



Ambulance Response Compliance Review

AMR Compliance Summary
7/1/2022 – 6/30/2023

CONTENTS

Riverside County Ambulance Response Time Compliance	4
Overview.....	4
County Raw vs Adjusted Compliance	5
West, Mid, and East County Areas Comparisons	5
Central Zone	8
Central Zone: Raw vs Adjusted Compliance Data.....	9
Central Zone: Response and Compliance Data	9
Central Zone: Subzone Response and Compliance Data	10
Central Zone: Exemptions	11
Central Zone: Responses > 10 Minutes Late	12
Northwest Zone.....	13
Northwest Zone: Raw vs Adjusted Compliance Data	14
Northwest Zone: Response and Compliance Data	14
Northwest Zone: Subzone Response and Compliance Data	15
Northwest Zone: Exemptions	17
Northwest Zone: Responses >10 Minutes Late	18
Southwest Zone	19
Southwest Zone: Raw vs Adjusted Compliance Data	20
Southwest Zone: zone Response and Compliance Data	20
Southwest Zone: Subzone Response and Compliance Data	21
Southwest Zone: Exemptions	22
Southwest Zone: Responses > 10 Minutes Late	23
Desert Zone	24
Desert Zone: Raw vs Adjusted Compliance Data.....	24
Desert Zone: Subzone Response and Compliance Data	25
Desert Zone: Exemptions.....	27
Palo Verde Zone.....	29
Palo Verde Zone: Raw vs Adjusted Compliance Data.....	29
Palo Verde Zone: Exemptions and >10 Minutes Late.....	30
Pass Zone	32
Pass Zone: Raw vs Adjusted Compliance Data	32
Pass Zone: Exemptions and Responses >10 Minutes Late	33
San Jacinto Zone	35
San Jacinto Zone: Raw vs Adjusted Compliance Data	36

San Jacinto Zone: Subzone Response and Compliance Data	36
San Jacinto Zone: Subzone Response and Compliance Data (cont.)	37
San Jacinto Zone: Exemptions	38
San Jacinto Zone: Responses > 10 Minutes Late	39
Mountain Plateau Zone	40
Mountain Plateau Zone: Raw vs Adjusted Compliance Data	41
Mountain Plateau Zone: Response and Compliance Data	41
Mountain Plateau Zone: Exemptions and >10 Minutes Late	42
ALS , BLS utilization of AMR 9-1-1 calls	43
BLS RESPONSES to 9-1-1 calls	44
July 2022 compliance report	45
August 2022 compliance report	45
September 2022 compliance report.....	46
October 2022 compliance report	46
November 2022 compliance report	47
December 2022 compliance report.....	47
January 2023 compliance report	48
February 2023 compliance report	48
March 2023 compliance report.....	49
April 2023 compliance report.....	49
May 2023 compliance report	50
June 2023 compliance report	50
Ambulance Patient Offload Time	51

RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

Overview

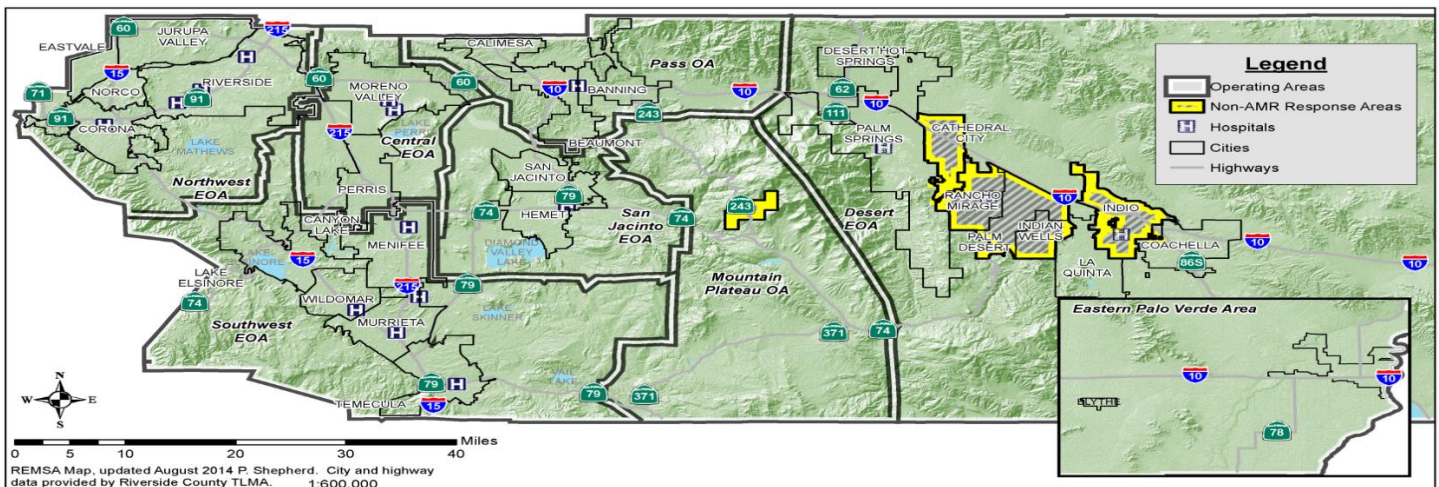
The Riverside County EMS System encompasses all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for the majority of Riverside County, and this report outlines the AMR response time compliance in Riverside County. Data provided refers to 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



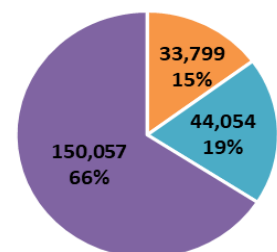
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

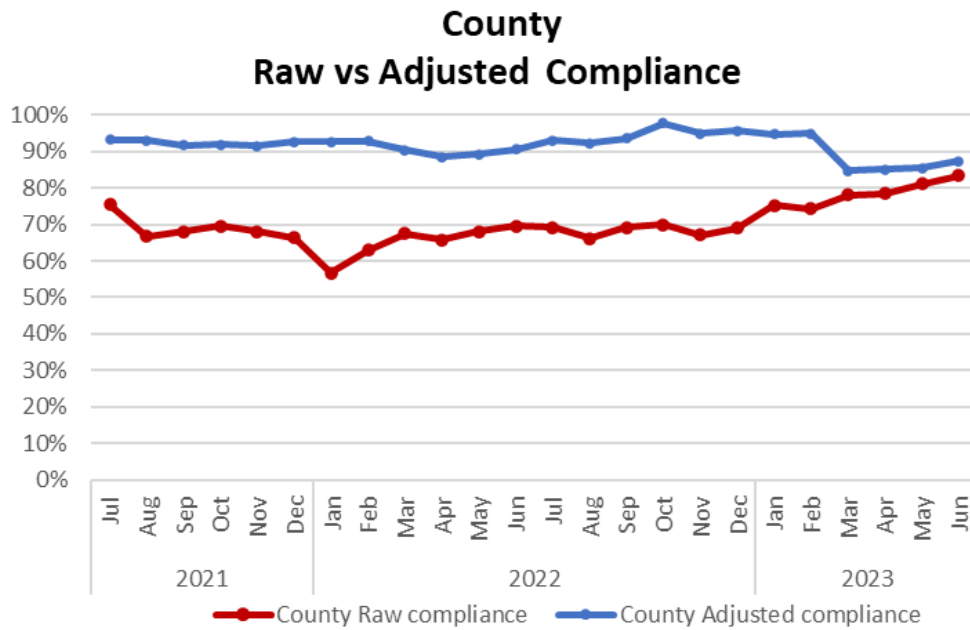
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jul 2022 through Jun 2023

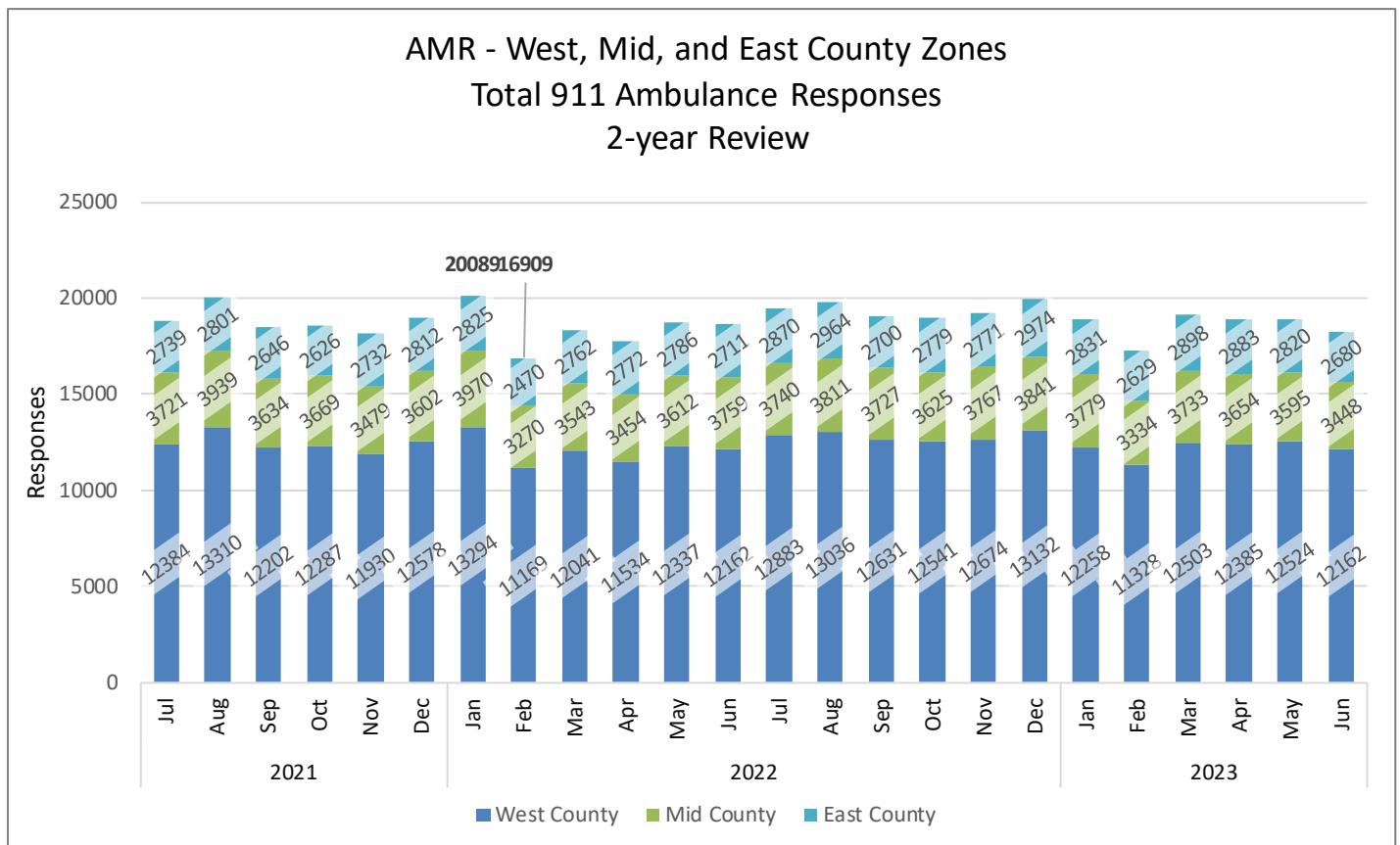


East County Mid County West County

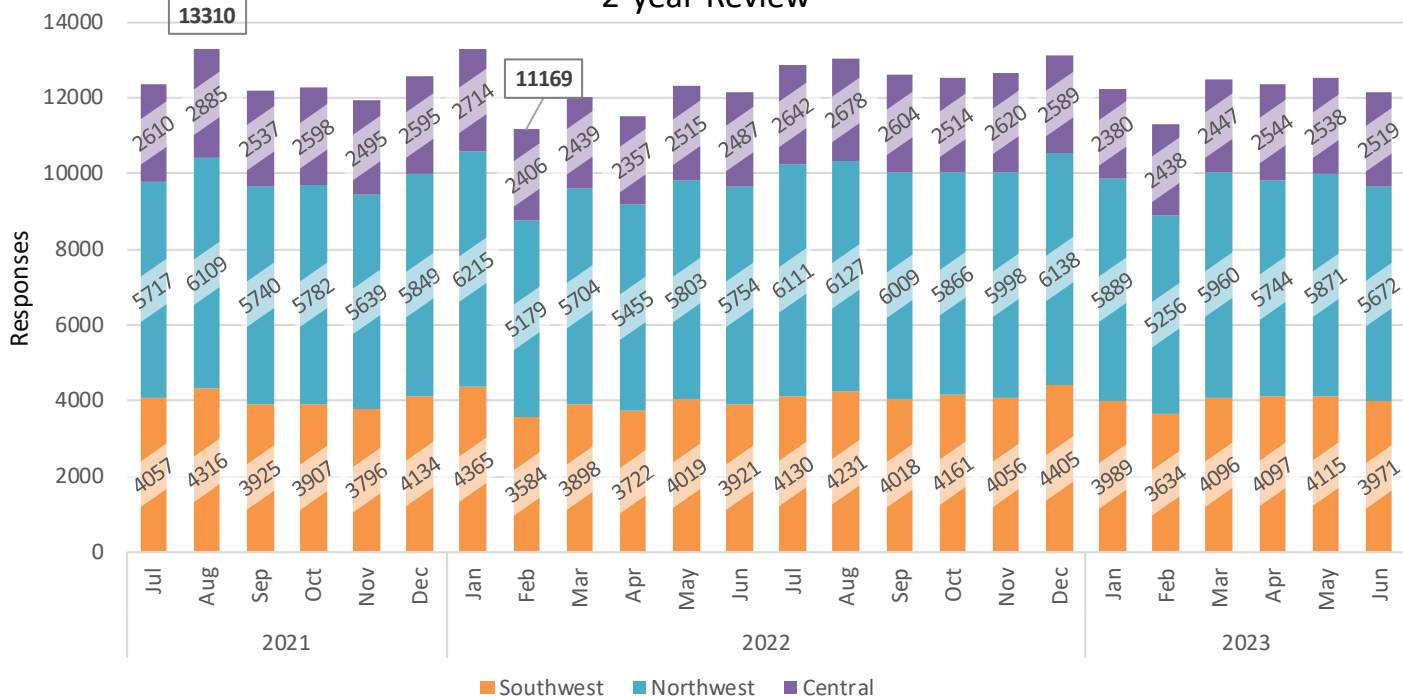
County Raw vs Adjusted Compliance



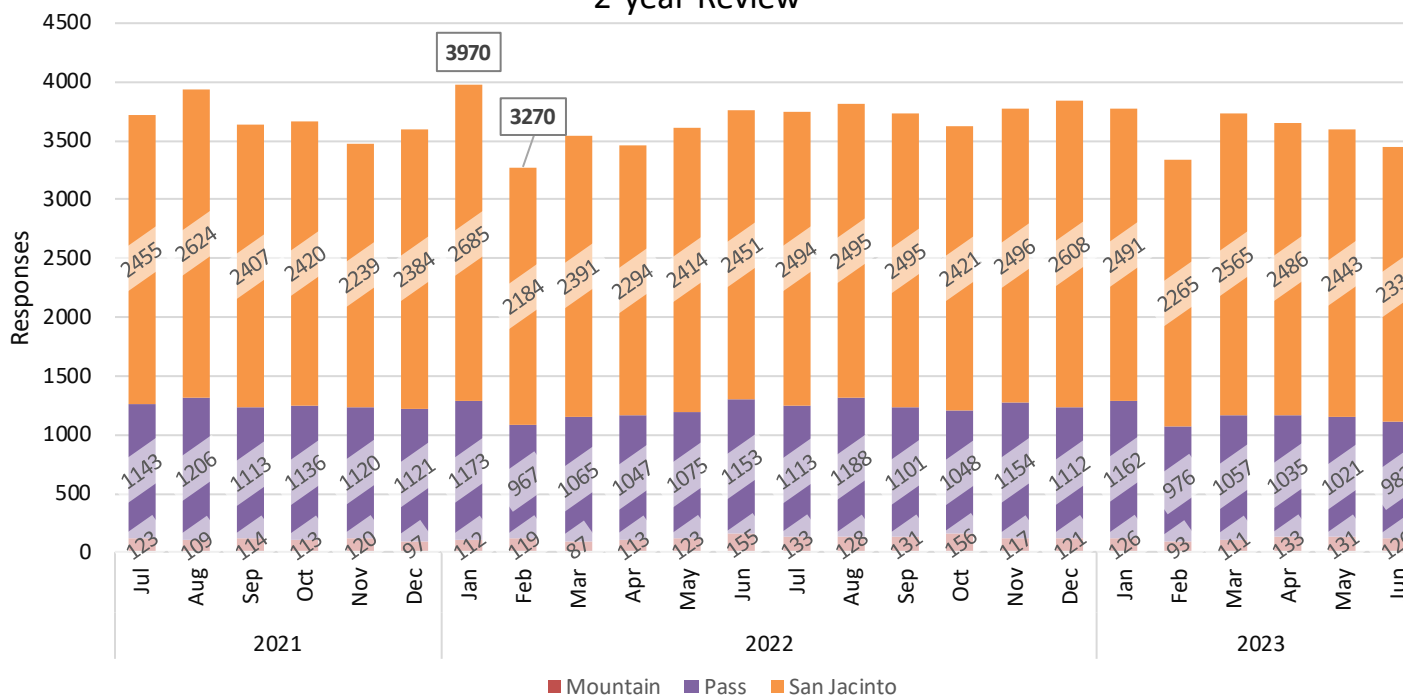
West, Mid, and East County Areas Comparisons



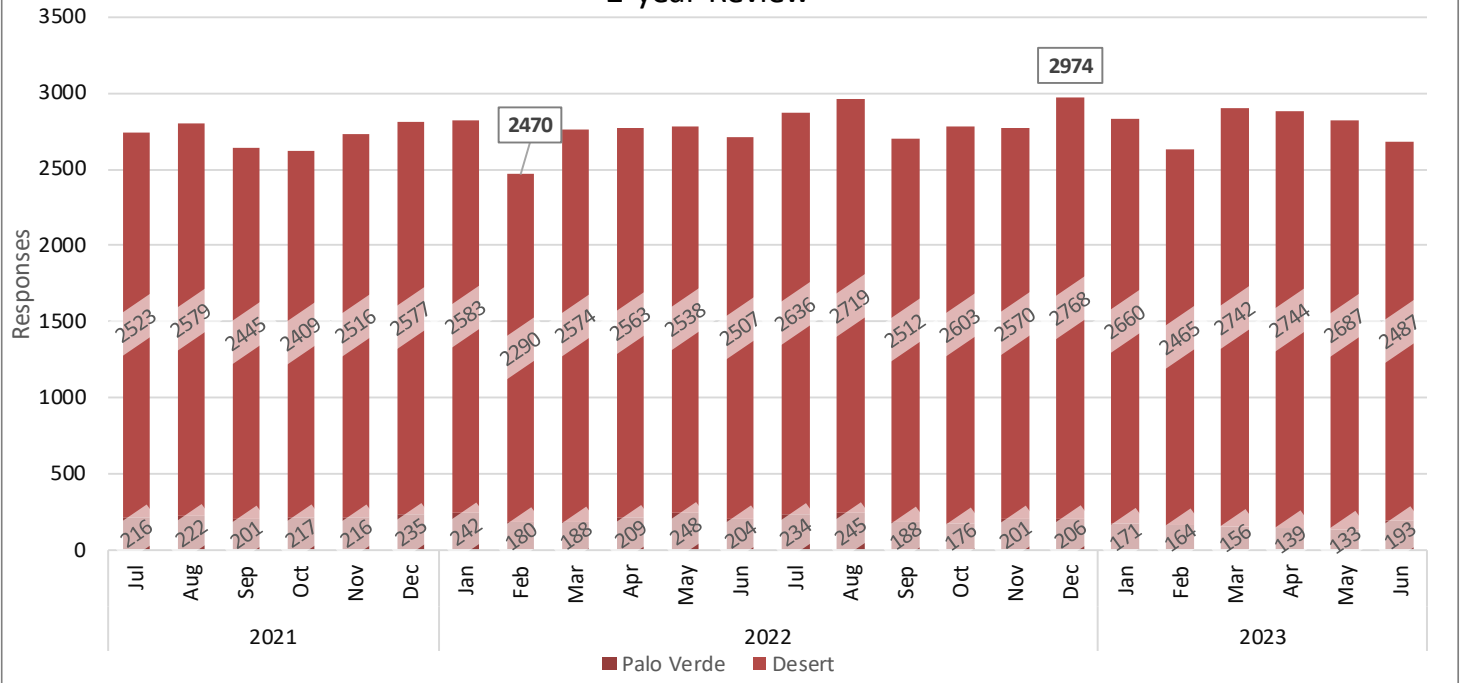
AMR - West County Zones Total 911 Ambulance Responses 2-year Review



