

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM**  
2.7  
(ID # 5923)

**MEETING DATE:**

Tuesday, January 9, 2018

**FROM :** EMERGENCY MANAGEMENT DEPARTMENT:

**SUBJECT:** EMERGENCY MANAGEMENT DEPARTMENT: Receive and File the American Medical Response (AMR) Annual Performance Report for Fiscal Year 2016/17.  
[Districts: All]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Receive and file the AMR Annual Performance Report for Ground Advanced Life Support (ALS) Emergency Ambulance Services for Fiscal Year 2016/2017.

**ACTION:** Consent

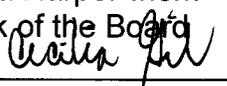
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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Perez and duly carried, IT WAS ORDERED that the above matter is received and filed as recommended.

**Ayes:** Jeffries, Tavaglione, Washington and Perez  
**Nays:** None  
**Absent:** Ashley  
**Date:** January 9, 2018  
**xc:** Auditor

Kecia Harper-Ihem  
Clerk of the Board

By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ N/A	\$ N/A	\$ N/A	\$ N/A
<b>NET COUNTY COST</b>	\$ N/A	\$ N/A	\$ N/A	\$ N/A
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: N/A</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The attached 2017 AMR Annual Performance Report summarizes the second full year of operation under the new agreement #15-097 for ground ALS emergency ambulance services. AMR has successfully met all performance targets required to earn the second one year extension to add an additional year to the agreement, through June 30, 2022.

As authorized per agenda item 3-8 (January 13, 2015), the County Purchasing agent signed the 2<sup>nd</sup> amendment to extend the agreement.

**Impact on Residents and Businesses**

The residents of Riverside County require the services supplied by an efficient EMS system. The ALS emergency ambulance agreement will continue improvements to the County EMS plan designed to optimize emergency medical care to residents thereby minimizing morbidity and mortality from acute illnesses and traumatic injuries.

**ATTACHMENT:**

1. AMR Annual Performance Report FY 2016/2017

**2016-2017 Annual report and recommendation for granting a one (1) year earned annual renewal to the term of the agreement (#15-097) with American Medical Response (AMR) for 9-1-1 emergency ambulance service.**

**Date: November 1, 2017**

### **Background**

The Board of Supervisors approved the County 9-1-1 Advanced Life Support (ALS) emergency ambulance agreement with American Medical Response (AMR) on January 13, 2015, item 3-8. The second year of performance under the agreement commenced on July 1, 2016 and ended on June 30, 2017. Pursuant to the terms of the agreement AMR may submit a written request for a one (1) year earned annual renewal each year following the first full year of the agreement. AMR must submit the request for a one (1) year extension and an annual performance report to the Riverside County EMS Agency (REMSA) by September 1, 2017. REMSA received AMR's written request accompanied by their annual performance report on September 1, 2017.

The annual performance report must include evidence of compliance with provisions of the agreement including achievement of response time performance of 91percent or greater in all response time zones for at least nine (9) non-consecutive months during the 12 month performance period, successful implementation of system enhancements for the completed year and written agreement with REMSA for system enhancements to be implemented for the current year of performance. The request may also include a rate increase request to cover the cost of system enhancements for the current year that exceed \$250,000.

### **Determination of Contractor (AMR) Eligibility**

REMSA has reviewed AMR's annual report submission and all of the contractor requirements as stipulated in the agreement for eligibility to receive a one year earned annual renewal. Additionally, REMSA monitors AMR's compliance monthly and reports response time performance semi-annually to the EMS Administrative Zone Groups. The following was utilized by REMSA to determine that AMR has met the terms of the agreement for granting of a one year renewal:

- Annual Report and Compliance Review Matrix (Attachment 1)
- Annual Response Time Report (Attachment 2)
- System Enhancements for 2017/2018 Performance Period (Attachment 3)

### **Highlights of Contractor Performance**

The annual report, compliance review matrix and response time report outline the information collected by REMSA to ensure AMR's compliance with all of the obligations contained the agreement for 9-1-1 ALS emergency ambulance services. The performance period reviewed by REMSA was the second full year of the agreement which ran from July 1, 2016 through June 30, 2017. The following provides executive summary for key performance areas of the agreement during that performance period.

### **Responses, Transports and Response Time Compliance**

AMR responded to 190,615 9-1-1 medical emergency calls and transported 133,956 patients to hospitals throughout the County. This indicates a 3.2 percent increase in 9-1-1 responses and a 3.1 percent increase in patient transports over the previous year (July 2015-June 2016). AMR met or exceeded the 90 percent required response time compliance in all response time zones throughout the performance period. AMR met or exceeded the 91 percent enhanced response time requirement in all response time zones for ten of the twelve calendar months in the performance period.

AMRs average monthly response time exemptions increased by 6 percent over the previous year. The majority of the exemption requests (92.9%) were due to the occurrence of patients being held on transporting ambulance gurneys after arrival at hospital emergency departments. AMR deployed ambulance unit hours (staffed ambulances) exceeding scheduled unit hours by one (1) percent during the performance period. REMSA and AMR implement FirstWatch Online Compliance Utility (OCU) which went live in May Of 2016. The OCU provides advanced on-line compliance monitoring and reporting capabilities which greatly enhance REMSAs oversight of contractor performance.

### **Clinical Data Collection and Reporting**

AMR completed transition to the REMSA Image Trend Elite electronic patient care report (ePCR) and clinical data collection system during the performance period. All ePCRs completed now populate the Riverside County EMS Information System (REMSIS) for review, analysis and reporting by REMSA. REMSIS in turn feeds patient care data to the California EMS Information System (CEMSIS) in compliance with State requirements. AMR submitted all requested data reports to REMSA including data that populated the California Core Measures report that was submitted to the State EMS Authority in April of 2017. AMR also submitted a continuous quality improvement program update with associated key performance indicators that was approved by REMSA. AMR is currently working with REMSA staff and system partners to refine the functionality of the new ePCR platform, develop standardized reports and complete data linkages for digital submission of patient information to hospitals that receive EMS patients.

### **Patient Satisfaction**

AMR has implemented a 14 question standardized patient survey and report utilized by all AMR operations. The patient questioner is based upon hospital satisfaction scoring models and is utilized by AMR to benchmark their patient satisfaction performance indicators compared to hospital performance indicators. Reports are developed quarterly for trending of performance against other AMR operations. The data is utilized to guide customer experience training and

development of continuing education curricula. Patient survey responses for AMR Riverside County providers include; the patient was always treated with courtesy and respect (93% affirmative), the patient was always kept comfortable (83% affirmative), crews explained things very well (75% affirmative), the patient felt better or somewhat better after AMR care (57% affirmative), and 77% of patients responding to the survey stated they would recommend AMR's services to others.

### **Customer Service**

AMR has implemented a customer service feedback program. The program utilizes an on-line survey tool to gather customer responses to eight questions. Response choices range from one through five, five being best. During the performance period AMR sent out over 20 surveys to various agencies and stakeholders including Fire Departments, Cities, Hospitals and other medical facilities. Responses to the customer service survey were very low with only four total responses all of which were from the City of Riverside. Two of the respondents agreed that they were pleased with the overall service provided by AMR, one respondent was neutral and one respondent disagreed. AMR will need to develop a plan during the current performance year (July 2017- June 2018) to improve customer service feedback so that reports contain sufficient data for statistically relevant analysis of the services provided.

AMR also monitors and reports billing complaints as a requirement of the agreement. They received 459 complaints during the performance period. This equates to one billing complaint for every 415 9-1-1 responses. The most common complaints were; the wrong patient was billed, cash or refund issues and incorrect location on the bill. AMR reported that all of the complaints were resolved.

### **Financial Performance**

AMR's fiscal year runs concurrent with the calendar year. This makes financial reporting by fiscal year out of sync with the contract performance periods which begin on July 1 and end on June 30. REMSA received quarterly financial statements from AMR throughout the performance period. Upon completion of the first full AMR fiscal year (2016) under the new agreement, AMR provided an audited annual financial statement to REMSA for review. The financial statement reported net transport revenue for 2016 of \$124,368,557 and operating expenses of \$116,471,640. Earnings before income tax and interest were \$7,896,917, taxes and interest were \$4,662,320 and total profit was \$3,234,597. Total profit as a percentage of net revenue was 2.6 percent.

### **Workforce Satisfaction and Turnover**

AMR employee turnover by quarter was monitored and reported semi-annually during the performance period. Employee turnover was as follows; July-Sept 4.5 percent, Oct-Dec 3.5 percent, Jan-Mar 4.7 percent and Apr-Jun 3.5 percent. The top three reasons for employee

separation was obtaining a job with the Fire Department (26%), career advancement (20%) and pay/benefits (16%).

#### **Vehicle Performance and Safety**

AMR ambulances compiled 6,500,002 miles during the performance period. During that period there were 17 vehicle contacts (accidents) which is one vehicle contact per 382,353 miles driven by AMR's field employees. AMR has three (3) fleet maintenance shops within the County located in Riverside, Menifee and Palm Springs.

#### **Employee Injuries and Exposures**

AMR has a comprehensive employee injury and illness prevention program in place including annual training for all field employees. During the performance period there were 76 reported employee injuries. The most common injuries were unchanged from the previous year and included; sprain/strain (54%), contusion/bruise (12%) and sore muscles (8%). There were 19 employee exposures to infectious diseases reported. This is up from 17 exposures the previous performance period so exposure prevention training is one of the targeted continuing education topics AMR was covered in the September 2017 mandatory training classes. REMSA staff attended the training classes to monitor educational content and delivery.

#### **Services for Mental Health Patients**

AMR provides ambulance transportation for mental health patients that have been placed on Welfare and Institutions Code (WIC) 5150 hold for gravely disabled individuals. These patients are transported from the field at the request of law enforcement or between facilities at the request of the Riverside University Health System (RUHS) Behavioral Health Department. During the performance period AMR transported 13,022 patients that were on WIC 5150 holds. This is a 3 percent decrease in 5150 transports from the previous performance period. Of the 13,022 patients transported, 63 percent of these patients were transported from healthcare facilities and 37 percent were transported from the field at the request of law enforcement or fire agencies.

#### **High Users of 9-1-1 Services**

AMR has developed a program that provides for the identification of individuals that are repeated heavy users of 9-1-1 services. The effort is designed to identify individuals that may benefit from services or education that would lessen the usage of 9-1-1 emergency medical services due to chronic medical conditions. This is a new initiative in cooperation with REMSA and the EMS System Resource Coordination Workgroup (EMS System Strategic Plan, Goal 2) will help identify opportunities for improving EMS system efficiency and reducing cost. In the current performance year AMR will continue to coordinate with REMSA to identify individuals that are candidates for this outreach program.

## **Community Education and Involvement**

AMR was actively involved in community activities throughout the performance period providing 4,228 hours of community and partner education. This included training over 7,500 people in hands-free cardiopulmonary resuscitation (CPR), continuing education offerings that are provided to partner agencies free of charge, community health fairs, and safety programs and training to healthcare facility staff.

AMR was the major sponsor of the Inland Empire March of Dimes for this year's March for Babies campaign, raising over \$75,000 and participating in a number of March of Dimes educational events throughout the County. Additionally, AMR is a major supporter of the Toys4Tots campaign and collected over 6,000 toys for families in need.

## **Completed EMS System Enhancements**

AMR has now replaced 57% percent of the emergency ambulance fleet during the first two performance periods July 2015 – June 2017. Type II ambulances were replaced with Type III ambulances that carry more equipment, larger gurneys, accommodate bariatric patients and have significantly more room for patient care during transport. The maximum allowable mileage for a 9-1-1 emergency ambulance was reduced from 275,000 miles to 250,000 miles. Remaining Type II ambulances will be upgraded to Type III ambulances when they hit the 250,000 mile mark.

AMR completed full transition to the REMSA Image Trend electronic patient care report (ePCR) and data collection system. This included dispatch and billing integration, mandatory training and new computer equipment.

AMR completed ambulance communication equipment upgrades including new Mobile Data Computers (MDC), new 4G vehicle modems and an upgrade to their Computer Aided Dispatch (CAD) program.

FirstWatch data collection and reporting technologies have been designed, developed and implemented. These on-line information management tools provide REMSA with improved performance monitoring capabilities over the contractor and the countywide EMS system.

AMR has placed a mobile training unit into service for EMS personnel. This mobile unit contains a high fidelity manikin to facilitate realistic training scenarios. The mobile unit is offered to all community partners as well as AMR personnel. The unit contains two additional manikins for CPR training as well as video monitoring and recording for student feedback on effective CPR techniques. AMR has also dedicated two citizen CPR training units to its vehicle fleet. These units are fully stocked with all of the supplies necessary to conduct compression only CPR training. The units are staffed and deployed at the request of any EMS partner or stakeholder organization.

AMR provided 20 automated external defibrillators (AEDs) to support the Public Access Defibrillation Program. The AEDs are provided, maintained and individuals are trained by AMR personnel in locations designated by REMSA.

**Rate Increases**

The following methodology and process for rate increases is contained in Exhibit 13 of the agreement.

**Annual Consumer Price Index (CPI) Increase**

Pursuant to a request from AMR and the terms of the agreement a CPI rate increase of 8.06 percent was approved effective July 1, 2017. The increase was based upon the Los Angeles-Riverside-Orange County CPI of 2 percent for December 2015 factoring in AMR's current collection rate of 24.79 percent. The rates changed as follows:

<u>Exhibit 13-A: Service Rate Schedule</u>	<u>2016/2017</u>	<u>2017/2018</u>
ALS and BLS Rate	\$1,524.16	\$1,647.01
Mileage	\$37.06	\$40.05
Oxygen	\$158.52	\$171.30
Night Charge	\$173.34	\$187.31
Dry Run (non-transport) with Patient Care	\$236.90	\$255.99

**Rate Increase for System Enhancements**

REMSA has negotiated EMS system enhancements (attachment 3) to be completed by AMR during the current performance period which began on July 1, 2016 and ends on June 30, 2017. The new system enhancements will cost AMR \$250,000 dollars to complete. The terms of the agreement require that AMR provide the first \$250,000 in annual system enhancements at their cost and can request a rate increase to cover the balance of the cost of the agreed upon system enhancements. The system enhancements for the 2017-2018 performance period do not exceed \$250,000 so there will be no rate increase for system enhancements during the current performance period.

**Summation**

REMSA received a written request for a one (1) year renewal and an annual performance report from American Medical Response (AMR) on September 1, 2017. REMSA has completed a review of the second year of performance and has determined that AMR has met or exceeded all criteria contained within the agreement for the granting of a one (1) year earned annual renewal. The one (1) year renewal would extend the term of the 9-1-1 Advance Life Support (ALS) emergency ambulance service until June 30, 2022.

## **AMR Agreement**

### **System enhancement projects for the 2018 earned annual renewal**

#### **July 1, 2017 - June 30, 2018 Performance Period Annual Costs**

1. Provide funding to establish a County wide Public Access Defibrillation (PAD) Registry
  - PAD Registry will be PulsePoint or equivalent (not to exceed \$ 50,000)
2. Community CPR Coordinator and two (2) community CPR vans. (\$150,000)
  - Vans will be equipped as mobile labs inclusive of all equipment and supplies for CPR training
3. Provide funding for Riverside County participation in the Statewide CARES project. (Not to exceed \$50,000)

Additionally, on-going system enhancements for the 2017-2018 performance year will include:

1. Maintenance of the mobile training unit for EMS personnel. This includes provision of a high-fidelity manikin to facilitate realistic training scenarios. (\$38,000)
2. Continued upgrading of the ambulance and field supervisor fleet. (\$3.2 million)
3. Image Trend ePCR Mobile Tablet Replacements (\$215,000)



## Ambulance Response Compliance Review

AMR Compliance Summary  
7/1/2016 – 6/30/2017

# CONTENTS

Riverside County Ambulance Response Time Compliance .....	4
Overview .....	4
West, Mid, and East County Areas Comparisons .....	5
West, Mid, and East County Areas Comparisons (Cont'd) .....	6
Central Zone .....	7
Central Zone: Response and Compliance Data .....	8
Central Zone: Subzone Response and Compliance Data .....	9
Central Zone: Exemptions .....	10
Central Zone: Responses > 10 Minutes Late .....	11
Northwest Zone .....	12
Northwest Zone: Response and Compliance Data .....	13
Northwest Zone: Subzone Response and Compliance Data .....	14
Northwest Zone: Subzone Response and Compliance Data (Cont'd) .....	15
Northwest Zone: Exemptions .....	16
Northwest Zone: Responses >10 Minutes Late .....	17
Southwest Zone .....	18
Southwest Zone: zone Response and Compliance Data .....	19
Southwest Zone: Subzone Response and Compliance Data .....	20
Southwest Zone: Exemptions .....	21
Southwest Zone: Responses > 10 Minutes Late .....	22
Desert Zone .....	23
Desert Zone: Subzone Response and Compliance Data .....	24
Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late .....	25
Desert Zone: Exemptions.....	26
Palo Verde Zone.....	27
Palo Verde Zone: Exemptions and >10 Minutes Late.....	28
Pass Zone .....	29
Pass Zone: Exemptions and Responses >10 Minutes Late .....	30
San Jacinto Zone .....	31
San Jacinto Zone: Subzone Response and Compliance Data .....	32
San Jacinto Zone: Subzone Response and Compliance Data (cont.) .....	33
San Jacinto Zone: Exemptions .....	34
San Jacinto Zone: Responses > 10 Minutes Late .....	35
Mountain Plateau Zone .....	36

Mountain Plateau Zone: Response and Compliance Data .....	37
Mountain Plateau Zone: Exemptions and >10 Minutes Late .....	38
July 2016 Compliance Report .....	39
August 2016 Compliance Report .....	40
September 2016 Compliance Report .....	41
October 2016 Compliance Report .....	42
November 2016 Compliance Report .....	43
December 2016 Compliance Report .....	44
January 2017 Compliance Report .....	45
February 2017 Compliance Report .....	46
March 2017 Compliance Report .....	47
April 2017 Compliance Report .....	48
May 2017 Compliance Report .....	49
June 2017 Compliance Report .....	50
Ambulance Patient Offload Delay Data .....	51

# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

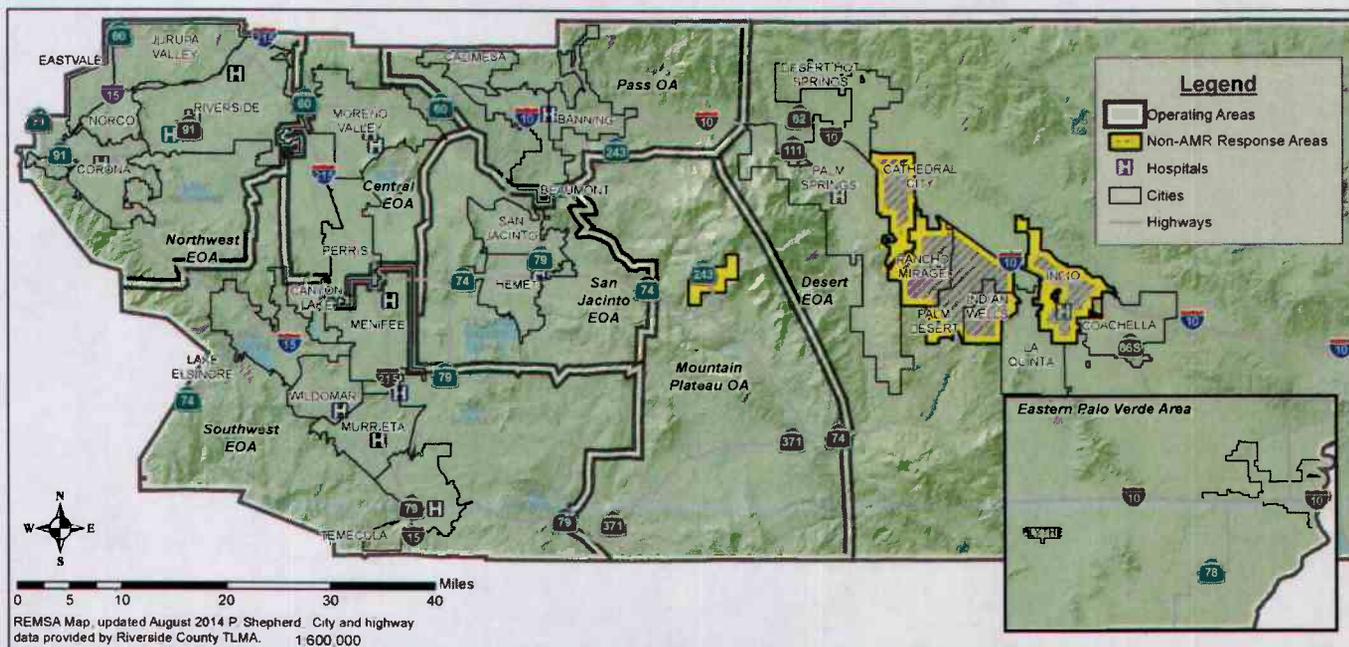
## Overview

The Riverside County EMS System covers all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for most of Riverside County, and this report outlines the AMR response time compliance in Riverside County through the end of June 2017. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

Below is a map of the Ambulance Operating Areas, which are discussed in the corresponding Administrative Group meetings based on region. A complete map of the County with Response Time Zones labeled is available at <http://www.remsa.us/zones>



## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



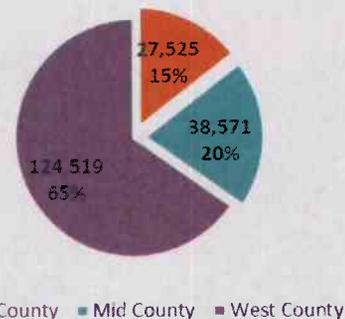
The West County Response Time Zones are responsible for approximately 65% of 9-1-1 calls made to AMR from the EMS System. Mid County and East County response zones make up about 20% and 15% of 9-1-1 call volume, respectively.

West County includes the Northwest, Southwest, and Central response zones. The City of Riverside is a subzone of the Northwest Zone, which accounts for more responses than all other subzones across the County.

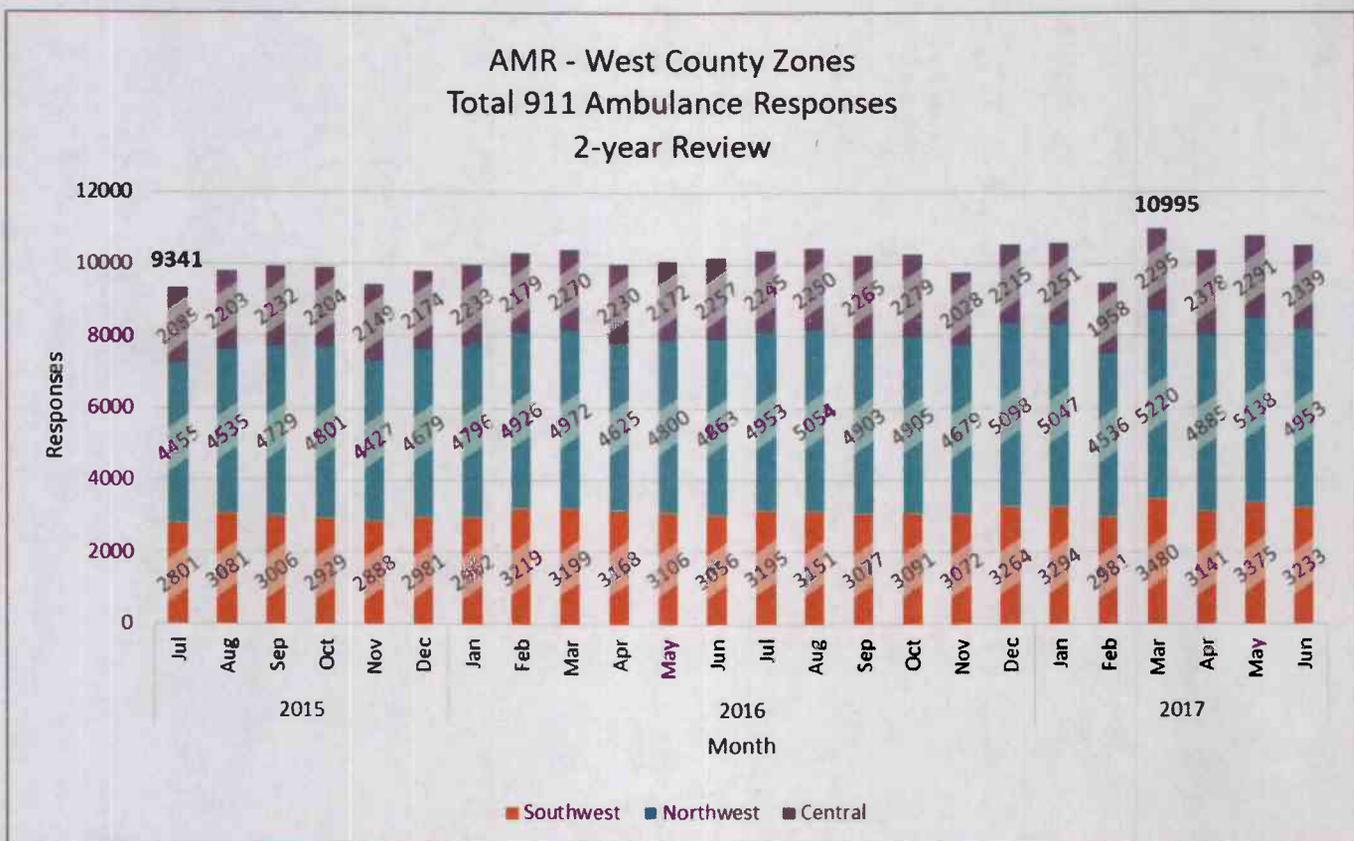
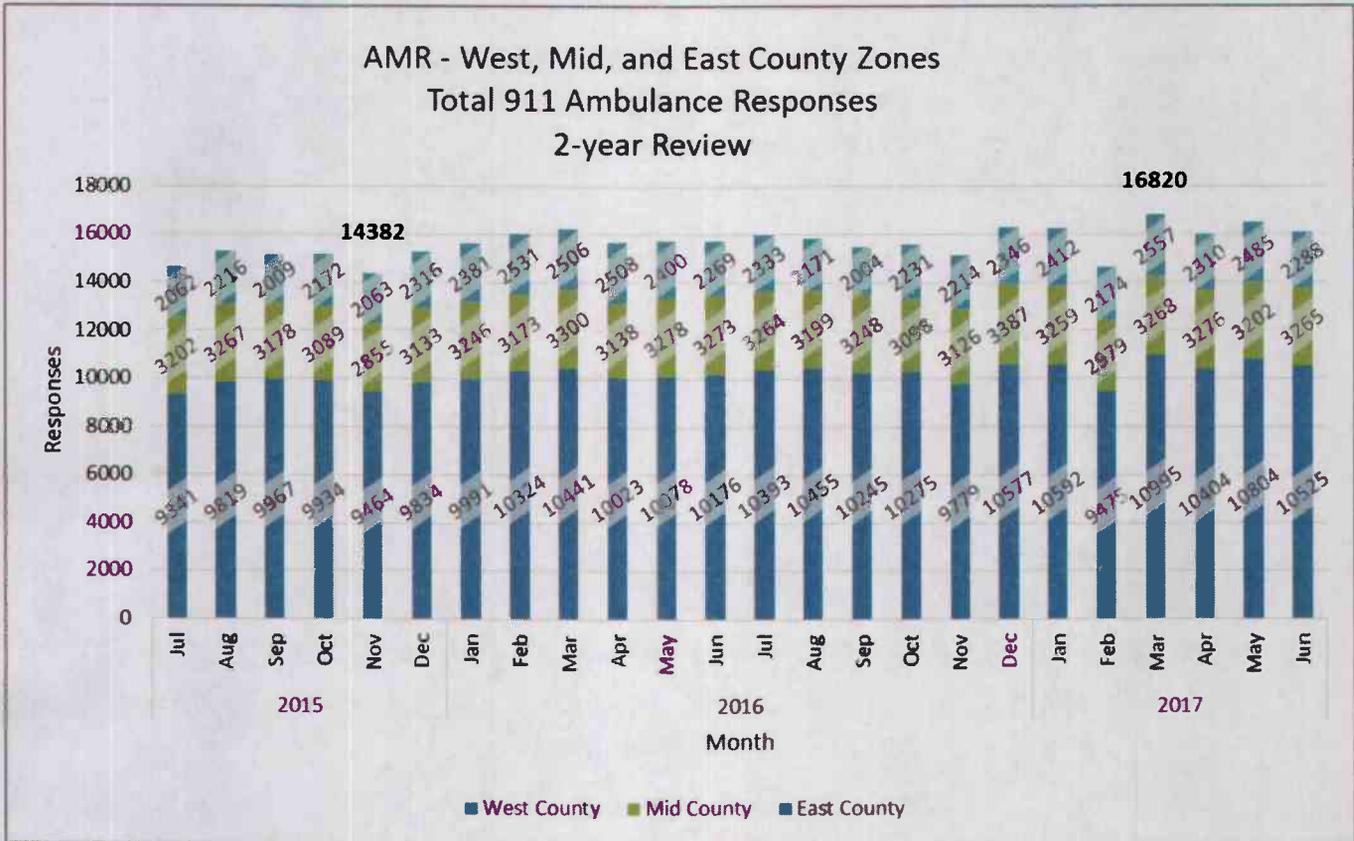
Mid County region includes the Pass, San Jacinto, and Mountain Plateau Response Time Zones.

East County includes the Desert and Palo Verde Response Time Zones.

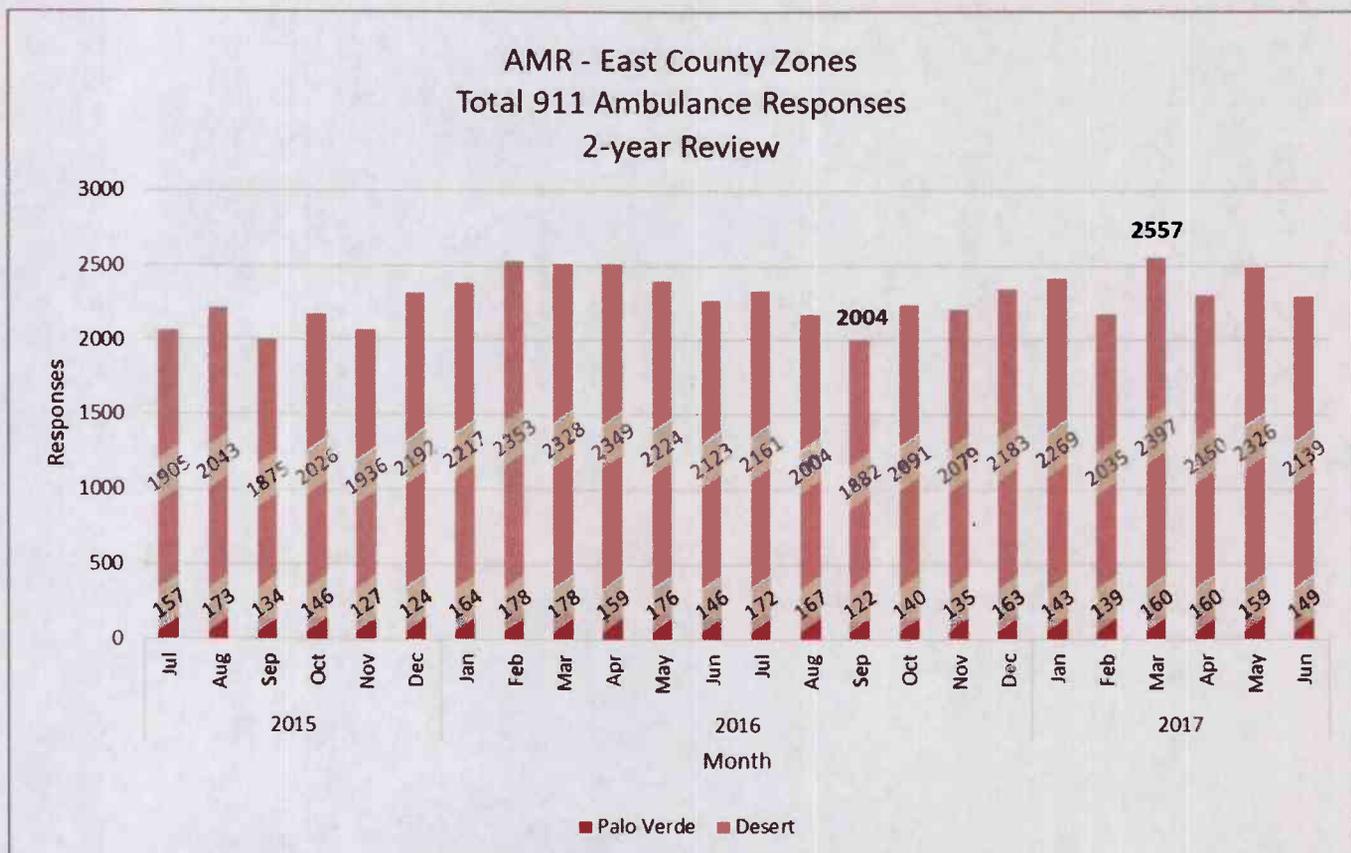
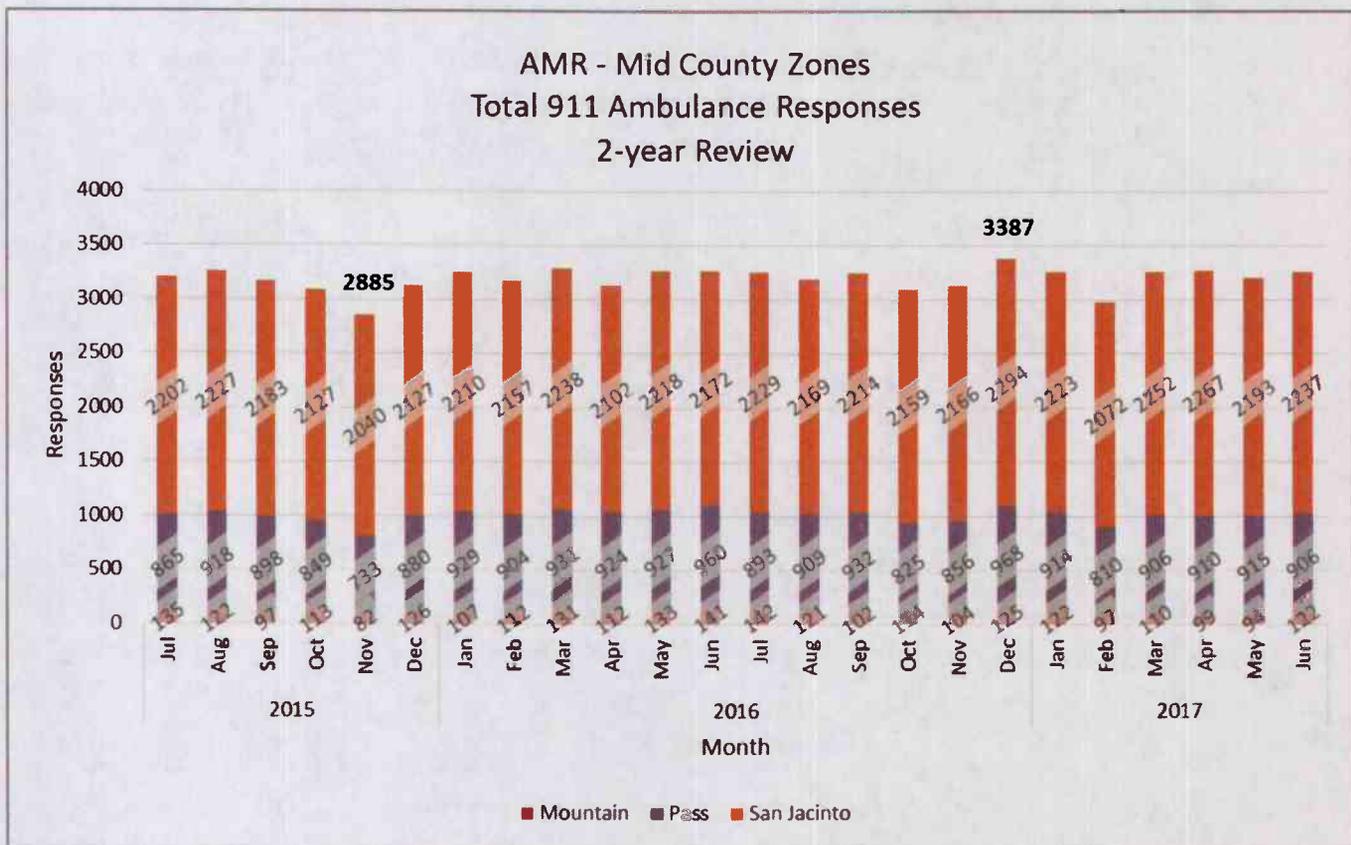
AMR - Response Time Zones  
Regional 9-1-1 Ambulance Responses  
July 2016 through June 2017



### West, Mid, and East County Areas Comparisons



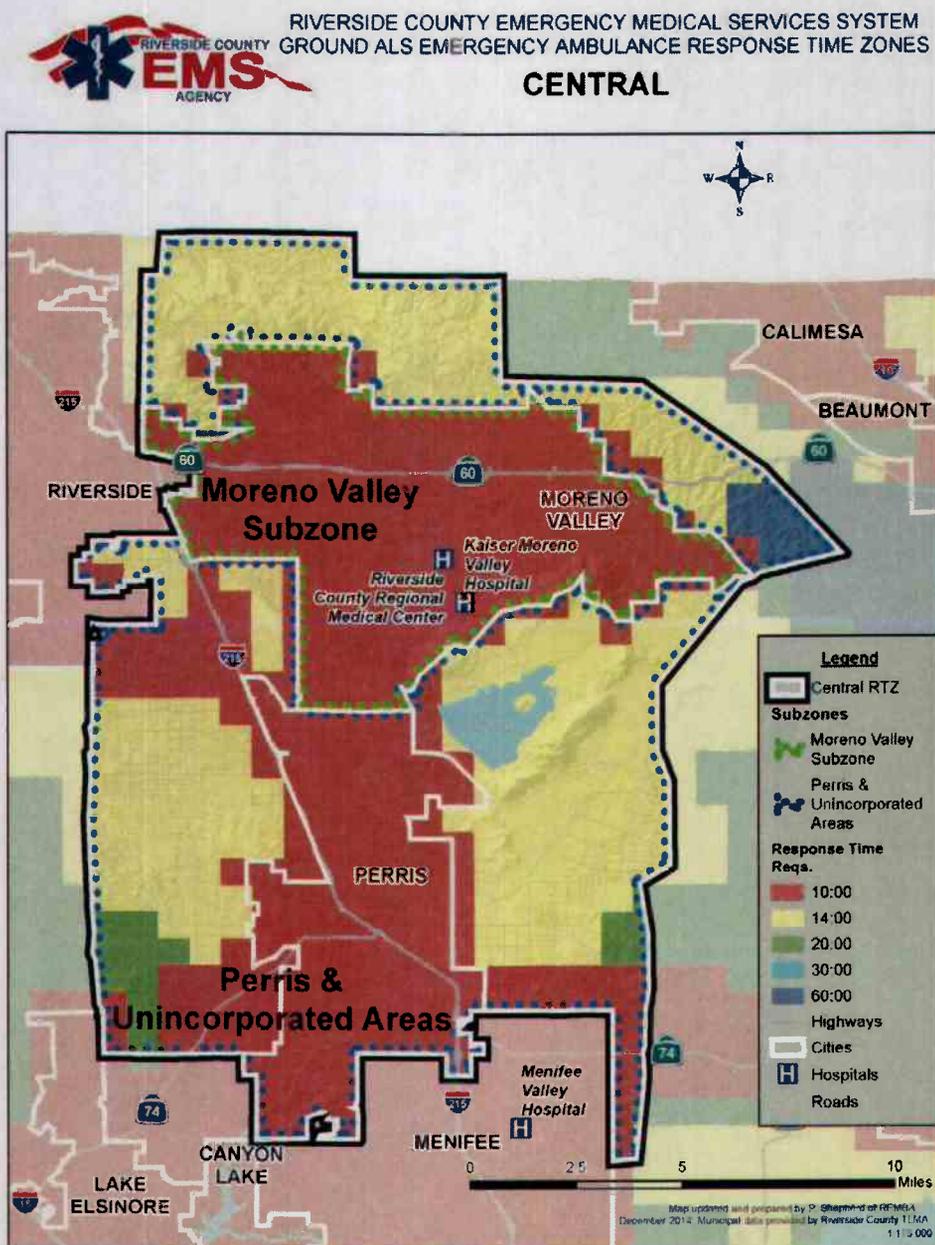
West, Mid, and East County Areas Comparisons (Cont'd)



