



# San Joaquin County Emergency Medical Services Agency



## Memorandum

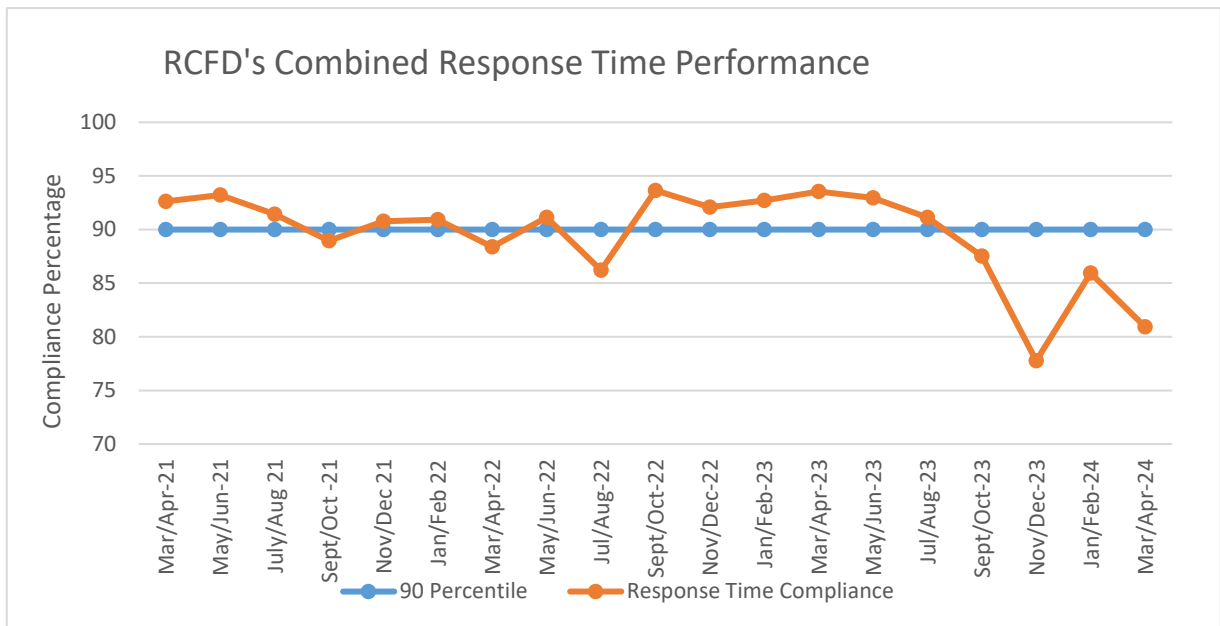
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: May 15, 2024

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 2024, 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 151 responses for March and April 2024 was 80.94%. 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](http://www.sjgov.org/departments/ems)

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Ripon Consolidated Fire District

Response Time Compliance by Month			Mar 2024			
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant Yes No	
SJ ZONE E URBAN	8:00	75	17	77.33%		X
SJ ZONE E SUBURBAN	20:00	2	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
<b>All Zones Combined</b>		82	17	79.27%		

Response Time Compliance by Month			Apr 2024			
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted Responses	Compliance Percentage	Compliant Yes No	
SJ ZONE E URBAN	8:00	64	12	81.25%		X
SJ ZONE E SUBURBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
<b>All Zones Combined</b>		69	12	82.61%		

Fines and Penalties Report		
Type of Penalty	Mar 2024	Apr 2024
Late response minutes	\$770	\$470
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
<b>Totals</b>	\$770	\$470

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Response Time Analysis By Population

Population Density & Response Time Standard	Mar 2024			Apr 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	75	17	77.33%	64	12	81.25%
Suburban 20:00	2	0	100.00%	3	0	100.00%
Rural 20:00	5	0	100.00%	2	0	100.00%
<b>Total</b>	<b>82</b>	<b>17</b>	<b>79.27%</b>	<b>69</b>	<b>12</b>	<b>82.61%</b>

Detailed Response Time Analysis

Mar 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	75	16:48	07:02	03:46	12:52
SJ ZONE E SUBURBAN	2	08:36	07:22	01:43	08:21
SJ ZONE E RURAL	5	13:29	08:48	03:21	12:10
<b>Total Responses</b>	<b>82</b>				

Detailed Response Time Analysis

Apr 2024					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE E URBAN	64	17:13	06:15	02:59	10:25
SJ ZONE E SUBURBAN	3	10:39	08:53	02:02	10:23
SJ ZONE E RURAL	2	13:22	10:48	03:37	12:51
<b>Total Responses</b>	<b>69</b>				

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Comparison of Compliance with and without Exemptions

Mar 2024						
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	75	23	69.33%	75	17	77.33%
SJ ZONE E SUBURBAN	2	0	100.00%	2	0	100.00%
SJ ZONE E RURAL	5	0	100.00%	5	0	100.00%
<b>All Zones Combined</b>	<b>82</b>	<b>23</b>	<b>71.95%</b>	<b>82</b>	<b>17</b>	<b>79.27%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Apr 2024						
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	64	12	81.25%	64	12	81.25%
SJ ZONE E SUBURBAN	3	0	100.00%	3	0	100.00%
SJ ZONE E RURAL	2	0	100.00%	2	0	100.00%
<b>All Zones Combined</b>	<b>69</b>	<b>12</b>	<b>82.61%</b>	<b>69</b>	<b>12</b>	<b>82.61%</b>
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist

Population Density	Mar 2024	
	Ambulance Service Provider	#
SJ ZONE E URBAN	AMR San Joaquin	4
	Escalon	2
	Manteca	29
SJ ZONE E SUBURBAN	Escalon	3
SJ ZONE E RURAL	Escalon	1
	Manteca	4

Zone Assist

Population Density	Apr 2024	
	Ambulance Service Provider	#
SJ ZONE E URBAN	AMR San Joaquin	1
	Escalon	2
	Manteca	20
SJ ZONE E SUBURBAN	Escalon	2
SJ ZONE E RURAL	Manteca	1
	Escalon	2

Exemption Request Reports

Types of Exemptions	Mar 2024		Apr 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Any other circumstance deemed acceptable to the AGENCY	0	0	0	
Incorrect or inaccurate dispatch information received from a calling party or PSAP	2	0	0	
Unavoidable delay caused by traffic congestion in which there is no alternate route of travel	1	0	0	
Zone Assist	1	0	0	

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Out of County Mutual Aid

Date	Location	Ambulance Service Provider	Dispatch Determinant
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Failure to Provide Data

Event Type	Mar 2024	Apr 2024
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.