



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

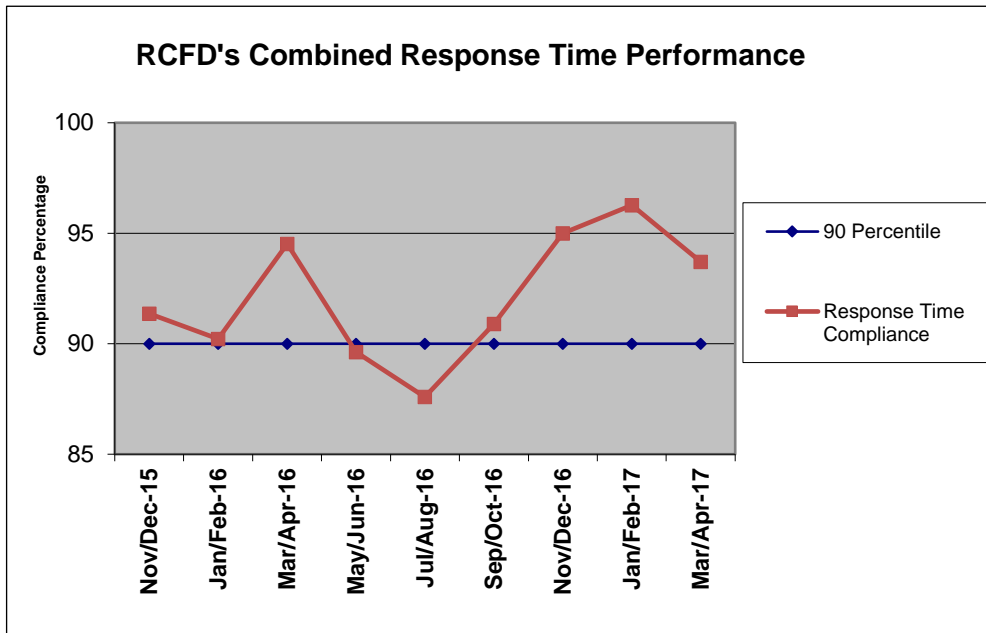
DATE: June 26, 2017

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 March and April 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 March with 92.21% and April with 95.45%. The combined two-month percentile with 143 responses for March and April was 93.71%.



The complete compliance report for March and April 2017 may be viewed or downloaded from the EMS Agency's website: [www.sigov.org/ems](http://www.sigov.org/ems).

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

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

March 1, 2017 through March 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	69	6	91.30%	X	
SJ ZONE E SUBRUBAN	20:00	2	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>77</b>	<b>6</b>	<b>92.21%</b>	<b>3</b>	<b>0</b>

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

April 1, 2017 through April 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	58	1	98.28%	X	
SJ ZONE E SUBRUBAN	20:00	7	2	71.43%		X
SJ ZONE E RURAL	20:00	1	0	100.00%	X	
<b>All Zones Combined</b>		<b>66</b>	<b>3</b>	<b>95.45%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	March 2017	April 2017
Late response minutes	\$140	\$100
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>\$140</b>	<b>\$100</b>

**Weekly Unit Hour Staffing Report**

	March 2017	April 2017
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 2017			April 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	69	6	91.30%	58	1	98.28%
Suburban 20:00	2	0	100.00%	7	2	71.43%
Rural 20:00	6	0	100.00%	1	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>77</b>	<b>6</b>	<b>92.21%</b>	<b>66</b>	<b>3</b>	<b>95.45%</b>

## Mutual Aid Incidents

March 2017			April 2017		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E SUBURBAN	2	Escalon	SJ ZONE E URBAN	5
Escalon	SJ ZONE E URBAN	6	MDAS	SJ ZONE E RURAL	1
MDAS	SJ ZONE E URBAN	4	MDAS	SJ ZONE E SUBURBAN	1
			MDAS	SJ ZONE E URBAN	1
<b>Total</b>		14			9

## Detailed Response Time Analysis March 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	69	1:03	28:04	5:43	3:52	9:31
SJ ZONE E SUBURBAN	2	3:32	18:46	11:09	7:37	18:46
SJ ZONE E RURAL	6	0:34	11:21	8:14	4:02	11:21
All Urban Compliance Areas	69	1:03	28:04	5:43	3:52	9:31
All Suburban Compliance Areas	2	3:32	18:46	11:09	7:37	18:46
All Rural Compliance Areas	6	0:34	11:21	8:14	4:02	11:21
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis April 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	58	2:13	22:49	5:29	3:15	10:12
SJ ZONE E SUBURBAN	7	4:58	23:41	12:10	6:27	23:41
SJ ZONE E RURAL	1	9:01	9:01	9:01	0:00	9:01
All Urban Compliance Areas	58	2:13	22:49	5:29	3:15	10:12
All Suburban Compliance Areas	7	4:58	23:41	12:10	6:27	23:41
All Rural Compliance Areas	1	9:01	9:01	9:01	0:00	9:01
All Wilderness Compliance Areas	0					

**Exemption Request Report  
March 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/12/2017	17038341	E URBAN	Delayed Reporting on Scene		Exempt
03/15/2017	17039997	E URBAN	Duplicate Record		Exempt
03/24/2017	17044933	E URBAN	Reduced/Upgraded		Exempt
03/25/2017	17045309	E URBAN	MCI		Exempt
03/25/2017	17045310	E URBAN	Staged		Exempt

**Exemption Request Report  
April 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/07/2017	17052263	E URBAN	Delayed Reporting on Scene		Exempt
04/08/2017	17052795	E URBAN	Delayed Reporting on Scene		Exempt
04/09/2017	17053275	E URBAN	Freeway Access		Exempt
04/18/2017	17057706	E URBAN	Reduced/Upgraded Response		Exempt
04/22/2017	17059520	E URBAN	Delayed Reporting on Scene		Exempt
04/29/2017	17063034	E URBAN	Reduced/Upgraded Response		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	Monthly Average
E URBAN	92%	83%	83%	89%	91%	88%	92%	96%	96%	95%	91%	98%	91.3%
E SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	71%	97.3%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>92%</b>	<b>86%</b>	<b>85%</b>	<b>91%</b>	<b>93%</b>	<b>89%</b>	<b>93%</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>	<b>92%</b>	<b>95%</b>	<b>92.1%</b>

**Failure to Provide Data**

Event Type	March 2017	April 2017
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