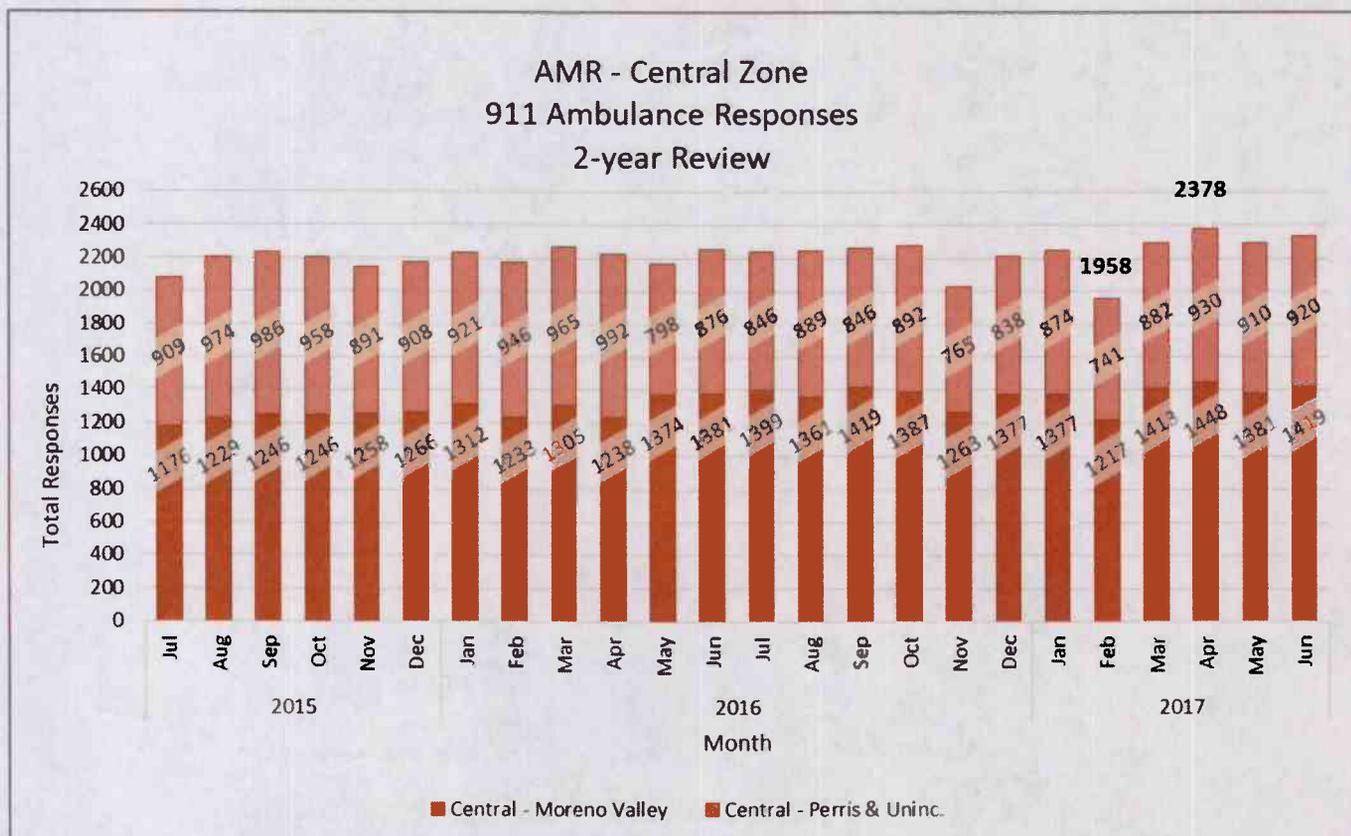
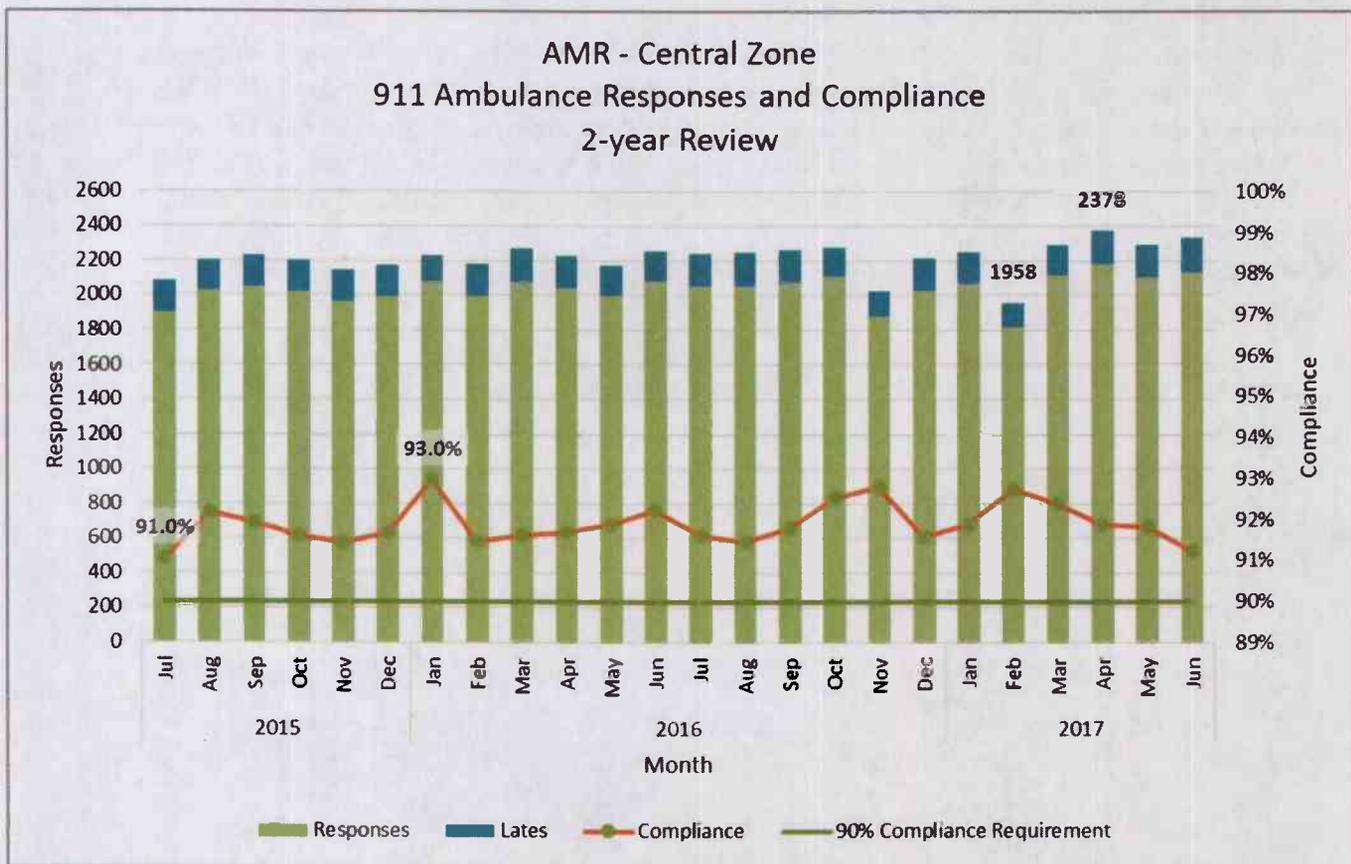
# CENTRAL ZONE

The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: the Moreno Valley Response Time Subzone (RTSZ) and the Perris and Unincorporated Areas RTSZ. During the period in review for this report, the Moreno Valley Subzone received higher 911 ambulance response volume than did the Perris and unincorporated area, as illustrated in the following charts. These charts cover overall 911 ambulance responses, response time compliance, compliance/responses by subzone, responses more than ten minutes late, and exemptions.

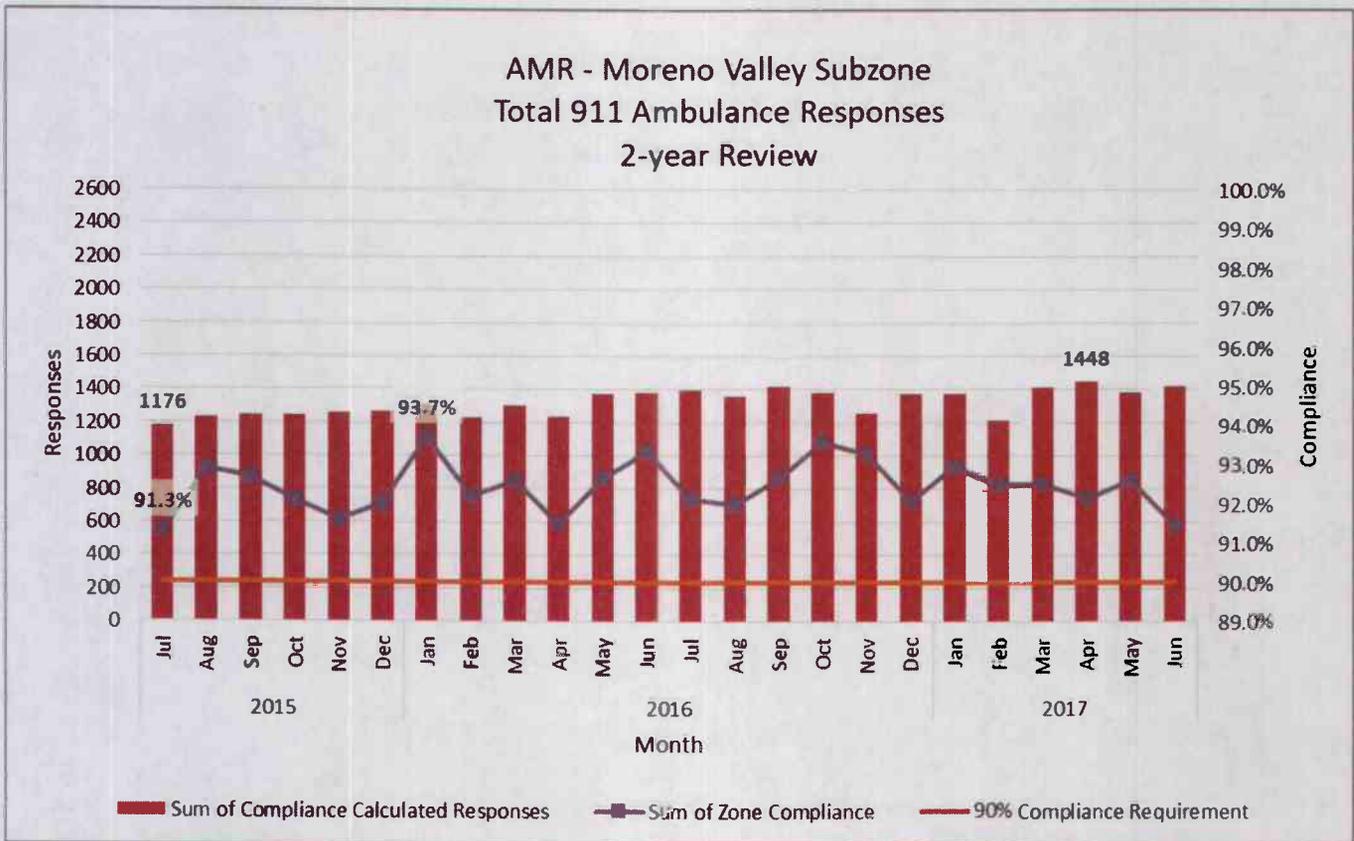
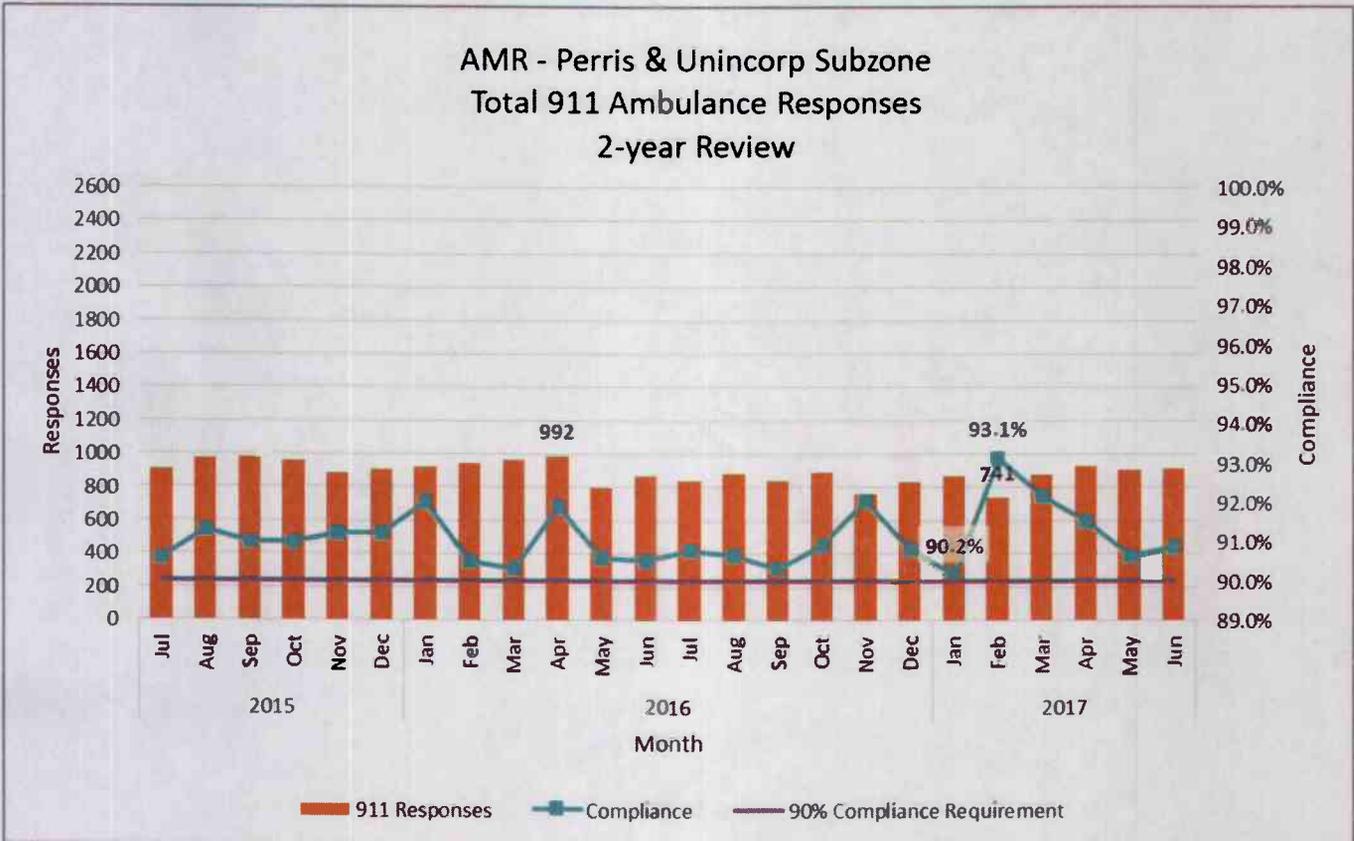
*The maps referenced in this report are available at [remsa.us/zones](http://remsa.us/zones)*



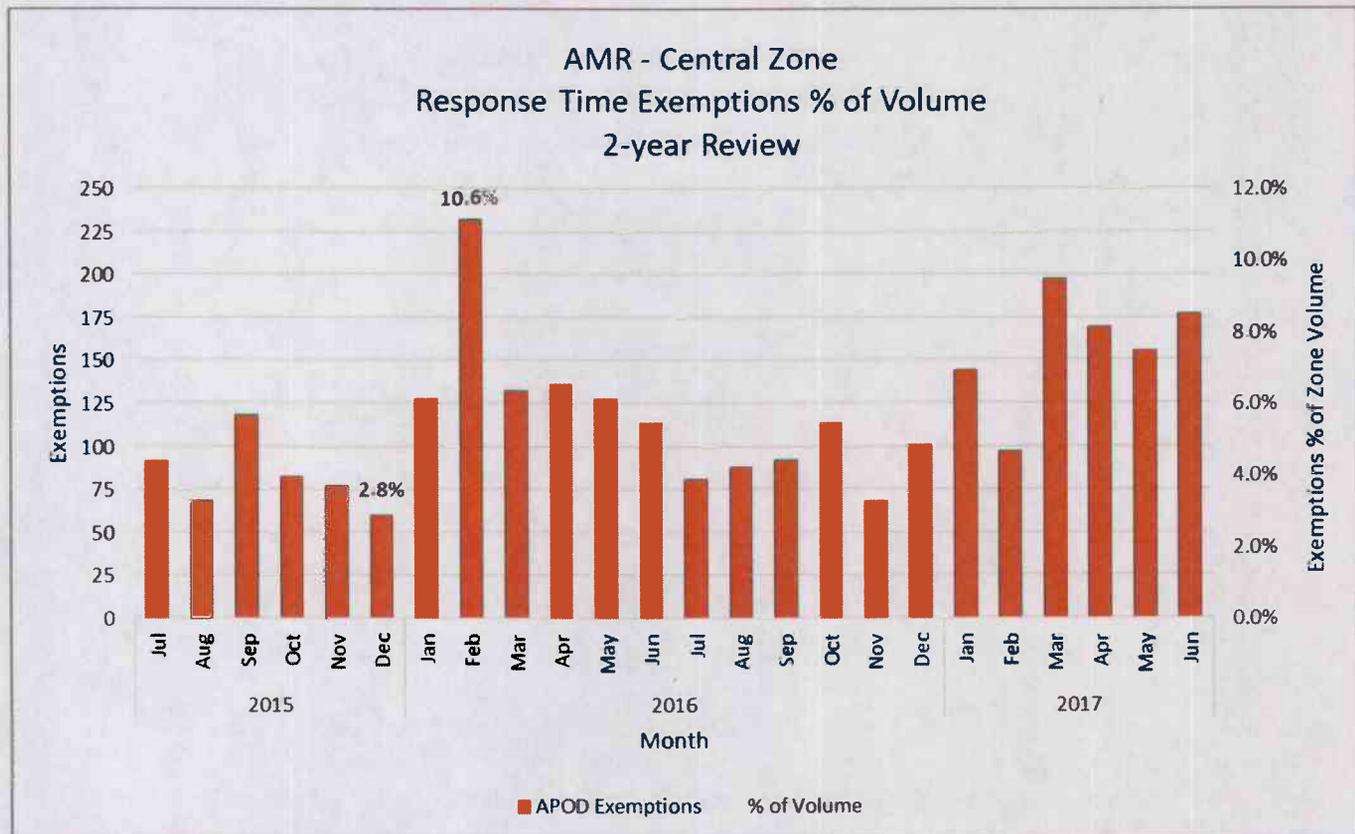
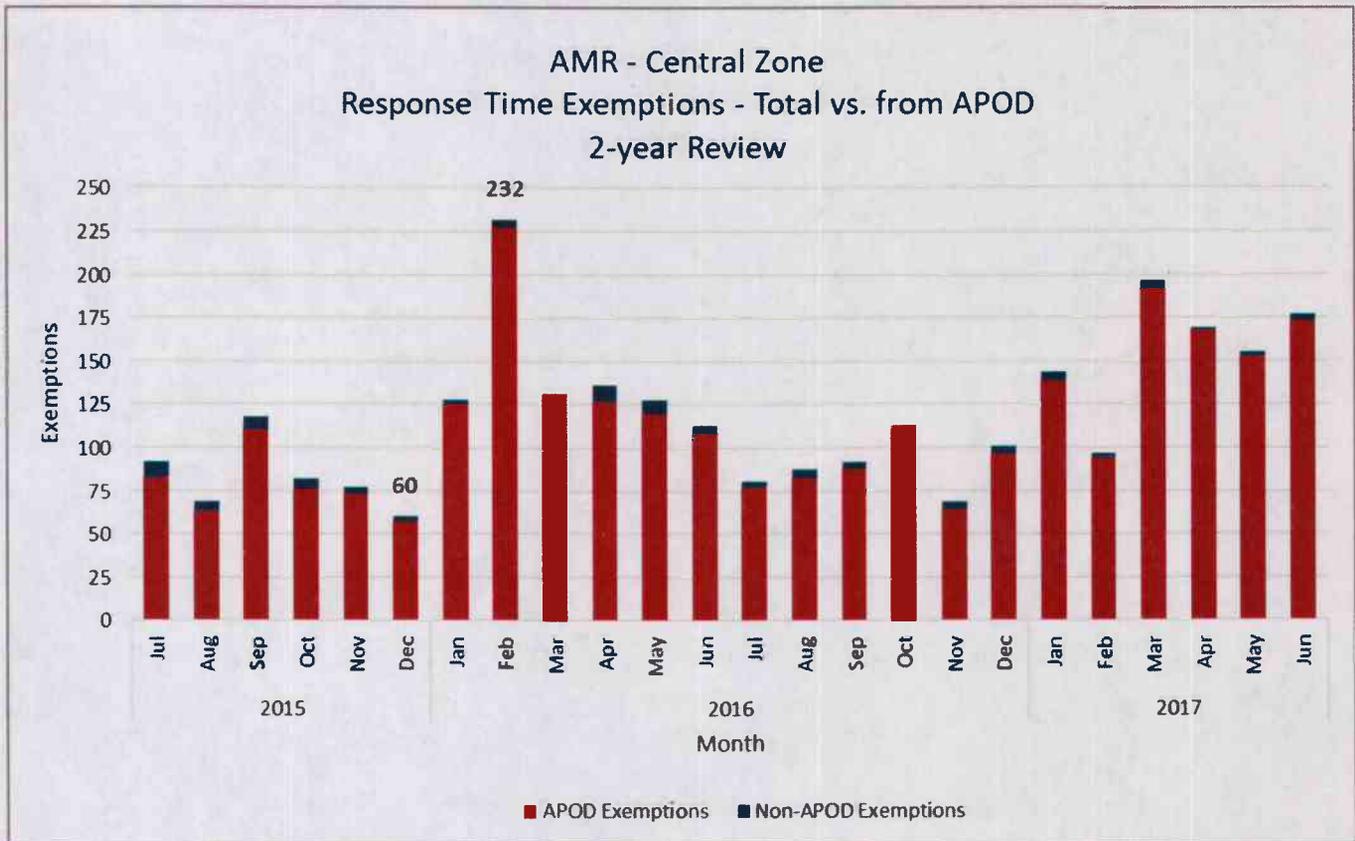
Central Zone: Response and Compliance Data



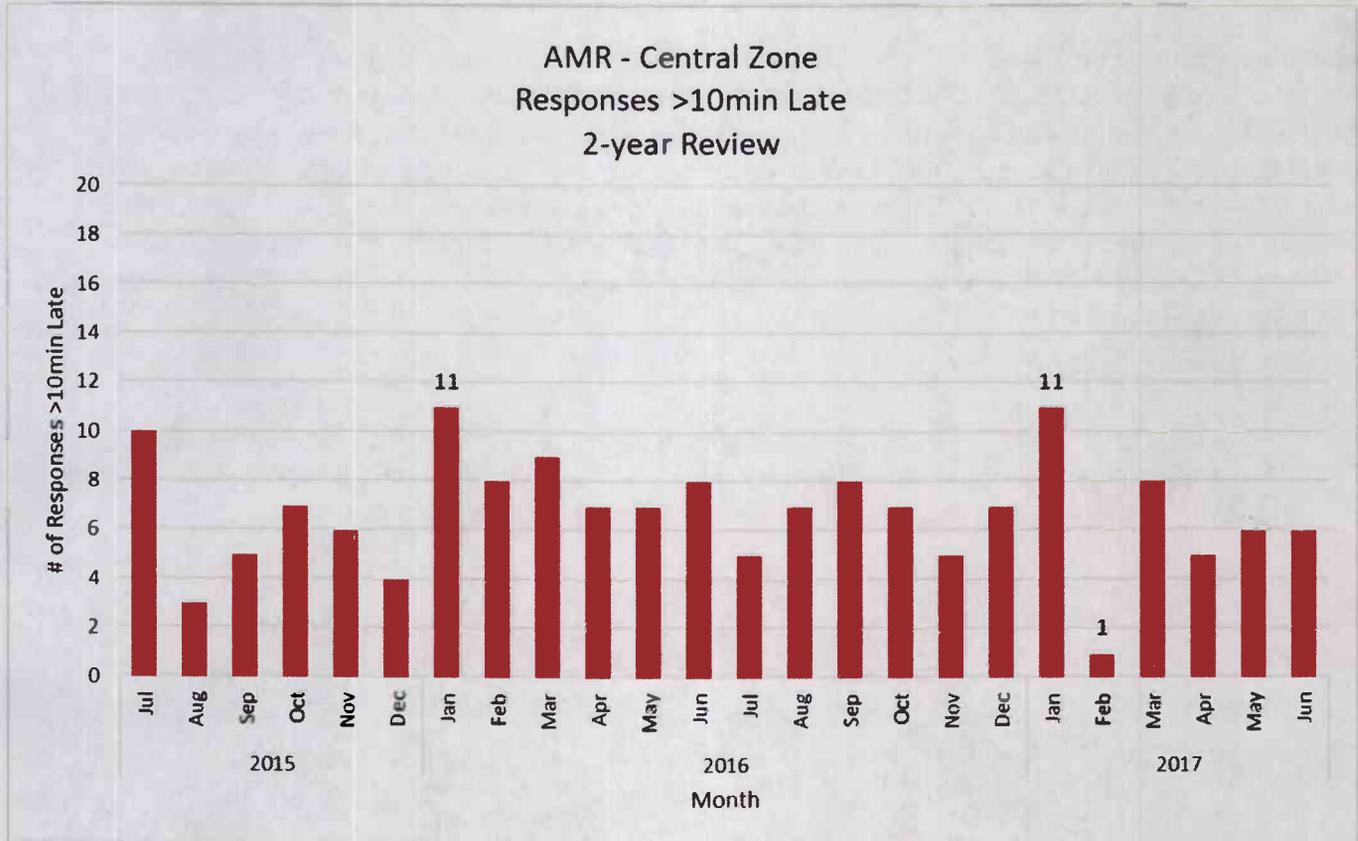
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

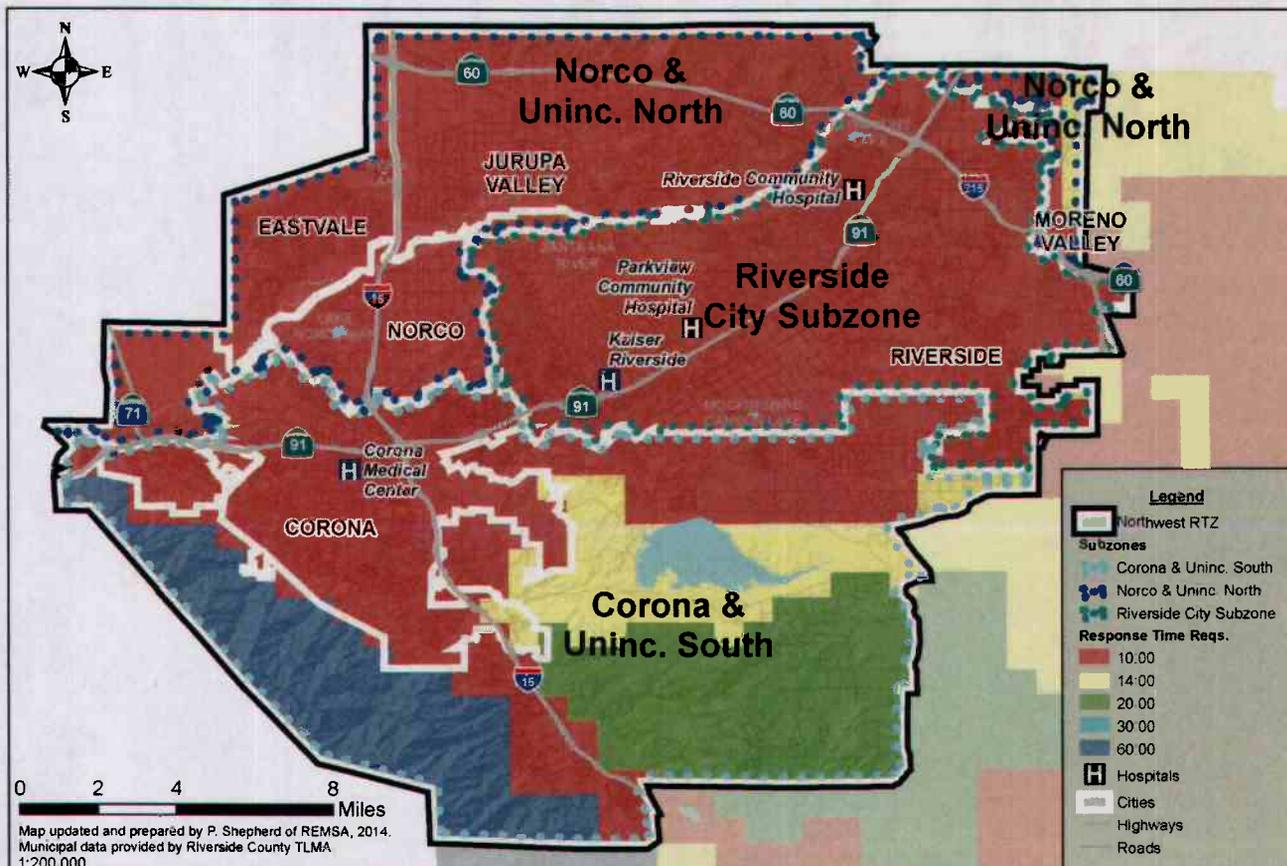


# NORTHWEST ZONE

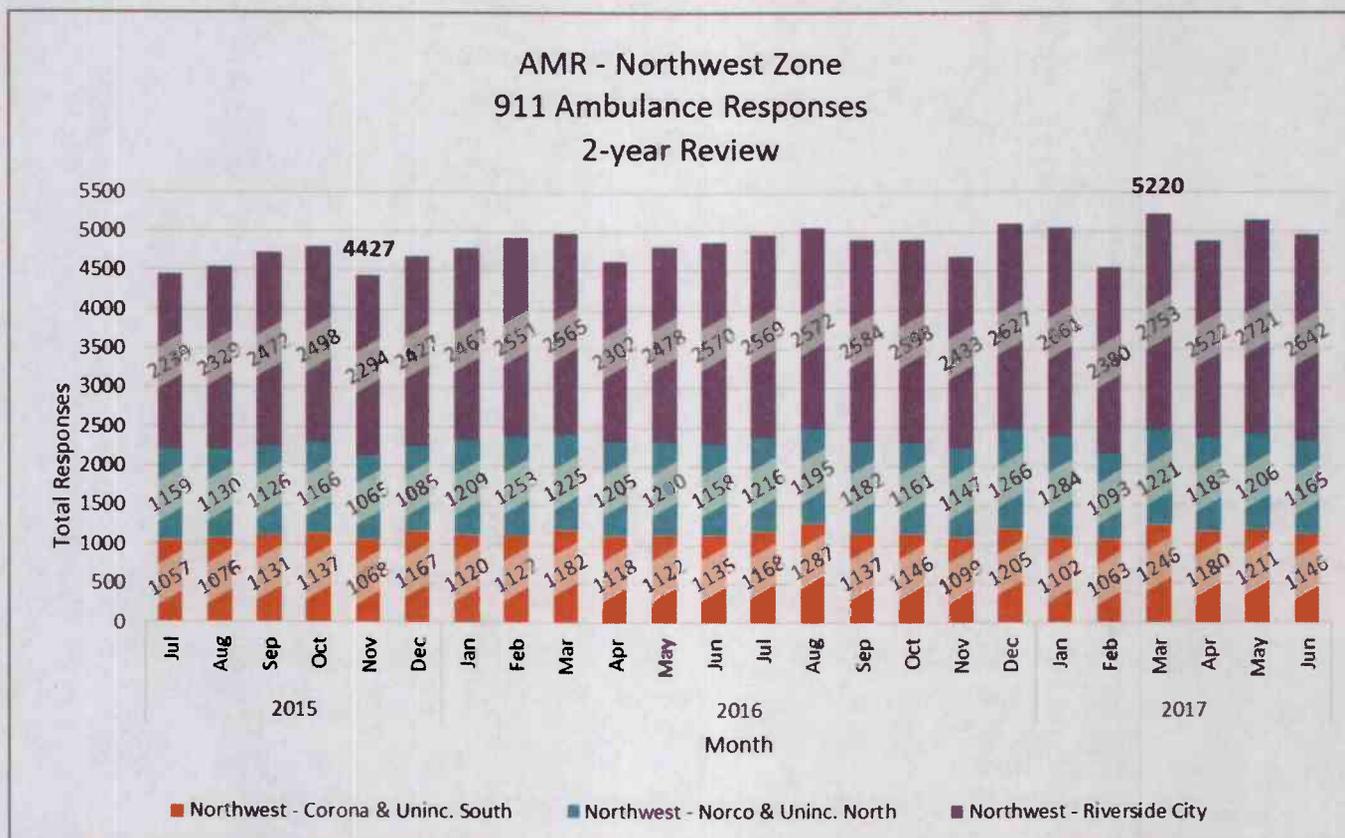
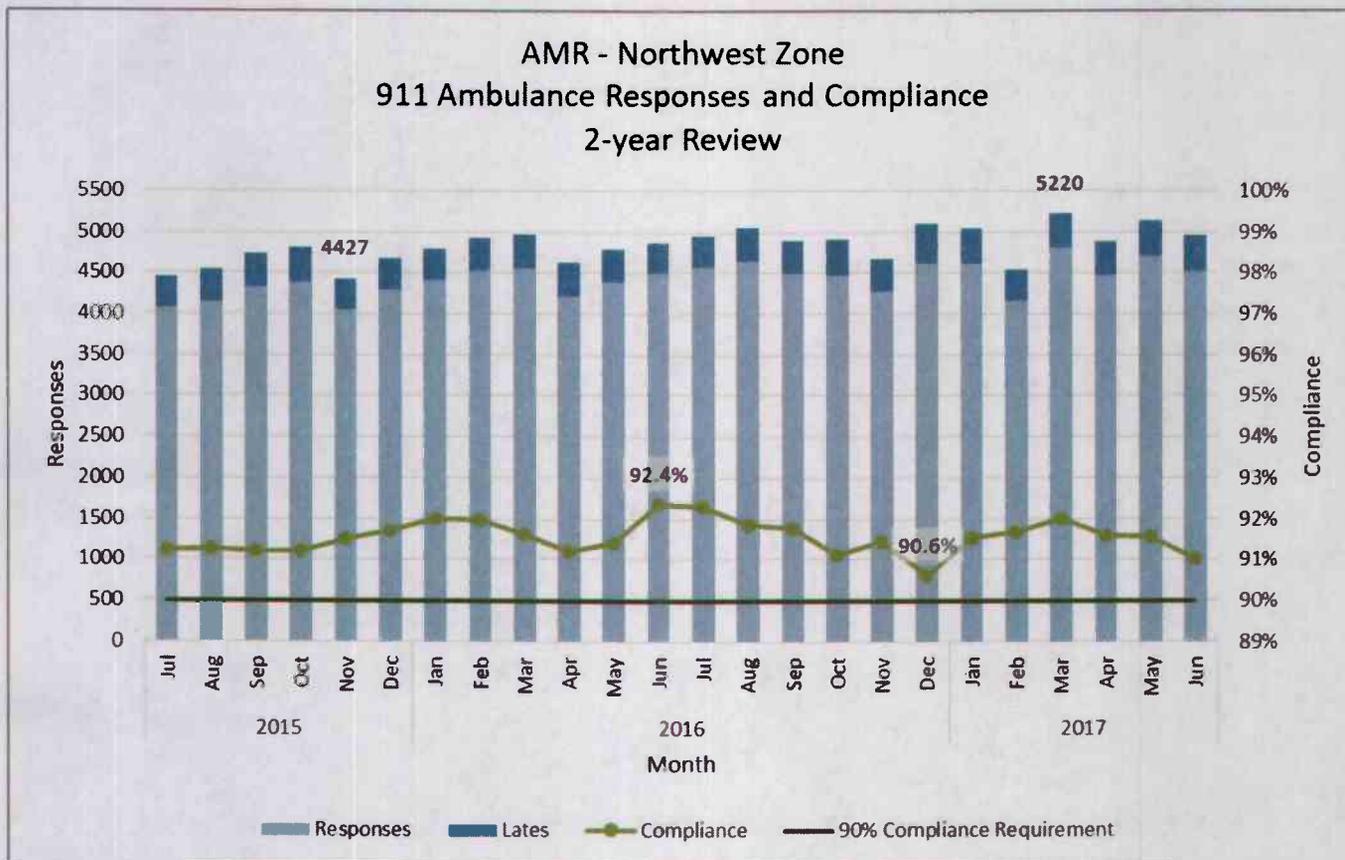
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest Zone is divided into three subzones: the Riverside City Subzone, the Corona & Unincorporated South Area Subzone, and the Norco & Unincorporated North Area Subzone. During the period in review for this report, the Riverside City Subzone received the highest volume of 911 ambulance responses, as is depicted in the following charts. Included for review are: Northwest Zone compliance, 911 ambulance responses, exemptions, and responses more than ten minutes late.



