



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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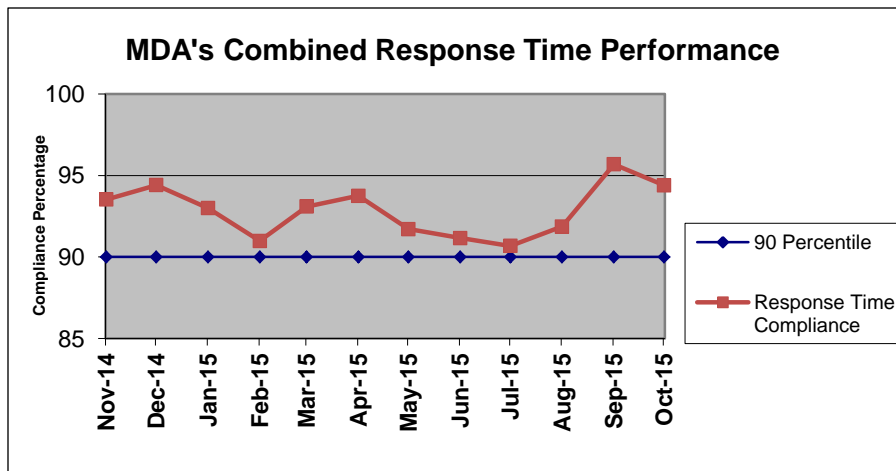
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: March 3, 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 September and October, 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 September and October 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 95.68 % for October and 94.40% for September.

The complete compliance report for September and October 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 30 Day Rolling Period

September 1, 2015 through September 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	542	24	95.57%	X	
SJ ZONE D SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		556	24	95.68%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2015 through October 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	500	29	94.20%	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		518	29	94.40%	3	0

Fines and Penalties Report

Type of Penalty	September 2015	October 2015
Late response minutes	\$780	\$780
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	\$780	\$780

Weekly Unit Hour Staffing Report

	September 2015	October 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	September 2015			October 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	542	24	95.57%	500	29	94.20%
Suburban 20:00	14	0	100.00%	18	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	556	24	95.68%	518	29	94.40%

Mutual Aid Incidents

September 2015			October 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	25	AMR San Joaquin	SJ ZONE D SUBURBAN	2
Escalon	SJ ZONE D URBAN	3	AMR San Joaquin	SJ ZONE D URBAN	29
			Escalon	SJ ZONE D URBAN	4
Total		28			35

Detailed Response Time Analysis September 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	542	0:01	20:58	5:06	2:37	7:22
SJ ZONE D SUBURBAN	14	4:07	18:23	10:03	4:06	16:31
SJ ZONE D RURAL	0					
All Urban Compliance Areas	542	0:01	20:58	5:06	2:37	7:22
All Suburban Compliance Areas	14	4:07	18:23	10:03	4:06	16:31
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 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	18:43	4:59	2:26	7:47
SJ ZONE D SUBURBAN	18	4:11	12:39	7:42	1:57	11:19
SJ ZONE D RURAL	0					
All Urban Compliance Areas	500	0:02	18:43	4:59	2:26	7:47
All Suburban Compliance Areas	18	4:11	12:39	7:42	1:57	11:19
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/04/2015	15128411	D URBAN	Freeway Access		Exempt
09/06/2015	15129115	D URBAN	Delay while providing Mutual Aid		Exempt
09/07/2015	15129788	D URBAN	Location Change		Exempt
09/07/2015	15129966	D URBAN	False Report of Emergency		Exempt
09/10/2015	15131493	D URBAN	Delay while providing Mutual Aid		Exempt
09/10/2015	15131510	D URBAN	Delay while providing Mutual Aid		Exempt
09/11/2015	15132248	D URBAN	Delay while providing Mutual Aid		Exempt
09/14/2015	15133518	D URBAN	Freeway Access		Exempt
09/14/2015	15133840	D URBAN	False Report of Emergency		Exempt
09/16/2015	15134734	D URBAN	Train		Exempt
09/19/2015	15136440	D URBAN	Changed Response Area		Exempt
09/20/2015	15137093	D URBAN	False Report of Emergency		Exempt
09/21/2015	15137447	D URBAN	Delay while providing Mutual Aid		Exempt
09/21/2015	15137457	D URBAN	Delay while providing Mutual Aid		Exempt
09/22/2015	15138010	D URBAN	Not Listed		Exempt
09/22/2015	15138119	D URBAN	Delay while providing Mutual Aid		Exempt
09/23/2015	15138488	D URBAN	Freeway Access		Exempt
09/24/2015	15139129	D URBAN	Delay while providing Mutual Aid		Exempt
09/27/2015	15140740	D URBAN	False Report of Emergency		Exempt

**Exemption Request Report
October 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/03/2015	15143736	D URBAN	Zone Assist		Exempt
10/07/2015	15145789	D URBAN	Other		Exempt
10/08/2015	15146080	D URBAN	Freeway Access		Exempt
10/09/2015	15146493	D URBAN	Train		Exempt
10/09/2015	15146532	D URBAN	Other		Exempt
10/09/2015	15146578	D URBAN	Train		Exempt
10/09/2015	15146863	D URBAN	Location Change		Exempt
10/13/2015	15148661	D URBAN	Other		Exempt
10/14/2015	15149282	D URBAN	Train		Exempt
10/18/2015	15151394	D URBAN	Location Change		Exempt
10/25/2015	15154696	D URBAN	Unit Dispatched and Responded Code 2		Exempt
10/25/2015	15154913	D URBAN	Freeway Access		Exempt
10/30/2015	15157324	D URBAN	Traffic Secondary to Call		Exempt
10/30/2015	15157393	D URBAN	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Monthly Average
D URBAN	93%	94%	93%	91%	93%	93%	91%	91%	90%	92%	96%	94%	92.6%
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	94%	94%	93%	91%	93%	94%	92%	91%	91%	92%	96%	94%	92.9%

Failure to Provide Data

Event Type	September 2015	October 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

