



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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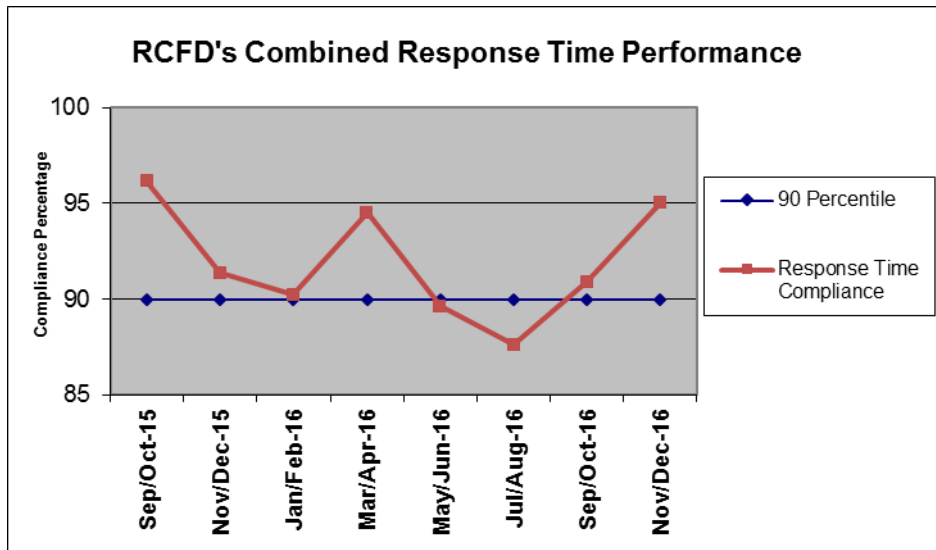
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: March 27, 2017

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 November and December 2016, 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 November with 92.73% and December with 96.47%. The combined two-month percentile with 140 responses for November and December was 95.0%.

The complete compliance report for November and December 2016 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 30 Day Rolling Period

November 1, 2016 through November 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	50	4	92.00%	X	
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	0	0	100.00%	X	
All Zones Combined		55	4	92.73%	3	0

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2016 through December 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	74	3	95.95%	X	
SJ ZONE E SUBRUBAN	20:00	10	0	100.00%	X	
SJ ZONE E RURAL	20:00	1	0	100.00%	X	
All Zones Combined		85	3	96.47%	3	0

Fines and Penalties Report

Type of Penalty	November 2016	December 2016
Late response minutes	\$120	\$120
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	\$120

Weekly Unit Hour Staffing Report

	November 2016	December 2016
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	November 2016			December 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	50	4	92.00%	74	3	95.95%
Suburban 20:00	5	0	100.00%	10	0	100.00%
Rural 20:00	0	0	100.00%	1	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	55	4	92.73%	85	3	96.47%

Mutual Aid Incidents

November 2016			December 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E SUBURBAN	1	AMR San Joaquin	SJ ZONE E URBAN	3
AMR San Joaquin	SJ ZONE E URBAN	1	Escalon	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E URBAN	1
Escalon	SJ ZONE E URBAN	3	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	2	MDAS	SJ ZONE E URBAN	3
Total		8			9

Detailed Response Time Analysis November 2016

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	50	0:13	12:20	4:59	2:35	8:41
SJ ZONE E SUBURBAN	5	5:10	10:19	7:55	2:03	10:19
SJ ZONE E RURAL	0					
All Urban Compliance Areas	50	0:13	12:20	4:59	2:35	8:41
All Suburban Compliance Areas	5	5:10	10:19	7:55	2:03	10:19
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2016

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	74	1:56	41:31	5:34	4:50	7:23
SJ ZONE E SUBURBAN	10	2:22	10:08	6:46	2:13	9:05
SJ ZONE E RURAL	1	11:54	11:54	11:54	0:00	11:54
All Urban Compliance Areas	74	1:56	41:31	5:34	4:50	7:23
All Suburban Compliance Areas	10	2:22	10:08	6:46	2:13	9:05
All Rural Compliance Areas	1	11:54	11:54	11:54	0:00	11:54
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/06/2016	16161983	E URBAN	Freeway Access		Exempt
11/14/2016	16166103	E URBAN	Freeway Access		Exempt
11/26/2016	16171870	E URBAN	Reduced/Upgraded Response		Exempt

**Exemption Request Report
December 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/16/2016	16182461	E URBAN	Freeway Access		Exempt
12/19/2016	16183915	E URBAN	Freeway Access		Exempt
12/25/2016	16187055	E URBAN	Delayed Reporting on Scene		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Monthly Average
E URBAN	95%	93%	91%	93%	92%	83%	83%	89%	91%	88%	92%	96%	90.8%
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	96%	94%	93%	94%	92%	86%	85%	91%	93%	89%	93%	96%	91.8%

Failure to Provide Data

Event Type	November 2016	December 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

