

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: November 25, 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 September and October 2025. The table below identifies MDA's credited amount for the months of September and October 2025.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Sept	\$ 1,500.00	100%	\$ 1,500.00	\$0.00
Oct	\$ 4,100.00	100%	\$ 4,100.00	\$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 eight minutes and 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 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)

	Sep 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	626	44	92.97%	X	
SJ ZONE D SUBURBAN	19	2	89.47%	---	---
SJ ZONE D RURAL	32	0	100.00%	---	---
All Zones Combined	677	46	93.21%		
* 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 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 2025	Sep 2025	19	2	89.47%	---	---
SJ ZONE D RURAL	Jul 2025	Sep 2025	119	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			

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Contract Compliance
Manteca District Ambulance

Response Time Compliance - No Red Lights and Siren (NRLS)

	Sep 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	282	6	97.87%	X	
SJ ZONE D SUBURBAN	15	0	100.00%	---	---
SJ ZONE D RURAL	13	0	100.00%	---	---
All Zones Combined	310	6	98.06%		
* 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 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	Sep 2025	50	1	98.00%	---	---
SJ ZONE D RURAL	Jul 2025	Sep 2025	38	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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Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

	Oct 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	595	52	91.26%	X	
SJ ZONE D SUBURBAN	36	4	88.89%	---	---
SJ ZONE D RURAL	57	0	100.00%	---	---
All Zones Combined	688	56	91.86%		
* 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 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 2025	Oct 2025	55	6	89.09%	---	---
SJ ZONE D RURAL	Oct 2025	Oct 2025	57	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 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	272	7	97.43%	X	
SJ ZONE D SUBURBAN	12	1	91.67%	---	---
SJ ZONE D RURAL	20	0	100.00%	---	---
All Zones Combined	304	8	97.37%		
* 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

			Oct 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	Oct 2025	62	2	96.77%	---	---
SJ ZONE D RURAL	Jul 2025	Oct 2025	58	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	Sep 2025	Oct 2025
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,500	\$4,100
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	\$1,500	\$4,100

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Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Sep 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	626	16:53	05:29	02:08	07:53
SJ ZONE D SUBURBAN	19	14:48	08:40	02:46	12:27
SJ ZONE D RURAL	32	13:32	09:15	02:48	12:22
Total Responses	677				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Sep 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	282	69:44	08:00	05:11	11:19
SJ ZONE D SUBURBAN	15	43:29	14:04	08:54	18:35
SJ ZONE D RURAL	13	35:06	17:31	07:50	30:55
Total Responses	310				

Detailed Response Time Analysis without Exemptions Applied - RLS

Oct 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	595	20:06	05:33	02:18	08:19
SJ ZONE D SUBURBAN	36	13:53	07:57	02:42	11:43
SJ ZONE D RURAL	57	15:22	08:17	02:59	11:31
Total Responses	688				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Oct 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	272	33:51	07:57	04:32	12:16
SJ ZONE D SUBURBAN	12	20:42	12:41	04:07	17:45
SJ ZONE D RURAL	20	24:44	13:42	04:58	19:44
Total Responses	304				

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Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Sep 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	626	88	85.94%	626	44	92.97%
SJ ZONE D SUBURBAN	19	6	68.42%	19	2	89.47%
SJ ZONE D RURAL	32	0	100.00%	32	0	100.00%
All Zones Combined	677	94	86.12%	677	46	93.21%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Sep 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	282	11	96.10%	282	6	97.87%
SJ ZONE D SUBURBAN	15	2	86.67%	15	0	100.00%
SJ ZONE D RURAL	13	1	92.31%	13	0	100.00%
All Zones Combined	310	14	95.48%	310	6	98.06%
	* 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

	Oct 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	595	89	85.04%	595	52	91.26%
SJ ZONE D SUBURBAN	36	11	69.44%	36	4	88.89%
SJ ZONE D RURAL	57	0	100.00%	57	0	100.00%
All Zones Combined	688	100	85.47%	688	56	91.86%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Oct 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	272	15	94.49%	272	7	97.43%
SJ ZONE D SUBURBAN	12	1	91.67%	12	1	91.67%
SJ ZONE D RURAL	20	0	100.00%	20	0	100.00%
All Zones Combined	304	16	94.74%	304	8	97.37%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports

	Sep 2025		Oct 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	6	0	3	1
Good Cause case-by case	35	5	31	4
Inaccurate information provided from calling party	0	0	3	0
Material Change in dispatch location after the initial dispatch	0	0	3	0
Restricted Freeway Access	3	0	3	0
Unavoidable Delay caused by unreported road construction	1	0	3	0

Zone Assist		
Population Density	Sep 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	9
	Escalon	2
	Ripon	1
SJ ZONE D SUBURBAN	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	3

Zone Assist		
Population Density	Oct 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	18
	Escalon	5
	Ripon	4
SJ ZONE D SUBURBAN	AMR San Joaquin	2
	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	5
	Escalon	1

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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	Sep 2025	Oct 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		