



Ambulance Response Compliance Review

AMR Compliance Summary
1/1/2022 – 12/31/2022

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

Overview

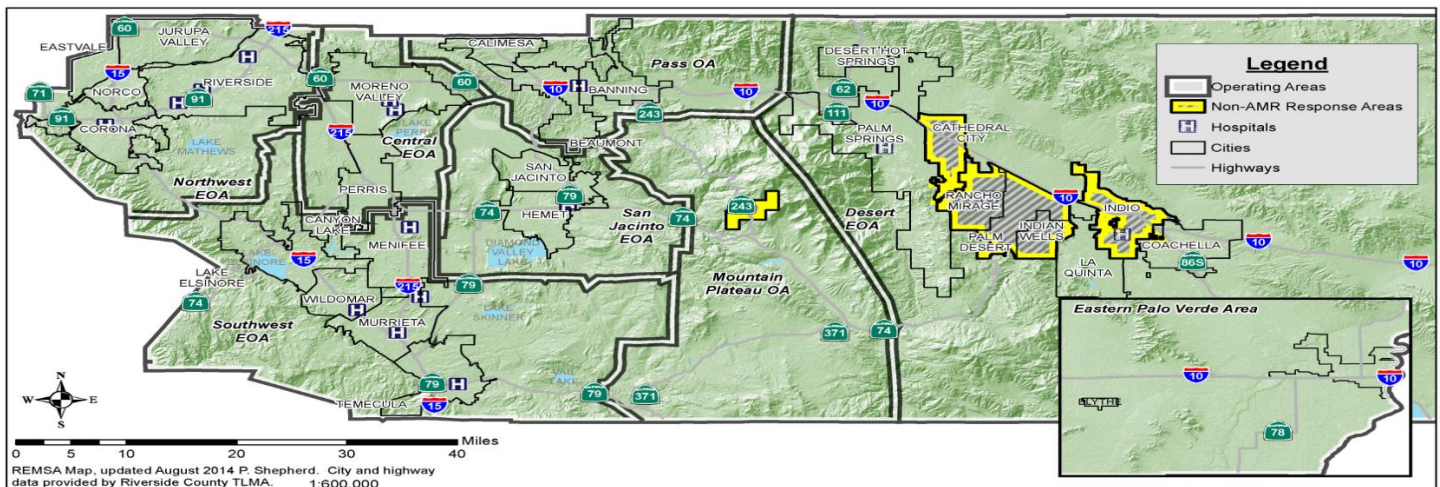
The Riverside County EMS System encompasses all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for the majority of Riverside County, and this report outlines the AMR response time compliance in Riverside County. Data provided refers to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

Raw Compliance, for the purpose of this report, refers to the contracted providers ability to meet agreed upon response times, which vary throughout the Operational Area. Adjusted Compliance, for the purpose of this report, refers to the final compliance percentage after various exemptions have been granted. These exemptions would include Code 2 – Diverted x3, COVID – 19, Extended wait time at railroad crossings in the City of Riverside only, Following Fire Department, Major Road Closure/Construction, Offload Delays/Bed Delays, Second Unit, Unusual System Overload and Unusually Heavy Traffic. The majority of exemptions granted to the ambulance provider are due to offload/bed delays. Approximately 95% of all exemptions granted relate to APOD.

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



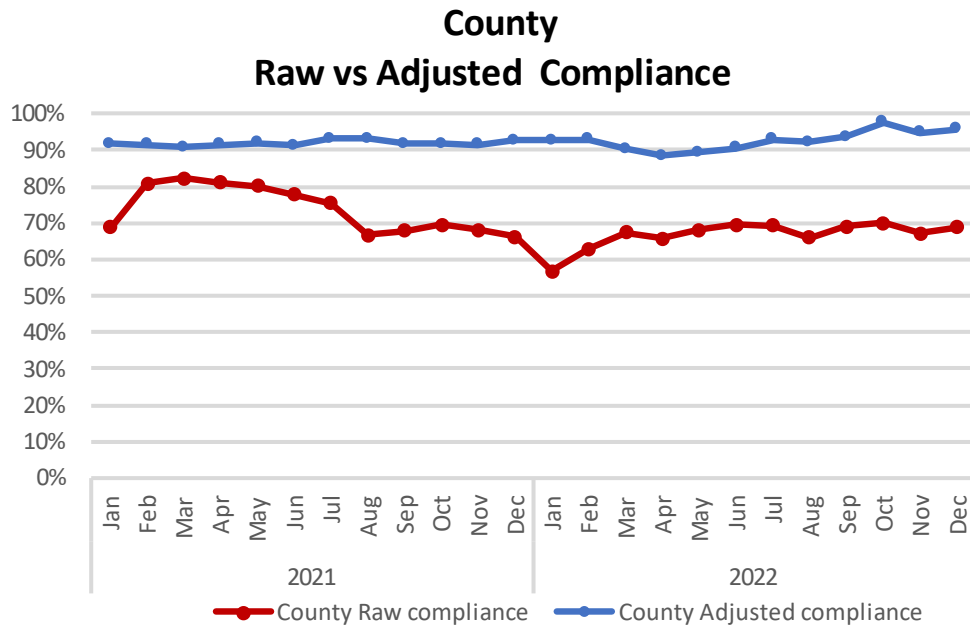
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

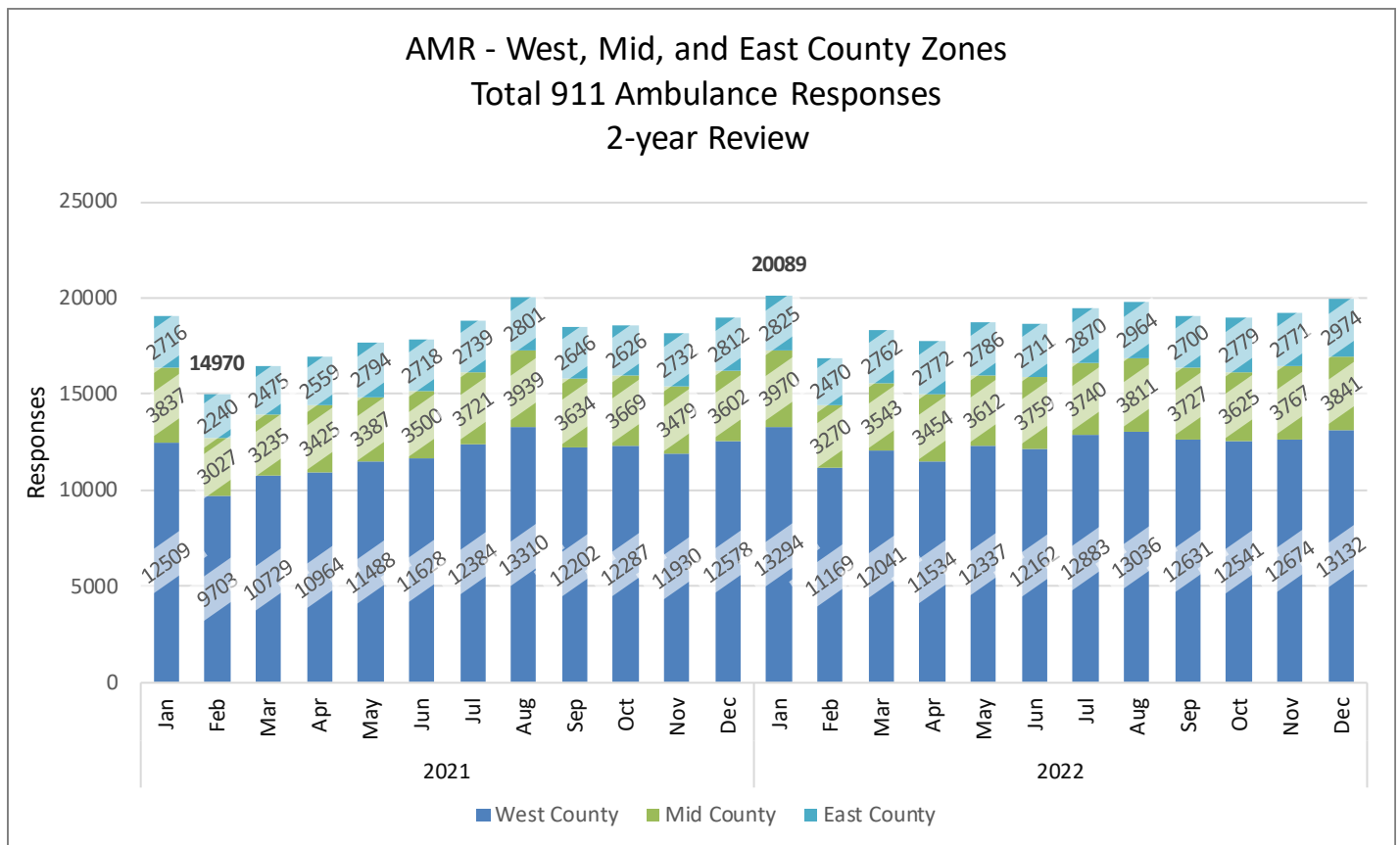
Mid County region includes the Pass, San Jacinto, and Mountain Plateau Response Time Zones.

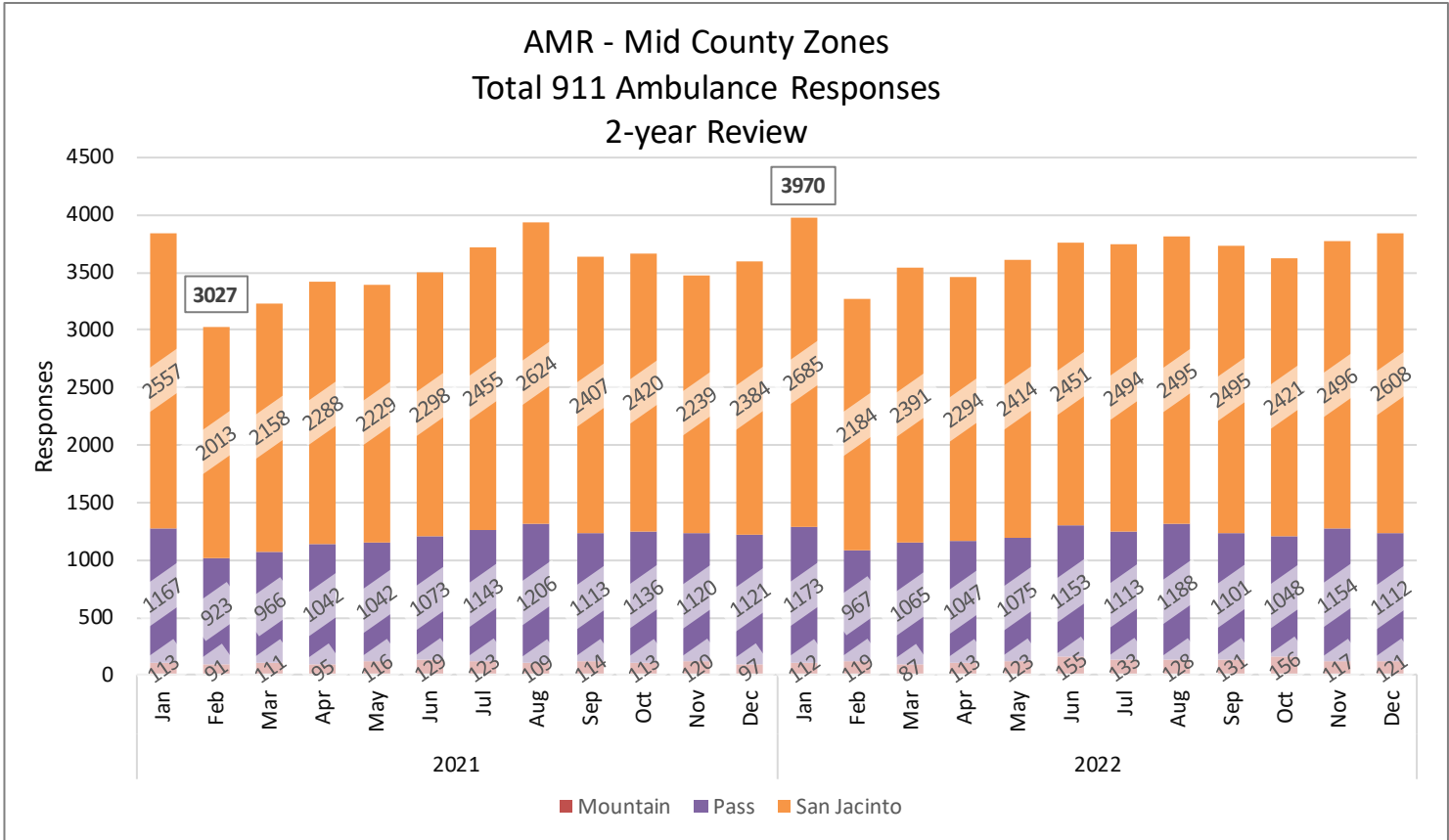
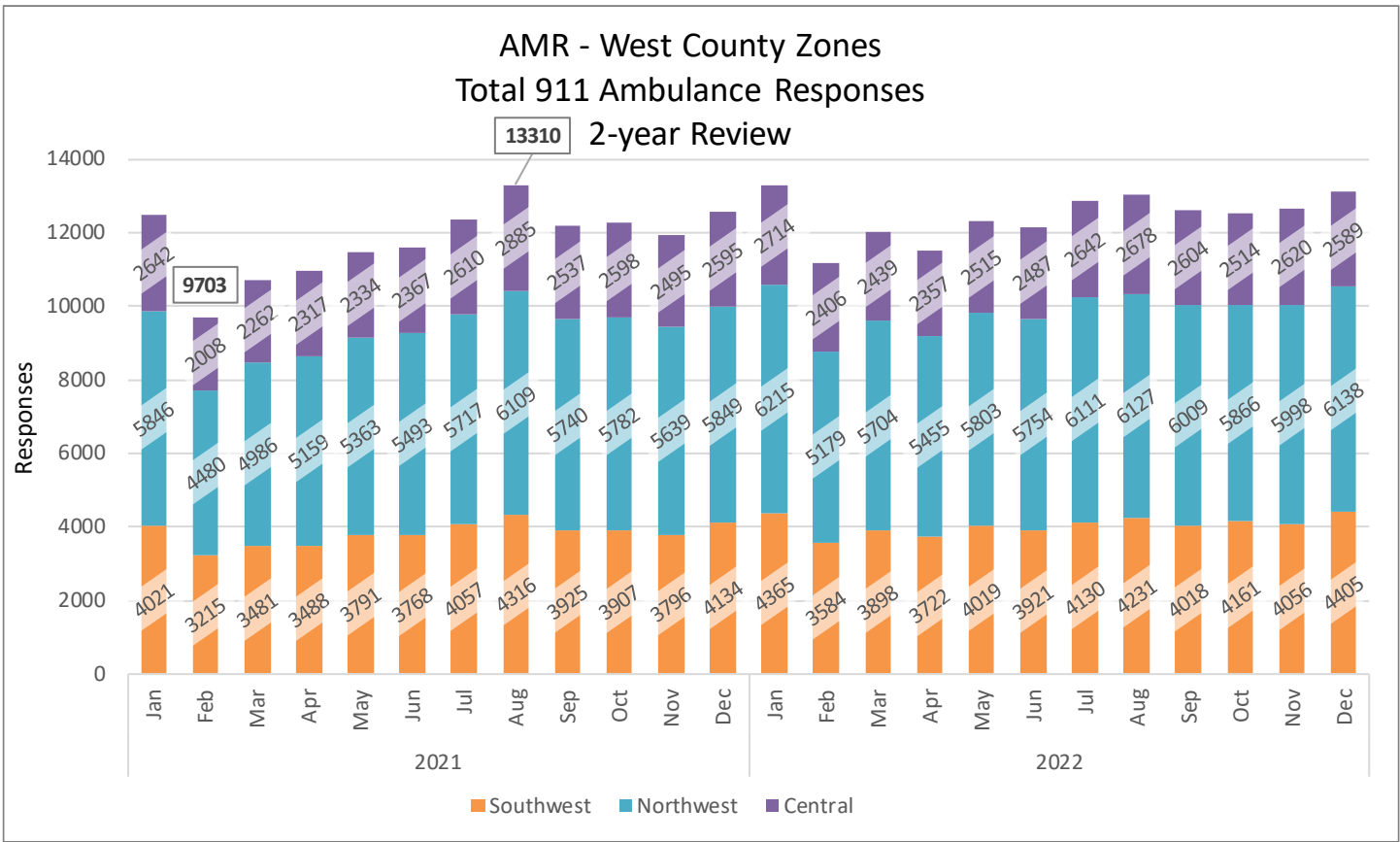
East County includes the Desert and Palo Verde Response Time Zones.

County Raw vs Adjusted Compliance

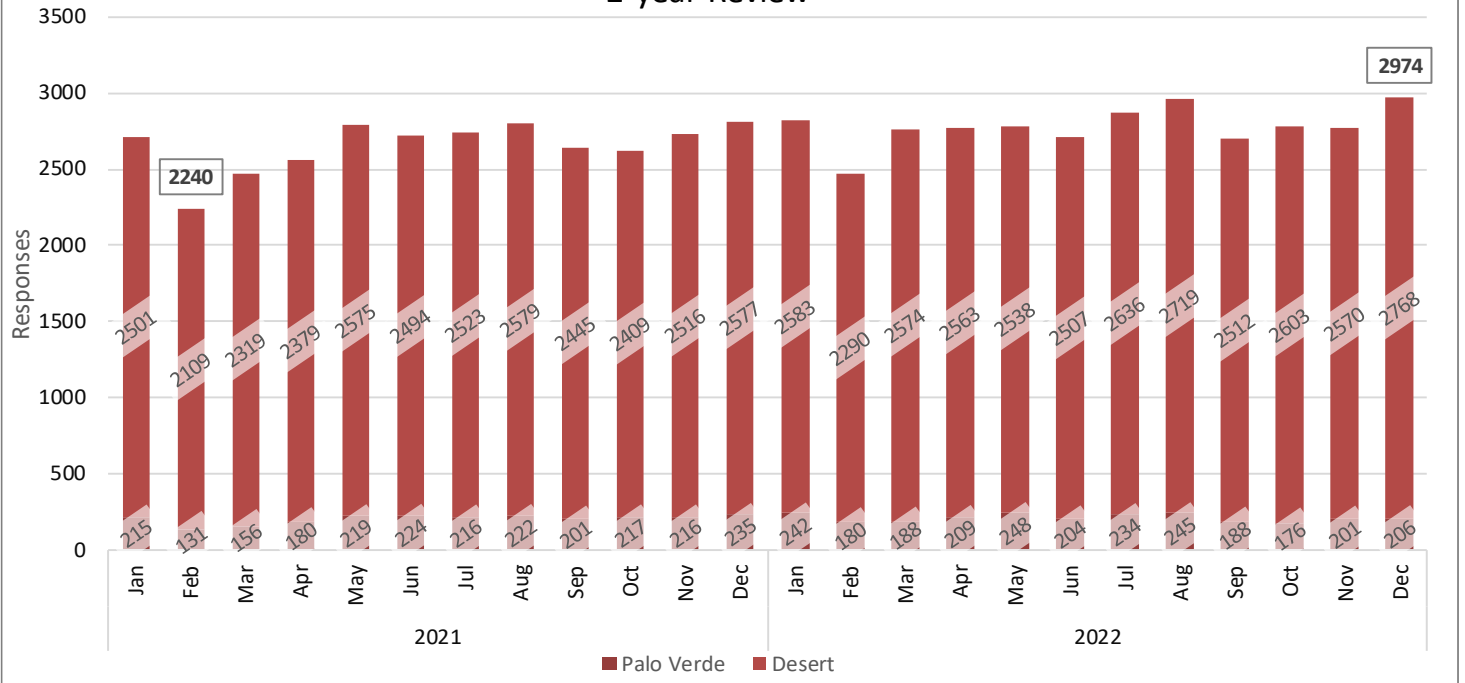


West, Mid, and East County Areas Comparisons





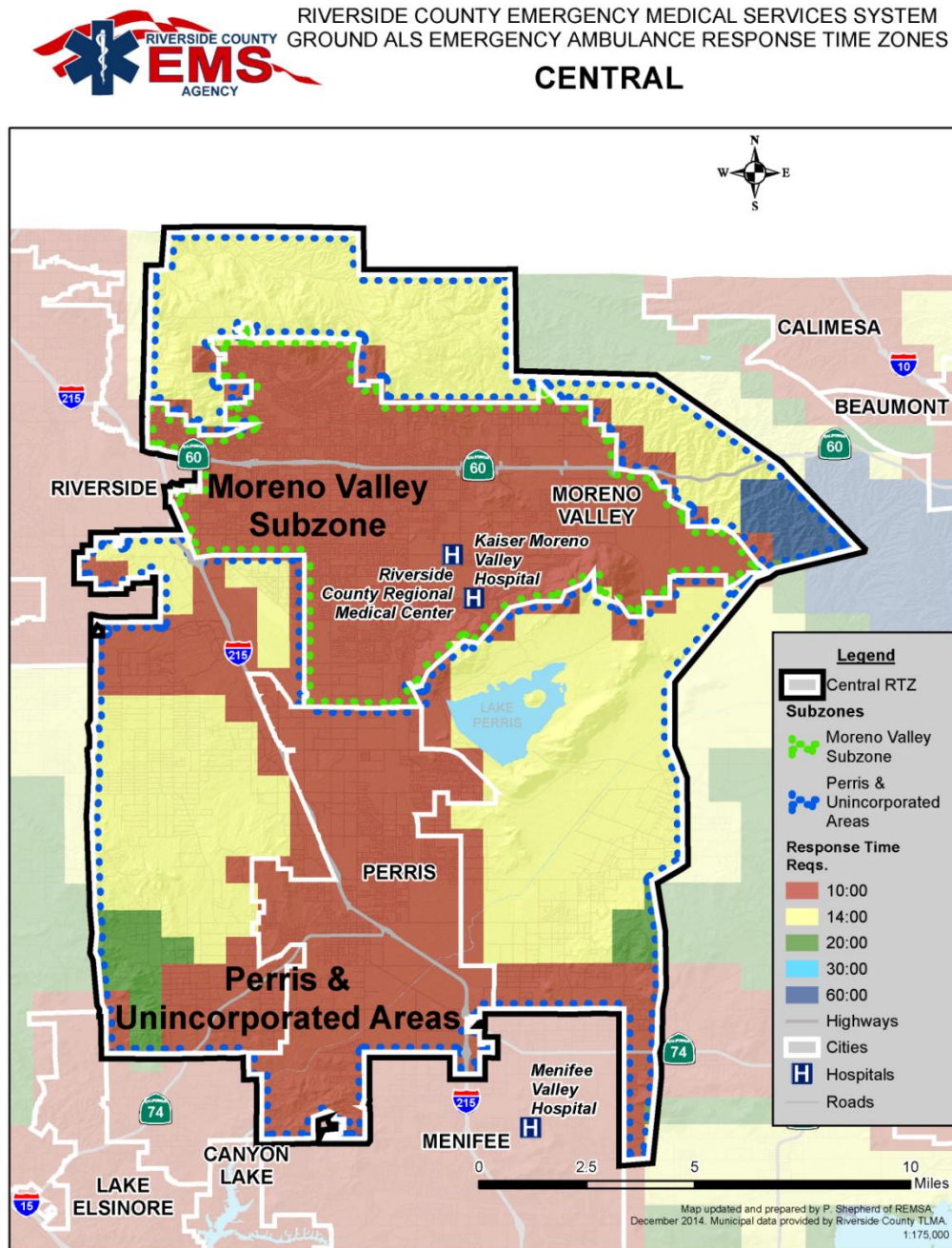
AMR - East County Zones Total 911 Ambulance Responses 2-year Review



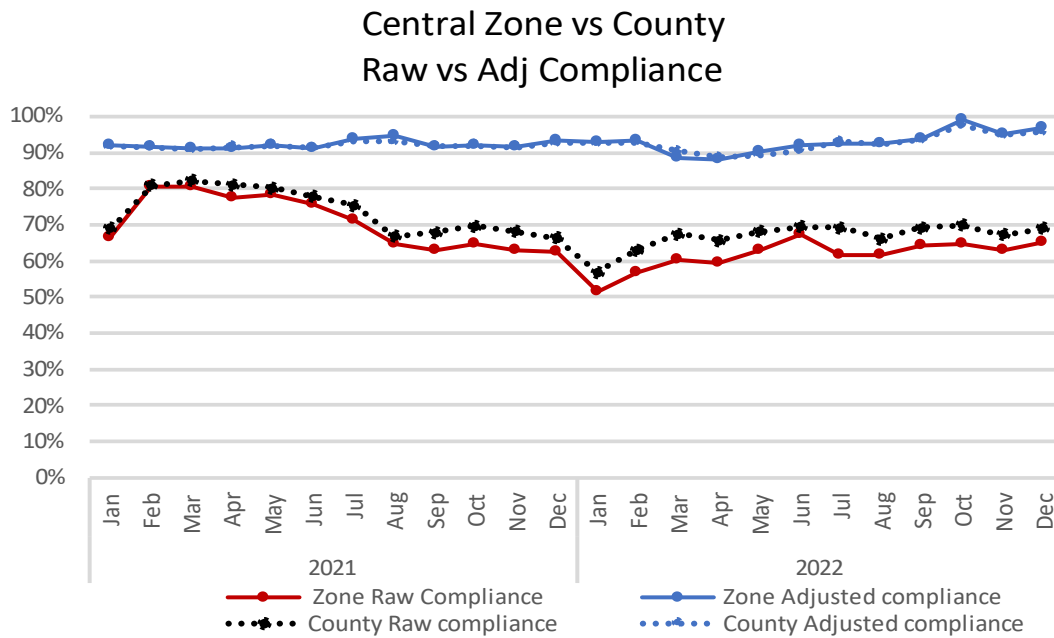
CENTRAL ZONE

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.

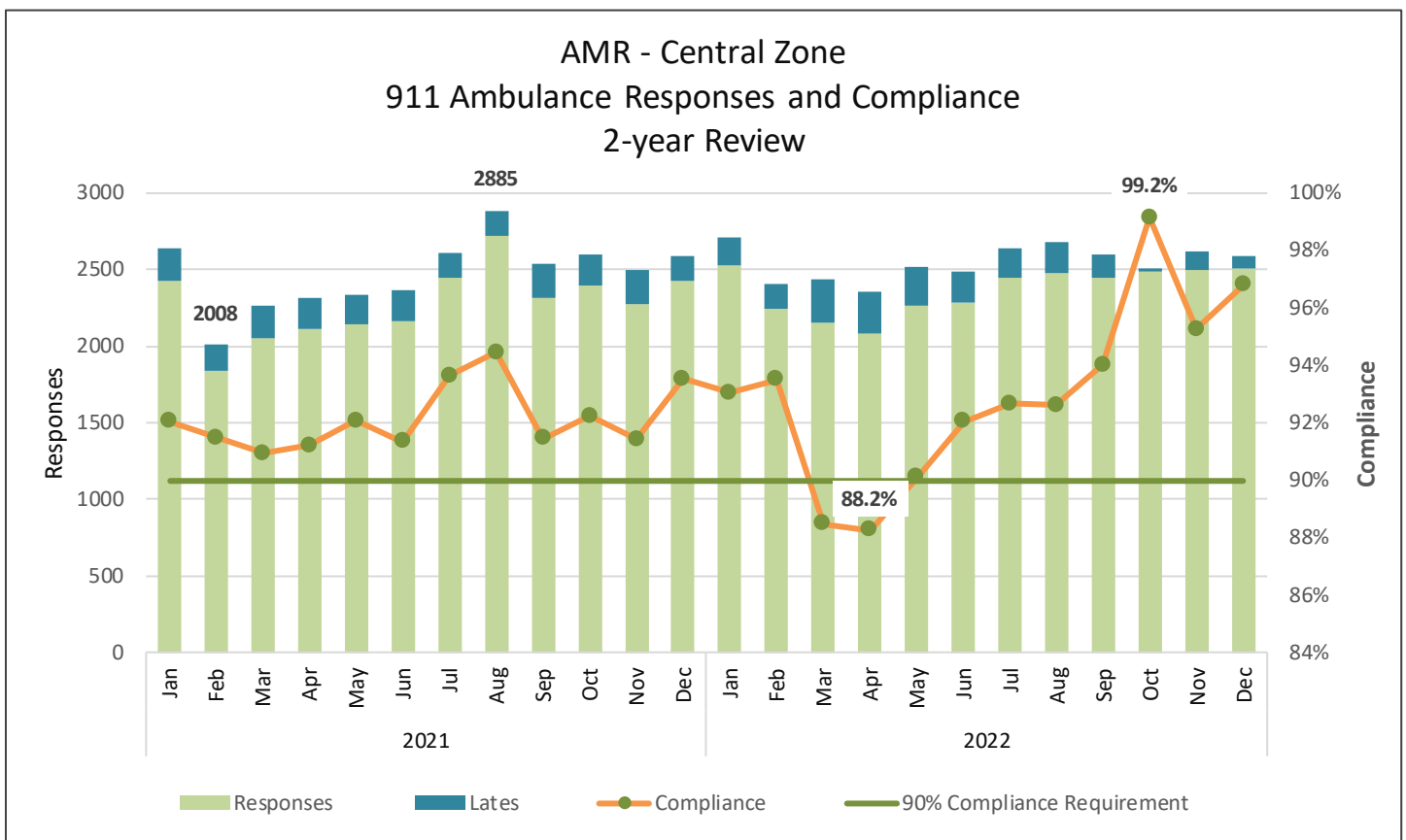
The maps referenced in this report are available at remsa.us/zones

