



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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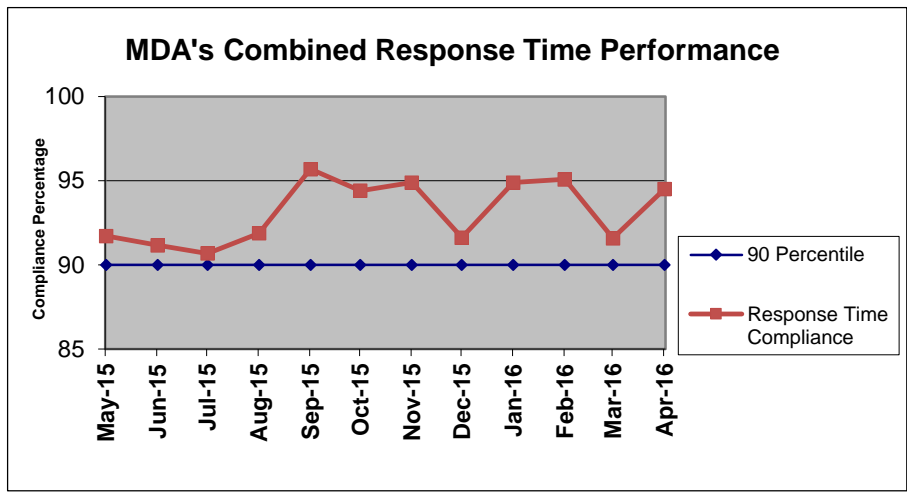
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Memorandum

TO: All Interested Parties
FROM: 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 March and April, 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 March and April 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 91.58 % for March and 94.50% for April.

The complete compliance report for March and April 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

March 1, 2016 through March 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	528	46	91.29%	X	
SJ ZONE D SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		546	46	91.58%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2016 through April 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	544	31	94.30%	X	
SJ ZONE D SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		564	31	94.50%	3	0

Fines and Penalties Report

Type of Penalty	March 2016	April 2016
Late response minutes	\$1,210	\$620
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	\$1,210	\$620

Weekly Unit Hour Staffing Report

	March 2016	April 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	March 2016			April 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	528	46	91.29%	544	31	94.30%
Suburban 20:00	18	0	100.00%	20	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	546	46	91.58%	564	31	94.50%

Mutual Aid Incidents

March 2016			April 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	16	AMR San Joaquin	SJ ZONE D URBAN	15
Escalon	SJ ZONE D URBAN	3	AMR Stanislaus	SJ ZONE D URBAN	1
			Escalon	SJ ZONE D URBAN	3
Total		19			19

Detailed Response Time Analysis March 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	528	0:00	20:44	5:17	2:30	8:06
SJ ZONE D SUBURBAN	18	2:38	12:46	7:59	2:33	12:35
SJ ZONE D RURAL	0					
All Urban Compliance Areas	528	0:00	20:44	5:17	2:30	8:06
All Suburban Compliance Areas	18	2:38	12:46	7:59	2:33	12:35
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 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	544	0:01	13:39	4:56	2:16	7:41
SJ ZONE D SUBURBAN	20	3:48	12:37	7:30	2:35	10:06
SJ ZONE D RURAL	0					
All Urban Compliance Areas	544	0:01	13:39	4:56	2:16	7:41
All Suburban Compliance Areas	20	3:48	12:37	7:30	2:35	10:06
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/11/2016	16036094	D URBAN	Zone Assist		Exempt
03/16/2016	16038539	D URBAN	Traffic Secondary to Call		Exempt
03/16/2016	16038583	D URBAN	Adjusted time based on call audit		Exempt
03/18/2016	16039689	D URBAN	False Report of Emergency		Exempt
03/22/2016	16041736	D URBAN	Freeway Access		Exempt
03/22/2016	16042096	D URBAN	Train		Exempt
03/25/2016	16043499	D URBAN	Changed Response Area		Exempt
03/25/2016	16043579	D URBAN	Zone Assist		Exempt
03/27/2016	16044611	D URBAN	False Report of Emergency		Exempt
03/29/2016	16045714	D URBAN	Changed Response Area		Exempt

**Exemption Request Report
April 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/04/2016	16048840	D URBAN	False Report of Emergency		Exempt
04/05/2016	16049094	D URBAN	Train		Exempt
04/05/2016	16049201	D URBAN	Other		Exempt
04/06/2016	16049857	D URBAN	Train		Exempt
04/08/2016	16051033	D URBAN	Poor Location Information from RP		Exempt
04/09/2016	16051635	D URBAN	Dispatch Error		Exempt
04/10/2016	16052036	D URBAN	Staged		Exempt
04/12/2016	16052740	D URBAN	Changed Response Area		Exempt
04/16/2016	16054893	D URBAN	False Report of Emergency		Exempt
04/16/2016	16054926	D URBAN	Traffic Secondary to Call		Exempt
04/16/2016	16055171	D URBAN	Freeway Access		Exempt
04/17/2016	16055470	D URBAN	Dispatch Error		Exempt
04/23/2016	16058733	D URBAN	Freeway Access		Exempt
04/28/2016	16061379	D URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	Monthly Average
D URBAN	91%	91%	90%	92%	96%	94%	95%	91%	95%	95%	91%	94%	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	92%	91%	91%	92%	96%	94%	95%	92%	95%	95%	92%	95%	93.2%

Failure to Provide Data

Event Type	March 2016	April 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

