



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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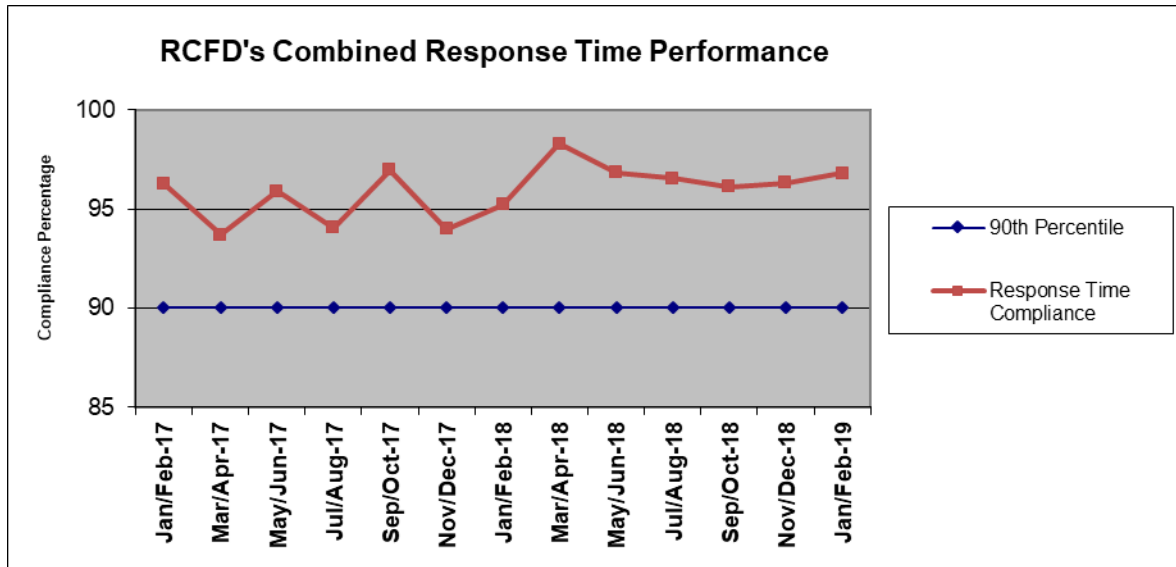
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: April 23, 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 January and February 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 November with 96.39% and December with 97.30%. The combined two-month percentile with 157 responses for January and February was 96.81%.

The complete compliance report for January and February 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

January 1, 2019 through January 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	67	3	95.52%	X	
SJ ZONE E SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE E RURAL	20:00	7	0	100.00%	X	
All Zones Combined		83	3	96.39%	3	0

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2019 through February 28, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	64	2	96.88%	X	
SJ ZONE E SUBRUBAN	20:00	4	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
All Zones Combined		74	2	97.30%	3	0

Fines and Penalties Report

Type of Penalty	January 2019	February 2019
Late response minutes	\$100	\$90
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	\$100	\$90

Weekly Unit Hour Staffing Report

	January 2019	February 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	January 2019			February 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	67	3	95.52%	64	2	96.88%
Suburban 20:00	9	0	100.00%	4	0	100.00%
Rural 20:00	7	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	83	3	96.39%	74	2	97.30%

Mutual Aid Incidents

January 2019			February 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E RURAL	3	AMR San Joaquin	SJ ZONE E URBAN	2
Escalon	SJ ZONE E SUBURBAN	3	Escalon	SJ ZONE E RURAL	4
Escalon	SJ ZONE E URBAN	6	Escalon	SJ ZONE E SUBURBAN	2
MDAS	SJ ZONE E SUBURBAN	2	Escalon	SJ ZONE E URBAN	11
MDAS	SJ ZONE E URBAN	2	MDAS	SJ ZONE E URBAN	3
Total		16			22

Detailed Response Time Analysis January 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	67	1:27	11:41	4:48	1:58	6:59
SJ ZONE E SUBURBAN	9	0:19	10:42	6:23	2:47	10:42
SJ ZONE E RURAL	7	1:03	15:43	7:31	5:36	15:43
All Urban Compliance Areas	67	1:27	11:41	4:48	1:58	6:59
All Suburban Compliance Areas	9	0:19	10:42	6:23	2:47	10:42
All Rural Compliance Areas	7	1:03	15:43	7:31	5:36	15:43
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 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	64	2:12	24:39	5:38	3:24	9:56
SJ ZONE E SUBURBAN	4	5:53	7:17	6:35	0:31	7:17
SJ ZONE E RURAL	6	7:42	12:23	10:02	1:43	12:23
All Urban Compliance Areas	64	2:12	24:39	5:38	3:24	9:56
All Suburban Compliance Areas	4	5:53	7:17	6:35	0:31	7:17
All Rural Compliance Areas	6	7:42	12:23	10:02	1:43	12:23
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/17/2019	19008344	E URBAN	Delayed Reporting on Scene		Exempt
01/17/2019	19008730	E URBAN	Dispatch Error		Not Exempt