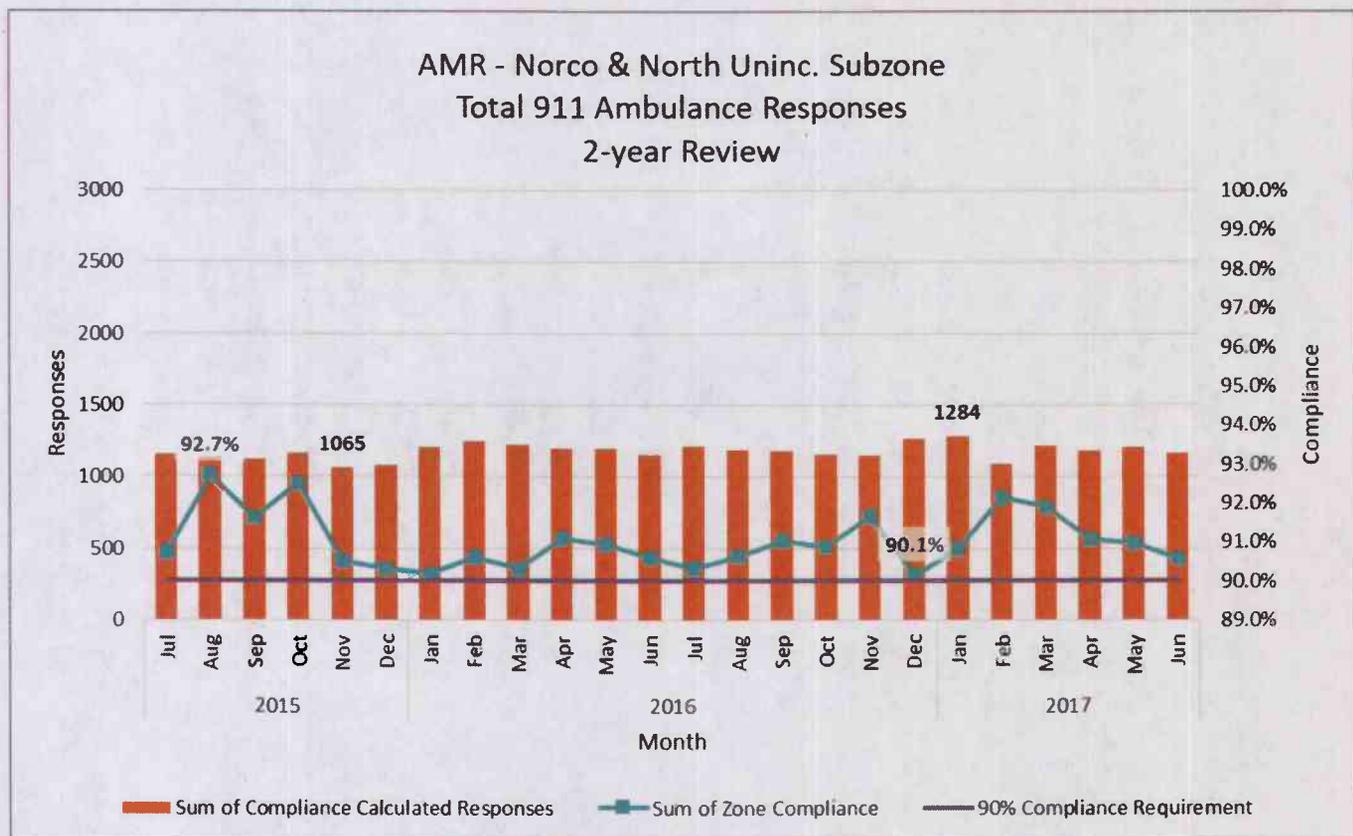
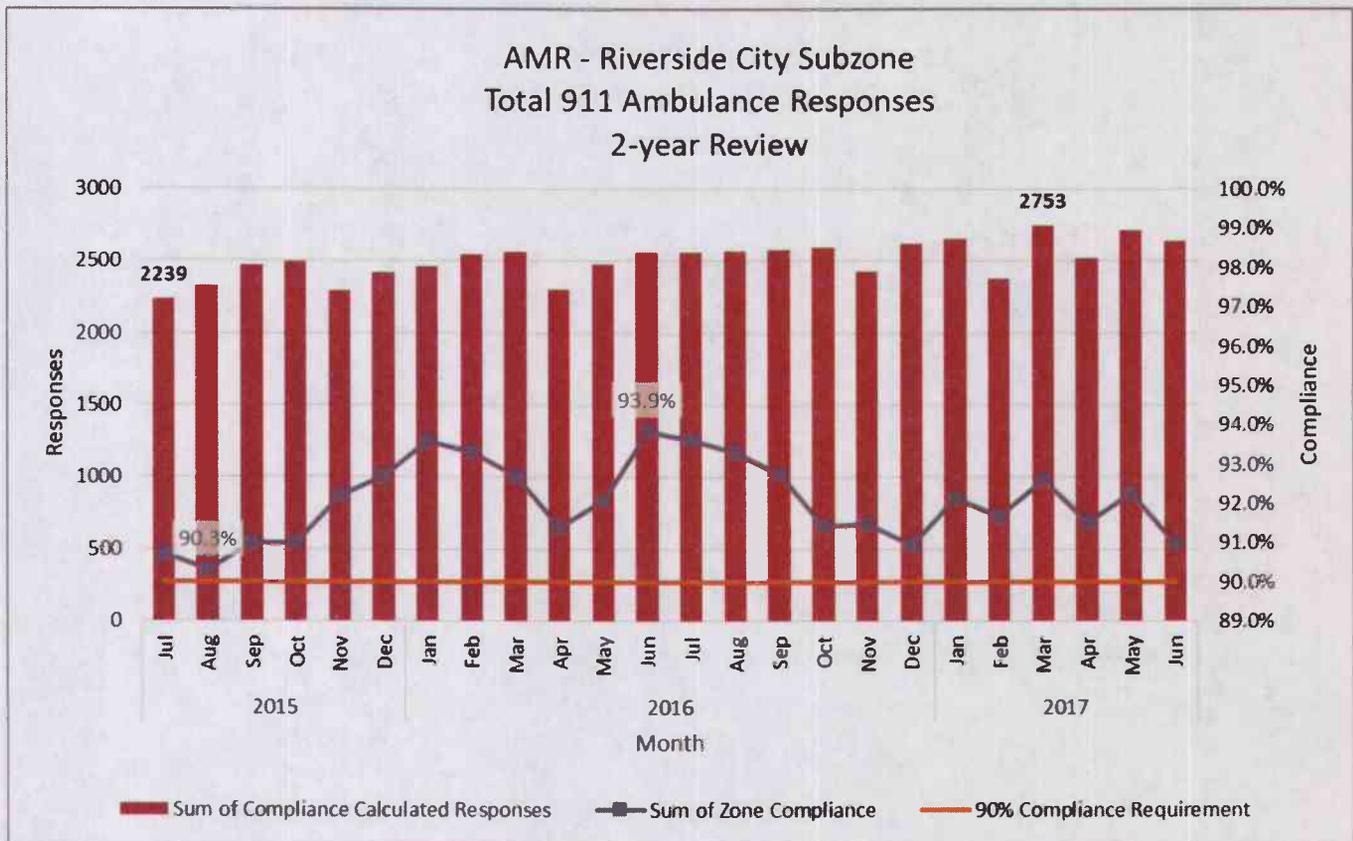
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



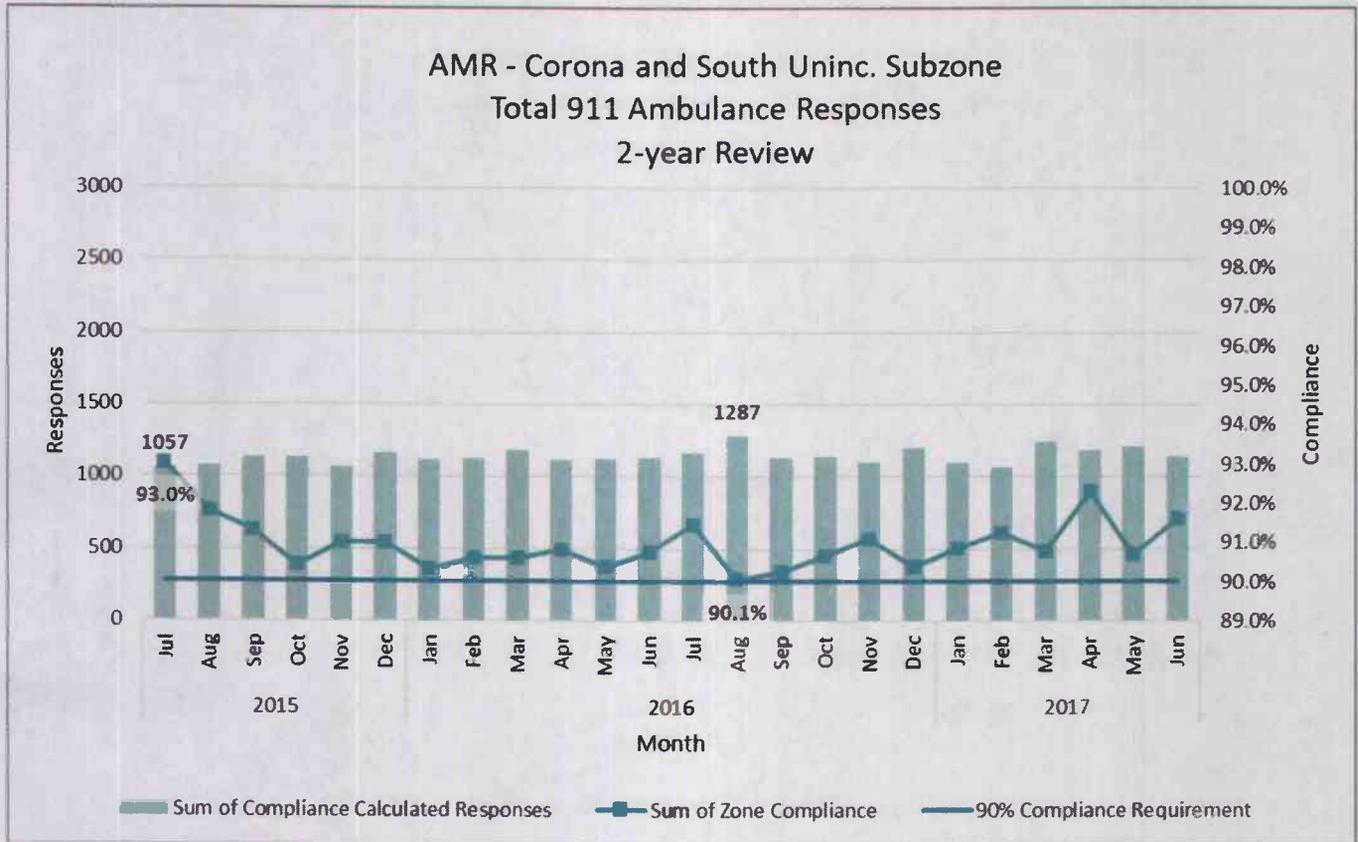
Northwest Zone: Response and Compliance Data



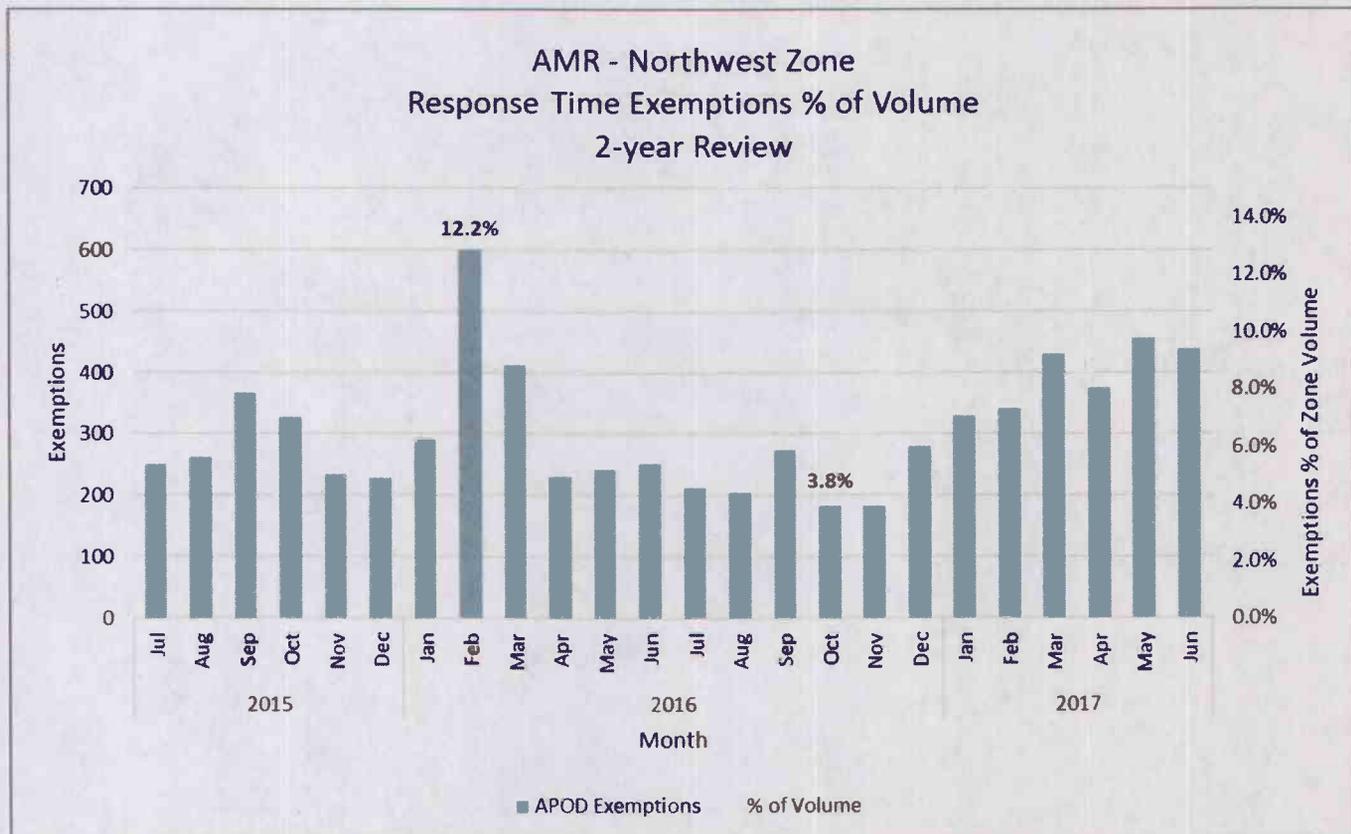
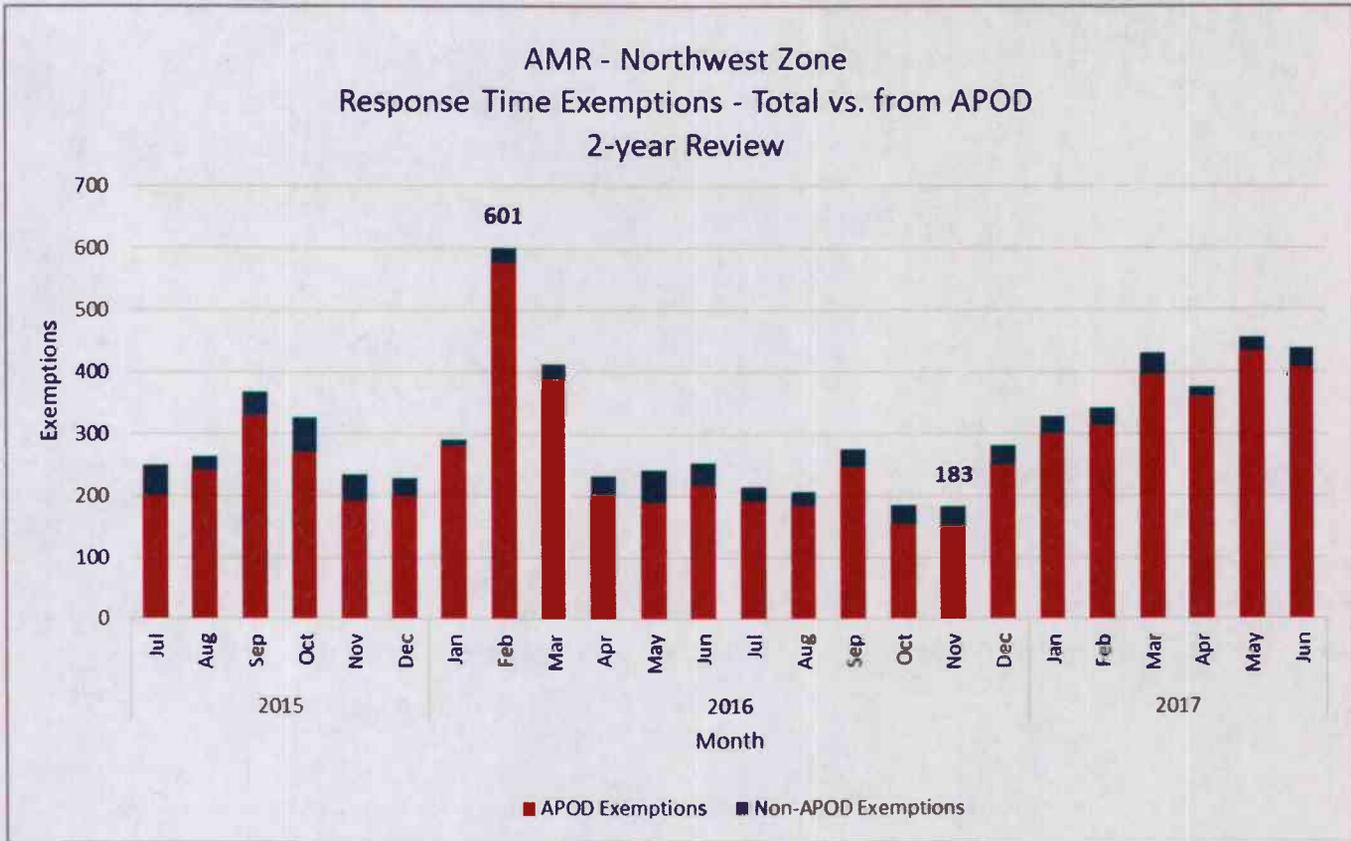
Northwest Zone: Subzone Response and Compliance Data



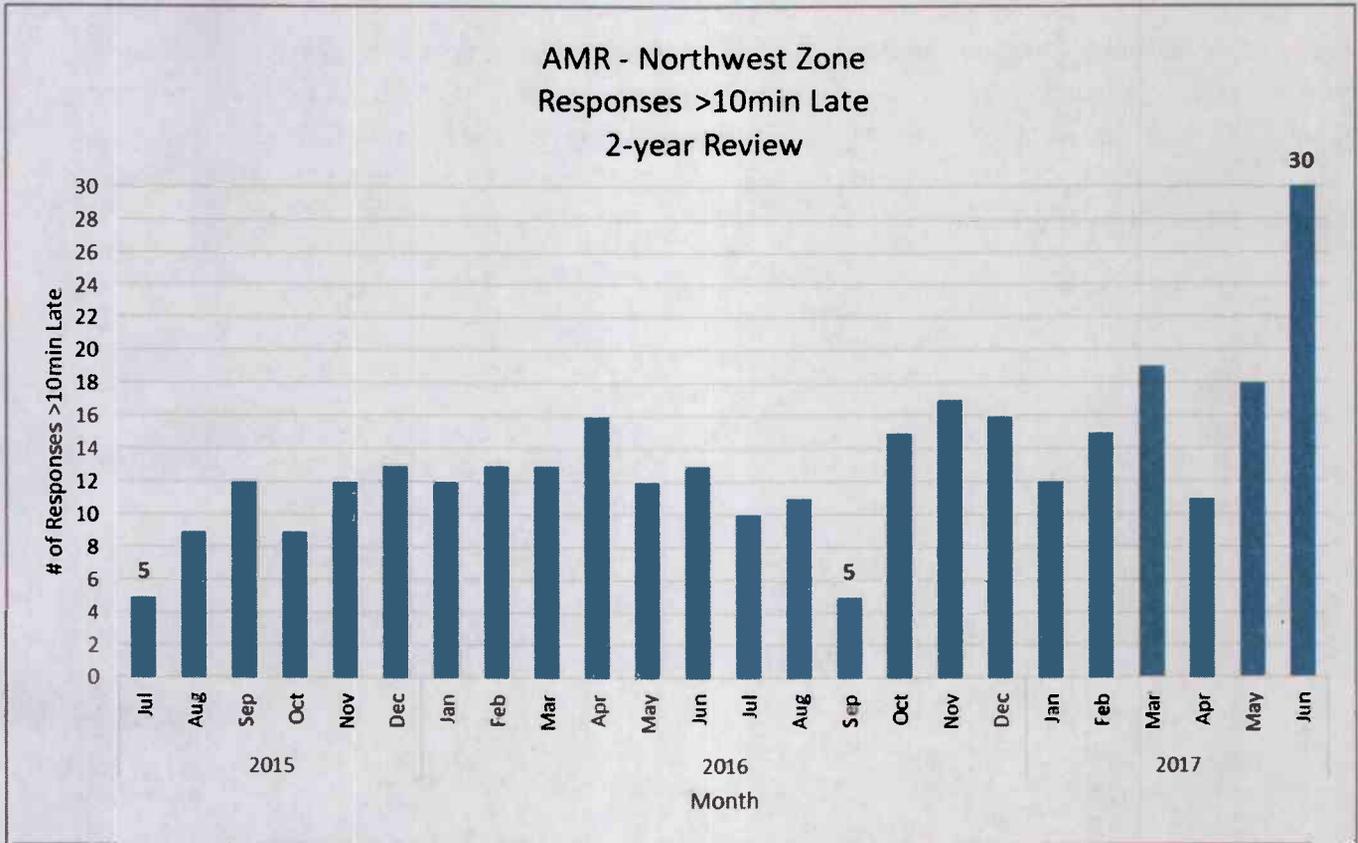
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions

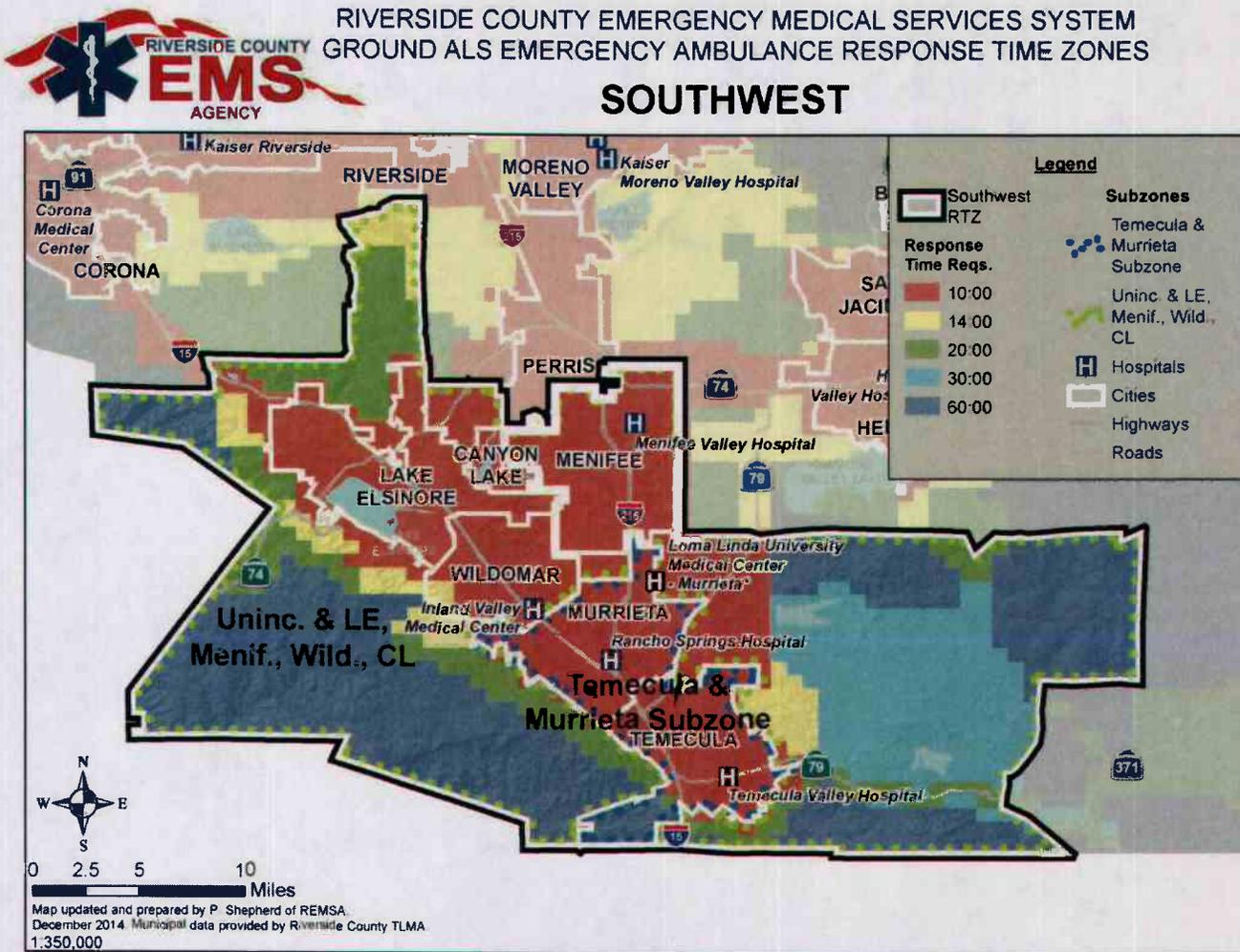


Northwest Zone: Responses >10 Minutes Late

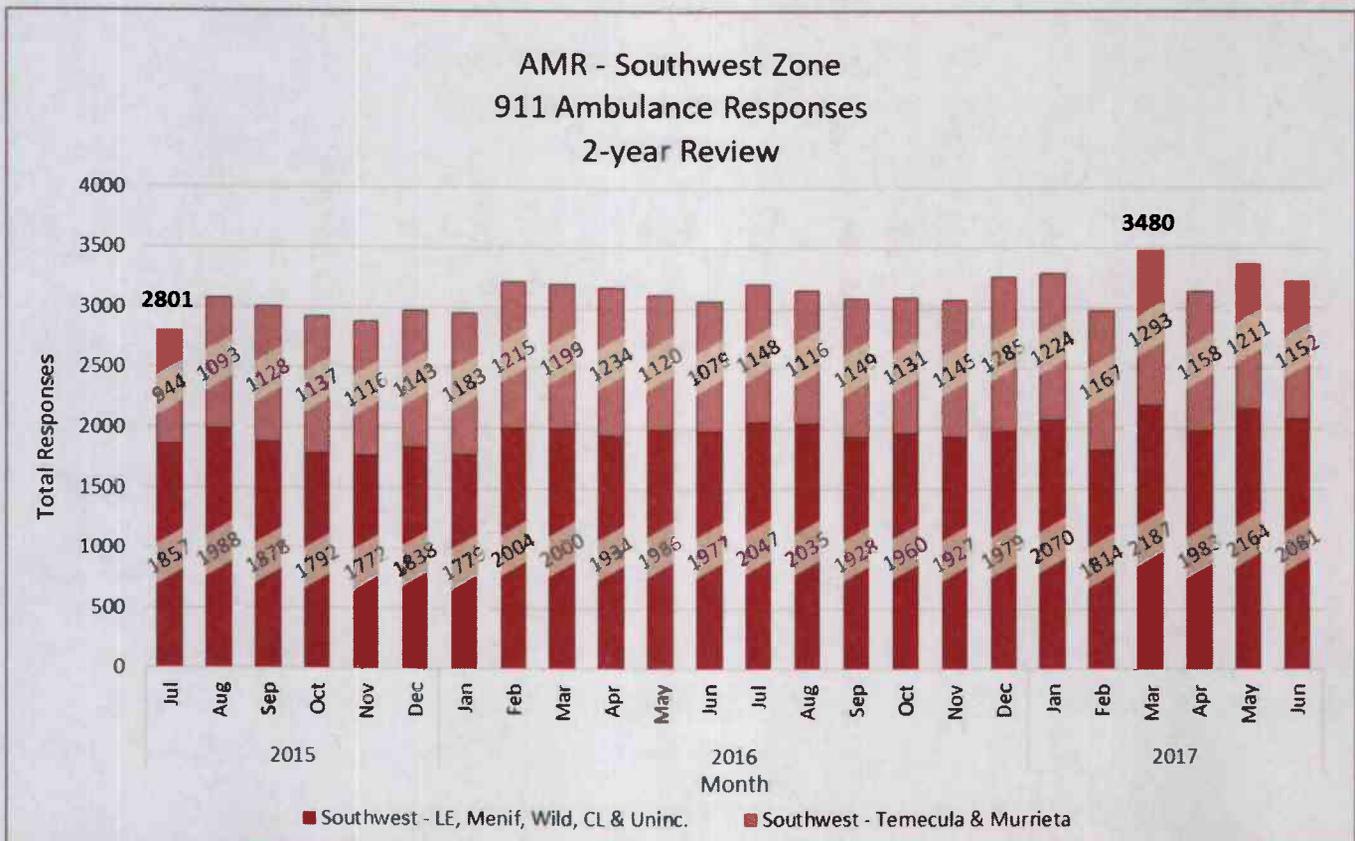
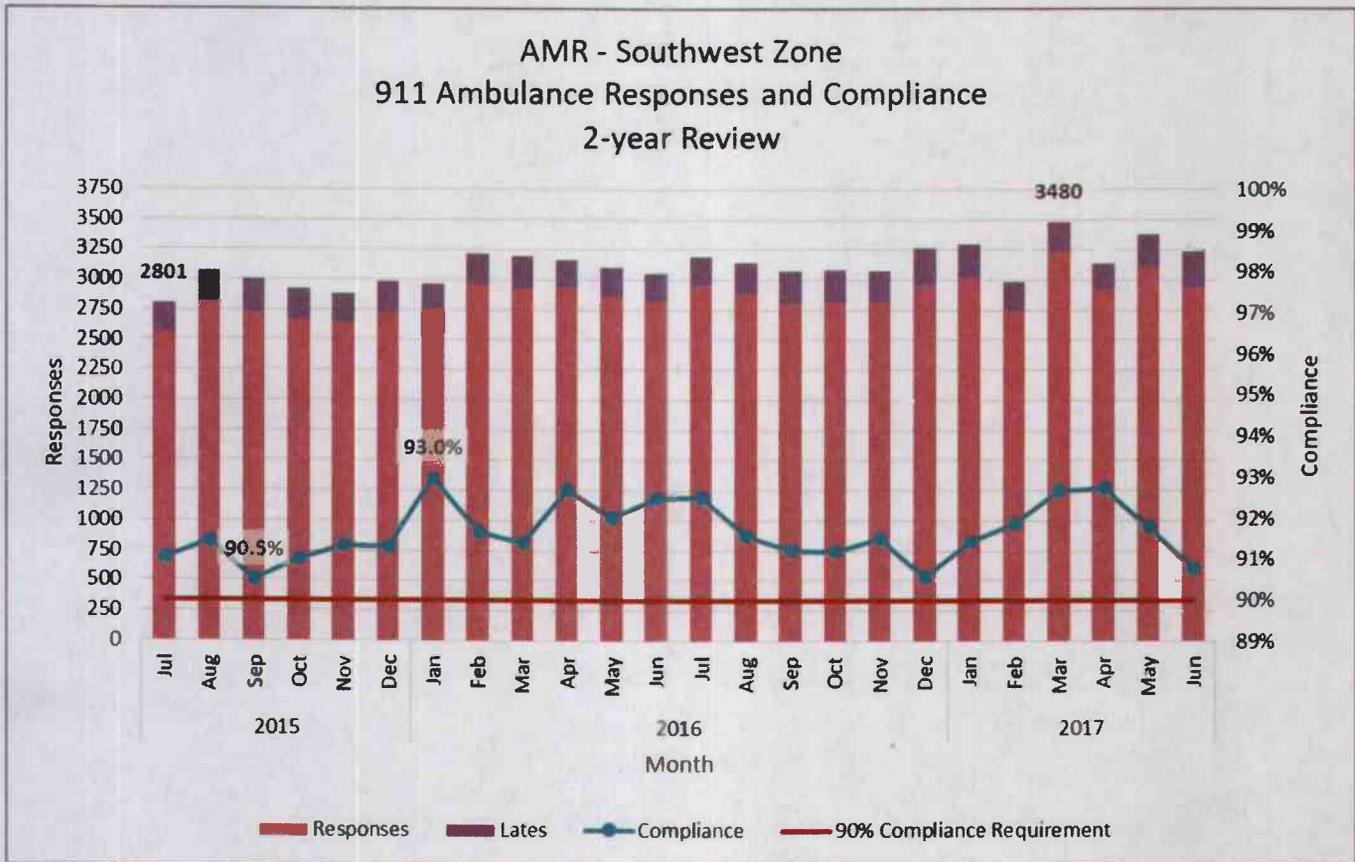


# SOUTHWEST ZONE

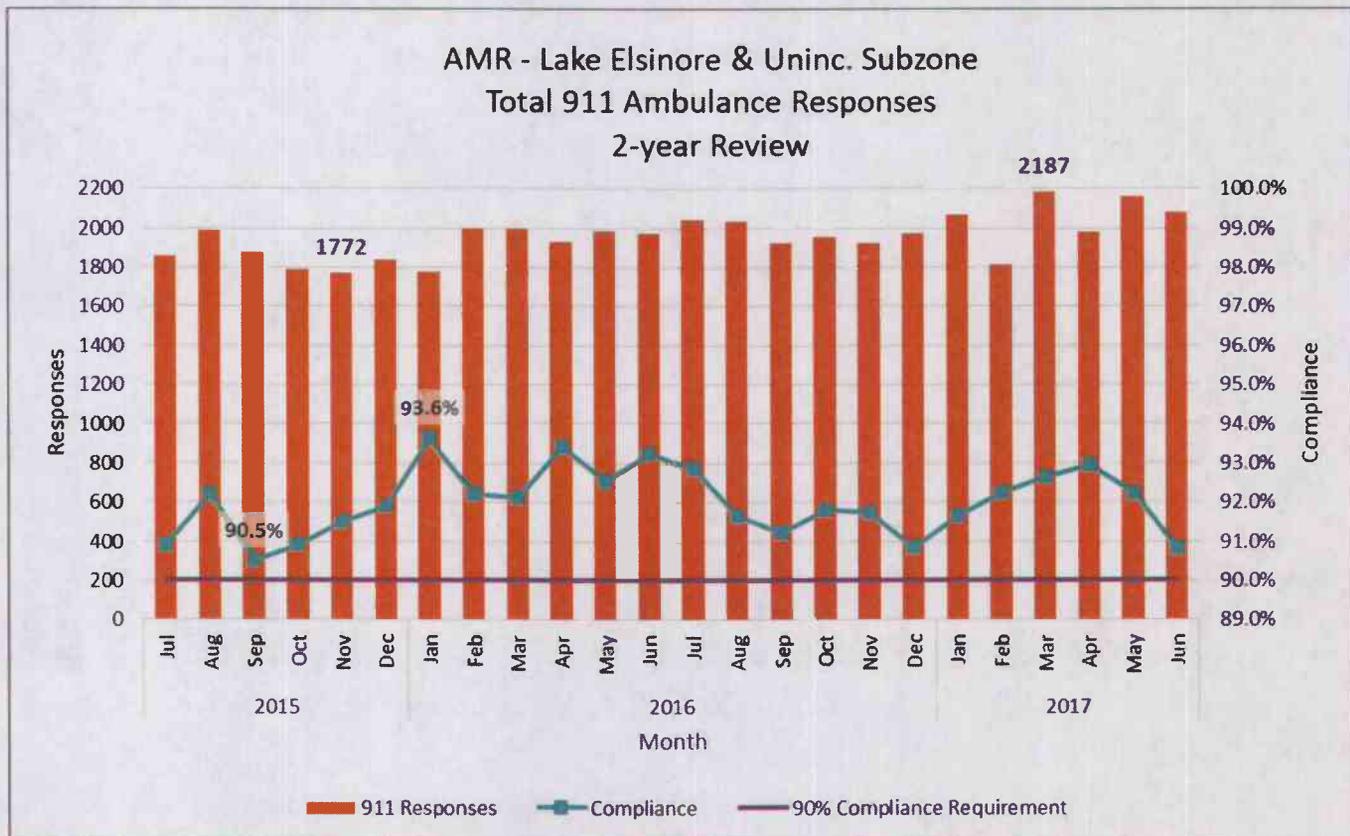
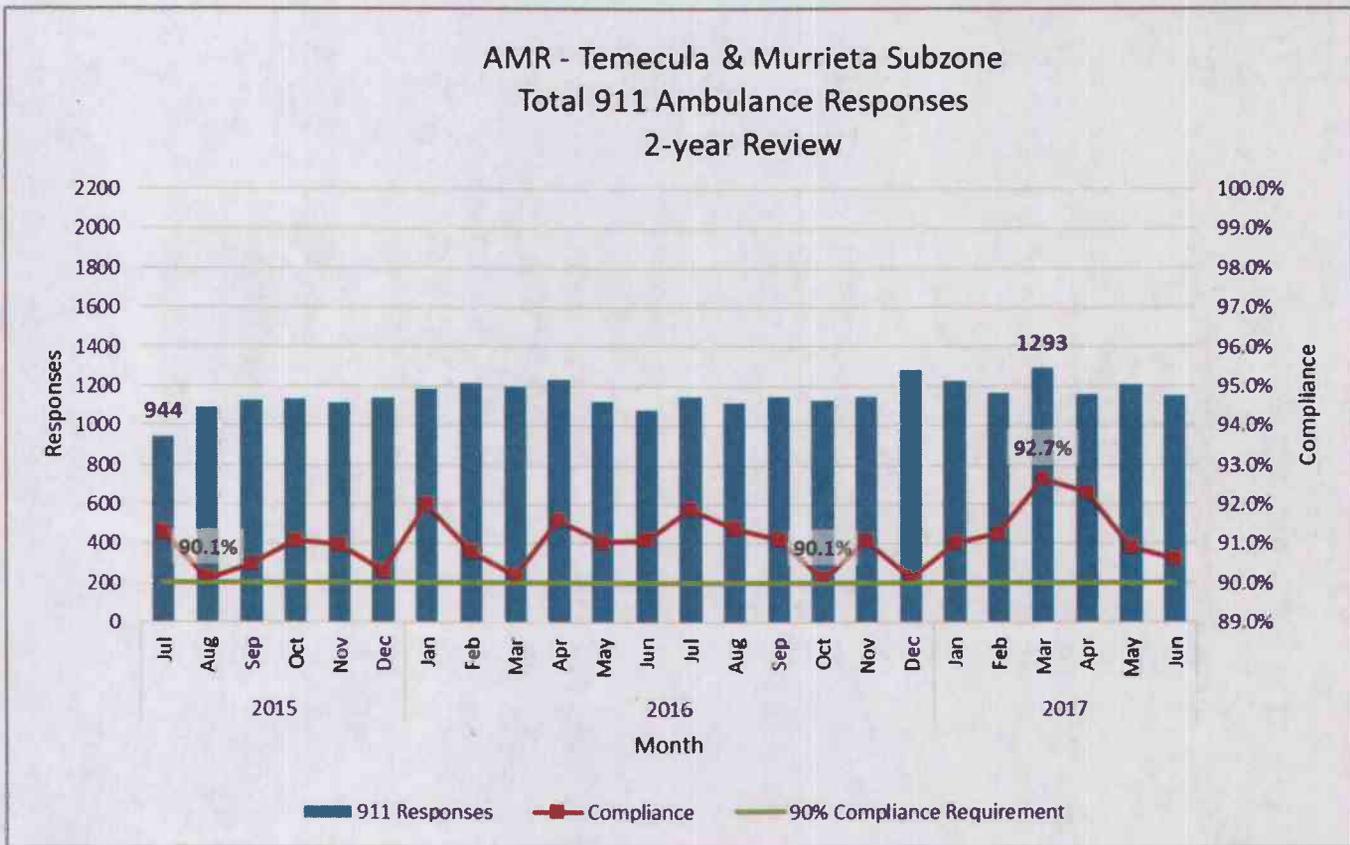
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest Zone borders the Northwest and Central Zones to the North, the San Jacinto Zone to the Northeast, and the Mountain Plateau Zone to the East.



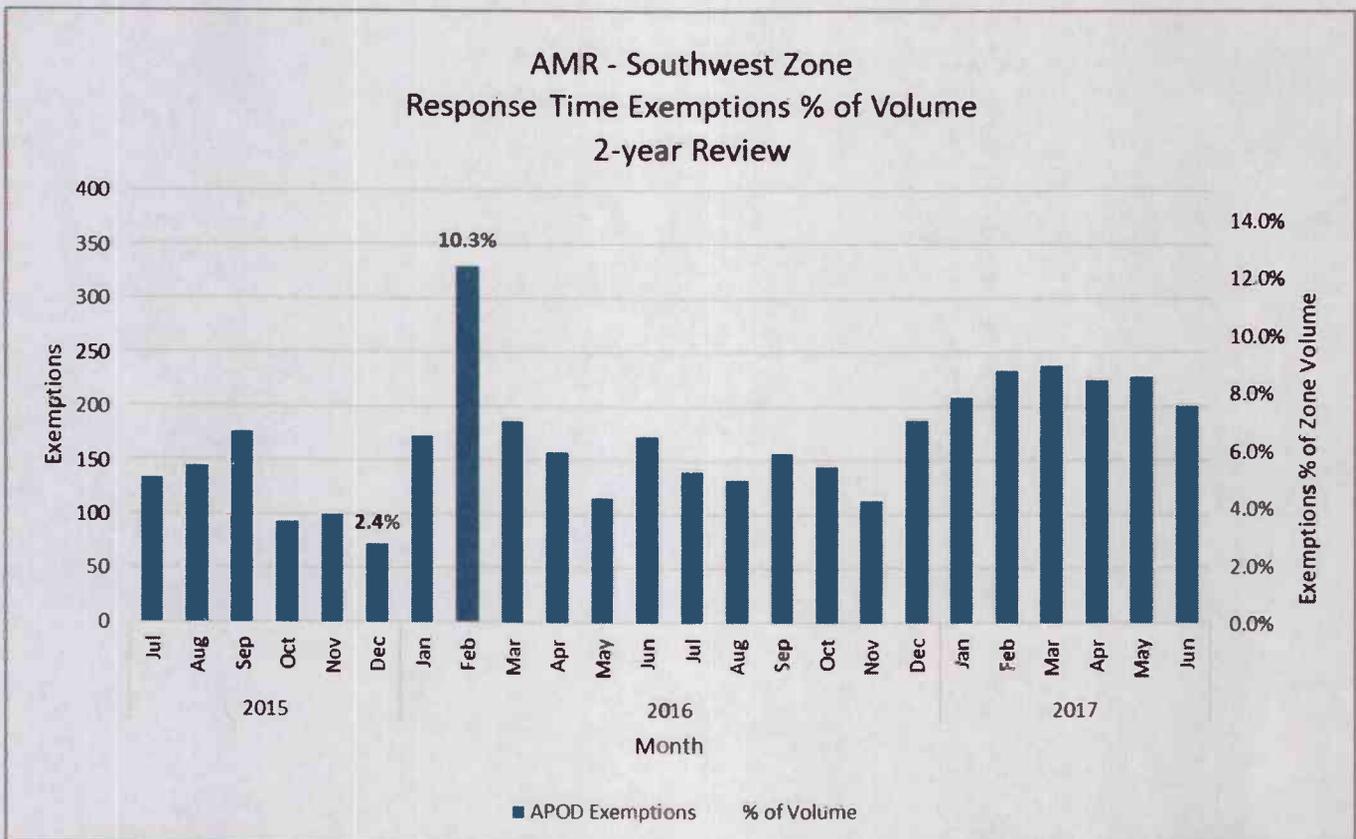
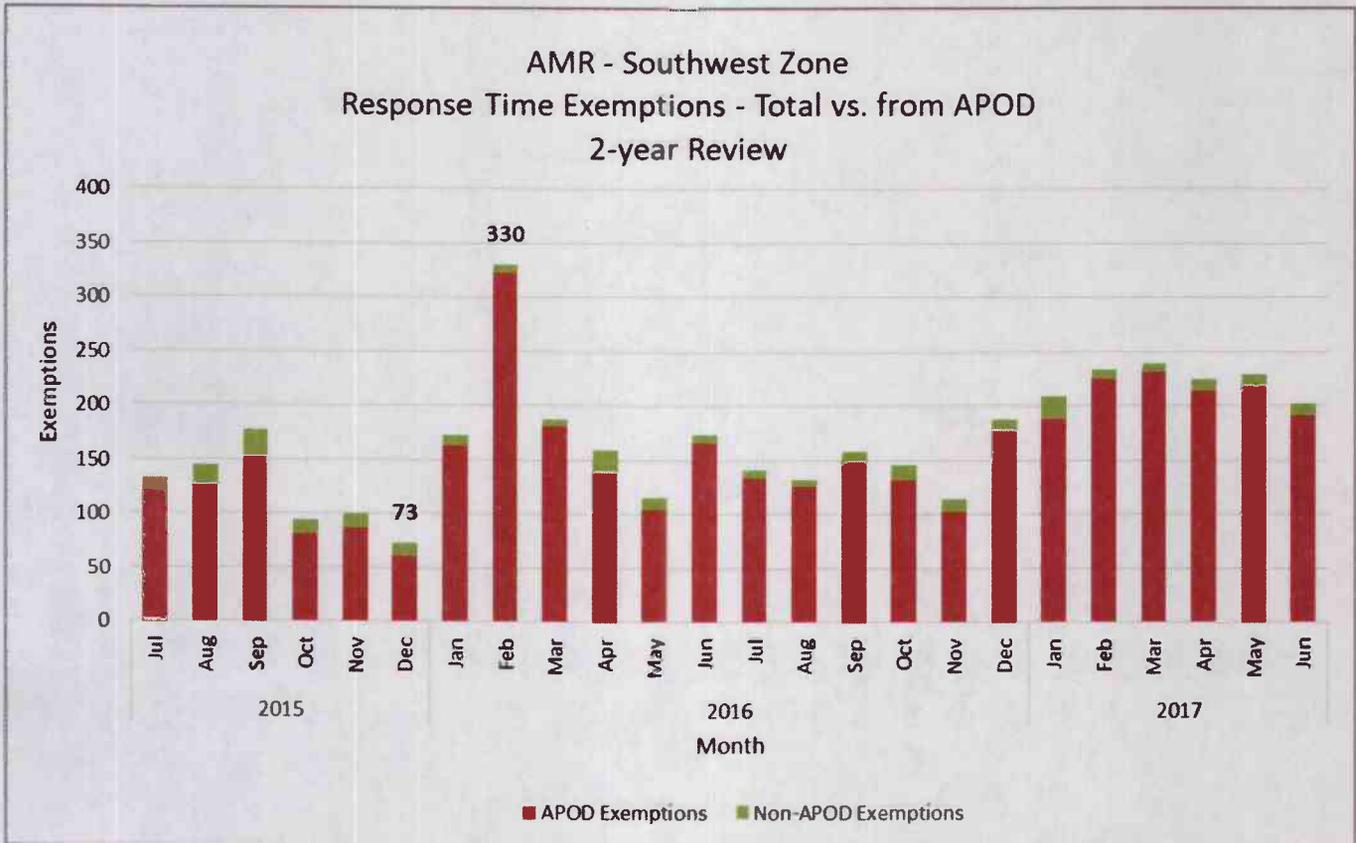
Southwest Zone: zone Response and Compliance Data



