



Ambulance Response Compliance Review

AMR Compliance Summary-*Draft*
1/1/2019 – 12/31/2019

CONTENTS

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

Mountain Plateau Zone: Response and Compliance Data	37
Mountain Plateau Zone: Exemptions and >10 Minutes Late	38
January 2019 Compliance Report.....	39
February 2019 Compliance Report.....	40
March 2019 Compliance Report.....	41
April 2019 Compliance Report.....	42
May 2019 Compliance Report	43
June 2019 Compliance Report.....	44
July 2019 Compliance Report	45
August 2019 Compliance Report	46
September 2019 Compliance Report	47
October 2019 Compliance Report	48
November 2019 Compliance Report	49
December 2019 Compliance Report	50
Ambulance Patient Offload Time	51

RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

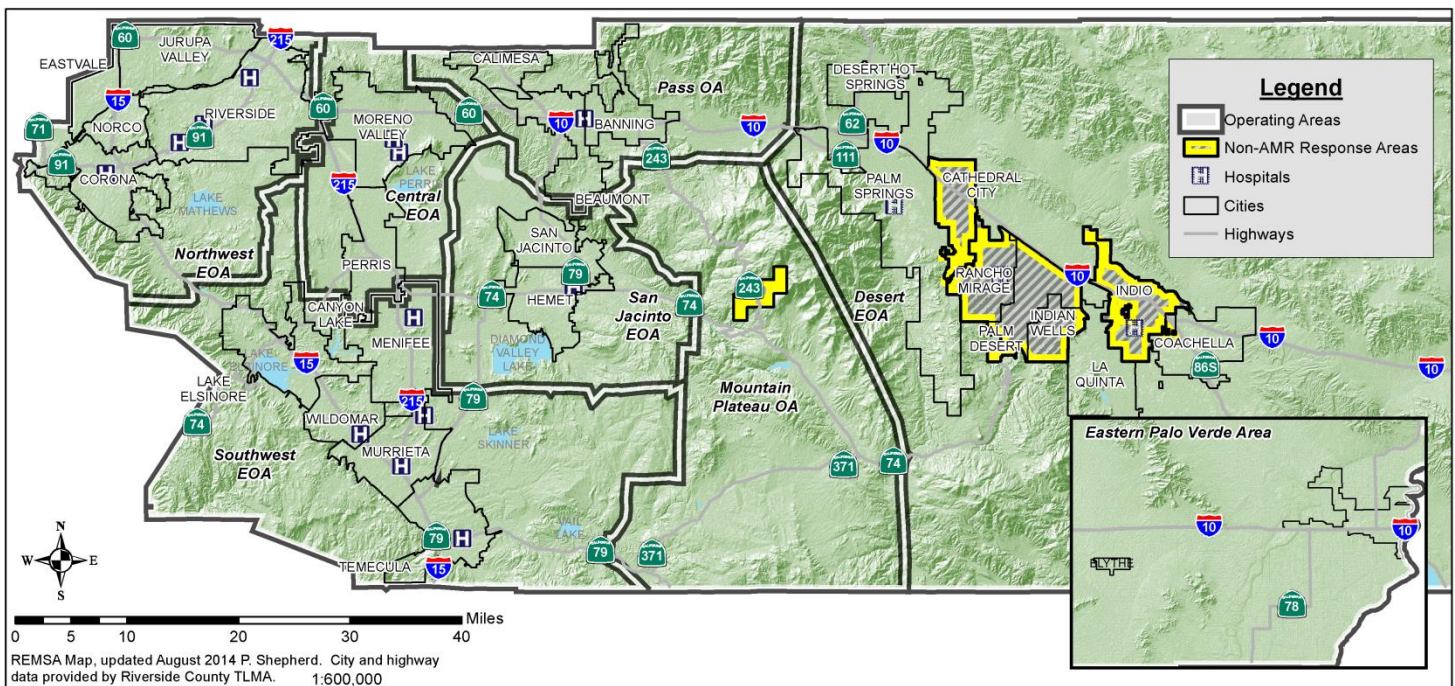
Overview

The Riverside County EMS System covers all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for most of Riverside County, and this report outlines the AMR response time compliance in Riverside County through the end of 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



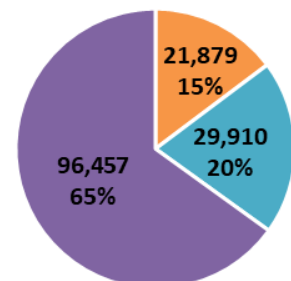
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

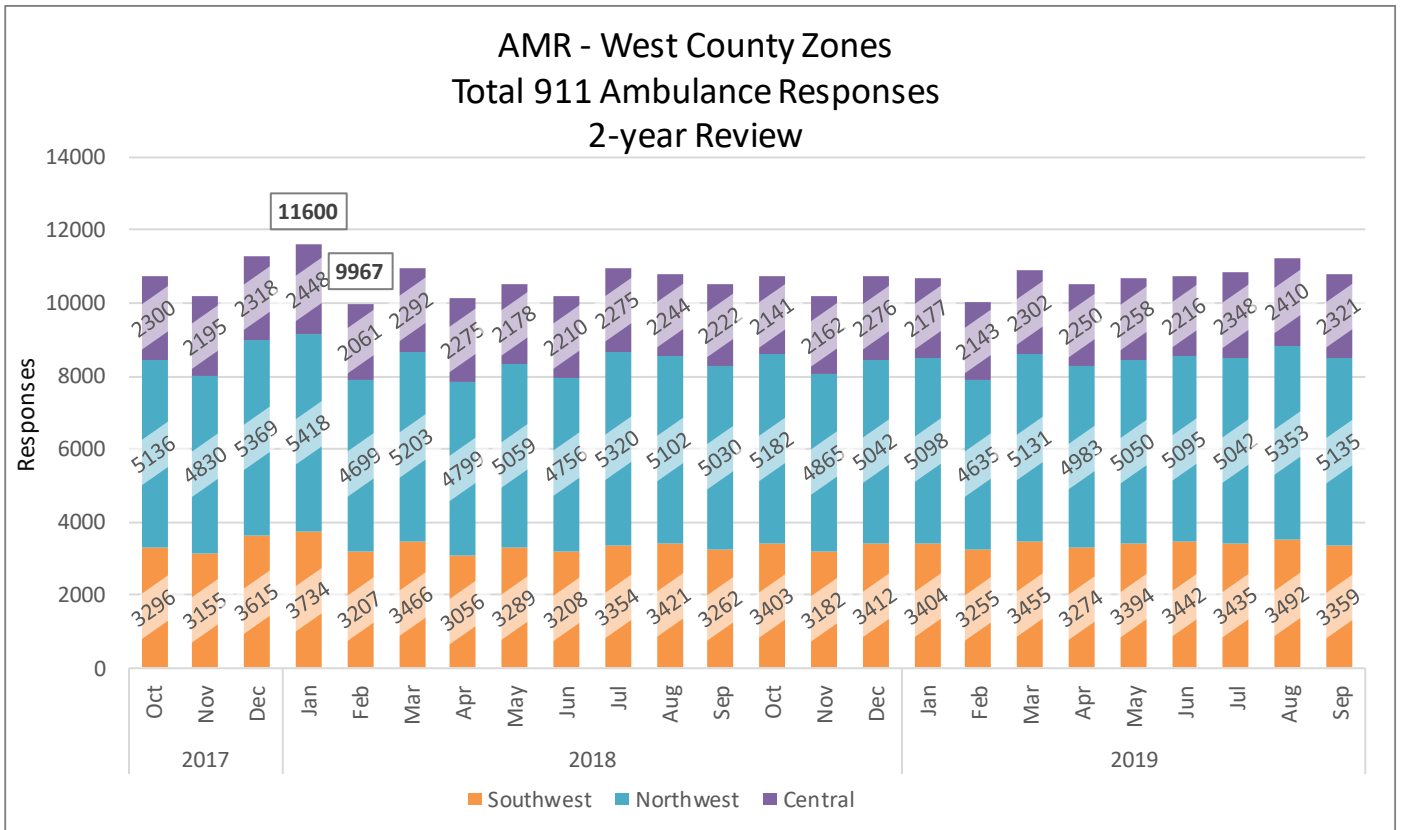
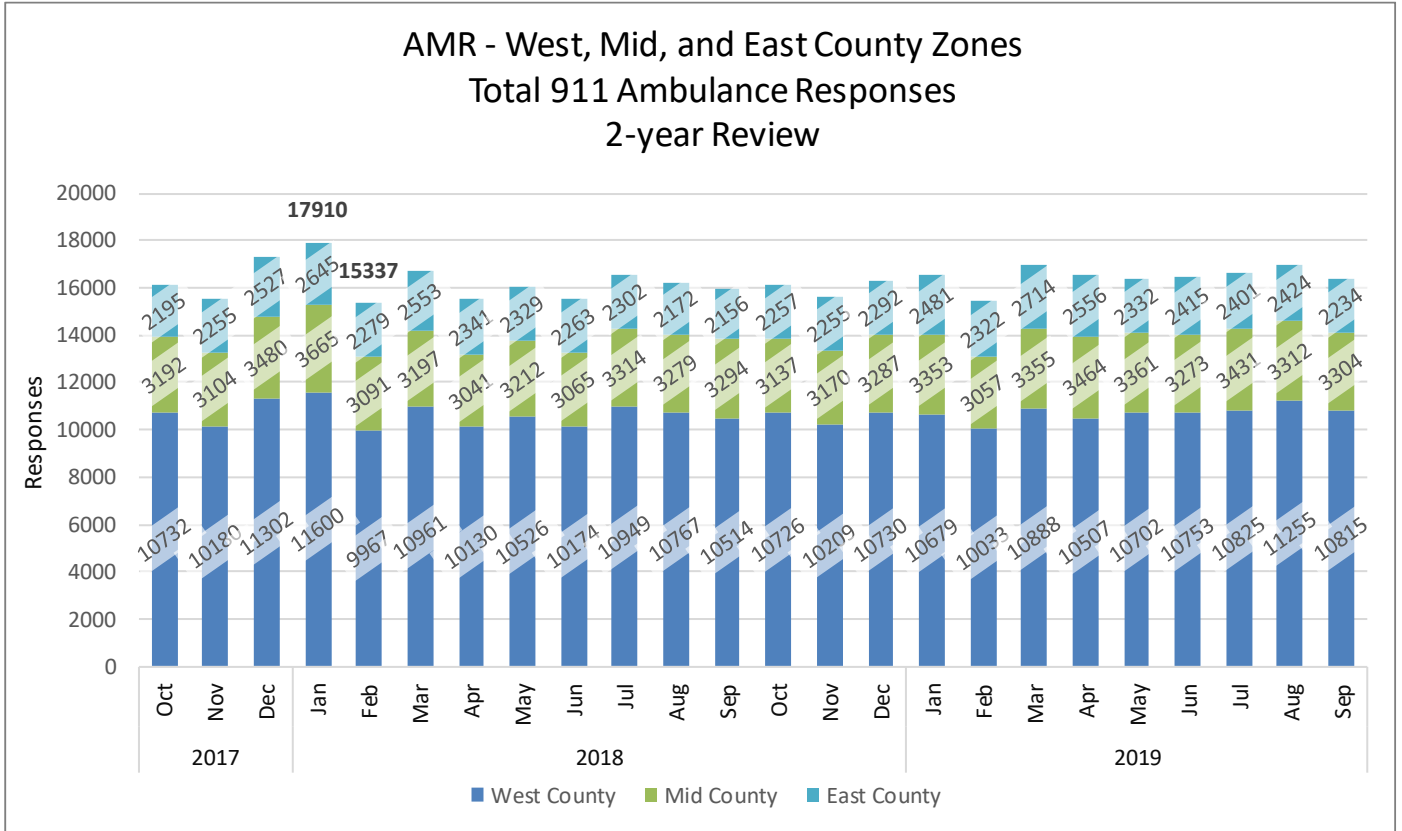
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jan 2019 through Sep 2019

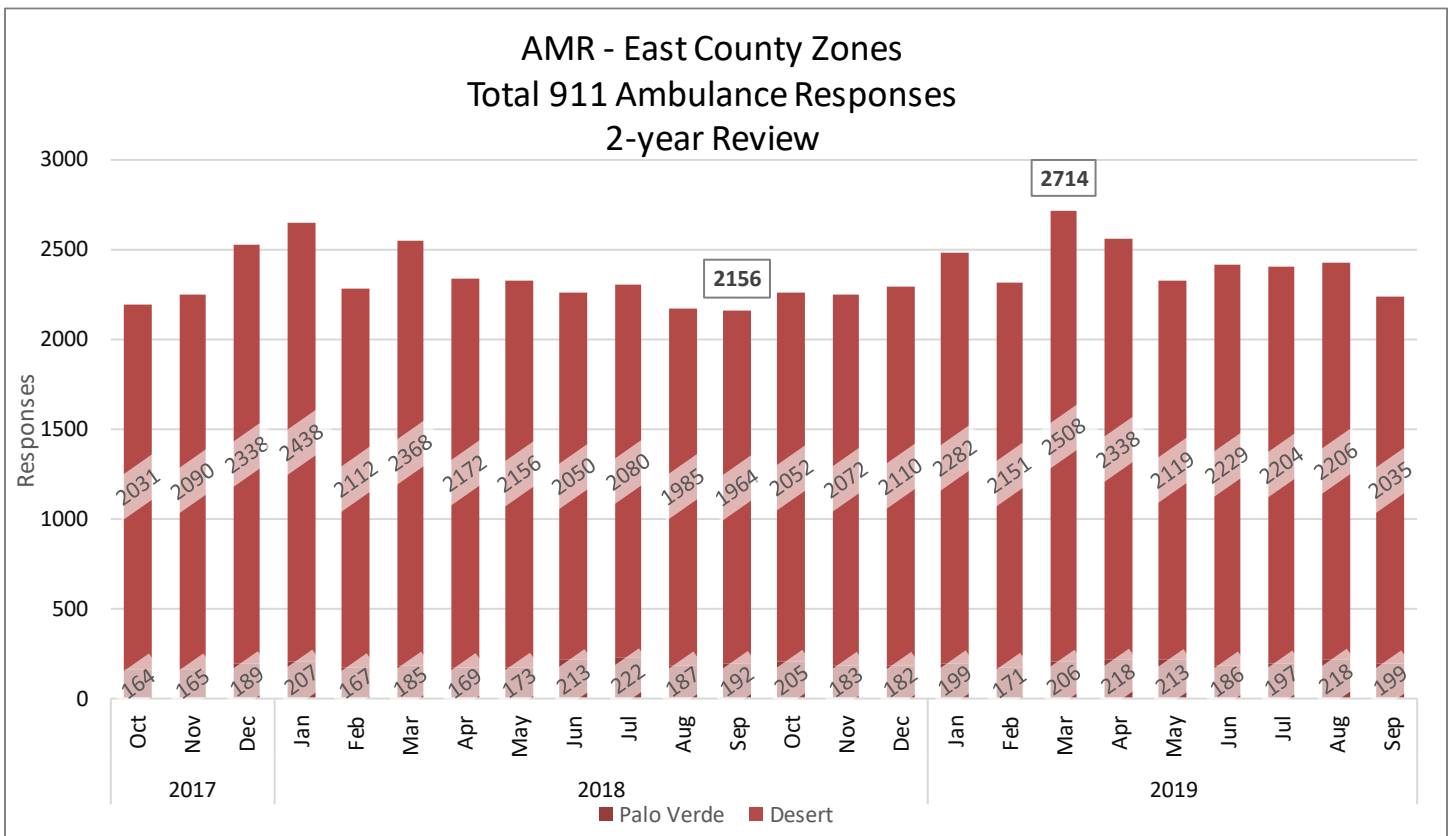
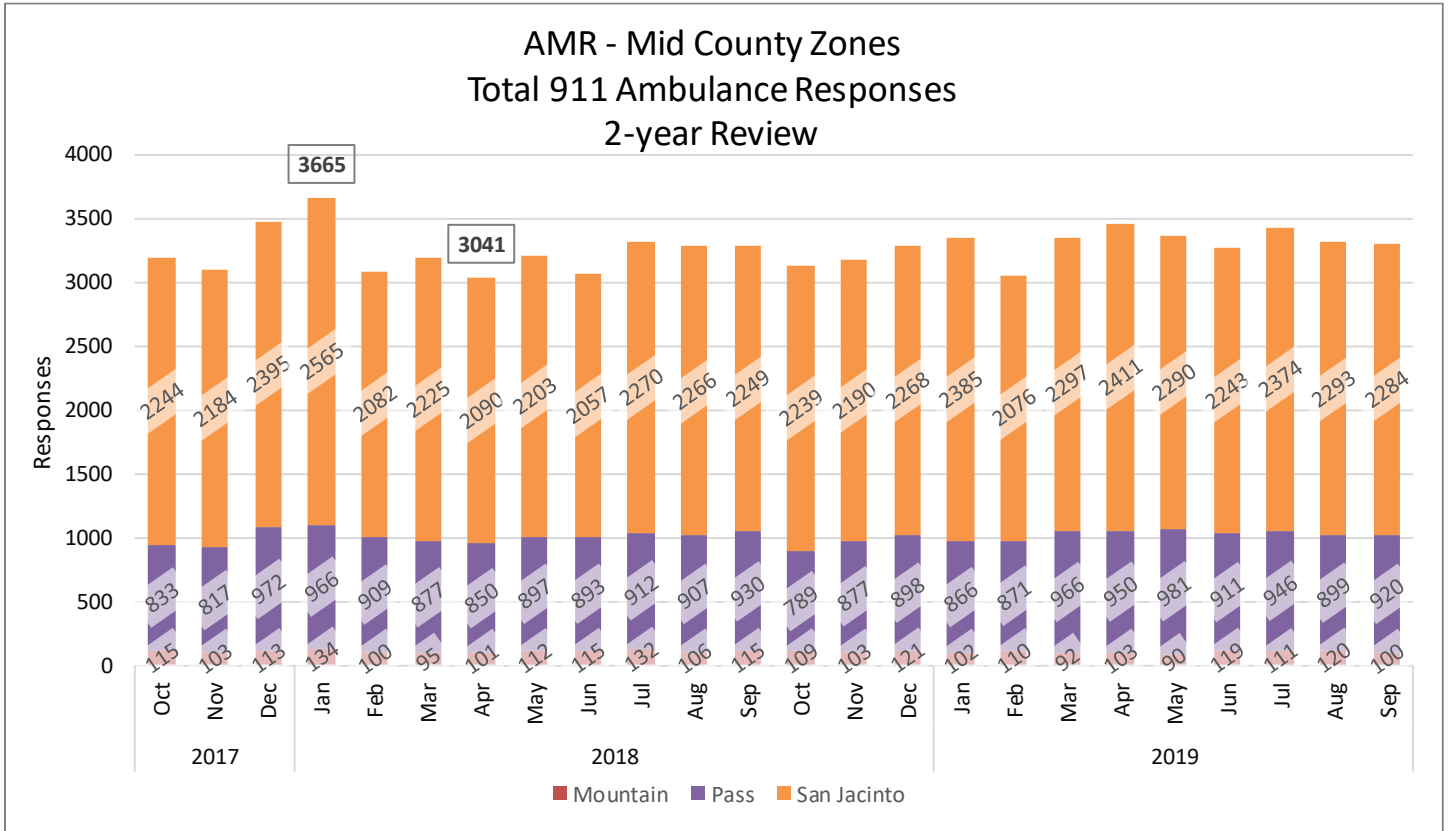


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



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



CENTRAL ZONE

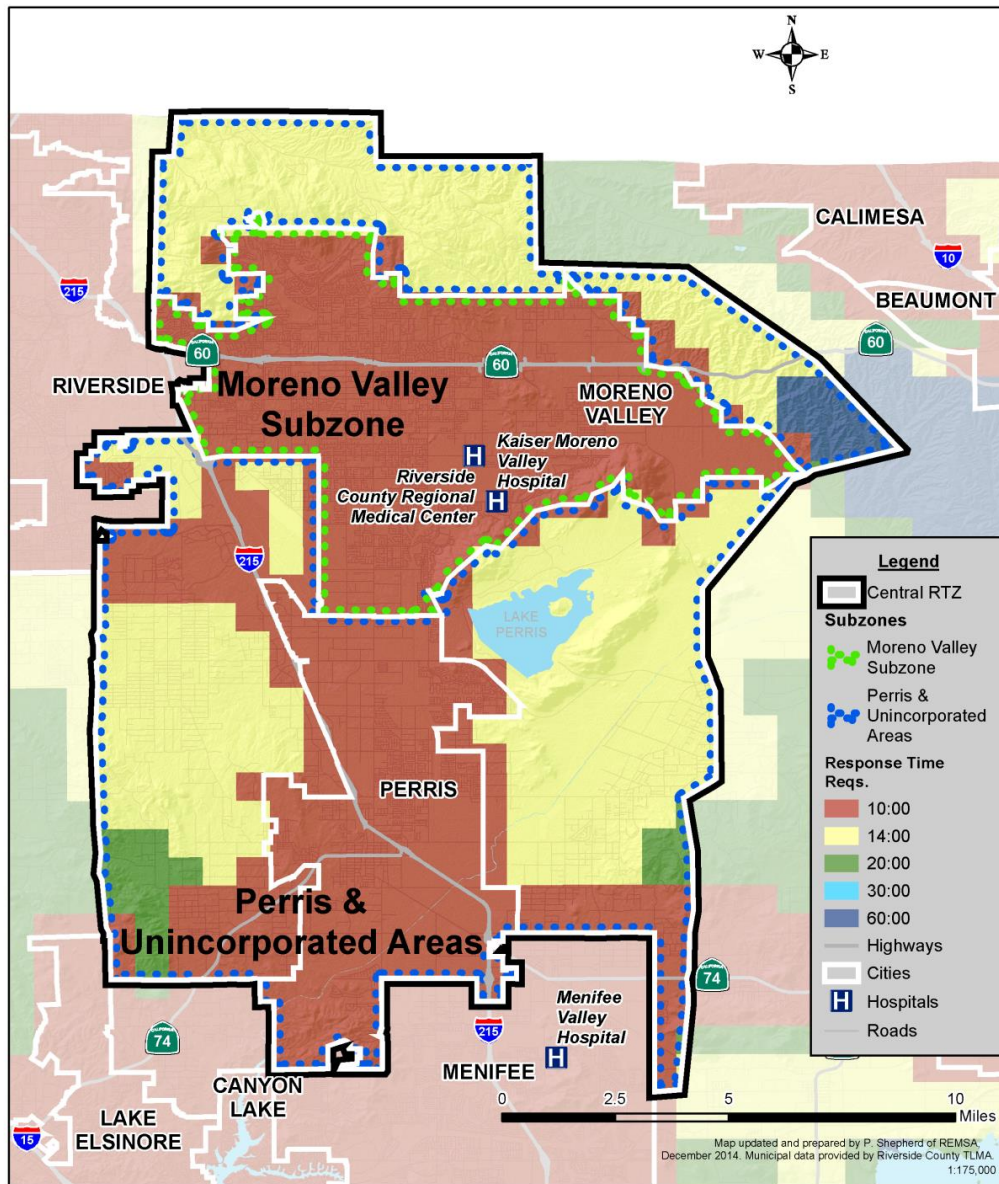
The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: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

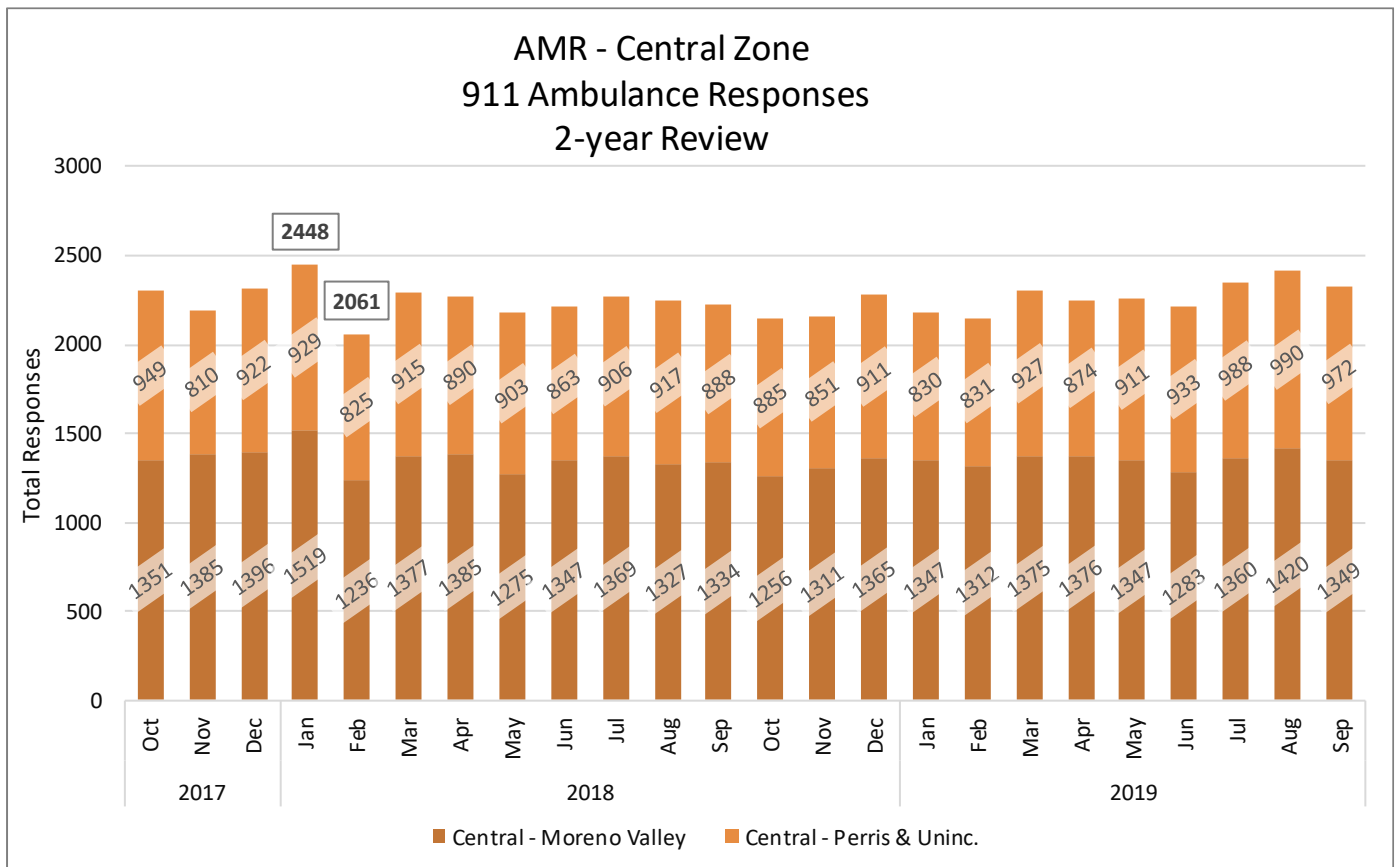
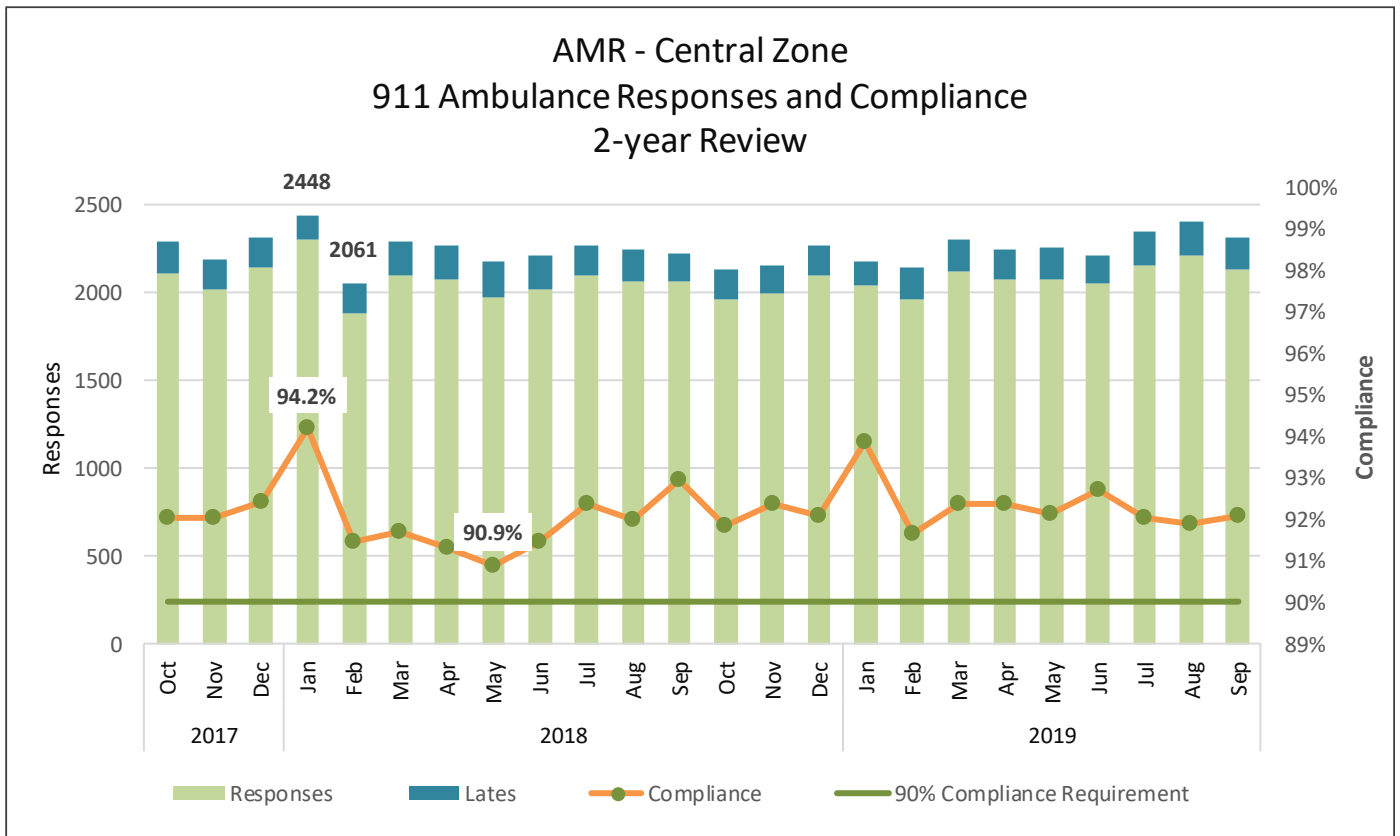


