



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: April 2, 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 January and February 2024. The below table identifies MDA's credited amount for the months of January and February 2024.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Jan	\$ 3,400.00	60%	\$2,040.00	\$1,360.00
Feb	\$ 1,600.00	80%	\$ 1,280.00	\$ 320.00

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

The complete compliance report for January and February 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)

Jan 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	629	44	93.00%	X		
SJ ZONE D SUBURBAN	27	1	96.30%	---	---	
SJ ZONE D RURAL	33	0	100.00%	---	---	
All Zones Combined	689	45	93.47%			
* 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

Jan 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	Dec 2023	Jan 2024	56	3	94.64%	---	---	
SJ ZONE D RURAL	Dec 2023	Jan 2024	74	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)

Jan 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	293	2	99.32%	X		
SJ ZONE D SUBURBAN	8	0	100.00%	---	---	
SJ ZONE D RURAL	11	0	100.00%	---	---	
All Zones Combined	312	2	99.36%			
* 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

Jan 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	Jan 2024	35	0	100.00%	---	---	
SJ ZONE D RURAL	Jun 2023	Jan 2024	97	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)

Feb 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	553	28	94.94%	X		
SJ ZONE D SUBURBAN	22	4	81.82%	---	---	
SJ ZONE D RURAL	34	0	100.00%	---	---	
All Zones Combined	609	32	94.75%			
* 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

Feb 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	Dec 2023	Feb 2024	78	7	91.03%	---	---
SJ ZONE D RURAL	Dec 2023	Feb 2024	108	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)

Feb 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	237	1	99.58%	X		
SJ ZONE D SUBURBAN	6	0	100.00%	---	---	
SJ ZONE D RURAL	11	0	100.00%	---	---	
All Zones Combined	254	1	99.61%			
* 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

Feb 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	Feb 2024	41	0	100.00%	---	---	
SJ ZONE D RURAL	Jun 2023	Feb 2024	108	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

Fines and Penalties Report		
Type of Penalty	Jan 2024	Feb 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$3,400	\$1,600
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	\$3,400	\$1,600

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	629	22:36	05:43	02:22	08:16
SJ ZONE D SUBURBAN	27	14:25	07:41	02:39	11:19
SJ ZONE D RURAL	33	21:10	09:18	03:53	13:26
Total Responses	689				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	293	24:40	07:43	03:42	12:18
SJ ZONE D SUBURBAN	8	13:35	11:26	01:49	13:19
SJ ZONE D RURAL	11	29:48	12:38	07:35	19:15
Total Responses	312				

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	553	15:30	05:20	02:14	07:42
SJ ZONE D SUBURBAN	22	14:23	08:18	02:55	12:14
SJ ZONE D RURAL	34	22:44	09:24	03:32	11:26
Total Responses	609				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	237	22:51	07:38	03:07	11:41
SJ ZONE D SUBURBAN	6	23:04	10:51	07:04	18:40
SJ ZONE D RURAL	11	20:59	13:26	03:42	15:49
Total Responses	254				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan 2024			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	629	109	82.67%	629	44	93.00%
SJ ZONE D SUBURBAN	27	6	77.78%	27	1	96.30%
SJ ZONE D RURAL	33	1	96.97%	33	0	100.00%
All Zones Combined	689	116	83.16%	689	45	93.47%
* 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	Jan 2024			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	293	14	95.22%	293	2	99.32%
SJ ZONE D SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	312	14	95.51%	312	2	99.36%
* 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

Feb 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	553	71	87.16%	553	28	94.94%
SJ ZONE D SUBURBAN	22	4	81.82%	22	4	81.82%
SJ ZONE D RURAL	34	1	97.06%	34	0	100.00%
All Zones Combined	609	76	87.52%	609	32	94.75%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Feb 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	237	10	95.78%	237	1	99.58%
SJ ZONE D SUBURBAN	6	1	83.33%	6	0	100.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	254	11	95.67%	254	1	99.61%
* 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	Jan 2024		Feb 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	22	0	13	0
Good Cause case-by case	46	0	22	0
Inaccurate information provided from calling party	0	0	1	0
Material Change in dispatch location after the initial dispatch	0	0	3	0
Restricted Freeway Access	7	0	1	0
Severe Inclement Weather	0	0	2	0

Zone Assist

Population Density	Jan 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	41
	Escalon	1
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	4

Zone Assist

Population Density	Feb 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	21
	Ripon	9
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	3

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	Jan 2024	Feb 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		