



San Joaquin County Emergency Medical Services Agency



Memorandum

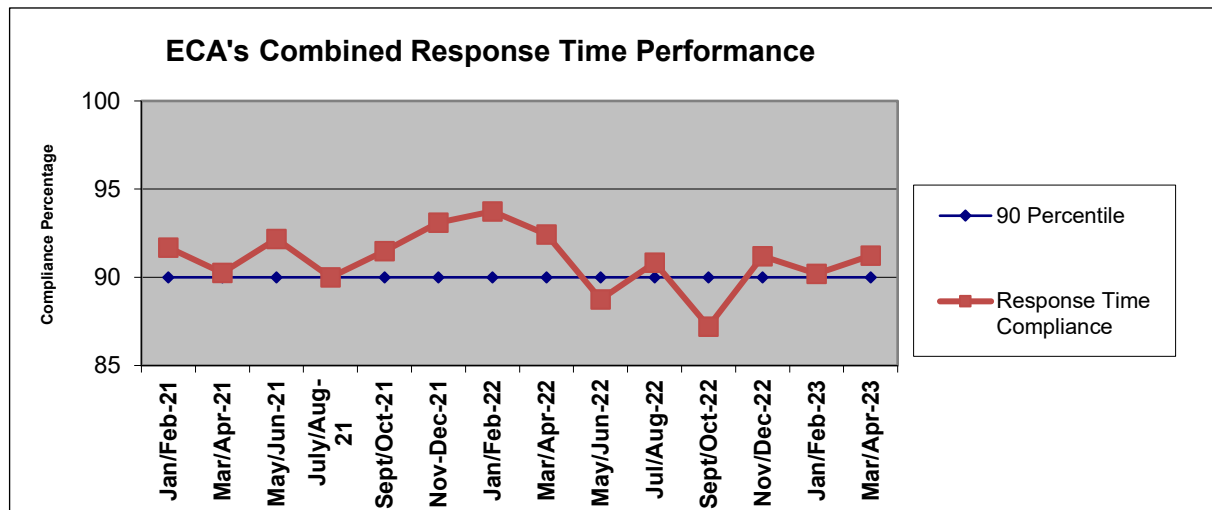
TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: May 17, 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 March and April 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 91.24% met the 90th percentile standard set by San Joaquin County, with 136 responses. The complete compliance report for March and April 2023 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Response Time Compliance by Month		Mar 2023			
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant Yes No
SJ ZONE F URBAN	8:00	51	7	86.27%	X
SJ ZONE F SUBURBAN	20:00	10	0	100.00%	X
SJ ZONE F RURAL	20:00	11	0	100.00%	X
All Zones Combined		72	7	90.28%	

Response Time Compliance by Month		Apr 2023			
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant Yes No
SJ ZONE F URBAN	8:00	41	5	87.80%	X
SJ ZONE F SUBURBAN	20:00	14	0	100.00%	X
SJ ZONE F RURAL	20:00	9	0	100.00%	X
All Zones Combined		64	5	92.19%	

Fines and Penalties Report		
Type of Penalty	Mar 2023	Apr 2023
Late response minutes	\$460	\$250
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	\$460	\$250

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Detailed Response Time Analysis

Mar 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	51	25:22	07:02	04:40	14:04
SJ ZONE F SUBURBAN	10	11:24	08:40	01:30	10:18
SJ ZONE F RURAL	11	22:03	13:24	05:02	18:53
Total Responses	72				

Detailed Response Time Analysis

Apr 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	41	15:40	05:38	03:07	08:43
SJ ZONE F SUBURBAN	14	16:04	07:59	03:27	11:57
SJ ZONE F RURAL	9	22:40	13:14	04:58	18:55
Total Responses	64				

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Comparison of Compliance with and without Exemptions

Mar 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	51	10	80.39%	51	7	86.27%
SJ ZONE F SUBURBAN	10	0	100.00%	10	0	100.00%
SJ ZONE F RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	72	10	86.11%	72	7	90.28%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Apr 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	5	87.80%	41	5	87.80%
SJ ZONE F SUBURBAN	14	1	92.86%	14	0	100.00%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	64	6	90.63%	64	5	92.19%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Mar 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	1
	Manteca	7
	Ripon	2
SJ ZONE F SUBURBAN	--	0
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	2

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

Exemption Request Reports				
Types of Exemptions	Mar 2023		Apr 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Good Cause case-by case	1	0	0	0
Reduced Code from Code 3 to Code 2 by on-scene Responders,Dispatch	1	0	0	0

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
04/26/2023	RIVERBANK	Escalon	13C01- Diabetic Problem

Failure to Provide Data		
Event Type	Mar 2023	Apr 2023
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		