



San Joaquin County

Emergency Medical Services Agency



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Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: June 20, 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 January-April 2022. The below table identifies MDA's credited amount for the months of January-April 2022.

| | Fine/Penalty Amount | KPI Discount | Amount Credited |
|---------------------|----------------------------|---------------------|------------------------|
| Jan | \$ 3,500.00 | 100% | \$ 3,500.00 |
| Feb | \$ 5,000.00 | 80% | \$ 4,000.00 |
| Mar | \$ 1,400.00 | 60% | \$ 840.00 |
| Apr | \$ 700.00 | 80% | \$ 560.00 |
| Total Credit | | | \$ 8,900.00 |

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 seven minutes and

Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Contract
Compliance

August 4, 2021

twenty 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 2022 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/ems.

Exclusive Emergency Ambulance Provider
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Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

| | | Mar-22 | | | | |
|---|-----------------|----------------------------|-----------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE D URBAN | 551 | 36 | 93.47% | X | | |
| SJ ZONE D SUBURBAN | 26 | 1 | 96.15% | --- | --- | |
| SJ ZONE D RURAL | 25 | 0 | 100.00% | --- | --- | |
| All Zones Combined | 602 | 37 | 93.85% | | | |
| * 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-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 | Mar 2022 | 44 | 1 | 97.73% | --- | --- |
| SJ ZONE D RURAL | Feb 2022 | Mar 2022 | 43 | 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)

| Mar-22 | | | | | | |
|---|-----------------|--|--------------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE D URBAN | 249 | 5 | 97.99% | X | | |
| SJ ZONE D SUBURBAN | 10 | 0 | 100.00% | --- | --- | |
| SJ ZONE D RURAL | 10 | 0 | 100.00% | --- | --- | |
| All Zones Combined | 269 | 5 | 98.14% | | | |
| * 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-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 | |
| | | | Compliance Calc Incidents | | | Yes | No |
| | | | CP Start | CP End | | | |
| SJ ZONE D SUBURBAN | Jan 2021 | Mar 2022 | 109 | 0 | 100.00% | X | |
| SJ ZONE D RURAL | Dec 2021 | Mar 2022 | 46 | 0 | 100.00% | --- | --- |
| CP Start = Compliance Period Start Date | | | | Compliance Calc Incidents = Total Incident Count used in | | | |
| CP End = Compliance Period End Date | | | | compliance calculations | | | |

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Response Time Compliance - Red Lights and Siren (RLS)

| Apr-22 | | | | | | |
|---|-----------------|--------------------------------------|-----------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| Compliance Calc Incidents | | | | Yes | No | |
| SJ ZONE D URBAN | 542 | 30 | 94.46% | X | | |
| SJ ZONE D SUBURBAN | 18 | 1 | 94.44% | --- | --- | |
| SJ ZONE D RURAL | 28 | 0 | 100.00% | --- | --- | |
| All Zones Combined | 588 | 31 | 94.73% | | | |
| * 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-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 | Apr 2022 | 62 | 2 | 96.77% | --- | --- | |
| SJ ZONE D RURAL | Feb 2022 | Apr 2022 | 71 | 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)

| Apr-22 | | | | | | |
|---|---------------------------|--|--------------------------|-----------|-----|--|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | | |
| | | | | Yes | No | |
| | Compliance Calc Incidents | | | | | |
| SJ ZONE D URBAN | 225 | 4 | 98.22% | X | | |
| SJ ZONE D SUBURBAN | 4 | 0 | 100.00% | --- | --- | |
| SJ ZONE D RURAL | 12 | 0 | 100.00% | --- | --- | |
| All Zones Combined | 241 | 4 | 98.34% | | | |
| * 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-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 | Apr 2022 | Apr 2022 | 4 | 0 | 100.00% | --- | --- | |
| SJ ZONE D RURAL | Dec 2021 | Apr 2022 | 58 | 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 | Mar 2022 | Apr 2022 |
| Out of compliance response zones | N/A | N/A |
| Code 2 and Code 3 Late response minutes | \$1,400 | \$700 |
| 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 | \$1,400 | \$700 |

