



San Joaquin County Emergency Medical Services Agency



Mailing Address
PO Box 220
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<http://www.sjgov.org/department/ems>

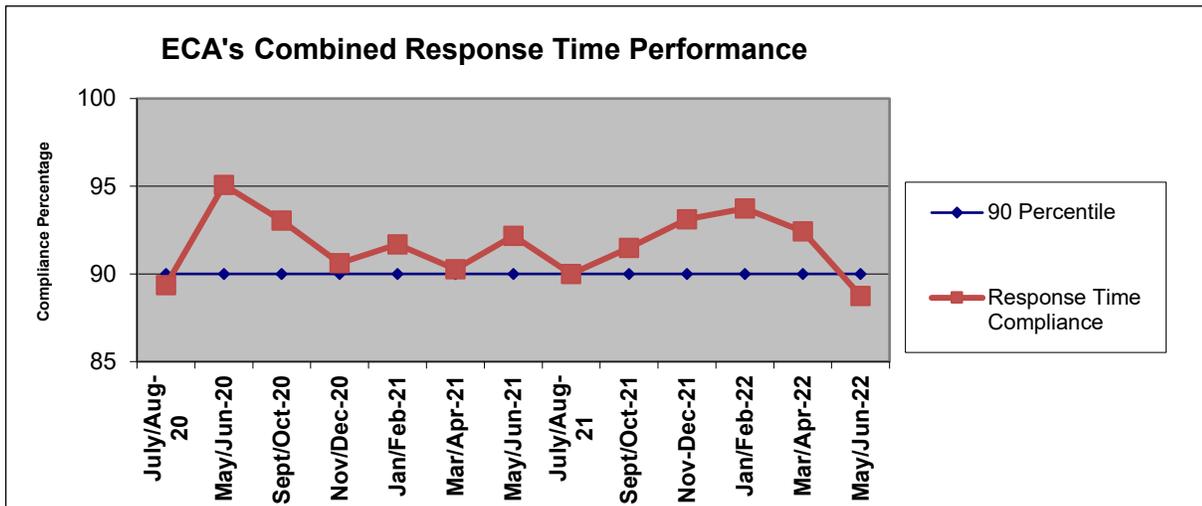
Health Care Services Complex
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505 W. Service Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Natisha Plummer, MA, EMS Analyst
DATE: August 11, 2022
SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone F and the contract compliance for the Emergency Ambulance Provider Escalon Community Ambulance (ECA) for the months of May and June 2022, 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. Performance data in the table below are the result of combining two months in order to ensure that a minimum of 100 responses are measured for statistical relevance.



As shown in the graph above, ECA’s combined two-month percentile of 88.75% did not meet the 90th percentile standard set by San Joaquin County, with 132 responses. The complete compliance report for May and June 2022 may be viewed or downloaded from the EMS Agency’s website: www.sjgov.org/department/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Response Time Compliance by Month		May 2022				
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant	
					Yes	No
SJ ZONE F URBAN	8:00	35	6	82.86%		X
SJ ZONE F SUBURBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
All Zones Combined		60	6	90.00%		

Response Time Compliance by Month		Jun 2022				
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant	
					Yes	No
SJ ZONE F URBAN	8:00	44	9	79.55%		X
SJ ZONE F SUBURBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	0	100.00%	X	
All Zones Combined		72	9	87.50%		

Fines and Penalties Report		
Type of Penalty	May 2022	Jun 2022
Late response minutes	\$290	\$520
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
Totals	\$290	\$520

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Response Time Analysis By Population

Population Density & Response Time Standard	May 2022			Jun 2022		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	35	6	82.86%	44	9	79.55%
Suburban 20:00	15	0	100.00%	15	0	100.00%
Rural 20:00	10	0	100.00%	13	0	100.00%
Total	60	6	90.00%	72	9	87.50%

Detailed Response Time Analysis

May 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	35	16:21	05:57	03:27	10:31
SJ ZONE F SUBURBAN	15	10:02	07:37	01:50	09:47
SJ ZONE F RURAL	10	14:54	11:21	03:08	14:38
Total Responses	60				

Detailed Response Time Analysis

Jun 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	44	17:59	06:41	03:57	14:10
SJ ZONE F SUBURBAN	15	18:41	09:12	04:32	15:20
SJ ZONE F RURAL	13	23:22	12:22	04:30	16:31
Total Responses	72				

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Comparison of Compliance with and without Exemptions

May 2022						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	35	6	82.86%	35	6	82.86%
SJ ZONE F SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE F RURAL	10	0	100.00%	10	0	100.00%
All Zones Combined	60	6	90.00%	60	6	90.00%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Jun 2022						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	44	9	79.55%	44	9	79.55%
SJ ZONE F SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE F RURAL	13	0	100.00%	13	0	100.00%
All Zones Combined	72	9	87.50%	72	9	87.50%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	May 2022	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	5
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	1
	Ripon	2

Zone Assist		
Population Density	Jun 2022	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	1
	Manteca	5
	Ripon	1
SJ ZONE F SUBURBAN	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	2
	Manteca	2

Exemption Request Reports

Types of Exemptions	May 2022		Jun 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
N/A				

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
05/07/2022	MODESTO	Escalon	29A00- Traffic Accident
05/15/2022	OAKDALE	Escalon	01C02- Abdominal Pain
05/15/2022	RIVERBANK	Escalon	10D04- Chest Pain/Discomfort
05/16/2022	OAKDALE	Escalon	26C01- Sick Person
05/21/2022	MODESTO	Escalon	06C01- Breathing Problems
05/21/2022	MODESTO	Escalon	06D01O- Breathing Problems
05/21/2022	OAKDALE	Escalon	06D02- Breathing Problems
06/08/2022	RIVERBANK	Escalon	10D02- Chest Pain/Discomfort
06/11/2022	OAKDALE	Escalon	06E01A- Breathing Problems
06/11/2022	OAKDALE	Escalon	06E01A- Breathing Problems
06/22/2022	OAKDALE	Escalon	17A02P- Fall

Failure to Provide Data

Event Type	May 2022	Jun 2022
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.