



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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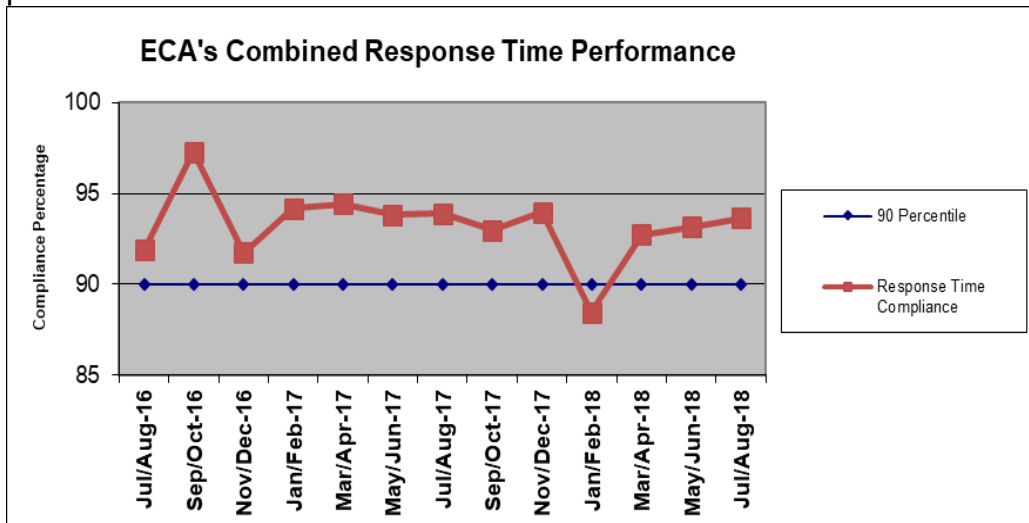
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: October 10, 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 July and August 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 exceeded the 90th percentile standard set by the County for July with 93.24% and August with 94.12%. The combined two-month percentile with 142 responses for July and August was 93.66%.

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

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

Response Time Compliance Report by 31 Day Rolling Period

July 1, 2018 through July 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	5	85.71%		X
SJ ZONE F SUBRUBAN	20:00	23	0	100.00%	X	
SJ ZONE F RURAL	20:00	16	0	100.00%	X	
All Zones Combined		74	5	93.24%	2	1

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2018 through August 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	40	4	90.00%	X	
SJ ZONE F SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		68	4	94.12%	3	0

Fines and Penalties Report

Type of Penalty	July 2018	August 2018
Late response minutes	\$140	\$140
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	\$140	\$140

Weekly Unit Hour Staffing Report

	July 2018	August 2018
SJ ZONE F	257	244
Total	257	244

*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	July 2018			August 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	5	85.71%	40	4	90.00%
Suburban 20:00	23	0	100.00%	20	0	100.00%
Rural 20:00	16	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	74	5	93.24%	68	4	94.12%

Mutual Aid Incidents

July 2018			August 2018		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F RURAL	2	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F SUBURBAN	2	MDAS	SJ ZONE F URBAN	2
MDAS	SJ ZONE F URBAN	1			
Total		5			3

Detailed Response Time Analysis July 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	2:17	14:46	5:37	2:21	8:25
SJ ZONE F SUBURBAN	23	2:03	18:49	8:18	3:53	13:24
SJ ZONE F RURAL	16	8:13	16:01	11:53	2:24	15:29
All Urban Compliance Areas	35	2:17	14:46	5:37	2:21	8:25
All Suburban Compliance Areas	23	2:03	18:49	8:18	3:53	13:24
All Rural Compliance Areas	16	8:13	16:01	11:53	2:24	15:29
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 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	40	0:07	15:08	5:29	2:47	8:36
SJ ZONE F SUBURBAN	20	2:15	12:27	7:00	2:36	10:53
SJ ZONE F RURAL	8	5:08	16:11	12:16	3:16	16:11
All Urban Compliance Areas	40	0:07	15:08	5:29	2:47	8:36
All Suburban Compliance Areas	20	2:15	12:27	7:00	2:36	10:53
All Rural Compliance Areas	8	5:08	16:11	12:16	3:16	16:11
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2018**

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

**Exemption Request Report
August 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/04/2018	18114530	F URBAN	Delayed Reporting on Scene		Exempt
08/21/2018	18123744	F URBAN	Bad Location / Address		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Monthly Average
F URBAN	90%	85%	92%	92%	80%	87%	90%	89%	94%	83%	86%	90%	88.3%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	99.4%
F RURAL	100%	100%	89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.2%
All Zones	94%	92%	94%	94%	86%	91%	93%	92%	97%	89%	93%	94%	92.5%

Failure to Provide Data

Event Type	July 2018	August 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