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

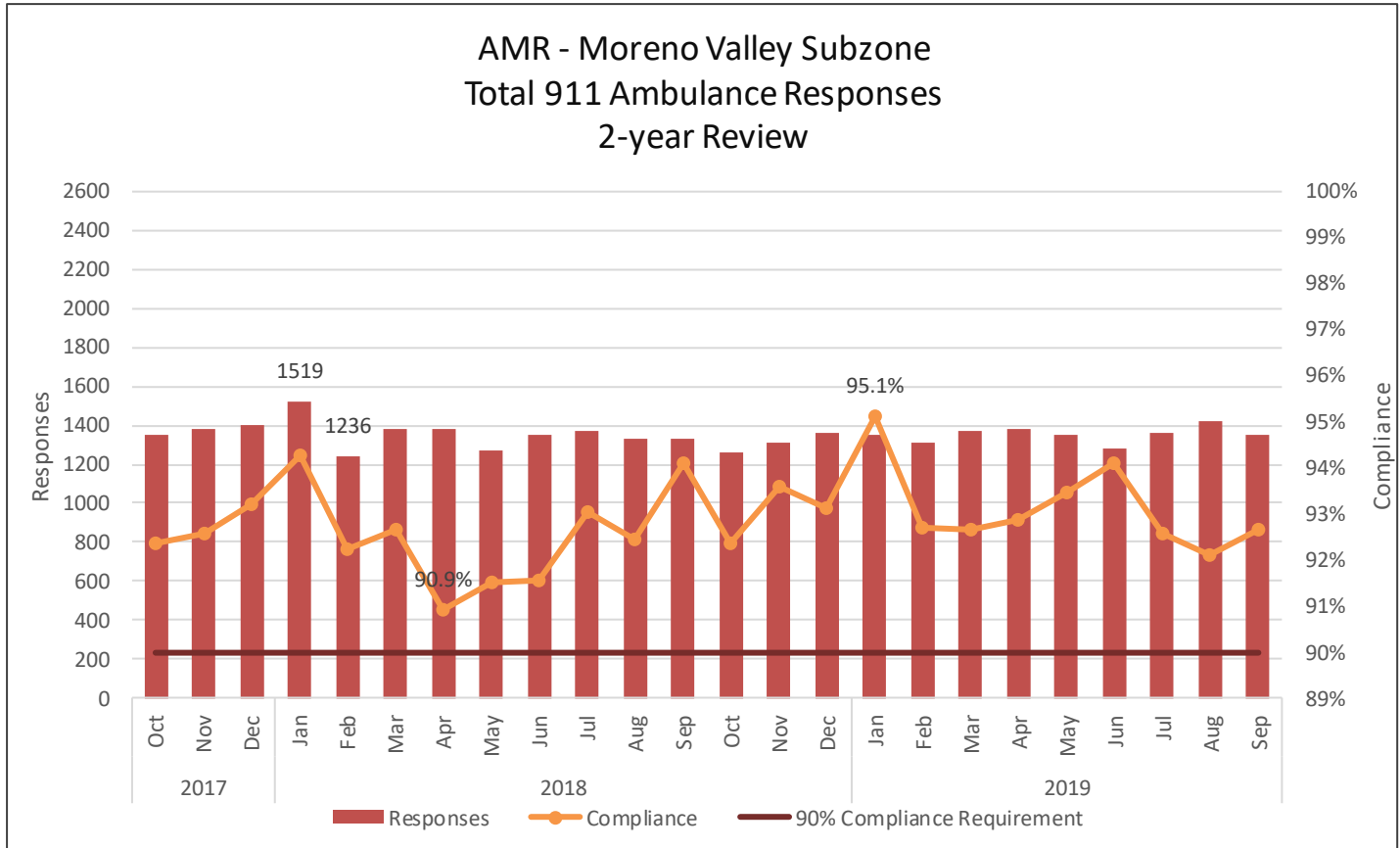
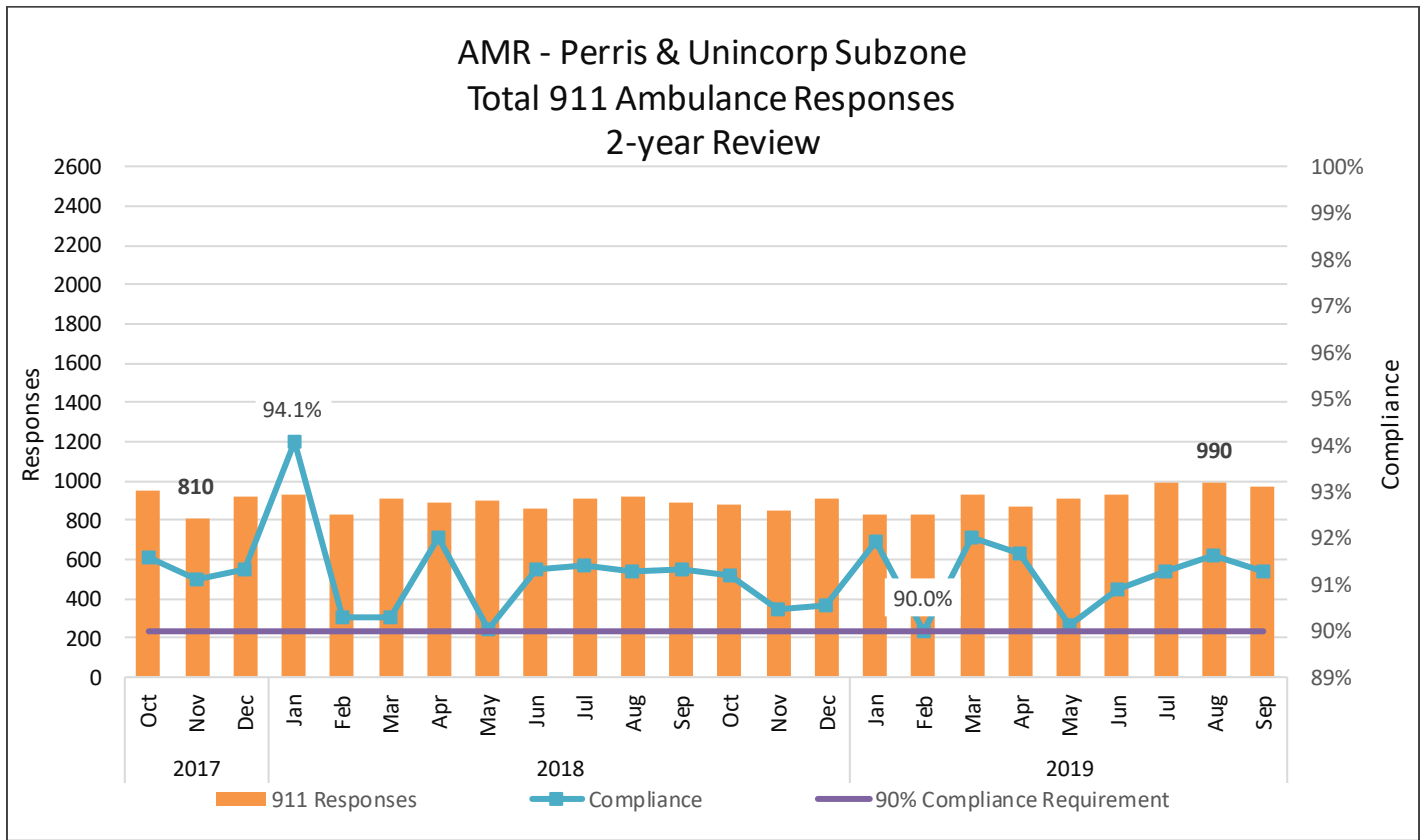
CENTRAL



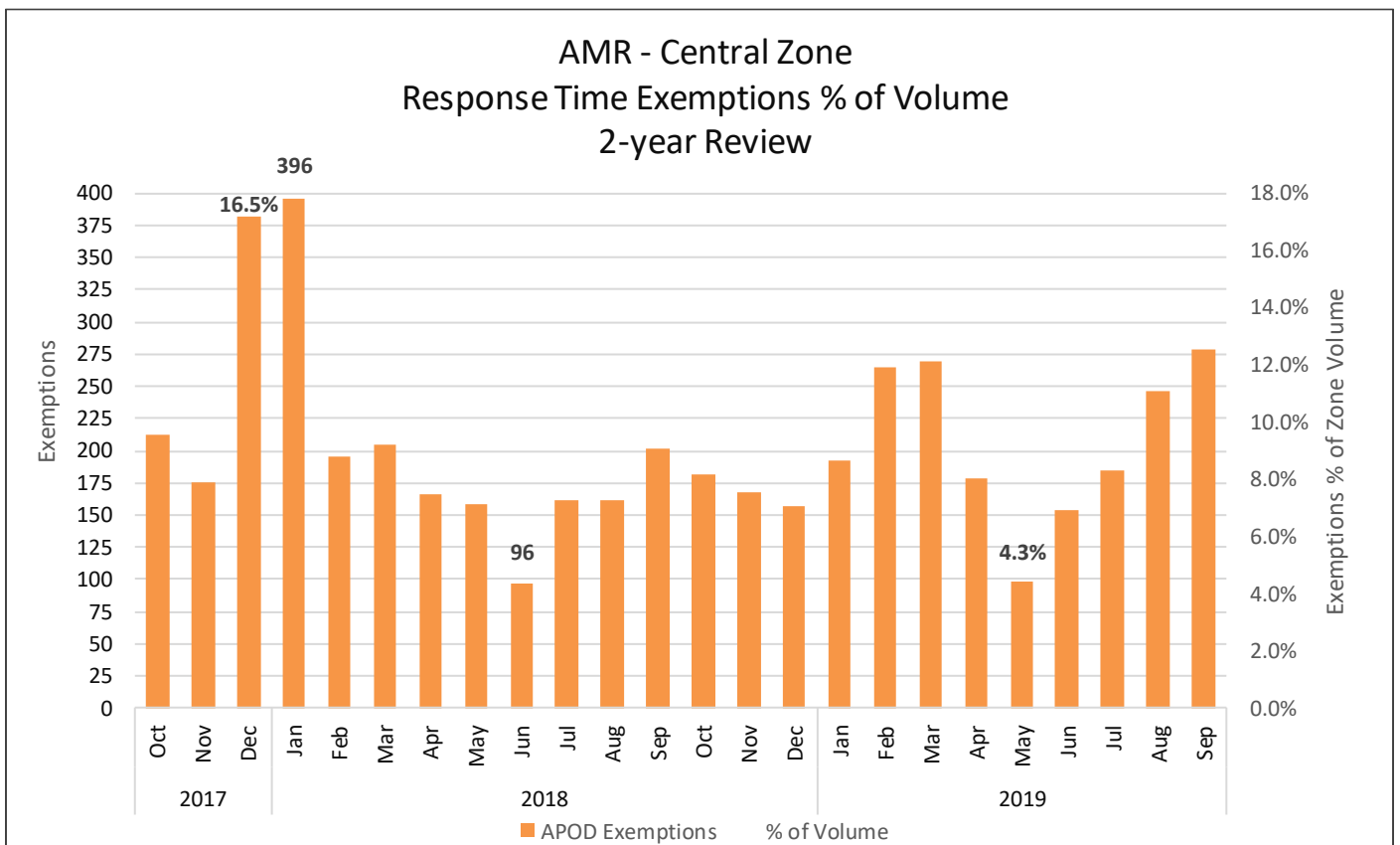
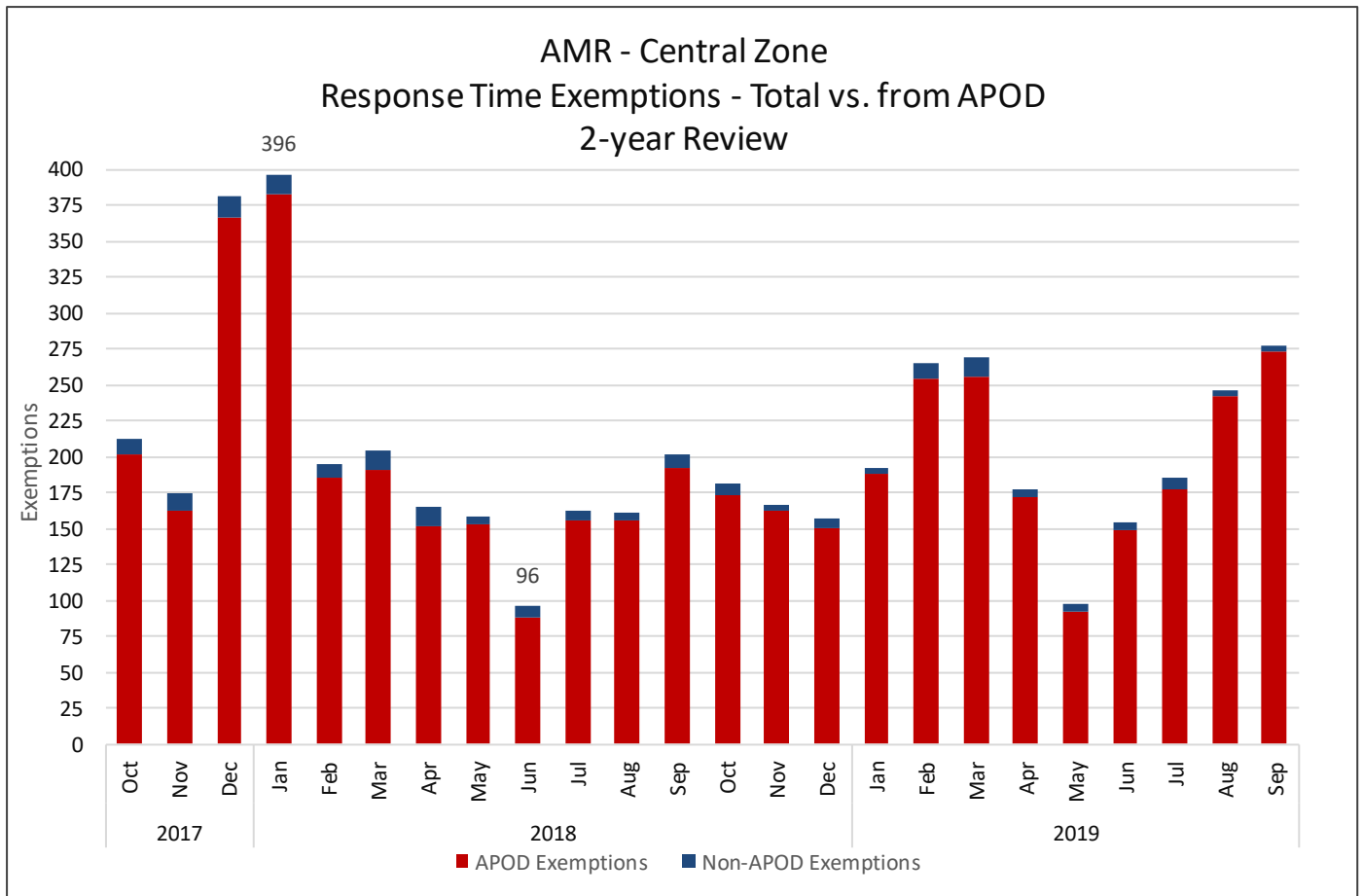
Central Zone: Response and Compliance Data



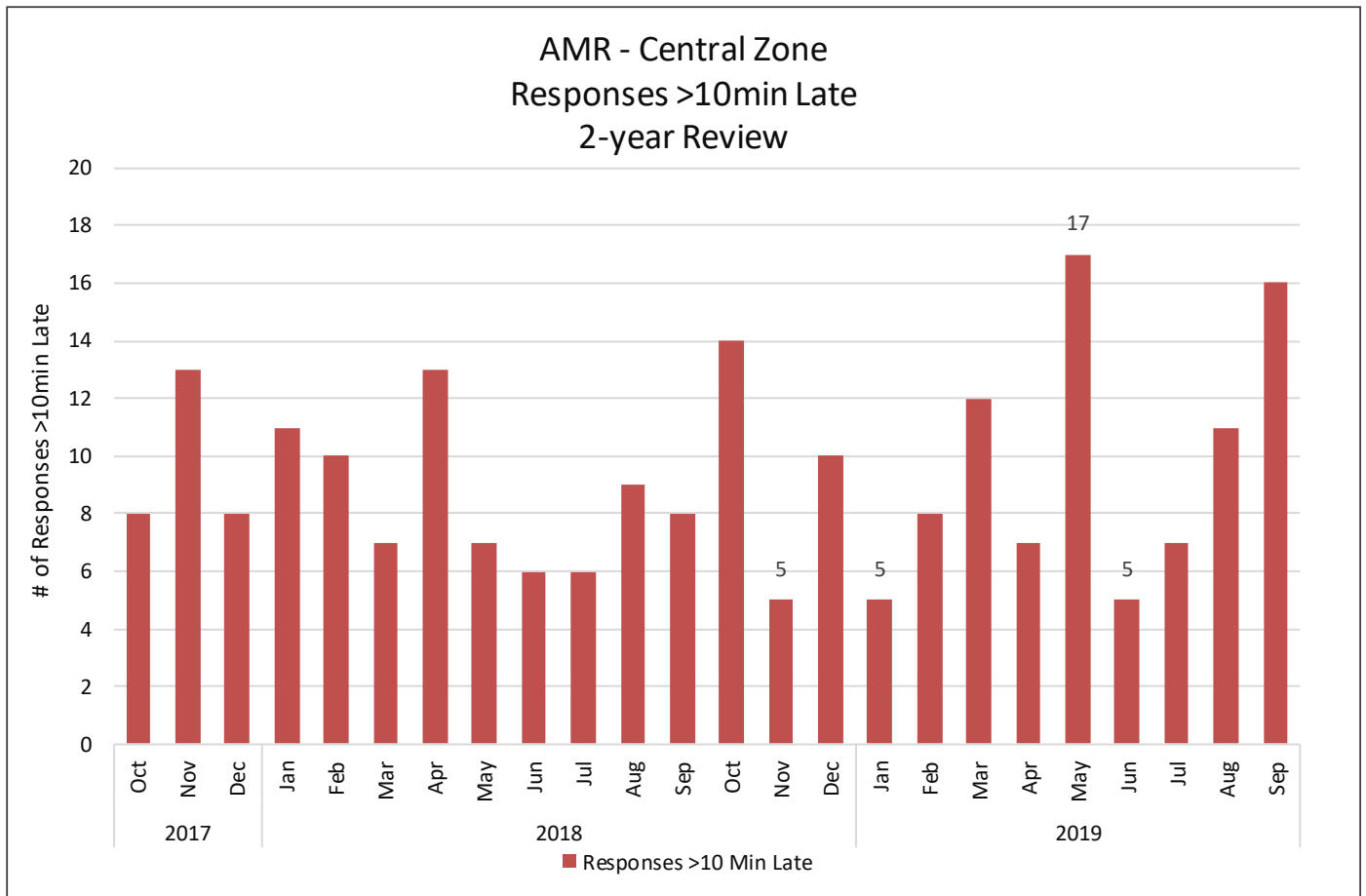
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

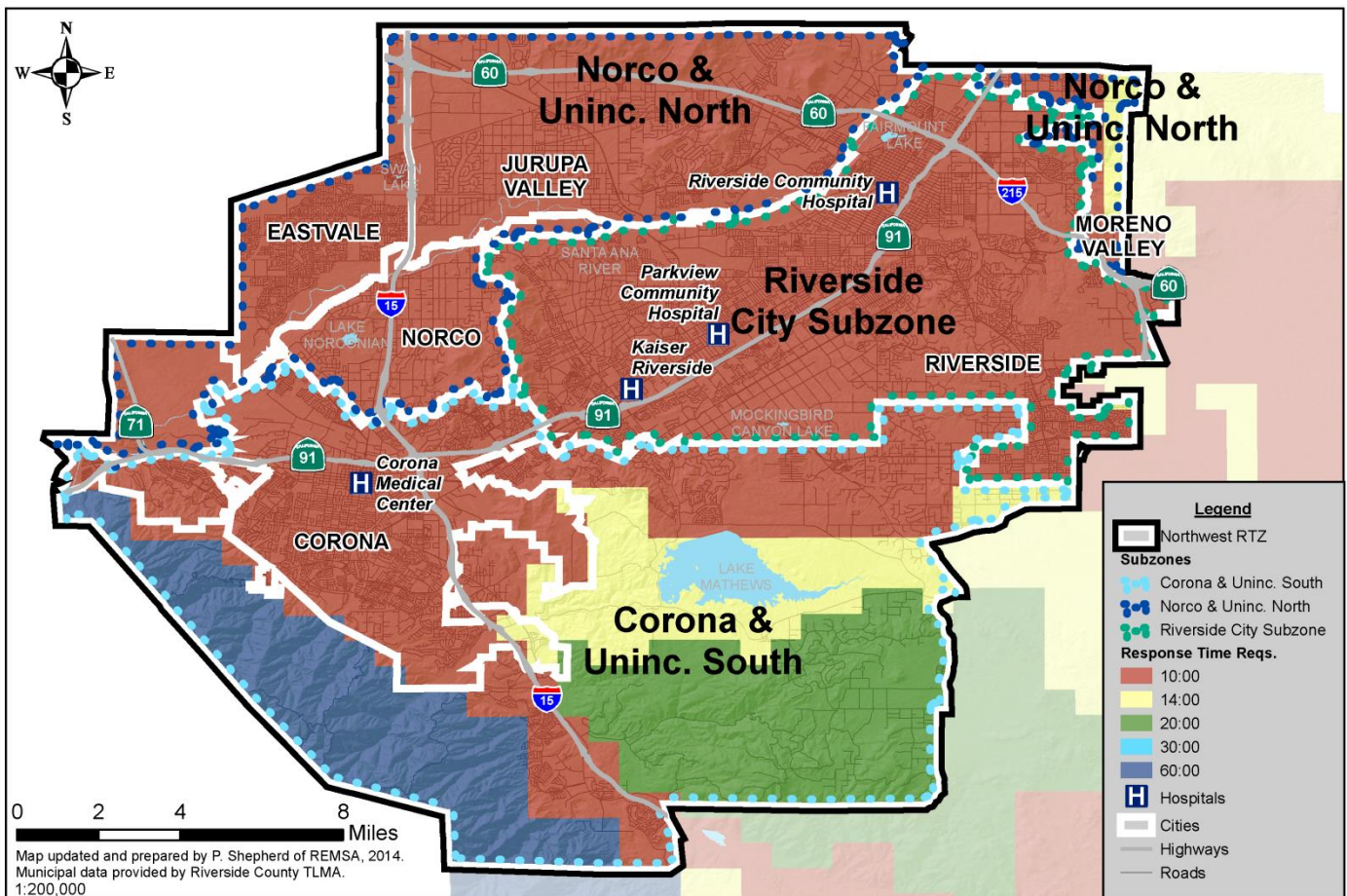


NORTHWEST ZONE

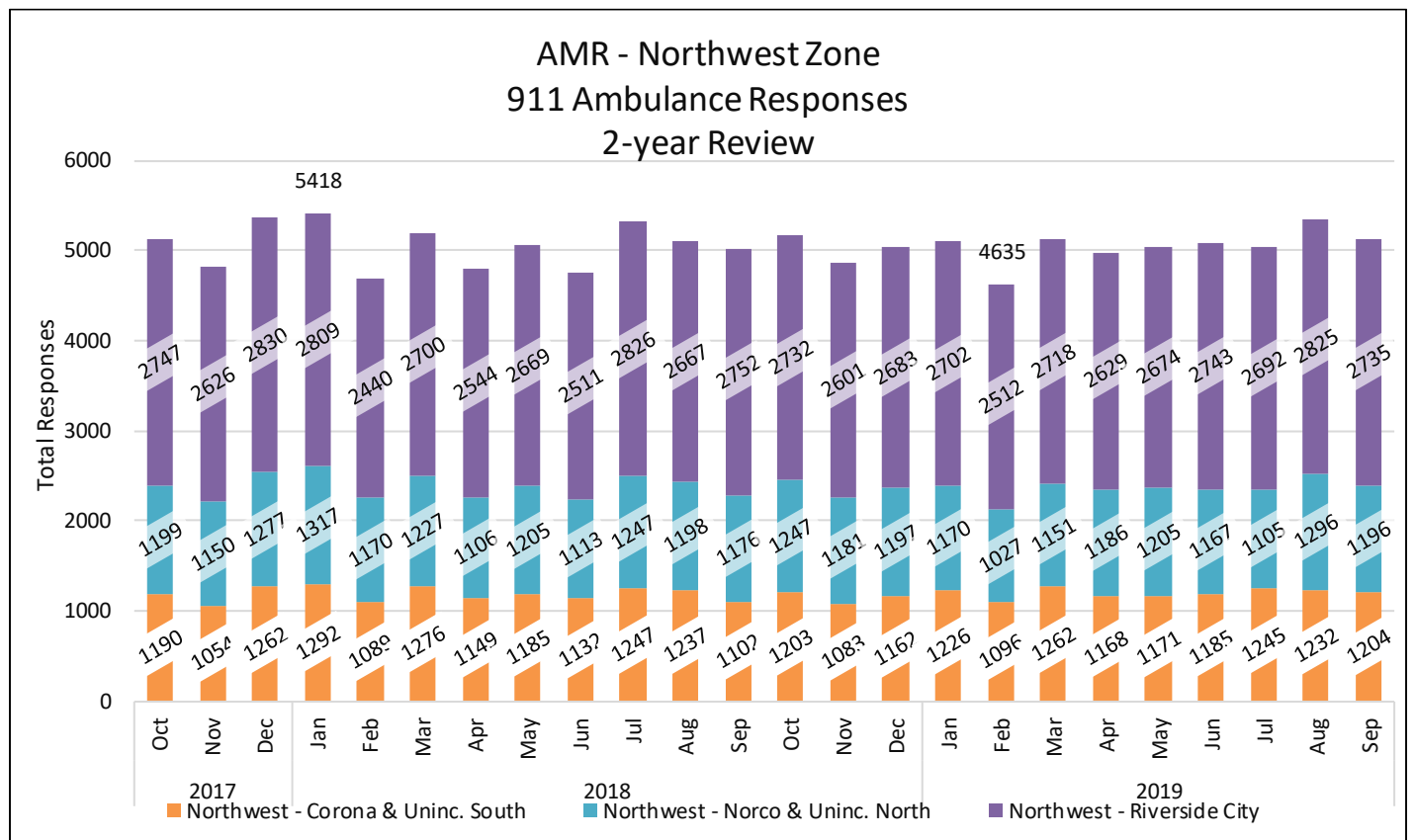
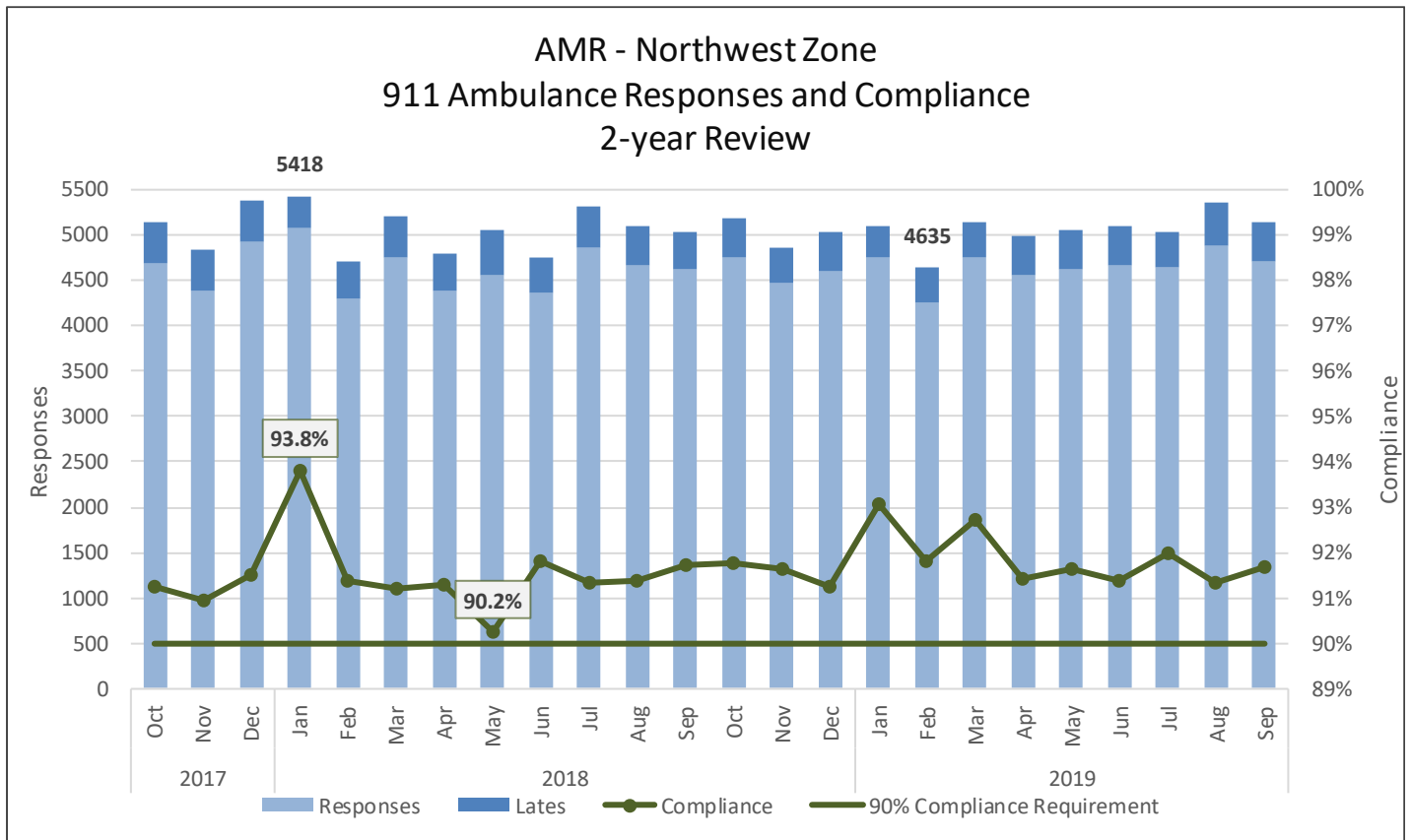
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



