

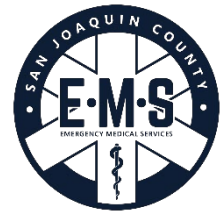


A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County

## Emergency Medical Services Agency

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### Memorandum

**TO:** All Interested Parties

**FROM:** Natisha Plummer, MAcc, EMS Analyst

**DATE:** February 22, 2024

**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 2023. The below table identifies MDA's credited amount for the months of November and December 2023.

	<b>Fine/Penalty Amount</b>	<b>KPI Discount</b>	<b>Amount Credited</b>	<b>Amount to be Paid</b>
<b>Nov</b>	\$ 7,100.00	60%	\$ 4,260.00	\$ 2,840.00
<b>Dec</b>	\$ 4,500.00	60%	\$ 2,700.00	\$ 1,800.00

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 eight minutes and forty-three 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 2023 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/department/ems](http://www.sjgov.org/department/ems)

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Nov 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	570	44	92.28%	X		
SJ ZONE D SUBURBAN	27	2	92.59%	---	---	
SJ ZONE D RURAL	32	0	100.00%	---	---	
<b>All Zones Combined</b>	629	46	92.69%			
* 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 2023							
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	Aug 2023	Nov 2023	108	7	93.52%	X	
SJ ZONE D RURAL	Sep 2023	Nov 2023	106	0	100.00%	X	
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 - No Red Lights and Siren (NRLS)

Nov 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	268	5	98.13%	X		
SJ ZONE D SUBURBAN	10	0	100.00%	---	---	
SJ ZONE D RURAL	8	0	100.00%	---	---	
<b>All Zones Combined</b>	286	5	98.25%			
* 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 2023							
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 2023	Nov 2023	10	0	100.00%	---	---
SJ ZONE D RURAL	Jun 2023	Nov 2023	76	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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Contract Compliance  
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Dec 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	623	36	94.22%	X		
SJ ZONE D SUBURBAN	29	2	93.10%	---	---	
SJ ZONE D RURAL	41	0	100.00%	---	---	
<b>All Zones Combined</b>	693	38	94.52%			
* 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 2023							
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	Dec 2023	Dec 2023	29	2	93.10%	---	---
SJ ZONE D RURAL	Dec 2023	Dec 2023	41	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 - No Red Lights and Siren (NRLS)

Dec 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	328	3	99.09%	X		
SJ ZONE D SUBURBAN	17	0	100.00%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
<b>All Zones Combined</b>	355	3	99.15%			
* 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 2023								
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 2023	Dec 2023	27	0	100.00%	---	---	
SJ ZONE D RURAL	Jun 2023	Dec 2023	86	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  
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 Manteca District Ambulance

Fines and Penalties Report

Type of Penalty	Nov 2023	Dec 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$7,100	\$4,500
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
<b>Totals</b>	<b>\$7,100</b>	<b>\$4,500</b>

Exclusive Emergency Ambulance Provider  
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Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	570	17:56	05:41	02:35	08:21
SJ ZONE D SUBURBAN	27	22:48	08:54	04:13	14:28
SJ ZONE D RURAL	32	23:26	08:58	04:01	12:24
<b>Total Responses</b>	<b>629</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	268	71:14	08:04	05:24	11:41
SJ ZONE D SUBURBAN	10	21:24	11:21	04:27	15:32
SJ ZONE D RURAL	8	18:43	13:31	02:56	16:29
<b>Total Responses</b>	<b>286</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	623	24:40	05:48	02:55	09:04
SJ ZONE D SUBURBAN	29	13:12	08:31	02:25	12:05
SJ ZONE D RURAL	41	22:37	09:19	04:03	13:29
<b>Total Responses</b>	<b>693</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	328	42:07	08:26	04:46	13:29
SJ ZONE D SUBURBAN	17	17:33	11:08	03:49	16:39
SJ ZONE D RURAL	10	27:19	15:34	07:38	25:10
<b>Total Responses</b>	<b>355</b>				



Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	Nov 2023			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	570	97	82.98%	570	44	92.28%
SJ ZONE D SUBURBAN	27	5	81.48%	27	2	92.59%
SJ ZONE D RURAL	32	1	96.88%	32	0	100.00%
<b>All Zones Combined</b>	<b>629</b>	<b>103</b>	<b>83.62%</b>	<b>629</b>	<b>46</b>	<b>92.69%</b>
* 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 2023			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	268	12	95.52%	268	5	98.13%
SJ ZONE D SUBURBAN	10	1	90.00%	10	0	100.00%
SJ ZONE D RURAL	8	0	100.00%	8	0	100.00%
<b>All Zones Combined</b>	<b>286</b>	<b>13</b>	<b>95.45%</b>	<b>286</b>	<b>5</b>	<b>98.25%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Dec 2023					
Population Density	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	623	104	83.31%	623	36	94.22%
SJ ZONE D SUBURBAN	29	7	75.86%	29	2	93.10%
SJ ZONE D RURAL	41	1	97.56%	41	0	100.00%
<b>All Zones Combined</b>	<b>693</b>	<b>112</b>	<b>83.84%</b>	<b>693</b>	<b>38</b>	<b>94.52%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Dec 2023					
Population Density	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	328	19	94.21%	328	3	99.09%
SJ ZONE D SUBURBAN	17	0	100.00%	17	0	100.00%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>355</b>	<b>19</b>	<b>94.65%</b>	<b>355</b>	<b>3</b>	<b>99.15%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
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Exemption Request Reports				
Types of Exemptions	Nov 2023		Dec 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	11	1	30	0
Good Cause case-by case	36	2	52	0
Material Change in dispatch location after the initial dispatch	1	0	0	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	1	0	0
Restricted Freeway Access	5	0	0	0
Severe Inclement Weather	0	0	2	0

Zone Assist		
Population Density	Nov 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	32
	Ripon	10
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	6

Zone Assist		
Population Density	Dec 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	54
	Escalon	1
	Ripon	15
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	11

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

**Out of County Mutual Aid**

Date	Location	Ambulance Service Provider	Dispatch Determinant
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**Failure to Provide Data**

Event Type	Nov 2023	Dec 2023
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		