



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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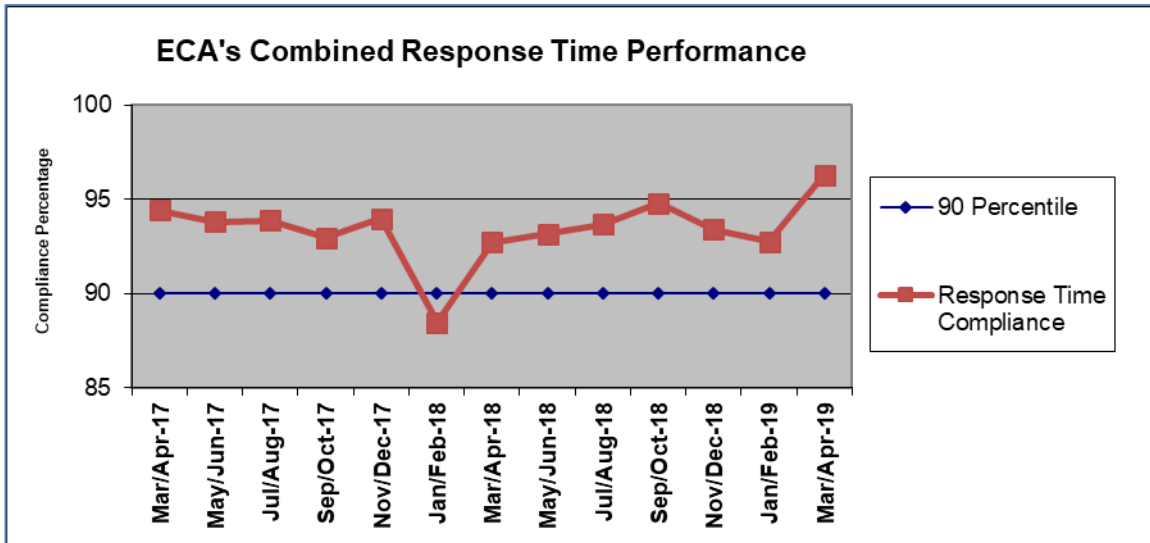
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: July 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 March and April 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 90th percentile standard set by the County for March with 95.45% and April with 97.14%. The combined two-month percentile with 136 responses for March and April 2019 was 96.3%.

The complete compliance report for March and April 2019 may be viewed or downloaded from the EMS Agency's website: www.sigov.org/ems.

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

Response Time Compliance Report by 31 Day Rolling Period

March 1, 2019 through March 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	40	3	92.50%	X	
SJ ZONE F SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		66	3	95.45%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2019 through April 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	38	2	94.74%	X	
SJ ZONE F SUBRUBAN	20:00	24	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		70	2	97.14%	3	0

Fines and Penalties Report

Type of Penalty	March 2019	April 2019
Late response minutes	\$40	\$30
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	\$30

Weekly Unit Hour Staffing Report

	March 2019	April 2019
SJ ZONE F	252	236
Total	252	236

*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	March 2019			April 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	40	3	92.50%	38	2	94.74%
Suburban 20:00	18	0	100.00%	24	0	100.00%
Rural 20:00	8	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	66	3	95.45%	70	2	97.14%

Mutual Aid Incidents

March 2019			April 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	3	AMR San Joaquin	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F URBAN	1	AMR Stanislaus	SJ ZONE F URBAN	1
			MDAS	SJ ZONE F RURAL	1
			Ripon	SJ ZONE F URBAN	1
Total		4			4

Detailed Response Time Analysis March 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	40	0:14	12:48	5:12	2:38	8:50
SJ ZONE F SUBURBAN	18	2:46	13:50	7:23	2:45	13:40
SJ ZONE F RURAL	8	5:18	16:44	12:09	3:42	16:44
All Urban Compliance Areas	40	0:14	12:48	5:12	2:38	8:50
All Suburban Compliance Areas	18	2:46	13:50	7:23	2:45	13:40
All Rural Compliance Areas	8	5:18	16:44	12:09	3:42	16:44
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 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	38	0:18	23:04	5:44	3:28	9:00
SJ ZONE F SUBURBAN	24	0:47	11:42	6:50	2:33	9:52
SJ ZONE F RURAL	8	8:50	18:28	12:20	2:53	18:28
All Urban Compliance Areas	38	0:18	23:04	5:44	3:28	9:00
All Suburban Compliance Areas	24	0:47	11:42	6:50	2:33	9:52
All Rural Compliance Areas	8	8:50	18:28	12:20	2:53	18:28
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/03/2019	19031469	F URBAN	Adjusted time based on call audit		Exempt
03/22/2019	19041767	F URBAN	Train		Exempt
03/26/2019	19043693	F URBAN	Adjusted time based on call audit		Exempt

**Exemption Request Report
April 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/06/2019	19049627	F URBAN	Bad Location / Address		Exempt
04/08/2019	19050498	F URBAN	Reduced/Upgraded Response		Exempt
04/08/2019	19050689	F URBAN	Bad Location / Address		Exempt
04/29/2019	19061849	F URBAN	Adjusted time based on call audit		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	Monthly Average
F URBAN	94%	83%	86%	90%	93%	92%	94%	89%	86%	95%	93%	95%	90.6%
F SUBURBAN	100%	100%	100%	100%	100%	93%	92%	100%	100%	100%	100%	100%	98.9%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	97%	89%	93%	94%	96%	94%	94%	93%	90%	96%	95%	97%	94.1%

Failure to Provide Data

Event Type	March 2019	April 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

