



# San Joaquin County Emergency Medical Services Agency



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

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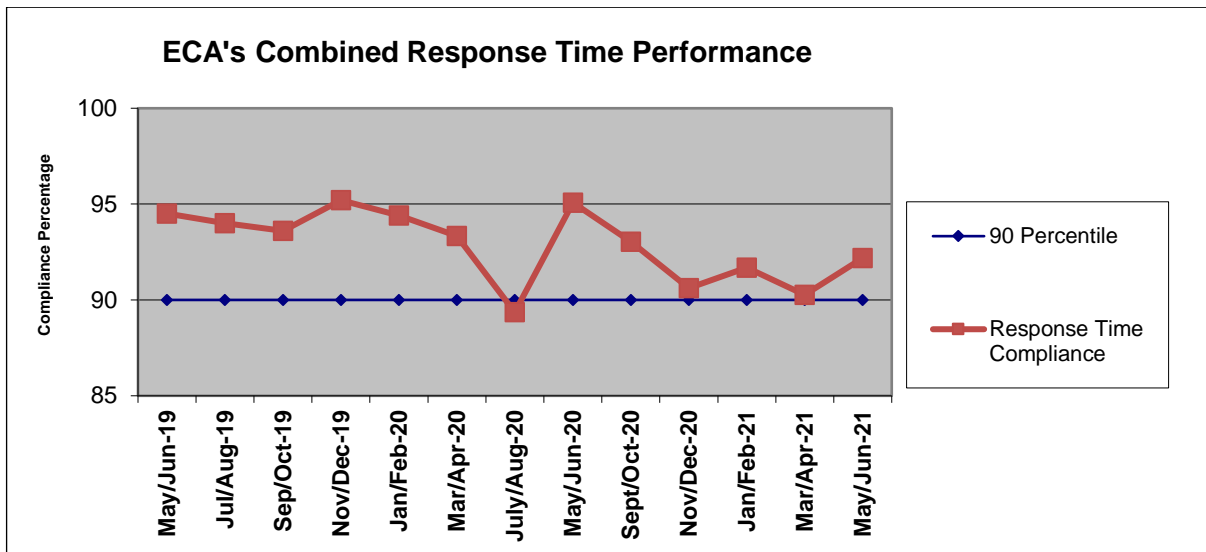
Health Care Services Complex  
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French Camp, CA 95231

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## Memorandum

**TO:** All Interested Parties  
**FROM:** Tina Shahani, EMS Analyst  
**DATE:** August 16, 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 May and June 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.



On July 21, 2020, the San Joaquin County Board of Supervisors approved the agreement with American Medical Response – West (AMR) for exclusive emergency and advanced life support (ALS) service in ambulance zone X for the period May 1, 2021, to May 1, 2026. As part of one of the revisions in the renewed agreement, the compliance subzones in zone X were reconfigured from eleven to six. A revised exclusive operating areas (EOA) zone map is attached.

ECA's response time compliance for May and June was 89.61% and 94.74% respectively. The combined two-month percentile of 92.18% met the 90th percentile standard set by the County with 134 responses. The complete compliance report for May and June 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**

May 1, 2021 through May 31, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	45	7	84.44%		X
SJ ZONE F SUBRUBAN	20:00	22	1	95.45%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
<b>All Zones Combined</b>		<b>77</b>	<b>8</b>	<b>89.61%</b>	<b>2</b>	<b>1</b>

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

June 1, 2021 through June 30, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	35	3	91.43%	X	
SJ ZONE F SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
<b>All Zones Combined</b>		<b>57</b>	<b>3</b>	<b>94.74%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	May 2021	June 2021
Late response minutes	\$300	\$40
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>\$300</b>	<b>\$40</b>

**Weekly Unit Hour Staffing Report**

	May 2021	June 2021
SJ ZONE F	209	208
<b>Total</b>	<b>209</b>	<b>208</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	May 2021			June 2021		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	45	7	84.44%	35	3	91.43%
Suburban 20:00	22	1	95.45%	13	0	100.00%
Rural 20:00	10	0	100.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>77</b>	<b>8</b>	<b>89.61%</b>	<b>57</b>	<b>3</b>	<b>94.74%</b>

**Zone Assist Incidents**

May 2021			June 2021		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	5	MDAS	SJ ZONE F SUBURBAN	1
AMR San Joaquin	SJ ZONE F SUBURBAN	1	Ripon	SJ ZONE F URBAN	1
MDAS	SJ ZONE F RURAL	2			
MDAS	SJ ZONE F SUBURBAN	3			
MDAS	SJ ZONE F URBAN	1			
Ripon	SJ ZONE F SUBURBAN	1			
<b>Total</b>		<b>13</b>			<b>2</b>

**Detailed Response Time Analysis  
May 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	45	0:19	14:42	5:50	3:12	10:36
SJ ZONE F SUBURBAN	22	4:00	22:56	9:16	3:55	13:14
SJ ZONE F RURAL	10	7:52	15:45	12:47	1:58	14:32
All Urban Compliance Areas	45	0:19	14:42	5:50	3:12	10:36
All Suburban Compliance Areas	22	4:00	22:56	9:16	3:55	13:14
All Rural Compliance Areas	10	7:52	15:45	12:47	1:58	14:32
All Wilderness Compliance Areas	0					

**Detailed Response Time Analysis  
June 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	35	0:29	9:41	4:50	1:54	7:26
SJ ZONE F SUBURBAN	13	6:37	12:12	9:26	1:48	11:45
SJ ZONE F RURAL	9	5:33	14:57	10:09	3:10	14:57
All Urban Compliance Areas	35	0:29	9:41	4:50	1:54	7:26
All Suburban Compliance Areas	13	6:37	12:12	9:26	1:48	11:45
All Rural Compliance Areas	9	5:33	14:57	10:09	3:10	14:57
All Wilderness Compliance Areas	0					

**Exemption Request Report  
May 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/01/2021	21064548	F URBAN	Out of County		Exempt
05/22/2021	21076537	F URBAN	Adjusted time based on call audit		Exempt
05/24/2021	21077763	F URBAN	Road Construction		Exempt

**Exemption Request Report  
June 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
No Exemptions Requested					

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Monthly Average
F URBAN	100%	85%	88%	89%	86%	84%	80%	86%	87%	82%	84%	91%	87.1%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	99.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</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>90%</b>	<b>95%</b>	<b>92.1%</b>

**Out of County/Mutual Aid**

Date	Compliance Zone	Provider	EMD
N/A			

**Failure to Provide Data**

Event Type	May 2021	June 2021
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