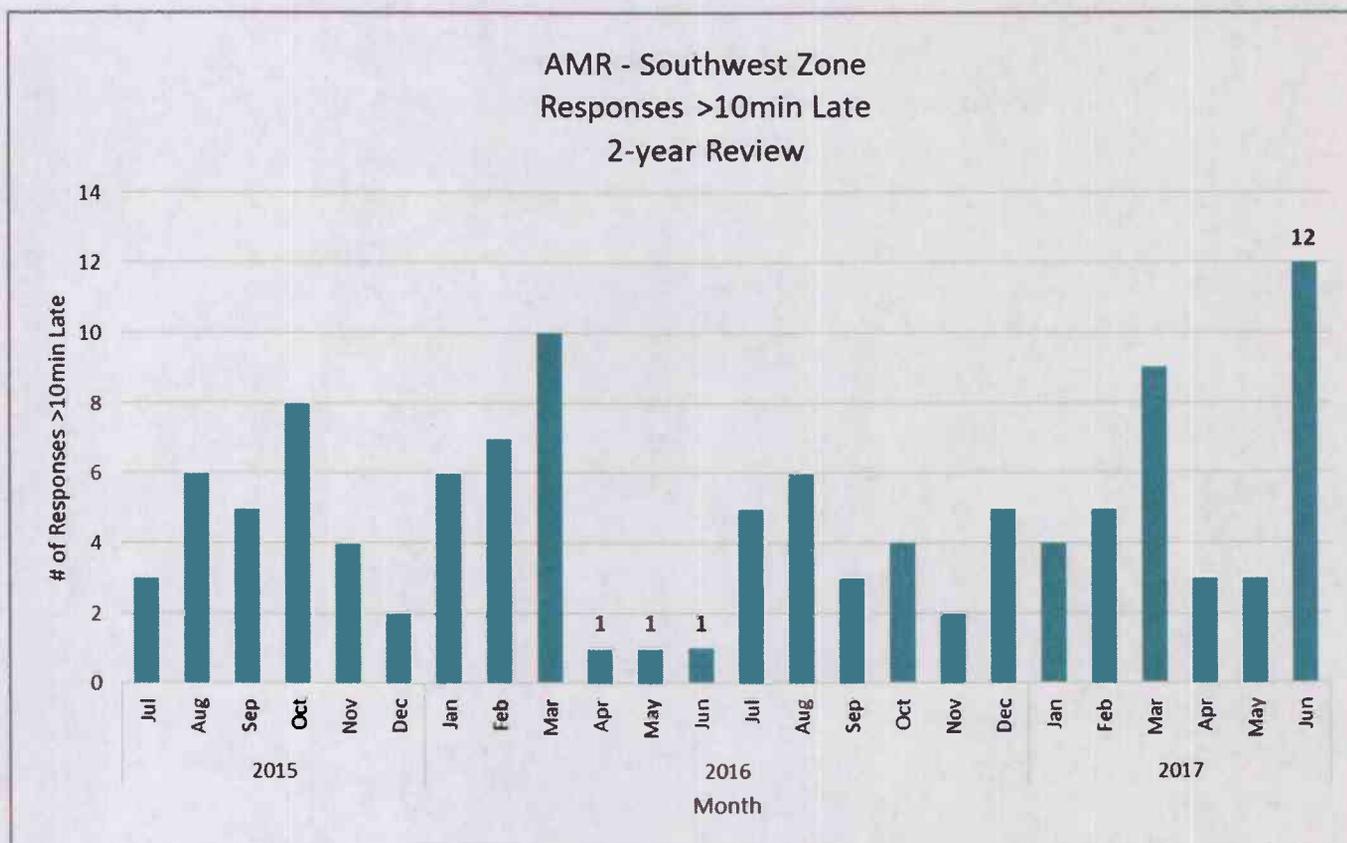
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late

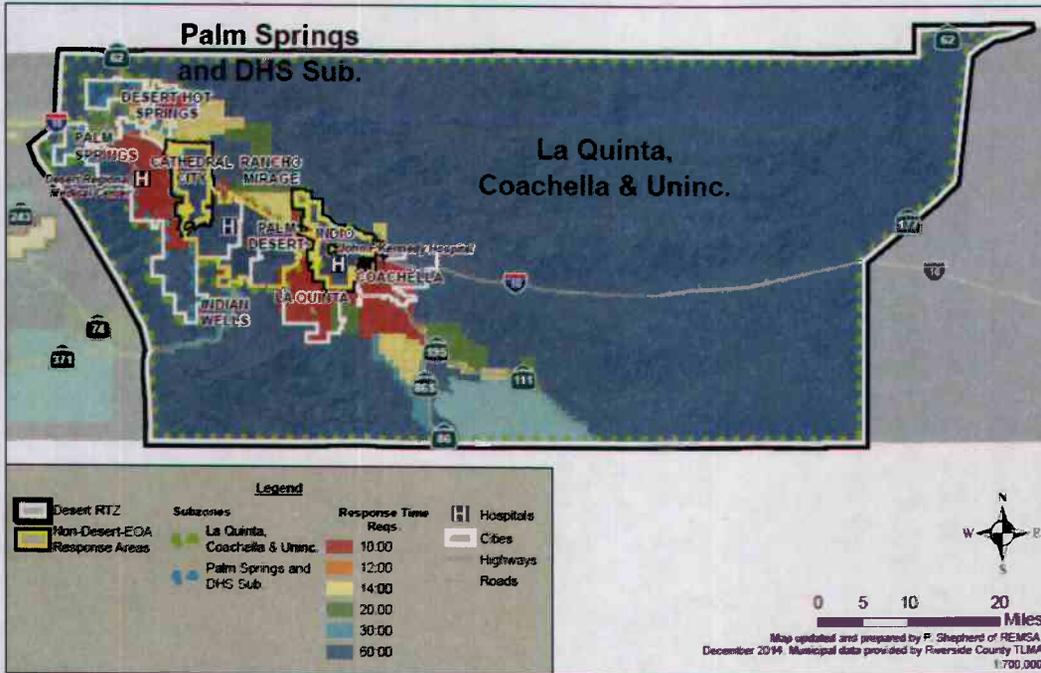


# DESERT ZONE



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

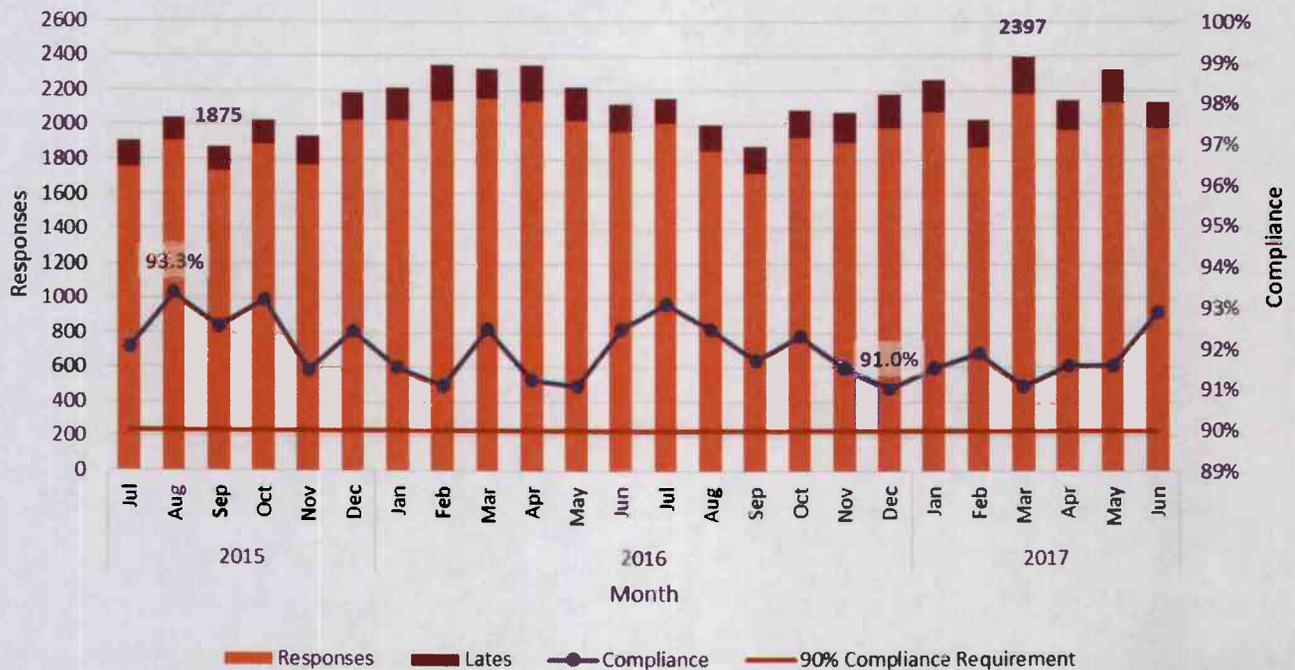
## DESERT



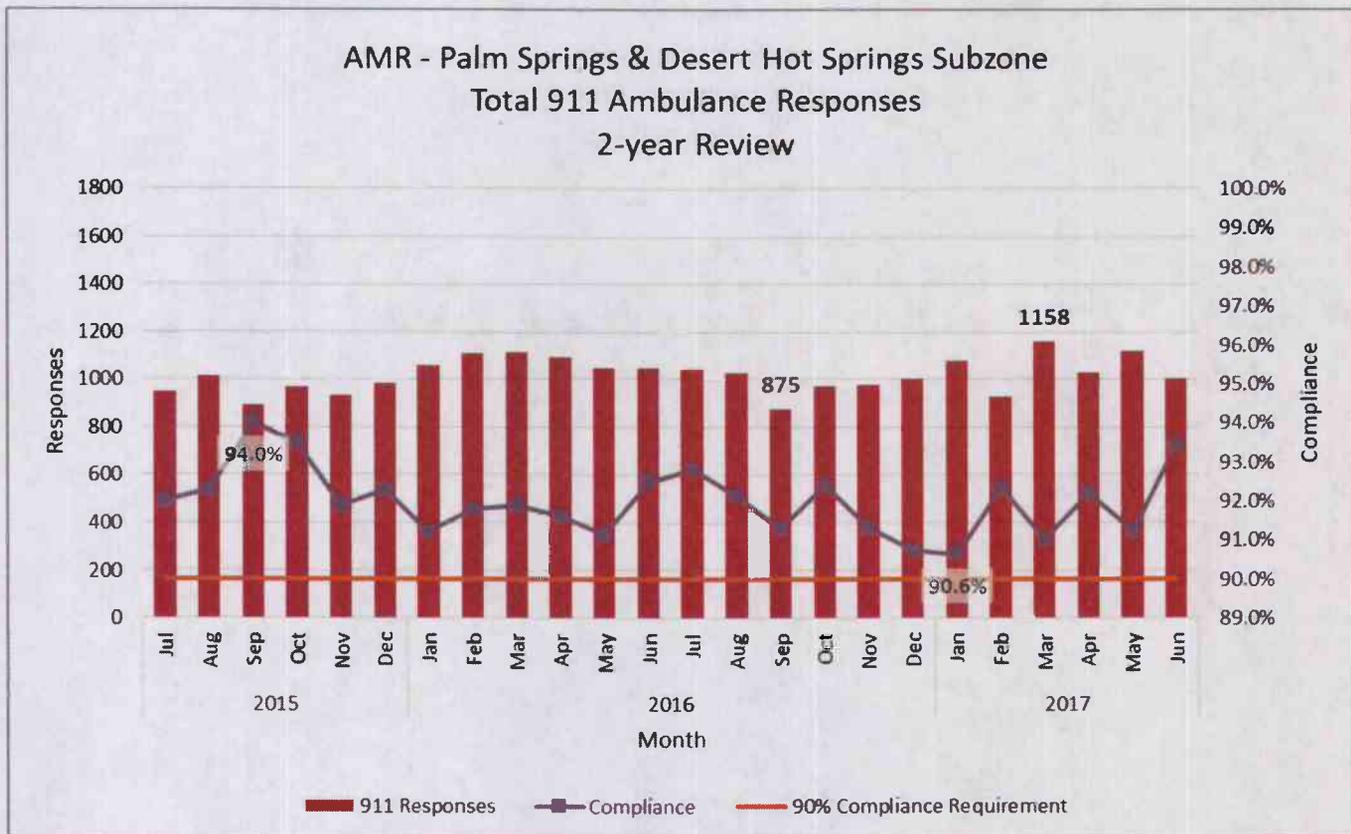
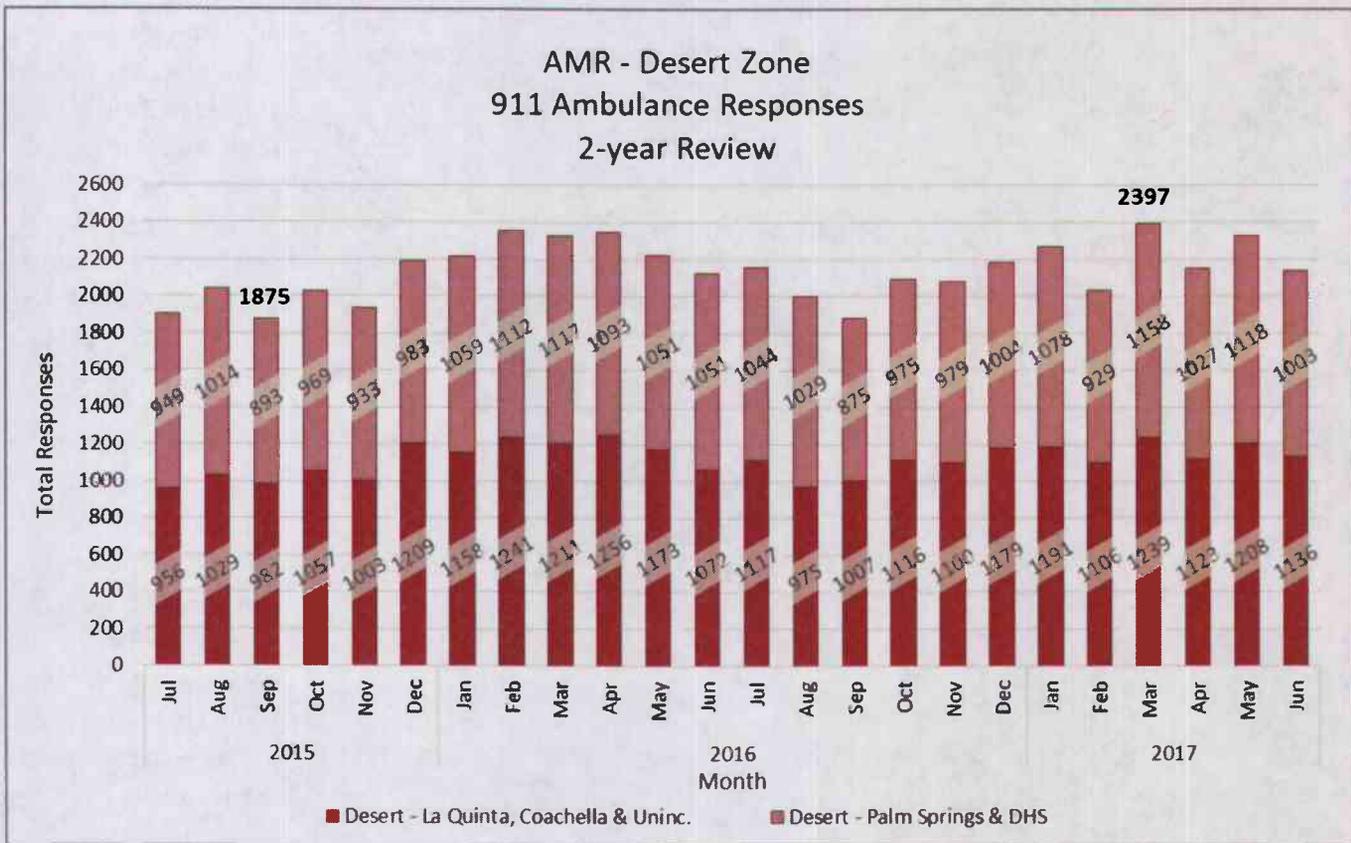
The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.

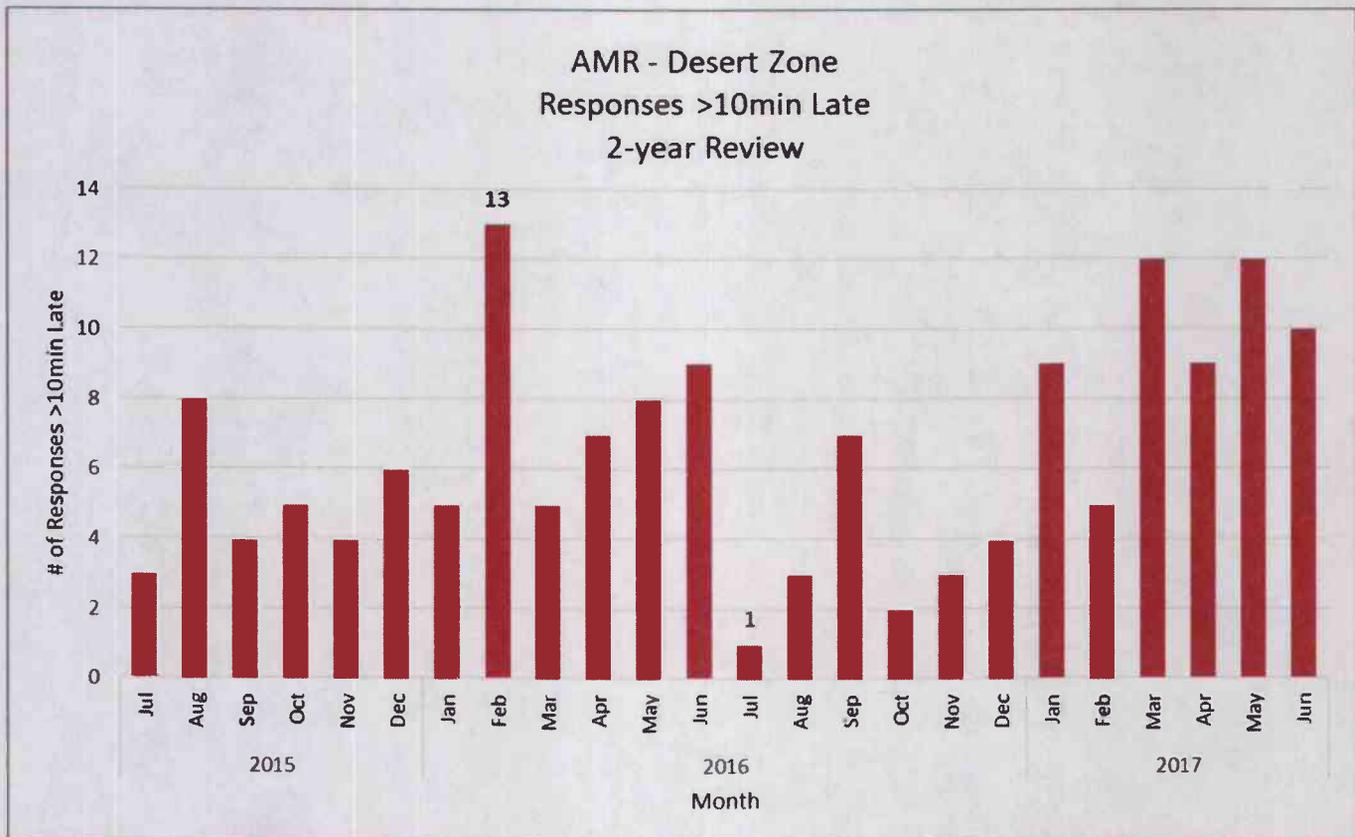
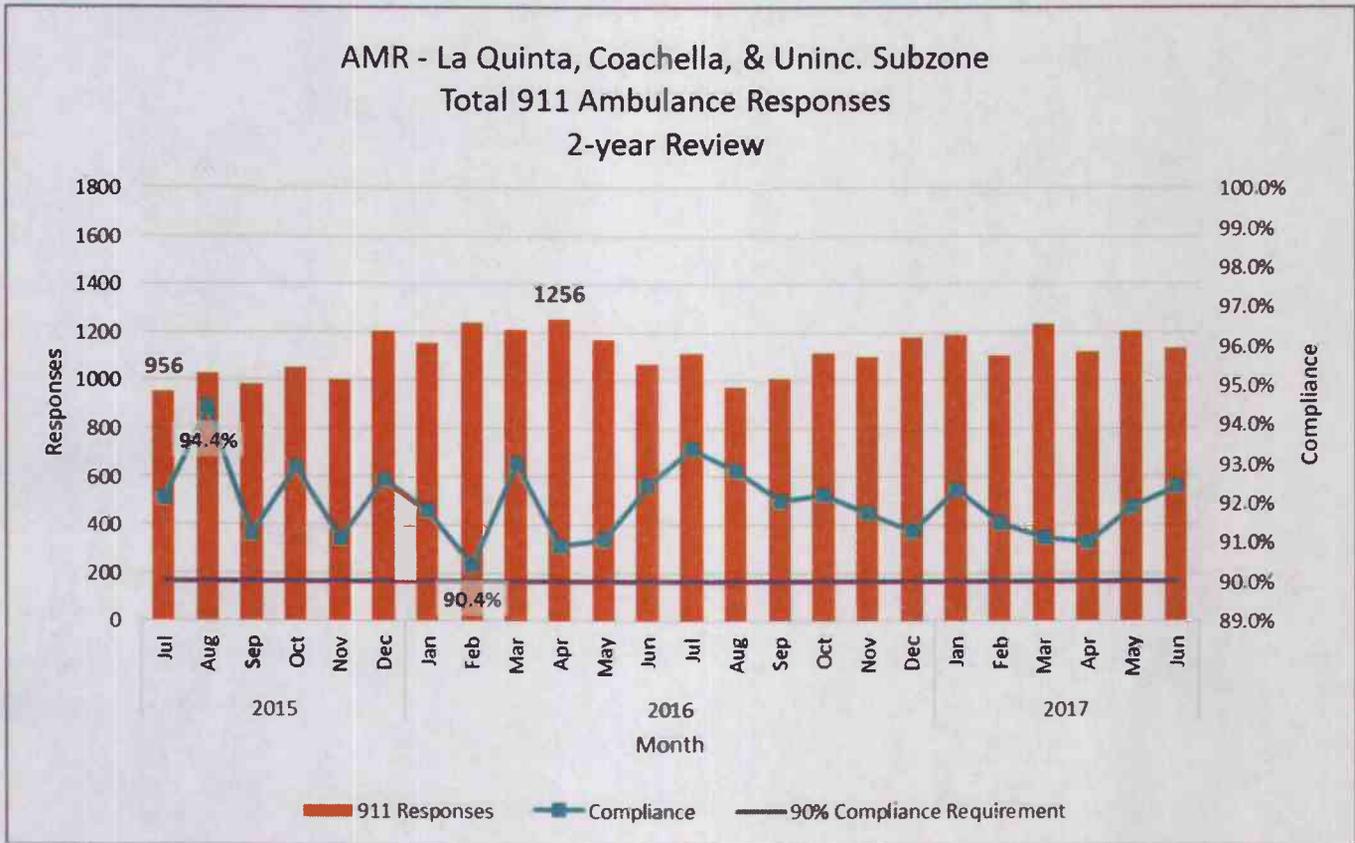
AMR - Desert Zone  
911 Ambulance Responses and Compliance  
2-year Review



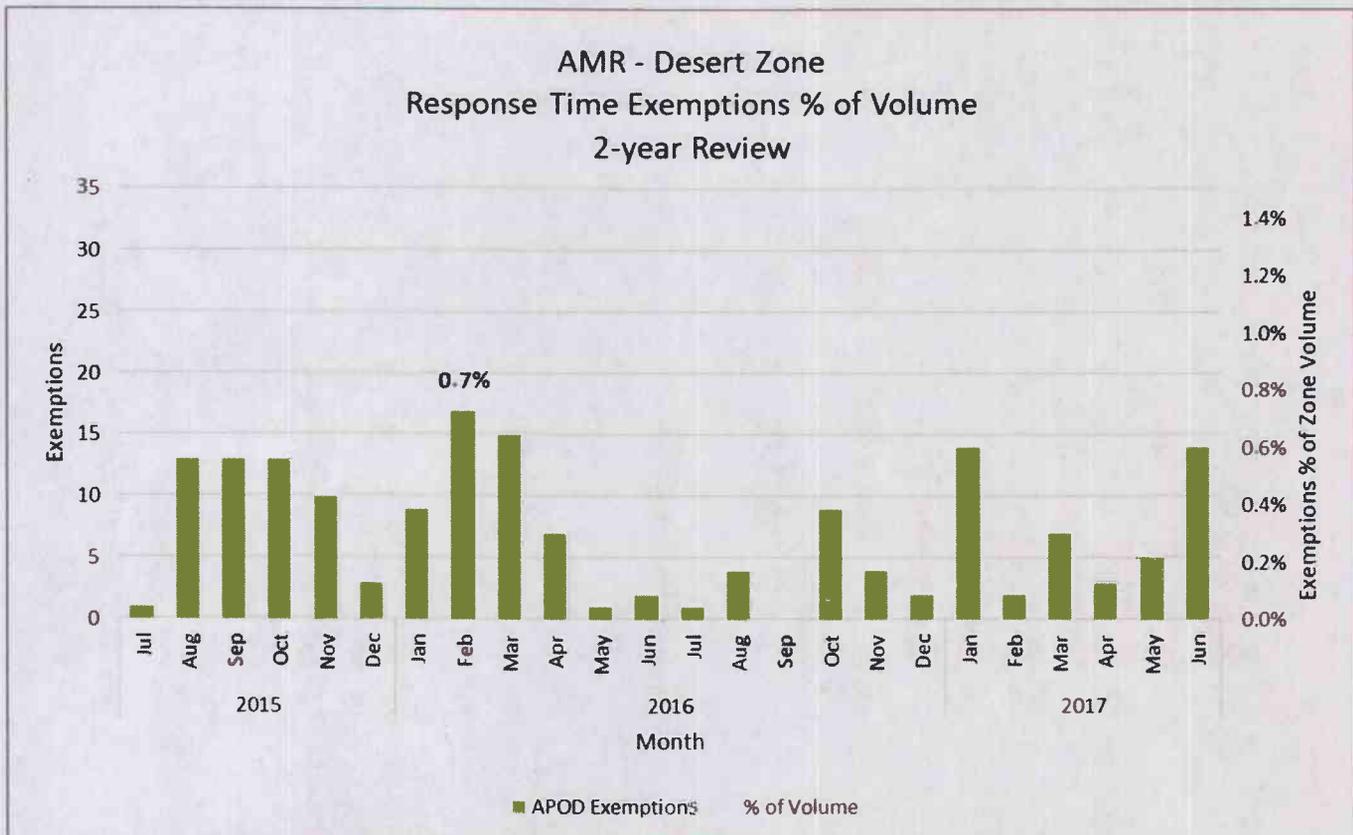
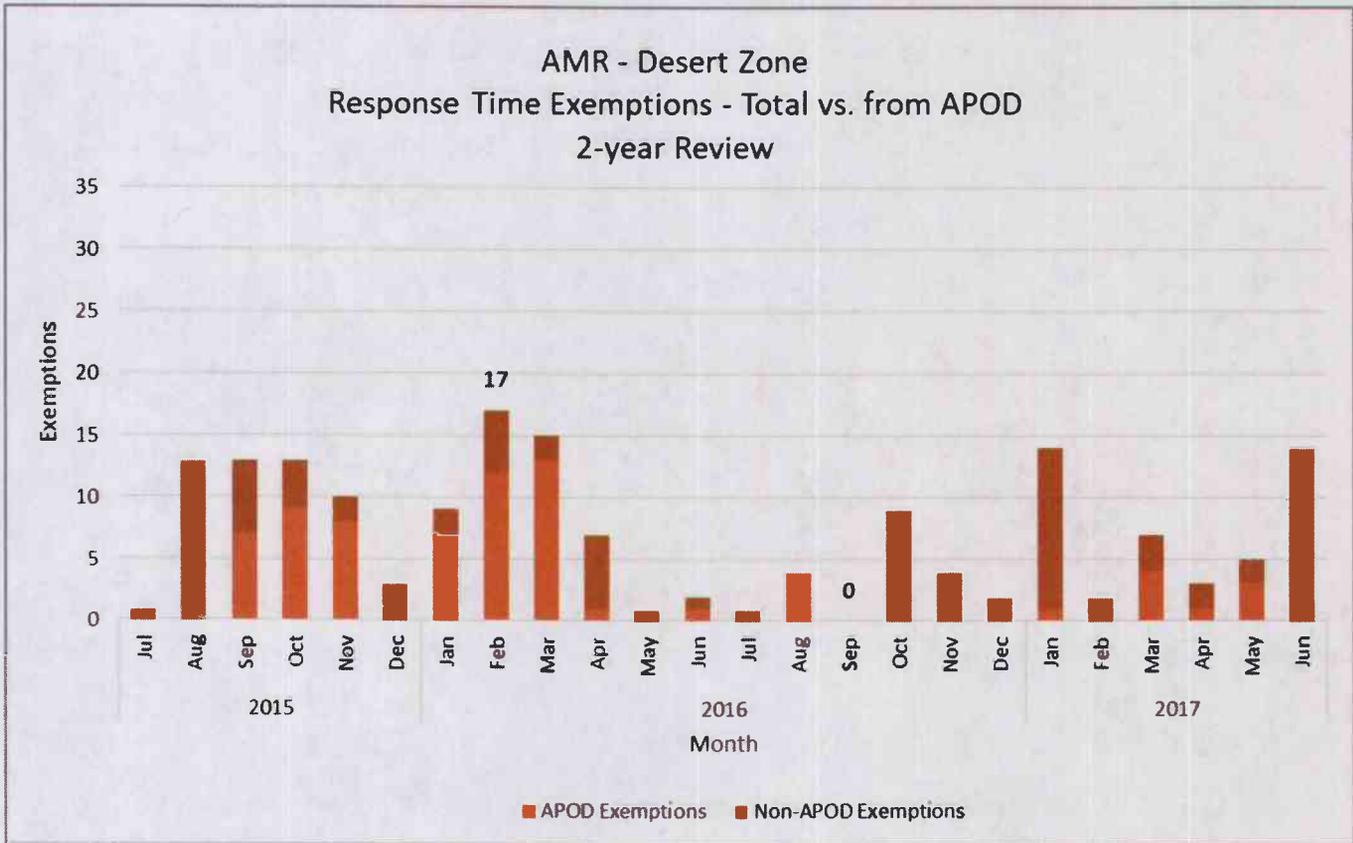
Desert Zone: Subzone Response and Compliance Data



Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late



Desert Zone: Exemptions



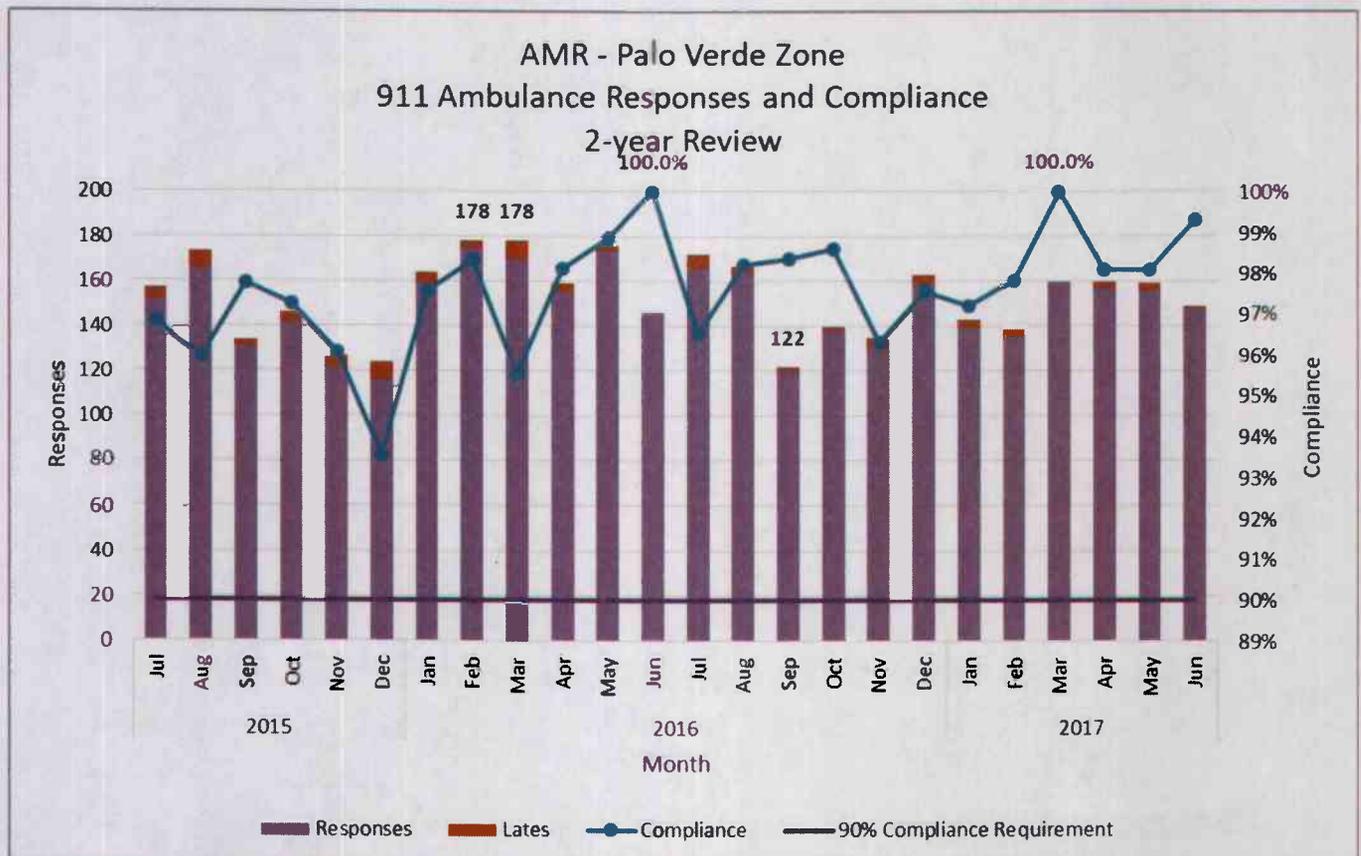
# PALO VERDE ZONE



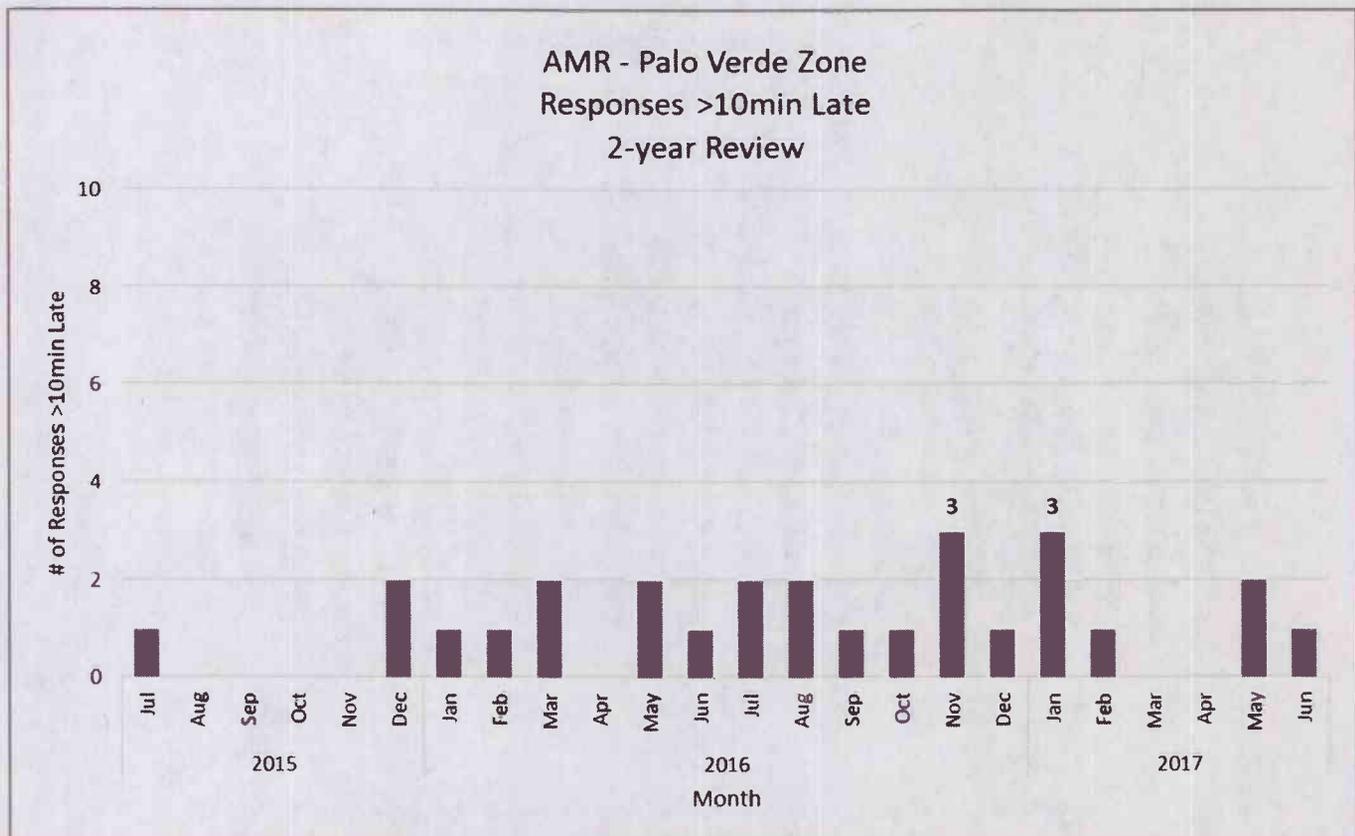
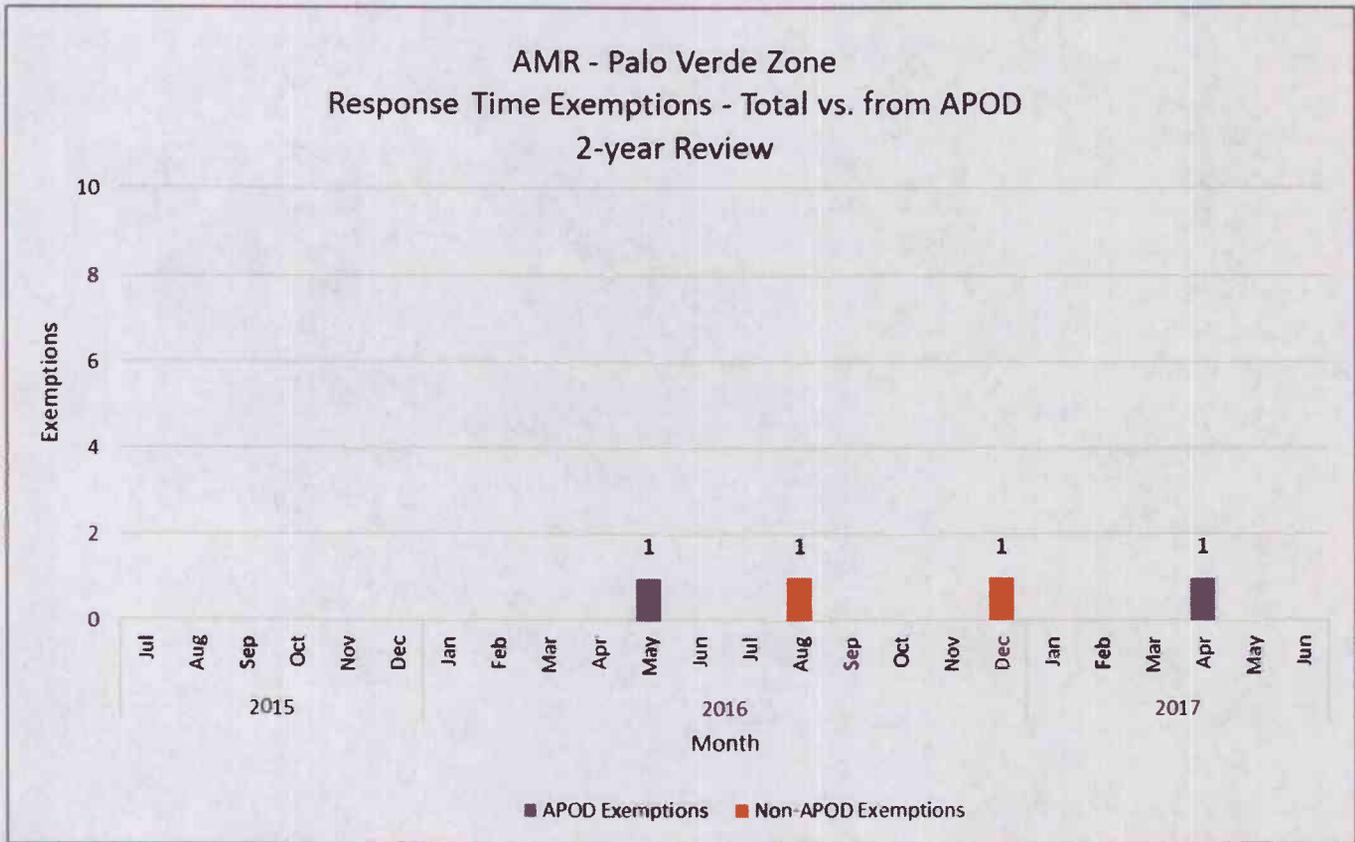
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## PALO VERDE

