



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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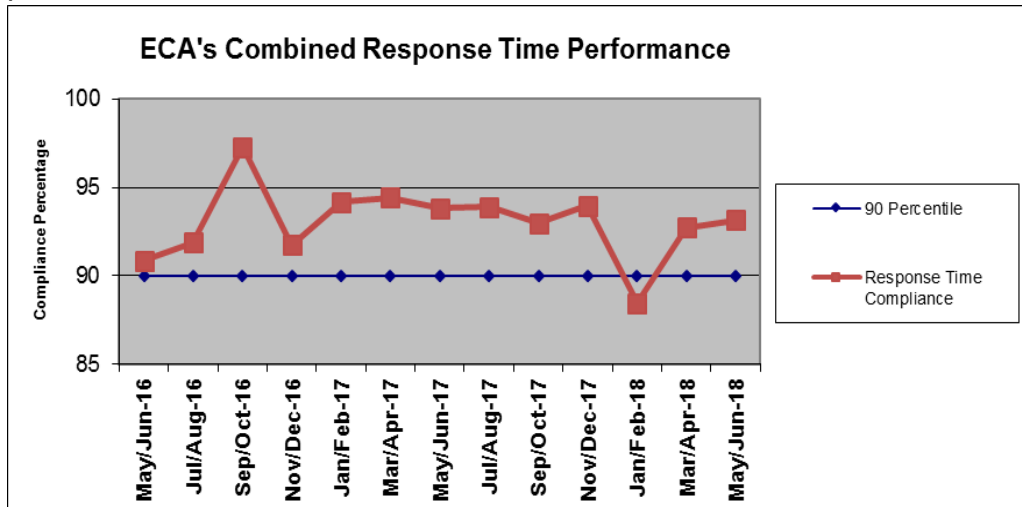
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: August 6, 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 May and June 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 May with 96.67%. April's compliance did not meet the 90th percentile standard with 89.47%. The combined two-month percentile with 117 responses

for May and June was 93.16%.

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

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

Response Time Compliance Report by 31 Day Rolling Period

May 1, 2018 through May 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	2	94.29%	X	
SJ ZONE F SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	0	100.00%	X	
All Zones Combined		60	2	96.67%	3	0

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2018 through June 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	35	6	82.86%		X
SJ ZONE F SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
All Zones Combined		57	6	89.47%	2	1

Fines and Penalties Report

Type of Penalty	May 2018	June 2018
Late response minutes	\$40	\$150
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	\$40	\$150

Weekly Unit Hour Staffing Report

	May 2018	June 2018
SJ ZONE F	220	233
Total	220	233

*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	May 2018			June 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	2	94.29%	35	6	82.86%
Suburban 20:00	12	0	100.00%	15	0	100.00%
Rural 20:00	13	0	100.00%	7	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	60	2	96.67%	57	6	89.47%

Mutual Aid Incidents

May 2018			June 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	2
MDAS	SJ ZONE F RURAL	1	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F SUBURBAN	1	MDAS	SJ ZONE F URBAN	2
MDAS	SJ ZONE F URBAN	1	Ripon	SJ ZONE F URBAN	1
Total		4			6

Detailed Response Time Analysis May 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	1:26	9:24	4:54	1:47	7:09
SJ ZONE F SUBURBAN	12	5:08	12:33	7:49	2:02	10:30
SJ ZONE F RURAL	13	6:29	16:43	11:43	3:01	16:01
All Urban Compliance Areas	35	1:26	9:24	4:54	1:47	7:09
All Suburban Compliance Areas	12	5:08	12:33	7:49	2:02	10:30
All Rural Compliance Areas	13	6:29	16:43	11:43	3:01	16:01
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	0:46	12:34	5:42	2:32	8:38
SJ ZONE F SUBURBAN	15	4:58	15:14	8:38	2:45	11:59
SJ ZONE F RURAL	7	5:16	15:15	11:31	3:16	15:15
All Urban Compliance Areas	35	0:46	12:34	5:42	2:32	8:38
All Suburban Compliance Areas	15	4:58	15:14	8:38	2:45	11:59
All Rural Compliance Areas	7	5:16	15:15	11:31	3:16	15:15
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2018**

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

**Exemption Request Report
June 2018**

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

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Monthly Average
F URBAN	90%	93%	90%	85%	92%	92%	80%	87%	90%	89%	94%	83%	89.0%
F SUBURBAN	95%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	98.7%
F RURAL	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%	100%	100%	99.2%
All Zones	92%	96%	94%	92%	94%	94%	86%	91%	93%	92%	97%	89%	92.5%

