



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

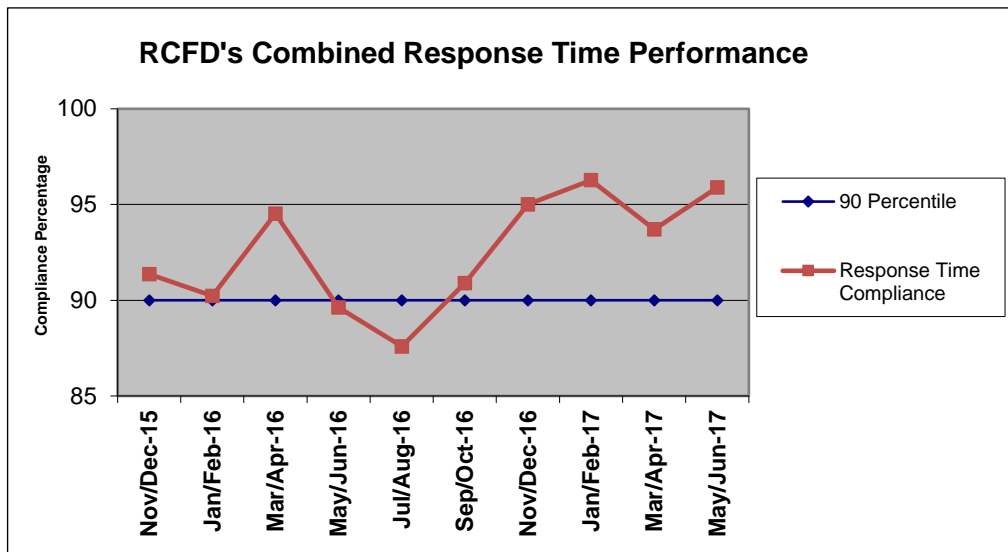
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: August 30, 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 May and June 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 May with 93.33% and June with 98.59%. The combined two-month percentile with 146 responses for May and June was 95.89%.

The complete compliance report for May and June 2017 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 31 Day Rolling Period

May 1, 2017 through May 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	70	5	92.86%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	2	0	100.00%	X	
All Zones Combined		75	5	93.33%	3	0

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2017 through June 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	60	1	98.33%	X	
SJ ZONE E SUBRUBAN	20:00	8	0	100.00%	X	
SJ ZONE E RURAL	20:00	3	0	100.00%	X	
All Zones Combined		71	1	98.59%	3	0

Fines and Penalties Report

Type of Penalty	May 2017	June 2017
Late response minutes	\$220	\$20
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	\$220	\$20

Weekly Unit Hour Staffing Report

	May 2017	June 2017
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	May 2017			June 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	70	5	92.86%	60	1	98.33%
Suburban 20:00	3	0	100.00%	8	0	100.00%
Rural 20:00	2	0	100.00%	3	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	75	5	93.33%	71	1	98.59%

Mutual Aid Incidents

May 2017			June 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	AMR San Joaquin	SJ ZONE E URBAN	1
Escalon	SJ ZONE E RURAL	1	Escalon	SJ ZONE E URBAN	2
Escalon	SJ ZONE E SUBURBAN	2	MDAS	SJ ZONE E URBAN	2
Escalon	SJ ZONE E URBAN	3			
MDAS	SJ ZONE E SUBURBAN	1			
MDAS	SJ ZONE E URBAN	4			
Total		12			5

Detailed Response Time Analysis May 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	69	0:12	21:27	5:43	3:36	9:39
SJ ZONE E SUBURBAN	3	4:31	6:30	5:24	0:49	6:30
SJ ZONE E RURAL	2	5:21	10:31	7:56	2:35	10:31
All Urban Compliance Areas	69	0:12	21:27	5:43	3:36	9:39
All Suburban Compliance Areas	3	4:31	6:30	5:24	0:49	6:30
All Rural Compliance Areas	2	5:21	10:31	7:56	2:35	10:31
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	60	0:27	16:17	4:51	2:31	7:44
SJ ZONE E SUBURBAN	8	4:26	13:59	7:49	2:48	13:59
SJ ZONE E RURAL	3	8:18	8:55	8:36	0:15	8:55
All Urban Compliance Areas	60	0:27	16:17	4:51	2:31	7:44
All Suburban Compliance Areas	8	4:26	13:59	7:49	2:48	13:59
All Rural Compliance Areas	3	8:18	8:55	8:36	0:15	8:55
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/02/2017	17064857	E URBAN	Bad Location / Address		Exempt
05/08/2017	17067908	E URBAN	Subsequent Response to MCI		Exempt
05/12/2017	17070385	E URBAN	Freeway Access		Exempt
05/18/2017	17073293	E URBAN	Delayed Reporting on Scene		Exempt
05/19/2017	17074063	E URBAN	Delayed Reporting on Scene		Exempt
05/21/2017	17075135	E URBAN	Other		Exempt

**Exemption Request Report
June 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
06/13/2017	17087367	E URBAN	Freeway Access		Exempt
06/22/2017	17092290	E URBAN	Duplicate Record		Exempt
06/29/2017	17096150	E URBAN	Freeway Access		Exempt
06/29/2017	17096186	E URBAN	Freeway Access		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Monthly Average
E URBAN	83%	89%	91%	88%	92%	96%	96%	95%	91%	98%	93%	98%	92.7%
E SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	71%	100%	100%	97.2%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	85%	91%	93%	89%	93%	96%	96%	96%	92%	95%	93%	99%	93.2%

Failure to Provide Data

Event Type	May 2017	June 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