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Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2022

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 551 | 18:54 | 5:01 | 1:56 | 7:20 |
| SJ ZONE D SUBURBAN | 26 | 11:39 | 7:15 | 2:05 | 9:35 |
| SJ ZONE D RURAL | 25 | 16:51 | 8:15 | 2:36 | 10:31 |
| Total Responses | 602 | | | | |

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2022

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 249 | 22:05 | 6:56 | 3:00 | 10:14 |
| SJ ZONE D SUBURBAN | 10 | 17:55 | 12:14 | 3:12 | 16:42 |
| SJ ZONE D RURAL | 10 | 18:03 | 11:22 | 5:26 | 16:09 |
| Total Responses | 269 | | | | |

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2022

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 542 | 14:11 | 5:04 | 1:55 | 7:24 |
| SJ ZONE D SUBURBAN | 18 | 17:16 | 8:11 | 2:55 | 9:53 |
| SJ ZONE D RURAL | 28 | 13:52 | 8:30 | 1:51 | 10:24 |
| Total Responses | 588 | | | | |

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2022

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 225 | 20:31 | 7:26 | 3:05 | 10:39 |
| SJ ZONE D SUBURBAN | 4 | 14:31 | 11:21 | 2:34 | 13:40 |
| SJ ZONE D RURAL | 12 | 19:23 | 11:37 | 4:03 | 15:57 |
| Total Responses | 241 | | | | |

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Comparison of Compliance with and without Exemptions - RLS

| Population Density | Mar-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 | 551 | 64 | 88.38% | 551 | 36 | 93.47% |
| SJ ZONE D SUBURBAN | 26 | 1 | 96.15% | 26 | 1 | 96.15% |
| SJ ZONE D RURAL | 25 | 0 | 100.00% | 25 | 0 | 100.00% |
| All Zones Combined | 602 | 65 | 89.20% | 602 | 37 | 93.85% |
| * 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 | Mar-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 | 249 | 9 | 96.39% | 249 | 5 | 97.99% |
| SJ ZONE D SUBURBAN | 10 | 0 | 100.00% | 10 | 0 | 100.00% |
| SJ ZONE D RURAL | 10 | 0 | 100.00% | 10 | 0 | 100.00% |
| All Zones Combined | 269 | 9 | 96.65% | 269 | 5 | 98.14% |
| * 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

| Populatin Density | Apr-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 | 542 | 61 | 88.75% | 542 | 30 | 94.46% |
| SJ ZONE D SUBURBAN | 18 | 1 | 94.44% | 18 | 1 | 94.44% |
| SJ ZONE D RURAL | 28 | 0 | 100.00% | 28 | 0 | 100.00% |
| All Zones Combined | 588 | 62 | 89.46% | 588 | 31 | 94.73% |
| * 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 | Apr-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 | 225 | 9 | 96.00% | 225 | 4 | 98.22% |
| SJ ZONE D SUBURBAN | 4 | 0 | 100.00% | 4 | 0 | 100.00% |
| SJ ZONE D RURAL | 12 | 0 | 100.00% | 12 | 0 | 100.00% |
| All Zones Combined | 241 | 9 | 96.27% | 241 | 4 | 98.34% |
| * 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 | Mar 2022 | | Apr 2022 | |
|---|---------------------|-------------------|---------------------|-------------------|
| | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Delays in Transferring Care in the Emergency Department | 1 | 0 | 0 | 0 |
| Good Cause case-by case | 14 | 0 | 24 | 1 |
| Material Change in dispatch location after the initial dispatch | 1 | 0 | 0 | 0 |
| Restricted Freeway Access | 1 | 0 | 1 | 0 |

Zone Assist

| Population Density | Mar 2022 | |
|--------------------|----------------------------|----|
| | Ambulance Service Provider | # |
| SJ ZONE D URBAN | AMR San Joaquin | 16 |
| | Escalon | 3 |
| | Ripon | 10 |
| SJ ZONE D SUBURBAN | AMR San Joaquin | 1 |
| | Escalon | 1 |
| SJ ZONE D RURAL | AMR San Joaquin | 2 |
| | Escalon | 1 |