The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



**Palo Verde Zone: Exemptions and >10 Minutes Late**

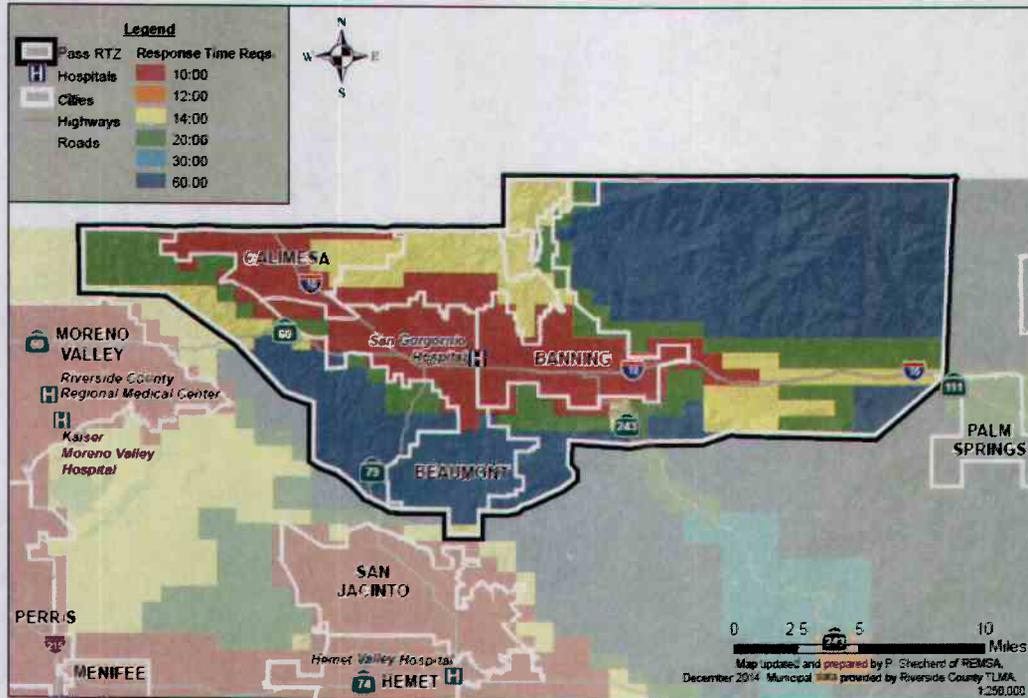


# PASS ZONE



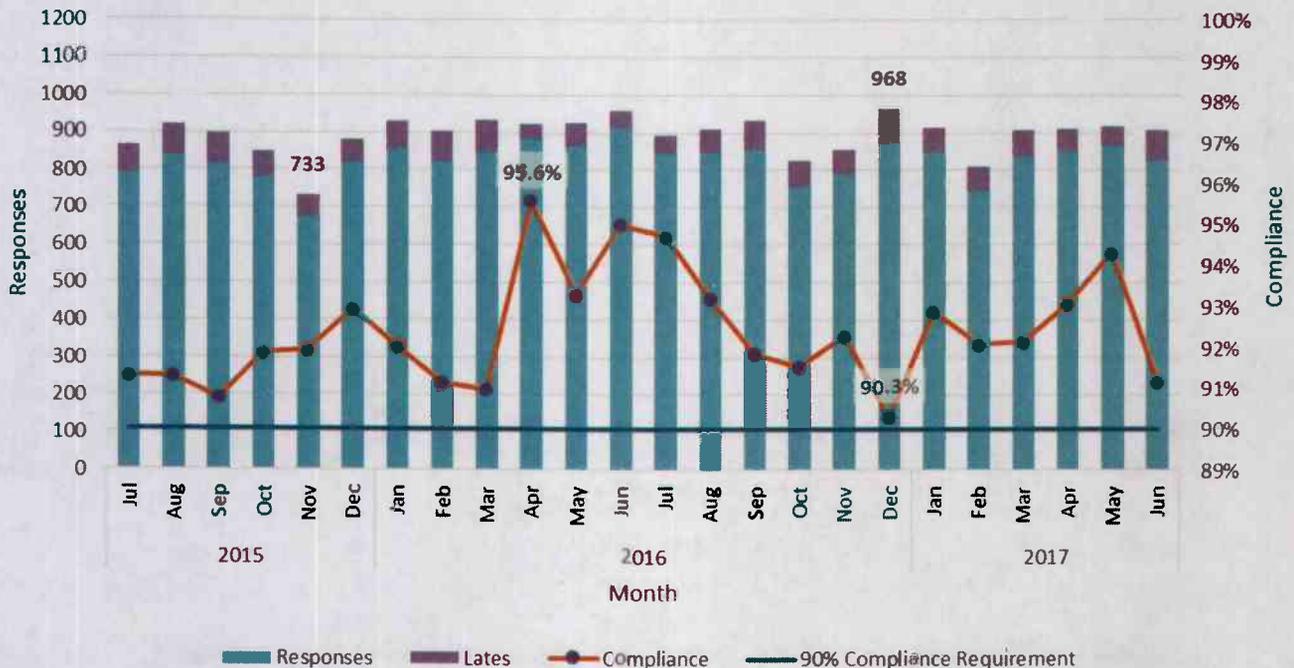
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

### PASS

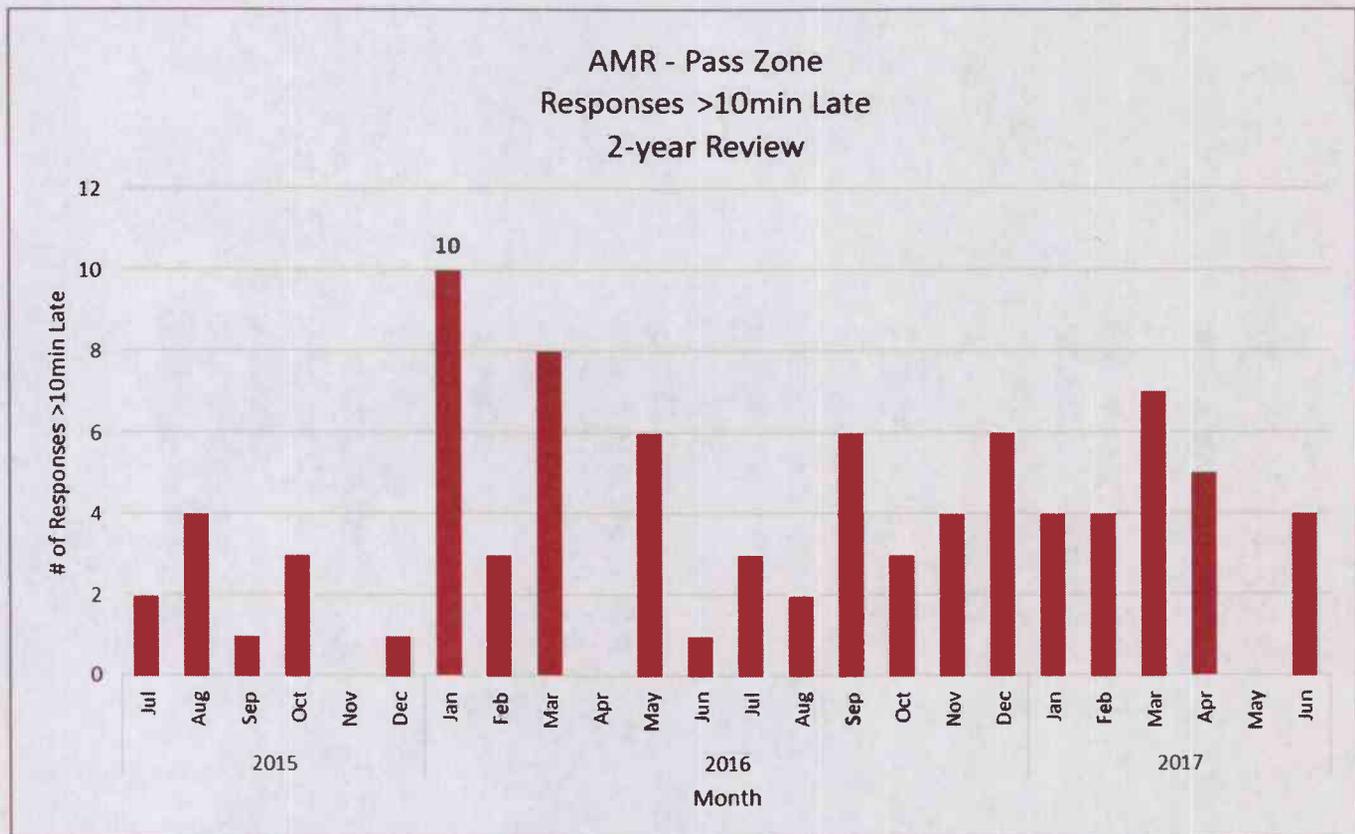
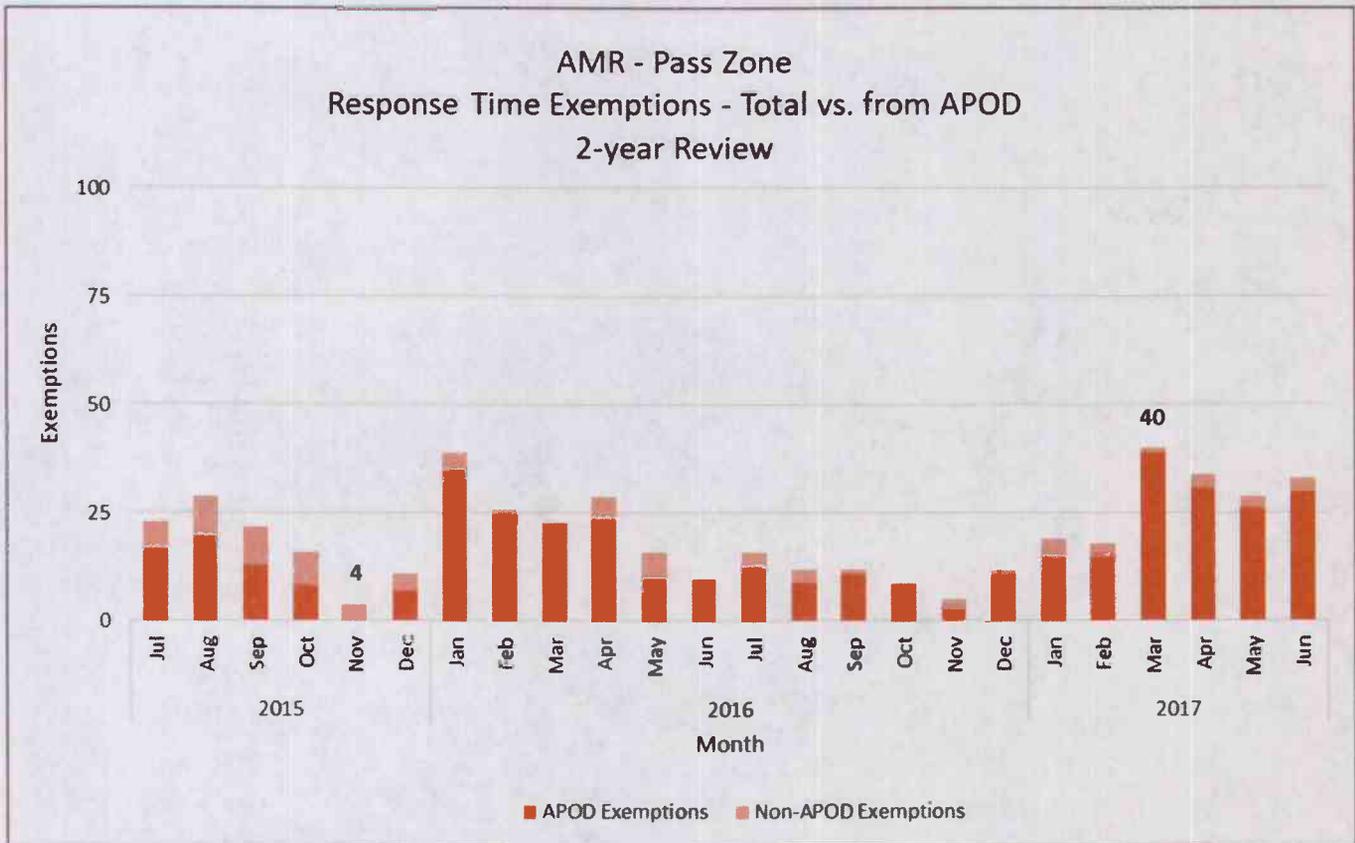


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 894 9-1-1 responses per month, with an average of 68 late calls per month during the period covered in this report.

AMR - Pass Zone  
911 Ambulance Responses and Compliance  
2-year Review

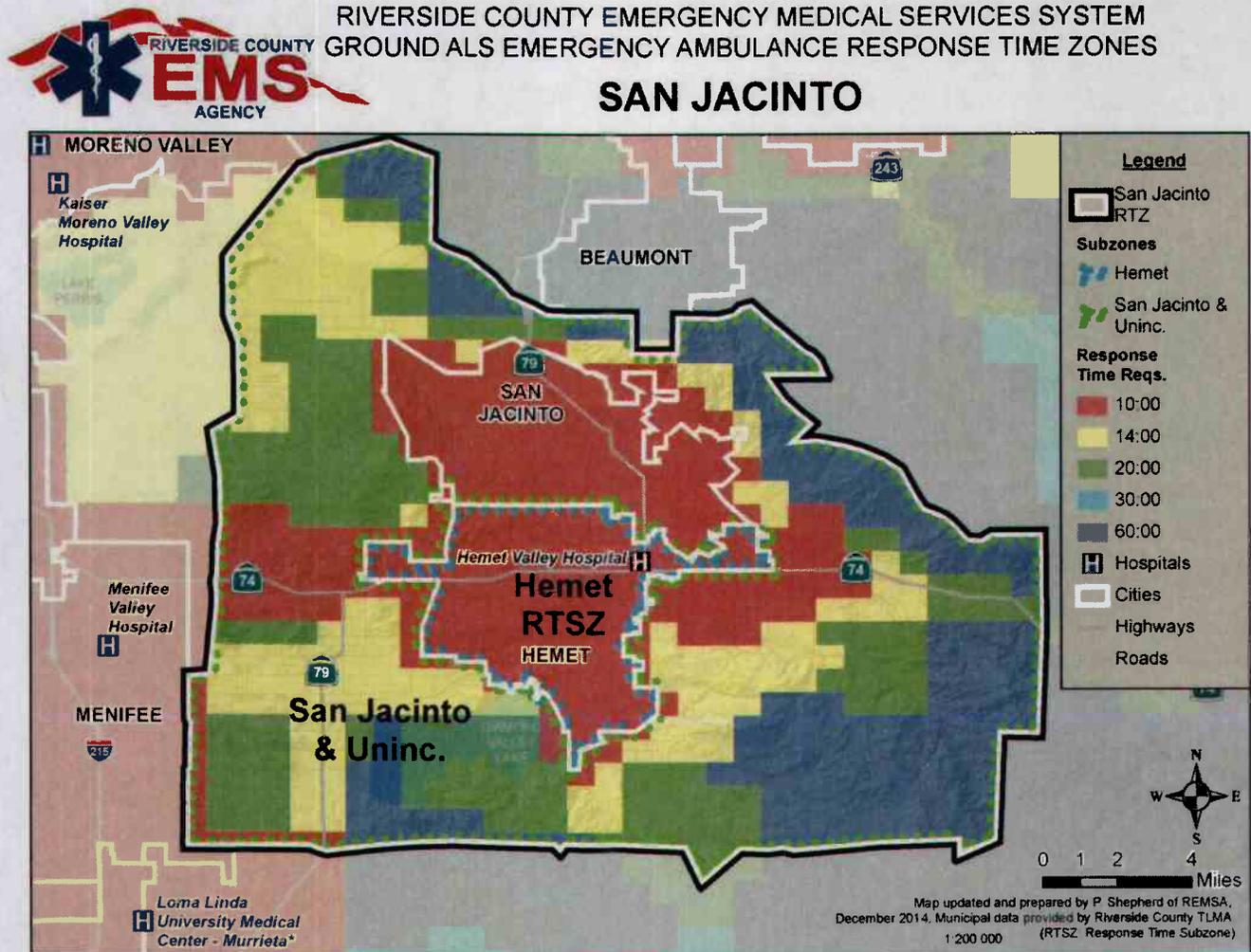


Pass Zone: Exemptions and Responses >10 Minutes Late

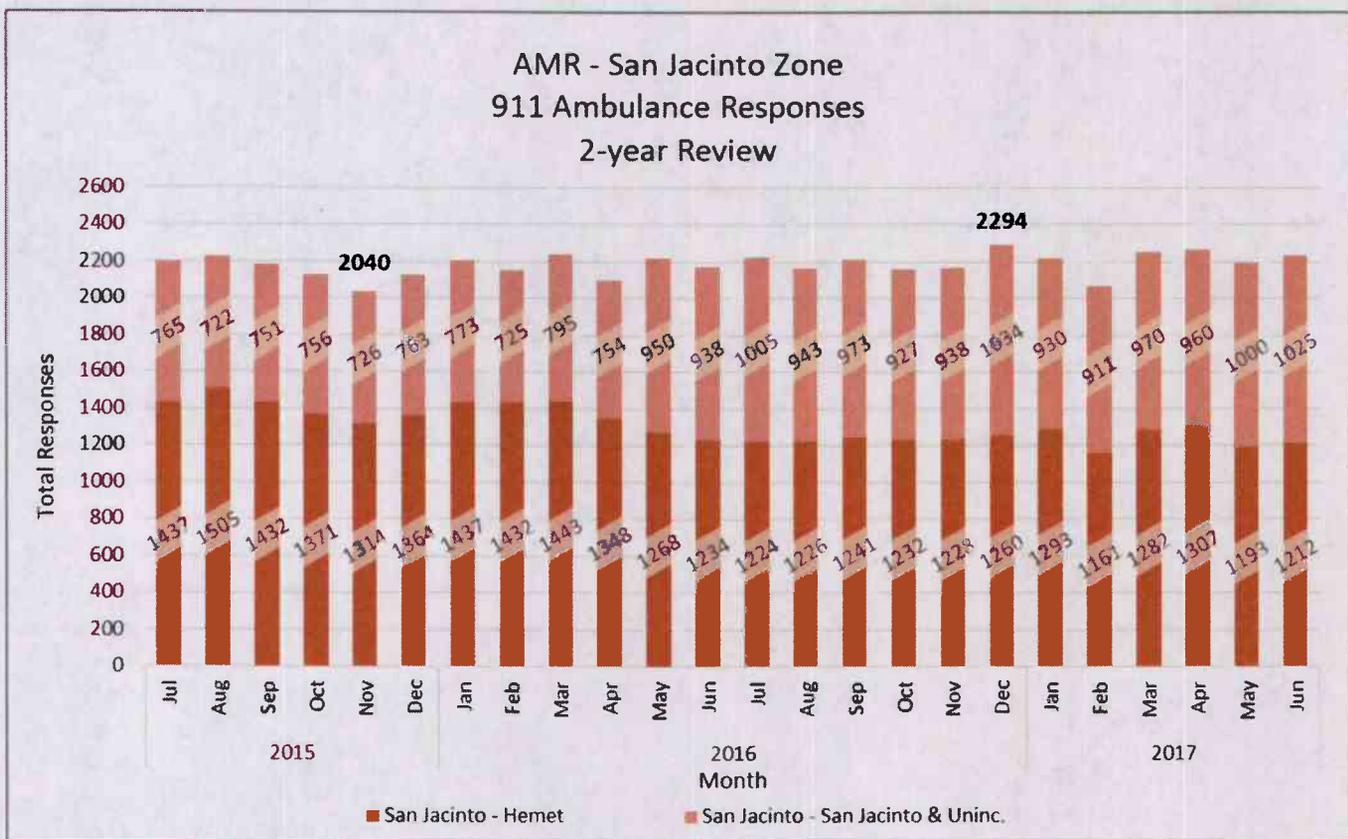
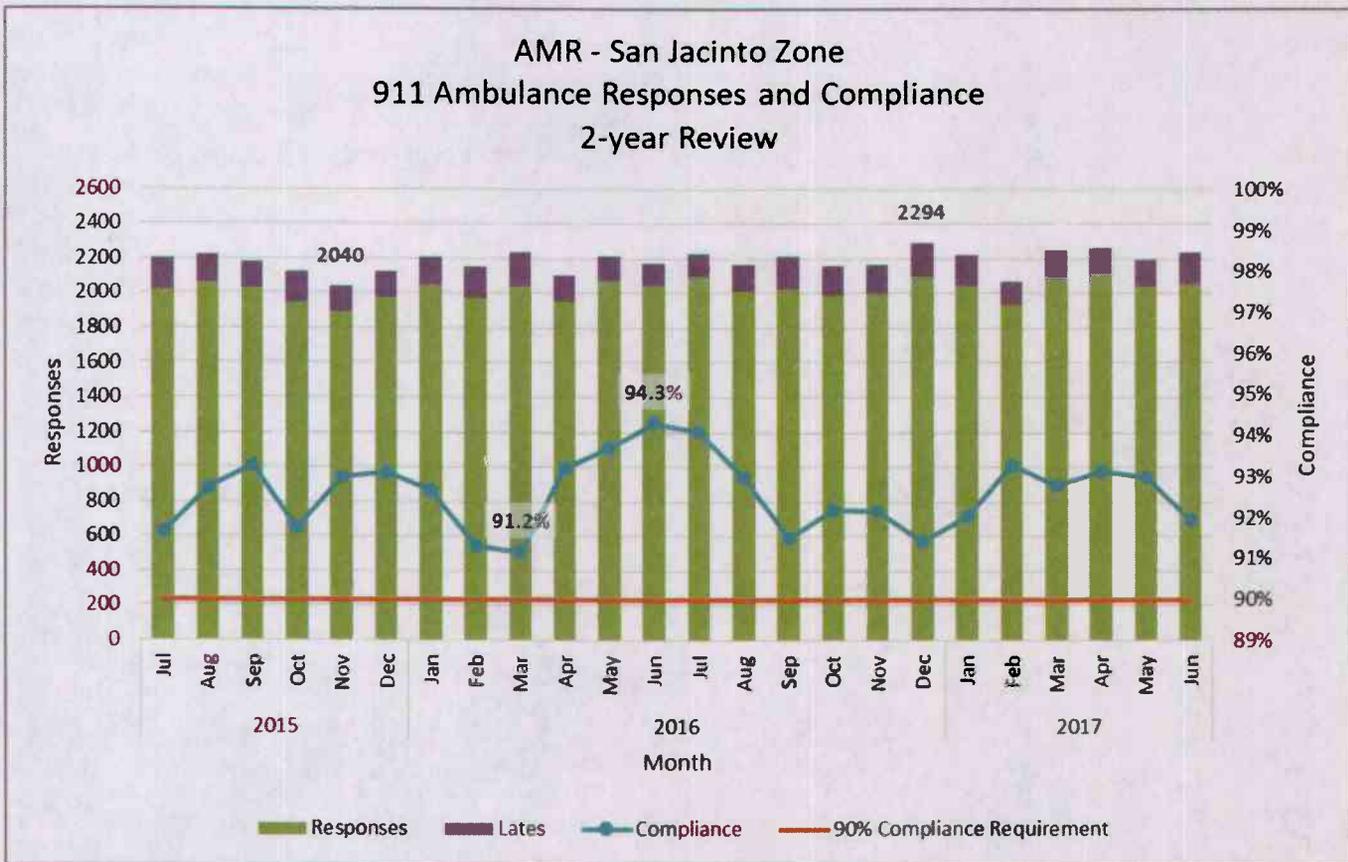


# SAN JACINTO ZONE

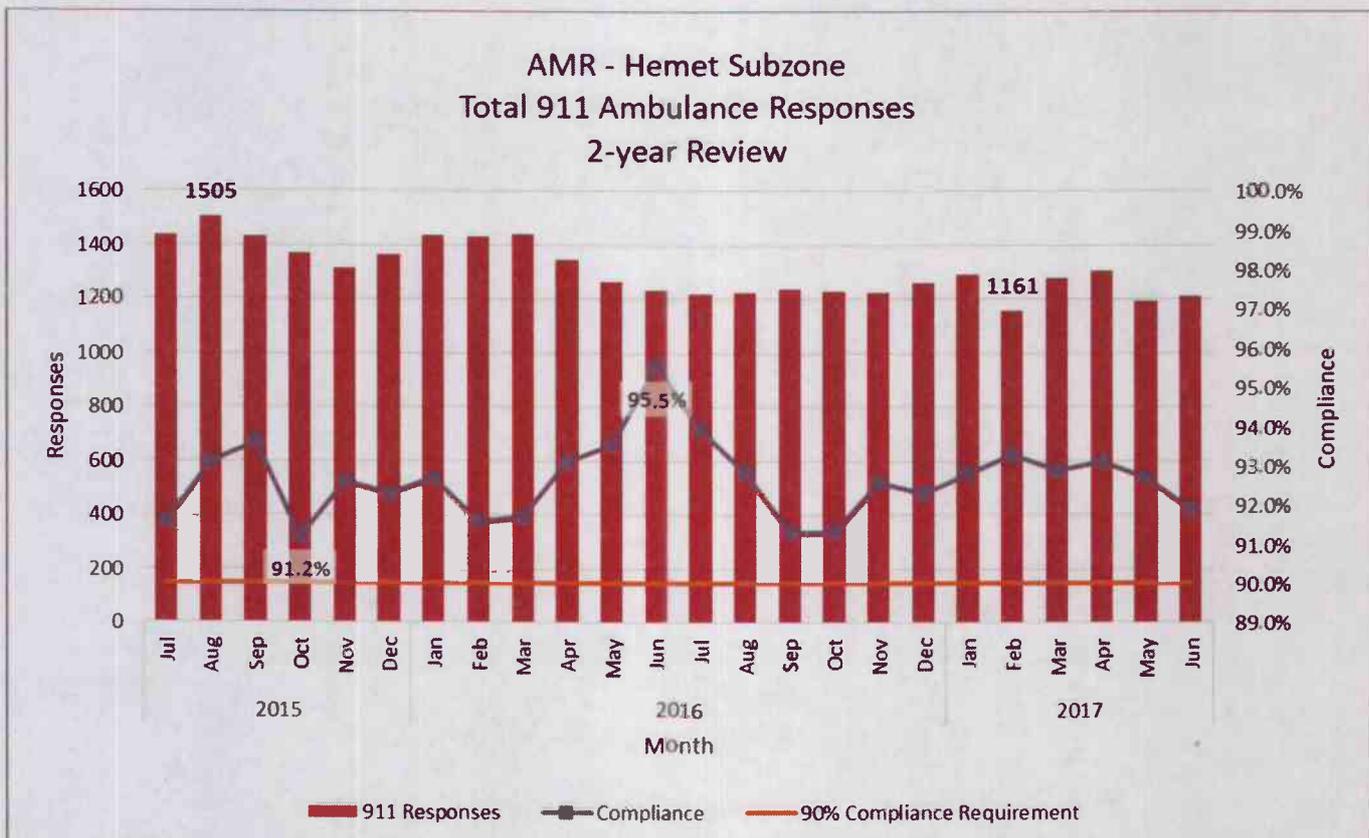
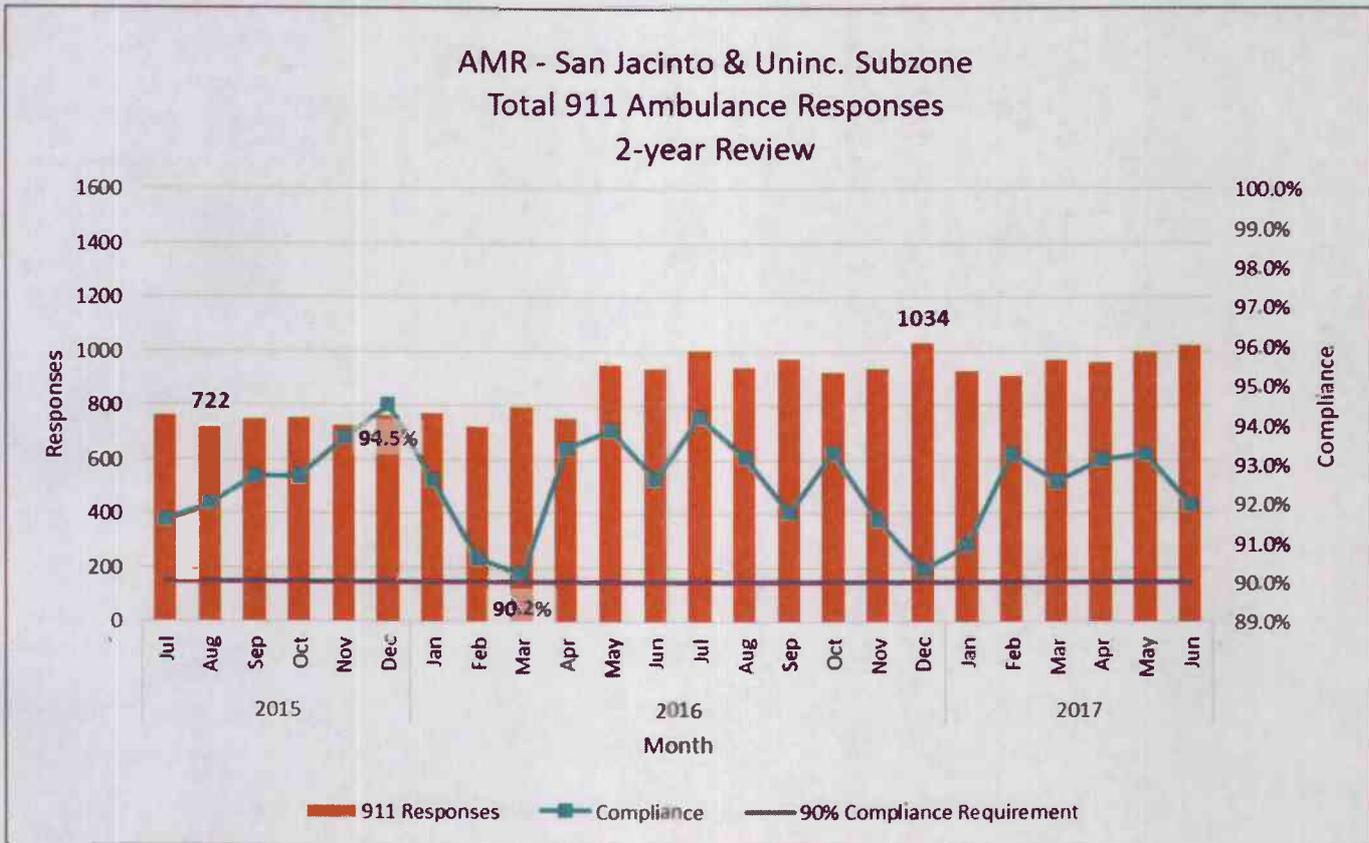
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past two years, and this area experiences many Ambulance Patient Offload Delays (APODs).



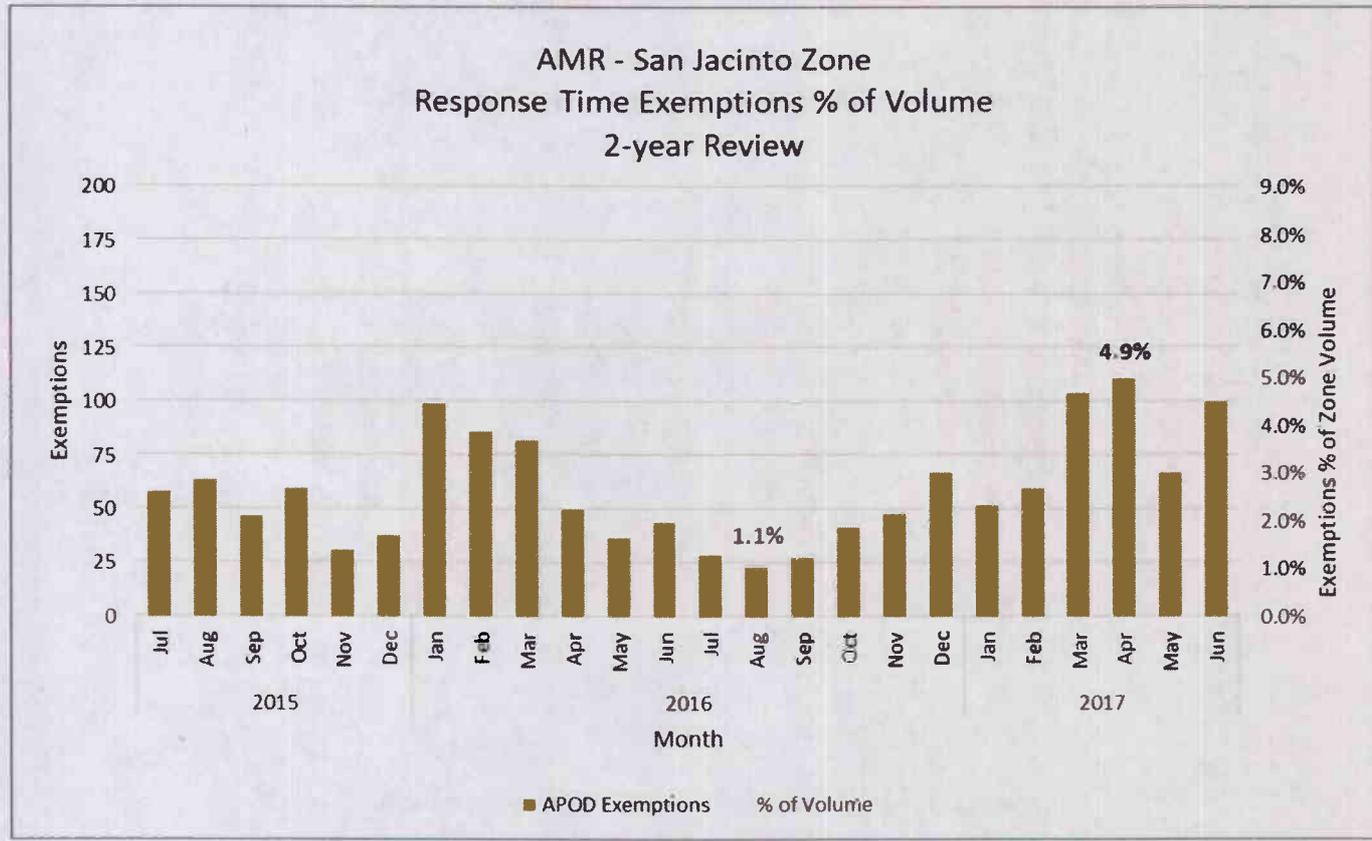
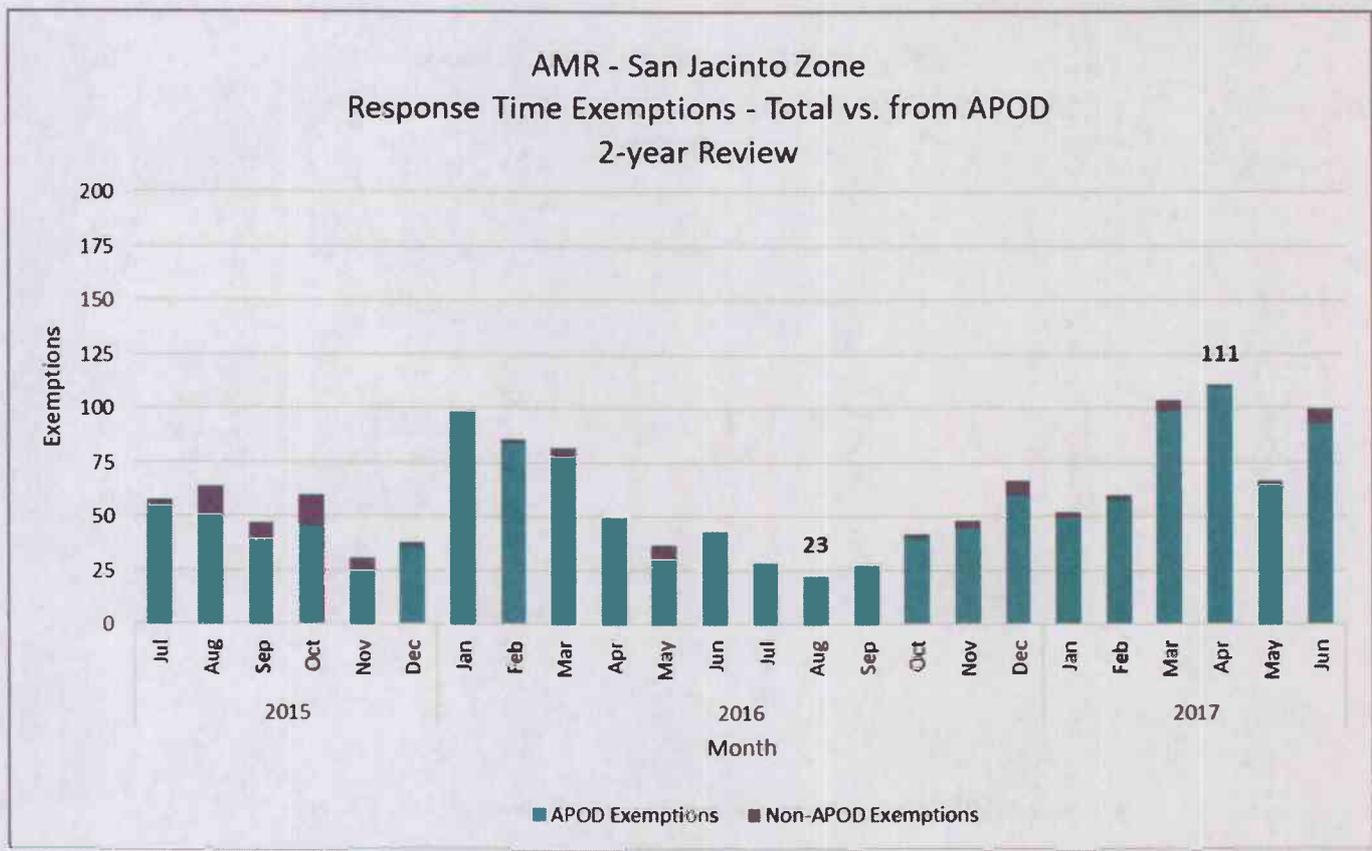
San Jacinto Zone: Subzone Response and Compliance Data



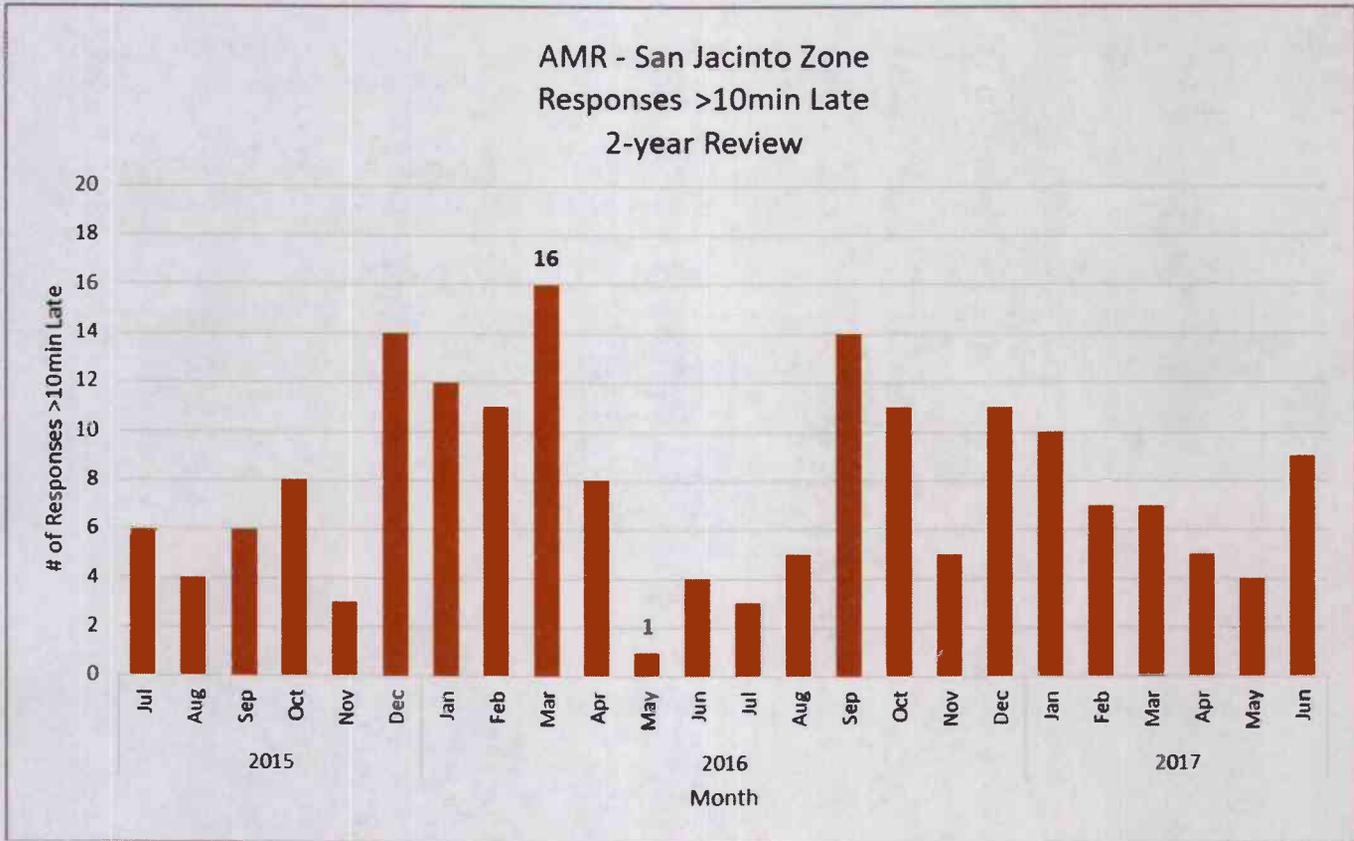
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



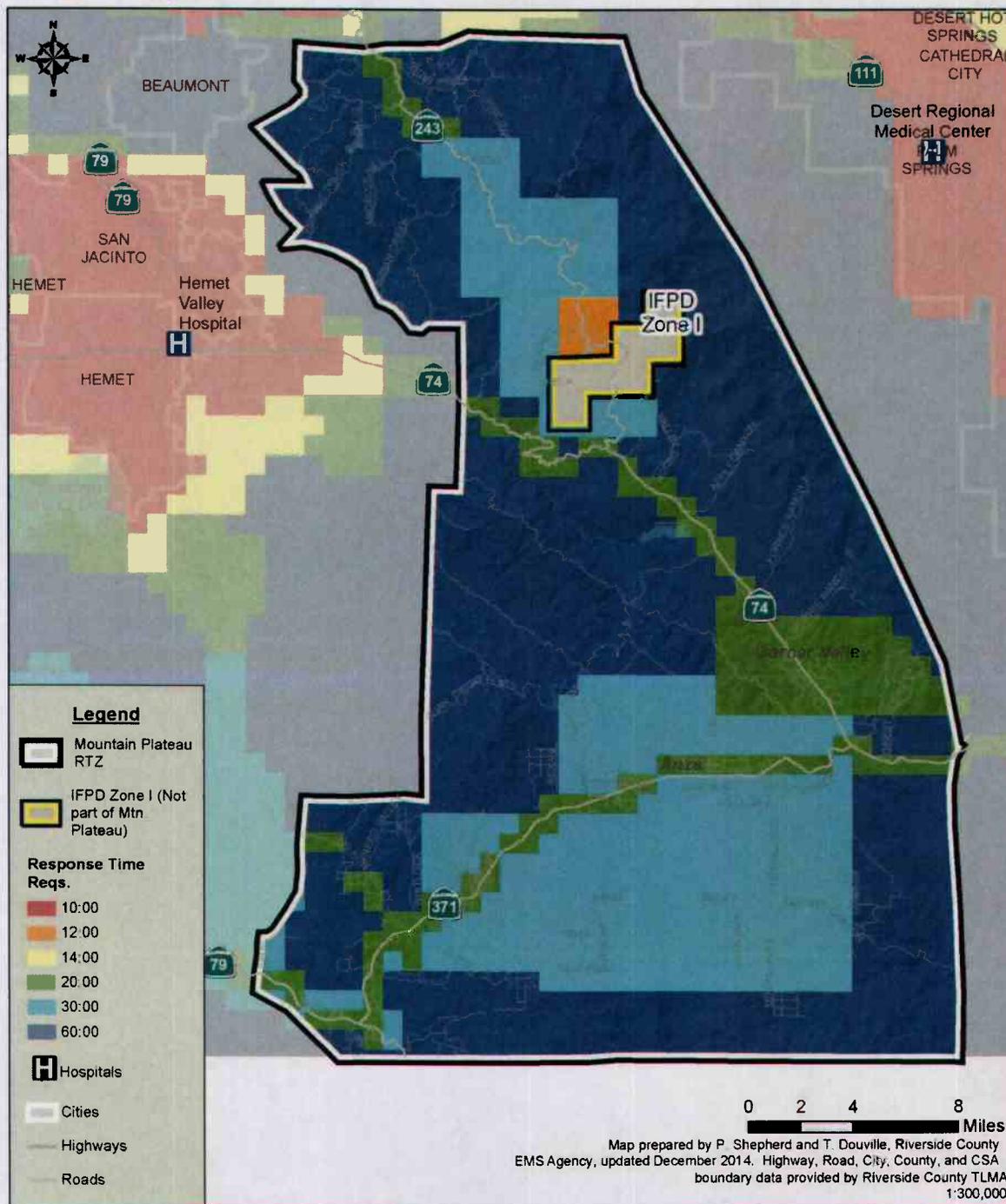
# MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 115 9-1-1 ambulance responses per month (2015-16 data) with less than five late calls per month on average.