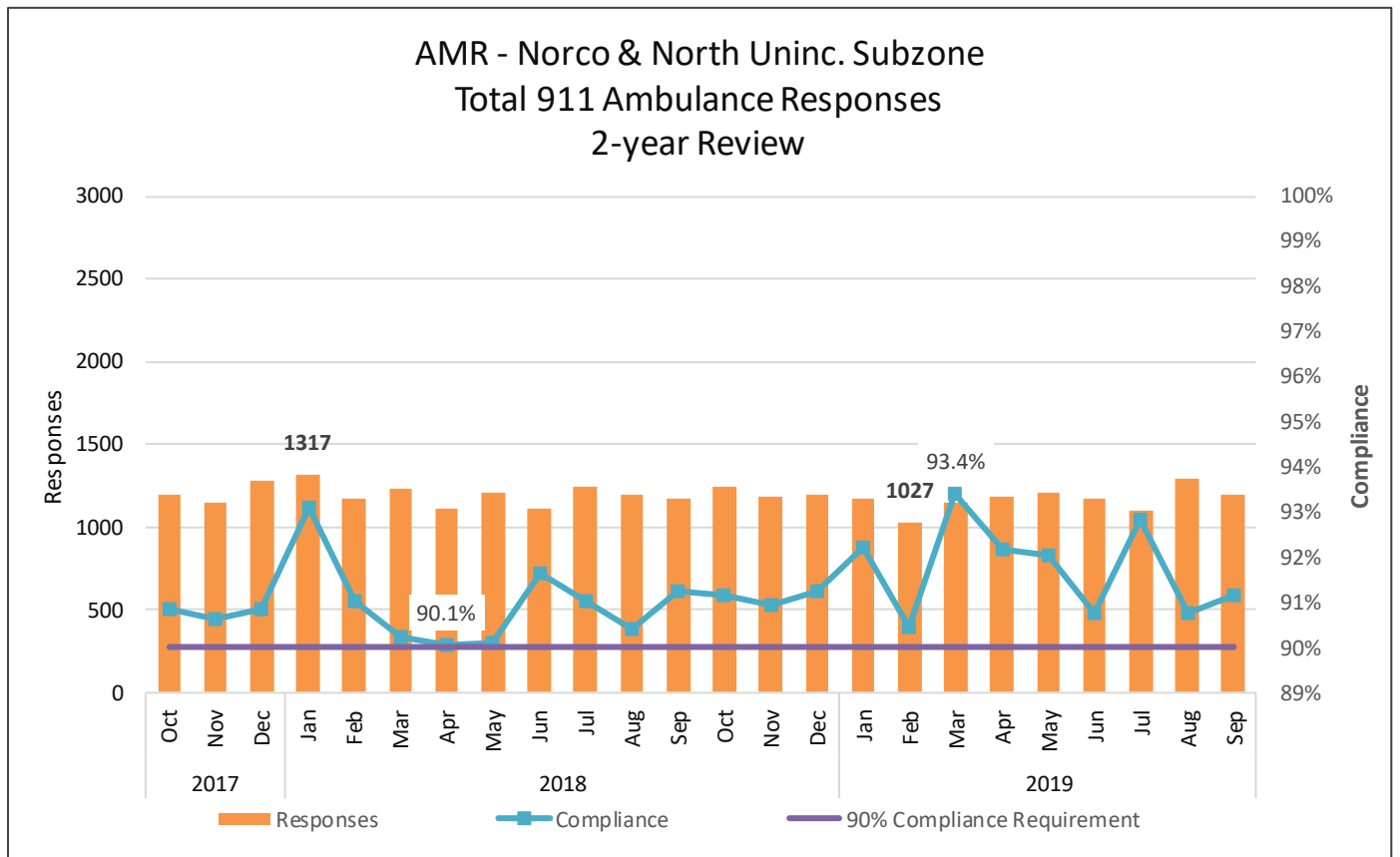
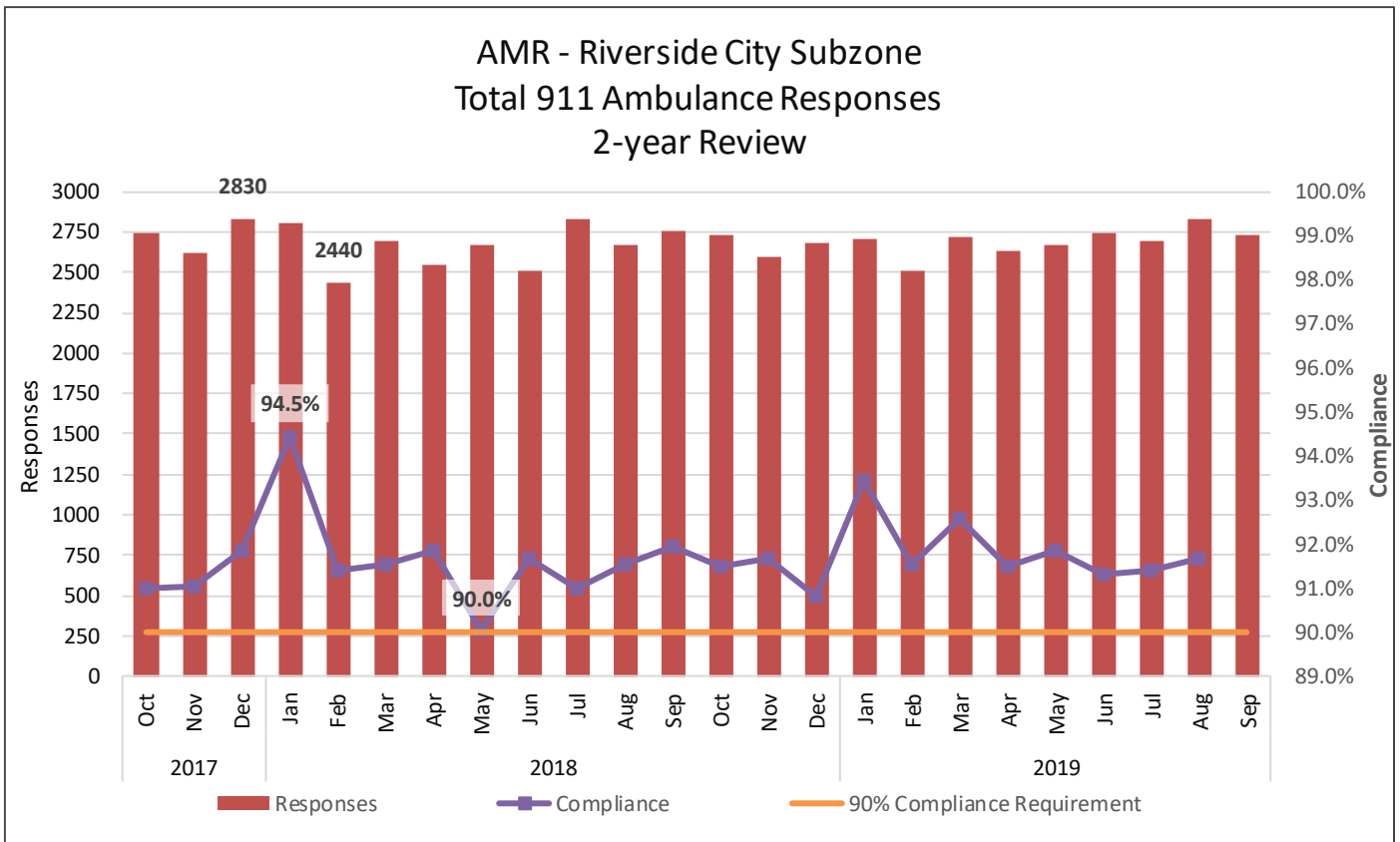
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



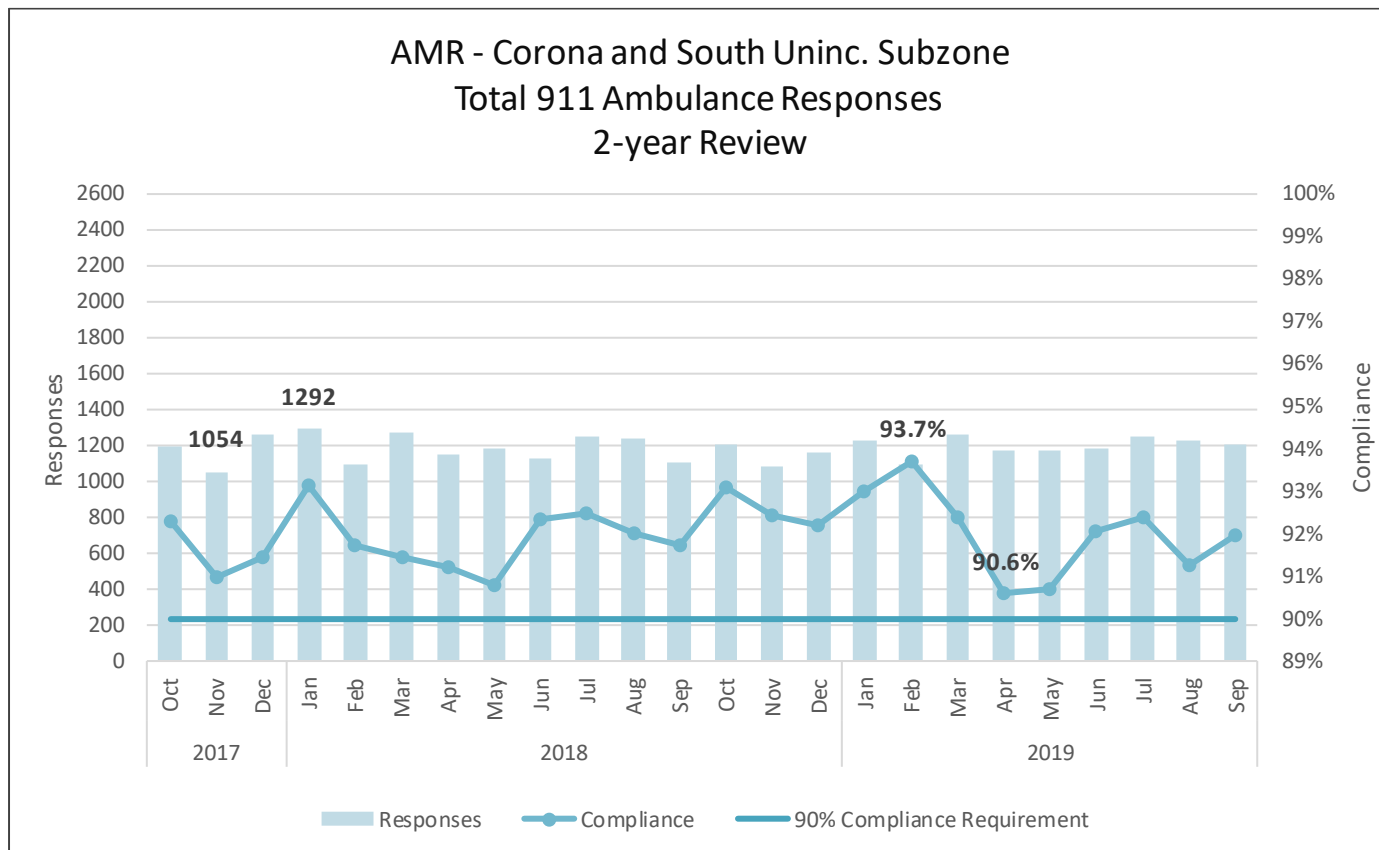
Northwest Zone: Response and Compliance Data



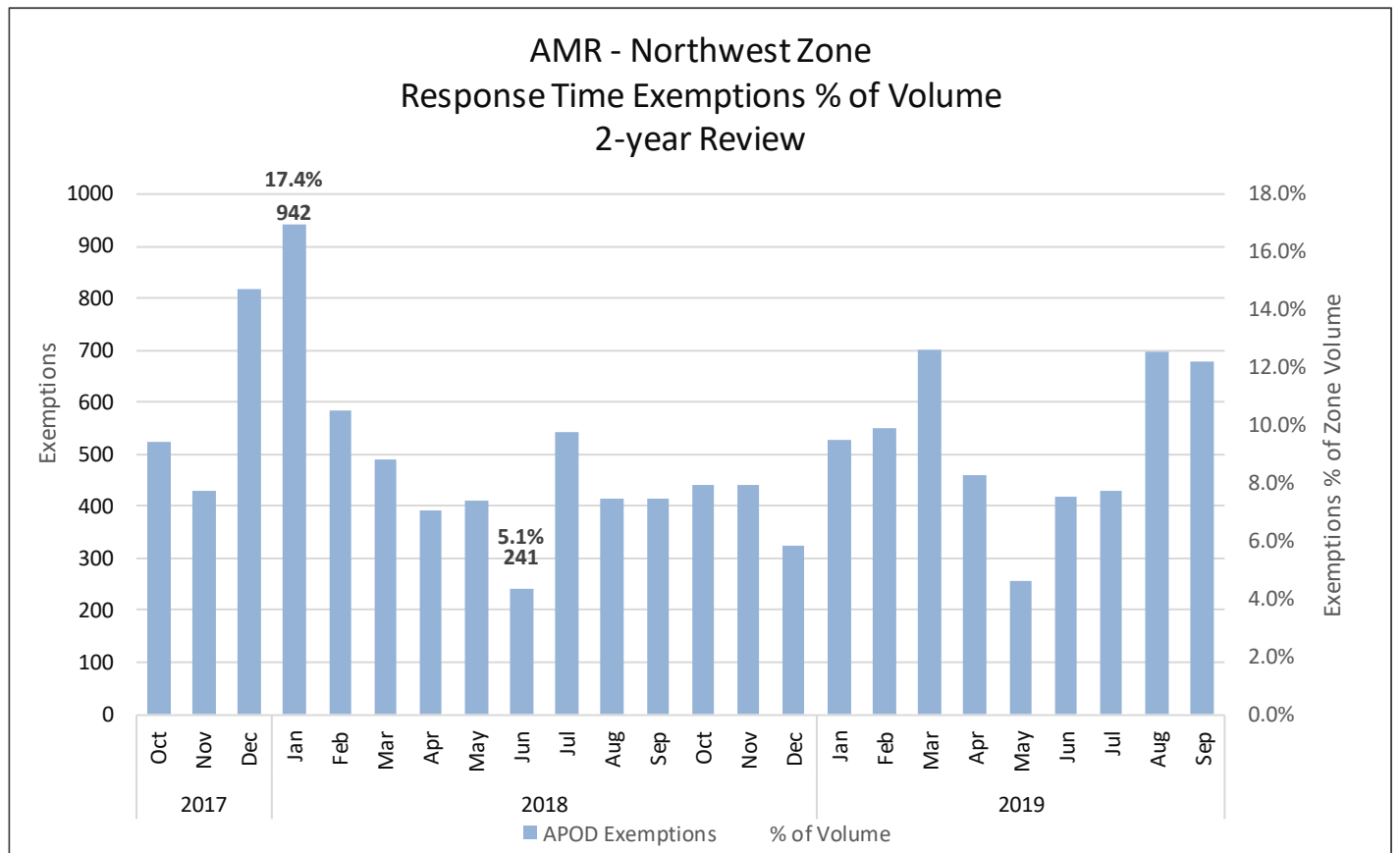
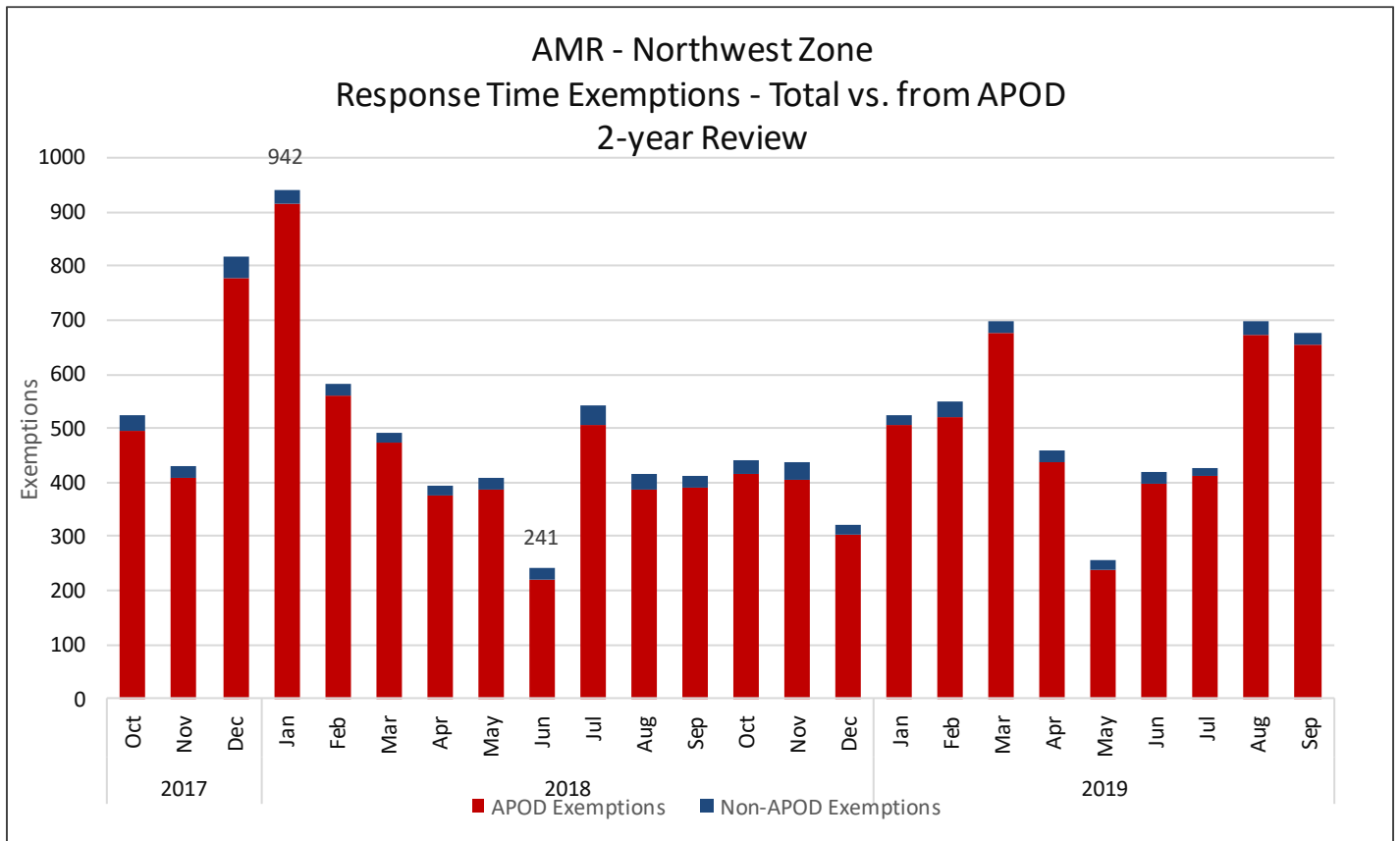
Northwest Zone: Subzone Response and Compliance Data



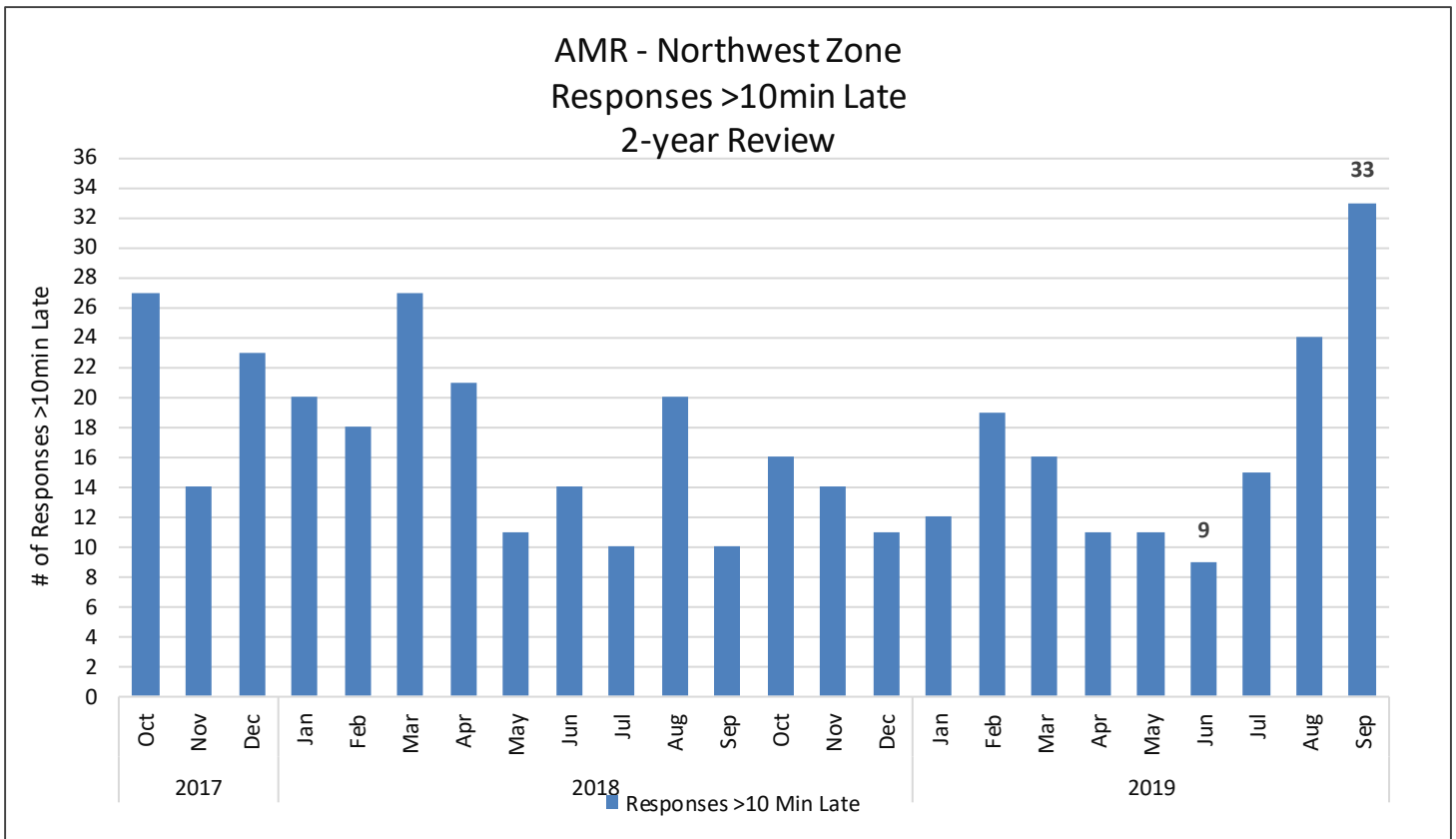
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



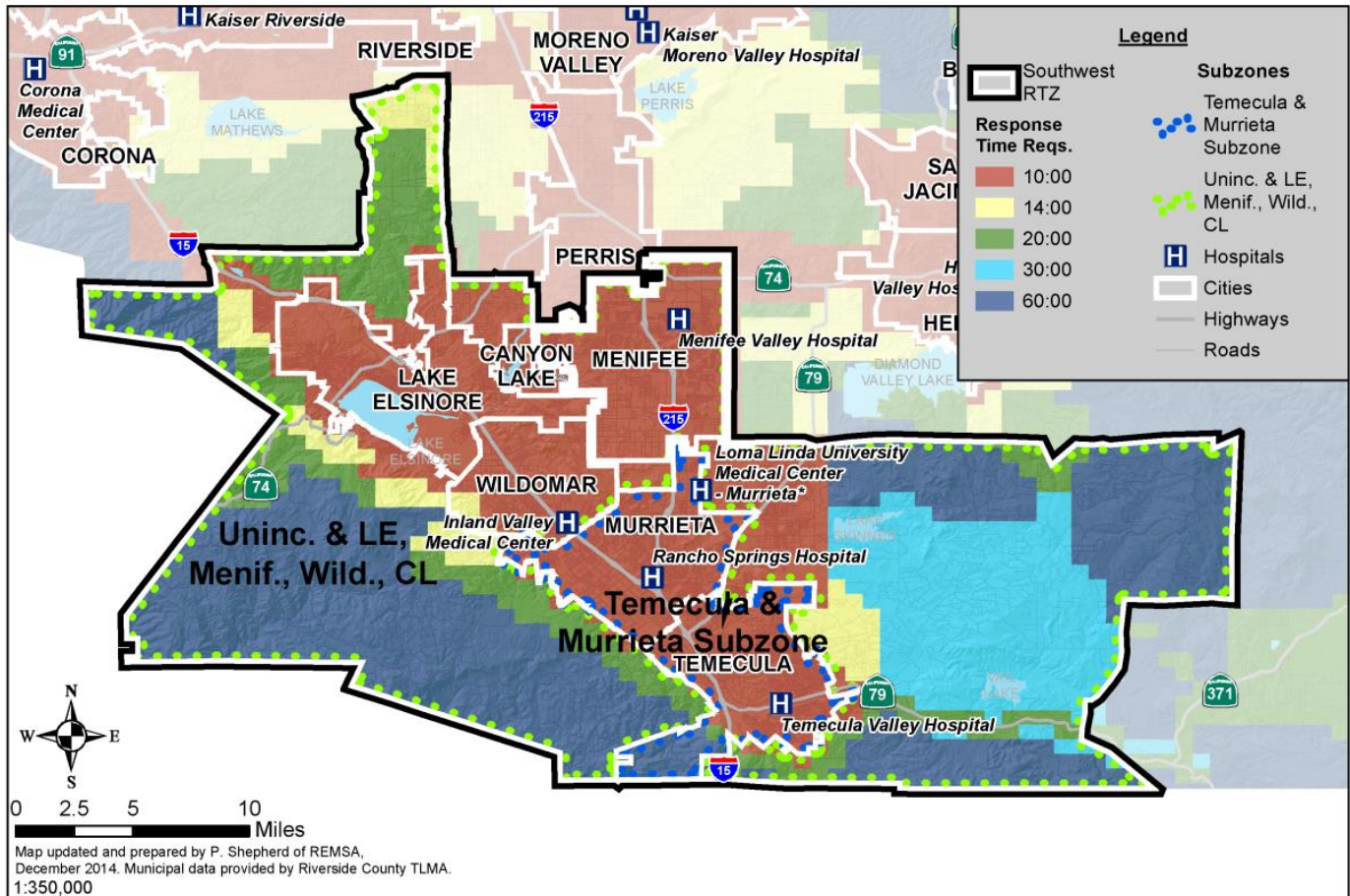
SOUTHWEST ZONE

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.

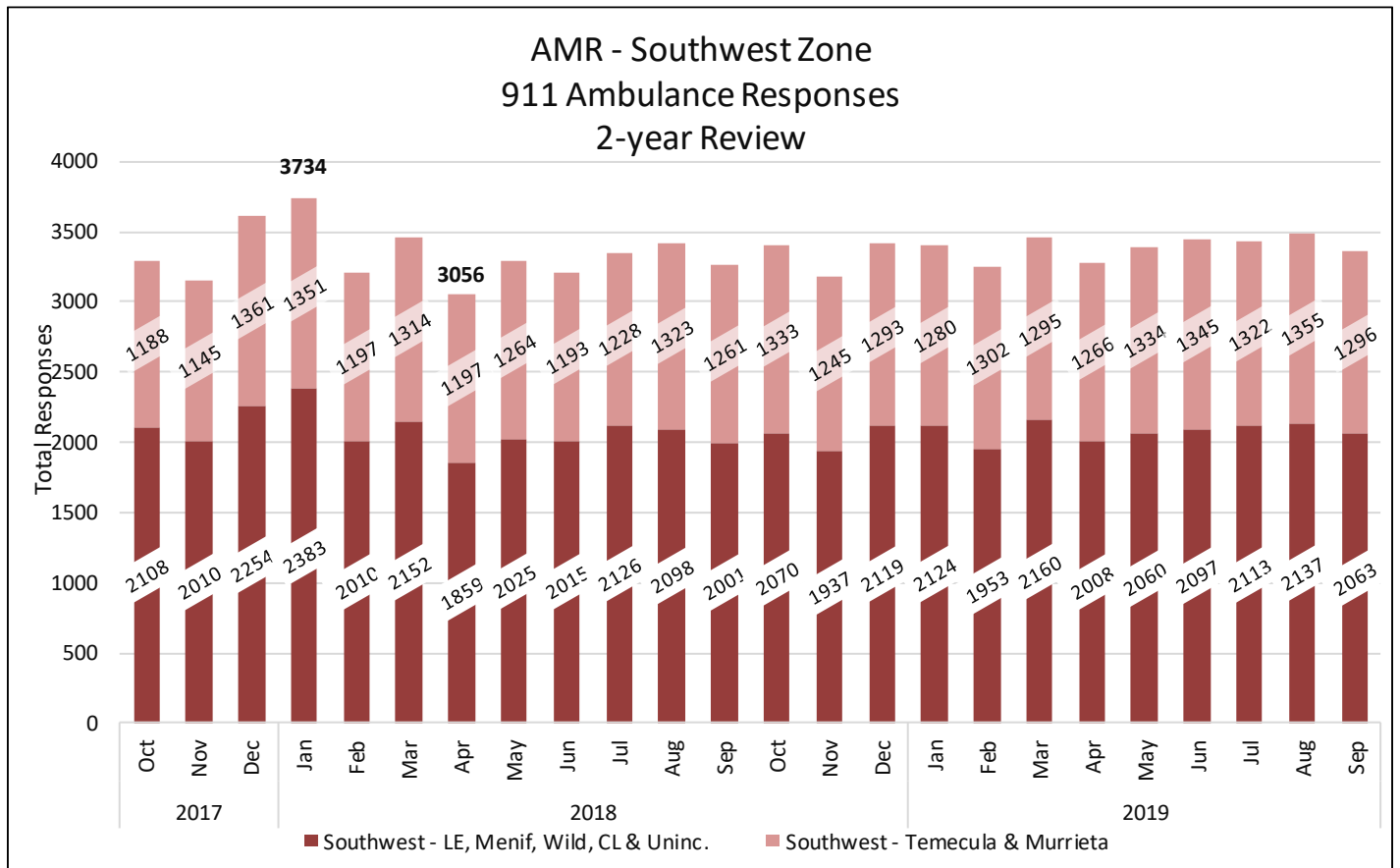
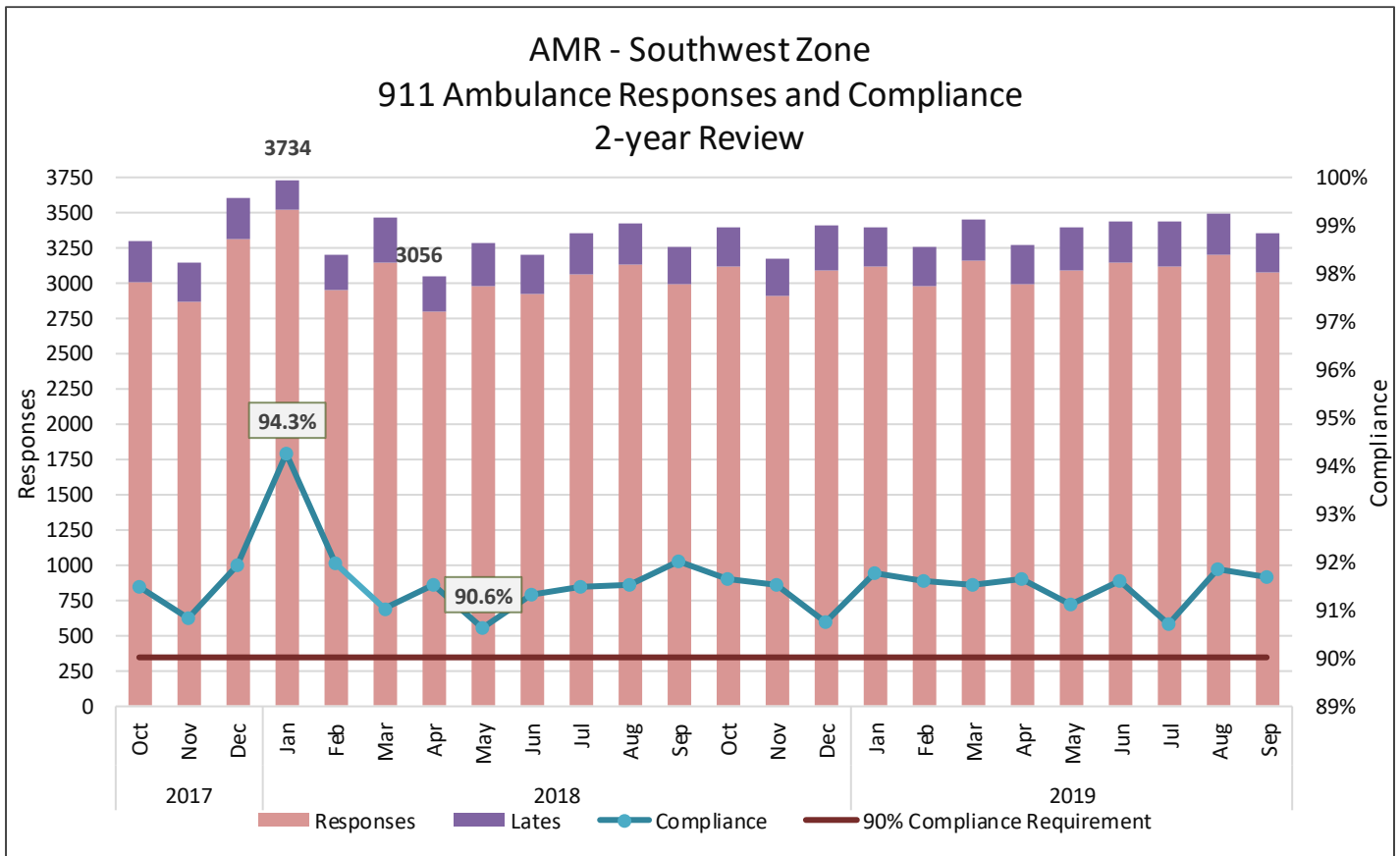