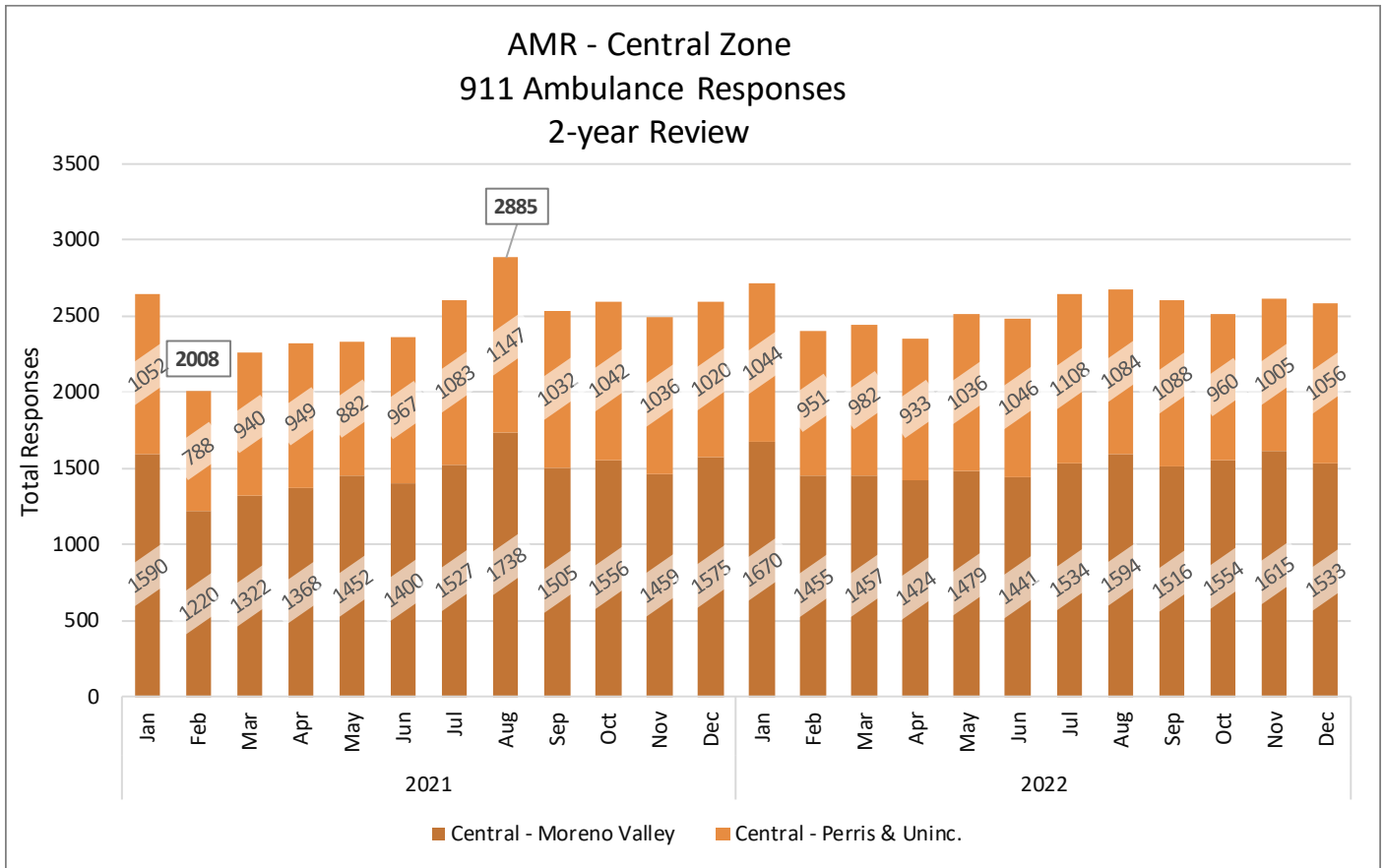


Central Zone: Raw vs Adjusted Compliance Data

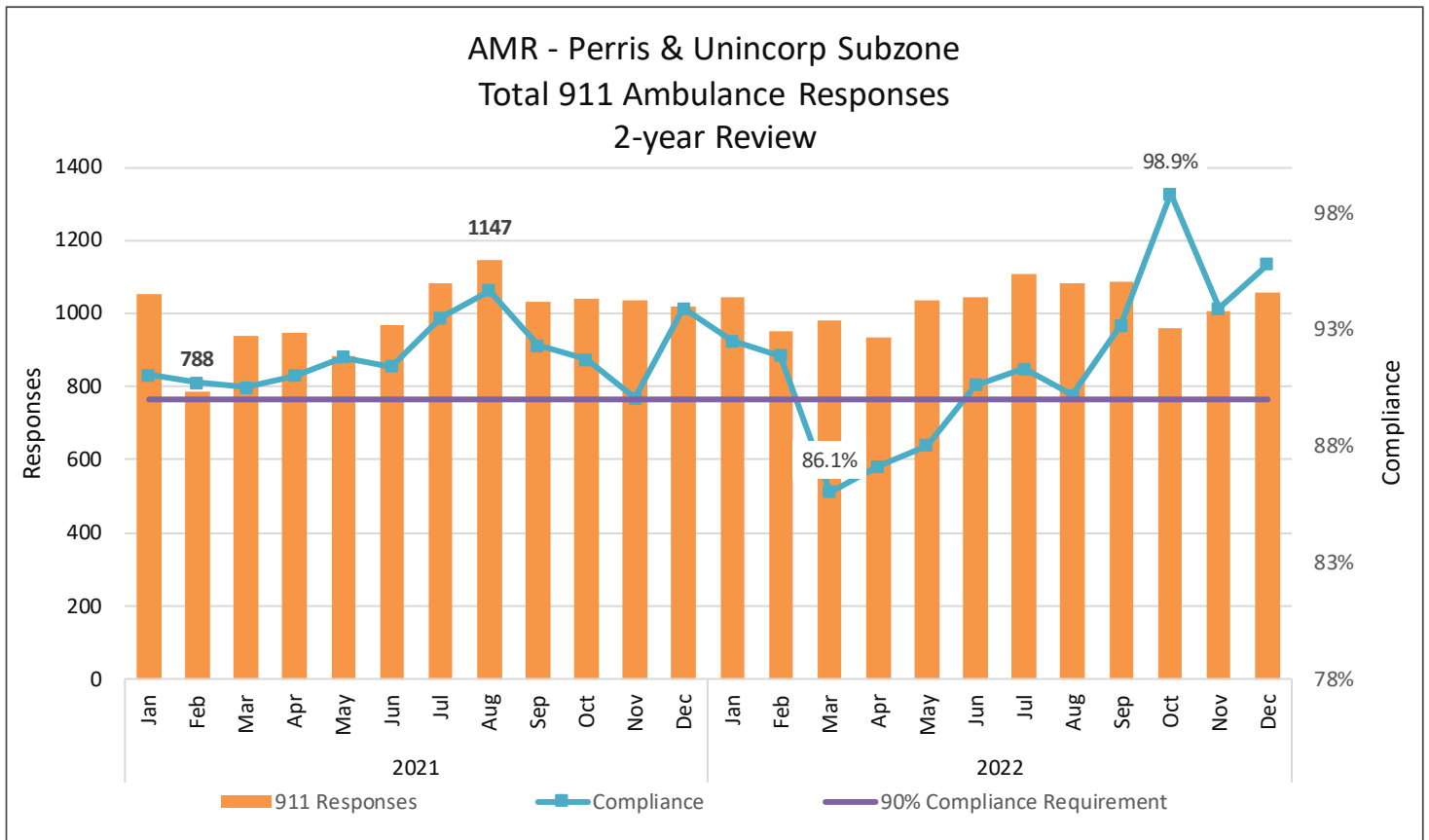


Central Zone: Response and Compliance Data

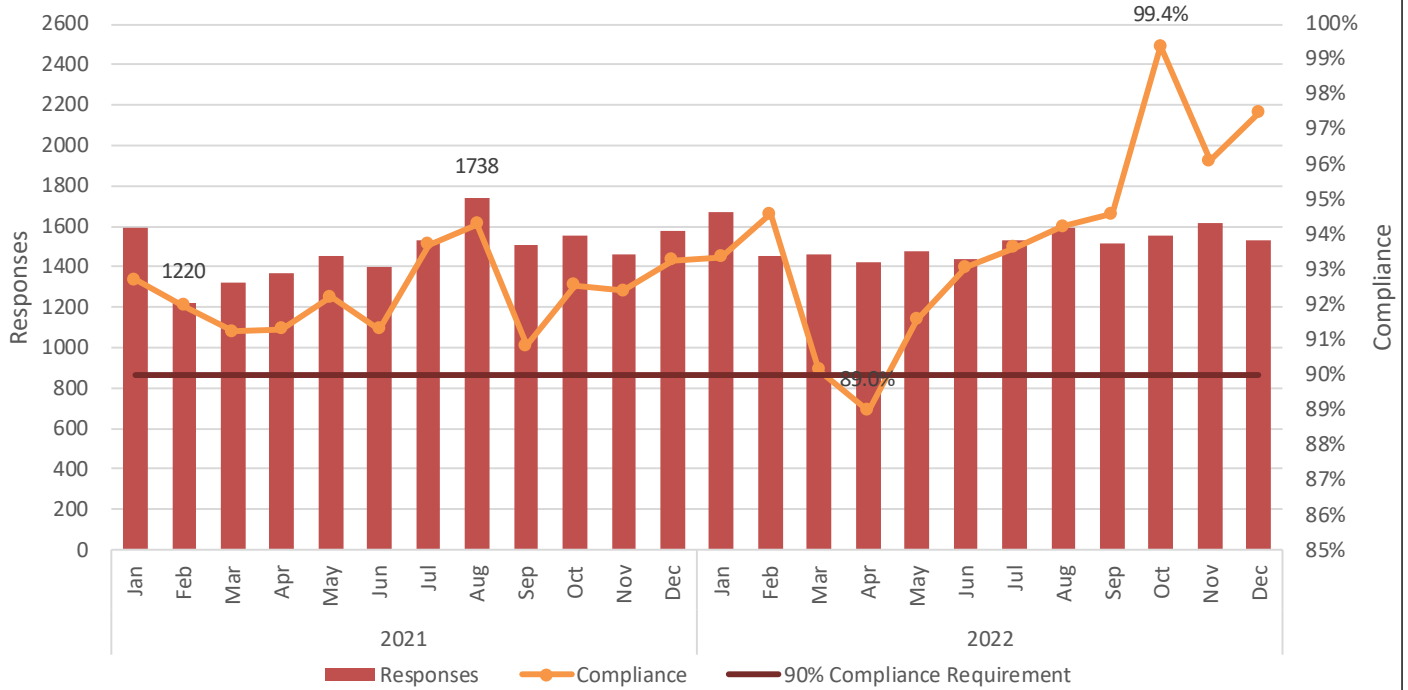




Central Zone: Subzone Response and Compliance Data

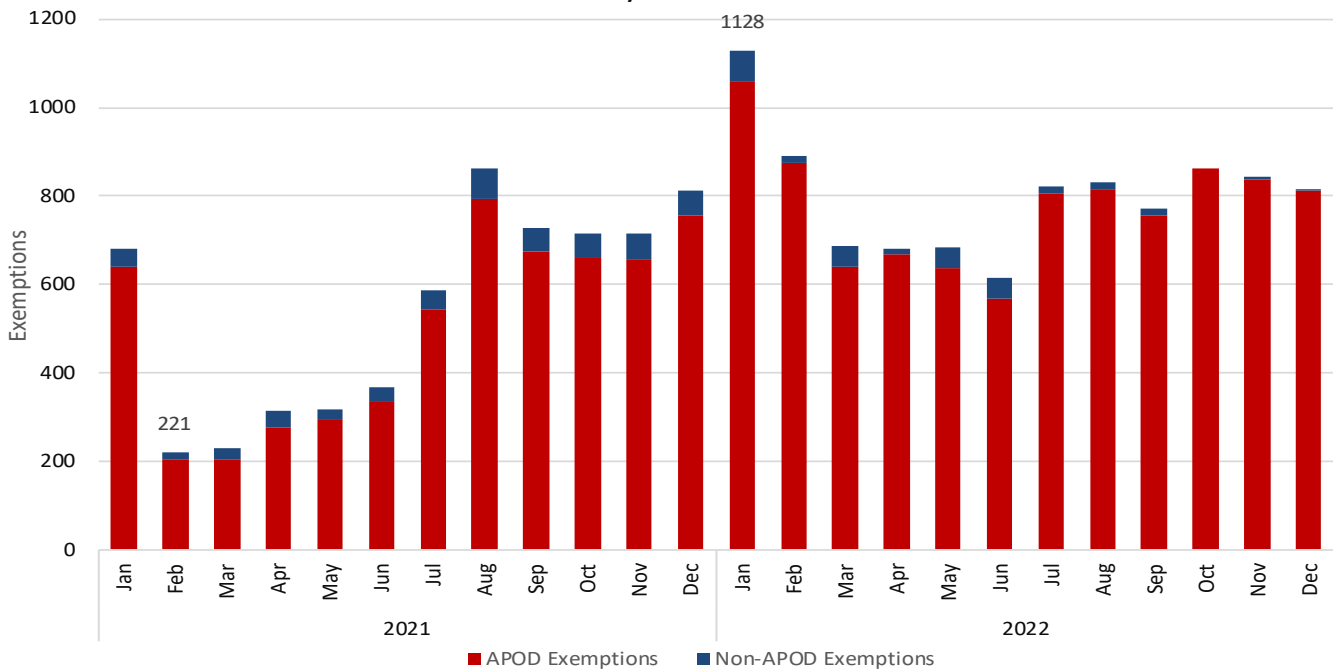


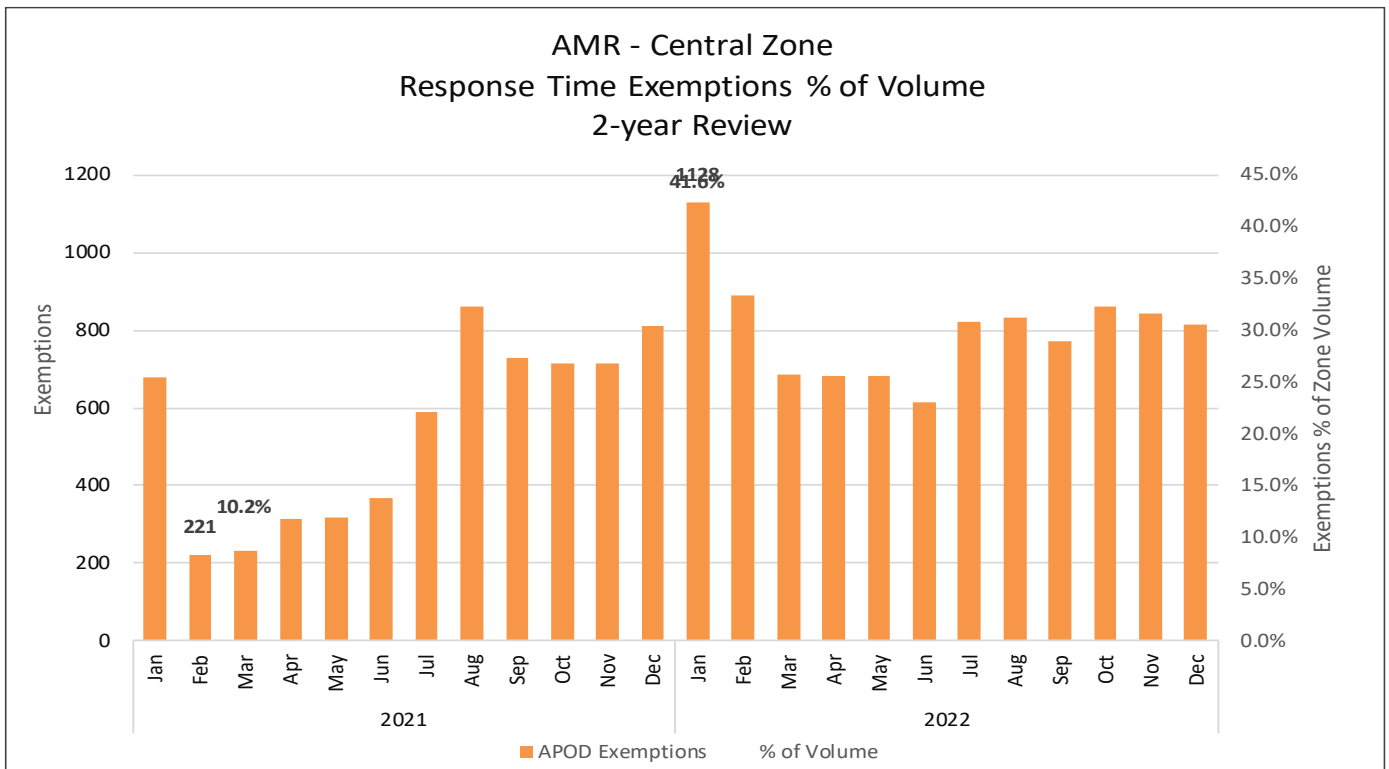
AMR - Moreno Valley Subzone Total 911 Ambulance Responses 2-year Review



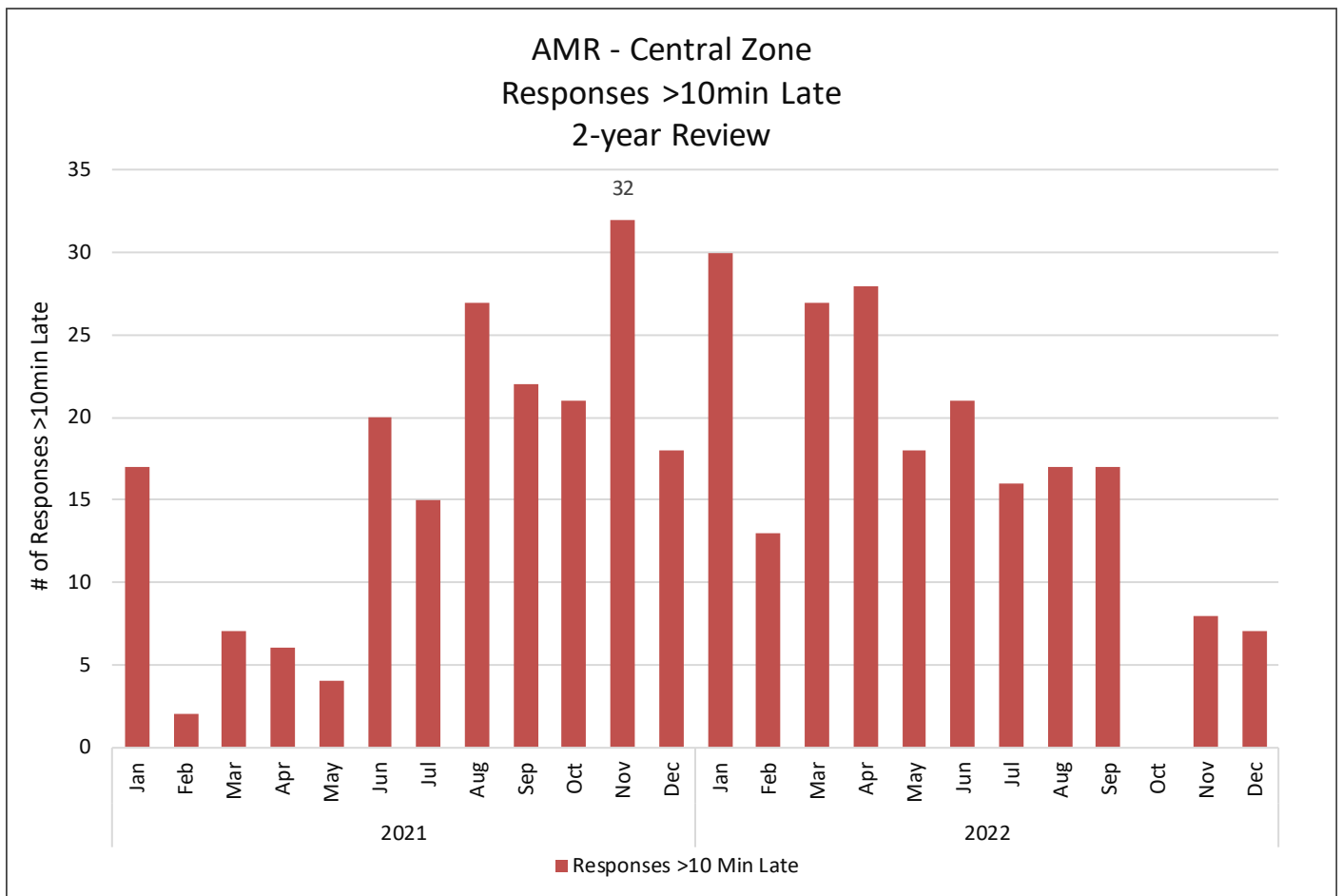
Central Zone: Exemptions

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





Central Zone: Responses > 10 Minutes Late

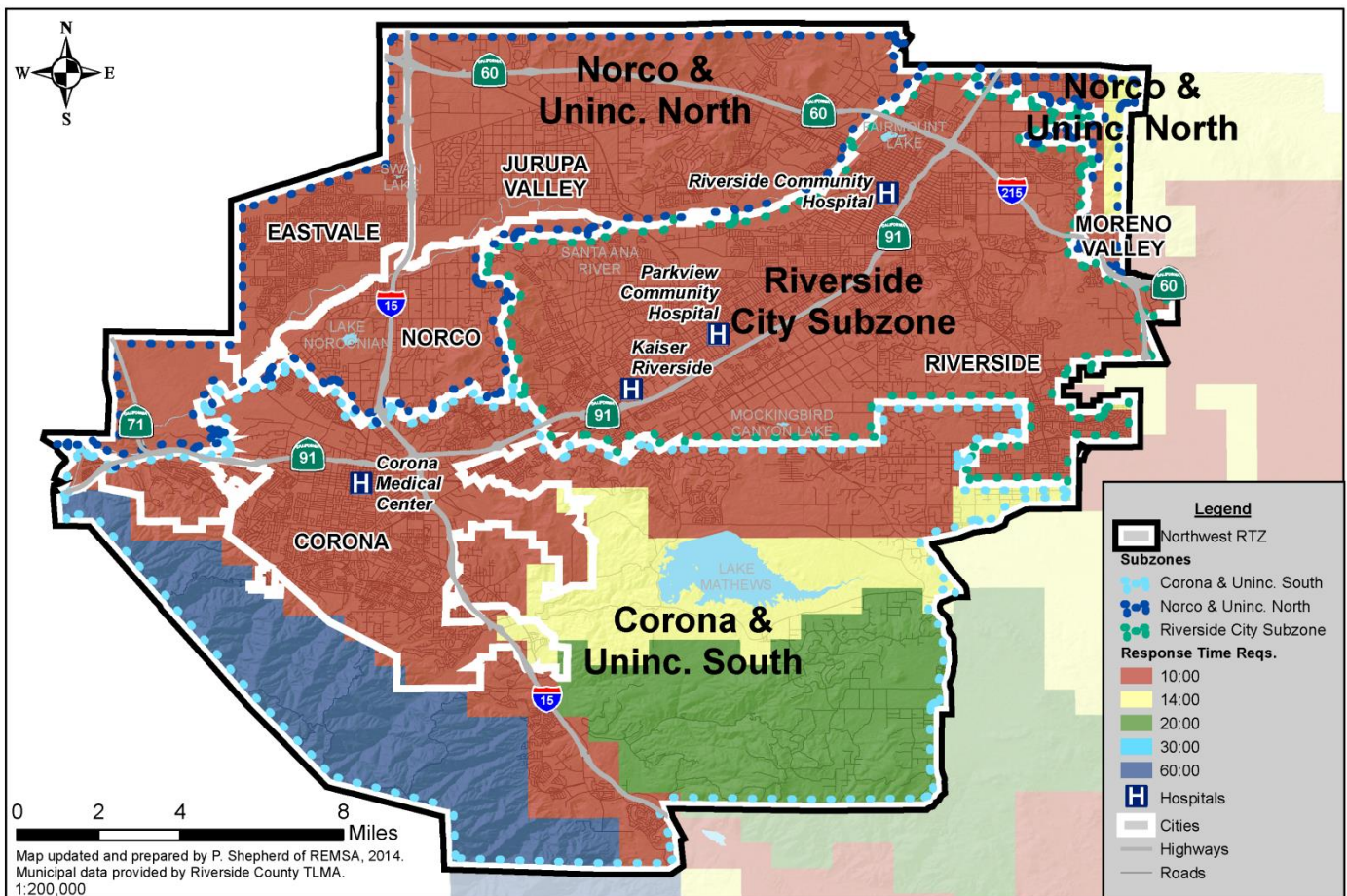


NORTHWEST ZONE

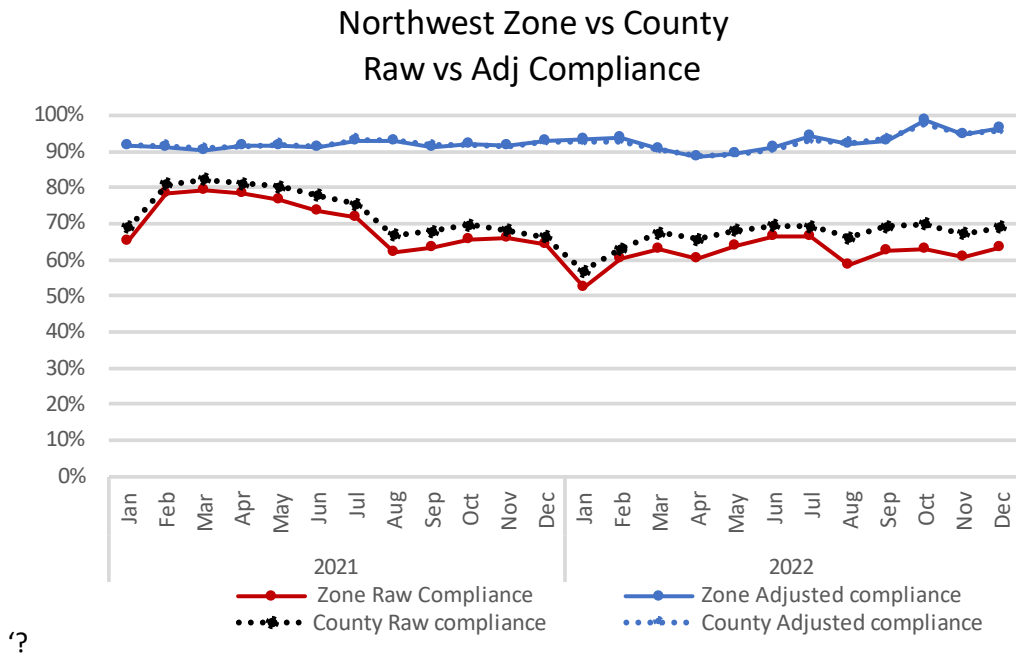
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



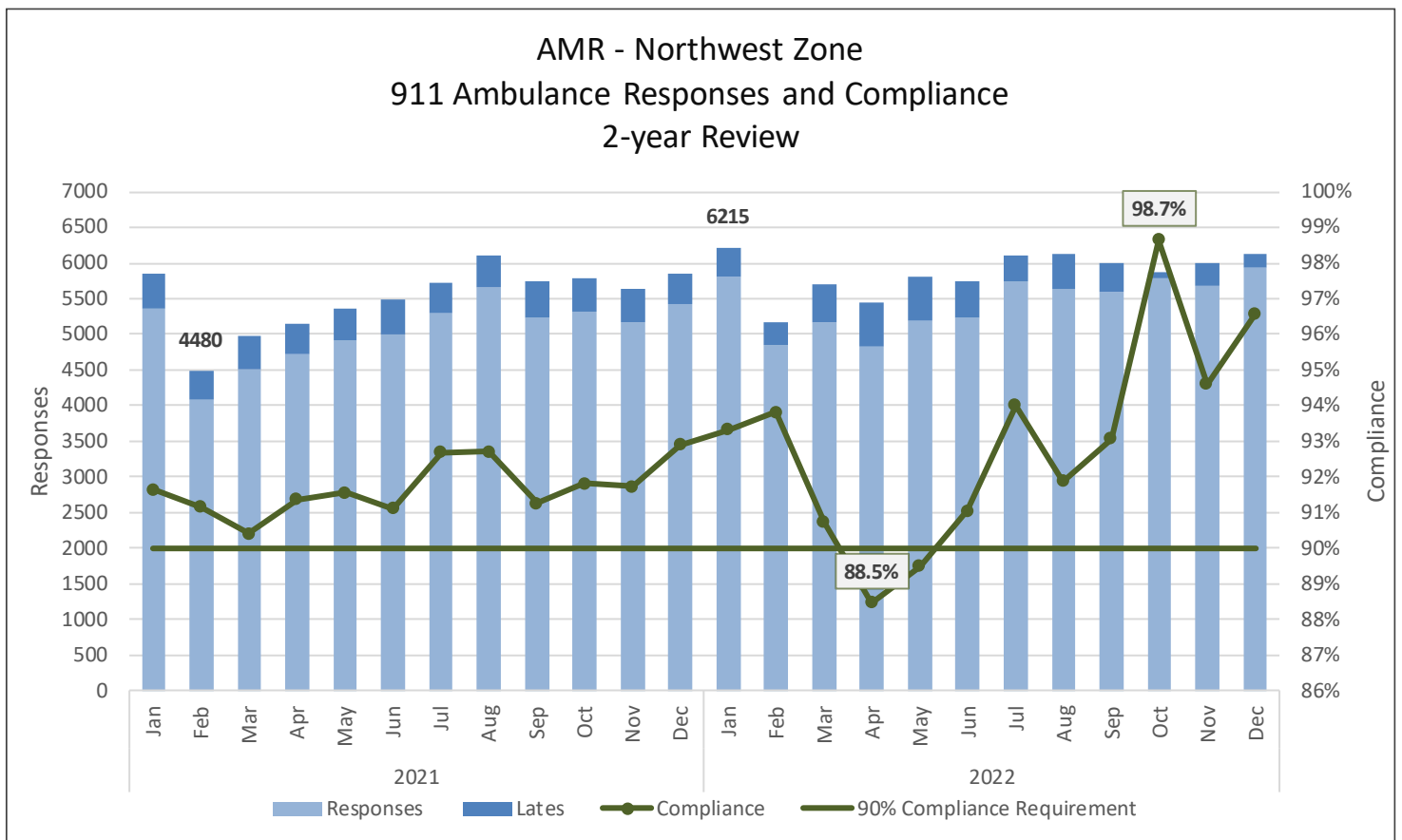
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST

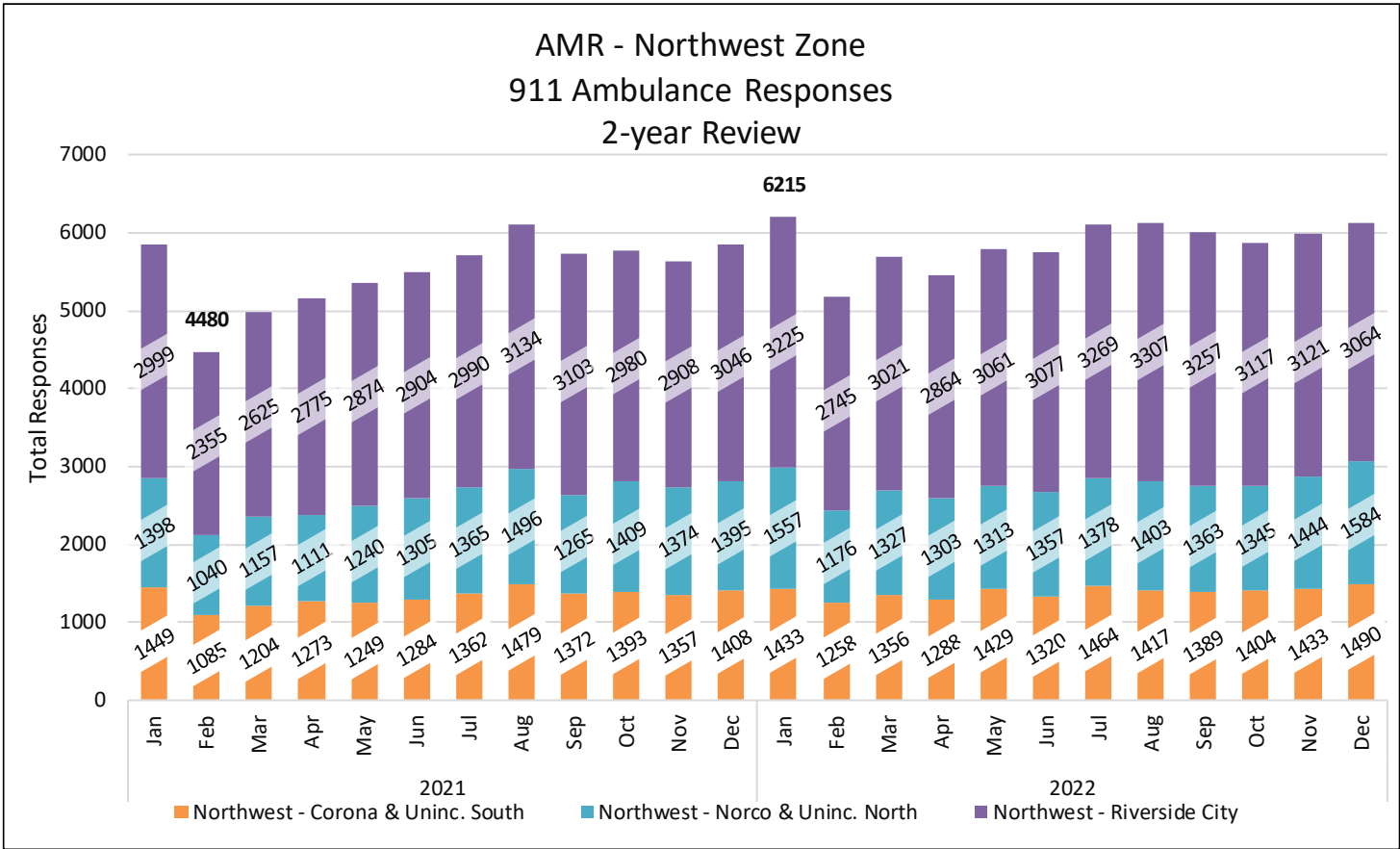


Northwest Zone: Raw vs Adjusted Compliance Data

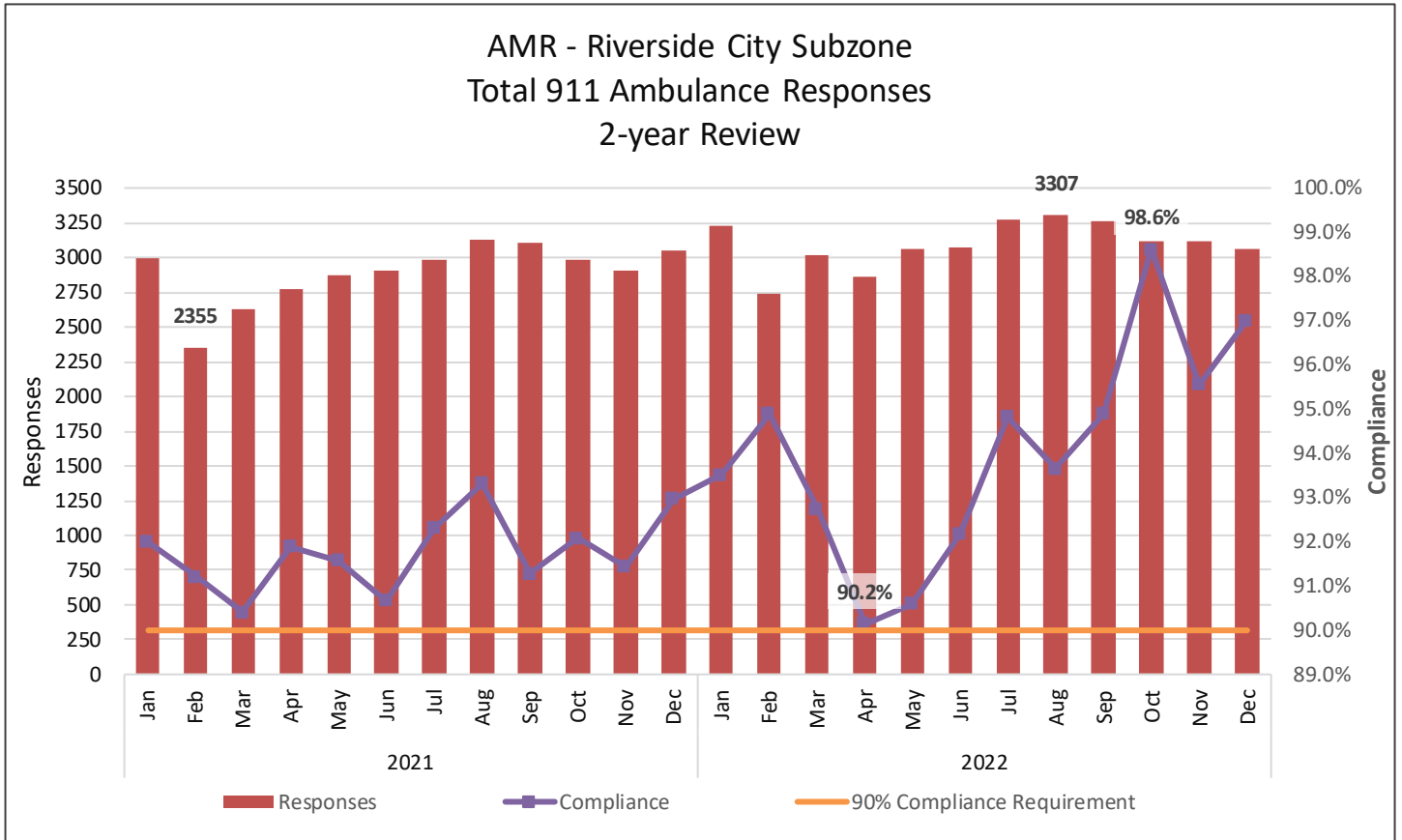


Northwest Zone: Response and Compliance Data

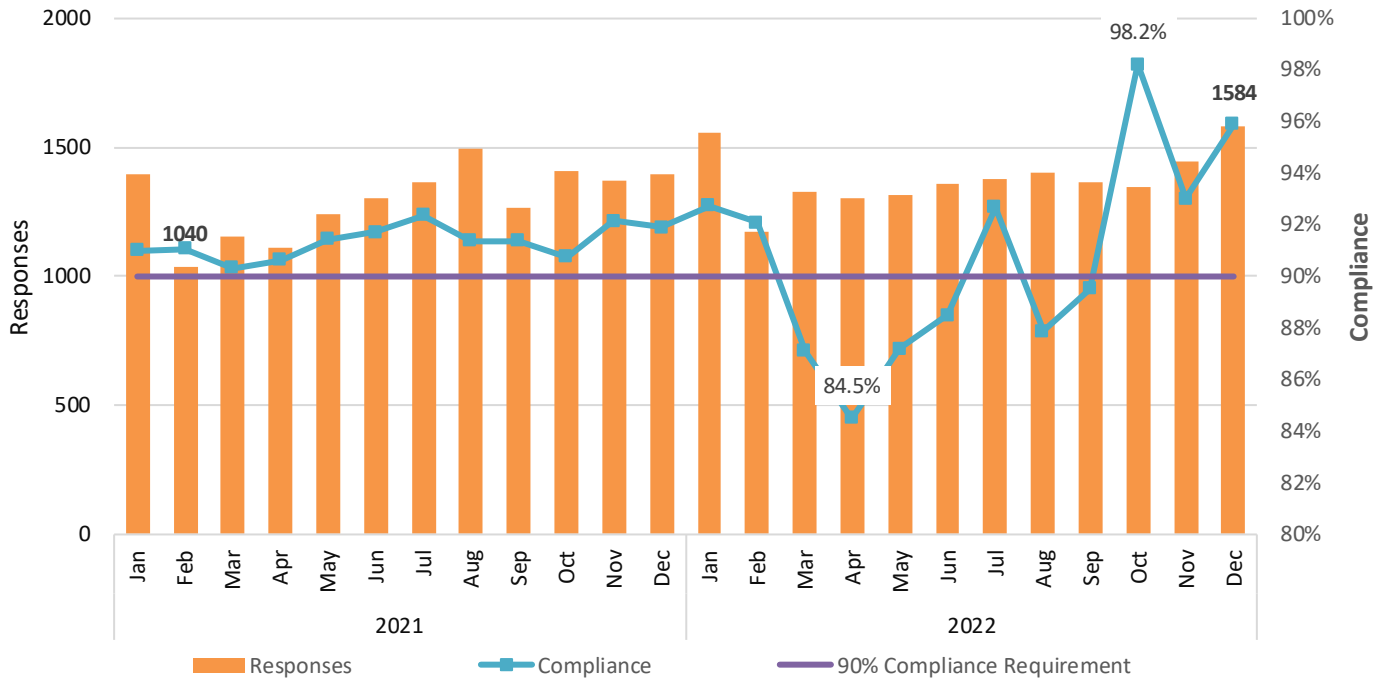




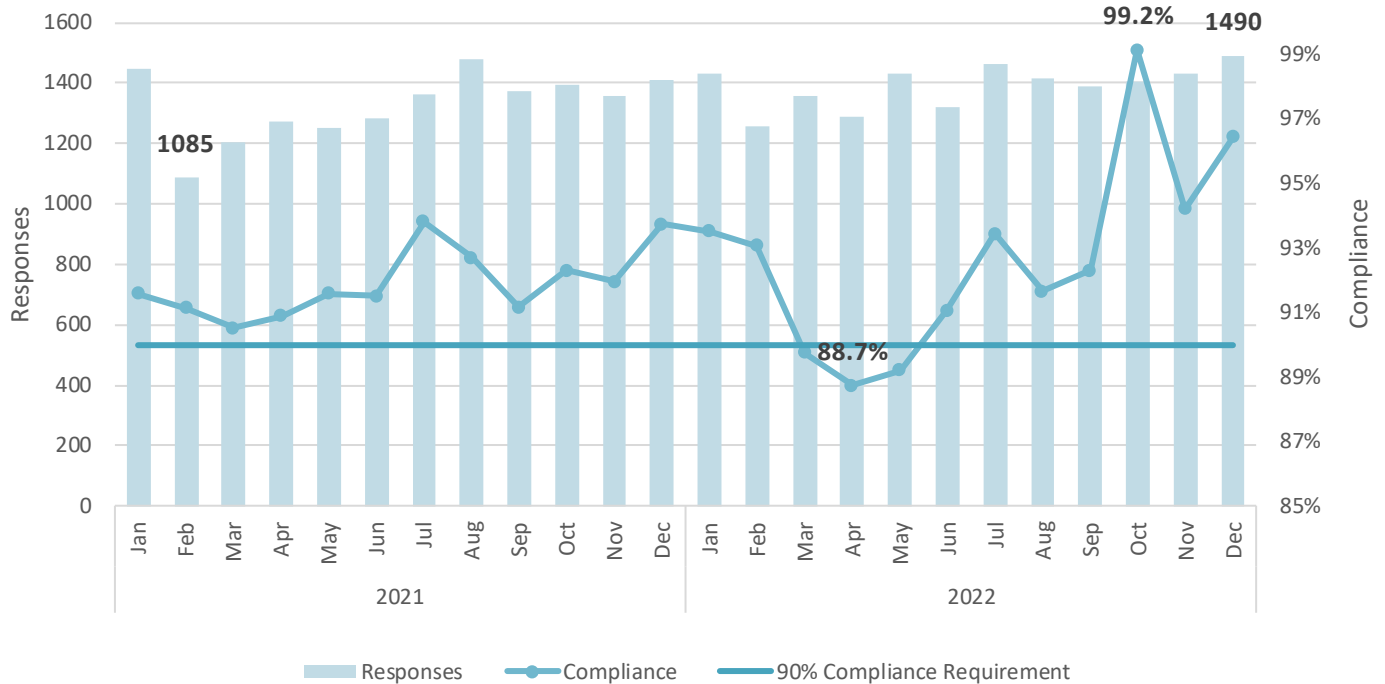
Northwest Zone: Subzone Response and Compliance Data



