



# San Joaquin County Emergency Medical Services Agency



Mailing Address  
PO Box 220  
French Camp, CA 95231  
<http://www.sjgov.org/department/ems>

Health Care Services Complex  
Benton Hall  
505 W. Service Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

## Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: April 25, 2022

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

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 thirty-three 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 2022 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

		Jan-22			
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
<b>Compliance Calc Incidents</b>					
SJ ZONE D URBAN	571	33	94.22%	X	
SJ ZONE D SUBURBAN	29	1	96.55%	---	---
SJ ZONE D RURAL	27	0	100.00%	---	---
<b>All Zones Combined</b>	627	34	94.58%		
* 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-22					
Rolling Compliance Zones (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	Oct 2021	Jan 2022	105	3	97.14%	X	
SJ ZONE D RURAL	Oct 2021	Jan 2022	125	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			

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

Jan-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	222	4	98.20%	X		
SJ ZONE D SUBURBAN	4	0	100.00%	---	---	
SJ ZONE D RURAL	13	0	100.00%	---	---	
<b>All Zones Combined</b>	239	4	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

Jan-22								
Rolling Compliance Zones (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	Jan 2021	Jan 2022	95	0	100.00%	---	---	
SJ ZONE D RURAL	Dec 2021	Jan 2022	23	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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Response Time Compliance - Red Lights and Siren (RLS)

Feb-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	546	37	93.22%	X		
SJ ZONE D SUBURBAN	18	0	100.00%	---	---	
SJ ZONE D RURAL	18	0	100.00%	---	---	
<b>All Zones Combined</b>	582	37	93.64%			
* 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-22								
Rolling Compliance Zones (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	Feb 2022	Feb 2022	18	0	100.00%	---	---	
SJ ZONE D RURAL	Feb 2022	Feb 2022	18	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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Response Time Compliance - No Red Lights and Siren (NRLS)

Feb-22						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE D URBAN	224	5	97.77%	X		
SJ ZONE D SUBURBAN	4	0	100.00%	---	---	---
SJ ZONE D RURAL	13	0	100.00%	---	---	---
<b>All Zones Combined</b>	241	5	97.93%			
* 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-22							
Rolling Compliance Zones (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	Jan 2021	Feb 2022	99	0	100.00%	---	---
SJ ZONE D RURAL	Dec 2021	Feb 2022	36	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	Jan 2022	Feb 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$3,500	\$5,000
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>\$3,500</b>	<b>\$5,000</b>

Exclusive Emergency Ambulance Provider  
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Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	571	14:31	5:09	2:07	7:33
SJ ZONE D SUBURBAN	29	14:51	7:29	2:02	9:36
SJ ZONE D RURAL	27	19:17	7:50	3:31	11:12
<b>Total Responses</b>	<b>627</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	222	22:27	7:23	3:28	12:01
SJ ZONE D SUBURBAN	4	15:45	9:22	4:23	13:32
SJ ZONE D RURAL	13	16:41	10:57	2:38	14:01
<b>Total Responses</b>	<b>239</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	546	15:04	5:08	2:02	7:17
SJ ZONE D SUBURBAN	18	12:25	6:48	2:24	9:38
SJ ZONE D RURAL	18	9:43	7:49	1:05	9:21
<b>Total Responses</b>	<b>582</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	224	29:03	7:35	3:31	12:01
SJ ZONE D SUBURBAN	4	16:48	13:37	2:41	15:55
SJ ZONE D RURAL	13	14:58	10:34	2:33	14:15
<b>Total Responses</b>	<b>241</b>				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan-22			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	571	64	88.79%	571	33	94.22%
SJ ZONE D SUBURBAN	29	1	96.55%	29	1	96.55%
SJ ZONE D RURAL	27	1	96.30%	27	0	100.00%
<b>All Zones Combined</b>	<b>627</b>	<b>66</b>	<b>89.47%</b>	<b>627</b>	<b>34</b>	<b>94.58%</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	Jan-22			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	222	11	95.05%	222	4	98.20%
SJ ZONE D SUBURBAN	4	0	100.00%	4	0	100.00%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
<b>All Zones Combined</b>	<b>239</b>	<b>11</b>	<b>95.40%</b>	<b>239</b>	<b>4</b>	<b>98.33%</b>
* 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	Feb-22			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	546	55	89.93%	546	37	93.22%
SJ ZONE D SUBURBAN	18	1	94.44%	18	0	100.00%
SJ ZONE D RURAL	18	0	100.00%	18	0	100.00%
<b>All Zones Combined</b>	<b>582</b>	<b>56</b>	<b>90.38%</b>	<b>582</b>	<b>37</b>	<b>93.64%</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	Feb-22			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	224	9	95.98%	224	5	97.77%
SJ ZONE D SUBURBAN	4	0	100.00%	4	0	100.00%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
<b>All Zones Combined</b>	<b>241</b>	<b>9</b>	<b>96.27%</b>	<b>241</b>	<b>5</b>	<b>97.93%</b>
* 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	Jan 2022		Feb 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	7	0	1	0
Other-non specified	17	0	6	0
Material Change in dispatch location after the initial dispatch	2	0	3	0
Restricted Freeway Access	2	0	1	0
Severe Inclement Weather	4	0	0	0
Inaccurate information Provided by calling party	0	0	1	0

Zone Assist

Population Density	Jan 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	16
	Escalon	7
	Ripon	15
SJ ZONE D SUBURBAN	AMR San Joaquin	4
SJ ZONE D RURAL	AMR San Joaquin	8

Zone Assist

Population Density	Feb 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	15
	Escalon	6
	Ripon	5
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	2

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
01/05/2022	MODESTO	Manteca	26A10- Sick Person
01/06/2022	MOUNTAIN HOUSE	Manteca	26A05- Sick Person
01/18/2022	CERES	Manteca	10D04- Chest Pain/Discomfort
01/18/2022	CERES	Manteca	10D04- Chest Pain/Discomfort
01/18/2022	CERES	Manteca	29D00- Traffic Accident
01/19/2022	MOUNTAIN HOUSE	Manteca	06D02- Breathing Problems
01/24/2022	OAKDALE	Manteca	31C01- Unconscious/Fainting
02/23/2022	MOUNTAIN HOUSE	Manteca	10D05- Chest Pain/Discomfort

Failure to Provide Data

Event Type	Jan 2022	Feb 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

