

Memorandum

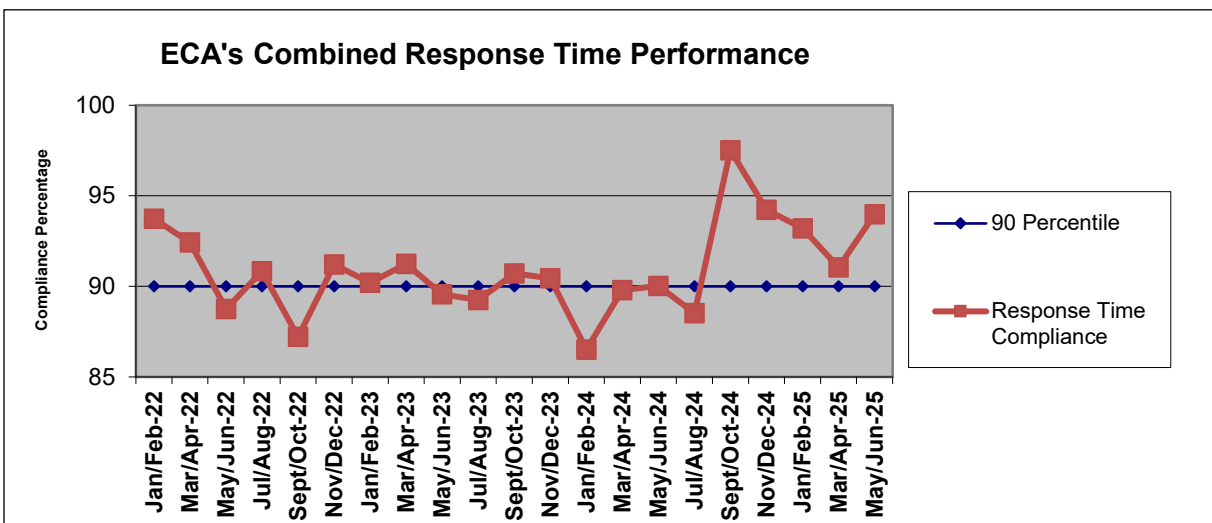
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: July 24, 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 May and June 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 93.99% did meet the 90th percentile standard set by San Joaquin County, with 110 responses. The complete compliance report for May and June 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	May 2025	Jun 2025
Late response minutes	\$10	\$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	\$10	\$100

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Response Time Analysis By Population

	May 2025			Jun 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	42	1	97.62%	28	5	82.14%
Suburban 20:00	13	0	100.00%	11	0	100.00%
Rural 20:00	7	0	100.00%	9	0	100.00%
Total	62	1	98.39%	48	5	89.58%

Detailed Response Time Analysis

May 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	42	16:13	06:58	03:07	11:02
SJ ZONE F SUBURBAN	13	16:47	08:49	03:39	13:46
SJ ZONE F RURAL	7	18:37	13:28	05:32	17:12
Total Responses	62				

Detailed Response Time Analysis

Jun 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	28	19:51	07:04	03:39	10:16
SJ ZONE F SUBURBAN	11	20:39	09:42	04:34	14:54
SJ ZONE F RURAL	9	22:01	15:19	04:45	18:18
Total Responses	48				

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Comparison of Compliance with and without Exemptions

	May 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	42	7	83.33%	42	1	97.62%
SJ ZONE F SUBURBAN	13	0	100.00%	13	0	100.00%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	62	7	88.71%	62	1	98.39%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

	Jun 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	28	8	71.43%	28	5	82.14%
SJ ZONE F SUBURBAN	11	1	90.91%	11	0	100.00%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	48	9	81.25%	48	5	89.58%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	May 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	1
	Manteca	4
	Ripon	4
SJ ZONE F SUBURBAN	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	1

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

Exemption Request Reports				
Types of Exemptions	May 2025		Jun 2025	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	4	0	0	0
Good Cause case-by case	1	0	4	0
Zone Assist	1	0	0	0

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data		
Event Type	May 2025	Jun 2025
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		