



Ambulance Response Compliance Review

AMR Compliance Summary
1/1/2021 – 12/31/2021

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

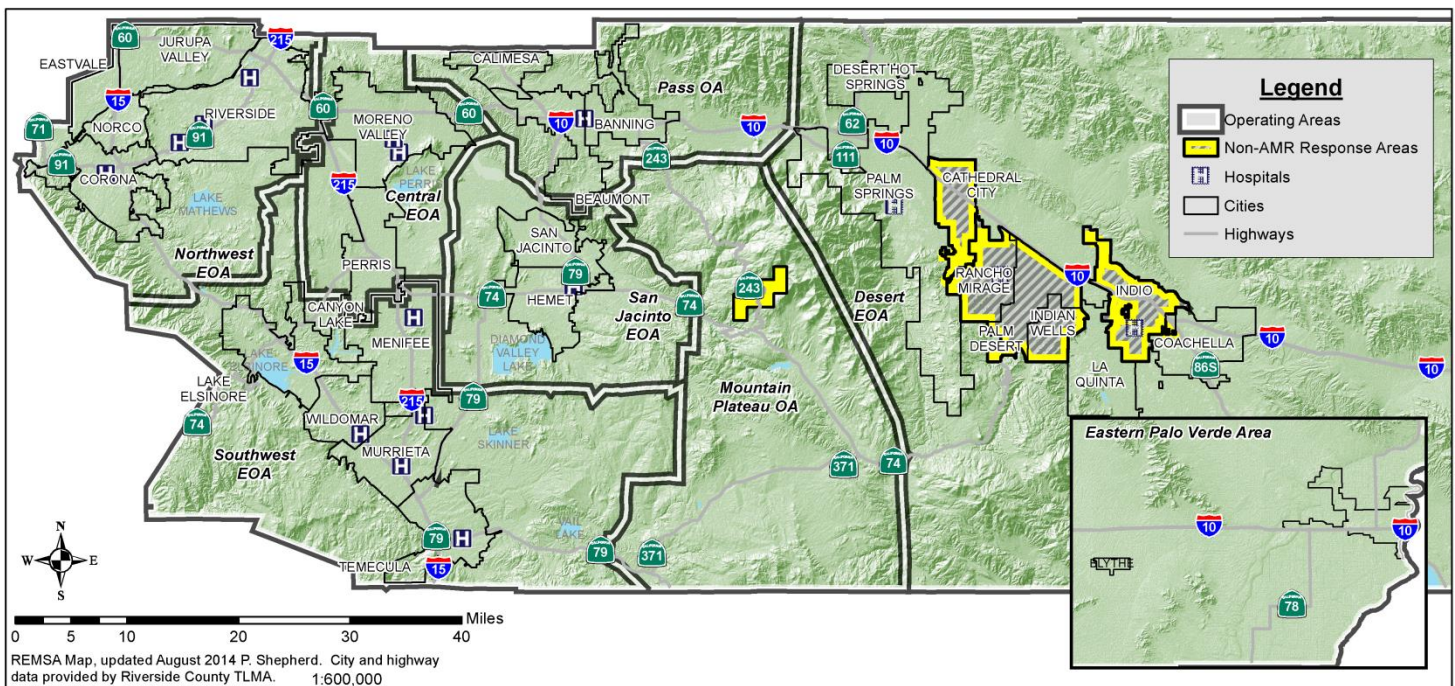
Overview

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

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



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



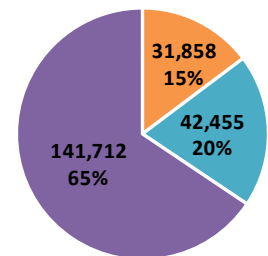
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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

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

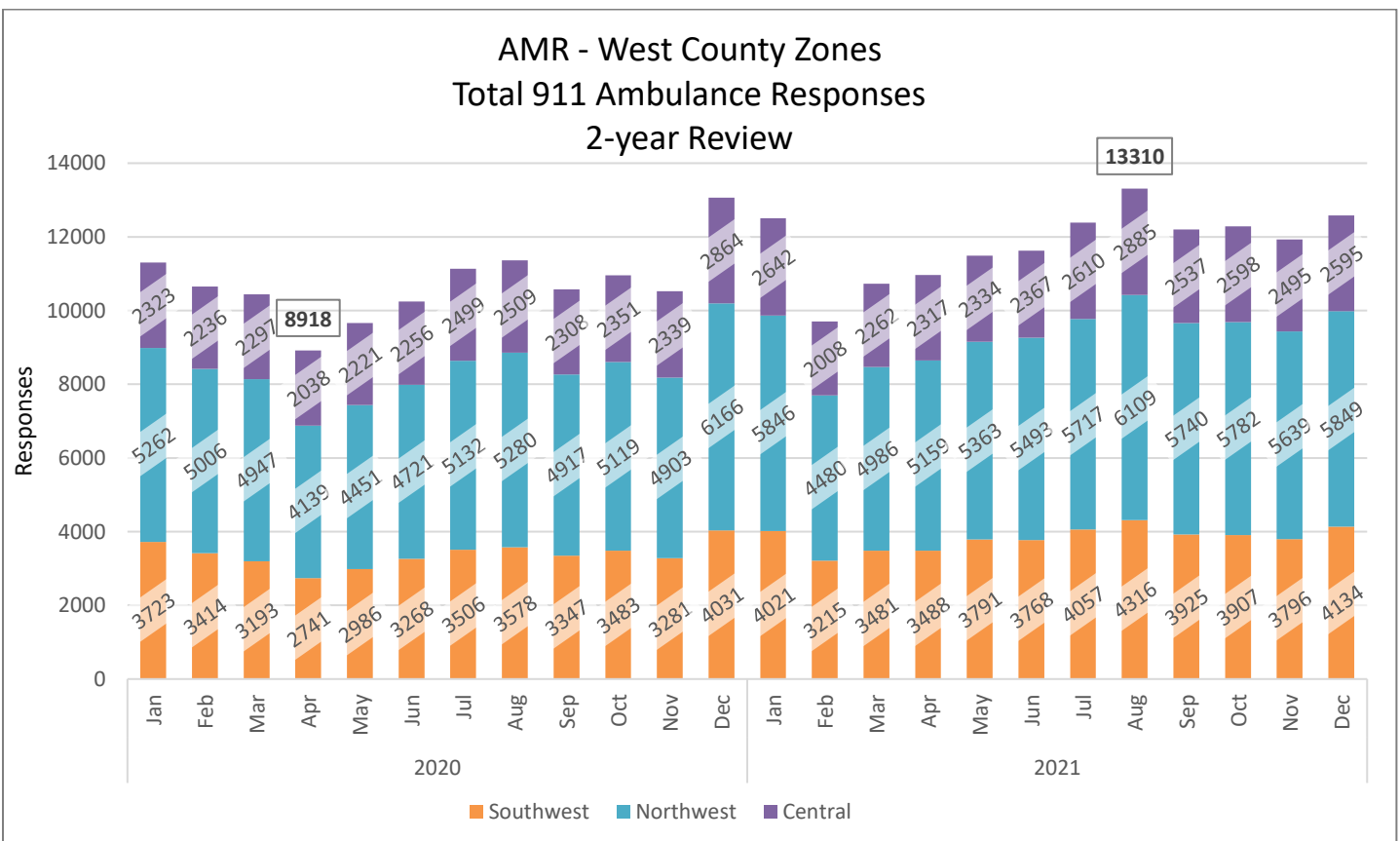
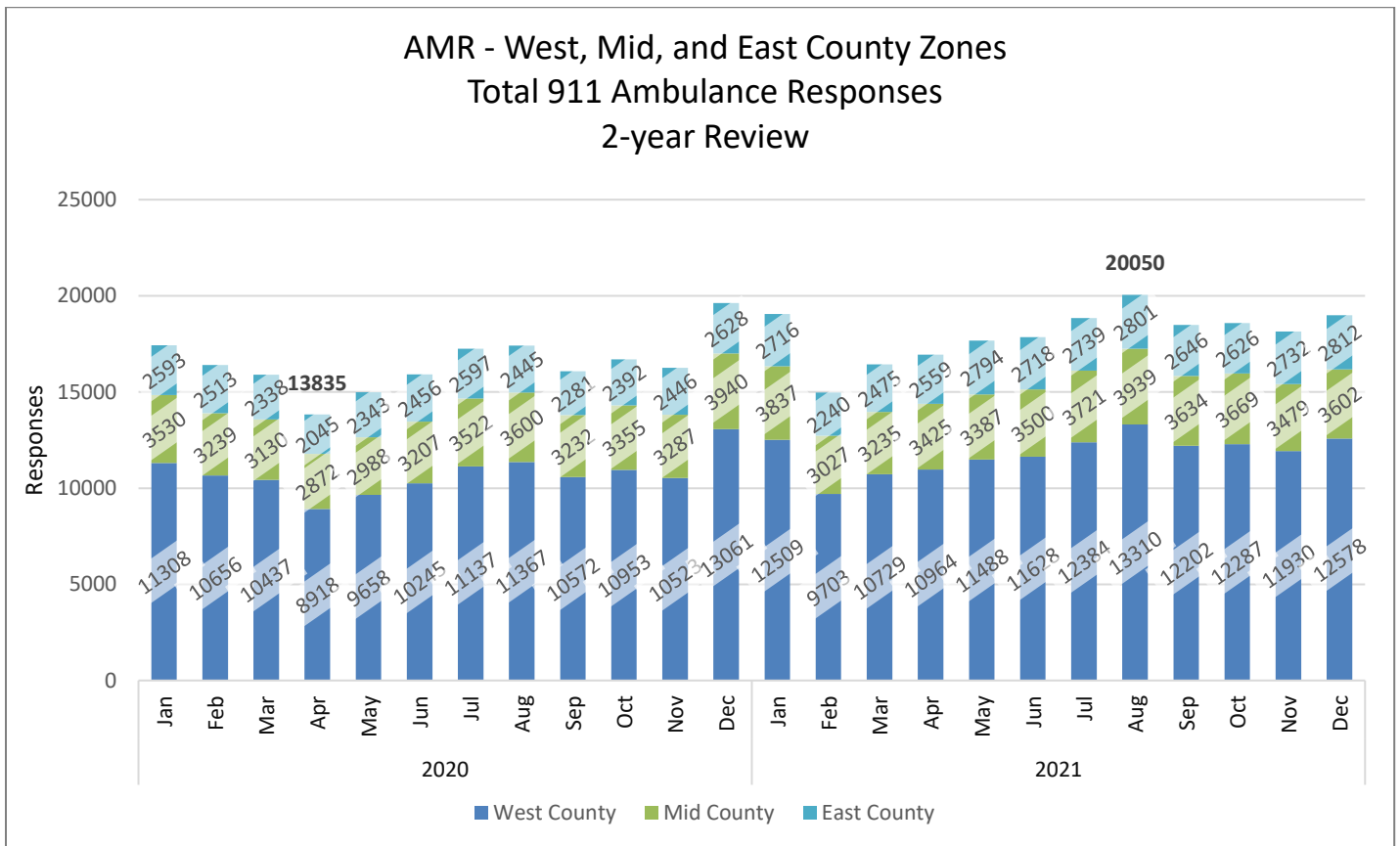
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jan 2021 through Dec 2021

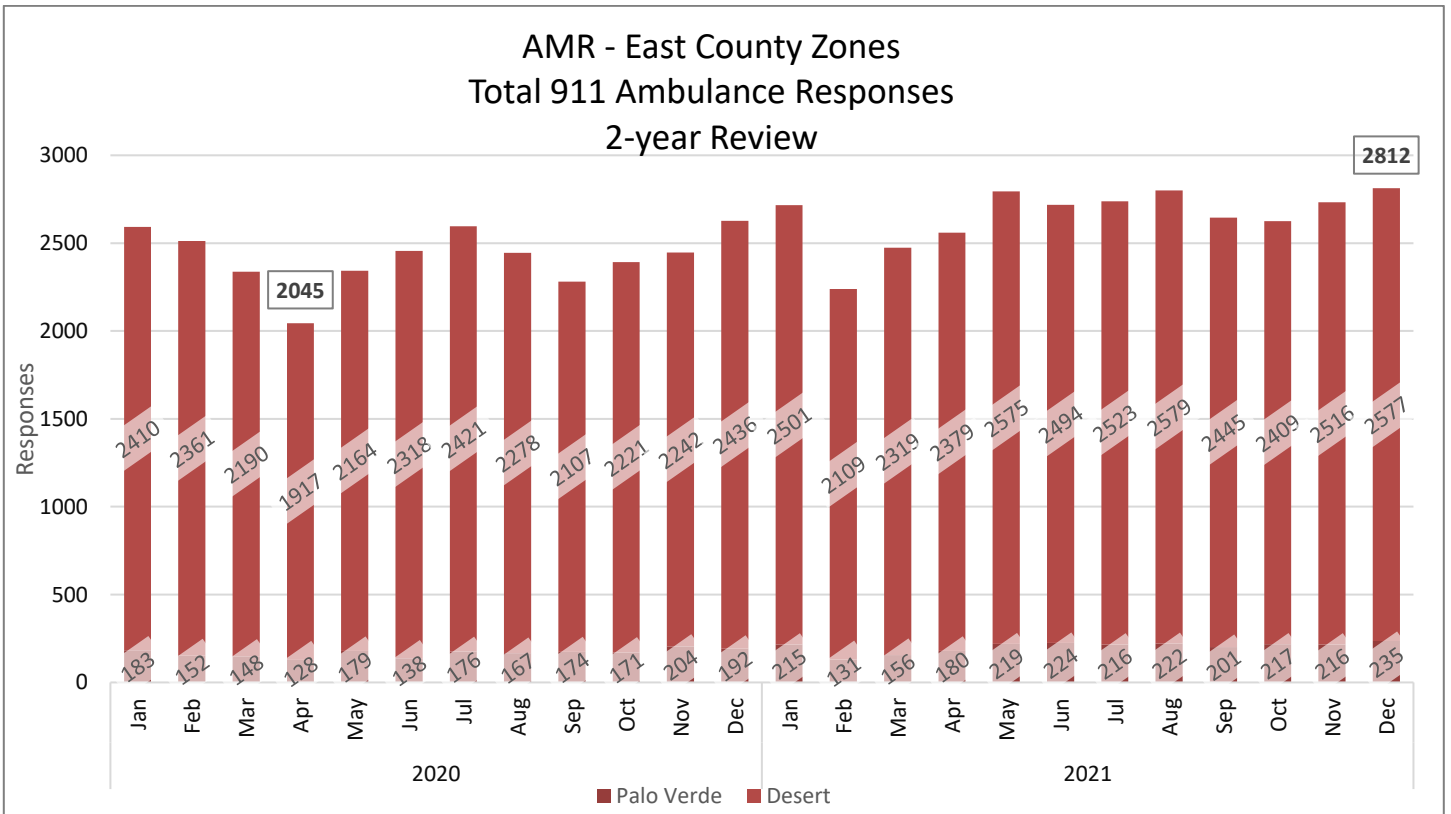
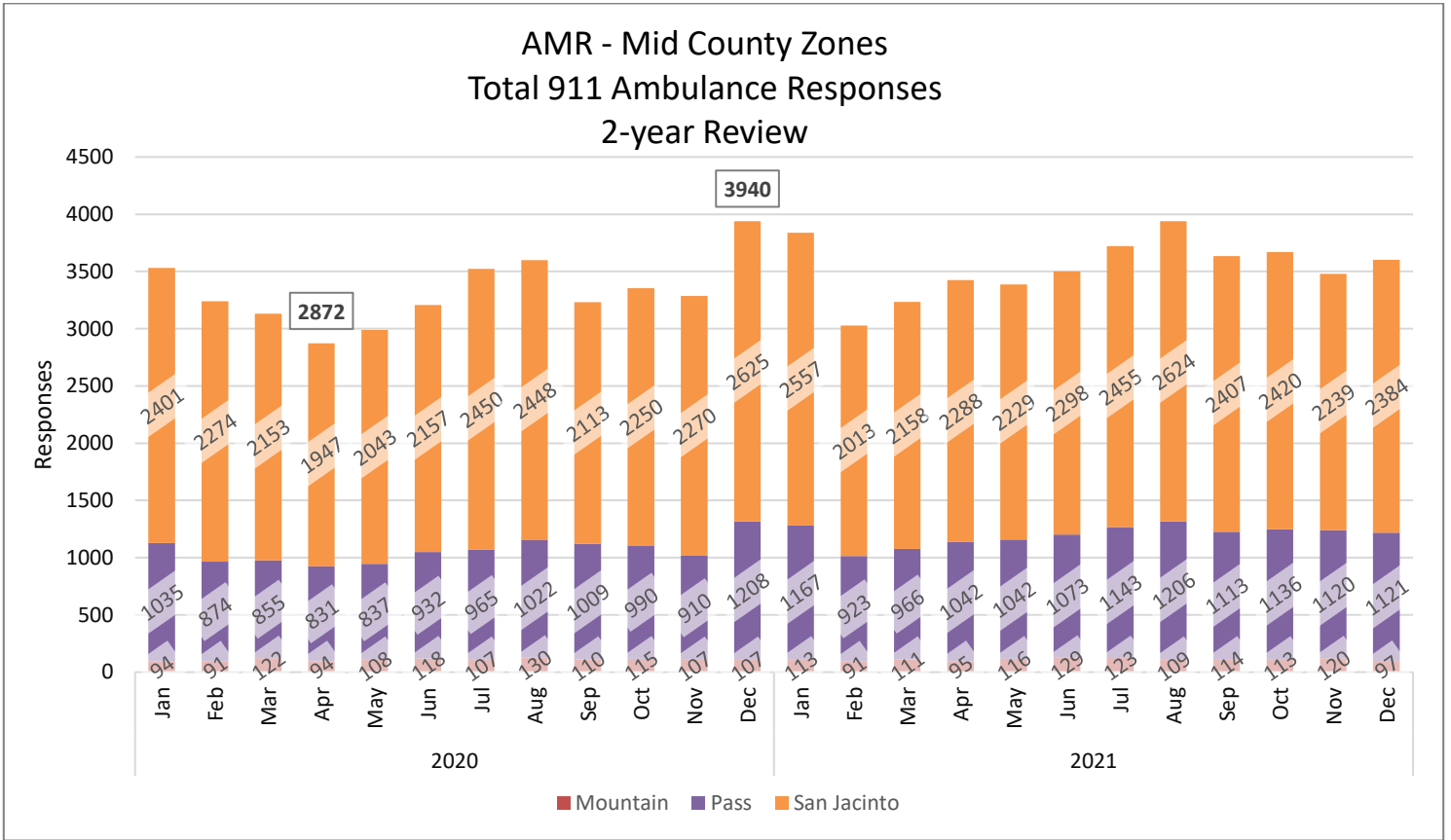


East County Mid County West County

West, Mid, and East County Areas Comparisons



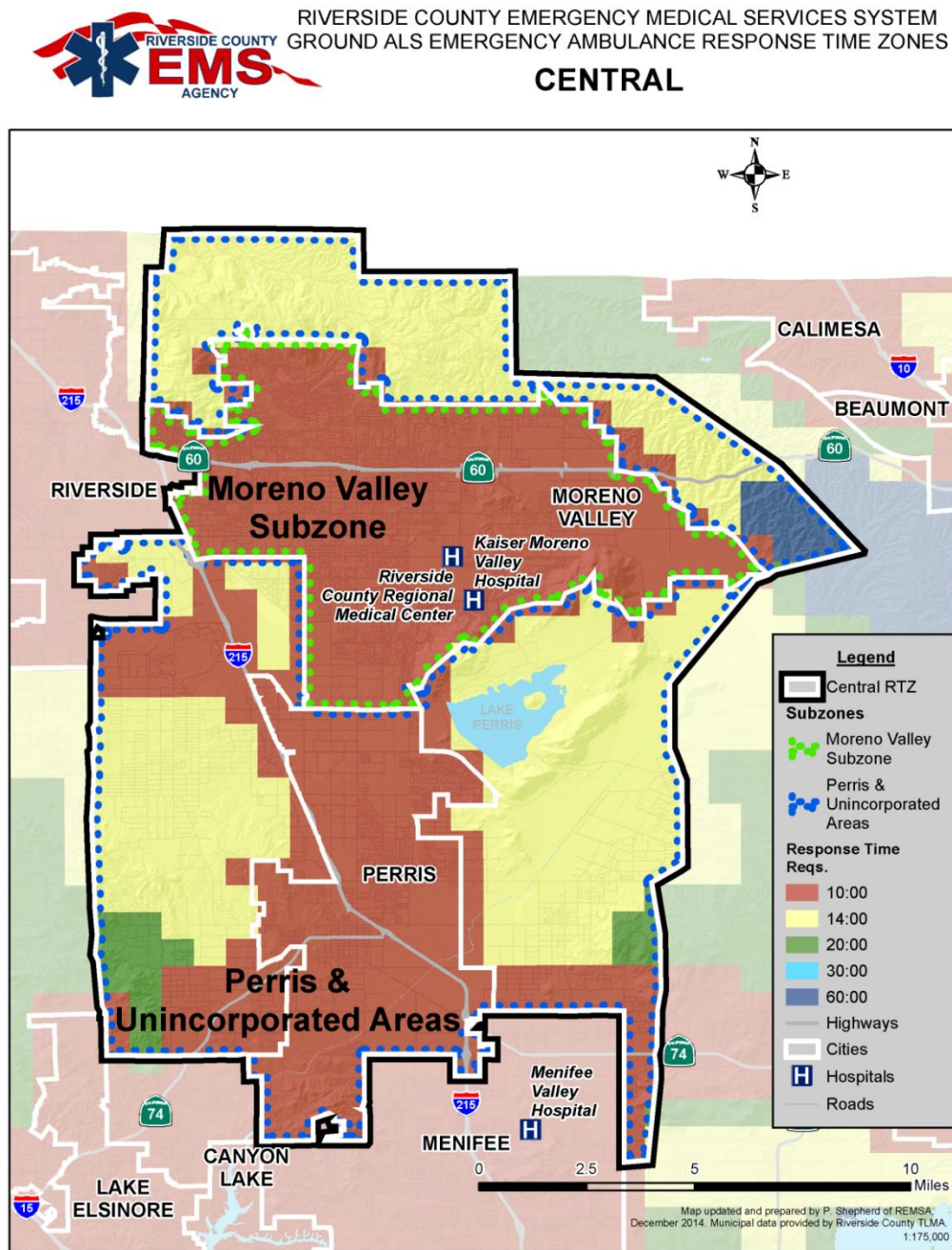
West, Mid, and East County Areas Comparisons (Cont'd)



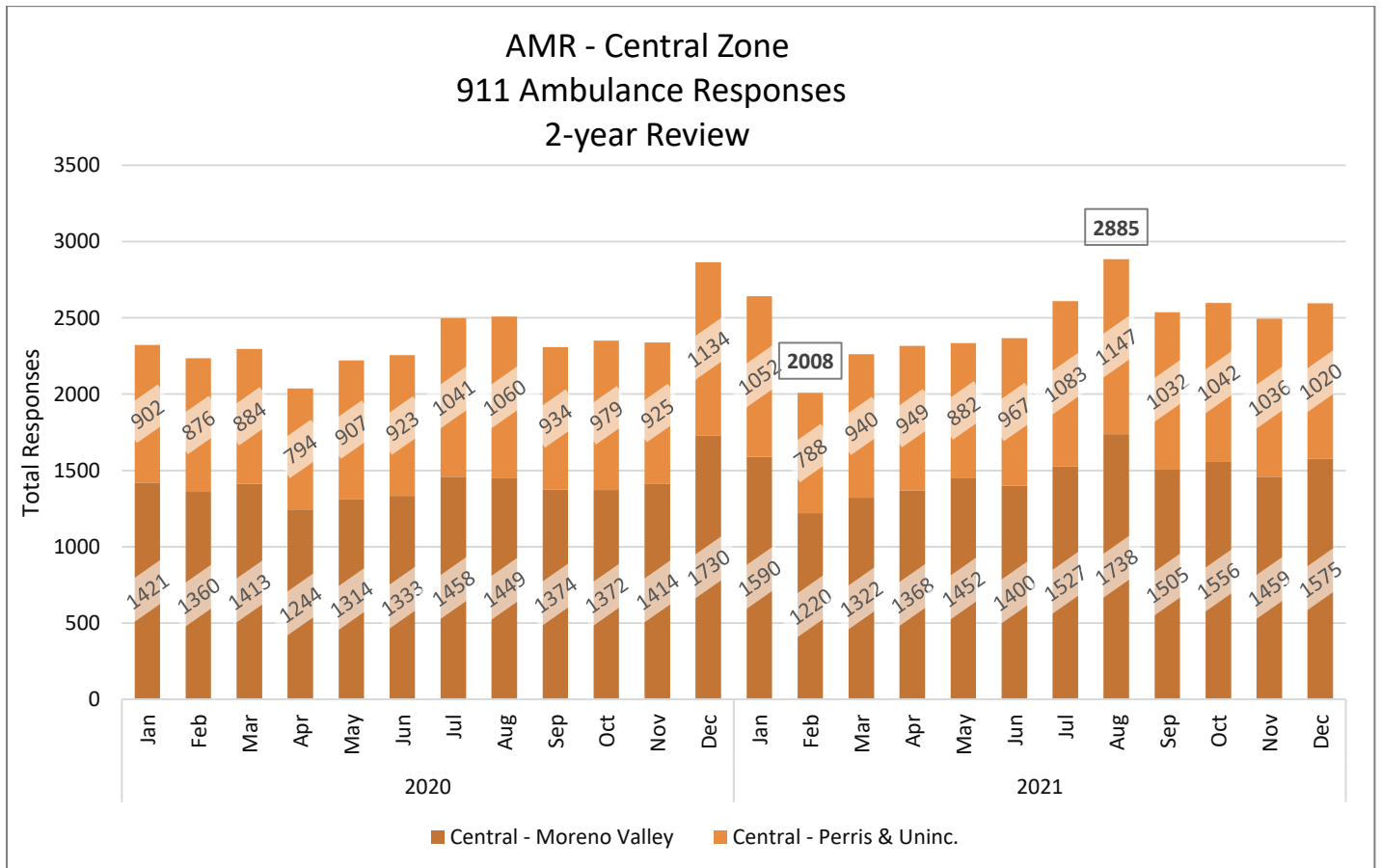
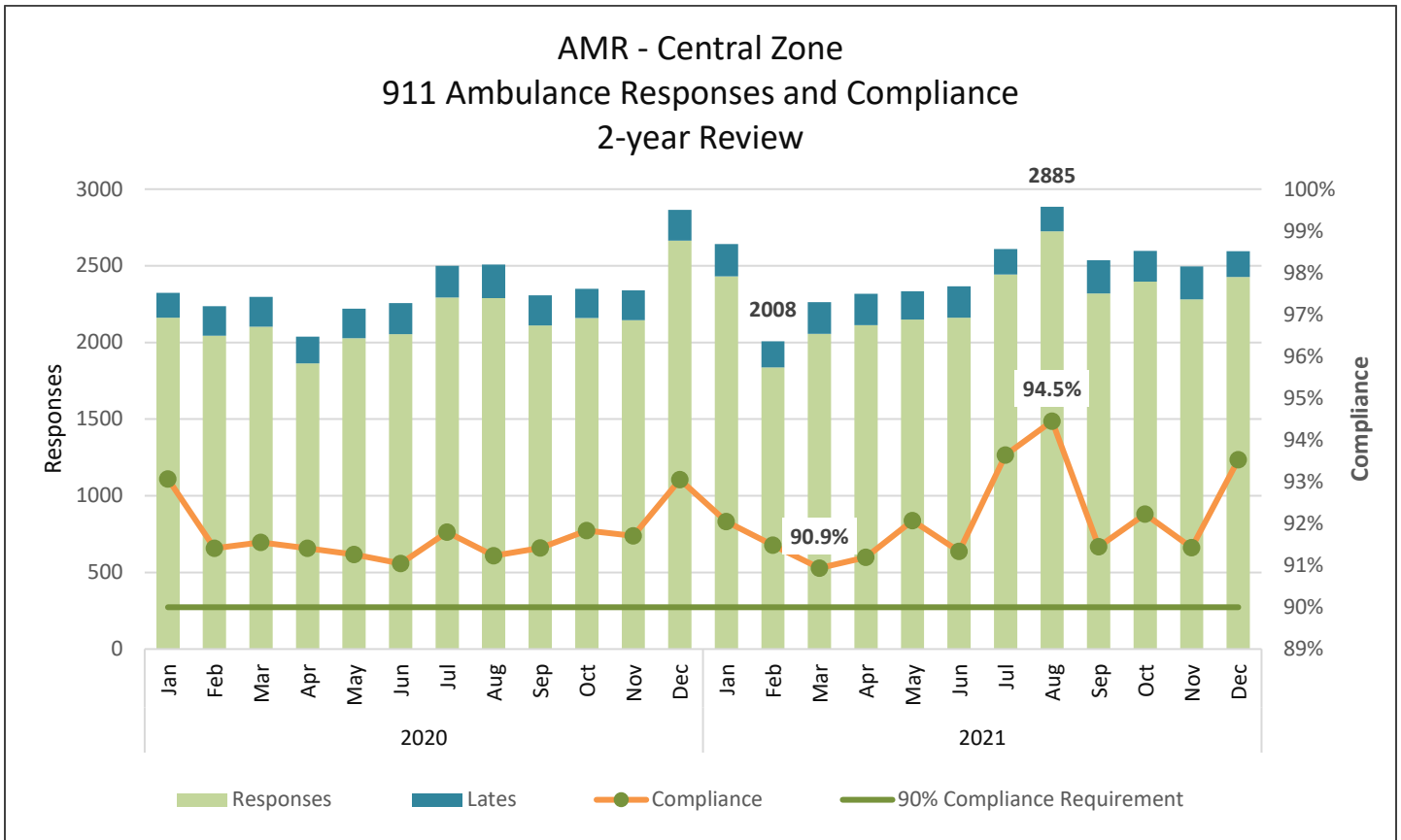
CENTRAL ZONE

