



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

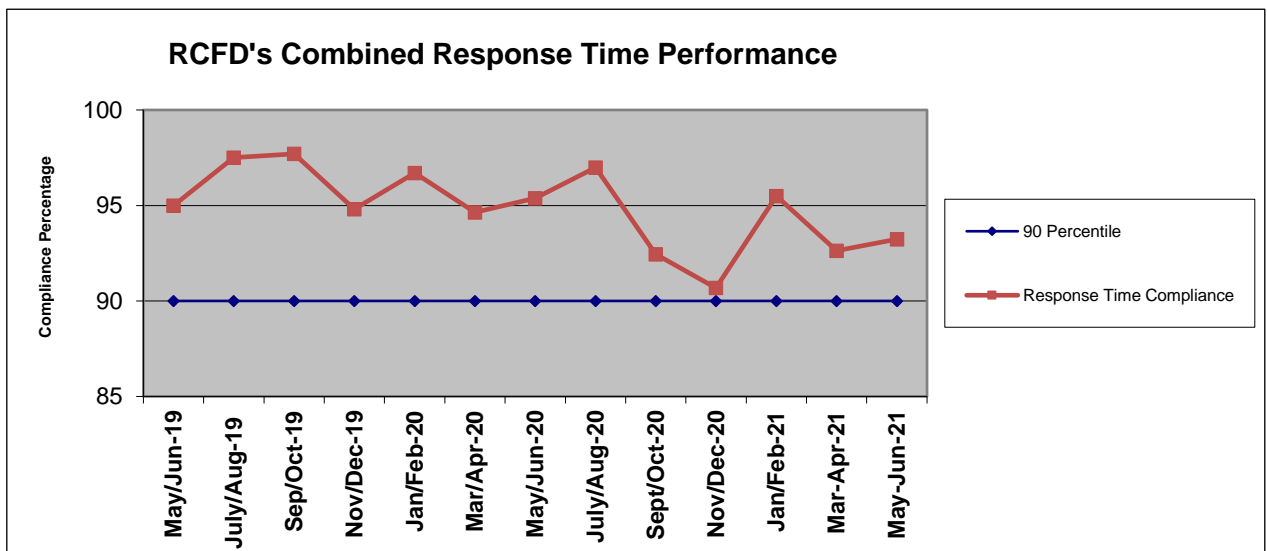
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: August 16, 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 May and June 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.



On July 21, 2020, the San Joaquin County Board of Supervisors approved the agreement with American Medical Response – West (AMR) for exclusive emergency and advanced life support (ALS) service in ambulance zone X for the period May 1, 2021, to May 1, 2026. As part of one of the revisions in the renewed agreement, the compliance subzones in zone X were reconfigured from eleven to six. A revised exclusive operating areas (EOA) zone map is attached.

RCFD's response time compliance exceeded the 90th percentile standard set by the County for May with 92.63% and June with 93.83%. The combined two-month percentile with 176 responses for May and June was 93.23%. The complete compliance report for May and June 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

May 1, 2021 through May 31, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	86	7	91.86%	X	
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
All Zones Combined		95	7	92.63%	3	0

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2021 through June 30, 2021						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	60	5	91.67%	X	
SJ ZONE E SUBRUBAN	20:00	16	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
All Zones Combined		81	5	93.83%	3	0

Fines and Penalties Report

Type of Penalty	May 2021	June 2021
Late response minutes	\$170	\$190
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	\$190

Weekly Unit Hour Staffing Report

	May 2021	June 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	May 2021			June 2021		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	86	7	91.86%	60	5	91.67%
Suburban 20:00	5	0	100.00%	16	0	100.00%
Rural 20:00	4	0	100.00%	5	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	95	7	92.63%	81	5	93.83%

Zone Assist Incidents

May 2021			June 2021		
Assisting Provider	Response Area	Number of Responses	Assisting Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	1	AMR San Joaquin	SJ ZONE E RURAL	1
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E SUBURBAN	3
Escalon	SJ ZONE E URBAN	1	Escalon	SJ ZONE E URBAN	2
MDAS	SJ ZONE E SUBURBAN	1	MDAS	SJ ZONE E URBAN	5
MDAS	SJ ZONE E URBAN	13			
Total		19			13

Detailed Response Time Analysis May 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	86	0:08	16:41	5:44	2:52	9:53
SJ ZONE E SUBURBAN	5	5:56	13:36	9:15	3:05	13:36
SJ ZONE E RURAL	4	4:53	9:56	8:17	1:00	9:56
All Urban Compliance Areas	86	0:08	16:41	5:44	2:52	9:53
All Suburban Compliance Areas	5	5:56	13:36	9:15	3:05	13:36
All Rural Compliance Areas	4	4:53	9:56	8:17	1:00	9:56
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	60	0:11	60:49	6:05	7:53	10:54
SJ ZONE E SUBURBAN	16	2:04	15:24	8:07	3:16	12:53
SJ ZONE E RURAL	5	2:16	26:49	10:31	8:28	26:49
All Urban Compliance Areas	60	0:11	60:49	6:05	7:53	10:54
All Suburban Compliance Areas	16	2:04	15:24	8:07	3:16	12:53
All Rural Compliance Areas	5	2:16	26:49	10:31	8:28	26:49
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/01/2021	21064679	E URBAN	Wrong Address Provided by the Requesting Party		Exempt
05/03/2021	21065383	E URBAN	Road Construction		Exempt
05/11/2021	21070476	E URBAN	Other		Exempt
05/12/2021	21070802	E URBAN	Zone Assist		Exempt
05/12/2021	21070808	E URBAN	Zone Assist		Exempt
05/13/2021	21071345	E URBAN	Freeway Access		Exempt
05/17/2021	21073760	E URBAN	Freeway Access		Exempt
05/19/2021	21074559	E URBAN	False Report of Emergency		Exempt

**Exemption Request Report
June 2021**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/01/2021	21082073	E URBAN	Other		Exempt
06/05/2021	21085091	E URBAN	Other		Exempt
06/09/2021	21086848	E URBAN	Traffic Secondary to Call		Exempt
06/14/2021	21089733	E URBAN	Other		Exempt
06/24/2021	21095669	E URBAN	Freeway Access		Exempt
06/29/2021	21098443	E RURAL	Location Change		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Monthly Average
E URBAN	96%	96%	91%	91%	92%	87%	94%	96%	93%	90%	92%	92%	92.3%
E SUBUBAN	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%	92%	93%	93%	88%	95%	96%	94%	92%	93%	94%	93.6%

Out of County/Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	May 2021	June 2021
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

