



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: January 3, 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 September and October 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 17 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for September and October 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)

September 1, 2018 through September 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	504	26	94.84%	X		
SJ Zone D S*	14	0	100.00%	####	####	
SJ Zone D R*	14	0	100.00%	####	####	
All Zones Combined	532	26	95.11%	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

September 1, 2018 through September 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	June 2018	September 2018	60	0	100.00%	####	####	
SJ Zone D S	June 2018	September 2018	81	2	97.53%	####	####	

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

October 1, 2018 through October 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	448	22	95.09%	X		
SJ Zone D S*	16	0	100.00%	####	####	
SJ Zone D R*	30	0	100.00%	####	####	
All Zones Combined	494	22	95.55%	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

October 1, 2018 through October 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	June 2018	October 2018	90	0	100.00%	####	####	
SJ Zone D S	June 2018	October 2018	97	2	97.94%	####	####	

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

September 1, 2018 through September 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	243	4	98.35%
SJ Zone D S*	2	0	100.00%
SJ Zone D R*	4	0	100.00%
All Zones Combined	249	4	98.39%

* 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

September 1, 2018 through September 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	September 2018	85	0	100.00%
SJ Zone D S	January 2017	September 2018	84	2	97.62%

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

October 1, 2018 through October 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	231	2	99.13%
SJ Zone D S*	8	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	242	2	99.17%

* 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

October 1, 2018 through October 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	October 2018	88	0	100.00%
SJ Zone D S	January 2017	October 2018	92	2	97.83%

Response Time Compliance Report - Combined RLS and NRLS

September 1, 2018 through September 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	747	30	95.98%
SJ Zone D Suburban	16	0	100.00%
SJ Zone D Rural	18	0	100.00%
All Zones Combined	781	30	96.16%

Response Time Compliance Report - Combined RLS and NRLS

October 1, 2018 through October 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	679	24	96.47%
SJ Zone D Suburban	24	0	100.00%
SJ Zone D Rural	33	0	100.00%
All Zones Combined	736	24	96.74%

Fines and Penalties Report

Type of Penalty	September 2018	October 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,600	\$1,500
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	\$1,600	\$1,500

Detailed Response Time Analysis without Exemptions Applied - RLS

September 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	504	15:12	5:00	1:00	7:11
SJ Zone D Suburban	14	10:29	6:36	1:46	7:55
SJ Zone D Rural	14	14:07	8:09	3:02	12:45
Total Responses	532				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	448	15:08	5:08	2:07	7:24
SJ Zone D Suburban	16	10:48	7:48	1:39	10:44
SJ Zone D Rural	30	15:36	8:45	2:20	10:34
Total Responses	494				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	243	22:21	7:09	3:22	11:17
SJ Zone D Suburban	2	7:03	5:37	1:26	7:03
SJ Zone D Rural	4	22:36	12:36	6:44	22:36
Total Responses	249				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	231	18:03	7:05	2:55	10:59
SJ Zone D Suburban	8	14:16	10:47	2:49	14:16
SJ Zone D Rural	3	14:13	9:32	6:32	14:13
Total Responses	242				

Comparison of Compliance with and without Exemptions - RLS

September 1, 2018 through September 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	504	40	92.06%	26	94.84%
SJ Zone D S	14	0	100.00%	0	100.00%
SJ Zone D R	14	0	100.00%	0	100.00%
All Zones Combined	532	40	92.48%	26	95.11%

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

Comparison of Compliance with and without Exemptions - RLS

October 1, 2018 through October 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	448	40	91.07%	22	95.09%
SJ Zone D S	16	0	100.00%	0	100.00%
SJ Zone D R	30	0	100.00%	0	100.00%
All Zones Combined	494	40	91.90%	22	95.55%

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

Comparison of Compliance with and without Exemptions - NRLS

September 1, 2018 through September 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	243	8	96.71%	4	98.35%
SJ Zone D S	2	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	249	8	96.79%	4	98.39%

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

Comparison of Compliance with and without Exemptions - NRLS

October 1, 2018 through October 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	231	3	98.70%	2	99.13%
SJ Zone D S	8	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	242	3	98.76%	2	99.17%

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

Exemption Request Reports

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	0	0
Delayed Reporting on Scene	1	0	0	0
Delays in Transferring Care at ED	5	0	2	0
Dispatch Error	1	0	1	0
False Report of Emergency	1	0	0	0
Freeway Access	1	0	2	0
Location Change	0	0	2	0
Other	1	0	0	0
Reduced/Upgraded Response	0	0	2	0
Ripon Fire Zone	1	0	0	0
Staged	0	0	1	0
Subsequent Response to MCI	1	0	0	0
Traffic Secondary to Call	1	0	1	0
Train	1	0	1	0
Zone Assist	2	0	7	0

Mutual Aid

Compliance Zone	Provider	September 2018	October 2018
SJ Zone D	AMR	27	39
SJ Zone D	Escalon Community Ambulance	5	5
SJ Zone D	Ripon Ambulance	8	3

Failure to Provide Data

Event Type	September 2018	October 2018
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	September 2018	October 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.

