

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



ITEM: 2.8  
(ID # 19818)

MEETING DATE:  
Tuesday, August 30, 2022


FROM : EMERGENCY MANAGEMENT DEPARTMENT:

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Receive and file the American Medical Response Ambulance Service, Inc. (AMR) Annual Performance Report for Ground Advanced Life Support (ALS) Emergency Ambulance Services for Fiscal Year 2019/2020 and Fiscal Year 2020/2021 (All Districts), [\$0]

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 2019/2020 and Fiscal Year 2020/2021 that were delayed in filing due to the COVID-19 pandemic and response.

ACTION:

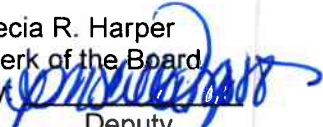
  
Bruce Barton, EMD Director 8/17/2022

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MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: August 30, 2022  
xc: EMD

Kecia R. Harper  
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>	\$ 0	\$ N/A	\$ 0	\$ N/A
<b>NET COUNTY COST</b>	\$ 0	\$ N/A	\$ 0	\$ N/A
<b>SOURCE OF FUNDS:</b> N/A			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 22/23	

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

**BACKGROUND:**

**Summary**

On January 13, 2015, Item 3.8, the Board of Supervisors approved the Agreement with American Medical Response (AMR) for Advanced Life Support (ALS) emergency ambulance services for the period of July 1, 2015, through June 30, 2020, with the option of ten (10) earned annual extensions. AMR is responsible for submitting a written request for earned extensions to the Contract Administrator no later than September 1<sup>st</sup> each year following the first full contract year. This written request includes sufficient evidence of compliance with the Agreement requirements and is also stated in the annual performance report that is submitted to the Riverside County Emergency Medical Services Agency (REMSA). The agreement term utilizes earned annual extensions to incentivize continuous investment in Emergency Medical Services (EMS) system enhancements throughout the life of the agreement.

AMR submitted their first annual report and written request for a one year earned extension on September 1, 2016, amending the contract term through June 30, 2021. On September 1, 2017, the second annual report and written request for a one year earned extension was submitted by AMR extending the contract term through June 30, 2022. Subsequently, Amendments No. 3 and No. 4, were submitted on September 1, 2018, and September 1, 2019, respectively, and extended the contract through June 30, 2024.

On September 1, 2020, AMR submitted a written request for a one-year earned extension to amend the contract through June 30, 2025. On September 1, 2021, AMR submitted a written request for a one year earned extension to amend the contract through June 30, 2026. Monitoring of the contractor's performance as required under the agreement continued uninterrupted throughout the COVID Pandemic, however, receive and file submissions of the required annual reports to the Board of Supervisors were delayed. The two annual reports for 2020 and 2021 are now being brought to the Board, and the Amendment No. 5 extending the Agreement for an additional two-year earned extensions through June 30, 2026, is attached for the Board's review.

**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

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designed to optimize emergency medical care to residents thereby minimizing morbidity and mortality from acute illnesses and traumatic injuries.

**ATTACHMENTS:**

- Amendment No. 5 to Agreement #15-097
- 2019-2020 AMR Annual Report
- 2019-2020 AMR Compliance Review Matrix
- 2019-2020 AMR Annual Response Time Report
- 2020-2021 AMR Annual Report
- 2020-2021 AMR Compliance Review Matrix
- 2020-2021 AMR Annual Response Time Report

  
Rebecca S Cortez, Principal Management Analyst 8/18/2022

**2019-2020 Annual Performance Report and recommendation for granting a one (1) year 'earned extension' to the term of the agreement (#15-097) with American Medical Response (AMR).**

**Date: July 20, 2022**

**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 fifth-year performance period of the agreement commenced on July 1, 2019, and finished on June 30, 2020. According to the terms of the agreement, AMR may submit a written request for a one (1) year 'earned extension' each year following the first full year of the agreement. To qualify for an earned extension, AMR must submit the annual performance report to the Riverside County EMS Agency (REMSA) and request the one (1) year earned extension by September 1, 2020. REMSA received AMR's request accompanied by their annual performance report on September 1, 2020.

The annual performance report must include (1) evidence of compliance with the agreement provisions, (2) achievement of response time performance of at least 91% in all response time zones for at least nine months, (3) evidence of completed system enhancements for the finished year, and (4) a written agreement with REMSA for planned EMS system enhancements for the next performance period. The request may also include a rate increase request to cover the cost of system enhancements for the current year that exceeds \$250,000.

**DETERMINATION OF CONTRACTOR (AMR) ELIGIBILITY**

REMSA has reviewed AMR's annual report submission and all 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. REMSA utilized the following to determine that AMR has met the terms of the agreement to grant a one-year renewal:

- 2019/2020 AMR Annual Report
  - Exhibit A: **Completed** System Enhancements: 2019/2020 - (Page 8)
  - Exhibit B: **Planned** System Enhancements: 2020/2021 - (Page 9)
  - Attachment 1: 2019/2020 AMR Compliance Review Matrix
  - Attachment 2: 2019/2020 AMR Annual Response Time Report

**HIGHLIGHTS OF CONTRACTOR PERFORMANCE**

The annual report, compliance review matrix, and response time report supply the information collected by REMSA to determine AMR's compliance with the agreement provisions. The performance period reviewed by REMSA is the fifth year of the agreement, which ran from July 1, 2019, through June 30, 2020. The following summarizes key performance areas of the agreement during that performance period.

## RESPONSES, TRANSPORTS, AND COMPLIANCE

AMR responded to 193,146 Emergency Medical Service (EMS) 9-1-1 calls during the performance period and transported 133,119 patients to hospitals (68.9% transport percentage). Compared to the previous performance period, this was a 1.0% decrease in 9-1-1 responses and a 2.5% decrease in patient transports. Ambulance response and transport volume were normal and stable for the first three quarters. However, as the COVID-19 Pandemic surge impacted Riverside County, EMS 9-1-1 call volume became unpredictable, necessitating agile resource management and synchronized coordination.

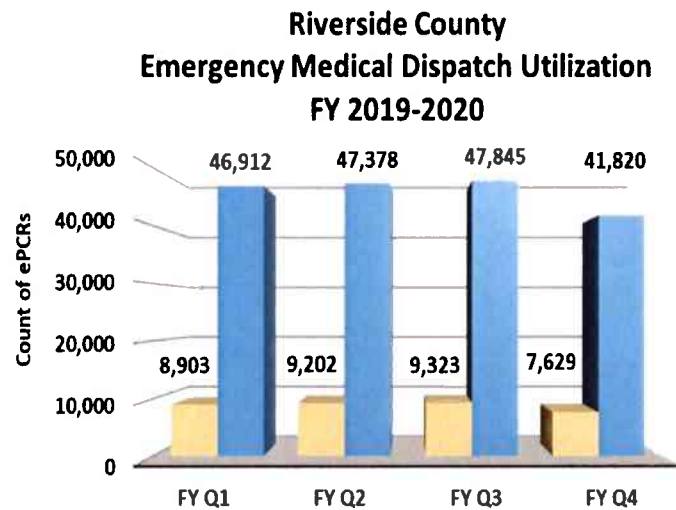
2019-2020	AMR Responses	AMR Transports	Transport %
Q1 - Total	49,795	34,626	69.5%
Q1 - Percent of Year	25.8%	26.0%	
Q2 - Total	49,550	34,474	69.6%
Q2 - Percent of Year	25.7%	25.9%	
Q3 - Total	49,623	34,559	69.6%
Q3 - Percent of Year	25.7%	26.0%	
Q4 - Total	44,178	29,460	66.7%
Q4 - Percent of Year	22.9%	22.1%	
<b>Total</b>	<b>193,146</b>	<b>133,119</b>	<b>68.9%</b>

During the 3<sup>rd</sup> Quarter, AMR provided ambulances, paramedic supervisors, and support services to the Riverside County Medical Health Operational Area Coordinator (MHOAC) program to assist the Incident Management Team (IMT) at March Airforce Reserve Base. During the 4<sup>th</sup> quarter, the average monthly 9-1-1 response volume rapidly decreased by 11.8%, and the average monthly transport volume decreased by 17.6%. The reduction in ambulance resource demand allowed AMR to rapidly repurpose its workforce to assist with other emergent COVID-19 response needs. AMR's personnel were assigned to three primary teams; (1) Skilled Nursing Facility Outreach and Support (SOS) Teams, (2) Quick Response Teams, and (3) Screening Teams, all of which proved to be highly effective at fostering resiliency and ultimately mitigating unnecessary patient movement.

AMR deployed and staffed ambulance unit hours fell below planned unit hours by 1.4% during the performance period. However, only the fourth quarter was below plan, coinciding with the notable (15%) decrease in 9-1-1 call volume. In coordination with the MHOAC program, available AMR personnel were assigned to supplement emergent non-transport priorities. Additionally, AMR still reported an increase of 0.8% in staffed ambulance unit hours from the previous year. AMR's average monthly response exemptions increased by 12.5% over the previous year. 90.3% (13,379) of all exempted responses (14,819) were attributed to the significant impact of Ambulance Patient Offload Delays (APODs), which prevent EMS crews from responding quickly to 9-1-1 medical emergencies. Approximately 23% (31,401) of all ambulances were delayed at the hospital for 30 minutes or greater during the performance period.

AMR met or exceeded the 90% required response time compliance in all response time zones throughout the performance period. In addition, AMR met or exceeded the 91% enhanced response time criteria in all response time zones for nine months of the performance period.

Further enhancing EMS service delivery, the Riverside County Fire Department (RVC Fire) continues to utilize Emergency Medical Dispatch (EMD) with Medical Priority Dispatching System (MPDS) to process and manage 9-1-1 calls. EMD with MPDS provides helpful caller engagement, including pre-arrival instructions and appropriate resource prioritization. Additionally, MPDS determines and triages the priority of response based on clinical science; for specific low-priority 9-1-1 calls, it is medically safe for a low-priority response without red lights and siren (Code 2). In partnership with AMR, this system enhancement allows AMR ambulances to be prioritized and assigned 9-1-1 calls based on their MPDS-determined priority. At this phase of implementation, the MPDS program at RVC Fire determines call priority and directs a Code 2 response for AMR ambulances to low-priority determined calls. For this performance period, AMR was dispatched and responded to 9% of all 9-1-1 calls in Code 2 mode. In Riverside County, most Public Safety Answering Points (PSAP) already have approved EMD programs and processed 84% (183,955) of all (219,012) EMS 9-1-1 calls utilizing EMD at some level.



During the 3<sup>rd</sup> and 4<sup>th</sup> quarters of this performance period, as the unknown impact of the COVID-19 pandemic became a reality, it was evident that typically available resources may not be available at all. Therefore, emergency prioritization was paramount with all resources, supplies, and personnel, not just ambulances. However, the MPDS system provided the County of Riverside and AMR with a safe and effective method to prioritize limited resources.

#### CLINICAL DATA COLLECTION AND REPORT

During this performance period, AMR submitted 208,641 ePCRs into the Riverside County EMS Information System (REMSIS) for review and analysis. During the initial phases of the COVID-19 Pandemic, REMSIS was utilized to monitor, track and report on EMS responses and transports to patients presenting with COVID-19. The reports were made available to EMS system stakeholders to improve situational awareness.

##### AMR Divisions

2019-20	Desert Cities	Hemet	Riverside	Total
Q1 - ePCRs	9,193	10,270	34,358	53,821
Q2 - ePCRs	9,387	10,432	34,169	53,988
Q3 - ePCRs	9,915	10,212	33,956	54,083
Q4 - ePCRs	8,527	8,834	29,388	46,749
<b>TOTAL</b>	<b>37,022</b>	<b>39,748</b>	<b>131,871</b>	<b>208,641</b>

The AMR records collected by REMSA were then submitted to the California EMS Authority (EMSA) for inclusion in the California EMS Information System (CEMSIS) to improve Statewide decision-making related to the pandemic. REMSA also included AMR's data in the California Core Measures report, subsequently submitted to EMSA on September 26, 2019. Additionally, AMR submitted their annual continuous quality improvement updates with associated key performance indicators were accepted and approved by REMSA.

## WORKFORCE SATISFACTION AND TURNOVER

AMR's turnover survey results were reviewed and verified by REMSA staff. AMR employee turnover by a quarter during the performance period was July-Sept 9.8%, Oct-Dec 5.5%, Jan-Mar 6.3%, and Apr-Jun 5.1%. The top 3 primary reasons for separation, according to survey results provided to REMSA, were: Job with the Fire Department 29%, career advancement 23%, and return to school 18%.

AMR Employee Turnover	2018-19	2019-20
Q1	5.8%	9.8%
Q2	3.9%	5.5%
Q3	5.1%	6.3%
Q4	3.9%	5.1%

Turnover has increased moderately compared to the previous performance period, and AMR continues to see hiring in the Fire Service as the primary impact on turnover.

## CUSTOMER SERVICE AND PATIENT SATISFACTION

AMR has implemented a newly designed Patient Satisfaction Survey process. A percentage of patients from each division are randomly selected each month. The survey data is provided to a third-party vendor who generates survey reports monthly. The report includes but is not limited to critical demographics and customer satisfaction scoring relating to dispatch, ambulance, personnel, and office performance. The report also includes AMR's overall mean score and performance compared to similar companies. Patient satisfaction survey results are reviewed by REMSA staff and are retained on file by AMR.

5 Highest Score	AMR Riverside	National Benchmark
Cleanliness of the ambulance	98.4%	95.2%
The skill of the person driving the ambulance	96.7%	94.5%
The skill of the medics	96.6%	94.9%
The extent to which medics cared for you as a person	96.4%	95.1%
The degree to which the medics listened to you and your family	95.7%	94.6%
5 Lowest Score		
The professionalism of the staff in our billing office	86.8%	89.4%
The willingness of the staff in our billing office to address your needs	86.8%	89.5%
The extent to which the services received were worth the fees charged	88.5%	88.9%
Appropriateness of Emergency Medical Transportation treatment	90.5%	93.9%
The degree to which the medics relieved your pain or discomfort	90.7%	91.2%

AMR reported 401 billing complaints during the performance period, and all have been resolved. The top three billing complaints were (1) The wrong patient was billed, (2) Cash or refund issue, and (3) Insurance on file was not billed.

## VEHICLE PERFORMANCE AND SAFETY

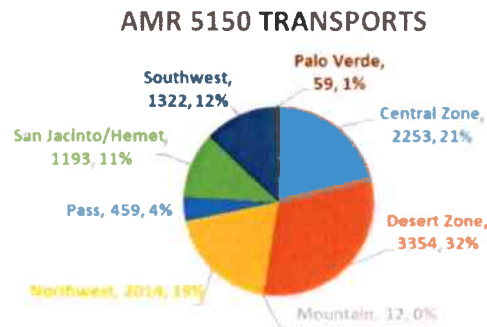
AMR ambulances compiled 6,397,875 miles during the performance period. During that period, there were 12 vehicle contacts (accidents), which equates to one vehicle contact per 533,156 miles driven by AMR's field employees. This is a 1.5% increase in miles driven per contact compared to the previous year. AMR has upgraded 100% of the ambulance fleet to Type III ambulances and will maintain this fleet to keep the primary service vehicles below 250,000 miles. Additionally, AMR operates three (3) fleet maintenance shops within the County, located in Riverside, Menifee, and Palm Springs.

## EMPLOYEE INJURIES AND EXPOSURES

During the performance period, AMR reported 40 employee injuries. This is an 18% decrease in employee injuries from the previous year (49). The most common injuries were unchanged from the previous year and included sprain/strain (85%), contusion/bruise (10%), and other (1%). There were 23 employee exposures to infectious diseases reported. This is a 4.2% decrease from the 24 exposures reported in the previous performance period.

## SERVICES FOR MENTAL HEALTH PATIENTS

During the performance period, AMR transported 10,666 patients on WIC 5150 holds. This is a 12.6% decrease (1,549 patients) in 5150 types of transport from the previous performance period. 62% of these patients were transported from healthcare facilities, and 38% were transported from the field at the request of law enforcement or fire agencies.



AMR provides ambulance transportation for mental health patients 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.

## HIGH USERS OF 9-1-1 SERVICES

AMR has developed a program that identifies individuals who are repeated heavy users of 9-1-1 services. This effort identifies individuals who may benefit from alternative services or education that would lessen the use of the 9-1-1 system due to chronic medical conditions. Additionally, it identifies opportunities for improving EMS system efficiency and reducing costs. 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

During this performance period, AMR provided 5,062 hours of community education and support across Riverside County. The reduction of 30.5% (2,230 hours) from the previous year was directly related to the impact of COVID-19 during the 3<sup>rd</sup> and 4<sup>th</sup> quarters. Most of the Community Education/Support was initiated and completed during the first two quarters, and during that time, AMR also trained over 14,600 community partners in hands-free cardiopulmonary resuscitation (CPR).

Healthcare Education	Hours	Public Education	Hours	Tactical Support	Hours
NW Zone:	662	NW Zone:	506	Riverside County Sheriff's	1,865
SW Zone:	161	SW Zone:	60	Hemet Police/Murrieta	4
San J – Hemet Zone:	129	San J-Hemet Zone:	192	FBI	12
Desert Zone:	243	Pass	76	Homeland Security	30
Central Zone:	284	Desert Zone:	202	DEA	17
Palo Verde Zone:	123	Central Zone:	250	Desert SWAT	20
Riverside County:	204	Mountain Zone:	6	Indio Police	17
Subtotal	1,806	Subtotal	1,292	Subtotal	1,965
				<b>TOTAL</b>	<b>5,063</b>

## FINANCIAL PERFORMANCE

AMR's fiscal year runs concurrently with the calendar year, making financial reporting by AMR's fiscal year misaligned with the agreement performance period. However, throughout the performance period, REMSA receives preliminary quarterly financial statements. For AMR's fiscal year 2019, AMR provided an audited annual financial statement to REMSA for review. The financial statement reported net revenue of \$109,302,915 and operating expenses of \$91,437,449. Earnings before income tax and interest were \$17,865,466; taxes were \$5,008,554; and total profit was \$12,856,912. Total profit as a percentage of net revenue was 11.8%.

## SERVICE RATES

Per Exhibit 13 of the agreement, AMR requested and was granted a net rate increase of 3.2%, effective July 1, 2019. This increase was based upon the Annual Consumer Price Index (CPI) of 3.2 % and considering AMR's collection rate of 24.25%. The rates changed as follows:

	2018/2019 Rates	2019/2020 Rates
ALS and BLS Rate	1,797.88	1,855.41
Mileage	43.72	45.12
Oxygen	186.99	192.97
Night Charge	204.47	211.01
Dry Run with Patient Care	279.44	288.38

## **RATE INCREASE FOR PLANNED SYSTEM ENHANCEMENTS**

The terms of the current agreement require that AMR provide the first \$250,000 in annual system enhancements at their cost and may request a rate increase to cover the balance of the cost of the agreed-upon system enhancements. REMSA negotiated the PLANNED system enhancements to be completed by AMR during the 2020-2021 performance period. These planned enhancements totaled \$335,000. AMR has not requested a rate increase to cover this difference in cost.

## **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, 2019. REMSA has completed a review of the fifth year of performance and has determined that AMR has met or exceeded all criteria within the agreement to grant a one (1) year earned extension. The one (1) year renewal would extend the 9-1-1 Advance Life Support (ALS) emergency ambulance service until June 30, 2025.

**EXHIBIT A:**  
**COMPLETED SYSTEM ENHANCEMENTS (2019/2020)**

<b>COMPLETED SYSTEM ENHANCEMENTS (2019/2020)</b>	<b>Cost</b>
Ongoing - Ambulance Fleet Upgrade - Upgrade contractor's fleet to 100% Type III vehicles.	\$1,000,000
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:	
<ul style="list-style-type: none"> <li>• TriTech CAD upgrade. 5.7 to 5.8</li> <li>• CAD to CAD interface upgrade Murrieta Fire</li> <li>• CAD to CAD interface upgrade with Corona Fire</li> <li>• Ongoing - DriveCam maintenance for vehicle safety</li> </ul>	\$25,000 \$65,000 \$45,000 \$10,000
<p><b>AMR Mobile Training Unit (MTU) – Ongoing:</b> The MTU is equipped with a high-fidelity manikin to simulate more realistic training scenarios. The MTU is available to EMS system partners and AMR personnel. The unit also contains cameras and monitors to allow students to watch interactions outside of the vehicle to enhance the student experience. Further, it is stocked with two CPR manikins designed to test and provide feedback to healthcare professionals on effective CPR.</p>	\$15,000
<p><b>Citizen CPR Training Unit (CTU) – Ongoing:</b> AMR has two (2) dedicated CTUs, fully stocked with all supplies necessary to conduct compression-only training for any group or organization. AMR has hired a full-time CPR coordinator to do community outreach and schedule training classes, including a dedicated CPR training-phoneline for the community to schedule classes.</p>	\$120,000
<p><b>Advanced Vehicle Location (AVL) Technology Partnership – Ongoing:</b> The Mountain Zone closest unit response program/policy: AMR provides ambulance/vehicle tracking services to Idyllwild Fire Protection District's ambulance including AVL equipment to improve 9-1-1 ambulance service delivery within the entire Mountain Zone. AMR monitors the location and movement of ambulances in the Mountain Zone to facilitate the closest ambulance response. Currently, IFPD has modems installed in its four primary ambulances. AMR estimates a revenue reduction of \$178,000 related to patient transports that IFPD will now provide.</p>	\$181,600
<b>Total</b>	<b>\$1,461,600</b>

**EXHIBIT B:**  
**PLANNED SYSTEM ENHANCEMENTS (2020/2021)**

<b>PLANNED ENHANCEMENTS (2020/2021)</b>	<b>Cost</b>
<p>As per the Agreement, AMR must replace technology on a 5-year refresh basis. During the 2020/21 performance period, AMR has planned the following amounts for upgrades:</p> <ul style="list-style-type: none"> <li>• CAD to CAD interface upgrade Palm Springs Fire</li> </ul>	\$45,000
<p><b>Community Assessment and Transport Team (CATT) Pilot Program – <u>New</u>:</b> AMR, in cooperation with Riverside County Behavioral Health, reached a tentative agreement for a 5150-response unit. This unit will be utilized as a scene response unit for law enforcement to avoid the 5150 and transport the patient to a voluntary treatment center to avoid unnecessary hospitalizations.</p>	\$90,000
<p><b>Cardiac Monitors - <u>NEW</u>:</b> AMR has completed the transition from the Physio LifePak Cardiac Monitor to the Zoll Cardiac Monitor to ensure that all agencies throughout the County are using the same device. This transition also required a significant amount of training for the initial rollout. Cost: \$3.95M capital outlay, \$50K personnel costs</p>	\$50,000
<p><b>Centers for Medicare/Medical Services ET3 Pilot Program – <u>NEW</u>:</b> AMR has been selected by the Centers for Medicare/Medical Services to participate in their ET3 pilot project. This program allows for the transport of patients to alternative destinations and provides telemedicine to appropriate patients who are low acuity but have accessed the 9-1-1 system. The project is designed to utilize healthcare destinations and assessment modalities to increase efficiencies and reduce overall healthcare costs while enhancing the patient experience.</p>	\$150,000
<b>Total</b>	<b>\$335,000</b>

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
Article 2.2	Meet 91% response time performance in all RTZs for at least nine (9) non-consecutive months of the preceding contract year.	All RTZs achieved 91% for at least 9 months. The Central, Mountain, Northwest, Palo Verde, Pass, and San Jacinto zone achieved 91% during all 12 months.  <b>The Southwest zone was &lt; 91% during 2 reporting months.</b> <b>The Desert zone was &lt; 91% during 1 reporting month.</b>
Article 6.1	Required licensing and permits	Copies of permits and licenses were reviewed in 2020 as part of the ambulance permit process.
Article 8.1	Subcontract for work or services to have prior written approval of County Contract Administrator.	The Contractor holds public/private partnership agreements with the City of Riverside and the City of Corona, these agreements were completed in 2015. The Contractor does not hold any subcontracts for ambulance services.
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.	Concurrently, the Contractor provides real-time access to their digital computer-aided dispatch (CAD) system. This real-time access confirms continuous service provision. Retrospectively, the Contractor submits response data upon call completion and in Monthly Compliance Reports. The Contractor also complies with electronic patient care record (ePCRs) reporting requirements.  <b>Total 911 Ambulance Responses: 193,146</b> <b>Total 911 Ambulance Transports: 133,129</b> <b>Total ePCRs Submitted: 208,641</b>
3.2	The 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 the criteria as outlined in Riverside County Ordinance 756.  During the initial phases of the COVID-19 pandemic, the Contractor provided exemplary service and commitment to the County of Riverside providing services beyond the scope of this agreement for the betterment of the community. <b>Skilled Nursing Facility Outreach and Support (SOS) Team</b> <b>Quick Response Team</b> <b>Screening Teams</b>
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	The Contractor does not hold any subcontracts for ambulance services.
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.	The Contractor operates 3 main divisions (Desert Cities, Riverside, and Hemet). Ambulance deployment, management, stations, infrastructure, training, and administrative support services are available 24/365 with emergency backup power and supplies. Site inspections are conducted as part of the ambulance permitting process.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
3.5.2	Establish and maintain an administrative headquarters for Riverside County operations.	The Contractor Administrative Headquarters is located at 879 Marlborough Ave, Riverside, CA 92507. Visited and verified by REMSA staff multiple times annually.
3.5.3	Maintain a communications center for system status management and dispatch of ALS emergency ambulances.	Collocated at the Administrative Headquarters in Riverside, the Contractors Dispatch Center received and handles all ambulance resource dispatch and coordination. Communication center is inspected by REMSA staff at least annually.
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: <b>City of Riverside Fire Department</b> <b>City of Corona Fire Department</b> <b>City of Murrieta Fire Department</b> <b>City of Hemet Fire Department</b> <b>Riverside County Fire Department</b>
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.
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.	AMR deployed and staffed ambulance unit hours fell below planned unit hours by 1.4% during the performance period. However, only the fourth quarter was below plan, coinciding with the notable (15%) decrease in 9-1-1 call volume. In coordination with the MHOAC program, available AMR personnel were assigned to supplement emergent non-transport priorities. Additionally, AMR still reported an increase of 0.8 % in staffed ambulance unit hours from the previous year. 3rd and 4th Quarters were significantly impacted by the COVID-19 Pandemic.  Additionally, Contractor has deployed Operational Performance Analytics Program (OPAP) to enhance analyses of demand and staffing. OPAP allows Contractor to strategize and anticipate necessary staffing deployment during seasonal fluctuations, which was especially helpful during COVID-19 crisis.
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.
3.9	Contractor may provide non-transport special EMS programs as approved by REMSA.	Approved programs include: <b>Tactical EMS Team Program</b> <b>Bicycle EMS Program</b> <b>Pine Cove Community Service Program</b> <b>Honor Guard</b>  All large-scale special events are coordinated under REMSA special event policies. Prior to the events, the medical plans were provided to REMSA for review and approval.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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. Cardiac monitors, transport ventilators, mobile data computers, modems and radios were replaced during the performance period.
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 actively participates in all Medical Health Operational Area Coordinator (MHOAC) events and exercises. Contractor has Surge Plan and Operational Guideline in place. Contractor reserve ambulance fleet verified by REMSA staff. Contractor provided several Ambulance Strike Teams (AST) to aid in COVID-19 pandemic. The Disaster Medical Support Unit (DMSU) and ASTs were made available for event medical support, drills, and exercises.
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.
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.
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.	The current Medical Director is Dr. William Seth Dukes, a licensed physician employed at a minimum of 0.25 FTE annually. Credentials were reviewed and verified by REMSA staff.
4.8	Contractor shall develop and implement a comprehensive Patient Satisfaction Program for services provided to patients in the Riverside County EMS System.	AMR has implemented a newly designed Patient Satisfaction Survey process. A percentage of patients from each division are randomly selected each month. The survey data is provided to a third-party vendor who generates survey reports monthly. The report includes but is not limited to key demographics, and customer satisfaction scoring relating to dispatch, ambulance, medic, and office performance. The report also includes Contractors' overall mean score and performance compared against similar companies. Patient satisfaction survey reviewed by REMSA staff and is to be retained on file by AMR.
4.9	Clinical Education and Training Program to be developed and implemented by Contractor using contemporary performance-based methods and processes. Program shall be linked to the Contractor's CQI program and congruent with EQIP.	AMR CQI team communicates well with REMSA staff and is also compliant with the utilization of the Riverside County EMS Information System (REMSIS) electronic patient care record (ePCR) solution. CQI Plan updates current and approved

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
5.2.1	Contractor shall meet the response time standards, as described in Exhibit 5-A, a minimum of 90% of the time.	<p>Response time reports received, reviewed, and validated by REMSA Staff. Compliance Review Reports provided to EMS system stakeholders at the EMS Administrative zone meetings. The Contractor exceeded 90% in all zones throughout the performance period.</p> <p><b>2019/20 Compliance Review Report:</b>  <a href="http://remsa.us/documents/compliance/2020MidYear-ComplianceReview.pdf">http://remsa.us/documents/compliance/2020MidYear-ComplianceReview.pdf</a></p>
5.2.3	Contractor agrees to cooperate with REMSA and EMS System participants to establish the Medical Dispatch System (MPDS).	<p>AMR's Tritech Computer Aided Dispatch (CAD) is fully capable of integrating MPDS/ProQA as system changes are implemented. This capability allows AMR to respond to non-red lights and siren (non-RLS or Code 2) to approximately 9% of 9-1-1 calls within jurisdiction utilizing EMD with MPDS. Currently, the only approved dispatch center is Riverside County Fire.</p> <p><b>2019-20 EMD Summary Report:</b>  <a href="https://remsa.us/documents/reports/annual/REMSA_Emergency_Medical_Dispatch_Report_FY_2019-2020_FINAL_20200817.pdf">https://remsa.us/documents/reports/annual/REMSA_Emergency_Medical_Dispatch_Report_FY_2019-2020_FINAL_20200817.pdf</a></p>
5.3	Contractor shall use REMSA approved CAD program synchronized to atomic clock and shall cooperate with REMSA and FirstWatch 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. FirstWatch Online Compliance Utility (OCU) is utilized by REMSA staff real time monitoring of service performance.
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. Contract also provided access to AVL/GPS data for response exemption approval process.
6.1	Contractor shall have a program to retain employees and minimize turnover.	Contractor provided competitive benefits, sign-on bonuses, paramedic upgrade bonuses, location relocation bonuses, educational assistance program, employee assistance program, employee discounts and 401k program.
6.1.1	Working with unions and an employee group to create an ongoing employee satisfaction assessment and monitoring system.	Contractor maintains Open Door Policy for encouraging employees to share suggestions, problems and complaints. Programs in place include Labor Management Meetings, Field Communications Committee and the Professional Practices Committee. Employee Survey reports are reviewed by REMSA staff.
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. Accepting employment offers with fire-related services continues to be the major reason for Contractor employee separation.



ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
6.1.3	Contractor will track and report employee turnover and results of employee satisfaction surveys annually to REMSA.	Contractor turnover survey results were reviewed and verified by REMSA staff. Contractor employee turnover by quarter of the performance period was July-Sept 9.8%, Oct-Dec 5.5%, Jan-Mar 6.3% and Apr-Jun 5.1%. The top 3 primary reasons for separation according to survey results provided to REMSA: Job with the Fire Department - 29%, career advancement 23% and return to school 18%.
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's workforce professionalism standards are in place and defined within the Operational Guidelines Manual (OGL) and Employee Handbook. The OGL manual includes all required contract standards and is updated on a regular basis and was reviewed by REMSA staff.
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 REMSA contract administrator.
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. Additionally, all contractors' employees are registered within the Riverside County Emergency Medical Services Information System (REMSIS).
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's ambulance staffing standards are in place and defined within the Operational Guidelines Manual (OGL). OGL manual was reviewed by REMSA staff. REMSA staff performs periodic scheduled and unscheduled field checks and ambulance ride along.
6.6	Field Supervisor Program - one supervisor for every 15 ambulances in service by operation; meet REMSA credentialing criteria; have written program.	Contractor has a Riverside County Supervisor Plan and Operations Supervisor Training plan in place. 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.
6.8	Employees Health and Wellness Programs (6.8.1, 6.8.1.1, 6.8.1.2).	Reviewed by REMSA staff. Contractor Employee Health and Wellness program is all inclusive in scope and comprehensive in content based upon contract requirements and recommendations by the County Health Officer or designee.
6.9	Contractor shall have a comprehensive FTO program approved by REMSA that establishes roles/responsibilities, employee eligibility criteria, credentialing and education/training requirements; FTO roles/responsibilities shall be integrated into Contractor's CQI plan and education/training programs.	AMR's Field Training Officer (FTO) program is in place. Reviewed by REMSA staff and approved by the Contract Administrator.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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 radio and telephone communication procedures in place. OGL has been reviewed by REMSA staff.
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.	Contractor's ambulance dispatch center is currently located at 879 Marlborough Ave Riverside, CA 92507 and is operational 24/7/365. REMSA has verified communication center capacity during routine site visits. Contractor's Dispatch CQI program is updated simultaneously with Contractor CQI Plan and is provided timely.
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.	AMR's CAD in place and REMSA direct access to monitor in real-time and to retrospectively audit response time performance and monitor system status. CAD upgrades and changes have been reviewed by REMSA staff.
7.3.1.1	Contractor will establish and maintain digital CAD-to-CAD interfaces with PSAPs as requested and authorized by REMSA.	Over the past 5 years, AMR has established and maintained CAD integrations with all PSAPs who request are ready for integrations.  Active CAD links have been established with: <b>City of Riverside Fire Department</b> <b>City of Corona Fire Department</b> <b>City of Murrieta Fire Department</b> <b>City of Hemet Fire Department</b> <b>Riverside County Fire Department</b>
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.	AMR's Business Continuity Plan is in place and has been reviewed by REMSA staff.
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.	Contractor Dispatch Supervisor Program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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.	Contractor has continuously, 24/7/365, provided dispatch services to residence and visitors of Riverside County through performance period. Dispatcher/ System Status Controller and Call Taker program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.
7.4	Radio and Data Infrastructure and Equipment Requirements - Contractor will provide REMSA with a comprehensive radio system/network design including, but not limited to, site selection, power, security, IP backhaul and inter-site communications. Should Contractor's radio communication system be upgraded or replaced within the term of the Agreement, Contractor at their cost will upgrade and/or replace their radio communication equipment to be compatible with and operate on the new system. Modifications to the radio system/network shall be proposed to REMSA for approval at least thirty (30) calendar days prior to initiation of work.	Contractor provided the technical and architectural review of the radio communication system developed by Rivcomm, Inc, the Contractor's communications system vendor. Contractor recently upgraded all mobile radios and handheld radios to enhance the digital radio system.
7.4.1	Unit Mobile Radios - Contractor is responsible for the communications equipment on ambulances and supervisory units; Contractor shall equip all ambulances and supervisory vehicles with radio equipment for communications with Contractor's dispatch center on Contractor's radio channels.	They are verified during an onsite inspection by REMSA staff. Mobile radio specifications are provided to REMSA staff by zone.
7.4.1.1	Radio communications equipment used for ambulance-to-hospital communication shall be configured so that personnel providing patient care are able to directly communicate with base or receiving hospital staff regarding the patient.	All Contractor ambulances are equipped with cellular phones and MedNet Radio consistent with REMSA policy.
7.4.1.2	Approved radio equipment shall be installed in conformance with existing REMSA policies prior to assignment of a vehicle to an emergency response area. Installations and removals will be at Contractor's expense.	Contractor radio equipment is installed in accordance with REMSA policies. Verified by onsite inspection by REMSA staff.
7.4.1.3	Contractor shall operate communications equipment in conformance with all applicable rules and regulations of the Federal Communication Commission, and in conformance with all applicable REMSA policies and operating procedures.	Operational guidelines (OGL) and FCC licenses reviewed and verified by REMSA staff. Found to be in conformance with all REMSA policies and procedures.
7.4.2	Portable or Handheld Radios - Contractor will provide each crew member assigned to an ambulance or supervisor unit with a VHF portable radio programmed annually as specified by REMSA. Contractor shall maintain a minimum cache of twenty (20) spare radios for back-up purposes.	Verified that crews were assigned a portable radio during annual inspection by REMSA staff. Contractor replaced the usage of pagers with cellphones.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
7.4.3	Mobile Data Computers (MDCs) – Contractor shall equip each emergency ambulance and supervisor vehicle with a MDC that is capable of receiving and sending response related information to and from the vehicles. Contractor shall provide REMSA with the specifications for approval of any new MDCs to be used in the vehicles prior to purchase. All existing MDCs shall be afforded grandfathered approval by REMSA upon signing of this Agreement.	Equipment has been verified by inspection by REMSA staff. Technical specifications and VisiNet Mobile Training Manual reviewed by REMSA staff.
7.5	Global Positioning System (GPS) and Automatic Vehicle Location (AVL) - Contractor will provide an Automatic Vehicle Locator/Global Positioning System (AVL/GPS) solution integrated with ambulance and supervisor vehicle MDCs, including the equipment, software, and ongoing maintenance, solely at Contractor's expense. Contractor's ambulances and supervisor units must be equipped with a wireless modem and GPS receiver that links to its communications center's CAD system to track vehicle locations and select the closest available unit. Contractor shall supply AVL/GPS feeds to REMSA and other public safety agencies as authorized and requested by REMSA.	Contractor GPS and AVL equipment is in place and frequently utilized by REMSA staff for monitoring response time performance and ambulance routing.
7.6	Radio Frequency Use, Management and Credentialing - Contractor will provide REMSA copies of all radio frequency records and will coordinate all frequency licensure activity through REMSA.	FCC licensing reviewed, verified and found up to date by REMSA staff. REMSA communicates regularly with the County Communications licensing coordinator to assure compliance.
7.7	Communications Equipment Replacement - Contractor agrees to replace communications equipment according to a five-year technology refresh cycle. Equipment that provides new capabilities to operations above established baseline capabilities at the effective date of this Agreement may be included in annual improvement and enhancement goals; replacement of existing equipment that has reached the end of its five-year cycle shall be considered baseline operating maintenance and shall not be included in the formulation of annual improvement and enhancement goals.	Contractor's communications capital equipment list reviewed and verified by the Contract Administrator. Equipment purchase orders have been reviewed and verified.
7.7.1	Contractor's computer aided dispatch (CAD) system will not be included in the technology refresh program; however, the Contractor shall utilize upgrades offered by their CAD vendor if they are applicable to the Contractor's service offerings under this Agreement.	Contractors current CAD configuration meets the requirements. Upgraded TriTech CAD from 5.7 to 5.8.32, implemented CAD to CAD interface with Murrieta Fire and Corona Fire.
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. Due to COVID-19, the Contractor was unable to access the facilities to obtain survey results.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
8.2	Community Education Program - Provide a minimum of one hundred and twenty (120) hours per year for each ambulance operating area, as defined by Attachment 1, Operating Areas. Prepare an annual Community Education Plan with specific goals and objectives as to meet or exceed minimum acceptable levels set by the EMS Administrative Group for that operating area. Plan shall include but not be limited to the following elements: (8.2.1 - 8.2.5)	Contractor provided 4,933 hours of community and partner education across the eight (8) ambulance operating areas and other areas of the County. This constitutes a 29% year-over year decrease from the previous performance period which was influenced by COVID-19 pandemic. Contractor established a Community CPR program, employed a CPR Coordinator and implemented 2 mobile training units during this performance period.
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.
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 were reviewed and verified by REMSA staff. 100% of the ambulance fleet is types III ambulances.
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 the 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.	The program has been reviewed and approved by REMSA. Contractor's ambulances compiled 6,397,875 miles during the performance period. During that period there were 12 vehicle contacts (accidents) which is one vehicle contact per 533,156 miles driven by the Contractors field employees.
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.	Field Supervisor vehicle mileage logs and specifications submitted to REMSA for verification.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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.	Equipment
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.
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 initiated rollout of 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.
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.
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.
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, Beaumont, Idyllwild, Palm Springs, La Quinta and Menifee deployment locations. Additional equipment and supplies are supplemented with trailers.
10.1	REMSIS - REMSIS shall consist of an ePCR platform, secure database 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 the 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.
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.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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.
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:	The FirstWatch integration, as part of the REMSIS program, is continuously utilized as a part of this agreement for concurrent and retrospective contract compliance and clinical data validation. The AMR CAD is directly linked with FirstWatch and the ImageTrend ePCR system. During the COVID-19 pandemic, the regulatory oversight method improved situational awareness for all Riverside County stakeholders. The AMR Monthly reports are processed within the FirstWatch Online Compliance Utility (OCU) Module.
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 online compliance utility is in place and being utilized by REMSA staff.
10.3.12	Strategic plan goals/objectives for the year - completed system improvements and enhancements	100% of the ambulance fleet is types III ambulances, TriTech CAD upgrade, CAD to Cad integration with Murrieta Fire and Corona Fire, initiated an agreement with Riverside County Behavioral Health to implement a 5150-response unit program, rollout new inventory of new cardiac monitors, and selected by CMS for ET3 pilot project.
10.3.13	Activities and results of the CQI Plan	CQI updates received and approved by REMSA.
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.
11.1	Integration with the MHOAC Program - During a response to mass casualty incidents or disasters within or affecting the County, Contractor operations shall fall under the 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.	During the COVID-19 Pandemic, this program was tested and stressed during the 3rd and 4th quarters of this reporting period. The relationship developed over the years was instrumental in finding solutions to complicated, time-sensitive pandemic incidents. Contractors' disaster coordinator contact information has been supplied to REMSA and EMS system partners. The disaster coordinator, Gary Denham, regularly attends REMSA drills and training.
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.	The Contractor maintains two DMSUs, located in Hemet and Palm Springs and confirmed by REMSA staff through drills and active deployments. The DMSUs were activated and deployed multiple times during the COVID-19 pandemic to augment supply and supervisory functions. During the 3rd quarter of this reporting period the DMSU was deployed with AMR personnel to support the Incident Management Team (IMT) at March Airforce Reserve Base (MARB)

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
11.5	Disaster Coordinator shall be identified and shall participate fully in all MHOAC planning and response activities as requested by REMSA.	The AMR Disaster Coordinator, Paramedic Supervisor, Gary Denham, regularly attended drills, training, and planning meeting. The COVID-19 pandemic significantly impacted EMS activities during the 3rd and 4th quarters of this reporting period. Gary was present, engaged, and committed to supporting the Riverside County MHOAC mission. See Sections 11.1-2
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.	The Contractor holds public/private partnership agreements with the City of Riverside and Corona. The Response Time Standard in the City of Corona and the City of Riverside is 12 minutes (10 Minutes + 2 minutes). This agreement supports the first response paramedic (ALS) programs in each city, respectively.
12.1.3	Contractor shall demonstrate a good faith effort to establish support agreements with all Fire Departments authorized by REMSA to provide ALS First Responder services.	All requested agreements have been established with first responder agencies. No "supply" related complaints were reported to REMSA during the reporting period.
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. No "supply" related complaint was reported to REMSA during the reporting period.
13.5	Financial Reports and Audits - Contractor will provide quarterly unaudited financial statements, in a format prescribed by REMSA.	The Contractor submitted quarterly unaudited financial statements on time. Q1 - Nov 15, 2019 Q2 - Feb 14, 2020 Q3 - May 14, 2020 Q4 - Aug 12, 2020
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 401 billing complaints during the performance period. All have been resolved. The top three billing complaints were 1. The wrong patient was billed 2. Cash or refund issue 3. Insurance on file was not billed. All billing complaints were resolved.





# Ambulance Response Compliance Review

**AMR Compliance Summary  
7/1/2019 – 6/30/2020**

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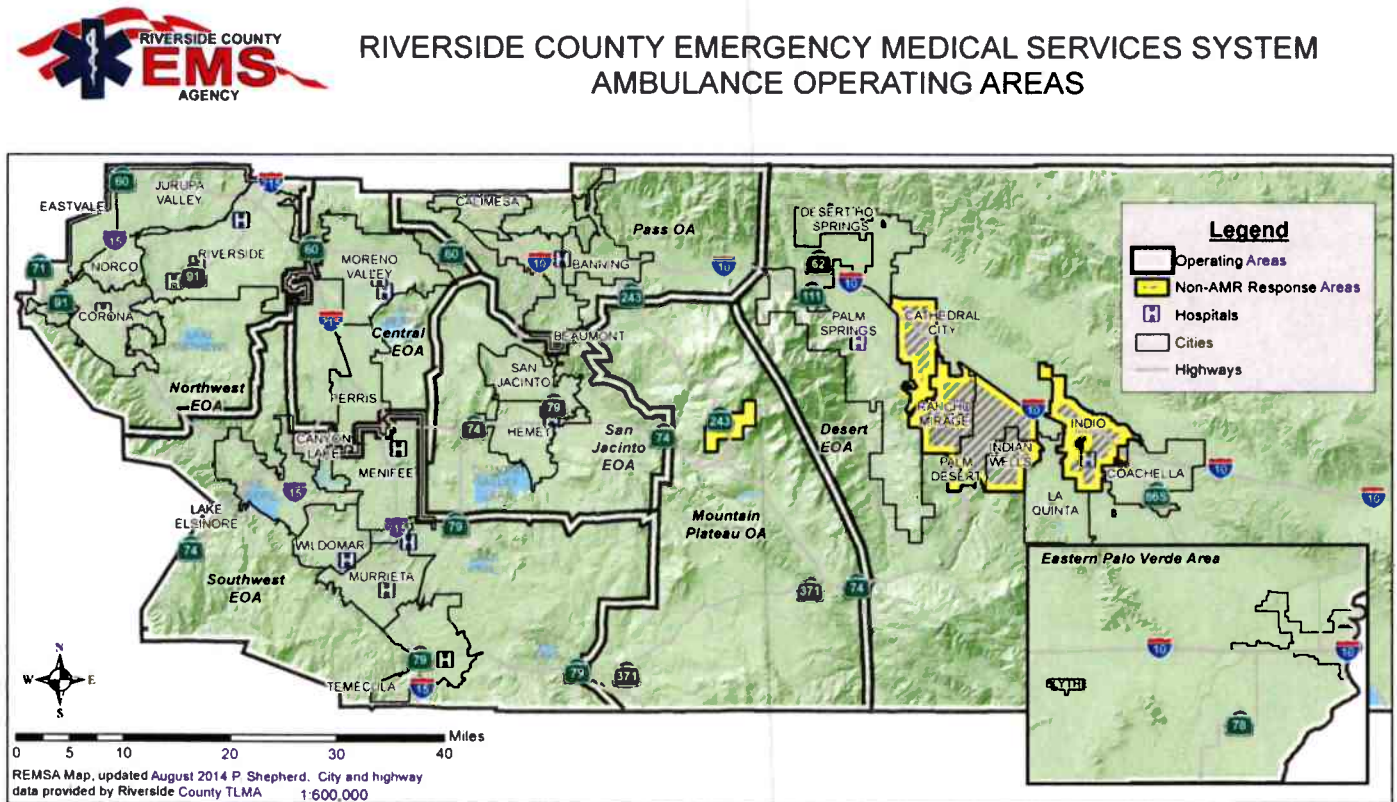
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# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

## 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 December 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>



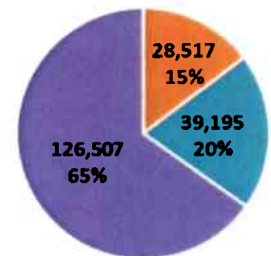
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

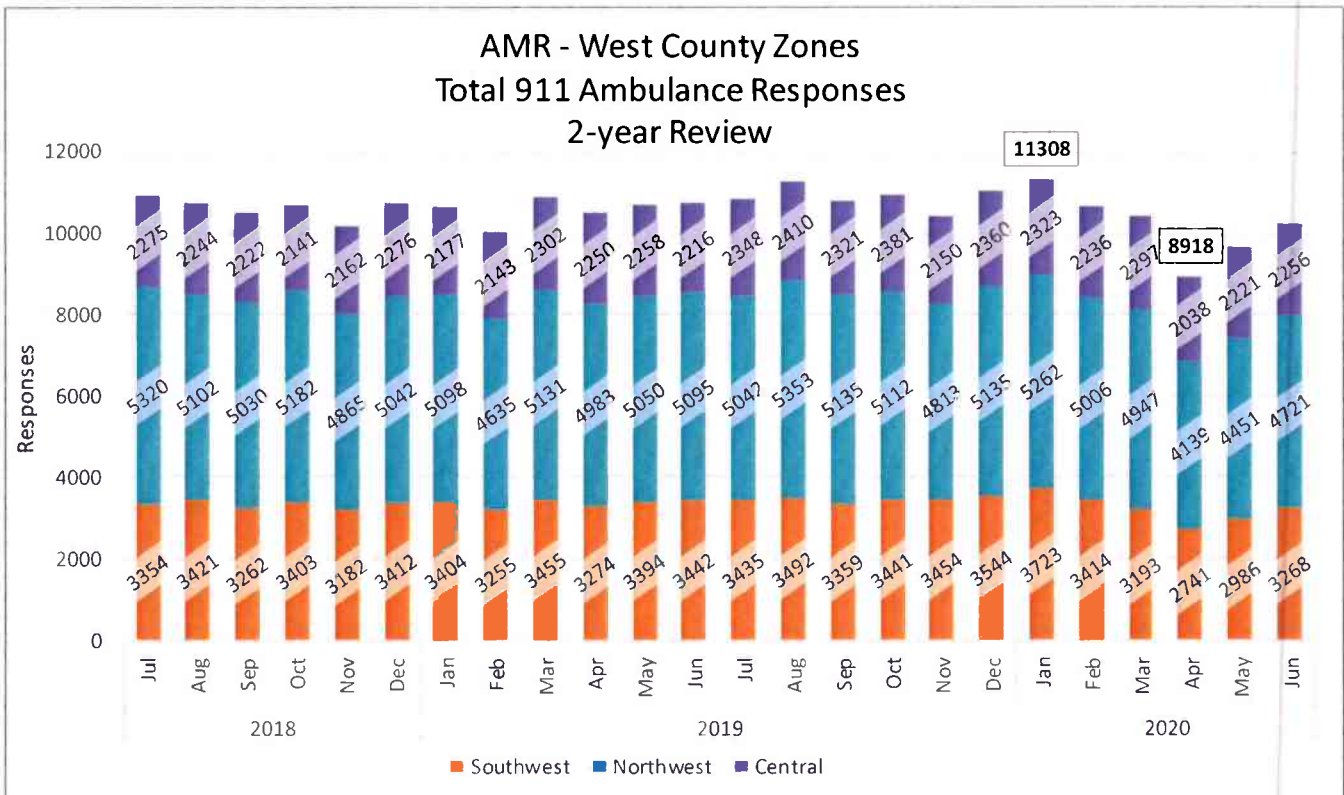
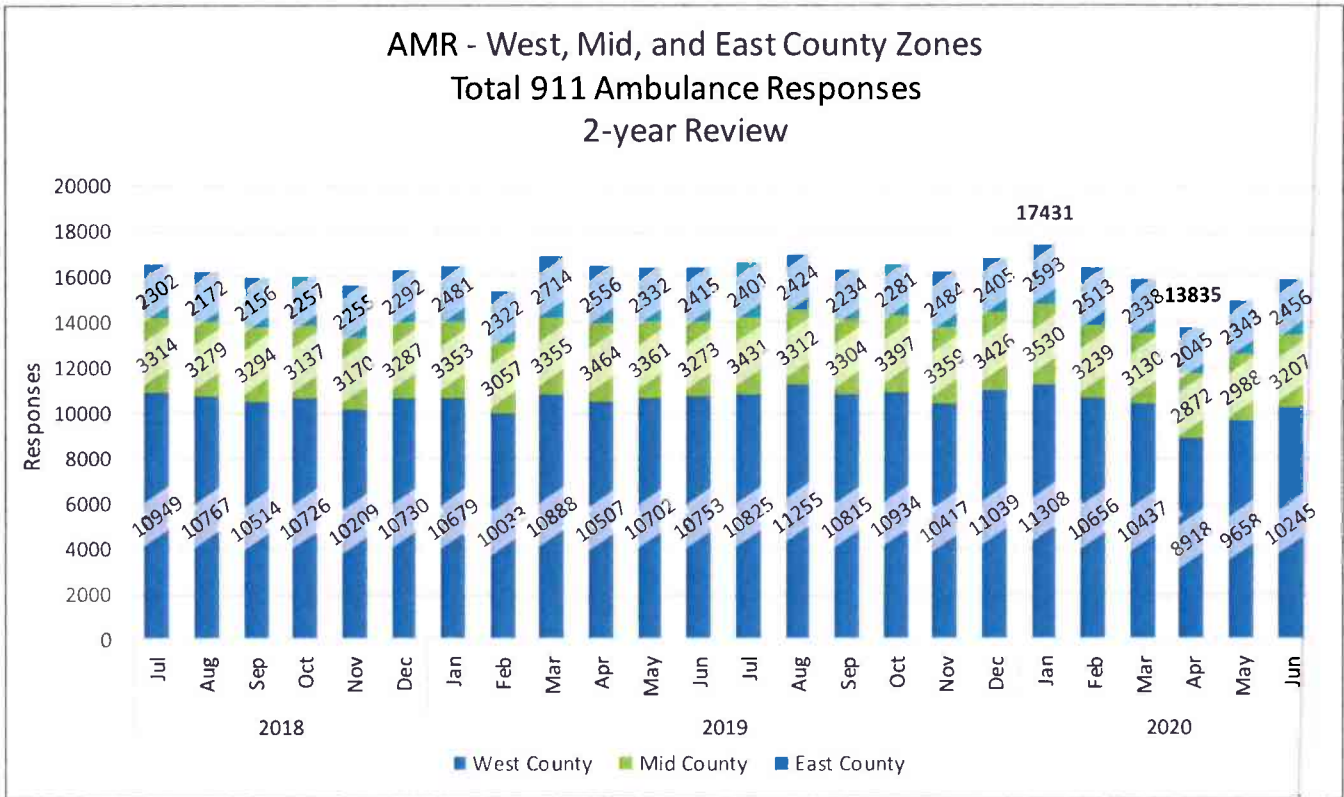
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones  
Regional 9-1-1 Ambulance Responses  
Jul 2019 through Jun 2020

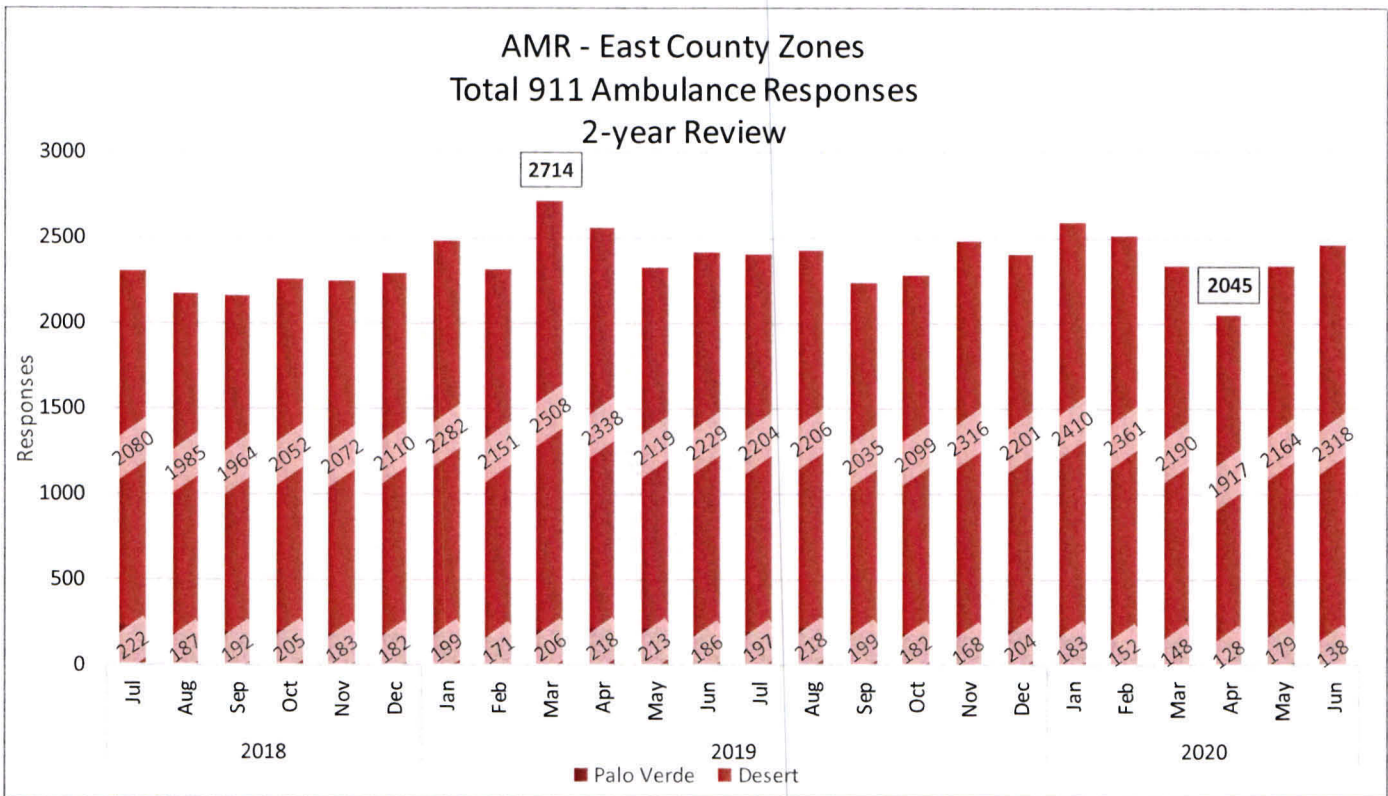
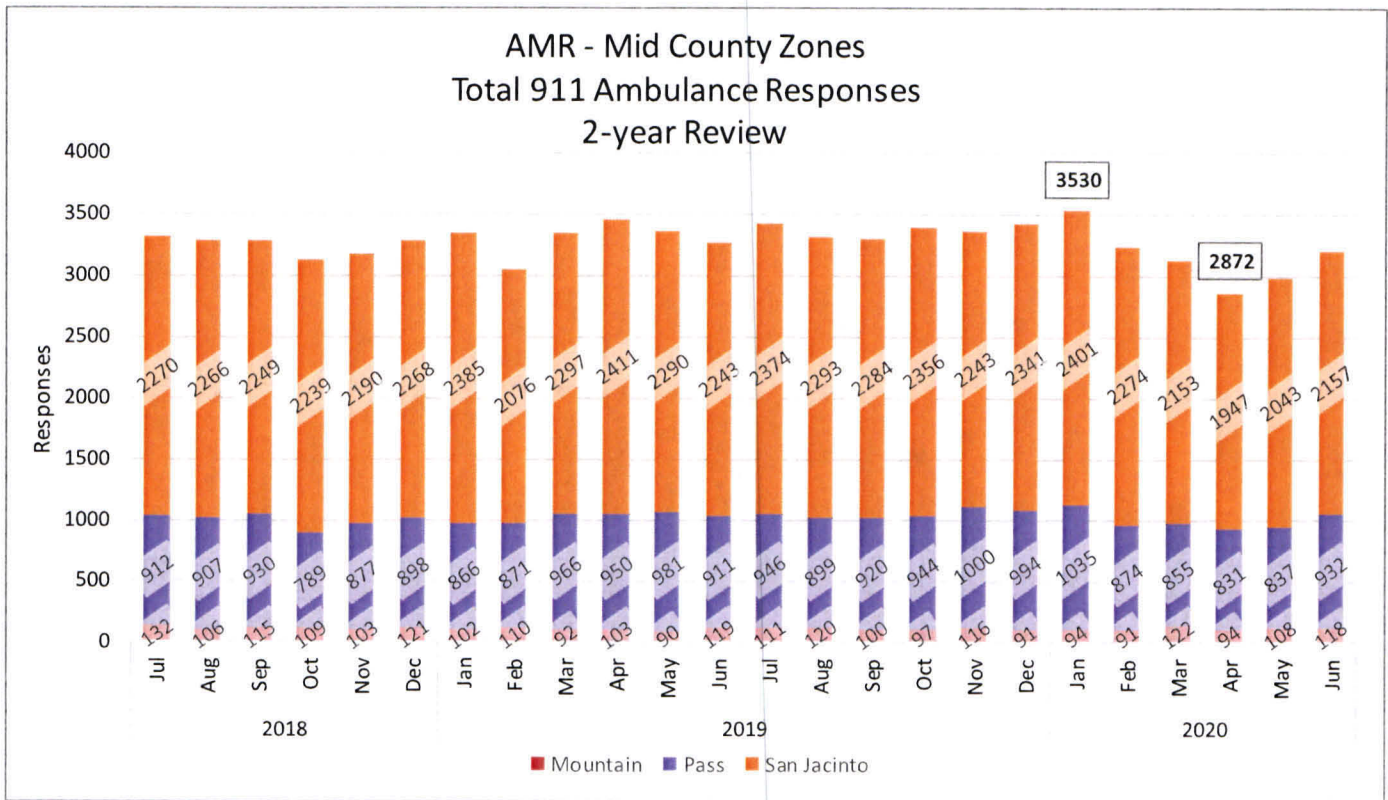


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



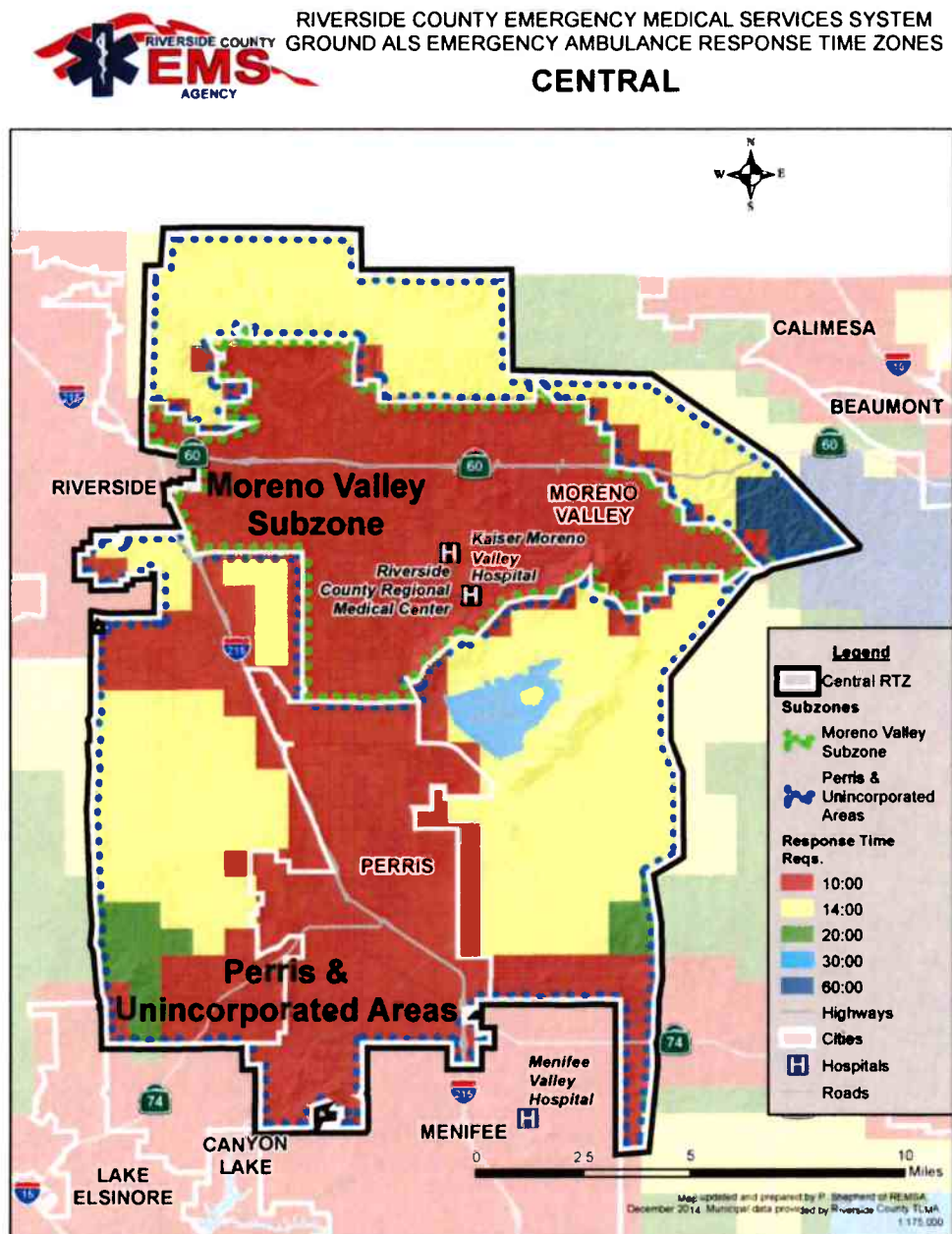
West, Mid, and East County Areas Comparisons (Cont'd)



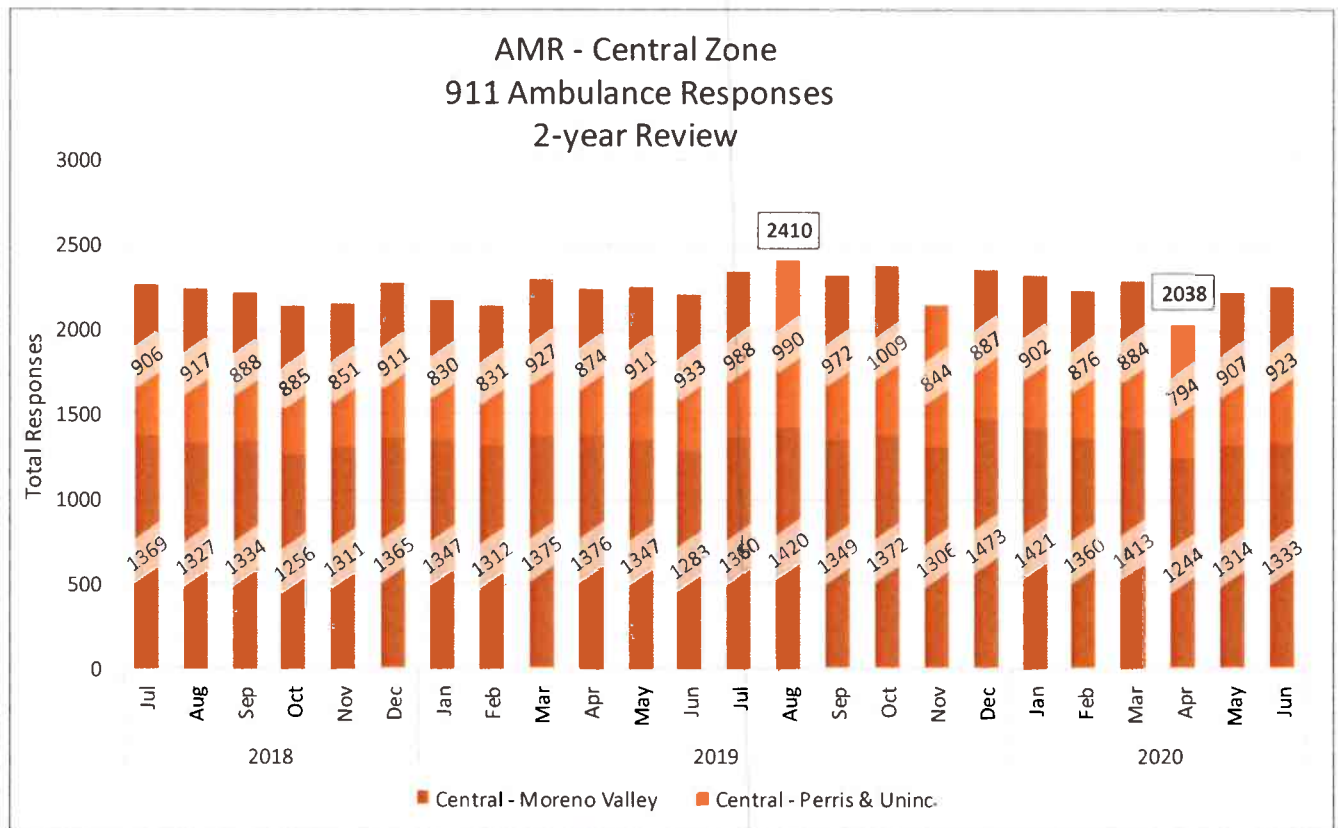
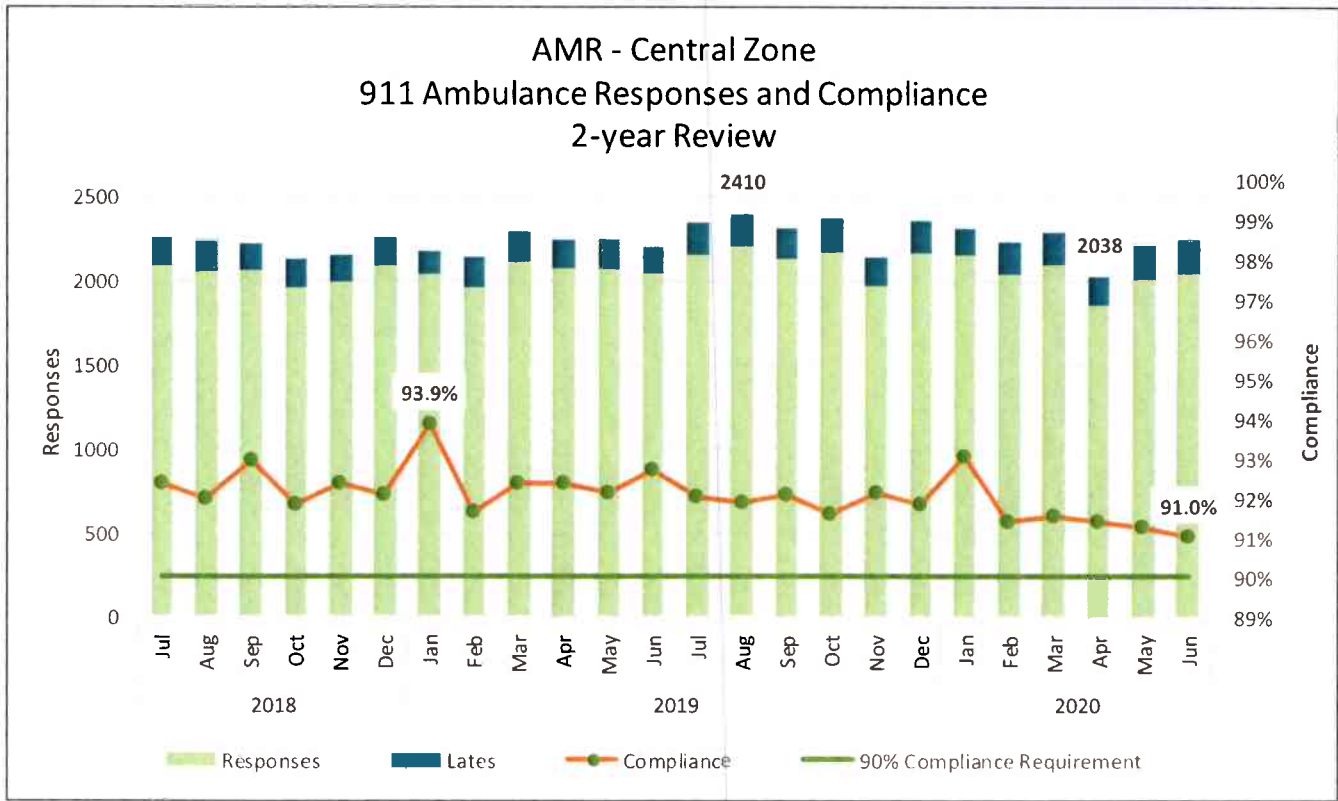
# CENTRAL ZONE

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)

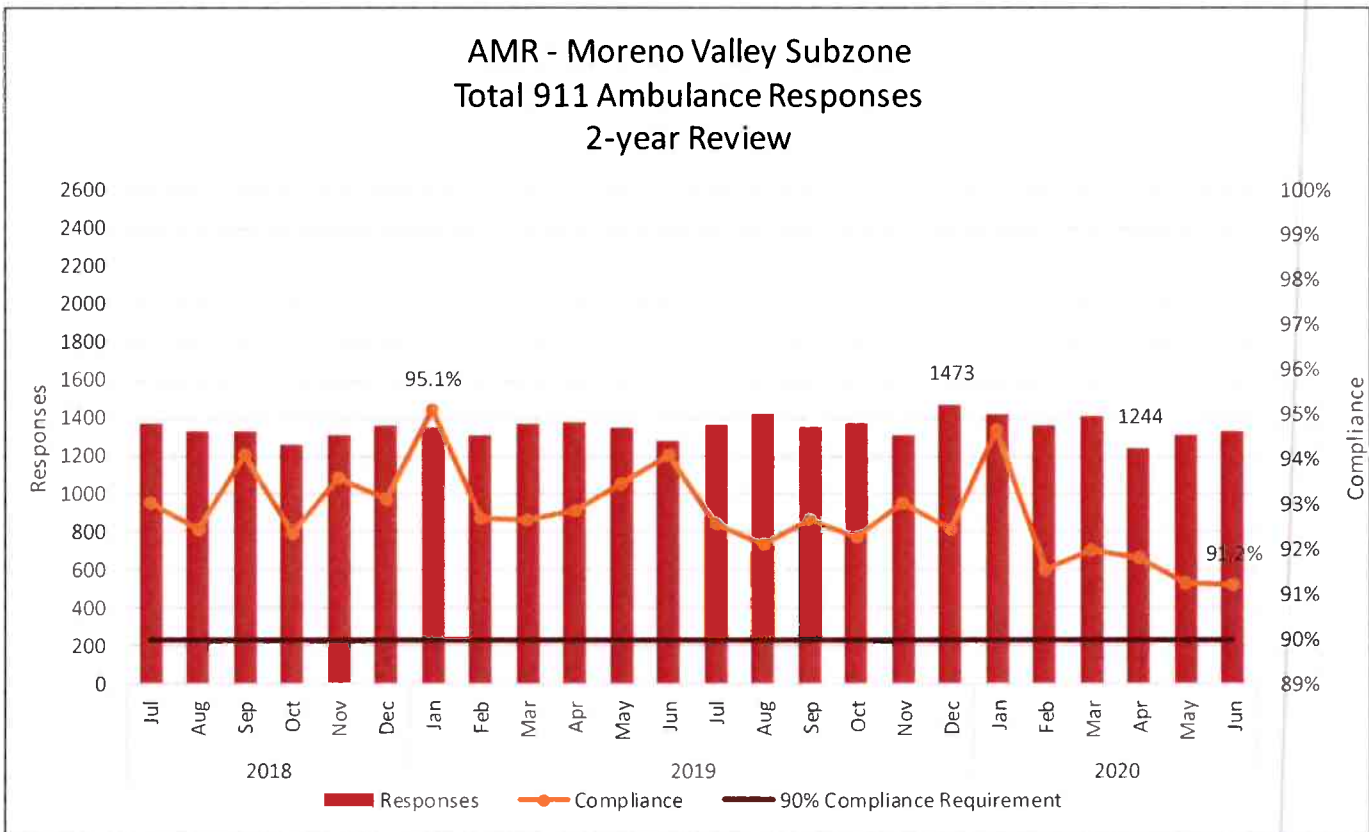
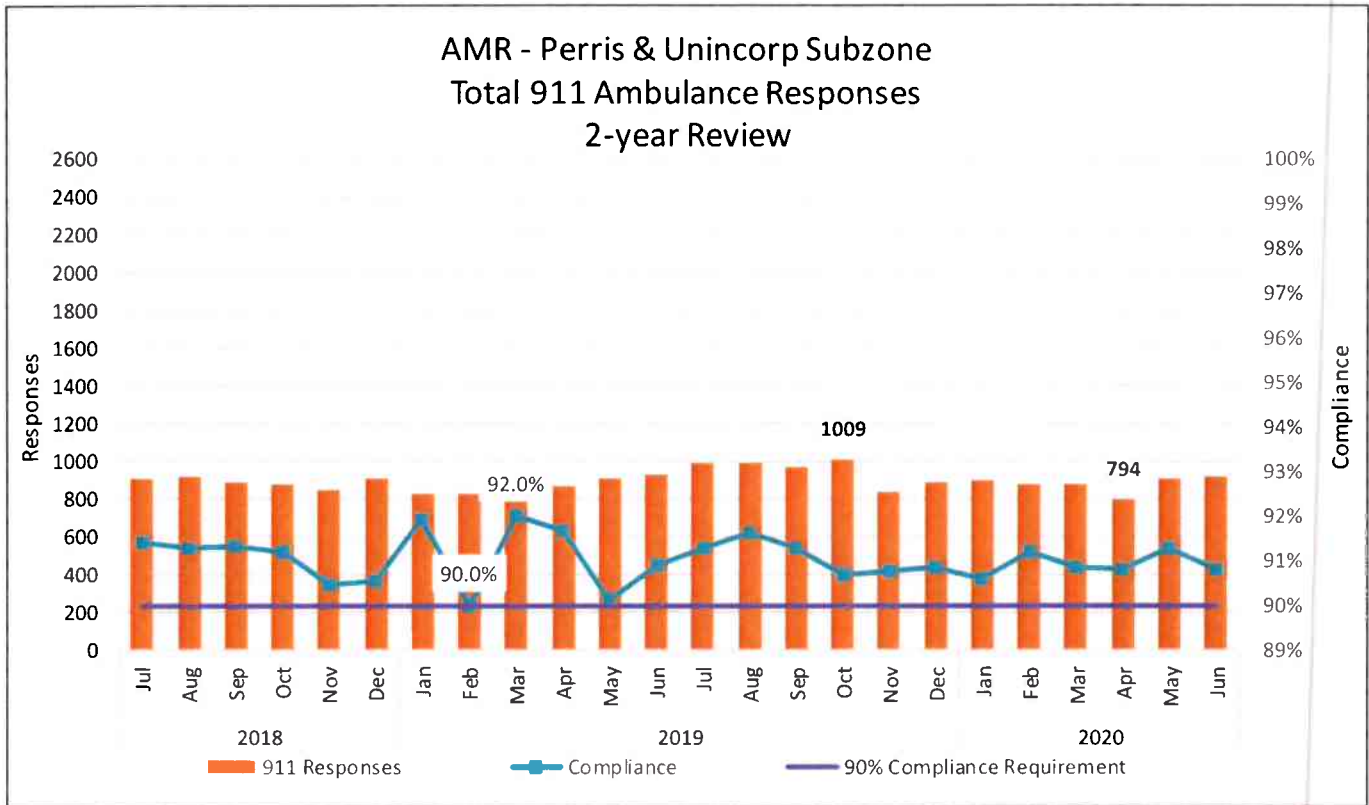


Central Zone: Response and Compliance Data



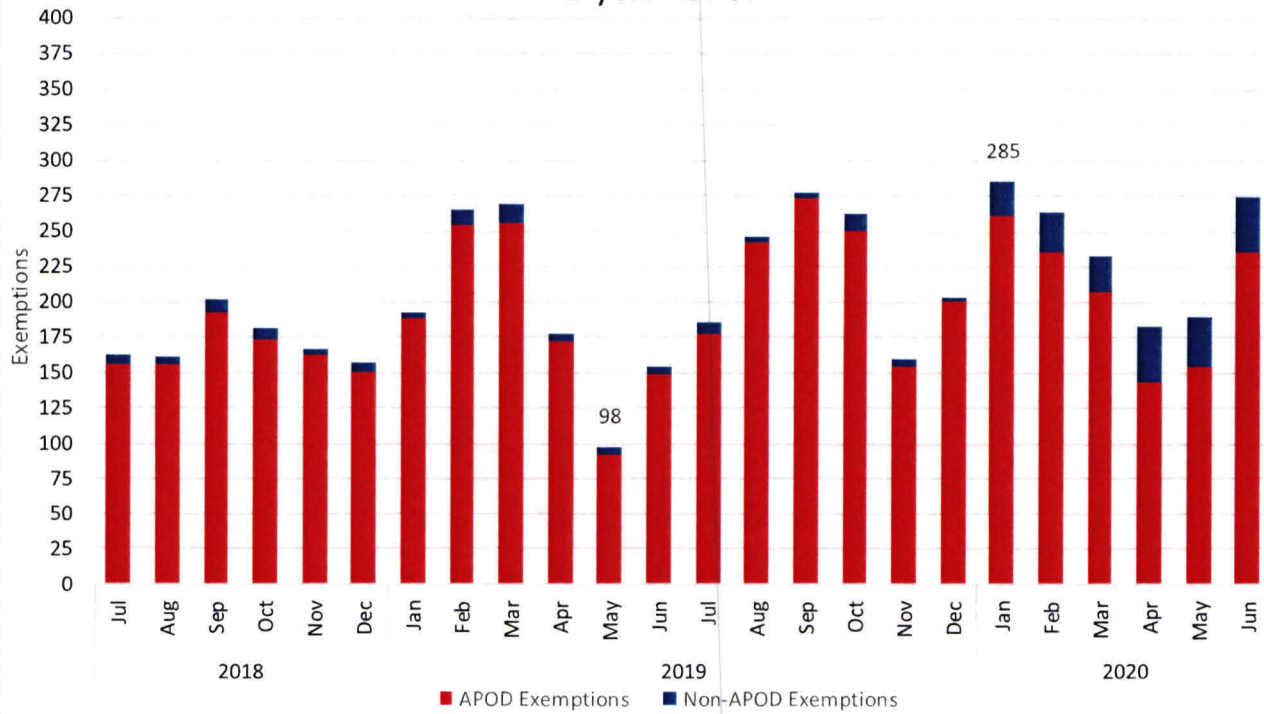


Central Zone: Subzone Response and Compliance Data

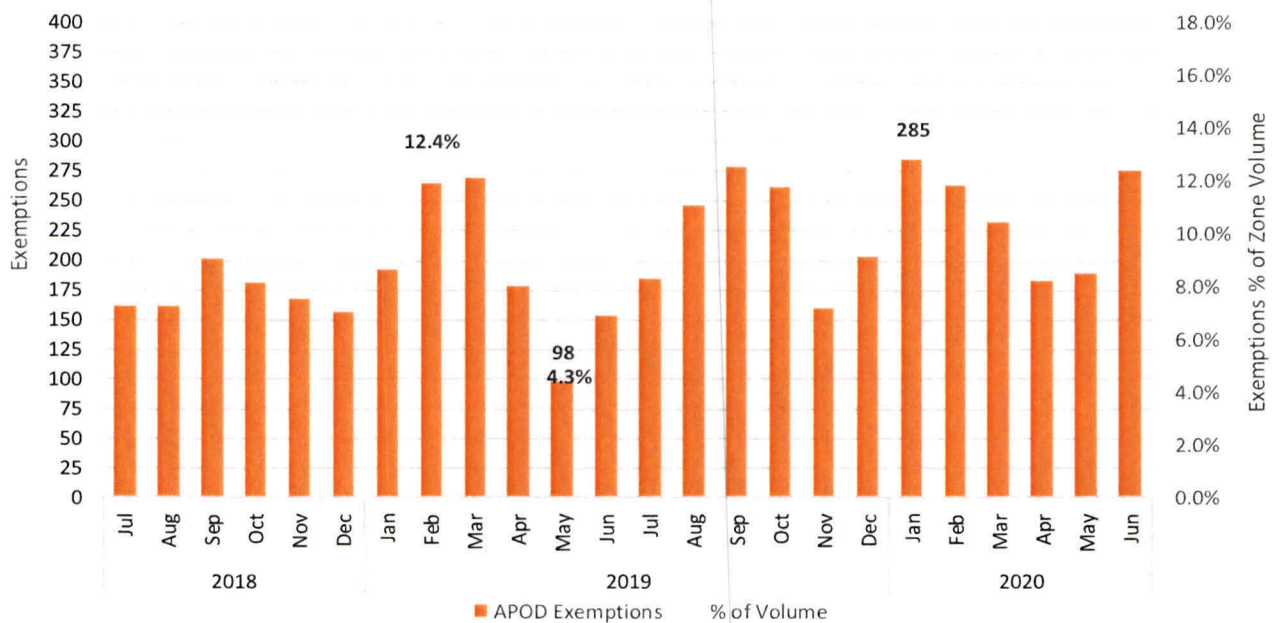


Central Zone: Exemptions

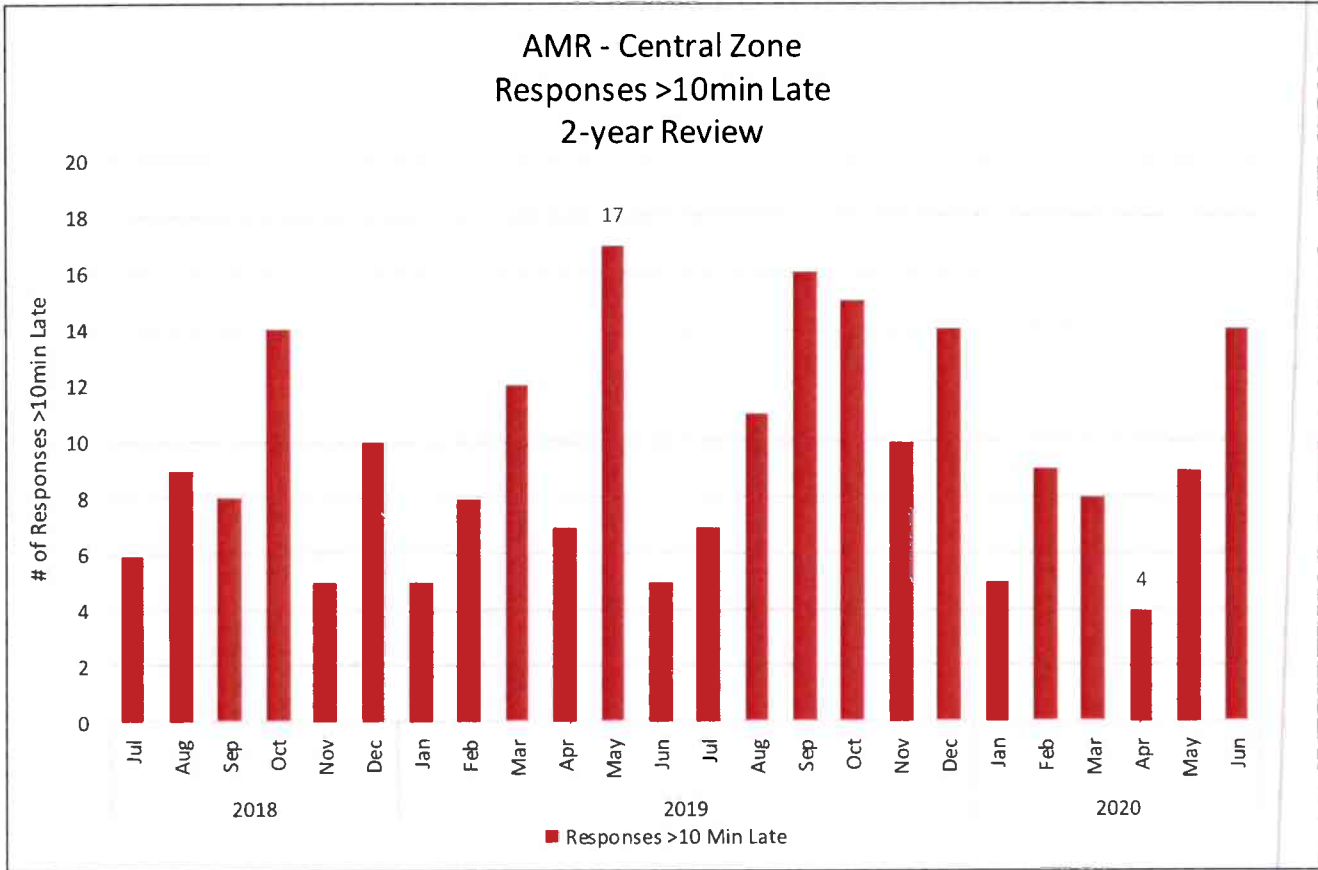
### AMR - Central Zone Response Time Exemptions - Total vs. from APOD 2-year Review



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



Central Zone: Responses > 10 Minutes Late

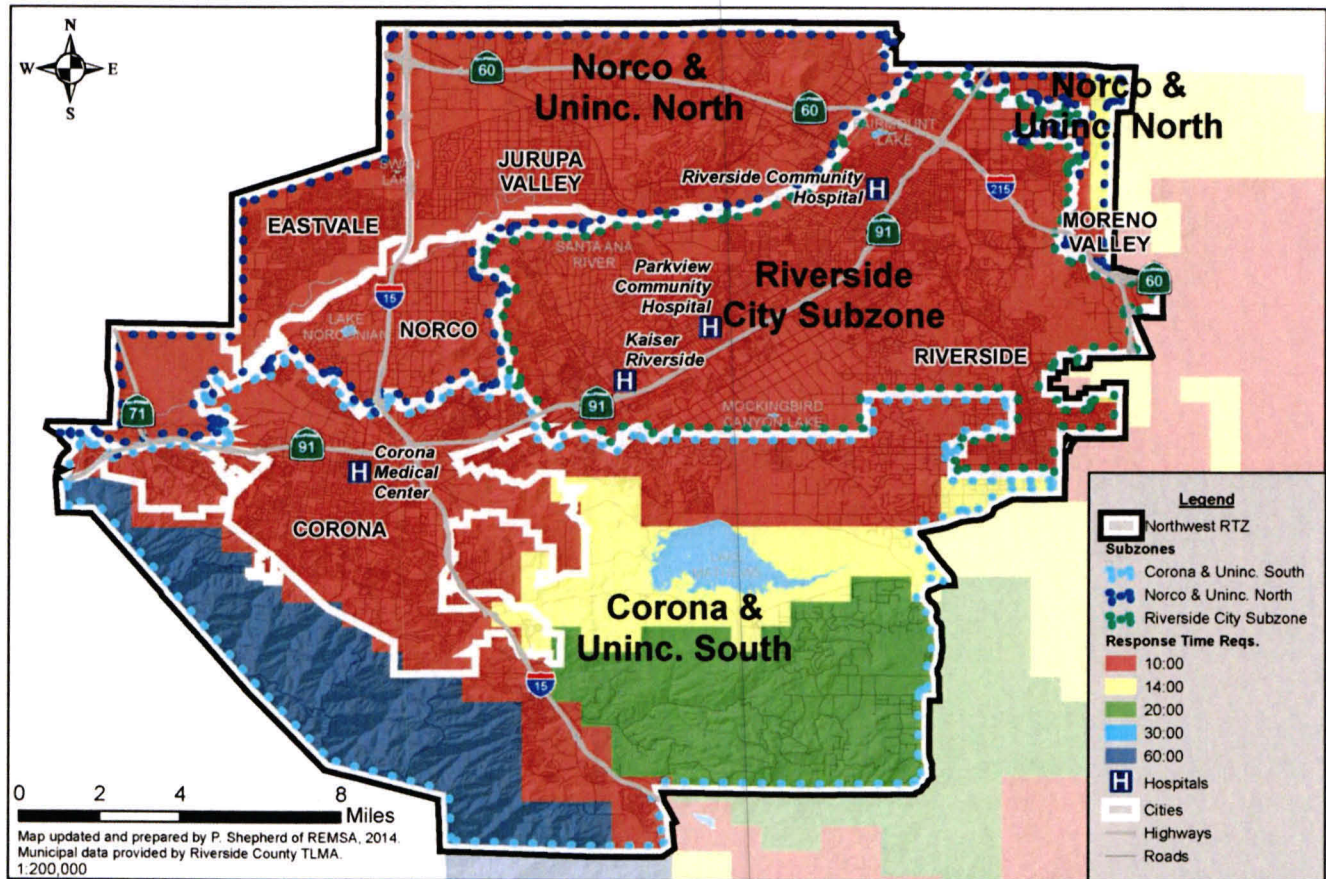


# NORTHWEST ZONE

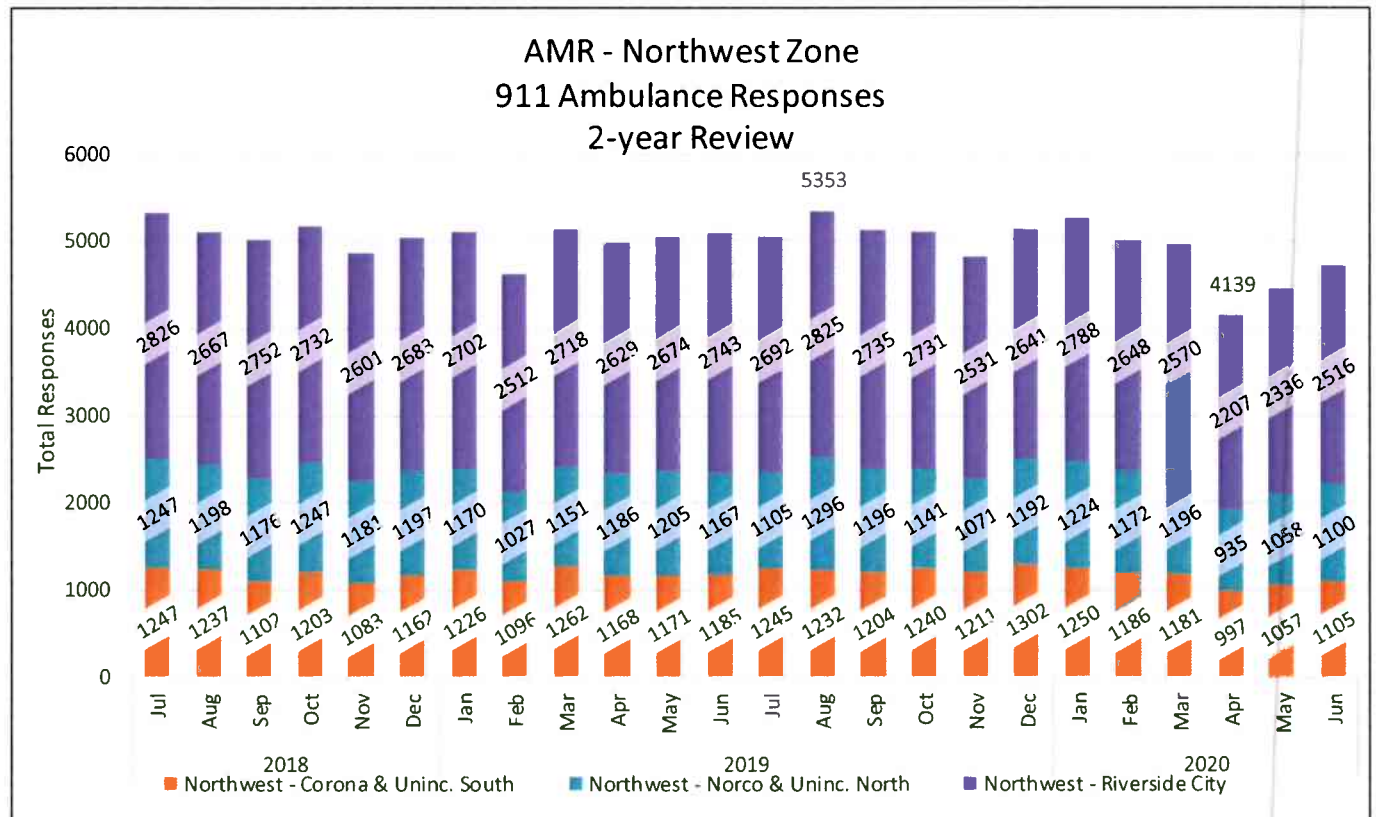
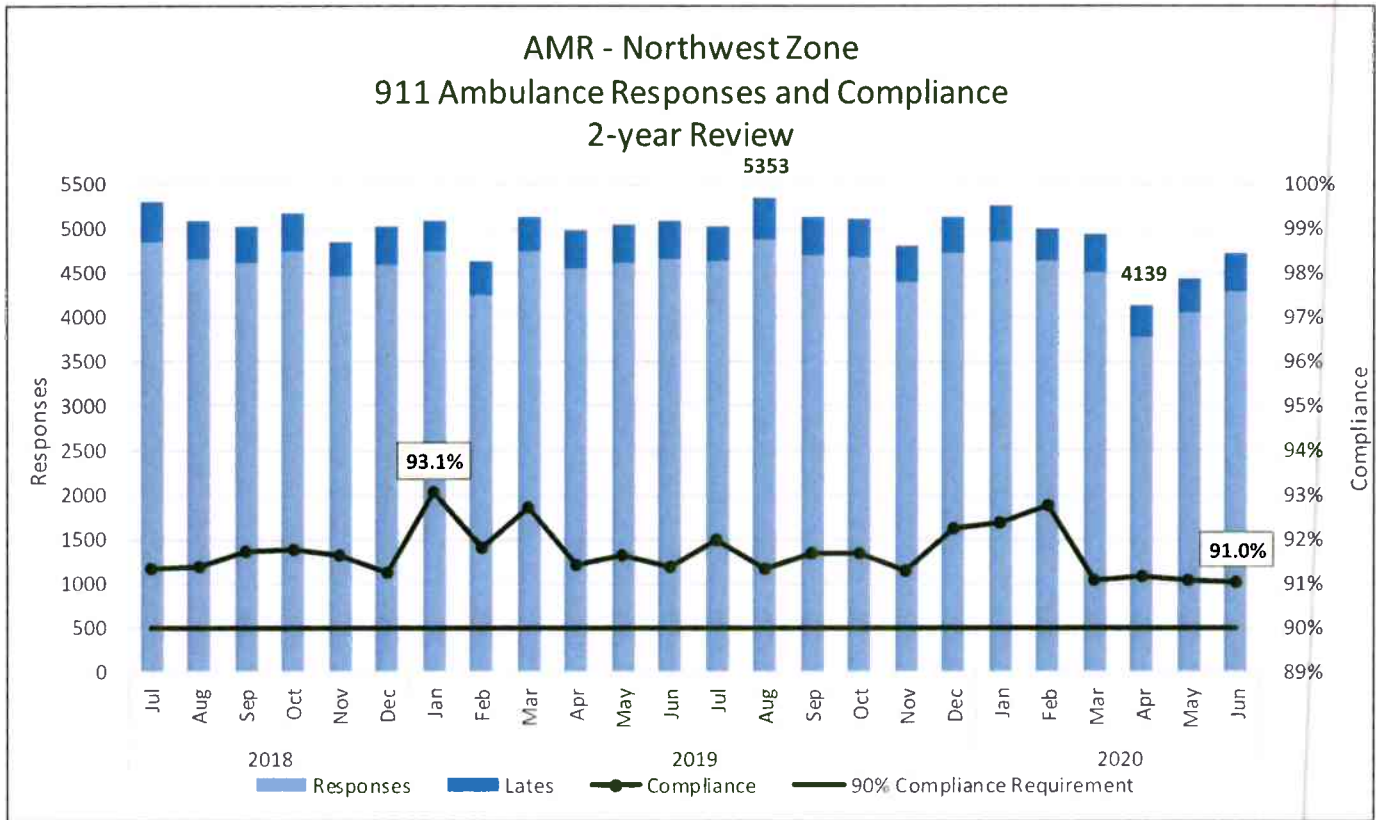
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



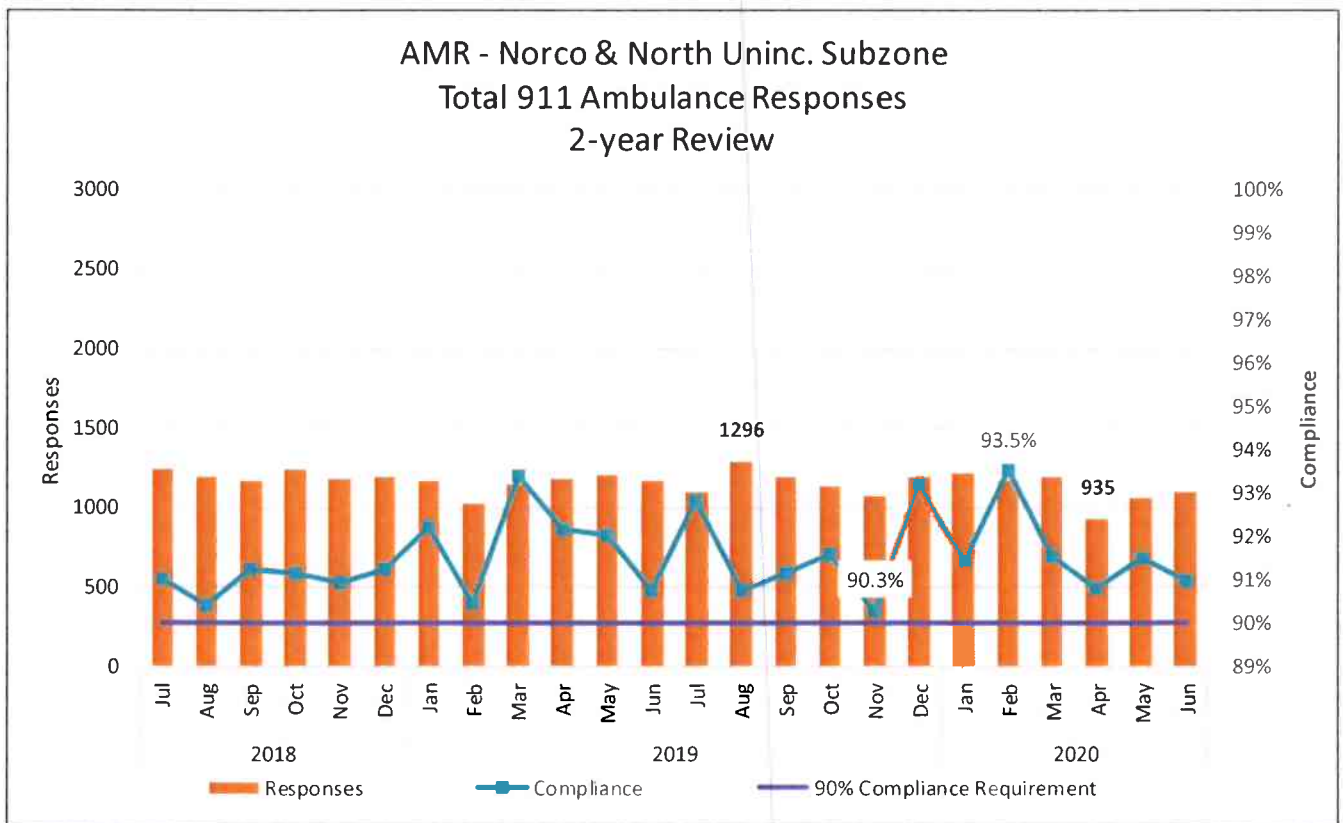
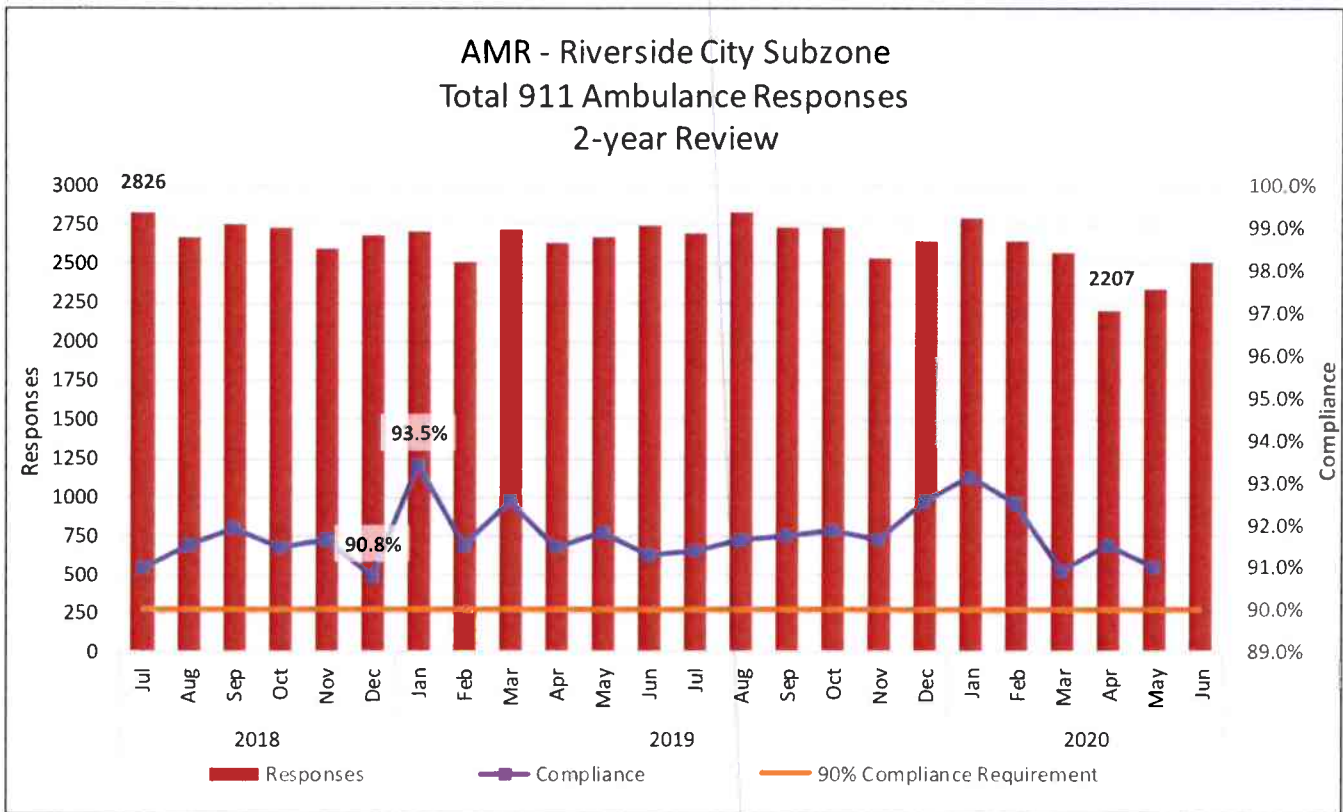
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



Northwest Zone: Response and Compliance Data

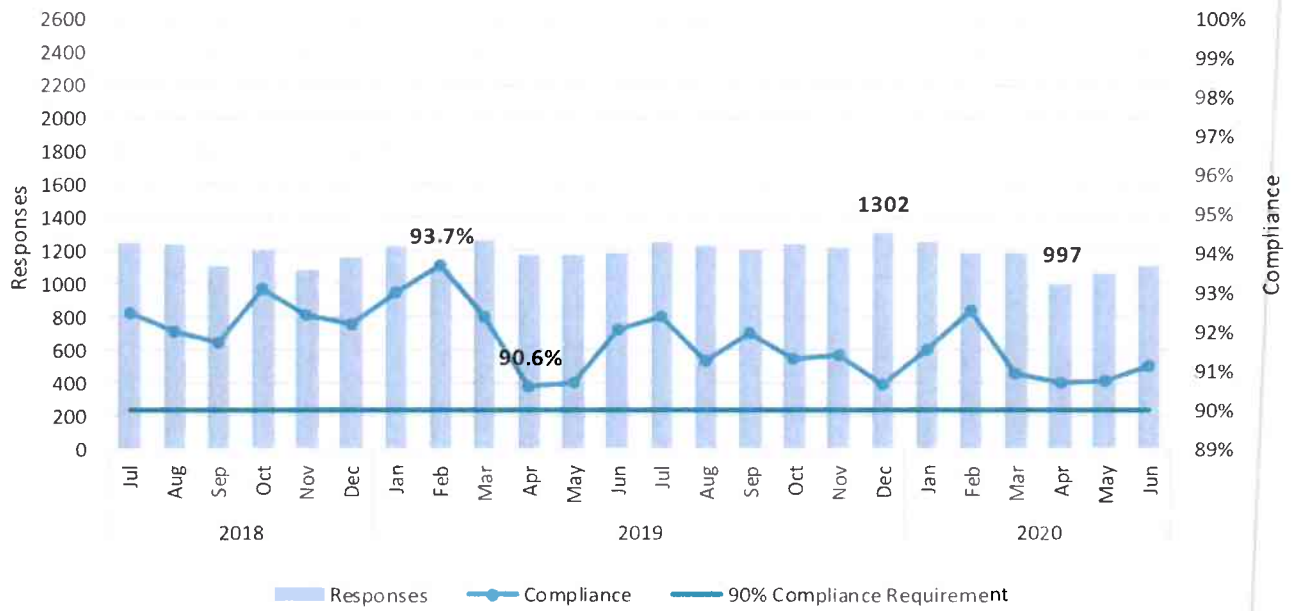


Northwest Zone: Subzone Response and Compliance Data

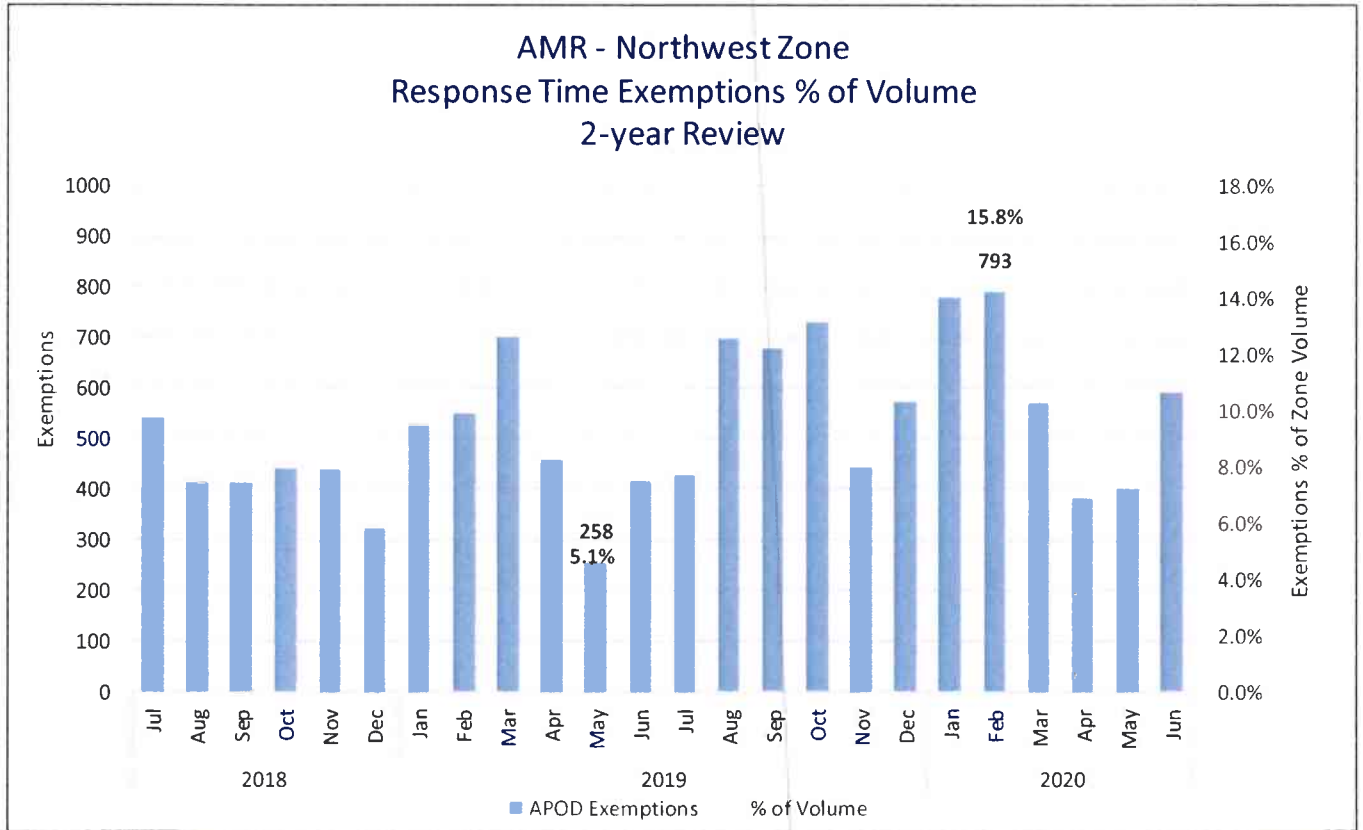
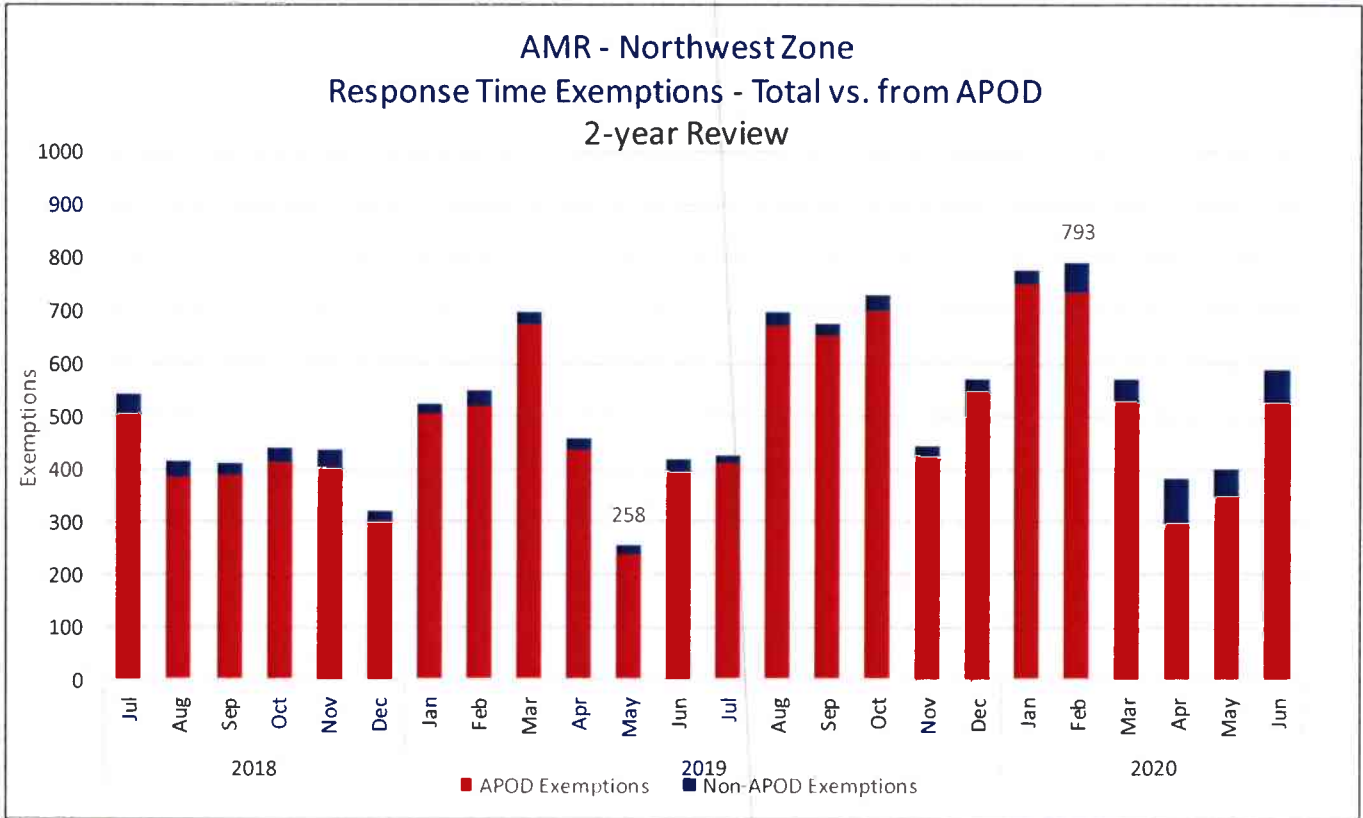


Northwest Zone: Subzone Response and Compliance Data (Cont'd)

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

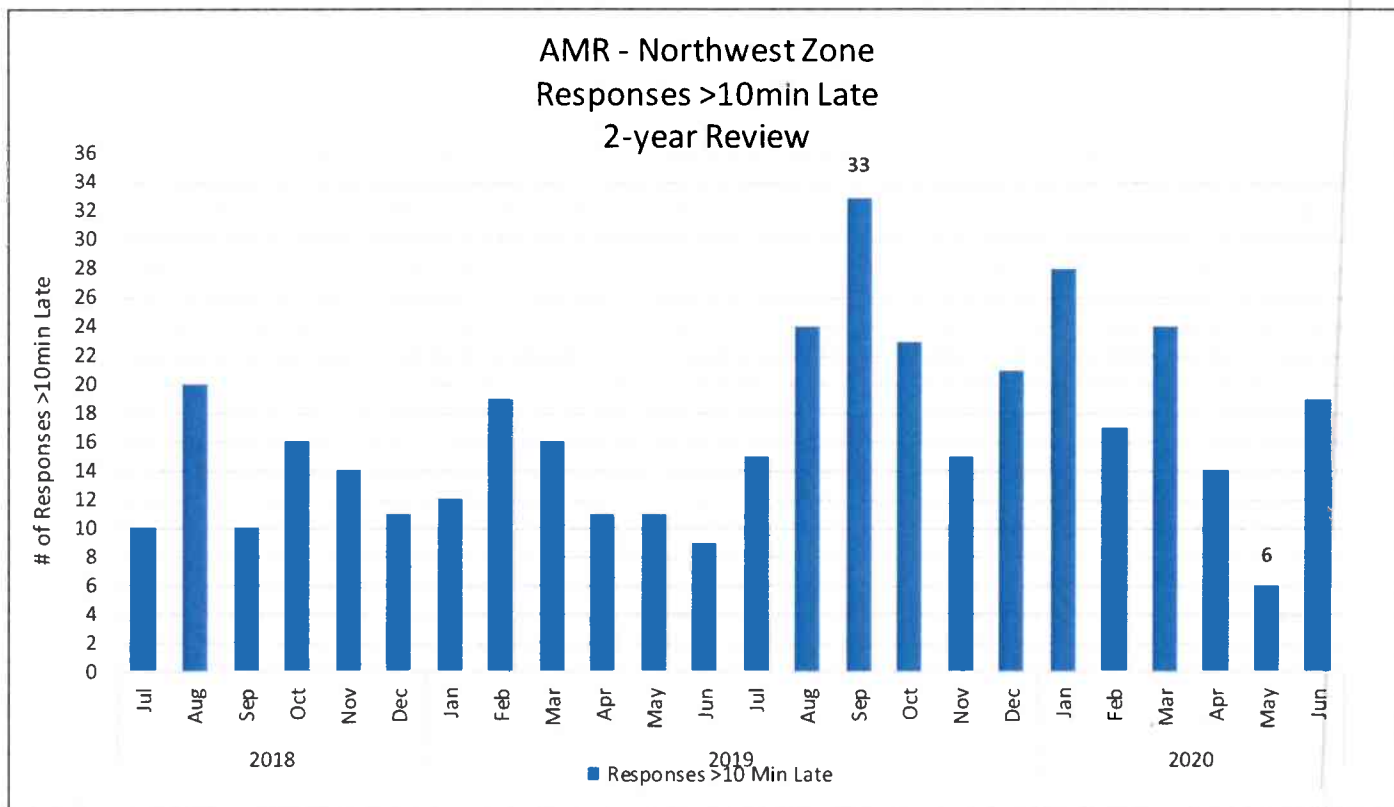


Northwest Zone: Exemptions



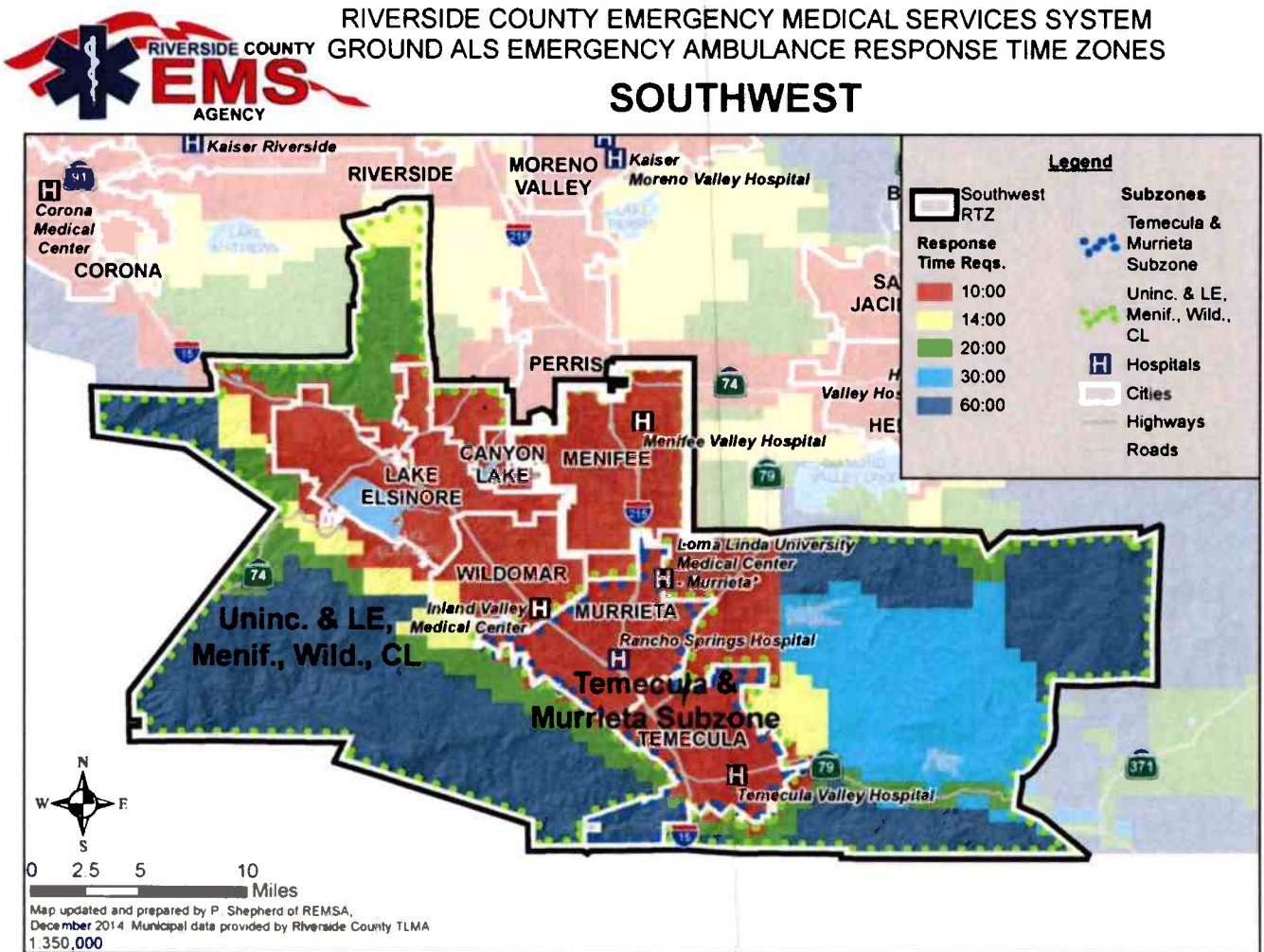


Northwest Zone: Responses >10 Minutes Late

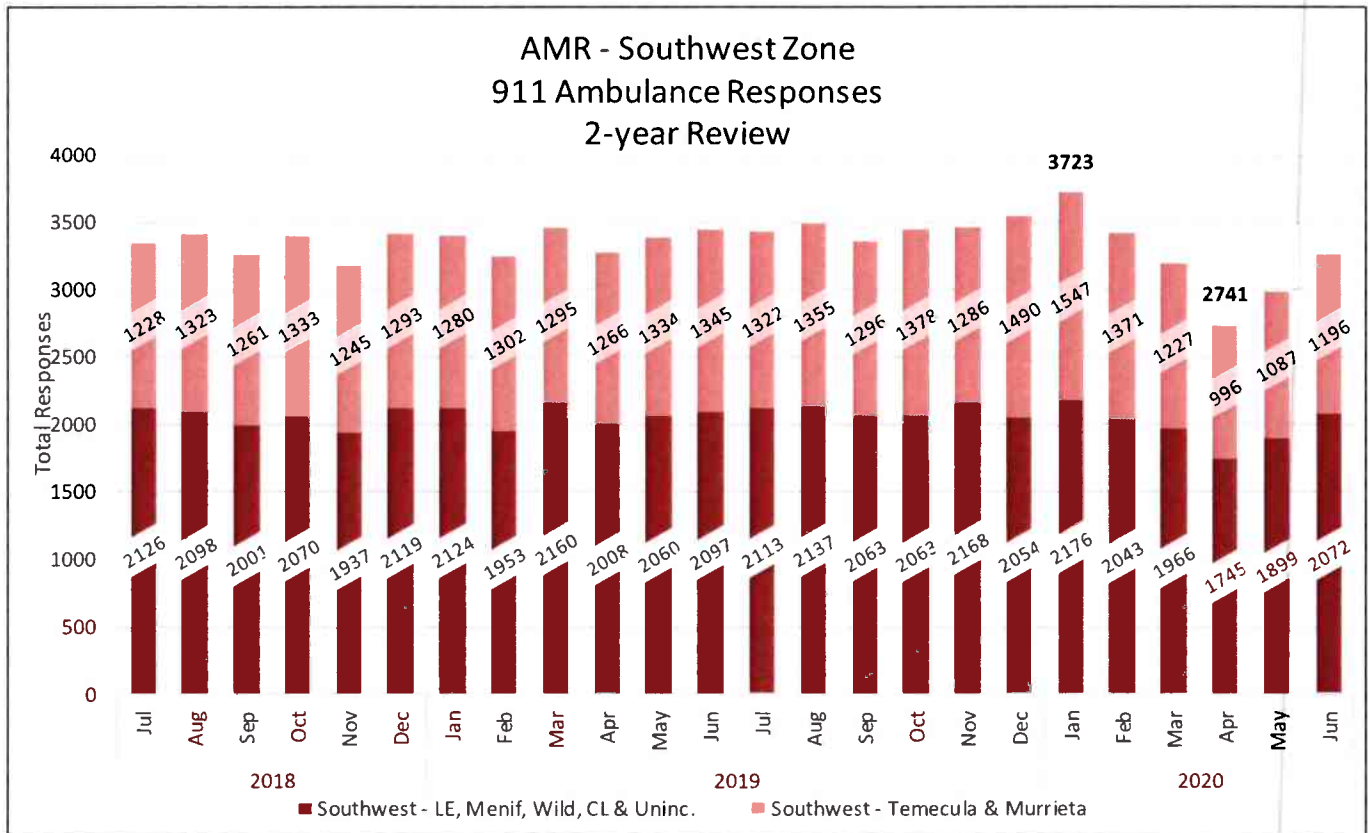
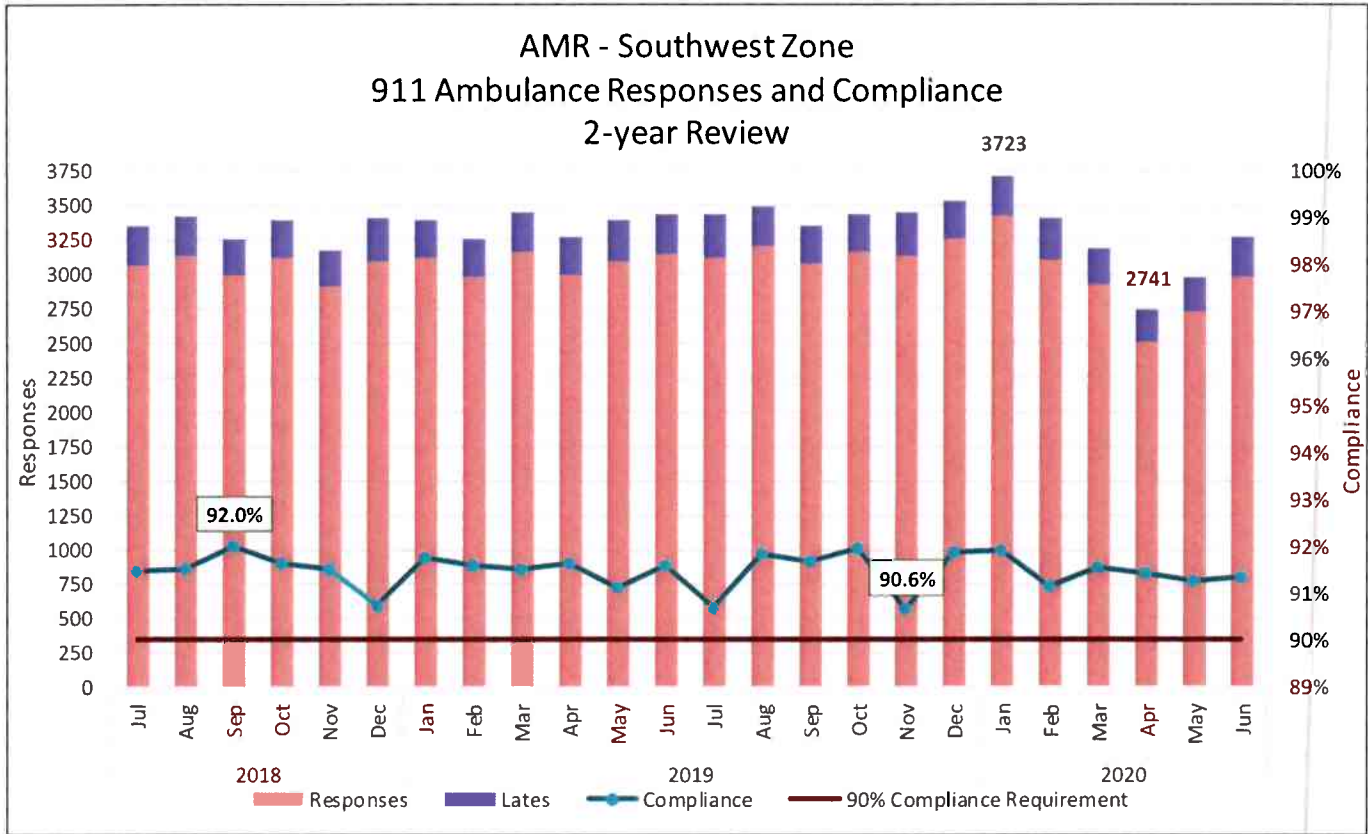


# SOUTHWEST ZONE

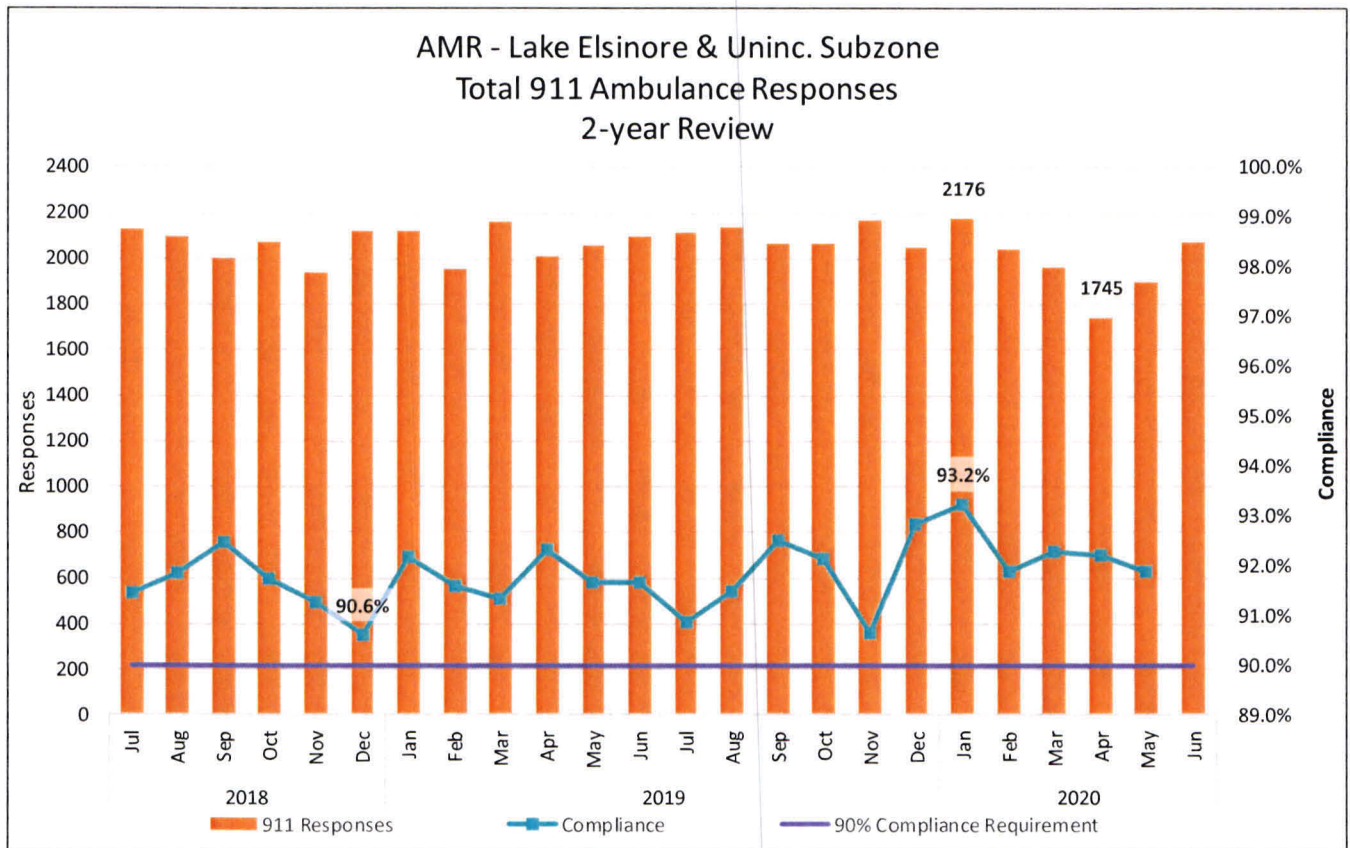
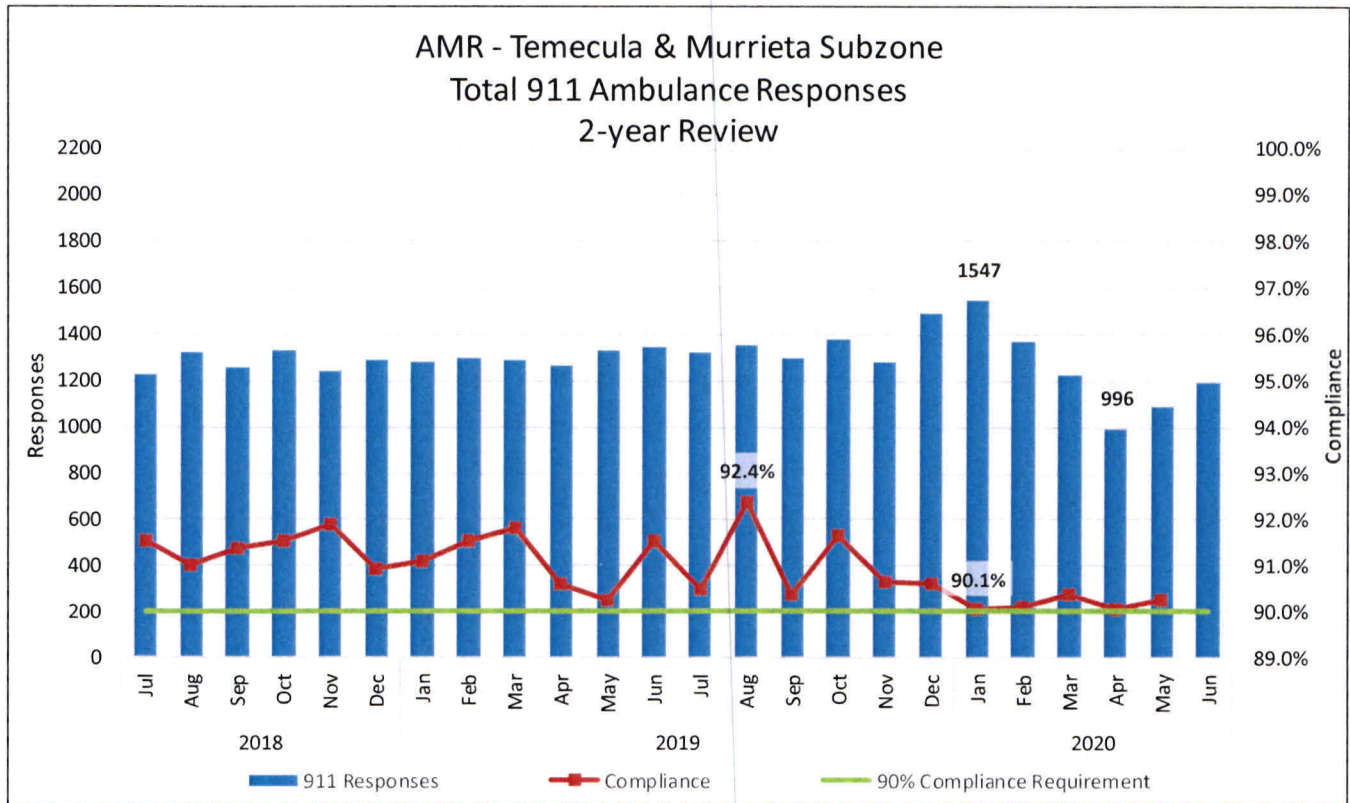
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest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



Southwest Zone: zone Response and Compliance Data



Southwest Zone: Subzone Response and Compliance Data



*Southwest Zone: Exemptions*

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

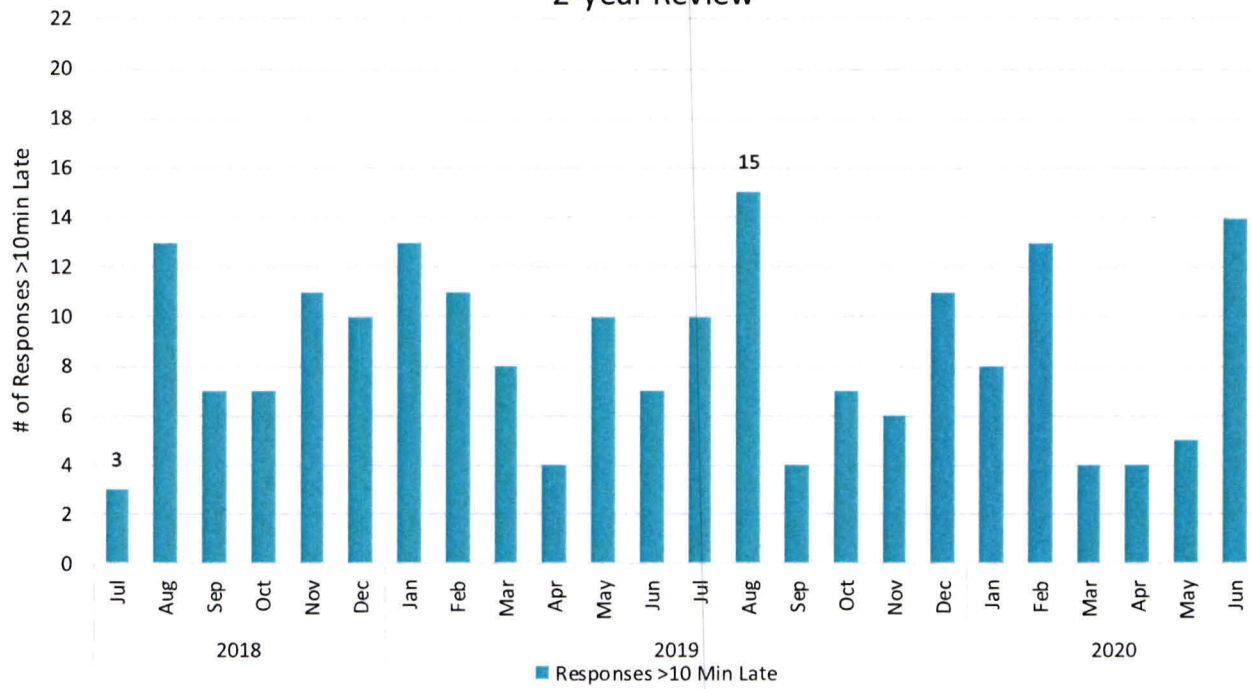


### AMR Southwest Zone Response Time Exemptions % of Volume 2-year Review



Southwest Zone: Responses > 10 Minutes Late

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



# DESERT ZONE

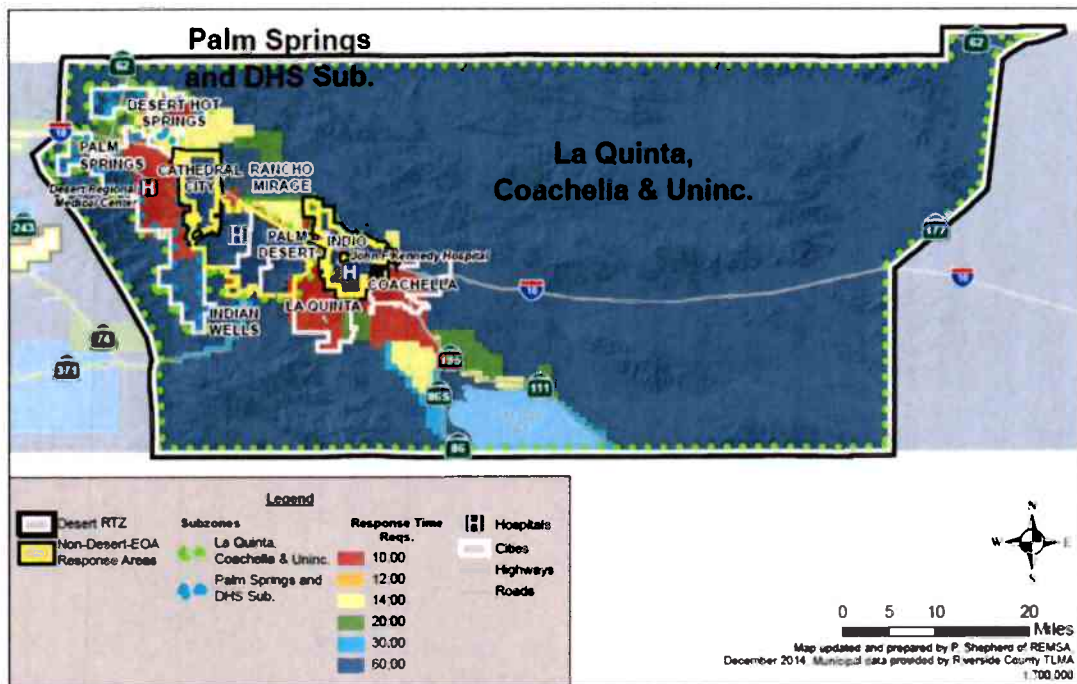


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

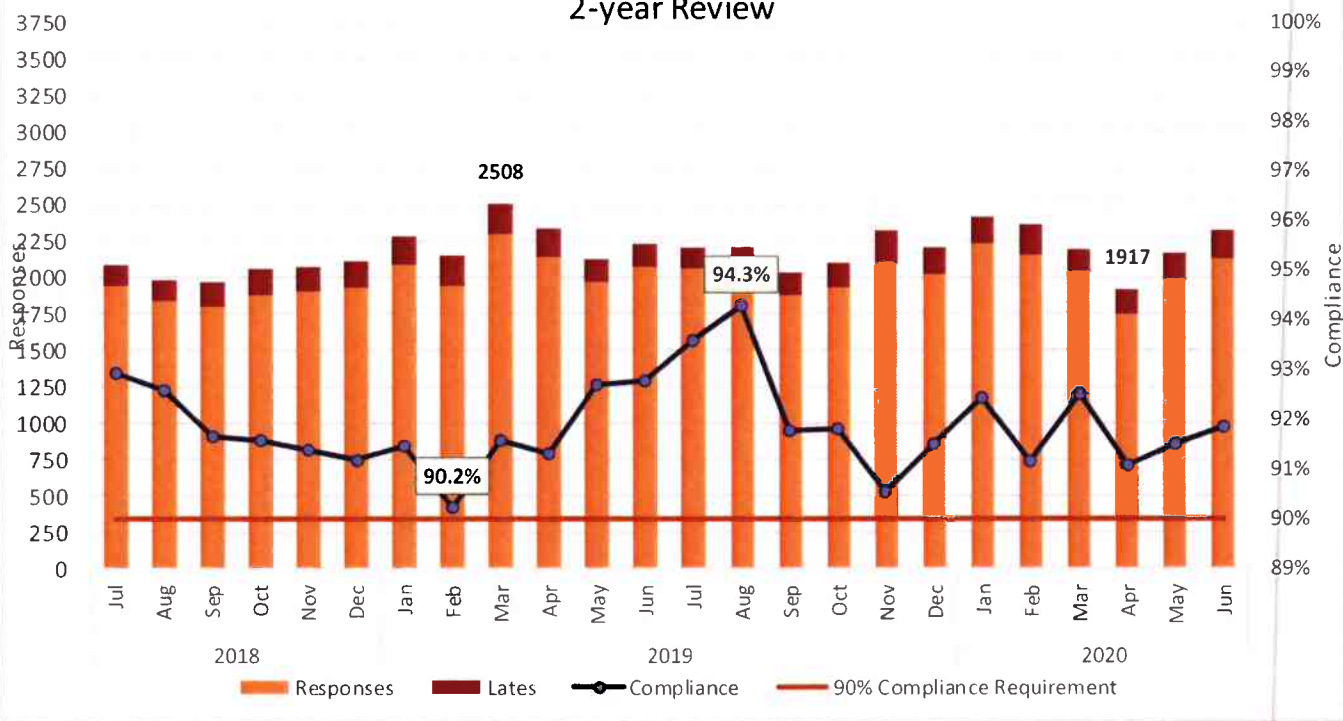
## DESERT

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

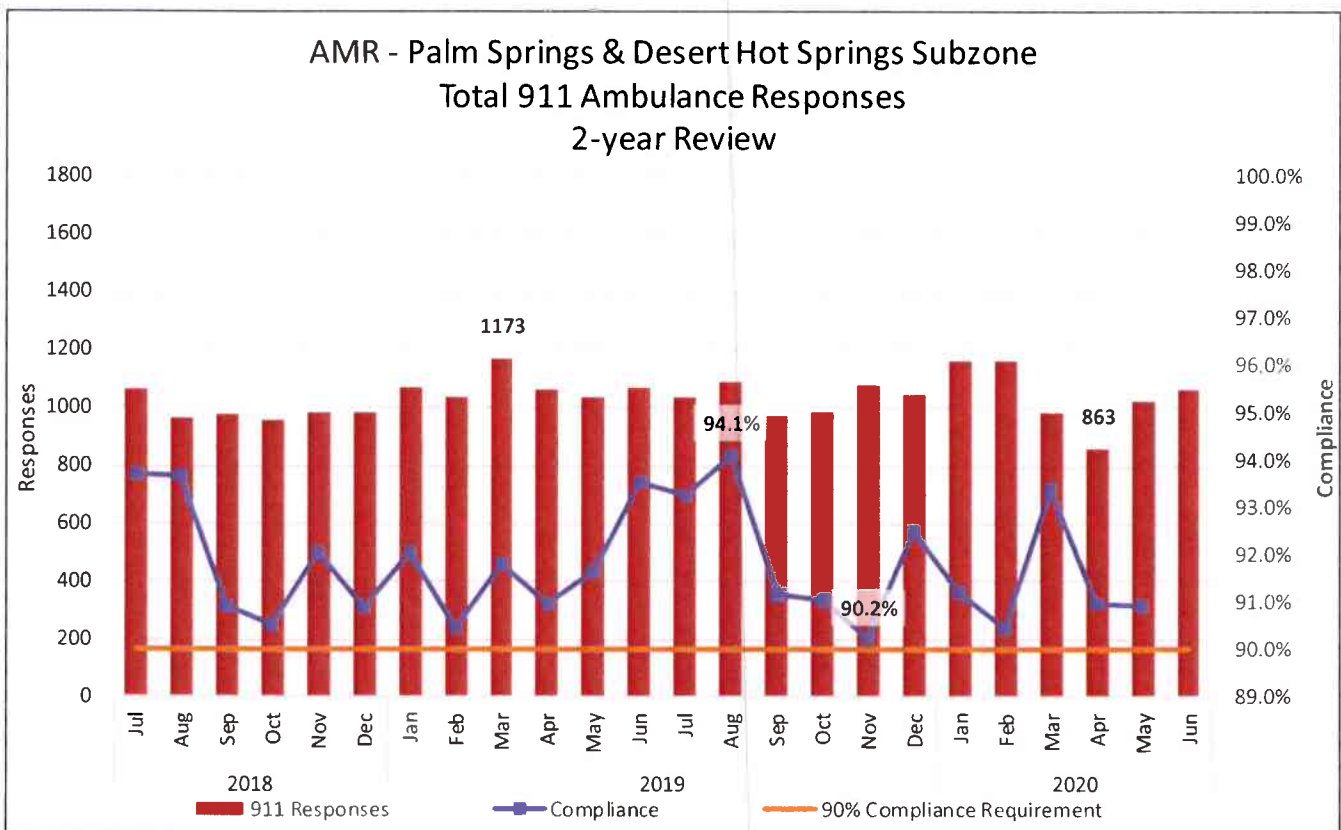
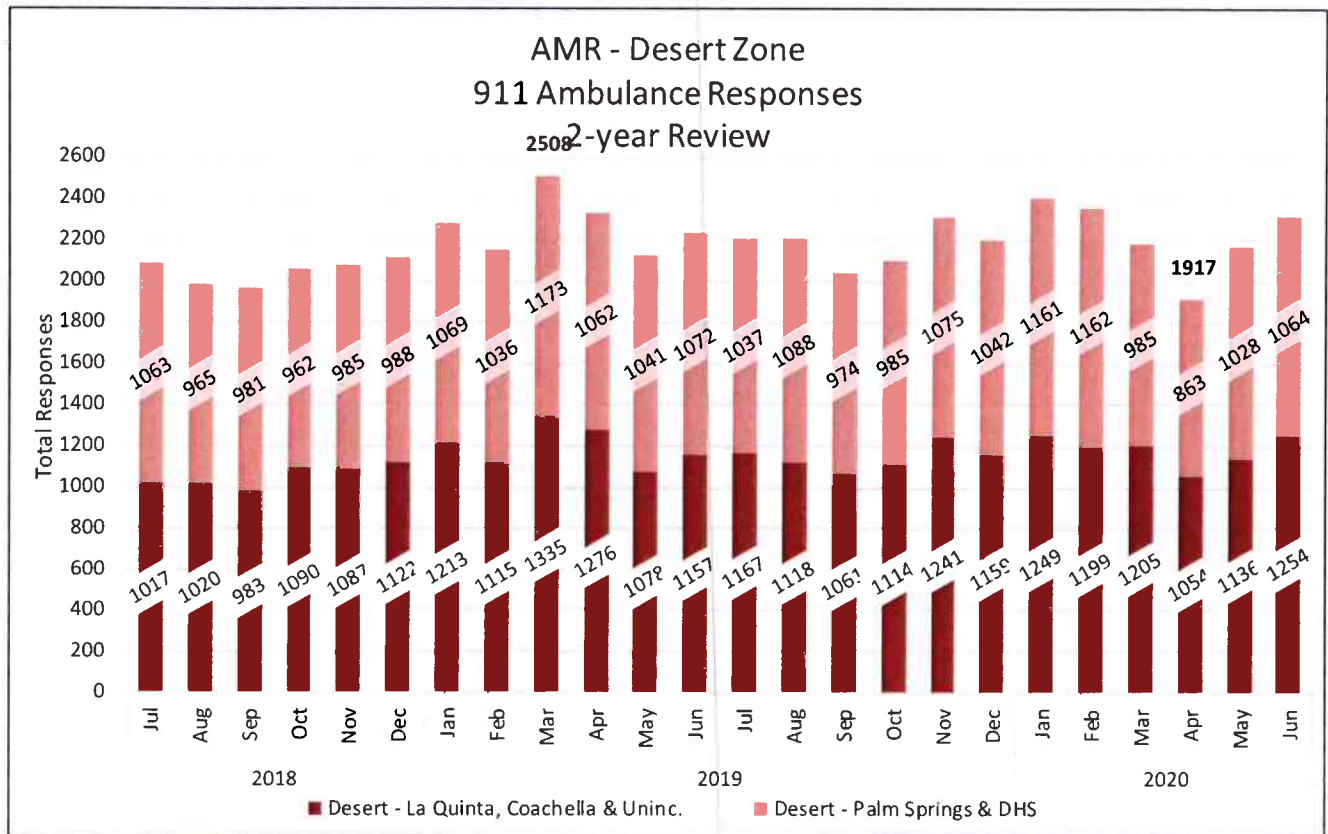
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



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

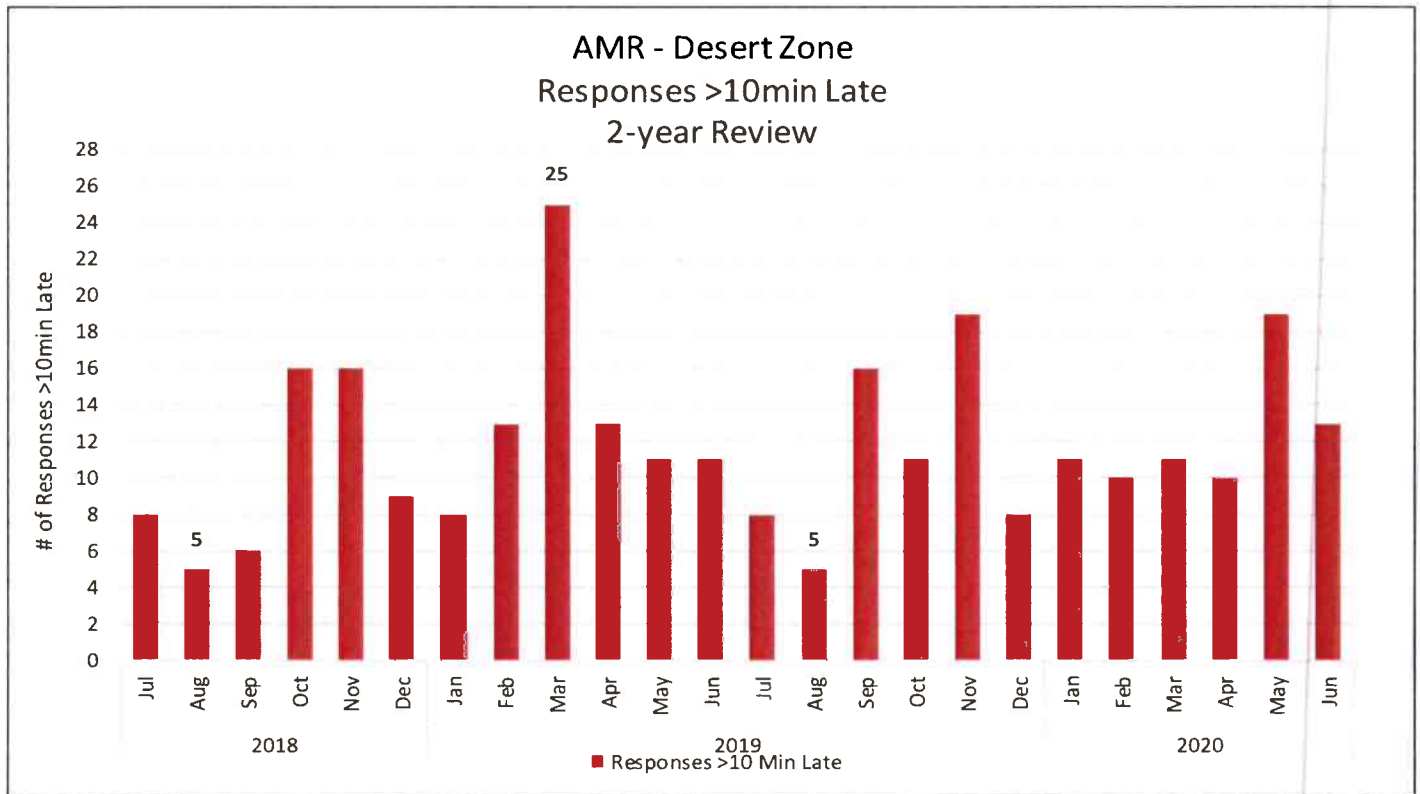
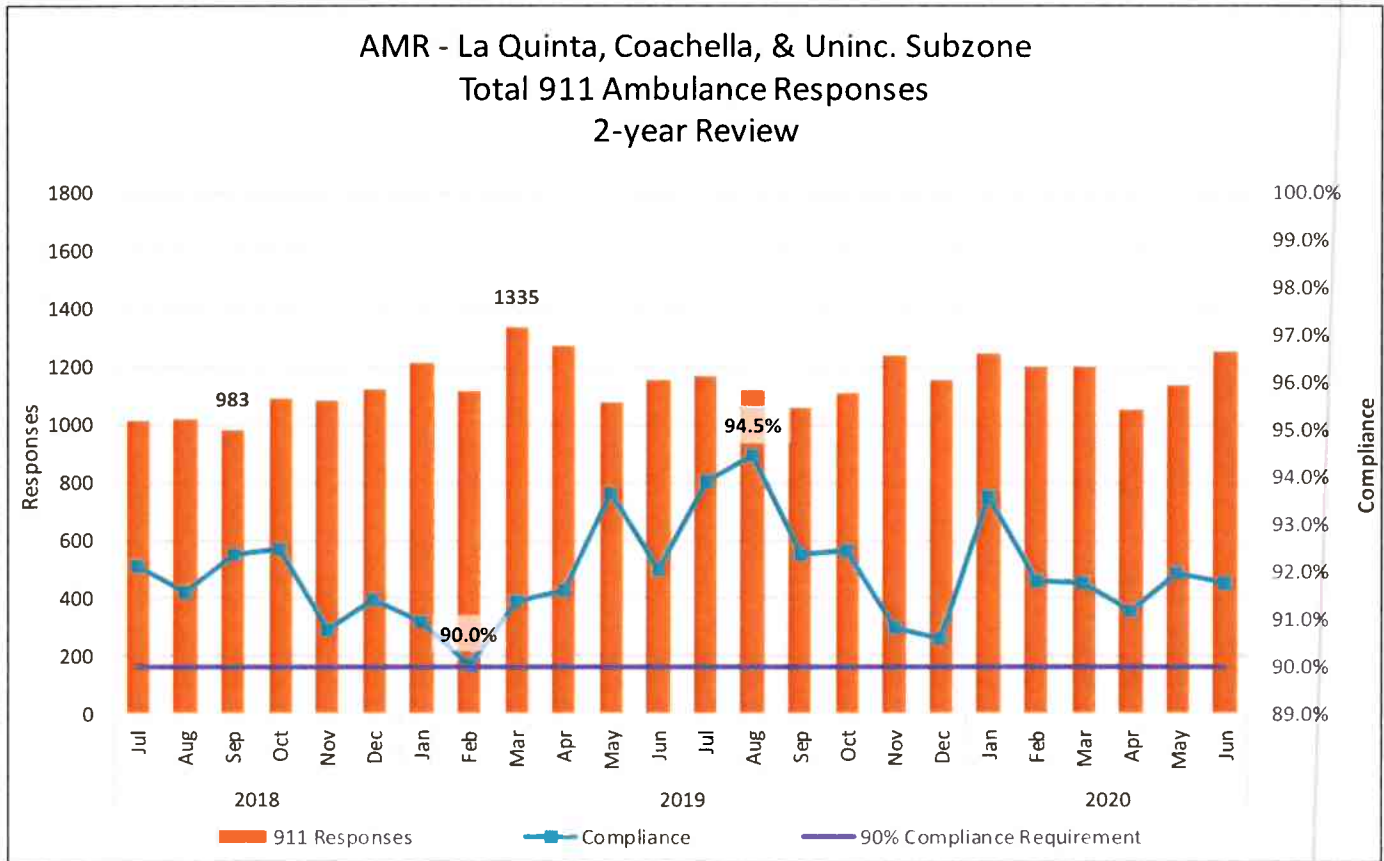


Desert Zone: Subzone Response and Compliance Data

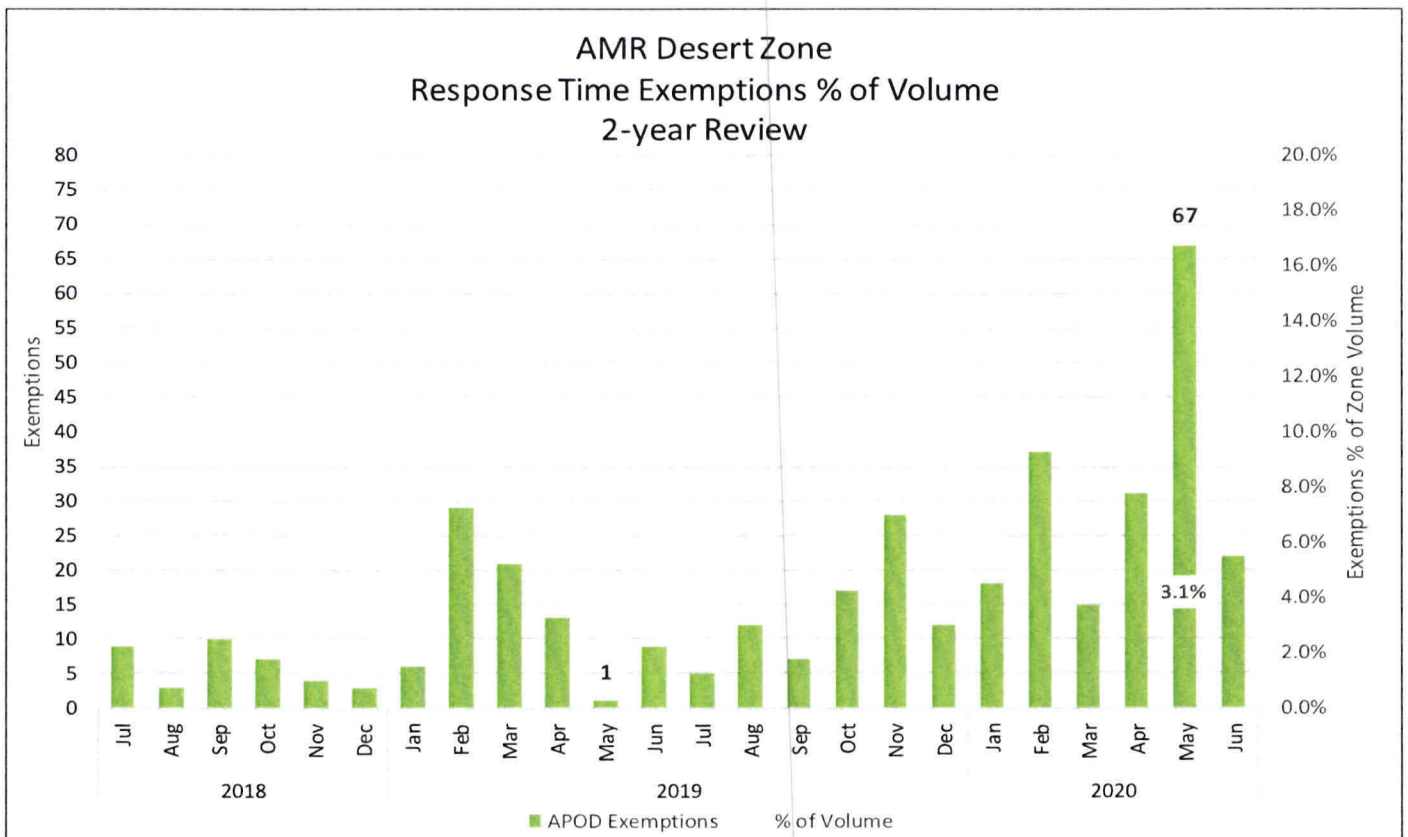
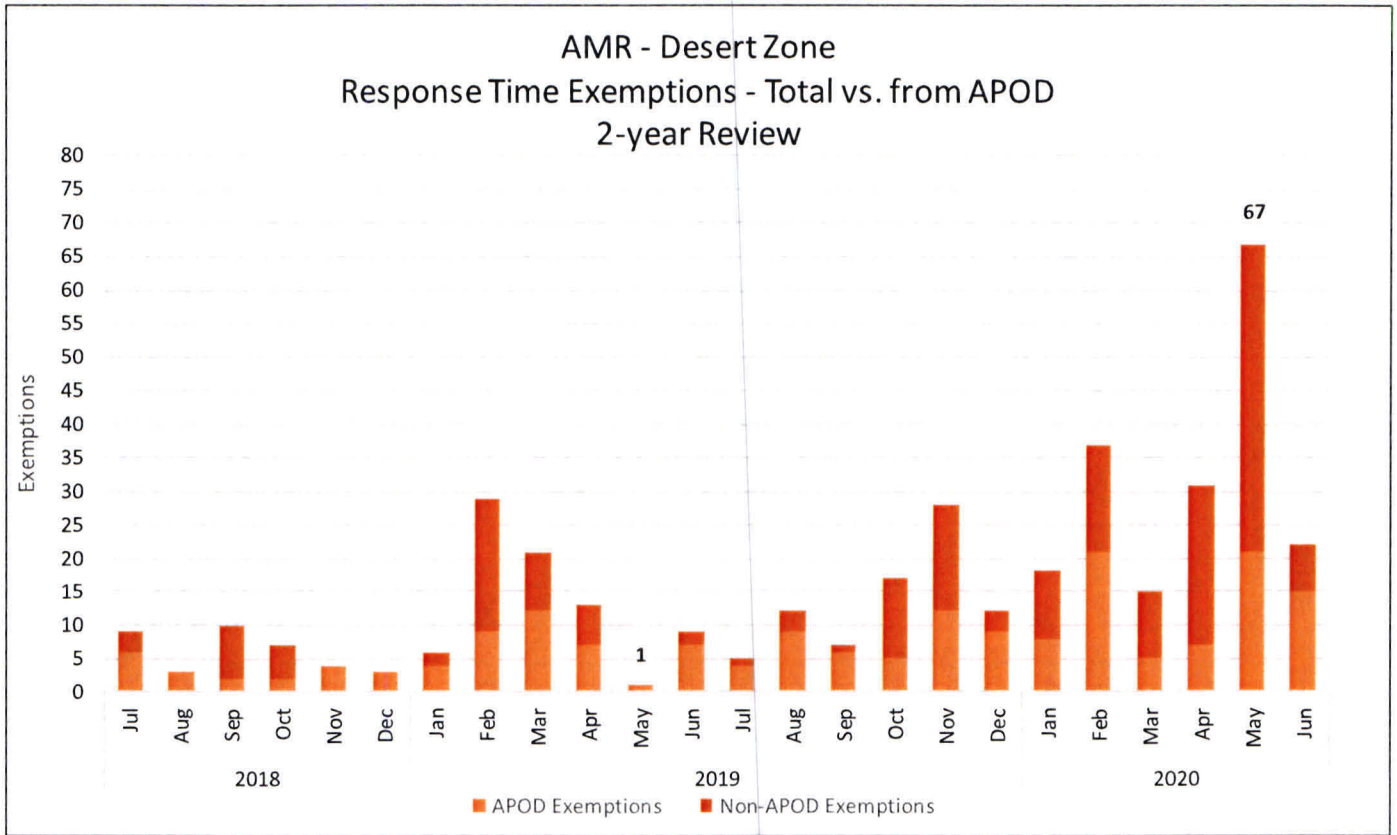




Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late



Desert Zone: Exemptions

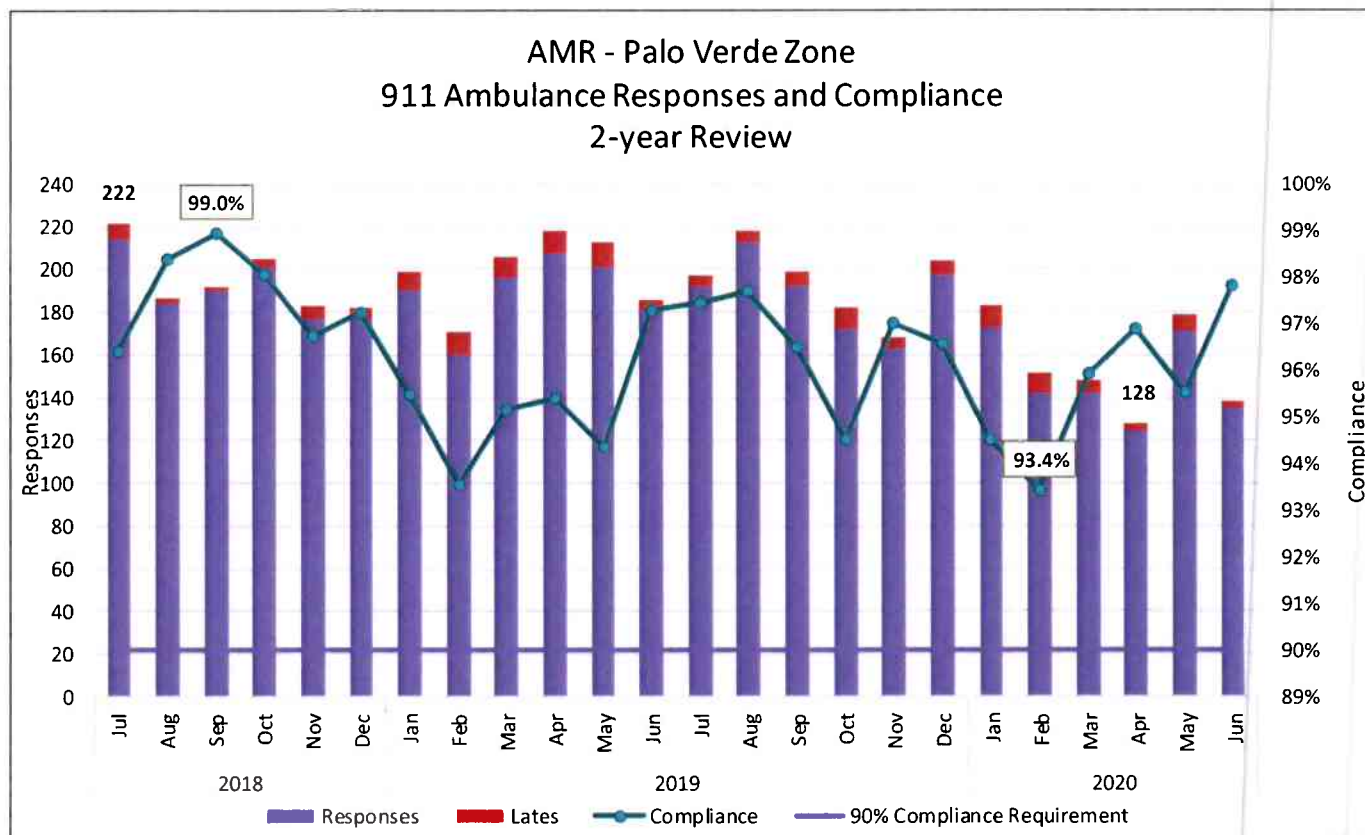
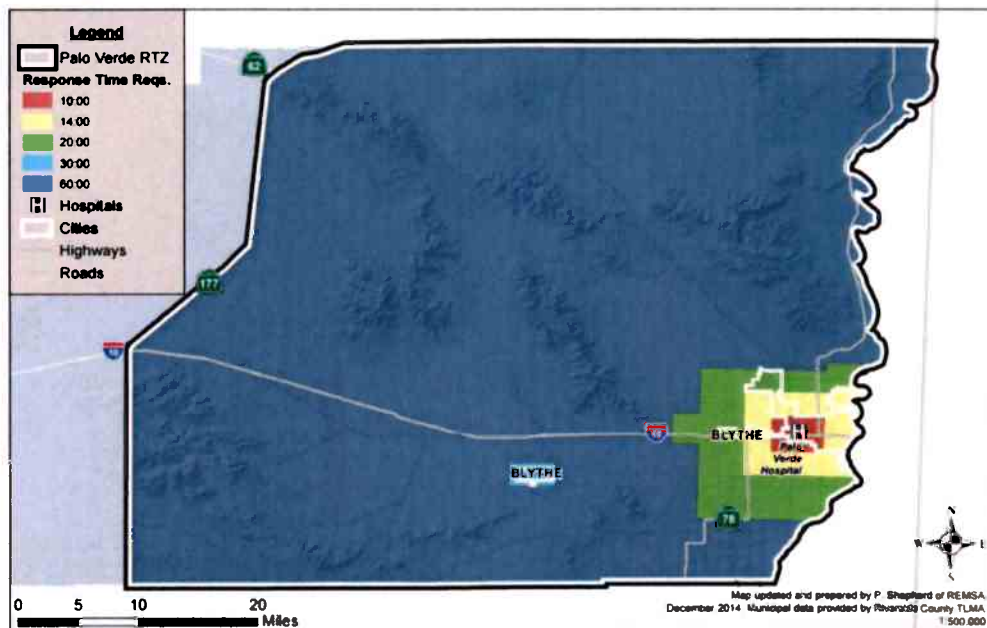


# PALO VERDE ZONE

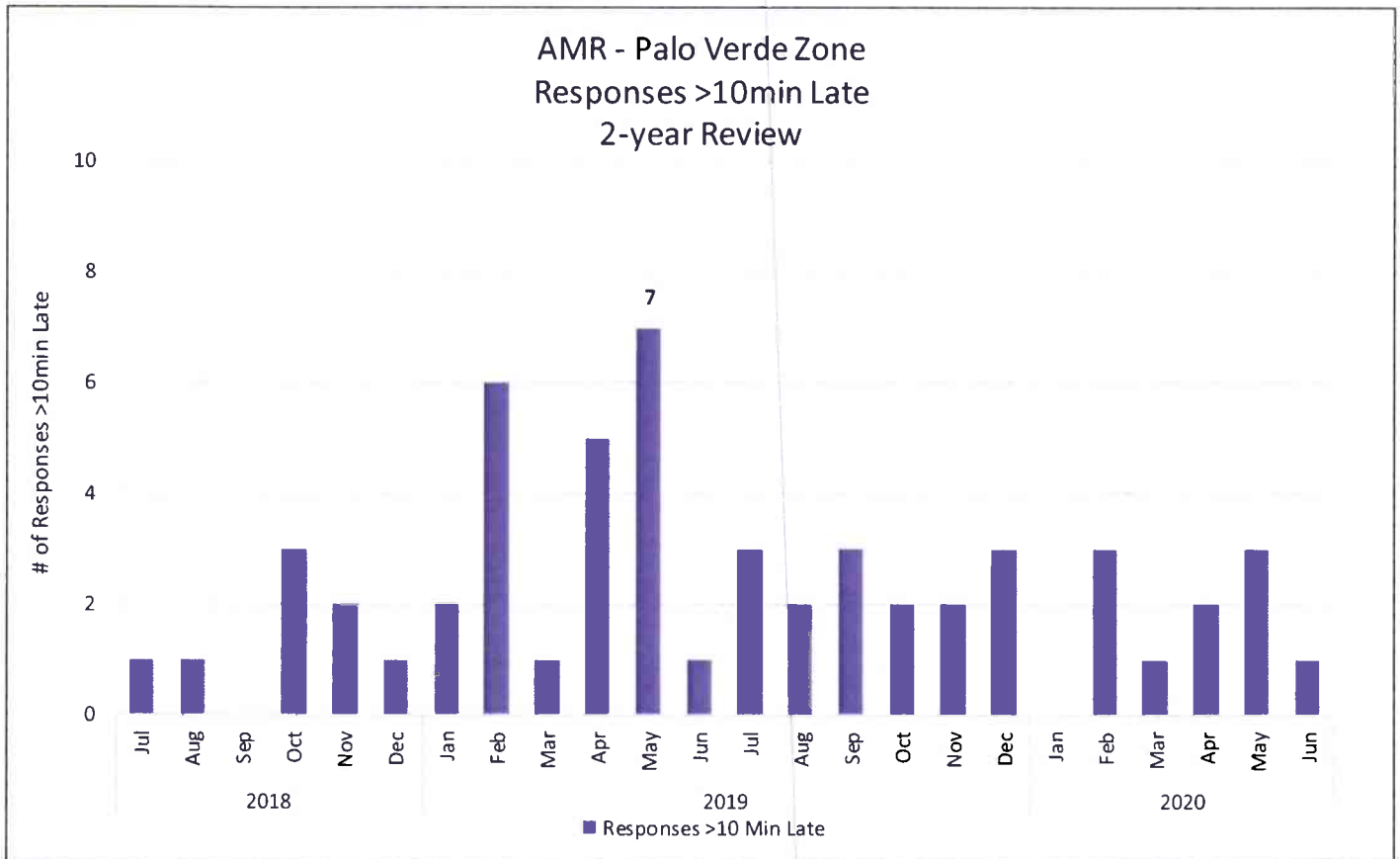
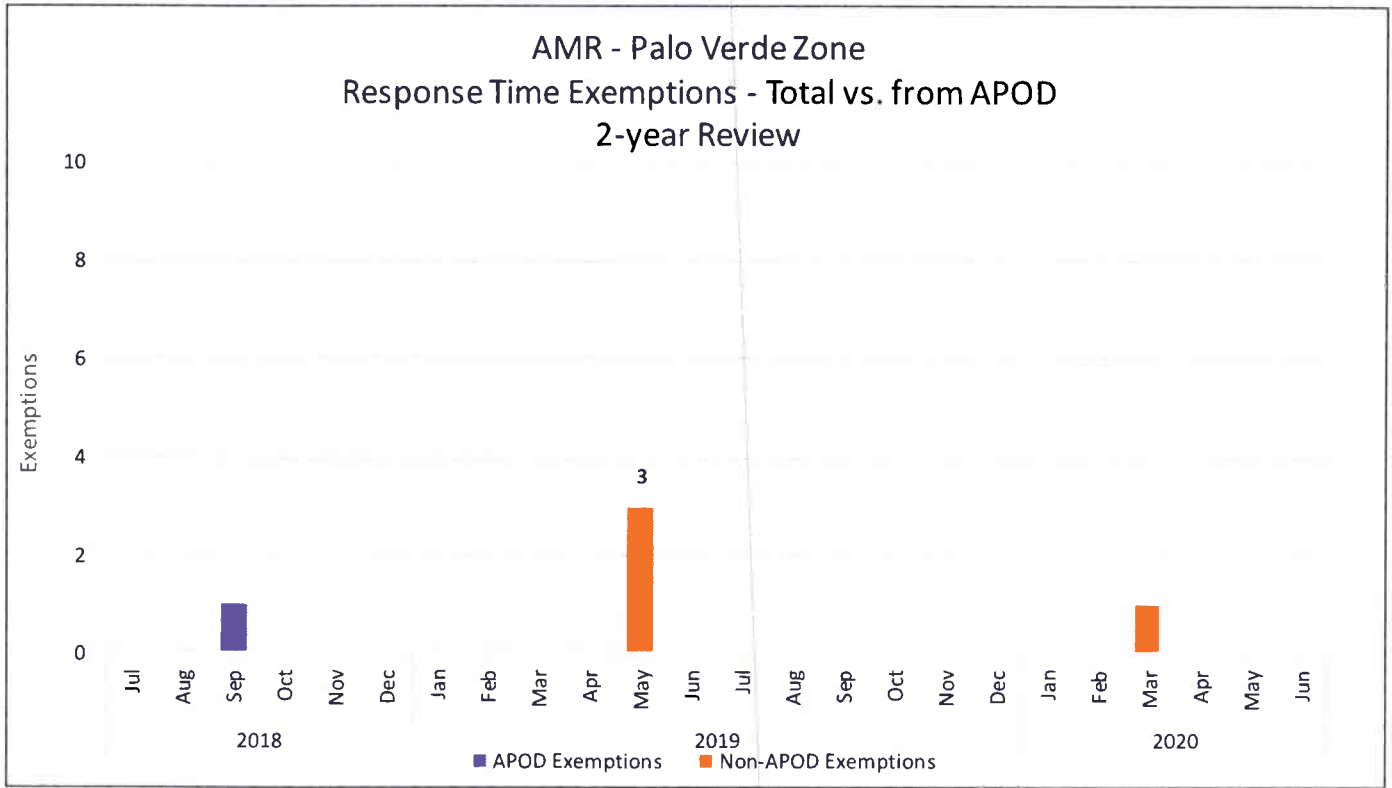


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES PALO VERDE

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



Palo Verde Zone: Exemptions and >10 Minutes Late

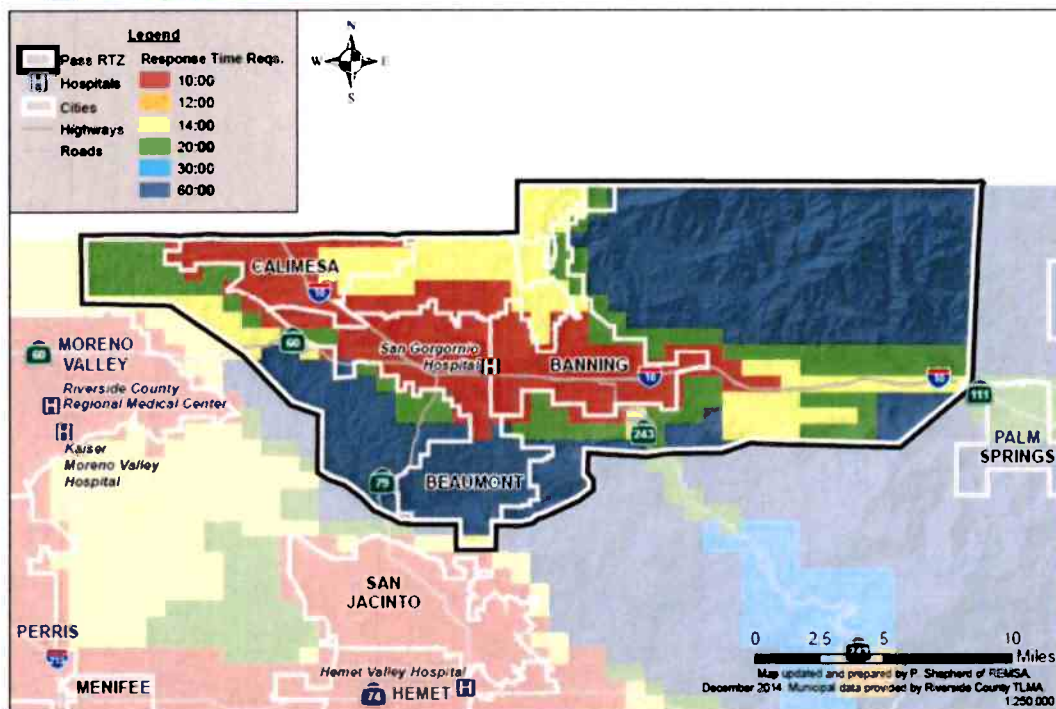


# PASS ZONE



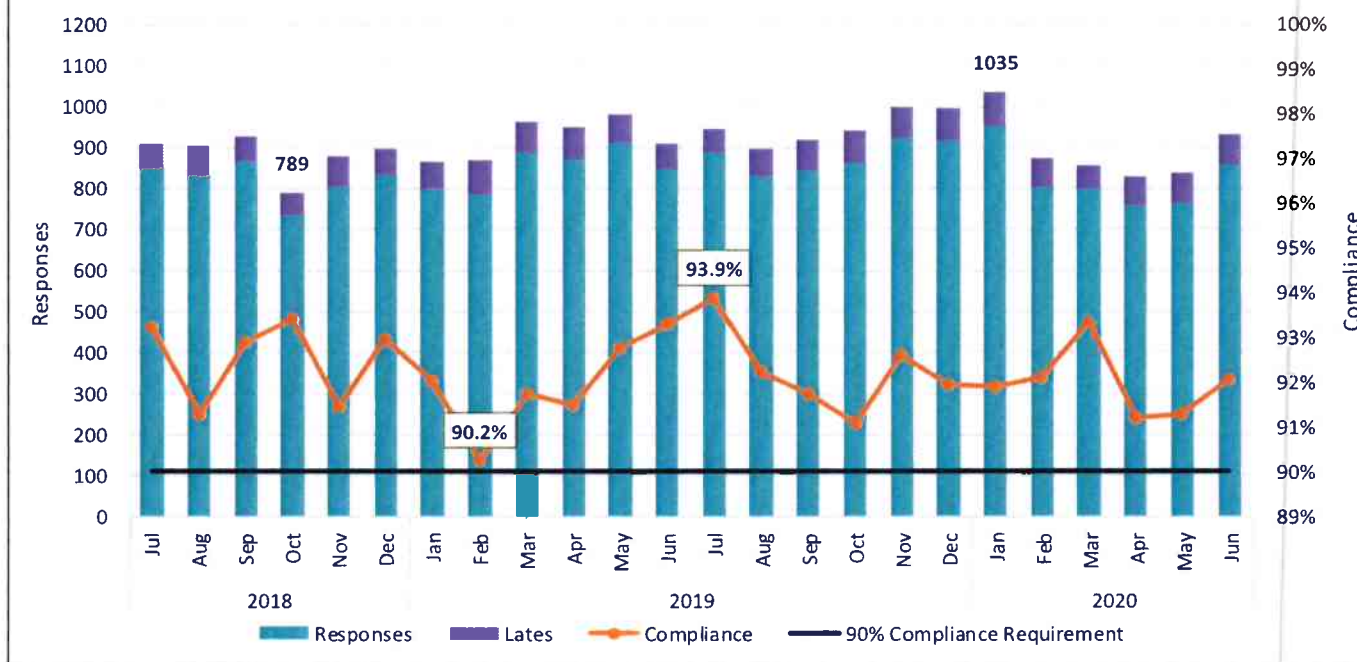
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

### PASS

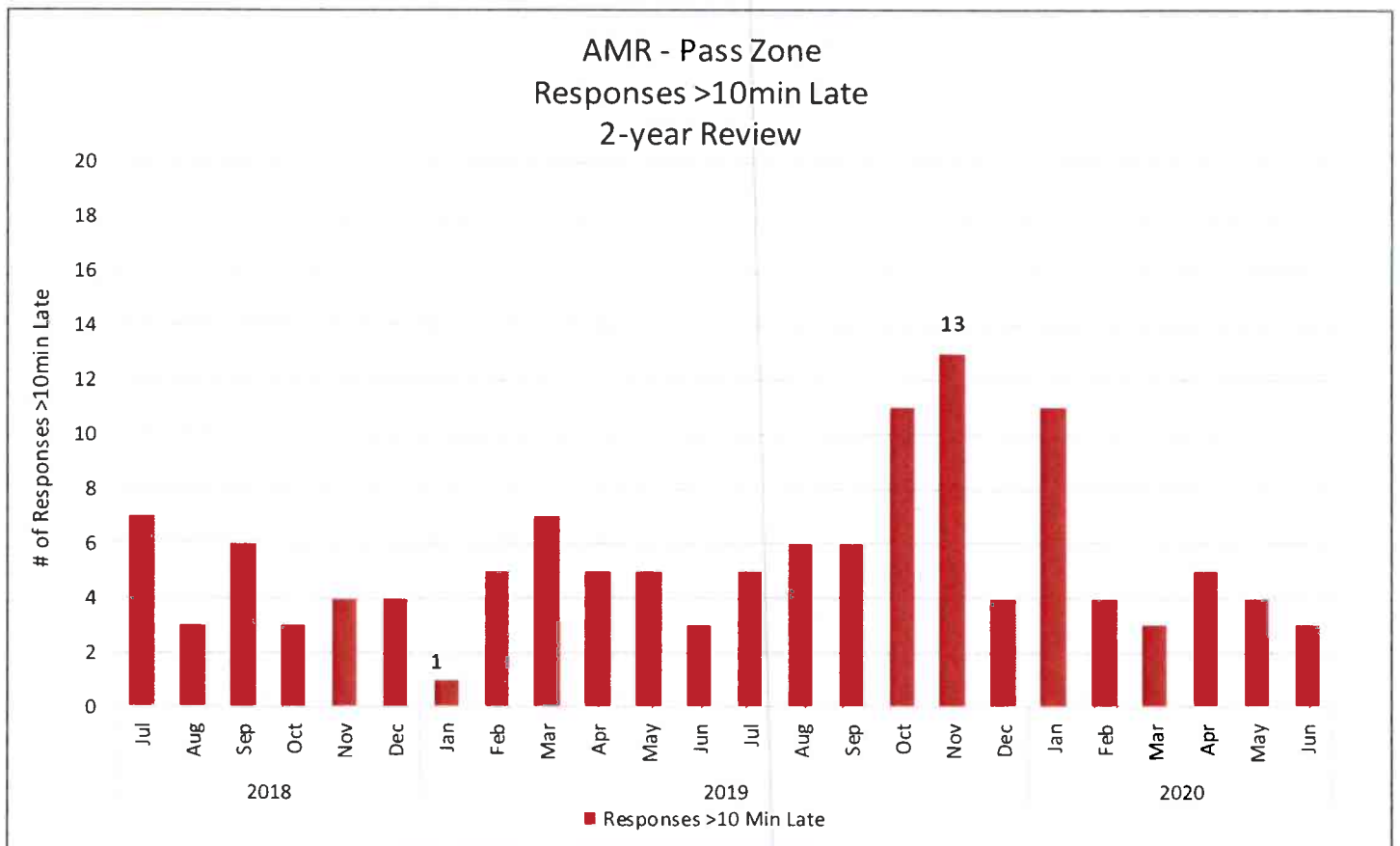
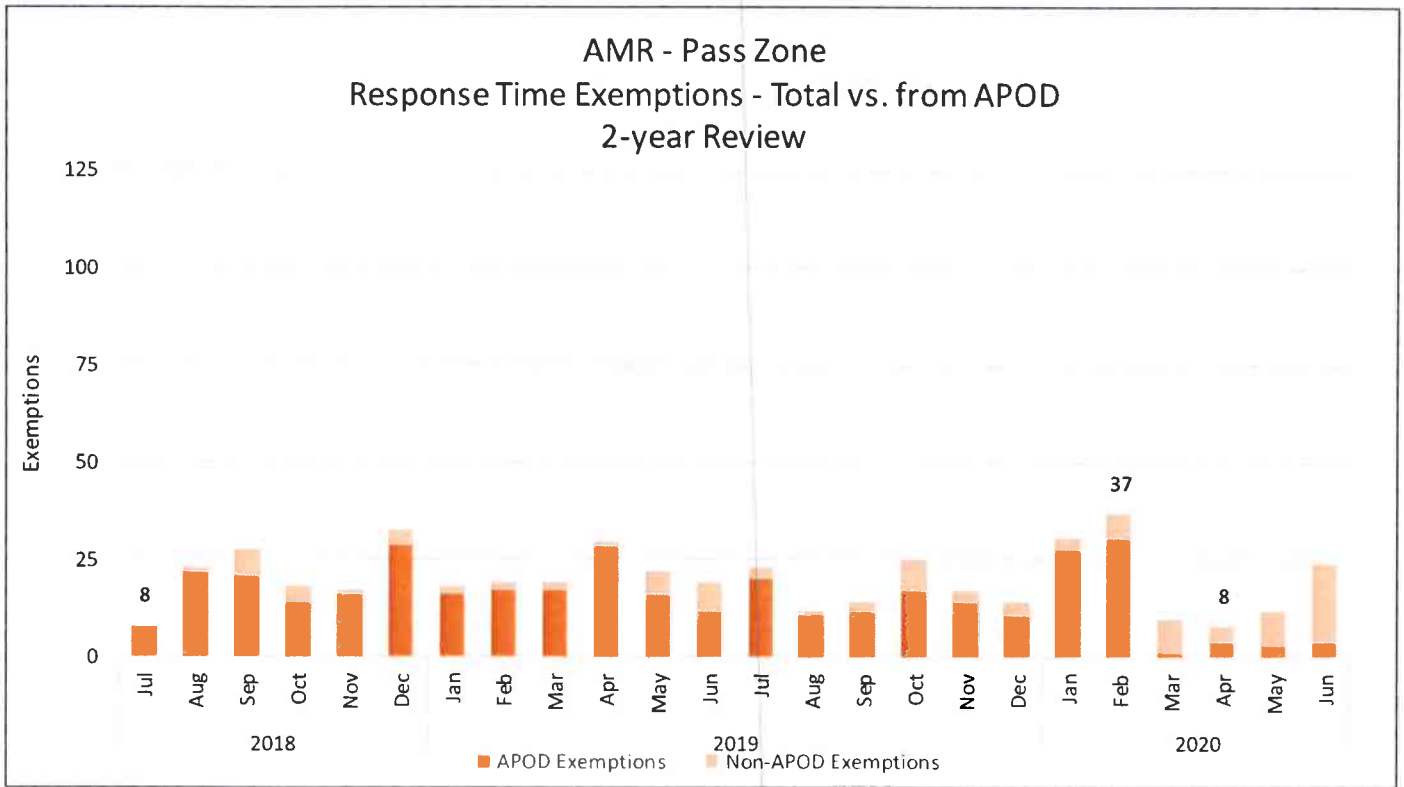


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

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

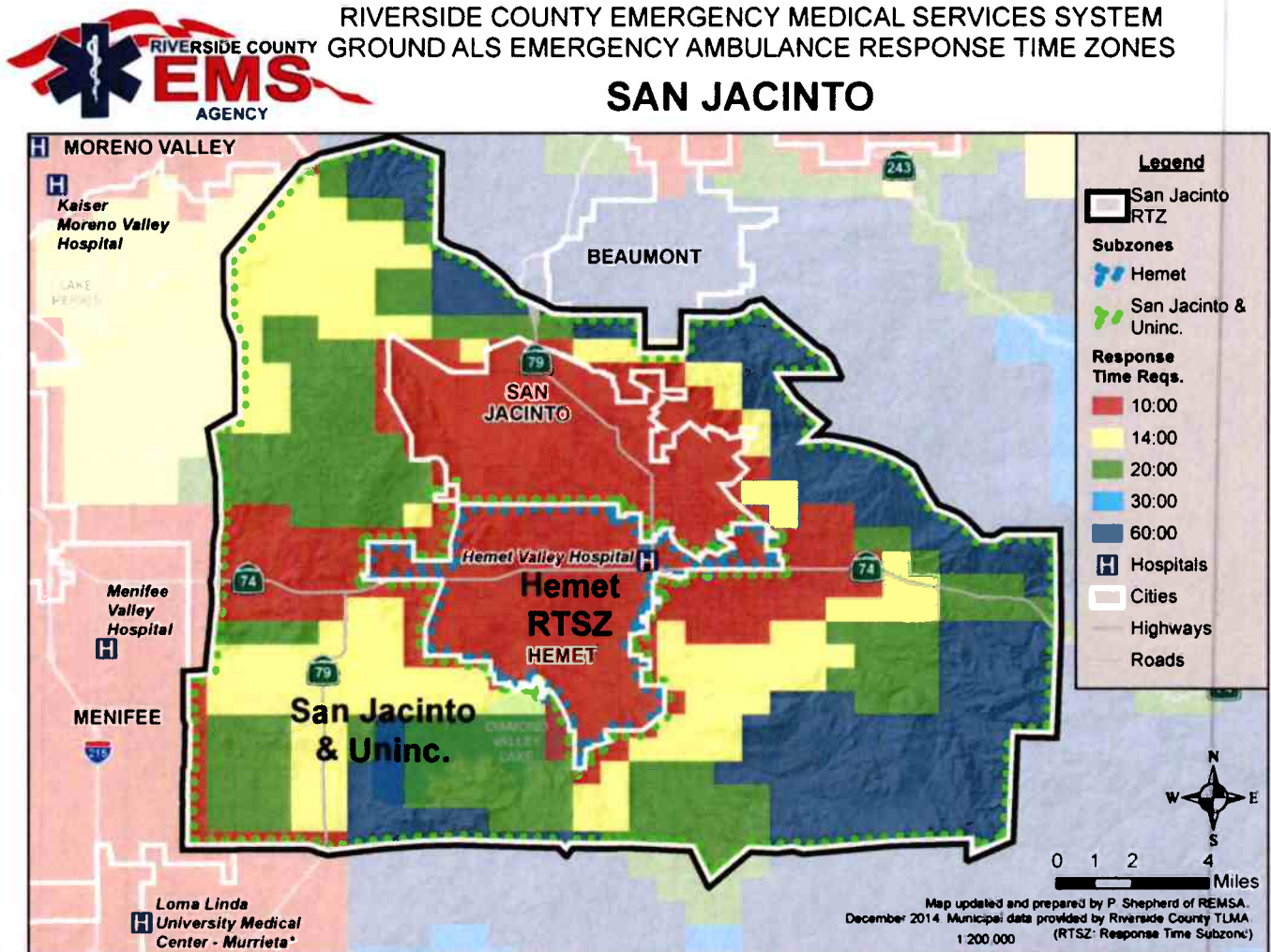


Pass Zone: Exemptions and Responses >10 Minutes Late

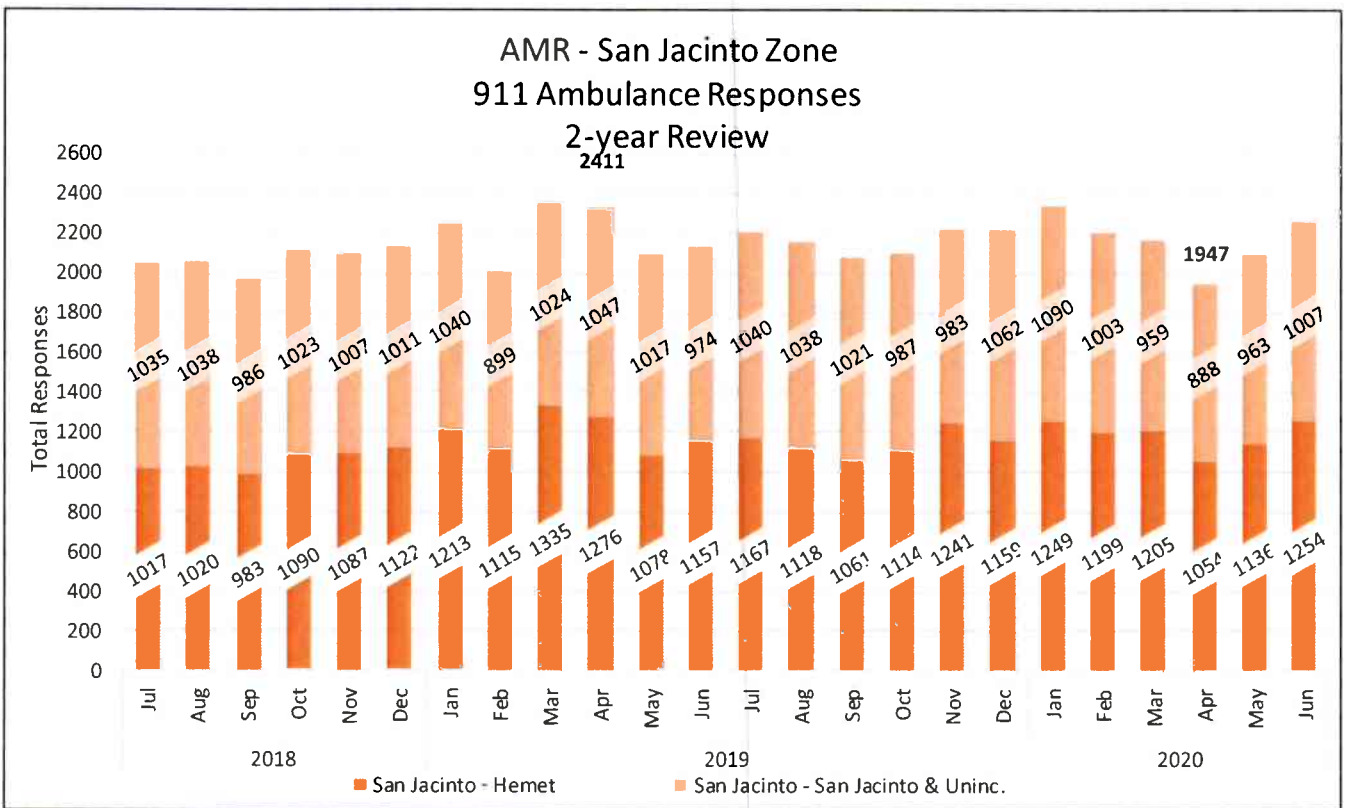
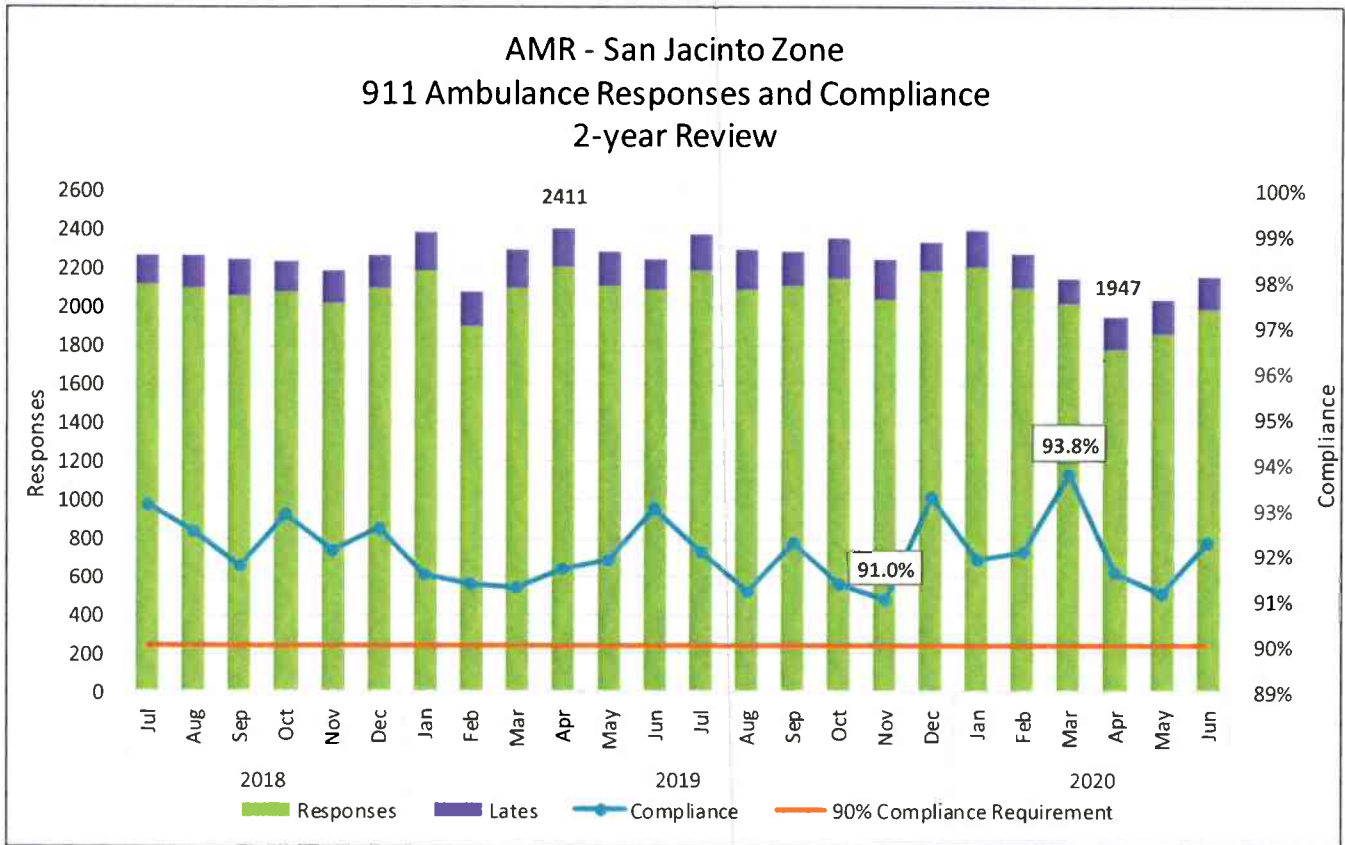


# SAN JACINTO ZONE

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

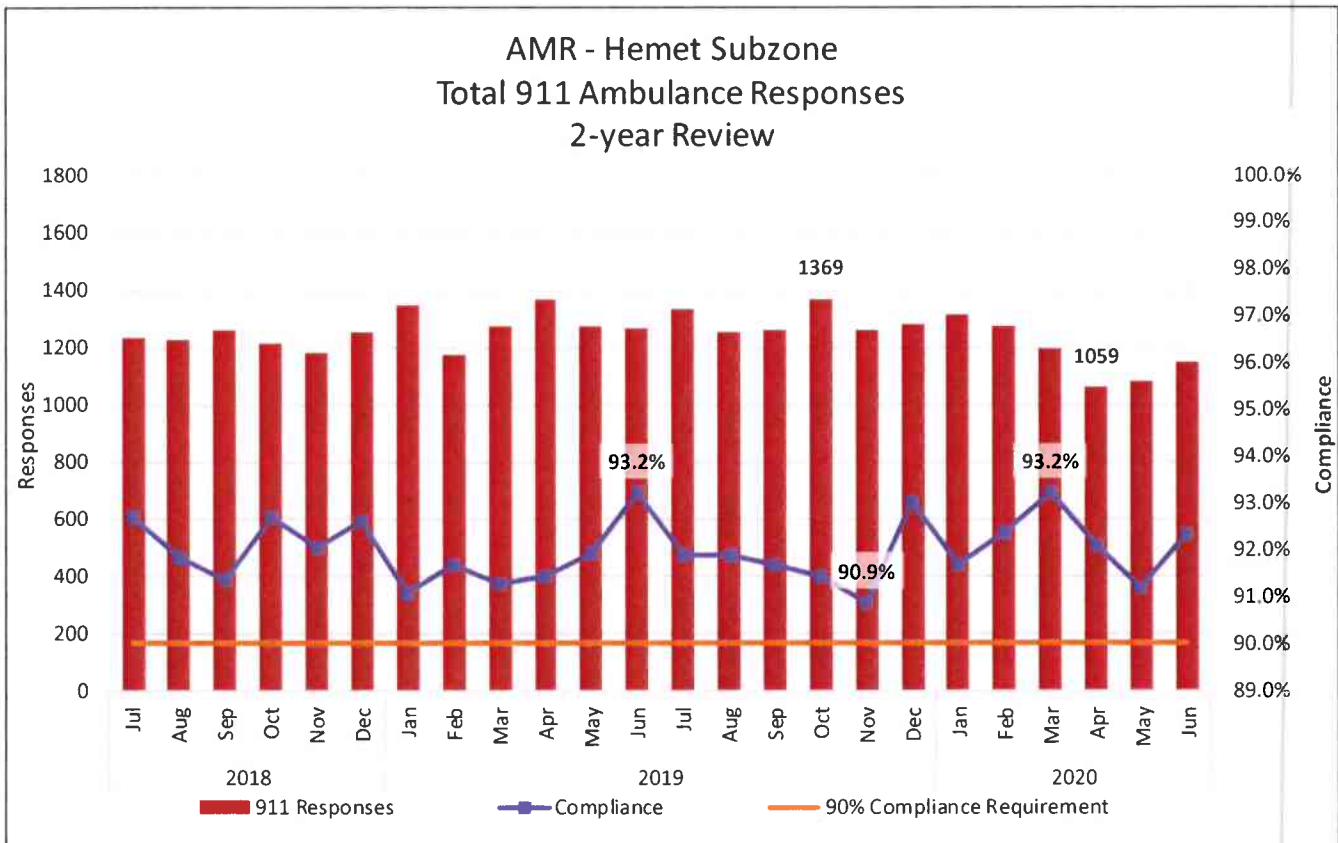
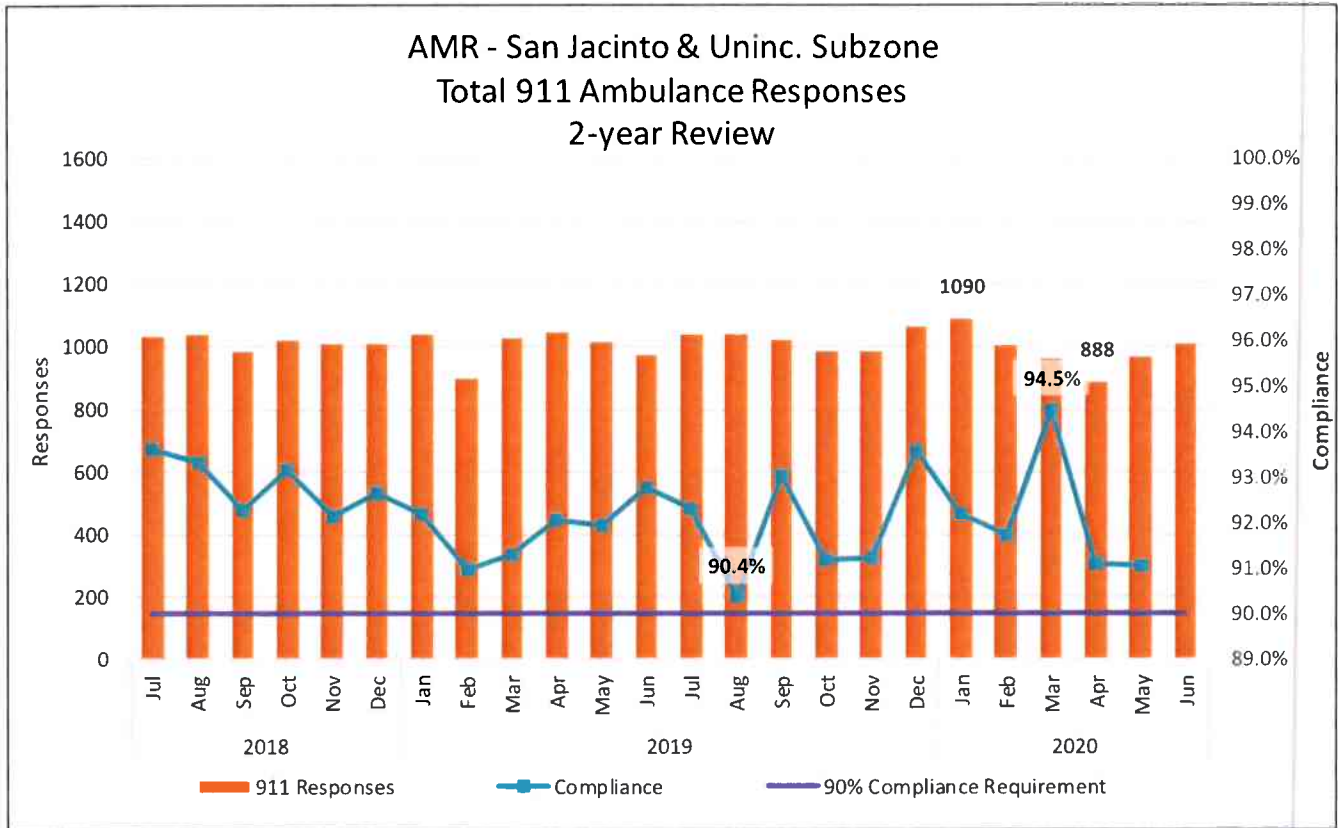


San Jacinto Zone: Subzone Response and Compliance Data

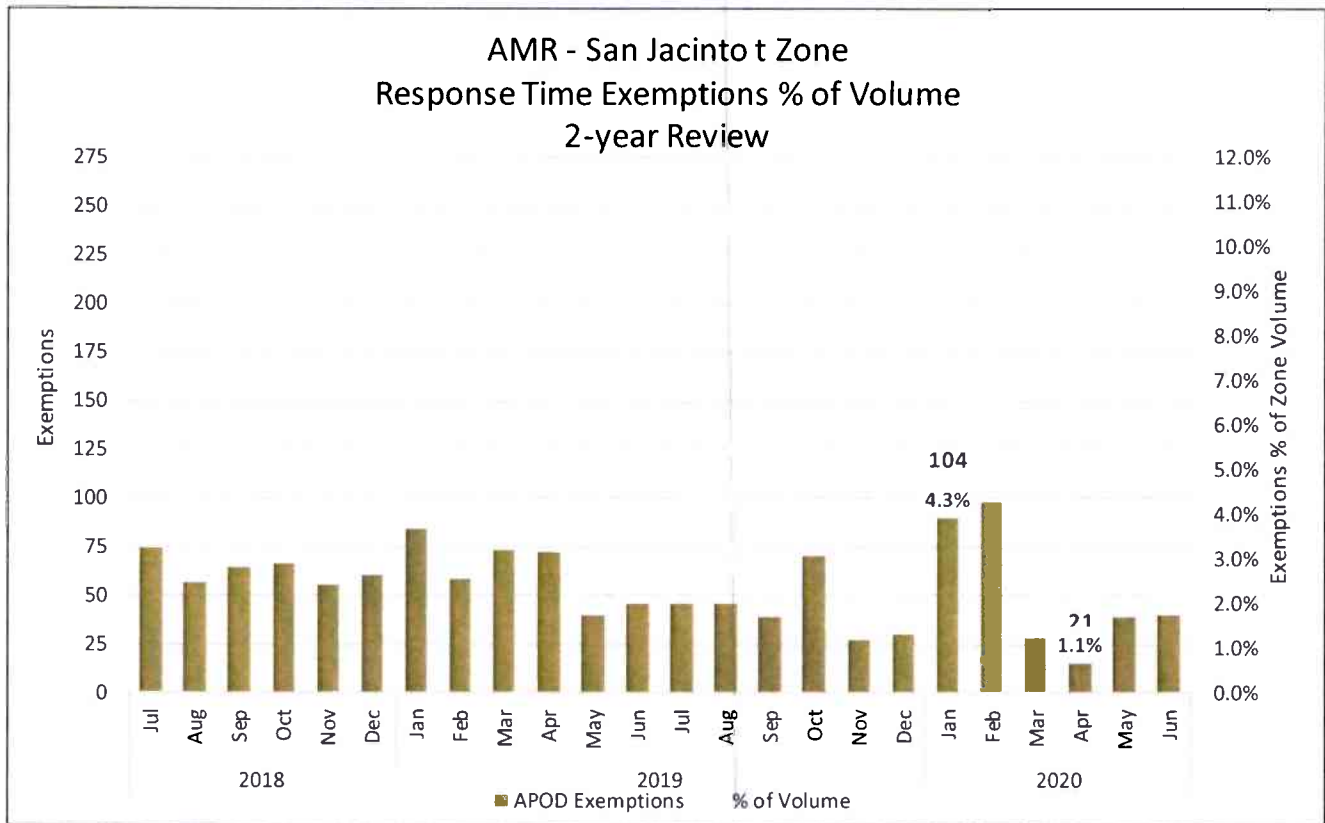
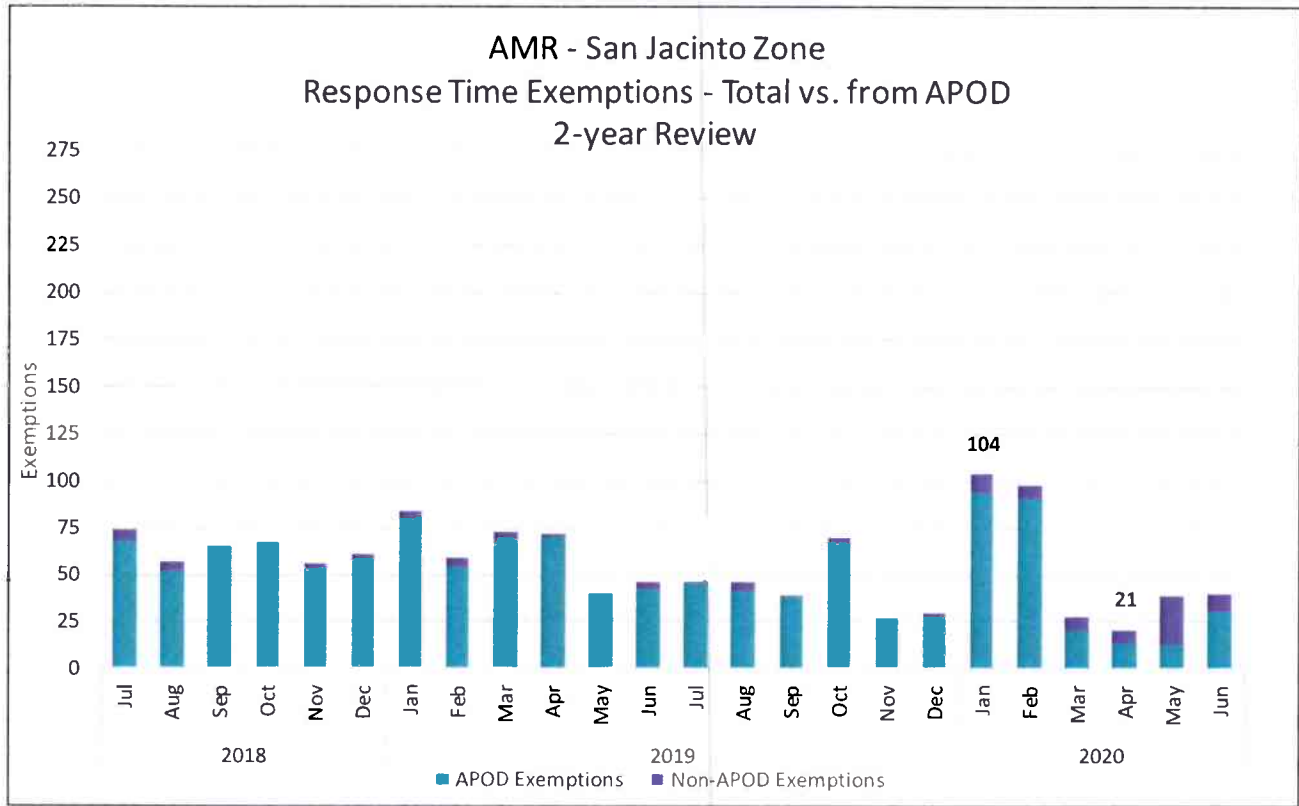




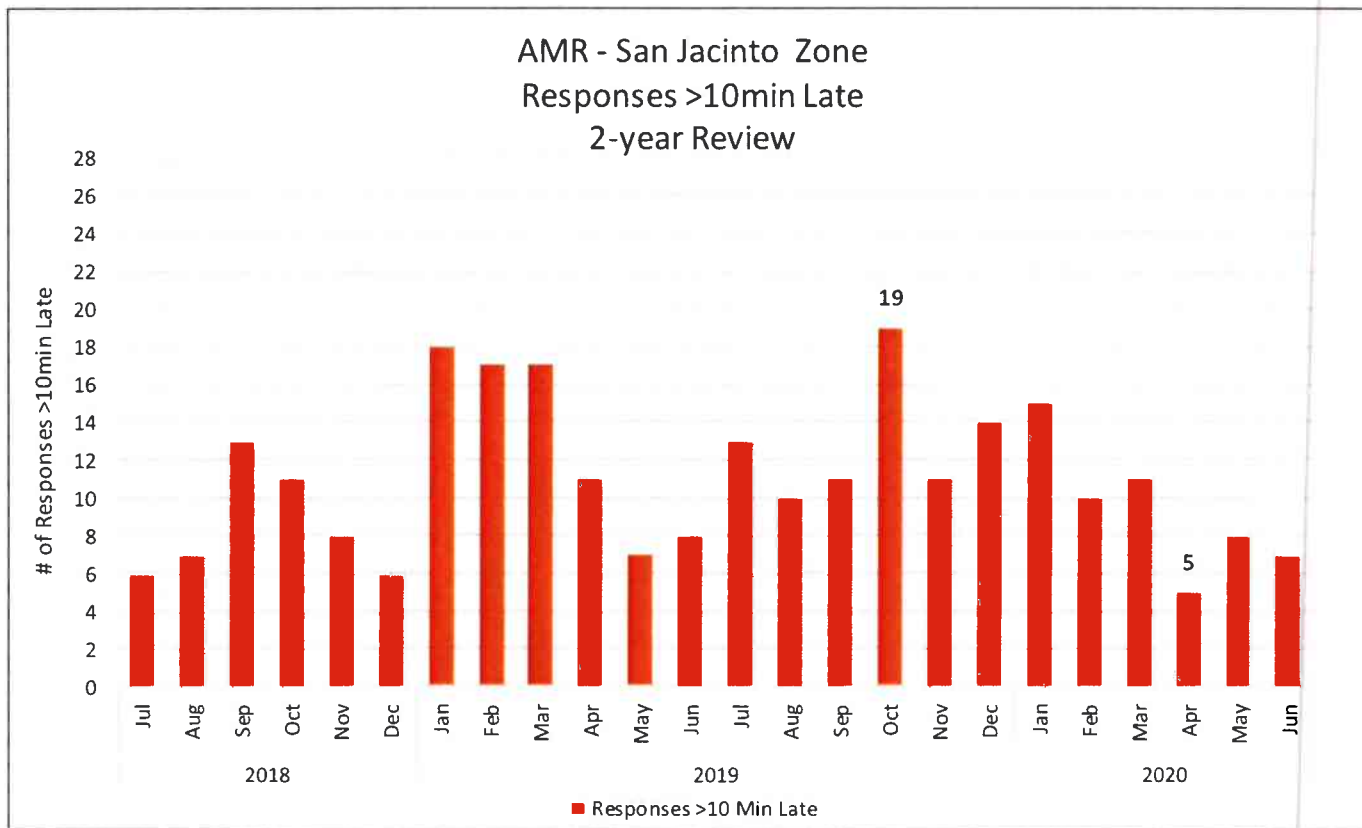
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



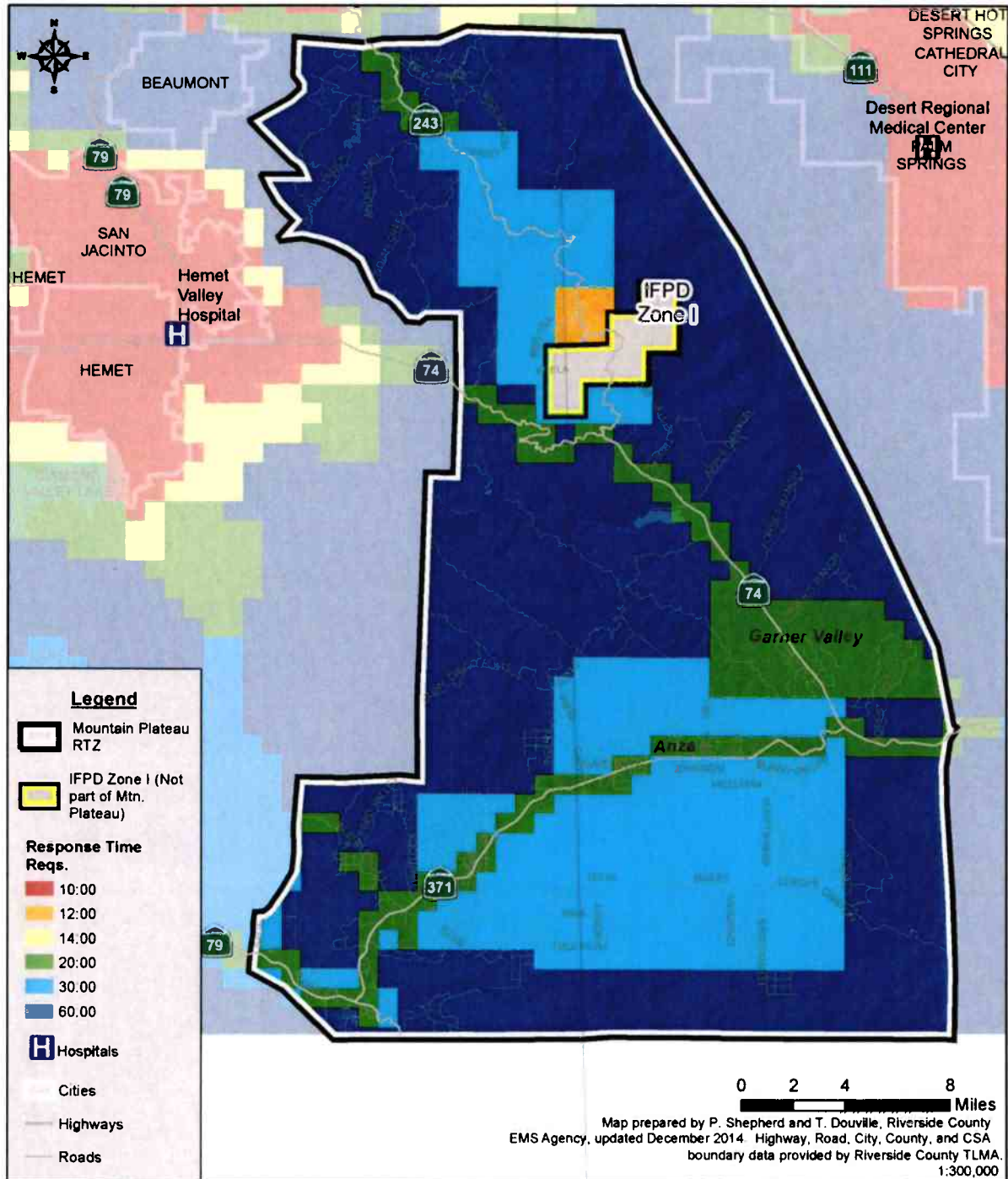
# MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 114 9-1-1 ambulance responses per month (2018 data) with an average of five late calls per month.

