

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



ITEM  
2.13  
(ID # 8429)

MEETING DATE:

Tuesday, December 11, 2018

FROM : EMERGENCY MANAGEMENT DEPARTMENT:

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Receive and File the American  
Medical Response (AMR) Annual Performance Report for Fiscal Year 2017/18.  
[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 2017/2018.

ACTION: Consent




Bruce Barton, EMD Director 11/28/2018

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Tavaglione, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None  
Date: December 11, 2018  
xc: EMD

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 2018 AMR Annual Performance Report summarizes the third full year of operation under the agreement #15-097 for ground ALS emergency ambulance services. AMR has successfully met all performance targets required to earn the third one-year extension to add an additional year to the agreement, through June 30, 2023.

As authorized per agenda item 3-8 (January 13, 2015), the County Purchasing agent signed the 3<sup>rd</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.

**ATTACHMENTS:**

1. AMR Annual Report & Recommendation 2017-2018
2. AMR Compliance Review Matrix 2017-2018
3. AMR Annual Response Time Report 2017-2018

  
 Ryan Carter, Principal Management Analyst      12/4/2018



## Ambulance Response Compliance Review

AMR Compliance Summary  
7/1/2017 – 6/30/2018

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# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

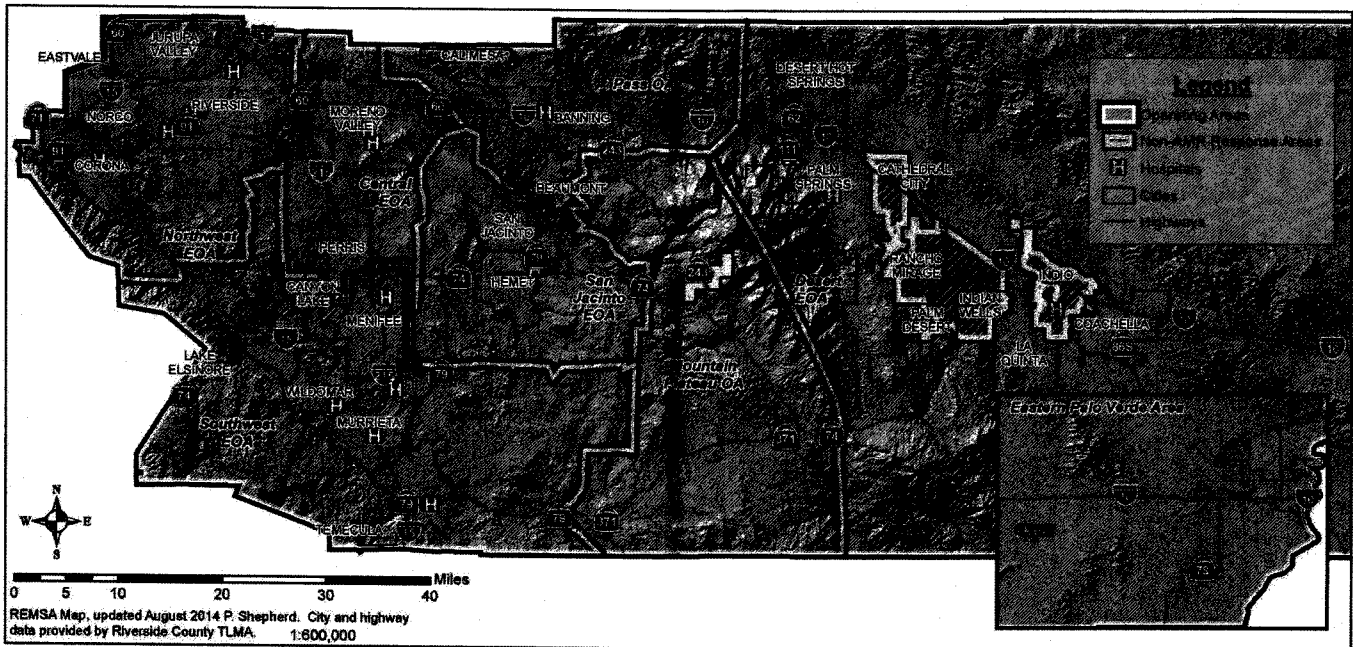
## Overview

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 2018. 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



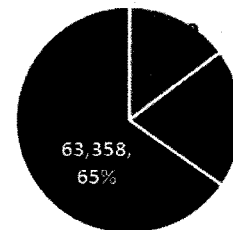
The West County Response Time Zones are responsible for approximately 65% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 15% and 20% of 9-1-1 call volume, respectively.

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.

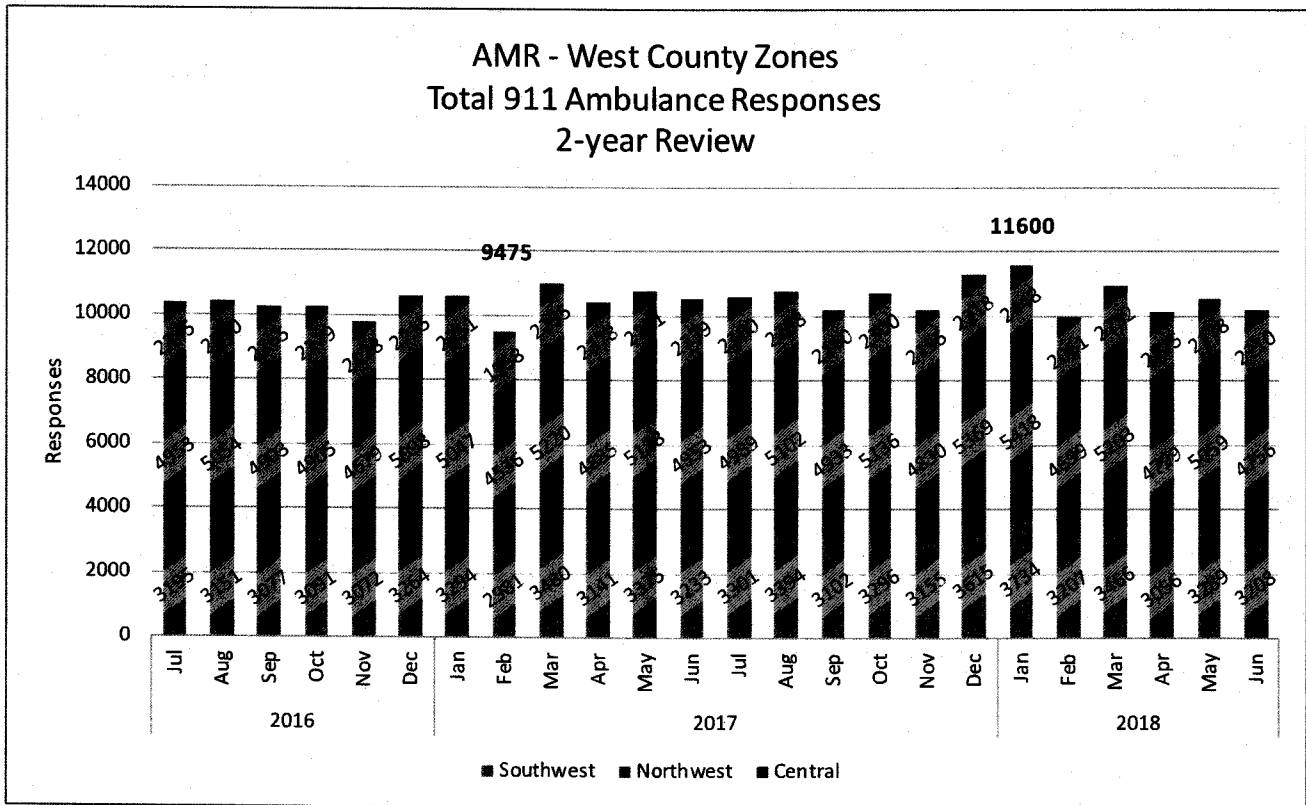
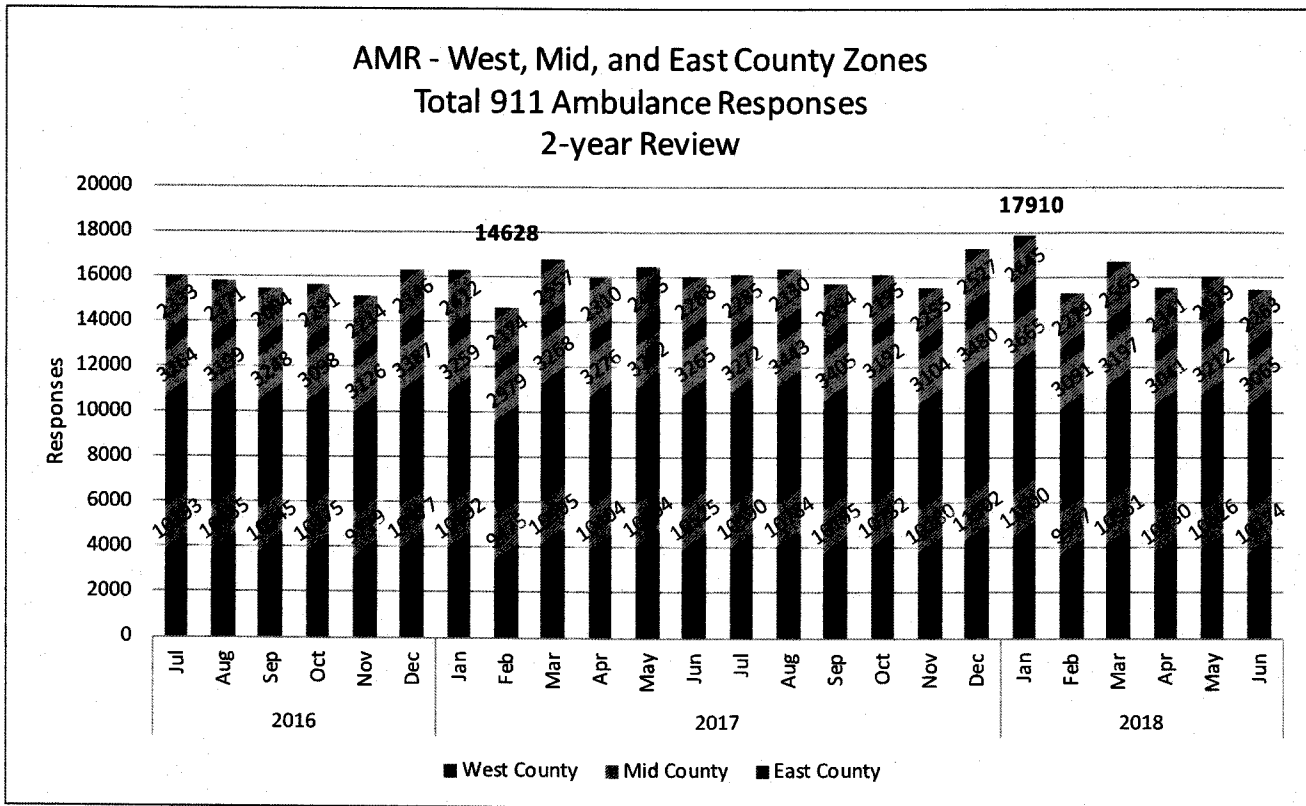
East County includes the Desert and Palo Verde Response Time Zones.

**AMR - Response Time Zones  
Regional 9-1-1 Ambulance Responses  
July 2017 through June 2018**

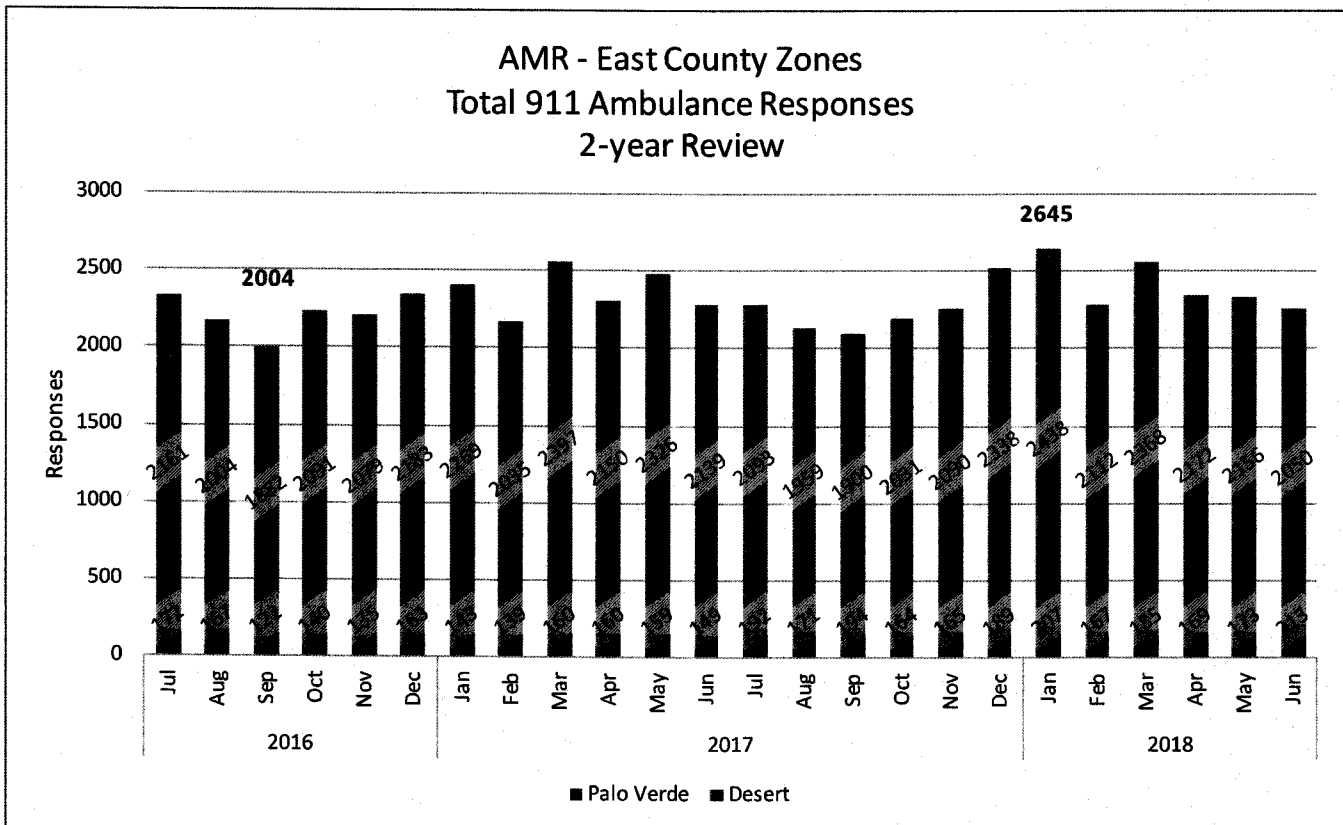
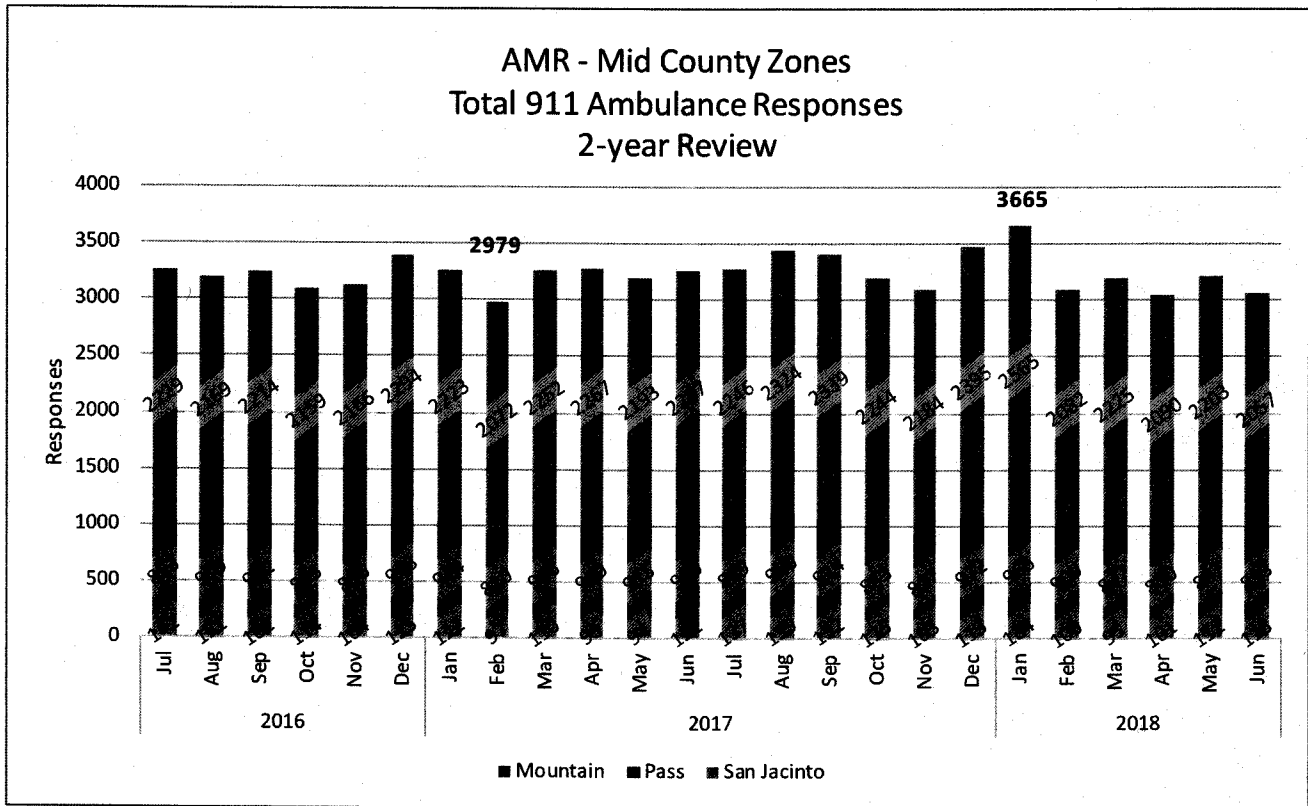


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



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

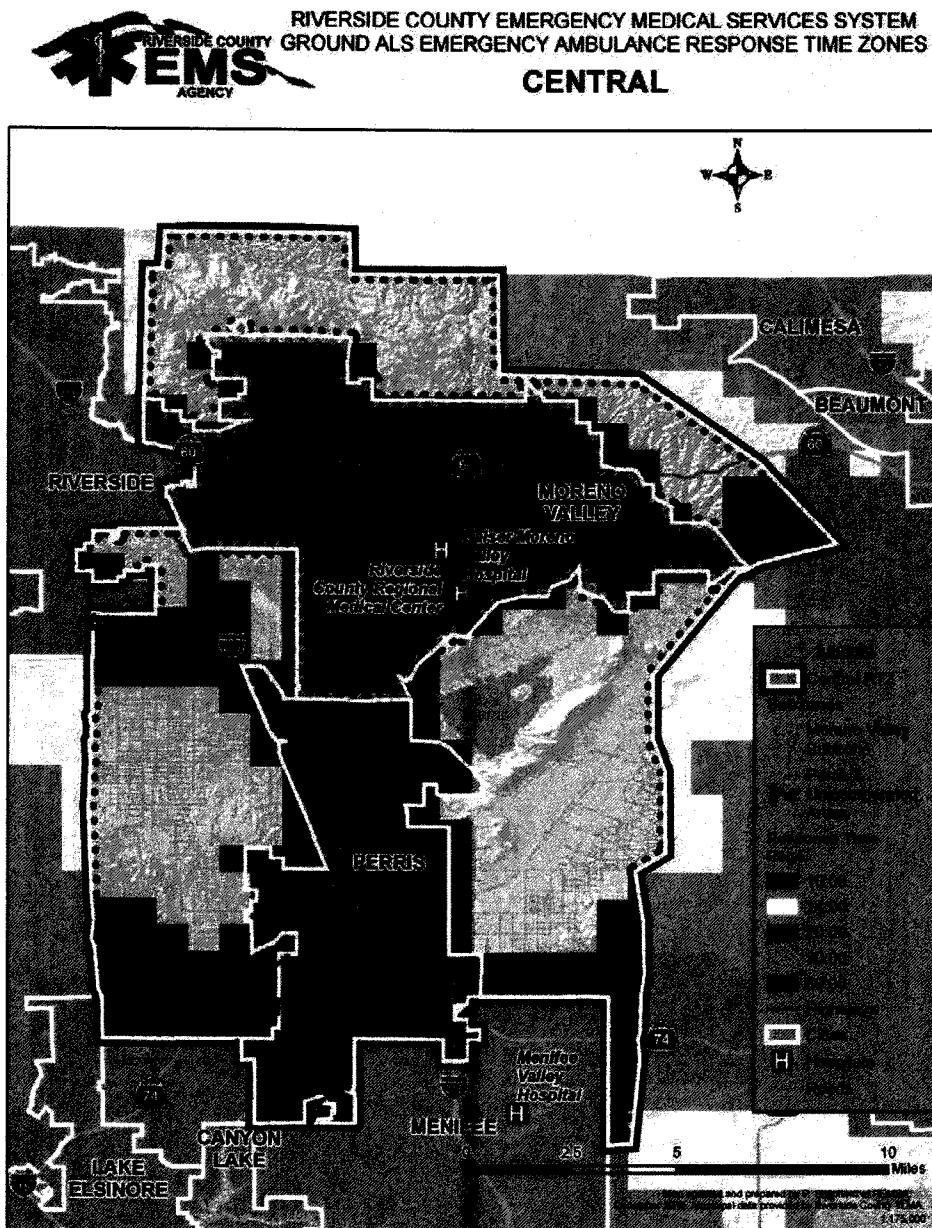




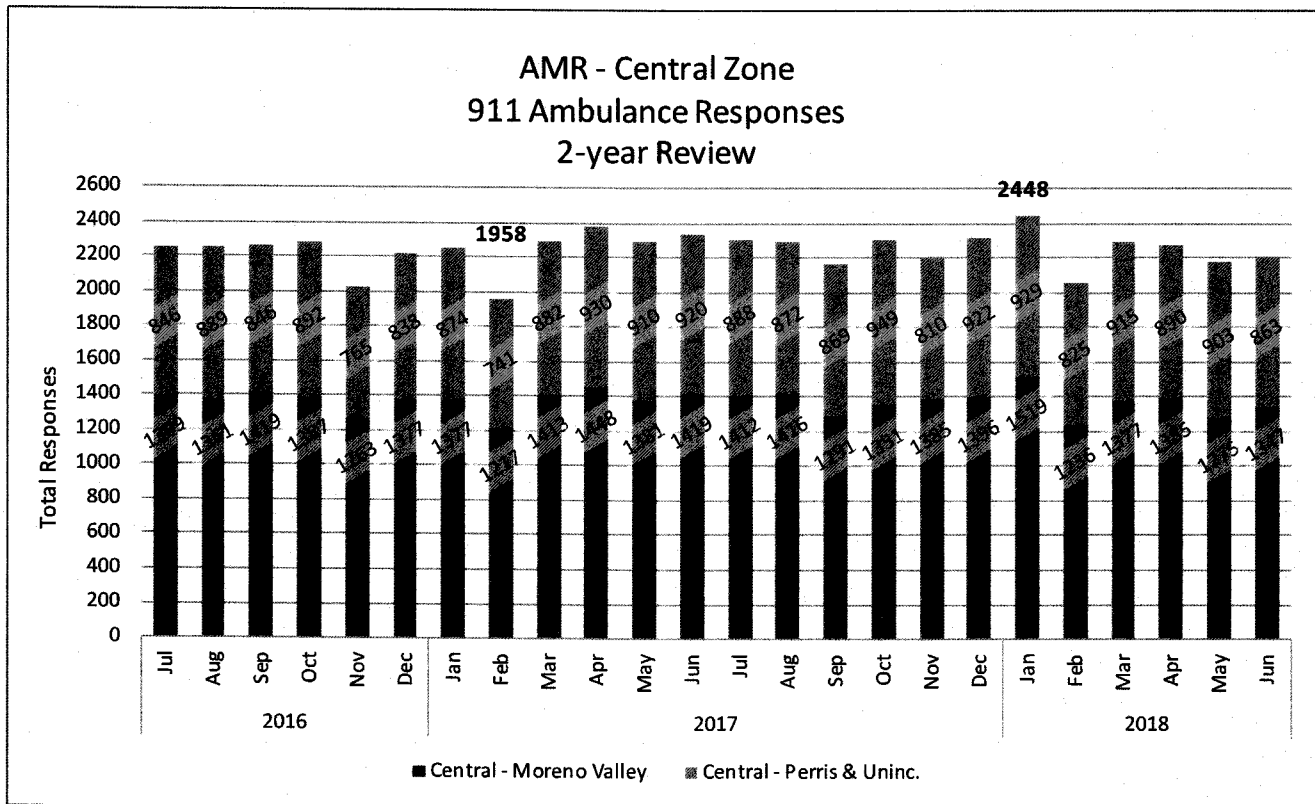
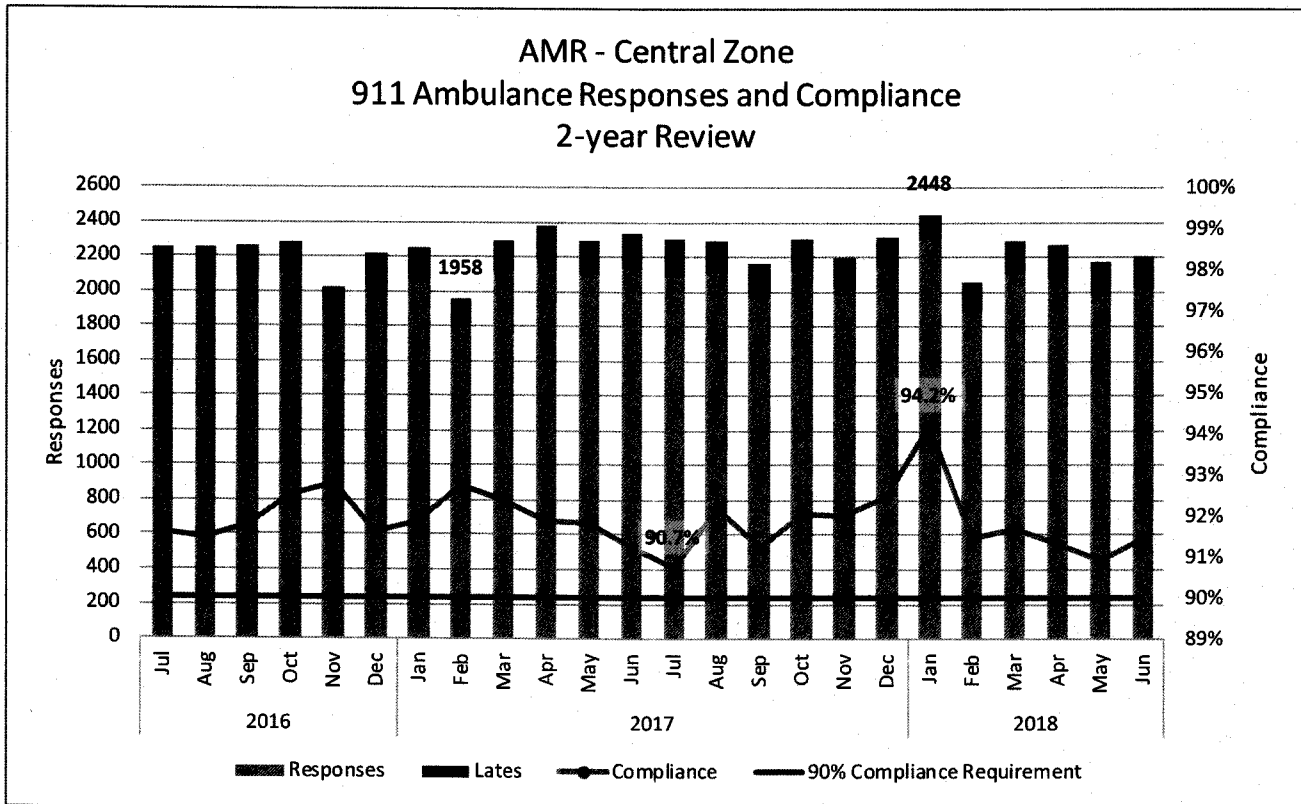
# CENTRAL ZONE

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.

