



San Joaquin County Emergency Medical Services Agency



Memorandum

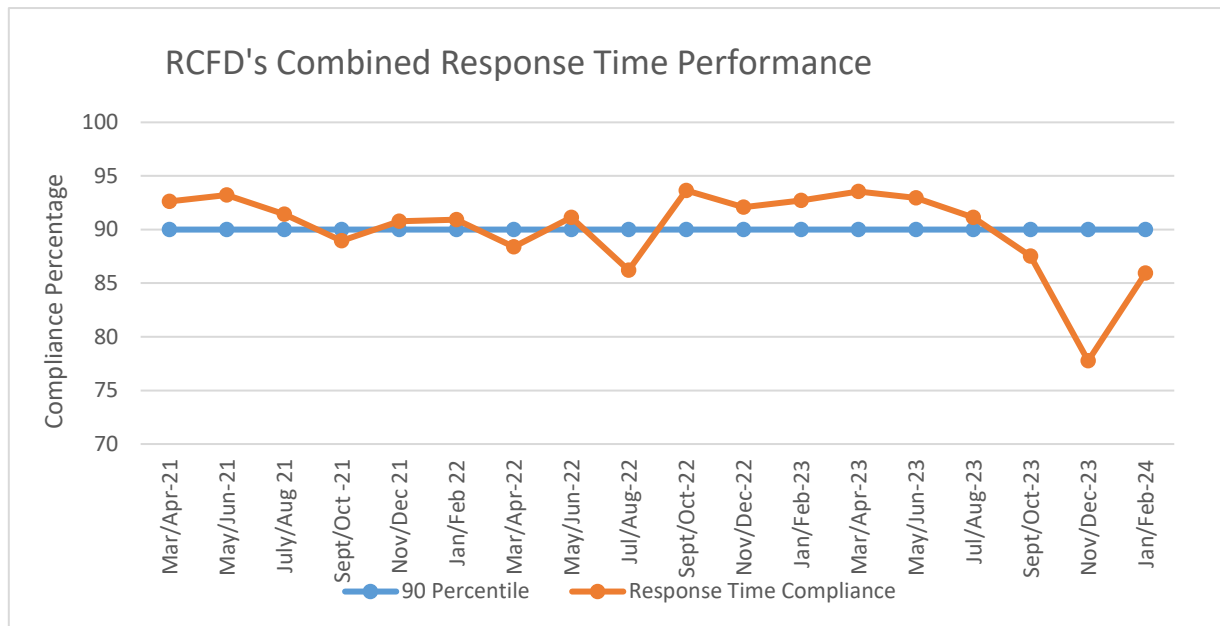
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: April 2, 2024

SUBJECT: Ripon Consolidated Fire District Exclusive Operating Area Ambulance Contract Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone E and the contract compliance for the Emergency Ambulance Provider Ripon Consolidated Fire District (RCFD) for the months of January and February 2024, provides an in-depth review of RCFD's performance. The County's contract with RCFD establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on RCFD'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.



RCFD's combined two-month percentile with 183 responses for January and February 2024 was 85.93%. As shown in the graph above. The complete compliance report may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Ripon Consolidated Fire District

Fines and Penalties Report

Type of Penalty	Jan 2024	Feb 2024
Late response minutes	\$460	\$280
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	\$460	\$280

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Response Time Analysis By Population

Population Density & Response Time Standard	Jan 2024			Feb 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	77	16	79.22%	84	9	89.29%
Suburban 20:00	5	0	100.00%	11	0	100.00%
Rural 20:00	2	0	100.00%	4	0	100.00%
Total	84	16	80.95%	99	9	90.91%

Detailed Response Time Analysis

Jan 2024						
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ ZONE E URBAN	77	16:36	06:33	02:36	08:45	
SJ ZONE E SUBURBAN	5	12:19	10:34	01:08	11:41	
SJ ZONE E RURAL	2	09:21	08:26	01:17	09:10	
Total Responses	84					

Detailed Response Time Analysis

Feb 2024						
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile	
SJ ZONE E URBAN	84	15:07	05:37	02:48	09:19	
SJ ZONE E SUBURBAN	11	12:21	08:32	02:36	10:31	
SJ ZONE E RURAL	4	19:06	13:39	04:38	18:07	
Total Responses	99					

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Comparison of Compliance with and without Exemptions

Jan 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 E URBAN	77	22	71.43%	77	16	79.22%
SJ ZONE E SUBURBAN	5	0	100.00%	5	0	100.00%
SJ ZONE E RURAL	2	0	100.00%	2	0	100.00%
All Zones Combined	84	22	73.81%	84	16	80.95%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Feb 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 E URBAN	84	14	83.33%	84	9	89.29%
SJ ZONE E SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE E RURAL	4	0	100.00%	4	0	100.00%
All Zones Combined	99	14	85.86%	99	9	90.91%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Jan 2024	
	Ambulance Service Provider	#
SJ ZONE E URBAN	AMR San Joaquin	2
	Escalon	1
	Manteca	20
SJ ZONE E SUBURBAN	Escalon	2
SJ ZONE E RURAL	Escalon	1
	Manteca	1

Zone Assist		
Population Density	Feb 2024	
	Ambulance Service Provider	#
SJ ZONE E URBAN	AMR San Joaquin	6
	Manteca	14
SJ ZONE E SUBURBAN	Escalon	7
	Manteca	1
SJ ZONE E RURAL	Escalon	2
	Manteca	1

Exemption Request Reports

Types of Exemptions	Jan 2024		Feb 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Dispatch errors, as defined by dispatch protocols at the Authorized EMS Dispatch Center	0	0	1	0
Incorrect or inaccurate dispatch information received from a calling party or PSAP	1	0	2	0
Unavoidable delay caused by traffic congestion in which there is no alternate route of travel	1	0	1	0

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Failure to Provide Data

Event Type	Jan 2024	Feb 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type