



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: December 14, 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 September and October 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 thirty 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 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)

September 1, 2020 through September 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	504	31	93.85%	X		
SJ Zone D S*	21	0	100.00%	####	####	
SJ Zone D R*	23	0	100.00%	####	####	
All Zones Combined	548	31	94.34%	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, 2020 through September 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	September 2020	64	0	100.00%	####	####
SJ Zone D S	May 2020	September 2020	102	3	97.06%	X	

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

October 1, 2020 through October 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	506	27	94.66%	X		
SJ Zone D S*	18	2	88.89%	####	####	
SJ Zone D R*	22	0	100.00%	####	####	
All Zones Combined	546	29	94.69%	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, 2020 through October 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	October 2020	86	0	100.00%	####	####
SJ Zone D S	October 2020	October 2020	18	2	88.89%	####	####

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

September 1, 2020 through September 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	255	3	98.82%
SJ Zone D S*	16	1	93.75%
SJ Zone D R*	7	0	100.00%
All Zones Combined	278	4	98.56%

* 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, 2020 through September 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	September 2020	14	0	100.00%
SJ Zone D S	May 2020	September 2020	54	1	98.15%

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

October 1, 2020 through October 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	252	3	98.81%
SJ Zone D S*	8	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	265	3	98.87%

* 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, 2020 through October 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	October 2020	19	0	100.00%
SJ Zone D S	May 2020	October 2020	62	1	98.39%

Response Time Compliance Report - Combined RLS and NRLS

September 1, 2020 through September 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	759	34	95.52%
SJ Zone D Suburban	37	1	97.30%
SJ Zone D Rural	30	0	100.00%
All Zones Combined	826	35	95.76%

Response Time Compliance Report - Combined RLS and NRLS

October 1, 2020 through October 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	758	30	96.04%
SJ Zone D Suburban	26	2	92.31%
SJ Zone D Rural	27	0	100.00%
All Zones Combined	811	32	96.05%

Fines and Penalties Report

Type of Penalty	September 2020	October 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,200	\$700
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	\$1,200	\$700

Detailed Response Time Analysis without Exemptions Applied - RLS

September 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	504	20:36	5:13	2:08	7:41	
SJ Zone D Suburban	21	10:45	6:58	2:51	9:52	
SJ Zone D Rural	23	12:04	8:48	2:07	11:01	
Total Responses	548					

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	506	15:15	4:56	1:57	7:18	
SJ Zone D Suburban	18	12:45	8:22	2:16	11:53	
SJ Zone D Rural	22	14:29	9:15	2:08	11:44	
Total Responses	546					

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	255	18:58	7:02	2:59	11:03	
SJ Zone D Suburban	16	20:23	11:56	4:02	19:51	
SJ Zone D Rural	7	18:54	13:02	3:15	18:54	
Total Responses	278					

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	252	19:57	7:03	2:51	10:26	
SJ Zone D Suburban	8	12:37	9:27	2:52	12:37	
SJ Zone D Rural	5	12:10	9:08	2:57	12:10	
Total Responses	265					

Comparison of Compliance with and without Exemptions - RLS

September 1, 2020 through September 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	504	54	89.29%	31	93.85%
SJ Zone D S	21	0	100.00%	0	100.00%
SJ Zone D R	23	0	100.00%	0	100.00%
All Zones Combined	548	54	90.15%	31	94.34%

* 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, 2020 through October 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	506	41	91.90%	27	94.66%
SJ Zone D S	18	3	83.33%	2	88.89%
SJ Zone D R	22	0	100.00%	0	100.00%
All Zones Combined	546	44	91.94%	29	94.69%

* 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, 2020 through September 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	255	7	97.25%	3	98.82%
SJ Zone D S	16	2	87.50%	1	93.75%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	278	9	96.76%	4	98.56%

* 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, 2020 through October 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	252	3	98.81%	3	98.81%
SJ Zone D S	8	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	265	3	98.87%	3	98.87%

* 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	4	0	1	0
False Report of Emergency	1	0	1	0
Freeway Access	3	0	4	0
Location Change	1	0	1	0
Other	3	0	0	0
Road Closure	1	0	0	0
Road Construction	0	0	1	0
Traffic Secondary to Call	0	0	1	0
Train	3	0	3	0
Zone Assist	12	0	3	0

Mutual Aid

Compliance Zone	Provider	September 2020	October 2020
SJ Zone D	AMR	26	13
SJ Zone D	Escalon Community Ambulance	6	1
SJ Zone D	Ripon Ambulance	11	6

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	September 2020	October 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	September 2020	October 2020
SJ Zone D	687	683

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

