



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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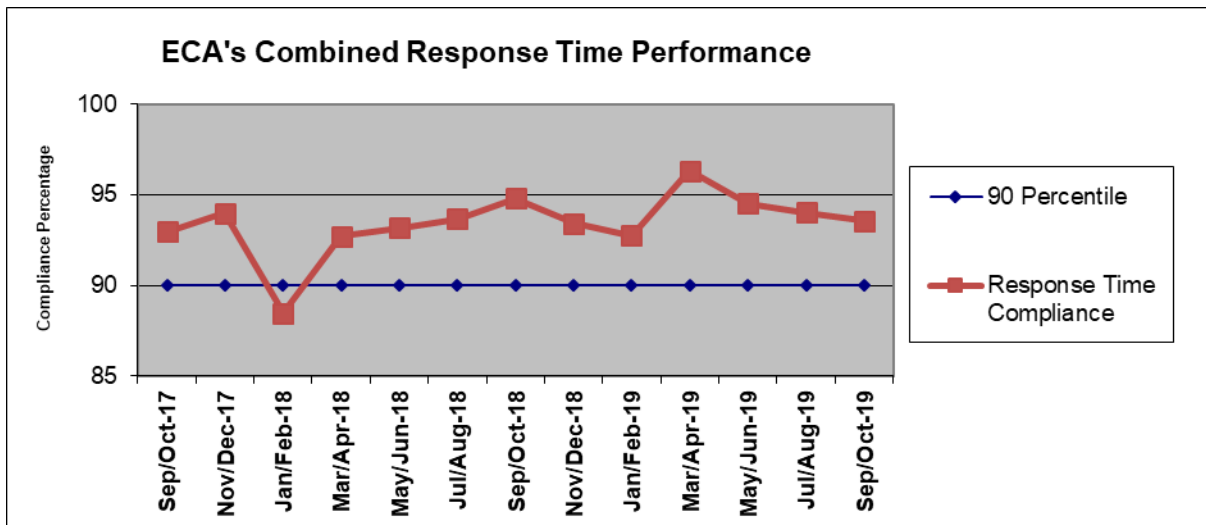
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: December 12, 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 September and October 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 90th percentile standard set by the County for September with 95.40% and October with 91.18%. The combined two-month percentile with 155 responses for September and October 2019 was 93.55%.

The complete compliance report for September and October 2019 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, 2019 through September 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	46	4	91.30%	X	
SJ ZONE F SUBRUBAN	20:00	18	0	100.00%	X	
SJ ZONE F RURAL	20:00	23	0	100.00%	X	
All Zones Combined		87	4	95.40%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2019 through October 31, 2019						
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	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	20	1	95.00%	X	
All Zones Combined		68	6	91.18%	2	1

Fines and Penalties Report

Type of Penalty	September 2019	October 2019
Late response minutes	\$150	\$160
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	\$150	\$160

Weekly Unit Hour Staffing Report

	September 2019	October 2019
SJ ZONE F	239	221
Total	239	221

*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 2019			October 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	46	4	91.30%	33	5	84.85%
Suburban 20:00	18	0	100.00%	15	0	100.00%
Rural 20:00	23	0	100.00%	20	1	95.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	87	4	95.40%	68	6	91.18%

Mutual Aid Incidents

September 2019			October 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	5	AMR San Joaquin	SJ ZONE F RURAL	3
AMR San Joaquin	SJ ZONE F URBAN	1	MDAS	SJ ZONE F RURAL	2
MDAS	SJ ZONE F SUBURBAN	2	MDAS	SJ ZONE F SUBURBAN	3
MDAS	SJ ZONE F URBAN	2			
Ripon	SJ ZONE F RURAL	1			
Total		11			8

Detailed Response Time Analysis September 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	46	2:48	15:12	6:09	2:39	8:41
SJ ZONE F SUBURBAN	18	3:08	13:30	8:13	2:19	11:26
SJ ZONE F RURAL	23	0:34	18:06	11:51	4:18	17:09
All Urban Compliance Areas	46	2:48	15:12	6:09	2:39	8:41
All Suburban Compliance Areas	18	3:08	13:30	8:13	2:19	11:26
All Rural Compliance Areas	23	0:34	18:06	11:51	4:18	17:09
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 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	33	3:22	18:35	6:22	2:54	9:17
SJ ZONE F SUBURBAN	15	2:34	15:32	9:00	3:12	12:24
SJ ZONE F RURAL	20	0:15	26:33	10:58	5:32	15:33
All Urban Compliance Areas	33	3:22	18:35	6:22	2:54	9:17
All Suburban Compliance Areas	15	2:34	15:32	9:00	3:12	12:24
All Rural Compliance Areas	20	0:15	26:33	10:58	5:32	15:33
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/20/2019	19139475	F URBAN	False Report of Emergency		Exempt
09/21/2019	19140332	F URBAN	Adjusted time based on call audit		Exempt
09/28/2019	19143880	F URBAN	Train		Exempt

**Exemption Request Report
October 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/02/2019	19146055	F URBAN	Adjusted time based on call audit		Exempt
10/03/2019	19146336	F URBAN	Adjusted time based on call audit		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Monthly Average
F URBAN	94%	89%	86%	95%	93%	95%	93%	89%	86%	94%	91%	85%	90.8%
F SUBURBAN	92%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	99.0%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	99.2%
All Zones	94%	93%	90%	96%	95%	97%	95%	94%	92%	96%	95%	91%	94.1%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	September 2019	October 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

