



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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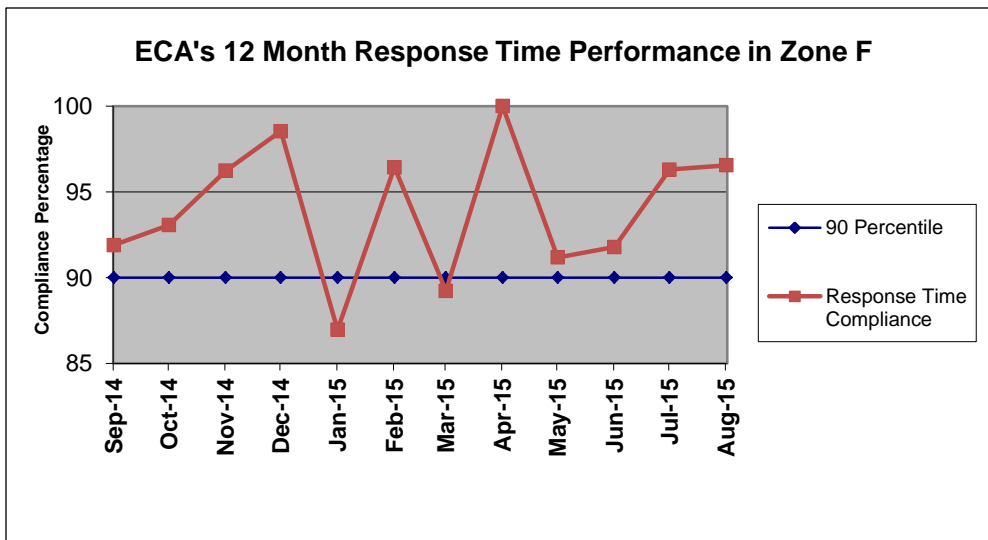
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: December 21, 2015

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of July and August 2015 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 July and August 2015 compliance met the 90th percentile standard with 96.30% in July and 96.55% in August.

The complete compliance report for July and August 2015 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems.

Note: Exemption requests for late calls meeting specific criteria were not calculated into the monthly response time compliance prior to November, 2014

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

Response Time Compliance Report by 31 Day Rolling Period

July 1, 2015 through July 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	57	3	94.74%	X	
SJ ZONE F SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
All Zones Combined		81	3	96.30%	3	0

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2015 through August 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	35	1	97.14%	X	
SJ ZONE F SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	1	90.00%	X	
All Zones Combined		58	2	96.55%	3	0

Fines and Penalties Report

Type of Penalty	July 2015	August 2015
Late response minutes	\$100	\$30
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	\$100	\$30

Weekly Unit Hour Staffing Report

	July 2015	August 2015
SJ ZONE F	228.7	238.7
Total	228.7	238.7

*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 2015			August 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	57	3	94.74%	35	1	97.14%
Suburban 20:00	13	0	100.00%	13	0	100.00%
Rural 20:00	11	0	100.00%	10	1	90.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	81	3	96.30%	58	2	96.55%

Mutual Aid Incidents

July 2015			August 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	3	AMR San Joaquin	SJ ZONE F RURAL	2
Oak Valley Amb	SJ ZONE F SUBURBAN	1	Oak Valley Amb	SJ ZONE F RURAL	2
Oak Valley Amb	SJ ZONE F URBAN	4			
Total		8			4

Detailed Response Time Analysis July 2015

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	57	0:04	17:05	4:57	3:02	8:10
SJ ZONE F SUBURBAN	13	4:52	16:30	8:10	3:08	11:20
SJ ZONE F RURAL	11	0:06	18:01	8:43	5:46	15:58
All Urban Compliance Areas	57	0:04	17:05	4:57	3:02	8:10
All Suburban Compliance Areas	13	4:52	16:30	8:10	3:08	11:20
All Rural Compliance Areas	11	0:06	18:01	8:43	5:46	15:58
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 2015

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	0:04	9:48	4:38	2:20	6:58
SJ ZONE F SUBURBAN	13	4:18	15:13	8:02	2:58	10:27
SJ ZONE F RURAL	10	6:26	20:38	14:10	5:03	19:36
All Urban Compliance Areas	35	0:04	9:48	4:38	2:20	6:58
All Suburban Compliance Areas	13	4:18	15:13	8:02	2:58	10:27
All Rural Compliance Areas	10	6:26	20:38	14:10	5:03	19:36
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/04/2015	15095882	F URBAN	Adjusted time based on call audit		Exempt
07/09/2015	15098742	F URBAN	Delayed Reporting on Scene		Exempt
07/12/2015	15100150	F URBAN	Adjusted time based on call audit		Exempt

**Exemption Request Report
August 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/28/2015	15124627	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Monthly Average
F URBAN	90%	92%	94%	98%	79%	94%	100%	84%	88%	88%	95%	97%	91.1%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	99.0%
All Zones	92%	93%	96%	99%	87%	96%	100%	89%	91%	92%	96%	97%	94.0%

Failure to Provide Data

Event Type	July 2015	August 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

