



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

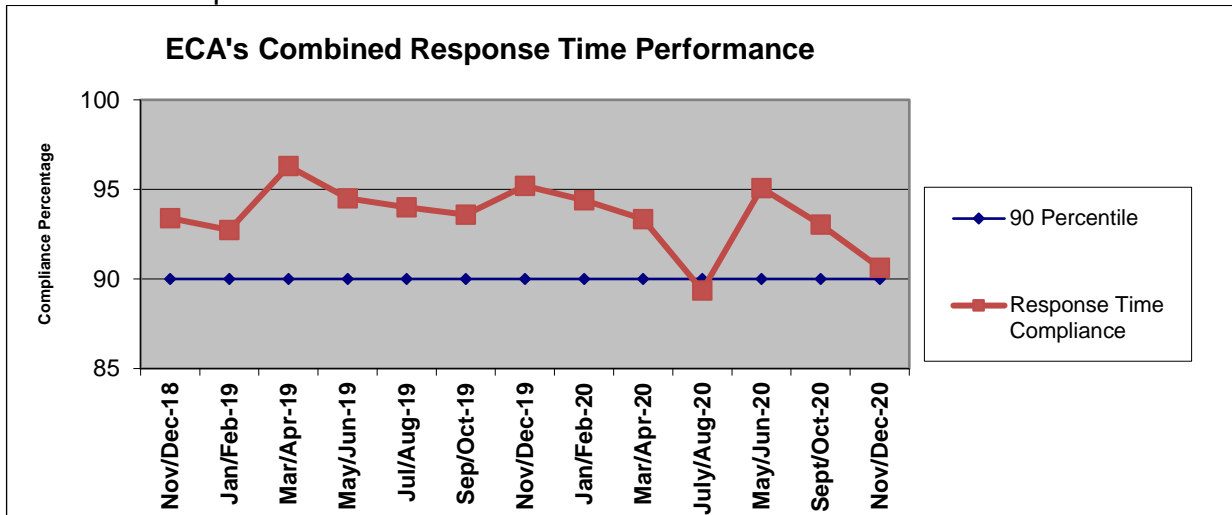
Health Care Services Complex
Benton Hall
505 W. Service Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Tina Shahani, EMS Analyst
DATE: February 8, 2021
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 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 90th percentile standard set by the County for November with 91.38% and December with 89.86%. The combined two-month percentile with 127 responses for November and December 2020 was 90.62%. The complete compliance report for November and December 2020 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, 2020 through November 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	37	5	86.49%		X
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F RURAL	20:00	5	0	100.00%	X	
All Zones Combined		58	5	91.38%	2	1

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2020 through December 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	43	7	83.72%		X
SJ ZONE F SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	0	100.00%	X	
All Zones Combined		69	7	89.86%	2	1

Fines and Penalties Report

Type of Penalty	November 2020	December 2020
Late response minutes	\$240	\$360
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	\$240	\$360

Weekly Unit Hour Staffing Report

	November 2020	December 2020
SJ ZONE F	193	197
Total	193	197

*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 2020			December 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	5	86.49%	43	7	83.72%
Suburban 20:00	16	0	100.00%	13	0	100.00%
Rural 20:00	5	0	100.00%	13	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	58	5	91.38%	69	7	89.86%

Zone Assist Incidents

November 2020			December 2020		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F SUBURBAN	1	AMR San Joaquin	SJ ZONE F RURAL	1
AMR San Joaquin	SJ ZONE F URBAN	1	AMR San Joaquin	SJ ZONE F URBAN	1
MDAS	SJ ZONE F SUBURBAN	1	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F URBAN	3	MDAS	SJ ZONE F URBAN	7
Ripon	SJ ZONE F URBAN	2	Ripon	SJ ZONE F URBAN	1
Total		8			11

Detailed Response Time Analysis November 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	1:54	14:47	5:55	3:01	9:28
SJ ZONE F SUBURBAN	16	4:04	16:19	7:35	3:05	12:11
SJ ZONE F RURAL	5	10:37	14:35	12:26	1:19	14:35
All Urban Compliance Areas	37	1:54	14:47	5:55	3:01	9:28
All Suburban Compliance Areas	16	4:04	16:19	7:35	3:05	12:11
All Rural Compliance Areas	5	10:37	14:35	12:26	1:19	14:35
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 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	43	1:48	25:28	7:16	5:13	16:30
SJ ZONE F SUBURBAN	13	6:23	19:34	9:58	3:15	13:57
SJ ZONE F RURAL	13	0:48	18:20	9:26	4:55	15:18
All Urban Compliance Areas	43	1:48	25:28	7:16	5:13	16:30
All Suburban Compliance Areas	13	6:23	19:34	9:58	3:15	13:57
All Rural Compliance Areas	13	0:48	18:20	9:26	4:55	15:18
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2020**

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

**Exemption Request Report
December 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/02/2020	20177445	F URBAN	Adjusted time based on call audit		Exempt
12/09/2020	20181215	F URBAN	Zone Assist		Exempt
12/19/2020	20186864	F URBAN	Weather		Exempt
12/20/2020	20187274	F URBAN	Weather		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Monthly Average
F URBAN	92%	92%	94%	89%	72%	90%	100%	85%	88%	89%	86%	84%	88.5%
F SUBURBAN	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.2%
All Zones	94%	94%	96%	90%	84%	95%	100%	90%	93%	93%	91%	90%	92.6%

Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	November 2020	December 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

