



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

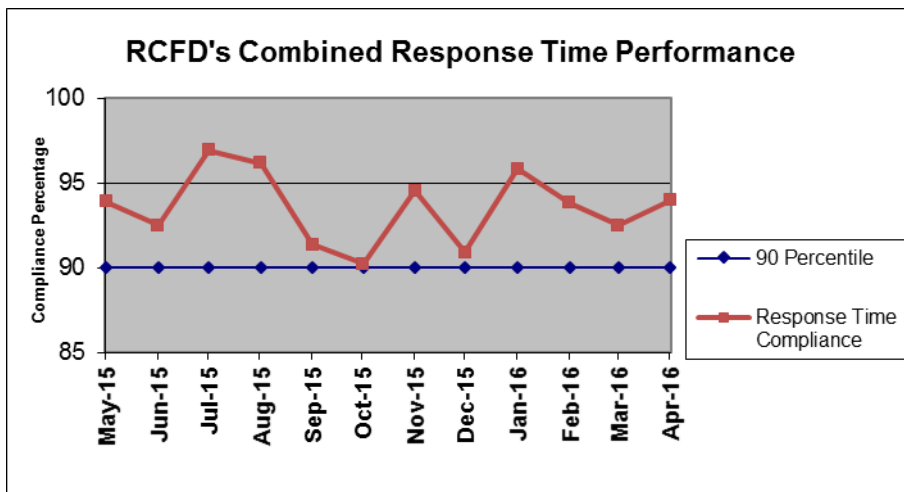
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: October 4, 2016

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 March and April 2016, 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 March and April 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 92.50 % for March and 93.98% for April.

The complete compliance report for March and April 2016 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 31 Day Rolling Period**

March 1, 2016 through March 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	70	6	91.43%	X	
SJ ZONE E SUBRUBAN	20:00	4	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>80</b>	<b>6</b>	<b>92.50%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 30 Day Rolling Period**

April 1, 2016 through April 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	73	5	93.15%	X	
SJ ZONE E SUBRUBAN	20:00	4	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>83</b>	<b>5</b>	<b>93.98%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	March 2016	April 2016
Late response minutes	\$170	\$130
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
<b>Totals</b>	<b>\$170</b>	<b>\$130</b>

**Weekly Unit Hour Staffing Report**

	March 2016	April 2016
SJ ZONE E	168	168
<b>Total</b>	<b>168</b>	<b>168</b>

\*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	March 2016			April 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	70	6	91.43%	73	5	93.15%
Suburban 20:00	4	0	100.00%	4	0	100.00%
Rural 20:00	6	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>80</b>	<b>6</b>	<b>92.50%</b>	<b>83</b>	<b>5</b>	<b>93.98%</b>

## Mutual Aid Incidents

March 2016			April 2016		
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 San Joaquin	SJ ZONE E URBAN	1
AMR Stanislaus	SJ ZONE E URBAN	2	AMR Stanislaus	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E RURAL	3
Escalon	SJ ZONE E URBAN	1	Escalon	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E RURAL	1	Escalon	SJ ZONE E URBAN	1
MDAS	SJ ZONE E SUBURBAN	1	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	11	MDAS	SJ ZONE E URBAN	4
<b>Total</b>		<b>19</b>			<b>12</b>

## Detailed Response Time Analysis March 2016

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	70	0:02	12:31	5:27	3:05	10:48
SJ ZONE E SUBURBAN	4	5:02	9:38	7:43	1:51	9:38
SJ ZONE E RURAL	6	1:47	14:04	8:42	4:08	14:04
All Urban Compliance Areas	70	0:02	12:31	5:27	3:05	10:48
All Suburban Compliance Areas	4	5:02	9:38	7:43	1:51	9:38
All Rural Compliance Areas	6	1:47	14:04	8:42	4:08	14:04
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis April 2016

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	73	0:02	12:12	4:42	2:23	7:58
SJ ZONE E SUBURBAN	4	8:38	13:21	10:56	1:49	13:21
SJ ZONE E RURAL	6	6:19	11:11	9:04	1:48	11:11
All Urban Compliance Areas	73	0:02	12:12	4:42	2:23	7:58
All Suburban Compliance Areas	4	8:38	13:21	10:56	1:49	13:21
All Rural Compliance Areas	6	6:19	11:11	9:04	1:48	11:11
All Wilderness Compliance Areas	0					

**Exemption Request Report  
March 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/01/2016	16030808	E URBAN	Zone Assist		Exempt
03/08/2016	16034400	E URBAN	Freeway Access		Exempt
03/19/2016	16040260	E URBAN	Poor Location Information from CHP		Exempt
03/19/2016	16040268	E URBAN	Traffic Secondary to Call		Exempt
03/22/2016	16041840	E URBAN	False Report of Emergency		Exempt
03/28/2016	16044854	E URBAN	Poor Location Information from RP		Exempt
03/30/2016	16046225	E URBAN	Poor Location Information from RP		Exempt

**Exemption Request Report  
April 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/28/2016	16061155	E URBAN	Traffic Secondary to Call		Exempt
04/28/2016	16061341	E URBAN	Delayed Reporting on Scene		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	Monthly Average
E URBAN	94%	91%	96%	95%	90%	88%	93%	90%	84%	89%	91%	93%	91.2%
E SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>95%</b>	<b>93%</b>	<b>97%</b>	<b>96%</b>	<b>91%</b>	<b>90%</b>	<b>95%</b>	<b>91%</b>	<b>86%</b>	<b>90%</b>	<b>93%</b>	<b>94%</b>	<b>92.5%</b>

**Failure to Provide Data**

Event Type	March 2016	April 2016
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

