



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: November 5, 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 July and August 2019, 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 an average response time of seven minutes and five seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for July and August 2019 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)**

July 1, 2019 through July 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	537	18	96.65%	X		
SJ Zone D S*	22	0	100.00%	####	####	
SJ Zone D R*	18	0	100.00%	####	####	
<b>All Zones Combined</b>	<b>577</b>	<b>18</b>	<b>96.88%</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**

July 1, 2019 through July 31, 2019							
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 2019	July 2019	29	0	100.00%	####	####
SJ Zone D S	July 2019	July 2019	22	0	100.00%	####	####

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

August 1, 2019 through August 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	559	28	94.99%	X		
SJ Zone D S*	22	0	100.00%	####	####	
SJ Zone D R*	17	0	100.00%	####	####	
<b>All Zones Combined</b>	<b>598</b>	<b>28</b>	<b>95.32%</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**

August 1, 2019 through August 31, 2019							
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 2019	August 2019	46	0	100.00%	####	####
SJ Zone D S	July 2019	August 2019	44	0	100.00%	####	####

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

July 1, 2019 through July 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	257	3	98.83%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	4	0	100.00%
<b>All Zones Combined</b>	<b>270</b>	<b>3</b>	<b>98.89%</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**

July 1, 2019 through July 31, 2019					
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	March 2019	July 2019	29	0	100.00%
SJ Zone D S	January 2019	July 2019	45	1	97.78%

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

August 1, 2019 through August 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	249	2	99.20%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	8	0	100.00%
<b>All Zones Combined</b>	<b>262</b>	<b>2</b>	<b>99.24%</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**

August 1, 2019 through August 31, 2019					
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	March 2019	August 2019	37	0	100.00%
SJ Zone D S	January 2019	August 2019	50	1	98.00%

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

July 1, 2019 through July 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	794	21	97.36%
SJ Zone D Suburban	31	0	100.00%
SJ Zone D Rural	22	0	100.00%
<b>All Zones Combined</b>	<b>847</b>	<b>21</b>	<b>97.52%</b>

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

August 1, 2019 through August 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	808	30	96.29%
SJ Zone D Suburban	27	0	100.00%
SJ Zone D Rural	25	0	100.00%
<b>All Zones Combined</b>	<b>860</b>	<b>30</b>	<b>96.51%</b>

**Fines and Penalties Report**

Type of Penalty	July 2019	August 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,200	\$3,000
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>\$2,200</b>	<b>\$3,000</b>

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

July 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	537	14:26	4:50	2:02	6:58
SJ Zone D Suburban	22	13:34	6:47	2:37	8:37
SJ Zone D Rural	18	14:36	8:33	2:18	11:43
<b>Total Responses</b>	<b>577</b>				

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

August 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	559	15:59	4:53	2:03	7:13
SJ Zone D Suburban	22	10:36	7:12	1:27	8:52
SJ Zone D Rural	17	13:36	8:16	2:45	11:12
<b>Total Responses</b>	<b>598</b>				

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

July 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	257	27:04	6:50	3:15	10:13
SJ Zone D Suburban	9	17:01	10:50	3:14	17:01
SJ Zone D Rural	4	15:17	12:37	1:37	15:17
<b>Total Responses</b>	<b>270</b>				

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

August 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	249	20:43	6:34	2:58	10:04
SJ Zone D Suburban	5	19:38	12:17	6:22	19:38
SJ Zone D Rural	8	14:13	9:24	2:52	14:13
<b>Total Responses</b>	<b>262</b>				

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

July 1, 2019 through July 31, 2019					
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	537	32	94.04%	18	96.65%
SJ Zone D S	22	1	95.45%	0	100.00%
SJ Zone D R	18	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>577</b>	<b>33</b>	<b>94.28%</b>	<b>18</b>	<b>96.88%</b>

\* 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, 2019 through August 31, 2019					
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	559	46	91.77%	28	94.99%
SJ Zone D S	22	0	100.00%	0	100.00%
SJ Zone D R	17	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>598</b>	<b>46</b>	<b>92.31%</b>	<b>28</b>	<b>95.32%</b>

\* 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, 2019 through July 31, 2019					
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	257	5	98.05%	3	98.83%
SJ Zone D S	9	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>270</b>	<b>5</b>	<b>98.15%</b>	<b>3</b>	<b>98.89%</b>

\* 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, 2019 through August 31, 2019					
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	3	98.80%	2	99.20%
SJ Zone D S	5	1	80.00%	0	100.00%
SJ Zone D R	8	0	100.00%	0	100.00%
<b>All Zones Combined</b>	<b>262</b>	<b>4</b>	<b>98.47%</b>	<b>2</b>	<b>99.24%</b>

\* 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	0	0	1	0
Delays in Transferring Care at ED	1	0	1	0
Dispatch Error	0	0	1	0
False Report of Emergency	5	0	2	0
Freeway Access	2	0	3	0
Location Change	1	0	1	0
Other	4	0	1	0
Traffic Secondary to Call	1	0	1	0
Train	2	0	4	0
Zone Assist	1	0	5	0

### Mutual Aid

Compliance Zone	Provider	July 2019	August 2019
SJ Zone D	AMR	22	33
SJ Zone D	Escalon Community Ambulance	2	5
SJ Zone D	Ripon Ambulance	5	6

### Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
7/3/2019	SJ ZONE D URBAN	AMR Stanislaus	CCT Transport
7/23/2019	SJ ZONE D URBAN	AMR Stanislaus	CCT Transport

### Failure to Provide Data

Event Type	July 2019	August 2019
N/A		

### Weekly Unit Hour Staffing Report

Compliance Zone	July 2019	August 2019
SJ Zone D	672	721

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Financials

Type	Date	Amount
Interest Accrued on Bond		

### Community Service Report

Event Type
See Appendix A.