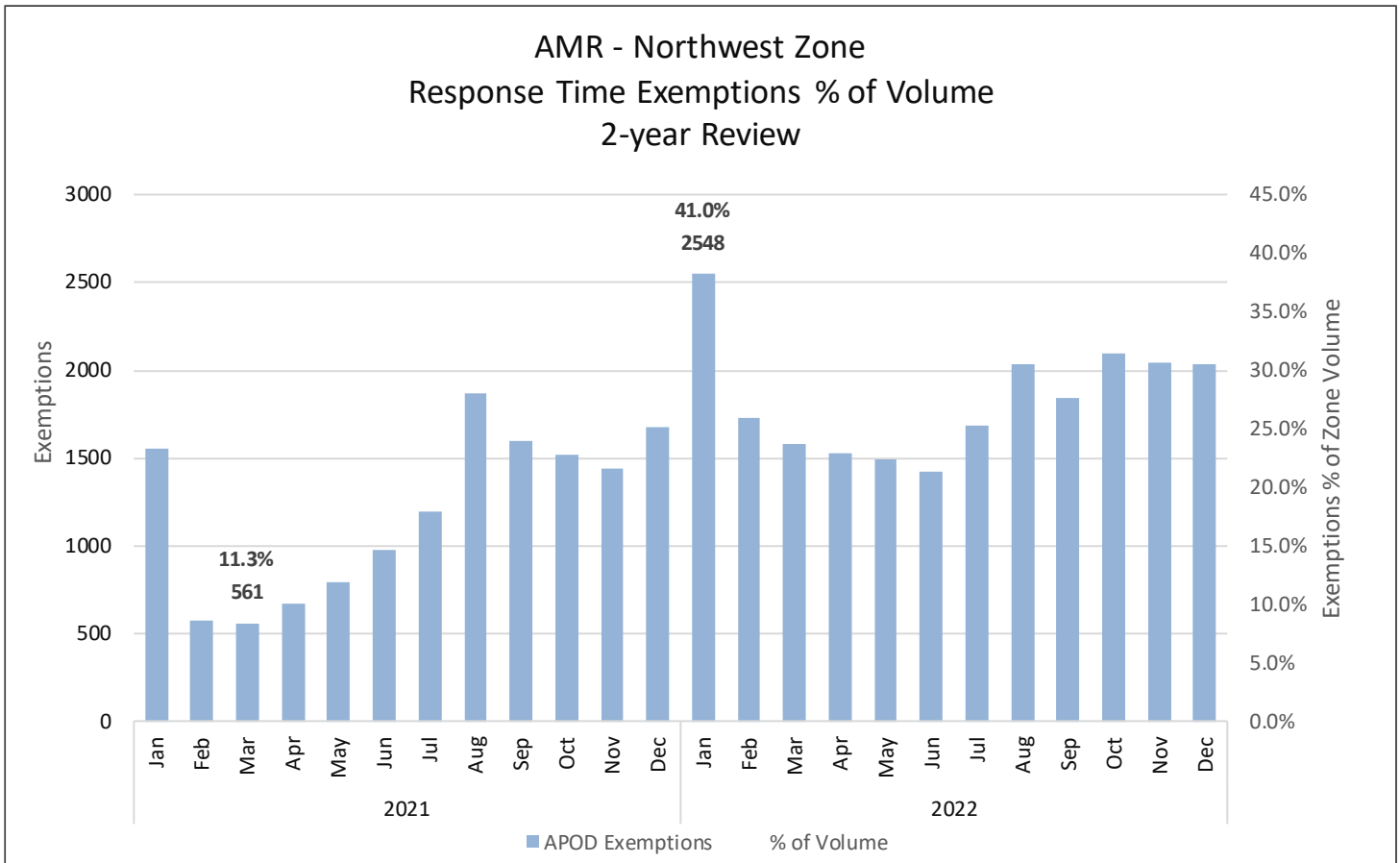
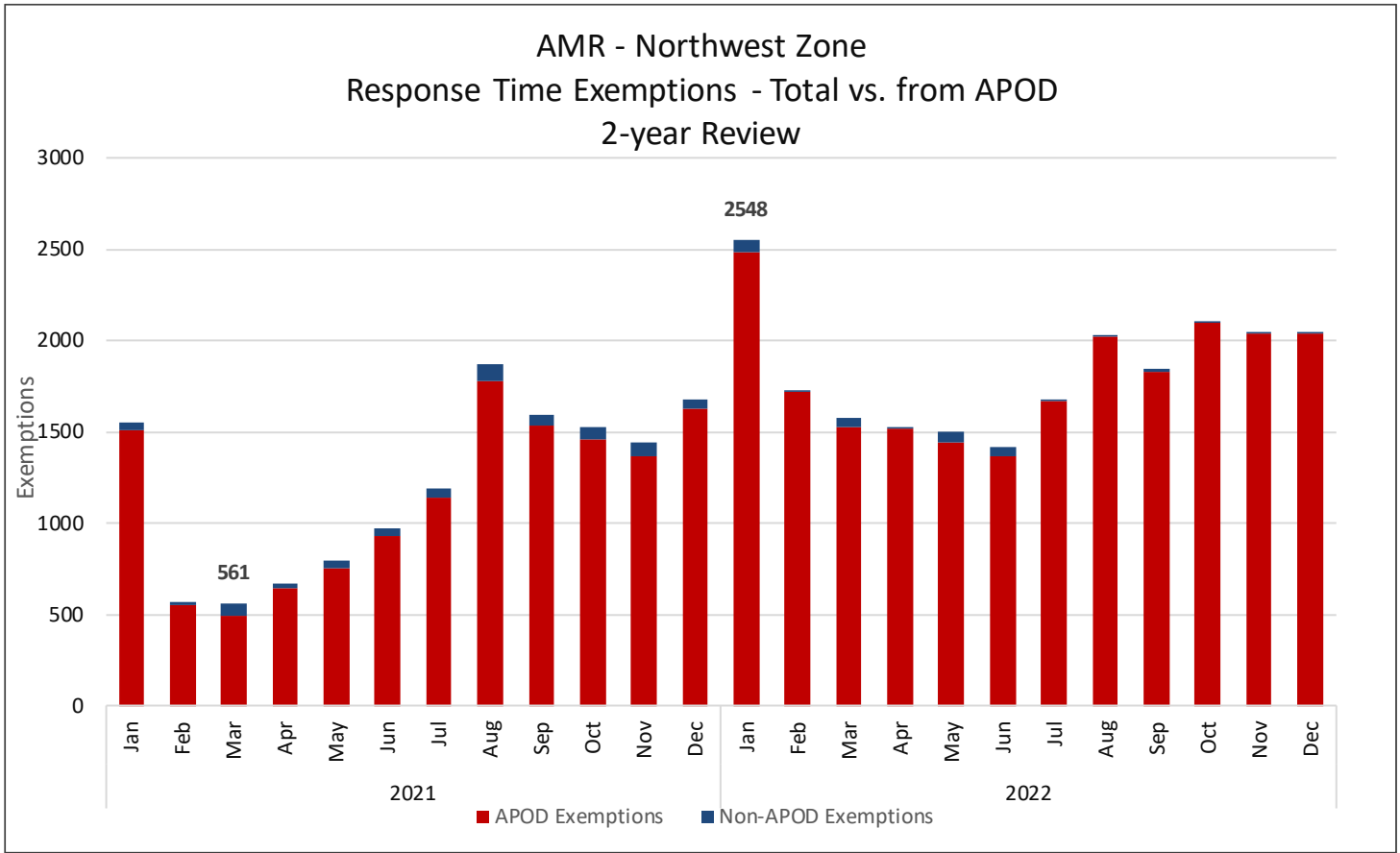
AMR - Norco & North Uninc. Subzone Total 911 Ambulance Responses 2-year Review



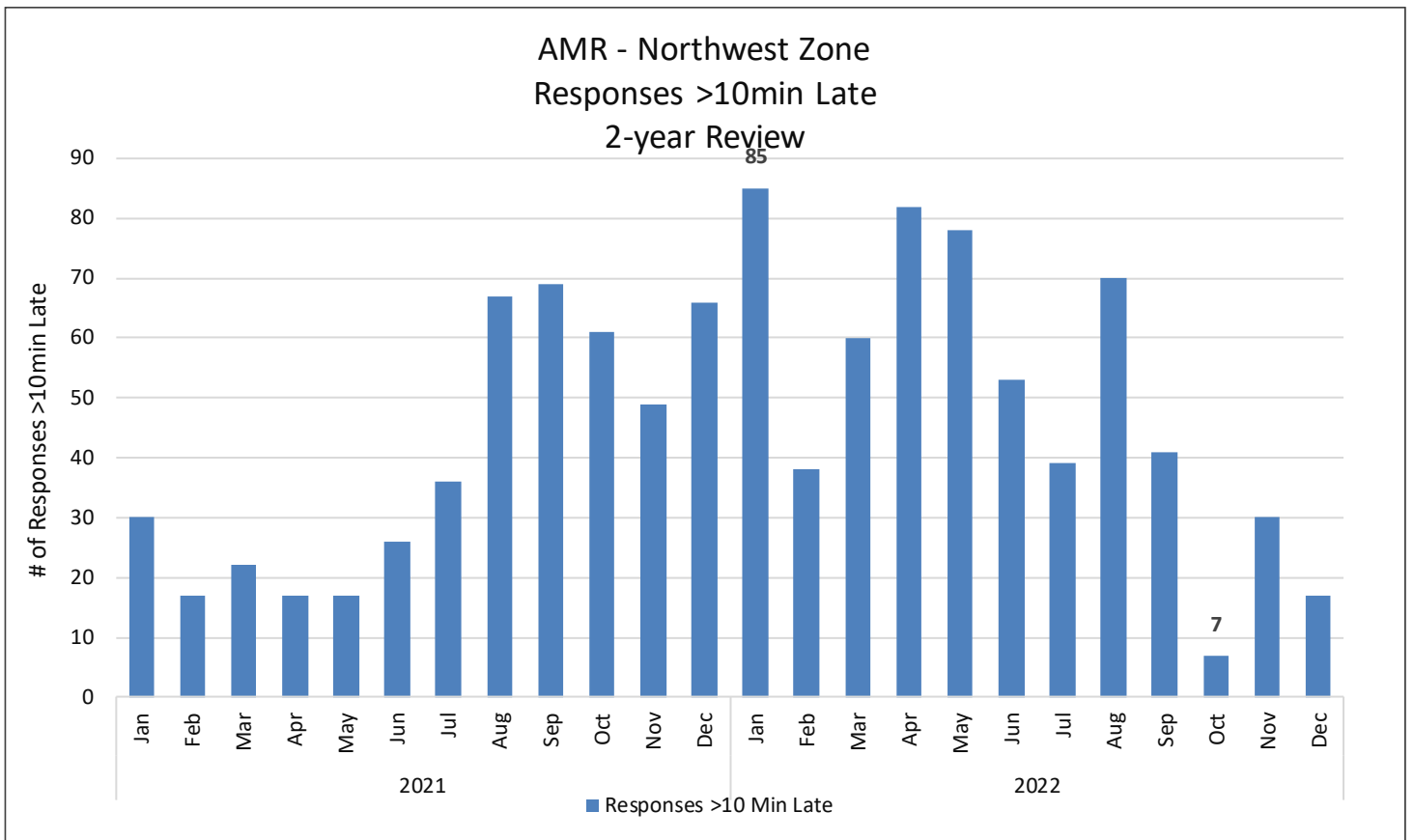
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions

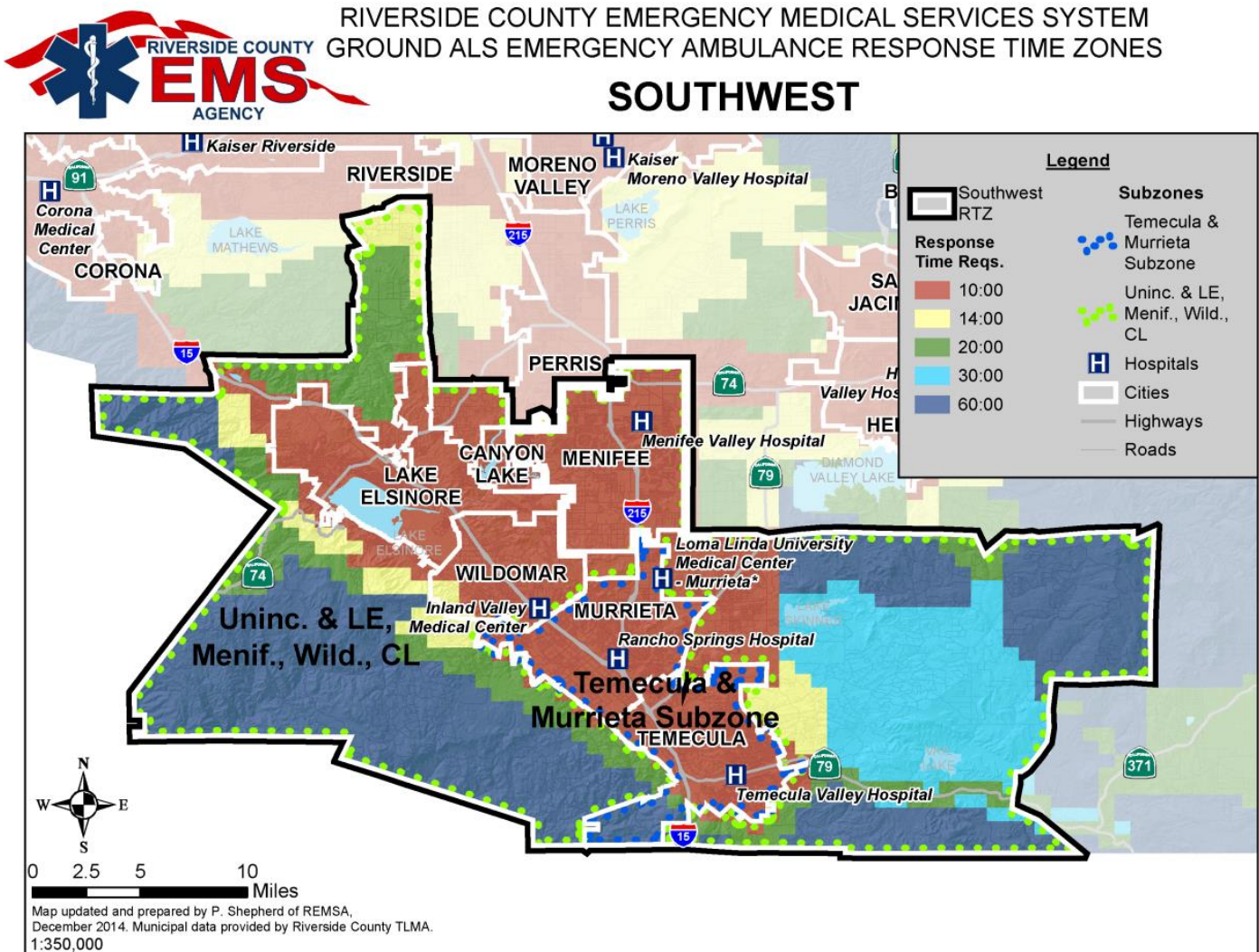


Northwest Zone: Responses >10 Minutes Late

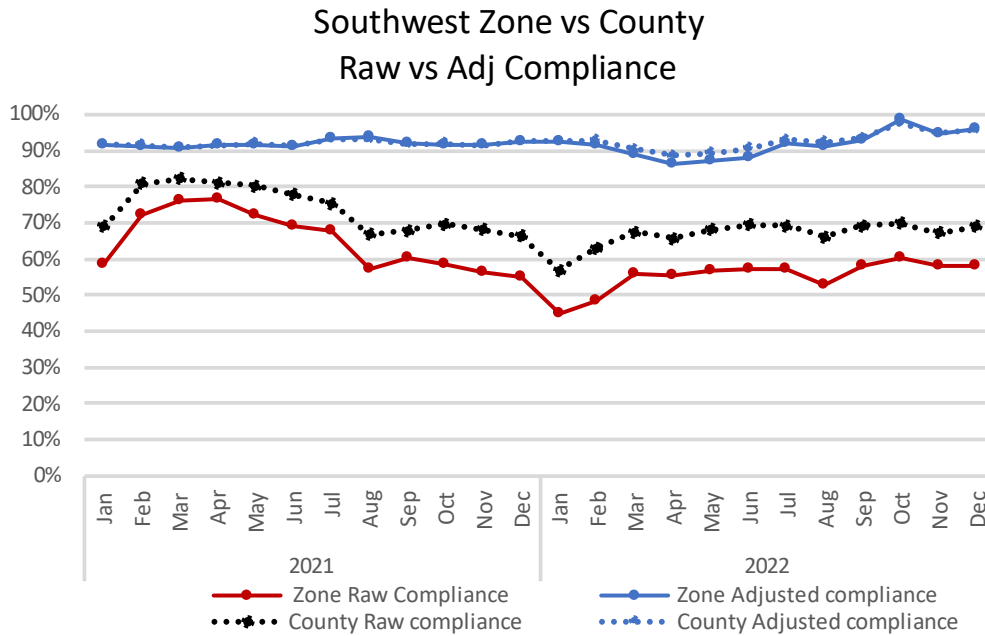


SOUTHWEST ZONE

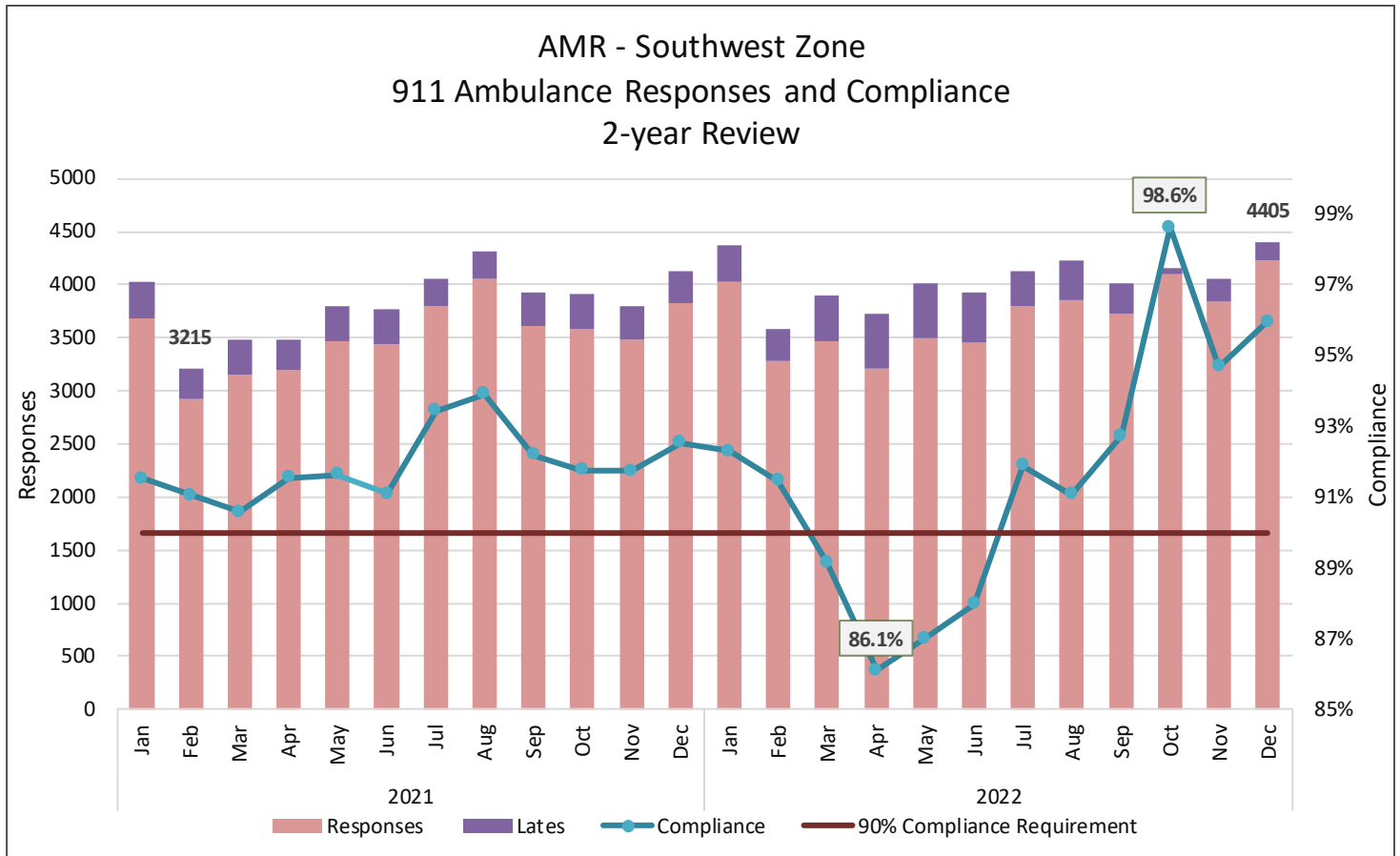
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest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

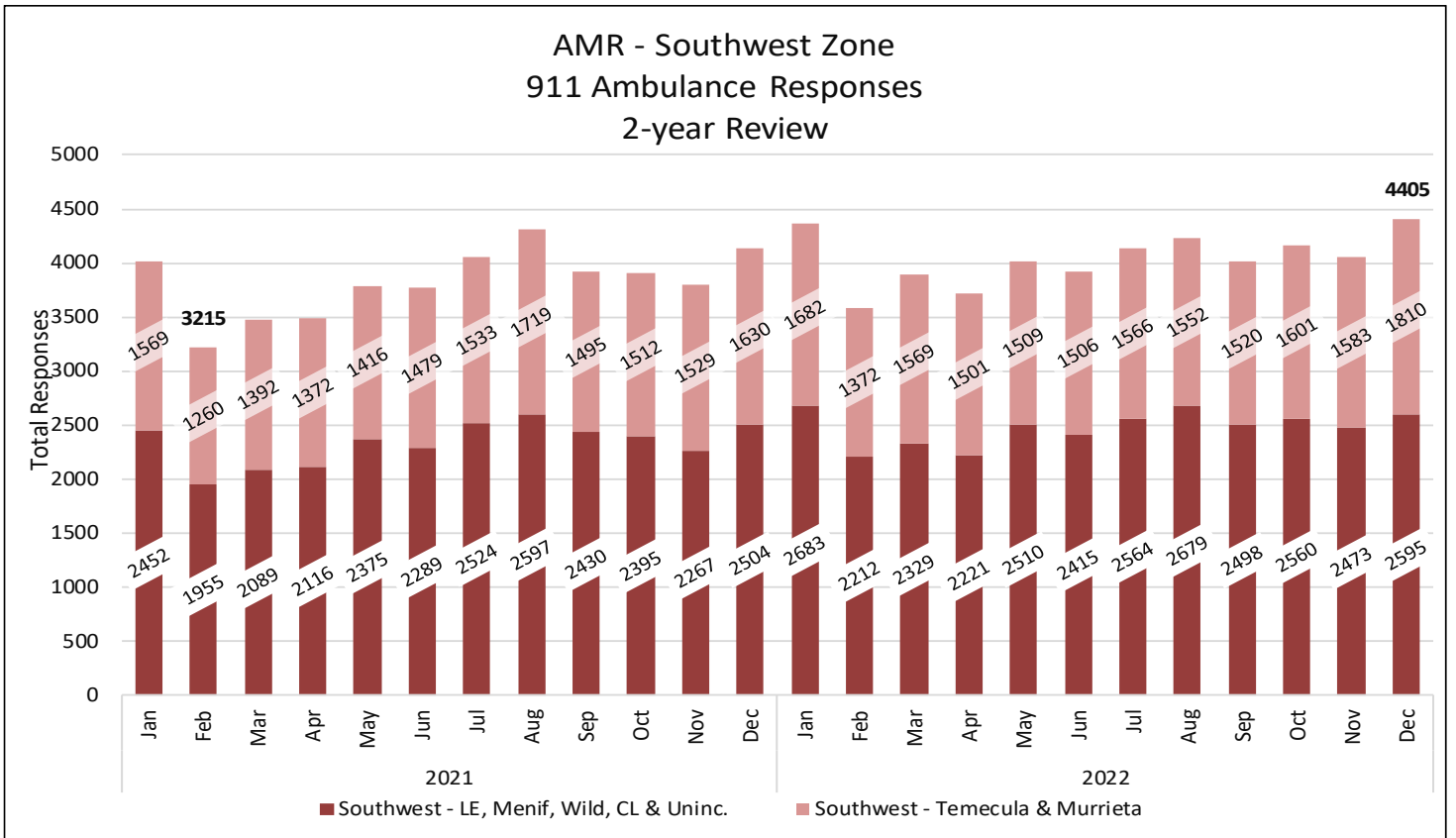


Southwest Zone: Raw vs Adjusted Compliance Data

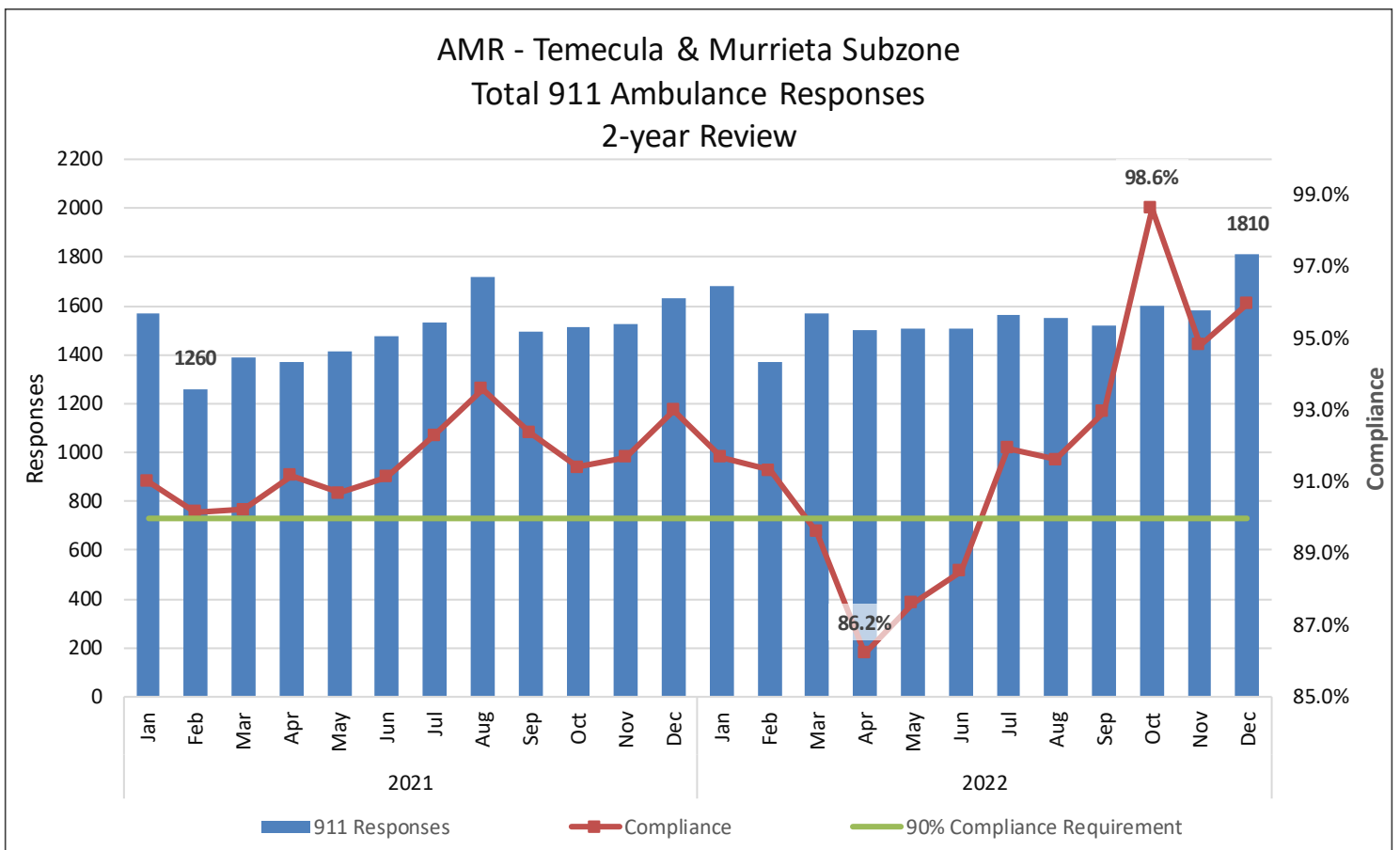


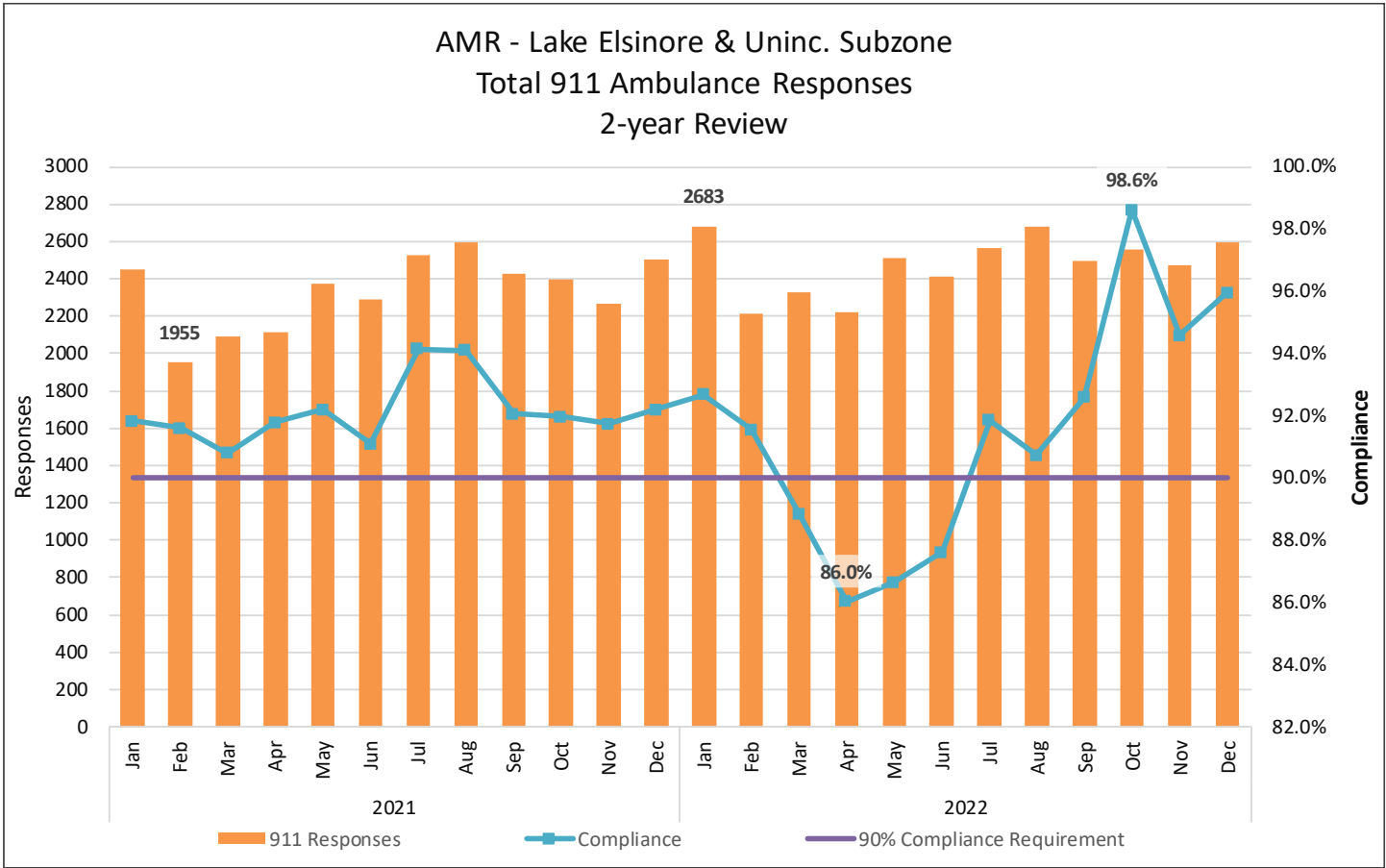
Southwest Zone: zone Response and Compliance Data



