



A DIVISION OF  
HEALTH CARE SERVICES  
AGENCY

# San Joaquin County Emergency Medical Services Agency



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

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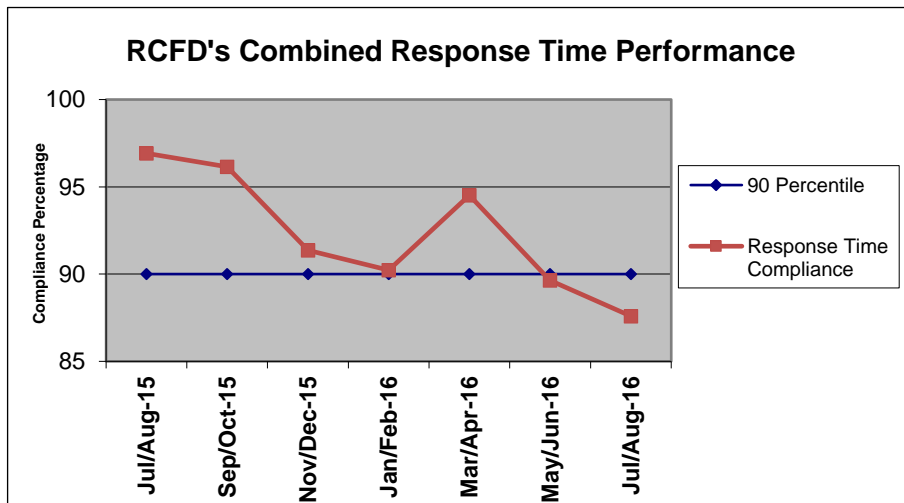
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## Memorandum

TO: All Interested Parties  
FROM: Rick Jones, EMS Analyst  
DATE: November 28, 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 July and August 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 fell below the 90th percentile standard set by the County for July with 84.93%, and exceeded the 90<sup>th</sup> percentile for August with 90.63%. The combined two-month percentile with 137 responses for July and August was 87.59%.

The complete compliance report for July and August

2016 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 31 Day Rolling Period**

July 1, 2016 through July 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	65	11	83.08%		X
SJ ZONE E SUBRUBAN	20:00	7	0	100.00%	X	
SJ ZONE E RURAL	20:00	1	0	100.00%	X	
<b>All Zones Combined</b>		<b>73</b>	<b>11</b>	<b>84.93%</b>	<b>2</b>	<b>1</b>

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

August 1, 2016 through August 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	55	6	89.09%		X
SJ ZONE E SUBRUBAN	20:00	5	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
<b>All Zones Combined</b>		<b>64</b>	<b>6</b>	<b>90.63%</b>	<b>2</b>	<b>1</b>

**Fines and Penalties Report**

Type of Penalty	July 2016	August 2016
Late response minutes	\$370	\$230
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>\$370</b>	<b>\$230</b>

**Weekly Unit Hour Staffing Report**

	July 2016	August 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	July 2016			August 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	65	11	83.08%	55	6	89.09%
Suburban 20:00	7	0	100.00%	5	0	100.00%
Rural 20:00	1	0	100.00%	4	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
<b>Total</b>	<b>73</b>	<b>11</b>	<b>84.93%</b>	<b>64</b>	<b>6</b>	<b>90.63%</b>

## Mutual Aid Incidents

July 2016			August 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	1	AMR San Joaquin	SJ ZONE E URBAN	2
Escalon	SJ ZONE E SUBURBAN	1	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E URBAN	1	Escalon	SJ ZONE E URBAN	1
MDAS	SJ ZONE E SUBURBAN	1	MDAS	SJ ZONE E SUBURBAN	1
MDAS	SJ ZONE E URBAN	7	MDAS	SJ ZONE E URBAN	5
<b>Total</b>		<b>11</b>			<b>11</b>

## Detailed Response Time Analysis July 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	65	1:40	17:06	5:51	2:51	9:40
SJ ZONE E SUBURBAN	7	6:37	13:38	9:26	2:07	13:38
SJ ZONE E RURAL	1	9:48	9:48	9:48	0:00	9:48
All Urban Compliance Areas	65	1:40	17:06	5:51	2:51	9:40
All Suburban Compliance Areas	7	6:37	13:38	9:26	2:07	13:38
All Rural Compliance Areas	1	9:48	9:48	9:48	0:00	9:48
All Wilderness Compliance Areas	0					

## Detailed Response Time Analysis August 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	55	1:48	18:47	5:36	3:35	10:14
SJ ZONE E SUBURBAN	5	6:22	10:54	8:02	1:39	10:54
SJ ZONE E RURAL	4	7:52	14:47	11:26	2:36	14:47
All Urban Compliance Areas	55	1:48	18:47	5:36	3:35	10:14
All Suburban Compliance Areas	5	6:22	10:54	8:02	1:39	10:54
All Rural Compliance Areas	4	7:52	14:47	11:26	2:36	14:47
All Wilderness Compliance Areas	0					

**Exemption Request Report  
July 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
07/06/2016	16097992	E URBAN	Poor Location Information from RP		Exempt
07/07/2016	16098131	E URBAN	Not Listed		Exempt
07/18/2016	16103987	E URBAN	Not Listed	Time and Distance and Direction	Not Exempt
07/29/2016	16109949	E URBAN	Adjusted time based on call audit	No process for incrementally	Not Exempt

**Exemption Request Report  
August 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
08/01/2016	16111539	E URBAN	Delayed Reporting on Scene		Exempt
08/27/2016	16125716	E URBAN	Freeway Access		Exempt
08/28/2016	16125862	E URBAN	Freeway Access		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>May 16</b>	<b>Jun 16</b>	<b>Jul 16</b>	<b>Aug 16</b>	<b>Monthly Average</b>
E URBAN	100%	88%	93%	90%	95%	93%	91%	93%	92%	83%	83%	89%	90.2%
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%
<b>All Zones</b>	<b>100%</b>	<b>90%</b>	<b>95%</b>	<b>91%</b>	<b>96%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>92%</b>	<b>86%</b>	<b>85%</b>	<b>91%</b>	<b>92.2%</b>

**Failure to Provide Data**

<b>Event Type</b>	<b>July 2016</b>	<b>August 2016</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.