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



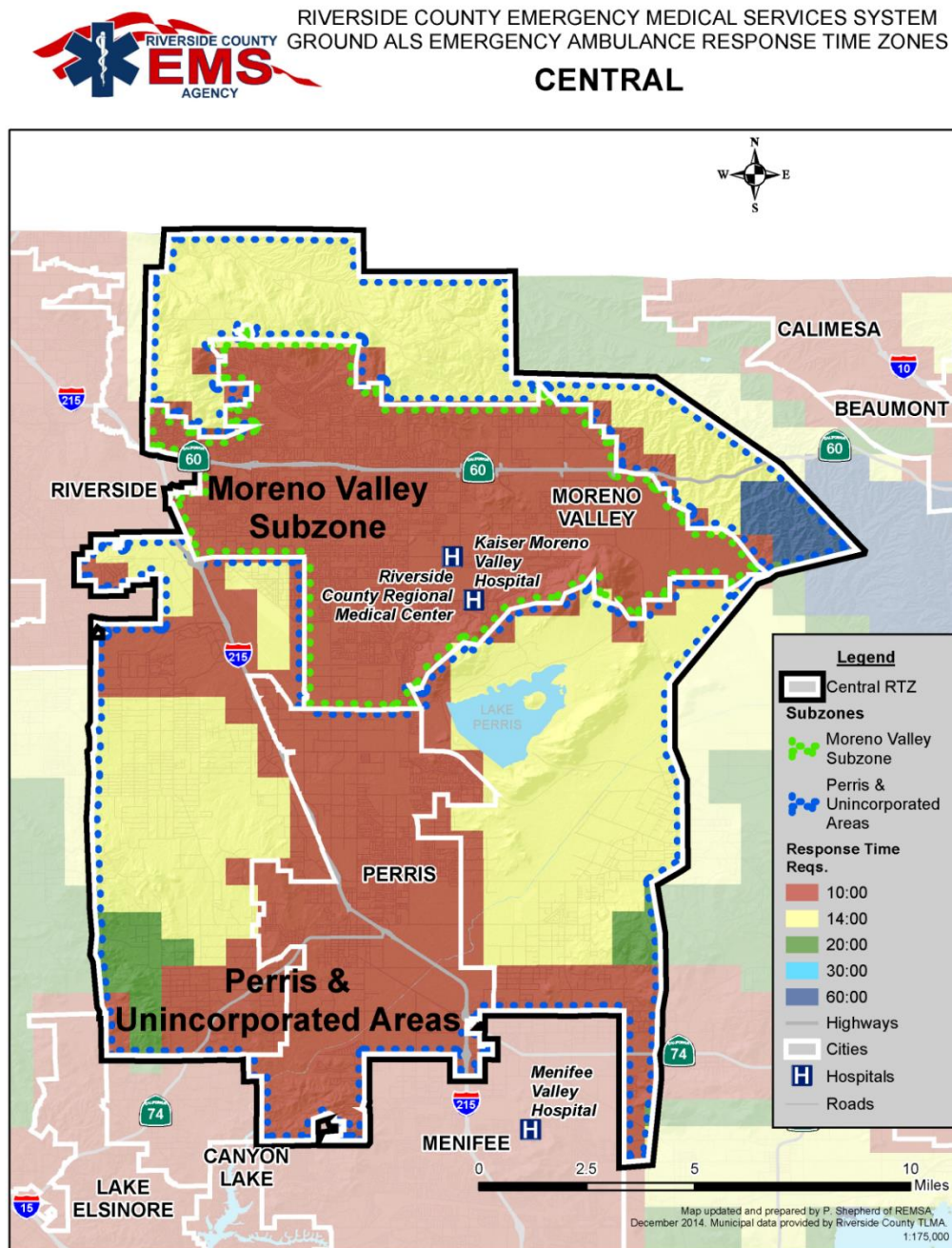
AMR - East County Zones Total 911 Ambulance Responses 2-year Review



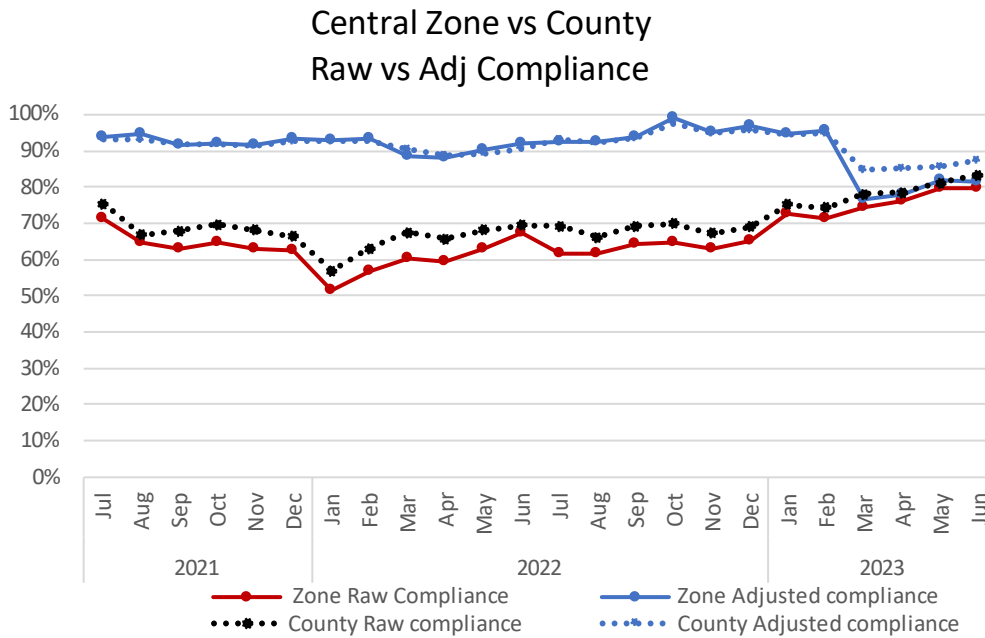
CENTRAL ZONE

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.

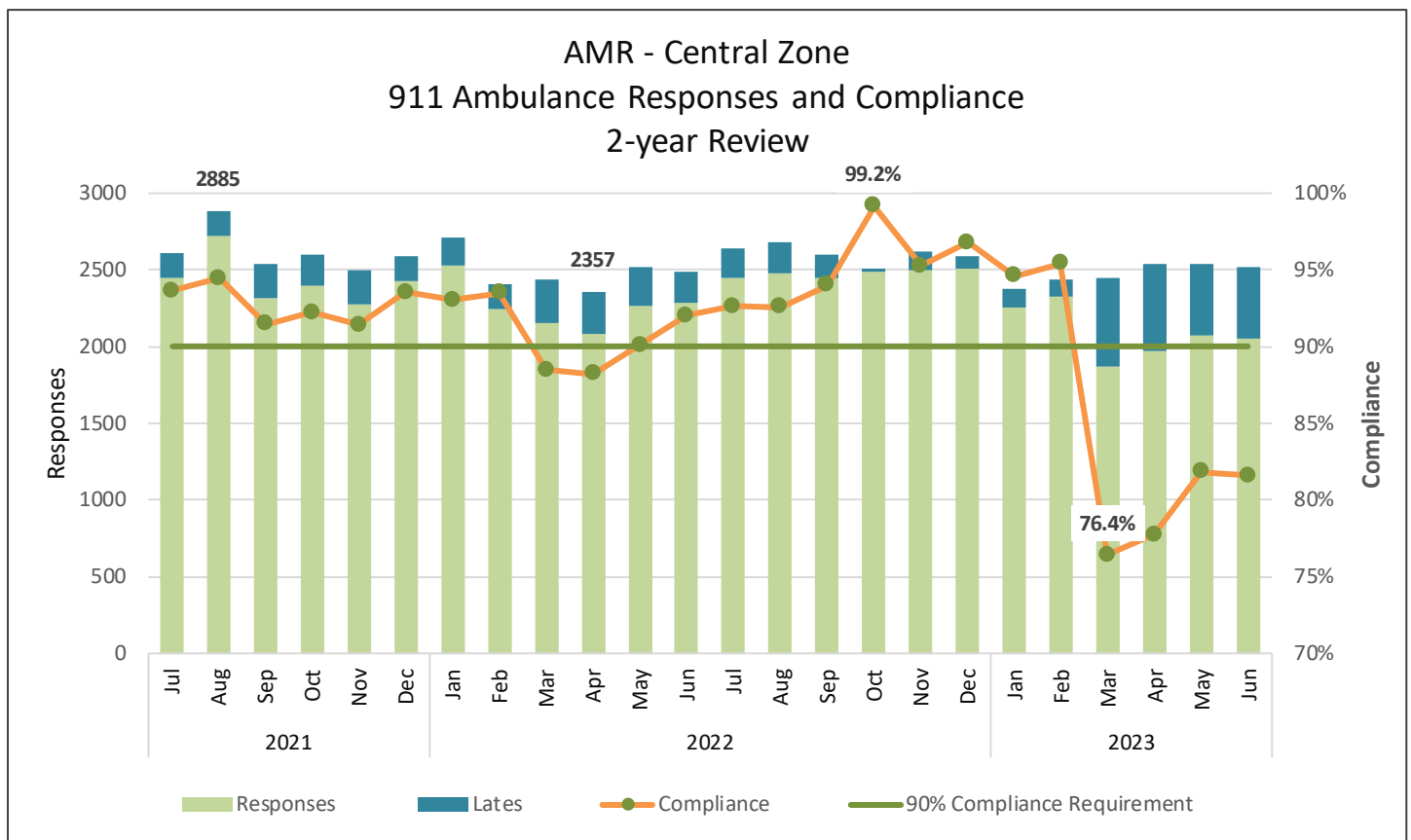
The maps referenced in this report are available at remsa.us/zones

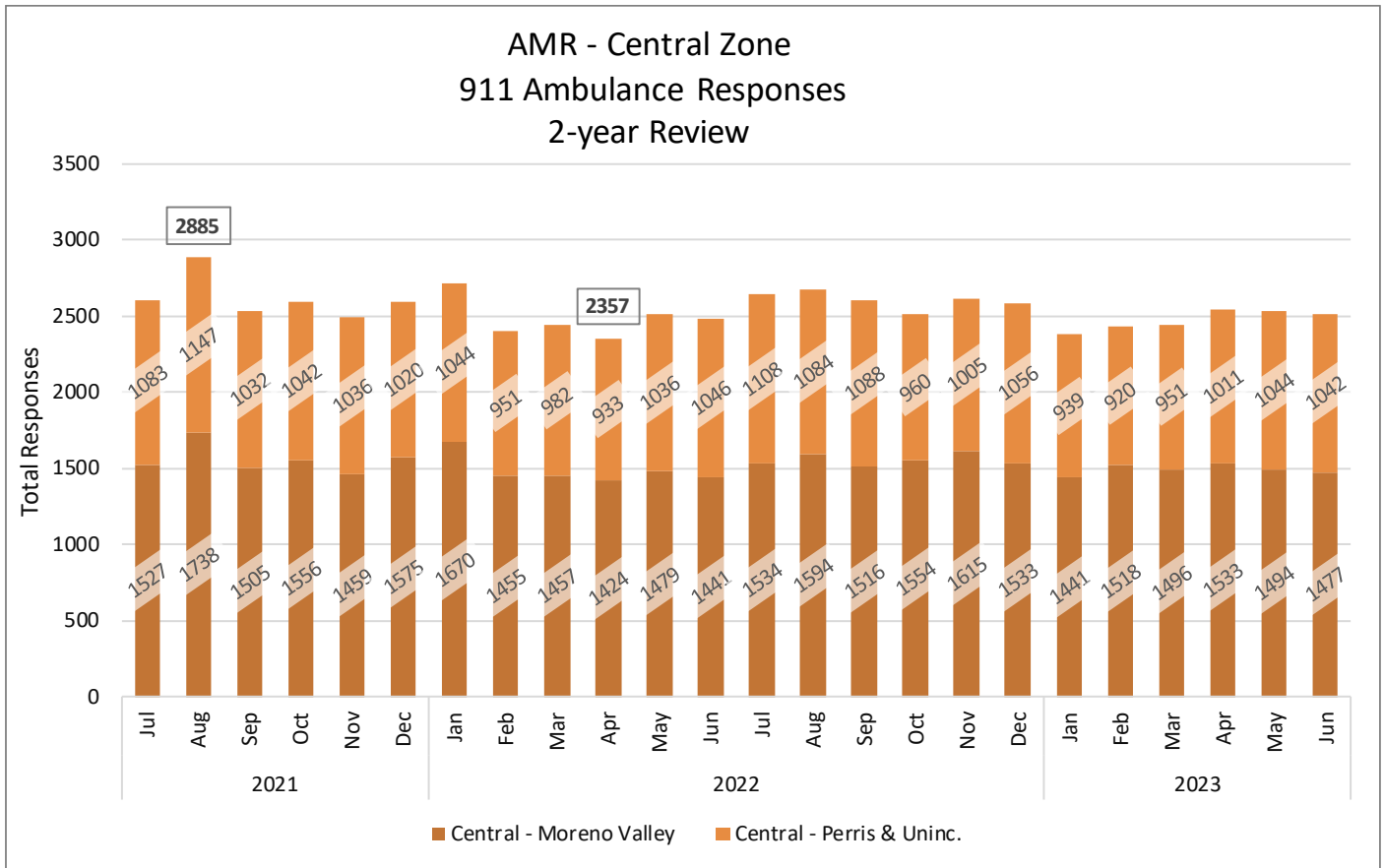


Central Zone: Raw vs Adjusted Compliance Data

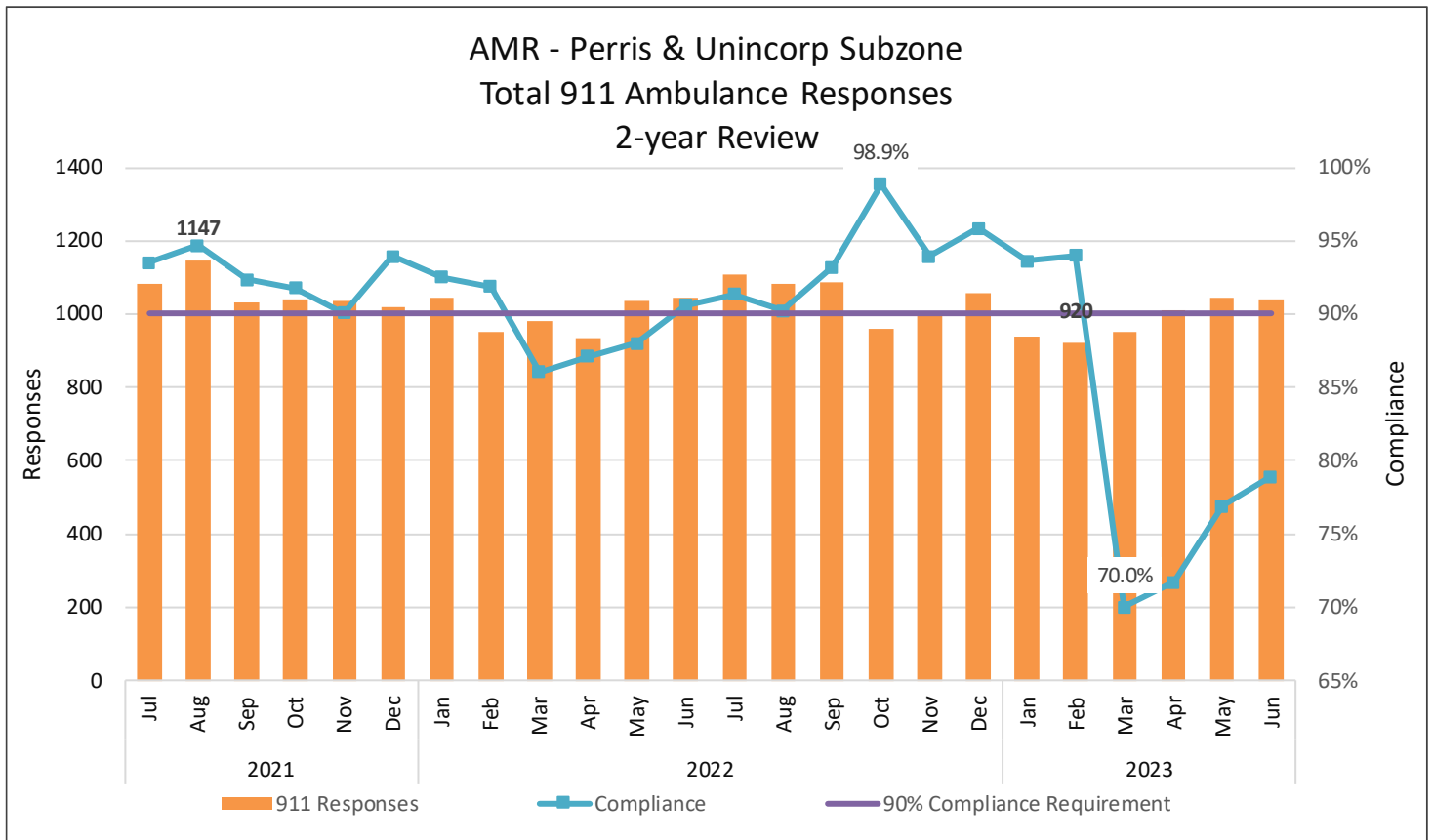


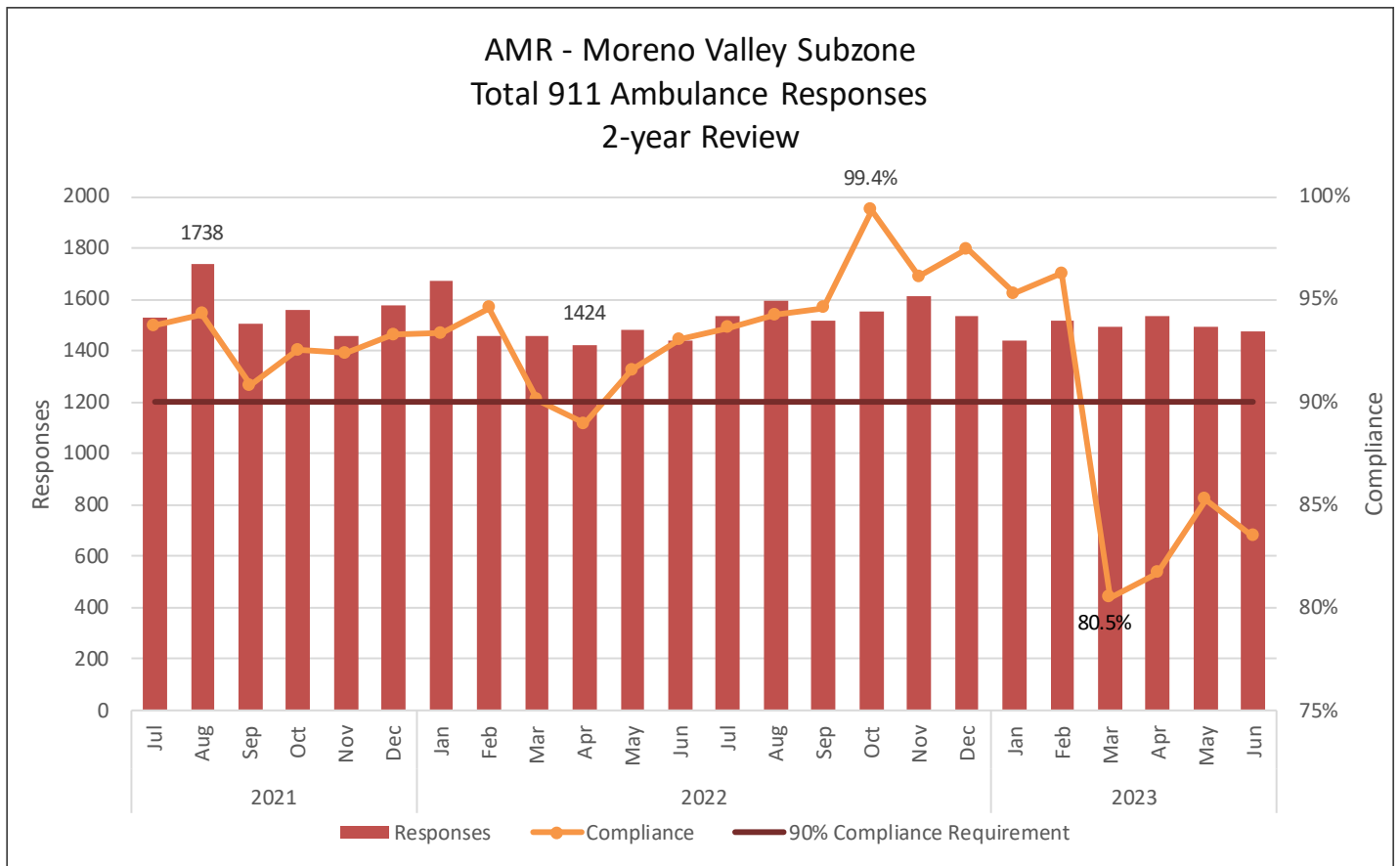
Central Zone: Response and Compliance Data



