



# 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  
505 W. Service Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

## Memorandum

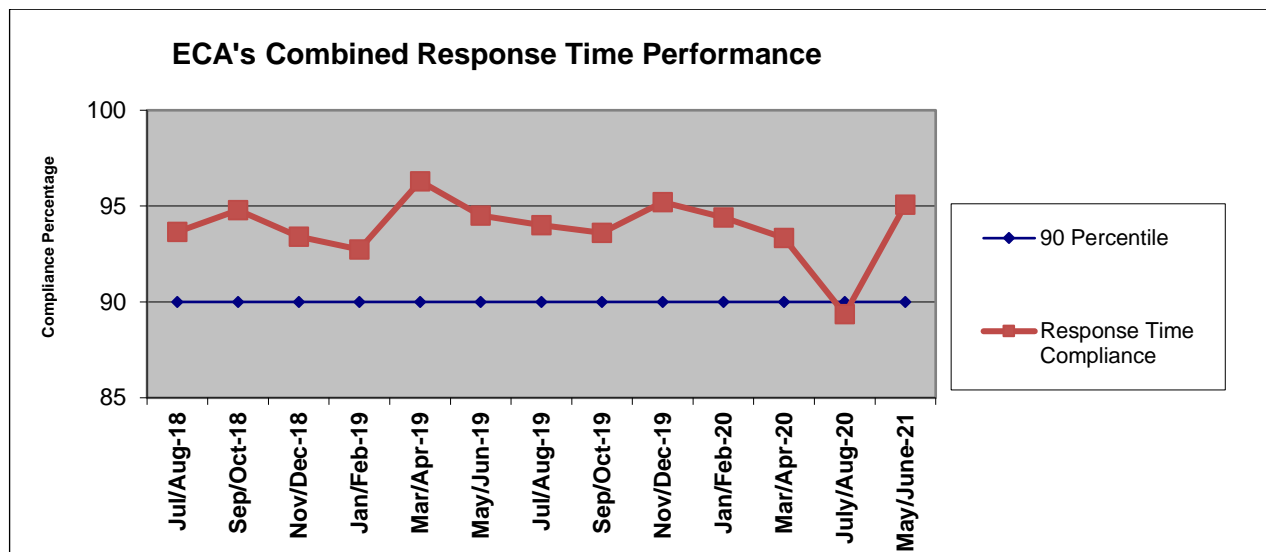
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: October 23, 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 July and August 2020, 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 July with 100% and August with 90.14%. The combined two-month percentile with 132 responses for July and August 2020 was 95.07%. The complete compliance report for July and August 2020 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**

July 1, 2020 through July 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	37	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
<b>All Zones Combined</b>		<b>61</b>	<b>0</b>	<b>100.00%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 31 Day Rolling Period**

August 1, 2020 through August 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	48	7	85.42%		X
SJ ZONE F SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE F RURAL	20:00	12	0	100.00%	X	
<b>All Zones Combined</b>		<b>71</b>	<b>7</b>	<b>90.14%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	July 2020	August 2020
Late response minutes	\$0	\$370
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>\$0</b>	<b>\$370</b>

**Weekly Unit Hour Staffing Report**

	July 2020	August 2020
SJ ZONE F	201	220
<b>Total</b>	<b>201</b>	<b>220</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	July 2020			August 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	37	0	100.00%	48	7	85.42%
Suburban 20:00	14	0	100.00%	11	0	100.00%
Rural 20:00	10	0	100.00%	12	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>61</b>	<b>0</b>	<b>100.00%</b>	<b>71</b>	<b>7</b>	<b>90.14%</b>

## Zone Assist Incidents

July 2020			August 2020		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	3	AMR San Joaquin	SJ ZONE F RURAL	2
MDAS	SJ ZONE F RURAL	1	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F SUBURBAN	3	MDAS	SJ ZONE F URBAN	4
MDAS	SJ ZONE F URBAN	1	Ripon	SJ ZONE F URBAN	2
<b>Total</b>		<b>8</b>			<b>9</b>

## Detailed Response Time Analysis July 2020

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	0:18	7:55	4:41	1:47	6:34
SJ ZONE F SUBURBAN	14	1:43	14:44	7:28	3:17	11:24
SJ ZONE F RURAL	10	2:49	16:29	10:29	3:41	13:34
All Urban Compliance Areas	37	0:18	7:55	4:41	1:47	6:34
All Suburban Compliance Areas	14	1:43	14:44	7:28	3:17	11:24
All Rural Compliance Areas	10	2:49	16:29	10:29	3:41	13:34
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis August 2020

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	48	0:06	17:43	5:54	4:04	14:48
SJ ZONE F SUBURBAN	11	5:37	13:36	9:06	2:33	12:59
SJ ZONE F RURAL	12	0:17	13:19	9:05	3:21	12:26
All Urban Compliance Areas	48	0:06	17:43	5:54	4:04	14:48
All Suburban Compliance Areas	11	5:37	13:36	9:06	2:33	12:59
All Rural Compliance Areas	12	0:17	13:19	9:05	3:21	12:26
All Wilderness Compliance Areas	0					

