



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: Rick Jones, EMS Analyst

DATE: September 9, 2019

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 May and June 2019, 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 seventeen seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 2019 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)

May 1, 2019 through May 31, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	494	24	95.14%	X		
SJ Zone D S*	19	1	94.74%	####	####	
SJ Zone D R*	19	0	100.00%	####	####	
All Zones Combined	532	25	95.30%	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

May 1, 2019 through May 31, 2019							
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	December 2018	May 2019	101	1	99.01%	X	
SJ Zone D S	December 2018	May 2019	88	3	96.59%	####	####

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

June 1, 2019 through June 30, 2019						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	481	28	94.18%	X		
SJ Zone D S*	24	1	95.83%	####	####	
SJ Zone D R*	11	0	100.00%	####	####	
All Zones Combined	516	29	94.38%	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

June 1, 2019 through June 30, 2019							
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	June 2019	June 2019	11	0	100.00%	####	####
SJ Zone D S	December 2018	June 2019	112	4	96.43%	X	

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

May 1, 2019 through May 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	249	3	98.80%
SJ Zone D S*	0	0	100.00%
SJ Zone D R*	10	0	100.00%
All Zones Combined	259	3	98.84%

* 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

May 1, 2019 through May 31, 2019					
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	March 2019	May 2019	20	0	100.00%
SJ Zone D S	January 2019	May 2019	33	1	96.97%

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

June 1, 2019 through June 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	255	2	99.22%
SJ Zone D S*	3	0	100.00%
SJ Zone D R*	5	0	100.00%
All Zones Combined	263	2	99.24%

* 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

June 1, 2019 through June 30, 2019					
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	March 2019	June 2019	25	0	100.00%
SJ Zone D S	January 2019	June 2019	36	1	97.22%

Response Time Compliance Report - Combined RLS and NRLS

May 1, 2019 through May 31, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	743	27	96.37%
SJ Zone D Suburban	19	1	94.74%
SJ Zone D Rural	29	0	100.00%
All Zones Combined	791	28	96.46%

Response Time Compliance Report - Combined RLS and NRLS

June 1, 2019 through June 30, 2019			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	736	30	95.92%
SJ Zone D Suburban	27	1	96.30%
SJ Zone D Rural	16	0	100.00%
All Zones Combined	779	31	96.02%

Fines and Penalties Report

Type of Penalty	May 2019	June 2019
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,100	\$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	\$1,100	\$900

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	494	18:16	4:54	2:06	7:12
SJ Zone D Suburban	19	11:21	6:44	2:22	9:22
SJ Zone D Rural	19	10:31	7:16	2:23	10:01
Total Responses	532				

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	481	12:58	4:58	1:56	7:23
SJ Zone D Suburban	24	17:39	8:32	3:21	12:13
SJ Zone D Rural	11	12:35	8:31	2:45	11:45
Total Responses	516				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	249	18:34	6:28	2:51	10:18
SJ Zone D Suburban	0				
SJ Zone D Rural	10	13:43	10:43	2:50	13:18
Total Responses	259				

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2019					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ Zone D Urban	255	17:44	6:31	2:46	10:03
SJ Zone D Suburban	3	12:25	10:52	1:06	12:25
SJ Zone D Rural	5	16:50	7:26	4:55	16:50
Total Responses	263				

Comparison of Compliance with and without Exemptions - RLS

May 1, 2019 through May 31, 2019					
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	494	40	91.90%	24	95.14%
SJ Zone D S	19	1	94.74%	1	94.74%
SJ Zone D R	19	0	100.00%	0	100.00%
All Zones Combined	532	41	92.29%	25	95.30%

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

Comparison of Compliance with and without Exemptions - RLS

June 1, 2019 through June 30, 2019					
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	41	91.48%	28	94.18%
SJ Zone D S	24	4	83.33%	1	95.83%
SJ Zone D R	11	0	100.00%	0	100.00%
All Zones Combined	516	45	91.28%	29	94.38%

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

Comparison of Compliance with and without Exemptions - NRLS

May 1, 2019 through May 31, 2019					
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	249	3	98.80%	3	98.80%
SJ Zone D S	0	0	100.00%	0	100.00%
SJ Zone D R	10	0	100.00%	0	100.00%
All Zones Combined	259	3	98.84%	3	98.84%

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

Comparison of Compliance with and without Exemptions - NRLS

June 1, 2019 through June 30, 2019					
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	255	2	99.22%	2	99.22%
SJ Zone D S	3	0	100.00%	0	100.00%
SJ Zone D R	5	0	100.00%	0	100.00%
All Zones Combined	263	2	99.24%	2	99.24%

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

Exemption Request Reports

Types of Exemptions	May		June	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
AMR Ambulance Zone	2	0	0	0
Delays in Transferring Care at ED	1	0	5	0
False Report of Emergency	2	0	3	0
Freeway Access	1	1	0	0
Location Change	3	0	2	0
Off-Road Location	0	0	1	0
Other	1	0	0	0
Poor Location Information from RP	1	0	0	0
Staged	1	0	0	0
Traffic Secondary to Call	1	0	0	0
Train	1	0	2	0
Zone Assist	2	0	3	0

Mutual Aid

Compliance Zone	Provider	May 2019	June 2019
SJ Zone D	AMR	38	21
SJ Zone D	Escalon Community Ambulance	5	3
SJ Zone D	Ripon Ambulance	4	4

Failure to Provide Data

Event Type	May 2019	June 2019
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	May 2019	June 2019
SJ Zone D	N/A	N/A

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

