



## Memorandum

**TO:** All Interested Parties

**FROM:** Leon Brown, MBA, EMS Analyst

**DATE:** September 26, 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 July and August 2025. The table below identifies MDA's credited amount for the months of July and August 2025.

	<b>Fine/Penalty Amount</b>	<b>KPI Discount</b>	<b>Amount Credited</b>	<b>Amount to be Paid</b>
<b>Jul</b>	\$ 700.00	100%	\$ 700.00	\$0.00
<b>Aug</b>	\$ 3,100.00	100%	\$ 3,100.00	\$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 fifty-eight 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 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)

	Jul 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	631	34	94.61%	X	
SJ ZONE D SUBURBAN	27	3	88.89%	---	---
SJ ZONE D RURAL	42	0	100.00%	---	---
<b>All Zones Combined</b>	700	37	94.71%		
* 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 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	May 2025	Jul 2025	83	8	90.36%	---	---
SJ ZONE D RURAL	Jul 2025	Jul 2025	42	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 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	280	2	99.29%	X	
SJ ZONE D SUBURBAN	15	0	100.00%	---	---
SJ ZONE D RURAL	16	0	100.00%	---	---
<b>All Zones Combined</b>	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

			Jul 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	Jul 2025	Jul 2025	15	0	100.00%	---
SJ ZONE D RURAL	Jul 2025	Jul 2025	16	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)

	Aug 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	643	43	93.31%	X	
SJ ZONE D SUBURBAN	32	4	87.50%	---	---
SJ ZONE D RURAL	45	0	100.00%	---	---
All Zones Combined	720	47	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

			Aug 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	May 2025	Aug 2025	115	12	89.57%		X
SJ ZONE D RURAL	Jul 2025	Aug 2025	87	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)

Aug 2025					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	320	3	99.06%	X	
SJ ZONE D SUBURBAN	20	1	95.00%	---	---
SJ ZONE D RURAL	9	0	100.00%	---	---
All Zones Combined	349	4	98.85%		
* 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 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	Jul 2025	Aug 2025	35	1	97.14%	---
SJ ZONE D RURAL	Jul 2025	Aug 2025	25	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 2025	Aug 2025
Out of compliance response zones	N/A	\$1,500
Code 2 and Code 3 Late response minutes	\$700	\$1,600
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>	\$700	\$3,100

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	631	21:34	05:26	02:09	07:37
SJ ZONE D SUBURBAN	27	12:35	07:12	02:38	11:09
SJ ZONE D RURAL	42	15:28	09:14	02:34	12:06
<b>Total Responses</b>	<b>700</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	280	27:34	07:57	03:40	11:41
SJ ZONE D SUBURBAN	15	18:07	11:50	03:36	15:53
SJ ZONE D RURAL	16	20:02	13:44	03:09	17:59
<b>Total Responses</b>	<b>311</b>				

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	643	24:36	05:45	02:26	08:20
SJ ZONE D SUBURBAN	32	14:19	08:23	02:45	12:37
SJ ZONE D RURAL	45	17:40	09:11	03:05	12:49
<b>Total Responses</b>	<b>720</b>				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	320	37:24	08:02	04:27	12:21
SJ ZONE D SUBURBAN	20	21:58	11:28	05:05	17:28
SJ ZONE D RURAL	9	23:25	15:07	04:14	18:56
<b>Total Responses</b>	<b>349</b>				



Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Jul 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	631	75	88.11%	631	34	94.61%
SJ ZONE D SUBURBAN	27	4	85.19%	27	3	88.89%
SJ ZONE D RURAL	42	1	97.62%	42	0	100.00%
<b>All Zones Combined</b>	<b>700</b>	<b>80</b>	<b>88.57%</b>	<b>700</b>	<b>37</b>	<b>94.71%</b>
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Jul 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	280	14	95.00%	280	2	99.29%
SJ ZONE D SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE D RURAL	16	0	100.00%	16	0	100.00%
<b>All Zones Combined</b>	<b>311</b>	<b>14</b>	<b>95.50%</b>	<b>311</b>	<b>2</b>	<b>99.36%</b>
	* 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

	Aug 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	643	104	83.83%	643	43	93.31%
SJ ZONE D SUBURBAN	32	6	81.25%	32	4	87.50%
SJ ZONE D RURAL	45	1	97.78%	45	0	100.00%
<b>All Zones Combined</b>	<b>720</b>	<b>111</b>	<b>84.58%</b>	<b>720</b>	<b>47</b>	<b>93.47%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Aug 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	320	18	94.38%	320	3	99.06%
SJ ZONE D SUBURBAN	20	1	95.00%	20	1	95.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
<b>All Zones Combined</b>	<b>349</b>	<b>19</b>	<b>94.56%</b>	<b>349</b>	<b>4</b>	<b>98.85%</b>
* 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

	Jul 2025		Aug 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	12	0	24	4
Good Cause case-by case	30	0	40	0
Material Change in dispatch location after the initial dispatch	0	0	1	0
Restricted Freeway Access	2	0	4	0
Unavoidable Delay caused by unreported road construction	0	0	3	0

Zone Assist

Population Density	Jul 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	18
SJ ZONE D SUBURBAN	AMR San Joaquin	1
SJ ZONE D RURAL	AMR San Joaquin	1

Zone Assist

Population Density	Aug 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	17
	Escalon	1
	Ripon	5
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Ripon	1
SJ ZONE D RURAL	Ripon	2

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Manteca District Ambulance

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
08/04/2025	MODESTO	Manteca	33C02T- Transfer/IFT

Failure to Provide Data

Event Type	Jul 2025	Aug 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		