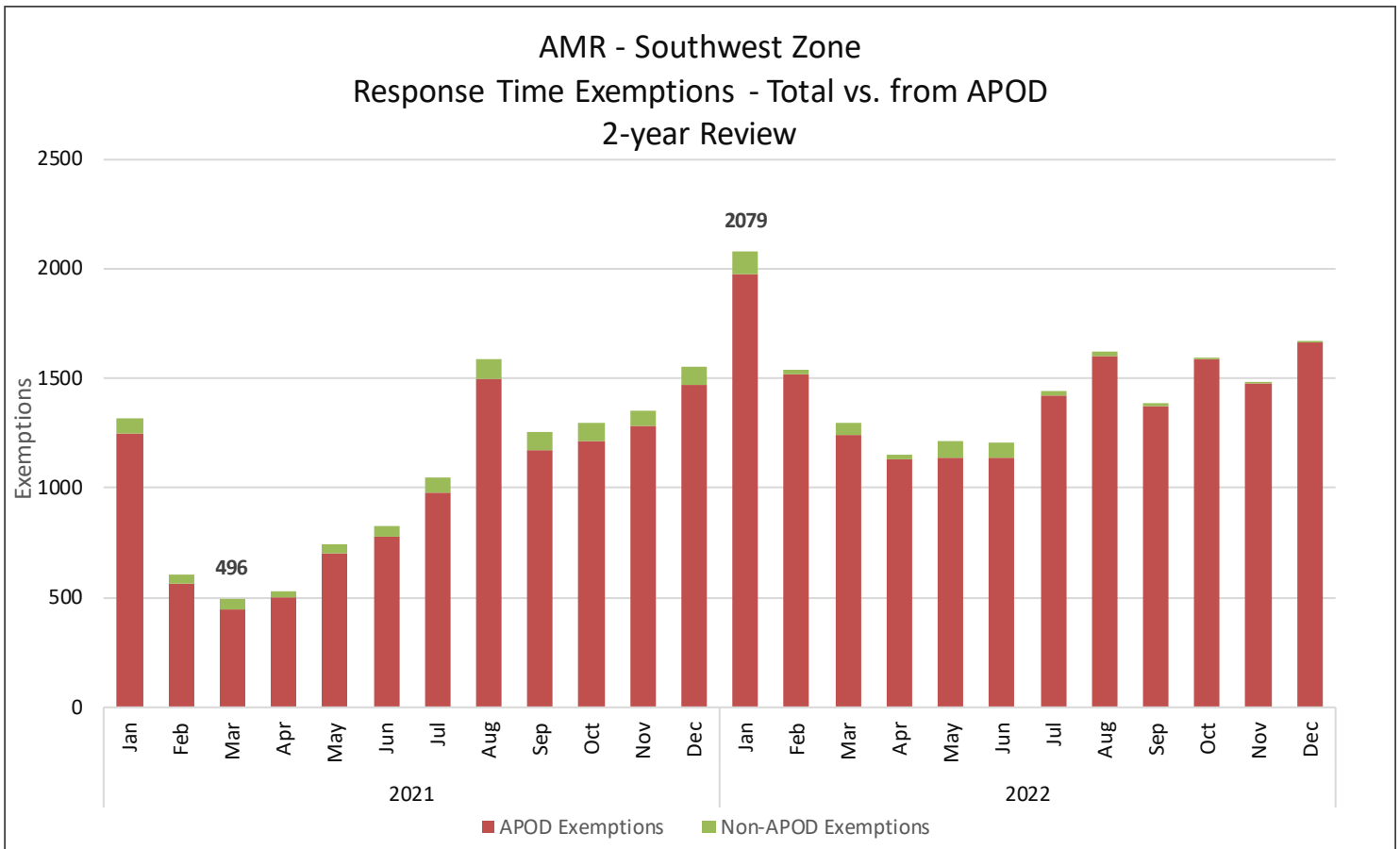


Southwest Zone: Subzone Response and Compliance Data

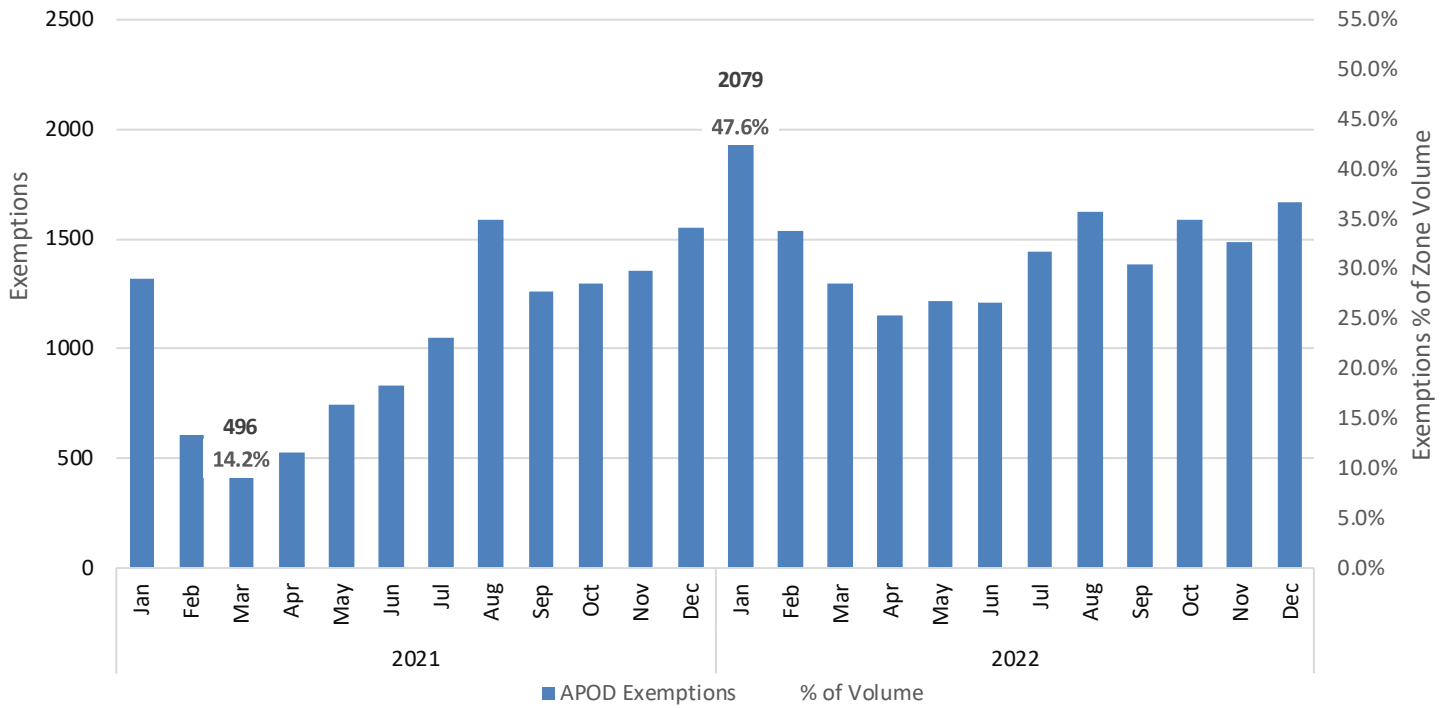




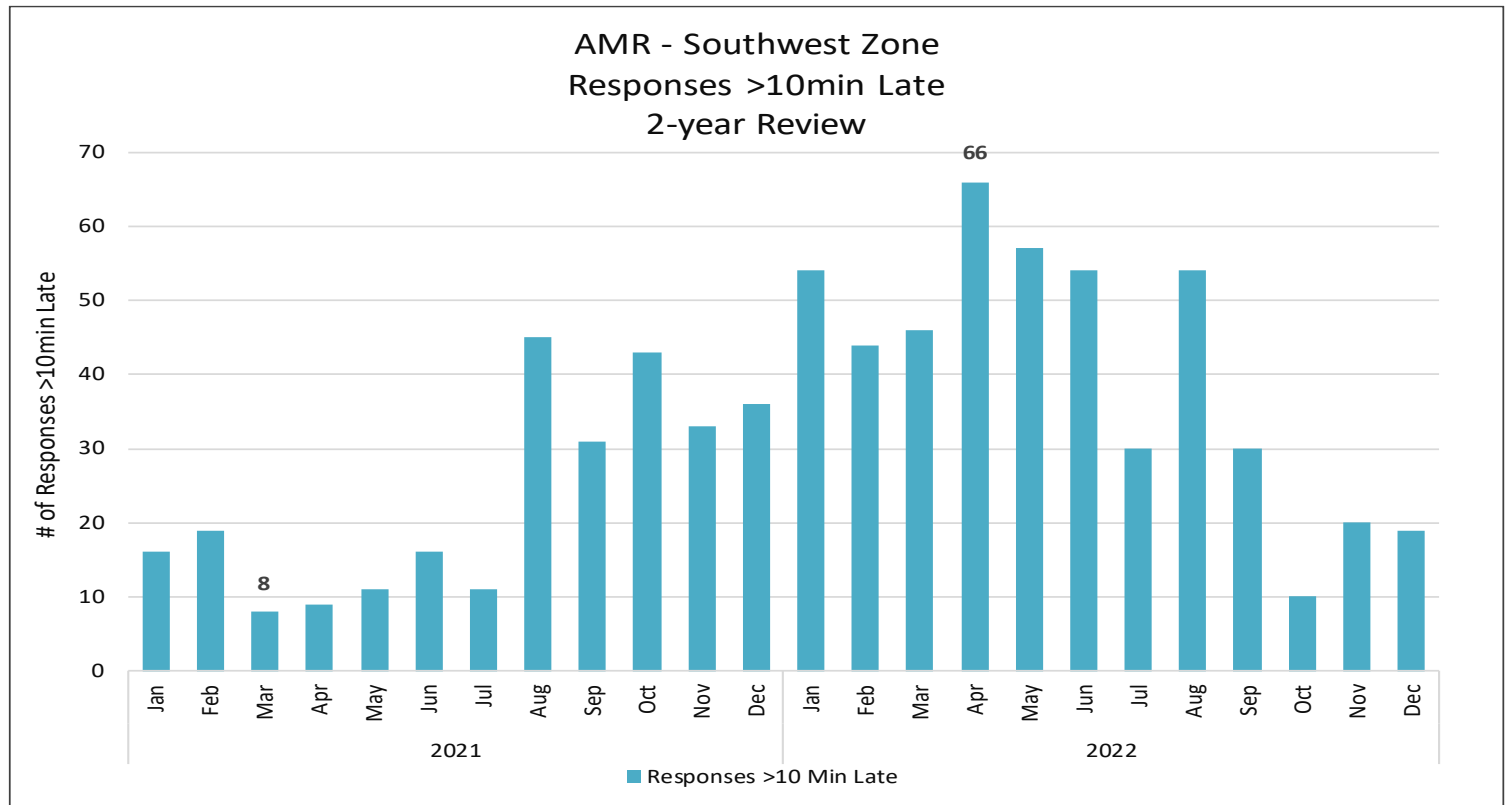
Southwest Zone: Exemptions



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



Southwest Zone: Responses > 10 Minutes Late

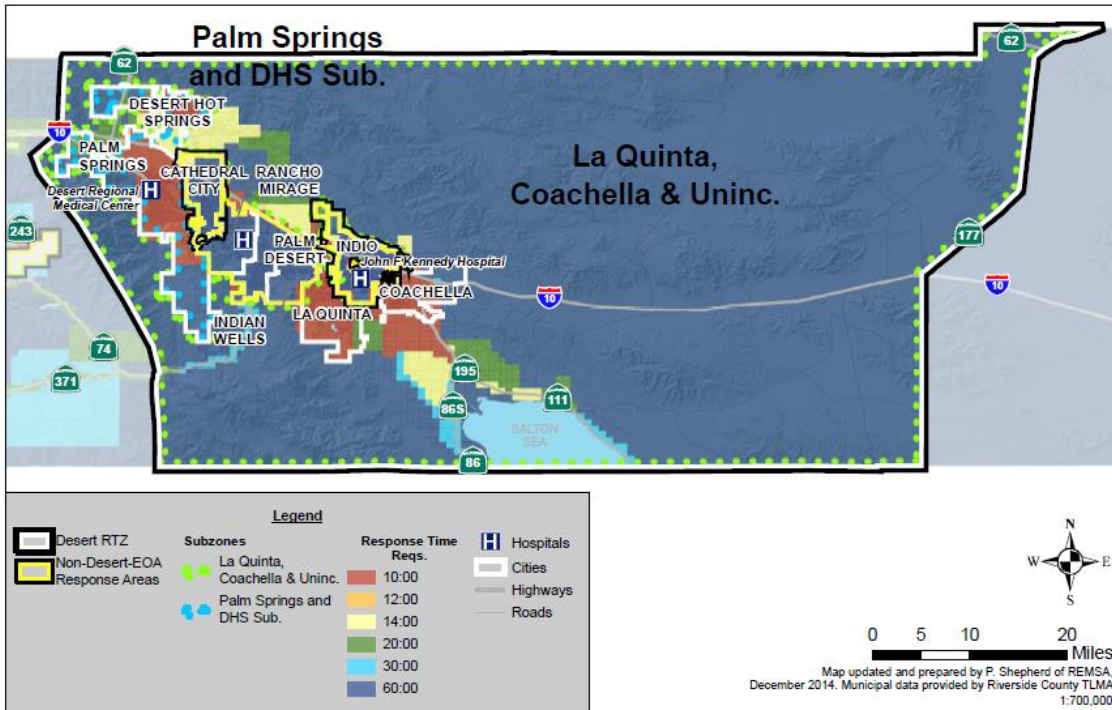


DESERT ZONE



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

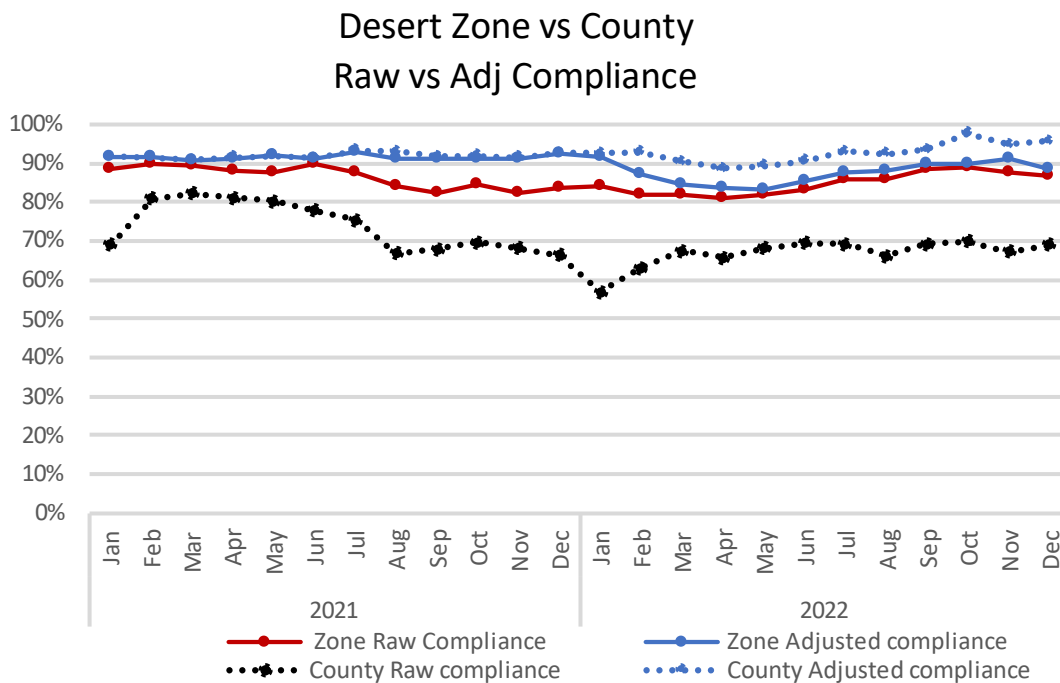
DESERT

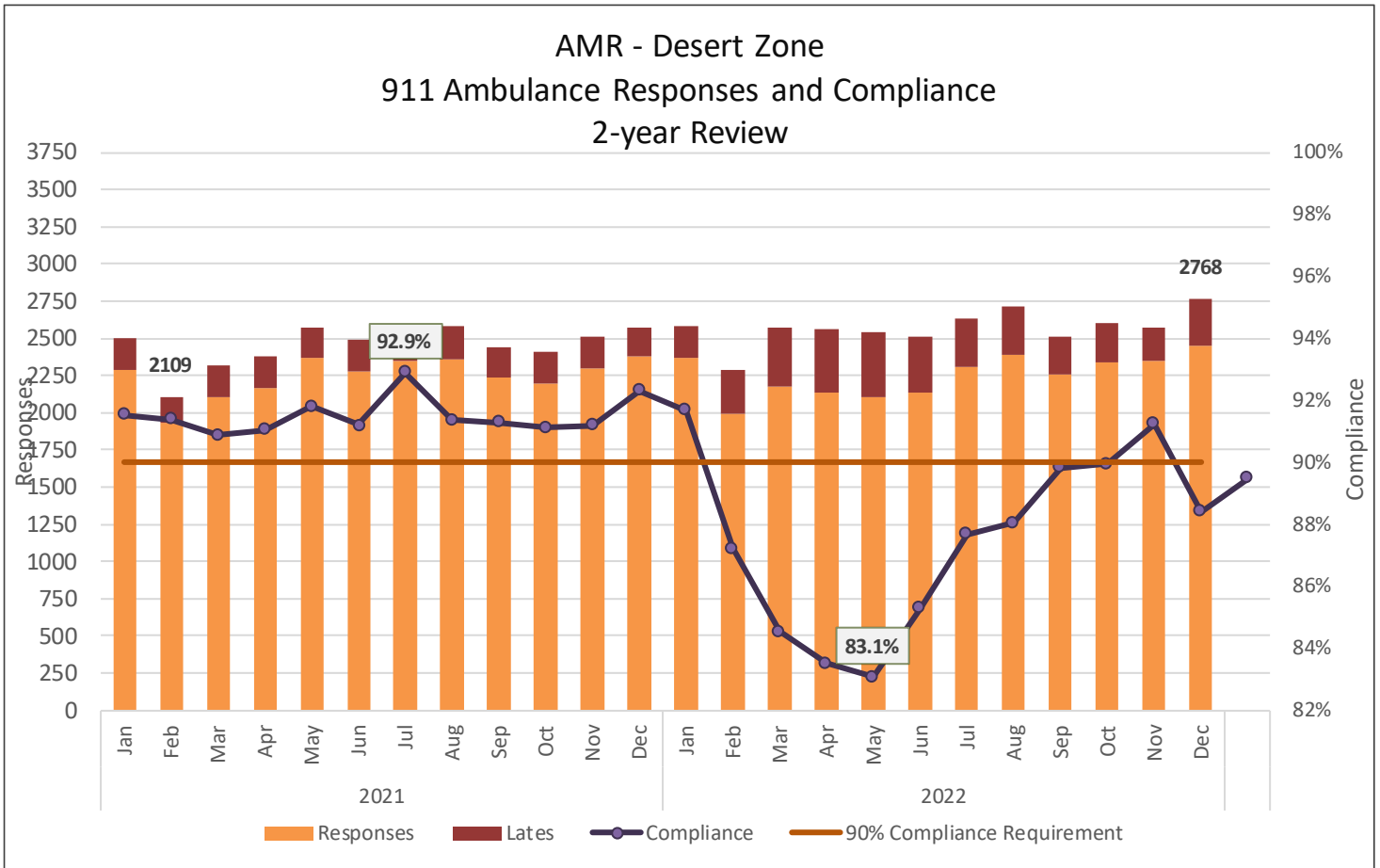


The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

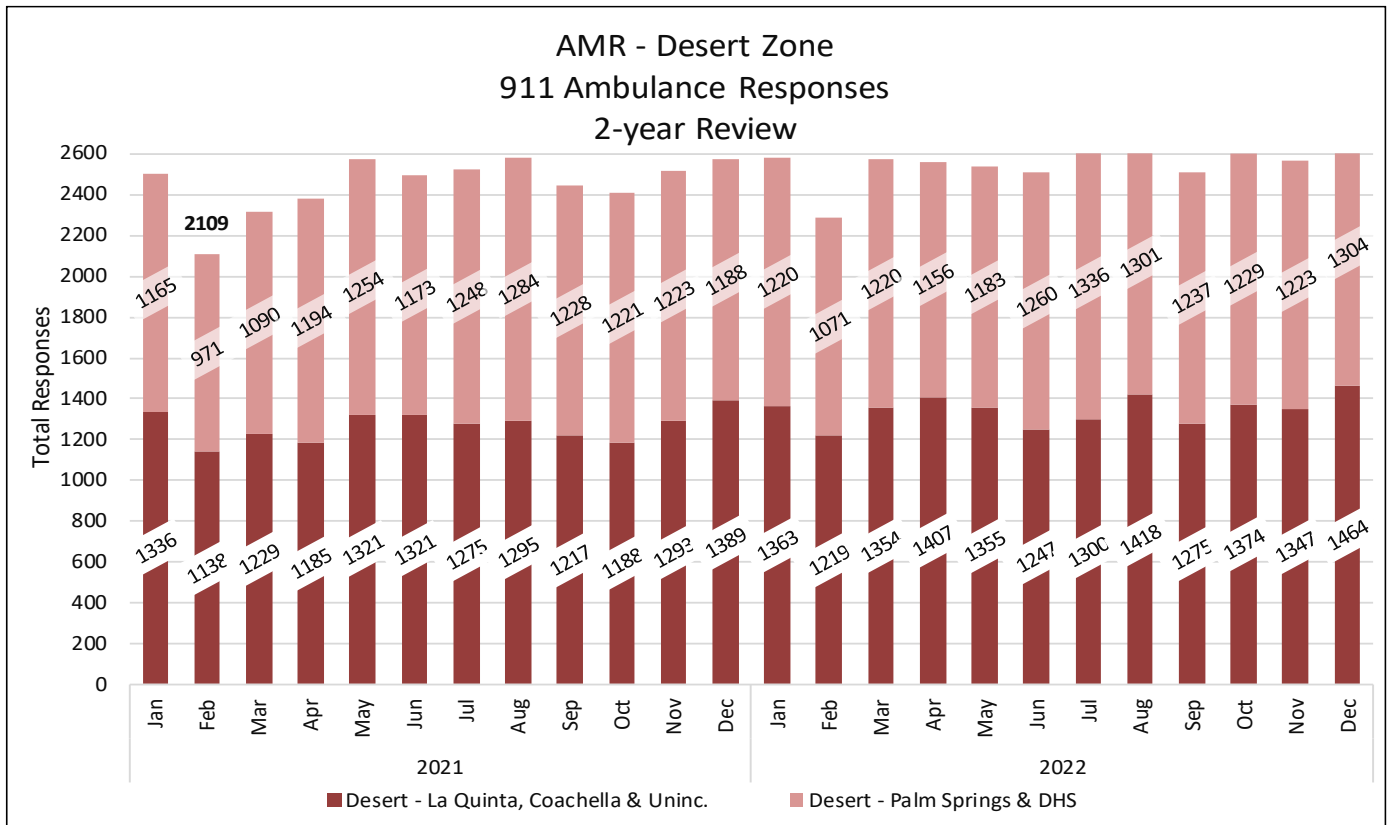
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.

Desert Zone: Raw vs Adjusted Compliance Data

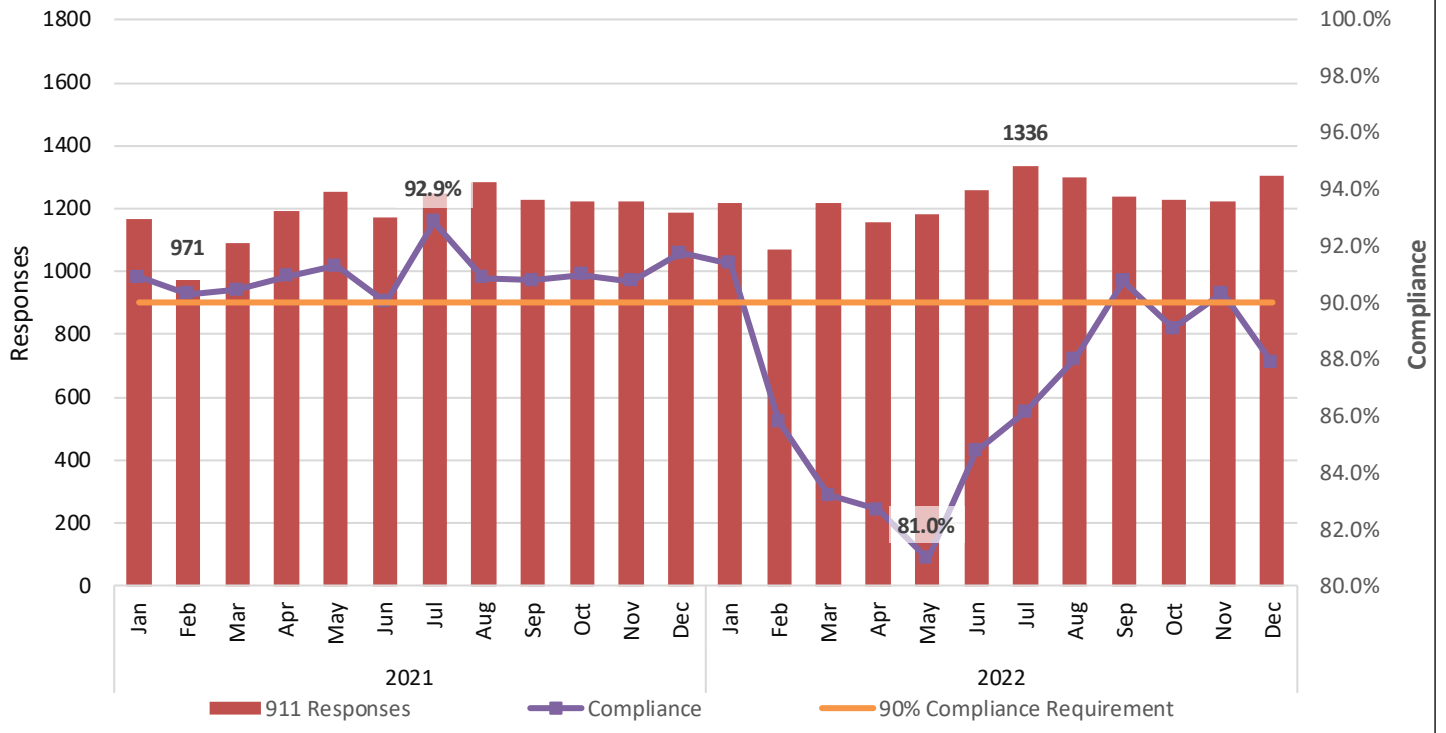




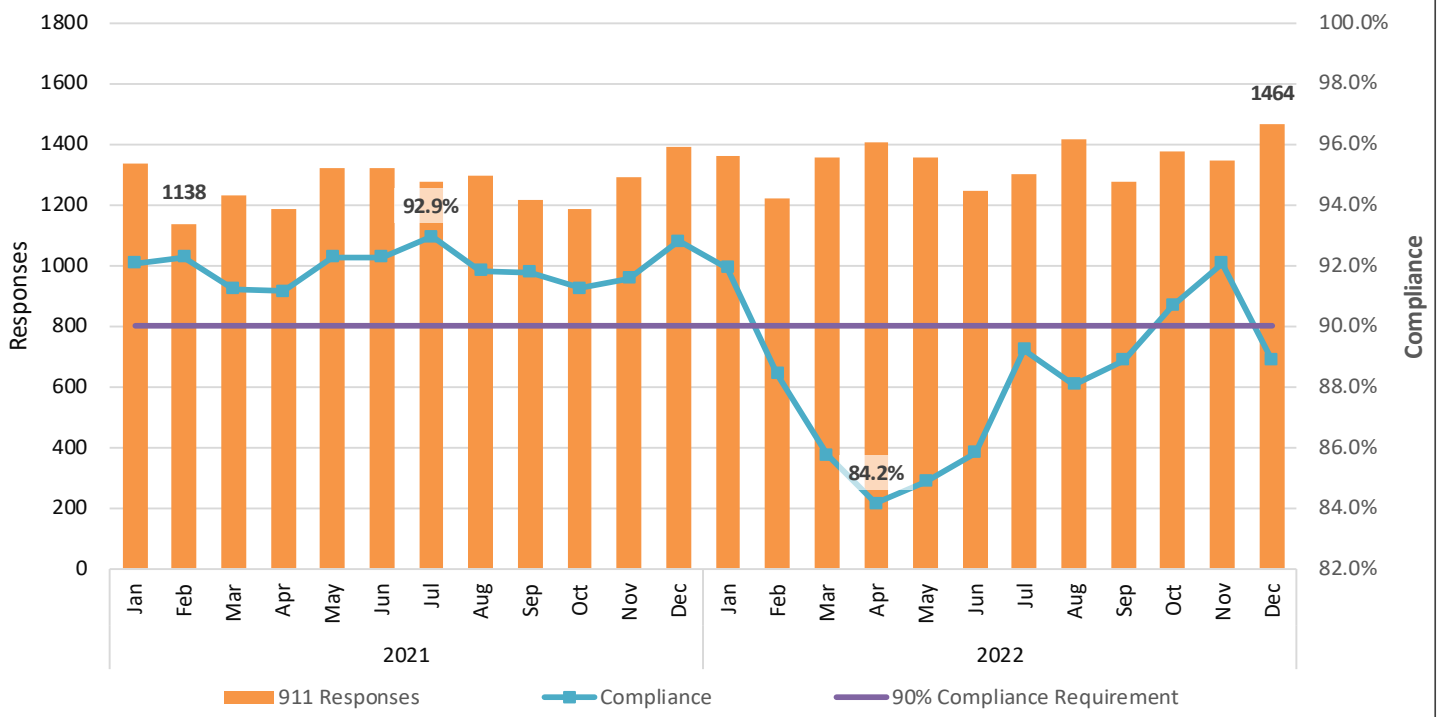
Desert Zone: Subzone Response and Compliance Data

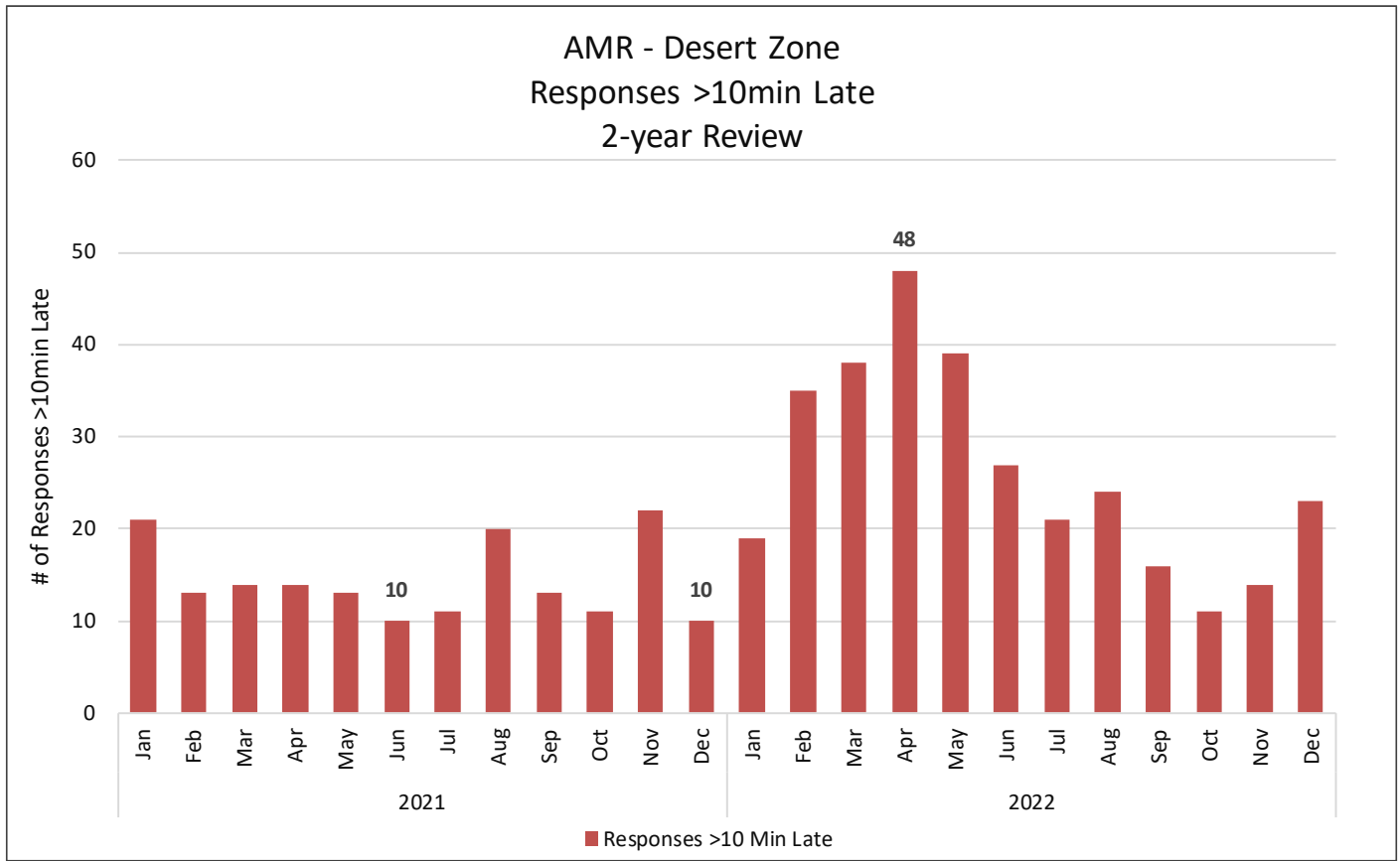


AMR - Palm Springs & Desert Hot Springs Subzone Total 911 Ambulance Responses 2-year Review

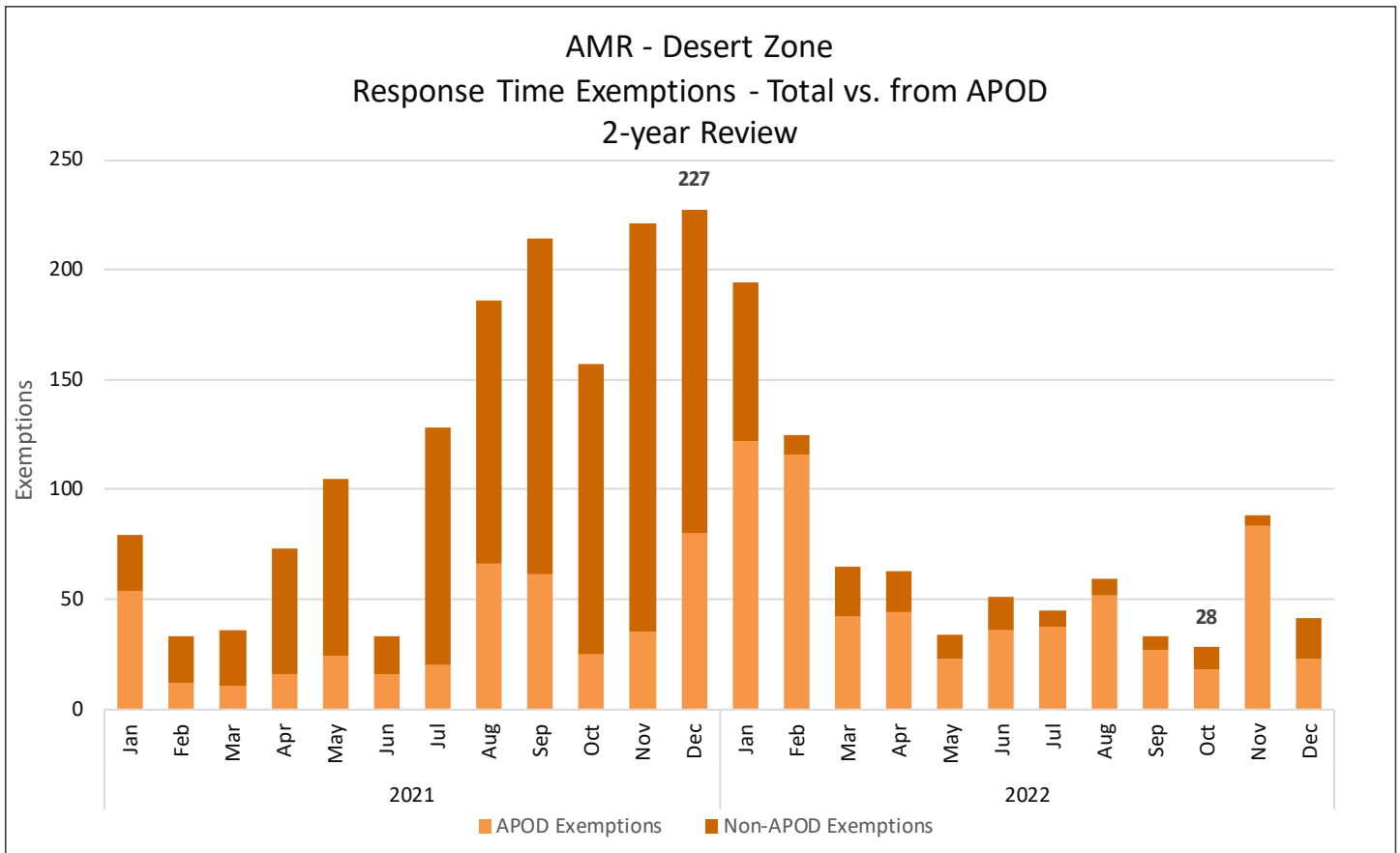


AMR - La Quinta, Coachella, & Uninc. Subzone Total 911 Ambulance Responses 2-year Review

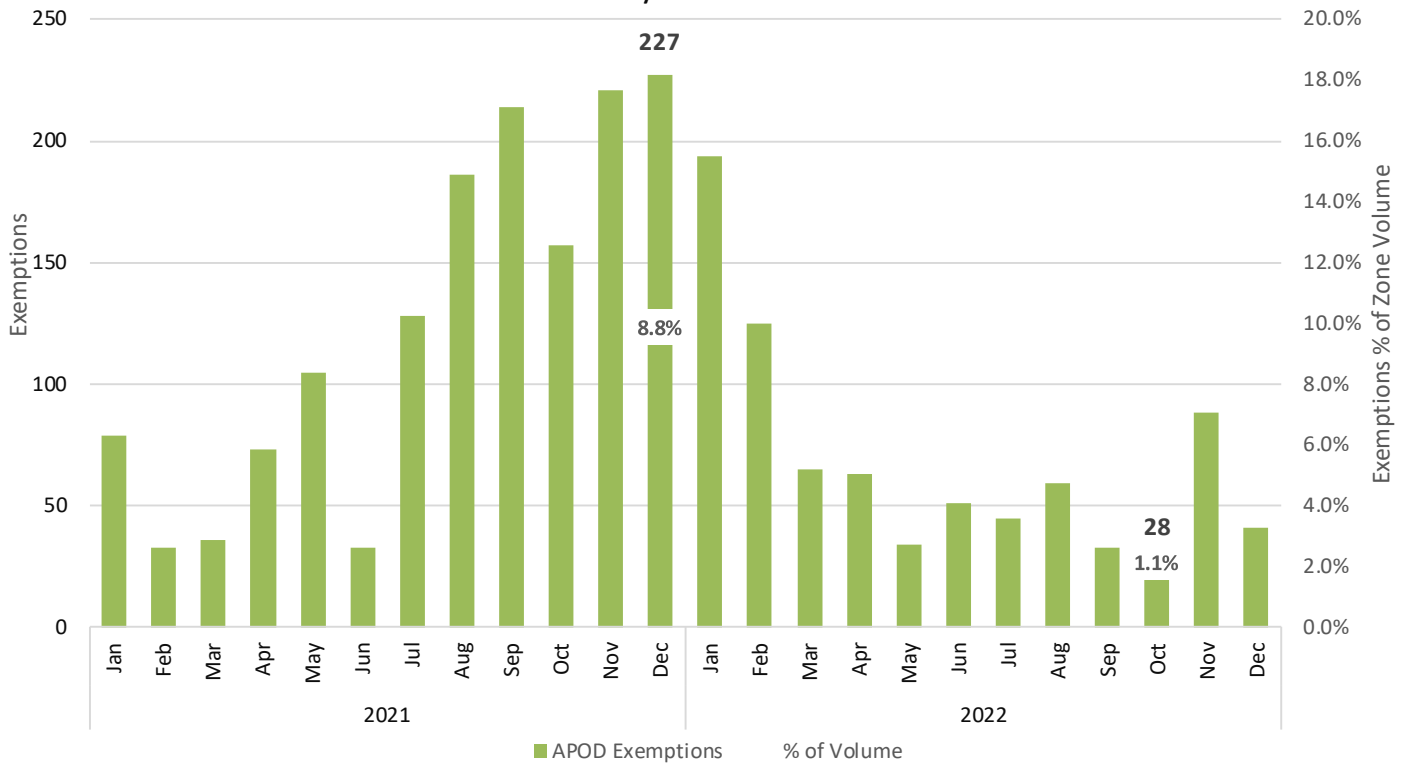




Desert Zone: Exemptions



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



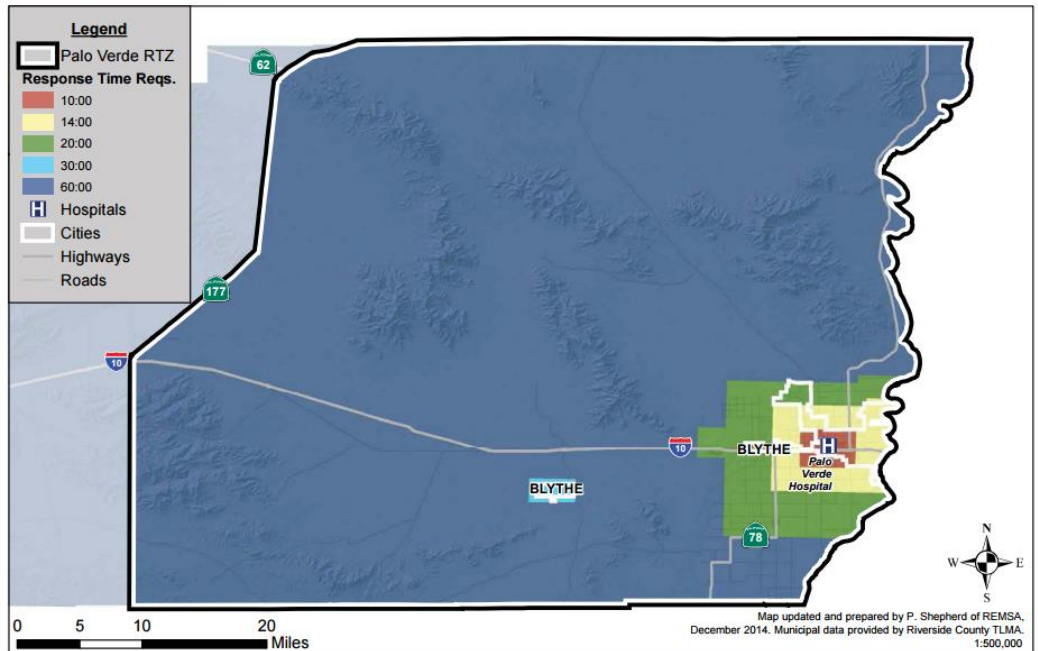
PALO VERDE ZONE



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

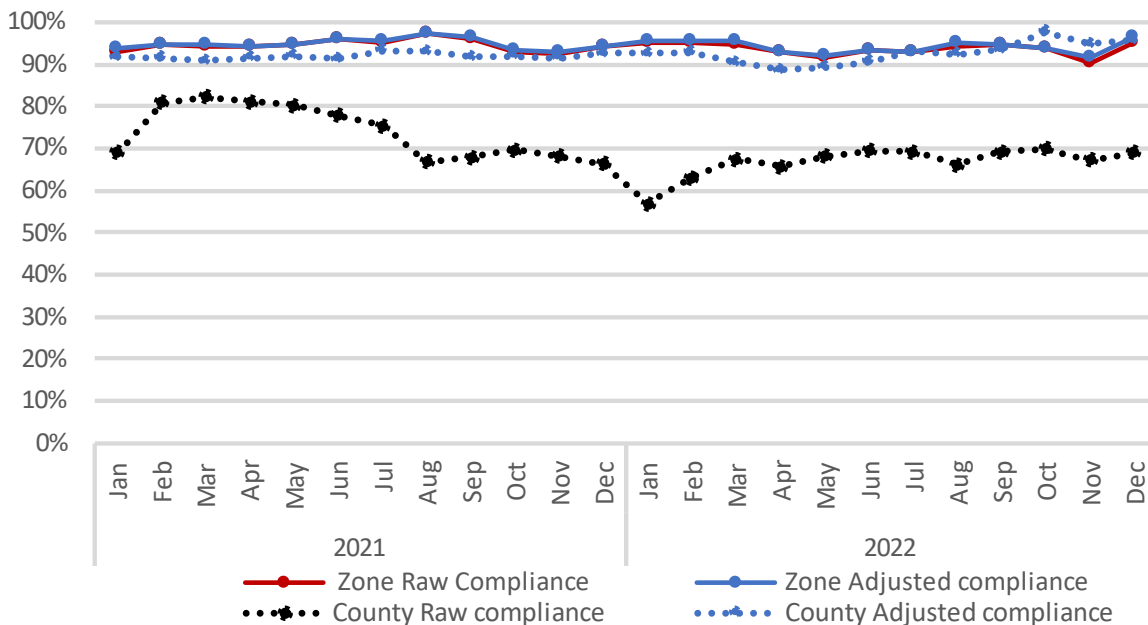
PALO VERDE

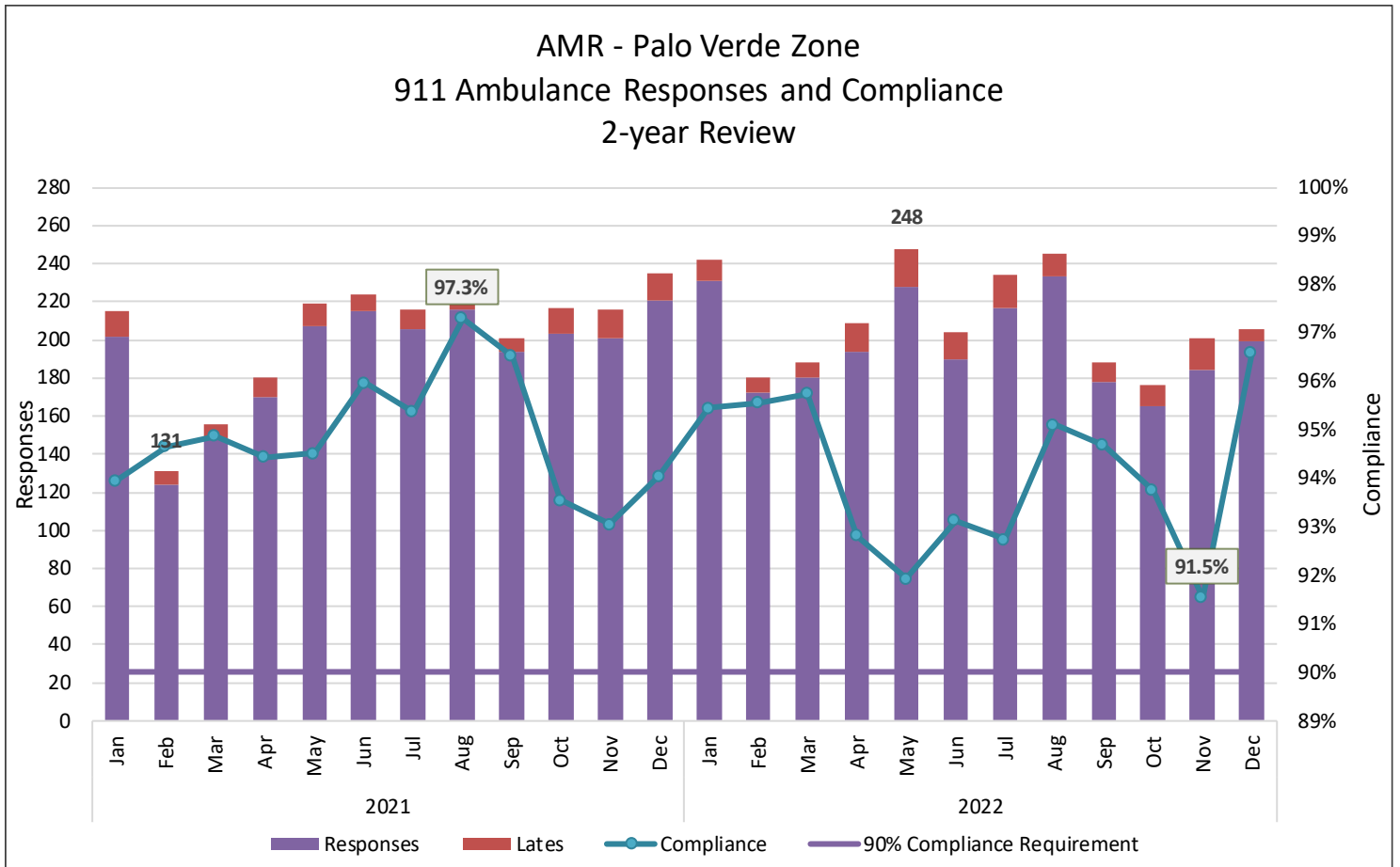
The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



