



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: July 6, 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 March and April 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 six minutes and fifty seven seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2020 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's

ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance**

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

March 1, 2020 through March 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	523	33	93.69%	X		
SJ Zone D S*	19	0	100.00%	####	####	
SJ Zone D R*	18	0	100.00%	####	####	
All Zones Combined	560	33	94.11%	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, 2020 through March 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	March 2020	58	0	100.00%	####	####
SJ Zone D S	December 2019	March 2020	83	4	95.18%	####	####

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

April 1, 2020 through April 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	408	13	96.81%	X		
SJ Zone D S*	27	1	96.30%	####	####	
SJ Zone D R*	16	0	100.00%	####	####	
All Zones Combined	451	14	96.90%	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, 2020 through April 30, 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	April 2020	74	0	100.00%	####	####
SJ Zone D S	December 2019	April 2020	110	5	95.45%	X	

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

March 1, 2020 through March 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	229	2	99.13%
SJ Zone D S*	10	0	100.00%
SJ Zone D R*	4	0	100.00%
All Zones Combined	243	2	99.18%

* 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, 2020 through March 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	March 2020	75	0	100.00%
SJ Zone D S	January 2019	March 2020	95	1	98.95%

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

April 1, 2020 through April 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	187	0	100.00%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	6	0	100.00%
All Zones Combined	198	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, 2020 through April 30, 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	April 2020	81	0	100.00%
SJ Zone D S	January 2019	April 2020	100	1	99.00%

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2020 through March 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	752	35	95.35%
SJ Zone D Suburban	29	0	100.00%
SJ Zone D Rural	22	0	100.00%
All Zones Combined	803	35	95.64%

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2020 through April 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	595	13	97.82%
SJ Zone D Suburban	32	1	96.88%
SJ Zone D Rural	22	0	100.00%
All Zones Combined	649	14	97.84%

Fines and Penalties Report

Type of Penalty	March 2020	April 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$600	\$100
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	\$100

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	523	12:16	5:02	1:43	7:10
SJ Zone D Suburban	19	9:50	6:22	1:58	8:46
SJ Zone D Rural	18	13:58	8:30	2:43	13:10
Total Responses	560				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	404	12:10	4:46	1:35	6:45
SJ Zone D Suburban	27	12:52	7:09	3:02	11:54
SJ Zone D Rural	16	15:28	8:52	2:45	13:14
Total Responses	447				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	229	16:35	6:46	2:58	10:23
SJ Zone D Suburban	10	16:46	11:19	3:08	13:32
SJ Zone D Rural	4	11:56	10:05	1:56	11:56
Total Responses	243				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	186	21:30	6:51	2:57	9:56
SJ Zone D Suburban	5	13:35	9:09	2:17	13:35
SJ Zone D Rural	6	15:34	11:04	2:35	15:34
Total Responses	197				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2020 through March 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	523	43	91.78%	33	93.69%
SJ Zone D S	19	0	100.00%	0	100.00%
SJ Zone D R	18	0	100.00%	0	100.00%
All Zones Combined	560	43	92.32%	33	94.11%

* 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, 2020 through April 30, 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	408	20	95.10%	13	96.81%
SJ Zone D S	27	3	88.89%	1	96.30%
SJ Zone D R	16	0	100.00%	0	100.00%
All Zones Combined	451	23	94.90%	14	96.90%

* 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, 2020 through March 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	229	3	98.69%	2	99.13%
SJ Zone D S	10	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	243	3	98.77%	2	99.18%

* 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, 2020 through April 30, 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	187	3	98.40%	0	100.00%
SJ Zone D S	5	0	100.00%	0	100.00%
SJ Zone D R	6	0	100.00%	0	100.00%
All Zones Combined	198	3	98.48%	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
Delays in Transferring Care at ED	4	0	2	0
Dispatch Error	1	0	1	0
Freeway Access	1	0	1	0
Location Change	1	0	2	0
Traffic Secondary to Call	0	0	1	0
Train	2	0	2	0
Zone Assist	2	0	3	0

Zone Assist

Compliance Zone	Provider	March 2020	April 2020
SJ Zone D	AMR	13	5
SJ Zone D	Ripon Ambulance	4	2

Out of County Mutual Aid

N/A	Compliance Zone	Provider	EMD

Failure to Provide Data

Event Type	March 2020	April 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	March 2020	April 2020
SJ Zone D	729	700

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

