



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: October 23, 2017

SUBJECT: Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Contract Compliance

The San Joaquin County EMS Agency's (SJCEMSA) Report on the Exclusive Emergency Ambulance Provider Contract Compliance for MDA for the months of July and August 2017, provides an in-depth review of MDA's performance. The contract establishes accountability for meeting specific standards and provides the SJCEMSA with complete access to data and information on MDA's operational, clinical, and administrative performance.

The process for determining response time compliance includes a review of late response exemption requests to determine if a delay in response may be attributed to factors outside of the control of the ambulance provider. If an exemption request is approved (e.g. fog, train crossings, road construction, and delays in off-loading patients at hospitals) those responses are not included in response time compliance calculations to assess penalties and percentages. This report provides a clear picture of response time performance and contract compliance with and without the application of exemptions for late responses.

While this report provides detailed compliance information for each of the D-Zones, it is important to note that ninety percent (90%) of the urban Red Lights and Siren (RLS) calls, when combining data for all D-Zones, have a response time of less than 7 minutes and 26 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Ninety-four percent (94%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for July and August may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

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

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

July 1, 2017 through July 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	489	34	93.05%	X		
SJ Zone D S*	12	0	100.00%	####	####	
SJ Zone D R*	16	0	100.00%	####	####	
All Zones Combined	517	34	93.42%	1	0	

* 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

July 1, 2017 through July 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	July 2017	98	0	100.00%	####	####
SJ Zone D S	January 2017	July 2017	87	0	100.00%	####	####

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

August 1, 2017 through August 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	486	22	95.47%	X		
SJ Zone D S*	13	0	100.00%	####	####	
SJ Zone D R*	16	0	100.00%	####	####	
All Zones Combined	515	22	95.73%	1	0	

* 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

August 1, 2017 through August 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	August 2017	114	0	100.00%	X	
SJ Zone D S	January 2017	August 2017	100	0	100.00%	X	

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

July 1, 2017 through July 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	270	2	99.26%
SJ Zone D S*	1	0	100.00%
SJ Zone D R*	2	0	100.00%
All Zones Combined	273	2	99.27%

* 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

July 1, 2017 through July 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	July 2017	22	0	100.00%
SJ Zone D S	January 2017	July 2017	30	1	96.67%

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

August 1, 2017 through August 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	218	3	98.62%
SJ Zone D S*	1	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	224	3	98.66%

* 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

August 1, 2017 through August 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	August 2017	27	0	100.00%
SJ Zone D S	January 2017	August 2017	31	1	96.77%

Response Time Compliance Report - Combined RLS and NRLS

July 1, 2017 through July 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	759	36	95.26%
SJ Zone D Suburban	13	0	100.00%
SJ Zone D Rural	18	0	100.00%
All Zones Combined	790	36	95.44%

Response Time Compliance Report - Combined RLS and NRLS

August 1, 2017 through August 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	704	25	96.45%
SJ Zone D Suburban	14	0	100.00%
SJ Zone D Rural	21	0	100.00%
All Zones Combined	739	25	96.62%

Fines and Penalties Report

Type of Penalty	July 2017	August 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,000	\$700
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	\$2,000	\$700

Detailed Response Time Analysis without Exemptions Applied - RLS

July 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	489	17:02	4:58	2:18	7:43
SJ Zone D Suburban	12	15:14	7:40	2:43	10:03
SJ Zone D Rural	16	12:23	7:41	2:56	11:57
Total Responses	517				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	486	15:43	4:47	1:57	7:08
SJ Zone D Suburban	13	16:56	7:45	3:14	11:18
SJ Zone D Rural	16	16:07	9:45	3:18	14:39
Total Responses	515				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	270	30:35	6:49	3:18	10:01
SJ Zone D Suburban	1	11:39	11:39	0:00	11:39
SJ Zone D Rural	2	14:57	11:34	3:23	14:57
Total Responses	273				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	218	22:39	7:07	3:15	10:30
SJ Zone D Suburban	1	11:50	11:50	0:00	11:50
SJ Zone D Rural	5	14:34	7:24	6:04	14:34
Total Responses	224				

Comparison of Compliance with and without Exemptions - RLS

July 1, 2017 through July 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	489	56	88.55%	34	93.05%
SJ Zone D S	12	1	91.67%	0	100.00%
SJ Zone D R	16	0	100.00%	0	100.00%
All Zones Combined	517	57	88.97%	34	93.42%

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

Comparison of Compliance with and without Exemptions - RLS

August 1, 2017 through August 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	486	37	92.39%	22	95.47%
SJ Zone D S	13	1	92.31%	0	100.00%
SJ Zone D R	16	0	100.00%	0	100.00%
All Zones Combined	515	38	92.62%	22	95.73%

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

Comparison of Compliance with and without Exemptions - NRLS

July 1, 2017 through July 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	270	5	98.15%	2	99.26%
SJ Zone D S	1	0	100.00%	0	100.00%
SJ Zone D R	2	0	100.00%	0	100.00%
All Zones Combined	273	5	98.17%	2	99.27%

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

Comparison of Compliance with and without Exemptions - NRLS

August 1, 2017 through August 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	218	7	96.79%	3	98.62%
SJ Zone D S	1	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	224	7	96.88%	3	98.66%

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

Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	2	0
Delay while providing Mutual Aid	1	0	1	0
Delays in Transferring Care at ED	8	0	7	0
Dispatch Error	4	0	0	0
False Report of Emergency	0	0	2	0
Freeway Access	4	0	3	0
Location Change	4	0	1	0
Other	1	1	3	1
Road Construction	1	0	1	0
Traffic Secondary to Call	1	1	0	0
Train	1	0	0	0

Mutual Aid

Compliance Zone	Provider	July 2017	August 2017
SJ Zone D	AMR	17	12
SJ Zone D	Escalon Community Ambulance	2	5

Failure to Provide Data

Event Type	July 2017	August 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

Weekly Unit Hour Staffing Report

	July 2017	August 2017
SJ Zone D	701	711

