



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

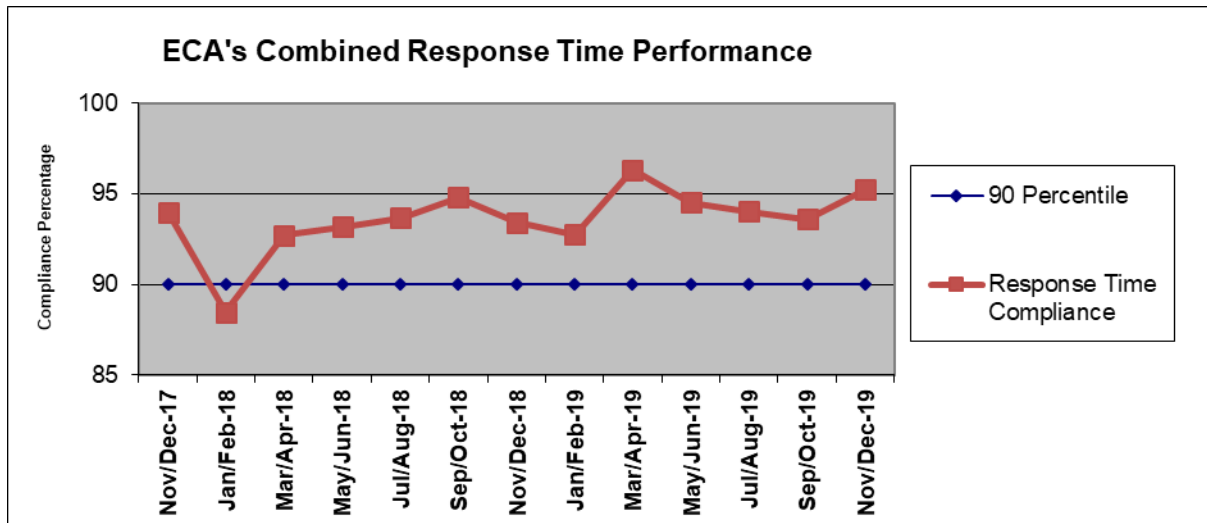
Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: February 10, 2020
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 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 November with 98.08% and December with 93.24%. The combined two-month percentile with 126 responses for November and December 2019 was 95.24%.

The complete compliance report for November and December 2019 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, 2019 through November 30, 2019 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 33 | 1 | 96.97% | X | |
| SJ ZONE F SUBRUBAN | 20:00 | 15 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 4 | 0 | 100.00% | X | |
| All Zones Combined | | 52 | 1 | 98.08% | 3 | 0 |

Response Time Compliance Report by 31 Day Rolling Period

| December 1, 2019 through December 31, 2019 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 46 | 5 | 89.13% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 20 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 8 | 0 | 100.00% | X | |
| All Zones Combined | | 74 | 5 | 93.24% | 2 | 1 |

Fines and Penalties Report

| Type of Penalty | November 2019 | December 2019 |
|---|---------------|---------------|
| Late response minutes | \$100 | \$220 |
| 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 | \$100 | \$220 |

Weekly Unit Hour Staffing Report

| | November 2019 | December 2019 |
|--------------|---------------|---------------|
| SJ ZONE F | 225 | 223 |
| Total | 225 | 223 |

*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 2019 | | | December 2019 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 33 | 1 | 96.97% | 46 | 5 | 89.13% |
| Suburban 20:00 | 15 | 0 | 100.00% | 20 | 0 | 100.00% |
| Rural 20:00 | 4 | 0 | 100.00% | 8 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 52 | 1 | 98.08% | 74 | 5 | 93.24% |

