



San Joaquin County Emergency Medical Services Agency



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

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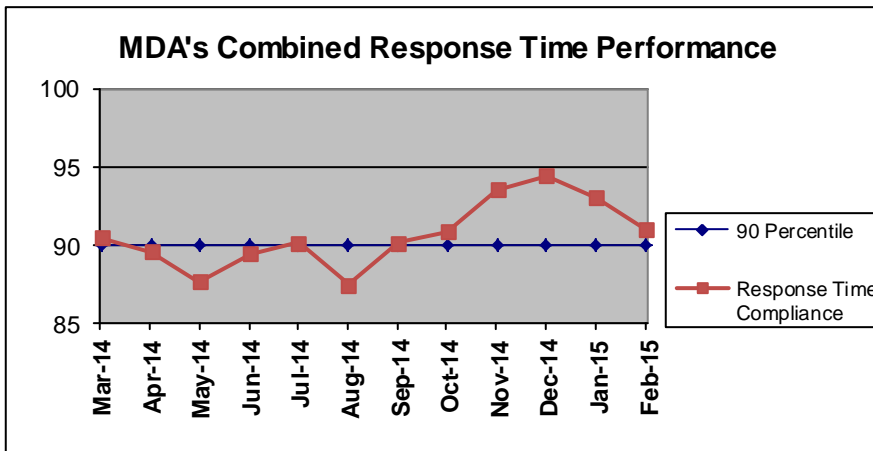
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: June 11, 2015

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Manteca District Ambulance (MDA) for the months of January and February, 2015, provides an in-depth review of MDA's performance. The County's contract with MDA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on MDA's operational, clinical, and administrative performance.



Note: Exemption requests for late calls meeting specific criteria were not calculated into the monthly response time compliance prior to November, 2014.

MDA's January and February 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 93.0 % for January and 90.99% for February.

The complete compliance report for January and February 2015 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance Service Provider**

Response Time Compliance Report by 31 Day Rolling Period

| January 1, 2015 through January 31, 2015 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE D RURAL | 20:00 | 0 | 0 | 100.00% | X | |
| SJ ZONE D SUBRUBAN | 20:00 | 14 | 0 | 100.00% | X | |
| SJ ZONE D URBAN | 8:00 | 500 | 36 | 92.80% | X | |
| All Zones Combined | | 514 | 36 | 93.00% | 3 | 0 |

Response Time Compliance Report by 28 Day Rolling Period

| February 1, 2015 through February 28, 2015 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE D RURAL | 20:00 | 0 | 0 | 100.00% | X | |
| SJ ZONE D SUBRUBAN | 20:00 | 7 | 0 | 100.00% | X | |
| SJ ZONE D URBAN | 8:00 | 448 | 41 | 90.85% | X | |
| All Zones Combined | | 455 | 41 | 90.99% | 3 | 0 |

Fines and Penalties Report

| Type of Penalty | January 2015 | February 2015 |
|---|--------------|----------------|
| Late response minutes | \$880 | \$1,150 |
| 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 |
| Totals | \$880 | \$1,150 |

Weekly Unit Hour Staffing Report

| | January 2015 | February 2015 |
|--------------|--------------|---------------|
| SJ ZONE D | 0 | 0 |
| Total | 0 | 0 |

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

| Population Density & Response Time Standard | January 2015 | | | February 2015 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 500 | 36 | 92.80% | 448 | 41 | 90.85% |
| Suburban 20:00 | 14 | 0 | 100.00% | 7 | 0 | 100.00% |
| Rural 20:00 | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 514 | 36 | 93.00% | 455 | 41 | 90.99% |

Mutual Aid Incidents

| January 2015 | | | February 2015 | | |
|---------------------|--------------------|---------------------|---------------------|-----------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE D SUBURBAN | 1 | AMR San Joaquin | SJ ZONE D URBAN | 19 |
| AMR San Joaquin | SJ ZONE D URBAN | 22 | AMR Stanislaus | SJ ZONE D URBAN | 1 |
| Escalon | SJ ZONE D URBAN | 2 | Escalon | SJ ZONE D URBAN | 1 |
| Total | | 25 | | | 21 |

