



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



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

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Memorandum

TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: January 30, 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 November and December 2017, 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 21 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 November and December 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)

November 1, 2017 through November 30, 2017					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes	Compliant No
SJ Zone D U	449	21	95.32%	X	
SJ Zone D S*	12	0	100.00%	####	####
SJ Zone D R*	3	0	100.00%	####	####
All Zones Combined	464	21	95.47%	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

November 1, 2017 through November 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	Compliant No
SJ Zone D R	September 2017	November 2017	27	0	100.00%	####	####
SJ Zone D S	September 2017	November 2017	35	0	100.00%	####	####

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

December 1, 2017 through December 31, 2017					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant Yes	Compliant No
SJ Zone D U	477	23	95.18%	X	
SJ Zone D S*	16	0	100.00%	####	####
SJ Zone D R*	19	0	100.00%	####	####
All Zones Combined	512	23	95.51%	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

December 1, 2017 through December 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	Compliant No
SJ Zone D R	September 2017	December 2017	46	0	100.00%	####	####
SJ Zone D S	September 2017	December 2017	51	0	100.00%	####	####

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

November 1, 2017 through November 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	232	0	100.00%
SJ Zone D S*	2	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	239	0	100.00%

* 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

November 1, 2017 through November 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	November 2017	44	0	100.00%
SJ Zone D S	January 2017	November 2017	42	1	97.62%

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

December 1, 2017 through December 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	254	1	99.61%
SJ Zone D S*	3	0	100.00%
SJ Zone D R*	3	0	100.00%
All Zones Combined	260	1	99.62%

* 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

December 1, 2017 through December 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	December 2017	47	0	100.00%
SJ Zone D S	January 2017	December 2017	45	1	97.78%

Response Time Compliance Report - Combined RLS and NRLS

November 1, 2017 through November 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	681	21	96.92%
SJ Zone D Suburban	14	0	100.00%
SJ Zone D Rural	8	0	100.00%
All Zones Combined	703	21	97.01%

Response Time Compliance Report - Combined RLS and NRLS

December 1, 2017 through December 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	731	24	96.72%
SJ Zone D Suburban	19	0	100.00%
SJ Zone D Rural	22	0	100.00%
All Zones Combined	772	24	96.89%

Fines and Penalties Report

Type of Penalty	November 2017	December 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,400	\$1,500
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	\$1,400	\$1,500

Detailed Response Time Analysis without Exemptions Applied - RLS

November 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	449	16:32	5:01	2:02	7:32
SJ Zone D Suburban	12	9:58	7:12	1:41	9:40
SJ Zone D Rural	3	13:46	8:27	3:59	13:46
Total Responses	464				

Detailed Response Time Analysis without Exemptions Applied - RLS

December 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	477	15:00	4:55	1:49	7:10
SJ Zone D Suburban	16	10:03	6:54	2:21	9:46
SJ Zone D Rural	19	12:22	7:55	2:20	10:31
Total Responses	512				

Detailed Response Time Analysis without Exemptions Applied - NRLS

November 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	232	21:55	6:53	3:02	10:11
SJ Zone D Suburban	2	7:45	6:30	1:15	7:45
SJ Zone D Rural	5	21:46	14:19	4:20	21:46
Total Responses	239				

Detailed Response Time Analysis without Exemptions Applied - NRLS

December 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	254	19:51	6:53	3:07	11:02
SJ Zone D Suburban	3	13:36	11:38	2:21	13:36
SJ Zone D Rural	3	19:44	14:57	3:24	19:44
Total Responses	260				

Comparison of Compliance with and without Exemptions - RLS

November 1, 2017 through November 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	449	46	89.76%	21	95.32%
SJ Zone D S	12	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	464	46	90.09%	21	95.47%

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

Comparison of Compliance with and without Exemptions - RLS

December 1, 2017 through December 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	477	32	93.29%	23	95.18%
SJ Zone D S	16	0	100.00%	0	100.00%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	512	32	93.75%	23	95.51%

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

Comparison of Compliance with and without Exemptions - NRLS

November 1, 2017 through November 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	232	4	98.28%	0	100.00%
SJ Zone D S	2	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	239	4	98.33%	0	100.00%

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

Comparison of Compliance with and without Exemptions - NRLS

December 1, 2017 through December 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	254	4	98.43%	1	99.61%
SJ Zone D S	3	0	100.00%	0	100.00%
SJ Zone D R	3	0	100.00%	0	100.00%
All Zones Combined	260	4	98.46%	1	99.62%

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

Exemption Request Reports

Types of Exemptions	November		December	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
AMR Ambulance Zone	0	0	1	0
Bad Location / Address	3	0	1	0
Delays in Transferring Care at ED	6	1	5	0
Dispatch Error	2	0	0	0
False Report of Emergency	3	0	1	0
Freeway Access	2	0	1	0
Traffic Secondary to Call	4	0	0	0
Train	2	0	0	1
Zone Assist	7	0	3	0

Mutual Aid

Compliance Zone	Provider	November 2017	December 2017
SJ Zone D	Escalon Community Ambulance	7	7
SJ Zone D	AMR	12	18

Failure to Provide Data

Event Type	November 2017	December 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Weekly Unit Hour Staffing Report

	November 2017	December 2017
SJ Zone D	756	728

Community Service Report

Event Type
See Appendix A.

