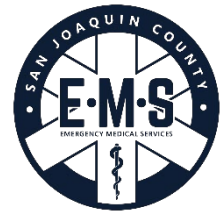




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: November 27, 2024

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

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Sep	\$ 2,200.00	60%	\$1,320.00	\$880.00
Oct	\$ 3,300.00	80%	\$ 2,640.00	\$660.00

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 thirty-six 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 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)

Sep 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	567	38	93.30%	X		
SJ ZONE D SUBURBAN	32	3	90.63%	---	---	
SJ ZONE D RURAL	29	0	100.00%	---	---	
All Zones Combined	628	41	93.47%			
* 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 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	Sep 2024	32	3	90.63%	---	---	
SJ ZONE D RURAL	Sep 2024	Sep 2024	29	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 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	284	3	98.94%	X		
SJ ZONE D SUBURBAN	14	0	100.00%	---	---	
SJ ZONE D RURAL	4	0	100.00%	---	---	
All Zones Combined	302	3	99.01%			
* 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 NRLS Responses

Sep 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	Sep 2024	14	0	100.00%	---	---	
SJ ZONE D RURAL	Mar 2024	Sep 2024	82	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 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	558	54	90.32%	X		
SJ ZONE D SUBURBAN	16	1	93.75%	---	---	
SJ ZONE D RURAL	36	0	100.00%	---	---	
All Zones Combined	610	55	90.98%			
* 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

Oct 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	Oct 2024	48	4	91.67%	---	---	
SJ ZONE D RURAL	Sep 2024	Oct 2024	65	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)

Oct 2024						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	307	3	99.02%	X		
SJ ZONE D SUBURBAN	4	1	75.00%	---	---	
SJ ZONE D RURAL	11	0	100.00%	---	---	
All Zones Combined	322	4	98.76%			
* 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 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	Oct 2024	18	1	94.44%	---	---
SJ ZONE D RURAL	Mar 2024	Oct 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
 Contract Compliance
 Manteca District Ambulance

Fines and Penalties Report		
Type of Penalty	Sep 2024	Oct 2024
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$2,200	\$3,300
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	\$2,200	\$3,300

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS					
Sep 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	567	23:06	05:50	02:38	08:31
SJ ZONE D SUBURBAN	32	17:04	09:12	04:04	15:29
SJ ZONE D RURAL	29	17:53	09:53	03:31	14:27
Total Responses	628				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Sep 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	284	26:37	07:44	03:37	11:47
SJ ZONE D SUBURBAN	14	18:30	11:45	03:09	16:38
SJ ZONE D RURAL	4	27:46	14:58	11:11	24:36
Total Responses	302				

Detailed Response Time Analysis without Exemptions Applied - RLS					
Oct 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	558	30:02	05:51	02:31	08:42
SJ ZONE D SUBURBAN	16	16:59	09:12	03:55	14:26
SJ ZONE D RURAL	36	18:20	09:33	03:02	12:41
Total Responses	610				

Detailed Response Time Analysis without Exemptions Applied - NRLS					
Oct 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	307	18:53	07:16	02:56	10:45
SJ ZONE D SUBURBAN	4	19:07	16:13	02:48	18:49
SJ ZONE D RURAL	11	18:38	11:19	03:32	14:48
Total Responses	322				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

Population Density	Sep 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	567	111	80.42%	567	38	93.30%
SJ ZONE D SUBURBAN	32	10	68.75%	32	3	90.63%
SJ ZONE D RURAL	29	1	96.55%	29	0	100.00%
All Zones Combined	628	122	80.57%	628	41	93.47%
* 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	Sep 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	284	11	96.13%	284	3	98.94%
SJ ZONE D SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE D RURAL	4	0	100.00%	4	0	100.00%
All Zones Combined	302	11	96.36%	302	3	99.01%
* 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 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	558	111	80.11%	558	54	90.32%
SJ ZONE D SUBURBAN	16	5	68.75%	16	1	93.75%
SJ ZONE D RURAL	36	3	91.67%	36	0	100.00%
All Zones Combined	610	119	80.49%	610	55	90.98%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Oct 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	307	8	97.39%	307	3	99.02%
SJ ZONE D SUBURBAN	4	1	75.00%	4	1	75.00%
SJ ZONE D RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	322	9	97.20%	322	4	98.76%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Exemption Request Reports				
Types of Exemptions	Sep 2024		Oct 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	19	0	8	0
Good Cause case-by case	55	0	44	0
Material Change in dispatch location after the initial dispatch	6	0	0	0
Restricted Freeway Access	0	0	6	0
Unavoidable Delay caused by unreported road construction	1	0	0	0

Zone Assist		
Population Density	Sep 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	17
	Escalon	4
	Ripon	4
SJ ZONE D SUBURBAN	AMR San Joaquin	4
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	2

Zone Assist		
Population Density	Oct 2024	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	12
	Ripon	12
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	--	0

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Manteca District Ambulance

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
09/08/2024	MOUNTAIN HOUSE	Manteca	28C01X- Stroke/TIA
09/10/2024	TRACY	Manteca	30B01- Traumatic Injuries

Failure to Provide Data

Event Type	Sep 2024	Oct 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		