**Exemption Request Report  
July 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
N/A					

**Exemption Request Report  
August 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/03/2020	20111899	F URBAN	Train		Exempt
08/06/2020	20113561	F URBAN	Adjusted time based on call audit		Exempt
08/08/2020	20114645	F URBAN	Adjusted time based on call audit		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Monthly Average
F URBAN	91%	85%	97%	89%	92%	92%	94%	89%	72%	90%	100%	85%	89.9%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	99.4%
F RURAL	100%	95%	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%	98.6%
<b>All Zones</b>	<b>95%</b>	<b>91%</b>	<b>98%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>96%</b>	<b>90%</b>	<b>84%</b>	<b>95%</b>	<b>100%</b>	<b>90%</b>	<b>93.5%</b>

**Out of County/Mutual Aid**

Date	Compliance Zone	Provider	EMD
N/A			

**Failure to Provide Data**

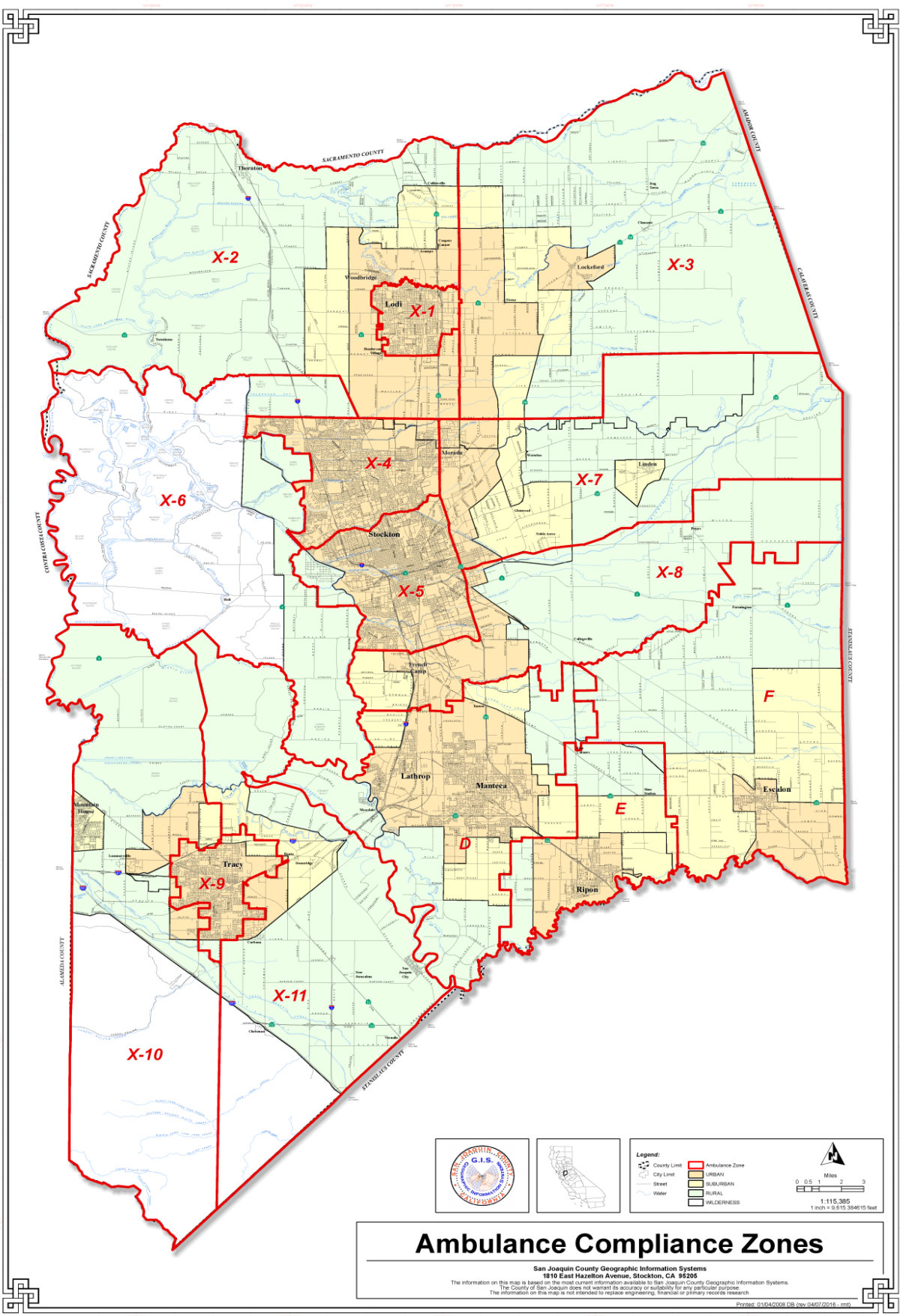
Event Type	July 2020	August 2020
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.



**Ambulance Compliance Zones**

San Joaquin County Geographic Information Systems  
 1810 East Hazelton Avenue, Stockton, CA 95206  
 The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems.  
 The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.  
 The information on this map is not intended to replace engineering, financial or geology records research.  
 Printed: 01/04/2008 08:08 (rev 04/07/2016 - mm)