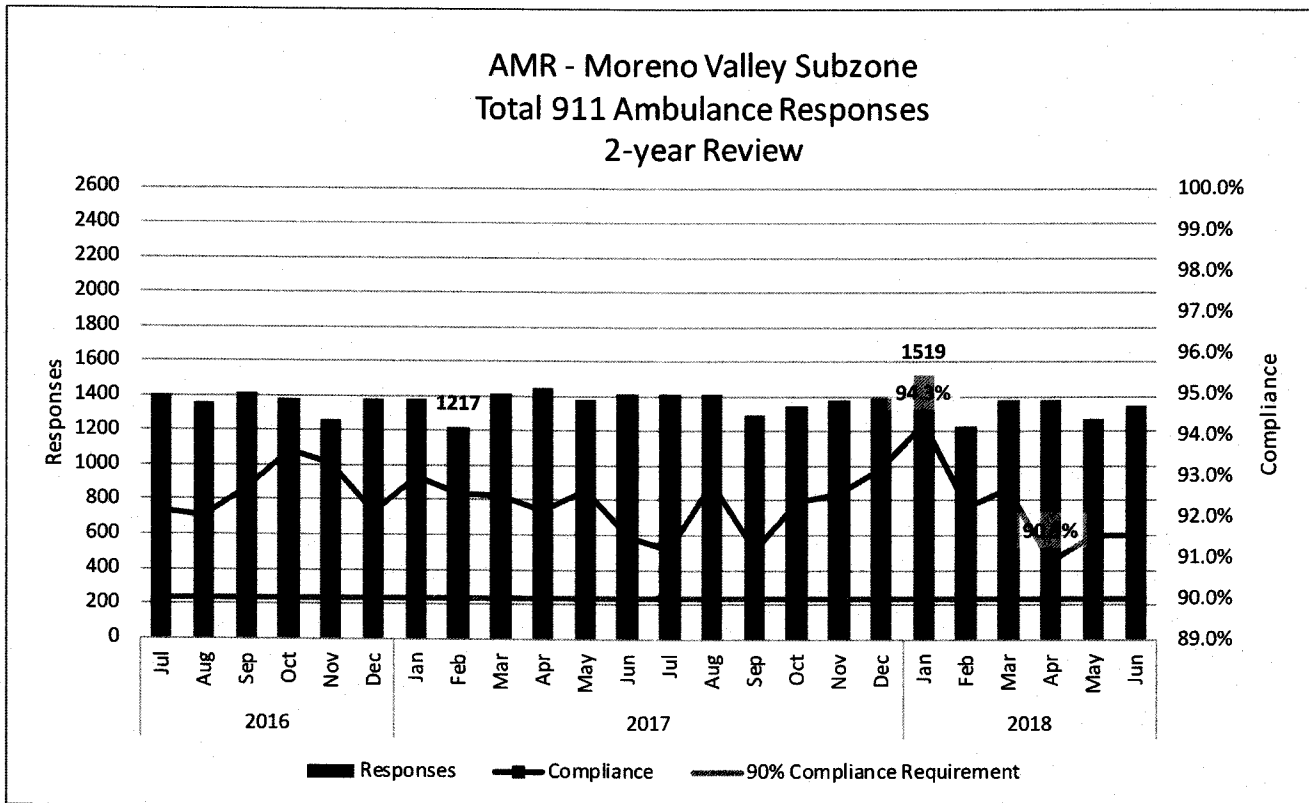
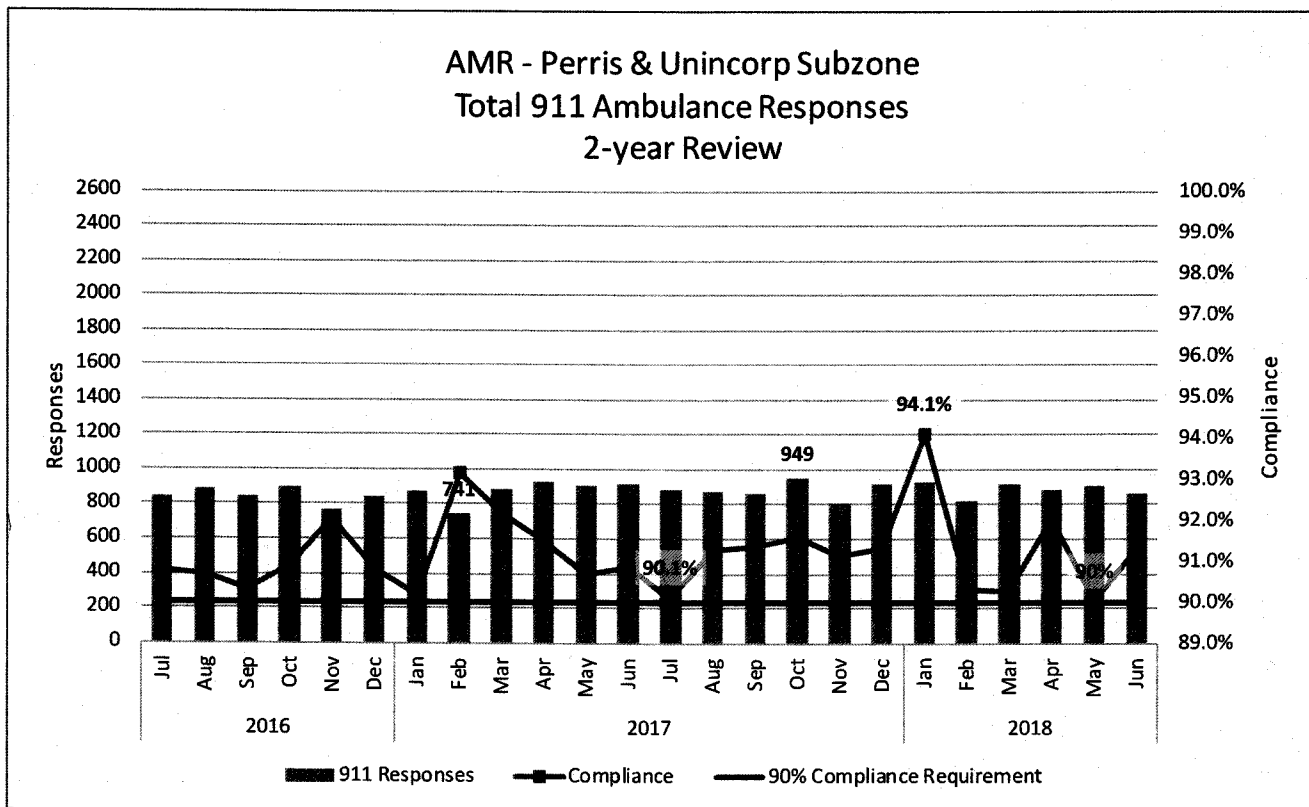
*The maps referenced in this report are available at [remsa.us/zones](http://remsa.us/zones)*



Central Zone: Response and Compliance Data

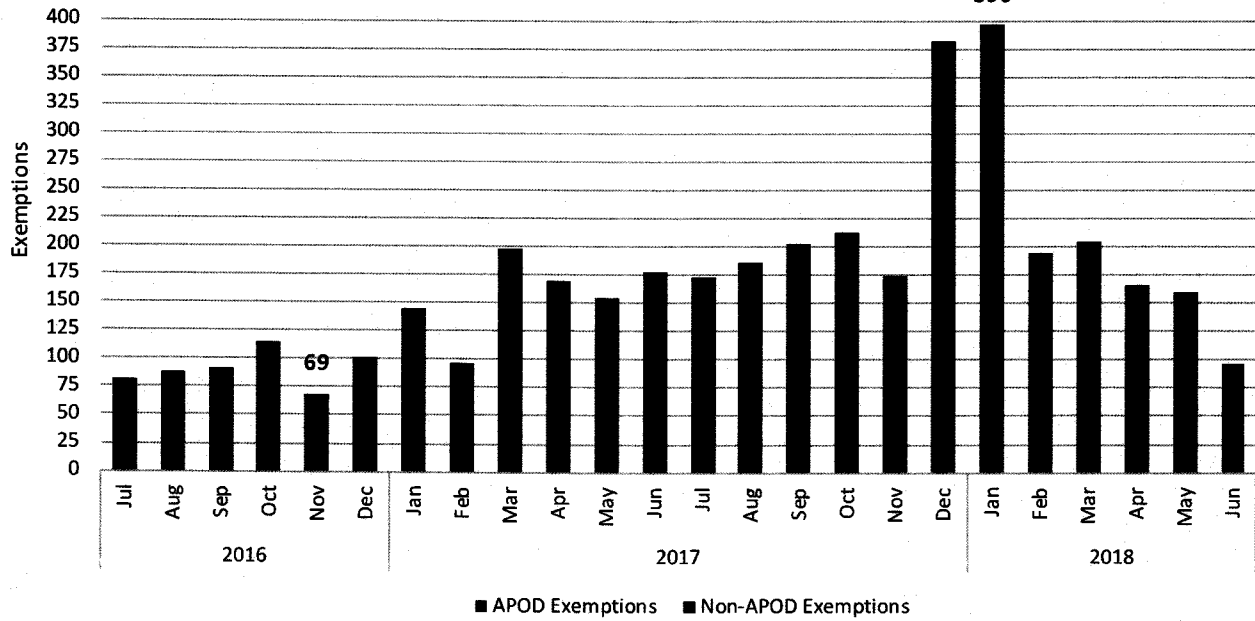


Central Zone: Subzone Response and Compliance Data

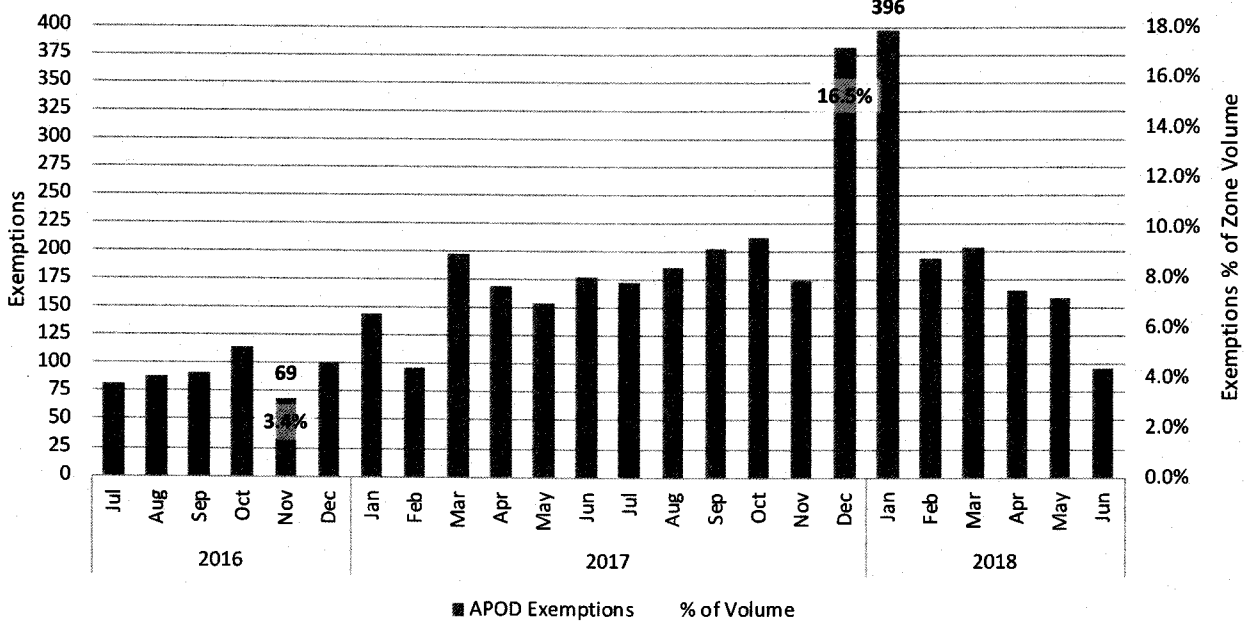


Central Zone: Exemptions

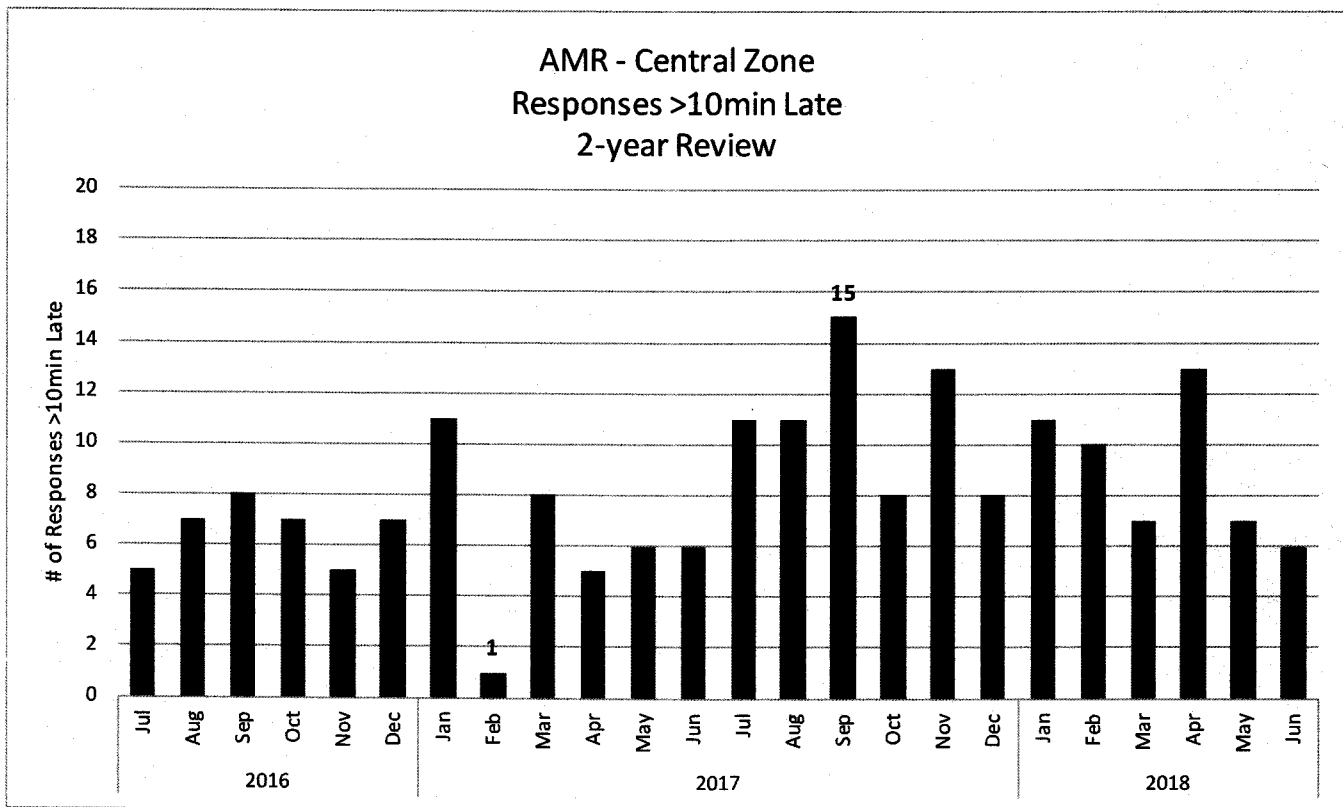
### AMR - Central Zone Response Time Exemptions - Total vs. from APOD 2-year Review



### AMR - Central Zone Response Time Exemptions % of Volume 2-year Review



Central Zone: Responses > 10 Minutes Late

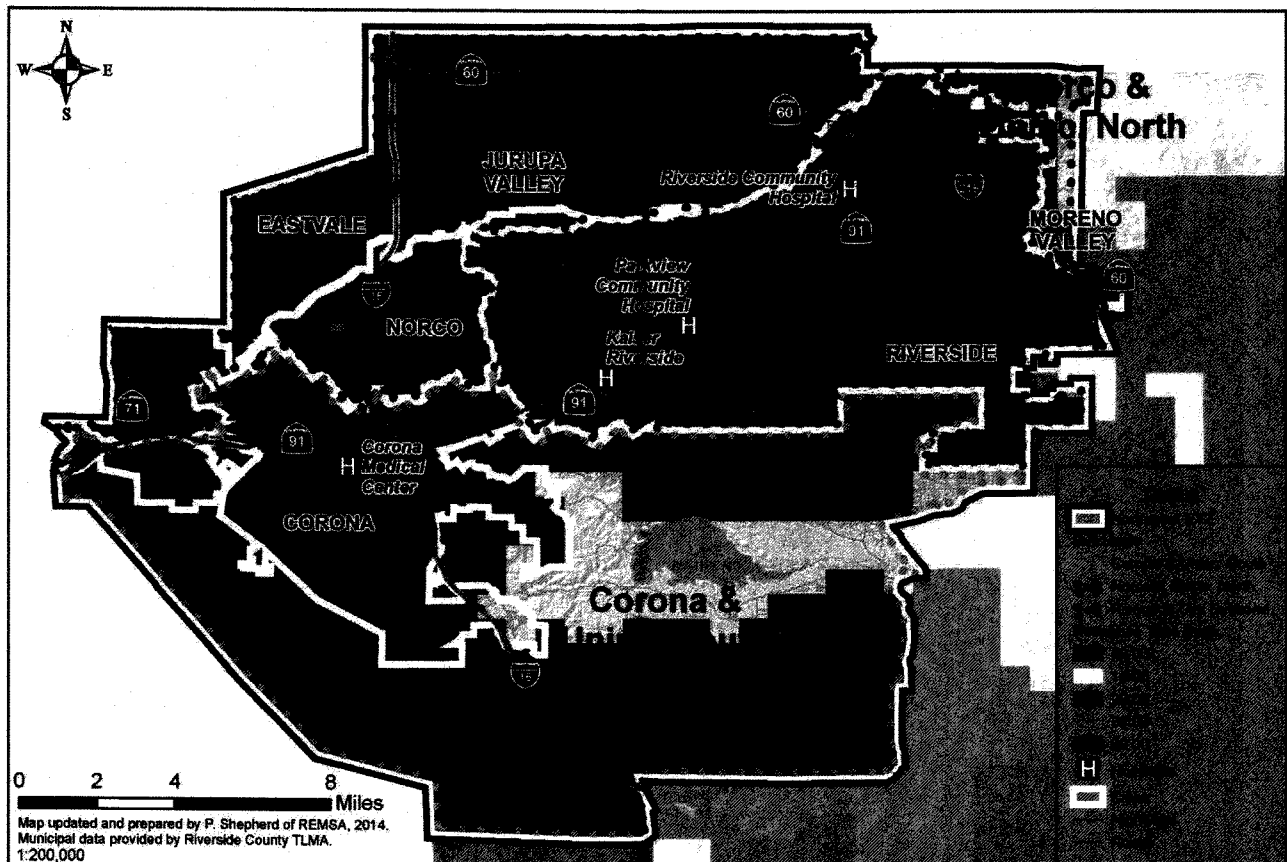


# NORTHWEST ZONE

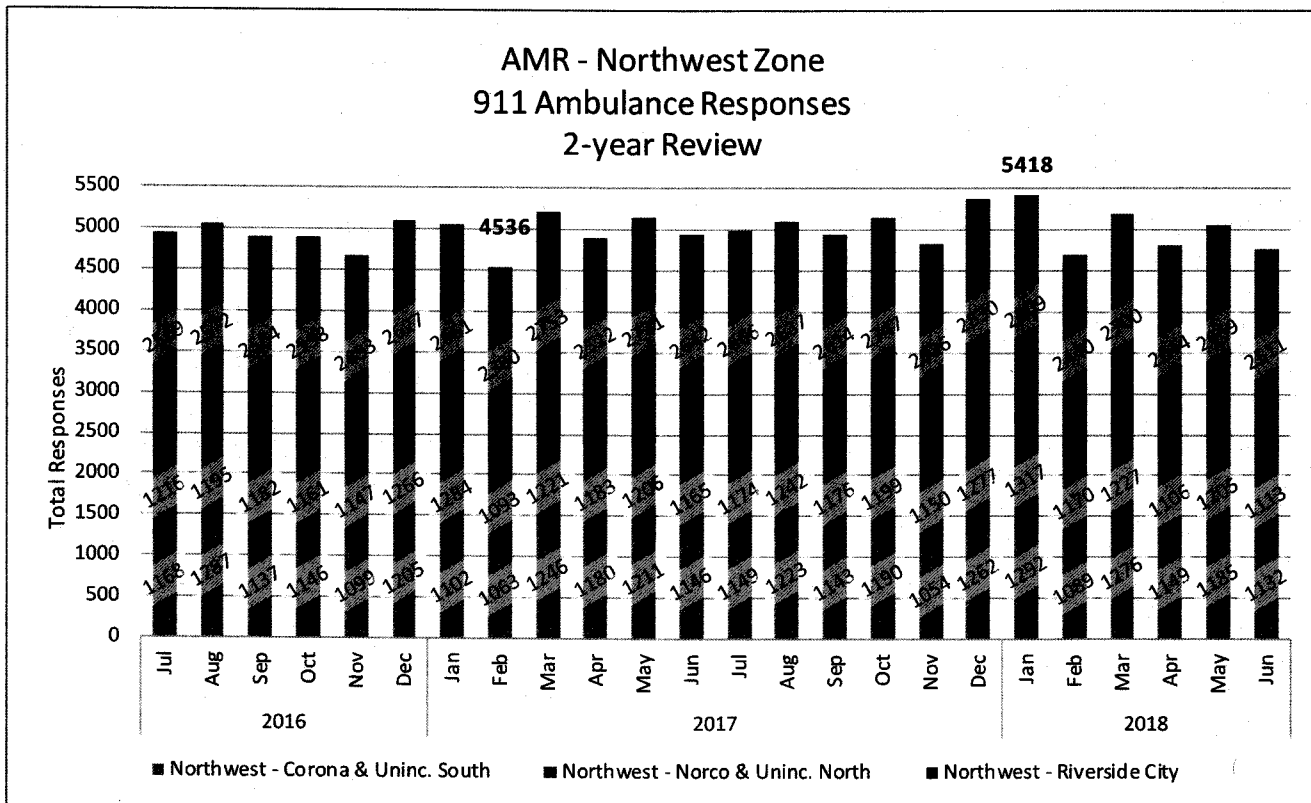
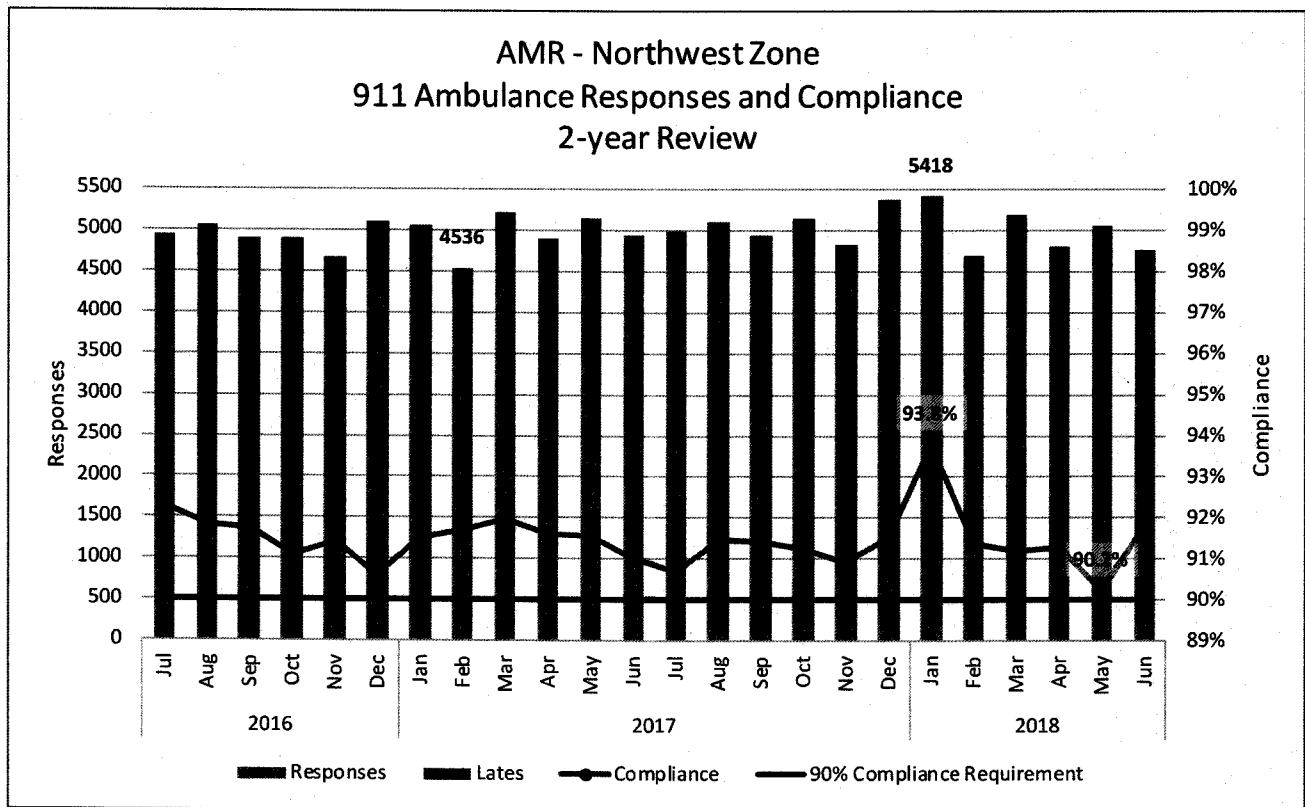
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest 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.



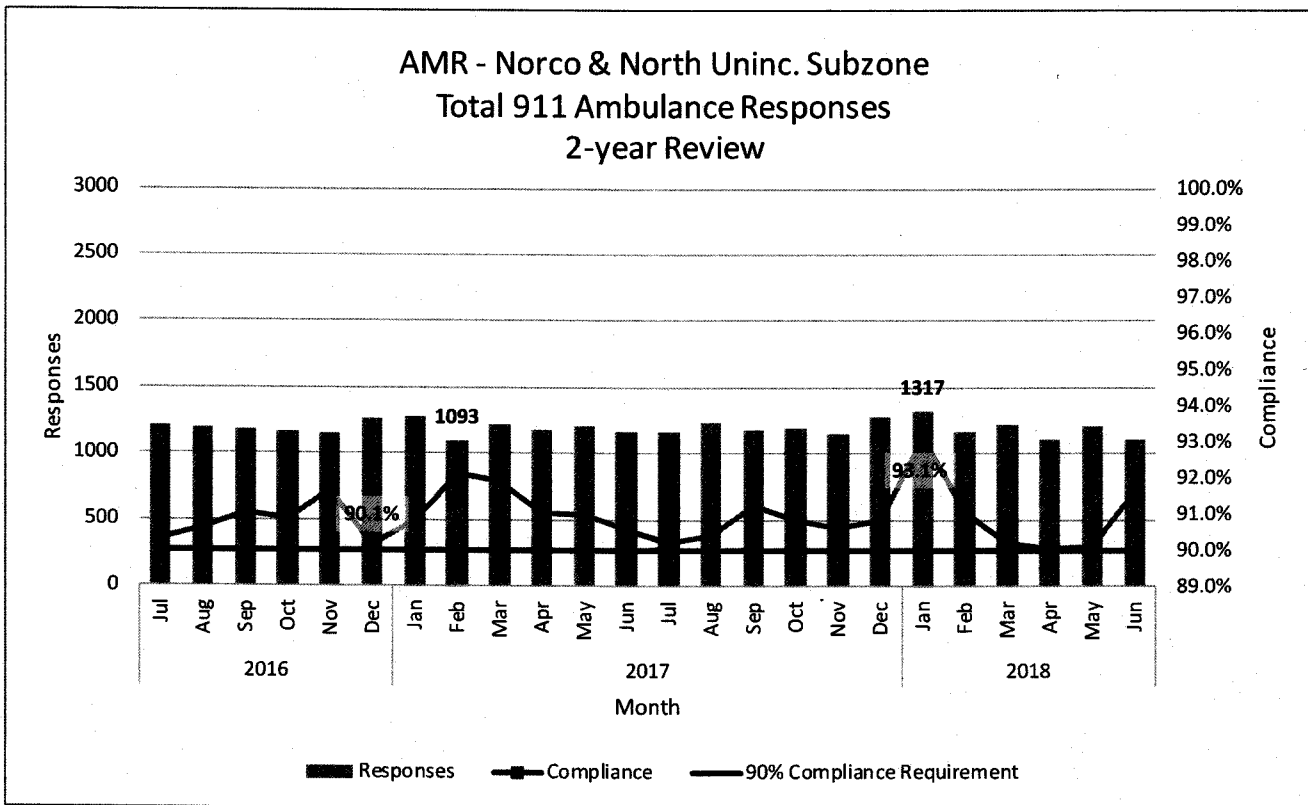
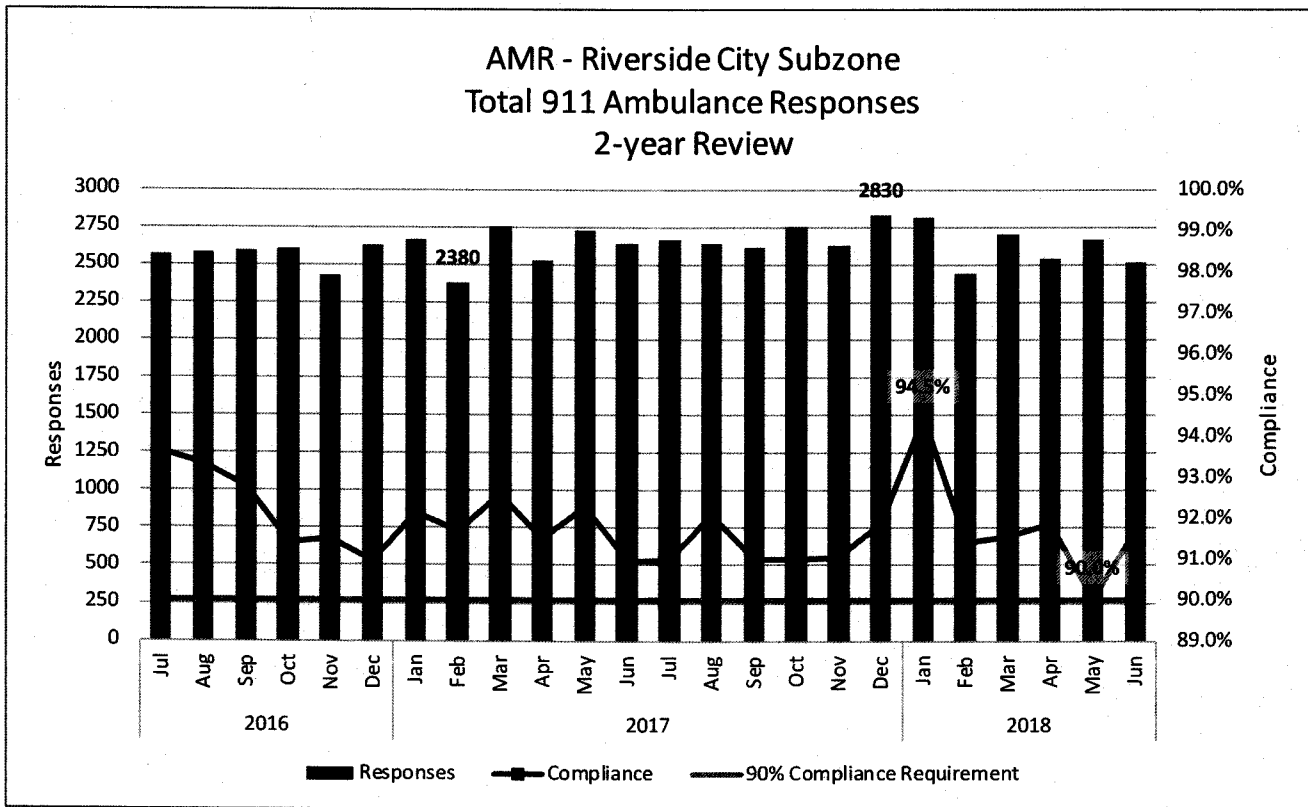
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



Northwest Zone: Response and Compliance Data



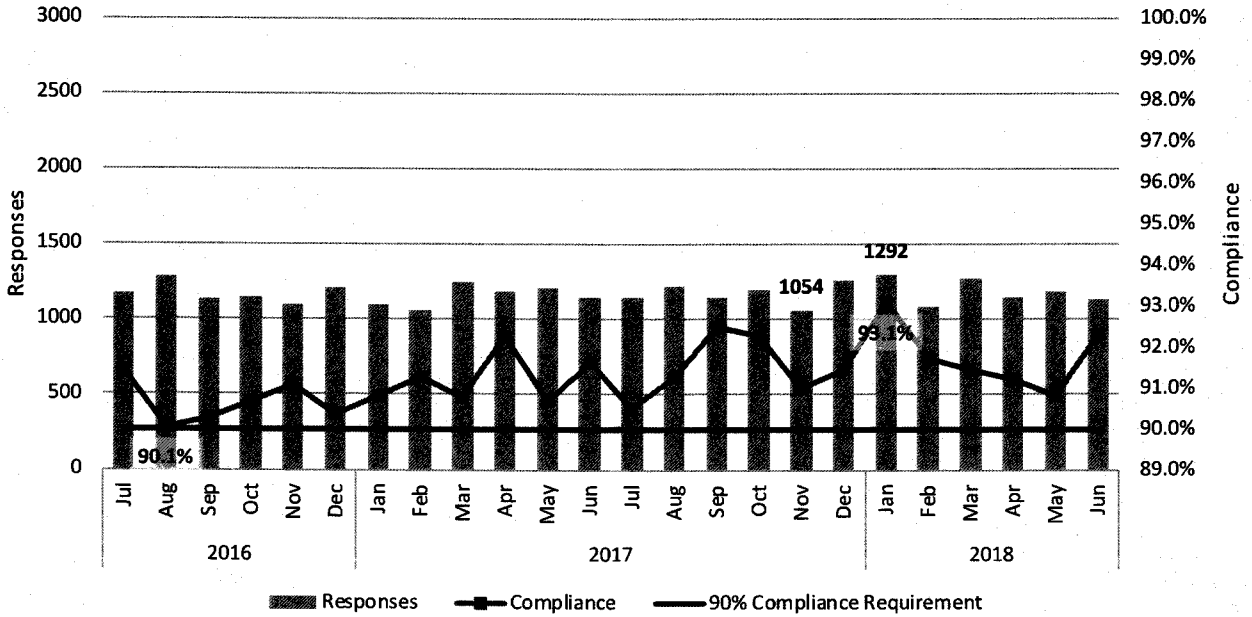
Northwest Zone: Subzone Response and Compliance Data



