



# 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

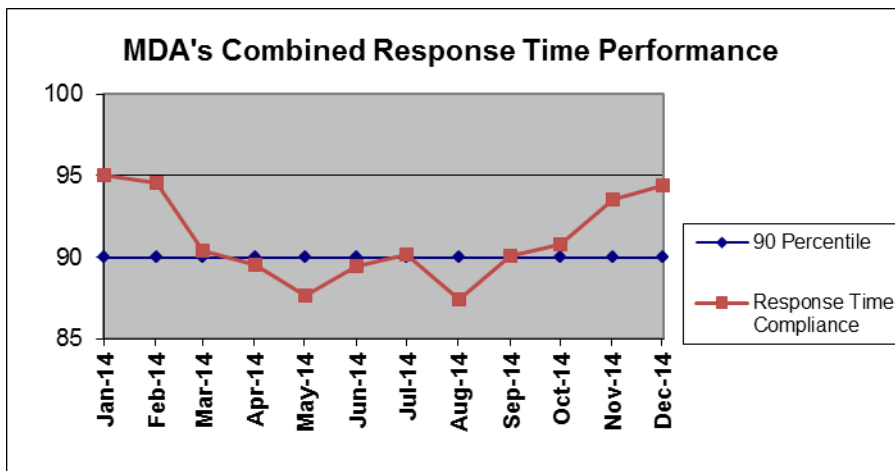
Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: April 20, 2015  
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 November and December, 2014, 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.



**Note:** Exemption requests for late calls meeting specific criteria were not calculated into the monthly response time compliance prior to November, 2014.

MDA's November and December 2014, response time compliance met or exceeded the 90th percentile standard set by the County with 93.53% for November and 94.41% for December.

The complete compliance report for November and December 2014 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 30 Day Rolling Period**

November 1, 2014 through November 30, 2014						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
SJ ZONE D SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE D URBAN	8:00	437	29	93.36%	X	
<b>All Zones Combined</b>		<b>448</b>	<b>29</b>	<b>93.53%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 31 Day Rolling Period**

December 1, 2014 through December 31, 2014						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
SJ ZONE D SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE D URBAN	8:00	519	30	94.22%	X	
<b>All Zones Combined</b>		<b>537</b>	<b>30</b>	<b>94.41%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	November 2014	December 2014
Late response minutes	\$610	\$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
<b>Totals</b>	<b>\$610</b>	<b>\$700</b>

**Weekly Unit Hour Staffing Report**

	November 2014	December 2014
SJ ZONE D	558	558
<b>Total</b>	<b>558</b>	<b>558</b>

\*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	November 2014			December 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	437	29	93.36%	519	30	94.22%
Suburban 20:00	11	0	100.00%	18	0	100.00%
Rural 20:00	0	0	100.00%	0	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>448</b>	<b>29</b>	<b>93.53%</b>	<b>537</b>	<b>30</b>	<b>94.41%</b>

### Zone D Incidents Handled by Other Providers

November 2014			December 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D SUBURBAN	1	AMR San Joaquin	SJ ZONE D SUBURBAN	1
AMR San Joaquin	SJ ZONE D URBAN	21	AMR San Joaquin	SJ ZONE D URBAN	25
AMR Stanislaus	SJ ZONE D URBAN	2	Escalon	SJ ZONE D URBAN	4
Escalon	SJ ZONE D URBAN	3			
<b>Total</b>		<b>27</b>			<b>30</b>

### Detailed Response Time Analysis November 2014

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	437	0:02	18:49	5:23	2:33	8:03
SJ ZONE D SUBURBAN	11	0:03	18:45	7:02	4:23	8:33
SJ ZONE D RURAL	0					
All Urban Compliance Areas	437	0:02	18:49	5:23	2:33	8:03
All Suburban Compliance Areas	11	0:03	18:45	7:02	4:23	8:33
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

