



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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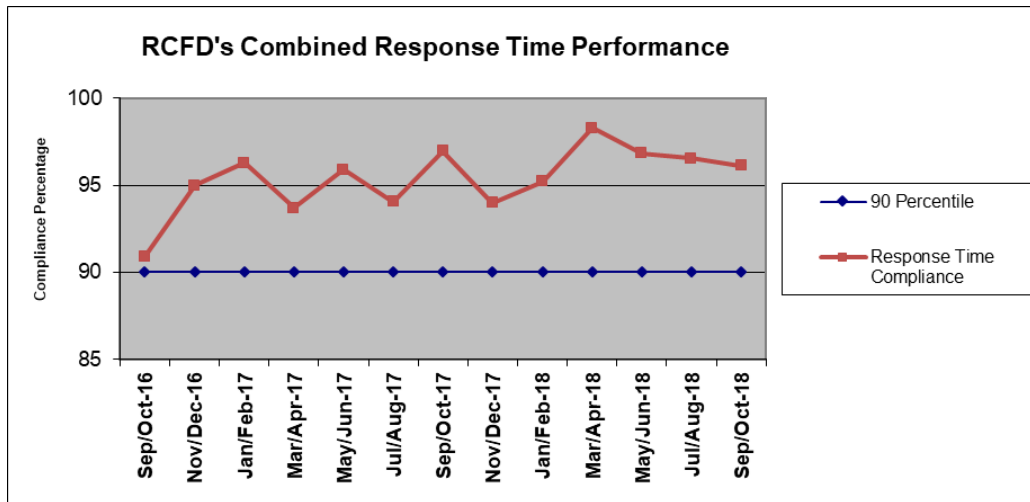
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## Memorandum

TO: All Interested Parties  
FROM: Rick Jones, EMS Analyst  
DATE: January 3, 2019

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 September and October 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 September with 96.12% and October with 96.10%. The combined two-month percentile with 180 responses for

September and October was 96.11%.

The complete compliance report for September and October 2018 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 30 Day Rolling Period**

September 1, 2018 through September 30, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	90	4	95.56%	X	
SJ ZONE E SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
<b>All Zones Combined</b>		<b>103</b>	<b>4</b>	<b>96.12%</b>	<b>3</b>	<b>0</b>

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

October 1, 2018 through October 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	68	3	95.59%	X	
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
<b>All Zones Combined</b>		<b>77</b>	<b>3</b>	<b>96.10%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	September 2018	October 2018
Late response minutes	\$70	\$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>\$70</b>	<b>\$100</b>

**Weekly Unit Hour Staffing Report**

	September 2018	October 2018
SJ ZONE E	0	0
<b>Total</b>	<b>0</b>	<b>0</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	September 2018			October 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	90	4	95.56%	68	3	95.59%
Suburban 20:00	11	0	100.00%	5	0	100.00%
Rural 20:00	2	0	100.00%	4	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>103</b>	<b>4</b>	<b>96.12%</b>	<b>77</b>	<b>3</b>	<b>96.10%</b>

## Mutual Aid Incidents

September 2018			October 2018		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E RURAL	2	AMR San Joaquin	SJ ZONE E URBAN	2
Escalon	SJ ZONE E SUBURBAN	4	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E URBAN	7	Escalon	SJ ZONE E SUBURBAN	4
MDAS	SJ ZONE E URBAN	5	Escalon	SJ ZONE E URBAN	3
			MDAS	SJ ZONE E URBAN	7
<b>Total</b>		<b>18</b>			<b>18</b>

## Detailed Response Time Analysis September 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	90	2:00	16:24	5:27	2:30	9:00
SJ ZONE E SUBURBAN	11	3:36	10:52	7:39	2:11	10:50
SJ ZONE E RURAL	2	10:11	12:25	11:18	1:07	12:25
All Urban Compliance Areas	90	2:00	16:24	5:27	2:30	9:00
All Suburban Compliance Areas	11	3:36	10:52	7:39	2:11	10:50
All Rural Compliance Areas	2	10:11	12:25	11:18	1:07	12:25
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis October 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	68	2:04	11:39	5:12	2:27	9:37
SJ ZONE E SUBURBAN	5	2:10	6:23	4:30	1:40	6:23
SJ ZONE E RURAL	4	4:58	13:46	10:00	3:11	13:46
All Urban Compliance Areas	68	2:04	11:39	5:12	2:27	9:37
All Suburban Compliance Areas	5	2:10	6:23	4:30	1:40	6:23
All Rural Compliance Areas	4	4:58	13:46	10:00	3:11	13:46
All Wilderness Compliance Areas	0					

## Exemption Request Report September 2018

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/07/2018	18132864	E URBAN	Freeway Access		Exempt
09/10/2018	18134627	E URBAN	Traffic Secondary to Call		Exempt
09/14/2018	18136558	E URBAN	Freeway Access		Exempt

09/18/2018	18139083	E URBAN	Freeway Access		Exempt
			Reduced/Upgraded		
09/22/2018	18141019	E URBAN	Response		Exempt
09/29/2018	18144981	E URBAN	Zone Assist		Exempt
			Delayed Reporting		
09/30/2018	18145212	E URBAN	on Scene		Exempt

**Exemption Request Report  
October 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/02/2018	18146309	E URBAN	Traffic Secondary to Call		Exempt
10/05/2018	18147882	E URBAN	Freeway Access		Exempt
			Traffic Secondary to Call		
10/06/2018	18148429	E URBAN	Traffic Secondary to Call		Exempt
			Traffic Secondary to Call		
10/06/2018	18148436	E URBAN	Traffic Secondary to Call		Exempt
10/17/2018	18153659	E URBAN	Not Listed		Exempt
10/25/2018	18157979	E URBAN	Other		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Monthly Average
E URBAN	95%	91%	97%	93%	99%	97%	96%	97%	99%	93%	96%	96%	95.6%
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>96%</b>	<b>93%</b>	<b>98%</b>	<b>93%</b>	<b>99%</b>	<b>98%</b>	<b>97%</b>	<b>97%</b>	<b>99%</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>96.2%</b>

**Failure to Provide Data**

Event Type	September 2018	October 2018
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

