



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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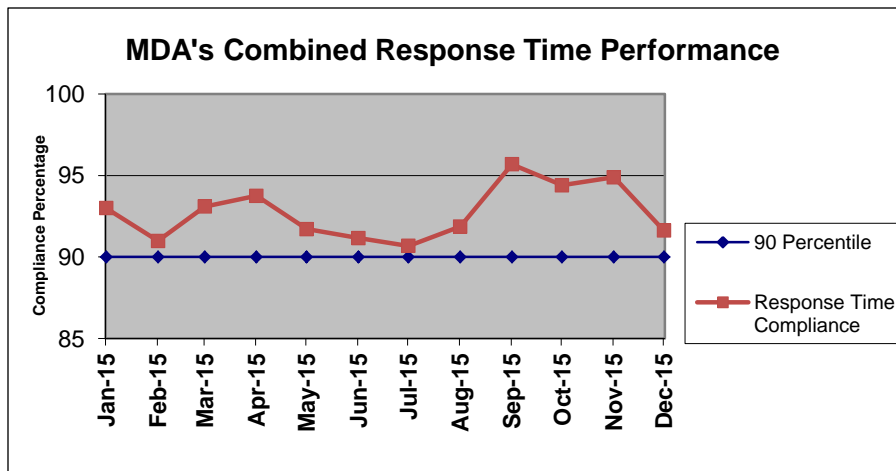
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: March 7, 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, 2015, 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 November and December 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 94.89 % for November and 91.62% for December.

The complete compliance report for November and December 2015 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 30 Day Rolling Period

November 1, 2015 through November 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	470	25	94.68%	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		489	25	94.89%	3	0

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2015 through December 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	546	47	91.39%	X	
SJ ZONE D SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		561	47	91.62%	3	0

Fines and Penalties Report

Type of Penalty	November 2015	December 2015
Late response minutes	\$440	\$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	\$440	\$1,300

Weekly Unit Hour Staffing Report

	November 2015	December 2015
SJ ZONE D	777	728
Total	777	728

*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 2015			December 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	470	25	94.68%	546	47	91.39%
Suburban 20:00	19	0	100.00%	15	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	489	25	94.89%	561	47	91.62%

Mutual Aid Incidents

November 2015			December 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	22	AMR San Joaquin	SJ ZONE D SUBURBAN	1
Escalon	SJ ZONE D URBAN	1	AMR San Joaquin	SJ ZONE D URBAN	19
			Escalon	SJ ZONE D URBAN	1
Total		23			21

Detailed Response Time Analysis November 2015

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	470	0:01	14:21	4:58	2:09	7:32
SJ ZONE D SUBURBAN	19	4:23	14:02	7:50	2:45	13:39
SJ ZONE D RURAL	0					
All Urban Compliance Areas	470	0:01	14:21	4:58	2:09	7:32
All Suburban Compliance Areas	19	4:23	14:02	7:50	2:45	13:39
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2015

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	546	0:01	21:35	5:10	2:35	8:13
SJ ZONE D SUBURBAN	15	0:08	11:23	7:02	2:36	10:56
SJ ZONE D RURAL	0					
All Urban Compliance Areas	546	0:01	21:35	5:10	2:35	8:13
All Suburban Compliance Areas	15	0:08	11:23	7:02	2:36	10:56
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/09/2015	15162194	D URBAN	Freeway Access		Exempt
11/10/2015	15162664	D URBAN	Changed Response Area		Exempt
11/14/2015	15164983	D URBAN	Dispatch Error		Exempt
11/15/2015	15165515	D URBAN	Location Change		Exempt
11/18/2015	15166723	D URBAN	Changed Response Area		Exempt
11/19/2015	15167533	D URBAN	Changed Response Area		Exempt
11/21/2015	15168579	D URBAN	False Report of Emergency		Exempt
11/22/2015	15168957	D URBAN	Freeway Access		Exempt
11/29/2015	15172296	D URBAN	Traffic Secondary to Call		Exempt

**Exemption Request Report
December 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/01/2015	15172885	D URBAN	Changed Response Area		Exempt
12/04/2015	15174526	D URBAN	Dispatch Error		Exempt
12/04/2015	15174814	D URBAN	Dispatch Error		Exempt
12/07/2015	15176420	D URBAN	Changed Response Area		Exempt
12/11/2015	15178285	D URBAN	Changed Response Area		Exempt
12/12/2015	15178732	D URBAN	False Report of Emergency		Exempt
12/14/2015	15180026	D URBAN	Train		Exempt
12/16/2015	15180956	D URBAN	Adjusted time based on call audit		Exempt
12/18/2015	15182013	D URBAN	Freeway Access		Exempt
12/18/2015	15182050	D URBAN	Dispatch Error		Exempt
12/19/2015	15182622	D URBAN	Freeway Access	Time and Distance	Not Exempt
12/20/2015	15183042	D URBAN	Zone Assist		Exempt
12/26/2015	15185936	D URBAN	Freeway Access		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Monthly Average
D URBAN	93%	91%	93%	93%	91%	91%	90%	92%	96%	94%	95%	91%	92.5%
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	93%	91%	93%	94%	92%	91%	91%	92%	96%	94%	95%	92%	92.7%

Failure to Provide Data

Event Type	November 2015	December 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