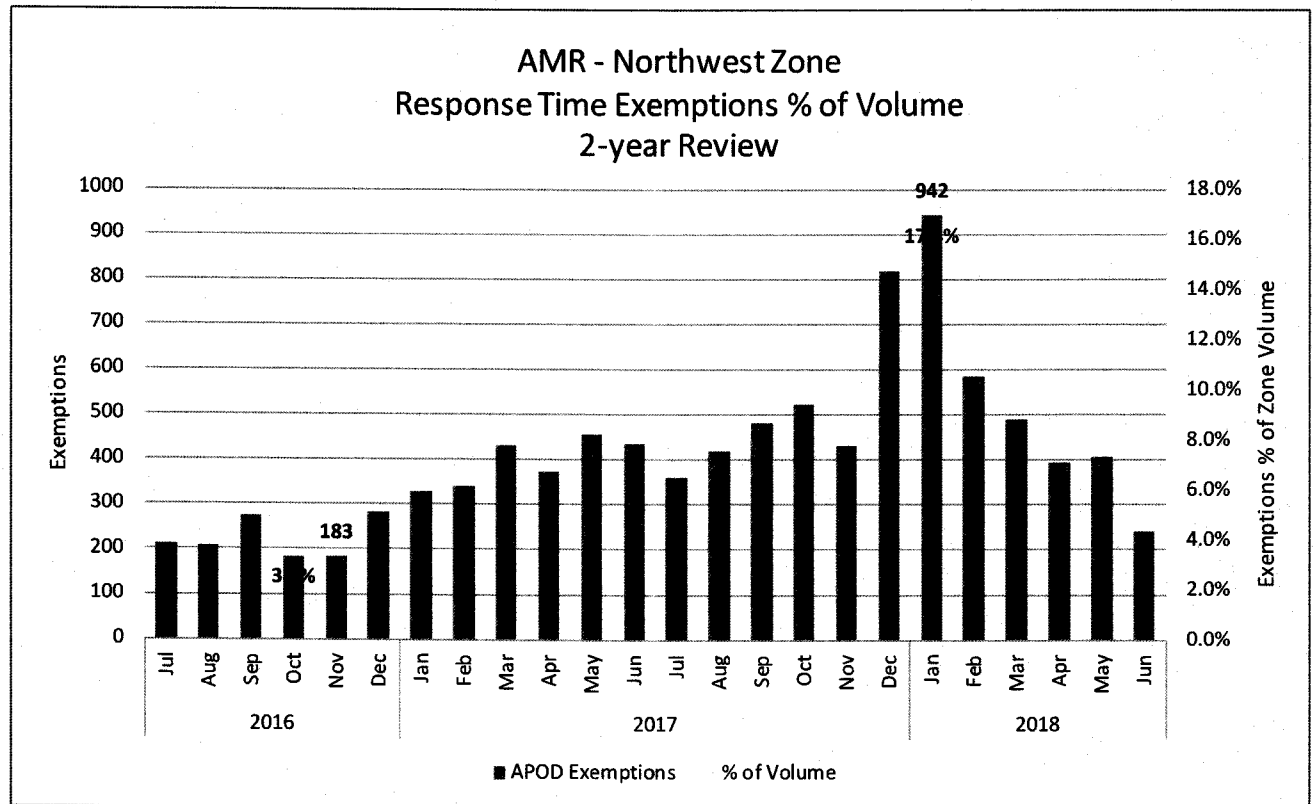
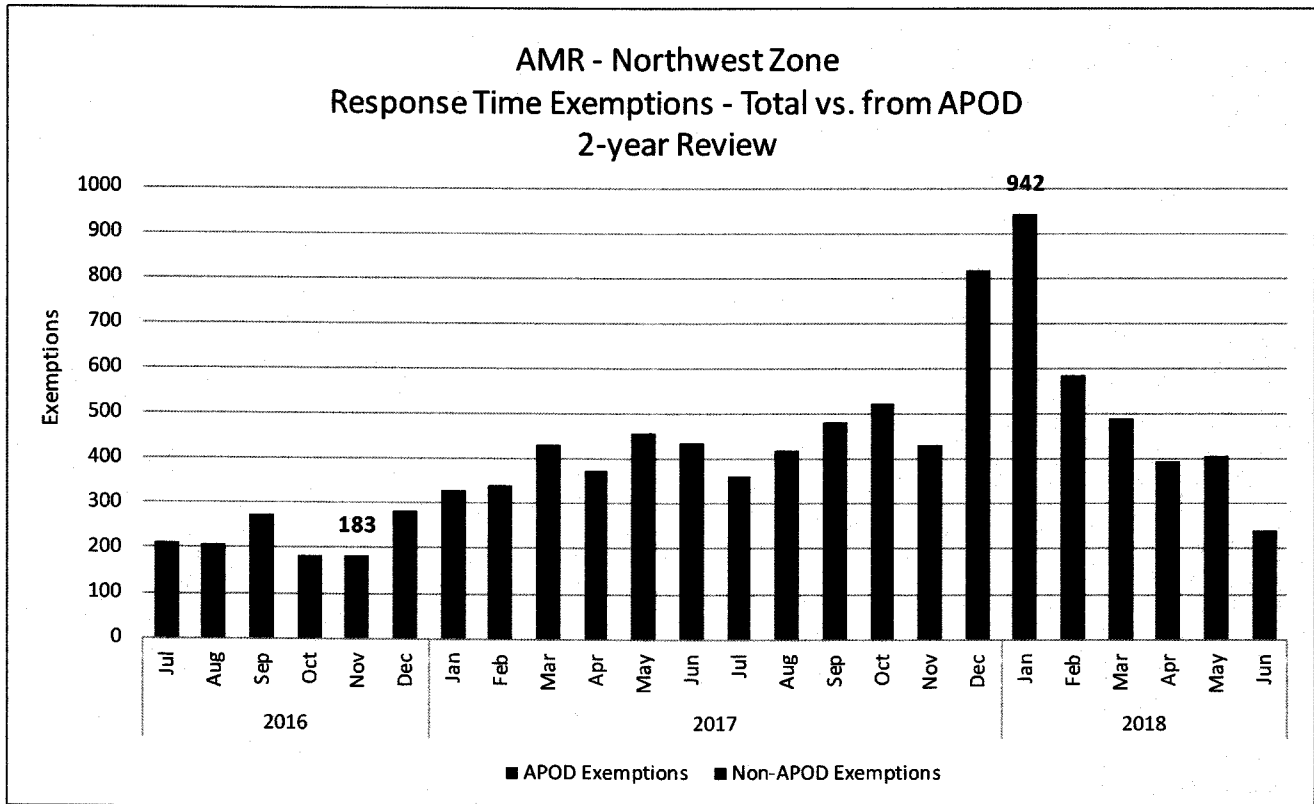
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



**AMR - Corona and South Uninc. Subzone  
Total 911 Ambulance Responses  
2-year Review**

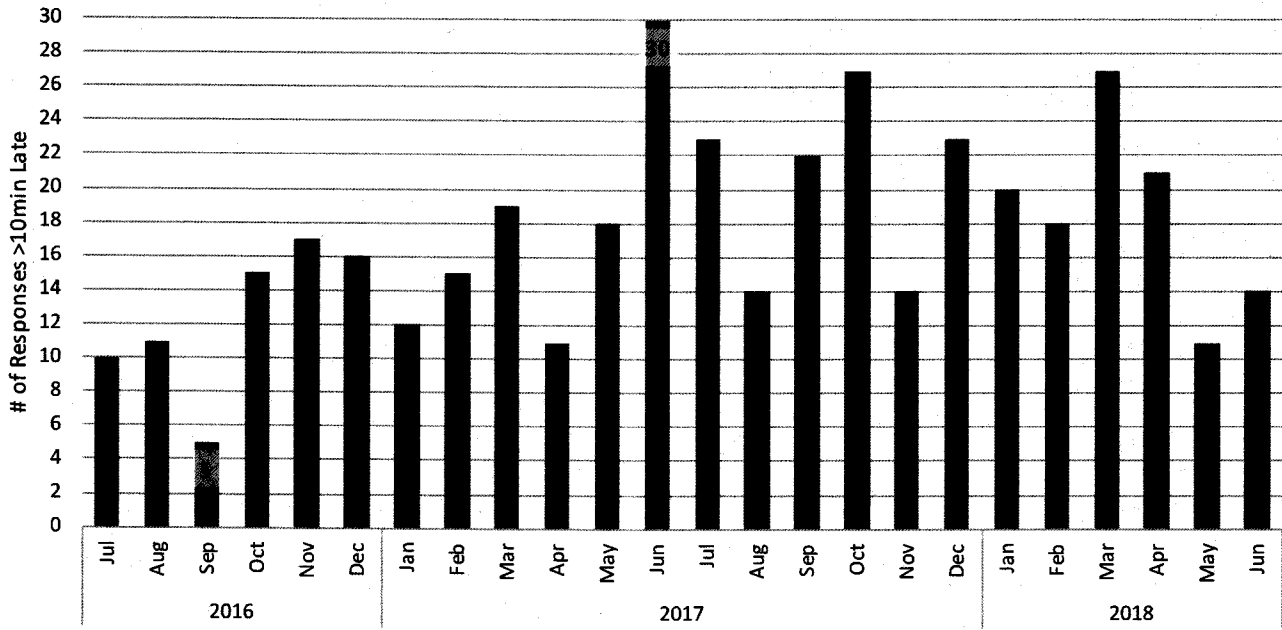


Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late

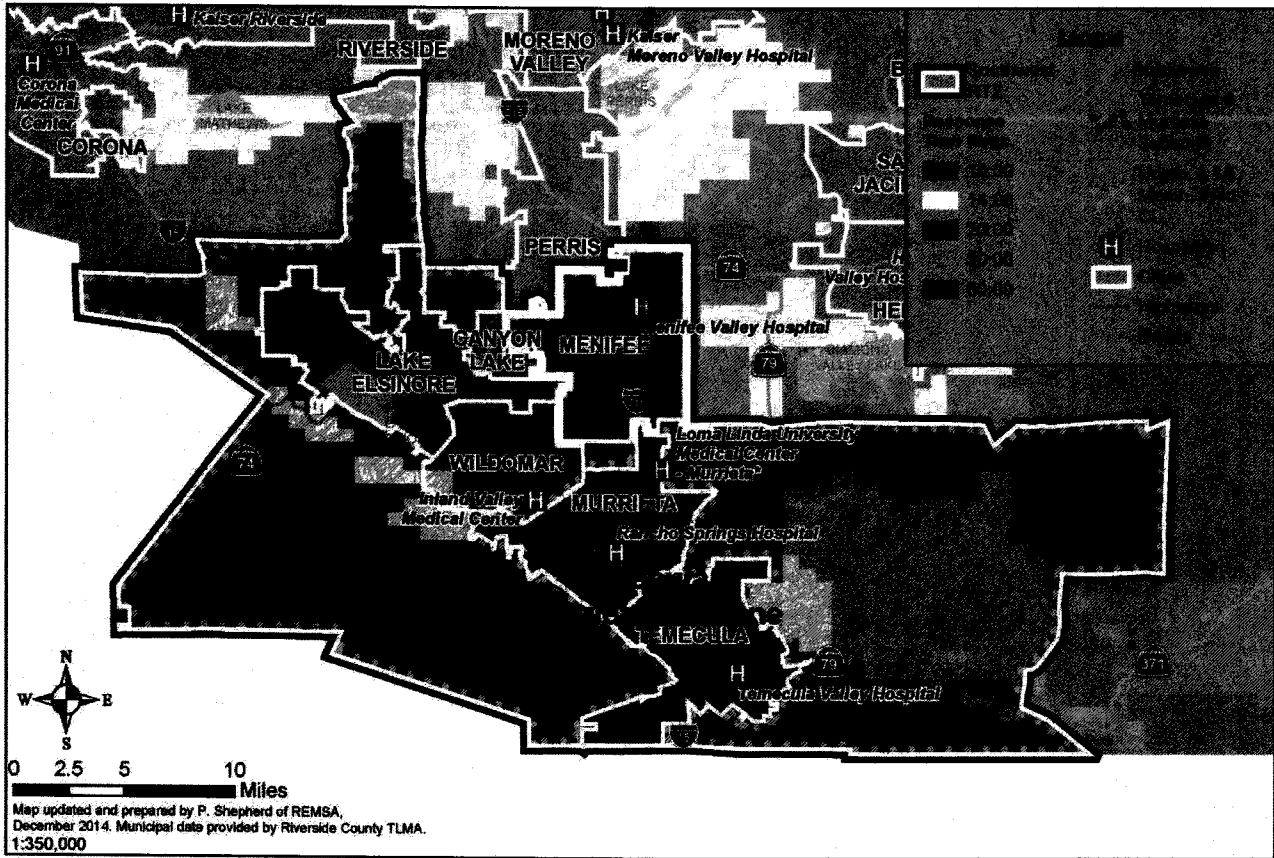
AMR - Northwest Zone  
 Responses >10min Late  
 2-year Review



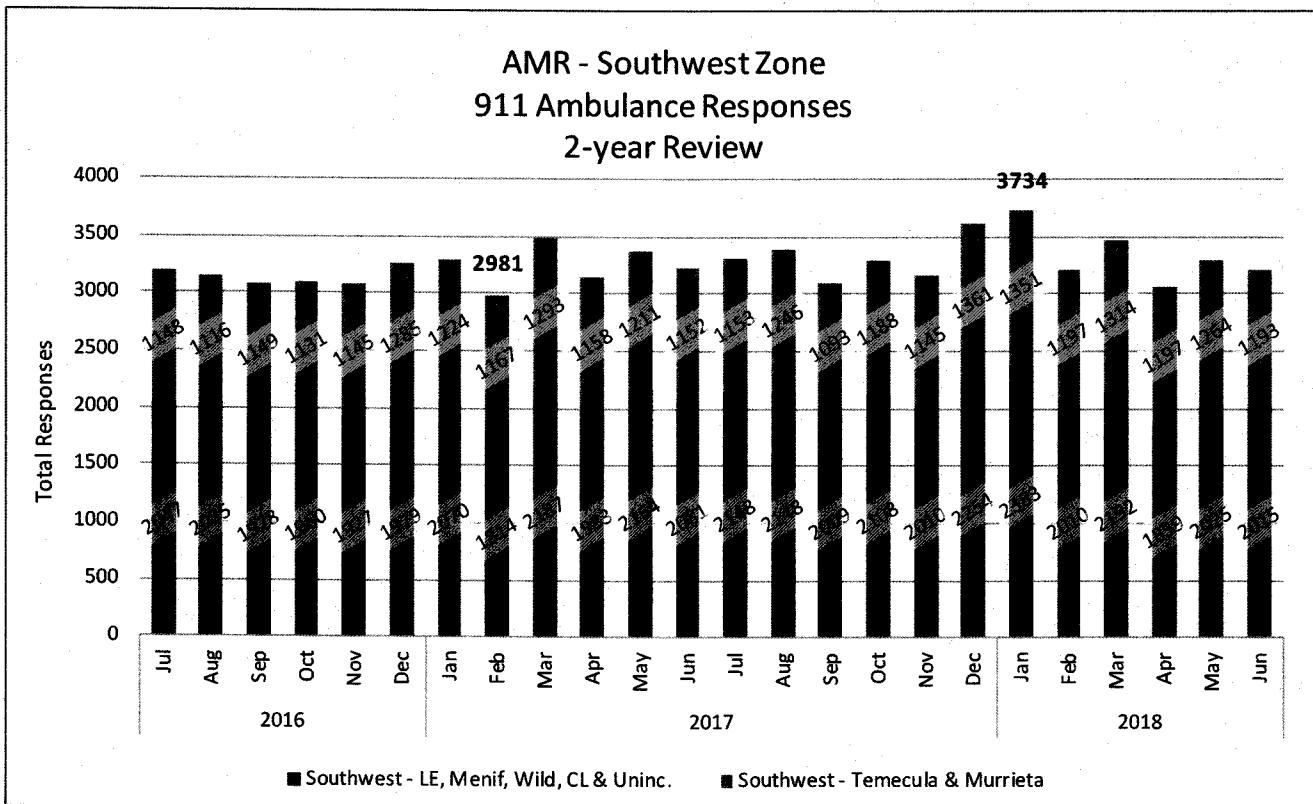
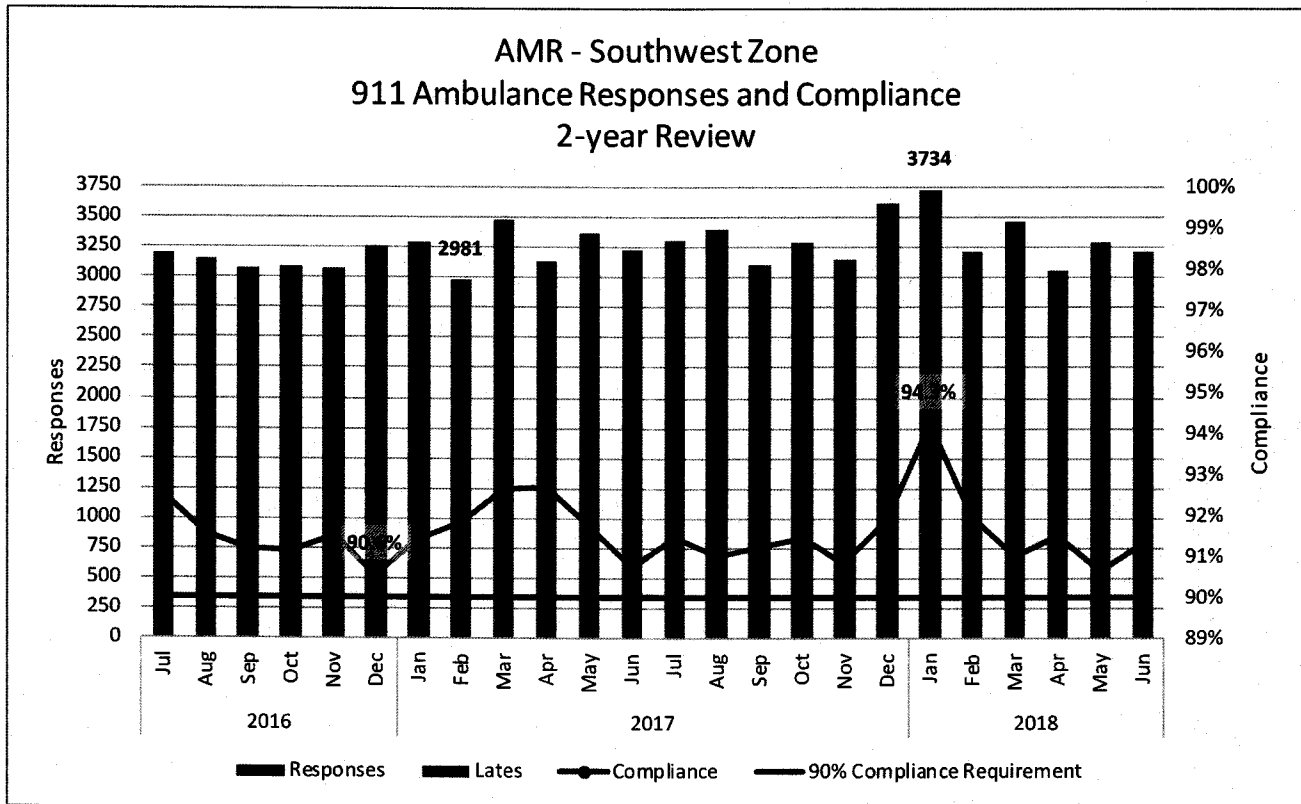
# SOUTHWEST ZONE

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.

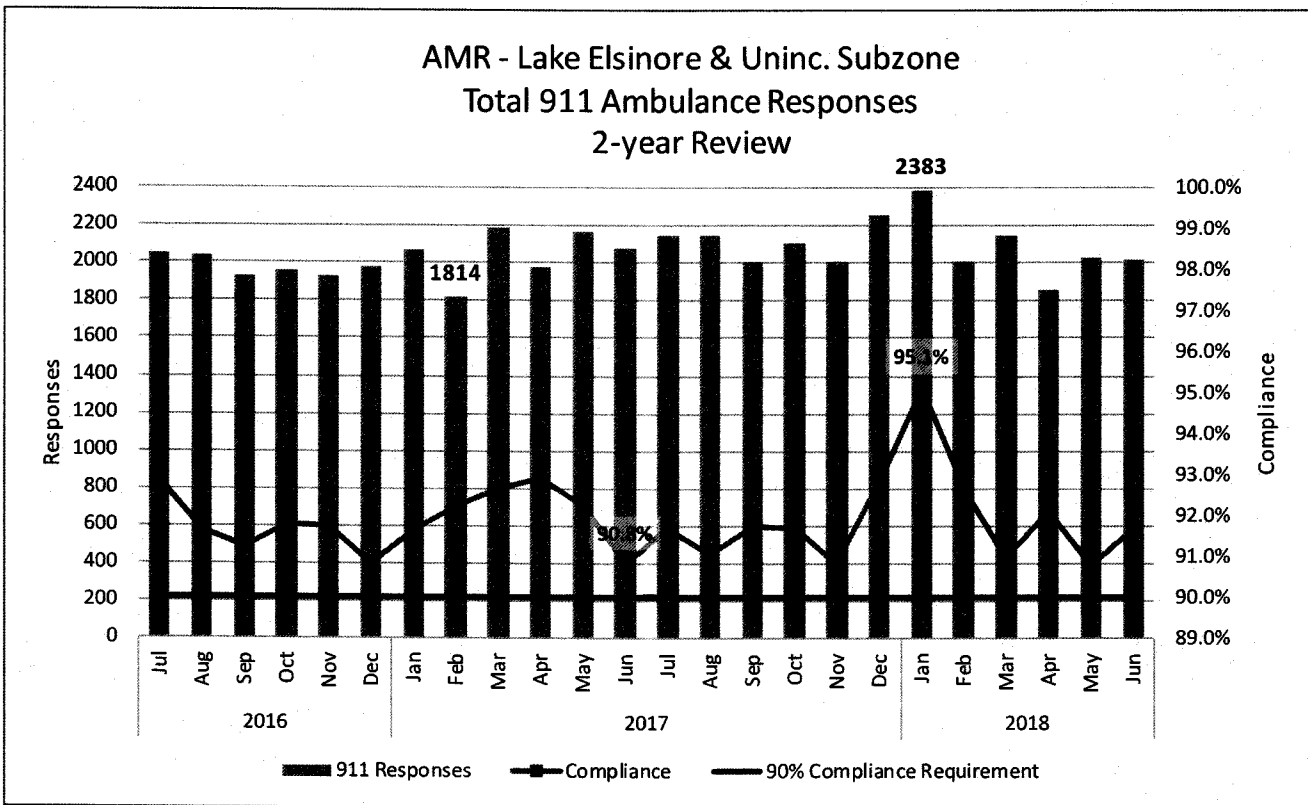
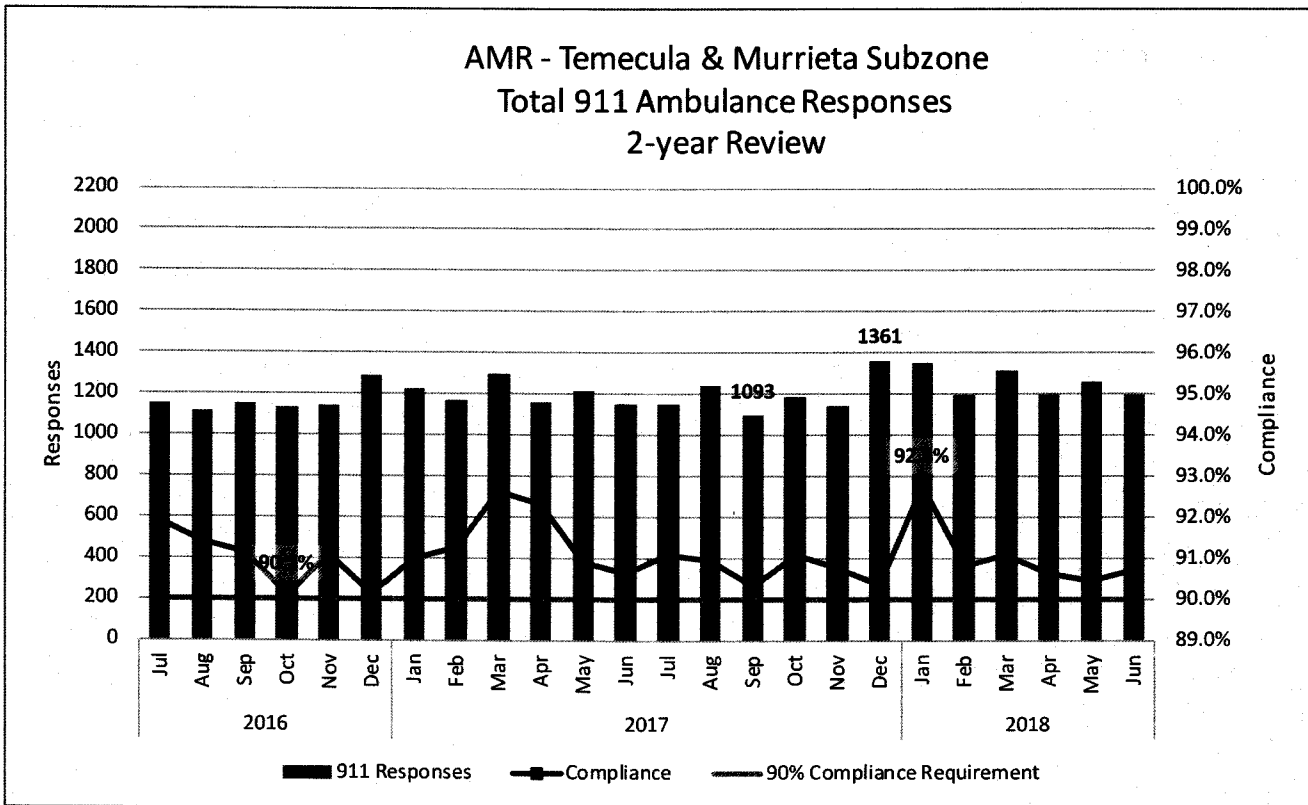
**RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM**  
**GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES**  
**SOUTHWEST**



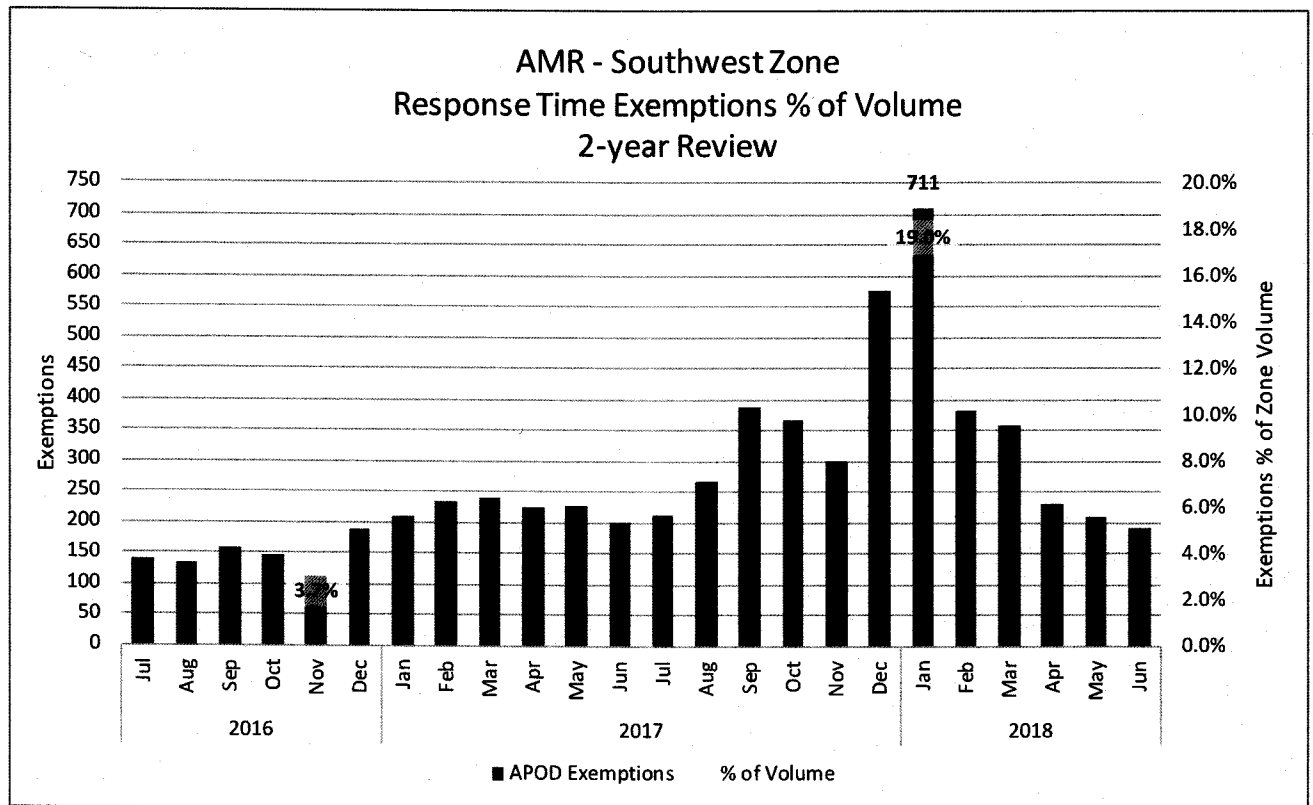
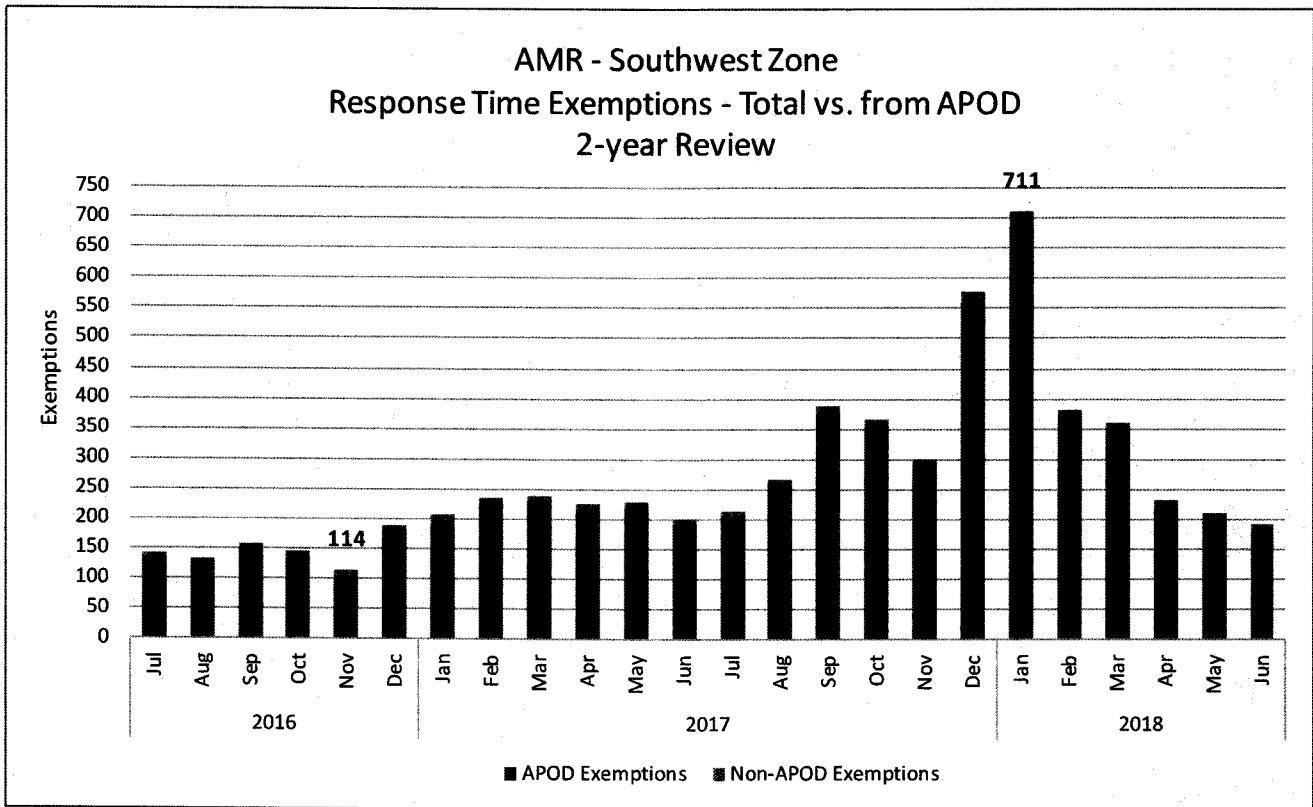
Southwest Zone: zone Response and Compliance Data