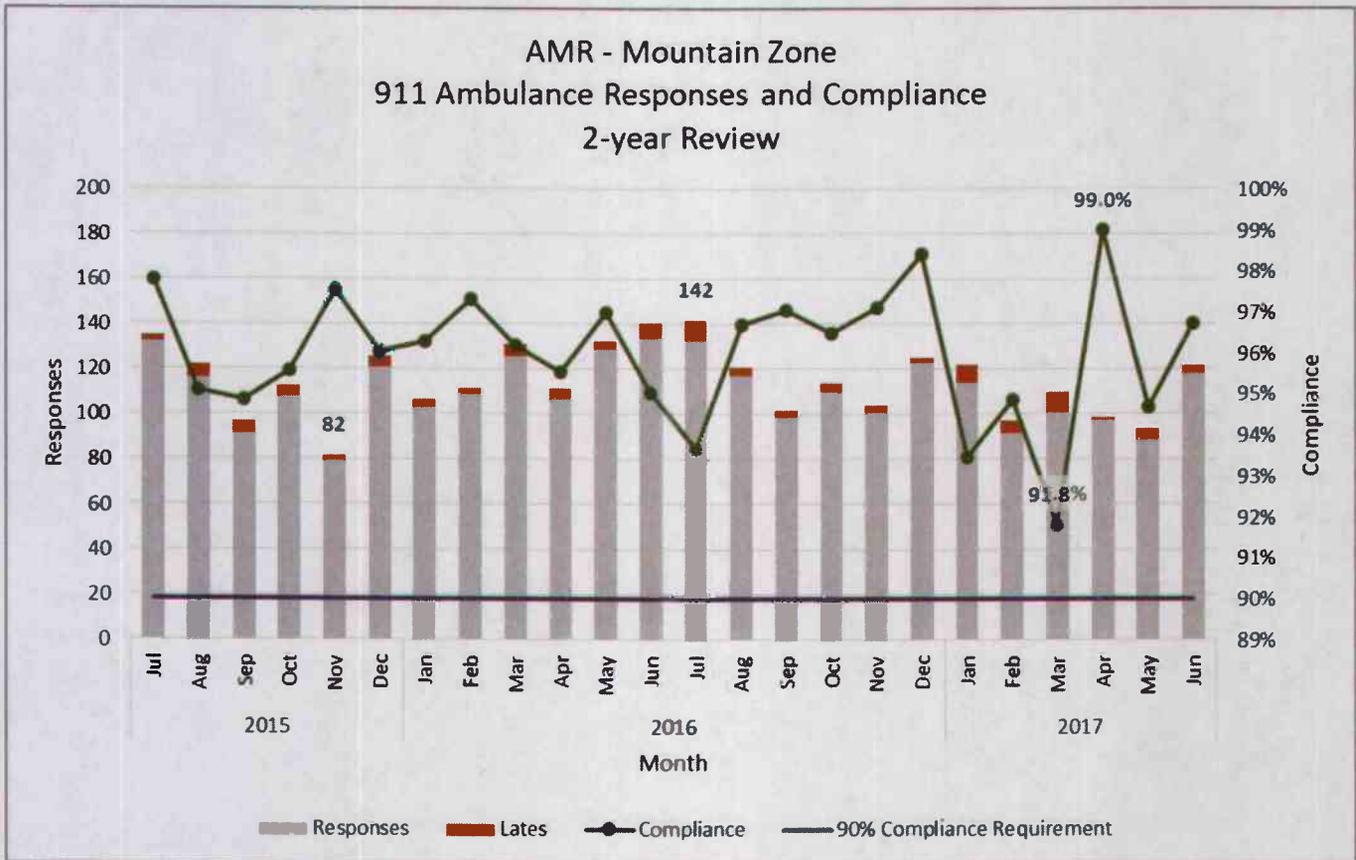
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



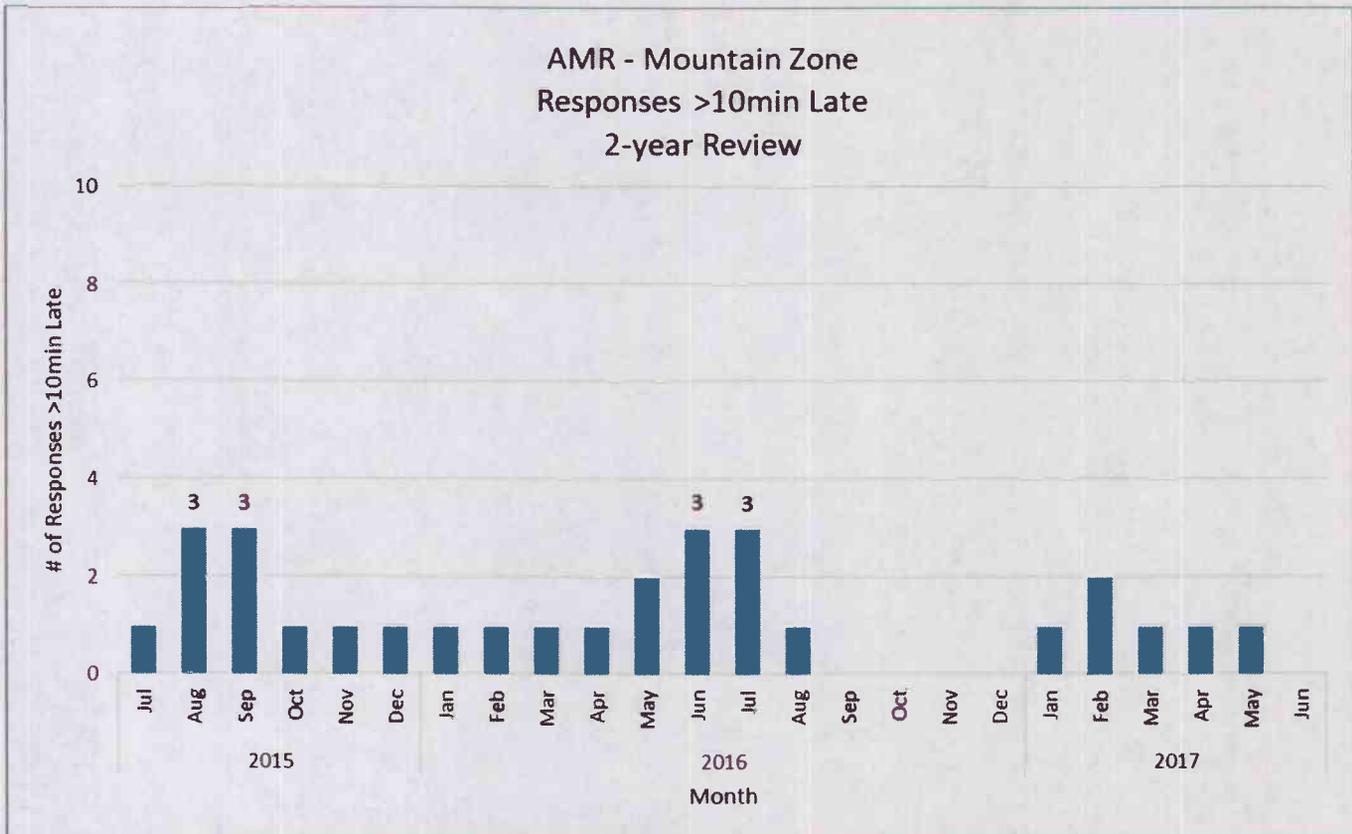
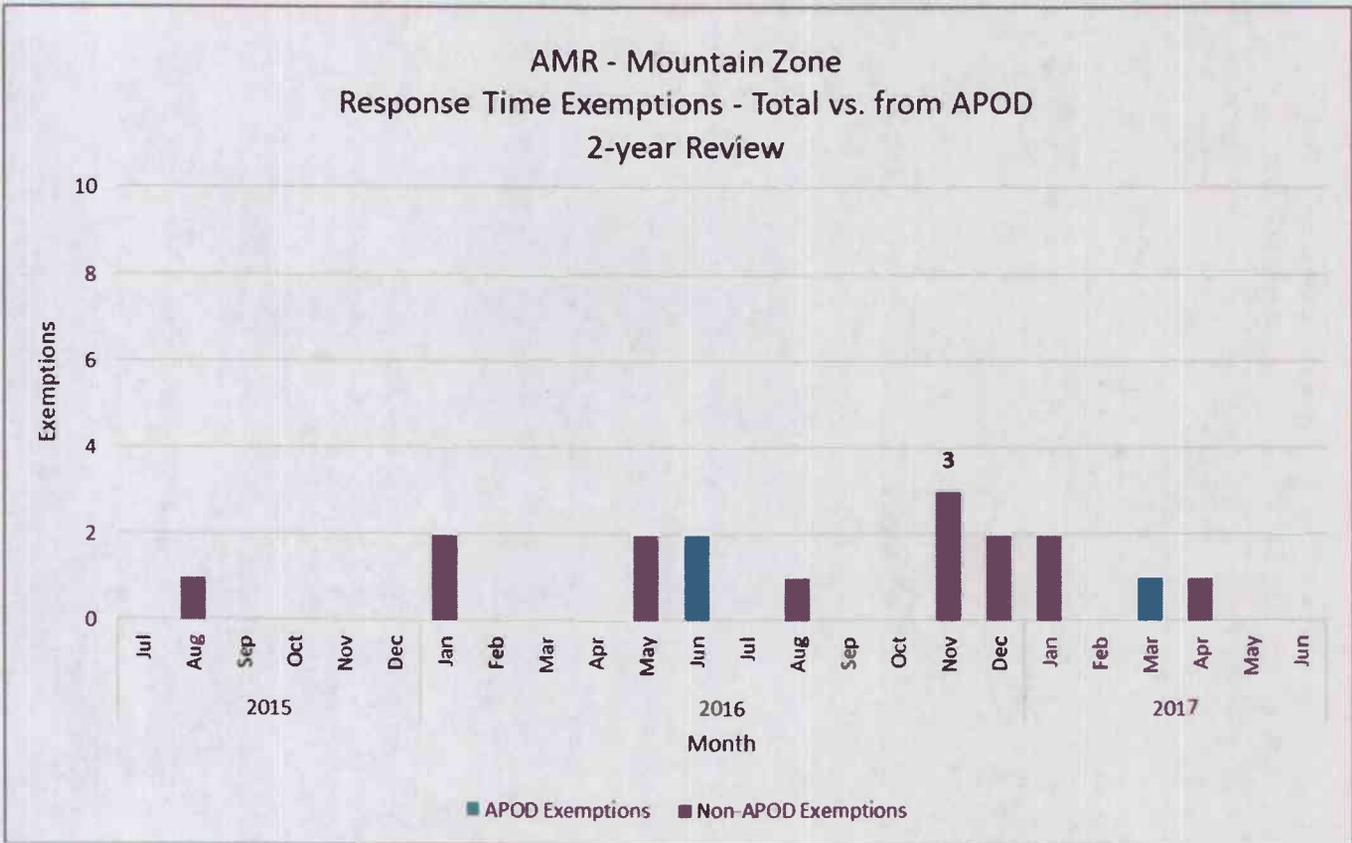
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



# JULY 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bad Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee on 911 Call Count	BLS Unit on 911 Call Count	Total Fee Assessment
Northwest - Riverside City	93.82%	2569	162	\$5,698.00	2	\$1,008.00	164	62	58				0	\$0.00	0	\$0.00
Northwest - Norco & Uninc. North	90.30%	1216	117	\$4,528.00	1	\$504.00	118	68	62				0	\$0.00	0	\$0.00
Northwest - Corona & Uninc. South	91.44%	1168	93	\$4,665.00	7	\$3,824.00	100	83	71				0	\$0.00	0	\$0.00
<b>Northwest Total</b>	<b>92.29%</b>	<b>4853</b>	<b>372</b>	<b>\$14,891.00</b>	<b>10</b>	<b>\$5,336.00</b>	<b>382</b>	<b>213</b>	<b>191</b>	<b>35%</b>	<b>0%</b>	<b>\$13,147.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$13,147.55</b>
Southwest - Temecula & Murrieta	91.90%	1148	92	\$3,002.00	1	\$504.00	93	46	43				0	\$0.00	0	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	92.87%	2047	142	\$5,897.00	4	\$2,016.00	146	95	92				0	\$0.00	0	\$0.00
<b>Southwest Total</b>	<b>92.52%</b>	<b>3195</b>	<b>234</b>	<b>\$8,898.00</b>	<b>5</b>	<b>\$2,520.00</b>	<b>239</b>	<b>141</b>	<b>135</b>	<b>35%</b>	<b>0%</b>	<b>\$7,422.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$7,422.35</b>
Central - Moreno Valley	92.14%	1399	106	\$5,098.00	4	\$2,312.00	110	35	35				1	\$1,000.00	0	\$0.00
Central - Perris & Uninc.	90.78%	846	77	\$3,987.00	1	\$1,000.00	78	46	42				0	\$0.00	0	\$0.00
<b>Central Total</b>	<b>91.63%</b>	<b>2245</b>	<b>183</b>	<b>\$9,085.00</b>	<b>5</b>	<b>\$3,312.00</b>	<b>188</b>	<b>81</b>	<b>77</b>	<b>15%</b>	<b>0%</b>	<b>\$10,537.45</b>	<b>1</b>	<b>\$1,000.00</b>	<b>0</b>	<b>\$11,537.45</b>
San Jacinto - Hemet	93.95%	1224	72	\$4,251.00	2	\$1,008.00	74	14	13				0	\$0.00	0	\$0.00
San Jacinto - San Jacinto & Uninc.	94.23%	1005	57	\$2,332.00	1	\$504.00	58	15	15				0	\$0.00	0	\$0.00
<b>San Jacinto Total</b>	<b>94.08%</b>	<b>2229</b>	<b>129</b>	<b>\$6,583.00</b>	<b>3</b>	<b>\$1,512.00</b>	<b>132</b>	<b>29</b>	<b>28</b>	<b>75%</b>	<b>0%</b>	<b>\$2,023.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$2,023.75</b>
Desert - Palm Springs & DHS	92.82%	1044	74	\$4,513.00	1	\$504.00	75	0	0				0	\$0.00	0	\$0.00
Desert - La Quinta, Coachella & Uninc.	93.38%	1117	74	\$2,946.00	0	\$0.00	74	1	0				0	\$0.00	0	\$0.00
<b>Desert Total</b>	<b>93.11%</b>	<b>2161</b>	<b>148</b>	<b>\$7,459.00</b>	<b>1</b>	<b>\$504.00</b>	<b>149</b>	<b>1</b>	<b>0</b>	<b>50%</b>	<b>0%</b>	<b>\$3,981.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$3,981.50</b>
Palo Verde - Palo Verde	96.51%	172	4	\$130.00	2	\$1,008.00	6	0	0				0	\$0.00	0	\$0.00
Palo Verde Total	96.51%	172	4	\$130.00	2	\$1,008.00	6	0	0	100%	0%	\$1,008.00	0	\$0.00	0	\$1,008.00
Pass - Pass	94.74%	893	44	\$2,055.00	3	\$1,808.00	47	16	13				0	\$0.00	0	\$0.00
<b>Pass Total</b>	<b>94.74%</b>	<b>893</b>	<b>44</b>	<b>\$2,055.00</b>	<b>3</b>	<b>\$1,808.00</b>	<b>47</b>	<b>16</b>	<b>13</b>	<b>75%</b>	<b>0%</b>	<b>\$985.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$985.75</b>
Mountain Plateau - Mountain	93.66%	142	6	\$655.00	3	\$2,104.00	9	0	0				0	\$0.00	0	\$0.00
<b>Mountain Plateau Total</b>	<b>93.66%</b>	<b>142</b>	<b>6</b>	<b>\$655.00</b>	<b>3</b>	<b>\$2,104.00</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>50%</b>	<b>0%</b>	<b>\$1,379.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$1,379.50</b>
<b>CountyWide Total</b>	<b>92.80%</b>	<b>15990</b>	<b>1120</b>	<b>\$49,757.00</b>	<b>32</b>	<b>\$18,104.00</b>	<b>1152</b>	<b>481</b>	<b>444</b>	<b>0%</b>	<b>0%</b>	<b>\$40,465.85</b>	<b>1</b>	<b>\$1,000.00</b>	<b>0</b>	<b>\$41,465.85</b>

# AUGUST 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	93.31%	2572	171	\$5,533.00	1	\$504.00	172	47	44		0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	90.63%	1195	109	\$5,898.00	3	\$2,008.00	112	78	68		0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	90.05%	1287	121	\$6,292.00	7	\$6,016.00	128	81	71		0	\$0.00	0	\$0.00	\$0.00
Northwest Total	91.35%	5054	401	\$19,723.00	11	\$8,528.00	412	206	183	15%	0	\$0.00	0	\$0.00	\$24,013.35
Southwest - Temecula & Murrieta	91.40%	1116	93	\$3,587.00	3	\$1,512.00	96	50	46		0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	91.65%	2035	167	\$10,390.00	3	\$2,008.00	170	83	81		0	\$0.00	0	\$0.00	\$0.00
Southwest Total	91.56%	3151	260	\$19,977.00	6	\$3,520.00	266	133	127	15%	0	\$0.00	0	\$0.00	\$14,872.45
Central - Moreno Valley	91.99%	1361	106	\$5,059.00	3	\$1,808.00	109	57	53		0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	90.66%	889	79	\$6,017.00	4	\$2,904.00	83	31	29		0	\$0.00	0	\$0.00	\$0.00
Central Total	91.47%	2250	185	\$11,076.00	7	\$4,712.00	192	88	82	15%	0	\$0.00	0	\$0.00	\$13,419.80
San Jacinto - Hemet	92.82%	1226	84	\$4,706.00	4	\$2,016.00	88	13	13		0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	93.21%	943	63	\$3,950.00	1	\$504.00	64	10	10		0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	92.99%	2169	147	\$8,656.00	5	\$2,520.00	152	23	23	35%	0	\$0.00	0	\$0.00	\$7,264.40
Desert - Palm Springs & DHS	92.13%	1029	79	\$4,767.00	2	\$1,304.00	81	3	3		0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	92.82%	975	69	\$5,003.00	1	\$504.00	70	1	1		0	\$0.00	0	\$0.00	\$0.00
Desert Total	92.47%	2004	148	\$9,770.00	3	\$1,808.00	151	4	4	35%	0	\$0.00	0	\$0.00	\$7,525.70
Palo Verde - Palo Verde	98.20%	167	1	\$5.00	2	\$1,800.00	3	1	0		0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	98.20%	167	1	\$5.00	2	\$1,800.00	3	1	0		0	\$0.00	0	\$0.00	\$1,800.00
Pass - Pass	93.18%	909	60	\$1,912.00	2	\$1,304.00	62	12	9	10%	0	\$0.00	0	\$0.00	\$0.00
Pass Total	93.18%	909	60	\$1,912.00	2	\$1,304.00	62	12	9	50%	0	\$0.00	0	\$0.00	\$1,608.00
Mountain Plateau - Mountain	96.69%	121	3	\$417.00	1	\$800.00	4	1	0		0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	96.69%	121	3	\$417.00	1	\$800.00	4	1	0	100%	0	\$0.00	0	\$0.00	\$800.00
CountyWide Total	92.15%	15825	1205	\$65,536.00	37	\$24,992.00	1242	468	428	0%	0	\$0.00	0	\$0.00	\$71,303.70

# SEPTEMBER 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.76%	2584	186	1	\$7,975.00	187	101	96				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	91.03%	1182	106	0	\$6,341.00	106	77	72				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.24%	1137	107	4	\$8,201.00	111	97	78				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.76%</b>	<b>4903</b>	<b>399</b>	<b>5</b>	<b>\$22,517.00</b>	<b>404</b>	<b>275</b>	<b>246</b>	<b>15%</b>	<b>0%</b>	<b>\$21,954.65</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,954.65</b>
Southwest - Temecula & Murrieta	91.12%	1149	102	0	\$4,602.00	102	59	55				0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	91.23%	1928	166	3	\$6,634.00	169	99	95				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.19%</b>	<b>3077</b>	<b>268</b>	<b>3</b>	<b>\$11,236.00</b>	<b>271</b>	<b>158</b>	<b>150</b>	<b>15%</b>	<b>0%</b>	<b>\$10,835.80</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,835.80</b>
Central - Moreno Valley	92.67%	1419	100	4	\$4,202.00	104	47	45				0	\$0.00	0	\$0.00	
Central - Parris & Uninc.	90.31%	846	78	4	\$5,260.00	82	45	43				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.79%</b>	<b>2265</b>	<b>178</b>	<b>8</b>	<b>\$9,462.00</b>	<b>186</b>	<b>92</b>	<b>88</b>	<b>15%</b>	<b>0%</b>	<b>\$12,143.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,143.10</b>
San Jacinto - Hemet	91.30%	1241	101	7	\$7,648.00	108	14	14				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.78%	973	73	7	\$3,711.00	80	14	14				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.54%</b>	<b>2214</b>	<b>174</b>	<b>14</b>	<b>\$11,359.00</b>	<b>188</b>	<b>28</b>	<b>28</b>	<b>15%</b>	<b>0%</b>	<b>\$17,420.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$17,420.75</b>
Desert - Palm Springs & DHS	91.31%	875	73	3	\$5,790.00	76	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.06%	1007	76	4	\$3,702.00	80	0	0				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.71%</b>	<b>1882</b>	<b>149</b>	<b>7</b>	<b>\$9,492.00</b>	<b>156</b>	<b>0</b>	<b>0</b>	<b>15%</b>	<b>0%</b>	<b>\$11,740.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,740.20</b>
Palo Verde - Palo Verde	98.36%	122	1	1	\$20.00	2	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.36%</b>	<b>122</b>	<b>1</b>	<b>1</b>	<b>\$20.00</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$800.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$800.00</b>
Pass - Pass	91.85%	932	70	6	\$4,039.00	76	12	11				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>91.85%</b>	<b>932</b>	<b>70</b>	<b>6</b>	<b>\$4,039.00</b>	<b>76</b>	<b>12</b>	<b>11</b>	<b>15%</b>	<b>0%</b>	<b>\$6,255.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$6,255.15</b>
Mountain Plateau - Mountain	97.06%	102	3	0	\$340.00	3	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>97.06%</b>	<b>102</b>	<b>3</b>	<b>0</b>	<b>\$340.00</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	<b>91.70%</b>	<b>15497</b>	<b>1242</b>	<b>44</b>	<b>\$68,465.00</b>	<b>1286</b>	<b>565</b>	<b>523</b>	<b>0%</b>	<b>0%</b>	<b>\$81,150.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$81,149.65</b>

# OCTOBER 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	Total Fee Assessment
Northwest - Riverside City	91.42%	2598	218	\$9,405.00	5	\$3,112.00	223	70	64		0	\$0.00	0	\$0.00
Northwest - Norco & Uninc. North	90.87%	1161	102	\$4,466.00	4	\$2,312.00	106	45	35		0	\$0.00	0	\$0.00
Northwest - Corona & Uninc. South	90.66%	1146	101	\$6,343.00	6	\$3,024.00	107	69	55		0	\$0.00	0	\$0.00
Northwest Total	91.11%	4905	421	\$20,214.00	15	\$8,448.00	436	184	154	0%	0	\$0.00	0	\$24,362.70
Southwest - Temecula & Murrieta	90.10%	1131	110	\$5,602.00	2	\$1,008.00	112	57	53		0	\$0.00	0	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	91.79%	1960	159	\$6,824.00	2	\$1,800.00	161	89	80		0	\$0.00	0	\$0.00
Southwest Total	91.17%	3091	269	\$12,426.00	4	\$2,808.00	273	146	133	0%	0	\$0.00	0	\$12,948.90
Central - Moreno Valley	93.59%	1387	83	\$4,687.00	6	\$3,616.00	89	60	60		0	\$0.00	0	\$0.00
Central - Perris & Uninc.	90.92%	892	80	\$4,424.00	1	\$504.00	81	54	52		0	\$0.00	0	\$0.00
Central Total	92.54%	2279	163	\$9,111.00	7	\$4,120.00	170	114	112	35%	0	\$0.00	0	\$9,600.15
San Jacinto - Hemet	91.31%	1232	98	\$7,819.00	9	\$5,032.00	107	28	24		0	\$0.00	0	\$0.00
San Jacinto - San Jacinto & Uninc.	93.31%	927	60	\$4,761.00	2	\$1,304.00	62	16	16		0	\$0.00	0	\$0.00
San Jacinto Total	92.17%	2159	158	\$12,580.00	11	\$6,336.00	169	42	40	35%	0	\$0.00	0	\$12,295.40
Desert - Palm Springs & DHS	92.41%	975	73	\$4,376.00	1	\$504.00	74	5	0		0	\$0.00	0	\$0.00
Desert - La Quinta, Coachella & Uninc.	92.20%	1116	86	\$6,653.00	1	\$504.00	87	4	0		0	\$0.00	0	\$0.00
Desert Total	92.30%	2091	159	\$11,029.00	2	\$1,008.00	161	9	0	35%	0	\$0.00	0	\$7,824.05
Palo Verde - Palo Verde	98.57%	140	1	\$20.00	1	\$504.00	2	0	0		0	\$0.00	0	\$0.00
Palo Verde Total	98.57%	140	1	\$20.00	1	\$504.00	2	0	0	100%	0	\$0.00	0	\$504.00
Pass - Pass	91.52%	825	67	\$4,197.00	3	\$1,512.00	70	9	9		0	\$0.00	0	\$0.00
Pass Total	91.52%	825	67	\$4,197.00	3	\$1,512.00	70	9	9	15%	0	\$0.00	0	\$4,852.65
Mountain Plateau - Mountain	96.49%	114	4	\$515.00	0	\$0.00	4	0	0		0	\$0.00	0	\$0.00
Mountain Plateau Total	96.49%	114	4	\$515.00	0	\$0.00	4	0	0	100%	0	\$0.00	0	\$0.00
CountyWide Total	91.76%	15604	1242	\$70,092.00	43	\$24,736.00	1285	504	448	0%	0	\$0.00	0	\$71,387.65

# NOVEMBER 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.49%	2433	199	8	\$6,520.00	207	81	69				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	91.63%	1147	95	1	\$504.00	96	49	41				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.08%	1099	90	8	\$5,512.00	98	53	41				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.43%</b>	<b>4679</b>	<b>384</b>	<b>17</b>	<b>\$12,536.00</b>	<b>401</b>	<b>183</b>	<b>151</b>	<b>15%</b>	<b>0%</b>	<b>\$25,740.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$25,740.55</b>
Southwest - Temecula & Murrieta	91.09%	1145	101	1	\$504.00	102	51	44				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.75%	1927	158	1	\$504.00	159	63	59				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.50%</b>	<b>3072</b>	<b>259</b>	<b>2</b>	<b>\$1,008.00</b>	<b>261</b>	<b>114</b>	<b>103</b>	<b>15%</b>	<b>0%</b>	<b>\$11,786.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,786.10</b>
Central - Moreno Valley	93.27%	1263	84	1	\$504.00	85	41	40				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	92.03%	765	57	4	\$2,312.00	61	28	24				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>92.80%</b>	<b>2028</b>	<b>141</b>	<b>5</b>	<b>\$2,816.00</b>	<b>146</b>	<b>69</b>	<b>64</b>	<b>35%</b>	<b>0%</b>	<b>\$7,498.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,498.40</b>
San Jacinto - Hemet	92.59%	1228	88	3	\$1,512.00	91	25	25				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.58%	938	77	2	\$1,008.00	79	23	20				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>92.15%</b>	<b>2166</b>	<b>165</b>	<b>5</b>	<b>\$2,520.00</b>	<b>170</b>	<b>48</b>	<b>45</b>	<b>35%</b>	<b>0%</b>	<b>\$8,335.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$8,335.60</b>
Desert - Palm Springs & DHS	91.32%	979	85	0	\$0.00	85	2	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.73%	1100	88	3	\$1,512.00	91	2	1				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.53%</b>	<b>2079</b>	<b>173</b>	<b>3</b>	<b>\$1,512.00</b>	<b>176</b>	<b>4</b>	<b>1</b>	<b>15%</b>	<b>0%</b>	<b>\$10,638.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,638.60</b>
Palo Verde - Palo Verde	96.30%	135	2	3	\$2,600.00	5	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>96.30%</b>	<b>135</b>	<b>2</b>	<b>3</b>	<b>\$2,600.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$2,600.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,600.00</b>
Pass - Pass	92.29%	856	62	4	\$2,312.00	66	5	3				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.29%</b>	<b>856</b>	<b>62</b>	<b>4</b>	<b>\$2,312.00</b>	<b>66</b>	<b>5</b>	<b>3</b>	<b>35%</b>	<b>0%</b>	<b>\$3,647.80</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,647.80</b>
Mountain Plateau - Mountain	97.12%	104	3	0	\$0.00	3	3	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>97.12%</b>	<b>104</b>	<b>3</b>	<b>0</b>	<b>\$0.00</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	<b>91.88%</b>	<b>15119</b>	<b>1189</b>	<b>39</b>	<b>\$25,304.00</b>	<b>1228</b>	<b>426</b>	<b>367</b>	<b>0%</b>	<b>0%</b>	<b>\$70,248.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$70,247.05</b>

# DECEMBER 2016 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.94%	2627	232	\$9,458.00	6	\$3,816.00	238	90	82				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.13%	1266	122	\$5,820.00	3	\$1,808.00	125	91	82				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.37%	1205	109	\$6,994.00	7	\$3,824.00	116	100	86				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>90.60%</b>	<b>5098</b>	<b>463</b>	<b>\$22,272.00</b>	<b>16</b>	<b>\$9,448.00</b>	<b>479</b>	<b>281</b>	<b>250</b>	<b>0%</b>	<b>0%</b>	<b>\$31,720.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$31,720.00</b>
Southwest - Temecula & Murrieta	90.12%	1285	127	\$4,649.00	0	\$0.00	127	91	87				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	90.85%	1979	176	\$8,223.00	5	\$2,816.00	181	97	92				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>90.56%</b>	<b>3264</b>	<b>303</b>	<b>\$12,872.00</b>	<b>5</b>	<b>\$2,816.00</b>	<b>308</b>	<b>188</b>	<b>179</b>	<b>0%</b>	<b>0%</b>	<b>\$15,688.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$15,688.00</b>
Central - Moreno Valley	92.08%	1377	106	\$6,584.00	3	\$2,008.00	109	64	61				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.81%	638	73	\$4,372.00	4	\$2,312.00	77	37	35				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.60%</b>	<b>2215</b>	<b>179</b>	<b>\$10,956.00</b>	<b>7</b>	<b>\$4,320.00</b>	<b>186</b>	<b>101</b>	<b>96</b>	<b>15%</b>	<b>0%</b>	<b>\$12,984.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,984.60</b>
San Jacinto - Hemet	92.30%	1260	90	\$5,853.00	7	\$3,528.00	97	36	34				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	90.33%	1034	96	\$5,856.00	4	\$2,312.00	100	31	26				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.41%</b>	<b>2294</b>	<b>186</b>	<b>\$11,709.00</b>	<b>11</b>	<b>\$5,840.00</b>	<b>197</b>	<b>67</b>	<b>60</b>	<b>15%</b>	<b>0%</b>	<b>\$14,916.65</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,916.65</b>
Desert - Palm Springs & DHS	90.74%	1004	91	\$5,418.00	2	\$1,008.00	93	1	1				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.26%	1179	101	\$5,985.00	2	\$1,304.00	103	1	1				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.02%</b>	<b>2183</b>	<b>192</b>	<b>\$11,403.00</b>	<b>4</b>	<b>\$2,312.00</b>	<b>196</b>	<b>2</b>	<b>2</b>	<b>15%</b>	<b>0%</b>	<b>\$11,657.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,657.75</b>
Palo Verde - Palo Verde	97.55%	163	3	\$30.00	1	\$504.00	4	1	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>97.55%</b>	<b>163</b>	<b>3</b>	<b>\$30.00</b>	<b>1</b>	<b>\$504.00</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$504.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$504.00</b>
Pass - Pass	90.29%	968	88	\$6,097.00	6	\$3,520.00	94	12	11				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>90.29%</b>	<b>968</b>	<b>88</b>	<b>\$6,097.00</b>	<b>6</b>	<b>\$3,520.00</b>	<b>94</b>	<b>12</b>	<b>11</b>	<b>0%</b>	<b>0%</b>	<b>\$9,617.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,617.00</b>
Mountain Plateau - Mountain	98.40%	125	2	\$240.00	0	\$0.00	2	2	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>98.40%</b>	<b>125</b>	<b>2</b>	<b>\$240.00</b>	<b>0</b>	<b>\$0.00</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	<b>91.01%</b>	<b>16310</b>	<b>1416</b>	<b>\$75,579.00</b>	<b>50</b>	<b>\$28,760.00</b>	<b>1466</b>	<b>654</b>	<b>598</b>	<b>0%</b>	<b>0%</b>	<b>\$97,088.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$97,088.00</b>

# JANUARY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Delay Exemptions	Cred	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.15%	2661	204	5	\$3,016.00	209	144	131				0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	90.81%	1284	116	2	\$1,008.00	118	96	86				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	90.83%	1102	96	5	\$2,816.00	101	89	84				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	91.52%	5047	416	12	\$6,640.00	428	329	301	15%	0%	\$4,120.00	0	\$0.00	0	\$0.00	\$26,271.05
Southwest - Temecula & Murrieta	91.01%	1224	108	2	\$1,008.00	110	83	76				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, WRL, CL & Uninc.	91.64%	2070	171	2	\$1,008.00	173	126	114				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	91.41%	3294	279	4	\$2,016.00	283	209	189	15%	0%	\$12,201.75	0	\$0.00	0	\$0.00	\$12,201.75
Central - Moreno Valley	92.96%	1377	93	4	\$2,312.00	97	78	77				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	90.16%	874	79	7	\$4,024.00	86	66	61				0	\$0.00	0	\$0.00	\$0.00
Central Total	91.87%	2251	172	11	\$6,336.00	183	144	138	15%	0%	\$13,835.45	0	\$0.00	0	\$0.00	\$13,835.45
San Jacinto - Hemet	92.81%	1293	90	3	\$2,000.00	93	36	35				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	90.97%	930	77	7	\$4,120.00	84	16	15				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	92.64%	2223	167	10	\$6,120.00	177	52	50	35%	0%	\$11,500.00	0	\$0.00	0	\$0.00	\$11,500.00
Desert - Palm Springs & DHS	90.63%	1078	96	5	\$2,520.00	101	9	0				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	92.36%	1191	87	4	\$2,016.00	91	5	1				0	\$0.00	0	\$0.00	\$0.00
Desert Total	91.54%	2269	183	9	\$4,536.00	192	14	1	15%	0%	\$11,911.90	0	\$0.00	0	\$0.00	\$11,911.90
Palo Verde - Palo Verde	97.20%	143	1	3	\$2,008.00	4	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	97.20%	143	1	3	\$2,008.00	4	0	0	100%	0%	\$2,008.00	0	\$0.00	0	\$0.00	\$2,008.00
Pass - Pass	92.95%	914	61	4	\$2,312.00	66	19	15				0	\$0.00	0	\$0.00	\$0.00
Pass Total	92.89%	914	61	4	\$2,312.00	66	19	15	35%	0%	\$4,064.00	0	\$0.00	0	\$0.00	\$4,064.00
Mountain Plateau - Mountain	93.44%	122	0	1	\$504.00	8	2	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	93.32%	122	0	1	\$504.00	8	2	0	35%	0%	\$564.85	0	\$0.00	0	\$0.00	\$564.85
CountyWide Total	91.75%	16263	1287	54	\$30,680.00	1340	769	694	0%	0%	\$82,261.00	0	\$0.00	0	\$0.00	\$82,261.00
<b>TOTAL</b>																<b>\$82,261.00</b>

# FEBRUARY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.66%	2380	190	8	\$8,727.00	\$5,416.00	198	142				0	\$0.00	0	\$0.00	
Northwest - Morco & Uninc. North	92.13%	1093	85	1	\$5,751.00	\$504.00	86	106				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.25%	1063	87	6	\$5,777.00	\$4,312.00	93	65				0	\$0.00	0	\$0.00	
Northwest Total	91.69%	4536	362	15	\$30,256.00	\$10,232.00	377	313	15%		\$25,913.20	0	\$0.00	0	\$0.00	\$25,913.20
Southwest - Temecula & Murrieta	91.26%	1167	100	2	\$4,751.00	\$1,304.00	102	81				0	\$0.00	0	\$0.00	
Southwest - LE, Meml, Wild, CL & Uninc.	92.23%	1814	138	3	\$5,617.00	\$2,402.00	141	145				0	\$0.00	0	\$0.00	
Southwest Total	91.85%	2981	238	5	\$10,368.00	\$3,704.00	243	226	15%		\$11,011.20	0	\$0.00	0	\$0.00	\$11,011.20
Central - Moreno Valley	92.52%	1217	90	1	\$4,987.00	\$504.00	91	59				0	\$0.00	0	\$0.00	
Central - Ferris & Uninc.	93.12%	741	51	0	\$3,925.00	\$0.00	51	35				0	\$0.00	0	\$0.00	
Central Total	92.75%	1958	141	1	\$8,912.00	\$504.00	142	94	35%		\$5,122.40	0	\$0.00	0	\$0.00	\$5,122.40
San Jacinto - Hemet	93.28%	1161	75	3	\$5,511.00	\$1,512.00	78	36				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	93.30%	911	57	4	\$3,651.00	\$2,312.00	61	22				0	\$0.00	0	\$0.00	
San Jacinto Total	93.29%	2072	132	7	\$9,162.00	\$3,824.00	139	58	50%		\$5,493.00	0	\$0.00	0	\$0.00	\$5,493.00
Desert - Palm Springs & DHS	92.36%	929	68	3	\$3,211.00	\$2,008.00	71	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.50%	1106	92	2	\$5,467.00	\$1,304.00	94	2				0	\$0.00	0	\$0.00	
Desert Total	91.89%	2035	160	5	\$8,678.00	\$3,312.00	165	2	15%		\$10,191.50	0	\$0.00	0	\$0.00	\$10,191.50
Palo Verde - Palo Verde	97.84%	139	2	1	\$75.00	\$2,400.00	3	0				0	\$0.00	0	\$0.00	
Palo Verde Total	97.84%	139	2	1	\$75.00	\$2,400.00	3	0	100%		\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	92.10%	810	60	4	\$2,984.00	\$3,104.00	64	15				0	\$0.00	0	\$0.00	
Pass Total	92.10%	810	60	4	\$2,984.00	\$3,104.00	64	15	35%		\$3,957.20	0	\$0.00	0	\$0.00	\$3,957.20
Mountain Plateau - Mountain	94.85%	97	3	2	\$275.00	\$1,008.00	5	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	94.85%	97	3	2	\$275.00	\$1,008.00	5	0	75%		\$301.75	0	\$0.00	0	\$0.00	\$301.75
CountyWide Total	92.22%	14628	1098	40	\$60,709.00	\$28,068.00	1138	752	0%		\$67,358.00	0	\$0.00	0	\$0.00	\$67,358.00

