



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

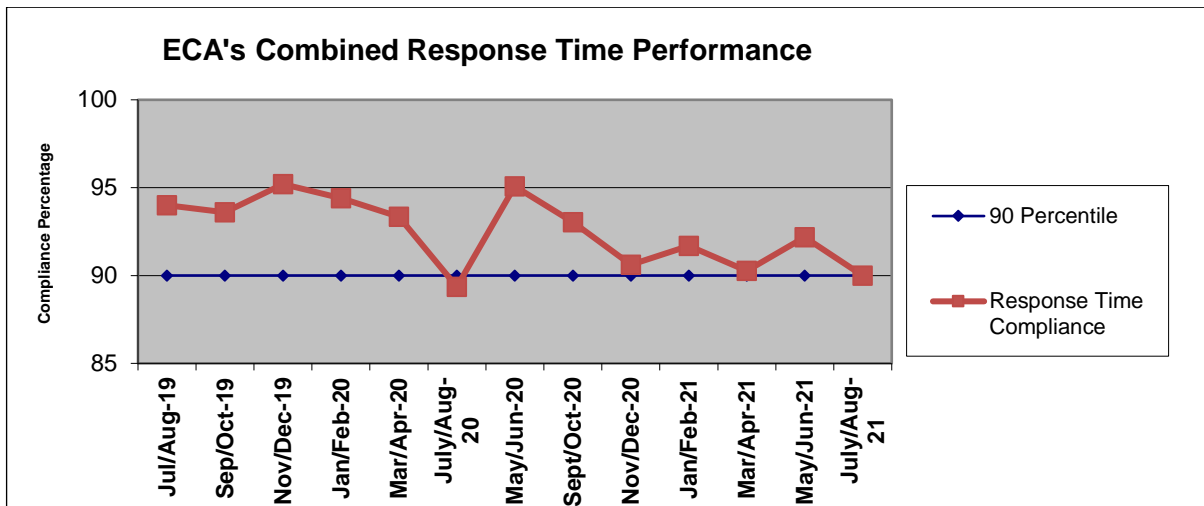
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: October 14, 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 July and August 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 July and August was 90.28% and 89.71% respectively. The combined two-month percentile of 90.00% met the 90th percentile standard set by the County with 140 responses. The complete compliance report for July and August 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

| July 1, 2021 through July 31, 2021 | | | | | | |
|------------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 44 | 7 | 84.09% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 17 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 11 | 0 | 100.00% | X | |
| All Zones Combined | | 72 | 7 | 90.28% | 2 | 1 |

Response Time Compliance Report by 31 Day Rolling Period

| August 1, 2021 through August 31, 2021 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 52 | 7 | 86.54% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 13 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 3 | 0 | 100.00% | X | |
| All Zones Combined | | 68 | 7 | 89.71% | 2 | 1 |

Fines and Penalties Report

| Type of Penalty | July 2021 | August 2021 |
|---|--------------|--------------|
| Late response minutes | \$360 | \$250 |
| 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 | \$360 | \$250 |

Weekly Unit Hour Staffing Report

| | July 2021 | August 2021 |
|--------------|------------|-------------|
| SJ ZONE F | 209 | 209 |
| Total | 209 | 209 |

*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 2021 | | | August 2021 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 44 | 7 | 84.09% | 52 | 7 | 86.54% |
| Suburban 20:00 | 17 | 0 | 100.00% | 13 | 0 | 100.00% |
| Rural 20:00 | 11 | 0 | 100.00% | 3 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 72 | 7 | 90.28% | 68 | 7 | 89.71% |

Zone Assist Incidents

| July 2021 | | | August 2021 | | |
|--------------------|--------------------|---------------------|--------------------|--------------------|---------------------|
| Assisting Provider | Response Area | Number of Responses | Assisting Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F RURAL | 2 | AMR San Joaquin | SJ ZONE F SUBURBAN | 1 |
| AMR San Joaquin | SJ ZONE F URBAN | 1 | MDAS | SJ ZONE F SUBURBAN | 1 |
| MDAS | SJ ZONE F RURAL | 1 | MDAS | SJ ZONE F URBAN | 7 |
| MDAS | SJ ZONE F SUBURBAN | 3 | Ripon | SJ ZONE F SUBURBAN | 1 |
| MDAS | SJ ZONE F URBAN | 3 | Ripon | SJ ZONE F URBAN | 1 |
| Ripon | SJ ZONE F SUBURBAN | 3 | | | |
| Ripon | SJ ZONE F URBAN | 3 | | | |
| Total | | 16 | | | 11 |

Detailed Response Time Analysis July 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 | 44 | 1:01 | 25:12 | 6:27 | 4:49 | 11:02 |
| SJ ZONE F SUBURBAN | 17 | 0:45 | 15:37 | 8:55 | 4:35 | 15:06 |
| SJ ZONE F RURAL | 11 | 0:16 | 18:24 | 10:55 | 4:24 | 14:54 |
| All Urban Compliance Areas | 44 | 1:01 | 25:12 | 6:27 | 4:49 | 11:02 |
| All Suburban Compliance Areas | 17 | 0:45 | 15:37 | 8:55 | 4:35 | 15:06 |
| All Rural Compliance Areas | 11 | 0:16 | 18:24 | 10:55 | 4:24 | 14:54 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis August 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 | 52 | 0:18 | 21:52 | 5:46 | 3:36 | 9:01 |
| SJ ZONE F SUBURBAN | 13 | 4:19 | 23:35 | 9:51 | 4:52 | 14:59 |
| SJ ZONE F RURAL | 3 | 10:32 | 12:54 | 11:52 | 0:59 | 12:54 |
| All Urban Compliance Areas | 52 | 0:18 | 21:52 | 5:46 | 3:36 | 9:01 |
| All Suburban Compliance Areas | 13 | 4:19 | 23:35 | 9:51 | 4:52 | 14:59 |
| All Rural Compliance Areas | 3 | 10:32 | 12:54 | 11:52 | 0:59 | 12:54 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
July 2021**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------------|-------------------------|-------------------|
| 07/03/2021 | 21100612 | F URBAN | Out of County | | Exempt |
| 07/26/2021 | 21114599 | F URBAN | Adjusted time based on call audit | | Exempt |
| 07/27/2021 | 21114938 | F URBAN | Adjusted time based on call audit | | Exempt |

**Exemption Request Report
August 2021**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|------------|-----------------------------|-------------------------|-------------------|
| 08/14/2021 | 21126188 | F URBAN | Dispatch Error | | Exempt |
| 08/23/2021 | 21131761 | F URBAN | Train | | Not Exempt |
| 08/23/2021 | 21131759 | F SUBURBAN | Dispatch Error | | Exempt |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| Zone | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Jul 21 | Aug 21 | Monthly Average |
| F URBAN | 88% | 89% | 86% | 84% | 80% | 86% | 87% | 82% | 84% | 91% | 84% | 87% | 85.9% |
| F SUBURBAN | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | 100% | 100% | 100% | 99.4% |
| F RURAL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100.0% |
| All Zones | 93% | 93% | 91% | 90% | 89% | 94% | 92% | 89% | 90% | 95% | 90% | 90% | 91.3% |

Out of County/Mutual Aid

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

Failure to Provide Data

| Event Type | July 2021 | August 2021 |
|------------|-----------|-------------|
| N/A | | |

Mechanical Report

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

Community Service Report

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