**Exemption Request Report
February 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/06/2019	19018430	E URBAN	Poor Location Information from		Exempt
02/10/2019	19020059	E URBAN	Poor Location Information from RP		Exempt
02/20/2019	19025339	E URBAN	Adjusted time based on call audit		Exempt
02/20/2019	19025559	E URBAN	Adjusted time based on call audit		Exempt
02/23/2019	19027124	E URBAN	Manteca Ambulance Zone		Exempt
02/28/2019	19029861	E URBAN	Traffic Secondary to Call		Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Monthly Average
E URBAN	99%	97%	96%	97%	99%	93%	96%	96%	96%	95%	96%	97%	96.3%
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	99%	98%	97%	97%	99%	94%	96%	96%	97%	96%	96%	97%	96.8%

Failure to Provide Data

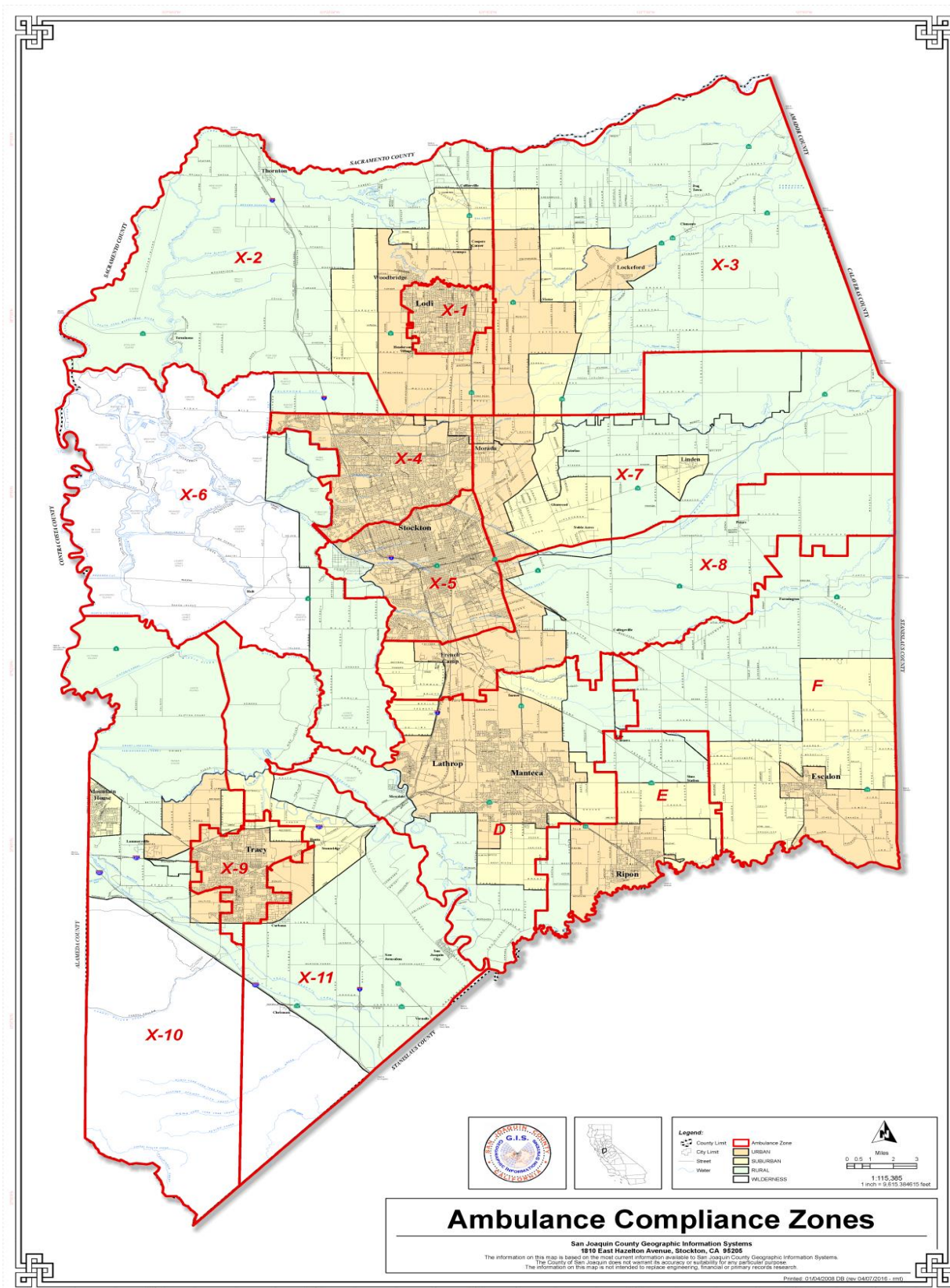
Event Type	January 2019	February 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



Ambulance Compliance Zones

San Joaquin County Geographic Information Systems

1810 East Hazelton Avenue, Stockton, CA 95215

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant its accuracy or reliability for any purposes other than research.

The information on this map is not intended to replace engineering, financial or primary records research.

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