



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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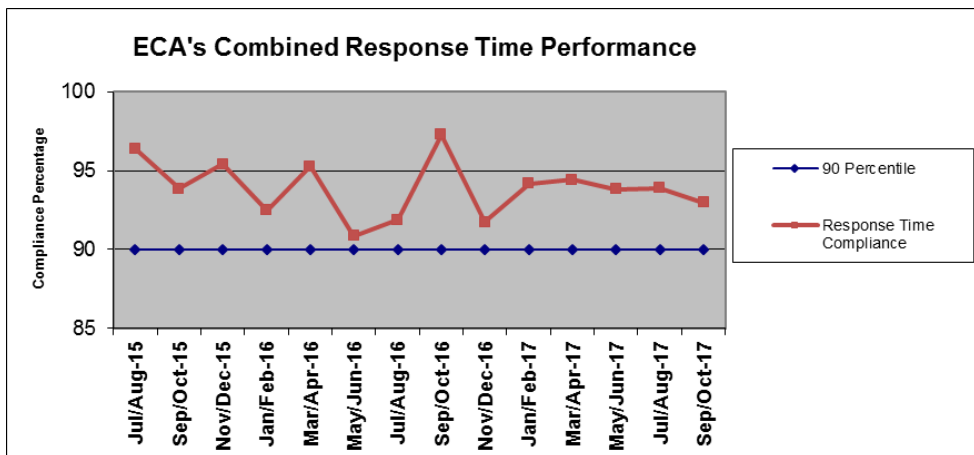
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: December 6, 2017
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 September and October 2017, 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 exceeded the 90th percentile standard set by the County for September with 93.90% and October with 91.67% the combined two-month percentile with 142 responses for September and October was 92.96%.



The complete compliance report for September and October 2017 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 30 Day Rolling Period

September 1, 2017 through September 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	50	5	90.00%	X	
SJ ZONE F SUBRUBAN	20:00	17	0	100.00%	X	
SJ ZONE F RURAL	20:00	15	0	100.00%	X	
All Zones Combined		82	5	93.90%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2017 through October 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	33	5	84.85%		X
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	0	100.00%	X	
All Zones Combined		60	5	91.67%	2	1

Fines and Penalties Report

Type of Penalty	September 2017	October 2017
Late response minutes	\$290	\$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	\$290	\$150

Weekly Unit Hour Staffing Report

	September 2017	October 2017
SJ ZONE F	284	280
Total	284	280

*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	September 2017			October 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	50	5	90.00%	33	5	84.85%
Suburban 20:00	17	0	100.00%	14	0	100.00%
Rural 20:00	15	0	100.00%	13	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	82	5	93.90%	60	5	91.67%

Mutual Aid Incidents

September 2017			October 2017		
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 URBAN	3
MDAS	SJ ZONE F URBAN	4			
Total		6			4

Detailed Response Time Analysis September 2017

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	50	0:20	19:08	5:21	3:18	8:04
SJ ZONE F SUBURBAN	17	2:51	12:54	7:19	2:41	11:46
SJ ZONE F RURAL	15	5:59	25:55	11:51	4:41	14:51
All Urban Compliance Areas	50	0:20	19:08	5:21	3:18	8:04
All Suburban Compliance Areas	17	2:51	12:54	7:19	2:41	11:46
All Rural Compliance Areas	15	5:59	25:55	11:51	4:41	14:51
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 2017

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	33	0:51	17:21	5:52	3:15	9:17
SJ ZONE F SUBURBAN	14	0:02	23:58	8:41	5:49	15:24
SJ ZONE F RURAL	13	5:13	16:09	10:34	2:59	13:05
All Urban Compliance Areas	33	0:51	17:21	5:52	3:15	9:17
All Suburban Compliance Areas	14	0:02	23:58	8:41	5:49	15:24
All Rural Compliance Areas	13	5:13	16:09	10:34	2:59	13:05
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/24/2017	17142994	F URBAN	Delayed Reporting on Scene		Exempt
09/25/2017	17143358	F RURAL	Other		Exempt

**Exemption Request Report
October 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/08/2017	17150325	F URBAN	Delayed Reporting on Scene		Exempt
10/20/2017	17156858	F SUBURBAN	Train		Exempt
10/25/2017	17159008	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Monthly Average
F URBAN	86%	89%	91%	90%	91%	93%	80%	100%	90%	93%	90%	85%	89.9%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	99.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	91%	93%	94%	94%	94%	95%	88%	100%	92%	96%	94%	92%	93.5%

Failure to Provide Data

Event Type	September 2017	October 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

