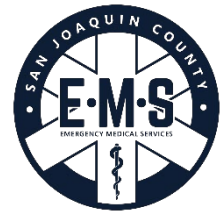




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: November 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 September and October 2023. The below table identifies MDA's credited amount for the months of September and October 2023.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Sept	\$ 1,600.00	60%	\$ 960.00	\$ 640.00
Oct	\$ 2,000.00	80%	\$ 1,600.00	\$ 400.00

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-one 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 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)

Sep 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	568	19	96.65%	X		
SJ ZONE D SUBURBAN	31	0	100.00%	---	---	
SJ ZONE D RURAL	37	0	100.00%	---	---	
All Zones Combined	636	19	97.01%			
* 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 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	Sep 2023	58	3	94.83%	---	---	
SJ ZONE D RURAL	Sep 2023	Sep 2023	37	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)

Sep 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE D URBAN	290	5	98.28%	X		
SJ ZONE D SUBURBAN	9	0	100.00%	---	---	---
SJ ZONE D RURAL	11	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

Sep 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	Sep 2023	98	2	97.96%	---	---	---
SJ ZONE D RURAL	Jun 2023	Sep 2023	49	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)

Oct 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE D URBAN	560	27	95.18%	X		
SJ ZONE D SUBURBAN	23	2	91.30%	---	---	
SJ ZONE D RURAL	37	0	100.00%	---	---	
All Zones Combined	620	29	95.32%			
* 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 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	Aug 2023	Oct 2023	81	5	93.83%	---	---
SJ ZONE D RURAL	Sep 2023	Oct 2023	74	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 - No Red Lights and Siren (NRLS)

Oct 2023						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	307	1	99.67%	X		
SJ ZONE D SUBURBAN	6	0	100.00%	---	---	
SJ ZONE D RURAL	19	0	100.00%	---	---	
All Zones Combined	332	1	99.70%			
* 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 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	Oct 2023	104	2	98.08%	X	
SJ ZONE D RURAL	Jun 2023	Oct 2023	68	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	Sep 2023	Oct 2023
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,600	\$2,000
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	\$1,600	\$2,000

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	568	44:34	05:12	02:55	07:32
SJ ZONE D SUBURBAN	31	11:58	06:45	02:50	09:46
SJ ZONE D RURAL	37	17:23	09:34	02:55	13:02
Total Responses	636				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	290	37:58	07:33	03:59	11:03
SJ ZONE D SUBURBAN	9	16:47	10:37	03:54	13:22
SJ ZONE D RURAL	11	21:47	12:42	05:05	20:45
Total Responses	310				

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	560	28:48	05:23	02:38	07:52
SJ ZONE D SUBURBAN	23	14:04	08:13	02:20	10:47
SJ ZONE D RURAL	37	16:16	09:30	02:22	12:30
Total Responses	620				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	307	27:59	07:34	03:42	11:17
SJ ZONE D SUBURBAN	6	18:35	12:26	05:09	18:02
SJ ZONE D RURAL	19	22:04	13:36	04:39	20:53
Total Responses	332				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Sep 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	568	60	89.44%	568	19	96.65%
SJ ZONE D SUBURBAN	31	2	93.55%	31	0	100.00%
SJ ZONE D RURAL	37	0	100.00%	37	0	100.00%
All Zones Combined	636	62	90.25%	636	19	97.01%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Sep 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	13	95.52%	290	5	98.28%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	310	13	95.81%	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

	Oct 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	560	72	87.14%	560	27	95.18%
SJ ZONE D SUBURBAN	23	4	82.61%	23	2	91.30%
SJ ZONE D RURAL	37	0	100.00%	37	0	100.00%
All Zones Combined	620	76	87.74%	620	29	95.32%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Oct 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	307	13	95.77%	307	1	99.67%
SJ ZONE D SUBURBAN	6	0	100.00%	6	0	100.00%
SJ ZONE D RURAL	19	0	100.00%	19	0	100.00%
All Zones Combined	332	13	96.08%	332	1	99.70%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
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Manteca District Ambulance

Exemption Request Reports				
Types of Exemptions	Sep 2023		Oct 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	11	1	8	0
Good Cause case-by case	35	2	36	1
Material Change in dispatch location after the initial dispatch	1	0	2	0
Restricted Freeway Access	1	0	4	0
Unavoidable Delay caused by unreported road construction	0	0	1	0

Zone Assist		
Population Density	Sep 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	38
	Escalon	1
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	4
SJ ZONE D RURAL	AMR San Joaquin	4
	Ripon	1

Zone Assist		
Population Density	Oct 2023	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	35
	Escalon	2
	Ripon	1
SJ ZONE D SUBURBAN	AMR San Joaquin	1
SJ ZONE D RURAL	AMR San Joaquin	12

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Failure to Provide Data

Event Type	Sep 2023	Oct 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		