



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

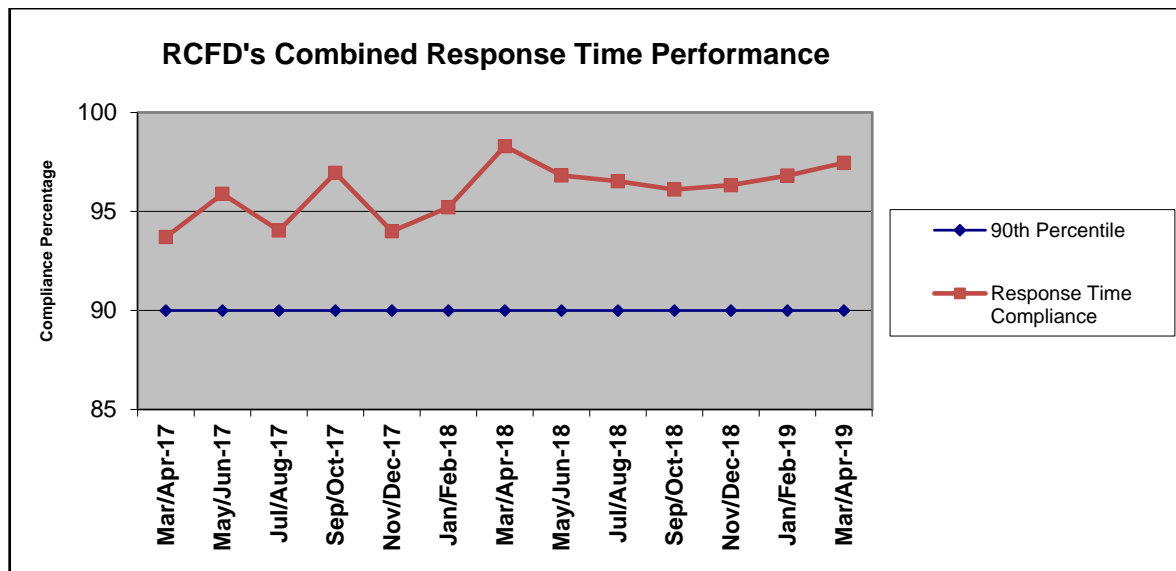
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: July 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 March and April 2019, 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 94.44% and April with 100.%. The combined two-month percentile with 158 responses for March and April was 97.46%. The complete compliance report for March and April 2019 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

March 1, 2019 through March 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	66	4	93.94%	X	
SJ ZONE E SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE E RURAL	20:00	0	0	100.00%	X	
All Zones Combined		72	4	94.44%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2019 through April 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	79	0	100.00%	X	
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
All Zones Combined		86	0	100.00%	3	0

Fines and Penalties Report

Type of Penalty	March 2019	April 2019
Late response minutes	\$170	\$0
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	\$170	\$0

Weekly Unit Hour Staffing Report

	March 2019	April 2019
SJ ZONE E	0	0
Total	0	0

*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 2019			April 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	66	4	93.94%	79	0	100.00%
Suburban 20:00	6	0	100.00%	5	0	100.00%
Rural 20:00	0	0	100.00%	2	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	72	4	94.44%	86	0	100.00%

Mutual Aid Incidents

March 2019			April 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE E URBAN	2	AMR San Joaquin	SJ ZONE E URBAN	2
Escalon	SJ ZONE E SUBURBAN	6	Escalon	SJ ZONE E URBAN	8
Escalon	SJ ZONE E URBAN	7	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	2	MDAS	SJ ZONE E URBAN	3
Total		17			14

Detailed Response Time Analysis March 2019

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	66	0:12	13:38	4:59	2:35	7:41
SJ ZONE E SUBURBAN	6	3:37	8:28	6:47	1:37	8:28
SJ ZONE E RURAL	0					
All Urban Compliance Areas	66	0:12	13:38	4:59	2:35	7:41
All Suburban Compliance Areas	6	3:37	8:28	6:47	1:37	8:28
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 2019

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	79	0:16	16:24	5:00	2:46	8:43
SJ ZONE E SUBURBAN	5	5:01	9:53	7:54	1:54	9:53
SJ ZONE E RURAL	2	3:49	15:00	9:24	5:36	15:00
All Urban Compliance Areas	79	0:16	16:24	5:00	2:46	8:43
All Suburban Compliance Areas	5	5:01	9:53	7:54	1:54	9:53
All Rural Compliance Areas	2	3:49	15:00	9:24	5:36	15:00
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/07/2019	19033542	E URBAN	Reduced/Upgraded Response		Not Exempt
03/09/2019	19034713	E URBAN	Location Change		Exempt
03/18/2019	19039365	E URBAN	Other		Not Exempt
03/23/2019	19041959	E URBAN	Delayed Reporting on Scene		Not Exempt
03/26/2019	19043804	E URBAN	Location Change		Exempt

**Exemption Request Report
April 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/05/2019	19049186	E URBAN	False Report of Emergency		Exempt
04/11/2019	19052107	E URBAN	Freeway Access		Exempt
04/12/2019	19052532	E URBAN	False Report of Emergency		Exempt
04/14/2019	19053785	E URBAN	Zone Assist		Exempt
04/17/2019	19055056	E URBAN	Zone Assist		Exempt
04/17/2019	19055459	E URBAN	Poor Location Information from RP		Exempt
04/18/2019	19055604	E URBAN	Other		Exempt
04/21/2019	19057557	E URBAN	Zone Assist		Exempt
04/22/2019	19058098	E URBAN	Other		Exempt
04/22/2019	19058104	E URBAN	Other		Exempt
04/24/2019	19058971	E URBAN	Freeway Access		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	Monthly Average
E URBAN	96%	97%	99%	93%	96%	96%	96%	95%	96%	97%	94%	100%	96.1%
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%
All Zones	97%	97%	99%	94%	96%	96%	97%	96%	96%	97%	94%	100%	96.6%

Failure to Provide Data

Event Type	March 2019	April 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