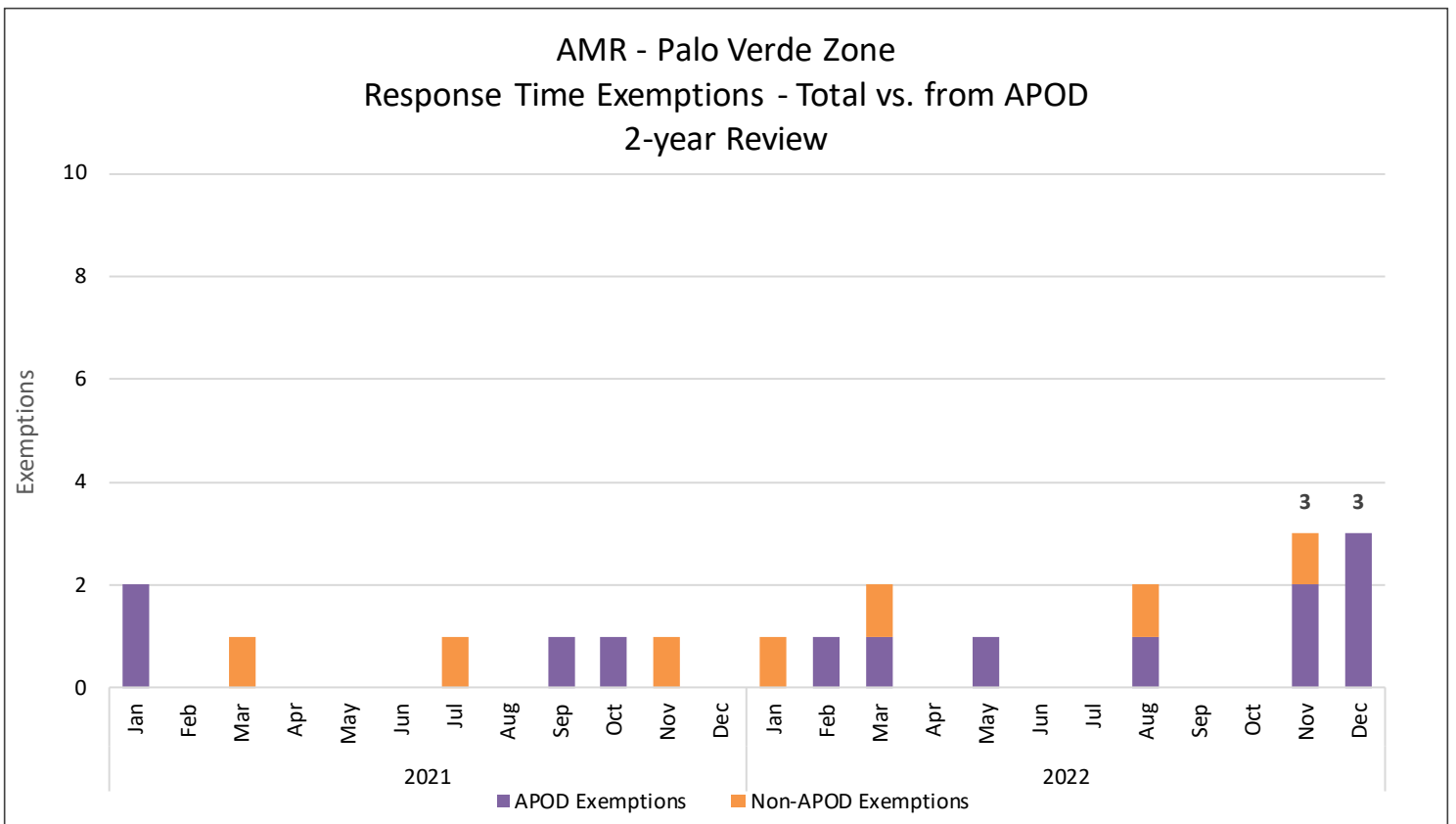
Palo Verde Zone: Raw vs Adjusted Compliance Data

Palo Verde Zone vs County Raw vs Adj Compliance

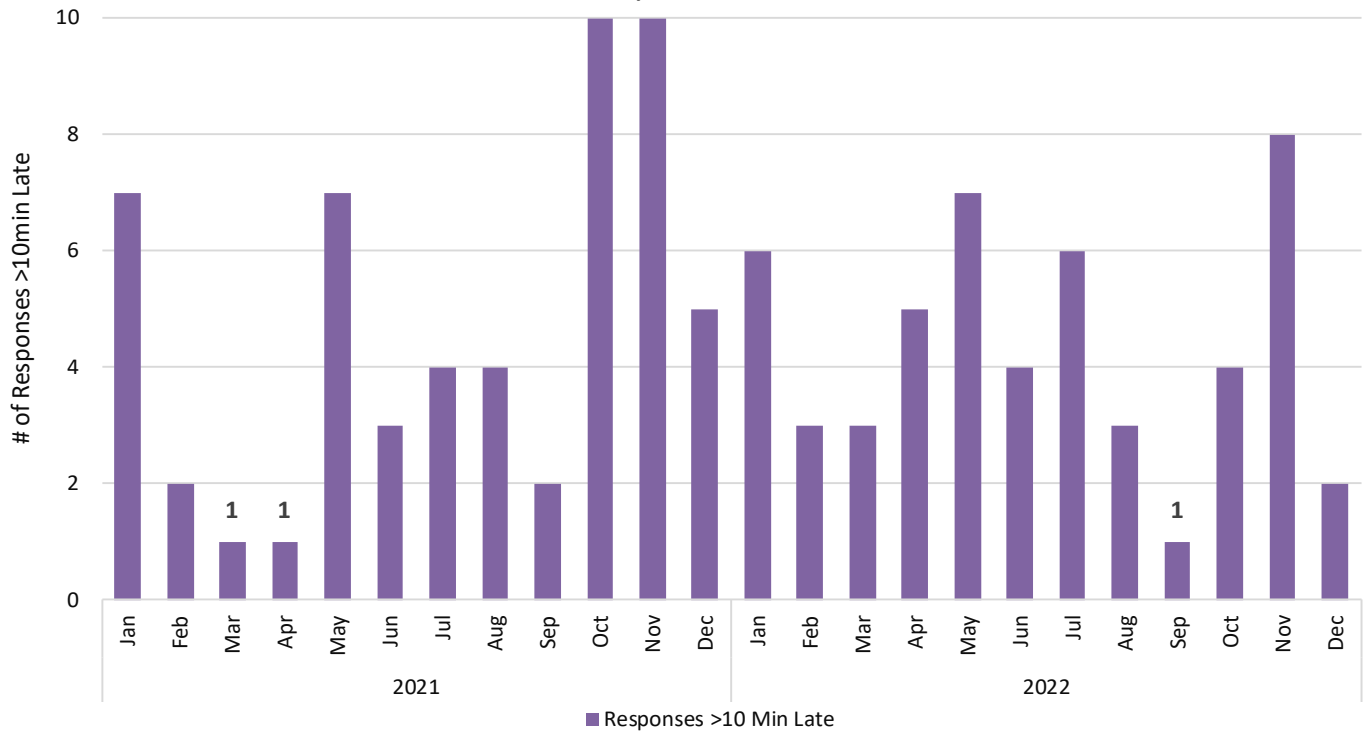




Palo Verde Zone: Exemptions and >10 Minutes Late



AMR - Palo Verde Zone
 Responses >10min Late
 10-year Review

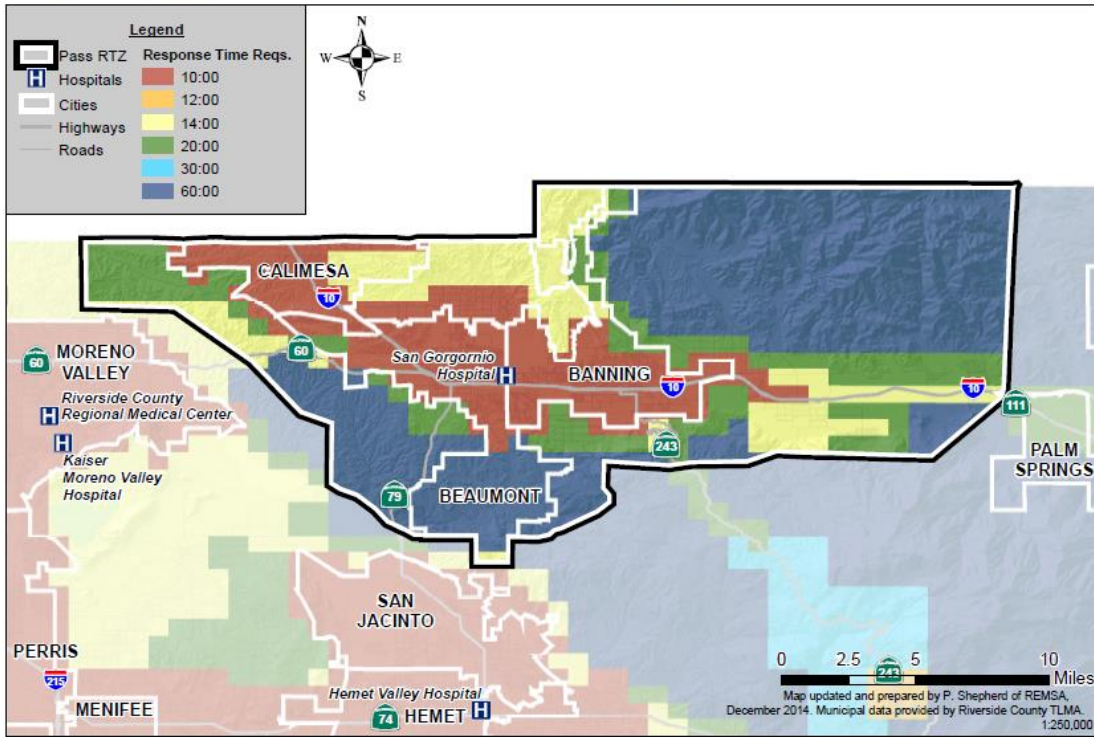


PASS ZONE



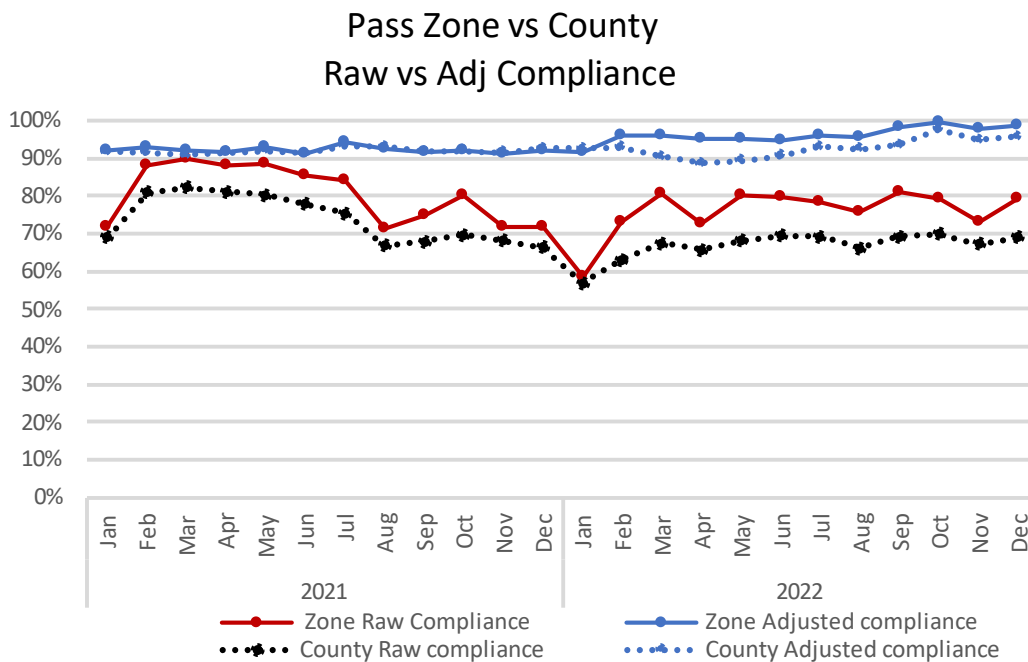
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

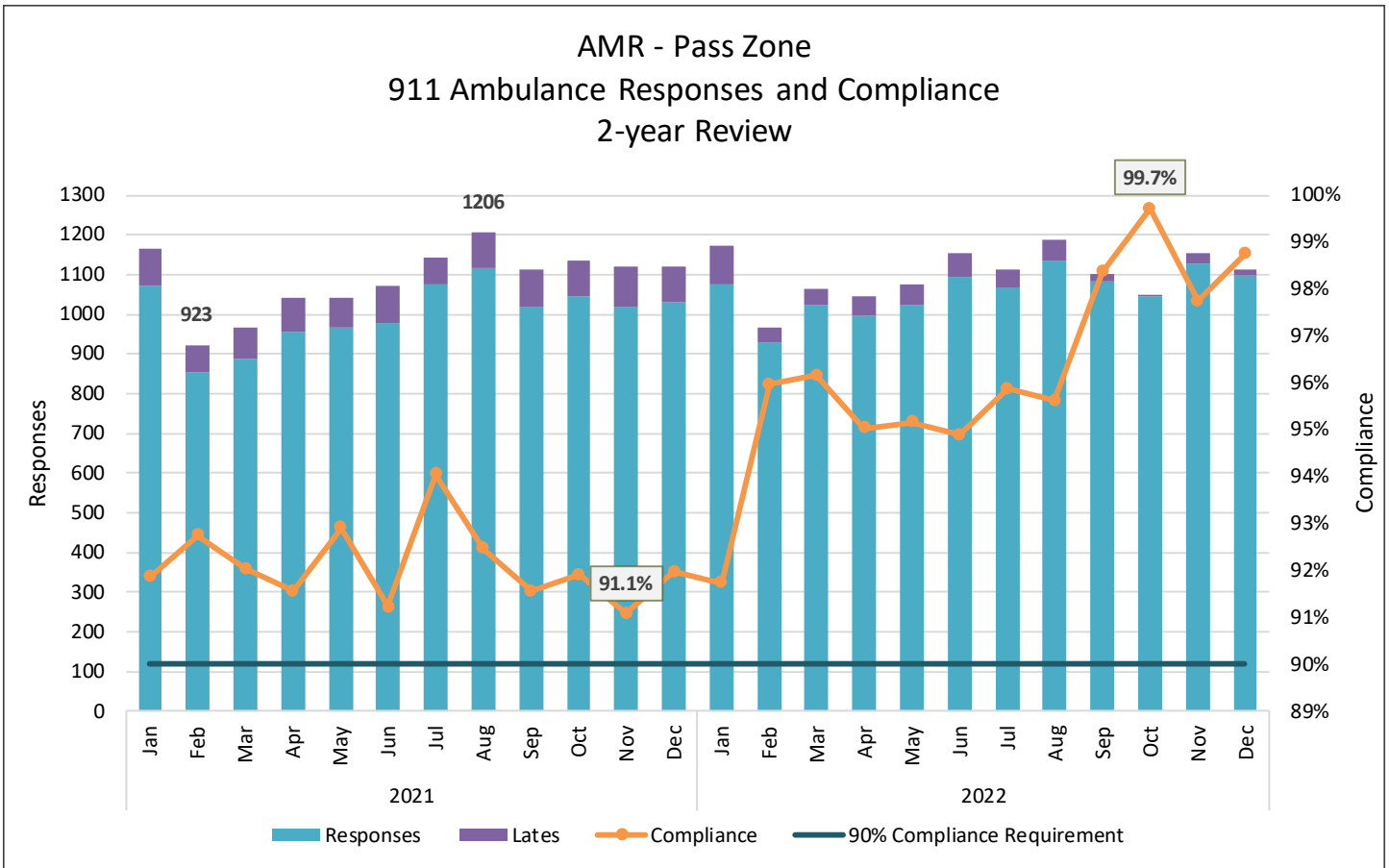
PASS



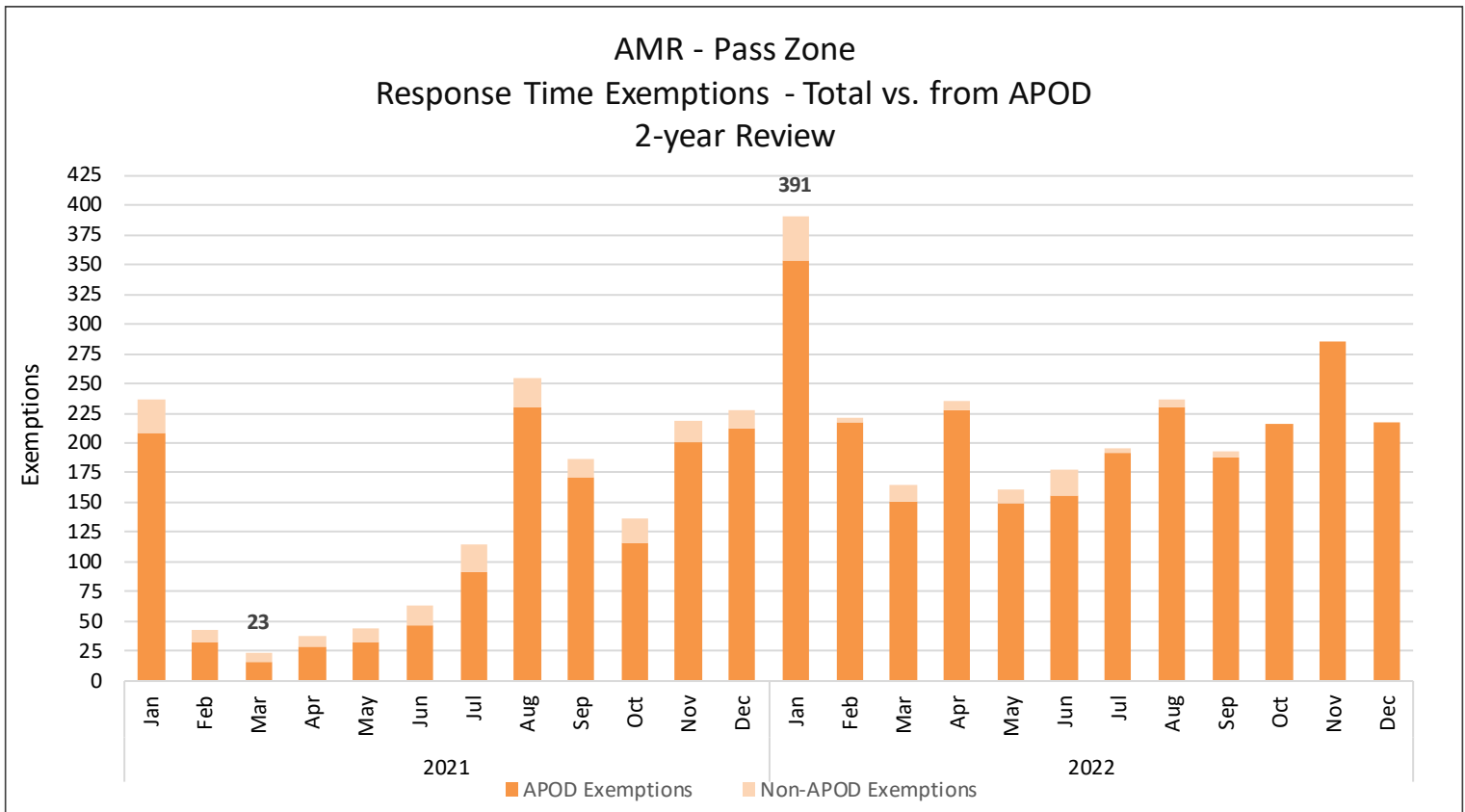
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

Pass Zone: Raw vs Adjusted Compliance Data

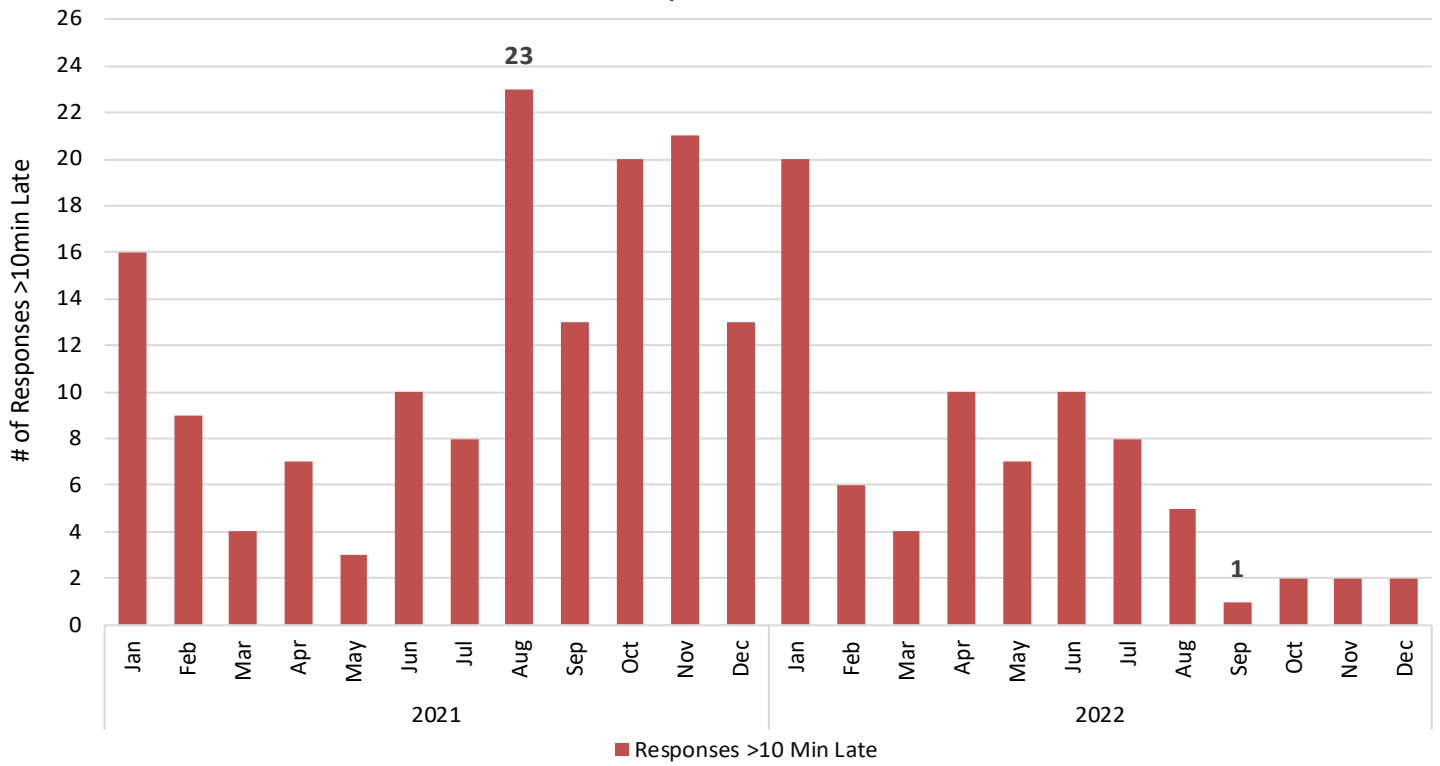




Pass Zone: Exemptions and Responses >10 Minutes Late



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



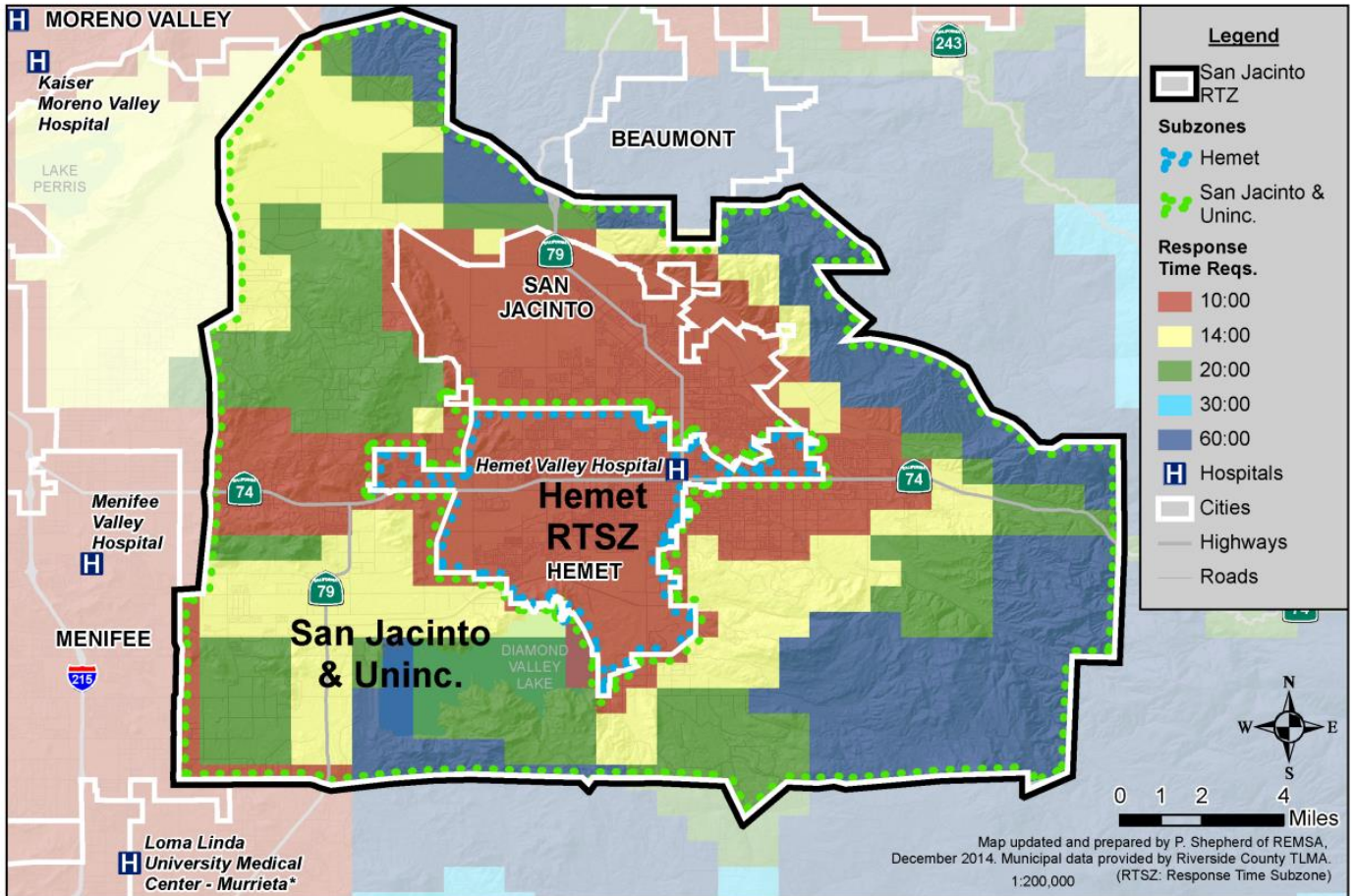
SAN JACINTO ZONE

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.

