



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: Sept 1, 2020

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 2020, 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 five minutes and four 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 2020 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and

finer on exclusive emergency ambulance service providers that may limit an EOA provider's ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

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

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

May 1, 2020 through May 31, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	456	19	95.83%	X		
SJ Zone D S*	19	1	94.74%	####	####	
SJ Zone D R*	18	0	100.00%	####	####	
All Zones Combined	493	20	95.94%	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, 2020 through May 31, 2020								
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	January 2020	May 2020	92	0	100.00%	####	####	
SJ Zone D S	May 2020	May 2020	19	1	94.74%	####	####	

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

June 1, 2020 through June 30, 2020						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ Zone D U	491	22	95.52%	X		
SJ Zone D S*	22	0	100.00%	####	####	
SJ Zone D R*	23	0	100.00%	####	####	
All Zones Combined	536	22	95.90%	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, 2020 through June 30, 2020								
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	January 2020	June 2020	115	0	100.00%	X		
SJ Zone D S	May 2020	June 2020	41	1	97.56%	####	####	

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

May 1, 2020 through May 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	200	1	99.50%
SJ Zone D S*	7	0	100.00%
SJ Zone D R*	9	0	100.00%
All Zones Combined	216	1	99.54%

* 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, 2020 through May 31, 2020					
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 2020	90	0	100.00%
SJ Zone D S	May 2020	May 2020	7	0	100.00%

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

June 1, 2020 through June 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D U	216	1	99.54%
SJ Zone D S*	9	0	100.00%
SJ Zone D R*	7	0	100.00%
All Zones Combined	232	1	99.57%

* 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, 2020 through June 30, 2020					
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 2020	97	0	100.00%
SJ Zone D S	May 2020	June 2020	16	0	100.00%

Response Time Compliance Report - Combined RLS and NRLS

May 1, 2020 through May 31, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	656	20	96.95%
SJ Zone D Suburban	26	1	96.15%
SJ Zone D Rural	27	0	100.00%
All Zones Combined	709	21	97.04%

Response Time Compliance Report - Combined RLS and NRLS

June 1, 2020 through June 30, 2020			
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage
SJ Zone D Urban	707	23	96.75%
SJ Zone D Suburban	31	0	100.00%
SJ Zone D Rural	30	0	100.00%
All Zones Combined	768	23	97.01%

Fines and Penalties Report

Type of Penalty	May 2020	June 2020
Out of compliance response zones	\$0	\$0
Code 2 and Code 3 Late response minutes	\$1,300	\$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	\$1,300	\$1,500

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	456	19:17	5:05	2:05	7:22	
SJ Zone D Suburban	19	12:36	8:28	1:43	10:15	
SJ Zone D Rural	18	12:24	7:40	2:39	11:16	
Total Responses	493					

Detailed Response Time Analysis without Exemptions Applied - RLS

June 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	491	15:20	5:03	2:00	7:20	
SJ Zone D Suburban	22	14:38	8:21	1:51	10:47	
SJ Zone D Rural	23	15:18	9:14	3:22	13:15	
Total Responses	536					

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	200	16:09	6:48	2:39	9:49	
SJ Zone D Suburban	7	16:02	12:12	2:43	16:02	
SJ Zone D Rural	9	17:29	11:33	4:58	17:29	
Total Responses	216					

Detailed Response Time Analysis without Exemptions Applied - NRLS

June 2020						
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ Zone D Urban	216	20:59	7:01	3:05	11:02	
SJ Zone D Suburban	9	15:44	11:05	3:01	15:44	
SJ Zone D Rural	7	19:37	11:08	4:34	19:37	
Total Responses	232					

Comparison of Compliance with and without Exemptions - RLS

May 1, 2020 through May 31, 2020					
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	456	40	91.23%	19	95.83%
SJ Zone D S	19	1	94.74%	1	94.74%
SJ Zone D R	18	0	100.00%	0	100.00%
All Zones Combined	493	41	91.68%	20	95.94%

* 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, 2020 through June 30, 2020					
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	491	42	91.45%	22	95.52%
SJ Zone D S	22	1	95.45%	0	100.00%
SJ Zone D R	23	0	100.00%	0	100.00%
All Zones Combined	536	43	91.98%	22	95.90%

* 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, 2020 through May 31, 2020					
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	200	1	99.50%	1	99.50%
SJ Zone D S	7	0	100.00%	0	100.00%
SJ Zone D R	9	0	100.00%	0	100.00%
All Zones Combined	216	1	99.54%	1	99.54%

* 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, 2020 through June 30, 2020					
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	216	2	99.07%	1	99.54%
SJ Zone D S	9	0	100.00%	0	100.00%
SJ Zone D R	7	0	100.00%	0	100.00%
All Zones Combined	232	2	99.14%	1	99.57%

* 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
Bad Location / Address	1	0	0	0
Delays in Transferring Care at ED	2	0	1	0
Dispatch Error	0	0	1	0
False Report of Emergency	0	0	2	0
Freeway Access	4	0	2	0
Location Change	2	0	3	0
Off-Road Location	0	0	1	0
Other	2	0	1	0
Reduced/Upgraded Response	1	0	0	0
Road Closure	2	0	0	0
Traffic Secondary to Call	0	0	1	0
Zone Assist	7	0	10	0

Mutual Aid

Compliance Zone	Provider	May 2020	June 2020
SJ Zone D	Escalon Community Ambulance	2	3
SJ Zone D	AMR	26	16
SJ Zone D	Ripon Ambulance	3	10

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	May 2020	June 2020
N/A		

Weekly Unit Hour Staffing Report

Compliance Zone	May 2020	June 2020
SJ Zone D	668	665

Mechanical Report

Event Type	Date	Preventable
N/A		

Financials

Type	Date	Amount
Interest Accrued on Bond		

Community Service Report

Event Type
See Appendix A.

