



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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: September 17, 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 July and August 2021, 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

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 nine 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 2021 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Exclusive Emergency Ambulance Provider
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Response Time Compliance - Red Lights and Siren (RLS)

2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	608	38	93.75%	X		
SJ ZONE D SUBURBAN	32	1	96.88%	---	---	
SJ ZONE D RURAL	33	0	100.00%	---	---	
All Zones Combined	673	39	94.21%	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

2021/07/01 through 2021/07/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jun 2021	Jul 2021	67	4	94.03%	---	---
SJ ZONE D RURAL	May 2021	Jul 2021	72	0	100.00%	---	---

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Response Time Compliance - Red Lights and Siren (RLS)

2021/08/01 through 2021/08/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	686	50	92.71%	X		
SJ ZONE D SUBURBAN	25	2	92.00%	---	---	
SJ ZONE D RURAL	21	0	100.00%	---	---	
All Zones Combined	732	52	92.90%	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

2021/08/01 through 2021/08/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jun 2021	Aug 2021	92	6	93.48%	---	---
SJ ZONE D RURAL	May 2021	Aug 2021	93	0	100.00%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	271	5	98.15%	X		
SJ ZONE D SUBURBAN	9	0	100.00%	---	---	
SJ ZONE D RURAL	12	0	100.00%	---	---	
All Zones Combined	292	5	98.29%	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 NRLS Responses

2021/07/01 through 2021/07/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Jul 2021	54	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Jul 2021	63	0	100.00%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2021/08/01 through 2021/08/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	335	8	97.61%	X		
SJ ZONE D SUBURBAN	4	0	100.00%	---	---	
SJ ZONE D RURAL	13	0	100.00%	---	---	
All Zones Combined	352	8	97.73%	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 NRLS Responses

2021/08/01 through 2021/08/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Aug 2021	58	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Aug 2021	76	0	100.00%	---	---

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Response Time Compliance Report - Combined RLS
 and NRLS

2021/07/01 through 2021/07/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	879	43	95.11%
SJ ZONE D SUBURBAN	41	1	97.56%
SJ ZONE D RURAL	45	0	100.00%
All Zones Combined	965	44	95.44%

Response Time Compliance Report - Combined RLS
 and NRLS

2021/08/01 through 2021/08/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	1021	58	94.32%
SJ ZONE D SUBURBAN	29	2	93.10%
SJ ZONE D RURAL	34	0	100.00%
All Zones Combined	1084	60	94.46%

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Fines and Penalties Report		
Type of Penalty	Jul 2021	Aug 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$3,200	\$3,700
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	\$3,200	\$3,700

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jul 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	624	00:15:35	00:05:05	00:02:07	00:07:23
SJ ZONE D SUBURBAN	34	00:12:23	00:07:15	00:02:48	00:10:20
SJ ZONE D RURAL	33	00:16:22	00:09:29	00:02:57	00:12:43
Total Responses	691				

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Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	700	00:22:46	00:05:13	00:02:23	00:07:35
SJ ZONE D SUBURBAN	26	00:30:21	00:08:43	00:05:13	00:10:50
SJ ZONE D RURAL	23	00:18:31	00:07:21	00:04:06	00:09:54
Total Responses	749				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jul 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	275	00:51:03	00:07:19	00:04:19	00:11:36
SJ ZONE D SUBURBAN	11	06:17:18	00:41:03	01:51:36	00:14:54
SJ ZONE D RURAL	13	00:17:51	00:11:50	00:03:30	00:16:55
Total Responses	299				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Aug 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	342	00:56:31	00:07:29	00:04:43	00:11:44
SJ ZONE D SUBURBAN	4	00:14:18	00:11:41	00:02:27	00:13:54
SJ ZONE D RURAL	13	00:15:53	00:11:42	00:03:06	00:14:46
Total Responses	359				

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Comparison of Compliance with and without Exemptions - RLS						
2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	608	68	88.82%	608	38	93.75%
SJ ZONE D SUBURBAN	32	2	93.75%	32	1	96.88%
SJ ZONE D RURAL	33	0	100.00%	33	0	100.00%
All Zones Combined	673	70	89.60%	673	39	94.21%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/08/01 through 2021/08/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	686	86	87.46%	686	50	92.71%
SJ ZONE D SUBURBAN	25	4	84.00%	25	2	92.00%
SJ ZONE D RURAL	21	1	95.24%	21	0	100.00%
All Zones Combined	732	91	87.57%	732	52	92.90%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - NRLS						
2021/07/01 through 2021/07/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	271	10	96.31%	271	5	98.15%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	292	10	96.58%	292	5	98.29%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/08/01 through 2021/08/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	335	18	94.63%	335	8	97.61%
SJ ZONE D SUBURBAN	4	0	100.00%	4	0	100.00%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
All Zones Combined	352	18	94.89%	352	8	97.73%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports				
	Jul 2021		Aug 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	2	0	3	0
Good Cause case-by case	16	0	24	1
Material Change in dispatch location after the initial dispatch	3	0	2	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	1	0
Restricted Freeway Access	1	0	2	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	1	0
Severe Inclement Weather	0	0	0	0
Unavoidable Delay caused by unreported road construction	0	0	1	0
Wrong Address by Requesting party	0	0	0	0

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Zone Assist		
Compliance Zone	Jul 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	38
	Escalon	4
	Ripon	11
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Escalon	1
	Ripon	3
SJ ZONE D RURAL	AMR San Joaquin	8

Zone Assist		
Compliance Zone	Aug 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	54
	Escalon	7
	Ripon	14
SJ ZONE D SUBURBAN	AMR San Joaquin	4
SJ ZONE D RURAL	AMR San Joaquin	8

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data		
Event Type	Jul 2021	Aug 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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