



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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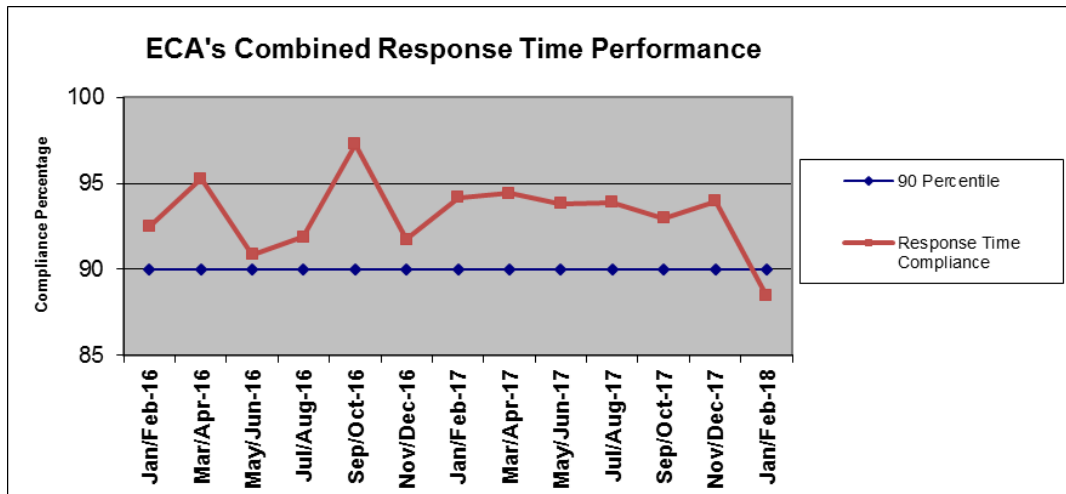
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: April 11, 2018
SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Contract

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of January and February 2018, 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. ECA's response time compliance did not exceed the 90th percentile standard set by the County for January with 86.27% and February with 90.57%. The combined two-month

percentile with 104 responses for January and February was 88.46%.

The complete compliance report for January and February 2018 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance**

Response Time Compliance Report by 31 Day Rolling Period

| January 1, 2018 through January 31, 2018 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 35 | 7 | 80.00% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 10 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 6 | 0 | 100.00% | X | |
| All Zones Combined | | 51 | 7 | 86.27% | 2 | 1 |

Response Time Compliance Report by 28 Day Rolling Period

| February 1, 2018 through February 28, 2018 | | | | | | |
|--|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 38 | 5 | 86.84% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 7 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 8 | 0 | 100.00% | X | |
| All Zones Combined | | 53 | 5 | 90.57% | 2 | 1 |

Fines and Penalties Report

| Type of Penalty | January 2018 | February 2018 |
|---|--------------|---------------|
| Late response minutes | \$310 | \$250 |
| Failure to provide data | \$0 | \$0 |
| Preventable mechanical failure | \$0 | \$0 |
| Failure to meet staffing and clinical standards | \$0 | \$0 |
| Failure to respond | \$0 | \$0 |
| Failure to submit documentation at hospital | \$0 | \$0 |
| Other minor breach | \$0 | \$0 |
| Totals | \$310 | \$250 |

Weekly Unit Hour Staffing Report

| | January 2018 | February 2018 |
|--------------|--------------|---------------|
| SJ ZONE F | 293 | 257 |
| Total | 293 | 257 |

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

| Population Density & Response Time Standard | January 2018 | | | February 2018 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 35 | 7 | 80.00% | 38 | 5 | 86.84% |
| Suburban 20:00 | 10 | 0 | 100.00% | 7 | 0 | 100.00% |
| Rural 20:00 | 6 | 0 | 100.00% | 8 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 51 | 7 | 86.27% | 53 | 5 | 90.57% |

Mutual Aid Incidents

| January 2018 | | | February 2018 | | |
|---------------------|--------------------|---------------------|---------------------|-----------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F RURAL | 2 | AMR San Joaquin | SJ ZONE F RURAL | 3 |
| MDAS | SJ ZONE F SUBURBAN | 1 | MDAS | SJ ZONE F URBAN | 4 |
| MDAS | SJ ZONE F URBAN | 3 | | | |
| Total | | 6 | | | 7 |

Detailed Response Time Analysis January 2018

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|---------------------------------|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE F URBAN | 35 | 1:29 | 16:27 | 6:08 | 3:36 | 9:02 |
| SJ ZONE F SUBURBAN | 10 | 1:13 | 16:26 | 8:27 | 3:40 | 10:48 |
| SJ ZONE F RURAL | 6 | 9:37 | 16:41 | 12:29 | 2:31 | 16:41 |
| All Urban Compliance Areas | 35 | 1:29 | 16:27 | 6:08 | 3:36 | 9:02 |
| All Suburban Compliance Areas | 10 | 1:13 | 16:26 | 8:27 | 3:40 | 10:48 |
| All Rural Compliance Areas | 6 | 9:37 | 16:41 | 12:29 | 2:31 | 16:41 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis February 2018

| Compliance Area | Responses | Response Time Interval Minimum | Response Time Interval Maximum | Response Time Interval Mean | Standard Deviation | Response Time Interval 90th Percentile |
|---------------------------------|-----------|--------------------------------|--------------------------------|-----------------------------|--------------------|--|
| SJ ZONE F URBAN | 38 | 2:14 | 17:02 | 5:53 | 3:07 | 9:05 |
| SJ ZONE F SUBURBAN | 7 | 5:47 | 12:25 | 7:40 | 2:08 | 12:25 |
| SJ ZONE F RURAL | 8 | 6:52 | 15:34 | 10:57 | 2:29 | 15:34 |
| All Urban Compliance Areas | 38 | 2:14 | 17:02 | 5:53 | 3:07 | 9:05 |
| All Suburban Compliance Areas | 7 | 5:47 | 12:25 | 7:40 | 2:08 | 12:25 |
| All Rural Compliance Areas | 8 | 6:52 | 15:34 | 10:57 | 2:29 | 15:34 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
January 2018**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------|-------------------------|-------------------|
| 01/07/2018 | 18003637 | F URBAN | Weather | | Not Exempt |

**Exemption Request Report
February 2018**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|-------------------------|-----------------|------|-----------------------------|-------------------------|-------------------|
| No Exemptions Requested | | | | | |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| Zone | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Monthly Average |
| F URBAN | 91% | 93% | 80% | 100% | 90% | 93% | 90% | 85% | 92% | 92% | 80% | 87% | 89.5% |
| F SUBURBAN | 100% | 100% | 100% | 100% | 95% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| F RURAL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 89% | 100% | 100% | 100% | 99.1% |
| All Zones | 94% | 95% | 88% | 100% | 92% | 96% | 94% | 92% | 94% | 94% | 86% | 91% | 92.9% |

Failure to Provide Data

| Event Type | January 2018 | February 2018 |
|------------|--------------|---------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |