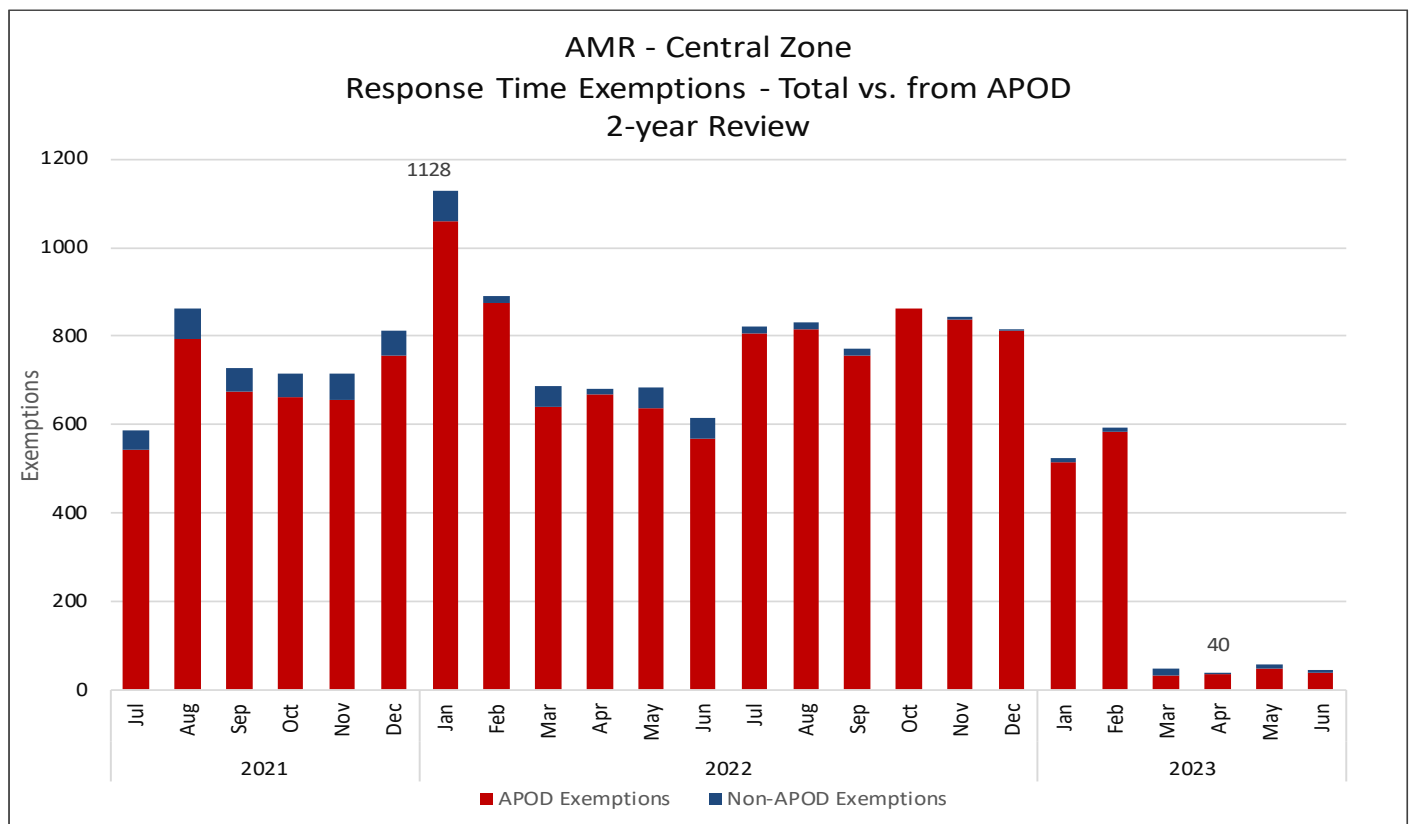


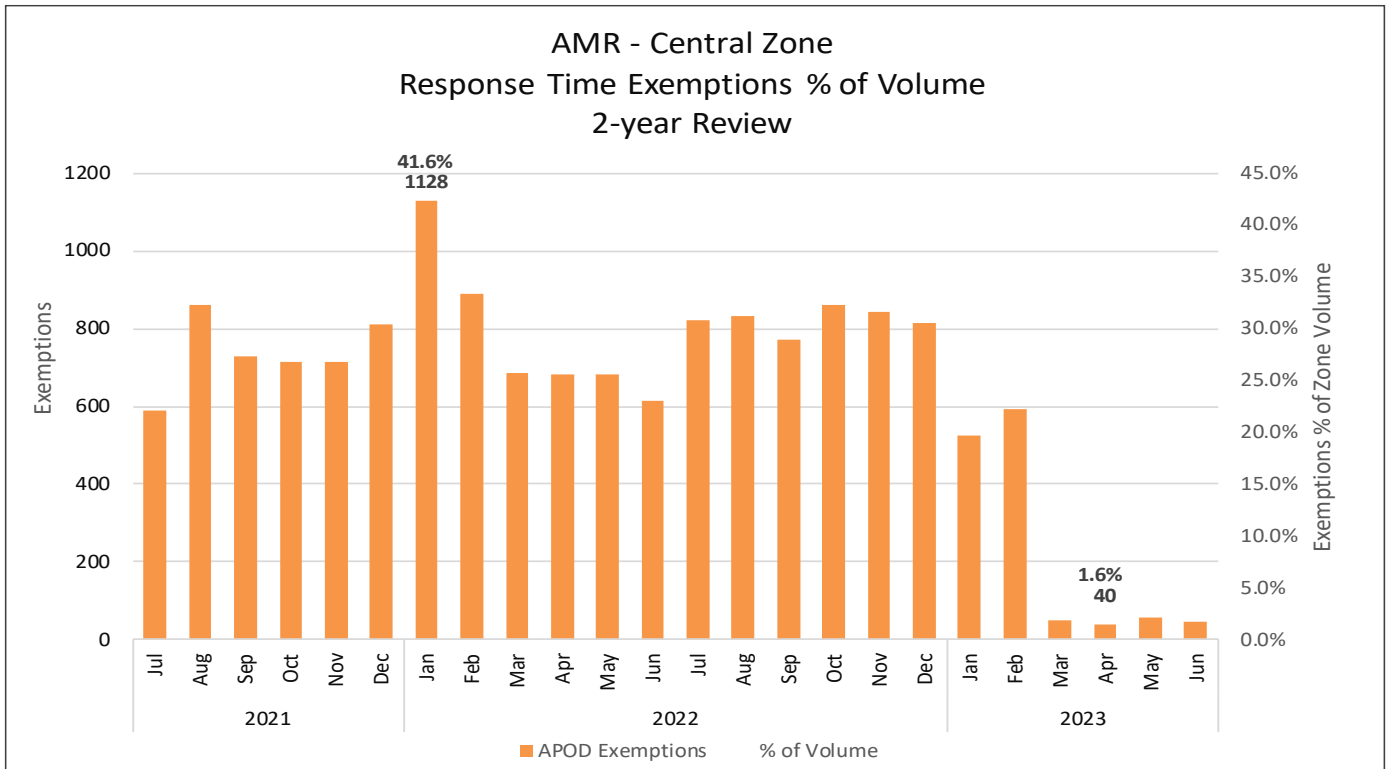
Central Zone: Subzone Response and Compliance Data



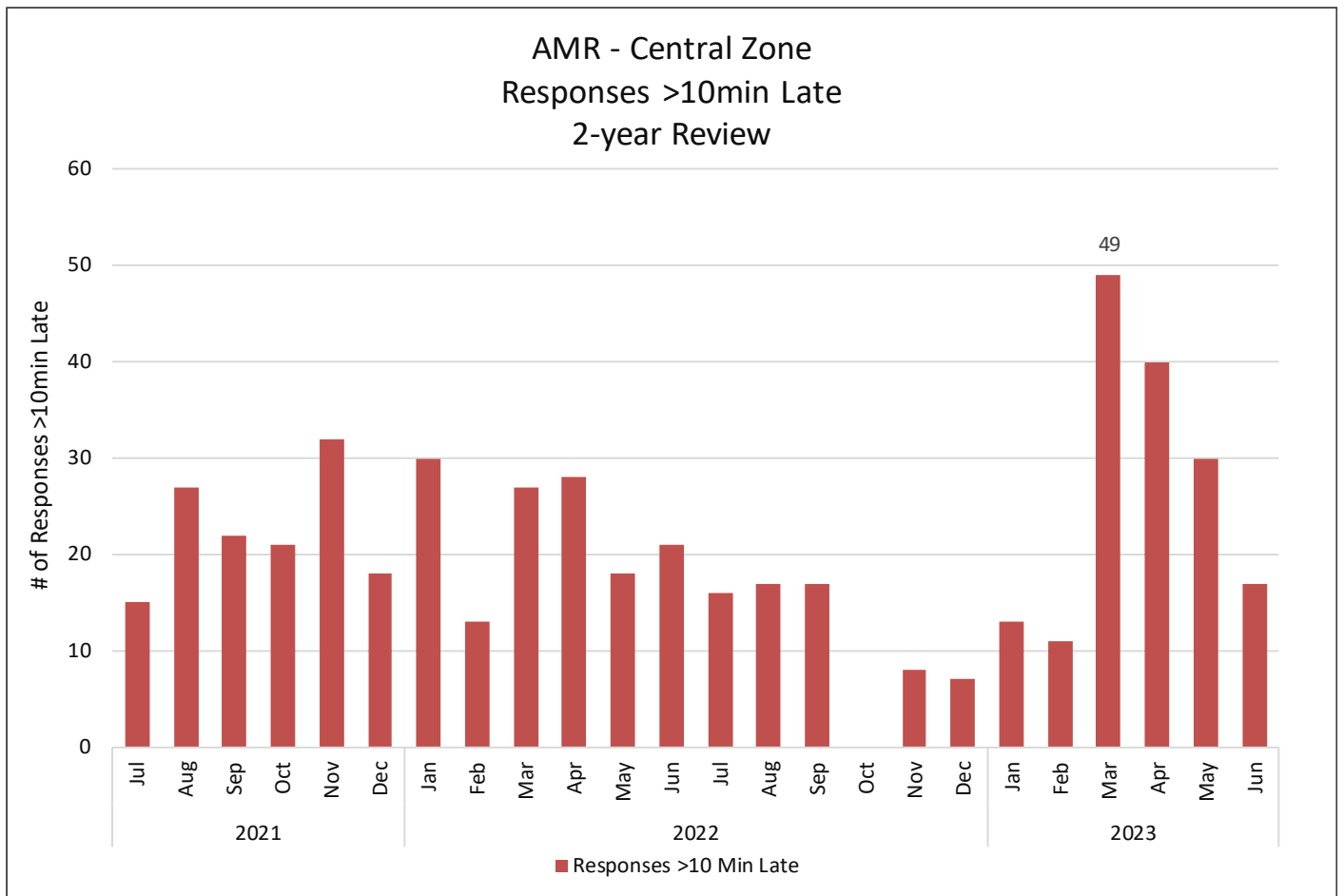


Central Zone: Exemptions





Central Zone: Responses > 10 Minutes Late

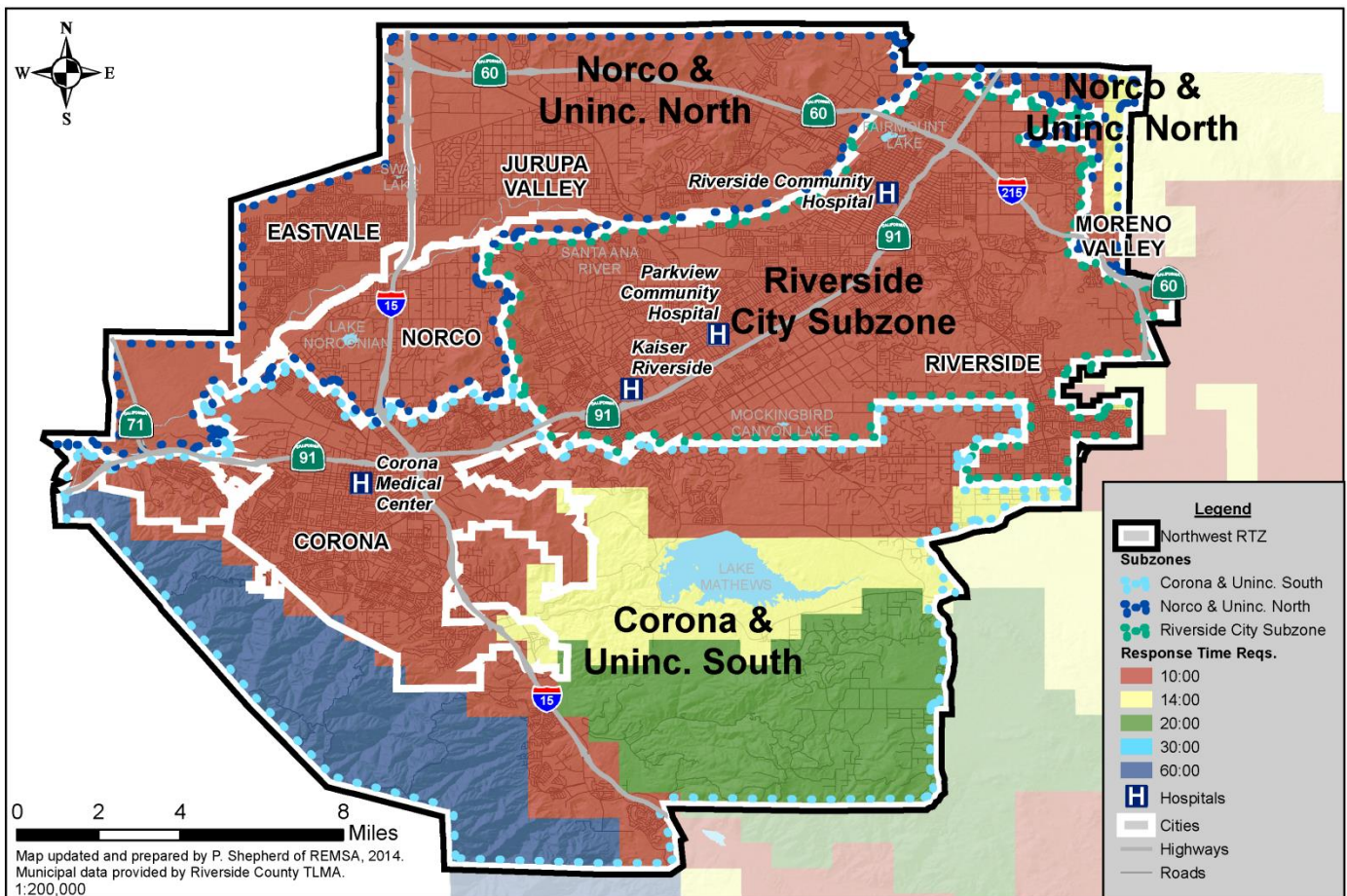


NORTHWEST ZONE

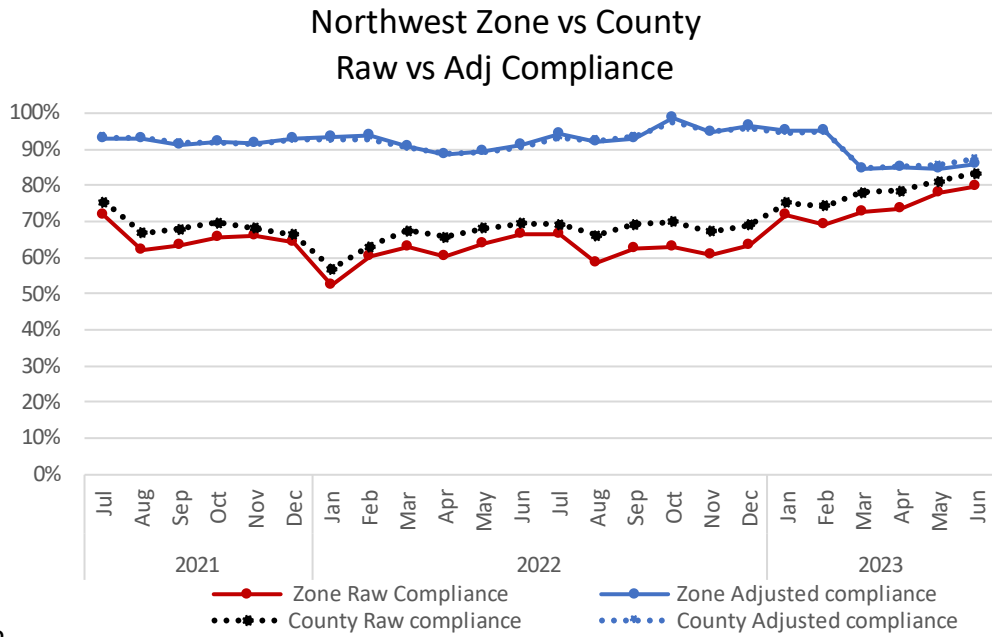
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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

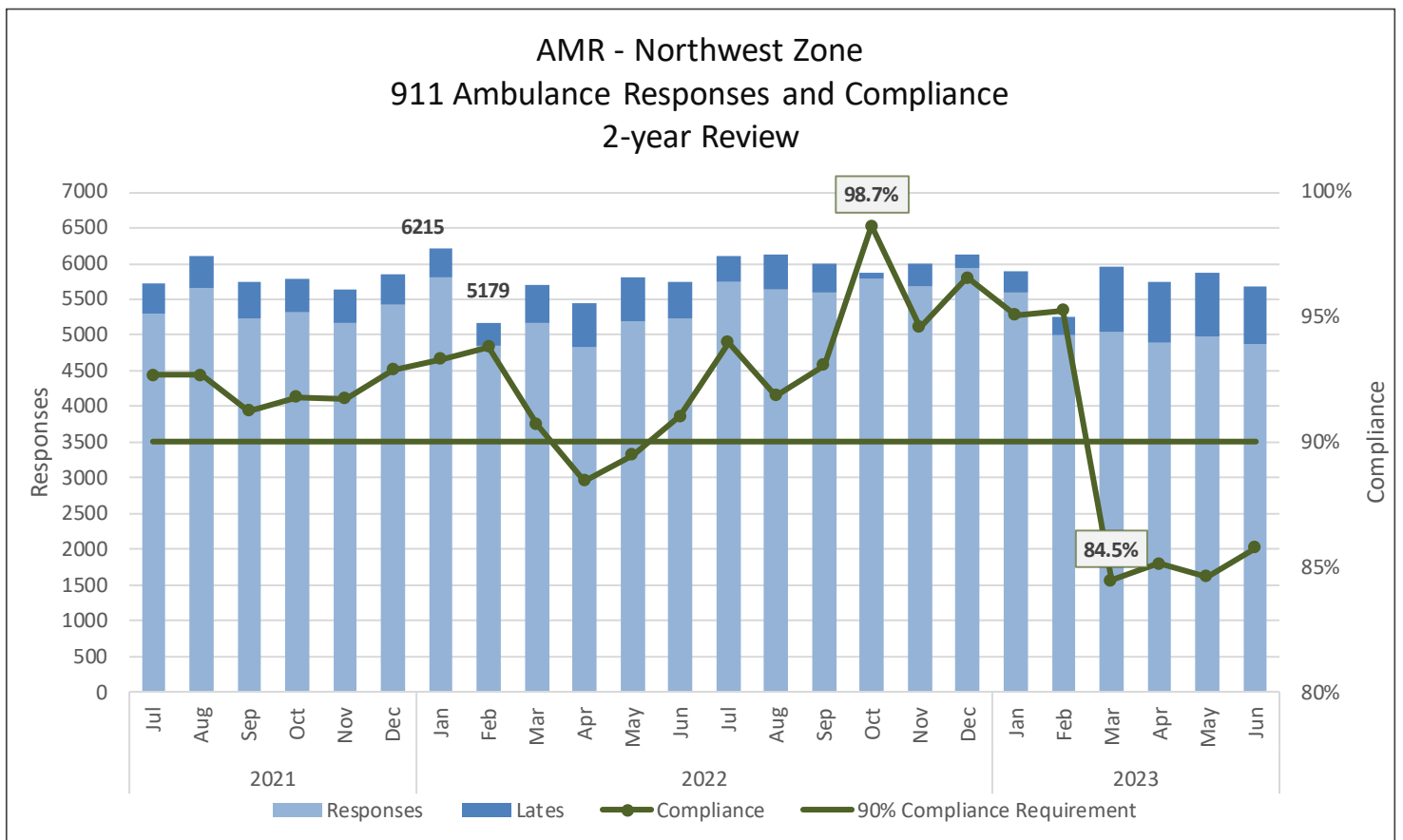


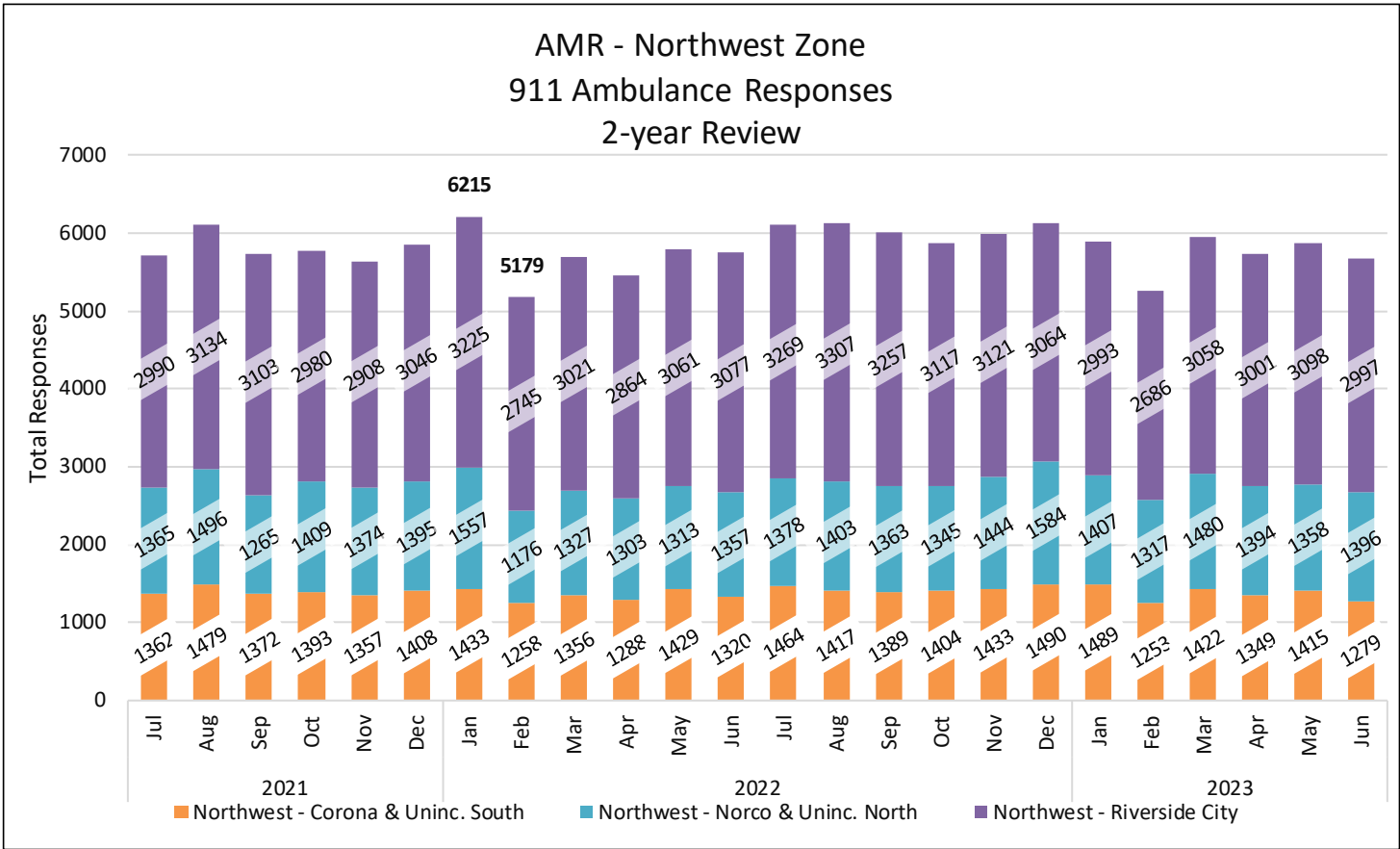
Northwest Zone: Raw vs Adjusted Compliance Data



