



San Joaquin County Emergency Medical Services Agency



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Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: August 11, 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 May and June 2022. The below table identifies MDA's credited amount for the months of May and June 2022.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (6,800.00)		\$(6,800.00)
May	\$ 1,900.00	80%	\$ 1,520.00	\$ 380.00	\$(6,420.00)
June	\$ 2,800.00	80%	\$ 2,240.00	\$ 560.00	\$(5,860.00)

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
July 20, 2022

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

The complete compliance report for May and June 2022 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/departments/ems.

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

May 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	578	28	95.16%	X		
SJ ZONE D SUBURBAN	24	0	100.00%	---	---	
SJ ZONE D RURAL	27	0	100.00%	---	---	
All Zones Combined	629	28	95.55%			
* 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

May 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	Feb 2022	May 2022	86	2	97.67%	---
SJ ZONE D RURAL	Feb 2022	May 2022	98	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)

May 2022					
Population Density	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE D URBAN	245	1	99.59%	X	
SJ ZONE D SUBURBAN	4	0	100.00%	---	---
SJ ZONE D RURAL	12	0	100.00%	---	---
All Zones Combined	261	1	99.62%		
* 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

May 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	
			Compliance Calc Incidents			Yes	No
CP Start		CP End				Yes	No
SJ ZONE D SUBURBAN	Apr 2022	May 2022	8	0	100.00%	---	---
SJ ZONE D RURAL	Dec 2021	May 2022	70	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)

Jun 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	589	24	95.93%	X		
SJ ZONE D SUBURBAN	23	0	100.00%	---	---	
SJ ZONE D RURAL	22	0	100.00%	---	---	
All Zones Combined	634	24	96.21%			
* 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

Jun 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	Feb 2022	Jun 2022	109	2	98.17%	X	
SJ ZONE D RURAL	Feb 2022	Jun 2022	120	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)

Jun 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE D URBAN	290	1	99.66%	X		
SJ ZONE D SUBURBAN	18	0	100.00%	---	---	---
SJ ZONE D RURAL	8	0	100.00%	---	---	---
All Zones Combined	316	1	99.68%			
* 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

Jun 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	Jun 2022	26	0	100.00%	---	---	
SJ ZONE D RURAL	Dec 2021	Jun 2022	78	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	May 2022	Jun 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,900	\$2,800
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	\$1,900	\$2,800

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Detailed Response Time Analysis without Exemptions Applied - RLS

May 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	578	26:00	05:15	02:21	07:49
SJ ZONE D SUBURBAN	24	10:46	07:43	01:49	10:33
SJ ZONE D RURAL	27	17:33	09:36	02:54	13:26
Total Responses	629				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	245	27:22	07:18	03:25	11:39
SJ ZONE D SUBURBAN	4	14:55	09:03	04:54	13:16
SJ ZONE D RURAL	12	16:14	12:02	02:52	15:14
Total Responses	261				

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	589	18:34	05:19	02:30	07:40
SJ ZONE D SUBURBAN	23	10:19	07:49	01:18	09:24
SJ ZONE D RURAL	22	13:33	08:29	02:24	11:13
Total Responses	634				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	290	23:05	07:14	03:27	10:47
SJ ZONE D SUBURBAN	18	14:53	10:02	02:49	13:21
SJ ZONE D RURAL	8	16:56	12:30	03:32	16:01
Total Responses	316				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	May 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	578	73	87.37%	578	28	95.16%
SJ ZONE D SUBURBAN	24	0	100.00%	24	0	100.00%
SJ ZONE D RURAL	27	1	96.30%	27	0	100.00%
All Zones Combined	629	74	88.24%	629	28	95.55%
* 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	May 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	245	7	97.14%	245	1	99.59%
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	261	7	97.32%	261	1	99.62%
* 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	Jun 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	589	72	87.78%	589	24	95.93%
SJ ZONE D SUBURBAN	23	0	100.00%	23	0	100.00%
SJ ZONE D RURAL	22	0	100.00%	22	0	100.00%
All Zones Combined	634	72	88.64%	634	24	96.21%
* 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	Jun 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	290	10	96.55%	290	1	99.66%
SJ ZONE D SUBURBAN	18	0	100.00%	18	0	100.00%
SJ ZONE D RURAL	8	0	100.00%	8	0	100.00%
All Zones Combined	316	10	96.84%	316	1	99.68%
* 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	May 2022		Jun 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	7	0	6	0
Good Cause case-by case	29	2	38	3
Material Change in dispatch location after the initial dispatch	3	0	0	0
Restricted Freeway Access	2	0	4	1

Zone Assist

Population Density	May 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	15
	Escalon	6
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	4
	Escalon	1

Zone Assist

Population Density	Jun 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	35
	Escalon	2
	Ripon	9
SJ ZONE D SUBURBAN	AMR San Joaquin	1
SJ ZONE D RURAL	AMR San Joaquin	3

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
05/21/2022	MOUNTAIN HOUSE	Manteca	11E01U- Choking

Failure to Provide Data

Event Type	May 2022	Jun 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		