



# San Joaquin County Emergency Medical Services Agency



## Memorandum

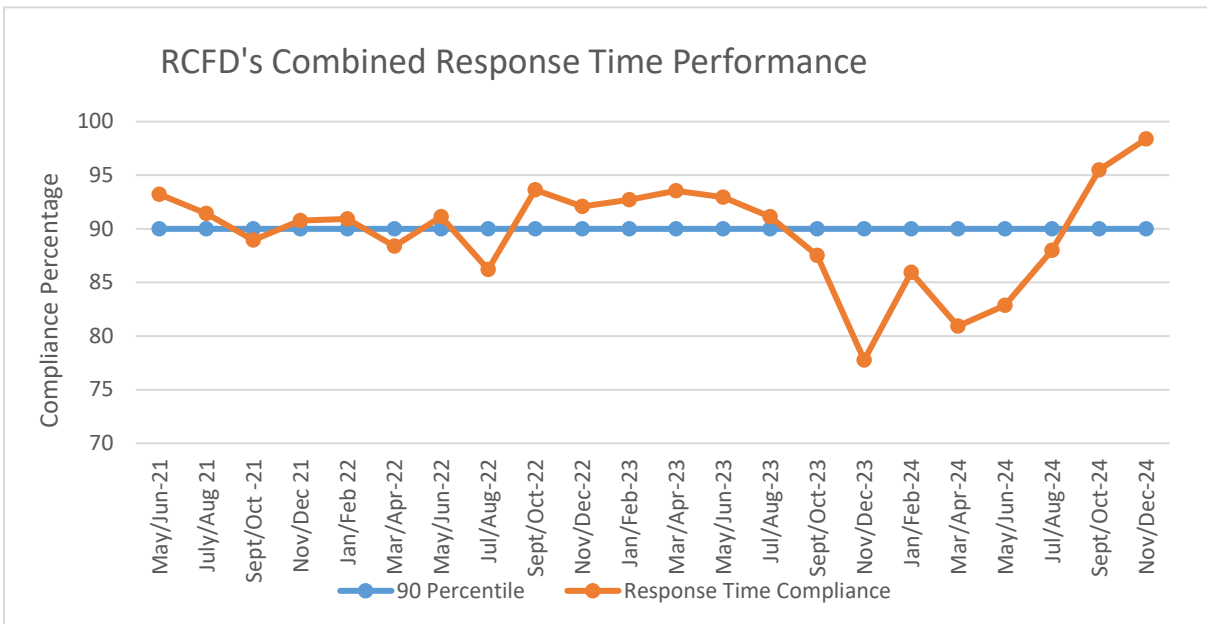
TO: All Interested Parties

FROM: Leon Brown, MBA, EMS Analyst

DATE: January 23, 2025

SUBJECT: Ripon Consolidated Fire District Exclusive Operating Area Ambulance Contract Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone E and the contract compliance for the Emergency Ambulance Provider Ripon Consolidated Fire District (RCFD) for the months of November and December 2024, 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 to ensure that a minimum of 100 responses are measured for statistical relevance.



RCFD’s combined two-month percentile with 182 responses for November and December 2024 was 98.37%. As shown in the graph above. The complete compliance report may be viewed or downloaded from the EMS Agency’s website: [www.sjgov.org/departments/ems](http://www.sjgov.org/departments/ems)

Exclusive Emergency Ambulance Provider  
 Contract Compliance  
 Ripon Consolidated Fire District

| Fines and Penalties Report                      |          |          |
|---|----------|----------|
| Type of Penalty                                 | Nov 2024 | Dec 2024 |
| Late response minutes                           | \$40     | \$10     |
| Failure to provide data                         | N/A      | N/A      |
| Preventable mechanical failure                  | N/A      | N/A      |
| Failure to meet staffing and clinical standards | N/A      | N/A      |
| Failure to Respond                              | N/A      | N/A      |
| Failure to submit documentation at hospital     | N/A      | N/A      |
| Other minor breach                              | N/A      | N/A      |
| <b>Totals</b>                                   | \$40     | \$10     |

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Response Time Analysis By Population

| Population Density & Response Time Standard | Nov 2024            |                         |                   | Dec 2024            |                         |                   |
|---|---------------------|-------------------------|-------------------|---------------------|-------------------------|-------------------|
|   | Number of Responses | Non-Compliant Responses | Percent Compliant | Number of Responses | Non-Compliant Responses | Percent Compliant |
| Urban 8:00                                  | 79                  | 2                       | 97.47%            | 79                  | 1                       | 98.73%            |
| Suburban 20:00                              | 8                   | 0                       | 100.00%           | 8                   | 0                       | 100.00%           |
| Rural 20:00                                 | 8                   | 0                       | 100.00%           | 0                   | 0                       |                   |
| <b>Total</b>                                | <b>95</b>           | <b>2</b>                | <b>97.89%</b>     | <b>87</b>           | <b>1</b>                | <b>98.85%</b>     |

