



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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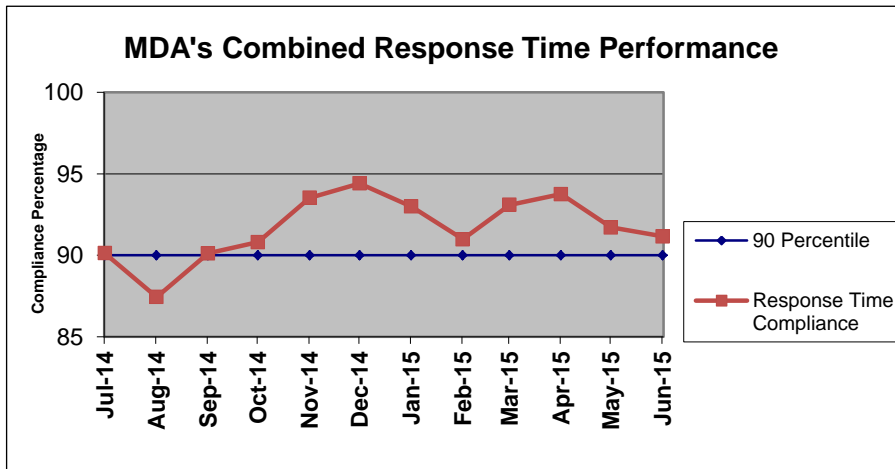
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: September 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 May and June, 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 May and June 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 91.71 % for May and 91.16% for June.

The complete compliance report for May and June 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

May 1, 2015 through May 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	20:00	530	46	91.32%	X	
SJ ZONE D SUBRUBAN	20:00	25	0	100.00%	X	
SJ ZONE D RURAL	8:00	0	0	100.00%	X	
All Zones Combined		555	46	91.71%	3	0

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2015 through June 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	20:00	490	45	90.82%	X	
SJ ZONE D SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE D RURAL	8:00	1	0	100.00%	X	
All Zones Combined		509	45	91.16%	3	0

Fines and Penalties Report

Type of Penalty	May 2015	June 2015
Late response minutes	\$1,160	\$1,100
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	\$1,160	\$1,100

Weekly Unit Hour Staffing Report

	May 2015	June 2015
SJ ZONE D	552	614
Total	552	614

*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	May 2015			June 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	530	46	91.32%	490	45	90.82%
Suburban 20:00	25	0	100.00%	18	0	100.00%
Rural 20:00	0	0	100.00%	1	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	555	46	91.71%	509	45	91.16%

Mutual Aid Incidents

May 2015			June 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	21	AMR San Joaquin	SJ ZONE D SUBURBAN	3
Escalon	SJ ZONE D URBAN	7	AMR San Joaquin	SJ ZONE D URBAN	29
			AMR Stanislaus	SJ ZONE D URBAN	3
			Escalon	SJ ZONE D URBAN	2
Total		28			37

Detailed Response Time Analysis May 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	529	0:03	29:12	5:22	2:50	8:47
SJ ZONE D SUBURBAN	25	2:45	14:23	7:55	2:42	12:10
SJ ZONE D RURAL	0					
All Urban Compliance Areas	529	0:03	29:12	5:22	2:50	8:47
All Suburban Compliance Areas	25	2:45	14:23	7:55	2:42	12:10
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	489	0:01	17:07	5:26	2:22	8:15
SJ ZONE D SUBURBAN	18	0:04	14:44	6:54	4:21	13:45
SJ ZONE D RURAL	1	0:15	0:15	0:15	0:00	0:15
All Urban Compliance Areas	489	0:01	17:07	5:26	2:22	8:15
All Suburban Compliance Areas	18	0:04	14:44	6:54	4:21	13:45
All Rural Compliance Areas	1	0:15	0:15	0:15	0:00	0:15
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/02/2015	15062855	D URBAN	Delayed Reporting on Scene		Exempt
05/04/2015	15063668	D URBAN	Freeway Access		Exempt
05/07/2015	15065641	D URBAN	Delayed Reporting on Scene		Exempt
05/09/2015	15066586	D URBAN	False Report of Emergency		Exempt
05/09/2015	15066607	D URBAN	Train		Exempt
05/13/2015	15068611	D URBAN	Delayed Reporting on Scene		Exempt
05/14/2015	15068945	D URBAN	False Report of Emergency		Exempt
05/14/2015	15068990	D URBAN	Not Listed		Exempt
05/19/2015	15071522	D URBAN	False Report of Emergency		Exempt
05/19/2015	15071999	D URBAN	Delayed Reporting on Scene		Exempt
05/20/2015	15072046	D URBAN	Train		Exempt
05/21/2015	15072829	D URBAN	Unit Dispatched and Responded Code 2		Exempt
05/21/2015	15072881	D URBAN	Delayed Reporting on Scene		Exempt
05/23/2015	15073792	D URBAN	Delayed Reporting on Scene		Exempt
05/23/2015	15073905	D URBAN	False Report of Emergency		Exempt
05/23/2015	15073999	D URBAN	Staged		Exempt
05/24/2015	15074227	D URBAN	Changed Response Area		Exempt
05/24/2015	15074564	D URBAN	False Report of Emergency		Exempt
05/25/2015	15074845	D URBAN	Changed Response Area		Exempt
05/26/2015	15075316	D URBAN	Delayed Reporting on Scene		Exempt
05/30/2015	15077340	D URBAN	Restricted Roadway Access		Exempt