# MARCH 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	E.S. Unit on 911 Call Count	E.S. Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.59%	2750	197	7	\$4,120.00	204	176	166		0%	\$26,716.35	0	\$0.00	0	\$0.00	\$26,716.35
Northwest - Morro & Uninc. North	91.89%	1221	96	3	\$2,008.00	99	134	124		0%		0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.77%	1246	106	9	\$5,424.00	115	120	106		0%		0	\$0.00	0	\$0.00	
Northwest Total	91.90%	5220	399	19	\$11,552.00	418	430	396	15%	0%	\$26,716.35	0	\$0.00	0	\$0.00	\$26,716.35
Southwest - Temecula & Murrieta	92.65%	1293	92	3	\$1,512.00	95	87	84		0%		0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CI & Uninc.	92.64%	2187	155	6	\$3,520.00	161	152	148		0%		0	\$0.00	0	\$0.00	
Southwest Total	92.64%	3480	247	9	\$5,032.00	256	239	232	35%	0%	\$11,087.71	0	\$0.00	0	\$0.00	\$11,087.71
Central - Moreno Valley	92.50%	1413	101	5	\$3,016.00	106	115	114		0%		0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	92.16%	882	66	3	\$2,008.00	69	82	78		0%		0	\$0.00	0	\$0.00	
Central Total	92.37%	2295	167	8	\$5,024.00	175	197	192	32%	0%	\$19,398.00	0	\$0.00	0	\$0.00	\$19,398.00
San Jacinto - Hemet	92.40%	1282	80	5	\$2,520.00	91	53	51		0%		0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.59%	970	70	2	\$1,008.00	72	51	48		0%		0	\$0.00	0	\$0.00	
San Jacinto Total	92.76%	2252	156	7	\$3,528.00	163	104	99	35%	0%	\$9,472.00	0	\$0.00	0	\$0.00	\$9,472.00
Desert - Palm Springs & DHS	91.02%	1158	98	6	\$4,920.00	104	4	3		0%		0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.12%	1239	104	6	\$3,024.00	110	3	1		0%		0	\$0.00	0	\$0.00	
Desert Total	91.07%	2397	202	12	\$7,944.00	214	7	4	15%	0%	\$10,645.20	0	\$0.00	0	\$0.00	\$10,645.20
Palo Verde - Palo Verde	100.00%	160	0	0	\$0.00	0	0	0		0%		0	\$0.00	0	\$0.00	
Palo Verde Total	100.00%	160	0	0	\$0.00	0	0	0	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pas - Pas	92.16%	906	64	7	\$3,824.00	71	40	38		0%		0	\$0.00	0	\$0.00	
Pas Total	92.16%	906	64	7	\$3,824.00	71	40	39	35%	0%	\$4,116.35	0	\$0.00	0	\$0.00	\$4,116.35
Mountain Plateau - Mountain	91.82%	110	8	1	\$504.00	9	1	1		0%		0	\$0.00	0	\$0.00	
Mountain Plateau Total	91.82%	110	8	1	\$504.00	9	1	1	15%	0%	\$1,033.69	0	\$0.00	0	\$0.00	\$1,033.69
Countywide Total	92.24%	18820	1243	63	\$37,408.00	1306	1018	963	0%	0%	\$82,775.00	0	\$0.00	0	\$0.00	\$82,775.00
<b>TOTAL</b>																<b>\$82,775.30</b>

# APRIL 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.51%	2522	210	\$9,562.00	4	\$2,016.00	214	174	170	0	\$0.00	0	\$0.00	\$0.00	\$21,978.00
Northwest - Norco & Uninc. North	91.04%	1183	105	\$4,706.00	1	\$504.00	106	118	111	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Northwest - Corona & Uninc. South	92.29%	1180	85	\$5,740.00	6	\$3,320.00	91	83	79	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Northwest Total	91.59%	4885	400	\$20,008.00	11	\$2,840.00	411	375	360	15%	\$21,170.80	0	\$0.00	\$0.00	\$21,978.00
Southwest - Temecula & Mirreña	92.31%	1156	87	\$3,730.00	2	\$1,304.00	89	103	99	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Southwest - I.E. Menif, Wild, CL & Uninc.	92.94%	1983	139	\$5,800.00	1	\$504.00	140	122	115	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Southwest Total	92.71%	3141	226	\$9,530.00	3	\$1,808.00	223	222	214	35%	\$7,308.70	0	\$0.00	\$0.00	\$7,308.70
Central - Moreno Valley	92.13%	1448	111	\$6,077.00	3	\$1,512.00	114	97	96	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Central - Perris & Uninc.	91.51%	930	77	\$4,867.00	2	\$1,304.00	79	72	72	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Central Total	91.83%	2378	188	\$11,944.00	5	\$2,816.00	193	169	168	15%	\$11,696.00	0	\$0.00	\$0.00	\$11,696.00
San Jacinto - Hemet	93.11%	1307	88	\$7,038.00	2	\$1,008.00	90	85	85	0	\$0.00	0	\$0.00	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	93.13%	960	63	\$3,458.00	3	\$1,512.00	66	46	45	0	\$0.00	0	\$0.00	\$0.00	\$0.00
San Jacinto Total	93.12%	2267	151	\$10,496.00	5	\$2,520.00	156	111	110	50%	\$6,596.00	0	\$0.00	\$0.00	\$6,596.00
Desert - Palm Springs & DHS	92.21%	1027	73	\$4,533.00	7	\$4,120.00	80	0	0	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.01%	1123	99	\$6,427.00	2	\$1,304.00	101	3	1	15%	\$13,976.40	0	\$0.00	\$0.00	\$13,976.40
Desert Total	91.58%	2150	172	\$10,960.00	9	\$5,424.00	181	3	1	15%	\$13,976.40	0	\$0.00	\$0.00	\$13,976.40
Palo Verde - Palo Verde	98.13%	160	3	\$848.00	0	\$0.00	3	1	1	100%	\$0.00	0	\$0.00	\$0.00	\$0.00
Palo Verde Total	98.13%	160	3	\$848.00	0	\$0.00	3	1	1	100%	\$0.00	0	\$0.00	\$0.00	\$0.00
Pass - Pass	93.08%	910	58	\$2,936.00	5	\$2,520.00	63	34	31	50%	\$2,728.00	0	\$0.00	\$0.00	\$2,728.00
Pass Total	93.08%	910	58	\$2,936.00	5	\$2,520.00	63	34	31	50%	\$2,728.00	0	\$0.00	\$0.00	\$2,728.00
Mountain Plateau - Mountain	98.99%	99	0	\$0.00	1	\$1,000.00	1	1	0	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Mountain Plateau Total	98.99%	99	0	\$0.00	1	\$1,000.00	1	1	0	100%	\$1,000.00	0	\$0.00	\$0.00	\$1,000.00
CountyWide Total	92.26%	15980	1198	\$65,722.00	39	\$21,928.00	1237	919	895	0%	\$65,199.00	0	\$0.00	\$0.00	\$65,199.00

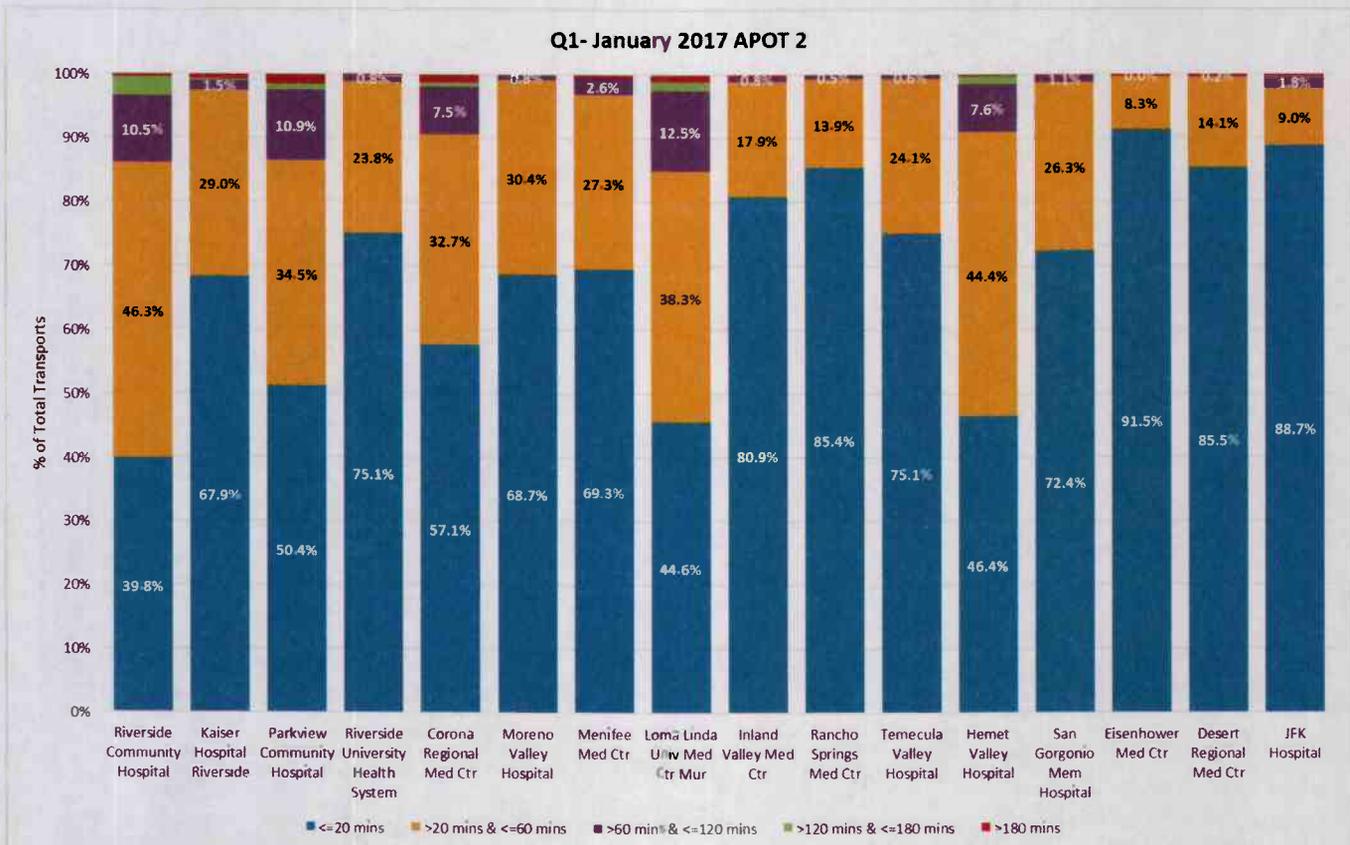
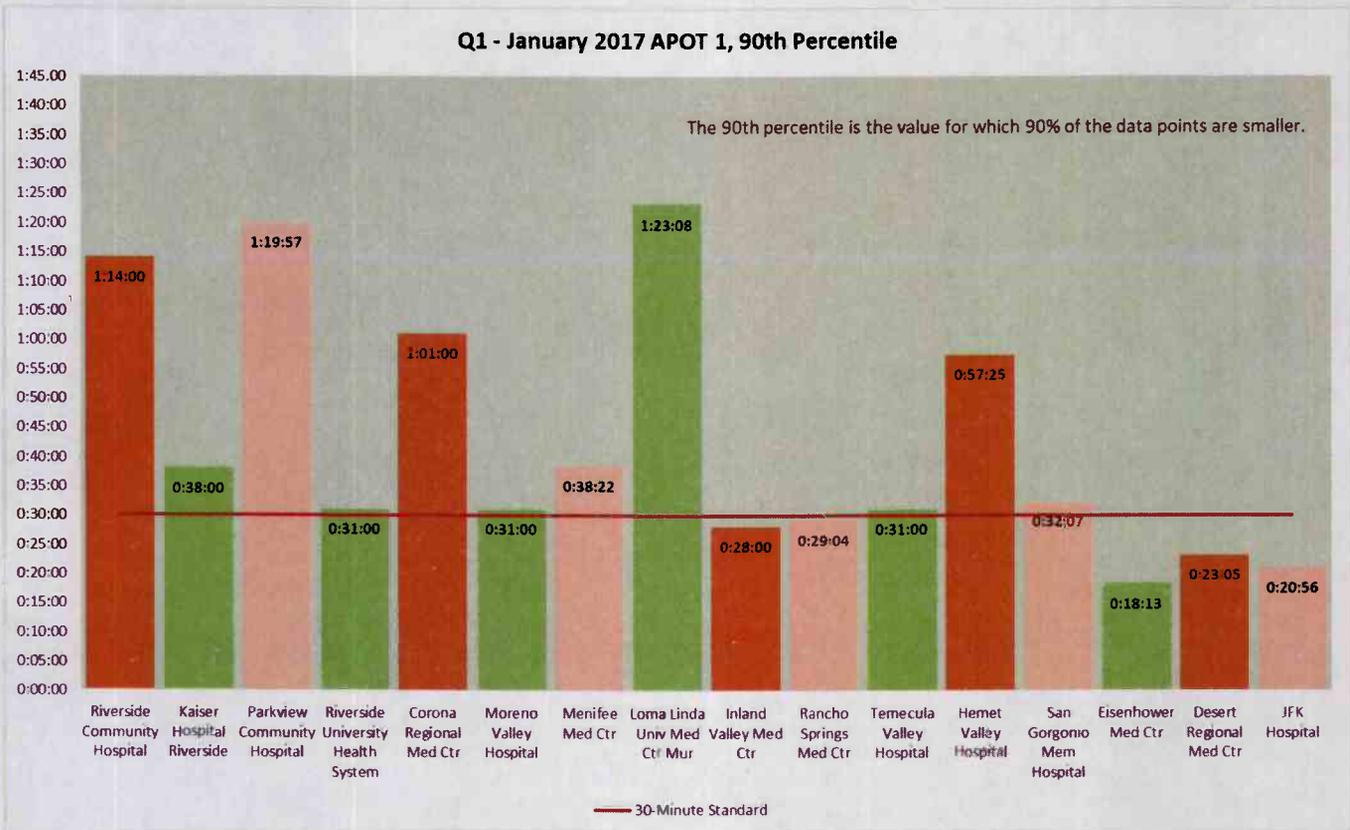
# MAY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit Call Fee	Total Fee Assessment
Northwest - Riverside City	92.25%	2721	203	8	\$9,333.00	211	206	200				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.96%	1206	102	7	\$6,813.00	109	138	128				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.67%	1211	110	3	\$7,584.00	113	112	104				0	\$0.00	0	\$0.00	
Northwest Total	91.57%	5138	415	18	\$37,710.00	433	426	432	15%	0%	\$30,135.00	0	\$0.00	0	\$0.00	\$30,135.00
Southwest - Temecula & Murrieta	90.92%	1211	107	3	\$5,860.00	110	83	78				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	92.24%	2164	168	0	\$7,477.00	168	146	142				0	\$0.00	0	\$0.00	
Southwest Total	91.70%	3375	275	3	\$13,337.00	278	229	220	15%	0%	\$12,621.65	0	\$0.00	0	\$0.00	\$12,621.65
Central - Moreno Valley	92.61%	1381	100	2	\$6,692.00	102	87	85				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.66%	910	81	4	\$5,089.00	85	68	67				0	\$0.00	0	\$0.00	
Central Total	91.64%	2291	181	6	\$11,781.00	187	155	152	15%	0%	\$12,827.35	0	\$0.00	0	\$0.00	\$12,827.35
San Jacinto - Hemet	92.71%	1193	86	1	\$5,406.00	87	41	40				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	93.30%	1000	64	3	\$3,732.00	67	26	25				0	\$0.00	0	\$0.00	
San Jacinto Total	92.99%	2193	150	4	\$9,138.00	154	67	65	35%	0%	\$7,250.10	0	\$0.00	0	\$0.00	\$7,250.10
Desert - Palm Springs & DHS	91.23%	1118	89	9	\$6,715.00	98	2	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.86%	1208	95	3	\$4,712.00	98	3	1				0	\$0.00	0	\$0.00	
Desert Total	91.57%	2326	184	12	\$11,427.00	196	5	3	15%	0%	\$10,264.65	0	\$0.00	0	\$0.00	\$10,264.65
Palo Verde - Palo Verde	98.11%	159	1	2	\$448.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	98.13%	160	1	2	\$448.00	3	0	0	100%	0%	\$1,600.00	0	\$0.00	0	\$0.00	\$1,600.00
Pass - Pass	94.32%	915	52	0	\$2,212.00	52	29	26				0	\$0.00	0	\$0.00	
Pass Total	94.32%	915	52	0	\$2,212.00	52	29	26	75%	0%	\$553.10	0	\$0.00	0	\$0.00	\$553.10
Mountain Plateau - Mountain	94.66%	94	4	1	\$548.00	5	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	94.68%	94	4	1	\$548.00	5	0	0	75%	0%	\$1,300.00	0	\$0.00	0	\$0.00	\$1,300.00
CountyWide Total	92.07%	16491	1262	46	\$72,591.00	1308	941	898	0%	0%	\$62,206.00	0	\$0.00	0	\$0.00	\$62,206.95

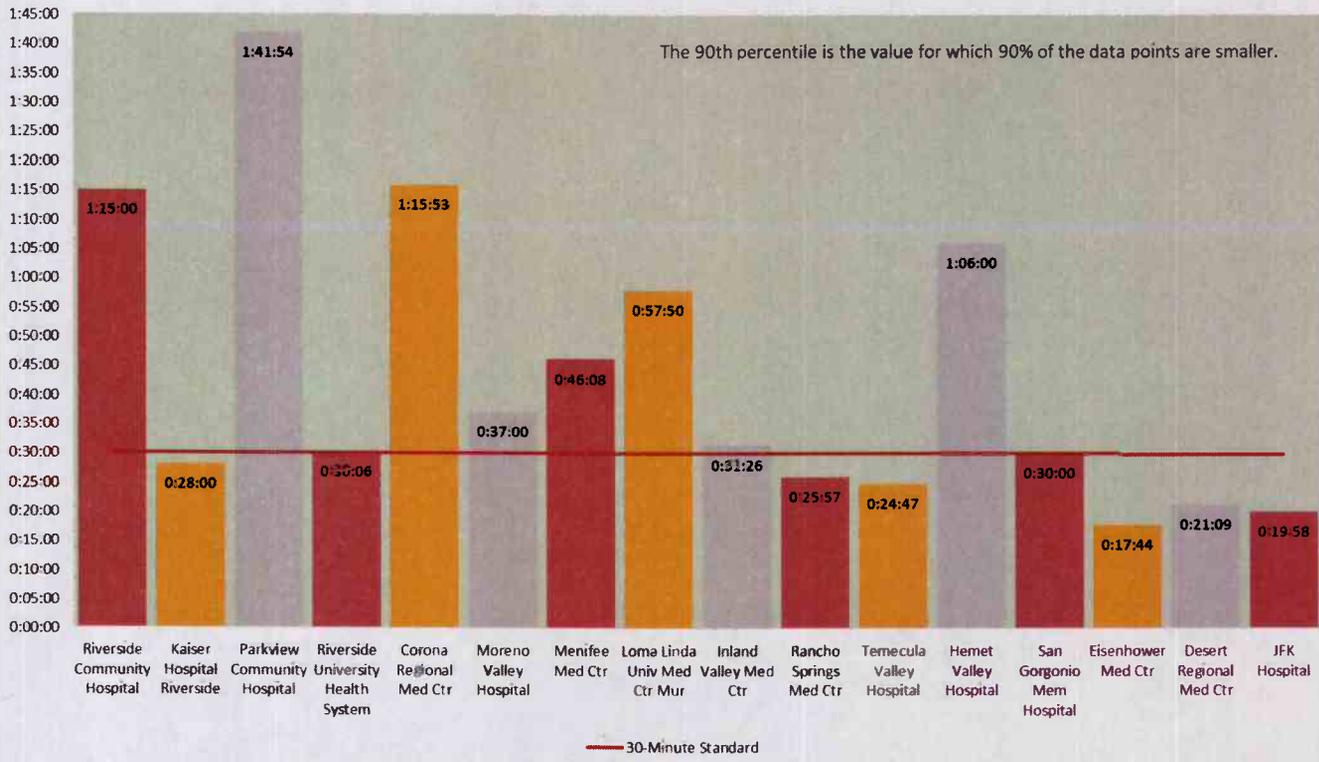
# JUNE 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.95%	2842	233	\$10,743.00	6	\$4,312.00	183	173				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.56%	1165	100	\$4,900.00	10	\$5,928.00	161	154				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.62%	1145	82	\$3,483.00	14	\$8,956.00	94	80				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.02%</b>	<b>5153</b>	<b>415</b>	<b>\$19,126.00</b>	<b>30</b>	<b>\$19,178.00</b>	<b>338</b>	<b>407</b>	<b>15%</b>	<b>0%</b>	<b>\$32,556.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,556.70</b>
Southwest - Temecula & Murrieta	90.63%	1152	104	\$4,672.00	4	\$2,608.00	83	81				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	90.82%	2081	183	\$11,156.00	8	\$4,920.00	119	111				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>90.75%</b>	<b>3233</b>	<b>287</b>	<b>\$15,828.00</b>	<b>12</b>	<b>\$7,528.00</b>	<b>202</b>	<b>192</b>	<b>0%</b>	<b>0%</b>	<b>\$23,586.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$23,586.00</b>
Central - Moreno Valley	91.47%	1419	117	\$7,248.00	4	\$2,016.00	89	87				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.87%	920	82	\$5,726.00	2	\$1,008.00	88	86				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.44%</b>	<b>2339</b>	<b>199</b>	<b>\$12,974.00</b>	<b>6</b>	<b>\$3,024.00</b>	<b>177</b>	<b>173</b>	<b>15%</b>	<b>0%</b>	<b>\$19,598.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,598.20</b>
San Jacinto - Hemet	91.91%	1212	94	\$6,889.00	4	\$2,016.00	57	51				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.00%	1025	77	\$6,085.00	5	\$3,312.00	43	42				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.95%</b>	<b>2237</b>	<b>171</b>	<b>\$12,974.00</b>	<b>9</b>	<b>\$5,328.00</b>	<b>100</b>	<b>93</b>	<b>15%</b>	<b>0%</b>	<b>\$19,530.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,530.20</b>
Desert - Palm Springs & DHS	93.42%	1003	64	\$3,532.00	2	\$1,008.00	3	3				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.43%	1136	78	\$4,436.00	8	\$5,216.00	11	10				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>92.85%</b>	<b>2139</b>	<b>142</b>	<b>\$7,968.00</b>	<b>10</b>	<b>\$6,234.00</b>	<b>14</b>	<b>13</b>	<b>35%</b>	<b>0%</b>	<b>\$9,224.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,224.00</b>
Palo Verde - Palo Verde	98.33%	149	0	\$0.00	1	\$1,000.00	1	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.33%</b>	<b>149</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$1,000.00</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$1,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,000.00</b>
Pass - Pass	91.17%	906	76	\$4,871.00	4	\$2,016.00	33	30				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>91.17%</b>	<b>906</b>	<b>76</b>	<b>\$4,871.00</b>	<b>4</b>	<b>\$2,016.00</b>	<b>33</b>	<b>30</b>	<b>15%</b>	<b>0%</b>	<b>\$5,853.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,853.00</b>
Mountain Plateau - Mountain	96.72%	122	4	\$140.00	0	\$0.00	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>96.72%</b>	<b>122</b>	<b>4</b>	<b>\$140.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$140.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	<b>91.50%</b>	<b>16078</b>	<b>1294</b>	<b>\$73,861.00</b>	<b>72</b>	<b>\$44,296.00</b>	<b>964</b>	<b>908</b>	<b>0%</b>	<b>0%</b>	<b>\$101,130.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$101,129.45</b>

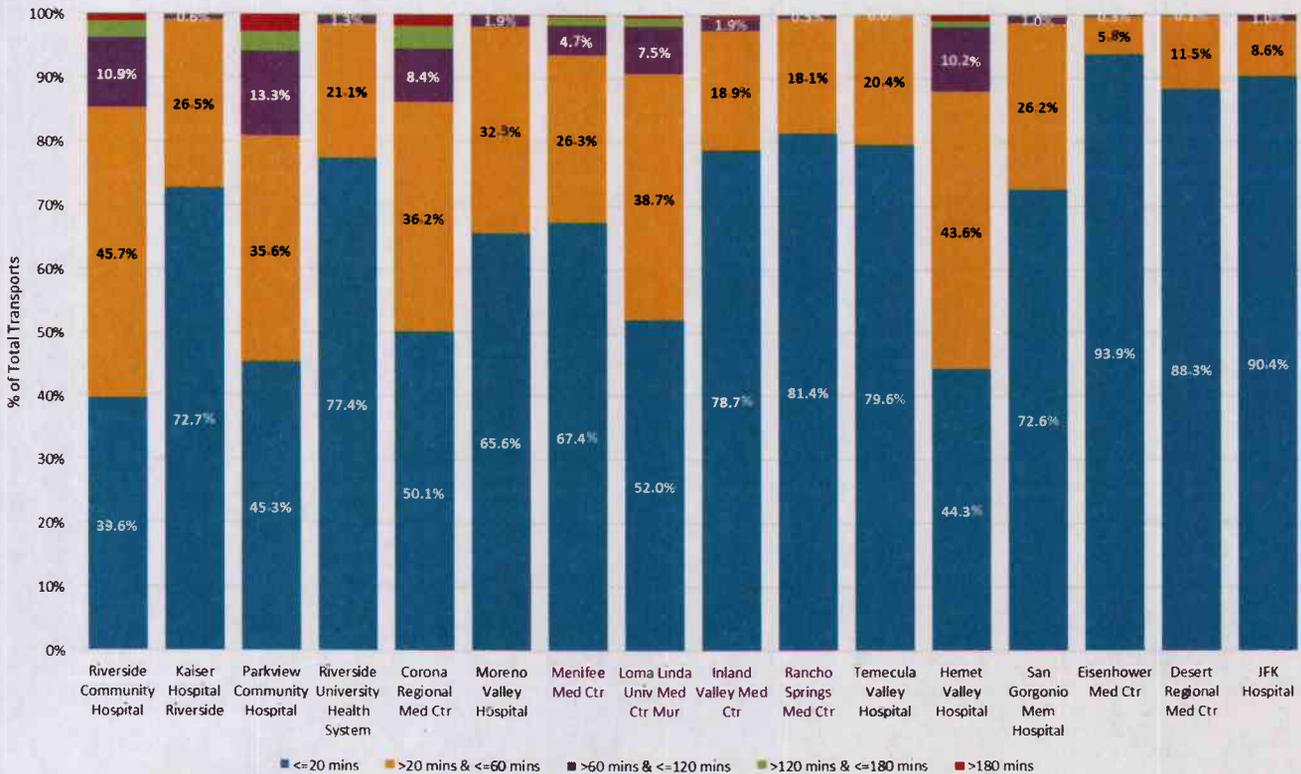
# AMBULANCE PATIENT OFFLOAD TIMES (APOT 1 & 2)



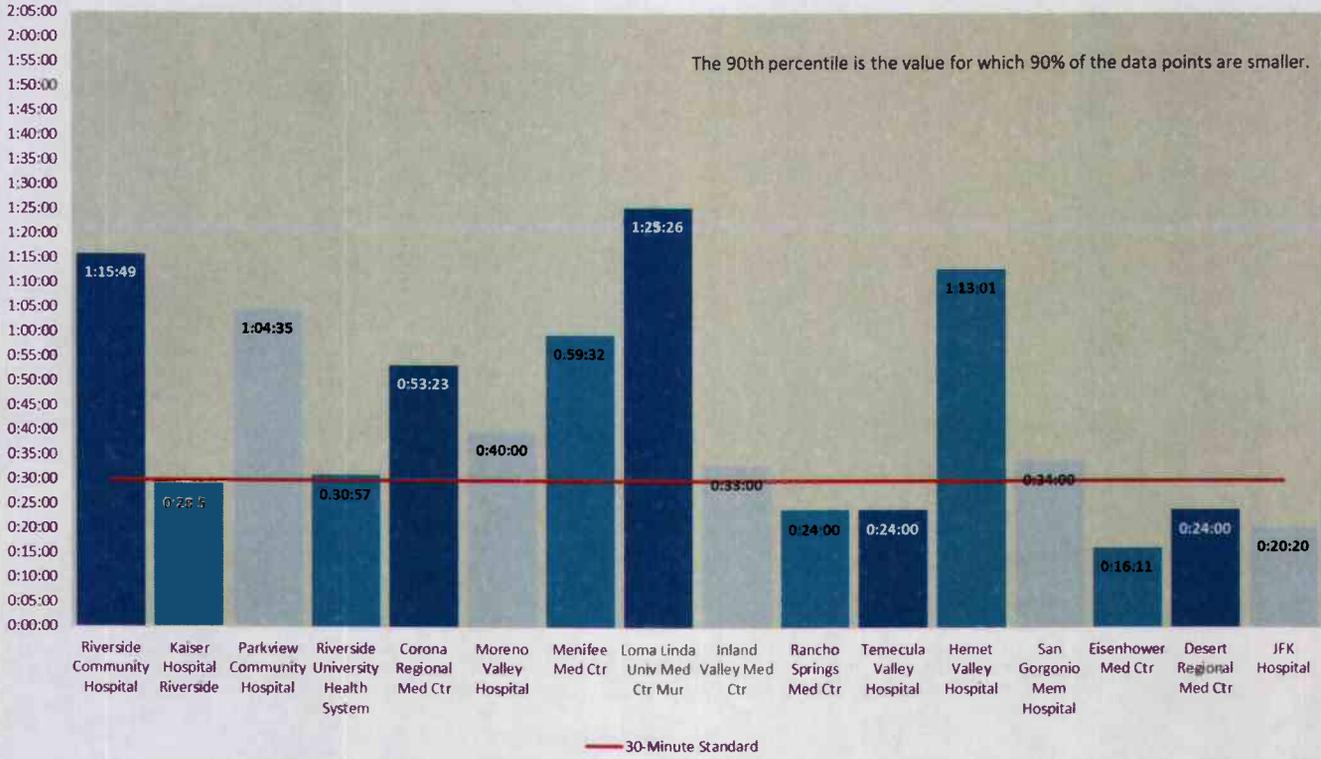
### Q1 - February 2017 APOT 1, 90th Percentile



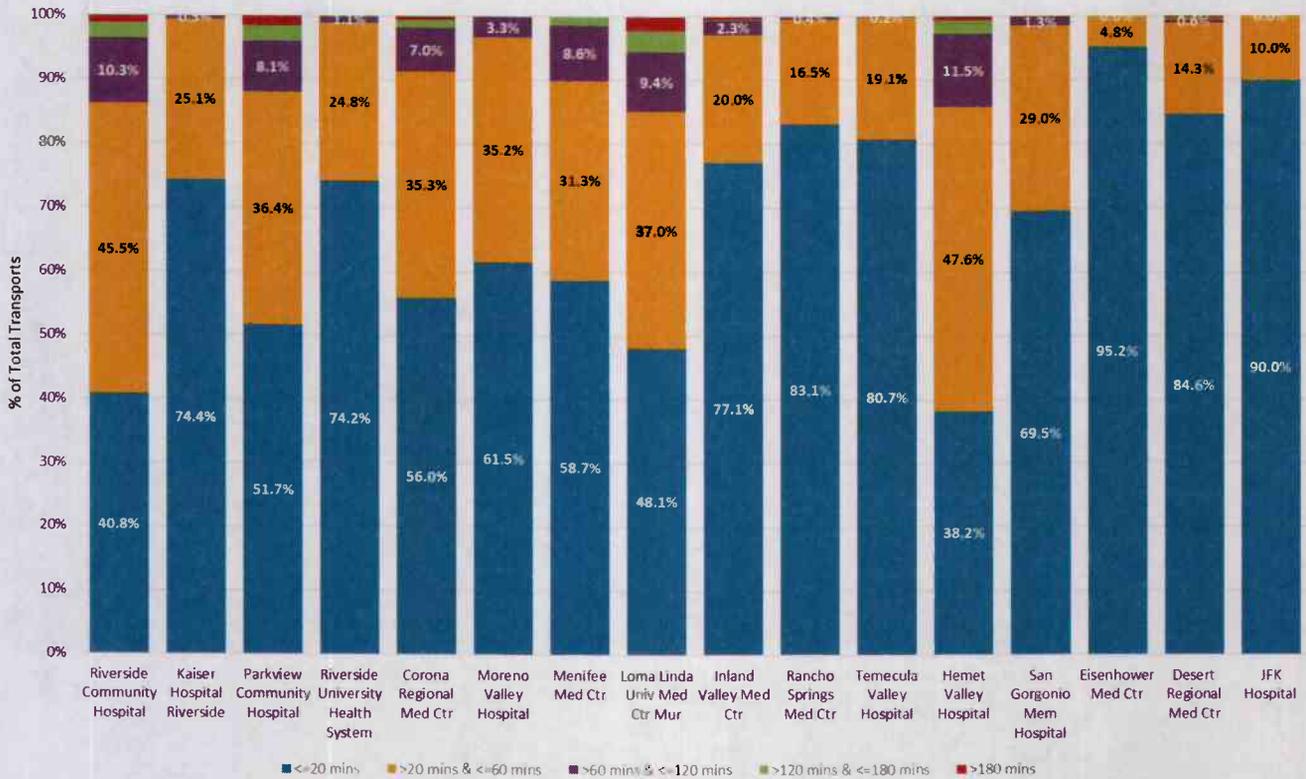
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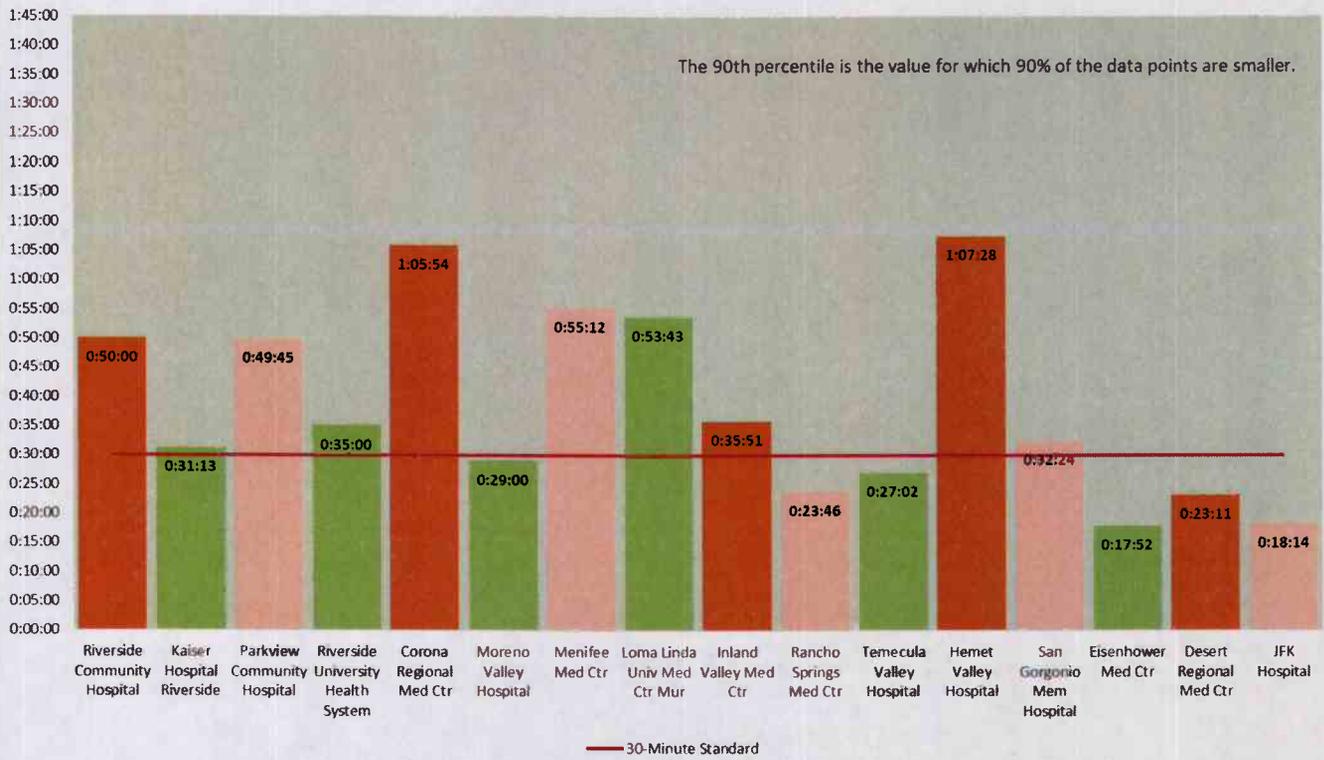
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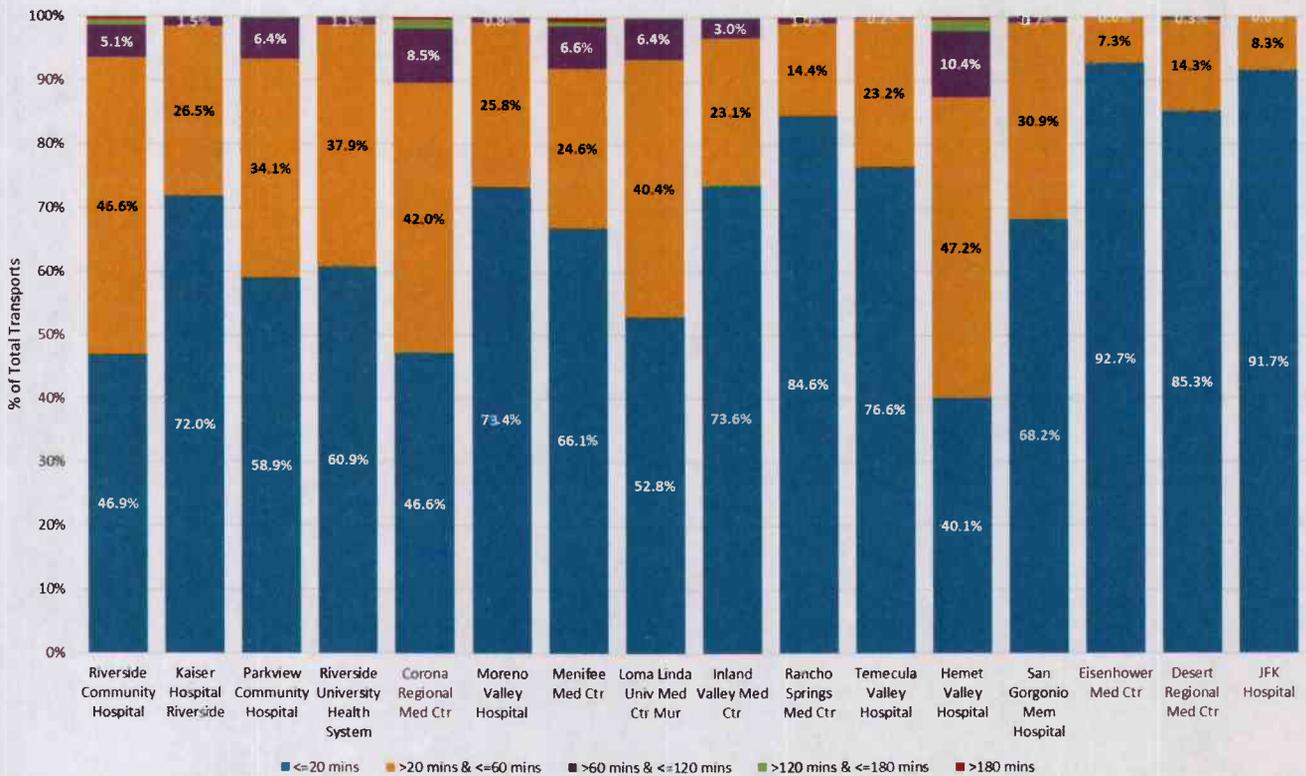
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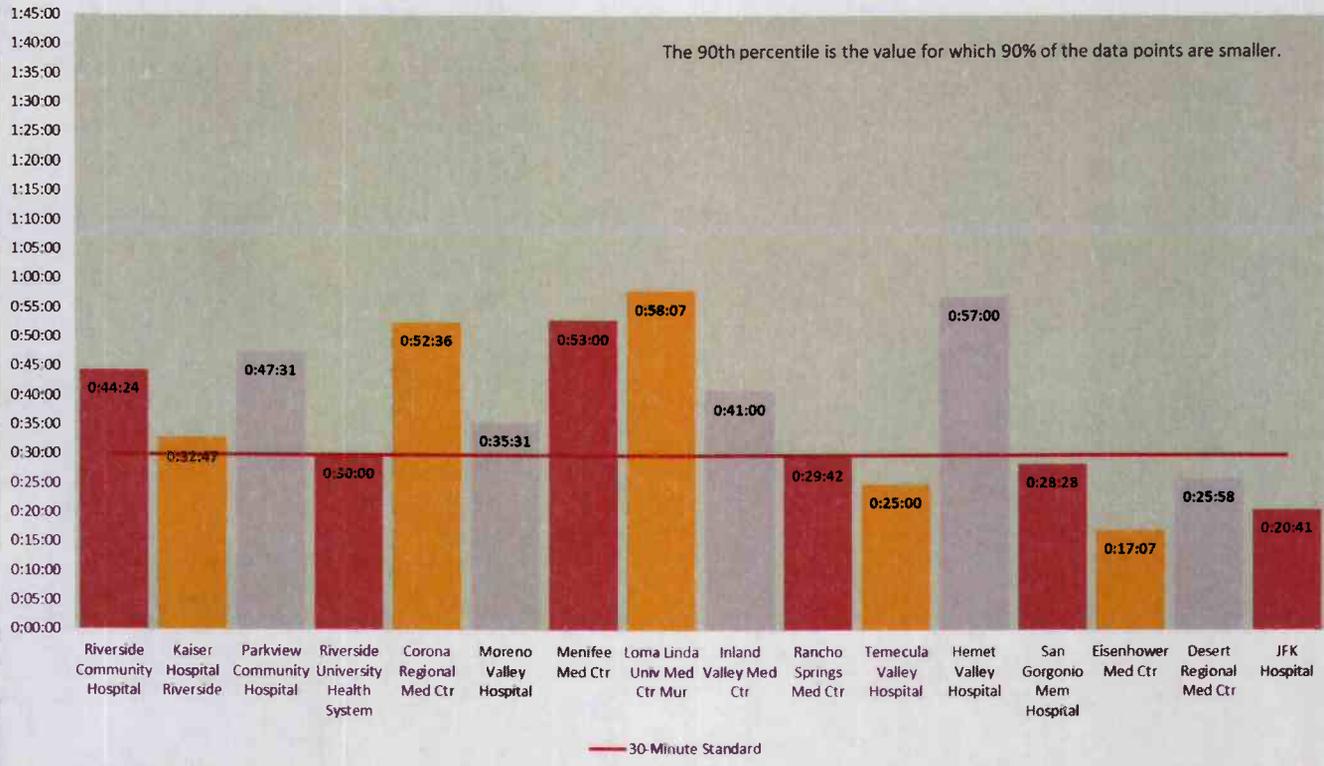
**Q2 - April 2017 APOT 1, 90th Percentile**



