



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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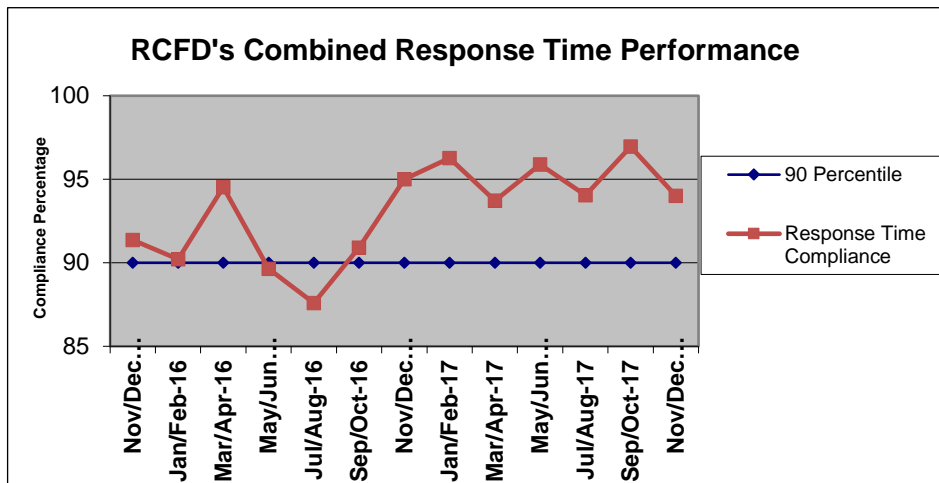
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## Memorandum

TO: All Interested Parties  
FROM: Shahloh Jones-Mitchell, EMS Analyst  
DATE: February 26, 2018

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 2017, 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 and December with 95.65% and 92.59%. The combined two-month percentile with 150 responses for November and December was 94.00%.

The complete compliance report for November and December 2017 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 30 Day Rolling Period**

November 1, 2017 through November 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	61	3	95.08%	X	
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	3	0	100.00%	X	
<b>All Zones Combined</b>		<b>69</b>	<b>3</b>	<b>95.65%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 31 Day Rolling Period**

December 1, 2017 through December 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	68	6	91.18%	X	
SJ ZONE E SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
<b>All Zones Combined</b>		<b>81</b>	<b>6</b>	<b>92.59%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	November 2017	December 2017
Late response minutes	\$30	\$160
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
<b>Totals</b>	<b>\$30</b>	<b>\$160</b>

**Weekly Unit Hour Staffing Report**

	November 2017	December 2017
SJ ZONE E	168	168
<b>Total</b>	<b>168</b>	<b>168</b>

\*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 2017			December 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	61	3	95.08%	68	6	91.18%
Suburban 20:00	5	0	100.00%	11	0	100.00%
Rural 20:00	3	0	100.00%	2	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>69</b>	<b>3</b>	<b>95.65%</b>	<b>81</b>	<b>6</b>	<b>92.59%</b>

## Mutual Aid Incidents

November 2017			December 2017		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	1	Escalon	SJ ZONE E RURAL	2
AMR Stanislaus	SJ ZONE E URBAN	1	Escalon	SJ ZONE E SUBURBAN	5
Escalon	SJ ZONE E RURAL	2	Escalon	SJ ZONE E URBAN	8
Escalon	SJ ZONE E SUBURBAN	2	MDAS	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E URBAN	9	MDAS	SJ ZONE E URBAN	6
<b>Total</b>		<b>15</b>			<b>22</b>

## Detailed Response Time Analysis November 2017

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	61	1:56	15:00	4:58	2:13	7:43
SJ ZONE E SUBURBAN	5	5:30	7:57	7:00	0:49	7:57
SJ ZONE E RURAL	3	8:16	11:23	9:44	1:17	11:23
All Urban Compliance Areas	61	1:56	15:00	4:58	2:13	7:43
All Suburban Compliance Areas	5	5:30	7:57	7:00	0:49	7:57
All Rural Compliance Areas	3	8:16	11:23	9:44	1:17	11:23
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis December 2017

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	67	1:48	14:50	5:38	2:44	10:13
SJ ZONE E SUBURBAN	10	1:26	8:36	5:38	2:03	7:16
SJ ZONE E RURAL	2	7:00	10:33	8:46	1:47	10:33
All Urban Compliance Areas	67	1:48	14:50	5:38	2:44	10:13
All Suburban Compliance Areas	10	1:26	8:36	5:38	2:03	7:16
All Rural Compliance Areas	2	7:00	10:33	8:46	1:47	10:33
All Wilderness Compliance Areas	0					

**Exemption Request Report  
November 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/03/2017	17163977	E URBAN	Traffic Secondary to Call		Exempt
11/10/2017	17167837	E URBAN	Delayed Reporting		Exempt
11/16/2017	17170686	E URBAN	Delayed Reporting		Not Exempt
11/29/2017	17177106	E URBAN	Bad Location / Address		Exempt

**Exemption Request Report  
December 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/01/2017	17177868	E URBAN	Freeway Access		Exempt
12/13/2017	17184252	E URBAN	Other		Exempt
12/19/2017	17187009	E URBAN	Traffic Secondary to Call		Exempt
12/27/2017	17191725	E URBAN	Freeway Access		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Monthly Average
E URBAN	96%	95%	91%	98%	93%	98%	95%	91%	96%	96%	95%	91%	94.6%
E SUBURBAN	100%	100%	100%	71%	100%	100%	100%	100%	100%	100%	100%	100%	97.0%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
<b>All Zones</b>	<b>96%</b>	<b>96%</b>	<b>92%</b>	<b>95%</b>	<b>93%</b>	<b>99%</b>	<b>96%</b>	<b>92%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>	<b>93%</b>	<b>95.2%</b>

**Failure to Provide Data**

Event Type	November 2017	December 2017
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