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

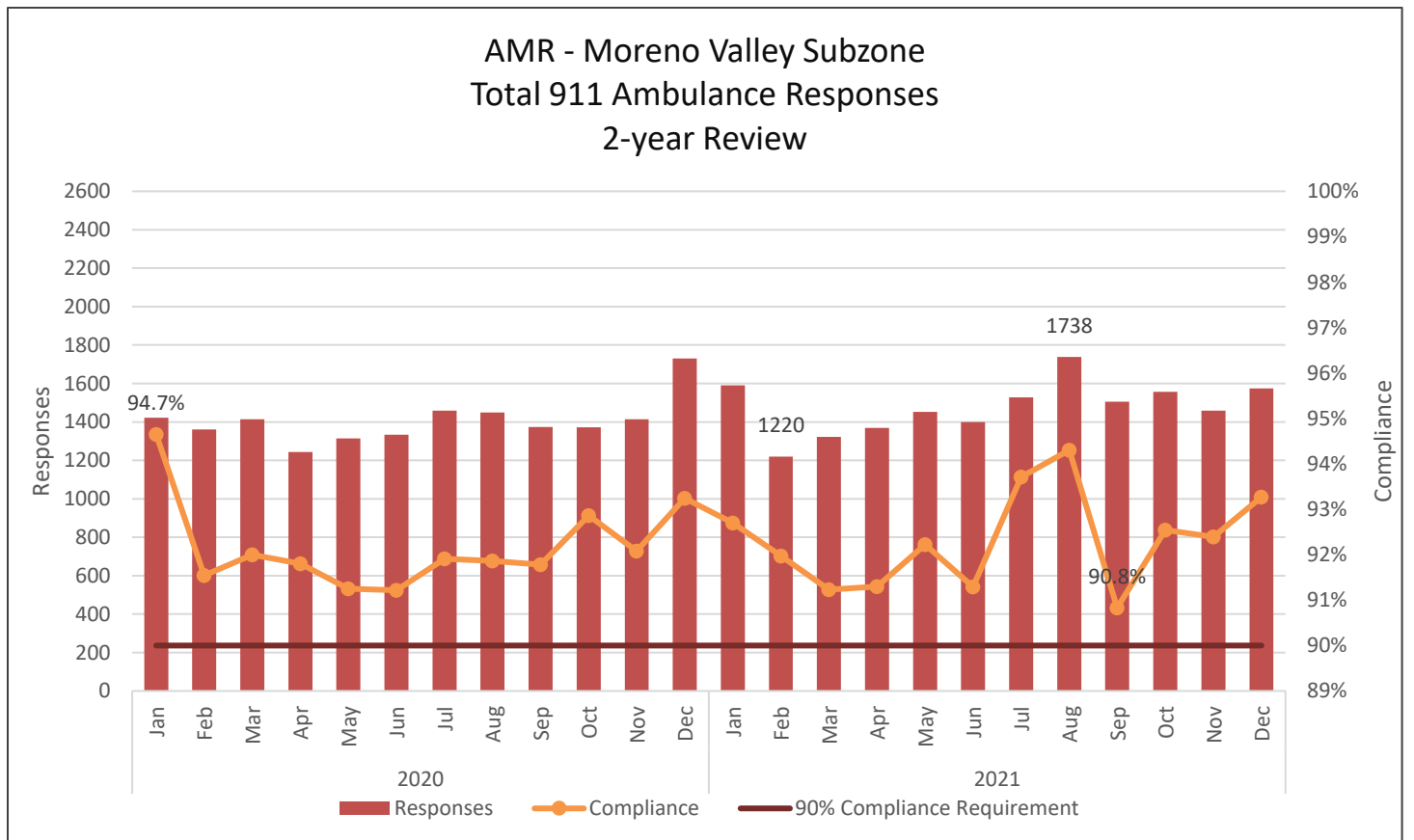
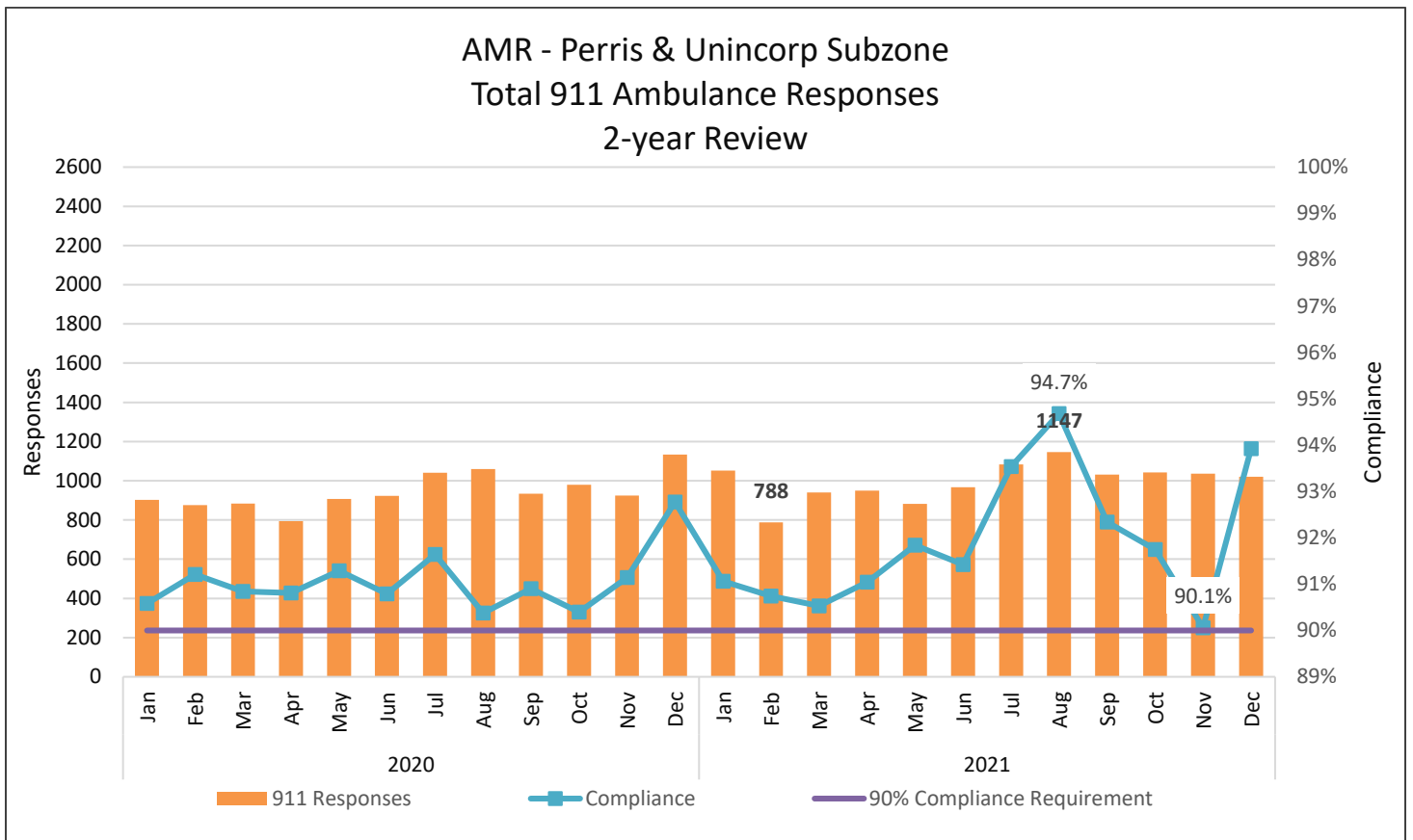
The maps referenced in this report are available at remsa.us/zones



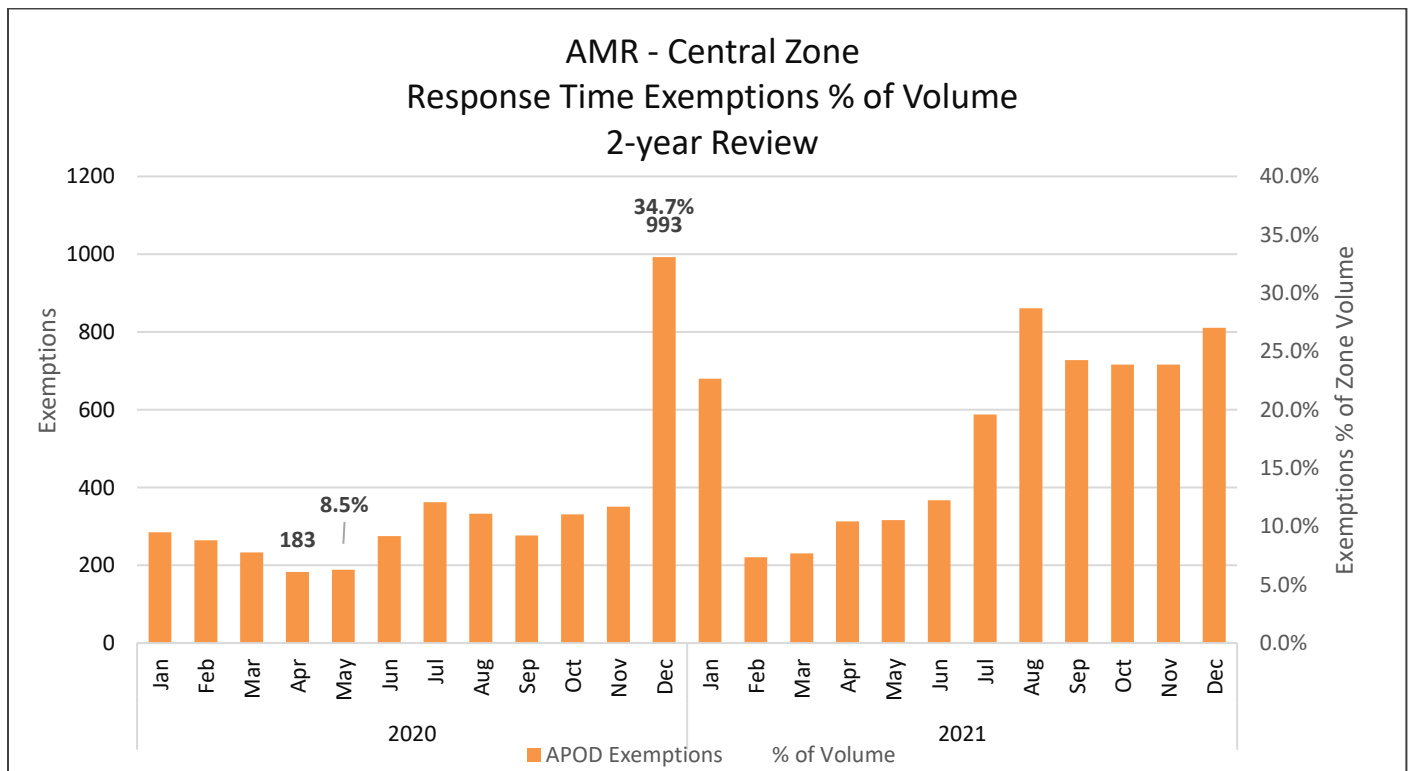
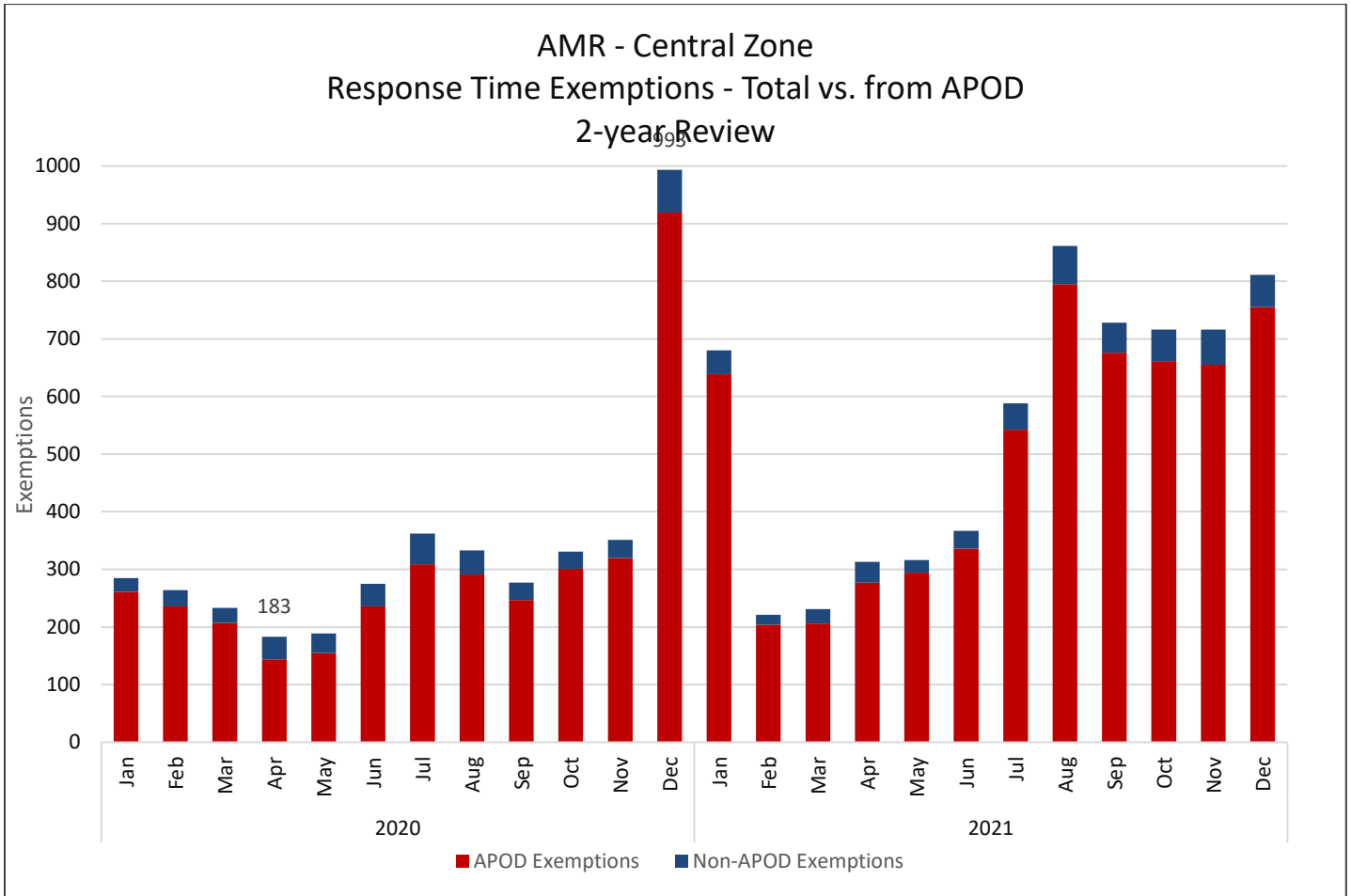
Central Zone: Response and Compliance Data



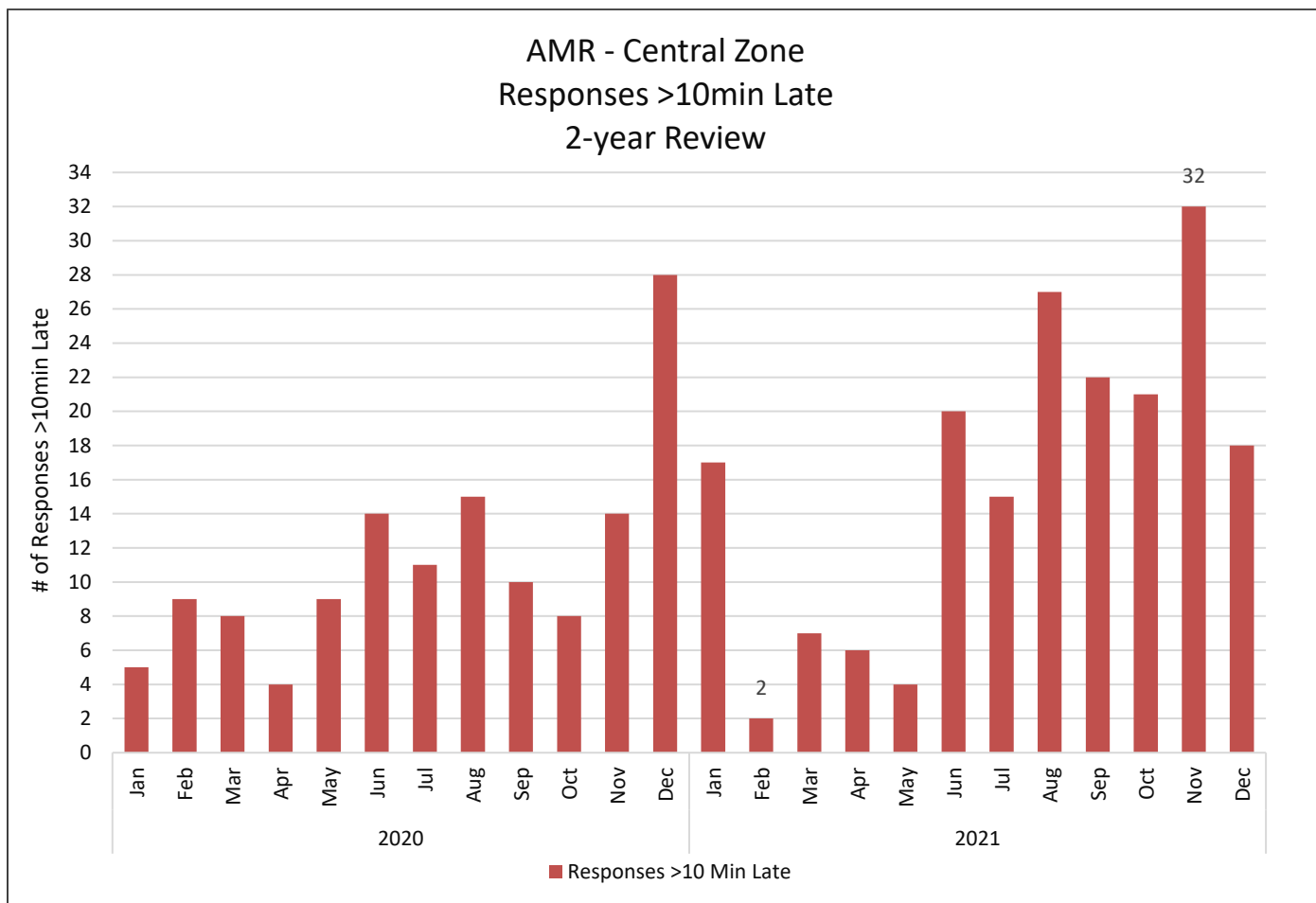
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

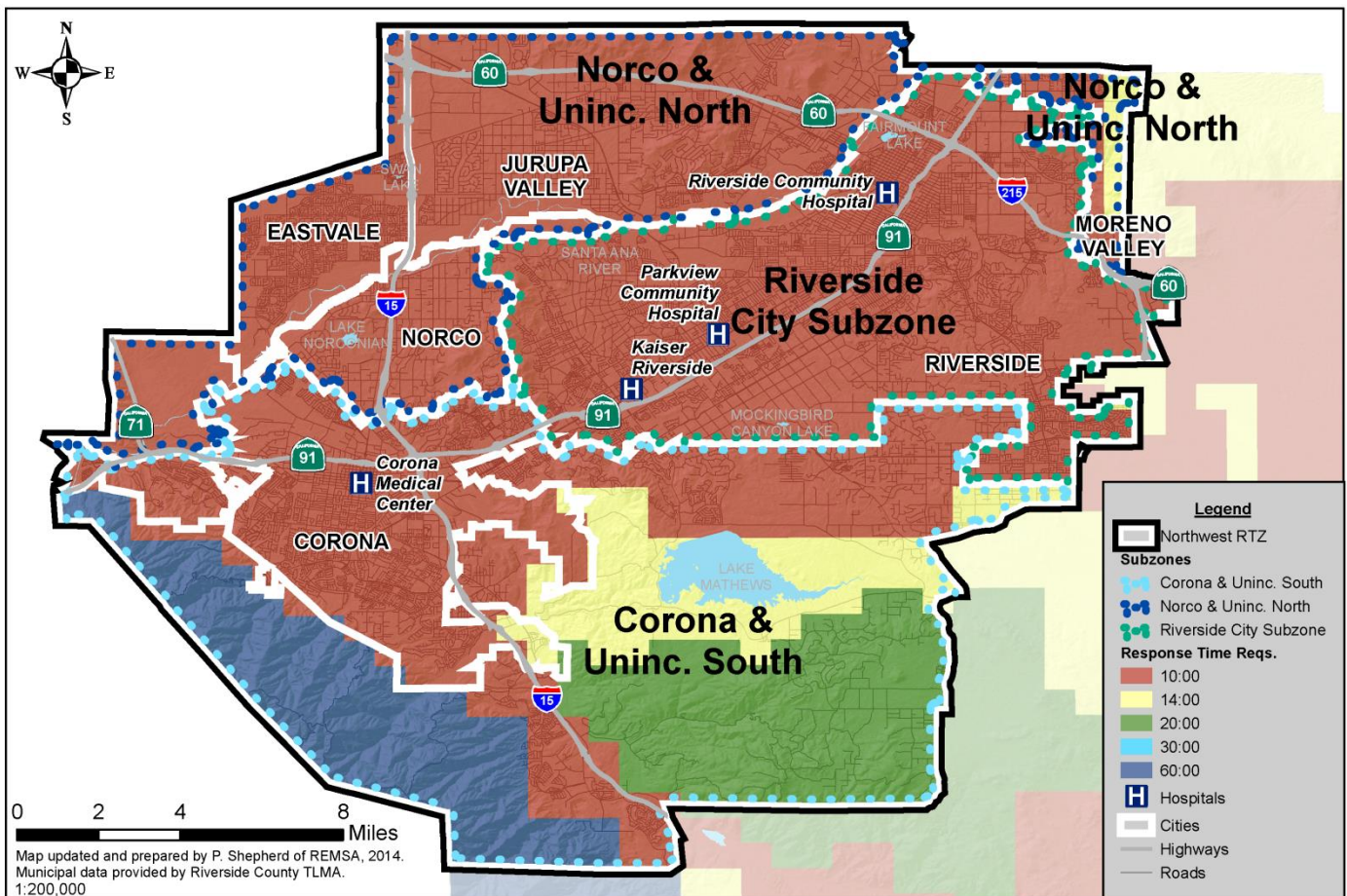


NORTHWEST ZONE

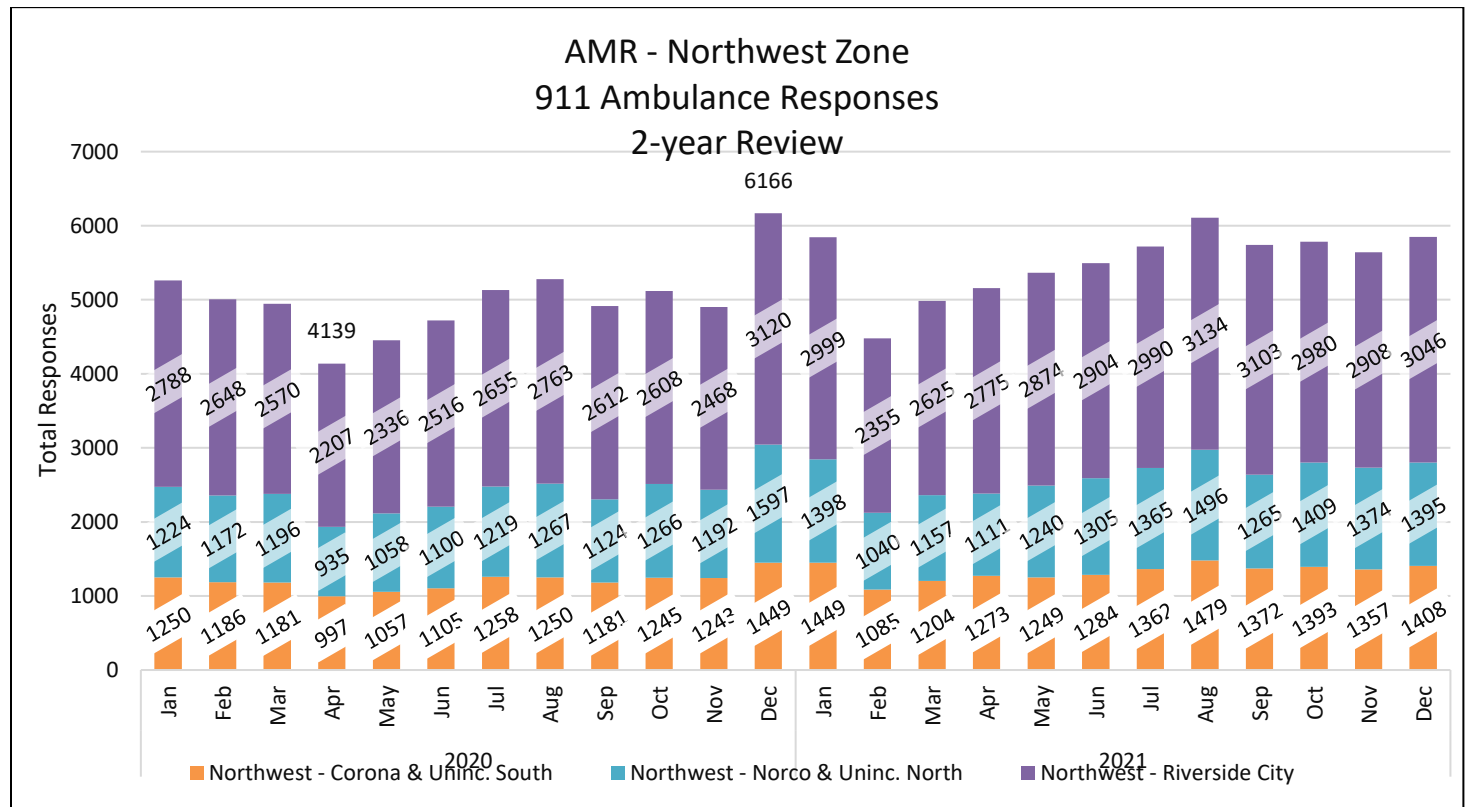
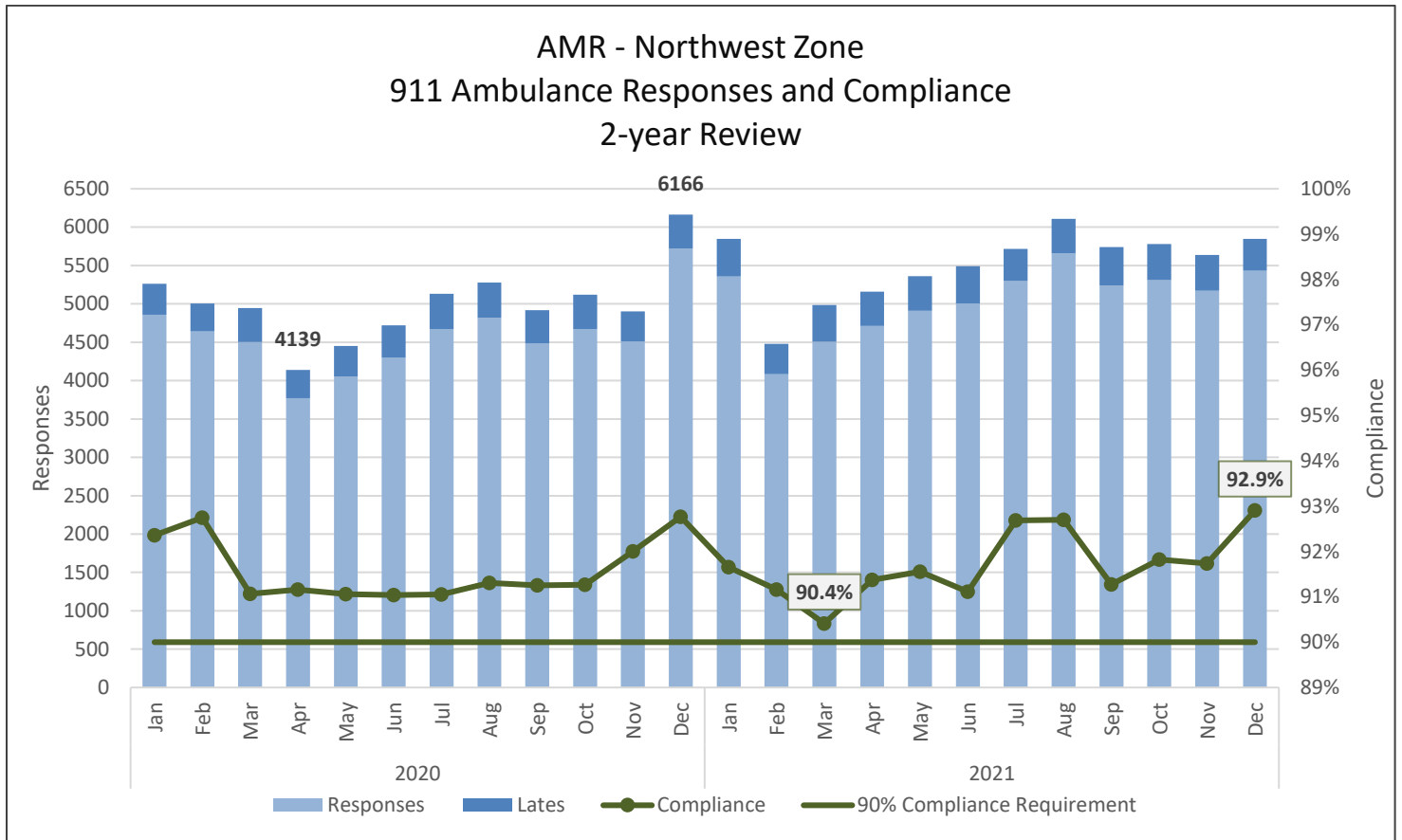
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



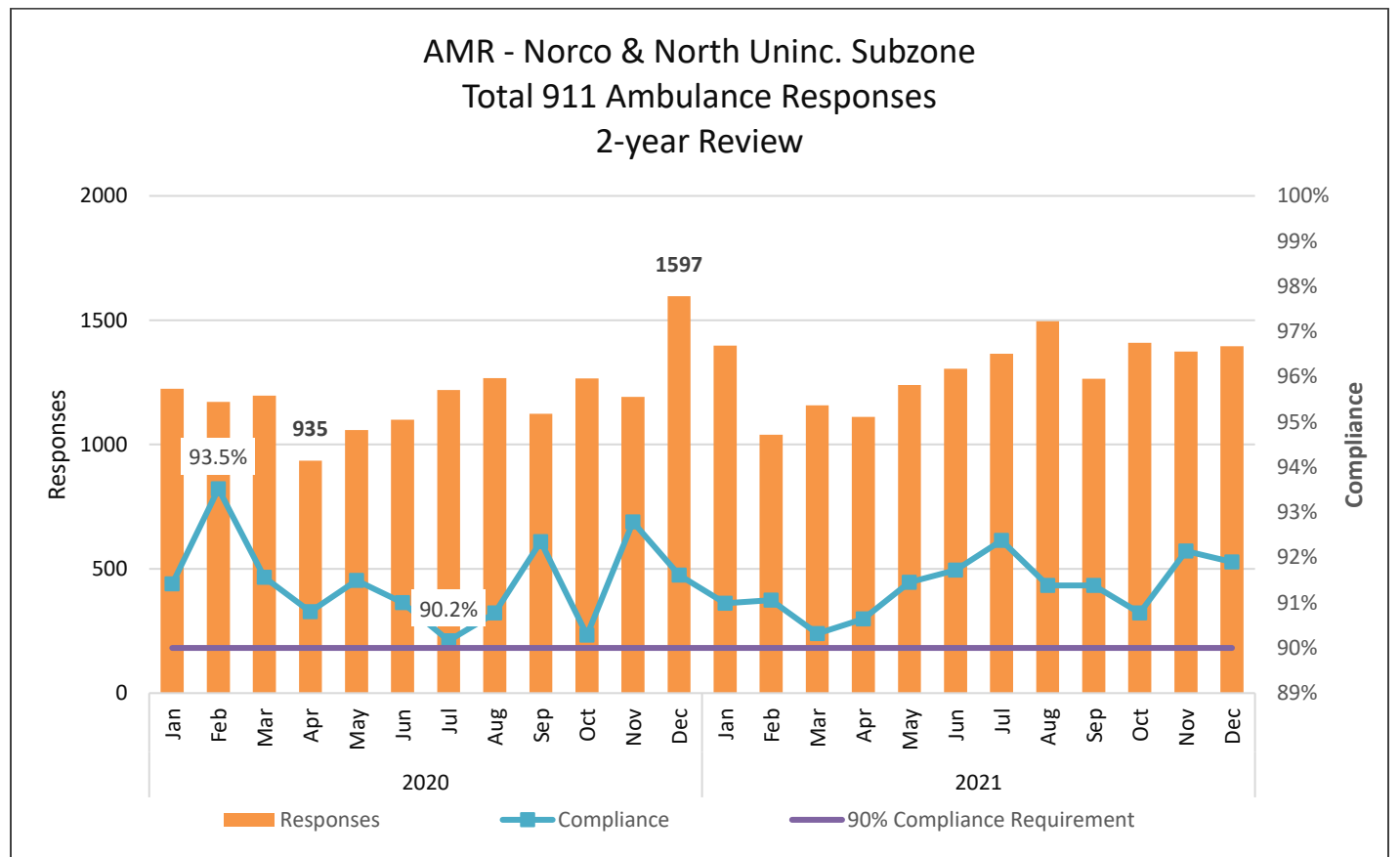
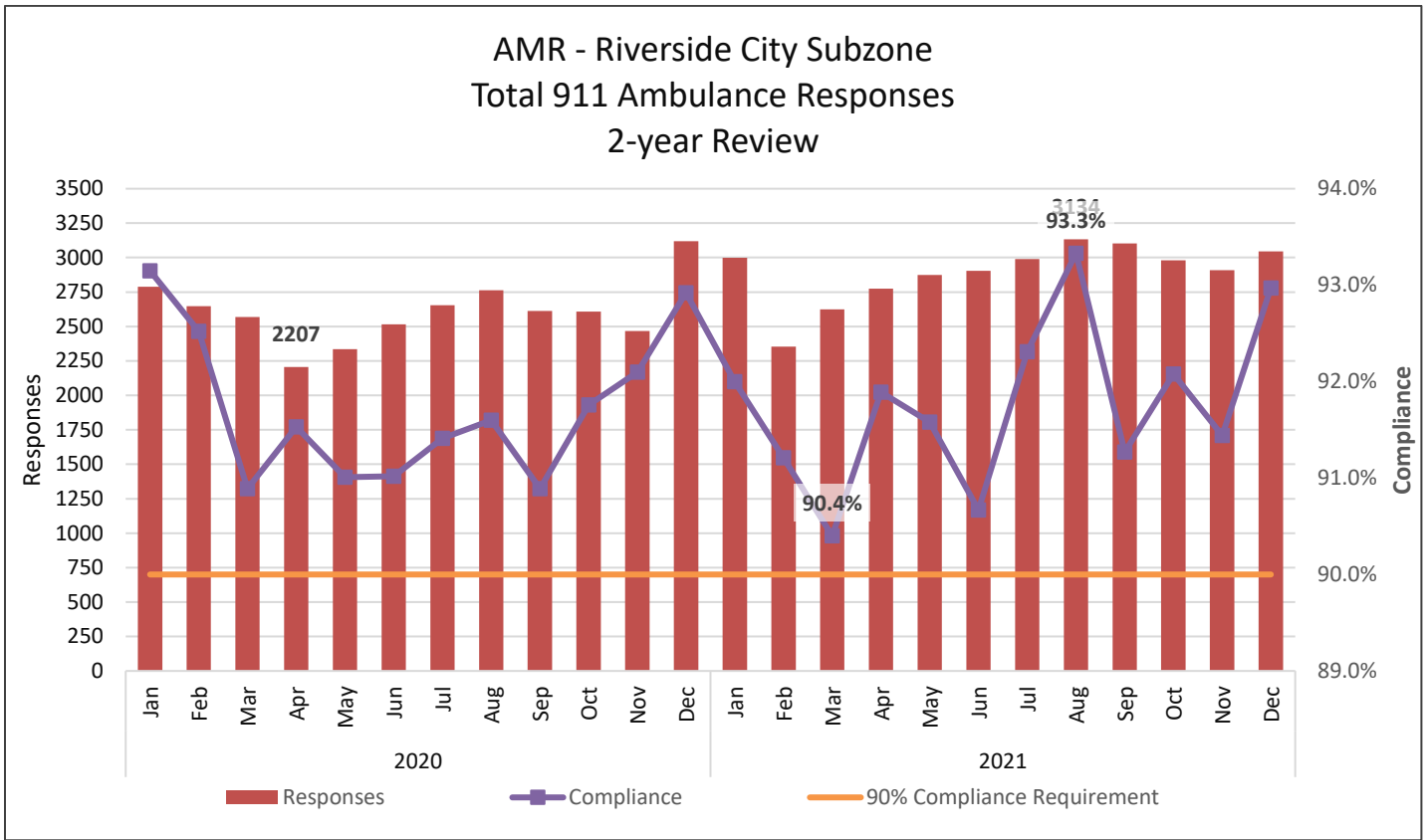
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



