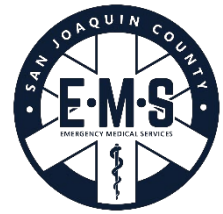




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2025

SUBJECT: Manteca District Ambulance (MDA) Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on 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 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 November and December 2024. The table below identifies MDA's credited amount for the months of November and December 2024.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Nov	\$ 1,200.00	100%	\$1,200.00	\$0.00
Dec	\$ 700.00	100%	\$ 700.00	\$0.00

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 seven minutes and thirty-two seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

Nov 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	585	23	96.07%	X		
SJ ZONE D SUBURBAN	34	1	97.06%	---	---	
SJ ZONE D RURAL	28	0	100.00%	---	---	
All Zones Combined	647	24	96.29%			
* 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

Nov 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	Sep 2024	Nov 2024	82	5	93.90%	---	---
SJ ZONE D RURAL	Sep 2024	Nov 2024	93	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)

Nov 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	293	1	99.66%	X		
SJ ZONE D SUBURBAN	9	1	88.89%	---	---	
SJ ZONE D RURAL	9	0	100.00%	---	---	
All Zones Combined	311	2	99.36%			
* 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

Nov 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	Sep 2024	Nov 2024	27	2	92.59%	---	---	
SJ ZONE D RURAL	Mar 2024	Nov 2024	102	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 - Red Lights and Siren (RLS)

Dec 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	661	28	95.76%	X		
SJ ZONE D SUBURBAN	43	2	95.35%	---	---	
SJ ZONE D RURAL	47	0	100.00%	---	---	
All Zones Combined	751	30	96.01%			
* 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

Dec 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	Sep 2024	Dec 2024	125	7	94.40%	X		
SJ ZONE D RURAL	Sep 2024	Dec 2024	140	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)

Dec 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	304	3	99.01%	X		
SJ ZONE D SUBURBAN	15	0	100.00%	---	---	
SJ ZONE D RURAL	15	0	100.00%	---	---	
All Zones Combined	334	3	99.10%			
* 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

Dec 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	Sep 2024	Dec 2024	42	2	95.24%	---	---
SJ ZONE D RURAL	Dec 2024	Dec 2024	15	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
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Fines and Penalties Report		
Type of Penalty	Nov 2024	Dec 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,200	\$700
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	\$700

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS					
Nov 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	585	18:49	05:16	02:08	07:28
SJ ZONE D SUBURBAN	34	12:54	07:12	02:36	10:48
SJ ZONE D RURAL	28	22:33	08:31	04:33	12:39
Total Responses	647				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Nov 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	293	31:46	07:55	03:39	11:51
SJ ZONE D SUBURBAN	9	22:19	12:27	04:24	17:03
SJ ZONE D RURAL	9	15:00	12:03	02:11	14:56
Total Responses	311				

Detailed Response Time Analysis without Exemptions Applied - RLS					
Dec 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	661	22:06	05:18	02:18	07:37
SJ ZONE D SUBURBAN	43	14:28	08:03	02:40	12:22
SJ ZONE D RURAL	47	15:00	09:14	03:05	13:09
Total Responses	751				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Dec 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	304	24:58	07:34	03:39	11:57
SJ ZONE D SUBURBAN	15	23:26	12:21	04:19	17:40
SJ ZONE D RURAL	15	18:50	13:29	03:05	16:44
Total Responses	334				

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

	Nov 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	585	59	89.91%	585	23	96.07%
SJ ZONE D SUBURBAN	34	7	79.41%	34	1	97.06%
SJ ZONE D RURAL	28	0	100.00%	28	0	100.00%
All Zones Combined	647	66	89.80%	647	24	96.29%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Nov 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	293	9	96.93%	293	1	99.66%
SJ ZONE D SUBURBAN	9	1	88.89%	9	1	88.89%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	311	10	96.78%	311	2	99.36%
* 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

Dec 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	661	70	89.41%	661	28	95.76%
SJ ZONE D SUBURBAN	43	7	83.72%	43	2	95.35%
SJ ZONE D RURAL	47	0	100.00%	47	0	100.00%
All Zones Combined	751	77	89.75%	751	30	96.01%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Dec 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	304	10	96.71%	304	3	99.01%
SJ ZONE D SUBURBAN	15	1	93.33%	15	0	100.00%
SJ ZONE D RURAL	15	0	100.00%	15	0	100.00%
All Zones Combined	334	11	96.71%	334	3	99.10%
* 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	Nov 2024		Dec 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	8	0	13	0
Good Cause case-by case	31	1	35	1
Material Change in dispatch location after the initial dispatch	1	0	0	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	1	0
Restricted Freeway Access	1	0	2	0

Zone Assist

Population Density	Nov 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	12
	Escalon	1
	Ripon	7
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	5
	Ripon	1

Zone Assist

Population Density	Dec 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	33
	Ripon	13
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	2
SJ ZONE D RURAL	AMR San Joaquin	7

Exclusive Emergency Ambulance Provider
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Out of County Mutual Aid

Failure to Provide Data		
Event Type	Nov 2024	Dec 2024
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		