



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: December 4, 2017

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 September and October 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 26 seconds during the two-month period. This response performance is achieved without considering any late exemption requests. Sixty-four percent (64%) of the responses in this report are to urban areas and require RLS.

The complete compliance report for September and October 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)

September 1, 2017 through September 30, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	481	24	95.01%	X		
SJ Zone D S*	12	0	100.00%	####	####	
SJ Zone D R*	6	0	100.00%	####	####	
All Zones Combined	499	24	95.19%	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

September 1, 2017 through September 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	No
SJ Zone D R	September 2017	September 2017	6	0	100.00%	####	####
SJ Zone D S	September 2017	September 2017	12	0	100.00%	####	####

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

October 1, 2017 through October 31, 2017						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	478	32	93.31%	X		
SJ Zone D S*	11	0	100.00%	####	####	
SJ Zone D R*	18	0	100.00%	####	####	
All Zones Combined	507	32	93.69%	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

October 1, 2017 through October 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	No
SJ Zone D R	September 2017	October 2017	24	0	100.00%	####	####
SJ Zone D S	September 2017	October 2017	23	0	100.00%	####	####

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

September 1, 2017 through September 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	236	3	98.73%
SJ Zone D S*	5	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	246	3	98.78%

* 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

September 1, 2017 through September 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	September 2017	32	0	100.00%
SJ Zone D S	January 2017	September 2017	36	1	97.22%

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

October 1, 2017 through October 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	233	1	99.57%
SJ Zone D S*	4	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	244	1	99.59%

* 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

October 1, 2017 through October 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	October 2017	39	0	100.00%
SJ Zone D S	January 2017	October 2017	40	1	97.50%

Response Time Compliance Report - Combined RLS and NRLS

September 1, 2017 through September 30, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	717	27	96.23%
SJ Zone D Suburban	17	0	100.00%
SJ Zone D Rural	11	0	100.00%
All Zones Combined	745	27	96.38%

Response Time Compliance Report - Combined RLS and NRLS

October 1, 2017 through October 31, 2017			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	711	33	95.36%
SJ Zone D Suburban	15	0	100.00%
SJ Zone D Rural	25	0	100.00%
All Zones Combined	751	33	95.61%

Fines and Penalties Report

Type of Penalty	September 2017	October 2017
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$2,500	\$1,900
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	\$1,900

Detailed Response Time Analysis without Exemptions Applied - RLS

September 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	481	23:01	4:55	2:12	7:15
SJ Zone D Suburban	12	8:08	5:48	1:22	7:24
SJ Zone D Rural	6	10:26	7:37	1:55	10:26
Total Responses	499				

Detailed Response Time Analysis without Exemptions Applied - RLS

October 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	478	22:10	5:00	2:14	7:36
SJ Zone D Suburban	11	9:56	6:35	2:09	9:23
SJ Zone D Rural	18	15:01	7:59	3:33	13:59
Total Responses	507				

Detailed Response Time Analysis without Exemptions Applied - NRLS

September 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	236	21:27	7:19	3:02	11:03
SJ Zone D Suburban	5	14:11	11:43	1:58	14:11
SJ Zone D Rural	5	14:47	11:03	3:19	14:47
Total Responses	246				

Detailed Response Time Analysis without Exemptions Applied - NRLS

October 2017					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	233	27:44	7:14	3:28	11:22
SJ Zone D Suburban	4	11:54	11:32	0:18	11:54
SJ Zone D Rural	7	14:05	9:26	4:44	14:05
Total Responses	244				

Comparison of Compliance with and without Exemptions - RLS

September 1, 2017 through September 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	481	37	92.31%	24	95.01%
SJ Zone D S	12	0	100.00%	0	100.00%
SJ Zone D R	6	0	100.00%	0	100.00%
All Zones Combined	499	37	92.59%	24	95.19%

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

Comparison of Compliance with and without Exemptions - RLS

October 1, 2017 through October 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	478	50	89.54%	32	93.31%
SJ Zone D S	11	0	100.00%	0	100.00%
SJ Zone D R	18	0	100.00%	0	100.00%
All Zones Combined	507	50	90.14%	32	93.69%

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

Comparison of Compliance with and without Exemptions - NRLS

September 1, 2017 through September 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	236	5	97.88%	3	98.73%
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	5	97.97%	3	98.78%

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

Comparison of Compliance with and without Exemptions - NRLS

October 1, 2017 through October 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	233	5	97.85%	1	99.57%
SJ Zone D S	4	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	244	5	97.95%	1	99.59%

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

Exemption Request Reports

Types of Exemptions	September		October	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
AMR Ambulance Zone	0	0	1	0
Delay while providing Mutual Aid	1	0	0	0
Delayed Reporting on Scene	1	0	1	1
Delays in Transferring Care at ED	2	0	5	0
Dispatch Error	0	0	2	0
False Report of Emergency	2	0	0	0
Freeway Access	3	0	1	0
Location Change	0	0	3	0
MCI	0	0	2	0
Reduced/Upgraded Response	2	0	0	0
Traffic Secondary to Call	2	0	0	0
Train	0	0	2	0
Zone Assist	2	0	5	0

Mutual Aid

Compliance Zone	Provider	September 2017	October 2017
SJ Zone D	AMR	19	34
SJ Zone D	Escalon Community Ambulance	4	2

Failure to Provide Data

Event Type	September 2017	October 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Weekly Unit Hour Staffing Report

	September 2017	October 2017
SJ Zone D	716	701

Community Service Report

Event Type
See Appendix A.

