



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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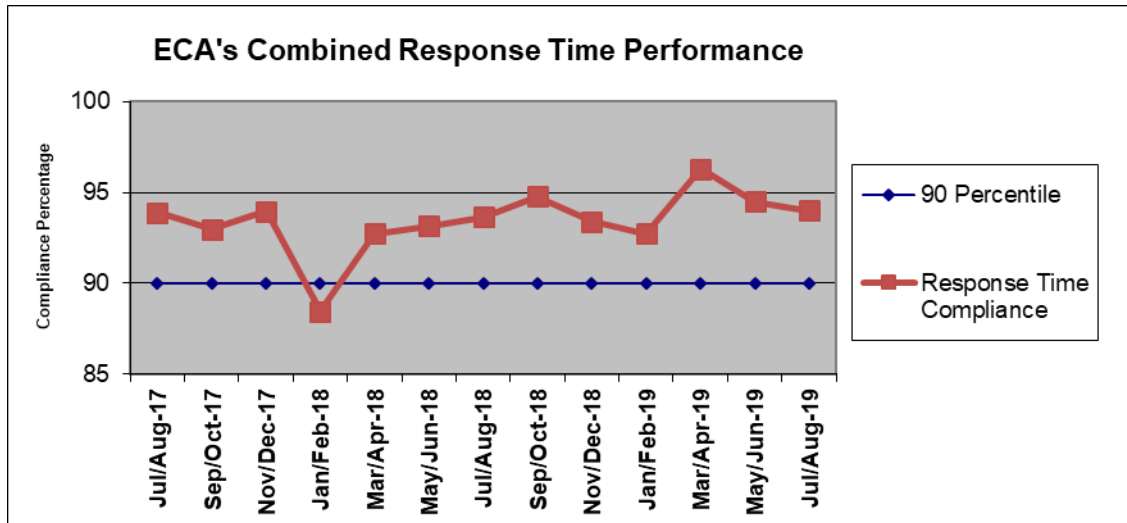
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## Memorandum

TO: All Interested Parties  
FROM: Shahloh Jones-Mitchell, EMS Analyst  
DATE: October 15, 2019  
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 July and August 2019, 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 90<sup>th</sup> percentile standard set by the County for July with 91.78% and August with 96.15%. The combined two-month percentile with 151 responses for July and August 2019 was 94%.

The complete compliance report for July and August 2019 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

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

July 1, 2019 through July 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	36	5	86.11%		X
SJ ZONE F SUBRUBAN	20:00	26	1	96.15%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
<b>All Zones Combined</b>		<b>73</b>	<b>6</b>	<b>91.78%</b>	<b>2</b>	<b>1</b>

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

August 1, 2019 through August 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	47	3	93.62%	X	
SJ ZONE F SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
<b>All Zones Combined</b>		<b>78</b>	<b>3</b>	<b>96.15%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	July 2019	August 2019
Late response minutes	\$180	\$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
<b>Totals</b>	<b>\$180</b>	<b>\$130</b>

**Weekly Unit Hour Staffing Report**

	July 2019	August 2019
SJ ZONE F	229	245
<b>Total</b>	<b>229</b>	<b>245</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	July 2019			August 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	36	5	86.11%	47	3	93.62%
Suburban 20:00	26	1	96.15%	20	0	100.00%
Rural 20:00	11	0	100.00%	11	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>73</b>	<b>6</b>	<b>91.78%</b>	<b>78</b>	<b>3</b>	<b>96.15%</b>

## Mutual Aid Incidents

July 2019			August 2019		
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
AMR Stanislaus	SJ ZONE F SUBURBAN	1	AMR Stanislaus	SJ ZONE F URBAN	2
MDAS	SJ ZONE F RURAL	1	MDAS	SJ ZONE F RURAL	1
MDAS	SJ ZONE F SUBURBAN	2	MDAS	SJ ZONE F SUBURBAN	1
MDAS	SJ ZONE F URBAN	2	MDAS	SJ ZONE F URBAN	1
<b>Total</b>		<b>7</b>			<b>7</b>

## Detailed Response Time Analysis July 2019

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	0:32	13:54	5:27	2:48	9:05
SJ ZONE F SUBURBAN	26	0:06	21:01	8:06	3:58	13:52
SJ ZONE F RURAL	11	0:10	17:28	9:17	5:15	14:19
All Urban Compliance Areas	36	0:32	13:54	5:27	2:48	9:05
All Suburban Compliance Areas	26	0:06	21:01	8:06	3:58	13:52
All Rural Compliance Areas	11	0:10	17:28	9:17	5:15	14:19
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis August 2019

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	47	0:15	15:22	5:07	2:39	8:12
SJ ZONE F SUBURBAN	20	2:50	19:16	7:53	4:04	12:25
SJ ZONE F RURAL	11	8:31	18:09	12:57	2:54	16:18
All Urban Compliance Areas	47	0:15	15:22	5:07	2:39	8:12
All Suburban Compliance Areas	20	2:50	19:16	7:53	4:04	12:25
All Rural Compliance Areas	11	8:31	18:09	12:57	2:54	16:18
All Wilderness Compliance Areas	0					

**Exemption Request Report  
July 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
N/A					

**Exemption Request Report  
August 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/17/2019	19121301	F URBAN	Delayed Reporting on Scene		Exempt
08/26/2019	19125785	F URBAN	Train		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Monthly Average
F URBAN	93%	92%	94%	89%	86%	95%	93%	95%	93%	89%	86%	94%	91.4%
F SUBURBAN	100%	93%	92%	100%	100%	100%	100%	100%	100%	100%	96%	100%	98.4%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>90%</b>	<b>96%</b>	<b>95%</b>	<b>97%</b>	<b>95%</b>	<b>94%</b>	<b>92%</b>	<b>96%</b>	<b>94.4%</b>

**Out of County Mutual Aid**

Date	Compliance Zone	Provider	EMD
N/A			

**Failure to Provide Data**

Event Type	July 2019	August 2019
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