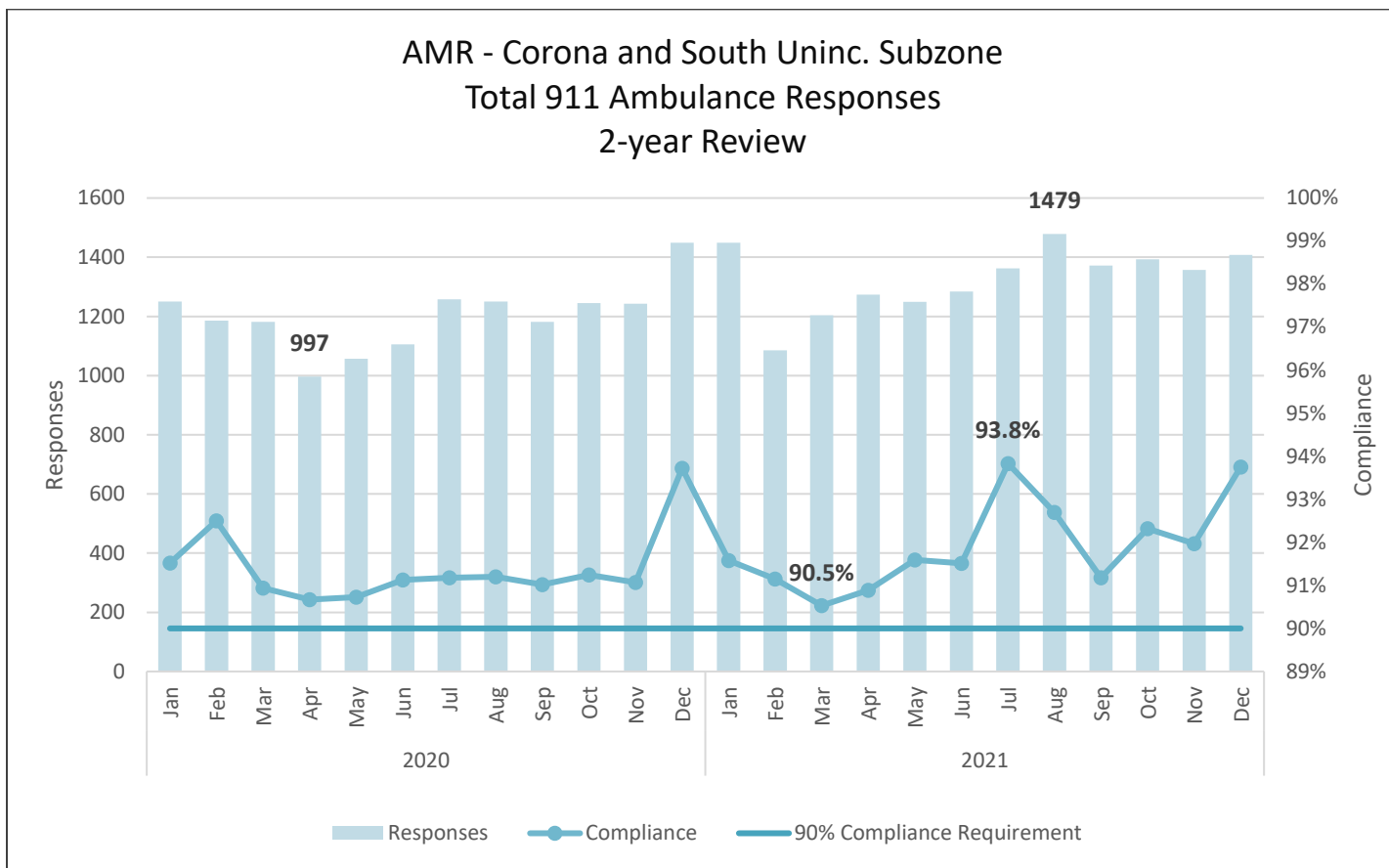
Northwest Zone: Response and Compliance Data



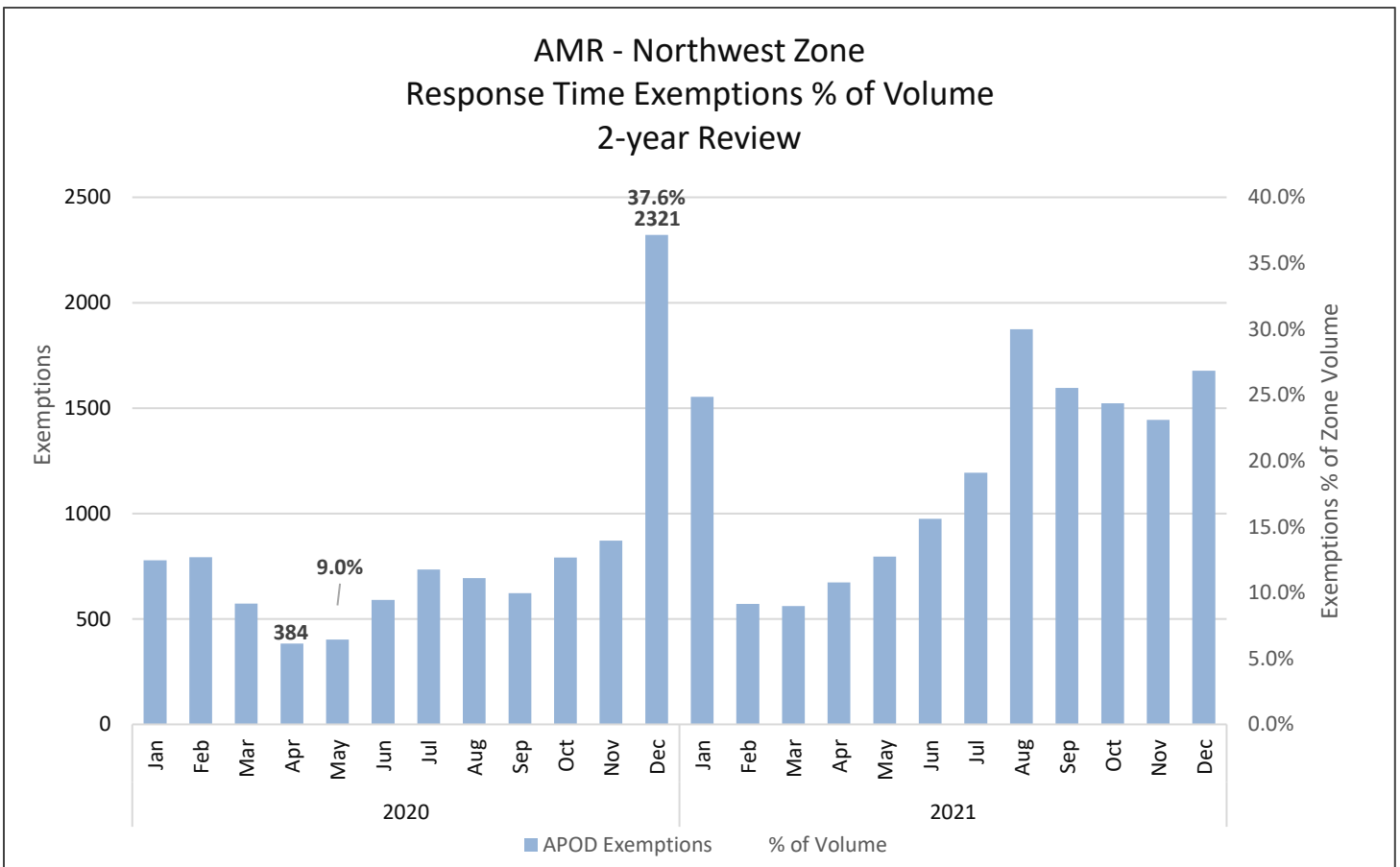
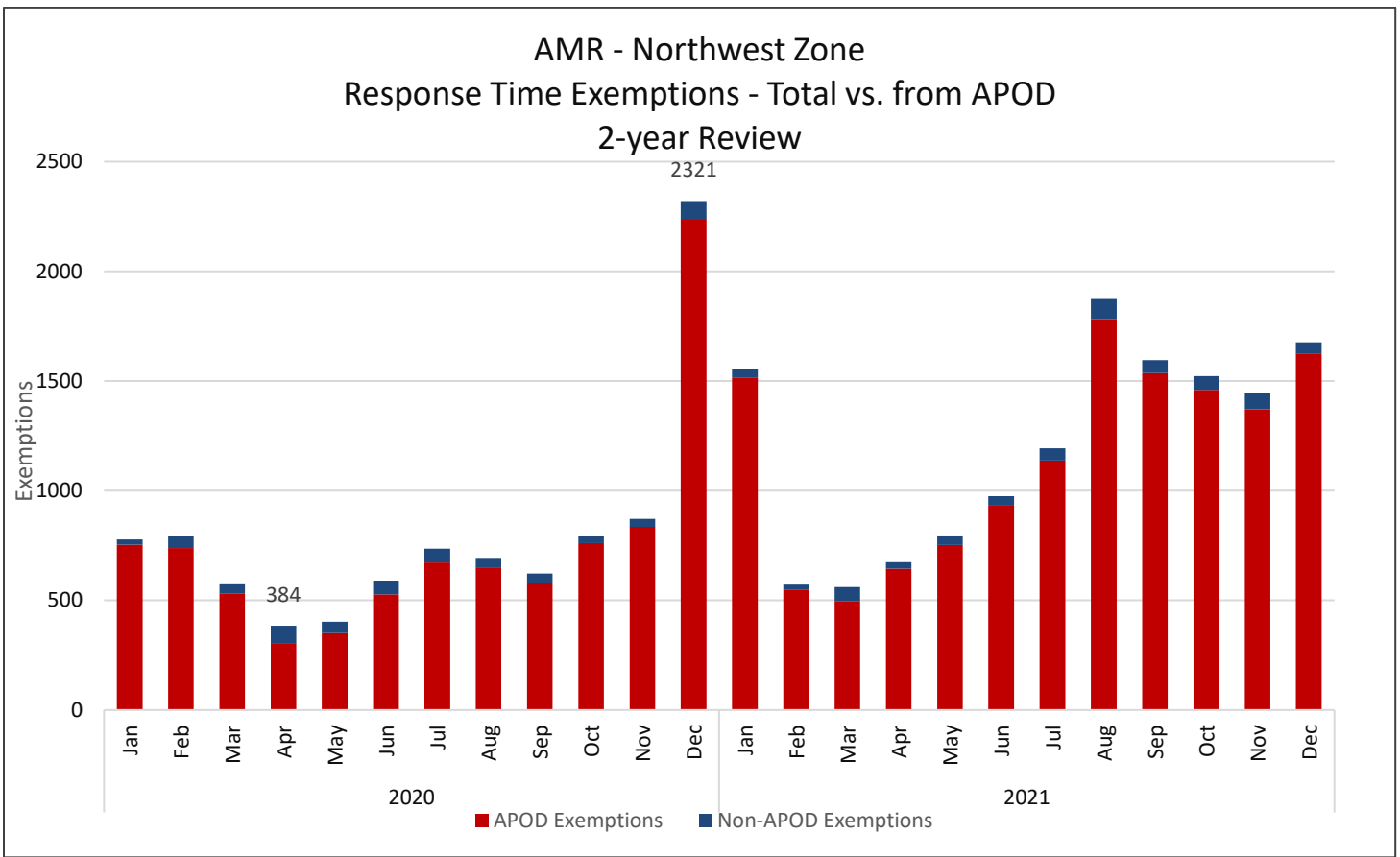
Northwest Zone: Subzone Response and Compliance Data



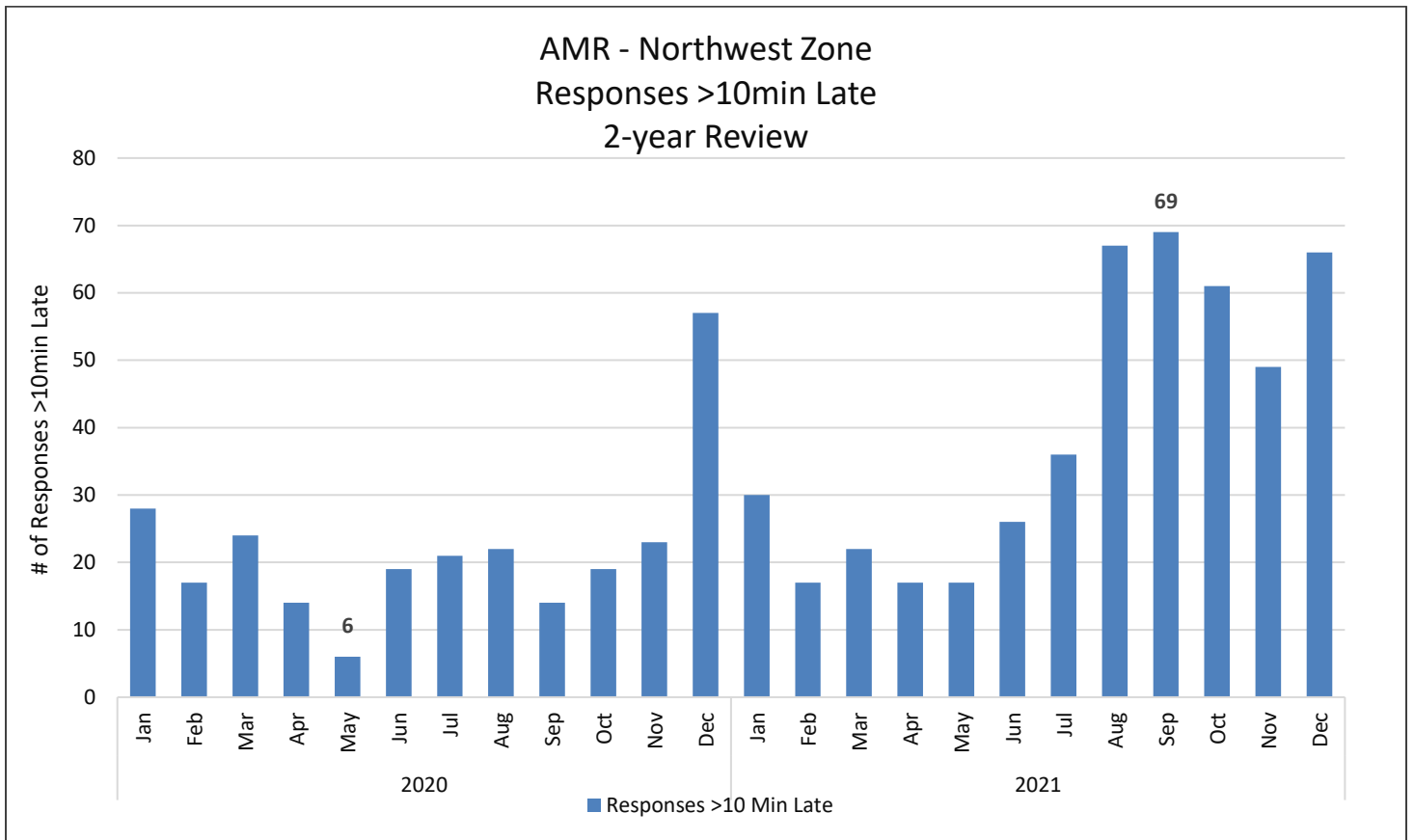
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



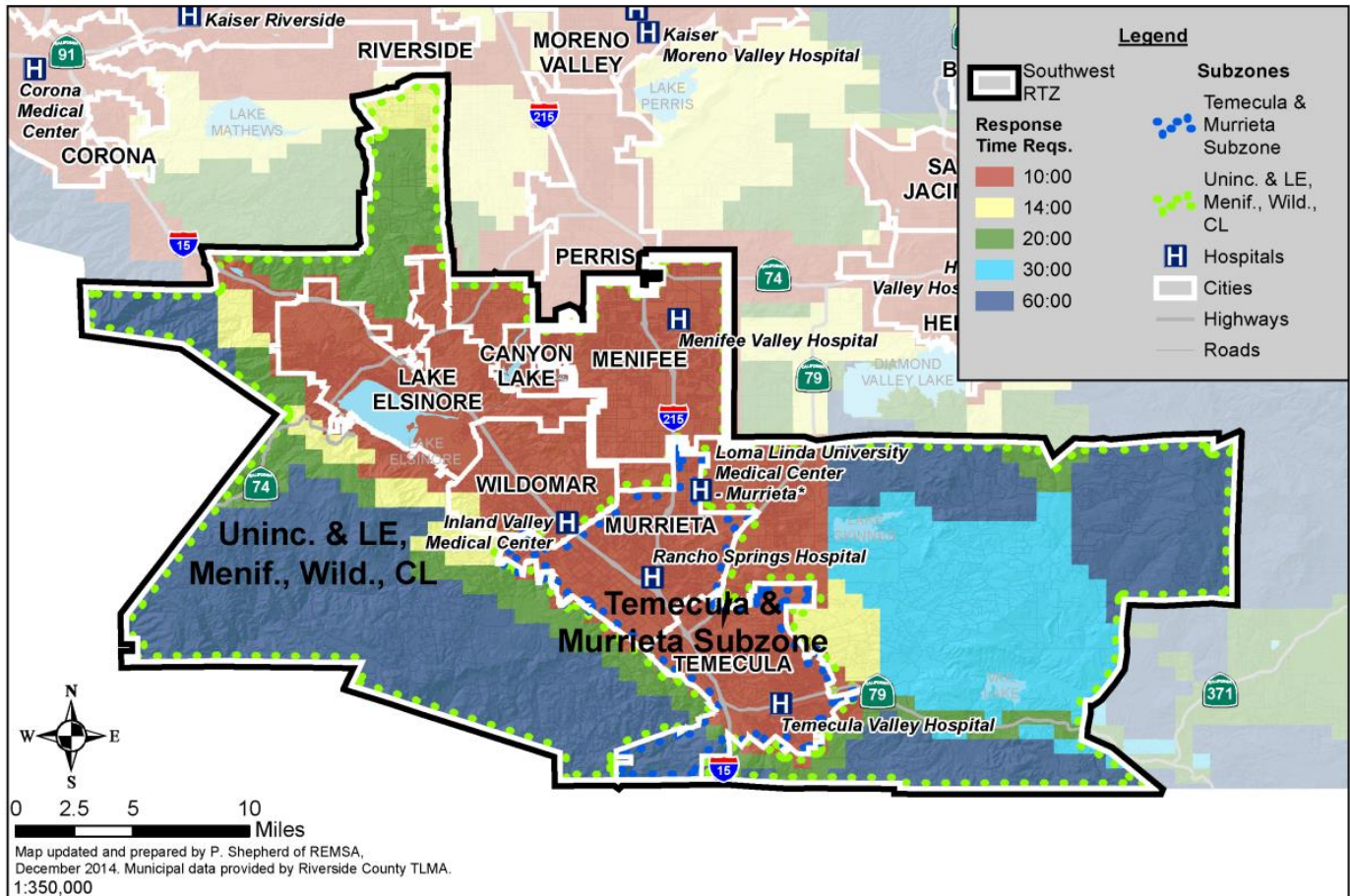
SOUTHWEST ZONE

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.

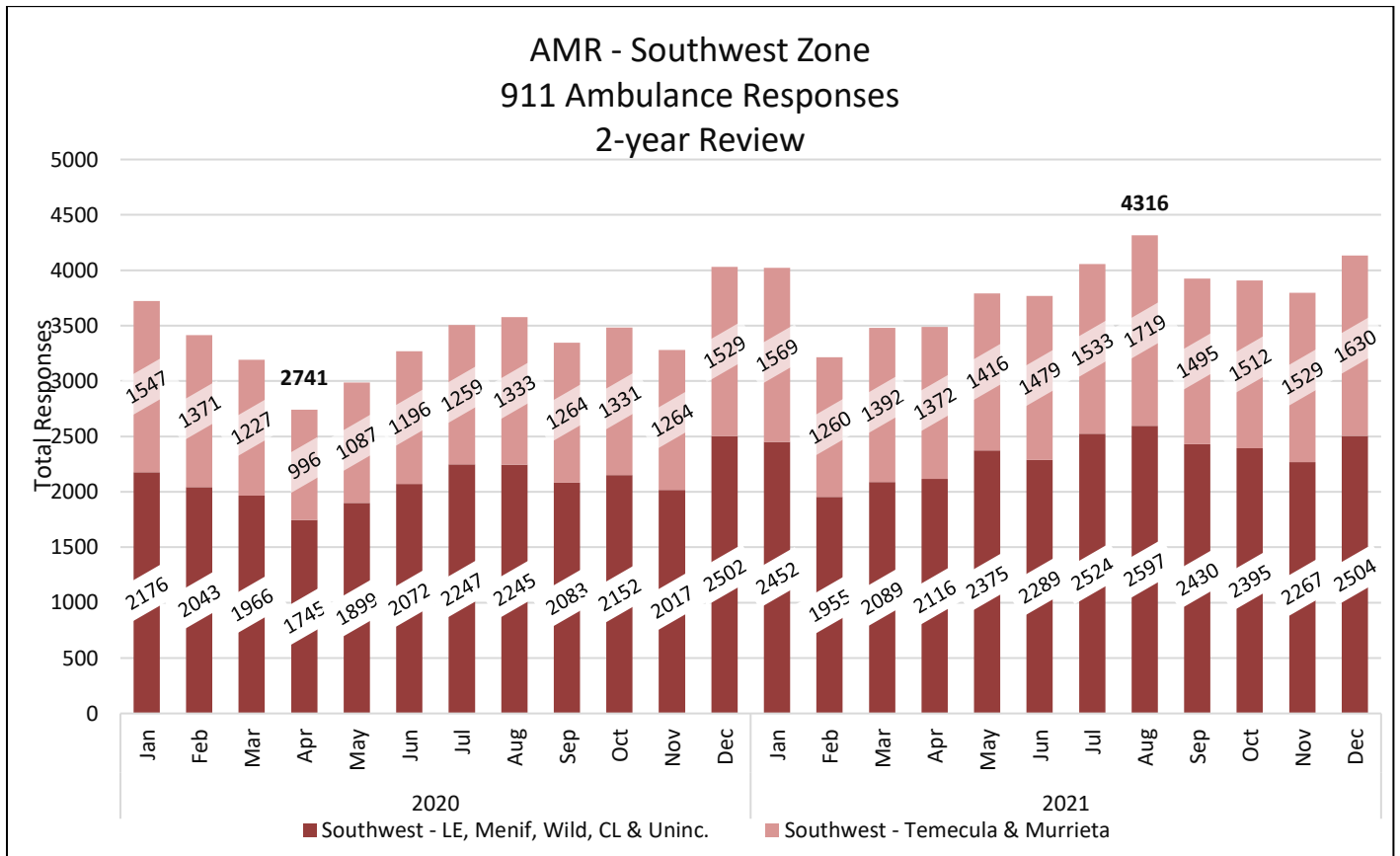
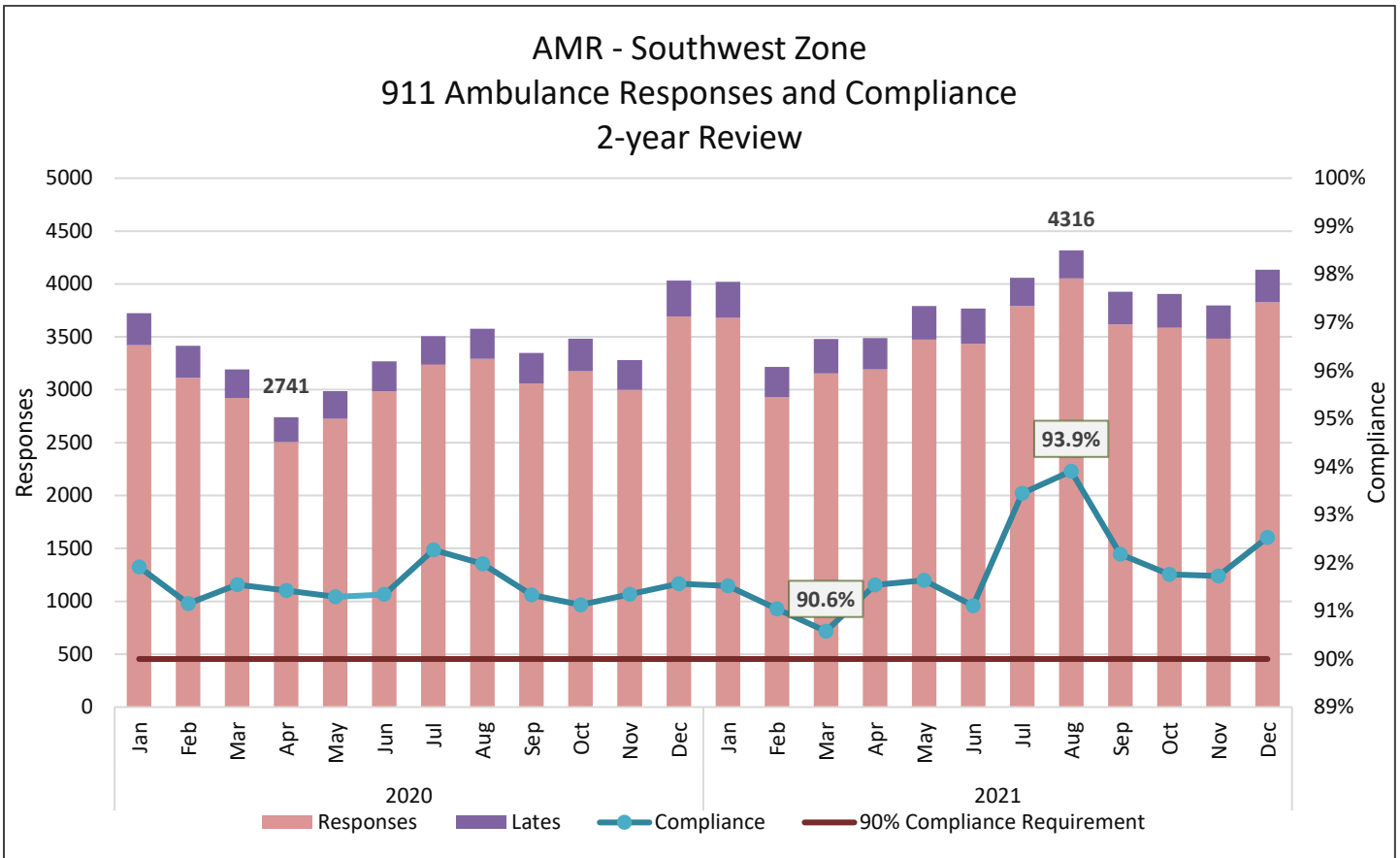


