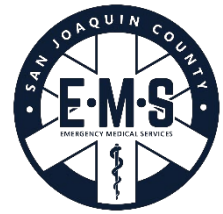




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

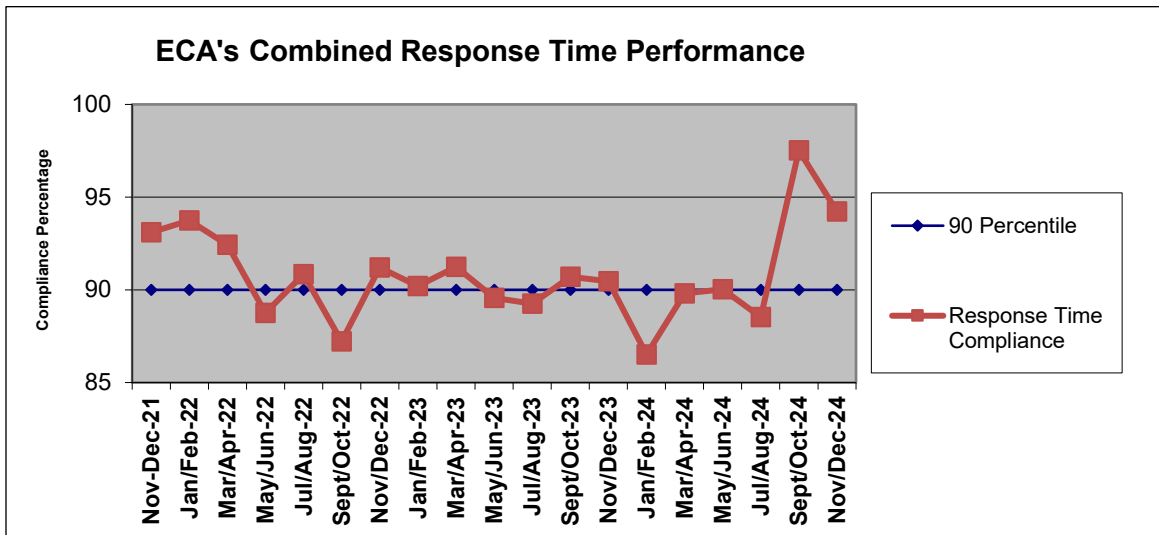
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2025

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 September and October 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 is measured for statistical relevance.



As shown in the graph above, ECA's combined two-month percentile of 94.22% did meet the 90th percentile standard set by San Joaquin County, with 110 responses. The complete compliance report for November and December 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 | Nov 2024 | Dec 2024 |
| Late response minutes | \$90 | \$50 |
| 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 | \$90 | \$50 |

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Response Time Analysis By Population

| Population Density & Response Time Standard | Nov 2024 | | | Dec 2024 | | |
|---|---------------------|-------------------------|-------------------|---------------------|-------------------------|-------------------|
| | Number of Responses | Non-Compliant Responses | Percent Compliant | Number of Responses | Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 34 | 4 | 88.24% | 46 | 2 | 95.65% |
| Suburban 20:00 | 9 | 0 | 100.00% | 8 | 0 | 100.00% |
| Rural 20:00 | 5 | 0 | 100.00% | 8 | 0 | 100.00% |
| Total | 48 | 4 | 91.67% | 62 | 2 | 96.77% |

Detailed Response Time Analysis

| Nov 2024 | | | | | |
|------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE F URBAN | 34 | 11:56 | 05:58 | 01:55 | 08:39 |
| SJ ZONE F SUBURBAN | 9 | 10:45 | 08:21 | 01:39 | 09:44 |
| SJ ZONE F RURAL | 5 | 19:23 | 13:09 | 05:32 | 19:10 |
| Total Responses | 48 | | | | |

Detailed Response Time Analysis

| Dec 2024 | | | | | |
|------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE F URBAN | 46 | 18:13 | 06:33 | 03:21 | 09:59 |
| SJ ZONE F SUBURBAN | 8 | 12:31 | 09:56 | 01:55 | 12:16 |
| SJ ZONE F RURAL | 8 | 35:49 | 17:47 | 08:24 | 24:50 |
| Total Responses | 62 | | | | |

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

| Nov 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 | 34 | 6 | 82.35% | 34 | 4 | 88.24% |
| SJ ZONE F SUBURBAN | 9 | 0 | 100.00% | 9 | 0 | 100.00% |
| SJ ZONE F RURAL | 5 | 0 | 100.00% | 5 | 0 | 100.00% |
| All Zones Combined | 48 | 6 | 87.50% | 48 | 4 | 91.67% |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | | |

Comparison of Compliance with and without Exemptions

| Dec 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 | 46 | 9 | 80.43% | 46 | 2 | 95.65% |
| SJ ZONE F SUBURBAN | 8 | 0 | 100.00% | 8 | 0 | 100.00% |
| SJ ZONE F RURAL | 8 | 0 | 100.00% | 8 | 0 | 100.00% |
| All Zones Combined | 62 | 9 | 85.48% | 62 | 2 | 96.77% |
| * 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 | Nov 2024 | |
| | Ambulance Service Provider | # |
| SJ ZONE F URBAN | Manteca | 1 |
| SJ ZONE F SUBURBAN | Manteca | 1 |
| | Ripon | 1 |
| SJ ZONE F RURAL | Manteca | 1 |

| Zone Assist | | |
|--------------------|----------------------------|---|
| Population Density | Dec 2024 | |
| | Ambulance Service Provider | # |
| SJ ZONE F URBAN | Manteca | 4 |
| | Ripon | 3 |
| SJ ZONE F SUBURBAN | Ripon | 1 |
| SJ ZONE F RURAL | AMR San Joaquin | 2 |
| | Manteca | 1 |
| | Ripon | 1 |

Exemption Request Reports

| Types of Exemptions | Nov 2024 | | Dec 2024 | |
|--|---------------------|-------------------|---------------------|-------------------|
| | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Delays in Transferring Care in the Emergency Department | 0 | 0 | 1 | 0 |
| Good Cause case-by case | 0 | 0 | 3 | 0 |
| Severe Inclement Weather | 0 | 0 | 1 | 0 |
| Unavoidable Delay caused by unreported road construction | 1 | 0 | 0 | 0 |

Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|------|----------|----------------------------|----------------------|
|------|----------|----------------------------|----------------------|

Failure to Provide Data

| Event Type | Nov 2024 | Dec 2024 |
|------------|----------|----------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |