



# San Joaquin County Emergency Medical Services Agency



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

Mailing Address  
PO Box 220  
French Camp, CA 95231

Health Care Services Complex  
Benton Hall  
500 W. Hospital Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

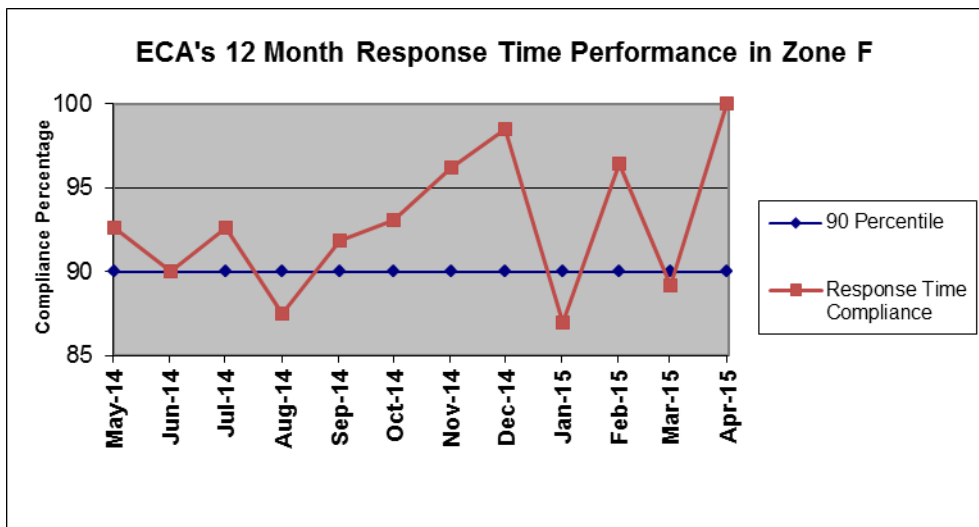
Fax Number  
(209) 468-6725

## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: July 28, 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 March and April 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 AMR's operational, clinical, and administrative performance.



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

ECA's March 2015 compliance dropped below the 90<sup>th</sup> percentile standard with 89.23% (7 of 65 responses). ECA's non-functional Automatic Vehicle Locator (AVL) prevented the EMS Agency from validating ECA's exemption requests. ECA's response time compliance was 100% in April, 2015.

The complete compliance report for March and April 2015 may be viewed or downloaded from the EMS Agency's website: [www.sigov.org/ems](http://www.sigov.org/ems).

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

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

March 1, 2015 through March 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	34	0	100.00%	X	
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F RURAL	20:00	12	0	100.00%	X	
<b>All Zones Combined</b>		<b>62</b>	<b>0</b>	<b>100.00%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 30 Day Rolling Period**

April 1, 2015 through April 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	43	7	83.72%		X
SJ ZONE F SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE F RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>65</b>	<b>7</b>	<b>89.23%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	March 2015	April 2015
Late response minutes	\$0	\$180
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>\$0</b>	<b>\$180</b>

**Weekly Unit Hour Staffing Report**

	March 2015	April 2015
SJ ZONE F	67.7	56.5
<b>Total</b>	<b>67.7</b>	<b>56.5</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	March 2015			April 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	34	0	100.00%	43	7	83.72%
Suburban 20:00	16	0	100.00%	16	0	100.00%
Rural 20:00	12	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>62</b>	<b>0</b>	<b>100.00%</b>	<b>65</b>	<b>7</b>	<b>89.23%</b>

## Mutual Aid Incidents

March 2015			April 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	AMR Stanislaus	SJ ZONE F URBAN	1
Oak Valley Amb	SJ ZONE F URBAN	1	Oak Valley Amb	SJ ZONE F URBAN	1
Unknown	SJ ZONE F URBAN	1			
<b>Total</b>		<b>3</b>			<b>2</b>

## Detailed Response Time Analysis March 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	34	0:03	7:01	4:01	1:39	5:38
SJ ZONE F SUBURBAN	16	0:03	11:01	6:37	3:02	10:09
SJ ZONE F RURAL	12	0:20	14:33	8:40	3:53	14:01
All Urban Compliance Areas	34	0:03	7:01	4:01	1:39	5:38
All Suburban Compliance Areas	16	0:03	11:01	6:37	3:02	10:09
All Rural Compliance Areas	12	0:20	14:33	8:40	3:53	14:01
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis April 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	43	0:03	12:12	5:15	2:45	9:02
SJ ZONE F SUBURBAN	16	0:10	14:46	7:46	3:16	12:33
SJ ZONE F RURAL	6	6:42	15:06	11:06	2:00	15:06
All Urban Compliance Areas	43	0:03	12:12	5:15	2:45	9:02
All Suburban Compliance Areas	16	0:10	14:46	7:46	3:16	12:33
All Rural Compliance Areas	6	6:42	15:06	11:06	2:00	15:06
All Wilderness Compliance Areas	0					

**Exemption Request Report  
March 2015**

<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  
April 2015**

<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					

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	Monthly Average
F URBAN	88%	85%	95%	83%	90%	92%	94%	98%	79%	94%	100%	84%	89.8%
F SUBURBAN	100%	100%	100%	91%	100%	100%	100%	100%	100%	100%	100%	100%	99.4%
F RURAL	100%	100%	78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.9%
<b>All Zones</b>	<b>93%</b>	<b>90%</b>	<b>93%</b>	<b>88%</b>	<b>92%</b>	<b>93%</b>	<b>96%</b>	<b>99%</b>	<b>87%</b>	<b>96%</b>	<b>100%</b>	<b>89%</b>	<b>92.9%</b>

**Failure to Provide Data**

Event Type	March 2015	April 2015
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

