



San Joaquin County Emergency Medical Services Agency



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

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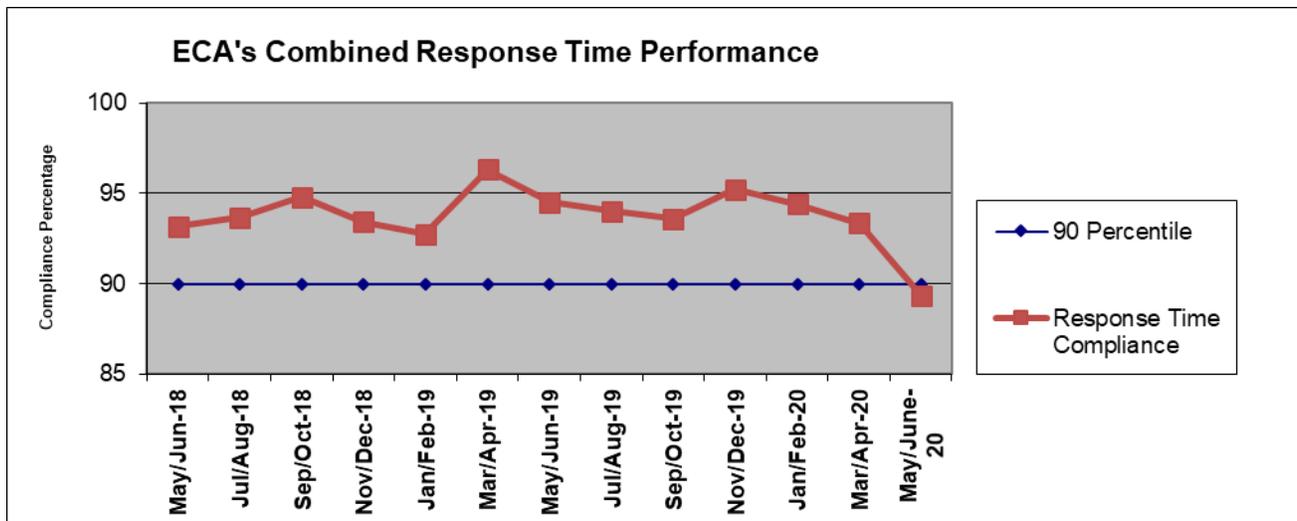
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Memorandum

TO: All Interested Parties
FROM: Tina Shahani, EMS Analyst
DATE: Sept 1, 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 May and June 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 May with 83.72% and June with 95.00%. The combined two-month percentile with 103 responses for May and June 2020 was 89.36%. The complete compliance report for May and June 2020 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

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

Response Time Compliance Report by 31 Day Rolling Period

May 1, 2020 through May 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	25	7	72.00%		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		43	7	83.72%	2	1

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2020 through June 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	30	3	90.00%	X	
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	16	0	100.00%	X	
All Zones Combined		60	3	95.00%	3	0

Fines and Penalties Report

Type of Penalty	May 2020	June 2020
Late response minutes	\$290	\$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	\$290	\$130

Weekly Unit Hour Staffing Report

	May 2020	June 2020
SJ ZONE F	211	212
Total	211	212

*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 2020			June 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	25	7	72.00%	30	3	90.00%
Suburban 20:00	10	0	100.00%	14	0	100.00%
Rural 20:00	8	0	100.00%	16	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	43	7	83.72%	60	3	95.00%

Mutual Aid Incidents

May 2020			June 2020		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	2	AMR San Joaquin	SJ ZONE F RURAL	2
			MDAS	SJ ZONE F RURAL	1
MDAS	SJ ZONE F SUBURBAN	1	MDAS	SJ ZONE F URBAN	2
MDAS	SJ ZONE F URBAN	1			
Total		4			5

Detailed Response Time Analysis May 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	25	2:10	17:32	6:39	3:33	12:03
SJ ZONE F SUBURBAN	10	5:24	28:00	11:36	6:35	19:31
SJ ZONE F RURAL	8	6:17	15:02	11:17	3:17	15:02
All Urban Compliance Areas	25	2:10	17:32	6:39	3:33	12:03
All Suburban Compliance Areas	10	5:24	28:00	11:36	6:35	19:31
All Rural Compliance Areas	8	6:17	15:02	11:17	3:17	15:02
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	30	0:07	17:02	5:28	2:39	6:59
SJ ZONE F SUBURBAN	14	2:47	15:40	8:30	3:54	13:42
SJ ZONE F RURAL	16	0:14	18:37	10:56	5:16	17:18
All Urban Compliance Areas	30	0:07	17:02	5:28	2:39	6:59
All Suburban Compliance Areas	14	2:47	15:40	8:30	3:54	13:42
All Rural Compliance Areas	16	0:14	18:37	10:56	5:16	17:18
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/14/2020	20068425	F SUBURBAN	Adjusted time based on call audit		Exempt

**Exemption Request Report
June 2020**

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

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Monthly Average
F URBAN	86%	94%	91%	85%	97%	89%	92%	92%	94%	89%	72%	90%	89.7%
F SUBURBAN	96%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	99.0%
F RURAL	100%	100%	100%	95%	100%	100%	100%	93%	100%	100%	100%	100%	98.6%
All Zones	92%	96%	95%	91%	98%	93%	94%	94%	96%	90%	84%	95%	93.3%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
5/18/2020	SJ ZONE F	AMR Stanislaus	Fall

Failure to Provide Data

Event Type	May 2020	June 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

