



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

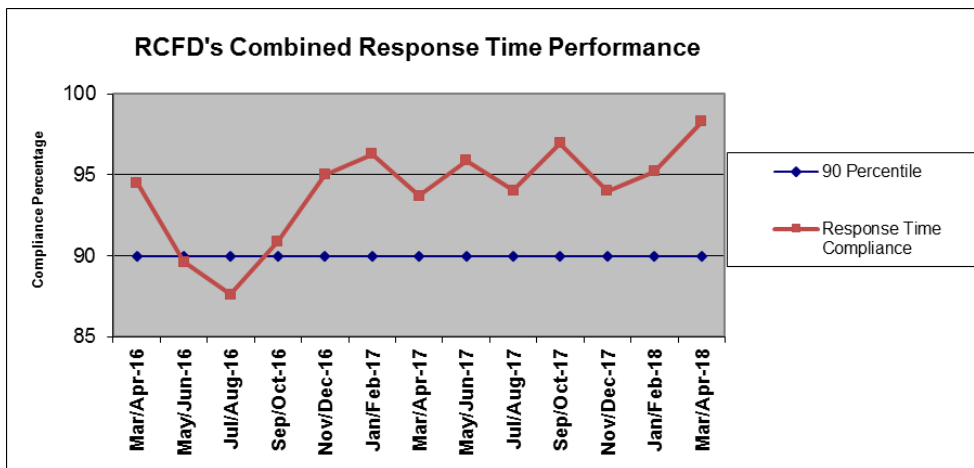
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: May 30, 2018

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 2018, 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 98.94% and April with 97.56%. The combined two-month percentile with 173 responses for March and April was 98.30%.

The complete compliance report for March and April 2018 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, 2018 through March 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	80	1	98.75%	X	
SJ ZONE E SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE E RURAL	20:00	3	0	100.00%	X	
<b>All Zones Combined</b>		<b>94</b>	<b>1</b>	<b>98.94%</b>	<b>3</b>	<b>0</b>

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

April 1, 2018 through April 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	69	2	97.10%	X	
SJ ZONE E SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
<b>All Zones Combined</b>		<b>82</b>	<b>2</b>	<b>97.56%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	March 2018	April 2018
Late response minutes	\$10	\$70
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>\$10</b>	<b>\$70</b>

**Weekly Unit Hour Staffing Report**

	March 2018	April 2018
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 2018			April 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	80	1	98.75%	69	2	97.10%
Suburban 20:00	11	0	100.00%	9	0	100.00%
Rural 20:00	3	0	100.00%	4	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>94</b>	<b>1</b>	<b>98.94%</b>	<b>82</b>	<b>2</b>	<b>97.56%</b>

## Mutual Aid Incidents

March 2018			April 2018		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	1	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E RURAL	1	Escalon	SJ ZONE E SUBURBAN	2
Escalon	SJ ZONE E SUBURBAN	9	Escalon	SJ ZONE E URBAN	9
Escalon	SJ ZONE E URBAN	10	MDAS	SJ ZONE E URBAN	1
MDAS	SJ ZONE E URBAN	4			
<b>Total</b>		<b>25</b>			<b>14</b>

## Detailed Response Time Analysis March 2018

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	80	1:10	14:56	4:53	2:13	7:17
SJ ZONE E SUBURBAN	11	5:03	12:20	7:55	2:08	9:38
SJ ZONE E RURAL	3	6:55	12:23	9:52	2:15	12:23
All Urban Compliance Areas	80	1:10	14:56	4:53	2:13	7:17
All Suburban Compliance Areas	11	5:03	12:20	7:55	2:08	9:38
All Rural Compliance Areas	3	6:55	12:23	9:52	2:15	12:23
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis April 2018

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	0:15	12:56	4:47	2:18	7:07
SJ ZONE E SUBURBAN	9	5:29	14:37	8:49	3:05	14:37
SJ ZONE E RURAL	4	7:15	11:25	9:39	1:33	11:25
All Urban Compliance Areas	69	0:15	12:56	4:47	2:18	7:07
All Suburban Compliance Areas	9	5:29	14:37	8:49	3:05	14:37
All Rural Compliance Areas	4	7:15	11:25	9:39	1:33	11:25
All Wilderness Compliance Areas	0					

**Exemption Request Report  
March 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/03/2018	18033271	E URBAN	Location Change		Exempt
03/05/2018	18034462	E URBAN	Traffic Secondary to Call		Exempt
03/12/2018	18038342	E URBAN	Freeway Access		Exempt
03/31/2018	18048599	E URBAN	Other		Exempt

**Exemption Request Report  
April 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/06/2018	18051546	E URBAN	Freeway Access		Exempt
04/06/2018	18051659	E URBAN	Freeway Access		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	Monthly Average
E URBAN	93%	98%	95%	91%	96%	96%	95%	91%	97%	93%	99%	97%	95.1%
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%
<b>All Zones</b>	<b>93%</b>	<b>99%</b>	<b>96%</b>	<b>92%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>	<b>93%</b>	<b>98%</b>	<b>93%</b>	<b>99%</b>	<b>98%</b>	<b>95.8%</b>

**Failure to Provide Data**

Event Type	March 2018	April 2018
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

