

## Memorandum

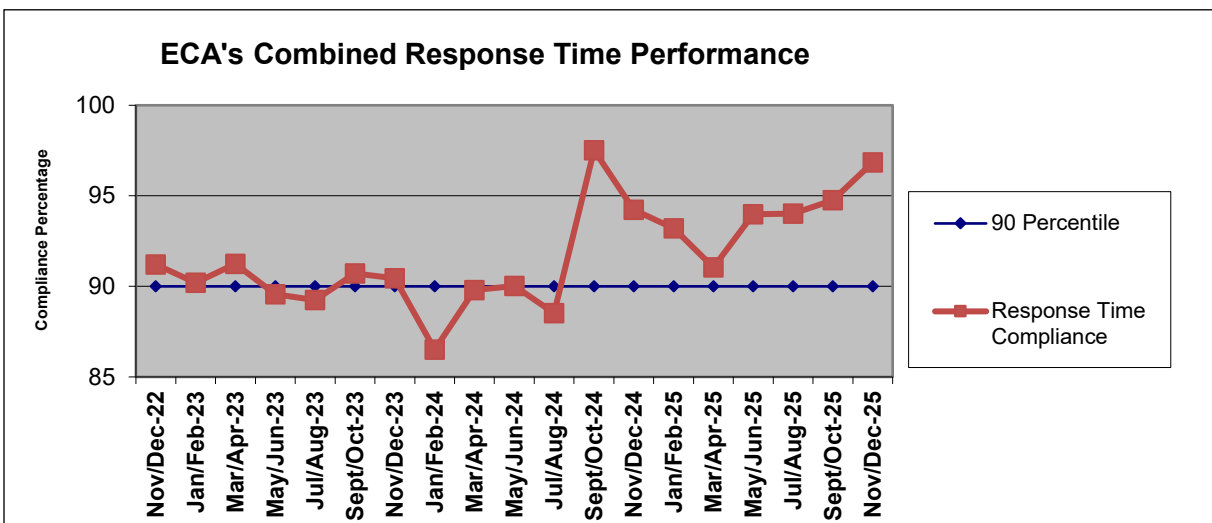
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2026

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 November and December 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 96.85% did meet the 90th percentile standard set by San Joaquin County, with 161 responses. The complete compliance report for November and December 2025 may be viewed or downloaded from the EMS Agency's website: [www.sigov.org/departments/ems](http://www.sigov.org/departments/ems)

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Fines and Penalties Report		
Type of Penalty	Nov 2025	Dec 2025
Late response minutes	\$60	\$140
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	\$60	\$140

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Nov 2025			Dec 2025		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	40	2	95.00%	69	3	95.65%
Suburban 20:00	11	0	100.00%	24	0	100.00%
Rural 20:00	9	0	100.00%	8	0	100.00%
<b>Total</b>	<b>60</b>	<b>2</b>	<b>96.67%</b>	<b>101</b>	<b>3</b>	<b>97.03%</b>

Detailed Response Time Analysis

Nov 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	40	11:27	05:08	04:05	07:40
SJ ZONE F SUBURBAN	11	15:14	08:51	03:14	13:26
SJ ZONE F RURAL	9	17:41	13:38	03:12	17:23
<b>Total Responses</b>	<b>60</b>				

Detailed Response Time Analysis

Dec 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	69	19:23	07:31	04:26	16:38
SJ ZONE F SUBURBAN	24	25:17	11:21	05:19	20:02
SJ ZONE F RURAL	8	28:46	15:13	07:41	22:37
<b>Total Responses</b>	<b>101</b>				

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

	Nov 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	40	4	90.00%	40	2	95.00%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
<b>All Zones Combined</b>	<b>60</b>	<b>4</b>	<b>93.33%</b>	<b>60</b>	<b>2</b>	<b>96.67%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

	Dec 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	69	15	78.26%	69	3	95.65%
SJ ZONE F SUBURBAN	24	3	87.50%	24	0	100.00%
SJ ZONE F RURAL	8	0	100.00%	8	0	100.00%
<b>All Zones Combined</b>	<b>101</b>	<b>18</b>	<b>82.18%</b>	<b>101</b>	<b>3</b>	<b>97.03%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

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

Zone Assist		
Population Density	Dec 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	7
	Ripon	5
SJ ZONE F SUBURBAN	AMR San Joaquin	2
	Ripon	3
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	1

Exemption Request Reports

Types of Exemptions	Nov 2025		Dec 2025	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	1	0
Good Cause case-by case	1	0	12	0

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
------	----------	----------------------------	----------------------

Failure to Provide Data

Event Type	Nov 2025	Dec 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.