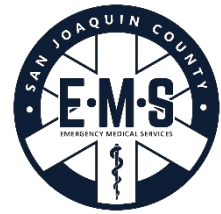




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

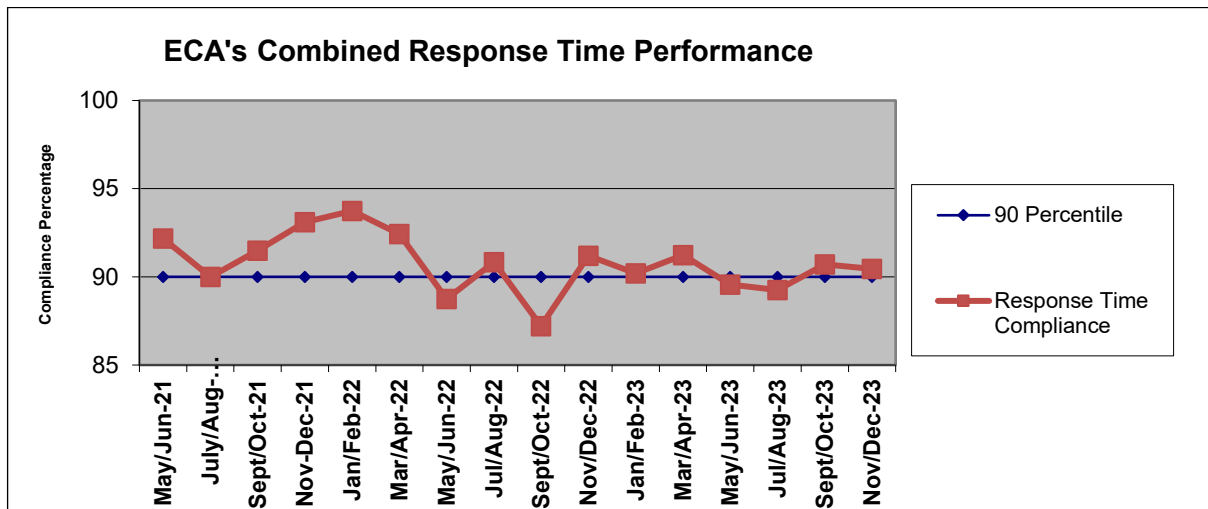
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: February 22, 2024

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 November and December 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 90.46% met the 90th percentile standard set by San Joaquin County, with 149 responses. The complete compliance report for November and December 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

Fines and Penalties Report		
Type of Penalty	Nov 2023	Dec 2023
Late response minutes	\$310	\$310
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	\$310	\$310

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Nov 2023			Dec 2023		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	45	7	84.44%	50	5	90.00%
Suburban 20:00	17	1	94.12%	21	1	95.24%
Rural 20:00	7	0	100.00%	9	0	100.00%
Total	69	8	88.41%	80	6	92.50%

Detailed Response Time Analysis

Nov 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	45	17:15	06:35	03:07	11:11
SJ ZONE F SUBURBAN	17	20:05	09:40	03:27	12:38
SJ ZONE F RURAL	7	18:10	13:28	03:26	16:49
Total Responses	69				

Detailed Response Time Analysis

Dec 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	50	16:48	05:51	03:09	08:02
SJ ZONE F SUBURBAN	21	22:12	08:59	04:42	13:36
SJ ZONE F RURAL	9	23:33	13:00	05:09	17:48
Total Responses	80				

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

Population Density	Nov 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	45	9	80.00%	45	7	84.44%
SJ ZONE F SUBURBAN	17	1	94.12%	17	1	94.12%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	69	10	85.51%	69	8	88.41%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Population Density	Dec 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	50	7	86.00%	50	5	90.00%
SJ ZONE F SUBURBAN	21	2	90.48%	21	1	95.24%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	80	9	88.75%	80	6	92.50%
* 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	Nov 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	1

Zone Assist

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

Exemption Request Reports

Types of Exemptions	Nov 2023		Dec 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	1	0	0	0
Good Cause case-by case	1	0	0	0
Zone Assist	0	0	1	0

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
11/15/2023	RIVERBANK	Escalon	26D01- Sick Person
12/29/2023	MODESTO	Escalon	01D01- Abdominal Pain

Failure to Provide Data

Event Type	Nov 2023	Dec 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.