



Ambulance Response Compliance Review

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

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	9
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)	14
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	19
Southwest Zone: Exemptions	20
Southwest Zone: Responses > 10 Minutes Late	21
Desert Zone	23
Desert Zone: Subzone Response and Compliance Data	24
Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late	25
Desert Zone: Exemptions.....	26
Palo Verde Zone.....	27
Palo Verde Zone: Exemptions and >10 Minutes Late.....	28
Pass Zone	29
Pass Zone: Exemptions and Responses >10 Minutes Late	30
San Jacinto Zone	31
San Jacinto Zone: Subzone Response and Compliance Data	32
San Jacinto Zone: Subzone Response and Compliance Data (cont.)	33
San Jacinto Zone: Exemptions	34
San Jacinto Zone: Responses > 10 Minutes Late	35
Mountain Plateau Zone	36

Mountain Plateau Zone: Response and Compliance Data	37
Mountain Plateau Zone: Exemptions and >10 Minutes Late	38
July 2019 Compliance Report	39
August 2019 Compliance Report	40
September 2019 Compliance Report	41
October 2019 Compliance Report	42
November 2019 Compliance Report	43
December 2019 Compliance Report	44
January 2020 Compliance Report.....	45
February 2020 Compliance Report.....	46
March 2020 Compliance Report.....	46
April 2020 Compliance Report.....	48
May 2020 compliance report	49
June 2020 compliance report	50
Ambulance Patient Offload Time	51

RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

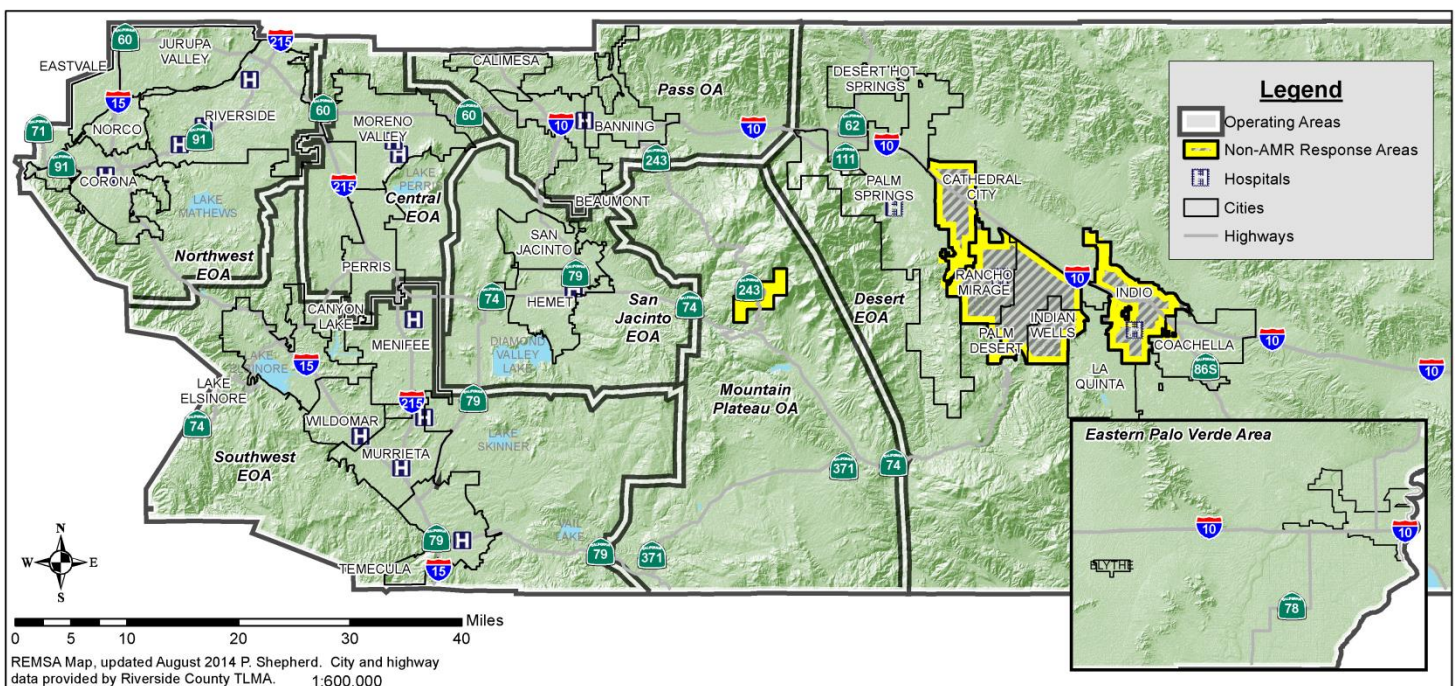
Overview

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



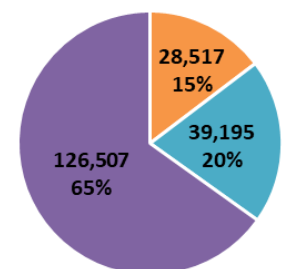
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

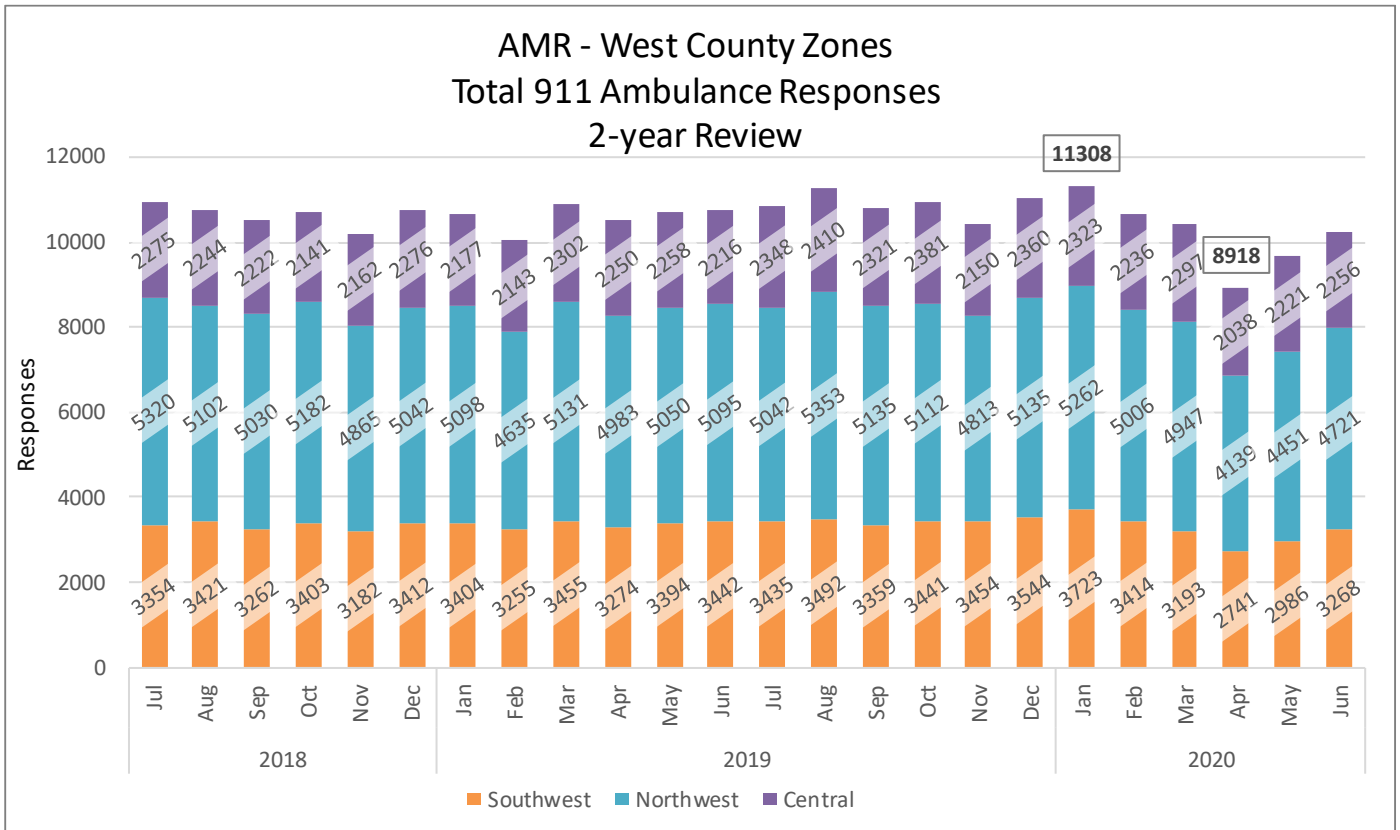
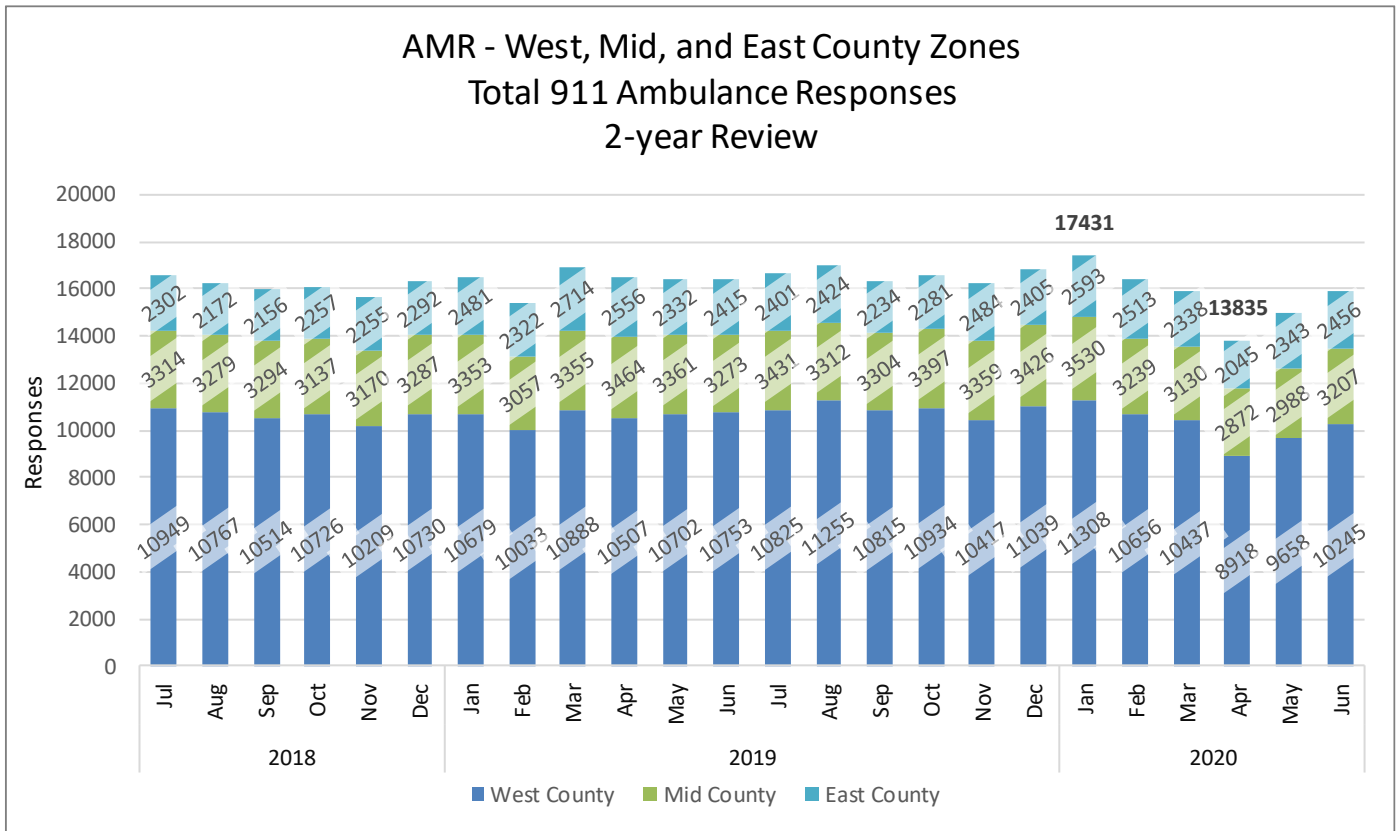
East County includes the Desert and Palo Verde Response Time Zones.

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

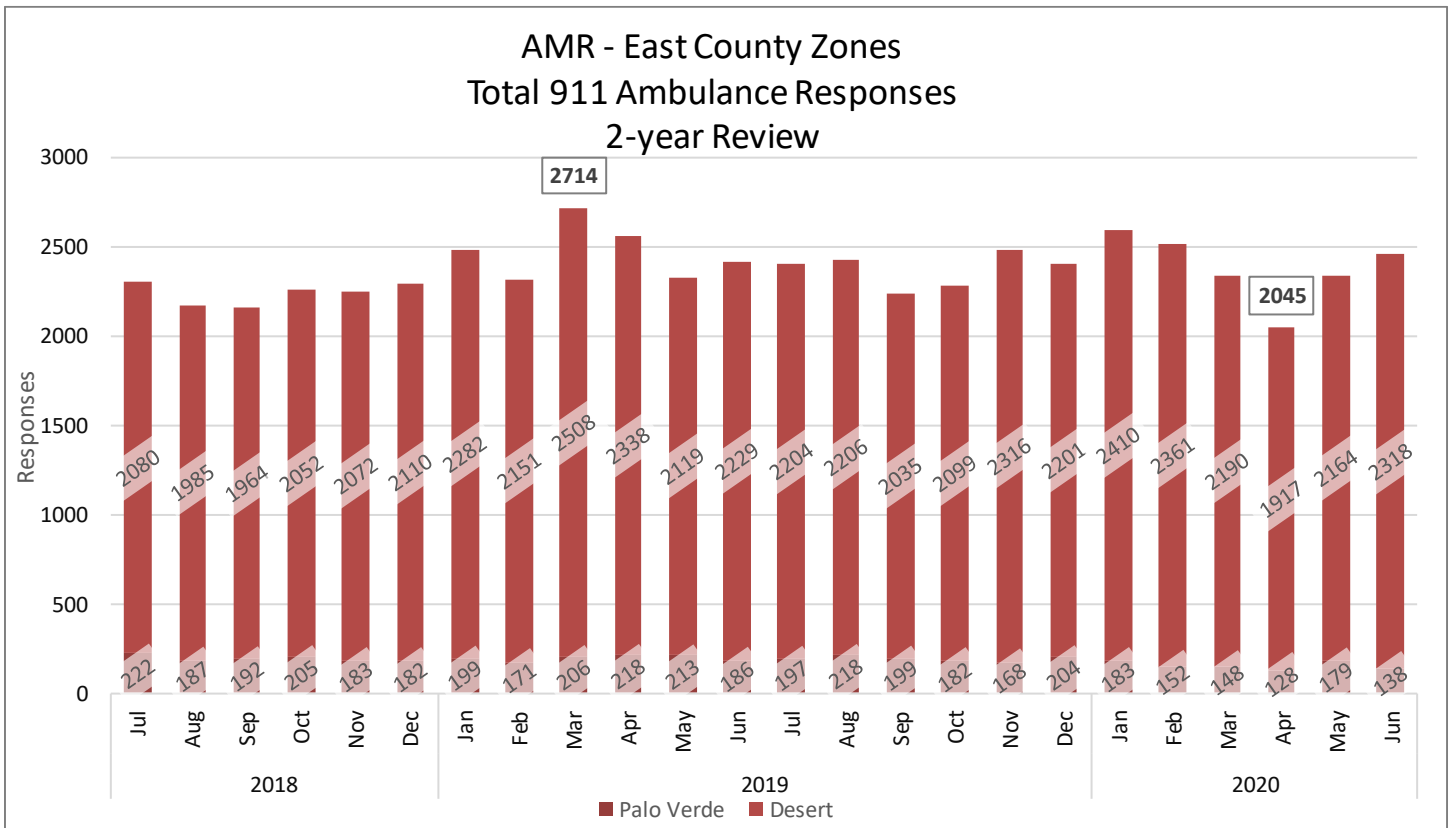
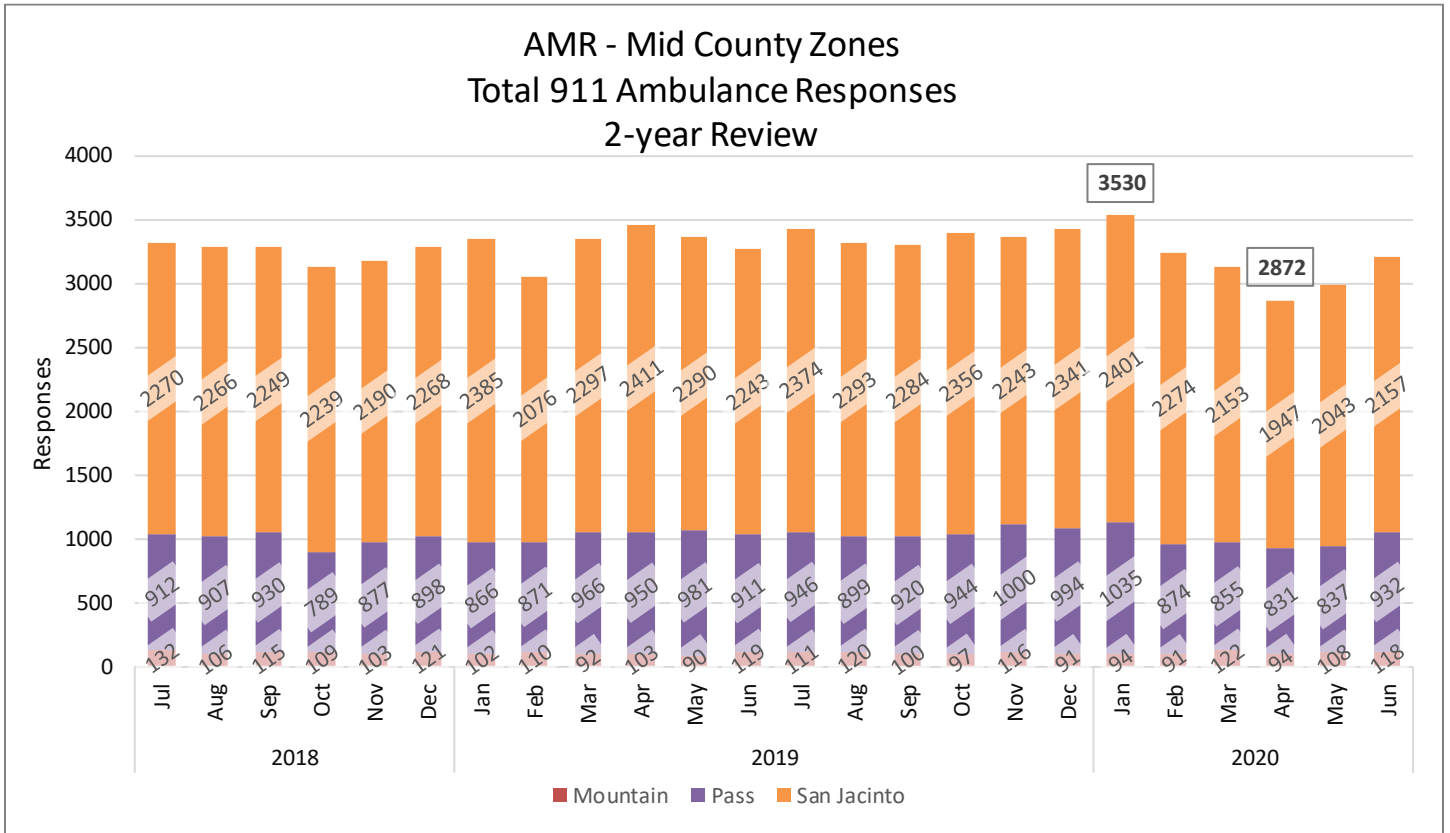


East County Mid County West County

West, Mid, and East County Areas Comparisons



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



CENTRAL ZONE

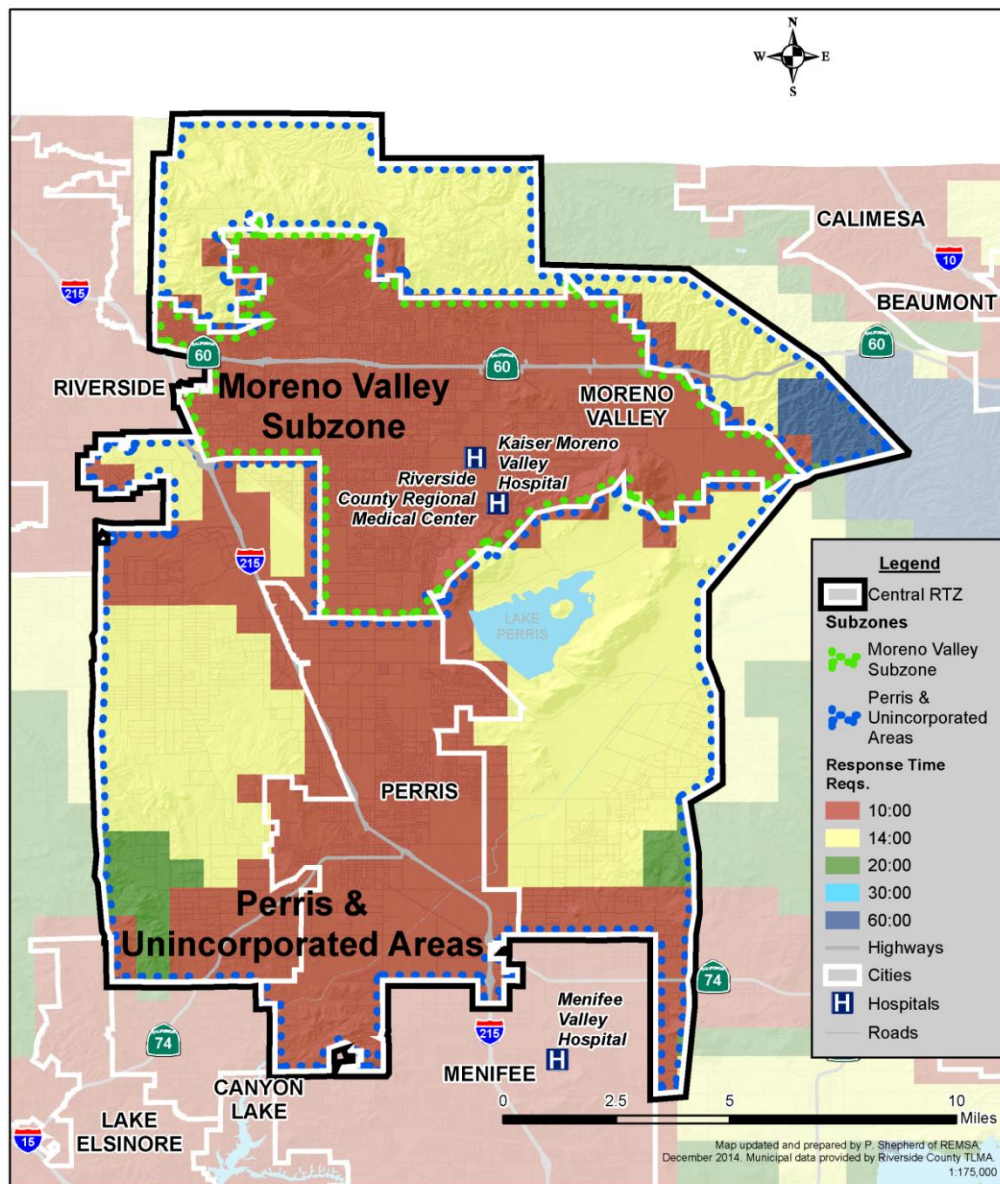
The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: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

The maps referenced in this report are available at remsa.us/zones



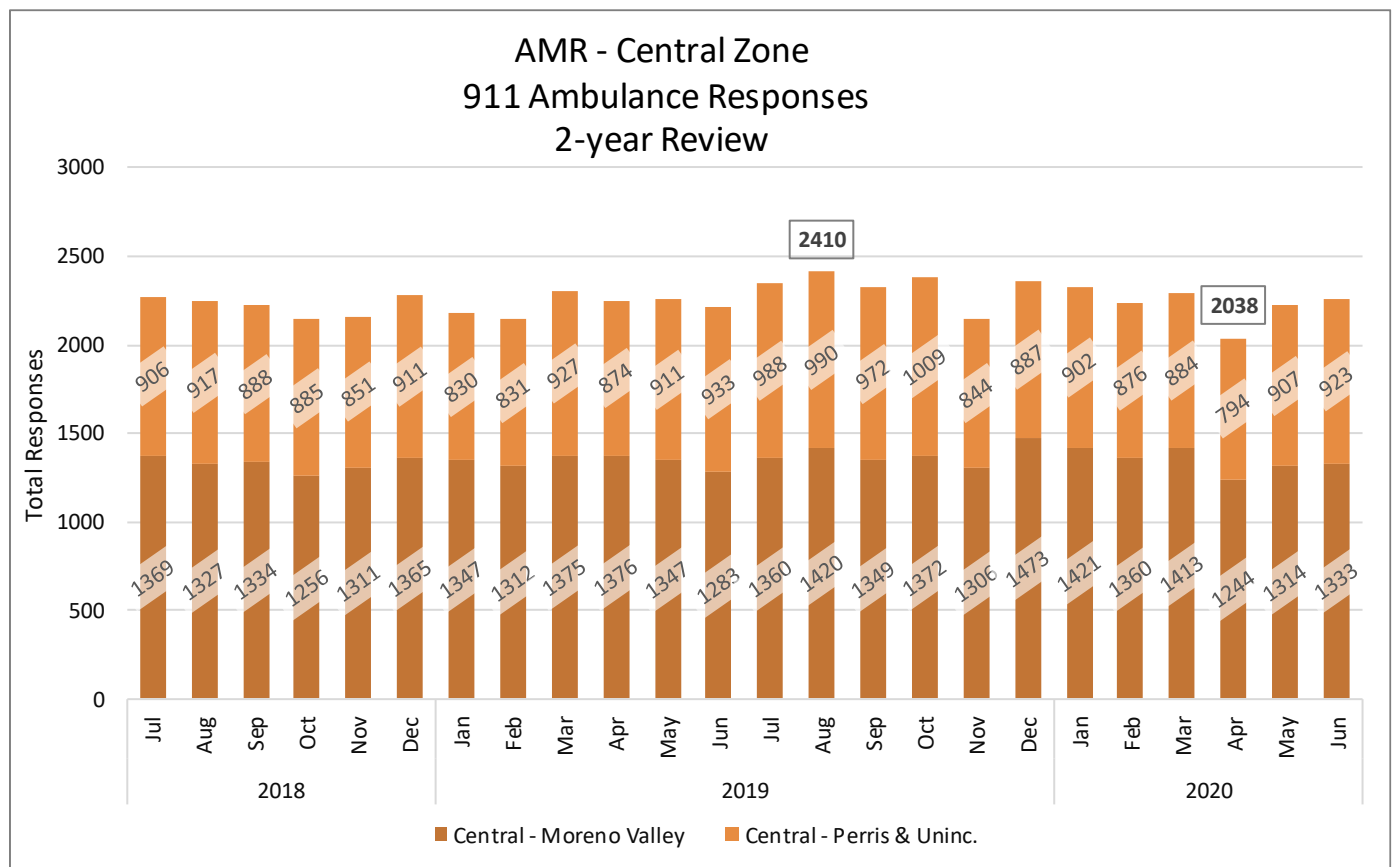
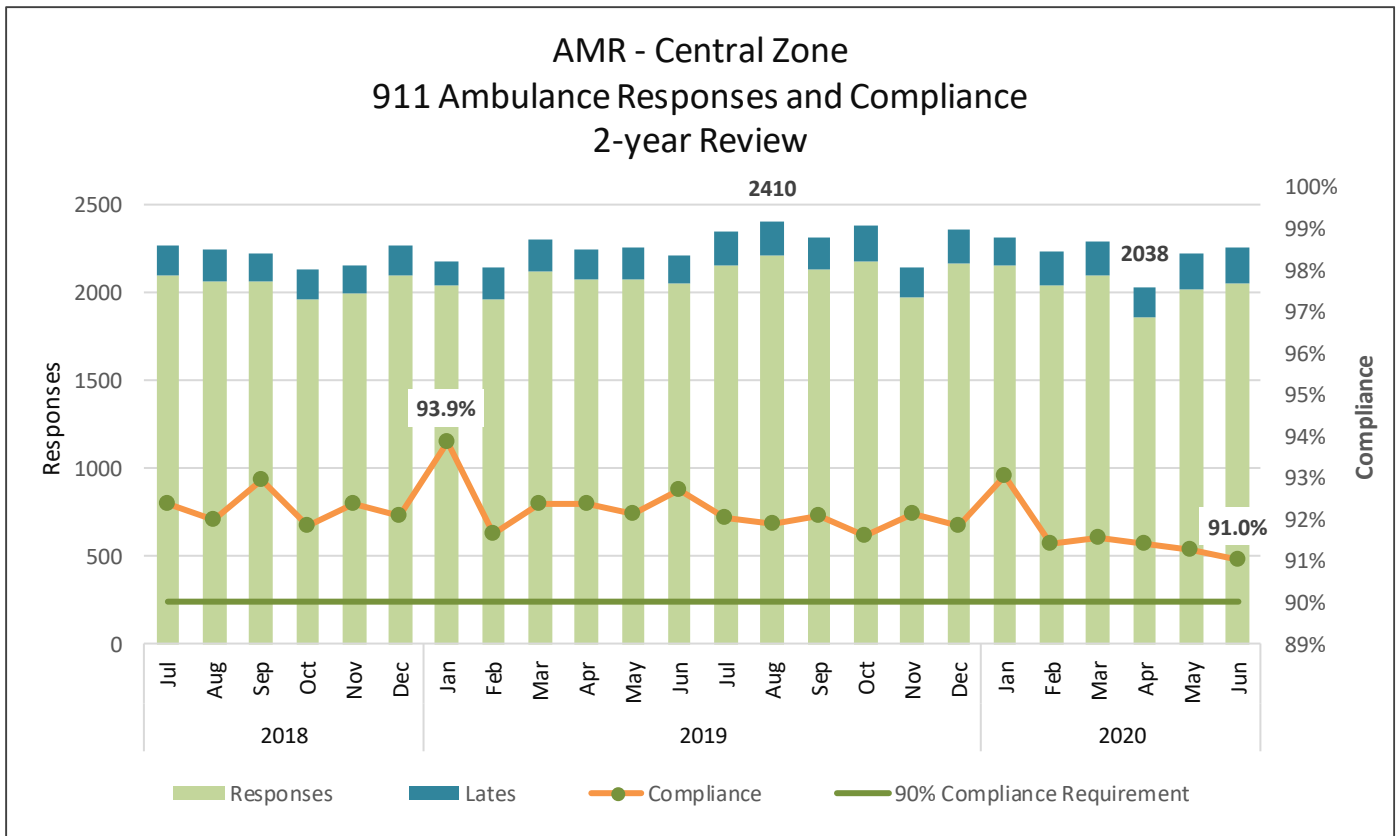
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

