



# San Joaquin County Emergency Medical Services Agency



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## Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: March 18, 2022

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

The complete compliance report for November and Deember 2021 may be viewed or downloaded from the SJCEMSA website: <http://www.sjgov.org/department/ems> .

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

2021/11/01 through 2021/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	525	28	94.67%	X		
SJ ZONE D SUBURBAN	26	1	96.15%	---	---	
SJ ZONE D RURAL	24	0	100.00%	---	---	
<b>All Zones Combined</b>	575	29	94.96%	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

2021/11/01 through 2021/11/30							
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	
			Compliance Calc Incidents			Yes	No
	CP Start	CP End					
SJ ZONE D SUBURBAN	Oct 2021	Nov 2021	55	1	98.18%	---	---
SJ ZONE D RURAL	Oct 2021	Nov 2021	68	0	100.00%	---	---
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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

2021/11/01 through 2021/11/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	239	2	99.16%	X		
SJ ZONE D SUBURBAN	8	0	100.00%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
<b>All Zones Combined</b>	257	2	99.22%	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

2021/11/01 through 2021/11/30								
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	Nov 2021	85	0	100.00%	---	---	
SJ ZONE D RURAL	Jan 2021	Nov 2021	108	0	100.00%	X		
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

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Response Time Compliance - Red Lights and Siren (RLS)

2021/12/01 through 2021/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	569	32	94.38%	X		
SJ ZONE D SUBURBAN	21	1	95.24%	---	---	
SJ ZONE D RURAL	30	0	100.00%	---	---	
<b>All Zones Combined</b>	620	33	94.68%	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

2021/12/01 through 2021/12/31								
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	Oct 2021	Dec 2021	76	2	97.37%	---	---	
SJ ZONE D RURAL	Oct 2021	Dec 2021	98	0	100.00%	---	---	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

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

2021/12/01 through 2021/12/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	255	4	98.43%	X		
SJ ZONE D SUBURBAN	6	0	100.00%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
<b>All Zones Combined</b>	271	4	98.52%	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

2021/12/01 through 2021/12/31							
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	Dec 2021	91	0	100.00%	---	---
SJ ZONE D RURAL	Dec 2021	Dec 2021	10	0	100.00%	---	---
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Fines and Penalties Report		
Type of Penalty	Nov 2021	Dec 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$4,100	\$2,800
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
<b>Totals</b>	\$4,100	\$2,800

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Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	525	00:18:35	00:05:15	00:02:07	00:07:24
SJ ZONE D SUBURBAN	26	00:12:02	00:07:11	00:02:29	00:10:36
SJ ZONE D RURAL	24	00:24:17	00:09:53	00:04:55	00:15:05
<b>Total Responses</b>	<b>575</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	239	00:28:20	00:06:58	00:05:08	00:11:08
SJ ZONE D SUBURBAN	8	00:18:55	00:09:49	00:05:31	00:16:41
SJ ZONE D RURAL	10	00:20:44	00:12:01	00:04:03	00:15:28
<b>Total Responses</b>	<b>257</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	569	00:16:08	00:05:10	00:02:10	00:07:40
SJ ZONE D SUBURBAN	21	00:11:18	00:07:35	00:02:35	00:10:21
SJ ZONE D RURAL	30	00:19:19	00:09:11	00:02:46	00:11:40
<b>Total Responses</b>	<b>620</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	255	00:22:34	00:07:28	00:03:19	00:11:12
SJ ZONE D SUBURBAN	6	00:13:21	00:10:48	00:01:44	00:12:39
SJ ZONE D RURAL	10	00:19:08	00:12:08	00:03:16	00:16:01
<b>Total Responses</b>	<b>271</b>				

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Comparison of Compliance with and without Exemptions - RLS

2021/11/01 through 2021/11/30						
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	525	59	88.76%	525	28	94.67%
SJ ZONE D SUBURBAN	26	2	92.31%	26	1	96.15%
SJ ZONE D RURAL	24	2	91.67%	24	0	100.00%
<b>All Zones Combined</b>	<b>575</b>	<b>63</b>	<b>89.04%</b>	<b>575</b>	<b>29</b>	<b>94.96%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

2021/11/01 through 2021/11/30						
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	239	7	97.07%	239	2	99.16%
SJ ZONE D SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>257</b>	<b>7</b>	<b>97.28%</b>	<b>257</b>	<b>2</b>	<b>99.22%</b>
* 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 - RLS

Compliance Zone	2021/12/01 through 2021/12/31			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	569	74	86.99%	569	32	94.38%
SJ ZONE D SUBURBAN	21	2	90.48%	21	1	95.24%
SJ ZONE D RURAL	30	1	96.67%	30	0	100.00%
<b>All Zones Combined</b>	<b>620</b>	<b>77</b>	<b>87.58%</b>	<b>620</b>	<b>33</b>	<b>94.68%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

Comparison of Compliance with and without Exemptions - NRLS

Compliance Zone	2021/12/01 through 2021/12/31			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	255	9	96.47%	255	4	98.43%
SJ ZONE D SUBURBAN	6	0	100.00%	6	0	100.00%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>271</b>	<b>9</b>	<b>96.68%</b>	<b>271</b>	<b>4</b>	<b>98.52%</b>

\* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

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Exemption Request Reports

Types of Exemptions	Nov 2021		Dec 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	5	0	4	0
Good Cause case-by case	13	0	18	0
Material Change in dispatch location after the initial dispatch	6	0	3	0
Restricted Freeway Access	3	0	2	0
Severe Inclement Weather	2	0	7	0
Wrong Address by Requesting party	0	0	1	0

Zone Assist

Compliance Zone	Nov 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	19
	Escalon	5
	Ripon	4
SJ ZONE D SUBURBAN	AMR San Joaquin	5
SJ ZONE D RURAL	AMR San Joaquin	6

Zone Assist

Compliance Zone	Dec 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	26
	Escalon	6
	Ripon	10
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Escalon	1
SJ ZONE D RURAL	AMR San Joaquin	3

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Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
11/08/2021	TRACY	Manteca	26D00- Sick Person
11/20/2021	MOUNTAIN HOUSE	Manteca	17D00- Fall
12/21/2021	MODESTO	Manteca	29D00- Traffic Accident

Failure to Provide Data

Event Type	Nov 2021	Dec 2021
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

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