



San Joaquin County

Emergency Medical Services Agency



Memorandum

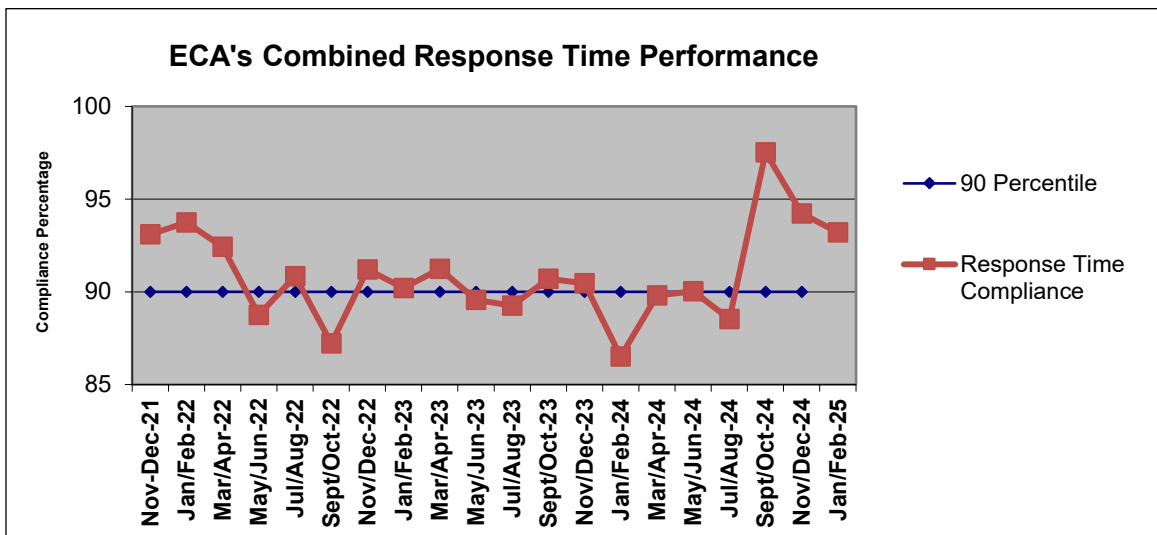
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: March 21, 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 January and February 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 93.21% did meet the 90th percentile standard set by San Joaquin County, with 115 responses. The complete compliance report for January and February 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	Jan 2025	Feb 2025
Late response minutes	\$60	\$110
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	\$110

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Response Time Analysis By F

	Jan 2025			Feb 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	46	2	95.65%	32	5	84.38%
Suburban 20:00	15	0	100.00%	8	0	100.00%
Rural 20:00	7	0	100.00%	7	0	100.00%
Total	68	2	97.06%	47	5	89.36%

Detailed Response Time Analysis

Jan 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	46	19:30	07:01	03:42	10:27
SJ ZONE F SUBURBAN	15	17:29	08:27	03:55	13:29
SJ ZONE F RURAL	7	16:51	13:25	02:13	15:27
Total Responses	68				

Detailed Response Time Analysis

Feb 2025					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	32	17:53	06:34	02:42	09:14
SJ ZONE F SUBURBAN	8	11:40	09:32	01:26	11:19
SJ ZONE F RURAL	7	17:51	12:27	03:35	16:35
Total Responses	47				

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Comparison of Compliance with and without Exemptions

	Jan 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	46	7	84.78%	46	2	95.65%
SJ ZONE F SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	68	7	89.71%	68	2	97.06%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

	Feb 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	32	6	81.25%	32	5	84.38%
SJ ZONE F SUBURBAN	8	0	100.00%	8	0	100.00%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	47	6	87.23%	47	5	89.36%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Jan 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	1
	Manteca	5
	Ripon	2
SJ ZONE F SUBURBAN	--	0
SJ ZONE F RURAL	--	0

Zone Assist		
Population Density	Feb 2025	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	3
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	Ripon	1

Exemption Request Reports

Types of Exemptions	Jan 2025		Feb 2025	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	2	0	0	0
Good Cause case-by case	3	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	Jan 2025	Feb 2025
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.