



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

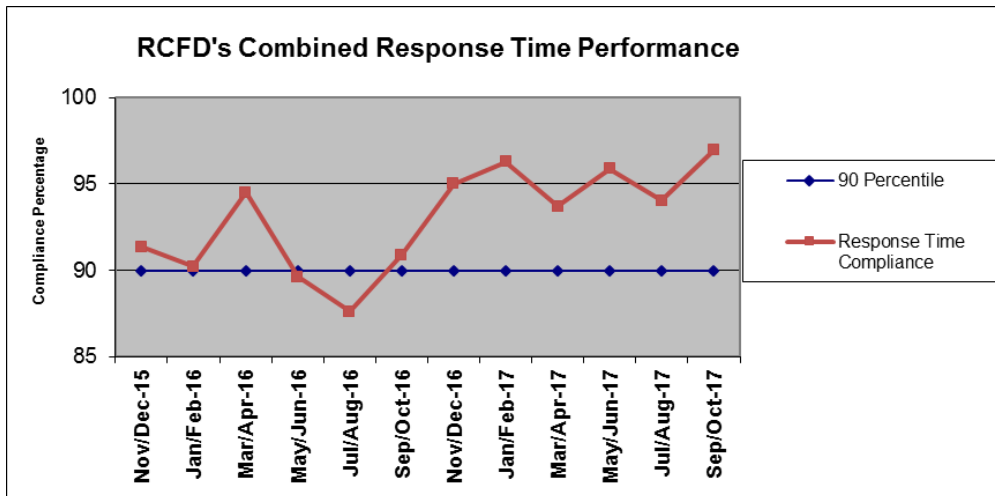
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: November 29, 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 September and October 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 September with 97.01% and October with 96.88%. The combined two-month percentile with 131 responses for September and October was 96.95%.

The complete compliance report for September and October 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 30 Day Rolling Period

September 1, 2017 through September 30, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	54	2	96.30%	X	
SJ ZONE E SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
All Zones Combined		67	2	97.01%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2017 through October 31, 2017						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	55	2	96.36%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	6	0	100.00%	X	
All Zones Combined		64	2	96.88%	3	0

Fines and Penalties Report

Type of Penalty	September 2017	October 2017
Late response minutes	\$80	\$70
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	\$80	\$70

Weekly Unit Hour Staffing Report

	September 2017	October 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	September 2017			October 2017		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	54	2	96.30%	55	2	96.36%
Suburban 20:00	9	0	100.00%	3	0	100.00%
Rural 20:00	4	0	100.00%	6	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	67	2	97.01%	64	2	96.88%

Mutual Aid Incidents

September 2017			October 2017		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE E RURAL	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	3	Escalon	SJ ZONE E URBAN	2
MDAS	SJ ZONE E SUBURBAN	2	MDAS	SJ ZONE E RURAL	1
MDAS	SJ ZONE E URBAN	2	MDAS	SJ ZONE E SUBURBAN	1
			MDAS	SJ ZONE E URBAN	2
Total		9			10

Detailed Response Time Analysis September 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	54	0:16	18:16	4:48	2:49	7:09
SJ ZONE E SUBURBAN	8	2:15	11:02	7:06	2:52	11:02
SJ ZONE E RURAL	4	4:17	11:13	7:57	3:00	11:13
All Urban Compliance Areas	54	0:16	18:16	4:48	2:49	7:09
All Suburban Compliance Areas	8	2:15	11:02	7:06	2:52	11:02
All Rural Compliance Areas	4	4:17	11:13	7:57	3:00	11:13
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 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	55	0:31	14:14	5:19	2:33	9:17
SJ ZONE E SUBURBAN	3	6:43	7:34	7:09	0:21	7:34
SJ ZONE E RURAL	6	2:49	11:20	8:02	2:43	11:20
All Urban Compliance Areas	55	0:31	14:14	5:19	2:33	9:17
All Suburban Compliance Areas	3	6:43	7:34	7:09	0:21	7:34
All Rural Compliance Areas	6	2:49	11:20	8:02	2:43	11:20
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/21/2017	17141521	E URBAN	Freeway Access		Exempt
09/24/2017	17142762	E URBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report
October 2017**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/08/2017	17150323	E URBAN	False Report of Emergency		Exempt
10/10/2017	17151519	E URBAN	Traffic Secondary to Call		Exempt
10/12/2017	17152355	E URBAN	Manteca Ambulance Zone		Exempt
10/16/2017	17154317	E URBAN	Delayed Reporting on Scene		Exempt
10/18/2017	17155322	E URBAN	Bad Location / Address		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Monthly Average
E URBAN	92%	96%	96%	95%	91%	98%	93%	98%	95%	91%	96%	96%	94.8%
E SUBURBAN	100%	100%	100%	100%	100%	71%	100%	100%	100%	100%	100%	100%	96.9%
E RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	93%	96%	96%	96%	92%	95%	93%	99%	96%	92%	97%	97%	95.3%

Failure to Provide Data

Event Type	September 2017	October 2017
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

