



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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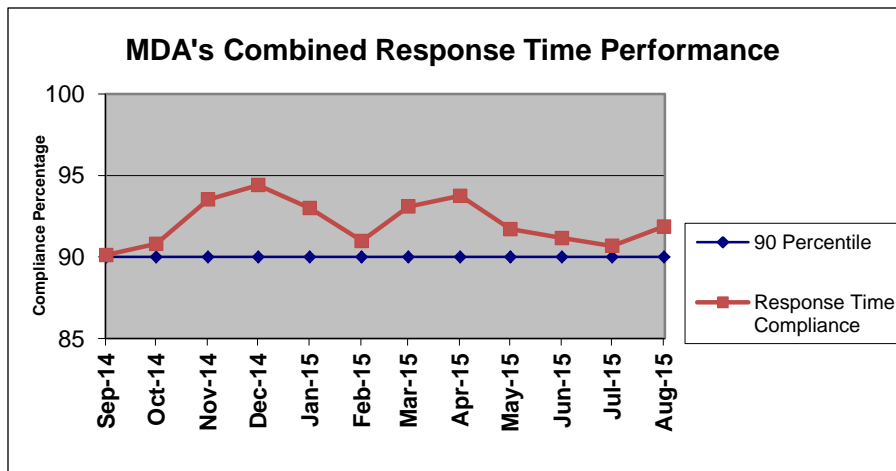
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: December 21, 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 July and August, 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.



MDA's July and August 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 90.68 % for July and 91.87% for August.

The complete compliance report for July and August 2015 may be viewed or downloaded from the EMS

Agency's website: www.sjgov.org/ems.

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

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

Response Time Compliance Report by 31 Day Rolling Period

July 1, 2015 through July 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	540	52	90.37%	X	
SJ ZONE D SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		558	52	90.68%	3	0

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2015 through August 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	520	44	91.54%	X	
SJ ZONE D SUBRUBAN	20:00	21	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		541	44	91.87%	3	0

Fines and Penalties Report

Type of Penalty	July 2015	August 2015
Late response minutes	\$1,290	\$930
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	\$1,290	\$930

Weekly Unit Hour Staffing Report

	July 2015	August 2015
SJ ZONE D	654	719
Total	654	719

*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	July 2015			August 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	540	52	90.37%	520	44	91.54%
Suburban 20:00	18	0	100.00%	21	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	558	52	90.68%	541	44	91.87%

Mutual Aid Incidents

July 2015			August 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	26	AMR San Joaquin	SJ ZONE D SUBURBAN	2
AMR Stanislaus	SJ ZONE D URBAN	1	AMR San Joaquin	SJ ZONE D URBAN	25
Escalon	SJ ZONE D URBAN	1	Escalon	SJ ZONE D SUBURBAN	1
			Escalon	SJ ZONE D URBAN	4
Total		28			32

Detailed Response Time Analysis July 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	539	0:02	17:12	5:28	2:25	8:32
SJ ZONE D SUBURBAN	18	1:57	12:52	6:52	2:24	10:17
SJ ZONE D RURAL	0					
All Urban Compliance Areas	539	0:02	17:12	5:28	2:25	8:32
All Suburban Compliance Areas	18	1:57	12:52	6:52	2:24	10:17
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 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	520	0:01	15:30	5:14	2:28	8:18
SJ ZONE D SUBURBAN	21	0:03	21:30	7:55	4:06	11:51
SJ ZONE D RURAL	0					
All Urban Compliance Areas	520	0:01	15:30	5:14	2:28	8:18
All Suburban Compliance Areas	21	0:03	21:30	7:55	4:06	11:51
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/01/2015	15094219	D URBAN	Zone Assist	Responded from Modesto	Not Exempt
07/05/2015	15096855	D URBAN	Changed Response Area		Exempt
07/06/2015	15097035	D URBAN	Poor Location Information from RP		Exempt
07/07/2015	15097847	D URBAN	False Report of Emergency		Exempt
07/12/2015	15100390	D URBAN	Changed Response Area		Exempt
07/13/2015	15100863	D URBAN	Changed Response Area		Exempt
07/14/2015	15101098	D URBAN	Freeway Access		Exempt
07/15/2015	15101552	D URBAN	False Report of Emergency		Exempt
07/15/2015	15101695	D URBAN	Dispatch Error		Exempt
07/15/2015	15101898	D URBAN	Dispatch Error		Exempt
07/19/2015	15103946	D URBAN	Changed Response Area		Exempt
07/21/2015	15104747	D URBAN	Freeway Access		Exempt
07/24/2015	15106392	D URBAN	Changed Response Area		Exempt
07/25/2015	15106777	D URBAN	Train		Exempt
07/27/2015	15107838	D URBAN	Adjusted time based on call audit		Exempt
07/29/2015	15109236	D URBAN	Zone Assist		Exempt
07/31/2015	15109927	D URBAN	Location Change		Exempt
07/31/2015	15110149	D URBAN	Staged		Not Exempt

**Exemption Request Report
August 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/03/2015	15111310	D URBAN	Changed Response Area		Exempt
08/04/2015	15112209	D URBAN	False Report of Emergency		Exempt
08/08/2015	15113959	D URBAN	Location Change		Exempt
08/09/2015	15114614	D URBAN	Train		Exempt
08/13/2015	15116383	D URBAN	Location Change		Exempt
08/17/2015	15118524	D URBAN	Traffic Secondary to Call		Exempt
08/18/2015	15118917	D URBAN	Freeway Access		Exempt
08/25/2015	15122746	D URBAN	Zone Assist		Exempt
08/25/2015	15122786	D URBAN	Zone Assist		Exempt
08/25/2015	15123024	D SUBURBAN	Dispatch Error		Exempt
08/25/2015	15123037	D URBAN	Freeway Access		Exempt
08/28/2015	15124550	D URBAN	Adjusted time based on call audit		Exempt
08/29/2015	15124922	D URBAN	Dispatch Error		Exempt
08/29/2015	15124992	D URBAN	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Monthly Average
D URBAN	90%	91%	93%	94%	93%	91%	93%	93%	91%	91%	90%	92%	91.9%
D SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
D RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	90%	91%	94%	94%	93%	91%	93%	94%	92%	91%	91%	92%	92.1%

Failure to Provide Data

Event Type	July 2015	August 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

