



San Joaquin County Emergency Medical Services Agency



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

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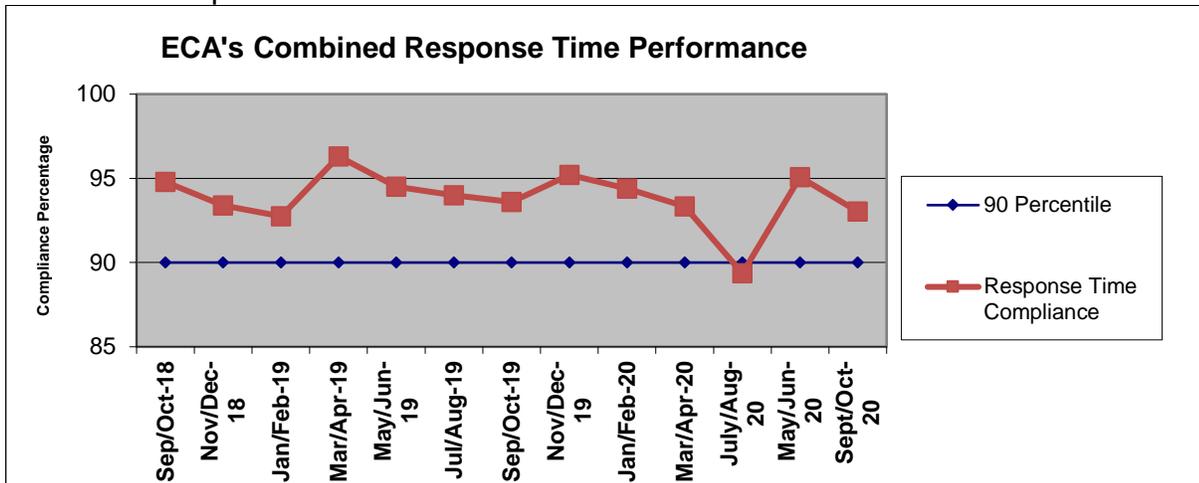
Health Care Services Complex
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French Camp, CA 95231

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(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Tina Shahani, EMS Analyst
DATE: December 14, 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 Setember and October 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 September with 93.42% and October with 92.65%. The combined two-month percentile with 144 responses for September and October 2020 was 93.04%. The complete compliance report for September and October 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

September 1, 2020 through September 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	41	5	87.80%		X
SJ ZONE F SUBRUBAN	20:00	22	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	0	100.00%	X	
All Zones Combined		76	5	93.42%	2	1

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2020 through October 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	44	5	88.64%		X
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		68	5	92.65%	2	1

Fines and Penalties Report

Type of Penalty	September 2020	October 2020
Late response minutes	\$200	\$350
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	\$200	\$350

Weekly Unit Hour Staffing Report

	September 2020	October 2020
SJ ZONE F	211	198
Total	211	198

*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	September 2020			October 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	41	5	87.80%	44	5	88.64%
Suburban 20:00	22	0	100.00%	16	0	100.00%
Rural 20:00	13	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	76	5	93.42%	68	5	92.65%

Zone Assist Incidents

September 2020			October 2020		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	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	2	MDAS	SJ ZONE F URBAN	5
MDAS	SJ ZONE F URBAN	2			
Ripon	SJ ZONE F SUBURBAN	2			
Ripon	SJ ZONE F URBAN	1			
Total		9			8

**Detailed Response Time Analysis
September 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	41	0:22	14:30	5:32	2:54	10:03
SJ ZONE F SUBURBAN	22	2:20	15:51	9:27	3:40	14:02
SJ ZONE F RURAL	13	7:33	15:51	10:50	2:12	14:41
All Urban Compliance Areas	41	0:22	14:30	5:32	2:54	10:03
All Suburban Compliance Areas	22	2:20	15:51	9:27	3:40	14:02
All Rural Compliance Areas	13	7:33	15:51	10:50	2:12	14:41
All Wilderness Compliance Areas	0					

**Detailed Response Time Analysis
October 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	44	0:38	24:05	6:21	4:30	11:30
SJ ZONE F SUBURBAN	16	0:35	19:12	8:30	4:25	15:40
SJ ZONE F RURAL	8	2:19	16:50	8:21	4:24	16:50
All Urban Compliance Areas	44	0:38	24:05	6:21	4:30	11:30
All Suburban Compliance Areas	16	0:35	19:12	8:30	4:25	15:40
All Rural Compliance Areas	8	2:19	16:50	8:21	4:24	16:50
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/13/2020	20134983	F URBAN	Adjusted time based on call audit		Exempt
09/22/2020	20140043	F URBAN	Location Change		Exempt

**Exemption Request Report
October 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/31/2020	20160467	F URBAN	Adjusted time based on call audit		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Monthly Average
F URBAN	97%	89%	92%	92%	94%	89%	72%	90%	100%	85%	88%	89%	89.8%
F SUBURBAN	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%	100%	100%	99.2%
All Zones	98%	93%	94%	94%	96%	90%	84%	95%	100%	90%	93%	93%	93.5%

Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	September 2020	October 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