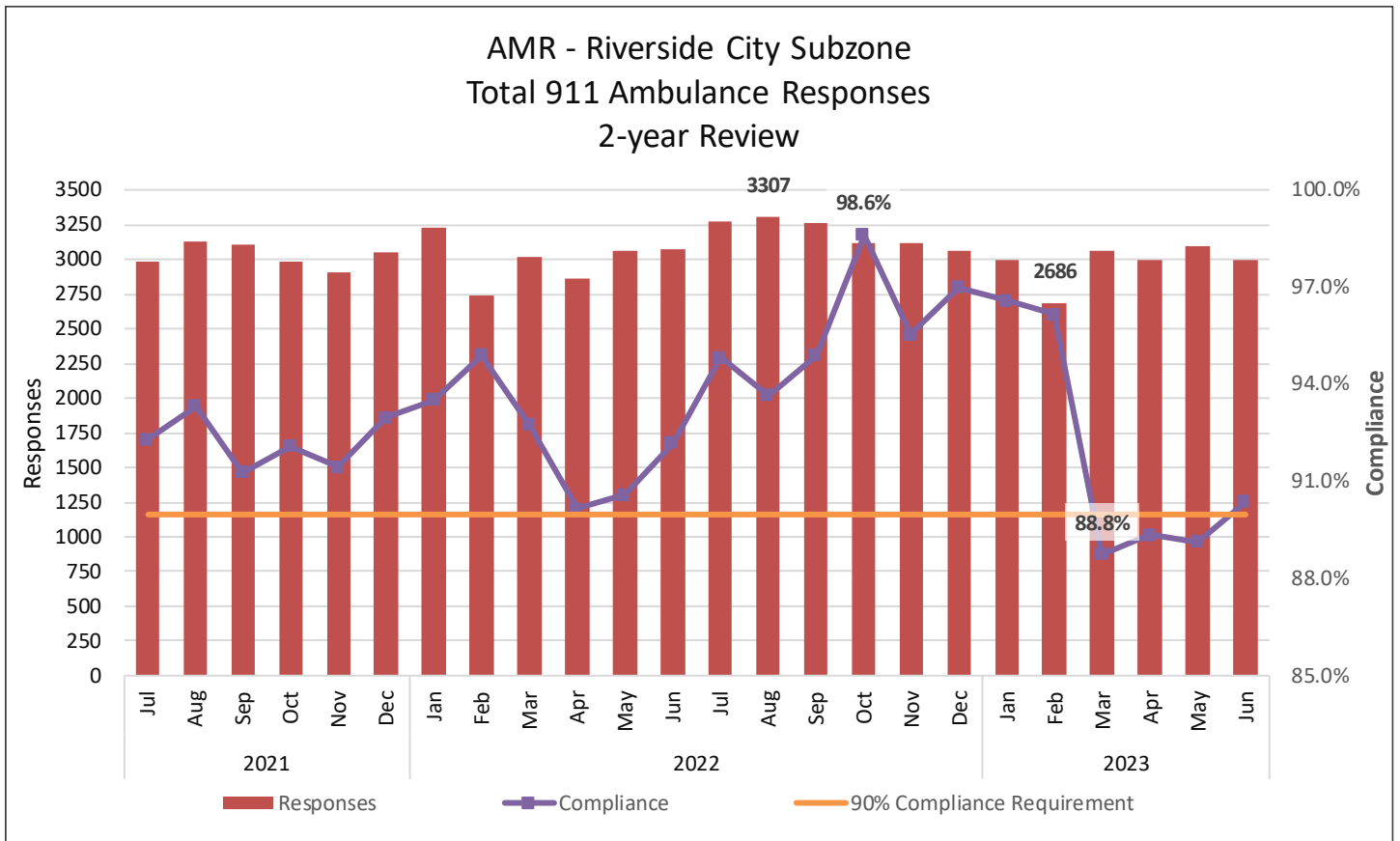
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Northwest Zone: Response and Compliance Data

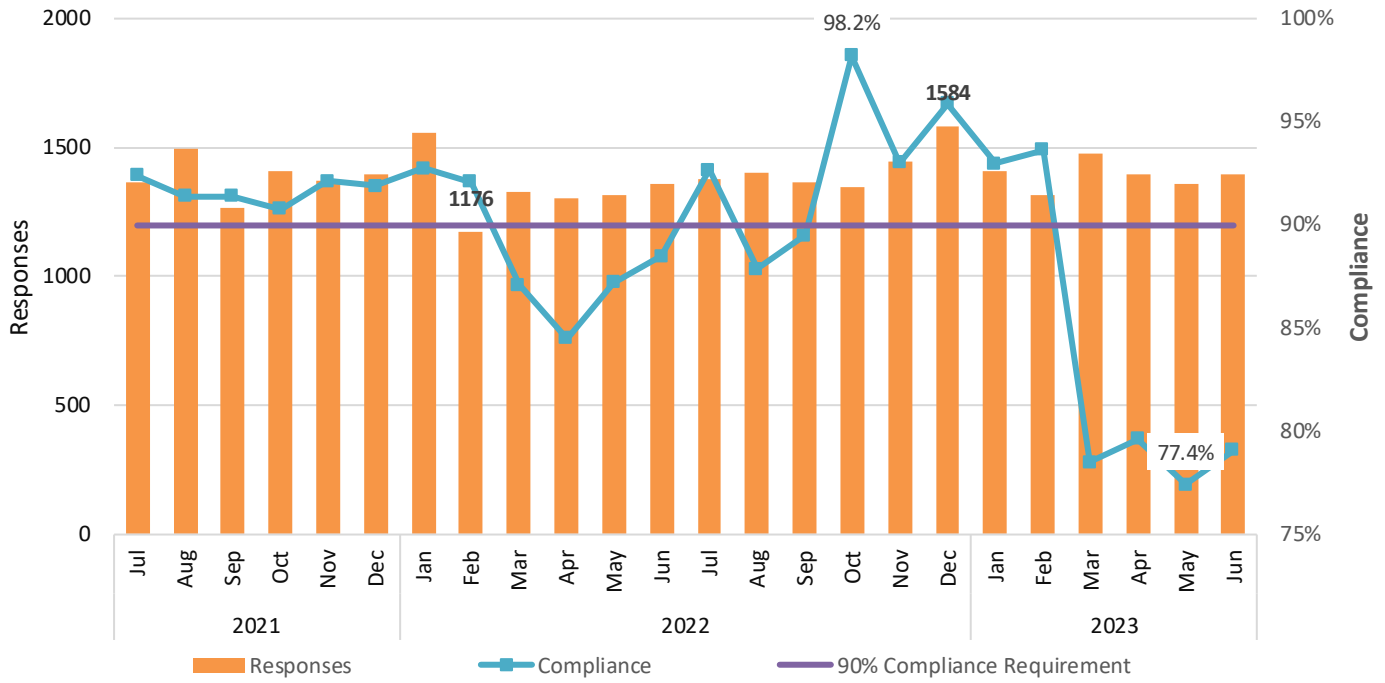




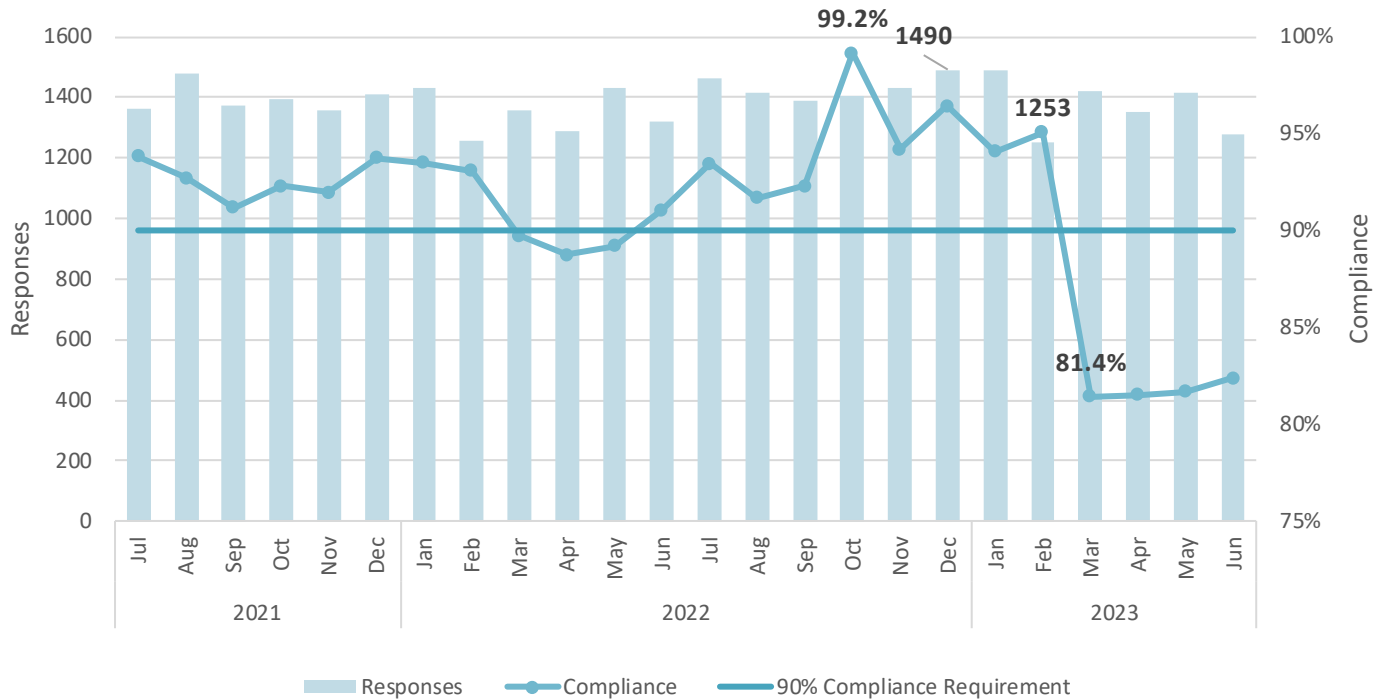
Northwest Zone: Subzone Response and Compliance Data



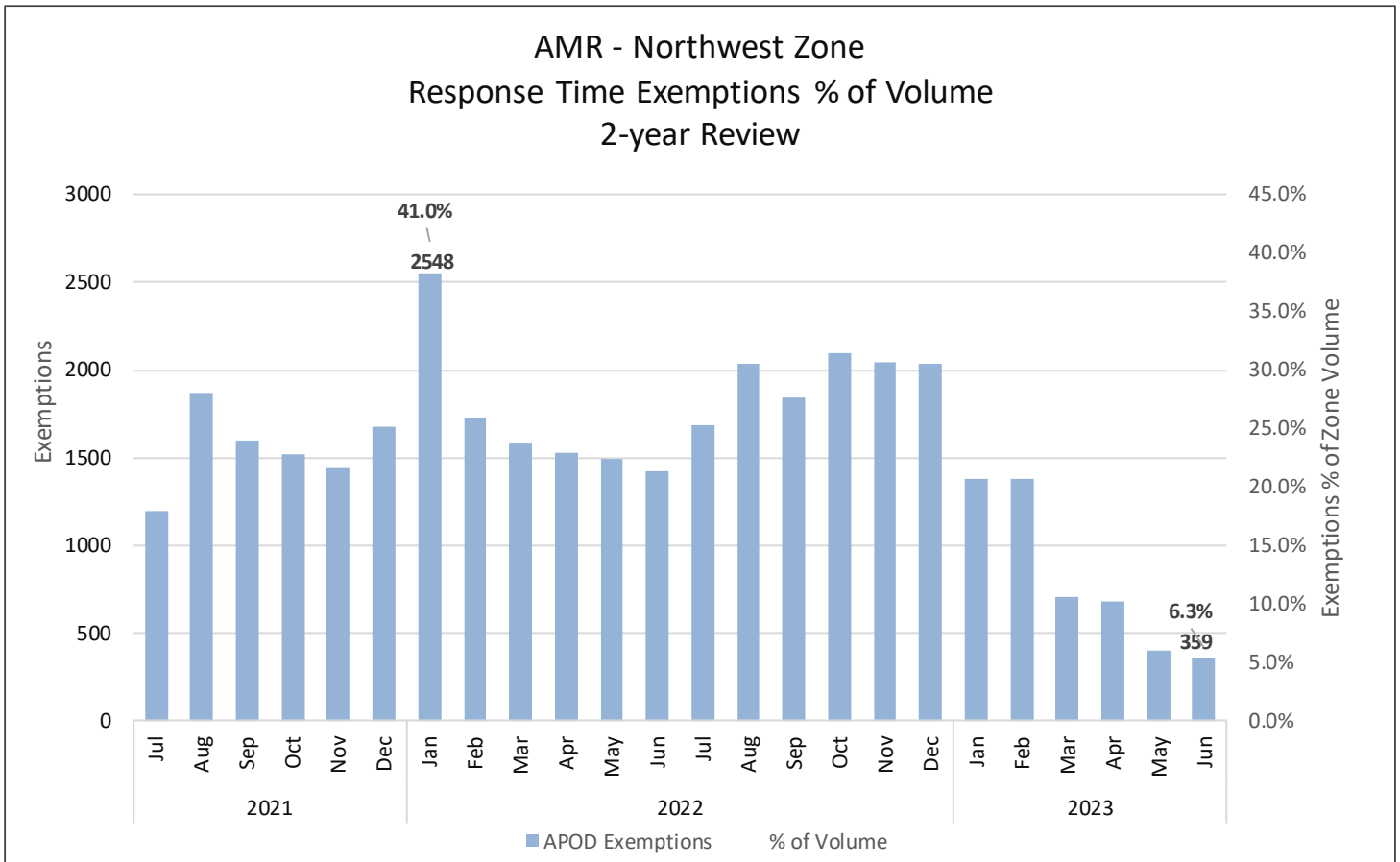
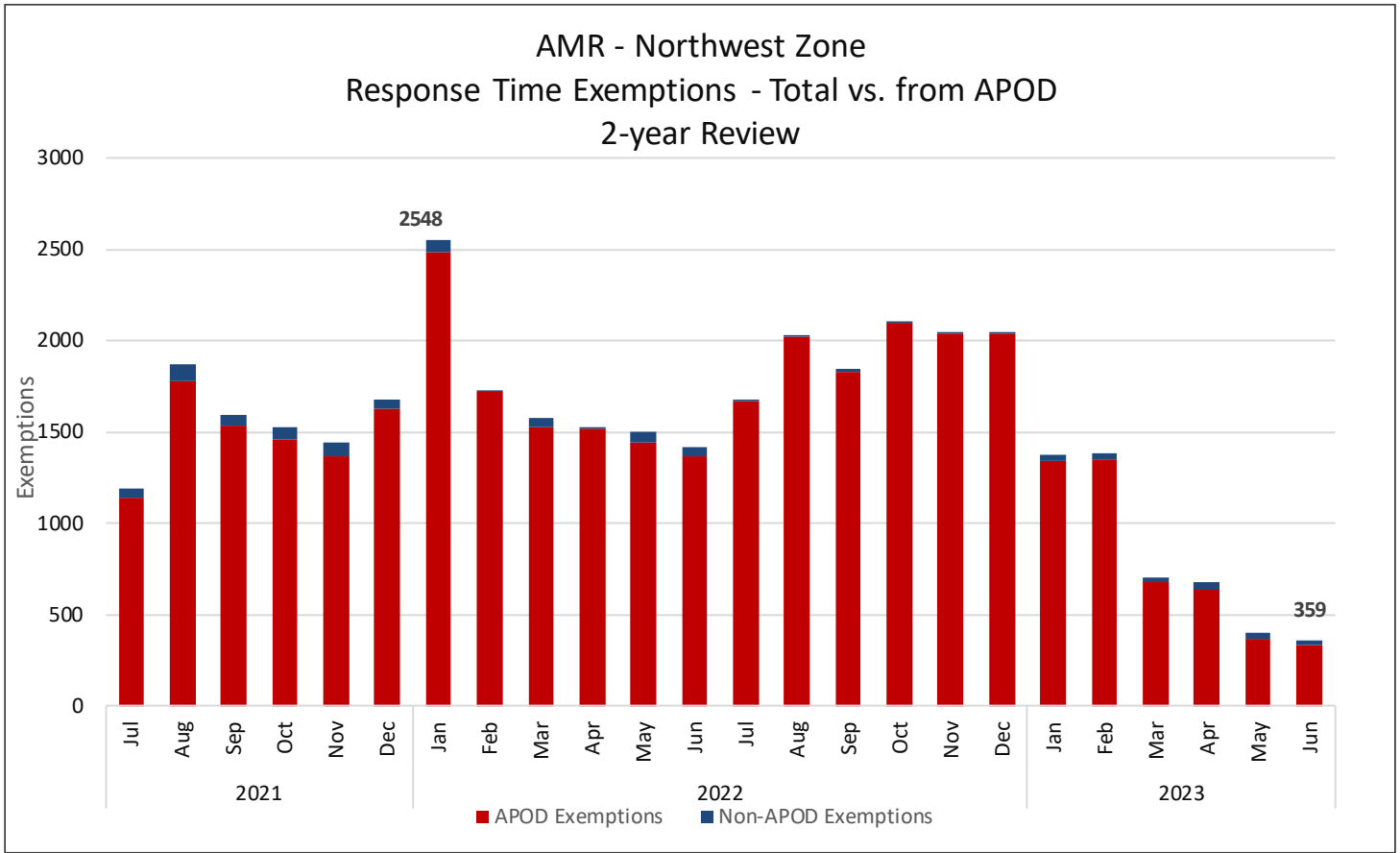
AMR - Norco & North Uninc. Subzone Total 911 Ambulance Responses 2-year Review



