



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

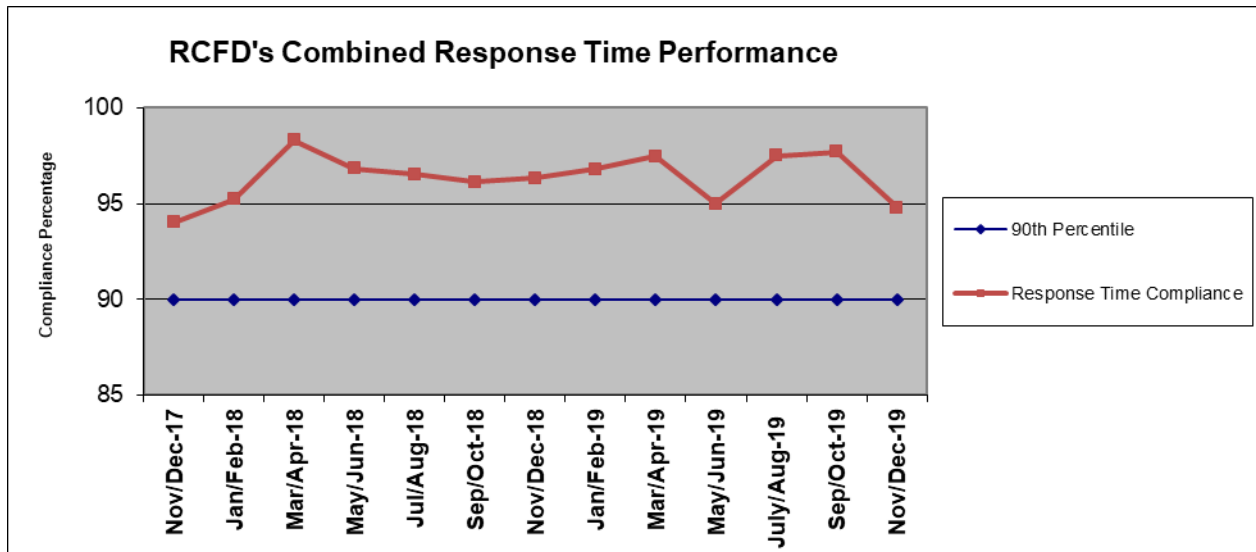
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: February 6, 2020

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 November and December 2019, 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 November with 94.05% and December with 95.77%. The combined two-month percentile with 155 responses for November and December was 94.84%. The complete compliance report for November and December 2019 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

November 1, 2019 through November 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	73	5	93.15%	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		84	5	94.05%	3	0

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2019 through December 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	55	3	94.55%	X	
SJ ZONE E SUBRUBAN	20:00	7	0	100.00%	X	
SJ ZONE E RURAL	20:00	9	0	100.00%	X	
All Zones Combined		71	3	95.77%	3	0

Fines and Penalties Report

Type of Penalty	November 2019	December 2019
Late response minutes	\$230	\$90
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	\$230	\$90

Weekly Unit Hour Staffing Report

	November 2019	December 2019
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	November 2019			December 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	73	5	93.15%	55	3	94.55%
Suburban 20:00	8	0	100.00%	7	0	100.00%
Rural 20:00	3	0	100.00%	9	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	84	5	94.05%	71	3	95.77%

Mutual Aid Incidents

November 2019			December 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE E URBAN	1	Escalon	SJ ZONE E RURAL	2
Escalon	SJ ZONE E RURAL	1	Escalon	SJ ZONE E SUBURBAN	2
Escalon	SJ ZONE E URBAN	1	Escalon	SJ ZONE E URBAN	4
MDAS	SJ ZONE E URBAN	7	MDAS	SJ ZONE E RURAL	3
			MDAS	SJ ZONE E URBAN	5
Total		10			16

Detailed Response Time Analysis November 2019

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	73	1:04	22:18	6:02	3:58	11:56
SJ ZONE E SUBURBAN	8	2:38	9:38	6:37	2:06	9:38
SJ ZONE E RURAL	3	7:56	20:44	12:13	6:01	20:44
All Urban Compliance Areas	73	1:04	22:18	6:02	3:58	11:56
All Suburban Compliance Areas	8	2:38	9:38	6:37	2:06	9:38
All Rural Compliance Areas	3	7:56	20:44	12:13	6:01	20:44
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis December 2019

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	0:19	15:27	5:07	3:11	10:34
SJ ZONE E SUBURBAN	7	6:39	14:47	9:23	2:30	14:47
SJ ZONE E RURAL	9	2:55	13:08	7:51	3:02	13:08
All Urban Compliance Areas	55	0:19	15:27	5:07	3:11	10:34
All Suburban Compliance Areas	7	6:39	14:47	9:23	2:30	14:47
All Rural Compliance Areas	9	2:55	13:08	7:51	3:02	13:08
All Wilderness Compliance Areas	0					

**Exemption Request Report
November 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/05/2019	19163677	E URBAN	Road Construction		Exempt
11/07/2019	19164621	E URBAN	Freeway Access		Exempt
11/12/2019	19167259	E URBAN	False Report of Emergency		Exempt
11/13/2019	19167904	E URBAN	False Report of Emergency		Exempt
11/15/2019	19169185	E URBAN	Other		Exempt
11/18/2019	19170548	E URBAN	Other		Exempt
11/18/2019	19170746	E URBAN	Freeway Access		Exempt
11/23/2019	19173375	E URBAN	Delayed Reporting on Scene		Exempt
11/27/2019	19175263	E RURAL	Delayed Reporting on Scene		Exempt
11/28/2019	19175778	E URBAN	Other		Exempt
11/28/2019	19175932	E URBAN	Other		Exempt

**Exemption Request Report
December 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/02/2019	19177614	E URBAN	False Report of Emergency		Exempt
12/05/2019	19179628	E URBAN	Dispatch Error		Exempt
12/10/2019	19181994	E URBAN	Reduced/Upgraded Response		Exempt
12/23/2019	19188967	E URBAN	Delayed Reporting on Scene		Exempt
12/27/2019	19191408	E URBAN	Zone Assist		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Monthly Average
E URBAN	96%	97%	94%	100%	92%	97%	97%	97%	96%	99%	93%	95%	96.0%
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%
All Zones	96%	97%	94%	100%	93%	98%	97%	98%	96%	99%	94%	96%	96.6%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	November 2019	December 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