Failure to Provide Data

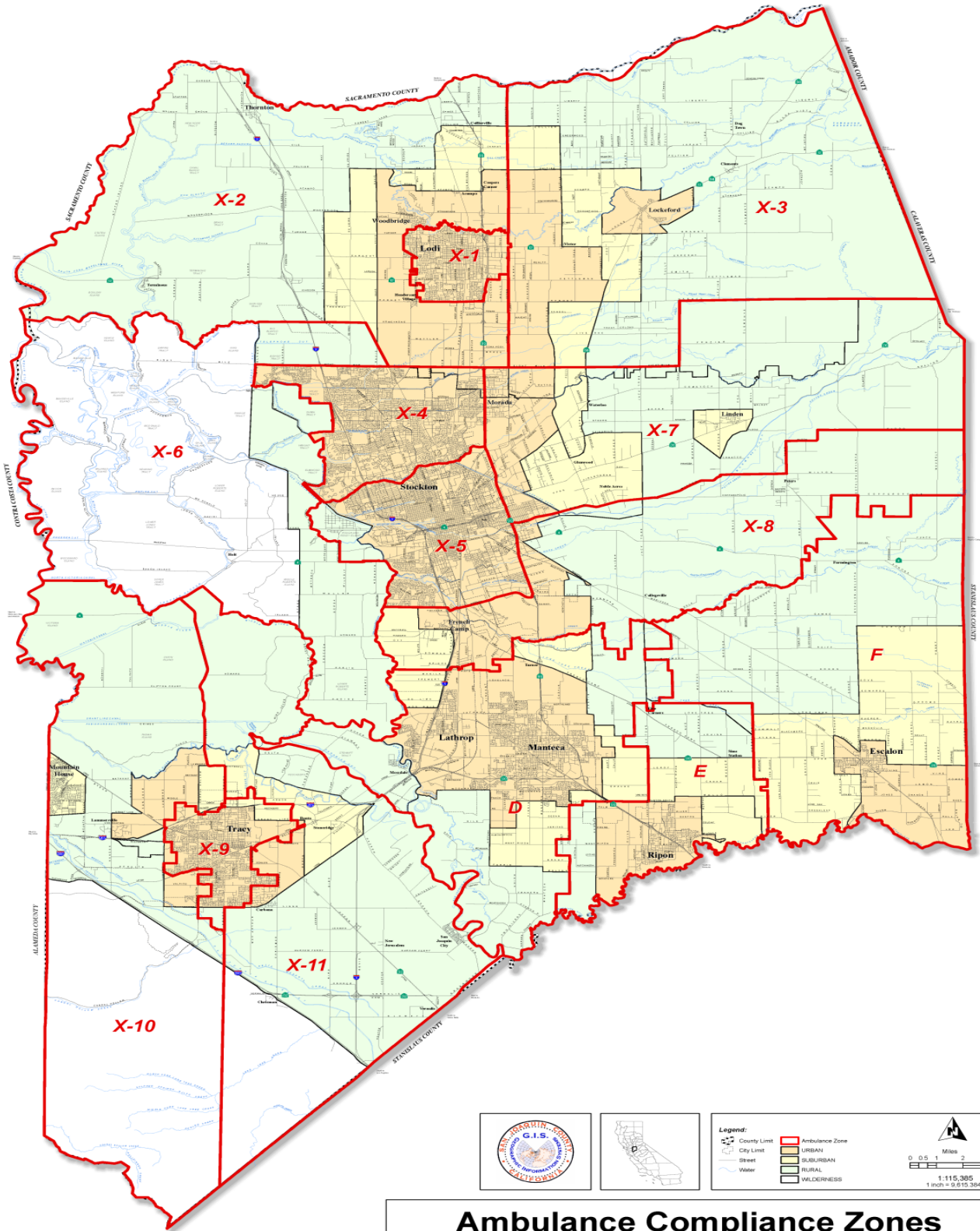
Event Type	May 2018	June 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Legend:

- County Limit
- City Limit
- Street
- Water
- Ambulance Zone
- URBAN
- SUBURBAN
- RURAL
- WILDERNESS

Scale: 0 0.5 1 2 3 Miles
 1:115,385
 1 inch = 9,610.384615 feet

Ambulance Compliance Zones

San Joaquin County Geographic Information Systems
 1810 East Hazelton Avenue, Stockton, CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose. The information on this map is not intended to replace engineering, financial or primary records research.

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