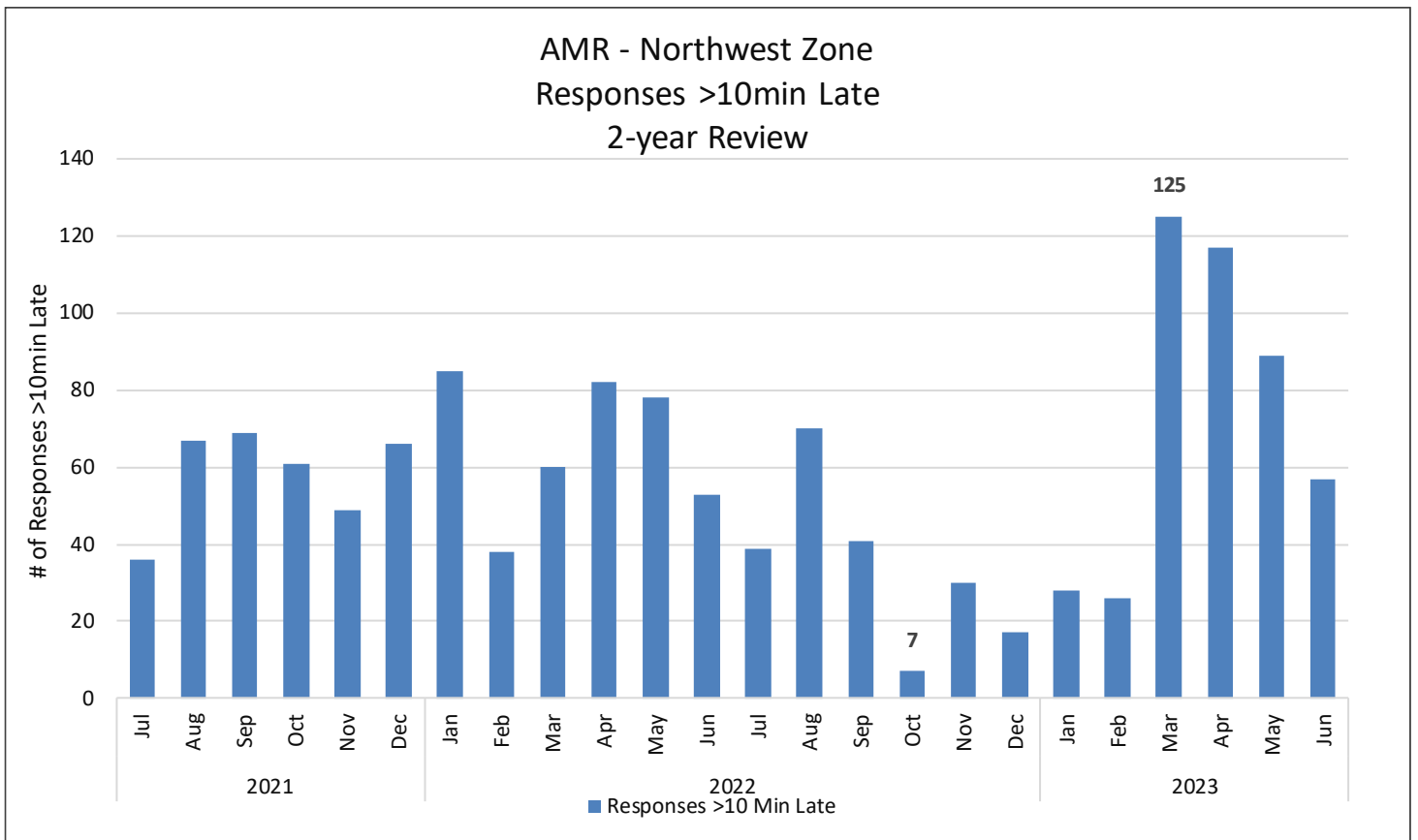
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions

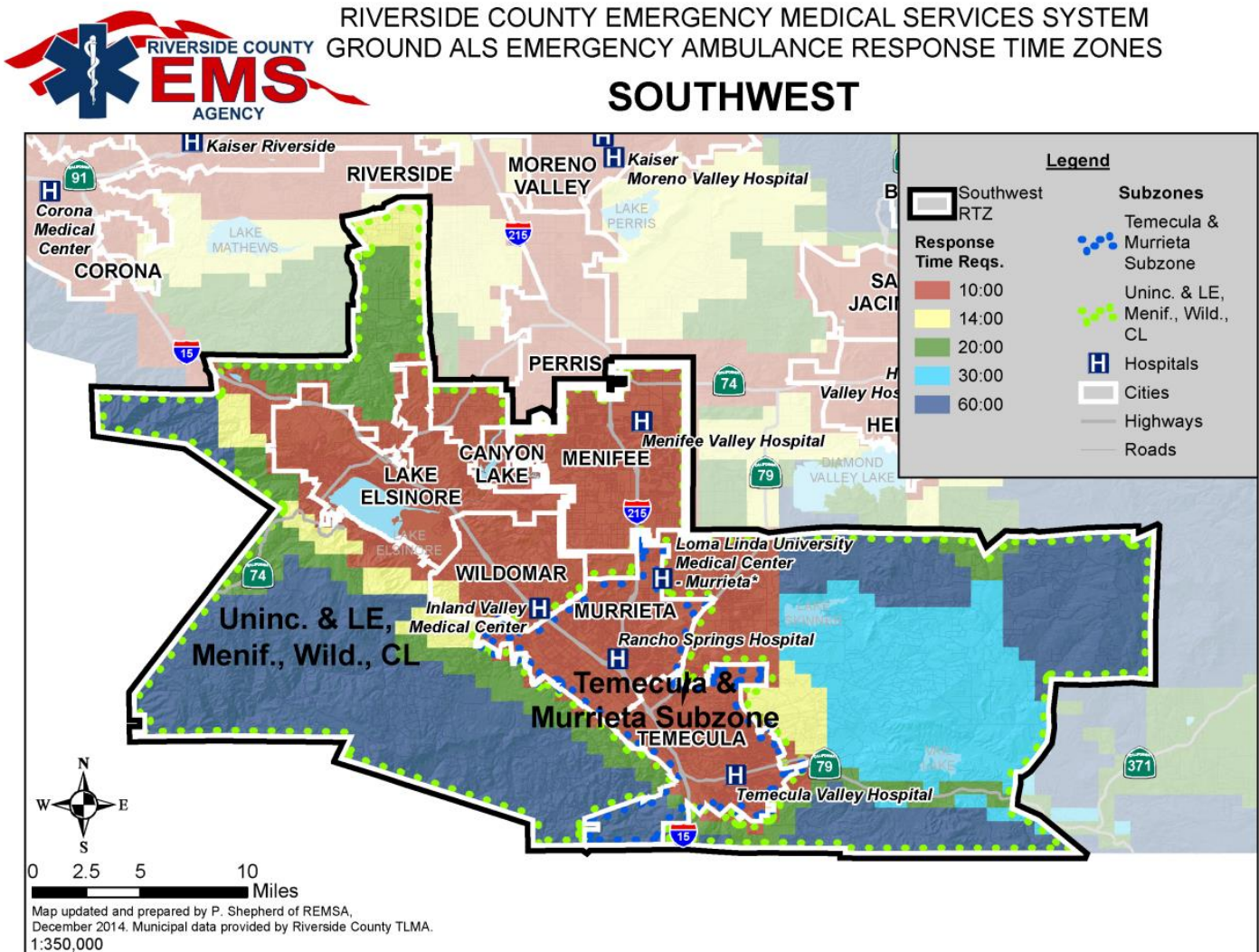


Northwest Zone: Responses >10 Minutes Late

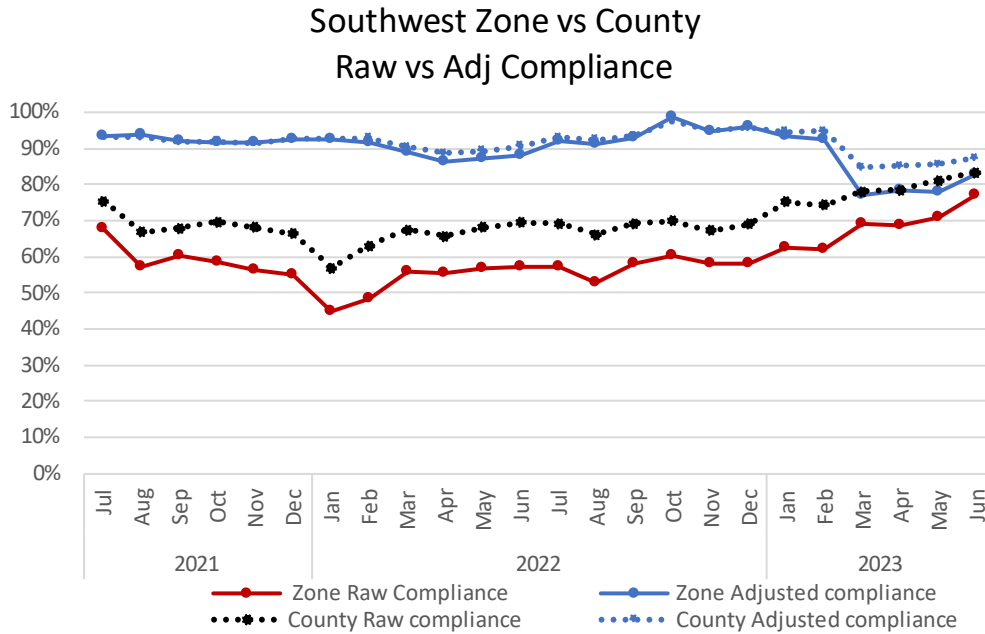


SOUTHWEST ZONE

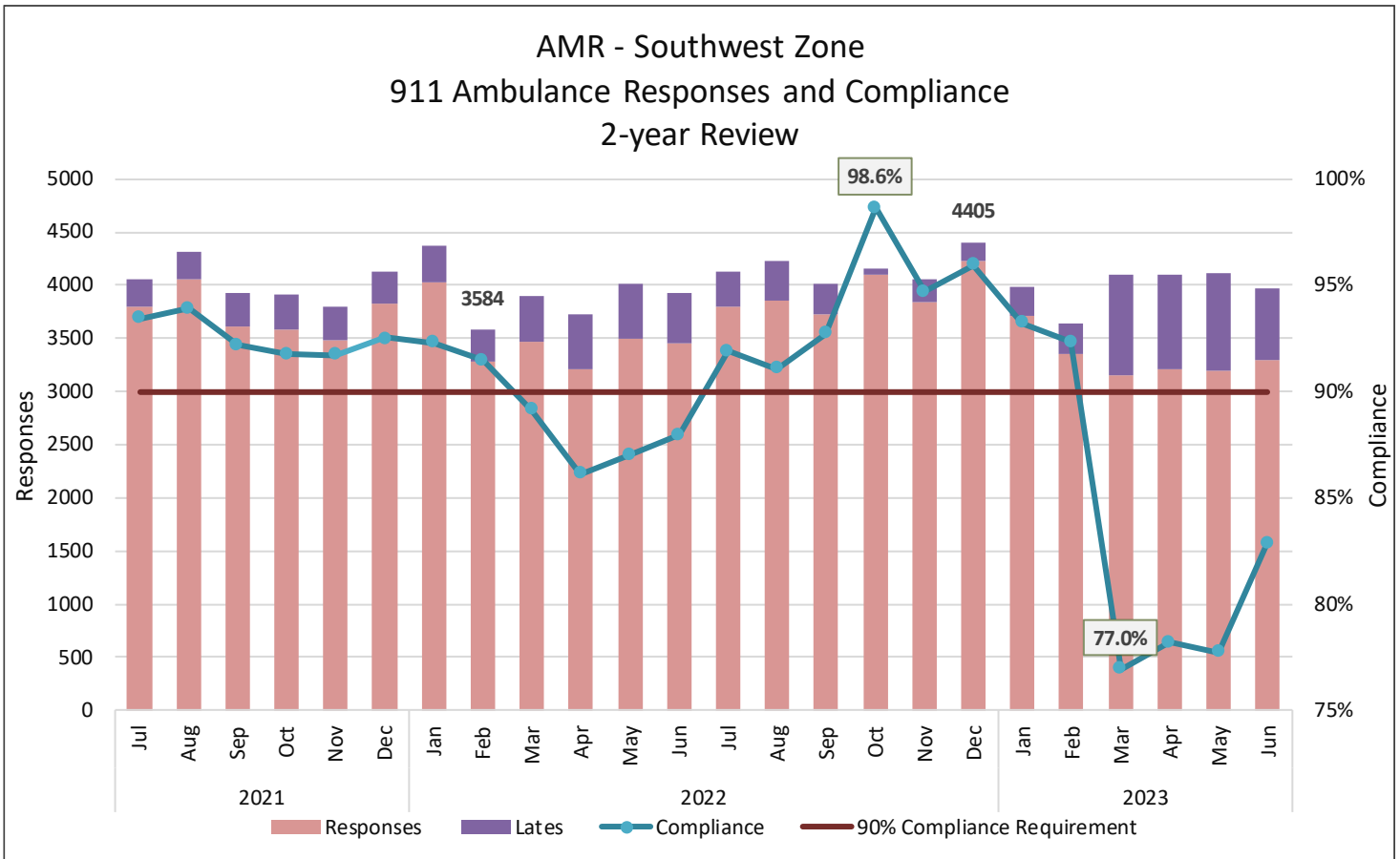
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest 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.

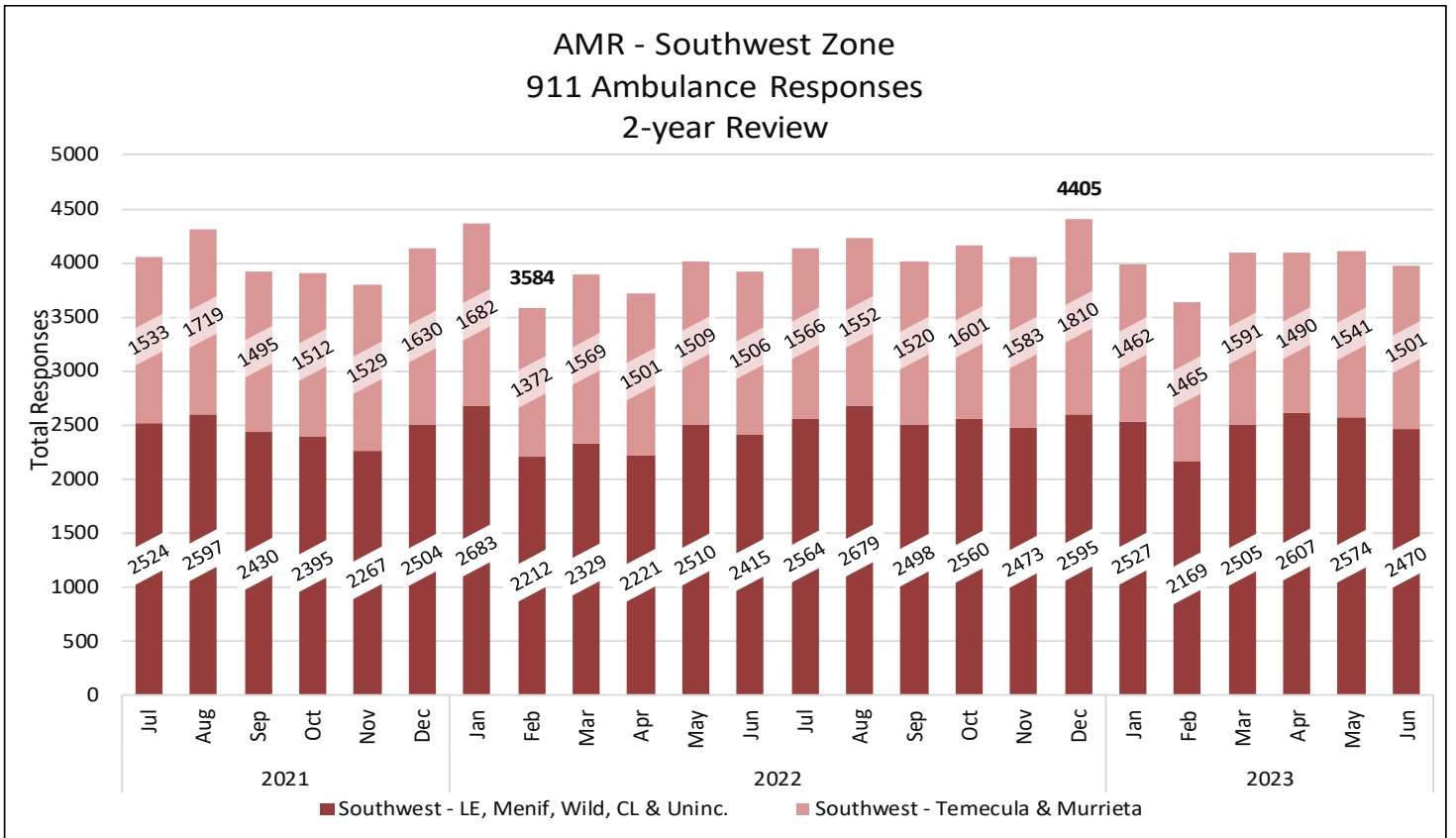


Southwest Zone: Raw vs Adjusted Compliance Data

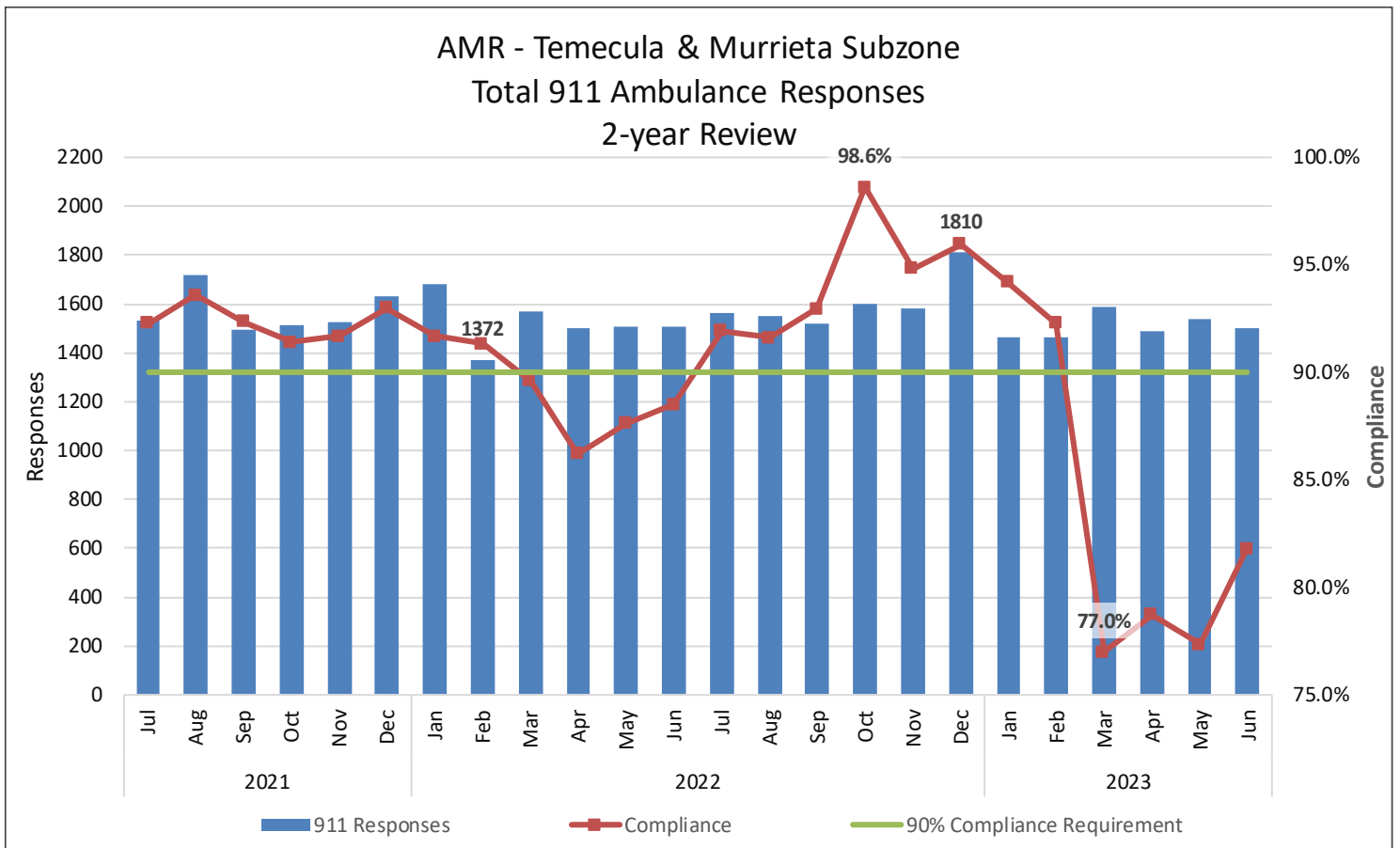


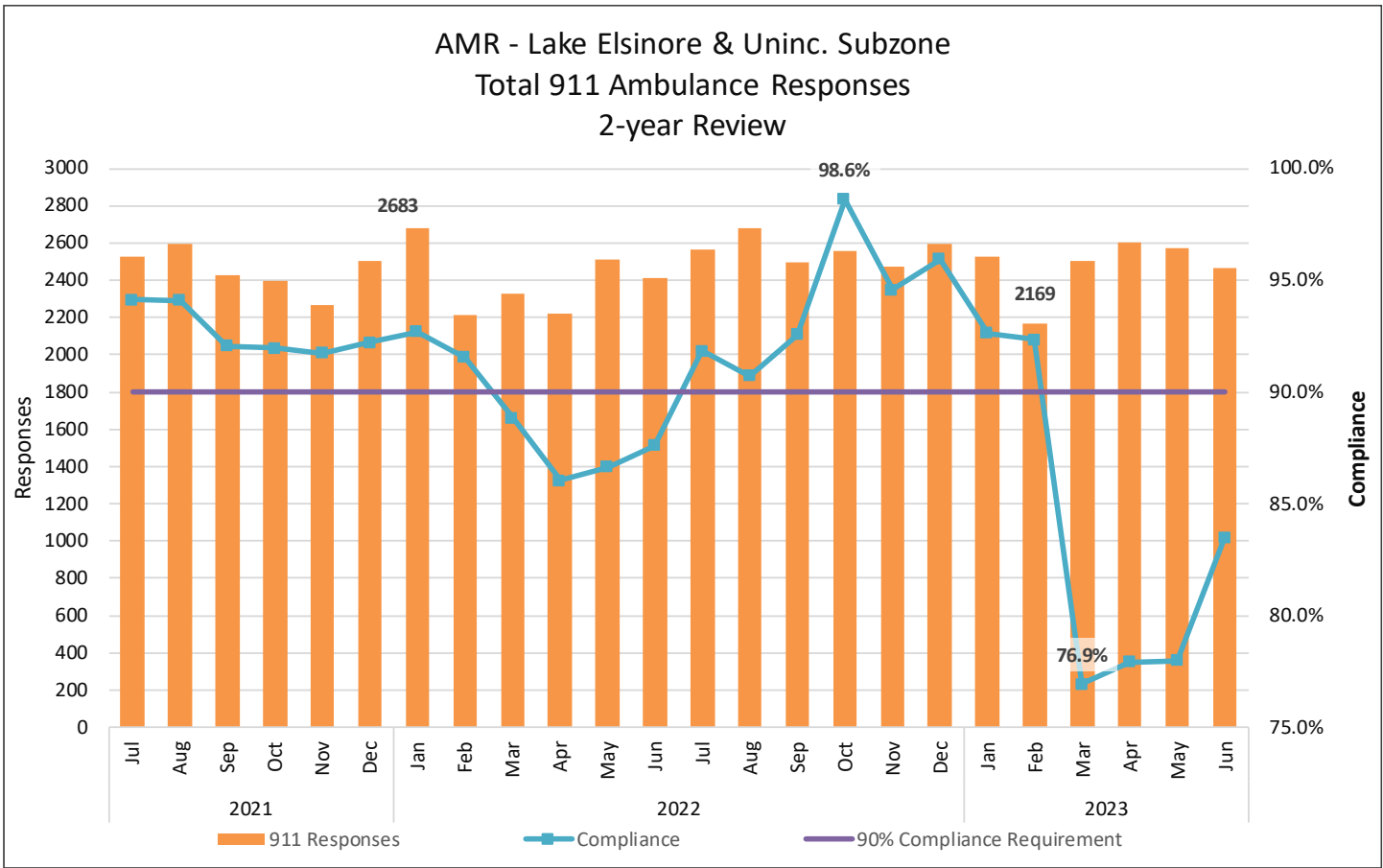
Southwest Zone: zone Response and Compliance Data



