



San Joaquin County

Emergency Medical Services Agency



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Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: September 29, 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.

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

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (5,860.00)		\$(5,860.00)
July	\$ 1,500.00	100%	\$ 1,500.00	\$ 0.00	\$(5,860.00)
Aug	\$ 3,200.00	60%	\$ 1,920.00	\$ 1,280.00	\$(4,580.00)

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,

Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Contract
Compliance
September 21, 2022

when combining data for all D-Zones, have an average response time of eight minutes and twenty-one seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for July and August 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)

Jul 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	595	41	93.11%	X		
SJ ZONE D SUBURBAN	18	1	94.44%	---	---	
SJ ZONE D RURAL	33	0	100.00%	---	---	
All Zones Combined	646	42	93.50%			
* 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

Jul 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	Jul 2022	Jul 2022	18	1	94.44%	---
SJ ZONE D RURAL	Jul 2022	Jul 2022	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		

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

Jul 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	284	2	99.30%	X		
SJ ZONE D SUBURBAN	12	0	100.00%	---	---	
SJ ZONE D RURAL	11	0	100.00%	---	---	
All Zones Combined	307	2	99.35%			
* 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

Jul 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	Jul 2022	38	0	100.00%	---	---
SJ ZONE D RURAL	Dec 2021	Jul 2022	89	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)

Aug 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	638	47	92.63%	X		
SJ ZONE D SUBURBAN	41	3	92.68%	---	---	
SJ ZONE D RURAL	38	1	97.37%	---	---	
All Zones Combined	717	51	92.89%			
* 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

Aug 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	Jul 2022	Aug 2022	59	4	93.22%	---	---	
SJ ZONE D RURAL	Jul 2022	Aug 2022	71	1	98.59%	---	---	
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)

Aug 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	286	6	97.90%	X		
SJ ZONE D SUBURBAN	12	0	100.00%	---	---	
SJ ZONE D RURAL	16	0	100.00%	---	---	
All Zones Combined	314	6	98.09%			
* 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

Aug 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	Aug 2022	50	0	100.00%	---	---	
SJ ZONE D RURAL	Dec 2021	Aug 2022	105	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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Fines and Penalties Report		
Type of Penalty	Jul 2022	Aug 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,500	\$3,200
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	\$1,500	\$3,200

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Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	595	18:48	05:28	02:17	08:23
SJ ZONE D SUBURBAN	18	11:56	08:35	01:45	10:17
SJ ZONE D RURAL	33	16:44	09:28	02:45	12:49
Total Responses	646				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	284	20:20	07:18	02:59	11:09
SJ ZONE D SUBURBAN	12	18:37	10:06	04:14	13:44
SJ ZONE D RURAL	11	15:07	11:34	02:45	14:30
Total Responses	307				

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	638	19:50	05:24	02:32	08:19
SJ ZONE D SUBURBAN	41	14:48	08:24	03:04	13:05
SJ ZONE D RURAL	38	18:15	09:17	03:33	13:37
Total Responses	717				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	286	29:58	07:56	03:44	12:56
SJ ZONE D SUBURBAN	12	16:02	08:17	03:48	12:04
SJ ZONE D RURAL	16	18:36	11:03	02:41	12:56
Total Responses	314				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Jul 2022			Total Responses Adjusted	Number of Late Calls After Exemptions	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	595	99	83.36%	595	41	93.11%
SJ ZONE D SUBURBAN	18	2	88.89%	18	1	94.44%
SJ ZONE D RURAL	33	0	100.00%	33	0	100.00%
All Zones Combined	646	101	84.37%	646	42	93.50%
* 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	Jul 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	284	9	96.83%	284	2	99.30%
SJ ZONE D SUBURBAN	12	0	100.00%	12	0	100.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	307	9	97.07%	307	2	99.35%
* 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	Aug 2022			Total Responses Adjusted	Number of Late Calls After Exemptions	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	638	99	84.48%	638	47	92.63%
SJ ZONE D SUBURBAN	41	7	82.93%	41	3	92.68%
SJ ZONE D RURAL	38	2	94.74%	38	1	97.37%
All Zones Combined	717	108	84.94%	717	51	92.89%
* 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	Aug 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	286	14	95.10%	286	6	97.90%
SJ ZONE D SUBURBAN	12	0	100.00%	12	0	100.00%
SJ ZONE D RURAL	16	0	100.00%	16	0	100.00%
All Zones Combined	314	14	95.54%	314	6	98.09%
* 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	Jul 2022		Aug 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	7	0	14	0
Good Cause case-by case	41	3	34	4
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	1	0	0	0
Restricted Freeway Access	2	0	1	0
Unavoidable Delay caused by unreported road construction	1	0	4	0

Zone Assist

Population Density	Jul 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	39
	Escalon	2
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	3
SJ ZONE D RURAL	AMR San Joaquin	6
	Ripon	1

Zone Assist

Population Density	Aug 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	47
	Escalon	3
	Ripon	16
SJ ZONE D SUBURBAN	AMR San Joaquin	8
SJ ZONE D RURAL	Ripon	3
	AMR San Joaquin	10

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
07/20/2022	MOUNTAIN HOUSE	Manteca	26A03- Sick Person
07/22/2022	MOUNTAIN HOUSE	Manteca	19C02- Heart Problem/A.I.C.D
08/23/2022	MOUNTAIN HOUSE	Manteca	17A02- Fall

Failure to Provide Data

Event Type	Jul 2022	Aug 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		