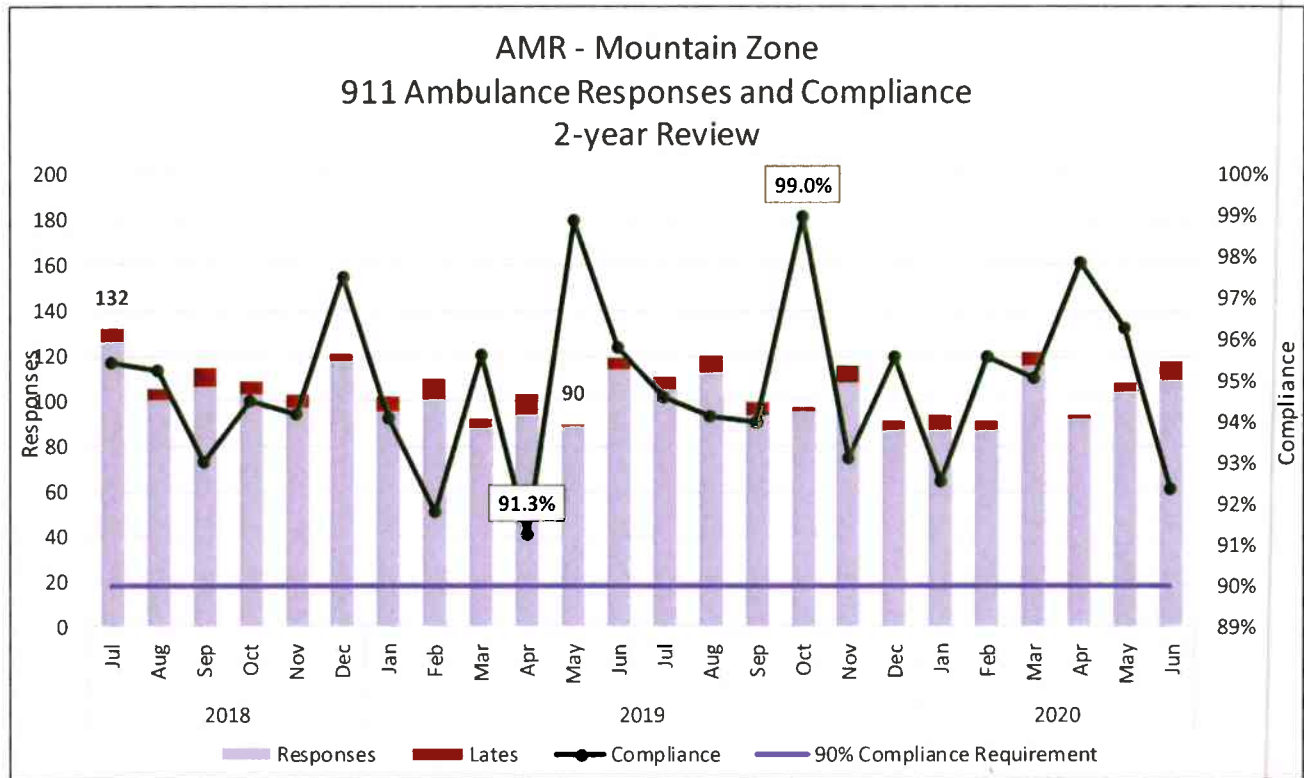
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



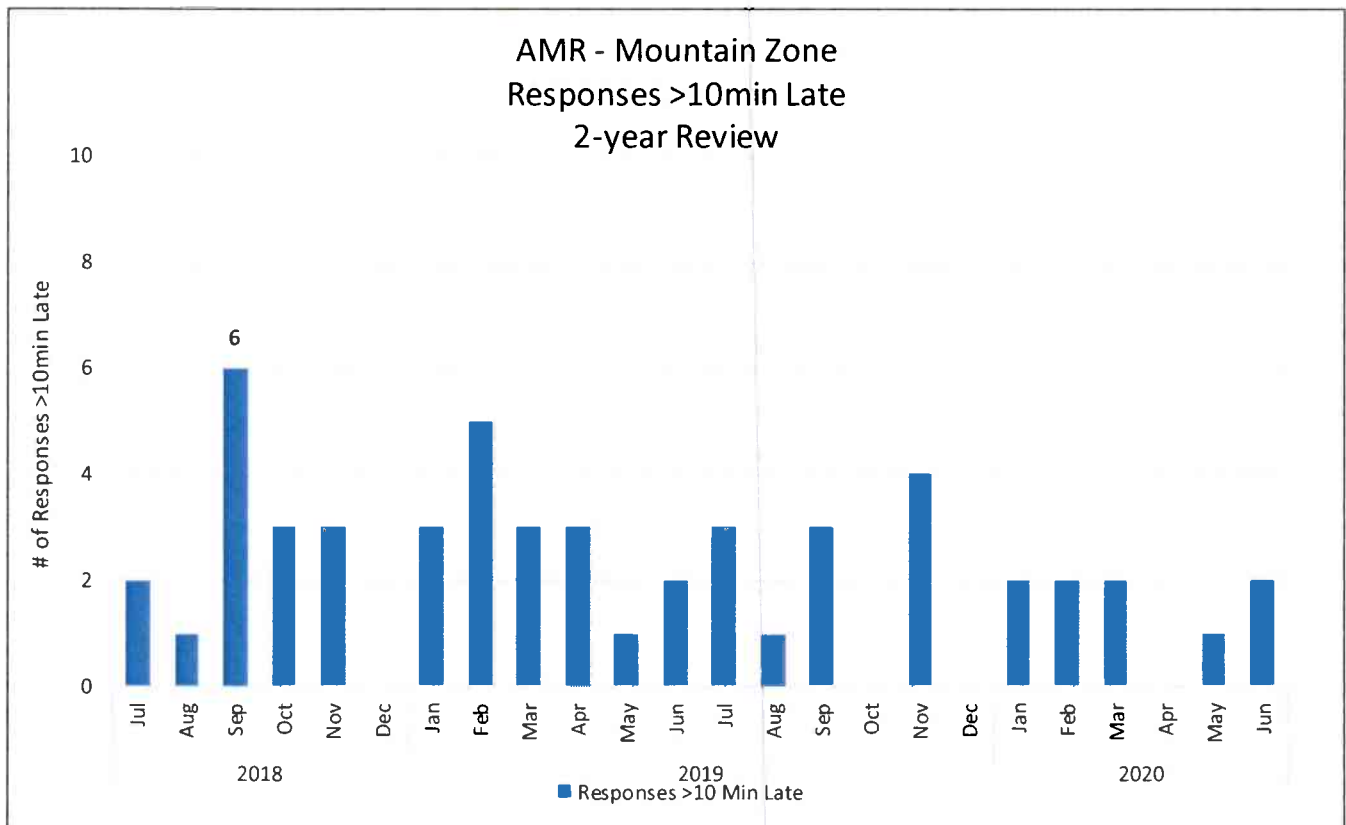
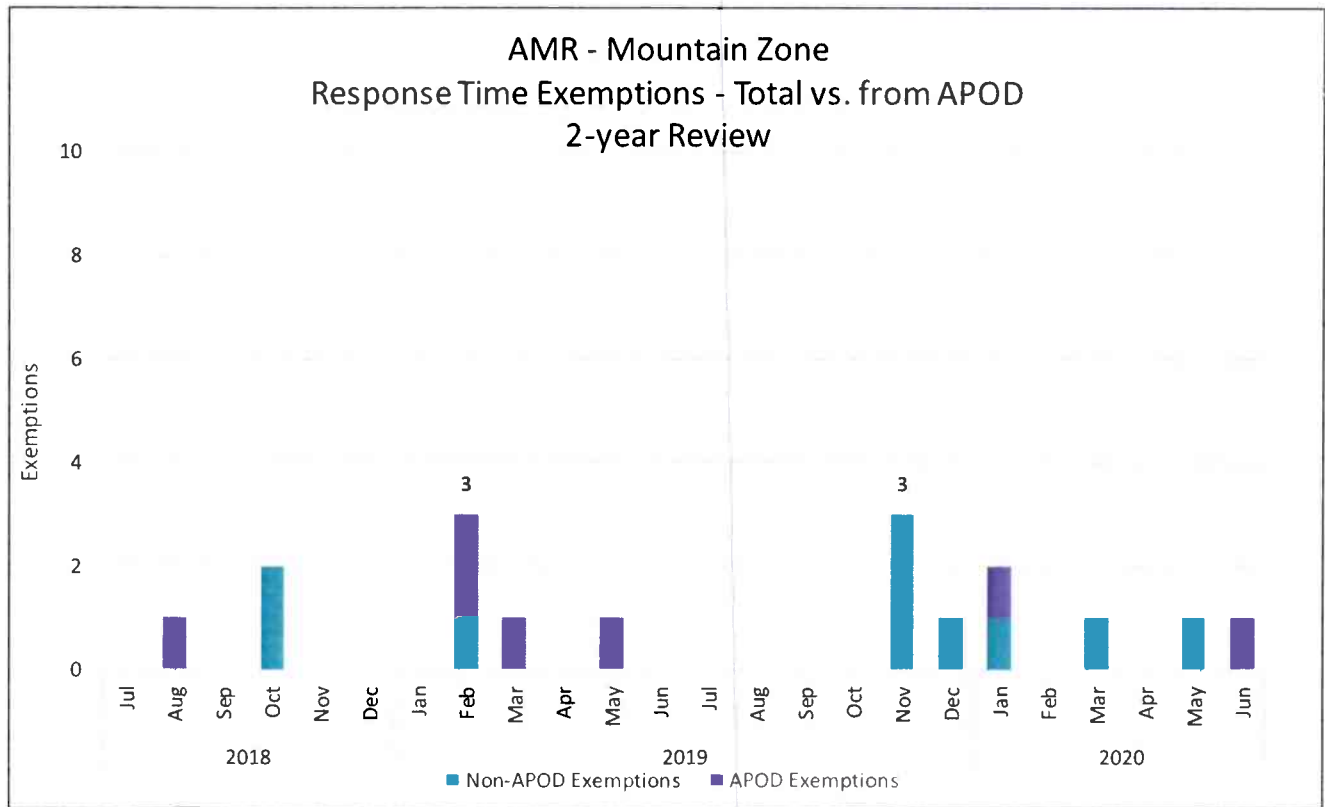
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



# JULY 2019 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.42%		2692	223	8	\$5,120.00	231	196	188				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.85%		1105	74	5	\$2,520.00	79	134	130				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.37%		1245	93	2	\$1,304.00	95	98	95				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>911</b>	<b>91.97%</b>	<b>\$0</b>	<b>5042</b>	<b>390</b>	<b>15</b>	<b>\$8,944.00</b>	<b>405</b>	<b>428</b>	<b>413</b>	<b>15%</b>	<b>0%</b>	<b>\$24,390.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$24,390.75</b>
Southwest - Temecula & Murrieta	911	90.47%		1322	121	5	\$2,816.00	126	106	99				0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, Cl & Uninc.	911	90.87%		2113	188	5	\$5,008.00	193	137	131				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>911</b>	<b>90.71%</b>	<b>\$0</b>	<b>3435</b>	<b>309</b>	<b>10</b>	<b>\$7,824.00</b>	<b>319</b>	<b>243</b>	<b>230</b>	<b>0%</b>	<b>0%</b>	<b>\$23,938.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$23,938.00</b>
Central - Moreno Valley	911	92.57%		1360	97	4	\$2,016.00	101	60	55				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.30%		998	83	3	\$1,512.00	86	125	122				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>911</b>	<b>92.04%</b>	<b>\$0</b>	<b>2348</b>	<b>180</b>	<b>7</b>	<b>\$3,528.00</b>	<b>187</b>	<b>185</b>	<b>177</b>	<b>35%</b>	<b>0%</b>	<b>\$9,046.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,046.70</b>
San Jacinto - Hemet	911	91.90%		1334	102	6	\$3,024.00	108	23	23				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.31%		1040	73	7	\$3,824.00	80	23	22				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>911</b>	<b>92.08%</b>	<b>\$0</b>	<b>2374</b>	<b>175</b>	<b>13</b>	<b>\$6,848.00</b>	<b>188</b>	<b>46</b>	<b>45</b>	<b>35%</b>	<b>0%</b>	<b>\$11,393.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,393.20</b>
Desert - Palm Springs & DHS	911	93.25%		1037	69	1	\$900.00	70	2	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	93.92%		1167	64	7	\$4,912.00	71	3	2				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>911</b>	<b>93.69%</b>	<b>\$0</b>	<b>2204</b>	<b>133</b>	<b>8</b>	<b>\$5,712.00</b>	<b>141</b>	<b>5</b>	<b>4</b>	<b>50%</b>	<b>0%</b>	<b>\$7,217.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,217.00</b>
Palo Verde - Palo Verde	911	97.46%		197	2	3	\$5,800.00	5	0	0				0	\$0.00	1	\$500.00	
<b>Palo Verde Total</b>	<b>911</b>	<b>97.46%</b>	<b>\$0</b>	<b>197</b>	<b>2</b>	<b>3</b>	<b>\$5,800.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$5,800.00</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$500.00</b>	<b>\$6,300.00</b>
Pass - Pass	911	93.87%		946	53	5	\$4,712.00	58	23	20				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>911</b>	<b>93.87%</b>	<b>\$0</b>	<b>946</b>	<b>53</b>	<b>5</b>	<b>\$4,712.00</b>	<b>58</b>	<b>23</b>	<b>20</b>	<b>50%</b>	<b>0%</b>	<b>\$3,694.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,694.50</b>
Mountain Plateau - Mountain	911	94.89%		111	3	3	\$3,704.00	6	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>911</b>	<b>94.89%</b>	<b>\$0</b>	<b>111</b>	<b>3</b>	<b>3</b>	<b>\$3,704.00</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>\$948.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$948.50</b>
<b>CountyWide Total</b>	<b>911</b>	<b>92.14%</b>	<b>\$0</b>	<b>16657</b>	<b>1245</b>	<b>64</b>	<b>\$47,072.00</b>	<b>1309</b>	<b>930</b>	<b>889</b>	<b>0%</b>	<b>0%</b>	<b>\$86,428.65</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$500.00</b>	<b>\$86,928.65</b>

# AUGUST 2019 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min <= 10 Min Fee	Late Responses > 10 Min > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.65%		2825	227	\$16,240.00	9	\$6,120.00	236	303	298			0	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	911	90.74%		1296	116	\$6,840.00	4	\$2,608.00	120	243	230			0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.23%		1232	97	\$8,042.00	11	\$6,832.00	108	152	145			0	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.33%</b>	<b>\$0</b>	<b>5353</b>	<b>440</b>	<b>\$31,122.00</b>	<b>24</b>	<b>\$15,560.00</b>	<b>464</b>	<b>698</b>	<b>673</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$39,679.70</b>
Southwest - Temecula & Murrieta	911	92.40%		1355	93	\$3,656.00	10	\$7,232.00	103	121	115			0	0	\$0.00	\$0.00
Southwest - LE Menif, Wild, CL & Uninc.	911	91.46%		2137	177	\$9,775.00	5	\$3,312.00	182	150	145			0	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.84%</b>	<b>\$0</b>	<b>3492</b>	<b>270</b>	<b>\$13,431.00</b>	<b>15</b>	<b>\$10,544.00</b>	<b>265</b>	<b>271</b>	<b>260</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$20,378.75</b>
Central - Moreno Valley	911	92.11%		1420	104	\$6,695.00	8	\$6,520.00	112	129	127			0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.62%		960	80	\$3,929.00	3	\$1,512.00	83	118	116			0	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.91%</b>	<b>\$0</b>	<b>2410</b>	<b>184</b>	<b>\$10,624.00</b>	<b>11</b>	<b>\$8,032.00</b>	<b>195</b>	<b>247</b>	<b>243</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$15,857.60</b>
San Jacinto - Hemet	911	91.87%		1255	99	\$5,764.00	3	\$1,512.00	102	22	21			0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	90.37%		1038	93	\$5,624.00	7	\$4,320.00	100	24	20			0	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.19%</b>	<b>\$0</b>	<b>2293</b>	<b>192</b>	<b>\$11,388.00</b>	<b>10</b>	<b>\$6,832.00</b>	<b>202</b>	<b>46</b>	<b>41</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,637.00</b>
Desert - Palm Springs & DHS	911	94.12%		1088	62	\$4,109.00	2	\$1,008.00	64	4	4			0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	94.45%		1118	59	\$3,328.00	3	\$1,808.00	62	8	5			0	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>94.25%</b>	<b>\$0</b>	<b>2206</b>	<b>121</b>	<b>\$7,437.00</b>	<b>5</b>	<b>\$2,816.00</b>	<b>126</b>	<b>12</b>	<b>9</b>	<b>75%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,593.25</b>
Palo Verde - Palo Verde	911	97.71%		218	3	\$20.00	2	\$2,000.00	5	0	0			0	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>97.71%</b>	<b>\$0</b>	<b>218</b>	<b>3</b>	<b>\$20.00</b>	<b>2</b>	<b>\$2,000.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,000.00</b>
Pass - Pass	911	92.21%		899	64	\$3,765.00	6	\$3,320.00	70	12	11			0	0	\$0.00	\$0.00
<b>Pass Total</b>		<b>92.21%</b>	<b>\$0</b>	<b>899</b>	<b>64</b>	<b>\$3,765.00</b>	<b>6</b>	<b>\$3,320.00</b>	<b>70</b>	<b>12</b>	<b>11</b>	<b>35%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,605.25</b>
Mountain Plateau - Mountain	911	94.17%		120	6	\$880.00	1	\$504.00	7	0	0			0	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>		<b>94.17%</b>	<b>\$0</b>	<b>120</b>	<b>6</b>	<b>\$880.00</b>	<b>1</b>	<b>\$504.00</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$346.00</b>
<b>CountyWide Total</b>		<b>92.03%</b>	<b>\$0</b>	<b>16991</b>	<b>1280</b>	<b>\$78,667.00</b>	<b>74</b>	<b>\$48,608.00</b>	<b>1354</b>	<b>1296</b>	<b>1237</b>	<b>0%</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$100,067.55</b>
<b>TOTAL</b>																<b>\$100,067.55</b>	



# SEPTEMBER 2019 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Off-schedule Delay Exemptions	Credit	County Wide Credit	Adjusted Late Responses Fee	MOS Count	MOS Fee	ELS Unit on 911 Call Count	ELS Unit Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.77%	\$0	2735	210	\$10,365.00	83	\$10,022.00	225	314	303		0%	\$40,013.50	0	\$0.00	0	\$0.00	\$40,013.50
Northwest - Norco & Utrinc. North	911	91.46%	\$0	1193	98	\$8,989.00	8	\$5,224.00	106	202	136		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Utrinc. South	911	91.96%	\$0	1294	87	\$6,313.00	10	\$1,728.00	97	162	154		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>	<b>911</b>	<b>91.67%</b>	<b>\$0</b>	<b>5135</b>	<b>395</b>	<b>\$23,670.00</b>	<b>33</b>	<b>\$23,994.00</b>	<b>428</b>	<b>678</b>	<b>633</b>	<b>5%</b>	<b>0%</b>	<b>\$40,013.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$40,013.50</b>
Southwest - Temecula & Murrieta	911	91.36%	\$0	1296	123	\$8,985.00	2	\$1,008.00	125	163	156		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Southwest - LE Merrif, Wild, Cl. & Utrinc.	911	92.65%	\$0	2063	153	\$10,551.00	2	\$1,008.00	155	188	183		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>	<b>911</b>	<b>91.66%</b>	<b>\$0</b>	<b>3359</b>	<b>276</b>	<b>\$17,536.00</b>	<b>4</b>	<b>\$2,016.00</b>	<b>280</b>	<b>351</b>	<b>339</b>	<b>5%</b>	<b>0%</b>	<b>\$1,008.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,008.00</b>
Central - Moreno Valley	911	92.68%	\$0	1349	91	\$7,074.00	8	\$4,824.00	99	127	124		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Utrinc.	911	91.26%	\$0	972	77	\$5,076.00	8	\$5,712.00	85	151	149		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>	<b>911</b>	<b>92.07%</b>	<b>\$0</b>	<b>2321</b>	<b>168</b>	<b>\$12,150.00</b>	<b>16</b>	<b>\$10,536.00</b>	<b>184</b>	<b>278</b>	<b>273</b>	<b>3%</b>	<b>0%</b>	<b>\$10,536.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,536.00</b>
San Jacinto - Hemet	911	91.66%	\$0	1263	96	\$5,477.00	9	\$4,536.00	105	14	14		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Utrinc.	911	91.05%	\$0	1021	69	\$1,970.00	2	\$1,008.00	71	25	24		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	<b>911</b>	<b>92.59%</b>	<b>\$0</b>	<b>2284</b>	<b>165</b>	<b>\$7,447.00</b>	<b>11</b>	<b>\$5,544.00</b>	<b>176</b>	<b>39</b>	<b>38</b>	<b>3%</b>	<b>0%</b>	<b>\$0,144.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0,144.15</b>
Desert - Palm Springs & DHS	911	91.17%	\$0	974	77	\$7,270.00	9	\$6,128.00	86	2	2		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Utrinc.	911	92.37%	\$0	1661	74	\$3,289.00	7	\$5,112.00	81	5	4		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>	<b>911</b>	<b>91.76%</b>	<b>\$0</b>	<b>2335</b>	<b>151</b>	<b>\$10,559.00</b>	<b>16</b>	<b>\$11,240.00</b>	<b>167</b>	<b>7</b>	<b>6</b>	<b>5%</b>	<b>0%</b>	<b>\$1,008.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,008.15</b>
Palo Verde - Palo Verde	911	96.66%	\$0	169	4	\$240.00	3	\$3,904.00	7	0	0		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	<b>911</b>	<b>96.66%</b>	<b>\$0</b>	<b>169</b>	<b>4</b>	<b>\$240.00</b>	<b>3</b>	<b>\$3,904.00</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>	<b>\$0,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0,000.00</b>
Pass - Pass	911	91.76%	\$0	920	70	\$4,382.00	6	\$3,616.00	76	14	12		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>	<b>911</b>	<b>91.76%</b>	<b>\$0</b>	<b>920</b>	<b>70</b>	<b>\$4,382.00</b>	<b>6</b>	<b>\$3,616.00</b>	<b>76</b>	<b>14</b>	<b>12</b>	<b>5%</b>	<b>0%</b>	<b>\$7,383.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,383.30</b>
Mountain Range - Mountain	911	94.00%	\$0	100	3	\$60.00	3	\$2,594.00	6	0	0		0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Range Total</b>	<b>911</b>	<b>94.00%</b>	<b>\$0</b>	<b>100</b>	<b>3</b>	<b>\$60.00</b>	<b>3</b>	<b>\$2,594.00</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>5%</b>	<b>0%</b>	<b>\$1,277.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,277.00</b>
<b>CountyWide Total</b>	<b>911</b>	<b>91.90%</b>	<b>\$0</b>	<b>16533</b>	<b>1222</b>	<b>\$75,911.00</b>	<b>92</b>	<b>\$52,344.00</b>	<b>1324</b>	<b>1367</b>	<b>1321</b>	<b>5%</b>	<b>0%</b>	<b>\$110,639.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$110,639.05</b>

# OCTOBER 2019 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions (TOTAL)	Offroad/Delay Exemptions	Credit Wide Credit	County Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.91%	\$0	2731	213	\$11,413.00	8	\$4,524.00	221	330	322	0%	\$35,322.60	0	\$0.00	0	\$0.00	\$35,322.60
Northwest - Norco & Uninc. North	911	91.59%	\$0	1141	99	\$6,487.00	7	\$4,120.00	96	226	212	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.29%	\$0	1240	100	\$7,390.00	8	\$7,512.00	108	173	169	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>	<b>911</b>	<b>91.59%</b>	<b>\$0</b>	<b>5112</b>	<b>402</b>	<b>\$25,300.00</b>	<b>23</b>	<b>\$16,256.00</b>	<b>425</b>	<b>729</b>	<b>703</b>	<b>15%</b>	<b>\$35,322.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$35,322.60</b>
Southwest - Temecula & Murrieta	911	91.65%	\$0	1378	112	\$4,714.00	3	\$2,008.00	115	157	162	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Southwest - LE Menif, Wild, CL & Uninc.	911	92.15%	\$0	2063	158	\$8,862.00	4	\$2,016.00	162	209	206	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>	<b>911</b>	<b>91.95%</b>	<b>\$0</b>	<b>3441</b>	<b>270</b>	<b>\$13,576.00</b>	<b>7</b>	<b>\$4,072.00</b>	<b>277</b>	<b>366</b>	<b>358</b>	<b>15%</b>	<b>\$14,980.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,980.00</b>
Central - Moreno Valley	911	92.27%	\$0	1372	98	\$7,262.00	8	\$7,016.00	105	123	119	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.68%	\$0	1009	87	\$5,582.00	7	\$4,024.00	94	139	131	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>	<b>911</b>	<b>91.60%</b>	<b>\$0</b>	<b>2381</b>	<b>185</b>	<b>\$12,844.00</b>	<b>15</b>	<b>\$11,040.00</b>	<b>200</b>	<b>262</b>	<b>250</b>	<b>15%</b>	<b>\$20,338.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$20,338.40</b>
San Jacinto - Hemet	911	91.45%	\$0	1369	108	\$5,709.00	9	\$5,424.00	117	48	45	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.19%	\$0	987	77	\$5,616.00	10	\$5,928.00	87	22	22	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	<b>911</b>	<b>91.34%</b>	<b>\$0</b>	<b>2356</b>	<b>185</b>	<b>\$11,325.00</b>	<b>19</b>	<b>\$11,352.00</b>	<b>204</b>	<b>70</b>	<b>67</b>	<b>15%</b>	<b>\$19,277.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,277.15</b>
Desert - Palm Springs & DHS	911	91.07%	\$0	985	83	\$4,470.00	5	\$2,520.00	88	7	3	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.46%	\$0	1114	78	\$3,684.00	6	\$3,024.00	84	10	2	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>	<b>911</b>	<b>91.81%</b>	<b>\$0</b>	<b>2099</b>	<b>161</b>	<b>\$8,154.00</b>	<b>11</b>	<b>\$5,544.00</b>	<b>172</b>	<b>17</b>	<b>5</b>	<b>15%</b>	<b>\$11,643.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,643.30</b>
Palo Verde - Palo Verde	911	94.51%	\$0	182	8	\$375.00	2	\$2,000.00	10	0	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	<b>911</b>	<b>94.51%</b>	<b>\$0</b>	<b>182</b>	<b>8</b>	<b>\$375.00</b>	<b>2</b>	<b>\$2,000.00</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>\$393.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$393.75</b>
Pass - Pass	911	91.10%	\$0	944	73	\$4,437.00	11	\$7,024.00	84	25	17	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>	<b>911</b>	<b>91.10%</b>	<b>\$0</b>	<b>944</b>	<b>73</b>	<b>\$4,437.00</b>	<b>11</b>	<b>\$7,024.00</b>	<b>84</b>	<b>25</b>	<b>17</b>	<b>15%</b>	<b>\$9,741.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,741.05</b>
Mountain Plateau - Mountain	911	98.97%	\$0	97	1	\$50.00	0	\$0.00	1	0	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>	<b>911</b>	<b>98.97%</b>	<b>\$0</b>	<b>97</b>	<b>1</b>	<b>\$50.00</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	<b>911</b>	<b>91.73%</b>	<b>\$0</b>	<b>16612</b>	<b>1285</b>	<b>\$76,083.00</b>	<b>88</b>	<b>\$57,240.00</b>	<b>1373</b>	<b>1469</b>	<b>1400</b>	<b>0%</b>	<b>\$111,857.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$111,857.05</b>

# NOVEMBER 2019 COMPLIANCE REPORT

Response Time Assessment																				
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment	
																				Zone Fee
Northwest - Riverside City	911	91.66%		2531	205	\$9,702.00	5	\$2,520.00	211	201	194				0	\$0.00	0	\$0.00	\$0.00	
Northwest - Norco & Uninc. North	911	90.29%		1071	100	\$6,104.00	4	\$2,312.00	104	126	119				0	\$0.00	0	\$0.00	\$0.00	
Northwest - Corona & Uninc. South	911	91.41%		1211	98	\$7,628.00	6	\$5,712.00	104	119	114				0	\$0.00	0	\$0.00	\$0.00	
<b>Northwest Total</b>		<b>91.25%</b>	<b>\$0</b>	<b>4813</b>	<b>404</b>	<b>\$23,435.00</b>	<b>15</b>	<b>\$10,544.00</b>	<b>419</b>	<b>446</b>	<b>427</b>	<b>15%</b>	<b>0%</b>	<b>\$28,882.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$28,882.15</b>
Southwest - Temecula & Murrieta	911	90.67%		1286	118	\$4,412.00	2	\$1,600.00	120	109	104				0	\$0.00	0	\$0.00	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	90.64%		2168	169	\$9,747.00	4	\$2,312.00	203	151	144				0	\$0.00	0	\$0.00	\$0.00	
<b>Southwest Total</b>		<b>90.65%</b>	<b>\$0</b>	<b>3454</b>	<b>317</b>	<b>\$14,159.00</b>	<b>6</b>	<b>\$3,912.00</b>	<b>323</b>	<b>260</b>	<b>248</b>	<b>0%</b>	<b>0%</b>	<b>\$18,071.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$18,071.00</b>
Central - Moreno Valley	911	93.03%		1306	83	\$4,473.00	8	\$5,216.00	91	75	72				0	\$0.00	0	\$0.00	\$0.00	
Central - Perris & Uninc.	911	90.76%		844	76	\$5,367.00	2	\$1,304.00	78	85	83				0	\$0.00	0	\$0.00	\$0.00	
<b>Central Total</b>		<b>92.14%</b>	<b>\$0</b>	<b>2150</b>	<b>159</b>	<b>\$9,840.00</b>	<b>10</b>	<b>\$6,520.00</b>	<b>169</b>	<b>150</b>	<b>155</b>	<b>35%</b>	<b>0%</b>	<b>\$19,634.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$19,634.00</b>
San Jacinto - Hemet	911	90.87%		1260	112	\$7,095.00	3	\$1,512.00	115	15	15				0	\$0.00	0	\$0.00	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.25%		983	78	\$5,254.00	8	\$8,320.00	86	12	11				0	\$0.00	0	\$0.00	\$0.00	
<b>San Jacinto Total</b>		<b>91.04%</b>	<b>\$0</b>	<b>2243</b>	<b>190</b>	<b>\$12,349.00</b>	<b>11</b>	<b>\$9,832.00</b>	<b>201</b>	<b>27</b>	<b>26</b>	<b>15%</b>	<b>0%</b>	<b>\$18,857.25</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$18,857.25</b>
Desert - Palm Springs & DHS	911	90.22%		1075	95	\$7,637.00	9	\$6,808.00	105	15	8				0	\$0.00	0	\$0.00	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	90.81%		1241	104	\$6,790.00	10	\$9,424.00	114	13	4				0	\$0.00	0	\$0.00	\$0.00	
<b>Desert Total</b>		<b>90.54%</b>	<b>\$0</b>	<b>2316</b>	<b>200</b>	<b>\$14,427.00</b>	<b>19</b>	<b>\$16,232.00</b>	<b>219</b>	<b>28</b>	<b>12</b>	<b>0%</b>	<b>0%</b>	<b>\$30,669.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$30,669.00</b>
Palo Verde - Palo Verde	911	97.02%		168	3	\$30.00	2	\$1,008.00	5	0	0				0	\$0.00	0	\$0.00	\$0.00	
<b>Palo Verde Total</b>		<b>97.02%</b>	<b>\$0</b>	<b>168</b>	<b>3</b>	<b>\$30.00</b>	<b>2</b>	<b>\$1,008.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$1,008.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,008.00</b>
Pass - Pass	911	92.60%		1000	61	\$4,687.00	13	\$8,928.00	74	17	14				0	\$0.00	0	\$0.00	\$0.00	
<b>Pass Total</b>		<b>92.60%</b>	<b>\$0</b>	<b>1000</b>	<b>61</b>	<b>\$4,687.00</b>	<b>13</b>	<b>\$8,928.00</b>	<b>74</b>	<b>17</b>	<b>14</b>	<b>35%</b>	<b>0%</b>	<b>\$8,459.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$8,459.75</b>
Mountain Plateau - Mountain	911	93.10%		116	4	\$30.00	4	\$3,008.00	8	3	0				0	\$0.00	0	\$0.00	\$0.00	
<b>Mountain Plateau Total</b>		<b>93.10%</b>	<b>\$0</b>	<b>116</b>	<b>4</b>	<b>\$30.00</b>	<b>4</b>	<b>\$3,008.00</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>50%</b>	<b>0%</b>	<b>\$1,519.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,519.00</b>
<b>CountyWide Total</b>		<b>91.28%</b>	<b>\$0</b>	<b>16269</b>	<b>1338</b>	<b>\$78,361.00</b>	<b>80</b>	<b>\$59,994.00</b>	<b>1418</b>	<b>941</b>	<b>882</b>	<b>0%</b>	<b>0%</b>	<b>\$118,090.15</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$118,090.15</b>

# DECEMBER 2019 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offloaded Delay Exemptions	Credit Wide Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.58%		2641	191	\$10,128.00	5	\$2,816.00	196	244	237				0	\$0.00	0	\$0.00	
Northwest - Morco & Uninc. North	911	93.20%		1192	74	\$4,163.00	7	\$4,320.00	81	177	169				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.63%		1302	113	\$9,051.00	9	\$14,328.00	122	150	144				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	911	<b>92.23%</b>	<b>0</b>	<b>5135</b>	<b>378</b>	<b>\$23,491.00</b>	<b>21</b>	<b>\$31,654.00</b>	<b>369</b>	<b>571</b>	<b>550</b>	<b>35%</b>	<b>0%</b>	<b>\$28,473.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,473.90</b>
Southwest - Temecula & Murietta	911	96.68%		1490	137	\$5,699.00	3	\$1,888.00	140	162	154				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wnd, CL & Uninc.	911	92.84%		2054	139	\$5,015.00	8	\$5,320.00	147	169	161				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	911	<b>91.96%</b>	<b>0</b>	<b>3544</b>	<b>276</b>	<b>\$10,714.00</b>	<b>11</b>	<b>\$5,128.00</b>	<b>287</b>	<b>331</b>	<b>315</b>	<b>15%</b>	<b>0%</b>	<b>\$17,835.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$17,835.70</b>
Central - Moreno Valley	911	92.46%		1473	103	\$4,465.00	8	\$4,624.00	111	113	112				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	96.87%		887	75	\$5,045.00	6	\$6,008.00	81	90	88				0	\$0.00	0	\$0.00	
<b>Central Total</b>	911	<b>94.65%</b>	<b>0</b>	<b>2360</b>	<b>178</b>	<b>\$9,510.00</b>	<b>14</b>	<b>\$10,632.00</b>	<b>192</b>	<b>203</b>	<b>200</b>	<b>15%</b>	<b>0%</b>	<b>\$17,128.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$17,128.70</b>
San Jacinto - Hemet	911	93.04%		1279	81	\$4,435.00	8	\$4,328.00	89	17	16				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.68%		1062	62	\$3,268.00	6	\$3,616.00	68	13	12				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	911	<b>93.29%</b>	<b>0</b>	<b>2341</b>	<b>143</b>	<b>\$7,703.00</b>	<b>14</b>	<b>\$7,944.00</b>	<b>157</b>	<b>30</b>	<b>28</b>	<b>50%</b>	<b>0%</b>	<b>\$7,824.00</b>	<b>0</b>	<b>\$7.00</b>	<b>0</b>	<b>\$8.00</b>	<b>\$7,824.00</b>
Desert - Palm Springs & DHS	911	92.51%		1042	77	\$5,167.00	1	\$900.00	78	5	4				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	98.68%		1159	102	\$5,615.00	7	\$4,320.00	109	7	5				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	911	<b>94.59%</b>	<b>0</b>	<b>2201</b>	<b>179</b>	<b>\$10,802.00</b>	<b>8</b>	<b>\$5,128.00</b>	<b>187</b>	<b>12</b>	<b>9</b>	<b>15%</b>	<b>0%</b>	<b>\$13,533.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,533.70</b>
Palo Verde - Palo Verde	911	96.57%		204	4	\$996.00	3	\$2,990.00	7	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	911	<b>96.57%</b>	<b>0</b>	<b>204</b>	<b>4</b>	<b>\$996.00</b>	<b>3</b>	<b>\$2,990.00</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$2,990.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,990.00</b>
Pass - Pass	911	91.95%		994	76	\$6,391.00	4	\$2,512.00	80	14	11				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	911	<b>91.95%</b>	<b>0</b>	<b>994</b>	<b>76</b>	<b>\$6,391.00</b>	<b>4</b>	<b>\$2,512.00</b>	<b>80</b>	<b>14</b>	<b>11</b>	<b>15%</b>	<b>0%</b>	<b>\$7,977.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,977.55</b>
Mountain Plateau - Mountain	911	95.68%		91	4	\$90.00	0	\$0.00	4	1	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	911	<b>95.68%</b>	<b>0</b>	<b>91</b>	<b>4</b>	<b>\$90.00</b>	<b>0</b>	<b>\$0.00</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>	911	<b>92.27%</b>	<b>0</b>	<b>16870</b>	<b>1238</b>	<b>\$71,688.00</b>	<b>75</b>	<b>\$57,890.00</b>	<b>1313</b>	<b>1162</b>	<b>1113</b>	<b>0%</b>	<b>0%</b>	<b>\$95,205.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$95,205.55</b>

# JANUARY 2020 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.15%	\$0	2788	178	\$13,145.00	13	\$7,640.00	191	342				0	\$0.00	0	\$0.00	\$28,013.05
Northwest - Morco & Uninc. North	911	91.42%	\$0	1224	95	\$6,003.00	9	\$5,920.00	105	233				0	\$0.00	0	\$0.00	\$11,750.40
Northwest - Corona & Uninc. South	911	91.52%	\$0	1250	100	\$6,373.00	6	\$4,015.00	106	203				0	\$0.00	0	\$0.00	\$11,750.40
<b>Northwest Total</b>		<b>91.36%</b>	<b>\$0</b>	<b>5262</b>	<b>374</b>	<b>\$25,521.00</b>	<b>28</b>	<b>\$17,575.00</b>	<b>402</b>	<b>778</b>	<b>35%</b>	<b>0%</b>	<b>\$28,013.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,013.05</b>
Southwest - Temecula & Murietta	911	90.85%	\$0	1547	150	\$6,891.00	4	\$2,608.00	154	182				0	\$0.00	0	\$0.00	\$17,159.90
Southwest - LE, Menif, Wild, CL & Uninc.	911	93.24%	\$0	2176	143	\$8,377.00	4	\$2,312.00	147	241				0	\$0.00	0	\$0.00	\$17,159.90
<b>Southwest Total</b>		<b>91.92%</b>	<b>\$0</b>	<b>3723</b>	<b>293</b>	<b>\$15,268.00</b>	<b>8</b>	<b>\$4,920.00</b>	<b>301</b>	<b>426</b>	<b>15%</b>	<b>0%</b>	<b>\$17,159.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$17,159.90</b>
Central - Moreno Valley	911	94.65%	\$0	1421	75	\$4,430.00	1	\$800.00	76	139				0	\$0.00	0	\$0.00	\$5,538.50
Central - Perris & Uninc.	911	96.58%	\$0	902	81	\$4,631.00	4	\$2,015.00	85	146				0	\$0.00	0	\$0.00	\$5,538.50
<b>Central Total</b>		<b>93.87%</b>	<b>\$0</b>	<b>2323</b>	<b>156</b>	<b>\$9,061.00</b>	<b>5</b>	<b>\$2,815.00</b>	<b>161</b>	<b>285</b>	<b>50%</b>	<b>0%</b>	<b>\$5,538.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,538.50</b>
San Jacinto - Hemet	911	91.65%	\$0	1311	102	\$4,828.00	7	\$4,615.00	109	56				0	\$0.00	0	\$0.00	\$16,600.50
San Jacinto - San Jacinto & Uninc.	911	92.28%	\$0	1090	77	\$5,750.00	8	\$4,328.00	85	48				0	\$0.00	0	\$0.00	\$16,600.50
<b>San Jacinto Total</b>		<b>91.97%</b>	<b>\$0</b>	<b>2401</b>	<b>179</b>	<b>\$10,585.00</b>	<b>15</b>	<b>\$8,943.00</b>	<b>194</b>	<b>104</b>	<b>15%</b>	<b>0%</b>	<b>\$16,600.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,600.50</b>
Desert - Palm Springs & DHS	911	91.21%	\$0	1161	95	\$5,959.00	6	\$3,520.00	102	8				0	\$0.00	0	\$0.00	\$11,516.05
Desert - La Quinta, Coachella & Uninc.	911	93.95%	\$0	1249	75	\$5,212.00	5	\$3,015.00	80	10				0	\$0.00	0	\$0.00	\$11,516.05
<b>Desert Total</b>		<b>92.48%</b>	<b>\$0</b>	<b>2410</b>	<b>171</b>	<b>\$11,181.00</b>	<b>11</b>	<b>\$6,535.00</b>	<b>182</b>	<b>18</b>	<b>35%</b>	<b>0%</b>	<b>\$11,516.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,516.05</b>
Palo Verde - Palo Verde	911	94.54%	\$0	183	10	\$820.00	0	\$0.00	10	0				0	\$0.00	0	\$0.00	\$143.50
Palo Verde Total		<b>94.54%</b>	<b>\$0</b>	<b>183</b>	<b>10</b>	<b>\$820.00</b>	<b>0</b>	<b>\$0.00</b>	<b>10</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>\$143.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$143.50</b>
Pass - Pass	911	91.88%	\$0	1025	73	\$5,512.00	11	\$8,312.00	84	31				0	\$0.00	0	\$0.00	\$11,750.40
Pass Total		<b>91.88%</b>	<b>\$0</b>	<b>1025</b>	<b>73</b>	<b>\$5,512.00</b>	<b>11</b>	<b>\$8,312.00</b>	<b>84</b>	<b>31</b>	<b>15%</b>	<b>0%</b>	<b>\$11,750.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,750.40</b>
Mountain Plateau - Mountain	911	92.55%	\$0	94	5	\$650.00	2	\$1,504.00	7	2				0	\$0.00	0	\$0.00	\$1,530.10
Mountain Plateau Total		<b>92.55%</b>	<b>\$0</b>	<b>94</b>	<b>5</b>	<b>\$650.00</b>	<b>2</b>	<b>\$1,504.00</b>	<b>7</b>	<b>2</b>	<b>35%</b>	<b>0%</b>	<b>\$1,530.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,530.10</b>
<b>CountyWide Total</b>		<b>92.31%</b>	<b>\$0</b>	<b>17431</b>	<b>1261</b>	<b>\$70,551.00</b>	<b>80</b>	<b>\$50,680.00</b>	<b>1341</b>	<b>1644</b>	<b>0%</b>	<b>0%</b>	<b>\$92,653.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$92,653.90</b>

# FEBRUARY 2020 COMPLIANCE REPORT

Response Time Assessment																
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Delay Exemptions	County Wide Credit	Adjusted Late Response Fee	MDS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.52%		2646	189	9	\$5,624.00	198	361	347			0	0	\$0.00	\$0.00
Northwest - Parco & Univ. North	911	93.52%		1172	72	4	\$2,372.00	76	262	221			0	0	\$0.00	\$0.00
Northwest - Corona & Univ. South	911	92.59%		1106	85	4	\$2,372.00	89	180	171			0	0	\$0.00	\$0.00
<b>Redwood Total</b>		<b>92.73%</b>	<b>\$0</b>	<b>5824</b>	<b>346</b>	<b>17</b>	<b>\$19,368.00</b>	<b>363</b>	<b>793</b>	<b>729</b>	<b>0%</b>	<b>\$0,539.40</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,236.80</b>
Southwest - Temescal & Maricopa	911	98.88%		1371	130	6	\$3,220.00	136	166	169			0	0	\$0.00	\$0.00
Southwest - E. Mead, Wild, Cl & Univ.	911	91.87%		2043	159	7	\$4,816.00	166	185	172			0	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.87%</b>	<b>\$0</b>	<b>3414</b>	<b>289</b>	<b>13</b>	<b>\$8,036.00</b>	<b>302</b>	<b>351</b>	<b>339</b>	<b>0%</b>	<b>\$10,355.40</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$18,391.40</b>
Central - Moreno Valley	911	91.54%		1360	112	3	\$1,512.00	115	143	125			0	0	\$0.00	\$0.00
Central - Perris & Univ.	911	91.21%		816	71	6	\$3,220.00	77	121	111			0	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.45%</b>	<b>\$0</b>	<b>2176</b>	<b>183</b>	<b>9</b>	<b>\$4,732.00</b>	<b>192</b>	<b>264</b>	<b>236</b>	<b>0%</b>	<b>\$11,510.40</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,242.40</b>
San Jacinto - Hemet	911	92.37%		1271	90	7	\$3,624.00	97	47	47			0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Univ.	911	91.77%		1003	80	3	\$1,800.00	83	51	44			0	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>92.07%</b>	<b>\$0</b>	<b>2274</b>	<b>170</b>	<b>10</b>	<b>\$5,424.00</b>	<b>180</b>	<b>98</b>	<b>91</b>	<b>0%</b>	<b>\$11,320.40</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,744.40</b>
Desert - Palm Springs & DHS	911	90.62%		1162	106	5	\$3,408.00	111	12	11			0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Univ.	911	91.82%		1199	93	5	\$3,408.00	98	20	18			0	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.22%</b>	<b>\$0</b>	<b>2361</b>	<b>199</b>	<b>10</b>	<b>\$6,816.00</b>	<b>209</b>	<b>32</b>	<b>29</b>	<b>0%</b>	<b>\$16,640.80</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,640.80</b>
Palo Verde - Palo Verde	911	93.42%		162	7	3	\$3,724.00	10	0	0			0	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>91.42%</b>	<b>\$0</b>	<b>162</b>	<b>7</b>	<b>3</b>	<b>\$3,724.00</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>\$2,147.60</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,147.60</b>
Pass - Pass	911	92.11%		874	65	4	\$2,616.00	69	37	31			0	0	\$0.00	\$0.00
<b>Pass Total</b>		<b>92.11%</b>	<b>\$0</b>	<b>874</b>	<b>65</b>	<b>4</b>	<b>\$2,616.00</b>	<b>69</b>	<b>37</b>	<b>31</b>	<b>0%</b>	<b>\$3,063.60</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,063.60</b>
Mountain Plateau - Mountain	911	95.88%		91	2	2	\$1,000.00	4	0	0			0	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>		<b>95.88%</b>	<b>\$0</b>	<b>91</b>	<b>2</b>	<b>2</b>	<b>\$1,000.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>\$1,000.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,000.00</b>
<b>CountyWide Total</b>		<b>91.98%</b>	<b>\$0</b>	<b>16488</b>	<b>1261</b>	<b>68</b>	<b>\$42,280.00</b>	<b>1329</b>	<b>1500</b>	<b>1449</b>	<b>0%</b>	<b>\$85,486.15</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$85,486.15</b>

# MARCH 2020 COMPLIANCE REPORT

Response Time Assessment

Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses < 10 Min	Late Responses < 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	90.80%	0	2570	222	\$1,643.00	12	\$6,536.00	234	251	234	0%	\$1,433.40	0	\$0.00	0	\$0.00	\$1,433.40
Northwest - Morro & Uninc. North	911	91.56%	0	1196	96	\$6,156.00	5	\$2,520.00	101	149	149	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.94%	0	1181	100	\$8,925.00	7	\$3,824.00	107	155	142	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>	911	91.07%	0	4947	418	\$23,724.00	24	\$13,880.00	402	571	571	0%	\$1,433.40	0	\$0.00	0	\$0.00	\$1,433.40
Southwest - Temecula & Maricopa	911	90.30%	0	1227	117	\$6,367.00	1	\$400.00	118	117	111	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Southwest - I.E. Merrill, Wild, Cl & Uninc.	911	92.27%	0	1966	149	\$6,973.00	3	\$2,104.00	152	165	143	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>	911	91.54%	0	3193	266	\$13,339.00	4	\$2,504.00	270	282	254	0%	\$1,798.00	0	\$0.00	0	\$0.00	\$1,798.00
Central - Moreno Valley	911	92.80%	0	1413	107	\$6,108.00	6	\$3,520.00	113	132	119	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.84%	0	884	79	\$4,078.00	2	\$1,304.00	81	101	88	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>	911	91.80%	0	2297	186	\$10,186.00	8	\$4,824.00	194	231	207	0%	\$1,798.00	0	\$0.00	0	\$0.00	\$1,798.00
San Jacinto - Hemet	911	93.22%	0	1194	76	\$4,913.00	5	\$2,816.00	81	12	12	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	94.07%	0	969	47	\$1,975.00	6	\$3,520.00	53	16	9	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	911	93.70%	0	2163	123	\$6,888.00	11	\$6,336.00	134	28	21	0%	\$1,798.00	0	\$0.00	0	\$0.00	\$1,798.00
Desert - Palm Springs & DHS	911	93.40%	0	985	62	\$3,490.00	3	\$2,000.00	65	7	3	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.70%	0	1295	91	\$5,120.00	8	\$5,920.00	99	8	2	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>	911	92.57%	0	2180	153	\$8,610.00	11	\$7,920.00	164	15	5	0%	\$1,798.00	0	\$0.00	0	\$0.00	\$1,798.00
Palo Verde - Palo Verde	911	95.55%	0	148	5	\$300.00	1	\$800.00	6	1	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	911	95.55%	0	148	5	\$300.00	1	\$800.00	6	1	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	93.33%	0	865	54	\$2,956.00	3	\$1,512.00	57	10	1	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>	911	93.33%	0	865	54	\$2,956.00	3	\$1,512.00	57	10	1	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Mountain Plains - Mountain	911	95.00%	0	122	4	\$700.00	2	\$1,600.00	6	1	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plains Total</b>	911	95.00%	0	122	4	\$700.00	2	\$1,600.00	6	1	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Countywide Total</b>	911	92.80%	0	15905	1209	\$64,860.00	64	\$38,192.00	1273	1143	1018	0%	\$79,326.50	0	\$0.00	0	\$0.00	\$79,326.50
<b>TOTAL</b>																		
<b>\$79,326.50</b>																		

# APRIL 2020 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Official/Dad Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.53%		2207	182	5	\$3,016.00	187	175	137				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.80%		935	81	5	\$3,312.00	86	104	78				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.67%		997	99	4	\$2,312.00	93	105	86				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>		<b>91.16%</b>	<b>\$0</b>	<b>4139</b>	<b>362</b>	<b>14</b>	<b>\$8,640.00</b>	<b>365</b>	<b>394</b>	<b>301</b>	<b>15%</b>	<b>0%</b>	<b>\$26,027.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$26,027.70</b>
Southwest - Temecula & Murrieta	911	90.06%		896	98	1	\$900.00	99	130	80				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.21%		1745	133	3	\$1,512.00	136	150	100				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>		<b>91.63%</b>	<b>\$0</b>	<b>2741</b>	<b>231</b>	<b>4</b>	<b>\$2,312.00</b>	<b>235</b>	<b>280</b>	<b>180</b>	<b>15%</b>	<b>0%</b>	<b>\$10,174.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,174.50</b>
Central - Moreno Valley	911	91.80%		1244	99	3	\$1,898.00	102	90	72				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.81%		794	72	1	\$594.00	73	93	72				0	\$0.00	0	\$0.00	
<b>Central Total</b>		<b>91.41%</b>	<b>\$0</b>	<b>2038</b>	<b>171</b>	<b>4</b>	<b>\$2,312.00</b>	<b>175</b>	<b>183</b>	<b>144</b>	<b>15%</b>	<b>0%</b>	<b>\$9,265.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,265.05</b>
San Jacinto - Hemet	911	92.07%		1059	83	1	\$594.00	84	5	4				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.10%		888	75	4	\$2,016.00	79	16	10				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>		<b>91.63%</b>	<b>\$0</b>	<b>1947</b>	<b>158</b>	<b>5</b>	<b>\$2,520.00</b>	<b>163</b>	<b>21</b>	<b>14</b>	<b>15%</b>	<b>0%</b>	<b>\$9,105.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,105.90</b>
Desert - Palm Springs & DHS	911	90.96%		893	75	3	\$2,490.00	78	20	4				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.18%		1054	86	7	\$3,528.00	93	11	3				0	\$0.00	0	\$0.00	
<b>Desert Total</b>		<b>91.88%</b>	<b>\$0</b>	<b>1917</b>	<b>161</b>	<b>10</b>	<b>\$6,528.00</b>	<b>171</b>	<b>31</b>	<b>7</b>	<b>15%</b>	<b>0%</b>	<b>\$12,845.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,845.20</b>
Palo Verde - Palo Verde	911	96.88%		128	2	2	\$1,594.00	4	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>		<b>95.88%</b>	<b>\$0</b>	<b>128</b>	<b>2</b>	<b>2</b>	<b>\$1,594.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$1,594.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,594.00</b>
Pass - Pass	911	91.22%		831	68	5	\$2,520.00	73	8	4				0	\$0.00	0	\$0.00	
<b>Pass Total</b>		<b>91.22%</b>	<b>\$0</b>	<b>831</b>	<b>68</b>	<b>5</b>	<b>\$2,520.00</b>	<b>73</b>	<b>8</b>	<b>4</b>	<b>15%</b>	<b>0%</b>	<b>\$4,228.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,228.75</b>
Mountain Plateau - Mountain	911	97.87%		94	2	0	\$0.00	2	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>		<b>97.87%</b>	<b>\$0</b>	<b>94</b>	<b>2</b>	<b>0</b>	<b>\$0.00</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>CountyWide Total</b>		<b>91.41%</b>	<b>\$0</b>	<b>13835</b>	<b>1145</b>	<b>44</b>	<b>\$25,736.00</b>	<b>1188</b>	<b>917</b>	<b>650</b>	<b>0%</b>	<b>0%</b>	<b>\$73,887.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$73,887.70</b>



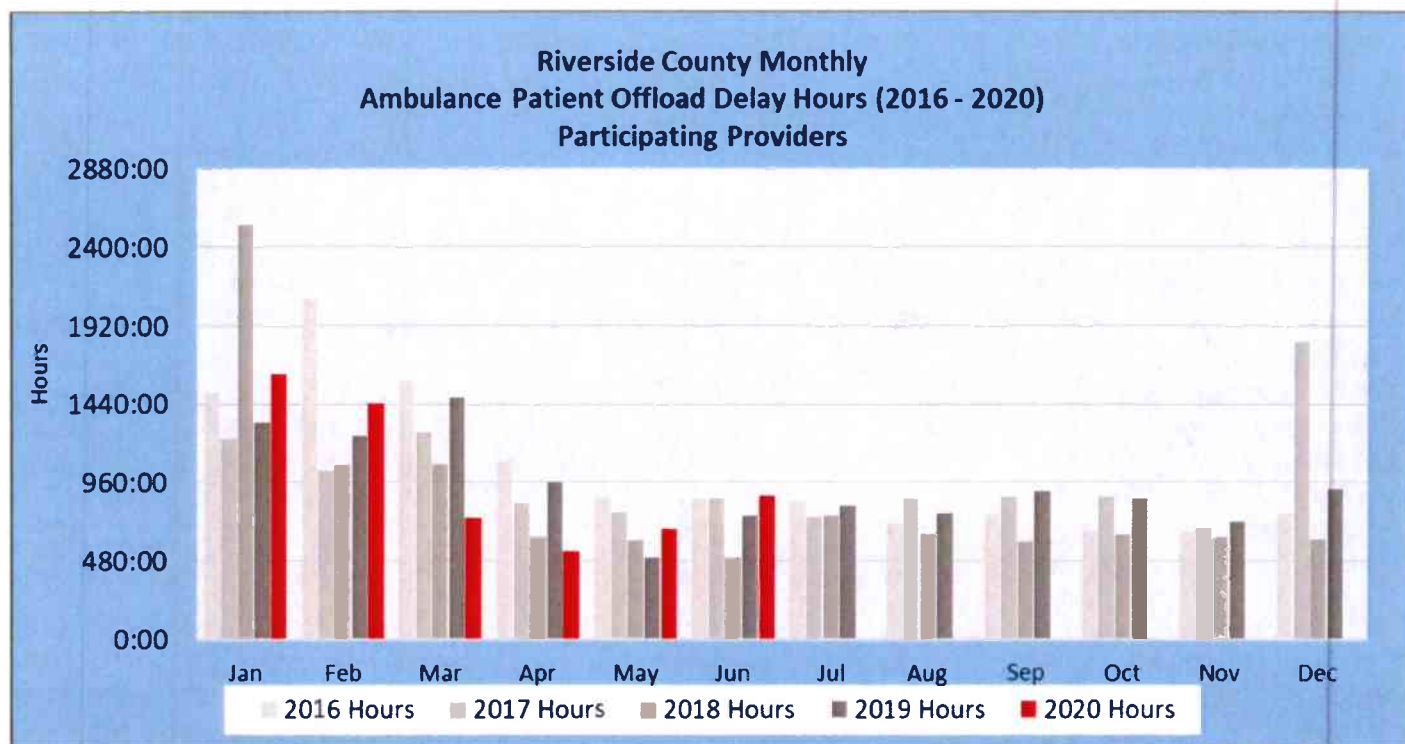
# MAY 2020 COMPLIANCE REPORT

Response Time Assessment																					
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Compliance Responses < 10 Min	Compliance Responses 10-19 Min	Compliance Responses > 19 Min	Compliance Responses > 19 Min Fee	Compliance Responses (TOTAL)	Law	Law Responses > 19 Min	Law Responses > 19 Min Fee	Law Responses (TOTAL)	Offroad Duty Exemptions	County With Credit	Adjusted Law Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.01%	236	236	236	0	0	\$504.00	236	0	0	\$0.00	236	141	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	911	91.05%	1068	96	0	0	\$0.00	\$0.00	96	0	0	\$0.00	96	107	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.75%	1067	93	5	0	\$3,312.00	\$0.00	98	113	0	\$0.00	113	103	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.03%</b>	<b>4461</b>	<b>322</b>	<b>5</b>	<b>0</b>	<b>\$3,312.00</b>	<b>\$0.00</b>	<b>427</b>	<b>427</b>	<b>0</b>	<b>\$0.00</b>	<b>427</b>	<b>351</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>
Southwest - Temecula & Maricopa	911	90.25%	1087	103	3	0	\$1,860.00	\$0.00	106	155	0	\$0.00	155	92	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menard, WML, CL & Uninc.	911	91.85%	1869	152	2	0	\$1,504.00	\$0.00	154	183	0	\$0.00	183	114	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.33%</b>	<b>2956</b>	<b>255</b>	<b>5</b>	<b>0</b>	<b>\$3,364.00</b>	<b>\$0.00</b>	<b>258</b>	<b>338</b>	<b>0</b>	<b>\$0.00</b>	<b>338</b>	<b>206</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>
Central - Moreno Valley	911	91.25%	1314	114	1	0	\$504.00	\$0.00	115	90	0	\$0.00	90	71	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.25%	907	71	8	0	\$6,020.00	\$0.00	79	99	0	\$0.00	99	84	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.27%</b>	<b>2221</b>	<b>185</b>	<b>9</b>	<b>0</b>	<b>\$6,524.00</b>	<b>\$0.00</b>	<b>194</b>	<b>189</b>	<b>0</b>	<b>\$0.00</b>	<b>189</b>	<b>155</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>
San Jacinto - Hemet	911	91.20%	1080	90	5	0	\$3,400.00	\$0.00	95	19	0	\$0.00	19	9	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.07%	963	83	3	0	\$1,512.00	\$0.00	86	20	0	\$0.00	20	4	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.14%</b>	<b>2043</b>	<b>173</b>	<b>8</b>	<b>0</b>	<b>\$4,912.00</b>	<b>\$0.00</b>	<b>181</b>	<b>39</b>	<b>0</b>	<b>\$0.00</b>	<b>39</b>	<b>13</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>
Desert - Palm Springs & DHS	911	90.25%	1028	83	10	0	\$6,824.00	\$0.00	93	42	0	\$0.00	42	14	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.25%	1136	82	9	0	\$6,120.00	\$0.00	91	25	0	\$0.00	25	7	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.20%</b>	<b>2164</b>	<b>165</b>	<b>19</b>	<b>0</b>	<b>\$12,944.00</b>	<b>\$0.00</b>	<b>184</b>	<b>67</b>	<b>0</b>	<b>\$0.00</b>	<b>67</b>	<b>21</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>
Palo Verde - Palo Verde	911	95.55%	179	5	3	0	\$2,304.00	\$0.00	8	0	0	\$0.00	0	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>95.65%</b>	<b>179</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>\$2,304.00</b>	<b>\$0.00</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</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>\$0.00</b>
Pass - Pass	911	91.25%	837	69	4	0	\$2,600.00	\$0.00	73	12	0	\$0.00	12	3	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>		<b>91.33%</b>	<b>837</b>	<b>69</b>	<b>4</b>	<b>0</b>	<b>\$2,600.00</b>	<b>\$0.00</b>	<b>73</b>	<b>12</b>	<b>0</b>	<b>\$0.00</b>	<b>12</b>	<b>3</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>
Mountain Pass - Mountain	911	90.25%	108	3	1	0	\$504.00	\$0.00	4	1	0	\$0.00	1	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Pass Total</b>		<b>90.33%</b>	<b>108</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>\$504.00</b>	<b>\$0.00</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>\$0.00</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>\$0.00</b>
<b>Compliance Total</b>		<b>91.13%</b>	<b>14869</b>	<b>1217</b>	<b>55</b>	<b>0</b>	<b>\$38,040.00</b>	<b>\$0.00</b>	<b>1302</b>	<b>1048</b>	<b>749</b>	<b>\$0.00</b>	<b>1048</b>	<b>749</b>	<b>0%</b>	<b>\$85,498.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$85,498.55</b>

# JUNE 2020 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses < 10 Min	Late Responses 10-15 Min	Late Responses > 15 Min	Late Responses (TOTAL)	Total Exemptions	Offical/Duty Exemptions	County Wide Credit	Adjusted Late Response Fee	MDS Count	MDS Fee	BLS Unit on 911 Call Count	BLS Unit Fee	Total Fee Assessment
Northwest - Riverside City	911	91.82%		2516	218	\$10,863.00	0	\$6,221.00	225	213	214		0	\$0.00	0	\$0.00	\$18,084.00
Northwest - Norco & Upland North	911	91.80%		1100	92	\$6,178.00	7	\$4,320.00	99	208	184		0	\$0.00	0	\$0.00	\$10,500.00
Northwest - Corona & Upland South	911	91.13%		1185	94	\$6,644.00	4	\$2,312.00	98	139	129		0	\$0.00	0	\$0.00	\$8,956.00
<b>Northwest Total</b>				4791	404	\$22,685.00	11	\$12,853.00	422	560	527	15%	0	\$0.00	0	\$0.00	\$35,438.00
Southwest - Temecula & Blythe	911	90.30%		1195	112	\$4,760.00	3	\$1,800.00	115	142	110		0	\$0.00	0	\$0.00	\$6,560.00
Southwest - E. Mendocino, CL & Upland	911	91.85%		2872	67	\$9,877.00	11	\$6,336.00	169	238	196		0	\$0.00	0	\$0.00	\$16,213.00
<b>Southwest Total</b>				4067	179	\$14,637.00	14	\$8,136.00	284	380	306	15%	0	\$0.00	0	\$0.00	\$24,373.00
Central - Moreno Valley	911	91.22%		1333	109	\$4,452.00	0	\$4,520.00	117	111	90		0	\$0.00	0	\$0.00	\$8,972.00
Central - Perris & Upland	911	90.79%		923	79	\$5,946.00	6	\$3,024.00	85	164	146		0	\$0.00	0	\$0.00	\$9,070.00
<b>Central Total</b>				2256	188	\$10,398.00	6	\$7,544.00	202	275	236	15%	0	\$0.00	0	\$0.00	\$18,042.00
San Jacinto - Menet	911	92.35%		1159	85	\$4,517.00	3	\$1,512.00	88	16	16		0	\$0.00	0	\$0.00	\$6,029.00
San Jacinto - San Jacinto & Upland	911	92.25%		1407	74	\$4,746.00	4	\$2,512.00	78	21	15		0	\$0.00	0	\$0.00	\$7,263.00
<b>San Jacinto Total</b>				2566	159	\$9,263.00	7	\$4,024.00	166	37	31	15%	0	\$0.00	0	\$0.00	\$13,287.00
Desert - Palm Springs & DHS	911	91.50%		1064	84	\$5,360.00	2	\$1,000.00	86	0	7		0	\$0.00	0	\$0.00	\$6,367.00
Desert - La Quinta, Coachella & Upland	911	91.79%		1254	92	\$5,871.00	11	\$9,720.00	103	14	0		0	\$0.00	0	\$0.00	\$15,591.00
<b>Desert Total</b>				2318	176	\$11,231.00	13	\$10,720.00	189	21	7	15%	0	\$0.00	0	\$0.00	\$21,012.00
Palo Verde - Palo Verde	911	91.83%		138	2	\$25.00	1	\$1,000.00	3	0	0		0	\$0.00	0	\$0.00	\$1,025.00
<b>Palo Verde Total</b>				138	2	\$25.00	1	\$1,000.00	3	0	0	100%	0	\$0.00	0	\$0.00	\$1,025.00
Pasadena - Pasadena	911	92.80%		922	71	\$4,658.00	3	\$1,800.00	74	24	4		0	\$0.00	0	\$0.00	\$6,462.00
<b>Pasadena Total</b>				922	71	\$4,658.00	3	\$1,800.00	74	24	4	25%	0	\$0.00	0	\$0.00	\$6,462.00
Mountain Plateau - Mountain	911	92.33%		118	7	\$718.00	2	\$1,800.00	9	1	1		0	\$0.00	0	\$0.00	\$2,519.00
<b>Mountain Plateau Total</b>				118	7	\$718.00	2	\$1,800.00	9	1	1	25%	0	\$0.00	0	\$0.00	\$2,519.00
<b>Compliance Total</b>				16988	1276	\$77,784.00	73	\$46,920.00	1349	332	1122	1%	0	\$0.00	0	\$0.00	\$124,704.00
<b>TOTAL</b>																<b>\$124,704.00</b>	

## AMBULANCE PATIENT OFFLOAD TIME



June 2020						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	664	285:05:10	59:26:24	197	70.3%	0:55:45
Desert Regional Med Ctr	1,082	276:17:55	48:50:47	91	91.6%	0:33:13
Eisenhower Health	1,119	180:50:08	4:55:11	14	98.7%	0:17:36
Hemet Valley Hospital	1,197	488:36:22	72:09:17	354	70.4%	0:44:49
Inland Valley Med Ctr	796	217:55:23	19:47:47	84	89.4%	0:34:56
JFK Hospital	595	91:50:16	<b>1:00:11</b>	7	<b>98.8%</b>	0:20:20
Kaiser Hospital Moreno Valley	239	73:58:39	12:22:28	28	88.3%	0:56:28
Kaiser Hospital Riverside	435	146:25:45	23:11:34	70	83.9%	0:53:44
Loma Linda Univ Med Ctr Mur	512	172:40:40	18:10:42	90	82.4%	0:37:51
Menifee Med Ctr	259	81:19:56	8:38:53	38	85.3%	0:41:06
Palo Verde Hospital	<b>163</b>	<b>21:25:31</b>	1:11:21	<b>5</b>	96.9%	<b>0:12:44</b>
Parkview Community Hospital	464	225:47:50	73:24:58	120	74.1%	<b>1:06:14</b>
Rancho Springs Med Ctr	363	90:40:03	2:52:46	23	93.7%	0:30:00
Riverside Community Hospital	1,218	<b>768:13:45</b>	<b>276:27:03</b>	<b>627</b>	<b>48.5%</b>	1:04:37
Riverside University Health System	<b>1,261</b>	414:04:41	32:04:01	183	85.5%	0:38:33
San Geronio Mem Hospital	488	140:57:45	8:26:16	36	92.6%	0:29:48
Temecula Valley Hospital	399	109:44:16	7:19:07	34	91.5%	0:35:28
<b>Grand Total</b>	<b>11,254</b>	<b>3785:54:05</b>	<b>670:18:46</b>	<b>2,001</b>	<b>82.2%</b>	<b>0:42:03</b>

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Max of		
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	737	332:24:42	89:11:52	222	166	273
Desert Regional Med Ctr	1,106	296:11:14	39:08:40	116	35	211
Eisenhower Health	1,234	205:11:19	4:33:50	20	13	30
Hemet Valley Hospital	<b>1,361</b>	614:53:14	126:16:25	457	311	624
Inland Valley Med Ctr	851	282:55:37	43:46:37	142	78	257
JFK Hospital	626	93:12:15	1:40:28	10	5	19
Kaiser Hospital Moreno Valley	296	110:07:20	25:42:41	55	25	87
Kaiser Hospital Riverside	490	189:47:51	42:52:18	103	44	162
Loma Linda Univ Med Ctr Mur	560	226:04:59	40:55:37	135	59	178
Menifee Med Ctr	309	127:47:44	30:01:41	72	26	103
Palo Verde Hospital	<b>158</b>	<b>15:57:21</b>	<b>0:23:18</b>	<b>2</b>	<b>0</b>	<b>5</b>
Parkview Community Hospital	535	226:34:37	57:39:25	131	67	254
Rancho Springs Med Ctr	443	121:40:52	9:01:29	42	23	68
Riverside Community Hospital	1,333	<b>822:41:26</b>	<b>290:12:26</b>	<b>659</b>	<b>506</b>	<b>772</b>
Riverside University Health System	1,339	476:09:18	53:10:58	250	99	392
San Gorgonio Mem Hospital	544	161:41:05	8:51:43	52	36	75
Temecula Valley Hospital	510	180:32:28	25:12:20	100	21	201

Average APOD and Compliance by Qtr Comparison									
	2019						2020		
	Qtr3			Qtr4			Qtr1		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	68%	255	110:02:55	71%	224	92:58:07	71%	225	101:15:09
Desert Regional Med Ctr	91%	95	22:48:27	90%	116	33:45:19	85%	171	58:07:55
Eisenhower Health	98%	20	2:38:55	99%	20	2:49:22	98%	23	3:54:34
Hemet Valley Hospital	66%	489	128:48:02	69%	448	101:35:18	59%	569	216:19:22
Inland Valley Med Ctr	82%	161	39:07:10	84%	144	48:34:46	79%	190	75:24:12
JFK Hospital	99%	9	2:03:27	99%	7	0:49:45	98%	12	2:08:05
Kaiser Hospital Riverside	83%	87	29:59:36	75%	128	53:48:44	75%	129	66:44:11
Loma Linda Univ Med Ctr Mur	73%	166	42:22:50	71%	166	61:22:53	75%	139	48:45:49
Menifee Med Ctr	77%	79	31:24:07	71%	89	41:33:07	74%	89	42:11:39
Palo Verde Hospital	100%	1	0:00:36	99%	1	0:09:16	98%	4	0:35:36
Parkview Community Hospital	82%	101	28:28:05	81%	102	26:33:13	67%	198	105:35:06
Rancho Springs Med Ctr	91%	39	7:17:02	90%	48	9:50:19	89%	58	15:42:20
Riverside Community Hospital	52%	677	288:56:28	56%	622	214:44:25	45%	743	376:03:28
Riverside University Health System	82%	244	49:31:55	77%	314	68:12:46	81%	270	64:54:12
San Gorgonio Mem Hospital	90%	56	9:25:03	88%	66	9:30:42	91%	48	8:42:22
Temecula Valley Hospital	83%	94	19:11:40	75%	140	38:43:23	75%	142	40:40:50
	<b>80%</b>	<b>161</b>	<b>50:45:24</b>	<b>79%</b>	<b>165</b>	<b>50:18:50</b>	<b>77%</b>	<b>188</b>	<b>76:41:33</b>

Average Transports and APODs at ETS: 3-Quarter Comparison									
	2019			2020					
	Qtr3			Qtr4			Qtr1		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	62%	166	45:56:42	60%	168	48:06:26	58%	174	44:39:28

## 2020-2021 Annual Performance Report and recommendation for granting a one (1) year 'earned extension' to the term of the agreement (#15-097) with American Medical Response (AMR).

**Date:** July 20, 2022

### **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 sixth-year performance period of the agreement commenced on July 1, 2020, and finished on June 30, 2021. According to the terms of the agreement, AMR may submit a written request for a one (1) year 'earned extension' each year following the first full year of the agreement. To qualify for an earned extension, AMR must submit the annual performance report to the Riverside County EMS Agency (REMSA) and request the one (1) year earned extension by September 1, 2021. REMSA received AMR's request accompanied by their annual performance report on September 1, 2021.

The annual performance report must include (1) evidence of compliance with the agreement provisions, (2) achievement of response time performance of at least 91% in all response time zones for at least nine months, (3) evidence of completed system enhancements for the finished year, and (4) a written agreement with REMSA for planned EMS system enhancements for the next performance period. The request may also include a rate increase request to cover the cost of system enhancements for the current year that exceeds \$250,000.

### **DETERMINATION OF CONTRACTOR (AMR) ELIGIBILITY**

REMSA has reviewed AMR's annual report submission and all 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. REMSA utilized the following to determine that AMR has met the terms of the agreement to grant a one-year renewal:

- 2020/2021 AMR Annual Report
  - Exhibit A: **Completed** System Enhancements: 2020/2021 - (Page 8)
  - Exhibit B: **Planned** System Enhancements: 2021/2022 - (Page 9)
  - Attachment 1: 2020/2021 AMR Compliance Review Matrix
  - Attachment 2: 2020/2021 AMR Annual Response Time Report

The AMR Annual Report, Compliance Review Matrix, and Response Time Report supply the information collected by REMSA to determine AMR's compliance with the agreement provisions. The performance period reviewed by REMSA is the sixth year of the agreement, which ran from July 1, 2020, through June 30, 2021. The following summarizes key performance areas of the agreement during that performance period.

## RESPONSES, TRANSPORTS, AND COMPLIANCE

AMR responded to 205,553 Emergency Medical Service (EMS) 9-1-1 calls during this performance period and transported 136,220 patients to hospitals (66.3% transport percentage). Compared to the previous performance period, this was a 6.4.% increase in 9-1-1 response volume and a 2.3% increase in patient transport. Ambulance response and transport volume were elevated throughout this performance period. During the months of December and January, the 9-1-1 response volume was 18% higher than the previous year and set a new all-time record for response volume.

2020-2021	Response	Transports	Transport %
<b>Q1 - Total</b>	50,565	33,830	<b>66.9%</b>
<b>Q1 - Percent of Year</b>	24.6%	24.8%	
<b>Q2 - Total</b>	52,470	34,697	<b>66.1%</b>
<b>Q2 - Percent of Year</b>	25.5%	25.5%	
<b>Q3 - Total</b>	50,283	32,720	<b>65.1%</b>
<b>Q3 - Percent of Year</b>	24.5%	24.0%	
<b>Q4 - Total</b>	52,235	34,973	<b>67.0%</b>
<b>Q4 - Percent of Year</b>	25.4%	25.7%	
<b>Total</b>	<b>205,553</b>	<b>136,220</b>	<b>66.3%</b>

AMR's actual staffed ambulance unit hours fell below scheduled unit hours by 6.4% during this performance period. AMR was below the scheduled unit hours every month, averaging 3,000 unit hours below plan each month. COVID-19 had a significant impact on all healthcare staffing throughout the state and nation.

Month	Scheduled Unit Hours	Actual Unit Hours	S/A Variance	S/A Variance %
Q1	141,312	133,292	-8,020	-5.7%
Q2	141,312	131,247	-10,065	-7.1%
Q3	138,240	129,001	-9,239	-6.7%
Q4	139,776	131,413	-8,363	-6.0%
<b>FY 2020/21</b>	<b>560,640</b>	<b>524,953</b>	<b>-35,687</b>	<b>-6.4%</b>

AMR's average monthly response exemptions increased by 93.3% over the previous year. Ambulance Patient Offload Delay (APOD) was the primary reason for response exemptions. APOD exemptions represented 91.9% (26,328) of all exempted responses (28,647). APOD occurrences prevent EMS crews from responding quickly to 9-1-1 medical emergencies. In total exempted responses represent 14% of all 9-1-1 responses for this performance period. Approximately 25% (34,540) of all transported patients were delayed upon arrival at the hospital for 30 minutes or greater, which is a 10% increase from the previous year. In total, APOD delays at the hospital reached 15,429, a 41.6% increase from the previous year.

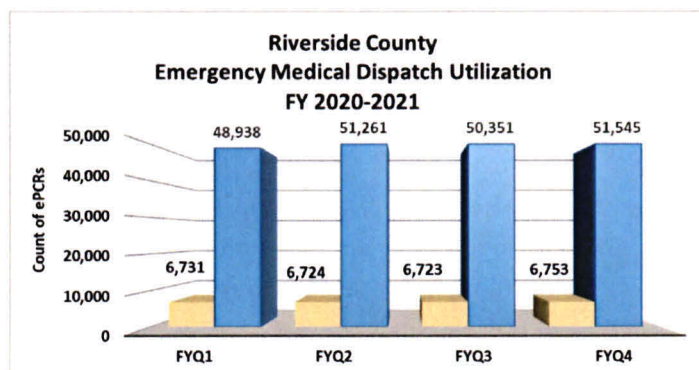
AMR met or exceeded the 90% required response time compliance in all response time zones throughout the performance period. In addition, AMR met or exceeded the 91% enhanced response time criteria in all response time zones for nine months of the performance period (See Attachment 2).

## OPERATIONS AND EMERGENCY MEDICAL DISPATCH

AMR continuously supported the COVID-19 response efforts and provided the Riverside County Medical Health Operational Area Coordinator (MHOAC) program with over 60,000 hours of non-traditional, non-ambulance emergency response teams. AMR personnel assigned to the SOS and QRT teams supported and educated skilled nursing facilities, which develop resiliency and mitigated unnecessary patient movement. AMR personnel assigned to the screening and vaccine teams assisted the countywide initiative to distribute the vaccines to first responders, healthcare personnel and the public.

COVID-19 Response Team Description:	AMR Staff Hours
- <b>Skilled Nursing Operational Strike Teams (SOS)</b> were deployed and utilized to educate clinicians on proper PPE usage to reduce the spread of the virus.	5,423
- <b>Quick Response Teams (QRT)</b> were designed and used as on-call (24/7) response teams of EMS personnel to assist and augment health care facilities with staffing challenges.	17,472
- <b>Screening Teams</b> were utilized to support over 5 Covid-19 testing locations.	36,379
- <b>Vaccine Clinic Teams</b> were activated to administer over 3,600 vaccines.	1,420
<b>Total Staff Hours</b>	<b>60,694</b>

Further enhancing EMS service delivery, the Riverside County Fire Department (RVC Fire) continues to utilize Emergency Medical Dispatch (EMD) with Medical Priority Dispatching System (MPDS) to process and manage 9-1-1 calls. EMD with MPDS provides helpful caller engagement, including pre-arrival instructions and appropriate resource prioritization. Additionally, MPDS determines and triages the priority of response based on clinical science; for specific low-priority 9-1-1 calls, it is medically safe for a low-priority response without red lights and siren (Code 2). In partnership with AMR, this system enhancement allows AMR ambulances to be prioritized and assigned 9-1-1 calls based on their MPDS-determined priority. At this phase of implementation, the MPDS program at RVC Fire determines call priority and directs a Code 2 response for AMR ambulances to low-priority determined calls. For this performance period, AMR was dispatched and responded to 9% of all 9-1-1 calls in Code 2 mode. In Riverside County, most Public Safety Answering Points (PSAP) already have approved EMD programs and processed 88.24% (202,095) of all (229,026) EMS 9-1-1 calls utilizing EMD at some level. At this time not all providers are not capable of modifying resource response mode in accordance with EMD, and in those jurisdictions, AMR is not permitted to respond to Code 2.



## CLINICAL DATA COLLECTION AND REPORT

During this performance period, AMR submitted 212,783 ePCRs to the Riverside County EMS Information System (REMSIS) for review and analysis. Throughout the Pandemic REMSIS was utilized to monitor and report on EMS responses and transports. The reports were made available to EMS system stakeholders to improve situational awareness.

### AMR Divisions

2020-21	Desert Cities	Hemet	Riverside	Total
Q1 - ePCRs	8,965	9,859	33,379	52,203
Q2 - ePCRs	9,618	10,342	33,984	53,944
Q3 - ePCRs	9,398	9,497	32,450	51,345
Q4 - ePCRs	10,094	10,700	34,497	55,291
<b>TOTAL</b>	<b>38,075</b>	<b>40,398</b>	<b>134,310</b>	<b>212,783</b>

The AMR records collected by REMSA were submitted to the California EMS Authority (EMSA) for inclusion in the California EMS Information System (CEMSIS) to improve Statewide decision-making related to the pandemic. REMSA also included AMR's data in the California Core Measures report, subsequently submitted to EMSA on September 18, 2020.

## WORKFORCE SATISFACTION AND TURNOVER

AMR's turnover survey results were reviewed and verified by REMSA staff. AMR employee turnover by a quarter during the performance period was July-Sept 7.31%, Oct-Dec 6.39%, Jan-Mar 7.27%, and Apr-Jun 6.69%. The top 3 primary reasons for separation, according to survey results provided to REMSA, were: Job with the Fire Department 10%, career advancement 27%, and return to school 9%.