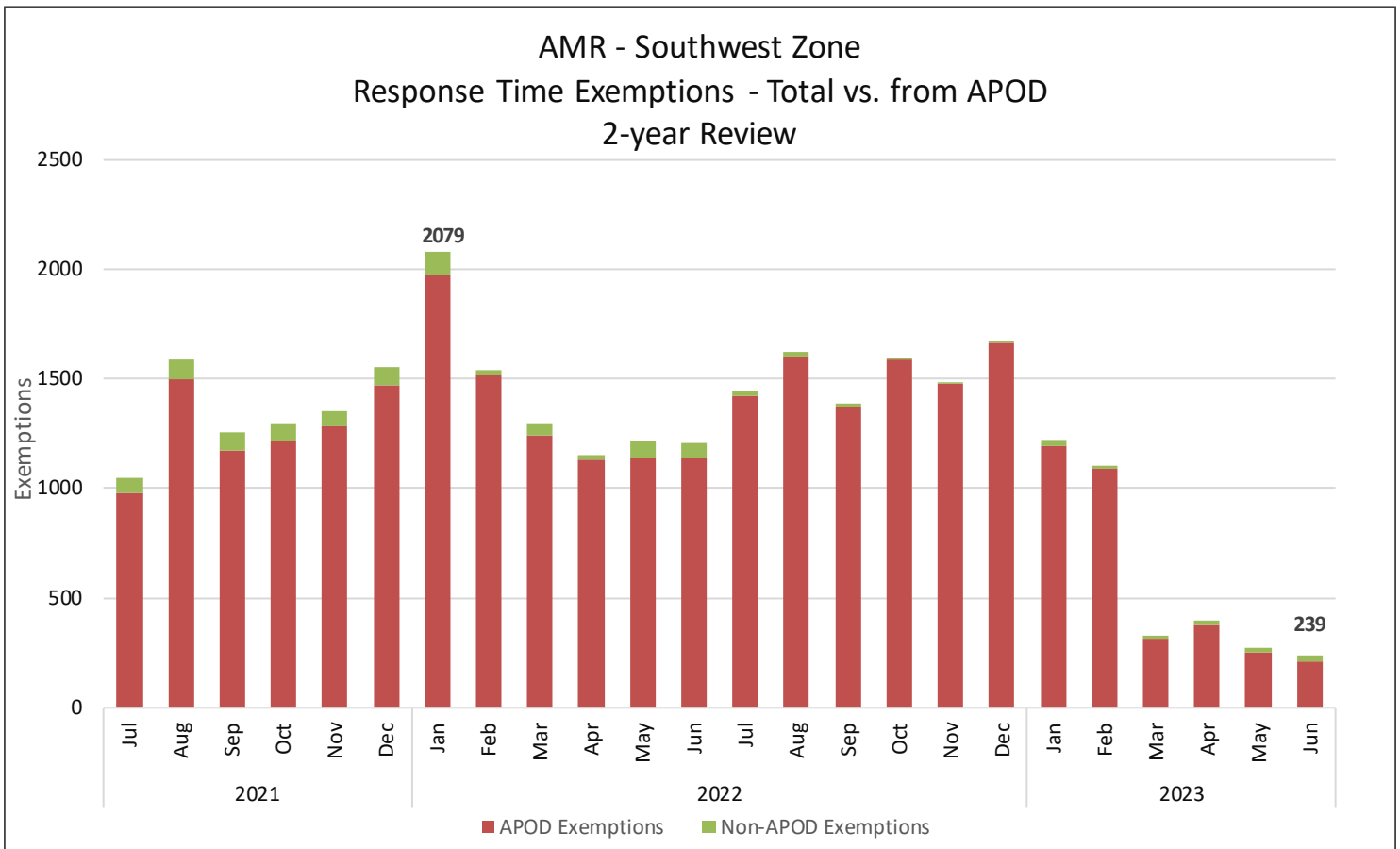


Southwest Zone: Subzone Response and Compliance Data

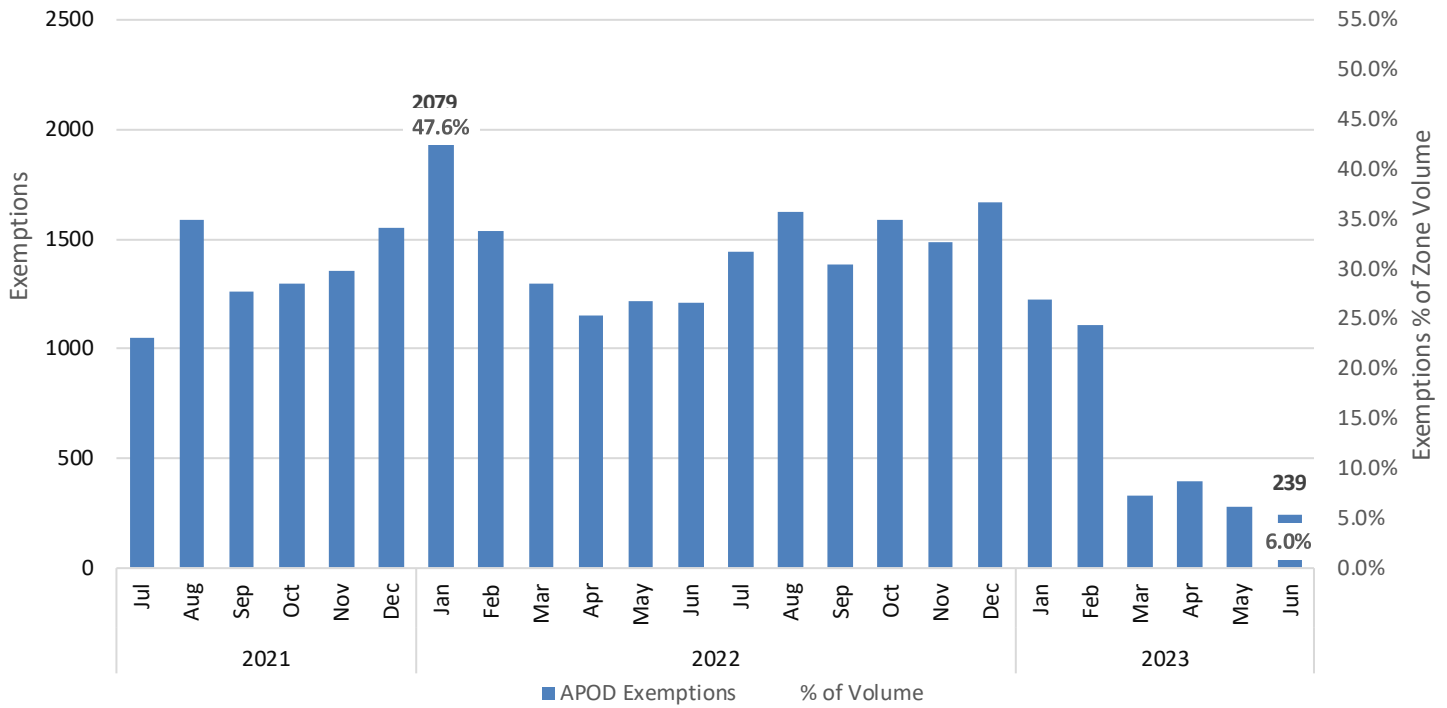




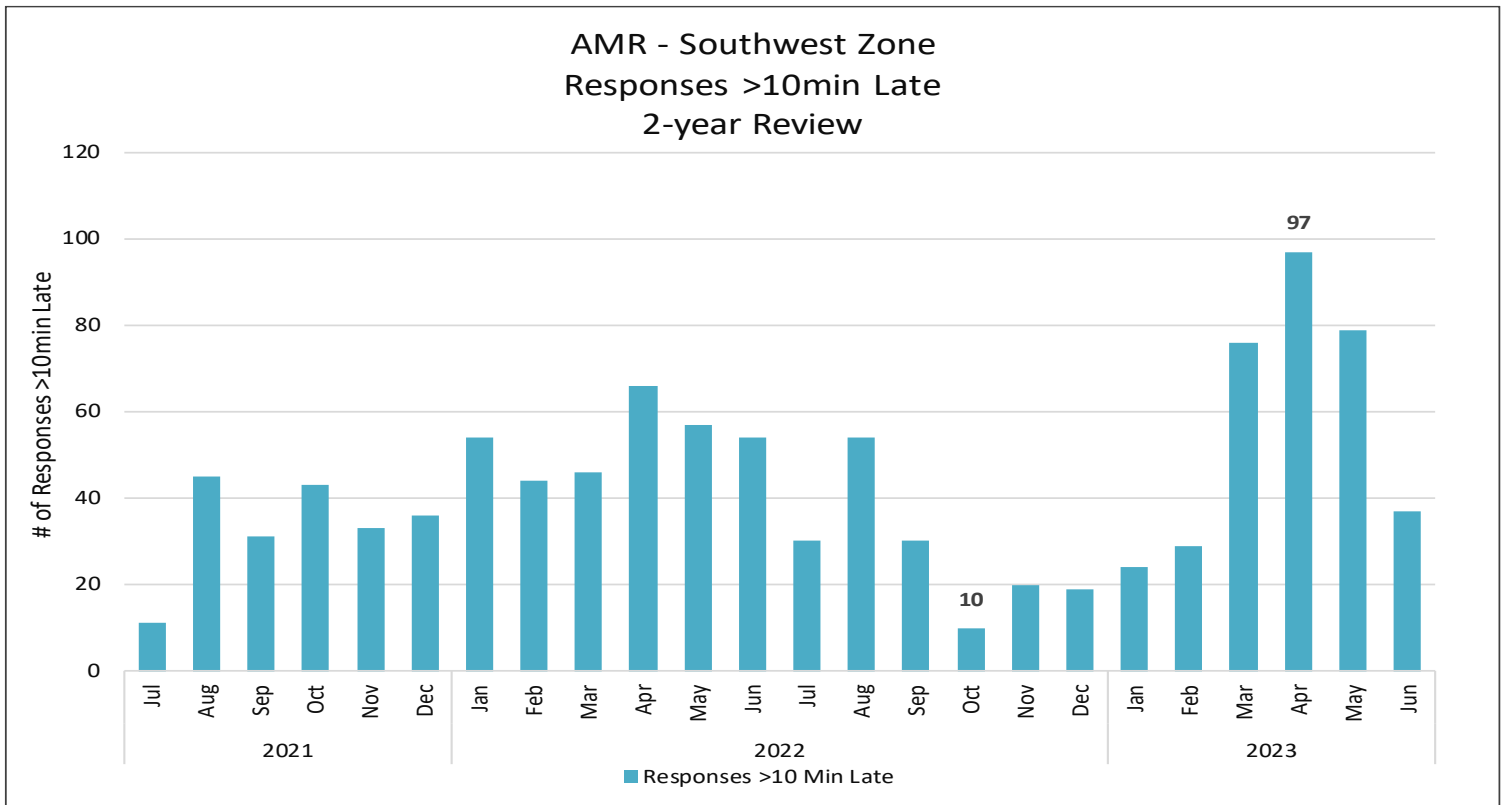
Southwest Zone: Exemptions



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



Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

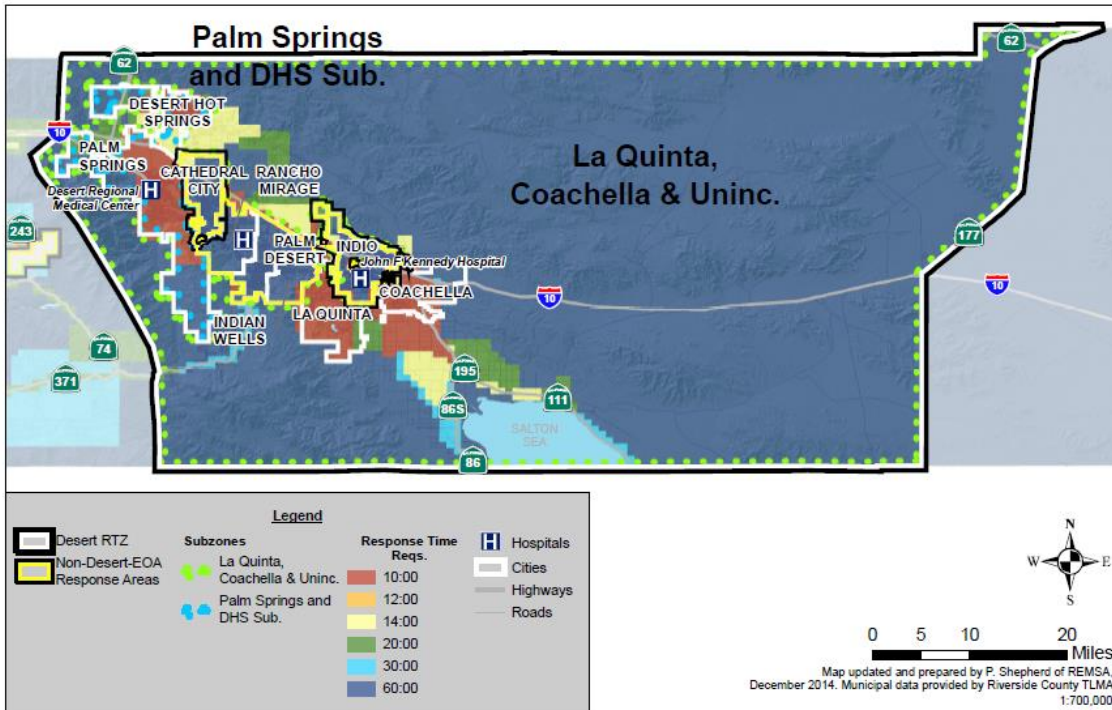


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

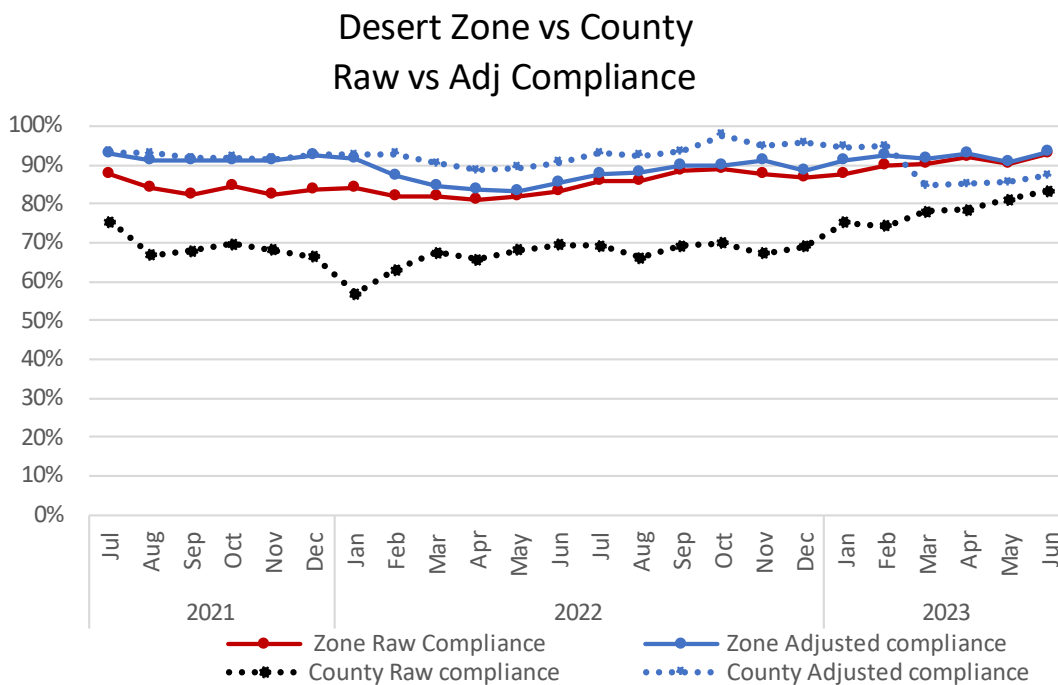
DESERT

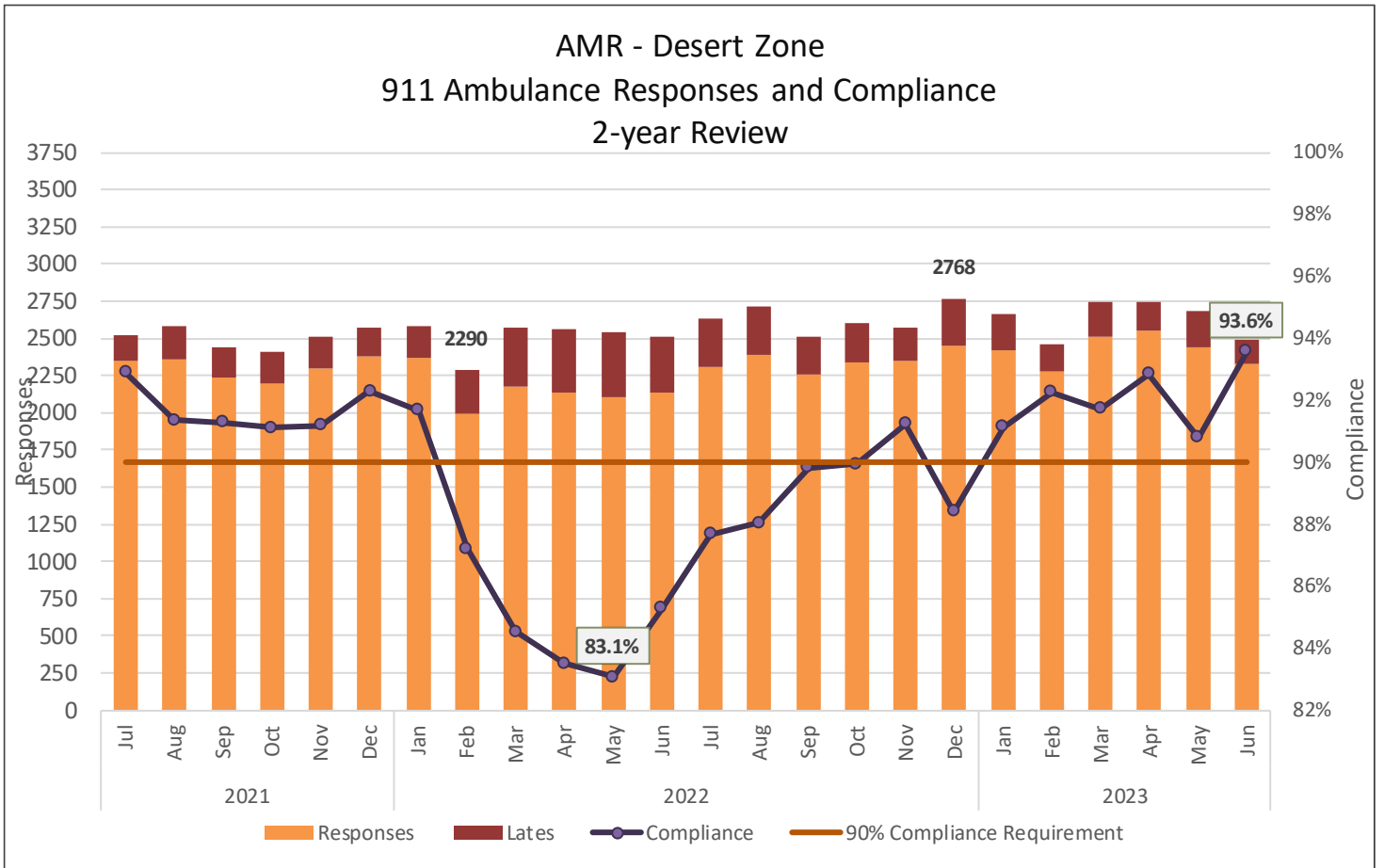
The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

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.

