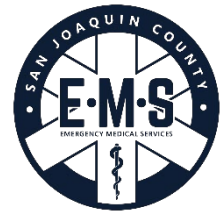




A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



## Memorandum

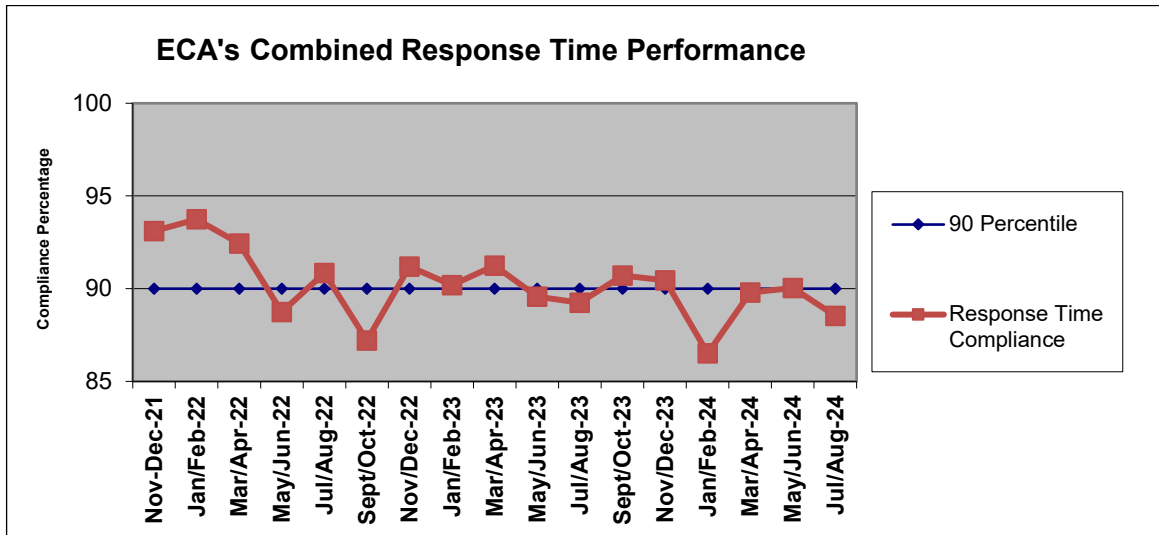
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: September 17, 2024

SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone F and the contract compliance for the Emergency Ambulance Provider Escalon Community Ambulance (ECA) for the months of July and Aug 2024, 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. Performance data in the table below are the result of combining two months to ensure that a minimum of 100 responses are measured for statistical relevance.



As shown in the graph above, ECA’s combined two-month percentile of 88.53% did not meet the 90th percentile standard set by San Joaquin County, with 156 responses. The complete compliance report for July and August 2024 may be viewed or downloaded from the EMS Agency’s website: [www.sjgov.org/departement/ems](http://www.sjgov.org/departement/ems)

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Escalon Community Ambulance

Fines and Penalties Report		
Type of Penalty	Jul 2024	Aug 2024
Late response minutes	\$160	\$480
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
<b>Totals</b>	\$160	\$480

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Jul 2024			Aug 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	35	5	85.71%	62	14	77.42%
Suburban 20:00	14	0	100.00%	17	0	100.00%
Rural 20:00	13	0	100.00%	15	0	100.00%
<b>Total</b>	<b>62</b>	<b>5</b>	<b>91.94%</b>	<b>94</b>	<b>14</b>	<b>85.11%</b>

Detailed Response Time Analysis

Jul 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	35	20:12	06:13	02:56	08:36
SJ ZONE F SUBURBAN	14	18:49	09:28	03:49	13:58
SJ ZONE F RURAL	13	24:46	13:26	06:26	19:33
<b>Total Responses</b>	<b>62</b>				

Detailed Response Time Analysis

Aug 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	62	19:22	07:13	04:12	13:10
SJ ZONE F SUBURBAN	17	22:26	10:58	04:01	14:32
SJ ZONE F RURAL	15	21:15	13:40	05:43	20:34
<b>Total Responses</b>	<b>94</b>				

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

Population Density	Jul 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	35	9	74.29%	35	5	85.71%
SJ ZONE F SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE F RURAL	13	0	100.00%	13	0	100.00%
<b>All Zones Combined</b>	<b>62</b>	<b>9</b>	<b>85.48%</b>	<b>62</b>	<b>5</b>	<b>91.94%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Population Density	Aug 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	62	19	69.35%	62	14	77.42%
SJ ZONE F SUBURBAN	17	1	94.12%	17	0	100.00%
SJ ZONE F RURAL	15	0	100.00%	15	0	100.00%
<b>All Zones Combined</b>	<b>94</b>	<b>20</b>	<b>78.72%</b>	<b>94</b>	<b>14</b>	<b>85.11%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider  
Contract Compliance  
Escalon Community Ambulance

Zone Assist

Population Density	Jul 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	1
	Manteca	5
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	2
	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	3
	Manteca	1
	Ripon	1

Zone Assist

Population Density	Aug 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	AMR San Joaquin	3
	Manteca	5
	Ripon	7
SJ ZONE F SUBURBAN	Ripon	2
SJ ZONE F RURAL	AMR San Joaquin	2
	Ripon	1

Exemption Request Reports

Types of Exemptions	Jul 2024		Aug 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	1	1
Good Cause case-by case	1	0	4	0

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
07/11/2024	OAKDALE	Escalon	26D00- Sick Person
08/04/2024	OAKDALE	Escalon	23C00- Overdose/Poisoning

Failure to Provide Data

Event Type	Jul 2024	Aug 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.