



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: Shahloh Jones-Mitchell, EMS Analyst

DATE: October 11, 2018

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 2018, 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 a response time of less than 7 minutes and 16 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 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 Report - Red Lights and Sirens (RLS)

July 1, 2018 through July 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	481	25	94.80%	X		
SJ Zone D S*	22	1	95.45%	####	####	
SJ Zone D R*	12	0	100.00%	####	####	
All Zones Combined	515	26	94.95%	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

July 1, 2018 through July 31, 2018							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone D R	June 2018	July 2018	31	0	100.00%	####	####
SJ Zone D S	June 2018	July 2018	40	1	97.50%	####	####

Response Time Compliance Report - Red Lights and Sirens (RLS)

August 1, 2018 through August 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	482	25	94.81%	X		
SJ Zone D S*	27	1	96.30%	####	####	
SJ Zone D R*	15	0	100.00%	####	####	
All Zones Combined	524	26	95.04%	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

August 1, 2018 through August 31, 2018							
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant	
						Yes	No
SJ Zone D R	June 2018	August 2018	46	0	100.00%	####	####
SJ Zone D S	June 2018	August 2018	67	2	97.01%	####	####

Response Time Compliance Report - No Red Lights and Sirens (NRLS)

July 1, 2018 through July 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	245	6	97.55%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	4	0	100.00%
All Zones Combined	258	6	97.67%

* 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

July 1, 2018 through July 31, 2018					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D R	January 2017	July 2018	74	0	100.00%
SJ Zone D S	January 2017	July 2018	76	2	97.37%

Response Time Compliance Report - No Red Lights and Sirens (NRLS)

August 1, 2018 through August 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	259	11	95.75%
SJ Zone D S*	6	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	272	11	95.96%

* 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

August 1, 2018 through August 31, 2018					
Rolling Compliance Zones (with Multiple Months for 100 Call Minimum).	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D R	January 2017	August 2018	81	0	100.00%
SJ Zone D S	January 2017	August 2018	82	2	97.56%

Response Time Compliance Report - Combined RLS and NRLS

July 1, 2018 through July 31, 2018			
Compliance Zone	Total Responses	exempted	Percentage
SJ Zone D Urban	726	31	95.73%
SJ Zone D Suburban	31	1	96.77%
SJ Zone D Rural	16	0	100.00%
All Zones Combined	773	32	95.86%

Response Time Compliance Report - Combined RLS and NRLS

August 1, 2018 through August 31, 2018			
Compliance Zone	Total Responses	exempted	Percentage
SJ Zone D Urban	741	36	95.14%
SJ Zone D Suburban	33	1	96.97%
SJ Zone D Rural	22	0	100.00%
All Zones Combined	796	37	95.35%

Fines and Penalties Report

Type of Penalty	July 2018	August 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,300	\$1,500
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	\$1,300	\$1,500

Detailed Response Time Analysis without Exemptions Applied - RLS

July 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	481	15:30	4:51	1:56	7:11
SJ Zone D Suburban	22	14:36	7:47	2:00	10:47
SJ Zone D Rural	12	15:37	9:02	3:37	13:32
Total Responses	515				

Detailed Response Time Analysis without Exemptions Applied - RLS

August 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	482	13:45	4:48	2:04	7:22
SJ Zone D Suburban	27	15:27	8:30	2:17	11:10
SJ Zone D Rural	15	14:01	8:59	2:42	11:57
Total Responses	524				

Detailed Response Time Analysis without Exemptions Applied - NRLS

July 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	245	19:08	7:10	3:15	11:10
SJ Zone D Suburban	9	15:02	9:07	3:37	15:02
SJ Zone D Rural	4	19:06	14:08	3:48	19:06
Total Responses	258				

Detailed Response Time Analysis without Exemptions Applied - NRLS

August 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	259	22:57	7:40	3:48	12:50
SJ Zone D Suburban	6	13:48	10:01	3:25	13:48
SJ Zone D Rural	7	17:33	11:27	4:36	17:33
Total Responses	272				

Comparison of Compliance with and without Exemptions - RLS

July 1, 2018 through July 31, 2018					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	481	38	92.10%	25	94.80%
SJ Zone D S	22	1	95.45%	1	95.45%
SJ Zone D R	12	0	100.00%	0	100.00%
All Zones Combined	515	39	92.43%	26	94.95%

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

Comparison of Compliance with and without Exemptions - RLS

August 1, 2018 through August 31, 2018					
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ Zone D U	482	46	90.46%	25	94.81%
SJ Zone D S	27	2	92.59%	1	96.30%
SJ Zone D R	15	0	100.00%	0	100.00%
All Zones Combined	524	48	90.84%	26	95.04%

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

Comparison of Compliance with and without Exemptions - NRLS

July 1, 2018 through July 31, 2018					
Compliance Zone	Total Responses	Late Calls	Prior to	Calls After	Exemptions
SJ Zone D U	245	9	96.33%	6	97.55%
SJ Zone D S	9	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	258	9	96.51%	6	97.67%

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

Comparison of Compliance with and without Exemptions - NRLS

August 1, 2018 through August 31, 2018					
Compliance Zone	Total Responses	Late Calls	Prior to	Calls After	Exemptions
SJ Zone D U	259	14	94.59%	11	95.75%
SJ Zone D S	6	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	272	14	94.85%	11	95.96%

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

Exemption Request Reports

Types of Exemptions	July		August	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	1	0
Delays in Transferring Care at ED	6	0	1	0
Dispatch Error	3	0	5	0
Freeway Access	0	0	1	0
Location Change	1	0	1	0
Off-Road Location	0	0	2	0
Other	0	0	2	0
Reduced/Upgraded Response	0	0	2	0
Train	1	0	2	0
Zone Assist	5	0	8	0

Mutual Aid

Compliance Zone	Provider	July 2018	August 2018
SJ Zone D	AMR	28	33
SJ Zone D	Escalon Community Ambulance	11	4
SJ Zone D	Ripon Ambulance	6	7

Failure to Provide Data

Event Type	July 2018	August 2018
N/A		

Weekly Unit Hour Staffing Report

	July 2018	August 2018
SJ Zone D	651	667

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
N/A