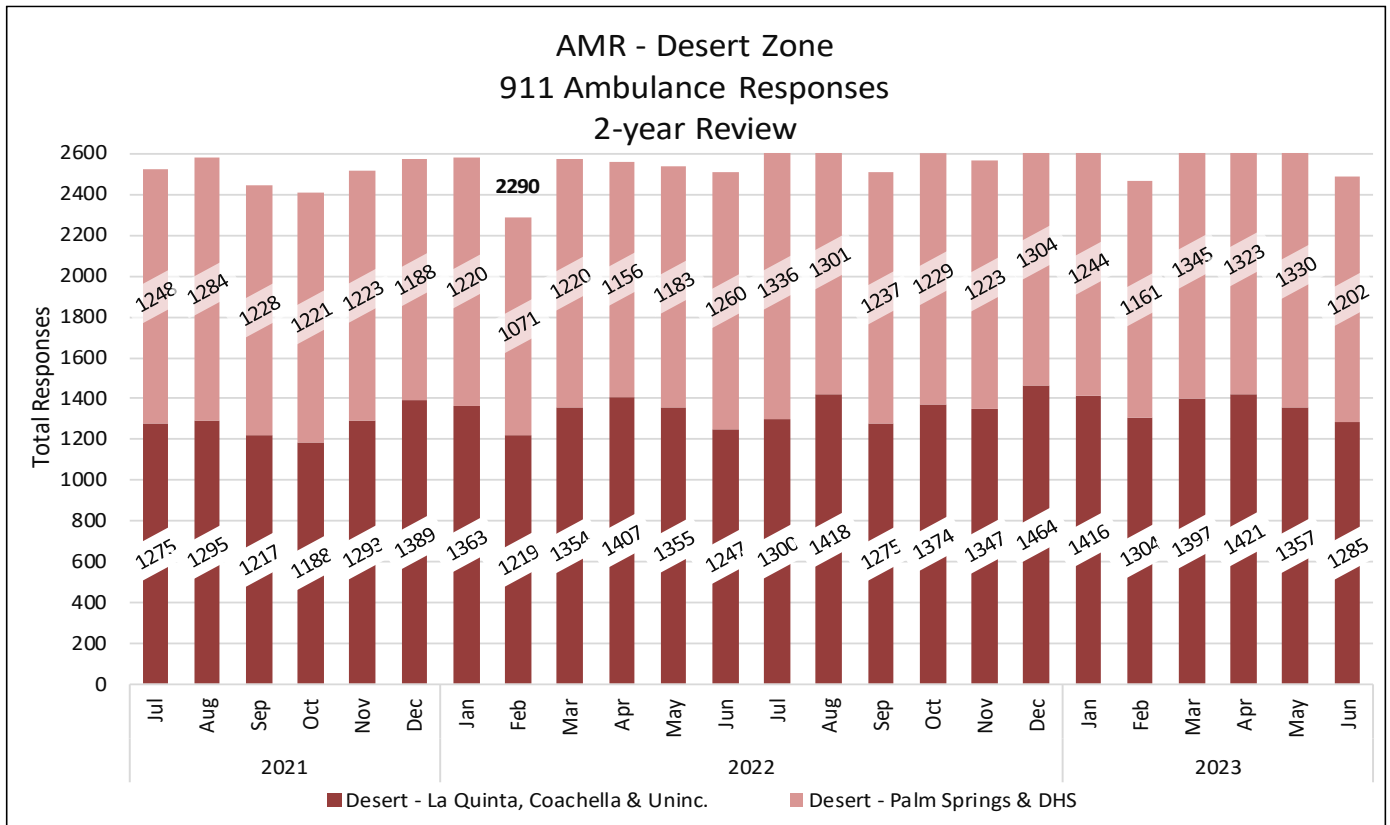


Desert Zone: Raw vs Adjusted Compliance Data

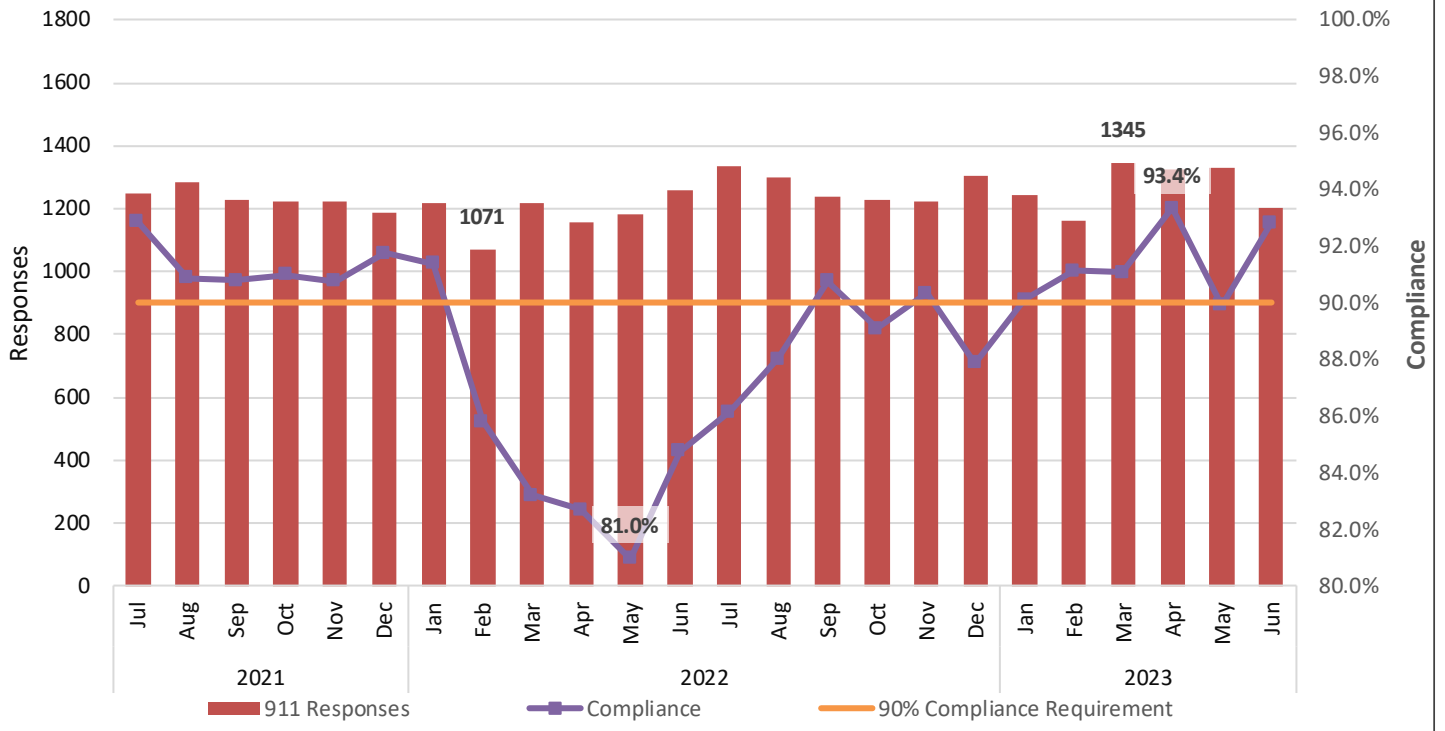




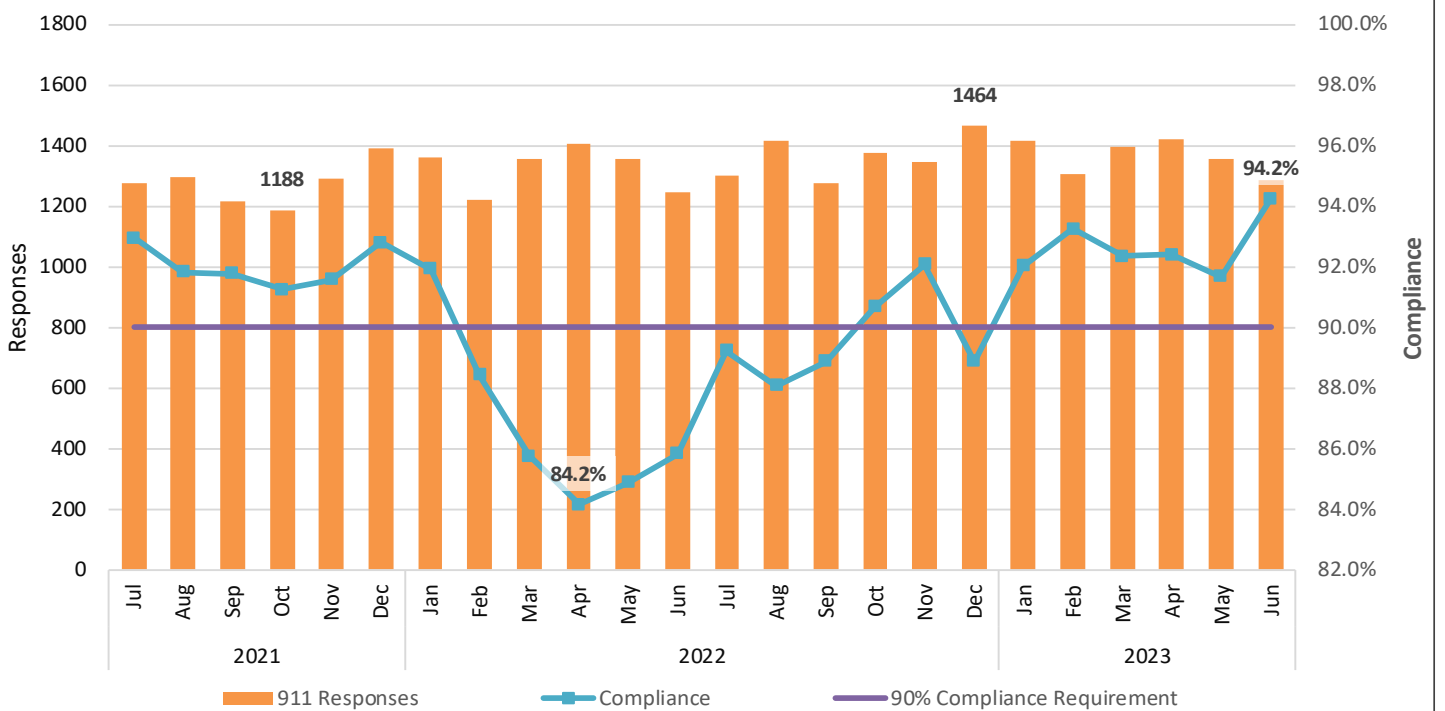
Desert Zone: Subzone Response and Compliance Data

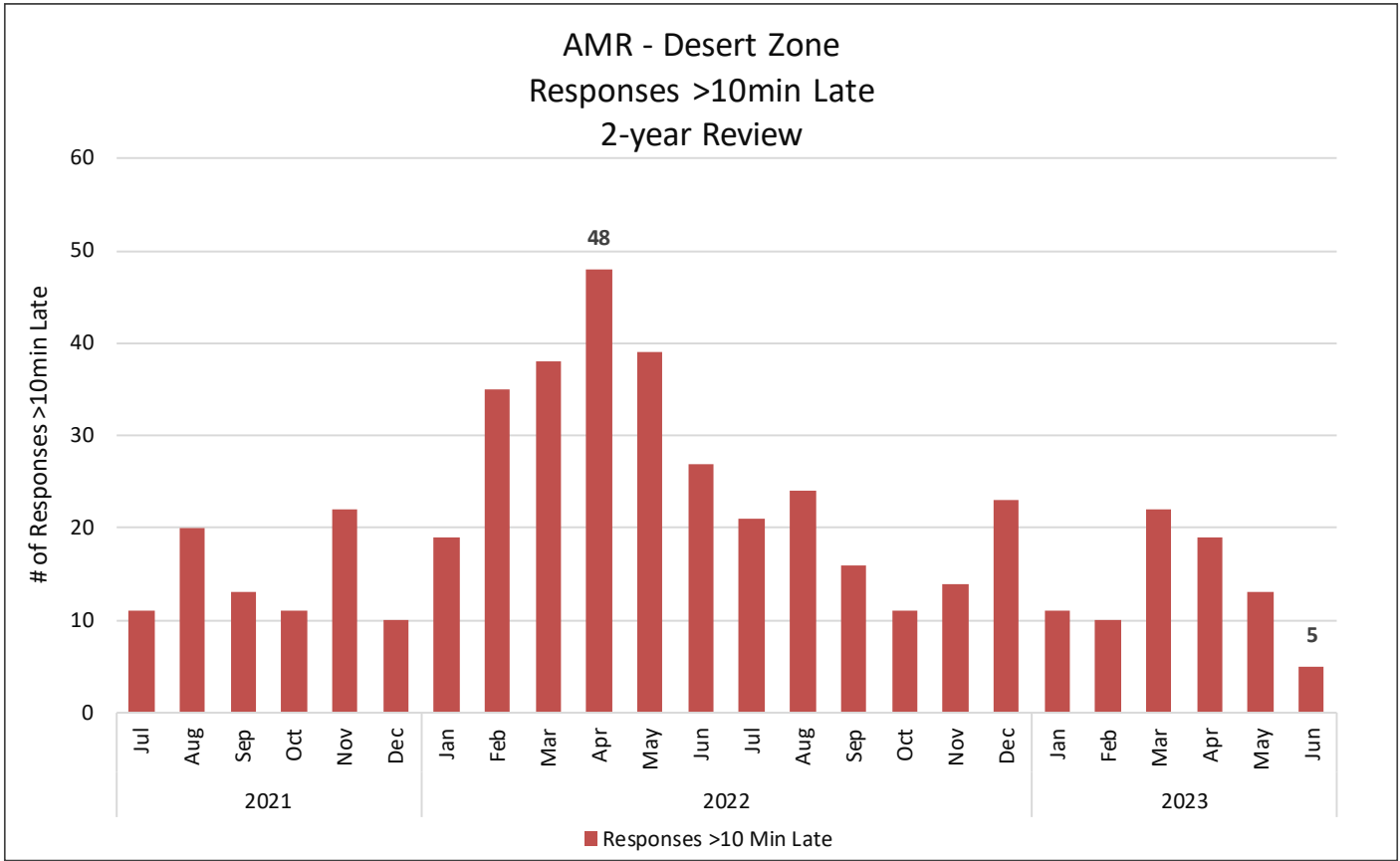


AMR - Palm Springs & Desert Hot Springs Subzone Total 911 Ambulance Responses 2-year Review

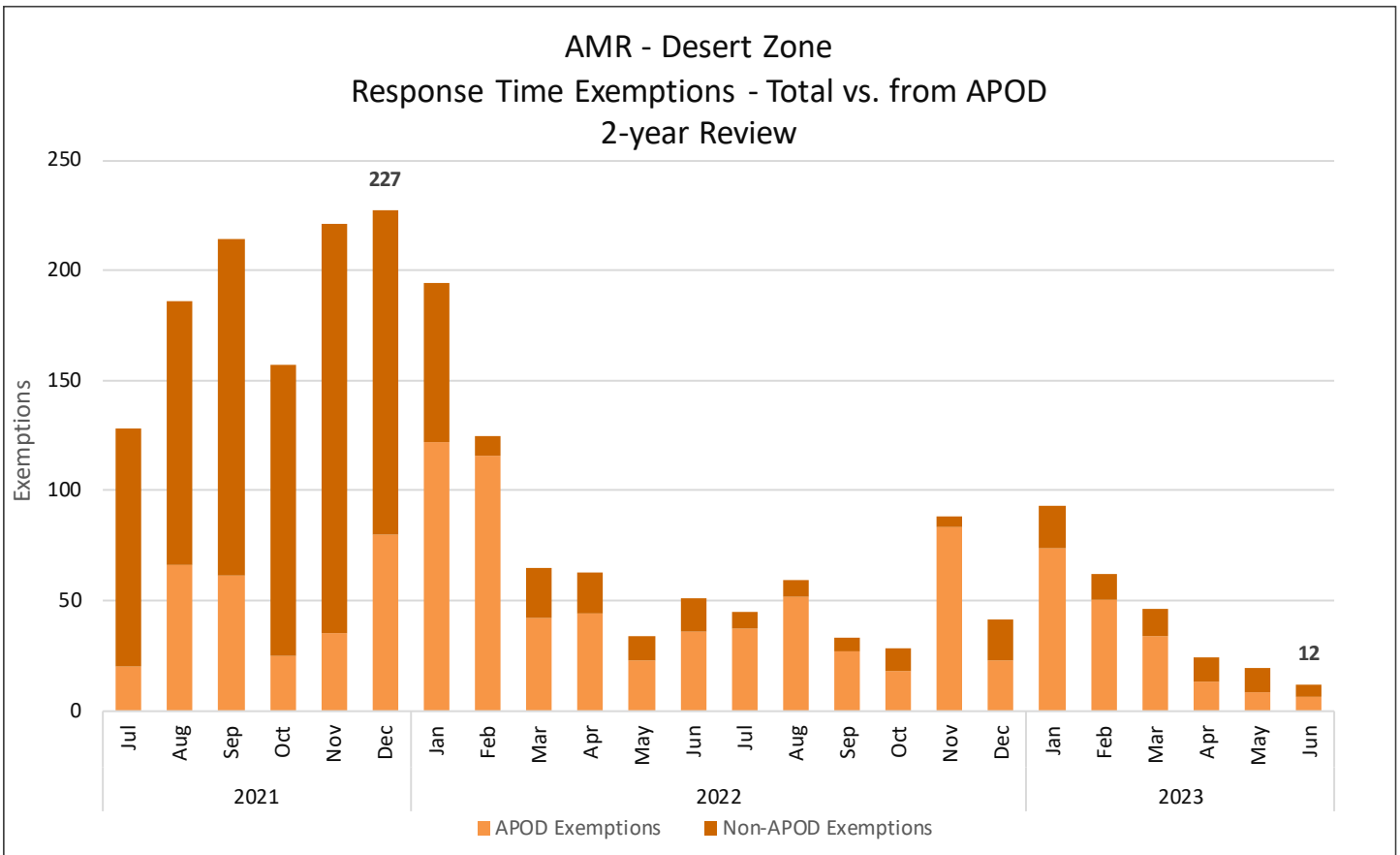


AMR - La Quinta, Coachella, & Uninc. Subzone Total 911 Ambulance Responses 2-year Review

