



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

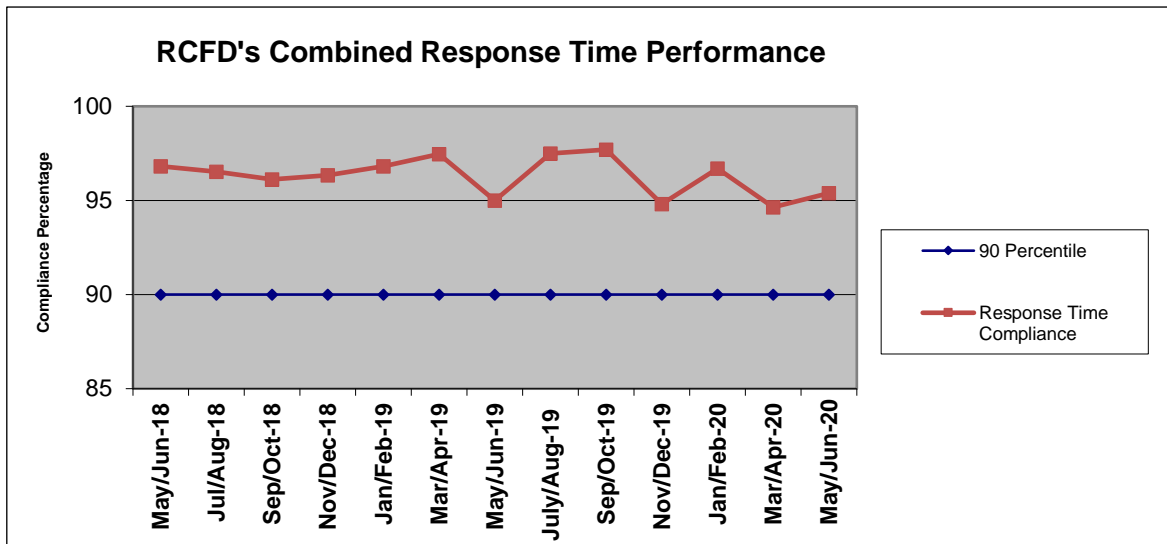
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: Sept 1, 2020

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 May and June 2020, 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 May with 95.40% and June with 95.35%. The combined two-month percentile with 173 responses for May and June was 95.38%. The complete compliance report for May and June 2020 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent

Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

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

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

May 1, 2020 through May 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	72	4	94.44%	X	
SJ ZONE E SUBRUBAN	20:00	13	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
<b>All Zones Combined</b>		<b>87</b>	<b>4</b>	<b>95.40%</b>	<b>3</b>	<b>0</b>

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

June 1, 2020 through June 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	74	4	94.59%	X	
SJ ZONE E SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE E RURAL	20:00	3	0	100.00%	X	
<b>All Zones Combined</b>		<b>86</b>	<b>4</b>	<b>95.35%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	May 2020	June 2020
Late response minutes	\$80	\$120
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>\$80</b>	<b>\$120</b>

**Weekly Unit Hour Staffing Report**

	May 2020	June 2020
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	May 2020			June 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	72	4	94.44%	74	4	94.59%
Suburban 20:00	13	0	100.00%	9	0	100.00%
Rural 20:00	2	0	100.00%	3	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>87</b>	<b>4</b>	<b>95.40%</b>	<b>86</b>	<b>4</b>	<b>95.35%</b>

## Mutual Aid Incidents

May 2020			June 2020		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E SUBURBAN	1			
Escalon	SJ ZONE E URBAN	3	Escalon	SJ ZONE E RURAL	1
MDAS	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	6	Escalon	SJ ZONE E URBAN	1
			MDAS	SJ ZONE E SUBURBAN	1
			MDAS	SJ ZONE E URBAN	8
<b>Total</b>		<b>11</b>			<b>12</b>

## Detailed Response Time Analysis May 2020

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	72	0:15	10:20	5:28	1:58	8:10
SJ ZONE E SUBURBAN	13	2:56	13:59	8:41	3:12	12:47
SJ ZONE E RURAL	2	7:25	9:28	8:26	1:02	9:28
All Urban Compliance Areas	72	0:15	10:20	5:28	1:58	8:10
All Suburban Compliance Areas	13	2:56	13:59	8:41	3:12	12:47
All Rural Compliance Areas	2	7:25	9:28	8:26	1:02	9:28
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis June 2020

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	74	0:43	14:26	5:16	2:55	10:18
SJ ZONE E SUBURBAN	9	1:04	9:41	7:45	2:35	9:41
SJ ZONE E RURAL	3	0:26	13:58	8:29	5:49	13:58
All Urban Compliance Areas	74	0:43	14:26	5:16	2:55	10:18
All Suburban Compliance Areas	9	1:04	9:41	7:45	2:35	9:41
All Rural Compliance Areas	3	0:26	13:58	8:29	5:49	13:58
All Wilderness Compliance Areas	0					

**Exemption Request Report  
May 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/02/2020	20062681	E URBAN	Other		Exempt
05/11/2020	20066924	E URBAN	Delayed Reporting on Scene		Exempt
05/11/2020	20067074	E URBAN	Out of County		Exempt
05/16/2020	20069188	E URBAN	Freeway Access		Exempt