AMR Employee Turnover	2018-19	2019-20	2020-21
Q1	5.8%	9.8%	7.31%
Q2	3.9%	5.5%	6.39%
Q3	5.1%	6.3%	7.27%
Q4	3.9%	5.1%	9.69%

Turnover has increased significantly compared to the pre-covid performance period, and AMR continues to escalate recruiting and retention strategies. AMR continued to offer paramedic scholarships, sign-on bonuses, paramedic upgrade bonuses, and in certain locations relocation bonuses to attract candidates. During this performance period "career advancement" was the number one cause of turnover. Typically "Job with the fire department" is the primary cause for turnover.

## EMPLOYEE INJURIES AND EXPOSURES

During the performance period, AMR reported 16,476 work hours lost with employees unable to work due to COVID-19 illness, isolation, and or quarantine. These incidents represent the majority (49.33%) of reportable injuries/exposures. Sprain/strains are the second highest cause of reportable injury/exposures representing 31.24% of all injuries and exposures.



## CUSTOMER SERVICE AND PATIENT SATISFACTION

AMR continues to utilize a patient satisfaction survey that is conducted by a third-party vendor, "EMS SURVEY TEAM." A percentage of patients are randomly selected and surveyed each month. The data is analyzed the vendor generates the reports monthly and or quarterly. The reports include customer satisfaction scoring relating to dispatch, ambulance, personnel, and office performance. The report also includes AMR's overall mean score and performance compared to similar companies.

5 Highest Score	AMR Riverside	National Benchmark
Medics' concern for your privacy	95.91%	94.27%
Extent to which medics cared for you as a person	95.62%	94.96%
Skill of the person driving the ambulance	95.45%	94.48%
Skill of the medics	94.91%	95.10%
Helpfulness of the person you called for ambulance service	94.52%	93.77%
5 Lowest Score		
Professionalism of the staff in our billing office	87.31%	89.80%
Willingness of the staff in our billing office to address your needs	88.33%	89.61%
Extent to which the services received were worth the fees charged	88.39%	89.64%
Likelihood of recommending this ambulance service to others	89.66%	94.04%
Comfort of the ride	90.55%	88.58%

AMR reported 362 billing complaints for this performance period, which is a 10% reduction from the previous year and all complaints have been resolved. The top three billing complaints were (1) The wrong patient was billed, (2) Cash or refund issue, and (3) Insurance on file was not billed.

## VEHICLE PERFORMANCE AND SAFETY

AMR vehicles drove 6,429,779 miles during the performance period and there were 14 vehicle contacts (accidents), which is one vehicle contact per 459,270 miles driven. This is a 13.6% decrease in miles driven per contact compared to the previous year. AMR has upgraded 100% of the ambulance fleet to Type III ambulances and will maintain this fleet to keep the primary service vehicles below 250,000 miles. Additionally, AMR continues to operate three fleet maintenance shops within the County: Riverside, Menifee, and Palm Springs.

## HIGH USERS OF 9-1-1 SERVICES

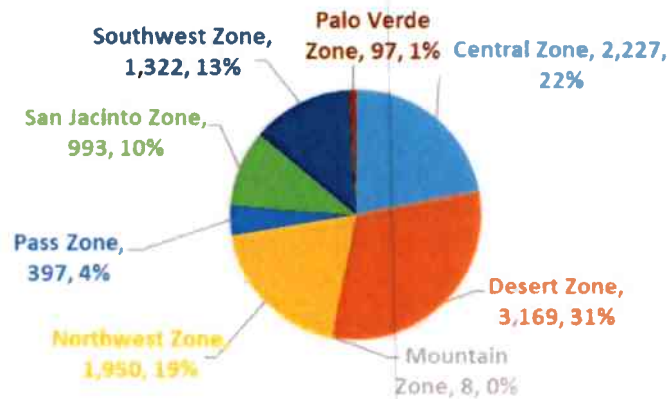
AMR has developed a program that identifies individuals who are repeated heavy users of 9-1-1 services. This effort identifies individuals who may benefit from alternative services or education that would lessen the use of the 9-1-1 system due to chronic medical conditions. Additionally, it identifies opportunities for improving EMS system efficiency and reducing costs. In the current performance year, AMR identified 231 individuals to be high users of the 9-1-1 system. Individuals identified as part of this program are contacted and informed about other county services and programs that may be beneficial to their needs.

<b>Patients with a minimum of 5 responses per month</b>	<b>231</b>
Total Patients with 5 responses per month for 10+ months	1
Total Patients with 5 responses per month for 7-9 months	5
Total Patients with 5 responses per month for 4-6 months	11
Total Patients with 5 responses per month for 2-3 months	49
Total Patients with 5 responses per month for 1 month	165

**SERVICES FOR MENTAL HEALTH PATIENTS**

During the performance period, AMR transported 10,163 patients on WIC 5150 holds. This is a 4.72% decrease (503 patients) in 5150 types of transport from the previous performance period. 67% of these patients were transported from healthcare facilities, and 33% were transported from the field at the request of law enforcement or fire agencies.

**FY 2020/21 AMR 5150 TRANSPORTS**



AMR provides ambulance transportation for mental health patients 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.

**COMMUNITY EDUCATION AND INVOLVEMENT**

During this performance period, AMR only provided 820 hours of community education and support across Riverside County. This decrease in service hours was authorized as part of MHOAC resource triage and prioritization. AMR staff, all available, we assigned to ambulance service or part of the COVID-19 special response teams. AMR remains committed to community education and engagement and will resume service as prioritized by REMSA.

Healthcare Education	Hours	Public Education	Hours	Tactical Support	Hours
NW Zone:		NW Zone:		Riverside County Sheriff's	700
SW Zone:		SW Zone:		Hemet Police/Murrieta	20
San Jacinto Zone:		San Jacinto Zone:		FBI	65
Desert Zone:		Desert Zone:		Homeland Security	5
Central Zone:		Central Zone:		DEA	0
Palo Verde Zone:		Palo Verde Zone:		Desert SWAT	30
Riverside County:		Riverside County:		Indio Police	
Subtotal	0	Subtotal	0	Subtotal	820
					<b>TOTAL 820</b>

## FINANCIAL PERFORMANCE

AMR's fiscal year runs concurrently with the calendar year, making financial reporting by AMR's fiscal year misaligned with the agreement performance period. However, throughout the performance period, REMSA receives preliminary quarterly financial statements. For AMR's fiscal year 2020, AMR provided an audited annual financial statement to REMSA for review. The financial statement reported net revenue of \$102,089,706 and operating expenses of \$92,893,864. Earnings before income tax and interest were \$9,195,842; taxes were \$2,575,640; and total profit was \$6,620,202. Total profit as a percentage of net revenue was 6.5%.

2016-2021	2016	2017	2018	2019	2020
Net Revenue	124,368,557	130,288,845	136,181,476	109,302,915	102,089,706
Operations Expenses	116,471,640	120,902,826	133,346,722	91,437,449	92,893,864
EBITDA	7,896,917	9,386,019	2,834,754	17,865,466	9,195,842
Taxes	4,662,320	3,841,039	799,974	5,008,554	2,575,640
Profit	3,234,597	5,544,980	2,034,780	12,856,912	6,620,202
Revenue %	2.50%	4.30%	1.50%	11.80%	6.50%

## SERVICE RATES

Per Exhibit 13 of the agreement, AMR requested and was granted a rate increase of 9.34%, effective July 1, 2020. This increase was based upon the Annual Consumer Price Index (CPI) of 3.0% and considering AMR's collection rate of 26.76%. The rates changed as follows:

	2019/2020 Rates	2020/2021
<i>ALS and BLS Rate</i>	1,855.41	2,028.71
<i>Mileage</i>	45.12	48.33
<i>Oxygen</i>	192.97	211.00
<i>Night Charge</i>	211.01	230.72
<i>Dry Run with Patient Care</i>	288.38	315.32

## RATE INCREASE FOR PLANNED SYSTEM ENHANCEMENTS

The terms of the current agreement require that AMR provide the first \$250,000 in annual system enhancements at their cost and may request a rate increase to cover the balance of the cost of the agreed-upon system enhancements. REMSA negotiated the PLANNED system enhancements to be completed by AMR during the 2021-2022 performance period. These planned enhancements totaled \$390,000. AMR has not requested a rate increase to cover this difference in cost.

## 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, 2021. REMSA has completed a review of the sixth year of performance and has determined that AMR has met or exceeded all criteria within the agreement to grant a one (1) year earned extension. The one (1) year renewal would extend the 9-1-1 Advance Life Support (ALS) emergency ambulance service until June 30, 2026.

**EXHIBIT A:**  
**COMPLETED SYSTEM ENHANCEMENTS (2020/2021)**

<b>COMPLETED SYSTEM ENHANCEMENTS (2020/2021)</b>	<b>Cost</b>
<b>Ongoing</b> - Ambulance Fleet Upgrade - Upgrade contractor's fleet to 100% Type III vehicles.	\$1,000,000
<u>During the 2020/21 performance period, AMR has completed the following technology upgrades:</u>	
<ul style="list-style-type: none"> <li>• Pager to Cellphone upgrades</li> <li>• ALV Modem upgrades</li> <li>• Mobile Data Terminal upgrades</li> <li>• TriTech CAD upgrade</li> <li>• Cisco upgrades</li> <li>• ImageTrend ePCR device upgrades</li> <li>• Cardiac Monitors upgrades</li> </ul>	\$14,000 \$14,000 \$15,000 \$10,000 \$16,000 \$9,000 \$50,000
<p><b>AMR Mobile Training Unit (MTU) – Ongoing:</b> AMR continues to operate the MTU which is equipped with a high-fidelity manikin to simulate more realistic training scenarios. The MTU is available to EMS system partners and AMR personnel. The unit also contains cameras and monitors to allow students to watch interactions outside of the vehicle to enhance the student experience. Further, it is stocked with two CPR manikins designed to test and provide feedback to healthcare professionals on effective CPR.</p>	\$15,000
<p><b>Citizen CPR Training Unit (CTU) – Ongoing:</b> AMR has two (2) dedicated CTUs, fully stocked with all supplies necessary to conduct compression-only training for any group or organization. AMR has hired a full-time CPR coordinator to do community outreach and schedule training classes, including a dedicated CPR training-phoneline for the community to schedule classes.</p>	\$110,000
<p><b>Advanced Vehicle Location (AVL) Technology Partnership – Ongoing:</b> The Mountain Zone closest unit response program/policy: AMR provides ambulance/vehicle tracking services to Idyllwild Fire Protection District's ambulance including AVL equipment to improve 9-1-1 ambulance service delivery within the entire Mountain Zone. AMR monitors the location and movement of ambulances in the Mountain Zone to facilitate the closest ambulance response. Currently, IFPD has modems installed in its four primary ambulances. AMR estimates a revenue reduction of \$178,000 related to patient transports that IFPD will now provide.</p>	\$181,600
<p><b>ET3 Telemedicine and Alternate Destination – NEW:</b> AMR was selected by the Centers for Medicare/Medical Services to participate in their ET3 pilot project. This program allows for the transport of patients to alternative destinations and provides telemedicine to appropriate patients who are low acuity but have accessed the 911 system. The project is designed to utilize healthcare destinations and assessment modalities that will increase efficiencies and reduce overall healthcare costs while enhancing the patient experience.</p>	\$150,000
<b>Total</b>	<b>\$1,584,600</b>

**EXHIBIT B:**  
**PLANNED SYSTEM ENHANCEMENTS (2021/2022)**

<b>PLANNED SYSTEM ENHANCEMENTS (2021/2022)</b>	<b>Cost</b>
<p>During the 2021/22 performance period, AMR has planned the following technology upgrades:</p> <ul style="list-style-type: none"> <li>• CAD to CAD interface upgrade Palm Springs Fire</li> </ul>	
	\$45,000
<p><b>Electric Vehicles - <u>New</u>:</b> AMR is committed to working on a transition away from our dependence on non-renewable resources to clean, sustainable energy sources.</p> <ul style="list-style-type: none"> <li>– AMR is planning to purchase one of the nation’s first all-electric ambulances.</li> <li>– AMR is also planning to purchase an all-electric Supervisor (Ford Mustang Mach-E) vehicle.</li> </ul>	
	\$255,000
<p><b>Community Assessment and Transport Team (CATT) Pilot Program – <u>New</u>:</b> AMR, in cooperation with Riverside County Behavioral Health, reached a tentative agreement for a 5150-response unit. This unit will be utilized as a scene response unit for law enforcement to avoid the 5150 and transport the patient to a voluntary treatment center to avoid unnecessary hospitalizations.</p>	
	\$90,000
<b>Total</b>	<b>\$390,000</b>

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
Article 2.2	Meet 91% response time performance in all RTZs for at least nine (9) non-consecutive months of the preceding contract year.	All RTZs achieved 91% for at least 9 months. Mountain, Palo Verde, Pass, and San Jacin+H2:H74to zone achieved 91% during all 12 months. The Central, Desert, Northwest, and Southwest zones were < 91% during 1 reporting month.
Article 6.1	Required licensing and permits	Licenses and permits are up to date for 2021. Verified by REMSA staff during a compliance review.
Article 8.1	Subcontract for work or services to have prior written approval of County Contract Administrator.	No Changes during the 20/21 contract period: The Contractor holds public/private partnership agreements with the City of Riverside and the City of Corona, these agreements were completed in 2015. The Contractor does not hold any subcontracts for ambulance services.
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.	<p>Concurrently, the Contractor provides real-time access to their digital computer-aided dispatch (CAD) system. This real-time access confirms continuous service provision. Retrospectively, the Contractor submits response data upon call completion and in Monthly Compliance Reports. The Contractor also complies with electronic patient care record (ePCRs) reporting requirements.</p> <p><b>Total 911 Ambulance Responses: 205,553</b>  <b>Total 911 Ambulance Transports: 136,220</b>  <b>Total ePCRs Submitted: 212,783</b></p>
3.2	The Contractor shall provide ground ALS emergency ambulance services for the exclusive operating areas and non-exclusive operating areas as stated in Attachments 1 & 2.	<p>Deployment plan, staffing schedule, and actual unit hours for all service areas verified by REMSA staff. All ALS ambulances meet the criteria as outlined in Riverside County Ordinance 756.</p> <p>During the later phases of the COVID-19 pandemic, the contractor continued to provide supplemental emergency services, even with high numbers of exposed, sick, and guaranteed employees.</p> <p><b>- Skilled Nursing Operational Strike Team (SOS) – 5,423 hours</b>  <b>- Quick Response Team (QRT) – 17,472 hours</b>  <b>- Screening Team - 36,379 hours</b>  <b>- Vaccine Clinic – 1,420 staffing hours</b></p> <p>Additionally, during the same contract period, the Contractor went through Commission on Accreditation of Ambulance Services (CAAS) Accreditation review and successfully renewed its Certification on May 01, 2021. The contractor has maintained compliance with the national standards of CAAS continuously during the term of this agreement.</p>
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	The Contractor does not hold any subcontracts for ambulance services. During this contract period, the Contractor made requests for 9-1-1 backup support, however, none of the non-emergency ambulance providers had the capacity or staffing to assist.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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.	<p>The Contractor operates 3 main divisions (Desert Cities, Riverside, and Hemet). Ambulance deployment, management, stations, infrastructure, training, and administrative support services are available 24/365 with emergency backup power and supplies. Site inspections are conducted as part of the ambulance permitting process.</p> <p>During this contract period, no site inspections were physically conducted. The inspection was virtual, and compliance was achieved by the Contractor maintaining service provisions continuously throughout the COVID-19 pandemic.</p>
3.5.2	Establish and maintain an administrative headquarters for Riverside County operations.	The Contractor Administrative Headquarters is located at 879 Marlborough Ave, Riverside, CA 92507. Visited and verified by REMSA staff multiple times annually.
3.5.3	Maintain a communications center for system status management and dispatch of ALS emergency ambulances.	Co-located at the Administrative Headquarters in Riverside, the Contractors Dispatch Center received and handles all ambulance resource dispatch and coordination. Communication center is inspected by REMSA staff at least annually.
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.	<p>Plan reviewed and approved by REMSA staff. VOIP back-up plan is in place. Digital CAD links have been established with the:</p> <ul style="list-style-type: none"> <li><b>City of Riverside Fire Department</b></li> <li><b>City of Corona Fire Department</b></li> <li><b>City of Murrieta Fire Department</b></li> <li><b>City of Hemet Fire Department</b></li> <li><b>Riverside County Fire Department</b></li> </ul> <p>Contractor is working with the <b>Palm Springs Fire Department</b> to implement CAD links and participating in the Countywide CAD-to-CAD project.</p>
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.
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.	<p>AMR deployed and staffed ambulance unit hours fell below planned unit hours by 6.4% during the performance period. However, only the fourth quarter was below plan, coinciding with the notable (15%) decrease in 9-1-1 call volume. In coordination with the MHOAC program, available AMR personnel were assigned to supplement emergent non-transport priorities. Additionally, AMR still reported an increase of 0.8 % in staffed ambulance unit hours from the previous year.</p> <p>Additionally, AMR has deployed the Operational Performance Analytics Program (OPAP) to enhance analyses of demand and staffing. OPAP allows AMR to strategize and anticipate necessary staffing deployment during seasonal fluctuations, which was especially helpful during COVID-19 crisis.</p>
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.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
3.9	Contractor may provide non-transport special EMS programs as approved by REMSA.	Active and Non-transport programs include: <b>Tactical EMS Team Program</b> <b>Bicycle EMS Program</b> <b>Pine Cove Community Service Program</b> <b>Honor Guard</b>  Approved special event medical services include: <b>Stagecoach Festival</b> <b>Coachella Valley Music and Arts Festival</b> <b>March Air Show</b> <b>Riverside Air Show</b> <b>University of California Riverside: Block Party, Spring Splash, and Winter Solstice</b>  All large-scale special events are coordinated under REMSA special event policies. Prior to the events the medical plans were provided to REMSA for review and approval. However, all above events were cancelled due to ongoing COVID-19 pandemic.
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. Cardiac monitors, transport ventilators, mobile data computers, modems and radios were replaced during the performance period. Additionally, Contractor implemented Trittech and Cisco refresh and cellphones were purchased to replace pagers to achieve system improvement goals.
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 actively participates in all Medical Health Operational Area Coordinator (MHOAC) events and exercises. Contractor has Surge Plan and Operational Guideline in place. Contractor reserve ambulance fleet verified by REMSA staff. Contractor provided several Ambulance Strike Teams (AST) to aid in COVID-19 pandemic. Contractor also provided resources for several COVID-19 related events including, Screenings, Operational Strike teams, Quick Response Teams and Vaccine Clinics. The Disaster Medical Support Unit (DMSU) and ASTs were made available for event medical support, drills, and exercises.
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.
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.
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.	The AMR Medical Advisor is Dr. William Seth Dukes - in addition to his role as the medical advisor, he also serves as the Chairperson of the Prehospital Medical Advisory Committee (PMAC). He is actively engaged and participative in



ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
4.8	Contractor shall develop and implement a comprehensive Patient Satisfaction Program for services provided to patients in the Riverside County EMS System.	Contractor has implemented newly designed Patient Satisfaction Survey process. A percentage of patients from each division are randomly selected each month. The survey data is provided to third party vendor who generates survey reports on monthly basis. The report includes but not limited to key demographics, customer satisfaction scoring relating to dispatch, ambulance, medic, and office performance. Report also includes Contractors overall mean score and performance compared against similar companies. Patient satisfaction survey reviewed by REMSA staff and is to be retained on file by AMR.
4.9	Clinical Education and Training Program to be developed and implemented by Contractor using contemporary performance-based methods and processes. Program shall be linked to the Contractor's CQI program and congruent with EQIP.	Program updated and approved in 2020: AMR continues to provide industry leading CQI, communicates well with REMSA staff, and is also compliant with the utilization of the Riverside County EMS Information System (REMSIS) electronic patient care record (ePCR) solution.
5.2.1	Contractor shall meet the response time standards, as described in Exhibit 5-A, a minimum of 90% of the time.	Response time reports received, reviewed, and validated by REMSA Staff. Compliance Review Reports provided to EMS system stakeholders at the EMS Administrative zone meetings. The contractor exceeded 90% in all zones throughout the performance period. Additionally, AMR also complies with the real-time unitization of the FirstWatch Online Compliance Utility (OCU).  <b>2020/21 Compliance Review Report:</b> <a href="http://remsa.us/documents/compliance/FY2020-21ComplianceReview.pdf">http://remsa.us/documents/compliance/FY2020-21ComplianceReview.pdf</a>
5.2.3	Contractor agrees to cooperate with REMSA and EMS System participants to establish the Medical Dispatch System (MPDS).	AMR's Tritech Computer Aided Dispatch (CAD) is fully capable of integrating MPDS/ProQA as system changes are implemented. This capability allows AMR to respond to non-red lights and siren (non-RLS or Code 2) to approximately 9% of 9-1-1 calls within jurisdiction utilizing EMD with MPDS. Currently, the only approved dispatch center is Riverside County Fire.  <b>2020-21 EMD Summary Report:</b> <a href="http://remsa.us/documents/reports/annual/Emergency_Medical_Dispatch_Report_FY_2020_2021_FINAL_20210923.pdf">http://remsa.us/documents/reports/annual/Emergency_Medical_Dispatch_Report_FY_2020_2021_FINAL_20210923.pdf</a>
5.3	Contractor shall use REMSA approved CAD program synchronized to atomic clock and shall cooperate with REMSA and FirstWatch 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. FirstWatch Online Compliance Utility (OCU) is utilized by REMSA staff real time monitoring of service performance.
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. Contract also provided access to AVL/GPS data for response exemption approval process.
6.1	Contractor shall have a program to retain employees and minimize turnover.	Contractor provided competitive benefits, sign-on bonuses, paramedic upgrade bonuses, location relocation bonuses, educational assistance program, employee assistance program, employee discounts and 401k program. Contractor also provided a paramedic scholarship program to help reduce the numbers of paramedic vacancies.

**AMR Agreement - #15-097  
Compliance Review Matrix 2020-2021**

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
6.1.1	Working with unions and an employee group to create an ongoing employee satisfaction assessment and monitoring system.	Contractor maintains Open Door Policy for encouraging employees to share suggestions, problems and complaints. Programs in place include Labor Management Meetings, Field Communications Committee and the Professional Practices Committee. Employee Survey reports are reviewed by REMSA staff.
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.	Contractor noted Fire Department had delayed recruitments and as a result Contractor reported decline in the number of employees leaving to pursue fire related jobs. Subsequently, the major reason for employee separation is career advancement.
6.1.3	Contractor will track and report employee turnover and results of employee satisfaction surveys annually to REMSA.	Contractor turnover survey results were reviewed and verified by REMSA staff. Contractor employee turnover by a quarter of the performance period was July-Sept 7.31%, Oct-Dec 6.39%, Jan-Mar 7.27%, and Apr-Jun 9.69%. The top 3 primary reasons for separation according to survey results provided to REMSA: Job with the Fire Department - 10%, career advancement 27% and return to school 9%.
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's workforce professionalism standards are in place and defined within the Operational Guidelines Manual (OGL) and Employee Handbook. The OGL manual includes all required contract standards and is updated on a regular basis and was reviewed by REMSA staff.
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 REMSA contract administrator.
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. Additionally, all contractors employees are registered within the Riverside County Emergency Medical Services Information System (REMSIS).
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's ambulance staffing standards are in place and defined within the Operational Guidelines Manual (OGL). OGL manual was reviewed by REMSA staff. REMSA staff performs periodic scheduled and unscheduled field checks and ambulance ride along.
6.6	Field Supervisor Program - one supervisor for every 15 ambulances in service by operation; meet REMSA credentialing criteria; have written program.	Contractor has a Riverside County Supervisor Plan and Operations Supervisor Training plan in place. 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.
6.8	Employees Health and Wellness Programs (6.8.1, 6.8.1.1, 6.8.1.2).	Reviewed by REMSA staff. Contractor Employee Health and Wellness program is all inclusive in scope and comprehensive in content based upon contract requirements and recommendations by the County Health Officer or designee.
6.9	Contractor shall have a comprehensive FTO program approved by REMSA that establishes roles/responsibilities, employee eligibility criteria, credentialing and education/training requirements; FTO roles/responsibilities shall be integrated into Contractor's CQI plan and education/training programs.	Contractor has Field Training Officer (FTO) program in place. Reviewed by REMSA staff and approved by the Contract Administrator.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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.	AMR has radio and telephone communication procedures in place. Policies and AMR OGLs were reviewed and approved by REMSA.  Recommendation: Update next performance period 2021-22
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.	Contractor's ambulance dispatch center is currently located at 879 Marlborough Ave Riverside, CA 92507 and is operational 24/7/365. REMSA has verified communication center capacity during routine site visits. Contractor's Dispatch CQI program is updated simultaneously with Contractor CQI Plan and is provided timely.
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.
7.3.1.1	Contractor will establish and maintain digital CAD-to-CAD interfaces with PSAPs as requested and authorized by REMSA.	Over the past 6 years, AMR has established and maintained CAD integrations with all PSAPs who request are ready for integrations.  Active CAD links have been established with: City of Riverside Fire Department City of Corona Fire Department City of Murrieta Fire Department City of Hemet Fire Department Riverside County Fire Department  AMR is working with the Palm Springs Fire Department to implement CAD links and participating in the Countywide CAD-to-CAD project.
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.	Contractor's Business Continuity Plan is in place and has been reviewed by REMSA staff.
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.	Contractor Dispatch Supervisor Program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.
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.	Contractor has continuously, 24/7/365, provided dispatch services to residence and visitors of Riverside County through performance period. Dispatcher/ System Status Controller and Call Taker program is in place and is defined within the Operational Guidelines Manual (OGL). Program has been reviewed by REMSA staff.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
7.4	Radio and Data Infrastructure and Equipment Requirements - Contractor will provide REMSA with a comprehensive radio system/network design including, but not limited to, site selection, power, security, IP backhaul and inter-site communications. Should Contractor's radio communication system be upgraded or replaced within the term of the Agreement, Contractor at their cost will upgrade and/or replace their radio communication equipment to be compatible with and operate on the new system. Modifications to the radio system/network shall be proposed to REMSA for approval at least thirty (30) calendar days prior to initiation of work.	AMR has provided a technical and architectural review of the radio communication system developed by Rivcomm.
7.4.1	Unit Mobile Radios - Contractor is responsible for the communications equipment on ambulances and supervisory units; Contractor shall equip all ambulances and supervisory vehicles with radio equipment for communications with Contractor's dispatch center on Contractor's radio channels.	Radio equipment is verified by REMSA staff during ambulance permitting inspection. REMSA intends to migrate all online medical control over to the Public Safety Enterprise Communications (PSEC) system.
7.4.1.1	Radio communications equipment used for ambulance-to-hospital communication shall be configured so that personnel providing patient care are able to directly communicate with base or receiving hospital staff regarding the patient.	All Contractor ambulances are equipped with cellular phones and MedNet Radio consistent with REMSA policy. REMSA intends to migrate all online medical control over to the Public Safety Enterprise Communications (PSEC) system.
7.4.1.2	Approved radio equipment shall be installed in conformance with existing REMSA policies prior to assignment of a vehicle to an emergency response area. Installations and removals will be at Contractor's expense.	Contractor radio equipment is installed in accordance with REMSA policies. Verified by onsite inspection by REMSA staff.
7.4.1.3	Contractor shall operate communications equipment in conformance with all applicable rules and regulations of the Federal Communication Commission, and in conformance with all applicable REMSA policies and operating procedures.	Operational guidelines (OGL) and FCC licenses reviewed and verified by REMSA staff. Found to be in conformance with all REMSA policies and procedures.
7.4.2	Portable or Handheld Radios - Contractor will provide each crew member assigned to an ambulance or supervisor unit with a VHF portable radio programmed annually as specified by REMSA. Contractor shall maintain a minimum cache of twenty (20) spare radios for back-up purposes.	Contractor replaced the usage of pagers with cellphones. Contractor is utilizing Zipit application for cellular connectivity.
7.4.3	Mobile Data Computers (MDCs) – Contractor shall equip each emergency ambulance and supervisor vehicle with a MDC that is capable of receiving and sending response related information to and from the vehicles. Contractor shall provide REMSA with the specifications for approval of any new MDCs to be used in the vehicles prior to purchase. All existing MDCs shall be afforded grandfathered approval by REMSA upon signing of this Agreement.	Equipment has been verified by inspection by REMSA staff. Technical specifications and VisiNet Mobile Training Manual reviewed by REMSA staff. New MDTs were installed.
7.5	Global Positioning System (GPS) and Automatic Vehicle Location (AVL) - Contractor will provide an Automatic Vehicle Locator/Global Positioning System (AVL/GPS) solution integrated with ambulance and supervisor vehicle MDCs, including the equipment, software, and ongoing maintenance, solely at Contractor's expense. Contractor's ambulances and supervisor units must be equipped with a wireless modem and GPS receiver that links to its communications center's CAD system to track vehicle locations and select the closest available unit. Contractor shall supply AVL/GPS feeds to REMSA and other public safety agencies as authorized and requested by REMSA.	Contractor GPS and AVL equipment is in place and frequently utilized by REMSA staff for monitoring response time performance and ambulance routing.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
7.6	Radio Frequency Use, Management and Credentialing - Contractor will provide REMSA copies of all radio frequency records and will coordinate all frequency licensure activity through REMSA.	FCC licensing reviewed, verified and found up to date by REMSA staff. REMSA communicates regularly with the County Communications licensing coordinator to assure compliance.
7.7	Communications Equipment Replacement - Contractor agrees to replace communications equipment according to a five-year technology refresh cycle. Equipment that provides new capabilities to operations above established baseline capabilities at the effective date of this Agreement may be included in annual improvement and enhancement goals; replacement of existing equipment that has reached the end of its five-year cycle shall be considered baseline operating maintenance and shall not be included in the formulation of annual improvement and enhancement goals.	Contractor's communications capital equipment list reviewed and verified by the Contract Administrator. Equipment purchase orders have been reviewed and verified.
7.7.1	Contractor's computer aided dispatch (CAD) system will not be included in the technology refresh program; however, the Contractor shall utilize upgrades offered by their CAD vendor if they are applicable to the Contractor's service offerings under this Agreement.	AMR current CAD configuration meets the requirements. Regular CAD upgrades that provide for more robust daily and roll-up performance reporting and monitoring have been completed and are on-going.
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. Due to COVID-19, Contractor was unable to access the facilities to obtain survey results.
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 820 hours of public and partner education across the eight (8) ambulance operating areas and other areas of the County. Contractor was prohibited from providing Community Healthcare education given the County and State restrictions on public gatherings and in person education due to COVID-19 pandemic. Contractor put into place a mobile training unit to enhance CPR training offered to all community partners.
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.
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. 100% of the ambulance fleet now types III ambulances. Verified, through the permit process, that all ambulances meet CAAS standards.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
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 the Contractor's service areas so that out-of-service time is limited. The program shall contain, but not be limited to, metrics for annual miles driven, lost unit hours due to mechanical failures, number of mechanical failures, and vehicle accidents. These metrics shall be included in the annual performance report to REMSA.	Program has been reviewed and approved by REMSA. Contractor's ambulances compiled 6,429,779 miles during the performance period. During that period there were 14 vehicle contacts (accidents) which is one vehicle contact per 459,270 miles driven by the Contractors field employees.
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.	Field Supervisor vehicle mileage logs and specifications submitted to REMSA for verification. Contractor to purchase all electric Supervisor vehicle.
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 rollout to all new Zoll Cardiac monitors during the performance period. 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.
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.
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.	Completed in Year 1: Contractor completed rollout of all new Zoll 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.
9.5	Disposable Medical Equipment - Equip and supply ambulances according to REMSA policies, protocols and procedures. REMSA written approval required to modify inventory.	AMR 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.
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.	Plans is up to date and was tested with the COVID-19 response: Contractor has established guidelines (OGL) for equipment restock and has deployment centers/restock locations in place across the County.
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.	Tested as part of the COVID-19 pandemic: Contractor maintains a 14 day supply and equipment cache at each location. Equipment cache's are available for inspection and Hemet, Beaumont, Idyllwild, Palm Springs, La Quinta and Menifee deployment locations. Additional equipment and supplies are supplemented with trailers.

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
10.1	REMSIS - REMSIS shall consist of an ePCR platform, secure database 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.	AMR continues to use the REMSA Image Trend Elite system for ePCR and data collection. All PCRs are now generated in REMSIS and available for REMSA review. ePCR compliance is verified in realtime.
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.
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 and verified by invoice and accounts receivable. After completing the calendar year of 2021, REMSA will initiate a (5 Year) audit.
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:	The FirstWatch integration, as part of the REMSIS program, is continuously utilized as a part of this agreement for concurrent and retrospective contract compliance and clinical data validation. The AMR CAD is directly linked with FirstWatch and the ImageTrend ePCR system. During the COVID-19 pandemic, the regulatory oversight method improved situational awareness for all Riverside County stakeholders. The AMR Monthly reports are processed within the FirstWatch Online Compliance Utility (OCU) Module.
10.3	Monthly and Annual Performance Reports - Monthly reports within 15 working days following the end of each month.	The AMR Monthly reports are processed within the FirstWatch Online Compliance Utility (OCU) Module. The COVID-19 Pandemic 3rd quarter of this reporting period the COVID-19 Pandemic, Monthly Response Time reports were delayed due to extraordinary Ambulance Patient Offload Delay (APOD) Exemptions
10.3.12	Strategic plan goals/objectives for the year - completed system improvements and enhancements	Switch to cellphones from pagers, upgraded AVL Modems, MDT's, Trittech Refresh, Cisco Refresh, ImageTrend ePCR Devices, mobile training available to community partners for enhanced training experience, continues to support AVL program, Citizen CPR training, agreement in place for Behavioral Health Response unit. Completed transition to Zoll Cardiac Monitors, continued participant in CMS ET3 Telemedicine pilot program.  COVID-19 related expenses included testing kits, vaccine clinic set-up, wages, childcare reimbursements, disposable supplies, and cleaning supplies.  COVID-19 related services included Skilled Nursing Operational Strike Team (SOS), Quick response Team (QRT), Screening Team, Screening Teams and Vaccine Teams.
10.3.13	Activities and results of the CQI Plan	Compliant and submitted as part of the annual CQI update.
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.

Compliance Review Matrix 2020-2021

ITEM #	CONTRACT SECTION	SUMMARY OF COMPLIANCE
11.1	Integration with the MHOAC Program - During a response to mass casualty incidents or disasters within or affecting the County, Contractor operations shall fall under the 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.	During the COVID-19 Pandemic, AMR's Disaster program was tested and stressed continuously throughout the reporting period. The relationship developed over the years was instrumental in finding solutions to complicated, time-sensitive pandemic related incidents. Contractors' disaster coordinator contact information has been supplied to REMSA and EMS system partners. The disaster coordinator, Gary Denham, regularly attends REMSA drills and training.
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.	The contractor maintains two DMSUs, (1) in Hemet and (1) in Palm Springs. The DMSUs were activated and deployed multiple times during the COVID-19 pandemic to augment supply and supervisory functions. The vehicle was inspected by REMSA staff during an ambulance permit inspection.
11.5	Disaster Coordinator shall be identified and shall participate fully in all MHOAC planning and response activities as requested by REMSA.	The AMR Disaster Coordinator is Paramedic Supervisor, Gary Denham. The impact of the COVID-19 pandemic was continuous throughout this performance period. Gary and many other AMR supervisors were integrated into to the Riverside County MHOAC program. See Sections 11.1-2
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.	The Contractor holds public/private partnership agreements with the City of Riverside and Corona. The Response Time Standard in the City of Corona and the City of Riverside is 12 minutes (10 Minutes + 2 minutes). This agreement supports the first response paramedic (ALS) programs in each city, respectively.
12.1.3	Contractor shall demonstrate a good faith effort to establish support agreements with all Fire Departments authorized by REMSA to provide ALS First Responder services.	No Changes for this reporting period: All requested agreements have been established with first responder agencies. No "supply" related complaints were reported to REMSA during the reporting period.
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.	No change: agreement review by REMSA staff and no "supply" related complaints were reported to REMSA during the reporting period. The agreements are current and active.
13.5	Financial Reports and Audits - Contractor will provide quarterly unaudited financial statements, in a format prescribed by REMSA.	The contractor submitted all quarterly unaudited financial statements on time. Post completion of the calendar year of 2021, REMSA will initiate a (5 Year) audit. Q1 - Nov 11, 2020 Q2 - Feb 16, 2021 Q3 - May 13, 2021 Q4 - Aug 13, 2021
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 447 billing complaints during the performance period. All have been resolved. The top three billing complaints were; 1. The wrong patient was billed 2. Cash or refund issue 3. Insurance on file was not billed. All billing complaints were resolved.





# Ambulance Response Compliance Review

**AMR Compliance Summary  
7/1/2020 – 6/30/2021**

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# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

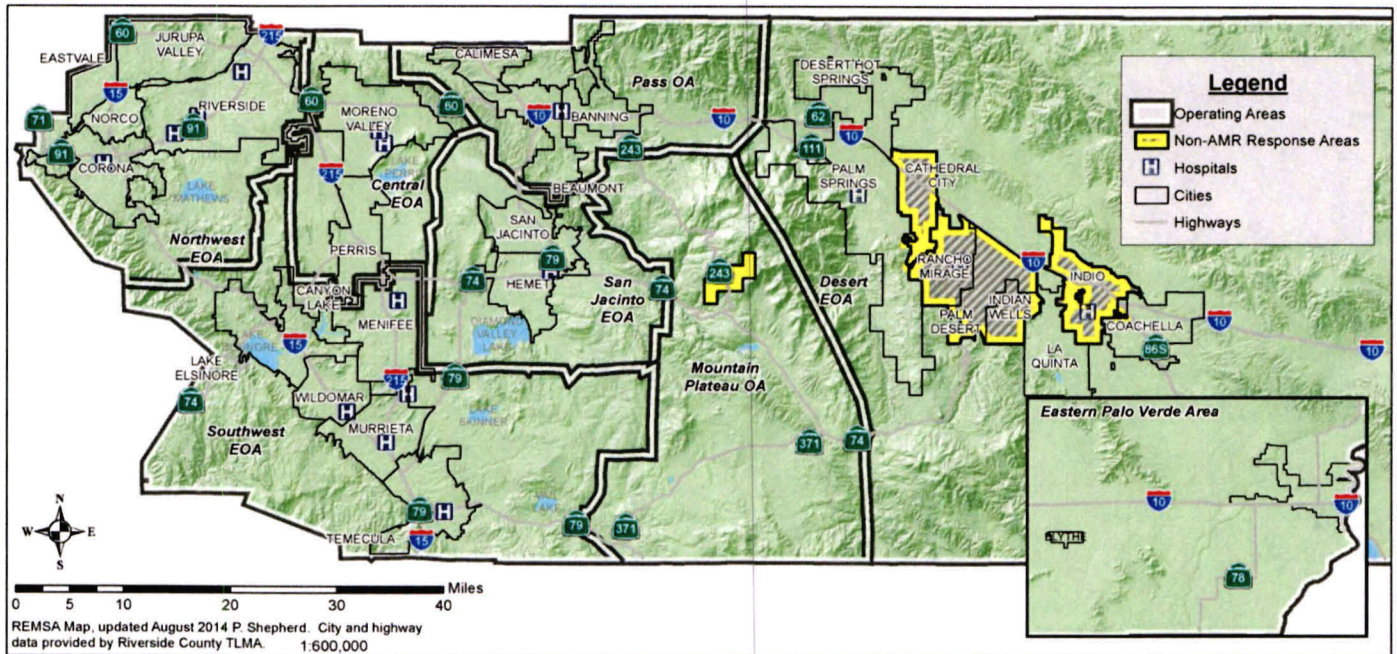
## Overview

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 December 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



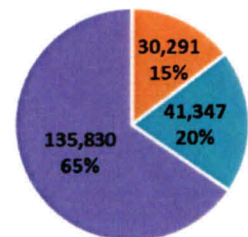
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

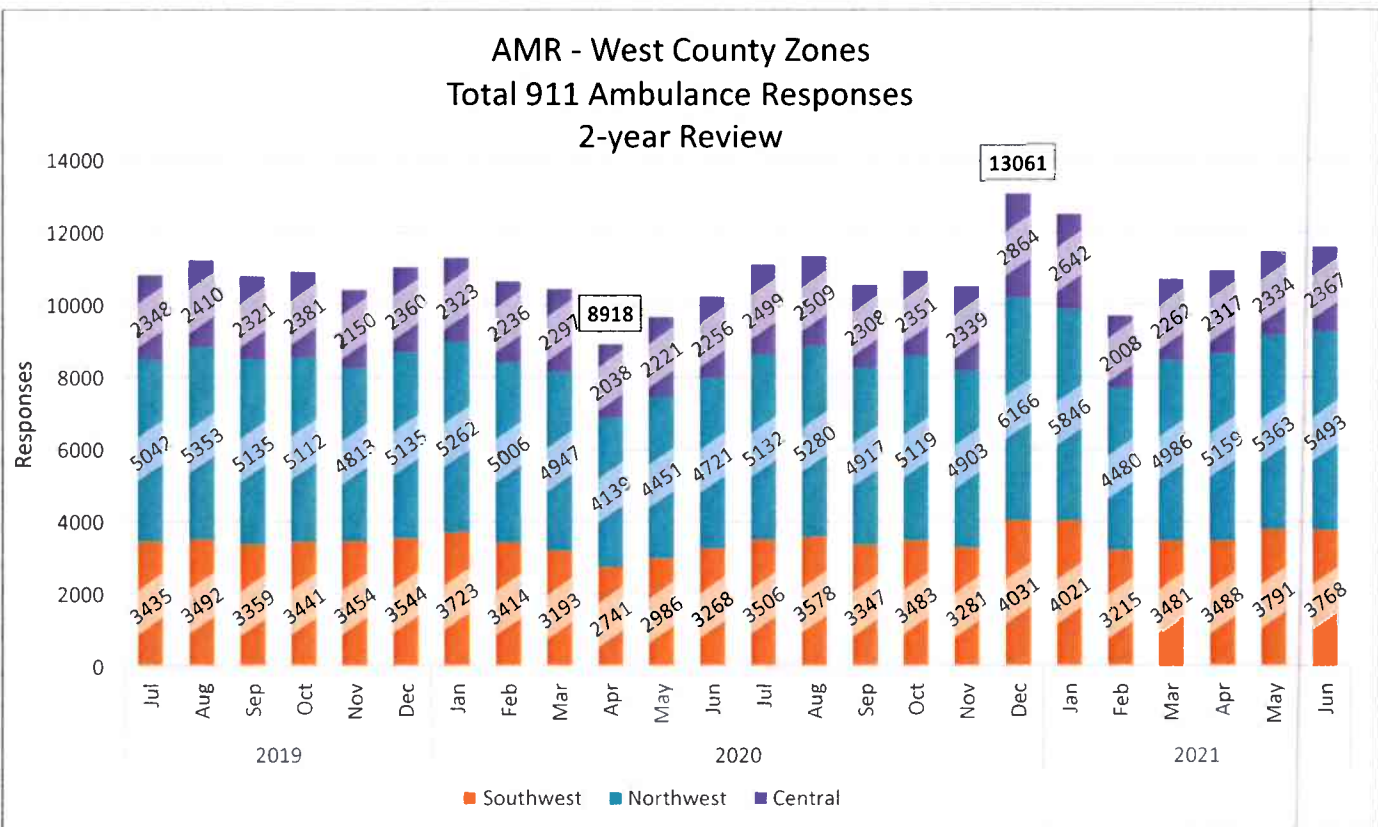
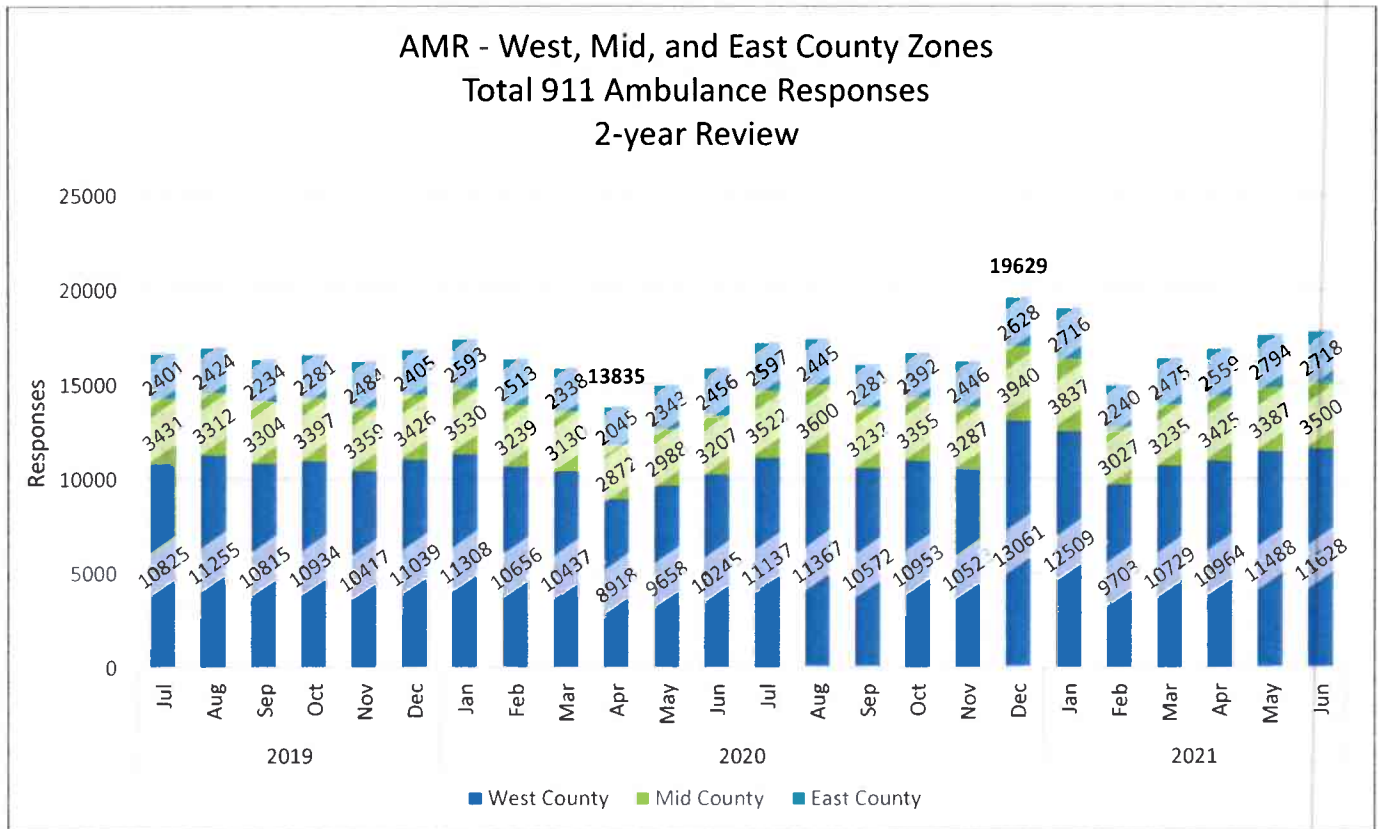
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones  
Regional 9-1-1 Ambulance Responses  
Jul 2020 through Jun 2021

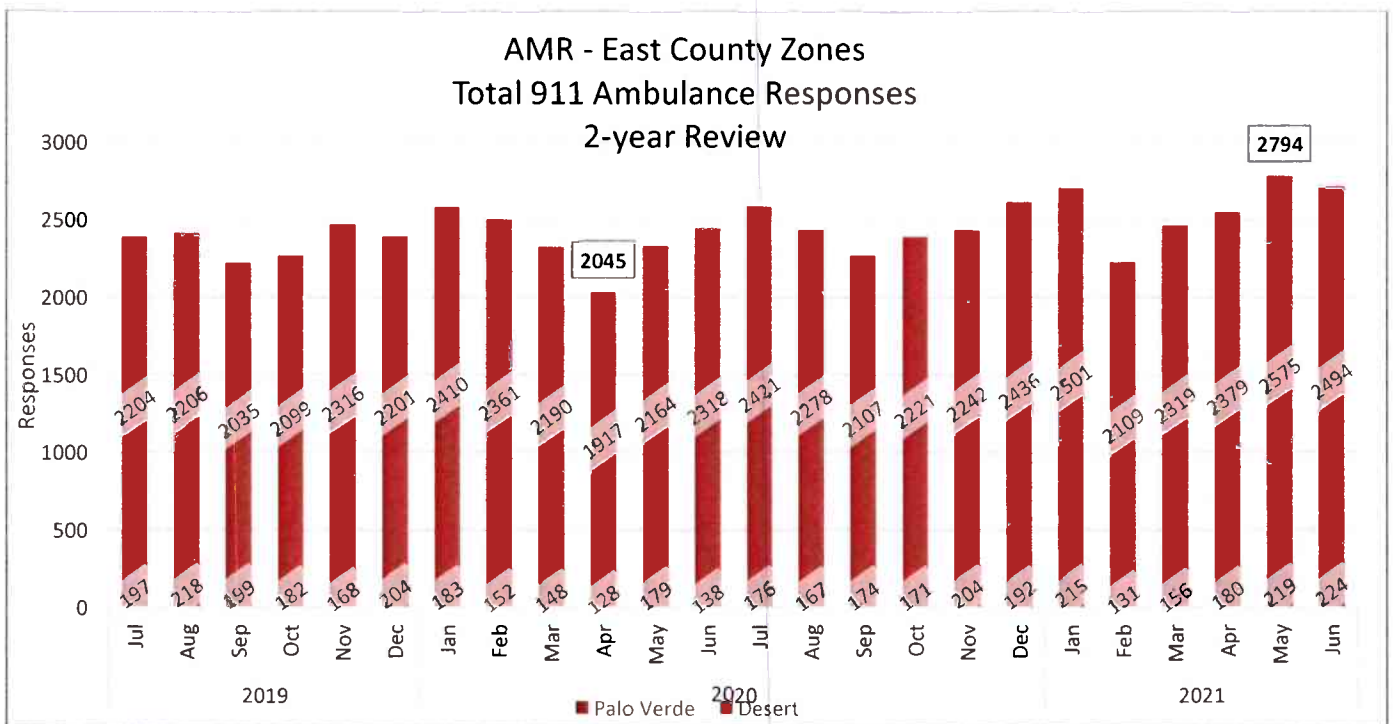
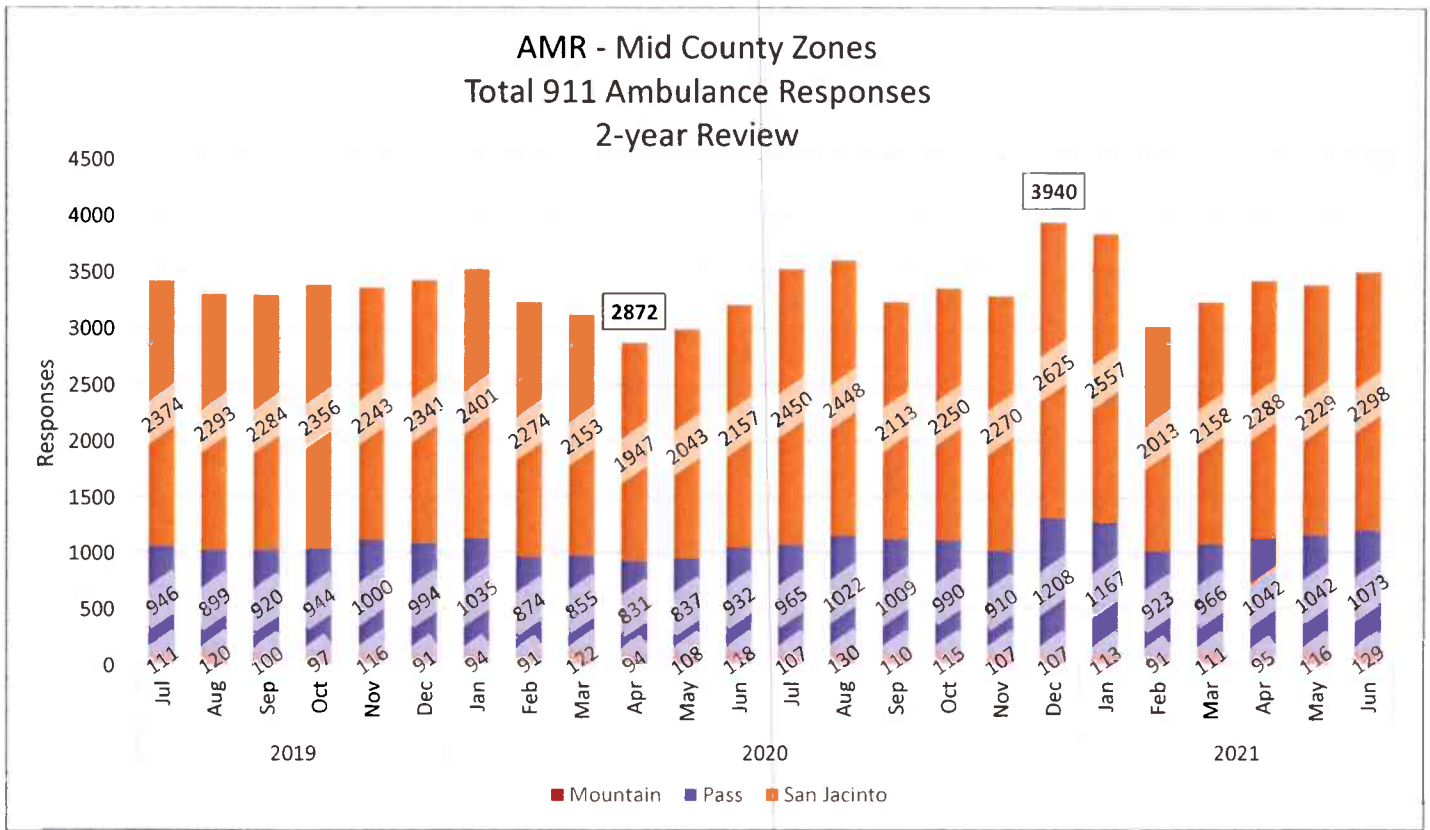


East County    Mid County    West County

## West, Mid, and East County Areas Comparisons



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



# CENTRAL ZONE

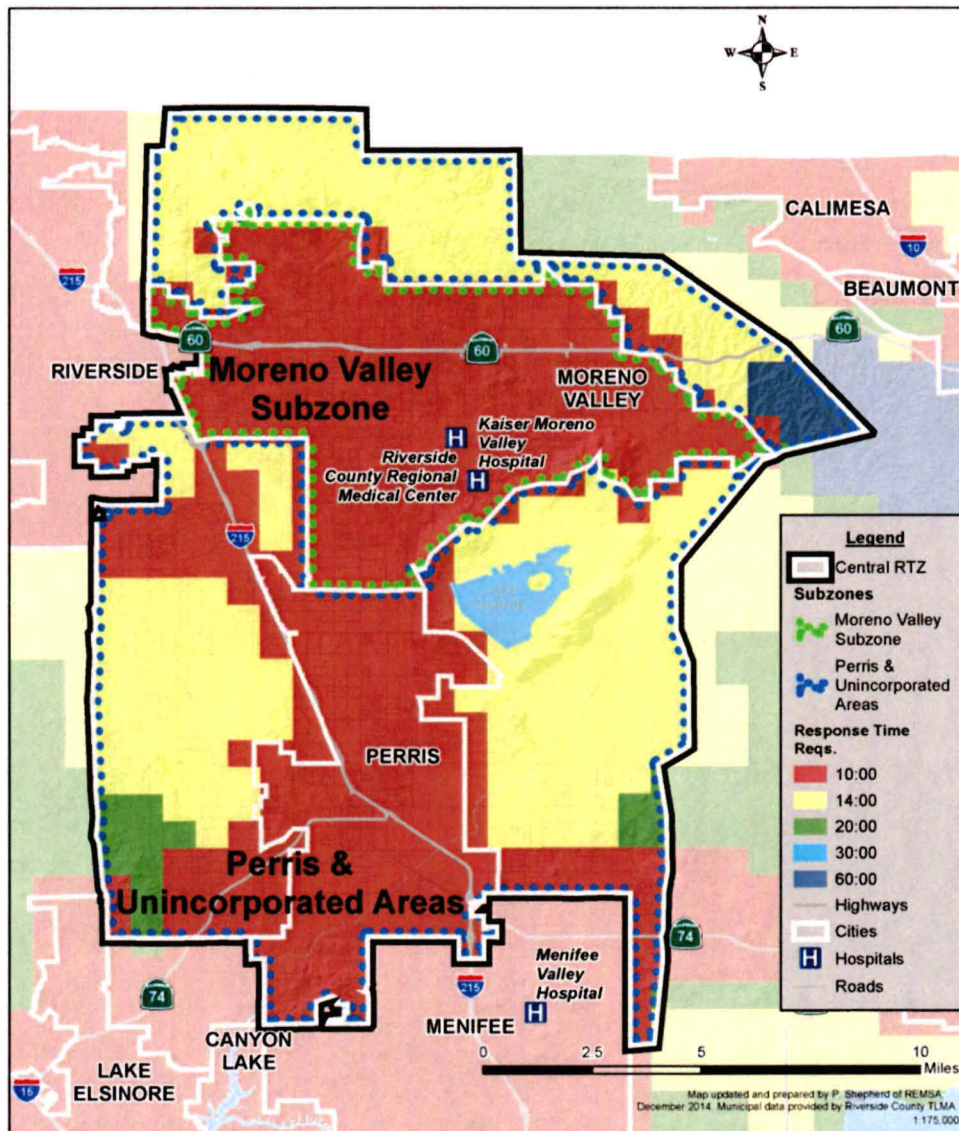
The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: 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)



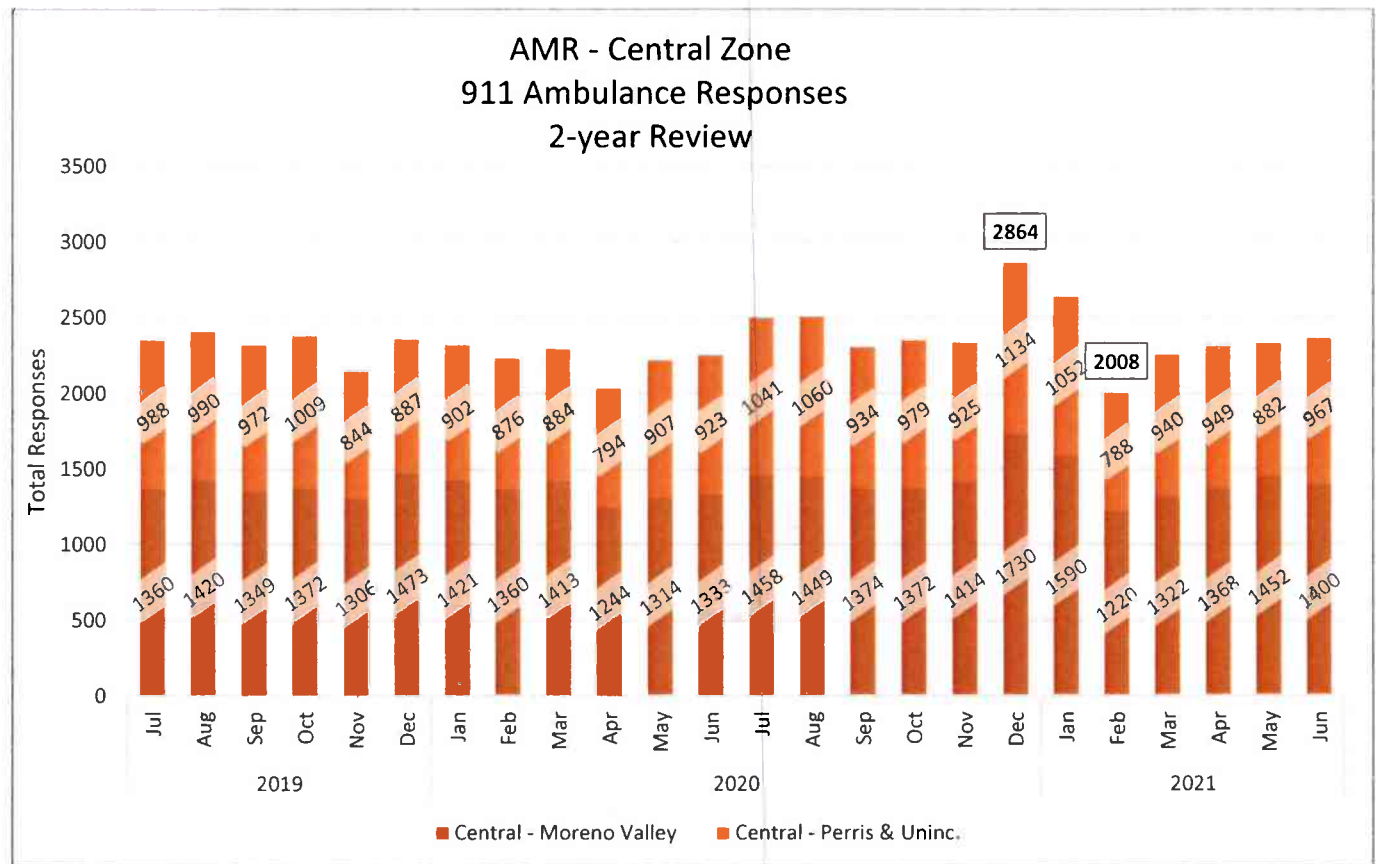
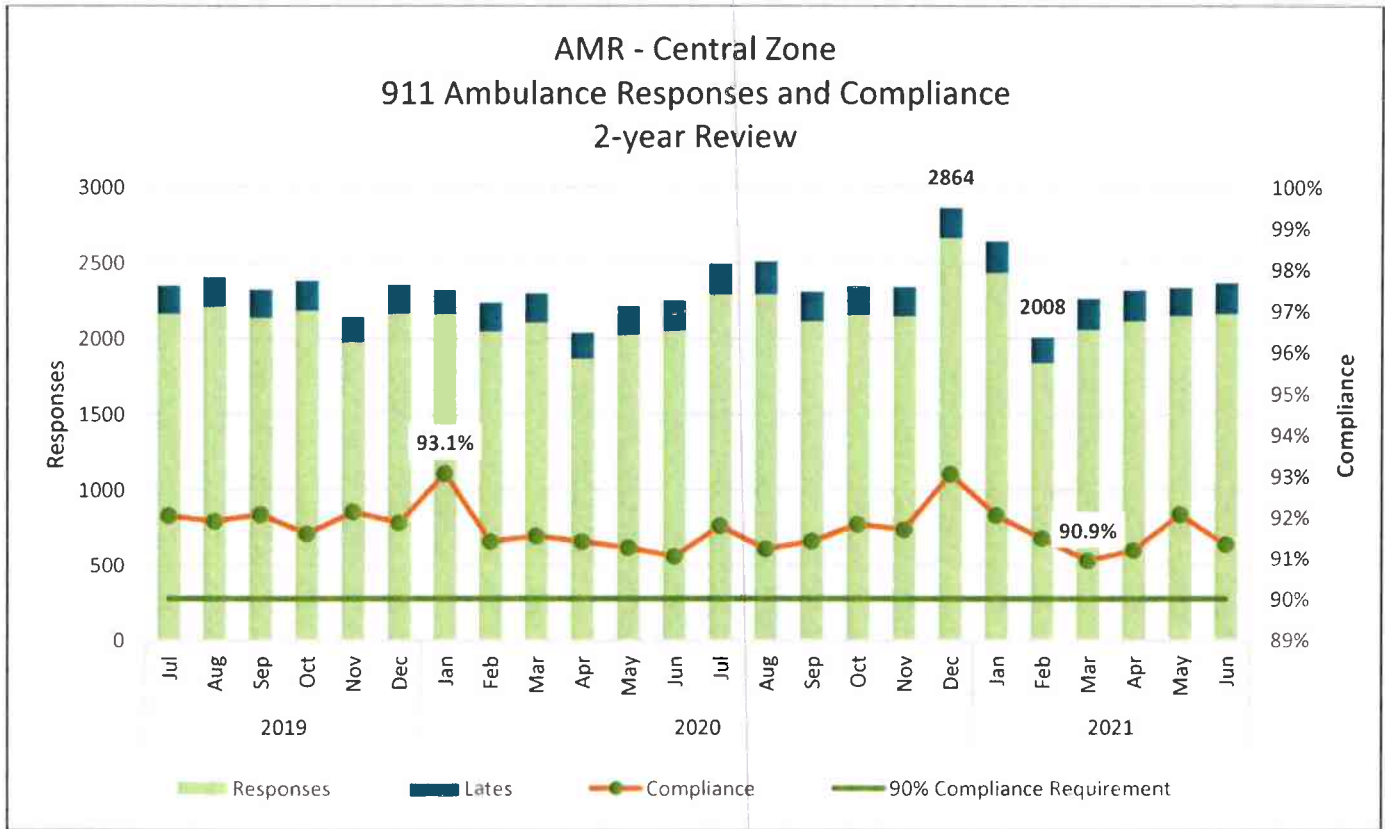
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## CENTRAL



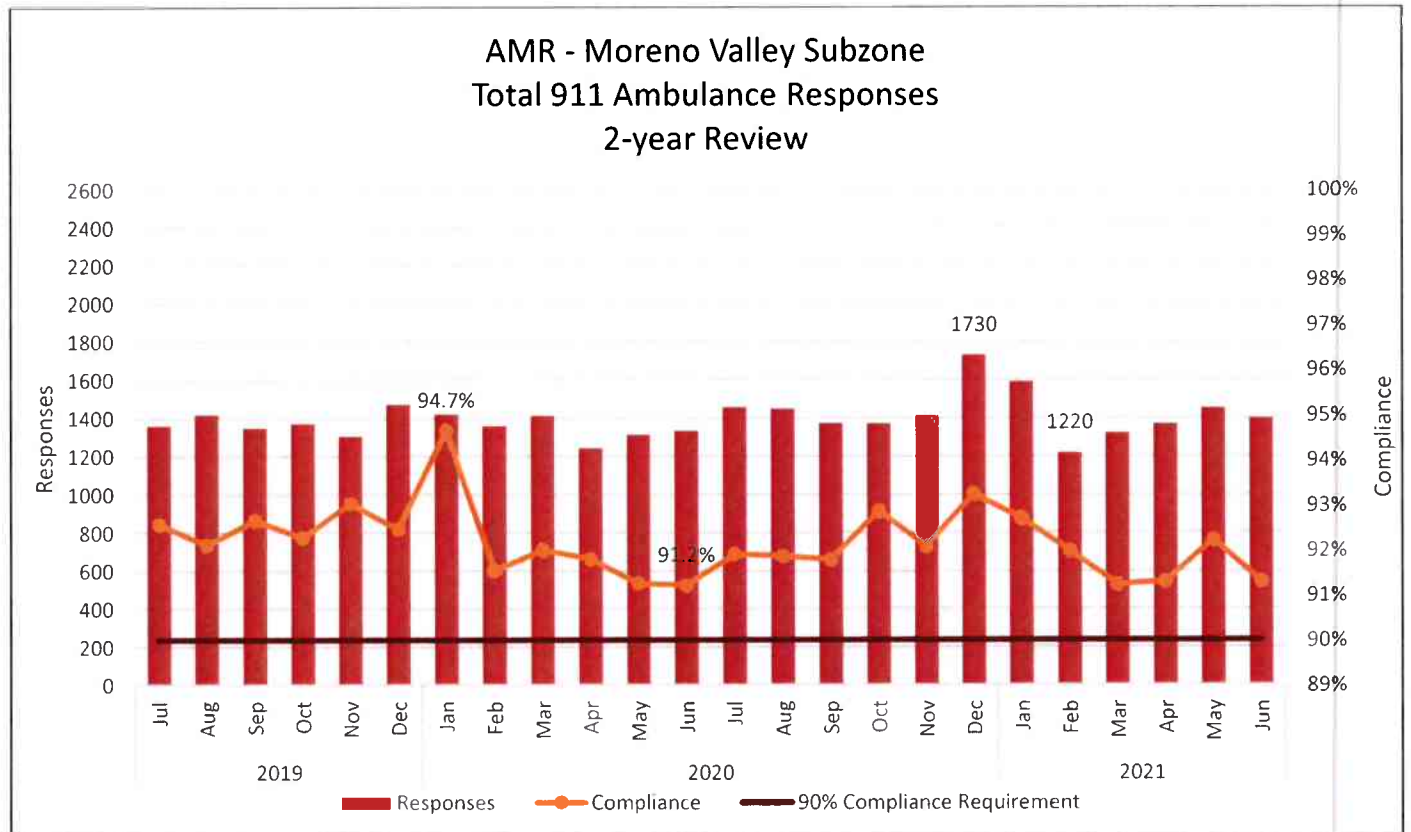
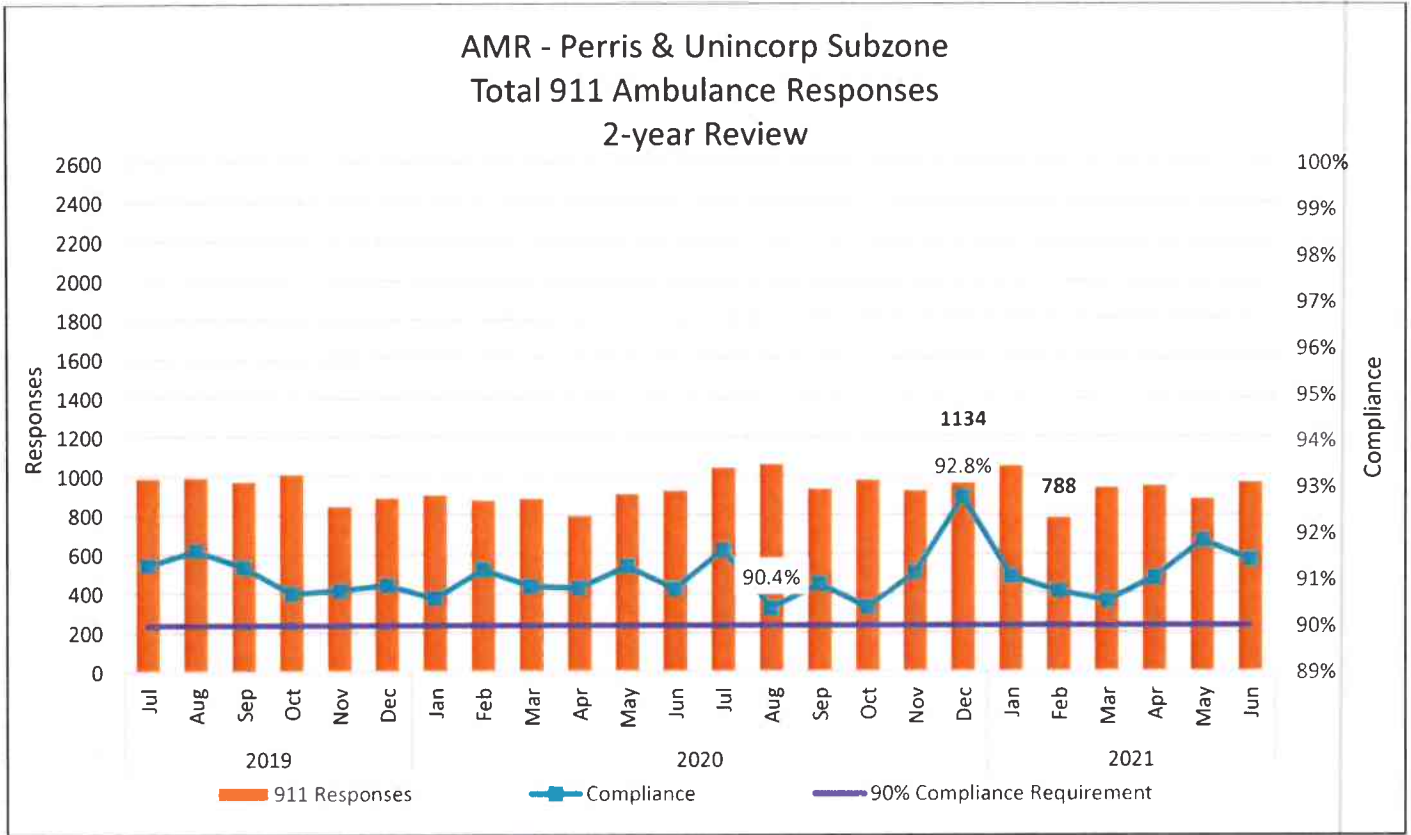
Map updated and prepared by P. Shepherd of REMSA  
December 2014. Municipal data provided by Riverside County TMA  
1:175,000

Central Zone: Response and Compliance Data

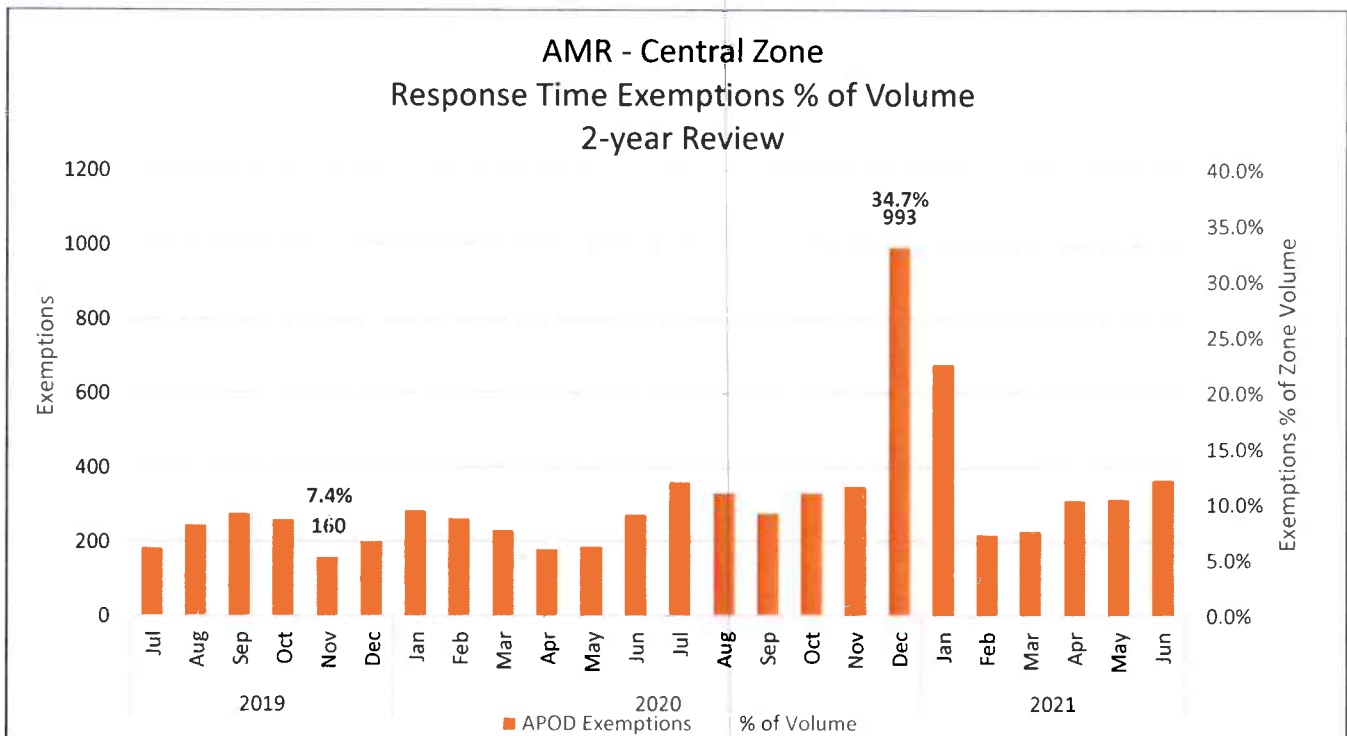
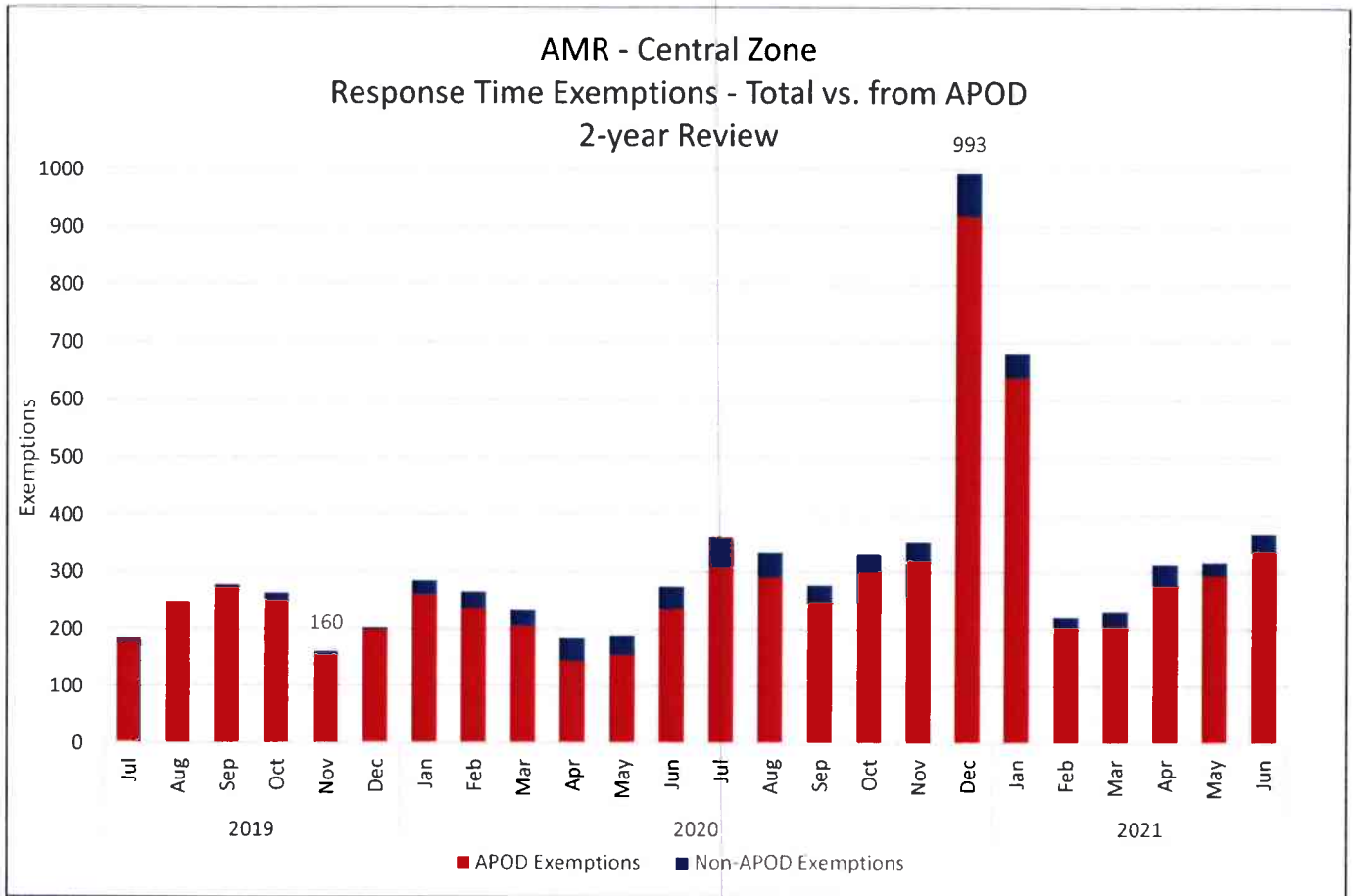