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

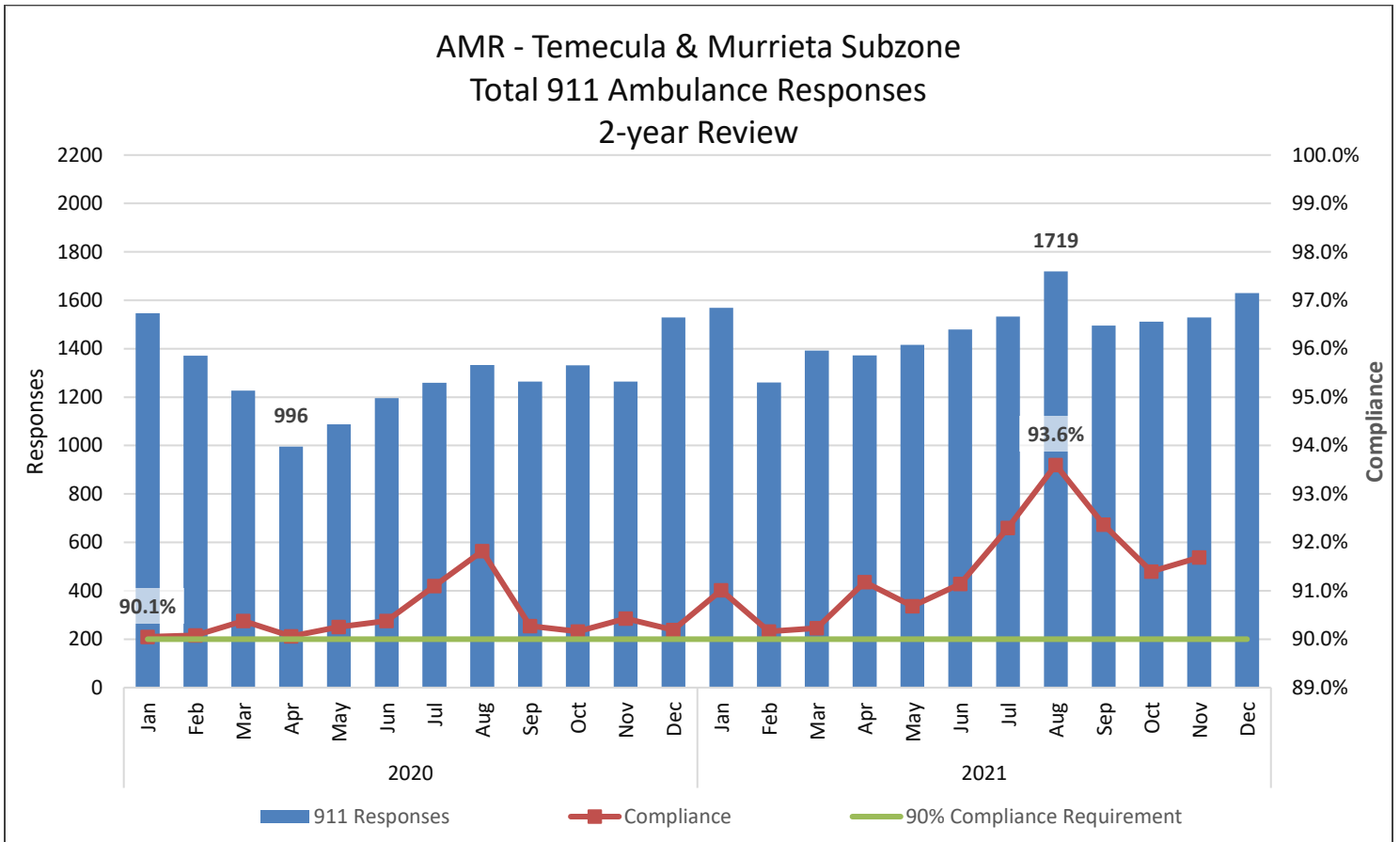
SOUTHWEST

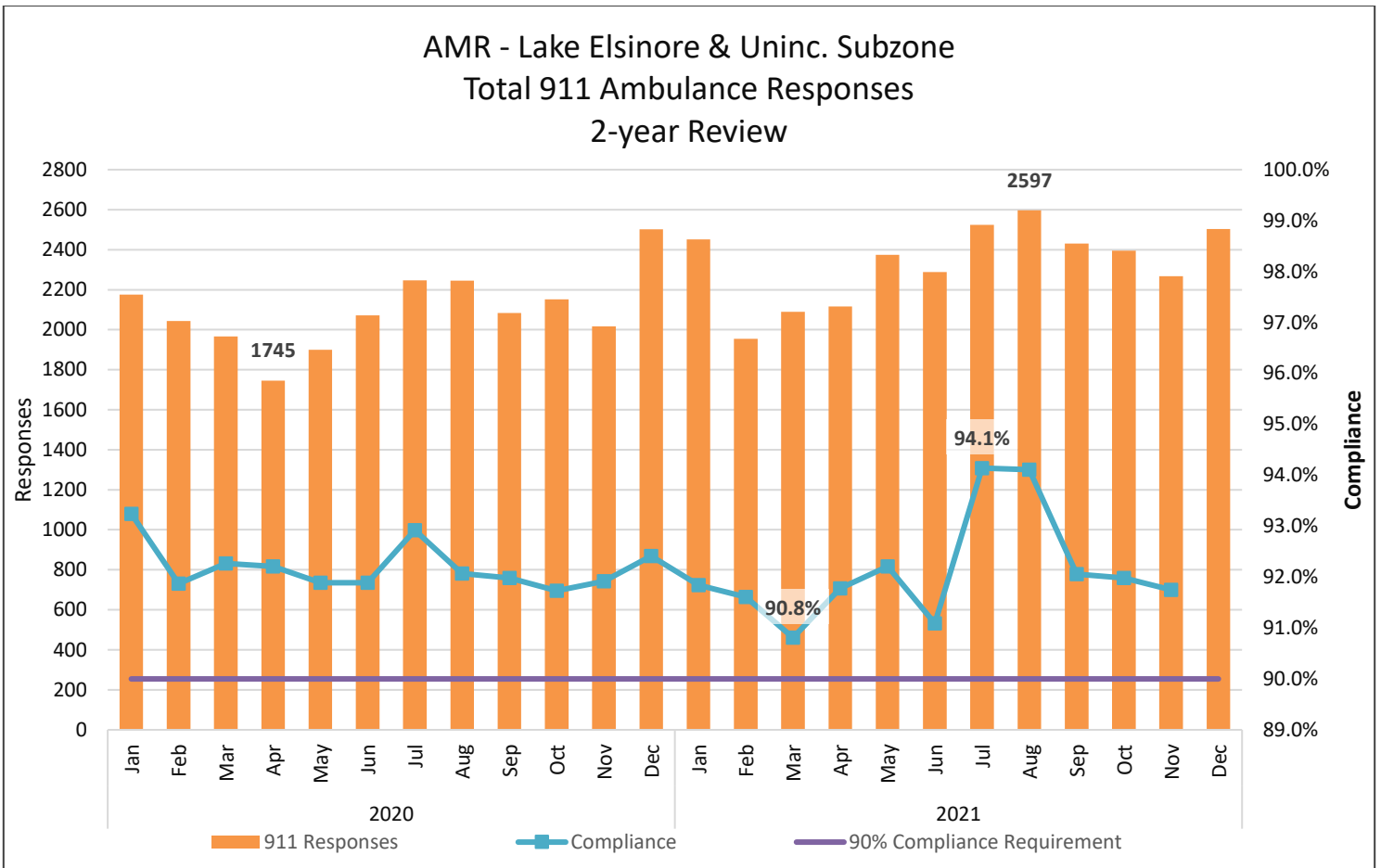


Southwest Zone: zone Response and Compliance Data

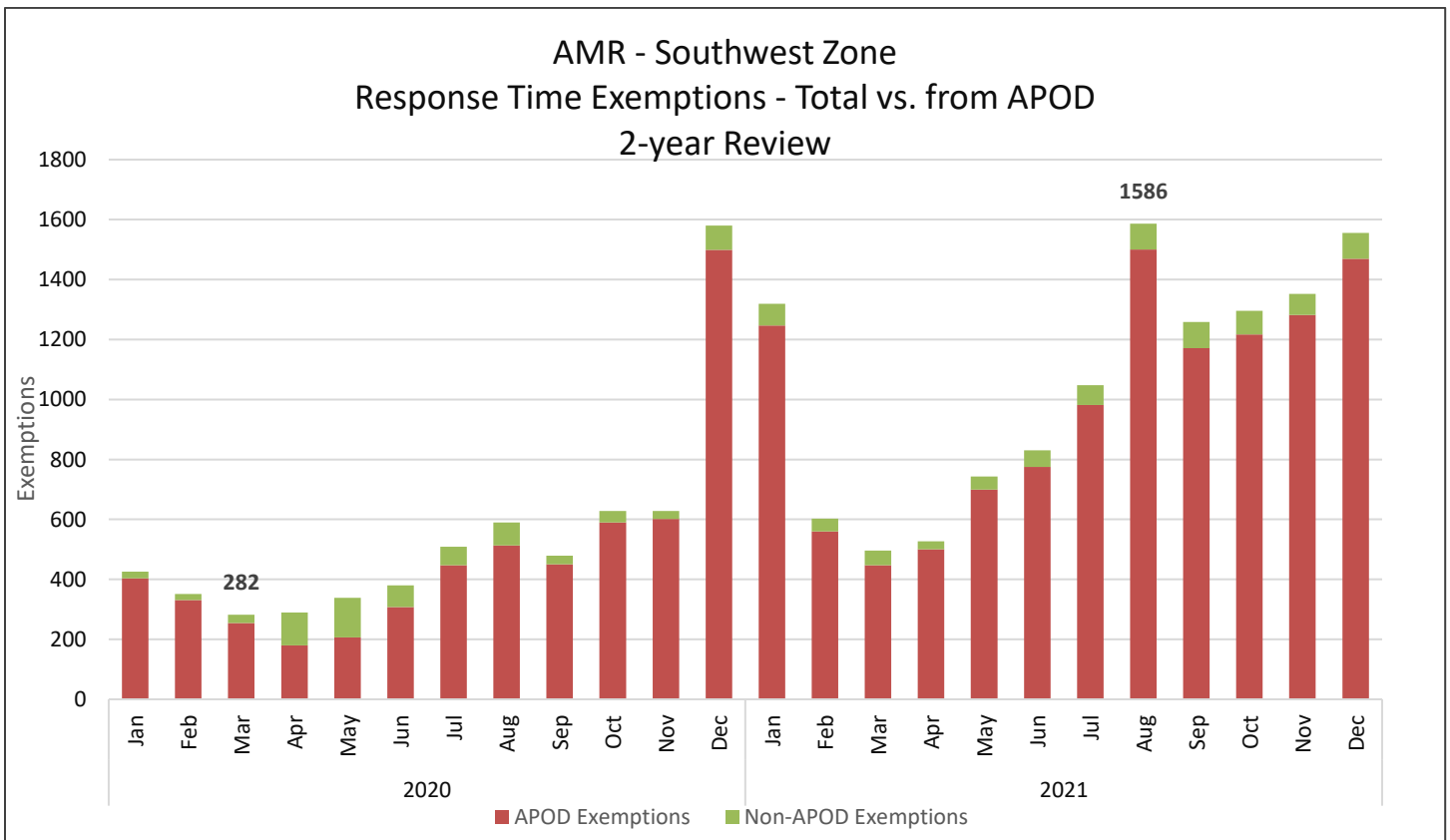


Southwest Zone: Subzone Response and Compliance Data

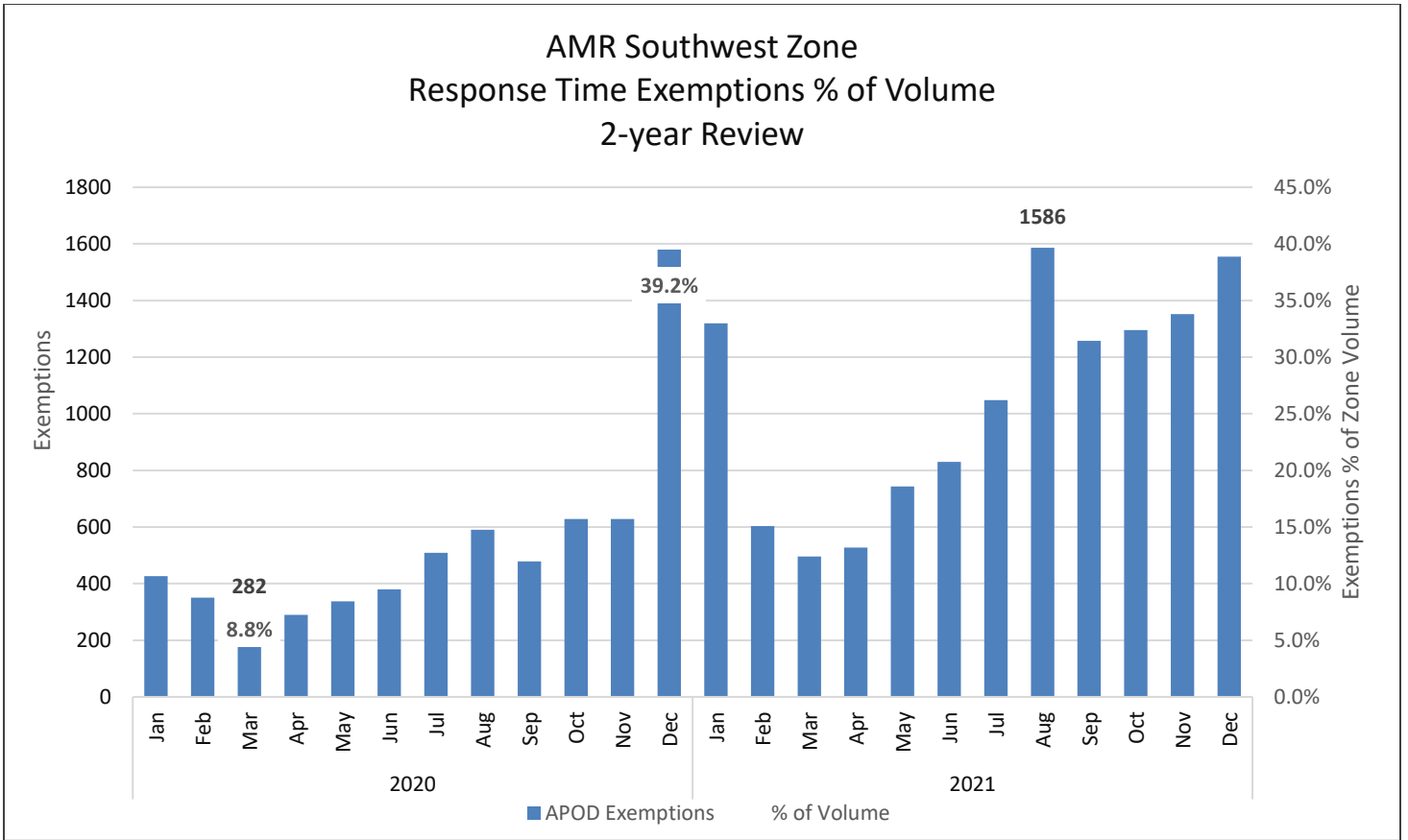




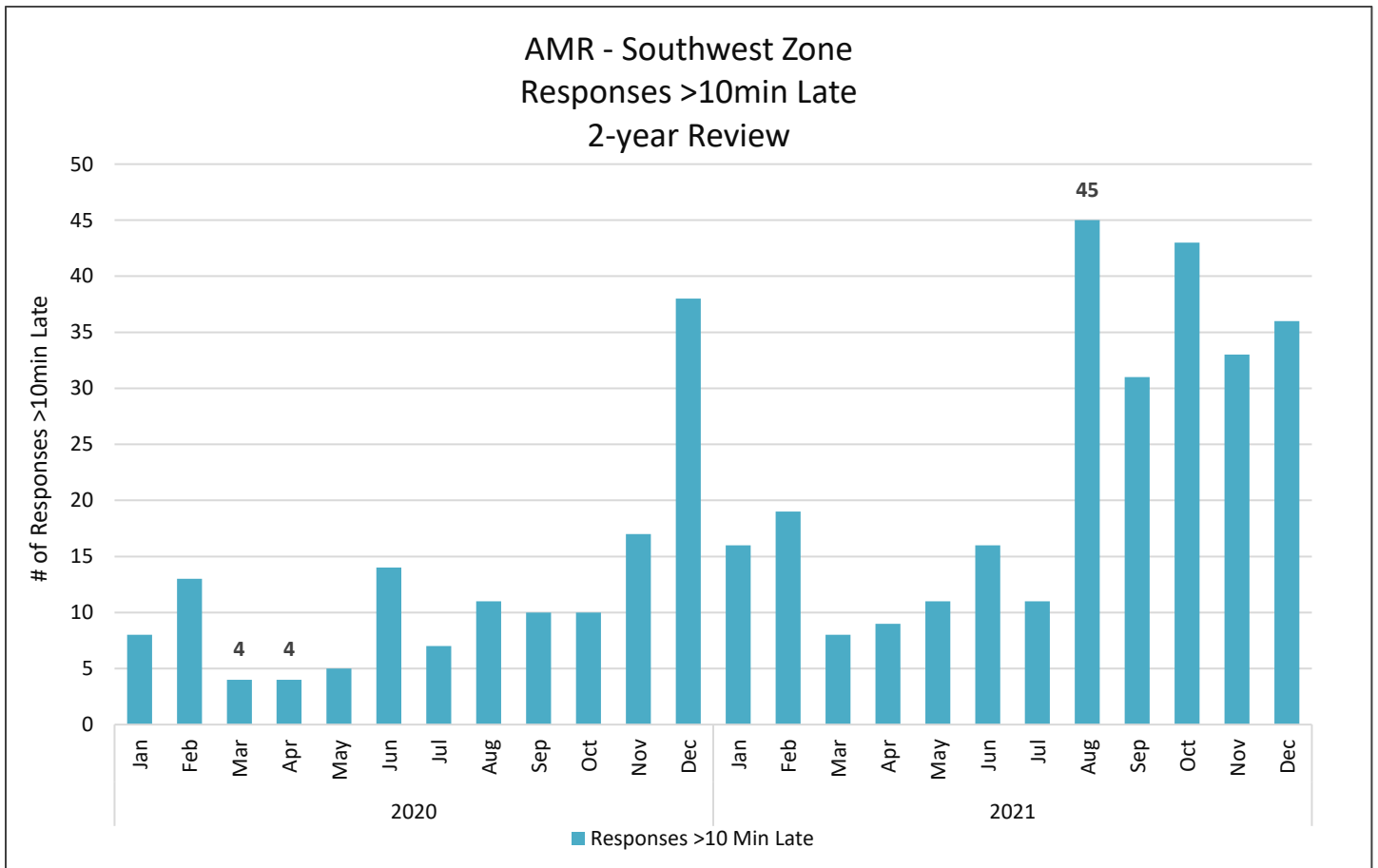
Southwest Zone: Exemptions



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



Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

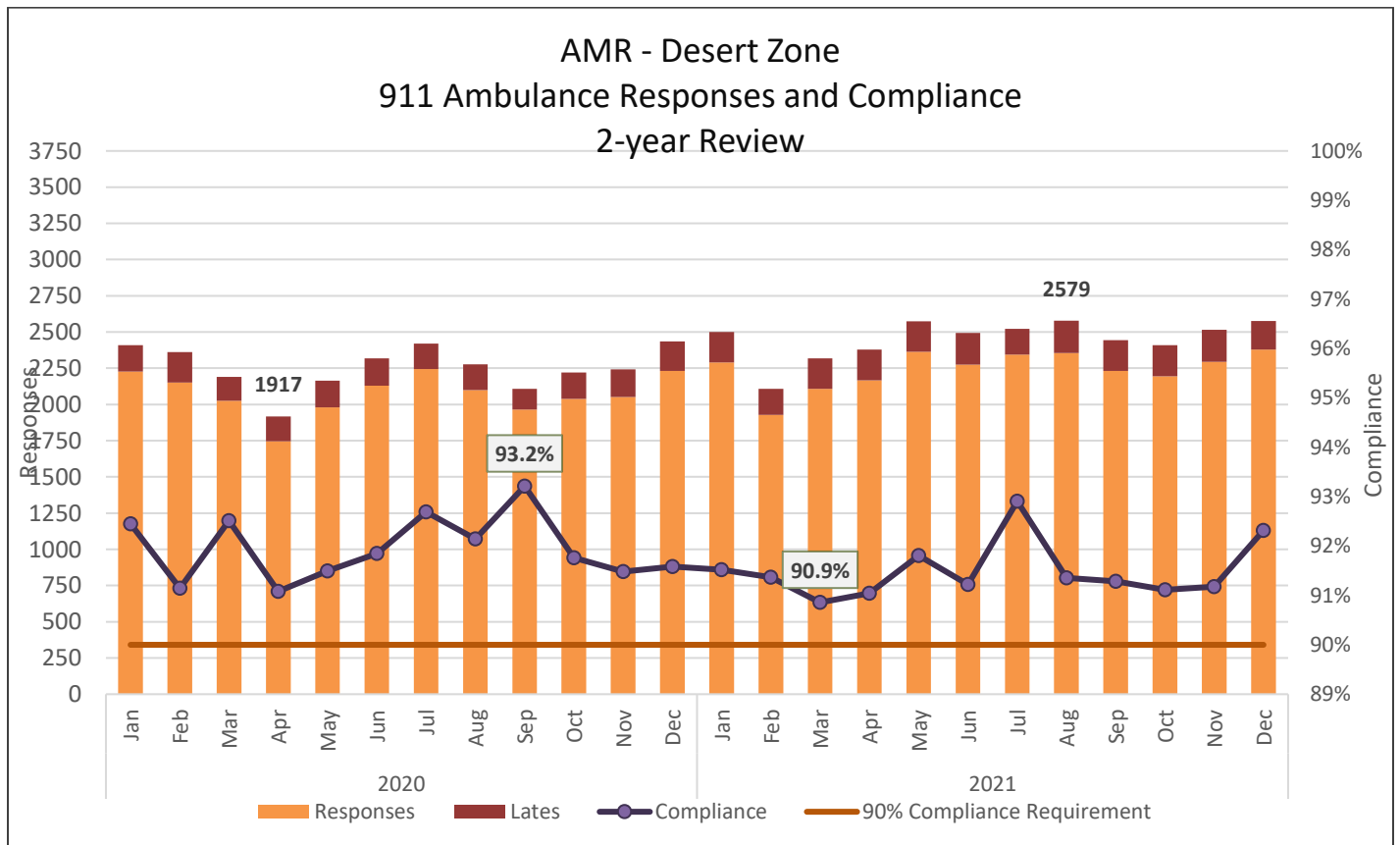
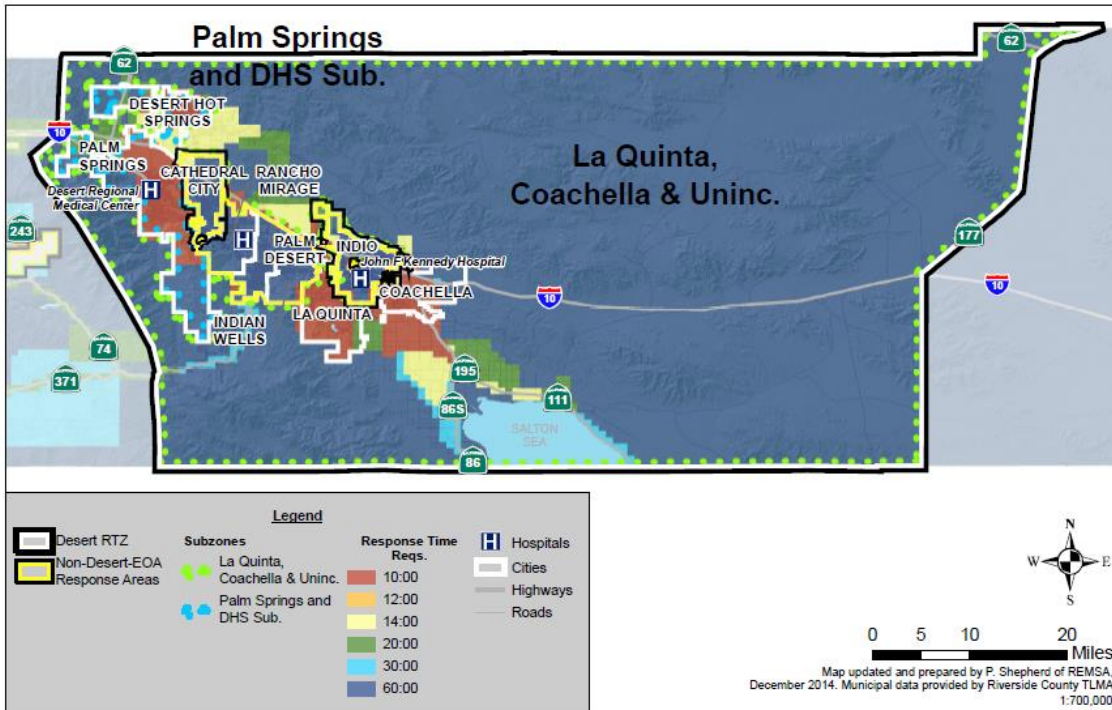


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

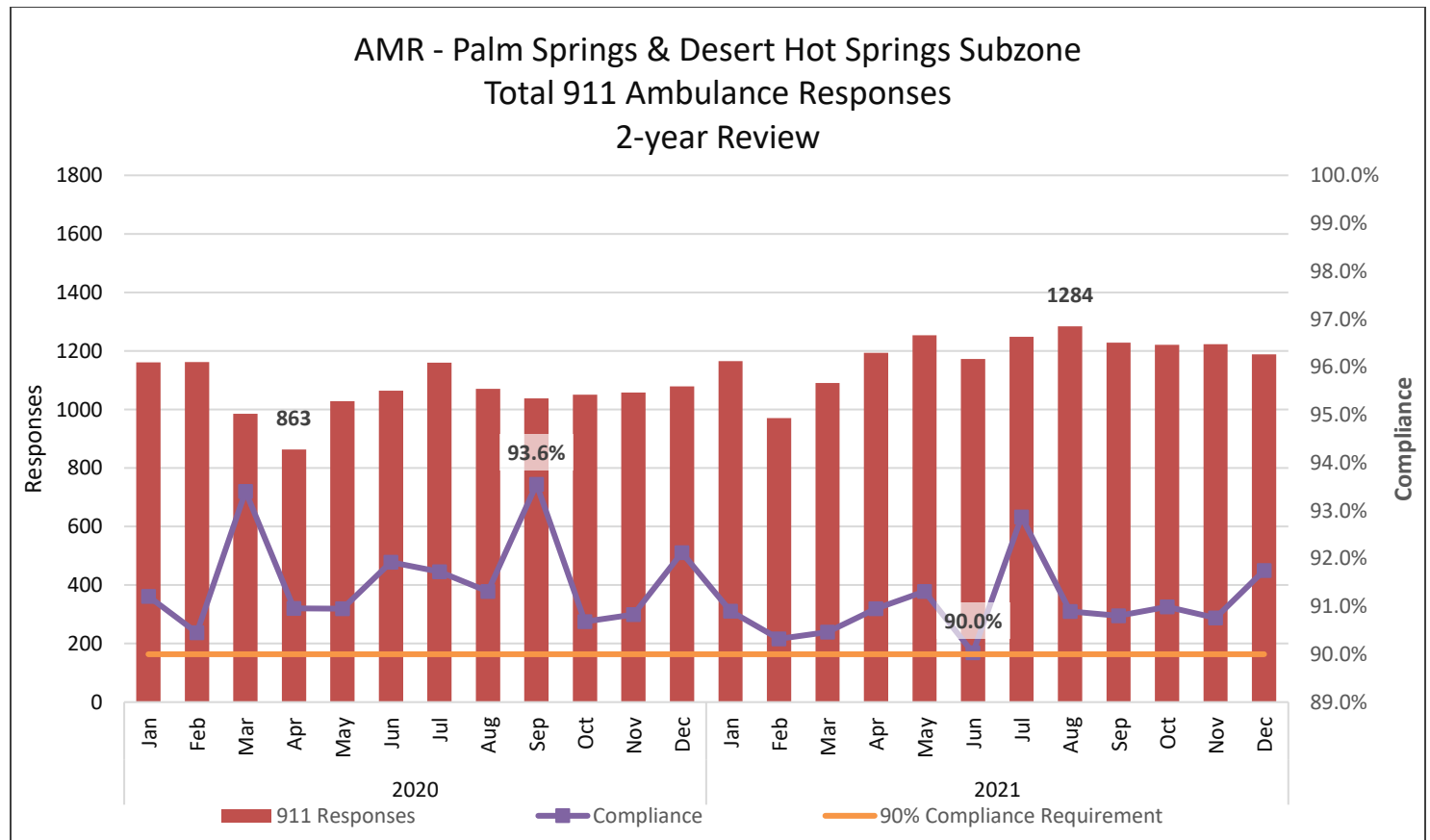
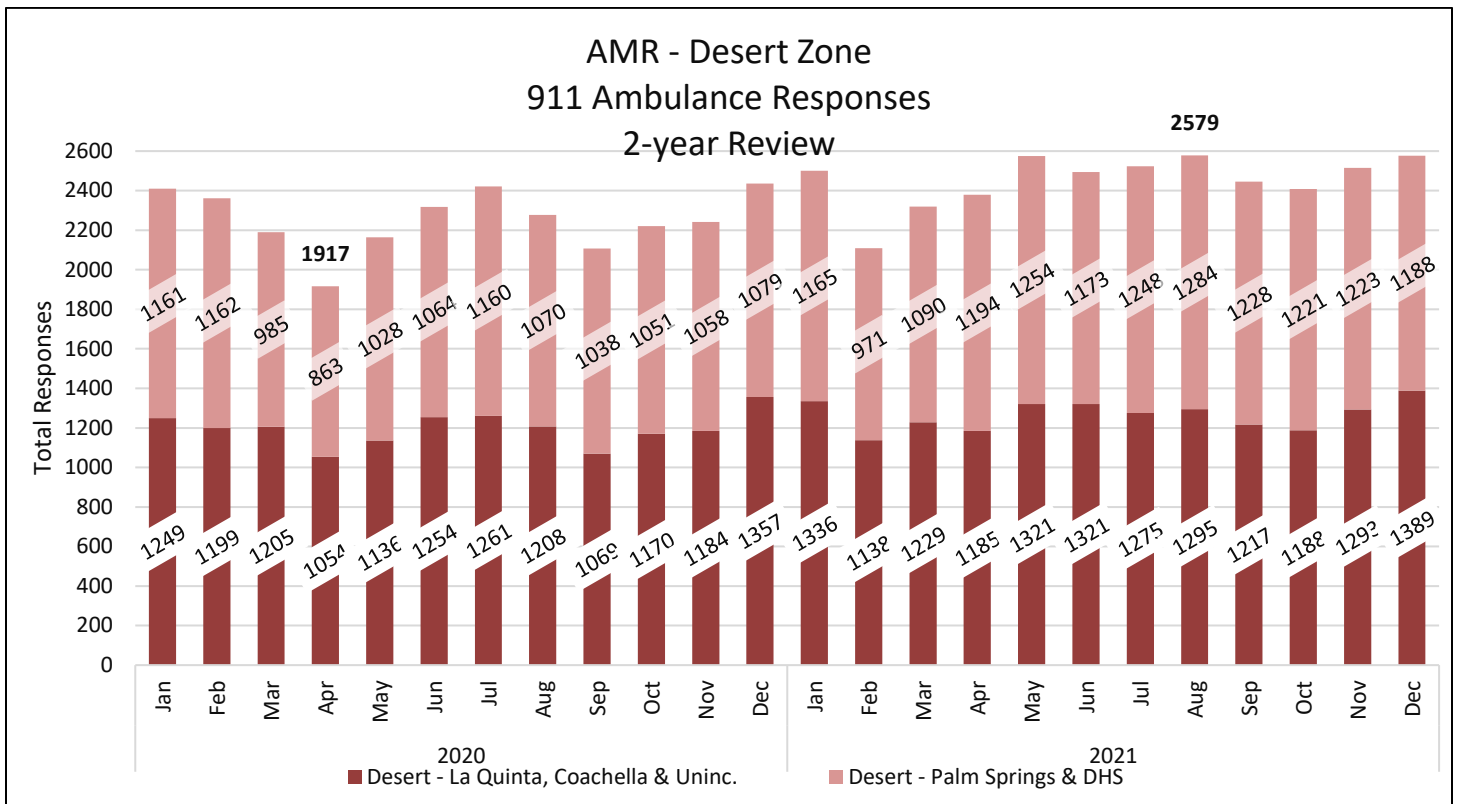
DESERT

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

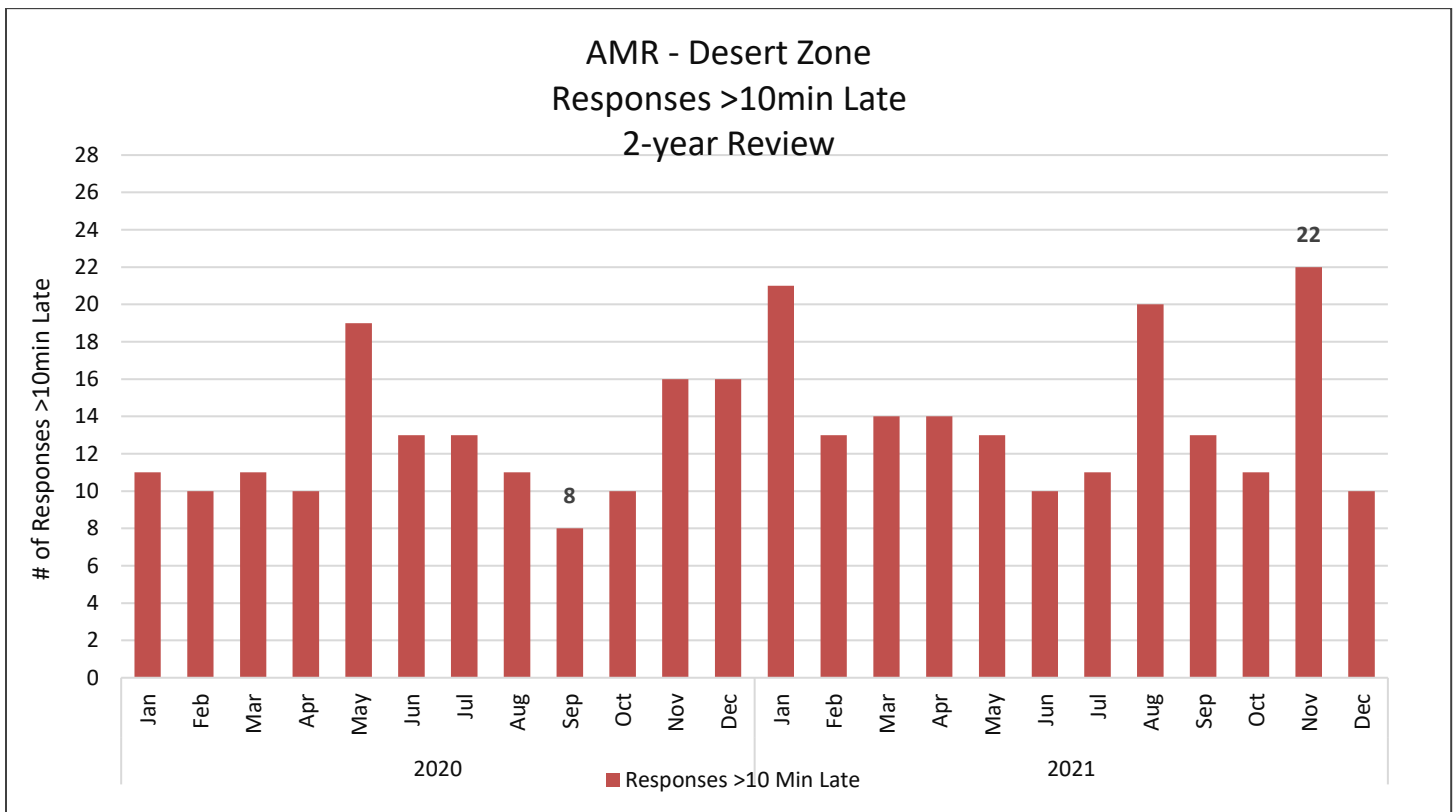
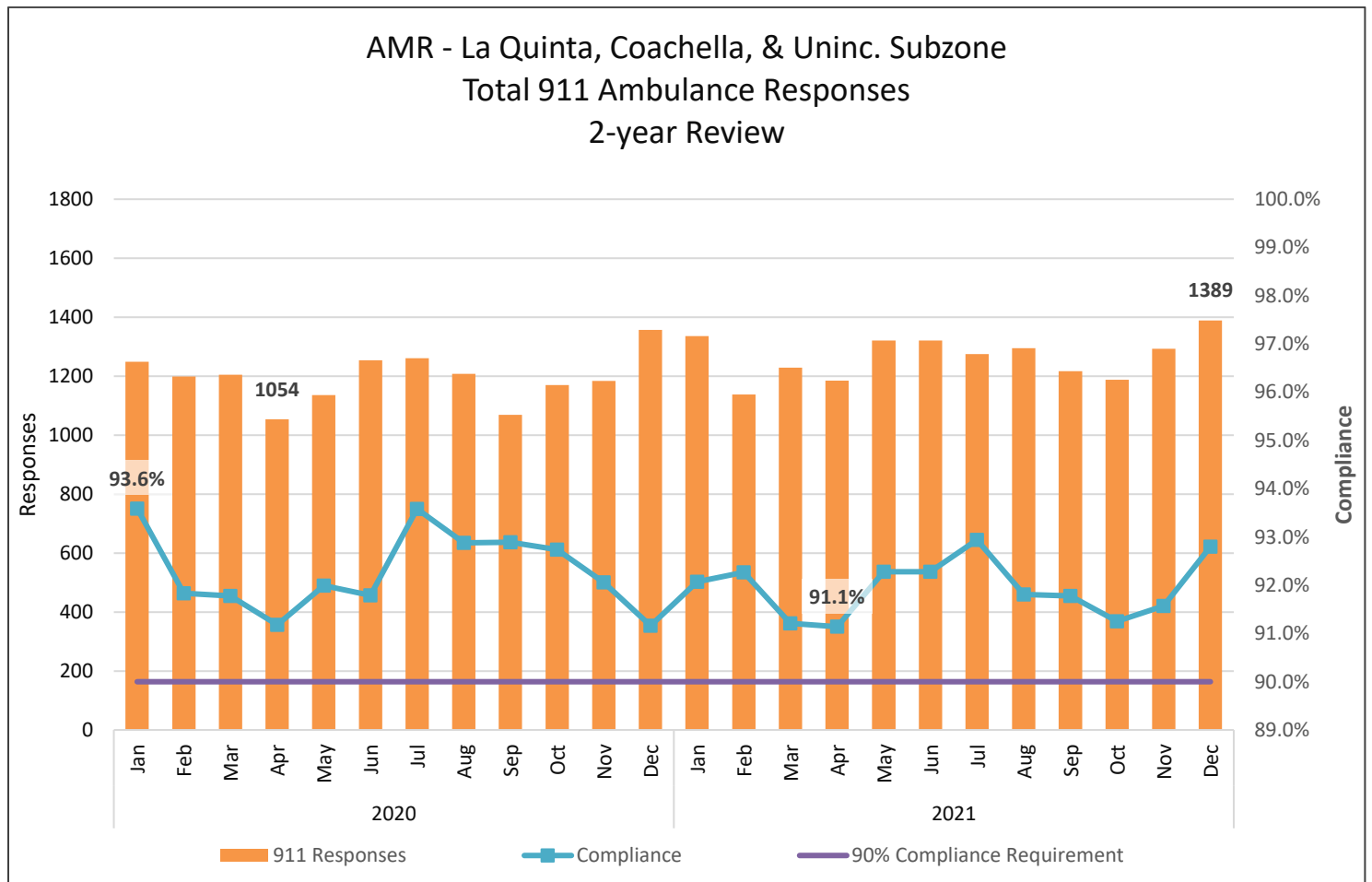
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