CENTRAL

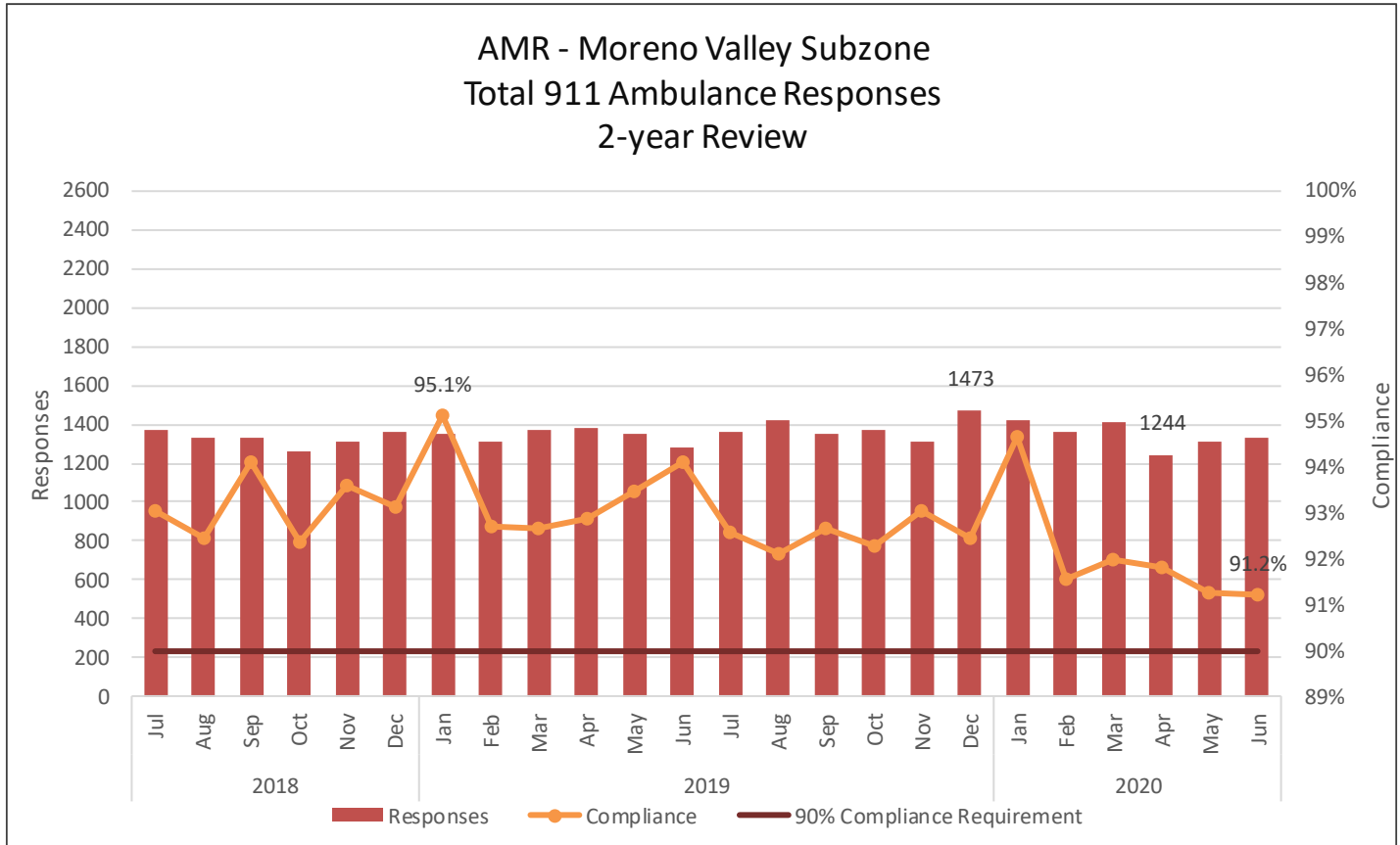
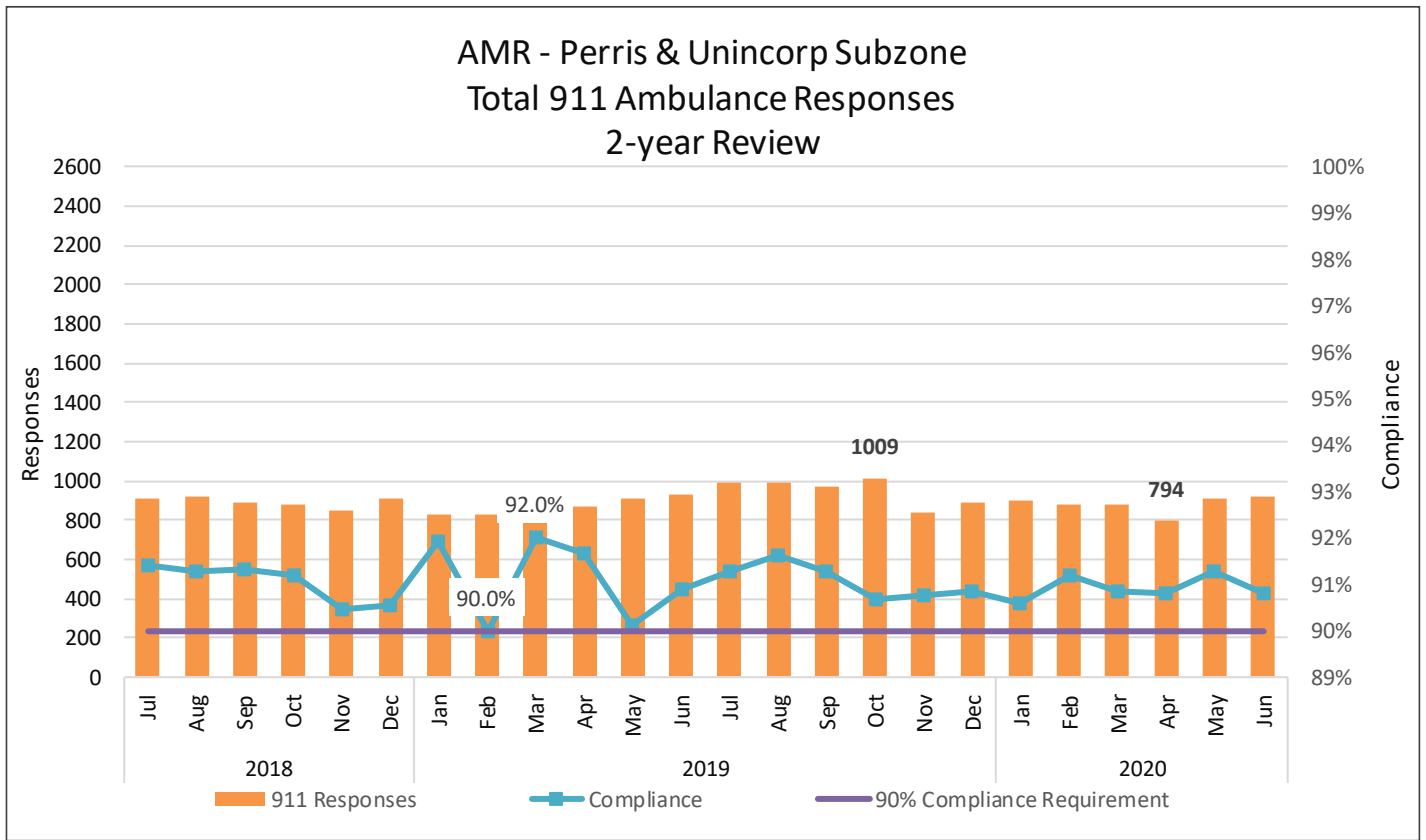


Map updated and prepared by P. Shepherd of REMSA, December 2014. Municipal data provided by Riverside County TLMA. 1:175,000

Central Zone: Response and Compliance Data

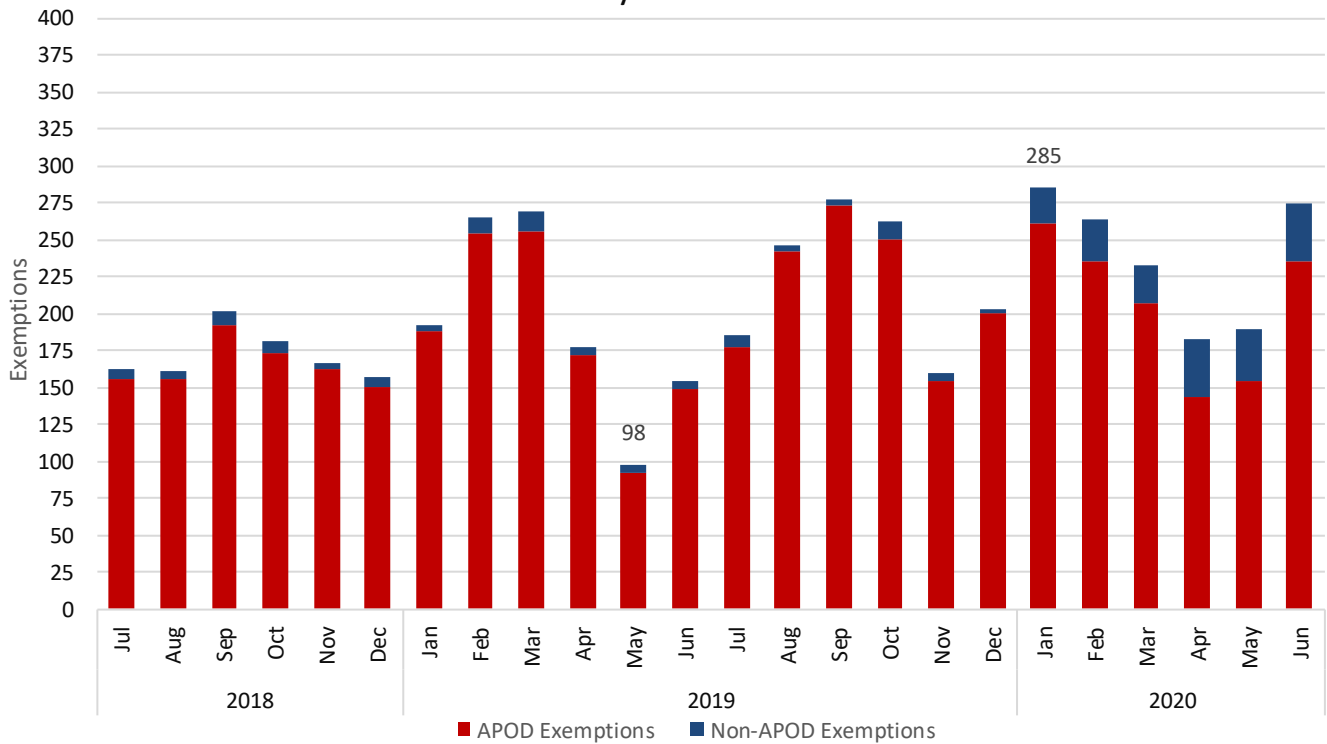


Central Zone: Subzone Response and Compliance Data

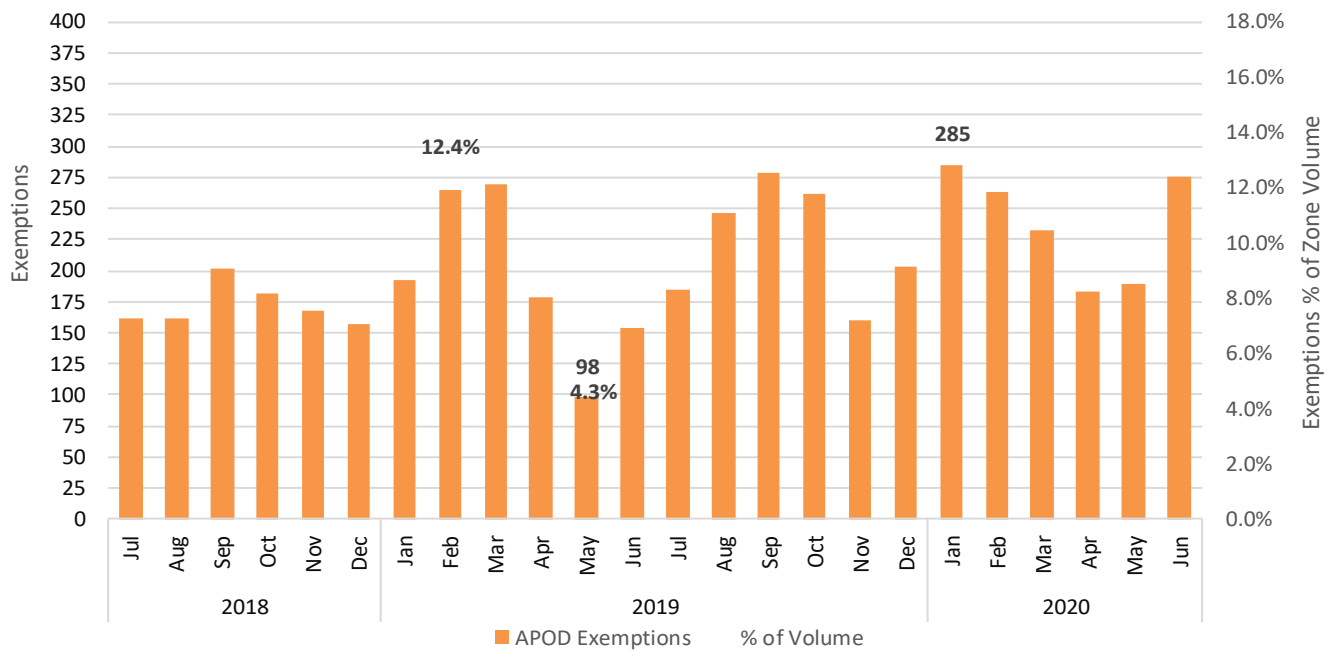


Central Zone: Exemptions

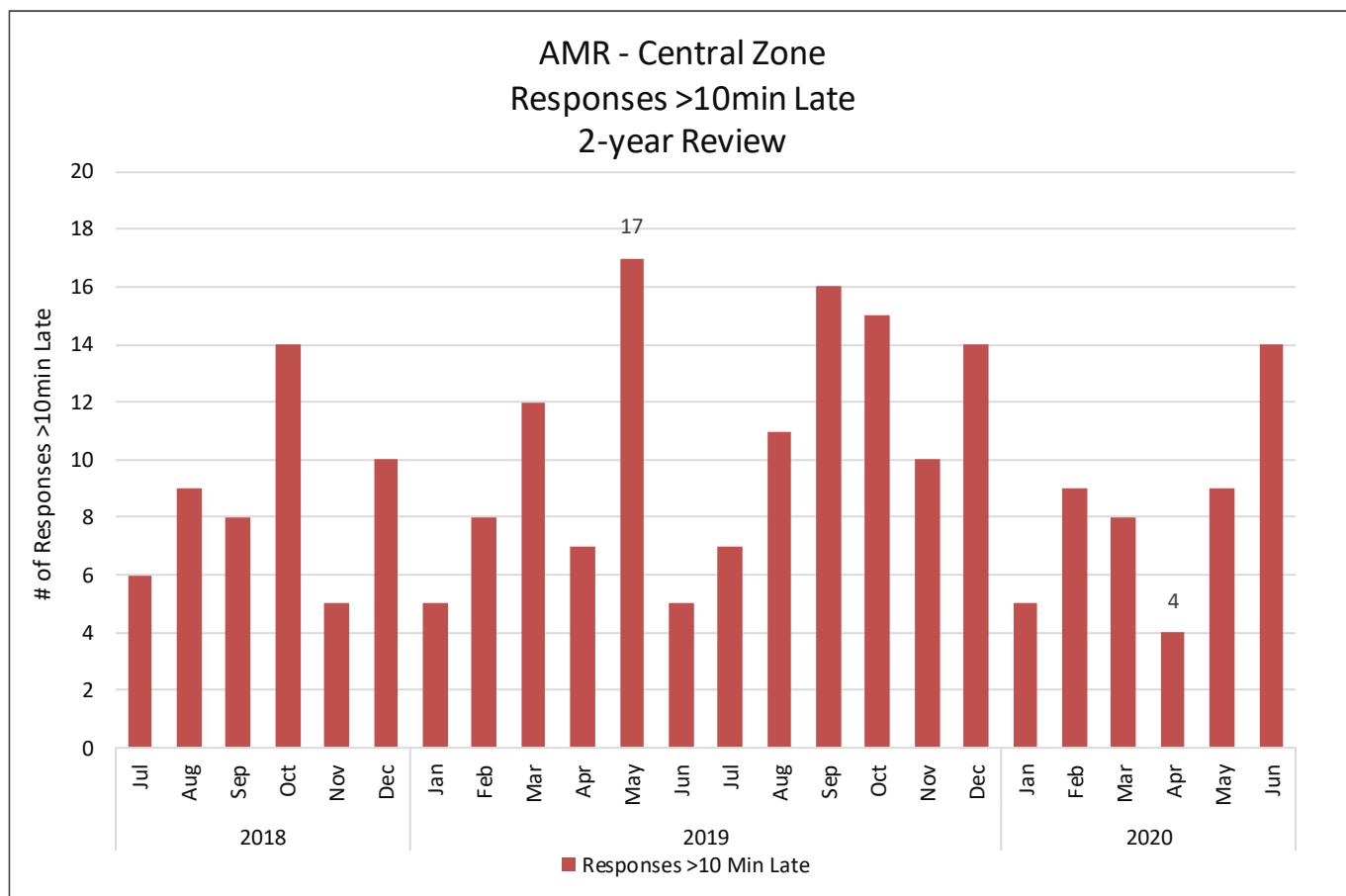
AMR - Central Zone Response Time Exemptions - Total vs. from APOD 2-year Review



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



Central Zone: Responses > 10 Minutes Late

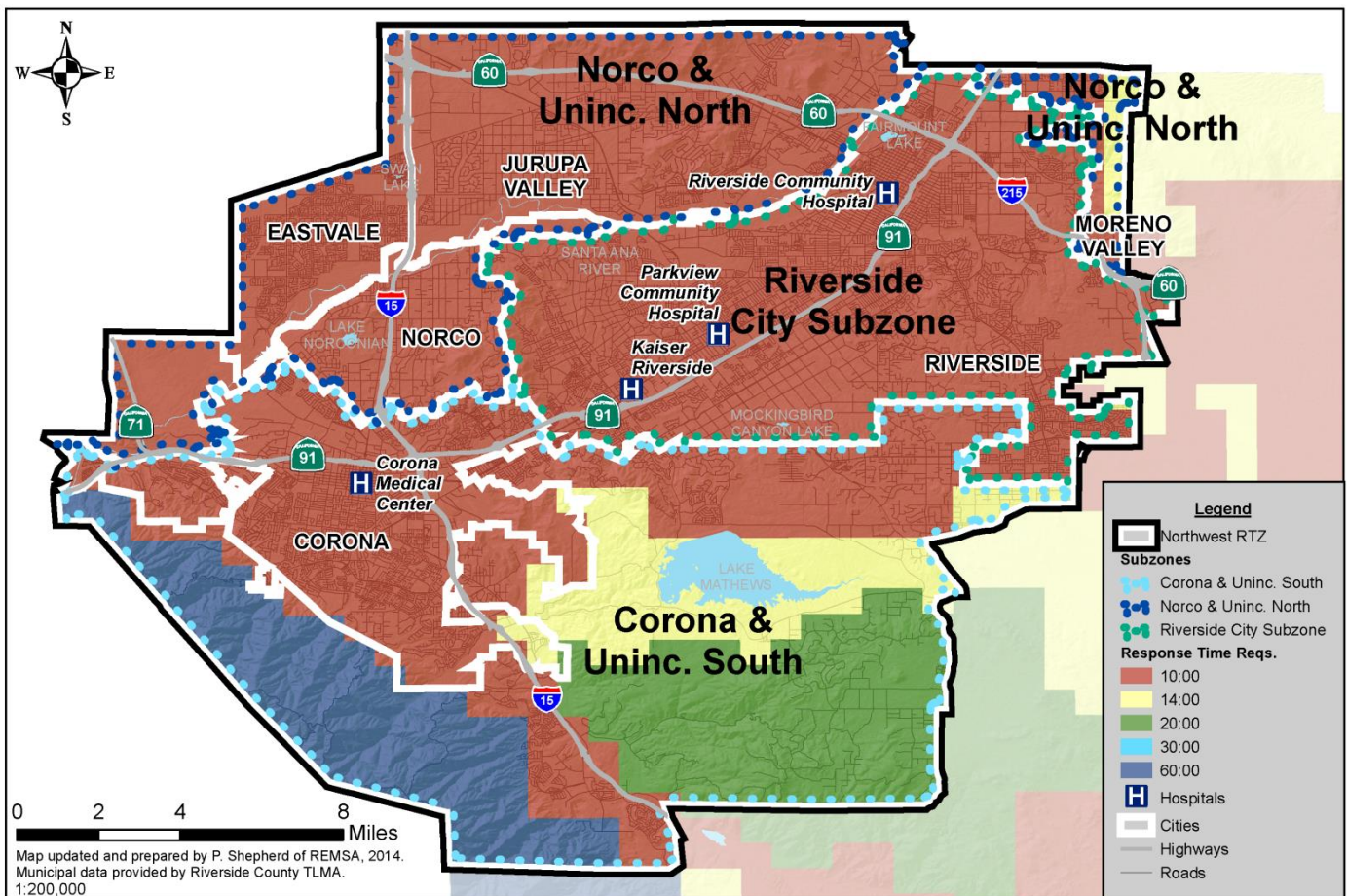


NORTHWEST ZONE

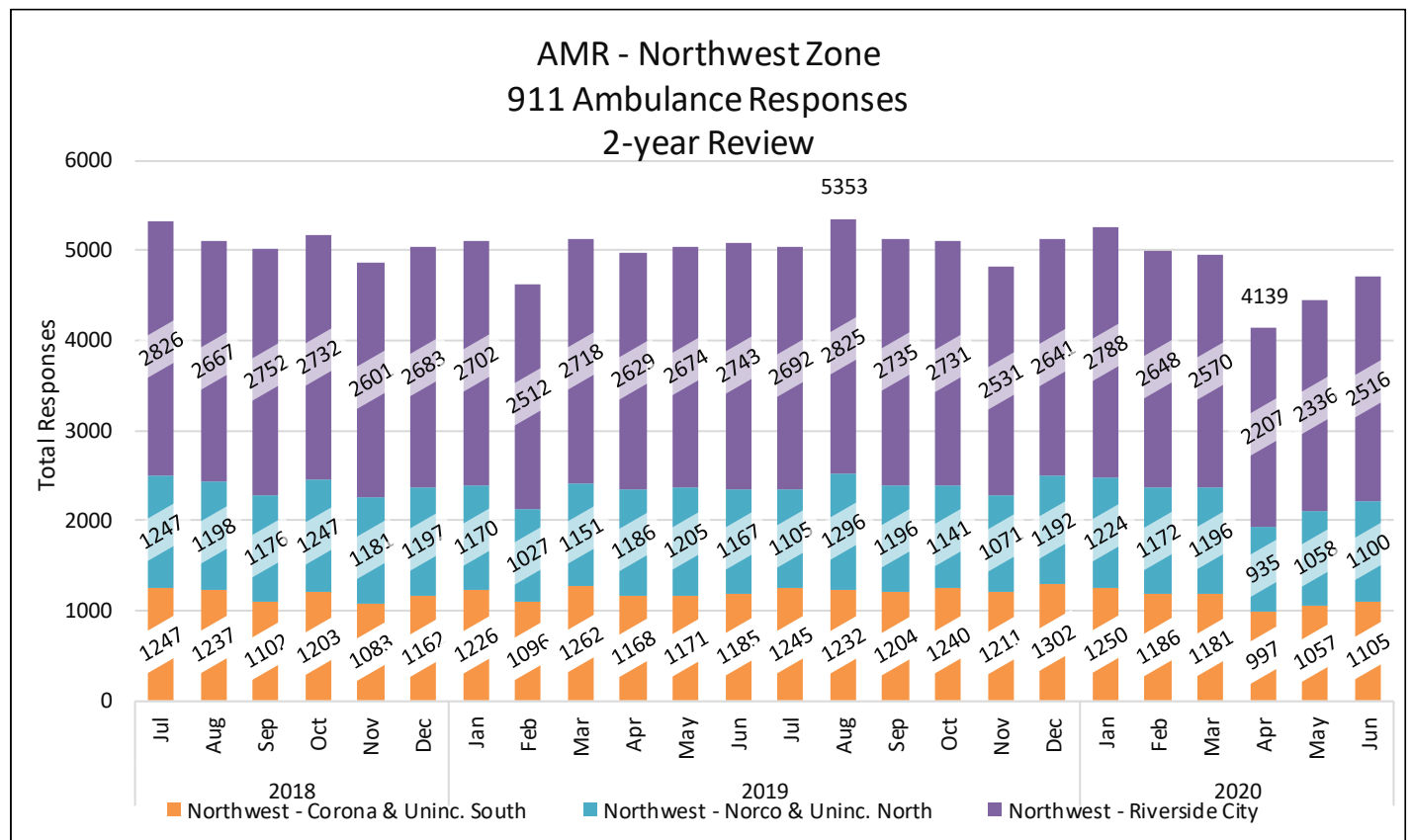
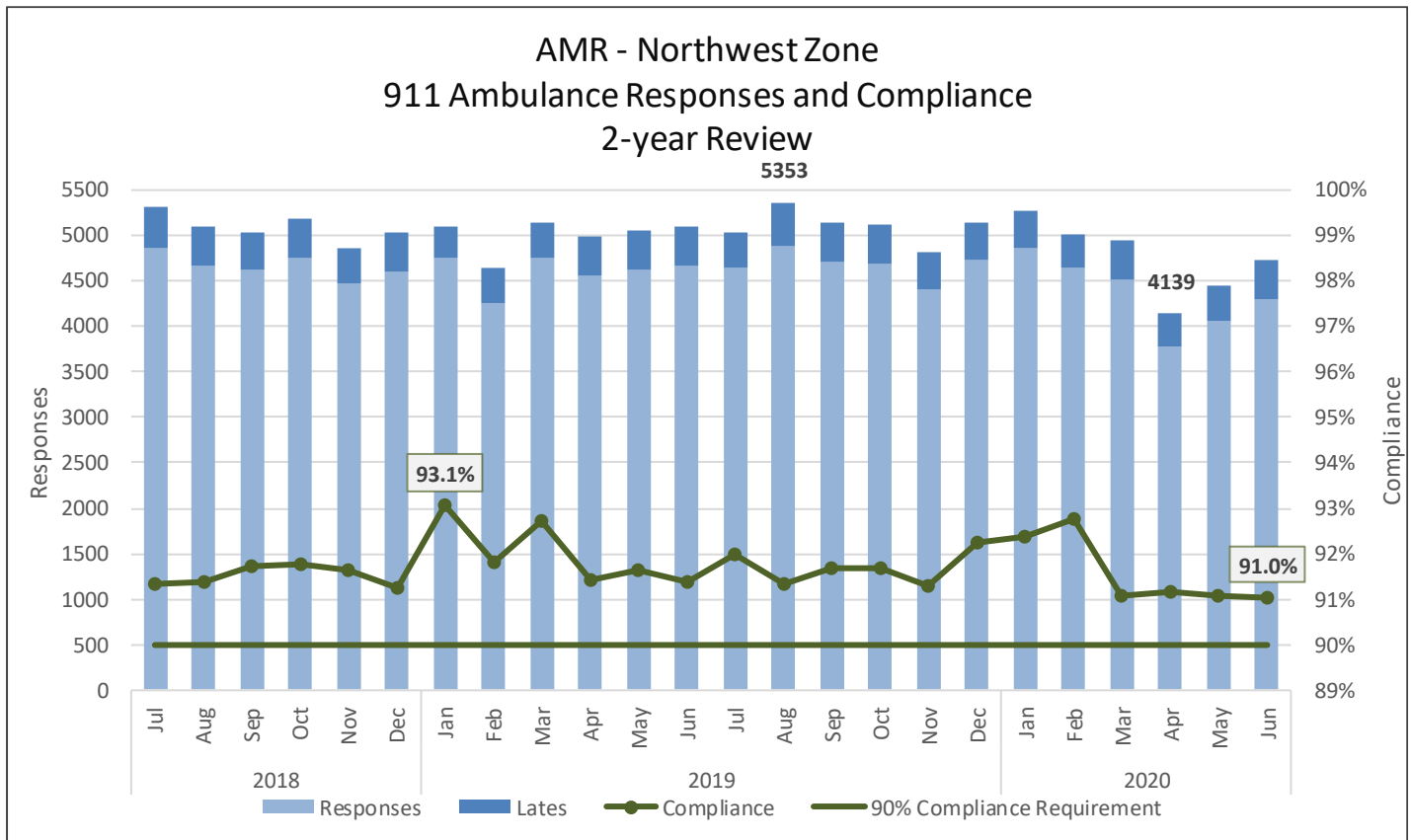
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



