



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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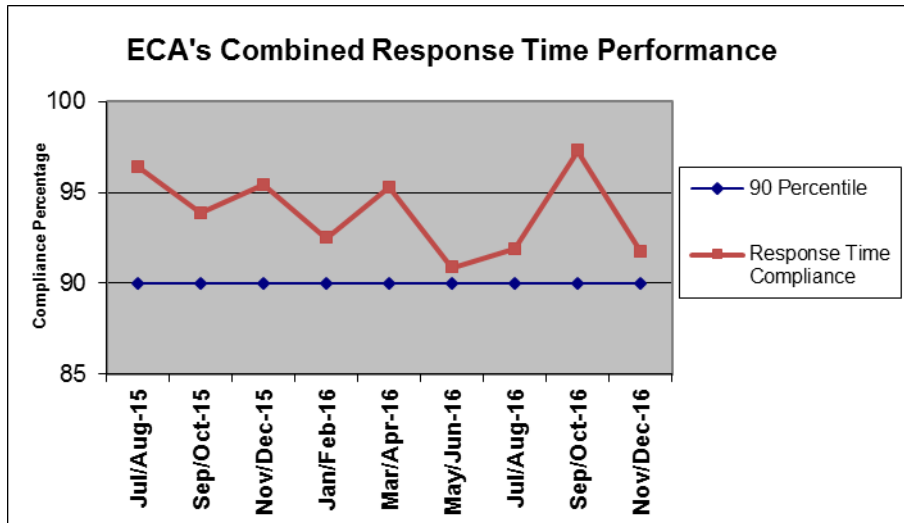
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: April 3, 2017
SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Contract

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of November and December 2016 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.



ECA's November and December compliance was at 90.63% in November and 92.75% in December for a combined two-month compliance of 91.73% based on 133 responses. As illustrated by the chart, ECA is consistently above the 90th percentile when months are combined to increase statistical relevance.

The complete compliance report for November and December 2016 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, 2016 through November 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	42	6	85.71%		X
SJ ZONE F SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
All Zones Combined		64	6	90.63%	2	1

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2016 through December 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	44	5	88.64%		X
SJ ZONE F SUBRUBAN	20:00	17	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		69	5	92.75%	2	1

Fines and Penalties Report

Type of Penalty	November 2016	December 2016
Late response minutes	\$350	\$220
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	\$350	\$220

Weekly Unit Hour Staffing Report

	November 2016	December 2016
SJ ZONE F	272	252
Total	272	252

*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 2016			December 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	42	6	85.71%	44	5	88.64%
Suburban 20:00	15	0	100.00%	17	0	100.00%
Rural 20:00	7	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	64	6	90.63%	69	5	92.75%

Mutual Aid Incidents

November 2016			December 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F SUBURBAN	1	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F URBAN	1	MDAS	SJ ZONE F URBAN	2
Total		2			3

Detailed Response Time Analysis November 2016

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	1:41	17:54	5:58	3:36	10:21
SJ ZONE F SUBURBAN	15	3:38	14:01	7:22	2:51	11:30
SJ ZONE F RURAL	6	9:35	19:16	15:39	3:13	19:16
All Urban Compliance Areas	42	1:41	17:54	5:58	3:36	10:21
All Suburban Compliance Areas	15	3:38	14:01	7:22	2:51	11:30
All Rural Compliance Areas	6	9:35	19:16	15:39	3:13	19:16
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2016

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	0:58	34:35	5:47	4:59	8:30
SJ ZONE F SUBURBAN	17	4:43	16:52	8:30	2:44	10:29
SJ ZONE F RURAL	8	5:46	17:01	10:55	3:53	17:01
All Urban Compliance Areas	44	0:58	34:35	5:47	4:59	8:30
All Suburban Compliance Areas	17	4:43	16:52	8:30	2:44	10:29
All Rural Compliance Areas	8	5:46	17:01	10:55	3:53	17:01
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
None Requested					

**Exemption Request Report
December 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
None Requested					

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Monthly Average
F URBAN	94%	86%	95%	92%	91%	77%	88%	95%	96%	95%	86%	89%	90.6%
F SUBURBAN	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	89%	90%	100%	100%	92%	75%	100%	100%	100%	100%	100%	95.0%
All Zones	96%	89%	95%	95%	94%	87%	87%	97%	98%	97%	91%	93%	93.1%

Failure to Provide Data

Event Type	November 2016	December 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

