



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: Shahloh Jones-Mitchell, EMS Analyst

DATE: August 10, 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 May and June 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 09 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-one percent (61%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for May and June 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)

May 1, 2018 through May 31, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	453	24	94.70%	X		
SJ Zone D S*	18	0	100.00%	####	####	
SJ Zone D R*	16	0	100.00%	####	####	
All Zones Combined	487	24	95.07%	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

May 1, 2018 through May 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	May 2018	109	0	100.00%	X
SJ Zone D S	September 2017	May 2018	115	2	98.26%	X

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

June 1, 2018 through June 30, 2018						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	448	24	94.64%	X		
SJ Zone D S*	18	0	100.00%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	485	24	95.05%	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

June 1, 2018 through June 30, 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	June 2018	June 2018	19	0	100.00%	#### ####
SJ Zone D S	June 2018	June 2018	18	0	100.00%	#### ####

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

May 1, 2018 through May 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	258	2	99.22%
SJ Zone D S*	2	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	263	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

May 1, 2018 through May 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	May 2018	65	0	100.00%
SJ Zone D S	January 2017	May 2018	62	2	96.77%

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

June 1, 2018 through June 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	236	2	99.15%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	246	2	99.19%

* 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

June 1, 2018 through June 30, 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	June 2018	70	0	100.00%
SJ Zone D S	January 2017	June 2018	67	2	97.01%

Response Time Compliance Report - Combined RLS and NRLS

May 1, 2018 through May 31, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	711	26	96.34%
SJ Zone D Suburban	20	0	100.00%
SJ Zone D Rural	19	0	100.00%
All Zones Combined	750	26	96.53%

Response Time Compliance Report - Combined RLS and NRLS

June 1, 2018 through June 30, 2018			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	684	26	96.20%
SJ Zone D Suburban	23	0	100.00%
SJ Zone D Rural	24	0	100.00%
All Zones Combined	731	26	96.44%

Fines and Penalties Report

Type of Penalty	May 2018	June 2018
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,500	\$700
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	\$700

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	453	16:45	4:57	2:08	7:10
SJ Zone D Suburban	18	11:19	7:49	1:53	10:58
SJ Zone D Rural	16	15:19	10:39	2:43	14:20
Total Responses	487				

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	448	18:02	4:54	2:00	7:09
SJ Zone D Suburban	18	11:09	7:23	2:10	9:54
SJ Zone D Rural	19	14:39	9:24	4:20	14:26
Total Responses	485				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	258	25:21	7:11	3:10	11:13
SJ Zone D Suburban	2	12:25	11:24	1:01	12:25
SJ Zone D Rural	3	10:53	7:23	4:11	10:53
Total Responses	263				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2018					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	236	19:52	7:13	3:07	11:46
SJ Zone D Suburban	5	16:47	12:26	2:45	16:47
SJ Zone D Rural	5	17:15	11:29	4:20	17:15
Total Responses	246				

Comparison of Compliance with and without Exemptions - RLS

May 1, 2018 through May 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	453	38	91.61%	24	94.70%
SJ Zone D S	18	0	100.00%	0	100.00%
SJ Zone D R	16	0	100.00%	0	100.00%
All Zones Combined	487	38	92.20%	24	95.07%

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

Comparison of Compliance with and without Exemptions - RLS

June 1, 2018 through June 30, 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	448	36	91.96%	24	94.64%
SJ Zone D S	18	0	100.00%	0	100.00%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	485	36	92.58%	24	95.05%

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

Comparison of Compliance with and without Exemptions - NRLS

May 1, 2018 through May 31, 2018					
Compliance Zone	Total Responses	Late Calls	Prior to Exemptions	Calls After Exemptions	Exemptions
SJ Zone D U	258	4	98.45%	2	99.22%
SJ Zone D S	2	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	263	4	98.48%	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

June 1, 2018 through June 30, 2018					
Compliance Zone	Total Responses	Late Calls	Prior to Exemptions	Calls After Exemptions	Exemptions
SJ Zone D U	236	4	98.31%	2	99.15%
SJ Zone D S	5	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	246	4	98.37%	2	99.19%

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

Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Bad Location / Address	0	0	1	0
Delayed Reporting on Scene	6	0	0	0
Delays in Transferring Care at ED	3	0	3	0
Dispatch Error	1	0	1	0
False Report of Emergency	1	0	2	0
Freeway Access	0	0	1	0
Location Change	0	0	1	0
Other	1	0	0	0
Road Construction	1	0	0	0
Train	2	0	1	0
Zone Assist	1	0	4	0

Mutual Aid

Compliance Zone	Provider	May 2018	June 2018
SJ Zone D	AMR	19	17
SJ Zone D	Escalon Community Ambulance	1	6
SJ Zone D	Ripon Ambulance	3	3

Failure to Provide Data

Event Type	May 2018	June 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

Weekly Unit Hour Staffing Report

Compliance Zone	May 2018	June 2018
SJ Zone D	720	662

