



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: May 12, 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 January and February 2020, 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 nine 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 2020 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, 2020 through January 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	525	19	96.38%	X		
SJ Zone D S*	21	1	95.24%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	565	20	96.46%	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, 2020 through January 31, 2020								
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	January 2020	January 2020	19	0	100.00%	####	####	
SJ Zone D S	December 2019	January 2020	39	3	92.31%	####	####	

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

February 1, 2020 through February 29, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	484	22	95.45%	X		
SJ Zone D S*	25	1	96.00%	####	####	
SJ Zone D R*	21	0	100.00%	####	####	
All Zones Combined	530	23	95.66%	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, 2020 through February 29, 2020								
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	January 2020	February 2020	40	0	100.00%	####	####	
SJ Zone D S	December 2019	February 2020	64	4	93.75%	####	####	

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

January 1, 2020 through January 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	243	7	97.12%
SJ Zone D S*	7	0	100.00%
SJ Zone D R*	10	0	100.00%
All Zones Combined	260	7	97.31%

* 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, 2020 through January 31, 2020					
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	January 2020	67	0	100.00%
SJ Zone D S	January 2019	January 2020	83	1	98.80%

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

February 1, 2020 through February 29, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	248	1	99.60%
SJ Zone D S*	2	0	100.00%
SJ Zone D R*	4	0	100.00%
All Zones Combined	254	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

February 1, 2020 through February 29, 2020					
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	February 2020	71	0	100.00%
SJ Zone D S	January 2019	February 2020	85	1	98.82%

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2020 through January 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	768	26	96.61%
SJ Zone D Suburban	28	1	96.43%
SJ Zone D Rural	29	0	100.00%
All Zones Combined	825	27	96.73%

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2020 through February 29, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	732	23	96.86%
SJ Zone D Suburban	27	1	96.30%
SJ Zone D Rural	25	0	100.00%
All Zones Combined	784	24	96.94%

Fines and Penalties Report

Type of Penalty	January 2020	February 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$200	\$1,200
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	\$200	\$1,200

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	525	15:53	4:56	1:53	7:02
SJ Zone D Suburban	21	13:49	8:17	2:12	9:59
SJ Zone D Rural	19	13:14	7:32	2:48	11:19
Total Responses	565				

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	484	14:11	5:01	1:59	7:25
SJ Zone D Suburban	25	13:44	7:26	2:06	9:21
SJ Zone D Rural	21	15:40	9:16	3:09	13:27
Total Responses	530				

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	243	18:38	7:35	3:29	13:01
SJ Zone D Suburban	7	14:24	12:20	1:16	14:24
SJ Zone D Rural	10	13:43	10:11	2:41	12:52
Total Responses	260				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	248	35:24	6:55	3:08	9:59
SJ Zone D Suburban	2	13:26	11:54	1:32	13:26
SJ Zone D Rural	4	13:05	9:53	2:05	13:05
Total Responses	254				

Comparison of Compliance with and without Exemptions - RLS

January 1, 2020 through January 31, 2020					
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	525	32	93.90%	19	96.38%
SJ Zone D S	21	2	90.48%	1	95.24%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	565	34	93.98%	20	96.46%

* 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, 2020 through February 29, 2020					
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	484	45	90.70%	22	95.45%
SJ Zone D S	25	1	96.00%	1	96.00%
SJ Zone D R	21	0	100.00%	0	100.00%
All Zones Combined	530	46	91.32%	23	95.66%

* 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, 2020 through January 31, 2020					
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	12	95.06%	7	97.12%
SJ Zone D S	7	0	100.00%	0	100.00%
SJ Zone D R	10	0	100.00%	0	100.00%
All Zones Combined	260	12	95.38%	7	97.31%

* 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, 2020 through February 29, 2020					
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	248	3	98.79%	1	99.60%
SJ Zone D S	2	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	254	3	98.82%	1	99.61%

* 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	2	0	4	0
Dispatch Error	0	0	1	0
False Report of Emergency	2	0	2	0
Freeway Access	2	0	1	0
Location Change	0	0	1	0
Reduced/Upgraded Response	0	2	1	0
Road Closure	1	0	0	0
Traffic Secondary to Call	0	0	3	0
Train	2	0	2	0
Zone Assist	9	0	10	0

Mutual Aid

Compliance Zone	Provider	January 2020	February 2020
SJ Zone D	AMR	29	18
SJ Zone D	Escalon Community Ambulance	8	2
SJ Zone D	Ripon Ambulance	5	7

