



San Joaquin County

Emergency Medical Services Agency



Memorandum

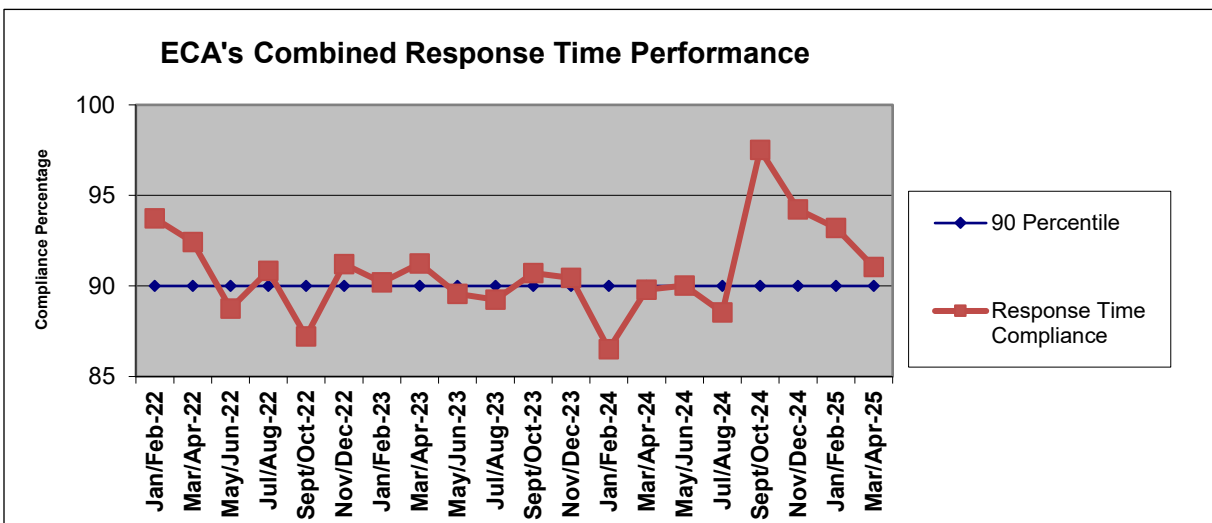
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: May 22, 2025

SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone F and the contract compliance for the Emergency Ambulance Provider Escalon Community Ambulance (ECA) for the months of March and April 2025, provides an in-depth review of ECA's performance. The County's contract with ECA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on ECA's operational, clinical, and administrative performance. Performance data in the table below are the result of combining two months to ensure that a minimum of 100 responses is measured for statistical relevance.



As shown in the graph above, ECA's combined two-month percentile of 91.05% did meet the 90th percentile standard set by San Joaquin County, with 133 responses. The complete compliance report for March and April 2025 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Fines and Penalties Report		
Type of Penalty	Mar 2025	Apr 2025
Late response minutes	\$90	\$250
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	\$90	\$250

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Response Time Analysis By Population

	Mar 2025			Apr 2025		
Population Density & Response Time Standard	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	48	4	91.67%	48	8	83.33%
Suburban 20:00	9	0	100.00%	11	0	100.00%
Rural 20:00	8	0	100.00%	9	0	100.00%
Total	65	4	93.85%	68	8	88.24%

Detailed Response Time Analysis

Mar 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	48	17:04	06:33	03:07	09:12
SJ ZONE F SUBURBAN	9	19:48	10:35	04:12	15:17
SJ ZONE F RURAL	8	23:45	14:39	04:23	18:55
Total Responses	65				

Detailed Response Time Analysis

Apr 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	48	17:46	07:05	03:41	11:15
SJ ZONE F SUBURBAN	11	17:21	08:58	03:22	12:02
SJ ZONE F RURAL	9	19:51	13:28	04:01	19:06
Total Responses	68				

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Comparison of Compliance with and without Exemptions

	Mar 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 F URBAN	48	8	83.33%	48	4	91.67%
SJ ZONE F SUBURBAN	9	0	100.00%	9	0	100.00%
SJ ZONE F RURAL	8	0	100.00%	8	0	100.00%
All Zones Combined	65	8	87.69%	65	4	93.85%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

	Apr 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 F URBAN	48	14	70.83%	48	8	83.33%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	68	14	79.41%	68	8	88.24%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Mar 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	2
	Ripon	3
SJ ZONE F SUBURBAN	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	2
	Manteca	1

Zone Assist		
Population Density	Apr 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
	Ripon	4
SJ ZONE F SUBURBAN	Manteca	2
SJ ZONE F RURAL	Manteca	1
	Ripon	1

Exemption Request Reports

Types of Exemptions	Mar 2025		Apr 2025	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	0	1
Good Cause case-by case	3	0	3	1
Inaccurate information provided from calling party	0	0	1	0

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Failure to Provide Data

Event Type	Mar 2025	Apr 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.