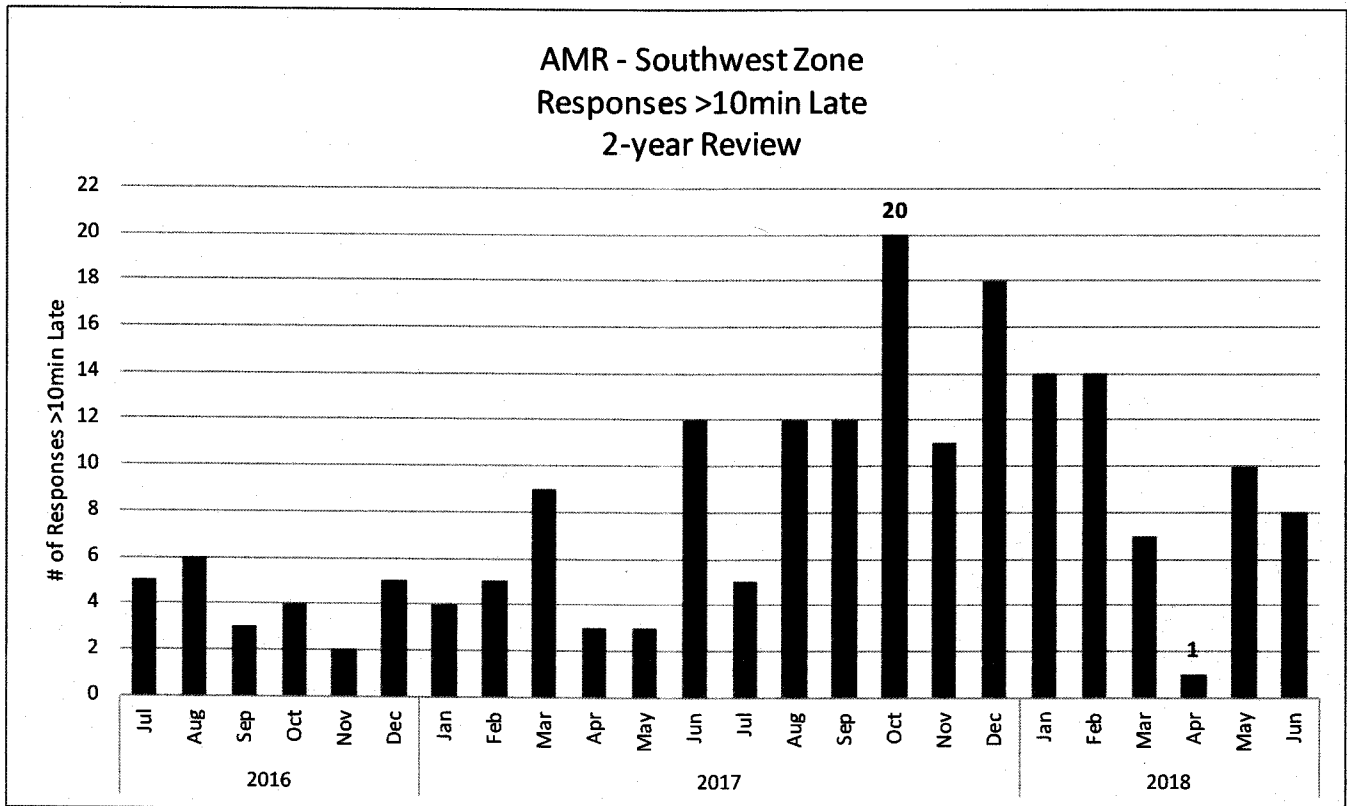
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late





# DESERT ZONE

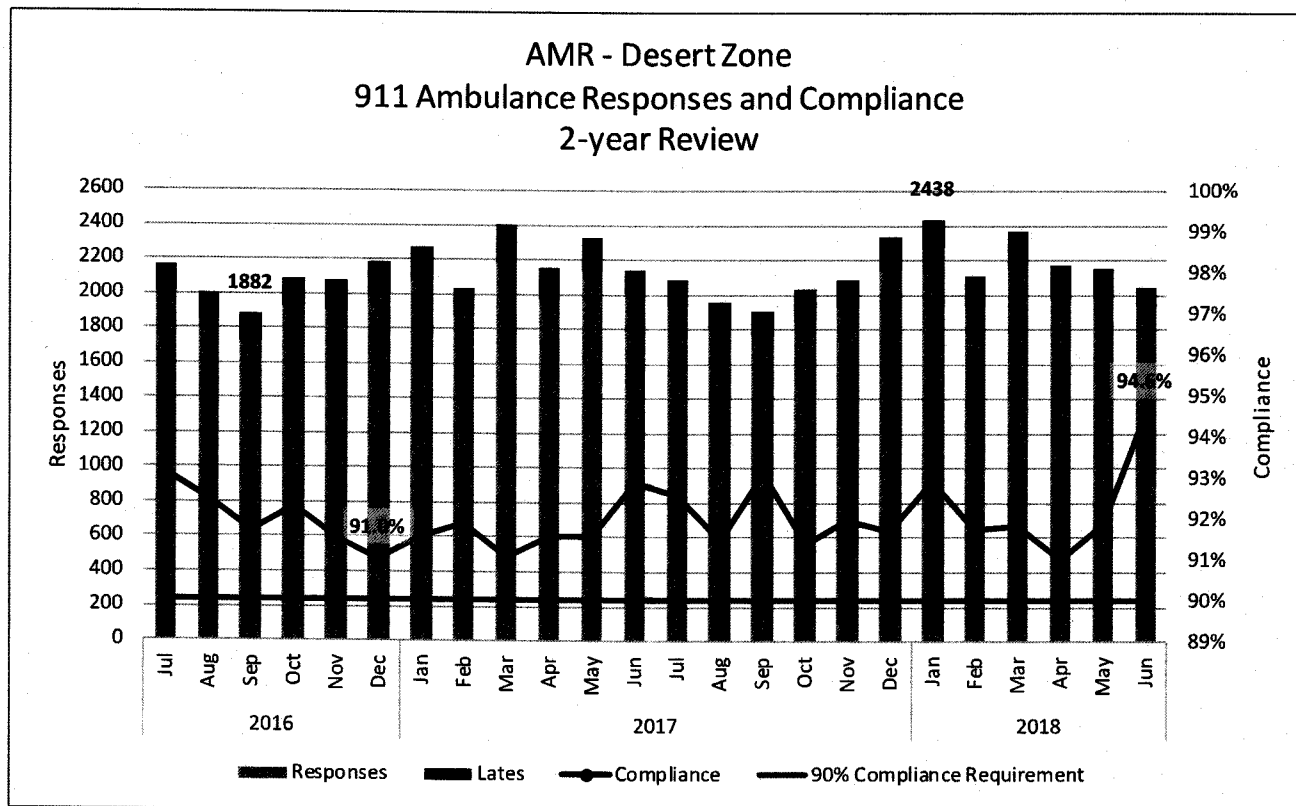
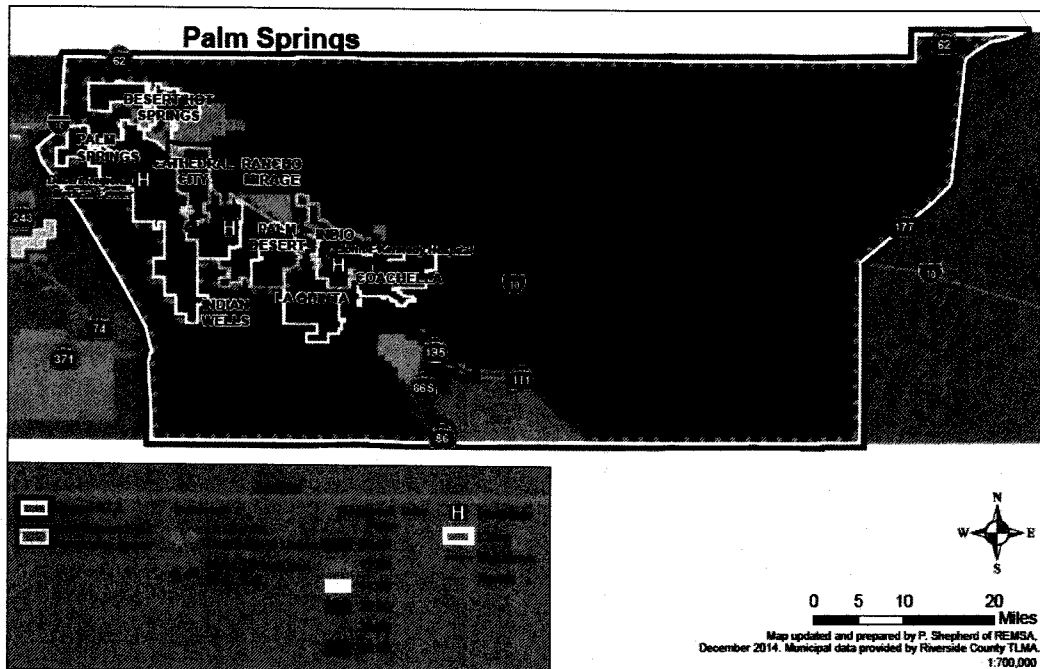


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

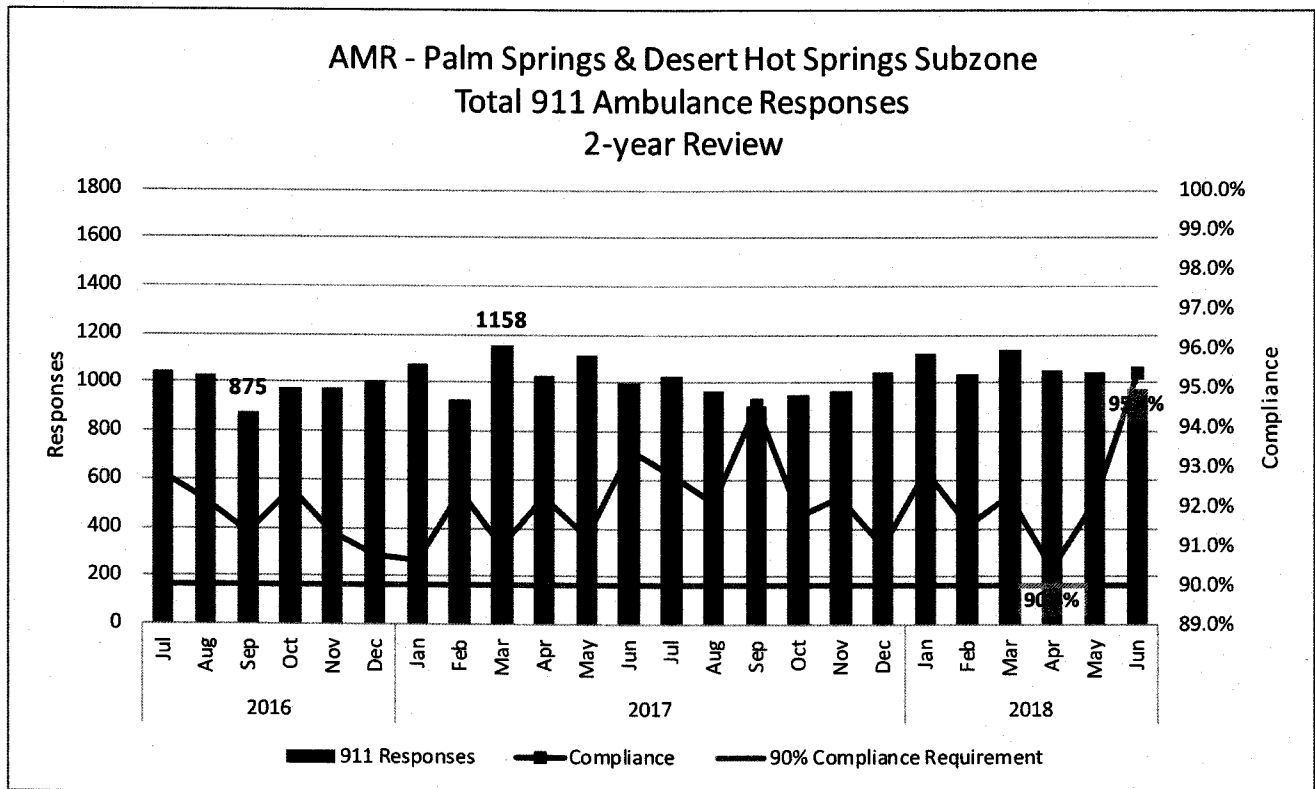
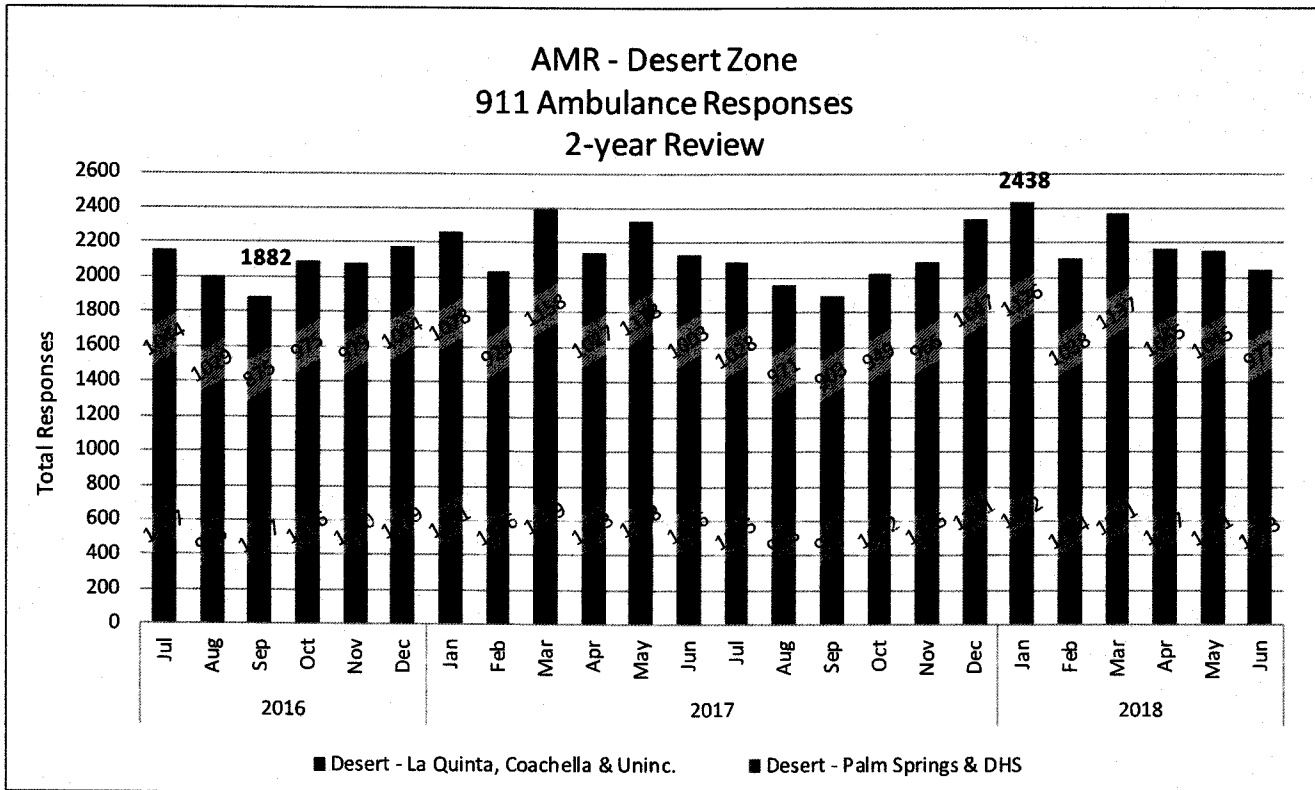
## DESERT

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.

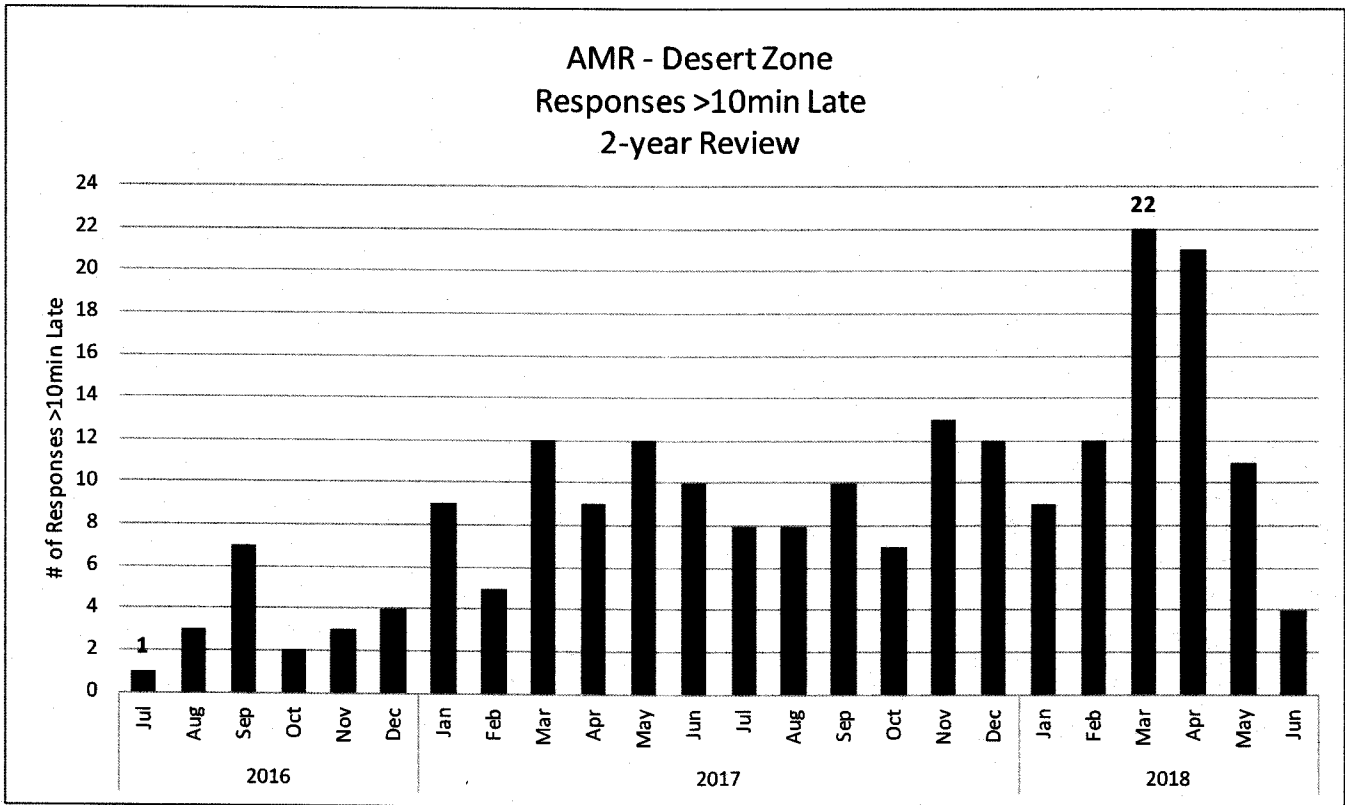
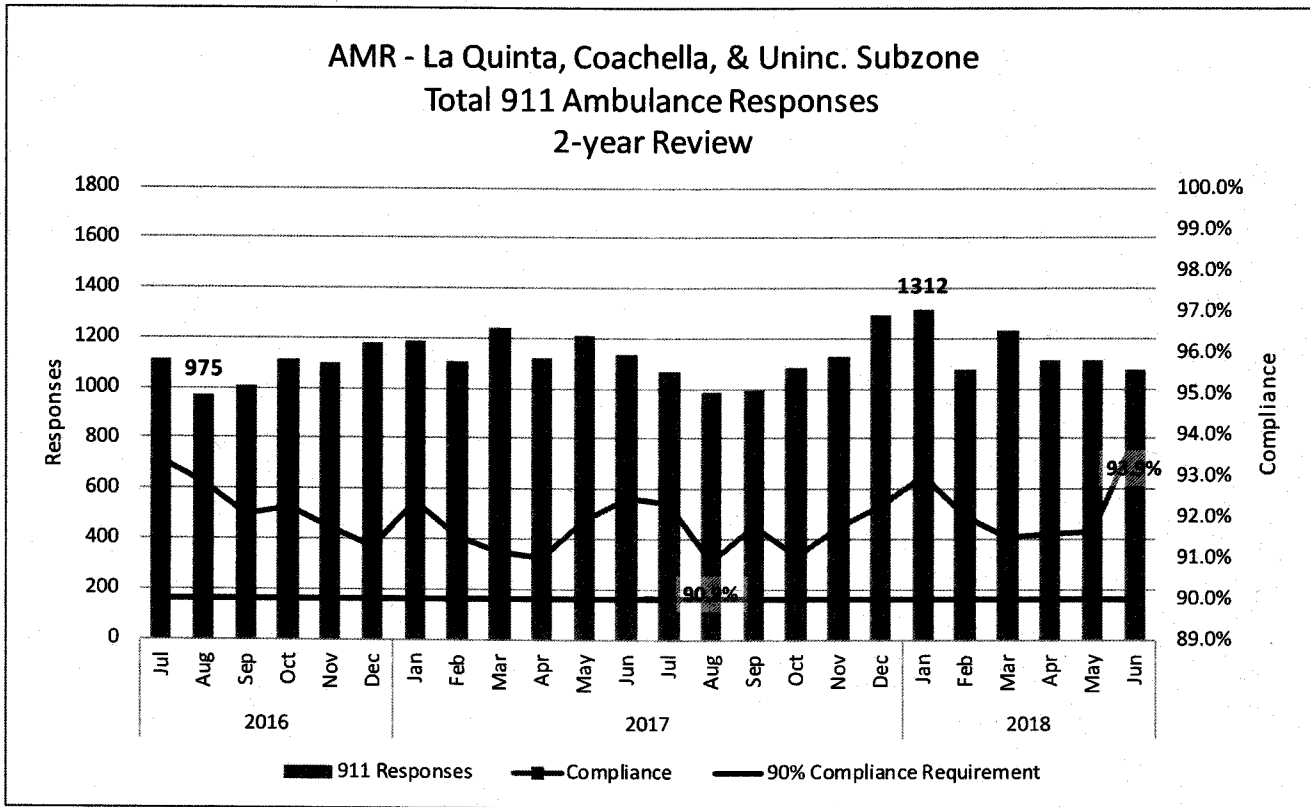
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



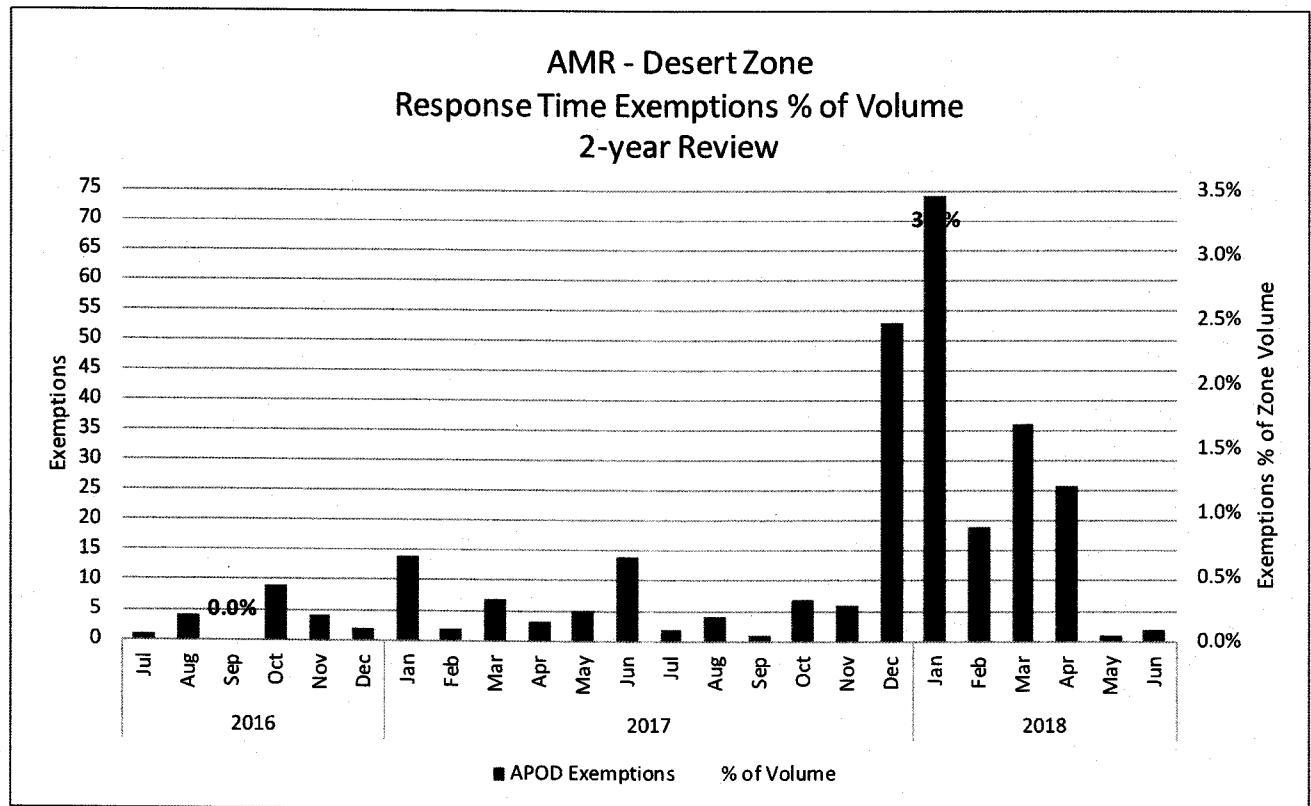
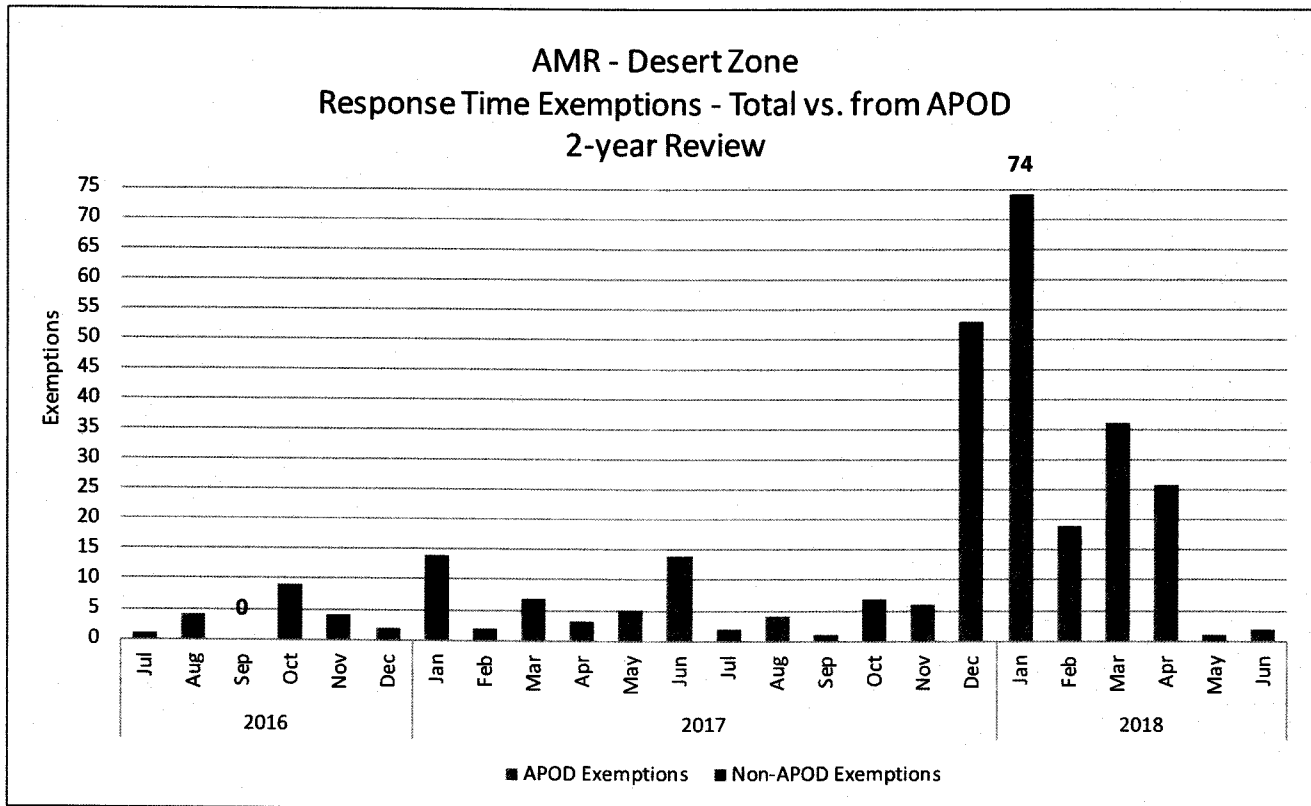
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



