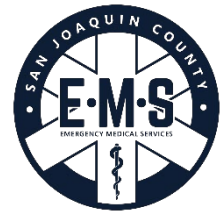




A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



## Memorandum

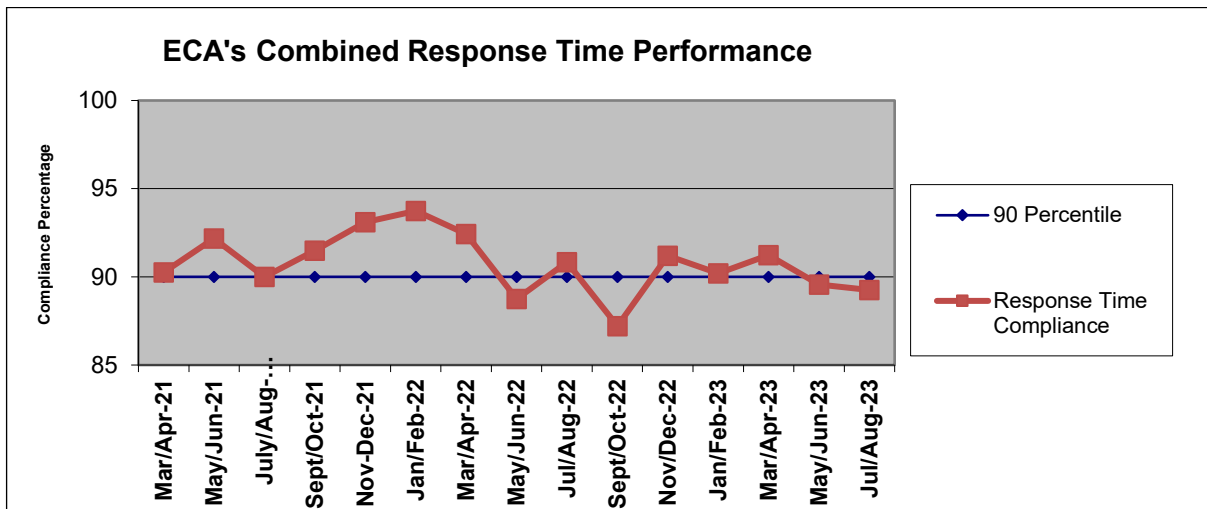
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 18, 2023

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 July and August 2023, 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 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 89.25% did not meet the 90th percentile standard set by San Joaquin County, with 121 responses. The complete compliance report for July and August 2023 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/departments/ems](http://www.sjgov.org/departments/ems)

**Exclusive Emergency Ambulance Provider**  
**Contract Compliance**  
**Escalon Community Ambulance**

<b>Fines and Penalties Report</b>		
<b>Type of Penalty</b>	<b>Jul 2023</b>	<b>Aug 2023</b>
<b>Late response minutes</b>	\$310	\$220
<b>Failure to provide data</b>	N/A	N/A
<b>Preventable mechanical failure</b>	N/A	N/A
<b>Failure to meet staffing and clinical standards</b>	N/A	N/A
<b>Failure to Respond</b>	N/A	N/A
<b>Failure to submit documentation at hospital</b>	N/A	N/A
<b>Other minor breach</b>	N/A	N/A
<b>Totals</b>	\$310	\$220

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Jul 2023			Aug 2023		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	33	6	81.82%	41	6	85.37%
Suburban 20:00	17	1	94.12%	13	0	100.00%
Rural 20:00	10	0	100.00%	7	0	100.00%
<b>Total</b>	<b>60</b>	<b>7</b>	<b>88.33%</b>	<b>61</b>	<b>6</b>	<b>90.16%</b>

Detailed Response Time Analysis

Jul 2023					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	33	18:13	06:59	03:40	11:19
SJ ZONE F SUBURBAN	17	26:11	11:14	05:39	17:33
SJ ZONE F RURAL	10	18:52	13:27	02:45	15:56
<b>Total Responses</b>	<b>60</b>				

Detailed Response Time Analysis

Aug 2023					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	41	16:02	06:00	02:45	08:31
SJ ZONE F SUBURBAN	13	16:56	09:01	02:56	10:56
SJ ZONE F RURAL	7	18:28	12:42	04:37	18:05
<b>Total Responses</b>	<b>61</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

	Jul 2023					
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	33	9	72.73%	33	6	81.82%
SJ ZONE F SUBURBAN	17	1	94.12%	17	1	94.12%
SJ ZONE F RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>60</b>	<b>10</b>	<b>83.33%</b>	<b>60</b>	<b>7</b>	<b>88.33%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

	Aug 2023					
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	41	6	85.37%	41	6	85.37%
SJ ZONE F SUBURBAN	13	0	100.00%	13	0	100.00%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
<b>All Zones Combined</b>	<b>61</b>	<b>6</b>	<b>90.16%</b>	<b>61</b>	<b>6</b>	<b>90.16%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Zone Assist		
Population Density	Jul 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
SJ ZONE F SUBURBAN	Manteca	3
	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	1

Zone Assist		
Population Density	Aug 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	3
	Manteca	1
	Ripon	2
SJ ZONE F SUBURBAN	Manteca	1
	Ripon	2
SJ ZONE F RURAL	AMR San Joaquin	3
	Manteca	1

Exemption Request Reports				
Types of Exemptions	Jul 2023		Aug 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Inaccurate information provided from calling party	1	0	0	0
Unavoidable Delay caused by unreported road construction	1	0	0	0

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
07/09/2023	OAKDALE	Escalon	06E01- Breathing Problems
07/15/2023	RIVERBANK	Escalon	17D00- Fall
07/21/2023	OAKDALE	Escalon	30A01- Traumatic Injuries
07/21/2023	OAKDALE	Escalon	30A01- Traumatic Injuries

Failure to Provide Data		
Event Type	Jul 2023	Aug 2023
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		