



San Joaquin County Emergency Medical Services Agency



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

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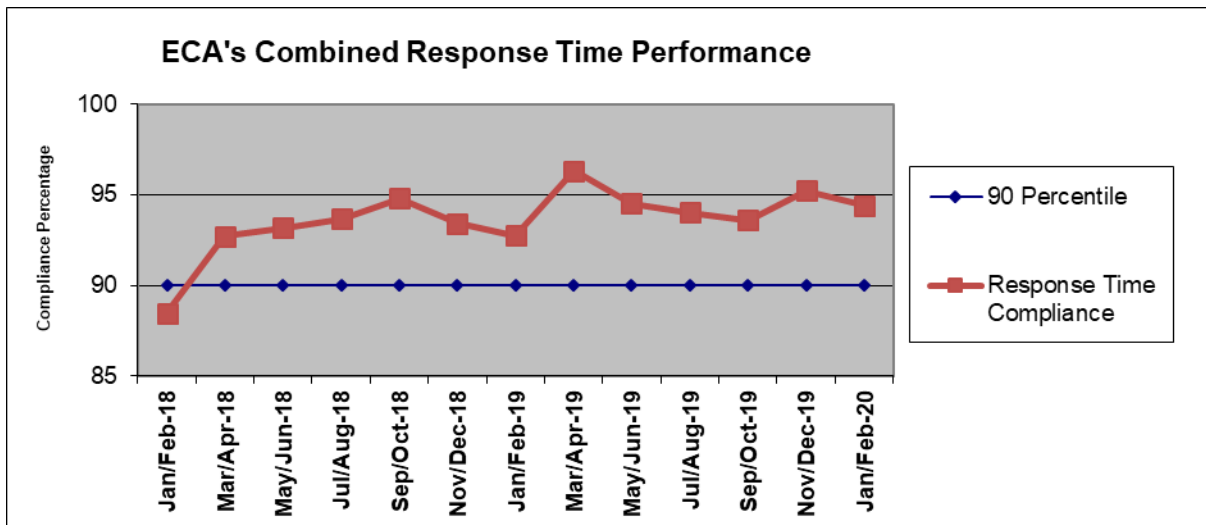
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: May 12, 2020
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 January and February 2020, 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 January with 94.40% and February with 94.37%. The combined two-month percentile with 125 responses for January and February 2020 was 94.40%.

The complete compliance report for January and February 2020 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

January 1, 2020 through January 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	36	3	91.67%	X	
SJ ZONE F SUBRUBAN	20:00	10	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		54	3	94.44%	3	0

Response Time Compliance Report by 29 Day Rolling Period

February 1, 2020 through February 29, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	37	3	91.89%	X	
SJ ZONE F SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE F RURAL	20:00	14	1	92.86%	X	
All Zones Combined		71	4	94.37%	3	0

Fines and Penalties Report

Type of Penalty	January 2020	February 2020
Late response minutes	\$120	\$130
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	\$120	\$130

Weekly Unit Hour Staffing Report

	January 2020	February 2020
SJ ZONE F	237	219
Total	237	219

*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	January 2020			February 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	36	3	91.67%	37	3	91.89%
Suburban 20:00	10	0	100.00%	20	0	100.00%
Rural 20:00	8	0	100.00%	14	1	92.86%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	54	3	94.44%	71	4	94.37%

Mutual Aid Incidents

January 2020			February 2020		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F URBAN	2	AMR San Joaquin	SJ ZONE F RURAL	3
			MDAS	SJ ZONE F SUBURBAN	2
			MDAS	SJ ZONE F URBAN	3
Total		2			8

Detailed Response Time Analysis January 2020

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	36	2:42	13:44	5:48	2:24	10:34
SJ ZONE F SUBURBAN	10	2:04	8:26	6:33	1:49	7:47
SJ ZONE F RURAL	8	3:07	17:10	10:44	3:57	17:10
All Urban Compliance Areas	36	2:42	13:44	5:48	2:24	10:34
All Suburban Compliance Areas	10	2:04	8:26	6:33	1:49	7:47
All Rural Compliance Areas	8	3:07	17:10	10:44	3:57	17:10
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2020

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	0:38	16:20	5:27	3:03	9:56
SJ ZONE F SUBURBAN	20	5:15	16:06	8:35	2:23	10:55
SJ ZONE F RURAL	14	3:21	20:11	12:43	4:23	19:19
All Urban Compliance Areas	37	0:38	16:20	5:27	3:03	9:56
All Suburban Compliance Areas	20	5:15	16:06	8:35	2:23	10:55
All Rural Compliance Areas	14	3:21	20:11	12:43	4:23	19:19
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/12/2020	20006164	F URBAN	Train		Exempt

**Exemption Request Report
February 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/14/2020	20023723	F URBAN	Reduced/Upgraded Response		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Monthly Average
F URBAN	93%	95%	93%	89%	86%	94%	91%	85%	97%	89%	92%	92%	91.3%
F SUBURBAN	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	99.5%
F RURAL	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	93%	98.5%
All Zones	95%	97%	95%	94%	92%	96%	95%	91%	98%	93%	94%	94%	94.7%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
2/29/2020	SJ ZONE F	AMR Stanislaus	Breathing Problems

Failure to Provide Data

Event Type	January 2020	February 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