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
1/3/2020	SJ ZONE D	AMR Stanislaus	Unk Problem (Man Down)

Failure to Provide Data

Event Type	January 2020	February 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	January 2020	February 2020
SJ Zone D	672	695

Mechanical Report

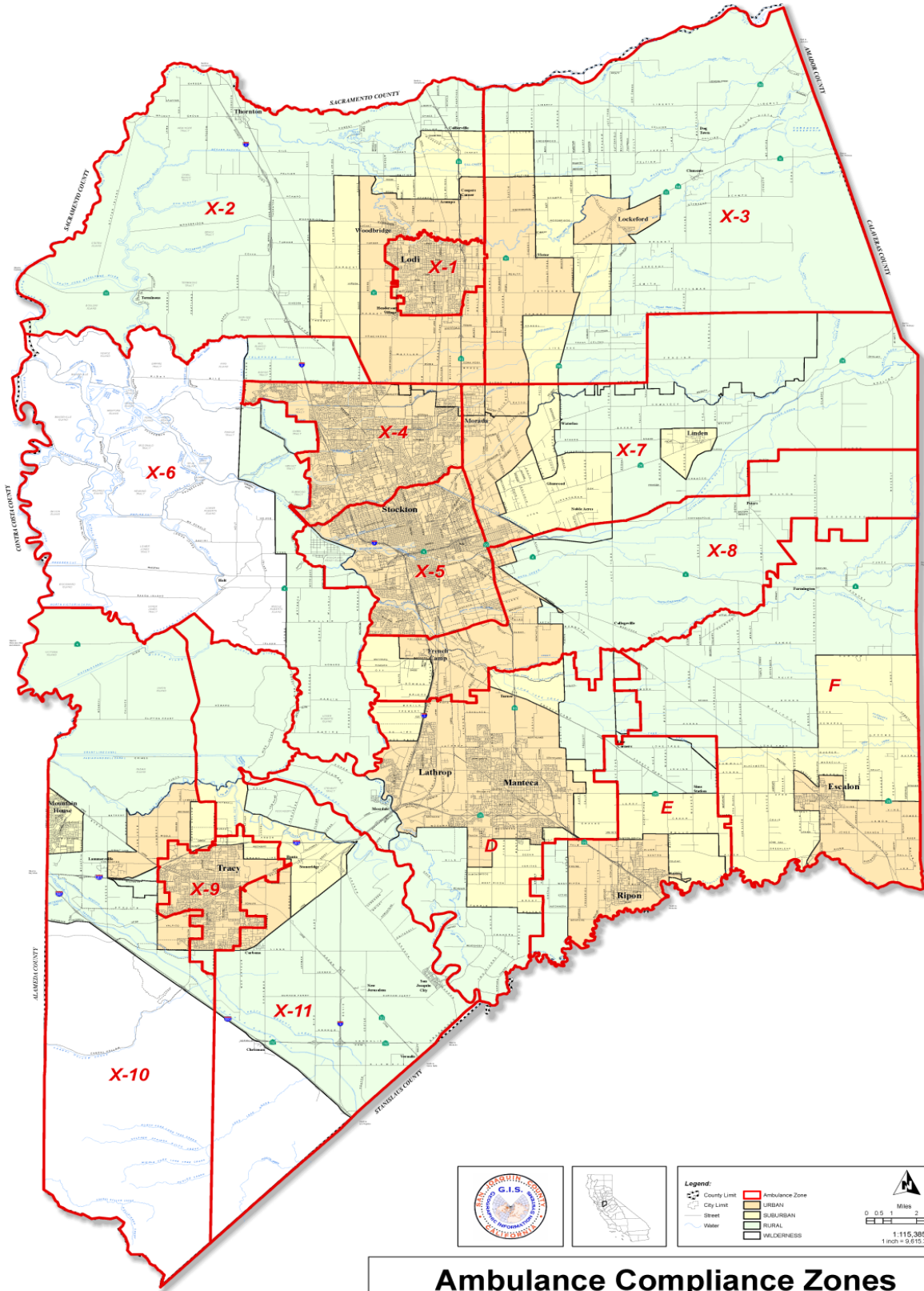
Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.



Legend:

- County Limit
- City Limit
- Street
- Water
- Ambulance Zone
- URBAN
- SUBURBAN
- RURAL
- WILDERNESS

Miles
 0 0.5 1 2 3
 1:115,385
 1 inch = 9,615.384815 feet

Ambulance Compliance Zones

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95205
 The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.
 The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.
 The information on this map is not intended to replace engineering, financial or primary records research.

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