



San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: March 17, 2023

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 and February 2023. The below table identifies MDA's credited amount for the months of January and February 2023.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (2,200.00)		\$(2,200.00)
Jan	\$ 1,400.00	100%	\$ 1,400.00	\$ 0.00	\$(2,200.00)
Feb	\$ 1,200.00	20%	\$ 240.00	\$ 960.00	\$(1,240.00)

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 sixteen 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 2023 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)

Jan 2023					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE D URBAN	567	22	96.12%	X	
SJ ZONE D SUBURBAN	31	2	93.55%	---	---
SJ ZONE D RURAL	41	0	100.00%	---	---
All Zones Combined	639	24	96.24%		
* 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 2023								
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	Nov 2022	Jan 2023	84	6	92.86%	---	---	
SJ ZONE D RURAL	Nov 2022	Jan 2023	115	3	97.39%	X		
CP Start = Compliance Period Start Date CP End - Compliance Period End Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

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

Jan 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	284	5	98.24%	X		
SJ ZONE D SUBURBAN	14	0	100.00%	---	---	
SJ ZONE D RURAL	12	0	100.00%	---	---	
All Zones Combined	310	5	98.39%			
* 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 2023								
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	Jan 2023	107	1	99.07%	X		
SJ ZONE D RURAL	Sep 2022	Jan 2023	66	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				

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Feb 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
Compliance Calc Incidents						
SJ ZONE D URBAN	508	18	96.46%	X		
SJ ZONE D SUBURBAN	19	0	100.00%	---	---	
SJ ZONE D RURAL	32	0	100.00%	---	---	
All Zones Combined	559	18	96.78%			
* 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 2023							
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	Nov 2022	Feb 2023	103	6	94.17%	X	
SJ ZONE D RURAL	Feb 2023	Feb 2023	32	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			

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

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

Feb 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	260	1	99.62%	X		
SJ ZONE D SUBURBAN	9	0	100.00%	---	---	
SJ ZONE D RURAL	12	0	100.00%	---	---	
All Zones Combined	281	1	99.64%			
* 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 NRLS Responses

Feb 2023						
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 2023	Feb 2023	9	0	100.00%	---
SJ ZONE D RURAL	Sep 2022	Feb 2023	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		

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Fines and Penalties Report		
Type of Penalty	Jan 2023	Feb 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,400	\$1,200
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	\$1,400	\$1,200

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	567	14:11	05:11	01:57	07:25
SJ ZONE D SUBURBAN	31	14:55	08:25	02:56	11:16
SJ ZONE D RURAL	41	16:28	09:01	02:35	11:53
Total Responses	639				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	284	31:58	07:21	03:28	11:10
SJ ZONE D SUBURBAN	14	13:35	09:34	02:38	13:00
SJ ZONE D RURAL	12	20:04	13:23	03:53	17:50
Total Responses	310				

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	508	17:00	05:01	01:54	07:06
SJ ZONE D SUBURBAN	19	13:26	07:11	02:32	10:34
SJ ZONE D RURAL	32	13:33	07:45	02:26	09:29
Total Responses	559				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	260	37:41	07:04	03:48	10:40
SJ ZONE D SUBURBAN	9	19:24	11:23	04:35	16:17
SJ ZONE D RURAL	12	19:30	11:21	04:21	17:13
Total Responses	281				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan 2023			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	567	60	89.42%	567	22	96.12%
SJ ZONE D SUBURBAN	31	6	80.65%	31	2	93.55%
SJ ZONE D RURAL	41	0	100.00%	41	0	100.00%
All Zones Combined	639	66	89.67%	639	24	96.24%
* 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 2023			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	6	97.89%	284	5	98.24%
SJ ZONE D SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	310	6	98.06%	310	5	98.39%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Feb 2023					
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	508	39	92.32%	508	18	96.46%
SJ ZONE D SUBURBAN	19	1	94.74%	19	0	100.00%
SJ ZONE D RURAL	32	0	100.00%	32	0	100.00%
All Zones Combined	559	40	92.84%	559	18	96.78%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Feb 2023					
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE D URBAN	260	10	96.15%	260	1	99.62%
SJ ZONE D SUBURBAN	9	1	88.89%	9	0	100.00%
SJ ZONE D RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	281	11	96.09%	281	1	99.64%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Exemption Request Reports				
Types of Exemptions	Jan 2023		Feb 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	5	0	6	0
Good Cause case-by case	27	0	21	0
Material Change in dispatch location after the initial dispatch	1	0	0	0
Restricted Freeway Access	1	0	1	0
Severe Inclement Weather	1	0	0	0

Zone Assist		
Population Density	Jan 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	20
	Ripon	6
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	2

Zone Assist		
Population Density	Feb 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	9
	Escalon	1
	Ripon	3
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	4

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	Jan 2023	Feb 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		