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

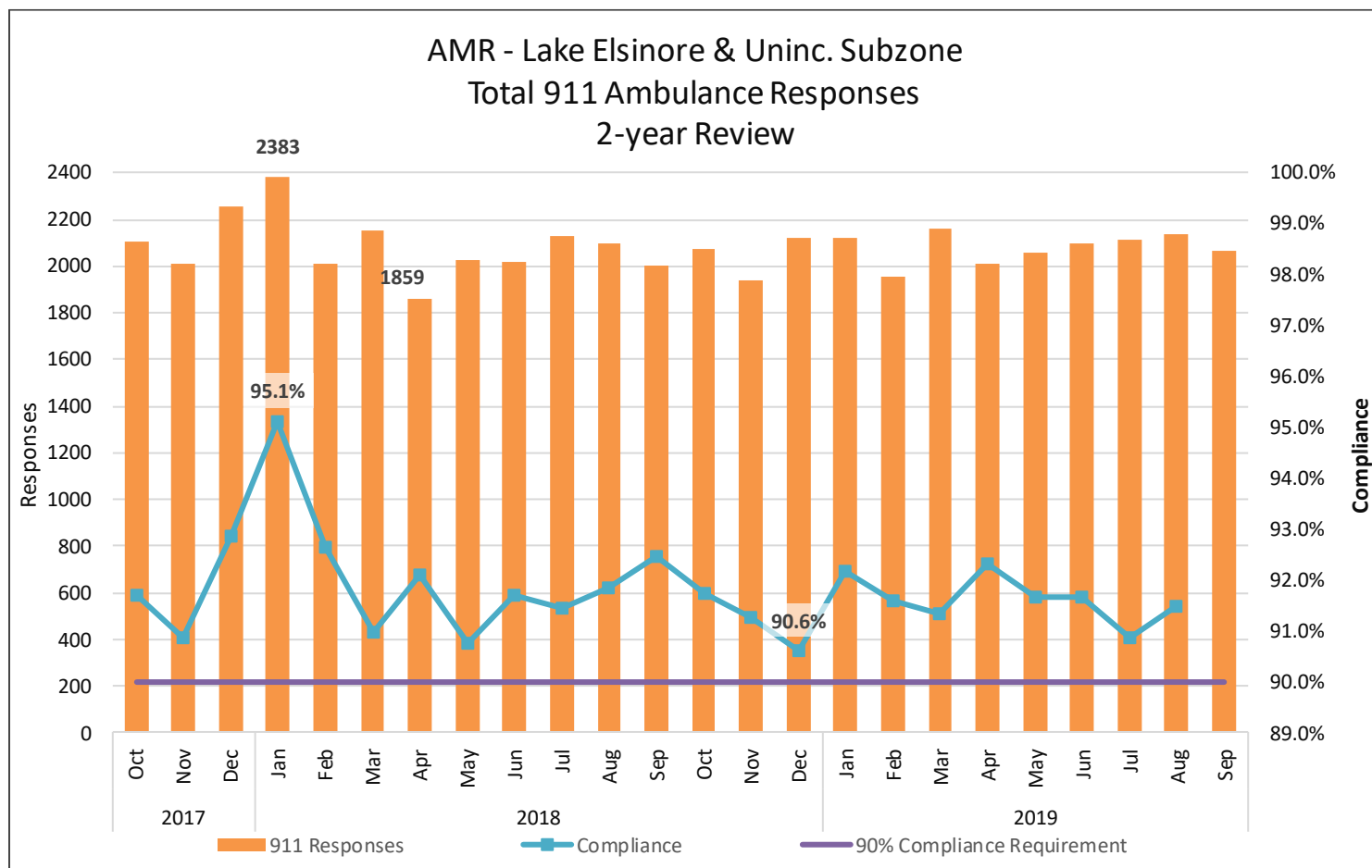
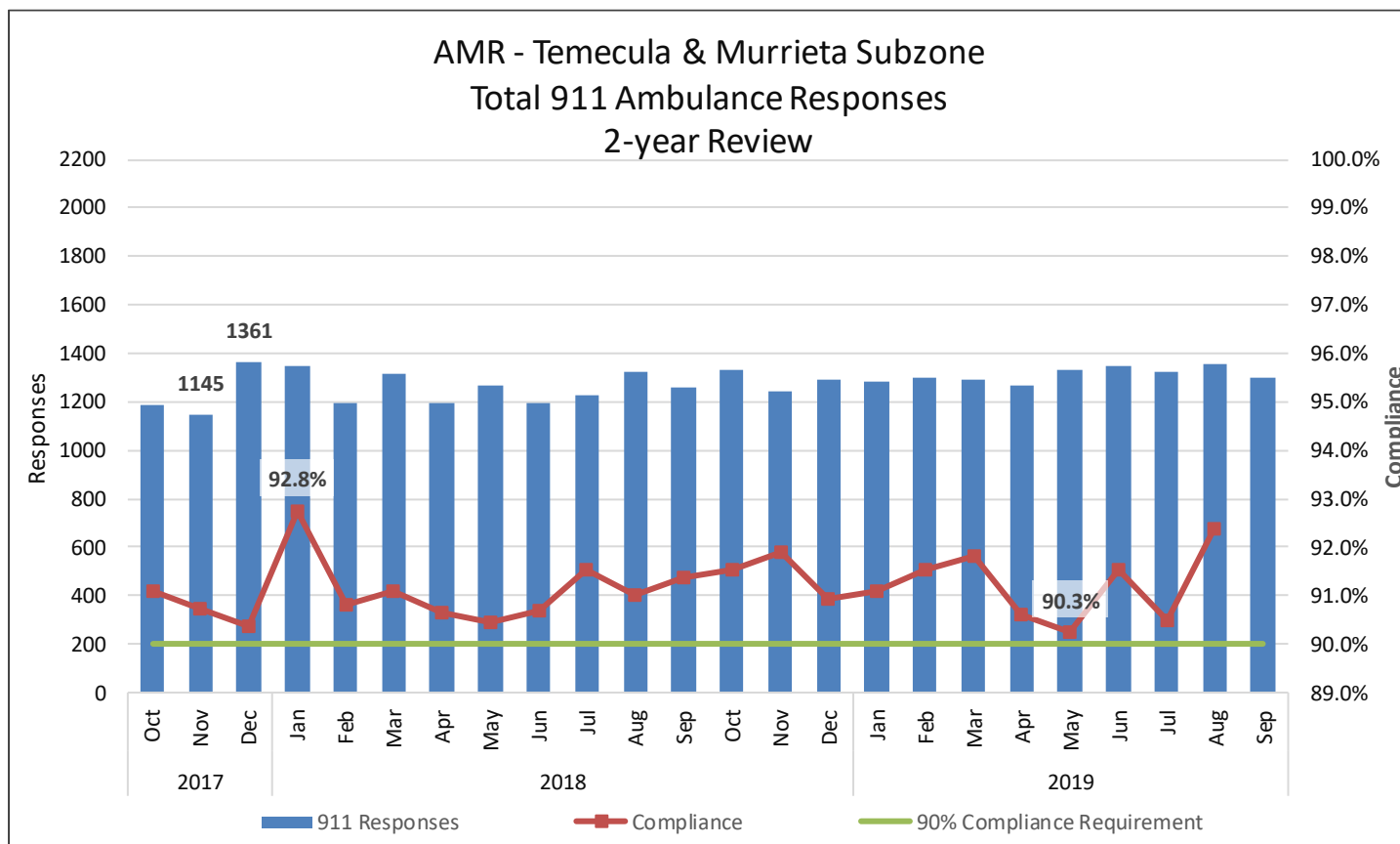
SOUTHWEST



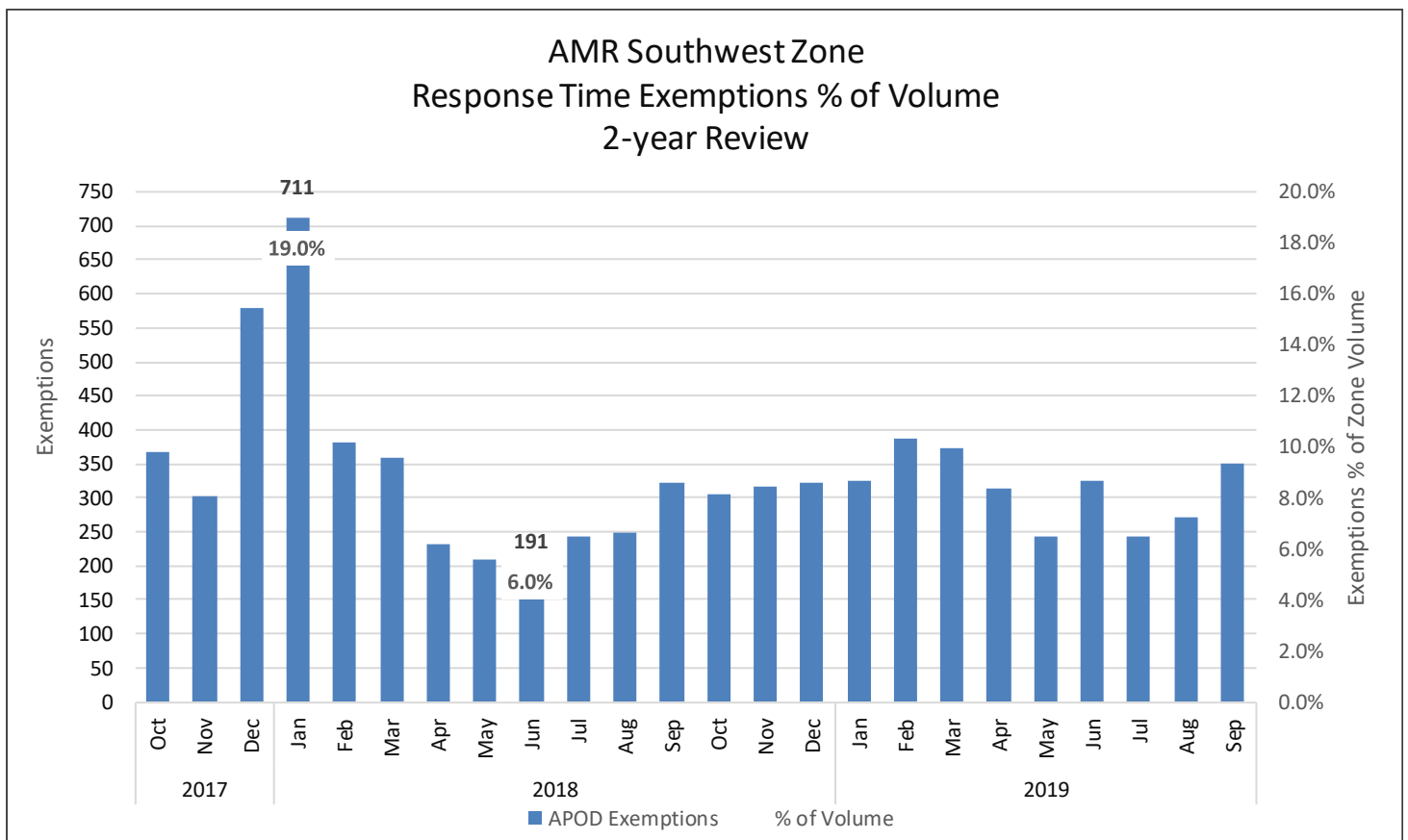
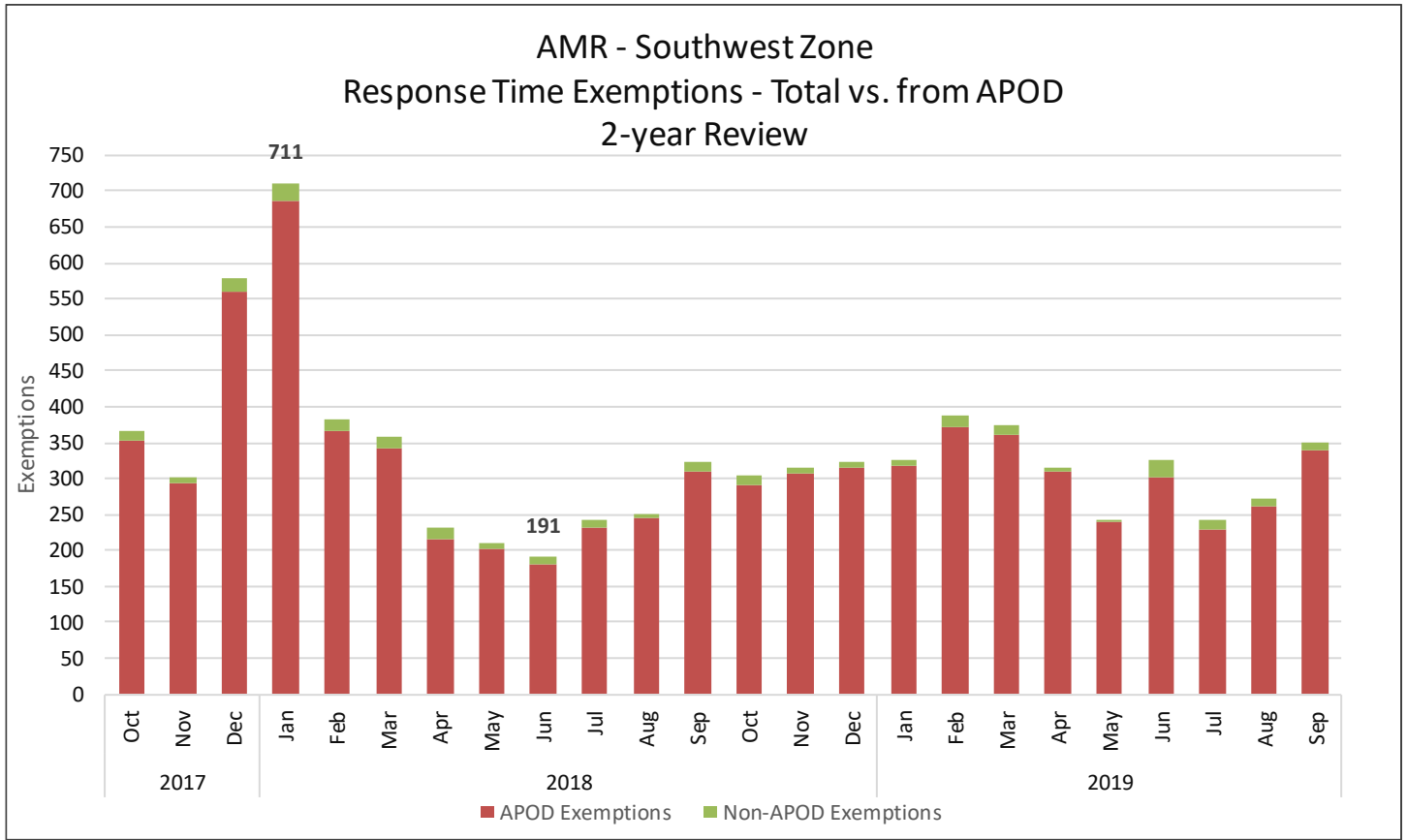
Southwest Zone: zone Response and Compliance Data



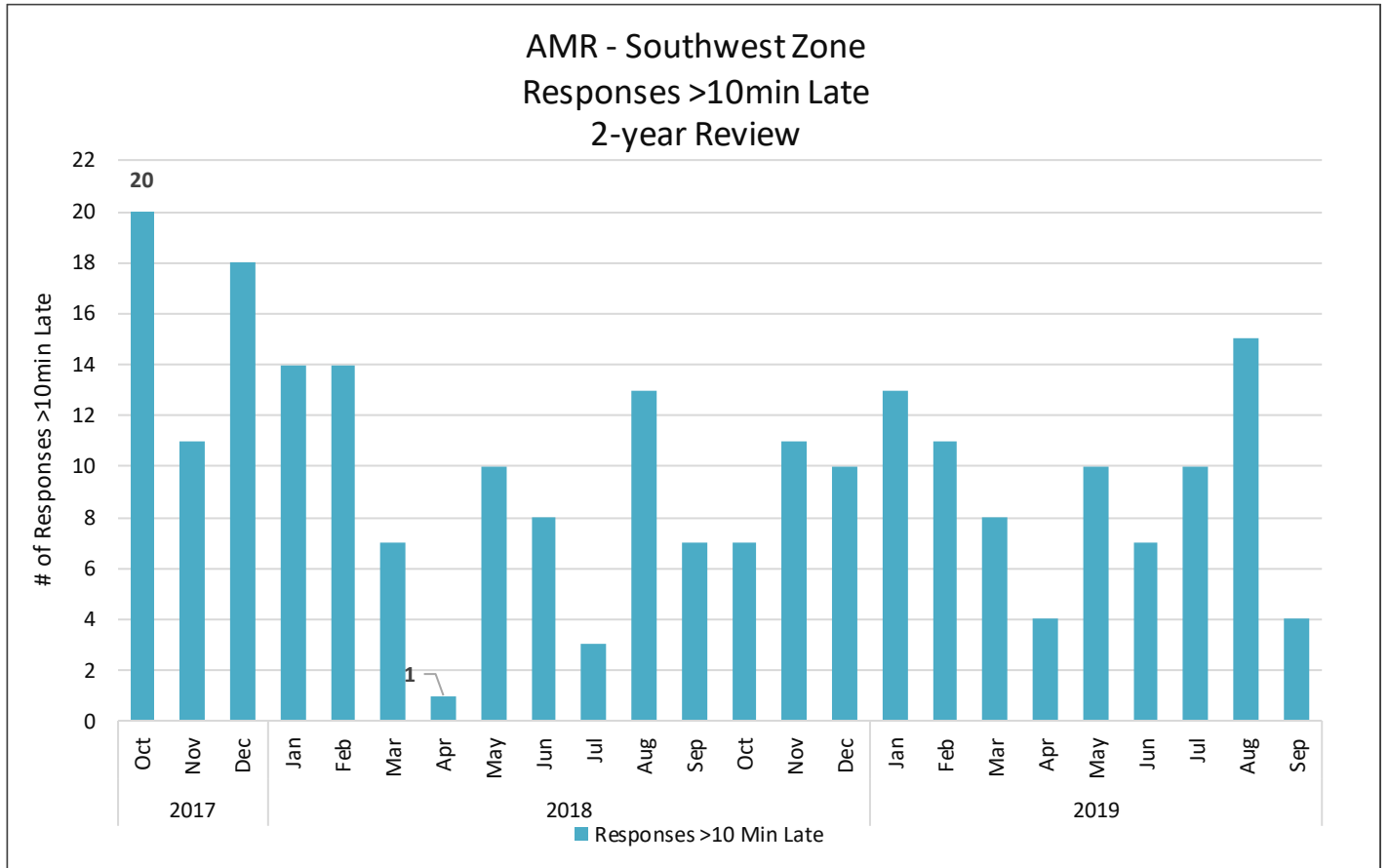
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

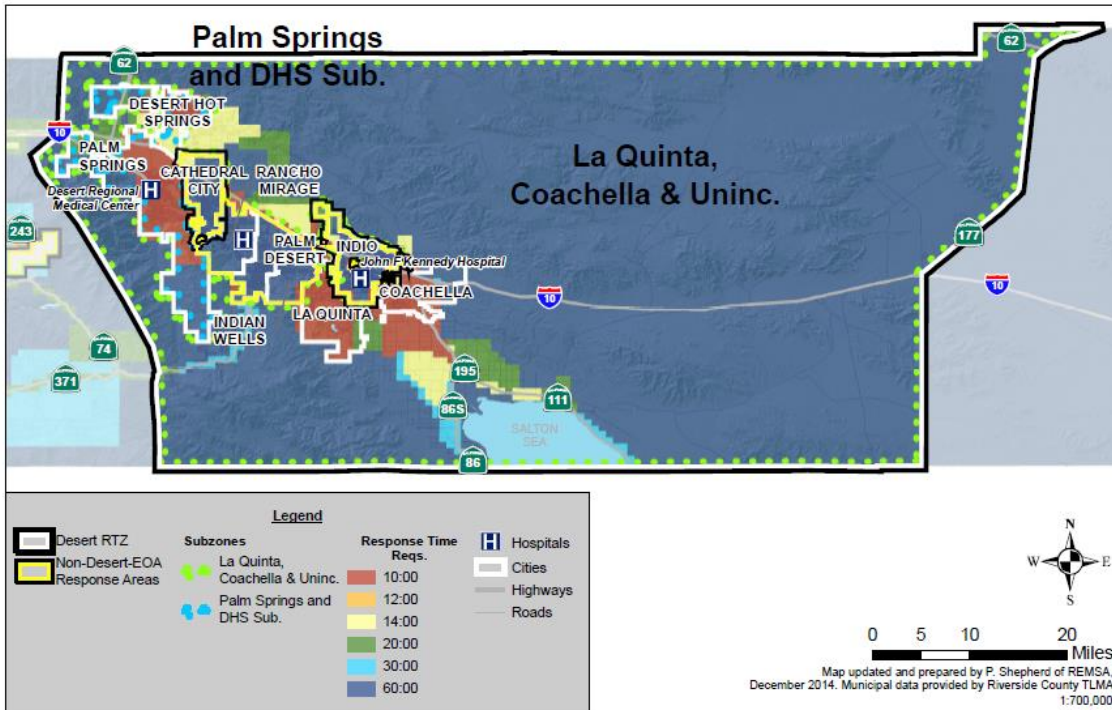


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

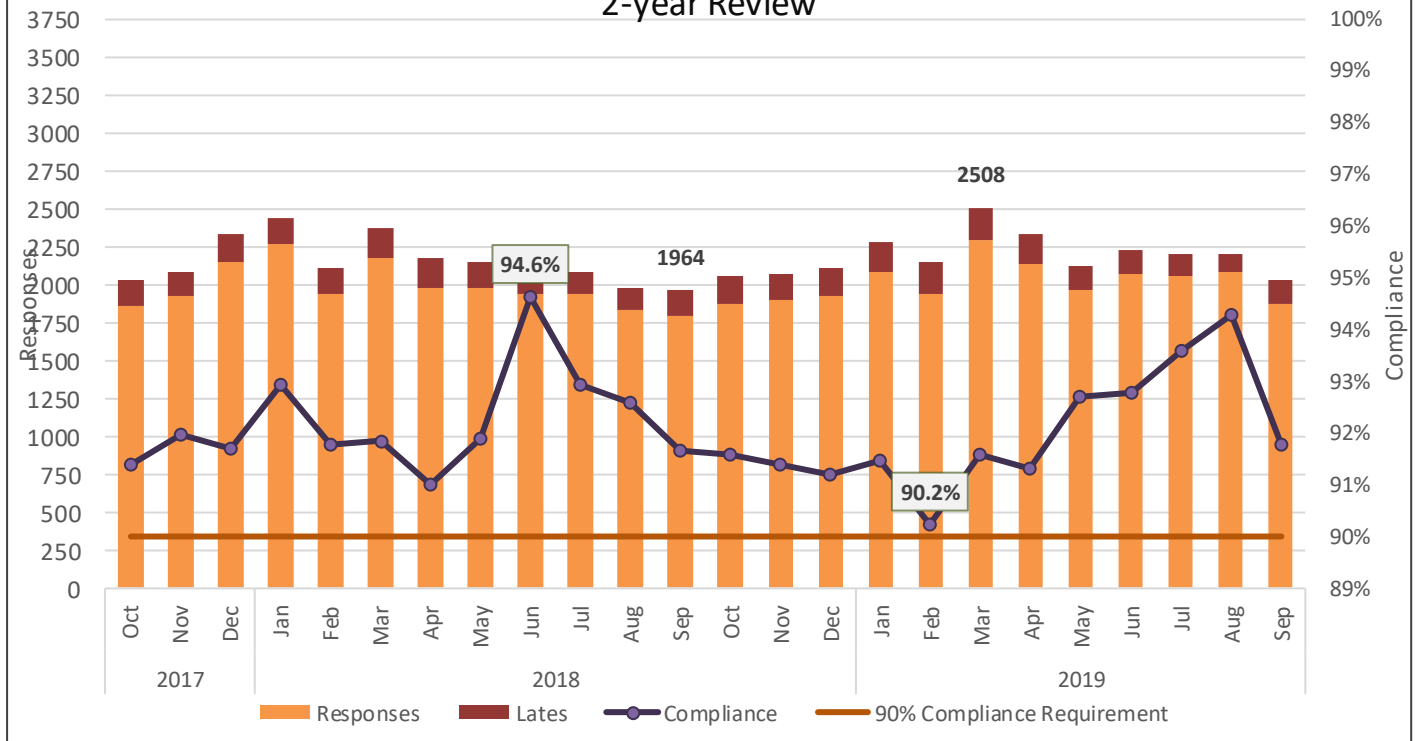
DESERT

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.

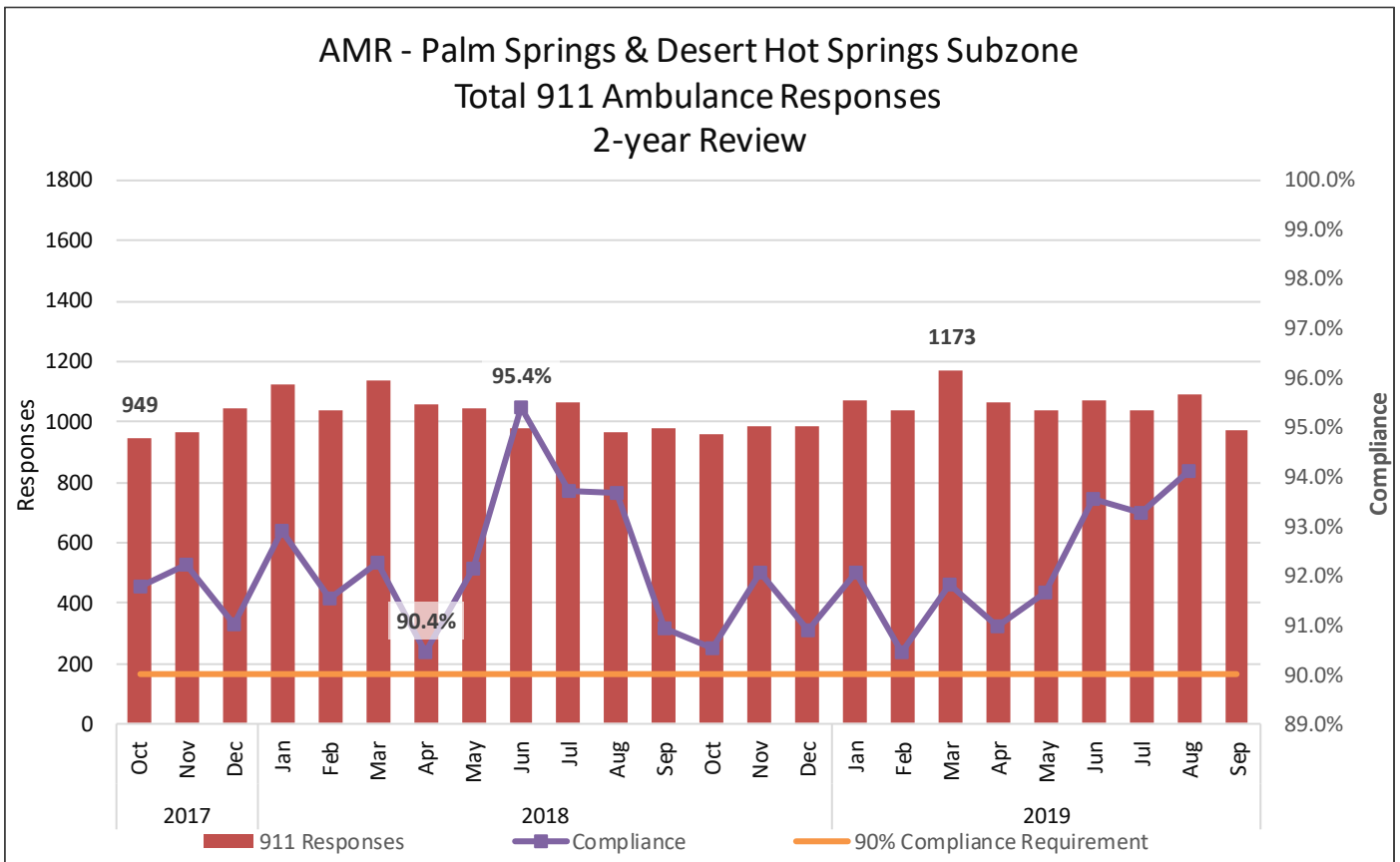
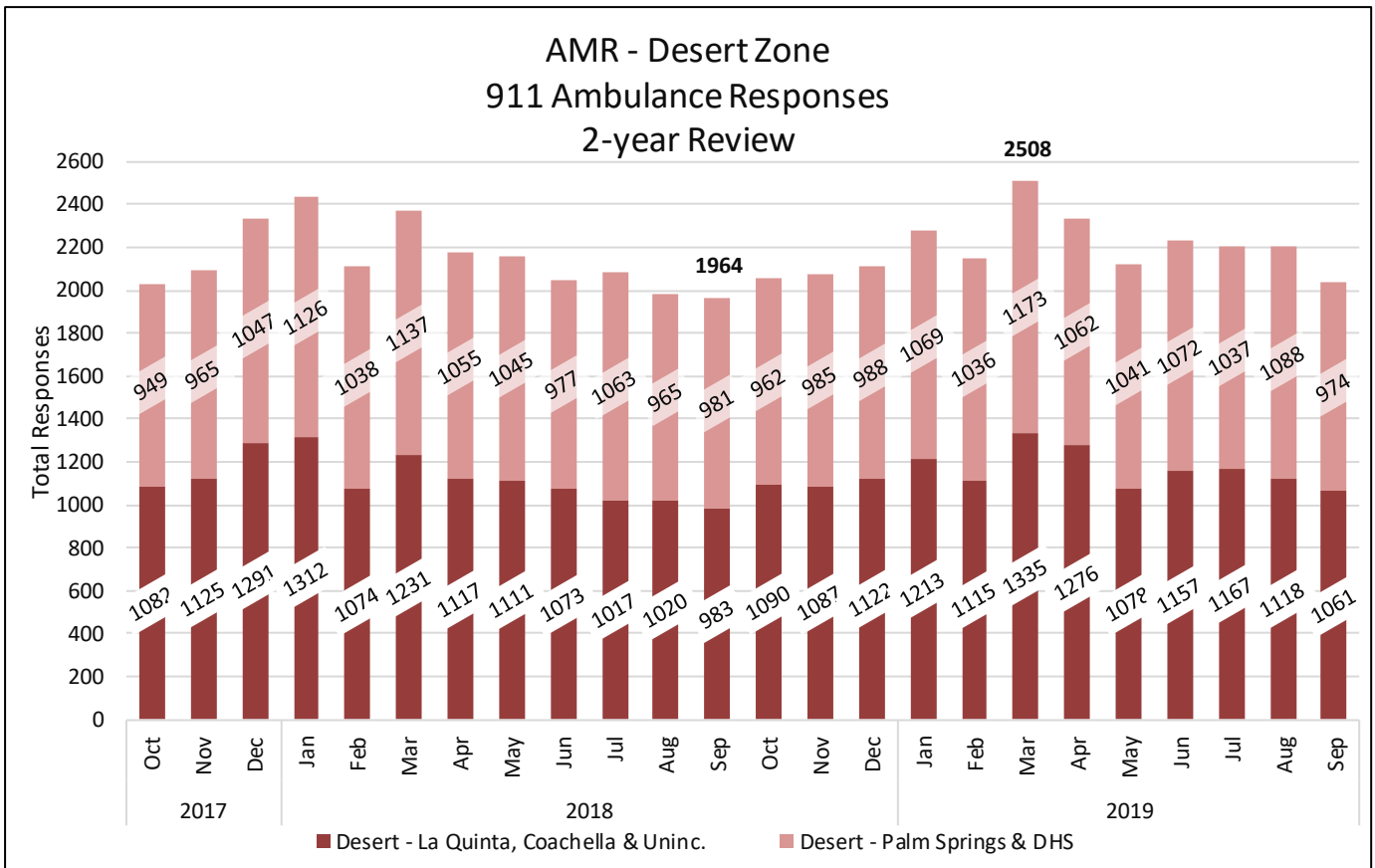
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



