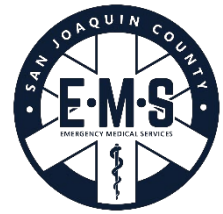




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 17, 2024

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 2024. The below table identifies MDA's credited amount for the months of July and August 2024.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Jul	\$ 3,600.00	80%	\$2,880.00	\$720.00
Aug	\$ 2,500.00	60%	\$ 1,500.00	\$1,000.00

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,

have an average response time of eight minutes and fifty-five 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 2024 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 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Yes	No	
	Compliance Calc Incidents					
SJ ZONE D URBAN	584	46	92.12%	X		
SJ ZONE D SUBURBAN	28	4	85.71%	---	---	
SJ ZONE D RURAL	28	0	100.00%	---	---	
All Zones Combined	640	50	92.19%			
* 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 2024							
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 2024	Jul 2024	79	7	91.14%	---	---
SJ ZONE D RURAL	Jun 2024	Jul 2024	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 - No Red Lights and Siren (NRLS)

Jul 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	308	5	98.38%	X		
SJ ZONE D SUBURBAN	6	0	100.00%	---	---	
SJ ZONE D RURAL	16	0	100.00%	---	---	
All Zones Combined	330	5	98.48%			
* 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 2024								
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 2023	Jul 2024	91	2	97.80%	---	---	
SJ ZONE D RURAL	Mar 2024	Jul 2024	69	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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 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Aug 2024					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
Compliance Calc Incidents				Yes	No
SJ ZONE D URBAN	632	42	93.35%	X	
SJ ZONE D SUBURBAN	24	1	95.83%	---	---
SJ ZONE D RURAL	41	0	100.00%	---	---
All Zones Combined	697	43	93.83%		
* 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 2024							
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 2024	Aug 2024	103	8	92.23%	X	
SJ ZONE D RURAL	Jun 2024	Aug 2024	107	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
 Contract Compliance
 Manteca District Ambulance

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

Aug 2024					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
				Yes	No
Compliance Calc Incidents					
SJ ZONE D URBAN	263	1	99.62%	X	
SJ ZONE D SUBURBAN	9	0	100.00%	---	---
SJ ZONE D RURAL	9	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

Aug 2024								
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	Nov 2023	Aug 2024	100	2	98.00%	X		
SJ ZONE D RURAL	Mar 2024	Aug 2024	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	Jul 2024	Aug 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$3,600	\$2,500
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	\$3,600	\$2,500

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

Jul 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	584	234:07	06:31	09:52	09:20
SJ ZONE D SUBURBAN	28	15:59	08:48	02:59	13:32
SJ ZONE D RURAL	28	17:08	09:08	04:17	14:55
Total Responses	640				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	308	36:46	08:30	04:06	13:36
SJ ZONE D SUBURBAN	6	15:44	12:28	03:14	15:43
SJ ZONE D RURAL	16	27:00	10:12	05:46	14:00
Total Responses	330				

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	632	20:07	05:41	02:27	08:30
SJ ZONE D SUBURBAN	24	17:31	08:52	02:40	11:10
SJ ZONE D RURAL	41	20:58	09:57	03:25	12:22
Total Responses	697				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	263	29:00	07:58	03:33	11:56
SJ ZONE D SUBURBAN	9	16:45	11:12	02:42	14:03
SJ ZONE D RURAL	9	15:39	12:56	01:40	15:27
Total Responses	281				

Exclusive Emergency Ambulance Provider
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Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	Jul 2024			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	584	129	77.91%	584	46	92.12%
SJ ZONE D SUBURBAN	28	6	78.57%	28	4	85.71%
SJ ZONE D RURAL	28	0	100.00%	28	0	100.00%
All Zones Combined	640	135	78.91%	640	50	92.19%
* 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 2024			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	308	21	93.18%	308	5	98.38%
SJ ZONE D SUBURBAN	6	0	100.00%	6	0	100.00%
SJ ZONE D RURAL	16	0	100.00%	16	0	100.00%
All Zones Combined	330	21	93.64%	330	5	98.48%
* 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

Comparison of Compliance with and without Exemptions - RLS

	Aug 2024					
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	632	107	83.07%	632	42	93.35%
SJ ZONE D SUBURBAN	24	5	79.17%	24	1	95.83%
SJ ZONE D RURAL	41	2	95.12%	41	0	100.00%
All Zones Combined	697	114	83.64%	697	43	93.83%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Aug 2024					
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	263	10	96.20%	263	1	99.62%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	281	10	96.44%	281	1	99.64%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
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Exemption Request Reports

Types of Exemptions	Jul 2024		Aug 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	21	0	17	0
Good Cause case-by case	69	0	45	0
Material Change in dispatch location after the initial dispatch	1	0	2	0
Restricted Freeway Access	0	0	6	0
Unavoidable Delay caused by unreported road construction	0	0	2	0

Zone Assist

Population Density	Jul 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	68
	Escalon	7
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	9
	Ripon	1

Zone Assist

Population Density	Aug 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	24
	Ripon	15
SJ ZONE D SUBURBAN	AMR San Joaquin	3
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	5

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	Jul 2024	Aug 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		