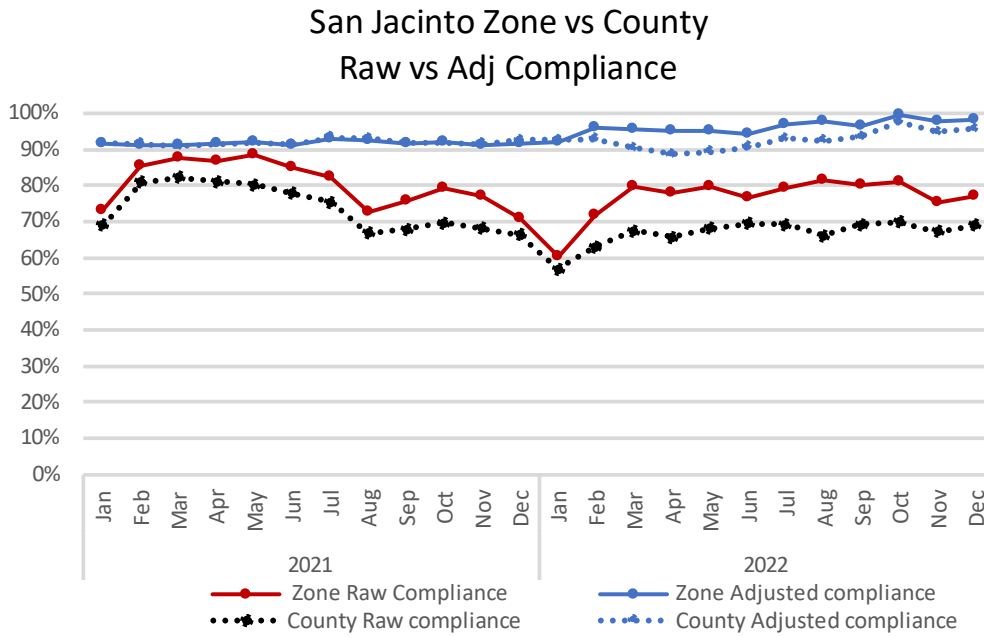


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

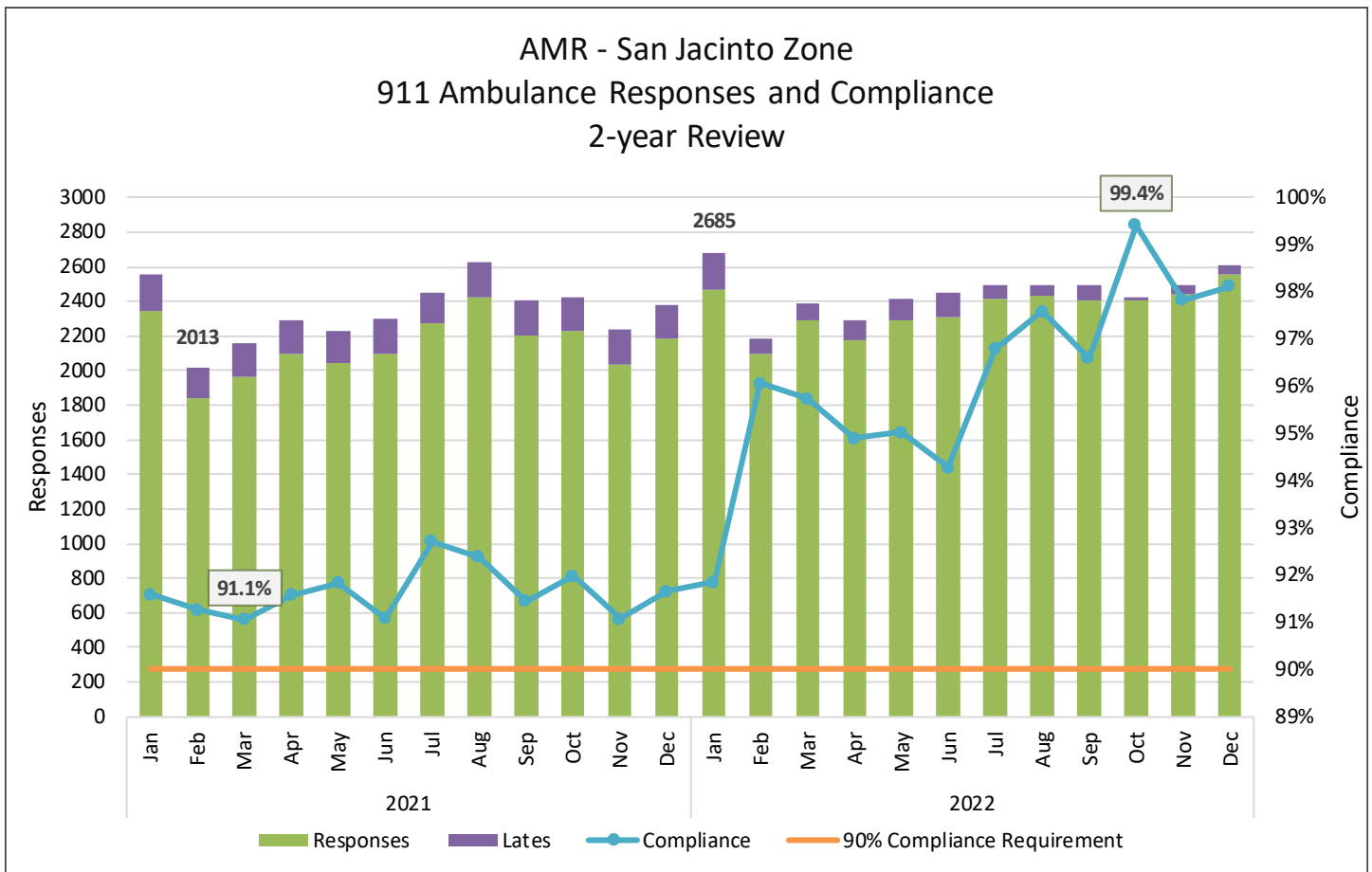
SAN JACINTO

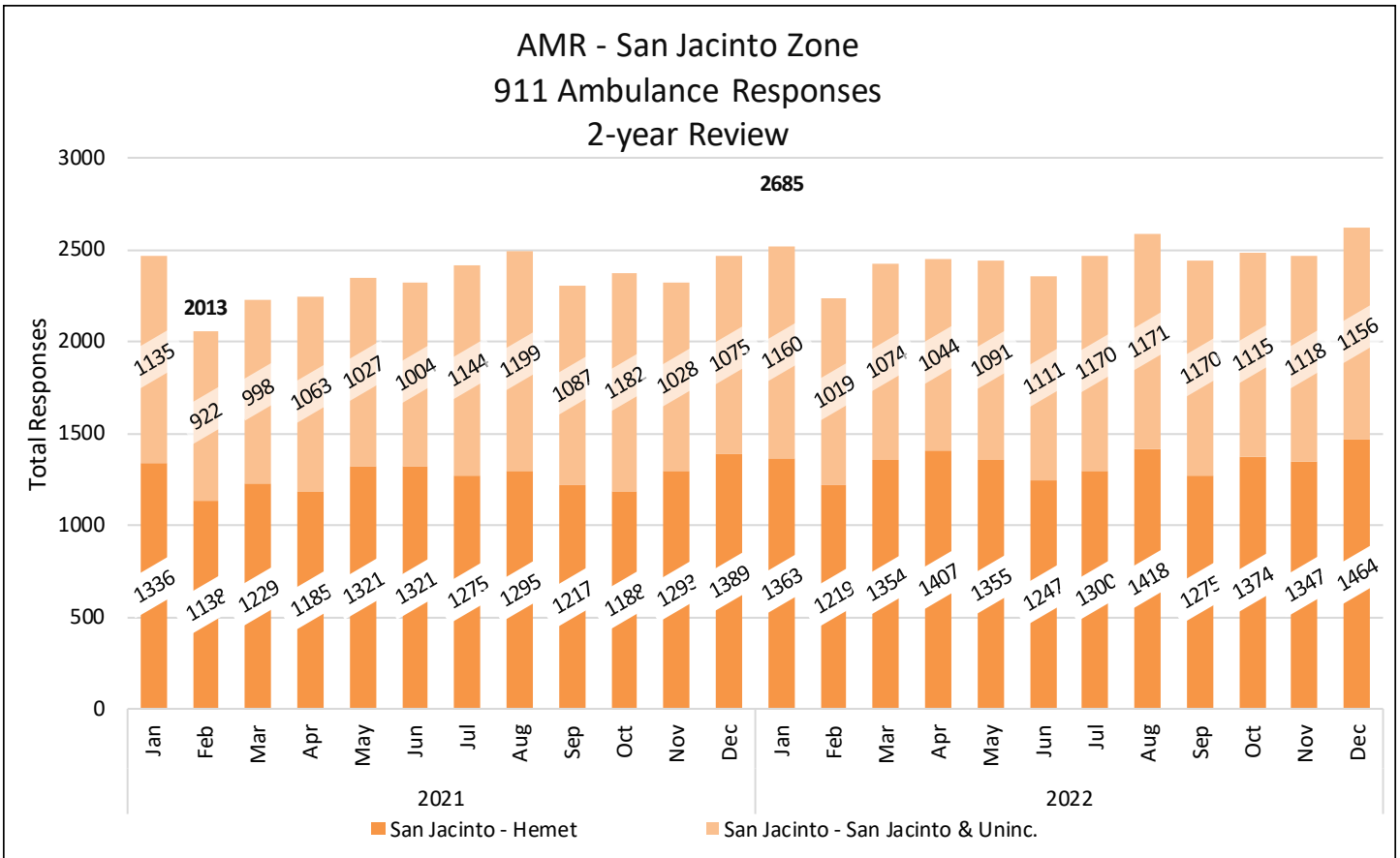


San Jacinto Zone: Raw vs Adjusted Compliance Data

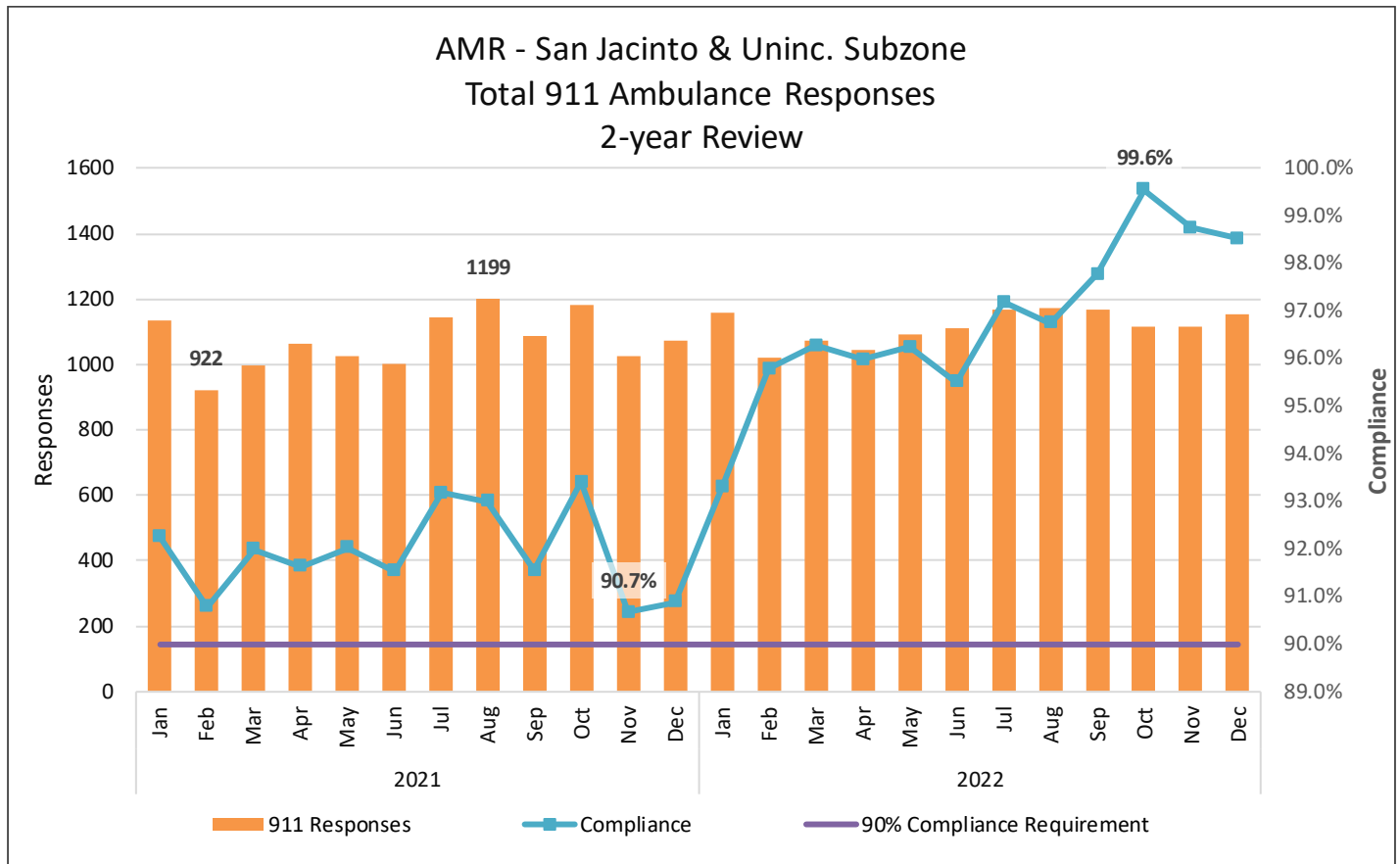


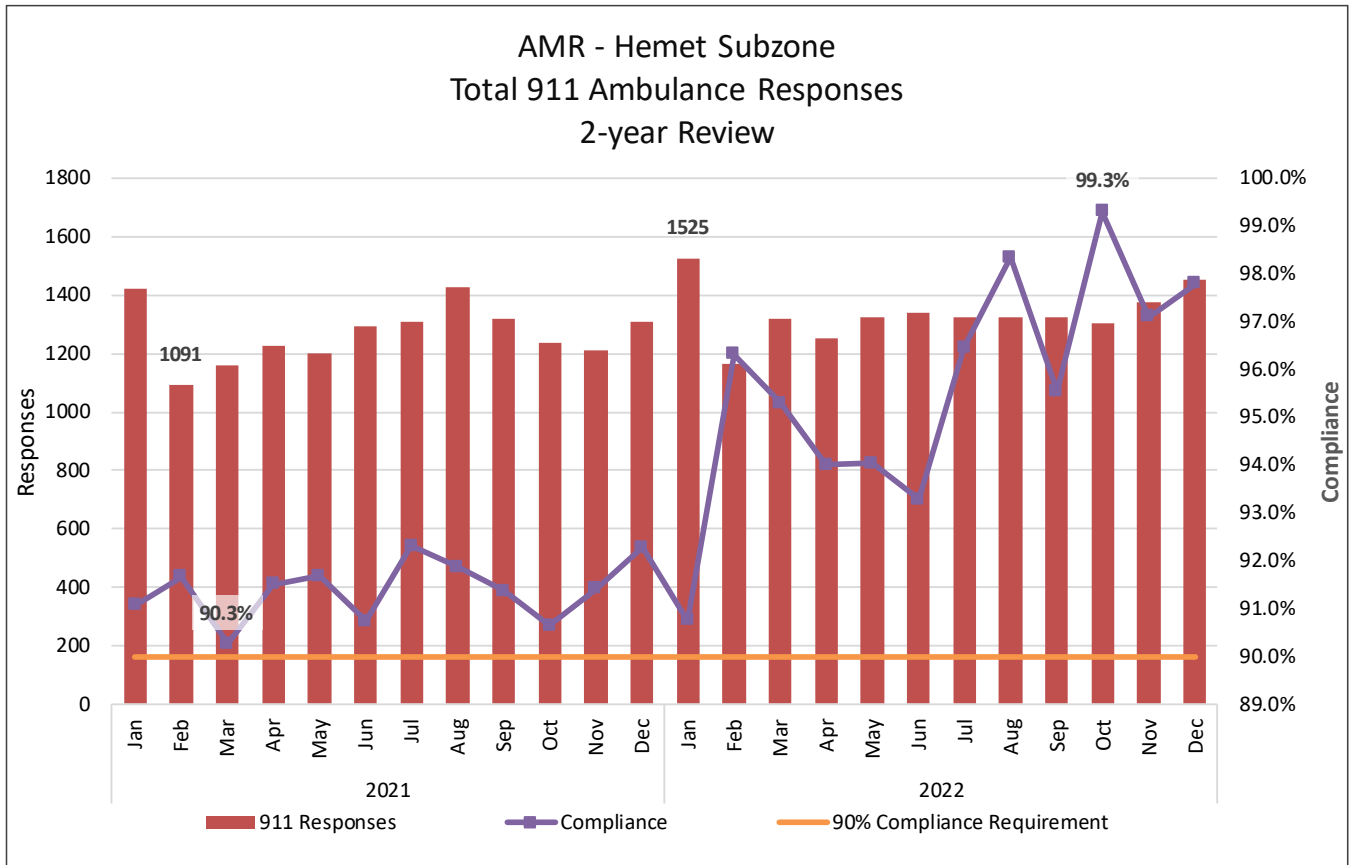
San Jacinto Zone: Subzone Response and Compliance Data



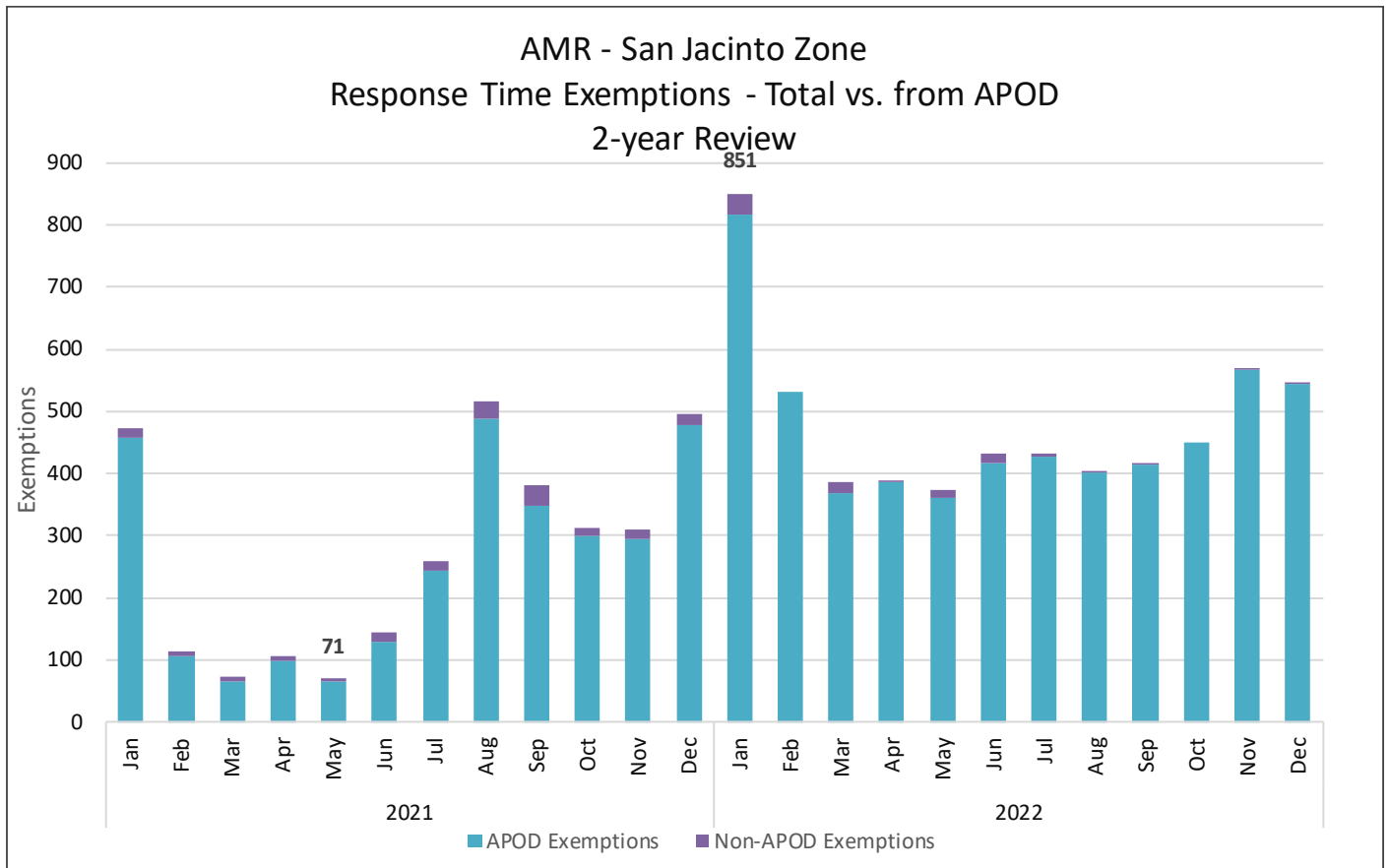


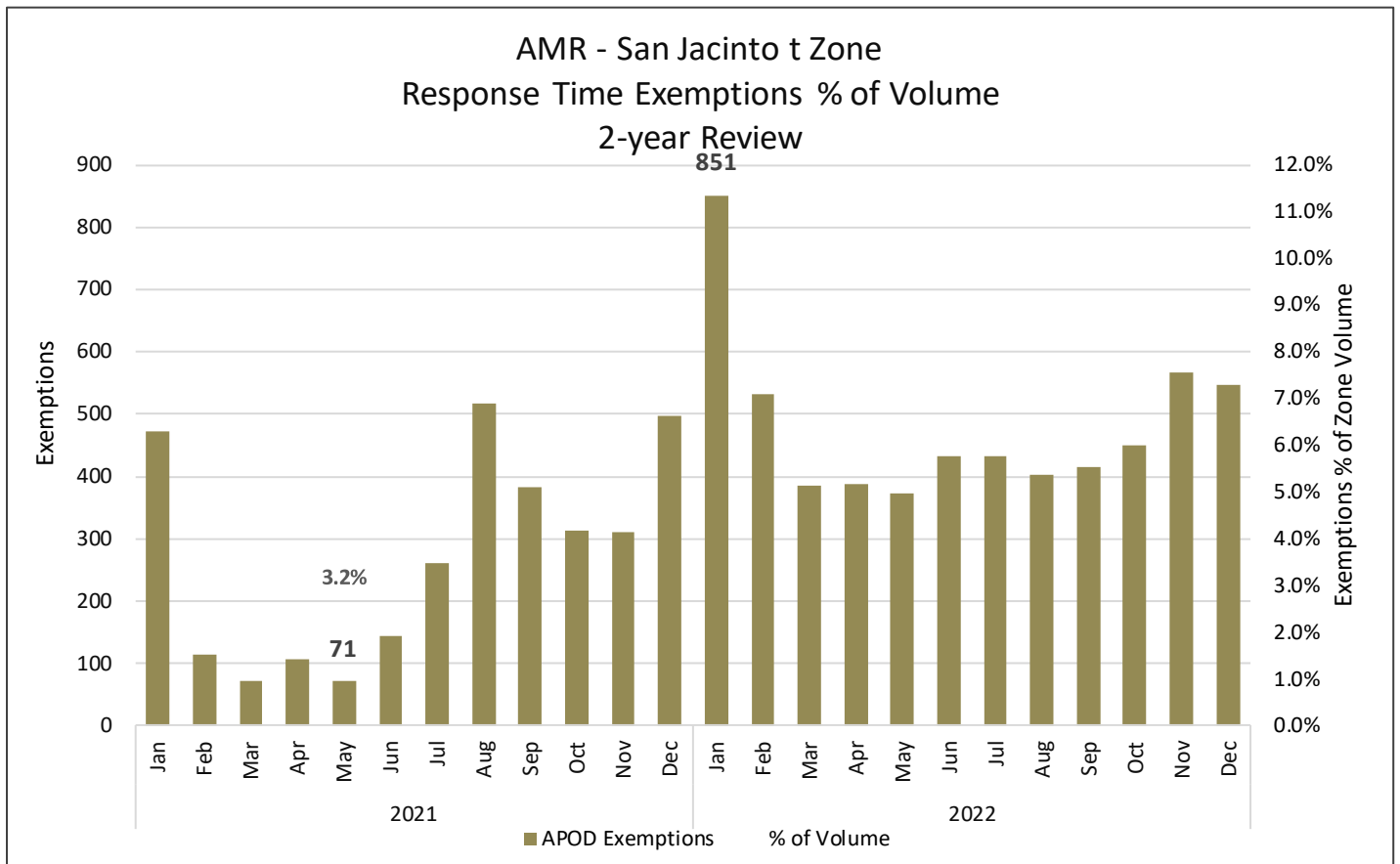
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



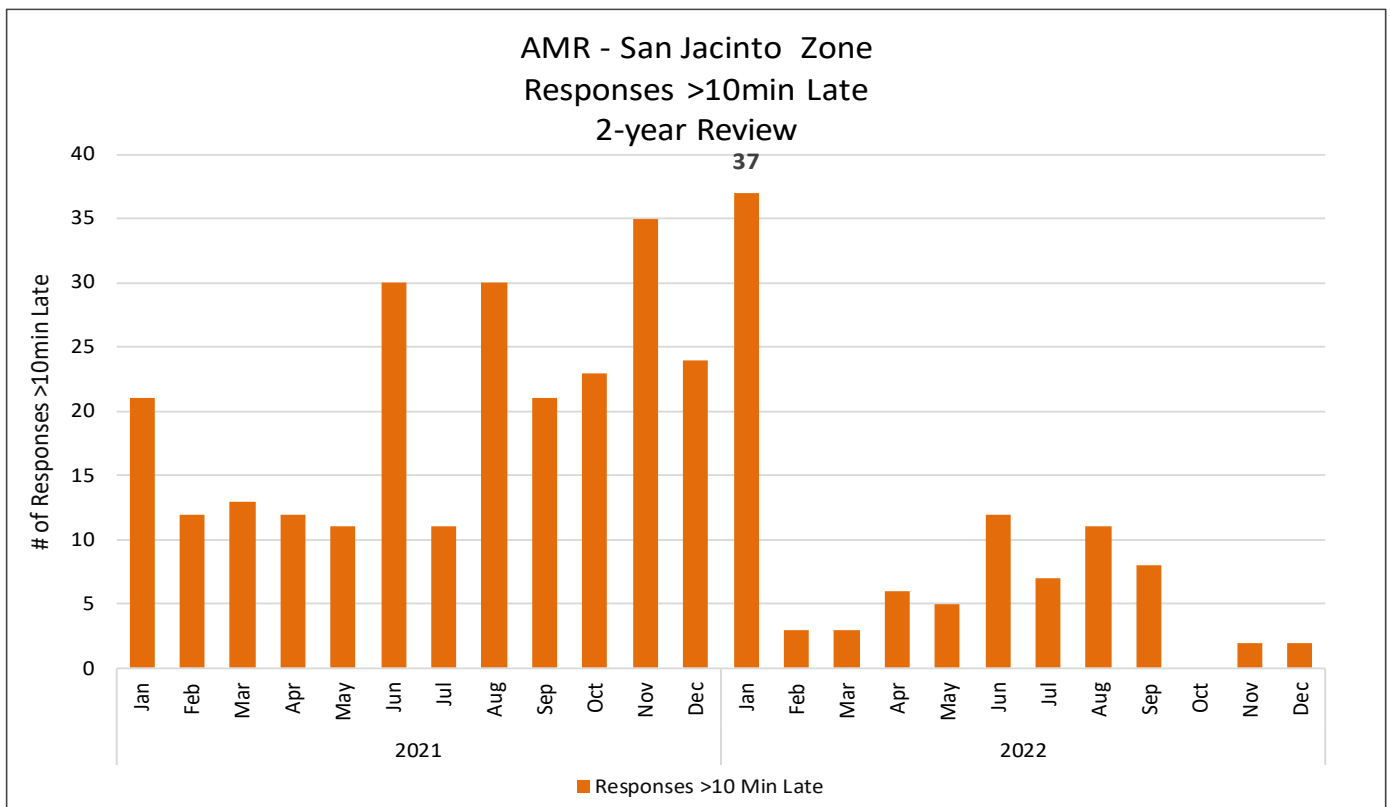


San Jacinto Zone: Exemptions





San Jacinto Zone: Responses > 10 Minutes Late



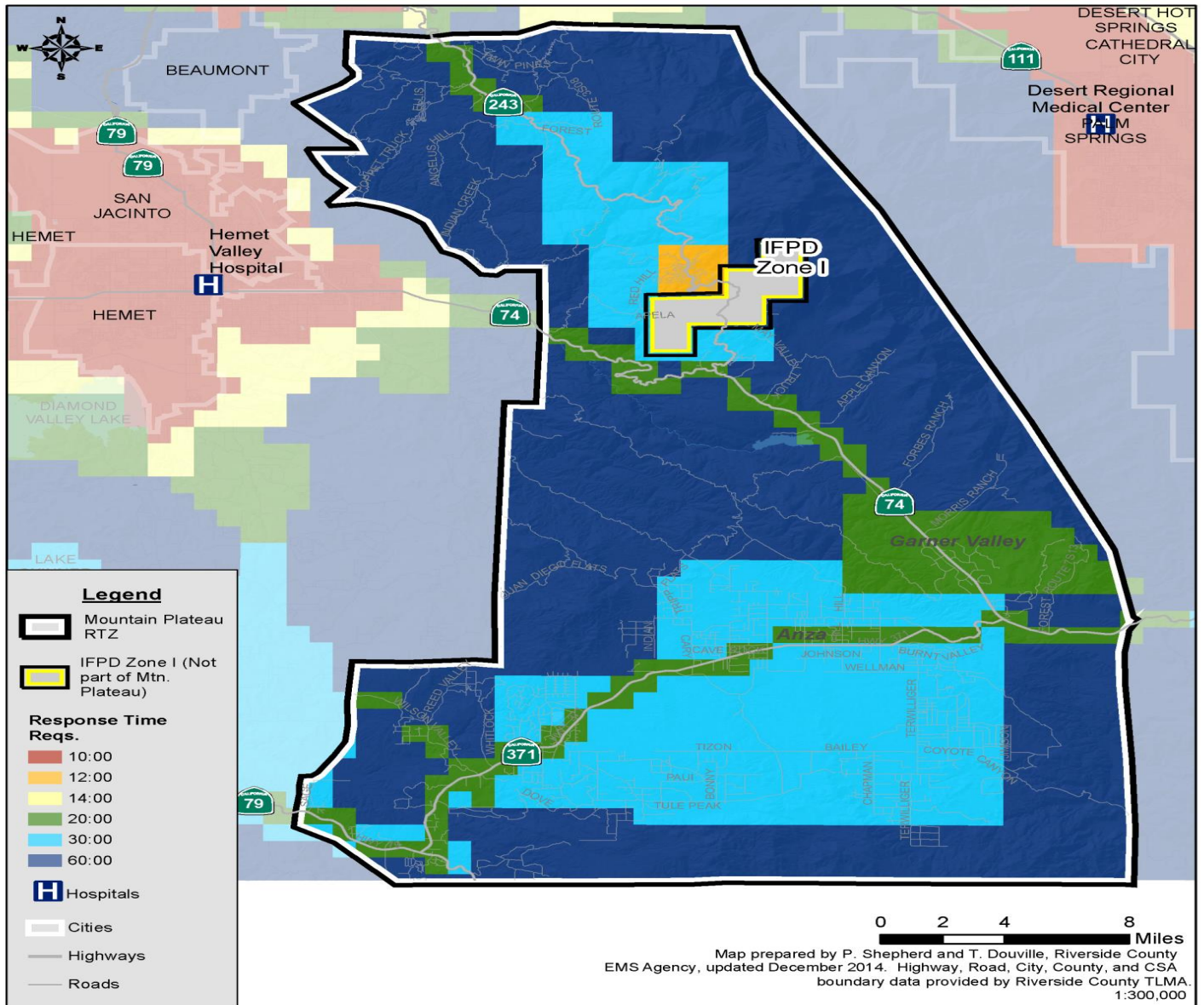
MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone.

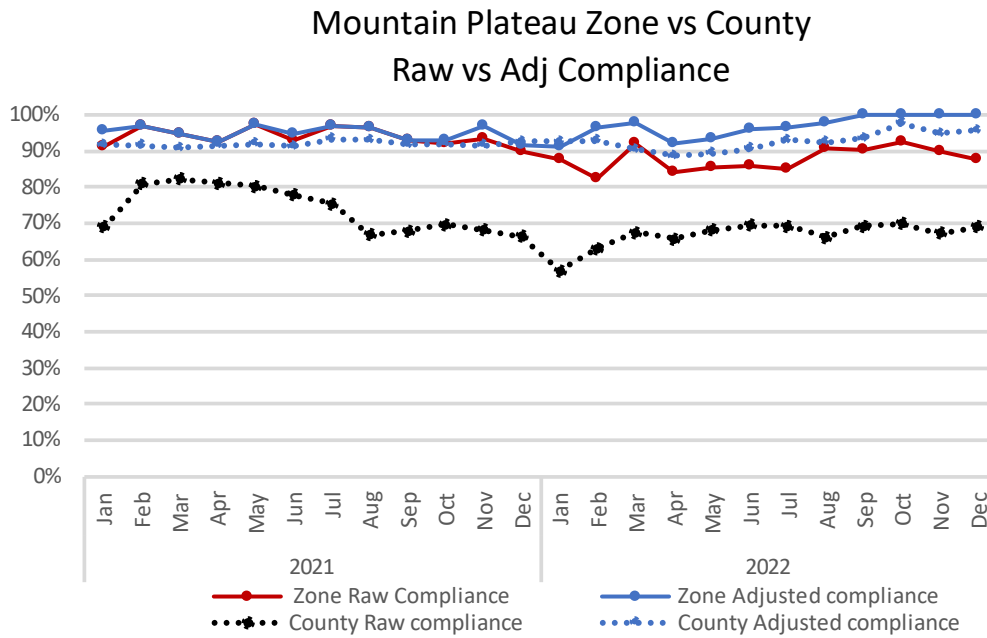
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



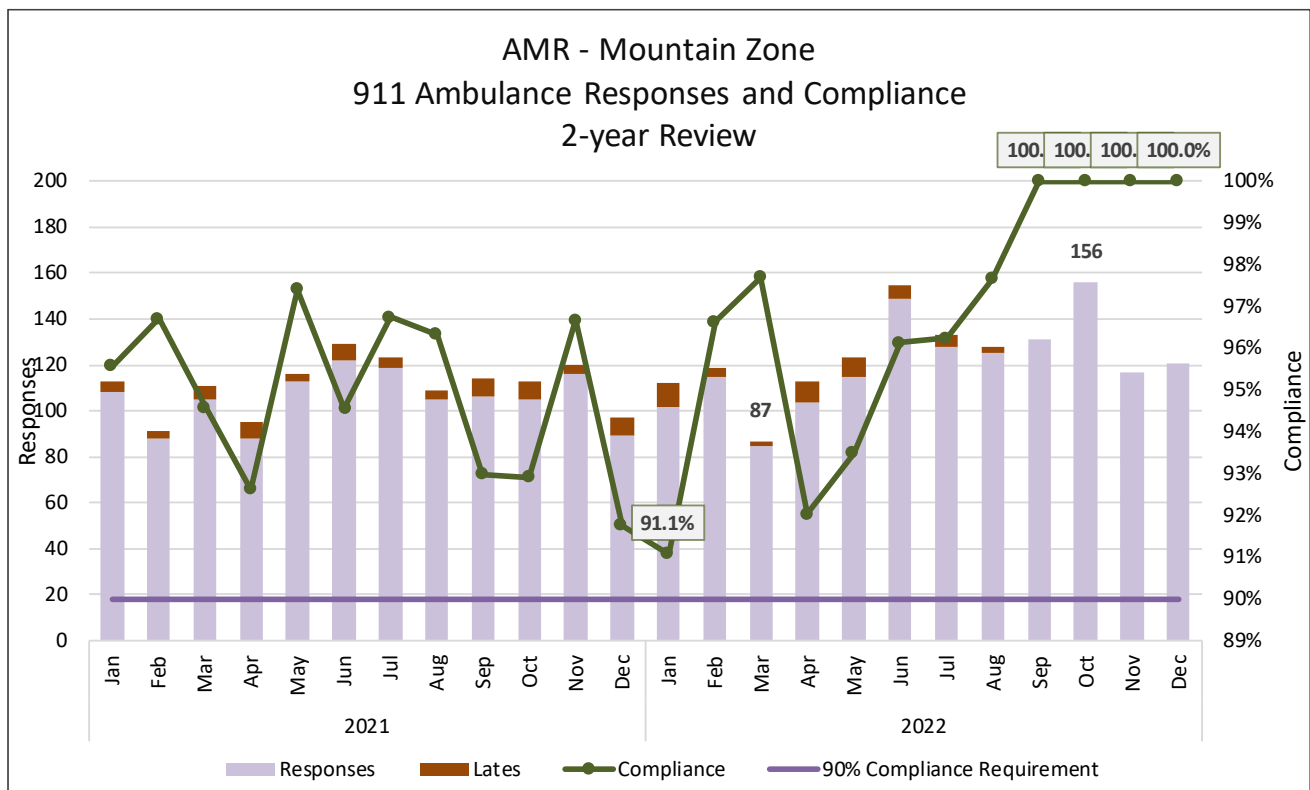
MOUNTAIN PLATEAU



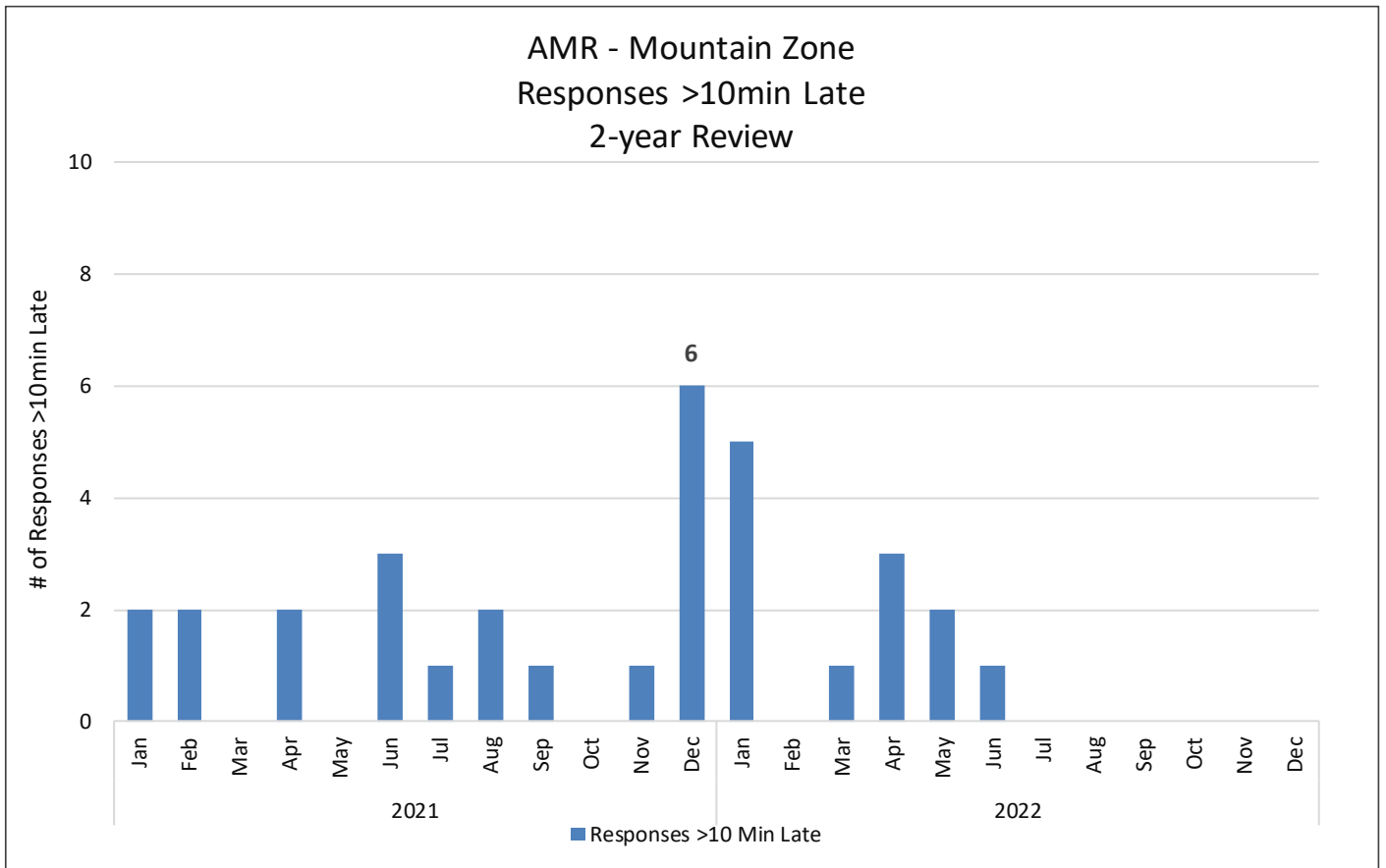
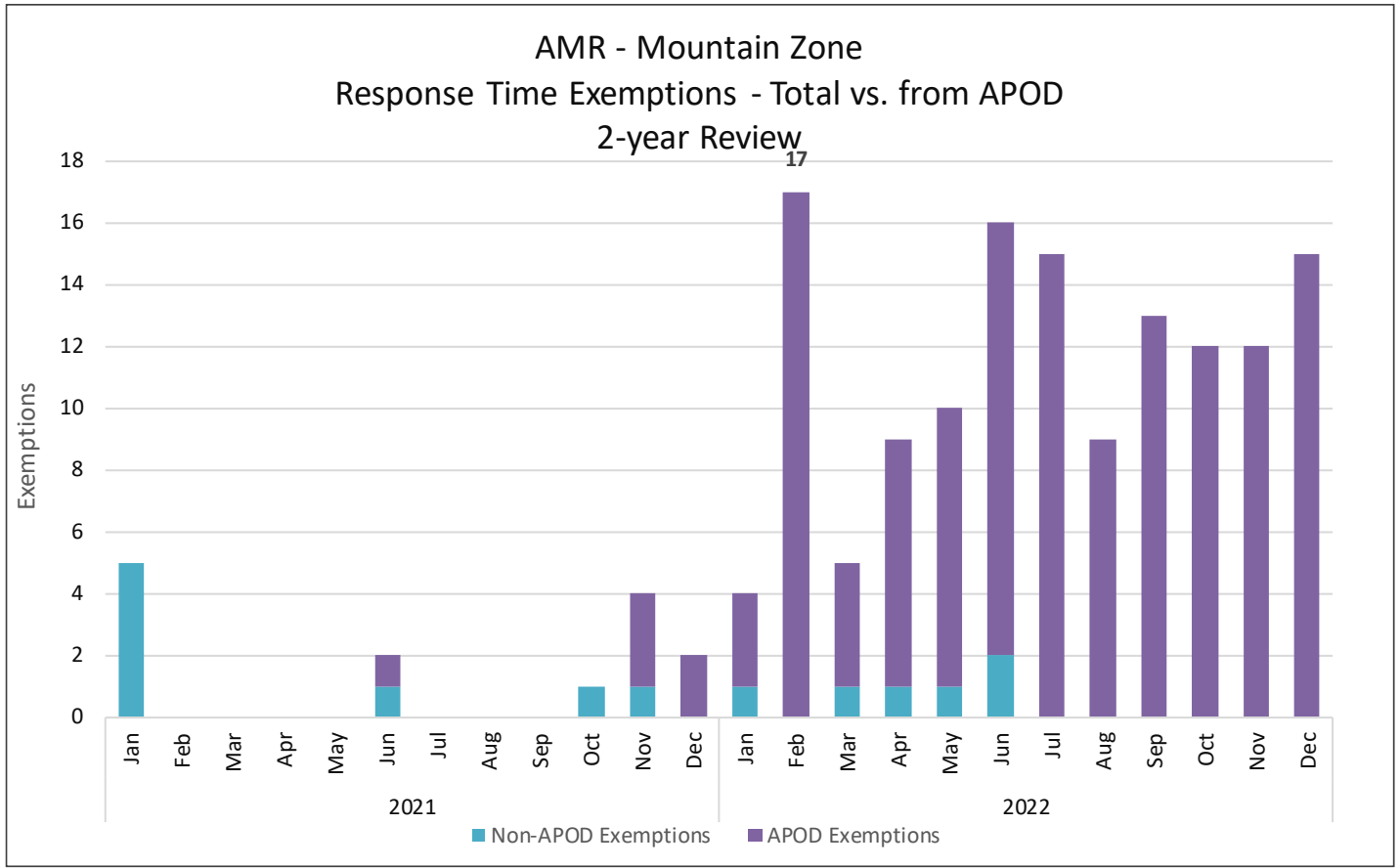
Mountain Plateau Zone: Raw vs Adjusted Compliance Data