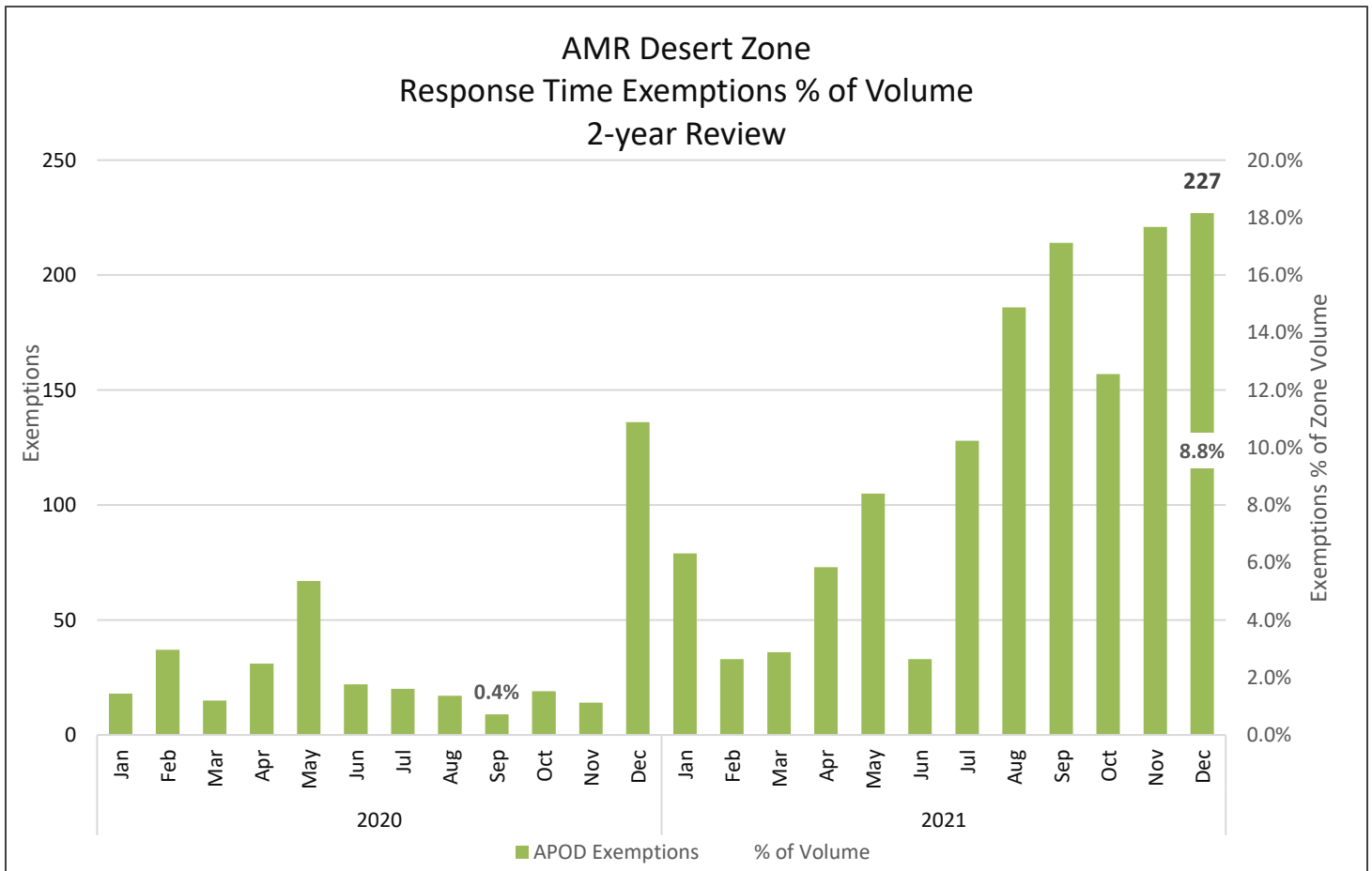
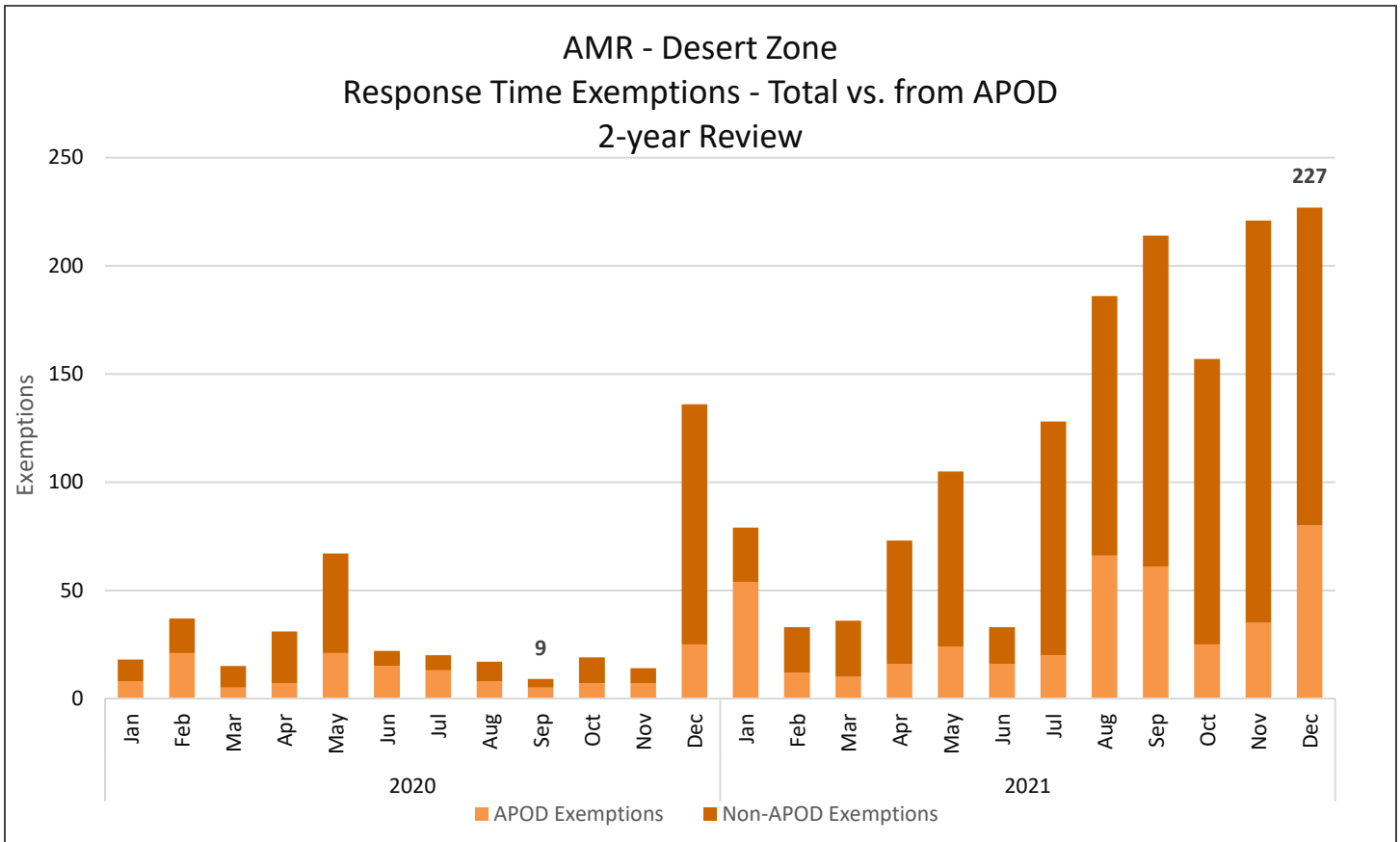
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



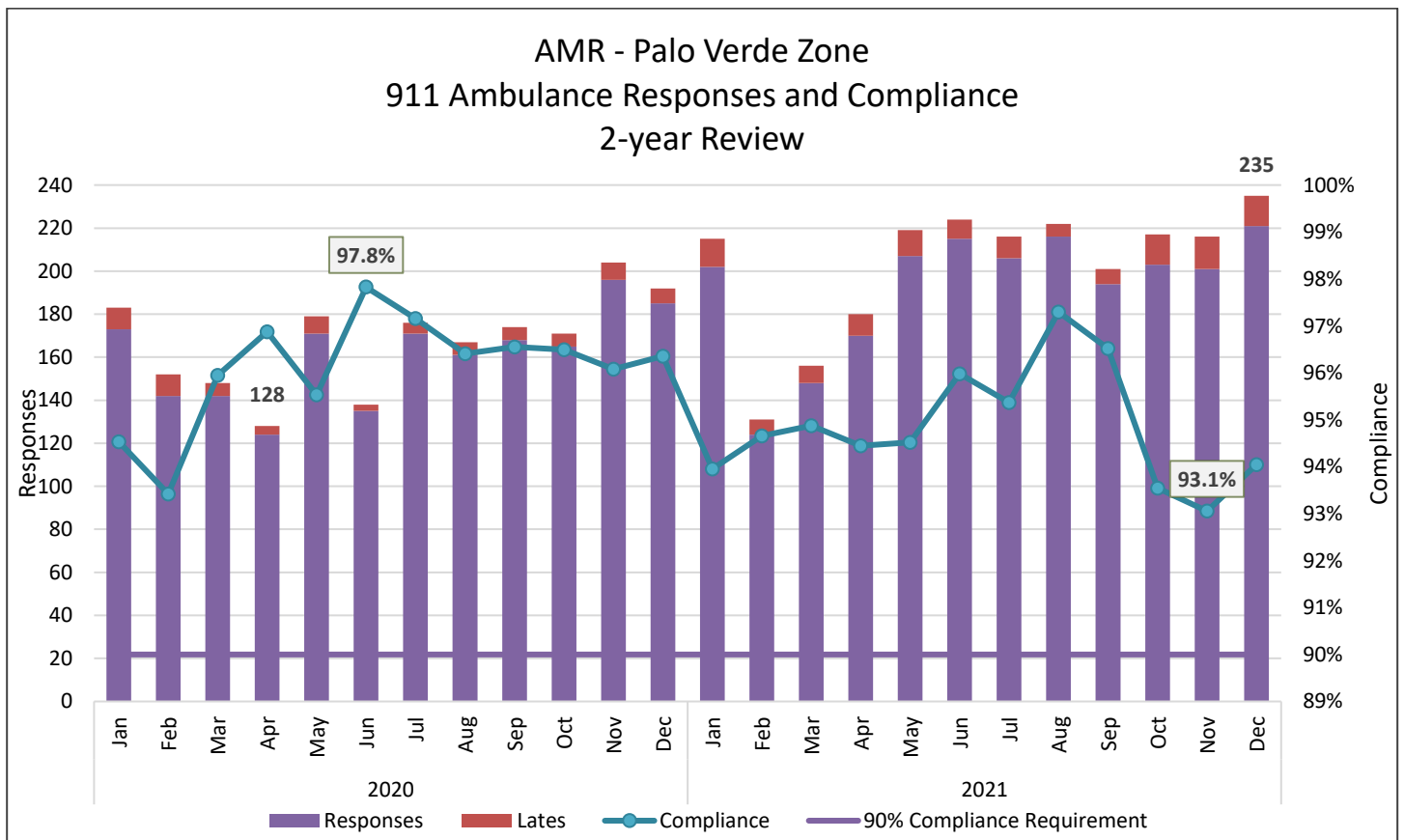
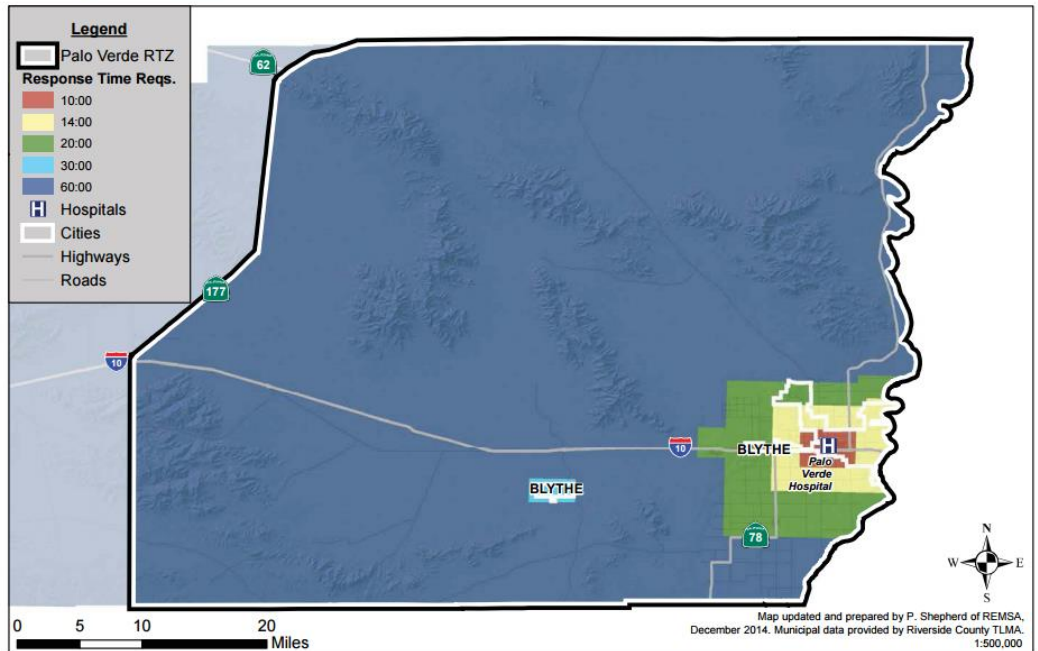
PALO VERDE ZONE



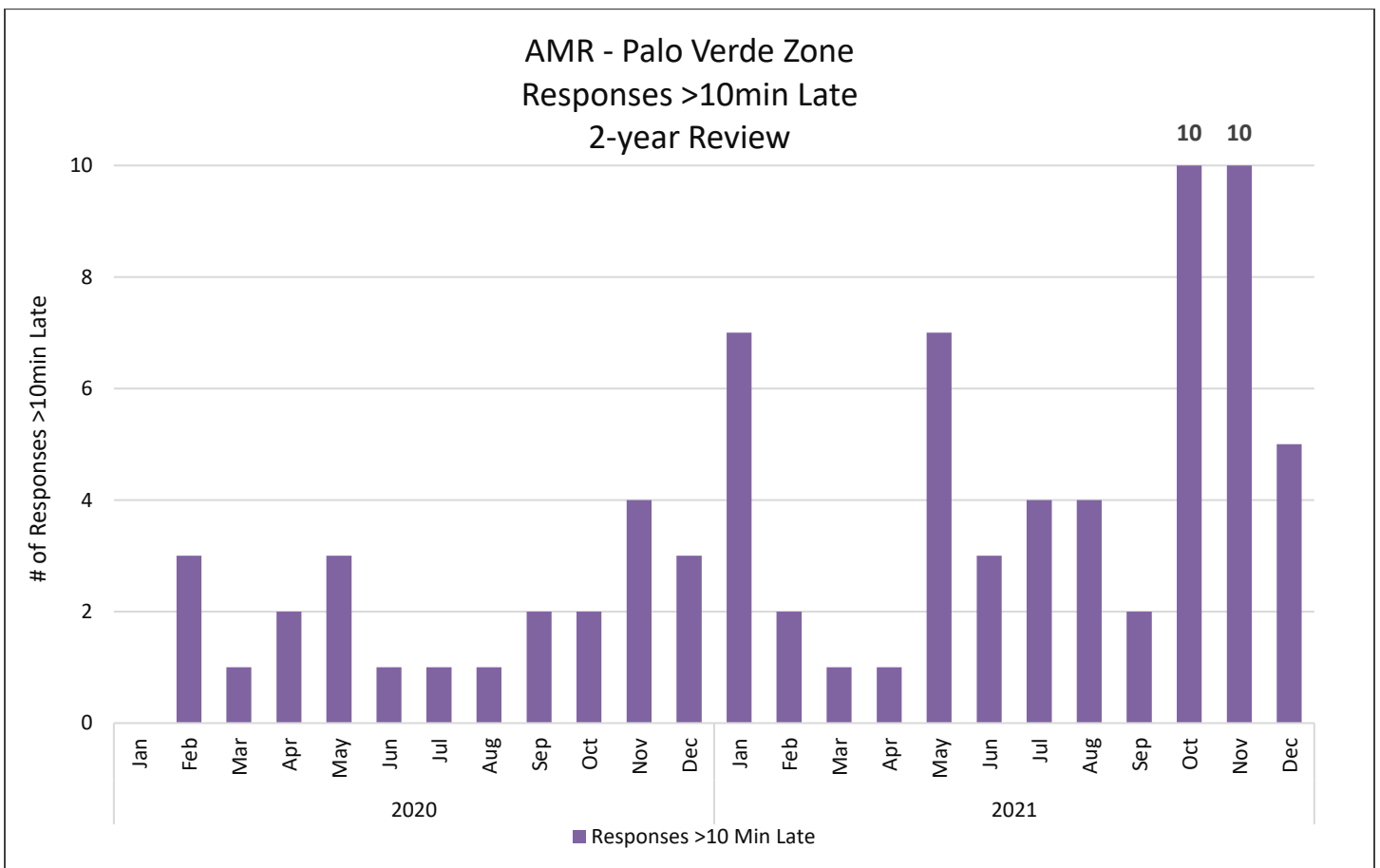
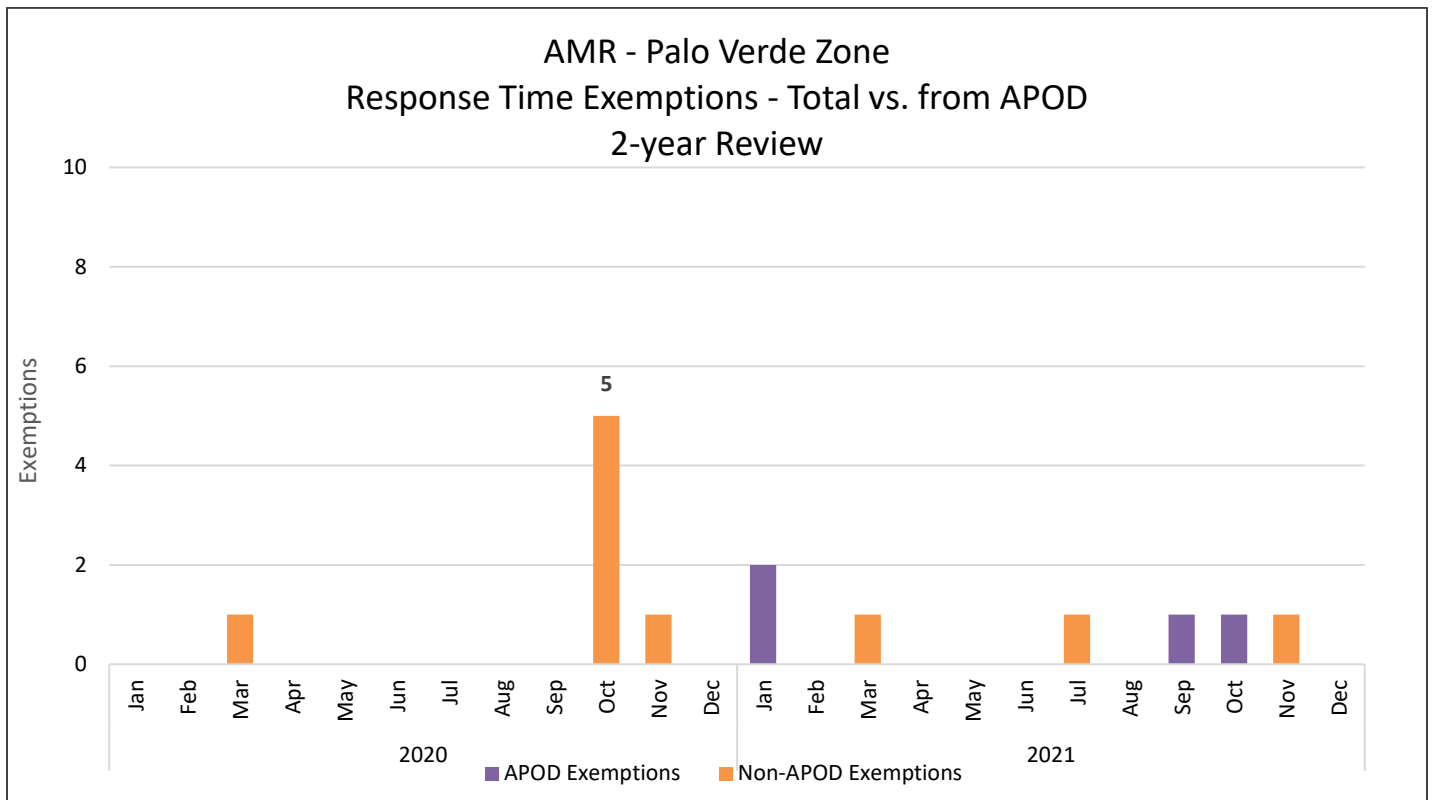
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PALO VERDE

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



Palo Verde Zone: Exemptions and >10 Minutes Late

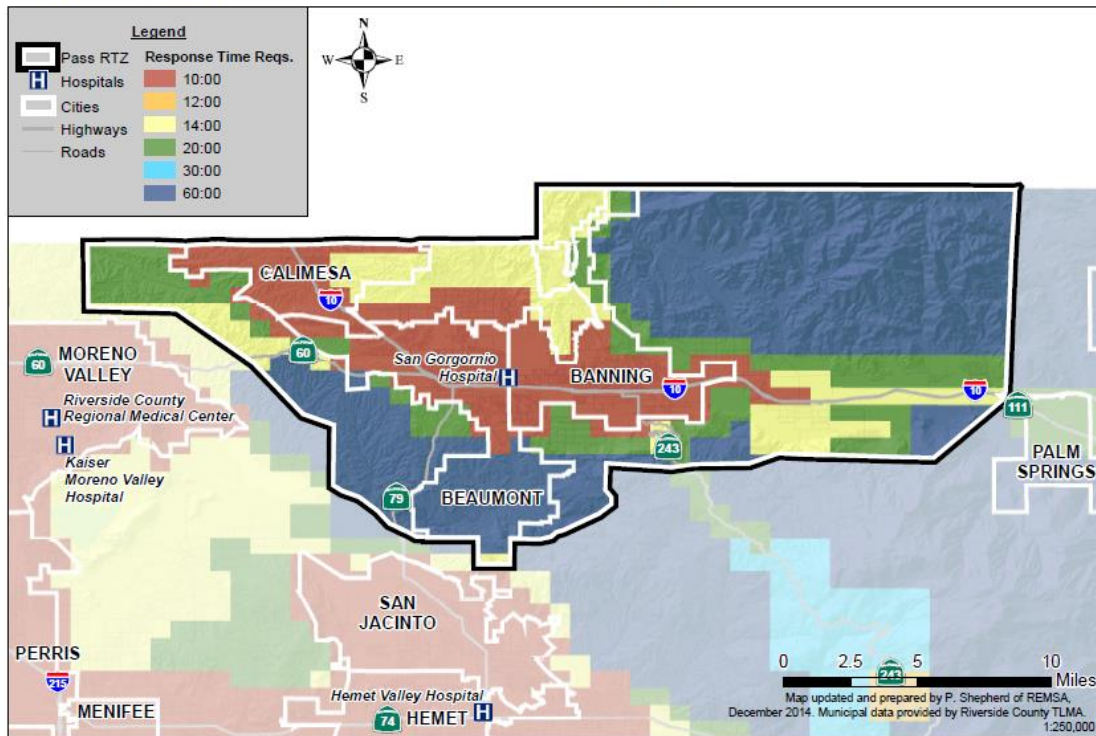


PASS ZONE



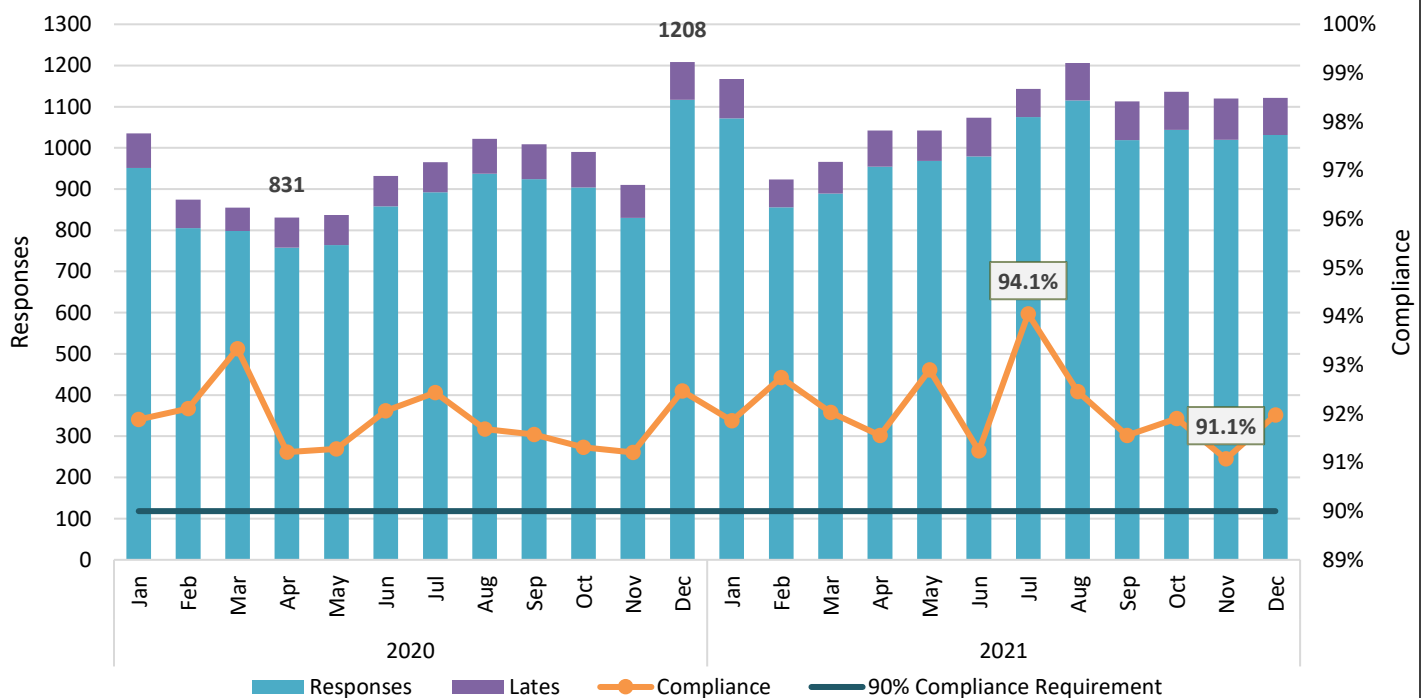
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PASS

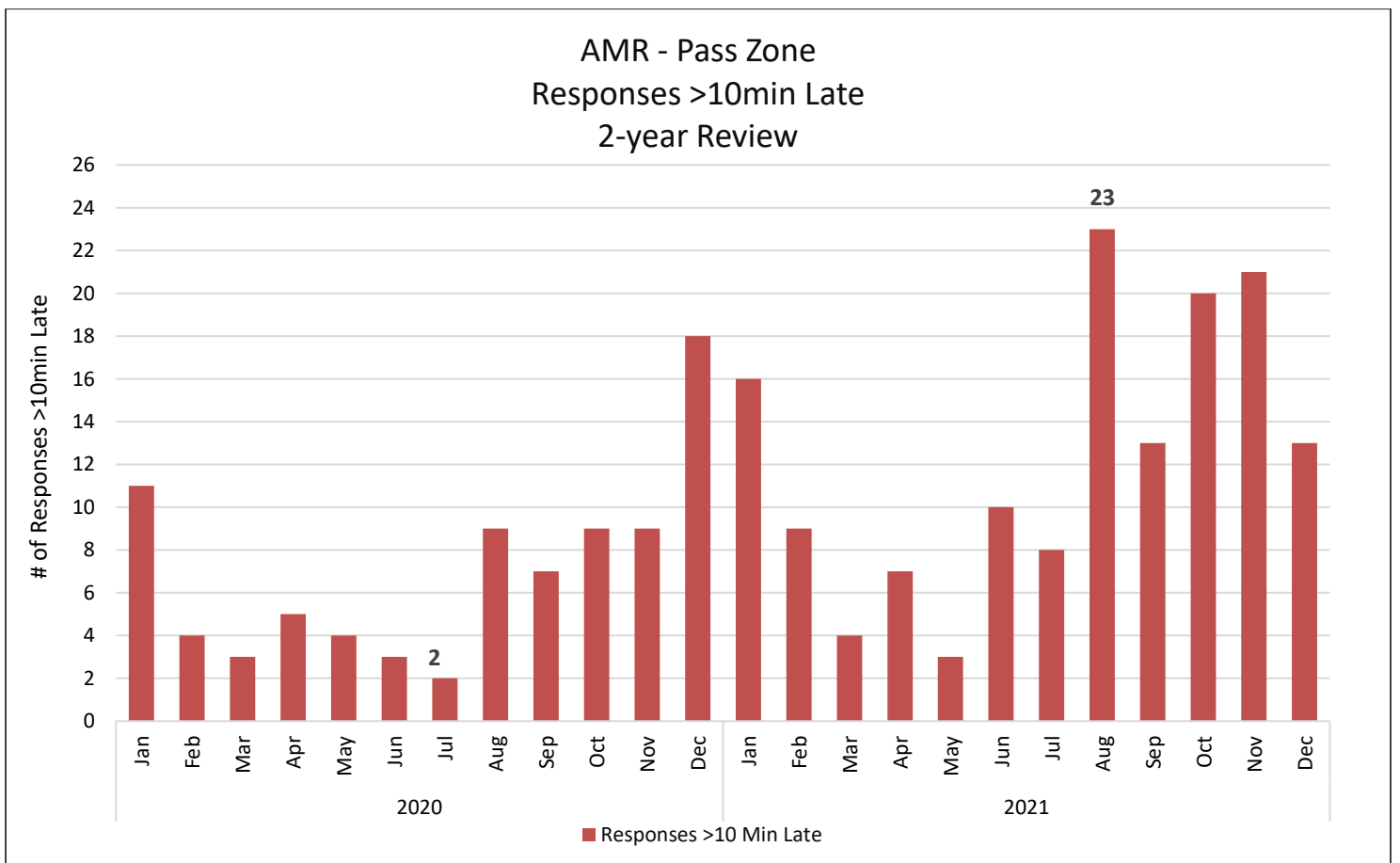
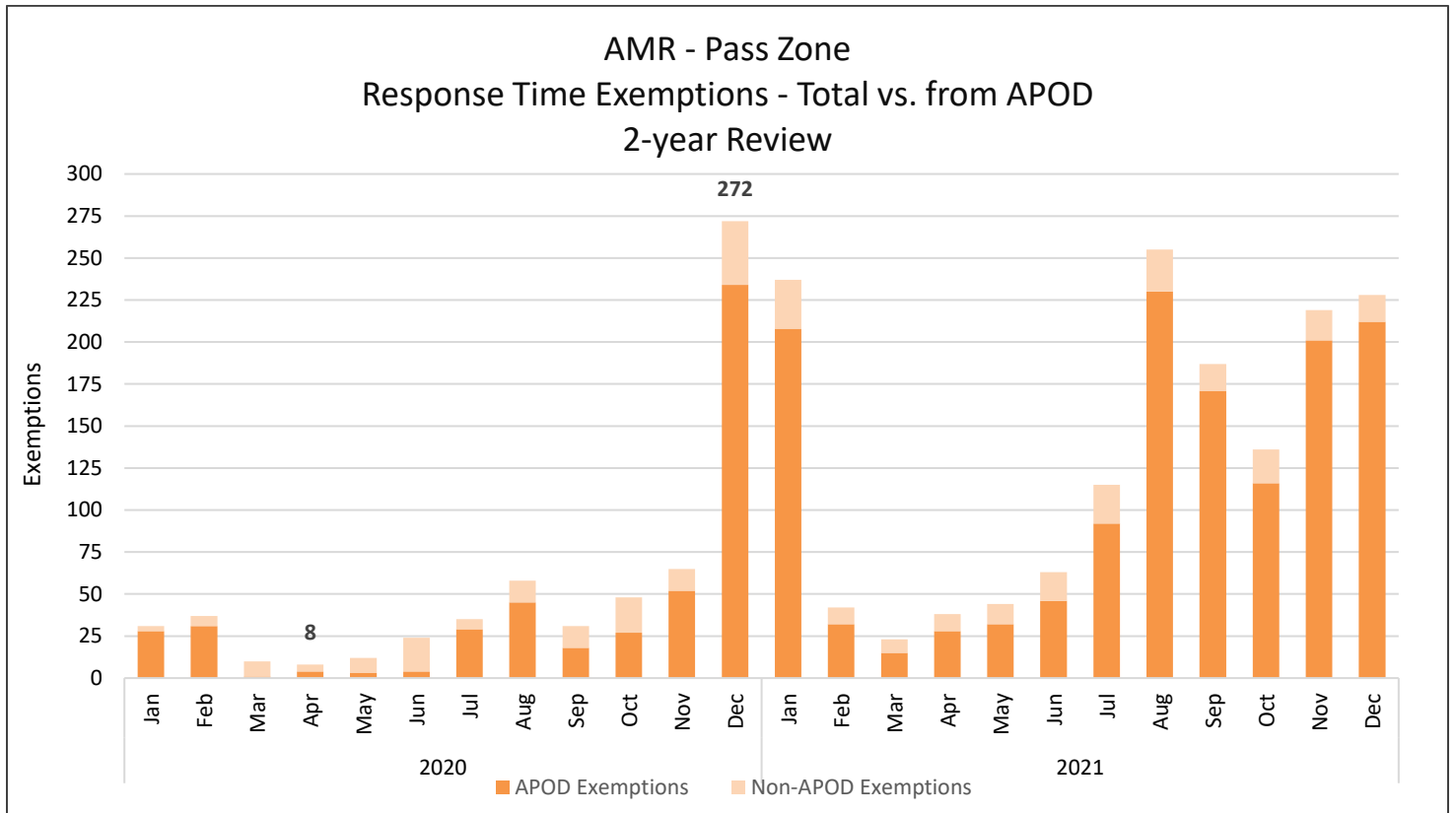


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

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

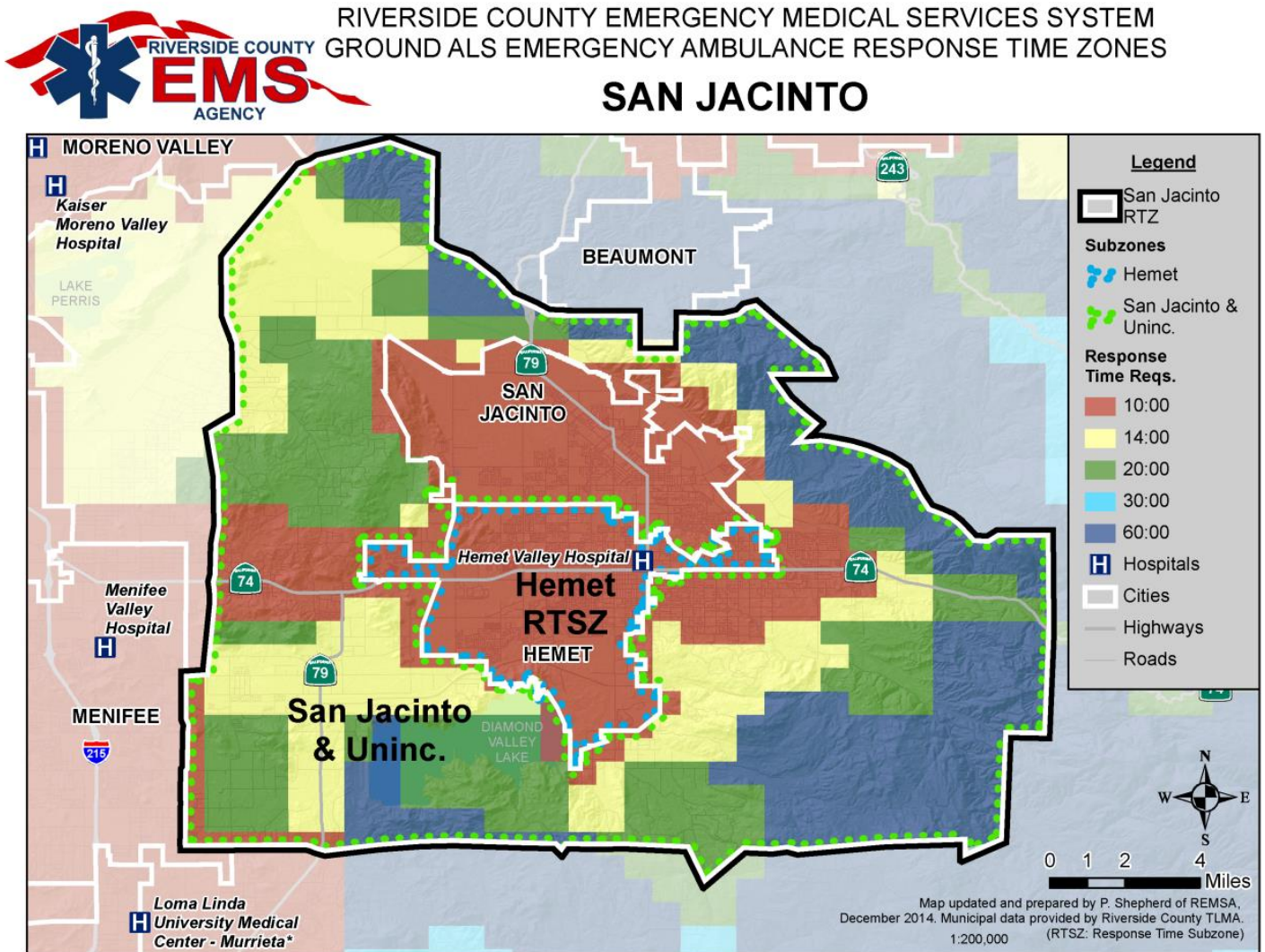


Pass Zone: Exemptions and Responses >10 Minutes Late

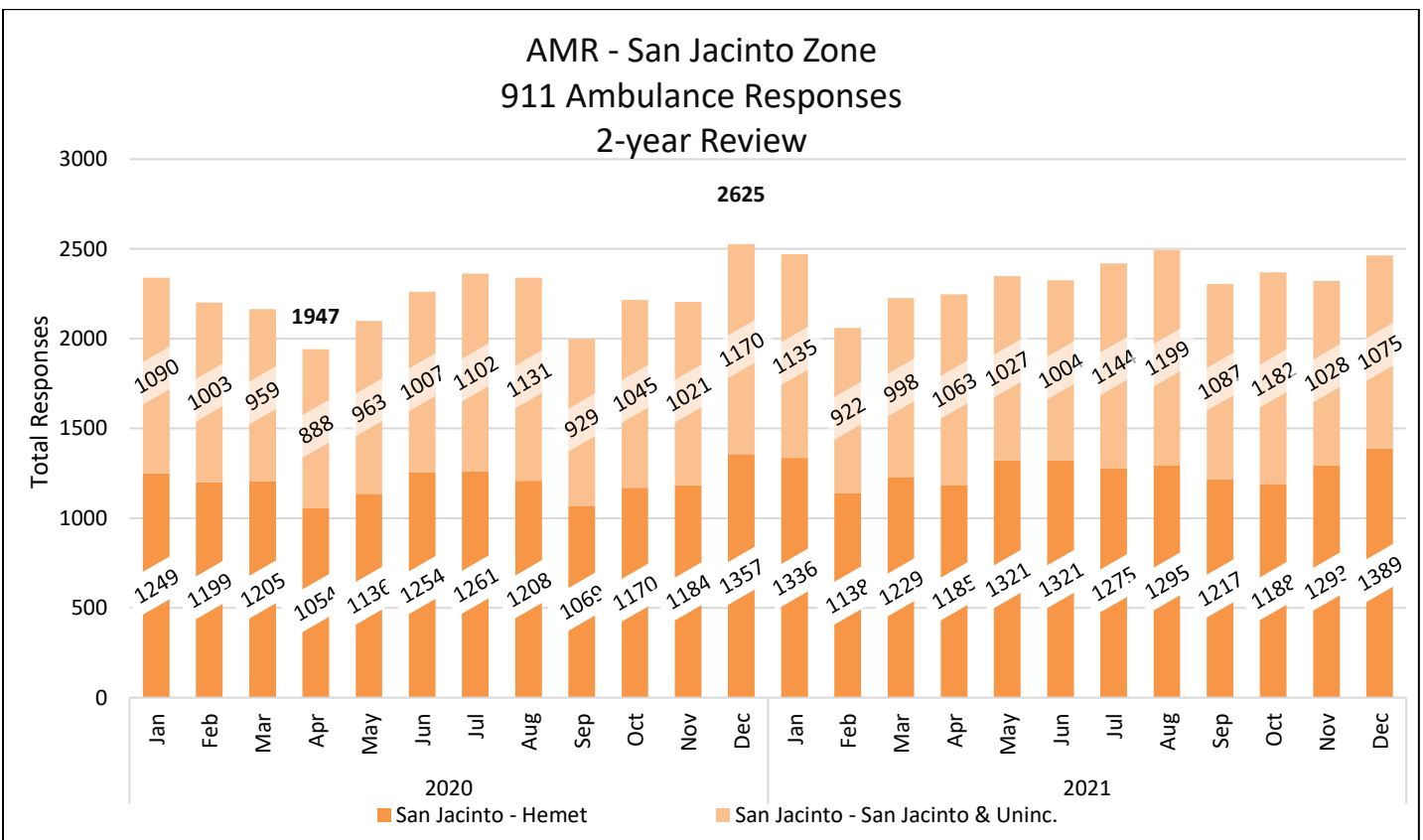
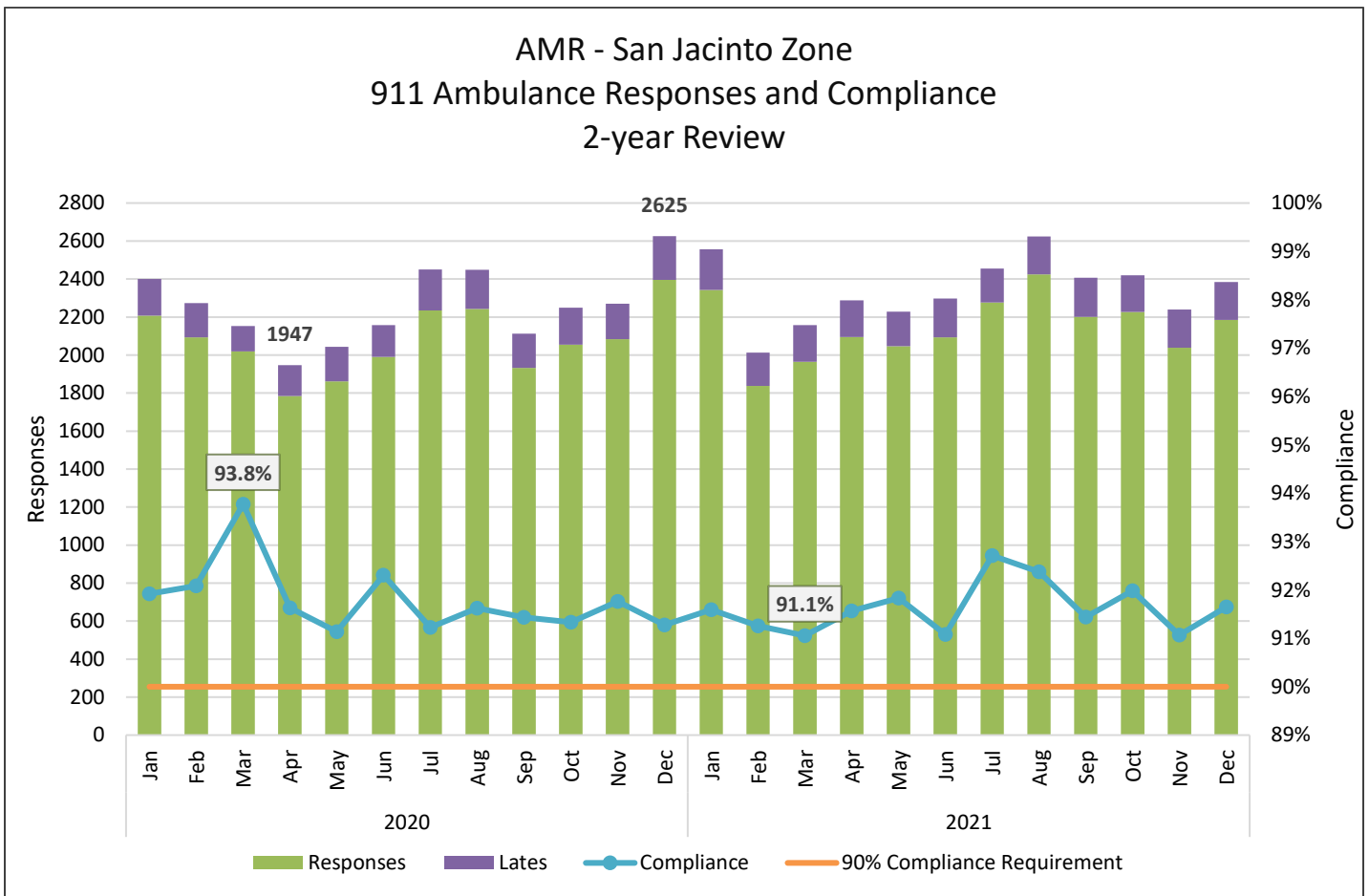


SAN JACINTO ZONE

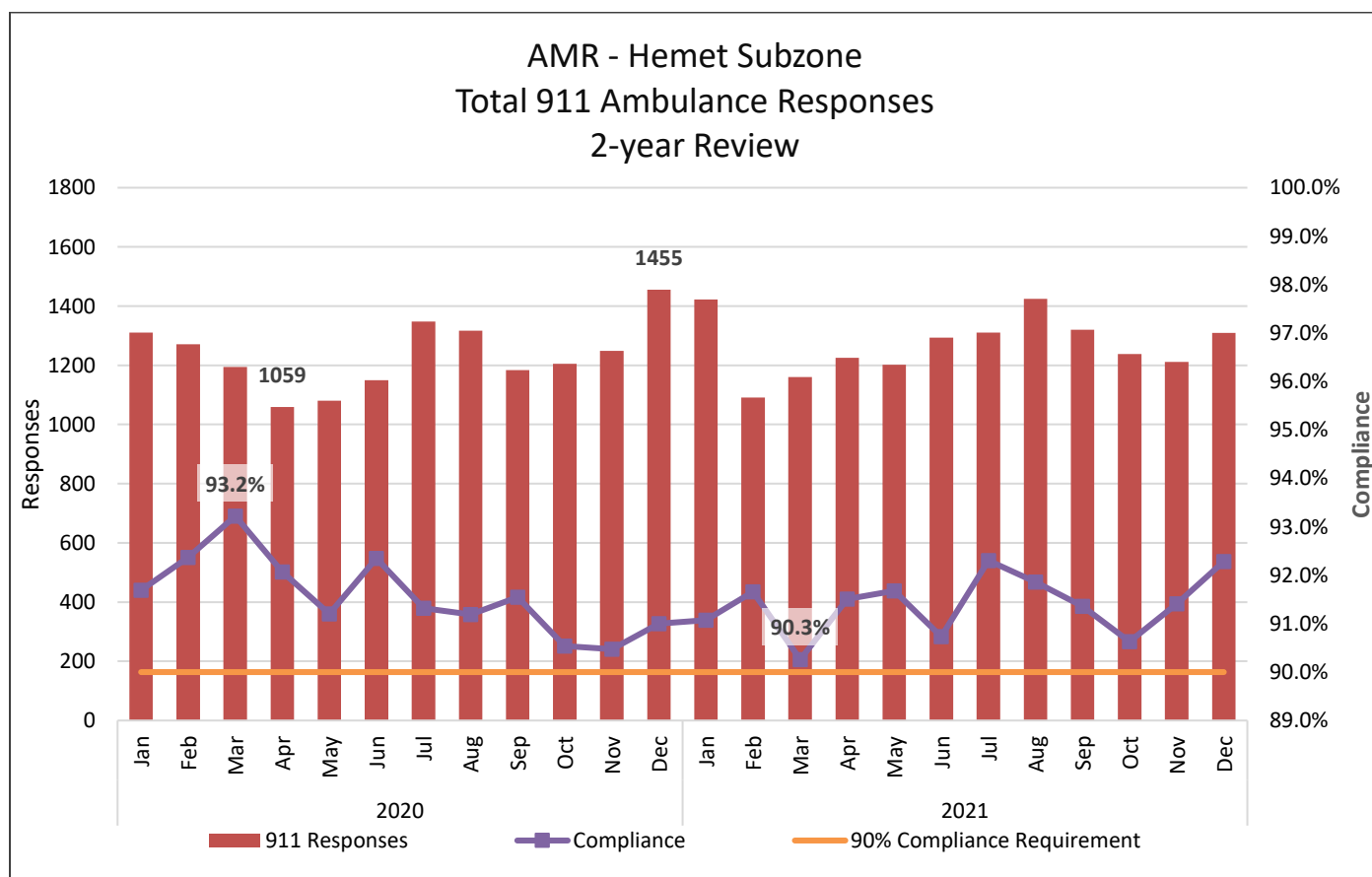
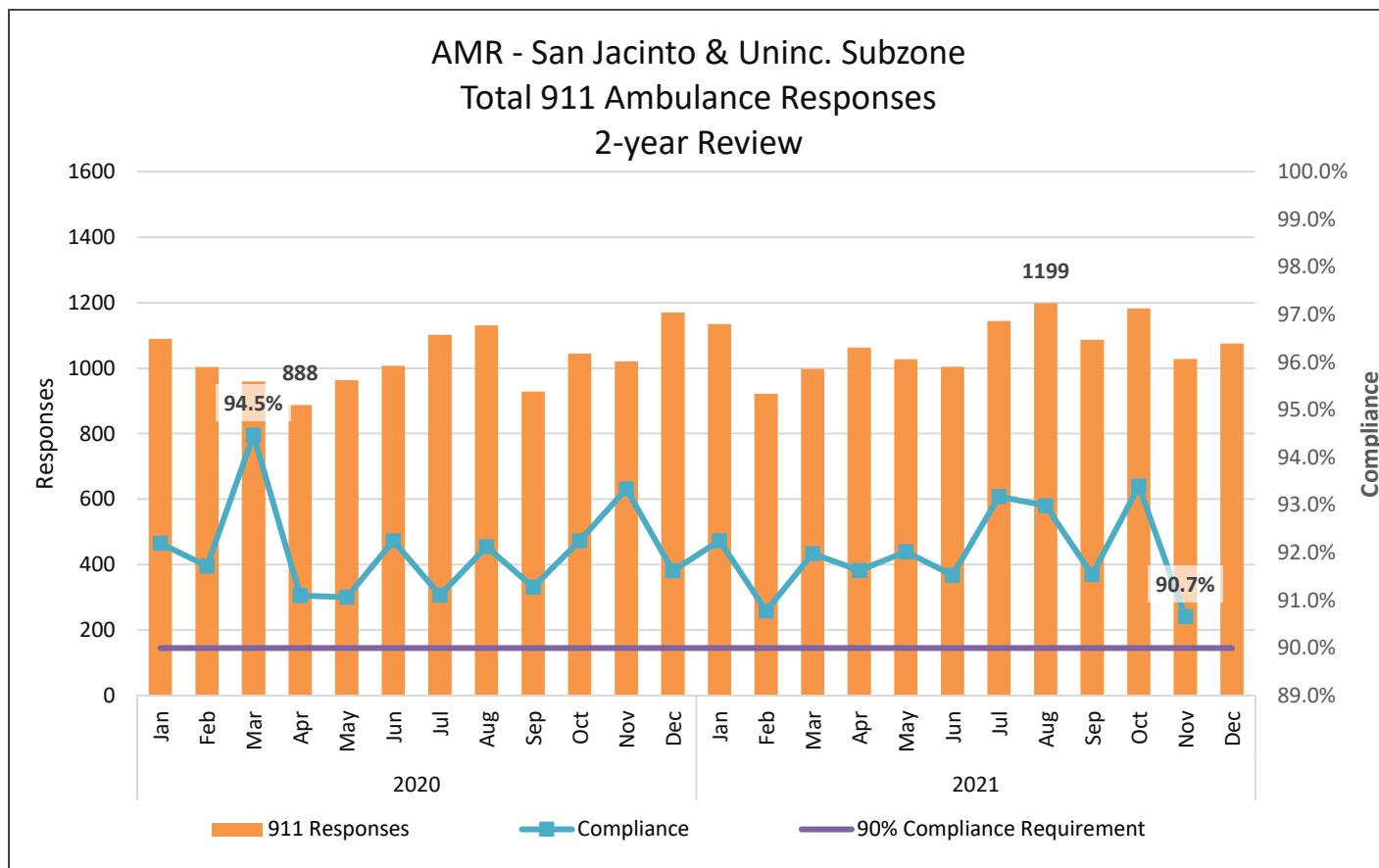
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences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



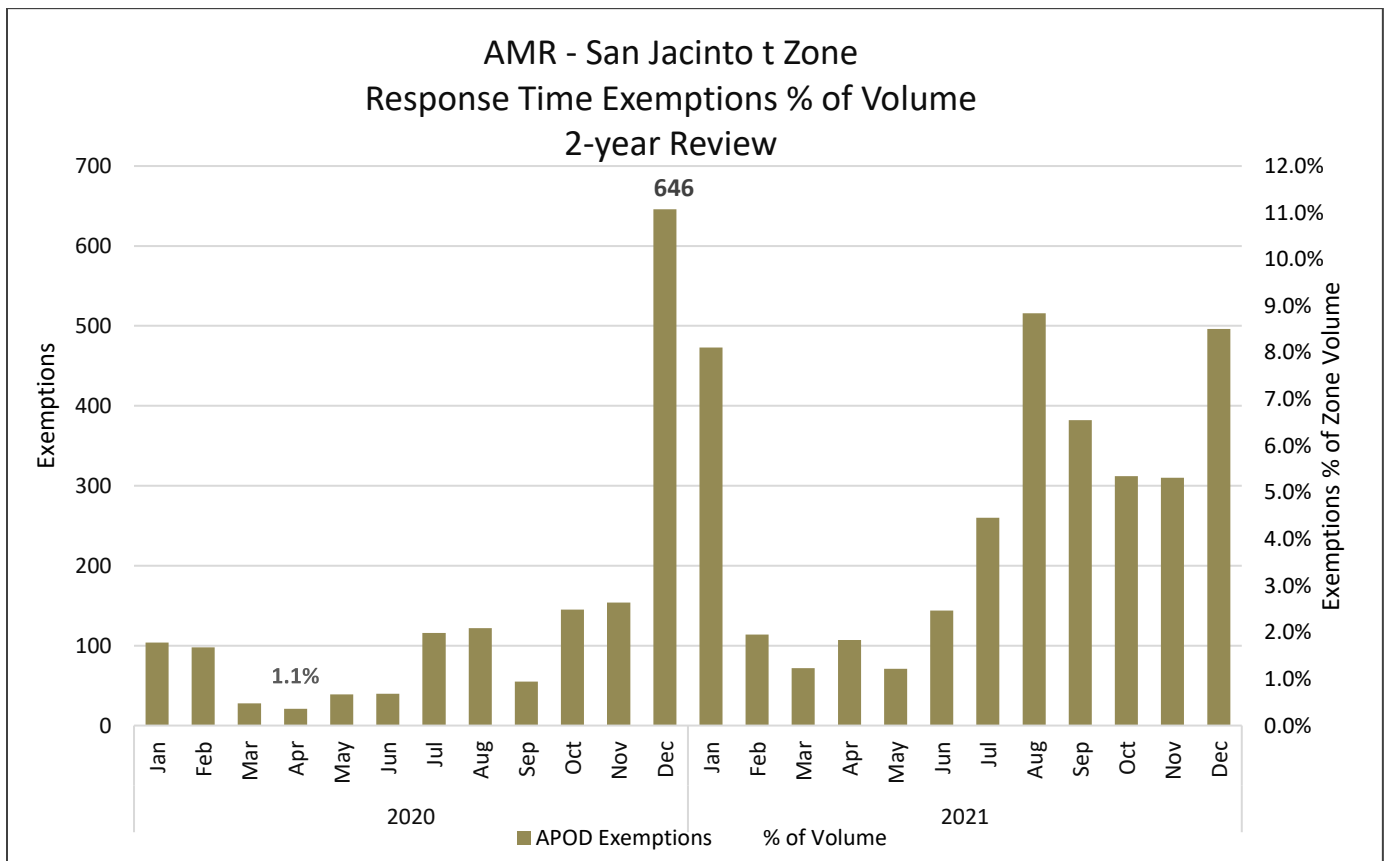
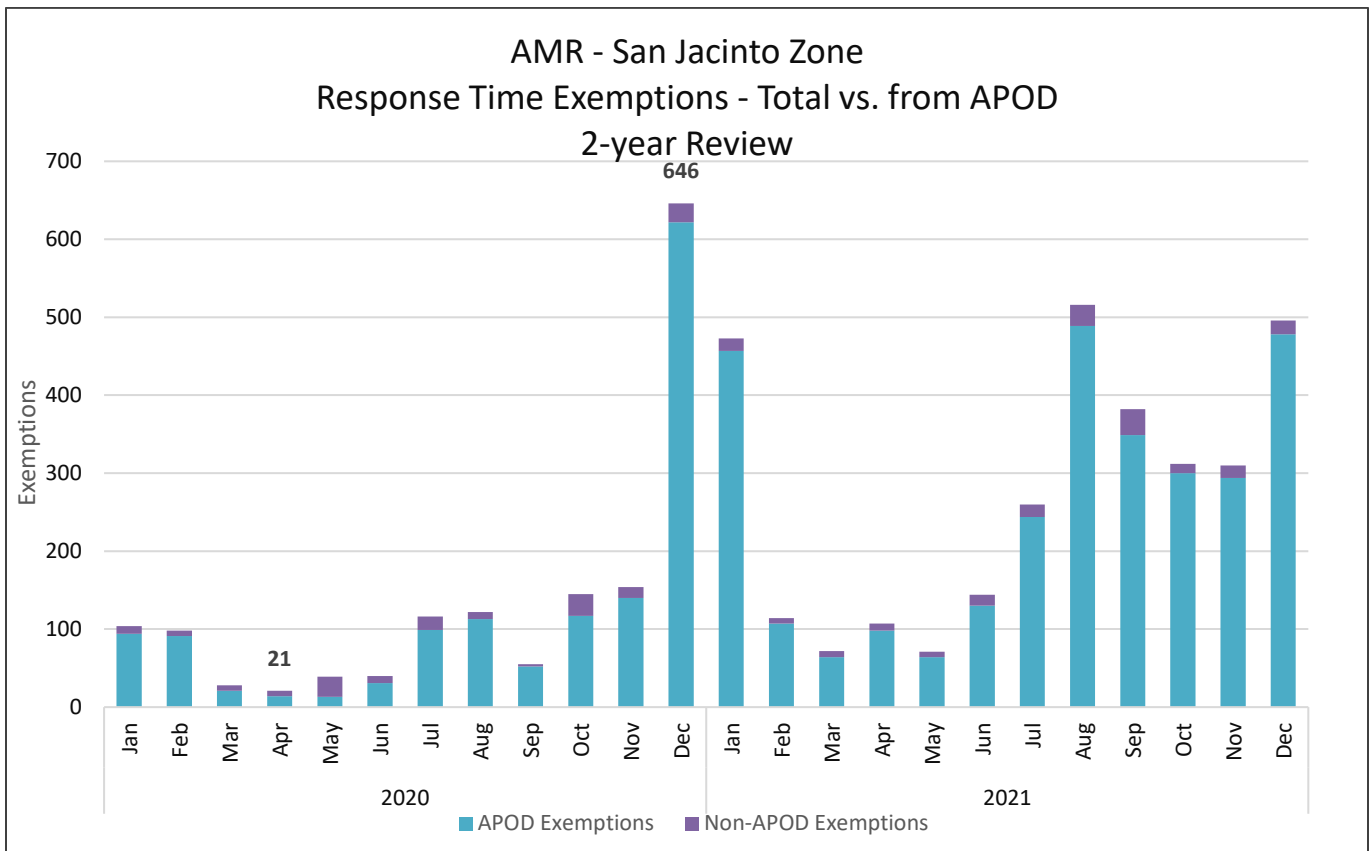
San Jacinto Zone: Subzone Response and Compliance Data



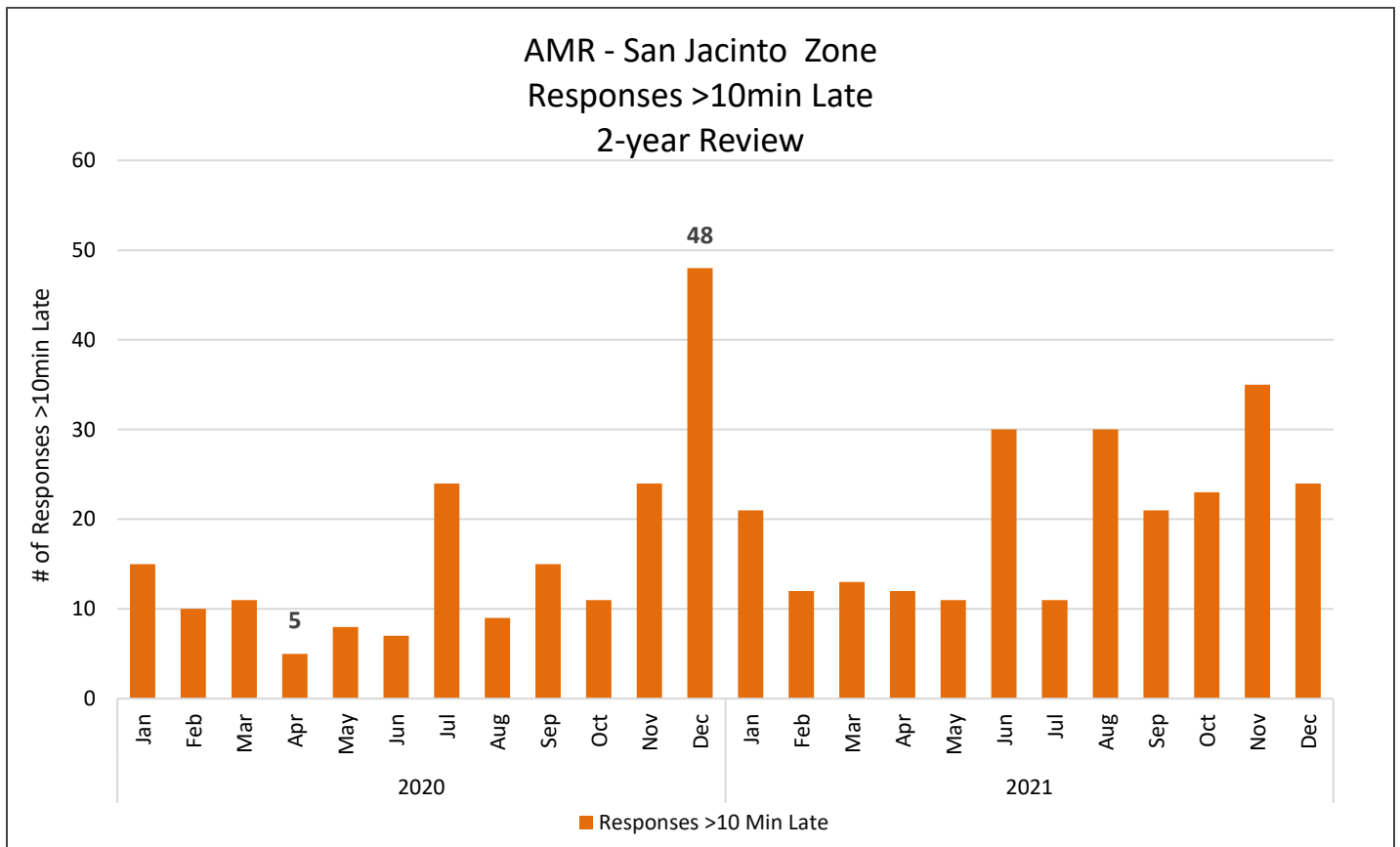
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