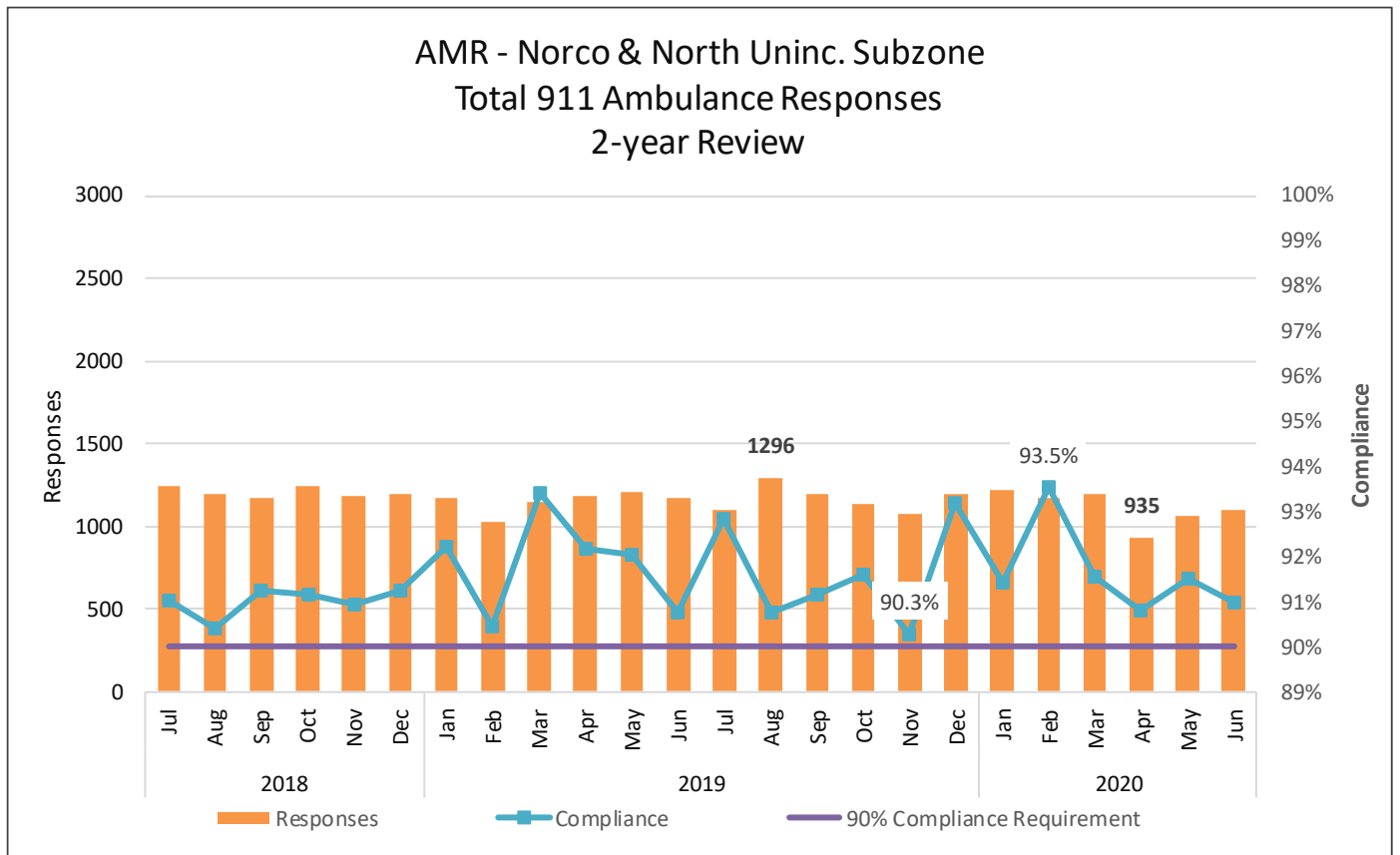
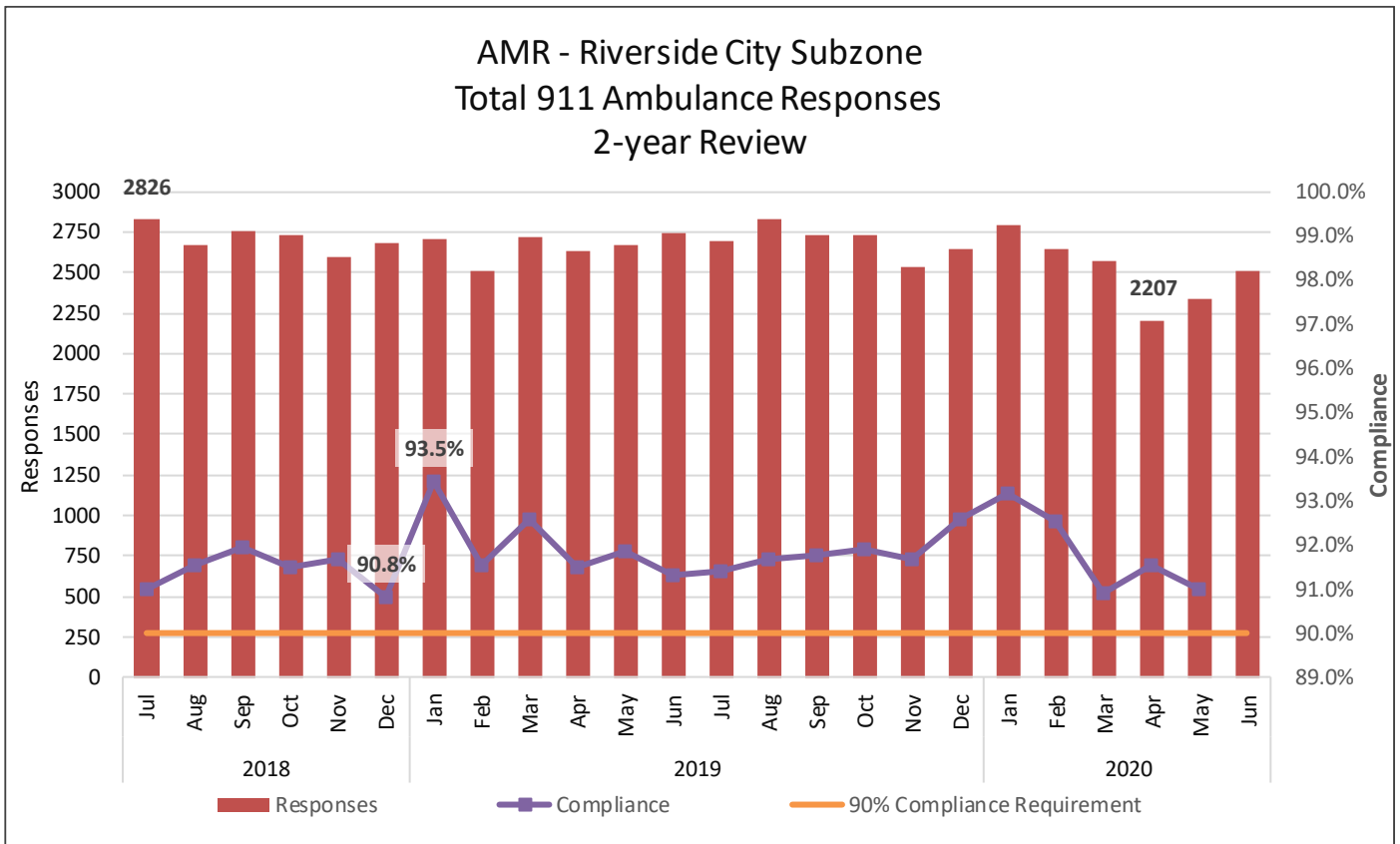
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



Northwest Zone: Response and Compliance Data

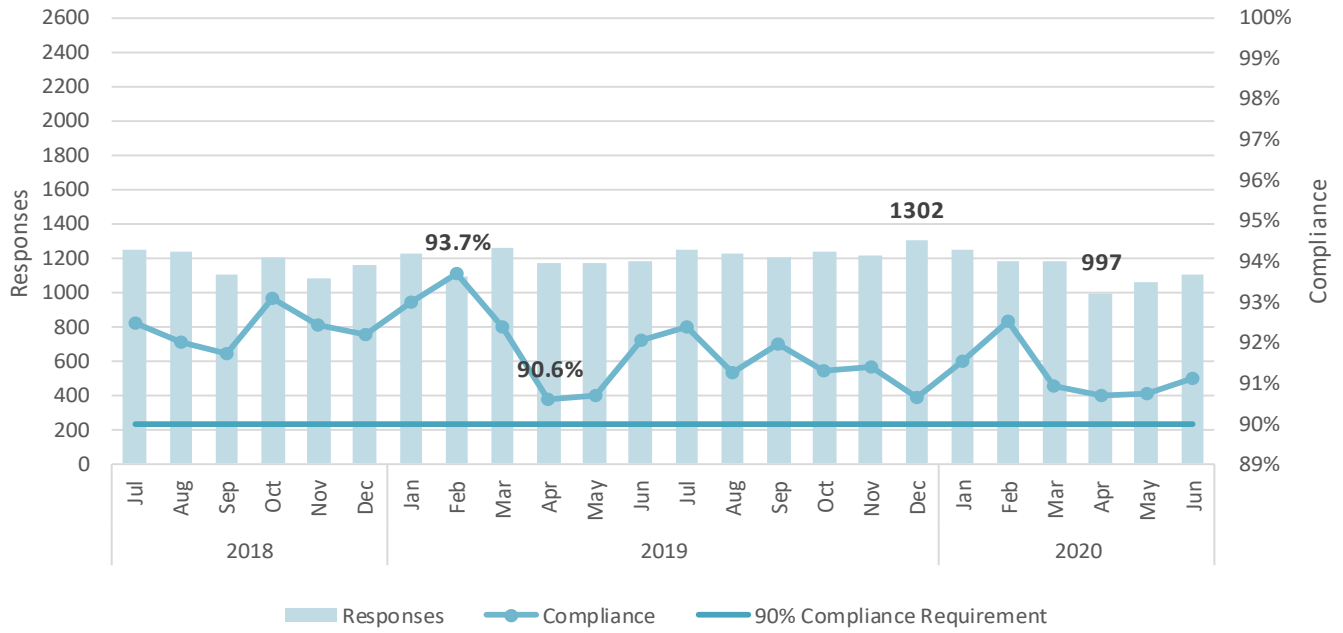


Northwest Zone: Subzone Response and Compliance Data

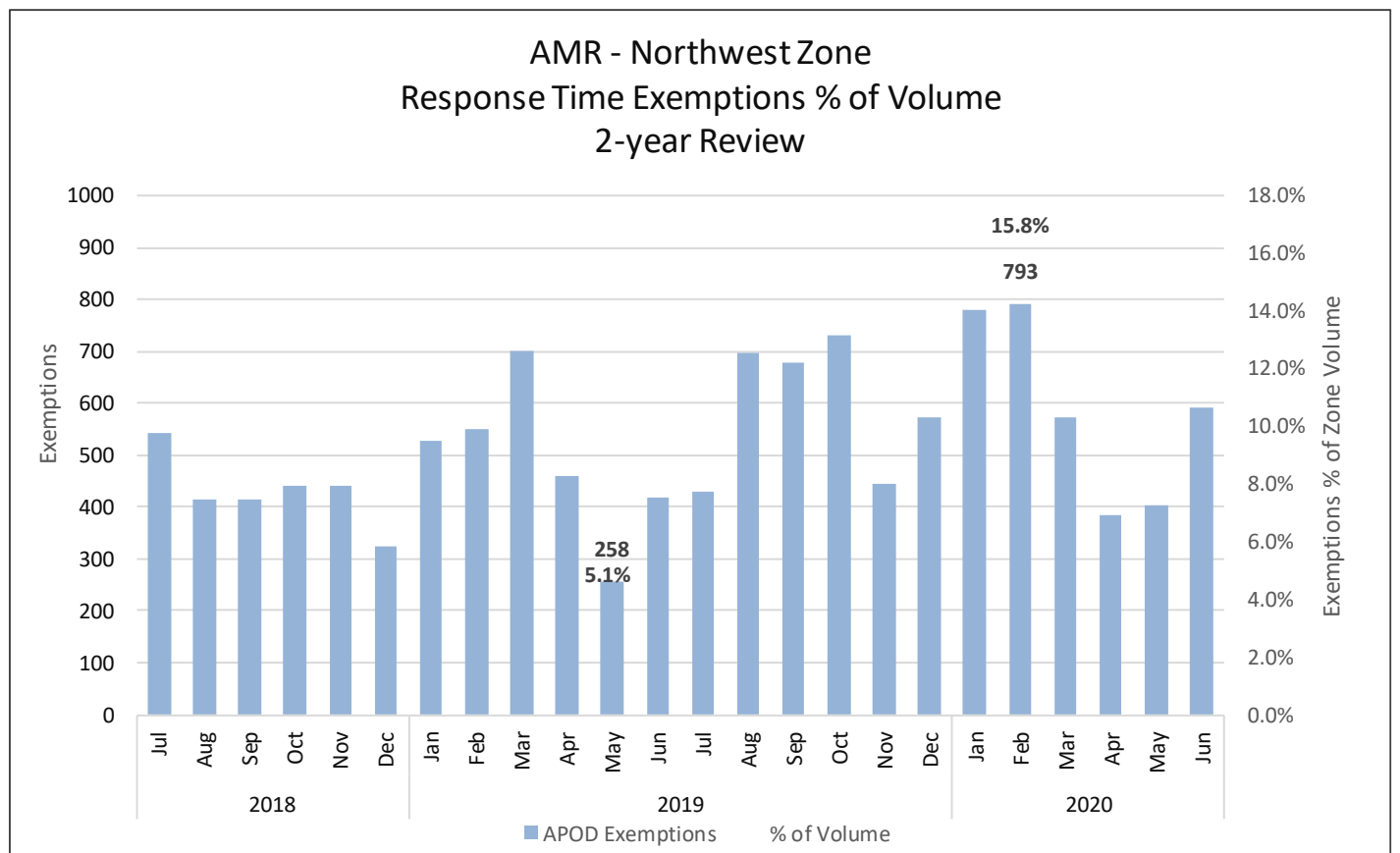
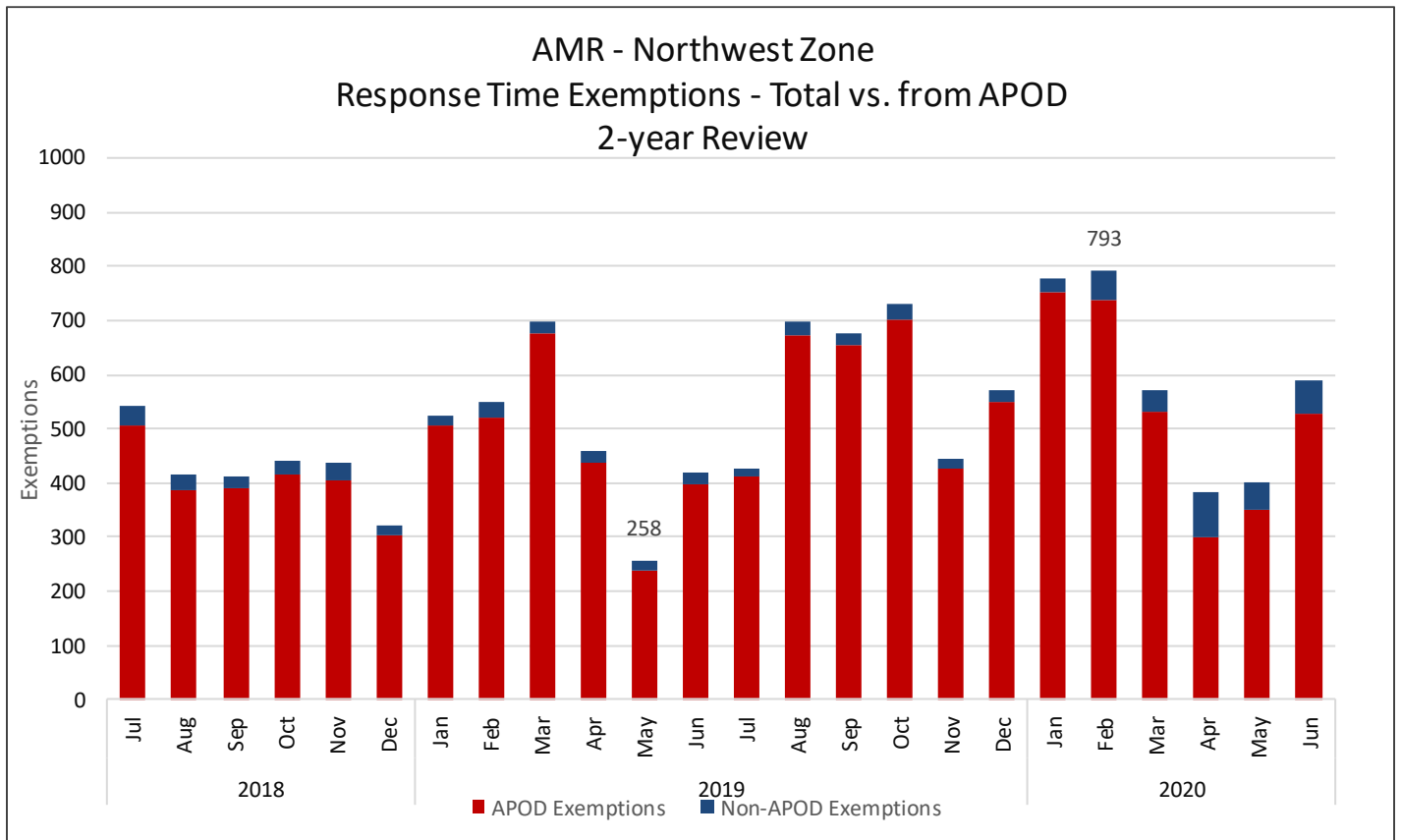


Northwest Zone: Subzone Response and Compliance Data (Cont'd)

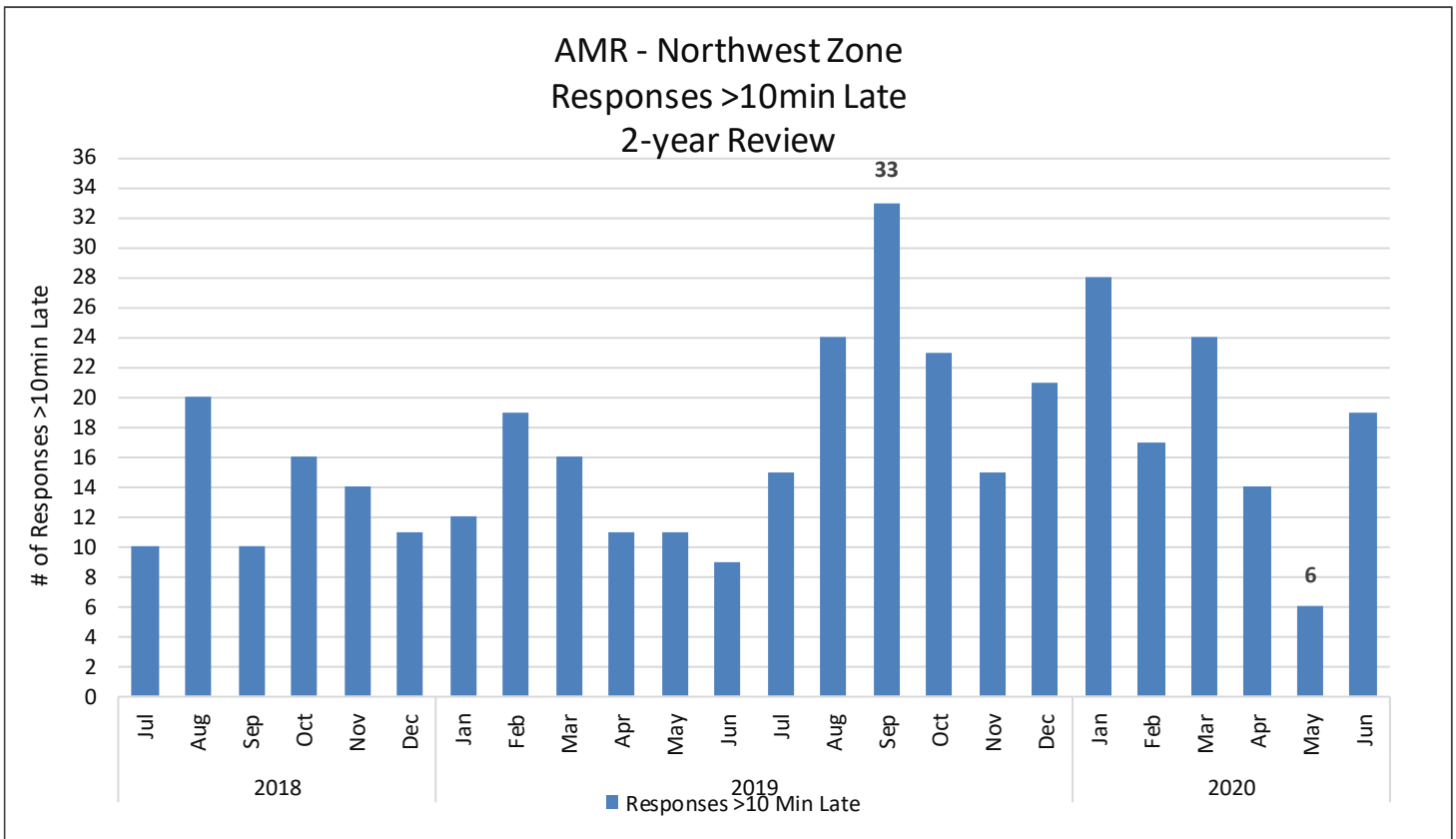
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



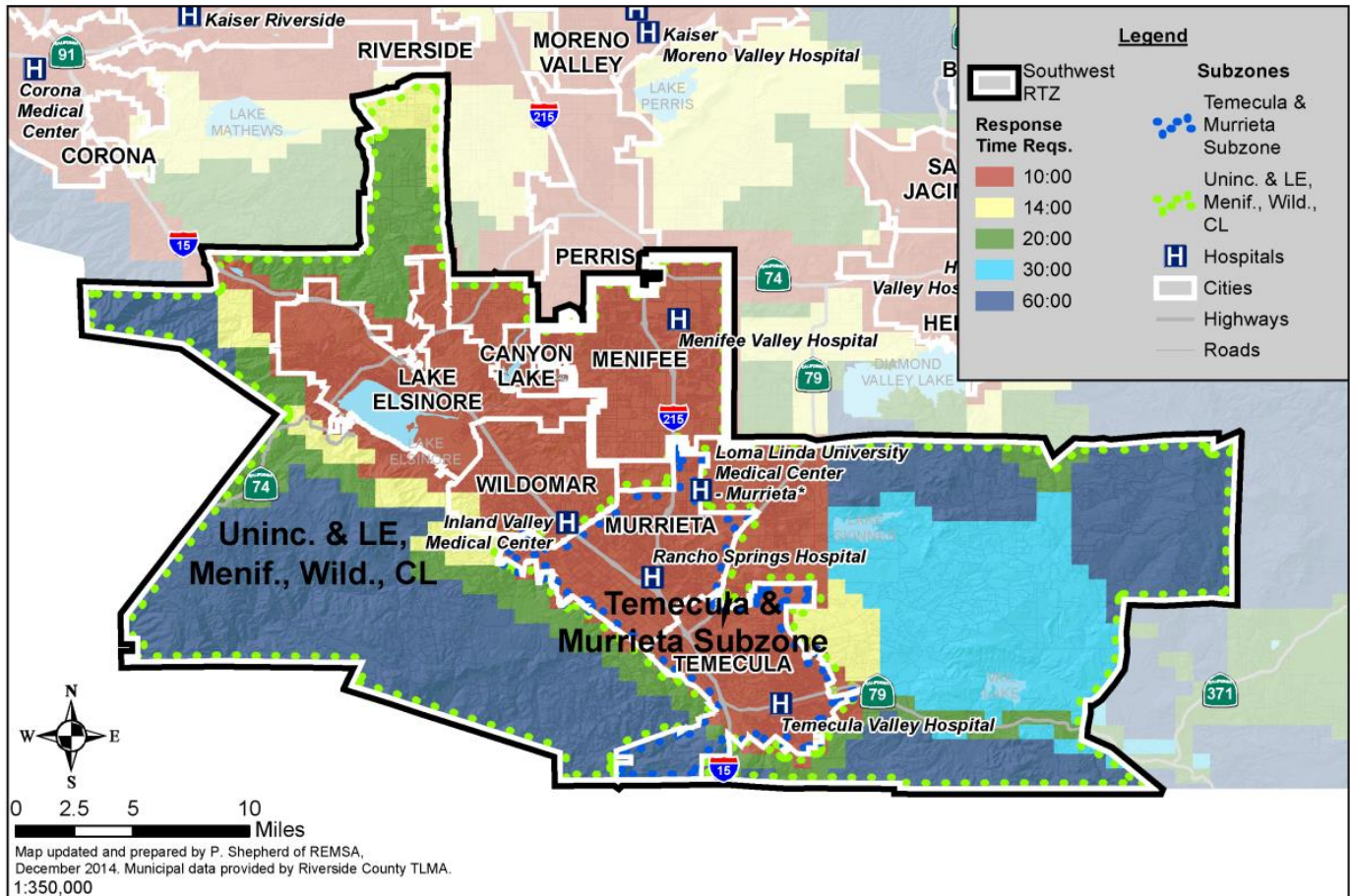
SOUTHWEST ZONE

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

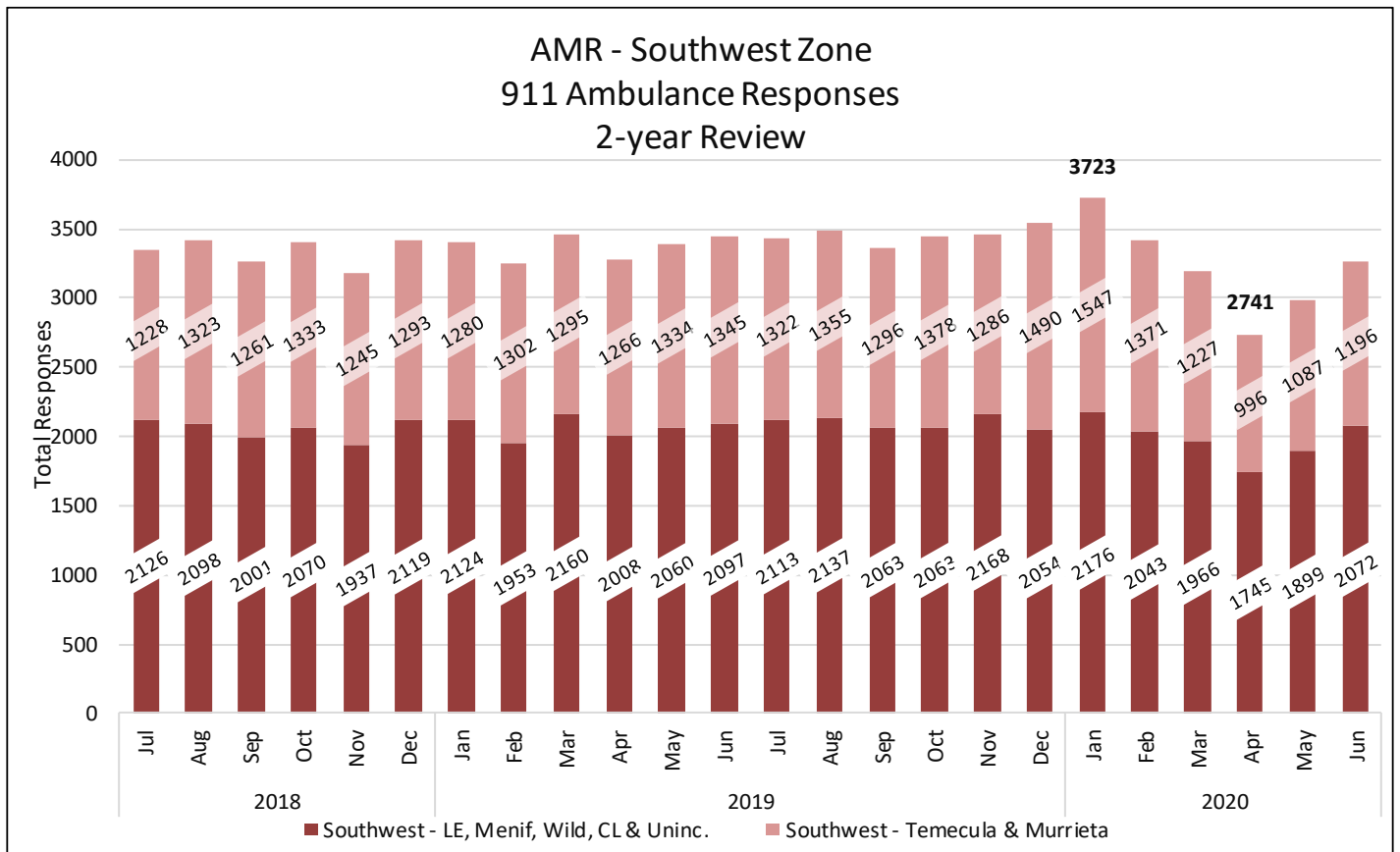
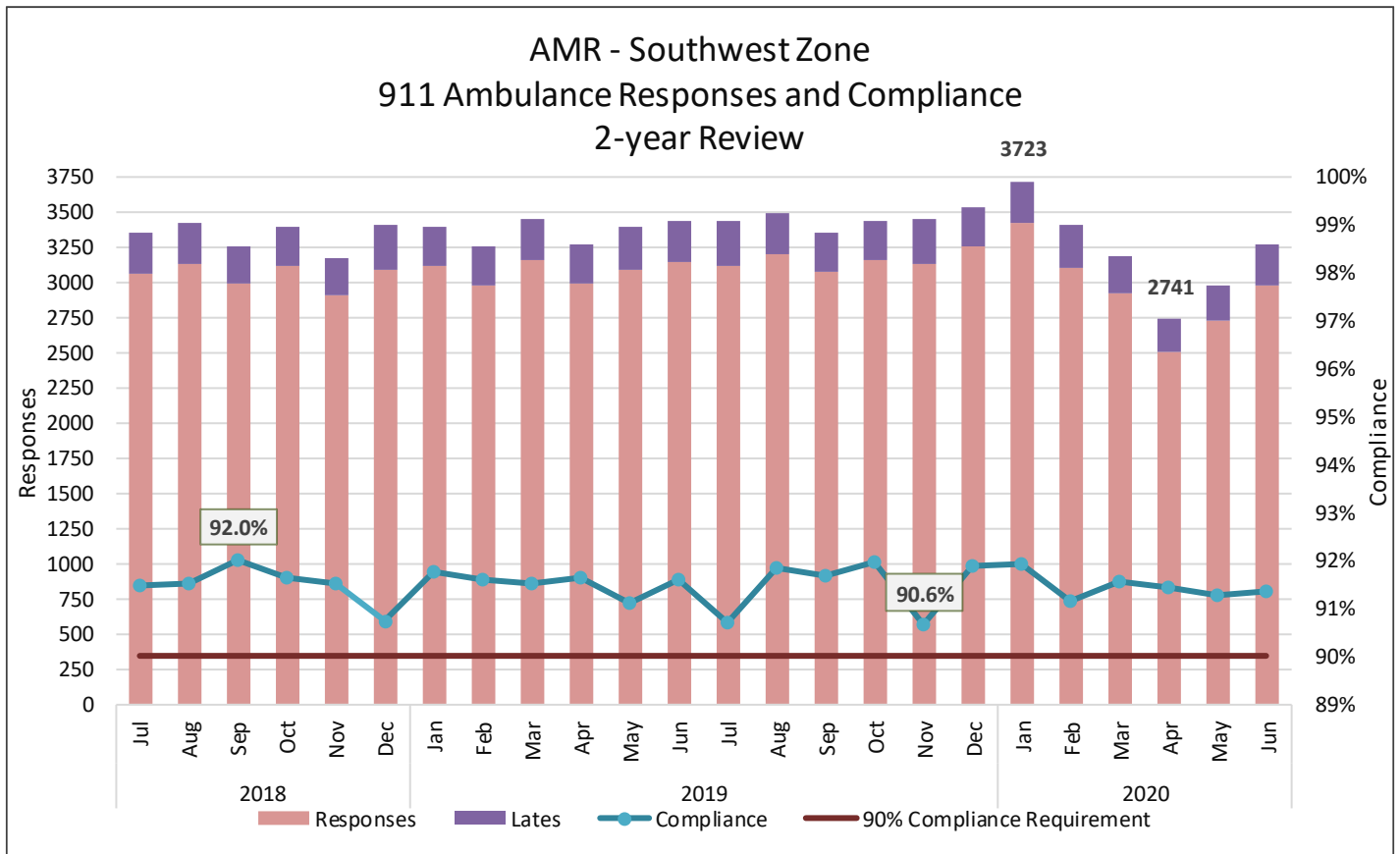


