



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: April 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 January and February 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 34 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-three percent (63%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for January and February 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)

January 1, 2018 through January 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	524	29	94.47%	X		
SJ Zone D S*	11	1	90.91%	####	####	
SJ Zone D R*	14	0	100.00%	####	####	
All Zones Combined	549	30	94.54%	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

January 1, 2018 through January 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	September 2017	January 2018	60	0	100.00%	####	####
SJ Zone D S	September 2017	January 2018	62	1	98.39%	####	####

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

February 1, 2018 through February 28, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	422	15	96.45%	X		
SJ Zone D S*	15	0	100.00%	####	####	
SJ Zone D R*	11	0	100.00%	####	####	
All Zones Combined	448	15	96.65%	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 RLS Responses

February 1, 2018 through February 28, 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	September 2017	February 2018	71	0	100.00%	####	####
SJ Zone D S	September 2017	February 2018	77	1	98.70%	####	####

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

January 1, 2018 through January 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	278	5	98.20%
SJ Zone D S*	3	1	66.67%
SJ Zone D R*	2	0	100.00%
All Zones Combined	283	6	97.88%

* 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

January 1, 2018 through January 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	January 2018	49	0	100.00%
SJ Zone D S	January 2017	January 2018	48	2	95.83%

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

February 1, 2018 through February 28, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	205	2	99.02%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	4	0	100.00%
All Zones Combined	214	2	99.07%

* 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

February 1, 2018 through February 28, 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	February 2018	53	0	100.00%
SJ Zone D S	January 2017	February 2018	53	2	96.23%

Response Time Compliance Report - Combined RLS and NRLS

January 1, 2018 through January 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	802	34	95.76%
SJ Zone D Suburban	14	2	85.71%
SJ Zone D Rural	16	0	100.00%
All Zones Combined	832	36	95.67%

Response Time Compliance Report - Combined RLS and NRLS

February 1, 2018 through February 28, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	627	17	97.29%
SJ Zone D Suburban	20	0	100.00%
SJ Zone D Rural	15	0	100.00%
All Zones Combined	662	17	97.43%

Fines and Penalties Report

Type of Penalty	January 2018	February 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,500	\$1,200
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	\$1,200

Detailed Response Time Analysis without Exemptions Applied - RLS

January 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	524	57:47	5:18	3:11	7:53
SJ Zone D Suburban	11	12:28	8:46	1:47	9:58
SJ Zone D Rural	14	15:36	9:45	2:49	13:19
Total Responses	549				

Detailed Response Time Analysis without Exemptions Applied - RLS

February 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	422	29:09	5:09	2:22	7:15
SJ Zone D Suburban	15	11:11	7:16	2:16	10:25
SJ Zone D Rural	11	15:47	7:58	3:47	10:47
Total Responses	448				

Detailed Response Time Analysis without Exemptions Applied - NRLS

January 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	278	24:28	7:29	3:33	11:55
SJ Zone D Suburban	3	20:21	16:04	3:30	20:21
SJ Zone D Rural	2	15:47	14:08	1:39	15:47
Total Responses	283				

Detailed Response Time Analysis without Exemptions Applied - NRLS

February 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	205	38:54	7:55	4:33	12:50
SJ Zone D Suburban	5	18:35	13:36	4:02	18:35
SJ Zone D Rural	4	18:13	13:10	3:51	18:13
Total Responses	214				

Comparison of Compliance with and without Exemptions - RLS

January 1, 2018 through January 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	524	57	89.12%	29	94.47%
SJ Zone D S	11	1	90.91%	1	90.91%
SJ Zone D R	14	0	100.00%	0	100.00%
All Zones Combined	549	58	89.44%	30	94.54%

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

Comparison of Compliance with and without Exemptions - RLS

February 1, 2018 through February 28, 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	422	33	92.18%	15	96.45%
SJ Zone D S	15	0	100.00%	0	100.00%
SJ Zone D R	11	0	100.00%	0	100.00%
All Zones Combined	448	33	92.63%	15	96.65%

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

Comparison of Compliance with and without Exemptions - NRLS

January 1, 2018 through January 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	278	10	96.40%	5	98.20%
SJ Zone D S	3	1	66.67%	1	66.67%
SJ Zone D R	2	0	100.00%	0	100.00%
All Zones Combined	283	11	96.11%	6	97.88%

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

Comparison of Compliance with and without Exemptions - NRLS

February 1, 2018 through February 28, 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	205	11	94.63%	2	99.02%
SJ Zone D S	5	0	100.00%	0	100.00%
SJ Zone D R	4	0	100.00%	0	100.00%
All Zones Combined	214	11	94.86%	2	99.07%

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

Exemption Request Reports

Types of Exemptions	January		February	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	1	0
Delay while providing Mutual Aid	0	0	7	0
Delayed Reporting on Scene	3	0	5	0
Delays in Transferring Care at ED	15	1	8	0
Dispatch Error	4	0	2	0
False Report of Emergency	2	0	0	0
Freeway Access	1	0	2	0
Road Closure	1	0	0	0
Traffic Secondary to Call	0	0	1	0
Train	3	0	1	0
Weather	1	1	0	0
Zone Assist	3	0	0	0

Mutual Aid

Compliance Zone	Provider	January 2018	February 2018
SJ Zone D	Escalon Community Ambulance	10	3
SJ Zone D	AMR	34	20
SJ Zone D	Ripon Ambulance	0	10

Failure to Provide Data

Event Type	January 2018	February 2018
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	January 2018	February 2018
SJ Zone D	700	686

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

