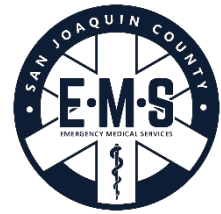




San Joaquin County

Emergency Medical Services Agency



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: May 22, 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 March and April 2025. The table below identifies MDA's credited amount for the months of March and April 2025.

| | Fine/Penalty Amount | KPI Discount | Amount Credited | Amount to be Paid |
|------------|----------------------------|---------------------|------------------------|--------------------------|
| Mar | \$ 1,100.00 | 100% | \$1,100.00 | \$0.00 |
| Apr | \$ 1,200.00 | 100% | \$ 1,200.00 | \$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 forty-four seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for March and April 2025 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

| | Mar 2025 | | | | |
|---|---------------------------|--|--------------------------|-----------|-----|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | |
| | Compliance Calc Incidents | | | Yes | No |
| SJ ZONE D URBAN | 608 | 34 | 94.41% | X | |
| SJ ZONE D SUBURBAN | 31 | 2 | 93.55% | --- | --- |
| SJ ZONE D RURAL | 38 | 0 | 100.00% | --- | --- |
| All Zones Combined | 677 | 36 | 94.68% | | |
| * 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

| | Mar 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 | Mar 2025 | 93 | 5 | 94.62% | --- |
| SJ ZONE D RURAL | Jan 2025 | Mar 2025 | 107 | 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)

| | Mar 2025 | | | | |
|---|---------------------------|--|--------------------------|-----------|-----|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | |
| | Compliance Calc Incidents | | | Yes | No |
| SJ ZONE D URBAN | 283 | 0 | 100.00% | X | |
| SJ ZONE D SUBURBAN | 10 | 0 | 100.00% | --- | --- |
| SJ ZONE D RURAL | 16 | 0 | 100.00% | --- | --- |
| All Zones Combined | 309 | 0 | 100.00% | | |
| * 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

| | | | Mar 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 | Mar 2025 | 75 | 3 | 96.00% | --- | --- |
| SJ ZONE D RURAL | Dec 2024 | Mar 2025 | 61 | 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)

| | Apr 2025 | | | | |
|---|---------------------------|--|--------------------------|-----------|-----|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | |
| | Compliance Calc Incidents | | | Yes | No |
| SJ ZONE D URBAN | 615 | 29 | 95.28% | X | |
| SJ ZONE D SUBURBAN | 24 | 4 | 83.33% | --- | --- |
| SJ ZONE D RURAL | 37 | 0 | 100.00% | --- | --- |
| All Zones Combined | 676 | 33 | 95.12% | | |
| * 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

| | | | Apr 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 | Apr 2025 | 117 | 9 | 92.31% | X | |
| SJ ZONE D RURAL | Apr 2025 | Apr 2025 | 37 | 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)

| Apr 2025 | | | | | |
|---|---------------------------|--|--------------------------|-----------|-----|
| Population Density | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant | |
| | Compliance Calc Incidents | | | Yes | No |
| SJ ZONE D URBAN | 270 | 2 | 99.26% | X | |
| SJ ZONE D SUBURBAN | 9 | 0 | 100.00% | --- | --- |
| SJ ZONE D RURAL | 11 | 0 | 100.00% | --- | --- |
| All Zones Combined | 290 | 2 | 99.31% | | |
| * 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

| Apr 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 | Apr 2025 | 84 | 3 | 96.43% | --- |
| SJ ZONE D RURAL | Dec 2024 | Apr 2025 | 72 | 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 | Mar 2025 | Apr 2025 |
| Out of compliance response zones | N/A | N/A |
| Code 2 and Code 3 Late response minutes | \$1,100 | \$1,200 |
| 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 | \$1,100 | \$1,200 |

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Mar 2025

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 608 | 19:16 | 05:20 | 02:02 | 07:38 |
| SJ ZONE D SUBURBAN | 31 | 12:19 | 07:15 | 02:22 | 10:03 |
| SJ ZONE D RURAL | 38 | 20:03 | 09:24 | 03:34 | 14:24 |
| Total Responses | 677 | | | | |

Detailed Response Time Analysis without Exemptions Applied - NRLS

Mar 2025

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 283 | 29:37 | 07:15 | 03:34 | 11:34 |
| SJ ZONE D SUBURBAN | 10 | 23:02 | 12:35 | 04:59 | 17:00 |
| SJ ZONE D RURAL | 16 | 17:18 | 12:04 | 02:56 | 15:54 |
| Total Responses | 309 | | | | |

