



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

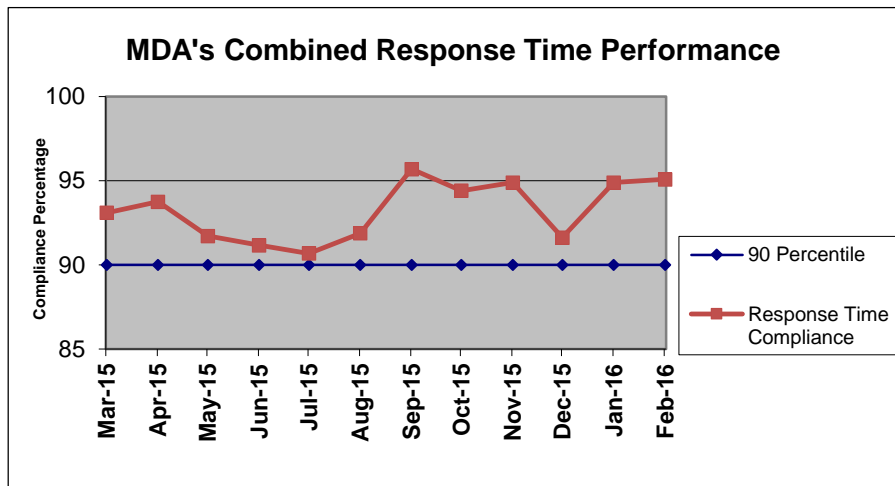
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: June 21, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Manteca District Ambulance (MDA) for the months of January and February, 2016, provides an in-depth review of MDA's performance. The County's contract with MDA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on MDA's operational, clinical, and administrative performance.



MDA's January and February 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 94.89 % for January and 95.08% for February.

The complete compliance report for January and February 2016 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance Service Provider**

Response Time Compliance Report by 31 Day Rolling Period

January 1, 2016 through January 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	499	27	94.59%	X	
SJ ZONE D SUBRUBAN	20:00	29	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		528	27	94.89%	3	0

Response Time Compliance Report by 29 Day Rolling Period

February 1, 2016 through February 29, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	485	25	94.85%	X	
SJ ZONE D SUBRUBAN	20:00	23	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		508	25	95.08%	3	0

Fines and Penalties Report

Type of Penalty	January 2016	February 2016
Late response minutes	\$490	\$590
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	\$490	\$590

Weekly Unit Hour Staffing Report

	January 2016	February 2016
SJ ZONE D	0	0
Total	0	0

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

Population Density & Response Time Standard	January 2016			February 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	499	27	94.59%	485	25	94.85%
Suburban 20:00	29	0	100.00%	23	0	100.00%
Rural 20:00	0	0	100.00%	0	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	528	27	94.89%	508	25	95.08%

Mutual Aid Incidents

January 2016			February 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D SUBURBAN	2	AMR San Joaquin	SJ ZONE D SUBURBAN	1
AMR San Joaquin	SJ ZONE D URBAN	22	AMR San Joaquin	SJ ZONE D URBAN	7
			Escalon	SJ ZONE D URBAN	2
Total		24			10

Detailed Response Time Analysis January 2016

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	499	0:01	12:56	5:00	2:03	7:22
SJ ZONE D SUBURBAN	29	0:08	13:11	7:25	2:00	12:00
SJ ZONE D RURAL	0					
All Urban Compliance Areas	499	0:01	12:56	5:00	2:03	7:22
All Suburban Compliance Areas	29	0:08	13:11	7:25	2:00	12:00
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2016

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	485	0:01	15:14	5:13	2:10	7:50
SJ ZONE D SUBURBAN	23	1:25	14:37	7:28	3:05	10:38
SJ ZONE D RURAL	0					
All Urban Compliance Areas	485	0:01	15:14	5:13	2:10	7:50
All Suburban Compliance Areas	23	1:25	14:37	7:28	3:05	10:38
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/08/2016	16003737	D URBAN	Zone Assist		Exempt
01/17/2016	16008254	D URBAN	Unit Dispatched and Responded Code 2		Exempt
01/23/2016	16011201	D URBAN	Location Change		Exempt
01/27/2016	16013464	D URBAN	Poor Location Information from RP		Exempt
01/28/2016	16013565	D URBAN	Fog		Exempt
01/31/2016	16015030	D URBAN	Ripon Fire Zone		Exempt

**Exemption Request Report
February 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/04/2016	16017089	D URBAN	Delays in Transferring Care at ED		Exempt
02/06/2016	16018008	D URBAN	Location Change		Exempt
02/09/2016	16019688	D URBAN	Zone Assist		Exempt
02/09/2016	16019719	D URBAN	Zone Assist		Exempt
02/10/2016	16020527	D URBAN	Location Change		Exempt
02/13/2016	16021869	D URBAN	Train		Exempt
02/16/2016	16023517	D URBAN	Location Change		Exempt
02/17/2016	16023847	D URBAN	Train		Exempt
02/17/2016	16024177	D URBAN	Traffic Secondary to Call		Exempt
02/18/2016	16024756	D URBAN	Zone Assist		Exempt
02/19/2016	16025215	D URBAN	Changed Response Area		Exempt
02/19/2016	16025341	D URBAN	Changed Response Area		Exempt
02/20/2016	16025656	D URBAN	Dispatch Error		Exempt
02/22/2016	16026540	D URBAN	Road Construction		Exempt
02/27/2016	16029197	D URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Monthly Average
D URBAN	93%	93%	91%	91%	90%	92%	96%	94%	95%	91%	95%	95%	92.9%
D SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
D RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	93%	94%	92%	91%	91%	92%	96%	94%	95%	92%	95%	95%	93.2%

Failure to Provide Data

Event Type	January 2016	February 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