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

SOUTHWEST

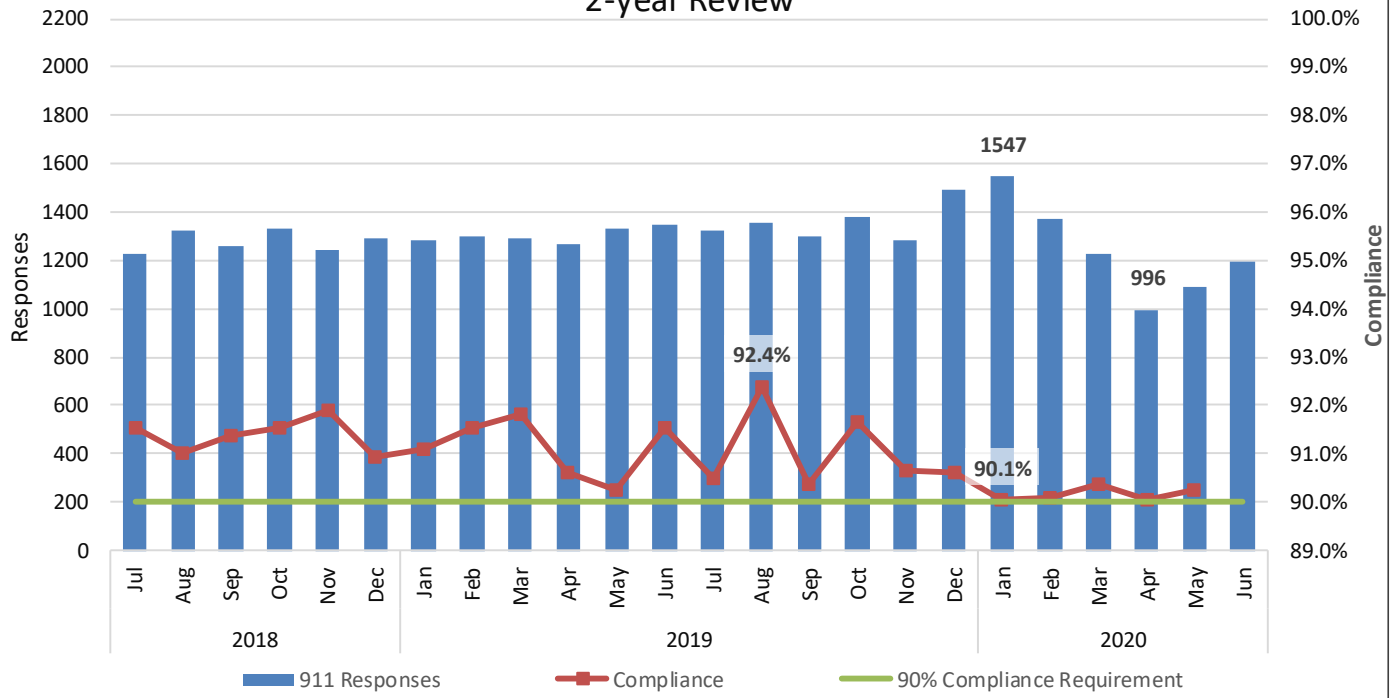


Southwest Zone: zone Response and Compliance Data

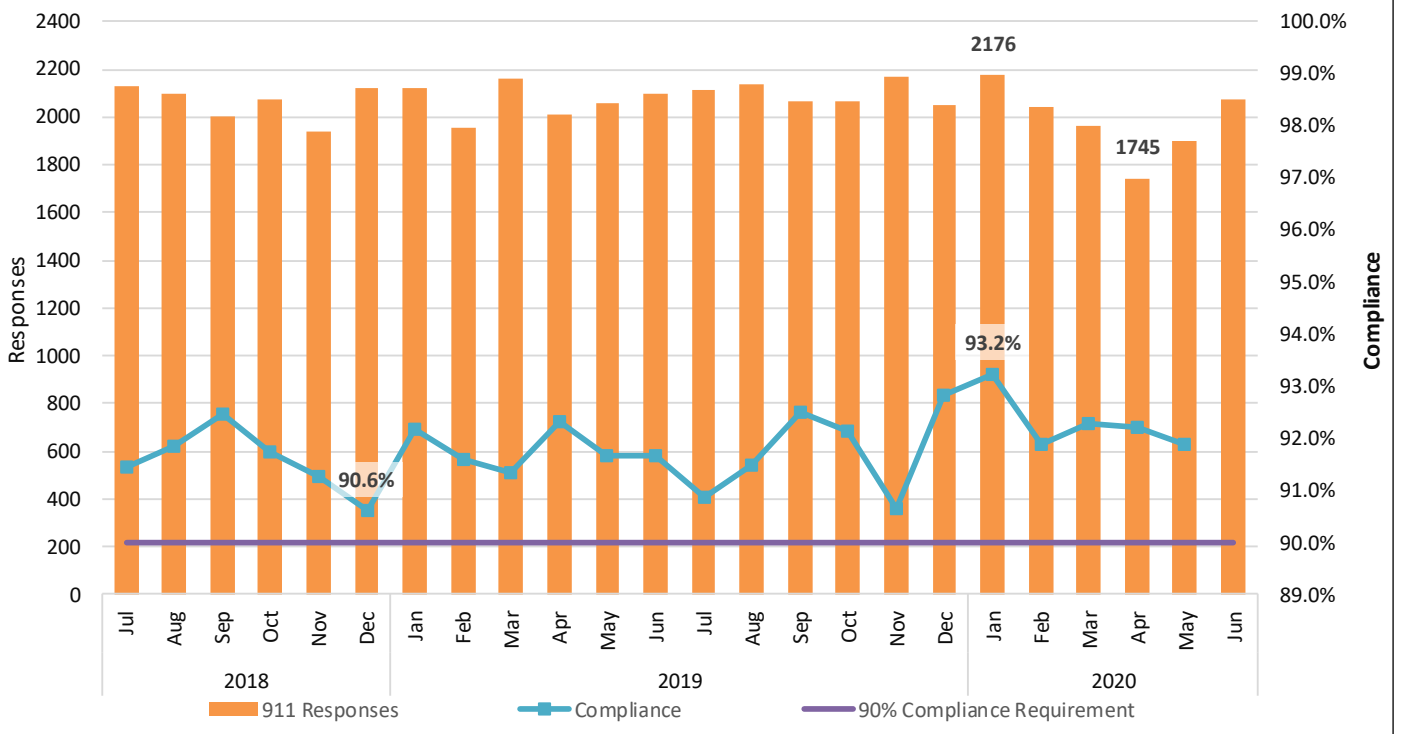


Southwest Zone: Subzone Response and Compliance Data

AMR - Temecula & Murrieta Subzone Total 911 Ambulance Responses 2-year Review

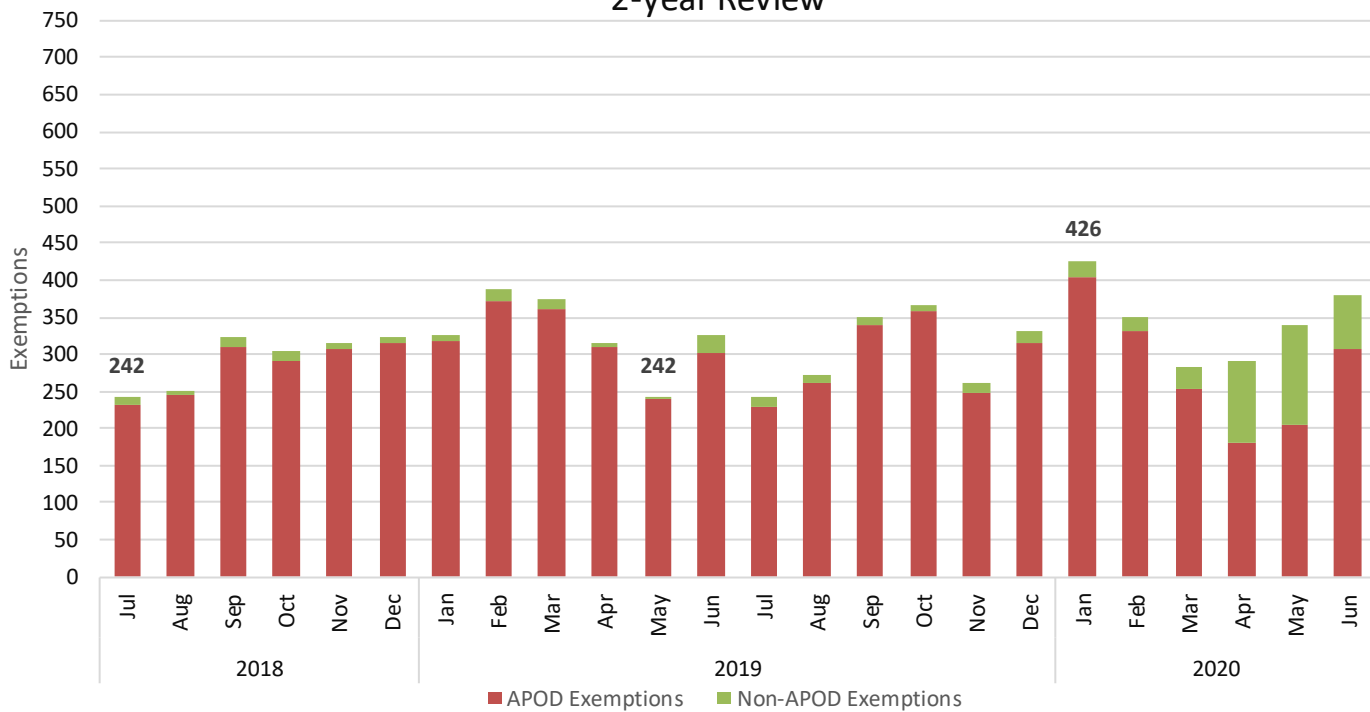


AMR - Lake Elsinore & Uninc. Subzone Total 911 Ambulance Responses 2-year Review

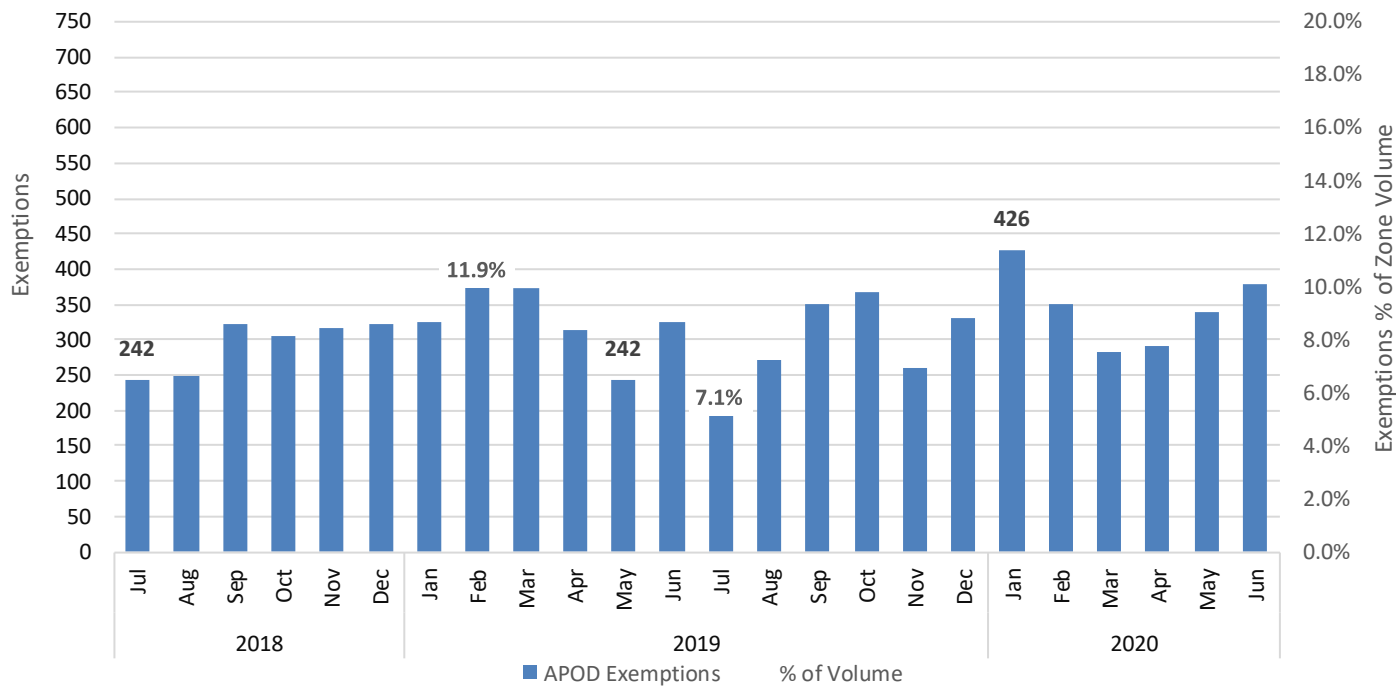


Southwest Zone: Exemptions

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

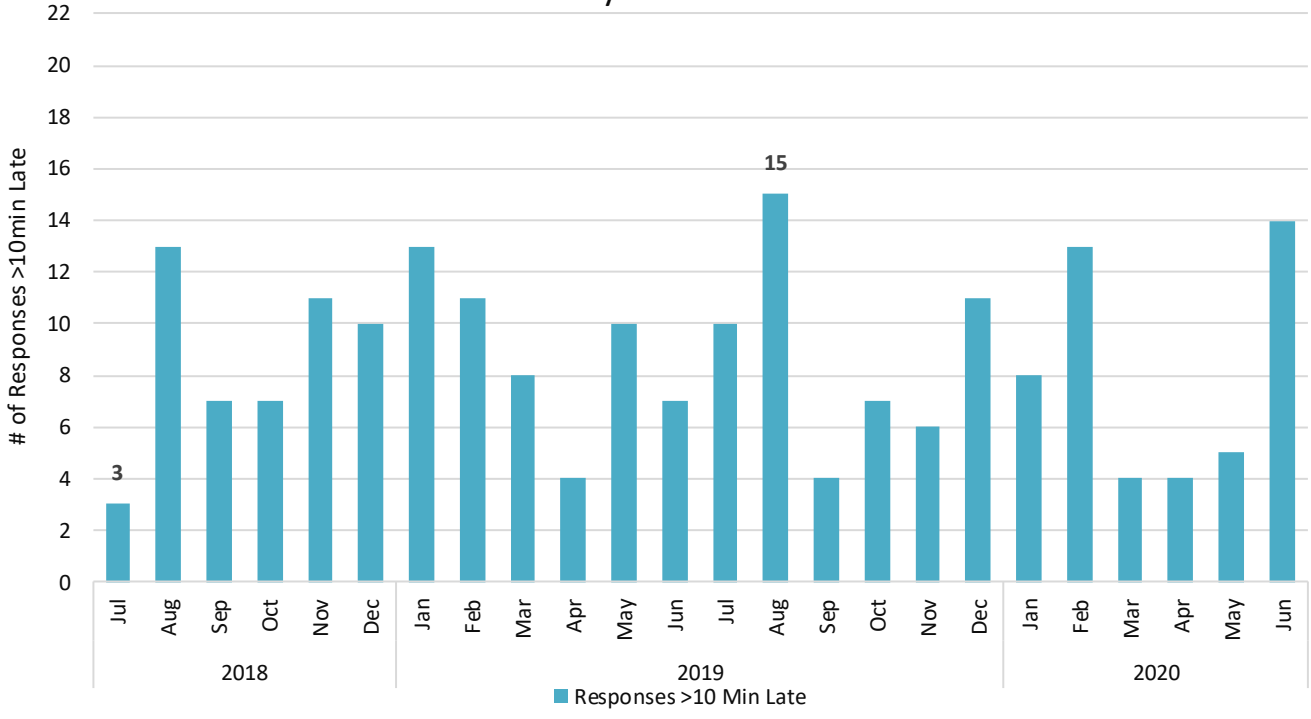


AMR Southwest Zone Response Time Exemptions % of Volume 2-year Review



Southwest Zone: Responses > 10 Minutes Late

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



DESERT ZONE

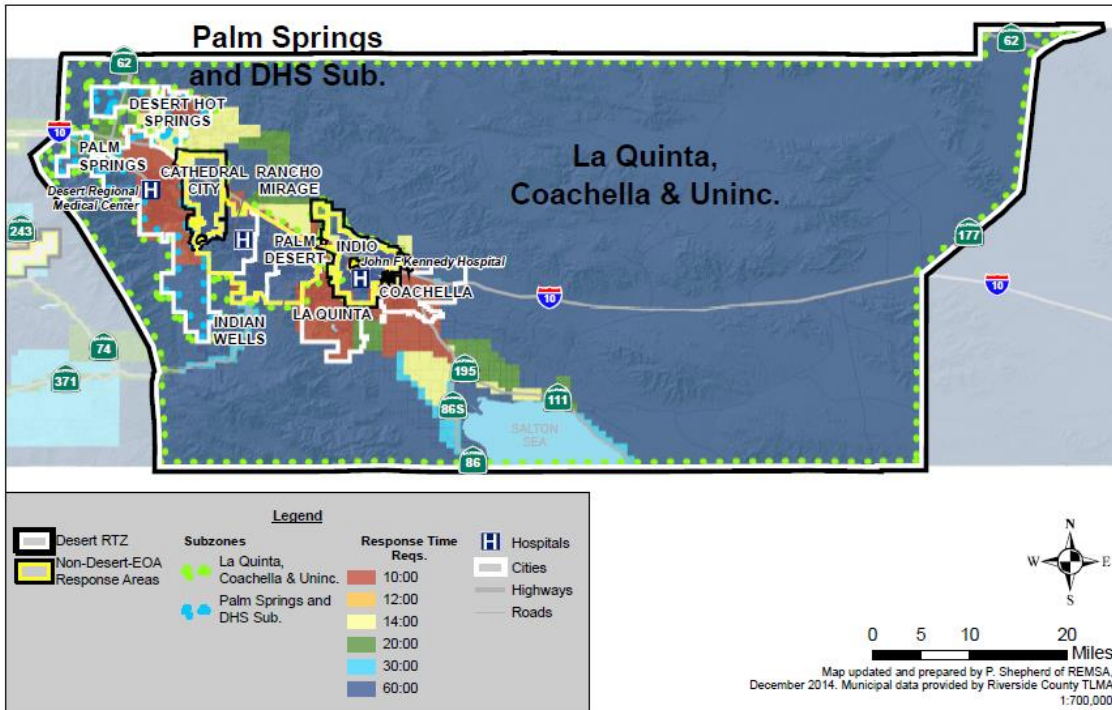


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

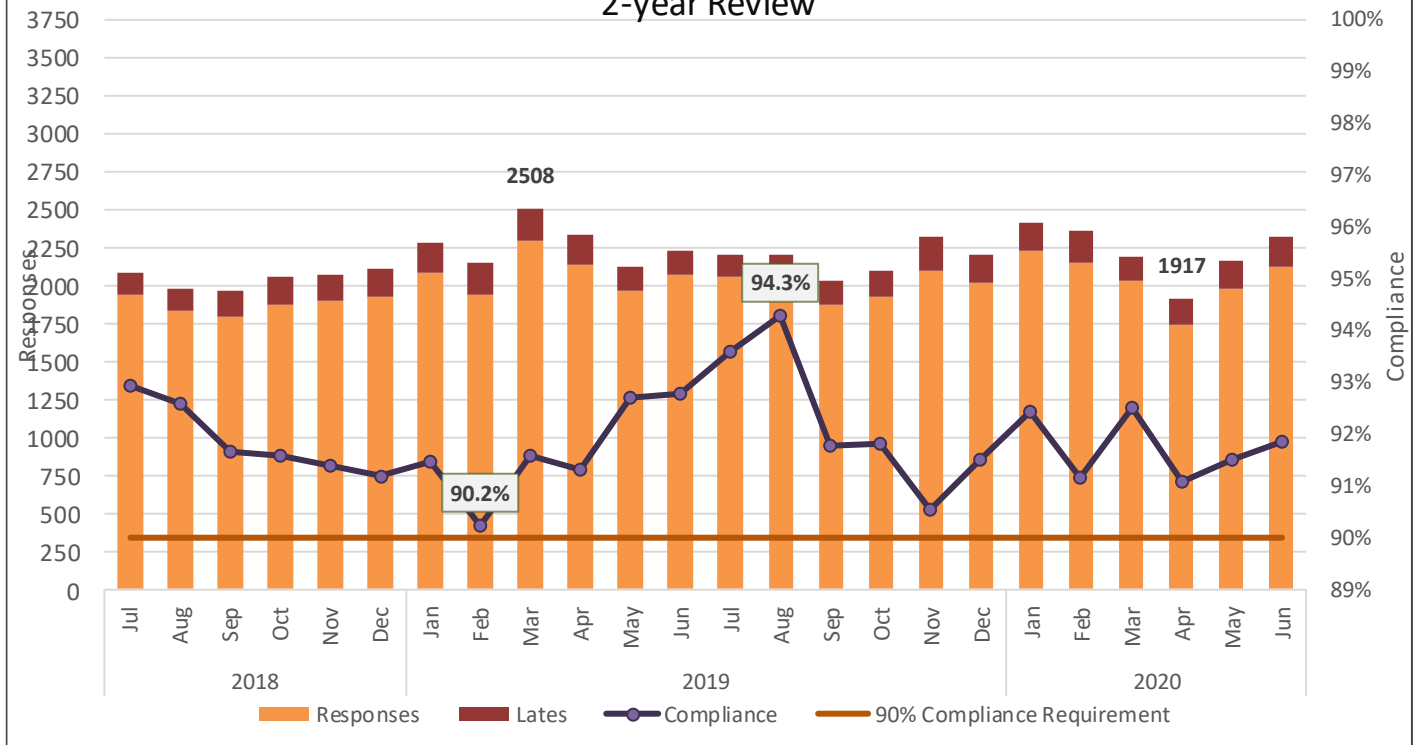
DESERT

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

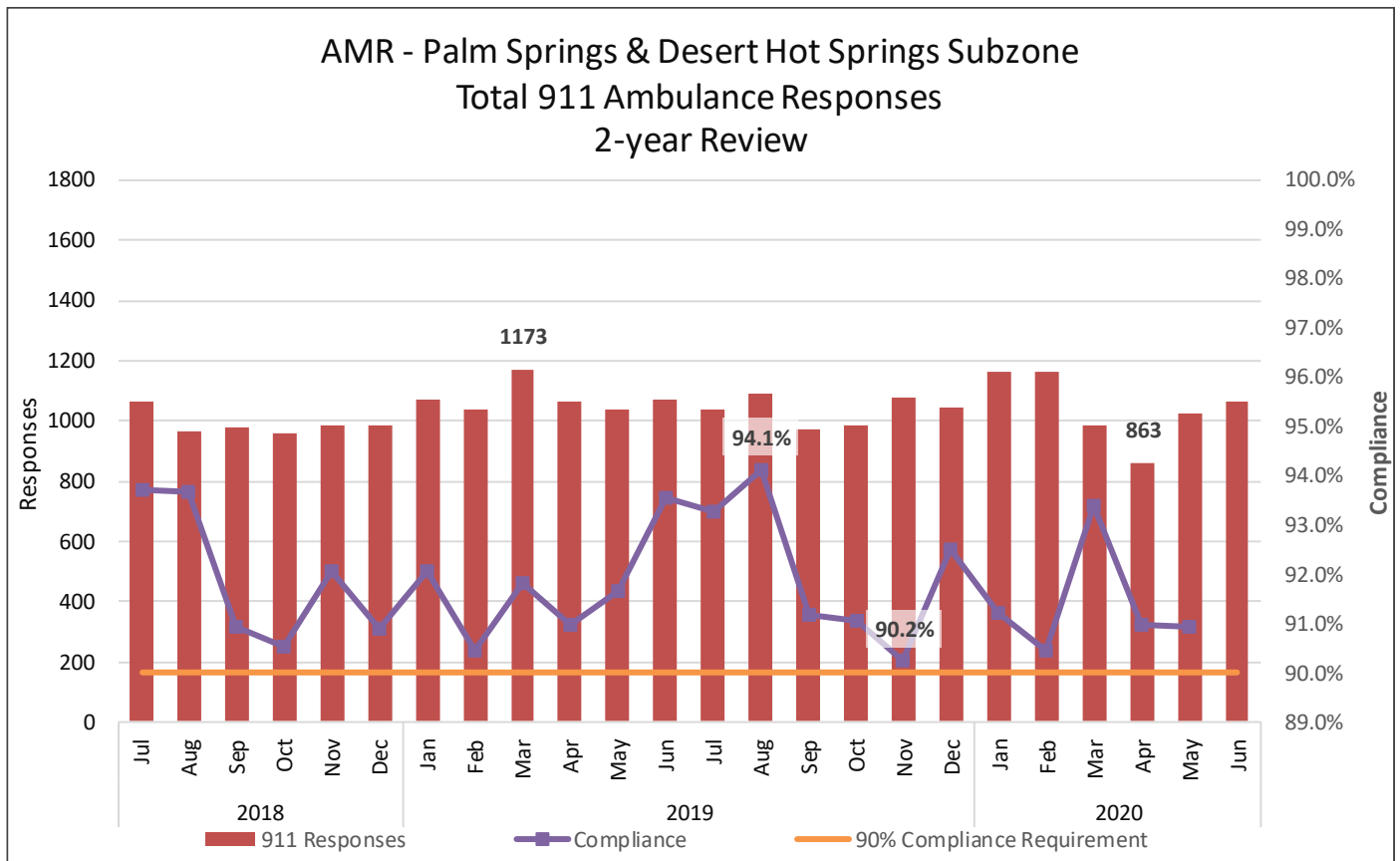
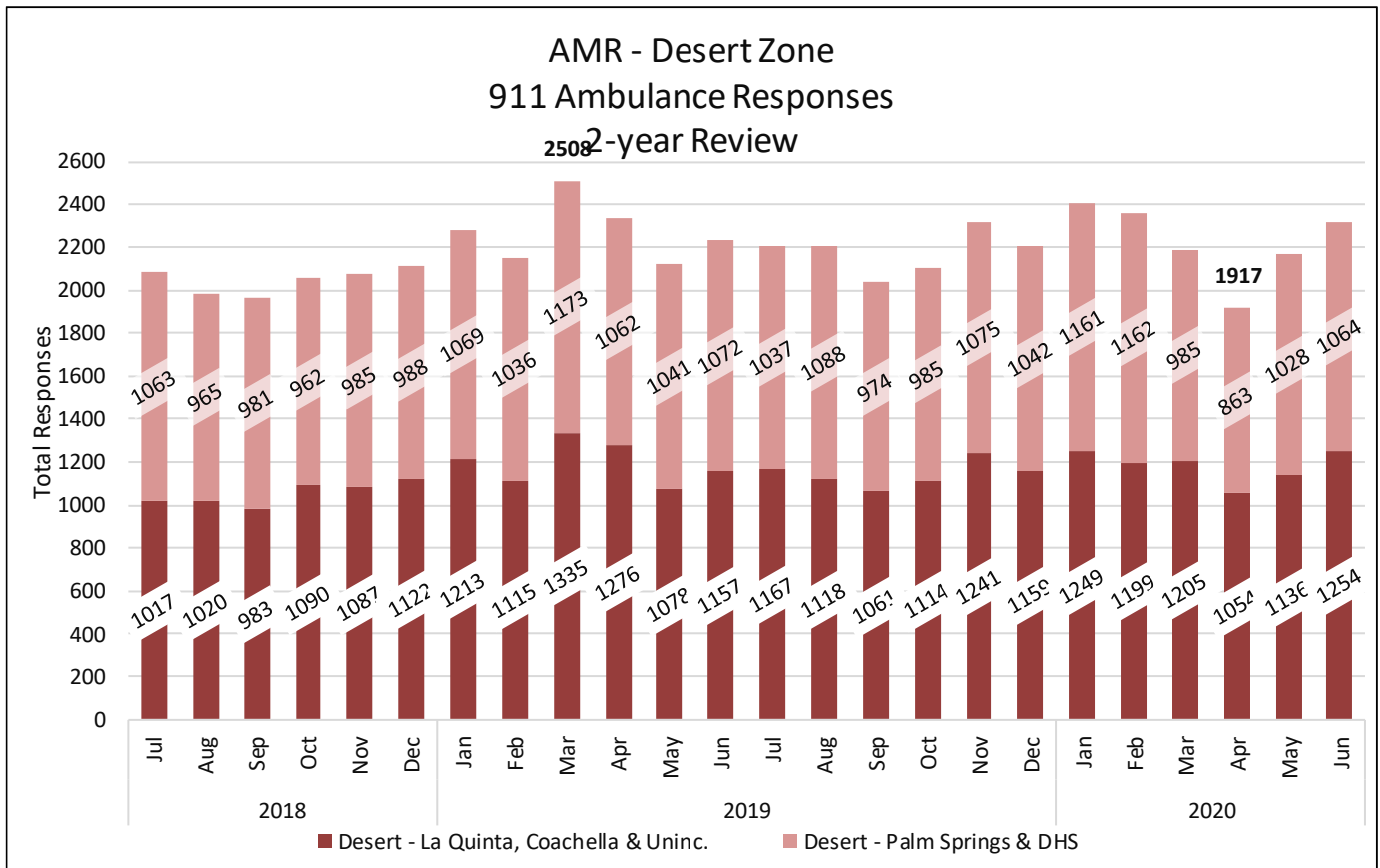
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