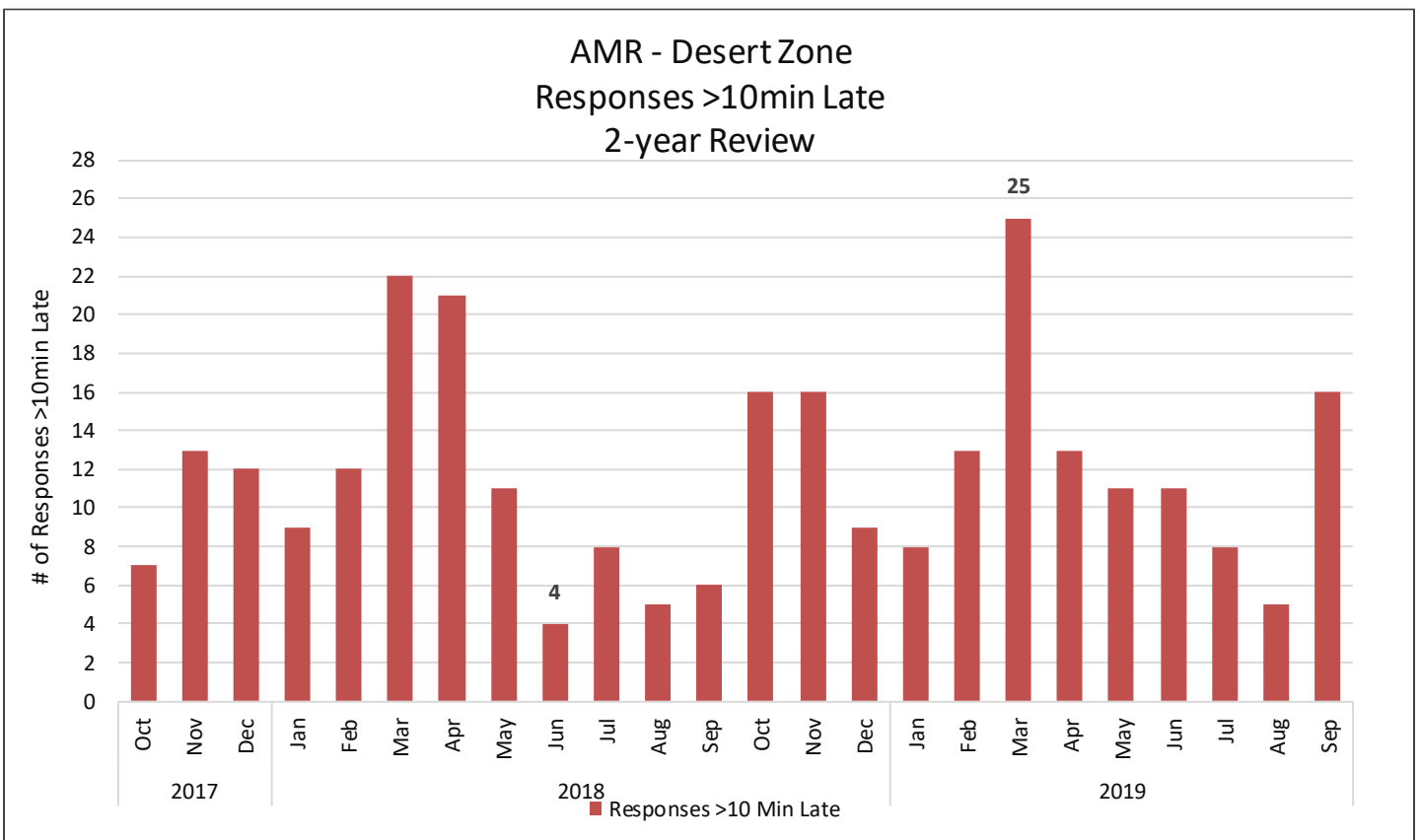
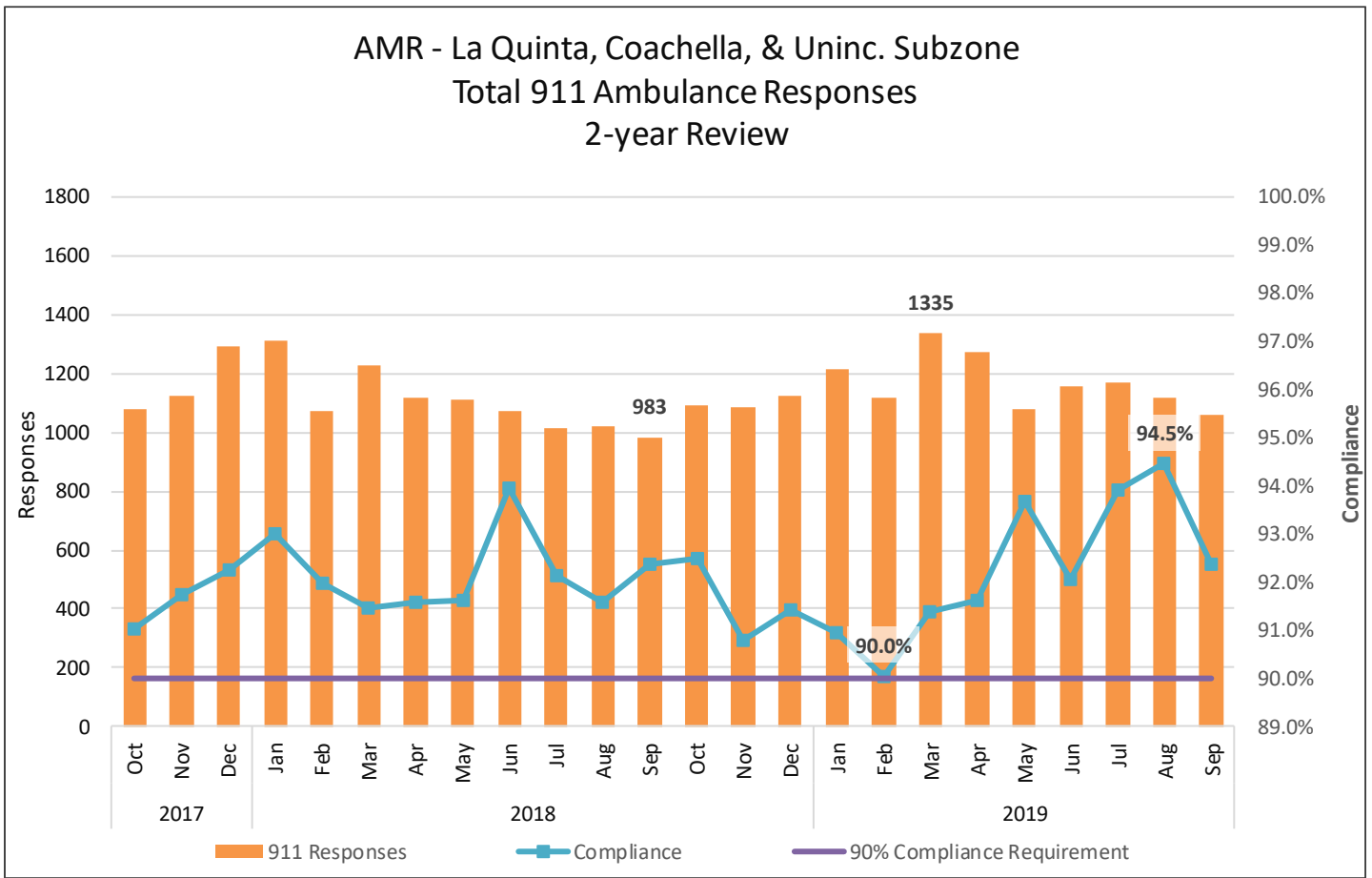
AMR - Desert Zone
911 Ambulance Responses and Compliance
2-year Review



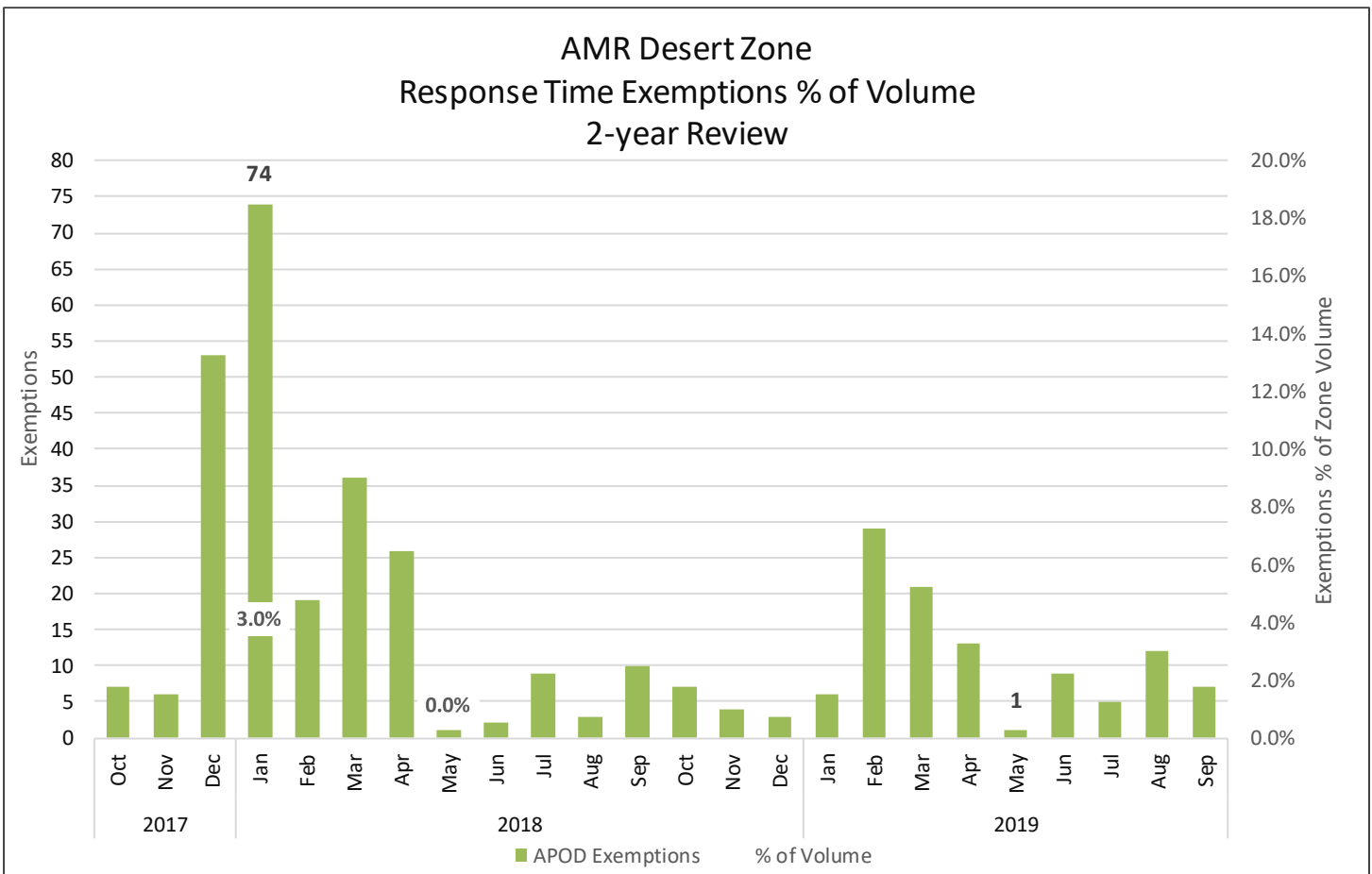
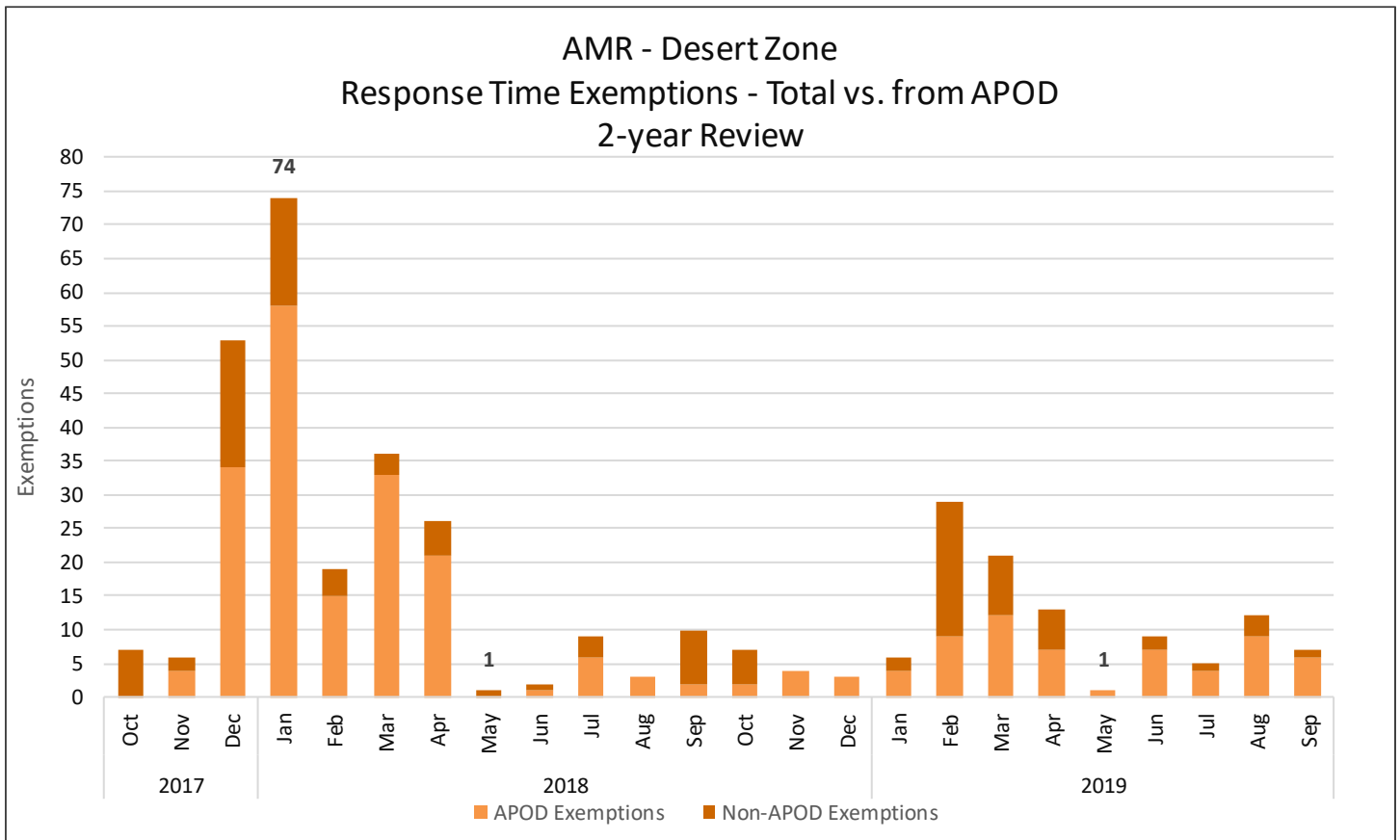
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



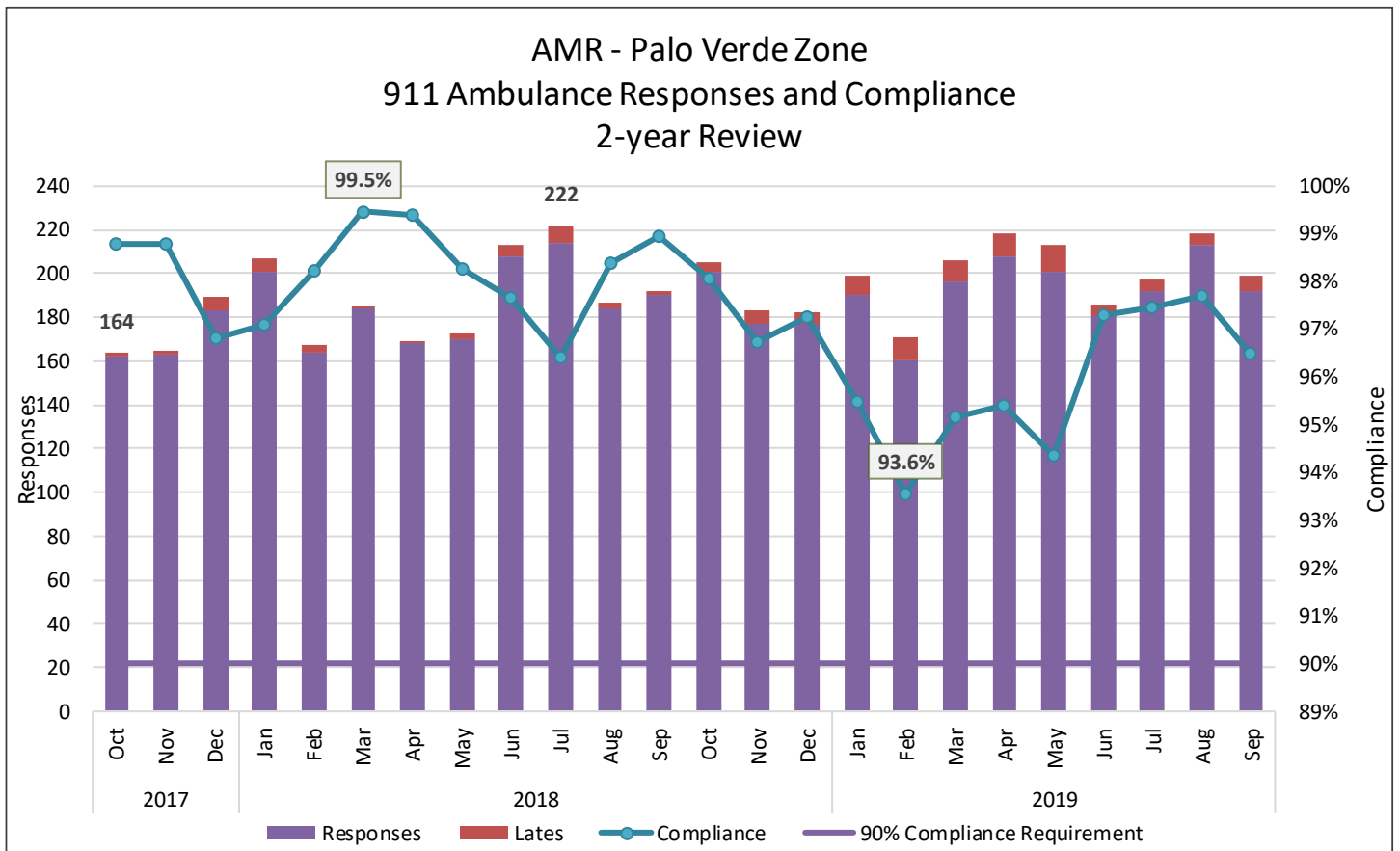
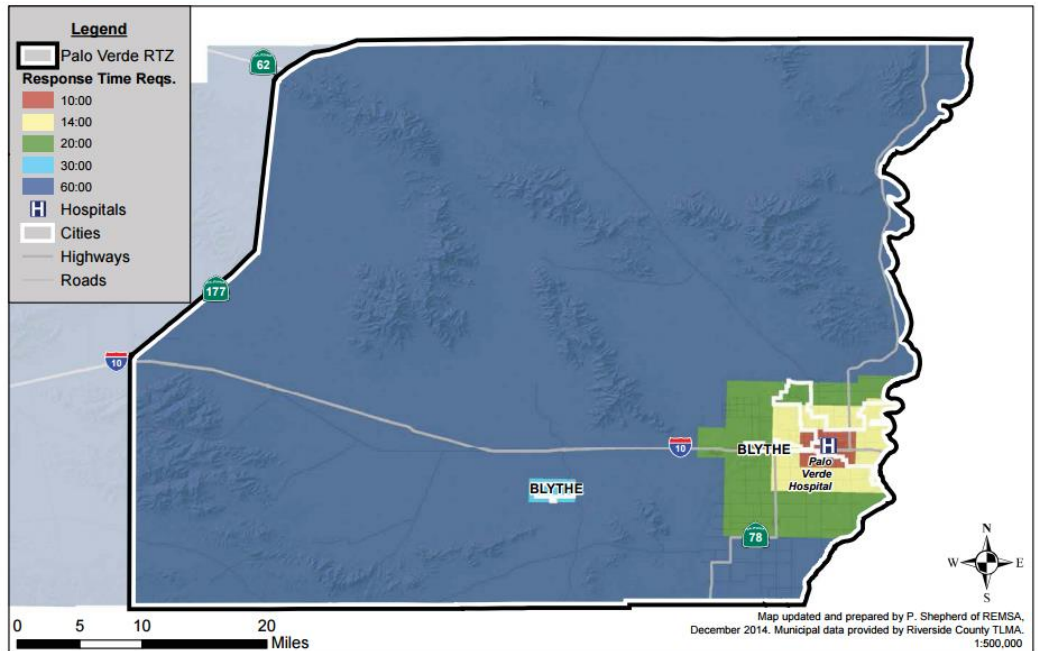
PALO VERDE ZONE



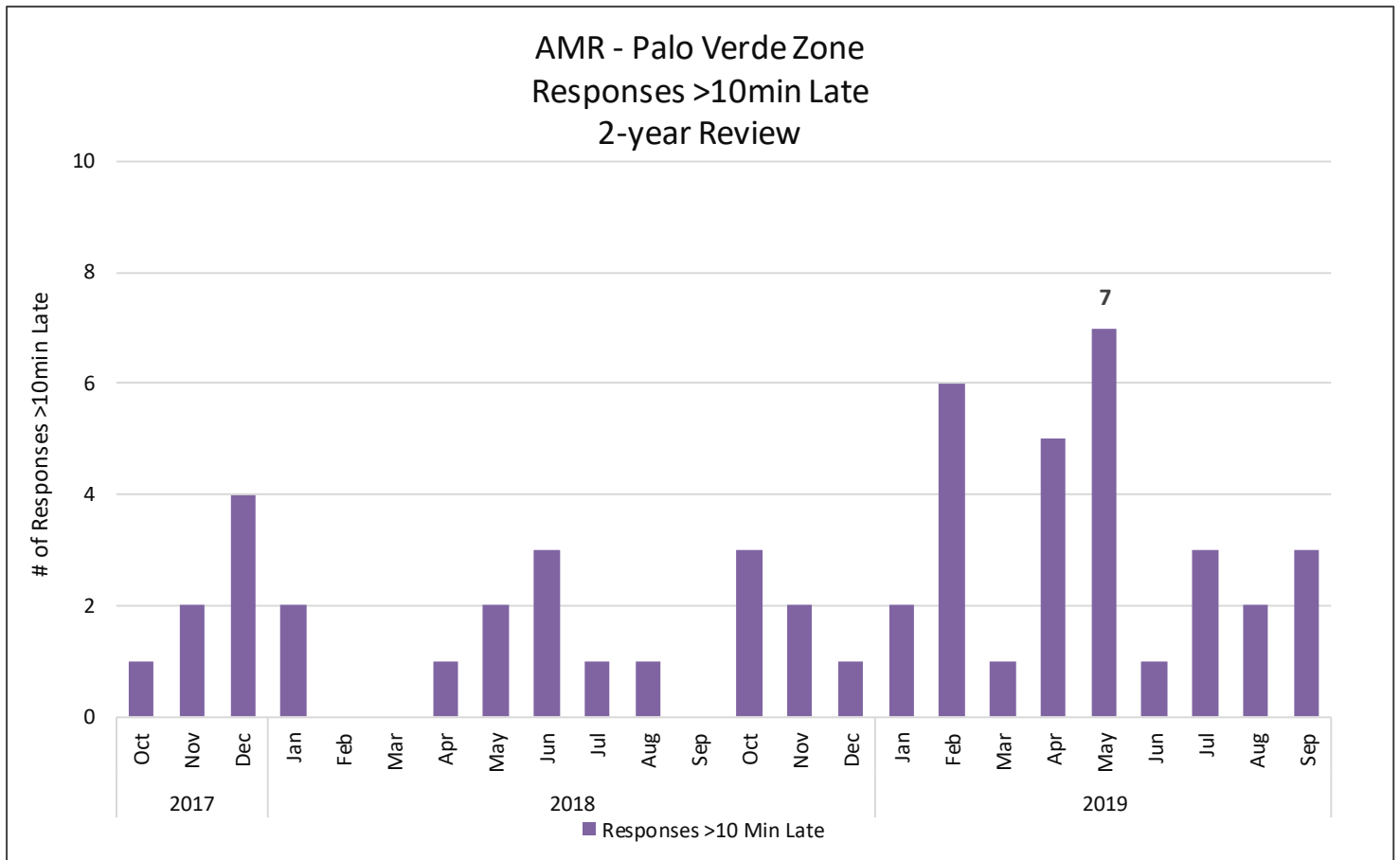
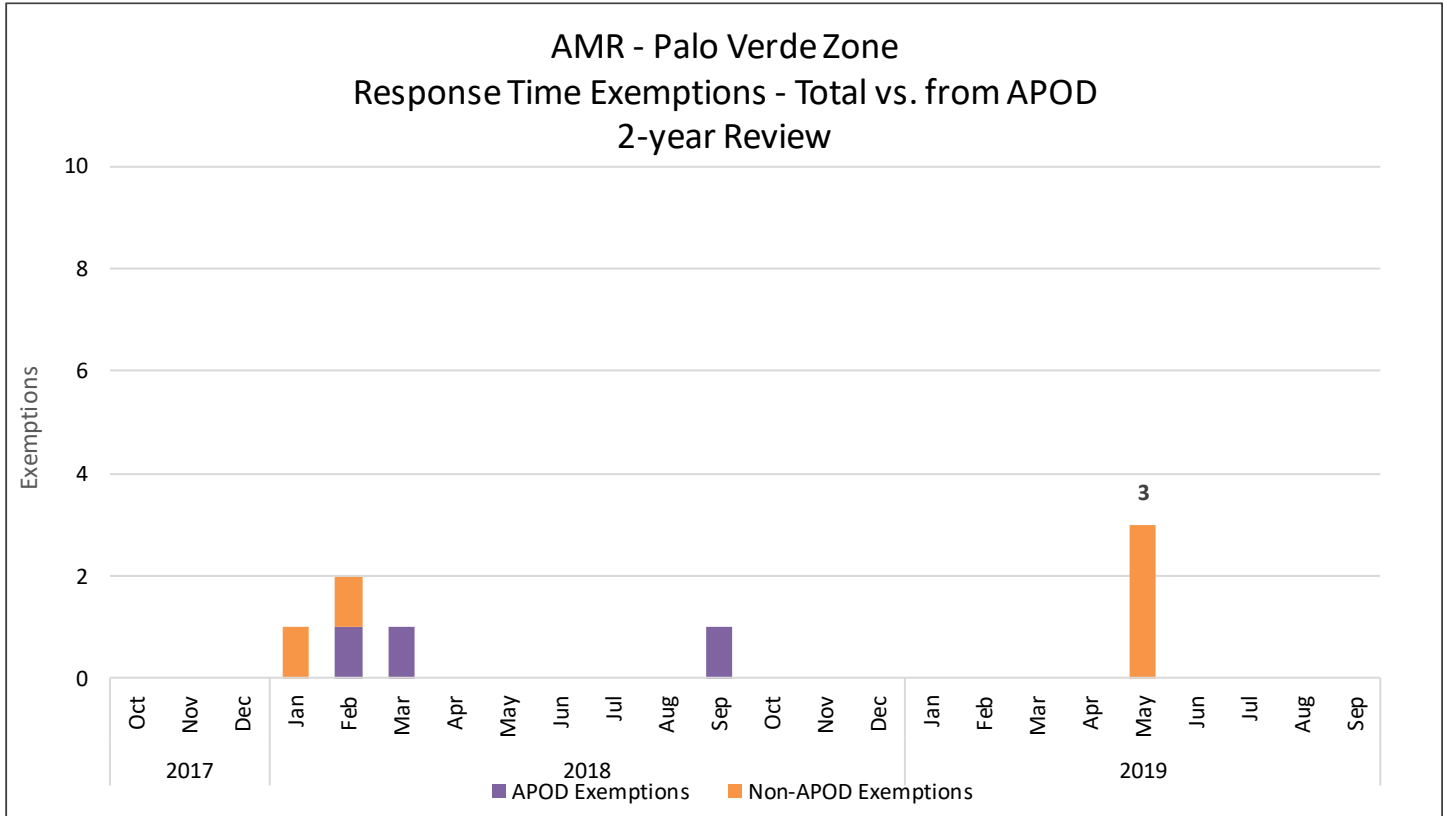
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

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

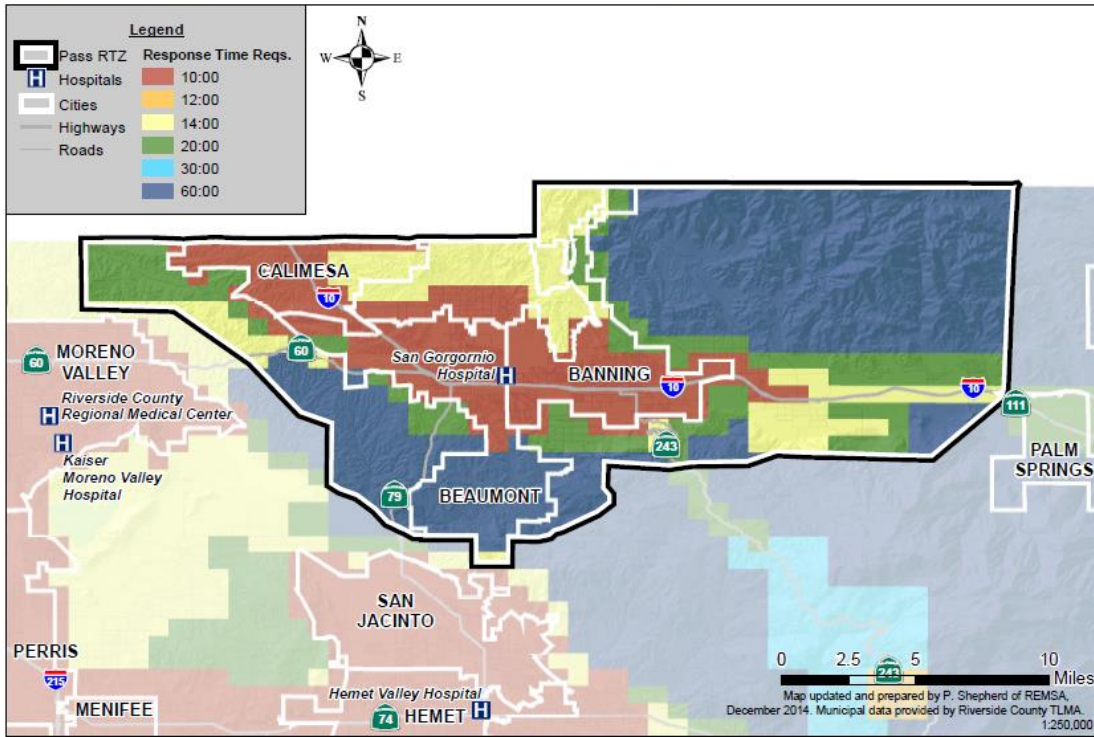


PASS ZONE



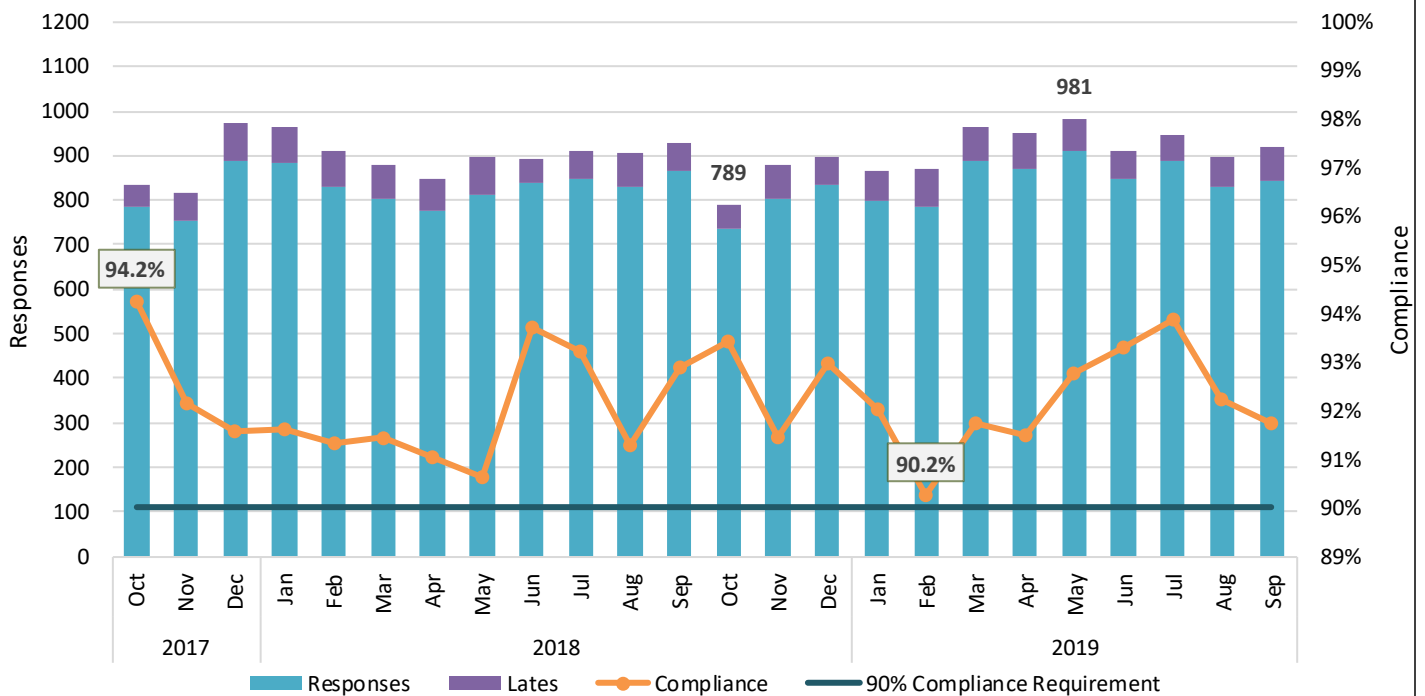
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PASS

