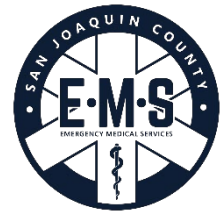




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: May 15, 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 March and April 2024. The below table identifies MDA's credited amount for the months of March and April 2024.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Mar	\$ 2,100.00	80%	\$1,680.00	\$420.00
Apr	\$ 1,300.00	80%	\$ 1,040.00	\$ 260.00

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,

have an average response time of seven minutes and thirty-eight seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2024 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)

Mar 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	597	28	95.31%	X		
SJ ZONE D SUBURBAN	31	3	90.32%	---	---	
SJ ZONE D RURAL	33	0	100.00%	---	---	
All Zones Combined	661	31	95.31%			
* 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

Mar 2024							
Rolling Population Density (with	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	Mar 2024	109	10	90.83%	X	
SJ ZONE D RURAL	Mar 2024	Mar 2024	33	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)

Mar 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE D URBAN	272	4	98.53%	X		
SJ ZONE D SUBURBAN	11	1	90.91%	---	---	
SJ ZONE D RURAL	16	0	100.00%	---	---	
All Zones Combined	299	5	98.33%			
* 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

Mar 2024							
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	Mar 2024	52	1	98.08%	---	---
SJ ZONE D RURAL	Mar 2024	Mar 2024	16	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)

Apr 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	563	29	94.85%	X		
SJ ZONE D SUBURBAN	21	1	95.24%	---	---	
SJ ZONE D RURAL	32	0	100.00%	---	---	
All Zones Combined	616	30	95.13%			
* 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

Apr 2024								
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 2024	Apr 2024	21	1	95.24%	---	---	
SJ ZONE D RURAL	Mar 2024	Apr 2024	65	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)

Apr 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	274	5	98.18%	X		
SJ ZONE D SUBURBAN	7	1	85.71%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
All Zones Combined	291	6	97.94%			
* 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

Apr 2024								
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	Apr 2024	59	2	96.61%	---	---	
SJ ZONE D RURAL	Mar 2024	Apr 2024	26	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

Fines and Penalties Report

Type of Penalty	Mar 2024	Apr 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,100	\$1,300
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	\$2,100	\$1,300

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	597	19:40	05:21	02:20	07:33
SJ ZONE D SUBURBAN	31	15:26	08:31	03:02	11:32
SJ ZONE D RURAL	33	16:48	09:33	02:16	12:24
Total Responses	661				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	272	27:47	07:31	03:20	11:17
SJ ZONE D SUBURBAN	11	20:00	12:09	04:07	17:06
SJ ZONE D RURAL	16	20:37	12:43	04:05	16:25
Total Responses	299				

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	563	20:11	05:27	02:27	07:43
SJ ZONE D SUBURBAN	21	15:58	08:12	03:36	15:32
SJ ZONE D RURAL	32	20:09	08:39	03:53	12:06
Total Responses	616				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	274	26:50	07:29	03:27	11:23
SJ ZONE D SUBURBAN	7	19:18	12:45	04:07	18:12
SJ ZONE D RURAL	10	33:40	12:38	07:43	14:46
Total Responses	291				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Mar 2024					
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
597	68	88.61%	597	28	95.31%
31	6	80.65%	31	3	90.32%
33	0	100.00%	33	0	100.00%
661	74	88.80%	661	31	95.31%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

Mar 2024					
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
272	13	95.22%	272	4	98.53%
11	1	90.91%	11	1	90.91%
16	0	100.00%	16	0	100.00%
299	14	95.32%	299	5	98.33%
* 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

Apr 2024						
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	563	67	88.10%	563	29	94.85%
SJ ZONE D SUBURBAN	21	3	85.71%	21	1	95.24%
SJ ZONE D RURAL	32	1	96.88%	32	0	100.00%
All Zones Combined	616	71	88.47%	616	30	95.13%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Apr 2024						
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	274	11	95.99%	274	5	98.18%
SJ ZONE D SUBURBAN	7	1	85.71%	7	1	85.71%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
All Zones Combined	291	12	95.88%	291	6	97.94%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Exemption Request Reports

Types of Exemptions	Mar 2024		Apr 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	6	0	8	0
Good Cause case-by case	34	0	29	0
Material Change in dispatch location after the initial dispatch	0	0	1	0
Restricted Freeway Access	3	0	2	0
Unavoidable Delay caused by unreported road construction	1	0	0	0

Zone Assist

Population Density	Mar 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	11
	Escalon	2
	Ripon	5
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	1
	Escalon	1

Zone Assist

Population Density	Apr 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	21
	Escalon	2
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	4

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Mar 2024	Apr 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		