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



ALS , BLS UTILIZATION OF AMR 9-1-1 CALLS

| | 2022 | | | | | | Total |
|---------------------|-------|-------|-------|-------|-------|-------|--------|
| | Jul | Aug | Sep | Oct | Nov | Dec | |
| Total Responses | 19499 | 19815 | 19065 | 18950 | 19217 | 19958 | 116504 |
| Total ALS Responses | 18741 | 18505 | 17803 | 17528 | 17571 | 17996 | 108144 |
| Total BLS Responses | 758 | 1310 | 1262 | 1422 | 1646 | 1962 | 8360 |
| % ALS Responses | 96% | 93% | 93% | 92% | 91% | 90% | 93% |
| %BLS Responses | 4% | 7% | 7% | 8% | 9% | 10% | 7% |
| Total Responses | 2644 | 2678 | 2605 | 2515 | 2620 | 2589 | 15651 |
| Total ALS Responses | 2514 | 2413 | 2365 | 2191 | 2287 | 2187 | 13957 |
| Total BLS Responses | 130 | 265 | 240 | 324 | 333 | 402 | 1694 |
| % ALS Responses | 95% | 90% | 91% | 87% | 87% | 84% | 89% |
| %BLS Responses | 5% | 10% | 9% | 13% | 13% | 16% | 11% |
| Total Responses | 2636 | 2719 | 2512 | 2605 | 2570 | 2771 | 15813 |
| Total ALS Responses | 2614 | 2688 | 2483 | 2586 | 2549 | 2736 | 15656 |
| Total BLS Responses | 22 | 31 | 29 | 19 | 21 | 35 | 157 |
| % ALS Responses | 99% | 99% | 99% | 99% | 99% | 99% | 99% |
| %BLS Responses | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| Total Responses | 133 | 128 | 131 | 156 | 117 | 122 | 787 |
| Total ALS Responses | 133 | 127 | 130 | 156 | 117 | 122 | 785 |
| Total BLS Responses | | 1 | 1 | | | | 2 |
| % ALS Responses | 100% | 99% | 99% | 100% | 100% | 100% | 100% |
| %BLS Responses | 0% | 1% | 1% | 0% | 0% | 0% | 0% |
| Total Responses | 6111 | 6128 | 6010 | 5867 | 5999 | 6143 | 36258 |
| Total ALS Responses | 5826 | 5657 | 5363 | 5217 | 5219 | 5231 | 32513 |
| Total BLS Responses | 285 | 471 | 647 | 650 | 780 | 912 | 3745 |
| % ALS Responses | 95% | 92% | 89% | 89% | 87% | 85% | 90% |
| %BLS Responses | 5% | 8% | 11% | 11% | 13% | 15% | 10% |
| Total Responses | 234 | 245 | 189 | 177 | 201 | 206 | 1252 |
| Total ALS Responses | 234 | 245 | 189 | 177 | 201 | 206 | 1252 |
| Total BLS Responses | | | | | | | 0 |
| % ALS Responses | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| %BLS Responses | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Responses | 1114 | 1188 | 1102 | 1048 | 1154 | 1112 | 6718 |
| Total ALS Responses | 1098 | 1157 | 1093 | 1028 | 1117 | 1062 | 6555 |
| Total BLS Responses | 16 | 31 | 9 | 20 | 37 | 50 | 163 |
| % ALS Responses | 99% | 97% | 99% | 98% | 97% | 96% | 98% |
| %BLS Responses | 1% | 3% | 1% | 2% | 3% | 4% | 2% |
| Total Responses | 2496 | 2496 | 2495 | 2421 | 2496 | 2608 | 15012 |
| Total ALS Responses | 2432 | 2384 | 2424 | 2338 | 2378 | 2464 | 14420 |
| Total BLS Responses | 64 | 112 | 71 | 83 | 118 | 144 | 592 |
| % ALS Responses | 97% | 96% | 97% | 97% | 95% | 94% | 96% |
| %BLS Responses | 3% | 4% | 3% | 3% | 5% | 6% | 4% |
| Total Responses | 4131 | 4233 | 4021 | 4161 | 4060 | 4407 | 25013 |
| Total ALS Responses | 3890 | 3834 | 3756 | 3835 | 3703 | 3988 | 23006 |
| Total BLS Responses | 241 | 399 | 265 | 326 | 357 | 419 | 2007 |
| % ALS Responses | 94% | 91% | 93% | 92% | 91% | 90% | 92% |
| %BLS Responses | 6% | 9% | 7% | 8% | 9% | 10% | 8% |

BLS RESPONSES TO 9-1-1 CALLS

| County | | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|---------------------------------------------|----------------------------------------------|-----------------|-------|-------|-------|-------|-------|-------|
| | | Total Responses | 19499 | 19815 | 19065 | 18950 | 19217 | 19958 |
| | Total BLS Responses | 758 | 1310 | 1262 | 1422 | 1646 | 1962 | 8360 |
| | EMD approved(Omega,Alpha) | 423 | 804 | 661 | 861 | 872 | 1026 | 4647 |
| | EMD-Beta,Charlie,Delta,Echo | 203 | 294 | 318 | 312 | 434 | 566 | 2127 |
| | EMD-NA | 132 | 212 | 283 | 249 | 340 | 370 | 1586 |
| | Total Non-Compliant BLS Responses to Mandate | 335 | 506 | 601 | 561 | 774 | 936 | 3713 |
| | % of Non-Complaint BLS responses to Mandate | 44.2% | 38.6% | 47.6% | 39.5% | 47.0% | 47.7% | 44.4% |
| Central | Total Responses | 2644 | 2678 | 2605 | 2515 | 2620 | 2589 | 15651 |
| | Total BLS Responses | 130 | 265 | 240 | 324 | 333 | 402 | 1694 |
| | EMD approved(Omega,Alpha) | 104 | 217 | 193 | 255 | 251 | 295 | 1315 |
| | EMD-Beta,Charlie,Delta,Echo | 22 | 44 | 37 | 62 | 76 | 99 | 340 |
| | EMD-NA | 4 | 4 | 10 | 7 | 6 | 8 | 39 |
| | Total Non-Compliant BLS Responses to Mandate | 26 | 48 | 47 | 69 | 82 | 107 | 379 |
| | % of Non-Complaint BLS responses to Mandate | 20.0% | 18.1% | 19.6% | 21.3% | 24.6% | 26.6% | 22.4% |
| Desert | Total Responses | 2636 | 2719 | 2512 | 2605 | 2570 | 2771 | 15813 |
| | Total BLS Responses | 22 | 31 | 29 | 19 | 21 | 35 | 157 |
| | EMD approved(Omega,Alpha) | 14 | 13 | 17 | 13 | 12 | 25 | 94 |
| | EMD-Beta,Charlie,Delta,Echo | 5 | 10 | 5 | 2 | 6 | 4 | 32 |
| | EMD-NA | 3 | 8 | 7 | 4 | 3 | 6 | 31 |
| | Total Non-Compliant BLS Responses to Mandate | 8 | 18 | 12 | 6 | 9 | 10 | 63 |
| | % of Non-Complaint BLS responses to Mandate | 36.4% | 58.1% | 41.4% | 31.6% | 42.9% | 28.6% | 40.1% |
| Mountain Plateau | Total Responses | 133 | 128 | 131 | 156 | 117 | 122 | 787 |
| | Total BLS Responses | | 1 | 1 | | | | 2 |
| | EMD approved(Omega,Alpha) | | 1 | 1 | | | | 2 |
| | EMD-Beta,Charlie,Delta,Echo | | | | | | | 0 |
| | EMD-NA | | | | | | | 0 |
| | Total Non-Compliant BLS Responses to Mandate | | 0 | 0 | | | | 0 |
| % of Non-Complaint BLS responses to Mandate | | 0.0% | 0.0% | | | | 0.0% | |
| Northwest | Total Responses | 6111 | 6128 | 6010 | 5867 | 5999 | 6143 | 36258 |
| | Total BLS Responses | 285 | 471 | 647 | 650 | 780 | 912 | 3745 |
| | EMD approved(Omega,Alpha) | 96 | 179 | 198 | 253 | 248 | 293 | 1267 |
| | EMD-Beta,Charlie,Delta,Echo | 94 | 120 | 212 | 181 | 242 | 314 | 1163 |
| | EMD-NA | 95 | 172 | 237 | 216 | 290 | 305 | 1315 |
| | Total Non-Compliant BLS Responses to Mandate | 189 | 292 | 449 | 397 | 532 | 619 | 2478 |
| | % of Non-Complaint BLS responses to Mandate | 66.3% | 62.0% | 69.4% | 61.1% | 68.2% | 67.9% | 66.2% |
| Palo Verde | Total Responses | 234 | 245 | 189 | 177 | 201 | 206 | 1252 |
| | Total BLS Responses | | | | | | | |
| | EMD approved(Omega,Alpha) | | | | | | | |
| | EMD-Beta,Charlie,Delta,Echo | | | | | | | |
| | EMD-NA | | | | | | | |
| | Total Non-Compliant BLS Responses to Mandate | | | | | | | |
| % of Non-Complaint BLS responses to Mandate | | | | | | | | |
| Pass | Total Responses | 1114 | 1188 | 1102 | 1048 | 1154 | 1112 | 6718 |
| | Total BLS Responses | 16 | 31 | 9 | 20 | 37 | 50 | 163 |
| | EMD approved(Omega,Alpha) | 9 | 26 | 8 | 17 | 34 | 41 | 135 |
| | EMD-Beta,Charlie,Delta,Echo | 6 | 5 | 1 | 3 | 3 | 6 | 24 |
| | EMD-NA | 1 | | | | | 3 | 4 |
| | Total Non-Compliant BLS Responses to Mandate | 7 | 5 | 1 | 3 | 3 | 9 | 28 |
| | % of Non-Complaint BLS responses to Mandate | 43.8% | 16.1% | 11.1% | 15.0% | 8.1% | 18.0% | 17.2% |
| San Jacinto | Total Responses | 2496 | 2496 | 2495 | 2421 | 2496 | 2608 | 15012 |
| | Total BLS Responses | 64 | 112 | 71 | 83 | 118 | 144 | 592 |
| | EMD approved(Omega,Alpha) | 38 | 74 | 40 | 60 | 68 | 80 | 360 |
| | EMD-Beta,Charlie,Delta,Echo | 7 | 15 | 7 | 9 | 18 | 30 | 86 |
| | EMD-NA | 19 | 23 | 24 | 14 | 32 | 34 | 146 |
| | Total Non-Compliant BLS Responses to Mandate | 26 | 38 | 31 | 23 | 50 | 64 | 232 |
| | % of Non-Complaint BLS responses to Mandate | 40.6% | 33.9% | 43.7% | 27.7% | 42.4% | 44.4% | 39.2% |
| Southwest | Total Responses | 4131 | 4233 | 4021 | 4161 | 4060 | 4407 | 25013 |
| | Total BLS Responses | 241 | 399 | 265 | 326 | 357 | 419 | 2007 |
| | EMD approved(Omega,Alpha) | 162 | 294 | 204 | 263 | 259 | 292 | 1474 |
| | EMD-Beta,Charlie,Delta,Echo | 69 | 100 | 56 | 55 | 89 | 113 | 482 |
| | EMD-NA | 10 | 5 | 5 | 8 | 9 | 14 | 51 |
| | Total Non-Compliant BLS Responses to Mandate | 79 | 105 | 61 | 63 | 98 | 127 | 533 |
| | % of Non-Complaint BLS responses to Mandate | 32.8% | 26.3% | 23.0% | 19.3% | 27.5% | 30.3% | 26.6% |

JANUARY 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Compliance Calculated Responses | Response Time Penalty Assessment | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|---------------------------------|----------------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------------------|------------------------------|--------|----------------------|
| | | | | | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | |
| Northwest - Riverside City | 911 | 93.52% | | 3225 | 174 | \$18,404.00 | 35 | \$25,488.00 | 209 | 1030 | 1018 | | |
| Northwest - Norco & Uninc. North | 911 | 92.74% | | 1557 | 84 | \$10,539.00 | 29 | \$22,568.00 | 113 | 855 | 818 | | |
| Northwest - Corona & Uninc. South | 911 | 93.51% | | 1433 | 72 | \$9,825.00 | 21 | \$17,032.00 | 93 | 663 | 648 | | |
| Northwest Total | 911 | 93.32% | \$0 | 6215 | 330 | \$38,768.00 | 85 | \$65,088.00 | 415 | 2548 | 2484 | 50% | \$51,928.00 |
| Southwest - Temecula & Murrieta | 911 | 91.68% | | 1682 | 118 | \$10,037.00 | 22 | \$16,448.00 | 140 | 771 | 751 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 92.69% | | 2683 | 164 | \$17,461.00 | 32 | \$21,472.00 | 196 | 1308 | 1227 | | |
| Southwest Total | 911 | 92.30% | \$0 | 4365 | 282 | \$27,498.00 | 54 | \$37,920.00 | 336 | 2079 | 1978 | 35% | \$42,521.70 |
| Central - Moreno Valley | 911 | 93.35% | | 1670 | 91 | \$11,786.00 | 20 | \$14,128.00 | 111 | 642 | 605 | | |
| Central - Perris & Uninc. | 911 | 92.53% | | 1044 | 68 | \$5,742.00 | 10 | \$5,928.00 | 78 | 486 | 454 | | |
| Central Total | 911 | 93.04% | \$0 | 2714 | 159 | \$17,528.00 | 30 | \$20,056.00 | 189 | 1128 | 1059 | 50% | \$18,792.00 |
| San Jacinto - Hemet | 911 | 90.75% | | 1525 | 117 | \$10,921.00 | 24 | \$14,768.00 | 141 | 483 | 481 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 93.28% | | 1160 | 65 | \$5,679.00 | 13 | \$11,728.00 | 78 | 368 | 335 | | |
| San Jacinto Total | 911 | 91.84% | \$0 | 2685 | 182 | \$16,600.00 | 37 | \$26,496.00 | 219 | 851 | 816 | 15% | \$36,631.60 |
| Desert - Palm Springs & DHS | 911 | 91.39% | | 1220 | 91 | \$7,447.00 | 14 | \$10,040.00 | 105 | 104 | 71 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 91.93% | | 1363 | 105 | \$6,297.00 | 5 | \$3,808.00 | 110 | 90 | 51 | | |
| Desert Total | 911 | 91.68% | \$0 | 2583 | 196 | \$13,744.00 | 19 | \$13,848.00 | 215 | 194 | 122 | 15% | \$23,453.20 |
| Palo Verde - Palo Verde | 911 | 95.45% | | 242 | 5 | \$305.00 | 6 | \$17,304.00 | 11 | 1 | 0 | | |
| Palo Verde Total | 911 | 95.45% | \$0 | 242 | 5 | \$305.00 | 6 | \$17,304.00 | 11 | 1 | 0 | 100% | \$17,304.00 |
| Pass - Pass | 911 | 91.73% | | 1173 | 77 | \$8,359.00 | 20 | \$13,048.00 | 97 | 391 | 354 | | |
| Pass Total | 911 | 91.73% | \$0 | 1173 | 77 | \$8,359.00 | 20 | \$13,048.00 | 97 | 391 | 354 | 15% | \$18,195.95 |
| Mountain Plateau - Mountain | 911 | 91.07% | | 112 | 5 | \$986.00 | 5 | \$3,904.00 | 10 | 4 | 3 | | |
| Mountain Plateau Total | 911 | 91.07% | \$0 | 112 | 5 | \$986.00 | 5 | \$3,904.00 | 10 | 4 | 3 | 15% | \$4,156.50 |
| CountyWide Total | 911 | 92.57% | \$0 | 20089 | 1236 | \$123,788.00 | 256 | \$197,664.00 | 1492 | 7196 | 6816 | | \$212,982.95 |

FEBRUARY 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Compliance Calculated Responses | Response Time Penalty Assessment | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|---------------------------------|----------------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------------------|------------------------------|--------|----------------------|
| | | | | | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | |
| Northwest - Riverside City | 911 | 94.90% | | 2745 | 127 | \$8,180.00 | 13 | \$9,736.00 | 140 | 755 | 755 | | |
| Northwest - Norco & Uninc. North | 911 | 92.09% | | 1176 | 81 | \$9,058.00 | 12 | \$6,640.00 | 93 | 552 | 548 | | |
| Northwest - Corona & Uninc. South | 911 | 93.08% | | 1258 | 74 | \$5,697.00 | 13 | \$8,232.00 | 87 | 425 | 420 | | |
| Northwest Total | 911 | 93.82% | \$0 | 5179 | 282 | \$22,935.00 | 38 | \$24,608.00 | 320 | 1732 | 1723 | 50% | \$23,771.50 |
| Southwest - Temecula & Murrieta | 911 | 91.33% | | 1372 | 106 | \$10,940.00 | 13 | \$9,616.00 | 119 | 553 | 551 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 91.55% | | 2212 | 156 | \$15,152.00 | 31 | \$30,080.00 | 187 | 984 | 969 | | |
| Southwest Total | 911 | 91.46% | \$0 | 3584 | 262 | \$26,092.00 | 44 | \$39,696.00 | 306 | 1537 | 1520 | 15% | \$55,919.80 |
| Central - Moreno Valley | 911 | 94.57% | | 1455 | 75 | \$7,078.00 | 4 | \$2,808.00 | 79 | 445 | 438 | | |
| Central - Perris & Uninc. | 911 | 91.90% | | 951 | 68 | \$7,670.00 | 9 | \$7,024.00 | 77 | 445 | 436 | | |
| Central Total | 911 | 93.52% | \$0 | 2406 | 143 | \$14,748.00 | 13 | \$9,832.00 | 156 | 890 | 874 | 50% | \$12,290.00 |
| San Jacinto - Hemet | 911 | 96.31% | | 1165 | 41 | \$2,021.00 | 2 | \$1,008.00 | 43 | 280 | 280 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 95.78% | | 1019 | 42 | \$2,890.00 | 1 | \$504.00 | 43 | 251 | 251 | | |
| San Jacinto Total | 911 | 96.06% | \$0 | 2184 | 83 | \$4,911.00 | 3 | \$1,512.00 | 86 | 531 | 531 | 100% | \$1,512.00 |
| Desert - Palm Springs & DHS | 911 | 85.81% | | 1071 | 133 | \$9,417.00 | 19 | \$12,344.00 | 152 | 70 | 66 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 88.43% | | 1219 | 125 | \$8,149.00 | 16 | \$10,832.00 | 141 | 55 | 50 | | |
| Desert Total | 911 | 87.21% | \$122,226 | 2290 | 258 | \$17,566.00 | 35 | \$23,176.00 | 293 | 125 | 116 | 0% | \$81,484.00 |
| Palo Verde - Palo Verde | 911 | 95.56% | | 180 | 5 | \$315.00 | 3 | \$5,800.00 | 8 | 1 | 1 | | |
| Palo Verde Total | 911 | 95.56% | \$0 | 180 | 5 | \$315.00 | 3 | \$5,800.00 | 8 | 1 | 1 | 100% | \$5,800.00 |
| Pass - Pass | 911 | 95.97% | | 967 | 33 | \$1,868.00 | 6 | \$3,912.00 | 39 | 221 | 217 | | |
| Pass Total | 911 | 95.97% | \$0 | 967 | 33 | \$1,868.00 | 6 | \$3,912.00 | 39 | 221 | 217 | 100% | \$3,912.00 |
| Mountain Plateau - Mountain | 911 | 96.64% | | 119 | 4 | \$290.00 | 0 | \$0.00 | 4 | 17 | 17 | | |
| Mountain Plateau Total | 911 | 96.64% | \$0 | 119 | 4 | \$290.00 | 0 | \$0.00 | 4 | 17 | 17 | 100% | \$0.00 |
| CountyWide Total | 911 | 92.83% | \$122,226 | 16909 | 1070 | \$88,725.00 | 142 | \$108,536.00 | 1212 | 5054 | 4999 | | \$184,689.30 |

MARCH 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Response Time Penalty Assessment | | | | | | | | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------------------|------------------------------|--------|----------------------|
| | | | 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 | | |
| Northwest - Riverside City | 911 | 92.75% | 3021 | 203 | \$19,301.00 | 16 | \$8,360.00 | 219 | 702 | 686 | | |
| Northwest - Norco & Uninc. North | 911 | 87.11% | 1327 | 143 | \$16,128.00 | 28 | \$17,176.00 | 171 | 490 | 464 | | |
| Northwest - Corona & Uninc. South | 911 | 89.75% | 1356 | 123 | \$14,762.00 | 16 | \$9,152.00 | 139 | 387 | 376 | | |
| Northwest Total | 911 | 90.73% | 5704 | 469 | \$50,191.00 | 60 | \$34,688.00 | 529 | 1579 | 1526 | 0% | \$84,879.00 |
| Southwest - Temecula & Murrieta | 911 | 89.61% | 1569 | 143 | \$13,351.00 | 20 | \$13,240.00 | 163 | 502 | 490 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 88.84% | 2329 | 234 | \$26,473.00 | 26 | \$18,264.00 | 260 | 793 | 754 | | |
| Southwest Total | 911 | 89.15% | 3898 | 377 | \$39,824.00 | 46 | \$31,504.00 | 423 | 1295 | 1244 | 0% | \$142,656.00 |
| Central - Moreno Valley | 911 | 90.12% | 1457 | 129 | \$13,745.00 | 15 | \$10,232.00 | 144 | 357 | 337 | | |
| Central - Perris & Uninc. | 911 | 86.05% | 982 | 125 | \$15,994.00 | 12 | \$7,928.00 | 137 | 329 | 302 | | |
| Central Total | 911 | 88.48% | 2439 | 254 | \$29,739.00 | 27 | \$18,160.00 | 281 | 686 | 639 | 0% | \$95,798.00 |
| San Jacinto - Hemet | 911 | 95.29% | 1317 | 60 | \$3,556.00 | 2 | \$1,504.00 | 62 | 221 | 218 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 96.28% | 1074 | 39 | \$2,724.00 | 1 | \$504.00 | 40 | 164 | 151 | | |
| San Jacinto Total | 911 | 95.73% | 2391 | 99 | \$6,280.00 | 3 | \$2,008.00 | 102 | 385 | 369 | 100% | \$2,008.00 |
| Desert - Palm Springs & DHS | 911 | 83.20% | 1220 | 184 | \$15,742.00 | 21 | \$13,256.00 | 205 | 30 | 22 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 85.75% | 1354 | 176 | \$13,819.00 | 17 | \$13,136.00 | 193 | 35 | 20 | | |
| Desert Total | 911 | 84.54% | 2574 | 360 | \$29,561.00 | 38 | \$26,392.00 | 398 | 65 | 42 | 0% | \$111,906.00 |
| Palo Verde - Palo Verde | 911 | 95.74% | 188 | 5 | \$875.00 | 3 | \$3,904.00 | 8 | 2 | 1 | | |
| Palo Verde Total | 911 | 95.74% | 188 | 5 | \$875.00 | 3 | \$3,904.00 | 8 | 2 | 1 | 100% | \$3,904.00 |
| Pass - Pass | 911 | 96.15% | 1065 | 37 | \$1,587.00 | 4 | \$2,808.00 | 41 | 164 | 151 | | |
| Pass Total | 911 | 96.15% | 1065 | 37 | \$1,587.00 | 4 | \$2,808.00 | 41 | 164 | 151 | 100% | \$2,808.00 |
| Mountain Plateau - Mountain | 911 | 97.70% | 87 | 1 | \$70.00 | 1 | \$504.00 | 2 | 5 | 4 | | |
| Mountain Plateau Total | 911 | 97.70% | 87 | 1 | \$70.00 | 1 | \$504.00 | 2 | 5 | 4 | 100% | \$504.00 |
| CountyWide Total | 911 | 90.28% | 18346 | 1602 | \$158,127.00 | 182 | \$119,968.00 | 1784 | 4181 | 3976 | | \$444,463.00 |

APRIL 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Response Time Penalty Assessment | | | | | | | | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------------------|------------------------------|--------|----------------------|
| | | | 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 | | |
| Northwest - Riverside City | 911 | 90.15% | 2864 | 260 | \$22,449.00 | 22 | \$12,176.00 | 282 | 673 | 671 | | |
| Northwest - Norco & Uninc. North | 911 | 84.50% | 1303 | 175 | \$17,867.00 | 27 | \$15,984.00 | 202 | 484 | 478 | | |
| Northwest - Corona & Uninc. South | 911 | 88.74% | 1288 | 112 | \$11,590.00 | 33 | \$20,688.00 | 145 | 374 | 372 | | |
| Northwest Total | 911 | 88.47% | 5455 | 547 | \$51,906.00 | 82 | \$48,848.00 | 629 | 1531 | 1521 | 0% | \$201,508.00 |
| Southwest - Temecula & Murrieta | 911 | 86.21% | 1501 | 177 | \$13,241.00 | 30 | \$17,096.00 | 207 | 420 | 412 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 86.04% | 2221 | 274 | \$28,773.00 | 36 | \$20,816.00 | 310 | 730 | 716 | | |
| Southwest Total | 911 | 86.11% | 3722 | 451 | \$42,014.00 | 66 | \$37,912.00 | 517 | 1150 | 1128 | 0% | \$159,852.00 |
| Central - Moreno Valley | 911 | 88.97% | 1424 | 139 | \$12,588.00 | 18 | \$11,344.00 | 157 | 340 | 333 | | |
| Central - Perris & Uninc. | 911 | 87.14% | 933 | 110 | \$12,036.00 | 10 | \$6,832.00 | 120 | 341 | 334 | | |
| Central Total | 911 | 88.25% | 2357 | 249 | \$24,624.00 | 28 | \$17,176.00 | 277 | 681 | 667 | 0% | \$83,600.00 |
| San Jacinto - Hemet | 911 | 94.00% | 1250 | 72 | \$3,660.00 | 3 | \$1,512.00 | 75 | 188 | 188 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 95.98% | 1044 | 39 | \$1,902.00 | 3 | \$1,808.00 | 42 | 200 | 199 | | |
| San Jacinto Total | 911 | 94.90% | 2294 | 111 | \$5,562.00 | 6 | \$3,320.00 | 117 | 388 | 387 | 75% | \$2,220.50 |
| Desert - Palm Springs & DHS | 911 | 82.70% | 1156 | 180 | \$13,682.00 | 20 | \$14,944.00 | 200 | 23 | 21 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 84.15% | 1407 | 195 | \$13,345.00 | 28 | \$19,568.00 | 223 | 40 | 23 | | |
| Desert Total | 911 | 83.50% | 2563 | 375 | \$27,027.00 | 48 | \$34,512.00 | 423 | 63 | 44 | 0% | \$123,078.00 |
| Palo Verde - Palo Verde | 911 | 92.82% | 209 | 10 | \$873.00 | 5 | \$4,104.00 | 15 | 0 | 0 | | |
| Palo Verde Total | 911 | 92.82% | 209 | 10 | \$873.00 | 5 | \$4,104.00 | 15 | 0 | 0 | 35% | \$3,235.05 |
| Pass - Pass | 911 | 95.03% | 1047 | 42 | \$3,712.00 | 10 | \$5,928.00 | 52 | 235 | 227 | | |
| Pass Total | 911 | 95.03% | 1047 | 42 | \$3,712.00 | 10 | \$5,928.00 | 52 | 235 | 227 | 100% | \$5,928.00 |
| Mountain Plateau - Mountain | 911 | 92.04% | 113 | 6 | \$822.00 | 3 | \$4,000.00 | 9 | 9 | 8 | | |
| Mountain Plateau Total | 911 | 92.04% | 113 | 6 | \$822.00 | 3 | \$4,000.00 | 9 | 9 | 8 | 35% | \$3,134.30 |
| CountyWide Total | 911 | 88.52% | 17760 | 1791 | \$156,540.00 | 248 | \$155,800.00 | 2039 | 4057 | 3982 | | \$582,555.85 |

MAY 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Response Time Penalty Assessment | | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------|------------------|------------------------------|--------|----------------------|
| | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | | |
| Northwest - Riverside City | 911 | 90.59% | 3061 | 258 | \$23,052.00 | 30 | \$18,976.00 | 288 | 629 | 626 | | | | |
| Northwest - Norco & Uninc. North | 911 | 87.20% | 1313 | 138 | \$16,353.00 | 30 | \$18,080.00 | 168 | 490 | 452 | | | | |
| Northwest - Corona & Uninc. South | 911 | 89.22% | 1429 | 136 | \$14,834.00 | 18 | \$11,248.00 | 154 | 379 | 367 | | | | |
| Northwest Total | 911 | 89.49% | 5803 | 532 | \$54,239.00 | 78 | \$48,304.00 | 610 | 1498 | 1445 | 0% | \$205,086.00 | | |
| Southwest - Temecula & Murrieta | 911 | 87.61% | 1509 | 169 | \$14,522.00 | 18 | \$13,640.00 | 187 | 440 | 425 | | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 86.65% | 2510 | 296 | \$32,896.00 | 39 | \$25,008.00 | 335 | 777 | 712 | | | | |
| Southwest Total | 911 | 87.01% | 4019 | 465 | \$47,418.00 | 57 | \$38,648.00 | 522 | 1217 | 1137 | 0% | \$172,132.00 | | |
| Central - Moreno Valley | 911 | 91.55% | 1479 | 116 | \$9,940.00 | 9 | \$5,128.00 | 125 | 353 | 329 | | | | |
| Central - Perris & Uninc. | 911 | 88.03% | 1036 | 115 | \$14,145.00 | 9 | \$4,536.00 | 124 | 330 | 308 | | | | |
| Central Total | 911 | 90.10% | 2515 | 231 | \$24,085.00 | 18 | \$9,664.00 | 249 | 683 | 637 | 0% | \$33,749.00 | | |
| San Jacinto - Hemet | 911 | 94.03% | 1323 | 76 | \$5,288.00 | 3 | \$1,808.00 | 79 | 206 | 206 | | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 96.24% | 1091 | 39 | \$4,064.00 | 2 | \$1,600.00 | 41 | 168 | 155 | | | | |
| San Jacinto Total | 911 | 95.03% | 2414 | 115 | \$9,352.00 | 5 | \$3,408.00 | 120 | 374 | 361 | 100% | \$3,408.00 | | |
| Desert - Palm Springs & DHS | 911 | 80.98% | 1183 | 204 | \$16,909.00 | 21 | \$14,736.00 | 225 | 19 | 15 | | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 84.87% | 1355 | 187 | \$14,472.00 | 18 | \$14,728.00 | 205 | 15 | 8 | | | | |
| Desert Total | 911 | 83.06% | 2538 | 391 | \$31,381.00 | 39 | \$29,464.00 | 430 | 34 | 23 | 0% | \$121,690.00 | | |
| Palo Verde - Palo Verde | 911 | 91.94% | 248 | 13 | \$795.00 | 7 | \$18,712.00 | 20 | 1 | 1 | | | | |
| Palo Verde Total | 911 | 91.94% | 248 | 13 | \$795.00 | 7 | \$18,712.00 | 20 | 1 | 1 | 15% | \$16,580.95 | | |
| Pass - Pass | 911 | 95.16% | 1075 | 45 | \$2,464.00 | 7 | \$4,120.00 | 52 | 161 | 149 | | | | |
| Pass Total | 911 | 95.16% | 1075 | 45 | \$2,464.00 | 7 | \$4,120.00 | 52 | 161 | 149 | 100% | \$4,120.00 | | |
| Mountain Plateau - Mountain | 911 | 93.50% | 123 | 6 | \$882.00 | 2 | \$1,304.00 | 8 | 10 | 9 | | | | |
| Mountain Plateau Total | 911 | 93.50% | 123 | 6 | \$882.00 | 2 | \$1,304.00 | 8 | 10 | 9 | 50% | \$1,093.00 | | |
| CountyWide Total | 911 | 89.27% | 18735 | 1798 | \$170,616.00 | 213 | \$153,624.00 | 2011 | 3978 | 3762 | | \$557,858.95 | | |

JUNE 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Response Time Penalty Assessment | | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------|------------------|------------------------------|--------|----------------------|
| | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | | |
| Northwest - Riverside City | 911 | 92.17% | 3077 | 221 | \$16,353.00 | 20 | \$11,464.00 | 241 | 644 | 636 | | | | |
| Northwest - Norco & Uninc. North | 911 | 88.50% | 1357 | 139 | \$14,049.00 | 17 | \$13,736.00 | 156 | 440 | 403 | | | | |
| Northwest - Corona & Uninc. South | 911 | 91.06% | 1320 | 102 | \$11,977.00 | 16 | \$10,040.00 | 118 | 337 | 331 | | | | |
| Northwest Total | 911 | 91.05% | 5754 | 462 | \$42,379.00 | 53 | \$35,240.00 | 515 | 1421 | 1370 | 0% | \$77,619.00 | | |
| Southwest - Temecula & Murrieta | 911 | 88.51% | 1506 | 151 | \$13,581.00 | 22 | \$17,040.00 | 173 | 456 | 441 | | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 87.62% | 2415 | 267 | \$29,265.00 | 32 | \$21,384.00 | 299 | 751 | 697 | | | | |
| Southwest Total | 911 | 87.96% | 3921 | 418 | \$42,846.00 | 54 | \$38,424.00 | 472 | 1207 | 1138 | 0% | \$162,540.00 | | |
| Central - Moreno Valley | 911 | 93.06% | 1441 | 88 | \$7,701.00 | 12 | \$7,928.00 | 100 | 303 | 282 | | | | |
| Central - Perris & Uninc. | 911 | 90.63% | 1046 | 89 | \$9,105.00 | 9 | \$4,832.00 | 98 | 311 | 286 | | | | |
| Central Total | 911 | 92.04% | 2487 | 177 | \$16,806.00 | 21 | \$12,760.00 | 198 | 614 | 568 | 35% | \$19,217.90 | | |
| San Jacinto - Hemet | 911 | 93.28% | 1340 | 82 | \$7,216.00 | 8 | \$5,416.00 | 90 | 249 | 248 | | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 95.50% | 1111 | 46 | \$2,588.00 | 4 | \$2,312.00 | 50 | 183 | 168 | | | | |
| San Jacinto Total | 911 | 94.29% | 2451 | 128 | \$9,804.00 | 12 | \$7,728.00 | 140 | 432 | 416 | 75% | \$4,383.00 | | |
| Desert - Palm Springs & DHS | 911 | 84.76% | 1260 | 177 | \$16,678.00 | 15 | \$9,144.00 | 192 | 21 | 17 | | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 85.81% | 1247 | 165 | \$12,055.00 | 12 | \$7,632.00 | 177 | 30 | 19 | | | | |
| Desert Total | 911 | 85.28% | 2507 | 342 | \$28,733.00 | 27 | \$16,776.00 | 369 | 51 | 36 | 0% | \$91,018.00 | | |
| Palo Verde - Palo Verde | 911 | 93.14% | 204 | 10 | \$1,435.00 | 4 | \$2,808.00 | 14 | 0 | 0 | | | | |
| Palo Verde Total | 911 | 93.14% | 204 | 10 | \$1,435.00 | 4 | \$2,808.00 | 14 | 0 | 0 | 50% | \$2,121.50 | | |
| Pass - Pass | 911 | 94.88% | 1153 | 49 | \$2,535.00 | 10 | \$8,320.00 | 59 | 177 | 156 | | | | |
| Pass Total | 911 | 94.88% | 1153 | 49 | \$2,535.00 | 10 | \$8,320.00 | 59 | 177 | 156 | 75% | \$2,713.75 | | |
| Mountain Plateau - Mountain | 911 | 96.13% | 155 | 5 | \$590.00 | 1 | \$800.00 | 6 | 16 | 14 | | | | |
| Mountain Plateau Total | 911 | 96.13% | 155 | 5 | \$590.00 | 1 | \$800.00 | 6 | 16 | 14 | 100% | \$800.00 | | |
| CountyWide Total | 911 | 90.48% | 18632 | 1591 | \$145,128.00 | 182 | \$122,856.00 | 1773 | 3918 | 3698 | | \$360,413.15 | | |