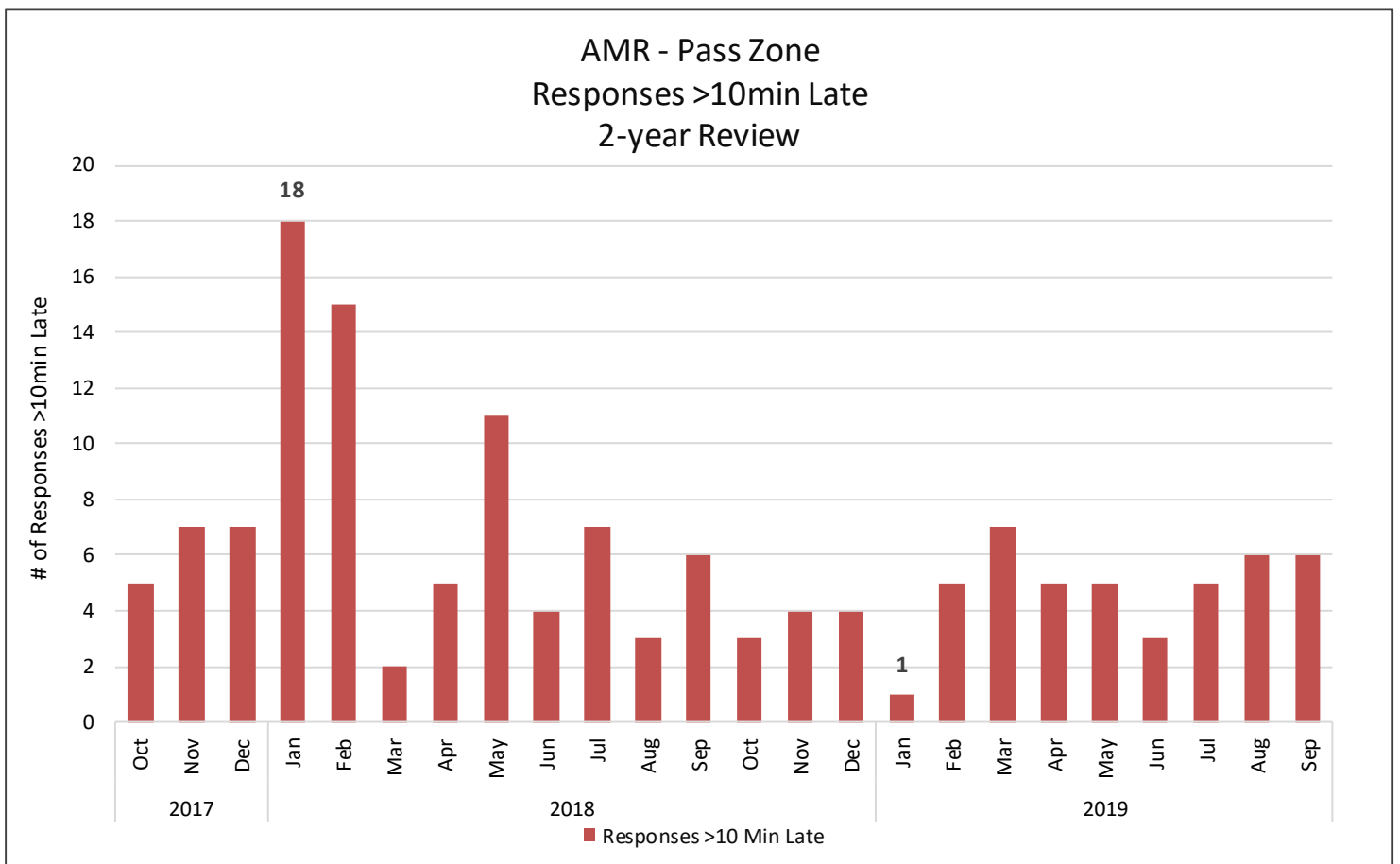
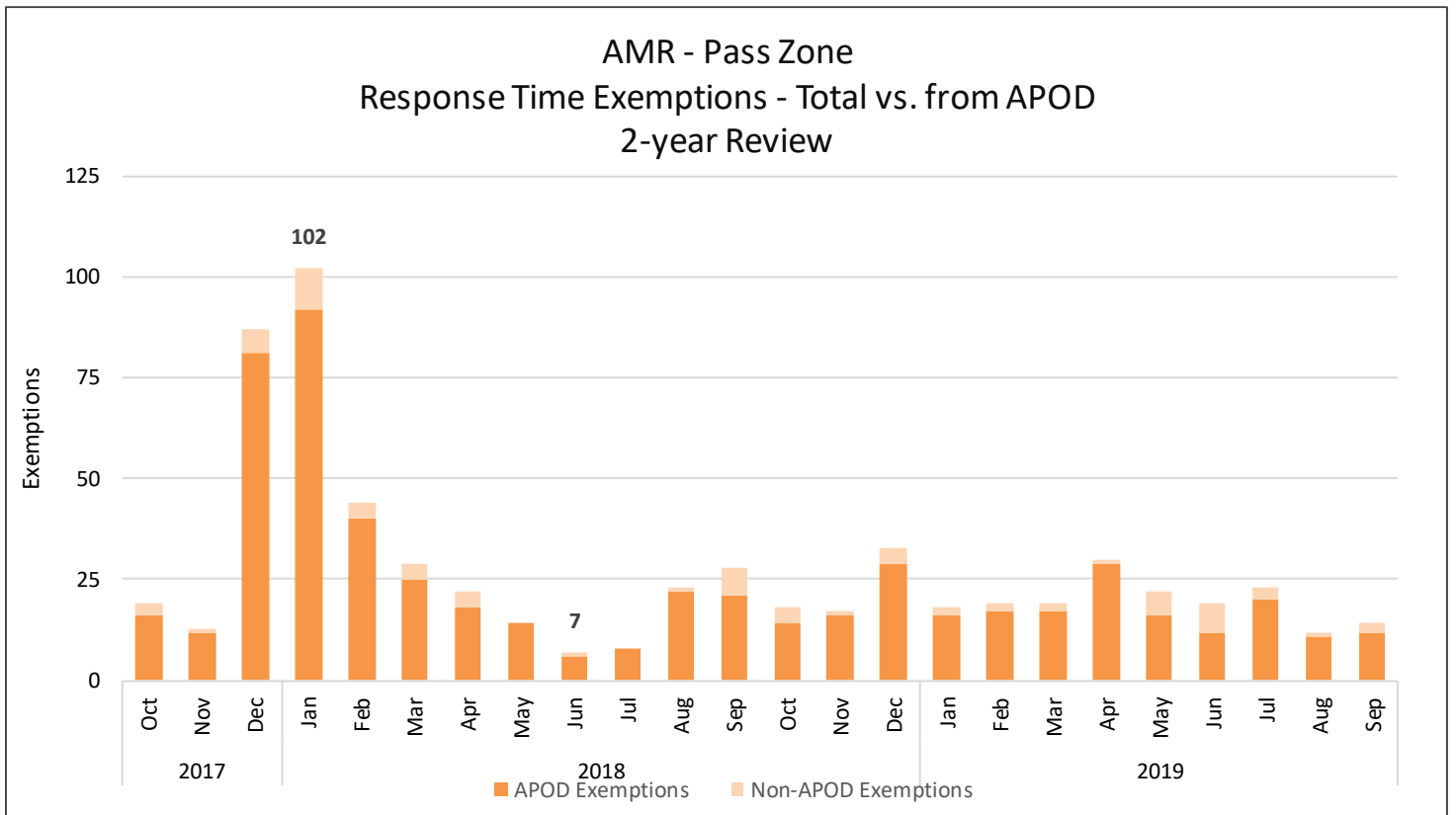


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

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

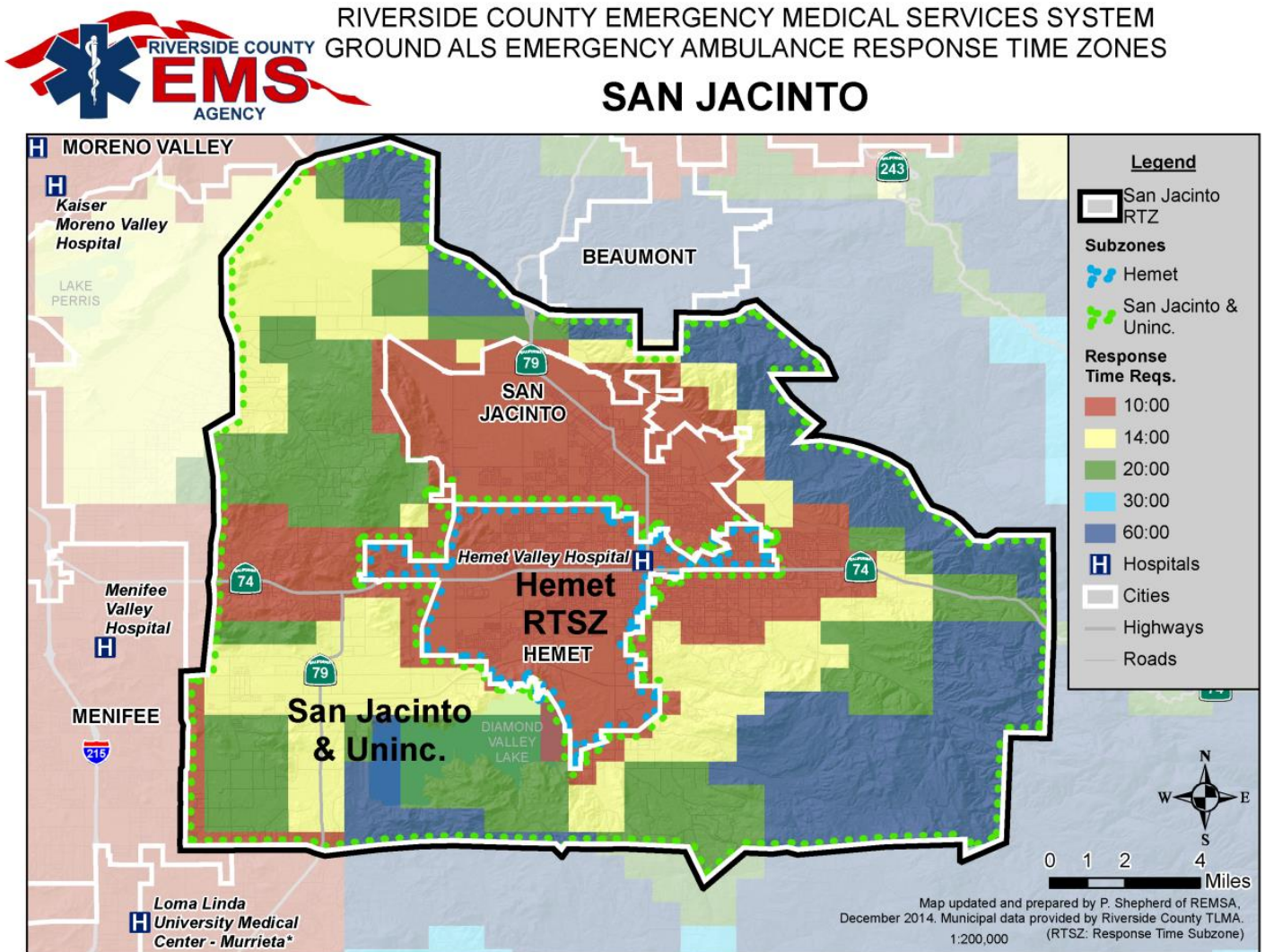


Pass Zone: Exemptions and Responses >10 Minutes Late

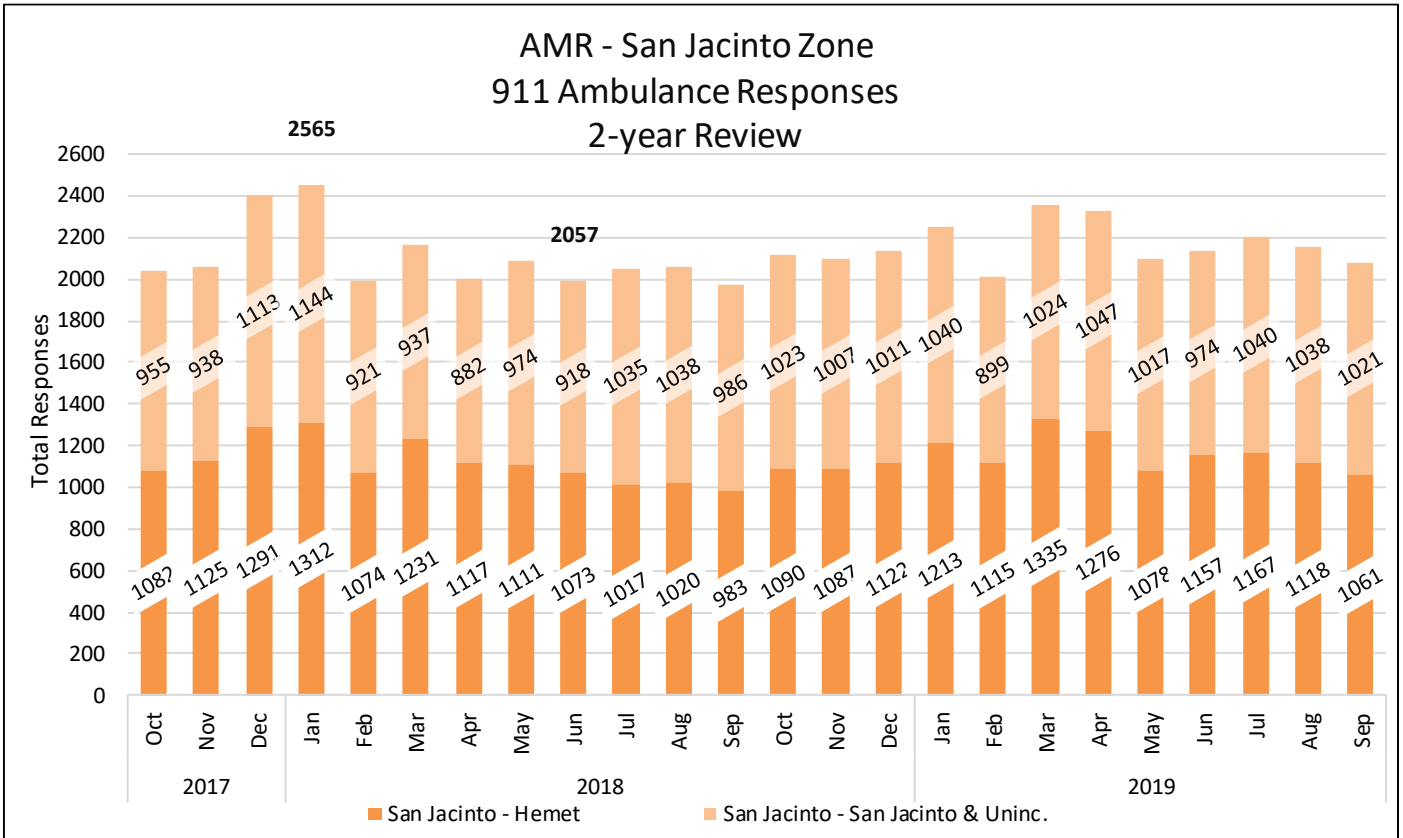
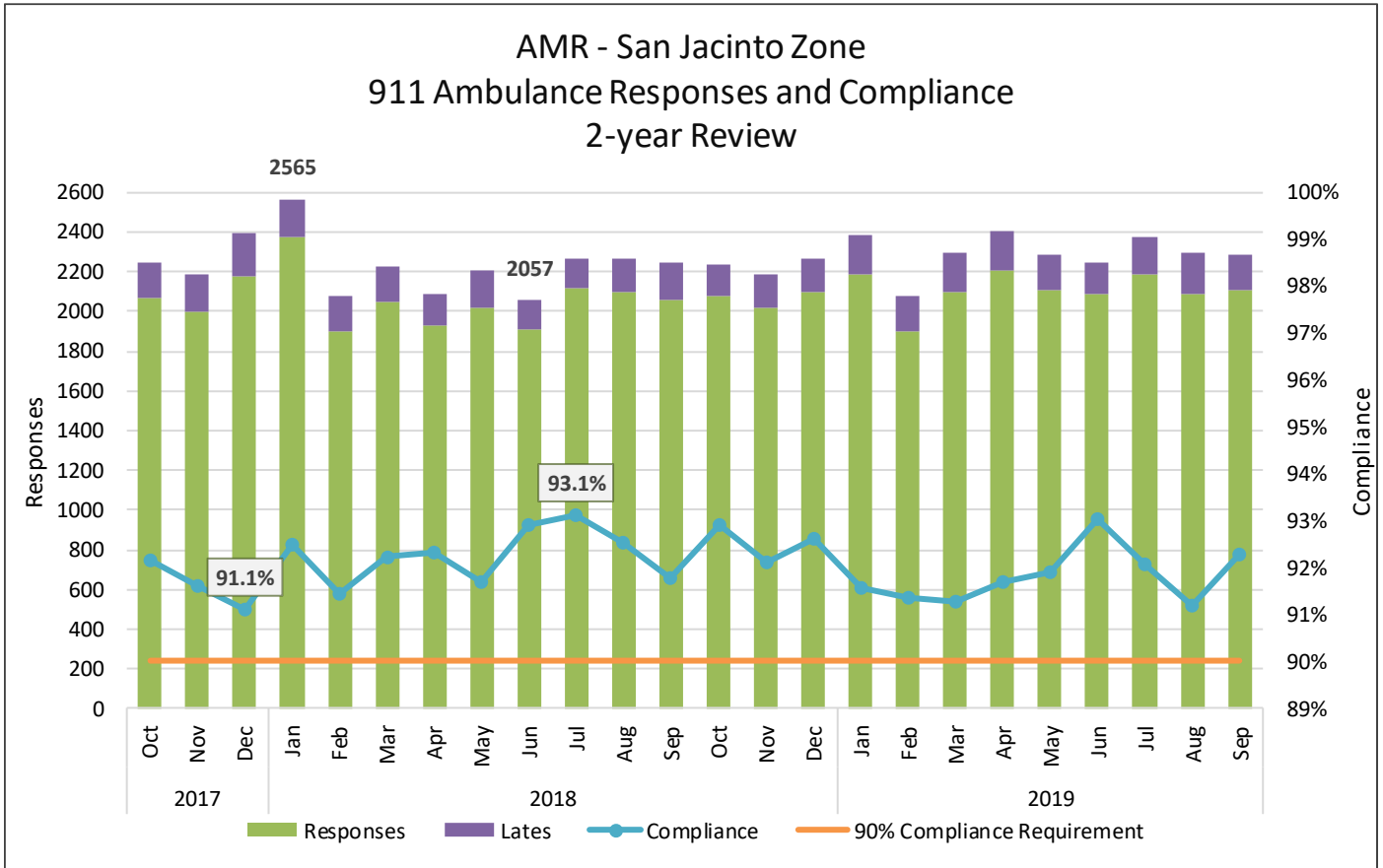


SAN JACINTO ZONE

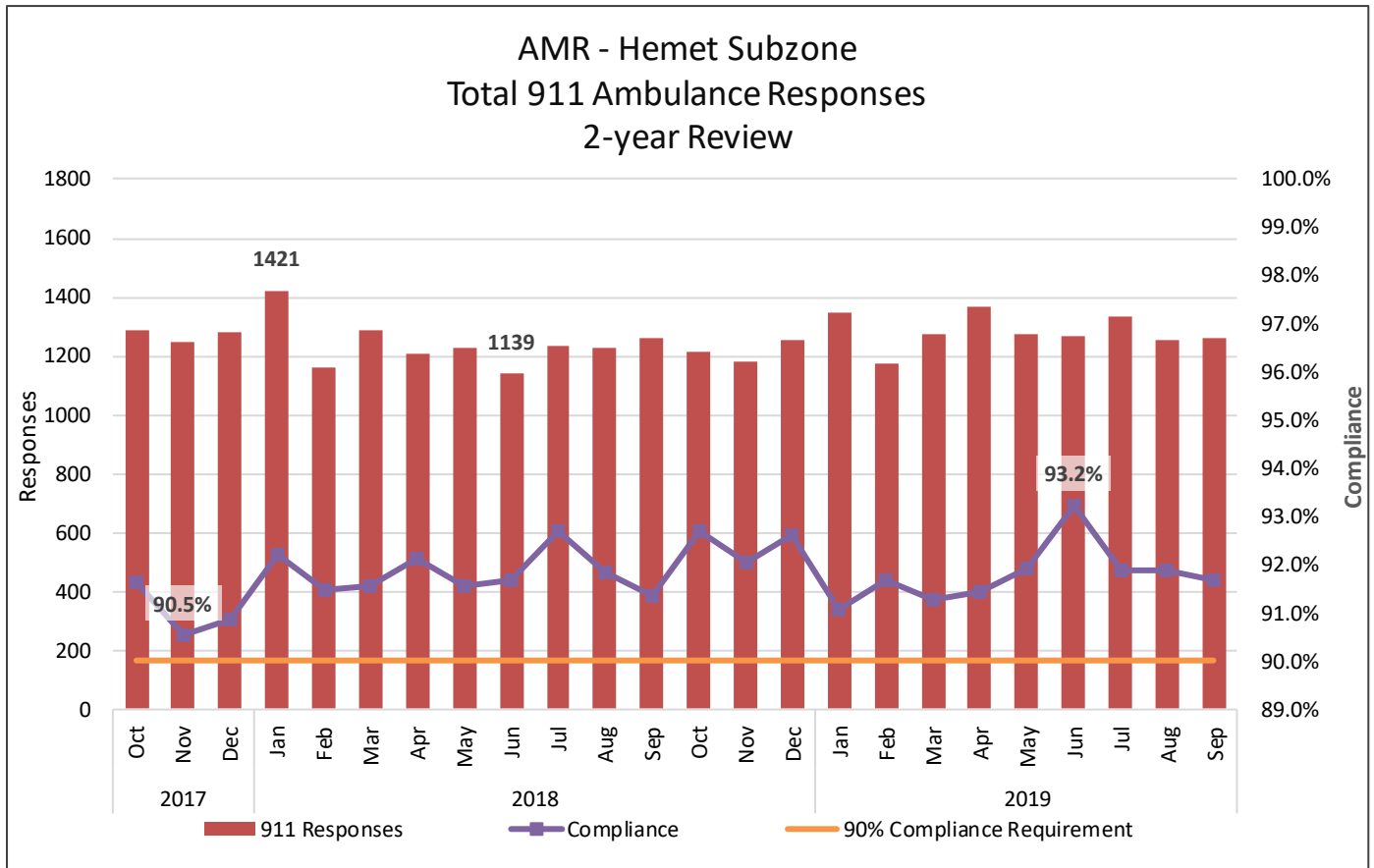
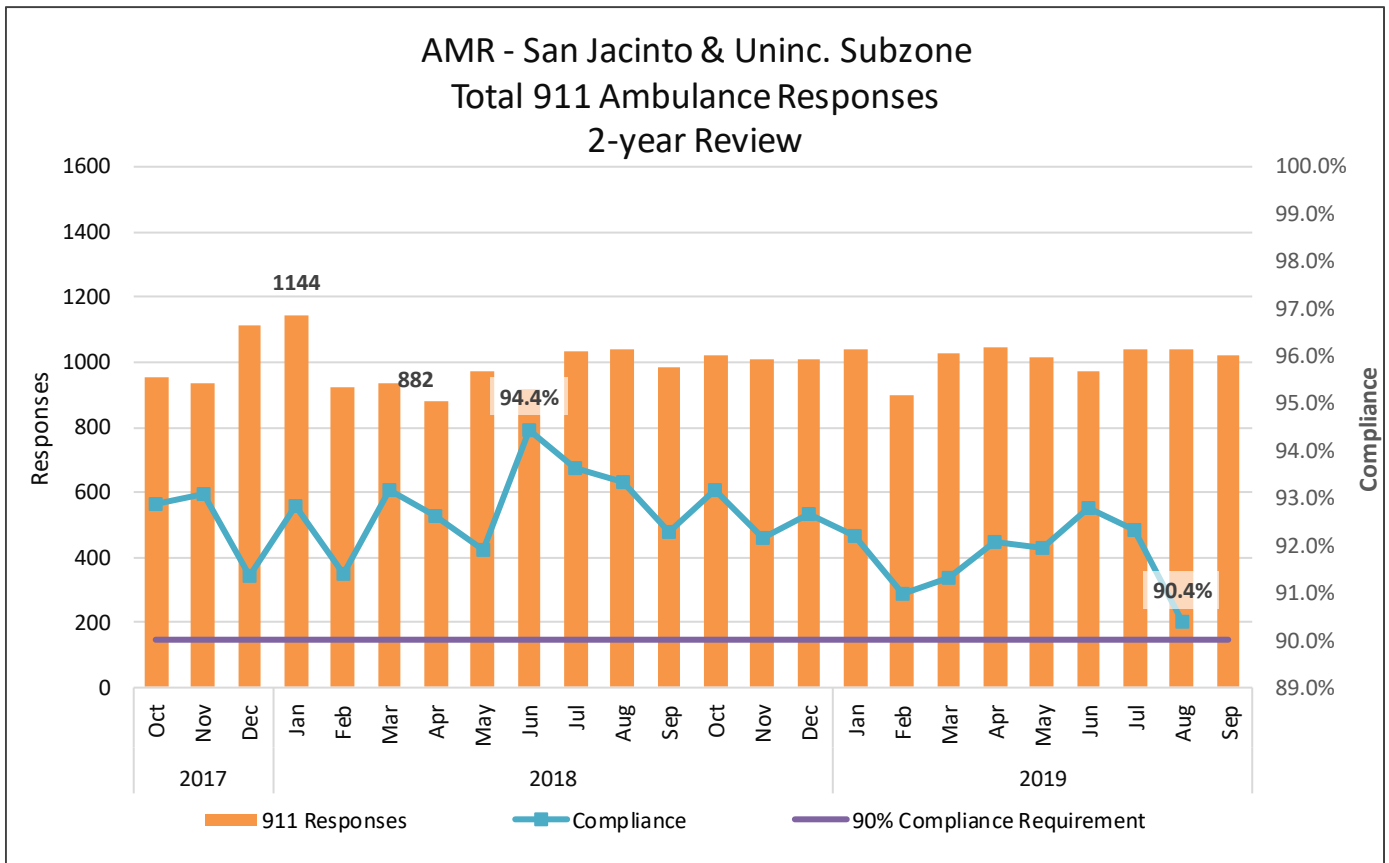
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences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