**Exemption Request Report  
June 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/07/2020	20080643	E URBAN	False Report of Emergency		Exempt
06/13/2020	20083622	E URBAN	Freeway Access		Exempt
06/14/2020	20083790	E URBAN	False Report of Emergency		Exempt
06/15/2020	20084231	E URBAN	Freeway Access		Exempt
06/15/2020	20084678	E URBAN	Other		Exempt
06/21/2020	20087753	E URBAN	Delayed Reporting on Scene		Exempt
06/21/2020	20087819	E URBAN	Dispatch Error		Exempt
06/23/2020	20088583	E URBAN	Zone Assist		Exempt
06/25/2020	20089955	E URBAN	Freeway Access		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Jul 19</b>	<b>Aug 19</b>	<b>Sep 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>	<b>Jan 20</b>	<b>Feb 20</b>	<b>Mar 20</b>	<b>Apr 20</b>	<b>May 20</b>	<b>Jun 20</b>	<b>Monthly Average</b>
E URBAN	97%	97%	96%	99%	93%	95%	97%	95%	93%	95%	94%	95%	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>97%</b>	<b>98%</b>	<b>96%</b>	<b>99%</b>	<b>94%</b>	<b>96%</b>	<b>97%</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>	<b>95%</b>	<b>95%</b>	<b>96.1%</b>

**Out of County Mutual Aid**

<b>Date</b>	<b>Compliance Zone</b>	<b>Provider</b>	<b>EMD</b>
6/23/2020	SJ ZONE E	AMR Stanislaus	Unk Problem (Man Down)

**Failure to Provide Data**

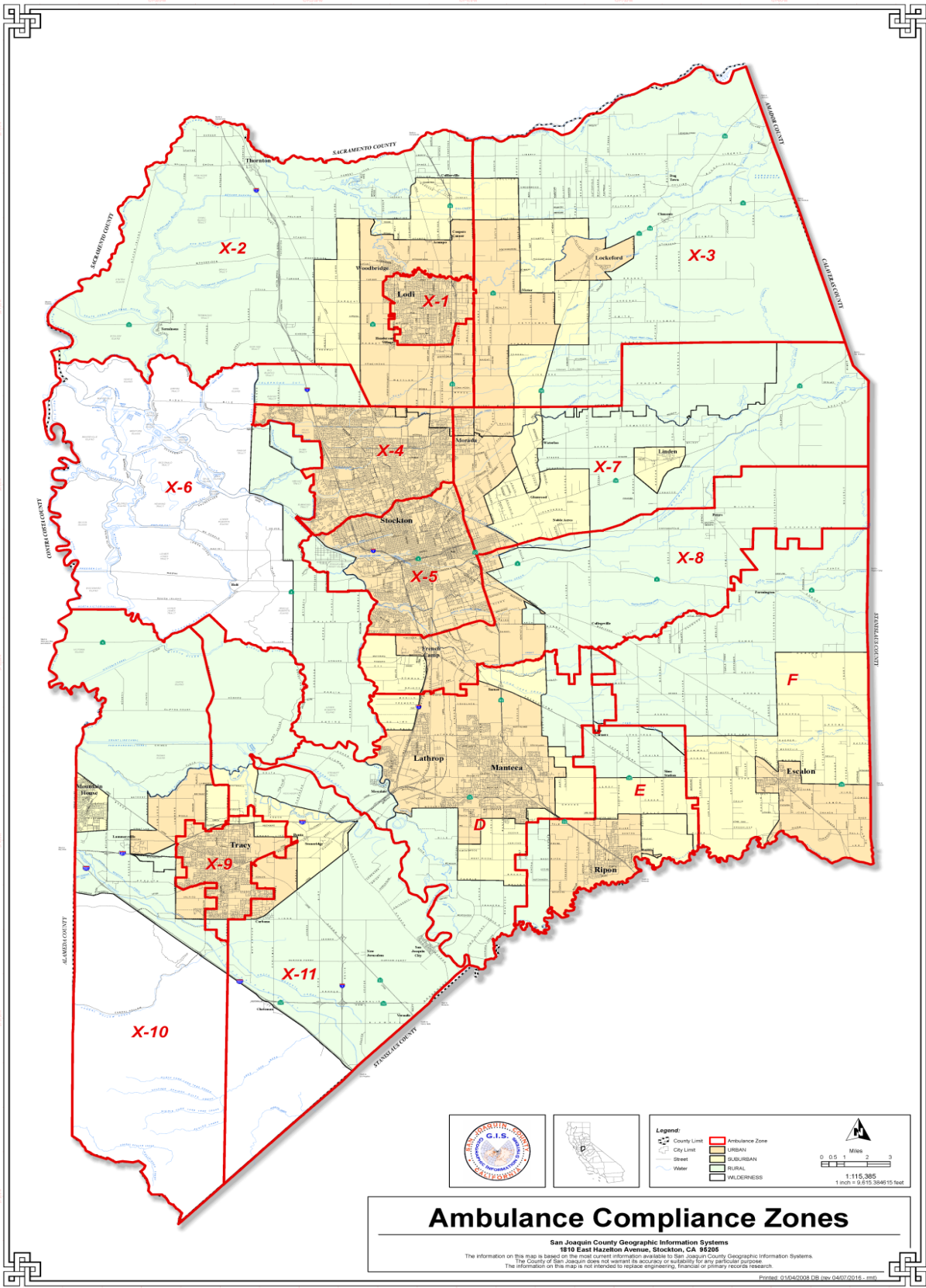
<b>Event Type</b>	<b>May 2020</b>	<b>June 2020</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.



86.45%