JULY 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Response Time Penalty Assessment | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------------------|------------------------------|--------------|----------------------|
| | | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | |
| Northwest - Riverside City | 911 | 94.83% | | 3269 | 154 | \$11,524.00 | 15 | \$8,648.00 | 169 | 746 | 742 | | | |
| Northwest - Norco & Uninc. North | 911 | 92.67% | | 1378 | 92 | \$13,371.00 | 9 | \$5,920.00 | 101 | 521 | 514 | | | |
| Northwest - Corona & Uninc. South | 911 | 93.44% | | 1464 | 81 | \$8,975.00 | 15 | \$9,640.00 | 96 | 415 | 410 | | | |
| Northwest Total | 911 | 94.01% | \$0 | 6111 | 327 | \$33,870.00 | 39 | \$24,208.00 | 366 | 1682 | 1666 | 75% | \$14,519.50 | |
| Southwest - Temecula & Murrieta | 911 | 91.95% | | 1566 | 115 | \$10,587.00 | 11 | \$6,928.00 | 126 | 534 | 531 | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 91.85% | | 2564 | 190 | \$13,526.00 | 19 | \$11,056.00 | 209 | 906 | 892 | | | |
| Southwest Total | 911 | 91.89% | \$0 | 4130 | 305 | \$24,113.00 | 30 | \$17,984.00 | 335 | 1440 | 1423 | 15% | \$35,782.45 | |
| Central - Moreno Valley | 911 | 93.61% | | 1534 | 89 | \$6,931.00 | 9 | \$5,128.00 | 98 | 392 | 383 | | | |
| Central - Perris & Uninc. | 911 | 91.34% | | 1108 | 89 | \$7,459.00 | 7 | \$4,024.00 | 96 | 431 | 424 | | | |
| Central Total | 911 | 92.66% | \$0 | 2642 | 178 | \$14,390.00 | 16 | \$9,152.00 | 194 | 823 | 807 | 35% | \$15,302.30 | |
| San Jacinto - Hemet | 911 | 96.45% | | 1324 | 43 | \$3,147.00 | 4 | \$2,512.00 | 47 | 211 | 211 | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 97.18% | | 1170 | 30 | \$1,500.00 | 3 | \$3,408.00 | 33 | 222 | 215 | | | |
| San Jacinto Total | 911 | 96.79% | \$0 | 2494 | 73 | \$4,647.00 | 7 | \$5,920.00 | 80 | 433 | 426 | 100% | \$5,920.00 | |
| Desert - Palm Springs & DHS | 911 | 86.15% | | 1336 | 174 | \$15,623.00 | 11 | \$6,632.00 | 185 | 24 | 22 | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 89.23% | | 1300 | 130 | \$10,708.00 | 10 | \$5,928.00 | 140 | 21 | 15 | | | |
| Desert Total | 911 | 87.67% | \$116,673 | 2636 | 304 | \$26,331.00 | 21 | \$12,560.00 | 325 | 45 | 37 | 0% | \$77,782.00 | |
| Palo Verde - Palo Verde | 911 | 92.74% | | 234 | 11 | \$1,165.00 | 6 | \$4,608.00 | 17 | 0 | 0 | | | |
| Palo Verde Total | 911 | 92.74% | \$0 | 234 | 11 | \$1,165.00 | 6 | \$4,608.00 | 17 | 0 | 0 | 35% | \$3,752.45 | |
| Pass - Pass | 911 | 95.87% | | 1113 | 38 | \$2,320.00 | 8 | \$6,312.00 | 46 | 195 | 192 | | | |
| Pass Total | 911 | 95.87% | \$0 | 1113 | 38 | \$2,320.00 | 8 | \$6,312.00 | 46 | 195 | 192 | 100% | \$6,312.00 | |
| Mountain Plateau - Mountain | 911 | 96.24% | | 133 | 5 | \$818.00 | 0 | \$0.00 | 5 | 15 | 15 | | | |
| Mountain Plateau Total | 911 | 96.24% | \$0 | 133 | 5 | \$818.00 | 0 | \$0.00 | 5 | 15 | 15 | 100% | \$0.00 | |
| CountyWide Total | 911 | 92.98% | \$116,673 | 19493 | 1241 | \$107,654.00 | 127 | \$80,744.00 | 1368 | 4633 | 4566 | | \$159,370.70 | |

AUGUST 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Response Time Penalty Assessment | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------------------|------------------------------|--------------|----------------------|
| | | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | |
| Northwest - Riverside City | 911 | 93.65% | | 3307 | 193 | \$14,726.00 | 17 | \$10,048.00 | 210 | 830 | 828 | | | |
| Northwest - Norco & Uninc. North | 911 | 87.88% | | 1403 | 136 | \$14,663.00 | 34 | \$23,880.00 | 170 | 567 | 560 | | | |
| Northwest - Corona & Uninc. South | 911 | 91.67% | | 1417 | 99 | \$12,575.00 | 19 | \$10,664.00 | 118 | 449 | 447 | | | |
| Northwest Total | 911 | 91.87% | \$0 | 6127 | 428 | \$41,964.00 | 70 | \$44,592.00 | 498 | 1846 | 1835 | 0% | \$86,556.00 | |
| Southwest - Temecula & Murrieta | 911 | 91.62% | | 1552 | 115 | \$9,187.00 | 15 | \$9,736.00 | 130 | 548 | 542 | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 90.78% | | 2679 | 209 | \$21,527.00 | 38 | \$22,416.00 | 247 | 971 | 955 | | | |
| Southwest Total | 911 | 91.09% | \$0 | 4231 | 324 | \$30,714.00 | 53 | \$32,152.00 | 377 | 1519 | 1497 | 15% | \$63,436.10 | |
| Central - Moreno Valley | 911 | 94.23% | | 1594 | 85 | \$8,225.00 | 7 | \$3,824.00 | 92 | 405 | 397 | | | |
| Central - Perris & Uninc. | 911 | 90.22% | | 1084 | 96 | \$8,456.00 | 10 | \$5,832.00 | 106 | 378 | 369 | | | |
| Central Total | 911 | 92.61% | \$0 | 2678 | 181 | \$16,681.00 | 17 | \$9,656.00 | 198 | 783 | 766 | 35% | \$17,119.05 | |
| San Jacinto - Hemet | 911 | 98.34% | | 1324 | 19 | \$1,260.00 | 3 | \$1,808.00 | 22 | 217 | 217 | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 96.84% | | 1171 | 30 | \$1,942.00 | 7 | \$4,912.00 | 37 | 173 | 172 | | | |
| San Jacinto Total | 911 | 97.64% | \$0 | 2495 | 49 | \$3,202.00 | 10 | \$6,720.00 | 59 | 390 | 389 | 100% | \$6,720.00 | |
| Desert - Palm Springs & DHS | 911 | 88.01% | | 1301 | 143 | \$10,602.00 | 13 | \$7,936.00 | 156 | 21 | 21 | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 88.08% | | 1418 | 158 | \$12,556.00 | 11 | \$7,128.00 | 169 | 32 | 25 | | | |
| Desert Total | 911 | 88.05% | \$76,444 | 2719 | 301 | \$23,158.00 | 24 | \$15,064.00 | 325 | 53 | 46 | 0% | \$76,444.00 | |
| Palo Verde - Palo Verde | 911 | 95.10% | | 245 | 9 | \$743.00 | 3 | \$3,904.00 | 12 | 2 | 1 | | | |
| Palo Verde Total | 911 | 95.10% | \$0 | 245 | 9 | \$743.00 | 3 | \$3,904.00 | 12 | 2 | 1 | 100% | \$3,904.00 | |
| Pass - Pass | 911 | 95.71% | | 1188 | 46 | \$4,520.00 | 5 | \$2,816.00 | 51 | 228 | 220 | | | |
| Pass Total | 911 | 95.71% | \$0 | 1188 | 46 | \$4,520.00 | 5 | \$2,816.00 | 51 | 228 | 220 | 100% | \$2,816.00 | |
| Mountain Plateau - Mountain | 911 | 97.66% | | 128 | 3 | \$508.00 | 0 | \$0.00 | 3 | 9 | 9 | | | |
| Mountain Plateau Total | 911 | 97.66% | \$0 | 128 | 3 | \$508.00 | 0 | \$0.00 | 3 | 9 | 9 | 100% | \$0.00 | |
| CountyWide Total | 911 | 92.31% | \$76,444 | 19811 | 1341 | \$121,490.00 | 182 | \$114,904.00 | 1523 | 4830 | 4763 | | \$246,995.15 | |

SEPTEMBER 2022 COMPLIANCE REPORT

| Response Time Penalty 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 | Total Fee Assessment |
| Northwest - Riverside City | 911 | 94.90% | | 3257 | 154 | \$14,673.00 | 12 | \$7,432.00 | 166 | 722 | 717 | | |
| Northwest - Norco & Uninc. North | 911 | 89.51% | | 1363 | 128 | \$12,399.00 | 15 | \$11,040.00 | 143 | 597 | 589 | | |
| Northwest - Corona & Uninc. South | 911 | 92.30% | | 1389 | 93 | \$10,494.00 | 14 | \$8,144.00 | 107 | 408 | 407 | | |
| Northwest Total | 911 | 93.08% | \$0 | 6009 | 375 | \$37,566.00 | 41 | \$26,616.00 | 416 | 1727 | 1713 | 0% | \$64,182.00 |
| Southwest - Temecula & Murrieta | 911 | 93.03% | | 1520 | 96 | \$6,646.00 | 10 | \$6,328.00 | 106 | 469 | 467 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 92.63% | | 2498 | 164 | \$14,502.00 | 20 | \$12,648.00 | 184 | 869 | 856 | | |
| Southwest Total | 911 | 92.78% | \$0 | 4018 | 260 | \$21,148.00 | 30 | \$18,976.00 | 290 | 1338 | 1323 | 35% | \$26,080.60 |
| Central - Moreno Valley | 911 | 94.66% | | 1516 | 71 | \$7,231.00 | 10 | \$6,128.00 | 81 | 369 | 360 | | |
| Central - Perris & Uninc. | 911 | 93.20% | | 1088 | 67 | \$6,595.00 | 7 | \$4,616.00 | 74 | 374 | 369 | | |
| Central Total | 911 | 94.05% | \$0 | 2604 | 138 | \$13,826.00 | 17 | \$10,744.00 | 155 | 743 | 729 | 75% | \$6,142.60 |
| San Jacinto - Hemet | 911 | 95.55% | | 1325 | 53 | \$4,636.00 | 6 | \$3,320.00 | 59 | 207 | 207 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 97.78% | | 1170 | 24 | \$2,050.00 | 2 | \$1,008.00 | 26 | 204 | 201 | | |
| San Jacinto Total | 911 | 96.59% | \$0 | 2495 | 77 | \$6,686.00 | 8 | \$4,328.00 | 85 | 411 | 408 | 100% | \$4,328.00 |
| Desert - Palm Springs & DHS | 911 | 90.78% | | 1237 | 108 | \$7,526.00 | 6 | \$3,320.00 | 114 | 11 | 10 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 88.86% | | 1275 | 132 | \$9,372.00 | 10 | \$6,624.00 | 142 | 13 | 8 | | |
| Desert Total | 911 | 89.81% | \$53,684 | 2512 | 240 | \$16,898.00 | 16 | \$9,944.00 | 256 | 24 | 18 | 0% | \$53,684.00 |
| Palo Verde - Palo Verde | 911 | 94.68% | | 188 | 9 | \$505.00 | 1 | \$2,400.00 | 10 | 0 | 0 | | |
| Palo Verde Total | 911 | 94.68% | \$0 | 188 | 9 | \$505.00 | 1 | \$2,400.00 | 10 | 0 | 0 | 75% | \$726.25 |
| Pass - Pass | 911 | 98.37% | | 1101 | 17 | \$375.00 | 1 | \$800.00 | 18 | 191 | 186 | | |
| Pass Total | 911 | 98.37% | \$0 | 1101 | 17 | \$375.00 | 1 | \$800.00 | 18 | 191 | 186 | 100% | \$800.00 |
| Mountain Plateau - Mountain | 911 | 100.00% | | 131 | 0 | \$0.00 | 0 | \$0.00 | 0 | 13 | 13 | | |
| Mountain Plateau Total | 911 | 100.00% | \$0 | 131 | 0 | \$0.00 | 0 | \$0.00 | 0 | 13 | 13 | 100% | \$0.00 |
| CountyWide Total | 911 | 93.55% | \$53,684 | 19058 | 1116 | \$97,004.00 | 114 | \$73,808.00 | 1230 | 4447 | 4390 | | \$155,943.35 |

OCTOBER 2022 COMPLIANCE REPORT

| Response Time Penalty 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 | Total Fee Assessment |
| Northwest - Riverside City | 911 | 98.62% | | 3117 | 39 | \$3,182.00 | 4 | \$2,016.00 | 43 | 869 | 868 | | |
| Northwest - Norco & Uninc. North | 911 | 98.22% | | 1345 | 23 | \$2,621.00 | 1 | \$504.00 | 24 | 667 | 665 | | |
| Northwest - Corona & Uninc. South | 911 | 99.15% | | 1404 | 10 | \$1,638.00 | 2 | \$1,008.00 | 12 | 562 | 562 | | |
| Northwest Total | 911 | 98.65% | \$0 | 5866 | 72 | \$7,441.00 | 7 | \$3,528.00 | 79 | 2098 | 2095 | 100% | \$3,528.00 |
| Southwest - Temecula & Murrieta | 911 | 98.63% | | 1601 | 18 | \$805.00 | 4 | \$2,808.00 | 22 | 559 | 558 | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 98.63% | | 2560 | 29 | \$3,149.00 | 6 | \$3,320.00 | 35 | 1030 | 1028 | | |
| Southwest Total | 911 | 98.63% | \$0 | 4161 | 47 | \$3,954.00 | 10 | \$6,128.00 | 57 | 1589 | 1586 | 100% | \$6,128.00 |
| Central - Moreno Valley | 911 | 99.36% | | 1554 | 10 | \$2,055.00 | 0 | \$0.00 | 10 | 438 | 438 | | |
| Central - Perris & Uninc. | 911 | 98.85% | | 960 | 11 | \$823.00 | 0 | \$0.00 | 11 | 424 | 424 | | |
| Central Total | 911 | 99.16% | \$0 | 2514 | 21 | \$2,878.00 | 0 | \$0.00 | 21 | 862 | 862 | 100% | \$0.00 |
| San Jacinto - Hemet | 911 | 99.31% | | 1306 | 9 | \$260.00 | 0 | \$0.00 | 9 | 248 | 248 | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 99.55% | | 1115 | 5 | \$695.00 | 0 | \$0.00 | 5 | 202 | 202 | | |
| San Jacinto Total | 911 | 99.42% | \$0 | 2421 | 14 | \$955.00 | 0 | \$0.00 | 14 | 450 | 450 | 100% | \$0.00 |
| Desert - Palm Springs & DHS | 911 | 89.10% | | 1229 | 131 | \$8,976.00 | 3 | \$2,104.00 | 134 | 12 | 7 | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 90.68% | | 1374 | 120 | \$7,693.00 | 8 | \$4,328.00 | 128 | 16 | 11 | | |
| Desert Total | 911 | 89.93% | \$46,202 | 2603 | 251 | \$16,669.00 | 11 | \$6,432.00 | 262 | 28 | 18 | 0% | \$46,202.00 |
| Palo Verde - Palo Verde | 911 | 93.75% | | 176 | 7 | \$285.00 | 4 | \$4,704.00 | 11 | 0 | 0 | | |
| Palo Verde Total | 911 | 93.75% | \$0 | 176 | 7 | \$285.00 | 4 | \$4,704.00 | 11 | 0 | 0 | 50% | \$2,494.50 |
| Pass - Pass | 911 | 99.71% | | 1048 | 1 | \$10.00 | 2 | \$1,008.00 | 3 | 216 | 216 | | |
| Pass Total | 911 | 99.71% | \$0 | 1048 | 1 | \$10.00 | 2 | \$1,008.00 | 3 | 216 | 216 | 100% | \$1,008.00 |
| Mountain Plateau - Mountain | 911 | 100.00% | | 156 | 0 | \$0.00 | 0 | \$0.00 | 0 | 12 | 12 | | |
| Mountain Plateau Total | 911 | 100.00% | \$0 | 156 | 0 | \$0.00 | 0 | \$0.00 | 0 | 12 | 12 | 100% | \$0.00 |
| CountyWide Total | 911 | 97.64% | \$46,202 | 18945 | 413 | \$32,192.00 | 34 | \$21,800.00 | 447 | 5255 | 5239 | | \$59,360.50 |

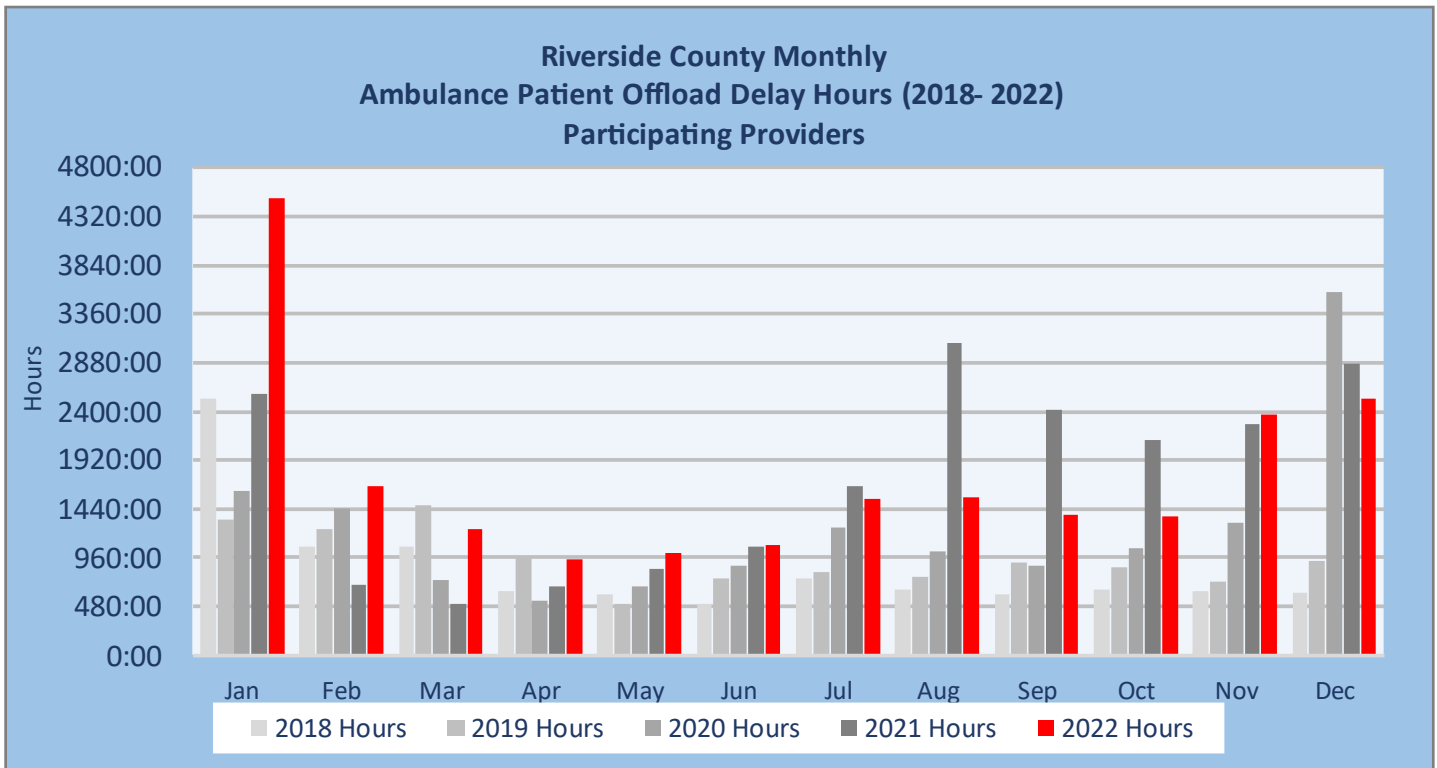
NOVEMBER 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Response Time Penalty Assessment | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------------------|------------------------------|-------------|----------------------|
| | | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | |
| Northwest - Riverside City | 911 | 95.55% | | 3121 | 131 | \$11,823.00 | 8 | \$4,824.00 | 139 | 844 | 842 | | | |
| Northwest - Norco & Uninc. North | 911 | 93.01% | | 1444 | 91 | \$5,947.00 | 10 | \$6,128.00 | 101 | 663 | 661 | | | |
| Northwest - Corona & Uninc. South | 911 | 94.21% | | 1433 | 71 | \$9,021.00 | 12 | \$7,928.00 | 83 | 539 | 536 | | | |
| Northwest Total | 911 | 94.61% | \$0 | 5998 | 293 | \$26,791.00 | 30 | \$18,880.00 | 323 | 2046 | 2039 | 75% | \$11,417.75 | |
| Southwest - Temecula & Murrieta | 911 | 94.82% | | 1583 | 76 | \$4,744.00 | 6 | \$3,616.00 | 82 | 530 | 528 | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 94.58% | | 2473 | 120 | \$10,663.00 | 14 | \$7,944.00 | 134 | 954 | 948 | | | |
| Southwest Total | 911 | 94.67% | \$0 | 4056 | 196 | \$15,407.00 | 20 | \$11,560.00 | 216 | 1484 | 1476 | 75% | \$6,741.75 | |
| Central - Moreno Valley | 911 | 96.10% | | 1615 | 61 | \$5,469.00 | 2 | \$1,800.00 | 63 | 454 | 451 | | | |
| Central - Perris & Uninc. | 911 | 93.93% | | 1005 | 55 | \$6,113.00 | 6 | \$3,024.00 | 61 | 391 | 387 | | | |
| Central Total | 911 | 95.27% | \$0 | 2620 | 116 | \$11,582.00 | 8 | \$4,824.00 | 124 | 845 | 838 | 100% | \$4,824.00 | |
| San Jacinto - Hemet | 911 | 97.10% | | 1378 | 40 | \$2,103.00 | 0 | \$0.00 | 40 | 297 | 297 | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 98.75% | | 1118 | 12 | \$1,597.00 | 2 | \$1,008.00 | 14 | 271 | 269 | | | |
| San Jacinto Total | 911 | 97.84% | \$0 | 2496 | 52 | \$3,700.00 | 2 | \$1,008.00 | 54 | 568 | 566 | 100% | \$1,008.00 | |
| Desert - Palm Springs & DHS | 911 | 90.35% | | 1223 | 111 | \$9,141.00 | 7 | \$3,824.00 | 118 | 39 | 38 | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 92.06% | | 1347 | 100 | \$7,181.00 | 7 | \$4,520.00 | 107 | 49 | 45 | | | |
| Desert Total | 911 | 91.25% | \$0 | 2570 | 211 | \$16,322.00 | 14 | \$8,344.00 | 225 | 88 | 83 | 15% | \$20,966.10 | |
| Palo Verde - Palo Verde | 911 | 91.54% | | 201 | 9 | \$648.00 | 8 | \$6,512.00 | 17 | 3 | 2 | | | |
| Palo Verde Total | 911 | 91.54% | \$0 | 201 | 9 | \$648.00 | 8 | \$6,512.00 | 17 | 3 | 2 | 15% | \$6,086.00 | |
| Pass - Pass | 911 | 97.75% | | 1154 | 24 | \$1,818.00 | 2 | \$1,008.00 | 26 | 285 | 285 | | | |
| Pass Total | 911 | 97.75% | \$0 | 1154 | 24 | \$1,818.00 | 2 | \$1,008.00 | 26 | 285 | 285 | 100% | \$1,008.00 | |
| Mountain Plateau - Mountain | 911 | 100.00% | | 117 | 0 | \$0.00 | 0 | \$0.00 | 0 | 12 | 12 | | | |
| Mountain Plateau Total | 911 | 100.00% | \$0 | 117 | 0 | \$0.00 | 0 | \$0.00 | 0 | 12 | 12 | 100% | \$0.00 | |
| CountyWide Total | 911 | 94.87% | \$0 | 19212 | 901 | \$76,268.00 | 84 | \$52,136.00 | 985 | 5331 | 5301 | | \$52,051.60 | |

DECEMBER 2022 COMPLIANCE REPORT

| Zone | Priority | Zone Compliance | Out of Compliance Zone Fee | Response Time Penalty Assessment | | | | | | | Total Exemptions | Offload/Bed Delay Exemptions | Credit | Total Fee Assessment |
|------------------------------------------|----------|-----------------|----------------------------|----------------------------------|--------------------------|------------------------------|-------------------------|-----------------------------|------------------------|------|------------------|------------------------------|--------------|----------------------|
| | | | | Compliance Calculated Responses | Late Responses <= 10 Min | Late Responses <= 10 Min Fee | Late Responses > 10 Min | Late Responses > 10 Min Fee | Late Responses (TOTAL) | | | | | |
| Northwest - Riverside City | 911 | 97.00% | | 3064 | 87 | \$8,629.00 | 5 | \$3,112.00 | 92 | 799 | 799 | | | |
| Northwest - Norco & Uninc. North | 911 | 95.90% | | 1584 | 58 | \$5,427.00 | 7 | \$4,912.00 | 65 | 701 | 698 | | | |
| Northwest - Corona & Uninc. South | 911 | 96.44% | | 1490 | 48 | \$4,719.00 | 5 | \$2,520.00 | 53 | 539 | 539 | | | |
| Northwest Total | 911 | 96.58% | \$0 | 6138 | 193 | \$18,775.00 | 17 | \$10,544.00 | 210 | 2039 | 2036 | 100% | \$10,544.00 | |
| Southwest - Temecula & Murrieta | 911 | 95.97% | | 1810 | 69 | \$5,447.00 | 4 | \$2,016.00 | 73 | 675 | 675 | | | |
| Southwest - LE, Menif, Wild, CL & Uninc. | 911 | 95.95% | | 2595 | 90 | \$8,371.00 | 15 | \$9,736.00 | 105 | 992 | 991 | | | |
| Southwest Total | 911 | 95.96% | \$0 | 4405 | 159 | \$13,818.00 | 19 | \$11,752.00 | 178 | 1667 | 1666 | 100% | \$11,752.00 | |
| Central - Moreno Valley | 911 | 97.46% | | 1533 | 36 | \$2,963.00 | 3 | \$2,008.00 | 39 | 390 | 389 | | | |
| Central - Perris & Uninc. | 911 | 95.83% | | 1056 | 40 | \$2,681.00 | 4 | \$2,312.00 | 44 | 426 | 423 | | | |
| Central Total | 911 | 96.79% | \$0 | 2589 | 76 | \$5,644.00 | 7 | \$4,320.00 | 83 | 816 | 812 | 100% | \$4,320.00 | |
| San Jacinto - Hemet | 911 | 97.80% | | 1452 | 32 | \$2,187.00 | 0 | \$0.00 | 32 | 302 | 302 | | | |
| San Jacinto - San Jacinto & Uninc. | 911 | 98.53% | | 1156 | 15 | \$1,662.00 | 2 | \$3,400.00 | 17 | 244 | 243 | | | |
| San Jacinto Total | 911 | 98.12% | \$0 | 2608 | 47 | \$3,849.00 | 2 | \$3,400.00 | 49 | 546 | 545 | 100% | \$3,400.00 | |
| Desert - Palm Springs & DHS | 911 | 87.88% | | 1304 | 150 | \$10,913.00 | 8 | \$4,328.00 | 158 | 15 | 9 | | | |
| Desert - La Quinta, Coachella & Uninc. | 911 | 88.87% | | 1464 | 148 | \$11,309.00 | 15 | \$8,648.00 | 163 | 26 | 14 | | | |
| Desert Total | 911 | 88.40% | \$70,396 | 2768 | 298 | \$22,222.00 | 23 | \$12,976.00 | 321 | 41 | 23 | 0% | \$70,396.00 | |
| Palo Verde - Palo Verde | 911 | 96.60% | | 206 | 5 | \$713.00 | 2 | \$1,008.00 | 7 | 3 | 3 | | | |
| Palo Verde Total | 911 | 96.60% | \$0 | 206 | 5 | \$713.00 | 2 | \$1,008.00 | 7 | 3 | 3 | 100% | \$1,008.00 | |
| Pass - Pass | 911 | 98.74% | | 1112 | 12 | \$1,348.00 | 2 | \$1,800.00 | 14 | 217 | 217 | | | |
| Pass Total | 911 | 98.74% | \$0 | 1112 | 12 | \$1,348.00 | 2 | \$1,800.00 | 14 | 217 | 217 | 100% | \$1,800.00 | |
| Mountain Plateau - Mountain | 911 | 100.00% | | 121 | 0 | \$0.00 | 0 | \$0.00 | 0 | 15 | 15 | | | |
| Mountain Plateau Total | 911 | 100.00% | \$0 | 121 | 0 | \$0.00 | 0 | \$0.00 | 0 | 15 | 15 | 100% | \$0.00 | |
| CountyWide Total | 911 | 95.68% | \$70,396 | 19947 | 790 | \$66,369.00 | 72 | \$45,800.00 | 862 | 5344 | 5317 | | \$103,220.00 | |

AMBULANCE PATIENT OFFLOAD TIME



| December 2022 | | | | | | |
|------------------------------------|-------------------|-------------------|-------------------|-------------|--------------------|----------------|
| | ALS Transports | APOT | APOD Hours | APODs | APOD Compliance | APOT - 1 |
| Corona Regional Med Ctr | 829 | 631:00:28 | 311:17:47 | 351 | 57.7% | 1:49:30 |
| Desert Regional Med Ctr | 1,402 | 423:10:33 | 98:41:09 | 147 | 89.5% | 0:31:51 |
| Eisenhower Health | 1,455 | 333:19:04 | 14:18:09 | 70 | 95.2% | 0:24:19 |
| Hemet Valley Hospital | 879 | 868:17:05 | 485:13:35 | 508 | 42.2% | 2:28:09 |
| Inland Valley Med Ctr | 1,069 | 471:29:01 | 118:33:01 | 300 | 71.9% | 0:54:19 |
| JFK Hospital | 765 | 104:52:46 | 3:03:39 | 10 | 98.7% | 0:15:00 |
| Kaiser Hospital Moreno Valley | 380 | 164:52:43 | 44:38:20 | 83 | 78.2% | 0:49:43 |
| Kaiser Hospital Riverside | 595 | 369:01:10 | 145:06:24 | 224 | 62.4% | 1:24:29 |
| Loma Linda Univ Med Ctr Mur | 901 | 544:17:23 | 194:30:15 | 334 | 62.9% | 1:07:00 |
| Menifee Med Ctr | 390 | 383:03:45 | 210:08:46 | 234 | 40.0% | 2:06:38 |
| Palo Verde Hospital | 167 | 27:39:31 | 3:38:47 | 6 | 96.4% | 0:19:15 |
| Parkview Community Hospital | 760 | 342:33:14 | 89:11:05 | 189 | 75.1% | 0:50:27 |
| Rancho Springs Med Ctr | 597 | 257:39:10 | 58:22:47 | 119 | 80.1% | 0:47:03 |
| Riverside Community Hospital | 1,468 | 997:49:28 | 401:53:50 | 768 | 47.7% | 1:23:07 |
| Riverside University Health System | 1,676 | 560:56:47 | 32:36:51 | 207 | 87.6% | 0:32:46 |
| San Geronio Mem Hospital | 673 | 439:19:25 | 173:17:24 | 260 | 61.4% | 1:22:10 |
| Temecula Valley Hospital | 628 | 386:57:35 | 144:08:07 | 277 | 55.9% | 1:21:22 |
| Grand Total | 14,634 | 7306:19:08 | 2528:39:56 | 4087 | 72.1% | 0:47:09 |

| 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 | 748 | 445:14:48 | 169:40:09 | 274 | 208 | 362 |
| Desert Regional Med Ctr | 1,315 | 317:35:58 | 37:30:25 | 91 | 32 | 179 |
| Eisenhower Health | 1,331 | 277:42:07 | 13:59:40 | 47 | 16 | 86 |
| Hemet Valley Hospital | 1,123 | 766:14:31 | 307:30:53 | 506 | 374 | 583 |
| Inland Valley Med Ctr | 920 | 403:05:21 | 110:30:04 | 241 | 168 | 314 |
| JFK Hospital | 702 | 95:56:18 | 1:52:44 | 7 | 2 | 14 |
| Kaiser Hospital Moreno Valley | 344 | 159:12:43 | 46:06:29 | 93 | 71 | 127 |
| Kaiser Hospital Riverside | 538 | 332:38:18 | 131:45:24 | 212 | 185 | 254 |
| Loma Linda Univ Med Ctr Mur | 788 | 337:09:34 | 70:36:17 | 177 | 115 | 352 |
| Menifee Med Ctr | 278 | 170:17:04 | 64:35:10 | 101 | 51 | 249 |
| Palo Verde Hospital | 145 | 21:14:33 | 1:09:11 | 3 | 0 | 6 |
| Parkview Community Hospital | 677 | 252:47:42 | 38:30:54 | 114 | 57 | 193 |
| Rancho Springs Med Ctr | 493 | 222:57:18 | 60:34:00 | 120 | 90 | 153 |
| Riverside Community Hospital | 1,491 | 916:09:48 | 332:11:57 | 682 | 582 | 816 |
| Riverside University Health System | 1,525 | 476:34:55 | 21:52:15 | 148 | 90 | 225 |
| San Geronio Mem Hospital | 582 | 254:41:33 | 56:09:54 | 127 | 49 | 273 |
| Temecula Valley Hospital | 560 | 247:36:16 | 56:47:45 | 158 | 74 | 283 |

| Average APOD and Compliance by Qtr Comparison | | | | | | | | | |
|-----------------------------------------------|------------|------------|-----------------|------------|------------|-----------------|------------|------------|------------------|
| | 2022 | | | | | | | | |
| | Qtr2 | | | Qtr3 | | | Qtr4 | | |
| | Compliance | APODs | APOD Hours | Compliance | APODs | APOD Hours | Compliance | APODs | APOD Hours |
| Corona Regional Med Ctr | 68% | 233 | 114:04:54 | 63% | 281 | 177:07:18 | 60% | 316 | 231:09:37 |
| Desert Regional Med Ctr | 95% | 62 | 20:44:25 | 96% | 49 | 8:25:17 | 92% | 104 | 52:48:40 |
| Eisenhower Health | 98% | 23 | 4:23:49 | 97% | 41 | 7:47:05 | 96% | 52 | 11:49:00 |
| Hemet Valley Hospital | 65% | 448 | 175:29:43 | 54% | 538 | 346:11:59 | 50% | 531 | 392:45:20 |
| Inland Valley Med Ctr | 73% | 242 | 106:44:37 | 79% | 196 | 90:59:49 | 75% | 260 | 121:38:36 |
| JFK Hospital | 99% | 5 | 0:58:50 | 99% | 5 | 1:32:21 | 99% | 9 | 2:25:56 |
| Kaiser Hospital Riverside | 63% | 196 | 114:19:55 | 61% | 217 | 132:47:12 | 57% | 241 | 165:03:30 |
| Loma Linda Univ Med Ctr Mur | 82% | 134 | 34:49:27 | 81% | 155 | 44:11:58 | 69% | 263 | 152:14:45 |
| Menifee Med Ctr | 75% | 61 | 16:47:38 | 70% | 89 | 40:09:39 | 48% | 165 | 133:13:25 |
| Palo Verde Hospital | 98% | 3 | 0:22:26 | 100% | 1 | 0:24:07 | 97% | 5 | 1:58:29 |
| Parkview Community Hospital | 86% | 82 | 17:15:34 | 89% | 80 | 16:31:34 | 80% | 147 | 70:00:02 |
| Rancho Springs Med Ctr | 77% | 109 | 58:37:16 | 75% | 127 | 55:51:14 | 76% | 128 | 75:51:00 |
| Riverside Community Hospital | 61% | 612 | 243:06:50 | 52% | 753 | 361:32:16 | 48% | 765 | 407:42:12 |
| Riverside University Health System | 93% | 109 | 13:19:23 | 90% | 166 | 27:20:22 | 89% | 185 | 30:55:36 |
| San Geronio Mem Hospital | 84% | 89 | 26:46:36 | 81% | 117 | 39:52:04 | 68% | 199 | 119:57:43 |
| Temecula Valley Hospital | 82% | 96 | 22:08:52 | 74% | 149 | 46:45:28 | 64% | 212 | 90:14:13 |
| | 81% | 156 | 60:37:31 | 78% | 185 | 87:20:37 | 74% | 224 | 128:44:15 |

| Average Transports and APODs at ETS: Quarter Comparison | | | | | | | | | |
|---------------------------------------------------------|------------|-------|------------|------------|-------|------------|------------|-------|------------|
| | 2022 | | | | | | | | |
| | Qtr2 | | | Qtr3 | | | Qtr4 | | |
| | Compliance | APODs | APOD Hours | Compliance | APODs | APOD Hours | Compliance | APODs | APOD Hours |
| Emergency Treatment Services | 34% | 196 | 75:13:54 | 31% | 192 | 66:09:15 | 44% | 148 | 49:07:28 |