



San Joaquin County

Emergency Medical Services Agency



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

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Memorandum

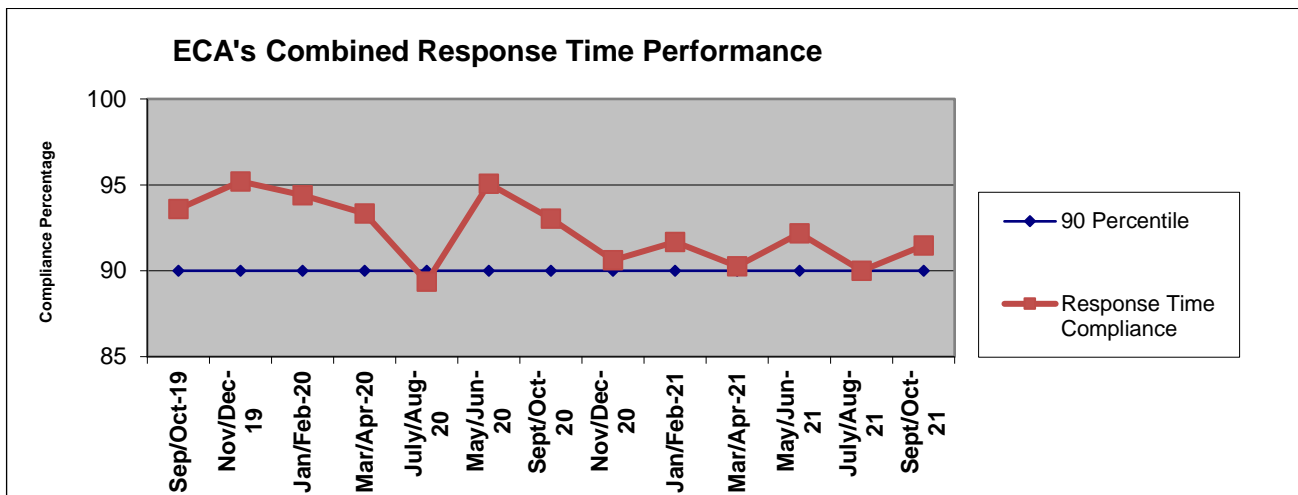
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: December 6, 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 September and October 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 September and October was 91.07% and 91.89% respectively. The combined two-month percentile of 91.48% met the 90th percentile standard set by the County with 130 responses. The complete compliance report for September and October 2021 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems

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Response Time Compliance by Month		2021/09/01 through 2021/09/30				
Compliance Zone	Response Time Standard	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant Yes No	
SJ ZONE F URBAN	8:00	35	5	85.71%		X
SJ ZONE F SUBURBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
All Zones Combined		56	5	91.07%	2	1

Response Time Compliance by Month		2021/10/01 through 2021/10/31				
Compliance Zone	Response Time Standard	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant Yes No	
SJ ZONE F URBAN	8:00	48	4	91.67%	X	
SJ ZONE F SUBURBAN	20:00	21	2	90.48%	X	
SJ ZONE F RURAL	20:00	5	0	100.00%	X	
All Zones Combined		74	6	91.89%	3	0

Fines and Penalties Report

Type of Penalty	Sep 2021	Oct 2021
Late response minutes	\$160	\$230
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	\$160	\$230

Weekly Unit Hour Staffing Report

	Sep 2021	Oct 2021
SJ ZONE F	216	216
Total	216	216

Response Time Analysis By Population

Population Density & Response Time Standard	Sep 2021			Oct 2021		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	35	5	85.71%	48	4	91.67%
Suburban 20:00	14	0	100.00%	21	2	90.48%
Rural 20:00	7	0	100.00%	5	0	100.00%
Total	56	5	91.07%	74	6	91.89%

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Zone Assist		
Compliance Zone	Sep 2021	
	Provider	#
SJ ZONE F URBAN	Manteca	7
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	2
SJ ZONE F RURAL	AMR San Joaquin	1

Zone Assist		
Compliance Zone	Oct 2021	
	Provider	#
SJ ZONE F URBAN	Manteca	3
SJ ZONE F SUBURBAN	Manteca	3
SJ ZONE F RURAL	AMR San Joaquin	1

Detailed Response Time Analysis

Sep 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	74	00:20:06	00:03:19	00:04:11	00:07:09
SJ ZONE F SUBURBAN	30	00:16:27	00:04:17	00:04:26	00:09:10
SJ ZONE F RURAL	16	00:16:23	00:05:13	00:05:51	00:14:23
Total Responses	120				

Detailed Response Time Analysis

Oct 2021					
Compliance Zones	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	59	00:16:50	00:04:30	00:03:14	00:06:59
SJ ZONE F SUBURBAN	28	00:23:47	00:08:33	00:06:11	00:16:07
SJ ZONE F RURAL	9	00:14:55	00:06:17	00:06:01	00:14:15
Total Responses	96				

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Exemption Request Reports				
	Sep 2021		Oct 2021	
Types of Exemptions	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	0	0
Good Cause case-by case	0	0	1	0
Inter-facility- Patient Not Ready Upon Arrival	0	0	0	0
Material Change in dispatch location after the initial dispatch	0	0	0	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	0	0	0	0
Restricted Freeway Access	0	0	0	0
Second or Third Unit in (Multiple) Units to the same Scene/Incident	0	0	0	0
Severe Inclement Weather	0	0	0	0
Unavoidable Delay caused by unreported road construction	0	0	0	0
Wrong Address by Requesting party	0	0	0	0
Zone Assist	0	0	0	0

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Out of County Mutual Aid			
Date	Compliance Zone	Provider	EMD
09/04/2021	OAKDALE	Escalon	26A00- Sick Person
09/05/2021	FARMINGTON	Escalon	29D00- Traffic Accident
09/09/2021	OAKDALE	Escalon	33C01T- Transfer/IFT
09/11/2021	FARMINGTON	Escalon	29D00- Traffic Accident
09/12/2021	OAKDALE	Escalon	10D04- Chest Pain/Discomfort
09/27/2021	OAKDALE	Escalon	26A07- Sick Person
10/10/2021	OAKDALE	Escalon	26D00- Sick Person
10/22/2021	OAKDALE	Escalon	26C02- Sick Person
10/24/2021	FARMINGTON	Escalon	09E00- Cardiac/Resp Arrest
10/27/2021	MODESTO	Escalon	06D02A- Breathing Problems
10/27/2021	OAKDALE	Escalon	17D04- Fall
10/27/2021	OAKDALE	Escalon	31C01- Unconscious/Fainting
10/27/2021	MODESTO	Escalon	10C03- Chest Pain/Discomfort

Failure to Provide Data		
Event Type	Sep 2021	Oct 2021
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		

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