



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

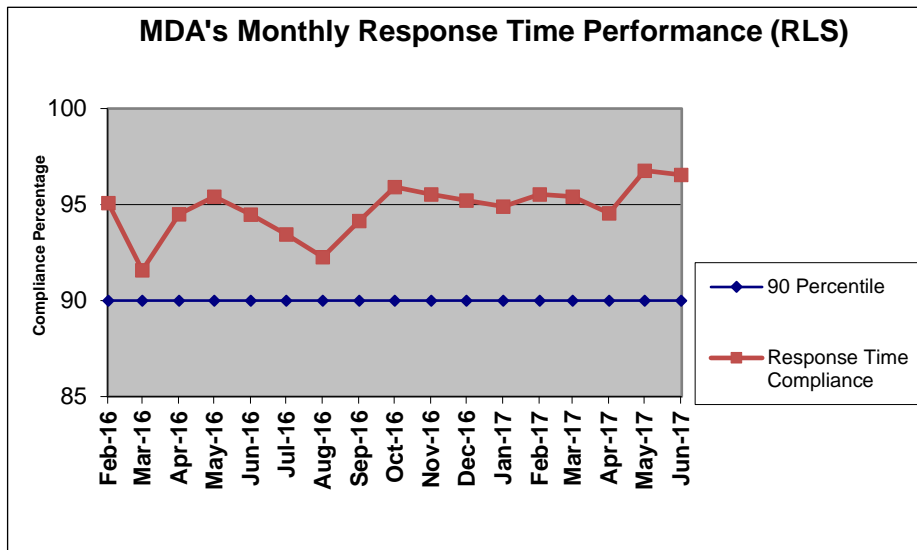
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: August 8, 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 May and June 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 May and June 2017, response time compliance met or exceeded the 90th percentile standard set by the County with 96.77% for May and 95.55% for June. Compliance Percentages represented are for all responses with Red Lights and Sirens (RLS).

The complete compliance report for May and June 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)**

May 1, 2017 through May 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	531	18	96.61%	X		
SJ Zone D S*	9	0	100.00%			
SJ Zone D R*	18	0	100.00%			
<b>All Zones Combined</b>	<b>558</b>	<b>18</b>	<b>96.77%</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**

May 1, 2017 through May 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	May 2017	69	0	100.00%		
SJ Zone D S	January 2017	May 2017	64	0	100.00%		

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

June 1, 2017 through June 30, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	497	18	96.38%	X		
SJ Zone D S*	11	0	100.00%			
SJ Zone D R*	13	0	100.00%			
<b>All Zones Combined</b>	<b>521</b>	<b>18</b>	<b>96.55%</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**

June 1, 2017 through June 30, 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	June 2017	82	0	100.00%		
SJ Zone D S	January 2017	June 2017	75	0	100.00%		

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

May 1, 2017 through May 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	239	8	96.65%
SJ Zone D S*	4	1	75.00%
SJ Zone D R*	4	0	100.00%
<b>All Zones Combined</b>	<b>247</b>	<b>9</b>	<b>96.36%</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**

May 1, 2017 through May 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	May 2017	16	0	100.00%
SJ Zone D S	January 2017	May 2017	25	1	96.00%

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

June 1, 2017 through June 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	237	1	99.58%
SJ Zone D S*	4	0	100.00%
SJ Zone D R*	4	0	100.00%
<b>All Zones Combined</b>	<b>245</b>	<b>1</b>	<b>99.59%</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**

June 1, 2017 through June 30, 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	June 2017	20	0	100.00%
SJ Zone D S	January 2017	June 2017	29	1	96.55%

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

May 1, 2017 through May 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	770	26	96.62%
SJ Zone D Suburban	13	1	92.31%
SJ Zone D Rural	22	0	100.00%
<b>All Zones Combined</b>	<b>805</b>	<b>27</b>	<b>96.65%</b>

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

June 1, 2017 through June 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	734	19	97.41%
SJ Zone D Suburban	15	0	100.00%
SJ Zone D Rural	17	0	100.00%
<b>All Zones Combined</b>	<b>766</b>	<b>19</b>	<b>97.52%</b>

**Fines and Penalties Report**

Type of Penalty	May 2017	June 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,100	\$400
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>\$2,100</b>	<b>\$400</b>

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

May 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	531	28:42	4:57	2:18	7:11
SJ Zone D Suburban	9	13:47	8:06	2:47	13:47
SJ Zone D Rural	18	15:43	9:47	2:31	13:20
<b>Total Responses</b>	<b>558</b>				

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

June 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	497	16:46	4:46	2:02	6:55
SJ Zone D Suburban	11	10:36	8:14	1:42	10:26
SJ Zone D Rural	13	12:24	8:31	2:00	12:03
<b>Total Responses</b>	<b>521</b>				

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

May 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	239	27:07	7:37	3:45	12:16
SJ Zone D Suburban	4	20:46	15:03	5:21	20:46
SJ Zone D Rural	4	11:44	10:47	0:37	11:44
<b>Total Responses</b>	<b>247</b>				

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

June 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	237	29:08	6:29	3:12	9:52
SJ Zone D Suburban	4	12:58	11:09	2:31	12:58
SJ Zone D Rural	4	23:16	16:14	4:45	23:16
<b>Total Responses</b>	<b>245</b>				

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

May 1, 2017 through May 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	531	41	92.28%	18	96.61%
SJ Zone D S	9	1	88.89%	0	100.00%
SJ Zone D R	18	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>558</b>	<b>42</b>	<b>92.47%</b>	<b>18</b>	<b>96.77%</b>

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

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

June 1, 2017 through June 30, 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	497	36	92.76%	18	96.38%
SJ Zone D S	11	0	100.00%	0	100.00%
SJ Zone D R	13	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>521</b>	<b>36</b>	<b>93.09%</b>	<b>18</b>	<b>96.55%</b>

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

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

May 1, 2017 through May 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	239	12	94.98%	8	96.65%
SJ Zone D S	4	2	50.00%	1	75.00%
SJ Zone D R	4	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>247</b>	<b>14</b>	<b>94.33%</b>	<b>9</b>	<b>96.36%</b>

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

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

June 1, 2017 through June 30, 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	237	2	99.16%	1	99.58%
SJ Zone D S	4	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>245</b>	<b>2</b>	<b>99.18%</b>	<b>1</b>	<b>99.59%</b>

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

### Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	0	0
Delay while providing Mutual Aid	0	0	1	0
Delays in Transferring Care at ED	13	0	4	0
Dispatch Error	1	0	1	0
False Report of Emergency	2	0	0	0
Freeway Access	1	0	0	0
Location Change	1	0	1	0
Other	3	1	5	1
Reduced/Upgraded Response	0	0	1	0
Road Construction	1	0	0	0
Train	4	0	3	0
Zone Assist	2	0	3	0



**Mutual Aid**

Compliance Zone	Provider	May 2017	June 2017
SJ Zone D	AMR	45	12
SJ Zone D	Escalon Community Ambulance	10	4

**Failure to Provide Data**

Event Type	May 2017	June 2017
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

**Weekly Unit Hour Staffing Report**

	May 2017	June 2017
SJ Zone D	676	687

