



# San Joaquin County Emergency Medical Services Agency



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

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French Camp, CA 95231

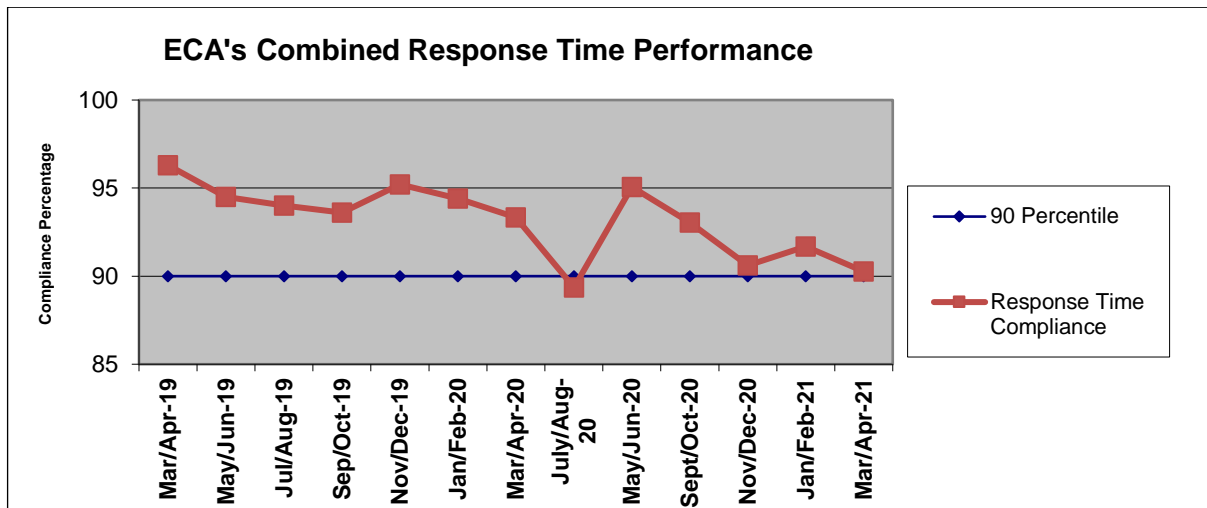
Health Care Services Complex  
Benton Hall  
505 W. Service Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

## Memorandum

TO: All Interested Parties  
FROM: Tina Shahani, EMS Analyst  
DATE: June 3, 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 March and April 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 March and April was 91.84% and 88.68 % respectively. The combined two-month percentile of 90.26% met the 90th percentile standard set by the County with 102 responses. The complete compliance report for March and April 2021 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**

March 1, 2021 through March 31, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	31	4	87.10%		X
SJ ZONE F SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE F RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>49</b>	<b>4</b>	<b>91.84%</b>	<b>2</b>	<b>1</b>

**Response Time Compliance Report by 30 Day Rolling Period**

April 1, 2021 through April 30, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	34	6	82.35%		X
SJ ZONE F SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
<b>All Zones Combined</b>		<b>53</b>	<b>6</b>	<b>88.68%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	March 2021	April 2021
Late response minutes	\$190	\$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>\$190</b>	<b>\$370</b>

**Weekly Unit Hour Staffing Report**

	March 2021	April 2021
SJ ZONE F	223	209
<b>Total</b>	<b>223</b>	<b>209</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	March 2021			April 2021		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	31	4	87.10%	34	6	82.35%
Suburban 20:00	12	0	100.00%	12	0	100.00%
Rural 20:00	6	0	100.00%	7	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>49</b>	<b>4</b>	<b>91.84%</b>	<b>53</b>	<b>6</b>	<b>88.68%</b>

## Zone Assist Incidents

March 2021			April 2021		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	MDAS	SJ ZONE F URBAN	7
MDAS	SJ ZONE F URBAN	1			
Ripon	SJ ZONE F URBAN	1			
<b>Total</b>		<b>3</b>			<b>7</b>

## Detailed Response Time Analysis March 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	31	1:58	16:04	5:51	2:58	8:16
SJ ZONE F SUBURBAN	12	6:32	17:27	10:08	3:07	14:16
SJ ZONE F RURAL	6	5:57	19:26	11:40	4:27	19:26
All Urban Compliance Areas	31	1:58	16:04	5:51	2:58	8:16
All Suburban Compliance Areas	12	6:32	17:27	10:08	3:07	14:16
All Rural Compliance Areas	6	5:57	19:26	11:40	4:27	19:26
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis April 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	34	2:09	16:19	6:24	3:38	13:07
SJ ZONE F SUBURBAN	12	5:03	13:24	8:31	2:22	11:46
SJ ZONE F RURAL	7	8:34	20:24	14:02	3:29	20:24
All Urban Compliance Areas	34	2:09	16:19	6:24	3:38	13:07
All Suburban Compliance Areas	12	5:03	13:24	8:31	2:22	11:46
All Rural Compliance Areas	7	8:34	20:24	14:02	3:29	20:24
All Wilderness Compliance Areas	0					

