



San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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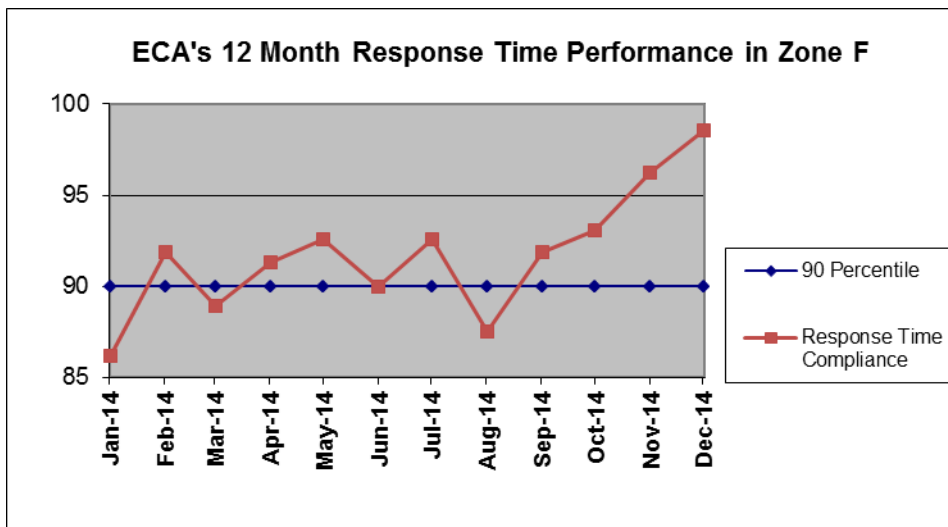
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: April 20, 2015
SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of November and December, 2014, 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 AMR's operational, clinical, and administrative performance.



Note: Exemption requests for late calls meeting specific criteria were not calculated into the monthly response time compliance prior to November, 2014.

ECA's November and December 2014, response time compliance met or exceeded the 90th percentile standard set by the County with 96.23% for November and 98.53% for December.

The complete compliance report for November and December 2014 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance**

Response Time Compliance Report by 30 Day Rolling Period

November 1, 2014 through November 30, 2014						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE F URBAN	8:00	36	2	94.44%	X	
All Zones Combined		53	2	96.23%	3	0

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2014 through December 31, 2014						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F URBAN	8:00	44	1	97.73%	X	
All Zones Combined		68	1	98.53%	3	0

Fines and Penalties Report

Type of Penalty	November 2014	December 2014
Late response minutes	\$50	\$10
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
Totals	\$50	\$10

Weekly Unit Hour Staffing Report

	November 2014	December 2014
SJ ZONE F	238	238
Total	238	238

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

Population Density & Response Time Standard	November 2014			December 2014		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	36	2	94.44%	44	1	97.73%
Suburban 20:00	9	0	100.00%	14	0	100.00%
Rural 20:00	8	0	100.00%	10	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	53	2	96.23%	68	1	98.53%

Zone F Incidents Handled by Other Providers

November 2014			December 2014		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	AMR San Joaquin	SJ ZONE F RURAL	1
MDAS	SJ ZONE F URBAN	1			
Oak Valley Amb	SJ ZONE F URBAN	1			
Total		3			1

Detailed Response Time Analysis November 2014

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	36	0:02	10:35	4:56	2:51	8:46
SJ ZONE F SUBURBAN	9	0:03	8:19	4:24	3:03	8:19
SJ ZONE F RURAL	8	9:43	17:58	14:28	2:37	17:58
All Urban Compliance Areas	36	0:02	10:35	4:56	2:51	8:46
All Suburban Compliance Areas	9	0:03	8:19	4:24	3:03	8:19
All Rural Compliance Areas	8	9:43	17:58	14:28	2:37	17:58
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2014

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	44	0:06	58:30	5:38	8:20	7:44
SJ ZONE F SUBURBAN	14	0:06	12:46	7:36	3:00	11:51
SJ ZONE F RURAL	10	5:42	18:19	11:11	3:45	14:17
All Urban Compliance Areas	44	0:06	58:30	5:38	8:20	7:44
All Suburban Compliance Areas	14	0:06	12:46	7:36	3:00	11:51
All Rural Compliance Areas	10	5:42	18:19	11:11	3:45	14:17
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/02/2014	14146274	F URBAN	False Report of Emergency		Exempt
11/07/2014	14148283	F URBAN	Train		Exempt
11/13/2014	14151221	F URBAN	False Report of Emergency		Exempt

**Exemption Request Report
December 2014**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/07/2014	14162883	F URBAN	Fog		Exempt
12/16/2014	14167383	F URBAN	Dispatch Error		Exempt
12/24/2014	14170965	F URBAN	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Monthly Average
F RURAL	100%	100%	100%	100%	100%	100%	78%	100%	100%	100%	100%	100%	97.6%
F SUBUBAN	93%	100%	100%	100%	100%	100%	100%	91%	100%	100%	100%	100%	98.6%
F URBAN	80%	87%	84%	89%	88%	85%	95%	83%	90%	92%	94%	98%	88.7%
All Zones	86%	92%	89%	91%	93%	90%	93%	88%	92%	93%	96%	99%	91.7%

Failure to Provide Data

Event Type	November 2014	December 2014
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