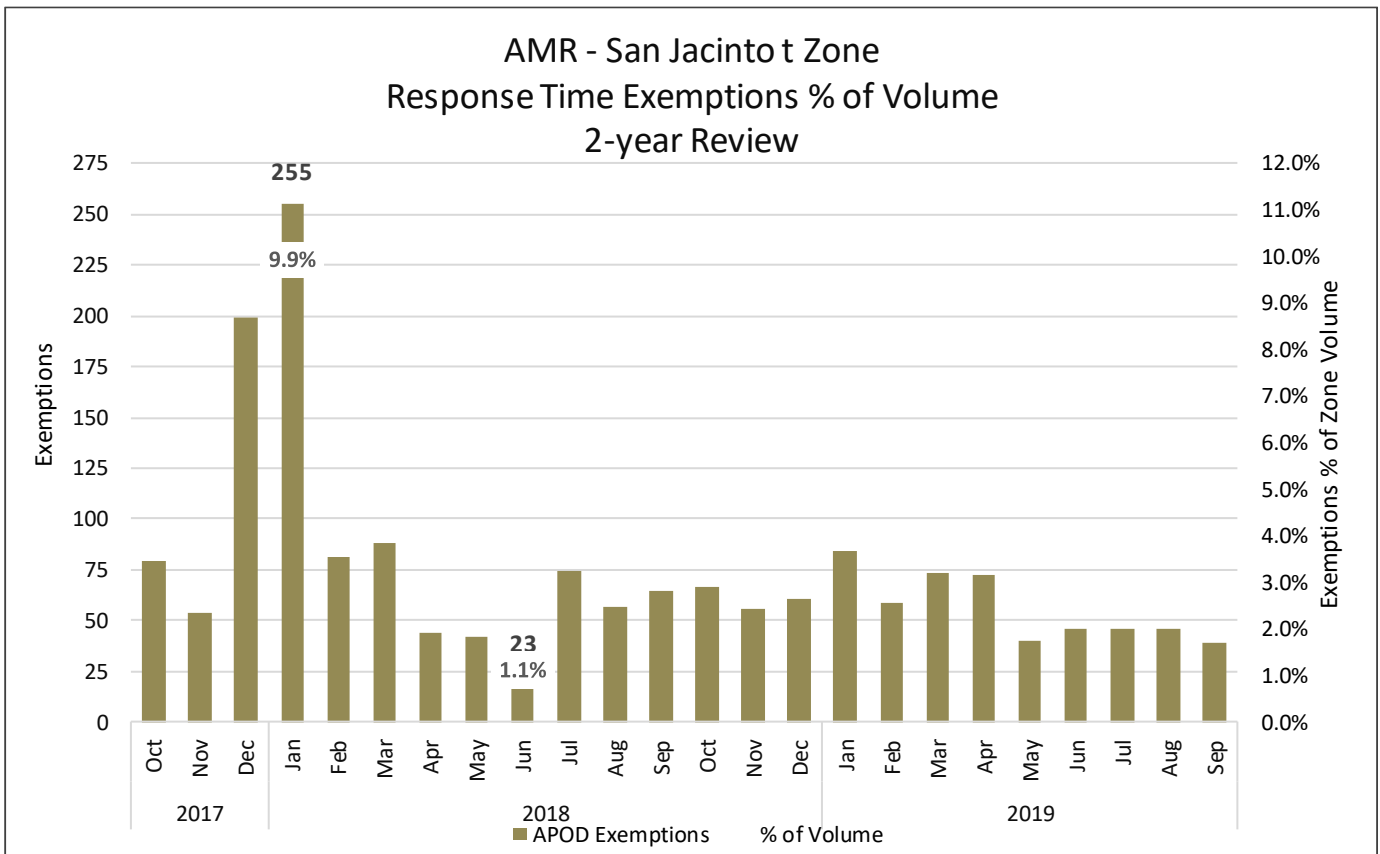
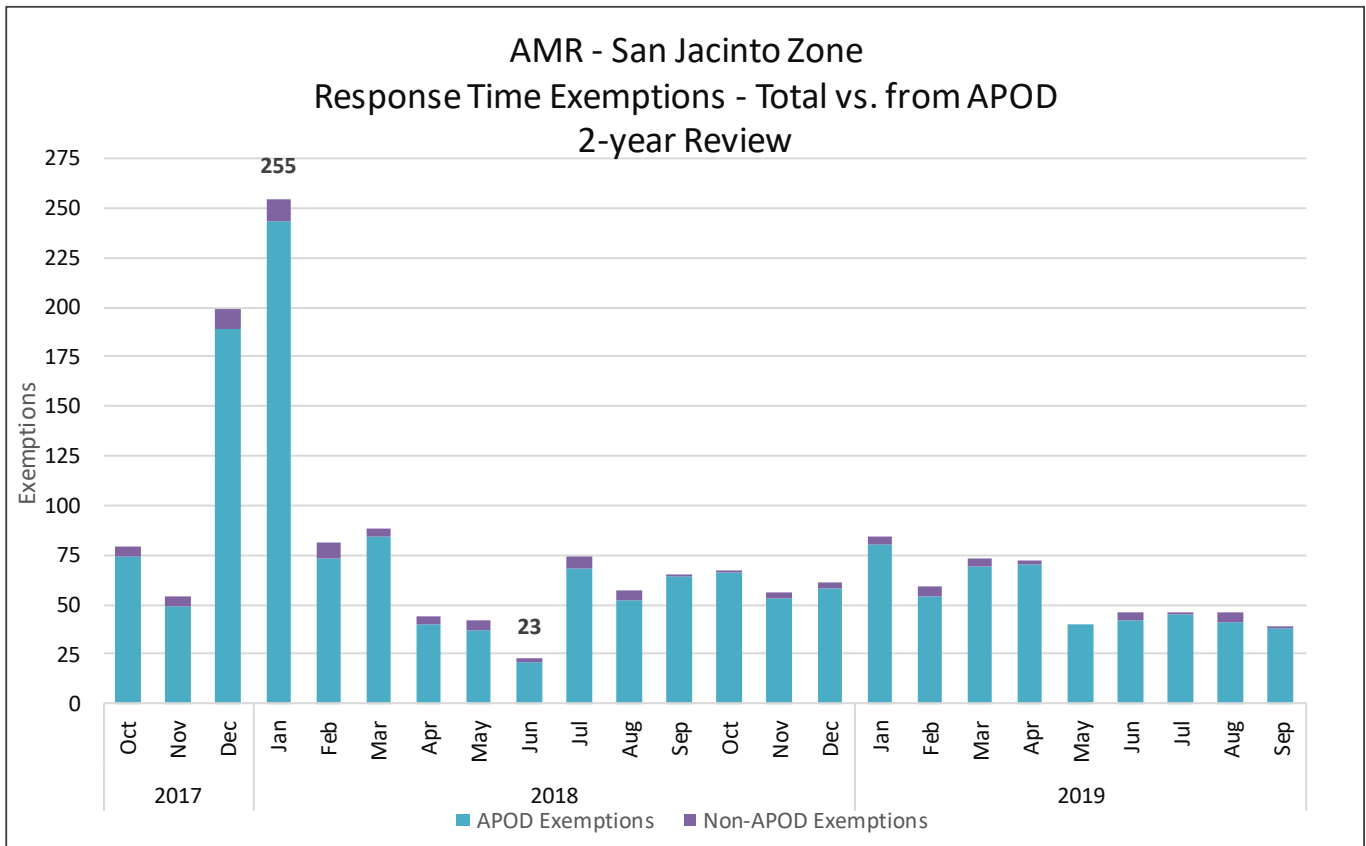
San Jacinto Zone: Subzone Response and Compliance Data



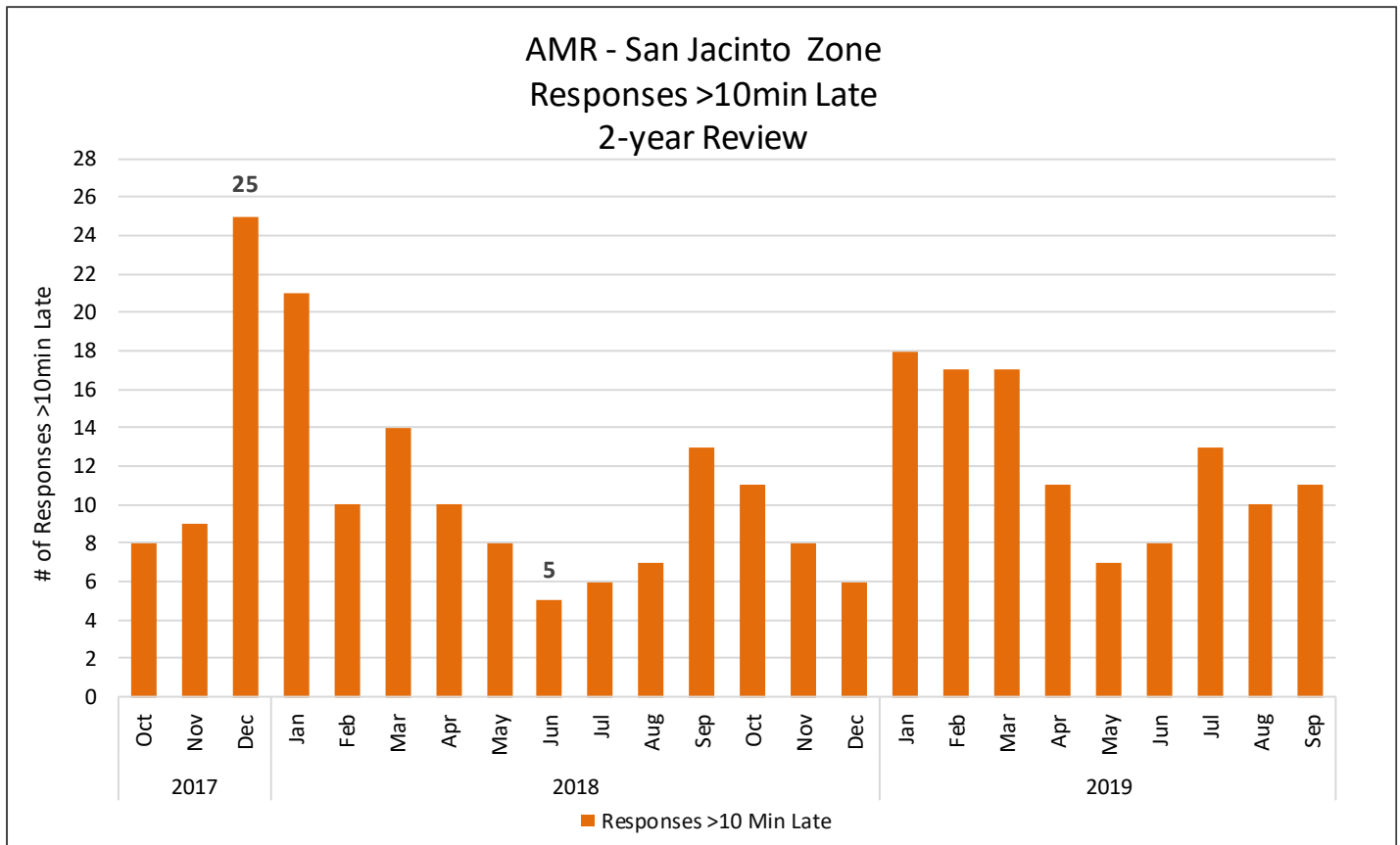
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



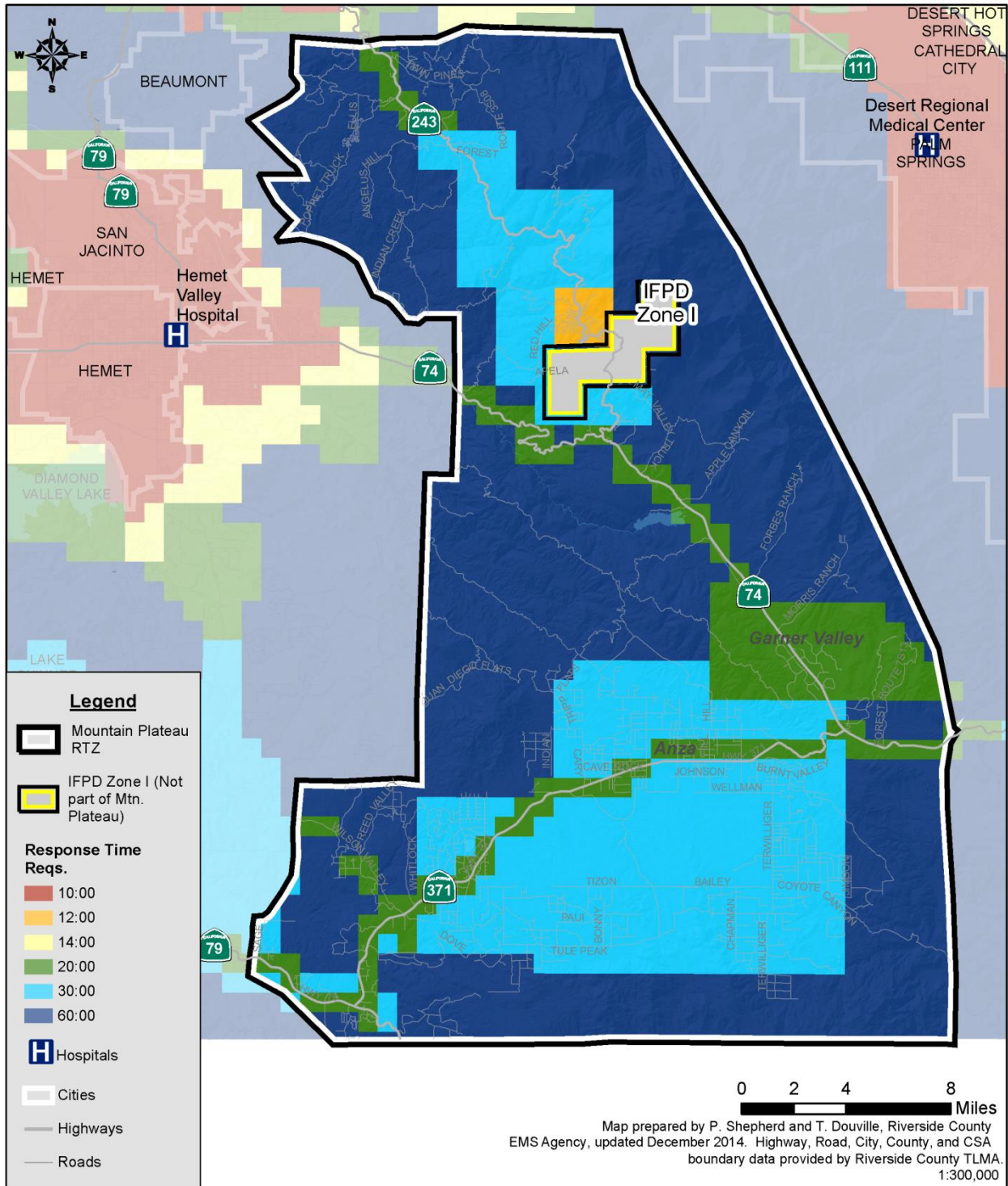
MOUNTAIN PLATEAU ZONE

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.

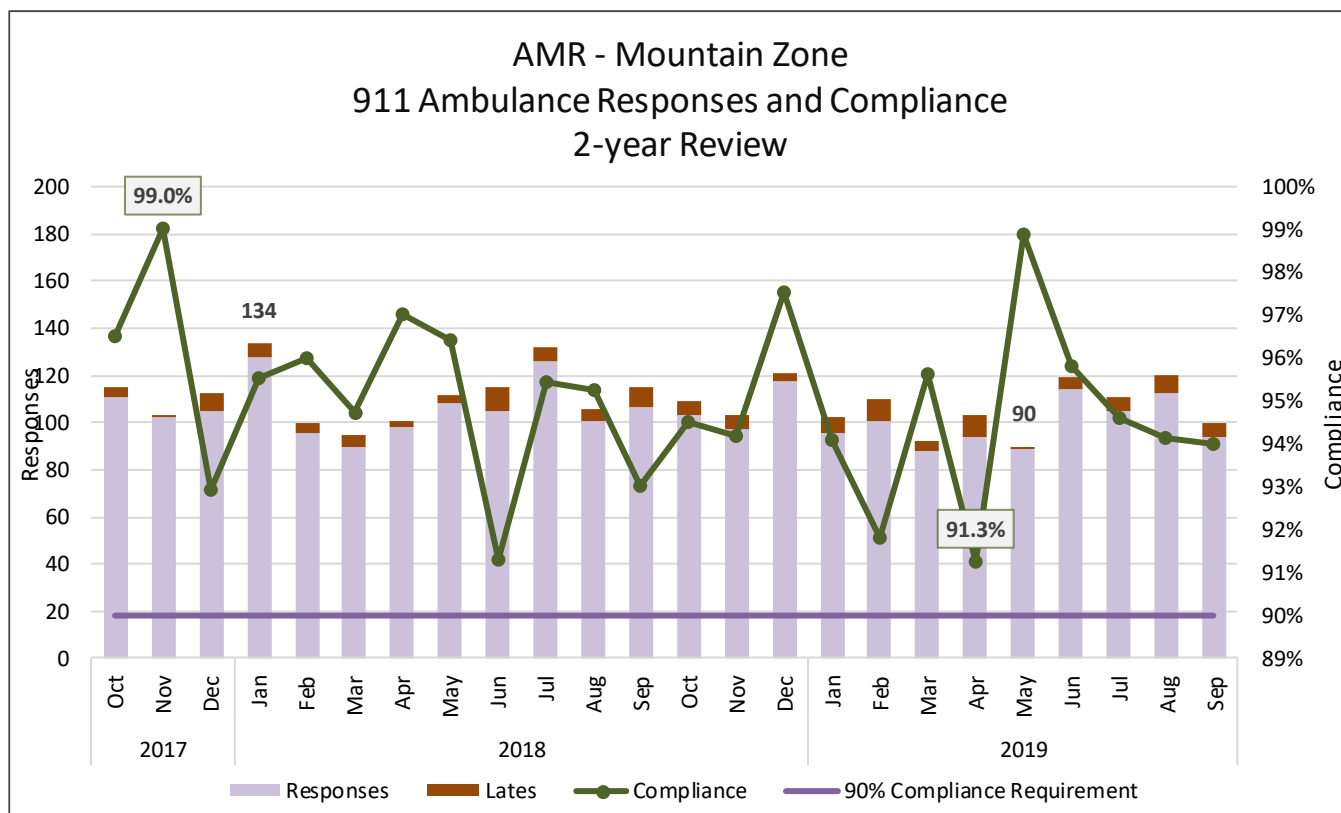
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



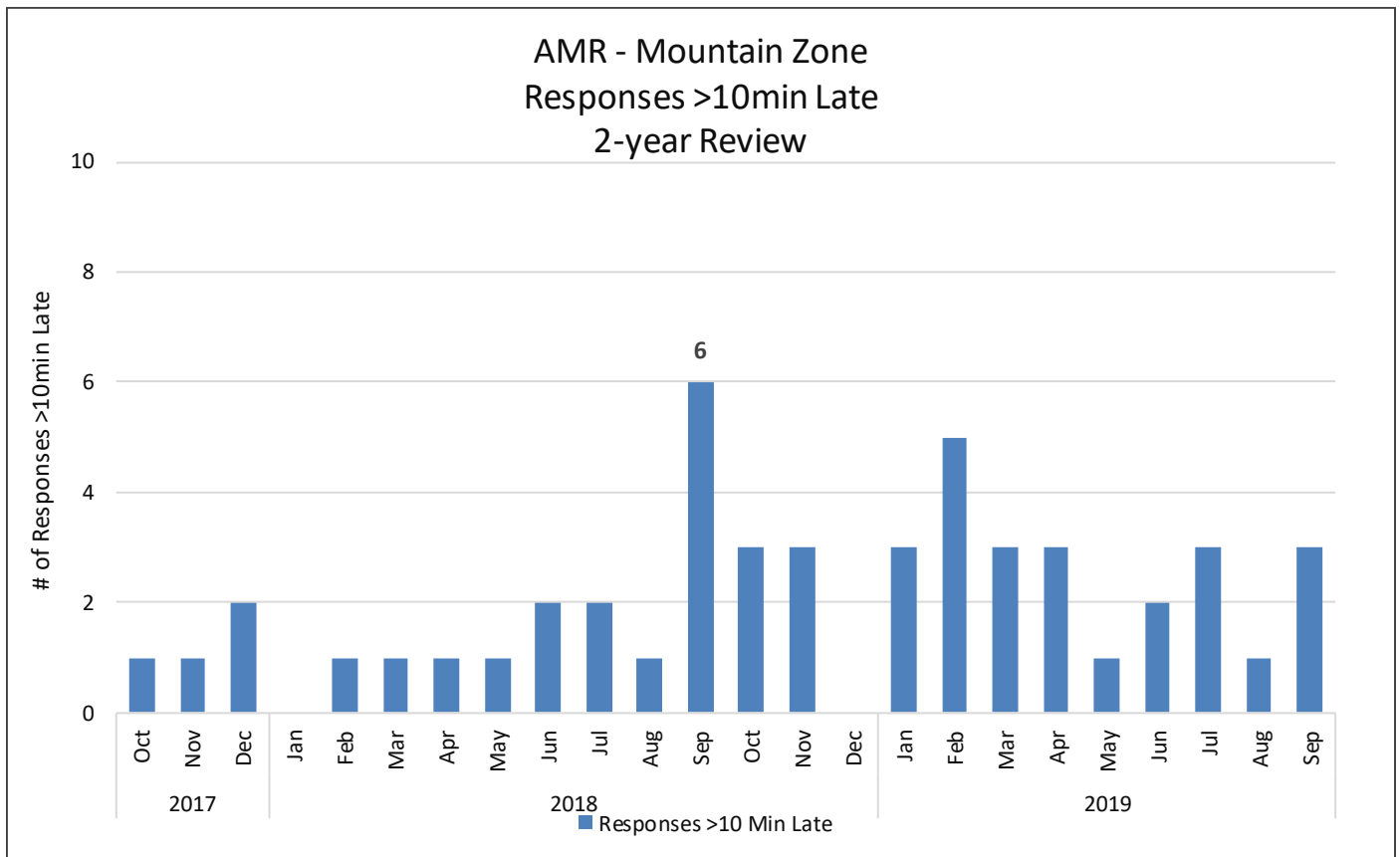
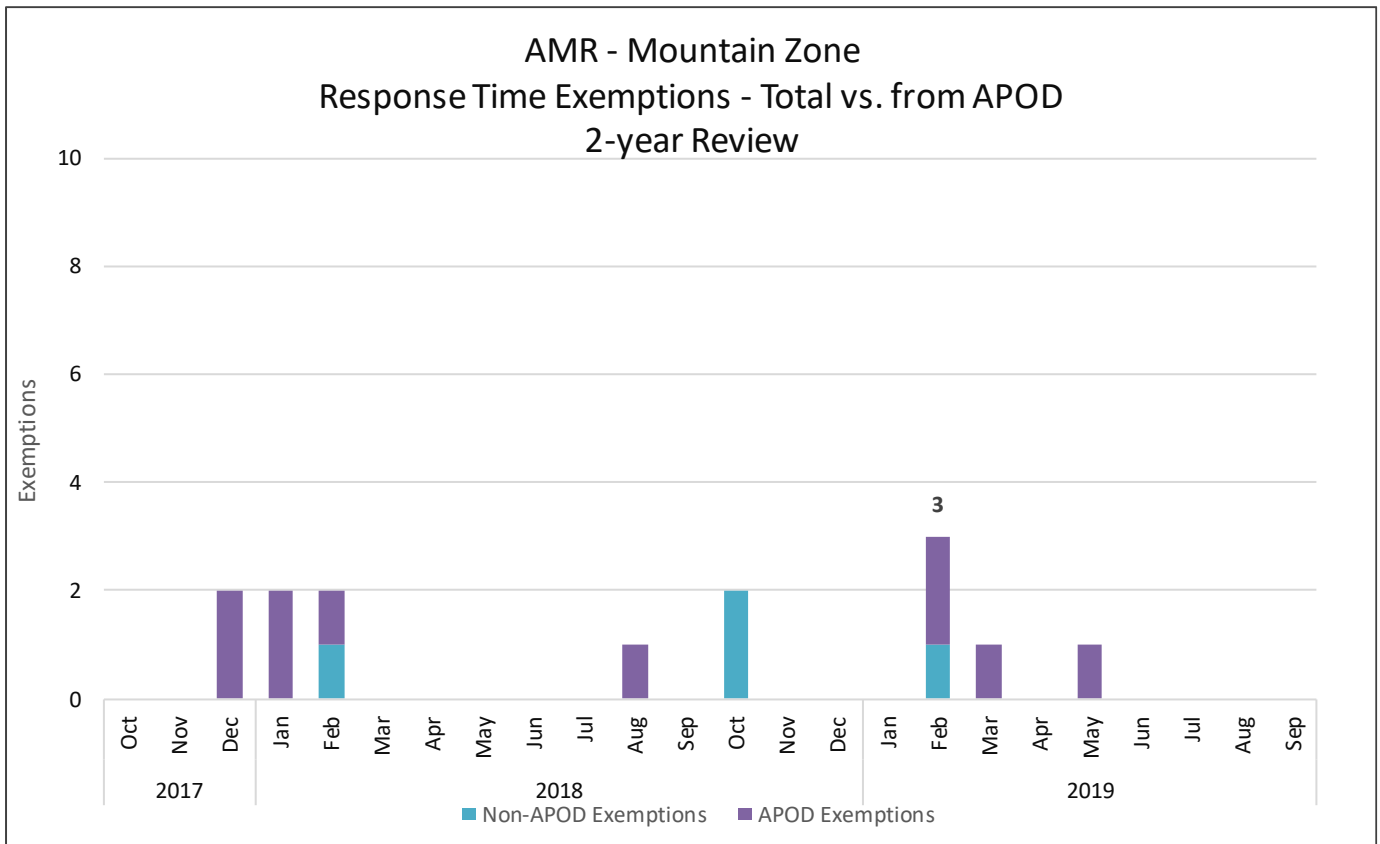
MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



JANUARY 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	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	93.45%		2702	174	\$9,410.00	3	\$1,512.00	177	248	239				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.22%		1170	88	\$5,946.00	3	\$2,104.00	91	140	135				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.99%		1226	80	\$5,478.00	6	\$3,816.00	86	138	134				0	\$0.00	0	\$0.00	
Northwest Total	911	93.06%	\$0	5098	342	\$20,834.00	12	\$7,432.00	354	526	508	50%	0%	\$14,133.00	0	\$0.00	0	\$0.00	\$14,133.00
Southwest - Temecula & Murrieta	911	91.09%		1280	105	\$4,468.00	9	\$5,528.00	114	133	131				0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	92.18%		2124	162	\$8,322.00	4	\$2,016.00	166	192	187				0	\$0.00	0	\$0.00	
Southwest Total	911	91.77%	\$0	3404	267	\$12,790.00	13	\$7,544.00	280	325	318	15%	0%	\$17,283.90	0	\$0.00	0	\$0.00	\$17,283.90
Central - Moreno Valley	911	95.10%		1347	63	\$2,985.00	3	\$2,008.00	66	97	93				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.93%		830	65	\$3,710.00	2	\$1,304.00	67	96	95				0	\$0.00	0	\$0.00	
Central Total	911	93.89%	\$0	2177	128	\$6,695.00	5	\$3,312.00	133	193	188	50%	0%	\$5,003.50	0	\$0.00	0	\$0.00	\$5,003.50
San Jacinto - Hemet	911	91.08%		1345	114	\$8,357.00	6	\$4,920.00	120	46	46				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.21%		1040	69	\$5,053.00	12	\$6,936.00	81	38	34				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.57%	\$0	2385	183	\$13,410.00	18	\$11,856.00	201	84	80	15%	0%	\$21,476.10	0	\$0.00	0	\$0.00	\$21,476.10
Desert - Palm Springs & DHS	911	92.05%		1089	83	\$4,763.00	2	\$1,008.00	85	4	4				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	90.93%		1213	104	\$5,177.00	6	\$4,408.00	110	2	0				0	\$0.00	0	\$0.00	
Desert Total	911	91.45%	\$0	2282	187	\$9,940.00	8	\$5,416.00	195	6	4	15%	0%	\$13,052.60	0	\$0.00	0	\$0.00	\$13,052.60
Palo Verde - Palo Verde	911	95.48%		199	7	\$537.00	2	\$1,800.00	9	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	95.48%	\$0	199	7	\$537.00	2	\$1,800.00	9	0	0	100%	0%	\$1,800.00	0	\$0.00	0	\$0.00	\$1,800.00
Pass - Pass	911	92.03%		866	68	\$5,824.00	1	\$504.00	69	18	16				0	\$0.00	0	\$0.00	
Pass Total	911	92.03%	\$0	866	68	\$5,824.00	1	\$504.00	69	18	16	35%	0%	\$4,113.20	0	\$0.00	0	\$0.00	\$4,113.20
Mountain Plateau - Mountain	911	94.12%		102	3	\$60.00	3	\$4,200.00	6	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.12%	\$0	102	3	\$60.00	3	\$4,200.00	6	0	0	75%	0%	\$1,065.00	0	\$0.00	0	\$0.00	\$1,065.00
CountyWide Total	911	92.45%	\$0	16513	1185	\$70,030.00	62	\$42,064.00	1247	1152	1114		0%	\$77,927.30	0	\$0.00	0	\$0.00	\$77,927.30
														TOTAL				\$67,005.30	

FEBRUARY 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	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	91.52%		2512	203	\$10,097.00	10	\$7,320.00	213	245	232				0	0	\$0.00	\$29,397.05
Northwest - Norco & Uninc. North	911	90.46%		1027	93	\$6,030.00	5	\$3,016.00	98	158	150				0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	93.70%		1096	65	\$5,302.00	4	\$2,608.00	69	146	137				0	0	\$0.00	\$0.00
Northwest Total	911	91.80%	\$0	4635	361	\$21,629.00	19	\$12,944.00	380	549	519	15%	0%	\$29,397.05	0	0	\$0.00	\$29,397.05
Southwest - Temecula & Murrieta	911	91.55%		1302	104	\$6,094.00	6	\$3,320.00	110	146	141				0	0	\$0.00	\$0.00
Southwest - LE Menif, Wild, CL & Uninc.	911	91.60%		1953	159	\$13,771.00	5	\$2,816.00	164	241	231				0	0	\$0.00	\$0.00
Southwest Total	911	91.58%	\$0	3255	263	\$19,865.00	11	\$6,136.00	274	387	372	15%	0%	\$22,100.85	0	0	\$0.00	\$22,100.85
Central - Moreno Valley	911	92.68%		1312	92	\$7,260.00	4	\$2,312.00	96	142	135				0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.00%		831	79	\$5,797.00	4	\$2,608.00	83	123	119				0	0	\$0.00	\$0.00
Central Total	911	91.65%	\$0	2143	171	\$13,057.00	8	\$4,920.00	179	265	254	15%	0%	\$15,280.45	0	0	\$0.00	\$15,280.45
San Jacinto - Hemet	911	91.67%		1177	89	\$8,064.00	9	\$4,624.00	98	27	26				0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	90.99%		889	73	\$4,046.00	8	\$6,720.00	81	32	28				0	0	\$0.00	\$0.00
San Jacinto Total	911	91.38%	\$0	2076	162	\$12,112.00	17	\$12,344.00	179	59	54	15%	0%	\$20,787.60	0	0	\$0.00	\$20,787.60
Desert - Palm Springs & DHS	911	90.44%		1036	92	\$7,433.00	7	\$4,320.00	99	16	5				0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	90.04%		1115	105	\$6,785.00	6	\$6,512.00	111	13	4				0	0	\$0.00	\$0.00
Desert Total	911	90.24%	\$0	2151	197	\$13,218.00	13	\$8,832.00	210	29	9	0%	0%	\$23,050.00	0	0	\$0.00	\$23,050.00
Palo Verde - Palo Verde	911	93.57%		171	5	\$375.00	6	\$9,704.00	11	0	0				0	0	\$0.00	\$0.00
Palo Verde Total	911	93.57%	\$0	171	5	\$375.00	6	\$9,704.00	11	0	0	50%	0%	\$5,039.50	0	0	\$0.00	\$5,039.50
Pass - Pass	911	90.24%		871	80	\$3,886.00	5	\$3,016.00	85	19	17				0	0	\$0.00	\$0.00
Pass Total	911	90.24%	\$0	871	80	\$3,886.00	5	\$3,016.00	85	19	17	0%	0%	\$6,914.00	0	0	\$0.00	\$6,914.00
Mountain Plateau - Mountain	911	91.82%		110	4	\$95.00	5	\$4,104.00	9	3	2				0	0	\$0.00	\$0.00
Mountain Plateau Total	911	91.82%	\$0	110	4	\$95.00	5	\$4,104.00	9	3	2	15%	0%	\$3,550.65	0	0	\$0.00	\$3,550.65
CountyWide Total	911	91.39%	\$0	15412	1243	\$84,238.00	84	\$63,000.00	1327	1311	1227	0%	0%	\$126,120.10	0	0	\$0.00	\$126,120.10

