



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: March 17, 2021

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 January and February 2021, 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 an average response time of seven minutes and fifteen seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2021 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Exclusive Emergency Ambulance Provider
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Response Time Compliance - Red Lights and Siren (RLS)

2021/01/01 through 2021/01/31					
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE D URBAN	529	20	96.22%	X	
SJ ZONE D SUBURBAN	17	0	100.00%	---	---
SJ ZONE D RURAL	20	0	100.00%	---	---
All Zones Combined	566	20	96.47%	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

2021/01/01 through 2021/01/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
			Compliance Calc Incidents			Yes	No
CP Start		CP End				Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Jan 2021	17	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Jan 2021	20	0	100.00%	---	---

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Response Time Compliance - Red Lights and Siren (RLS)

2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	458	21	95.41%	X		
SJ ZONE D SUBURBAN	22	1	95.45%	---	---	
SJ ZONE D RURAL	27	0	100.00%	---	---	
All Zones Combined	507	22	95.66%	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

2021/02/01 through 2021/02/28							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	CP Start	CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Feb 2021	39	1	97.44%	---	---
SJ ZONE D RURAL	Jan 2021	Feb 2021	47	0	100.00%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2021/01/01 through 2021/01/31						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	240	1	99.58%	X		
SJ ZONE D SUBURBAN	10	0	100.00%	---	---	
SJ ZONE D RURAL	8	0	100.00%	---	---	
All Zones Combined	258	1	99.61%	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 NRLS Responses

2021/01/01 through 2021/01/31							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Jan 2021	10	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Jan 2021	8	0	100.00%	---	---

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Response Time Compliance - No Red Lights and Siren (NRLS)

2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	237	1	99.58%	X		
SJ ZONE D SUBURBAN	8	0	100.00%	---	---	
SJ ZONE D RURAL	14	0	100.00%	---	---	
All Zones Combined	259	1	99.61%	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 NRLS Responses

2021/02/01 through 2021/02/28							
Rolling Compliance Zones (with Multiple Months for 100 Call Min)	Rolling Compliance Period From	Rolling Compliance Period Through	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
CP Start		CP End	Compliance Calc Incidents			Yes	No
SJ ZONE D SUBURBAN	Jan 2021	Feb 2021	18	0	100.00%	---	---
SJ ZONE D RURAL	Jan 2021	Feb 2021	22	0	100.00%	---	---

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Response Time Compliance Report - Combined RLS
and NRLS

2021/01/01 through 2021/01/31			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	769	21	97.27%
SJ ZONE D SUBURBAN	27	0	100.00%
SJ ZONE D RURAL	28	0	100.00%
All Zones Combined	824	21	97.45%

Response Time Compliance Report - Combined RLS
and NRLS

2021/02/01 through 2021/02/28			
Compliance Zone	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage
Compliance Calc Incidents			
SJ ZONE D URBAN	695	22	96.83%
SJ ZONE D SUBURBAN	30	1	96.67%
SJ ZONE D RURAL	41	0	100.00%
All Zones Combined	766	23	97.00%

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Fines and Penalties Report		
Type of Penalty	Jan 2021	Feb 2021
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$700	\$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	\$700	\$900

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Jan 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	544	00:14:41	00:04:59	00:02:02	00:07:12
SJ ZONE D SUBURBAN	19	00:11:54	00:06:46	00:03:18	00:09:58
SJ ZONE D RURAL	20	00:14:27	00:08:57	00:02:06	00:11:37
Total Responses	583				

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Detailed Response Time Analysis without Exemptions Applied - RLS					
Feb 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	466	00:17:57	00:04:56	00:01:55	00:07:17
SJ ZONE D SUBURBAN	22	00:14:34	00:07:29	00:02:23	00:09:21
SJ ZONE D RURAL	27	00:11:39	00:08:26	00:01:36	00:10:16
Total Responses	515				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jan 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	245	00:19:26	00:06:47	00:02:47	00:10:04
SJ ZONE D SUBURBAN	11	00:14:01	00:11:30	00:01:36	00:13:15
SJ ZONE D RURAL	8	00:12:16	00:08:51	00:02:39	00:11:35
Total Responses	264				

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Detailed Response Time Analysis without Exemptions Applied - NRLS					
Feb 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	239	00:18:36	00:06:38	00:02:51	00:09:33
SJ ZONE D SUBURBAN	8	00:18:24	00:11:34	00:03:24	00:14:51
SJ ZONE D RURAL	14	00:20:53	00:10:56	00:04:12	00:14:09
Total Responses	261				

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Comparison of Compliance with and without Exemptions - RLS						
2021/01/01 through 2021/01/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	529	53	89.98%	529	20	96.22%
SJ ZONE D SUBURBAN	17	3	82.35%	17	0	100.00%
SJ ZONE D RURAL	20	0	100.00%	20	0	100.00%
All Zones Combined	566	56	90.11%	566	20	96.47%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - RLS						
2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	458	44	90.39%	458	21	95.41%
SJ ZONE D SUBURBAN	22	1	95.45%	22	1	95.45%
SJ ZONE D RURAL	27	1	96.30%	27	0	100.00%
All Zones Combined	507	46	90.93%	507	22	95.66%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Comparison of Compliance with and without Exemptions - NRLS						
2021/01/01 through 2021/01/31						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	240	5	97.92%	240	1	99.58%
SJ ZONE D SUBURBAN	10	0	100.00%	10	0	100.00%
SJ ZONE D RURAL	8	0	100.00%	8	0	100.00%
All Zones Combined	258	5	98.06%	258	1	99.61%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS						
2021/02/01 through 2021/02/28						
Compliance Zone	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	237	8	96.62%	237	1	99.58%
SJ ZONE D SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE D RURAL	14	0	100.00%	14	0	100.00%
All Zones Combined	259	8	96.91%	259	1	99.61%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports				
Types of Exemptions	Jan 2021		Feb 2021	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Adjusted Time Based on Audit	0	0	0	0
Delays in Transferring Care in the Emergency Department	2	0	6	0
Good Cause case-by case	6	0	4	0
Material Change in dispatch location after the initial dispatch	3	0	0	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	2	0	0	0
Restricted Freeway Access	2	0	3	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	2	0	0	0
Train	0	0	3	0
Unavoidable Delay caused by unreported road construction	0	0	0	0
UTL	0	0	1	0
Wrong Address by Requesting party	0	0	0	0
Zone Assist	10	0	6	0

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Zone Assist		
Compliance Zone	Jan 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	11
	Ripon	1
SJ ZONE D SUBURBAN	AMR San Joaquin	1
SJ ZONE D RURAL	AMR San Joaquin	6

Zone Assist		
Compliance Zone	Feb 2021	
	Provider	#
SJ ZONE D URBAN	AMR San Joaquin	11
	Escalon	5
	Ripon	4
SJ ZONE D SUBURBAN	AMR San Joaquin	3
	Escalon	2
SJ ZONE D RURAL	AMR San Joaquin	8

Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data		
Event Type	Jan 2021	Feb 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

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