



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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Memorandum

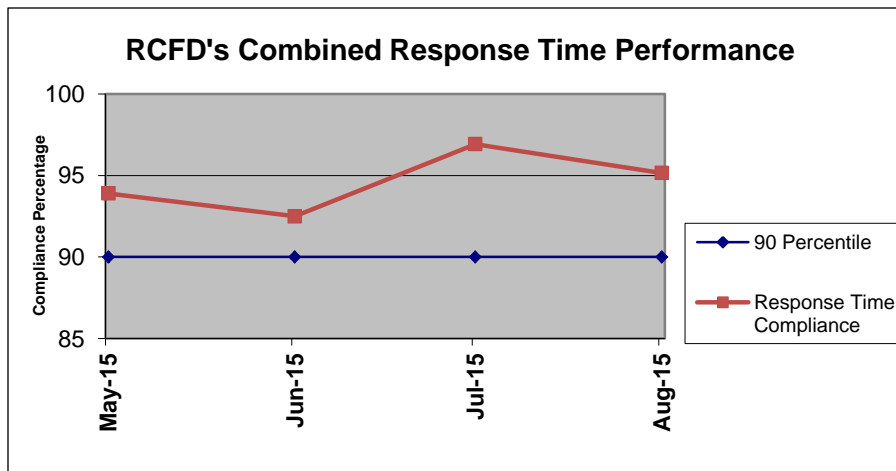
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 24, 2015

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Ripon Consolidated Fire District (RCFD) for the months of July and August, 2015, 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.



RCFD's July and August 2015, response time compliance met or exceeded the 90th percentile standard set by the County with 96.92 % for July and 96.15% for August.

The complete compliance report for July and August 2015 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems.

Note: Data is not shown for previous months because exact percentages were unavailable due to technical challenges stemming from Computer Aided Dispatch mapping issues.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Ripon Ambulance**

Response Time Compliance Report by 31 Day Rolling Period

July 1, 2015 through July 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	20:00	52	2	96.15%	X	
SJ ZONE E SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE E RURAL	8:00	7	0	100.00%	X	
All Zones Combined		65	2	96.92%	3	0

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2015 through August 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	20:00	63	3	95.24%	X	
SJ ZONE E SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE E RURAL	8:00	2	0	100.00%	X	
All Zones Combined		78	3	96.15%	3	0

Fines and Penalties Report

Type of Penalty	July 2015	August 2015
Late response minutes - Not Applied	\$90	\$170
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
(Not Applied) Totals	\$90	\$170

Weekly Unit Hour Staffing Report

	July 2015	August 2015
SJ ZONE E	0	0
Total	0	0

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

**Response Time Analysis By Population Density
All Responses**

Population Density & Response Time Standard	July 2015			August 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	52	2	96.15%	63	3	95.24%
Suburban 20:00	6	0	100.00%	13	0	100.00%
Rural 20:00	7	0	100.00%	2	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	65	2	96.92%	78	3	96.15%

Mutual Aid Incidents

July 2015			August 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	1	AMR Stanislaus	SJ ZONE E SUBURBAN	1
AMR Stanislaus	SJ ZONE E URBAN	6	AMR Stanislaus	SJ ZONE E URBAN	6
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E SUBURBAN	2
MDAS	SJ ZONE E RURAL	2	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E SUBURBAN	2			
MDAS	SJ ZONE E URBAN	3			
Total		16			10

Detailed Response Time Analysis July 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	51	0:02	14:37	4:29	2:45	7:40
SJ ZONE E SUBURBAN	6	6:20	13:00	10:05	2:21	13:00
SJ ZONE E RURAL	7	5:47	13:03	9:49	2:34	13:03
All Urban Compliance Areas	51	0:02	14:37	4:29	2:45	7:40
All Suburban Compliance Areas	6	6:20	13:00	10:05	2:21	13:00
All Rural Compliance Areas	7	5:47	13:03	9:49	2:34	13:03
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	62	0:04	16:33	4:55	2:45	7:37
SJ ZONE E SUBURBAN	13	0:06	18:20	9:14	4:09	14:10
SJ ZONE E RURAL	2	11:37	11:45	11:41	0:04	11:45
All Urban Compliance Areas	62	0:04	16:33	4:55	2:45	7:37
All Suburban Compliance Areas	13	0:06	18:20	9:14	4:09	14:10
All Rural Compliance Areas	2	11:37	11:45	11:41	0:04	11:45
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/14/2015	15101326	E URBAN	Zone Assist		Exempt
07/31/2015	15109978	E URBAN	Changed Response Area		Exempt

**Exemption Request Report
August 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/19/2015	15119740	E URBAN	Unit Dispatched and Responded Code 2		Exempt
08/19/2015	15119789	E URBAN	Delayed Reporting on Scene		Exempt
08/23/2015	15121607	E URBAN	False Report of Emergency		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Monthly Average
E URBAN	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	95.5%
E SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
E RURAL	100%	100%	100%	100%	90%	90%	89%	89%	90%	85%	96%	95%	90.4%
All Zones	100%	100%	100%	100%	92%	91%	90%	90%	90%	88%	97%	96%	94.4%

Failure to Provide Data

Event Type	July 2015	August 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

