



San Joaquin County Emergency Medical Services Agency



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

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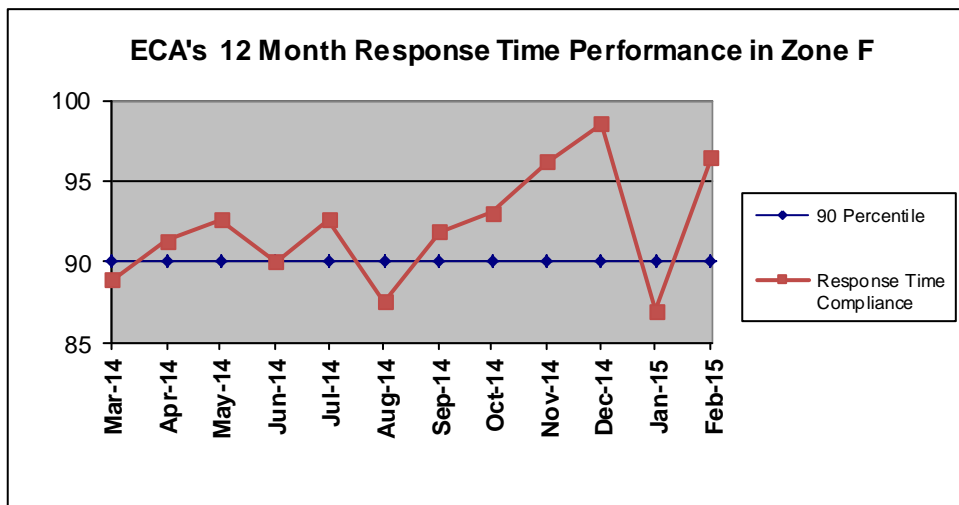
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: June 11, 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 January and February 2015 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 January 2015 compliance dropped below the 90th percentile standard with 86.96%. ECA's compliance calculation for January was affected by ECA's non-functional Automatic Vehicle Locator (AVL) which prevented the EMS Agency from validating ECA's exemption requests. ECA's February 2015, response time compliance exceeded the 90th percentile standard set by the County with 96.43%.

The complete compliance report for January and February 2015 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 31 Day Rolling Period

January 1, 2015 through January 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F RURAL	20:00	12	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE F URBAN	8:00	42	9	78.57%		X
All Zones Combined		69	9	86.96%	2	1

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2015 through February 28, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F URBAN	8:00	33	2	93.94%	X	
All Zones Combined		56	2	96.43%	3	0

Fines and Penalties Report

Type of Penalty	January 2015	February 2015
Late response minutes	\$330	\$20
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	\$330	\$20

Weekly Unit Hour Staffing Report

	January 2015	February 2015
SJ ZONE F	0	0
Total	0	0

*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	January 2015			February 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	42	9	78.57%	33	2	93.94%
Suburban 20:00	15	0	100.00%	16	0	100.00%
Rural 20:00	12	0	100.00%	7	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	69	9	86.96%	56	2	96.43%

Mutual Aid Incidents

January 2015			February 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F SUBURBAN	1	AMR San Joaquin	SJ ZONE F RURAL	1
Oak Valley Amb	SJ ZONE F URBAN	2	Unknown	SJ ZONE F URBAN	1
Unknown	SJ ZONE F SUBURBAN	1			
Total		4			2

Detailed Response Time Analysis January 2015

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	42	0:03	18:33	5:38	4:02	11:52
SJ ZONE F SUBURBAN	15	0:15	13:23	7:18	4:07	11:52
SJ ZONE F RURAL	12	6:12	17:35	10:26	3:26	14:10
All Urban Compliance Areas	42	0:03	18:33	5:38	4:02	11:52
All Suburban Compliance Areas	15	0:15	13:23	7:18	4:07	11:52
All Rural Compliance Areas	12	6:12	17:35	10:26	3:26	14:10
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2015

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	33	0:05	8:43	4:08	2:12	6:10
SJ ZONE F SUBURBAN	16	1:58	14:41	7:34	3:18	13:12
SJ ZONE F RURAL	7	7:37	15:14	11:45	3:05	15:14
All Urban Compliance Areas	33	0:05	8:43	4:08	2:12	6:10
All Suburban Compliance Areas	16	1:58	14:41	7:34	3:18	13:12
All Rural Compliance Areas	7	7:37	15:14	11:45	3:05	15:14
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/08/2015	15003676	F URBAN	Delayed Reporting on Scene	No AVL	Not Exempt
01/15/2015	15007232	F URBAN	Fog	No AVL	Not Exempt
01/15/2015	15007239	F URBAN	Fog		Exempt
01/25/2015	15012314	F URBAN	Off-Road Location	No AVL	Not Exempt
01/28/2015	15014245	F URBAN	Delays in Transferring Care at ED	No AVL	Not Exempt

**Exemption Request Report
February 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
N/A					

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Average
F RURAL	100%	100%	100%	100%	78%	100%	100%	100%	100%	100%	100%	100%	97.8%
F SUBUBAN	100%	100%	100%	100%	100%	91%	100%	100%	100%	100%	100%	100%	99.3%
F URBAN	84%	89%	88%	85%	95%	83%	90%	92%	94%	98%	79%	94%	89.0%
All Zones	89%	91%	93%	90%	93%	88%	92%	93%	96%	99%	87%	96%	92.2%

Failure to Provide Data

Event Type	January 2015	February 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