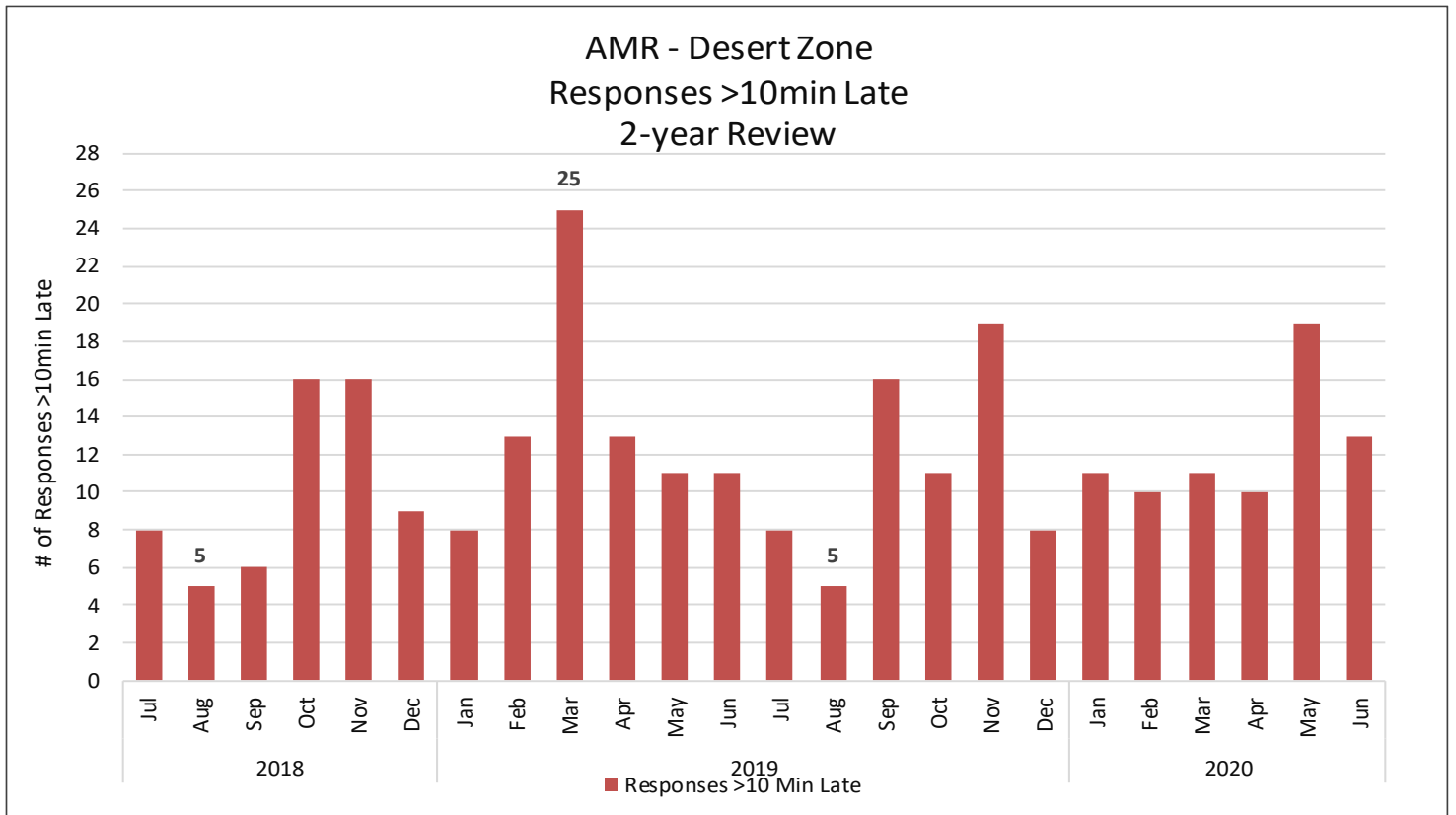
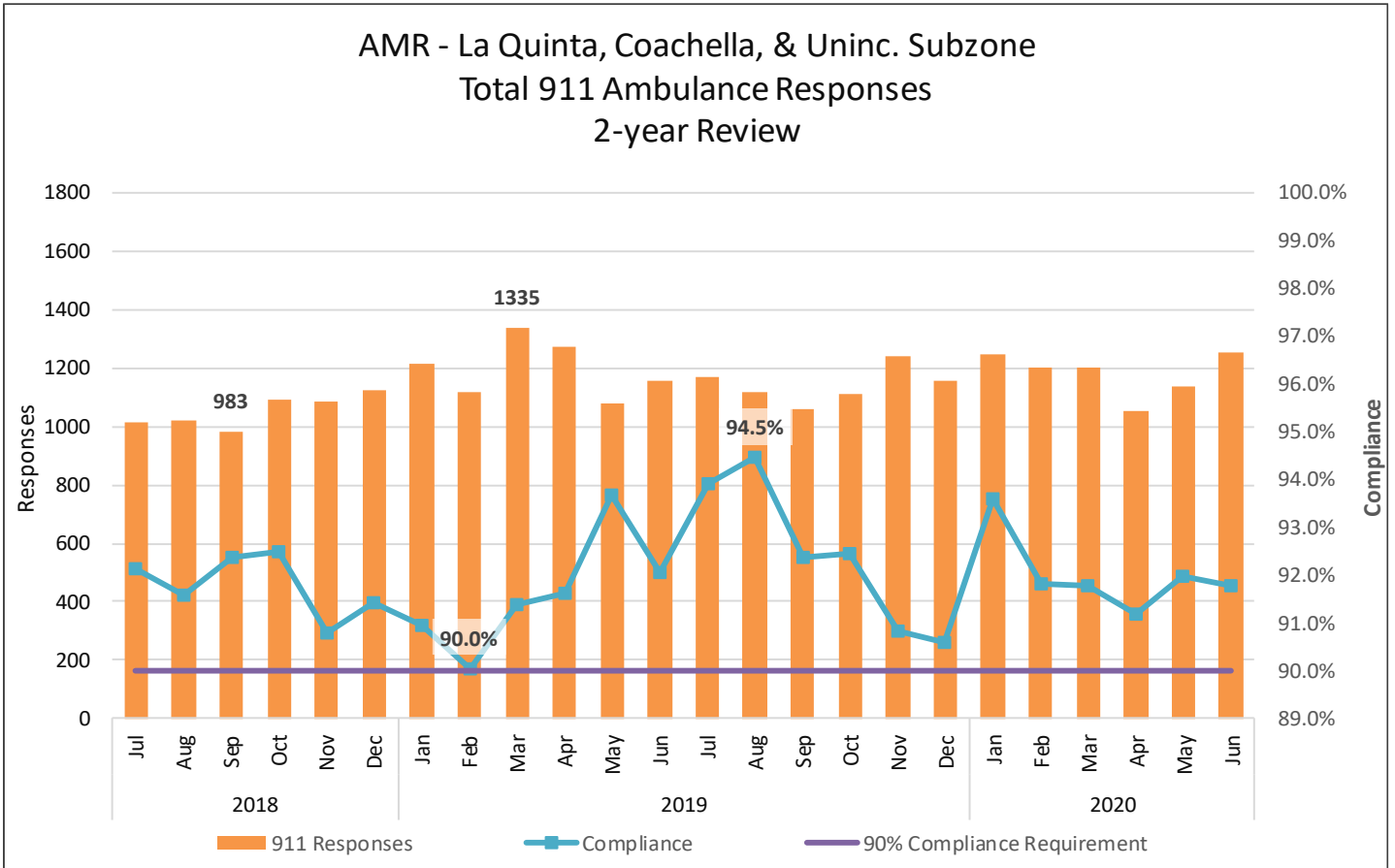
AMR - Desert Zone
911 Ambulance Responses and Compliance
2-year Review



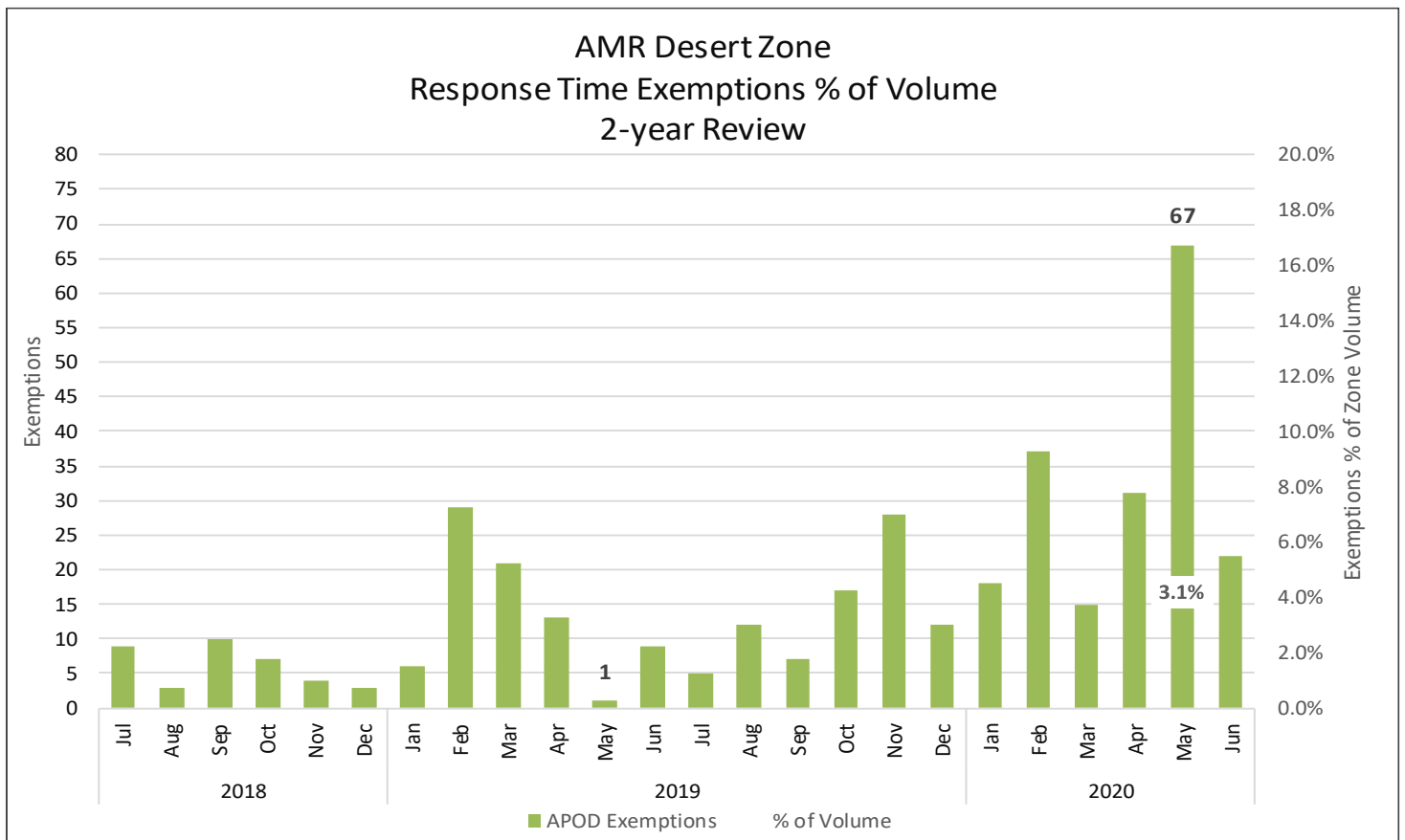
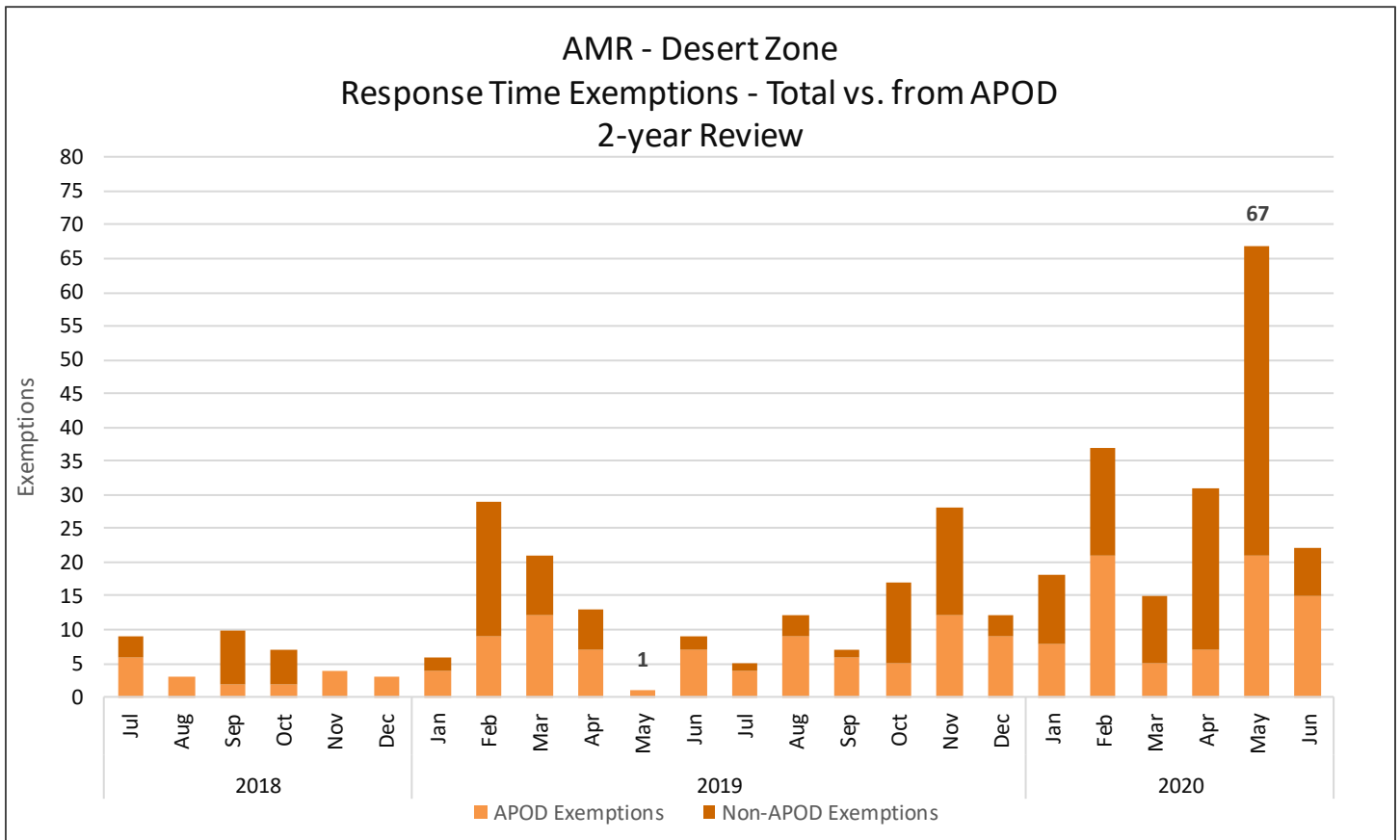
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



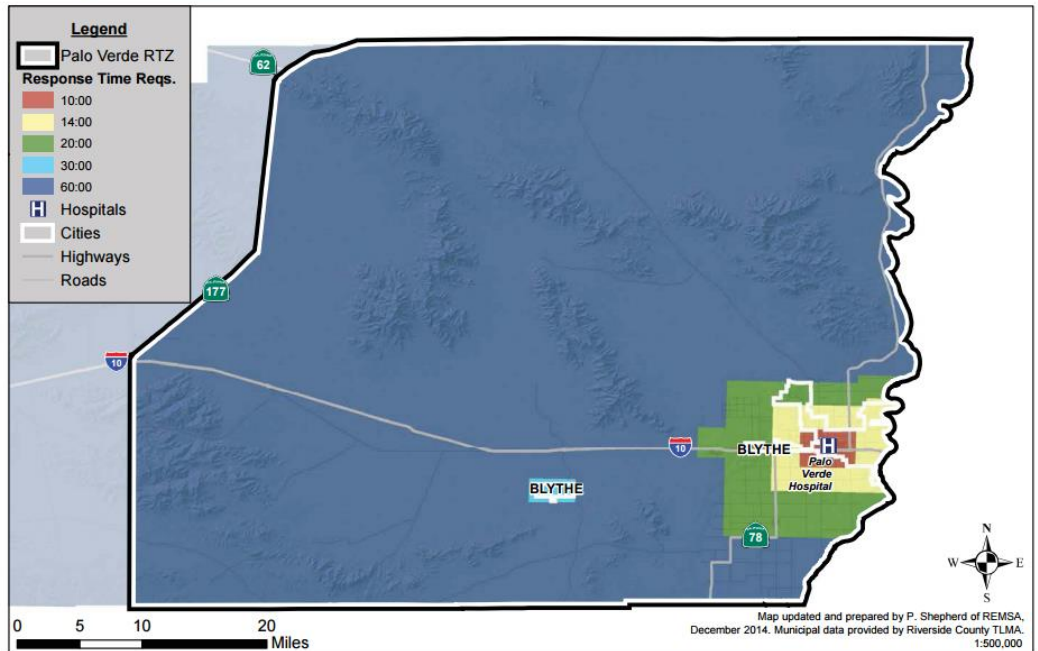
PALO VERDE ZONE



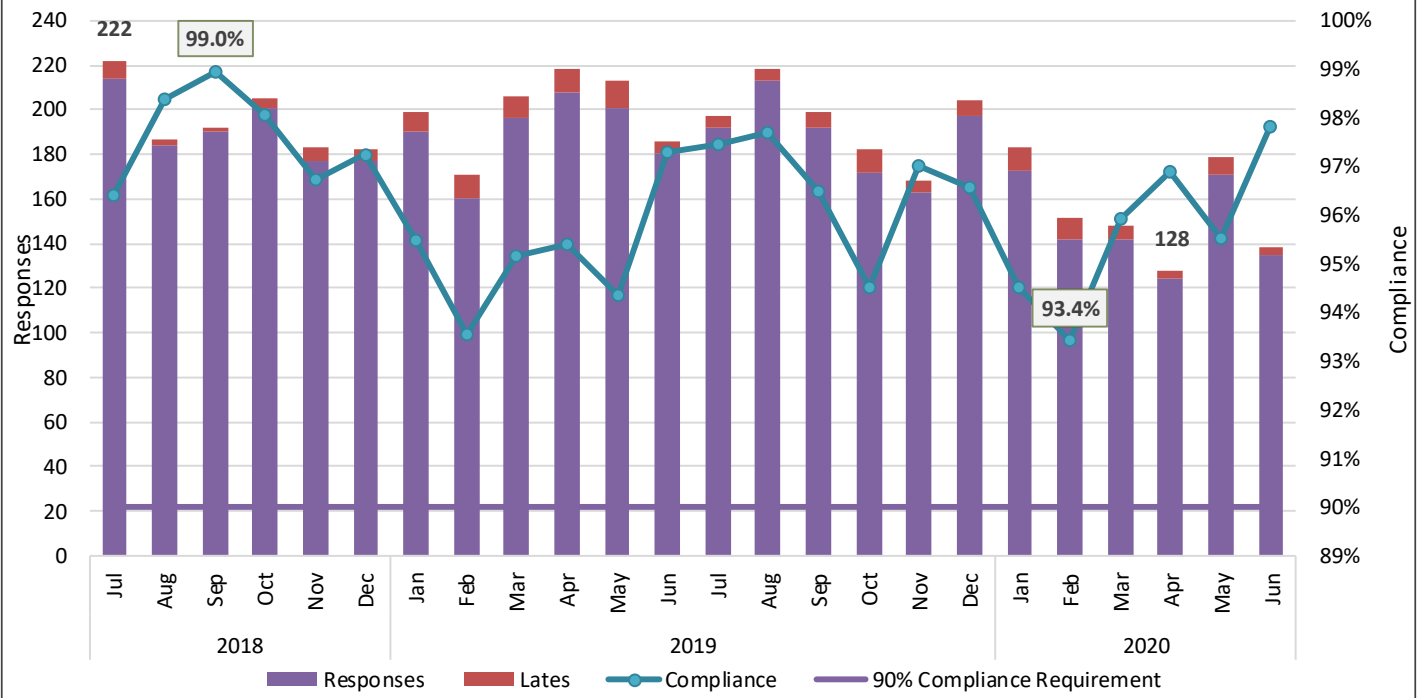
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PALO VERDE

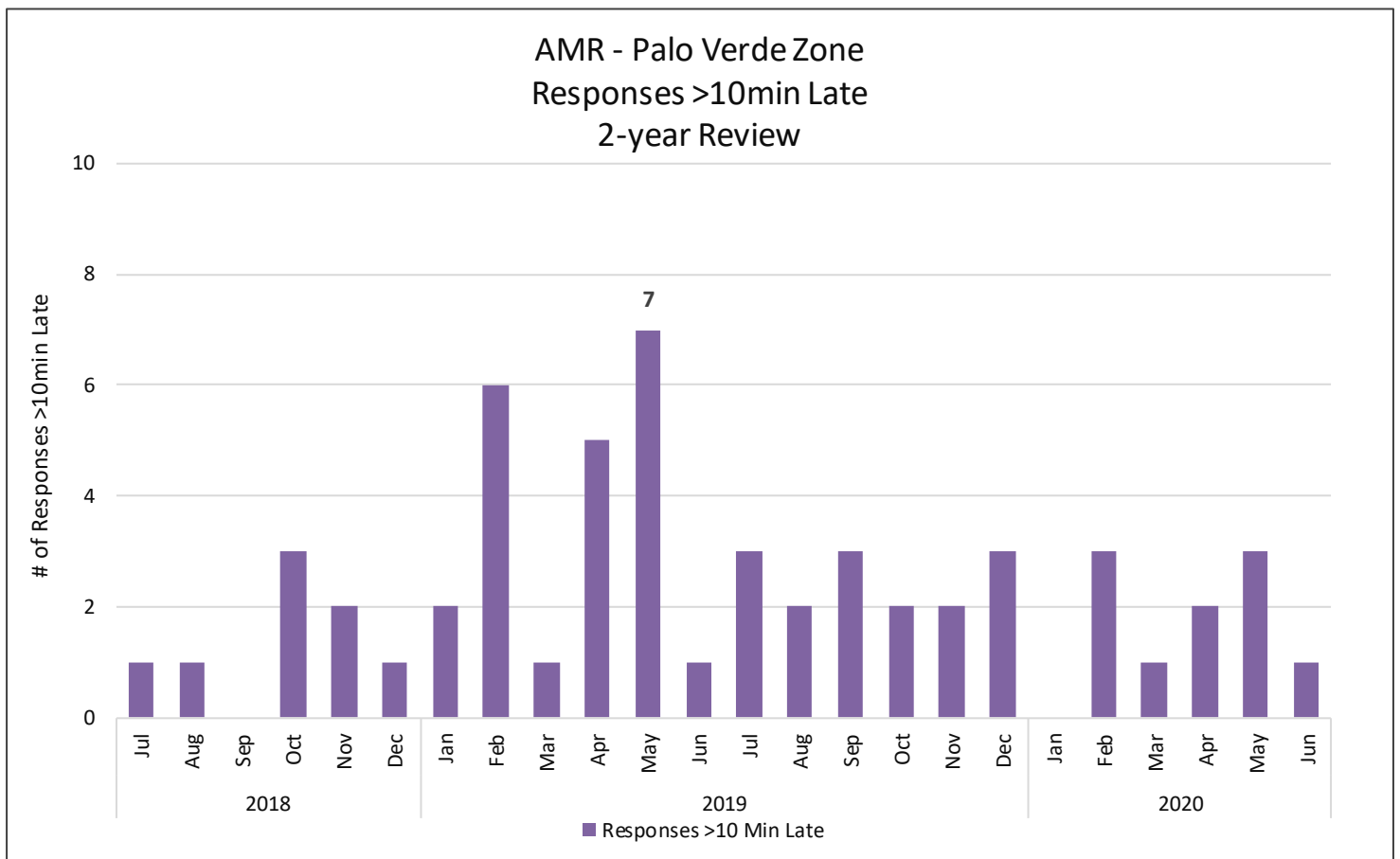
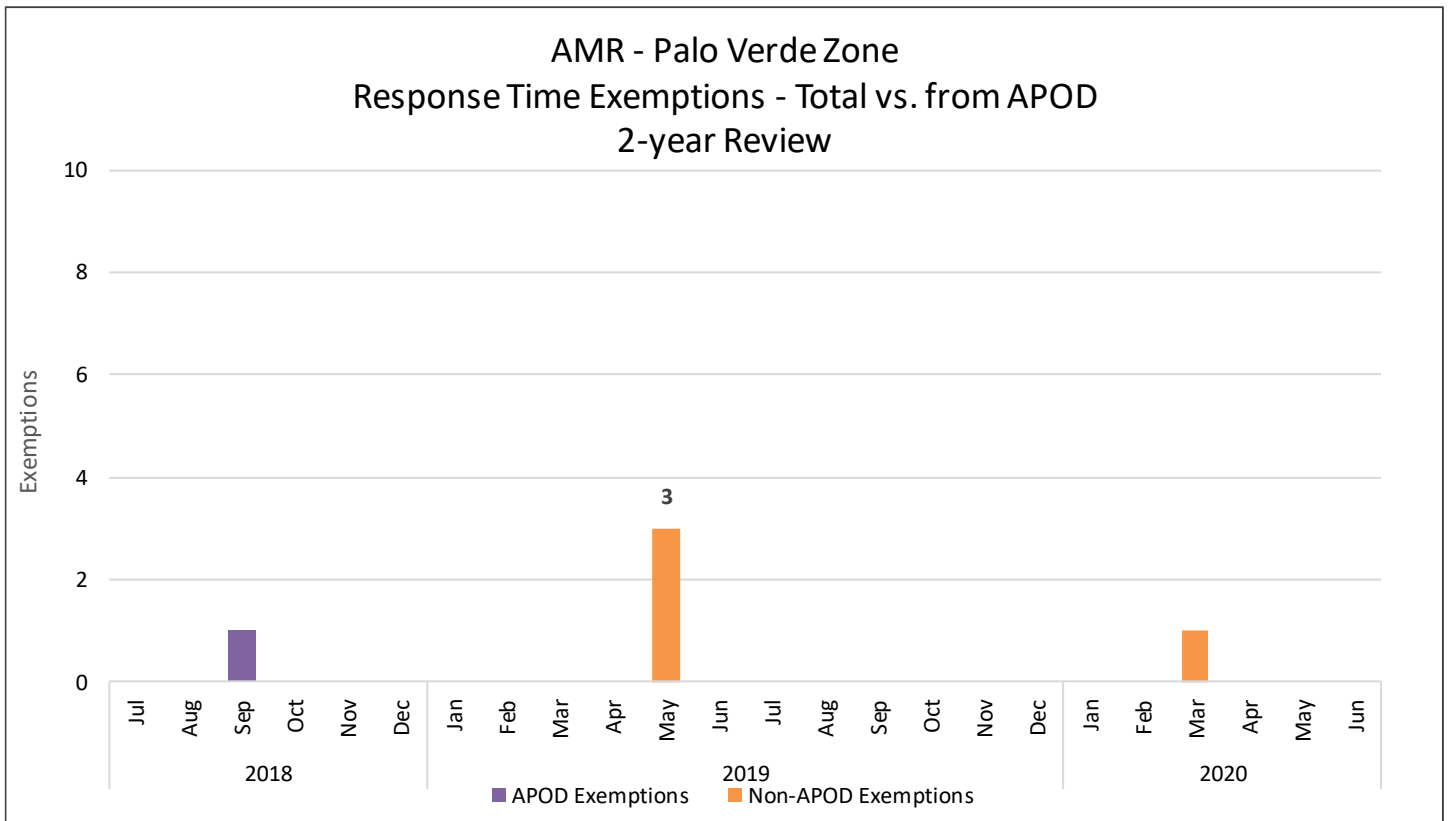
The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



