



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



## Memorandum

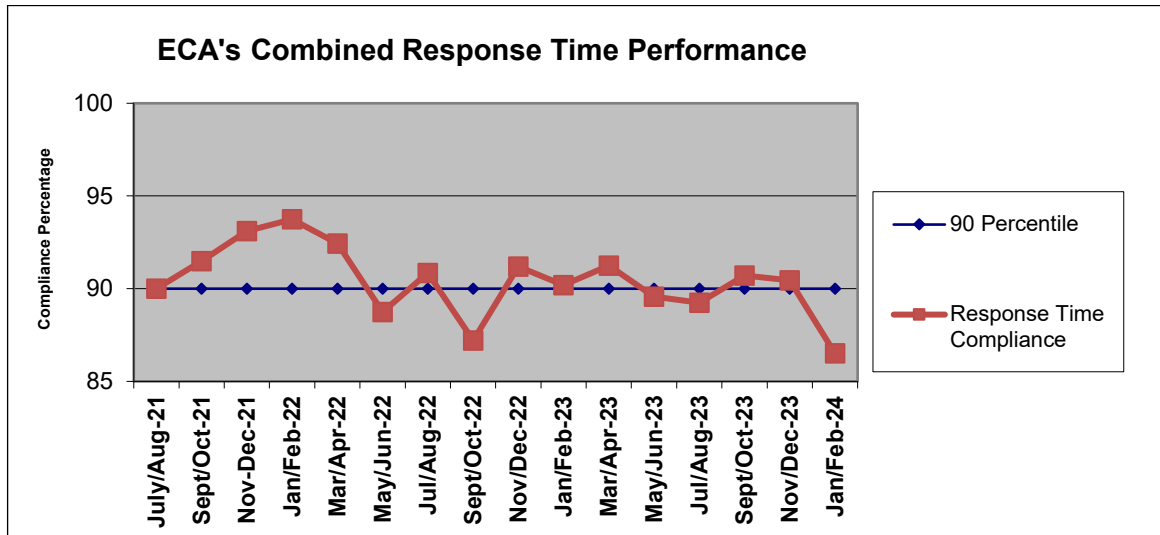
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: April 2, 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 January and February 2024, 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 86.51% did not meet the 90th percentile standard set by San Joaquin County, with 126 responses. The complete compliance report for January and February 2024 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	Jan 2024	Feb 2024
Late response minutes	\$380	\$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
<b>Totals</b>	\$380	\$370

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Response Time Analysis By Population

Population Density & Response Time Standard	Jan 2024			Feb 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	40	8	80.00%	44	9	79.55%
Suburban 20:00	11	0	100.00%	11	0	100.00%
Rural 20:00	12	0	100.00%	8	0	100.00%
<b>Total</b>	<b>63</b>	<b>8</b>	<b>87.30%</b>	<b>63</b>	<b>9</b>	<b>85.71%</b>

Detailed Response Time Analysis

Jan 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	40	18:42	06:42	03:40	11:17
SJ ZONE F SUBURBAN	11	18:29	09:53	04:16	16:45
SJ ZONE F RURAL	12	18:56	14:42	02:45	17:28
<b>Total Responses</b>	<b>63</b>				

Detailed Response Time Analysis

Feb 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	44	16:32	06:29	03:16	09:10
SJ ZONE F SUBURBAN	11	10:51	08:26	01:54	10:29
SJ ZONE F RURAL	8	21:53	14:08	04:07	19:01
<b>Total Responses</b>	<b>63</b>				

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Comparison of Compliance with and without Exemptions

Population Density	Jan 2024			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	40	9	77.50%	40	8	80.00%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	12	0	100.00%	12	0	100.00%
<b>All Zones Combined</b>	<b>63</b>	<b>9</b>	<b>85.71%</b>	<b>63</b>	<b>8</b>	<b>87.30%</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	Feb 2024			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	44	10	77.27%	44	9	79.55%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	8	0	100.00%	8	0	100.00%
<b>All Zones Combined</b>	<b>63</b>	<b>10</b>	<b>84.13%</b>	<b>63</b>	<b>9</b>	<b>85.71%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Jan 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	Manteca	1

Zone Assist		
Population Density	Feb 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	2
	Ripon	2
SJ ZONE F SUBURBAN	--	0
SJ ZONE F RURAL	Manteca	2
	Ripon	2

**Exemption Request Reports**

Types of Exemptions	Jan 2024		Feb 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Severe Inclement Weather	1	0	0	0

**Out of County Mutual Aid**

Date	Location	Ambulance Service Provider	Dispatch Determinant
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**Failure to Provide Data**

Event Type	Jan 2024	Feb 2024
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type