



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



<http://www.sigov.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

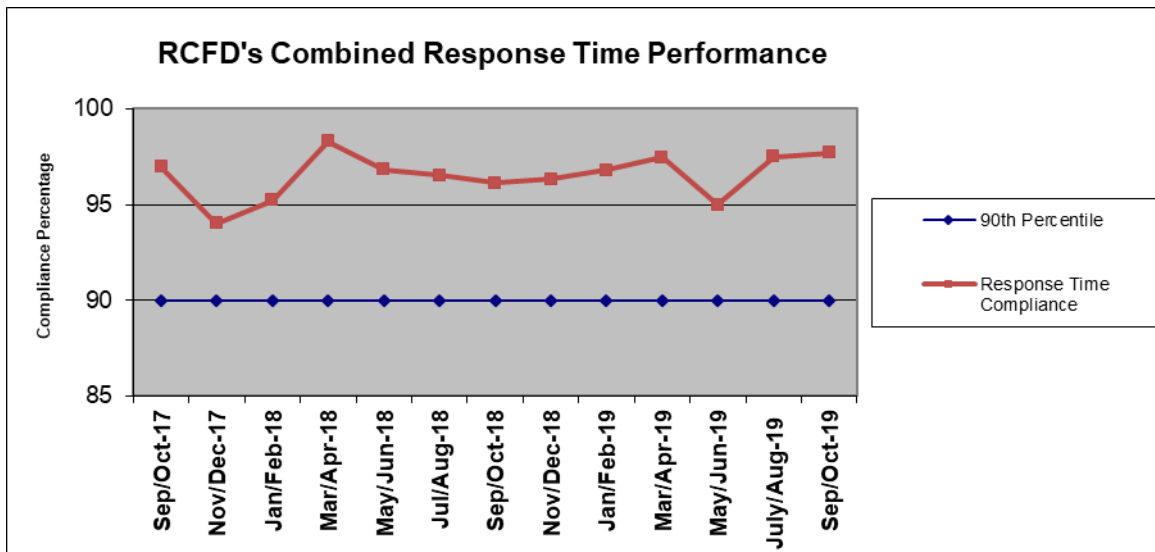
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: December 12, 2019

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 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 September with 96.47% and October with 98.91%. The combined two-month percentile with 177 responses for September and October was 97.74%. The complete compliance

report for September and October 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

September 1, 2019 through September 30, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	75	3	96.00%	X	
SJ ZONE E SUBRUBAN	20:00	6	0	100.00%	X	
SJ ZONE E RURAL	20:00	4	0	100.00%	X	
All Zones Combined		85	3	96.47%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2019 through October 31, 2019						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE E URBAN	8:00	81	1	98.77%	X	
SJ ZONE E SUBRUBAN	20:00	3	0	100.00%	X	
SJ ZONE E RURAL	20:00	8	0	100.00%	X	
All Zones Combined		92	1	98.91%	3	0

Fines and Penalties Report

Type of Penalty	September 2019	October 2019
Late response minutes	\$90	\$30
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	\$90	\$30

Weekly Unit Hour Staffing Report

	September 2019	October 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	September 2019			October 2019		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	75	3	96.00%	81	1	98.77%
Suburban 20:00	6	0	100.00%	3	0	100.00%
Rural 20:00	4	0	100.00%	8	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	85	3	96.47%	92	1	98.91%

Mutual Aid Incidents

September 2019			October 2019		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE E URBAN	2	Escalon	SJ ZONE E RURAL	1
AMR Stanislaus	SJ ZONE E URBAN	1	MDAS	SJ ZONE E RURAL	3
Escalon	SJ ZONE E RURAL	1	MDAS	SJ ZONE E SUBURBAN	1
Escalon	SJ ZONE E SUBURBAN	1	MDAS	SJ ZONE E URBAN	6
Escalon	SJ ZONE E URBAN	2			
MDAS	SJ ZONE E SUBURBAN	2			
MDAS	SJ ZONE E URBAN	4			
Total		13			11

Detailed Response Time Analysis September 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	75	1:00	13:33	4:41	2:15	7:07
SJ ZONE E SUBURBAN	6	5:23	13:40	9:02	2:30	13:40
SJ ZONE E RURAL	4	9:45	11:40	10:27	0:44	11:40
All Urban Compliance Areas	75	1:00	13:33	4:41	2:15	7:07
All Suburban Compliance Areas	6	5:23	13:40	9:02	2:30	13:40
All Rural Compliance Areas	4	9:45	11:40	10:27	0:44	11:40
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 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	81	0:35	41:26	5:26	4:48	8:37
SJ ZONE E SUBURBAN	3	6:37	14:01	9:26	3:16	14:01
SJ ZONE E RURAL	8	6:33	13:00	10:02	2:05	13:00
All Urban Compliance Areas	81	0:35	41:26	5:26	4:48	8:37
All Suburban Compliance Areas	3	6:37	14:01	9:26	3:16	14:01
All Rural Compliance Areas	8	6:33	13:00	10:02	2:05	13:00
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/04/2019	19130916	E URBAN	Traffic Secondary to Call		Exempt
09/19/2019	19139043	E URBAN	Freeway Access		Exempt

**Exemption Request Report
October 2019**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/01/2019	19145693	E URBAN	Adjusted time based on call audit		Exempt
10/02/2019	19145821	E URBAN	Delayed Reporting on Scene		Exempt
10/10/2019	19150094	E URBAN	Other		Exempt
10/10/2019	19150407	E URBAN	Other		Exempt
10/12/2019	19151227	E URBAN	Freeway Access		Exempt
10/18/2019	19154528	E URBAN	Freeway Access		Exempt
10/19/2019	19154818	E URBAN	Other		Exempt
10/19/2019	19154842	E URBAN	Dispatch Error		Exempt
10/26/2019	19158533	E URBAN	Bad Location / Address		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Monthly Average
E URBAN	96%	95%	96%	97%	94%	100%	92%	97%	97%	97%	96%	99%	96.3%
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	97%	96%	96%	97%	94%	100%	93%	98%	97%	98%	96%	99%	96.8%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
N/A			

Failure to Provide Data

Event Type	September 2019	October 2019
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

