



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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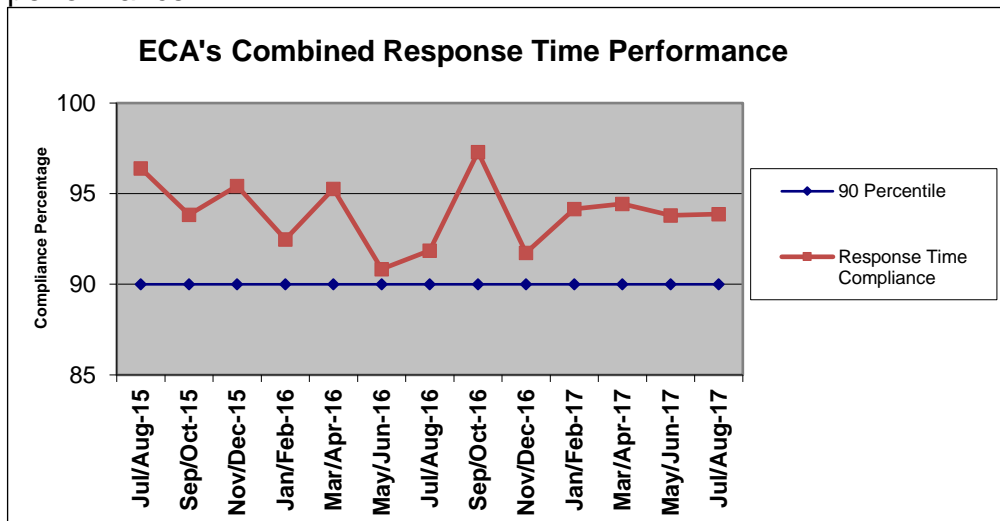
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## Memorandum

TO: All Interested Parties  
FROM: Shahloh Jones-Mitchell, EMS Analyst  
DATE: October 16, 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 July and August 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 response time compliance exceeded the 90<sup>th</sup> percentile standard set by the County for July with 92.21% and August with 95.71% the combined two-month percentile with 147 responses for July and August was 93.88%.

The complete compliance report for July and August 2017 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

July 1, 2017 through July 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	48	5	89.58%		X
SJ ZONE F SUBRUBAN	20:00	20	1	95.00%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
<b>All Zones Combined</b>		<b>77</b>	<b>6</b>	<b>92.21%</b>	<b>2</b>	<b>1</b>

**Response Time Compliance Report by 31 Day Rolling Period**

August 1, 2017 through August 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	45	3	93.33%	X	
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
<b>All Zones Combined</b>		<b>70</b>	<b>3</b>	<b>95.71%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	July 2017	August 2017
Late response minutes	\$330	\$150
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
<b>Totals</b>	<b>\$330</b>	<b>\$150</b>

**Weekly Unit Hour Staffing Report**

	July 2017	August 2017
SJ ZONE F	287	288
<b>Total</b>	<b>287</b>	<b>288</b>

\*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	July 2017			August 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	48	5	89.58%	45	3	93.33%
Suburban 20:00	20	1	95.00%	14	0	100.00%
Rural 20:00	9	0	100.00%	11	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>77</b>	<b>6</b>	<b>92.21%</b>	<b>70</b>	<b>3</b>	<b>95.71%</b>

## Mutual Aid Incidents

July 2017			August 2017		
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	2
MDAS	SJ ZONE F URBAN	3	MDAS	SJ ZONE F URBAN	2
<b>Total</b>		<b>4</b>			<b>4</b>

## Detailed Response Time Analysis July 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	48	0:44	17:24	5:43	3:29	12:23
SJ ZONE F SUBURBAN	20	2:50	21:59	7:37	3:56	10:02
SJ ZONE F RURAL	9	7:09	19:48	13:23	3:42	19:48
All Urban Compliance Areas	48	0:44	17:24	5:43	3:29	12:23
All Suburban Compliance Areas	20	2:50	21:59	7:37	3:56	10:02
All Rural Compliance Areas	9	7:09	19:48	13:23	3:42	19:48
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis August 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	45	1:10	17:51	5:14	2:32	7:14
SJ ZONE F SUBURBAN	14	4:22	17:38	8:43	3:26	12:48
SJ ZONE F RURAL	11	5:50	33:57	13:03	7:12	15:40
All Urban Compliance Areas	45	1:10	17:51	5:14	2:32	7:14
All Suburban Compliance Areas	14	4:22	17:38	8:43	3:26	12:48
All Rural Compliance Areas	11	5:50	33:57	13:03	7:12	15:40
All Wilderness Compliance Areas	0					

**Exemption Request Report  
July 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/03/2017	17098289	F URBAN	Train		Exempt
07/20/2017	17107446	F URBAN	Adjusted time based on call audit		Exempt

**Exemption Request Report  
August 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/10/2017	17118851	F RURAL	False Report of Emergency		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Monthly Average
F URBAN	96%	95%	86%	89%	91%	90%	91%	93%	80%	100%	90%	93%	91.0%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	99.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>98%</b>	<b>97%</b>	<b>91%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>95%</b>	<b>88%</b>	<b>100%</b>	<b>92%</b>	<b>96%</b>	<b>94.3%</b>

**Failure to Provide Data**

Event Type	July 2017	August 2017
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

