

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2026

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 November and December 2025. The table below identifies MDA's credited amount for the months of November and December 2025.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Nov	\$ 3,000.00	100%	\$ 3,000.00	\$0.00
Dec	\$ 6,750.00	100%	\$ 6,750.00	\$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-six seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for November and December 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)

	Nov 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	623	48	92.30%	X	
SJ ZONE D SUBURBAN	32	3	90.63%	---	---
SJ ZONE D RURAL	48	0	100.00%	---	---
All Zones Combined	703	51	92.75%		
* 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

			Nov 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	Nov 2025	87	9	89.66%	---	---
SJ ZONE D RURAL	Oct 2025	Nov 2025	105	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)

	Nov 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	292	10	96.58%	X	
SJ ZONE D SUBURBAN	8	0	100.00%	---	---
SJ ZONE D RURAL	18	0	100.00%	---	---
All Zones Combined	318	10	96.86%		
* 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 NRLS Responses

	Nov 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	Nov 2025	70	2	97.14%	---
SJ ZONE D RURAL	Jul 2025	Nov 2025	76	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)

	Dec 2025				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	657	38	94.22%	X	
SJ ZONE D SUBURBAN	31	6	80.65%	---	---
SJ ZONE D RURAL	50	0	100.00%	---	---
All Zones Combined	738	44	94.04%		
* 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

			Dec 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	Dec 2025	118	15	87.29%		X
SJ ZONE D RURAL	Dec 2025	Dec 2025	50	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)

Dec 2025					
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	330	4	98.79%	X	
SJ ZONE D SUBURBAN	7	0	100.00%	---	---
SJ ZONE D RURAL	20	0	100.00%	---	---
All Zones Combined	357	4	98.88%		
* 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

Dec 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	Dec 2025	77	2	97.40%	---
SJ ZONE D RURAL	Jul 2025	Dec 2025	96	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	Nov 2025	Dec 2025
Out of compliance response zones	N/A	\$3,750
Code 2 and Code 3 Late response minutes	\$3,000	\$3,000
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	\$3,000	\$6,750

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Nov 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	623	18:39	05:27	02:24	08:01
SJ ZONE D SUBURBAN	32	14:22	08:36	03:00	13:01
SJ ZONE D RURAL	48	15:05	09:32	02:35	12:48
Total Responses	703				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Nov 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	292	25:42	07:41	04:17	12:33
SJ ZONE D SUBURBAN	8	12:54	08:14	03:15	11:34
SJ ZONE D RURAL	18	19:14	11:38	02:48	14:04
Total Responses	318				

Detailed Response Time Analysis without Exemptions Applied - RLS

Dec 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	657	17:06	05:21	02:15	07:51
SJ ZONE D SUBURBAN	31	14:26	08:44	02:28	11:58
SJ ZONE D RURAL	50	17:46	09:03	02:46	12:19
Total Responses	738				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Dec 2025

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	330	36:34	07:48	04:15	11:45
SJ ZONE D SUBURBAN	7	17:10	10:36	04:50	14:54
SJ ZONE D RURAL	20	29:53	13:19	05:21	16:41
Total Responses	357				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Nov 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	623	88	85.87%	623	48	92.30%
SJ ZONE D SUBURBAN	32	9	71.88%	32	3	90.63%
SJ ZONE D RURAL	48	1	97.92%	48	0	100.00%
All Zones Combined	703	98	86.06%	703	51	92.75%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Nov 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	292	22	92.47%	292	10	96.58%
SJ ZONE D SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE D RURAL	18	0	100.00%	18	0	100.00%
All Zones Combined	318	22	93.08%	318	10	96.86%
	* 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

	Dec 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	657	80	87.82%	657	38	94.22%
SJ ZONE D SUBURBAN	31	9	70.97%	31	6	80.65%
SJ ZONE D RURAL	50	1	98.00%	50	0	100.00%
All Zones Combined	738	90	87.80%	738	44	94.04%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Dec 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	330	15	95.45%	330	4	98.79%
SJ ZONE D SUBURBAN	7	0	100.00%	7	0	100.00%
SJ ZONE D RURAL	20	0	100.00%	20	0	100.00%
All Zones Combined	357	15	95.80%	357	4	98.88%
* 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

	Nov 2025		Dec 2025	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	2	0	1	0
Good Cause case-by case	43	0	45	0
Material Change in dispatch location after the initial dispatch	3	0	0	0
Restricted Freeway Access	3	0	5	0

Zone Assist

Population Density	Nov 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	10
	Escalon	4
	Ripon	3
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	2
	Ripon	1

Zone Assist

Population Density	Dec 2025	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	19
	Ripon	4
SJ ZONE D SUBURBAN	Ripon	1
SJ ZONE D RURAL	AMR San Joaquin	3

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	Nov 2025	Dec 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		