Detailed Response Time Analysis

| Nov 2024               |           |                                |                             |               |  |
|------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| Population Density     | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE E URBAN        | 79        | 27:00                          | 06:15                       | 04:21         | 10:38                                  |
| SJ ZONE E SUBURBAN     | 8         | 14:56                          | 10:20                       | 03:03         | 14:49                                  |
| SJ ZONE E RURAL        | 8         | 15:04                          | 09:05                       | 04:24         | 12:51                                  |
| <b>Total Responses</b> | <b>95</b> |                                |                             |               |  |

Detailed Response Time Analysis

| Dec 2024               |           |                                |                             |               |  |
|------------------------|-----------|--------------------------------|-----------------------------|---------------|--|
| Population Density     | Responses | Response Time Interval Maximum | Response Time Interval Mean | Std Deviation | Response Time Interval 90th Percentile |
| SJ ZONE E URBAN        | 79        | 13:28                          | 06:00                       | 02:39         | 09:58                                  |
| SJ ZONE E SUBURBAN     | 8         | 10:16                          | 08:20                       | 02:30         | 10:14                                  |
| SJ ZONE E RURAL        |           | 00:00                          | 00:00                       | 00:00         | 00:00                                  |
| <b>Total Responses</b> | <b>87</b> |                                |                             |               |  |

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Comparison of Compliance with and without Exemptions

| Nov 2024  |                 |  |                                |                          |  |                             |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| Population Density  | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
| SJ ZONE E URBAN   | 79              | 16                                       | 79.75%                         | 79                       | 2  | 97.47%                      |
| SJ ZONE E SUBURBAN  | 8               | 0  | 100.00%                        | 8                        | 0  | 100.00%                     |
| SJ ZONE E RURAL   | 8               | 0  | 100.00%                        | 8                        | 0  | 100.00%                     |
| <b>All Zones Combined</b>   | <b>95</b>       | <b>16</b>                                | <b>83.16%</b>                  | <b>95</b>                | <b>2</b>                                       | <b>97.89%</b>               |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. |                 |  |                                |                          |  |                             |

Comparison of Compliance with and without Exemptions

| Dec 2024  |                 |  |                                |                          |  |                             |
|---|-----------------|--|--------------------------------|--------------------------|--|-----------------------------|
| Population Density  | Total Responses | Number of Late Calls Prior to Exemptions | Compliance Prior to Exemptions | Total Responses Adjusted | Number of Late Calls After Exemptions Approved | Compliance After Exemptions |
| SJ ZONE E URBAN   | 79              | 15                                       | 81.01%                         | 79                       | 1  | 98.73%                      |
| SJ ZONE E SUBURBAN  | 8               | 0  | 100.00%                        | 8                        | 0  | 100.00%                     |
| SJ ZONE E RURAL   | 0               | 0  | #DIV/0!                        | 0                        | 0  |                             |
| <b>All Zones Combined</b>   | <b>87</b>       | <b>15</b>                                | <b>82.76%</b>                  | <b>87</b>                | <b>1</b>                                       | <b>98.85%</b>               |
| * Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables. |                 |  |                                |                          |  |                             |

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| Zone Assist        |                            |    |
|--------------------|----------------------------|----|
| Population Density | Nov 2024                   |    |
|                    | Ambulance Service Provider | #  |
| SJ ZONE E URBAN    | AMR San Joaquin            | 2  |
|                    | Escalon                    | 1  |
|                    | Manteca                    | 12 |
| SJ ZONE E SUBURBAN | Escalon                    | 4  |
|                    | Manteca                    | 1  |
| SJ ZONE E RURAL    | Escalon                    | 5  |
|                    | Manteca                    | 2  |

| Zone Assist        |                            |    |
|--------------------|----------------------------|----|
| Population Density | Dec 2024                   |    |
|                    | Ambulance Service Provider | #  |
| SJ ZONE E URBAN    | AMR San Joaquin            | 2  |
|                    | Escalon                    | 1  |
|                    | Manteca                    | 17 |
| SJ ZONE E SUBURBAN | Escalon                    | 4  |
|                    | Manteca                    | 1  |
| SJ ZONE E RURAL    | --                         | 0  |

| Exemption Request Reports   |                     |                   |                     |                   |
|---|---------------------|-------------------|---------------------|-------------------|
| Types of Exemptions   | Nov 2024            |                   | Dec 2024            |                   |
|   | Exemptions Approved | Exemptions Denied | Exemptions Approved | Exemptions Denied |
| Any other circumstance deemed acceptable to the AGENCY  | 8                   | 0                 | 8                   | 0                 |
| Incorrect or inaccurate dispatch information received from a calling party or PSAP            | 2                   | 0                 | 1                   | 0                 |
| Unavoidable delay caused by traffic congestion in which there is no alternate route of travel | 2                   | 0                 | 1                   | 0                 |
| Zone Assist   | 0                   | 0                 | 1                   | 1                 |

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Out of County Mutual Aid

| Date | Location | Ambulance Service Provider | Dispatch Determinant |
|------|----------|----------------------------|----------------------|
|------|----------|----------------------------|----------------------|

Failure to Provide Data

| Event Type | Nov 2024 | Dec 2024 |
|------------|----------|----------|
| N/A        |          |          |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A        |      |             |

Community Service Report

| Event Type      |
|-----------------|
| See Appendix A. |