



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: December 12, 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 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 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, 2019 through September 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	472	21	95.55%	X		
SJ Zone D S*	23	2	91.30%	####	####	
SJ Zone D R*	17	0	100.00%	####	####	
All Zones Combined	512	23	95.51%	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, 2019 through September 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	September 2019	63	0	100.00%	####	####
SJ Zone D S	July 2019	September 2019	67	2	97.01%	####	####

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

October 1, 2019 through October 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	509	29	94.30%	X		
SJ Zone D S*	23	1	95.65%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	551	30	94.56%	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, 2019 through October 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	October 2019	82	0	100.00%	####	####
SJ Zone D S	July 2019	October 2019	90	3	96.67%	####	####

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

September 1, 2019 through September 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	243	3	98.77%
SJ Zone D S*	4	0	100.00%
SJ Zone D R*	2	0	100.00%
All Zones Combined	249	3	98.80%

* 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, 2019 through September 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	September 2019	39	0	100.00%
SJ Zone D S	January 2019	September 2019	54	1	98.15%

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

October 1, 2019 through October 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	247	1	99.60%
SJ Zone D S*	4	0	100.00%
SJ Zone D R*	8	0	100.00%
All Zones Combined	259	1	99.61%

* 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, 2019 through October 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	October 2019	47	0	100.00%
SJ Zone D S	January 2019	October 2019	58	1	98.28%

Response Time Compliance Report - Combined RLS and NRLS

September 1, 2019 through September 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	715	24	96.64%
SJ Zone D Suburban	27	2	92.59%
SJ Zone D Rural	19	0	100.00%
All Zones Combined	761	26	96.58%

Response Time Compliance Report - Combined RLS and NRLS

October 1, 2019 through October 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	756	30	96.03%
SJ Zone D Suburban	27	1	96.30%
SJ Zone D Rural	27	0	100.00%
All Zones Combined	810	31	96.17%

Fines and Penalties Report

Type of Penalty	September 2019	October 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$600	\$1,800
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	\$600	\$1,800

Detailed Response Time Analysis without Exemptions Applied - RLS

September 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	472	13:22	4:47	1:56	7:09
SJ Zone D Suburban	23	16:45	7:52	2:41	11:03
SJ Zone D Rural	17	13:29	8:51	2:11	12:14
Total Responses	512				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	509	16:12	5:00	1:59	7:01
SJ Zone D Suburban	23	11:00	7:42	1:54	10:12
SJ Zone D Rural	19	14:14	7:53	2:58	13:58
Total Responses	551				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	243	18:22	6:58	2:49	10:31
SJ Zone D Suburban	4	10:43	10:00	0:46	10:43
SJ Zone D Rural	2	17:22	13:09	4:13	17:22
Total Responses	249				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	247	19:23	6:54	2:53	10:22
SJ Zone D Suburban	4	10:20	9:08	0:44	10:20
SJ Zone D Rural	8	15:47	9:05	4:00	15:47
Total Responses	259				

Comparison of Compliance with and without Exemptions - RLS

September 1, 2019 through September 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	472	36	92.37%	21	95.55%
SJ Zone D S	23	3	86.96%	2	91.30%
SJ Zone D R	17	0	100.00%	0	100.00%
All Zones Combined	512	39	92.38%	23	95.51%

* 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, 2019 through October 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	509	41	91.94%	29	94.30%
SJ Zone D S	23	1	95.65%	1	95.65%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	551	42	92.38%	30	94.56%

* 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, 2019 through September 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	243	4	98.35%	3	98.77%
SJ Zone D S	4	0	100.00%	0	100.00%
SJ Zone D R	2	0	100.00%	0	100.00%
All Zones Combined	249	4	98.39%	3	98.80%

* 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, 2019 through October 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	247	2	99.19%	1	99.60%
SJ Zone D S	4	0	100.00%	0	100.00%
SJ Zone D R	8	0	100.00%	0	100.00%
All Zones Combined	259	2	99.23%	1	99.61%

* 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
Delays in Transferring Care at ED	5	0	6	0
Dispatch Error	2	0	0	0
False Report of Emergency	2	0	0	0
Freeway Access	1	0	3	0
Road Construction	0	0	1	0
Traffic Secondary to Call	0	0	1	0
Train	2	0	0	0
Zone Assist	5	0	2	0

Mutual Aid

Compliance Zone	Provider	September 2019	October 2019
SJ Zone D	Escalon Community Ambulance	3	4
SJ Zone D	AMR	26	30
SJ Zone D	Ripon Ambulance	8	4

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
9/5/2019	SJ ZONE D URBAN		7234 NEO Transport

Failure to Provide Data

Event Type	September 2019	October 2019
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	September 2019	October 2019
SJ Zone D	836	810

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

