



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

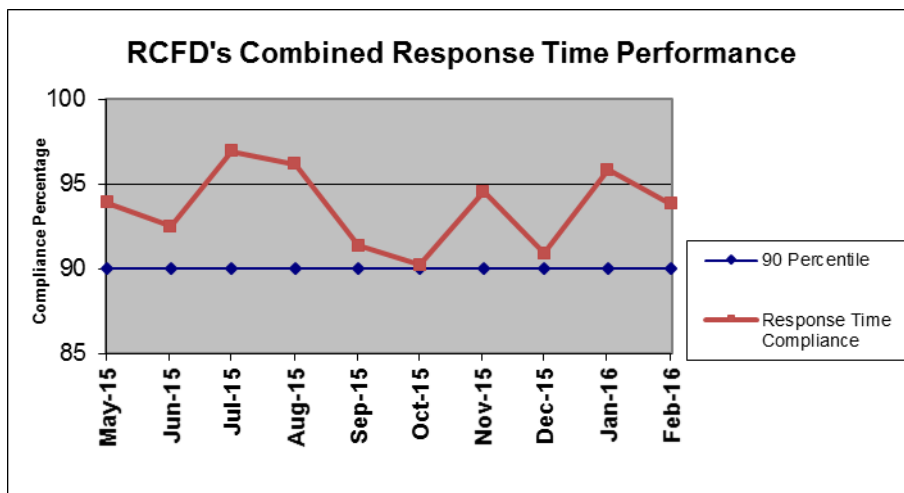
TO: All Interested Parties

FROM: Rick Jones, EMS Analyst

DATE: October 4, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Ripon Consolidated Fire District (RCFD) for the months of January and February, 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.



RCFD's January and February 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 95.83% for January and 93.83% for February.

The complete compliance report for January and February 2016 may be viewed or downloaded from the EMS Agency's website:

[www.sjgov.org/ems](http://www.sjgov.org/ems).

**Note:** Data is not shown for 12 previous months because exact percentages were unavailable due to technical challenges stemming from Computer Aided Dispatch mapping issues.

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

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

January 1, 2016 through January 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	62	3	95.16%	X	
SJ ZONE E SUBRUBAN	20:00	10	0	100.00%	X	
SJ ZONE E RURAL	20:00	0	0	100.00%	X	
<b>All Zones Combined</b>		<b>72</b>	<b>3</b>	<b>95.83%</b>	<b>3</b>	<b>0</b>

**Response Time Compliance Report by 29 Day Rolling Period**

February 1, 2016 through February 29, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	71	5	92.96%	X	
SJ ZONE E SUBRUBAN	20:00	8	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
<b>All Zones Combined</b>		<b>81</b>	<b>5</b>	<b>93.83%</b>	<b>3</b>	<b>0</b>

**Fines and Penalties Report**

Type of Penalty	January 2016	February 2016
Late response minutes	\$70	\$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>\$70</b>	<b>\$160</b>

**Weekly Unit Hour Staffing Report**

	January 2016	February 2016
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	January 2016			February 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	62	3	95.16%	71	5	92.96%
Suburban 20:00	10	0	100.00%	8	0	100.00%
Rural 20:00	0	0	100.00%	2	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>72</b>	<b>3</b>	<b>95.83%</b>	<b>81</b>	<b>5</b>	<b>93.83%</b>

## Mutual Aid Incidents

January 2016			February 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE E URBAN	2	AMR San Joaquin	SJ ZONE E URBAN	1
MDAS	SJ ZONE E SUBURBAN	1	AMR Stanislaus	SJ ZONE E URBAN	1
MDAS	SJ ZONE E URBAN	6	Escalon	SJ ZONE E SUBURBAN	1
			MDAS	SJ ZONE E RURAL	1
			MDAS	SJ ZONE E SUBURBAN	1
			MDAS	SJ ZONE E URBAN	7
<b>Total</b>		9			12

## Detailed Response Time Analysis January 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	62	0:02	16:26	5:07	2:58	9:34
SJ ZONE E SUBURBAN	10	3:12	12:26	8:23	2:19	10:07
SJ ZONE E RURAL	0					
All Urban Compliance Areas	62	0:02	16:26	5:07	2:58	9:34
All Suburban Compliance Areas	10	3:12	12:26	8:23	2:19	10:07
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis February 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	71	0:03	12:19	5:05	2:33	8:22
SJ ZONE E SUBURBAN	8	0:04	7:52	6:21	2:28	7:52
SJ ZONE E RURAL	2	4:55	9:29	7:12	2:17	9:29
All Urban Compliance Areas	71	0:03	12:19	5:05	2:33	8:22
All Suburban Compliance Areas	8	0:04	7:52	6:21	2:28	7:52
All Rural Compliance Areas	2	4:55	9:29	7:12	2:17	9:29
All Wilderness Compliance Areas	0					

**Exemption Request Report  
January 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/05/2016	16002328	E URBAN	Zone Assist		Exempt
01/09/2016	16004177	E URBAN	Other		Exempt
01/11/2016	16005265	E URBAN	False Report of Emergency		Exempt
01/14/2016	16006703	E URBAN	Other		Exempt
01/22/2016	16010536	E URBAN	Delays in Transferring Care at ED		Exempt
01/29/2016	16014307	E URBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report  
February 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/07/2016	16018793	E URBAN	Zone Assist		Exempt
02/23/2016	16027230	E URBAN	Traffic Secondary to Call		Exempt
02/24/2016	16027816	E URBAN	Dispatch Error		Exempt

**Contract 1 Year Cumulative Performance Summary**

Response Time Compliance													
Zone	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Monthly Average
E URBAN	89%	89%	94%	91%	96%	95%	90%	88%	93%	90%	95%	93%	91.8%
E SUBUBAN	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%
<b>All Zones</b>	<b>90%</b>	<b>90%</b>	<b>95%</b>	<b>93%</b>	<b>97%</b>	<b>96%</b>	<b>91%</b>	<b>90%</b>	<b>95%</b>	<b>91%</b>	<b>96%</b>	<b>94%</b>	<b>93.1%</b>

**Failure to Provide Data**

Event Type	January 2016	February 2016
N/A		

**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.

