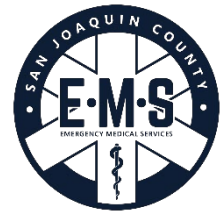




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: July 12, 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 May and June 2023. The below table identifies MDA’s credited amount for the months of May and June 2023.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid	Balance of Credit
Prior Credited Amount			\$ (540.00)		\$(540.00)
May	\$ 500.00	80%	\$ 400.00	\$ 100.00	\$(440.00)
Jun	\$ 3,800.00	100%	\$ 3,800.00	\$ 0.00	\$(440.00)

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 nineteen 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 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)

May 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ ZONE D URBAN	623	24	96.15%	X		
SJ ZONE D SUBURBAN	19	0	100.00%	---	---	
SJ ZONE D RURAL	27	0	100.00%	---	---	
All Zones Combined	669	24	96.41%			
* 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

May 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	Mar 2023	May 2023	75	2	97.33%	---	---
SJ ZONE D RURAL	Feb 2023	May 2023	124	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			

Exclusive Emergency Ambulance Provider
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Response Time Compliance - No Red Lights and Siren (NRLS)

May 2023					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	266	0	100.00%	X	
SJ ZONE D SUBURBAN	17	2	88.24%	---	---
SJ ZONE D RURAL	8	0	100.00%	---	---
All Zones Combined	291	2	99.31%		
* 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 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	May 2023	50	2	96.00%	---	---
SJ ZONE D RURAL	Sep 2022	May 2023	104	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			

Exclusive Emergency Ambulance Provider
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 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Jun 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	538	23	95.72%	X		
SJ ZONE D SUBURBAN	19	0	100.00%	---	---	
SJ ZONE D RURAL	40	1	97.50%	---	---	
All Zones Combined	597	24	95.98%			
* 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 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	Jun 2023	94	2	97.87%	---
SJ ZONE D RURAL	Jun 2023	Jun 2023	40	1	97.50%	---
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)

Jun 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
SJ ZONE D URBAN	324	0	100.00%	X		
SJ ZONE D SUBURBAN	14	0	100.00%	---	---	
SJ ZONE D RURAL	13	0	100.00%	---	---	
All Zones Combined	351	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								
Jun 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		
						Yes	No	
	CP Start	CP End	Compliance Calc Incidents					
SJ ZONE D SUBURBAN	Feb 2023	Jun 2023	64	2	96.88%	---	---	
SJ ZONE D RURAL	Jun 2023	Jun 2023	13	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	May 2023	Jun 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$500	\$3,800
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	\$500	\$3,800

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

May 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	623	16:46	04:56	01:56	07:15
SJ ZONE D SUBURBAN	19	12:40	07:01	02:29	09:15
SJ ZONE D RURAL	27	16:42	08:21	04:08	13:28
Total Responses	669				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	266	19:02	07:10	02:57	10:35
SJ ZONE D SUBURBAN	17	21:41	14:08	04:49	20:08
SJ ZONE D RURAL	8	21:54	11:37	05:50	20:06
Total Responses	291				

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	538	16:13	05:14	02:17	07:23
SJ ZONE D SUBURBAN	19	15:17	08:25	02:38	11:23
SJ ZONE D RURAL	40	18:03	09:20	03:13	12:53
Total Responses	597				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	324	31:13	07:02	03:20	10:59
SJ ZONE D SUBURBAN	14	17:03	09:53	03:17	12:59
SJ ZONE D RURAL	13	16:04	10:48	02:54	13:00
Total Responses	351				

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

Population Density	May 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	623	61	90.21%	623	24	96.15%
SJ ZONE D SUBURBAN	19	1	94.74%	19	0	100.00%
SJ ZONE D RURAL	27	0	100.00%	27	0	100.00%
All Zones Combined	669	62	90.73%	669	24	96.41%
* 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	May 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	266	4	98.50%	266	0	100.00%
SJ ZONE D SUBURBAN	17	3	82.35%	17	2	88.24%
SJ ZONE D RURAL	8	0	100.00%	8	0	100.00%
All Zones Combined	291	7	97.59%	291	2	99.31%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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

	Jun 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	538	53	90.15%	538	23	95.72%
SJ ZONE D SUBURBAN	19	4	78.95%	19	0	100.00%
SJ ZONE D RURAL	40	1	97.50%	40	1	97.50%
All Zones Combined	597	58	90.28%	597	24	95.98%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	324	7	97.84%	324	0	100.00%
SJ ZONE D SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
All Zones Combined	351	7	98.01%	351	0	100.00%
* 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 2023		Jun 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	4	0	11	0
Good Cause case-by case	26	0	24	0
Material Change in dispatch location after the initial dispatch	0	0	1	0
Restricted Freeway Access	4	0	2	0

Zone Assist

Population Density	May 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	10
	Escalon	1
	Ripon	6
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	5

Zone Assist

Population Density	Jun 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	32
	Ripon	13
SJ ZONE D SUBURBAN	Escalon	1
SJ ZONE D RURAL	AMR San Joaquin	8
	Ripon	1

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
N/A			

Failure to Provide Data

Event Type	May 2023	Jun 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		