Detailed Response Time Analysis January 2015

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|---------------------------------|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE D URBAN | 500 | 0:02 | 17:42 | 5:15 | 2:27 | 8:12 |
| SJ ZONE D SUBURBAN | 14 | 4:26 | 12:23 | 8:12 | 1:58 | 10:19 |
| SJ ZONE D RURAL | 0 | | | | | |
| All Urban Compliance Areas | 500 | 0:02 | 17:42 | 5:15 | 2:27 | 8:12 |
| All Suburban Compliance Areas | 14 | 4:26 | 12:23 | 8:12 | 1:58 | 10:19 |
| All Rural Compliance Areas | 0 | | | | | |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis February 2015

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|---------------------------------|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE D URBAN | 447 | 0:02 | 18:22 | 5:39 | 2:37 | 8:40 |
| SJ ZONE D SUBURBAN | 7 | 6:21 | 9:57 | 7:34 | 1:10 | 9:57 |
| SJ ZONE D RURAL | 0 | | | | | |
| All Urban Compliance Areas | 447 | 0:02 | 18:22 | 5:39 | 2:37 | 8:40 |
| All Suburban Compliance Areas | 7 | 6:21 | 9:57 | 7:34 | 1:10 | 9:57 |
| All Rural Compliance Areas | 0 | | | | | |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
January 2015**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------|-------------------------|-------------------|
| 01/08/2015 | 15003733 | D URBAN | Changed Response Area | | Exempt |
| 01/10/2015 | 15004696 | D URBAN | Dispatch Error | | Exempt |
| 01/10/2015 | 15004778 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 01/12/2015 | 15005889 | D URBAN | Changed Response Area | | Exempt |
| 01/12/2015 | 15006119 | D URBAN | False Report of Emergency | | Exempt |
| 01/16/2015 | 15008106 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 01/17/2015 | 15008263 | D URBAN | Dispatch Error | | Exempt |
| 01/18/2015 | 15008873 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 01/19/2015 | 15009589 | D URBAN | Changed Response Area | | Exempt |
| 01/21/2015 | 15010244 | D URBAN | Fog | | Exempt |
| 01/23/2015 | 15011288 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 01/24/2015 | 15011829 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 01/25/2015 | 15012448 | D URBAN | False Report of Emergency | | Exempt |
| 01/26/2015 | 15012784 | D URBAN | False Report of Emergency | | Exempt |
| 01/28/2015 | 15014241 | D URBAN | Train | | Exempt |
| 01/29/2015 | 15014427 | D URBAN | Changed Response Area | | Exempt |
| 01/31/2015 | 15015539 | D URBAN | Location Change | | Exempt |

**Exemption Request Report
February 2015**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------|-------------------------|-------------------|
| 02/03/2015 | 15017055 | D URBAN | False Report of Emergency | | Exempt |
| 02/03/2015 | 15017153 | D URBAN | Changed Response Area | | Exempt |
| 02/06/2015 | 15019052 | D URBAN | Changed Response Area | | Exempt |
| 02/06/2015 | 15019177 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 02/07/2015 | 15019346 | D URBAN | Dispatch Error | | Exempt |
| 02/08/2015 | 15019802 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 02/08/2015 | 15020012 | D URBAN | Road Construction | | Exempt |
| 02/08/2015 | 15020094 | D URBAN | Not Listed | | Exempt |
| 02/11/2015 | 15021861 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 02/12/2015 | 15022102 | D URBAN | Delayed Reporting on Scene | | Exempt |
| 02/13/2015 | 15022675 | D URBAN | Changed Response Area | | Exempt |
| 02/13/2015 | 15022831 | D URBAN | Train | | Exempt |
| 02/14/2015 | 15023469 | D URBAN | Freeway Access | | Exempt |
| 02/16/2015 | 15023976 | D URBAN | False Report of Emergency | | Exempt |
| 02/19/2015 | 15025625 | D URBAN | Fog | | Exempt |

| | | | | |
|------------|----------|---------|----------------|--------|
| 02/21/2015 | 15026682 | D URBAN | Freeway Access | Exempt |
|------------|----------|---------|----------------|--------|

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| Zone | Mar 14 | Apr 14 | May 14 | Jun 14 | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Monthly Average |
| D RURAL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% |
| D SUBURBAN | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% |
| D URBAN | 90% | 89% | 87% | 89% | 90% | 87% | 90% | 91% | 93% | 94% | 93% | 91% | 90.4% |
| All Zones | 90% | 90% | 88% | 89% | 90% | 87% | 90% | 91% | 94% | 94% | 93% | 91% | 90.6% |

Failure to Provide Data

| Event Type | January 2015 | February 2015 |
|------------|--------------|---------------|
| N/A | | |

Mechanical Report

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

Community Service Report

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

