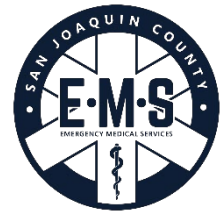




A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



## Memorandum

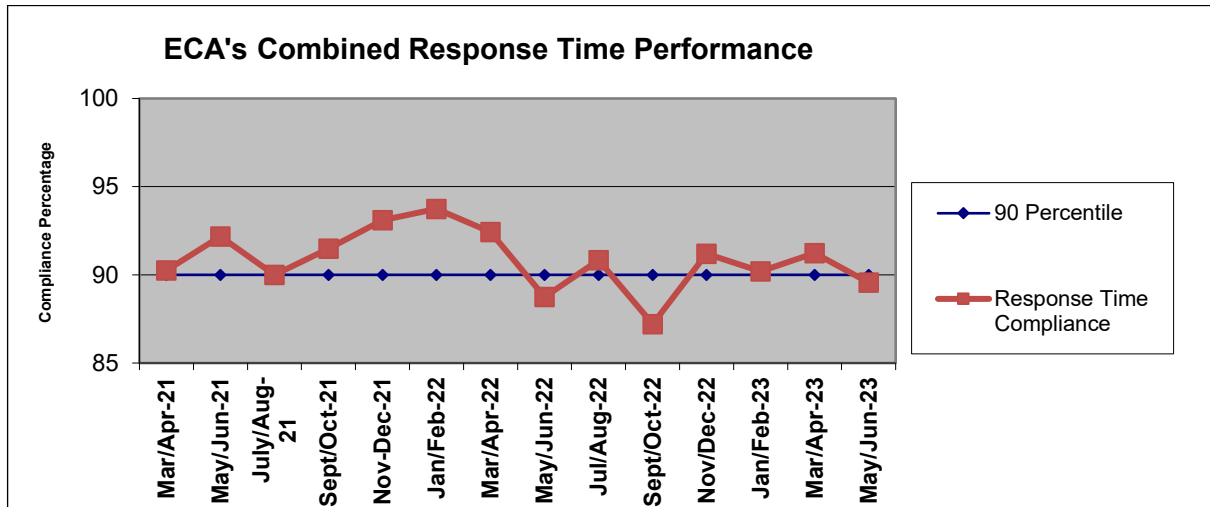
TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: July 12, 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 May and June 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 89.57% did not meet the 90th percentile standard set by San Joaquin County, with 122 responses. The complete compliance report for May and June 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

Fines and Penalties Report		
Type of Penalty	May 2023	Jun 2023
Late response minutes	\$470	\$140
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
<b>Totals</b>	\$470	\$140

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	May 2023			Jun 2023		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	43	9	79.07%	33	4	87.88%
Suburban 20:00	12	0	100.00%	16	0	100.00%
Rural 20:00	10	0	100.00%	8	0	100.00%
<b>Total</b>	<b>65</b>	<b>9</b>	<b>86.15%</b>	<b>57</b>	<b>4</b>	<b>92.98%</b>

Detailed Response Time Analysis

May 2023					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	43	17:59	06:39	03:41	11:59
SJ ZONE F SUBURBAN	12	18:48	09:56	03:30	13:21
SJ ZONE F RURAL	10	23:25	12:59	05:17	17:05
<b>Total Responses</b>	<b>65</b>				

Detailed Response Time Analysis

Jun 2023					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	33	13:47	06:17	02:13	07:59
SJ ZONE F SUBURBAN	16	17:20	07:58	03:42	12:35
SJ ZONE F RURAL	8	18:20	13:18	04:36	17:10
<b>Total Responses</b>	<b>57</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

Population Density	May 2023			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	43	12	72.09%	43	9	79.07%
SJ ZONE F SUBURBAN	12	0	100.00%	12	0	100.00%
SJ ZONE F RURAL	10	0	100.00%	10	0	100.00%
<b>All Zones Combined</b>	<b>65</b>	<b>12</b>	<b>81.54%</b>	<b>65</b>	<b>9</b>	<b>86.15%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Population Density	Jun 2023			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	33	4	87.88%	33	4	87.88%
SJ ZONE F SUBURBAN	16	0	100.00%	16	0	100.00%
SJ ZONE F RURAL	8	0	100.00%	8	0	100.00%
<b>All Zones Combined</b>	<b>57</b>	<b>4</b>	<b>92.98%</b>	<b>57</b>	<b>4</b>	<b>92.98%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
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**Zone Assist**

Population Density	May 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	3
	Manteca	6
	Ripon	2
SJ ZONE F SUBURBAN	AMR San Joaquin	2
	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	1

**Zone Assist**

Population Density	Jun 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	2
	Manteca	5
SJ ZONE F SUBURBAN	Manteca	3
SJ ZONE F RURAL	AMR San Joaquin	4
	Manteca	1

**Exemption Request Reports**

**Out of County Mutual Aid**

Date	Location	Ambulance Service Provider	Dispatch Determinant
05/08/2023	MODESTO	Escalon	02D01- Allergies/Envenomation
06/04/2023	OAKDALE	Escalon	21D05M- Hemorrhage/Laceration

**Failure to Provide Data**

Event Type	May 2023	Jun 2023
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.