MARCH 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 > 10 Min Fee (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	92.57%		2718	185	\$10,183.00	7	\$4,320.00	202	318	308				0	0	\$0.00	\$0.00
Northwest - Morco & Uninc. North	911	93.40%		1151	74	\$3,483.00	2	\$1,008.00	76	212	203				0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	92.39%		1262	89	\$7,306.00	7	\$4,912.00	96	169	164				0	0	\$0.00	\$0.00
Northwest Total	911	92.71%	\$0	5131	368	\$20,972.00	16	\$10,240.00	374	699	675	35%	0%	\$20,287.80	0	0	\$0.00	\$20,287.80
Southwest - Temecula & Murrieta	911	91.81%		1295	103	\$6,875.00	3	\$1,512.00	106	137	134				0	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, Cl. & Uninc.	911	91.34%		2160	182	\$13,494.00	5	\$2,520.00	187	237	227				0	0	\$0.00	\$0.00
Southwest Total	911	91.52%	\$0	3455	285	\$20,369.00	8	\$4,032.00	283	374	361	15%	0%	\$20,740.85	0	0	\$0.00	\$20,740.85
Central - Moreno Valley	911	92.65%		1375	91	\$6,738.00	10	\$6,328.00	101	142	134				0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	92.02%		927	72	\$5,133.00	2	\$1,304.00	74	127	122				0	0	\$0.00	\$0.00
Central Total	911	92.40%	\$0	2302	163	\$11,871.00	12	\$7,632.00	175	269	256	35%	0%	\$12,676.95	0	0	\$0.00	\$12,676.95
San Jacinto - Hemet	911	91.28%		1273	102	\$7,494.00	9	\$4,832.00	111	34	32				0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.31%		1024	81	\$6,334.00	8	\$6,224.00	89	39	37				0	0	\$0.00	\$0.00
San Jacinto Total	911	91.29%	\$0	2297	183	\$13,828.00	17	\$11,056.00	200	73	69	15%	0%	\$21,151.40	0	0	\$0.00	\$21,151.40
Desert - Palm Springs & DHS	911	91.82%		1173	88	\$5,880.00	8	\$4,328.00	96	10	5				0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.39%		1335	98	\$8,774.00	17	\$10,152.00	115	11	7				0	0	\$0.00	\$0.00
Desert Total	911	91.59%	\$0	2508	186	\$14,654.00	25	\$14,480.00	211	21	12	15%	0%	\$24,763.90	0	0	\$0.00	\$24,763.90
Palo Verde - Palo Verde	911	95.16%		206	9	\$1,030.00	1	\$504.00	10	0	0				0	0	\$0.00	\$0.00
Palo Verde Total	911	95.16%	\$0	206	9	\$1,030.00	1	\$504.00	10	0	0	100%	0%	\$504.00	0	0	\$0.00	\$504.00
Pass - Pass	911	91.72%		966	73	\$5,263.00	7	\$4,120.00	80	19	17				0	0	\$0.00	\$0.00
Pass Total	911	91.72%	\$0	966	73	\$5,263.00	7	\$4,120.00	80	19	17	15%	0%	\$7,975.55	0	0	\$0.00	\$7,975.55
Mountain Plateau - Mountain	911	95.65%		92	1	\$20.00	3	\$4,400.00	4	1	1				0	0	\$0.00	\$0.00
Mountain Plateau Total	911	95.65%	\$0	92	1	\$20.00	3	\$4,400.00	4	1	1	100%	0%	\$4,400.00	0	0	\$0.00	\$4,400.00
CountyWide Total	911	92.06%	\$0	16957	1258	\$88,007.00	89	\$56,464.00	1347	1466	1391		0%	\$112,500.45	0	0	\$0.00	\$112,500.45
TOTAL																		

APRIL 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	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	91.48%		2629	219	\$9,749.00	5	\$2,816.00	224	233	224				0	\$0.00	0	\$0.00	\$24,834.45
Northwest - Norco & Uninc. North	911	92.16%		1186	92	\$5,110.00	1	\$504.00	93	114	103				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.58%		1168	105	\$7,526.00	5	\$3,512.00	110	112	109				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	911	91.43%	\$0	4983	416	\$22,385.00	11	\$6,832.00	427	459	436	15%	0%	\$24,834.45	0	\$0.00	0	\$0.00	\$24,834.45
Southwest - Temecula & Murrieta	911	90.60%		1266	118	\$4,343.00	1	\$800.00	119	126	125				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE Merif, Wild, CL & Uninc.	911	92.33%		2008	151	\$6,429.00	3	\$1,808.00	154	189	186				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	911	91.66%	\$0	3274	269	\$12,772.00	4	\$2,608.00	273	315	311	15%	0%	\$13,073.00	0	\$0.00	0	\$0.00	\$13,073.00
Central - Moreno Valley	911	92.88%		1376	96	\$4,065.00	2	\$1,304.00	98	96	91				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.65%		874	68	\$4,398.00	5	\$3,016.00	73	82	81				0	\$0.00	0	\$0.00	\$0.00
Central Total	911	92.40%	\$0	2250	164	\$8,463.00	7	\$4,320.00	171	178	172	35%	0%	\$8,308.95	0	\$0.00	0	\$0.00	\$8,308.95
San Jacinto - Hemet	911	91.42%		1364	111	\$6,347.00	6	\$3,024.00	117	47	47				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	92.07%		1047	78	\$6,324.00	5	\$3,704.00	83	25	23				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	911	91.70%	\$0	2411	189	\$14,671.00	11	\$6,728.00	200	72	70	15%	0%	\$18,189.15	0	\$0.00	0	\$0.00	\$18,189.15
Desert - Palm Springs & DHS	911	90.96%		1062	92	\$5,555.00	4	\$2,808.00	96	2	2				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.61%		1276	98	\$7,125.00	9	\$5,128.00	107	11	5				0	\$0.00	0	\$0.00	\$0.00
Desert Total	911	91.32%	\$0	2338	190	\$12,690.00	13	\$7,956.00	203	13	7	15%	0%	\$17,632.10	0	\$0.00	0	\$0.00	\$17,632.10
Palo Verde - Palo Verde	911	95.41%		218	5	\$300.00	5	\$7,304.00	10	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	911	95.41%	\$0	218	5	\$300.00	5	\$7,304.00	10	0	0	100%	0%	\$7,304.00	0	\$0.00	0	\$0.00	\$7,304.00
Pass - Pass	911	91.47%		950	76	\$2,760.00	5	\$2,816.00	81	30	29				0	\$0.00	0	\$0.00	\$0.00
Pass Total	911	91.47%	\$0	950	76	\$2,760.00	5	\$2,816.00	81	30	29	15%	0%	\$4,739.60	0	\$0.00	0	\$0.00	\$4,739.60
Mountain Plateau - Mountain	911	91.26%		103	6	\$690.00	3	\$2,008.00	9	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	911	91.26%	\$0	103	6	\$690.00	3	\$2,008.00	9	0	0	15%	0%	\$2,208.30	0	\$0.00	0	\$0.00	\$2,208.30
CountyWide Total	911	91.69%	\$0	16527	1315	\$74,631.00	59	\$40,532.00	1374	1067	1025		0%	\$86,189.55	0	\$0.00	0	\$0.00	\$86,189.55

MAY 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	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	91.85%		2674	214	\$10,374.00	4	\$2,312.00	218	95	87				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.03%		1205	93	\$4,500.00	3	\$1,808.00	96	87	83				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.69%		1171	105	\$6,792.00	4	\$2,312.00	109	76	70				0	\$0.00	0	\$0.00	
Northwest Total	911	91.62%	\$0	5060	412	\$21,666.00	11	\$6,432.00	423	258	240	15%	0%	\$23,883.30	0	\$0.00	0	\$0.00	\$23,883.30
Southwest - Temecula & Murrieta	911	90.25%		1334	128	\$6,266.00	2	\$1,008.00	130	94	92				0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	91.65%		2060	164	\$7,710.00	8	\$4,824.00	172	148	147				0	\$0.00	0	\$0.00	
Southwest Total	911	91.10%	\$0	3394	292	\$13,966.00	10	\$5,832.00	302	242	239	15%	0%	\$16,828.30	0	\$0.00	0	\$0.00	\$16,828.30
Central - Moreno Valley	911	93.47%		1347	78	\$5,086.00	10	\$5,336.00	88	43	40				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.12%		911	83	\$4,075.00	7	\$4,416.00	90	55	52				0	\$0.00	0	\$0.00	
Central Total	911	92.12%	\$0	2258	161	\$9,161.00	17	\$9,752.00	178	98	92	35%	0%	\$12,233.45	0	\$0.00	0	\$0.00	\$12,233.45
San Jacinto - Hemet	911	91.91%		1273	98	\$5,198.00	5	\$2,816.00	103	23	23				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.94%		1017	80	\$4,994.00	2	\$1,008.00	82	17	17				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.92%	\$0	2290	178	\$10,132.00	7	\$3,824.00	185	40	40	15%	0%	\$11,852.60	0	\$0.00	0	\$0.00	\$11,852.60
Desert - Palm Springs & DHS	911	91.64%		1041	85	\$5,877.00	2	\$1,504.00	87	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	93.69%		1078	59	\$3,512.00	9	\$6,416.00	68	1	1				0	\$0.00	0	\$0.00	
Desert Total	911	92.69%	\$0	2119	144	\$9,389.00	11	\$7,920.00	155	1	1	35%	0%	\$11,250.85	0	\$0.00	0	\$0.00	\$11,250.85
Palo Verde - Palo Verde	911	94.37%		213	5	\$665.00	7	\$8,608.00	12	3	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	94.37%	\$0	213	5	\$665.00	7	\$8,608.00	12	3	0	75%	0%	\$2,368.25	0	\$0.00	0	\$0.00	\$2,368.25
Pass - Pass	911	92.76%		981	66	\$4,935.00	5	\$4,200.00	71	22	16				0	\$0.00	0	\$0.00	
Pass Total	911	92.76%	\$0	981	66	\$4,935.00	5	\$4,200.00	71	22	16	35%	0%	\$5,937.75	0	\$0.00	0	\$0.00	\$5,937.75
Mountain Plateau - Mountain	911	98.89%		90	0	\$0.00	1	\$1,000.00	1	1	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	98.89%	\$0	90	0	\$0.00	1	\$1,000.00	1	1	1	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	911	91.91%	\$0	16395	1258	\$70,114.00	69	\$47,568.00	1327	665	629	0%	0%	\$85,424.50	0	\$0.00	0	\$0.00	\$85,424.50
TOTAL																			

JUNE 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	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	91.32%		2743	237	\$12,270.00	1	\$1,000.00	238	181	171				0	\$0.00	0	\$0.00	\$26,831.95
Northwest - Norco & Uninc. North	911	90.75%		1167	106	\$6,474.00	2	\$1,008.00	108	140	133				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.07%		1185	88	\$6,999.00	6	\$3,816.00	94	99	92				0	\$0.00	0	\$0.00	
Northwest Total	911	91.36%	\$0	5085	431	\$25,743.00	9	\$5,824.00	440	420	396	15%	0%	\$26,831.95	0	\$0.00	0	\$0.00	\$26,831.95
Southwest - Temecula & Murrieta	911	91.52%		1345	111	\$6,093.00	3	\$1,808.00	114	149	133				0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	91.65%		2097	171	\$8,140.00	4	\$2,512.00	175	177	168				0	\$0.00	0	\$0.00	
Southwest Total	911	91.60%	\$0	3442	282	\$14,143.00	7	\$4,320.00	289	326	301	15%	0%	\$15,693.55	0	\$0.00	0	\$0.00	\$15,693.55
Central - Moreno Valley	911	94.08%		1283	73	\$2,693.00	3	\$1,808.00	76	58	56				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.89%		933	83	\$5,526.00	2	\$1,008.00	85	96	83				0	\$0.00	0	\$0.00	
Central Total	911	92.73%	\$0	2216	156	\$8,129.00	5	\$2,816.00	161	154	149	35%	0%	\$7,114.25	0	\$0.00	0	\$0.00	\$7,114.25
San Jacinto - Hemet	911	93.22%		1269	82	\$3,247.00	4	\$2,016.00	86	21	20				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.81%		974	66	\$3,782.00	4	\$2,608.00	70	25	22				0	\$0.00	0	\$0.00	
San Jacinto Total	911	93.05%	\$0	2243	148	\$7,029.00	8	\$4,624.00	156	46	42	50%	0%	\$5,826.50	0	\$0.00	0	\$0.00	\$5,826.50
Desert - Palm Springs & DHS	911	93.56%		1072	62	\$2,599.00	7	\$3,528.00	69	4	4				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.05%		1157	88	\$6,194.00	4	\$2,312.00	92	5	3				0	\$0.00	0	\$0.00	
Desert Total	911	92.78%	\$0	2229	150	\$8,793.00	11	\$5,840.00	161	9	7	35%	0%	\$9,511.45	0	\$0.00	0	\$0.00	\$9,511.45
Palo Verde - Palo Verde	911	97.31%		186	4	\$422.00	1	\$2,400.00	5	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.31%	\$0	186	4	\$422.00	1	\$2,400.00	5	0	0	100%	0%	\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	911	93.30%		911	58	\$3,691.00	3	\$1,512.00	61	19	12				0	\$0.00	0	\$0.00	
Pass Total	911	93.30%	\$0	911	58	\$3,691.00	3	\$1,512.00	61	19	12	50%	0%	\$2,601.50	0	\$0.00	0	\$0.00	\$2,601.50
Mountain Plateau - Mountain	911	95.80%		119	3	\$580.00	2	\$1,304.00	5	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	95.80%	\$0	119	3	\$580.00	2	\$1,304.00	5	0	0	100%	0%	\$1,304.00	0	\$0.00	0	\$0.00	\$1,304.00
CountyWide Total	911	92.23%	\$0	16441	1232	\$88,550.00	46	\$26,640.00	1278	974	907		0%	\$71,283.20	0	\$0.00	0	\$0.00	\$71,283.20
														TOTAL				\$71,283.20	

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 Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.42%		2692	223	\$10,217.00	8	\$5,120.00	196	188				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.85%		1105	74	\$3,232.00	5	\$2,520.00	134	130				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.37%		1245	93	\$6,302.00	2	\$1,304.00	98	95				0	\$0.00	0	\$0.00	
Northwest Total		91.97%	\$0	5042	390	\$19,751.00	15	\$8,944.00	428	413	15%	0%	\$24,300.75	0	\$0.00	0	\$0.00	\$24,300.75
Southwest - Temecula & Murrieta	911	90.47%		1322	121	\$6,411.00	5	\$2,816.00	106	99				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.87%		2113	188	\$9,703.00	5	\$5,008.00	193	131				0	\$0.00	0	\$0.00	
Southwest Total		90.71%	\$0	3435	309	\$16,114.00	10	\$7,824.00	243	230	0%	0%	\$23,938.00	0	\$0.00	0	\$0.00	\$23,938.00
Central - Moreno Valley	911	92.57%		1360	97	\$5,066.00	4	\$2,016.00	60	55				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.30%		988	83	\$5,304.00	3	\$1,512.00	66	122				0	\$0.00	0	\$0.00	
Central Total		92.04%	\$0	2348	180	\$10,390.00	7	\$3,528.00	187	177	35%	0%	\$9,046.70	0	\$0.00	0	\$0.00	\$9,046.70
San Jacinto - Hemet	911	91.90%		1334	102	\$7,866.00	6	\$3,024.00	108	23				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.31%		1040	73	\$2,814.00	7	\$3,824.00	80	22				0	\$0.00	0	\$0.00	
San Jacinto Total		92.08%	\$0	2374	175	\$10,680.00	13	\$6,848.00	188	45	35%	0%	\$11,333.20	0	\$0.00	0	\$0.00	\$11,333.20
Desert - Palm Springs & DHS	911	93.25%		1037	69	\$4,616.00	1	\$900.00	70	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	93.92%		1167	64	\$4,106.00	7	\$4,912.00	71	3				0	\$0.00	0	\$0.00	
Desert Total		93.60%	\$0	2204	133	\$6,722.00	8	\$5,712.00	141	4	50%	0%	\$7,217.00	0	\$0.00	0	\$0.00	\$7,217.00
Palo Verde - Palo Verde	911	97.46%		197	2	\$60.00	3	\$5,800.00	5	0				0	\$0.00	1	\$500.00	
Palo Verde Total		97.46%	\$0	197	2	\$60.00	3	\$5,800.00	5	0	100%	0%	\$5,800.00	0	\$0.00	1	\$500.00	\$5,300.00
Pass - Pass	911	93.87%		946	53	\$2,677.00	5	\$4,712.00	88	20				0	\$0.00	0	\$0.00	
Pass Total		93.87%	\$0	946	53	\$2,677.00	5	\$4,712.00	88	20	50%	0%	\$3,694.50	0	\$0.00	0	\$0.00	\$3,694.50
Mountain Plateau - Mountain	911	94.59%		111	3	\$90.00	3	\$3,704.00	6	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total		94.59%	\$0	111	3	\$90.00	3	\$3,704.00	6	0	75%	0%	\$46.50	0	\$0.00	0	\$0.00	\$46.50
CountyWide Total		92.14%	\$0	16657	1245	\$68,464.00	64	\$47,072.00	1309	889	0%	0%	\$86,428.65	0	\$0.00	1	\$500.00	\$86,928.65

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 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	91.65%		2825	227	\$16,240.00	9	\$6,120.00	236	303	288				0	\$0.00	0	\$0.00	\$39,679.70
Northwest - Norco & Uninc. North	911	90.74%		1296	116	\$6,840.00	4	\$2,608.00	120	243	230				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.23%		1232	97	\$9,042.00	11	\$6,832.00	108	152	145				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	911	91.33%	\$0	5353	440	\$31,122.00	24	\$15,560.00	464	688	673	15%	0%	\$39,679.70	0	\$0.00	0	\$0.00	\$39,679.70
Southwest - Temecula & Murrieta	911	92.40%		1355	93	\$3,656.00	10	\$7,232.00	103	121	115				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.48%		2137	177	\$9,775.00	5	\$3,312.00	182	150	145				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	911	91.84%	\$0	3492	270	\$13,431.00	15	\$10,544.00	285	271	260	15%	0%	\$20,378.75	0	\$0.00	0	\$0.00	\$20,378.75
Central - Moreno Valley	911	92.11%		1420	104	\$6,695.00	8	\$6,520.00	112	129	127				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.62%		990	80	\$3,929.00	3	\$1,512.00	83	118	116				0	\$0.00	0	\$0.00	\$0.00
Central Total	911	91.91%	\$0	2410	184	\$10,624.00	11	\$8,032.00	195	247	243	15%	0%	\$15,857.60	0	\$0.00	0	\$0.00	\$15,857.60
San Jacinto - Hemet	911	91.87%		1255	99	\$5,764.00	3	\$1,512.00	102	22	21				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	90.37%		1088	93	\$5,624.00	7	\$4,320.00	100	24	20				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	911	91.19%	\$0	2283	192	\$11,388.00	10	\$5,832.00	202	46	41	15%	0%	\$14,637.00	0	\$0.00	0	\$0.00	\$14,637.00
Desert - Palm Springs & DHS	911	94.12%		1088	62	\$4,109.00	2	\$1,008.00	64	4	4				0	\$0.00	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	\$0.00	0	\$0.00	\$0.00
Desert Total	911	94.29%	\$0	2206	121	\$7,437.00	5	\$2,816.00	126	12	9	75%	0%	\$2,563.25	0	\$0.00	0	\$0.00	\$2,563.25
Palo Verde - Palo Verde	911	97.71%		218	3	\$20.00	2	\$2,000.00	5	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	911	97.74%	\$0	218	3	\$20.00	2	\$2,000.00	5	0	0	100%	0%	\$2,000.00	0	\$0.00	0	\$0.00	\$2,000.00
Pass - Pass	911	92.21%		899	64	\$3,765.00	6	\$3,320.00	70	12	11				0	\$0.00	0	\$0.00	\$0.00
Pass Total	911	92.21%	\$0	899	64	\$3,765.00	6	\$3,320.00	70	12	11	35%	0%	\$4,605.25	0	\$0.00	0	\$0.00	\$4,605.25
Mountain Plateau - Mountain	911	94.17%		120	6	\$880.00	1	\$504.00	7	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	911	94.17%	\$0	120	6	\$880.00	1	\$504.00	7	0	0	75%	0%	\$946.00	0	\$0.00	0	\$0.00	\$946.00
CountyWide Total	911	92.03%	\$0	16991	1280	\$78,667.00	74	\$48,606.00	1354	1286	1237		0%	\$100,067.55	0	\$0.00	0	\$0.00	\$100,067.55
														TOTAL					

SEPTEMBER 2019 COMPLIANCE REPORT

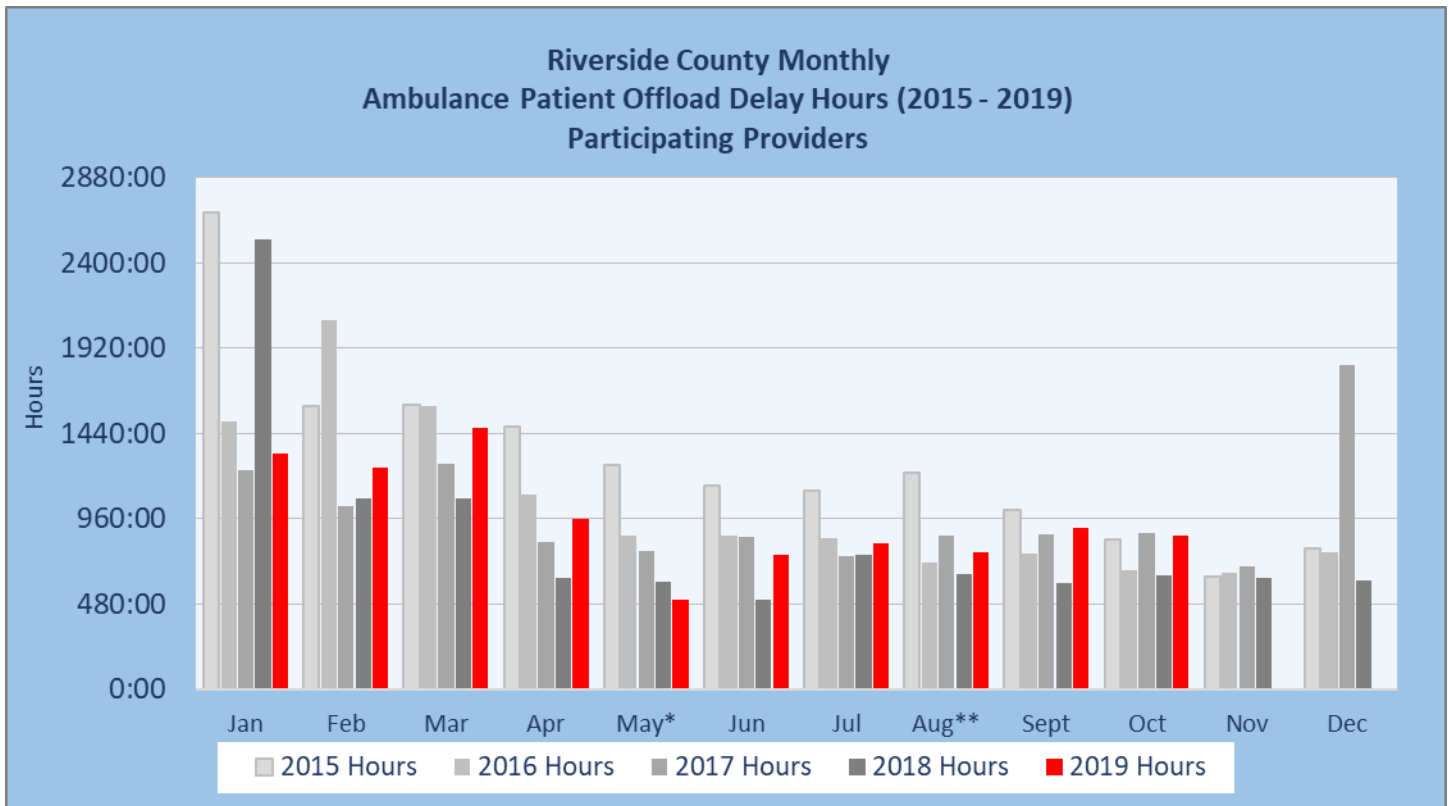
Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <=10Min	Late Responses <=10Min Fee	Late Responses >10Min	Late Responses >10Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	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	91.77%		2735	210	\$10,365.00	15	\$10,032.00	225	314	303				0	\$0.00	0	\$0.00	
Northwest - Morco & Uninc. North	911	91.44%		1196	96	\$6,889.00	8	\$6,224.00	106	202	196				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.94%		1204	87	\$6,319.00	10	\$7,728.00	97	162	154				0	\$0.00	0	\$0.00	
Northwest Total	911	91.67%	\$0	5135	395	\$23,547.00	33	\$23,984.00	428	678	653	15%	0%	\$40,401.35	0	\$0.00	0	\$0.00	\$40,401.35
Southwest - Temecula & Murrieta	911	90.35%		1236	123	\$6,965.00	2	\$1,088.00	125	163	156				0	\$0.00	0	\$0.00	
Southwest - LE Menit, Wild, CI & Uninc.	911	92.49%		2063	153	\$10,551.00	2	\$1,088.00	155	188	183				0	\$0.00	0	\$0.00	
Southwest Total	911	91.66%	\$0	3359	276	\$17,536.00	4	\$2,016.00	280	351	339	15%	0%	\$16,619.20	0	\$0.00	0	\$0.00	\$16,619.20
Central - Moreno Valley	911	92.66%		1349	91	\$7,074.00	8	\$4,824.00	99	127	124				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.26%		972	77	\$5,476.00	8	\$5,712.00	85	151	149				0	\$0.00	0	\$0.00	
Central Total	911	92.07%	\$0	2321	168	\$12,550.00	16	\$10,536.00	184	278	273	35%	0%	\$15,005.90	0	\$0.00	0	\$0.00	\$15,005.90
San Jacinto - Hemet	911	91.69%		1263	96	\$5,477.00	9	\$4,536.00	105	14	14				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.05%		1021	69	\$1,970.00	2	\$1,088.00	71	25	24				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.29%	\$0	2284	165	\$7,447.00	11	\$5,544.00	176	39	38	35%	0%	\$8,444.15	0	\$0.00	0	\$0.00	\$8,444.15
Desert - Palm Springs & DHS	911	91.17%		974	77	\$7,270.00	9	\$5,128.00	86	2	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.37%		1061	74	\$3,289.00	7	\$5,112.00	81	5	4				0	\$0.00	0	\$0.00	
Desert Total	911	91.79%	\$0	2035	151	\$10,559.00	16	\$10,240.00	167	7	6	15%	0%	\$17,679.15	0	\$0.00	0	\$0.00	\$17,679.15
Palo Verde - Palo Verde	911	96.46%		199	4	\$240.00	3	\$3,904.00	7	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	96.48%	\$0	199	4	\$240.00	3	\$3,904.00	7	0	0	100%	0%	\$3,904.00	0	\$0.00	0	\$0.00	\$3,904.00
Pas - Pas	911	91.74%		920	70	\$4,992.00	6	\$3,616.00	76	14	12				0	\$0.00	0	\$0.00	
Pas Total	911	91.74%	\$0	920	70	\$4,992.00	6	\$3,616.00	76	14	12	15%	0%	\$7,308.30	0	\$0.00	0	\$0.00	\$7,308.30
Mountain Plateau - Mountain	911	94.00%		100	3	\$60.00	3	\$2,504.00	6	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.00%	\$0	100	3	\$60.00	3	\$2,504.00	6	0	0	50%	0%	\$1,277.00	0	\$0.00	0	\$0.00	\$1,277.00
CountyWide Total	911	91.90%	\$0	16663	1222	\$76,911.00	92	\$62,344.00	1324	1367	1321		0%	\$110,639.05	0	\$0.00	0	\$0.00	\$110,639.05
														TOTAL					

OCTOBER 2019 COMPLIANCE REPORT

NOVEMBER 2019 COMPLIANCE REPORT

DECEMBER 2019 COMPLIANCE REPORT

AMBULANCE PATIENT OFFLOAD TIME



October 2019						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	790	373:30:40	109:47:47	246	68.9%	0:57:49
Desert Regional Med Ctr	1,079	261:15:22	17:21:36	70	93.5%	0:25:55
Eisenhower Health	1,250	210:01:29	2:28:56	19	98.5%	0:17:04
Hemet Valley Hospital	1,501	630:06:00	96:20:26	448	70.2%	0:44:00
Inland Valley Med Ctr	894	321:36:00	49:39:04	172	80.8%	0:41:39
JFK Hospital	627	87:30:28	0:34:45	5	99.2%	0:15:47
Kaiser Hospital Moreno Valley	317	132:34:48	39:05:26	59	81.4%	0:53:59
Kaiser Hospital Riverside	511	207:52:09	48:26:48	129	74.8%	0:51:28
Loma Linda Univ Med Ctr Mur	561	251:07:36	56:08:03	164	70.8%	0:47:08
Menifee Med Ctr	299	161:40:12	58:30:59	103	65.6%	1:09:30
Palo Verde Hospital	153	11:48:08	0:02:48	1	99.3%	0:09:49
Parkview Community Hospital	513	163:11:26	20:56:23	83	83.8%	0:37:36
Rancho Springs Med Ctr	499	147:17:48	14:46:31	56	88.8%	0:31:35
Riverside Community Hospital	1,451	785:47:10	212:11:42	656	54.8%	0:58:19
Riverside University Health System	1,440	591:19:06	102:14:17	392	72.8%	0:44:38
San Geronio Mem Hospital	560	174:01:01	7:38:30	58	89.6%	0:30:57
Temecula Valley Hospital	530	201:05:05	30:47:56	122	77.0%	0:43:30
Grand Total	12,975	4711:44:28	867:01:57	2,783	78.6%	0:43:14

Monthly Average over last 12 Months:11/1/2018 through 10/31/2019

	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	750	335:54:01	89:47:15	224	152	310
Desert Regional Med Ctr	1,114	264:07:09	18:59:27	74	33	123
Eisenhower Health	1,305	222:49:35	3:23:50	24	15	61
Hemet Valley Hospital	1,408	619:20:16	120:20:29	453	341	565
Inland Valley Med Ctr	870	287:19:51	44:46:18	144	76	179
JFK Hospital	614	93:29:14	1:44:23	11	3	22
Kaiser Hospital Riverside	519	180:02:44	28:57:12	88	41	129
Loma Linda Univ Med Ctr Mur	619	313:16:39	86:25:03	221	163	304
Menifee Med Ctr	318	131:09:54	32:34:57	75	35	103
Moreno Valley Hospital	345	114:47:21	17:51:14	55	29	75
Palo Verde Hospital	161	15:03:44	0:32:36	2	0	6
Parkview Community Hospital	503	190:19:52	38:09:02	107	64	157
Rancho Springs Med Ctr	454	127:56:35	10:44:14	46	31	80
Riverside Community Hospital	1,415	866:56:33	310:45:03	649	346	806
Riverside University Health System	1,315	500:29:44	67:20:36	287	167	423
San Gorgonio Mem Hospital	566	170:08:51	11:22:12	64	39	97
Temecula Valley Hospital	540	184:55:26	22:28:49	98	57	137

Transports and APODs: 3-Month Comparison

	Aug 2019			Sep 2019			Oct 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Corona Regional Med Ctr	802	227	66:55:08	780	266	121:19:08	790	246	109:47:47
Desert Regional Med Ctr	1,137	123	33:02:11	1,052	105	21:32:24	1,079	70	17:21:36
Eisenhower Health	1,139	17	1:25:19	1,240	23	3:51:39	1,250	19	2:28:56
Hemet Valley Hospital	1,435	405	99:10:56	1,429	502	130:47:41	1,501	448	96:20:26
Inland Valley Med Ctr	913	146	34:48:14	886	158	39:56:10	894	172	49:39:04
JFK Hospital	627	8	0:48:20	580	11	4:38:40	627	5	0:34:45
Kaiser Hospital Moreno Valley	367	75	22:51:00	330	72	27:46:44	317	59	39:05:26
Kaiser Hospital Riverside	515	84	26:41:07	542	121	49:04:09	511	129	48:26:48
Loma Linda Univ Med Ctr Mur	594	163	42:51:47	599	169	48:14:13	561	164	56:08:03
Menifee Med Ctr	377	82	32:53:42	311	70	28:36:29	299	103	58:30:59
Palo Verde Hospital	192	0		166	0		153	1	0:02:48
Parkview Community Hospital	572	95	23:33:00	510	112	39:51:30	513	83	20:56:23
Rancho Springs Med Ctr	463	34	4:21:59	440	44	11:26:54	499	56	14:46:31
Riverside Community Hospital	1,470	741	306:34:58	1,351	655	283:14:16	1,451	656	212:11:42
Riverside University Health System	1,377	227	44:25:07	1,381	339	74:35:41	1,440	392	102:14:17
San Gorgonio Mem Hospital	542	58	8:23:19	563	47	8:34:27	560	58	7:38:30
Temecula Valley Hospital	584	108	24:07:15	502	75	15:13:06	530	122	30:47:56
	13,106	2,593	772:53:22	12,662	2,769	908:43:11	12,975	2,783	867:01:57

Transports and APODs at ETS: 3-Month Comparison

	Aug 2019			Sep 2019			Oct 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	429	158	40:24:59	478	206	63:44:15	473	202	62:27:46