



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: August 5, 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 May and June 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.

On July 21, 2020, the San Joaquin County Board of Supervisors approved the agreement with American Medical Response – West (AMR) for exclusive emergency and advanced life support (ALS) service in ambulance zone X for the period May 1, 2021, to May 1, 2026. As part of one of the revisions in the renewed agreement, the compliance subzones in zone X were reconfigured from eleven to six. A revised exclusive operating areas (EOA) zone map is attached.

On January 1, 2020, SJCEMSA migrated response time compliance reporting and analytics for MDA to Firstwatch, a single third-party data management and analytics platform. The Firstwatch platform is used in EMS systems throughout the state and nation to monitor service provider and system performance. SJCEMSA vetted the platform during the migration process to ensure the highest level of data integrity, continuity.

SJCEMSA's use of Firstwatch in calculating response time compliance remains similar to earlier processes. SJCEMSA reviews each late response correction or exemption to determine if a delay in response is attributable to factors outside of the control of the ambulance service provider. Approved exemption requests are not included in response time compliance calculations for the assessment of fines. SJCEMSA ensures transparency by including in this report response time performance 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

Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Contract
Compliance

August 4, 2021

twenty one seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 2021 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 - Red Lights and Siren (RLS)

2021/05/01 through 2021/05/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	556	29	94.78%	X		
SJ ZONE D SUBURBAN	22	0	100.00%	---	---	
SJ ZONE D RURAL	23	0	100.00%	---	---	
All Zones Combined	601	29	95.17%	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

2021/05/01 through 2021/05/31							
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	May 2021	115	3	97.39%	X	
SJ ZONE D RURAL	May 2021	May 2021	23	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

2021/06/01 through 2021/06/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	530	28	94.72%	X		
SJ ZONE D SUBURBAN	35	3	91.43%	---	---	
SJ ZONE D RURAL	16	0	100.00%	---	---	
All Zones Combined	581	31	94.66%	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

2021/06/01 through 2021/06/30							
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	Jun 2021	Jun 2021	35	3	91.43%	---	---
SJ ZONE D RURAL	May 2021	Jun 2021	39	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

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

2021/05/01 through 2021/05/31					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	264	1	99.62%	X	
SJ ZONE D SUBURBAN	3	0	100.00%	---	---
SJ ZONE D RURAL	12	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

2021/05/01 through 2021/05/31							
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 May 2021	39	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	May 2021	42	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

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

2021/06/01 through 2021/06/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	267	1	99.63%	X		
SJ ZONE D SUBURBAN	6	0	100.00%	---	---	
SJ ZONE D RURAL	9	0	100.00%	---	---	
All Zones Combined	282	1	99.65%	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

2021/06/01 through 2021/06/30							
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	Jun 2021	45	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Jun 2021	51	0	100.00%	---	---

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Response Time Compliance Report - Combined RLS
 and NRLS

2021/05/01 through 2021/05/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	820	30	96.34%
SJ ZONE D SUBURBAN	25	0	100.00%
SJ ZONE D RURAL	35	0	100.00%
All Zones Combined	880	30	96.59%

Response Time Compliance Report - Combined RLS
 and NRLS

2021/06/01 through 2021/06/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	797	29	96.36%
SJ ZONE D SUBURBAN	41	3	92.68%
SJ ZONE D RURAL	25	0	100.00%
All Zones Combined	863	32	96.29%

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Fines and Penalties Report		
Type of Penalty	May 2021	Jun 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,500	\$3,100
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	\$2,500	\$3,100

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS					
May 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	574	00:14:54	00:04:58	00:02:13	00:07:22
SJ ZONE D SUBURBAN	23	00:10:43	00:06:19	00:02:49	00:08:54
SJ ZONE D RURAL	24	00:14:20	00:08:52	00:02:59	00:12:37
Total Responses	621				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	547	00:17:05	00:05:00	00:02:14	00:07:20
SJ ZONE D SUBURBAN	36	00:12:10	00:07:54	00:02:43	00:11:04
SJ ZONE D RURAL	17	00:11:24	00:07:34	00:02:14	00:09:49
Total Responses	600				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - NRLS					
May 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	270	00:20:36	00:06:42	00:02:51	00:09:56
SJ ZONE D SUBURBAN	3	00:11:46	00:10:06	00:01:38	00:11:25
SJ ZONE D RURAL	13	00:18:52	00:10:54	00:03:42	00:14:55
Total Responses	286				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jun 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	275	05:47:13	00:07:56	00:20:47	00:10:01
SJ ZONE D SUBURBAN	6	00:18:47	00:12:25	00:03:44	00:16:37
SJ ZONE D RURAL	9	00:16:14	00:11:41	00:02:51	00:13:31
Total Responses	290				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS						
2021/05/01 through 2021/05/31						
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	556	53	90.47%	556	29	94.78%
SJ ZONE D SUBURBAN	22	1	95.45%	22	0	100.00%
SJ ZONE D RURAL	23	0	100.00%	23	0	100.00%
All Zones Combined	601	54	91.01%	601	29	95.17%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/06/01 through 2021/06/30						
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	530	54	89.81%	530	28	94.72%
SJ ZONE D SUBURBAN	35	5	85.71%	35	3	91.43%
SJ ZONE D RURAL	16	0	100.00%	16	0	100.00%
All Zones Combined	581	59	89.85%	581	31	94.66%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - NRLS						
2021/05/01 through 2021/05/31						
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	264	3	98.86%	264	1	99.62%
SJ ZONE D SUBURBAN	3	0	100.00%	3	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	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						
2021/06/01 through 2021/06/30						
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	267	3	98.88%	267	1	99.63%
SJ ZONE D SUBURBAN	6	0	100.00%	6	0	100.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	282	3	98.94%	282	1	99.65%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Exemption Request Reports				
Types of Exemptions	May 2021		Jun 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	2	0	2	0
Delays in Transferring Care in the Emergency Department	1	0	3	0
Good Cause case-by case	2	0	2	0
Material Change in dispatch location after the initial dispatch	4	0	4	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	0	0
Restricted Freeway Access	1	0	1	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	1	0	1	0
Severe Inclement Weather	0	0	0	0
Train	0	0	3	0
Unavoidable Delay caused by unreported road construction	0	0	1	0
UTL	4	0	1	0
Wrong Address by Requesting party	0	0	0	0
Zone Assist	10	0	3	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Zone Assist		
Compliance Zone	May 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	19
	Escalon	10
	Ripon	5
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	2

Zone Assist		
Compliance Zone	Jun 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	21
	Escalon	1
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	2

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

Failure to Provide Data		
Event Type	May 2021	Jun 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

