



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: December 7, 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 September and October 2022. The below table identifies MDA's credited amount for the months of September and October 2022.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (4,580.00)		\$(4,580.00)
Sept	\$ 2,400.00	80%	\$ 1,920.00	\$ 480.00	\$(4,100.00)
Oct	\$ 2,200.00	60%	\$ 1,320.00	\$ 880.00	\$(3,220.00)

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
December 7, 2022

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

The complete compliance report for September and October 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)

Sep 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	563	52	90.76%	X		
SJ ZONE D SUBURBAN	37	6	83.78%	---	---	
SJ ZONE D RURAL	28	0	100.00%	---	---	
All Zones Combined	628	58	90.76%			
* 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

Sep 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	Sep 2022	96	10	89.58%	---
SJ ZONE D RURAL	Jul 2022	Sep 2022	99	1	98.99%	---
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)

Sep 2022					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	279	9	96.77%	X	
SJ ZONE D SUBURBAN	6	0	100.00%	---	---
SJ ZONE D RURAL	12	0	100.00%	---	---
All Zones Combined	297	9	96.97%		
* 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

Sep 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		
						Yes	No	
			Compliance Calc Incidents					
SJ ZONE D SUBURBAN	CP Start	CP End	56	0	100.00%	---	---	
SJ ZONE D RURAL	Apr 2022	Sep 2022	12	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)

Oct 2022					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE D URBAN	571	47	91.77%	X	
SJ ZONE D SUBURBAN	19	1	94.74%	---	---
SJ ZONE D RURAL	33	0	100.00%	---	---
All Zones Combined	623	48	92.30%		
* 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

Oct 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	Oct 2022	115	11	90.43%	X	
SJ ZONE D RURAL	Jul 2022	Oct 2022	132	1	99.24%	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)

Oct 2022						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE D URBAN	252	2	99.21%	X		
SJ ZONE D SUBURBAN	10	1	90.00%	---	---	
SJ ZONE D RURAL	21	0	100.00%	---	---	
All Zones Combined	283	3	98.94%			
* 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

Oct 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					
SJ ZONE D SUBURBAN	Apr 2022	Oct 2022	66	1	98.48%	---	---
SJ ZONE D RURAL	Sep 2022	Oct 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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Fines and Penalties Report		
Type of Penalty	Sep 2022	Oct 2022
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,400	\$2,200
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	\$2,400	\$2,200

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Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	563	16:50	05:29	02:19	08:14
SJ ZONE D SUBURBAN	37	14:42	08:39	03:00	12:40
SJ ZONE D RURAL	28	22:10	09:23	03:59	13:31

Total Responses	628				
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Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	279	24:18	08:12	03:52	12:52
SJ ZONE D SUBURBAN	6	15:31	11:38	02:37	14:38
SJ ZONE D RURAL	12	20:08	12:03	03:39	14:39
Total Responses	297				

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	571	15:17	05:27	02:05	07:58
SJ ZONE D SUBURBAN	19	14:40	07:55	02:22	10:24
SJ ZONE D RURAL	33	17:19	09:20	03:07	12:13
Total Responses	623				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2022

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	252	26:17	07:47	03:43	11:53
SJ ZONE D SUBURBAN	10	23:29	11:34	05:26	15:26
SJ ZONE D RURAL	21	19:30	11:15	04:31	15:47
Total Responses	283				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Sep 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	563	90	84.01%	563	52	90.76%
SJ ZONE D SUBURBAN	37	11	70.27%	37	6	83.78%
SJ ZONE D RURAL	28	1	96.43%	28	0	100.00%
All Zones Combined	628	102	83.76%	628	58	90.76%
* 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	Sep 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	279	19	93.19%	279	9	96.77%
SJ ZONE D SUBURBAN	6	0	100.00%	6	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	297	19	93.60%	297	9	96.97%
* 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	Oct 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	571	91	84.06%	571	47	91.77%
SJ ZONE D SUBURBAN	19	2	89.47%	19	1	94.74%
SJ ZONE D RURAL	33	0	100.00%	33	0	100.00%
All Zones Combined	623	93	85.07%	623	48	92.30%
* 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	Oct 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	252	12	95.24%	252	2	99.21%
SJ ZONE D SUBURBAN	10	1	90.00%	10	1	90.00%
SJ ZONE D RURAL	21	0	100.00%	21	0	100.00%
All Zones Combined	283	13	95.41%	283	3	98.94%
* 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	Sep 2022		Oct 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	7	0	10	0
Good Cause case-by case	31	8	27	0
Material Change in dispatch location after the initial dispatch	3	0	1	0
Restricted Freeway Access	1	0	2	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	1	0	0	0
Unavoidable Delay caused by unreported road construction	3	0	1	0

Zone Assist

Population Density	Sep 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	40
	Escalon	3
	Ripon	9
SJ ZONE D SUBURBAN	AMR San Joaquin	5
	Ripon	4
SJ ZONE D RURAL	AMR San Joaquin	9

Zone Assist

Population Density	Oct 2022	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	28
	Escalon	2
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	8
	Escalon	1
	Ripon	1

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
09/01/2022	SONORA	Manteca	Police/Fire Standby
09/10/2022	CERES	Manteca	29D00- Traffic Accident

Failure to Provide Data

Event Type	Sep 2022	Oct 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		