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



Palo Verde Zone: Exemptions and >10 Minutes Late

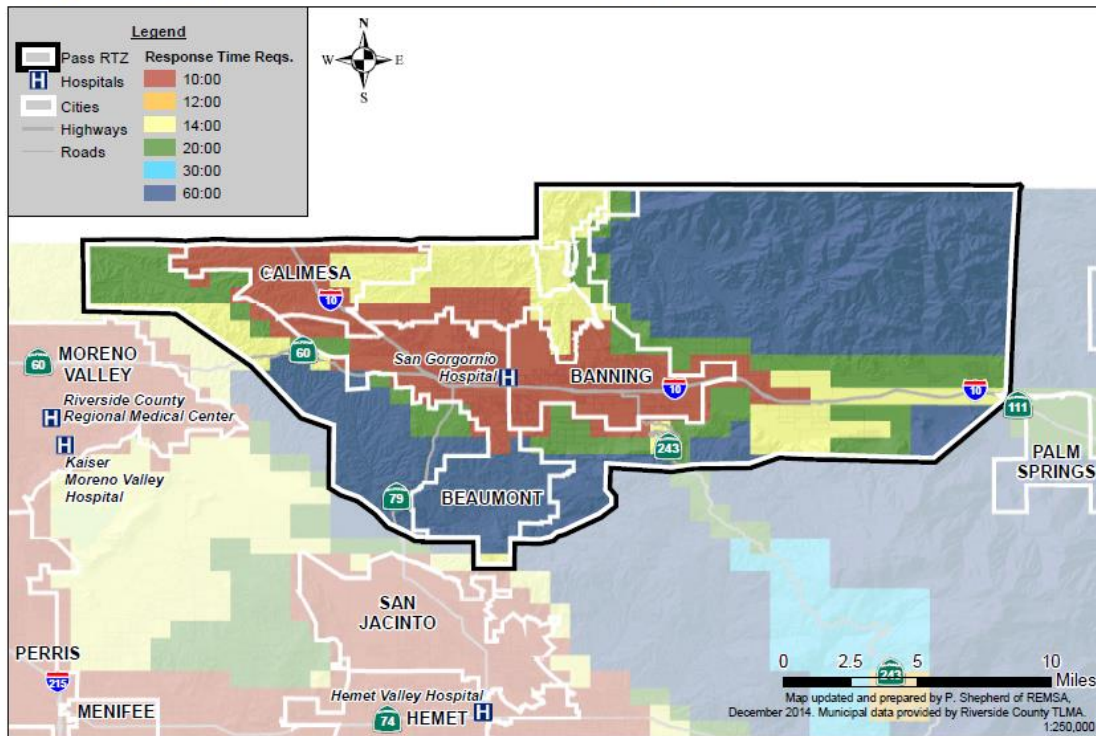


PASS ZONE

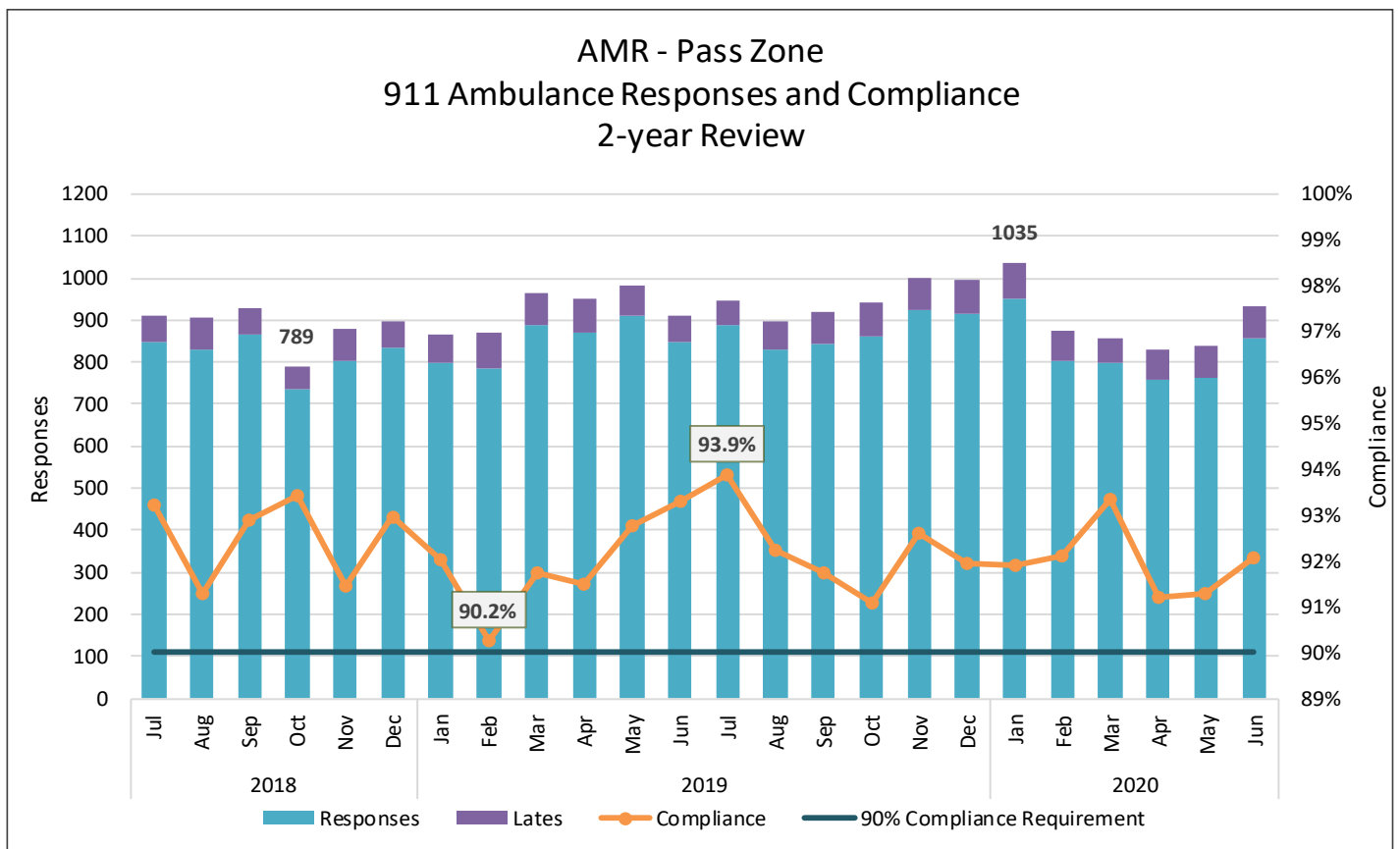


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

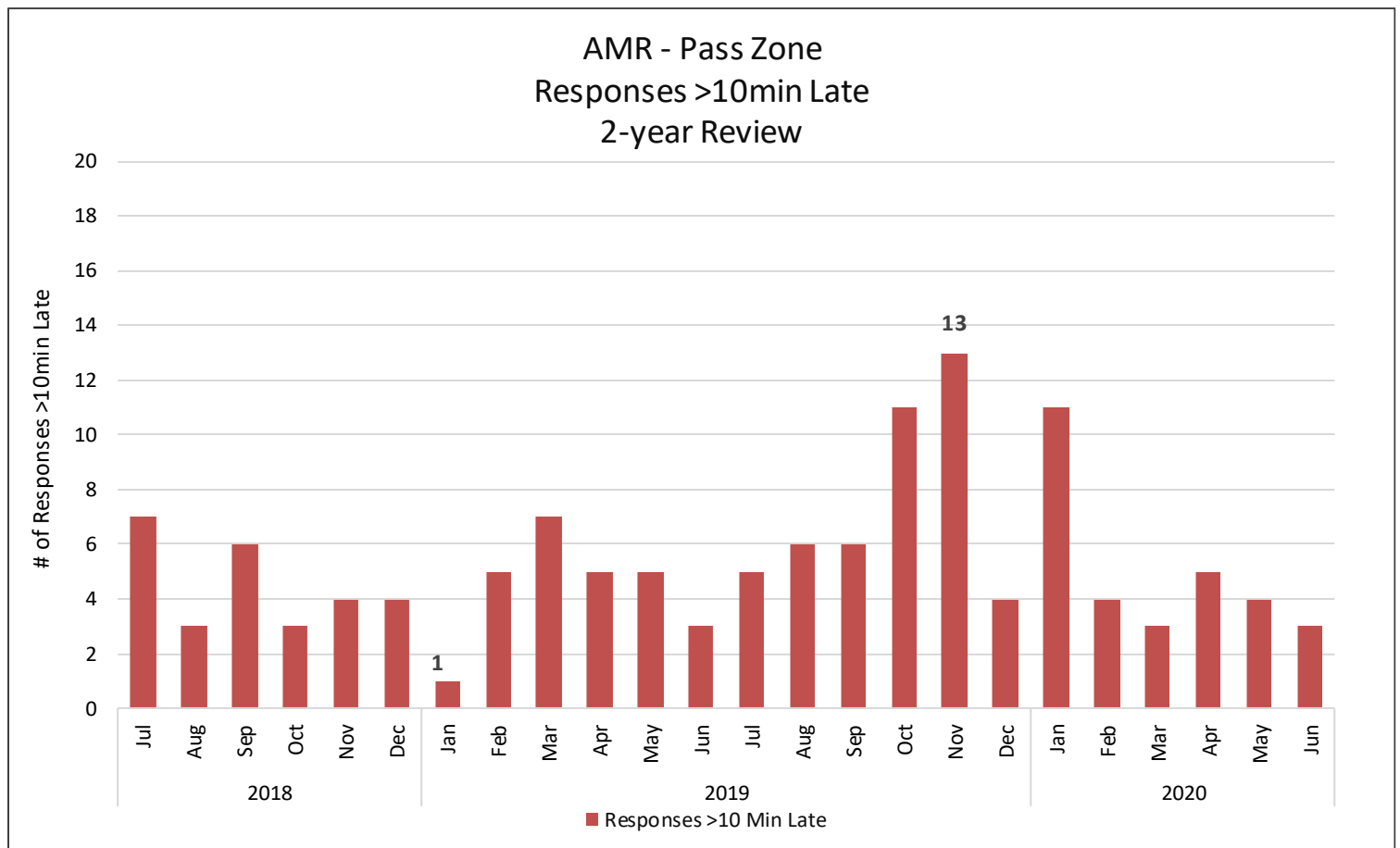
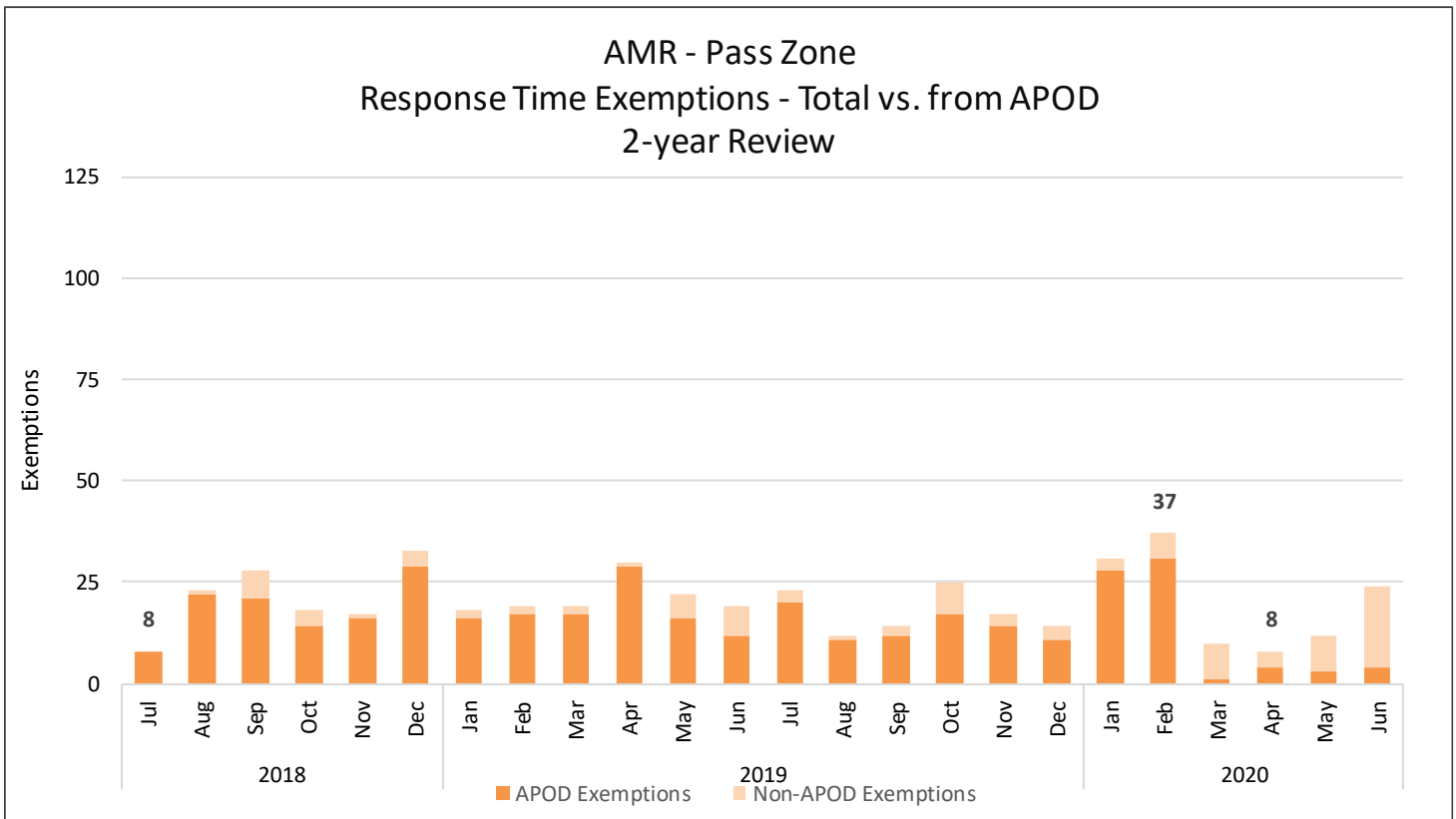
PASS



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

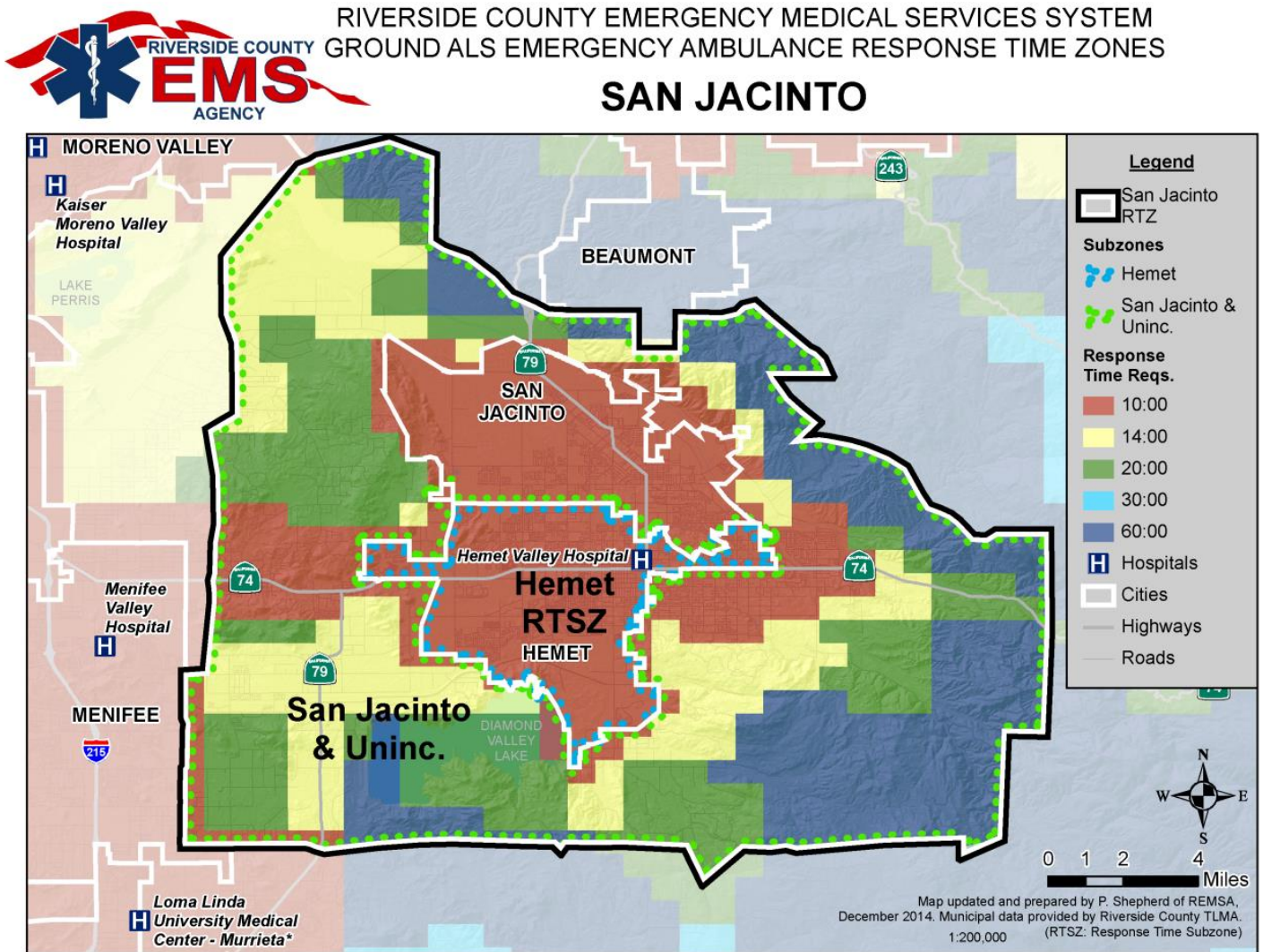


Pass Zone: Exemptions and Responses >10 Minutes Late

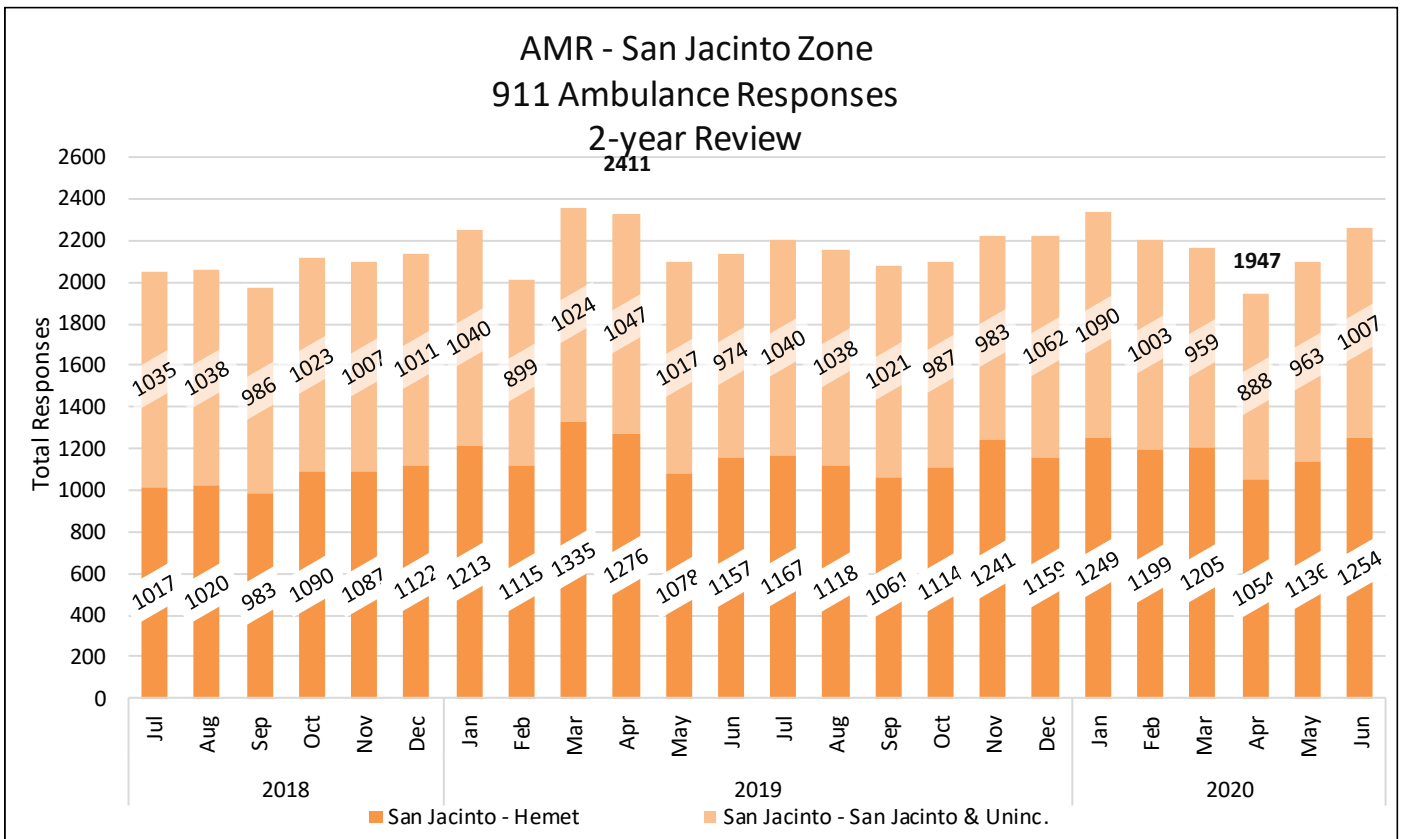
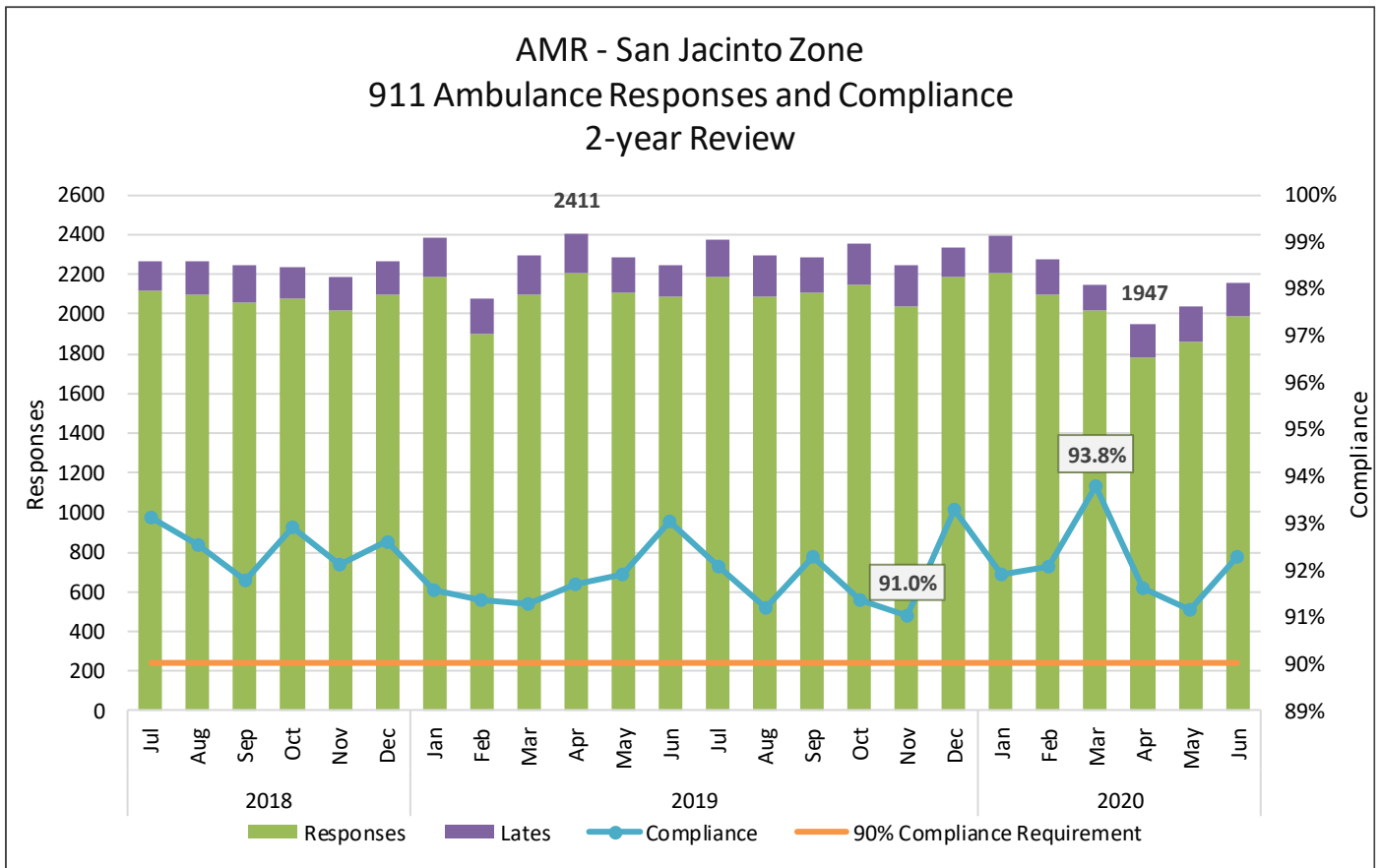


SAN JACINTO ZONE

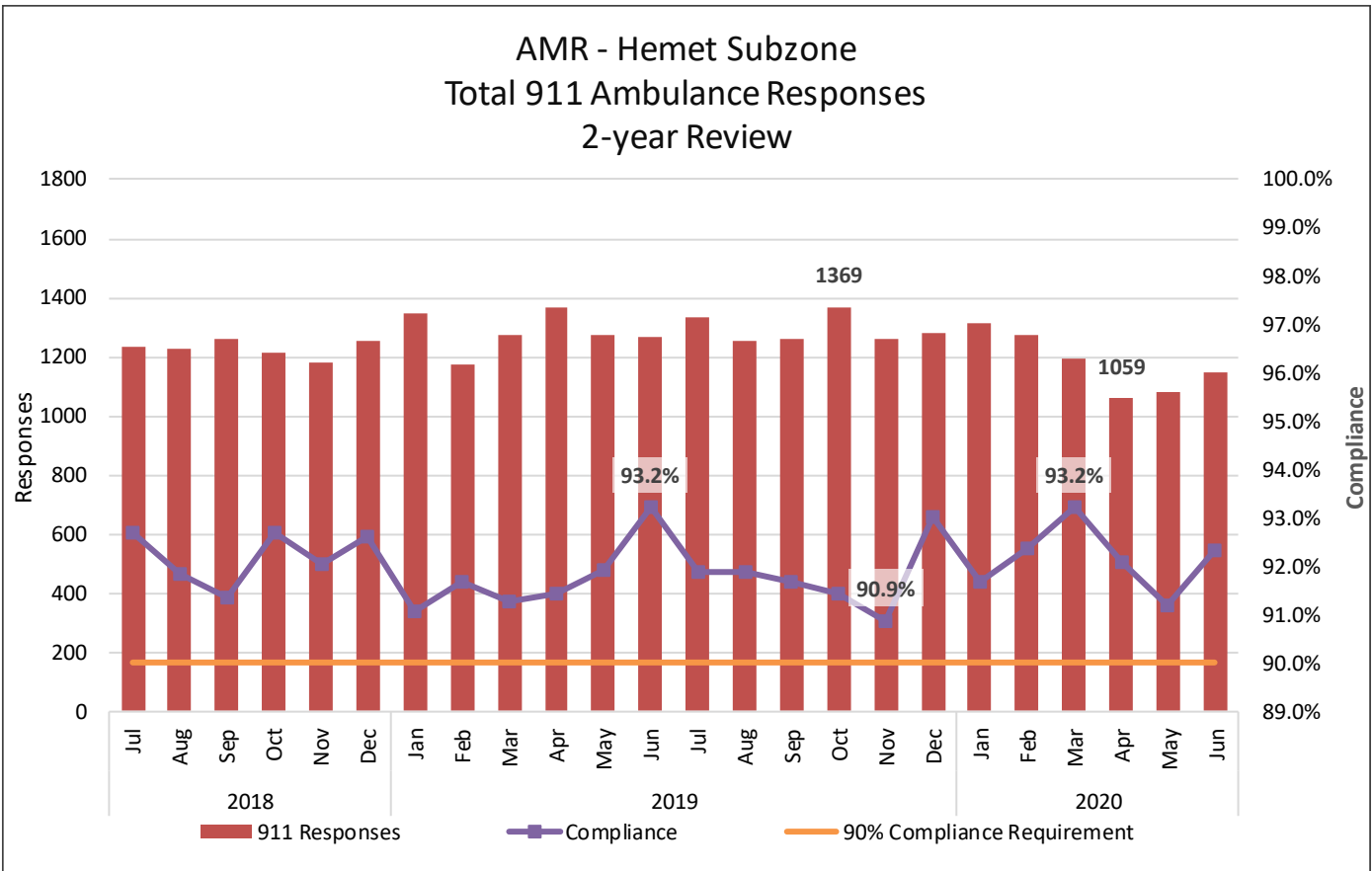
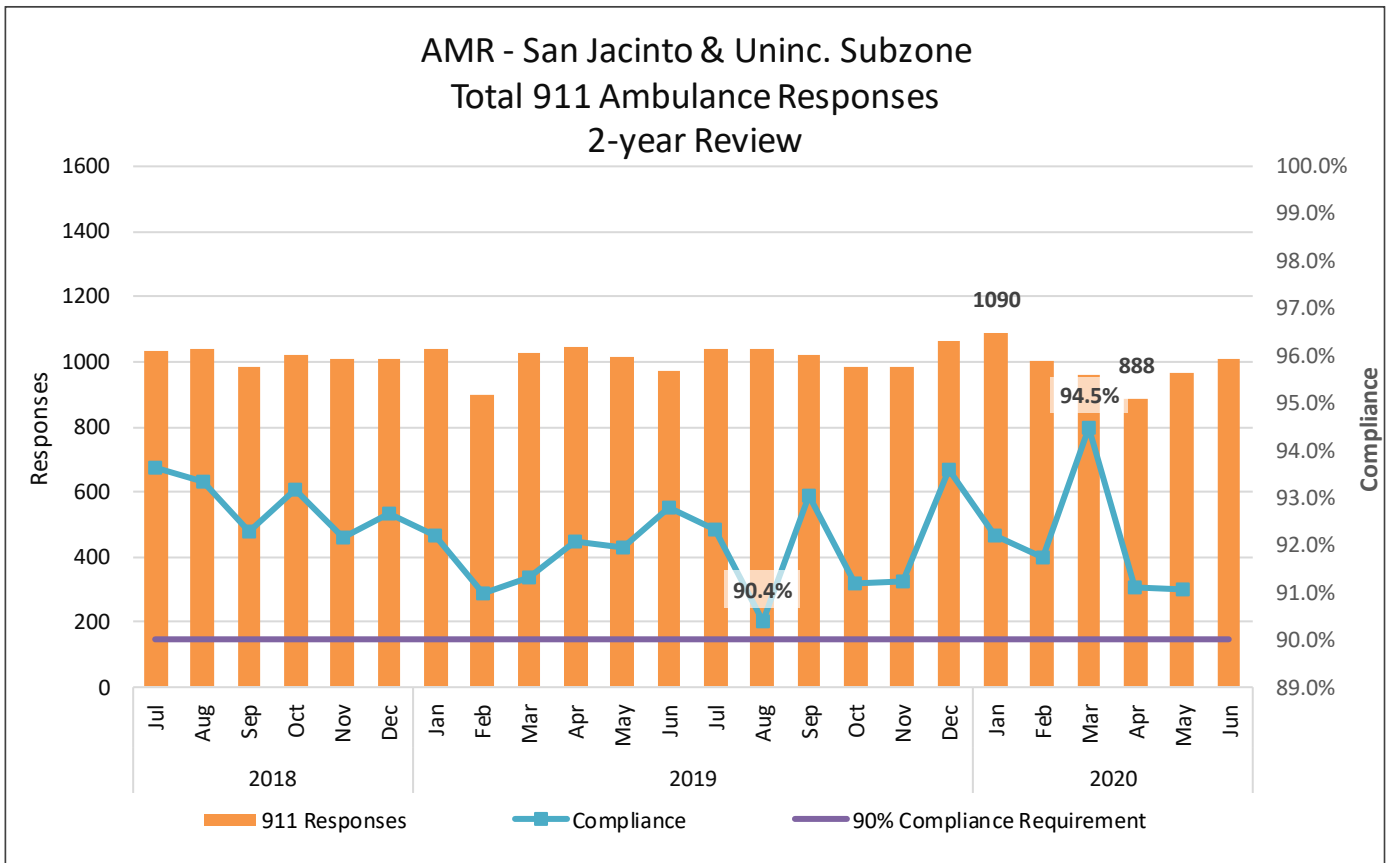
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences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



