



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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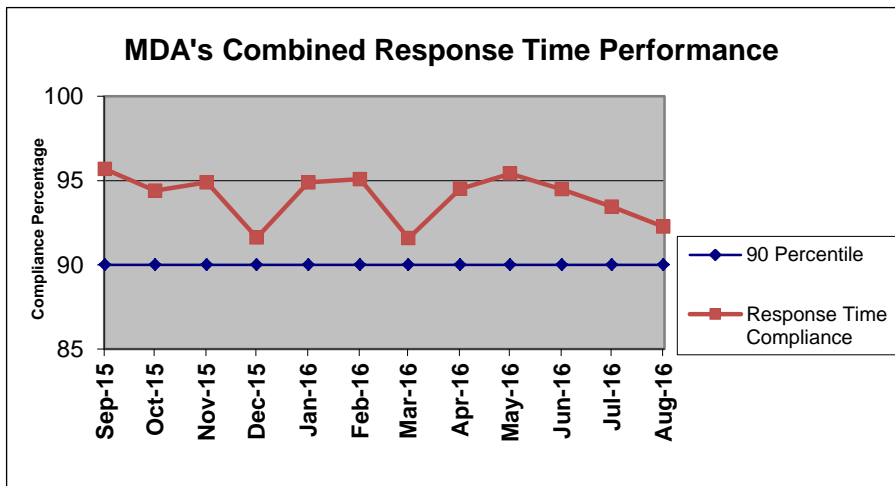
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: November 1, 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 July and August, 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 July and August 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 93.45 % for July and 92.26% for August.

The complete compliance report for July and August 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

July 1, 2016 through July 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	454	31	93.17%	X	
SJ ZONE D SUBRUBAN	20:00	19	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		473	31	93.45%	3	0

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2016 through August 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	485	39	91.96%	X	
SJ ZONE D SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE D RURAL	20:00	1	0	100.00%	X	
All Zones Combined		504	39	92.26%	3	0

Fines and Penalties Report

Type of Penalty	July 2016	August 2016
Late response minutes	\$750	\$1,080
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	\$750	\$1,080

Weekly Unit Hour Staffing Report

	July 2016	August 2016
SJ ZONE D	656	644
Total	656	644

*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	July 2016			August 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	454	31	93.17%	485	39	91.96%
Suburban 20:00	19	0	100.00%	18	0	100.00%
Rural 20:00	0	0	100.00%	1	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	473	31	93.45%	504	39	92.26%

Mutual Aid Incidents

July 2016			August 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	20	AMR San Joaquin	SJ ZONE D URBAN	15
Escalon	SJ ZONE D URBAN	3	Escalon	SJ ZONE D URBAN	4
Total		23			19

Detailed Response Time Analysis July 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	454	0:12	18:58	5:25	2:20	8:09
SJ ZONE D SUBURBAN	19	4:07	12:48	7:29	2:23	12:13
SJ ZONE D RURAL	0					
All Urban Compliance Areas	454	0:12	18:58	5:25	2:20	8:09
All Suburban Compliance Areas	19	4:07	12:48	7:29	2:23	12:13
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 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	484	0:27	21:45	5:30	2:22	8:23
SJ ZONE D SUBURBAN	18	2:34	11:37	6:22	2:04	10:31
SJ ZONE D RURAL	1	13:50	13:50	13:50	0:00	13:50
All Urban Compliance Areas	484	0:27	21:45	5:30	2:22	8:23
All Suburban Compliance Areas	18	2:34	11:37	6:22	2:04	10:31
All Rural Compliance Areas	1	13:50	13:50	13:50	0:00	13:50
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/02/2016	16095525	D URBAN	Staged		Exempt
07/02/2016	16095749	D URBAN	Zone Assist		Exempt
07/03/2016	16096201	D URBAN	Zone Assist		Exempt
07/06/2016	16097605	D URBAN	Zone Assist		Exempt
07/06/2016	16097632	D URBAN	Zone Assist		Exempt
			False Report of Emergency		
07/08/2016	16098886	D URBAN	False Report of Emergency		Exempt
07/10/2016	16099840	D URBAN	Location Change		Exempt
			Changed Response Area		
07/10/2016	16099986	D URBAN	Changed Response Area		Exempt
			Changed Response Area		
07/11/2016	16100186	D URBAN	Changed Response Area		Exempt
			AMR Ambulance Zone		
07/13/2016	16101482	D URBAN	AMR Ambulance Zone		Exempt
			AMR Ambulance Zone		
07/17/2016	16103457	D URBAN	AMR Ambulance Zone		Exempt
07/23/2016	16106685	D URBAN	Zone Assist		Exempt
			False Report of Emergency		
07/26/2016	16108520	D URBAN	False Report of Emergency		Exempt
07/29/2016	16109981	D URBAN	Zone Assist		Exempt
			Traffic Secondary to Call		
07/29/2016	16110153	D URBAN	Traffic Secondary to Call		Exempt
07/30/2016	16110737	D URBAN	Zone Assist		Exempt
			Changed Response Area		
07/31/2016	16111339	D URBAN	Changed Response Area		Exempt

**Exemption Request Report
August 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/01/2016	16111578	D URBAN	Dispatch Error		Exempt
08/05/2016	16114033	D URBAN	Zone Assist		Exempt
08/08/2016	16115227	D URBAN	Freeway Access		Exempt
08/09/2016	16116090	D URBAN	Zone Assist		Exempt
			Traffic Secondary to Call		
08/10/2016	16116236	D URBAN	Traffic Secondary to Call		Exempt
08/14/2016	16118379	D URBAN	Freeway Access		Not Exempt
08/15/2016	16118801	D URBAN	Zone Assist		Not Exempt
			Traffic Secondary to Call		
08/15/2016	16119055	D URBAN	Traffic Secondary to Call		Exempt
08/17/2016	16120100	D URBAN	Zone Assist		Exempt
08/17/2016	16120346	D URBAN	Zone Assist		Exempt
08/19/2016	16121360	D URBAN	Location Change		Exempt
08/20/2016	16121657	D URBAN	Zone Assist		Exempt
			Changed Response Area		
08/20/2016	16121937	D URBAN	Changed Response Area		Exempt
			Changed Response Area		
08/22/2016	16123027	D URBAN	Changed Response Area		Exempt
			False Report of Emergency		
08/22/2016	16123071	D URBAN	False Report of Emergency		Exempt
08/24/2016	16124045	D URBAN	Zone Assist		Exempt
08/26/2016	16125167	D URBAN	Zone Assist		Exempt
			False Report of Emergency		
08/28/2016	16125977	D URBAN	False Report of Emergency		Exempt
08/30/2016	16127303	D URBAN	Zone Assist		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Monthly Average
D URBAN	96%	94%	95%	91%	95%	95%	91%	94%	95%	94%	93%	92%	93.8%
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	96%	94%	95%	92%	95%	95%	92%	95%	95%	94%	93%	92%	94.0%

Failure to Provide Data

Event Type	July 2016	August 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

