



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

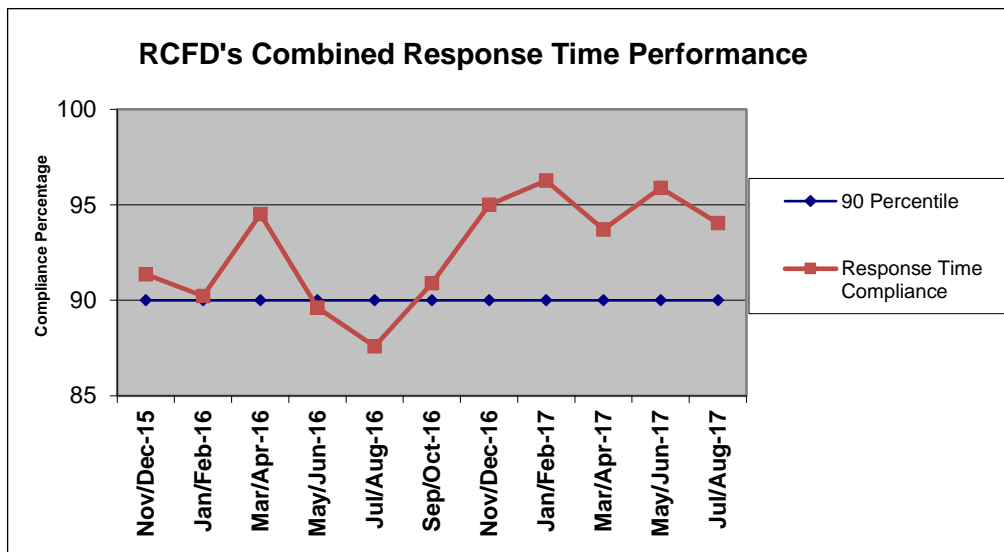
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: October 16, 2017

SUBJECT: Ripon Fire District Exclusive Operating Area Ambulance 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 2017, 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 July with 95.95% and August with 92.21%. The combined two-month percentile with 151 responses for July and August was 94.04%.

The complete compliance report for July and August 2017 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 31 Day Rolling Period

July 1, 2017 through July 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	63	3	95.24%	X	
SJ ZONE E SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
All Zones Combined		74	3	95.95%	3	0

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2017 through August 31, 2017						
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	1	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
All Zones Combined		77	6	92.21%	3	0

Fines and Penalties Report

Type of Penalty	July 2017	August 2017
Late response minutes	\$70	\$150
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	\$70	\$150

Weekly Unit Hour Staffing Report

	July 2017	August 2017
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	July 2017			August 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	63	3	95.24%	70	6	91.43%
Suburban 20:00	6	0	100.00%	1	0	100.00%
Rural 20:00	5	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	74	3	95.95%	77	6	92.21%

Mutual Aid Incidents

July 2017			August 2017		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E URBAN	5	MDAS	SJ ZONE E RURAL	3
MDAS	SJ ZONE E RURAL	2	MDAS	SJ ZONE E URBAN	7
MDAS	SJ ZONE E URBAN	5			
Total		13			12

Detailed Response Time Analysis July 2017

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	63	1:40	17:27	5:35	3:14	10:28
SJ ZONE E SUBURBAN	6	5:11	10:24	8:13	1:46	10:24
SJ ZONE E RURAL	5	8:42	12:26	10:19	1:13	12:26
All Urban Compliance Areas	63	1:40	17:27	5:35	3:14	10:28
All Suburban Compliance Areas	6	5:11	10:24	8:13	1:46	10:24
All Rural Compliance Areas	5	8:42	12:26	10:19	1:13	12:26
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis August 2017

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	0:17	12:58	5:23	2:31	9:25
SJ ZONE E SUBURBAN	1	10:52	10:52	10:52	0:00	10:52
SJ ZONE E RURAL	6	8:40	13:09	10:02	1:37	13:09
All Urban Compliance Areas	70	0:17	12:58	5:23	2:31	9:25
All Suburban Compliance Areas	1	10:52	10:52	10:52	0:00	10:52
All Rural Compliance Areas	6	8:40	13:09	10:02	1:37	13:09
All Wilderness Compliance Areas	0					

**Exemption Request Report
July 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/03/2017	17097989	E URBAN	Delayed Reporting on Scene		Exempt
07/06/2017	17099747	E URBAN	Freeway Access		Exempt
07/06/2017	17100054	E URBAN	Delay while providing Mutual Aid		Exempt
07/10/2017	17102227	E URBAN	Freeway Access		Exempt
07/10/2017	17102232	E URBAN	Road Construction		Exempt
07/12/2017	17102822	E URBAN	Traffic Secondary to Call		Exempt
07/12/2017	17102825	E URBAN	Other		Exempt

**Exemption Request Report
August 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/06/2017	17116649	E URBAN	Freeway Access		Exempt
08/15/2017	17121442	E URBAN	Zone Assist		Exempt
08/15/2017	17121444	E URBAN	Duplicate Record		Exempt
08/24/2017	17125715	E URBAN	Reduced/Upgraded Response		Exempt
08/28/2017	17128264	E URBAN	Freeway Access		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Monthly Average
E URBAN	91%	88%	92%	96%	96%	95%	91%	98%	93%	98%	95%	91%	93.9%
E SUBURBAN	100%	100%	100%	100%	100%	100%	100%	71%	100%	100%	100%	100%	97.0%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	93%	89%	93%	96%	96%	96%	92%	95%	93%	99%	96%	92%	94.3%

Failure to Provide Data

Event Type	July 2017	August 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

