



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

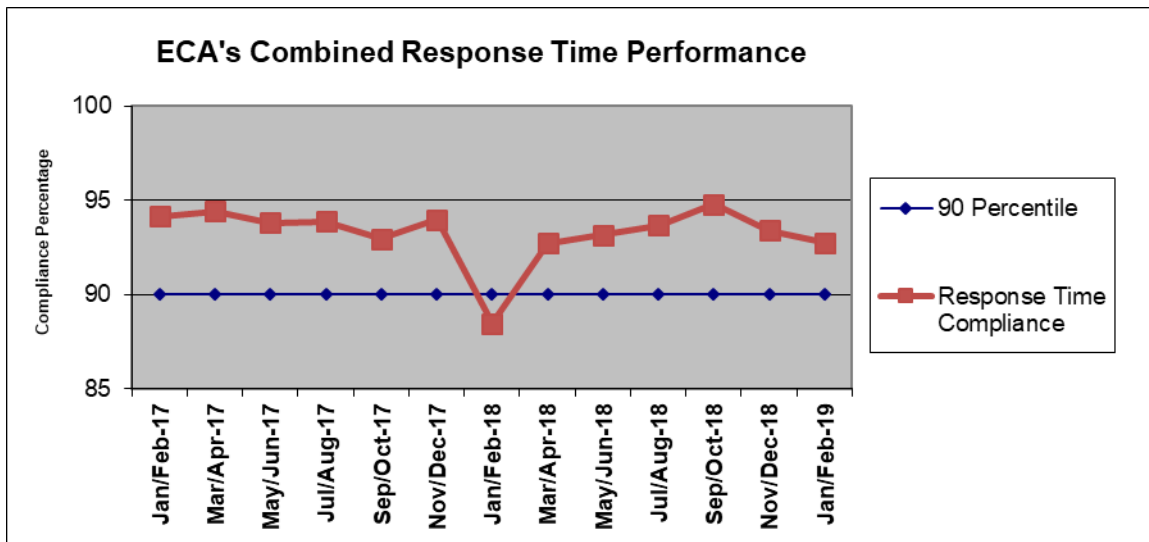
Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

## Memorandum

TO: All Interested Parties  
FROM: Rick Jones, EMS Analyst  
DATE: April 23, 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 January and February 2019, 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 January with 90.28% and February with 96.15%. The combined two-month percentile with 124 responses for January and February 2019 was 92.74%.

The complete compliance report for January and February 2019 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**

January 1, 2019 through January 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	51	7	86.27%		X
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
<b>All Zones Combined</b>		<b>72</b>	<b>7</b>	<b>90.28%</b>	<b>2</b>	<b>1</b>

**Response Time Compliance Report by 28 Day Rolling Period**

February 1, 2019 through February 28, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	37	2	94.59%	X	
SJ ZONE F SUBRUBAN	20:00	8	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
<b>All Zones Combined</b>		<b>52</b>	<b>2</b>	<b>96.15%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	January 2019	February 2019
Late response minutes	\$210	\$70
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>\$210</b>	<b>\$70</b>

**Weekly Unit Hour Staffing Report**

	January 2019	February 2019
SJ ZONE F	NA	NA
<b>Total</b>	<b>0</b>	<b>0</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	January 2019			February 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	51	7	86.27%	37	2	94.59%
Suburban 20:00	14	0	100.00%	8	0	100.00%
Rural 20:00	7	0	100.00%	7	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>72</b>	<b>7</b>	<b>90.28%</b>	<b>52</b>	<b>2</b>	<b>96.15%</b>

## Mutual Aid Incidents

January 2019			February 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	AMR San Joaquin	SJ ZONE F RURAL	2
AMR San Joaquin	SJ ZONE F URBAN	1	MDAS	SJ ZONE F RURAL	1
MDAS	SJ ZONE F SUBURBAN	2	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F URBAN	2	MDAS	SJ ZONE F URBAN	1
Ripon	SJ ZONE F SUBURBAN	1			
Ripon	SJ ZONE F URBAN	1			
<b>Total</b>		<b>8</b>			<b>5</b>

## Detailed Response Time Analysis January 2019

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	51	0:18	16:07	5:39	2:41	8:38
SJ ZONE F SUBURBAN	14	5:31	15:36	8:30	2:28	10:55
SJ ZONE F RURAL	7	1:56	12:38	9:18	3:42	12:38
All Urban Compliance Areas	51	0:18	16:07	5:39	2:41	8:38
All Suburban Compliance Areas	14	5:31	15:36	8:30	2:28	10:55
All Rural Compliance Areas	7	1:56	12:38	9:18	3:42	12:38
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis February 2019

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	37	2:43	12:23	5:09	1:55	7:20
SJ ZONE F SUBURBAN	8	2:33	12:33	7:34	3:01	12:33
SJ ZONE F RURAL	7	7:33	15:18	11:25	2:39	15:18
All Urban Compliance Areas	37	2:43	12:23	5:09	1:55	7:20
All Suburban Compliance Areas	8	2:33	12:33	7:34	3:01	12:33
All Rural Compliance Areas	7	7:33	15:18	11:25	2:39	15:18
All Wilderness Compliance Areas	0					

**Exemption Request Report  
January 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/20/2019	19010070	F URBAN	Out of County		Exempt

**Exemption Request Report  
February 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
No Exemptions Requested					

### Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Monthly Average
F URBAN	90%	89%	94%	83%	86%	90%	93%	92%	94%	89%	86%	95%	89.9%
F SUBURBAN	100%	92%	100%	100%	100%	100%	100%	93%	92%	100%	100%	100%	98.1%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>93%</b>	<b>92%</b>	<b>97%</b>	<b>89%</b>	<b>93%</b>	<b>94%</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>90%</b>	<b>96%</b>	<b>93.5%</b>

### Failure to Provide Data

Event Type	January 2019	February 2019
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.

