



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: February 10, 2020

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 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 six minutes and fifty-nine 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, 2019 through November 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	502	21	95.82%	X		
SJ Zone D S*	26	1	96.15%	####	####	
SJ Zone D R*	13	0	100.00%	####	####	
All Zones Combined	541	22	95.93%	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, 2019 through November 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	Compliant	
						Yes	No
SJ Zone D R	June 2019	November 2019	95	0	100.00%	####	####
SJ Zone D S	July 2019	November 2019	116	4	96.55%	X	

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

December 1, 2019 through December 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	530	29	94.53%	X		
SJ Zone D S*	18	2	88.89%	####	####	
SJ Zone D R*	20	0	100.00%	####	####	
All Zones Combined	568	31	94.54%	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, 2019 through December 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	December 2019	115	0	100.00%	X	
SJ Zone D S	December 2019	December 2019	18	2	88.89%	####	####

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

November 1, 2019 through November 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	230	3	98.70%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	242	3	98.76%

* 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, 2019 through November 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	November 2019	50	0	100.00%
SJ Zone D S	January 2019	November 2019	67	1	98.51%

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

December 1, 2019 through December 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	271	1	99.63%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	287	1	99.65%

* 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, 2019 through December 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	December 2019	57	0	100.00%
SJ Zone D S	January 2019	December 2019	76	1	98.68%

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2019 through November 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	732	24	96.72%
SJ Zone D Suburban	35	1	97.14%
SJ Zone D Rural	16	0	100.00%
All Zones Combined	783	25	96.81%

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2019 through December 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	801	30	96.25%
SJ Zone D Suburban	27	2	92.59%
SJ Zone D Rural	27	0	100.00%
All Zones Combined	855	32	96.26%

Fines and Penalties Report

Type of Penalty	November 2019	December 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,000	\$1,700
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	\$2,000	\$1,700

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	502	15:46	4:37	2:02	6:46
SJ Zone D Suburban	26	12:26	7:37	1:46	10:14
SJ Zone D Rural	13	12:51	8:18	2:46	10:52
Total Responses	541				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	530	15:50	4:49	1:56	7:11
SJ Zone D Suburban	18	12:56	8:00	2:31	11:52
SJ Zone D Rural	20	14:39	9:49	2:07	12:20
Total Responses	568				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	230	19:33	7:06	3:22	11:25
SJ Zone D Suburban	9	12:44	8:36	3:04	12:44
SJ Zone D Rural	3	10:34	10:30	0:03	10:34
Total Responses	242				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	271	21:17	7:02	2:58	10:34
SJ Zone D Suburban	9	21:55	12:05	4:36	21:55
SJ Zone D Rural	7	15:43	10:10	4:34	15:43
Total Responses	287				

Comparison of Compliance with and without Exemptions - RLS

November 1, 2019 through November 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	502	31	93.82%	21	95.82%
SJ Zone D S	26	1	96.15%	1	96.15%
SJ Zone D R	13	0	100.00%	0	100.00%
All Zones Combined	541	32	94.09%	22	95.93%

* 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, 2019 through December 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	530	43	91.89%	29	94.53%
SJ Zone D S	18	2	88.89%	2	88.89%
SJ Zone D R	20	0	100.00%	0	100.00%
All Zones Combined	568	45	92.08%	31	94.54%

* 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, 2019 through November 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	230	5	97.83%	3	98.70%
SJ Zone D S	9	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	242	5	97.93%	3	98.76%

* 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, 2019 through December 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	271	5	98.15%	1	99.63%
SJ Zone D S	9	1	88.89%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	287	6	97.91%	1	99.65%

* 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
Delays in Transferring Care at ED	3	0	7	0
Dispatch Error	1	0	2	0
False Report of Emergency	0	0	1	0
Freeway Access	0	0	4	0
Location Change	0	0	1	0
Reduced/Upgraded Response	1	0	0	0
Road Construction	1	0	0	0
Train	1	0	1	0
Zone Assist	5	0	3	0

Mutual Aid

Compliance Zone	Provider	November 2019	December 2019
SJ Zone D	AMR	29	23
SJ Zone D	Escalon Community Ambulance	5	8
SJ Zone D	Ripon Ambulance	7	3

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
11/11/2019	SJ ZONE D URBAN	AMR Stanislaus	CCT Transport
11/28/2019	SJ ZONE D URBAN	AMR Stanislaus	CCT Transport
11/29/2019	SJ ZONE D URBAN	AMR Stanislaus	CCT Transport

Failure to Provide Data

Event Type	November 2019	December 2019
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	November 2019	December 2019
SJ Zone D	684	662

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

