



San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
505 W. Service Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: October 29, 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 July and August 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 twenty seven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for July and August 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)

July 1, 2020 through July 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	553	36	93.49%	X		
SJ Zone D S*	23	2	91.30%	####	####	
SJ Zone D R*	24	0	100.00%	####	####	
All Zones Combined	600	38	93.67%	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

July 1, 2020 through July 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	July 2020	July 2020	24	0	100.00%	####	####
SJ Zone D S	May 2020	July 2020	64	3	95.31%	####	####

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

August 1, 2020 through August 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	575	32	94.43%	X		
SJ Zone D S*	17	0	100.00%	####	####	
SJ Zone D R*	17	0	100.00%	####	####	
All Zones Combined	609	32	94.75%	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

August 1, 2020 through August 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	July 2020	August 2020	41	0	100.00%	####	####
SJ Zone D S	May 2020	August 2020	81	3	96.30%	####	####

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

July 1, 2020 through July 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	267	4	98.50%
SJ Zone D S*	10	0	100.00%
SJ Zone D R*	11	0	100.00%
All Zones Combined	288	4	98.61%

* 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

July 1, 2020 through July 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	July 2020	108	0	100.00%
SJ Zone D S	May 2020	July 2020	26	0	100.00%

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

August 1, 2020 through August 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	266	3	98.87%
SJ Zone D S*	12	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	285	3	98.95%

* 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

August 1, 2020 through August 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	August 2020	August 2020	7	0	100.00%
SJ Zone D S	May 2020	August 2020	38	0	100.00%

Response Time Compliance Report - Combined RLS and NRLS

July 1, 2020 through July 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	820	40	95.12%
SJ Zone D Suburban	33	2	93.94%
SJ Zone D Rural	35	0	100.00%
All Zones Combined	888	42	95.27%

Response Time Compliance Report - Combined RLS and NRLS

August 1, 2020 through August 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	841	35	95.84%
SJ Zone D Suburban	29	0	100.00%
SJ Zone D Rural	24	0	100.00%
All Zones Combined	894	35	96.09%

Fines and Penalties Report

Type of Penalty	July 2020	August 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,400	\$2,000
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	\$2,400	\$2,000

Detailed Response Time Analysis without Exemptions Applied - RLS

July 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	553	15:49	5:00	2:11	7:35
SJ Zone D Suburban	23	19:24	8:29	3:30	11:50
SJ Zone D Rural	24	16:54	9:17	3:58	14:12
Total Responses	600				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	575	16:46	5:01	1:54	7:18
SJ Zone D Suburban	17	15:47	7:34	2:39	10:32
SJ Zone D Rural	17	13:02	8:49	2:04	12:24
Total Responses	609				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	267	21:27	7:24	3:22	11:10
SJ Zone D Suburban	10	13:40	11:20	1:50	12:44
SJ Zone D Rural	11	16:21	9:29	4:34	13:47
Total Responses	288				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	266	23:00	6:56	3:07	10:13
SJ Zone D Suburban	12	15:51	9:29	3:44	12:18
SJ Zone D Rural	7	20:01	9:31	5:43	20:01
Total Responses	285				

Comparison of Compliance with and without Exemptions - RLS

July 1, 2020 through July 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	553	58	89.51%	36	93.49%
SJ Zone D S	23	4	82.61%	2	91.30%
SJ Zone D R	24	0	100.00%	0	100.00%
All Zones Combined	600	62	89.67%	38	93.67%

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

Comparison of Compliance with and without Exemptions - RLS

August 1, 2020 through August 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	575	51	91.13%	32	94.43%
SJ Zone D S	17	1	94.12%	0	100.00%
SJ Zone D R	17	0	100.00%	0	100.00%
All Zones Combined	609	52	91.46%	32	94.75%

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

Comparison of Compliance with and without Exemptions - NRLS

July 1, 2020 through July 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	267	9	96.63%	4	98.50%
SJ Zone D S	10	0	100.00%	0	100.00%
SJ Zone D R	11	0	100.00%	0	100.00%
All Zones Combined	288	9	96.88%	4	98.61%

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

Comparison of Compliance with and without Exemptions - NRLS

August 1, 2020 through August 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	266	8	96.99%	3	98.87%
SJ Zone D S	12	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	285	8	97.19%	3	98.95%

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

Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care at ED	17	0	6	0
False Report of Emergency	0	0	2	0
Freeway Access	1	0	0	0
Off-Road Location	0	0	1	0
Other	1	0	1	0
Road Closure	0	0	1	0
Train	2	0	2	0
Zone Assist	8	0	12	0

Mutual Aid

Compliance Zone	Provider	July 2020	August 2020
SJ Zone D	AMR	38	31
SJ Zone D	Escalon Community Ambulance	4	6
SJ Zone D	Ripon Ambulance	5	8

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
7/21/2020	SJ ZONE D	AMR Stanislaus	Traffic Accident

Failure to Provide Data

Event Type	July 2020	August 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	July 2020	August 2020
SJ Zone D	664	667

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