### Detailed Response Time Analysis December 2014

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	519	0:00	16:05	5:12	2:21	7:51
SJ ZONE D SUBURBAN	18	0:05	15:19	6:38	3:19	9:51
SJ ZONE D RURAL	0					
All Urban Compliance Areas	519	0:00	16:05	5:12	2:21	7:51
All Suburban Compliance Areas	18	0:05	15:19	6:38	3:19	9:51
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report  
November 2014**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>EMS Agency Action</b>
11/01/2014	14145734	D URBAN	Not Listed		Exempt
11/02/2014	14146026	D URBAN	Freeway Access		Exempt
11/06/2014	14147795	D URBAN	Delayed Reporting on Scene		Exempt
11/08/2014	14148945	D URBAN	Delayed Reporting on Scene		Exempt
11/10/2014	14149869	D URBAN	Dispatch Error		Exempt
11/10/2014	14150033	D URBAN	Changed Response Area; Unit Dispatched and		Exempt
11/11/2014	14150234	D URBAN	Delayed Reporting on Scene		Exempt
11/12/2014	14150835	D URBAN	Location Change; Freeway Access		Exempt
11/14/2014	14152106	D URBAN	Unit Dispatched and Responded Code 2		Exempt
11/14/2014	14152168	D URBAN	False Report of Emergency; Location Change		Exempt
11/15/2014	14152655	D URBAN	Not Listed; Road Closure		Exempt
11/19/2014	14154057	D URBAN	Location Change; Ripon Fire Zone		Exempt
11/20/2014	14154642	D URBAN	Delayed Reporting on Scene		Exempt
11/22/2014	14155797	D URBAN	Location Change		Exempt
11/25/2014	14157104	D URBAN	Location Change		Exempt
11/28/2014	14158186	D URBAN	Freeway Access		Exempt

**Exemption Request Report  
December 2014**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>EMS Agency Action</b>
12/01/2014	14159450	D URBAN	Traffic Secondary to Call; Fog		Exempt
12/01/2014	14159461	D URBAN	Fog; False Report of Emergency		Exempt
12/01/2014	14159597	D URBAN	Traffic Secondary to Call; Delayed Reporting on Scene		Exempt
12/03/2014	14160855	D URBAN	Delayed Reporting on Scene		Exempt
12/04/2014	14161291	D URBAN	Delayed Reporting on Scene		Exempt
12/05/2014	14161547	D URBAN	Delayed Reporting on Scene		Exempt
12/06/2014	14162489	D URBAN	Fog; Freeway Access		Exempt
12/07/2014	14162529	D URBAN	Fog		Exempt
12/08/2014	14162948	D URBAN	Fog; Changed Response Area		Exempt
12/12/2014	14165348	D URBAN	False Report of Emergency		Exempt
12/15/2014	14166295	D URBAN	Delayed Reporting on Scene		Exempt
12/15/2014	14166745	D URBAN	False Report of Emergency		Exempt
12/16/2014	14166878	D URBAN	Train		Exempt
12/19/2014	14168676	D URBAN	Freeway Access		Exempt
12/22/2014	14170321	D URBAN	Delayed Reporting on Scene		Exempt
12/23/2014	14170777	D URBAN	Train		Exempt
12/26/2014	14172171	D URBAN	Location Change		Exempt
12/31/2014	14174685	D URBAN	Staged		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Monthly Average
D RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
D SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
D URBAN	95%	94%	90%	89%	87%	89%	90%	87%	90%	91%	93%	94%	90.8%
<b>All Zones</b>	<b>95%</b>	<b>95%</b>	<b>90%</b>	<b>90%</b>	<b>88%</b>	<b>89%</b>	<b>90%</b>	<b>87%</b>	<b>90%</b>	<b>91%</b>	<b>94%</b>	<b>94%</b>	<b>91.1%</b>

**Failure to Provide Data**

Event Type	November 2014	December 2014
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

