



San Joaquin County

Emergency Medical Services Agency



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

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Memorandum

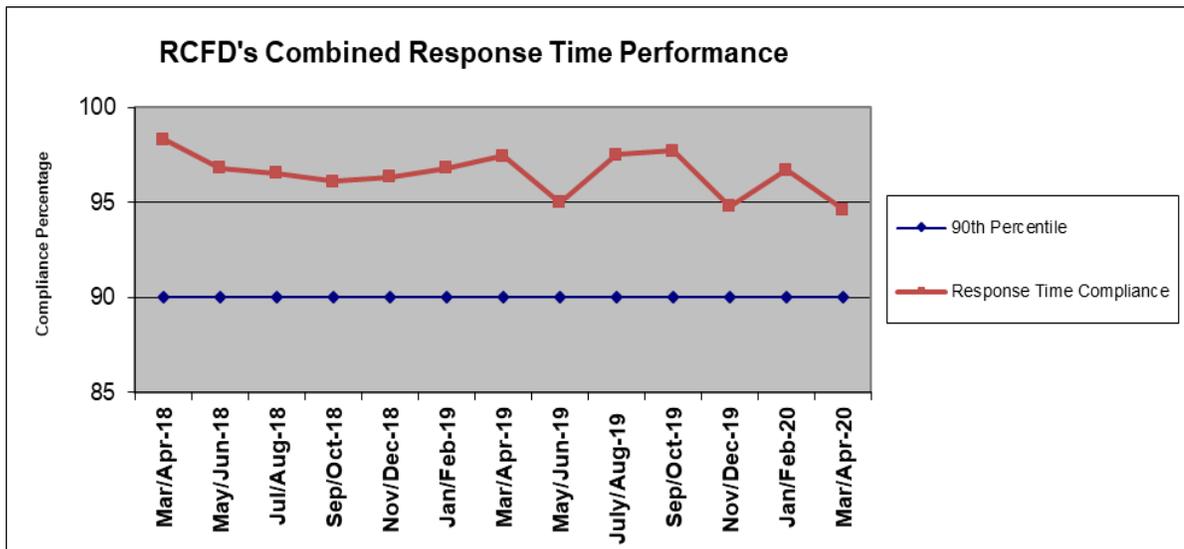
TO: All Interested Parties

FROM: Tina Shahani, EMS Analyst

DATE: July 1, 2020

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 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 March with 93.75% and April with 95.52%. The combined two-month percentile with 131 responses for March and April was 94.64%. The complete compliance report for March and April 2020 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Ripon Ambulance**

Response Time Compliance Report by 31 Day Rolling Period

March 1, 2020 through March 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	58	4	93.10%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	3	0	100.00%	X	
All Zones Combined		64	4	93.75%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2020 through April 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	60	3	95.00%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
All Zones Combined		67	3	95.52%	3	0

Fines and Penalties Report

Type of Penalty	March 2020	April 2020
Late response minutes	\$110	\$60
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	\$110	\$60

Weekly Unit Hour Staffing Report

	March 2020	April 2020
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 2020			April 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	58	4	93.10%	60	3	95.00%
Suburban 20:00	3	0	100.00%	3	0	100.00%
Rural 20:00	3	0	100.00%	4	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	64	4	93.75%	67	3	95.52%

Zone Assist Incidents

March 2020			April 2020		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	2	Escalon	SJ ZONE E RURAL	1
Escalon	SJ ZONE E URBAN	2	Escalon	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	6	Escalon	SJ ZONE E URBAN	1
			MDAS	SJ ZONE E RURAL	1
			MDAS	SJ ZONE E URBAN	3
Total		10			7

Detailed Response Time Analysis March 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	58	0:33	16:49	5:24	2:55	8:56
SJ ZONE E SUBURBAN	3	6:03	10:24	7:49	1:52	10:24
SJ ZONE E RURAL	3	9:23	13:49	11:16	1:52	13:49
All Urban Compliance Areas	58	0:33	16:49	5:24	2:55	8:56
All Suburban Compliance Areas	3	6:03	10:24	7:49	1:52	10:24
All Rural Compliance Areas	3	9:23	13:49	11:16	1:52	13:49
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 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	59	1:33	10:27	5:26	1:39	7:26
SJ ZONE E SUBURBAN	3	7:10	12:25	9:37	2:09	12:25
SJ ZONE E RURAL	4	6:48	11:45	8:54	1:00	11:45
All Urban Compliance Areas	59	1:33	10:27	5:26	1:39	7:26
All Suburban Compliance Areas	3	7:10	12:25	9:37	2:09	12:25
All Rural Compliance Areas	4	6:48	11:45	8:54	1:00	11:45
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/07/2020	20035797	E URBAN	Other		Exempt
03/08/2020	20036691	E URBAN	Zone Assist		Exempt
03/09/2020	20037250	E URBAN	Freeway Access		Exempt
03/09/2020	20037315	E URBAN	Zone Assist		Exempt
03/14/2020	20040141	E URBAN	Freeway Access		Exempt

**Exemption Request Report
April 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/09/2020	20052083	E URBAN	Delayed Reporting on Scene		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	Monthly Average
E URBAN	92%	97%	97%	97%	96%	99%	93%	95%	97%	95%	93%	95%	95.6%
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	93%	98%	97%	98%	96%	99%	94%	96%	97%	96%	94%	96%	96.2%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	March 2020	April 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

