



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

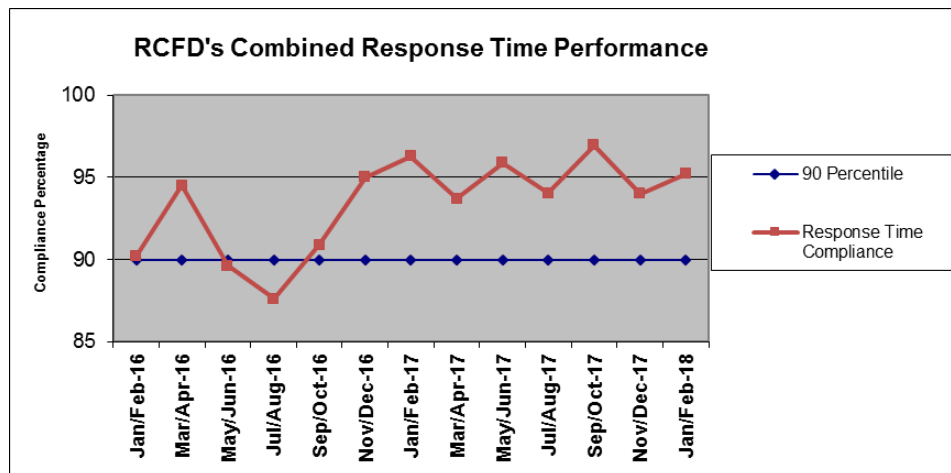
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: April 24, 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 January and February 2018, 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 January with 97.50% and February with 93.10%. The combined two-month percentile with 167 responses for January and February was 95.21%.

The complete compliance report for January and February 2018 may be viewed or downloaded from the EMS Agency's website: www.sigov.org/ems.

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

Response Time Compliance Report by 31 Day Rolling Period

January 1, 2018 through January 31, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	63	2	96.83%	X	
SJ ZONE E SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE E RURAL	20:00	5	0	100.00%	X	
All Zones Combined		80	2	97.50%	3	0

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2018 through February 28, 2018						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	81	6	92.59%	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		87	6	93.10%	3	0

Fines and Penalties Report

Type of Penalty	January 2018	February 2018
Late response minutes	\$100	\$280
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	\$100	\$280

Weekly Unit Hour Staffing Report

	January 2018	February 2018
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	January 2018			February 2018		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	63	2	96.83%	81	6	92.59%
Suburban 20:00	12	0	100.00%	3	0	100.00%
Rural 20:00	5	0	100.00%	3	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	80	2	97.50%	87	6	93.10%

Mutual Aid Incidents

January 2018			February 2018		
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 SUBURBAN	1
Escalon	SJ ZONE E RURAL	3	Escalon	SJ ZONE E URBAN	11
Escalon	SJ ZONE E SUBURBAN	6	MDAS	SJ ZONE E URBAN	6
Escalon	SJ ZONE E URBAN	9			
MDAS	SJ ZONE E SUBURBAN	1			
MDAS	SJ ZONE E URBAN	1			
Total		21			18

Detailed Response Time Analysis January 2018

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	63	1:36	15:43	5:18	2:21	7:40
SJ ZONE E SUBURBAN	11	0:50	10:31	6:43	2:30	9:04
SJ ZONE E RURAL	4	4:59	7:46	7:01	1:11	7:46
All Urban Compliance Areas	63	1:36	15:43	5:18	2:21	7:40
All Suburban Compliance Areas	11	0:50	10:31	6:43	2:30	9:04
All Rural Compliance Areas	4	4:59	7:46	7:01	1:11	7:46
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 2018

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	81	0:46	16:14	5:28	2:54	10:04
SJ ZONE E SUBURBAN	3	5:21	6:53	6:05	0:38	6:53
SJ ZONE E RURAL	3	11:48	16:22	13:51	1:53	16:22
All Urban Compliance Areas	81	0:46	16:14	5:28	2:54	10:04
All Suburban Compliance Areas	3	5:21	6:53	6:05	0:38	6:53
All Rural Compliance Areas	3	11:48	16:22	13:51	1:53	16:22
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/04/2018	18002154	E URBAN	Freeway Access		Exempt
01/24/2018	18013156	E URBAN	Wrong Location		Exempt
01/28/2018	18015158	E URBAN	False Report of Emergency		Exempt

**Exemption Request Report
February 2018**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/07/2018	18020930	E URBAN	Delayed Reporting on Scene		Exempt
02/20/2018	18027635	E URBAN	Freeway Access		Exempt
02/21/2018	18027904	E URBAN	Other		Exempt
02/24/2018	18029529	E URBAN	Zone Assist		Exempt
02/25/2018	18029812	E URBAN	Delayed Reporting on Scene		Exempt
02/27/2018	18031286	E URBAN	Freeway Access		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Monthly Average
E URBAN	91%	98%	93%	98%	95%	91%	96%	96%	95%	91%	97%	93%	94.4%
E SUBURBAN	100%	71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97.1%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	92%	95%	93%	99%	96%	92%	97%	97%	96%	93%	98%	93%	95.0%

Failure to Provide Data

Event Type	January 2018	February 2018
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

