



Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: March 20, 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 January and February 2026. The table below identifies MDA’s credited amount for the months of January and February 2026.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
Jan	\$ 1,900.00	100%	\$ 1,900.00	\$0.00
Feb	\$ 4,400.00	100%	\$ 4,400.00	\$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 twenty-eight seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

The complete compliance report for January and February 2026 may be viewed or downloaded from the SJCEMSA website: www.sjgov.org/department/ems

Exclusive Emergency Ambulance Provider
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 Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

Jan 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	698	41	94.13%	X		
SJ ZONE D SUBURBAN	26	2	92.31%	---	---	
SJ ZONE D RURAL	49	1	97.96%	---	---	
All Zones Combined	773	44	94.31%			
* 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 RLS Responses

Jan 2026							
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 2026	Jan 2026	26	2	92.31%	---	---
SJ ZONE D RURAL	Dec 2025	Jan 2026	99	1	98.99%	---	---
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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Response Time Compliance - No Red Lights and Siren (NRLS)

Jan 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	322	3	99.07%	X		
SJ ZONE D SUBURBAN	5	0	100.00%	---	---	
SJ ZONE D RURAL	19	0	100.00%	---	---	
All Zones Combined	346	3	99.13%			
* 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 NRLS Responses

Jan 2026								
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	Jan 2026	82	2	97.56%	---	---	
SJ ZONE D RURAL	Jul 2025	Jan 2026	115	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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Response Time Compliance - Red Lights and Siren (RLS)

Feb 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	653	28	95.71%	X		
SJ ZONE D SUBURBAN	29	3	89.66%	---	---	
SJ ZONE D RURAL	40	0	100.00%	---	---	
All Zones Combined	722	31	95.71%			
* 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

Feb 2026								
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 2026	Feb 2026	55	5	90.91%	---	---	
SJ ZONE D RURAL	Dec 2025	Feb 2026	139	1	99.28%	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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Response Time Compliance - No Red Lights and Siren (NRLS)

Feb 2026						
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant		
Compliance Calc Incidents				Yes	No	
SJ ZONE D URBAN	263	3	98.86%	X		
SJ ZONE D SUBURBAN	12	0	100.00%	---	---	
SJ ZONE D RURAL	13	0	100.00%	---	---	
All Zones Combined	288	3	98.96%			
* 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

Feb 2026							
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	Feb 2026	94	2	97.87%	---	---
SJ ZONE D RURAL	Feb 2026	Feb 2026	13	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	Jan 2026	Feb 2026
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,900	\$4,400
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	\$1,900	\$4,400

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Detailed Response Time Analysis without Exemptions Applied - RLS

Jan 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	698	15:45	05:12	02:00	07:39
SJ ZONE D SUBURBAN	26	14:23	08:15	02:35	12:12
SJ ZONE D RURAL	49	19:26	09:12	02:45	11:53
Total Responses	773				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jan 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	322	25:05	07:40	03:23	11:58
SJ ZONE D SUBURBAN	5	22:13	11:26	06:32	18:33
SJ ZONE D RURAL	19	23:30	14:50	04:13	21:15
Total Responses	346				

Detailed Response Time Analysis without Exemptions Applied - RLS

Feb 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	653	17:02	05:05	01:57	07:17
SJ ZONE D SUBURBAN	29	12:38	07:23	02:31	10:54
SJ ZONE D RURAL	40	15:00	08:25	02:22	10:44
Total Responses	722				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Feb 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	263	31:09	07:53	03:56	12:11
SJ ZONE D SUBURBAN	12	15:17	12:01	02:55	14:57
SJ ZONE D RURAL	13	23:27	13:06	05:10	18:36
Total Responses	288				

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Comparison of Compliance with and without Exemptions - RLS

Population Density	Jan 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	698	84	87.97%	698	41	94.13%
SJ ZONE D SUBURBAN	26	4	84.62%	26	2	92.31%
SJ ZONE D RURAL	49	1	97.96%	49	1	97.96%
All Zones Combined	773	89	88.49%	773	44	94.31%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Jan 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	322	5	98.45%	322	3	99.07%
SJ ZONE D SUBURBAN	5	1	80.00%	5	0	100.00%
SJ ZONE D RURAL	19	0	100.00%	19	0	100.00%
All Zones Combined	346	6	98.27%	346	3	99.13%
* 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

Population Density	Feb 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	653	62	90.51%	653	28	95.71%
SJ ZONE D SUBURBAN	29	4	86.21%	29	3	89.66%
SJ ZONE D RURAL	40	0	100.00%	40	0	100.00%
All Zones Combined	722	66	90.86%	722	31	95.71%

* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

Comparison of Compliance with and without Exemptions - NRLS

Population Density	Feb 2026			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE D URBAN	263	12	95.44%	263	3	98.86%
SJ ZONE D SUBURBAN	12	1	91.67%	12	0	100.00%
SJ ZONE D RURAL	13	0	100.00%	13	0	100.00%
All Zones Combined	288	13	95.49%	288	3	98.96%

* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.

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Exemption Request Reports

Types of Exemptions	Jan 2026		Feb 2026	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	1	0	2	0
Good Cause case-by case	32	0	28	1
Inaccurate information provided from calling party	1	0	0	0
Material Change in dispatch location after the initial dispatch	1	0	0	0
Restricted Freeway Access	3	0	3	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	1	0	0	0
Severe Inclement Weather	1	0	2	0

Zone Assist		
Population Density	Jan 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	11
	Ripon	5
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	AMR San Joaquin	3

Zone Assist		
Population Density	Feb 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	AMR San Joaquin	9
SJ ZONE D SUBURBAN	AMR San Joaquin	2
SJ ZONE D RURAL	AMR San Joaquin	2

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Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
Failure to Provide Data			
Event Type		Jan 2026	Feb 2026
N/A			
Mechanical Report			
Event Type		Date	Preventable
N/A			