



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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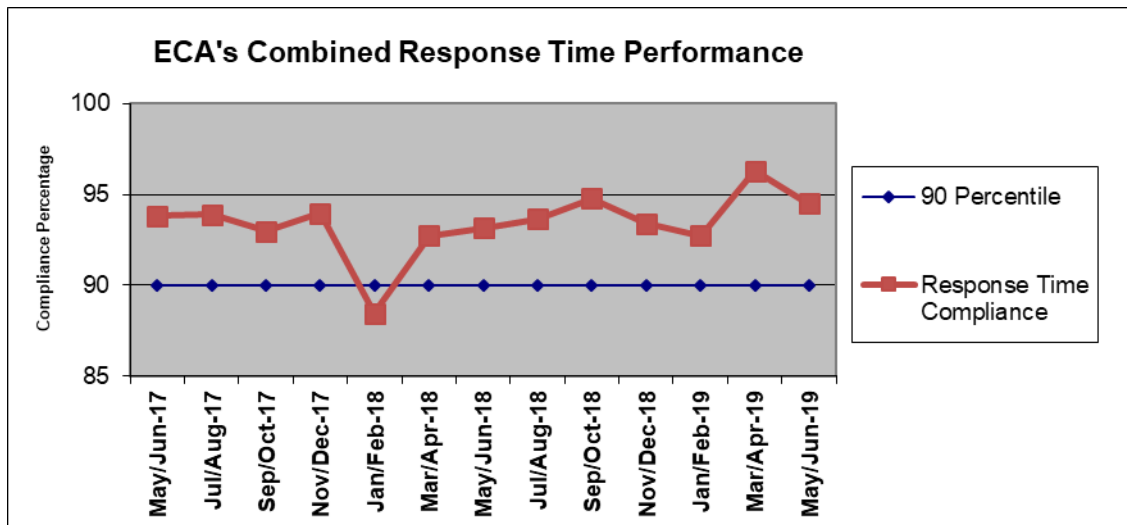
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## Memorandum

TO: All Interested Parties  
FROM: Rick Jones, EMS Analyst  
DATE: September 9, 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 May and June 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 May with 95% and June with 93.85%. The combined two-month percentile with 125 responses for May and June 2019 was 94.2%.

The complete compliance report for May and June 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**

May 1, 2019 through May 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	43	3	93.02%	X	
SJ ZONE F SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
<b>All Zones Combined</b>		<b>60</b>	<b>3</b>	<b>95.00%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 30 Day Rolling Period**

June 1, 2019 through June 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	36	4	88.89%		X
SJ ZONE F SUBRUBAN	20:00	20	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	0	100.00%	X	
<b>All Zones Combined</b>		<b>65</b>	<b>4</b>	<b>93.85%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	May 2019	June 2019
Late response minutes	\$70	\$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>\$70</b>	<b>\$130</b>

**Weekly Unit Hour Staffing Report**

	May 2019	June 2019
SJ ZONE F	237	245
<b>Total</b>	<b>237</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	May 2019			June 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	43	3	93.02%	36	4	88.89%
Suburban 20:00	9	0	100.00%	20	0	100.00%
Rural 20:00	8	0	100.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>60</b>	<b>3</b>	<b>95.00%</b>	<b>65</b>	<b>4</b>	<b>93.85%</b>

## Mutual Aid Incidents

May 2019			June 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
MDAS	SJ ZONE F URBAN	5	AMR San Joaquin	SJ ZONE F URBAN	1
<b>Total</b>		<b>6</b>			<b>3</b>

## Detailed Response Time Analysis May 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	43	0:20	10:35	5:10	2:14	7:53
SJ ZONE F SUBURBAN	9	5:15	9:00	6:42	1:18	9:00
SJ ZONE F RURAL	8	8:39	13:19	10:34	1:38	13:19
All Urban Compliance Areas	43	0:20	10:35	5:10	2:14	7:53
All Suburban Compliance Areas	9	5:15	9:00	6:42	1:18	9:00
All Rural Compliance Areas	8	8:39	13:19	10:34	1:38	13:19
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis June 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	1:26	14:43	5:52	2:55	10:16
SJ ZONE F SUBURBAN	20	4:40	13:14	7:25	2:12	9:59
SJ ZONE F RURAL	9	2:51	15:01	9:55	3:45	15:01
All Urban Compliance Areas	36	1:26	14:43	5:52	2:55	10:16
All Suburban Compliance Areas	20	4:40	13:14	7:25	2:12	9:59
All Rural Compliance Areas	9	2:51	15:01	9:55	3:45	15:01
All Wilderness Compliance Areas	0					

**Exemption Request Report  
May 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
No exemptions Requested					

**Exemption Request Report  
June 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/03/2019	19080289	F URBAN	Train		Exempt
06/08/2019	19083016	F URBAN	Adjusted time based on call audit		Not Exempt
06/11/2019	19085220	F URBAN	Adjusted time based on call audit		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Jul 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Monthly Average</b>
F URBAN	86%	90%	93%	92%	94%	89%	86%	95%	93%	95%	93%	89%	91.0%
F SUBUBAN	100%	100%	100%	93%	92%	100%	100%	100%	100%	100%	100%	100%	98.9%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>93%</b>	<b>94%</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>94.3%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>May 2019</b>	<b>June 2019</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