Zone Assist

| Populatin Density | Apr 2022 | |
|--------------------|----------------------------|----|
| | Ambulance Service Provider | # |
| SJ ZONE D URBAN | AMR San Joaquin | 21 |
| | Escalon | 7 |
| | Ripon | 9 |
| SJ ZONE D SUBURBAN | AMR San Joaquin | 2 |
| SJ ZONE D RURAL | AMR San Joaquin | 5 |

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Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|-------------|-----------------|-----------------------------------|-----------------------------|
| 03/11/2022 | MOUNTAIN HOUSE | Manteca | 31D04- Unconscious/Fainting |
| 04/30/2022 | LIVERMORE | Manteca | 29D00- Traffic Accident |

Failure to Provide Data

| Event Type | Mar 2022 | Apr 2022 |
|-------------------|-----------------|-----------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|-------------------|-------------|--------------------|
| N/A | | |

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| Jan 2022 | | | |
|--|-------------------|------------------------|---------------------------|
| Key Performance Indicators (KPI) Report | | | |
| | Total # Incidents | Total # KPI metric met | Percentage KPI Metric Met |
| KPI Metrics | | | |
| 100% appropriate Trauma destination criteria documentation on all PCR | 9 | 9 | 100.0% |
| 100% RACE score documentation on all PCR | 10 | 10 | 100.0% |
| 100% STEMI EKG transmission and documentation on all PCR | 1 | 1 | 100.0% |
| 100% ePCR completion for all applicable patient contacts | 860 | 860 | 100.0% |
| zero (0) substantiated customer service complaints or "at fault" Unusual Occurrences | 0 | 0 | 100.0% |

| Feb 2022 | | | |
|--|-------------------|------------------------|---------------------------|
| Key Performance Indicators (KPI) Report | | | |
| | Total # Incidents | Total # KPI metric met | Percentage KPI Metric Met |
| KPI Metrics | | | |
| 100% appropriate Trauma destination criteria documentation on all PCR | 15 | 15 | 100.0% |
| 100% RACE score documentation on all PCR | 8 | 8 | 100.0% |
| 100% STEMI EKG transmission and documentation on all PCR | 1 | 1 | 100.0% |
| 100% ePCR completion for all applicable patient contacts | 808 | 808 | 100.0% |
| zero (0) substantiated customer service complaints or "at fault" Unusual Occurrences | 1 | 0 | 0.0% |

| Mar 2022 | | | |
|--|-------------------|------------------------|---------------------------|
| Key Performance Indicators (KPI) Report | | | |
| | Total # Incidents | Total # KPI metric met | Percentage KPI Metric Met |
| KPI Metrics | | | |
| 100% appropriate Trauma destination criteria documentation on all PCR | 23 | 23 | 100.0% |
| 100% RACE score documentation on all PCR | 9 | 8 | 88.9% |
| 100% STEMI EKG transmission and documentation on all PCR | 2 | 2 | 100.0% |
| 100% ePCR completion for all applicable patient contacts | 843 | 843 | 100.0% |
| zero (0) substantiated customer service complaints or "at fault" Unusual Occurrences | 1 | 0 | 0.0% |

| Apr 2022 | | | |
|--|-------------------|------------------------|---------------------------|
| Key Performance Indicators (KPI) Report | | | |
| | Total # Incidents | Total # KPI metric met | Percentage KPI Metric Met |
| KPI Metrics | | | |
| 100% appropriate Trauma destination criteria documentation on all PCR | 26 | 26 | 100.0% |
| 100% RACE score documentation on all PCR | 14 | 13 | 92.9% |
| 100% STEMI EKG transmission and documentation on all PCR | 1 | 1 | 100.0% |
| 100% ePCR completion for all applicable patient contacts | 819 | 819 | 100.0% |
| zero (0) substantiated customer service complaints or "at fault" Unusual Occurrences | 0 | 0 | 100.0% |

