



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: February 26, 2019

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 November and December 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 23 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

November 1, 2018 through November 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes	Compliant No	
SJ Zone D U	458	32	93.01%	X		
SJ Zone D S*	16	1	93.75%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	493	33	93.31%	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

November 1, 2018 through November 30, 2018								
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	Compliant No	
SJ Zone D R	June 2018	November 2018	109	0	100.00%	X		
SJ Zone D S	June 2018	November 2018	113	3	97.35%	X		

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

December 1, 2018 through December 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes	Compliant No	
SJ Zone D U	476	28	94.12%	X		
SJ Zone D S*	13	0	100.00%	####	####	
SJ Zone D R*	25	1	96.00%	####	####	
All Zones Combined	514	29	94.36%	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

December 1, 2018 through December 31, 2018								
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	Compliant No	
SJ Zone D R	December 2018	December 2018	25	1	96.00%	####	####	
SJ Zone D S	December 2018	December 2018	13	0	100.00%	####	####	

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

November 1, 2018 through November 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	250	6	97.60%
SJ Zone D S*	3	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	258	6	97.67%

* 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

November 1, 2018 through November 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	November 2018	93	0	100.00%
SJ Zone D S	January 2017	November 2018	95	2	97.89%

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

December 1, 2018 through December 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	249	3	98.80%
SJ Zone D S*	6	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	258	3	98.84%

* 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

December 1, 2018 through December 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	December 2018	96	0	100.00%
SJ Zone D S	January 2017	December 2018	101	2	98.02%

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2018 through November 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	708	38	94.63%
SJ Zone D Suburban	19	1	94.74%
SJ Zone D Rural	24	0	100.00%
All Zones Combined	751	39	94.81%

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2018 through December 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	725	31	95.72%
SJ Zone D Suburban	19	0	100.00%
SJ Zone D Rural	28	1	96.43%
All Zones Combined	772	32	95.85%

Fines and Penalties Report

Type of Penalty	November 2018	December 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,200	\$2,900
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	\$2,200	\$2,900

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	458	14:20	4:53	2:04	7:20
SJ Zone D Suburban	16	11:38	6:55	2:57	11:21
SJ Zone D Rural	19	16:09	8:11	2:54	12:57
Total Responses	493				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	476	15:47	5:02	2:07	7:26
SJ Zone D Suburban	13	10:22	7:06	2:14	8:46
SJ Zone D Rural	25	19:53	8:13	4:16	13:15
Total Responses	514				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	250	20:53	7:17	3:09	11:06
SJ Zone D Suburban	3	26:28	15:42	7:37	26:28
SJ Zone D Rural	5	26:37	14:25	6:25	26:37
Total Responses	258				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	249	21:26	7:23	3:32	11:59
SJ Zone D Suburban	6	22:51	12:58	4:58	22:51
SJ Zone D Rural	3	12:30	10:41	1:37	12:30
Total Responses	258				

Comparison of Compliance with and without Exemptions - RLS

November 1, 2018 through November 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	458	43	90.61%	32	93.01%
SJ Zone D S	16	1	93.75%	1	93.75%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	493	44	91.08%	33	93.31%

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

Comparison of Compliance with and without Exemptions - RLS

December 1, 2018 through December 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	476	47	90.13%	28	94.12%
SJ Zone D S	13	0	100.00%	0	100.00%
SJ Zone D R	25	1	96.00%	1	96.00%
All Zones Combined	514	48	90.66%	29	94.36%

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

Comparison of Compliance with and without Exemptions - NRLS

November 1, 2018 through November 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	250	7	97.20%	6	97.60%
SJ Zone D S	3	1	66.67%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	258	8	96.90%	6	97.67%

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

Comparison of Compliance with and without Exemptions - NRLS

December 1, 2018 through December 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	249	10	95.98%	3	98.80%
SJ Zone D S	6	1	83.33%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	258	11	95.74%	3	98.84%

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

Exemption Request Reports

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted time based on call audit	1	0	0	0
Bad Location / Address	0	0	1	0
Delays in Transferring Care at ED	2	0	5	0
Dispatch Error	2	0	1	0
False Report of Emergency	2	0	2	0
Freeway Access	0	0	2	0
Location Change	2	0	4	0
Other	1	0	0	0
Road Construction	0	0	1	0
Traffic Secondary to Call	0	0	1	1
Zone Assist	3	0	10	0

Mutual Aid

Compliance Zone	Provider	November 2018	December 2018
SJ Zone D	AMR	24	25
SJ Zone D	Escalon Community Ambulance	5	5
SJ Zone D	Ripon Ambulance	2	10

Failure to Provide Data

Event Type	November 2018	December 2018
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	November 2018	December 2018
SJ Zone D	N/A	N/A

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

