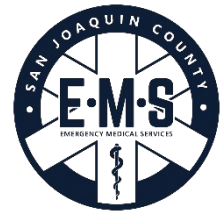




San Joaquin County Emergency Medical Services Agency



Memorandum

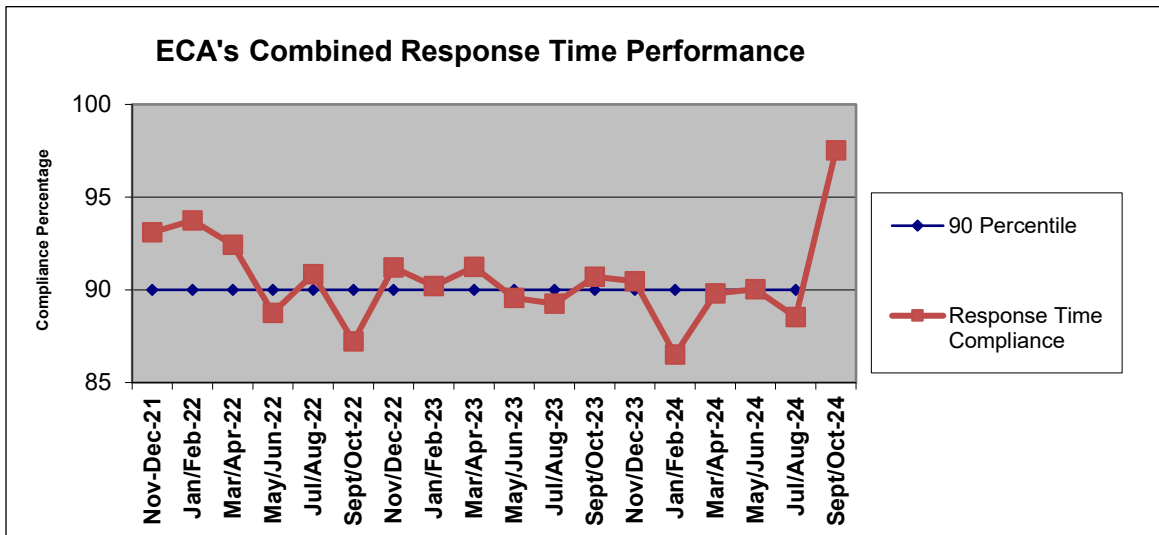
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: November 27, 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 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 are measured for statistical relevance.



As shown in the graph above, ECA's combined two-month percentile of 97.52% did meet the 90th percentile standard set by San Joaquin County, with 124 responses. The complete compliance report for September and October 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	Sep 2024	Oct 2024
Late response minutes	\$40	\$30
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	\$40	\$30

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Sep 2024			Oct 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	38	2	94.74%	38	1	97.37%
Suburban 20:00	14	0	100.00%	19	0	100.00%
Rural 20:00	6	0	100.00%	9	0	100.00%
Total	58	2	96.55%	66	1	98.48%

Detailed Response Time Analysis

Sep 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	38	15:55	06:14	02:33	08:34
SJ ZONE F SUBURBAN	14	17:22	09:58	03:33	14:57
SJ ZONE F RURAL	6	15:10	12:41	02:00	14:42
Total Responses	58				

Detailed Response Time Analysis

Oct 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	38	19:04	06:10	03:28	09:13
SJ ZONE F SUBURBAN	19	14:54	09:22	03:01	12:36
SJ ZONE F RURAL	9	23:39	14:07	04:59	20:26
Total Responses	66				

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

Population Density	Sep 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	38	7	81.58%	38	2	94.74%
SJ ZONE F SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE F RURAL	6	0	100.00%	6	0	100.00%
All Zones Combined	58	7	87.93%	58	2	96.55%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Population Density	Oct 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	38	5	86.84%	38	1	97.37%
SJ ZONE F SUBURBAN	19	0	100.00%	19	0	100.00%
SJ ZONE F RURAL	9	0	100.00%	9	0	100.00%
All Zones Combined	66	5	92.42%	66	1	98.48%
* 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	Sep 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	2
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	1
	Ripon	1
SJ ZONE F RURAL	AMR San Joaquin	1

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

Exemption Request Reports				
Types of Exemptions	Sep 2024		Oct 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	1	0	1	0
Good Cause case-by case	2	0	3	0

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
10/05/2024	MODESTO	Escalon	31A01- Unconscious/Fainting

Failure to Provide Data		
Event Type	Sep 2024	Oct 2024
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		