SAN JOAQUIN COUNTY

EMERGENCY MEDICAL SERVICES AGENCY

Jared Bagwell, *Director*
Jessica K. Willett MD, *EMS Medical Director*

Memorandum

TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: October 13, 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 July and August 2026. The table below identifies MDA's credited amount for the months of July and August 2026.

	Fine/Penalty Amount	**KPI Discount**	**Amount Credited**	**Amount to be Paid**
July	$ 800.00	100%	$800.00	$0.00
August	$ 3,100.00	80%	$2,480.00	$620.00

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 thirty-two seconds during the two-month period. This response performance is achieved without considering any late exemption requests.

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

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Response Time Compliance - Red Lights and Siren (RLS)

	Jul 2026				
Population Density	**Total Responses**	**Non-Compliant Non-Exempted Responses**	**Compliance Percentage**	**Compliant**	
	Compliance Calc Incidents			**Yes**	**No**
SJ ZONE D URBAN	630	34	94.60%	X	
SJ ZONE D SUBURBAN	35	3	91.43%	---	---
SJ ZONE D RURAL	70	0	100.00%	---	---
All Zones Combined	735	37	94.97%		
	* 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

			Jul 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	Jul 2026	127	11	91.34%	X	
SJ ZONE D RURAL	Jul 2026	Jul 2026	70	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)

	Jul 2026				
Population Density	**Total Responses**	**Non-Compliant Non-Exempted Responses**	**Compliance Percentage**	**Compliant**	
	Compliance Calc Incidents			**Yes**	**No**
SJ ZONE D URBAN	330	3	99.09%	X	
SJ ZONE D SUBURBAN	19	0	100.00%	---	---
SJ ZONE D RURAL	18	0	100.00%	---	---
All Zones Combined	367	3	99.18%		
	* 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

			Jul 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	Jul 2026	64	0	100.00%	---	---
SJ ZONE D RURAL	Feb 2026	Jul 2026	102	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 - Red Lights and Siren (RLS)

	Aug 2026				
Population Density	**Total Responses**	**Non-Compliant Non-Exempted Responses**	**Compliance Percentage**	**Compliant**	
	Compliance Calc Incidents			**Yes**	**No**
SJ ZONE D URBAN	654	43	93.43%	X	
SJ ZONE D SUBURBAN	25	0	100.00%	---	---
SJ ZONE D RURAL	62	0	100.00%	---	---
All Zones Combined	741	43	94.20%		
	* 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

			Aug 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	Aug 2026	Aug 2026	25	0	100.00%	---	---
SJ ZONE D RURAL	Jul 2026	Aug 2026	132	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)

	Aug 2026				
Population Density	**Total Responses**	**Non-Compliant Non-Exempted Responses**	**Compliance Percentage**	**Compliant**	
	Compliance Calc Incidents			**Yes**	**No**
SJ ZONE D URBAN	346	5	98.55%	X	
SJ ZONE D SUBURBAN	9	0	100.00%	---	---
SJ ZONE D RURAL	9	0	100.00%	---	---
All Zones Combined	364	5	98.63%		
	* 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

			Aug 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	Aug 2026	73	0	100.00%	---	---
SJ ZONE D RURAL	Aug 2026	Aug 2026	9	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	**Jul 2026**	**Aug 2026**
Out of compliance response zones	N/A	N/A
Code 2 and Code 3 Late response minutes	$800	$3,100
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	$800	$3,100

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Detailed Response Time Analysis without Exemptions Applied - RLS

Jul 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	630	19:18	05:12	01:55	07:24
SJ ZONE D SUBURBAN	35	14:34	08:09	02:41	11:07
SJ ZONE D RURAL	70	14:19	08:29	02:17	11:06
Total Responses	**735**				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Jul 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	330	33:38	07:02	03:17	10:25
SJ ZONE D SUBURBAN	19	17:52	11:27	02:38	14:02
SJ ZONE D RURAL	18	19:19	11:43	04:20	17:12
Total Responses	**367**				

Detailed Response Time Analysis without Exemptions Applied - RLS

Aug 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	654	18:19	05:20	02:19	07:40
SJ ZONE D SUBURBAN	25	18:28	08:24	02:55	09:57
SJ ZONE D RURAL	62	15:19	08:48	02:42	11:57
Total Responses	**741**				

Detailed Response Time Analysis without Exemptions Applied - NRLS

Aug 2026

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE D URBAN	346	26:09	07:54	03:41	11:58
SJ ZONE D SUBURBAN	9	17:43	12:44	02:23	15:06
SJ ZONE D RURAL	9	20:29	14:21	04:47	19:29
Total Responses	**364**				

Exclusive Emergency Ambulance Provider
Contract Compliance
Manteca District Ambulance

Comparison of Compliance with and without Exemptions - RLS

	Jul 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	630	61	90.32%	630	34	94.60%
SJ ZONE D SUBURBAN	35	5	85.71%	35	3	91.43%
SJ ZONE D RURAL	70	1	98.57%	70	0	100.00%
All Zones Combined	**735**	**67**	**90.88%**	**735**	**37**	**94.97%**
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Jul 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	330	8	97.58%	330	3	99.09%
SJ ZONE D SUBURBAN	19	0	100.00%	19	0	100.00%
SJ ZONE D RURAL	18	0	100.00%	18	0	100.00%
All Zones Combined	**367**	**8**	**97.82%**	**367**	**3**	**99.18%**
	* 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

	Aug 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	654	81	87.61%	654	43	93.43%
SJ ZONE D SUBURBAN	25	3	88.00%	25	0	100.00%
SJ ZONE D RURAL	62	0	100.00%	62	0	100.00%
All Zones Combined	**741**	**84**	**88.66%**	**741**	**43**	**94.20%**
	* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.					

Comparison of Compliance with and without Exemptions - NRLS

	Aug 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	346	11	96.82%	346	5	98.55%
SJ ZONE D SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE D RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	**364**	**11**	**96.98%**	**364**	**5**	**98.63%**
	* 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

Types of Exemptions	Jul 2026		Aug 2026	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	1	0	0	0
Good Cause case-by case	18	4	27	7
Inaccurate information provided from calling party	2	0	1	0
Material Change in dispatch location after the initial dispatch	1	0	1	0
Restricted Freeway Access	4	0	4	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	2	0

Zone Assist

Population Density	Jul 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	Ripon	3
SJ ZONE D SUBURBAN	--	0
SJ ZONE D RURAL	Ripon	1

Zone Assist

Population Density	Aug 2026	
	Ambulance Service Provider	#
SJ ZONE D URBAN	Escalon	2
	Ripon	6
SJ ZONE D SUBURBAN	Ripon	1
SJ ZONE D RURAL	Ripon	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	Jul 2026	Aug 2026
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		