



San Joaquin County Emergency Medical Services Agency



Memorandum

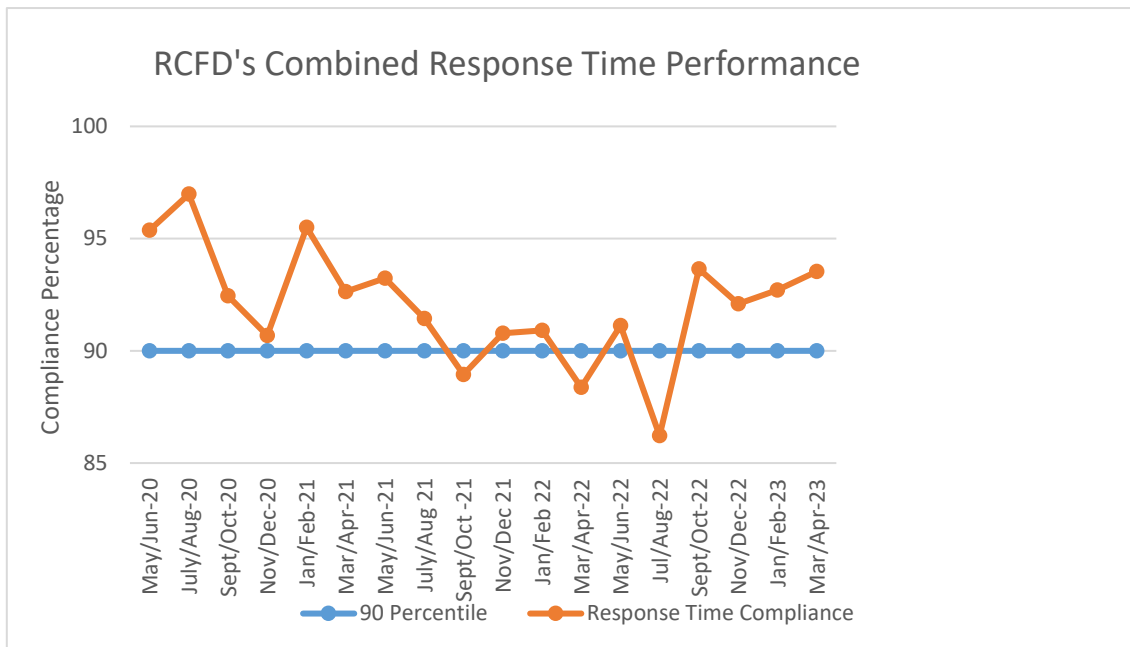
TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: May 17, 2023

SUBJECT: Ripon Consolidated Fire District Exclusive Operating Area Ambulance Contract Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone E and the contract compliance for the Emergency Ambulance Provider Ripon Consolidated Fire District (RCFD) for the months of March and April 2023, 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 to ensure that a minimum of 100 responses are measured for statistical relevance.



RCFD’s combined two-month percentile with 170 responses for March and April 2023 was 93.54%. As shown in the graph above. The complete compliance report may be viewed or downloaded from the EMS Agency’s website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
Contract Compliance
Ripon Consolidated Fire District

| Response Time Compliance by Month | | Mar 2023 | | | | |
|-----------------------------------|------------------------|-----------------|--------------------------------------|-----------------------|---------------------|--|
| Population Density | Response Time Standard | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant Yes No | |
| SJ ZONE E URBAN | 8:00 | 71 | 5 | 92.96% | X | |
| SJ ZONE E SUBURBAN | 20:00 | 8 | 0 | 100.00% | X | |
| SJ ZONE E RURAL | 20:00 | 4 | 0 | 100.00% | X | |
| All Zones Combined | | 83 | 5 | 93.98% | | |

| Response Time Compliance by Month | | Apr 2023 | | | | |
|-----------------------------------|------------------------|-----------------|--------------------------------------|-----------------------|---------------------|--|
| Population Density | Response Time Standard | Total Responses | Non-Compliant Non-Exempted Responses | Compliance Percentage | Compliant Yes No | |
| SJ ZONE E URBAN | 8:00 | 74 | 6 | 91.89% | X | |
| SJ ZONE E SUBURBAN | 20:00 | 12 | 0 | 100.00% | X | |
| SJ ZONE E RURAL | 20:00 | 1 | 0 | 100.00% | X | |
| All Zones Combined | | 87 | 6 | 93.10% | | |

| Fines and Penalties Report | | |
|-------------------------------------------------|--------------|--------------|
| Type of Penalty | Mar 2023 | Apr 2023 |
| Late response minutes | \$180 | \$140 |
| Failure to provide data | N/A | N/A |
| Preventable mechanical failure | N/A | N/A |
| Failure to meet staffing and clinical standards | N/A | N/A |
| Failure to Respond | N/A | N/A |
| Failure to submit documentation at hospital | N/A | N/A |
| Other minor breach | N/A | N/A |
| Totals | \$180 | \$140 |

