



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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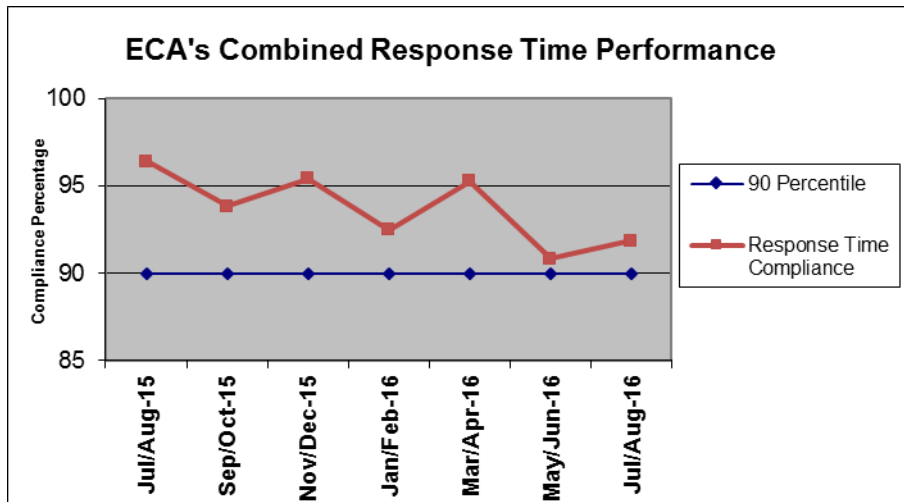
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## Memorandum

TO: All Interested Parties  
FROM: Rick Jones, EMS Analyst  
DATE: January 3, 2017

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 2016 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 compliance was at 86.67% in July and 96.83 in August for a combined two-month compliance of 91.87% based on 123 responses. As illustrated by the chart, ECA is consistently above the 90<sup>th</sup> percentile when months are combined to increase statistical relevance.

The complete compliance report for July and August 2016 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

July 1, 2016 through July 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	34	4	88.24%		X
SJ ZONE F SUBRUBAN	20:00	14	1	92.86%	X	
SJ ZONE F RURAL	20:00	12	3	75.00%		X
<b>All Zones Combined</b>		<b>60</b>	<b>8</b>	<b>86.67%</b>	<b>1</b>	<b>2</b>

**Response Time Compliance Report by 31 Day Rolling Period**

August 1, 2016 through August 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	37	2	94.59%	X	
SJ ZONE F SUBRUBAN	20:00	17	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
<b>All Zones Combined</b>		<b>63</b>	<b>2</b>	<b>96.83%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	July 2016	August 2016
Late response minutes	\$340	\$40
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
<b>Totals</b>	<b>\$340</b>	<b>\$40</b>

**Weekly Unit Hour Staffing Report**

	July 2016	August 2016
SJ ZONE F	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

\*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 2016			August 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	34	4	88.24%	37	2	94.59%
Suburban 20:00	14	1	92.86%	17	0	100.00%
Rural 20:00	12	3	75.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>60</b>	<b>8</b>	<b>86.67%</b>	<b>63</b>	<b>2</b>	<b>96.83%</b>

## Mutual Aid Incidents

July 2016			August 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F RURAL	2	AMR San Joaquin	SJ ZONE F RURAL	2
MDAS	SJ ZONE F SUBURBAN	2	AMR San Joaquin	SJ ZONE F URBAN	1
MDAS	SJ ZONE F URBAN	3	MDAS	SJ ZONE F SUBURBAN	2
			MDAS	SJ ZONE F URBAN	2
<b>Total</b>		<b>7</b>			<b>7</b>

## Detailed Response Time Analysis July 2016

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	34	0:16	22:52	5:49	3:47	8:57
SJ ZONE F SUBURBAN	14	4:28	22:25	9:43	5:02	19:07
SJ ZONE F RURAL	12	6:30	25:24	14:11	5:52	23:17
All Urban Compliance Areas	34	0:16	22:52	5:49	3:47	8:57
All Suburban Compliance Areas	14	4:28	22:25	9:43	5:02	19:07
All Rural Compliance Areas	12	6:30	25:24	14:11	5:52	23:17
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis August 2016

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	37	1:25	10:29	5:09	1:58	8:03
SJ ZONE F SUBURBAN	17	3:18	19:40	9:07	3:50	12:59
SJ ZONE F RURAL	9	2:48	16:15	11:32	4:20	16:15
All Urban Compliance Areas	37	1:25	10:29	5:09	1:58	8:03
All Suburban Compliance Areas	17	3:18	19:40	9:07	3:50	12:59
All Rural Compliance Areas	9	2:48	16:15	11:32	4:20	16:15
All Wilderness Compliance Areas	0					

**Exemption Request Report  
July 2016**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>EMS Agency Action</b>
No exemptions requested					

**Exemption Request Report  
August 2016**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>EMS Agency Action</b>
08/15/2016	16119259	F URBAN	Adjusted time based on call audit		Exempt
08/28/2016	16126254	F URBAN	Adjusted time based on call audit		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>May 16</b>	<b>Jun 16</b>	<b>Jul 16</b>	<b>Aug 16</b>	<b>Monthly Average</b>
F URBAN	100%	93%	93%	96%	94%	86%	95%	92%	91%	77%	88%	95%	91.5%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	99.4%
F RURAL	100%	100%	100%	89%	100%	89%	90%	100%	100%	92%	75%	100%	93.3%
<b>All Zones</b>	<b>100%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>	<b>96%</b>	<b>89%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>87%</b>	<b>87%</b>	<b>97%</b>	<b>93.8%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>July 2016</b>	<b>August 2016</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

