



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 31, 2018

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 March and April 2018, 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 5 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-five percent (65%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for March and April may be viewed or downloaded from the SJCEMSA 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)**

March 1, 2018 through March 31, 2018					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes No	
SJ Zone D U	531	30	94.35%	X	
SJ Zone D S*	8	0	100.00%	####	####
SJ Zone D R*	7	0	100.00%	####	####
<b>All Zones Combined</b>	<b>546</b>	<b>30</b>	<b>94.51%</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**

March 1, 2018 through March 31, 2018							
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	September 2017	March 2018	78	0	100.00%	####	####
SJ Zone D S	September 2017	March 2018	85	1	98.82%	####	####

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

April 1, 2018 through April 30, 2018					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes No	
SJ Zone D U	467	15	96.79%	X	
SJ Zone D S*	12	1	91.67%	####	####
SJ Zone D R*	15	0	100.00%	####	####
<b>All Zones Combined</b>	<b>494</b>	<b>16</b>	<b>96.76%</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**

April 1, 2018 through April 30, 2018							
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	September 2017	April 2018	93	0	100.00%	####	####
SJ Zone D S	September 2017	April 2018	97	2	97.94%	####	####

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

March 1, 2018 through March 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	253	8	96.84%
SJ Zone D S*	2	0	100.00%
SJ Zone D R*	5	0	100.00%
<b>All Zones Combined</b>	<b>260</b>	<b>8</b>	<b>96.92%</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**

March 1, 2018 through March 31, 2018					
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	March 2018	58	0	100.00%
SJ Zone D S	January 2017	March 2018	55	2	96.36%

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

April 1, 2018 through April 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	215	5	97.67%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	4	0	100.00%
<b>All Zones Combined</b>	<b>224</b>	<b>5</b>	<b>97.77%</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**

April 1, 2018 through April 30, 2018					
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	April 2018	62	0	100.00%
SJ Zone D S	January 2017	April 2018	60	2	96.67%

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

March 1, 2018 through March 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	784	38	95.15%
SJ Zone D Suburban	10	0	100.00%
SJ Zone D Rural	12	0	100.00%
<b>All Zones Combined</b>	<b>806</b>	<b>38</b>	<b>95.29%</b>

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

April 1, 2018 through April 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	682	20	97.07%
SJ Zone D Suburban	17	1	94.12%
SJ Zone D Rural	19	0	100.00%
<b>All Zones Combined</b>	<b>718</b>	<b>21</b>	<b>97.08%</b>

### Fines and Penalties Report

Type of Penalty	March 2018	April 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,400	\$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>\$2,400</b>	<b>\$1,000</b>

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

March 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	531	19:16	5:01	2:00	7:16
SJ Zone D Suburban	8	8:41	5:48	2:38	8:41
SJ Zone D Rural	7	13:52	8:57	2:14	13:52
<b>Total Responses</b>	<b>546</b>				

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

April 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	467	15:17	4:45	1:49	6:55
SJ Zone D Suburban	12	12:02	6:40	2:35	10:09
SJ Zone D Rural	15	15:16	7:28	3:52	11:43
<b>Total Responses</b>	<b>494</b>				

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

March 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	253	22:01	7:42	3:29	12:11
SJ Zone D Suburban	2	9:21	8:38	0:43	9:21
SJ Zone D Rural	5	19:24	14:46	3:55	19:24
<b>Total Responses</b>	<b>260</b>				

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

April 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	215	18:43	7:12	3:06	10:41
SJ Zone D Suburban	5	18:51	11:32	4:49	18:51
SJ Zone D Rural	4	15:18	12:35	1:43	15:18
<b>Total Responses</b>	<b>224</b>				

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

March 1, 2018 through March 31, 2018					
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	45	91.53%	30	94.35%
SJ Zone D S	8	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>546</b>	<b>45</b>	<b>91.76%</b>	<b>30</b>	<b>94.51%</b>

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

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

April 1, 2018 through April 30, 2018					
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	467	32	93.15%	15	96.79%
SJ Zone D S	12	1	91.67%	1	91.67%
SJ Zone D R	15	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>494</b>	<b>33</b>	<b>93.32%</b>	<b>16</b>	<b>96.76%</b>

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

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

March 1, 2018 through March 31, 2018					
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	253	11	95.65%	8	96.84%
SJ Zone D S	2	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>260</b>	<b>11</b>	<b>95.77%</b>	<b>8</b>	<b>96.92%</b>

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

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

April 1, 2018 through April 30, 2018					
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	215	6	97.21%	5	97.67%
SJ Zone D S	5	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>224</b>	<b>6</b>	<b>97.32%</b>	<b>5</b>	<b>97.77%</b>

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

**Exemption Request Reports**

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
AMR Ambulance Zone	0	0	1	0
Bad Location / Address	1	0	1	0
Delayed Reporting on Scene	0	0	1	0
Delays in Transferring Care at ED	5	0	4	0
Dispatch Error	1	0	0	0
False Report of Emergency	1	0	3	0
Freeway Access	1	0	1	0
Location Change	1	0	0	0
Other	0	1	1	0
Train	2	0	4	0
Zone Assist	6	0	2	0



**Mutual Aid**

<b>Compliance Zone</b>	<b>Provider</b>	<b>March 2018</b>	<b>April 2018</b>
SJ Zone D	AMR	30	17
SJ Zone D	Escalon Community Ambulance	10	2
SJ Zone D	Ripon Ambulance	7	4

**Failure to Provide Data**

<b>Event Type</b>	<b>March 2018</b>	<b>April 2018</b>
N/A		

**Mechanical Report**

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

**Weekly Unit Hour Staffing Report**

<b>Compliance Zone</b>	<b>March 2018</b>	<b>April 2018</b>
SJ Zone D	714	735

**Community Service Report**

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

