



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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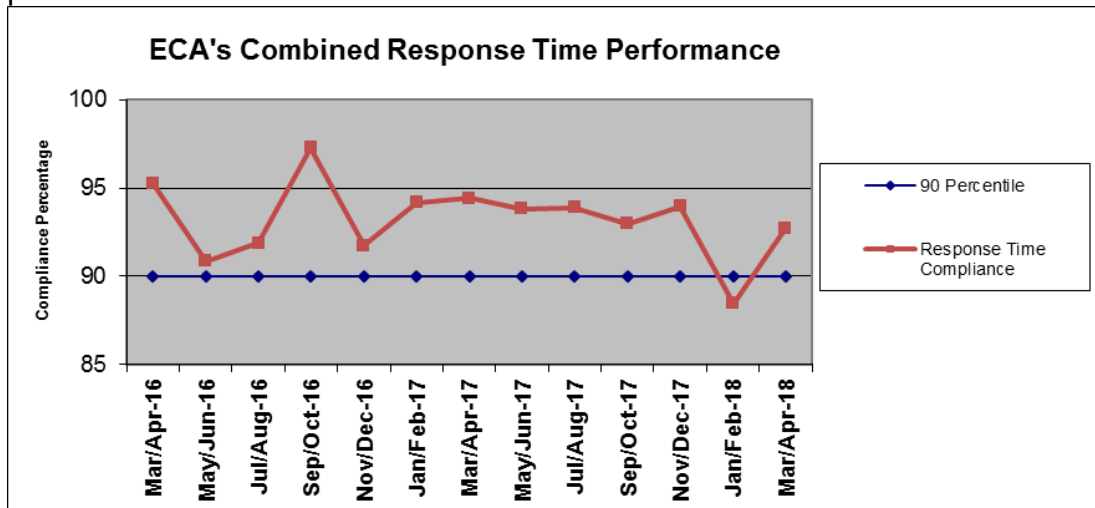
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: May 30, 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 March and April 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 exceed the 90th percentile standard set by the County for March with 93.3% and April with 92.16%. The combined two-month

percentile with 96 responses for March and April was 92.71%.

The complete compliance report for March and April 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

March 1, 2018 through March 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	31	3	90.32%	X	
SJ ZONE F SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		45	3	93.33%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2018 through April 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	28	3	89.29%		X
SJ ZONE F SUBRUBAN	20:00	12	1	91.67%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
All Zones Combined		51	4	92.16%	2	1

Fines and Penalties Report

Type of Penalty	March 2018	April 2018
Late response minutes	\$90	\$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
Totals	\$90	\$180

Weekly Unit Hour Staffing Report

	March 2018	April 2018
SJ ZONE F	271	232
Total	271	232

*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 2018			April 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	31	3	90.32%	28	3	89.29%
Suburban 20:00	6	0	100.00%	12	1	91.67%
Rural 20:00	8	0	100.00%	11	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	45	3	93.33%	51	4	92.16%

Mutual Aid Incidents

March 2018			April 2018		
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 San Joaquin	SJ ZONE F RURAL	1
MDAS	SJ ZONE F RURAL	1	MDAS	SJ ZONE F RURAL	2
			MDAS	SJ ZONE F SUBURBAN	1
			MDAS	SJ ZONE F URBAN	1
			Ripon	SJ ZONE F URBAN	1
Total		2			6

Detailed Response Time Analysis March 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	31	3:05	12:01	5:14	1:57	6:31
SJ ZONE F SUBURBAN	6	5:23	16:11	8:36	3:39	16:11
SJ ZONE F RURAL	8	6:23	17:45	10:25	4:09	17:45
All Urban Compliance Areas	31	3:05	12:01	5:14	1:57	6:31
All Suburban Compliance Areas	6	5:23	16:11	8:36	3:39	16:11
All Rural Compliance Areas	8	6:23	17:45	10:25	4:09	17:45
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 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	28	1:19	17:50	5:44	3:01	8:01
SJ ZONE F SUBURBAN	12	4:57	23:01	10:01	4:40	14:02
SJ ZONE F RURAL	11	7:37	18:57	11:34	3:20	15:09
All Urban Compliance Areas	28	1:19	17:50	5:44	3:01	8:01
All Suburban Compliance Areas	12	4:57	23:01	10:01	4:40	14:02
All Rural Compliance Areas	11	7:37	18:57	11:34	3:20	15:09
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
None Requested					

**Exemption Request Report
April 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
None Requested					

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	Monthly Average
F URBAN	80%	100%	90%	93%	90%	85%	92%	92%	80%	87%	90%	89%	89.1%
F SUBURBAN	100%	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	92%	98.7%
F RURAL	100%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%	99.1%
All Zones	88%	100%	92%	96%	94%	92%	94%	94%	86%	91%	93%	92%	92.7%

Failure to Provide Data

Event Type	March 2018	April 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