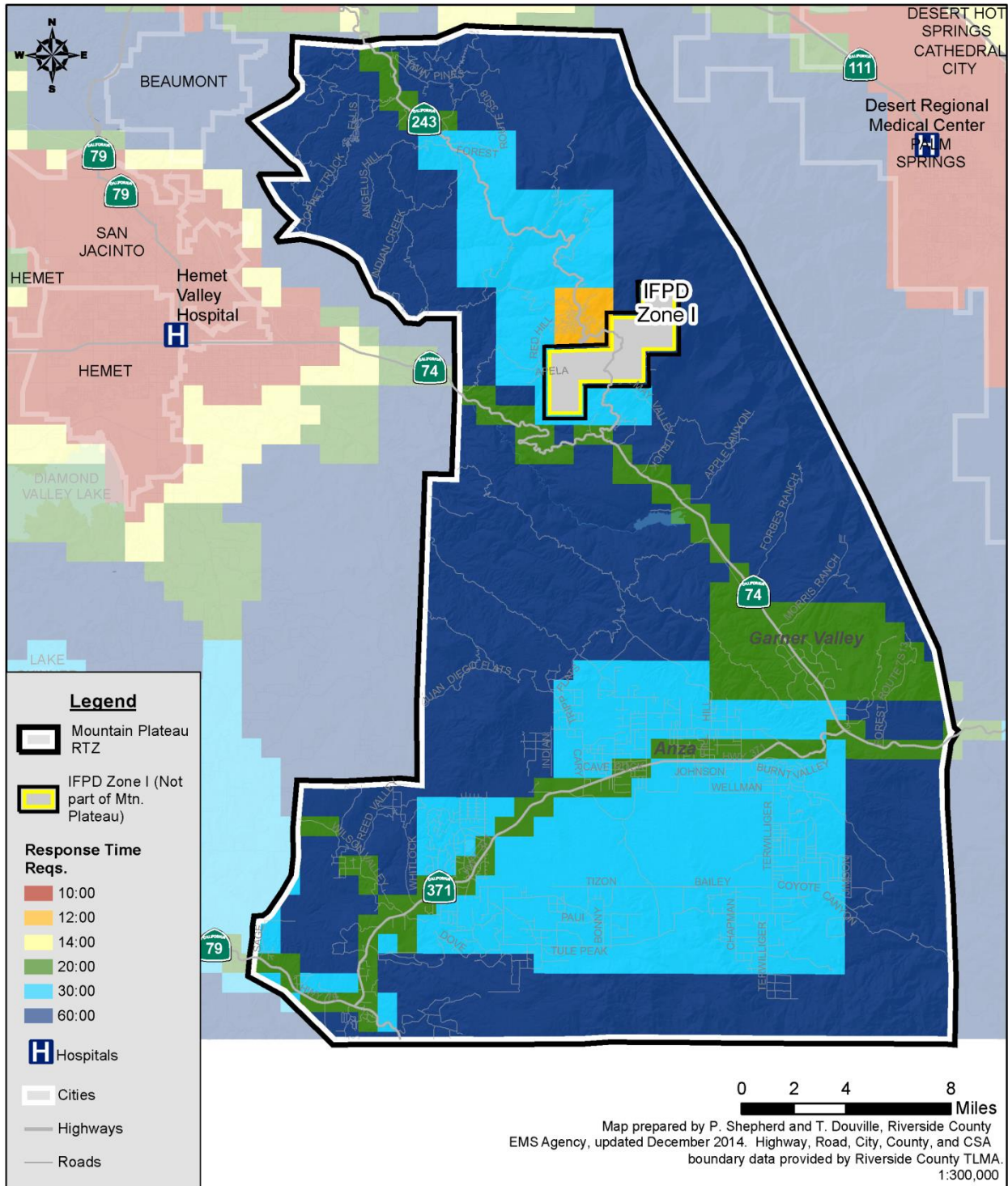
MOUNTAIN PLATEAU ZONE

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.

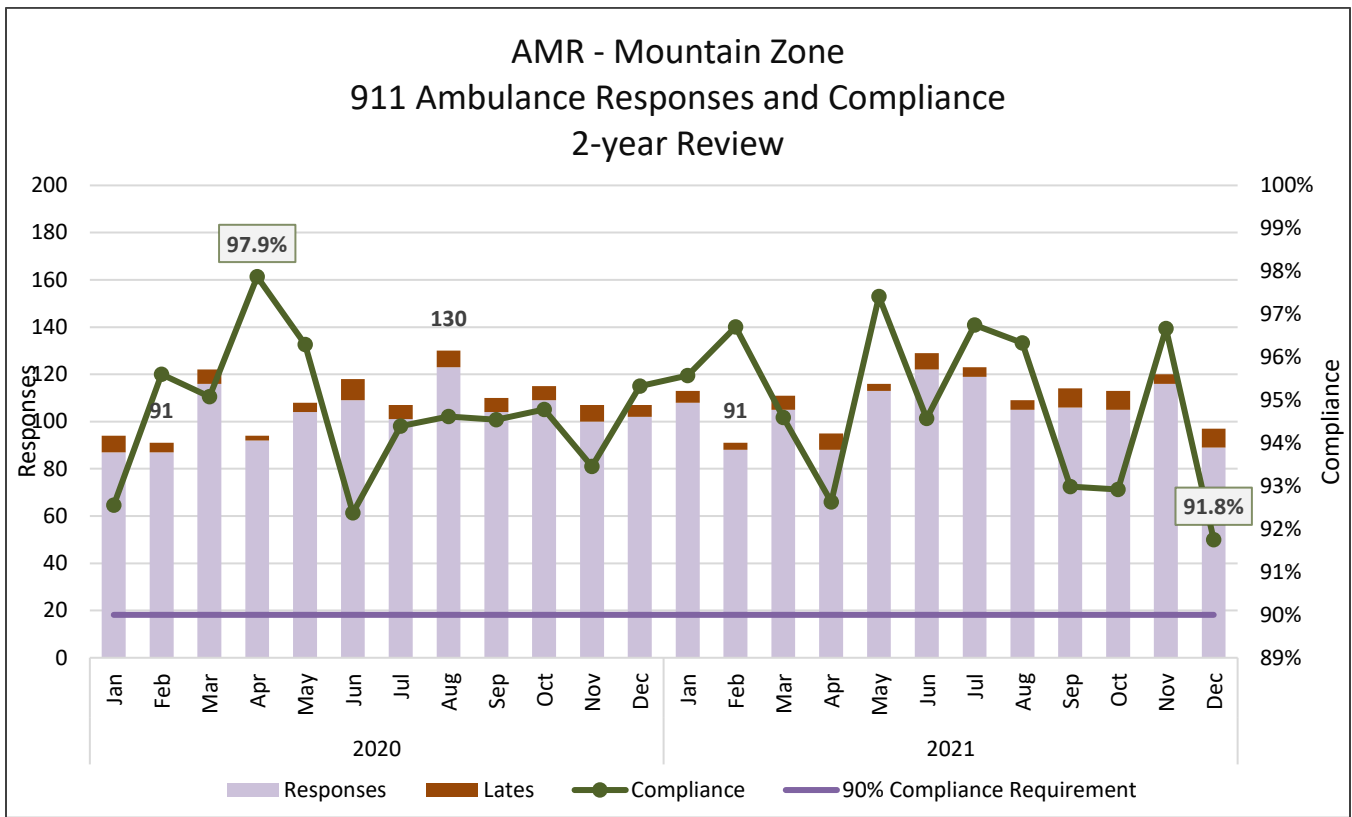
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



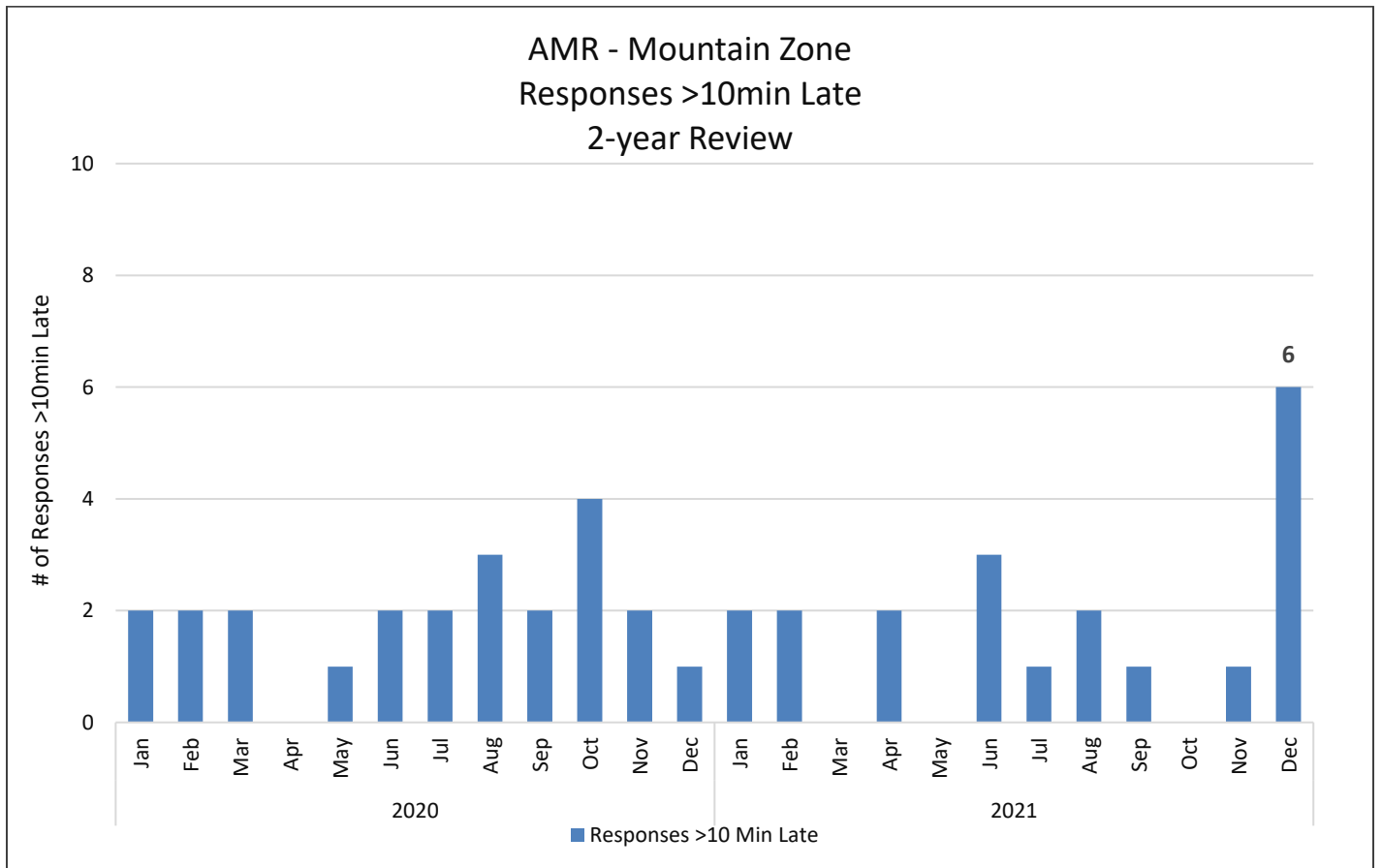
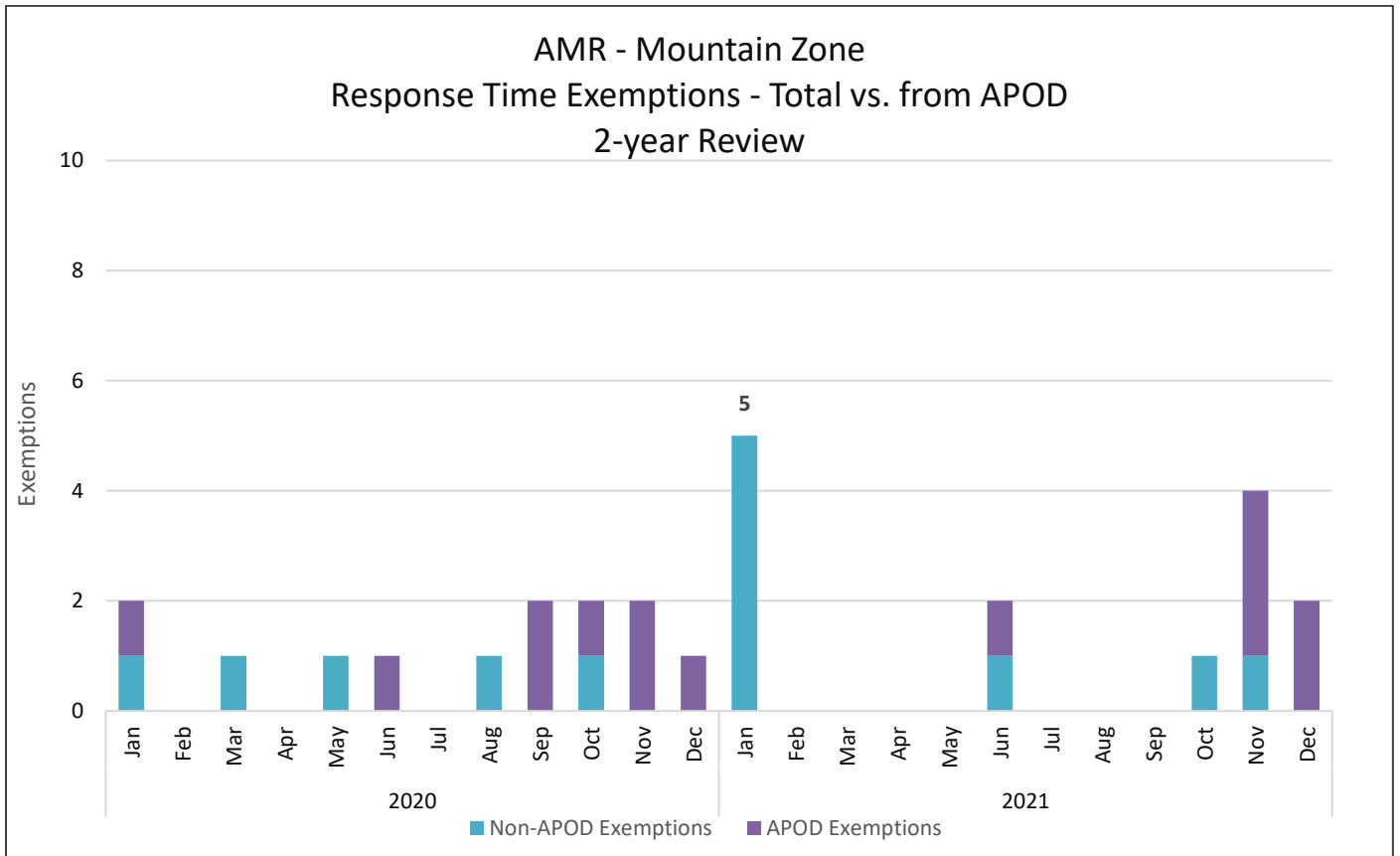
MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



JANUARY 2021 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MCS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.00%	\$0	2999	228	\$16,357.00	12	\$6,936.00	648	637				0	0	\$0.00	\$46,840.10
Northwest - Norco & Uninc. North	911	90.99%	\$0	1398	120	\$9,785.00	6	\$3,912.00	484	473				0	0	\$0.00	\$13,241.75
Northwest - Corona & Uninc. South	911	91.59%	\$0	1449	110	\$10,980.00	12	\$7,136.00	411	404				0	0	\$0.00	\$13,241.75
Northwest Total	911	91.65%	\$0	5846	458	\$37,122.00	30	\$17,984.00	1553	1514	15%	0%	\$46,840.10	0	0	\$0.00	\$46,840.10
Southwest - Temecula & Murrieta	911	91.01%	\$0	1569	137	\$10,116.00	4	\$2,608.00	469	453				0	0	\$0.00	\$18,866.90
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.84%	\$0	2452	188	\$16,589.00	12	\$7,432.00	860	794				0	0	\$0.00	\$18,866.90
Southwest Total	911	91.52%	\$0	4021	325	\$26,715.00	16	\$10,040.00	1319	1247	15%	0%	\$31,241.75	0	0	\$0.00	\$31,241.75
Central - Moreno Valley	911	92.70%	\$0	1590	107	\$10,316.00	9	\$6,320.00	348	327				0	0	\$0.00	\$18,866.90
Central - Perris & Uninc.	911	91.06%	\$0	1092	86	\$6,974.00	8	\$5,416.00	332	312				0	0	\$0.00	\$18,866.90
Central Total	911	92.05%	\$0	2682	193	\$17,290.00	17	\$11,736.00	680	639	35%	0%	\$18,866.90	0	0	\$0.00	\$18,866.90
San Jacinto - Hemet	911	91.07%	\$0	1422	118	\$10,277.00	9	\$4,832.00	271	271				0	0	\$0.00	\$24,965.35
San Jacinto - San Jacinto & Uninc.	911	92.25%	\$0	1135	76	\$6,926.00	12	\$7,336.00	202	186				0	0	\$0.00	\$24,965.35
San Jacinto Total	911	91.59%	\$0	2557	194	\$17,203.00	21	\$12,168.00	473	457	15%	0%	\$24,965.35	0	0	\$0.00	\$24,965.35
Desert - Palm Springs & DHS	911	90.90%	\$0	1165	97	\$9,317.00	9	\$5,424.00	42	30				0	0	\$0.00	\$24,372.90
Desert - La Quinta, Coachella & Uninc.	911	92.07%	\$0	1336	94	\$6,797.00	12	\$7,136.00	37	24				0	0	\$0.00	\$24,372.90
Desert Total	911	91.52%	\$0	2501	191	\$16,114.00	21	\$12,560.00	79	54	15%	0%	\$24,372.90	0	0	\$0.00	\$24,372.90
Palo Verde - Palo Verde	911	93.95%	\$0	215	6	\$350.00	7	\$10,008.00	2	2				0	0	\$0.00	\$5,179.00
Palo Verde Total	911	93.95%	\$0	215	6	\$350.00	7	\$10,008.00	2	2	50%	0%	\$5,179.00	0	0	\$0.00	\$5,179.00
Pass - Pass	911	91.86%	\$0	1167	79	\$6,841.00	16	\$9,448.00	237	208				0	0	\$0.00	\$13,845.65
Pass Total	911	91.86%	\$0	1167	79	\$6,841.00	16	\$9,448.00	237	208	15%	0%	\$13,845.65	0	0	\$0.00	\$13,845.65
Mountain Plateau - Mountain	911	95.59%	\$0	113	3	\$733.00	2	\$1,304.00	5	0				0	0	\$0.00	\$1,304.00
Mountain Plateau Total	911	95.59%	\$0	113	3	\$733.00	2	\$1,304.00	5	0	100%	0%	\$1,304.00	0	0	\$0.00	\$1,304.00
CountyWide Total	911	91.72%	\$0	19062	1449	\$122,868.00	130	\$85,248.00	4948	4121	0%	0%	\$166,615.65	0	0	\$0.00	\$166,615.65

MARCH 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses ≤ 10 Min	Late Responses ≤ 10 Min 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	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	90.40%	\$0	2625	244	\$14,388.00	8	\$5,024.00	252	235	223				0	\$0.00	0	\$0.00	\$14,524.00
Northwest - Norco & Uninc. North	911	90.32%	\$0	1157	107	\$6,657.00	5	\$2,816.00	112	182	146				0	\$0.00	0	\$0.00	\$14,524.00
Northwest - Corona & Uninc. South	911	90.53%	\$0	1204	105	\$7,806.00	9	\$4,832.00	114	144	126				0	\$0.00	0	\$0.00	\$14,524.00
Northwest Total			\$0	4986	456	\$28,652.00	22	\$12,672.00	478	561	495	0%	0%	\$41,524.00	0	\$0.00	0	\$0.00	\$41,524.00
Southwest - Temecula & Murrieta	911	90.23%	\$0	1392	134	\$6,543.00	2	\$1,304.00	136	206	193				0	\$0.00	0	\$0.00	\$21,879.00
Southwest - LE Menif, Wild, CL & Uninc.	911	90.81%	\$0	2089	186	\$11,088.00	6	\$3,024.00	192	290	254				0	\$0.00	0	\$0.00	\$21,879.00
Southwest Total			\$0	3481	320	\$17,551.00	8	\$4,328.00	328	496	447	0%	0%	\$21,879.00	0	\$0.00	0	\$0.00	\$21,879.00
Central - Moreno Valley	911	91.23%	\$0	1322	113	\$4,996.00	3	\$1,808.00	116	83	73				0	\$0.00	0	\$0.00	\$14,446.00
Central - Perris & Uninc.	911	90.53%	\$0	940	85	\$5,140.00	4	\$2,512.00	89	148	133				0	\$0.00	0	\$0.00	\$14,446.00
Central Total			\$0	2262	198	\$10,126.00	7	\$4,320.00	205	231	206	0%	0%	\$14,446.00	0	\$0.00	0	\$0.00	\$14,446.00
San Jacinto - Hemet	911	90.26%	\$0	1160	106	\$6,626.00	7	\$4,024.00	113	41	40				0	\$0.00	0	\$0.00	\$14,365.85
San Jacinto - San Jacinto & Uninc.	911	91.98%	\$0	998	74	\$3,031.00	6	\$3,320.00	80	31	24				0	\$0.00	0	\$0.00	\$14,365.85
San Jacinto Total			\$0	2158	180	\$9,557.00	13	\$7,344.00	193	72	64	15%	0%	\$14,365.85	0	\$0.00	0	\$0.00	\$14,365.85
Desert - Palm Springs & DHS	911	90.46%	\$0	1080	97	\$6,159.00	7	\$4,024.00	104	25	8				0	\$0.00	0	\$0.00	\$19,779.00
Desert - La Quinta, Coachella & Uninc.	911	91.21%	\$0	1229	101	\$5,276.00	7	\$4,320.00	108	11	2				0	\$0.00	0	\$0.00	\$19,779.00
Desert Total			\$0	2319	198	\$11,435.00	14	\$8,344.00	212	36	10	0%	0%	\$19,779.00	0	\$0.00	0	\$0.00	\$19,779.00
Palo Verde - Palo Verde	911	94.87%	\$0	156	7	\$140.00	1	\$504.00	8	1	0				0	\$0.00	0	\$0.00	\$161.00
Palo Verde Total			\$0	156	7	\$140.00	1	\$504.00	8	1	0	75%	0%	\$161.00	0	\$0.00	0	\$0.00	\$161.00
Pass - Pass	911	92.03%	\$0	966	73	\$4,487.00	4	\$2,312.00	77	23	15				0	\$0.00	0	\$0.00	\$4,419.35
Pass Total			\$0	966	73	\$4,487.00	4	\$2,312.00	77	23	15	35%	0%	\$4,419.35	0	\$0.00	0	\$0.00	\$4,419.35
Mountain Plateau - Mountain	911	94.59%	\$0	111	6	\$180.00	0	\$0.00	6	0	0				0	\$0.00	0	\$0.00	\$45.00
Mountain Plateau Total			\$0	111	6	\$180.00	0	\$0.00	6	0	0	75%	0%	\$45.00	0	\$0.00	0	\$0.00	\$45.00
CountyWide Total	911	90.83%	\$0	16439	1438	\$82,328.00	69	\$39,824.00	1507	1420	1237	0%	0%	\$116,619.20	0	\$0.00	0	\$0.00	\$116,619.20

APRIL 2021 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min 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	91.89%		2775	221	\$10,872.00	4	\$2,312.00	225	283	276			0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.64%		1111	101	\$6,433.00	3	\$1,808.00	104	218	204			0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.89%		1273	106	\$8,463.00	10	\$5,928.00	116	173	164			0	\$0.00	0	\$0.00	
Northwest Total	911	91.37%	\$0	5159	428	\$25,768.00	17	\$10,048.00	445	674	644	15%	\$30,435.10	0	\$0.00	0	\$0.00	\$30,435.10
Southwest - Teneo & Murrieta	911	91.08%		1372	119	\$8,274.00	2	\$1,008.00	121	218	210			0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.78%		2116	167	\$10,312.00	7	\$5,424.00	174	309	290			0	\$0.00	0	\$0.00	
Southwest Total	911	91.54%	\$0	3488	286	\$18,586.00	9	\$6,432.00	295	527	500	15%	\$21,265.30	0	\$0.00	0	\$0.00	\$21,265.30
Central - Moreno Valley	911	91.30%		1368	117	\$5,537.00	2	\$1,600.00	119	151	134			0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.04%		949	81	\$5,117.00	4	\$2,512.00	85	162	143			0	\$0.00	0	\$0.00	
Central Total	911	91.20%	\$0	2317	198	\$10,654.00	6	\$4,112.00	204	313	277	15%	\$12,551.10	0	\$0.00	0	\$0.00	\$12,551.10
San Jacinto - Hemet	911	91.51%		1225	95	\$7,192.00	9	\$5,624.00	104	61	59			0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.63%		1063	86	\$5,869.00	3	\$1,808.00	89	46	39			0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.56%	\$0	2288	181	\$13,061.00	12	\$7,432.00	193	107	98	15%	\$17,419.05	0	\$0.00	0	\$0.00	\$17,419.05
Desert - Palm Springs & DHS	911	90.95%		1194	102	\$7,250.00	6	\$3,320.00	108	35	10			0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.44%		1185	97	\$4,168.00	8	\$4,624.00	105	38	6			0	\$0.00	0	\$0.00	
Desert Total	911	91.05%	\$0	2379	199	\$11,418.00	14	\$7,944.00	213	73	16	15%	\$16,457.70	0	\$0.00	0	\$0.00	\$16,457.70
Palo Verde - Palo Verde	911	94.44%		180	9	\$1,241.00	1	\$1,000.00	10	0	0			0	\$0.00	0	\$0.00	
Palo Verde Total	911	94.44%	\$0	180	9	\$1,241.00	1	\$1,000.00	10	0	0	75%	\$560.25	0	\$0.00	0	\$0.00	\$560.25
Pass - Pass	911	91.55%		1042	81	\$6,411.00	7	\$5,016.00	88	38	28			0	\$0.00	0	\$0.00	
Pass Total	911	91.55%	\$0	1042	81	\$6,411.00	7	\$5,016.00	88	38	28	15%	\$10,562.95	0	\$0.00	0	\$0.00	\$10,562.95
Mountain Plateau - Mountain	911	92.63%		95	5	\$325.00	2	\$1,504.00	7	0	0			0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	92.63%	\$0	95	5	\$325.00	2	\$1,504.00	7	0	0	35%	\$1,188.85	0	\$0.00	0	\$0.00	\$1,188.85
CountyWide Total	911	91.41%	\$0	16948	1387	\$87,454.00	68	\$44,488.00	1455	1732	1563	0%	\$110,440.30	0	\$0.00	0	\$0.00	\$110,440.30

MAY 2021 COMPLIANCE REPORT

Response Time Assessment																				
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min 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	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	91.58%	\$0	2874	235	\$12,628.00	7	\$4,320.00	242	350	345	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Northwest - Norco & Uninc. North	911	91.45%	\$0	1240	102	\$6,790.00	4	\$2,512.00	106	262	226	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.59%	\$0	1249	99	\$8,835.00	6	\$3,320.00	105	194	182	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Northwest Total	911	91.55%	\$0	5363	436	\$29,253.00	17	\$10,152.00	453	796	753	0	15%	\$32,644.25	0	\$0.00	0	\$0.00	\$0.00	\$32,644.25
Southwest - Temecula & Murrieta	911	90.68%	\$0	1416	127	\$6,162.00	5	\$3,408.00	132	299	291	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Southwest - I.E. Menif, Wild, CL & Uninc.	911	92.21%	\$0	2375	179	\$11,993.00	6	\$3,320.00	185	444	409	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Southwest Total	911	91.64%	\$0	3791	306	\$18,175.00	11	\$6,728.00	317	743	700	0	15%	\$21,167.55	0	\$0.00	0	\$0.00	\$0.00	\$21,167.55
Central - Moreno Valley	911	92.22%	\$0	1452	111	\$4,475.00	2	\$1,008.00	113	179	166	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.84%	\$0	882	70	\$4,206.00	2	\$1,008.00	72	137	128	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Central Total	911	92.07%	\$0	2334	181	\$8,681.00	4	\$2,016.00	185	316	294	0	35%	\$6,953.05	0	\$0.00	0	\$0.00	\$0.00	\$6,953.05
San Jacinto - Hemet	911	91.68%	\$0	1202	97	\$6,488.00	3	\$1,808.00	100	35	35	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	92.02%	\$0	1027	74	\$4,038.00	8	\$6,224.00	82	36	29	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
San Jacinto Total	911	91.83%	\$0	2229	171	\$10,526.00	11	\$8,032.00	182	71	64	0	15%	\$15,774.30	0	\$0.00	0	\$0.00	\$0.00	\$15,774.30
Desert - Palm Springs & DHS	911	91.31%	\$0	1254	102	\$5,788.00	7	\$4,416.00	109	50	10	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.28%	\$0	1321	96	\$5,212.00	6	\$4,312.00	102	55	14	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Desert Total	911	91.81%	\$0	2575	198	\$11,000.00	13	\$8,728.00	211	105	24	0	15%	\$16,768.00	0	\$0.00	0	\$0.00	\$0.00	\$16,768.00
Palo Verde - Palo Verde	911	94.52%	\$0	219	5	\$1,035.00	7	\$6,712.00	12	0	0	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Palo Verde Total	911	94.52%	\$0	219	5	\$1,035.00	7	\$6,712.00	12	0	0	0	75%	\$1,936.75	0	\$0.00	0	\$0.00	\$0.00	\$1,936.75
Pass - Pass	911	92.90%	\$0	1042	71	\$3,602.00	3	\$2,304.00	74	44	32	0	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Pass Total	911	92.90%	\$0	1042	71	\$3,602.00	3	\$2,304.00	74	44	32	0	35%	\$3,838.90	0	\$0.00	0	\$0.00	\$0.00	\$3,838.90
Mountain Plateau - Mountain	911	97.41%	\$0	116	3	\$458.00	0	\$0.00	3	0	0	0	100%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
Mountain Plateau Total	911	97.41%	\$0	116	3	\$458.00	0	\$0.00	3	0	0	0	100%	\$0.00	0	\$0.00	0	\$0.00	\$0.00	\$0.00
CountyWide Total	911	91.87%	\$0	17669	1371	\$91,730.00	66	\$44,672.00	1437	2075	1867	0	0%	\$99,083.60	0	\$0.00	0	\$0.00	\$0.00	\$99,083.60

