at time noted, unit was travelling at 63mph, tracking north & east of the gate. The incident location is south and east of the gate. GPS shows unit stopped at 1204:01.	Late 1	Late 1	EMS recommendation accepted & approved

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1751	M090700009	11-Mar-09	3	1	Rolling cancel with unit at scene at 0117:01	To Board	At 0117:25, unit was queried if they were still enroute. They responded with, "We're getting a Code-4 from fire," meaning they were not needed. GPS indicates still rolling at 4mph at Tully/McLaughlin at time noted on challenge	To Board	Late 1	EMS recommendation accepted & approved
1757	M090700045	11-Mar-09	3	1	DCU at 0730:16 but GPS indicates in complex at 0728	Disagree	GPS indicates unit stopped at 0729:55, but unit provided their on-scene button push at 0730:16. Even with GPS time, unit's response time is 12:08, making them late.	Late 1	Late 1	EMS recommendation accepted & approved
1768	M090700129	11-Mar-09	3	1	Why is 440 on the call for 3 minutes when 863 is at the Main		CAD records indicate 863 was at the Main, but they were out of service until 1238:19, when they were placed back in service, then dispatched on this event 1 second later.	Late 1	Late 1	EMS recommendation accepted & approved
1827	M090720047	13-Mar-09	3	1	Appears to be searching at scene, at original location at 0656:48	Disagree	Unit was queried for their ETA at 0657:38, and stated, "Show us on scene now." GPS shows unit still rolling at 34mph .4 east of and .1 south of Fruitdale/Bascom at time noted on challenge, and stopped at 0658:27.	Late 1	Late 1	EMS recommendation accepted & approved
1835	M090720187	13-Mar-09	3	13	Waypoint needed	Agree	This is HTS/1st responder area. Waypoint is Pacheco Pass @ Lovers Ln, with allotted time of 15mins. Unit reached waypoint at 1655:04, making their response 15:08.	Late 1	Late 1	EMS recommendation accepted & approved
1859	M090730100	14-Mar-09	3	1	910 is closer	To Board	910 was SB Monterey Hy at Branham at time of dispatch. 832 had acknowledged their moveup to P65 and advised enroute at 1056. GPS indicates their rig did not start moving until 1104:29, 2:14 after being dispatched on the call.	To Board	Late 1	EMS recommendation accepted & approved
1862	M090730114	14-Mar-09	3	67	HTS: San Antonio Valley and Del Puerto Canyon any possible way points crossed?	To Board	This is HTS/1st responder area. Waypoint is Quimby Rd/MtHamilton, but no time parameter has been established for 1st responders (EOA time is 22mins). The unit took a bad route. They began their response from the area of Hellyer/Silver Creek Valley Rd. They should have taken 101 to Capitol Ex to Quimby and up that way. Instead, they went all the way to Alum Rock to Mt Hamilton Rd. The unit reached the waypoint at 1245:04, making their response 37:37.	To Board	Late 38	Late 16
1867	M090730185	14-Mar-09	3	1	Is the DCU contact at 1823:39 the crew advising in the complex searching	No	The crew was asking to have their page resent. They provided a verbal on scene at 1824:41.	Late 1	Late 1	EMS recommendation accepted & approved

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1911	M090760066	17-Mar-09	3	1	Improper unit...832 closer than an evergreen unit	Disagree	Units are equidistant and both with good access to scene.	Late 1	Late 1	EMS recommendation accepted & approved
2036	M090800055	21-Mar-09	3	22	HTS: HY 152 and Casa De Fruta any possible way points crossed?	Agree	This is HTS/1st responder area. Waypoint is Pacheco Pass @ Lovers Ln, with allotted time of 15mins. Unit reached waypoint at 0621:44, making their response time 17:39.	Late 3	Late 3	EMS recommendation accepted & approved
2045	M090800187	21-Mar-09	3	6	HTS: Uvas and Oak Glen no time applied for area used 12min marker please advise	Disagree	This is <u>not</u> HTS, but it is a rural/1st responder area. Threshold is ≤11:59.	Late 6	Late 6	EMS recommendation accepted & approved
2089	M090830216	24-Mar-09	3	13	GPS gaps, but apperas at the scene between 1848 and 1857	To Board	There were some GPS gaps so unable to determine on scene time. At on scene time noted on event, unit had come up on the air to advise they were transporting their patient. They were asked at what time they arrived. They stated about 10-12 mins prior.	To Board	Late 13	Late 2
2133	M090850043	26-Mar-09	3	6	Please check voice print at 7:30:33 to see when exactly cancelled	Disagree	Nothing found on tapes at 0730:33 pertaining to this event. The cancellation for this event was phoned over at 0737:20, and unit was cancelled on the air 8 seconds later.	Late 6	Late 6	EMS recommendation accepted & approved
2141	M090850081	26-Mar-09	3	2	854 closer than all units	Disagree	854 was too far south at Bernal/Monterey at time of dispatch. When 873 cleared VMC, they had the best access and were closest.	Late 2	Late 2	EMS recommendation accepted & approved
2189	M090860063	27-Mar-09	3	4	Dispatcher notes location change then cancelled please advise?		Original location was ECR @ Del Medio, map grids 811-D-3. Location changed at 0816:15 to Del Medio @ Fayette Dr, with map grids of 811-E-3. When the location change was provided to the unit, GPS had them at ECR/Mary. Location change did not affect the response time.	Late 4	Late 4	EMS recommendation accepted & approved
2302	M090890008	30-Mar-09	3	2	South SJ unit should have been sent over an Evergreen unit.	Disagree	Units are equidistant and both with good access to scene. Also, 837 was outside the 1-mile radius of their assigned post.	Late 2	Late 2	EMS recommendation accepted & approved