



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

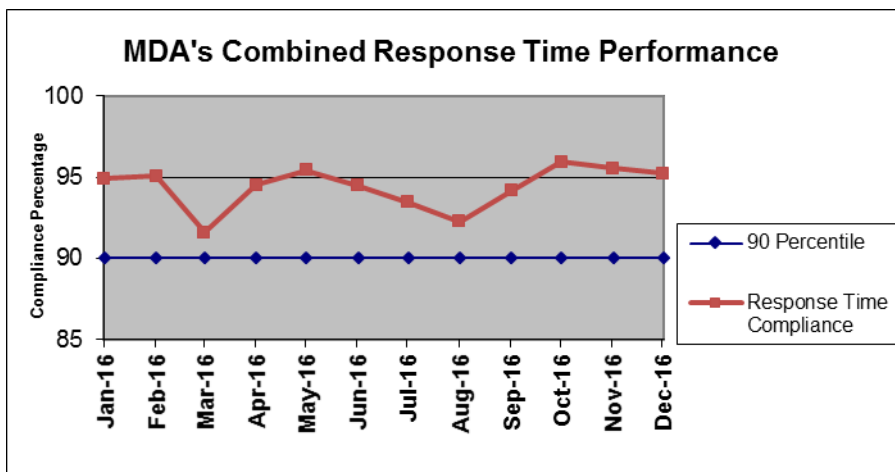
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: March 27, 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 November and December, 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 November and December 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 95.53% for November and 95.22% for December.

The complete compliance report for November and December 2016 may be viewed or downloaded from the EMS Agency's website: [www.sigov.org/ems](http://www.sigov.org/ems).

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

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

November 1, 2016 through November 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	427	20	95.32%	X	
SJ ZONE D SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
<b>All Zones Combined</b>		<b>447</b>	<b>20</b>	<b>95.53%</b>	<b>3</b>	<b>0</b>

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

December 1, 2016 through December 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE D URBAN	8:00	509	25	95.09%	X	
SJ ZONE D SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
<b>All Zones Combined</b>		<b>523</b>	<b>25</b>	<b>95.22%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	November 2016	December 2016
Late response minutes	\$560	\$600
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>\$560</b>	<b>\$600</b>

**Weekly Unit Hour Staffing Report**

	November 2016	December 2016
SJ ZONE D	680	653
<b>Total</b>	<b>680</b>	<b>653</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 2016			December 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	427	20	95.32%	509	25	95.09%
Suburban 20:00	20	0	100.00%	14	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>447</b>	<b>20</b>	<b>95.53%</b>	<b>523</b>	<b>25</b>	<b>95.22%</b>

## Mutual Aid Incidents

November 2016			December 2016		
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 URBAN	12
AMR San Joaquin	SJ ZONE D URBAN	10	Escalon	SJ ZONE D URBAN	1
Escalon	SJ ZONE D SUBURBAN	1			
Escalon	SJ ZONE D URBAN	1			
<b>Total</b>		<b>13</b>			<b>13</b>

## Detailed Response Time Analysis November 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	425	0:53	15:28	5:10	2:14	7:39
SJ ZONE D SUBURBAN	20	2:15	11:53	6:51	2:15	9:56
SJ ZONE D RURAL	0					
All Urban Compliance Areas	425	0:53	15:28	5:10	2:14	7:39
All Suburban Compliance Areas	20	2:15	11:53	6:51	2:15	9:56
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis December 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	508	0:07	13:50	5:07	2:06	7:39
SJ ZONE D SUBURBAN	14	5:28	10:54	7:22	1:42	10:19
SJ ZONE D RURAL	0					
All Urban Compliance Areas	508	0:07	13:50	5:07	2:06	7:39
All Suburban Compliance Areas	14	5:28	10:54	7:22	1:42	10:19
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report  
November 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/01/2016	16159142	D URBAN	Train		Exempt
11/02/2016	16159610	D URBAN	Location Change		Exempt
11/03/2016	16160312	D URBAN	Delays in Transferring Care at ED		Exempt
11/03/2016	16160443	D URBAN	Changed Response Area		Exempt
11/03/2016	16160478	D URBAN	Delays in Transferring Care at ED		Exempt
11/04/2016	16160713	D URBAN	Freeway Access		Exempt
11/06/2016	16161934	D URBAN	Delays in Transferring Care at ED		Exempt
11/06/2016	16162106	D URBAN	Zone Assist		Exempt
11/08/2016	16162731	D URBAN	Changed Response Area		Exempt
11/08/2016	16162809	D URBAN	Changed Response Area		Exempt
11/14/2016	16166149	D URBAN	Delays in Transferring Care at ED		Exempt
11/15/2016	16166274	D URBAN	Dispatch Error		Exempt
11/15/2016	16166308	D URBAN	Freeway Access		Exempt
11/16/2016	16166882	D URBAN	Freeway Access		Exempt
11/21/2016	16169619	D URBAN	Freeway Access		Exempt
11/21/2016	16169726	D URBAN	Zone Assist		Exempt
11/21/2016	16169728	D URBAN	Zone Assist		Exempt
11/24/2016	16170917	D URBAN	Changed Response Area		Exempt
11/28/2016	16172993	D URBAN	Train		Exempt
11/28/2016	16173013	D URBAN	Traffic Secondary to Call	Time and Distance	Not Exempt

**Exemption Request Report  
December 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/02/2016	16174941	D URBAN	Freeway Access		Exempt
12/02/2016	16175129	D URBAN	Freeway Access		Exempt
12/05/2016	16176205	D URBAN	Traffic Secondary to Call		Exempt
12/12/2016	16179928	D URBAN	Off-Road Location		Exempt
12/12/2016	16179981	D URBAN	Changed Response Area		Exempt
12/16/2016	16182001	D URBAN	Freeway Access		Exempt
12/16/2016	16182508	D URBAN	Train		Exempt
12/18/2016	16183071	D URBAN	Dispatch Error		Exempt
12/19/2016	16183971	D URBAN	Delays in Transferring Care at ED		Exempt
12/21/2016	16184842	D URBAN	Delays in Transferring Care at ED		Exempt
12/22/2016	16185625	D URBAN	Zone Assist		Exempt
12/22/2016	16185649	D URBAN	False Report of Emergency		Exempt
12/23/2016	16185848	D URBAN	Train		Exempt

**Exemption Request Report (continued)**  
**December 2016**

<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>
12/25/2016	16187025	D URBAN	AMR Ambulance Zone		Exempt
12/29/2016	16189543	D URBAN	Delays in Transferring Care at ED		Exempt
12/30/2016	16189766	D URBAN	Difficult to Access		Exempt
12/31/2016	16190692	D URBAN	Changed Response Area		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Monthly Average
D URBAN	95%	95%	91%	94%	95%	94%	93%	92%	94%	96%	95%	95%	94.1%
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%
<b>All Zones</b>	<b>95%</b>	<b>95%</b>	<b>92%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>93%</b>	<b>92%</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>95%</b>	<b>94.4%</b>

**Failure to Provide Data**

Event Type	November 2016	December 2016
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

