



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: December 1, 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 September and October 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 thirty one 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 2021 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

2021/09/01 through 2021/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	615	31	94.96%	X		
SJ ZONE D SUBURBAN	21	2	90.48%	---	---	
SJ ZONE D RURAL	28	0	100.00%	---	---	
<b>All Zones Combined</b>	664	33	95.03%	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

2021/09/01 through 2021/09/30							
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	Sep 2021	113	8	92.92%	X	
SJ ZONE D RURAL	May 2021	Sep 2021	121	0	100.00%	X	

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Response Time Compliance - Red Lights and Siren (RLS)

2021/10/01 through 2021/10/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	555	34	93.87%	X		
SJ ZONE D SUBURBAN	29	0	100.00%	---	---	
SJ ZONE D RURAL	44	0	100.00%	---	---	
<b>All Zones Combined</b>	628	34	94.59%	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

2021/10/01 through 2021/10/31							
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	Oct 2021	29	0	100.00%	---	---
SJ ZONE D RURAL	Oct 2021	Oct 2021	44	0	100.00%	---	---

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

2021/09/01 through 2021/09/30						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	267	2	99.25%	X		
SJ ZONE D SUBURBAN	12	0	100.00%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
<b>All Zones Combined</b>	289	2	99.31%	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

2021/09/01 through 2021/09/30							
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	Sep 2021	70	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Sep 2021	86	0	100.00%	---	---

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

2021/10/01 through 2021/10/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	305	5	98.36%	X		
SJ ZONE D SUBURBAN	7	0	100.00%	---	---	
SJ ZONE D RURAL	12	0	100.00%	---	---	
<b>All Zones Combined</b>	324	5	98.46%	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

2021/10/01 through 2021/10/31							
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	Oct 2021	77	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Oct 2021	98	0	100.00%	---	---

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Response Time Compliance Report - Combined RLS  
 and NRLS

2021/09/01 through 2021/09/30			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
<b>Compliance Calc Incidents</b>			
SJ ZONE D URBAN	882	33	96.26%
SJ ZONE D SUBURBAN	33	2	93.94%
SJ ZONE D RURAL	38	0	100.00%
<b>All Zones Combined</b>	953	35	96.33%

Response Time Compliance Report - Combined RLS  
 and NRLS

2021/10/01 through 2021/10/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
<b>Compliance Calc Incidents</b>			
SJ ZONE D URBAN	860	39	95.47%
SJ ZONE D SUBURBAN	36	0	100.00%
SJ ZONE D RURAL	56	0	100.00%
<b>All Zones Combined</b>	952	39	95.90%

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<b>Fines and Penalties Report</b>		
Type of Penalty	Sep 2021	Oct 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,800	\$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
<b>Totals</b>	<b>\$1,800</b>	<b>\$3,100</b>

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Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	631	00:18:27	00:05:06	00:02:18	00:07:34
SJ ZONE D SUBURBAN	23	00:13:27	00:07:21	00:02:57	00:10:41
SJ ZONE D RURAL	29	00:14:30	00:08:57	00:02:35	00:12:48
<b>Total Responses</b>	<b>683</b>				



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Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2021

Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	571	00:19:24	00:05:02	00:02:22	00:07:27
SJ ZONE D SUBURBAN	33	00:10:53	00:06:48	00:03:02	00:10:34
SJ ZONE D RURAL	46	00:22:09	00:08:31	00:03:14	00:10:48
<b>Total Responses</b>	<b>650</b>				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Sep 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	272	00:21:22	00:07:19	00:03:15	00:11:33
SJ ZONE D SUBURBAN	13	06:14:32	00:40:13	01:40:34	00:24:04
SJ ZONE D RURAL	12	00:20:30	00:10:18	00:05:25	00:15:09
<b>Total Responses</b>	<b>297</b>				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Oct 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	308	00:23:41	00:07:01	00:03:20	00:10:54
SJ ZONE D SUBURBAN	7	00:11:53	00:08:40	00:02:31	00:11:41
SJ ZONE D RURAL	12	00:14:09	00:10:21	00:03:28	00:13:32
<b>Total Responses</b>	<b>327</b>				

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Comparison of Compliance with and without Exemptions - RLS						
2021/09/01 through 2021/09/30						
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	615	85	86.18%	615	31	94.96%
SJ ZONE D SUBURBAN	21	2	90.48%	21	2	90.48%
SJ ZONE D RURAL	28	0	100.00%	28	0	100.00%
<b>All Zones Combined</b>	<b>664</b>	<b>87</b>	<b>86.90%</b>	<b>664</b>	<b>33</b>	<b>95.03%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/10/01 through 2021/10/31						
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	555	67	87.93%	555	34	93.87%
SJ ZONE D SUBURBAN	29	0	100.00%	29	0	100.00%
SJ ZONE D RURAL	44	1	97.73%	44	0	100.00%
<b>All Zones Combined</b>	<b>628</b>	<b>68</b>	<b>89.17%</b>	<b>628</b>	<b>34</b>	<b>94.59%</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 - NRLS

2021/09/01 through 2021/09/30						
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	8	97.00%	267	2	99.25%
SJ ZONE D SUBURBAN	12	1	91.67%	12	0	100.00%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>289</b>	<b>9</b>	<b>96.89%</b>	<b>289</b>	<b>2</b>	<b>99.31%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

2021/10/01 through 2021/10/31						
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	305	11	96.39%	305	5	98.36%
SJ ZONE D SUBURBAN	7	0	100.00%	7	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
<b>All Zones Combined</b>	<b>324</b>	<b>11</b>	<b>96.60%</b>	<b>324</b>	<b>5</b>	<b>98.46%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports				
	Sep 2021		Oct 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	3	0	4	0
Good Cause case-by case	32	0	8	0
Material Change in dispatch location after the initial dispatch	7	0	9	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	0	0
Restricted Freeway Access	0	0	1	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	1	0	0	0
Severe Inclement Weather	0	0	1	0
Unavoidable Delay caused by unreported road construction	1	0	0	0
Wrong Address by Requesting party	0	0	1	0

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Zone Assist		
Compliance Zone	Sep 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	31
	Escalon	10
	Ripon	11
SJ ZONE D SUBURBAN	Escalon	1
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	2

Zone Assist		
Compliance Zone	Oct 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	32
	Escalon	9
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	1
SJ ZONE D RURAL	AMR San Joaquin	5
	Ripon	2

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

Failure to Provide Data		
Event Type	Sep 2021	Oct 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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