



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

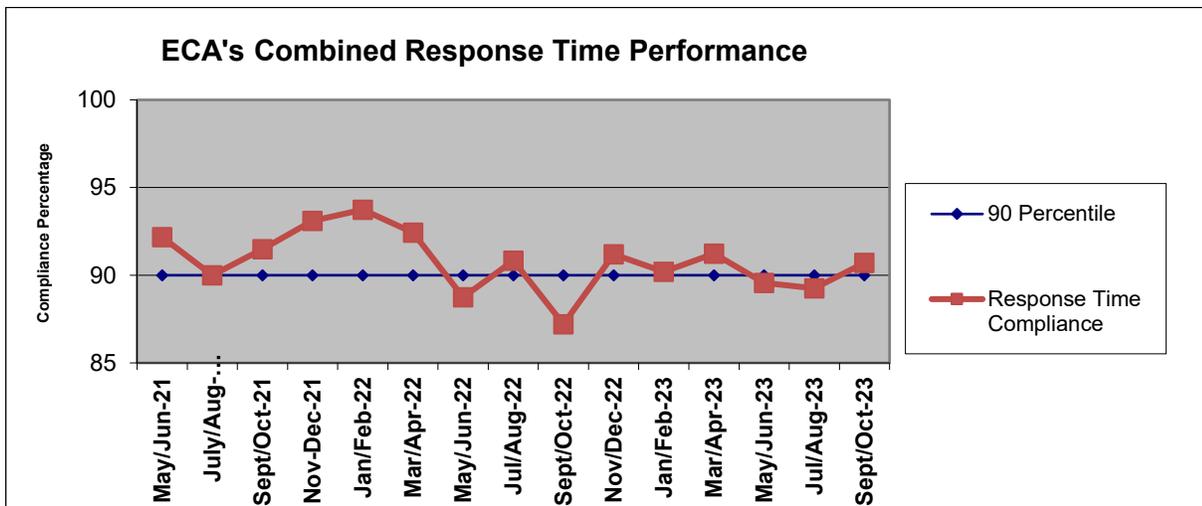
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: November 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 September and October 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 90.71% met the 90th percentile standard set by San Joaquin County, with 137 responses. The complete compliance report for September and October 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	Sep 2023	Oct 2023
Late response minutes	\$200	\$370
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	\$200	\$370

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Response Time Analysis By Population

Population Density & Response Time Standard	Sep 2023			Oct 2023		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	36	4	88.89%	42	9	78.57%
Suburban 20:00	16	0	100.00%	19	0	100.00%
Rural 20:00	12	0	100.00%	12	0	100.00%
Total	64	4	93.75%	73	9	87.67%

Detailed Response Time Analysis

Sep 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	36	19:21	06:03	03:19	09:23
SJ ZONE F SUBURBAN	16	14:43	08:46	02:52	13:22
SJ ZONE F RURAL	12	23:23	12:04	05:29	15:35
Total Responses	64				

Detailed Response Time Analysis

Oct 2023

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	42	16:53	06:53	03:11	11:30
SJ ZONE F SUBURBAN	19	15:46	09:01	03:39	13:14
SJ ZONE F RURAL	12	15:36	12:09	02:42	14:44
Total Responses	73				

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Comparison of Compliance with and without Exemptions

Sep 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	36	5	86.11%	36	4	88.89%
SJ ZONE F SUBURBAN	16	0	100.00%	16	0	100.00%
SJ ZONE F RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	64	5	92.19%	64	4	93.75%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Oct 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	42	11	73.81%	42	9	78.57%
SJ ZONE F SUBURBAN	19	0	100.00%	19	0	100.00%
SJ ZONE F RURAL	12	0	100.00%	12	0	100.00%
All Zones Combined	73	11	84.93%	73	9	87.67%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Sep 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
SJ ZONE F SUBURBAN	Manteca	2
SJ ZONE F RURAL	AMR San Joaquin	4
	Manteca	2

Zone Assist		
Population Density	Oct 2023	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	9
SJ ZONE F SUBURBAN	Manteca	4
SJ ZONE F RURAL	AMR San Joaquin	1

Exemption Request Reports

Types of Exemptions	Sep 2023		Oct 2023	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	1	0
Good Cause case-by case	0	0	1	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
09/09/2023	MODESTO	Escalon	10D02- Chest Pain/Discomfort
10/05/2023	CERES	Escalon	26D01- Sick Person
10/27/2023	RIVERBANK	Escalon	06C01- Breathing Problems

Failure to Provide Data

Event Type	Sep 2023	Oct 2023
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		