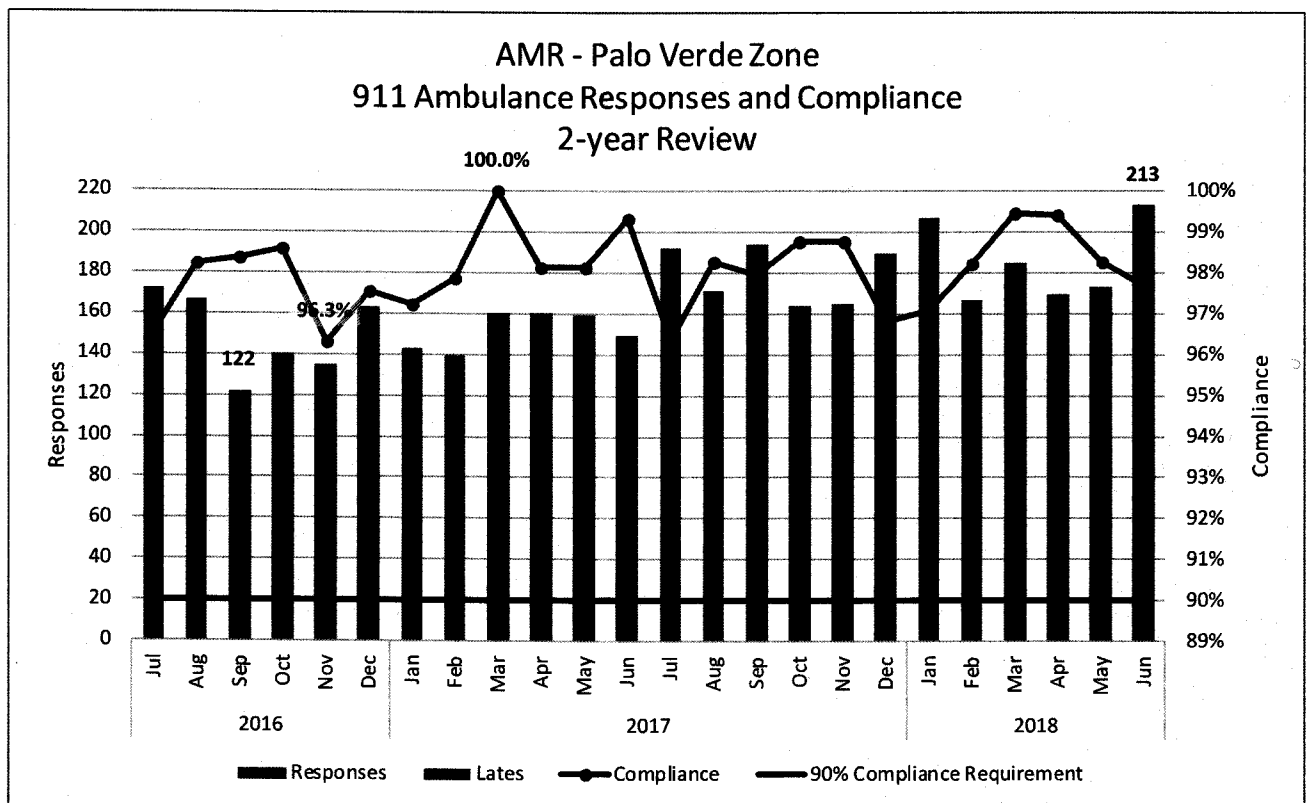
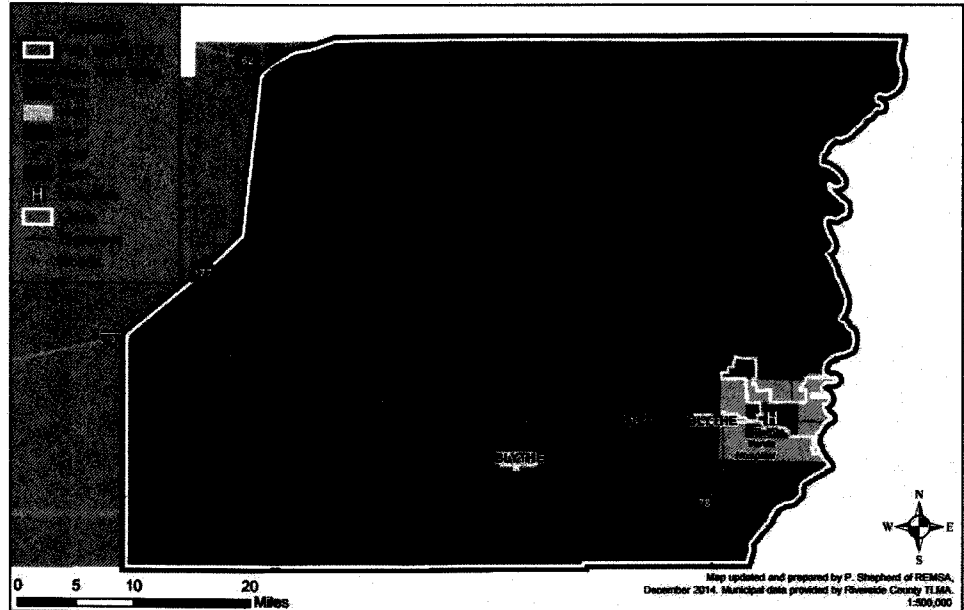
# PALO VERDE ZONE



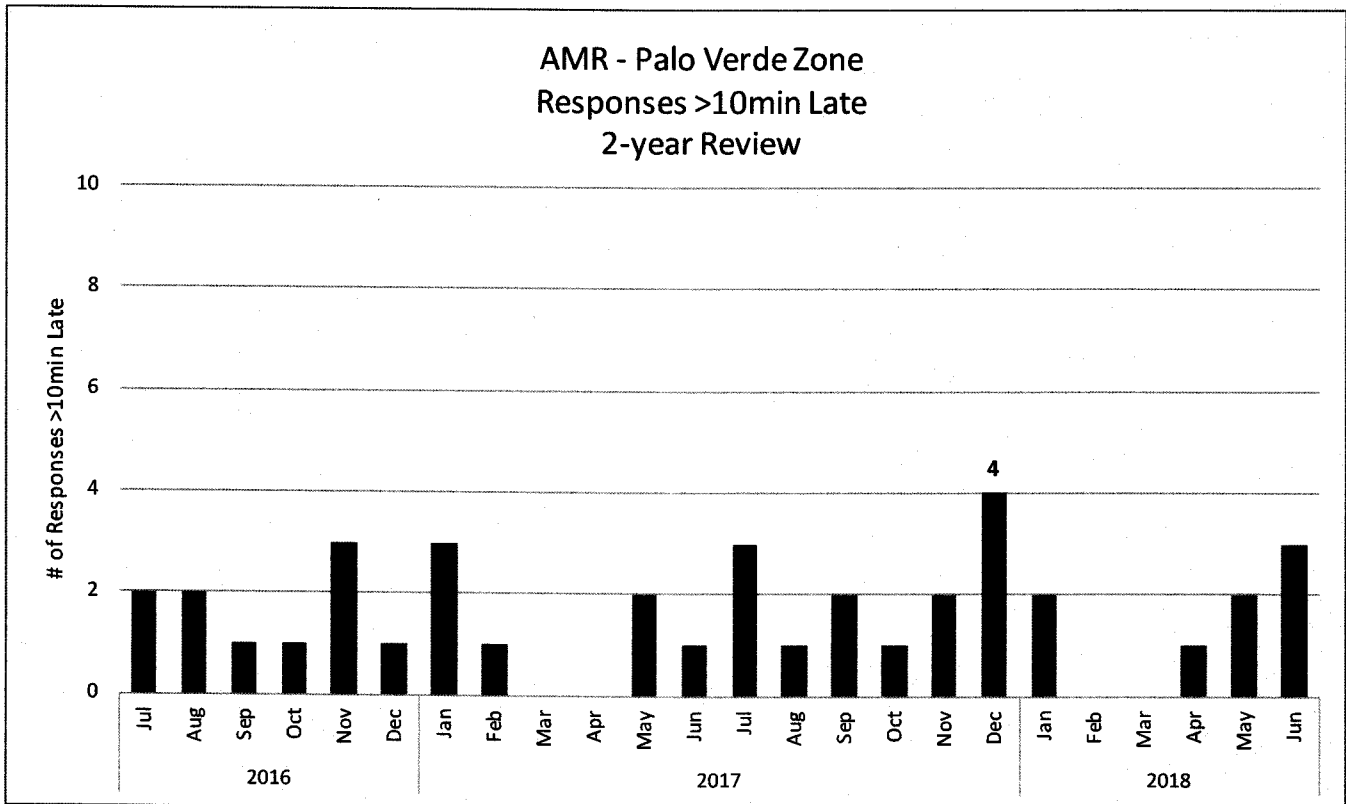
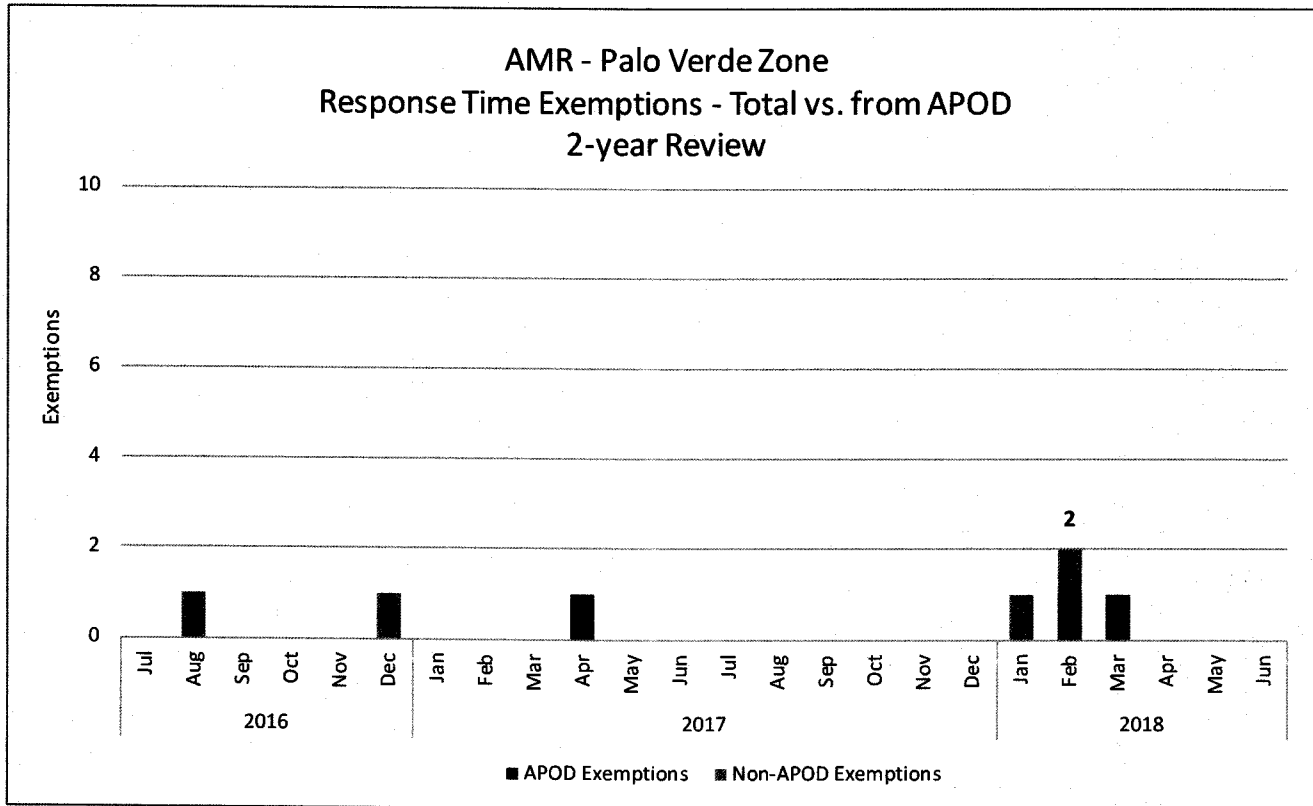
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## 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**

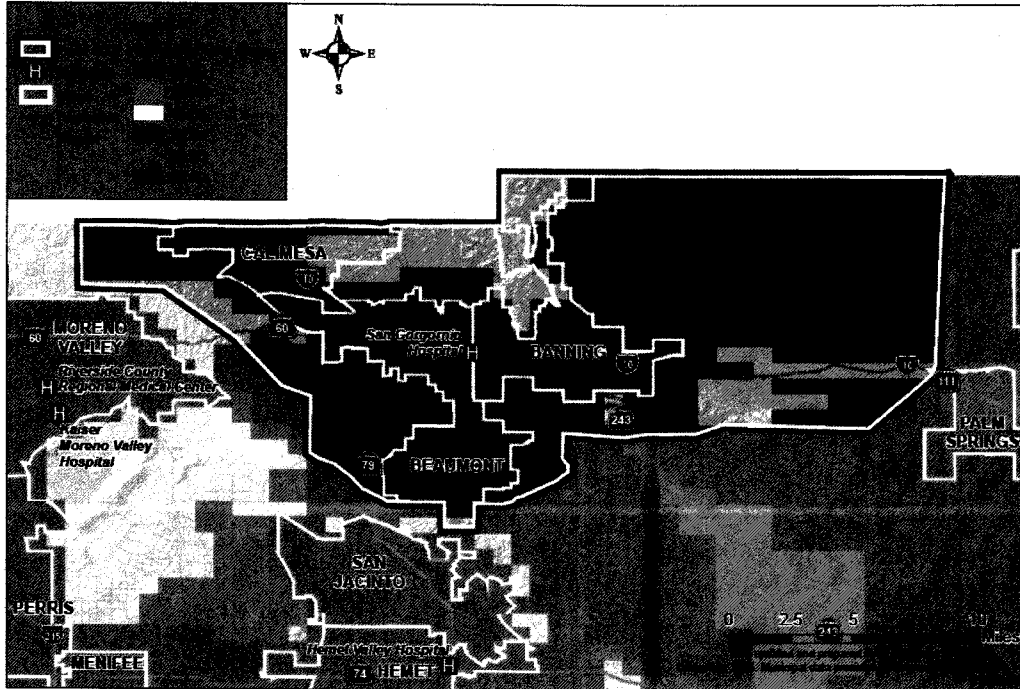


# PASS ZONE

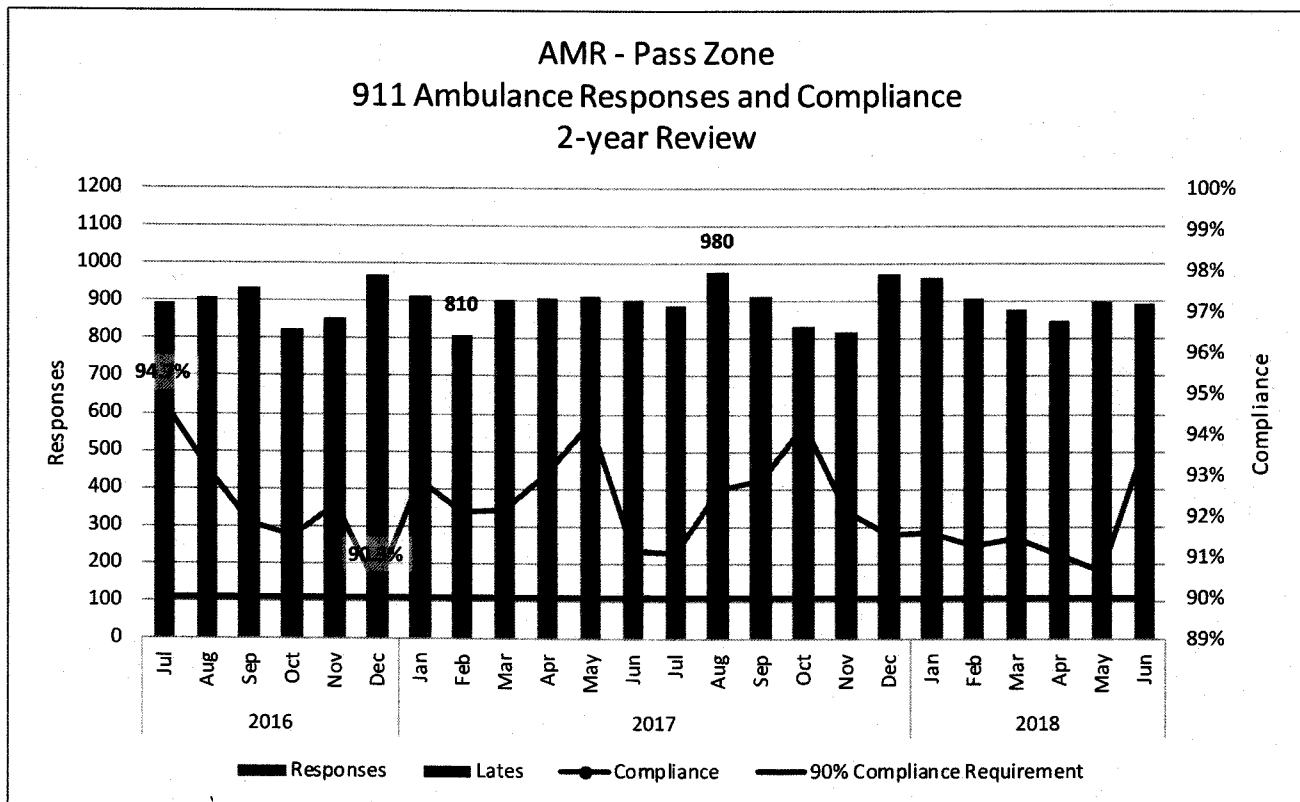


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

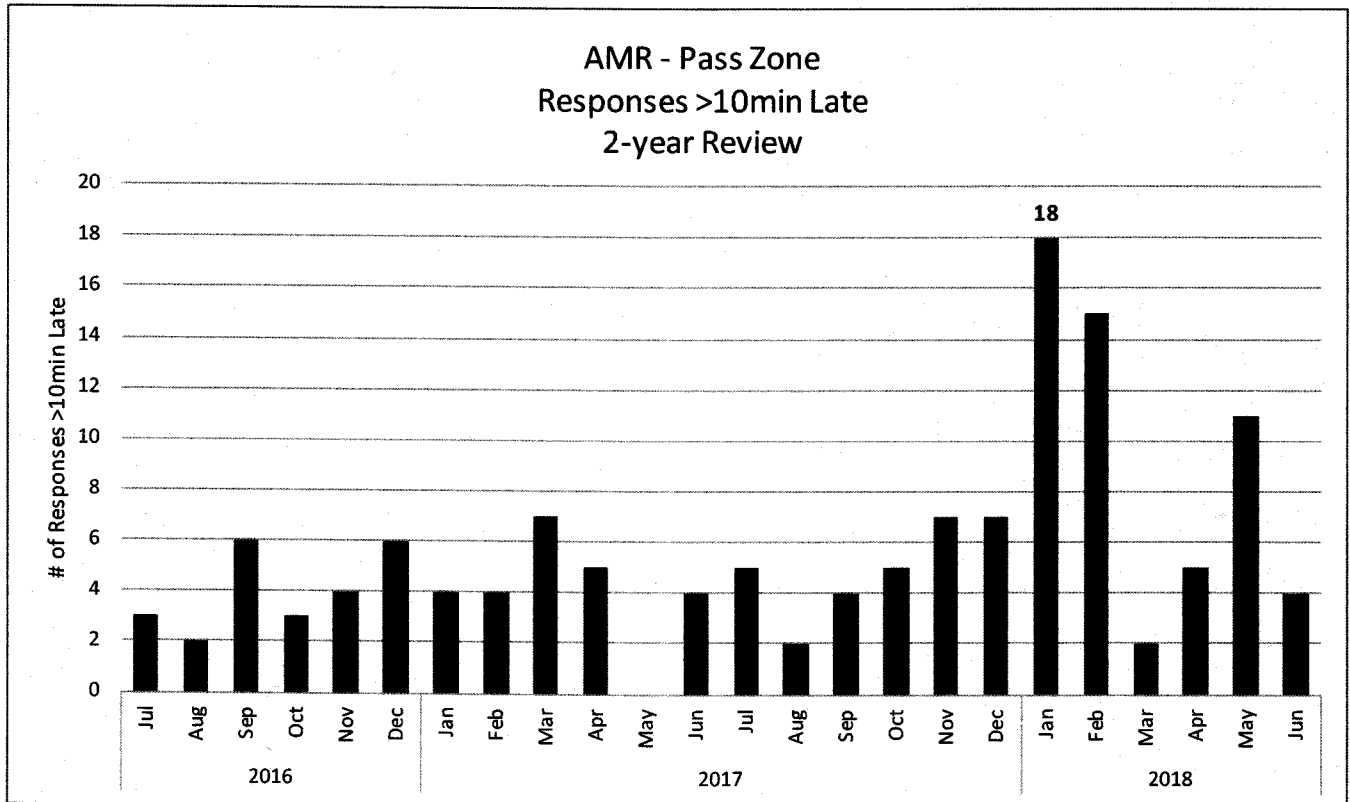
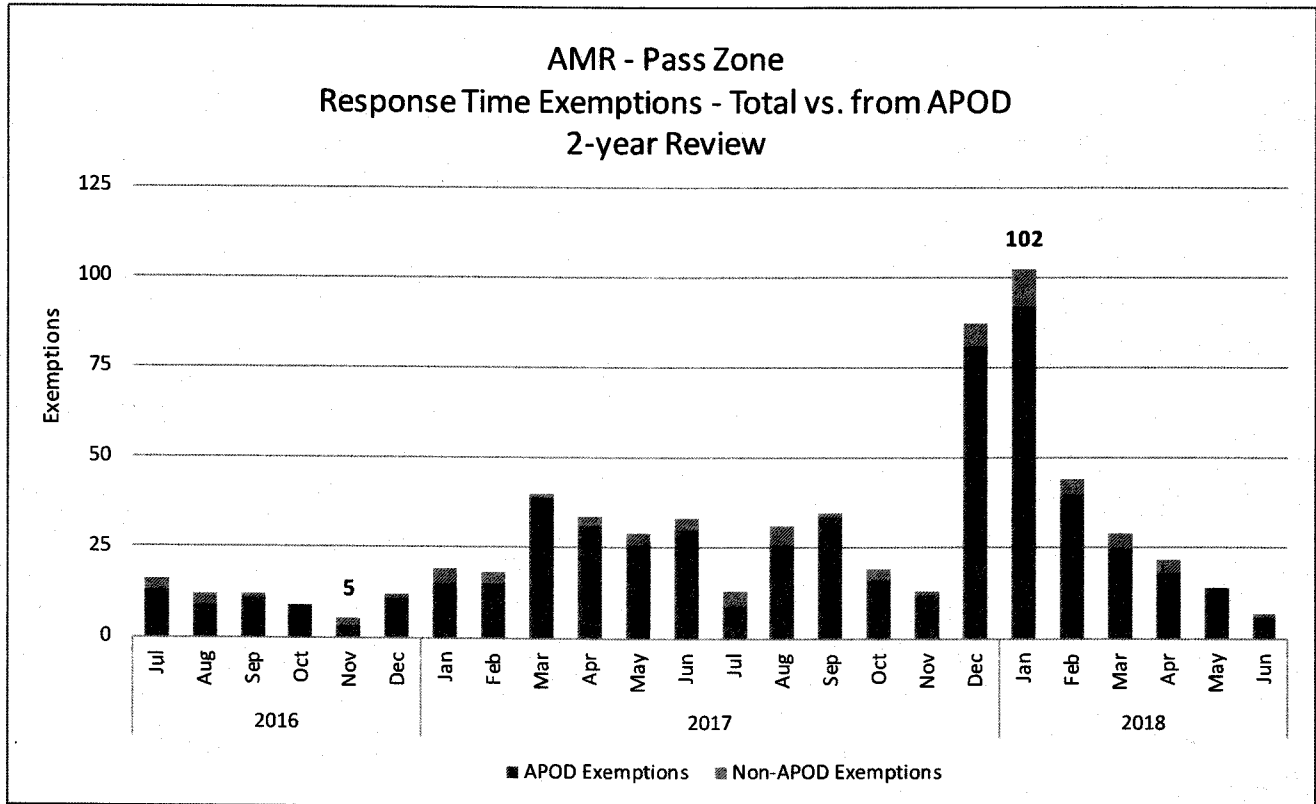
## PASS



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 905 9-1-1 responses per month, with an average of 70 late calls per month during the period covered in this report.



Pass Zone: Exemptions and Responses >10 Minutes Late





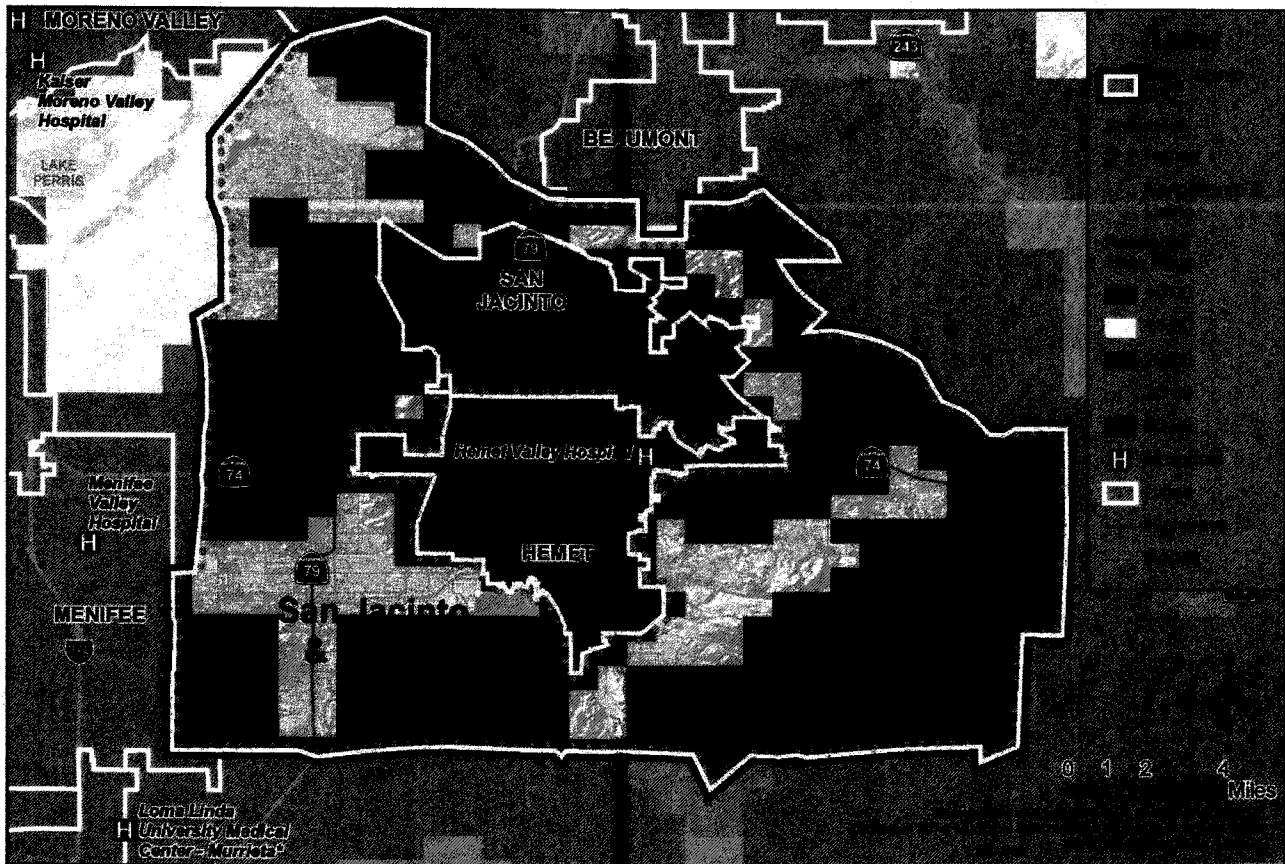
# SAN JACINTO ZONE

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 few years, and this area experiences many Ambulance Patient Offload Delays (APODs).

