



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties

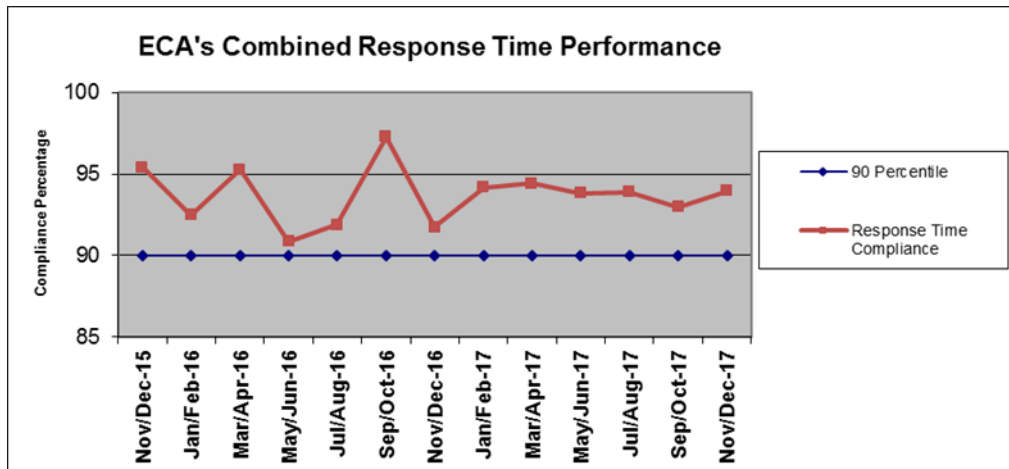
FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: January 25, 2018

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 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 90th percentile standard set by the County for November with 94.44% and December with 93.67%. The combined two-month percentile with 133 responses



for November and December was 93.98%.

The complete compliance report for November and December 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 30 Day Rolling Period

November 1, 2017 through November 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	26	2	92.31%	X	
SJ ZONE F SUBRUBAN	20:00	19	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	1	88.89%		X
All Zones Combined		54	3	94.44%	2	1

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2017 through December 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	59	5	91.53%	X	
SJ ZONE F SUBRUBAN	20:00	10	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
All Zones Combined		79	5	93.67%	3	0

Fines and Penalties Report

Type of Penalty	November 2017	December 2017
Late response minutes	\$110	\$270
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	\$110	\$270

Weekly Unit Hour Staffing Report

	November 2017	December 2017
SJ ZONE F	256	266
Total	256	266

*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 2017			December 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	26	2	92.31%	59	5	91.53%
Suburban 20:00	19	0	100.00%	10	0	100.00%
Rural 20:00	9	1	88.89%	10	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	54	3	94.44%	79	5	93.67%

Mutual Aid Incidents

November 2017			December 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	1
MDAS	SJ ZONE F URBAN	2	MDAS	SJ ZONE F URBAN	4
Total		4			5

Detailed Response Time Analysis November 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	26	1:36	12:06	4:51	2:07	6:58
SJ ZONE F SUBURBAN	19	3:29	12:16	6:47	2:30	11:39
SJ ZONE F RURAL	9	6:20	24:50	13:54	4:53	24:50
All Urban Compliance Areas	26	1:36	12:06	4:51	2:07	6:58
All Suburban Compliance Areas	19	3:29	12:16	6:47	2:30	11:39
All Rural Compliance Areas	9	6:20	24:50	13:54	4:53	24:50
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 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	59	0:47	17:22	5:25	3:02	8:10
SJ ZONE F SUBURBAN	10	6:24	11:52	8:32	1:39	9:48
SJ ZONE F RURAL	10	4:58	15:26	10:22	4:02	14:47
All Urban Compliance Areas	59	0:47	17:22	5:25	3:02	8:10
All Suburban Compliance Areas	10	6:24	11:52	8:32	1:39	9:48
All Rural Compliance Areas	10	4:58	15:26	10:22	4:02	14:47
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/23/2017	17174227	F RURAL	Location Change		Not Exempt

**Exemption Request Report
December 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/29/2017	17192451	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Monthly Average
F URBAN	91%	90%	91%	93%	80%	100%	90%	93%	90%	85%	92%	92%	90.7%
F SUBURBAN	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	89%	100%	99.2%
All Zones	94%	94%	94%	95%	88%	100%	92%	96%	94%	92%	94%	94%	93.9%

Failure to Provide Data

Event Type	November 2017	December 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

