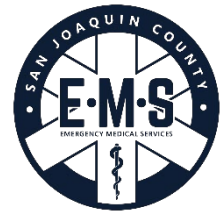




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 18, 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 July and August 2023. The below table identifies MDA’s credited amount for the months of July and August 2023.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Ending Balance
Prior Credited Amount			\$ (440.00)		\$(440.00)
Jul	\$ 700.00	80%	\$ 560.00	\$ 140.00	\$(300.00)
Aug	\$ 2,700.00	80%	\$ 2160.00	\$ 540.00	\$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 forty-seven 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 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)

Jul 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	546	27	95.05%	X		
SJ ZONE D SUBURBAN	23	1	95.65%	---	---	
SJ ZONE D RURAL	41	0	100.00%	---	---	
All Zones Combined	610	28	95.41%			
* 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 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	Mar 2023	Jul 2023	117	3	97.44%	X	
SJ ZONE D RURAL	Jun 2023	Jul 2023	81	1	98.77%	---	---
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
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Response Time Compliance - No Red Lights and Siren (NRLS)

Jul 2023					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
SJ ZONE D URBAN	298	0	100.00%	X	
SJ ZONE D SUBURBAN	13	0	100.00%	---	---
SJ ZONE D RURAL	16	0	100.00%	---	---
All Zones Combined	327	0	100.00%		
* 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 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		
			Compliance Calc Incidents			Yes	No	
SJ ZONE D SUBURBAN	Feb 2023	Jul 2023	77	2	97.40%	---	---	
SJ ZONE D RURAL	Jun 2023	Jul 2023	29	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
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Response Time Compliance - Red Lights and Siren (RLS)

Aug 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	583	27	95.37%	X		
SJ ZONE D SUBURBAN	27	3	88.89%	---	---	
SJ ZONE D RURAL	41	0	100.00%	---	---	
All Zones Combined	651	30	95.39%			
* 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 RLS Responses

Aug 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	Aug 2023	Aug 2023	27	3	88.89%	---	---
SJ ZONE D RURAL	Jun 2023	Aug 2023	122	1	99.18%	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
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Response Time Compliance - No Red Lights and Siren (NRLS)

Aug 2023					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	292	2	99.32%	X	
SJ ZONE D SUBURBAN	12	0	100.00%	---	---
SJ ZONE D RURAL	9	0	100.00%	---	---
All Zones Combined	313	2	99.36%		
* 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 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		
			Compliance Calc Incidents			Yes	No	
						Yes	No	
SJ ZONE D SUBURBAN	Feb 2023	Aug 2023	89	2	97.75%	---	---	
SJ ZONE D RURAL	Jun 2023	Aug 2023	38	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
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Fines and Penalties Report		
Type of Penalty	Jul 2023	Aug 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$700	\$2,700
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	\$700	\$2,700

Exclusive Emergency Ambulance Provider
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Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	546	17:45	05:10	02:07	07:43
SJ ZONE D SUBURBAN	23	12:30	06:58	02:50	11:09
SJ ZONE D RURAL	41	16:15	08:32	02:40	10:52
Total Responses	610				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	298	27:27	07:07	03:14	10:20
SJ ZONE D SUBURBAN	13	19:33	12:15	03:29	16:20
SJ ZONE D RURAL	16	22:32	12:17	04:48	17:19
Total Responses	327				

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	583	17:52	05:17	02:24	07:51
SJ ZONE D SUBURBAN	27	14:39	07:48	02:31	11:43
SJ ZONE D RURAL	41	16:14	08:27	03:11	12:33
Total Responses	651				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	292	26:41	07:30	03:40	11:29
SJ ZONE D SUBURBAN	12	18:00	11:30	04:08	17:29
SJ ZONE D RURAL	9	29:16	14:30	06:02	18:39
Total Responses	313				

Exclusive Emergency Ambulance Provider
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Comparison of Compliance with and without Exemptions - RLS

Population Density	Jul 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	546	65	88.10%	546	27	95.05%
SJ ZONE D SUBURBAN	23	4	82.61%	23	1	95.65%
SJ ZONE D RURAL	41	0	100.00%	41	0	100.00%
All Zones Combined	610	69	88.69%	610	28	95.41%
* 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 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	298	7	97.65%	298	0	100.00%
SJ ZONE D SUBURBAN	13	1	92.31%	13	0	100.00%
SJ ZONE D RURAL	16	0	100.00%	16	0	100.00%
All Zones Combined	327	8	97.55%	327	0	100.00%
* 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 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	583	68	88.34%	583	27	95.37%
SJ ZONE D SUBURBAN	27	5	81.48%	27	3	88.89%
SJ ZONE D RURAL	41	0	100.00%	41	0	100.00%
All Zones Combined	651	73	88.79%	651	30	95.39%
* 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 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	292	8	97.26%	292	2	99.32%
SJ ZONE D SUBURBAN	12	0	100.00%	12	0	100.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	313	8	97.44%	313	2	99.36%
* 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 2023		Aug 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	6	0	10	1
Good Cause case-by case	34	0	31	1
Inaccurate information provided from calling party	0	0	1	1
Material Change in dispatch location after the initial dispatch	0	0	1	1
Restricted Freeway Access	0	0	1	1

Zone Assist

Population Density	Jul 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	20
	Escalon	1
	Ripon	10
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	5

Zone Assist

Population Density	Aug 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	14
	Escalon	1
	Ripon	14
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	8

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
N/A			

Failure to Provide Data

Event Type	Jul 2023	Aug 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		