**Exemption Request Report  
March 2021**

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

**Exemption Request Report  
April 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/18/2021	21057223	F RURAL	Adjusted time based on call audit		Exempt

### Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	Monthly Average
F URBAN	72%	90%	100%	85%	88%	89%	86%	84%	80%	86%	87%	82%	86.3%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>84%</b>	<b>95%</b>	<b>100%</b>	<b>90%</b>	<b>93%</b>	<b>93%</b>	<b>91%</b>	<b>90%</b>	<b>89%</b>	<b>94%</b>	<b>92%</b>	<b>89%</b>	<b>91.7%</b>

### Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

### Failure to Provide Data

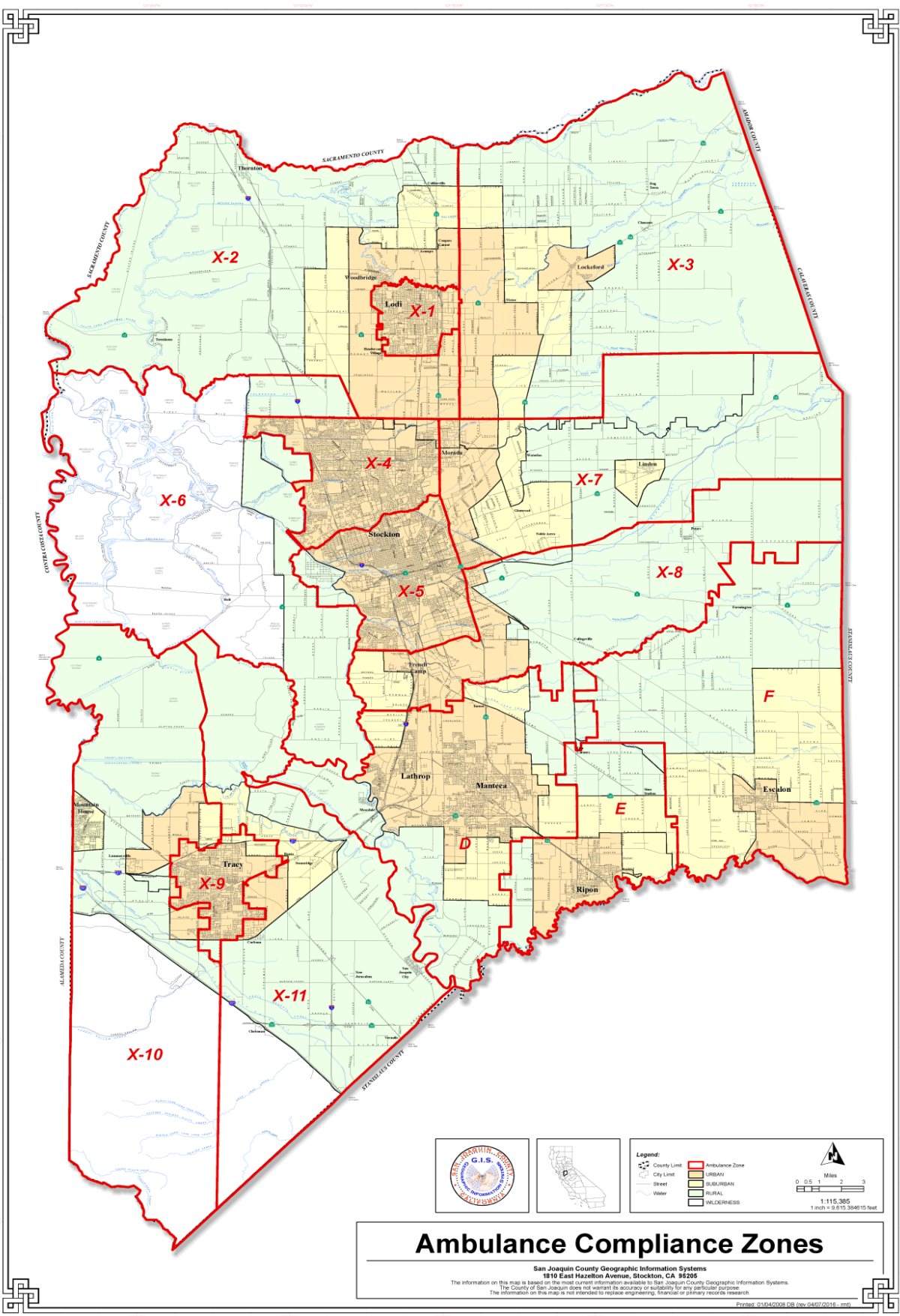
Event Type	March 2021	April 2021
N/A		

### 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.

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