



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
505 W. Service Rd.
French Camp, CA 95231

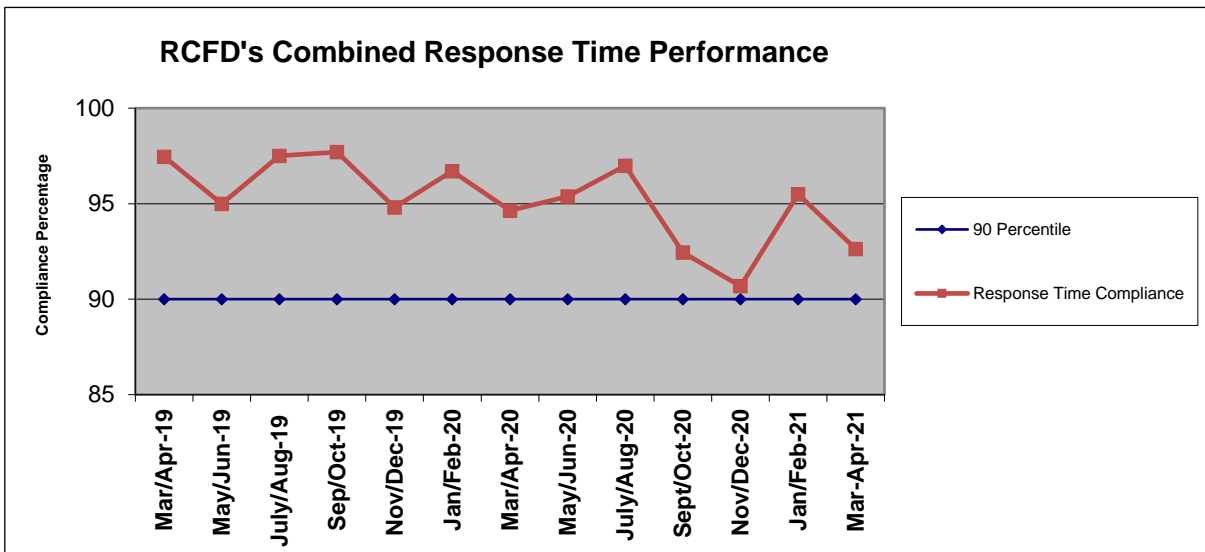
Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Tina Shahani, EMS Analyst
DATE: June 3, 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 March and April 2021, 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 93.68% and April with 91.59%. The combined two-month percentile with 202 responses for March and April was 92.63%. The complete compliance report for March and April 2021 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, 2021 through March 31, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	87	6	93.10%	X	
SJ ZONE E SUBRUBAN	20:00	8	0	100.00%	X	
SJ ZONE E RURAL	20:00	0	0	100.00%	X	
All Zones Combined		95	6	93.68%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2021 through April 30, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	93	9	90.32%	X	
SJ ZONE E SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
All Zones Combined		107	9	91.59%	3	0

Fines and Penalties Report

Type of Penalty	March 2021	April 2021
Late response minutes	\$120	\$350
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	\$120	\$350

Weekly Unit Hour Staffing Report

	March 2021	April 2021
SJ ZONE E	168	168
Total	168	168

*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 2021			April 2021		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	87	6	93.10%	93	9	90.32%
Suburban 20:00	8	0	100.00%	12	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	95	6	93.68%	107	9	91.59%

Zone Assist Incidents

March 2021			April 2021		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	3	Escalon	SJ ZONE E RURAL	1
Escalon	SJ ZONE E SUBURBAN	4	Escalon	SJ ZONE E SUBURBAN	6
Escalon	SJ ZONE E URBAN	4	Escalon	SJ ZONE E URBAN	2
MDAS	SJ ZONE E SUBURBAN	2	MDAS	SJ ZONE E RURAL	1
MDAS	SJ ZONE E URBAN	7	MDAS	SJ ZONE E URBAN	11
Total		20			21

Detailed Response Time Analysis March 2021

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	87	1:20	14:58	5:33	2:36	9:19
SJ ZONE E SUBURBAN	8	4:46	11:43	9:10	2:09	11:43
SJ ZONE E RURAL	0					
All Urban Compliance Areas	87	1:20	14:58	5:33	2:36	9:19
All Suburban Compliance Areas	8	4:46	11:43	9:10	2:09	11:43
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 2021

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	93	0:06	26:55	5:50	3:39	9:02
SJ ZONE E SUBURBAN	12	4:19	19:15	8:53	3:35	10:21
SJ ZONE E RURAL	2	6:33	9:29	8:01	1:28	9:29
All Urban Compliance Areas	93	0:06	26:55	5:50	3:39	9:02
All Suburban Compliance Areas	12	4:19	19:15	8:53	3:35	10:21
All Rural Compliance Areas	2	6:33	9:29	8:01	1:28	9:29
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/02/2021	21032110	E URBAN	Wrong Address Provided by the Requesting Party		Exempt
03/15/2021	21038871	E URBAN	Delayed Reporting on Scene		Exempt
03/17/2021	21039614	E URBAN	Zone Assist		Exempt
03/17/2021	21039877	E URBAN	Delays in Transferring Care at		Exempt
03/27/2021	21045071	E URBAN	Traffic Secondary to Call		Exempt
03/29/2021	21045935	E URBAN	False Report of Emergency		Exempt
03/30/2021	21046961	E URBAN	Location Change		Exempt

**Exemption Request Report
April 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/06/2021	21050496	E URBAN	Delayed Reporting on Scene		Exempt
04/06/2021	21050650	E URBAN	Freeway Access		Exempt
04/10/2021	21052777	E URBAN	Traffic Secondary to Call		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	Monthly Average
E URBAN	94%	95%	96%	96%	91%	91%	92%	87%	94%	96%	93%	90%	92.8%
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	95%	95%	97%	97%	92%	93%	93%	88%	95%	96%	94%	92%	93.9%

Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	March 2021	April 2021
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