Mutual Aid Incidents

| November 2019 | | | December 2019 | | |
|---------------------|--------------------|---------------------|---------------------|--------------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F SUBURBAN | 1 | AMR San Joaquin | SJ ZONE F RURAL | 2 |
| AMR San Joaquin | SJ ZONE F URBAN | 2 | AMR San Joaquin | SJ ZONE F URBAN | 1 |
| MDAS | SJ ZONE F RURAL | 1 | MDAS | SJ ZONE F URBAN | 3 |
| MDAS | SJ ZONE F SUBURBAN | 3 | Ripon | SJ ZONE F SUBURBAN | 1 |
| MDAS | SJ ZONE F URBAN | 2 | | | |
| Ripon | SJ ZONE F SUBURBAN | 1 | | | |
| Total | | 10 | | | 7 |

Detailed Response Time Analysis November 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 | 33 | 1:59 | 29:45 | 6:58 | 5:34 | 11:00 |
| SJ ZONE F SUBURBAN | 15 | 5:13 | 18:27 | 9:13 | 3:46 | 15:52 |
| SJ ZONE F RURAL | 4 | 7:31 | 13:35 | 10:00 | 2:20 | 13:35 |
| All Urban Compliance Areas | 33 | 1:59 | 29:45 | 6:58 | 5:34 | 11:00 |
| All Suburban Compliance Areas | 15 | 5:13 | 18:27 | 9:13 | 3:46 | 15:52 |
| All Rural Compliance Areas | 4 | 7:31 | 13:35 | 10:00 | 2:20 | 13:35 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis December 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 | 46 | 3:13 | 21:12 | 7:06 | 4:22 | 13:39 |
| SJ ZONE F SUBURBAN | 20 | 4:20 | 18:24 | 8:03 | 3:20 | 10:58 |
| SJ ZONE F RURAL | 8 | 4:19 | 15:16 | 10:05 | 3:59 | 15:16 |
| All Urban Compliance Areas | 46 | 3:13 | 21:12 | 7:06 | 4:22 | 13:39 |
| All Suburban Compliance Areas | 20 | 4:20 | 18:24 | 8:03 | 3:20 | 10:58 |
| All Rural Compliance Areas | 8 | 4:19 | 15:16 | 10:05 | 3:59 | 15:16 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
November 2019**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------------|-------------------------|-------------------|
| 11/03/2019 | 19162780 | F URBAN | Adjusted time based on call audit | | Exempt |
| 11/08/2019 | 19165470 | F URBAN | Train | | Exempt |
| 11/08/2019 | 19165624 | F URBAN | Bad Location / Address | | Exempt |
| 11/24/2019 | 19173772 | F URBAN | Adjusted time based on call audit | | Exempt |

**Exemption Request Report
December 2019**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------|-------------------------|-------------------|
| 12/04/2019 | 19178859 | F URBAN | Delayed Reporting on Scene | | Exempt |
| 12/06/2019 | 19180203 | F URBAN | Dispatch Error | | Exempt |
| 12/24/2019 | 19189861 | F URBAN | Delayed Reporting on Scene | | Exempt |
| 12/30/2019 | 19192703 | F URBAN | Delayed Reporting on Scene | | Exempt |
| 12/30/2019 | 19192746 | F URBAN | Delayed Reporting on Scene | | Exempt |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| Zone | Jan 19 | Feb 19 | Mar 19 | Apr 19 | May 19 | Jun 19 | Jul 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Monthly Average |
| F URBAN | 86% | 95% | 93% | 95% | 93% | 89% | 86% | 94% | 91% | 85% | 97% | 89% | 90.9% |
| F SUBURBAN | 100% | 100% | 100% | 100% | 100% | 100% | 96% | 100% | 100% | 100% | 100% | 100% | 99.5% |
| F RURAL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 100% | 99.2% |
| All Zones | 90% | 96% | 95% | 97% | 95% | 94% | 92% | 96% | 95% | 91% | 98% | 93% | 94.5% |

Out of County Mutual Aid

| Date | Compliance Zone | Provider | EMD |
|------|-----------------|----------|-----|
| N/A | | | |

Failure to Provide Data

| Event Type | November 2019 | December 2019 |
|------------|---------------|---------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |

