



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: July 9, 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 March and April 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 seven minutes during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 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)

March 1, 2019 through March 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	570	23	95.96%	X		
SJ Zone D S*	13	1	92.31%	####	####	
SJ Zone D R*	14	0	100.00%	####	####	
All Zones Combined	597	24	95.98%	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

March 1, 2019 through March 31, 2019								
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	March 2019	68	1	98.53%	####	####	
SJ Zone D S	December 2018	March 2019	56	2	96.43%	####	####	

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

April 1, 2019 through April 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	507	13	97.44%	X		
SJ Zone D S*	13	0	100.00%	####	####	
SJ Zone D R*	14	0	100.00%	####	####	
All Zones Combined	534	13	97.57%	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

April 1, 2019 through April 30, 2019								
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	April 2019	82	1	98.78%	####	####	
SJ Zone D S	December 2018	April 2019	69	2	97.10%	####	####	

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

March 1, 2019 through March 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	257	6	97.67%
SJ Zone D S*	9	1	88.89%
SJ Zone D R*	4	0	100.00%
All Zones Combined	270	7	97.41%

* 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, 2019 through March 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	March 2019	4	0	100.00%
SJ Zone D S	January 2019	March 2019	26	1	96.15%

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

April 1, 2019 through April 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	229	0	100.00%
SJ Zone D S*	7	0	100.00%
SJ Zone D R*	6	0	100.00%
All Zones Combined	242	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

April 1, 2019 through April 30, 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	April 2019	10	0	100.00%
SJ Zone D S	January 2019	April 2019	33	1	96.97%

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2019 through March 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	827	29	96.49%
SJ Zone D Suburban	22	2	90.91%
SJ Zone D Rural	18	0	100.00%
All Zones Combined	867	31	96.42%

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2019 through April 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	736	13	98.23%
SJ Zone D Suburban	20	0	100.00%
SJ Zone D Rural	20	0	100.00%
All Zones Combined	776	13	98.32%

Fines and Penalties Report

Type of Penalty	March 2019	April 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$700	\$200
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	\$700	\$200

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	570	10:18	4:40	2:05	6:56
SJ Zone D Suburban	13	12:24	7:26	3:09	12:07
SJ Zone D Rural	14	12:10	7:40	2:59	11:01
Total Responses	597				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	507	12:21	4:43	1:49	6:50
SJ Zone D Suburban	13	14:45	7:31	2:50	10:00
SJ Zone D Rural	14	14:50	9:07	1:51	10:15
Total Responses	534				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	257	25:39	6:48	3:43	10:30
SJ Zone D Suburban	9	19:52	10:29	4:49	19:52
SJ Zone D Rural	4	14:11	11:01	1:59	14:11
Total Responses	270				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	229	19:18	6:44	2:54	10:21
SJ Zone D Suburban	7	13:23	10:35	2:24	13:23
SJ Zone D Rural	6	15:16	10:19	3:19	15:16
Total Responses	242				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2019 through March 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	570	42	92.63%	23	95.96%
SJ Zone D S	13	3	76.92%	1	92.31%
SJ Zone D R	14	0	100.00%	0	100.00%
All Zones Combined	597	45	92.46%	24	95.98%

* 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, 2019 through April 30, 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	507	30	94.08%	13	97.44%
SJ Zone D S	13	1	92.31%	0	100.00%
SJ Zone D R	14	0	100.00%	0	100.00%
All Zones Combined	534	31	94.19%	13	97.57%

* 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, 2019 through March 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	13	94.94%	6	97.67%
SJ Zone D S	9	1	88.89%	1	88.89%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	270	14	94.81%	7	97.41%

* 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, 2019 through April 30, 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	229	3	98.69%	0	100.00%
SJ Zone D S	7	0	100.00%	0	100.00%
SJ Zone D R	6	0	100.00%	0	100.00%
All Zones Combined	242	3	98.76%	0	100.00%

* 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	1	0	0	0
Bad Location / Address	2	0	0	0
Delays in Transferring Care at ED	9	0	7	0
False Report of Emergency	5	0	3	0
Freeway Access	1	0	1	0
Location Change	1	0	1	0
Other	2	0	2	0
Reduced/Upgraded Response	1	0	1	0
Traffic Secondary to Call	0	0	2	0
Train	2	0	1	0
Zone Assist	4	0	3	0

Mutual Aid

Compliance Zone	Provider	March 2019	April 2019
SJ Zone D	AMR	41	22
SJ Zone D	Escalon Community Ambulance	3	8
SJ Zone D	Ripon Ambulance	5	4

Failure to Provide Data

Event Type	March 2019	April 2019
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	March 2019	April 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.