JUNE 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses < 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	90.67%	\$0	2904	262	\$18,683.00	9	\$6,616.00	271	404	395				0	\$0.00	0	\$0.00	\$43,716.55
Northwest - Norco & Uninc. North	911	91.72%	\$0	1305	100	\$6,222.00	8	\$4,824.00	108	337	312				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.51%	\$0	1284	100	\$9,170.00	9	\$5,328.00	109	234	225				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	311	91.12%	\$0	5493	462	\$34,075.00	26	\$16,768.00	488	975	912	15%	0%	\$43,716.55	0	\$0.00	0	\$0.00	\$43,716.55
Southwest - Temecula & Murietta	911	91.14%	\$0	1479	126	\$8,507.00	5	\$2,520.00	131	324	308				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.09%	\$0	2289	193	\$14,463.00	11	\$6,832.00	204	506	467				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	311	91.11%	\$0	3768	319	\$22,970.00	16	\$9,352.00	335	830	775	15%	0%	\$27,473.70	0	\$0.00	0	\$0.00	\$27,473.70
Central - Moreno Valley	911	91.29%	\$0	1400	110	\$7,553.00	12	\$8,536.00	122	195	180				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.42%	\$0	967	75	\$6,971.00	8	\$4,624.00	83	172	156				0	\$0.00	0	\$0.00	\$0.00
Central Total	311	91.34%	\$0	2367	185	\$13,524.00	20	\$13,160.00	205	367	336	15%	0%	\$22,814.40	0	\$0.00	0	\$0.00	\$22,814.40
San Jacinto - Hemet	911	90.73%	\$0	1294	108	\$7,441.00	12	\$7,136.00	120	66	65				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.53%	\$0	1004	67	\$4,190.00	18	\$11,344.00	85	79	65				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	311	91.08%	\$0	2298	175	\$11,631.00	30	\$18,400.00	205	144	130	15%	0%	\$25,594.35	0	\$0.00	0	\$0.00	\$25,594.35
Desert - Palm Springs & DHS	911	90.03%	\$0	1173	111	\$7,982.00	6	\$3,520.00	117	19	9				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.28%	\$0	1321	98	\$5,496.00	4	\$2,688.00	102	14	7				0	\$0.00	0	\$0.00	\$0.00
Desert Total	311	91.22%	\$0	2494	209	\$13,488.00	10	\$6,228.00	219	33	16	15%	0%	\$16,673.60	0	\$0.00	0	\$0.00	\$16,673.60
Palo Verde - Palo Verde	911	95.98%	\$0	224	6	\$532.00	3	\$3,408.00	9	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	311	95.98%	\$0	224	6	\$532.00	3	\$3,408.00	9	0	0	100%	0%	\$3,408.00	0	\$0.00	0	\$0.00	\$3,408.00
Pass - Pass	911	91.24%	\$0	1073	84	\$6,783.00	10	\$6,224.00	94	63	46				0	\$0.00	0	\$0.00	\$0.00
Pass Total	311	91.24%	\$0	1073	84	\$6,783.00	10	\$6,224.00	94	63	46	15%	0%	\$11,055.95	0	\$0.00	0	\$0.00	\$11,055.95
Mountain Plateau - Mountain	911	94.57%	\$0	129	4	\$405.00	3	\$2,104.00	7	2	1				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	311	94.57%	\$0	129	4	\$405.00	3	\$2,104.00	7	2	1	75%	0%	\$627.25	0	\$0.00	0	\$0.00	\$627.25
CountyWide Total	911	91.25%	\$0	17846	1444	\$103,408.00	118	\$75,624.00	1652	2414	2236	0%	0%	\$150,730.80	0	\$0.00	0	\$0.00	\$150,730.80

JULY 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses < 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.31%		2990	212	\$13,624.00	18	\$9,960.00	230	540	521				0	\$0.00	0	\$0.00	
Northwest - Norco & Umic. North	911	92.38%		1365	95	\$7,411.00	9	\$8,312.00	104	407	378				0	\$0.00	0	\$0.00	
Northwest - Corona & Umic. South	911	93.83%		1382	75	\$5,642.00	9	\$6,120.00	84	246	238				0	\$0.00	0	\$0.00	
Northwest Total	911	92.69%	\$0	5717	382	\$26,677.00	36	\$24,920.00	418	1193	1137	35%	0%	\$33,194.85	0	\$0.00	0	\$0.00	\$33,194.85
Southwest - Temecula & Murrieta	911	92.30%		1533	112	\$5,435.00	6	\$3,320.00	118	385	372				0	\$0.00	0	\$0.00	
Southwest - LE, Meint, Wild, CL & Umic.	911	94.14%		2524	143	\$11,389.00	5	\$2,816.00	148	663	610				0	\$0.00	0	\$0.00	
Southwest Total	911	93.44%	\$0	4057	255	\$16,824.00	11	\$6,136.00	266	1048	982	50%	0%	\$11,480.00	0	\$0.00	0	\$0.00	\$11,480.00
Central - Moreno Valley	911	93.71%		1527	84	\$6,253.00	12	\$6,048.00	96	311	281				0	\$0.00	0	\$0.00	
Central - Perris & Umic.	911	93.54%		1083	67	\$5,210.00	3	\$1,512.00	70	277	261				0	\$0.00	0	\$0.00	
Central Total	911	93.64%	\$0	2610	151	\$11,463.00	15	\$7,560.00	166	588	542	50%	0%	\$9,511.50	0	\$0.00	0	\$0.00	\$9,511.50
San Jacinto - Hemet	911	92.30%		1311	96	\$4,985.00	5	\$2,520.00	101	128	128				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Umic.	911	93.18%		1144	72	\$4,543.00	6	\$3,616.00	78	132	116				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.71%	\$0	2455	168	\$9,528.00	11	\$6,136.00	179	260	244	35%	0%	\$10,181.60	0	\$0.00	0	\$0.00	\$10,181.60
Desert - Palm Springs & DHS	911	92.87%		1248	82	\$3,610.00	7	\$4,120.00	89	74	9				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Umic.	911	92.94%		1275	86	\$4,990.00	4	\$4,208.00	90	54	11				0	\$0.00	0	\$0.00	
Desert Total	911	92.91%	\$0	2523	168	\$8,600.00	11	\$8,328.00	179	128	20	35%	0%	\$11,093.20	0	\$0.00	0	\$0.00	\$11,093.20
Palo Verde - Palo Verde	911	95.37%		216	6	\$1,369.00	4	\$1,808.00	10	1	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	95.37%	\$0	216	6	\$1,369.00	4	\$1,808.00	10	1	0	100%	0%	\$11,808.00	0	\$0.00	0	\$0.00	\$11,808.00
Pass - Pass	911	94.05%		1143	60	\$4,346.00	8	\$4,920.00	68	115	92				0	\$0.00	0	\$0.00	
Pass Total	911	94.05%	\$0	1143	60	\$4,346.00	8	\$4,920.00	68	115	92	75%	0%	\$2,316.50	0	\$0.00	0	\$0.00	\$2,316.50
Mountain Plateau - Mountain	911	96.75%		123	3	\$678.00	1	\$1,000.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.75%	\$0	123	3	\$678.00	1	\$1,000.00	4	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	911	93.15%	\$0	18844	1193	\$79,485.00	97	\$70,280.00	1290	3333	3017		0%	\$90,495.65	0	\$0.00	0	\$0.00	\$90,495.65

AUGUST 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Uniton 911 Call Count	BLS Uniton 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	93.33%		3134	185	24	\$16,352.00	\$16,352.00	209	793	775				0	\$0.00	0	\$0.00	
Northwest - Morco & Uninc. North	911	91.38%		1466	103	26	\$16,560.00	\$16,560.00	129	598	549				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.70%		1479	91	17	\$10,162.00	\$10,162.00	108	483	458				0	\$0.00	0	\$0.00	
Northwest Total	911	92.70%	\$0	6109	379	67	\$43,064.00	\$43,064.00	446	1874	1782	35%	0%	\$50,103.30	0	\$0.00	0	\$0.00	\$50,103.30
Southwest - Temecula & Murrieta	911	93.60%		1719	92	18	\$13,896.00	\$13,896.00	110	598	578				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Mill, CL & Uninc.	911	94.11%		2597	126	27	\$17,566.00	\$17,566.00	153	988	922				0	\$0.00	0	\$0.00	
Southwest Total	911	93.91%	\$0	4316	218	45	\$31,500.00	\$31,500.00	263	1586	1500	50%	0%	\$25,477.00	0	\$0.00	0	\$0.00	\$25,477.00
Central - Moreno Valley	911	94.30%		1738	83	16	\$9,744.00	\$9,744.00	99	464	415				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	94.68%		1147	50	11	\$8,032.00	\$8,032.00	61	407	380				0	\$0.00	0	\$0.00	
Central Total	911	94.45%	\$0	2885	133	27	\$17,776.00	\$17,776.00	160	861	795	75%	0%	\$7,295.25	0	\$0.00	0	\$0.00	\$7,295.25
San Jacinto - Hemet	911	91.66%		1425	99	17	\$11,040.00	\$11,040.00	116	282	280				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.99%		1199	71	13	\$8,632.00	\$8,632.00	84	234	209				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.38%	\$0	2624	170	30	\$19,672.00	\$19,672.00	200	516	489	35%	0%	\$24,072.75	0	\$0.00	0	\$0.00	\$24,072.75
Desert - Palm Springs & DHS	911	90.89%		1284	108	9	\$5,228.00	\$5,228.00	117	93	95				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.81%		1295	95	11	\$7,128.00	\$7,128.00	106	93	91				0	\$0.00	0	\$0.00	
Desert Total	911	91.35%	\$0	2579	203	20	\$12,456.00	\$12,456.00	223	186	186	15%	0%	\$25,470.25	0	\$0.00	0	\$0.00	\$25,470.25
Palo Verde - Palo Verde	911	97.30%		222	2	4	\$3,304.00	\$3,304.00	6	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.30%	\$0	222	2	4	\$3,304.00	\$3,304.00	6	0	0	100%	0%	\$3,304.00	0	\$0.00	0	\$0.00	\$3,304.00
Pass - Pass	911	92.45%		1206	68	23	\$17,840.00	\$17,840.00	91	255	230				0	\$0.00	0	\$0.00	
Pass Total	911	92.45%	\$0	1206	68	23	\$17,840.00	\$17,840.00	91	255	230	35%	0%	\$15,650.05	0	\$0.00	0	\$0.00	\$15,650.05
Mountain Plateau - Mountain	911	96.33%		109	2	2	\$1,504.00	\$1,504.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.33%	\$0	109	2	2	\$1,504.00	\$1,504.00	4	0	0	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
CountyWide Total	911	93.05%	\$0	20650	1175	218	\$147,120.00	\$147,120.00	1393	5278	4862	0%	0%	\$162,076.60	0	\$0.00	0	\$0.00	\$162,076.60

SEPTEMBER 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min 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	91.27%		3103	240	\$18,809.00	31	\$19,184.00	271	726	718				0	\$0.00	0	\$0.00	
Northwest - Norco & Umic. North	911	91.38%		1265	92	\$10,552.00	17	\$10,944.00	109	479	451				0	\$0.00	0	\$0.00	
Northwest - Corona & Umic. South	911	91.18%		1372	100	\$13,423.00	21	\$14,552.00	121	391	367				0	\$0.00	0	\$0.00	
Northwest Total	911	91.27%	\$0	5740	432	\$42,784.00	69	\$44,680.00	501	1596	1536	15%	0%	\$74,344.40	0	\$0.00	0	\$0.00	\$74,344.40
Southwest - Temecula & Murrieta	911	92.37%		1485	101	\$8,133.00	13	\$9,224.00	114	451	433				0	\$0.00	0	\$0.00	
Southwest - LE, Ment, Wild, CI & Umic.	911	92.06%		2430	175	\$16,517.00	18	\$11,560.00	193	807	738				0	\$0.00	0	\$0.00	
Southwest Total	911	92.18%	\$0	3925	276	\$24,650.00	31	\$20,784.00	307	1258	1171	39%	0%	\$29,532.10	0	\$0.00	0	\$0.00	\$29,532.10
Central - Moreno Valley	911	90.83%		1505	123	\$10,031.00	15	\$11,040.00	138	360	335				0	\$0.00	0	\$0.00	
Central - Perris & Umic.	911	92.34%		1032	72	\$7,233.00	7	\$4,712.00	79	368	341				0	\$0.00	0	\$0.00	
Central Total	911	91.45%	\$0	2537	195	\$17,264.00	22	\$15,752.00	217	728	676	15%	0%	\$28,053.60	0	\$0.00	0	\$0.00	\$28,053.60
San Jacinto - Hemet	911	91.36%		1320	106	\$8,245.00	8	\$4,032.00	114	213	211				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Umic.	911	91.54%		1087	79	\$5,847.00	13	\$6,846.00	92	169	138				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.44%	\$0	2407	185	\$14,092.00	21	\$10,888.00	206	382	349	15%	0%	\$21,226.20	0	\$0.00	0	\$0.00	\$21,226.20
Desert - Palm Springs & DHS	911	90.80%		1228	103	\$7,798.00	10	\$6,624.00	113	120	34				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Umic.	911	91.78%		1217	97	\$5,568.00	3	\$2,304.00	100	94	27				0	\$0.00	0	\$0.00	
Desert Total	911	91.29%	\$0	2445	200	\$13,367.00	13	\$8,928.00	213	214	61	15%	0%	\$18,997.75	0	\$0.00	0	\$0.00	\$18,997.75
Palo Verde - Palo Verde	911	96.52%		201	5	\$420.00	2	\$1,504.00	7	1	1				0	\$0.00	0	\$0.00	
Palo Verde Total	911	96.52%	\$0	201	5	\$420.00	2	\$1,504.00	7	1	1	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	911	91.55%		1113	81	\$5,900.00	13	\$8,228.00	94	187	171				0	\$0.00	0	\$0.00	
Pass Total	911	91.55%	\$0	1113	81	\$5,900.00	13	\$8,228.00	94	187	171	15%	0%	\$2,093.80	0	\$0.00	0	\$0.00	\$2,093.80
Mountain Plateau - Mountain	911	92.98%		114	7	\$640.00	1	\$504.00	8	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	92.98%	\$0	114	7	\$640.00	1	\$504.00	8	0	0	39%	0%	\$743.60	0	\$0.00	0	\$0.00	\$743.60
CountyWide Total	911	91.60%	\$0	18482	1381	\$119,137.00	172	\$111,360.00	1553	4366	3955	0%	0%	\$186,475.45	0	\$0.00	0	\$0.00	\$186,475.45
TOTAL																			\$186,475.45

OCTOBER 2021 COMPLIANCE REPORT

Response Time Assessment																				
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.08%		2980	215	\$15,198.00	21	\$13,848.00	236	619	603					0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.77%		1409	111	\$11,030.00	19	\$11,848.00	130	501	470					0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.32%		1393	86	\$10,562.00	21	\$14,144.00	107	403	386					0	\$0.00	0	\$0.00	
Northwest Total	911	91.82%	\$0	5782	412	\$37,389.00	61	\$39,840.00	473	1523	1459		15%	0%	\$65,644.65	0	\$0.00	0	\$0.00	\$65,644.65
Southwest - Temescal & Murrieta	911	91.40%		1512	113	\$9,395.00	17	\$12,048.00	130	480	454					0	\$0.00	0	\$0.00	
Southwest - LE, Menit, Wild, CL & Uninc.	911	91.98%		2395	166	\$16,791.00	26	\$16,072.00	192	816	763					0	\$0.00	0	\$0.00	
Southwest Total	911	91.76%	\$0	3907	279	\$25,186.00	43	\$29,120.00	322	1296	1217		15%	0%	\$45,310.10	0	\$0.00	0	\$0.00	\$45,310.10
Central - Moreno Valley	911	92.54%		1556	103	\$9,288.00	13	\$7,640.00	116	349	322					0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.75%		1042	78	\$7,850.00	8	\$5,816.00	86	367	339					0	\$0.00	0	\$0.00	
Central Total	911	92.22%	\$0	2598	181	\$17,138.00	21	\$13,456.00	202	716	661		35%	0%	\$19,868.10	0	\$0.00	0	\$0.00	\$19,868.10
San Jacinto - Hemet	911	90.63%		1238	107	\$6,840.00	9	\$5,624.00	116	164	164					0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.40%		1182	64	\$3,705.00	14	\$9,824.00	78	148	136					0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.98%	\$0	2420	171	\$10,545.00	23	\$15,448.00	194	312	300		15%	0%	\$22,094.05	0	\$0.00	0	\$0.00	\$22,094.05
Desert - Palm Springs & DHS	911	90.99%		1221	105	\$7,018.00	5	\$3,608.00	110	90	15					0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.25%		1188	98	\$7,083.00	6	\$3,320.00	104	67	10					0	\$0.00	0	\$0.00	
Desert Total	911	91.12%	\$0	2409	203	\$14,101.00	11	\$6,928.00	214	157	25		15%	0%	\$17,874.65	0	\$0.00	0	\$0.00	\$17,874.65
Palo Verde - Palo Verde	911	93.55%		217	4	\$85.00	10	\$10,208.00	14	1	1					0	\$0.00	0	\$0.00	
Palo Verde Total	911	93.55%	\$0	217	4	\$85.00	10	\$10,208.00	14	1	1		50%	0%	\$5,146.50	0	\$0.00	0	\$0.00	\$5,146.50
Pass - Pass	911	91.90%		1136	72	\$5,467.00	20	\$13,160.00	92	136	116					0	\$0.00	0	\$0.00	
Pass Total	911	91.90%	\$0	1136	72	\$5,467.00	20	\$13,160.00	92	136	116		15%	0%	\$15,632.95	0	\$0.00	0	\$0.00	\$15,632.95
Mountain Plateau - Mountain	911	92.92%		113	8	\$893.00	0	\$0.00	8	1	0					0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	92.92%	\$0	113	8	\$893.00	0	\$0.00	8	1	0		35%	0%	\$580.45	0	\$0.00	0	\$0.00	\$580.45
CountyWide Total	911	91.83%	\$0	18682	1330	\$110,804.00	189	\$127,160.00	1519	4142	3779		0%	0%	\$192,369.45	0	\$0.00	0	\$0.00	\$192,369.45

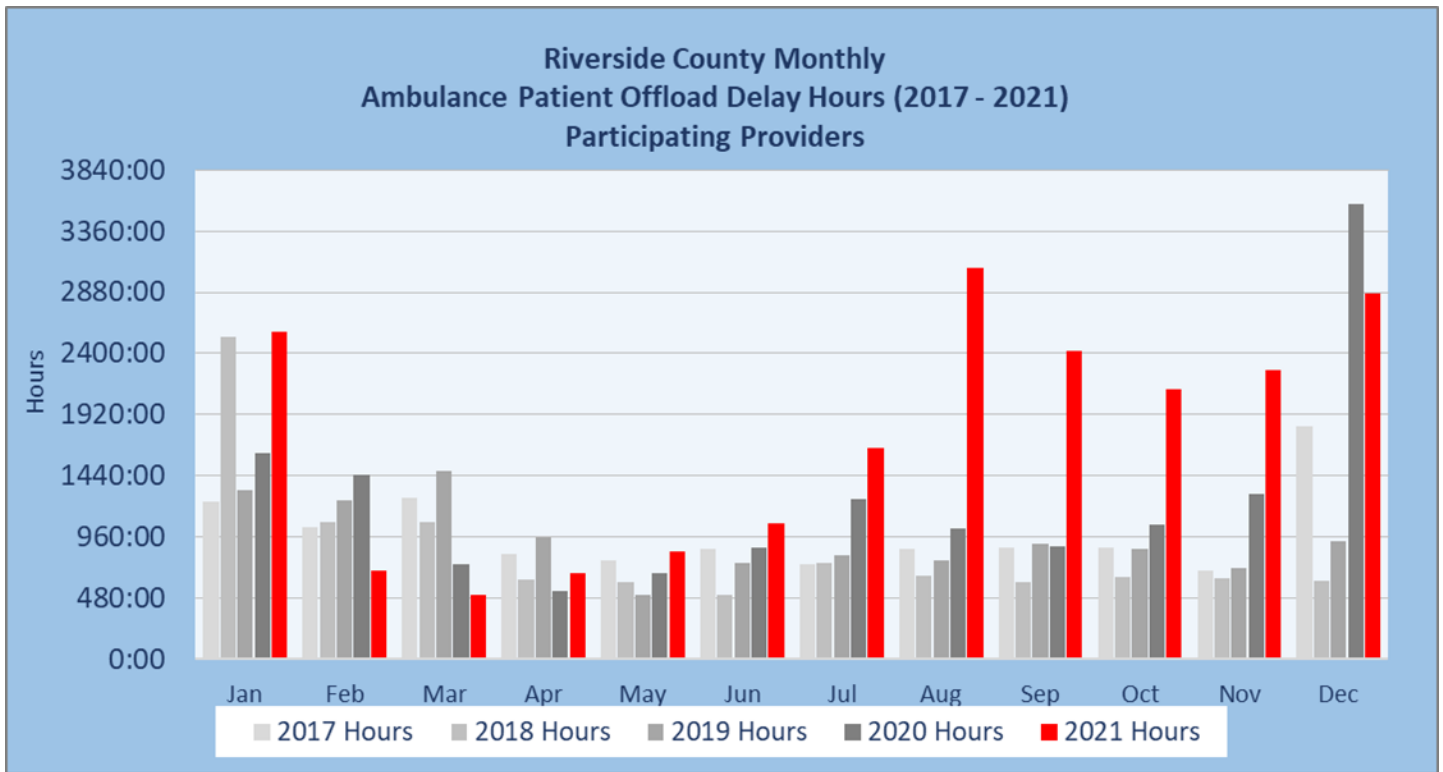
NOVEMBER 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses < 10 Min	Late Responses > 10 Min	Late Responses (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.44%		2908	222	18,710.00	27	\$20,464.00	249	588	583				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.14%		1374	99	\$10,148.00	9	\$5,424.00	108	464	422				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.97%		1357	96	\$10,125.00	13	\$7,840.00	109	383	366				0	\$0.00	0	\$0.00	
Northwest Total	911	91.74%	\$0	5639	417	\$38,983.00	49	\$33,728.00	466	1445	1371	15%	0%	\$61,804.35	0	\$0.00	0	\$0.00	\$61,804.35
Southwest - Temecula & Murrieta	911	91.69%		1529	108	\$8,185.00	19	\$11,656.00	127	524	502				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Will, CL & Uninc.	911	91.75%		2267	173	\$14,037.00	14	\$8,240.00	187	828	780				0	\$0.00	0	\$0.00	
Southwest Total	911	91.73%	\$0	3796	281	\$22,222.00	33	\$19,896.00	314	1352	1282	15%	0%	\$35,800.30	0	\$0.00	0	\$0.00	\$35,800.30
Central - Moreno Valley	911	92.39%		1459	91	\$6,657.00	20	\$12,656.00	111	364	336				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.06%		1036	91	\$9,127.00	12	\$6,640.00	103	352	319				0	\$0.00	0	\$0.00	
Central Total	911	91.42%	\$0	2495	182	\$15,864.00	32	\$18,696.00	214	716	655	15%	0%	\$29,223.00	0	\$0.00	0	\$0.00	\$29,223.00
San Jacinto - Hemet	911	91.41%		1211	83	\$7,807.00	21	\$13,552.00	104	162	161				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	90.66%		1028	82	\$7,757.00	14	\$7,848.00	96	148	133				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.07%	\$0	2239	165	\$15,564.00	35	\$21,400.00	200	310	294	15%	0%	\$31,419.40	0	\$0.00	0	\$0.00	\$31,419.40
Desert - Palm Springs & DHS	911	90.76%		1223	99	\$8,513.00	14	\$9,032.00	113	113	23				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.57%		1283	101	\$8,441.00	8	\$4,824.00	109	108	12				0	\$0.00	0	\$0.00	
Desert Total	911	91.18%	\$0	2516	200	\$16,954.00	22	\$13,856.00	222	221	35	15%	0%	\$26,185.50	0	\$0.00	0	\$0.00	\$26,185.50
Palo Verde - Palo Verde	911	93.06%		216	5	\$435.00	10	\$21,104.00	15	1	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	93.06%	\$0	216	5	\$435.00	10	\$21,104.00	15	1	0	50%	0%	\$10,769.50	0	\$0.00	0	\$0.00	\$10,769.50
Pass - Pass	911	91.07%		1120	79	\$6,045.00	21	\$15,448.00	100	219	201				0	\$0.00	0	\$0.00	
Pass Total	911	91.07%	\$0	1120	79	\$6,045.00	21	\$15,448.00	100	219	201	15%	0%	\$18,260.05	0	\$0.00	0	\$0.00	\$18,260.05
Mountain Plateau - Mountain	911	96.67%		120	3	\$648.00	1	\$2,400.00	4	4	3				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.67%	\$0	120	3	\$648.00	1	\$2,400.00	4	4	3	100%	0%	\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
CountyWide Total	911	91.54%	\$0	18141	1332	\$116,535.00	203	\$146,528.00	1635	4268	3841		0%	\$215,874.10	0	\$0.00	0	\$0.00	\$215,874.10

DECEMBER 2021 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses < 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee (TOTAL)	Total Exemptions	Offroad/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	92.97%		3046	190	\$13,628.00	24	\$19,256.00	214	702	693				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.90%		1395	89	\$7,473.00	24	\$15,264.00	113	518	484				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	93.75%		1408	70	\$6,449.00	18	\$11,856.00	88	457	449				1	\$1,000.00	0	\$0.00	
Northwest Total	911	92.90%	\$0	5849	349	\$27,550.00	66	\$49,376.00	415	1677	1626	35%	0%	\$49,051.90	1	\$1,000.00	0	\$0.00	\$49,051.90
Southwest - Temecula & Murrieta	911	93.01%		1630	100	\$7,041.00	14	\$8,344.00	114	603	582				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Willi, CL & Uninc.	911	92.21%		2504	173	\$15,114.00	22	\$14,256.00	195	952	887				0	\$0.00	0	\$0.00	
Southwest Total	911	92.53%	\$0	4134	273	\$22,155.00	36	\$22,600.00	309	1555	1469	35%	0%	\$29,090.75	0	\$0.00	0	\$0.00	\$29,090.75
Central - Moreno Valley	911	93.27%		1575	92	\$6,783.00	14	\$8,240.00	106	418	388				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	93.92%		1020	58	\$6,332.00	4	\$2,608.00	62	393	367				0	\$0.00	0	\$0.00	
Central Total	911	93.53%	\$0	2595	150	\$13,115.00	18	\$10,848.00	168	811	755	50%	0%	\$11,691.50	0	\$0.00	0	\$0.00	\$11,691.50
San Jacinto - Hemet	911	92.28%		1309	91	\$8,045.00	10	\$6,336.00	101	295	283				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	90.88%		1075	84	\$7,594.00	14	\$9,624.00	98	201	185				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.65%	\$0	2384	175	\$15,639.00	24	\$14,960.00	199	496	478	15%	0%	\$26,009.15	0	\$0.00	0	\$0.00	\$26,009.15
Desert - Palm Springs & DHS	911	91.75%		1188	97	\$6,429.00	1	\$1,000.00	98	111	44				0	\$0.00	0	\$0.00	
Desert - La Quinta, Cocchiella & Uninc.	911	92.80%		1389	91	\$5,895.00	9	\$5,424.00	100	116	36				0	\$0.00	0	\$0.00	
Desert Total	911	92.32%	\$0	2577	188	\$12,324.00	10	\$6,424.00	198	227	80	35%	0%	\$12,168.20	0	\$0.00	0	\$0.00	\$12,168.20
Palo Verde - Palo Verde	911	94.04%		235	9	\$653.00	5	\$8,504.00	14	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	94.04%	\$0	235	9	\$653.00	5	\$8,504.00	14	0	0	75%	0%	\$2,289.25	0	\$0.00	0	\$0.00	\$2,289.25
Pass - Pass	911	91.97%		1121	77	\$6,361.00	13	\$8,432.00	90	228	212				0	\$0.00	0	\$0.00	
Pass Total	911	91.97%	\$0	1121	77	\$6,361.00	13	\$8,432.00	90	228	212	15%	0%	\$12,574.05	0	\$0.00	0	\$0.00	\$12,574.05
Mountain Plateau - Mountain	911	91.75%		97	2	\$240.00	6	\$6,104.00	8	2	2				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	91.75%	\$0	97	2	\$240.00	6	\$6,104.00	8	2	2	15%	0%	\$7,092.40	0	\$0.00	0	\$0.00	\$7,092.40
CountyWide Total	911	92.62%	\$0	18992	1223	\$98,037.00	178	\$126,448.00	1401	4996	4622	0%	0%	\$149,275.20	1	\$1,000.00	0	\$0.00	\$149,275.20
														TOTAL				\$160,275.20	

AMBULANCE PATIENT OFFLOAD TIME



December 2021						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	771	480:28:59	198:48:37	295	61.7%	1:16:13
Desert Regional Med Ctr	1,263	503:24:37	166:44:48	269	78.7%	0:53:22
Eisenhower Health	1,402	345:42:10	46:36:15	98	93.0%	0:25:47
Hemet Valley Hospital	1,045	954:14:43	515:52:37	638	38.9%	1:59:46
Inland Valley Med Ctr	926	513:55:55	188:53:29	338	63.5%	1:11:49
JFK Hospital	694	94:06:30	3:31:00	9	98.7%	0:16:07
Kaiser Hospital Moreno Valley	334	192:26:08	70:42:58	133	60.2%	1:10:01
Kaiser Hospital Riverside	578	409:05:02	197:08:18	256	55.7%	1:44:06
Loma Linda Univ Med Ctr Mur	769	394:04:32	118:10:44	265	65.5%	0:59:07
Menifee Med Ctr	341	308:03:25	169:09:27	183	46.3%	1:59:30
Palo Verde Hospital	176	27:46:15	2:25:40	6	96.6%	0:17:16
Parkview Community Hospital	730	449:49:00	181:30:10	276	62.2%	1:14:47
Rancho Springs Med Ctr	548	283:37:20	101:33:09	173	68.4%	1:09:16
Riverside Community Hospital	1,406	1187:08:54	606:46:38	836	40.5%	1:49:36
Riverside University Health System	1,552	562:39:34	57:22:38	300	80.7%	0:38:16
San Geronio Mem Hospital	603	344:26:21	127:06:49	200	66.8%	1:09:35
Temecula Valley Hospital	591	331:45:26	120:39:27	240	59.4%	1:10:13
Grand Total	13,729	7382:44:51	2873:02:44	4,515	67.1%	1:10:44

	Monthly Average over last 12 Months					
	Avg	Avg APOD			Max of	
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	742	373:16:42	114:21:46	234	153	365
Desert Regional Med Ctr	1,284	385:57:15	85:42:37	174	89	269
Eisenhower Health	1,254	239:21:37	14:21:49	45	6	98
Hemet Valley Hospital	1,183	778:54:57	310:50:53	549	376	638
Inland Valley Med Ctr	891	430:29:45	145:12:42	266	103	453
JFK Hospital	624	87:33:09	2:14:52	11	4	17
Kaiser Hospital Moreno Valley	327	177:29:22	67:24:25	109	44	156
Kaiser Hospital Riverside	538	307:05:07	118:11:22	200	91	272
Loma Linda Univ Med Ctr Mur	664	360:42:05	131:37:23	223	133	321
Menifee Med Ctr	284	182:13:43	76:59:12	114	41	183
Palo Verde Hospital	155	19:20:24	1:29:26	4	0	11
Parkview Community Hospital	579	267:23:47	71:49:00	157	67	276
Rancho Springs Med Ctr	526	235:03:28	74:14:20	122	30	219
Riverside Community Hospital	1,463	898:46:00	329:56:09	675	284	854
Riverside University Health System	1,517	507:33:29	38:27:01	221	108	387
San Geronio Mem Hospital	607	281:22:39	75:35:40	157	69	278
Temecula Valley Hospital	569	230:00:26	46:03:34	139	67	246

Average APOD and Compliance by Qtr Comparison									
	2021								
	Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	74%	183	56:07:56	67%	267	130:04:04	66%	267	142:37:49
Desert Regional Med Ctr	88%	173	77:53:57	87%	181	96:06:04	84%	203	109:50:29
Eisenhower Health	98%	27	5:38:35	96%	48	14:47:24	94%	85	34:11:37
Hemet Valley Hospital	65%	455	143:41:30	49%	619	385:15:01	43%	627	425:04:16
Inland Valley Med Ctr	84%	144	48:47:50	60%	385	234:49:39	63%	345	203:17:01
JFK Hospital	98%	12	2:10:57	98%	11	1:53:07	98%	11	3:33:08
Kaiser Hospital Riverside	69%	161	78:42:54	54%	251	166:07:21	55%	250	163:55:42
Loma Linda Univ Med Ctr Mur	70%	191	78:37:45	57%	293	223:24:53	66%	244	135:17:23
Menifee Med Ctr	77%	59	16:08:59	55%	149	100:48:03	50%	157	116:30:38
Palo Verde Hospital	100%	1	0:13:09	97%	5	1:21:31	95%	9	3:12:14
Parkview Community Hospital	80%	102	24:04:29	74%	168	69:21:11	66%	234	128:30:05
Rancho Springs Med Ctr	92%	38	8:14:25	69%	174	113:49:41	67%	183	123:26:41
Riverside Community Hospital	61%	588	211:10:56	48%	798	423:08:42	44%	816	511:16:09
Riverside University Health System	90%	149	22:19:17	81%	307	52:23:33	83%	259	45:38:03
San Geronio Mem Hospital	84%	95	21:40:14	69%	201	105:12:24	67%	202	110:48:17
Temecula Valley Hospital	85%	78	16:35:54	72%	176	59:05:24	66%	196	81:34:54
	81%	153	50:45:33	70%	252	136:06:08	69%	255	146:10:17

Average Transports and APODs at ETS: Quarter Comparison									
	2021								
	Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	18%	315	173:50:12	18%	265	141:54:47	23%	210.33333333	94:30:47