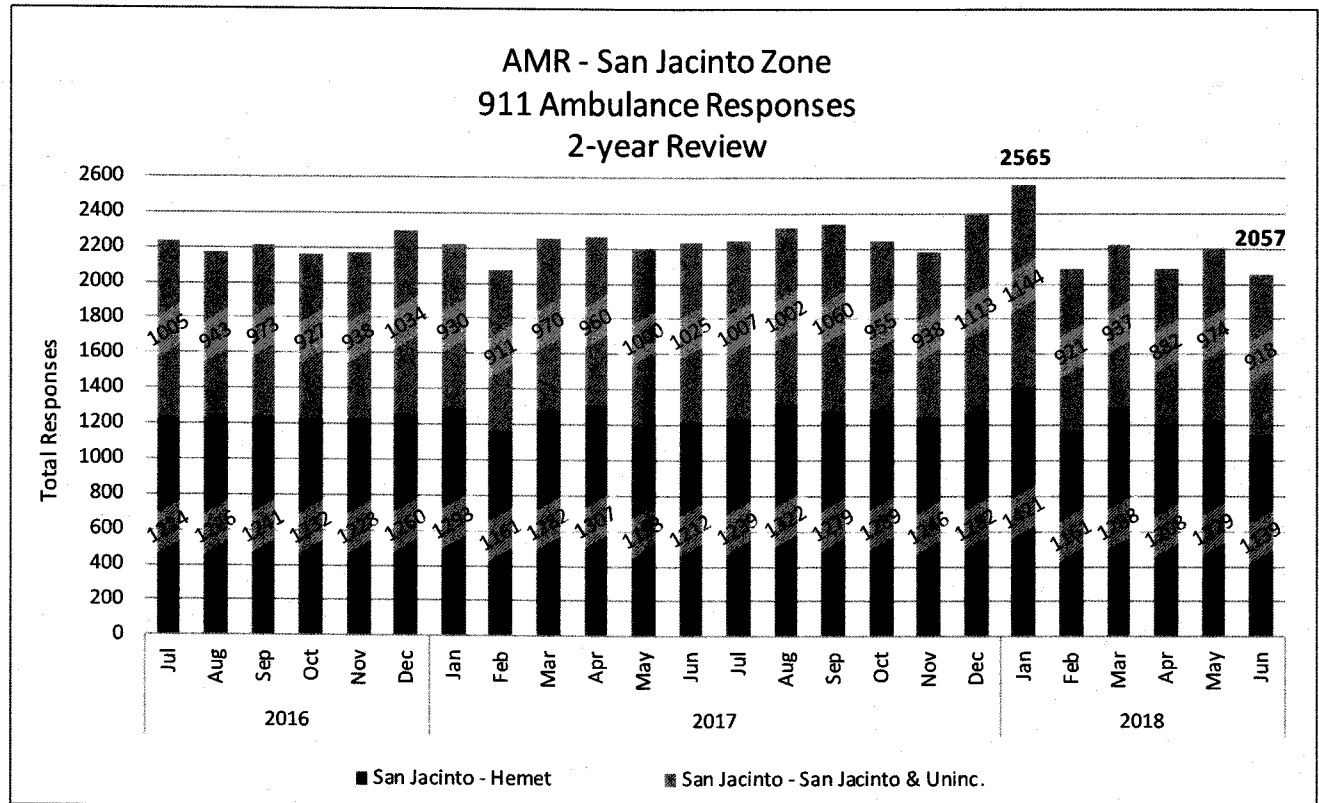
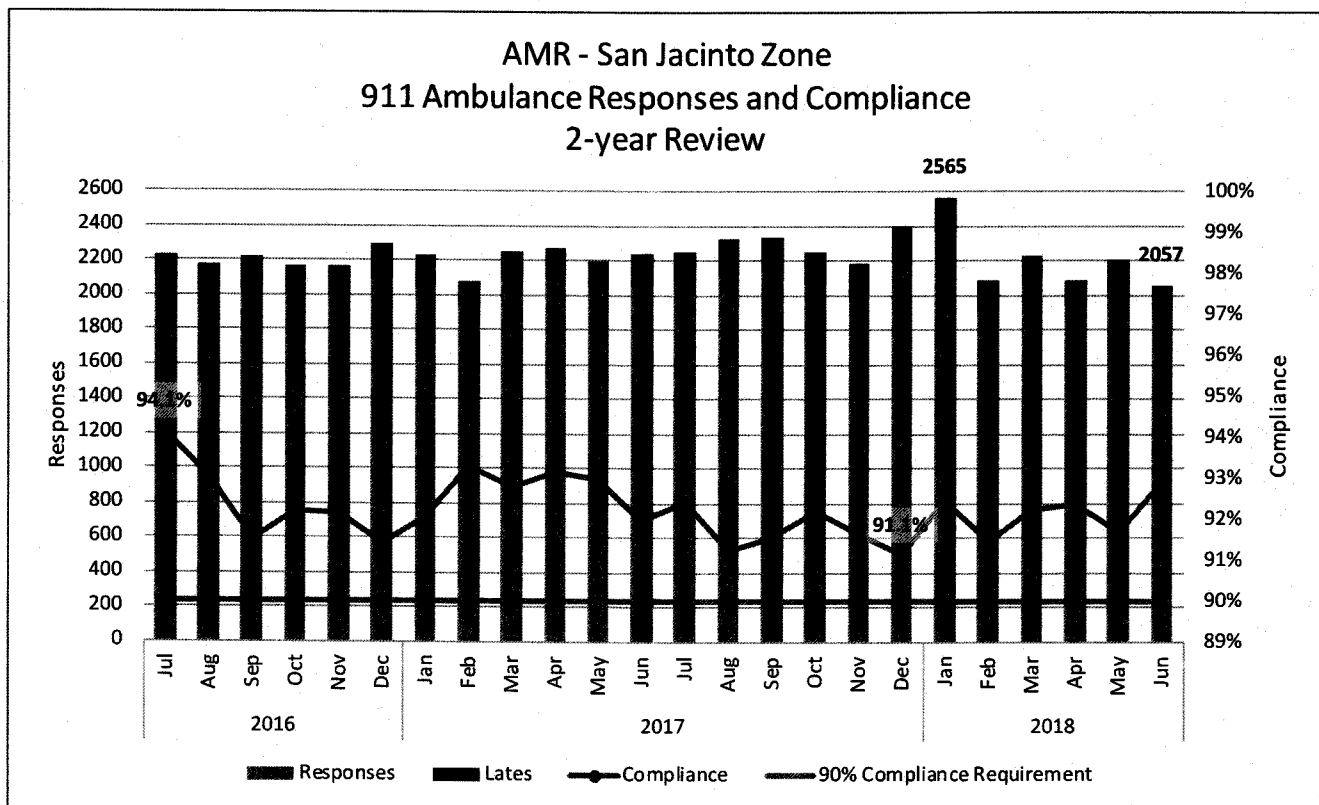


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

### SAN JACINTO

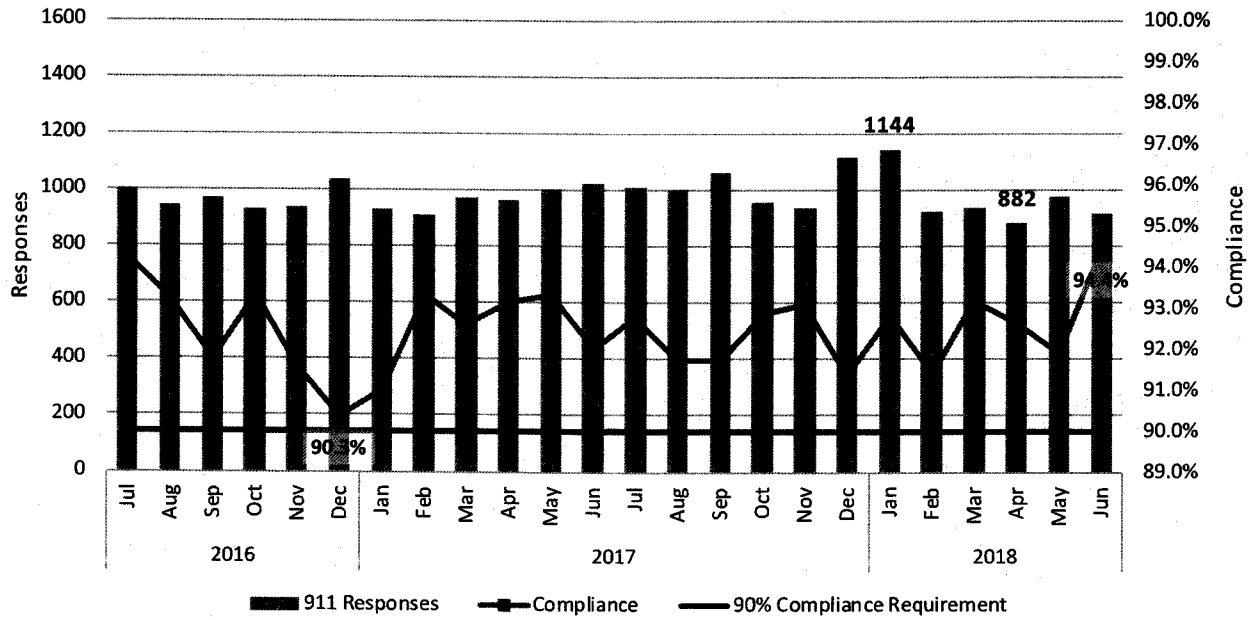


San Jacinto Zone: Subzone Response and Compliance Data

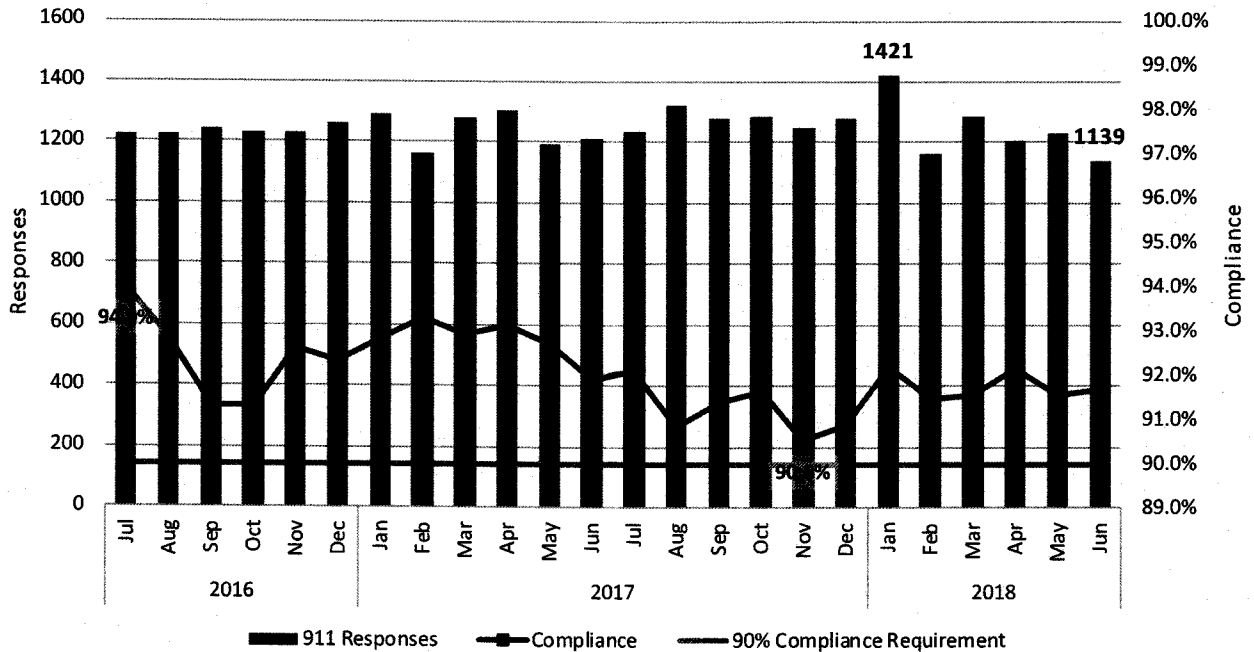


San Jacinto Zone: Subzone Response and Compliance Data (cont.)

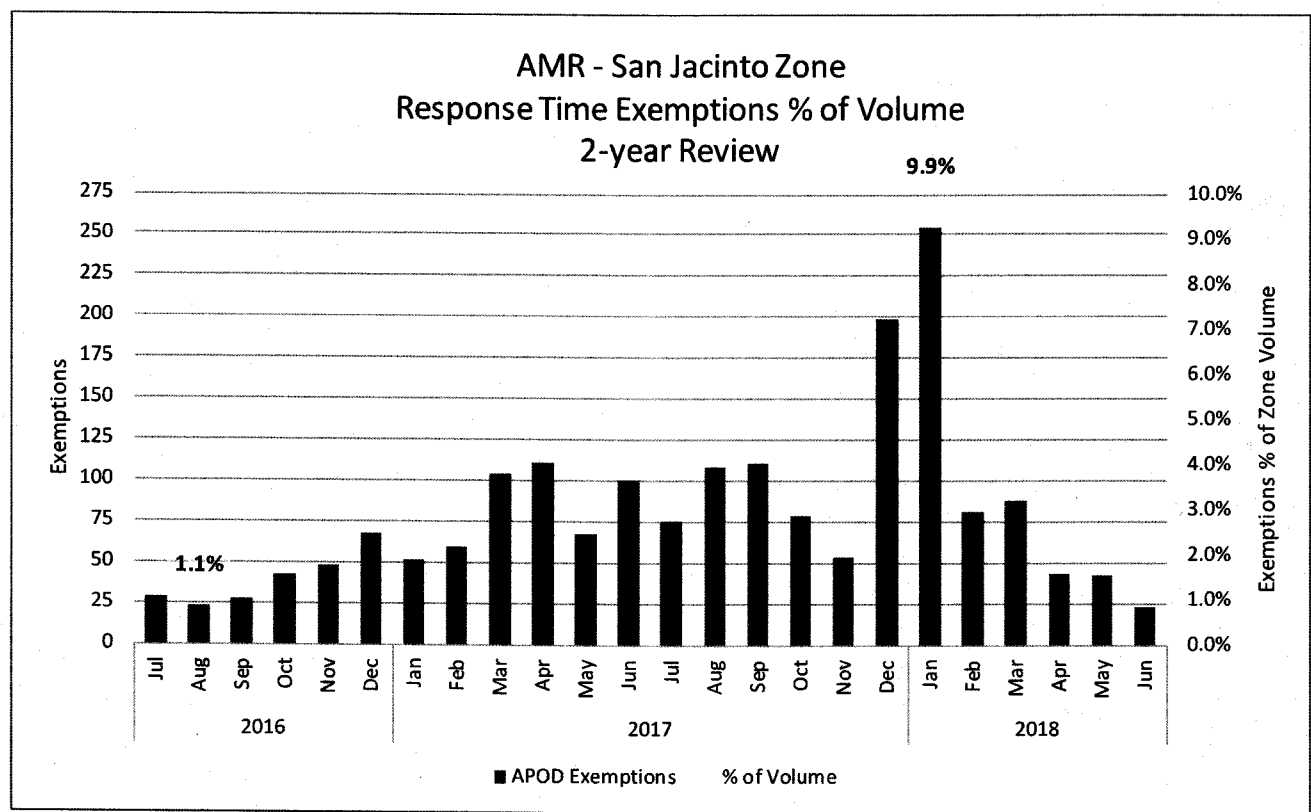
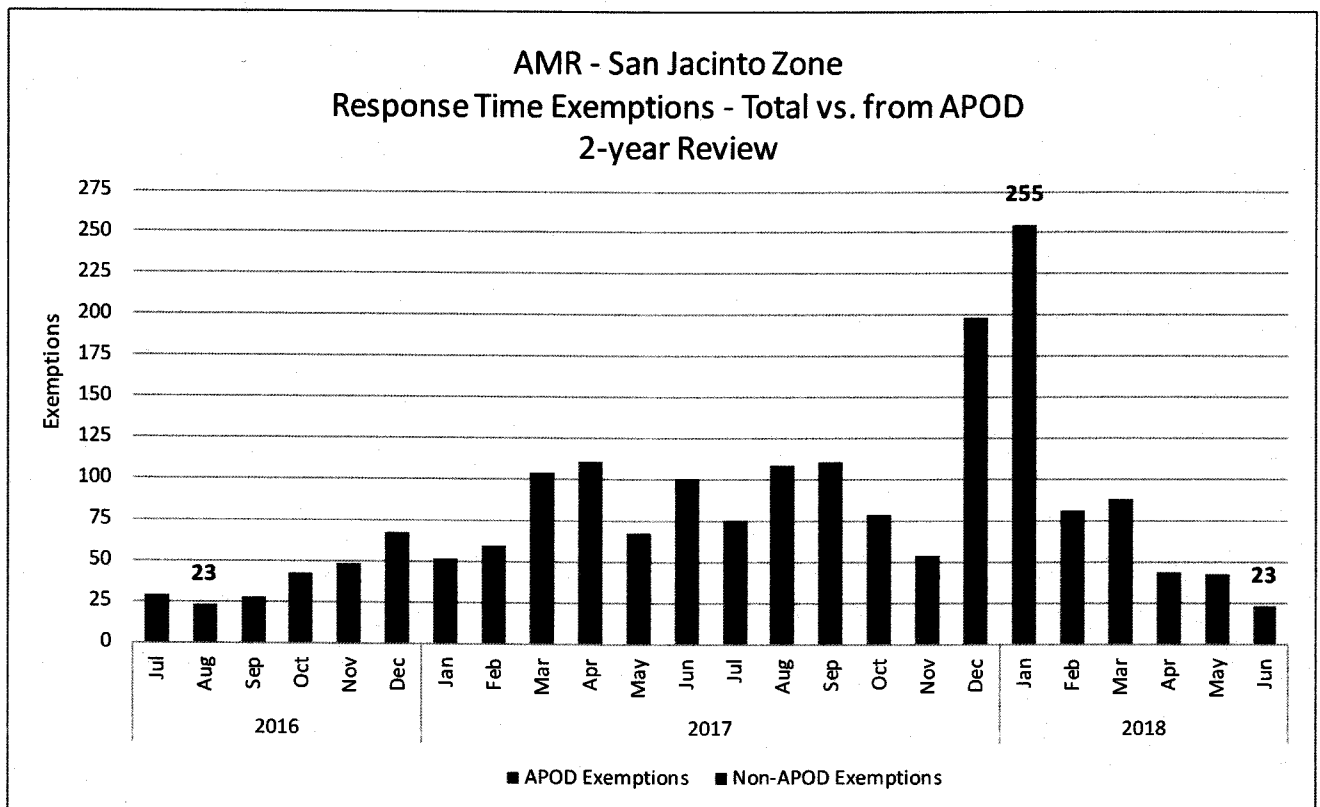
**AMR - San Jacinto & Uninc. Subzone  
Total 911 Ambulance Responses  
2-year Review**



**AMR - Hemet Subzone  
Total 911 Ambulance Responses  
2-year Review**

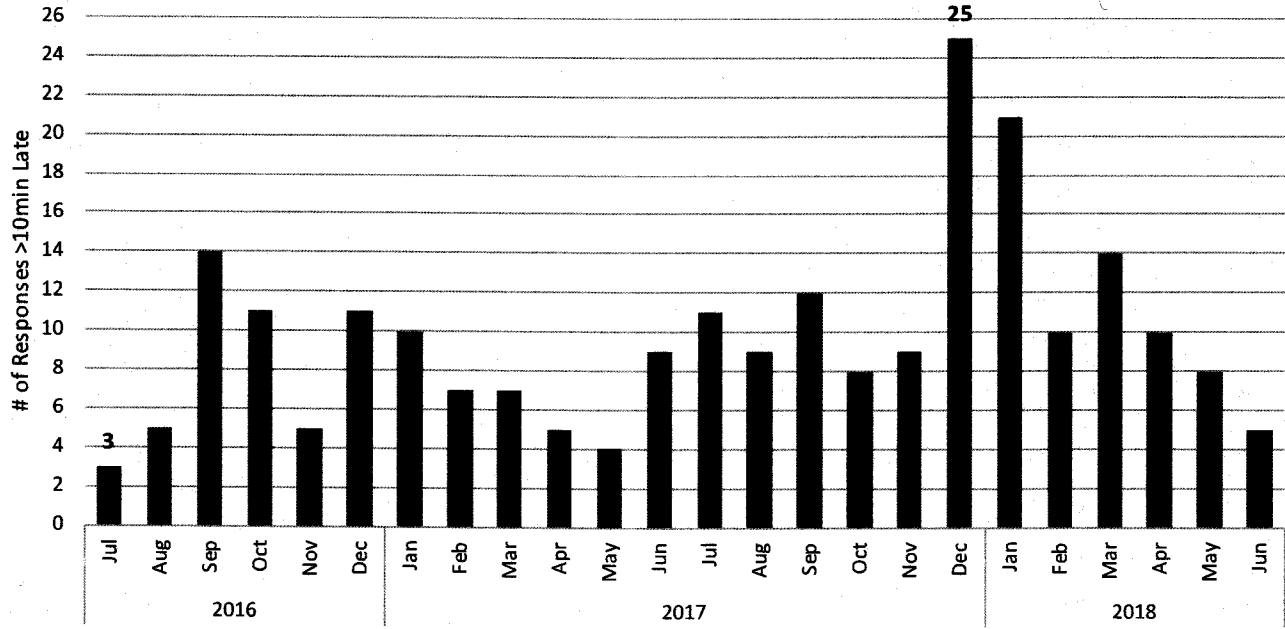


*San Jacinto Zone: Exemptions*



*San Jacinto Zone: Responses > 10 Minutes Late*

AMR - San Jacinto Zone  
 Responses >10min Late  
 2-year Review



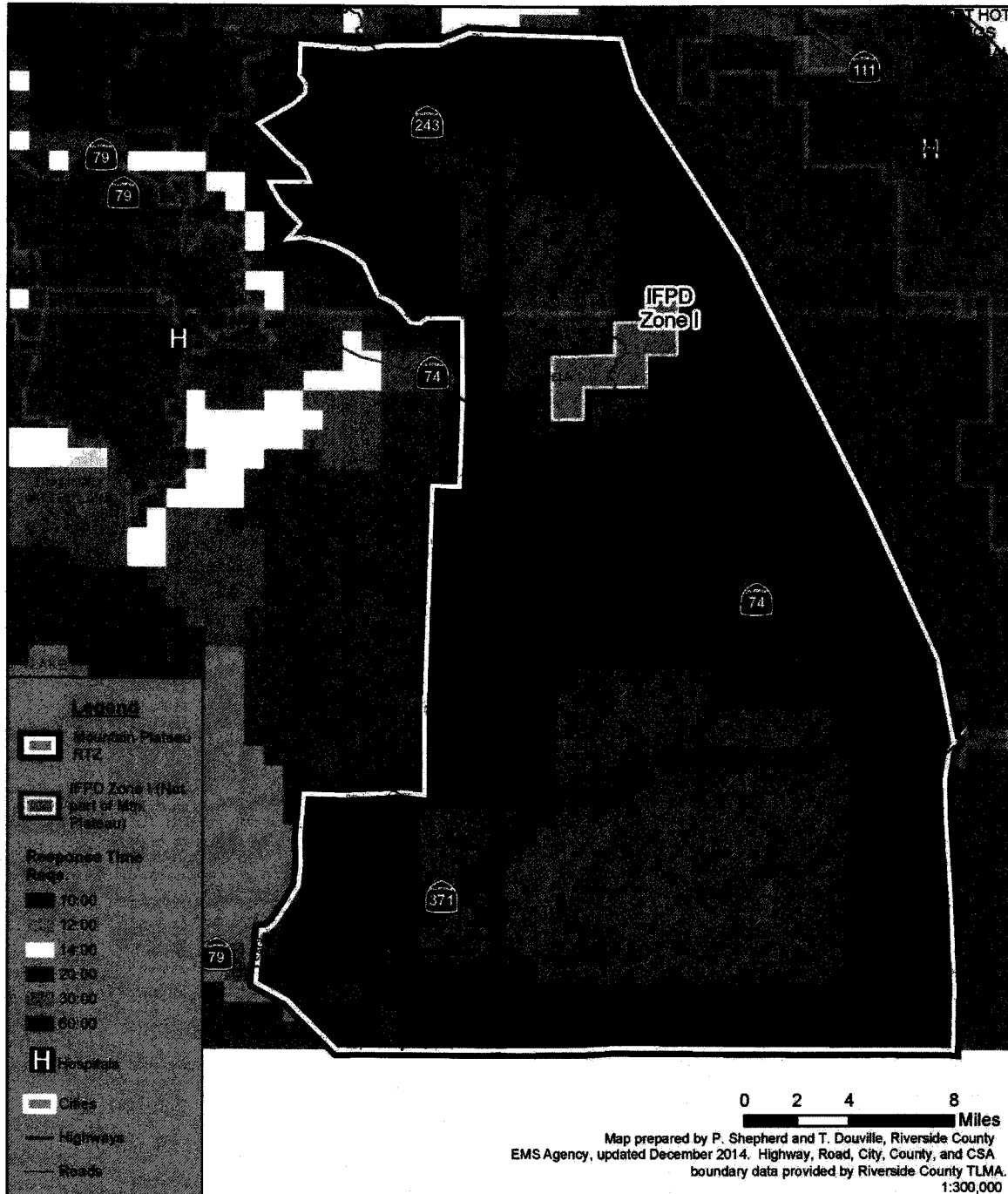
# MOUNTAIN PLATEAU ZONE

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 110 9-1-1 ambulance responses per month (mid 2016 through mid 2018 data) with less than five late calls per month on average.

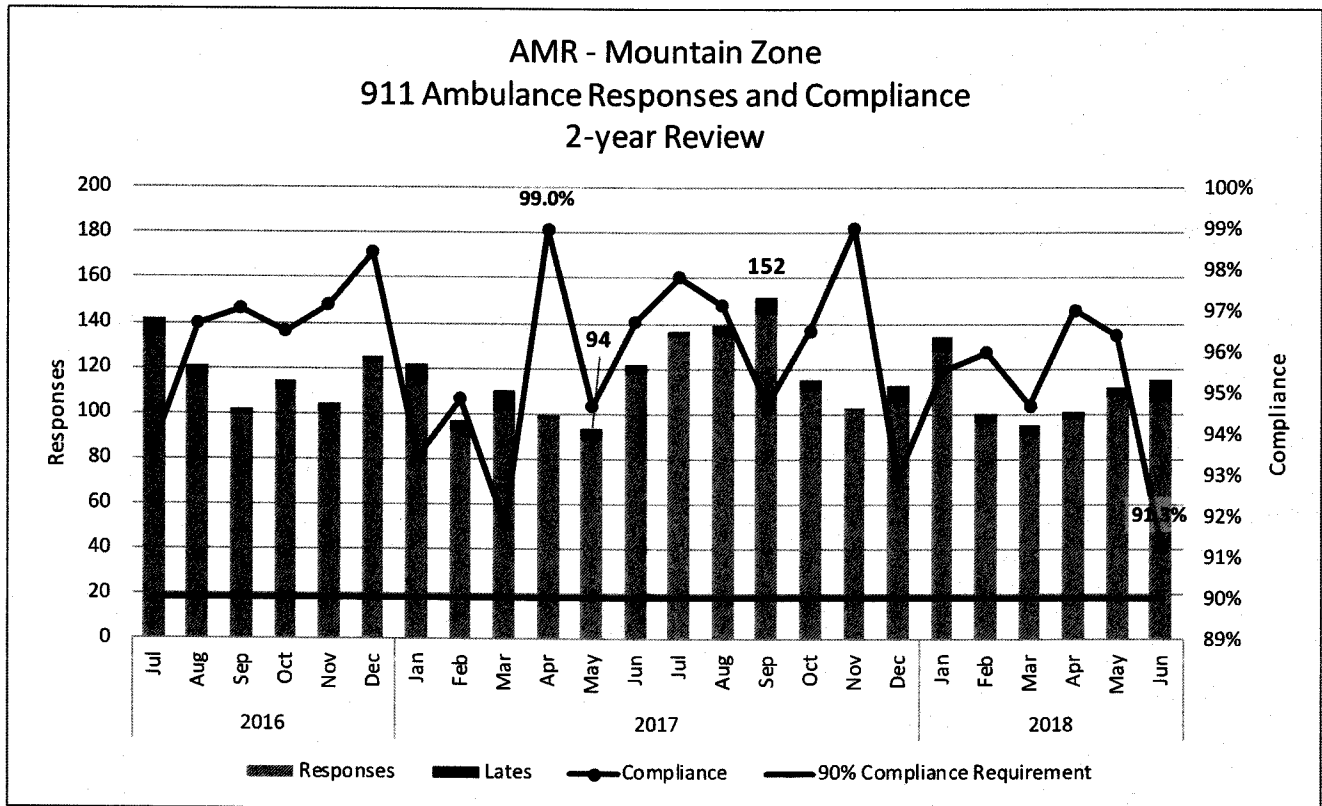
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



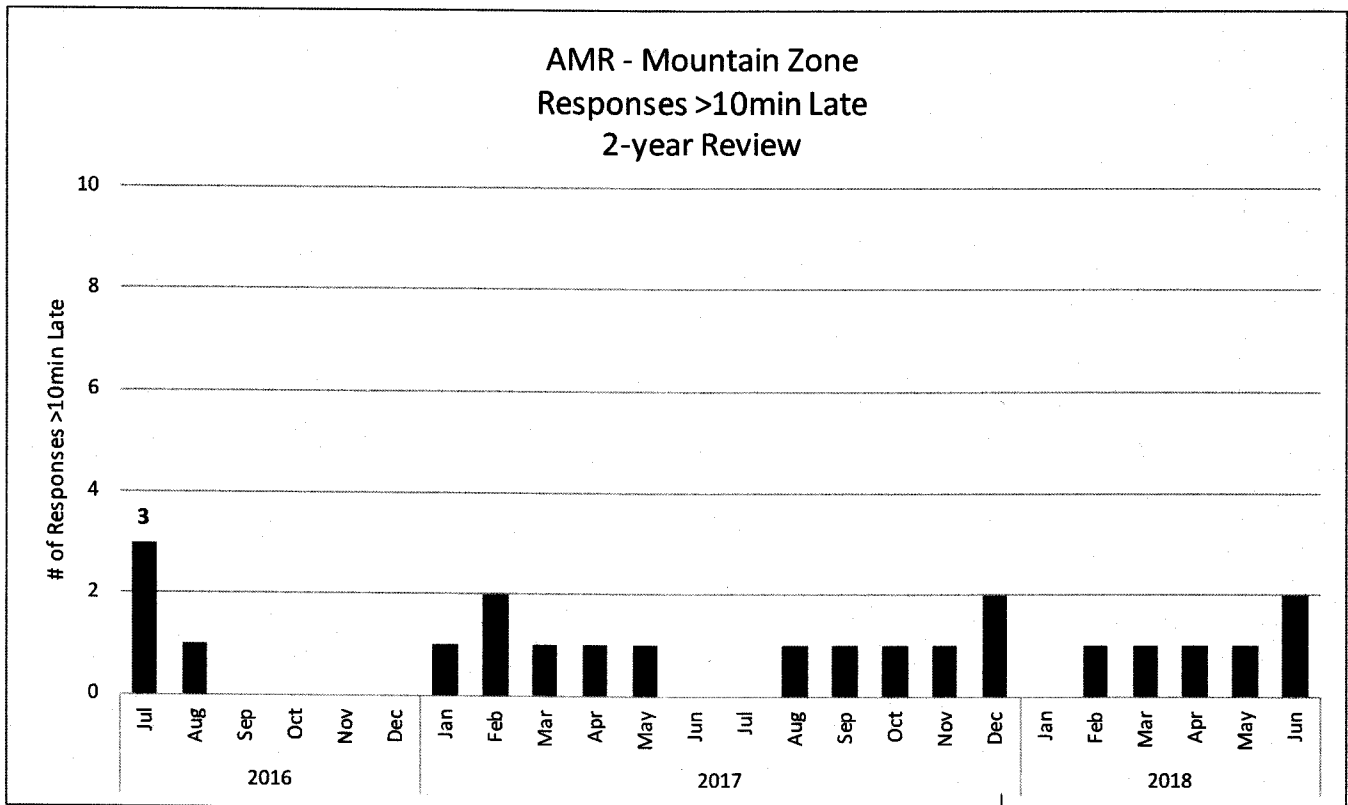
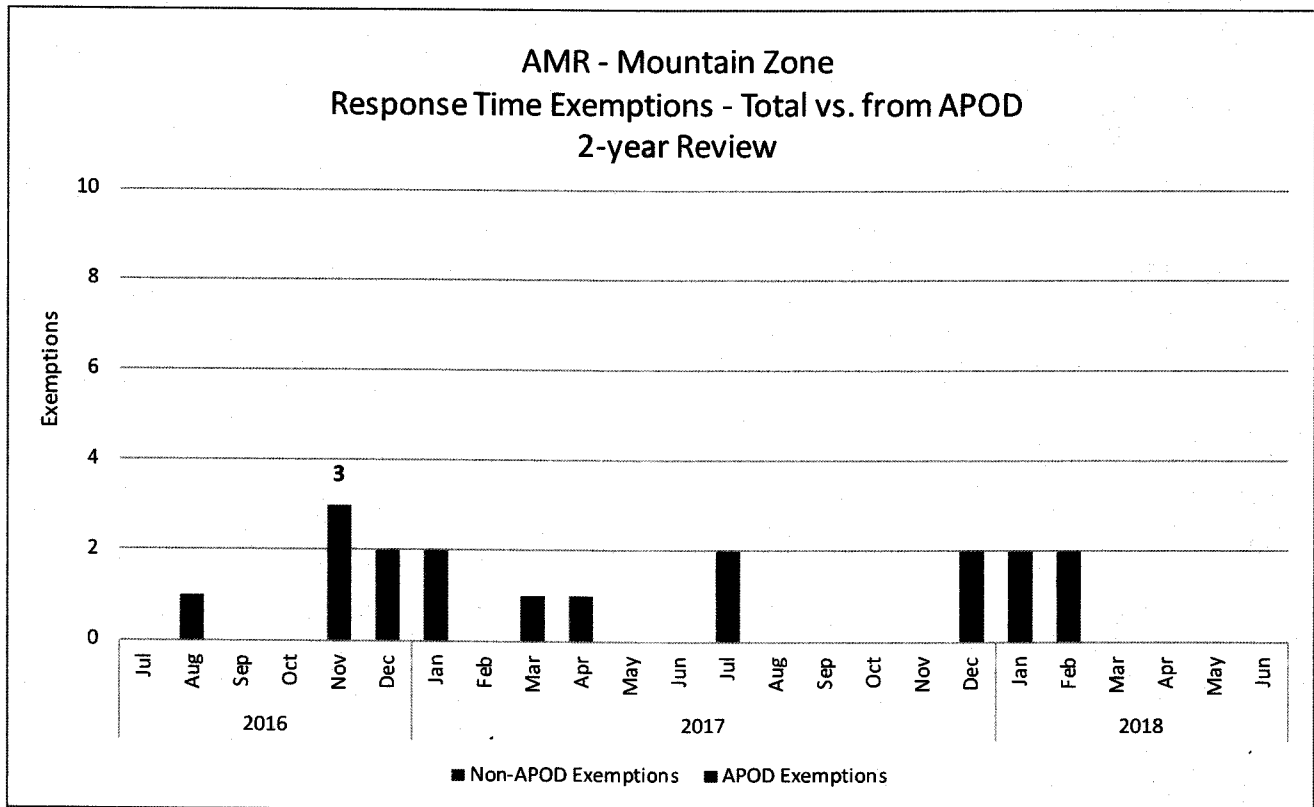
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late