**Exemption Request Report
June 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/01/2015	15078427	D URBAN	Changed Response Area		Exempt
06/04/2015	15080301	D URBAN	Train		Exempt
06/09/2015	15082676	D URBAN	Unit Dispatched and Responded Code 2		Exempt
06/11/2015	15083907	D URBAN	Freeway Access		Exempt
06/17/2015	15086844	D URBAN	False Report of Emergency		Exempt
06/26/2015	15091667	D URBAN	Freeway Access		Exempt
06/29/2015	15093506	D URBAN	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Monthly Average
D URBAN	90%	87%	90%	91%	93%	94%	93%	91%	93%	93%	91%	91%	91.5%
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%	87%	90%	91%	94%	94%	93%	91%	93%	94%	92%	91%	91.7%

Failure to Provide Data

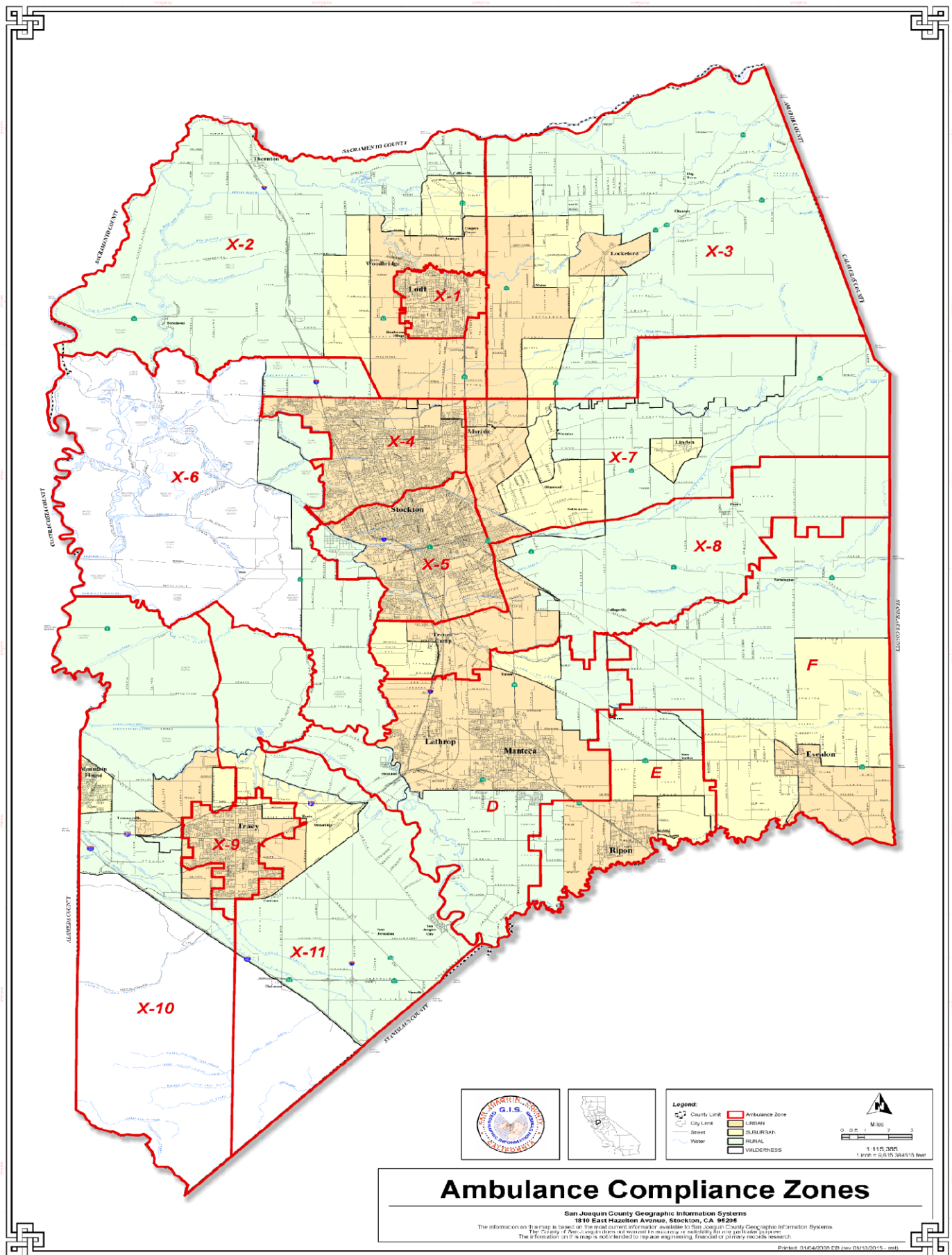
Event Type	May 2015	June 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Ambulance Compliance Zones

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95216

The information on this map is based on the most recent information available to San Joaquin County Geographic Information Systems. The City and County engineers will warrant the accuracy as a liability for any particular purpose. The information on this map is not intended for use as engineering, financial or primary records research.

Updated: 01/04/2015, EB (rev 04/15/2015.mxd)