



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: July 24, 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 May and June 2025. The table below identifies MDA's credited amount for the months of May and June 2025.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
May	\$ 1,100.00	100%	\$1,100.00	\$0.00
Jun	\$ 1,500.00	100%	\$ 1,500.00	\$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 two seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for May and June 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)

	May 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	640	31	95.16%	X	
SJ ZONE D SUBURBAN	25	4	84.00%	---	---
SJ ZONE D RURAL	54	0	100.00%	---	---
All Zones Combined	719	35	95.13%		
* 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

			May 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	May 2025	25	4	84.00%	---	---
SJ ZONE D RURAL	Apr 2025	May 2025	91	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)

	May 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	315	5	98.41%	X	
SJ ZONE D SUBURBAN	14	1	92.86%	---	---
SJ ZONE D RURAL	17	0	100.00%	---	---
All Zones Combined	346	6	98.27%		
* 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

			May 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	May 2025	98	4	95.92%	---	---
SJ ZONE D RURAL	Dec 2024	May 2025	89	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)

	Jun 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	588	39	93.37%	X	
SJ ZONE D SUBURBAN	31	1	96.77%	---	---
SJ ZONE D RURAL	40	0	100.00%	---	---
All Zones Combined	659	40	93.93%		
* 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

			Jun 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	Jun 2025	56	5	91.07%	---	---
SJ ZONE D RURAL	Apr 2025	Jun 2025	131	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)

Jun 2025					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	264	0	100.00%	X	
SJ ZONE D SUBURBAN	18	0	100.00%	---	---
SJ ZONE D RURAL	18	0	100.00%	---	---
All Zones Combined	300	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

Jun 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	Jun 2025	116	4	96.55%	X
SJ ZONE D RURAL	Dec 2024	Jun 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

Fines and Penalties Report		
Type of Penalty	May 2025	Jun 2025
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,100	\$1,500
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	\$1,500

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

May 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	640	21:08	05:27	02:18	07:49
SJ ZONE D SUBURBAN	25	15:35	09:12	03:01	12:56
SJ ZONE D RURAL	54	24:15	09:19	03:19	12:29
Total Responses	719				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	315	32:26	08:02	04:19	12:44
SJ ZONE D SUBURBAN	14	19:25	14:01	03:29	18:32
SJ ZONE D RURAL	17	21:34	13:06	05:03	18:56
Total Responses	346				

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	588	18:36	05:39	02:23	08:14
SJ ZONE D SUBURBAN	31	12:26	08:03	02:04	10:35
SJ ZONE D RURAL	40	15:19	08:59	02:47	12:38
Total Responses	659				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	264	35:47	07:52	03:47	11:38
SJ ZONE D SUBURBAN	18	15:16	10:15	03:26	14:30
SJ ZONE D RURAL	18	18:19	12:14	04:09	17:15
Total Responses	300				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	May 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	640	84	86.88%	640	31	95.16%
SJ ZONE D SUBURBAN	25	8	68.00%	25	4	84.00%
SJ ZONE D RURAL	54	1	98.15%	54	0	100.00%
All Zones Combined	719	93	87.07%	719	35	95.13%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	May 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	315	17	94.60%	315	5	98.41%
SJ ZONE D SUBURBAN	14	2	85.71%	14	1	92.86%
SJ ZONE D RURAL	17	0	100.00%	17	0	100.00%
All Zones Combined	346	19	94.51%	346	6	98.27%
	* 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

	Jun 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	588	96	83.67%	588	39	93.37%
SJ ZONE D SUBURBAN	31	3	90.32%	31	1	96.77%
SJ ZONE D RURAL	40	1	97.50%	40	0	100.00%
All Zones Combined	659	100	84.83%	659	40	93.93%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 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	264	8	96.97%	264	0	100.00%
SJ ZONE D SUBURBAN	18	0	100.00%	18	0	100.00%
SJ ZONE D RURAL	18	0	100.00%	18	0	100.00%
All Zones Combined	300	8	97.33%	300	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

Exemption Request Reports

	May 2025		Jun 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	19	0	23	0
Good Cause case-by case	43	0	33	0
Material Change in dispatch location after the initial dispatch	1	0	0	0
Restricted Freeway Access	1	0	4	0
Unavoidable Delay caused by unreported road construction	0	0	1	0

Zone Assist

Population Density	May 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	13
	Ripon	8
SJ ZONE D SUBURBAN	AMR San Joaquin	1
	Escalon	1
	Ripon	3
SJ ZONE D RURAL	AMR San Joaquin	2
	Ripon	1

Zone Assist

Population Density	Jun 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	14
	Escalon	1
	Ripon	8
SJ ZONE D SUBURBAN	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	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	May 2025	Jun 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		