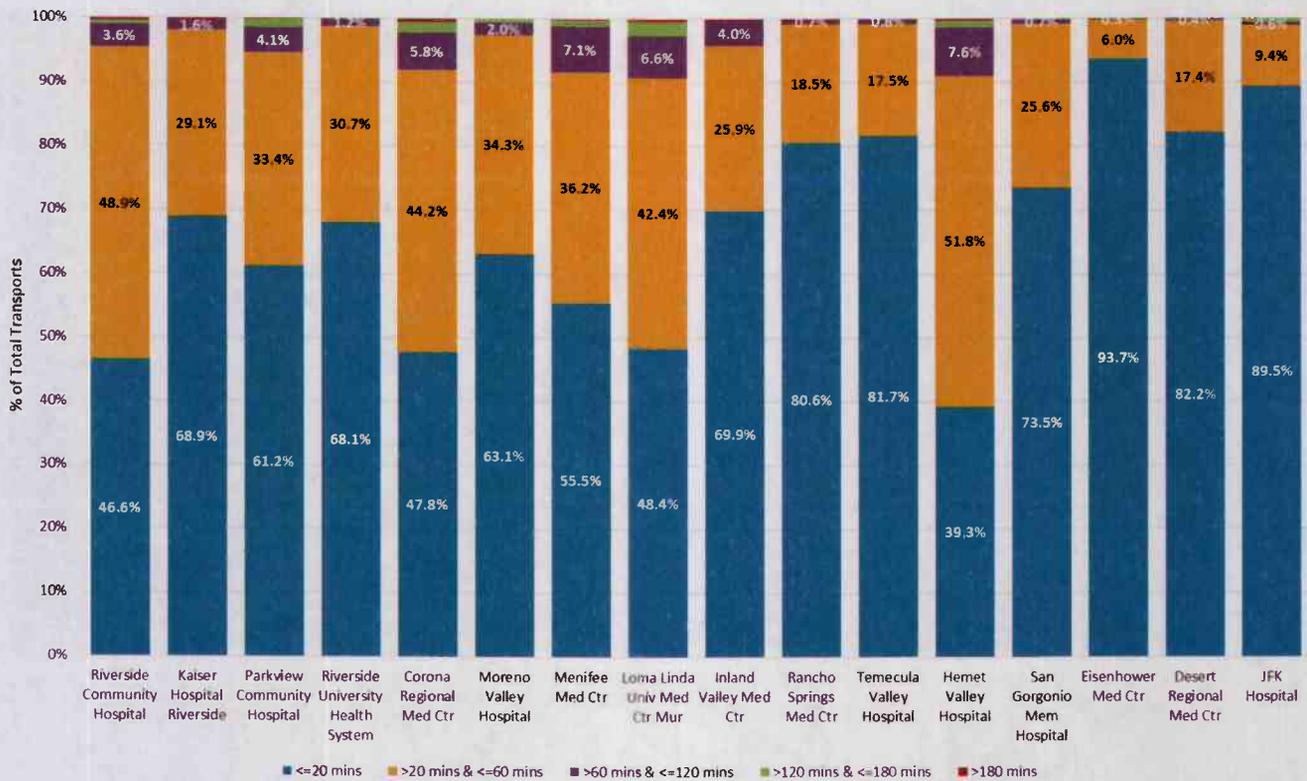
**Q2 - April 2017 APOT 2**



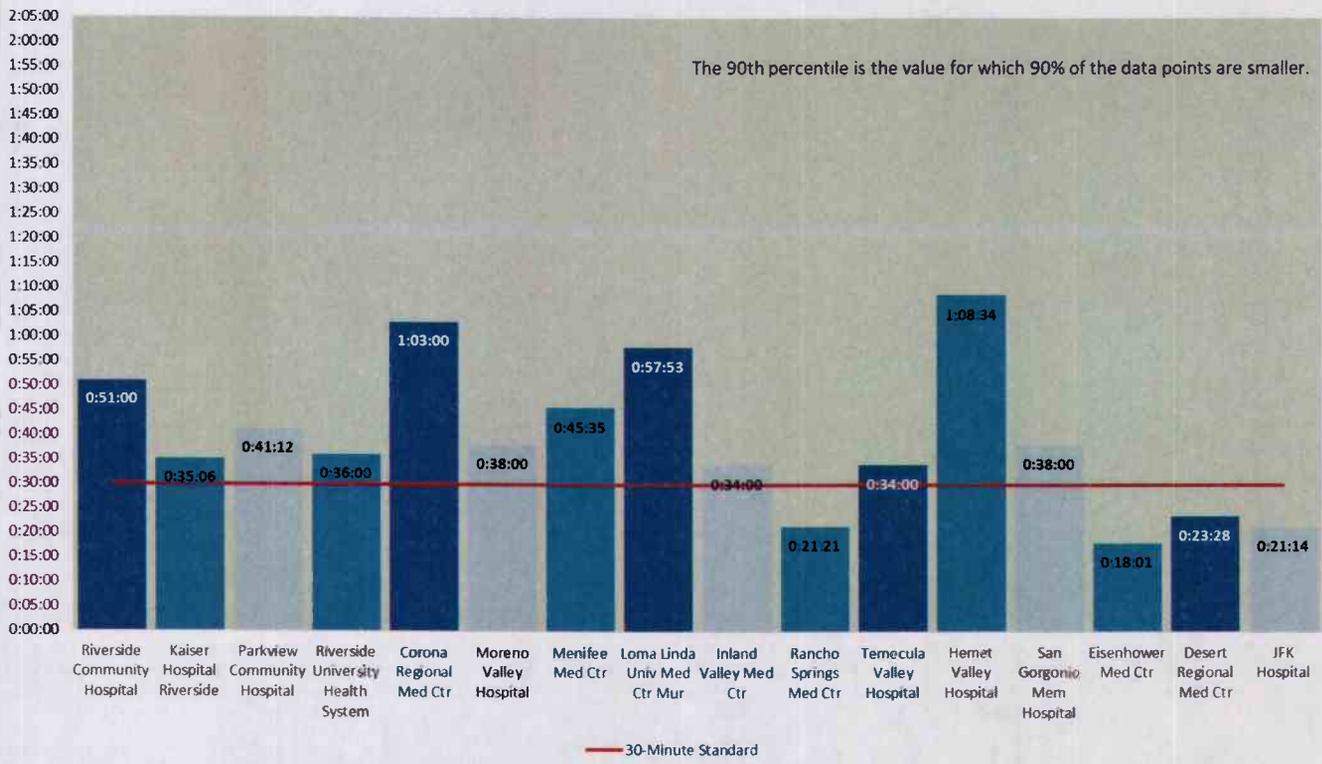
### Q2 - May 2017 APOT 1, 90th Percentile



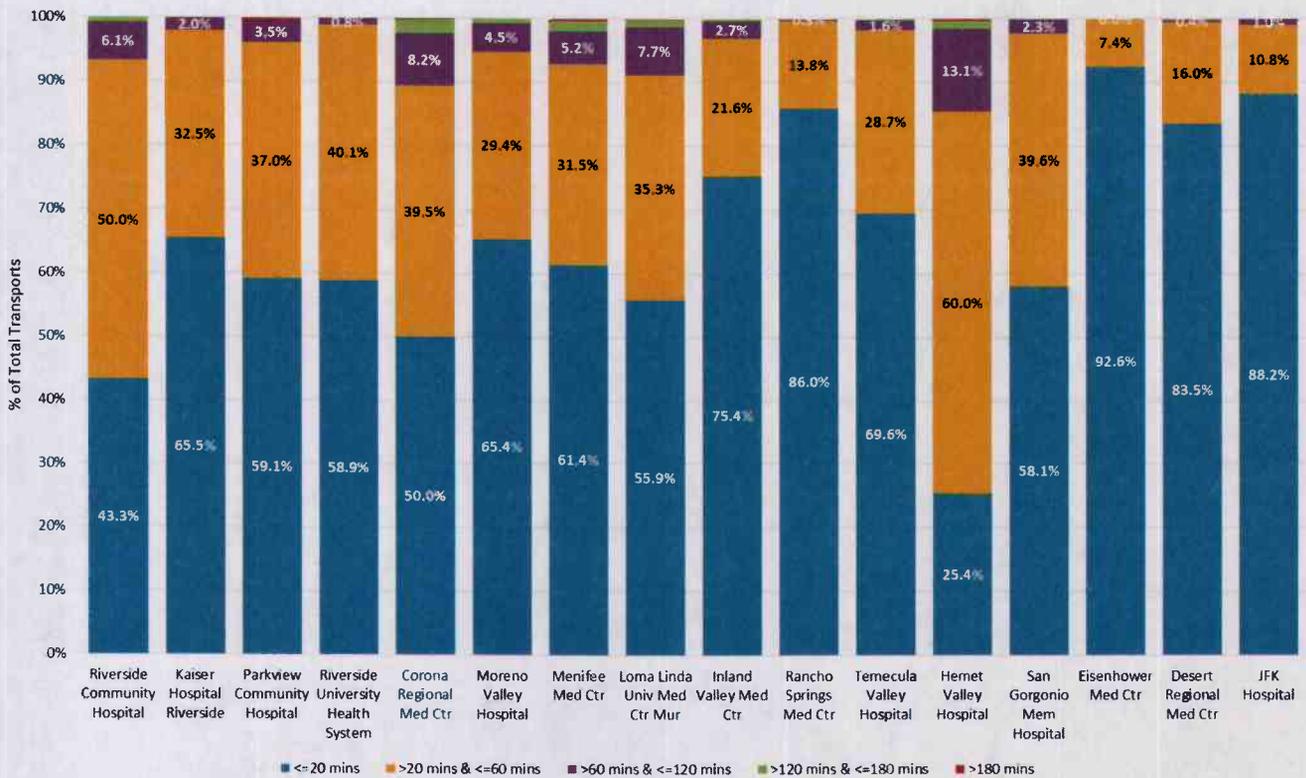
### Q2 - May 2017 APOT 2



### Q2 - June 2017 APOT 1, 90th Percentile



### Q2 - June 2017 APOT 2



AMR Contract - #15-097

Attachment 1 - Contract Compliance Review 2016-2017

Item #	Summary of Contract Section	Evidence of Compliance	Status
Article 2.2	Meet 91% response time performance in all RTZs for at least nine (9) non-consecutive months of preceding contract year.	Monthly response time reports received. Criteria met for 11 of the 12 months in the performance period. 91% compliance was achieved in all zones except for the month of September in the Pass and Southwest Zones.	Compliant
Article 6.1	Licensing and Permits are current.	All copies checked and verified by REMSA staff.	Compliant
Article 8.1	Subcontract for work or services to have prior written approval of County Contract Administrator.	First Responder support agreements with Riverside County Fire, Riverside City and the City of Corona are in place. Additionally, contract for event medical services for the Stagecoach and Coachella Music Festivals. Additional partnership enhancement discussions with Riverside County Fire Department are on-going and will be completed in the next performance year (year 3).	Compliant
3.1	Provide continuous ALS emergency ambulance services to residents and visitors of Riverside County 24 hours a day, every day, according to the EMS Plan.	Deployment plan, staffing schedule and actual unit hours for all service areas verified by REMSA staff.	Compliant
3.2	Contractor shall provide ground ALS emergency ambulance services for the exclusive operating areas and non-exclusive operating areas as stated in Attachments 1 & 2.	Deployment plan, staffing schedule and actual unit hours for all service areas verified by REMSA staff. All ALS ambulances meet criteria as outlined in Riverside County Ordinance 756. REMSA staff performs periodic ride-alongs on ambulances.	Compliant
3.2.3	Contractor may enter into a subcontract or partnership with REMSA authorized ALS ambulance provider for the Mountain operating area, subject to approval by REMSA	Option not currently utilized by Contractor.	NA
3.5.1	Establish and maintain operations centers to effectively support operations and field staff, including deployment/equipment, management/supervision, education/training, and adequate living quarters for 24 hour units/supervisors if needed, and equipped with generator for backup operation.	Site inspections and verification performed by REMSA staff.	Compliant
3.5.2	Establish and maintain an administrative headquarters for Riverside County operations.	Site inspection and verification performed by REMSA staff.	Compliant
3.5.3	Maintain a communications center for system status management and dispatch of ALS emergency ambulances.	Site inspection and verification performed by REMSA staff.	Compliant
3.5.3.1	Communications center shall utilize radio and data communication plan approved by REMSA that digitally integrates Contractor communications and CAD with EMS response partners; plan shall contain provisions for redundancy in the event of primary Communications systems failure.	Plan reviewed and approved by REMSA staff. VOIP back-up plan is in place. Digital CAD links have been established with the Riverside County Fire Department, Emergency Communications Center, Riverside City Fire Department and Corona Fire Department. Contractor is working with Hemet, Murrieta and Palm Springs Fire Departments to implement CAD links.	Compliant
3.5.3.2	Communications center shall be equipped with a generator capable of maintaining operations despite loss of power or other utilities.	Site inspections and verification performed by REMSA staff. Generator is checked at regular intervals on AMR's internal load plan.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
3.5.3.5	Contractor shall provide REMSA with a written deployment and system status plan for the number of ambulances, their assigned locations, deployment strategies and shift schedules; changes to the plan must be provided to REMSA at least 30 days prior to implementation date of proposed change.	Reviewed and verified by REMSA staff. Contractor exceeded scheduled ambulance unit hour deployment by 1% County-wide for the performance period.	Compliant
3.6	Contractor may place ambulances in specific cities or communities of Riverside County; any contracts are subject to approval of REMSA.	Option not currently utilized by Contractor.	NA
3.9	Contractor may provide non-transport special EMS programs as approved by REMSA.	Approved programs include, event medical services, Tactical EMS Team, Bike Paramedics, Pine Cove Community Service Program and Honor Guard. AMR partnered with Envision Healthcare Services to provide event medical services to the Stagecoach and Coachella Fest music events. Prior to the events the medical plans were provided to REMSA for review and approval.	Compliant
3.11	Capitalization: 5 year refresh cycle for technology; expand infrastructure as needed; rate increase may apply.	Capital equipment list reviewed and verified by REMSA staff. All cardiac monitors were replaced with new monitors and mobile data computers purchased during the performance period.	Compliant
3.12	Disaster Assistance and Response: Contractor to be actively involved in planning for and responding; shall implement ambulance back up and system surge plan as requested, to be coordinated through MHOAC. Point of contact individual shall be designated by Contractor as primarily responsible for disaster preparedness and planning coordination.	Contractor attends all Medical/Health training and drills. Surge capacity plan is in place. Contractor reserve ambulance fleet verified by REMSA staff. There were multiple activations and deployments of Ambulance Strike Teams (AST) and the Disaster Medical Support Unit (DMSU) during the performance period including support for EMS response to San Bernardino County wildfires and the Waterman mass shooting incident.	Compliant
3.13	Contractor shall assign a primary point of contact for ECC personnel and shall pay a fee for dispatch services provided by the County.	Contact information supplied to REMSA staff as well as ECC. Dispatch service fees are paid and up to date. Invoices reviewed and verified by REMSA staff.	Compliant
4.2	Continuous Quality Improvement (CQI) Program Plan - Contractor shall develop and implement a CQI program that ensures optimal patient care and effective operations for all services under this Agreement. (4.2.5.1 - 4.2.5.11)	Contractor CQI plan is approved by REMSA.	Compliant
4.5	Contractor shall employ a Medical Advisor who shall be a California licensed physician (MD or OD) employed as a 0.25 FTE minimum, and shall serve as primary liaison between Contractor and REMSA Medical Director for medical issues. REMSA Medical Director shall participate in selection process.	Medical Director is in place. Credentials of the MD were reviewed and verified by REMSA staff.	Compliant
4.8	Contractor shall develop and implement a comprehensive Patient Satisfaction Program for services provided to patients in the Riverside County EMS System.	Program is in place. AMR surveys patients from all operations monthly. Patient surveys ask 14 qualitative questions. Patient satisfaction survey reviewed by REMSA staff.	Compliant

Summary of Contract Section		Evidence of Compliance	Status
4.9	Clinical Education and Training Program to be developed and implemented by Contractor using contemporary performance based methods and processes. Program shall be linked to the Contractor's CQI program and congruent with EQIP.	Program is in place. REMSA staff regularly attend, participate and audit contractor education and training classes.	Compliant
5.2.1	Contractor shall meet the response time standards, as described in Exhibit 5-A, a minimum of 90% of the time.	Monthly response time reports received, reviewed and validated by REMSA Staff. Response time reports provided to EMS system stakeholders for review and input at the EMS Administrative zone meetings. Contractor exceeded 90% in all zones throughout the performance period.	Compliant
5.2.3	Contractor agrees to cooperate with REMSA and EMS System participants to establish the Medical Dispatch System (MPDS).	Contractor is actively participating in the REMSA: System Resource Coordination Workgroup. AMR Computer Aided Dispatch (CAD) is fully capable of integrating MPDS/ProQA as system changes are implemented. MPDS with modification to non-red lights and siren for Omega and Alpha calls was implemented on July 17, 2017.	Compliant
5.3	Contractor shall use REMSA approved CAD program synchronized to atomic clock and shall cooperate with REMSA and First Watch to provide and maintain continuous 24/7 data feeds and remote read-only access for real time monitoring and analysis of response time performance.	TriTech CAD is in place. REMSA staff have access to VisiCAD tools for system monitoring.	Compliant
5.3.2	Contractor shall utilize AVL/GPS linked to the digital CAD for real time tracking and monitoring capability.	AVL/GPS is integrated into the TriTech CAD. REMSA staff have access to VisiCAD for system monitoring.	Compliant
6.1	Contractor shall have a program to retain employees and minimize turnover.	Program is in place including: benefits program, sign-on bonuses, educational assistance program, employee assistance programs and 401k program.	Compliant
6.1.1	Working with unions and an employee group to create an ongoing employee satisfaction assessment and monitoring system.	Programs are in place including: labor management meetings, clinical leadership committee, field/communications meetings. Contractor continues to operate a primary EMT and paramedic training institution co-located with the Riverside Operations Center.	Compliant
6.1.2	Conducting exit interviews with employees leaving employment to identify the dissatisfies that could be driving employee turnover. Reports of such analyses and Contractor's improvement strategies will be available to REMSA.	Survey tool is in place. Reports have been reviewed by REMSA staff. The major reason for employee separation of employment is moving on to Fire Department jobs.	Compliant
6.1.3	Contractor will track and report employee turnover and results of employee satisfaction surveys annually to REMSA.	Survey Monkey results were reviewed and verified by REMSA staff. AMR employee turnover by quarter of the performance period was: July-Sept 4.5%, Oct-Dec 3.5%, Jan-Mar 4.7% and Apr-Jun 3.5%. The top 3 primary reasons for separation according to Survey Monkey results provided to REMSA: Job with the Fire Department - 25.93%, career advancement 19.75% and pay/benefits 16.05%.	Compliant

Summary of Contract Section		Evidence of Compliance	Status
6.2	Workforce professionalism - Standards of behavior to be implemented (14 points, 6.2.1-6.2.14) for all services rendered under this Agreement.	Contractor has a comprehensive set of Operational Guidelines (OGL) in place. OGL manual was reviewed by REMSA staff.	Compliant
6.3	Organizational Staffing and Key Management Personnel: REMSA shall review and approve key management personnel. Contractor shall submit an organization chart and associated job descriptions to REMSA within sixty (60) calendar days of the signing of this Agreement (positions listed 6.3.1-6.3.9).	Contractor organization chart and job descriptions have been reviewed and approved by the contract administrator.	Compliant
6.4	Credentiailling for EMTs and Paramedics is required for all field personnel and shall be in conformance with REMSA policies and procedures.	All copies checked and verified by REMSA staff.	Compliant
6.5	Ambulance Staffing requirements: Two REMSA accredited paramedics or a REMSA accredited paramedic and REMSA certified EMT. Field personnel uniforms and identifiers must conform to Contractor's policy, subject to REMSA approval. REMSA may authorize alterations to staffing requirements as part of EMD program.	Contractor has a comprehensive set of Operational Guidelines (OGL) in place. OGL manual was reviewed by REMSA staff. REMSA staff performs periodic scheduled and unscheduled field checks and ambulance ride alongs.	Compliant
6.6	Field Supervisor Program - one supervisor for every 15 ambulances in service by operation; meet REMSA credentialing criteria; have written program.	The program was reviewed and approved by REMSA staff. Ratios are verified to be in compliance. REMSA has approved current supervisor staffing levels but has yet to establish a formal program for credentialing.	Compliant
6.8	Employees Health and Wellness Programs (6.8.1, 6.8.1.1, 6.8.1.2).	Reviewed by REMSA staff. Contractor program is all inclusive in scope and comprehensive in content based upon contract requirements and recommendations by the County Health Officer or his designee.	Compliant
6.9	Contractor shall have a comprehensive FTO program approved by REMSA that establishes roles/responsibilities, employee eligibility criteria, credentialing and education/training requirements; FTO roles/responsibilities shall be integrated into Contractor's CQI plan and education/training programs.	Program is in place. Reviewed by REMSA staff and approved by the Contract Administrator.	Compliant
7.2	Establish policies and procedures for integration of radio and data communications with PSAPs, base hospitals, Public Health and Medical Communications Center, and on-scene incident command.	Contractor has established comprehensive operational guidelines (OGL) for radio and communications. Reviewed and verified by REMSA staff.	Compliant

Summary of Contract Section			
Item #	Evidence of Compliance	Status	
7.3	<p>Operate a dispatch center located within Riverside County and maintain all hardware and software necessary to receive and fulfill requests for emergency ambulance services made by County PSAP Centers; capable of receiving and replying to requests by voice and by CAD interface; capable of dispatching all ambulance units. Contractor shall implement CQI program for evaluation of dispatch operations, education and training of dispatchers, problem identification and resolution. The Dispatch CQI Plan shall be submitted to REMSA within 180 days and updated with the Contractor CQI Plan.</p>	<p>REMSA staff verified by site visit, review of OGLs, quality assurance and training curriculum. REMSA will request an integrated CQI plan be submitted when the Contractors EQIP update is due.</p>	Compliant
7.3.1	<p>CAD and IT Support - maintain a Computer Aided Dispatch (CAD) system according to the specifications of REMSA that assures a complete audit trail for all response times and assures REMSA access to the response time data at any time to assure Contractor compliance.</p>	<p>Contractor has the TriTech CAD in place. REMSA utilize the VisiCAD tools regularly to audit response time performance and monitor system status. Sample work orders for CAD upgrades and changes have been reviewed by REMSA staff.</p>	Compliant
7.3.1.1	<p>Contractor will establish and maintain digital CAD-to-CAD interfaces with PSAPs as requested and authorized by REMSA.</p>	<p>Digital CAD links have been established with the Riverside County Fire Department, Emergency Communications Center, Riverside City Fire Department and Corona Fire Department. Contractor is working with Hemet, Murrieta and Palm Springs Fire Departments to implement CAD links</p>	Compliant
7.3.1.3	<p>Contractor shall ensure its own information system's hardware, software and personnel are capable of receiving and processing required data including, but not limited to, the ability to continuously monitor data transfer system stability and resolve system failures. In the event of a CAD outage Contractor shall deploy a continuity of operations plan, which shall be submitted to and approved by REMSA within thirty (30) calendar days of the signing of this Agreement.</p>	<p>Plan reviewed and approved by REMSA staff. VOIP back-up plan is in place.</p>	Compliant
7.3.2	<p>Supervisors - Contractor shall have a Dispatch Supervisor program for 24 hour supervision throughout the term of this agreement, which shall also contain requirements for employee eligibility, education and training.</p>	<p>Program has been reviewed by REMSA.</p>	Compliant
7.3.3	<p>Dispatcher/System Status Controller (SSC) and Call Taker Program shall be comprehensive and ensure effective dispatch operations 24 hours per day, every day throughout the term of this Agreement, which shall contain requirements for employee eligibility, education and training.</p>	<p>Verified by site reviews by REMSA staff. Program has been reviewed and approved by REMSA.</p>	Compliant

Summary of Contract Section		Evidence of Compliance		Status
Item #				
7.4	Radio and Data Infrastructure and Equipment Requirements - Contractor will provide REMSA with a comprehensive radio system/network design including, but not limited to, site selection, power, security, IP backhaul and inter-site communications. Should Contractor's radio communication system be upgraded or replaced within the term of the Agreement, Contractor at their cost will upgrade and/or replace their radio communication equipment to be compatible with and operate on the new system. Modifications to the radio system/network shall be proposed to REMSA for approval at least thirty (30) calendar days prior to initiation of work.	Contractor supplied all technical documents of the communications system for REMSA review. Technical documents and system specifications were designed by Rivcomm, Inc. who is the Contractor's communications system vendor. Significant CAD upgrades were completed during the performance period.		Compliant
7.4.1	Unit Mobile Radios - Contractor is responsible for the communications equipment on ambulances and supervisory units; Contractor shall equip all ambulances and supervisory vehicles with radio equipment for communications with Contractor's dispatch center on Contractor's radio channels.	Verified during inspection by REMSA staff. Mobile radio specifications provided to REMSA staff.		Compliant
7.4.1.1	Radio communications equipment used for ambulance-to-hospital communication shall be configured so that personnel providing patient care are able to directly communicate with base or receiving hospital staff regarding the patient.	All ambulances are equipped with cellular phones and MedNet Radio consistent with REMSA policy.		Compliant
7.4.1.2	Approved radio equipment shall be installed in conformance with existing REMSA policies prior to assignment of a vehicle to an emergency response area. Installations and removals will be at Contractor's expense.	Verified by inspection by REMSA staff		Compliant
7.4.1.3	Contractor shall operate communications equipment in conformance with all applicable rules and regulations of the Federal Communication Commission, and in conformance with all applicable REMSA policies and operating procedures.	Operational guidelines (OGL) and FCC licenses reviewed and verified by REMSA staff		Compliant
7.4.2	Portable or Handheld Radios - Contractor will provide each crew member assigned to an ambulance or supervisor unit with a VHF portable radio programmed annually as specified by REMSA. Contractor shall maintain a minimum cache of twenty (20) spare radios for back-up purposes.	Verified by inspection by REMSA staff		Compliant

Summary of Contract Section		Evidence of Compliance	Status
7.4.3	Mobile Data Computers (MDCs) – Contractor shall equip each emergency ambulance and supervisor vehicle with a MDC that is capable of receiving and sending response related information to and from the vehicles. Contractor shall provide REMSA with the specifications for approval of any new MDCs to be used in the vehicles prior to purchase. All existing MDCs shall be afforded grandfathered approval by REMSA upon signing of this Agreement.	Equipment has been verified by inspection by REMSA staff. Technical specifications and VisiNet Mobile Training Manual reviewed by REMSA staff.	Compliant
7.5	Global Positioning System (GPS) and Automatic Vehicle Location (AVL) - Contractor will provide an Automatic Vehicle Locator/Global Positioning System (AVL/GPS) solution integrated with ambulance and supervisor vehicle MDCs, including the equipment, software, and ongoing maintenance, solely at Contractor's expense. Contractor's ambulances and supervisor units must be equipped with a wireless modem and GPS receiver that links to its communications center's CAD system to track vehicle locations and select the closest available unit. Contractor shall supply AVL/GPS feeds to REMSA and other public safety agencies as authorized and requested by REMSA.	Equipment is in place and frequently utilized by REMSA staff for monitoring response time performance and ambulance routing.	Compliant
7.6	Radio Frequency Use, Management and Credentialing - Contractor will provide REMSA copies of all radio frequency records and will coordinate all frequency licensure activity through REMSA.	FCC licensing reviewed and verified by REMSA staff. REMSA communicates regularly with the County Communications licensing coordinator to assure compliance.	Compliant
7.7	Communications Equipment Replacement - Contractor agrees to replace communications equipment according to a five year technology refresh cycle. Equipment that provides new capabilities to operations above established baseline capabilities at the effective date of this Agreement may be included in annual improvement and enhancement goals; replacement of existing equipment that has reached the end of its five year cycle shall be considered baseline operating maintenance and shall not be included in the formulation of annual improvement and enhancement goals.	Capital equipment list reviewed and verified by the Contract Administrator. Equipment purchase orders have been reviewed and verified.	Compliant
7.7.1	Contractor's computer aided dispatch (CAD) system will not be included in the technology refresh program; however, the Contractor shall utilize upgrades offered by their CAD vendor if they are applicable to the Contractor's service offerings under this Agreement.	Contractors current CAD configuration meets the requirements. Contractor completed CAD integration to Image Trend Elite ePCR. Additional CAD upgrades that provide for more robust daily and roll-up performance reporting and monitoring has been completed.	Compliant

**AMR Contract - #15-097**

**Attachment 1 - Contract Compliance Review 2016-2017**

Summary of Contract Section		Evidence of Compliance	Status
8.1	Customer Service Excellence - Develop and implement customer service program to establish and maintain customer service excellence. Include qualitative and quantitative evaluation of customer feedback. Findings and metrics to be included in the APR shall document and incorporate feedback from, but not limited to, the following customers: (8.1.1 - 8.1.6)	During the first performance year (2015-2016) the Contractor developed the survey tool. REMSA reviewed and approved the survey tool. AMR provided the 2016-2017 performance year's results which were comprised of data from the City of Riverside only. Respondents equaled 4 individuals and were City and Fire Department staff only. Surveys must be prioritized and completed for the balance of customers identified in section 8.1 of the agreement.	Compliant with pending action items.
8.2	Community Education Program - Provide a minimum of one hundred and twenty (120) hours per year for each ambulance operating area, as defined by Attachment 1, Operating Areas. Prepare an annual Community Education Plan with specific goals and objectives as to meet or exceed minimum acceptable levels set by the EMS Administrative Group for that operating area. Plan shall include but not be limited to the following elements: (8.2.1 - 8.2.5)	Contractor provided 4,228 hours of community and partner education across the eight (8) ambulance operating areas and other areas of the County. This constitutes a 30% year-over year increase from the previous performance period. Focus of the EMS administrative groups this performance period was to assist REMSA staff with response time compliance feedback.	Compliant
8.3	Communications with Electronic or Print Media - Contractor will notify REMSA of all communications with media when it pertains to services performed within the scope of this Agreement	REMSA received notification from the Contractor each time there was a media inquiry.	Compliant
9.1	Ambulances - Shall meet the standards as specified in Riverside County Ambulance Ordinance No. 756 or any other REMSA approved program, policy, protocol or procedure governing the provision of ambulances and equipment. All emergency ambulances used for prehospital care and transport shall be Type III (Modular) ambulances that conform to the highest standards for crash safety rating, passenger/patient safety systems, and shall have less than 250,000 miles of service. All exterior colors, lettering, graphics and markings on ambulances and supervisor vehicles must be approved by REMSA. All ambulances utilized for response to 9-1-1 and prehospital emergency calls shall meet or exceed CAAS standards.	Confirmed by REMSA staff through vehicle inspections and spot checks. All ambulances meet the required criteria. Contractor is upgrading the fleet to Type III ambulances as ambulances hit the 250,000 mile criteria. Vehicle specifications and mileage logs reviewed and verified by REMSA staff.	Compliant
9.2	Vehicle Maintenance Program - Institute and maintain a preventative vehicle maintenance program approved by REMSA. The program shall include sufficient service sites strategically located throughout Contractor's service areas so that out-of-service time is limited. The program shall contain, but not be limited to, metrics for annual miles driven, lost unit hours due to mechanical failures, number of mechanical failures and vehicle accidents. These metrics shall be included in the annual performance report to REMSA.	Program has been reviewed and approved by REMSA. Contractor ambulances compiled 6,500,002 miles during the performance period. During that period there were 17 vehicle contacts (accidents) which is one vehicle contact per 382,356 miles driven by the Contractors field employees. Contractor has three (3) fleet maintenance shops located within the County. Fleet maintenance records are available for REMSA inspection at each site.	Compliant

Summary of Contract Section		Evidence of Compliance		Status
Item #				
9.3	Field Supervisor Vehicles - Shall have less than 250,000 miles of service on the entire vehicle (engine, drivetrain, chassis, truck body and all associated major parts). Each field supervisor on-duty shall be assigned a dedicated emergency response vehicle (ERV) which shall meet all requirements for designation as an ERV and be equipped pursuant to REMSA specifications.	Vehicle mileage logs and specifications submitted to REMSA for verification.	Compliant	
9.4	Durable Medical Equipment - Provide field personnel standardized durable medical equipment as specified by the REMSA standard drug and equipment list or as approved by REMSA for use within a specialty EMS services program. Contractor shall fully support achievement of the County EMS System Strategic Plan objectives and comply with resulting REMSA policies for equipment standardization with First Responders.	Contractor completed the upgrade to all new cardiac monitors during the first year of performance. Invoices for the new monitors were submitted to REMSA. The new monitors and associated field employee training were verified and approved by REMSA. REMSA staff reviewed the Contractors capital equipment list.	Compliant	
9.4.1	Contractor shall have a durable medical equipment maintenance program. Critical failures of medical equipment shall be reported consistent with applicable laws and to REMSA. Lost unit hours due to equipment failure or malfunctions shall be reported to REMSA monthly and included in Contractor's annual performance report to REMSA.	All service agreements were submitted to REMSA for review. Equipment failure records are available to REMSA upon request.	Compliant	
9.4.2	Mandatory Cardiac Monitor Purchase - Contractor shall purchase new cardiac monitors for every ambulance used under this Agreement. REMSA shall specifically identify the new monitors to be purchased by Contractor and the new equipment shall be in service by January 1, 2016.	Contractor upgraded all new cardiac monitors during the first year of performance. Invoices for the new monitors were submitted to REMSA. The new monitors and associated field employee training were verified and approved by REMSA.	Compliant	
9.5	Disposable Medical Equipment - Equip and supply ambulances according to REMSA policies, protocols and procedures. REMSA written approval required to modify inventory.	Contractor has implemented an ambulance check list to assure daily compliance for every ambulance before it is deployed. The equipment checklist has been reviewed and verified by REMSA staff.	Compliant	
9.5.1	Ambulance Equipment/Supplies Restock - Submit a detailed written plan to maintain adequate equipment and supplies on all ambulances. Include provisions for support services strategically located across the County to maximize unit in-service time and minimize out-of-service time. Report lost unit hours due to equipment restock monthly and include in APR.	Contractor has established comprehensive operational guidelines (OGL) for equipment restock and has deployment centers/restock locations in place across the County. Locations and OGLs reviewed and verified by REMSA staff.	Compliant	
9.6	Equipment and Supply Cache - maintain an on-site inventory of equipment sufficient to ensure continued, uninterrupted operations for 14 calendar days in the event of a large scale disaster.	Contractor maintains a 14 day supply and equipment cache at each location. Equipment cache's are available for inspection and Hemet, Riverside, Palm Springs and Menifee deployment locations. Additional equipment and supplies are supplemented with trailers.	Compliant	

Summary of Contract Section		Evidence of Compliance		Status
Item #				
10.1	REMSIS - REMSIS shall consist of an ePCR platform, secure data base and analytical/reporting tools pursuant to REMSA specifications. Contractor shall utilize REMSIS ePCR to capture and transmit patient care reports and data, and by REMSA to perform clinical quality oversight for medical services provided by Contractor.	Contractor has completed transition to the REMSA Image Trend Elite system for ePCR and data collection. All PCR's are now generated in REMSIS and available for REMSA review.	Compliant	
10.1.1	An ePCR shall be created, completed and transmitted to the data server for every EMS response and prehospital transport by Contractor.	Contractor has trip reconciliation program in place for verification that a PCR is generated for every response. Sample reports were reviewed by REMSA staff.	Compliant	
10.1.3	Contractor shall pay costs that include personnel, support, vendor maintenance, hardware and software procurement, annual maintenance and upgrades, annual County IT oversight for REMSIS and associated information systems as per County Fee Schedule, Exhibit 14-A.	Fees received by REMSA. Verified by invoice and accounts receivable.	Compliant	
10.2	Dynamic Performance Monitoring - First Watch will be used as a data reporting application for the near real time evaluation of operational performance, response time data, clinical data and syndromic surveillance. First Watch shall interface with REMSIS, Contractor CAD and other data systems as required, and shall utilize the following features:	Contractor response time reporting and monitoring utilizing the on-line compliance utility is in place and being utilized by REMSA staff.	Compliant	
10.3	Monthly and Annual Performance Reports - Monthly reports within 15 working days following the end of each month.	Contractor response time reporting and monitoring utilizing the on-line compliance utility is in place and being utilized by REMSA staff.	Compliant	
10.3.12	Strategic plan goals/objectives for the year - completed system improvements and enhancements	EMS System Strategic Plan progress is reported to EMCC. Contractor completed the following system enhancements in the first year of performance: Upgrade to Type III Ambulances in progress, 57 of the fleet was transitioned, transition to Image Trend ePCR program is complete, REMSA received 20 AEDs for placement throughout the community, CPR mobile training vans are available.	Compliant	
10.3.13	Activities and results of the CQJ Plan	Report received by REMSA.	Compliant	
10.5	Missing Patient Care Reports (PCRs) - REMSA may assess a fee of \$100 for every PCR that is not submitted to the REMSIS database within the time specified by REMSA. The fee amount will be included as part of the quarterly invoices.	There were no missing ePCRs in the performance period.	Compliant	
11.1	Integration with the MHOAC Program - During response to mass casualty incidents or disasters within or effecting the County, Contractor operations shall fall under management and coordination of the MHOAC as a function of the Medical/Health Branch in support of the County Emergency Operations Plan (EOP). Contractor shall participate in disaster drills and DMS training programs as requested by REMSA.	Contractor attends all Medical/Health training and drills. All Contractor mutual aid deployments were coordinated through the MHOAC. There were no activations or deployments of Ambulance Strike Teams (AST) and the Disaster Medical Support Unit (DMSU) during the performance period.	Compliant	

Item #	Summary of Contract Section	Evidence of Compliance	Status
11.3	Contractor shall at all times have two (2) type II immediate need Ambulance Strike Team (AST) and one (1) type II planned need AST available for deployment upon authorization from the MHOAC. Contractor shall maintain and operate the two (2) County acquired Disaster Medical Support Units (DMSU), of which one will be located in the Eastern County and one will be located in the Western County.	Confirmed by REMSA staff through drills and active deployments. Contractor cooperated with an on-site review conducted by the California Emergency Medical Services Authority to inspect the DMSUs.	Compliant
11.5	Disaster Coordinator shall be identified and shall participate fully in all MHOAC planning and response activities as requested by REMSA.	Contractors disaster coordinator contact information has been supplied to REMSA and EMS system partners. The disaster coordinator regularly attends REMSA drills and trainings.	Compliant
12.1	Contractor shall enter into public/private partnerships with First Responder agencies to maximize the functional capacity and efficiency of an integrated and cooperative two tiered Regional EMS System. Agreements are subject to approval by REMSA. Contractor response time requirements may be lengthened by a maximum of two minutes in Metro and Urban areas only to facilitate partnerships, with REMSA approval.	First Responder support agreements with Riverside City and the City of Corona are in place. Discussions with Riverside County Fire Department are on-going and will be updated in year three (2017-2018).	Compliant
12.1.3	Contractor shall demonstrate good faith effort to establish support agreements with all Fire Departments authorized by REMSA to provide ALS First Responder services.	Supply restock agreements are in place with all ALS First Responder agencies to which AMR provides patient transport. Contractor had discussions with Murrieta Fire. A subsequent agreement is pending final negotiation between the Contractor and Murrieta. Additional support agreement discussions with Riverside County Fire Department are on-going and will be updated in year three (2017-2018).	Compliant
12.2	Equipment Supply, Inventory and Restock - Contractor will develop mechanisms to restock disposable equipment and supplies (as detailed on the First Responder Standard Drug and Equipment lists) other than narcotics used by First Responders when treatment has been provided by First Responder personnel and the patient is transported by Contractor. Contractor shall submit written plans for accomplishing First Responder restock to REMSA within 90 days of the signing of this Agreement.	Agreements have been updated and are in place.	Compliant
13.5	Financial Reports and Audits - Contractor will provide quarterly unaudited financial statements, in a format prescribed by REMSA.	Quarterly reports have been reviewed by REMSA. Contractor's fiscal year is the calendar year. The first full calendar year of performance was completed on December 31, 2016. The Contractor provided a FY 2016 audited financial statement for REMSA review.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
13.6	Billing/Collection Services - Contractor shall assist REMSA to evaluate the billing accuracy and customer service provided by their billing department. Contractor shall include customer/patient feedback in their customer services program. The APR will include metrics of the number of billing complaints and compliments.	Contractor received 459 billing complaints in the first year of performance. All have been resolved. The top three billing complaints were; 1. The wrong patient was billed 2. Cash or refund issue 3. Incorrect location on the bill.	Compliant