



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

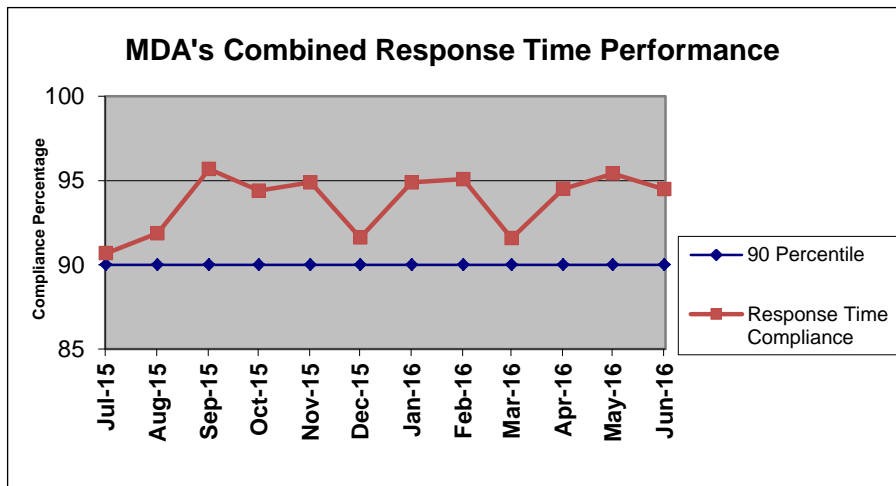
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: October 31, 2016

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, 2016, 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 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 95.42 % for May and 94.48% for June.

The complete compliance report for May and June 2016 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

May 1, 2016 through May 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	493	24	95.13%	X	
SJ ZONE D SUBRUBAN	20:00	26	0	100.00%	X	
SJ ZONE D RURAL	20:00	5	0	100.00%	X	
<b>All Zones Combined</b>		<b>524</b>	<b>24</b>	<b>95.42%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 30 Day Rolling Period**

June 1, 2016 through June 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	437	25	94.28%	X	
SJ ZONE D SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
<b>All Zones Combined</b>		<b>453</b>	<b>25</b>	<b>94.48%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	May 2016	June 2016
Late response minutes	\$420	\$630
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
<b>Totals</b>	<b>\$420</b>	<b>\$630</b>

**Weekly Unit Hour Staffing Report**

	May 2016	June 2016
SJ ZONE D	647.6	665
<b>Total</b>	<b>647.6</b>	<b>665</b>

\*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 2016			June 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	493	24	95.13%	437	25	94.28%
Suburban 20:00	26	0	100.00%	16	0	100.00%
Rural 20:00	5	0	100.00%	0	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>524</b>	<b>24</b>	<b>95.42%</b>	<b>453</b>	<b>25</b>	<b>94.48%</b>

## Mutual Aid Incidents

May 2016			June 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D RURAL	2	AMR San Joaquin	SJ ZONE D SUBURBAN	1
AMR San Joaquin	SJ ZONE D SUBURBAN	1	AMR San Joaquin	SJ ZONE D URBAN	13
AMR San Joaquin	SJ ZONE D URBAN	11			
Escalon	SJ ZONE D URBAN	1			
<b>Total</b>		<b>15</b>			<b>14</b>

## Detailed Response Time Analysis May 2016

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	493	0:03	11:34	4:51	2:03	7:34
SJ ZONE D SUBURBAN	26	0:37	13:27	7:10	3:04	11:44
SJ ZONE D RURAL	5	0:03	12:24	8:10	4:33	12:24
All Urban Compliance Areas	493	0:03	11:34	4:51	2:03	7:34
All Suburban Compliance Areas	26	0:37	13:27	7:10	3:04	11:44
All Rural Compliance Areas	5	0:03	12:24	8:10	4:33	12:24
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis June 2016

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	436	0:16	17:00	5:17	2:09	7:50
SJ ZONE D SUBURBAN	16	2:28	13:21	7:36	2:30	10:52
SJ ZONE D RURAL	0					
All Urban Compliance Areas	436	0:16	17:00	5:17	2:09	7:50
All Suburban Compliance Areas	16	2:28	13:21	7:36	2:30	10:52
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report  
May 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/04/2016	16064696	D URBAN	Zone Assist		Exempt
05/05/2016	16065181	D URBAN	False Report of Emergency		Exempt
05/06/2016	16065372	D URBAN	False Report of Emergency		Exempt
05/09/2016	16067056	D URBAN	Freeway Access		Exempt
05/10/2016	16067487	D URBAN	Zone Assist		Exempt
05/11/2016	16068189	D URBAN	False Report of Emergency		Exempt
05/18/2016	16071980	D URBAN	Changed Response Area		Exempt
05/20/2016	16073025	D URBAN	Zone Assist		Exempt
05/21/2016	16073409	D URBAN	Train		Exempt
05/23/2016	16074777	D URBAN	Poor Location Information from RP		Exempt
05/24/2016	16074868	D URBAN	Location Change		Exempt
05/31/2016	16078572	D URBAN	Traffic Secondary to Call		Exempt
05/31/2016	16078620	D URBAN	False Report of Emergency		Exempt

**Exemption Request Report  
June 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/03/2016	16003609	D URBAN	Changed Response Area		Exempt
06/06/2016	16081107	D URBAN	Dispatch Error		Exempt
06/07/2016	16081595	D URBAN	Location Change		Exempt
06/07/2016	16081872	D URBAN	False Report of Emergency		Exempt
06/10/2016	16083153	D URBAN	Freeway Access		Exempt
06/16/2016	16086289	D URBAN	Freeway Access		Exempt
06/16/2016	16086541	D URBAN	Traffic Secondary to Call		Exempt
06/20/2016	16088738	D URBAN	Train		Exempt
06/24/2016	16091046	D URBAN	Zone Assist		Exempt
06/26/2016	16092032	D URBAN	Traffic Secondary to Call		Exempt
06/27/2016	16092413	D URBAN	Zone Assist		Exempt
06/29/2016	16093886	D URBAN	Zone Assist		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Jul 15</b>	<b>Aug 15</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>May 16</b>	<b>Jun 16</b>	<b>Monthly Average</b>
D URBAN	90%	92%	96%	94%	95%	91%	95%	95%	91%	94%	95%	94%	93.5%
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%
<b>All Zones</b>	<b>91%</b>	<b>92%</b>	<b>96%</b>	<b>94%</b>	<b>95%</b>	<b>92%</b>	<b>95%</b>	<b>95%</b>	<b>92%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>93.8%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>May 2016</b>	<b>June 2016</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