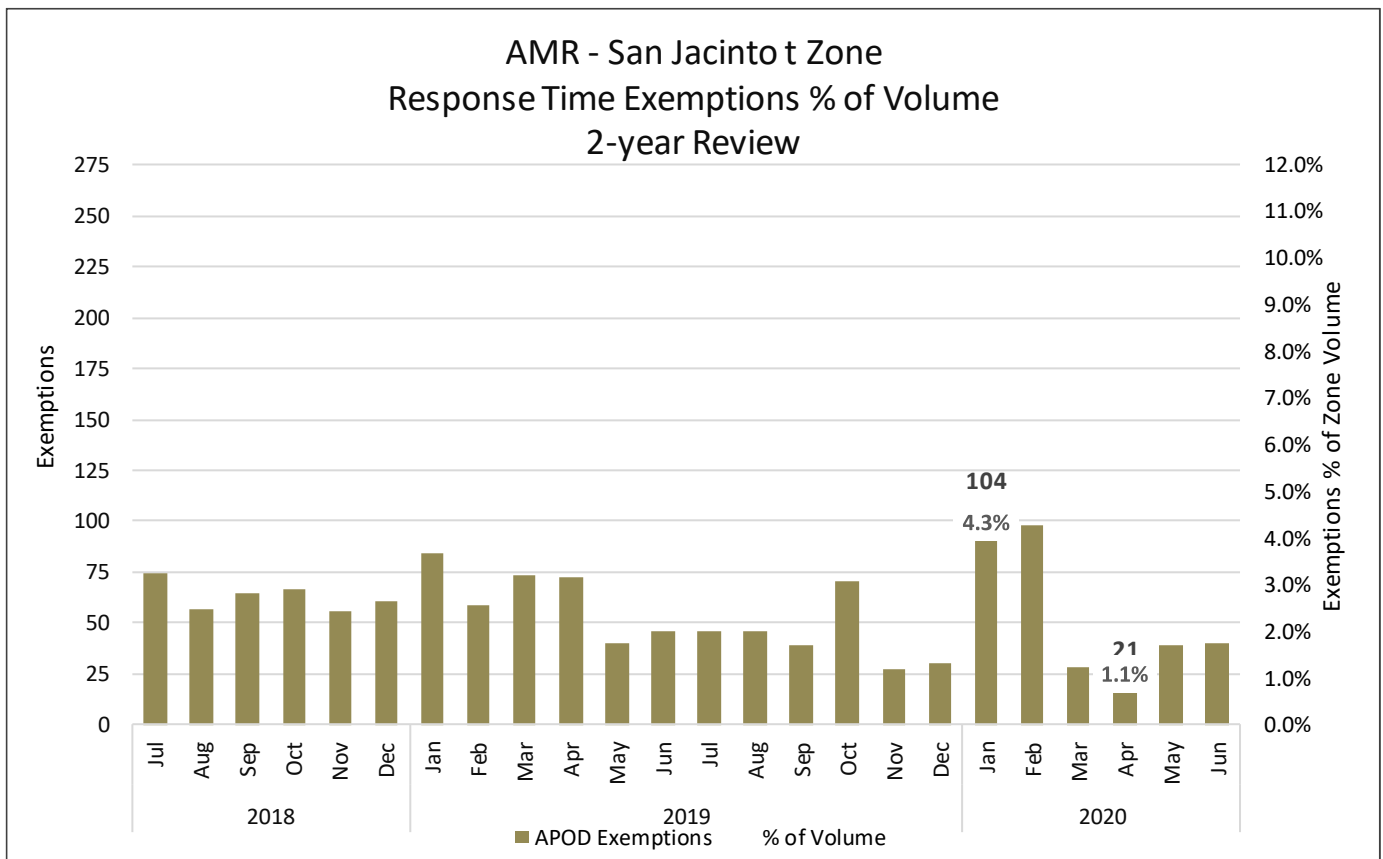
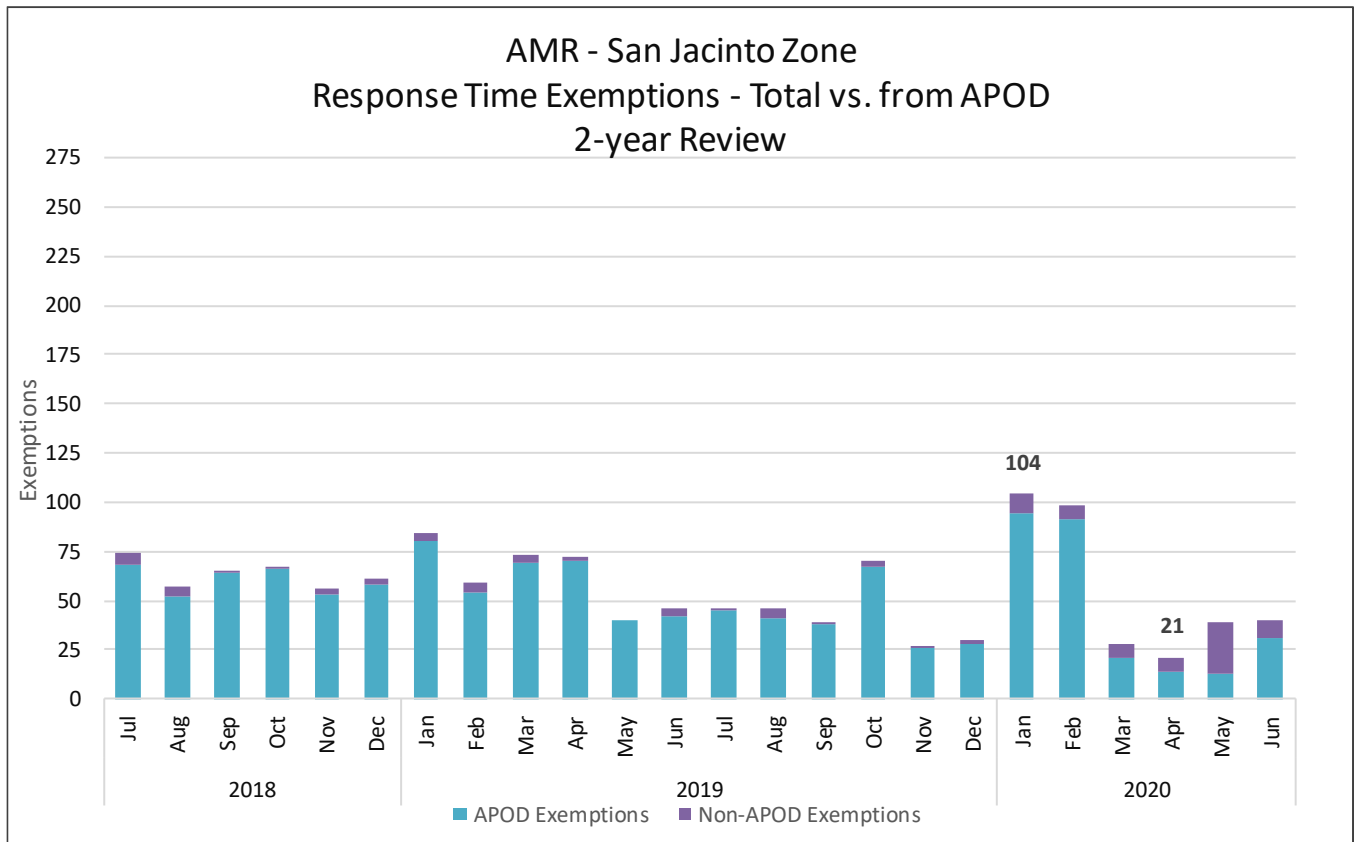
San Jacinto Zone: Subzone Response and Compliance Data



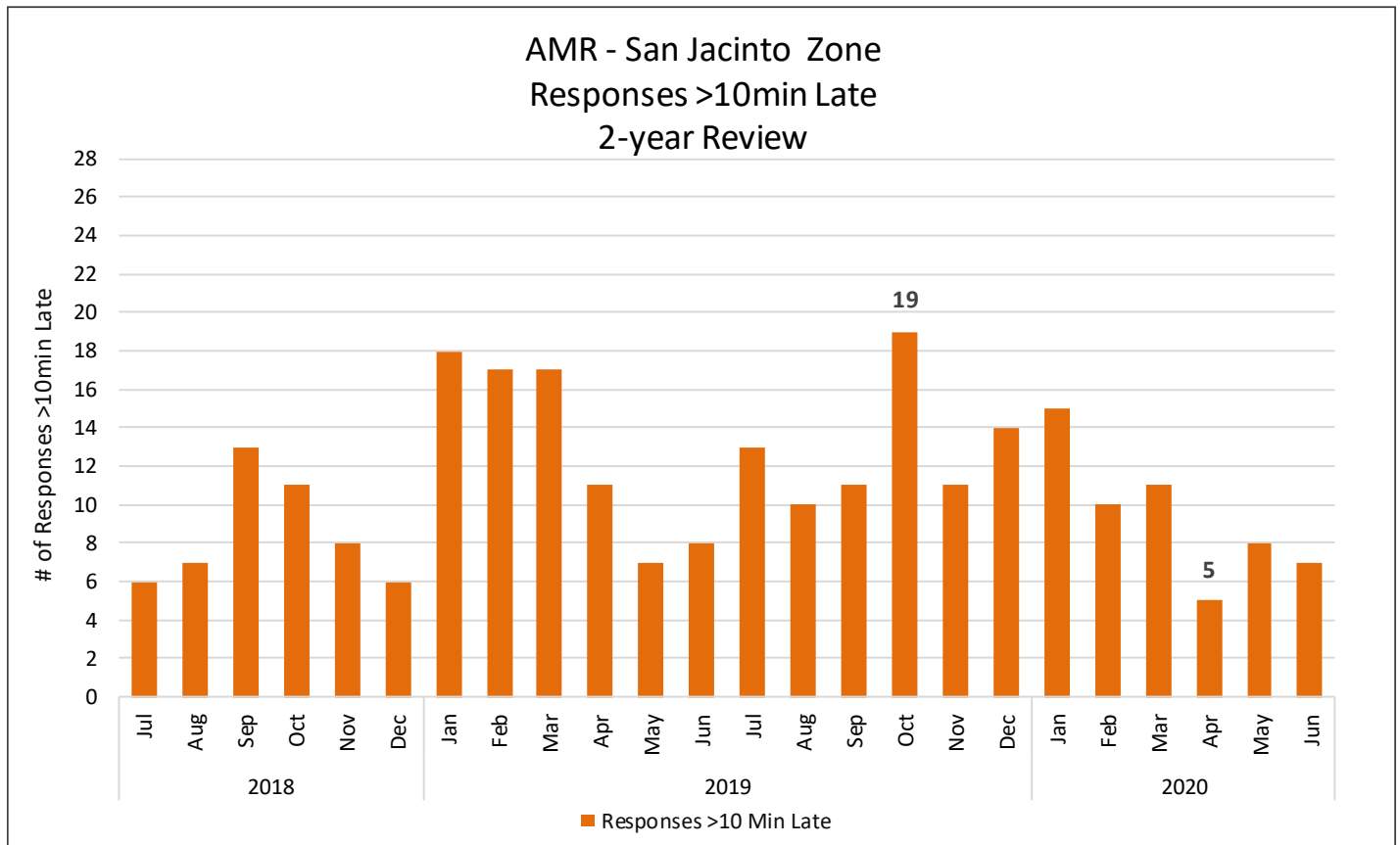
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



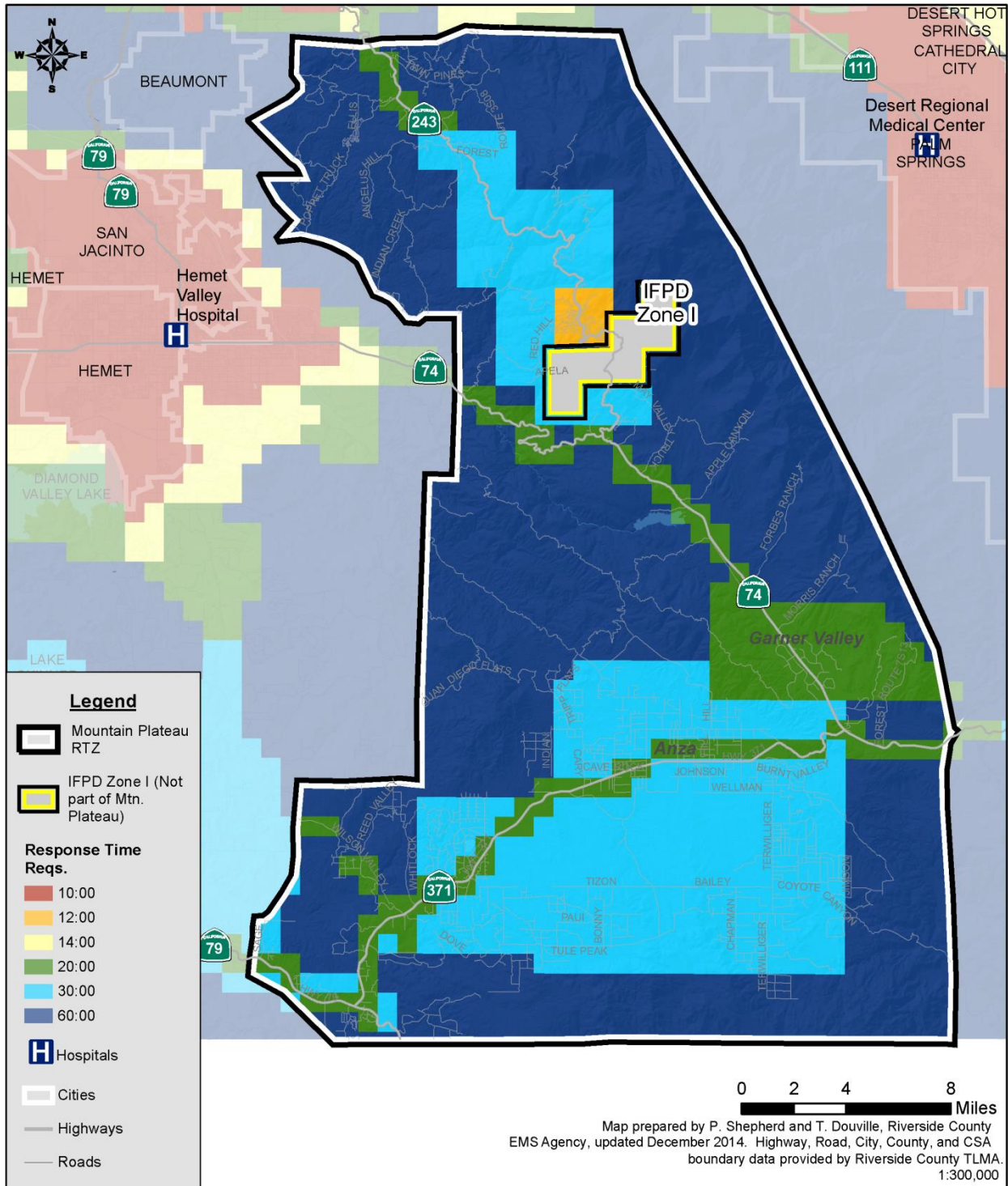
MOUNTAIN PLATEAU ZONE

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

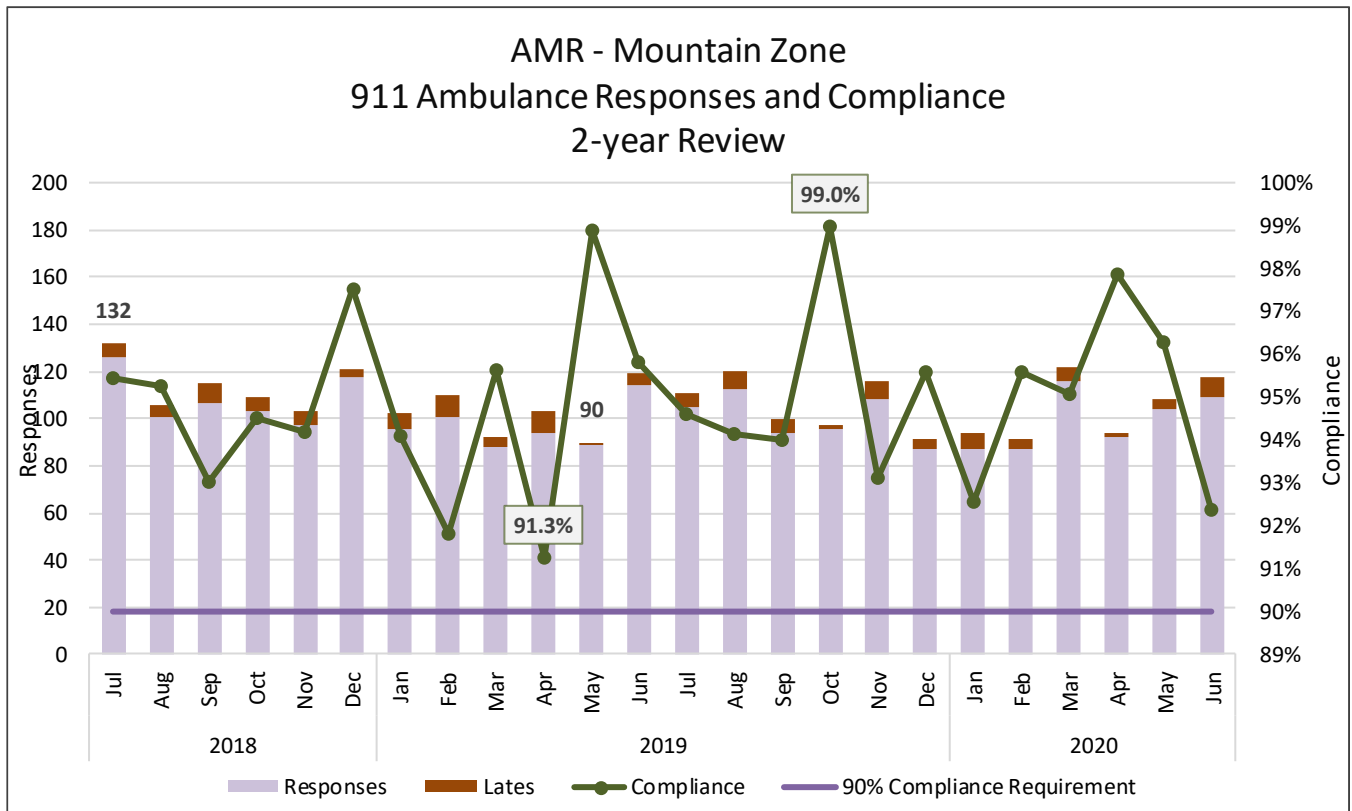
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



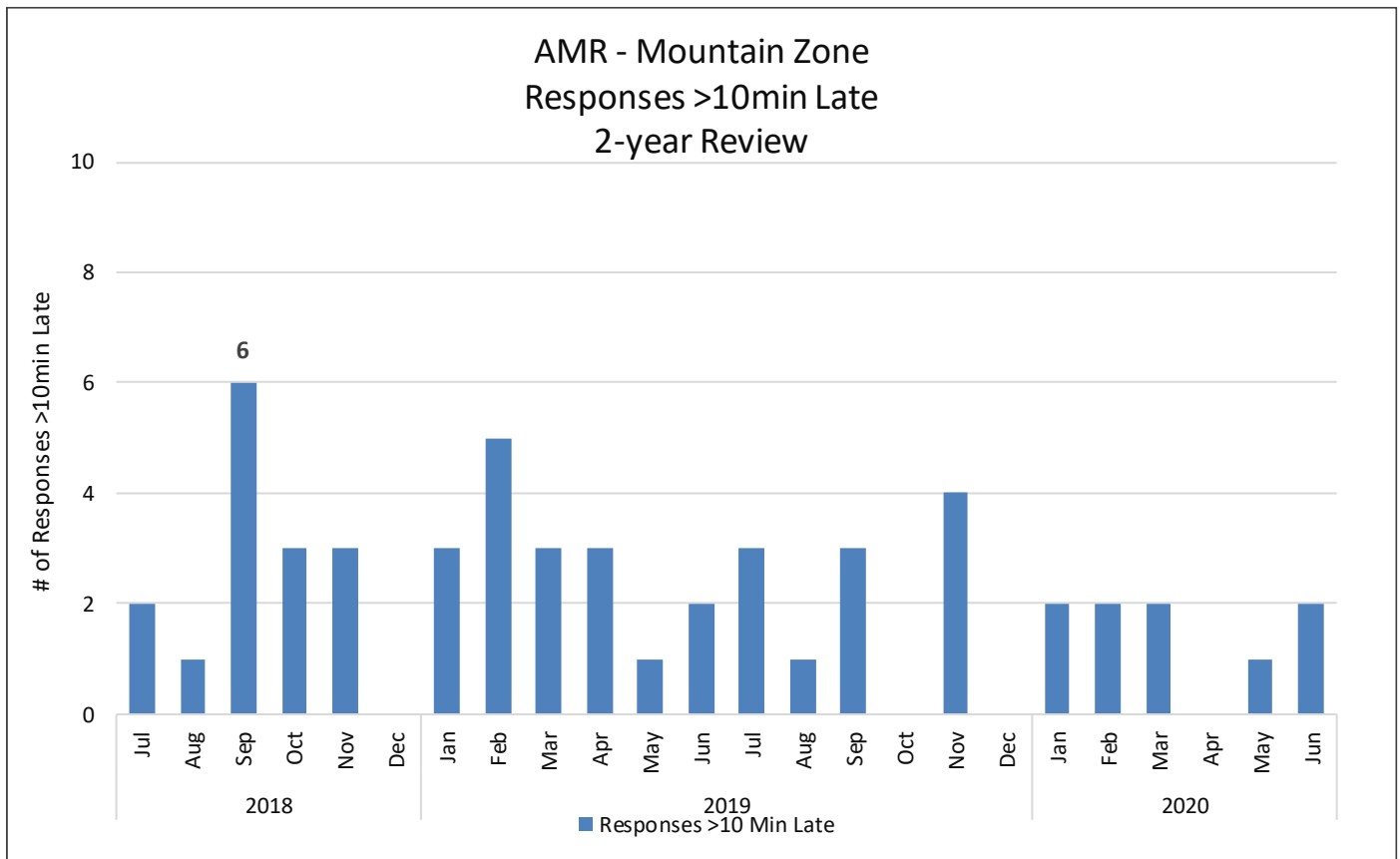
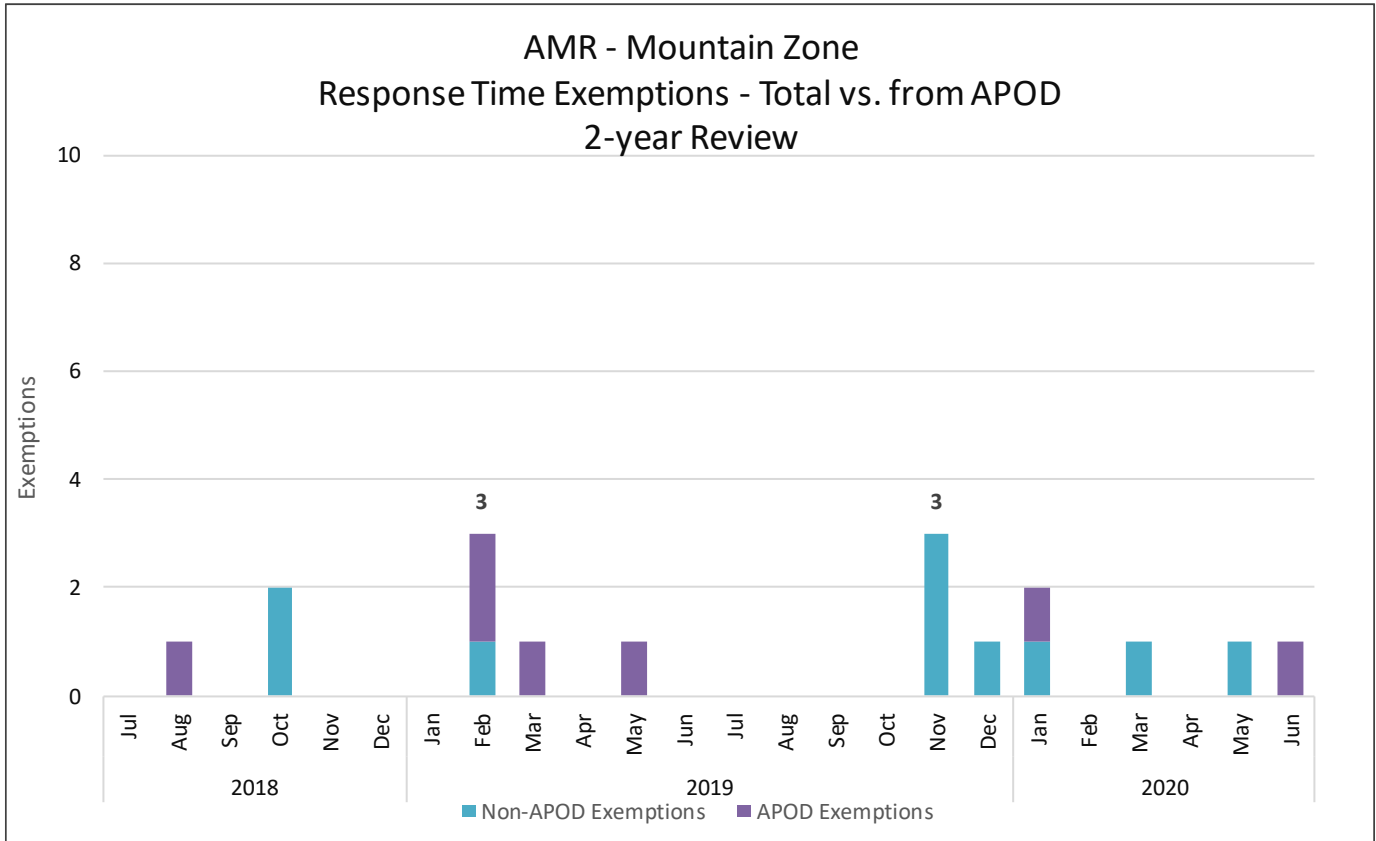
MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



JULY 2019 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min 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	91.42%		2692	223	\$10,217.00	8	\$5,120.00	231	196	188				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.85%		1105	74	\$3,232.00	5	\$2,520.00	79	134	130				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.37%		1245	93	\$6,302.00	2	\$1,304.00	95	98	95				0	\$0.00	0	\$0.00	
Northwest Total		91.97%	\$0	5042	390	\$19,751.00	15	\$8,944.00	405	428	413	19%	0%	\$24,390.75	0	\$0.00	0	\$0.00	\$24,390.75
Southwest - Temecula & Murrieta	911	90.47%		1322	121	\$6,411.00	5	\$2,816.00	126	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	137	131				0	\$0.00	0	\$0.00	
Southwest Total		90.71%	\$0	3435	309	\$16,114.00	10	\$7,824.00	319	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	101	60	55				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.30%		988	83	\$5,304.00	3	\$1,512.00	86	125	122				0	\$0.00	0	\$0.00	
Central Total		92.04%	\$0	2348	180	\$10,390.00	7	\$3,528.00	187	185	177	36%	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	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	23	22				0	\$0.00	0	\$0.00	
San Jacinto Total		92.08%	\$0	2374	175	\$10,680.00	13	\$6,848.00	188	46	45	36%	0%	\$11,393.20	0	\$0.00	0	\$0.00	\$11,393.20
Desert - Palm Springs & DHS	911	93.25%		1037	69	\$4,616.00	1	\$900.00	70	2	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	2				0	\$0.00	0	\$0.00	
Desert Total		93.60%	\$0	2204	133	\$6,722.00	8	\$5,712.00	141	5	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	\$0.00	1	\$500.00	
Palo Verde Total		97.46%	\$0	197	2	\$60.00	3	\$5,800.00	5	0	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	23	20				0	\$0.00	0	\$0.00	
Pass Total		93.87%	\$0	946	53	\$2,677.00	5	\$4,712.00	58	23	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	\$0.00	0	\$0.00	
Mountain Plateau Total		94.59%	\$0	111	3	\$90.00	3	\$3,704.00	6	0	0	75%	0%	\$46.50	0	\$0.00	0	\$0.00	\$46.50
CountyWide Total	911	92.14%	\$0	16657	1245	\$68,484.00	64	\$47,072.00	1309	930	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 > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit Wide Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.65%		2825	227	\$16,240.00	9	\$6,120.00	236	303	298					0	\$0.00	0	\$0.00	
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	
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	
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%		1855	93	\$3,656.00	10	\$7,232.00	103	121	115					0	\$0.00	0	\$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	
Southwest Total	911	91.84%	\$0	3492	270	\$19,431.00	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	
Central - Perris & Uninc.	911	91.62%		990	80	\$3,928.00	3	\$1,512.00	83	118	116					0	\$0.00	0	\$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	
San Jacinto - San Jacinto & Uninc.	911	90.37%		1038	93	\$5,624.00	7	\$4,320.00	100	24	20					0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.19%	\$0	2293	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	\$4,108.00	2	\$1,008.00	64	4	4					0	\$0.00	0	\$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	
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	
Palo Verde Total	911	97.71%	\$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	
Pass Total	911	92.21%	\$0	899	64	\$3,765.00	6	\$3,320.00	70	12	11	35%	0%		\$4,615.25	0	\$0.00	0	\$0.00	\$4,615.25
Mountain Plateau - Mountain	911	94.17%		120	6	\$880.00	1	\$504.00	7	0	0					0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.17%	\$0	120	6	\$880.00	1	\$504.00	7	0	0	75%	0%		\$346.00	0	\$0.00	0	\$0.00	\$346.00
CountyWide Total	911	92.03%	\$0	16991	1280	\$78,667.00	74	\$48,608.00	1354	1286	1237	0%	0%		\$100,067.55	0	\$0.00	0	\$0.00	\$100,067.55

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	\$10,305.00	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	\$6,313.00	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	\$1,008.00	125	163	156				0	\$0.00	0	\$0.00	
Southwest - LE Menit, Wild, CI & Uninc.	911	92.49%		2063	153	\$10,551.00	2	\$1,008.00	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	\$1,008.00	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

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 Wide Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.91%		2731	213	\$11,413.00	8	\$4,624.00	221	330	322				0	\$0.00	0	\$0.00	\$35,322.60
Northwest - Norco & Uninc. North	911	91.59%		1141	89	\$6,497.00	7	\$4,120.00	96	226	212				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.29%		1240	100	\$7,390.00	8	\$7,512.00	108	173	169				0	\$0.00	0	\$0.00	
Northwest Total	911	91.69%	\$0	5112	402	\$25,300.00	23	\$16,256.00	425	729	703	15%	0%	\$35,322.60	0	\$0.00	0	\$0.00	\$35,322.60
Southwest - Temecula & Murrieta	911	91.65%		1378	112	\$4,714.00	3	\$2,008.00	115	157	152				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.15%		2063	158	\$8,862.00	4	\$2,016.00	162	209	206				0	\$0.00	0	\$0.00	
Southwest Total	911	91.95%	\$0	3441	270	\$13,576.00	7	\$4,024.00	277	366	358	15%	0%	\$14,960.00	0	\$0.00	0	\$0.00	\$14,960.00
Central - Moreno Valley	911	92.27%		1372	98	\$7,282.00	8	\$7,016.00	106	123	119				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.68%		1009	87	\$5,582.00	7	\$4,024.00	94	139	131				0	\$0.00	0	\$0.00	
Central Total	911	91.60%	\$0	2381	185	\$12,864.00	15	\$11,040.00	200	262	250	15%	0%	\$20,318.40	0	\$0.00	0	\$0.00	\$20,318.40
San Jacinto - Hemet	911	91.45%		1369	108	\$5,709.00	9	\$5,424.00	117	48	45				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.19%		987	77	\$5,618.00	10	\$5,928.00	87	22	22				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.34%	\$0	2356	185	\$11,327.00	19	\$11,352.00	204	70	67	15%	0%	\$19,277.15	0	\$0.00	0	\$0.00	\$19,277.15
Desert - Palm Springs & DHS	911	91.07%		985	83	\$4,470.00	5	\$2,520.00	88	7	3				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.46%		1114	78	\$3,684.00	6	\$3,024.00	84	10	2				0	\$0.00	0	\$0.00	
Desert Total	911	91.81%	\$0	2099	161	\$8,154.00	11	\$5,544.00	172	17	5	15%	0%	\$11,643.30	0	\$0.00	0	\$0.00	\$11,643.30
Palo Verde - Palo Verde	911	94.51%		182	8	\$375.00	2	\$2,000.00	10	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	94.51%	\$0	182	8	\$375.00	2	\$2,000.00	10	0	0	75%	0%	\$593.75	0	\$0.00	0	\$0.00	\$593.75
Pass - Pass	911	91.10%		944	73	\$4,437.00	11	\$7,024.00	84	25	17				0	\$0.00	0	\$0.00	
Pass Total	911	91.10%	\$0	944	73	\$4,437.00	11	\$7,024.00	84	25	17	15%	0%	\$9,741.85	0	\$0.00	0	\$0.00	\$9,741.85
Mountain Plateau - Mountain	911	98.97%		97	1	\$50.00	0	\$0.00	1	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	98.97%	\$0	97	1	\$50.00	0	\$0.00	1	0	0	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	911	91.75%	\$0	16612	1285	\$76,083.00	88	\$57,240.00	1373	1469	1400	0%	0%	\$111,857.05	0	\$0.00	0	\$0.00	\$111,857.05

