



San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: February 7, 2023

SUBJECT: Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone D and the contract compliance for the Emergency Ambulance Provider Manteca District Ambulance (MDA), 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.

MDA has submitted Key Performance Indicators for the months of November and December 2022. The below table identifies MDA's credited amount for the months of November and December 2022.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (3,220.00)		\$(3,220.00)
Nov	\$ 2,000.00	80%	\$ 1,600.00	\$ 400.00	\$(2,820.00)
Dec	\$ 3,100.00	80%	\$ 2,480.00	\$ 620.00	\$(2,200.00)

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 forty-six seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 2022 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/department/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Nov 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	518	24	95.37%	X		
SJ ZONE D SUBURBAN	27	2	92.59%	---	---	
SJ ZONE D RURAL	35	1	97.14%	---	---	
All Zones Combined	580	27	95.34%			
* 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

Nov 2022							
Rolling Population Density (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	Nov 2022	Nov 2022	27	2	92.59%	---	---
SJ ZONE D RURAL	Nov 2022	Nov 2022	35	1	97.14%	---	---
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

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Contract Compliance
Manteca District Ambulance

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

Nov 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	287	1	99.65%	X		
SJ ZONE D SUBURBAN	8	0	100.00%	---	---	
SJ ZONE D RURAL	9	0	100.00%	---	---	
All Zones Combined	304	1	99.67%			
* 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

Nov 2022							
Rolling Population Density (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	Apr 2022	Nov 2022	74	1	98.65%	---	---
SJ ZONE D RURAL	Sep 2022	Nov 2022	42	0	100.00%	---	---
CP Start = Compliance Period Start Date CP End = Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Dec 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	662	33	95.02%	X		
SJ ZONE D SUBURBAN	26	2	92.31%	---	---	
SJ ZONE D RURAL	39	2	94.87%	---	---	
All Zones Combined	727	37	94.91%			
* 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

Dec 2022								
Rolling Population Density (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	Nov 2022	Dec 2022	53	4	92.45%	---	---	
SJ ZONE D RURAL	Nov 2022	Dec 2022	74	3	95.95%	---	---	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

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 Contract Compliance
 Manteca District Ambulance

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

Dec 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	330	3	99.09%	X		
SJ ZONE D SUBURBAN	19	0	100.00%	---	---	
SJ ZONE D RURAL	12	0	100.00%	---	---	
All Zones Combined	361	3	99.17%			
* 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

Dec 2022								
Rolling Population Density (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	Apr 2022	Dec 2022	93	1	98.92%	---	---	
SJ ZONE D RURAL	Sep 2022	Dec 2022	54	0	100.00%	---	---	
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

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Fines and Penalties Report		
Type of Penalty	Nov 2022	Dec 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,000	\$3,100
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
Totals	\$2,000	\$3,100

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 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	518	17:35	05:22	02:11	07:50
SJ ZONE D SUBURBAN	27	16:06	08:21	03:08	12:25
SJ ZONE D RURAL	35	21:10	09:24	03:25	12:09
Total Responses	580				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	287	19:34	07:25	03:13	11:36
SJ ZONE D SUBURBAN	8	16:02	11:07	02:46	13:58
SJ ZONE D RURAL	9	17:58	11:52	04:02	17:10
Total Responses	304				

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	662	21:30	05:18	02:14	07:41
SJ ZONE D SUBURBAN	26	14:42	08:11	02:46	11:44
SJ ZONE D RURAL	39	25:40	10:02	04:34	14:53
Total Responses	727				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	330	27:05	07:47	03:55	12:13
SJ ZONE D SUBURBAN	19	23:24	13:10	04:19	18:03
SJ ZONE D RURAL	12	18:43	11:19	03:21	14:38
Total Responses	361				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Nov 2022			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	518	70	86.49%	518	24	95.37%
SJ ZONE D SUBURBAN	27	5	81.48%	27	2	92.59%
SJ ZONE D RURAL	35	1	97.14%	35	1	97.14%
All Zones Combined	580	76	86.90%	580	27	95.34%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Nov 2022			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	287	10	96.52%	287	1	99.65%
SJ ZONE D SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	304	10	96.71%	304	1	99.67%
* 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 - RLS

Population Density	Dec 2022			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	662	80	87.92%	662	33	95.02%
SJ ZONE D SUBURBAN	26	5	80.77%	26	2	92.31%
SJ ZONE D RURAL	39	3	92.31%	39	2	94.87%
All Zones Combined	727	88	87.90%	727	37	94.91%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Dec 2022			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	330	18	94.55%	330	3	99.09%
SJ ZONE D SUBURBAN	19	1	94.74%	19	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	361	19	94.74%	361	3	99.17%
* 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	Nov 2022		Dec 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	7	0	13	0
Good Cause case-by case	38	0	45	0
Material Change in dispatch location after the initial dispatch	0	0	1	0
Restricted Freeway Access	3	0	1	0
Unavoidable Delay caused by unreported road construction	1	0	0	0

Zone Assist

Population Density	Nov 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	25
	Escalon	1
	Ripon	9
SJ ZONE D SUBURBAN	AMR San Joaquin	5
SJ ZONE D RURAL	AMR San Joaquin	8
	Escalon	1
	Ripon	1

Zone Assist

Population Density	Dec 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	40
	Escalon	1
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	6
	Ripon	2
SJ ZONE D RURAL	AMR San Joaquin	8
	Ripon	1

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
11/11/2022	OAKDALE	Manteca	10C01- Chest Pain/Discomfort
11/23/2022	MOUNTAIN HOUSE	Manteca	26A08- Sick Person
11/23/2022	MOUNTAIN HOUSE	Manteca	17A02- Fall
11/24/2022	MOUNTAIN HOUSE	Manteca	26D01- Sick Person
11/26/2022	MOUNTAIN HOUSE	Manteca	31A03- Unconscious/Fainting
12/12/2022	MOUNTAIN HOUSE	Manteca	31D03- Unconscious/Fainting
12/26/2022	MOUNTAIN HOUSE	Manteca	10C01- Chest Pain/Discomfort

Failure to Provide Data

Event Type	Nov 2022	Dec 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		