Detailed Response Time Analysis without Exemptions Applied - RLS

Apr 2025

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 615 | 23:57 | 05:28 | 02:16 | 07:50 |
| SJ ZONE D SUBURBAN | 24 | 14:05 | 07:42 | 03:02 | 11:58 |
| SJ ZONE D RURAL | 37 | 18:46 | 09:11 | 03:15 | 13:40 |
| Total Responses | 676 | | | | |

Detailed Response Time Analysis without Exemptions Applied - NRLS

Apr 2025

| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
|------------------------|------------|--------------------------------|-----------------------------|---------------|--|
| SJ ZONE D URBAN | 270 | 26:19 | 07:41 | 03:28 | 12:04 |
| SJ ZONE D SUBURBAN | 9 | 15:26 | 10:50 | 03:00 | 13:43 |
| SJ ZONE D RURAL | 11 | 28:25 | 13:33 | 05:20 | 16:02 |
| Total Responses | 290 | | | | |

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

| | Mar 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 | 608 | 73 | 87.99% | 608 | 34 | 94.41% |
| SJ ZONE D SUBURBAN | 31 | 3 | 90.32% | 31 | 2 | 93.55% |
| SJ ZONE D RURAL | 38 | 2 | 94.74% | 38 | 0 | 100.00% |
| All Zones Combined | 677 | 78 | 88.48% | 677 | 36 | 94.68% |
| | * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | |

Comparison of Compliance with and without Exemptions - NRLS

| | Mar 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 | 283 | 8 | 97.17% | 283 | 0 | 100.00% |
| SJ ZONE D SUBURBAN | 10 | 1 | 90.00% | 10 | 0 | 100.00% |
| SJ ZONE D RURAL | 16 | 0 | 100.00% | 16 | 0 | 100.00% |
| All Zones Combined | 309 | 9 | 97.09% | 309 | 0 | 100.00% |
| | * 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

| | Apr 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 | 615 | 82 | 86.67% | 615 | 29 | 95.28% |
| SJ ZONE D SUBURBAN | 24 | 6 | 75.00% | 24 | 4 | 83.33% |
| SJ ZONE D RURAL | 37 | 1 | 97.30% | 37 | 0 | 100.00% |
| All Zones Combined | 676 | 89 | 86.83% | 676 | 33 | 95.12% |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | | |

Comparison of Compliance with and without Exemptions - NRLS

| | Apr 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 | 270 | 6 | 97.78% | 270 | 2 | 99.26% |
| SJ ZONE D SUBURBAN | 9 | 0 | 100.00% | 9 | 0 | 100.00% |
| SJ ZONE D RURAL | 11 | 0 | 100.00% | 11 | 0 | 100.00% |
| All Zones Combined | 290 | 6 | 97.93% | 290 | 2 | 99.31% |
| * 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

| | Mar 2025 | | Apr 2025 | |
|---|---------------------|-------------------|---------------------|-------------------|
| Types of Exemptions | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Delays in Transferring Care in the Emergency Department | 13 | 0 | 10 | 0 |
| Good Cause case-by case | 21 | 0 | 43 | 0 |
| Material Change in dispatch location after the initial dispatch | 4 | 0 | 0 | 0 |
| Restricted Freeway Access | 5 | 0 | 1 | 0 |
| Unavoidable Delay caused by unreported road construction | 0 | 0 | 1 | 0 |

Zone Assist

| Population Density | Mar 2025 | |
|--------------------|----------------------------|----|
| | Ambulance Service Provider | # |
| SJ ZONE D URBAN | AMR San Joaquin | 16 |
| | Ripon | 5 |
| SJ ZONE D SUBURBAN | AMR San Joaquin | 2 |
| SJ ZONE D RURAL | AMR San Joaquin | 2 |

Zone Assist

| Population Density | Apr 2025 | |
|--------------------|----------------------------|----|
| | Ambulance Service Provider | # |
| SJ ZONE D URBAN | AMR San Joaquin | 22 |
| | Ripon | 9 |
| SJ ZONE D SUBURBAN | -- | 0 |
| SJ ZONE D RURAL | AMR San Joaquin | 2 |
| | Ripon | 1 |

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|------|----------|----------------------------|----------------------|
|------|----------|----------------------------|----------------------|

Failure to Provide Data

| Event Type | Mar 2025 | Apr 2025 |
|------------|----------|----------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |