



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

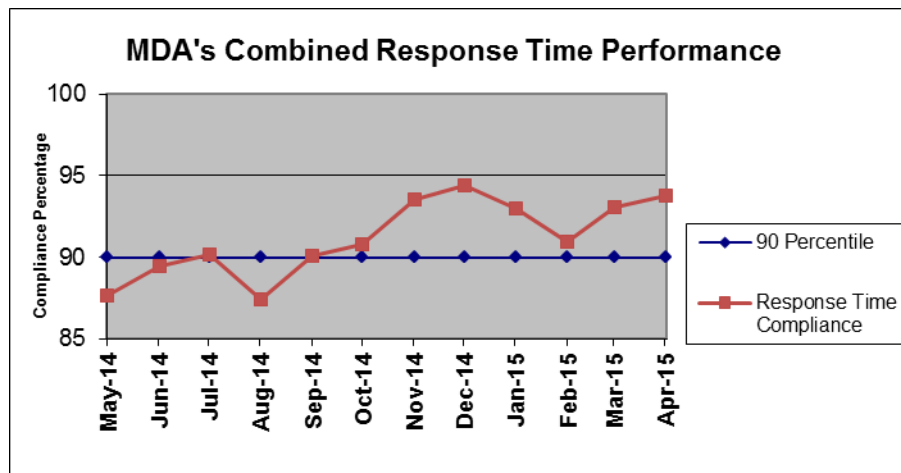
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: July 24, 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 March and April, 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 March and April 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 93.9 % for March and 93.75% for April.

The complete compliance report for March and April 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

March 1, 2015 through March 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	13	0	100.00%	X	
SJ ZONE D URBAN	8:00	566	40	92.93%	X	
All Zones Combined		579	40	93.09%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2015 through April 30, 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	21	0	100.00%	X	
SJ ZONE D URBAN	8:00	507	33	93.49%	X	
All Zones Combined		528	33	93.75%	3	0

Fines and Penalties Report

Type of Penalty	March 2015	April 2015
Late response minutes	\$1,000	\$850
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	\$1,000	\$850

Weekly Unit Hour Staffing Report

	March 2015	April 2015
SJ ZONE D	574	579
Total	574	579

*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	March 2015			April 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	566	40	92.93%	507	33	93.49%
Suburban 20:00	13	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	579	40	93.09%	528	33	93.75%

Mutual Aid Incidents

March 2015			April 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	21
AMR San Joaquin	SJ ZONE D URBAN	26			
Escalon	SJ ZONE D URBAN	1			
Total		28			21

Detailed Response Time Analysis March 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	566	0:02	22:31	5:15	2:37	8:03
SJ ZONE D SUBURBAN	13	2:03	12:17	6:57	2:22	9:42
SJ ZONE D RURAL	0					
All Urban Compliance Areas	566	0:02	22:31	5:15	2:37	8:03
All Suburban Compliance Areas	13	2:03	12:17	6:57	2:22	9:42
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 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	507	0:01	32:51	5:03	2:48	7:42
SJ ZONE D SUBURBAN	21	0:12	12:05	6:47	2:37	9:43
SJ ZONE D RURAL	0					
All Urban Compliance Areas	507	0:01	32:51	5:03	2:48	7:42
All Suburban Compliance Areas	21	0:12	12:05	6:47	2:37	9:43
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/02/2015	15031429	D URBAN	Delayed Reporting on Scene		Exempt
03/03/2015	15031989	D URBAN	Delayed Reporting on Scene		Exempt
03/03/2015	15032016	D URBAN	Delayed Reporting on Scene		Exempt
03/04/2015	15032087	D URBAN	Changed Response Area		Exempt
03/07/2015	15033743	D URBAN	Freeway Access		Exempt
03/08/2015	15034417	D URBAN	Delayed Reporting on Scene		Exempt
03/09/2015	15034885	D URBAN	Traffic Secondary to Call		Exempt
03/10/2015	15035568	D URBAN	Delayed Reporting on Scene		Exempt
03/13/2015	15036778	D URBAN	Delayed Reporting on Scene		Exempt
03/14/2015	15037229	D URBAN	False Report of Emergency		Exempt
03/14/2015	15037278	D URBAN	False Report of Emergency		Exempt
03/14/2015	15037521	D URBAN	Changed Response Area		Exempt
03/14/2015	15037635	D URBAN	Delayed Reporting on Scene		Exempt
03/14/2015	15037710	D URBAN	Delayed Reporting on Scene		Exempt
03/17/2015	15039227	D URBAN	Location Change		Exempt
03/18/2015	15039435	D URBAN	Delayed Reporting on Scene		Exempt
03/18/2015	15039664	D URBAN	Road Closure		Exempt
03/25/2015	15043082	D URBAN	Dispatch Error		Exempt
03/29/2015	15045513	D URBAN	AMR Ambulance Zone		Exempt

Exemption Request Report
April 2015

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/03/2015	15047958	D URBAN	False Report of Emergency		Exempt
04/05/2015	15048931	D URBAN	Delayed Reporting on Scene		Exempt
04/08/2015	15050614	D URBAN	Delayed Reporting on Scene		Exempt
04/13/2015	15052815	D URBAN	False Report of Emergency		Exempt
04/14/2015	15053335	D URBAN	Delayed Reporting on Scene		Exempt
04/18/2015	15055802	D URBAN	Staged		Exempt
04/18/2015	15055857	D URBAN	Delayed Reporting on Scene; Train		Exempt
04/21/2015	15056999	D URBAN	Unit Dispatched and Responded Code 2		Exempt
04/21/2015	15057070	D URBAN	Freeway Access		Exempt
04/22/2015	15057768	D URBAN	Delayed Reporting on Scene		Exempt
04/22/2015	15057802	D URBAN	Delayed Reporting on Scene		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 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	87%	89%	90%	87%	90%	91%	93%	94%	93%	91%	93%	93%	91.0%
All Zones	88%	89%	90%	87%	90%	91%	94%	94%	93%	91%	93%	94%	91.2%

Failure to Provide Data

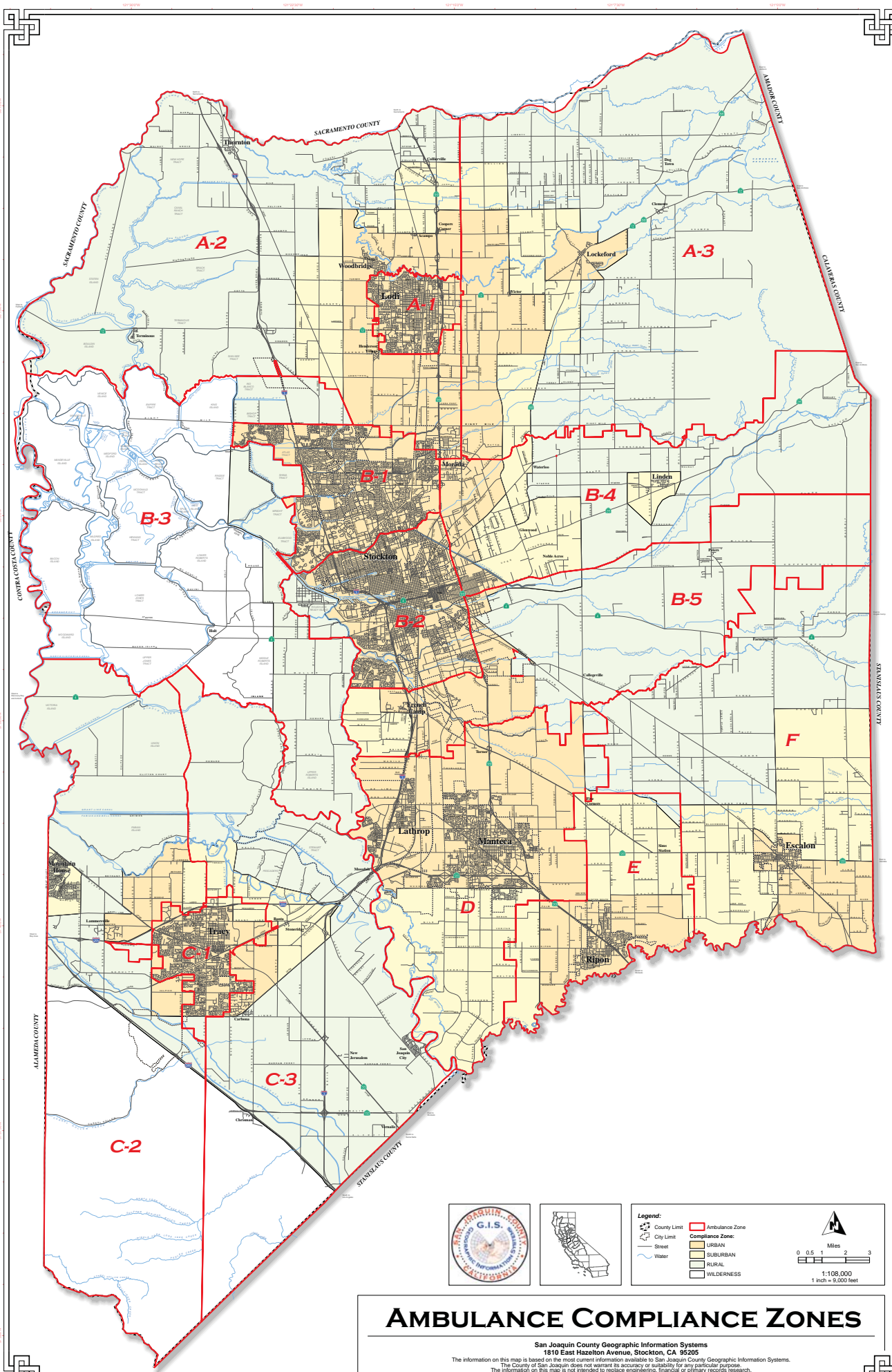
Event Type	March 2015	April 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Legend:

- County Limit
- City Limit
- Street
- Water
- Ambulance Zone
- Compliance Zone:
 - URBAN
 - SUBURBAN
 - RURAL
 - WILDERNESS

Miles: 0 0.5 1 2 3
 1:108,000
 1 inch = 9,000 feet

AMBULANCE COMPLIANCE ZONES

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95205
 The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.
 The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.
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