



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: May 19, 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 March and April 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 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 three 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 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)

2021/03/01 through 2021/03/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	517	35	93.23%	X		
SJ ZONE D SUBURBAN	31	1	96.77%	---	---	
SJ ZONE D RURAL	25	0	100.00%	---	---	
All Zones Combined	573	36	93.72%	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

2021/03/01 through 2021/03/31							
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	Mar 2021	70	2	97.14%	---	---
SJ ZONE D RURAL	Jan 2021	Mar 2021	72	0	100.00%	---	---

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Response Time Compliance - Red Lights and Siren (RLS)

2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	465	31	93.33%	X		
SJ ZONE D SUBURBAN	23	1	95.65%	---	---	
SJ ZONE D RURAL	29	0	100.00%	---	---	
All Zones Combined	517	32	93.81%	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

2021/04/01 through 2021/04/30							
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	Apr 2021	93	3	96.77%	---	---
SJ ZONE D RURAL	Jan 2021	Apr 2021	101	0	100.00%	X	

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

2021/03/01 through 2021/03/31					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	267	1	99.63%	X	
SJ ZONE D SUBURBAN	9	0	100.00%	---	---
SJ ZONE D RURAL	3	0	100.00%	---	---
All Zones Combined	279	1	99.64%	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

2021/03/01 through 2021/03/31							
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	
						Yes	No
			Compliance Calc Incidents				
SJ ZONE D SUBURBAN	CP Start Jan 2021	CP End Mar 2021	27	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Mar 2021	25	0	100.00%	---	---

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

2021/04/01 through 2021/04/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	253	2	99.21%	X		
SJ ZONE D SUBURBAN	9	0	100.00%	---	---	
SJ ZONE D RURAL	5	0	100.00%	---	---	
All Zones Combined	267	2	99.25%	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

2021/04/01 through 2021/04/30							
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	Apr 2021	36	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Apr 2021	30	0	100.00%	---	---

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Response Time Compliance Report - Combined RLS
 and NRLS

2021/03/01 through 2021/03/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	784	36	95.41%
SJ ZONE D SUBURBAN	40	1	97.50%
SJ ZONE D RURAL	28	0	100.00%
All Zones Combined	852	37	95.66%

Response Time Compliance Report - Combined RLS
 and NRLS

2021/04/01 through 2021/04/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	718	33	95.40%
SJ ZONE D SUBURBAN	32	1	96.88%
SJ ZONE D RURAL	34	0	100.00%
All Zones Combined	784	34	95.66%

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Fines and Penalties Report		
Type of Penalty	Mar 2021	Apr 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,300	\$1,700
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	\$2,300	\$1,700

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Mar 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	535	00:17:26	00:05:12	00:02:09	00:07:26
SJ ZONE D SUBURBAN	32	00:12:13	00:07:59	00:02:23	00:09:48
SJ ZONE D RURAL	26	00:16:27	00:08:48	00:03:25	00:12:35
Total Responses	593				

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Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	487	00:17:43	00:05:07	00:02:04	00:07:19
SJ ZONE D SUBURBAN	23	00:18:58	00:08:40	00:02:52	00:11:13
SJ ZONE D RURAL	31	00:16:02	00:08:03	00:03:09	00:11:46
Total Responses	541				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Mar 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	272	00:20:17	00:06:44	00:02:46	00:10:11
SJ ZONE D SUBURBAN	9	00:16:57	00:10:31	00:03:07	00:13:32
SJ ZONE D RURAL	3	00:17:34	00:11:14	00:06:11	00:16:14
Total Responses	284				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Apr 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	260	00:54:35	00:07:07	00:04:10	00:10:36
SJ ZONE D SUBURBAN	9	00:29:31	00:14:42	00:06:27	00:19:37
SJ ZONE D RURAL	5	00:12:35	00:10:59	00:01:12	00:11:59
Total Responses	274				

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Comparison of Compliance with and without Exemptions - RLS						
2021/03/01 through 2021/03/31						
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	517	62	88.01%	517	35	93.23%
SJ ZONE D SUBURBAN	31	2	93.55%	31	1	96.77%
SJ ZONE D RURAL	25	0	100.00%	25	0	100.00%
All Zones Combined	573	64	88.83%	573	36	93.72%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/04/01 through 2021/04/30						
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	465	46	90.11%	465	31	93.33%
SJ ZONE D SUBURBAN	23	3	86.96%	23	1	95.65%
SJ ZONE D RURAL	29	0	100.00%	29	0	100.00%
All Zones Combined	517	49	90.52%	517	32	93.81%
* 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						
2021/03/01 through 2021/03/31						
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	267	3	98.88%	267	1	99.63%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	3	0	100.00%	3	0	100.00%
All Zones Combined	279	3	98.92%	279	1	99.64%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/04/01 through 2021/04/30						
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	253	5	98.02%	253	2	99.21%
SJ ZONE D SUBURBAN	9	1	88.89%	9	0	100.00%
SJ ZONE D RURAL	5	0	100.00%	5	0	100.00%
All Zones Combined	267	6	97.75%	267	2	99.25%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports				
	Mar 2021		Apr 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
Delays in Transferring Care in the Emergency Department	0	0	2	0
Good Cause case-by case	2	0	0	0
Material Change in dispatch location after the initial dispatch	2	0	3	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	0	0
Restricted Freeway Access	0	0	0	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	0	0	0	0
Train	5	0	2	0
Unavoidable Delay caused by unreported road construction	2	0	3	0
UTL	1	0	2	0
Wrong Address by Requesting party	0	0	1	0
Zone Assist	2	0	1	0

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Zone Assist		
Compliance Zone	Mar 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	10
	Escalon	5
	Ripon	3
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	4

Zone Assist		
Compliance Zone	Apr 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	16
	Escalon	5
	Ripon	5
SJ ZONE D SUBURBAN	AMR San Joaquin	3
SJ ZONE D RURAL	--	0

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

Failure to Provide Data		
Event Type	Mar 2021	Apr 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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