



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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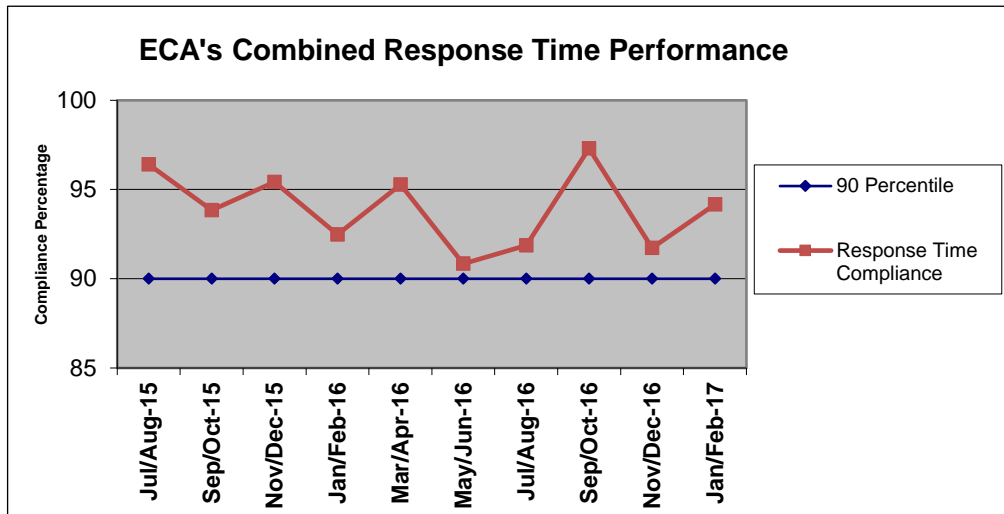
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: May 11, 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 January and February 2017 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 January and February compliance was at 94.16% in January and 94.12% in February for a combined two-month compliance of 94.20% based on 137 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 January and February 2017 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, 2017 through January 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	47	4	91.49%	X	
SJ ZONE F SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		68	4	94.12%	3	0

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2017 through February 28, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	42	4	90.48%	X	
SJ ZONE F SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
All Zones Combined		69	4	94.20%	3	0

Fines and Penalties Report

Type of Penalty	January 2017	February 2017
Late response minutes	\$140	\$50
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	\$140	\$50

Weekly Unit Hour Staffing Report

	January 2017	February 2017
SJ ZONE F	287	283
Total	287	283

*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 2017			February 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	47	4	91.49%	42	4	90.48%
Suburban 20:00	13	0	100.00%	18	0	100.00%
Rural 20:00	8	0	100.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	68	4	94.12%	69	4	94.20%

Mutual Aid Incidents

January 2017			February 2017		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	2	AMR San Joaquin	SJ ZONE F RURAL	3
MDAS	SJ ZONE F URBAN	1			
Total		3			3

Detailed Response Time Analysis January 2017

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	47	2:03	18:00	5:39	2:42	9:07
SJ ZONE F SUBURBAN	13	4:01	10:54	7:32	2:20	10:51
SJ ZONE F RURAL	8	7:02	16:17	13:57	2:58	16:17
All Urban Compliance Areas	47	2:03	18:00	5:39	2:42	9:07
All Suburban Compliance Areas	13	4:01	10:54	7:32	2:20	10:51
All Rural Compliance Areas	8	7:02	16:17	13:57	2:58	16:17
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2017

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	1:48	10:12	5:12	1:49	8:01
SJ ZONE F SUBURBAN	18	5:13	13:29	8:15	2:14	11:32
SJ ZONE F RURAL	9	11:58	16:44	14:30	1:32	16:44
All Urban Compliance Areas	42	1:48	10:12	5:12	1:49	8:01
All Suburban Compliance Areas	18	5:13	13:29	8:15	2:14	11:32
All Rural Compliance Areas	9	11:58	16:44	14:30	1:32	16:44
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/04/2017	17002297	F URBAN	Train		Exempt
01/11/2017	17006084	F URBAN	Delayed Reporting on Scene		Exempt
01/15/2017	17008496	F URBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report
February 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/11/2017	17023126	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Monthly Average
F URBAN	95%	92%	91%	77%	88%	95%	96%	95%	86%	89%	91%	90%	90.7%
F SUBURBAN	100%	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%	100%	99.5%
F RURAL	90%	100%	100%	92%	75%	100%	100%	100%	100%	100%	100%	100%	95.7%
All Zones	95%	95%	94%	87%	87%	97%	98%	97%	91%	93%	94%	94%	93.4%

Failure to Provide Data

Event Type	January 2017	February 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

