



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

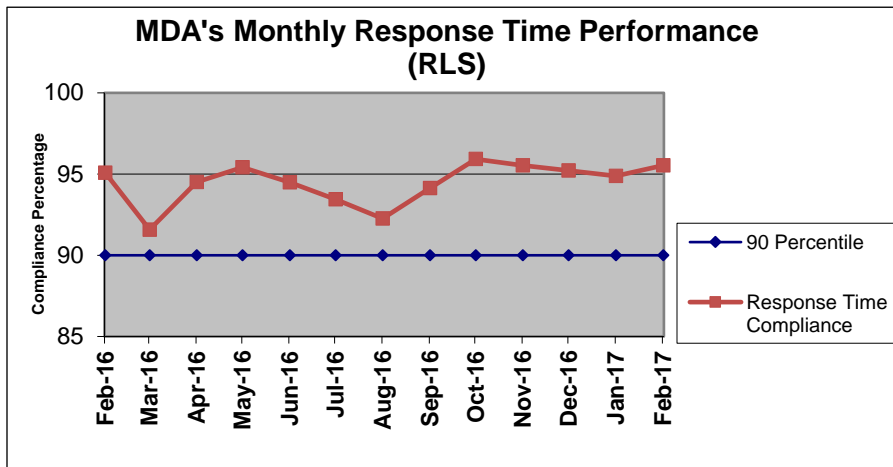
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: May 16, 2017

SUBJECT: Manteca District Ambulance Exclusive Operating Area Ambulance Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Manteca District Ambulance (MDA) for the months of January and February 2017, provides an in-depth review of MDA's performance. MDA entered into a new contract with the EMS Agency on January 1<sup>st</sup> 2017. 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 January and February 2017, response time compliance met or exceeded the 90th percentile standard set by the County with 94.89% for January and 95.53% for February. Compliance Percentages represented are for all responses with Red Lights and Sirens (RLS).

The complete compliance report for January and February 2017 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**

**Response Time Compliance Report - Red Lights and Sirens (RLS)**

January 1, 2017 through January 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	585	31	94.70%	X		
SJ Zone D S*	12	0	100.00%			
SJ Zone D R*	10	0	100.00%			
<b>All Zones Combined</b>	<b>607</b>	<b>31</b>	<b>94.89%</b>	<b>1</b>	<b>0</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses**

January 1, 2017 through January 31, 2017							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone D R	January 2017	January 2017	10	0	100.00%		
SJ Zone D S	January 2017	January 2017	12	0	100.00%		

**Response Time Compliance Report - Red Lights and Sirens (RLS)**

February 1, 2017 through February 28, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	414	20	95.17%	X		
SJ Zone D S*	15	0	100.00%			
SJ Zone D R*	18	0	100.00%			
<b>All Zones Combined</b>	<b>447</b>	<b>20</b>	<b>95.53%</b>	<b>1</b>	<b>0</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 RLS Responses**

February 1, 2017 through February 28, 2017							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone D R	January 2017	February 2017	28	0	100.00%		
SJ Zone D S	January 2017	February 2017	27	0	100.00%		

**Response Time Compliance Report - No Red Lights and Sirens (NRLS)**

January 1, 2017 through January 31, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone D U	186	4	97.85%	
SJ Zone D S*	3	0	100.00%	
SJ Zone D R*	1	0	100.00%	
<b>All Zones Combined</b>	<b>190</b>	<b>4</b>	<b>97.89%</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses**

January 1, 2017 through January 31, 2017					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D R	January 2017	January 2017	1	0	100.00%
SJ Zone D S	January 2017	January 2017	3	0	100.00%

**Response Time Compliance Report - No Red Lights and Sirens (NRLS)**

February 1, 2017 through February 28, 2017				
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	
SJ Zone D U	222	5	97.75%	
SJ Zone D S*	3	0	100.00%	
SJ Zone D R*	2	0	100.00%	
<b>All Zones Combined</b>	<b>227</b>	<b>5</b>	<b>97.80%</b>	

\* Minimum of 100 responses used for calculation of compliance. See below for calculation of rolling compliance zones.

