



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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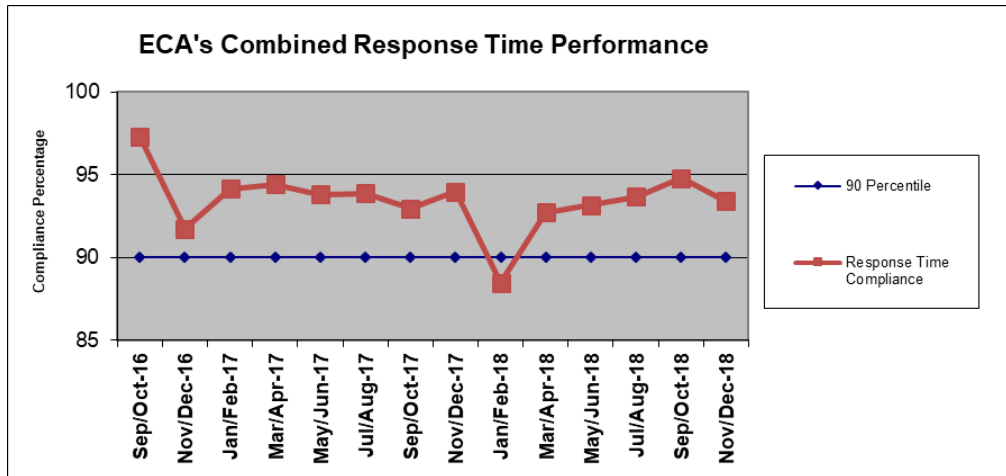
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: February 26, 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 November and December 2018, 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 November with 94.00% and December with 92.86%. The combined two-month percentile

with 106 responses for November and December was 93.40%.

The complete compliance report for November and December 2018 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

November 1, 2018 through November 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	32	2	93.75%	X	
SJ ZONE F SUBRUBAN	20:00	12	1	91.67%	X	
SJ ZONE F RURAL	20:00	6	0	100.00%	X	
All Zones Combined		50	3	94.00%	3	0

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2018 through December 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	38	4	89.47%		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		56	4	92.86%	2	1

Fines and Penalties Report

Type of Penalty	November 2018	December 2018
Late response minutes	\$40	\$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	\$40	\$160

Weekly Unit Hour Staffing Report

	November 2018	December 2018
SJ ZONE F	0	0
Total	0	0

*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	November 2018			December 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	32	2	93.75%	38	4	89.47%
Suburban 20:00	12	1	91.67%	10	0	100.00%
Rural 20:00	6	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	50	3	94.00%	56	4	92.86%

Mutual Aid Incidents

November 2018			December 2018		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE F SUBURBAN	2	AMR San Joaquin	SJ ZONE F RURAL	3
MDAS	SJ ZONE F URBAN	2	AMR Stanislaus	SJ ZONE F URBAN	1
			MDAS	SJ ZONE F RURAL	1
			MDAS	SJ ZONE F URBAN	2
			Ripon	SJ ZONE F URBAN	1
Total		4			8

Detailed Response Time Analysis November 2018

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	32	0:07	11:11	5:24	2:18	8:52
SJ ZONE F SUBURBAN	12	2:28	20:14	8:33	5:01	16:54
SJ ZONE F RURAL	6	5:10	12:15	9:46	2:18	12:15
All Urban Compliance Areas	32	0:07	11:11	5:24	2:18	8:52
All Suburban Compliance Areas	12	2:28	20:14	8:33	5:01	16:54
All Rural Compliance Areas	6	5:10	12:15	9:46	2:18	12:15
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2018

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	38	1:21	18:36	5:22	3:06	9:19
SJ ZONE F SUBURBAN	10	4:49	11:03	7:07	1:50	8:45
SJ ZONE F RURAL	8	7:14	18:53	12:17	3:00	18:53
All Urban Compliance Areas	38	1:21	18:36	5:22	3:06	9:19
All Suburban Compliance Areas	10	4:49	11:03	7:07	1:50	8:45
All Rural Compliance Areas	8	7:14	18:53	12:17	3:00	18:53
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/16/2018	18169411	F URBAN	Wrong Address Provided by the Requesting Party		Exempt
11/17/2018	18169948	F URBAN	False Report of Emergency		Exempt

**Exemption Request Report
December 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/01/2018	18176777	F URBAN	Train		Exempt
12/07/2018	18180128	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Monthly Average
F URBAN	80%	87%	90%	89%	94%	83%	86%	90%	93%	92%	94%	89%	88.8%
F SUBURBAN	100%	100%	100%	92%	100%	100%	100%	100%	100%	93%	92%	100%	98.0%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	86%	91%	93%	92%	97%	89%	93%	94%	96%	94%	94%	93%	92.7%

Failure to Provide Data

Event Type	November 2018	December 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

