

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: July 27, 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 May and June 2026. The table below identifies MDA's credited amount for the months of May and June 2026.

	Fine/Penalty Amount	KPI Discount	Amount Credited	Amount to be Paid
May	\$ 1,100.00	80%	\$880.00	\$220.00
Jun	\$ 2,900.00	100%	\$2,900.00	\$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-seven 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 2026 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 2026				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	723	28	96.13%	X	
SJ ZONE D SUBURBAN	52	4	92.31%	---	---
SJ ZONE D RURAL	53	0	100.00%	---	---
All Zones Combined	828	32	96.14%		
* 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 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	May 2026	May 2026	52	4	92.31%	---	---
SJ ZONE D RURAL	May 2026	May 2026	53	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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Response Time Compliance - No Red Lights and Siren (NRLS)

	May 2026				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	331	3	99.09%	X	
SJ ZONE D SUBURBAN	19	0	100.00%	---	---
SJ ZONE D RURAL	22	0	100.00%	---	---
All Zones Combined	372	3	99.19%		
* 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 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	Apr 2026	May 2026	34	0	100.00%	---
SJ ZONE D RURAL	Feb 2026	May 2026	65	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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Response Time Compliance - Red Lights and Siren (RLS)

	Jun 2026				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	678	30	95.58%	X	
SJ ZONE D SUBURBAN	40	4	90.00%	---	---
SJ ZONE D RURAL	57	0	100.00%	---	---
All Zones Combined	775	34	95.61%		
* 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 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	May 2026	Jun 2026	92	8	91.30%	---	---
SJ ZONE D RURAL	May 2026	Jun 2026	110	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 - No Red Lights and Siren (NRLS)

	Jun 2026				
Population Density	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant	
	Compliance Calc Incidents			Yes	No
SJ ZONE D URBAN	324	3	99.07%	X	
SJ ZONE D SUBURBAN	11	0	100.00%	---	---
SJ ZONE D RURAL	19	0	100.00%	---	---
All Zones Combined	354	3	99.15%		
* 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 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	Apr 2026	Jun 2026	45	0	100.00%	---	---
SJ ZONE D RURAL	Feb 2026	Jun 2026	84	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	May 2026	Jun 2026
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	\$1,100	\$2,900
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	\$2,900

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Detailed Response Time Analysis without Exemptions Applied - RLS

May 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	723	17:12	05:06	02:14	07:27
SJ ZONE D SUBURBAN	52	14:15	08:27	02:20	11:26
SJ ZONE D RURAL	53	17:31	08:30	03:09	12:27
Total Responses	828				

Detailed Response Time Analysis without Exemptions Applied - NRLS

May 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	331	29:22	07:36	04:01	12:06
SJ ZONE D SUBURBAN	19	20:14	11:01	03:35	15:13
SJ ZONE D RURAL	22	29:47	12:44	07:12	20:29
Total Responses	372				

Detailed Response Time Analysis without Exemptions Applied - RLS

Jun 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	678	18:10	05:17	02:14	07:27
SJ ZONE D SUBURBAN	40	14:53	08:23	02:52	12:06
SJ ZONE D RURAL	57	22:51	08:15	03:40	12:24
Total Responses	775				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jun 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	324	34:40	07:13	03:17	10:47
SJ ZONE D SUBURBAN	11	24:34	12:05	05:16	15:14
SJ ZONE D RURAL	19	17:39	12:16	03:49	16:51
Total Responses	354				

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Comparison of Compliance with and without Exemptions - RLS

	May 2026					
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	723	79	89.07%	723	28	96.13%
SJ ZONE D SUBURBAN	52	12	76.92%	52	4	92.31%
SJ ZONE D RURAL	53	1	98.11%	53	0	100.00%
All Zones Combined	828	92	88.89%	828	32	96.14%
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	May 2026					
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	331	22	93.35%	331	3	99.09%
SJ ZONE D SUBURBAN	19	1	94.74%	19	0	100.00%
SJ ZONE D RURAL	22	0	100.00%	22	0	100.00%
All Zones Combined	372	23	93.82%	372	3	99.19%
	* 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

	Jun 2026					
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	678	77	88.64%	678	30	95.58%
SJ ZONE D SUBURBAN	40	8	80.00%	40	4	90.00%
SJ ZONE D RURAL	57	2	96.49%	57	0	100.00%
All Zones Combined	775	87	88.77%	775	34	95.61%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions - NRLS

	Jun 2026					
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	324	11	96.60%	324	3	99.07%
SJ ZONE D SUBURBAN	11	2	81.82%	11	0	100.00%
SJ ZONE D RURAL	19	0	100.00%	19	0	100.00%
All Zones Combined	354	13	96.33%	354	3	99.15%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Exemption Request Reports

	May 2026		Jun 2026	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	2	0
Good Cause case-by case	49	0	36	4
Inaccurate information provided from calling party	3	0	1	0
Material Change in dispatch location after the initial dispatch	3	0	1	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	1	0
Restricted Freeway Access	2	0	2	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	1	0
Unavoidable Delay caused by unreported road construction	3	0	0	0

Zone Assist

Population Density	May 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	Escalon	2
	Ripon	6
SJ ZONE D SUBURBAN	Escalon	1
SJ ZONE D RURAL	--	0

Zone Assist

Population Density	Jun 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	Escalon	2
	Ripon	5
SJ ZONE D SUBURBAN	Ripon	2
SJ ZONE D RURAL	--	0

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Zone Assist			
Date	Location	Ambulance Service Provider	Dispatch Determinant
06/18/2026	TRACY	Manteca	11D00- Choking

Failure to Provide Data

Event Type	May 2026	Jun 2026
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		