



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

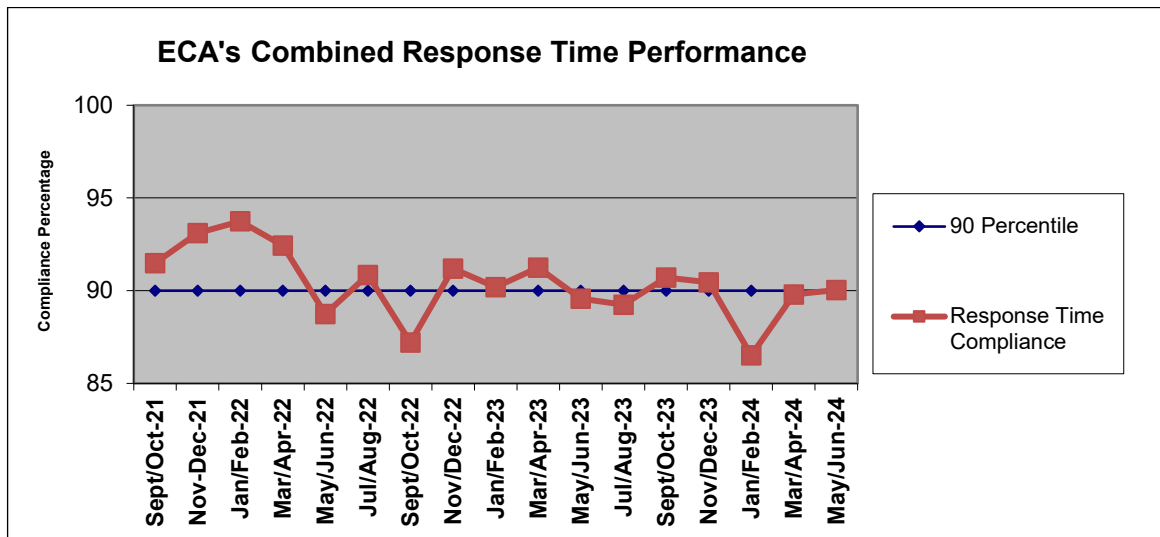
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: July 15, 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 May and June 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 90.03% met the 90th percentile standard set by San Joaquin County, with 108 responses. The complete compliance report for May and June 2024 may be viewed or downloaded from the EMS Agency’s website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Fines and Penalties Report		
Type of Penalty	May 2024	Jun 2024
Late response minutes	\$600	\$100
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
Totals	\$600	\$100

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Response Time Analysis By Population

Population Density & Response Time Standard	May 2024			Jun 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	41	8	80.49%	31	3	90.32%
Suburban 20:00	12	1	91.67%	11	0	100.00%
Rural 20:00	10	0	100.00%	11	0	100.00%
Total	63	9	85.71%	53	3	94.34%

Detailed Response Time Analysis

May 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	41	27:38	07:09	04:50	15:04
SJ ZONE F SUBURBAN	12	25:11	10:42	05:19	14:35
SJ ZONE F RURAL	10	17:57	12:11	04:14	16:45
Total Responses	63				

Detailed Response Time Analysis

Jun 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	31	17:30	05:51	02:41	07:25
SJ ZONE F SUBURBAN	11	14:01	08:55	02:24	11:07
SJ ZONE F RURAL	11	24:53	13:35	05:48	17:49
Total Responses	53				

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Comparison of Compliance with and without Exemptions

May 2024						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	41	9	78.05%	41	8	80.49%
SJ ZONE F SUBURBAN	12	1	91.67%	12	1	91.67%
SJ ZONE F RURAL	10	0	100.00%	10	0	100.00%
All Zones Combined	63	10	84.13%	63	9	85.71%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Jun 2024						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	31	4	87.10%	31	3	90.32%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	53	4	92.45%	53	3	94.34%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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

Zone Assist		
Population Density	Jun 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Ripon	1
SJ ZONE F SUBURBAN	Manteca	2
	Ripon	2
SJ ZONE F RURAL	AMR San Joaquin	2
	Ripon	1

Exemption Request Reports

Types of Exemptions	May 2024		Jun 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied

Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data

Event Type	May 2024	Jun 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.