



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: April 23, 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 January and February 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 a response time of less than 7 minutes and 26 seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2019 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)

January 1, 2019 through January 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	519	30	94.22%	X		
SJ Zone D S*	13	1	92.31%	####	####	
SJ Zone D R*	10	0	100.00%	####	####	
All Zones Combined	542	31	94.28%	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

January 1, 2019 through January 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	December 2018	January 2019	35	1	97.14%	####	####	
SJ Zone D S	December 2018	January 2019	26	1	96.15%	####	####	

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

February 1, 2019 through February 28, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	416	24	94.23%	X		
SJ Zone D S*	17	0	100.00%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	452	24	94.69%	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

February 1, 2019 through February 28, 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	December 2018	February 2019	54	1	98.15%	####	####	
SJ Zone D S	December 2018	February 2019	43	1	97.67%	####	####	

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

January 1, 2019 through January 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	239	4	98.33%
SJ Zone D S*	6	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	248	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

January 1, 2019 through January 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	January 2017	January 2019	99	0	100.00%
SJ Zone D S	January 2019	January 2019	6	0	100.00%

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

February 1, 2019 through February 28, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	227	0	100.00%
SJ Zone D S*	11	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	245	0	100.00%

* 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

February 1, 2019 through February 28, 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	January 2017	February 2019	106	0	100.00%
SJ Zone D S	January 2019	February 2019	17	0	100.00%

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2019 through January 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	758	34	95.51%
SJ Zone D Suburban	19	1	94.74%
SJ Zone D Rural	13	0	100.00%
All Zones Combined	790	35	95.57%

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2019 through February 28, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	643	24	96.27%
SJ Zone D Suburban	28	0	100.00%
SJ Zone D Rural	26	0	100.00%
All Zones Combined	697	24	96.56%

Fines and Penalties Report

Type of Penalty	January 2019	February 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,500	\$1,300
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	\$1,500	\$1,300

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	519	15:07	4:56	2:08	7:24	
SJ Zone D Suburban	13	13:03	8:28	1:39	9:48	
SJ Zone D Rural	10	14:06	8:46	2:44	12:18	
Total Responses	542					

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	416	14:27	4:57	1:57	7:28	
SJ Zone D Suburban	17	9:54	8:09	1:12	9:49	
SJ Zone D Rural	19	12:42	8:42	2:08	12:30	
Total Responses	452					

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	239	32:50	7:18	3:37	11:21	
SJ Zone D Suburban	6	13:56	10:26	2:22	13:56	
SJ Zone D Rural	3	15:28	11:26	3:00	15:28	
Total Responses	248					

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2019						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	227	21:30	6:20	2:40	9:39	
SJ Zone D Suburban	11	14:53	9:31	3:11	14:26	
SJ Zone D Rural	7	15:17	11:03	2:40	15:17	
Total Responses	245					

Comparison of Compliance with and without Exemptions - RLS

January 1, 2019 through January 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	519	48	90.75%	30	94.22%
SJ Zone D S	13	1	92.31%	1	92.31%
SJ Zone D R	10	0	100.00%	0	100.00%
All Zones Combined	542	49	90.96%	31	94.28%

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

Comparison of Compliance with and without Exemptions - RLS

February 1, 2019 through February 28, 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	416	38	90.87%	24	94.23%
SJ Zone D S	17	0	100.00%	0	100.00%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	452	38	91.59%	24	94.69%

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

Comparison of Compliance with and without Exemptions - NRLS

January 1, 2019 through January 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	239	8	96.65%	4	98.33%
SJ Zone D S	6	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	248	8	96.77%	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

February 1, 2019 through February 28, 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	227	1	99.56%	0	100.00%
SJ Zone D S	11	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	245	1	99.59%	0	100.00%

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

Exemption Request Reports

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	1	0	0	0
Delays in Transferring Care at ED	6	0	5	0
False Report of Emergency	1	0	1	0
Freeway Access	2	0	3	0
Location Change	1	0	0	0
Other	1	0	1	0
Traffic Secondary to Call	0	0	1	0
Train	2	0	0	0
Zone Assist	8	0	4	0

Mutual Aid

Compliance Zone	Provider	January 2019	February 2019
SJ Zone D	AMR	43	25
SJ Zone D	Escalon Community Ambulance	7	7
SJ Zone D	Ripon Ambulance	7	2

Failure to Provide Data

Event Type	January 2019	February 2019
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	January 2019	February 2019
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.