NOVEMBER 2019 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit Wide Credit	County Wide Credit Response Fee	MOS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.66%	\$0	2631	206	\$9,702.00	5	\$4,520.00	211	201	194			0	0	\$0.00	\$29,882.15
Northwest - Norco & Uninc. North	911	90.29%		1071	100	\$6,104.00	4	\$2,312.00	104	126	119			0	0	\$0.00	\$8,426.00
Northwest - Corona & Uninc. South	911	91.41%		1211	98	\$7,629.00	6	\$5,712.00	104	119	114			0	0	\$0.00	\$13,341.00
Northwest Total		91.29%	\$0	4813	404	\$23,435.00	15	\$10,544.00	419	446	427	15%	0%	0	0	\$0.00	\$29,882.15
Southwest - Temecula & Murrieta	911	90.67%		1286	118	\$4,412.00	2	\$1,600.00	120	109	104			0	0	\$0.00	\$6,012.00
Southwest - LE Menif, Wild, CL & Uninc.	911	90.64%		2168	199	\$9,747.00	4	\$2,312.00	203	151	144			0	0	\$0.00	\$12,059.00
Southwest Total		90.65%	\$0	3454	317	\$14,159.00	6	\$3,912.00	323	260	248	0%	0%	0	0	\$0.00	\$18,071.00
Central - Moreno Valley	911	93.03%		1306	83	\$4,473.00	8	\$5,216.00	91	75	72			0	0	\$0.00	\$9,689.00
Central - Perris & Uninc.	911	90.76%		844	76	\$5,367.00	2	\$1,304.00	78	85	83			0	0	\$0.00	\$6,671.00
Central Total		92.14%	\$0	2150	159	\$9,840.00	10	\$6,520.00	169	160	155	35%	0%	0	0	\$0.00	\$10,634.00
San Jacinto - Hemet	911	90.87%		1260	112	\$7,099.00	3	\$1,512.00	115	15	15			0	0	\$0.00	\$8,611.00
San Jacinto - San Jacinto & Uninc.	911	91.25%		983	78	\$5,254.00	8	\$6,320.00	86	12	11			0	0	\$0.00	\$11,574.00
San Jacinto Total		91.04%	\$0	2243	190	\$12,353.00	11	\$9,832.00	201	27	26	15%	0%	0	0	\$0.00	\$18,857.25
Desert - Palm Springs & DHS	911	90.23%		1075	96	\$7,637.00	9	\$6,808.00	105	15	8			0	0	\$0.00	\$14,445.00
Desert - La Quinta, Coachella & Uninc.	911	90.81%		1241	104	\$6,790.00	10	\$9,424.00	114	13	4			0	0	\$0.00	\$16,214.00
Desert Total		90.54%	\$0	2316	200	\$14,427.00	19	\$16,232.00	219	28	12	0%	0%	0	0	\$0.00	\$30,659.00
Palo Verde - Palo Verde	911	97.02%		168	3	\$30.00	2	\$1,008.00	5	0	0			0	0	\$0.00	\$1,038.00
Palo Verde Total		97.02%	\$0	168	3	\$30.00	2	\$1,008.00	5	0	0	100%	0%	0	0	\$0.00	\$1,038.00
Pass - Pass	911	92.60%		1000	61	\$4,087.00	13	\$9,928.00	74	17	14			0	0	\$0.00	\$14,029.00
Pass Total		92.60%	\$0	1000	61	\$4,087.00	13	\$9,928.00	74	17	14	35%	0%	0	0	\$0.00	\$8,459.75
Mountain Plateau - Mountain	911	93.10%		116	4	\$30.00	4	\$3,008.00	8	3	0			0	0	\$0.00	\$3,038.00
Mountain Plateau Total		93.10%	\$0	116	4	\$30.00	4	\$3,008.00	8	3	0	50%	0%	0	0	\$0.00	\$1,519.00
CountyWide Total		91.28%	\$0	16260	1338	\$78,361.00	80	\$59,984.00	1418	941	882	0%	0%	0	0	\$0.00	\$118,090.15
TOTAL																\$118,090.15	

DECEMBER 2019 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 40 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	92.58%		2641	191	\$10,128.00	5	\$2,816.00	196	244	237				0	\$0.00	0	\$0.00	\$28,473.90
Northwest - Norco & Uninc. North	911	93.20%		1192	74	\$4,163.00	7	\$4,320.00	81	177	169				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.63%		1302	113	\$8,051.00	9	\$14,328.00	122	150	144				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	911	92.23%	\$0	5195	378	\$22,342.00	21	\$21,464.00	399	571	550	35%	0%	\$28,473.90	0	\$0.00	0	\$0.00	\$28,473.90
Southwest - Temecula & Murrieta	911	90.60%		1490	137	\$5,899.00	3	\$1,808.00	140	162	154				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.84%		2054	139	\$8,015.00	8	\$5,320.00	147	169	161				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	911	91.90%	\$0	3544	276	\$13,914.00	11	\$7,128.00	287	331	315	15%	0%	\$17,885.70	0	\$0.00	0	\$0.00	\$17,885.70
Central - Moreno Valley	911	92.46%		1473	103	\$4,465.00	8	\$4,624.00	111	113	112				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.87%		887	75	\$5,045.00	6	\$6,008.00	81	90	88				0	\$0.00	0	\$0.00	\$0.00
Central Total	911	91.66%	\$0	2360	178	\$9,510.00	14	\$10,632.00	192	203	200	15%	0%	\$17,120.70	0	\$0.00	0	\$0.00	\$17,120.70
San Jacinto - Hemet	911	93.04%		1279	81	\$4,436.00	8	\$4,328.00	89	17	16				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	93.60%		1062	62	\$3,268.00	6	\$3,616.00	68	13	12				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	911	93.29%	\$0	2341	143	\$7,704.00	14	\$7,944.00	157	30	28	50%	0%	\$7,824.00	0	\$0.00	0	\$0.00	\$7,824.00
Desert - Palm Springs & DHS	911	92.51%		1042	77	\$5,187.00	1	\$800.00	78	5	4				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	90.60%		1159	102	\$5,615.00	7	\$4,320.00	109	7	5				0	\$0.00	0	\$0.00	\$0.00
Desert Total	911	91.50%	\$0	2201	179	\$10,802.00	8	\$5,120.00	187	12	9	15%	0%	\$13,533.70	0	\$0.00	0	\$0.00	\$13,533.70
Palo Verde - Palo Verde	911	96.57%		204	4	\$966.00	3	\$2,800.00	7	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	911	96.57%	\$0	204	4	\$966.00	3	\$2,800.00	7	0	0	100%	0%	\$2,800.00	0	\$0.00	0	\$0.00	\$2,800.00
Pass - Pass	911	91.95%		994	76	\$6,391.00	4	\$2,512.00	80	14	11				0	\$0.00	0	\$0.00	\$0.00
Pass Total	911	91.95%	\$0	994	76	\$6,391.00	4	\$2,512.00	80	14	11	15%	0%	\$7,367.55	0	\$0.00	0	\$0.00	\$7,367.55
Mountain Plateau - Mountain	911	95.60%		91	4	\$60.00	0	\$0.00	4	1	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	911	95.60%	\$0	91	4	\$60.00	0	\$0.00	4	1	0	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	911	92.22%	\$0	16870	1238	\$71,689.00	75	\$57,600.00	1313	1162	1113	0%	0%	\$95,205.55	0	\$0.00	0	\$0.00	\$95,205.55
														TOTAL				\$95,205.55	

JANUARY 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	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	93.15%		2788	178	\$13,145.00	13	\$7,640.00	191	342	334				0	\$0.00	0	\$0.00	\$28,013.05
Northwest - Norco & Uninc. North	911	91.42%		1224	96	\$6,003.00	9	\$5,920.00	105	233	222				0	\$0.00	0	\$0.00	\$17,159.80
Northwest - Corona & Uninc. South	911	91.52%		1250	100	\$6,373.00	6	\$4,016.00	106	203	198				0	\$0.00	0	\$0.00	\$28,013.05
Northwest Total	911	92.36%	\$0	5262	374	\$25,521.00	28	\$17,576.00	402	778	754	35%	0%	\$28,013.05	0	\$0.00	0	\$0.00	\$28,013.05
Southwest - Temecula & Murrieta	911	90.05%		1547	150	\$6,891.00	4	\$2,608.00	154	185	182				0	\$0.00	0	\$0.00	\$17,159.80
Southwest - LE, Menif, Wild, CL & Uninc.	911	93.24%		2176	143	\$8,377.00	4	\$2,312.00	147	241	221				0	\$0.00	0	\$0.00	\$5,938.50
Southwest Total	911	91.92%	\$0	3723	293	\$15,268.00	8	\$4,920.00	301	426	403	15%	0%	\$17,159.80	0	\$0.00	0	\$0.00	\$17,159.80
Central - Moreno Valley	911	94.65%		1421	75	\$4,430.00	1	\$800.00	76	139	126				0	\$0.00	0	\$0.00	\$5,938.50
Central - Perris & Uninc.	911	90.56%		902	81	\$4,631.00	4	\$2,016.00	85	146	135				0	\$0.00	0	\$0.00	\$17,159.80
Central Total	911	93.07%	\$0	2323	156	\$9,061.00	5	\$2,816.00	161	285	261	50%	0%	\$5,938.50	0	\$0.00	0	\$0.00	\$5,938.50
San Jacinto - Hemet	911	91.69%		1311	102	\$4,628.00	7	\$4,616.00	109	56	56				0	\$0.00	0	\$0.00	\$17,159.80
San Jacinto - San Jacinto & Uninc.	911	92.20%		1090	77	\$5,759.00	8	\$4,328.00	85	48	38				0	\$0.00	0	\$0.00	\$17,159.80
San Jacinto Total	911	91.92%	\$0	2401	179	\$10,386.00	15	\$8,944.00	194	104	94	15%	0%	\$16,600.50	0	\$0.00	0	\$0.00	\$16,600.50
Desert - Palm Springs & DHS	911	91.21%		1161	96	\$5,969.00	6	\$3,520.00	102	8	4				0	\$0.00	0	\$0.00	\$11,516.05
Desert - La Quinta, Coachella & Uninc.	911	93.59%		1249	75	\$5,212.00	5	\$3,016.00	80	10	4				0	\$0.00	0	\$0.00	\$11,516.05
Desert Total	911	92.45%	\$0	2410	171	\$11,181.00	11	\$6,536.00	182	18	8	35%	0%	\$11,516.05	0	\$0.00	0	\$0.00	\$11,516.05
Palo Verde - Palo Verde	911	94.54%		163	10	\$82.00	0	\$0.00	10	0	0				0	\$0.00	0	\$0.00	\$145.50
Palo Verde Total	911	94.54%	\$0	163	10	\$82.00	0	\$0.00	10	0	0	75%	0%	\$145.50	0	\$0.00	0	\$0.00	\$145.50
Pass - Pass	911	91.88%		1035	73	\$5,512.00	11	\$6,312.00	84	31	28				0	\$0.00	0	\$0.00	\$11,750.40
Pass Total	911	91.88%	\$0	1035	73	\$5,512.00	11	\$6,312.00	84	31	28	15%	0%	\$1,750.40	0	\$0.00	0	\$0.00	\$11,750.40
Mountain Plateau - Mountain	911	92.55%		94	5	\$860.00	2	\$1,504.00	7	2	1				0	\$0.00	0	\$0.00	\$1,530.10
Mountain Plateau Total	911	92.55%	\$0	94	5	\$860.00	2	\$1,504.00	7	2	1	35%	0%	\$1,530.10	0	\$0.00	0	\$0.00	\$1,530.10
CountyWide Total	911	92.31%	\$0	17451	1261	\$76,561.00	80	\$50,608.00	1341	1644	1549	0%	0%	\$92,663.90	0	\$0.00	0	\$0.00	\$92,663.90

FEBRUARY 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min 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	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.52%	\$0	2648	189	\$12,486.00	9	\$5,624.00	198	361	347				0	\$0.00	0	\$0.00	\$20,535.45
Northwest - Morco & Uninc. North	911	93.52%	\$0	1172	72	\$3,856.00	4	\$2,312.00	76	262	221				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	92.50%	\$0	1186	85	\$5,003.00	4	\$2,312.00	89	180	171				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	911	92.75%	\$0	5006	346	\$21,345.00	17	\$10,248.00	363	793	739	35%	0%	\$20,535.45	0	\$0.00	0	\$0.00	\$20,535.45
Southwest - Temecula & Murrieta	911	90.08%	\$0	1371	130	\$5,482.00	6	\$3,320.00	136	166	159				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.87%	\$0	2043	159	\$8,209.00	7	\$4,816.00	166	185	172				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	911	91.15%	\$0	3414	289	\$13,690.00	13	\$8,136.00	302	351	331	15%	0%	\$18,552.10	0	\$0.00	0	\$0.00	\$18,552.10
Central - Moreno Valley	911	91.54%	\$0	1360	112	\$6,861.00	3	\$1,512.00	115	143	125				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.21%	\$0	876	71	\$4,433.00	6	\$3,320.00	77	121	111				0	\$0.00	0	\$0.00	\$0.00
Central Total	911	91.41%	\$0	2236	183	\$11,294.00	9	\$4,832.00	192	264	236	15%	0%	\$13,707.10	0	\$0.00	0	\$0.00	\$13,707.10
San Jacinto - Hemet	911	92.37%	\$0	1271	90	\$5,387.00	7	\$3,824.00	97	47	47				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.72%	\$0	1003	80	\$4,867.00	3	\$1,808.00	83	51	44				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	911	92.08%	\$0	2274	170	\$10,254.00	10	\$5,632.00	180	98	91	35%	0%	\$10,325.90	0	\$0.00	0	\$0.00	\$10,325.90
Desert - Palm Springs & DHS	911	90.45%	\$0	1162	106	\$6,883.00	5	\$3,408.00	111	17	11				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.83%	\$0	1199	93	\$5,150.00	5	\$3,408.00	98	20	10				0	\$0.00	0	\$0.00	\$0.00
Desert Total	911	91.15%	\$0	2361	199	\$11,833.00	10	\$6,816.00	209	37	21	15%	0%	\$15,851.65	0	\$0.00	0	\$0.00	\$15,851.65
Palo Verde - Palo Verde	911	93.42%	\$0	152	7	\$590.00	3	\$3,704.00	10	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	911	93.42%	\$0	152	7	\$590.00	3	\$3,704.00	10	0	0	50%	0%	\$2,147.00	0	\$0.00	0	\$0.00	\$2,147.00
Pass - Pass	911	92.11%	\$0	874	65	\$3,167.00	4	\$2,016.00	69	37	31				0	\$0.00	0	\$0.00	\$0.00
Pass Total	911	92.11%	\$0	874	65	\$3,167.00	4	\$2,016.00	69	37	31	35%	0%	\$3,368.95	0	\$0.00	0	\$0.00	\$3,368.95
Mountain Plateau - Mountain	911	95.60%	\$0	91	2	\$70.00	2	\$1,008.00	4	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	911	95.60%	\$0	91	2	\$70.00	2	\$1,008.00	4	0	0	100%	0%	\$1,008.00	0	\$0.00	0	\$0.00	\$1,008.00
CountyWide Total	911	91.90%	\$0	16408	1261	\$72,243.00	68	\$42,392.00	1329	1580	1449	0%	0%	\$85,496.15	0	\$0.00	0	\$0.00	\$85,496.15

MARCH 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	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	911	90.89%		2570	222	\$9,843.00	12	\$6,936.00	234	251	239				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.56%		1196	96	\$5,165.00	5	\$2,520.00	101	167	149				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.94%		1181	100	\$8,925.00	7	\$3,824.00	107	155	142				0	\$0.00	0	\$0.00	
Northwest Total	911	91.07%	\$0	4947	418	\$23,724.00	24	\$13,280.00	442	573	530	15%	0%	\$31,453.40	0	\$0.00	0	\$0.00	\$31,453.40
Southwest - Temecula & Murrieta	911	90.38%		1227	117	\$6,357.00	1	\$800.00	118	117	111				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.27%		1966	149	\$6,973.00	3	\$2,104.00	152	165	143				0	\$0.00	0	\$0.00	
Southwest Total	911	91.54%	\$0	3193	266	\$13,330.00	4	\$2,940.00	270	282	254	15%	0%	\$13,798.90	0	\$0.00	0	\$0.00	\$13,798.90
Central - Moreno Valley	911	92.00%		1413	107	\$6,108.00	6	\$3,520.00	113	132	119				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.84%		884	79	\$4,078.00	2	\$1,304.00	81	101	88				0	\$0.00	0	\$0.00	
Central Total	911	91.55%	\$0	2297	186	\$10,186.00	8	\$4,824.00	194	233	207	15%	0%	\$12,758.50	0	\$0.00	0	\$0.00	\$12,758.50
San Jacinto - Hemet	911	93.22%		1194	76	\$4,913.00	5	\$2,816.00	81	12	12				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	94.47%		959	47	\$1,979.00	6	\$3,520.00	53	16	9				0	\$0.00	0	\$0.00	
San Jacinto Total	911	93.78%	\$0	2153	123	\$6,892.00	11	\$6,336.00	134	28	21	50%	0%	\$6,614.00	0	\$0.00	0	\$0.00	\$6,614.00
Desert - Palm Springs & DHS	911	93.40%		995	62	\$3,490.00	3	\$2,008.00	65	7	3				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.78%		1205	91	\$5,032.00	8	\$5,928.00	99	8	2				0	\$0.00	0	\$0.00	
Desert Total	911	92.51%	\$0	2190	153	\$8,522.00	11	\$7,936.00	164	15	5	35%	0%	\$10,697.70	0	\$0.00	0	\$0.00	\$10,697.70
Palo Verde - Palo Verde	911	95.95%		148	5	\$30.00	1	\$800.00	6	1	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	95.95%	\$0	148	5	\$30.00	1	\$800.00	6	1	0	100%	0%	\$800.00	0	\$0.00	0	\$0.00	\$800.00
Pass - Pass	911	93.33%		855	54	\$2,095.00	3	\$1,512.00	57	10	1				0	\$0.00	0	\$0.00	
Pass Total	911	93.33%	\$0	855	54	\$2,095.00	3	\$1,512.00	57	10	1	50%	0%	\$1,804.00	0	\$0.00	0	\$0.00	\$1,804.00
Mountain Plateau - Mountain	911	95.08%		122	4	\$70.00	2	\$1,600.00	6	1	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	95.08%	\$0	122	4	\$70.00	2	\$1,600.00	6	1	0	100%	0%	\$1,600.00	0	\$0.00	0	\$0.00	\$1,600.00
CountyWide Total	911	92.00%	\$0	15905	1209	\$64,850.00	64	\$39,192.00	1273	1143	1018		0%	\$79,526.50	0	\$0.00	0	\$0.00	\$79,526.50
TOTAL																			

APRIL 2020 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min 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	91.53%		2207	182	\$8,380.00	5	\$3,016.00	187	175	137				0	0	\$0.00	\$26,062.70
Northwest - Norco & Uninc. North	911	90.80%		935	81	\$6,599.00	5	\$3,312.00	86	104	78				0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.67%		997	89	\$7,049.00	4	\$2,312.00	93	105	86				0	0	\$0.00	\$0.00
Northwest Total	911	91.16%	\$0	4139	352	\$22,022.00	14	\$8,640.00	366	384	301	15%	0%	\$26,062.70	0	0	\$0.00	\$26,062.70
Southwest - Temecula & Murrieta	911	90.06%		996	98	\$3,522.00	1	\$800.00	99	130	80				0	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.21%		1745	133	\$6,186.00	3	\$1,512.00	136	160	100				0	0	\$0.00	\$0.00
Southwest Total	911	91.43%	\$0	2741	231	\$9,668.00	4	\$2,312.00	235	290	180	15%	0%	\$10,174.50	0	0	\$0.00	\$10,174.50
Central - Moreno Valley	911	91.80%		1244	99	\$5,107.00	3	\$1,808.00	102	90	72				0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.81%		794	72	\$4,070.00	1	\$604.00	73	93	72				0	0	\$0.00	\$0.00
Central Total	911	91.41%	\$0	2038	171	\$9,177.00	4	\$2,312.00	175	183	144	15%	0%	\$9,765.65	0	0	\$0.00	\$9,765.65
San Jacinto - Hemet	911	92.07%		1069	83	\$4,535.00	1	\$604.00	84	5	4				0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.10%		888	75	\$3,669.00	4	\$2,016.00	79	16	10				0	0	\$0.00	\$0.00
San Jacinto Total	911	91.63%	\$0	1947	158	\$8,194.00	5	\$2,520.00	163	21	14	15%	0%	\$9,106.90	0	0	\$0.00	\$9,106.90
Desert - Palm Springs & DHS	911	90.95%		863	75	\$3,607.00	3	\$2,400.00	78	20	4				0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.18%		1054	86	\$5,577.00	7	\$3,528.00	93	11	3				0	0	\$0.00	\$0.00
Desert Total	911	91.08%	\$0	1917	161	\$9,184.00	10	\$5,928.00	171	31	7	15%	0%	\$12,645.20	0	0	\$0.00	\$12,645.20
Palo Verde - Palo Verde	911	96.88%		128	2	\$40.00	2	\$1,504.00	4	0	0				0	0	\$0.00	\$0.00
Palo Verde Total	911	96.88%	\$0	128	2	\$40.00	2	\$1,504.00	4	0	0	100%	0%	\$1,504.00	0	0	\$0.00	\$1,504.00
Pass - Pass	911	91.22%		831	68	\$2,455.00	5	\$2,520.00	73	8	4				0	0	\$0.00	\$0.00
Pass Total	911	91.22%	\$0	831	68	\$2,455.00	5	\$2,520.00	73	8	4	15%	0%	\$4,226.75	0	0	\$0.00	\$4,226.75
Mountain Plateau - Mountain	911	97.87%		94	2	\$190.00	0	\$0.00	2	0	0				0	0	\$0.00	\$0.00
Mountain Plateau Total	911	97.87%	\$0	94	2	\$190.00	0	\$0.00	2	0	0	100%	0%	\$0.00	0	0	\$0.00	\$0.00
CountyWide Total	911	91.41%	\$0	13865	1145	\$60,920.00	44	\$25,736.00	1189	917	650	0%	0%	\$73,687.70	0	0	\$0.00	\$73,687.70
														TOTAL				

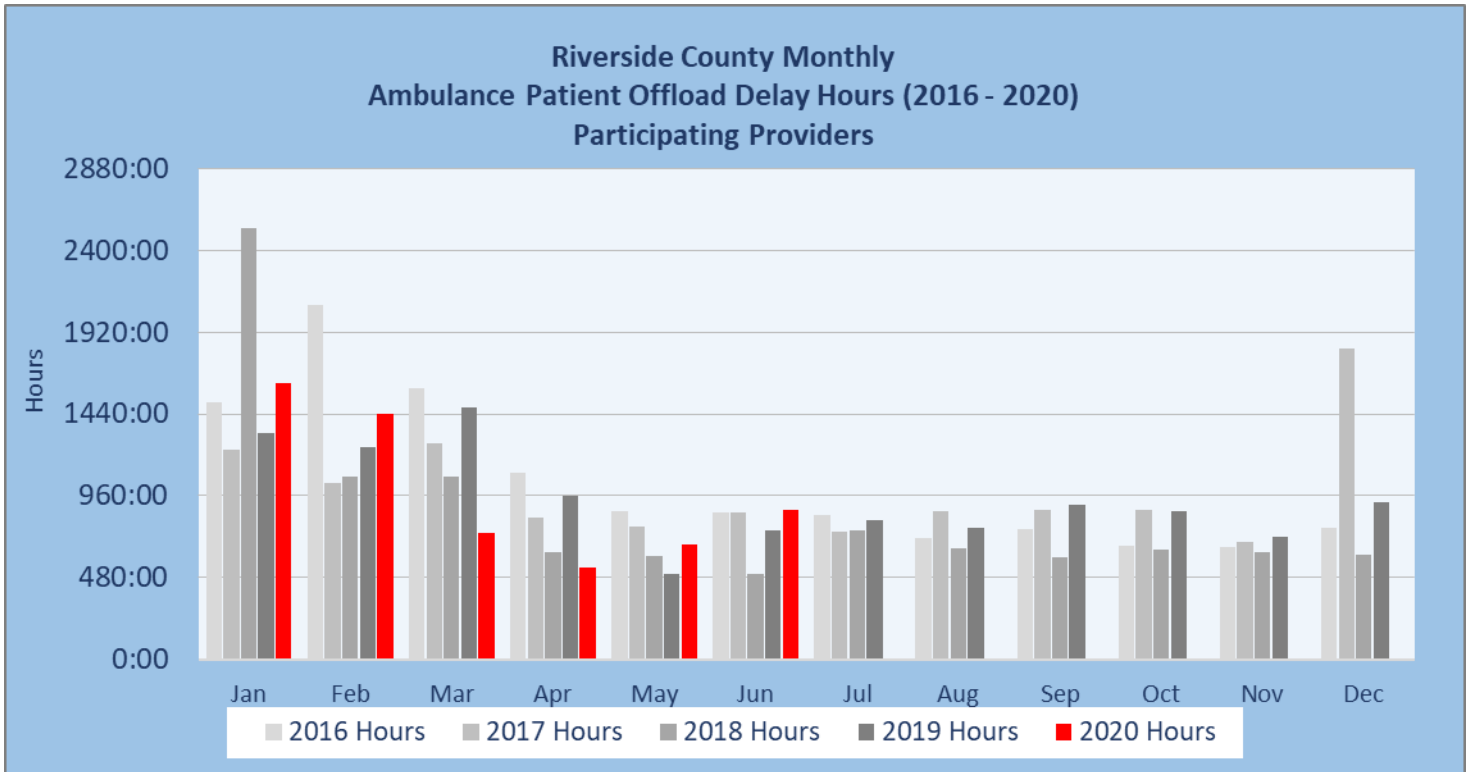
MAY 2020 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	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	91.01%	\$0	236	209	1	\$504.00	210	165	141				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.49%		1058	90	0	\$0.00	90	124	107				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.73%		1057	93	5	\$3,312.00	98	113	103				0	\$0.00	0	\$0.00	
Northwest Total	911	91.05%	\$0	4451	392	6	\$3,916.00	398	402	351	15%	0%	\$17,733.95	0	\$0.00	0	\$0.00	\$17,733.95
Southwest - Temecula & Murrieta	911	90.25%		1087	103	3	\$1,908.00	108	155	92				0	\$0.00	0	\$0.00	
Southwest - L.E. Merif, Mid. Cl. & Uninc.	911	91.89%		1889	152	2	\$1,504.00	154	183	114				0	\$0.00	0	\$0.00	
Southwest Total	911	91.29%	\$0	2966	255	5	\$3,312.00	260	338	206	15%	0%	\$11,968.95	0	\$0.00	0	\$0.00	\$11,968.95
Central - Moreno Valley	911	91.25%		1314	114	1	\$504.00	115	90	71				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.29%		907	71	8	\$5,928.00	79	99	84				0	\$0.00	0	\$0.00	
Central Total	911	91.27%	\$0	2221	185	9	\$6,432.00	194	189	155	15%	0%	\$13,688.90	0	\$0.00	0	\$0.00	\$13,688.90
San Jacinto - Hemet	911	91.20%		1080	90	5	\$3,468.00	95	19	9				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.07%		663	83	3	\$1,512.00	86	20	4				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.14%	\$0	2043	173	8	\$4,980.00	181	39	13	15%	0%	\$12,349.95	0	\$0.00	0	\$0.00	\$12,349.95
Desert - Palm Springs & DHS	911	90.85%		1028	83	10	\$6,824.00	93	42	14				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.89%		1136	82	9	\$6,120.00	91	25	7				0	\$0.00	0	\$0.00	
Desert Total	911	91.50%	\$0	2164	165	19	\$12,744.00	184	67	21	15%	0%	\$21,712.40	0	\$0.00	0	\$0.00	\$21,712.40
Palo Verde - Palo Verde	911	95.63%		179	5	3	\$2,304.00	8	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	95.63%	\$0	179	5	3	\$2,304.00	8	0	0	100%	0%	\$2,304.00	0	\$0.00	0	\$0.00	\$2,304.00
Pass - Pass	911	91.28%		837	69	4	\$2,808.00	73	12	3				0	\$0.00	0	\$0.00	
Pass Total	911	91.28%	\$0	837	69	4	\$2,808.00	73	12	3	15%	0%	\$5,087.10	0	\$0.00	0	\$0.00	\$5,087.10
Mountain Plateau - Mountain	911	96.30%		108	3	1	\$504.00	4	1	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.30%	\$0	108	3	1	\$504.00	4	1	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	911	91.31%	\$0	14889	1247	55	\$36,640.00	1302	1048	749		0%	\$85,486.55	0	\$0.00	0	\$0.00	\$85,486.55
													TOTAL					

JUNE 2020 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 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	91.02%		2516	218	\$10,883.00	8	\$6,224.00	226	243	214				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.00%		1100	92	\$6,178.00	7	\$4,320.00	99	208	184				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.13%		1105	94	\$6,644.00	4	\$2,312.00	98	139	129				0	\$0.00	0	\$0.00	
Northwest Total	911	91.04%	\$0	4721	404	\$22,685.00	19	\$12,856.00	423	590	527	15%	0%	\$31,059.85	0	\$0.00	0	\$0.00	\$31,059.85
Southwest - Temecula & Murrieta	911	90.38%		1196	112	\$4,760.00	3	\$1,800.00	115	142	110				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.89%		2072	157	\$8,877.00	11	\$6,336.00	168	238	198				0	\$0.00	0	\$0.00	
Southwest Total	911	91.34%	\$0	3268	269	\$13,637.00	14	\$8,144.00	283	380	308	15%	0%	\$18,513.85	0	\$0.00	0	\$0.00	\$18,513.85
Central - Moreno Valley	911	91.22%		1333	109	\$8,452.00	8	\$4,528.00	117	111	90				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.79%		923	79	\$5,915.00	6	\$3,024.00	85	164	146				0	\$0.00	0	\$0.00	
Central Total	911	91.05%	\$0	2256	188	\$14,367.00	14	\$7,552.00	202	275	236	15%	0%	\$18,631.15	0	\$0.00	0	\$0.00	\$18,631.15
San Jacinto - Hemet	911	92.35%		1150	85	\$4,517.00	3	\$1,512.00	88	16	16				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.25%		1007	74	\$4,746.00	4	\$2,512.00	78	24	15				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.30%	\$0	2157	159	\$9,263.00	7	\$4,024.00	166	40	31	35%	0%	\$8,636.55	0	\$0.00	0	\$0.00	\$8,636.55
Desert - Palm Springs & DHS	911	91.92%		1064	84	\$6,360.00	2	\$1,008.00	86	8	7				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.79%		1254	92	\$5,071.00	11	\$8,728.00	103	14	8				0	\$0.00	0	\$0.00	
Desert Total	911	91.85%	\$0	2318	176	\$11,431.00	13	\$9,756.00	189	22	15	15%	0%	\$17,991.95	0	\$0.00	0	\$0.00	\$17,991.95
Palo Verde - Palo Verde	911	97.83%		138	2	\$25.00	1	\$1,000.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.83%	\$0	138	2	\$25.00	1	\$1,000.00	3	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
Pass - Pass	911	92.06%		932	71	\$4,658.00	3	\$1,800.00	74	24	4				0	\$0.00	0	\$0.00	
Pass Total	911	92.06%	\$0	932	71	\$4,658.00	3	\$1,800.00	74	24	4	35%	0%	\$4,202.90	0	\$0.00	0	\$0.00	\$4,202.90
Mountain Plateau - Mountain	911	92.37%		118	7	\$718.00	2	\$1,800.00	9	1	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	92.37%	\$0	118	7	\$718.00	2	\$1,800.00	9	1	1	35%	0%	\$1,636.70	0	\$0.00	0	\$0.00	\$1,636.70
CountyWide Total	911	91.52%	\$0	15808	1276	\$77,784.00	73	\$46,920.00	1349	1332	1122	0%	0%	\$101,672.95	0	\$0.00	0	\$0.00	\$101,672.95

AMBULANCE PATIENT OFFLOAD TIME



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

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

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

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