



San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: May 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 March and April 2023. The below table identifies MDA's credited amount for the months of March and April 2023.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (1,240.00)		\$(1,240.00)
Mar	\$ 1,300.00	80%	\$ 1,040.00	\$ 260.00	\$(980.00)
Apr	\$ 1,100.00	60%	\$ 660.00	\$ 440.00	\$(540.00)

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 eighteen 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 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)

Mar 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE D URBAN	532	20	96.24%	X		
SJ ZONE D SUBURBAN	29	0	100.00%	---	---	---
SJ ZONE D RURAL	35	0	100.00%	---	---	---
All Zones Combined	596	20	96.64%			
* 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 RLS Responses

Mar 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	Mar 2023	29	0	100.00%	---	---
SJ ZONE D RURAL	Feb 2023	Mar 2023	67	0	100.00%	---	---
CP Start = Compliance Period Start Date				Compliance Calc Incidents = Total Incident Count used in compliance calculations			
CP End = Compliance Period End Date							

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

Mar 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
Compliance Calc Incidents						
SJ ZONE D URBAN	270	1	99.63%	X		
SJ ZONE D SUBURBAN	9	0	100.00%	---	---	
SJ ZONE D RURAL	7	0	100.00%	---	---	
All Zones Combined	286	1	99.65%			
* 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 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	Mar 2023	18	0	100.00%	---	---
SJ ZONE D RURAL	Sep 2022	Mar 2023	85	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)

Apr 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE D URBAN	558	17	96.95%	X		
SJ ZONE D SUBURBAN	27	2	92.59%	---	---	
SJ ZONE D RURAL	30	0	100.00%	---	---	
All Zones Combined	615	19	96.91%			
* 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 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	Apr 2023	56	2	96.43%	---	---
SJ ZONE D RURAL	Feb 2023	Apr 2023	97	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 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ ZONE D URBAN	290	3	98.97%	X		
SJ ZONE D SUBURBAN	15	0	100.00%	---	---	
SJ ZONE D RURAL	11	0	100.00%	---	---	
All Zones Combined	316	3	99.05%			
* 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 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	Apr 2023	33	0	100.00%	---	---
SJ ZONE D RURAL	Sep 2022	Apr 2023	96	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 2023	Apr 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,300	\$1,100
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	\$1,300	\$1,100

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Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	532	19:26	05:09	02:07	07:18
SJ ZONE D SUBURBAN	29	11:09	07:14	02:24	10:04
SJ ZONE D RURAL	35	12:16	08:02	02:14	10:38
Total Responses	596				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	270	41:02	07:25	04:15	11:21
SJ ZONE D SUBURBAN	9	17:01	09:32	04:59	15:12
SJ ZONE D RURAL	7	21:38	11:34	04:49	15:32
Total Responses	286				

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	558	14:58	05:07	02:03	07:18
SJ ZONE D SUBURBAN	27	11:26	07:26	01:52	10:01
SJ ZONE D RURAL	30	14:12	08:24	02:31	11:10
Total Responses	615				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	290	25:32	07:24	03:41	11:11
SJ ZONE D SUBURBAN	15	18:01	10:36	03:57	13:51
SJ ZONE D RURAL	11	19:27	11:55	05:32	18:28
Total Responses	316				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Mar 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	532	51	90.41%	532	20	96.24%
SJ ZONE D SUBURBAN	29	3	89.66%	29	0	100.00%
SJ ZONE D RURAL	35	0	100.00%	35	0	100.00%
All Zones Combined	596	54	90.94%	596	20	96.64%
* 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 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	270	5	98.15%	270	1	99.63%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	286	5	98.25%	286	1	99.65%
* 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

Apr 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	558	54	90.32%	558	17	96.95%
SJ ZONE D SUBURBAN	27	3	88.89%	27	2	92.59%
SJ ZONE D RURAL	30	0	100.00%	30	0	100.00%
All Zones Combined	615	57	90.73%	615	19	96.91%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Apr 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	290	12	95.86%	290	3	98.97%
SJ ZONE D SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	316	12	96.20%	316	3	99.05%
* 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 2023		Apr 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	9	0	9	0
Good Cause case-by case	18	1	26	0
Material Change in dispatch location after the initial dispatch	1	0	0	0
Restricted Freeway Access	4	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	1	0	1	0

Zone Assist

Population Density	Mar 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	12
	Ripon	11
SJ ZONE D SUBURBAN	AMR San Joaquin	3
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	3

Zone Assist

Population Density	Apr 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	18
	Ripon	7
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	4

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Zone Assist

Date	Location	Ambulance Service Provider	Dispatch Determinant
03/08/2023	MOUNTAIN HOUSE	Manteca	26C02- Sick Person
03/10/2023	MOUNTAIN HOUSE	Manteca	01C05- Abdominal Pain
03/14/2023	MOUNTAIN HOUSE	Manteca	10D04- Chest Pain/Discomfort
03/23/2023	MOUNTAIN HOUSE	Manteca	10D04- Chest Pain/Discomfort
04/06/2023	MOUNTAIN HOUSE	Manteca	31A03- Unconscious/Fainting
04/10/2023	MOUNTAIN HOUSE	Manteca	21B02M- Hemorrhage/Laceration
04/14/2023	MOUNTAIN HOUSE	Manteca	29D00- Traffic Accident
04/25/2023	MOUNTAIN HOUSE	Manteca	06E01A- Breathing Problems
04/26/2023	MOUNTAIN HOUSE	Manteca	28C03X- Stroke/TIA
04/28/2023	MOUNTAIN HOUSE	Manteca	01A01- Abdominal Pain
04/30/2023	MOUNTAIN HOUSE	Manteca	31D02- Unconscious/Fainting
04/30/2023	MOUNTAIN HOUSE	Manteca	02C01I- Allergies/Envenomation

Failure to Provide Data

Event Type	Mar 2023	Apr 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		