



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

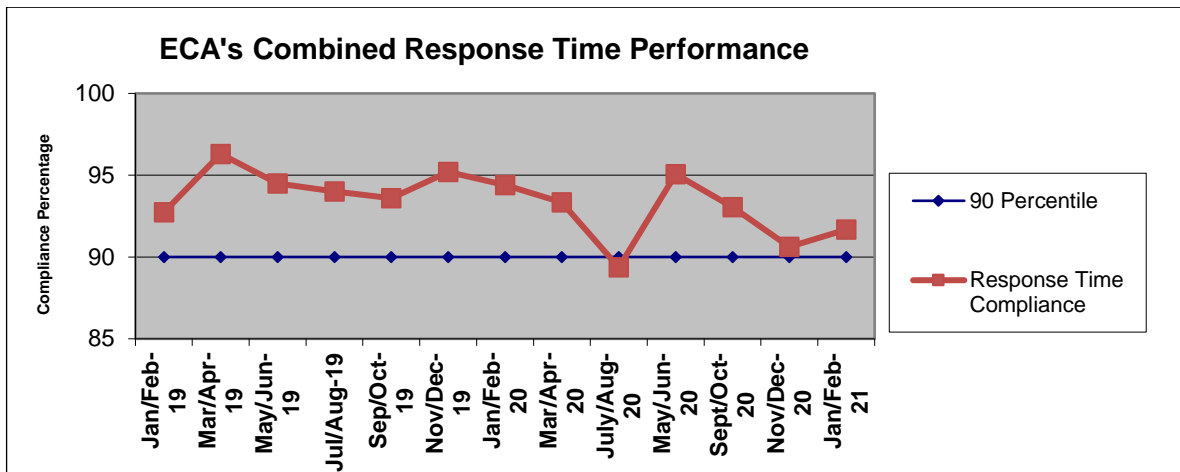
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: March 25, 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 January and February 2021, 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 for January and February was 89.36% and 94.00% respectively. The combined two-month percentile of 91.68% met the 90th percentile standard set by the County with 97 responses. The complete compliance report for January and February 2021 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 31 Day Rolling Period

January 1, 2021 through January 31, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	25	5	80.00%		X
SJ ZONE F SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE F RURAL	20:00	16	0	100.00%	X	
All Zones Combined		47	5	89.36%	2	1

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2021 through February 28, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	22	3	86.36%		X
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F RURAL	20:00	12	0	100.00%	X	
All Zones Combined		50	3	94.00%	2	1

Fines and Penalties Report

Type of Penalty	January 2021	February 2021
Late response minutes	\$280	\$90
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	\$280	\$90

Weekly Unit Hour Staffing Report

	January 2021	February 2021
SJ ZONE F	220	213
Total	220	213

*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	January 2021			February 2021		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	25	5	80.00%	22	3	86.36%
Suburban 20:00	6	0	100.00%	16	0	100.00%
Rural 20:00	16	0	100.00%	12	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	47	5	89.36%	50	3	94.00%

Zone Assist Incidents

January 2021			February 2021		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	6	AMR San Joaquin	SJ ZONE F RURAL	3
MDAS	SJ ZONE F URBAN	2	MDAS	SJ ZONE F SUBURBAN	2
			MDAS	SJ ZONE F URBAN	1
			Ripon	SJ ZONE F URBAN	2
Total		8			8

Detailed Response Time Analysis January 2021

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	25	3:31	21:51	7:24	4:10	13:36
SJ ZONE F SUBURBAN	6	6:44	12:32	9:38	1:44	12:32
SJ ZONE F RURAL	16	5:55	23:30	13:13	4:05	18:09
All Urban Compliance Areas	25	3:31	21:51	7:24	4:10	13:36
All Suburban Compliance Areas	6	6:44	12:32	9:38	1:44	12:32
All Rural Compliance Areas	16	5:55	23:30	13:13	4:05	18:09
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2021

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	22	2:11	13:52	5:48	3:03	9:48
SJ ZONE F SUBURBAN	16	3:36	21:33	9:53	4:52	18:09
SJ ZONE F RURAL	12	1:52	14:58	9:37	3:32	14:35
All Urban Compliance Areas	22	2:11	13:52	5:48	3:03	9:48
All Suburban Compliance Areas	16	3:36	21:33	9:53	4:52	18:09
All Rural Compliance Areas	12	1:52	14:58	9:37	3:32	14:35
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/02/2021	21000709	F RURAL	Road Closure		Exempt
01/25/2021	21012930	F URBAN	Location Change		Exempt

**Exemption Request Report
February 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/07/2021	21020228	F URBAN	Adjusted time based on call audit		Exempt
02/14/2021	21023738	F SUBURBAN	Adjusted time based on call audit		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Monthly Average
F URBAN	94%	89%	72%	90%	100%	85%	88%	89%	86%	84%	80%	86%	87.3%
F SUBUBAN	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	96%	90%	84%	95%	100%	90%	93%	93%	91%	90%	89%	94%	92.2%

Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	January 2021	February 2021
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