# JULY 2017 COMPLIANCE REPORT

Entity	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value	Count	Value			
Northwest - Riverside City	2666	\$11,187.00	10	\$6,720.00	241	146	131	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Northwest - Nocco & Uninc. North	1174	\$8,715.00	2	\$1,304.00	115	126	124	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Northwest - Corona & Uninc. South	1149	\$6,257.00	11	\$6,136.00	109	89	82	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Northwest Total	4989	\$24,159.00	23	\$14,160.00	465	361	337	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Southwest - Temecula & Murrieta	1153	\$5,304.00	2	\$1,504.00	103	90	88	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	2148	\$9,200.00	3	\$1,512.00	178	124	120	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Southwest Total	3301	\$14,504.00	5	\$3,016.00	281	214	208	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Central - Moreno Valley	1412	\$7,866.00	7	\$5,424.00	125	95	94	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Central - Perris & Uninc.	888	\$5,701.00	4	\$2,312.00	88	77	76	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Central Total	2300	\$13,567.00	11	\$7,736.00	213	172	170	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
San Jacinto - Hemet	1239	\$6,451.00	7	\$3,528.00	98	43	43	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
San Jacinto - San Jacinto & Uninc.	1007	\$3,857.00	4	\$2,312.00	73	32	31	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
San Jacinto Total	2246	\$10,318.00	11	\$5,840.00	171	75	74	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Desert - Palm Springs & DHS	1028	\$5,764.00	4	\$2,016.00	74	0	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Desert - La Quinta, Coachella & Uninc.	1065	\$4,890.00	4	\$2,016.00	82	2	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Desert Total	2093	\$10,654.00	8	\$4,032.00	156	2	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Palo Verde - Palo Verde	192	\$46.00	3	\$2,600.00	7	0	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Palo Verde Total	182	\$46.00	3	\$2,600.00	7	0	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Pass - Pass	889	\$5,572.00	5	\$2,520.00	79	13	9	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Pass Total	899	\$5,572.00	5	\$2,520.00	79	13	9	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Mountain Plateau - Mountain	137	\$210.00	0	\$0.00	3	2	1	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Mountain Plateau Total	137	\$210.00	0	\$0.00	3	2	1	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00

# AUGUST 2017 COMPLIANCE REPORT

Northwest - Riverside City	92.07%	2637	206	\$11,317.00	3	\$1,808.00	209	197	189	0	\$0.00	0	\$0.00	\$29,521.35
Northwest - Norco & Uninc. North	90.42%	1242	116	\$7,200.00	3	\$2,800.00	118	128	117	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.25%	1223	99	\$6,692.00	8	\$4,824.00	107	93	89	0	\$0.00	0	\$0.00	
Northwest Total	91.47%	5102	421	\$25,209.00	14	\$9,432.00	435	418	395	0	\$0.00	0	\$0.00	\$29,521.35
Southwest - Temecula & Murrieta	90.93%	1246	109	\$5,396.00	4	\$2,016.00	113	114	110	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.06%	2148	184	\$11,940.00	8	\$6,720.00	192	152	148	0	\$0.00	0	\$0.00	
Southwest Total	91.01%	3394	293	\$17,336.00	12	\$8,736.00	305	266	258	0	\$0.00	0	\$0.00	\$22,161.20
Central - Moreno Valley	92.80%	1416	85	\$7,507.00	7	\$5,720.00	102	98	96	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.28%	872	72	\$5,993.00	4	\$2,808.00	76	88	85	0	\$0.00	0	\$0.00	
Central Total	92.22%	2288	157	\$13,470.00	11	\$8,528.00	178	186	181	0	\$0.00	0	\$0.00	\$14,298.70
San Jacinto - Hemet	90.85%	1322	118	\$5,339.00	3	\$1,808.00	121	66	66	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.72%	1002	77	\$4,953.00	6	\$3,816.00	83	43	41	0	\$0.00	0	\$0.00	
San Jacinto Total	91.22%	2324	195	\$10,292.00	9	\$5,624.00	204	109	107	0	\$0.00	0	\$0.00	\$13,528.60
Desert - Palm Springs & DHS	92.07%	971	73	\$4,382.00	4	\$2,016.00	77	2	2	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	90.85%	988	86	\$4,304.00	4	\$2,808.00	90	2	2	0	\$0.00	0	\$0.00	
Desert Total	91.45%	1959	159	\$8,686.00	8	\$4,824.00	167	4	4	0	\$0.00	0	\$0.00	\$11,485.50
Palo Verde - Palo Verde	98.25%	171	2	\$458.00	1	\$2,400.00	3	0	0	0	\$0.00	0	\$0.00	
Palo Verde Total	98.25%	171	2	\$458.00	1	\$2,400.00	3	0	0	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	92.65%	880	70	\$4,746.00	2	\$1,008.00	72	31	28	0	\$0.00	0	\$0.00	
Pass Total	92.65%	880	70	\$4,746.00	2	\$1,008.00	72	31	26	0	\$0.00	0	\$0.00	\$3,740.10
Mountain Plateau - Mountain	97.12%	139	3	\$906.00	1	\$504.00	4	0	0	0	\$0.00	0	\$0.00	
Mountain Plateau Total	97.12%	139	3	\$906.00	1	\$504.00	4	0	0	0	\$0.00	0	\$0.00	\$504.00

# SEPTEMBER 2017 COMPLIANCE REPORT

Northwest - Riverside City	91.01%	2614	227	\$11,101.00	8	\$5,912.00	235	201	195	0	\$0.00	0	\$0.00	\$31,805.30
Northwest - Norco & Uninc.	91.24%	1176	97	\$6,590.00	6	\$3,912.00	103	145	139	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	92.48%	1143	78	\$6,575.00	8	\$4,328.00	86	134	128	0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.40%</b>	<b>4933</b>	<b>402</b>	<b>\$23,266.00</b>	<b>22</b>	<b>\$14,152.00</b>	<b>424</b>	<b>480</b>	<b>462</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$31,805.30</b>
Southwest - Temecula & Murrieta	90.30%	1093	102	\$6,125.00	4	\$2,312.00	106	165	156	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.74%	2009	158	\$10,057.00	8	\$5,320.00	166	224	220	0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.23%</b>	<b>3102</b>	<b>260</b>	<b>\$16,182.00</b>	<b>12</b>	<b>\$7,632.00</b>	<b>272</b>	<b>389</b>	<b>376</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$20,241.90</b>
Central - Morongo Valley	91.17%	1291	105	\$8,263.00	9	\$8,320.00	114	114	109	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.37%	989	69	\$6,327.00	6	\$3,520.00	75	89	87	0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.25%</b>	<b>2160</b>	<b>174</b>	<b>\$11,590.00</b>	<b>15</b>	<b>\$9,840.00</b>	<b>189</b>	<b>203</b>	<b>196</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$18,215.50</b>
San Jacinto - Hemet	91.40%	1279	106	\$6,308.00	4	\$2,016.00	110	57	55	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.70%	1060	80	\$6,197.00	8	\$5,416.00	88	54	51	0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.55%</b>	<b>2339</b>	<b>186</b>	<b>\$12,505.00</b>	<b>12</b>	<b>\$7,432.00</b>	<b>198</b>	<b>111</b>	<b>106</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,946.45</b>
Desert - Palm Springs & DHS	94.57%	903	44	\$2,450.00	5	\$3,016.00	49	0	0	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.78%	997	77	\$4,208.00	5	\$4,712.00	92	1	0	0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>93.11%</b>	<b>1900</b>	<b>121</b>	<b>\$6,658.00</b>	<b>10</b>	<b>\$7,728.00</b>	<b>131</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,193.00</b>
Palo Verde - Palo Verde	97.94%	194	2	\$185.00	2	\$1,504.00	4	0	0	0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>97.94%</b>	<b>194</b>	<b>2</b>	<b>\$185.00</b>	<b>2</b>	<b>\$1,504.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,504.00</b>
Pass - Pass	92.89%	914	61	\$2,957.00	4	\$2,312.00	65	35	34	0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.89%</b>	<b>914</b>	<b>61</b>	<b>\$2,957.00</b>	<b>4</b>	<b>\$2,312.00</b>	<b>65</b>	<b>35</b>	<b>34</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,229.85</b>
Mountain Plateau - Mountain	94.74%	152	7	\$345.00	1	\$504.00	8	0	0	0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>94.74%</b>	<b>152</b>	<b>7</b>	<b>\$345.00</b>	<b>1</b>	<b>\$504.00</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$512.25</b>

# OCTOBER 2017 COMPLIANCE REPORT

Northwest - Riverside City	90.97%	2747	237	\$13,125.00	11	\$9,024.00	248	234	223	0	\$0.00	0	\$0.00	\$39,148.45
Northwest - Norco & Uninc. North	90.83%	1199	103	\$6,329.00	7	\$4,120.00	110	168	160	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	92.27%	1190	83	\$9,331.00	9	\$6,128.00	92	121	112	0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.24%</b>	<b>5136</b>	<b>423</b>	<b>\$27,785.00</b>	<b>27</b>	<b>\$18,272.00</b>	<b>450</b>	<b>523</b>	<b>495</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$39,148.45</b>
Southwest - Temecula & Murrieta	91.08%	1188	98	\$7,747.00	8	\$4,328.00	106	144	139	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.70%	2108	163	\$9,561.00	12	\$7,040.00	175	222	213	0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.47%</b>	<b>3296</b>	<b>261</b>	<b>\$16,308.00</b>	<b>20</b>	<b>\$11,368.00</b>	<b>281</b>	<b>366</b>	<b>352</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$23,524.60</b>
Central - Moreno Valley	92.38%	1351	99	\$4,617.00	4	\$2,016.00	103	107	102	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.57%	949	76	\$5,425.00	4	\$2,016.00	80	105	100	0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>92.04%</b>	<b>2300</b>	<b>175</b>	<b>\$10,042.00</b>	<b>8</b>	<b>\$4,032.00</b>	<b>183</b>	<b>212</b>	<b>202</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,148.10</b>
San Jacinto - Hemet	91.62%	1289	106	\$6,591.00	2	\$1,304.00	108	46	44	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.88%	955	62	\$3,844.00	6	\$3,320.00	68	33	30	0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>92.16%</b>	<b>2244</b>	<b>168</b>	<b>\$10,375.00</b>	<b>8</b>	<b>\$4,624.00</b>	<b>176</b>	<b>79</b>	<b>74</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,749.35</b>
Desert - Palm Springs & DHS	91.78%	949	73	\$4,725.00	5	\$3,016.00	78	2	0	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.04%	1082	95	\$5,404.00	2	\$1,304.00	97	5	0	0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.38%</b>	<b>2031</b>	<b>168</b>	<b>\$10,129.00</b>	<b>7</b>	<b>\$4,320.00</b>	<b>175</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,281.65</b>
Palo Verde - Palo Verde	98.78%	164	1	\$10.00	1	\$800.00	2	0	0	0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.78%</b>	<b>164</b>	<b>1</b>	<b>\$10.00</b>	<b>1</b>	<b>\$800.00</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$800.00</b>
Pass - Pass	94.24%	833	43	\$2,983.00	5	\$2,816.00	48	19	16	0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>94.24%</b>	<b>833</b>	<b>43</b>	<b>\$2,983.00</b>	<b>5</b>	<b>\$2,816.00</b>	<b>48</b>	<b>19</b>	<b>16</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,449.75</b>
Mountain Plateau - Mountain	96.52%	115	3	\$310.00	1	\$1,000.00	4	0	0	0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>96.52%</b>	<b>115</b>	<b>3</b>	<b>\$310.00</b>	<b>1</b>	<b>\$1,000.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,000.00</b>

# NOVEMBER 2017 COMPLIANCE REPORT

Northwest - Riverside City	91.05%	2626	233	\$11,396.00	2	\$1,008.00	235	189	177	0	\$0.00	0	\$0.00	\$33,679.00
Northwest - Norco & Uninc. North	90.61%	1150	104	\$6,411.00	4	\$2,608.00	108	146	139	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.99%	1054	87	\$7,134.00	8	\$5,120.00	95	95	91	0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>90.93%</b>	<b>4830</b>	<b>424</b>	<b>\$24,943.00</b>	<b>14</b>	<b>\$8,736.00</b>	<b>438</b>	<b>430</b>	<b>407</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$33,679.00</b>
Southwest - Temecula & Murrieta	90.74%	1145	100	\$4,333.00	6	\$3,024.00	106	126	119	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	90.85%	2010	179	\$11,161.00	5	\$3,408.00	184	176	175	0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>90.81%</b>	<b>3155</b>	<b>279</b>	<b>\$15,494.00</b>	<b>11</b>	<b>\$6,432.00</b>	<b>290</b>	<b>302</b>	<b>294</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,926.00</b>
Central - Moreno Valley	92.56%	1385	96	\$7,510.00	7	\$5,424.00	103	85	80	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.11%	810	66	\$4,624.00	6	\$3,320.00	72	90	83	0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>92.03%</b>	<b>2195</b>	<b>162</b>	<b>\$12,134.00</b>	<b>13</b>	<b>\$8,744.00</b>	<b>175</b>	<b>175</b>	<b>163</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,570.70</b>
San Jacinto - Hemet	90.53%	1246	112	\$7,056.00	6	\$3,816.00	118	35	34	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	93.07%	938	62	\$5,322.00	3	\$2,104.00	65	19	15	0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.62%</b>	<b>2184</b>	<b>174</b>	<b>\$12,380.00</b>	<b>9</b>	<b>\$5,920.00</b>	<b>183</b>	<b>54</b>	<b>49</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$15,655.00</b>
Desert - Palm Springs & DHS	92.23%	965	70	\$4,717.00	5	\$3,704.00	75	3	3	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.73%	1125	85	\$7,112.00	8	\$4,328.00	93	3	1	0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.96%</b>	<b>2090</b>	<b>155</b>	<b>\$11,829.00</b>	<b>13</b>	<b>\$8,032.00</b>	<b>168</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,681.55</b>
Palo Verde - Palo Verde	98.79%	165	0	\$0.00	2	\$3,200.00	2	0	0	0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.79%</b>	<b>165</b>	<b>0</b>	<b>\$0.00</b>	<b>2</b>	<b>\$3,200.00</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,200.00</b>
Pass - Pass	92.17%	817	57	\$3,647.00	7	\$4,120.00	64	13	12	0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.17%</b>	<b>817</b>	<b>57</b>	<b>\$3,647.00</b>	<b>7</b>	<b>\$4,120.00</b>	<b>64</b>	<b>13</b>	<b>12</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,048.55</b>
Mountain Plateau - Mountain	99.03%	103	0	\$0.00	1	\$504.00	1	0	0	0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>99.03%</b>	<b>103</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$504.00</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$504.00</b>

# DECEMBER 2017 COMPLIANCE REPORT

Northwest - Riverside City	91.87%	2830	225	\$12,053.00	5	\$2,520.00	230	377	359	0	\$0.00	0	\$0.00	0	\$0.00	\$44,789.80
Northwest - Norco & Uninc.	90.84%	1277	109	\$6,598.00	8	\$5,120.00	117	241	230	0	\$0.00	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc.	91.44%	1282	98	\$9,067.00	10	\$5,336.00	108	199	191	0	\$0.00	0	\$0.00	0	\$0.00	
Northwest Total	91.53%	5389	432	\$29,718.00	23	\$12,976.00	455	817	779	0	\$0.00	0	\$0.00	0	\$0.00	\$39,289.80
Southwest - Temecula & Murrieta	90.37%	1361	124	\$9,714.00	7	\$4,120.00	131	205	200	0	\$0.00	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, Cl. & Uninc.	92.86%	2254	150	\$10,034.00	11	\$6,432.00	161	373	359	0	\$0.00	0	\$0.00	0	\$0.00	
Southwest Total	91.92%	3615	274	\$19,748.00	18	\$12,552.00	292	578	559	0	\$0.00	0	\$0.00	0	\$0.00	\$31,455.00
Central - Moreno Valley	93.19%	1386	90	\$7,456.00	5	\$2,520.00	85	213	203	0	\$0.00	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.32%	922	77	\$4,269.00	3	\$3,904.00	80	169	163	0	\$0.00	0	\$0.00	0	\$0.00	
Central Total	92.45%	2318	167	\$11,725.00	8	\$6,424.00	175	382	366	0	\$0.00	0	\$0.00	0	\$0.00	\$13,296.65
San Jacinto - Hemet	90.87%	1282	106	\$6,381.00	11	\$6,136.00	117	112	112	0	\$0.00	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.37%	1113	82	\$4,395.00	14	\$9,936.00	96	87	77	0	\$0.00	0	\$0.00	0	\$0.00	
San Jacinto Total	91.11%	2395	188	\$10,776.00	25	\$16,072.00	213	199	189	0	\$0.00	0	\$0.00	0	\$0.00	\$22,953.80
Desert - Palm Springs & DHS	91.02%	1047	87	\$5,429.00	7	\$4,120.00	94	22	16	0	\$0.00	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.25%	1281	95	\$5,421.00	5	\$3,608.00	100	31	18	0	\$0.00	0	\$0.00	0	\$0.00	
Desert Total	91.70%	2338	182	\$10,850.00	12	\$7,728.00	194	53	34	0	\$0.00	0	\$0.00	0	\$0.00	\$16,291.30
Palo Verde - Palo Verde	96.83%	189	2	\$10.00	4	\$2,608.00	6	0	0	0	\$0.00	0	\$0.00	0	\$0.00	
Palo Verde Total	96.83%	189	2	\$10.00	4	\$2,608.00	6	0	0	0	\$0.00	0	\$0.00	0	\$0.00	\$2,608.00
Pass - Pass	91.56%	972	75	\$4,525.00	7	\$4,416.00	82	87	81	0	\$0.00	0	\$0.00	0	\$0.00	
Pass Total	91.56%	972	75	\$4,525.00	7	\$4,416.00	82	87	81	0	\$0.00	0	\$0.00	0	\$0.00	\$7,599.85
Mountain Plateau - Mountain	92.92%	113	6	\$592.00	2	\$1,504.00	8	2	2	0	\$0.00	0	\$0.00	0	\$0.00	
Mountain Plateau Total	92.92%	113	6	\$592.00	2	\$1,504.00	8	2	2	0	\$0.00	0	\$0.00	0	\$0.00	\$1,362.40

# JANUARY 2018 COMPLIANCE REPORT

Northwest - Riverside City	911	94.45%	2809	150	\$7,236.00	6	\$4,208.00	156	412	403	0	\$0.00	0	\$0.00	0	\$0.00	\$14,844.00
Northwest - Norco & Uninc.	911	93.09%	1317	85	\$5,172.00	6	\$3,320.00	81	286	283	0	\$0.00	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc.	911	93.11%	1292	81	\$5,720.00	8	\$4,032.00	89	234	230	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>911</b>	<b>93.80%</b>	<b>5418</b>	<b>316</b>	<b>\$18,128.00</b>	<b>20</b>	<b>\$11,560.00</b>	<b>336</b>	<b>942</b>	<b>916</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,844.00</b>
Southwest - Temecula & Murrieta	911	92.75%	1351	91	\$4,980.00	7	\$5,312.00	98	277	271	0	\$0.00	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	95.13%	2383	109	\$7,330.00	7	\$3,824.00	116	434	415	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>911</b>	<b>94.27%</b>	<b>3734</b>	<b>200</b>	<b>\$12,310.00</b>	<b>14</b>	<b>\$9,136.00</b>	<b>214</b>	<b>711</b>	<b>686</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,361.50</b>
Central - Moreno Valley	911	94.27%	1519	76	\$6,232.00	8	\$4,920.00	87	213	206	0	\$0.00	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	94.08%	929	52	\$3,606.00	3	\$1,808.00	55	183	177	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>911</b>	<b>94.20%</b>	<b>2448</b>	<b>131</b>	<b>\$9,838.00</b>	<b>11</b>	<b>\$6,728.00</b>	<b>142</b>	<b>386</b>	<b>383</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,141.50</b>
San Jacinto - Hemet	911	92.19%	1421	99	\$7,781.00	12	\$6,640.00	111	131	129	0	\$0.00	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.83%	1144	73	\$4,728.00	9	\$5,528.00	82	124	115	0	\$0.00	0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>911</b>	<b>92.48%</b>	<b>2565</b>	<b>172</b>	<b>\$12,509.00</b>	<b>21</b>	<b>\$12,168.00</b>	<b>193</b>	<b>255</b>	<b>244</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,040.05</b>
Desert - Palm Springs & DHS	911	92.80%	1126	74	\$6,108.00	6	\$3,816.00	80	35	27	0	\$0.00	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.99%	1312	89	\$6,047.00	3	\$2,104.00	92	39	31	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>911</b>	<b>92.85%</b>	<b>2438</b>	<b>163</b>	<b>\$12,155.00</b>	<b>9</b>	<b>\$5,920.00</b>	<b>172</b>	<b>74</b>	<b>58</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,748.75</b>
Palo Verde - Palo Verde	911	97.10%	207	4	\$130.00	2	\$2,000.00	6	1	0	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>911</b>	<b>97.10%</b>	<b>207</b>	<b>4</b>	<b>\$130.00</b>	<b>2</b>	<b>\$2,000.00</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,000.00</b>
Pass - Pass	911	91.61%	966	63	\$4,481.00	18	\$10,952.00	81	102	92	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>911</b>	<b>91.61%</b>	<b>966</b>	<b>63</b>	<b>\$4,481.00</b>	<b>18</b>	<b>\$10,952.00</b>	<b>81</b>	<b>102</b>	<b>92</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,126.55</b>
Mountain Plateau - Mountain	911	95.52%	134	6	\$900.00	0	\$0.00	6	2	2	0	\$0.00	0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>911</b>	<b>95.52%</b>	<b>134</b>	<b>6</b>	<b>\$900.00</b>	<b>0</b>	<b>\$0.00</b>	<b>6</b>	<b>2</b>	<b>2</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>

# FEBRUARY 2018 COMPLIANCE REPORT

Northwest - Riverside City	911	91.39%	2440	204	\$11,202.00	6	\$3,816.00	210	277	267	0	\$0.00	0	\$0.00	\$28,465.65	15%	0%	\$16,575.90	0	\$0.00	\$19,575.90
Northwest - Norco & Uninc. North	911	91.03%	1170	100	\$5,085.00	5	\$3,904.00	105	186	180	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Northwest - Corona & Uninc. South	911	91.74%	1089	83	\$5,152.00	7	\$4,320.00	90	121	113	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Northwest Total	911	91.38%	4699	387	\$21,449.00	18	\$12,040.00	405	584	560	0	\$0.00	0	\$0.00	\$28,465.65	15%	0%	\$16,575.90	0	\$0.00	\$19,575.90
Southwest - Temecula & Murrieta	911	90.81%	1197	106	\$4,555.00	4	\$2,808.00	110	158	148	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.64%	2010	138	\$9,155.00	10	\$5,336.00	148	224	217	1	\$1,000.00	0	\$0.00				0	\$0.00	\$0.00	
Southwest Total	911	91.96%	3207	244	\$13,710.00	14	\$8,144.00	258	382	365	1	\$1,000.00	0	\$0.00	\$16,575.90	15%	0%	\$16,575.90	0	\$0.00	\$19,575.90
Central - Moreno Valley	911	92.23%	1236	91	\$6,648.00	5	\$4,416.00	96	91	85	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Central - Perris & Uninc.	911	90.30%	825	75	\$5,166.00	5	\$3,608.00	80	104	101	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Central Total	911	91.45%	2061	166	\$11,814.00	10	\$8,024.00	176	195	186	0	\$0.00	0	\$0.00	\$16,664.00	15%	0%	\$16,664.00	0	\$0.00	\$16,664.00
San Jacinto - Hemet	911	91.47%	1161	92	\$7,278.00	7	\$4,416.00	89	38	38	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.42%	921	76	\$4,044.00	3	\$2,008.00	79	42	35	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
San Jacinto Total	911	91.45%	2082	168	\$11,322.00	10	\$6,424.00	178	81	73	0	\$0.00	0	\$0.00	\$15,084.10	15%	0%	\$15,084.10	0	\$0.00	\$15,084.10
Desert - Palm Springs & DHS	911	91.52%	1038	80	\$4,555.00	8	\$5,320.00	88	10	8	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.99%	1074	82	\$6,952.00	4	\$3,304.00	86	9	7	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Desert Total	911	91.76%	2112	162	\$11,507.00	12	\$8,624.00	174	19	15	0	\$0.00	0	\$0.00	\$17,111.35	15%	0%	\$17,111.35	0	\$0.00	\$17,111.35
Palo Verde - Palo Verde	911	98.20%	167	3	\$492.00	0	\$0.00	3	2	1	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Palo Verde Total	911	98.20%	167	3	\$492.00	0	\$0.00	3	2	1	0	\$0.00	0	\$0.00	\$0.00	100%	0%	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	91.31%	909	64	\$4,441.00	15	\$9,040.00	79	44	40	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Pass Total	911	91.31%	909	64	\$4,441.00	15	\$9,040.00	79	44	40	0	\$0.00	0	\$0.00	\$11,458.85	15%	0%	\$11,458.85	0	\$0.00	\$11,458.85
Mountain Plateau - Mountain	911	96.00%	100	3	\$592.00	1	\$504.00	4	2	1	0	\$0.00	0	\$0.00				0	\$0.00	\$0.00	
Mountain Plateau Total	911	96.00%	100	3	\$592.00	1	\$504.00	4	2	1	0	\$0.00	0	\$0.00	\$504.00	100%	0%	\$504.00	0	\$0.00	\$504.00



## MARCH 2018 COMPLIANCE REPORT

	911	91.52%	2700	218	\$12,963.00	11	\$5,840.00	229	231	228	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Northwest - Riverside City</b>	911	91.52%	2700	218	\$12,963.00	11	\$5,840.00	229	231	228	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Northwest - Norco &amp; Uninc. North</b>	911	90.22%	1227	113	\$6,898.00	7	\$4,320.00	120	147	141	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Northwest - Corona &amp; Uninc. South</b>	911	91.46%	1276	100	\$7,623.00	9	\$5,328.00	109	113	104	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Northwest Total</b>	911	91.20%	5203	431	\$27,484.00	27	\$15,488.00	458	491	473	0	\$0.00	0	\$0.00	0	\$0.00	0	\$39,526.20
<b>Southwest - Temecula &amp; Murrieta</b>	911	91.10%	1314	115	\$5,457.00	2	\$1,008.00	117	117	114	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Southwest - LE, Menif, Wild, CL &amp; Uninc.</b>	911	90.99%	2152	189	\$10,467.00	5	\$12,512.00	194	242	228	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Southwest Total</b>	911	91.03%	3466	304	\$15,924.00	7	\$13,520.00	311	359	342	0	\$0.00	0	\$0.00	0	\$0.00	0	\$25,027.40
<b>Central - Moreno Valley</b>	911	92.67%	1377	97	\$6,661.00	4	\$2,312.00	101	113	106	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Central - Perris &amp; Uninc.</b>	911	90.27%	915	86	\$4,070.00	3	\$4,000.00	89	91	85	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Central Total</b>	911	91.71%	2292	183	\$10,731.00	7	\$6,312.00	180	204	191	0	\$0.00	0	\$0.00	0	\$0.00	0	\$14,486.55
<b>San Jacinto - Hemet</b>	911	91.54%	1288	102	\$7,690.00	7	\$3,328.00	109	52	50	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>San Jacinto - San Jacinto &amp; Uninc.</b>	911	93.17%	937	57	\$4,184.00	7	\$3,924.00	64	36	34	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>San Jacinto Total</b>	911	92.32%	2225	159	\$11,874.00	14	\$7,352.00	173	88	84	0	\$0.00	0	\$0.00	0	\$0.00	0	\$12,486.90
<b>Desert - Palm Springs &amp; DHS</b>	911	92.26%	1137	77	\$7,604.00	11	\$6,336.00	88	16	15	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Desert - La Quinta, Coachella &amp; Uninc.</b>	911	91.47%	1231	94	\$5,654.00	11	\$6,432.00	105	20	18	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Desert Total</b>	911	91.35%	2368	171	\$13,258.00	22	\$12,768.00	193	36	33	0	\$0.00	0	\$0.00	0	\$0.00	0	\$22,122.10
<b>Palo Verde - Palo Verde</b>	911	99.45%	185	1	\$10.00	0	\$0.00	1	1	1	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Palo Verde Total</b>	911	99.46%	185	1	\$10.00	0	\$0.00	1	1	1	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Pass - Pass</b>	911	91.45%	877	73	\$4,448.00	2	\$1,008.00	75	29	25	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Pass Total</b>	911	91.45%	877	73	\$4,448.00	2	\$1,008.00	75	29	25	0	\$0.00	0	\$0.00	0	\$0.00	0	\$4,637.60
<b>Mountain Plateau - Mountain</b>	911	94.74%	95	4	\$515.00	1	\$504.00	5	0	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
<b>Mountain Plateau Total</b>	911	94.74%	95	4	\$515.00	1	\$504.00	5	0	0	0	\$0.00	0	\$0.00	0	\$0.00	0	\$254.75

