



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

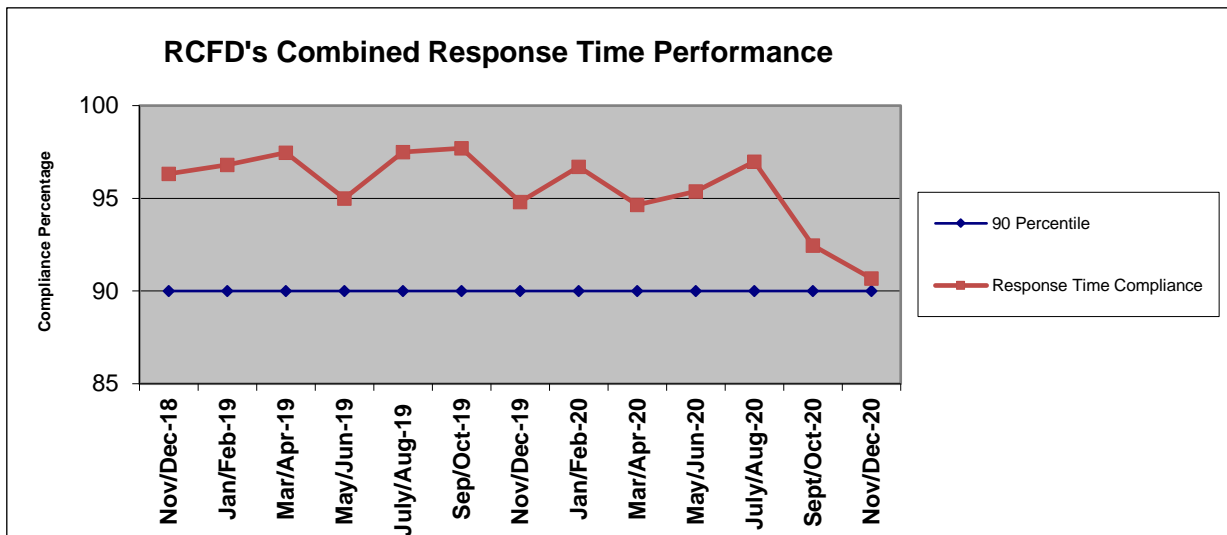
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: February 8, 2021

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 November and December 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 November with 93.18% and December with 88.17%. The combined two-month percentile with 181 responses for November and December was 90.68%. The complete compliance report for November and December 2020 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**

November 1, 2020 through November 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	77	6	92.21%	X	
SJ ZONE E SUBRUBAN	20:00	7	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
<b>All Zones Combined</b>		<b>88</b>	<b>6</b>	<b>93.18%</b>	<b>3</b>	<b>0</b>

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

December 1, 2020 through December 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	82	11	86.59%		X
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
<b>All Zones Combined</b>		<b>93</b>	<b>11</b>	<b>88.17%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	November 2020	December 2020
Late response minutes	\$180	\$510
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>\$180</b>	<b>\$510</b>

**Weekly Unit Hour Staffing Report**

	November 2020	December 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	November 2020			December 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	77	6	92.21%	82	11	86.59%
Suburban 20:00	7	0	100.00%	5	0	100.00%
Rural 20:00	4	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>88</b>	<b>6</b>	<b>93.18%</b>	<b>93</b>	<b>11</b>	<b>88.17%</b>

## Zone Assist Incidents

November 2020			December 2020		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	2	AMR San Joaquin	SJ ZONE E URBAN	2
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E RURAL	1
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E URBAN	2	Escalon	SJ ZONE E URBAN	2
MDAS	SJ ZONE E URBAN	10	MDAS	SJ ZONE E RURAL	1
			MDAS	SJ ZONE E URBAN	14
<b>Total</b>		<b>17</b>			<b>21</b>

## Detailed Response Time Analysis November 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	77	0:34	14:13	6:06	3:03	10:53
SJ ZONE E SUBURBAN	7	6:23	20:11	9:56	4:25	20:11
SJ ZONE E RURAL	4	0:09	10:36	6:03	3:53	10:36
All Urban Compliance Areas	77	0:34	14:13	6:06	3:03	10:53
All Suburban Compliance Areas	7	6:23	20:11	9:56	4:25	20:11
All Rural Compliance Areas	4	0:09	10:36	6:03	3:53	10:36
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis December 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	82	1:09	17:49	7:03	3:22	12:44
SJ ZONE E SUBURBAN	5	7:23	13:05	8:48	2:10	13:05
SJ ZONE E RURAL	6	7:20	13:57	10:42	2:06	13:57
All Urban Compliance Areas	82	1:09	17:49	7:03	3:22	12:44
All Suburban Compliance Areas	5	7:23	13:05	8:48	2:10	13:05
All Rural Compliance Areas	6	7:20	13:57	10:42	2:06	13:57
All Wilderness Compliance Areas	0					

**Exemption Request Report  
November 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/06/2020	20163488	E URBAN	False Report of Emergency		Exempt
11/08/2020	20164729	E URBAN	Freeway Access		Exempt
11/12/2020	20166881	E URBAN	Traffic Secondary to Call		Exempt
11/13/2020	20167339	E URBAN	Freeway Access		Exempt
11/17/2020	20169360	E URBAN	Freeway Access		Exempt
11/20/2020	20170703	E URBAN	Reduced/Upgraded Response		Exempt
11/23/2020	20172374	E URBAN	Other		Exempt
11/24/2020	20172821	E URBAN	Freeway Access		Exempt
11/24/2020	20173212	E SUBURBAN	Other		Exempt
11/26/2020	20174117	E URBAN	Other		Exempt
11/27/2020	20174693	E URBAN	Mechanical Failure		Exempt
11/30/2020	20175891	E URBAN	Freeway Access		Exempt

**Exemption Request Report  
December 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/01/2020	20176789	E URBAN	Freeway Access		Exempt
12/01/2020	20176802	E URBAN	Train		Exempt
12/04/2020	20178494	E URBAN	Zone Assist		Exempt
12/05/2020	20178787	E URBAN	Wrong Address		Exempt
12/09/2020	20181203	E URBAN	Zone Assist		Exempt
12/18/2020	20186091	E URBAN	Freeway Access		Exempt
12/21/2020	20187633	E URBAN	Zone Assist		Exempt
12/23/2020	20189044	E URBAN	Reduced/Upgraded		Exempt
12/27/2020	20190899	E URBAN	Other		Exempt
12/28/2020	20191250	E URBAN	Traffic Secondary to Call		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Monthly Average
E URBAN	97%	95%	93%	95%	94%	95%	96%	96%	91%	91%	92%	87%	93.4%
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>96%</b>	<b>94%</b>	<b>96%</b>	<b>95%</b>	<b>95%</b>	<b>97%</b>	<b>97%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>	<b>88%</b>	<b>94.5%</b>

**Out of County/Mutual Aid**

Date	Compliance Zone	Provider	EMD
N/A			

**Failure to Provide Data**

Event Type	November 2020	December 2020
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

