



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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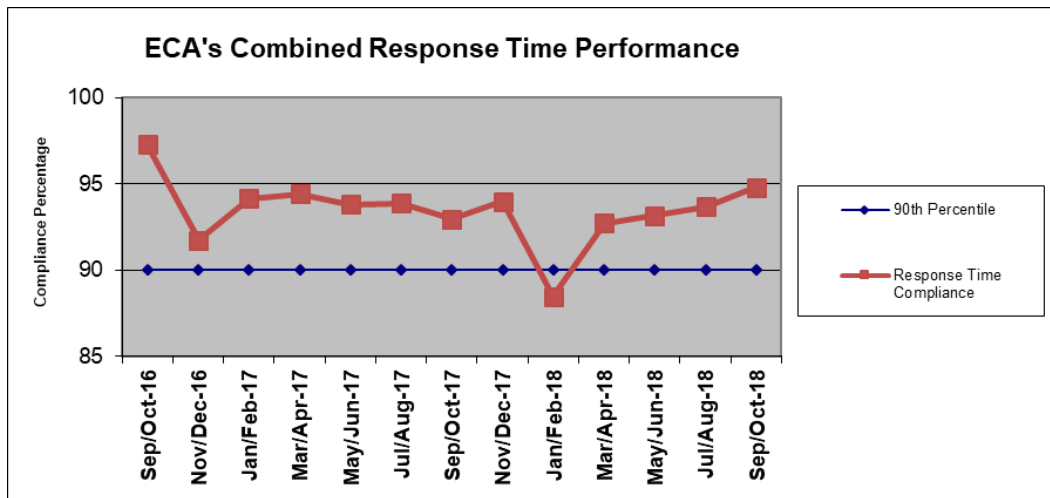
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: January 3, 2019
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 September and October 2018, 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 September with 95.92% and October with 93.62%. The combined two-month percentile

with 96 responses for September and October was 94.79%.

The complete compliance report for September and October 2018 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

September 1, 2018 through September 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	29	2	93.10%	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		49	2	95.92%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2018 through October 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	24	2	91.67%	X	
SJ ZONE F SUBRUBAN	20:00	14	1	92.86%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
All Zones Combined		47	3	93.62%	3	0

Fines and Penalties Report

Type of Penalty	September 2018	October 2018
Late response minutes	\$40	\$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	\$40	\$50

Weekly Unit Hour Staffing Report

	September 2018	October 2018
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	September 2018			October 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	29	2	93.10%	24	2	91.67%
Suburban 20:00	10	0	100.00%	14	1	92.86%
Rural 20:00	10	0	100.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	49	2	95.92%	47	3	93.62%

Mutual Aid Incidents

September 2018			October 2018		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
			AMR San Joaquin	SJ ZONE F RURAL	1
			MDAS	SJ ZONE F SUBURBAN	2
Total		0			3

Detailed Response Time Analysis September 2018

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	29	3:20	9:42	5:30	1:25	6:59
SJ ZONE F SUBURBAN	10	4:08	14:21	8:23	2:52	11:41
SJ ZONE F RURAL	10	5:24	19:39	10:58	4:13	14:19
All Urban Compliance Areas	29	3:20	9:42	5:30	1:25	6:59
All Suburban Compliance Areas	10	4:08	14:21	8:23	2:52	11:41
All Rural Compliance Areas	10	5:24	19:39	10:58	4:13	14:19
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 2018

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	24	2:06	12:40	5:13	2:22	8:19
SJ ZONE F SUBURBAN	14	1:40	20:27	8:06	4:15	12:37
SJ ZONE F RURAL	9	3:16	11:46	8:54	2:42	11:46
All Urban Compliance Areas	24	2:06	12:40	5:13	2:22	8:19
All Suburban Compliance Areas	14	1:40	20:27	8:06	4:15	12:37
All Rural Compliance Areas	9	3:16	11:46	8:54	2:42	11:46
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2018**

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

**Exemption Request Report
October 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/08/2018	18149084	F URBAN	Delayed Reporting on Scene		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Monthly Average
F URBAN	92%	92%	80%	87%	90%	89%	94%	83%	86%	90%	93%	92%	88.9%
F SUBURBAN	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	100%	93%	98.7%
F RURAL	89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.1%
All Zones	94%	94%	86%	91%	93%	92%	97%	89%	93%	94%	96%	94%	92.8%

Failure to Provide Data

Event Type	September 2018	October 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

