



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

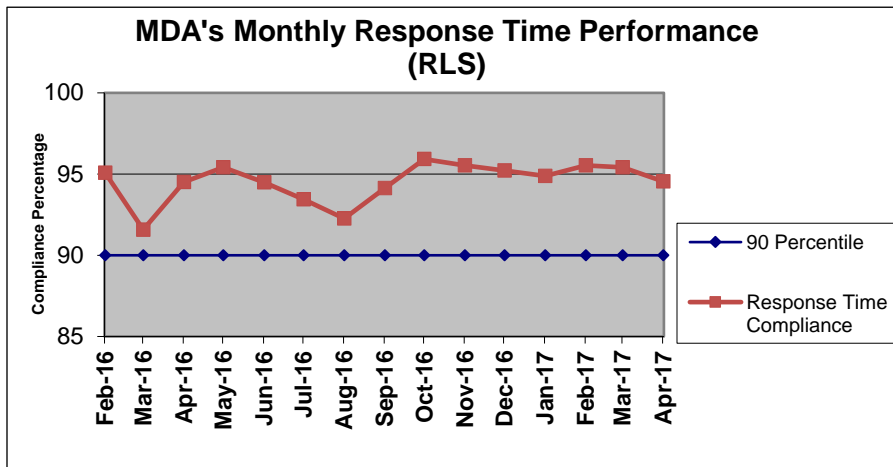
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: May 26, 2017

SUBJECT: Manteca District Ambulance Exclusive Operating Area Ambulance 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 2017, provides an in-depth review of MDA's performance. MDA entered into a new contract with the EMS Agency on January 1st 2017. 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 2017, response time compliance met or exceeded the 90th percentile standard set by the County with 95.41% for March and 94.54% for April. Compliance Percentages represented are for all responses with Red Lights and Sirens (RLS).

The complete compliance report for March and April 2017 may be viewed or downloaded from the EMS Agency's website: www.sigov.org/ems.

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

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

March 1, 2017 through March 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	497	24	95.17%	X		
SJ Zone D S*	13	0	100.00%			
SJ Zone D R*	13	0	100.00%			
All Zones Combined	523	24	95.41%	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

March 1, 2017 through March 31, 2017							
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	January 2017	March 2017	41	0	100.00%		
SJ Zone D S	January 2017	March 2017	40	0	100.00%		

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

April 1, 2017 through April 30, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	433	25	94.23%	X		
SJ Zone D S*	15	0	100.00%			
SJ Zone D R*	10	0	100.00%			
All Zones Combined	458	25	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

April 1, 2017 through April 30, 2017							
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	January 2017	April 2017	51	0	100.00%		
SJ Zone D S	January 2017	April 2017	55	0	100.00%		

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

March 1, 2017 through March 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	250	2	99.20%
SJ Zone D S*	6	0	100.00%
SJ Zone D R*	6	0	100.00%
All Zones Combined	262	2	99.24%

* 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

March 1, 2017 through March 31, 2017					
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	March 2017	9	0	100.00%
SJ Zone D S	January 2017	March 2017	12	0	100.00%

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

April 1, 2017 through April 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	242	2	99.17%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	254	2	99.21%

* 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

April 1, 2017 through April 30, 2017					
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	April 2017	12	0	100.00%
SJ Zone D S	January 2017	April 2017	21	0	100.00%

Response Time Compliance Report - Combined RLS and NRLS

March 1, 2017 through March 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	747	26	96.52%
SJ Zone D Suburban	19	0	100.00%
SJ Zone D Rural	19	0	100.00%
All Zones Combined	785	26	96.69%

Response Time Compliance Report - Combined RLS and NRLS

April 1, 2017 through April 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	675	27	96.00%
SJ Zone D Suburban	24	0	100.00%
SJ Zone D Rural	13	0	100.00%
All Zones Combined	712	27	96.21%

Fines and Penalties Report

Type of Penalty	March 2017	April 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,200	\$1,300
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	\$1,200	\$1,300

Detailed Response Time Analysis without Exemptions Applied - RLS

March 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	497	25:59	4:53	2:06	7:11
SJ Zone D Suburban	13	13:06	7:09	2:17	9:03
SJ Zone D Rural	13	11:49	8:22	2:14	11:18
Total Responses	523				

Detailed Response Time Analysis without Exemptions Applied - RLS

April 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	433	13:04	5:03	2:03	7:31
SJ Zone D Suburban	15	10:21	7:03	2:09	10:03
SJ Zone D Rural	10	15:20	9:04	3:44	13:24
Total Responses	458				

Detailed Response Time Analysis without Exemptions Applied - NRLS

March 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	250	24:28	6:47	2:56	10:19
SJ Zone D Suburban	6	14:24	8:13	4:33	14:24
SJ Zone D Rural	6	19:59	12:11	4:25	19:59
Total Responses	262				

Detailed Response Time Analysis without Exemptions Applied - NRLS

April 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	242	19:29	7:13	3:09	10:59
SJ Zone D Suburban	9	13:32	7:51	3:44	13:32
SJ Zone D Rural	3	15:02	14:15	0:38	15:02
Total Responses	254				

Comparison of Compliance with and without Exemptions - RLS

March 1, 2017 through March 31, 2017					
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	497	42	91.55%	24	95.17%
SJ Zone D S	13	1	92.31%	0	100.00%
SJ Zone D R	13	0	100.00%	0	100.00%
All Zones Combined	523	43	91.78%	24	95.41%

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

Comparison of Compliance with and without Exemptions - RLS

April 1, 2017 through April 30, 2017					
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	433	44	89.84%	25	94.23%
SJ Zone D S	15	0	100.00%	0	100.00%
SJ Zone D R	10	0	100.00%	0	100.00%
All Zones Combined	458	44	90.39%	25	94.54%

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

Comparison of Compliance with and without Exemptions - NRLS

March 1, 2017 through March 31, 2017					
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	250	2	99.20%	2	99.20%
SJ Zone D S	6	0	100.00%	0	100.00%
SJ Zone D R	6	0	100.00%	0	100.00%
All Zones Combined	262	2	99.24%	2	99.24%

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

Comparison of Compliance with and without Exemptions - NRLS

April 1, 2017 through April 30, 2017					
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	242	6	97.52%	2	99.17%
SJ Zone D S	9	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	254	6	97.64%	2	99.21%

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

Exemption Request Reports

Types of Exemptions	March		April	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Changed Response Area	1	0	0	0
Delay while providing Mutual Aid	1	1	4	0
Delays in Transferring Care at ED	7	0	5	0
Dispatch Error	2	0	1	0
Freeway Access	2	0	1	1
Location Change	0	0	3	0
Other	1	0	2	0
Reduced/Upgraded Response	1	0	1	0
Ripon Fire Zone	1	0	0	0
Staged	1	0	2	0
Traffic Secondary to Call	1	0	1	0
Train	1	0	3	0

Mutual Aid

Compliance Zone	Provider	March 2017	April 2017
SJ Zone D	AMR	27	21
SJ Zone D	Escalon Community Ambulance	1	6

Failure to Provide Data

Event Type	March 2017	April 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

Weekly Unit Hour Staffing Report

	March 2017	April 2017
SJ Zone D	684	750