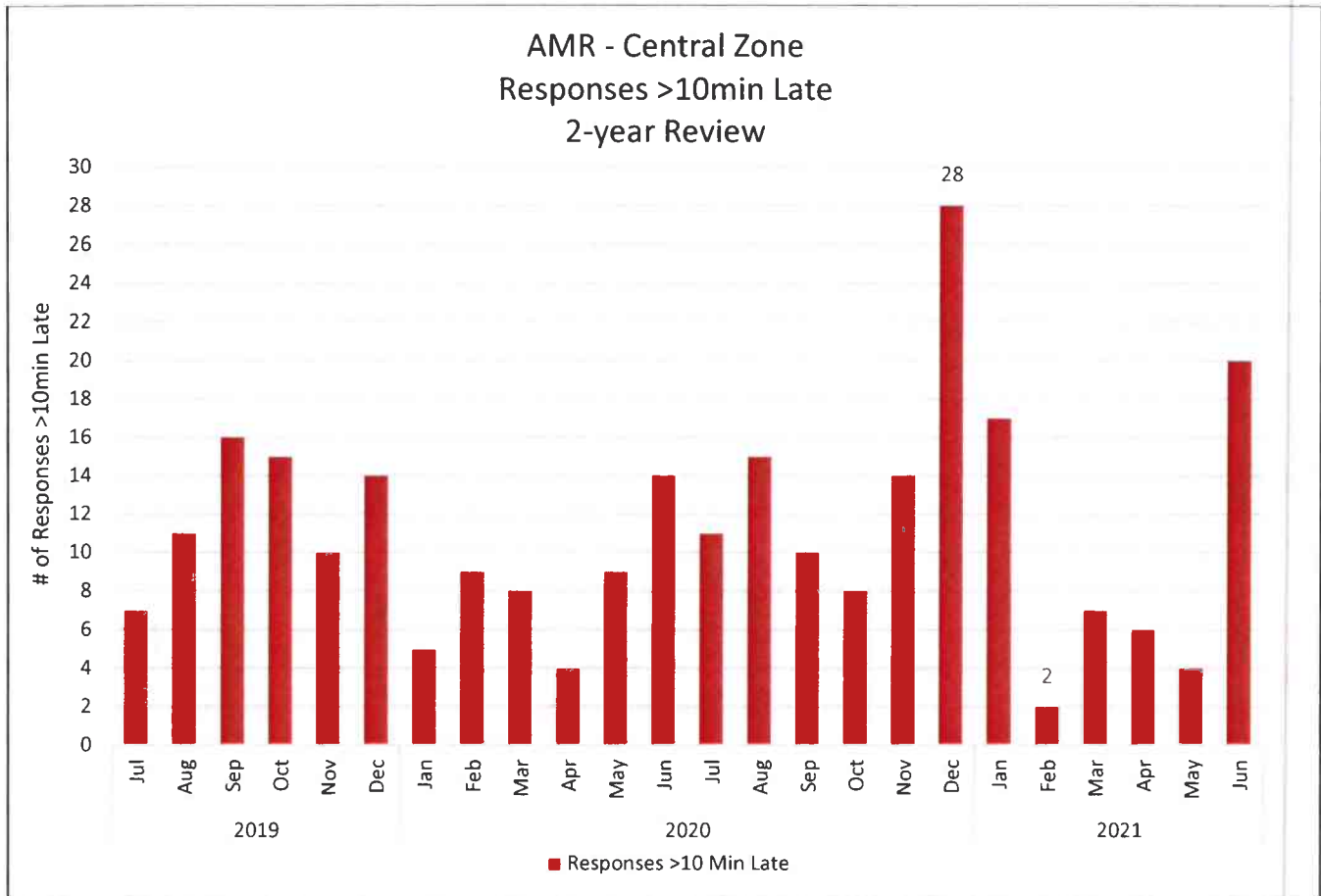
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

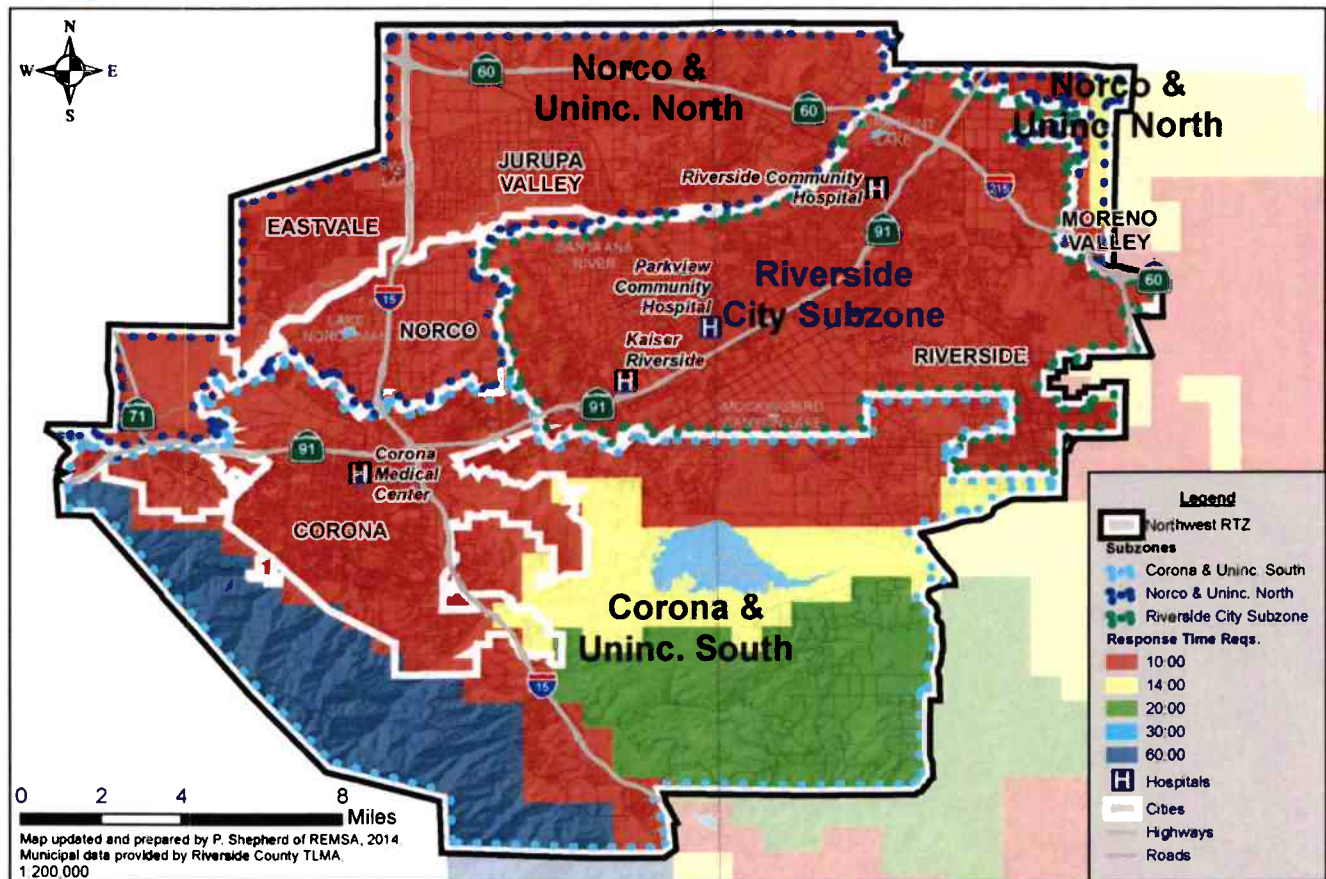


# NORTHWEST ZONE

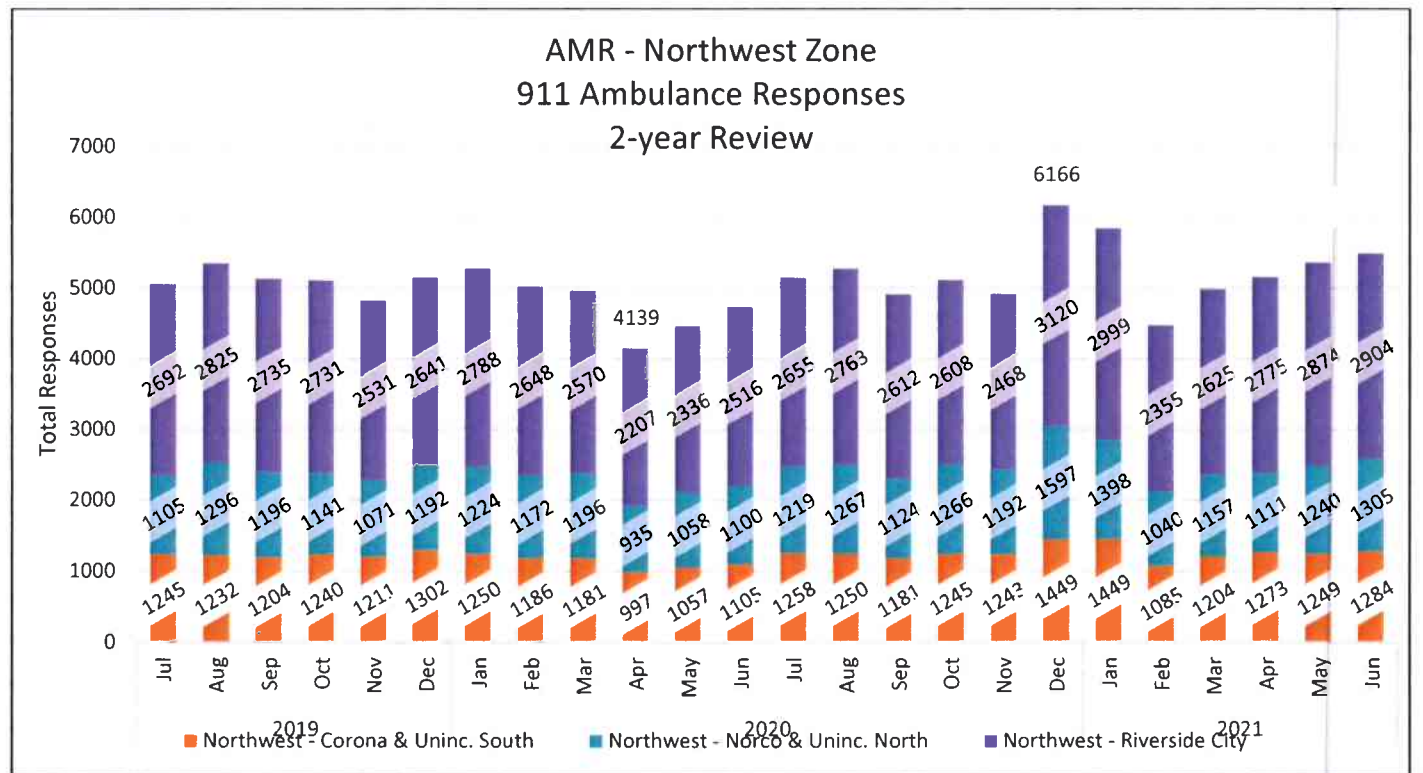
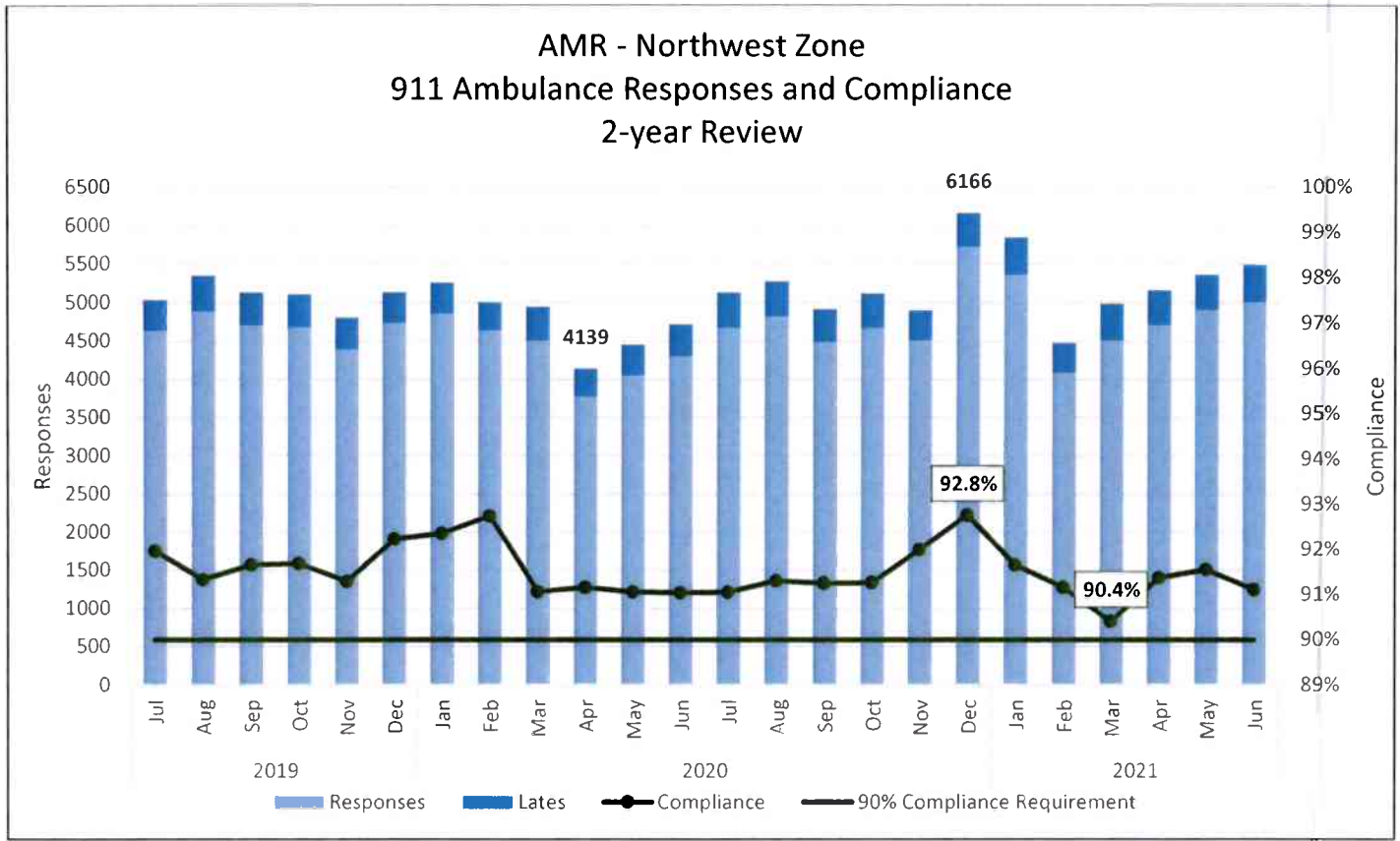
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



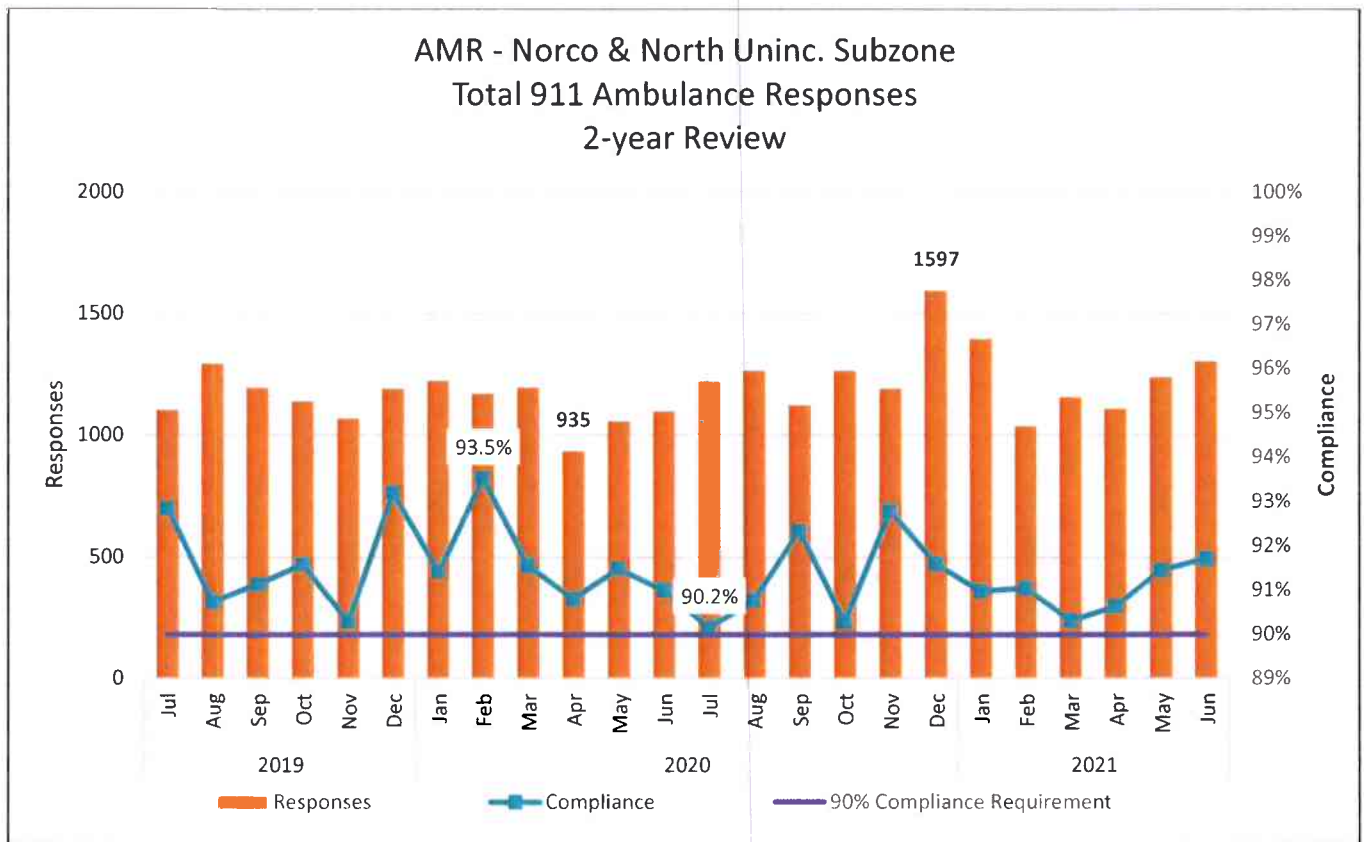
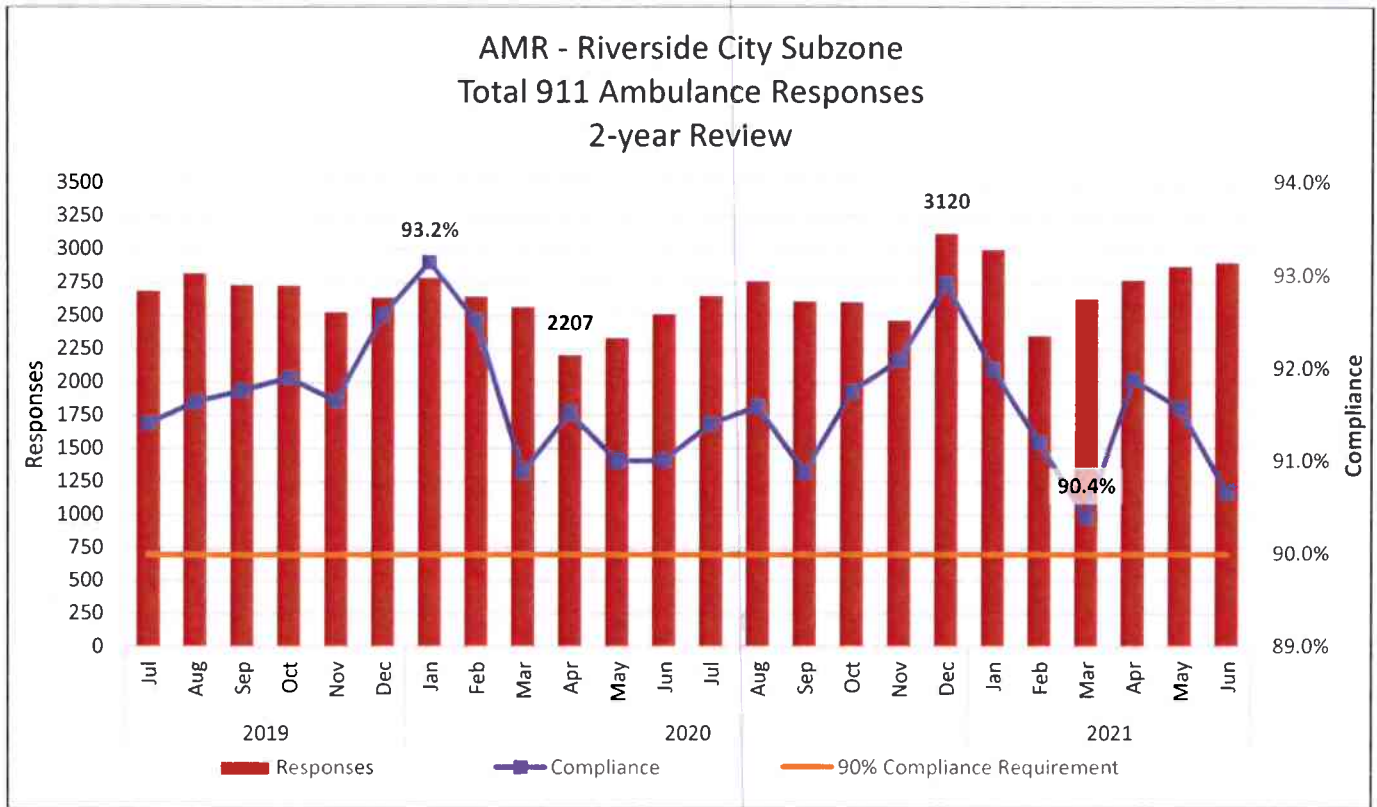
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



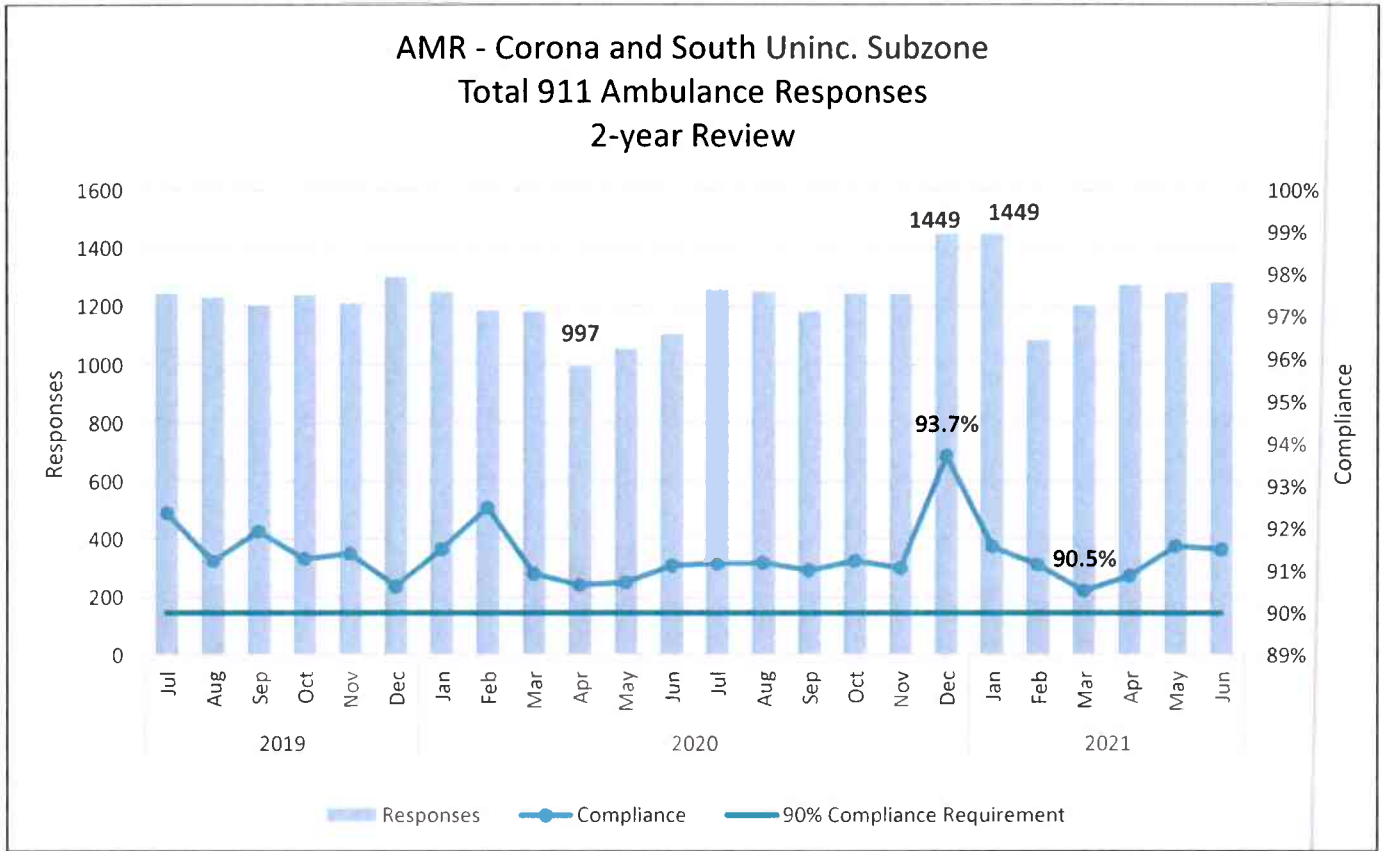
Northwest Zone: Response and Compliance Data



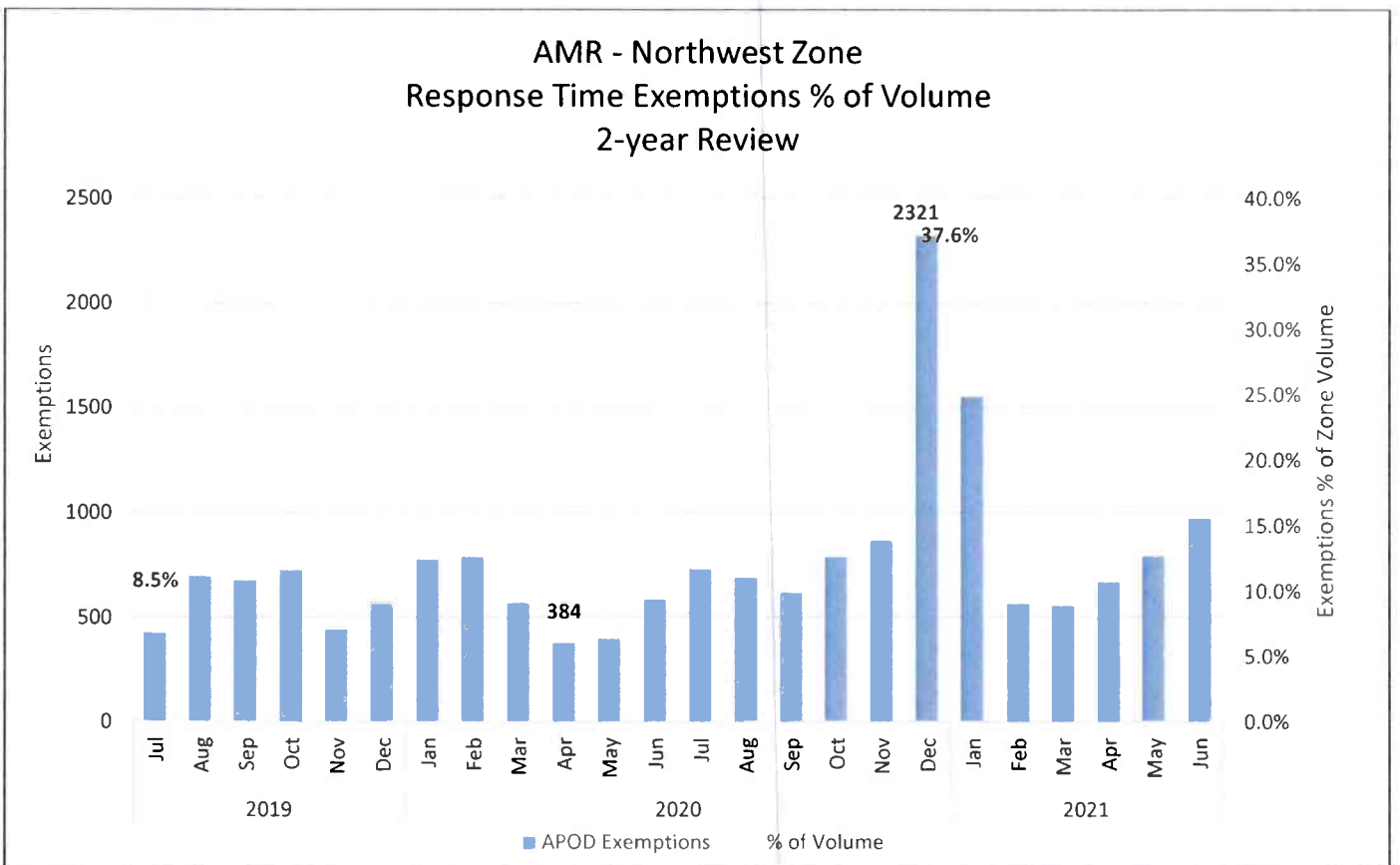
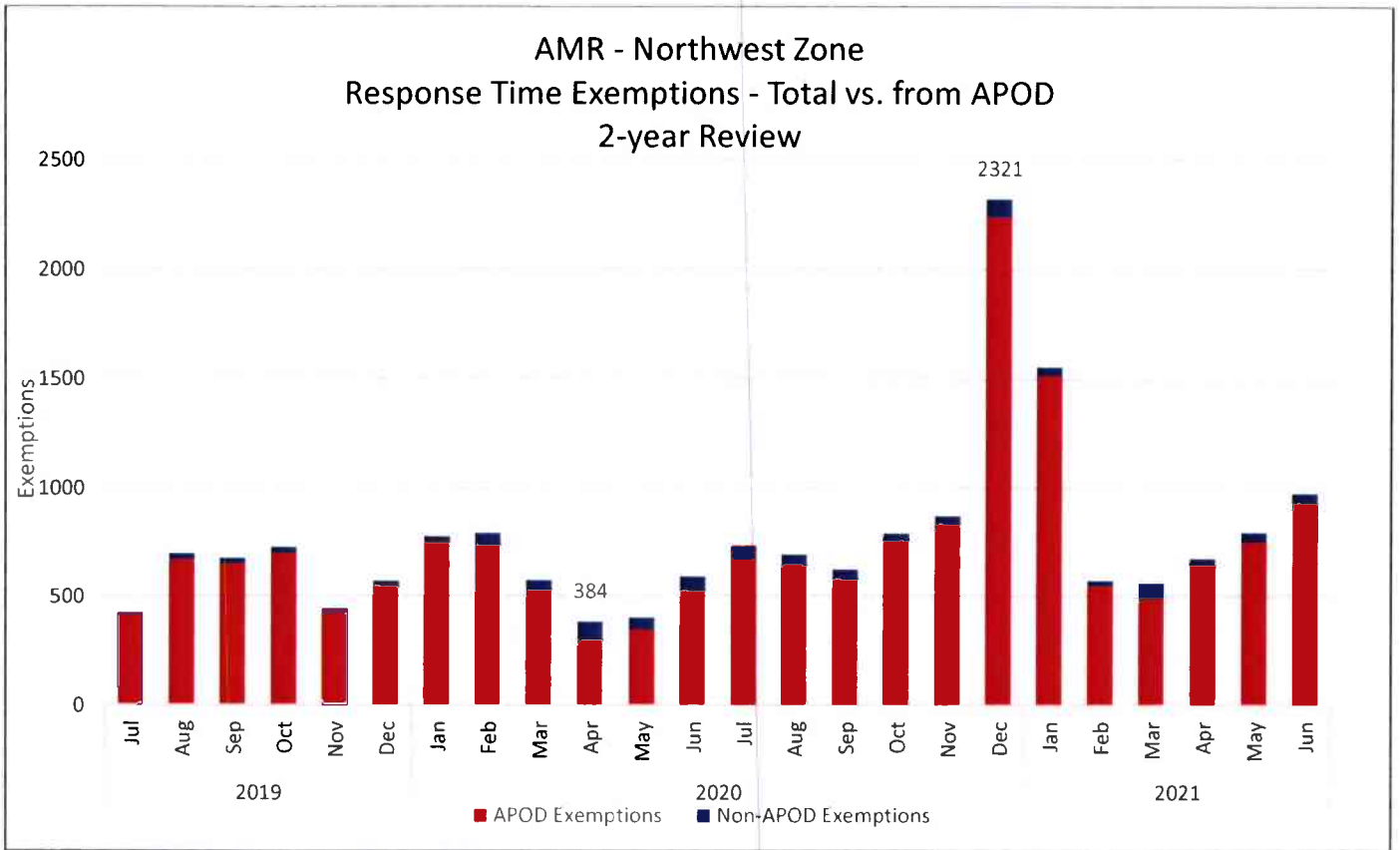
Northwest Zone: Subzone Response and Compliance Data



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

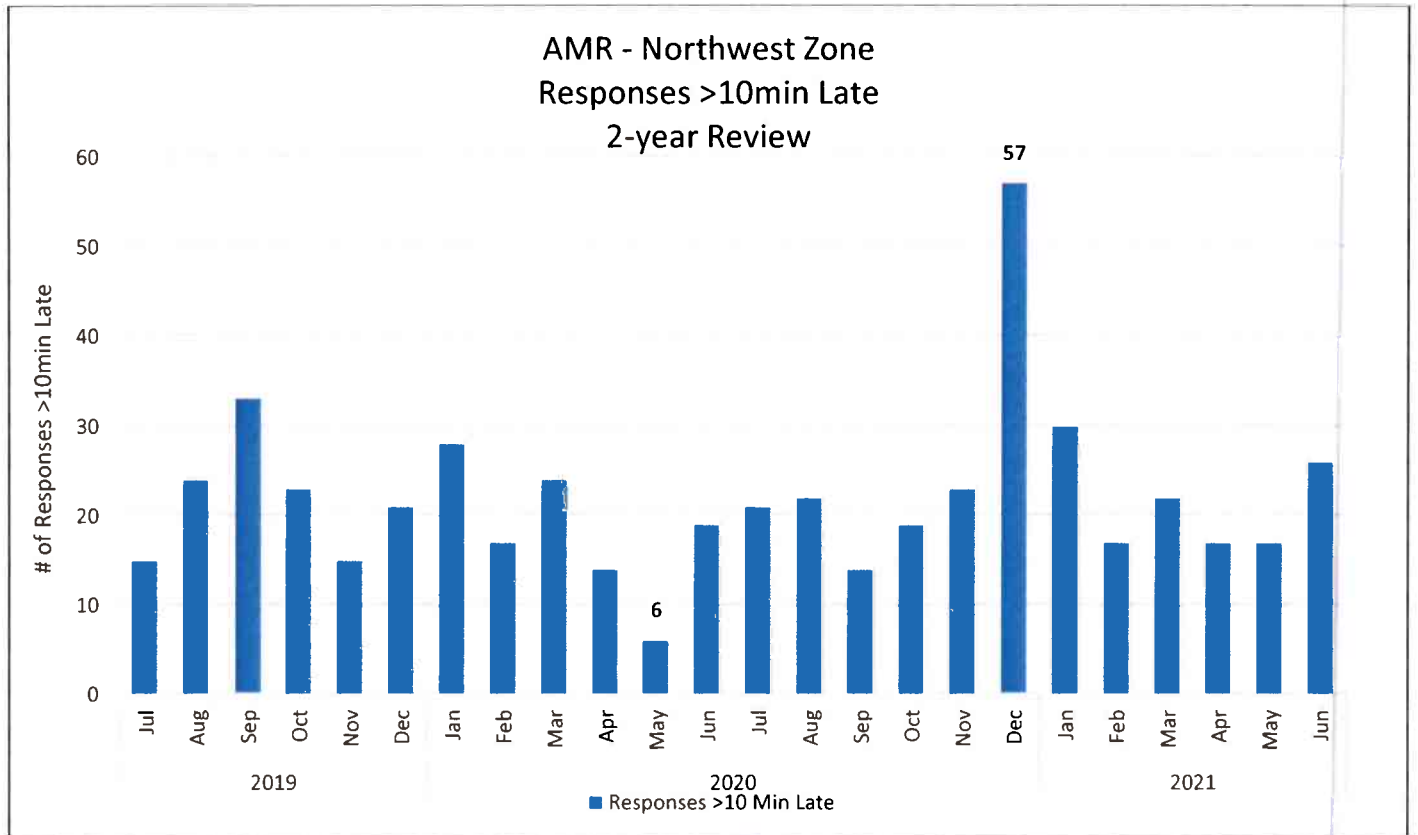


Northwest Zone: Exemptions





Northwest Zone: Responses >10 Minutes Late



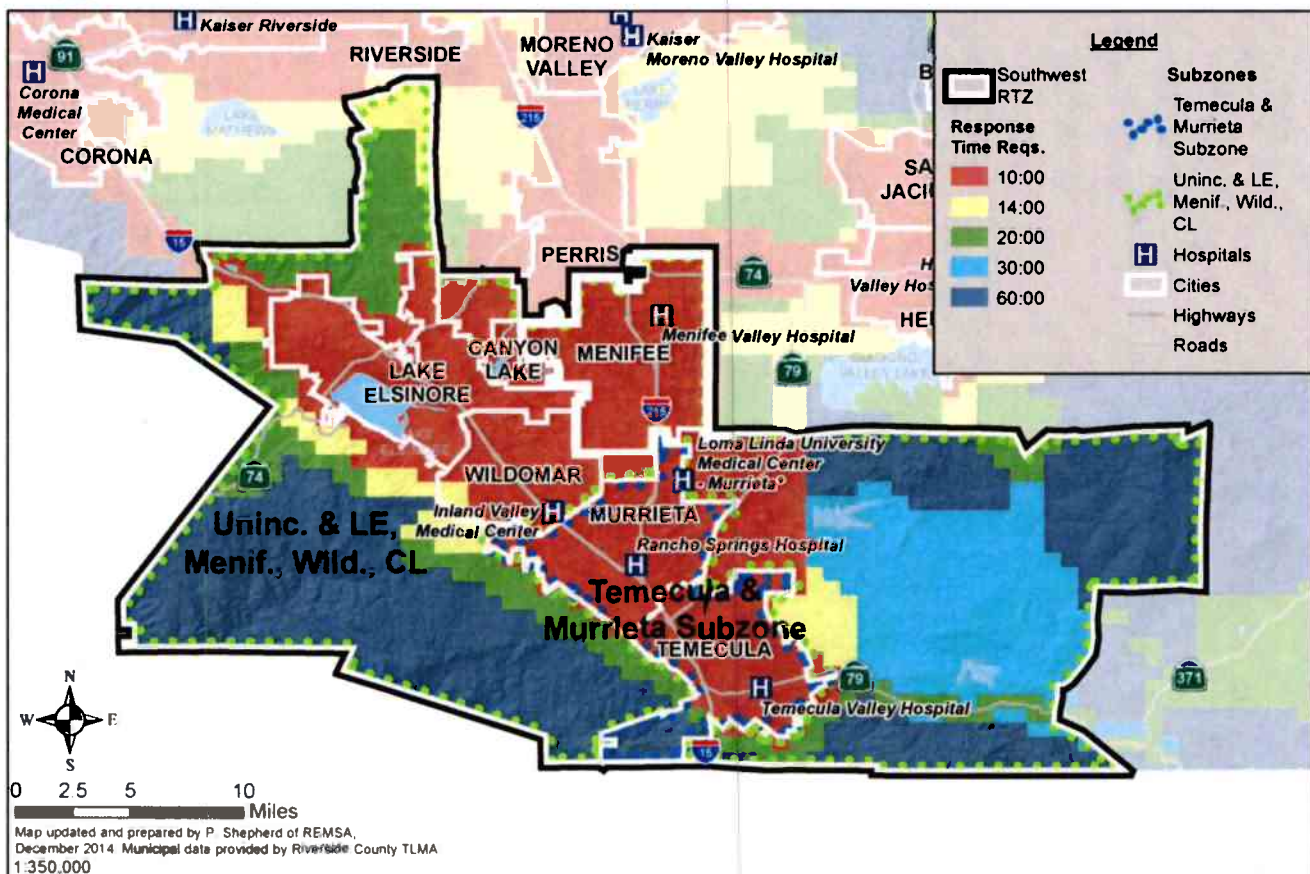
# SOUTHWEST ZONE

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

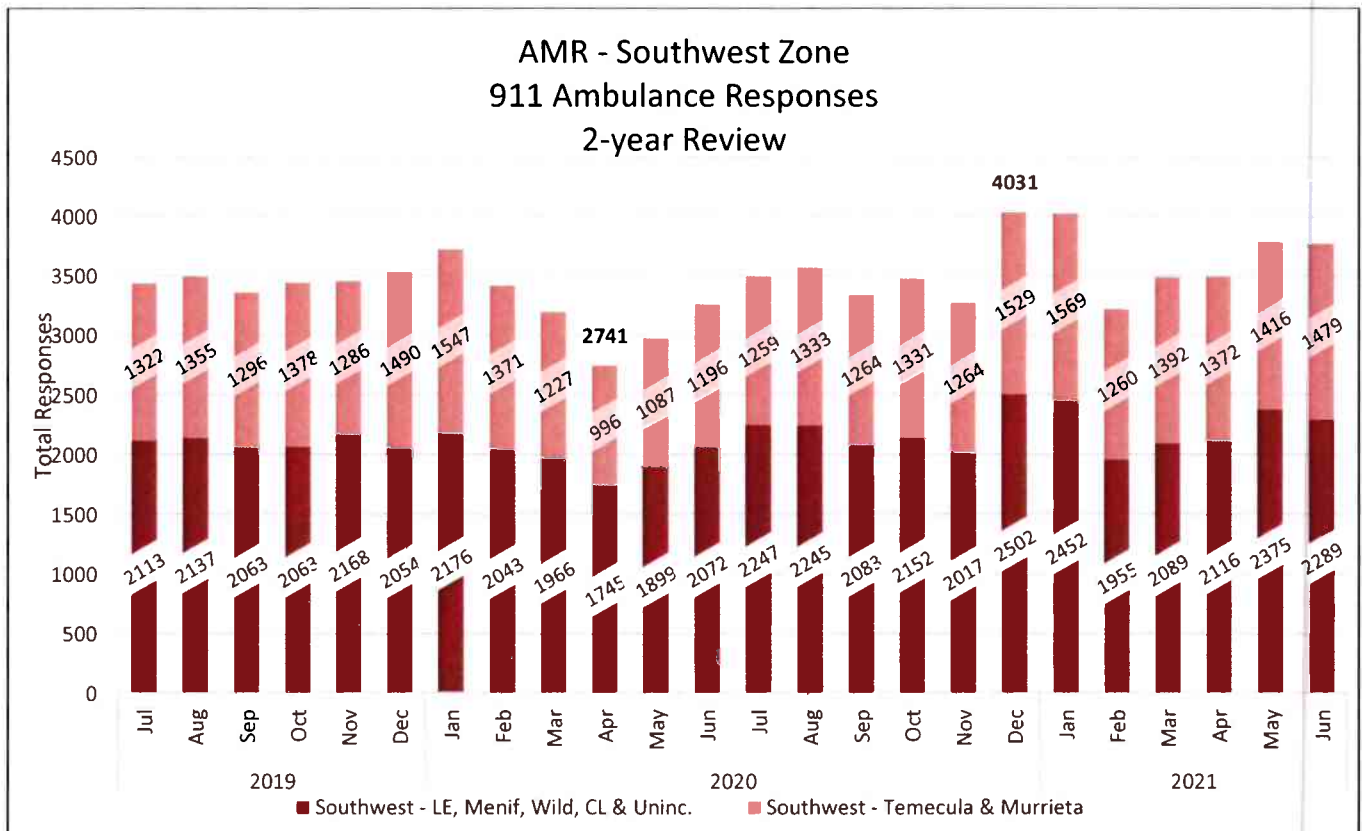
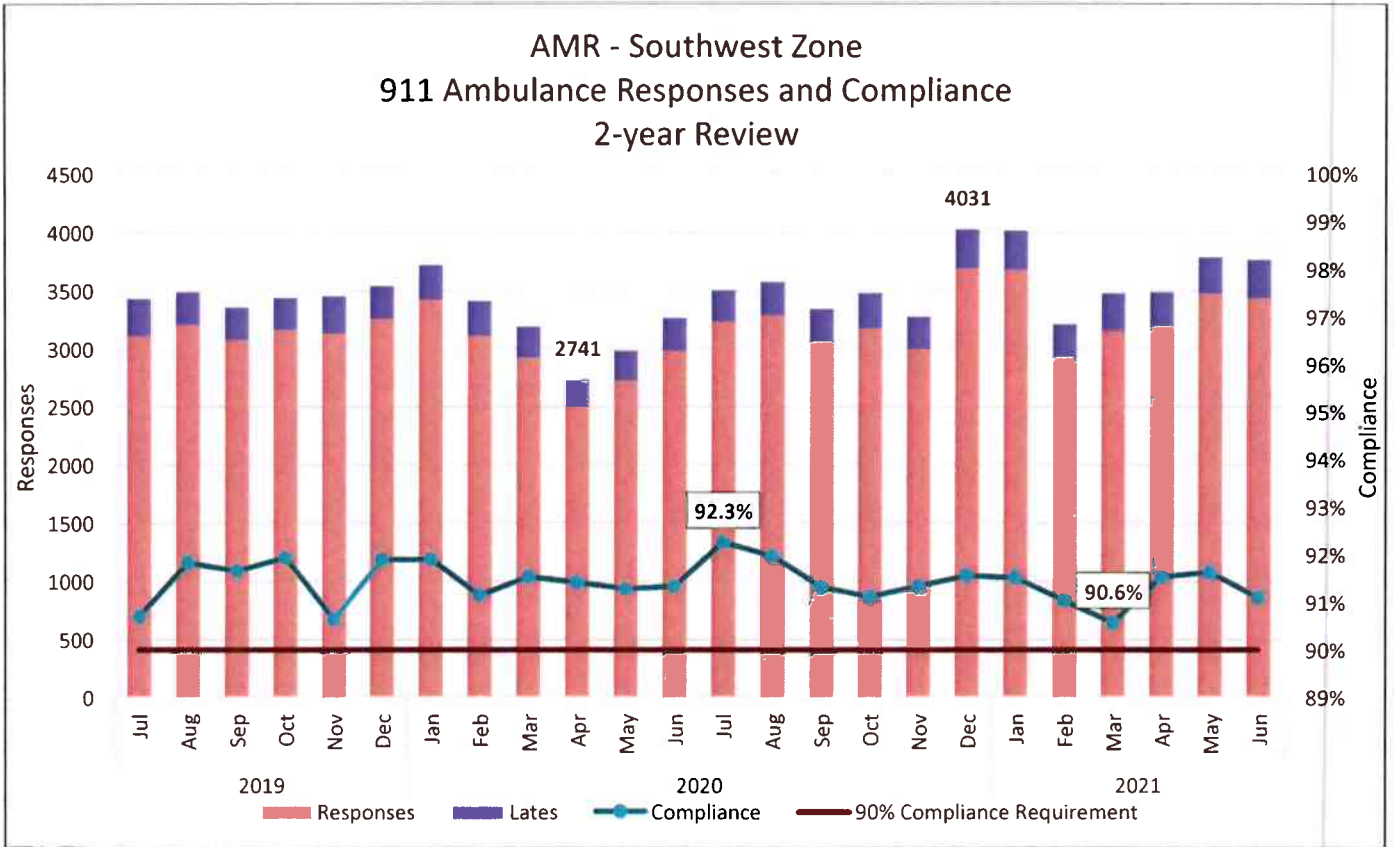


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

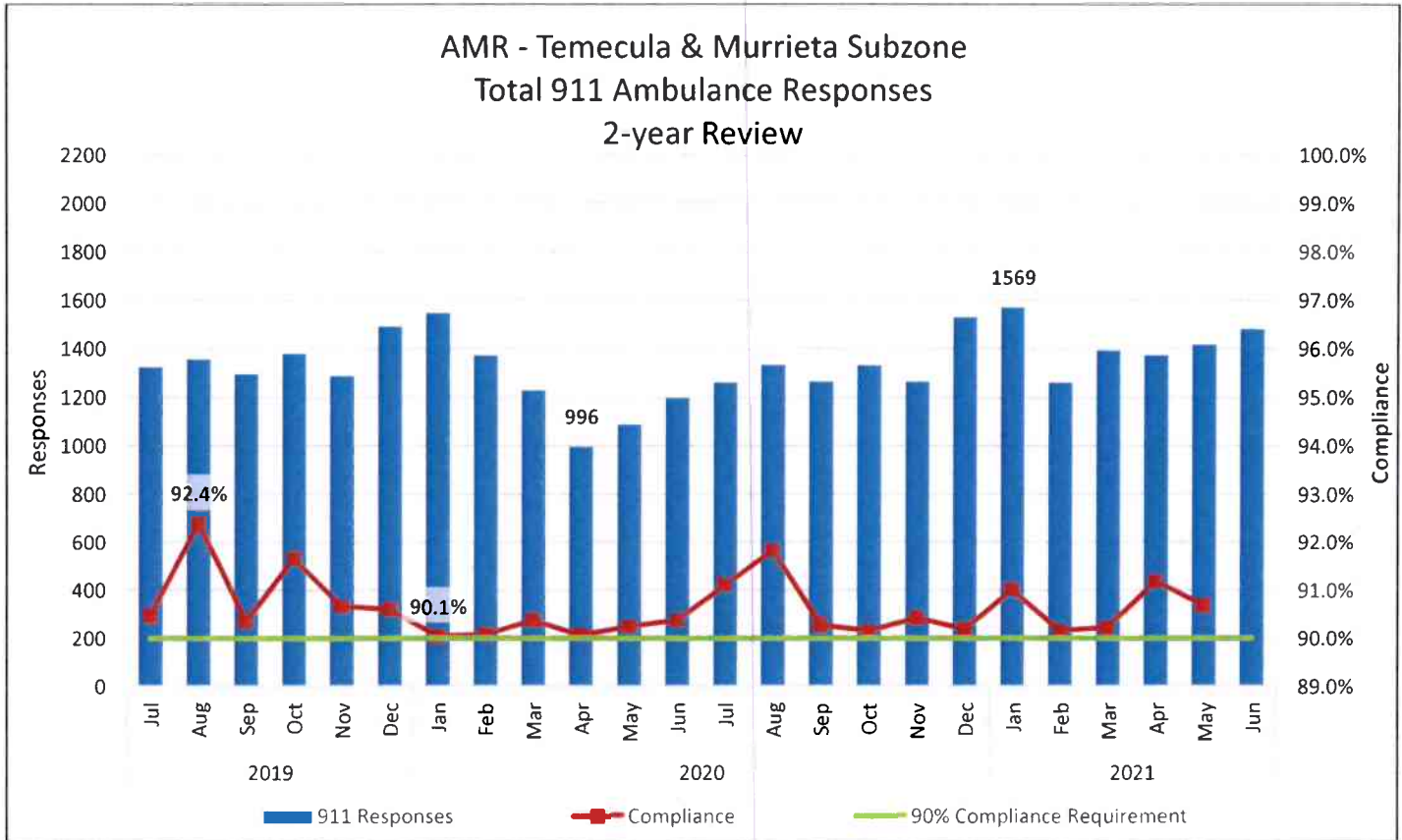
### SOUTHWEST



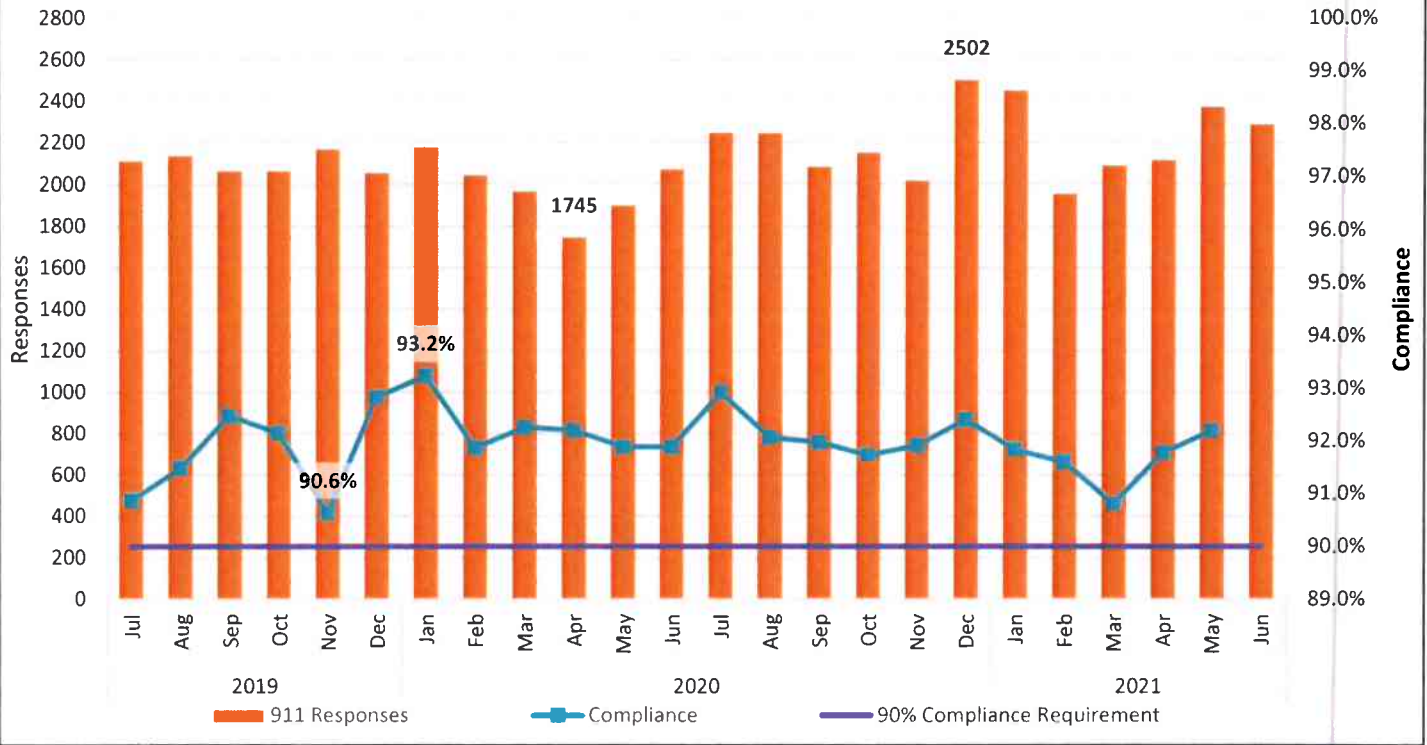
Southwest Zone: zone Response and Compliance Data



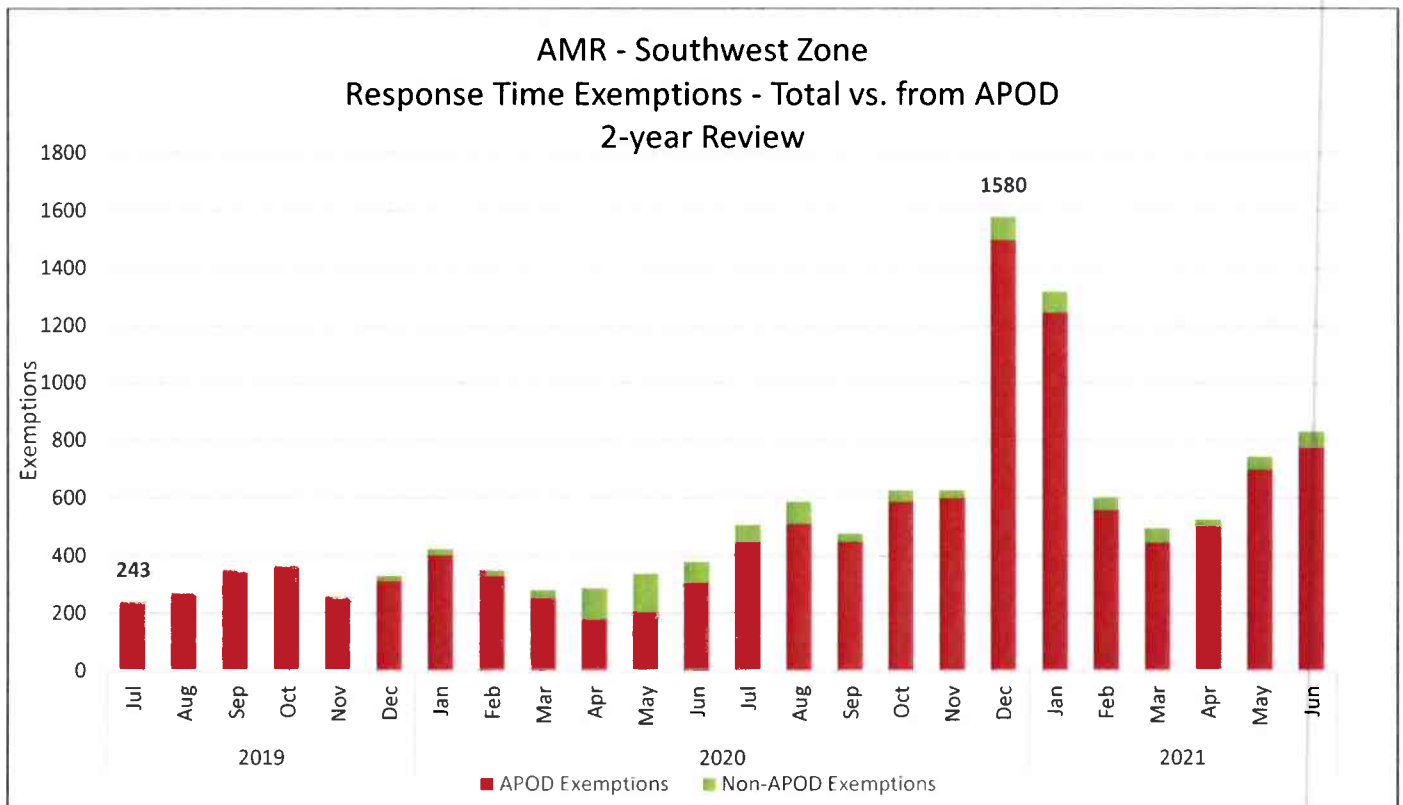
Southwest Zone: Subzone Response and Compliance Data



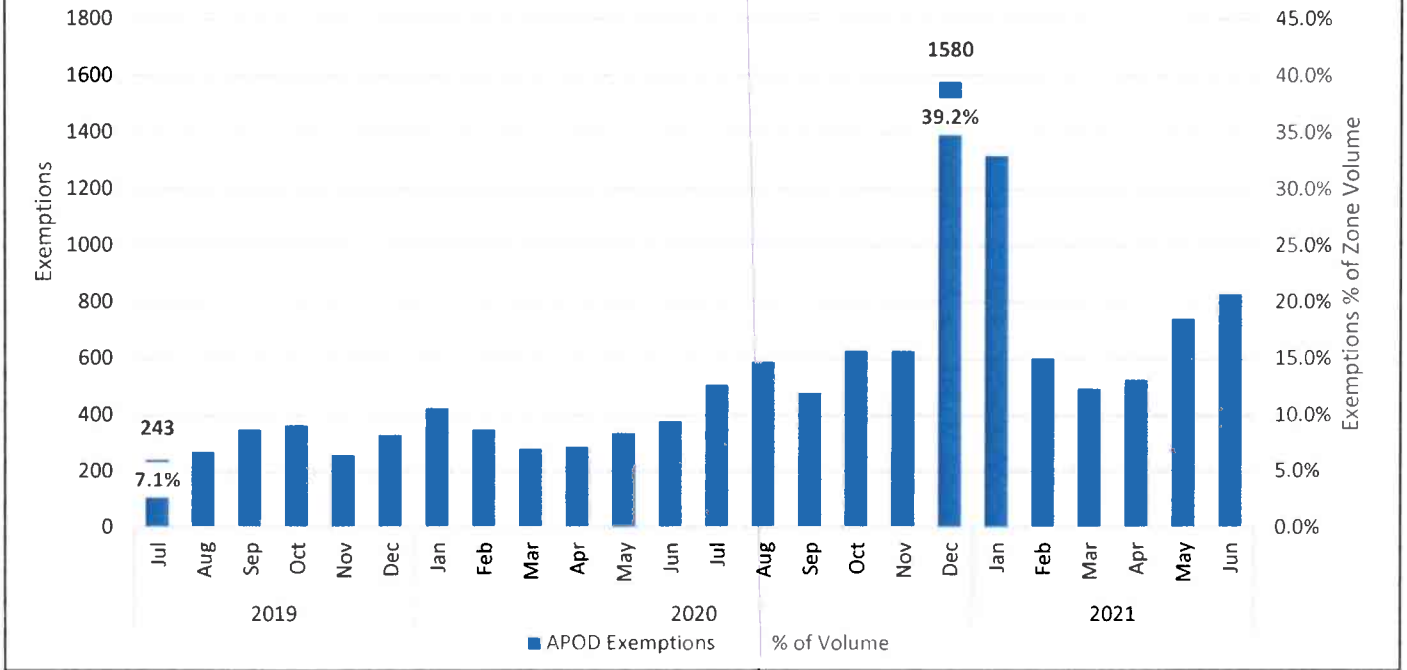
### AMR - Lake Elsinore & Uninc. Subzone Total 911 Ambulance Responses 2-year Review



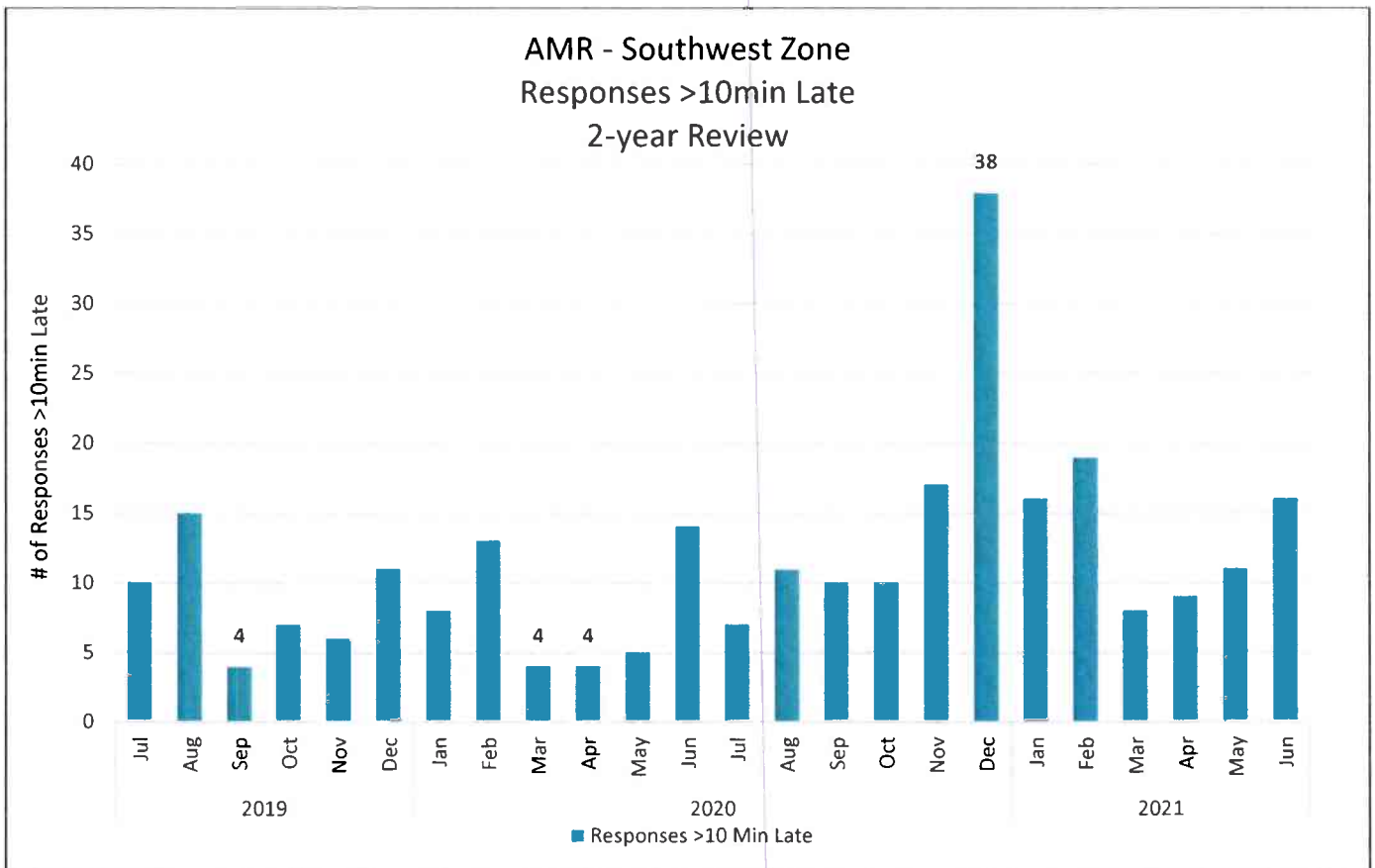
### Southwest Zone: Exemptions



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



### Southwest Zone: Responses > 10 Minutes Late

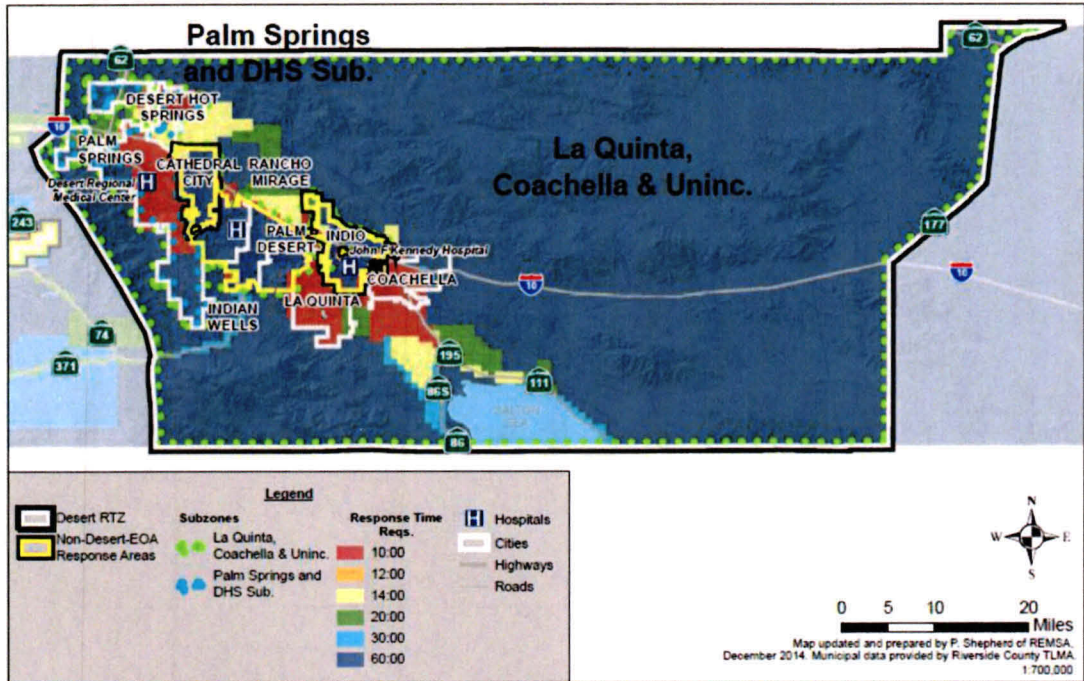


# DESERT ZONE



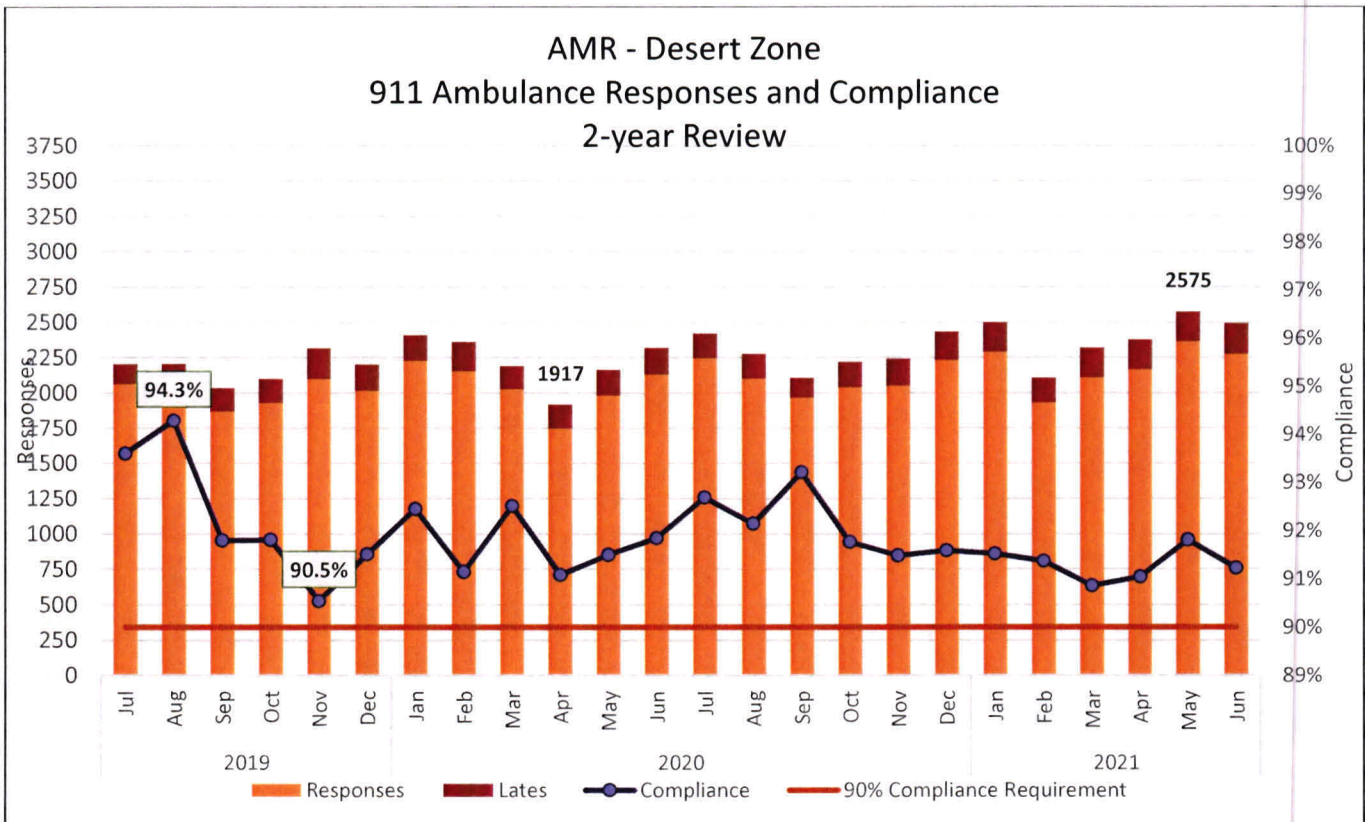
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

### DESERT

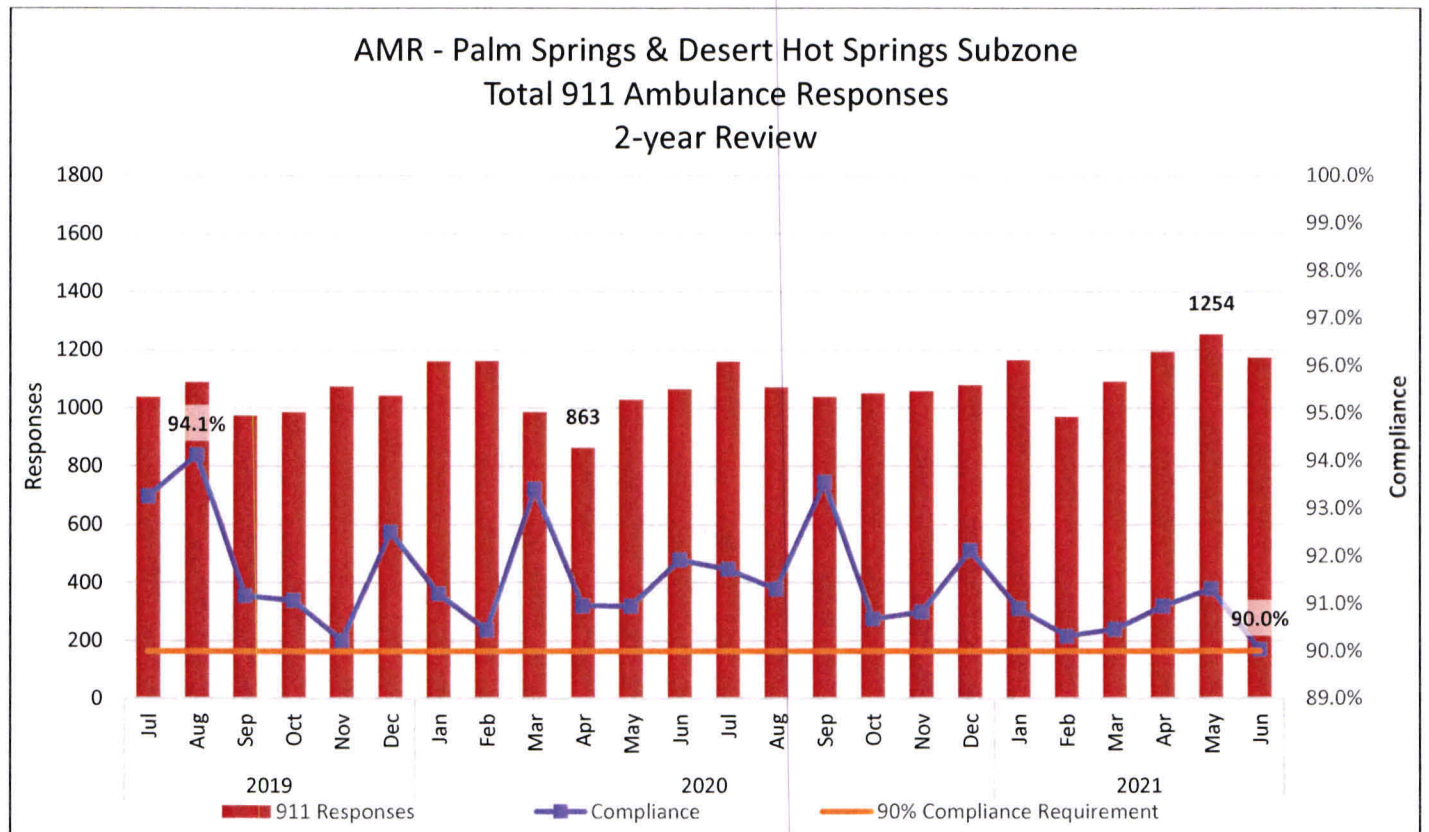
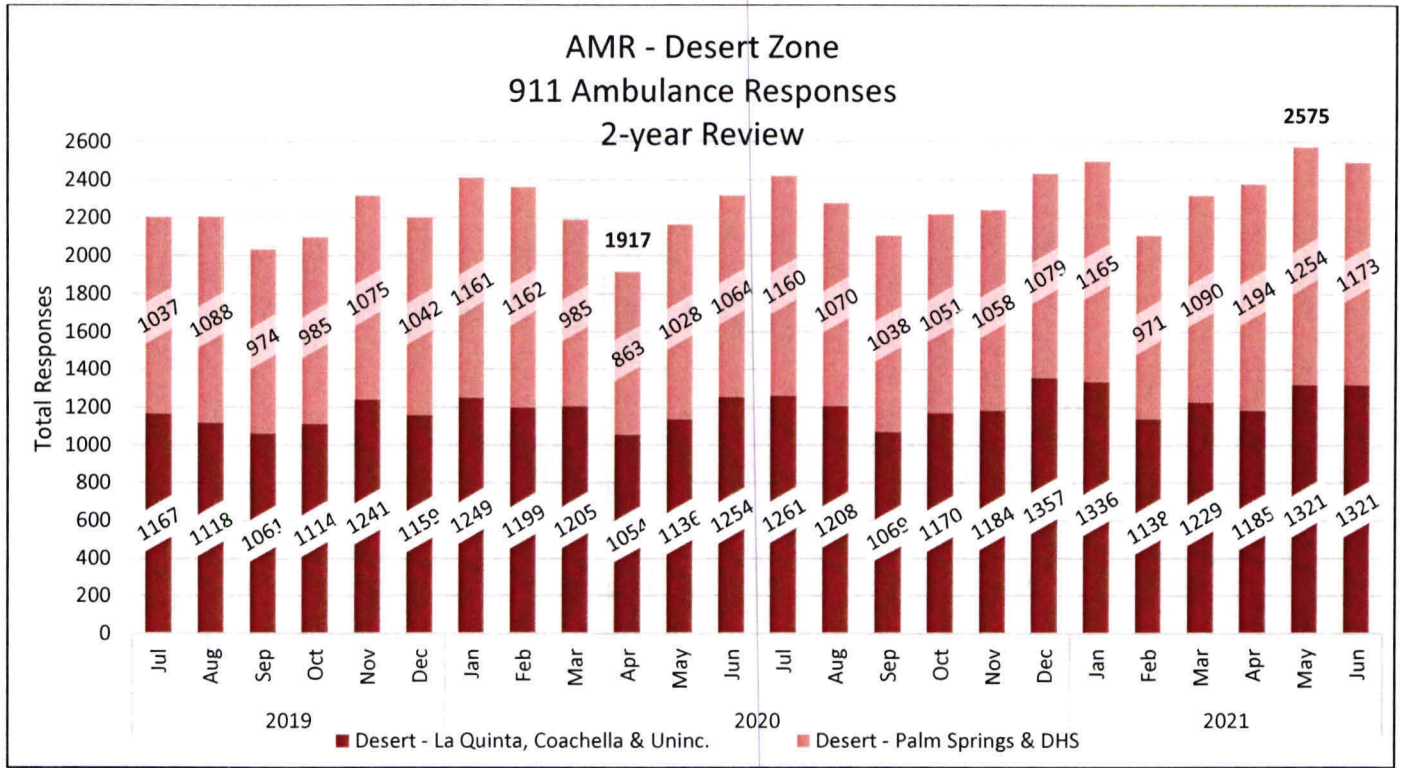


The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

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.

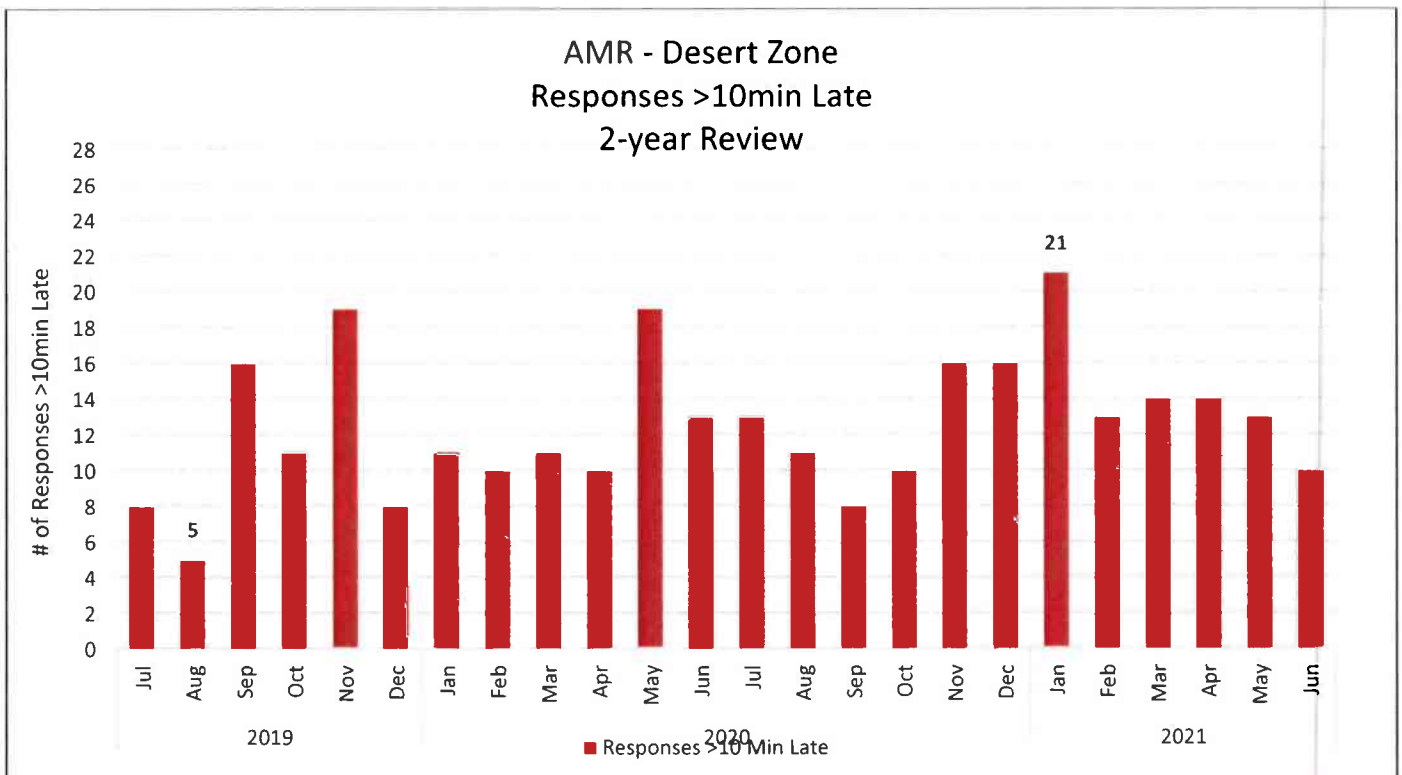
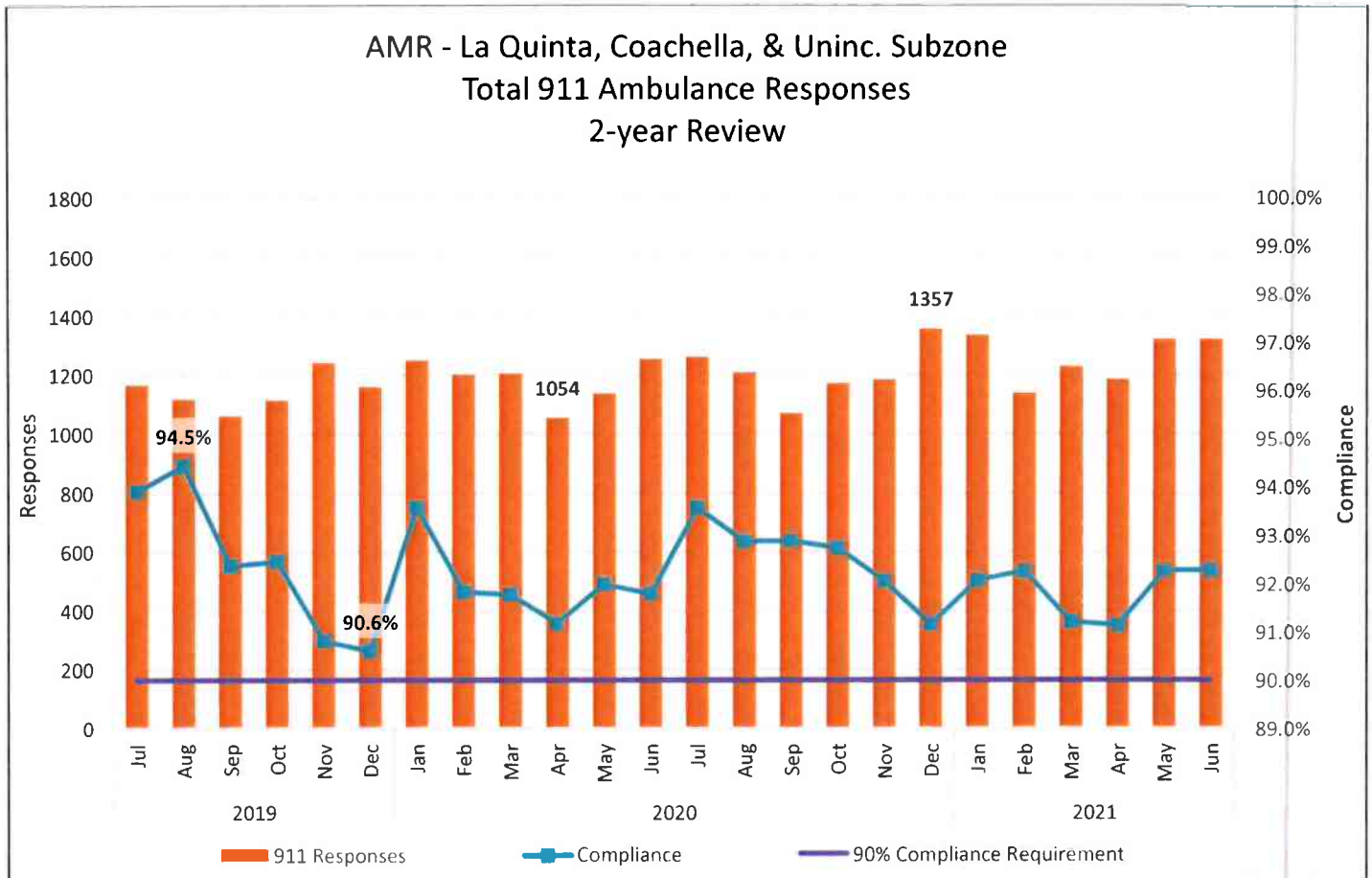


Desert Zone: Subzone Response and Compliance Data

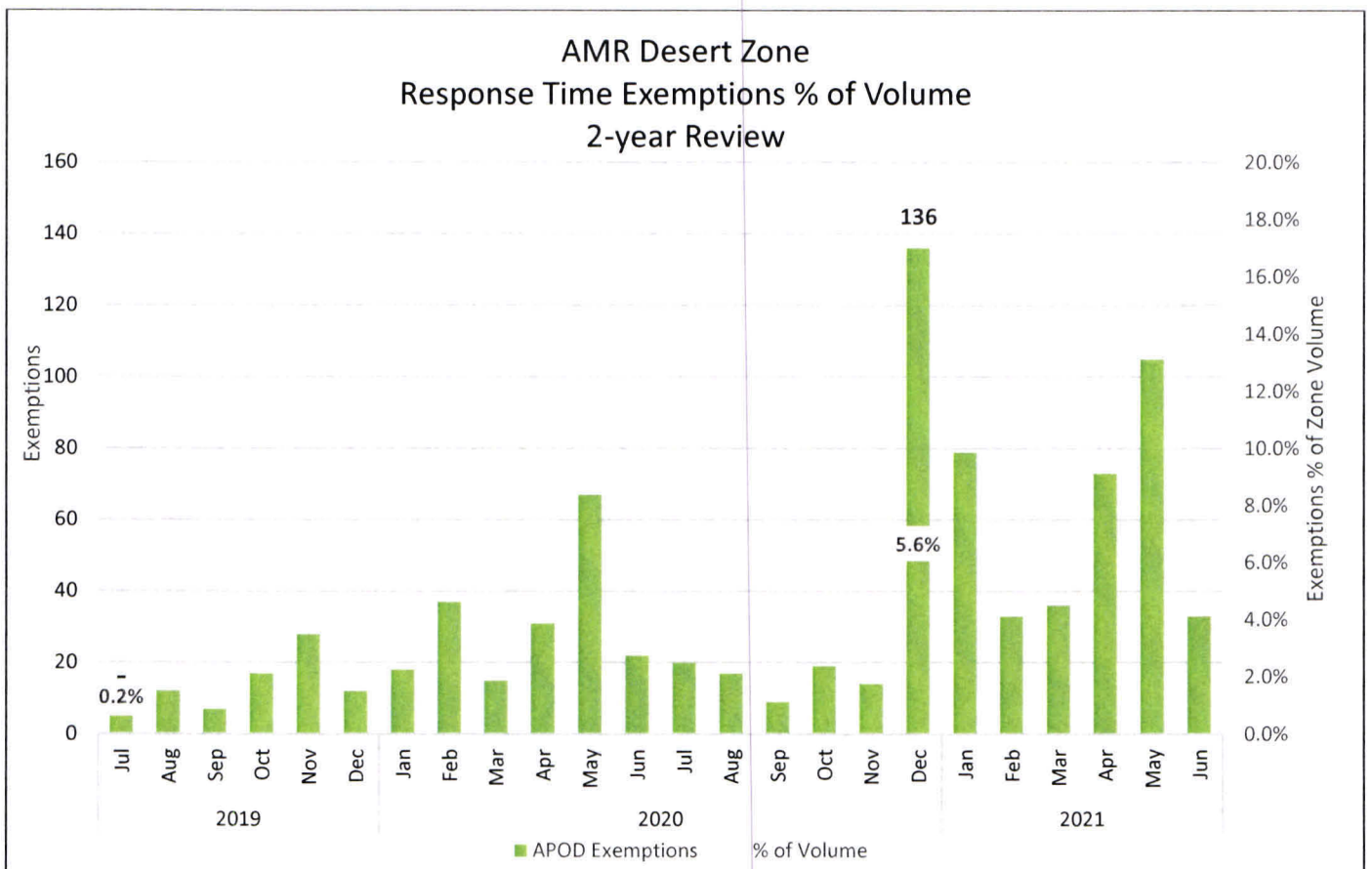
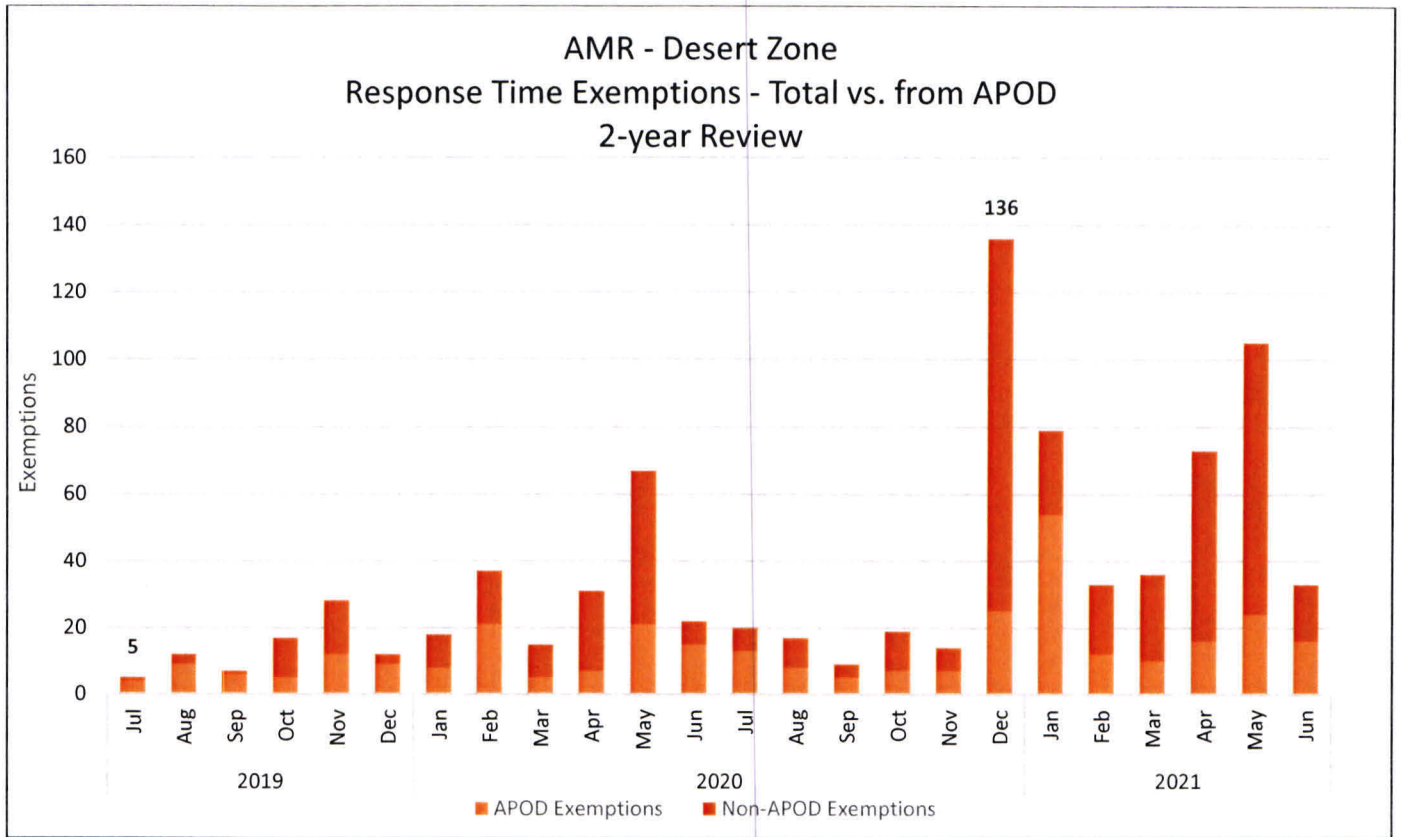




Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late



Desert Zone: Exemptions

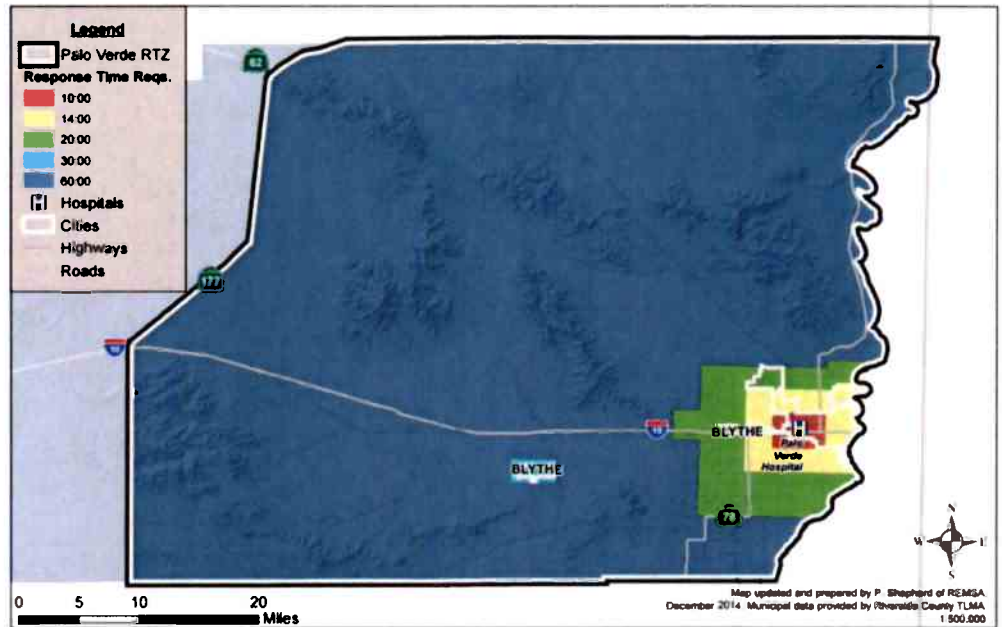


# PALO VERDE ZONE

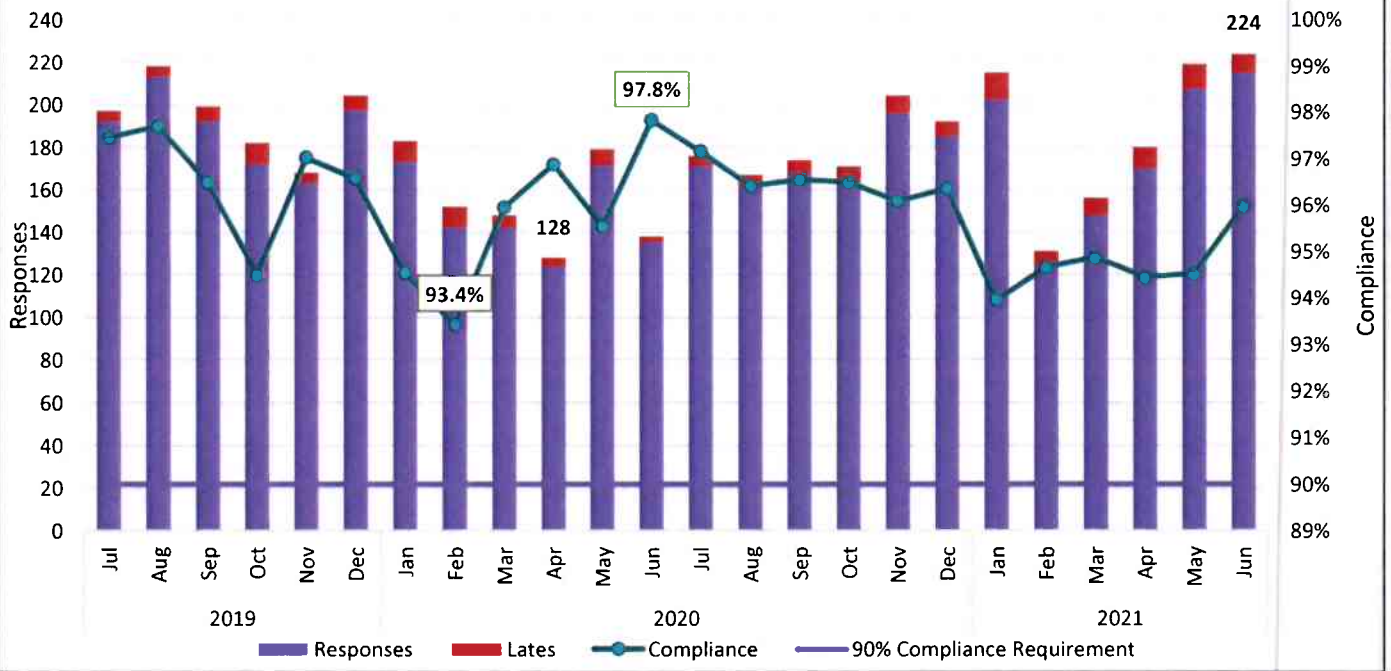


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES PALO VERDE

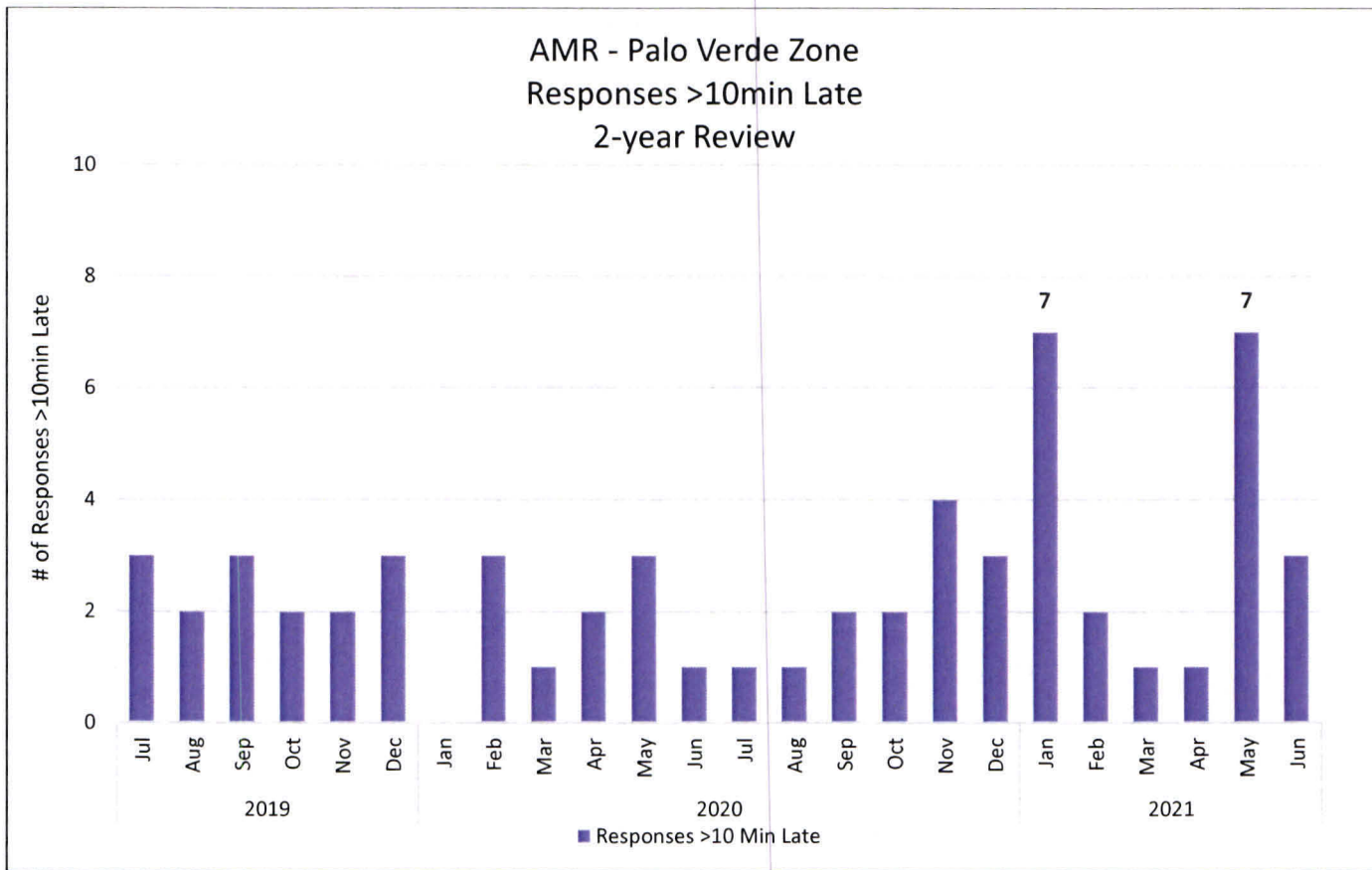
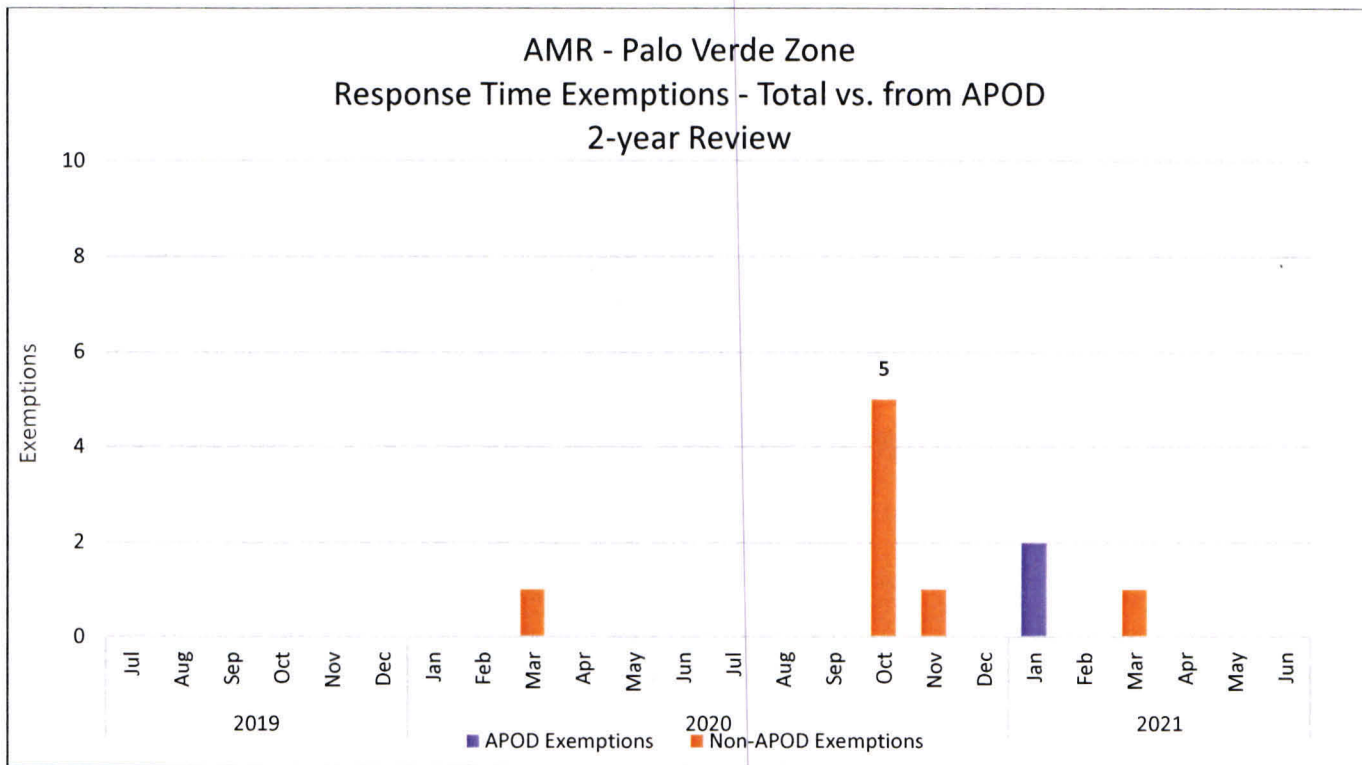
The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



### AMR - Palo Verde Zone 911 Ambulance Responses and Compliance 2-year Review



Palo Verde Zone: Exemptions and >10 Minutes Late

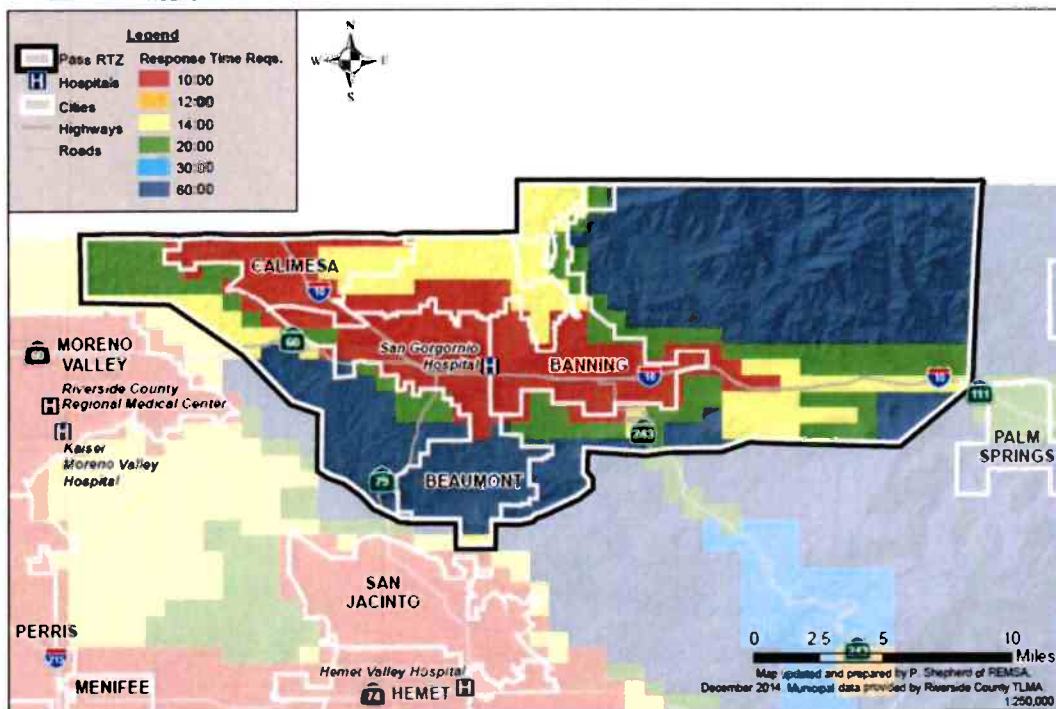


# PASS ZONE



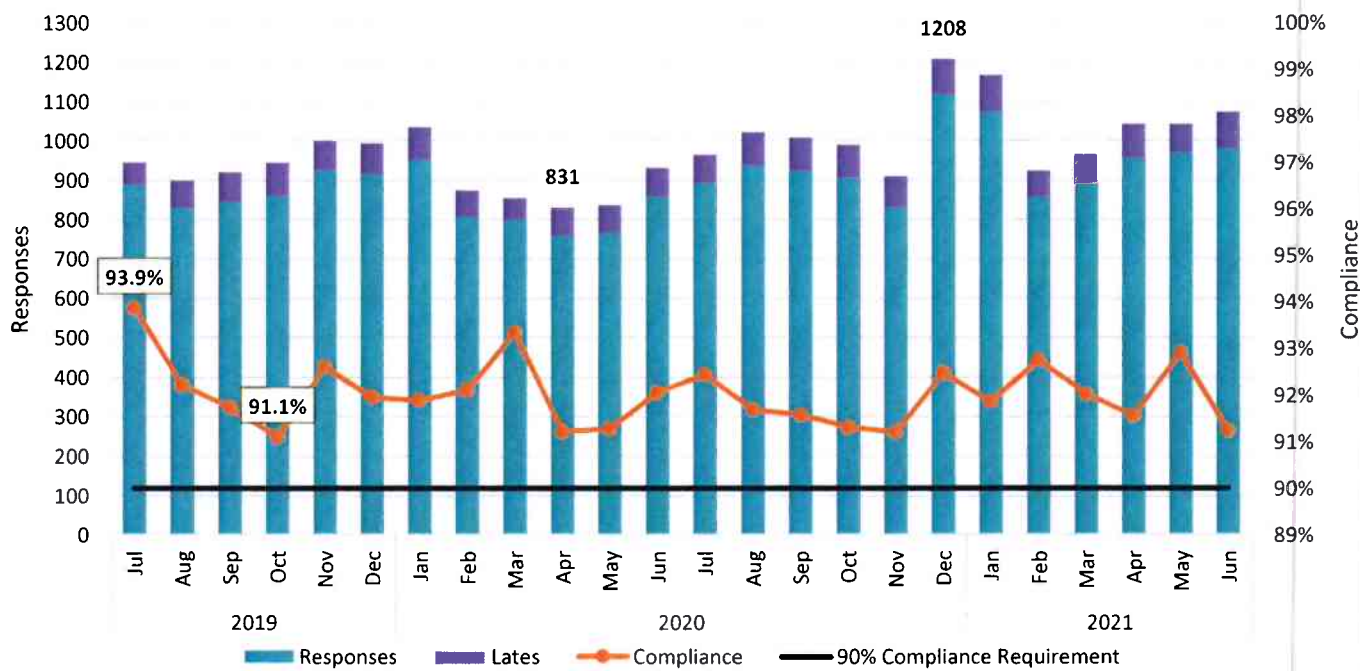
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## PASS

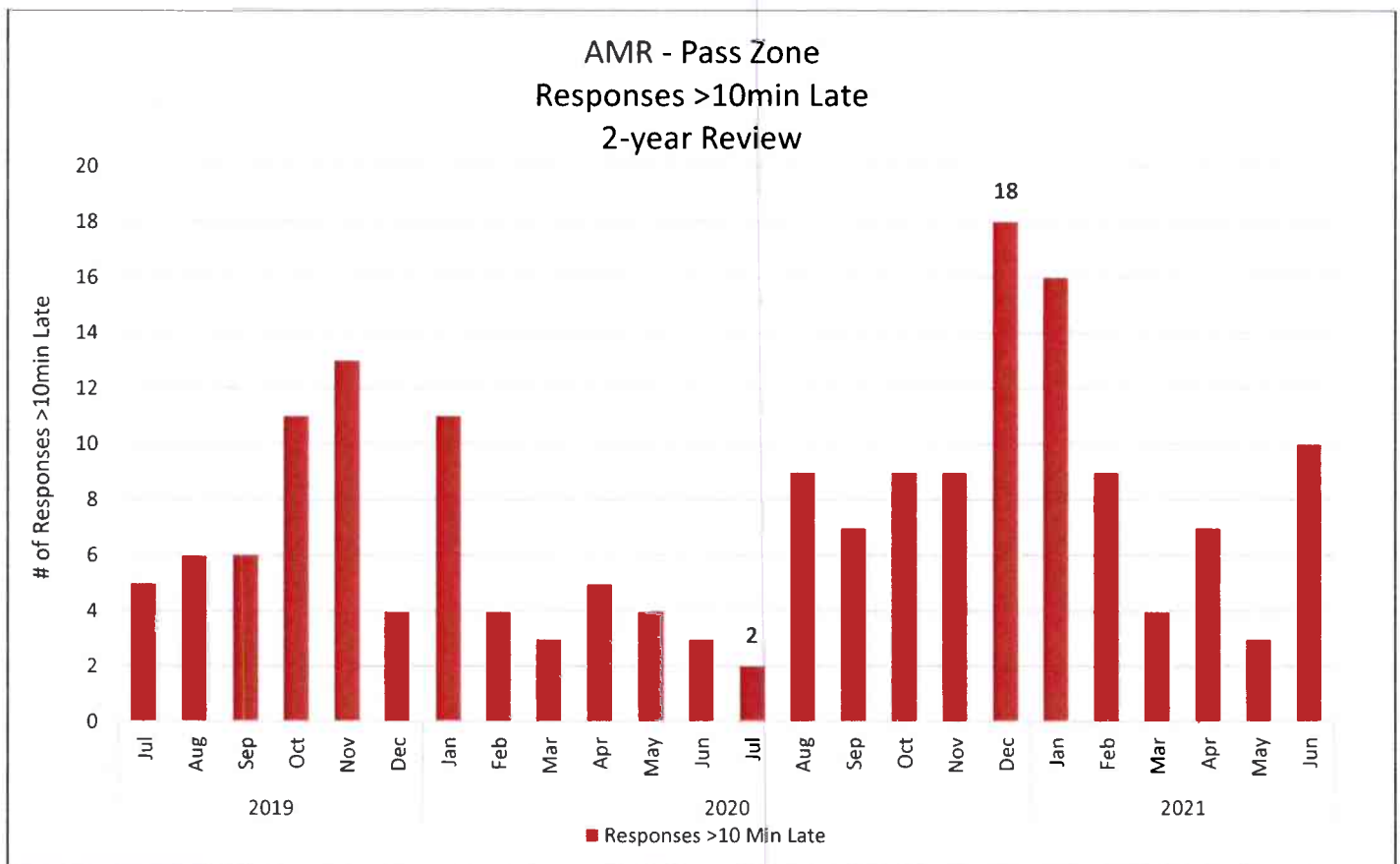
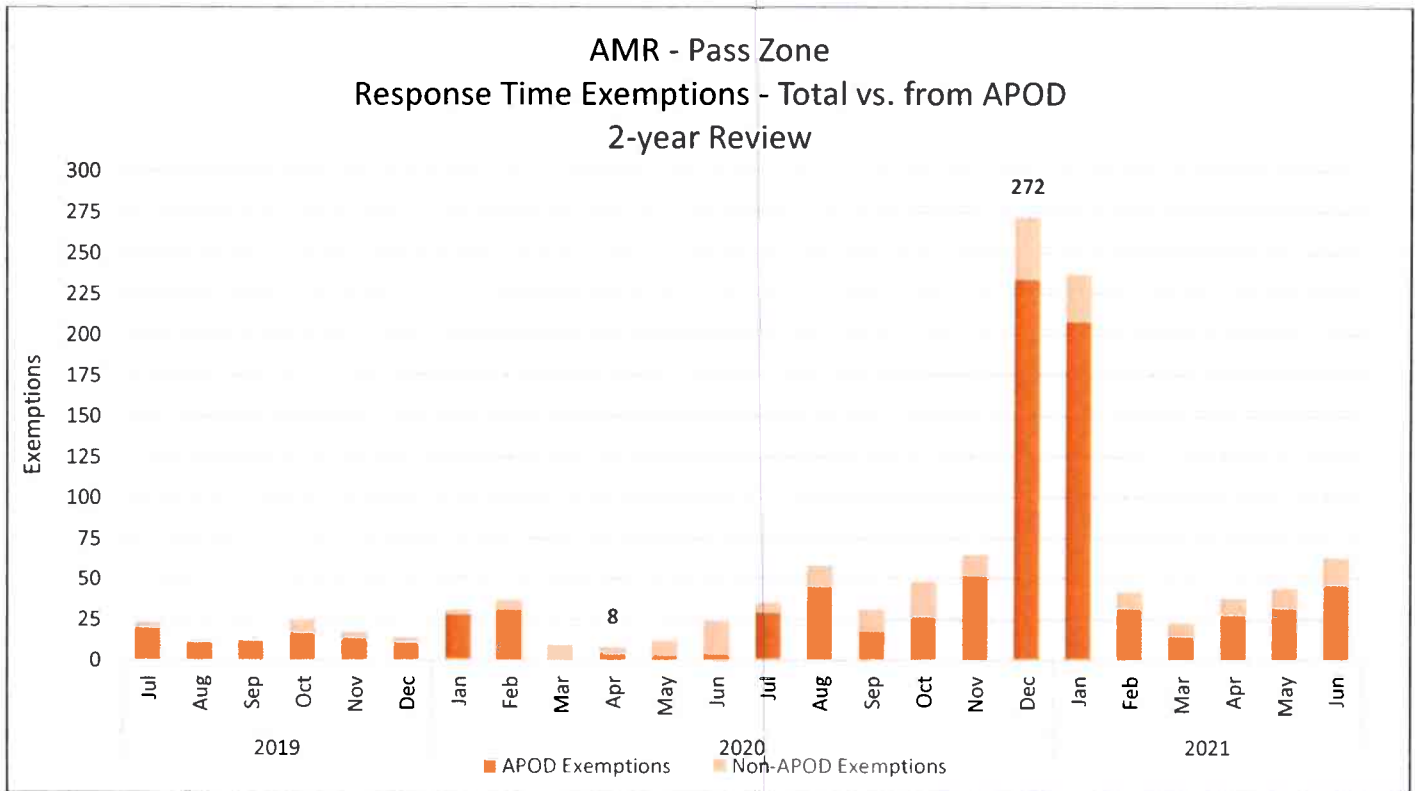


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

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

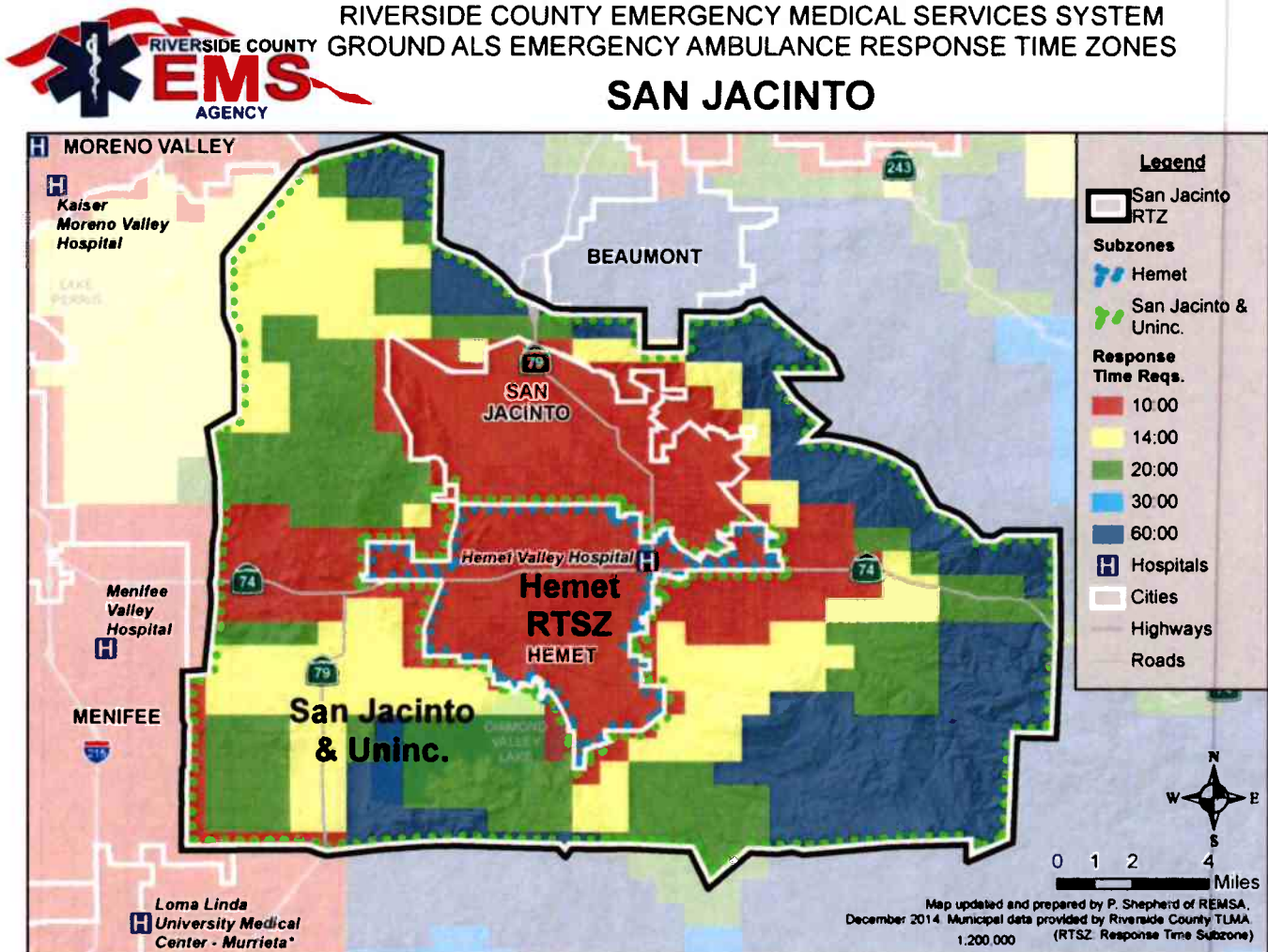


Pass Zone: Exemptions and Responses >10 Minutes Late

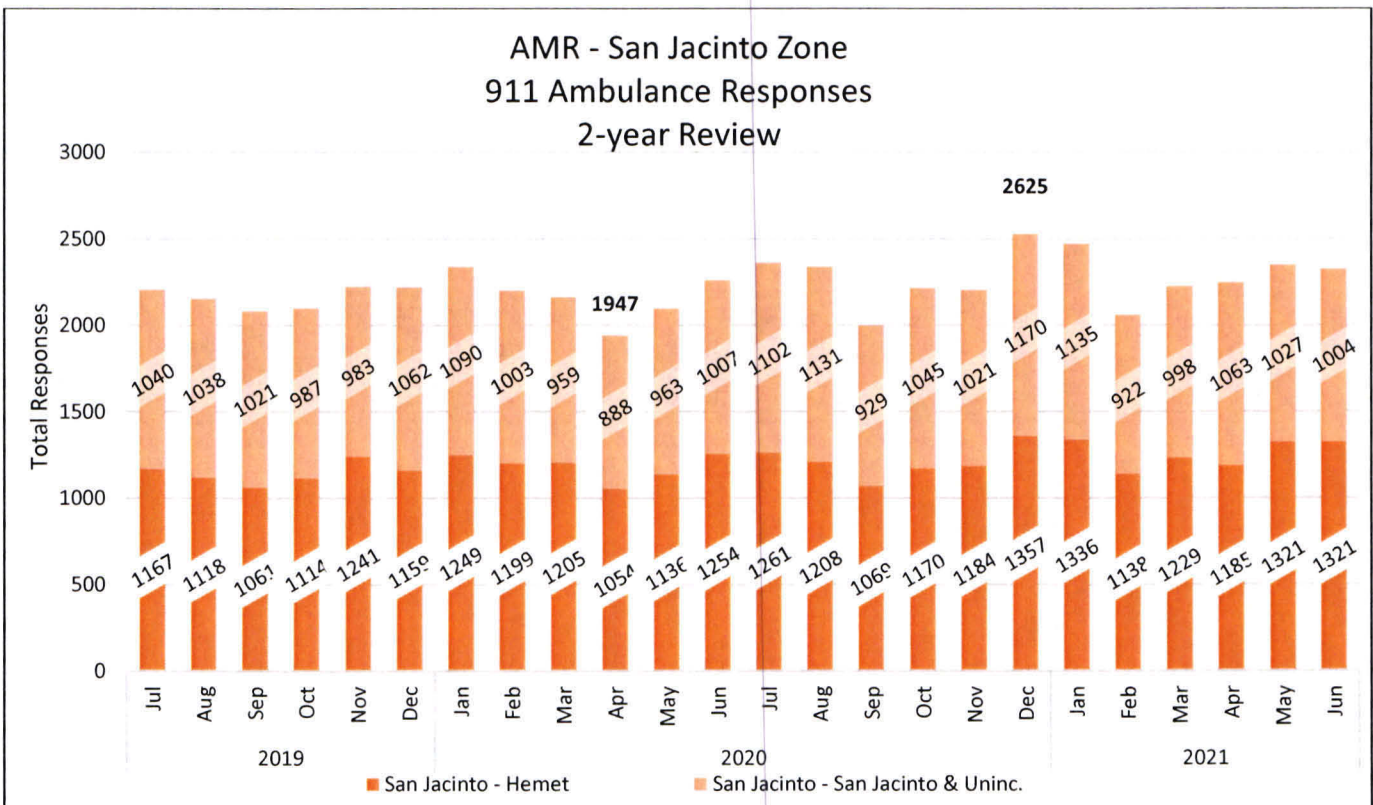
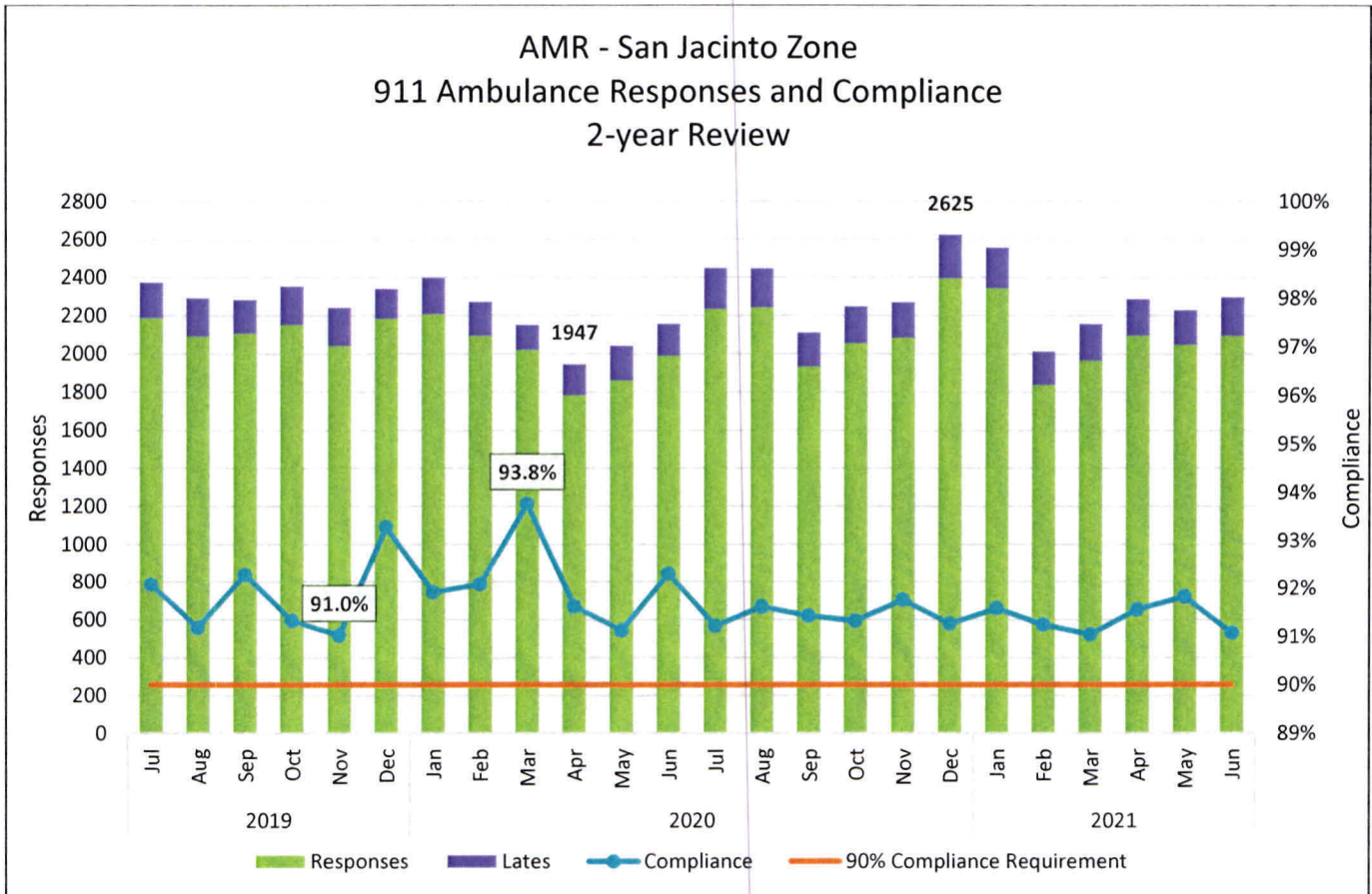


# SAN JACINTO ZONE

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

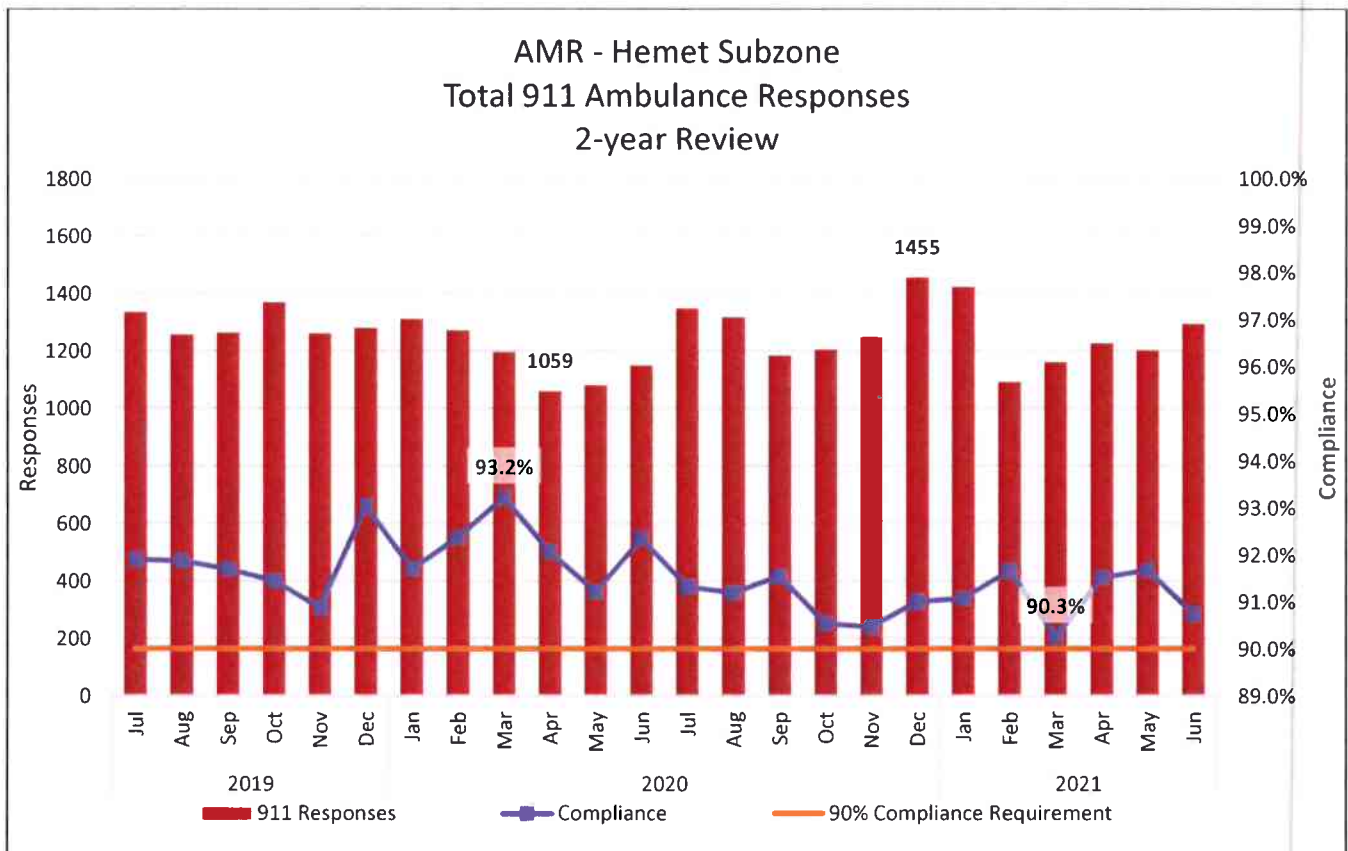
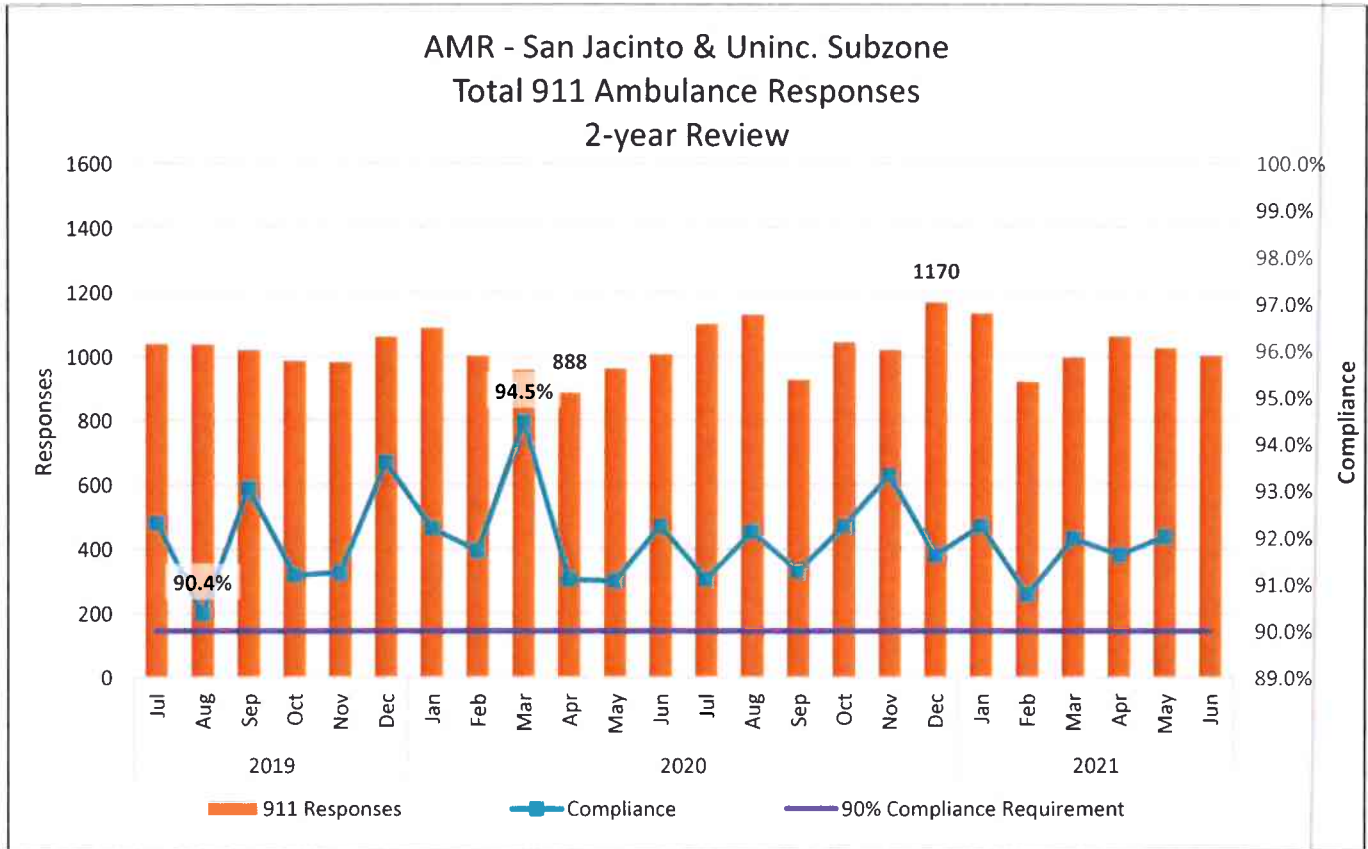


San Jacinto Zone: Subzone Response and Compliance Data

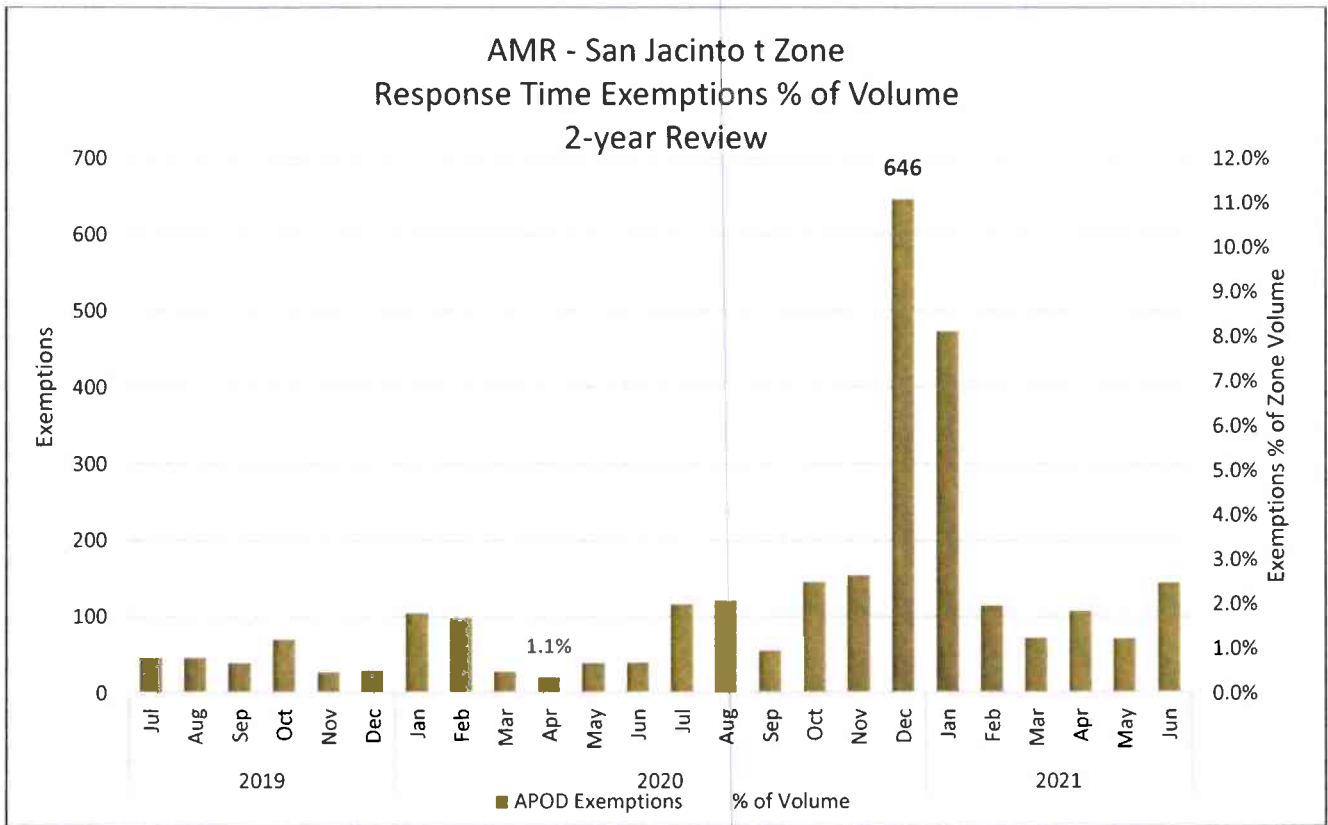
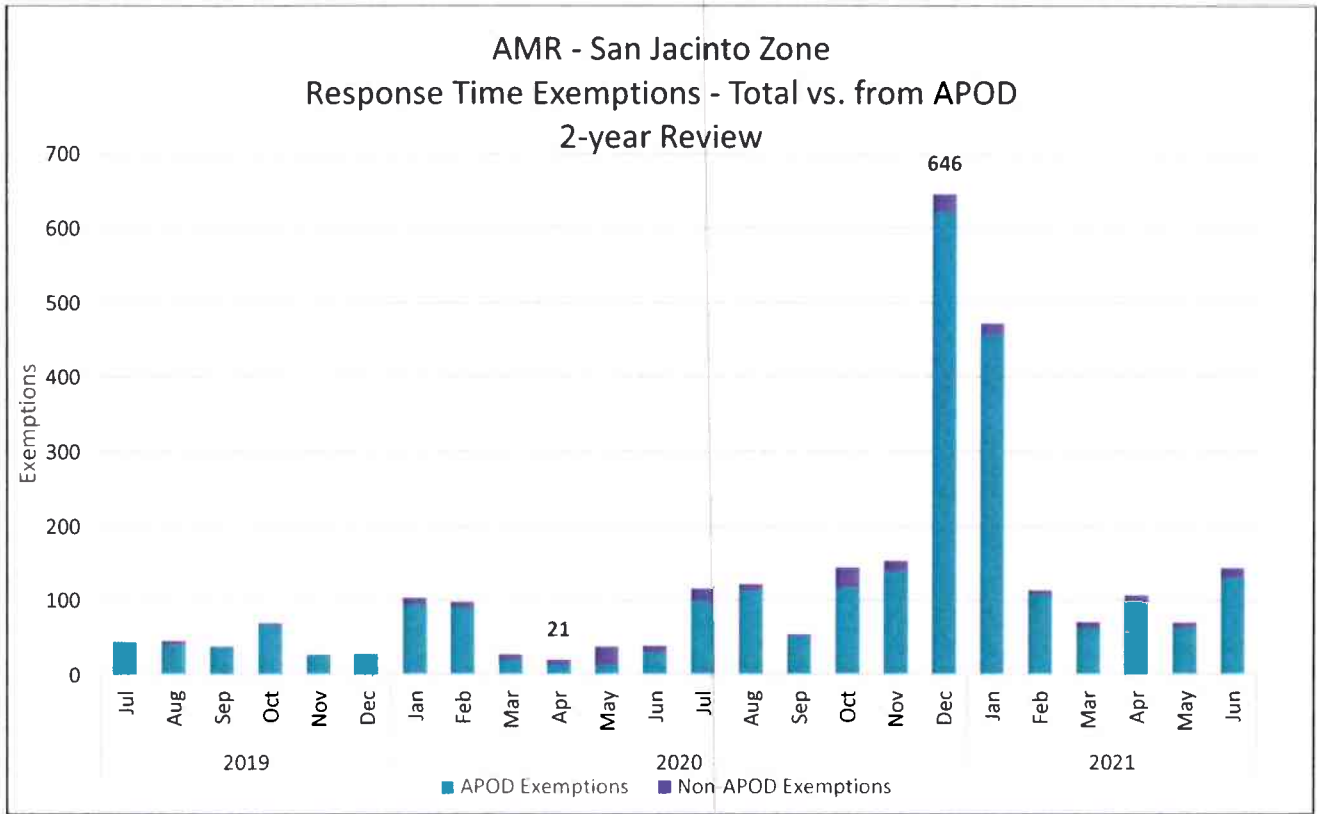




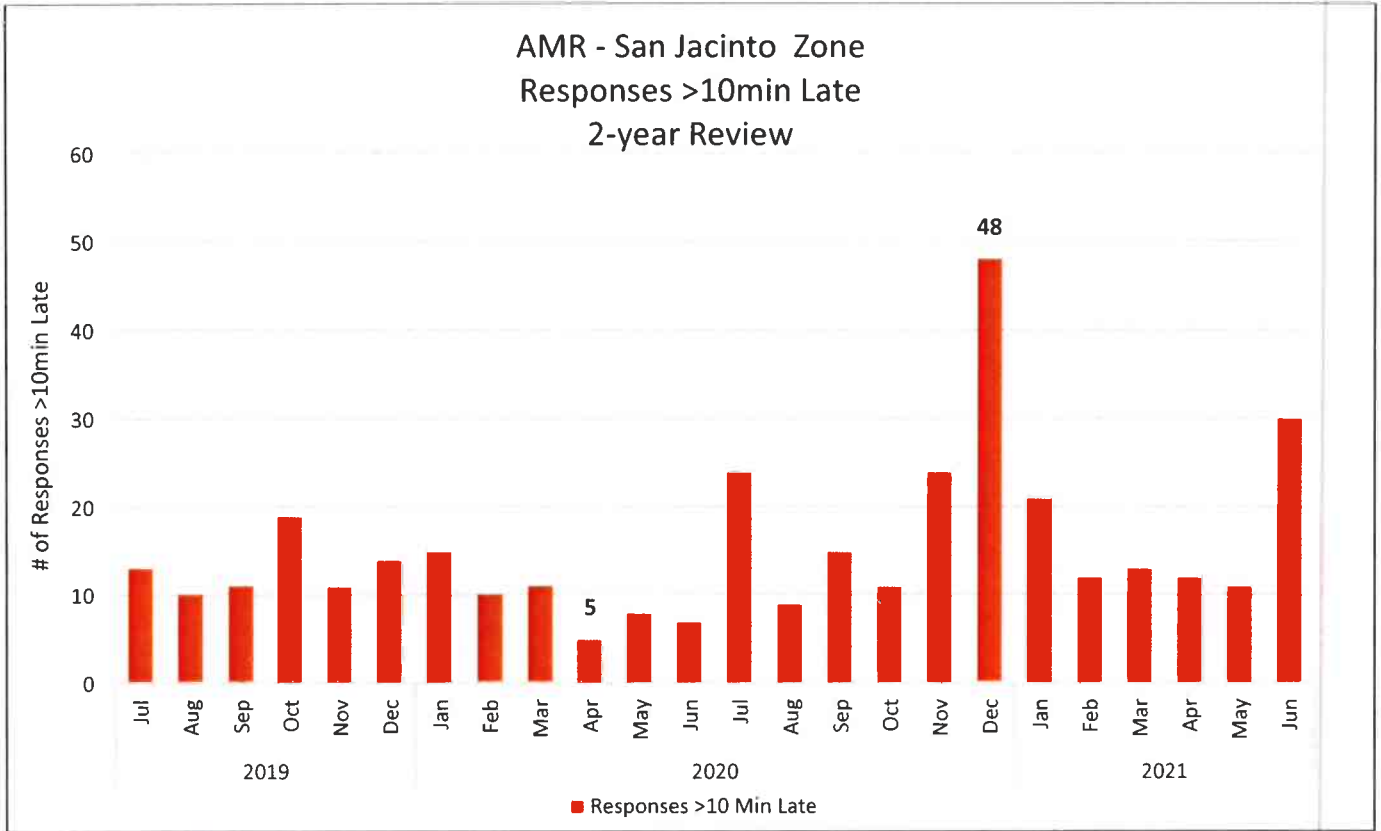
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



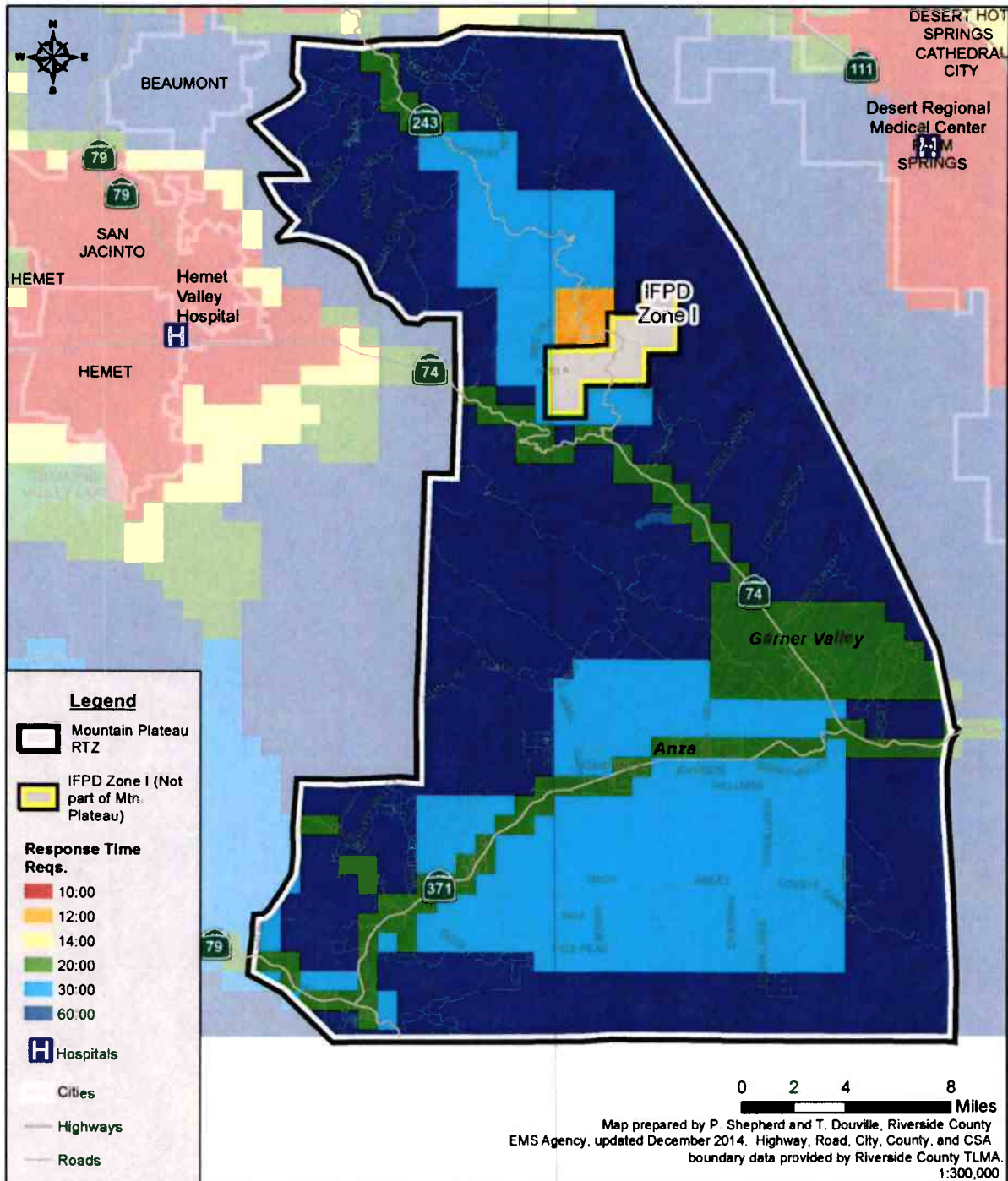
# MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 114 9-1-1 ambulance responses per month (2018 data) with an average of five late calls per month.

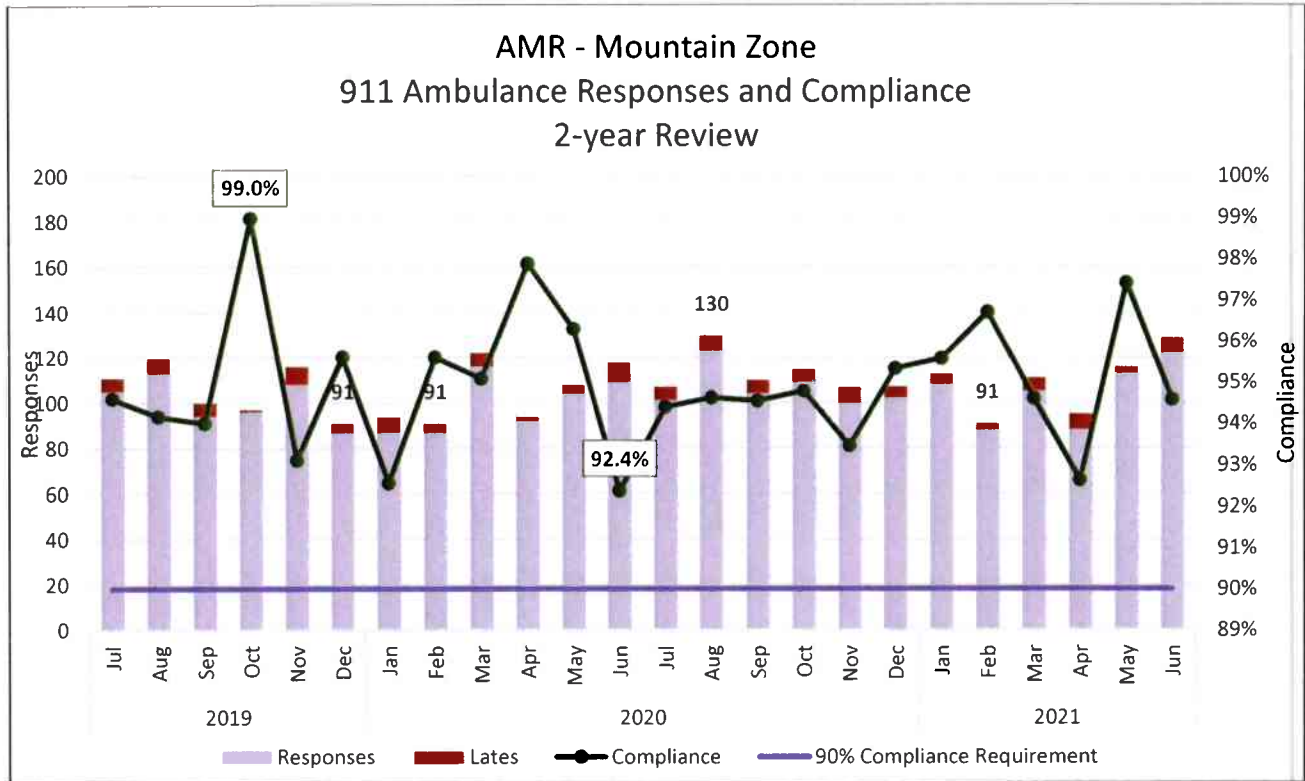
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



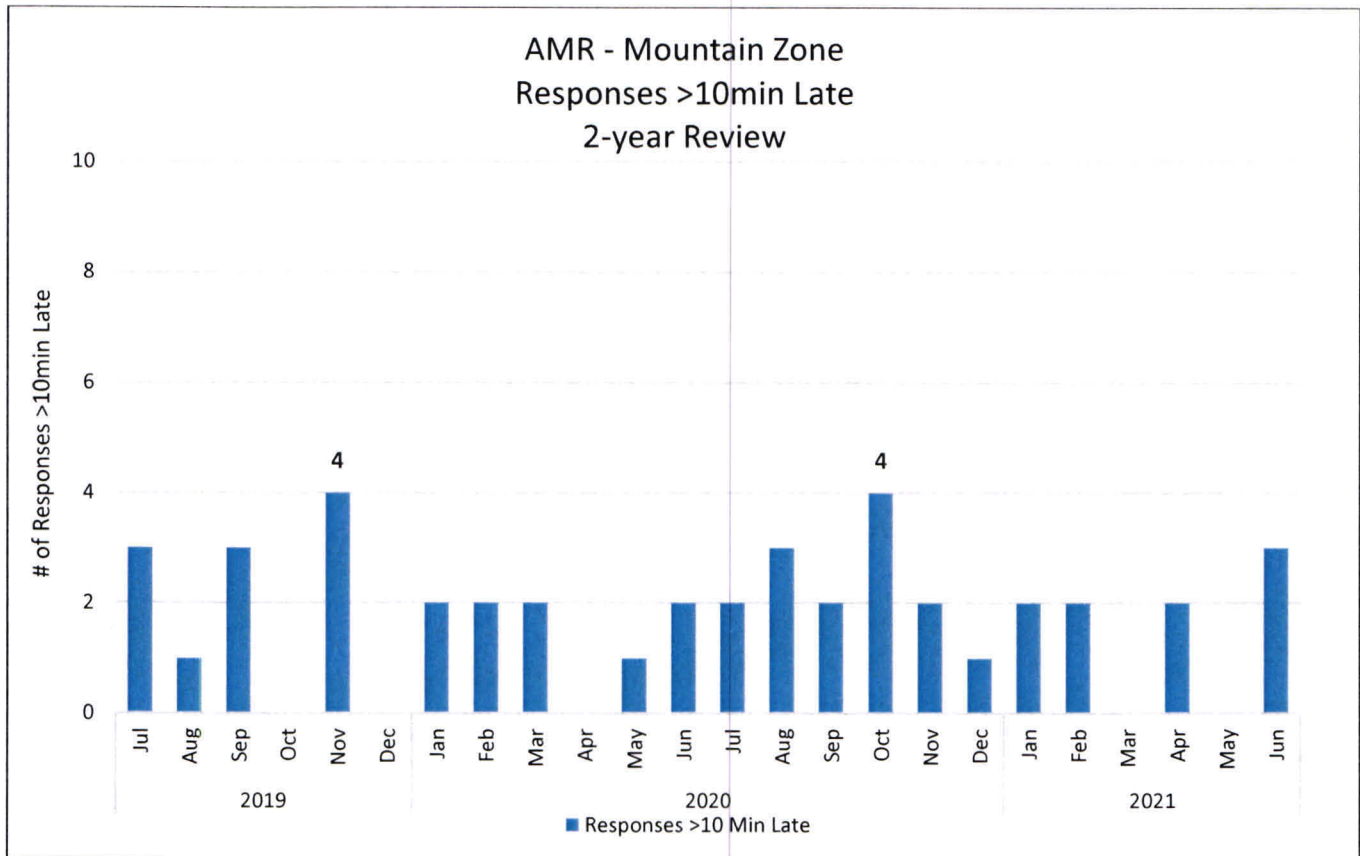
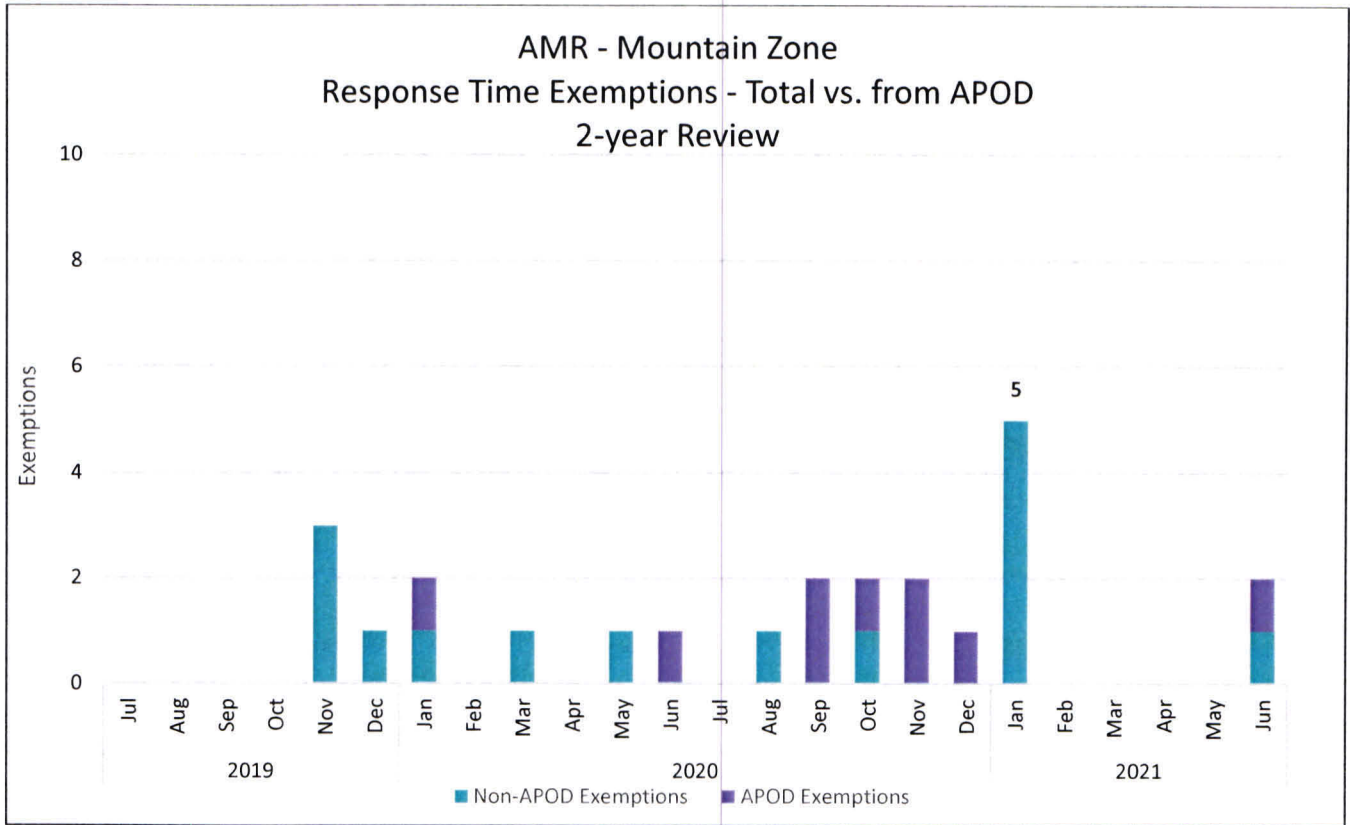
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



# JULY 2020 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Delay Exemptions	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.41%		2655	223	5	\$2,520.00	228	309	287			0	\$0.00	0	\$0.00	\$0.00
Northwest - Morco & Uninc. North	911	90.16%		1219	110	10	\$5,620.00	120	238	214			0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.16%		1258	105	6	\$3,320.00	111	188	172			0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>	<b>911</b>	<b>91.05%</b>	<b>\$0</b>	<b>5132</b>	<b>438</b>	<b>21</b>	<b>\$11,472.00</b>	<b>459</b>	<b>735</b>	<b>673</b>	<b>15%</b>	<b>\$11,324.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,324.20</b>
Southwest - Temecula & Murietta	911	91.10%		1259	110	2	\$1,504.00	112	187	169			0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, Cl & Uninc.	911	92.92%		2247	154	5	\$2,520.00	159	322	278			2	\$2,000.00	0	\$0.00	\$0.00
<b>Southwest Total</b>	<b>911</b>	<b>92.27%</b>	<b>\$0</b>	<b>3536</b>	<b>264</b>	<b>7</b>	<b>\$4,024.00</b>	<b>271</b>	<b>519</b>	<b>447</b>	<b>35%</b>	<b>\$11,091.50</b>	<b>2</b>	<b>\$2,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,091.50</b>
Central - Moreno Valley	911	91.91%		1458	109	9	\$4,832.00	118	177	148			0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.64%		1041	85	2	\$1,504.00	87	185	161			0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>	<b>911</b>	<b>91.90%</b>	<b>\$0</b>	<b>2499</b>	<b>194</b>	<b>11</b>	<b>\$6,336.00</b>	<b>205</b>	<b>362</b>	<b>309</b>	<b>15%</b>	<b>\$6,272.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$6,272.50</b>
San Jacinto - Hemet	911	91.32%		1348	105	12	\$8,440.00	117	61	58			0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.11%		1102	86	12	\$7,528.00	98	55	41			0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	<b>911</b>	<b>91.22%</b>	<b>\$0</b>	<b>2450</b>	<b>191</b>	<b>24</b>	<b>\$15,968.00</b>	<b>215</b>	<b>116</b>	<b>99</b>	<b>15%</b>	<b>\$24,951.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$24,951.30</b>
Desert - Palm Springs & DHS	911	91.72%		1180	92	4	\$2,016.00	96	8	6			0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	93.50%		1281	72	9	\$5,824.00	81	12	7			0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>	<b>911</b>	<b>92.60%</b>	<b>\$0</b>	<b>2461</b>	<b>164</b>	<b>13</b>	<b>\$7,840.00</b>	<b>177</b>	<b>20</b>	<b>13</b>	<b>35%</b>	<b>\$10,855.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,855.35</b>
Palo Verde - Palo Verde	911	97.16%		176	4	1	\$1,000.00	5	0	0			0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	<b>911</b>	<b>97.16%</b>	<b>\$0</b>	<b>176</b>	<b>4</b>	<b>1</b>	<b>\$1,000.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>\$1,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,000.00</b>
Pass - Pass	911	92.44%		995	71	2	\$1,800.00	73	35	29			0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>	<b>911</b>	<b>92.44%</b>	<b>\$0</b>	<b>995</b>	<b>71</b>	<b>2</b>	<b>\$1,800.00</b>	<b>73</b>	<b>35</b>	<b>29</b>	<b>35%</b>	<b>\$5,277.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,277.35</b>
Mountain Plateau - Mountain	911	94.30%		107	4	2	\$1,800.00	6	0	0			0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>	<b>911</b>	<b>94.30%</b>	<b>\$0</b>	<b>107</b>	<b>4</b>	<b>2</b>	<b>\$1,800.00</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>\$78.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$78.35</b>
<b>CountyWide Total</b>	<b>911</b>	<b>91.82%</b>	<b>\$0</b>	<b>17256</b>	<b>1330</b>	<b>81</b>	<b>\$48,940.00</b>	<b>1411</b>	<b>1777</b>	<b>1570</b>	<b>0%</b>	<b>\$101,011.45</b>	<b>2</b>	<b>\$2,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$103,011.45</b>

# AUGUST 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offical/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit Fee	Total Fee Assessment
Northwest - Riverside City	911	91.60%	\$0	2763	223	\$13,790.00	9	\$5,824.00	232	280	271				0	\$0.00	0	\$0.00	\$34,077.35
Northwest - Morco & Uninc. North	911	90.77%		1267	115	\$6,791.00	2	\$1,008.00	117	221	195				0	\$0.00	0	\$0.00	\$18,302.30
Northwest - Corona & Uninc. South	911	91.20%		1250	99	\$6,638.00	11	\$5,840.00	110	193	181				0	\$0.00	0	\$0.00	\$18,307.05
<b>Northwest Total</b>	<b>911</b>	<b>91.51%</b>	<b>\$0</b>	<b>5280</b>	<b>427</b>	<b>\$27,419.00</b>	<b>22</b>	<b>\$12,672.00</b>	<b>459</b>	<b>694</b>	<b>647</b>	<b>15%</b>	<b>0%</b>	<b>\$34,077.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$34,077.35</b>
Southwest - Temecula & Murrieta	911	91.82%		1333	104	\$3,535.00	5	\$2,816.00	109	218	185				0	\$0.00	0	\$0.00	\$18,302.30
Southwest - LE Menif, Willa, CL & Uninc.	911	92.07%		2245	172	\$9,775.00	6	\$6,512.00	178	372	328				0	\$0.00	0	\$0.00	\$18,307.05
<b>Southwest Total</b>	<b>911</b>	<b>91.59%</b>	<b>\$0</b>	<b>3578</b>	<b>276</b>	<b>\$13,310.00</b>	<b>11</b>	<b>\$8,328.00</b>	<b>287</b>	<b>690</b>	<b>513</b>	<b>15%</b>	<b>0%</b>	<b>\$18,302.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$18,302.30</b>
Central - Moreno Valley	911	91.88%		1449	112	\$8,430.00	6	\$3,024.00	118	152	133				0	\$0.00	0	\$0.00	\$18,307.05
Central - Perris & Uninc.	911	90.38%		1060	93	\$5,783.00	9	\$4,536.00	102	181	158				0	\$0.00	0	\$0.00	\$18,307.05
<b>Central Total</b>	<b>911</b>	<b>91.22%</b>	<b>\$0</b>	<b>2509</b>	<b>205</b>	<b>\$14,213.00</b>	<b>15</b>	<b>\$7,560.00</b>	<b>220</b>	<b>333</b>	<b>291</b>	<b>15%</b>	<b>0%</b>	<b>\$18,507.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$18,507.05</b>
San Jacinto - Hemet	911	91.18%		1317	112	\$8,806.00	4	\$2,312.00	116	66	64				0	\$0.00	0	\$0.00	\$18,307.05
San Jacinto - San Jacinto & Uninc.	911	92.19%		1131	84	\$4,204.00	5	\$3,408.00	89	57	49				0	\$0.00	0	\$0.00	\$18,307.05
<b>San Jacinto Total</b>	<b>911</b>	<b>91.63%</b>	<b>\$0</b>	<b>2448</b>	<b>196</b>	<b>\$13,010.00</b>	<b>9</b>	<b>\$5,720.00</b>	<b>205</b>	<b>122</b>	<b>113</b>	<b>15%</b>	<b>0%</b>	<b>\$18,447.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$18,447.50</b>
Desert - Palm Springs & DHS	911	91.31%		1070	80	\$5,053.00	5	\$3,512.00	93	11	6				0	\$0.00	0	\$0.00	\$18,307.05
Desert - La Quinta, Coachella & Uninc.	911	92.88%		1208	80	\$3,155.00	6	\$4,016.00	86	6	2				0	\$0.00	0	\$0.00	\$18,307.05
<b>Desert Total</b>	<b>911</b>	<b>92.10%</b>	<b>\$0</b>	<b>2278</b>	<b>168</b>	<b>\$8,208.00</b>	<b>11</b>	<b>\$7,528.00</b>	<b>179</b>	<b>17</b>	<b>8</b>	<b>35%</b>	<b>0%</b>	<b>\$10,228.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,228.40</b>
Palo Verde - Palo Verde	911	96.41%		167	5	\$888.00	1	\$2,400.00	6	0	0				0	\$0.00	0	\$0.00	\$18,307.05
<b>Palo Verde Total</b>	<b>911</b>	<b>96.41%</b>	<b>\$0</b>	<b>167</b>	<b>5</b>	<b>\$888.00</b>	<b>1</b>	<b>\$2,400.00</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$2,400.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,400.00</b>
Pass - Pass	911	91.68%		1022	76	\$2,080.00	9	\$6,120.00	85	58	45				0	\$0.00	0	\$0.00	\$18,307.05
<b>Pass Total</b>	<b>911</b>	<b>91.68%</b>	<b>\$0</b>	<b>1022</b>	<b>76</b>	<b>\$2,080.00</b>	<b>9</b>	<b>\$6,120.00</b>	<b>85</b>	<b>58</b>	<b>45</b>	<b>15%</b>	<b>0%</b>	<b>\$6,970.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$6,970.00</b>
Mountain Plateau - Mountain	911	94.62%		130	4	\$397.00	3	\$2,304.00	7	1	0				0	\$0.00	0	\$0.00	\$18,307.05
<b>Mountain Plateau Total</b>	<b>911</b>	<b>94.62%</b>	<b>\$0</b>	<b>130</b>	<b>4</b>	<b>\$397.00</b>	<b>3</b>	<b>\$2,304.00</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>\$722.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$722.75</b>
<b>CountyWide Total</b>	<b>911</b>	<b>91.68%</b>	<b>\$0</b>	<b>17412</b>	<b>1367</b>	<b>\$80,305.00</b>	<b>81</b>	<b>\$52,832.00</b>	<b>1448</b>	<b>1815</b>	<b>1617</b>	<b>0%</b>	<b>0%</b>	<b>\$107,746.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$107,746.35</b>



# SEPTEMBER 2020 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.83%		2612	237	\$11,645.00	\$304.00	238	247				0	\$0.00	0	\$0.00	\$28,649.25
Northwest - Morco & Umic. North	911	92.35%		1124	80	\$4,938.00	\$3,320.00	86	175				0	\$0.00	0	\$0.00	\$8,358.00
Northwest - Corona & Umic. South	911	91.62%		1181	99	\$9,274.00	\$3,824.00	106	157				0	\$0.00	0	\$0.00	\$13,098.00
<b>Northwest Total</b>		<b>91.25%</b>	<b>\$0</b>	<b>4917</b>	<b>416</b>	<b>\$25,857.00</b>	<b>\$7,648.00</b>	<b>430</b>	<b>579</b>	<b>15%</b>	<b>0%</b>	<b>\$28,649.25</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$78,649.25</b>
Southwest - Temecula & Murrieta	911	90.27%		1264	121	\$6,731.00	\$1,304.00	123	181				0	\$0.00	0	\$0.00	\$8,035.00
Southwest - LE Merrif, Wild, CI & Umic.	911	91.93%		2083	159	\$7,661.00	\$4,328.00	167	269				0	\$0.00	0	\$0.00	\$11,989.00
<b>Southwest Total</b>		<b>91.54%</b>	<b>\$0</b>	<b>3347</b>	<b>280</b>	<b>\$14,392.00</b>	<b>\$5,672.00</b>	<b>290</b>	<b>450</b>	<b>15%</b>	<b>0%</b>	<b>\$17,020.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$34,020.40</b>
Central - Moreno Valley	911	91.78%		1374	107	\$6,888.00	\$3,024.00	113	115				0	\$0.00	0	\$0.00	\$9,912.00
Central - Perris & Umic.	911	90.93%		934	81	\$6,868.00	\$2,016.00	85	132				0	\$0.00	0	\$0.00	\$8,884.00
<b>Central Total</b>		<b>91.42%</b>	<b>\$0</b>	<b>2308</b>	<b>188</b>	<b>\$13,756.00</b>	<b>\$5,040.00</b>	<b>198</b>	<b>247</b>	<b>15%</b>	<b>0%</b>	<b>\$16,968.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$30,968.55</b>
San Jacinto - Hemet	911	91.55%		1184	91	\$3,760.00	\$4,832.00	100	29				0	\$0.00	0	\$0.00	\$8,592.00
San Jacinto - San Jacinto & Umic.	911	91.28%		929	75	\$5,066.00	\$3,520.00	81	23				0	\$0.00	0	\$0.00	\$8,586.00
<b>San Jacinto Total</b>		<b>91.43%</b>	<b>\$0</b>	<b>2113</b>	<b>166</b>	<b>\$8,826.00</b>	<b>\$8,352.00</b>	<b>181</b>	<b>52</b>	<b>15%</b>	<b>0%</b>	<b>\$14,601.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$23,202.30</b>
Desert - Palm Springs & DHS	911	91.55%		1038	54	\$4,272.00	\$1,512.00	57	4				0	\$0.00	0	\$0.00	\$5,784.00
Desert - La Quinta, Coachella & Umic.	911	92.88%		1069	71	\$2,559.00	\$2,816.00	76	3				0	\$0.00	0	\$0.00	\$5,375.00
<b>Desert Total</b>		<b>92.21%</b>	<b>\$0</b>	<b>2107</b>	<b>125</b>	<b>\$6,831.00</b>	<b>\$4,328.00</b>	<b>143</b>	<b>5</b>	<b>50%</b>	<b>0%</b>	<b>\$5,579.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,410.50</b>
Palo Verde - Palo Verde	911	96.55%		174	4	\$956.00	\$3,200.00	6	0				0	\$0.00	0	\$0.00	\$4,156.00
<b>Palo Verde Total</b>		<b>96.55%</b>	<b>\$0</b>	<b>174</b>	<b>4</b>	<b>\$956.00</b>	<b>\$3,200.00</b>	<b>6</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$3,200.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$6,400.00</b>
Pass Pass	911	91.58%		1009	78	\$4,320.00	\$5,720.00	85	18				0	\$0.00	0	\$0.00	\$10,040.00
<b>Pass Total</b>		<b>91.58%</b>	<b>\$0</b>	<b>1009</b>	<b>78</b>	<b>\$4,320.00</b>	<b>\$5,720.00</b>	<b>85</b>	<b>18</b>	<b>15%</b>	<b>0%</b>	<b>\$8,534.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,854.00</b>
Mountain Plateau - Mountain	911	94.55%		110	4	\$400.00	\$1,504.00	6	2				0	\$0.00	0	\$0.00	\$1,904.00
<b>Mountain Plateau Total</b>		<b>94.55%</b>	<b>\$0</b>	<b>110</b>	<b>4</b>	<b>\$400.00</b>	<b>\$1,504.00</b>	<b>6</b>	<b>2</b>	<b>75%</b>	<b>0%</b>	<b>\$482.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,386.50</b>
<b>CountyWide Total</b>		<b>91.68%</b>	<b>\$0</b>	<b>16005</b>	<b>1271</b>	<b>\$75,559.00</b>	<b>\$41,424.00</b>	<b>1339</b>	<b>1475</b>	<b>0%</b>	<b>0%</b>	<b>\$94,036.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$169,595.90</b>
													<b>TOTAL</b>			<b>\$94,036.90</b>	

# OCTOBER 2020 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Line Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.76%	\$0	2608	210	428	\$12,207.00	\$2,520.00	215	302	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Morco & Uninc. North	911	90.20%	\$0	1266	113	265	\$8,931.00	\$5,920.00	123	265	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.24%	\$0	1245	105	208	\$9,049.00	\$2,512.00	109	208	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.27%</b>	<b>\$0</b>	<b>5119</b>	<b>428</b>	<b>899</b>	<b>\$32,207.00</b>	<b>\$10,952.00</b>	<b>447</b>	<b>792</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>\$0.00</b>
Southwest - Temecula & Murrieta	911	90.85%	\$0	1331	129	225	\$6,667.00	\$1,300.00	131	225	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Southwest - I.E. Menif. W/rd, Cl & Uninc.	911	91.73%	\$0	2162	170	365	\$10,249.00	\$4,320.00	178	365	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.13%</b>	<b>\$0</b>	<b>3493</b>	<b>299</b>	<b>590</b>	<b>\$16,916.00</b>	<b>\$5,620.00</b>	<b>309</b>	<b>628</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>\$0.00</b>
Central - Moreno Valley	911	92.86%	\$0	1372	94	147	\$7,721.00	\$1,900.00	96	147	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.40%	\$0	979	90	169	\$8,363.00	\$3,300.00	94	169	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.63%</b>	<b>\$0</b>	<b>2351</b>	<b>184</b>	<b>316</b>	<b>\$16,084.00</b>	<b>\$5,200.00</b>	<b>192</b>	<b>316</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>\$0.00</b>
San Jacinto - Hemet	911	90.54%	\$0	1205	108	73	\$6,376.00	\$3,320.00	114	73	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	92.25%	\$0	1645	76	57	\$4,124.00	\$2,520.00	81	72	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.33%</b>	<b>\$0</b>	<b>2850</b>	<b>184</b>	<b>130</b>	<b>\$10,499.00</b>	<b>\$5,840.00</b>	<b>195</b>	<b>145</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>\$0.00</b>
Desert - Palm Springs & DHS	911	90.68%	\$0	1651	94	9	\$5,743.00	\$2,660.00	96	9	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.74%	\$0	1170	79	2	\$4,292.00	\$3,912.00	85	10	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.67%</b>	<b>\$0</b>	<b>2821</b>	<b>173</b>	<b>11</b>	<b>\$9,035.00</b>	<b>\$6,572.00</b>	<b>183</b>	<b>19</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>\$0.00</b>
Palo Verde - Palo Verde	911	96.60%	\$0	171	4	5	\$280.00	\$1,800.00	6	5	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>96.20%</b>	<b>\$0</b>	<b>171</b>	<b>4</b>	<b>5</b>	<b>\$280.00</b>	<b>\$1,800.00</b>	<b>6</b>	<b>5</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>\$0.00</b>
Pass - Pass	911	91.31%	\$0	990	77	48	\$4,635.00	\$4,632.00	86	48	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>		<b>91.31%</b>	<b>\$0</b>	<b>990</b>	<b>77</b>	<b>48</b>	<b>\$4,635.00</b>	<b>\$4,632.00</b>	<b>86</b>	<b>48</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>\$0.00</b>
Mountain Pleasur - Mountain	911	94.70%	\$0	115	2	2	\$300.00	\$2,800.00	6	2	0%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Pleasur Total</b>		<b>94.70%</b>	<b>\$0</b>	<b>115</b>	<b>2</b>	<b>2</b>	<b>\$300.00</b>	<b>\$2,800.00</b>	<b>6</b>	<b>2</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>\$0.00</b>
<b>Countywide Total</b>		<b>91.47%</b>	<b>\$0</b>	<b>16700</b>	<b>1351</b>	<b>1804</b>	<b>\$88,867.00</b>	<b>\$63,504.00</b>	<b>1424</b>	<b>1970</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>\$0.00</b>
<b>TOTAL</b>																	<b>\$119,325.55</b>	

# NOVEMBER 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Responses (TOTAL)	Total Exemptions	Offroad/Delery Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.10%		2469	188	\$13,405.00	7	\$4,120.00	195	342	334				0	\$0.00	0	\$0.00	\$0.00
Northwest - Merco & Uninc. North	911	92.79%		1192	80	\$6,811.00	6	\$3,024.00	86	299	280				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.67%		1243	102	\$8,151.00	10	\$8,224.00	111	231	221				0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.50%</b>	<b>\$0</b>	<b>4901</b>	<b>370</b>	<b>\$29,387.00</b>	<b>23</b>	<b>\$15,368.00</b>	<b>392</b>	<b>872</b>	<b>835</b>	<b>0%</b>	<b>0%</b>	<b>\$3,809.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$38,026.75</b>
Southwest - Temecula & Murrieta	911	90.83%		1264	117	\$8,955.00	4	\$2,312.00	121	241	225				0	\$0.00	0	\$0.00	\$0.00
Southwest - L.E. Merit, WPA, CL & Uninc.	911	91.52%		2017	190	\$9,032.00	13	\$3,336.00	163	387	365				0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.34%</b>	<b>\$0</b>	<b>3281</b>	<b>307</b>	<b>\$17,987.00</b>	<b>17</b>	<b>\$11,648.00</b>	<b>294</b>	<b>628</b>	<b>590</b>	<b>0%</b>	<b>0%</b>	<b>\$2,489.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,486.75</b>
Central - Moreno Valley	911	92.86%		1414	103	\$6,043.00	9	\$4,822.00	112	148	134				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.46%		925	77	\$5,329.00	5	\$2,520.00	82	203	185				0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.71%</b>	<b>\$0</b>	<b>2339</b>	<b>180</b>	<b>\$11,372.00</b>	<b>14</b>	<b>\$7,342.00</b>	<b>194</b>	<b>251</b>	<b>219</b>	<b>0%</b>	<b>0%</b>	<b>\$15,916.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$15,916.40</b>
San Jacinto - Hemet	911	90.07%		1249	105	\$8,789.00	13	\$7,640.00	119	81	79				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	93.34%		1021	57	\$4,545.00	11	\$6,632.00	68	73	61				0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.73%</b>	<b>\$0</b>	<b>2270</b>	<b>162</b>	<b>\$13,334.00</b>	<b>24</b>	<b>\$14,272.00</b>	<b>187</b>	<b>154</b>	<b>140</b>	<b>0%</b>	<b>0%</b>	<b>\$14,296.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$27,568.40</b>
Desert - Palm Springs & DHS	911	90.83%		1050	90	\$6,607.00	7	\$3,824.00	97	4	4				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.65%		1184	85	\$4,222.00	9	\$6,416.00	94	10	3				0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.65%</b>	<b>\$0</b>	<b>2234</b>	<b>175</b>	<b>\$10,829.00</b>	<b>16</b>	<b>\$10,240.00</b>	<b>191</b>	<b>14</b>	<b>7</b>	<b>0%</b>	<b>0%</b>	<b>\$17,896.65</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$17,896.65</b>
Palo Verde - Palo Verde	911	96.86%		204	4	\$610.00	4	\$4,488.00	8	1	0				0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>96.86%</b>	<b>\$0</b>	<b>204</b>	<b>4</b>	<b>\$5,098.00</b>	<b>4</b>	<b>\$4,488.00</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0%</b>	<b>0%</b>	<b>\$4,488.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,488.00</b>
Pasa - Pasa	911	91.27%		910	71	\$3,693.00	9	\$6,216.00	80	65	52				0	\$0.00	0	\$0.00	\$0.00
<b>Pasa Total</b>		<b>91.27%</b>	<b>\$0</b>	<b>910</b>	<b>71</b>	<b>\$3,693.00</b>	<b>9</b>	<b>\$6,216.00</b>	<b>80</b>	<b>65</b>	<b>52</b>	<b>0%</b>	<b>0%</b>	<b>\$8,422.65</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$8,422.65</b>
Mountain Pleasen - Mountain Pleasen	911	93.46%		107	5	\$200.00	2	\$1,504.00	7	2	2				0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Pleasen Total</b>		<b>93.46%</b>	<b>\$0</b>	<b>107</b>	<b>5</b>	<b>\$320.00</b>	<b>2</b>	<b>\$1,504.00</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0%</b>	<b>0%</b>	<b>\$3,128.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,128.00</b>
<b>CountyWide Total</b>		<b>91.73%</b>	<b>\$0</b>	<b>16256</b>	<b>1226</b>	<b>\$85,392.00</b>	<b>109</b>	<b>\$71,000.00</b>	<b>1343</b>	<b>2067</b>	<b>1957</b>	<b>0%</b>	<b>0%</b>	<b>\$12,529.30</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,529.30</b>

# DECEMBER 2020 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Law Responses <= 10 Min	Law Responses <= 10 Min Fee	Law Responses > 10 Min	Law Responses > 10 Min Fee (101%)	Total Exemptions	Off/Off/Off Delay Exemptions	County Wide Credit	Adjusted Line Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.92%		3120	281	\$17,107.00	20	\$10,000.00	221	963			0	\$0.00	0	\$0.00	\$0.00
Northwest - Marco & Utric. North	911	91.61%		1597	112	\$12,518.00	22	\$13,664.00	134	729			0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Utric. South	911	93.72%		1449	76	\$8,078.00	15	\$10,640.00	91	566			0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>92.77%</b>	<b>0</b>	<b>6166</b>	<b>469</b>	<b>\$37,693.00</b>	<b>57</b>	<b>\$34,204.00</b>	<b>446</b>	<b>2223</b>	<b>0%</b>	<b>\$46,873.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$46,873.00</b>
Southwest - Temecula & Maricopa	911	98.19%		1529	134	\$8,397.00	16	\$13,756.00	150	556			0	\$0.00	0	\$0.00	\$0.00
Southwest - E. Mend. Wnd. Cl & Utric.	911	92.41%		2502	168	\$17,804.00	22	\$12,376.00	190	1014			0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>95.5%</b>	<b>0</b>	<b>4031</b>	<b>302</b>	<b>\$26,201.00</b>	<b>38</b>	<b>\$26,130.00</b>	<b>340</b>	<b>1568</b>	<b>0%</b>	<b>\$44,579.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$44,579.00</b>
Central - Moreno Valley	911	92.24%		1720	98	\$8,853.00	19	\$14,344.00	117	527			0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Utric.	911	92.77%		1134	73	\$8,645.00	9	\$4,832.00	82	466			0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>92.45%</b>	<b>0</b>	<b>2854</b>	<b>171</b>	<b>\$17,498.00</b>	<b>28</b>	<b>\$19,176.00</b>	<b>199</b>	<b>993</b>	<b>0%</b>	<b>\$19,877.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,877.00</b>
San Jacinto - Hemet	911	98.89%		1654	101	\$8,912.00	30	\$20,780.00	131	361			0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Utric.	911	91.62%		1178	86	\$6,255.00	18	\$18,455.00	98	285			0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>95.27%</b>	<b>0</b>	<b>2832</b>	<b>187</b>	<b>\$15,167.00</b>	<b>48</b>	<b>\$37,235.00</b>	<b>229</b>	<b>646</b>	<b>0%</b>	<b>\$38,012.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$38,012.00</b>
Desert - Palm Springs & DHS	911	92.12%		1078	81	\$5,773.00	4	\$3,104.00	86	87			0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Utric.	911	91.16%		1357	108	\$7,306.00	12	\$7,432.00	120	49			0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.5%</b>	<b>0</b>	<b>2435</b>	<b>189</b>	<b>\$13,079.00</b>	<b>16</b>	<b>\$10,536.00</b>	<b>206</b>	<b>136</b>	<b>0%</b>	<b>\$28,077.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,077.00</b>
Palo Verde - Palo Verde	911	96.32%		182	4	\$300.00	3	\$5,600.00	7	0			0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total		<b>96.3%</b>	<b>0</b>	<b>182</b>	<b>4</b>	<b>\$300.00</b>	<b>3</b>	<b>\$5,600.00</b>	<b>7</b>	<b>0</b>	<b>0%</b>	<b>\$5,900.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,900.00</b>
Peas - Peas	911	92.47%		1208	73	\$4,537.00	18	\$15,536.00	91	272			0	\$0.00	0	\$0.00	\$0.00
<b>Peas Total</b>		<b>92.47%</b>	<b>0</b>	<b>1208</b>	<b>73</b>	<b>\$4,537.00</b>	<b>18</b>	<b>\$15,536.00</b>	<b>91</b>	<b>272</b>	<b>0%</b>	<b>\$19,073.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,073.00</b>
Mountain Plateau - Mountain	911	95.32%		117	4	\$153.00	1	\$684.00	5	1			0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>		<b>95.3%</b>	<b>0</b>	<b>117</b>	<b>4</b>	<b>\$153.00</b>	<b>1</b>	<b>\$684.00</b>	<b>5</b>	<b>1</b>	<b>0%</b>	<b>\$837.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$837.00</b>
<b>Countywide Total</b>		<b>92.25%</b>	<b>0</b>	<b>19827</b>	<b>1313</b>	<b>\$116,460.00</b>	<b>209</b>	<b>\$143,072.00</b>	<b>1522</b>	<b>5949</b>	<b>0%</b>	<b>\$188,971.45</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$188,971.45</b>

# JANUARY 2021 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Responses (TOTAL)	Total Exemptions	Offroad/Delay Exemptions	Credit %	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.00%		2689	228	2861	\$16,357.00	12	\$6,936.00	240	648	537		0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	911	90.99%		1388	120	1508	\$9,785.00	5	\$3,912.00	126	494	473		0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.58%		1449	110	1559	\$10,980.00	12	\$7,136.00	122	411	404		0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.63%</b>	<b>\$0</b>	<b>5946</b>	<b>458</b>	<b>6404</b>	<b>\$37,122.00</b>	<b>30</b>	<b>\$17,984.00</b>	<b>488</b>	<b>1553</b>	<b>1514</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$46,840.10</b>
Southwest - Temecula & Murrieta	911	91.01%		1569	137	1706	\$10,116.00	4	\$2,608.00	141	489	453		0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.84%		2452	188	2640	\$16,599.00	12	\$7,432.00	200	850	794		0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.52%</b>	<b>\$0</b>	<b>4021</b>	<b>325</b>	<b>4346</b>	<b>\$26,715.00</b>	<b>16</b>	<b>\$10,040.00</b>	<b>341</b>	<b>1319</b>	<b>1247</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$31,241.75</b>
Central - Moreno Valley	911	92.70%		1590	107	1697	\$10,316.00	9	\$6,320.00	116	348	327		0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.05%		1052	86	1138	\$6,974.00	8	\$5,416.00	94	332	312		0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>92.05%</b>	<b>\$0</b>	<b>2642</b>	<b>193</b>	<b>2835</b>	<b>\$17,290.00</b>	<b>17</b>	<b>\$11,736.00</b>	<b>210</b>	<b>680</b>	<b>639</b>	<b>35%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,665.90</b>
San Jacinto - Hemet	911	91.07%		1422	118	1540	\$10,277.00	9	\$4,832.00	127	271	271		0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	92.25%		1135	75	1210	\$6,925.00	12	\$7,336.00	88	202	186		0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.59%</b>	<b>\$0</b>	<b>2557</b>	<b>194</b>	<b>2751</b>	<b>\$17,202.00</b>	<b>21</b>	<b>\$12,168.00</b>	<b>215</b>	<b>473</b>	<b>457</b>	<b>15%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$24,965.35</b>
Desert - Palm Springs & DHS	911	90.90%		1165	97	1262	\$9,317.00	9	\$5,424.00	106	42	30		0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.07%		1336	94	1430	\$6,797.00	12	\$7,136.00	106	37	24		0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.52%</b>	<b>\$0</b>	<b>2501</b>	<b>191</b>	<b>2692</b>	<b>\$16,114.00</b>	<b>21</b>	<b>\$12,560.00</b>	<b>212</b>	<b>79</b>	<b>54</b>	<b>15%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$24,372.90</b>
Palo Verde - Palo Verde	911	93.95%		215	5	220	\$350.00	7	\$10,008.00	13	2	2		0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>93.95%</b>	<b>\$0</b>	<b>215</b>	<b>6</b>	<b>221</b>	<b>\$350.00</b>	<b>7</b>	<b>\$10,008.00</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>50%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,179.00</b>
Pass - Pass	911	91.85%		1167	79	1246	\$6,841.00	16	\$9,448.00	95	237	208		0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>		<b>91.86%</b>	<b>\$0</b>	<b>1167</b>	<b>79</b>	<b>1246</b>	<b>\$6,841.00</b>	<b>16</b>	<b>\$9,448.00</b>	<b>95</b>	<b>237</b>	<b>208</b>	<b>15%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,945.95</b>
Mountain Plateau - Mountain	911	95.95%		113	3	116	\$733.00	2	\$1,304.00	5	5	0		0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>		<b>95.95%</b>	<b>\$0</b>	<b>113</b>	<b>3</b>	<b>116</b>	<b>\$733.00</b>	<b>2</b>	<b>\$1,304.00</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>100%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,304.00</b>
<b>CountyWide Total</b>		<b>91.72%</b>	<b>\$0</b>	<b>19622</b>	<b>1449</b>	<b>21071</b>	<b>\$122,398.00</b>	<b>130</b>	<b>\$85,248.00</b>	<b>1579</b>	<b>4348</b>	<b>4121</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$166,615.65</b>
<b>TOTAL</b>																		

# FEBRUARY 2021 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated	Compliance Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	EBS Unit on 911 Call Count	EBS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.21%		2355	205	\$12,928.00	2	\$1,098.00	207	229	225			0	\$0.00	0	\$0.00	\$28,927.75
Northwest - Norco & Uninc. North	911	91.06%		1040	85	\$5,433.00	8	\$4,624.00	93	185	174			0	\$0.00	0	\$0.00	\$28,927.75
Northwest - Corona & Uninc. South	911	91.15%		1085	89	\$5,702.00	7	\$4,320.00	95	158	150			0	\$0.00	0	\$0.00	\$28,927.75
<b>Northwest Total</b>	<b>911</b>	<b>91.18%</b>	<b>\$0</b>	<b>4480</b>	<b>379</b>	<b>\$23,953.00</b>	<b>17</b>	<b>\$9,952.00</b>	<b>398</b>	<b>572</b>	<b>549</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Southwest - Tamecula & Murrieta	911	90.16%		1280	114	\$6,602.00	10	\$6,224.00	124	262	245			0	\$0.00	0	\$0.00	\$28,927.75
Southwest - LE, Menif, HRD, CI & Uninc.	911	91.61%		1955	155	\$12,514.00	9	\$4,832.00	164	341	315			0	\$0.00	0	\$0.00	\$28,927.75
<b>Southwest Total</b>	<b>911</b>	<b>91.94%</b>	<b>\$0</b>	<b>3215</b>	<b>239</b>	<b>\$19,216.00</b>	<b>19</b>	<b>\$11,056.00</b>	<b>288</b>	<b>603</b>	<b>560</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Central - Moreno Valley	911	91.97%		1220	97	\$5,277.00	1	\$504.00	98	99	91			0	\$0.00	0	\$0.00	\$28,927.75
Central - Perris & Uninc.	911	90.74%		788	72	\$4,886.00	1	\$504.00	73	122	113			0	\$0.00	0	\$0.00	\$28,927.75
<b>Central Total</b>	<b>911</b>	<b>91.48%</b>	<b>\$0</b>	<b>2008</b>	<b>169</b>	<b>\$10,173.00</b>	<b>2</b>	<b>\$1,008.00</b>	<b>171</b>	<b>221</b>	<b>204</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
San Jacinto - Hemet	911	91.66%		1081	81	\$5,634.00	10	\$5,128.00	91	60	60			0	\$0.00	0	\$0.00	\$28,927.75
San Jacinto - San Jacinto & Uninc.	911	90.78%		922	83	\$6,047.00	2	\$1,304.00	85	54	47			0	\$0.00	0	\$0.00	\$28,927.75
<b>San Jacinto Total</b>	<b>911</b>	<b>91.23%</b>	<b>\$0</b>	<b>2013</b>	<b>164</b>	<b>\$11,681.00</b>	<b>12</b>	<b>\$7,432.00</b>	<b>176</b>	<b>114</b>	<b>107</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Desert - Palm Springs & DHS	911	90.32%		971	90	\$7,186.00	4	\$2,016.00	94	16	7			0	\$0.00	0	\$0.00	\$28,927.75
Desert - La Quinta, Coachella & Uninc.	911	92.27%		1138	79	\$4,061.00	9	\$6,320.00	88	17	5			0	\$0.00	0	\$0.00	\$28,927.75
<b>Desert Total</b>	<b>911</b>	<b>91.37%</b>	<b>\$0</b>	<b>2109</b>	<b>169</b>	<b>\$11,247.00</b>	<b>13</b>	<b>\$8,336.00</b>	<b>182</b>	<b>33</b>	<b>12</b>	<b>15%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Palo Verde - Palo Verde	911	94.65%		131	5	\$533.00	2	\$3,400.00	7	0	0			0	\$0.00	0	\$0.00	\$28,927.75
<b>Palo Verde Total</b>	<b>911</b>	<b>94.65%</b>	<b>\$0</b>	<b>131</b>	<b>5</b>	<b>\$533.00</b>	<b>2</b>	<b>\$3,400.00</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Pass - Pass	911	92.74%		923	58	\$4,156.00	9	\$6,728.00	67	42	32			0	\$0.00	0	\$0.00	\$28,927.75
<b>Pass Total</b>	<b>911</b>	<b>92.74%</b>	<b>\$0</b>	<b>923</b>	<b>58</b>	<b>\$4,156.00</b>	<b>9</b>	<b>\$6,728.00</b>	<b>67</b>	<b>42</b>	<b>32</b>	<b>25%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
Mountain Plateau - Mountain	911	96.70%		91	1	\$5.00	2	\$1,800.00	3	0	0			0	\$0.00	0	\$0.00	\$28,927.75
<b>Mountain Plateau Total</b>	<b>911</b>	<b>96.70%</b>	<b>\$0</b>	<b>91</b>	<b>1</b>	<b>\$5.00</b>	<b>2</b>	<b>\$1,800.00</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$28,927.75</b>
<b>CountyWide Total</b>	<b>911</b>	<b>91.38%</b>	<b>\$0</b>	<b>14970</b>	<b>1214</b>	<b>\$80,994.00</b>	<b>76</b>	<b>\$49,712.00</b>	<b>1290</b>	<b>1585</b>	<b>1464</b>	<b>0%</b>	<b>0%</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$108,817.25</b>

# MARCH 2021 COMPLIANCE REPORT

Response Time Assessment																
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Responses (TOTAL)	Offroad/Delay Exemptions	Credit %	County Wide Credit	Adjusted Late Response Fee	MOS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	90.40%		2625	244	8	\$5,024.00	252	235		0%	\$41,524.00	0	0	\$0.00	\$41,524.00
Northwest - Norco & Uninc. North	911	90.32%		1157	107	5	\$2,816.00	112	182		0%	\$0.00	0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.55%		1204	105	9	\$4,832.00	114	144		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Northwest Total</b>	<b>911</b>	<b>90.41%</b>	<b>\$0</b>	<b>4986</b>	<b>456</b>	<b>22</b>	<b>\$12,672.00</b>	<b>478</b>	<b>561</b>	<b>0%</b>	<b>0%</b>	<b>\$41,524.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$41,524.00</b>
Southwest - Temecula & Murrieta	911	90.23%		1932	134	2	\$1,304.00	136	206		0%	\$0.00	0	0	\$0.00	\$0.00
Southwest - LE, Menif, MFD, CL & Uninc.	911	90.81%		2089	185	6	\$3,024.00	192	250		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Southwest Total</b>	<b>911</b>	<b>90.59%</b>	<b>\$0</b>	<b>3481</b>	<b>320</b>	<b>8</b>	<b>\$4,328.00</b>	<b>328</b>	<b>456</b>	<b>0%</b>	<b>0%</b>	<b>\$21,679.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,679.00</b>
Central - Moreno Valley	911	91.23%		1322	113	3	\$1,808.00	116	83		0%	\$0.00	0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.55%		940	85	4	\$2,512.00	89	148		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Central Total</b>	<b>911</b>	<b>90.84%</b>	<b>\$0</b>	<b>2262</b>	<b>198</b>	<b>7</b>	<b>\$4,320.00</b>	<b>205</b>	<b>231</b>	<b>0%</b>	<b>0%</b>	<b>\$14,446.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,446.00</b>
San Jacinto - Hemet	911	90.26%		1160	106	7	\$4,024.00	113	41		0%	\$0.00	0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.98%		998	74	6	\$3,320.00	80	31		0%	\$0.00	0	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	<b>911</b>	<b>91.18%</b>	<b>\$0</b>	<b>2198</b>	<b>180</b>	<b>13</b>	<b>\$7,344.00</b>	<b>193</b>	<b>72</b>	<b>15%</b>	<b>0%</b>	<b>\$14,265.05</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,265.05</b>
Desert - Palm Springs & DHS	911	90.46%		1090	97	7	\$4,024.00	104	25		0%	\$0.00	0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.21%		1229	101	7	\$4,320.00	108	11		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Desert Total</b>	<b>911</b>	<b>90.83%</b>	<b>\$0</b>	<b>2319</b>	<b>198</b>	<b>14</b>	<b>\$8,344.00</b>	<b>212</b>	<b>36</b>	<b>0%</b>	<b>0%</b>	<b>\$9,779.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,779.00</b>
Palo Verde - Palo Verde	911	94.87%		155	7	1	\$504.00	8	1		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	<b>911</b>	<b>94.87%</b>	<b>\$0</b>	<b>155</b>	<b>7</b>	<b>1</b>	<b>\$504.00</b>	<b>8</b>	<b>1</b>	<b>75%</b>	<b>0%</b>	<b>\$151.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$151.00</b>
Pass - Pass	911	92.03%		966	73	4	\$2,312.00	77	23		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Pass Total</b>	<b>911</b>	<b>92.05%</b>	<b>\$0</b>	<b>966</b>	<b>73</b>	<b>4</b>	<b>\$2,312.00</b>	<b>77</b>	<b>23</b>	<b>35%</b>	<b>0%</b>	<b>\$4,419.35</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,419.35</b>
Mountain Plateau - Mountain	911	94.59%		111	5	0	\$0.00	6	0		0%	\$0.00	0	0	\$0.00	\$0.00
<b>Mountain Plateau Total</b>	<b>911</b>	<b>94.59%</b>	<b>\$0</b>	<b>111</b>	<b>5</b>	<b>0</b>	<b>\$0.00</b>	<b>6</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>\$45.00</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$45.00</b>
<b>CountyWide Total</b>	<b>911</b>	<b>90.83%</b>	<b>\$0</b>	<b>16439</b>	<b>1438</b>	<b>69</b>	<b>\$39,324.00</b>	<b>1597</b>	<b>1420</b>	<b>0%</b>	<b>0%</b>	<b>\$116,619.20</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>\$116,619.20</b>

# APRIL 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Lateness < 10 Min	Lateness 10 Min - 19 Min	Lateness > 19 Min	Responses > 10 Min Fee	Responses > 19 Min Fee	Total Responses (TOTAL)	Total Exemptions	Classified Delay Exemptions	County Wide Credit	Adjusted Lateness Response Fee	MDS Count	MDS Fee	BLS Unit on 911 Call Count	BLS Unit Fee on 911 Call	Total Fee Assessment
Northwest - Riverside City	911	91.80%		2775	221	4	42,312.00	225	263	276					0	50.00	0	50.00	
Northwest - Morco & Ulinac - North	911	90.64%		1115	91	3	\$1,808.00	104	218	204					0	50.00	0	50.00	
Northwest - Corona & Ulinac - South	911	90.89%		1273	106	10	\$5,300.00	116	173	164					0	50.00	0	50.00	
<b>Northwest Total</b>		<b>91.37%</b>	<b>0</b>	<b>5353</b>	<b>418</b>	<b>17</b>	<b>\$11,410.00</b>	<b>445</b>	<b>654</b>	<b>644</b>			<b>0%</b>	<b>\$18,435.00</b>	<b>0</b>	<b>150.00</b>	<b>0</b>	<b>150.00</b>	<b>\$36,435.00</b>
Southwest - Temecula & Maricopa	911	91.10%		1372	119	2	\$1,000.00	121	240	210					0	50.00	0	50.00	
Southwest - L.E. Mauld, WRL, CL & Ulinac	911	91.70%		2116	167	7	\$5,424.00	174	309	290					0	50.00	0	50.00	
<b>Southwest Total</b>		<b>91.54%</b>	<b>0</b>	<b>3488</b>	<b>286</b>	<b>9</b>	<b>\$6,424.00</b>	<b>295</b>	<b>549</b>	<b>500</b>			<b>0%</b>	<b>\$6,728.00</b>	<b>0</b>	<b>100.00</b>	<b>0</b>	<b>100.00</b>	<b>\$7,828.00</b>
Central - Moreno Valley	911	91.30%		1360	117	2	\$1,600.00	119	151	134					0	50.00	0	50.00	
Central - Perris & Ulinac	911	91.04%		949	81	4	\$2,512.00	85	162	143					0	50.00	0	50.00	
<b>Central Total</b>		<b>91.20%</b>	<b>0</b>	<b>2309</b>	<b>198</b>	<b>6</b>	<b>\$4,112.00</b>	<b>204</b>	<b>313</b>	<b>277</b>			<b>0%</b>	<b>\$7,240.00</b>	<b>0</b>	<b>100.00</b>	<b>0</b>	<b>100.00</b>	<b>\$7,340.00</b>
San Jacinto - Hemet	911	91.51%		1225	95	0	\$6,624.00	104	61	59					0	50.00	0	50.00	
San Jacinto - San Jacinto & Ulinac	911	91.63%		1053	85	3	\$1,000.00	80	46	39					0	50.00	0	50.00	
<b>San Jacinto Total</b>		<b>91.57%</b>	<b>0</b>	<b>2278</b>	<b>180</b>	<b>12</b>	<b>\$7,624.00</b>	<b>184</b>	<b>107</b>	<b>98</b>			<b>0%</b>	<b>\$7,774.00</b>	<b>0</b>	<b>100.00</b>	<b>0</b>	<b>100.00</b>	<b>\$7,874.00</b>
Desert - Palm Springs & DHS	911	90.95%		1194	102	6	\$3,320.00	100	35	30					0	50.00	0	50.00	
Desert - La Quinta, Coachella & Ulinac	911	91.04%		1195	97	0	\$4,624.00	105	38	6					0	50.00	0	50.00	
<b>Desert Total</b>		<b>91.00%</b>	<b>0</b>	<b>2389</b>	<b>199</b>	<b>14</b>	<b>\$7,944.00</b>	<b>205</b>	<b>73</b>	<b>36</b>			<b>0%</b>	<b>\$8,457.00</b>	<b>0</b>	<b>100.00</b>	<b>0</b>	<b>100.00</b>	<b>\$8,557.00</b>
Palo Verde - Palo Verde	911	94.04%		100	0	1	\$1,000.00	10	0	0					0	50.00	0	50.00	
<b>Palo Verde Total</b>		<b>94.04%</b>	<b>0</b>	<b>100</b>	<b>0</b>	<b>1</b>	<b>\$1,000.00</b>	<b>10</b>	<b>0</b>	<b>0</b>			<b>0%</b>	<b>\$1,000.00</b>	<b>0</b>	<b>50.00</b>	<b>0</b>	<b>50.00</b>	<b>\$1,050.00</b>
Peas - Peas	911	91.55%		1042	81	7	\$5,116.00	80	38	28					0	50.00	0	50.00	
<b>Peas Total</b>		<b>91.55%</b>	<b>0</b>	<b>1042</b>	<b>81</b>	<b>7</b>	<b>\$5,116.00</b>	<b>80</b>	<b>38</b>	<b>28</b>			<b>0%</b>	<b>\$5,302.00</b>	<b>0</b>	<b>50.00</b>	<b>0</b>	<b>50.00</b>	<b>\$5,402.00</b>
Mountain Plateau - Mountain	911	90.03%		95	5	2	\$1,504.00	7	0	0					0	50.00	0	50.00	
<b>Mountain Plateau Total</b>		<b>90.03%</b>	<b>0</b>	<b>95</b>	<b>5</b>	<b>2</b>	<b>\$1,504.00</b>	<b>7</b>	<b>0</b>	<b>0</b>			<b>0%</b>	<b>\$1,580.00</b>	<b>0</b>	<b>50.00</b>	<b>0</b>	<b>50.00</b>	<b>\$1,680.00</b>
<b>CountyWide Total</b>		<b>91.07%</b>	<b>0</b>	<b>19543</b>	<b>1387</b>	<b>60</b>	<b>\$44,400.00</b>	<b>1455</b>	<b>172</b>	<b>1563</b>			<b>0%</b>	<b>\$119,441.00</b>	<b>0</b>	<b>50.00</b>	<b>0</b>	<b>50.00</b>	<b>\$119,441.00</b>



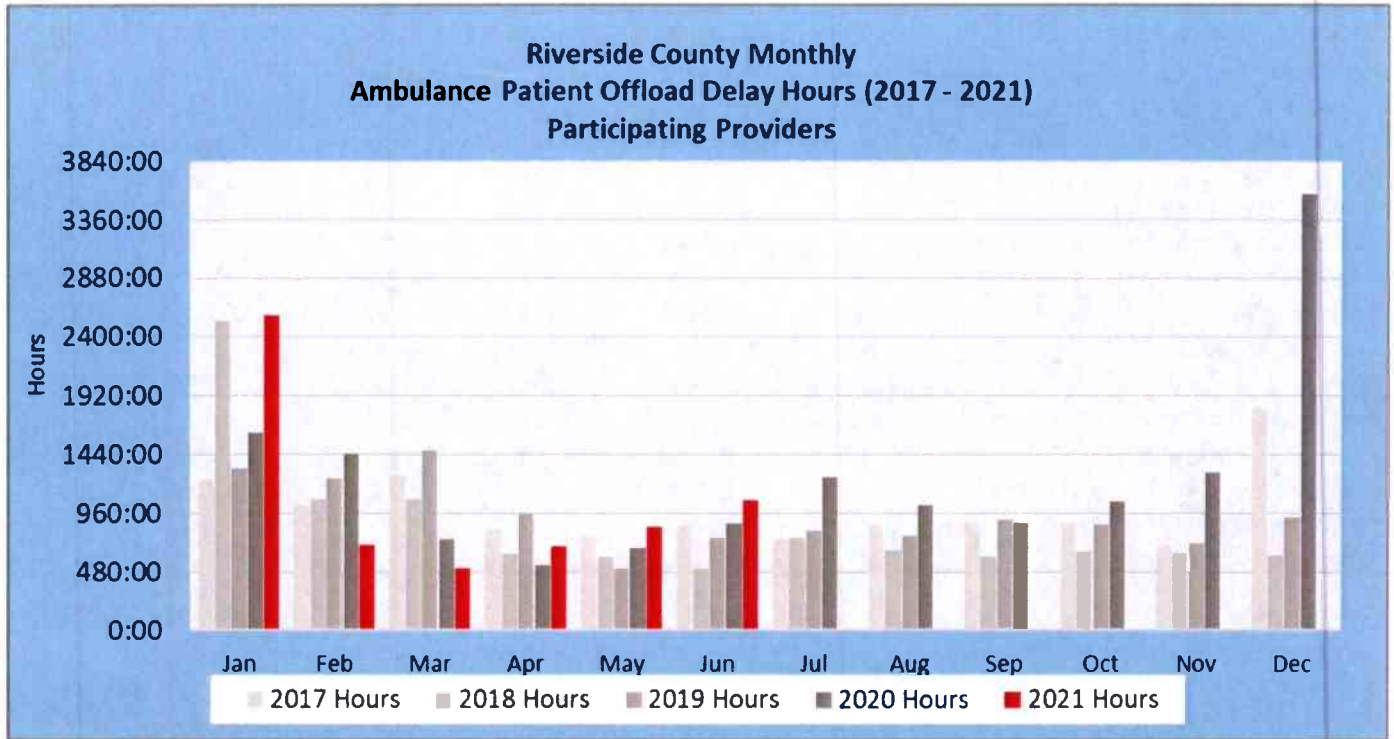
# MAY 2021 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Law Responses <= 10 Min	Law Responses > 10 Min Fee	Law Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offended/Delay Exemptions	Credit	County Wide Credit	Adjusted Law Response Fee	MDS Count	MDS Fee	BLS Ind on 911 Call Count	BLS Ind on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.5%		2874	235	\$4,320.00	242	349	345				0	\$0.00	0	\$0.00	\$0.00
Northwest - Marco & Umatilla North	911	91.6%		1243	102	\$2,592.00	186	252	226				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corcoran & Umatilla South	911	91.5%		1249	99	\$3,320.00	165	194	182				0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>		<b>91.5%</b>	<b>\$0</b>	<b>5367</b>	<b>436</b>	<b>\$10,232.00</b>	<b>493</b>	<b>799</b>	<b>751</b>	<b>0%</b>	<b>0%</b>	<b>\$12,694.25</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,694.25</b>
Southwest - Temecula & Maricopa	911	90.6%		1416	127	\$3,408.00	122	299	291				0	\$0.00	0	\$0.00	\$0.00
Southwest - E. Mead, W. Mead, C1 & Umatilla	911	92.2%		2335	179	\$3,320.00	185	441	409				0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>		<b>91.4%</b>	<b>\$0</b>	<b>3751</b>	<b>306</b>	<b>\$6,728.00</b>	<b>307</b>	<b>740</b>	<b>700</b>	<b>0%</b>	<b>0%</b>	<b>\$6,187.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$6,187.55</b>
Central - Moreno Valley	911	92.2%		1452	111	\$4,476.00	113	179	166				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Umatilla	911	91.4%		882	70	\$4,206.00	72	137	128				0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>		<b>91.8%</b>	<b>\$0</b>	<b>2334</b>	<b>181</b>	<b>\$8,682.00</b>	<b>185</b>	<b>316</b>	<b>294</b>	<b>0%</b>	<b>0%</b>	<b>\$8,375.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$8,375.10</b>
San Jacinto - Hemet	911	91.6%		1282	97	\$6,408.00	100	35	35				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Umatilla	911	92.8%		1657	74	\$4,138.00	82	36	29				0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>		<b>91.7%</b>	<b>\$0</b>	<b>2939</b>	<b>171</b>	<b>\$10,546.00</b>	<b>182</b>	<b>71</b>	<b>64</b>	<b>0%</b>	<b>0%</b>	<b>\$13,750.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,750.20</b>
Desert - Palm Springs & DHS	911	91.3%		1254	102	\$5,700.00	189	50	10				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Umatilla	911	92.2%		1271	95	\$5,270.00	182	55	14				0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>		<b>91.7%</b>	<b>\$0</b>	<b>2525</b>	<b>197</b>	<b>\$10,970.00</b>	<b>211</b>	<b>105</b>	<b>24</b>	<b>0%</b>	<b>0%</b>	<b>\$16,780.40</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,780.40</b>
Palo Verde - Palo Verde	911	94.3%		219	5	\$1,856.00	12	0	0				0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>		<b>94.3%</b>	<b>\$0</b>	<b>219</b>	<b>5</b>	<b>\$1,856.00</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>	<b>\$1,856.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,856.00</b>
Pres - Pres	911	92.5%		1042	71	\$3,660.00	74	44	32				0	\$0.00	0	\$0.00	\$0.00
<b>Pres Total</b>		<b>92.5%</b>	<b>\$0</b>	<b>1042</b>	<b>71</b>	<b>\$3,660.00</b>	<b>74</b>	<b>44</b>	<b>32</b>	<b>0%</b>	<b>0%</b>	<b>\$3,660.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,660.00</b>
Mountain Plains - Mountain	911	91.4%		116	3	\$450.00	3	0	0				0	\$0.00	0	\$0.00	\$0.00
<b>Mountain Plains Total</b>		<b>91.4%</b>	<b>\$0</b>	<b>116</b>	<b>3</b>	<b>\$450.00</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0%</b>	<b>\$450.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$450.00</b>
<b>Comprehensive Total</b>		<b>91.5%</b>	<b>\$0</b>	<b>17653</b>	<b>1371</b>	<b>\$81,730.00</b>	<b>1437</b>	<b>2815</b>	<b>1657</b>	<b>0%</b>	<b>0%</b>	<b>\$99,883.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$99,883.60</b>

# JUNE 2021 COMPLIANCE REPORT

Response Time Assessment																																											
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Lat < 10 Min	Lat < 15 Min	Lat < 20 Min	Lat > 20 Min	Lat > 30 Min	Lat > 45 Min	Lat > 60 Min	Lat > 90 Min	Lat > 120 Min	Total Exemptions (TOTAL)	Classified Delay Exemptions	Credit	Comp With Credit	Advised Lat Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment																				
Northwest - Riverside City	911	91.67%	294	182	\$1,000.00	9	\$6,540.00	271	464	365									0	\$0.00	0	\$0.00	\$0.00																				
Northwest - Merco & Uplink North	911	91.72%	136	99	\$6,220.00	0	\$4,240.00	140	337	312									0	\$0.00	0	\$0.00	\$0.00																				
Northwest - Corona & Uplink South	911	91.59%	124	89	\$9,170.00	9	\$5,320.00	108	234	225									0	\$0.00	0	\$0.00	\$0.00																				
<b>Northwest Total</b>			552	370	\$25,390.00	28	\$16,100.00	420	875	822					8%	\$6,328.50			0	\$0.00	0	\$0.00	\$3,276.50																				
Southeast - Temecula & Escondido	911	91.49%	1429	126	\$9,570.00	5	\$2,320.00	131	324	300									0	\$0.00	0	\$0.00	\$0.00																				
Southeast - E. Rural, Wildcat & Uplink	911	91.69%	220	193	\$14,460.00	11	\$5,820.00	264	546	467									0	\$0.00	0	\$0.00	\$0.00																				
<b>Southeast Total</b>			1649	319	\$23,930.00	16	\$8,140.00	15	380	767					5%	\$27,177.00			0	\$0.00	0	\$0.00	\$7,037.00																				
Central - Moreno Valley	911	91.29%	1400	119	\$7,550.00	12	\$8,320.00	122	195	180									0	\$0.00	0	\$0.00	\$0.00																				
Central - Perris & Uplink	911	91.42%	967	76	\$5,970.00	8	\$4,520.00	83	172	155									0	\$0.00	0	\$0.00	\$0.00																				
<b>Central Total</b>			2367	195	\$13,520.00	20	\$12,840.00	205	367	335					5%	\$22,117.00			0	\$0.00	0	\$0.00	\$2,597.00																				
San Jacinto - Hemet	911	90.77%	1234	109	\$7,440.00	12	\$7,120.00	120	165	165									0	\$0.00	0	\$0.00	\$0.00																				
San Jacinto - San Jacinto & Uplink	911	91.57%	1034	67	\$4,190.00	18	\$11,340.00	65	75	65									0	\$0.00	0	\$0.00	\$0.00																				
<b>San Jacinto Total</b>			2268	176	\$11,630.00	30	\$18,460.00	185	240	230					5%	\$39,514.00			0	\$0.00	0	\$0.00	\$5,511.00																				
Desert - Palm Springs & DHS	911	90.47%	1173	111	\$7,920.00	6	\$3,520.00	117	19	9									0	\$0.00	0	\$0.00	\$0.00																				
Desert - La Quinta, Coachella & Uplink	911	92.28%	1221	90	\$5,630.00	4	\$2,600.00	122	14	7									0	\$0.00	0	\$0.00	\$0.00																				
<b>Desert Total</b>			2394	201	\$13,550.00	10	\$6,120.00	239	33	16					5%	\$5,127.00			0	\$0.00	0	\$0.00	\$5,127.00																				
Palo Verde - Palo Verde	911	95.89%	224	6	\$527.00	3	\$3,480.00	9	0	0									0	\$0.00	0	\$0.00	\$0.00																				
<b>Palo Verde Total</b>			230	6	\$377.00	3	\$3,480.00	9	0	0					100%	\$3,480.00			0	\$0.00	0	\$0.00	\$3,480.00																				
Perris - Perris	911	91.24%	1073	14	\$6,760.00	10	\$4,224.00	94	63	46									0	\$0.00	0	\$0.00	\$0.00																				
<b>Perris Total</b>			1087	14	\$6,774.00	10	\$4,224.00	94	63	46					5%	\$11,205.00			0	\$0.00	0	\$0.00	\$1,431.00																				
Mountain - Mountain	911	94.57%	129	4	\$465.00	3	\$2,100.00	7	2	1									0	\$0.00	0	\$0.00	\$0.00																				
<b>Mountain - Mountain Total</b>			133	4	\$465.00	3	\$2,100.00	7	2	1					75%	\$2,565.00			0	\$0.00	0	\$0.00	\$2,565.00																				
<b>Complete Total</b>			17046	1441	\$107,440.00	118	\$575,620.00	1562	2414	2226					6%	\$1,077,730.00			0	\$0.00	0	\$0.00	\$1,077,730.00																				
<b>TOTAL</b>																																											\$4,827.00

## AMBULANCE PATIENT OFFLOAD TIME



June 2021						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	747	319:15:21	66:36:35	195	73.9%	0:48:45
Desert Regional Med Ctr	1,395	387:53:42	75:22:55	146	89.5%	0:30:38
Eisenhower Health	1,112	183:48:13	3:07:47	22	98.0%	0:17:47
Hemet Valley Hospital	1,302	698:21:08	203:46:45	500	61.6%	1:00:08
Inland Valley Med Ctr	910	322:05:34	63:15:24	163	82.1%	0:43:03
JFK Hospital	627	90:22:06	2:27:48	17	97.3%	0:18:15
Kaiser Hospital Moreno Valley	309	152:22:28	55:40:03	83	73.1%	1:06:41
Kaiser Hospital Riverside	540	298:21:32	109:50:11	201	62.8%	1:15:20
Loma Linda Univ Med Ctr Mur	639	303:34:27	81:52:03	197	69.2%	0:54:28
Menifee Med Ctr	269	118:01:53	25:53:06	74	72.5%	0:44:30
Palo Verde Hospital	143	15:00:29	0:00:00	0	100.0%	0:13:40
Parkview Community Hospital	526	195:38:16	29:41:15	117	77.8%	0:40:52
Rancho Springs Med Ctr	500	146:01:26	11:49:41	49	90.2%	0:29:05
Riverside Community Hospital	1,511	837:19:43	262:45:34	634	58.0%	1:03:17
Riverside University Health System	1,476	449:16:38	22:46:35	146	90.1%	0:29:55
San Geronio Mem Hospital	602	236:55:59	32:54:22	127	78.9%	0:41:28
Temecula Valley Hospital	539	170:05:21	14:31:20	75	86.1%	0:33:36
<b>Grand Total</b>	<b>13,147</b>	<b>4924:24:16</b>	<b>1062:21:24</b>	<b>2,746</b>	<b>79.1%</b>	<b>0:43:42</b>

Monthly Average over last 12 Months						
	Avg		Avg APOD			Max of
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	687	376:47:31	134:06:11	235	153	411
Desert Regional Med Ctr	1,193	321:56:30	53:56:56	134	74	218
Eisenhower Health	1,178	193:34:04	3:50:19	21	6	37
Hemet Valley Hospital	1,252	726:16:08	244:14:20	534	376	668
Inland Valley Med Ctr	854	333:59:05	82:06:36	184	103	361
JFK Hospital	605	86:36:52	2:24:31	10	2	25
Kaiser Hospital Moreno Valley	313	142:35:57	47:42:04	78	44	137
Kaiser Hospital Riverside	548	256:52:02	78:18:54	157	91	284
Loma Linda Univ Med Ctr Mur	633	276:59:41	73:45:29	164	113	226
Meniffee Med Ctr	266	156:23:30	65:14:37	86	41	178
Palo Verde Hospital	145	16:23:53	1:21:24	3	0	10
Parkview Community Hospital	528	257:44:03	80:35:38	149	67	346
Rancho Springs Med Ctr	469	157:29:56	28:07:18	65	30	211
Riverside Community Hospital	1,399	824:45:10	284:27:48	627	284	786
Riverside University Health System	1,461	491:50:57	43:13:48	219	108	440
San Geronio Mem Hospital	578	220:20:33	36:35:19	104	45	243
Temecula Valley Hospital	523	191:11:31	25:47:25	108	67	168

Average APOD and Compliance by Qtr Comparison									
	2020			2021					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	55%	306	247:35:30	67%	217	128:37:15	74%	183	56:07:56
Desert Regional Med Ctr	89%	126	49:02:30	88%	138	58:59:59	88%	173	77:53:57
Eisenhower Health	99%	15	2:27:12	99%	18	2:49:41	98%	27	5:38:35
Hemet Valley Hospital	52%	605	331:11:18	55%	494	289:22:44	65%	455	143:41:30
Inland Valley Med Ctr	74%	221	120:05:01	76%	190	93:56:18	84%	144	48:47:50
JFK Hospital	98%	10	3:06:17	98%	9	1:22:15	98%	12	2:10:57
Kaiser Hospital Riverside	67%	199	121:01:24	74%	138	63:59:33	69%	161	78:42:54
Loma Linda Univ Med Ctr Mur	75%	169	86:58:46	74%	166	89:09:29	70%	191	78:37:45
Meniffee Med Ctr	60%	116	126:57:10	63%	89	74:29:07	77%	59	16:08:59
Palo Verde Hospital	96%	6	2:29:45	98%	2	1:10:48	100%	1	0:13:09
Parkview Community Hospital	66%	200	151:37:27	74%	122	65:20:17	80%	102	24:04:29
Rancho Springs Med Ctr	83%	80	41:37:00	81%	94	51:26:32	92%	38	8:14:25
Riverside Community Hospital	45%	717	470:45:49	63%	497	174:08:49	61%	588	211:10:56
Riverside University Health System	80%	301	64:58:11	88%	171	33:27:10	90%	149	22:19:17
San Geronio Mem Hospital	80%	124	48:42:08	77%	129	64:41:44	84%	95	21:40:14
Temecula Valley Hospital	75%	131	32:07:16	80%	107	26:58:03	85%	78	16:35:54
	73%	208	118:47:40	78%	161	76:14:59	81%	153	50:45:33

Average Transports and APODs at ETS: Quarter Comparison									
	2020			2021					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	27%	256	121:33:44	19%	210	123:54:39	18%	315	173:50:12