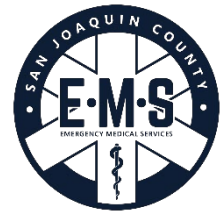




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: July 15, 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 May and June 2024. The below table identifies MDA's credited amount for the months of May and June 2024.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
May	\$ 1,200.00	80%	\$960.00	\$240.00
Jun	\$ 3,800.00	40%	\$ 1,520.00	\$ 2,280.00

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 fourteen 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 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)

May 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	587	24	95.91%	X		
SJ ZONE D SUBURBAN	15	1	93.33%	---	---	
SJ ZONE D RURAL	36	0	100.00%	---	---	
All Zones Combined	638	25	96.08%			
* 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 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	May 2024	36	2	94.44%	---	---
SJ ZONE D RURAL	Mar 2024	May 2024	101	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

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

May 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
				Compliance Calc Incidents	Yes	No
SJ ZONE D URBAN	330	7	97.88%	X		
SJ ZONE D SUBURBAN	13	0	100.00%	---	---	
SJ ZONE D RURAL	17	0	100.00%	---	---	
All Zones Combined	360	7	98.06%			
* 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 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		
			Compliance Calc Incidents			Yes	No	
SJ ZONE D SUBURBAN	Nov 2023	May 2024	72	2	97.22%	---	---	
SJ ZONE D RURAL	Mar 2024	May 2024	43	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)

Jun 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	574	34	94.08%	X		
SJ ZONE D SUBURBAN	15	1	93.33%	---	---	
SJ ZONE D RURAL	38	0	100.00%	---	---	
All Zones Combined	627	35	94.42%			
* 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 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	Jun 2024	51	3	94.12%	---	---
SJ ZONE D RURAL	Jun 2024	Jun 2024	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
Contract Compliance
Manteca District Ambulance

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

Jun 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	344	6	98.26%	X		
SJ ZONE D SUBURBAN	13	0	100.00%	---	---	
SJ ZONE D RURAL	10	0	100.00%	---	---	
All Zones Combined	367	6	98.37%			
* 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 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	Jun 2024	85	2	97.65%	---	---
SJ ZONE D RURAL	Mar 2024	Jun 2024	53	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 2024	Jun 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,200	\$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	\$1,200	\$3,800

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS					
May 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	587	21:28	05:30	02:18	07:47
SJ ZONE D SUBURBAN	15	18:59	08:15	04:18	14:59
SJ ZONE D RURAL	36	14:21	08:53	02:56	12:13
Total Responses	638				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
May 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	330	30:46	07:44	03:37	12:25
SJ ZONE D SUBURBAN	13	21:45	12:40	05:42	20:07
SJ ZONE D RURAL	17	25:29	15:55	05:35	23:12
Total Responses	360				

Detailed Response Time Analysis without Exemptions Applied - RLS					
Jun 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	574	23:12	05:43	02:35	08:41
SJ ZONE D SUBURBAN	15	12:06	08:19	02:10	10:36
SJ ZONE D RURAL	38	13:32	09:04	02:09	11:33
Total Responses	627				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Jun 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	344	30:14	07:44	03:45	12:27
SJ ZONE D SUBURBAN	13	14:42	10:38	02:46	14:28
SJ ZONE D RURAL	10	16:33	12:09	02:53	15:54
Total Responses	367				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	May 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	587	76	87.05%	587	24	95.91%
SJ ZONE D SUBURBAN	15	3	80.00%	15	1	93.33%
SJ ZONE D RURAL	36	0	100.00%	36	0	100.00%
All Zones Combined	638	79	87.62%	638	25	96.08%
* 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 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	330	17	94.85%	330	7	97.88%
SJ ZONE D SUBURBAN	13	2	84.62%	13	0	100.00%
SJ ZONE D RURAL	17	0	100.00%	17	0	100.00%
All Zones Combined	360	19	94.72%	360	7	98.06%
* 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

	Jun 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	574	99	82.75%	574	34	94.08%
SJ ZONE D SUBURBAN	15	1	93.33%	15	1	93.33%
SJ ZONE D RURAL	38	0	100.00%	38	0	100.00%
All Zones Combined	627	100	84.05%	627	35	94.42%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	344	15	95.64%	344	6	98.26%
SJ ZONE D SUBURBAN	13	0	100.00%	13	0	100.00%
SJ ZONE D RURAL	10	0	100.00%	10	0	100.00%
All Zones Combined	367	15	95.91%	367	6	98.37%
* 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	May 2024		Jun 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	15	0	14	
Good Cause case-by case	44	0	51	
Material Change in dispatch location after the initial dispatch	0	0	1	
Unavoidable Delay caused by unreported road construction	1	0	0	

Zone Assist

Population Density	May 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	27
	Escalon	1
	Ripon	12
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	4

Zone Assist

Population Density	Jun 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	38
	Escalon	1
	Ripon	16
SJ ZONE D SUBURBAN	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	3

Exclusive Emergency Ambulance Provider
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 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	May 2024	Jun 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		