# APRIL 2018 COMPLIANCE REPORT

Northwest - Riverside City	911	91.86%	2544	202	\$9,437.00	5	\$2,520.00	207	173	166	0	\$0.00	0	\$0.00	\$30,949.35
Northwest - Norco & Uninc. North	911	90.05%	1106	101	\$6,943.00	9	\$5,624.00	110	119	115	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.21%	1149	94	\$9,063.00	7	\$3,824.00	101	101	96	0	\$0.00	0	\$0.00	
Northwest Total	911	91.29%	4799	397	\$24,443.00	21	\$11,968.00	418	383	377	0	\$0.00	0	\$0.00	\$30,949.35
Southwest - Temecula & Murrieta	911	90.64%	1197	112	\$4,626.00	0	\$0.00	112	91	84	0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	92.09%	1859	146	\$8,168.00	1	\$504.00	147	140	132	0	\$0.00	0	\$0.00	
Southwest Total	911	91.52%	3056	258	\$12,794.00	1	\$504.00	259	231	216	0	\$0.00	0	\$0.00	\$11,303.30
Central - Moreno Valley	911	90.90%	1385	119	\$7,684.00	7	\$4,320.00	126	82	73	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	92.02%	880	65	\$5,948.00	6	\$5,416.00	71	84	79	0	\$0.00	0	\$0.00	
Central Total	911	91.34%	2265	184	\$13,632.00	13	\$9,736.00	197	166	152	0	\$0.00	0	\$0.00	\$19,692.30
San Jacinto - Hemet	911	92.14%	1208	88	\$4,783.00	7	\$4,120.00	95	26	26	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.63%	882	62	\$3,331.00	3	\$1,808.00	65	18	14	0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.34%	2090	150	\$8,114.00	10	\$5,928.00	160	44	40	0	\$0.00	0	\$0.00	\$9,127.30
Desert - Palm Springs & DHS	911	90.43%	1055	91	\$7,254.00	10	\$5,928.00	101	10	10	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.56%	1117	83	\$4,630.00	11	\$7,920.00	94	16	11	0	\$0.00	0	\$0.00	
Desert Total	911	91.02%	2172	174	\$11,884.00	21	\$13,848.00	195	26	21	0	\$0.00	0	\$0.00	\$21,872.20
Palo Verde - Palo Verde	911	99.41%	169	0	\$0.00	1	\$504.00	1	0	0	0	\$0.00	0	\$0.00	
Palo Verde Total	911	99.41%	169	0	\$0.00	1	\$504.00	1	0	0	0	\$0.00	0	\$0.00	\$504.00
Pass - Pass	911	91.06%	850	71	\$6,216.00	5	\$3,016.00	76	22	18	0	\$0.00	0	\$0.00	
Pass Total	911	91.06%	850	71	\$6,216.00	5	\$3,016.00	76	22	18	0	\$0.00	0	\$0.00	\$7,847.20
Mountain Plateau - Mountain	911	97.03%	101	2	\$468.00	1	\$800.00	3	0	0	0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	97.03%	101	2	\$468.00	1	\$800.00	3	0	0	0	\$0.00	0	\$0.00	\$800.00

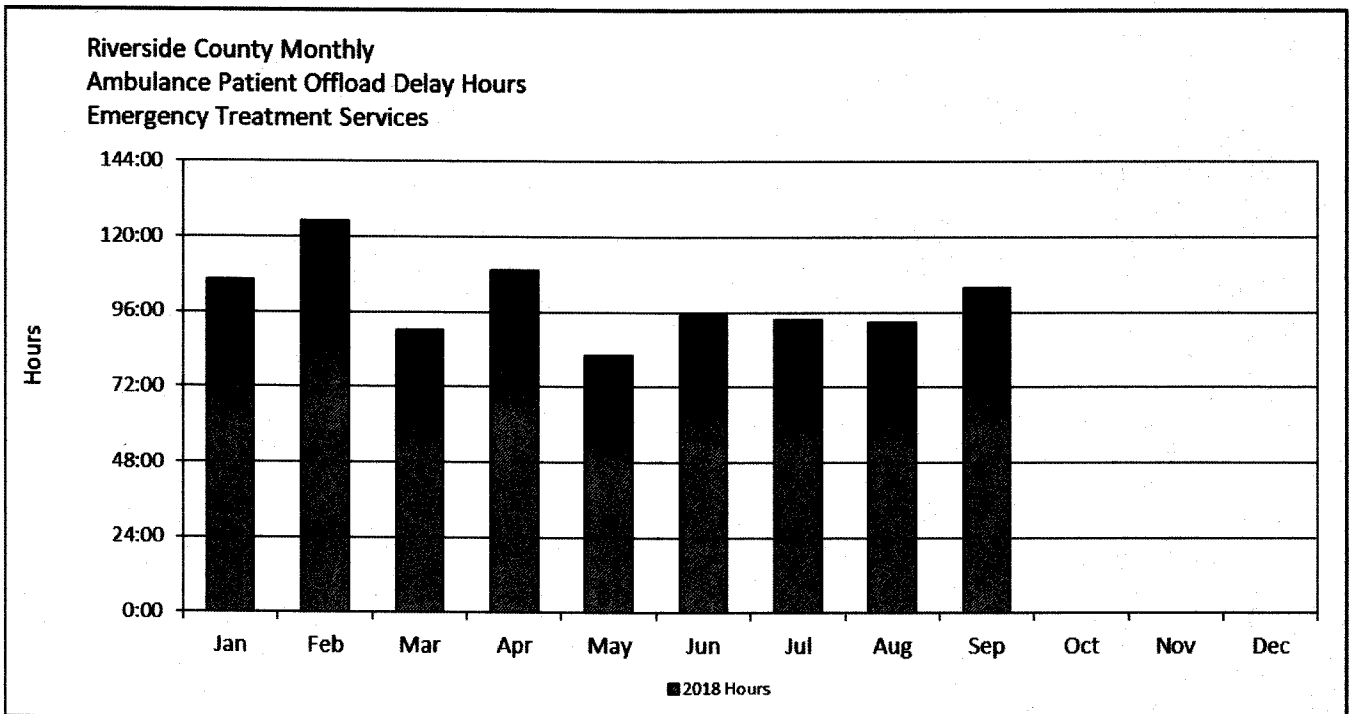
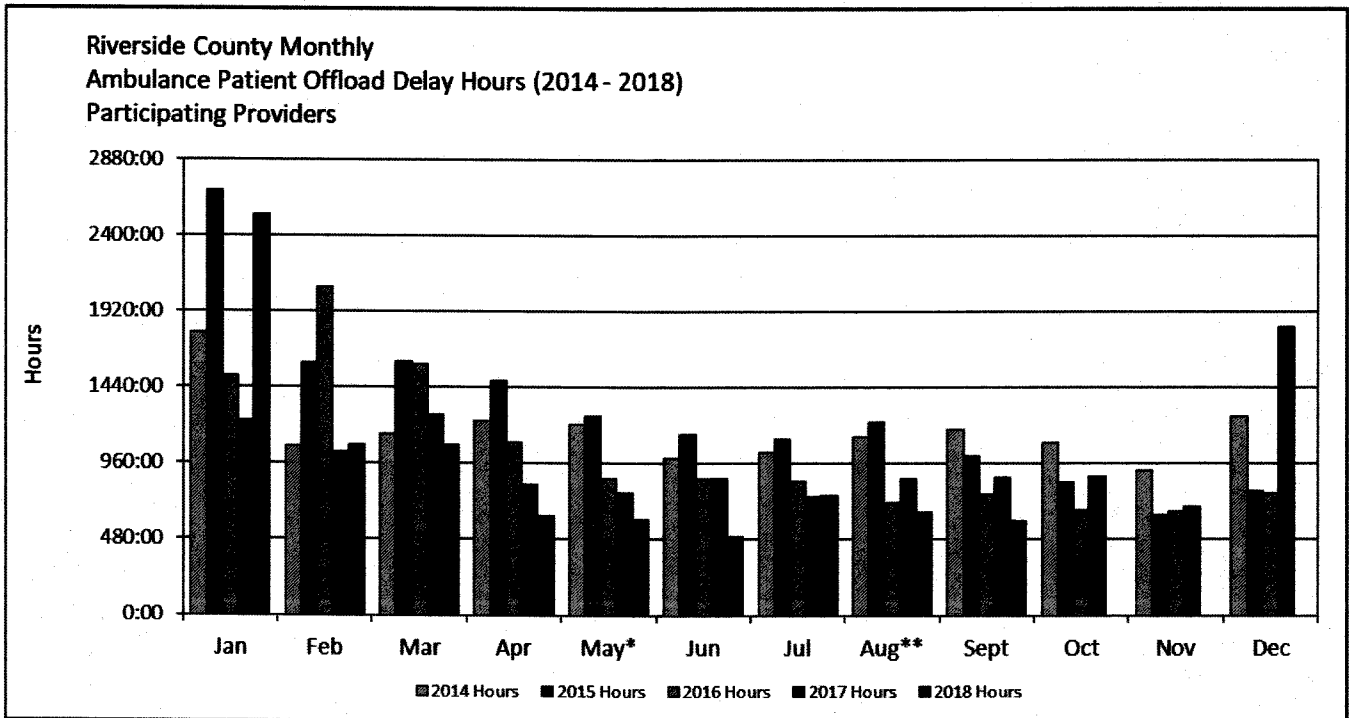
# MAY 2018 COMPLIANCE REPORT

City/County	911	90.03%	2669	265	\$14,817.00	1	\$504.00	266	175	162	0	\$0.00	0	\$0.00	\$36,930.00
Northwest - Riverside City	911	90.03%	2669	265	\$14,817.00	1	\$504.00	266	175	162	0	\$0.00	0	\$0.00	\$36,930.00
Northwest - Norco & Uninc. North	911	90.12%	1205	115	\$7,653.00	4	\$2,608.00	119	139	133	0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.80%	1185	103	\$6,132.00	6	\$5,216.00	109	95	91	0	\$0.00	0	\$0.00	
Northwest Total	911	90.24%	5059	483	\$23,602.00	11	\$2,328.00	484	409	385	0	\$0.00	0	\$0.00	\$36,930.00
Southwest - Temecula & Murrieta	911	90.43%	1264	119	\$4,650.00	2	\$1,008.00	121	83	91	0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.77%	2025	179	\$10,471.00	8	\$6,520.00	187	117	112	0	\$0.00	0	\$0.00	
Southwest Total	911	90.64%	3289	298	\$15,121.00	10	\$7,528.00	308	210	203	0	\$0.00	0	\$0.00	\$22,649.00
Central - Moreno Valley	911	91.53%	1275	104	\$7,066.00	4	\$2,016.00	108	80	78	0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.03%	903	87	\$4,359.00	3	\$1,808.00	90	79	75	0	\$0.00	0	\$0.00	
Central Total	911	90.91%	2178	191	\$11,425.00	7	\$3,824.00	198	159	153	0	\$0.00	0	\$0.00	\$19,498.00
San Jacinto - Hemet	911	91.54%	1229	100	\$5,676.00	4	\$2,016.00	104	24	24	0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.89%	974	75	\$2,483.00	4	\$2,808.00	79	18	13	0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.69%	2203	175	\$8,159.00	8	\$4,824.00	183	42	37	0	\$0.00	0	\$0.00	\$11,035.55
Desert - Palm Springs & DHS	911	92.15%	1045	80	\$4,709.00	2	\$1,304.00	82	0	0	0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.63%	1111	84	\$4,518.00	9	\$7,520.00	93	1	0	0	\$0.00	0	\$0.00	
Desert Total	911	91.88%	2156	164	\$9,227.00	11	\$8,824.00	175	1	0	0	\$0.00	0	\$0.00	\$15,343.35
Palo Verde - Palo Verde	911	98.27%	173	1	\$10.00	2	\$1,504.00	3	0	0	0	\$0.00	0	\$0.00	
Palo Verde Total	911	98.27%	173	1	\$10.00	2	\$1,504.00	3	0	0	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	911	90.64%	887	73	\$4,405.00	11	\$6,728.00	84	14	14	0	\$0.00	0	\$0.00	
Pass Total	911	90.64%	887	73	\$4,405.00	11	\$6,728.00	84	14	14	0	\$0.00	0	\$0.00	\$11,133.00
Mountain Plateau - Mountain	911	96.43%	112	3	\$468.00	1	\$1,000.00	4	0	0	0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.43%	112	3	\$468.00	1	\$1,000.00	4	0	0	0	\$0.00	0	\$0.00	\$1,000.00

# JUNE 2018 COMPLIANCE REPORT

Area	911	91.68%	2511	202	\$9,047.00	7	\$3,824.00	209	110	102	1%	\$21,801.85
Northwest - Riverside City	911	91.68%	2511	202	\$9,047.00	7	\$3,824.00	209	110	102	1%	\$21,801.85
Northwest - Norco & Uninc. North	911	91.64%	1113	93	\$4,899.00	0	\$0.00	93	81	73		
Northwest - Corona & Uninc. South	911	92.31%	1132	80	\$3,855.00	7	\$4,024.00	87	50	44		
Northwest Total	911	91.82%	4756	375	\$17,801.00	14	\$7,848.00	389	241	219	1%	\$21,801.85
Southwest - Temecula & Murrieta	911	98.70%	1193	107	\$7,135.00	4	\$2,016.00	111	80	73		
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.71%	2015	163	\$6,882.00	4	\$4,208.00	167	111	107		
Southwest Total	911	94.33%	3208	270	\$14,017.00	8	\$6,224.00	278	191	180	15%	\$17,204.85
Central - Moreno Valley	911	91.54%	1347	109	\$6,580.00	5	\$2,816.00	114	59	53		
Central - Perris & Uninc.	911	91.31%	863	74	\$4,819.00	1	\$504.00	75	37	36		
Central Total	911	91.45%	2210	183	\$11,399.00	6	\$3,320.00	189	96	89	1%	\$12,314.85
San Jacinto - Hemet	911	91.66%	1139	91	\$6,474.00	4	\$2,016.00	95	9	8		
San Jacinto - San Jacinto & Uninc.	911	94.44%	918	50	\$2,545.00	1	\$800.00	51	14	13		
San Jacinto Total	911	92.90%	2057	141	\$9,019.00	5	\$2,816.00	146	23	21	35%	\$7,042.75
Desert - Palm Springs & DHS	911	95.39%	977	44	\$2,185.00	1	\$504.00	45	1	0		
Desert - La Quinta, Coachella & Uninc.	911	93.94%	1073	62	\$4,969.00	3	\$2,104.00	65	1	1		
Desert Total	911	94.63%	2050	106	\$6,654.00	4	\$2,608.00	110	2	1	75%	\$2,385.50
Palo Verde - Palo Verde	911	97.65%	213	2	\$459.00	3	\$2,600.00	5	0	0		
Palo Verde Total	911	97.65%	213	2	\$459.00	3	\$2,600.00	5	0	0	100%	\$2,600.00
Pass - Pass	911	93.73%	893	52	\$2,135.00	4	\$2,016.00	56	7	6		
Pass Total	911	93.73%	893	52	\$2,135.00	4	\$2,016.00	56	7	6	50%	\$2,075.50
Mountain Plateau - Mountain	911	91.30%	115	8	\$1,393.00	2	\$2,904.00	10	0	0		
Mountain Plateau Total	911	91.30%	115	8	\$1,393.00	2	\$2,904.00	10	0	0	15%	\$3,652.45

## AMBULANCE PATIENT OFFLOAD DELAYS



*Since transports to Emergency Treatment Services (ETS) do not meet the EMSA definitions for APOT, they are not included within the APOT/APOD aggregates. However, the number of transports to ETS is significant enough to impact the EMS system as a whole; therefore, REMSA will begin including this separate chart on APODs at ETS.*

AMR Contract - #15-097

Attachment 1 - Contract Compliance Review 2017-2018

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, contracts are in place for event medical services for the Stagecoach and Coachella Music Festivals. The AMR/Riverside City support agreement was updated in September 2018.	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 and participating in the Countywide CAD-to-CAD project.	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 0.6% County-wide for the performance period. However AMR reported there was an overall 1.4% reduction in staffed ambulance unit hours from the previous year.	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 for event medical support, drills and exercises.	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 and is to be retained no file by AMR.	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 CQJ program and congruent with EQIP.	Program is in place. REMSA staff regularly attend, participate and audit contractor education and training classes.	Compliant	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	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. In July 2017 AMR and Riverside County Fire Department implemented the first phase of Emergency Medical Dispatch (EMD) utilizing nationally recognized Medical Priority Dispatching protocols and procedures. Under this REMSA supervised program, AMR is responding non-red lights and siren (non-RLS or Code 2) to approximately 18 % of 9-1-1 calls where the medical priority dispatch system has identified it is medically safe for Code 2 response.	Compliant	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	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	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	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	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	Compliant



Attachment 1 - Contract Compliance Review 2017-2018

Item #	Summary of Contract Section	Evidence of Compliance	Status
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 3.5%, Oct-Dec 4.5%, Jan-Mar 4.4% and Apr-Jun 5.9%. The top 3 primary reasons for separation according to Survey Monkey results provided to REMSA: Job with the Fire Department - 39%, career advancement 18% and relocation 10%.	Compliant
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 is updated on a regular basis and 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	Credentialing 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 CQJ 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. Contractor has regular meeting with Fire Departments, Hospitals and other partner agencies to review the effectiveness of communications. Reviewed and verified by REMSA staff.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
7.3	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.	REMSA staff verified by site visit, review of OGLs, quality assurance and training curriculum. Contractor has an integrated EQIP.	Compliant
7.3.1	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.	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.	Compliant
7.3.1.1	Contractor will establish and maintain digital CAD-to-CAD interfaces with PSAPs as requested and authorized by REMSA.	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 and is working with partner agencies on the Countywide CAD-to-CAD project.	Compliant
7.3.1.3	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.	Plan reviewed and approved by REMSA staff. VOIP back-up plan is in place.	Compliant
7.3.2	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.	Program has been reviewed by REMSA.	Compliant
7.3.3	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.	Verified by site reviews by REMSA staff. Program has been reviewed and approved by REMSA.	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
7.4	<p>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.</p>	<p>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 Contractors communications system vendor. Significant CAD upgrades were completed during the performance period.</p>	Compliant
7.4.1	<p>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.</p>	<p>Verified during inspection by REMSA staff. Mobile radio specifications provided to REMSA staff.</p>	Compliant
7.4.1.1	<p>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.</p>	<p>All ambulances are equipped with cellular phones and MedNet Radio consistent with REMSA policy.</p>	Compliant
7.4.1.2	<p>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.</p>	<p>Verified by inspection by REMSA staff</p>	Compliant
7.4.1.3	<p>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.</p>	<p>Operational guidelines (OGL) and FCC licenses reviewed and verified by REMSA staff</p>	Compliant
7.4.2	<p>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.</p>	<p>Verified by inspection by REMSA staff</p>	Compliant

Item #	Summary of Contract Section	Evidence of Compliance	Status
7.4.3	<p>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.</p>	<p>Equipment has been verified by inspection by REMSA staff. Technical specifications and VisiNet Mobile Training Manual reviewed by REMSA staff.</p>	<p>Compliant</p>
7.5	<p>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.</p>	<p>Equipment is in place and frequently utilized by REMSA staff for monitoring response time performance and ambulance routing.</p>	<p>Compliant</p>
7.6	<p>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.</p>	<p>FCC licensing reviewed and verified by REMSA staff. REMSA communicates regularly with the County Communications licensing coordinator to assure compliance.</p>	<p>Compliant</p>
7.7	<p>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.</p>	<p>Capital equipment list reviewed and verified by the Contract Administrator. Equipment purchase orders have been reviewed and verified.</p>	<p>Compliant</p>
7.7.1	<p>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.</p>	<p>Contractors current CAD configuration meets the requirements. Contractor completed CAD integration to Image Trend Elite ePCR. Regular CAD upgrades that provide for more robust daily and roll-up performance reporting and monitoring have been completed and are on-going.</p>	<p>Compliant</p>

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 performance period AMR sent out over 20 quarterly surveys to various agencies and stakeholders including Fire Departments, Cities, Hospitals and other medical facilities. High scores included 95% of respondents indicating they would use AMR services again, the crews were well groomed and professional and that personnel communicate openly and communicate well with the facility. The low score was 89% of respondents estimated wait times for the Dispatch Center were reliable.	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 6,986 hours of community and partner education across the eight (8) ambulance operating areas and other areas of the County. This constitutes a 65% 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 and emergency medical dispatch (EMD) implementation 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. 76.2% of the ambulance fleet is now type III ambulances.	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. Contractors ambulances compiled 6,508,266 miles during the performance period. During that period there were 12 vehicle contacts (accidents) which is one vehicle contact per 542,356 miles driven by the Contractors field employees.	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	

Item #	Summary of Contract Section	Evidence of Compliance	Status
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 PCRs 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	Type II ambulances represent 76.2% of the fleet, Digital Repeater radio system, Mobile Computers for ImageTrend, Vehicle modems AMR has stationed two (2) Advanced Life Support (ALS) Type 1, four wheel drive ambulances in the Mountain Zone, one in Pine Cove and one in Anza. CPR mobile units to compliment the MTU.	Compliant
10.3.13	Activities and results of the CQI Plan	CQI update received and approved 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

Attachment 1 - Contract Compliance Review 2017-2018

Item #	Summary of Contract Section	Evidence of Compliance	Status
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
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.	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. The agreement with the City of Riverside was renewed in September 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 supports the County Fire EMD and dispatch programs through fees of \$325,000 annually. Written support agreements are in place with the City of Riverside and Corona.	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 as needed and are in place per feedback from the first responder agencies.	Compliant



Summary of Contract Section		Evidence of Compliance		Status
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 second full calendar year of performance was completed on December 31, 2017. The Contractor provided a FY 2017 audited financial statement for REMSA review.		Compliant
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 503 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 charges on the bill. All billing complaints were resolved.		Compliant

**2017-2018 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: October 30, 2018**

**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 third year of performance under the agreement commenced on July 1, 2017 and ended on June 30, 2018. 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, 2018. REMSA received AMR's written request accompanied by their annual performance report on September 1, 2018.

The annual performance report must include evidence of compliance with provisions of the agreement including achievement of response time performance of 91 percent 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 2018/2019 Performance Period

**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 in the agreement for 9-1-1 ALS emergency ambulance services. The performance period reviewed by REMSA was the third full year of the agreement which ran from July 1, 2017 through June 30, 2018. 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 194,204 9-1-1 medical emergency calls and transported 135,895 patients to hospitals throughout the County. This indicates a 1.9 percent increase in 9-1-1 responses and a 1.4 percent increase in patient transports over the previous year (July 2016-June 2017). In July 2017 AMR and Riverside County Fire Department implemented the first phase of Emergency Medical Dispatch (EMD) utilizing nationally recognized Medical Priority Dispatching protocols and procedures. Under this REMSA supervised program, AMR is responding non-red lights and siren (non-RLS or Code 2) to approximately 18 % of 9-1-1 calls where the medical priority dispatch system has identified it is medically safe for Code 2 response. 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 nine of the twelve calendar months in the performance period.

AMR deployed ambulance unit hours (staffed ambulances) exceeding scheduled unit hours by 0.6 percent during the performance period. However AMR reported there was an overall 1.4% reduction in staffed ambulance unit hours from the previous year. AMRs average monthly response time exemptions increased by 74% percent over the previous year. The majority of the exemption requests (94.9%) were due to the occurrence of patients being held on transporting ambulance gurneys after arrival at hospital emergency departments. AMR reported this resulted in 23,335 hours that ambulances were being held at hospitals unable to return to service within 30 minutes or 4.3% of the total staffed ambulance unit hours for the performance period.

REMSA and AMR implemented the FirstWatch Online Compliance Utility (OCU) 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 continued use of the REMSA Image Trend Elite electronic patient care report (ePCR) and clinical data collection system during the performance period. All ePCRs completed 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 June of 2018. AMR also submitted a continuous quality improvement program update with associated key performance indicators that was approved by REMSA. AMR continues to work with REMSA staff and system partners to refine the functionality of the ePCR platform, develop standardized reports and complete data linkages for digital submission of patient information to hospitals that receive EMS patients. REMSA utilizes the ePCR data to develop the EMS System Clinical and Operational Performance Evaluation (SCOPE) dashboard. The draft SCOPE dashboard can be viewed at RivCoEMS.org.

### **Patient Satisfaction**

AMR has implemented a 14 question standardized patient survey and report utilized by all AMR operations. The patient questionnaire 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. AMR sent out 4,899 patient surveys and received 654 responses (13.4%). Responses from patients included they were usually or always; treated with courtesy and respect (97%), listened to carefully (97%) and kept comfortable (97%). On a scale of 1-10, 10 being best, 620 patients provided the following rating of AMR's overall service:

Rating	0-6	7	8	9	10
Responses	(35) 5.7%	(15) 2.4%	(59) 9.5%	(108) 17.4%	(403) 65.0%

### **Customer Service**

AMR has implemented a customer service feedback program. The program utilizes an on-line survey tool to gather customer responses to eight quality service questions. During the performance period AMR sent out over 20 quarterly surveys to various agencies and stakeholders including Fire Departments, Cities, Hospitals and other medical facilities. High scores included 95% of respondents indicating they would use AMR services again, the crews were well groomed and professional and that personnel communicate openly and communicate well with the facility. The low score was 89% of respondents estimated wait times for the Dispatch Center were reliable.

AMR also monitors and reports billing complaints as a requirement of the agreement. They received 503 complaints during the performance period. This equates to one billing complaint for every 386 9-1-1 responses. The most common complaints were; the wrong patient was billed, cash or refund issues and incorrect charges 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 second full AMR fiscal year (2017) under the new agreement, AMR provided an audited annual financial statement to REMSA for review. The financial statement reported net revenue for 2017 of \$130,288,845 and operating expenses of \$120,902,826. Earnings before income tax and interest were \$9,386,019, taxes were \$3,841,039 and total profit was \$5,544,980. Total profit as a percentage of net revenue was 4.3 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 3.5 percent, Oct-Dec 4.5 percent, Jan-Mar 4.4 percent and Apr-Jun 5.9 percent. The top three reasons for employee separation was obtaining a job with the Fire Department (39%), career advancement (18%) and relocation (10%).

### **Vehicle Performance and Safety**

AMR ambulances compiled 6,508,266 miles during the performance period. During that period there were 12 vehicle contacts (accidents) which is one vehicle contact per 542,356 miles driven by AMR's field employees. This is a 42% improvement over the previous year of one vehicle contact per 382,353 miles driven. AMR has upgraded 76% of the ambulance fleet to Type III ambulances and 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 51 reported employee injuries. This is a 33% reduction in employee injuries from the previous year. The most common injuries were unchanged from the previous year and included; sprain/strain (76%), lacerations/abrasions (17%) and contusion/bruise (4%). There were 15 employee exposures to infectious diseases reported. This is down from 19 exposures the previous performance period however AMR continues to target exposure prevention training as a continuing education topic. 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 12,461 patients that were on WIC 5150 holds. This is a 4.3 percent decrease in 5150 transports (561 patients) from the previous performance period. Of the 12,461 patients transported, 61 percent of these patients were transported from healthcare facilities and 39 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 initiative is in cooperation with REMSA and EMS system partners 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 6,986 hours of community and partner education, a 65% increase over the previous performance period. This included training over 18,383 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 the 2018 March for Babies campaign, raising over \$49,000 and participating in a number of March of Dime's educational events throughout the County. AMR's Regional Director has been appointed to the Board of Director's for the March of Dimes Southern California.

AMR was a major sponsor to Michelle's Place in support of Breast Cancer Awareness month. AMR donated nearly \$15,000 to support women with breast cancer in Riverside County.

AMR is a major supporter of the Toys4Tots campaign and collects over 6,000 toys each year for needy families.

### **Completed EMS System Enhancements**

#### **On-Going Year-over-Year Enhancements**

AMR has upgraded any vehicle over 250,000 miles with a Type III Ambulance. Currently the fleet is at 76.2% Type III vehicles.

Cost: \$3.5M annually

As per the Agreement, AMR must replace technology on a 5 year refresh basis. During this performance period AMR has spent the following amounts on upgrades:

Digital Repeater radio system:	\$652,944
Mobile Computers for ImageTrend:	\$215,096
Vehicle modems:	\$140,000

AMR has stationed two (2) Advanced Life Support (ALS) Type 1, four wheel drive ambulances in the Mountain Zone, one in Pine Cove and one in Anza.

Cost: \$150,000 per vehicle                      Total Cost: \$300,000

AMR has dedicated two (2) Citizen CPR training units to the fleet. These units are fully stocked with all supplies necessary to conduct Compression-only training to any group or organization. AMR has hired a full time CPR coordinator to do community outreach and schedule training classes, including a dedicated CPR hotline for scheduling classes.

Cost: \$100,000 + \$50,000 in personnel costs

**AMR Mobile Training Unit:** AMR has placed into service a mobile training unit (MTU) with a high-fidelity manikin used to simulate more realistic training scenarios. The MTU will be offered to all community partners as well as AMR personnel. The unit also contains cameras and monitors to allow students to watch interactions while outside of the vehicle to enhance the student experience. Further it is stocked with 2 CPR manikins designed to test and provide feedback to healthcare professionals on effective CPR. AMR will maintain the mobile training unit for EMS personnel.

Cost: \$38,000

#### **New System Enhancements**

AMR has committed to a CAD to CAD interface with the City of Murrieta

Cost: \$65,000

AMR has committed to support the Public Access Defibrillation/AED program

Cost: \$50,000

AMR has committed to support the Cardiac Arrest Registry to Enhance Survival (CARES). CARES provides for the submission, analysis and benchmarking of cardiac arrest data.

Cost: \$50,000

AMR is putting together a 5150 response unit in cooperation with Riverside County Behavioral Health. This unit will be utilized as a scene response unit to law enforcement to avoid the 5150 and transport the patient to a voluntary treatment center to avoid unnecessary hospitalizations. This program is staffed by an EMT and a Clinical Therapist. The vehicle and EMT are supplied by AMR and the Clinical Therapist is funded by Behavioral Health.

Cost: \$90,000

AMR equipped the Idyllwild Fire Protection District (IFPD) ambulances with Automated Vehicle Location (AVL) monitor devices linked to their computer aided dispatch system for implementation of a closest ambulance mutual aid policy developed by REMSA. AMR will monitor the location of ambulances on the mountain to facilitate the closest unit response under REMSA policy. In agreeing to a closest available ambulance response, AMR estimates receiving a revenue reduction of \$178,000 related to patient transports that will now be provided by IFPD.

Cost: \$10,000

#### **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 9.16 percent was approved effective July 1, 2018. The increase was based upon a CPI of 2.2 percent and factoring in AMR's current collection rate of 24.01 percent. The rates changed as follows:

<u>Exhibit 13-A: Service Rate Schedule</u>	<u>2017/2018</u>	<u>2018/2019</u>
ALS and BLS Rate	\$1,607.01	\$1,797.88
Mileage	\$40.05	\$43.72
Oxygen	\$171.30	\$186.99
Night Charge	\$187.31	\$204.47
Dry Run (non-transport) with Patient Care	\$255.99	\$255.99

### **Rate Increase for System Enhancements**

REMSA has negotiated EMS system enhancements to be completed by AMR during the current performance period which began on July 1, 2018 and ends on June 30, 2019. 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 2018-2019 performance period total \$265,000. AMR has not requested a rate increase for system enhancements to be completed during the 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, 2018. REMSA has completed a review of the third 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, 2023.