



# San Joaquin County

## Emergency Medical Services Agency

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### Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: March 21, 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 January and February 2025. The table below identifies MDA's credited amount for the months of January and February 2025.

	<b>Fine/Penalty Amount</b>	<b>KPI Discount</b>	<b>Amount Credited</b>	<b>Amount to be Paid</b>
<b>Jan</b>	\$ 1,100.00	100%	\$1,100.00	\$0.00
<b>Feb</b>	\$ 1,800.00	100%	\$ 1,800.00	\$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 eight minutes and five seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2025 may be viewed or downloaded from the SJCEMSA website: [www.sjgov.org/departments/ems](http://www.sjgov.org/departments/ems)

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

	Jan 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	637	27	95.76%	X	
SJ ZONE D SUBURBAN	27	1	96.30%	---	---
SJ ZONE D RURAL	33	0	100.00%	---	---
All Zones Combined	697	28	95.98%		
* 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

	Jan 2025					
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	Jan 2025	Jan 2025	27	1	96.30%	--- ---
SJ ZONE D RURAL	Jan 2025	Jan 2025	33	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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Response Time Compliance - No Red Lights and Siren (NRLS)

	Jan 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	289	2	99.31%	X	
SJ ZONE D SUBURBAN	9	0	100.00%	---	---
SJ ZONE D RURAL	17	0	100.00%	---	---
<b>All Zones Combined</b>	315	2	99.37%		
* 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

			Jan 2025			
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	Jan 2025	51	2	96.08%	---
SJ ZONE D RURAL	Dec 2024	Jan 2025	32	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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Response Time Compliance - Red Lights and Siren (RLS)

	Feb 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	602	25	95.85%	X	
SJ ZONE D SUBURBAN	35	2	94.29%	---	---
SJ ZONE D RURAL	36	0	100.00%	---	---
All Zones Combined	673	27	95.99%		
* 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

			Feb 2025				
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	Jan 2025	Feb 2025	62	3	95.16%	---	---
SJ ZONE D RURAL	Jan 2025	Feb 2025	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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Response Time Compliance - No Red Lights and Siren (NRLS)

Feb 2025					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	245	4	98.37%	X	
SJ ZONE D SUBURBAN	14	1	92.86%	---	---
SJ ZONE D RURAL	13	0	100.00%	---	---
All Zones Combined	272	5	98.16%		
* 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

Feb 2025						
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	Feb 2025	65	3	95.38%	---
SJ ZONE D RURAL	Dec 2024	Feb 2025	45	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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Fines and Penalties Report		
Type of Penalty	Jan 2025	Feb 2025
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,100	\$1,800
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
<b>Totals</b>	\$1,100	\$1,800

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Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	637	16:38	05:33	02:21	08:26
SJ ZONE D SUBURBAN	27	12:39	07:52	02:28	11:01
SJ ZONE D RURAL	33	12:15	09:09	01:55	11:15
<b>Total Responses</b>	<b>697</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	289	27:20	07:26	03:28	11:01
SJ ZONE D SUBURBAN	9	15:14	10:48	03:19	15:07
SJ ZONE D RURAL	17	20:54	12:42	04:28	17:51
<b>Total Responses</b>	<b>315</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	602	21:22	05:23	02:17	07:45
SJ ZONE D SUBURBAN	35	19:11	08:07	03:14	11:45
SJ ZONE D RURAL	36	23:55	09:56	03:11	13:15
<b>Total Responses</b>	<b>673</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	245	36:12	07:53	04:01	12:23
SJ ZONE D SUBURBAN	14	21:19	10:55	03:58	14:31
SJ ZONE D RURAL	13	21:50	13:24	05:05	18:54
<b>Total Responses</b>	<b>272</b>				



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Comparison of Compliance with and without Exemptions - RLS

	Jan 2025					
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	637	95	85.09%	637	27	95.76%
SJ ZONE D SUBURBAN	27	3	88.89%	27	1	96.30%
SJ ZONE D RURAL	33	0	100.00%	33	0	100.00%
<b>All Zones Combined</b>	<b>697</b>	<b>98</b>	<b>85.94%</b>	<b>697</b>	<b>28</b>	<b>95.98%</b>
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Jan 2025					
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	289	13	95.50%	289	2	99.31%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	17	0	100.00%	17	0	100.00%
<b>All Zones Combined</b>	<b>315</b>	<b>13</b>	<b>95.87%</b>	<b>315</b>	<b>2</b>	<b>99.37%</b>
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

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Comparison of Compliance with and without Exemptions - RLS

	Feb 2025					
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	602	76	87.38%	602	25	95.85%
SJ ZONE D SUBURBAN	35	6	82.86%	35	2	94.29%
SJ ZONE D RURAL	36	1	97.22%	36	0	100.00%
<b>All Zones Combined</b>	<b>673</b>	<b>83</b>	<b>87.67%</b>	<b>673</b>	<b>27</b>	<b>95.99%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Feb 2025					
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	245	16	93.47%	245	4	98.37%
SJ ZONE D SUBURBAN	14	2	85.71%	14	1	92.86%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
<b>All Zones Combined</b>	<b>272</b>	<b>18</b>	<b>93.38%</b>	<b>272</b>	<b>5</b>	<b>98.16%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports

	Jan 2025		Feb 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	27	0	13	0
Good Cause case-by case	43	0	40	0
Material Change in dispatch location after the initial dispatch	1	0	2	0
Restricted Freeway Access	4	0	3	0
Severe Inclement Weather	1	0	1	0
Unavoidable Delay caused by unreported road construction	0	0	1	0

Zone Assist		
Population Density	Jan 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	31
	Escalon	1
	Ripon	12
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	4
	Ripon	1

Zone Assist		
Population Density	Feb 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	18
	Escalon	1
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	5

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Failure to Provide Data

Event Type	Jan 2025	Feb 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		