**Rolling Compliance Zones Requiring Multiple Months to Attain > 100 NRLS Responses**

February 1, 2017 through February 28, 2017					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D R	January 2017	February 2017	3	0	100.00%
SJ Zone D S	January 2017	February 2017	6	0	100.00%

**Response Time Compliance Report - Combined RLS and NRLS**

January 1, 2017 through January 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	771	35	95.46%
SJ Zone D Suburban	15	0	100.00%
SJ Zone D Rural	11	0	100.00%
<b>All Zones Combined</b>	<b>797</b>	<b>35</b>	<b>95.61%</b>

**Response Time Compliance Report - Combined RLS and NRLS**

February 1, 2017 through February 28, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	636	25	96.07%
SJ Zone D Suburban	18	0	100.00%
SJ Zone D Rural	20	0	100.00%
<b>All Zones Combined</b>	<b>674</b>	<b>25</b>	<b>96.29%</b>

### Fines and Penalties Report

Type of Penalty	January 2017	February 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,600	\$1,000
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>\$1,600</b>	<b>\$1,000</b>

### Detailed Response Time Analysis without Exemptions Applied - RLS

January 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	585	17:02	4:57	2:02	7:06
SJ Zone D Suburban	12	10:19	7:36	1:46	10:01
SJ Zone D Rural	10	16:07	9:35	3:27	14:52
<b>Total Responses</b>	<b>607</b>				

### Detailed Response Time Analysis without Exemptions Applied - RLS

February 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	414	15:36	5:00	2:04	7:19
SJ Zone D Suburban	15	11:30	6:27	2:32	10:01
SJ Zone D Rural	18	21:44	10:09	5:16	20:18
<b>Total Responses</b>	<b>447</b>				

### Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	186	18:20	7:08	3:13	11:25
SJ Zone D Suburban	3	15:06	11:48	3:58	15:06
SJ Zone D Rural	1	14:28	14:28	0:00	14:28
<b>Total Responses</b>	<b>190</b>				

### Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	222	20:09	6:58	3:15	10:52
SJ Zone D Suburban	3	15:13	10:03	3:45	15:13
SJ Zone D Rural	2	22:49	12:27	10:22	22:49
<b>Total Responses</b>	<b>227</b>				

**Comparison of Compliance with and without Exemptions - RLS**

January 1, 2017 through January 31, 2017					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	585	46	92.14%	31	94.70%
SJ Zone D S	12	0	100.00%	0	100.00%
SJ Zone D R	10	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>607</b>	<b>46</b>	<b>92.42%</b>	<b>31</b>	<b>94.89%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - RLS**

February 1, 2017 through February 28, 2017					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	414	37	91.06%	20	95.17%
SJ Zone D S	15	0	100.00%	0	100.00%
SJ Zone D R	18	2	88.89%	0	100.00%
<b>All Zones Combined</b>	<b>447</b>	<b>39</b>	<b>91.28%</b>	<b>20</b>	<b>95.53%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - NRLS**

January 1, 2017 through January 31, 2017					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	186	4	97.85%	4	97.85%
SJ Zone D S	3	0	100.00%	0	100.00%
SJ Zone D R	1	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>190</b>	<b>4</b>	<b>97.89%</b>	<b>4</b>	<b>97.89%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Comparison of Compliance with and without Exemptions - NRLS**

February 1, 2017 through February 28, 2017					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	222	5	97.75%	5	97.75%
SJ Zone D S	3	0	100.00%	0	100.00%
SJ Zone D R	2	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>227</b>	<b>5</b>	<b>97.80%</b>	<b>5</b>	<b>97.80%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

**Exemption Request Reports**

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	1	0
Coding Error by SFD CAD	0	0	1	0
Delay while providing Mutual Aid	7	0	3	0
Delays in Transferring Care at ED	2	0	4	0
Freeway Access	2	0	2	0
Location Change	1	0	1	0
Other	1	1	2	0
Reduced/Upgraded Response	0	0	1	0
Traffic Secondary to Call	0	0	1	0
Train	2	0	3	0



**Mutual Aid**

Compliance Zone	Provider	January 2017	February 2017
SJ Zone D	AMR	27	17
SJ Zone D	Escalon Community Ambulance	6	6

**Failure to Provide Data**

Event Type	January 2017	February 2017
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

**Weekly Unit Hour Staffing Report**

	January 2017	February 2017
SJ Zone D	654	692

