



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

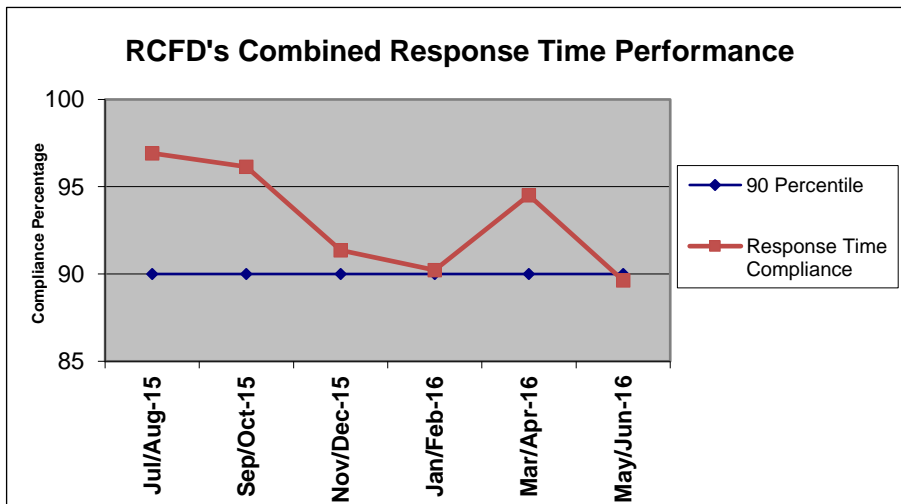
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: November 28, 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 May and June 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. Performance data in the table below are the result of combining two months in order to ensure that a minimum of 100 responses are measured for statistical relevance.



RCFD's response time compliance exceeded the 90th percentile standard set by the County for May with 92.31%, and dropped below the 90th percentile for June with 86.31%. The combined two-month percentile with 164 responses for May and June was 89.63%.

The complete compliance report for May and June

2016 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

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

Response Time Compliance Report by Month

May 1, 2016 through May 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	87	7	91.95%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	1	0	100.00%	X	
All Zones Combined		91	7	92.31%	3	0

Response Time Compliance Report by Month

June 1, 2016 through June 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	58	10	82.76%		X
SJ ZONE E SUBRUBAN	20:00	10	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
All Zones Combined		73	10	86.30%	2	1

Fines and Penalties Report

Type of Penalty	May 2016	June 2016
Late response minutes	\$300	\$320
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
Totals	\$300	\$320

Weekly Unit Hour Staffing Report

	May 2016	June 2016
SJ ZONE E	168	168
Total	168	168

*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	May 2016			June 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	87	7	91.95%	58	10	82.76%
Suburban 20:00	3	0	100.00%	10	0	100.00%
Rural 20:00	1	0	100.00%	5	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	91	7	92.31%	73	10	86.30%

Mutual Aid Incidents

May 2016			June 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	2	AMR San Joaquin	SJ ZONE E URBAN	1
AMR Stanislaus	SJ ZONE E URBAN	1	Escalon	SJ ZONE E RURAL	1
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E URBAN	1	Escalon	SJ ZONE E URBAN	2
MDAS	SJ ZONE E URBAN	7	MDAS	SJ ZONE E RURAL	1
			MDAS	SJ ZONE E SUBURBAN	2
			MDAS	SJ ZONE E URBAN	8
Total		12			16

Detailed Response Time Analysis May 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	87	0:04	14:26	4:47	2:56	8:22
SJ ZONE E SUBURBAN	3	6:12	9:37	8:15	1:29	9:37
SJ ZONE E RURAL	1	10:46	10:46	10:46	0:00	10:46
All Urban Compliance Areas	87	0:04	14:26	4:47	2:56	8:22
All Suburban Compliance Areas	3	6:12	9:37	8:15	1:29	9:37
All Rural Compliance Areas	1	10:46	10:46	10:46	0:00	10:46
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	58	0:11	26:00	6:15	3:57	11:05
SJ ZONE E SUBURBAN	9	1:09	13:04	8:29	3:37	13:04
SJ ZONE E RURAL	5	6:27	16:22	10:37	3:22	16:22
All Urban Compliance Areas	58	0:11	26:00	6:15	3:57	11:05
All Suburban Compliance Areas	9	1:09	13:04	8:29	3:37	13:04
All Rural Compliance Areas	5	6:27	16:22	10:37	3:22	16:22
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/03/2016	16064195	E URBAN	Delays in Transferring Care at ED	< 30 min	Not Exempt
05/07/2016	16065906	E URBAN	Delays in Transferring Care at ED	< 30 min	Not Exempt
05/16/2016	16070531	E URBAN	Delays in Transferring Care at ED	< 30 min	Not Exempt
05/17/2016	16071536	E URBAN	Not Listed		Exempt
05/18/2016	16072138	E URBAN	Delays in Transferring Care at ED	30 min	Not Exempt
05/30/2016	16078274	E URBAN	Dispatch Error		Exempt

**Exemption Request Report
June 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/05/2016	16004566	E URBAN	Freeway Access		Exempt
06/06/2016	16081144	E URBAN	Delayed Reporting on Scene		Exempt
06/19/2016	16087916	E URBAN	Delayed Reporting on Scene		Exempt
06/28/2016	16093332	E URBAN	Unit Dispatched and Responded Code 2	Delta (Code 3)	Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Monthly Average
E URBAN	100%	100%	100%	88%	93%	90%	95%	93%	91%	93%	92%	83%	91.0%
E SUBURBAN	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%
All Zones	100%	100%	100%	90%	95%	91%	96%	94%	93%	94%	92%	86%	94.2%

Failure to Provide Data

Event Type	May 2016	June 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

