



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: February 9, 2021

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 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 fifty two 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 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)

November 1, 2020 through November 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	530	38	92.83%	X		
SJ Zone D S*	26	1	96.15%	####	####	
SJ Zone D R*	24	0	100.00%	####	####	
All Zones Combined	580	39	93.28%	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, 2020 through November 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	July 2020	November 2020	110	0	100.00%	X	
SJ Zone D S	October 2020	November 2020	44	3	93.18%	####	####

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

December 1, 2020 through December 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	527	25	95.26%	X		
SJ Zone D S*	17	1	94.12%	####	####	
SJ Zone D R*	38	1	97.37%	####	####	
All Zones Combined	582	27	95.36%	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, 2020 through December 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	December 2020	December 2020	38	1	97.37%	####	####
SJ Zone D S	October 2020	December 2020	61	4	93.44%	####	####

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

November 1, 2020 through November 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	249	8	96.79%
SJ Zone D S*	8	0	100.00%
SJ Zone D R*	8	0	100.00%
All Zones Combined	265	8	96.98%

* 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, 2020 through November 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	August 2020	November 2020	27	0	100.00%
SJ Zone D S	May 2020	November 2020	70	1	98.57%

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

December 1, 2020 through December 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	272	2	99.26%
SJ Zone D S*	7	0	100.00%
SJ Zone D R*	9	0	100.00%
All Zones Combined	288	2	99.31%

* 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

December 1, 2020 through December 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	December 2020	36	0	100.00%
SJ Zone D S	May 2020	December 2020	77	1	98.70%

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2020 through November 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	779	46	94.09%
SJ Zone D Suburban	34	1	97.06%
SJ Zone D Rural	32	0	100.00%
All Zones Combined	845	47	94.44%

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2020 through December 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	799	27	96.62%
SJ Zone D Suburban	24	1	95.83%
SJ Zone D Rural	47	1	97.87%
All Zones Combined	870	29	96.67%

Fines and Penalties Report

Type of Penalty	November 2020	December 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,900	\$1,600
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	\$1,900	\$1,600

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	530	19:01	5:18	2:08	7:49
SJ Zone D Suburban	26	15:13	8:13	2:31	11:51
SJ Zone D Rural	24	21:02	9:15	4:07	12:35
Total Responses	580				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	527	20:13	5:17	2:16	7:54
SJ Zone D Suburban	17	13:47	7:50	3:04	12:58
SJ Zone D Rural	38	17:52	8:54	3:30	13:40
Total Responses	582				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	249	27:50	7:02	3:40	11:12
SJ Zone D Suburban	8	14:16	11:33	1:43	14:16
SJ Zone D Rural	8	18:19	12:05	3:23	18:19
Total Responses	265				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2020					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	272	40:37	7:19	3:46	11:16
SJ Zone D Suburban	7	17:32	11:30	4:20	17:32
SJ Zone D Rural	9	15:46	9:02	5:04	15:46
Total Responses	288				

Comparison of Compliance with and without Exemptions - RLS

November 1, 2020 through November 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	530	68	87.17%	38	92.83%
SJ Zone D S	26	3	88.46%	1	96.15%
SJ Zone D R	24	2	91.67%	0	100.00%
All Zones Combined	580	73	87.41%	39	93.28%

* 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, 2020 through December 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	527	66	87.48%	25	95.26%
SJ Zone D S	17	2	88.24%	1	94.12%
SJ Zone D R	38	1	97.37%	1	97.37%
All Zones Combined	582	69	88.14%	27	95.36%

* 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, 2020 through November 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	249	12	95.18%	8	96.79%
SJ Zone D S	8	0	100.00%	0	100.00%
SJ Zone D R	8	0	100.00%	0	100.00%
All Zones Combined	265	12	95.47%	8	96.98%

* 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, 2020 through December 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	272	5	98.16%	2	99.26%
SJ Zone D S	7	0	100.00%	0	100.00%
SJ Zone D R	9	0	100.00%	0	100.00%
All Zones Combined	288	5	98.26%	2	99.31%

* 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	2	0	7	0
Dispatch Error	2	0	0	0
False Report of Emergency	2	0	3	0
Freeway Access	4	0	3	0
Location Change	0	0	3	0
Other	5	0	0	0
Road Construction	4	0	0	0
Traffic Secondary to Call	2	0	0	0
Train	5	0	1	0
Weather	0	0	2	0
Zone Assist	12	0	26	0

Zone Assist

Compliance Zone	Provider	November 2020	December 2020
SJ Zone D	AMR	26	26
SJ Zone D	Escalon Community Ambulance	4	5
SJ Zone D	Ripon Ambulance	8	15

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
12/6/2020	SJ ZONE D	AMR Stanislaus	ALS Transport
12/30/2020	SJ ZONE D	AMR Stanislaus	CCT Transport

Failure to Provide Data

Event Type	November 2020	December 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	November 2020	December 2020
SJ Zone D	676	671

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type

See Appendix A.