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| Detailed Response Time Analysis | | | | | |
|---------------------------------|-----------|--------------------------------|-----------------------------|---------------|----------------------------------------|
| Mar 2023 | | | | | |
| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE E URBAN | 71 | 14:52 | 05:44 | 02:50 | 09:48 |
| SJ ZONE E SUBURBAN | 8 | 19:33 | 07:19 | 06:11 | 13:43 |
| SJ ZONE E RURAL | 4 | 12:49 | 09:58 | 02:18 | 12:06 |
| Total Responses | 83 | | | | |

| Detailed Response Time Analysis | | | | | |
|---------------------------------|-----------|--------------------------------|-----------------------------|---------------|----------------------------------------|
| Apr 2023 | | | | | |
| Population Density | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE E URBAN | 74 | 16:28 | 05:14 | 02:53 | 09:13 |
| SJ ZONE E SUBURBAN | 12 | 16:50 | 08:49 | 03:07 | 10:39 |
| SJ ZONE E RURAL | 1 | 16:41 | 16:41 | 00:00 | 16:41 |
| Total Responses | 87 | | | | |

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Comparison of Compliance with and without Exemptions

| Mar 2023 | | | | | | |
|---------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------------|--------------------------------|--------------------------|------------------------------------------------|-----------------------------|
| Population Density | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
| SJ ZONE E URBAN | 71 | 14 | 80.28% | 71 | 5 | 92.96% |
| SJ ZONE E SUBURBAN | 8 | 0 | 100.00% | 8 | 0 | 100.00% |
| SJ ZONE E RURAL | 4 | 0 | 100.00% | 4 | 0 | 100.00% |
| All Zones Combined | 83 | 14 | 83.13% | 83 | 5 | 93.98% |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | | |

Comparison of Compliance with and without Exemptions

| Apr 2023 | | | | | | |
|---------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------------|--------------------------------|--------------------------|------------------------------------------------|-----------------------------|
| Population Density | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
| SJ ZONE E URBAN | 74 | 15 | 79.73% | 74 | 6 | 91.89% |
| SJ ZONE E SUBURBAN | 12 | 0 | 100.00% | 12 | 0 | 100.00% |
| SJ ZONE E RURAL | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| All Zones Combined | 87 | 15 | 82.76% | 87 | 6 | 93.10% |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. | | | | | | |

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| Zone Assist | | |
|--------------------|----------------------------|----|
| Population Density | Mar 2023 | |
| | Ambulance Service Provider | # |
| SJ ZONE E URBAN | AMR San Joaquin | 2 |
| | Manteca | 12 |
| SJ ZONE E SUBURBAN | Escalon | 2 |
| | Manteca | 1 |
| SJ ZONE E RURAL | Escalon | 1 |

| Zone Assist | | |
|--------------------|----------------------------|---|
| Population Density | Apr 2023 | |
| | Ambulance Service Provider | # |
| SJ ZONE E URBAN | AMR San Joaquin | 1 |
| | Escalon | 1 |
| | Manteca | 9 |
| SJ ZONE E SUBURBAN | Manteca | 1 |
| SJ ZONE E RURAL | Escalon | 1 |

| Exemption Request Reports | | | | |
|-----------------------------------------------------------------------------------------------|---------------------|-------------------|---------------------|-------------------|
| Types of Exemptions | Mar 2023 | | Apr 2023 | |
| | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Incorrect or inaccurate dispatch information received from a calling party or PSAP | 0 | 0 | 1 | 0 |
| Unavoidable delay caused by traffic congestion in which there is no alternate route of travel | 5 | 0 | 2 | 0 |
| Zone Assist | 1 | 0 | 1 | 0 |

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Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|------------|----------|----------------------------|---------------------------|
| 04/30/2023 | SALIDA | Ripon | 06D01- Breathing Problems |

Failure to Provide Data

| Event Type | Mar 2023 | Apr 2023 |
|------------|----------|----------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |