



# Ambulance Response Compliance Review

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

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# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

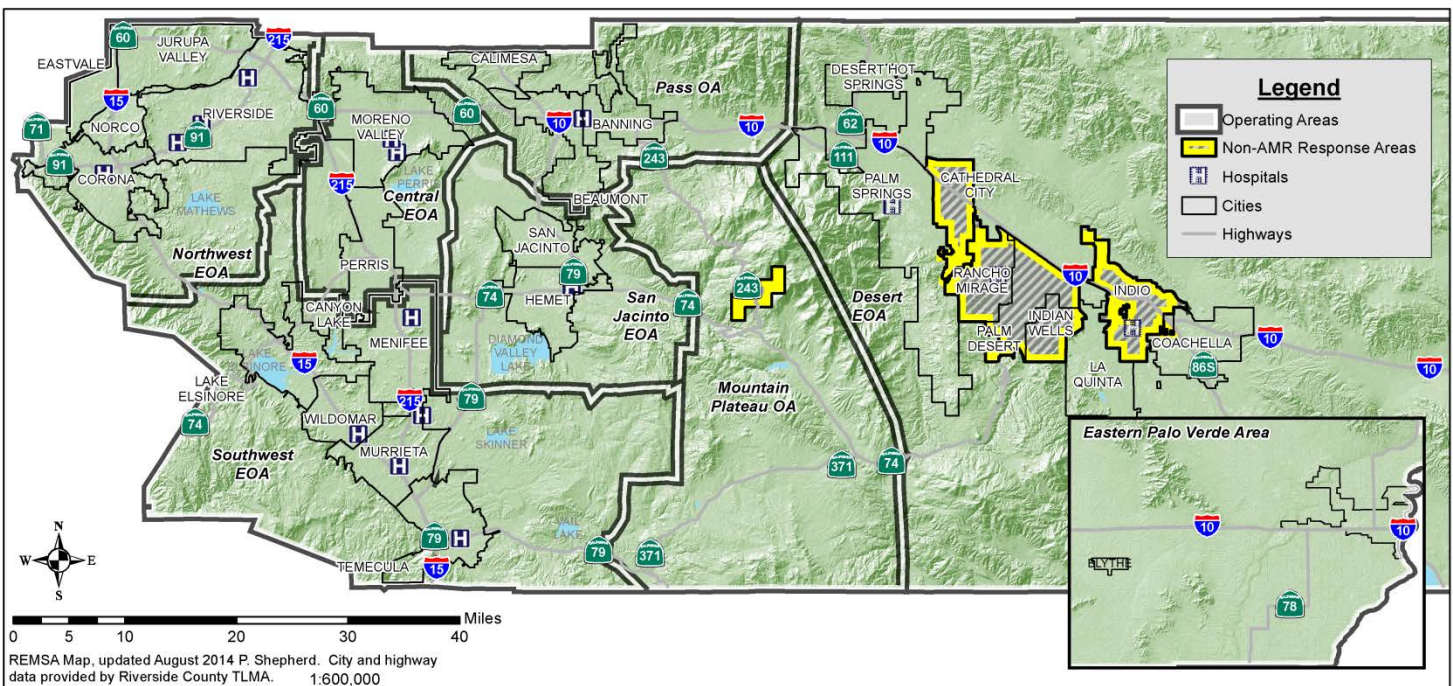
## Overview

The Riverside County EMS System covers all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for most of Riverside County, and this report outlines the AMR response time compliance in Riverside County through the end of June 2018. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

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



## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



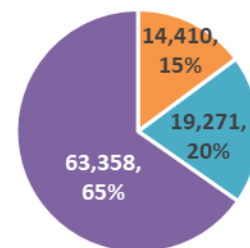
The West County Response Time Zones are responsible for approximately 65% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 15% and 20% of 9-1-1 call volume, respectively.

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

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

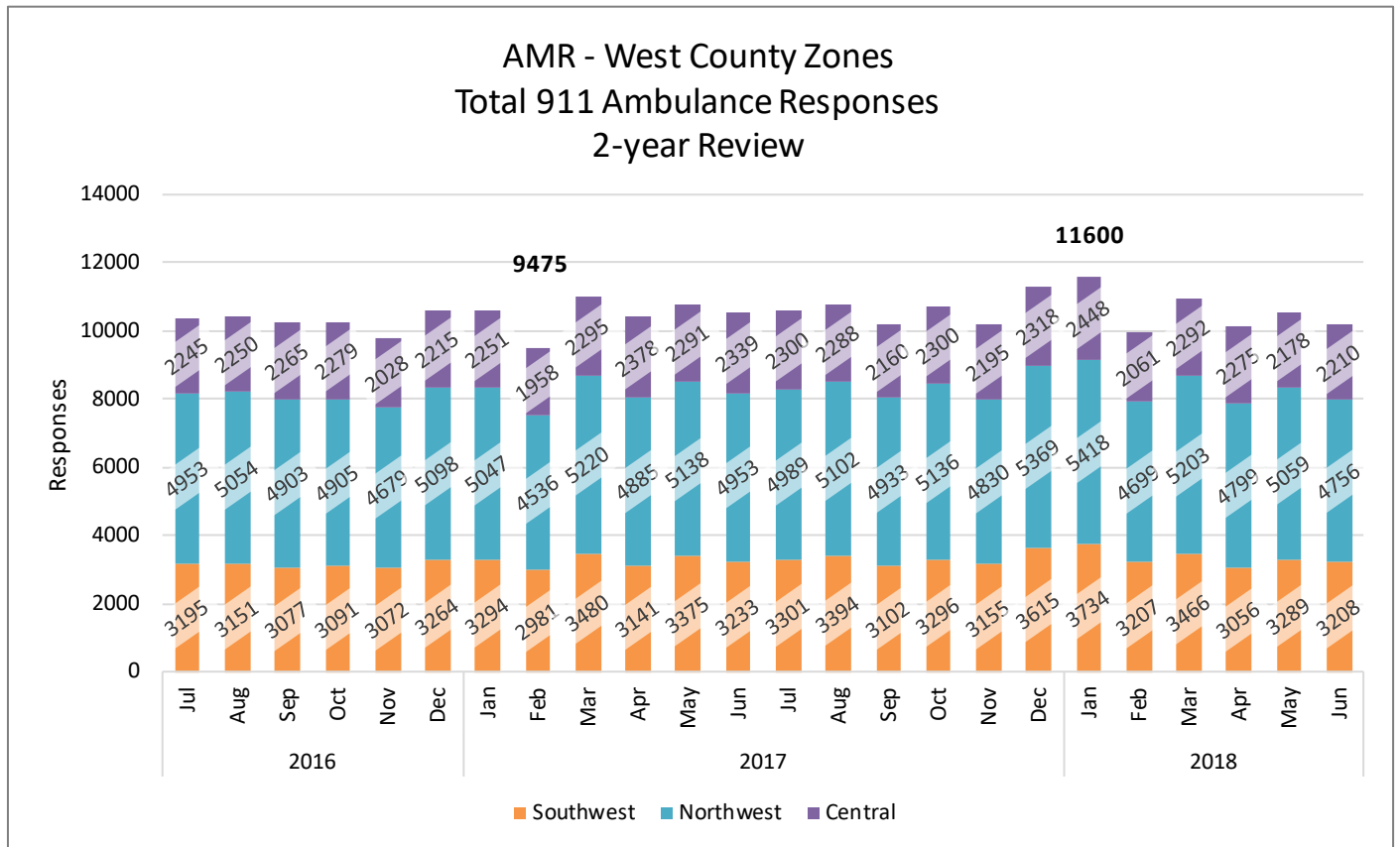
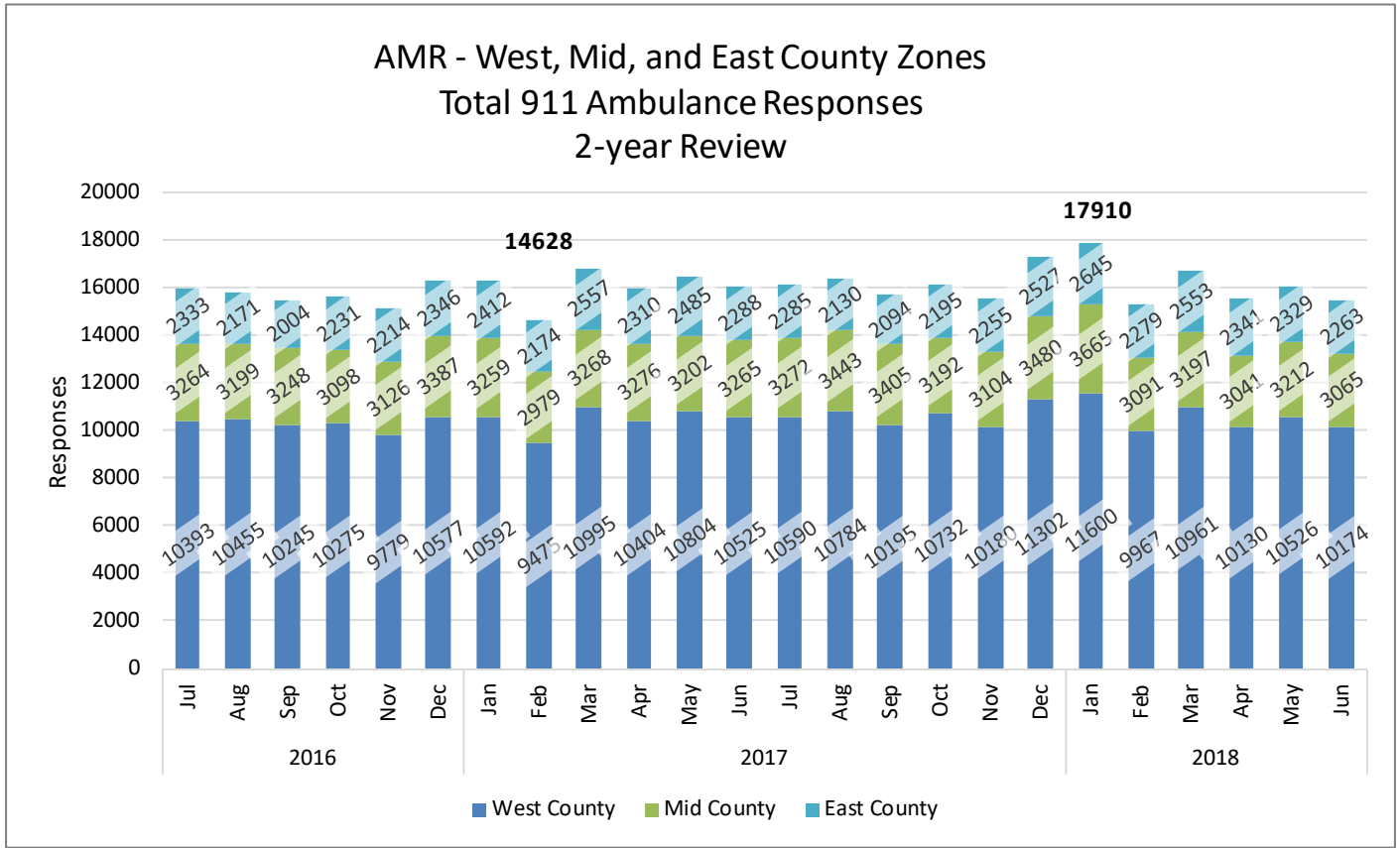
East County includes the Desert and Palo Verde Response Time Zones.

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

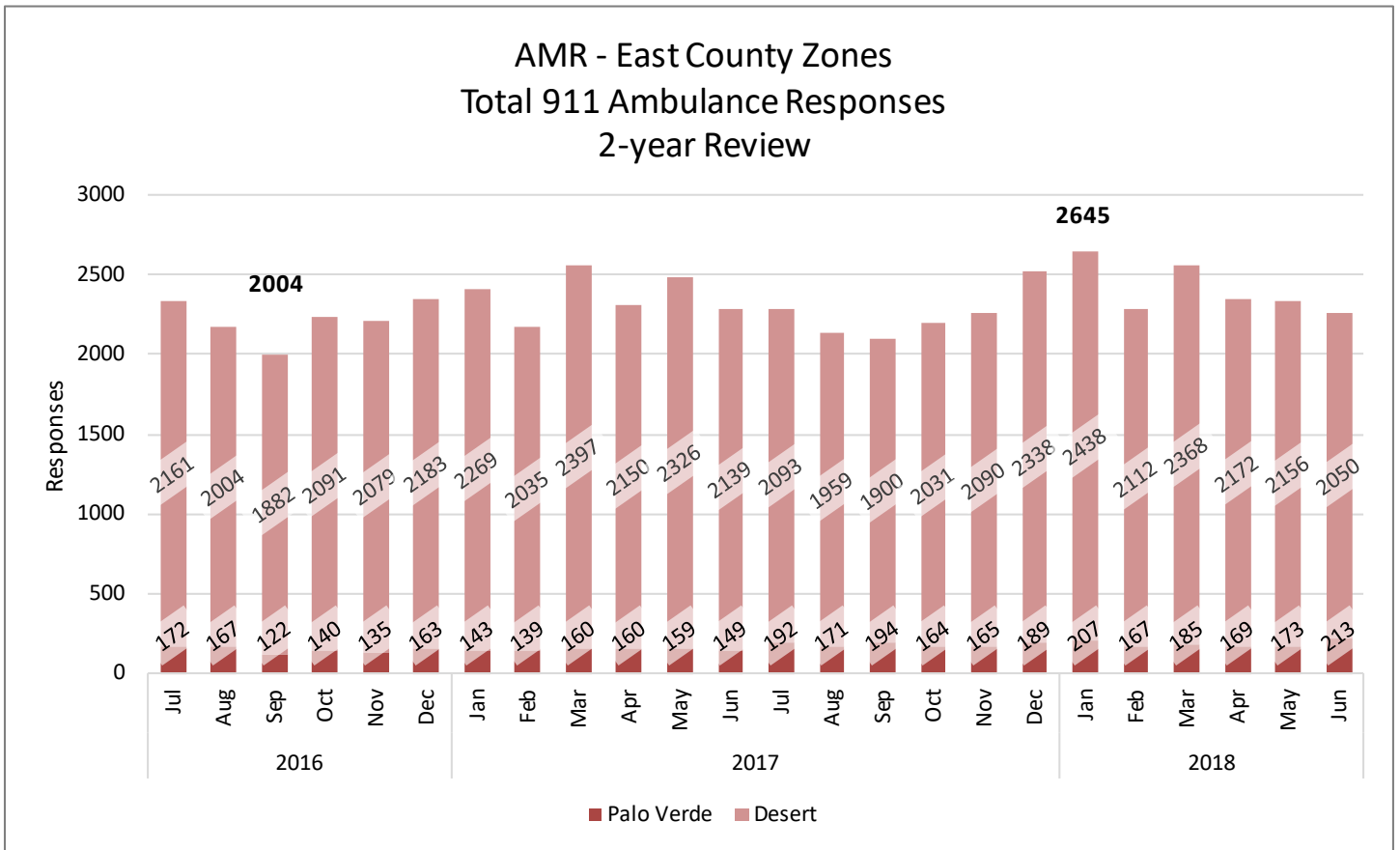
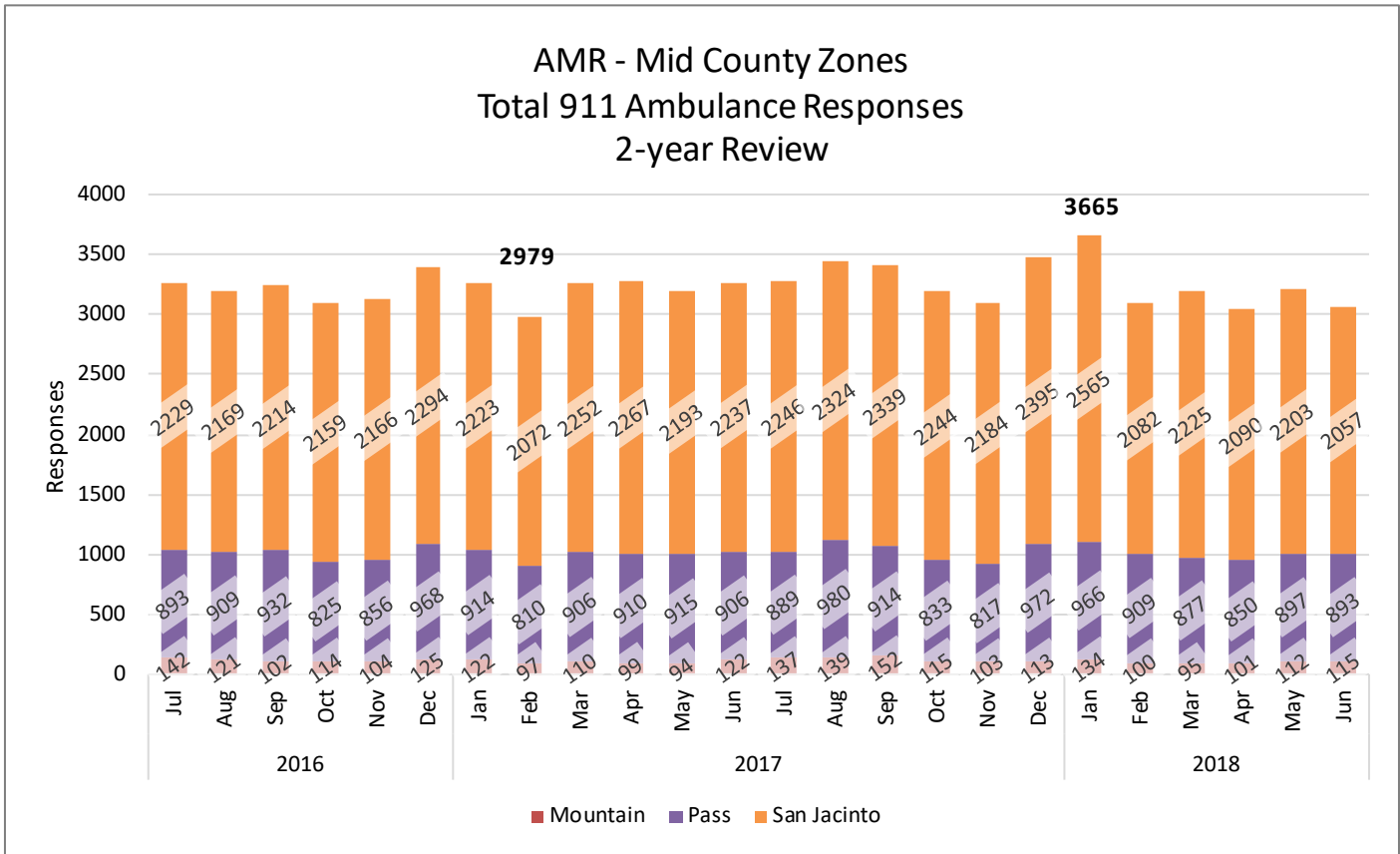


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



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

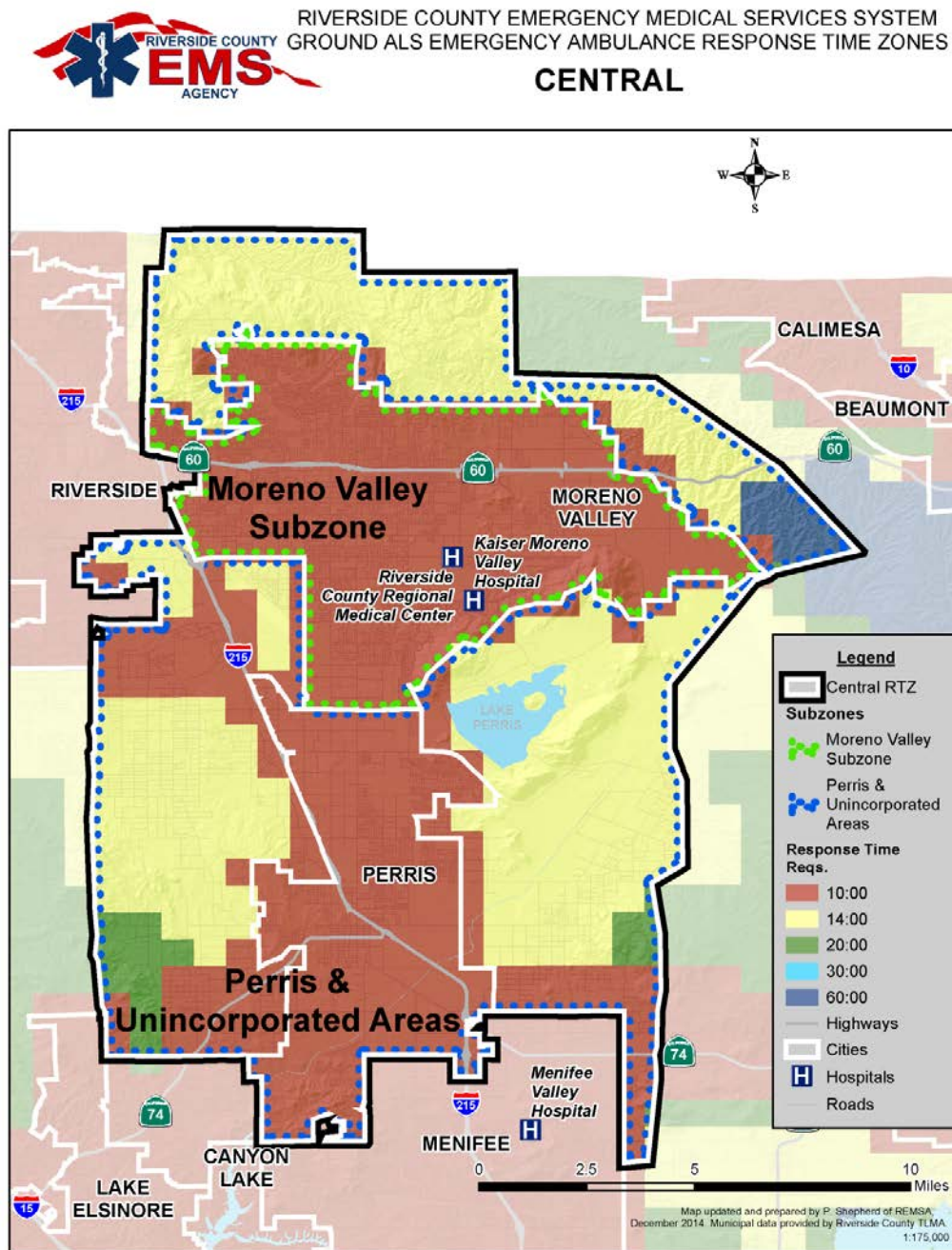




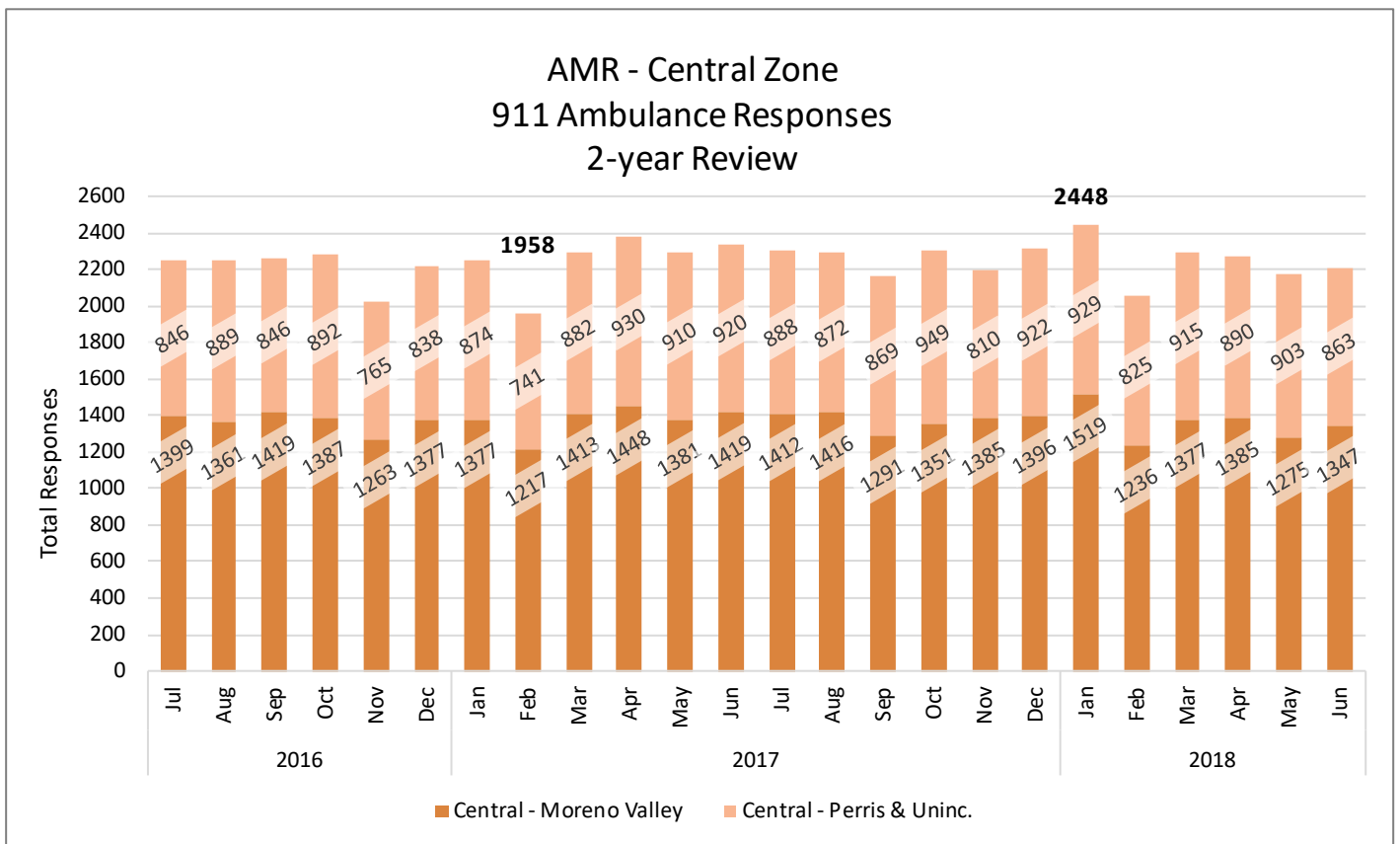
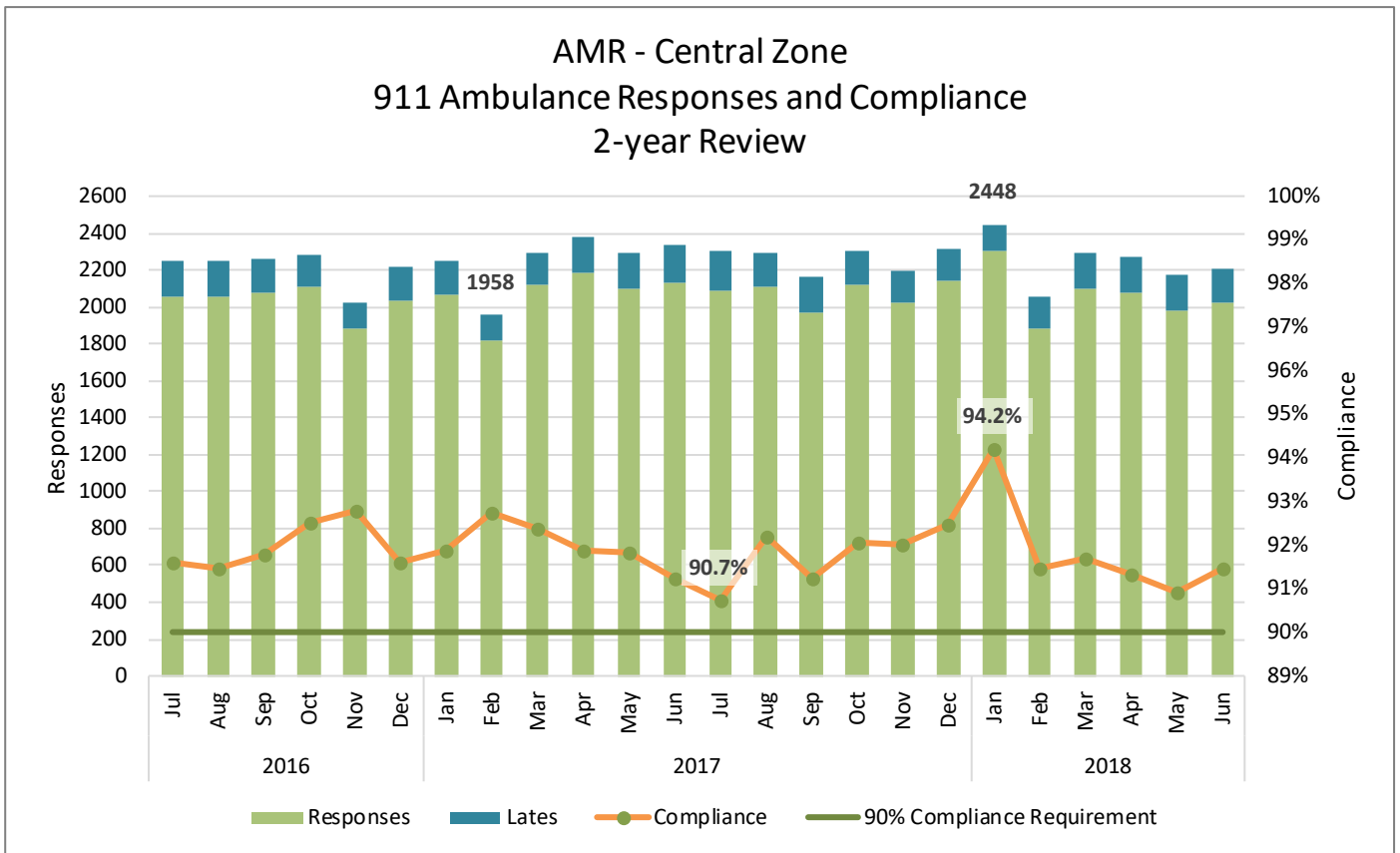
# CENTRAL ZONE

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

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

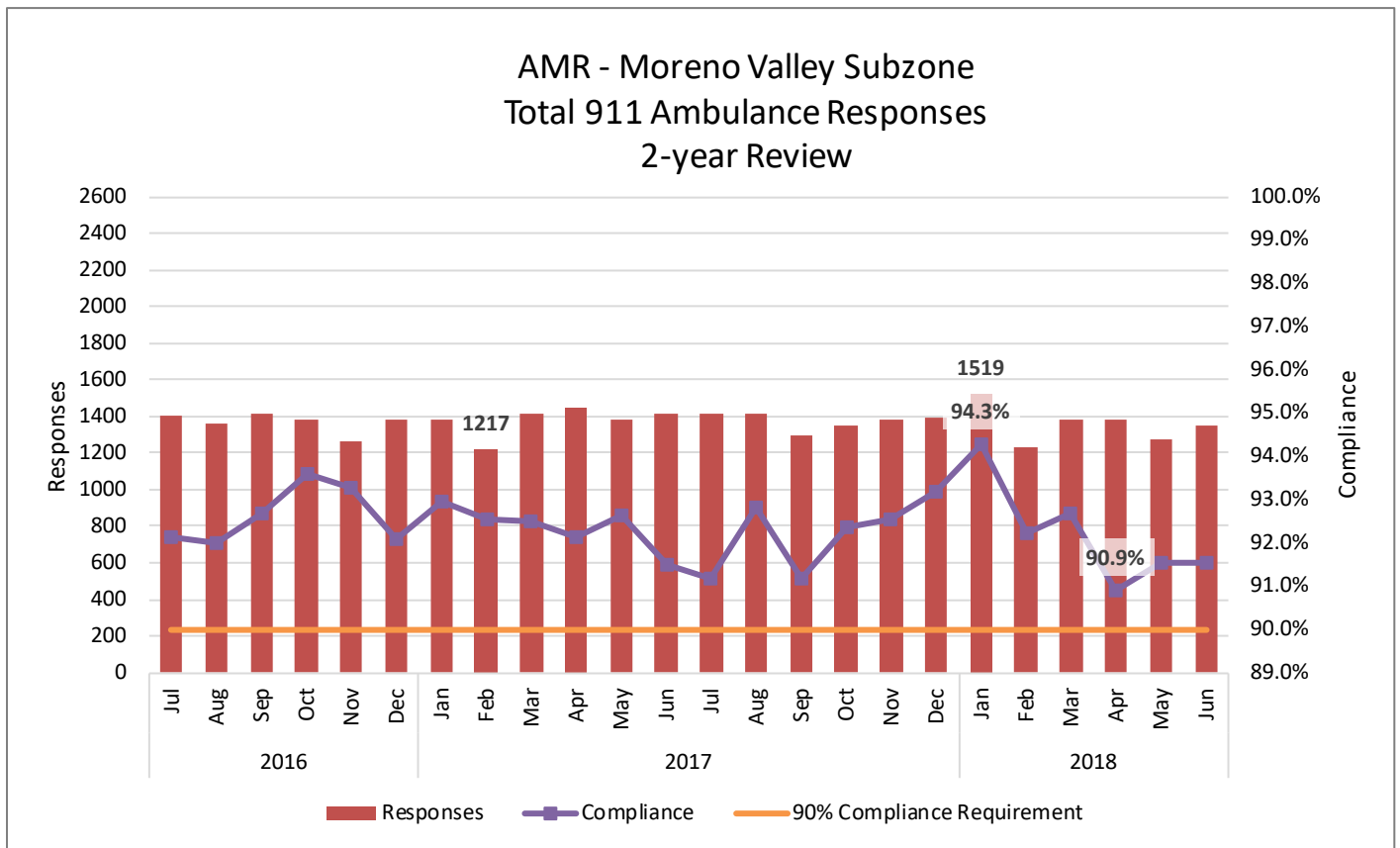
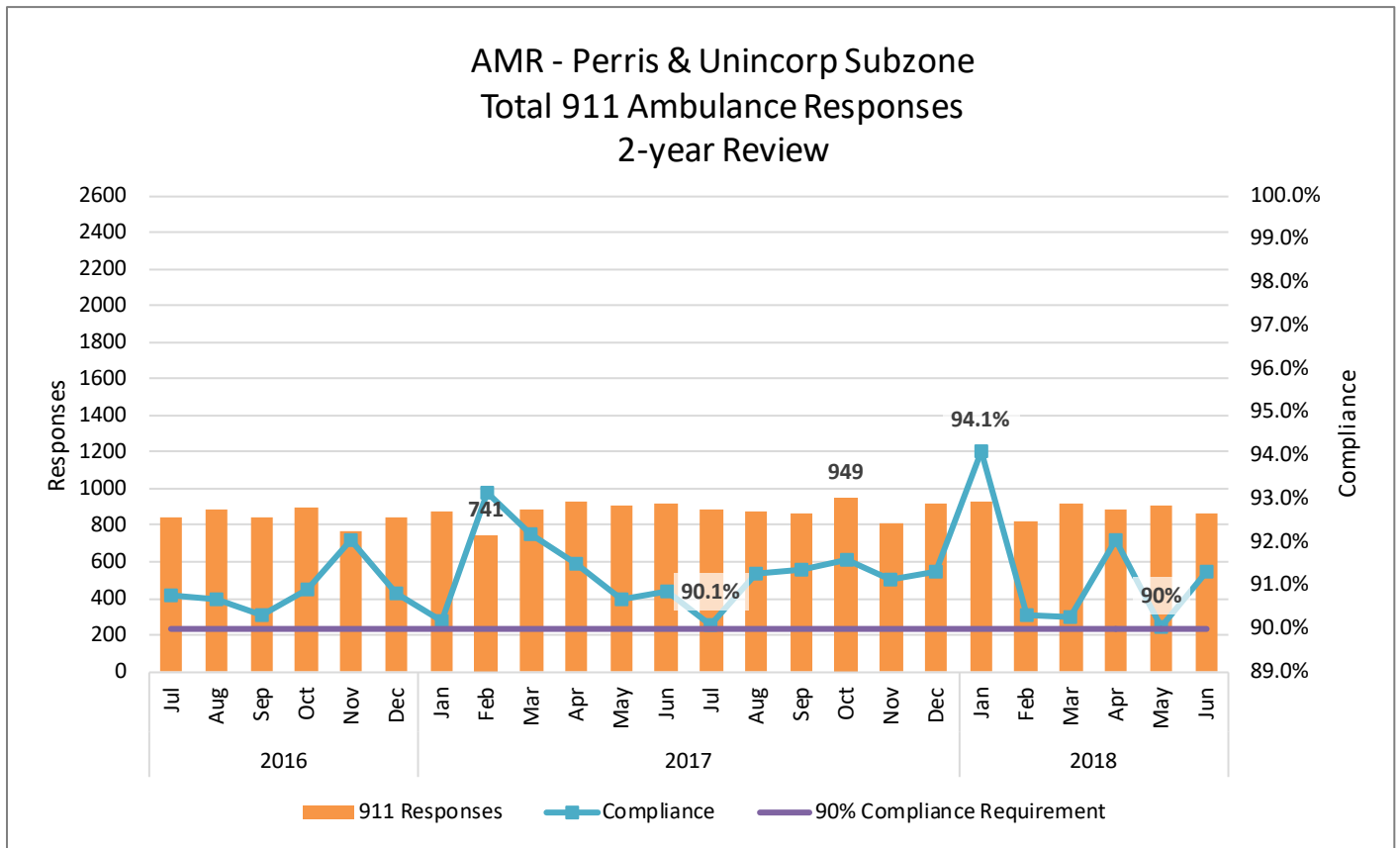


Central Zone: Response and Compliance Data



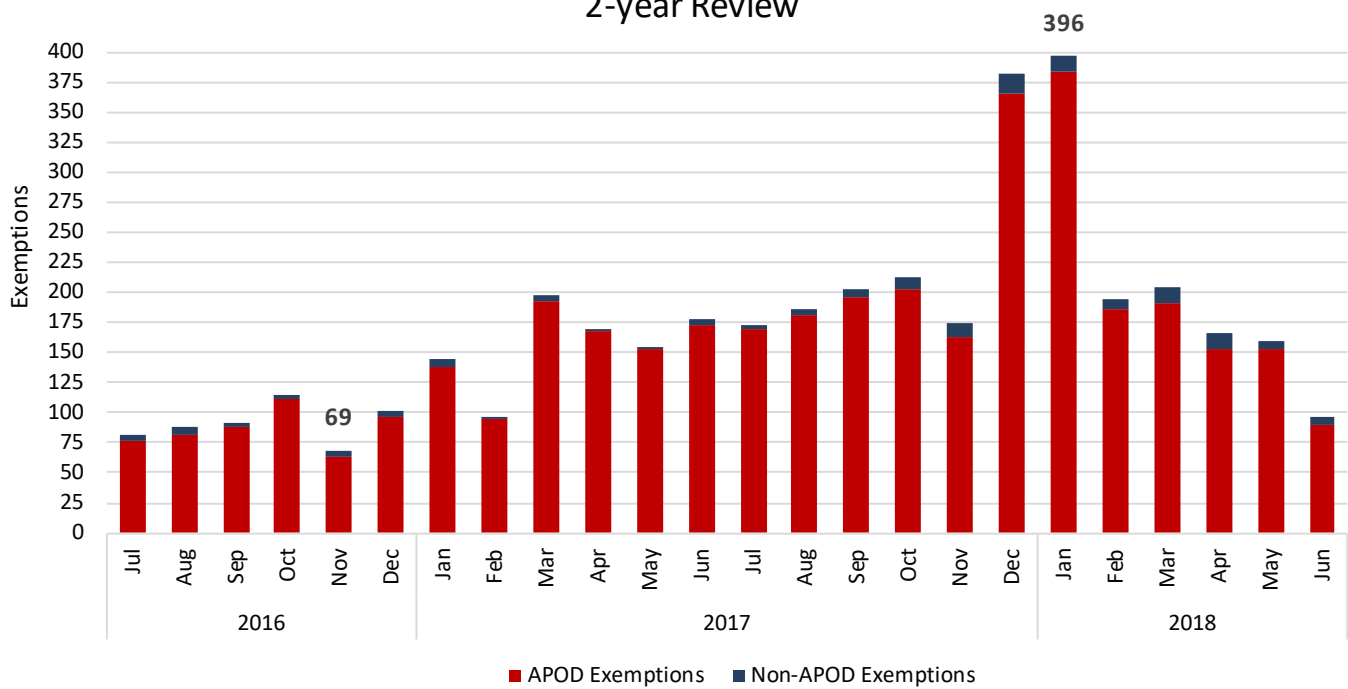


Central Zone: Subzone Response and Compliance Data

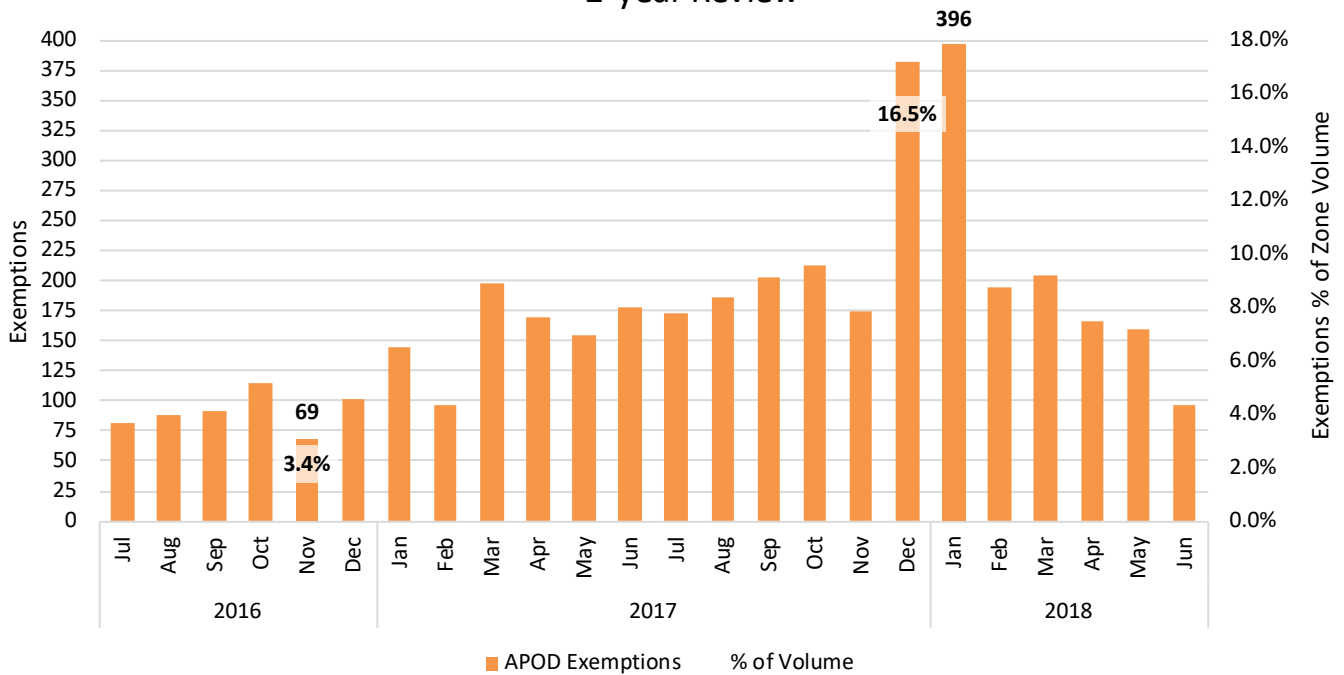


Central Zone: Exemptions

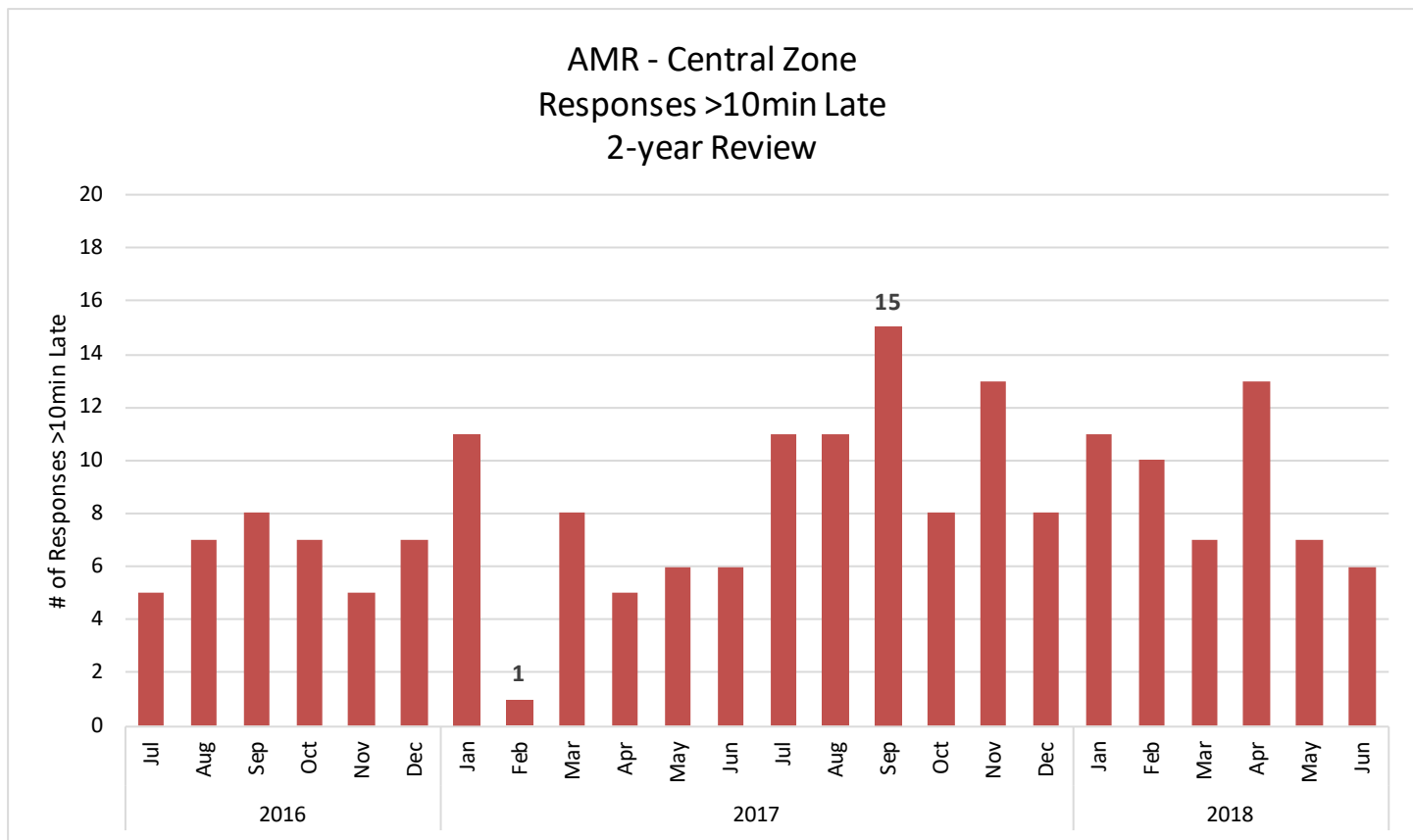
### AMR - Central Zone Response Time Exemptions - Total vs. from APOD 2-year Review



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



Central Zone: Responses > 10 Minutes Late

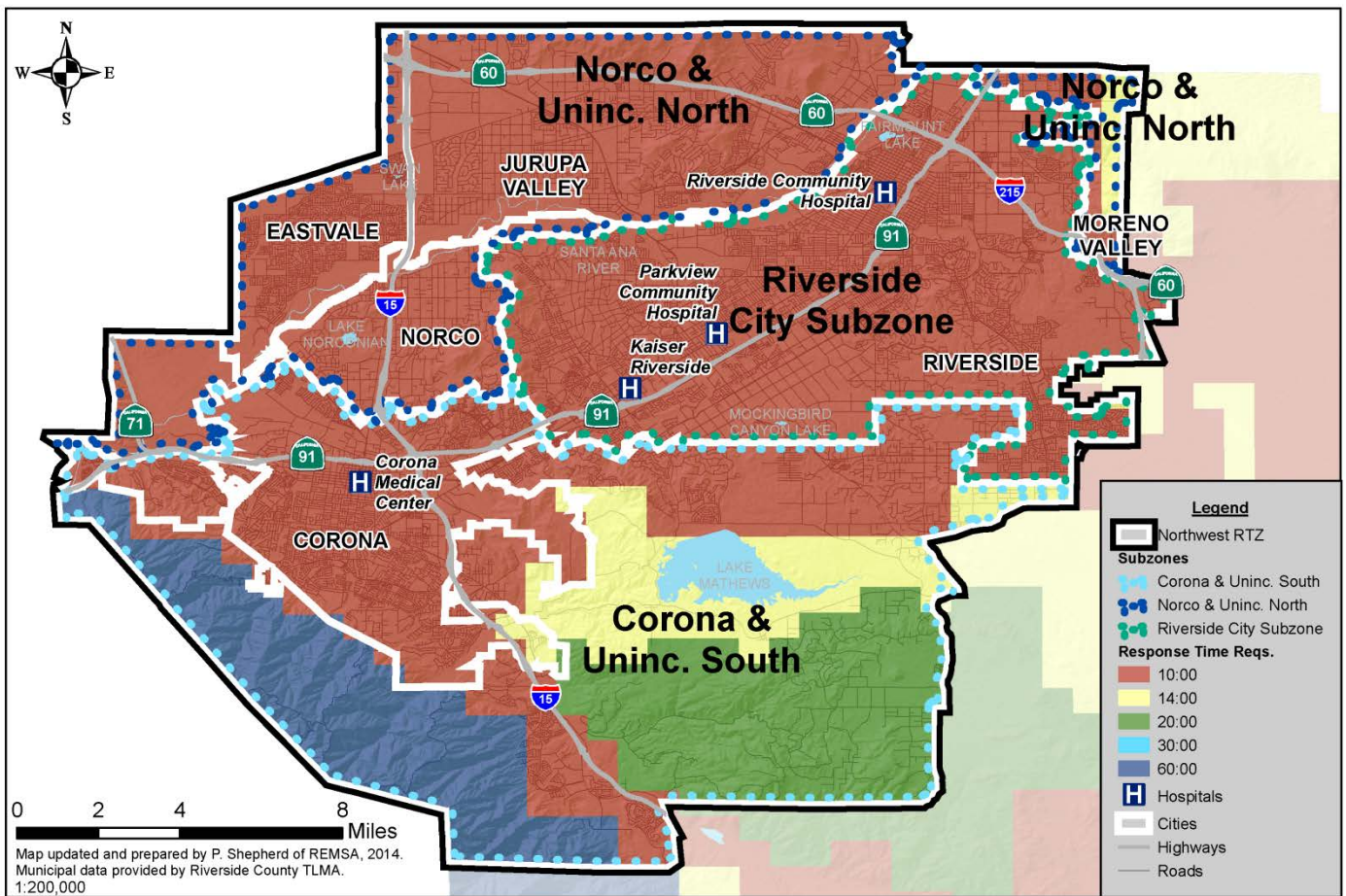


# NORTHWEST ZONE

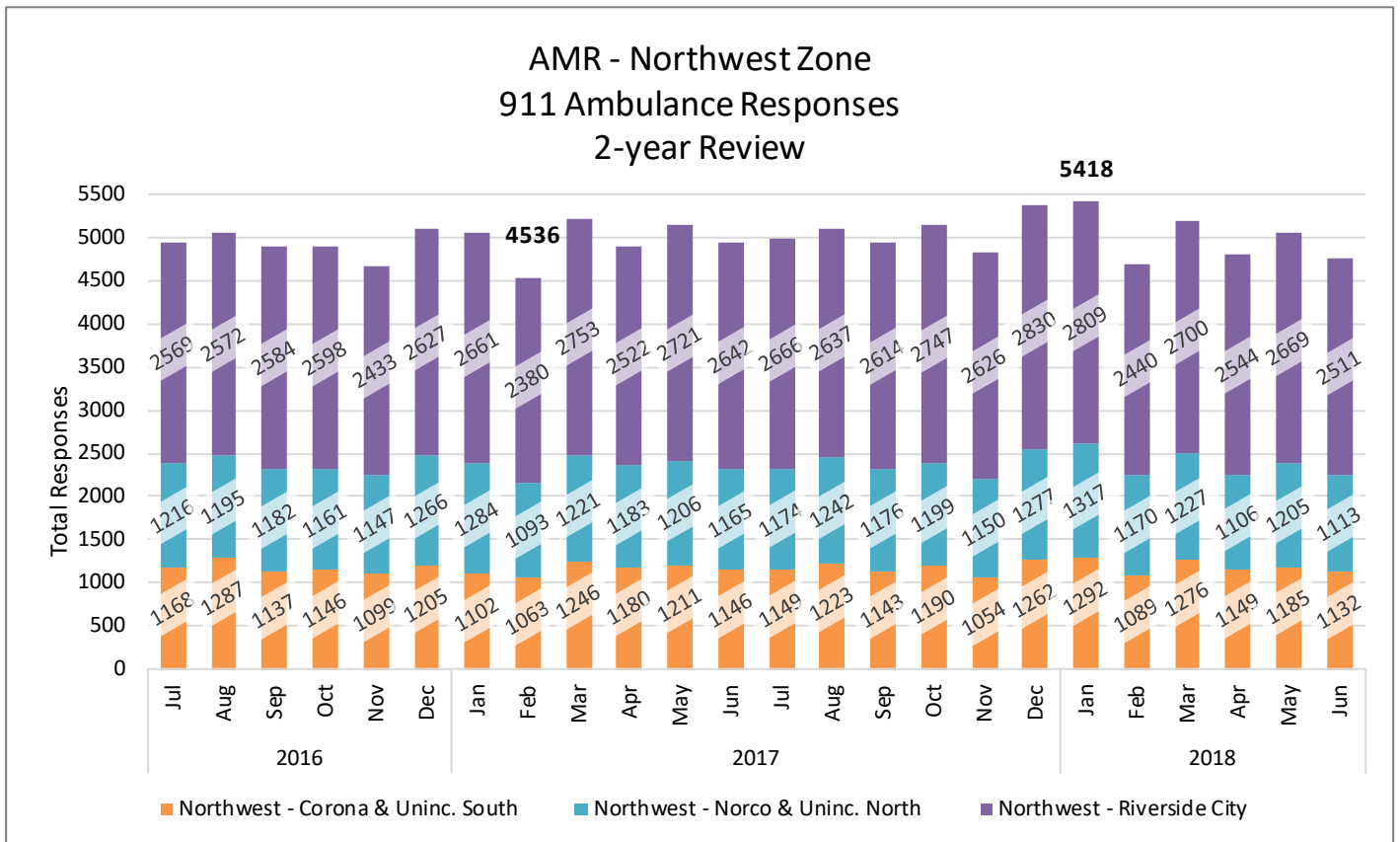
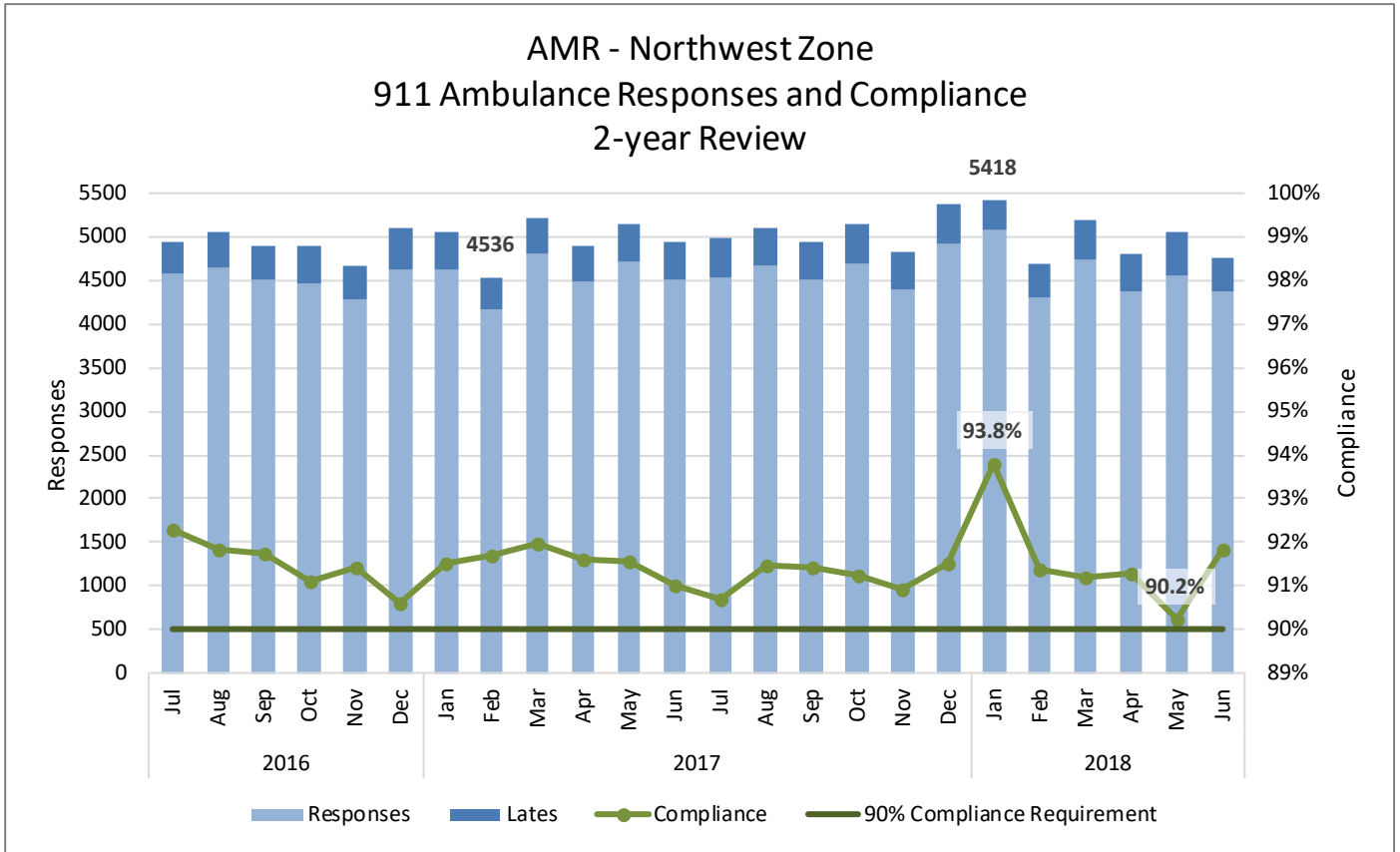
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



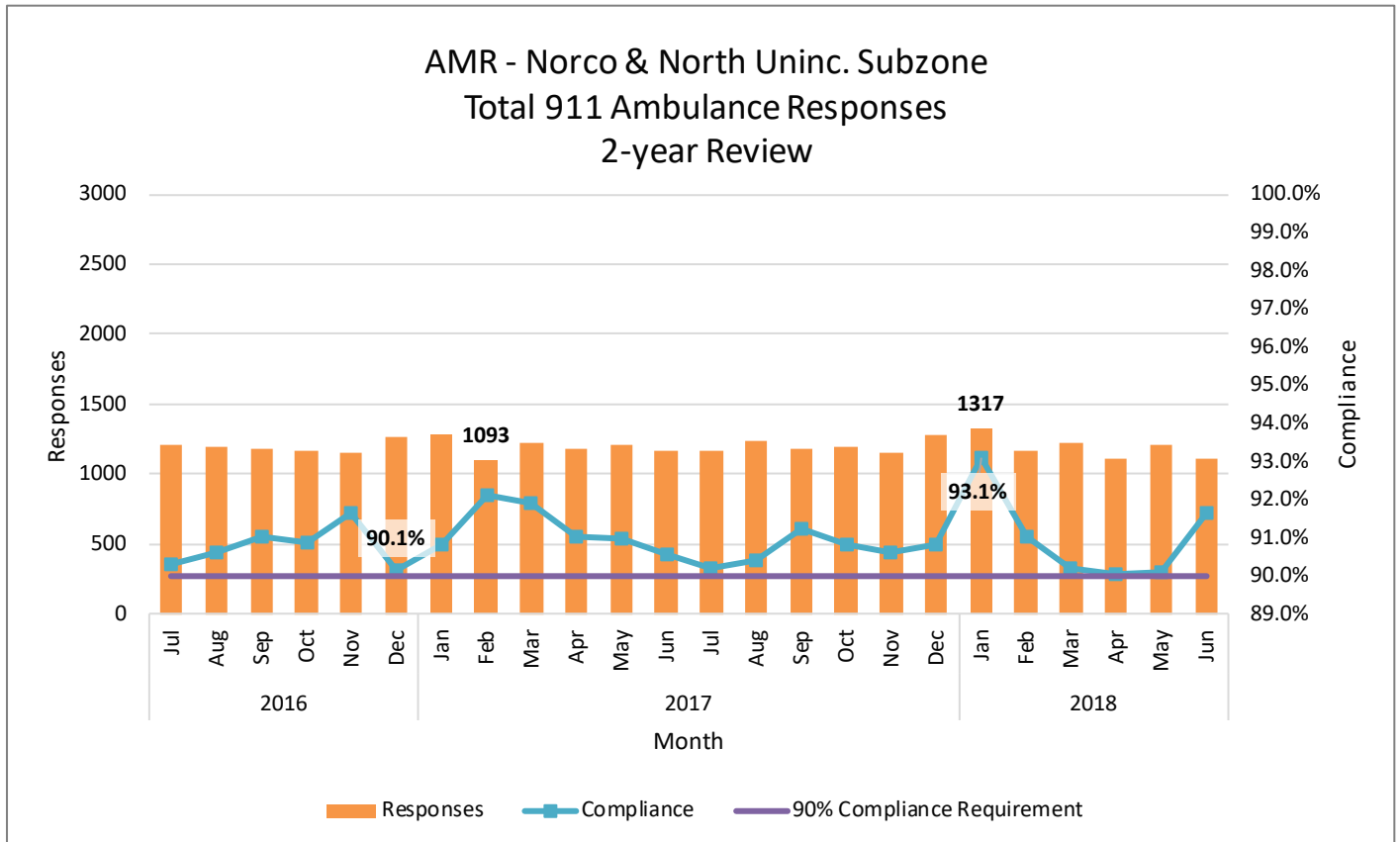
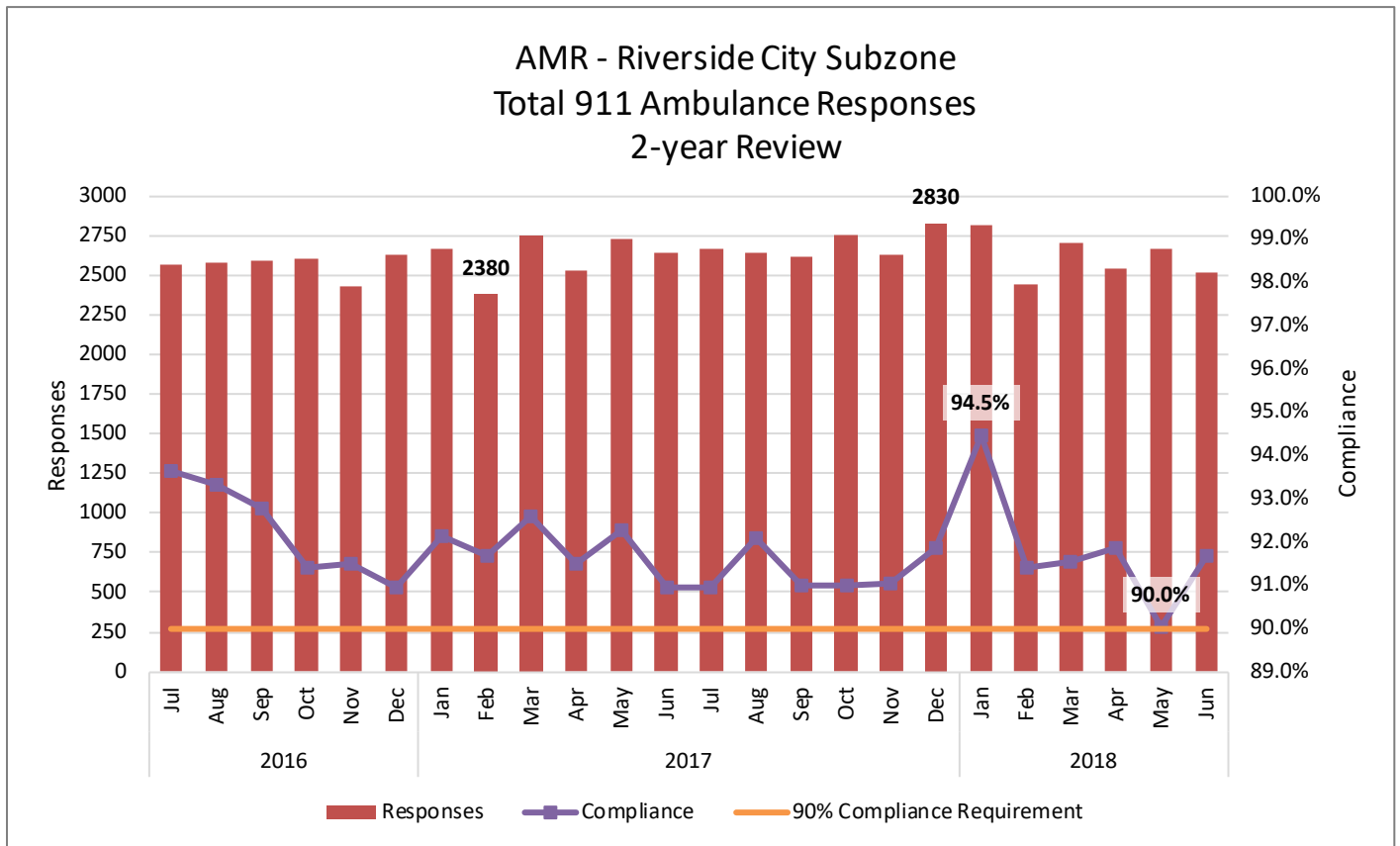
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



Northwest Zone: Response and Compliance Data



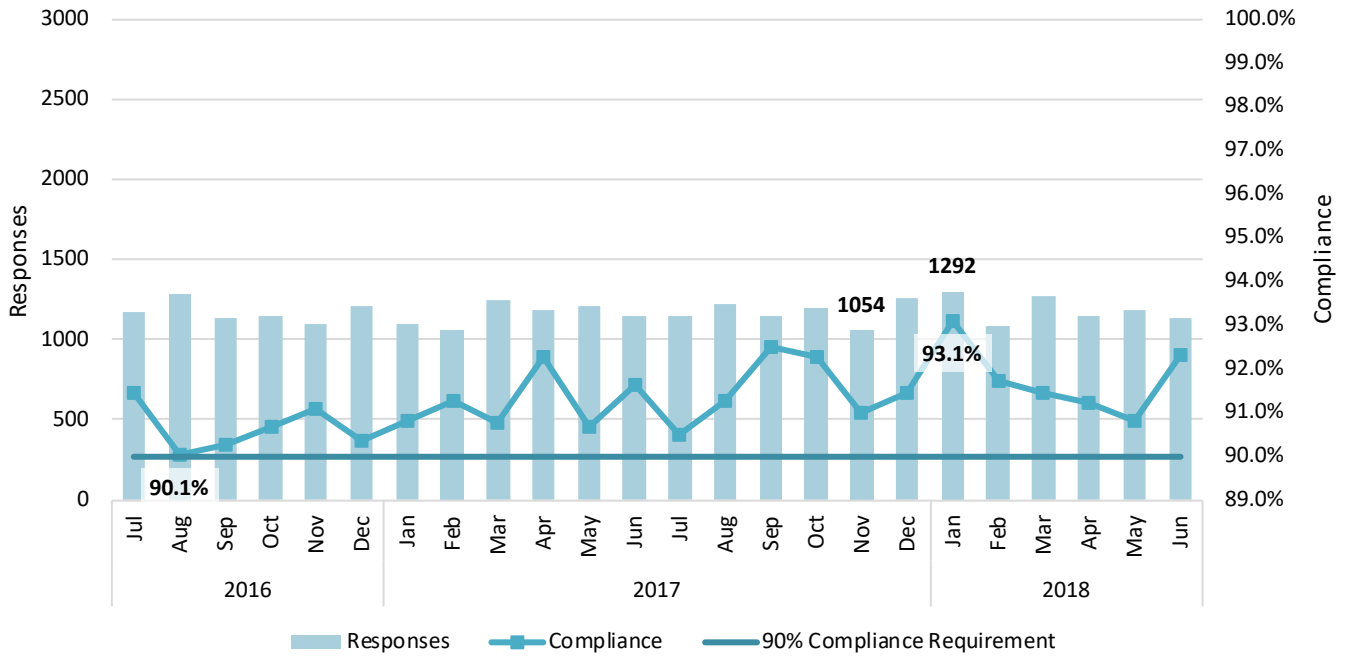
Northwest Zone: Subzone Response and Compliance Data



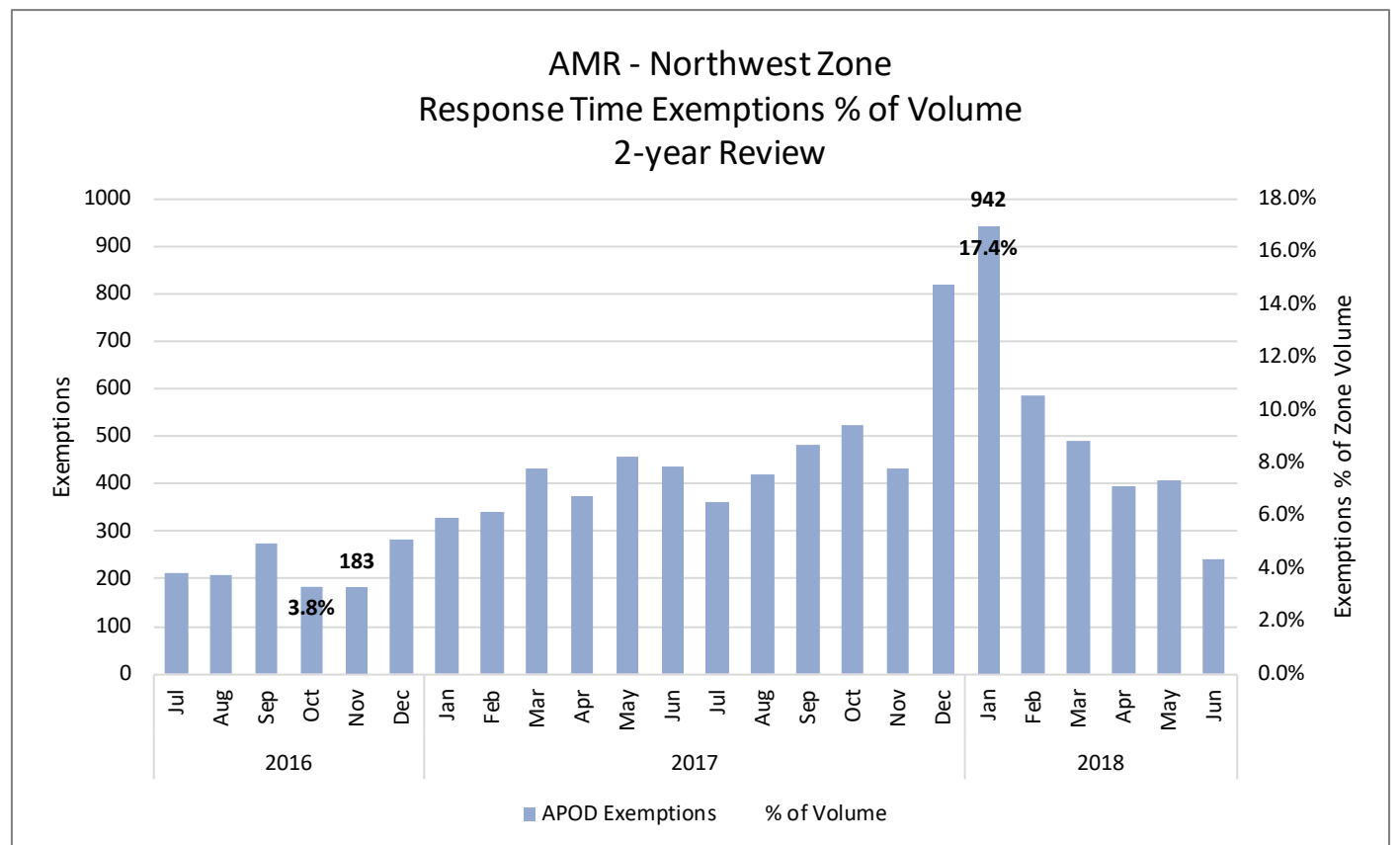
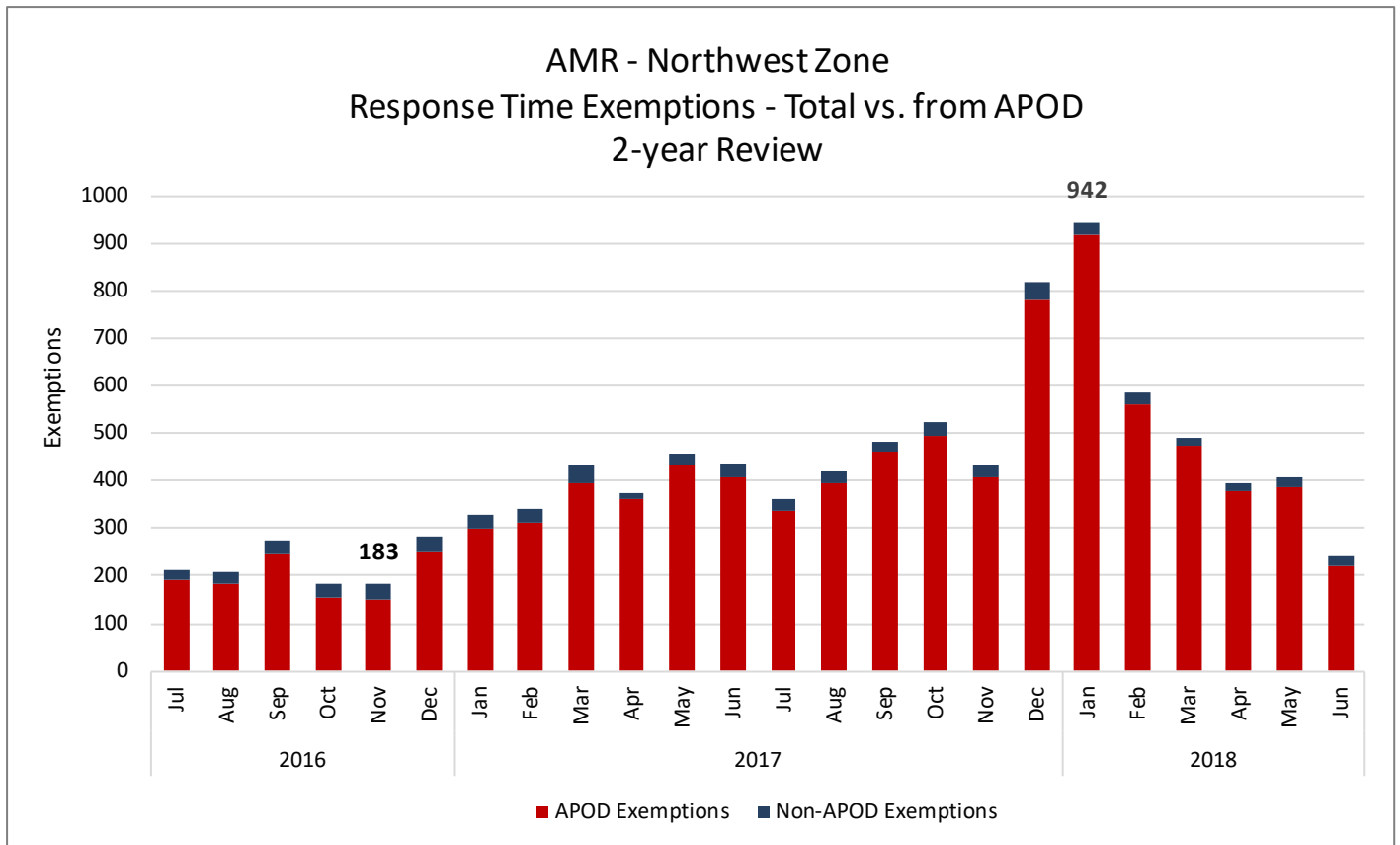
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



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

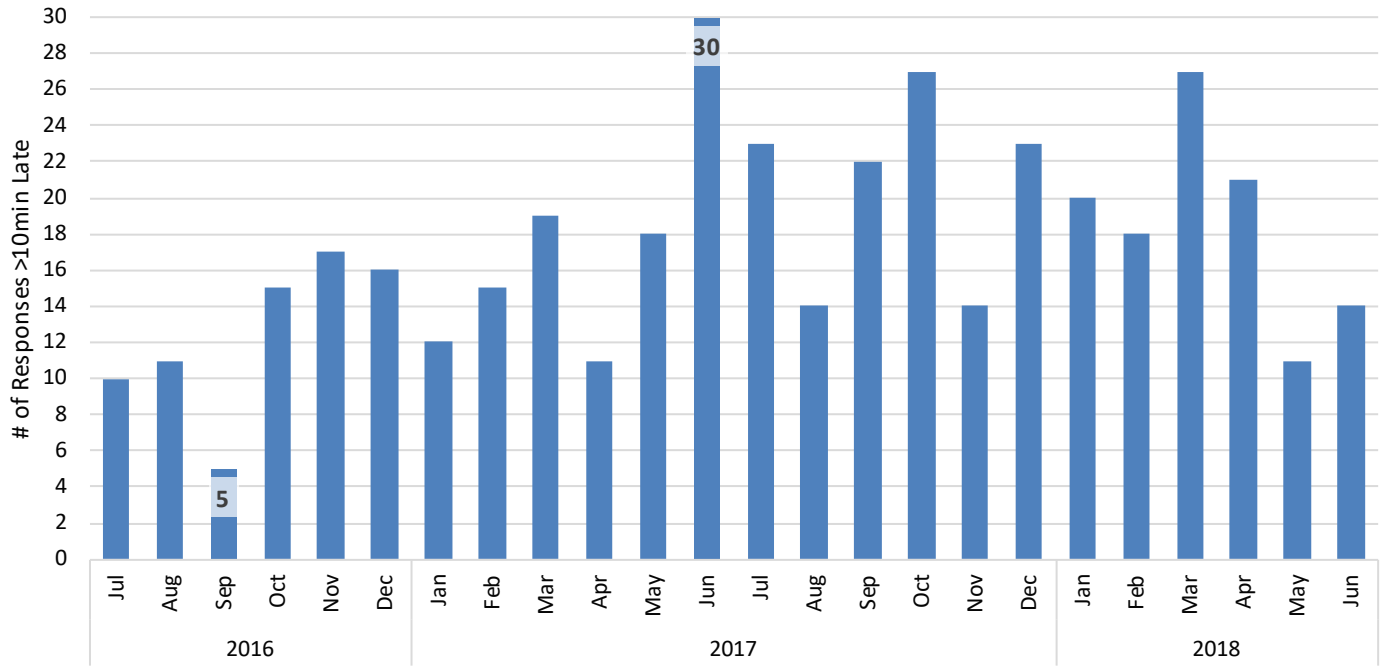


Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late

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



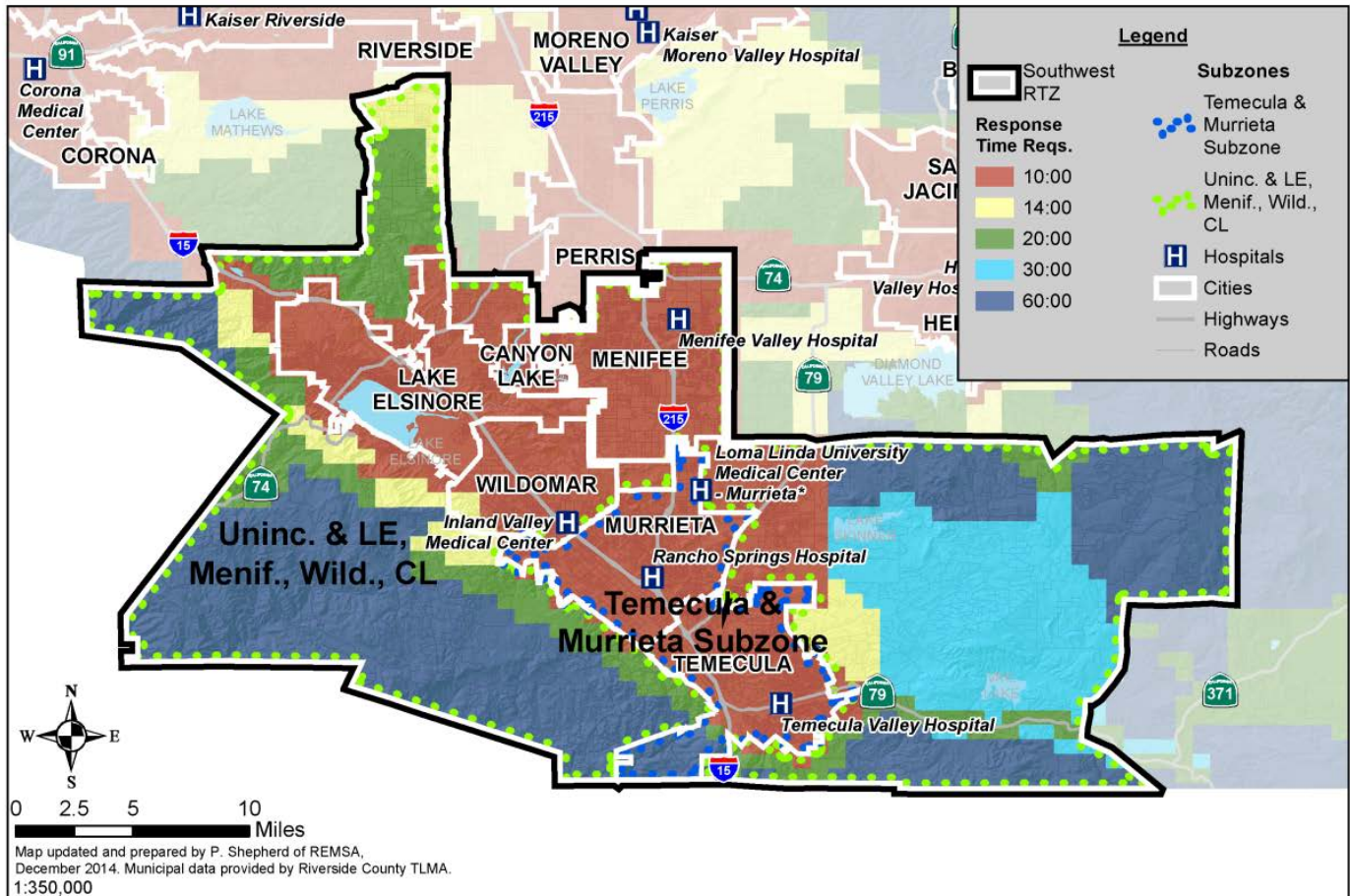
# SOUTHWEST ZONE

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

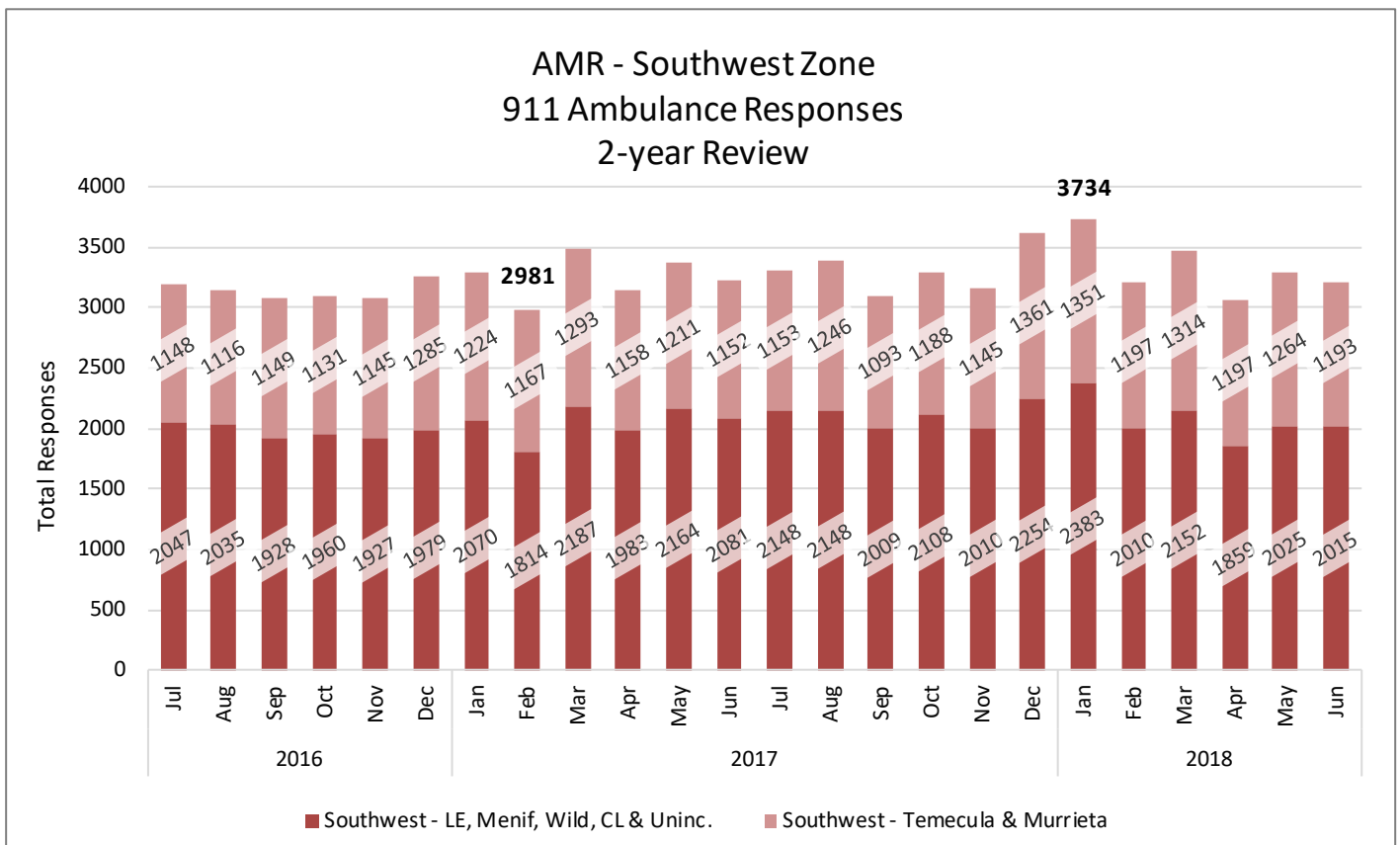
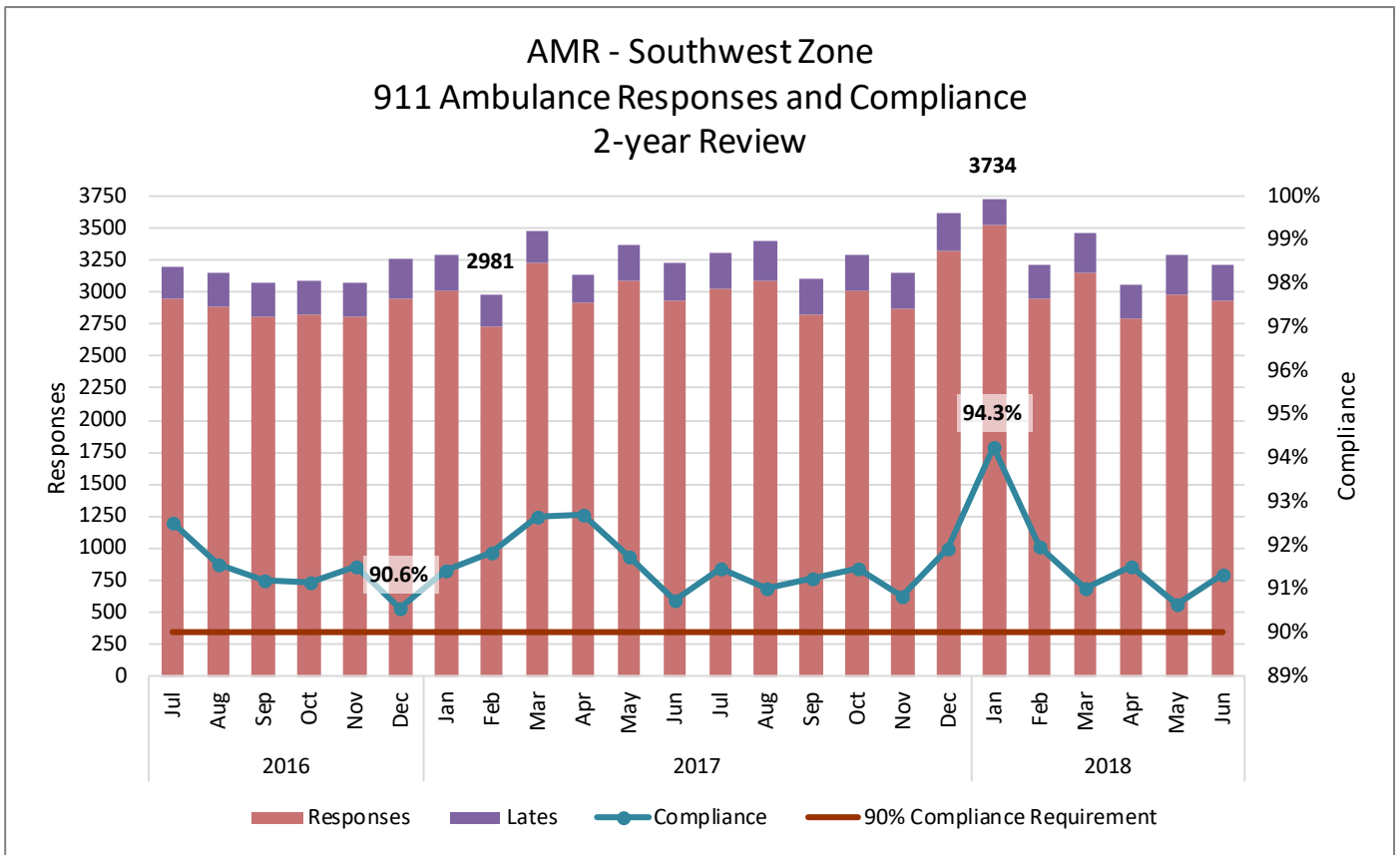


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

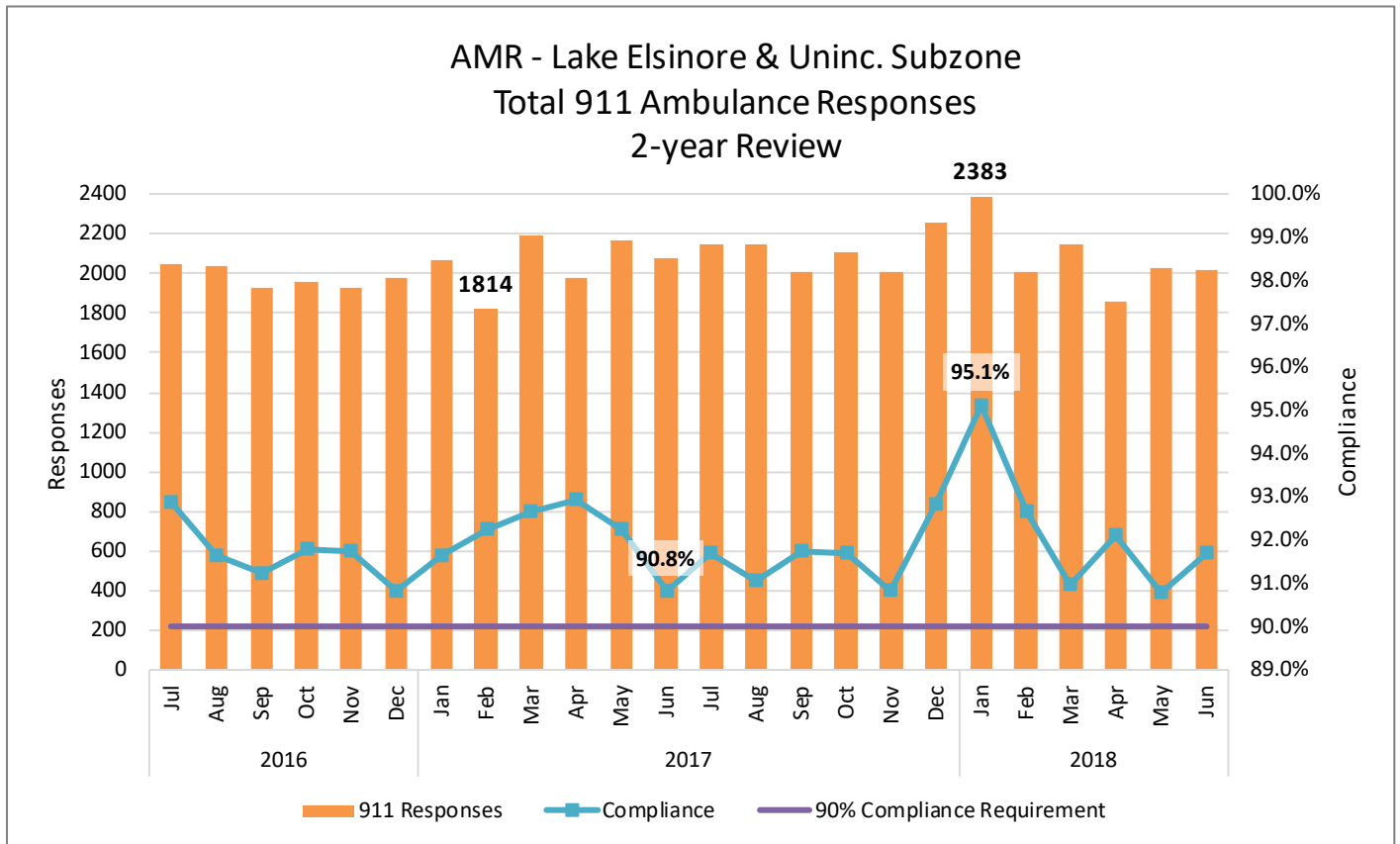
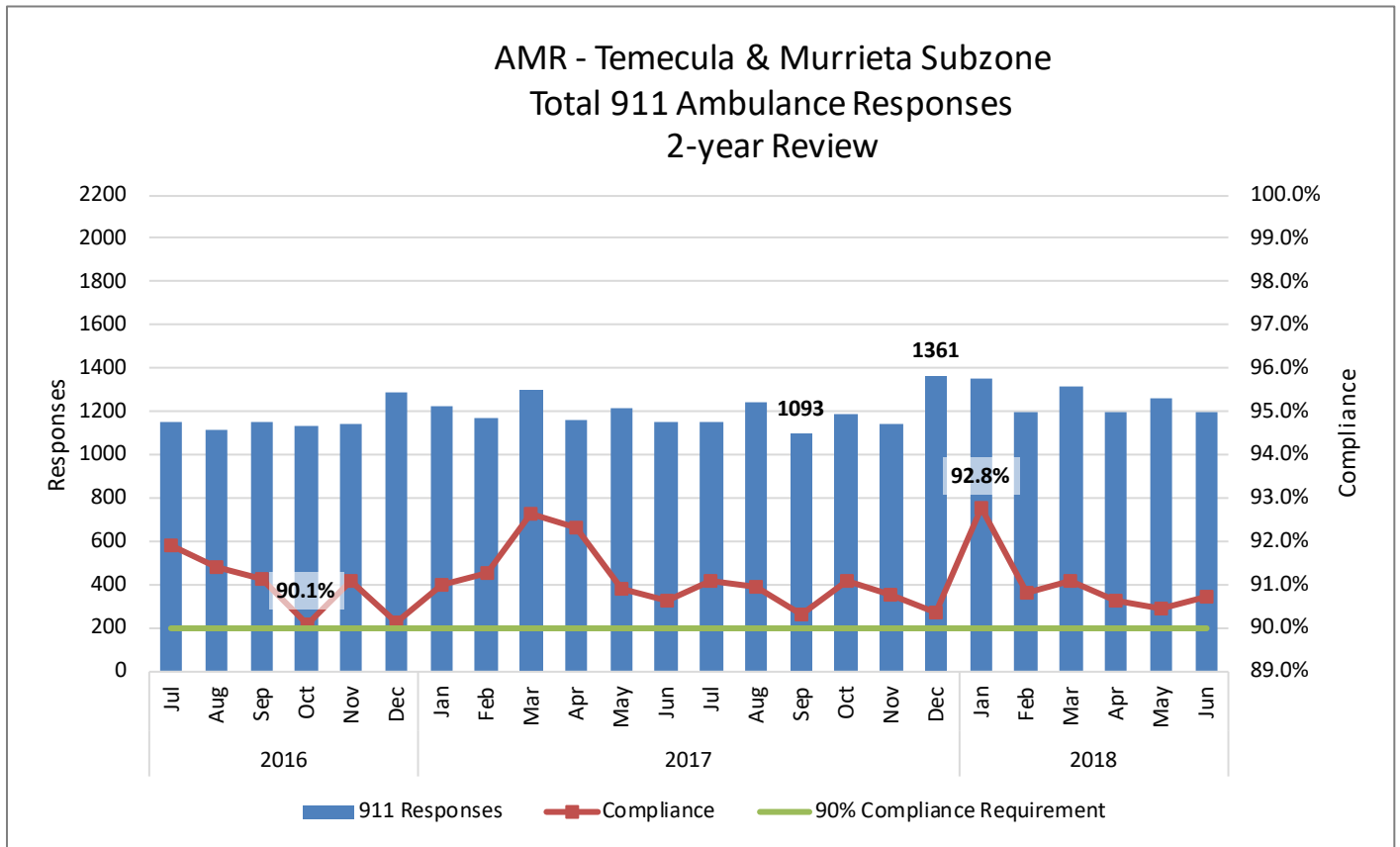
### SOUTHWEST



Southwest Zone: zone Response and Compliance Data

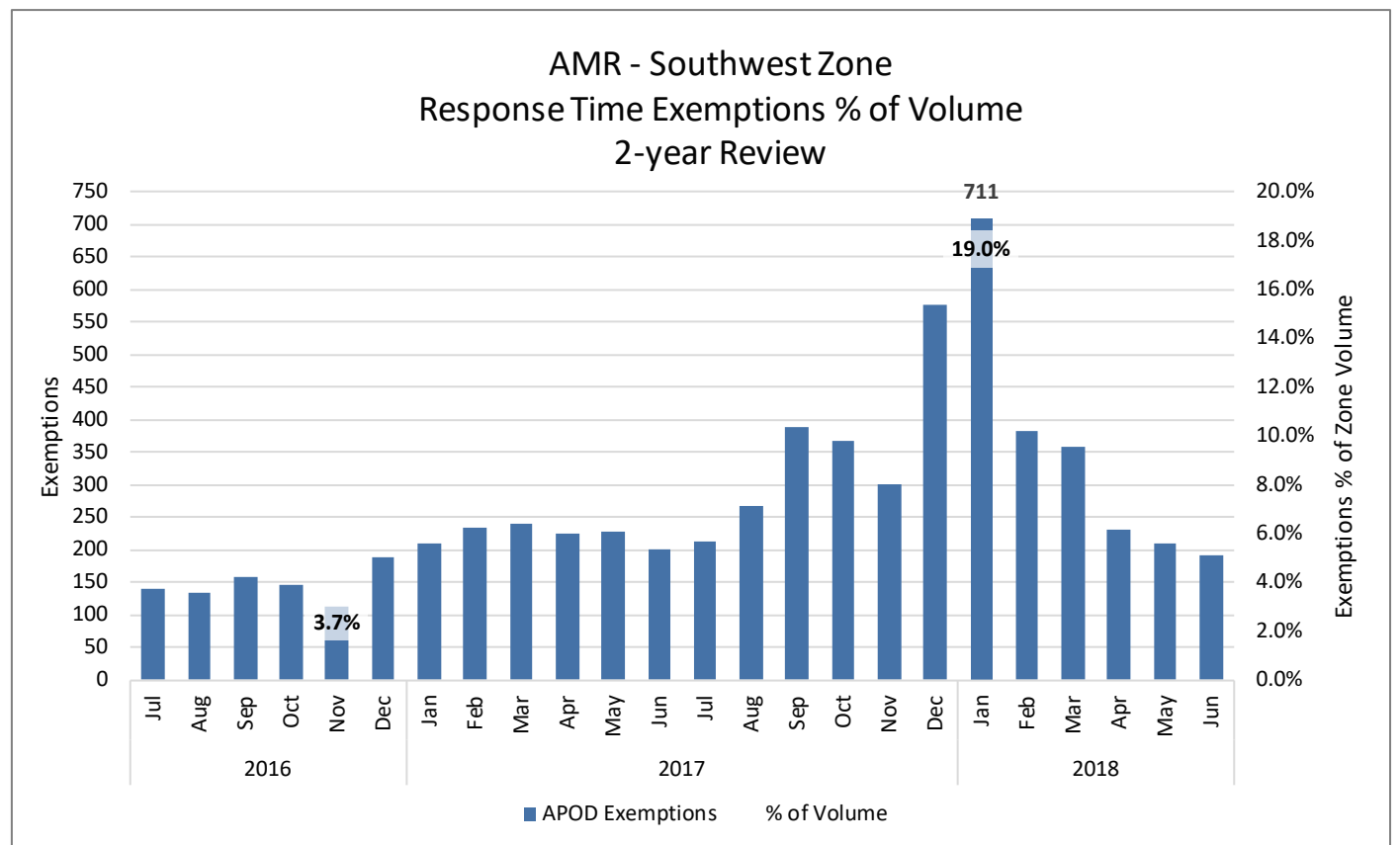
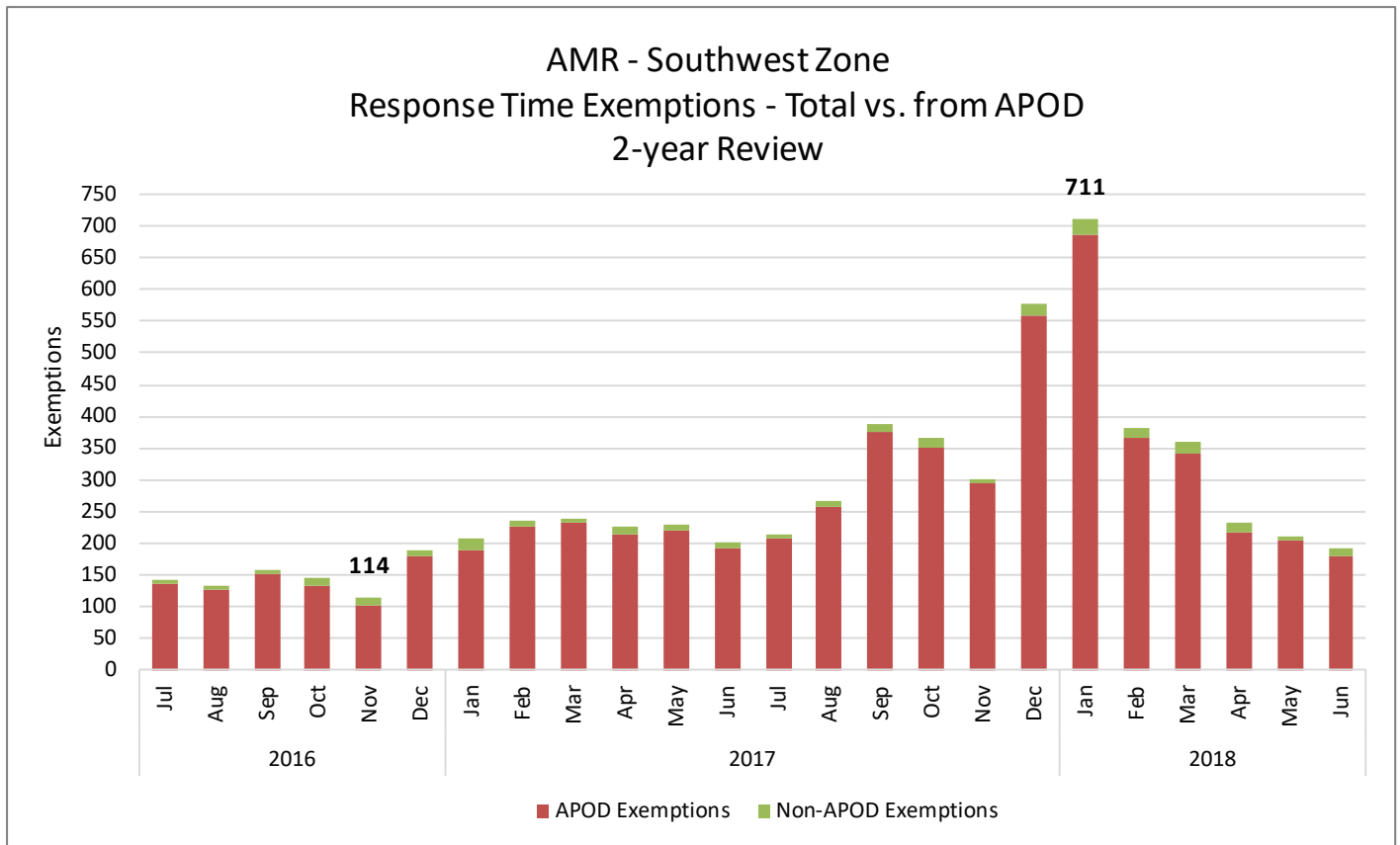


Southwest Zone: Subzone Response and Compliance Data

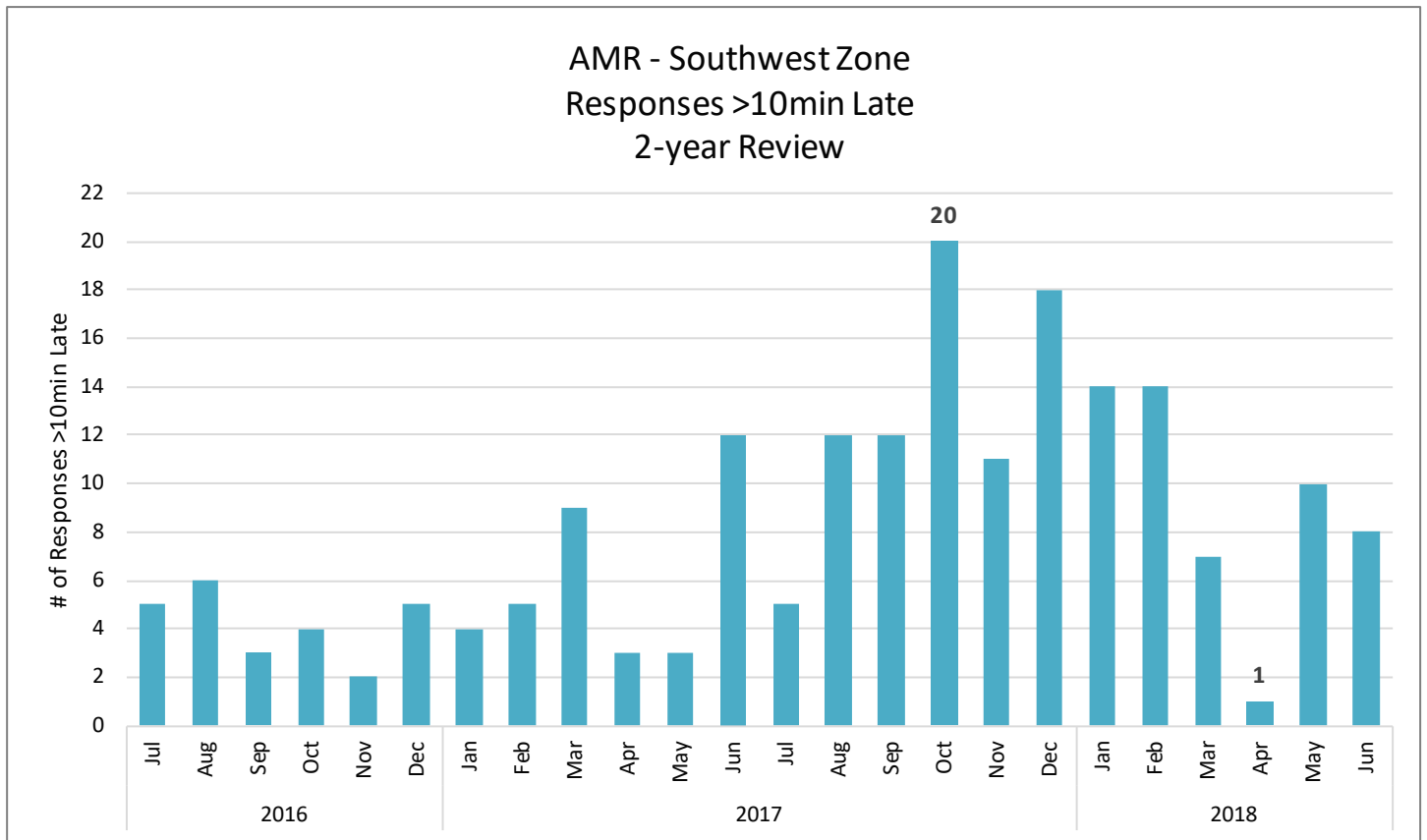




Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late



# DESERT ZONE

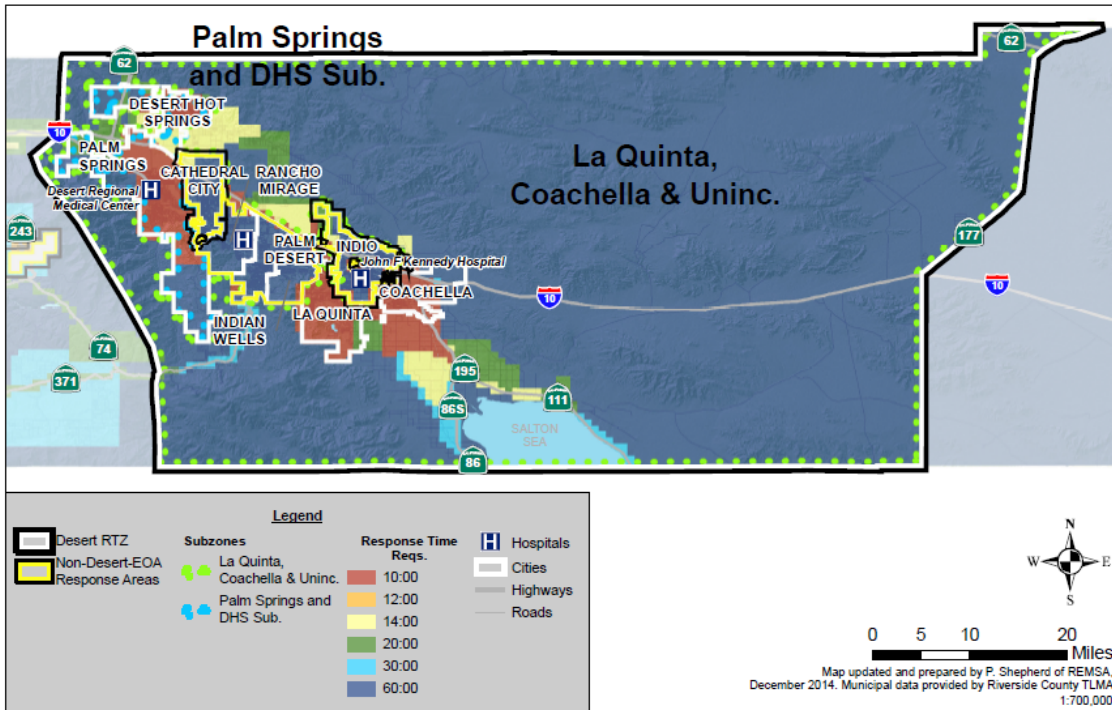


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

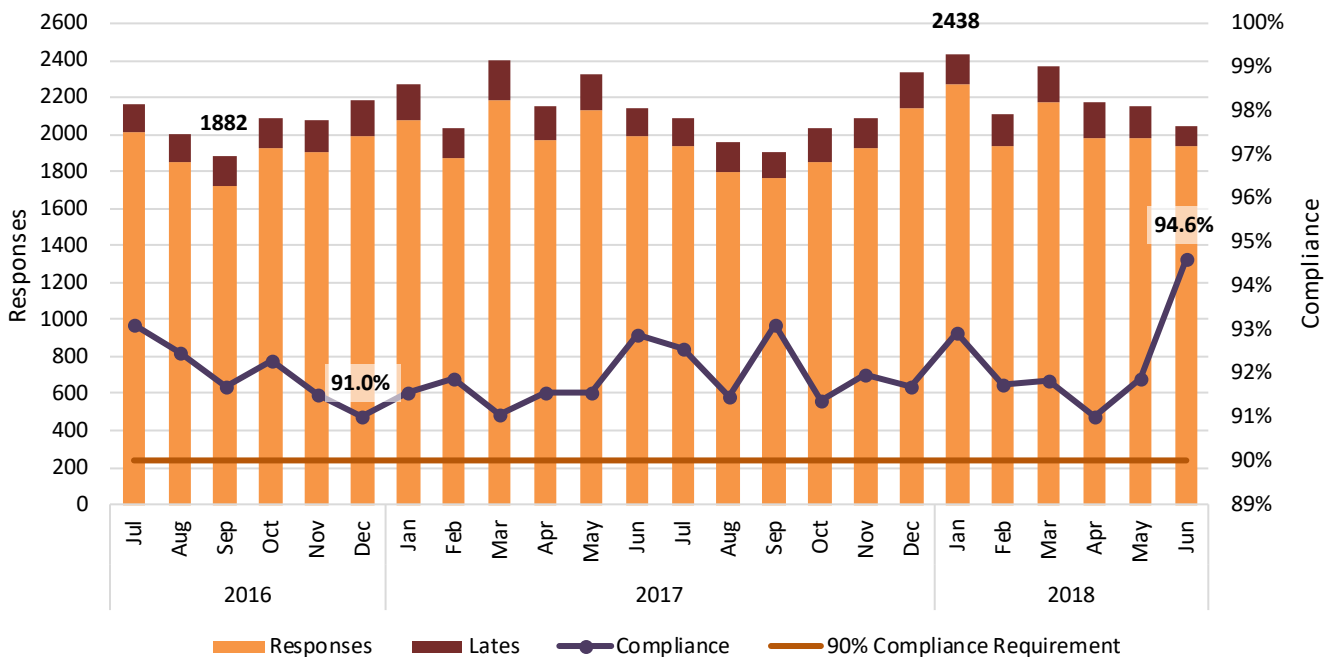
## DESERT

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

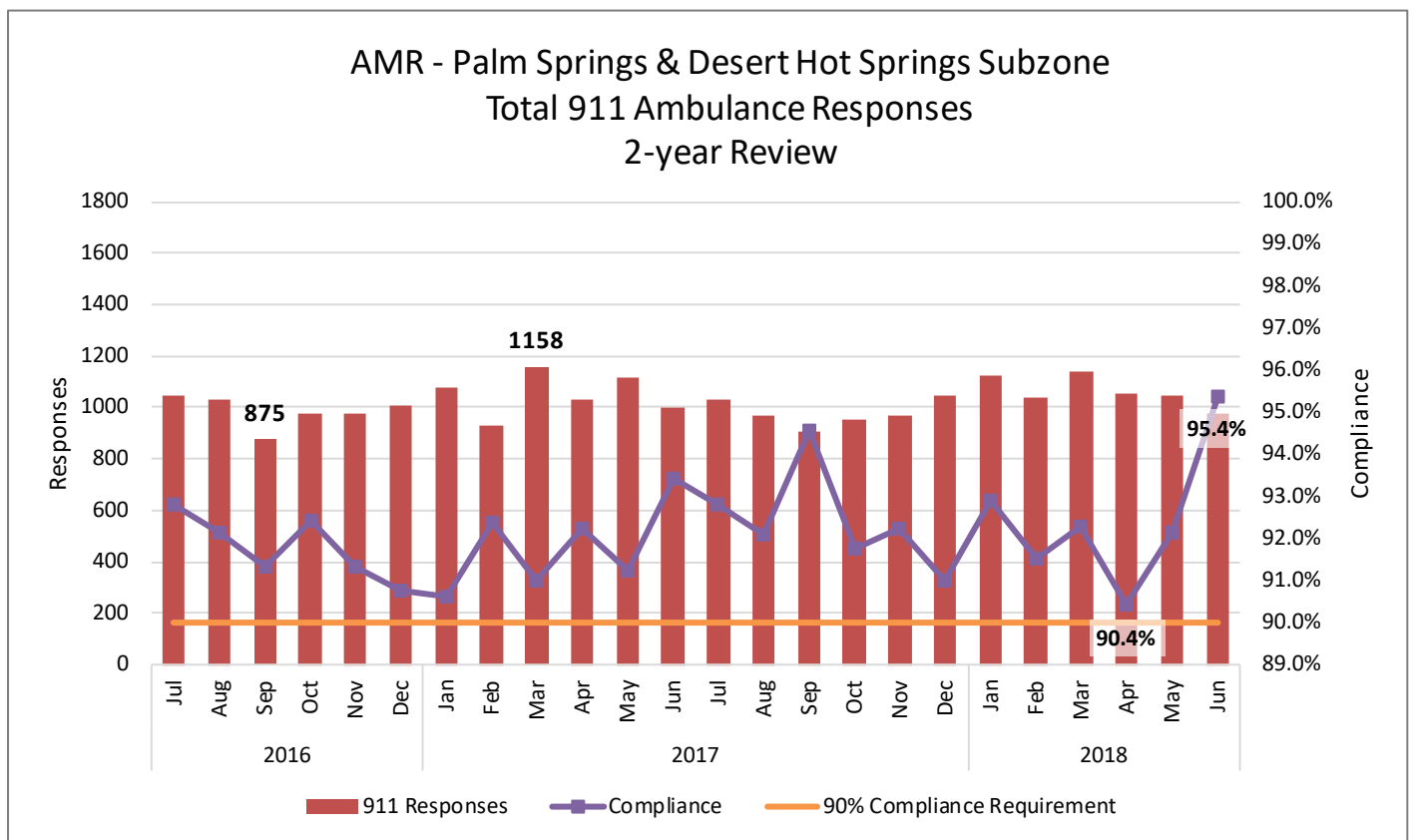
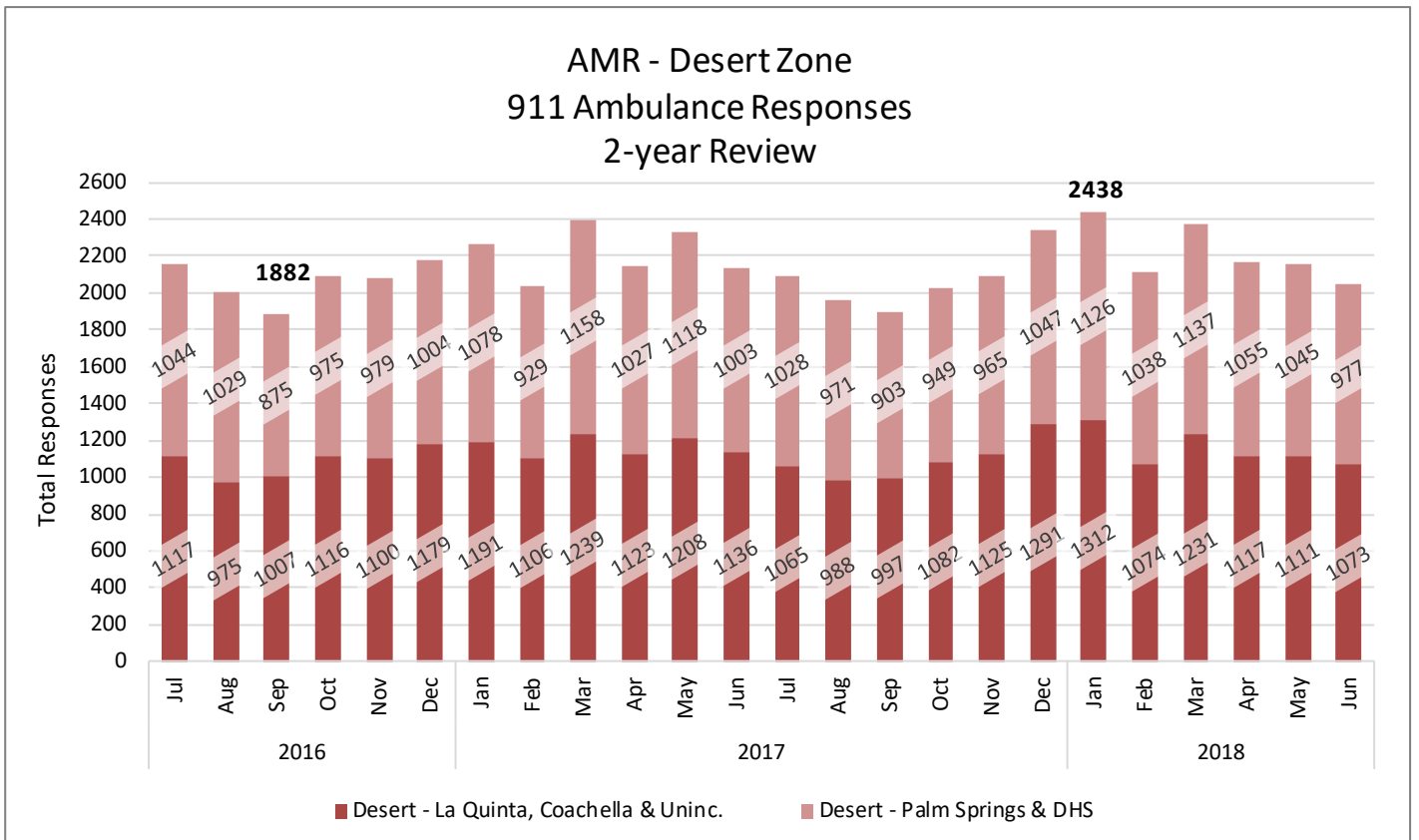
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



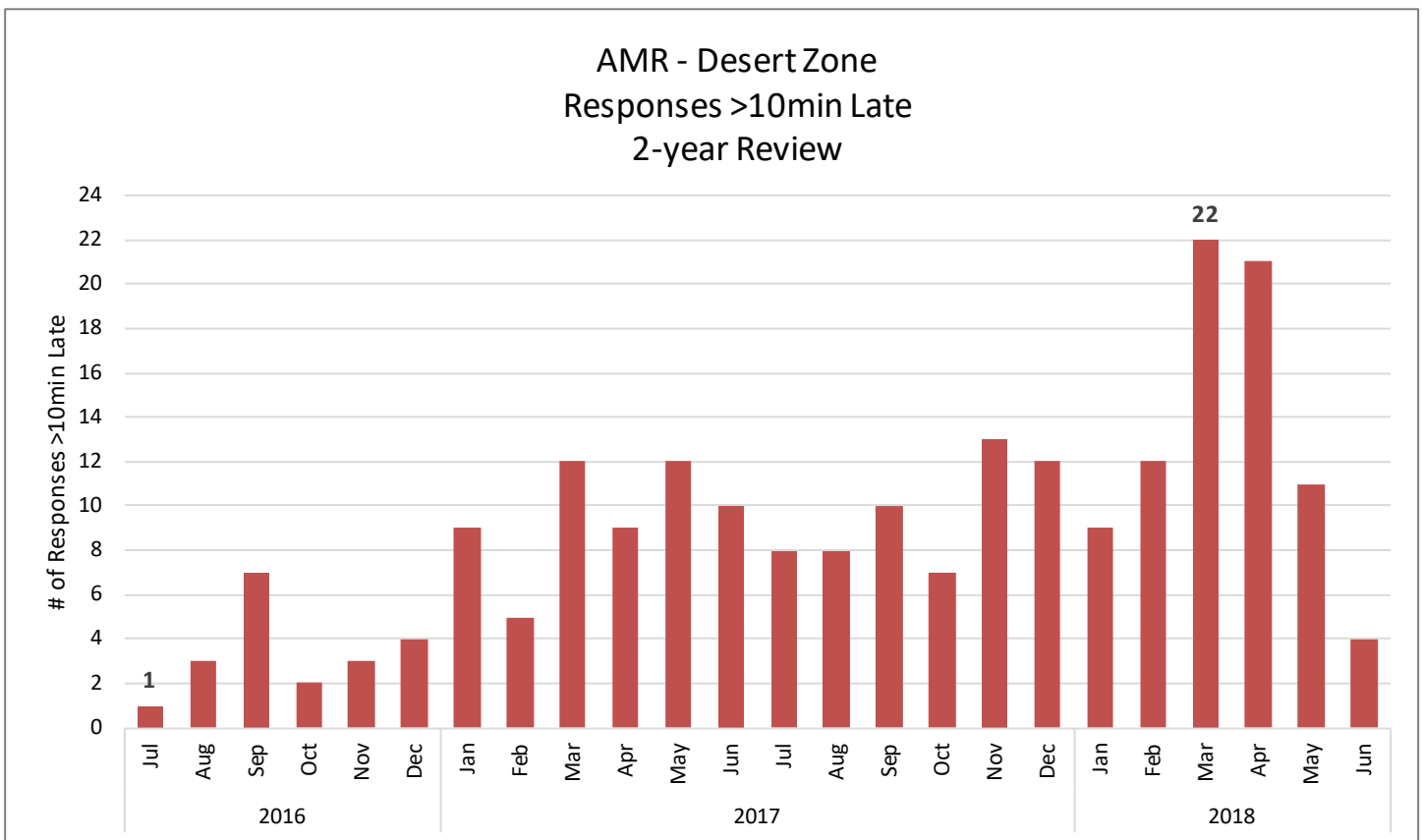
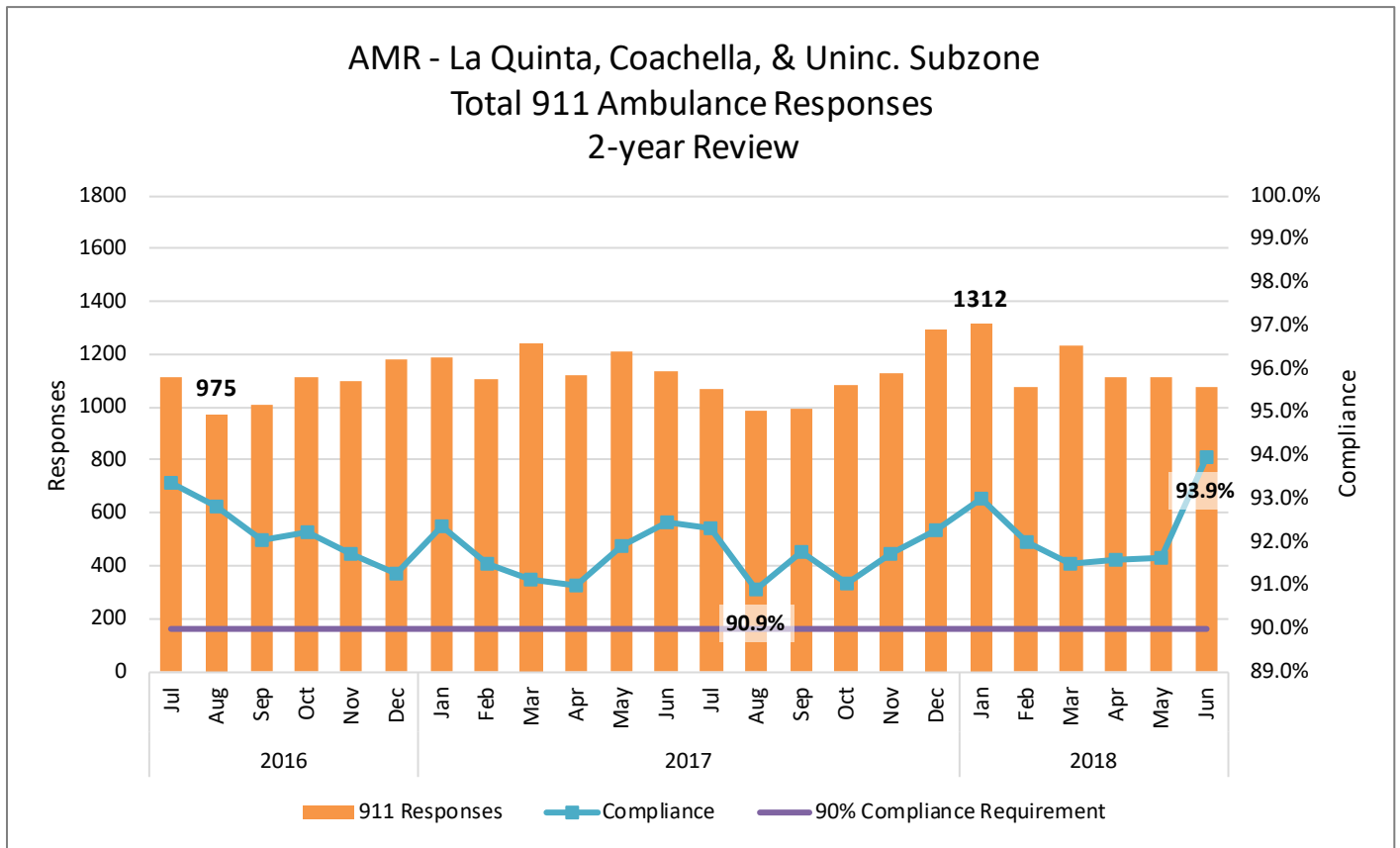
AMR - Desert Zone  
911 Ambulance Responses and Compliance  
2-year Review



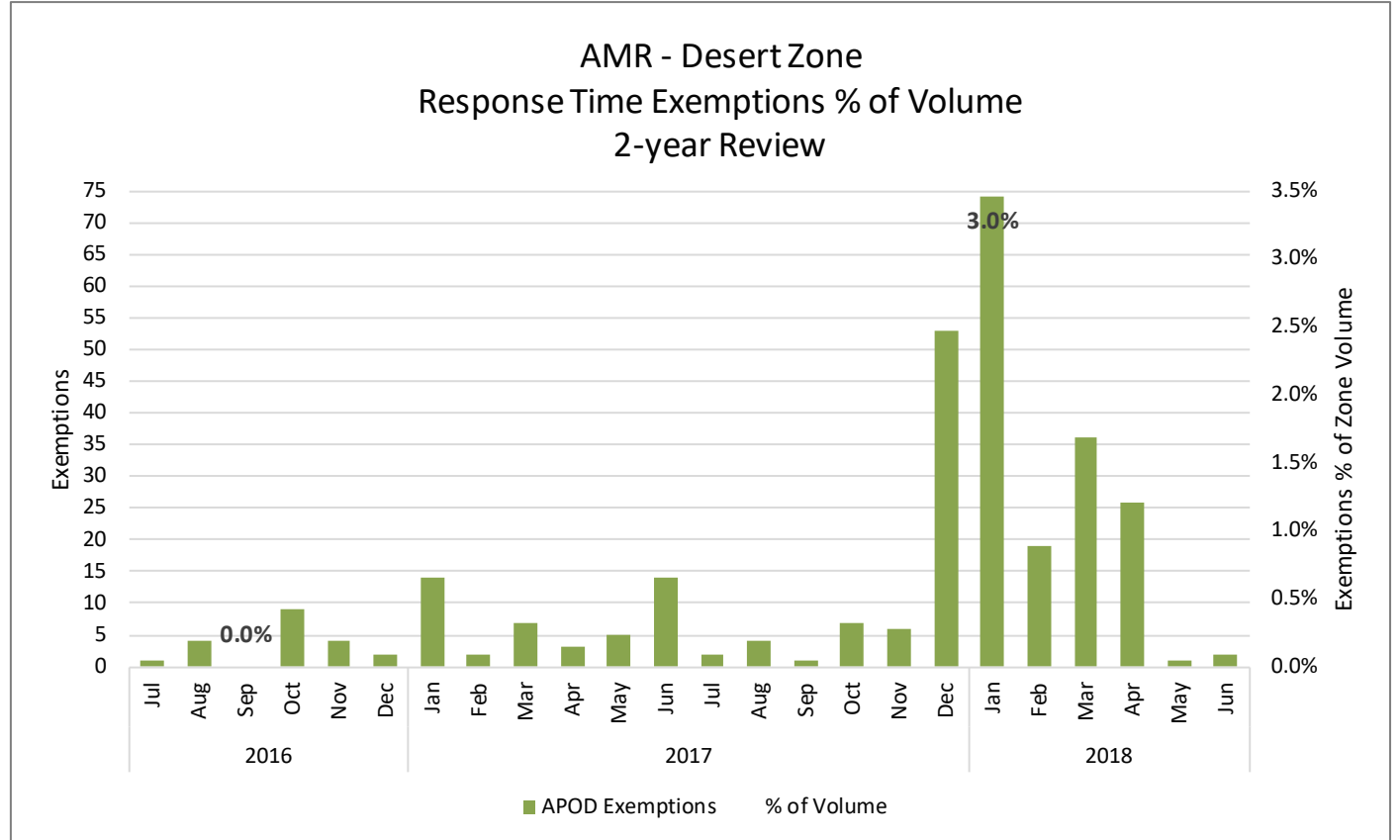
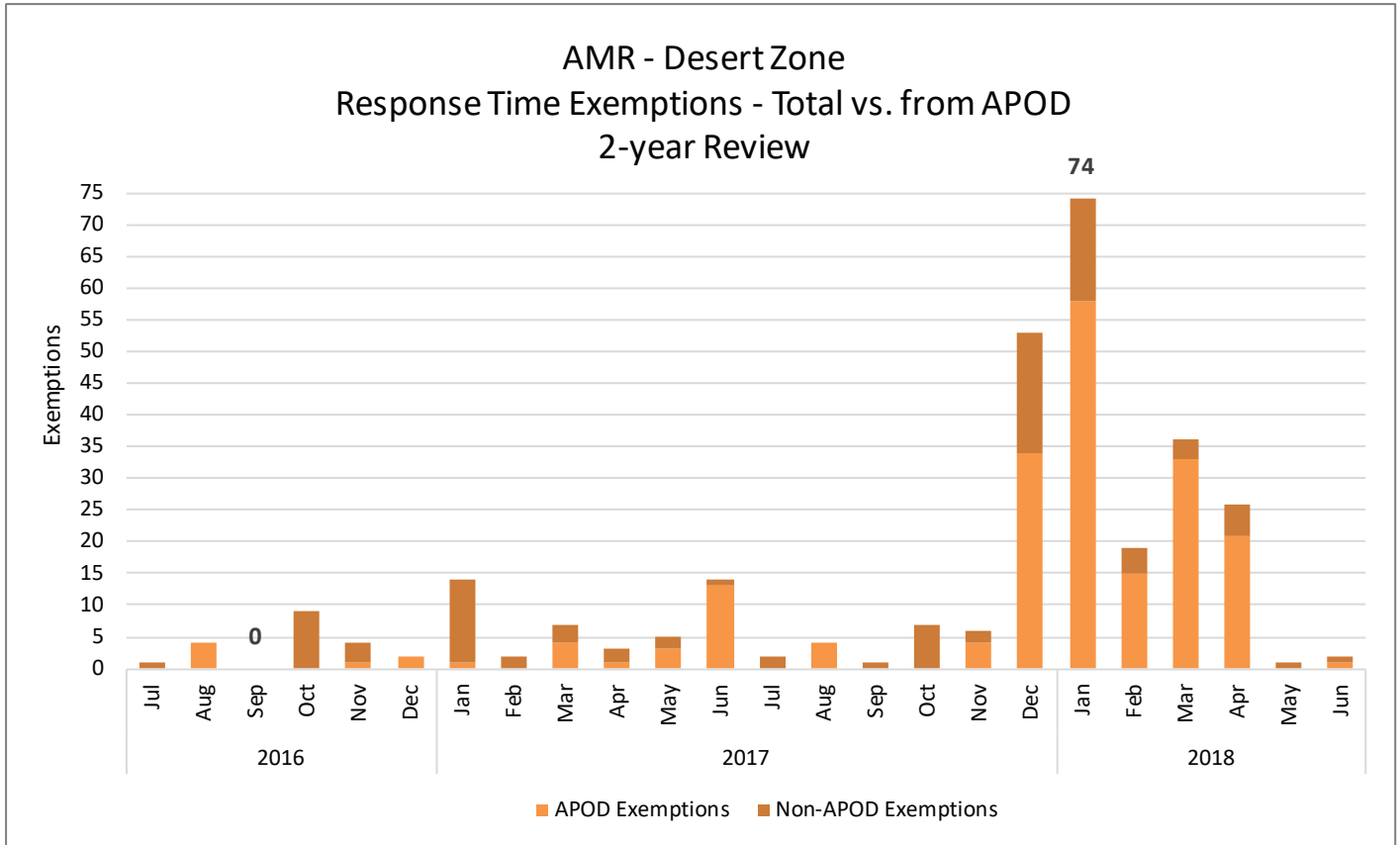
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions





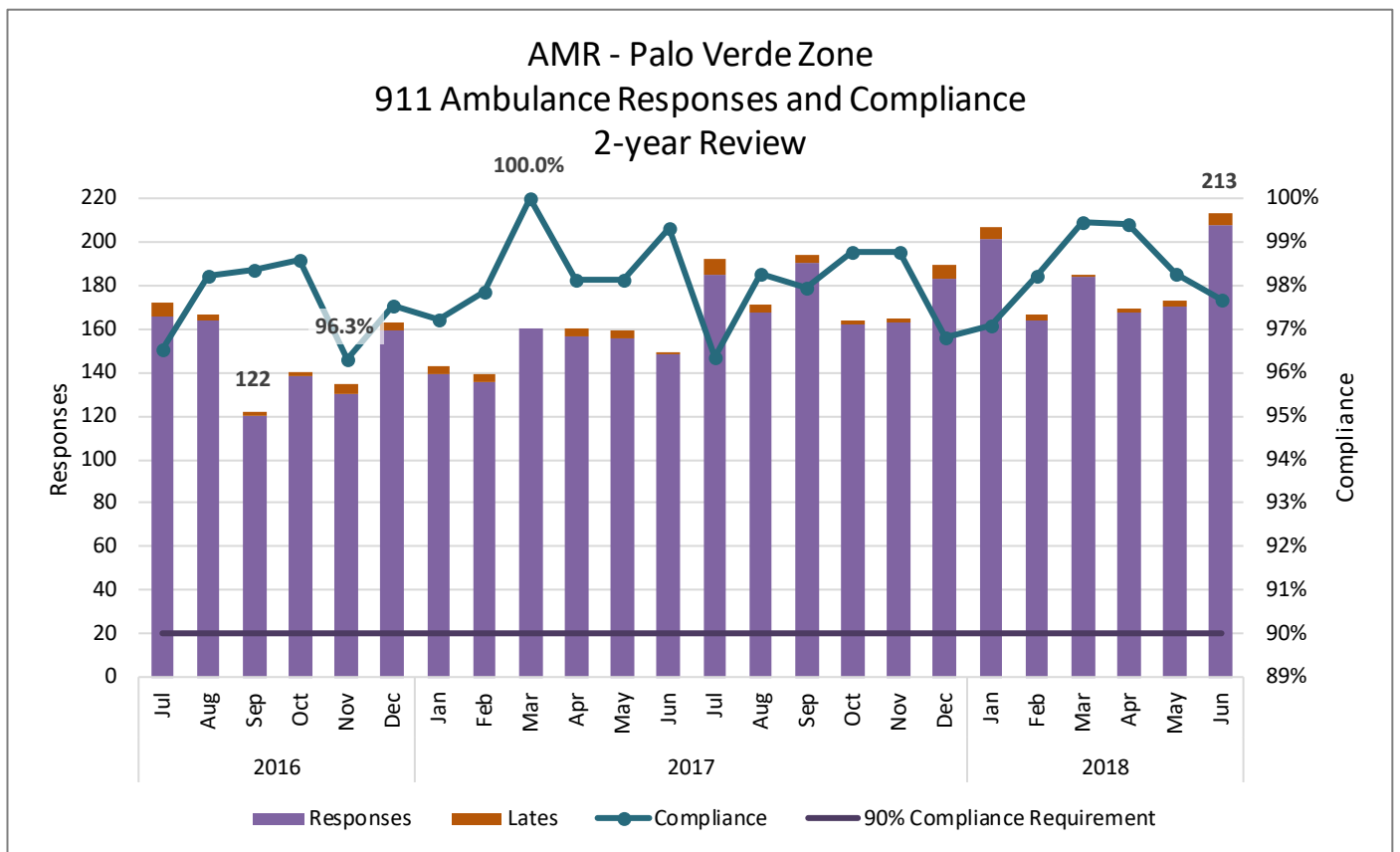
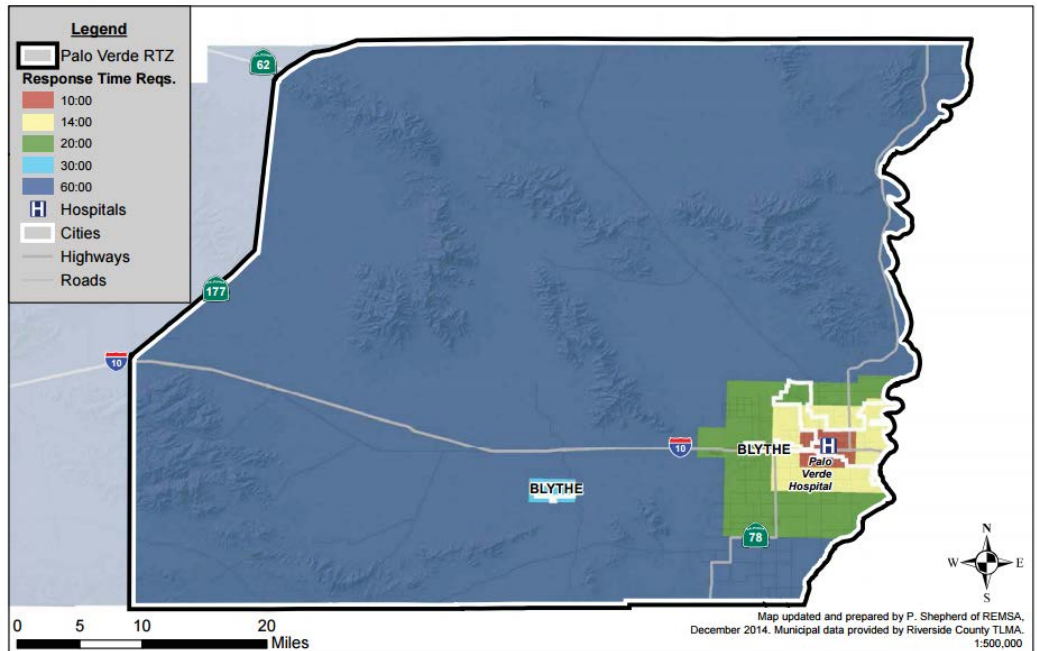
# PALO VERDE ZONE



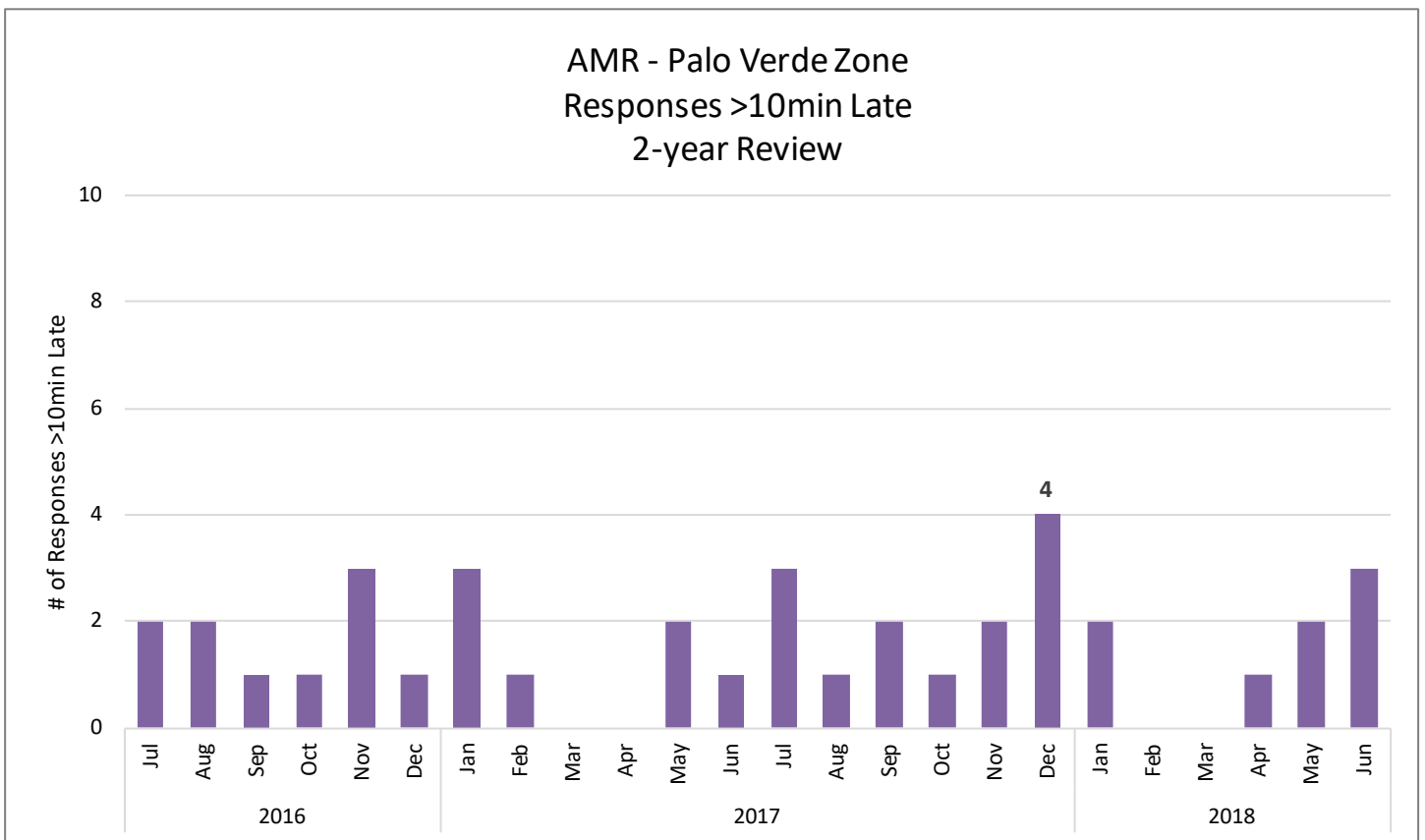
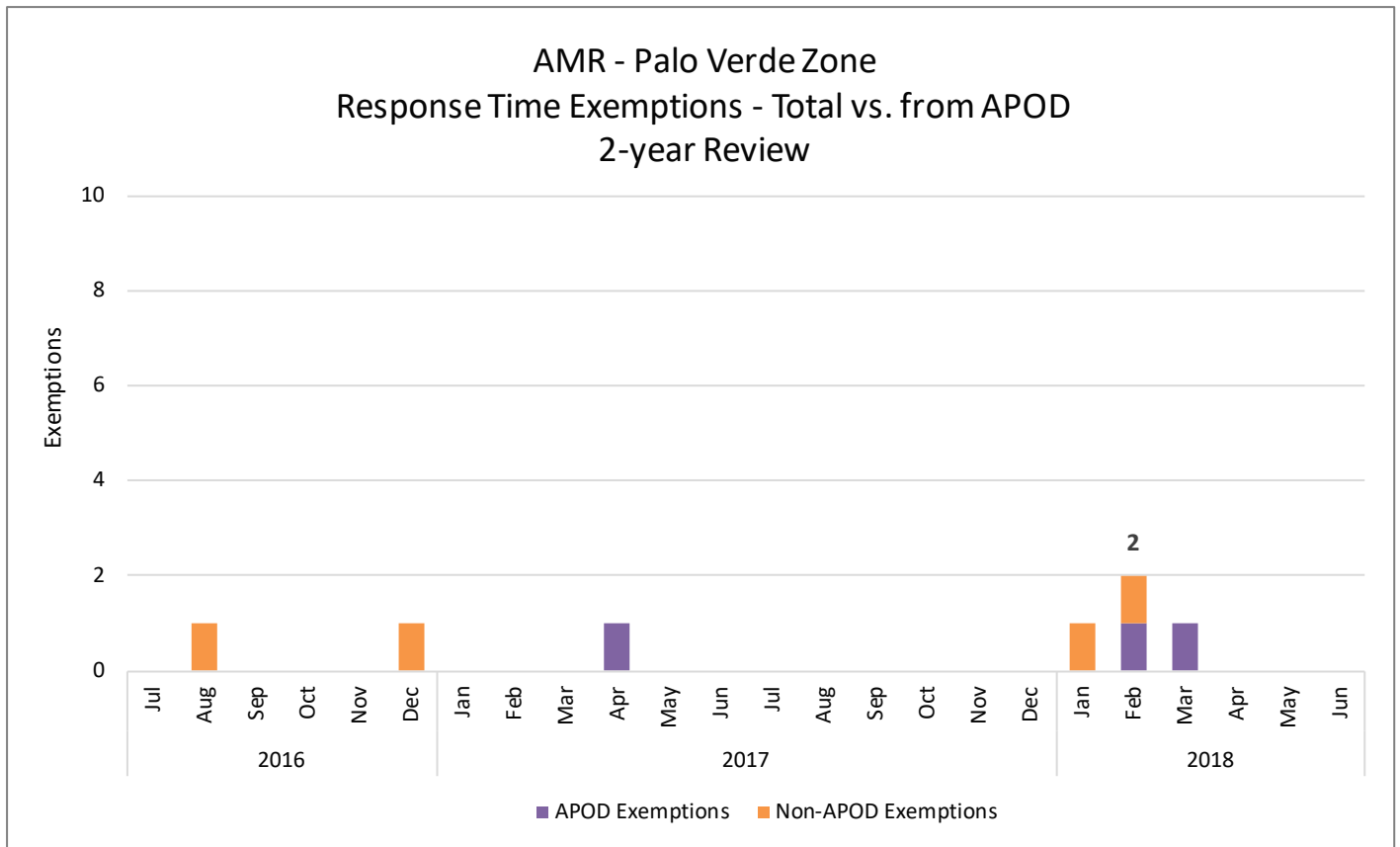
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## 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

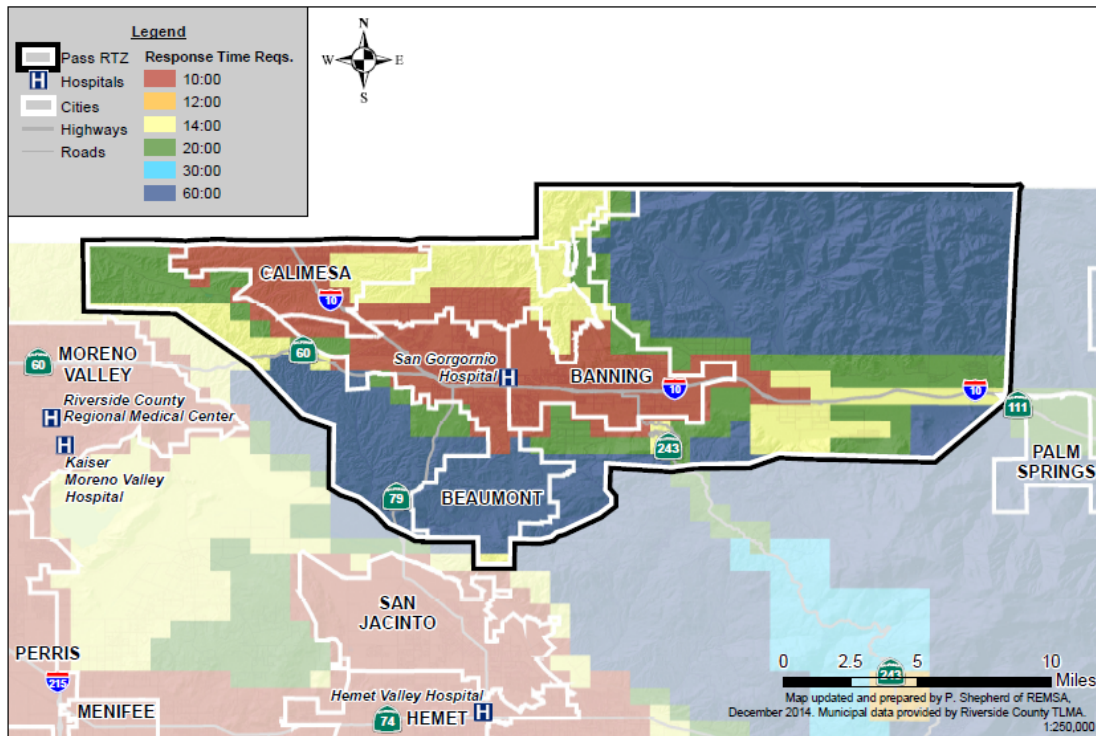


# PASS ZONE



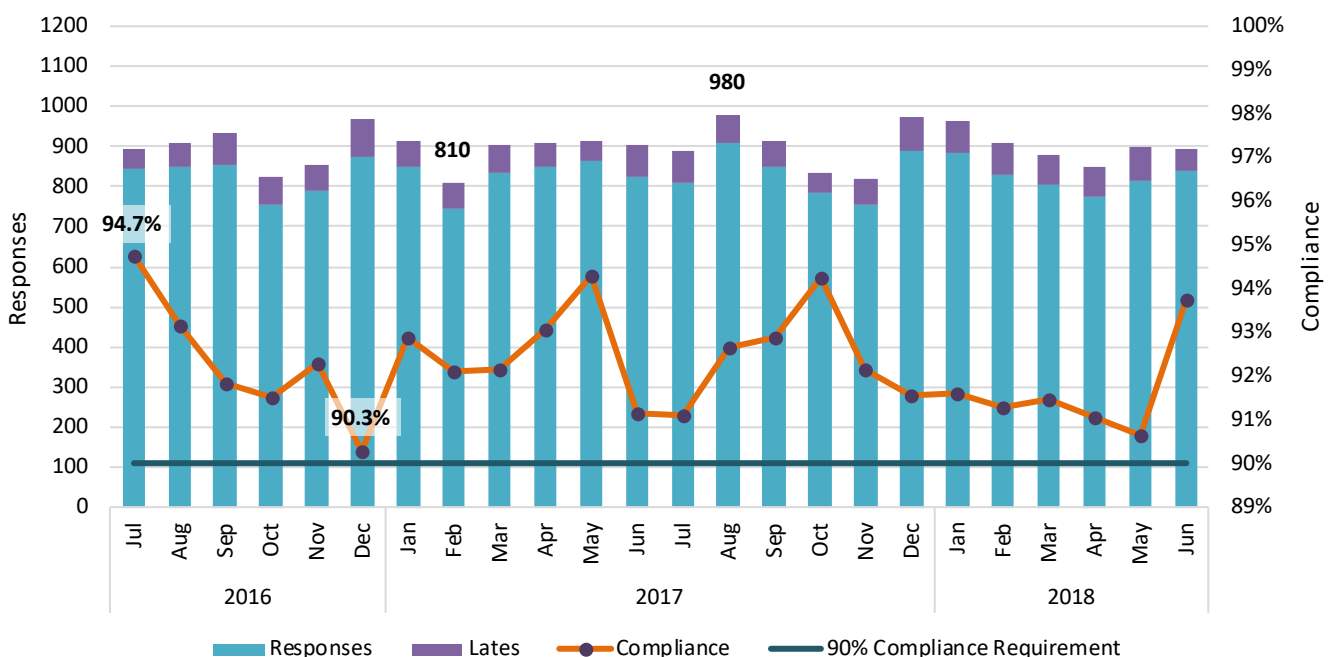
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

### PASS

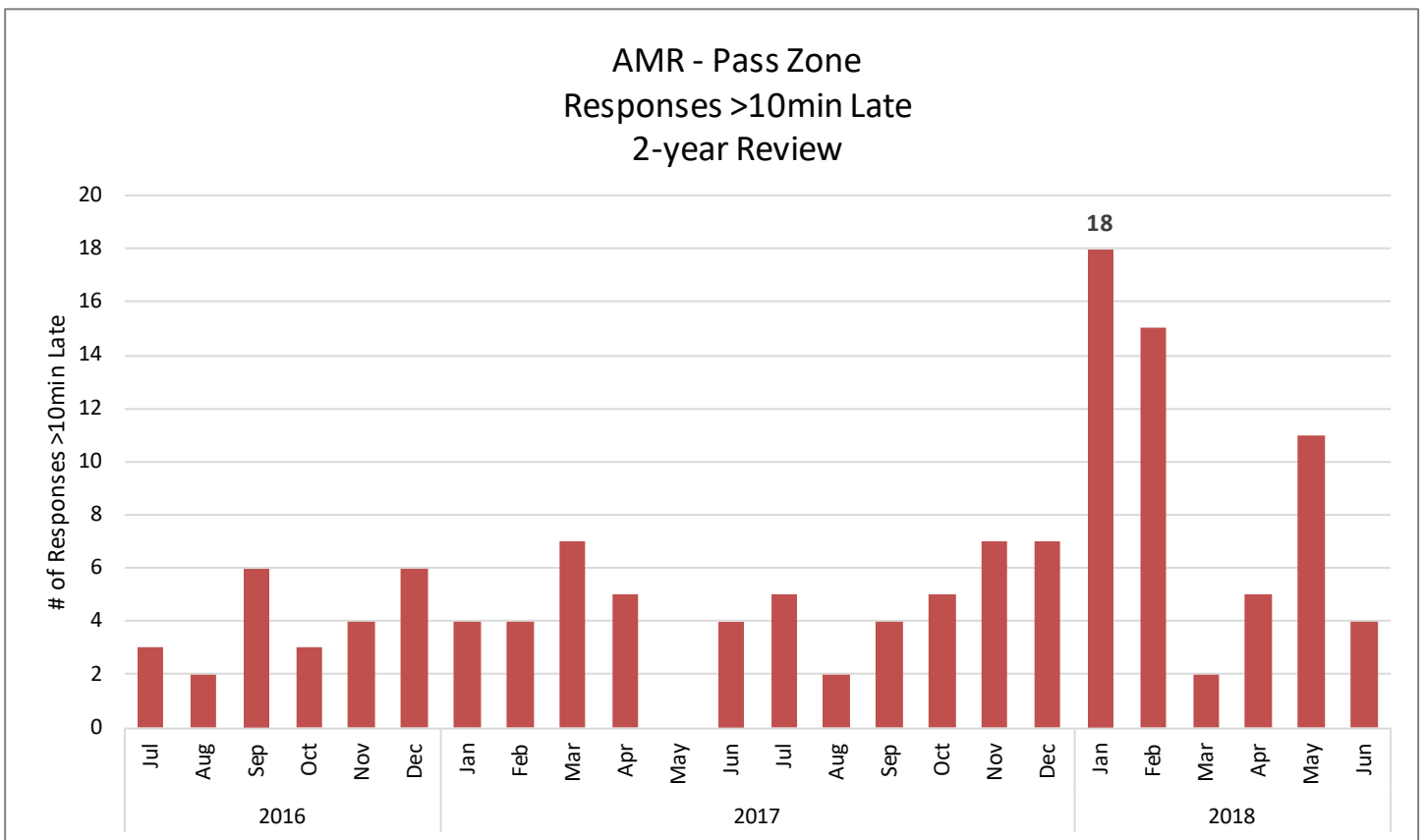
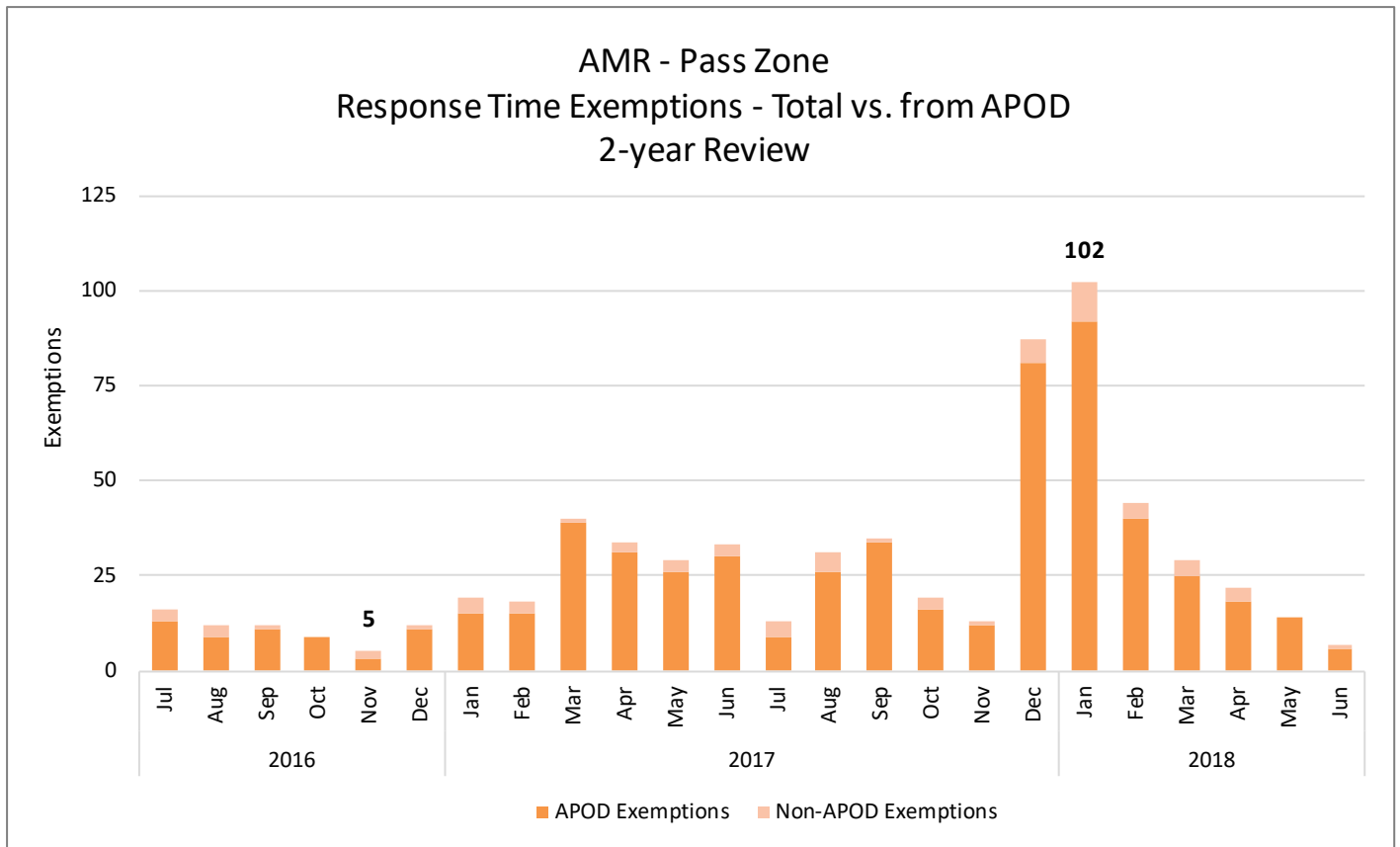


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 70 late calls per month during the period covered in this report.

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

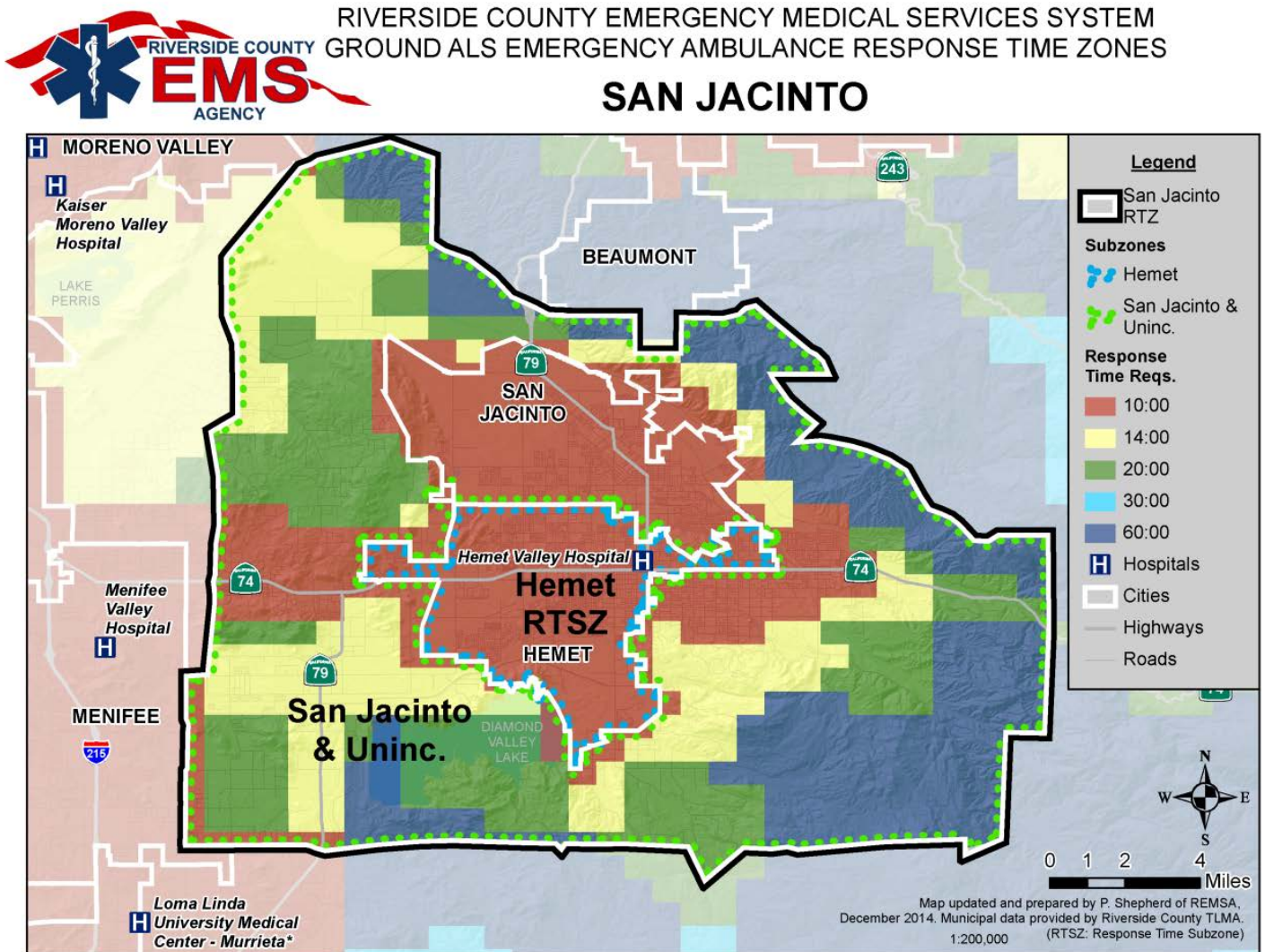


Pass Zone: Exemptions and Responses >10 Minutes Late



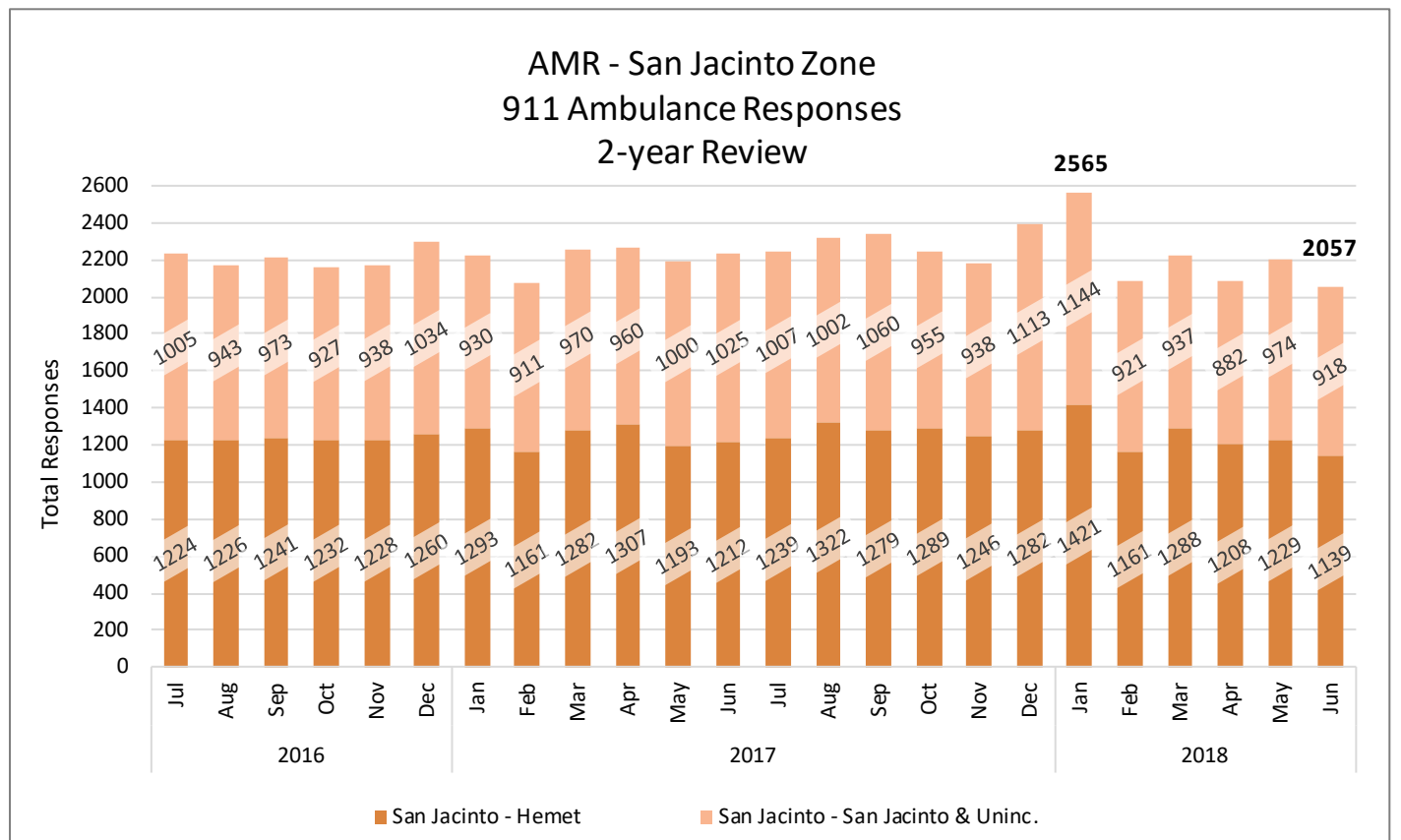
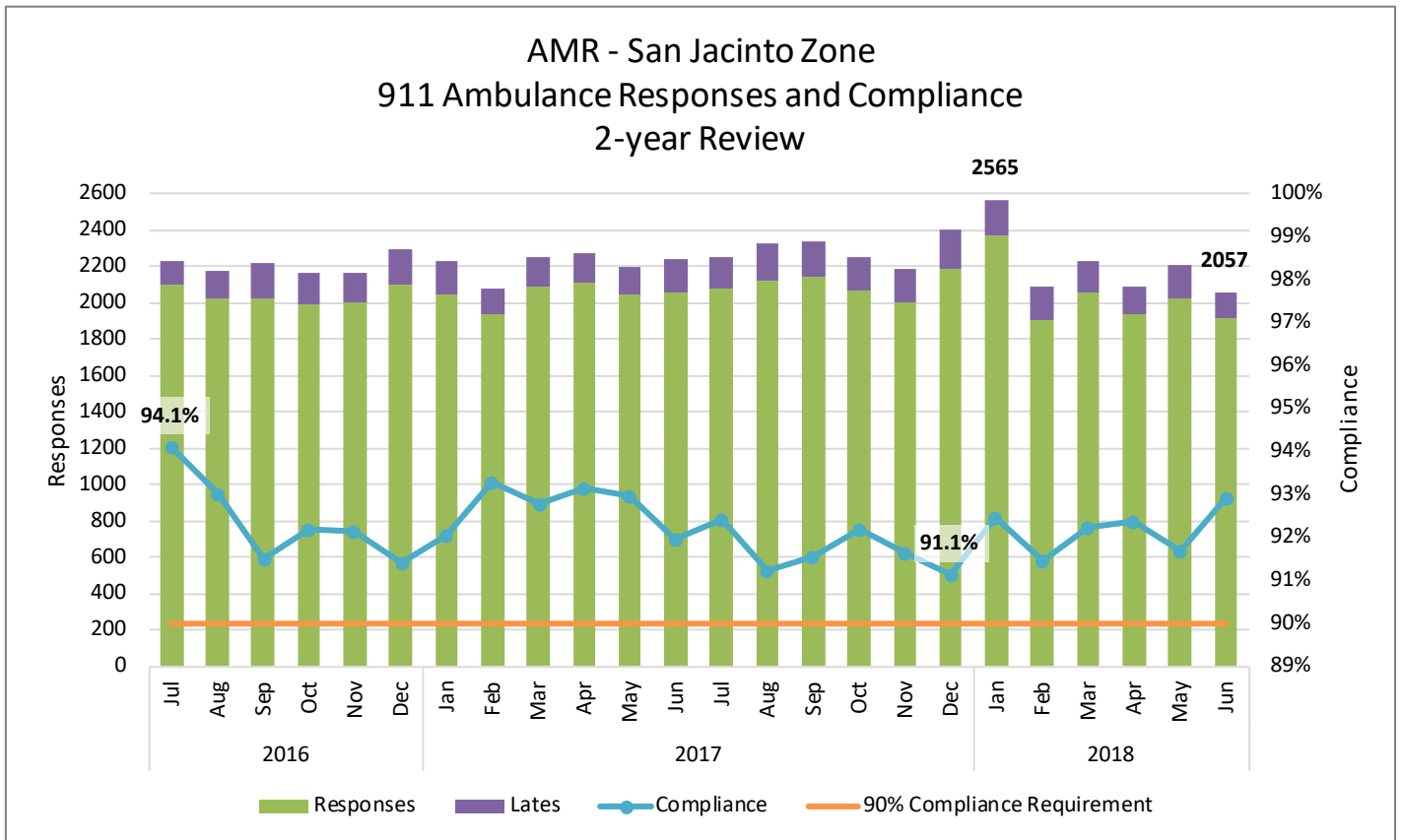
# SAN JACINTO ZONE

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).



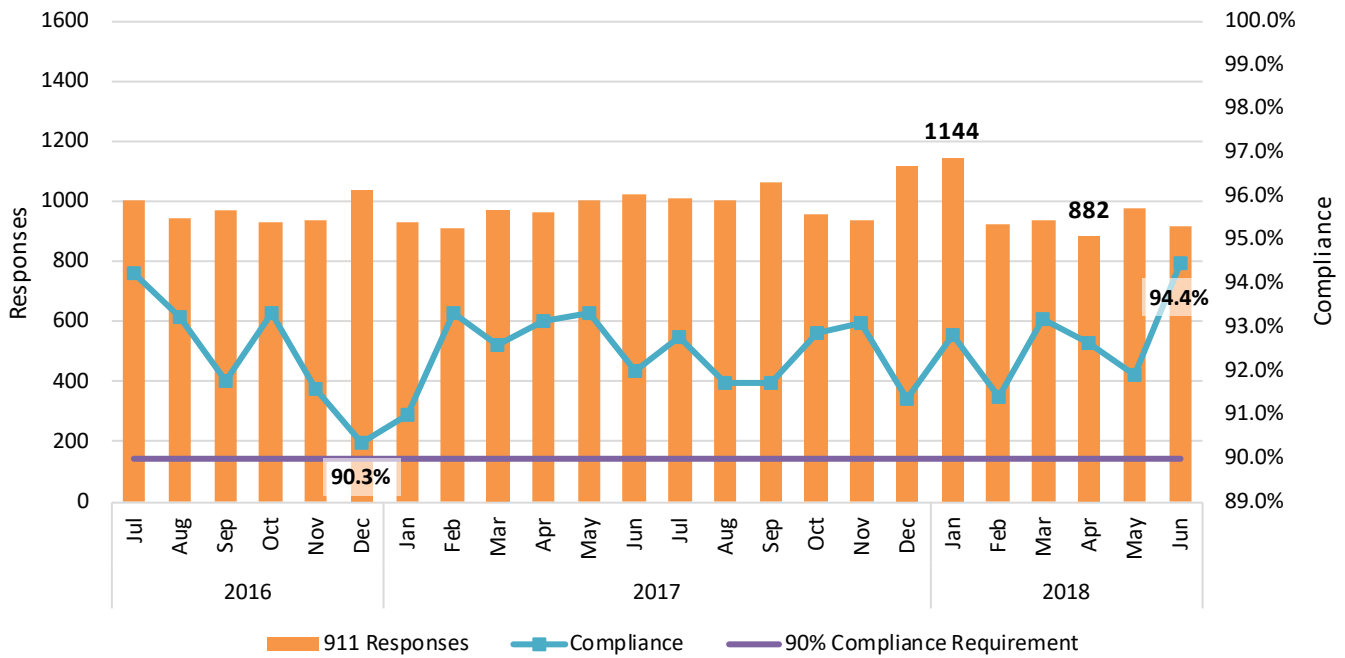


San Jacinto Zone: Subzone Response and Compliance Data

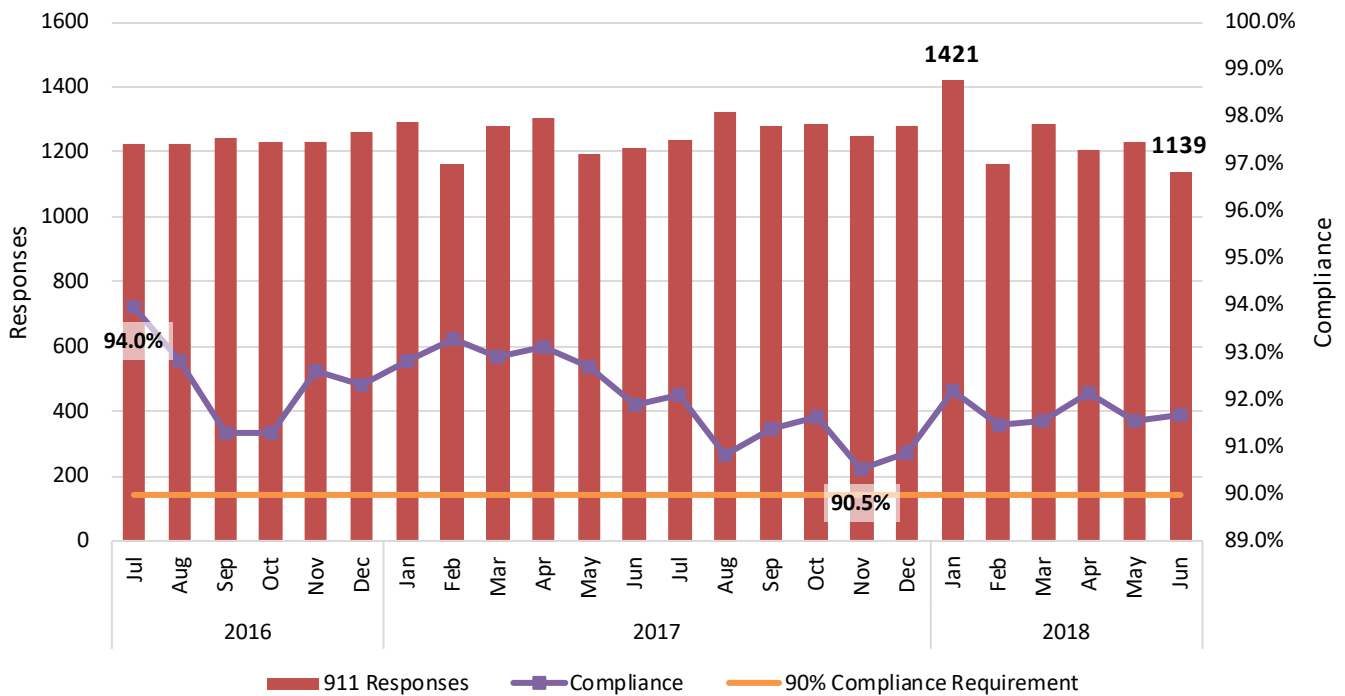


San Jacinto Zone: Subzone Response and Compliance Data (cont.)

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



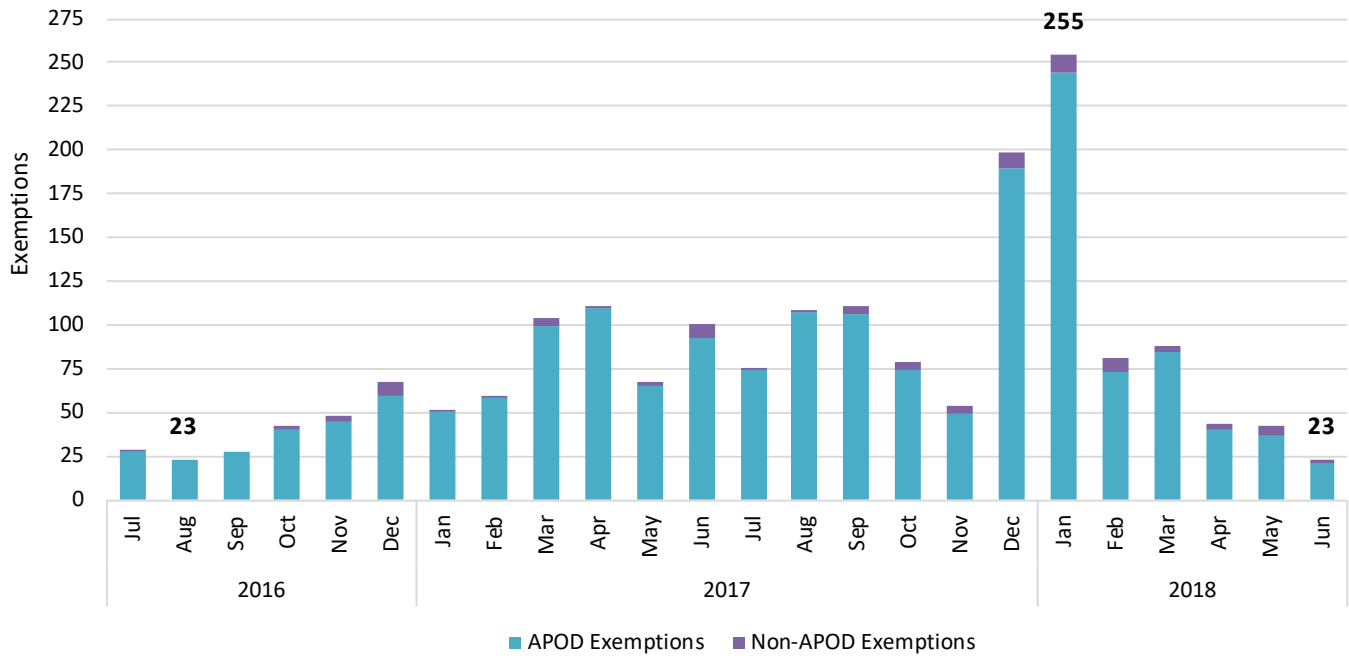
### AMR - Hemet Subzone Total 911 Ambulance Responses 2-year Review



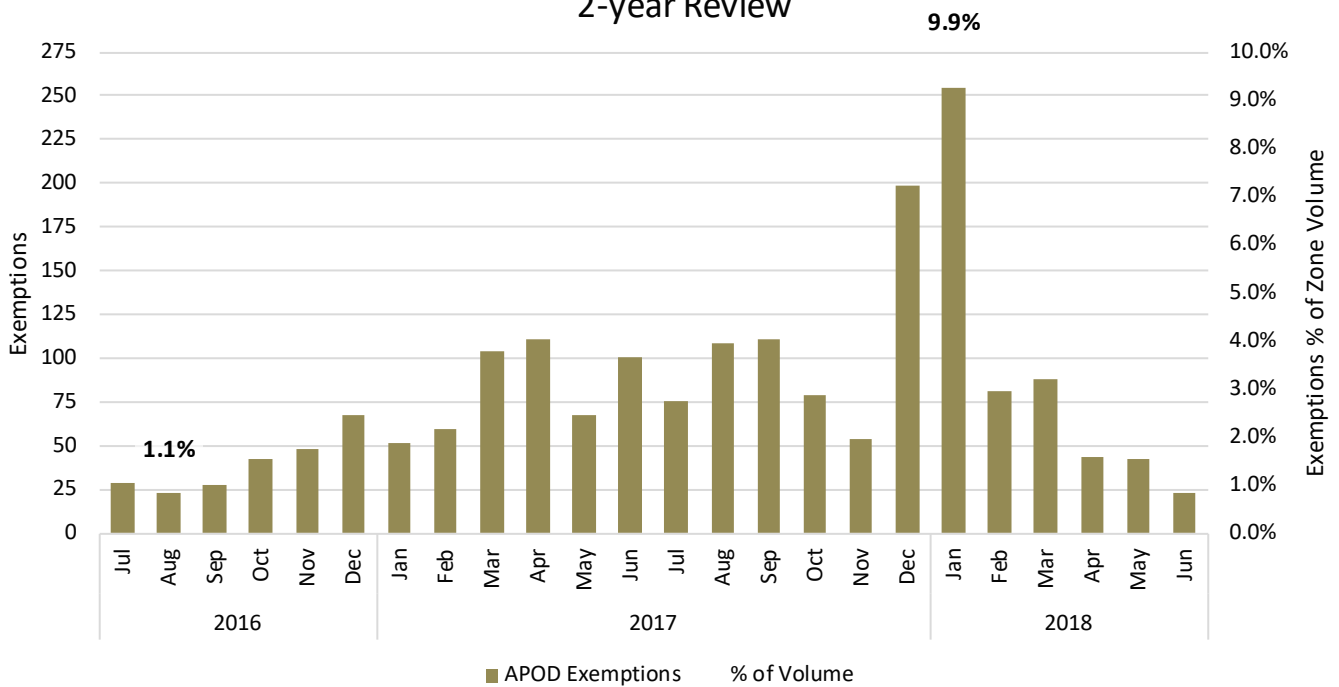
San Jacinto Zone: Exemptions



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

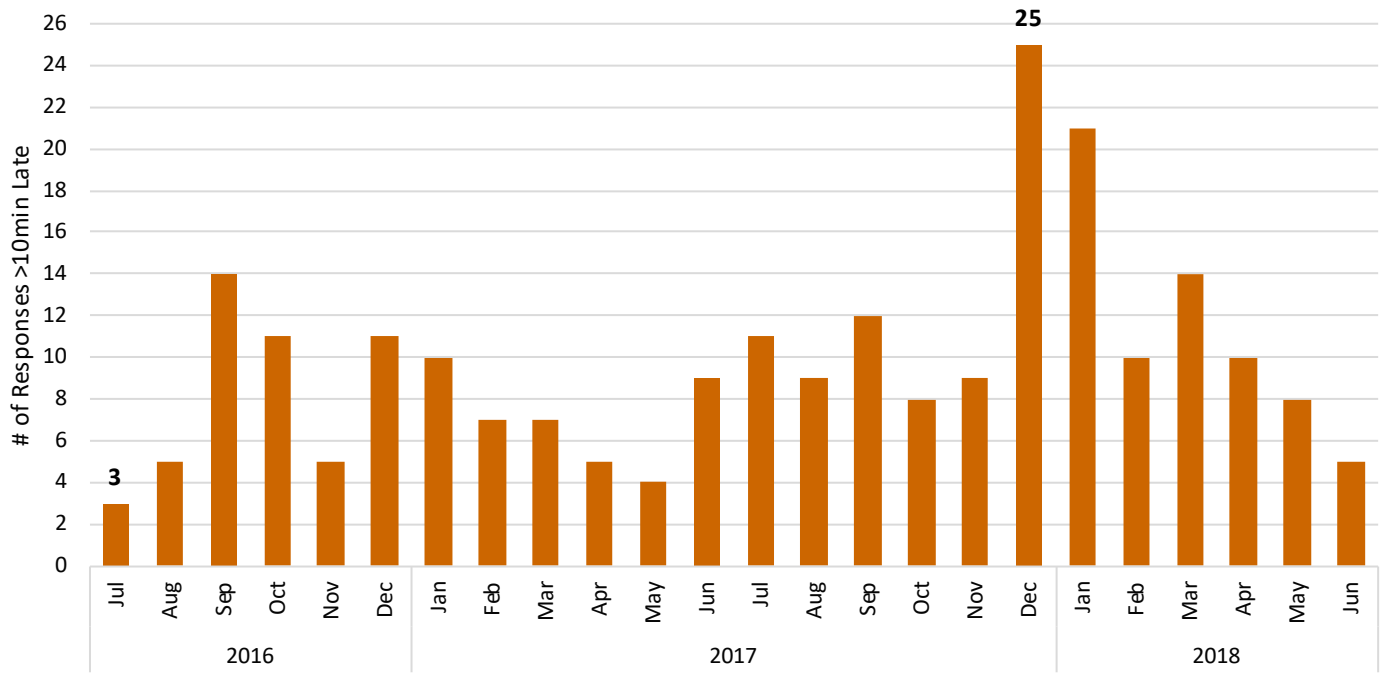


### AMR - San Jacinto Zone Response Time Exemptions % of Volume 2-year Review



*San Jacinto Zone: Responses > 10 Minutes Late*

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



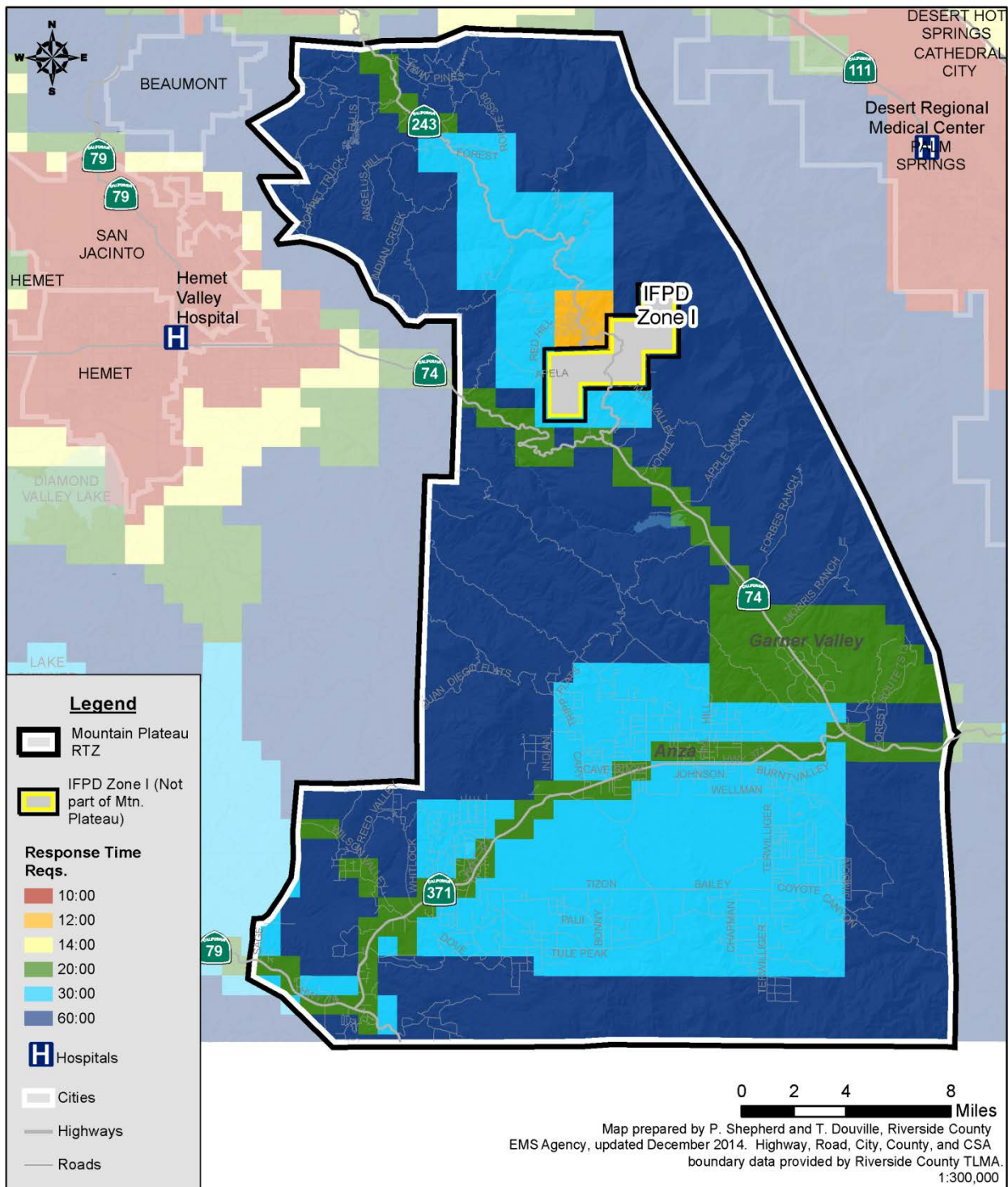
# MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 110 9-1-1 ambulance responses per month (mid 2016 through mid 2018 data) with less than five late calls per month on average.

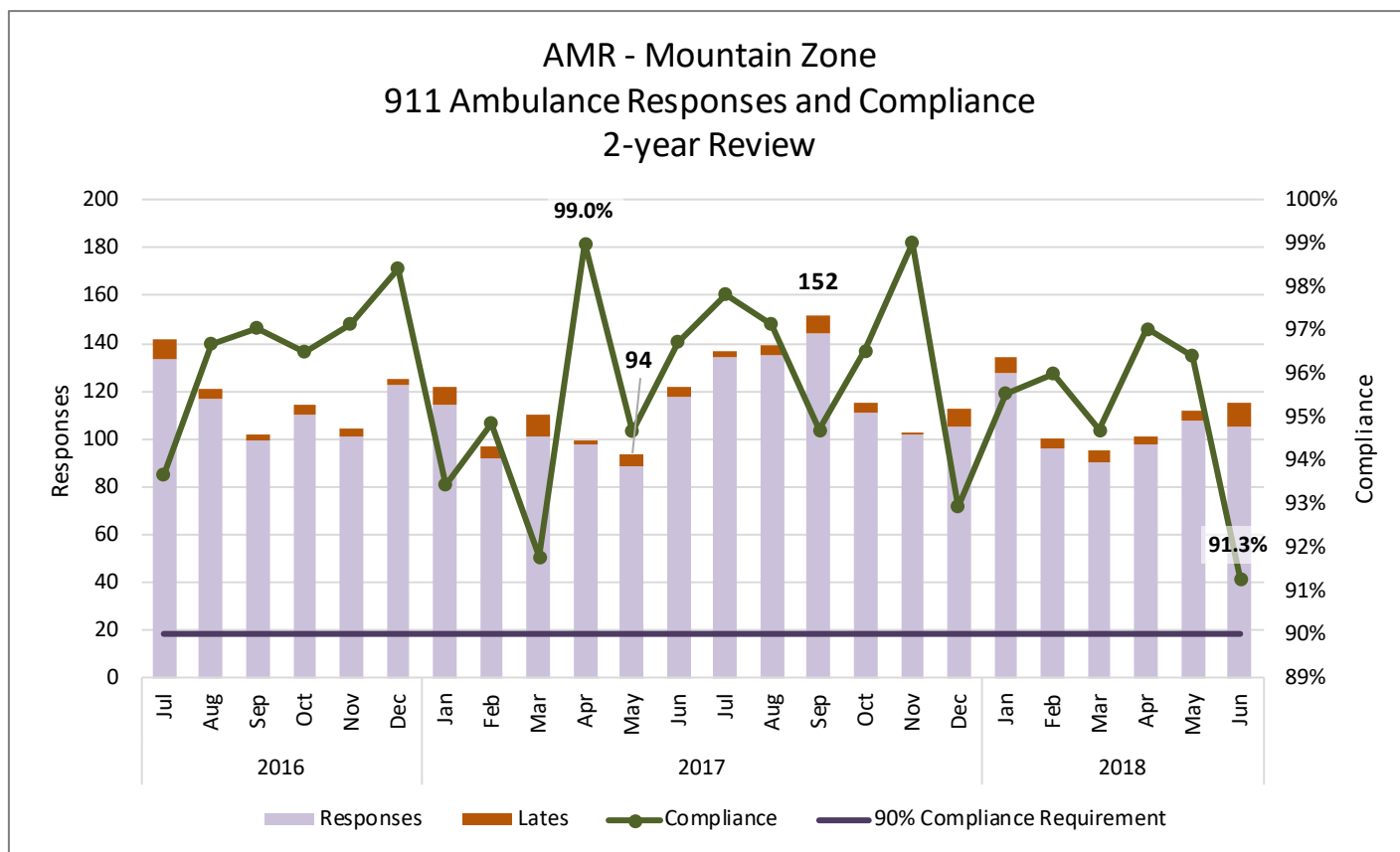
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



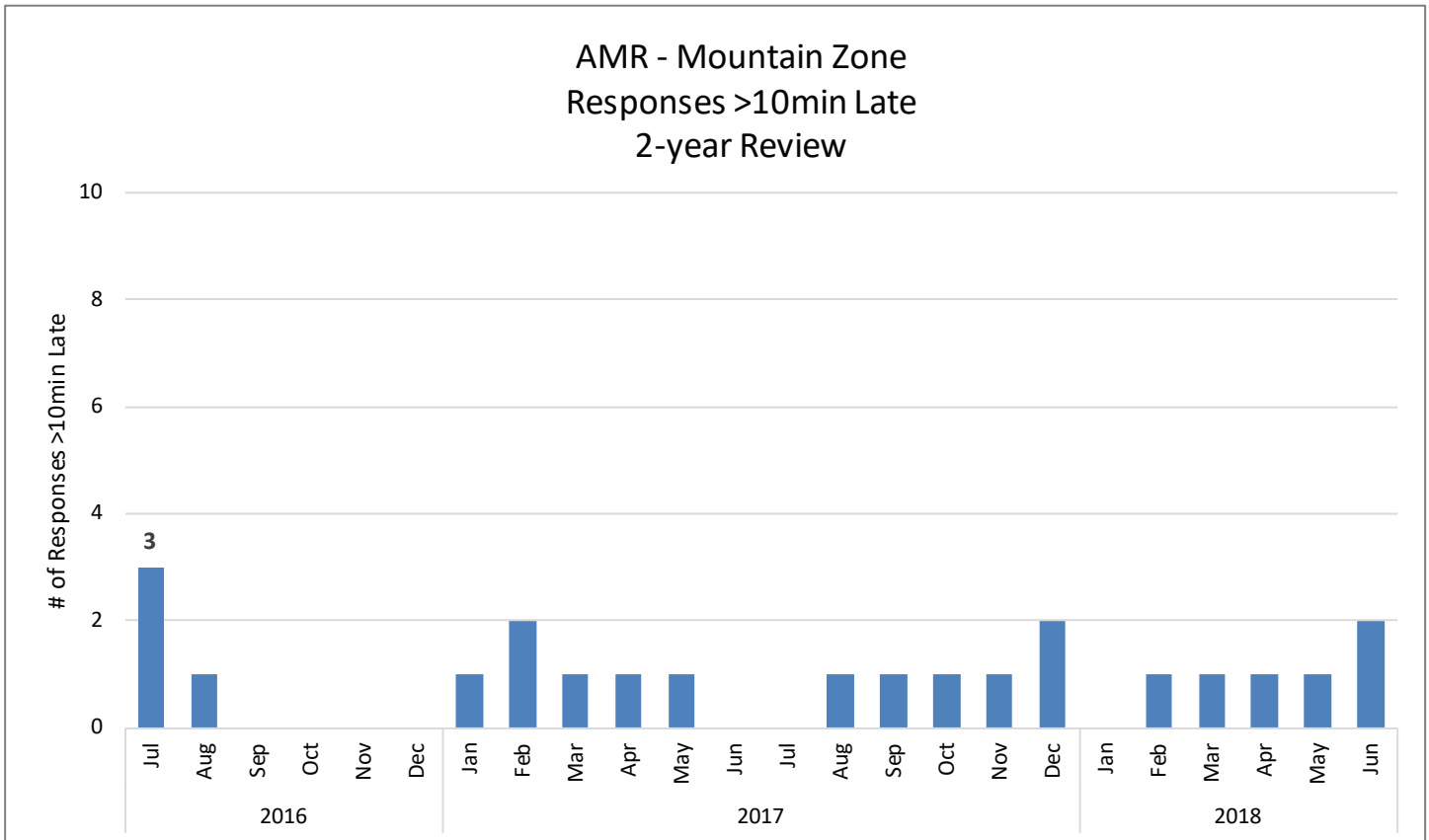
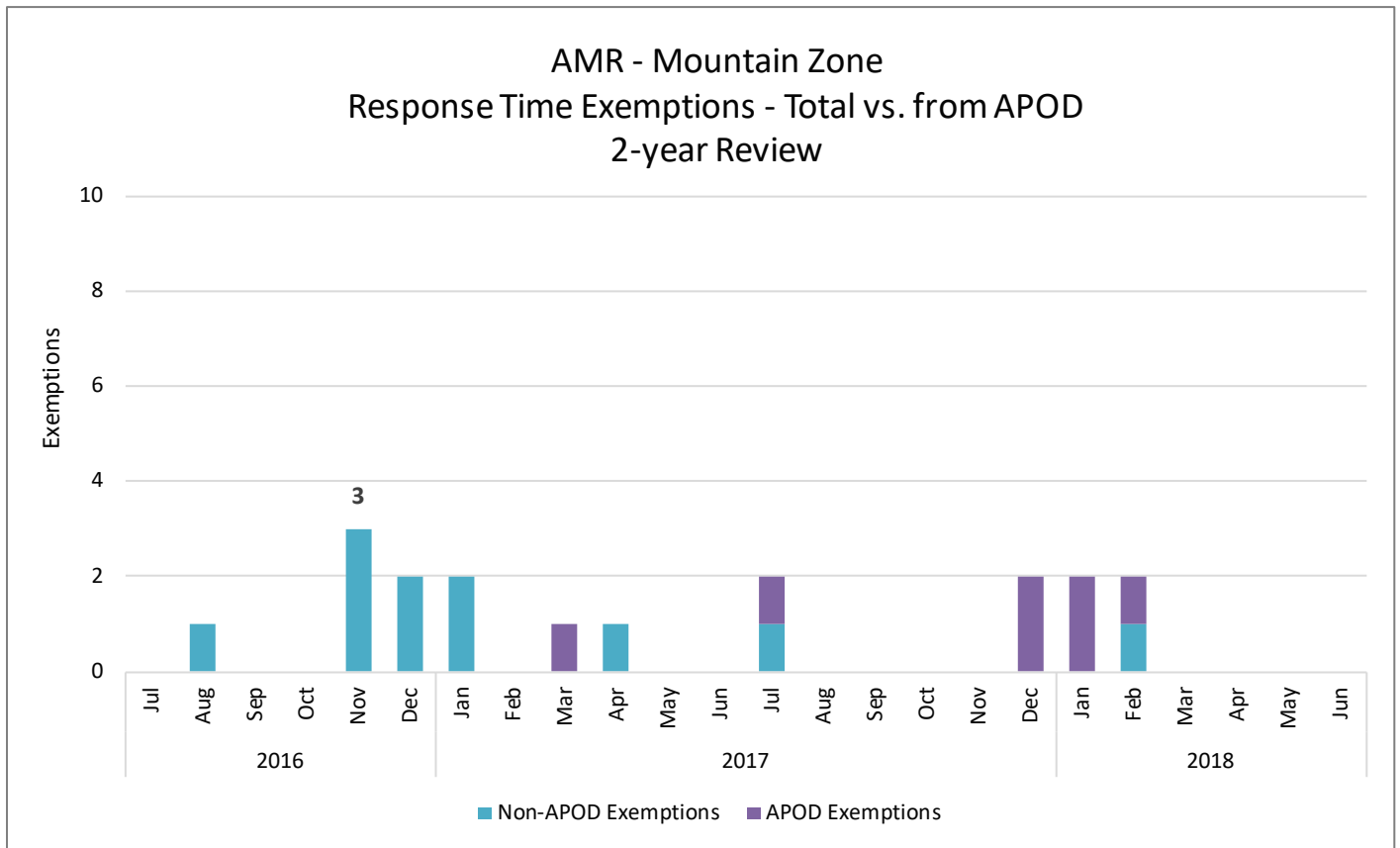
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



# JULY 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	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	Offload/ Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.96%		2666	231	\$11,187.00	10	\$6,720.00	241	146	131				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.20%		1174	113	\$6,715.00	2	\$1,304.00	115	126	124				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.51%		1149	98	\$6,257.00	11	\$6,136.00	109	89	82				0	\$0.00	0	\$0.00	
Northwest Total	90.68%	\$0	4989	442	\$24,159.00	23	\$14,160.00	465	361	337	0%	0%	\$38,319.00	0	\$0.00	0	\$0.00	\$38,319.00
Southwest - Temecula & Murrieta	91.07%		1153	101	\$5,304.00	2	\$1,504.00	103	90	88				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.71%		2148	175	\$9,200.00	3	\$1,512.00	178	124	120				0	\$0.00	0	\$0.00	
Southwest Total	91.49%	\$0	3301	276	\$14,504.00	5	\$3,016.00	281	214	208	15%	0%	\$14,892.00	0	\$0.00	0	\$0.00	\$14,892.00
Central - Moreno Valley	91.15%		1412	118	\$7,866.00	7	\$5,424.00	125	95	94				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.09%		888	84	\$5,701.00	4	\$2,312.00	88	77	76				0	\$0.00	0	\$0.00	
Central Total	90.74%	\$0	2300	202	\$13,567.00	11	\$7,736.00	213	172	170	0%	0%	\$21,303.00	0	\$0.00	0	\$0.00	\$21,303.00
San Jacinto - Hemet	92.09%		1239	91	\$6,451.00	7	\$3,528.00	98	43	43				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.75%		1007	69	\$3,867.00	4	\$2,312.00	73	32	31				0	\$0.00	0	\$0.00	
San Jacinto Total	92.39%	\$0	2246	160	\$10,318.00	11	\$5,840.00	171	75	74	35%	0%	\$10,502.70	0	\$0.00	0	\$0.00	\$10,502.70
Desert - Palm Springs & DHS	92.80%		1028	70	\$3,764.00	4	\$2,016.00	74	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.30%		1065	78	\$4,880.00	4	\$2,016.00	82	2	0				0	\$0.00	0	\$0.00	
Desert Total	92.55%	\$0	2093	148	\$8,644.00	8	\$4,032.00	156	2	0	35%	0%	\$8,239.40	0	\$0.00	0	\$0.00	\$8,239.40
Palo Verde - Palo Verde	96.35%		192	4	\$45.00	3	\$2,600.00	7	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	96.35%	\$0	192	4	\$45.00	3	\$2,600.00	7	0	0	100%	0%	\$2,600.00	0	\$0.00	0	\$0.00	\$2,600.00
Pass - Pass	91.11%		889	74	\$5,572.00	5	\$2,520.00	79	13	9				0	\$0.00	0	\$0.00	
Pass Total	91.11%	\$0	889	74	\$5,572.00	5	\$2,520.00	79	13	9	15%	0%	\$6,878.20	0	\$0.00	0	\$0.00	\$6,878.20
Mountain Plateau - Mountain	97.81%		137	3	\$210.00	0	\$0.00	3	2	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	97.81%	\$0	137	3	\$210.00	0	\$0.00	3	2	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	91.48%	\$0	16147	1309	\$77,019.00	66	\$39,904.00	1375	839	799	0%	0%	\$102,734.00	0	\$0.00	0	\$0.00	\$102,734.30
<b>TOTAL</b>																		

# AUGUST 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	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	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.07%		2637	206	\$11,317.00	3	\$1,808.00	209	197	189				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.42%		1242	116	\$7,290.00	3	\$2,800.00	119	128	117				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.25%		1223	99	\$6,692.00	8	\$4,824.00	107	93	89				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.47%</b>	<b>\$0</b>	<b>5102</b>	<b>421</b>	<b>\$25,299.00</b>	<b>14</b>	<b>\$9,432.00</b>	<b>435</b>	<b>418</b>	<b>395</b>	<b>15%</b>	<b>0%</b>	<b>\$29,521.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$29,521.35</b>
Southwest - Temecula & Murrieta	90.93%		1246	109	\$5,386.00	4	\$2,016.00	113	114	110				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.06%		2148	184	\$11,940.00	8	\$6,720.00	192	152	148				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.01%</b>	<b>\$0</b>	<b>3394</b>	<b>293</b>	<b>\$17,336.00</b>	<b>12</b>	<b>\$8,736.00</b>	<b>305</b>	<b>266</b>	<b>258</b>	<b>15%</b>	<b>0%</b>	<b>\$22,161.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$22,161.20</b>
Central - Moreno Valley	92.80%		1416	95	\$7,507.00	7	\$5,720.00	102	98	96				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.28%		872	72	\$5,963.00	4	\$2,808.00	76	88	85				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>92.22%</b>	<b>\$0</b>	<b>2288</b>	<b>167</b>	<b>\$13,470.00</b>	<b>11</b>	<b>\$8,528.00</b>	<b>178</b>	<b>186</b>	<b>181</b>	<b>36%</b>	<b>0%</b>	<b>\$14,298.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$14,298.70</b>
San Jacinto - Hemet	90.85%		1322	118	\$5,339.00	3	\$1,808.00	121	66	66				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.72%		1002	77	\$4,953.00	6	\$3,816.00	83	43	41				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>91.22%</b>	<b>\$0</b>	<b>2324</b>	<b>195</b>	<b>\$10,292.00</b>	<b>9</b>	<b>\$5,624.00</b>	<b>204</b>	<b>109</b>	<b>107</b>	<b>15%</b>	<b>0%</b>	<b>\$13,528.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,528.60</b>
Desert - Palm Springs & DHS	92.07%		971	73	\$4,382.00	4	\$2,016.00	77	2	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	90.89%		988	86	\$4,304.00	4	\$2,808.00	90	2	2				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.46%</b>	<b>\$0</b>	<b>1959</b>	<b>159</b>	<b>\$8,686.00</b>	<b>8</b>	<b>\$4,824.00</b>	<b>167</b>	<b>4</b>	<b>4</b>	<b>15%</b>	<b>0%</b>	<b>\$11,483.50</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,483.50</b>
Palo Verde - Palo Verde	98.25%		171	2	\$458.00	1	\$2,400.00	3	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.25%</b>	<b>\$0</b>	<b>171</b>	<b>2</b>	<b>\$458.00</b>	<b>1</b>	<b>\$2,400.00</b>	<b>3</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	92.65%		980	70	\$4,746.00	2	\$1,008.00	72	31	26				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.65%</b>	<b>\$0</b>	<b>980</b>	<b>70</b>	<b>\$4,746.00</b>	<b>2</b>	<b>\$1,008.00</b>	<b>72</b>	<b>31</b>	<b>26</b>	<b>35%</b>	<b>0%</b>	<b>\$3,740.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$3,740.10</b>
Mountain Plateau - Mountain	97.12%		139	3	\$906.00	1	\$504.00	4	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>97.12%</b>	<b>\$0</b>	<b>139</b>	<b>3</b>	<b>\$906.00</b>	<b>1</b>	<b>\$504.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$504.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$504.00</b>
<b>CountyWide Total</b>	<b>91.64%</b>	<b>\$0</b>	<b>16357</b>	<b>1310</b>	<b>\$81,193.00</b>	<b>58</b>	<b>\$41,056.00</b>	<b>1368</b>	<b>1014</b>	<b>971</b>	<b>0%</b>	<b>0%</b>	<b>\$97,638.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$97,637.45</b>



# SEPTEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	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	Offload/ Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.01%		2614	227	\$11,101.00	8	\$5,912.00	235	201	195				0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	91.24%		1176	97	\$5,590.00	6	\$3,912.00	103	145	139				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	92.48%		1143	78	\$6,575.00	8	\$4,328.00	86	134	128				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	91.40%	\$0	4933	402	\$23,266.00	22	\$14,152.00	424	480	462	15%	0%	\$31,805.30	0	\$0.00	0	\$0.00	\$31,805.30
Southwest - Temecula & Murrieta	90.30%		1093	102	\$6,125.00	4	\$2,312.00	106	165	156				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	91.74%		2009	158	\$10,057.00	8	\$5,320.00	166	224	220				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	91.23%	\$0	3102	260	\$16,182.00	12	\$7,632.00	272	389	376	15%	0%	\$20,241.90	0	\$0.00	0	\$0.00	\$20,241.90
Central - Moreno Valley	91.17%		1291	105	\$6,263.00	9	\$6,320.00	114	114	109				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	91.37%		869	69	\$5,327.00	6	\$3,520.00	75	89	87				0	\$0.00	0	\$0.00	\$0.00
Central Total	91.25%	\$0	2160	174	\$11,590.00	15	\$9,840.00	189	203	196	15%	0%	\$18,215.50	0	\$0.00	0	\$0.00	\$18,215.50
San Jacinto - Hemet	91.40%		1279	106	\$6,308.00	4	\$2,016.00	110	57	55				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	91.70%		1060	80	\$6,197.00	8	\$5,416.00	88	54	51				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	91.53%	\$0	2339	186	\$12,505.00	12	\$7,432.00	198	111	106	15%	0%	\$16,946.45	0	\$0.00	0	\$0.00	\$16,946.45
Desert - Palm Springs & DHS	94.57%		903	44	\$2,450.00	5	\$3,016.00	49	0	0				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.78%		997	77	\$4,208.00	5	\$4,712.00	82	1	0				0	\$0.00	0	\$0.00	\$0.00
Desert Total	93.11%	\$0	1900	121	\$6,658.00	10	\$7,728.00	131	1	0	50%	0%	\$7,193.00	0	\$0.00	0	\$0.00	\$7,193.00
Palo Verde - Palo Verde	97.94%		194	2	\$185.00	2	\$1,504.00	4	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	97.94%	\$0	194	2	\$185.00	2	\$1,504.00	4	0	0	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	92.89%		914	61	\$2,657.00	4	\$2,312.00	65	35	34				0	\$0.00	0	\$0.00	\$0.00
Pass Total	92.89%	\$0	914	61	\$2,657.00	4	\$2,312.00	65	35	34	35%	0%	\$3,229.85	0	\$0.00	0	\$0.00	\$3,229.85
Mountain Plateau - Mountain	94.74%		152	7	\$345.00	1	\$504.00	8	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	94.74%	\$0	152	7	\$345.00	1	\$504.00	8	0	0	75%	0%	\$212.25	0	\$0.00	0	\$0.00	\$212.25
CountyWide Total	91.77%	\$0	15694	1213	\$73,388.00	78	\$51,104.00	1291	1219	1174	0%	0%	\$89,348.00	0	\$0.00	0	\$0.00	\$89,348.25

# OCTOBER 2017 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Response Fee > 10 Min	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.97%		2747	237	11	\$9,024.00	248	234	223				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.83%		1199	103	7	\$4,120.00	110	168	160				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	92.27%		1190	83	9	\$5,128.00	92	121	112				0	\$0.00	0	\$0.00	
Northwest Total	91.24%	\$0	5136	423	27	\$18,272.00	450	523	495	15%	0%	\$39,148.45	0	\$0.00	0	\$0.00	\$39,148.45
Southwest - Temecula & Murrieta	91.08%		1188	98	8	\$4,328.00	106	144	139				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.70%		2108	163	12	\$7,040.00	175	222	213				0	\$0.00	0	\$0.00	
Southwest Total	91.47%	\$0	3296	261	20	\$11,368.00	281	366	352	15%	0%	\$23,524.60	0	\$0.00	0	\$0.00	\$23,524.60
Central - Moreno Valley	92.38%		1351	99	4	\$2,016.00	103	107	102				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.57%		949	76	4	\$2,016.00	80	105	100				0	\$0.00	0	\$0.00	
Central Total	92.04%	\$0	2300	175	8	\$4,032.00	183	212	202	35%	0%	\$9,148.10	0	\$0.00	0	\$0.00	\$9,148.10
San Jacinto - Hemet	91.62%		1289	106	2	\$1,304.00	108	46	44				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.88%		955	62	6	\$3,320.00	68	33	30				0	\$0.00	0	\$0.00	
San Jacinto Total	92.16%	\$0	2244	168	8	\$4,624.00	176	79	74	35%	0%	\$9,749.35	0	\$0.00	0	\$0.00	\$9,749.35
Desert - Palm Springs & DHS	91.78%		949	73	5	\$3,016.00	78	2	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.04%		1082	95	2	\$1,304.00	97	5	0				0	\$0.00	0	\$0.00	
Desert Total	91.38%	\$0	2031	168	7	\$4,320.00	175	7	0	15%	0%	\$12,281.65	0	\$0.00	0	\$0.00	\$12,281.65
Palo Verde - Palo Verde	98.78%		164	1	1	\$800.00	2	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	98.78%	\$0	164	1	1	\$800.00	2	0	0	100%	0%	\$800.00	0	\$0.00	0	\$0.00	\$800.00
Pass - Pass	94.24%		833	43	5	\$2,816.00	48	19	16				0	\$0.00	0	\$0.00	
Pass Total	94.24%	\$0	833	43	5	\$2,816.00	48	19	16	75%	0%	\$1,449.75	0	\$0.00	0	\$0.00	\$1,449.75
Mountain Plateau - Mountain	96.52%		115	3	1	\$1,000.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	96.52%	\$0	115	3	1	\$1,000.00	4	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	91.82%	\$0	16119	1242	77	\$47,232.00	1319	1206	1139		0%	\$97,102.00	0	\$0.00	0	\$0.00	\$97,101.90
													TOTAL				

# NOVEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	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	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.05%		2626	233	\$11,398.00	2	\$1,008.00	235	189	177				0	\$0.00	0	\$0.00	\$33,679.00
Northwest - Norco & Uninc. North	90.61%		1150	104	\$6,411.00	4	\$2,608.00	108	146	139				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	90.99%		1054	87	\$7,134.00	8	\$5,120.00	95	95	91				0	\$0.00	0	\$0.00	\$0.00
<b>Northwest Total</b>	<b>90.93%</b>	<b>\$0</b>	<b>4830</b>	<b>424</b>	<b>\$24,943.00</b>	<b>14</b>	<b>\$8,736.00</b>	<b>438</b>	<b>430</b>	<b>407</b>	<b>0%</b>	<b>0%</b>	<b>\$33,679.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$33,679.00</b>
Southwest - Temecula & Murrieta	90.74%		1145	100	\$4,333.00	6	\$3,024.00	106	126	119				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	90.85%		2010	179	\$11,161.00	5	\$3,408.00	184	176	175				0	\$0.00	0	\$0.00	\$0.00
<b>Southwest Total</b>	<b>90.81%</b>	<b>\$0</b>	<b>3155</b>	<b>279</b>	<b>\$15,494.00</b>	<b>11</b>	<b>\$6,432.00</b>	<b>290</b>	<b>302</b>	<b>294</b>	<b>0%</b>	<b>0%</b>	<b>\$21,926.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$21,926.00</b>
Central - Moreno Valley	92.56%		1385	96	\$7,510.00	7	\$5,424.00	103	85	80				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	91.11%		810	66	\$4,624.00	6	\$3,320.00	72	90	83				0	\$0.00	0	\$0.00	\$0.00
<b>Central Total</b>	<b>92.03%</b>	<b>\$0</b>	<b>2195</b>	<b>162</b>	<b>\$12,134.00</b>	<b>13</b>	<b>\$8,744.00</b>	<b>175</b>	<b>175</b>	<b>163</b>	<b>35%</b>	<b>0%</b>	<b>\$13,570.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,570.70</b>
San Jacinto - Hemet	90.53%		1246	112	\$7,058.00	6	\$3,816.00	118	35	34				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	93.07%		938	62	\$5,322.00	3	\$2,104.00	65	19	15				0	\$0.00	0	\$0.00	\$0.00
<b>San Jacinto Total</b>	<b>91.62%</b>	<b>\$0</b>	<b>2184</b>	<b>174</b>	<b>\$12,380.00</b>	<b>9</b>	<b>\$5,920.00</b>	<b>183</b>	<b>54</b>	<b>49</b>	<b>15%</b>	<b>0%</b>	<b>\$15,555.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$15,555.00</b>
Desert - Palm Springs & DHS	92.23%		965	70	\$4,717.00	5	\$3,704.00	75	3	3				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.73%		1125	85	\$7,112.00	8	\$4,328.00	93	3	1				0	\$0.00	0	\$0.00	\$0.00
<b>Desert Total</b>	<b>91.96%</b>	<b>\$0</b>	<b>2090</b>	<b>155</b>	<b>\$11,829.00</b>	<b>13</b>	<b>\$8,032.00</b>	<b>168</b>	<b>6</b>	<b>4</b>	<b>15%</b>	<b>0%</b>	<b>\$16,881.85</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,881.85</b>
Palo Verde - Palo Verde	98.79%		165	0	\$0.00	2	\$3,200.00	2	0	0				0	\$0.00	0	\$0.00	\$0.00
<b>Palo Verde Total</b>	<b>98.79%</b>	<b>\$0</b>	<b>165</b>	<b>0</b>	<b>\$0.00</b>	<b>2</b>	<b>\$3,200.00</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>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>\$3,200.00</b>
Pass - Pass	92.17%		817	57	\$3,647.00	7	\$4,120.00	64	13	12				0	\$0.00	0	\$0.00	\$0.00
<b>Pass Total</b>	<b>92.17%</b>	<b>\$0</b>	<b>817</b>	<b>57</b>	<b>\$3,647.00</b>	<b>7</b>	<b>\$4,120.00</b>	<b>64</b>	<b>13</b>	<b>12</b>	<b>35%</b>	<b>0%</b>	<b>\$5,048.55</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$5,048.55</b>
<b>Mountain Plateau - Mountain</b>	<b>99.03%</b>	<b>\$0</b>	<b>103</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$504.00</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$504.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$504.00</b>
<b>Mountain Plateau Total</b>	<b>99.03%</b>	<b>\$0</b>	<b>103</b>	<b>0</b>	<b>\$0.00</b>	<b>1</b>	<b>\$504.00</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$504.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$504.00</b>
<b>CountyWide Total</b>	<b>91.50%</b>	<b>\$0</b>	<b>15539</b>	<b>1251</b>	<b>\$80,427.00</b>	<b>70</b>	<b>\$45,688.00</b>	<b>1321</b>	<b>980</b>	<b>929</b>	<b>0%</b>	<b>0%</b>	<b>\$110,366.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$110,365.10</b>

# DECEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	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	Offload/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	91.87%		2830	225	\$12,053.00	5	\$2,520.00	230	377	358				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.84%		1277	109	\$8,598.00	8	\$5,120.00	117	241	230				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.44%		1262	98	\$9,067.00	10	\$5,336.00	108	199	191				0	\$0.00	0	\$0.00	
Northwest Total	91.53%	\$0	5369	432	\$29,718.00	23	\$12,976.00	465	817	779	15%	0%	\$36,289.80	0	\$0.00	0	\$0.00	\$44,789.90
Southwest - Temecula & Murrieta	90.37%		1361	124	\$9,714.00	7	\$4,120.00	131	205	200				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	92.86%		2254	150	\$10,034.00	11	\$8,432.00	161	373	359				0	\$0.00	0	\$0.00	
Southwest Total	91.92%	\$0	3615	274	\$19,748.00	18	\$12,552.00	282	578	559	15%	0%	\$27,455.00	0	\$0.00	0	\$0.00	\$31,455.00
Central - Moreno Valley	93.19%		1396	90	\$7,456.00	5	\$2,520.00	95	213	203				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.32%		922	77	\$4,269.00	3	\$3,904.00	80	169	163				0	\$0.00	0	\$0.00	
Central Total	92.45%	\$0	2318	167	\$11,725.00	8	\$6,424.00	175	382	366	35%	0%	\$11,796.85	0	\$0.00	0	\$0.00	\$13,296.85
San Jacinto - Hemet	90.87%		1282	106	\$6,361.00	11	\$6,136.00	117	112	112				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.37%		1113	82	\$4,395.00	14	\$8,936.00	96	87	77				0	\$0.00	0	\$0.00	
San Jacinto Total	91.11%	\$0	2395	188	\$10,756.00	25	\$15,072.00	213	199	189	15%	0%	\$21,953.80	0	\$0.00	0	\$0.00	\$22,953.80
Desert - Palm Springs & DHS	91.02%		1047	87	\$5,429.00	7	\$4,120.00	94	22	16				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.25%		1291	95	\$5,421.00	5	\$3,608.00	100	31	18				0	\$0.00	0	\$0.00	
Desert Total	91.70%	\$0	2338	182	\$10,850.00	12	\$7,728.00	194	53	34	15%	0%	\$15,791.30	0	\$0.00	0	\$0.00	\$16,291.30
Palo Verde - Palo Verde	96.83%		189	2	\$10.00	4	\$2,808.00	6	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	96.83%	\$0	189	2	\$10.00	4	\$2,808.00	6	0	0	100%	0%	\$2,808.00	0	\$0.00	0	\$0.00	\$2,808.00
Pass - Pass	91.56%		972	75	\$4,525.00	7	\$4,416.00	82	87	81				0	\$0.00	0	\$0.00	
Pass Total	91.56%	\$0	972	75	\$4,525.00	7	\$4,416.00	82	87	81	15%	0%	\$7,599.85	0	\$0.00	0	\$0.00	\$7,599.85
Mountain Plateau - Mountain	92.92%		113	6	\$592.00	2	\$1,504.00	8	2	2				0	\$0.00	0	\$0.00	
Mountain Plateau Total	92.92%	\$0	113	6	\$592.00	2	\$1,504.00	8	2	2	35%	0%	\$1,362.40	0	\$0.00	0	\$0.00	\$1,362.40
CountyWide Total	91.77%	\$0	17309	1326	\$87,924.00	99	\$63,480.00	1425	2118	2010	0%	0%	\$125,057.00	0	\$0.00	0	\$0.00	\$125,057.10

# JANUARY 2018 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Response Time Assessment													Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
				Compliance Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit										
Northwest - Riverside City	911	94.45%		2809	150	6	\$4,208.00	156	412	403						0	\$0.00	0	\$0.00	\$0.00		
Northwest - Norco & Uninc. North	911	93.09%		1317	85	6	\$3,320.00	91	296	283						0	\$0.00	0	\$0.00	\$0.00		
Northwest - Corona & Uninc. South	911	93.11%		1292	81	8	\$4,032.00	89	234	230						0	\$0.00	0	\$0.00	\$0.00		
Northwest Total	911	93.80%	\$0	5418	316	20	\$11,560.00	336	942	916	50%	0%	\$14,844.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$14,844.00	
Southwest - Temecula & Murrieta	911	92.75%		1351	91	7	\$5,312.00	98	277	271						0	\$0.00	0	\$0.00	\$0.00		
Southwest - LE, Menif, Wild, CL & Uninc.	911	95.13%		2383	109	7	\$3,824.00	116	434	415						0	\$0.00	0	\$0.00	\$0.00		
Southwest Total	911	94.27%	\$0	3734	200	14	\$9,136.00	214	711	686	75%	0%	\$5,361.50	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$5,361.50	
Central - Moreno Valley	911	94.27%		1519	79	8	\$4,920.00	87	213	206						0	\$0.00	0	\$0.00	\$0.00		
Central - Perris & Uninc.	911	94.08%		929	52	3	\$1,808.00	55	183	177						0	\$0.00	0	\$0.00	\$0.00		
Central Total	911	94.20%	\$0	2448	131	11	\$6,728.00	142	396	383	75%	0%	\$4,141.50	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$4,141.50	
San Jacinto - Hemet	911	92.19%		1421	99	12	\$6,640.00	111	131	129						0	\$0.00	0	\$0.00	\$0.00		
San Jacinto - San Jacinto & Uninc.	911	92.83%		1144	73	9	\$5,528.00	82	124	115						0	\$0.00	0	\$0.00	\$0.00		
San Jacinto Total	911	92.48%	\$0	2565	172	21	\$12,168.00	193	255	244	35%	0%	\$16,040.05	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$16,040.05	
Desert - Palm Springs & DHS	911	92.90%		1126	74	6	\$3,816.00	80	35	27						0	\$0.00	0	\$0.00	\$0.00		
Desert - La Quinta, Coachella & Uninc.	911	92.99%		1312	89	3	\$2,104.00	92	39	31						0	\$0.00	0	\$0.00	\$0.00		
Desert Total	911	92.95%	\$0	2438	163	9	\$5,920.00	172	74	58	35%	0%	\$11,748.75	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$11,748.75	
Palo Verde - Palo Verde	911	97.10%		207	4	2	\$2,000.00	6	1	0						0	\$0.00	0	\$0.00	\$0.00		
Palo Verde Total	911	97.10%	\$0	207	4	2	\$2,000.00	6	1	0	100%	0%	\$2,000.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$2,000.00	
Pass - Pass	911	91.61%		966	63	18	\$10,952.00	81	102	92						0	\$0.00	0	\$0.00	\$0.00		
Pass Total	911	91.61%	\$0	966	63	18	\$10,952.00	81	102	92	15%	0%	\$13,126.55	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$13,126.55	
Mountain Plateau - Mountain	911	95.52%		134	6	0	\$0.00	6	2	2						0	\$0.00	0	\$0.00	\$0.00		
Mountain Plateau Total	911	95.52%	\$0	134	6	0	\$0.00	6	2	2	100%	0%	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00	
CountyWide Total	911	93.58%	\$0	17910	1055	95	\$58,464.00	1150	2483	2381	0%	0%	\$67,262.35	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$67,262.35	

# FEBRUARY 2018 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	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.39%		2440	204	6	\$11,202.00	210	277	267				0	\$0.00	0	\$0.00	\$28,465.65
Northwest - Norco & Uninc. North	911	91.03%		1170	100	5	\$5,095.00	105	186	180				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.74%		1089	83	7	\$5,152.00	90	121	113				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	911	91.38%	\$0	4699	387	18	\$21,449.00	405	584	560	15%	0%	\$28,465.65	0	\$0.00	0	\$0.00	\$28,465.65
Southwest - Temecula & Murrieta	911	90.81%		1197	106	4	\$4,555.00	110	158	148				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE Menif, Wild, CL & Uninc.	911	92.64%		2010	138	10	\$9,155.00	148	224	217				1	\$1,000.00	0	\$0.00	\$0.00
Southwest Total	911	91.96%	\$0	3207	244	14	\$13,710.00	258	382	365	15%	0%	\$16,575.90	1	\$1,000.00	0	\$0.00	\$19,575.90
Central - Moreno Valley	911	92.23%		1236	91	5	\$6,648.00	96	91	85				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.30%		825	75	5	\$5,168.00	80	104	101				0	\$0.00	0	\$0.00	\$0.00
Central Total	911	91.46%	\$0	2061	166	10	\$11,816.00	176	195	186	15%	0%	\$16,864.00	0	\$0.00	0	\$0.00	\$16,864.00
San Jacinto - Hemet	911	91.47%		1161	92	7	\$7,278.00	99	39	38				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.42%		921	76	3	\$4,044.00	79	42	35				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	911	91.45%	\$0	2082	168	10	\$11,322.00	178	81	73	15%	0%	\$15,064.10	0	\$0.00	0	\$0.00	\$15,064.10
Desert - Palm Springs & DHS	911	91.52%		1038	80	8	\$4,555.00	88	10	8				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.99%		1074	82	4	\$6,952.00	86	9	7				0	\$0.00	0	\$0.00	\$0.00
Desert Total	911	91.76%	\$0	2112	162	12	\$11,507.00	174	19	15	15%	0%	\$17,111.35	0	\$0.00	0	\$0.00	\$17,111.35
Palo Verde - Palo Verde	911	98.20%		167	3	0	\$492.00	3	2	1				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	911	98.20%	\$0	167	3	0	\$492.00	3	2	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	91.31%		909	64	15	\$4,441.00	79	44	40				0	\$0.00	0	\$0.00	\$0.00
Pass Total	911	91.31%	\$0	909	64	15	\$4,441.00	79	44	40	15%	0%	\$11,458.85	0	\$0.00	0	\$0.00	\$11,458.85
Mountain Plateau - Mountain	911	96.00%		100	3	1	\$592.00	4	2	1				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	911	96.00%	\$0	100	3	1	\$592.00	4	2	1	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	911	91.67%	\$0	15337	1197	80	\$75,329.00	1277	1309	1241		0%	\$108,063.85	1	\$1,000.00	0	\$0.00	\$109,063.85

# MARCH 2018 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	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.52%		2700	218	\$12,963.00	11	\$5,840.00	229	231	228				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.22%		1227	113	\$6,998.00	7	\$4,320.00	120	147	141				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.46%		1276	100	\$7,623.00	9	\$5,328.00	109	113	104				0	\$0.00	0	\$0.00	
Northwest Total	911	91.20%	\$0	5203	431	\$27,484.00	27	\$15,488.00	458	491	473	15%	0%	\$36,526.20	0	\$0.00	0	\$0.00	\$36,526.20
Southwest - Temecula & Murrieta	911	91.10%		1314	115	\$5,457.00	2	\$1,008.00	117	117	114				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.99%		2152	189	\$10,467.00	5	\$12,512.00	194	242	228				0	\$0.00	0	\$0.00	
Southwest Total	911	91.03%	\$0	3466	304	\$15,924.00	7	\$13,520.00	311	359	342	15%	0%	\$25,027.40	0	\$0.00	0	\$0.00	\$25,027.40
Central - Moreno Valley	911	92.67%		1377	97	\$6,661.00	4	\$2,312.00	101	113	106				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.27%		915	86	\$4,070.00	3	\$4,000.00	89	91	85				0	\$0.00	0	\$0.00	
Central Total	911	91.71%	\$0	2292	183	\$10,731.00	7	\$6,312.00	190	204	191	15%	0%	\$14,486.55	0	\$0.00	0	\$0.00	\$14,486.55
San Jacinto - Hemet	911	91.54%		1288	102	\$7,690.00	7	\$3,528.00	109	52	50				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.17%		937	57	\$4,184.00	7	\$3,824.00	64	36	34				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.22%	\$0	2225	159	\$11,874.00	14	\$7,352.00	173	88	84	35%	0%	\$12,496.90	0	\$0.00	0	\$0.00	\$12,496.90
Desert - Palm Springs & DHS	911	92.26%		1137	77	\$7,604.00	11	\$6,336.00	88	16	15				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.47%		1231	94	\$5,654.00	11	\$6,432.00	105	20	18				0	\$0.00	0	\$0.00	
Desert Total	911	91.85%	\$0	2368	171	\$13,258.00	22	\$12,768.00	193	36	33	15%	0%	\$22,122.10	0	\$0.00	0	\$0.00	\$22,122.10
Palo Verde - Palo Verde	911	99.46%		185	1	\$10.00	0	\$0.00	1	1	1				0	\$0.00	0	\$0.00	
Palo Verde Total	911	99.46%	\$0	185	1	\$10.00	0	\$0.00	1	1	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	91.45%		877	73	\$4,448.00	2	\$1,008.00	75	29	25				0	\$0.00	0	\$0.00	
Pass Total	911	91.45%	\$0	877	73	\$4,448.00	2	\$1,008.00	75	29	25	15%	0%	\$4,637.60	0	\$0.00	0	\$0.00	\$4,637.60
Mountain Plateau - Mountain	911	94.74%		95	4	\$515.00	1	\$504.00	5	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.74%	\$0	95	4	\$515.00	1	\$504.00	5	0	0	75%	0%	\$254.75	0	\$0.00	0	\$0.00	\$254.75
CountyWide Total	911	91.59%	\$0	16711	1326	\$84,244.00	80	\$56,952.00	1406	1208	1149		0%	\$115,551.50	0	\$0.00	0	\$0.00	\$115,551.50



# APRIL 2018 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	Offload/Bed Delay Exemptions	Credit	County Wide Credits	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	91.86%		2544	202	\$9,437.00	5	\$2,520.00	207	173	166				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.05%		1106	101	\$6,943.00	9	\$5,624.00	110	119	115				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.21%		1149	94	\$8,063.00	7	\$3,824.00	101	101	96				0	\$0.00	0	\$0.00	
Northwest Total	911	91.29%	\$0	4799	397	\$24,443.00	21	\$11,968.00	418	393	377	15%	0%	\$30,949.35	0	\$0.00	0	\$0.00	\$30,949.35
Southwest - Temecula & Murrieta	911	90.64%		1197	112	\$4,626.00	0	\$0.00	112	91	84				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.09%		1859	146	\$8,168.00	1	\$504.00	147	140	132				0	\$0.00	0	\$0.00	
Southwest Total	911	91.52%	\$0	3056	258	\$12,794.00	1	\$504.00	259	231	216	15%	0%	\$11,303.30	0	\$0.00	0	\$0.00	\$11,303.30
Central - Moreno Valley	911	90.90%		1385	119	\$7,684.00	7	\$4,320.00	126	82	73				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	92.02%		890	65	\$5,948.00	6	\$5,416.00	71	84	79				0	\$0.00	0	\$0.00	
Central Total	911	91.34%	\$0	2275	184	\$13,632.00	13	\$9,736.00	197	166	152	15%	0%	\$19,862.80	0	\$0.00	0	\$0.00	\$19,862.80
San Jacinto - Hemet	911	92.14%		1208	88	\$4,783.00	7	\$4,120.00	95	26	26				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.63%		882	62	\$3,331.00	3	\$1,808.00	65	18	14				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.34%	\$0	2090	150	\$8,114.00	10	\$5,928.00	160	44	40	35%	0%	\$9,127.30	0	\$0.00	0	\$0.00	\$9,127.30
Desert - Palm Springs & DHS	911	90.43%		1055	91	\$7,254.00	10	\$5,928.00	101	10	10				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.58%		1117	83	\$4,630.00	11	\$7,920.00	94	16	11				0	\$0.00	0	\$0.00	
Desert Total	911	91.02%	\$0	2172	174	\$11,884.00	21	\$13,848.00	195	26	21	15%	0%	\$21,872.20	0	\$0.00	0	\$0.00	\$21,872.20
Palo Verde - Palo Verde	911	99.41%		169	0	\$0.00	1	\$504.00	1	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	99.41%	\$0	169	0	\$0.00	1	\$504.00	1	0	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
Pass - Pass	911	91.06%		850	71	\$6,216.00	5	\$3,016.00	76	22	18				0	\$0.00	0	\$0.00	
Pass Total	911	91.06%	\$0	850	71	\$6,216.00	5	\$3,016.00	76	22	18	15%	0%	\$7,847.20	0	\$0.00	0	\$0.00	\$7,847.20
Mountain Plateau - Mountain	911	97.03%		101	2	\$468.00	1	\$800.00	3	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	97.03%	\$0	101	2	\$468.00	1	\$800.00	3	0	0	100%	0%	\$800.00	0	\$0.00	0	\$0.00	\$800.00
CountyWide Total	911	91.56%	\$0	15512	1236	\$77,551.00	73	\$46,304.00	1309	882	824	0%	0%	\$102,266.15	0	\$0.00	0	\$0.00	\$102,266.15

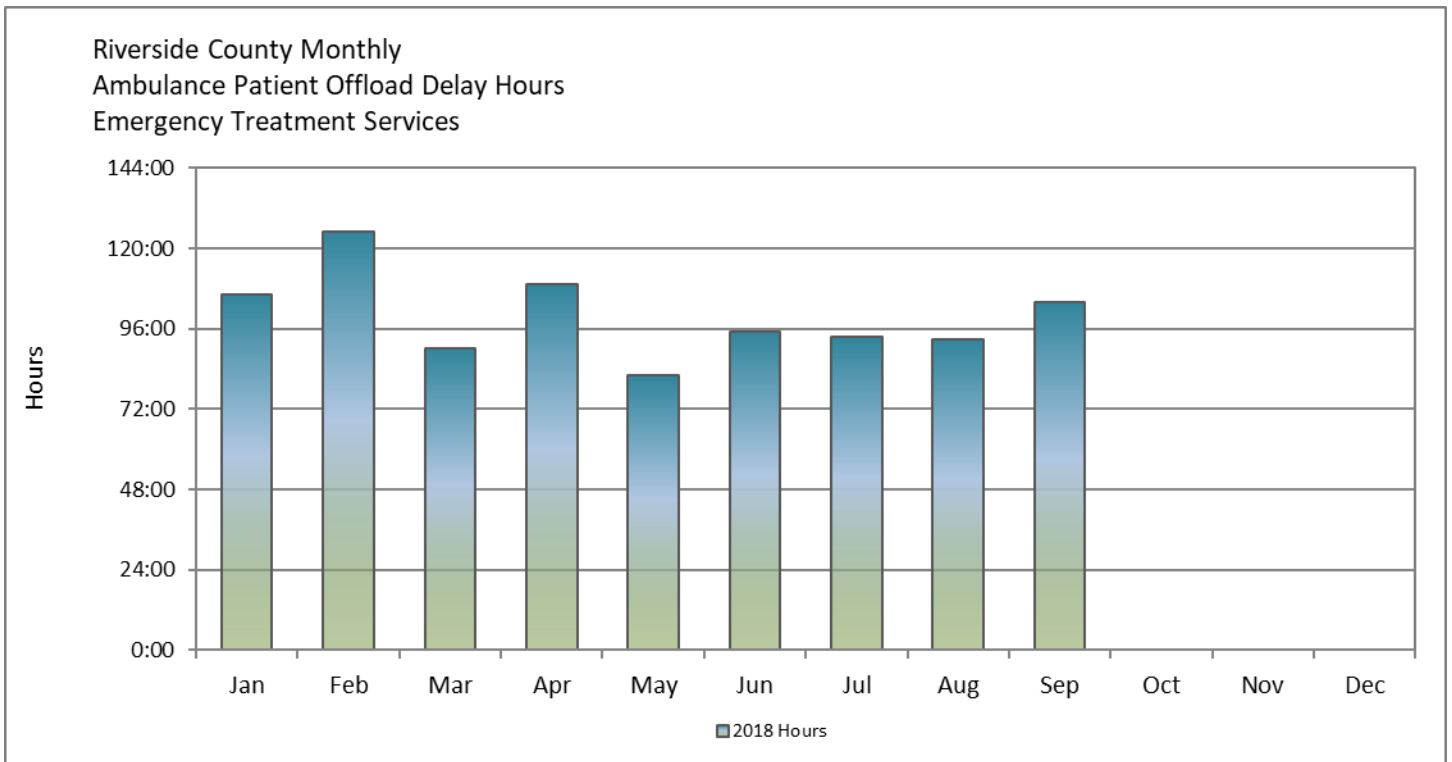
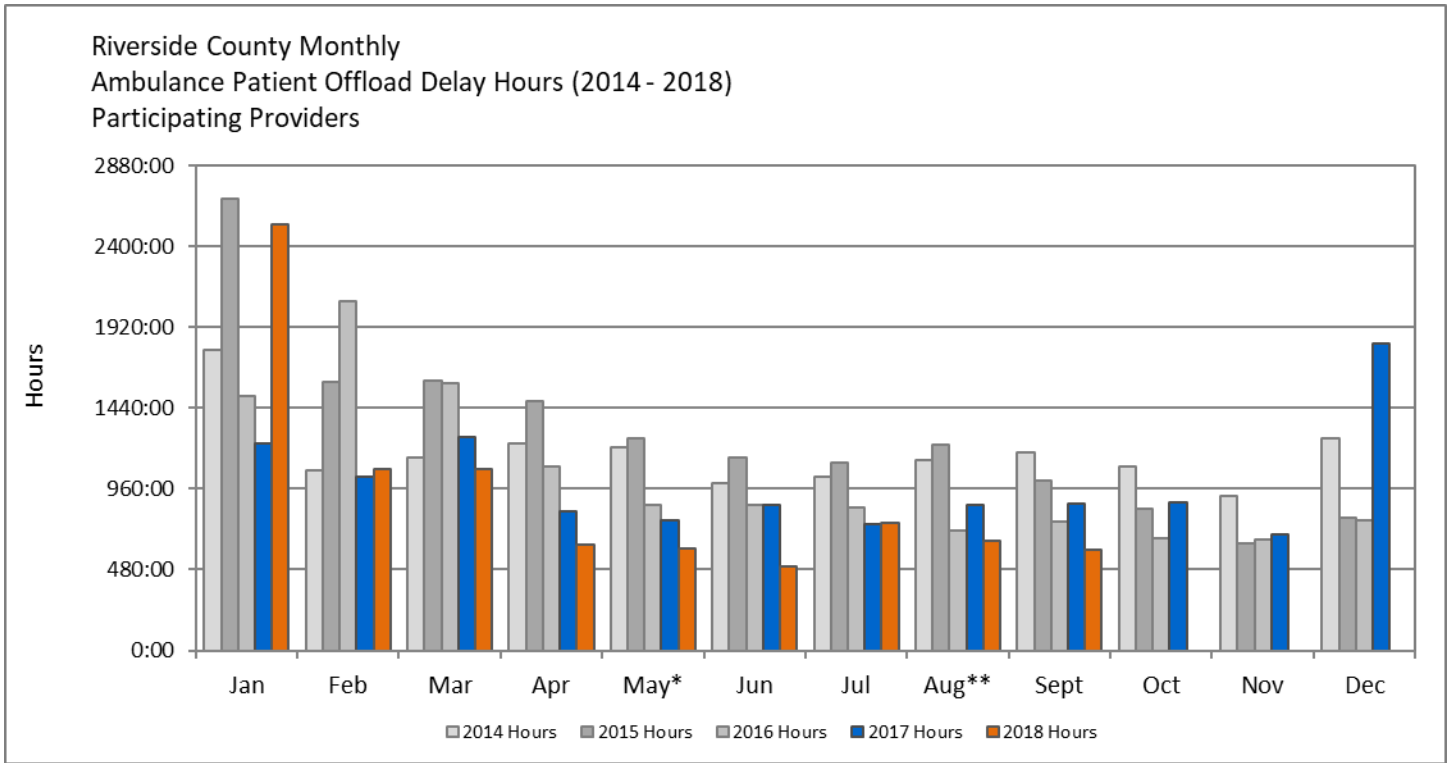
# MAY 2018 COMPLIANCE REPORT

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 Response s > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	90.03%		2669	265	\$14,817.00	1	\$504.00	266	175	162				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.12%		1205	115	\$7,653.00	4	\$2,808.00	119	139	133				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.80%		1185	103	\$6,132.00	6	\$5,216.00	109	95	91				0	\$0.00	0	\$0.00	
Northwest Total		90.24%	\$0	5059	483	\$28,602.00	11	\$8,328.00	494	409	386	0%	0%	\$36,930.00	0	\$0.00	0	\$0.00	\$36,930.00
Southwest - Temecula & Murrieta	911	90.43%		1264	119	\$4,650.00	2	\$1,008.00	121	93	91				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.77%		2025	179	\$10,471.00	8	\$6,520.00	187	117	112				0	\$0.00	0	\$0.00	
Southwest Total		90.64%	\$0	3289	298	\$15,121.00	10	\$7,528.00	308	210	203	0%	0%	\$22,649.00	0	\$0.00	0	\$0.00	\$22,649.00
Central - Moreno Valley	911	91.53%		1275	104	\$7,066.00	4	\$2,016.00	108	80	78				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.03%		903	87	\$4,359.00	3	\$1,808.00	90	79	75				0	\$0.00	0	\$0.00	
Central Total		90.91%	\$0	2178	191	\$11,425.00	7	\$3,824.00	198	159	153	0%	0%	\$15,249.00	0	\$0.00	0	\$0.00	\$15,249.00
San Jacinto - Hemet	911	91.54%		1229	100	\$5,676.00	4	\$2,016.00	104	24	24				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.89%		974	75	\$2,483.00	4	\$2,808.00	79	18	13				0	\$0.00	0	\$0.00	
San Jacinto Total		91.69%	\$0	2203	175	\$8,159.00	8	\$4,824.00	183	42	37	15%	0%	\$11,035.55	0	\$0.00	0	\$0.00	\$11,035.55
Desert - Palm Springs & DHS	911	92.15%		1045	80	\$4,709.00	2	\$1,304.00	82	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.63%		1111	84	\$4,518.00	9	\$7,520.00	93	1	0				0	\$0.00	0	\$0.00	
Desert Total		91.88%	\$0	2156	164	\$9,227.00	11	\$8,824.00	175	1	0	15%	0%	\$15,943.35	0	\$0.00	0	\$0.00	\$15,943.35
Palo Verde - Palo Verde	911	98.27%		173	1	\$10.00	2	\$1,504.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total		98.27%	\$0	173	1	\$10.00	2	\$1,504.00	3	0	0	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	911	90.64%		897	73	\$4,405.00	11	\$6,728.00	84	14	14				0	\$0.00	0	\$0.00	
Pass Total		90.64%	\$0	897	73	\$4,405.00	11	\$6,728.00	84	14	14	0%	0%	\$11,133.00	0	\$0.00	0	\$0.00	\$11,133.00
Mountain Plateau - Mountain	911	96.43%		112	3	\$468.00	1	\$1,000.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total		96.43%	\$0	112	3	\$468.00	1	\$1,000.00	4	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	911	90.98%	\$0	16067	1388	\$77,417.00	61	\$42,560.00	1449	835	793		0%	\$114,843.90	0	\$0.00	0	\$0.00	\$114,843.90

# JUNE 2018 COMPLIANCE REPORT

Response Time Assessment														
Zone	Priority	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	Adjusted Late Response Fee	Total Fee Assessment
Northwest - Riverside City	911	91.68%	2511	202	7	\$9,047.00	\$3,824.00	\$0.00	209	110	102			
Northwest - Norco & Uninc. North	911	91.64%	1113	93	0	\$4,899.00	\$0.00	\$0.00	93	81	73			
Northwest - Corona & Uninc. South	911	92.31%	1132	80	7	\$3,855.00	\$4,024.00	\$0.00	87	50	44			
Northwest Total	911	91.82%	4756	375	14	\$17,801.00	\$7,848.00	\$0.00	389	241	219	15%	\$21,801.65	\$21,801.65
Southwest - Temecula & Murrieta	911	90.70%	1193	107	4	\$7,135.00	\$2,016.00	\$0.00	111	80	73			
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.71%	2015	163	4	\$6,882.00	\$4,208.00	\$0.00	167	111	107			
Southwest Total	911	91.33%	3208	270	8	\$14,017.00	\$6,224.00	\$0.00	278	191	180	15%	\$17,204.85	\$17,204.85
Central - Moreno Valley	911	91.54%	1347	109	5	\$6,580.00	\$2,816.00	\$0.00	114	59	53			
Central - Perris & Uninc.	911	91.31%	863	74	1	\$4,819.00	\$504.00	\$0.00	75	37	36			
Central Total	911	91.45%	2210	183	6	\$11,399.00	\$3,320.00	\$0.00	189	96	89	15%	\$12,511.15	\$12,511.15
San Jacinto - Hemet	911	91.66%	1139	91	4	\$5,474.00	\$2,016.00	\$0.00	95	9	8			
San Jacinto - San Jacinto & Uninc.	911	94.44%	918	50	1	\$2,545.00	\$800.00	\$0.00	51	14	13			
San Jacinto Total	911	92.90%	2057	141	5	\$8,019.00	\$2,816.00	\$0.00	146	23	21	35%	\$7,042.75	\$7,042.75
Desert - Palm Springs & DHS	911	95.39%	977	44	1	\$2,185.00	\$504.00	\$0.00	45	1	0			
Desert - La Quinta, Coachella & Uninc.	911	93.94%	1073	62	3	\$4,669.00	\$2,104.00	\$0.00	65	1	1			
Desert Total	911	94.63%	2050	106	4	\$6,854.00	\$2,608.00	\$0.00	110	2	1	75%	\$2,365.50	\$2,365.50
Palo Verde - Palo Verde	911	97.65%	213	2	3	\$458.00	\$2,600.00	\$0.00	5	0	0			
Palo Verde Total	911	97.65%	213	2	3	\$458.00	\$2,600.00	\$0.00	5	0	0	100%	\$2,600.00	\$2,600.00
Pass - Pass	911	93.73%	893	52	4	\$2,135.00	\$2,016.00	\$0.00	56	7	6			
Pass Total	911	93.73%	893	52	4	\$2,135.00	\$2,016.00	\$0.00	56	7	6	50%	\$2,075.50	\$2,075.50
Mountain Plateau - Mountain	911	91.30%	115	8	2	\$1,393.00	\$2,904.00	\$0.00	10	0	0			
Mountain Plateau Total	911	91.30%	115	8	2	\$1,393.00	\$2,904.00	\$0.00	10	0	0	15%	\$3,652.45	\$3,652.45
CountyWide Total	911	92.37%	15502	1137	46	\$62,076.00	\$30,336.00	\$0.00	1183	560	516		\$69,253.85	\$69,253.85

# AMBULANCE PATIENT OFFLOAD DELAYS



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