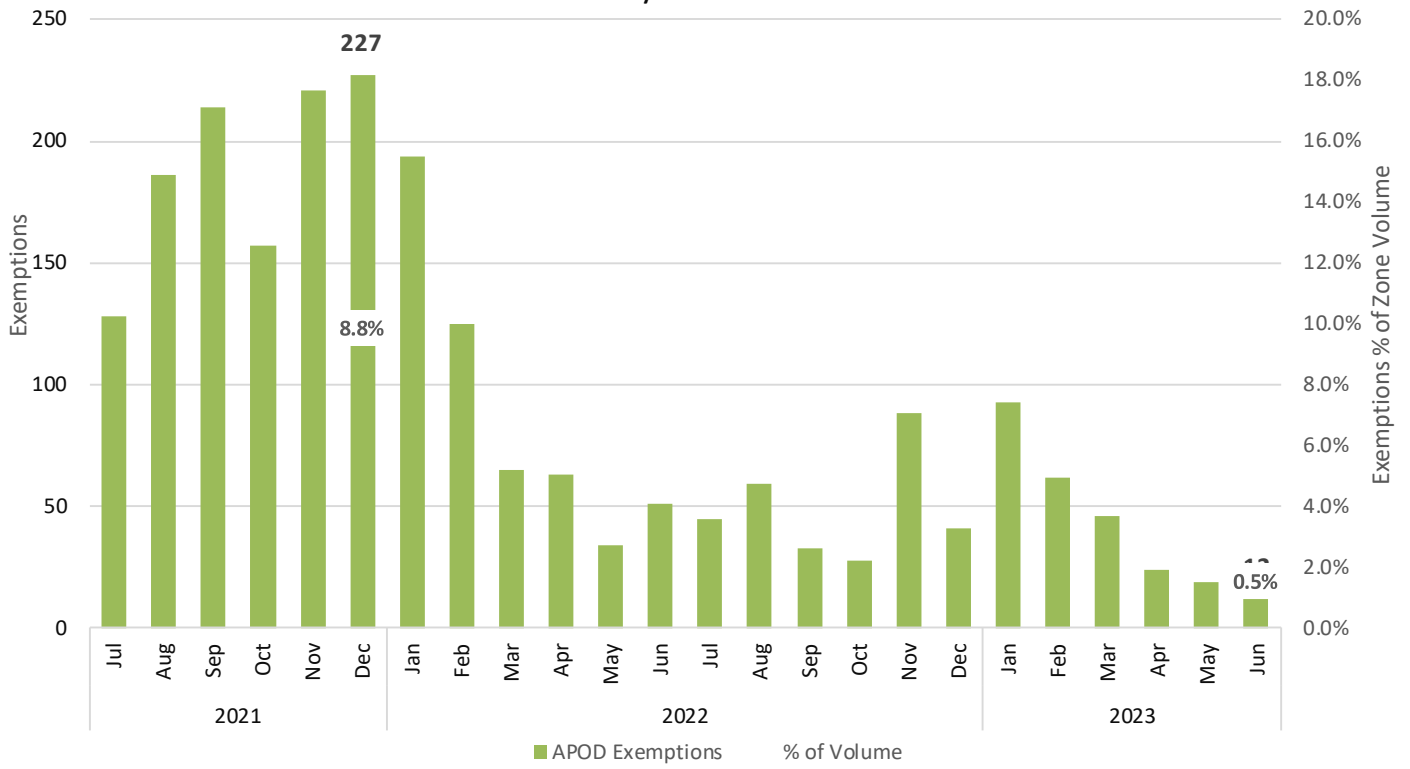




Desert Zone: Exemptions



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



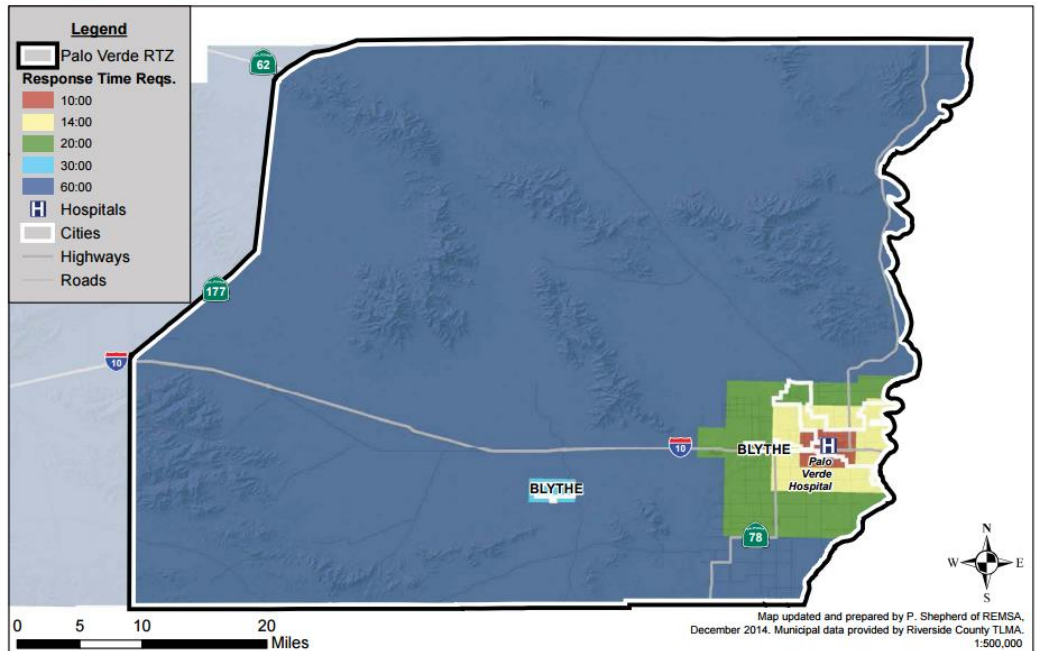
PALO VERDE ZONE



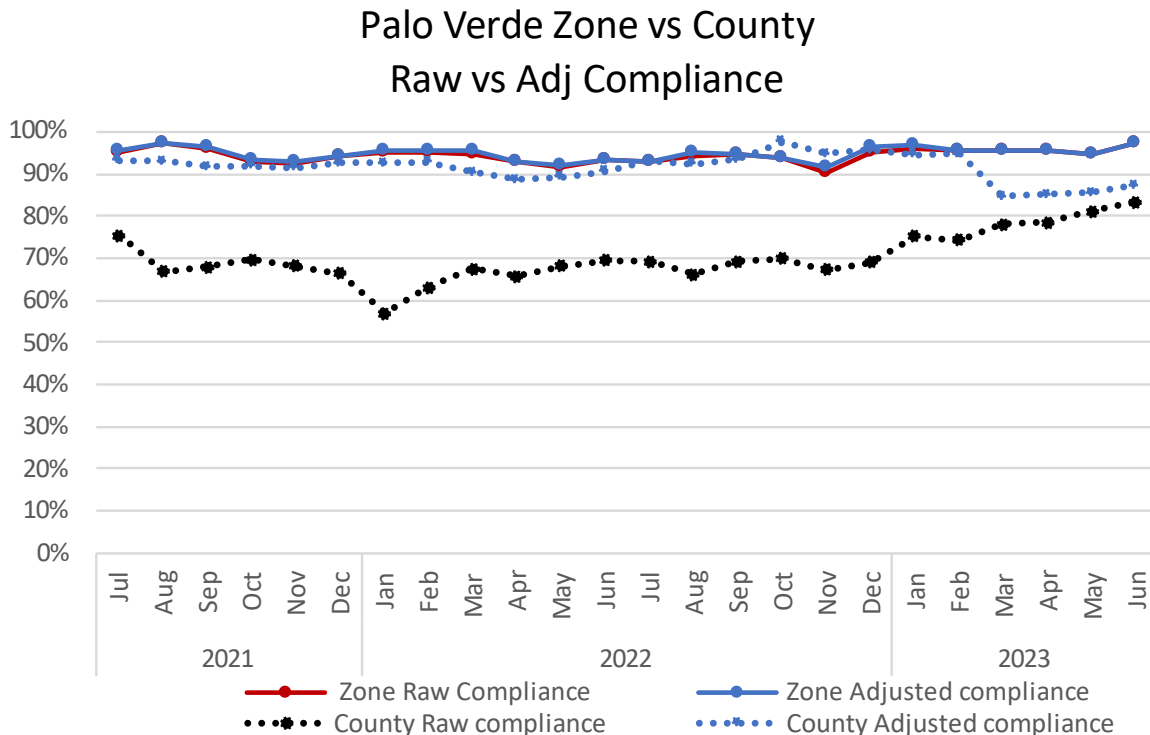
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

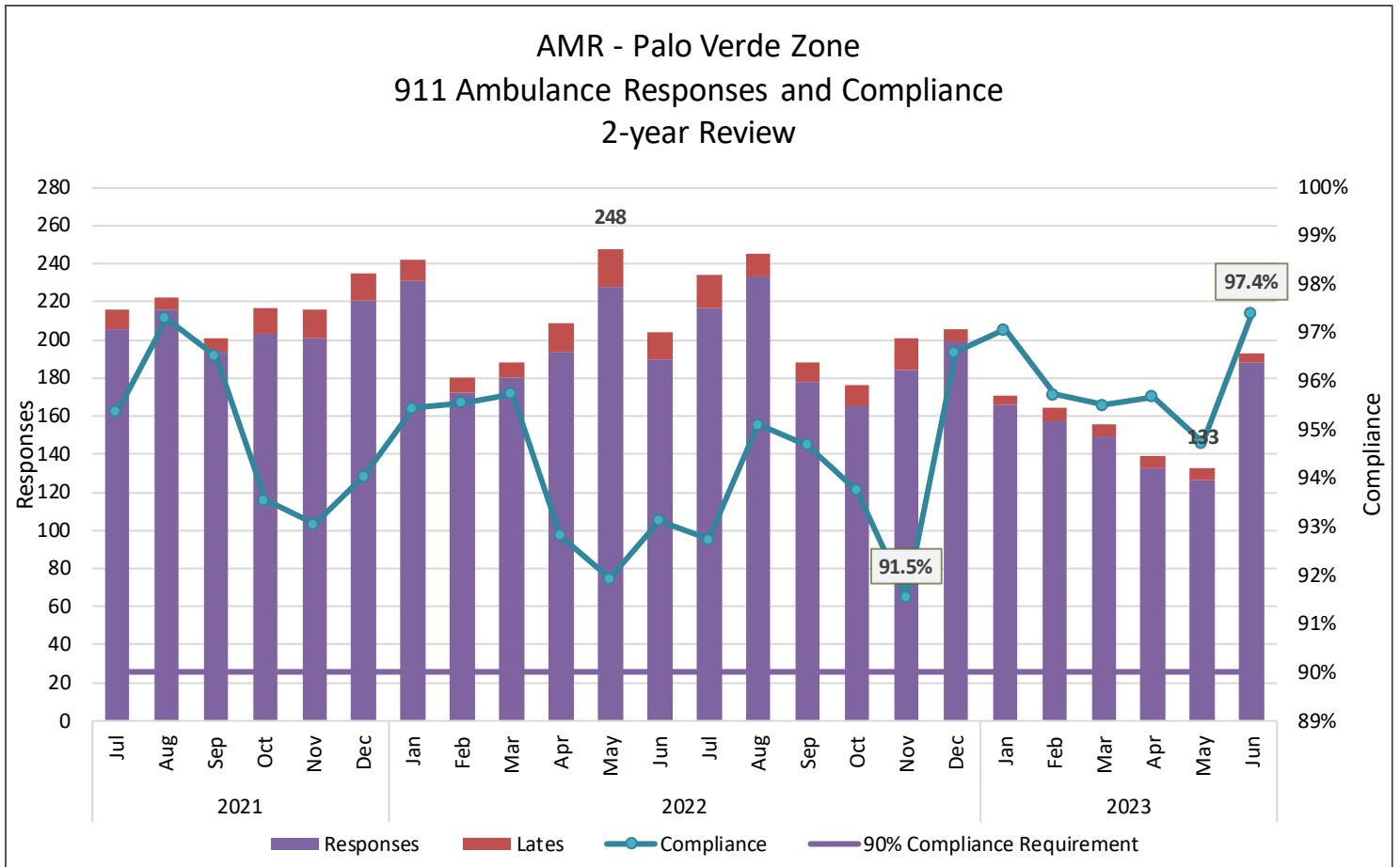
PALO VERDE

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.

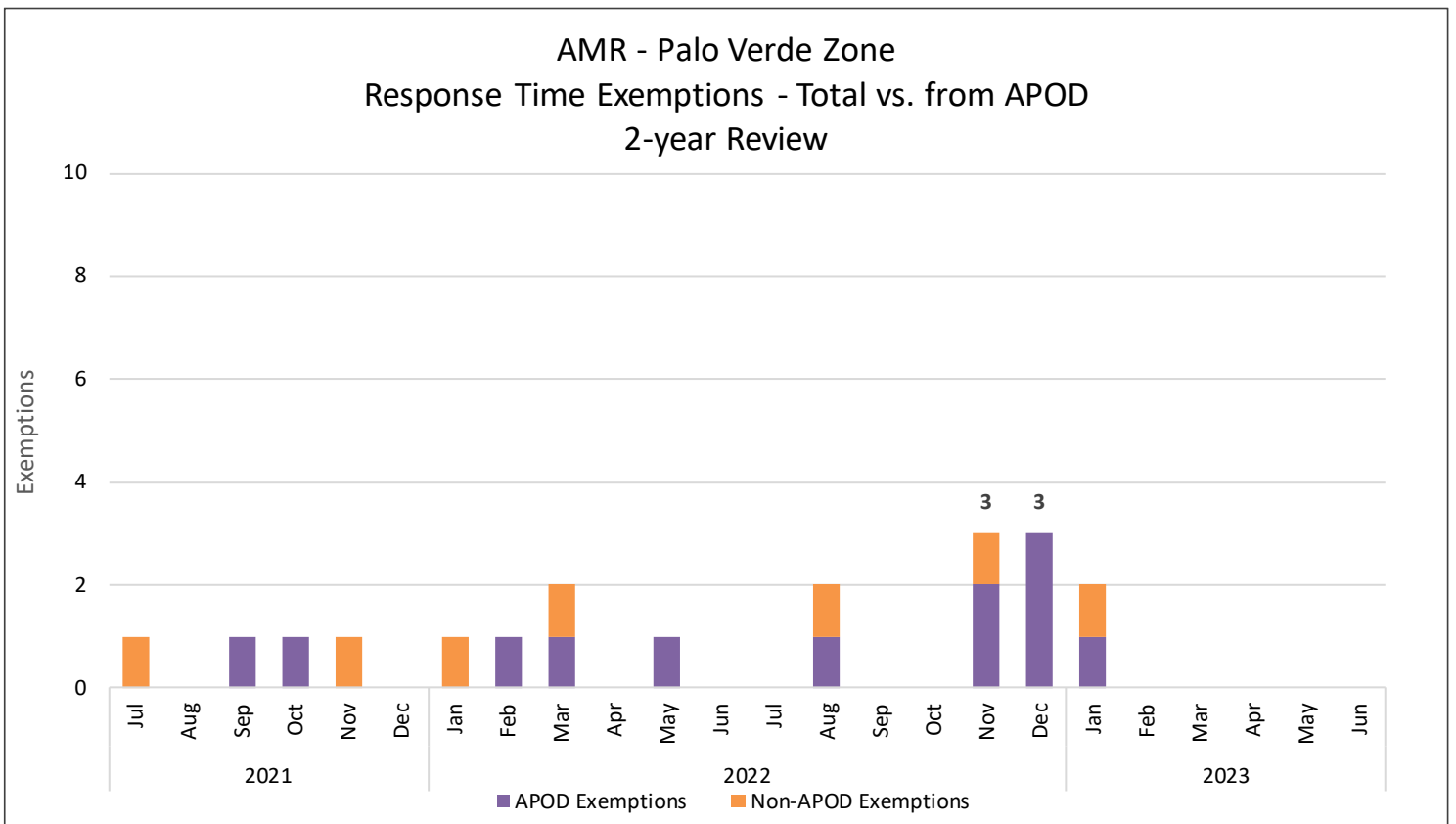


Palo Verde Zone: Raw vs Adjusted Compliance Data

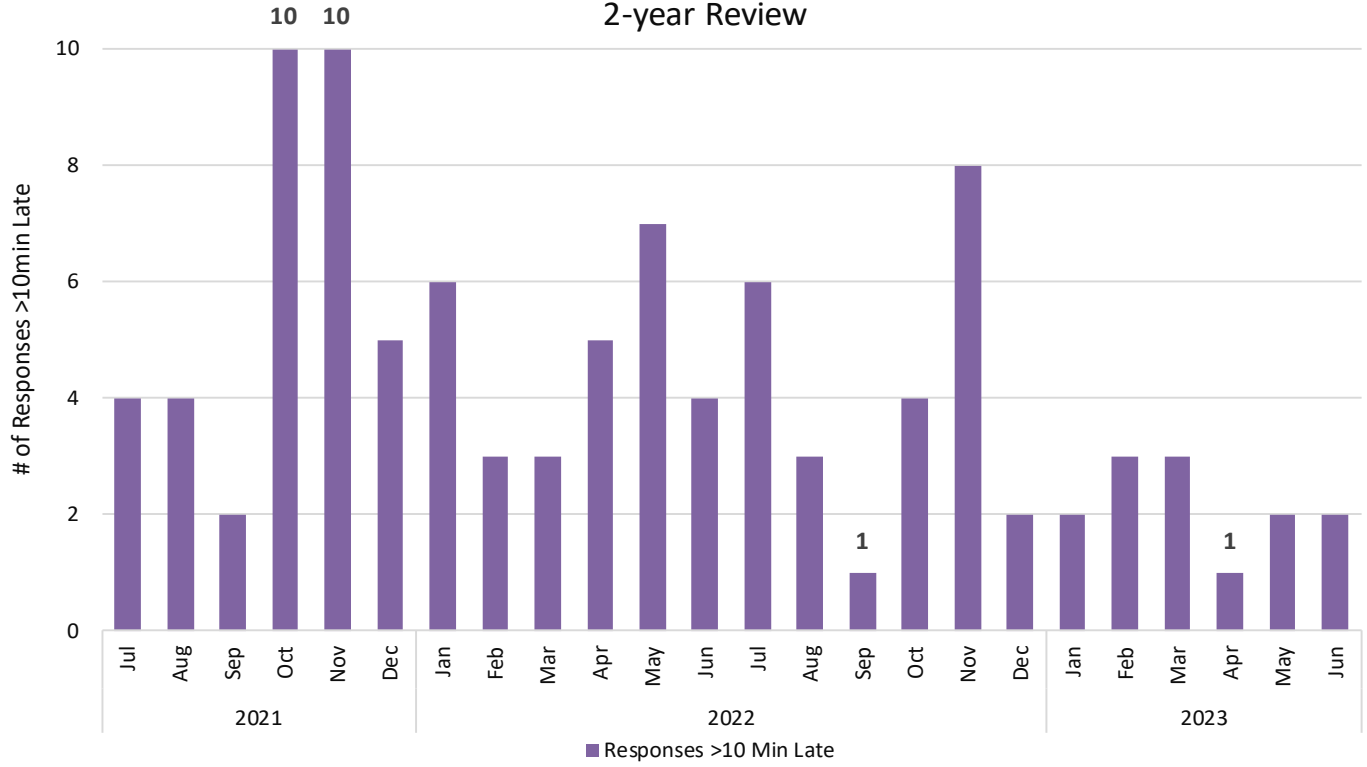




Palo Verde Zone: Exemptions and >10 Minutes Late



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

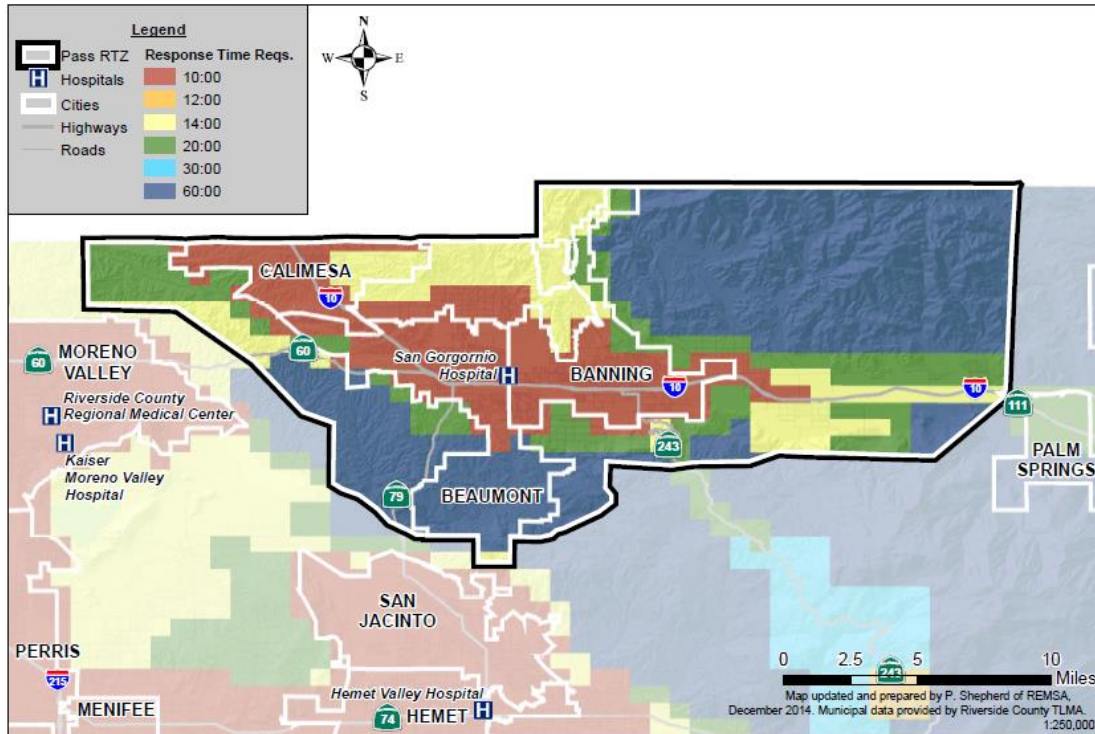


PASS ZONE



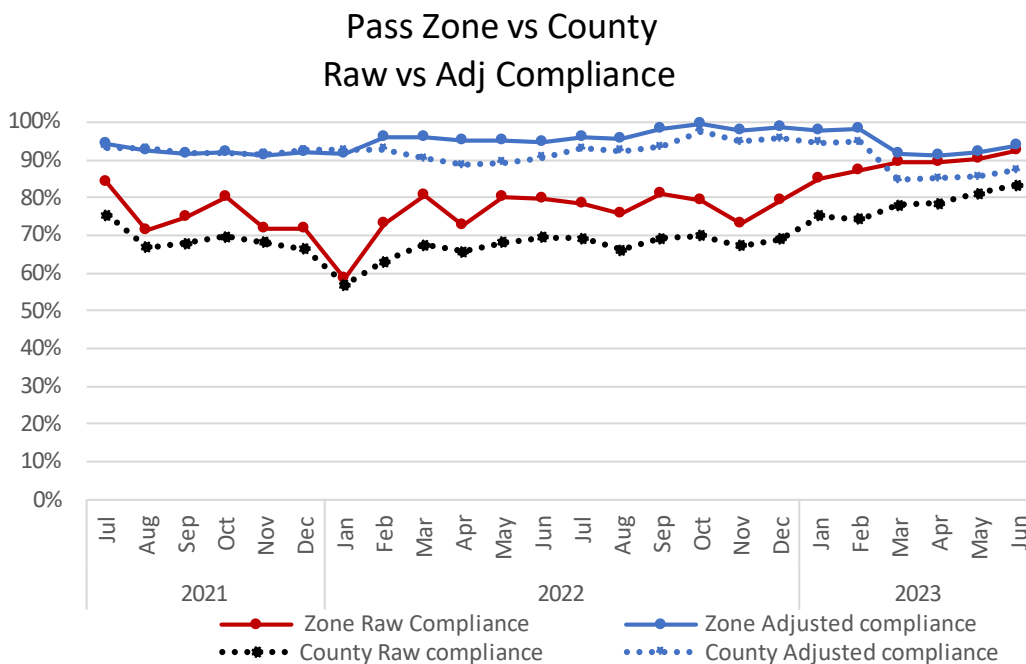
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

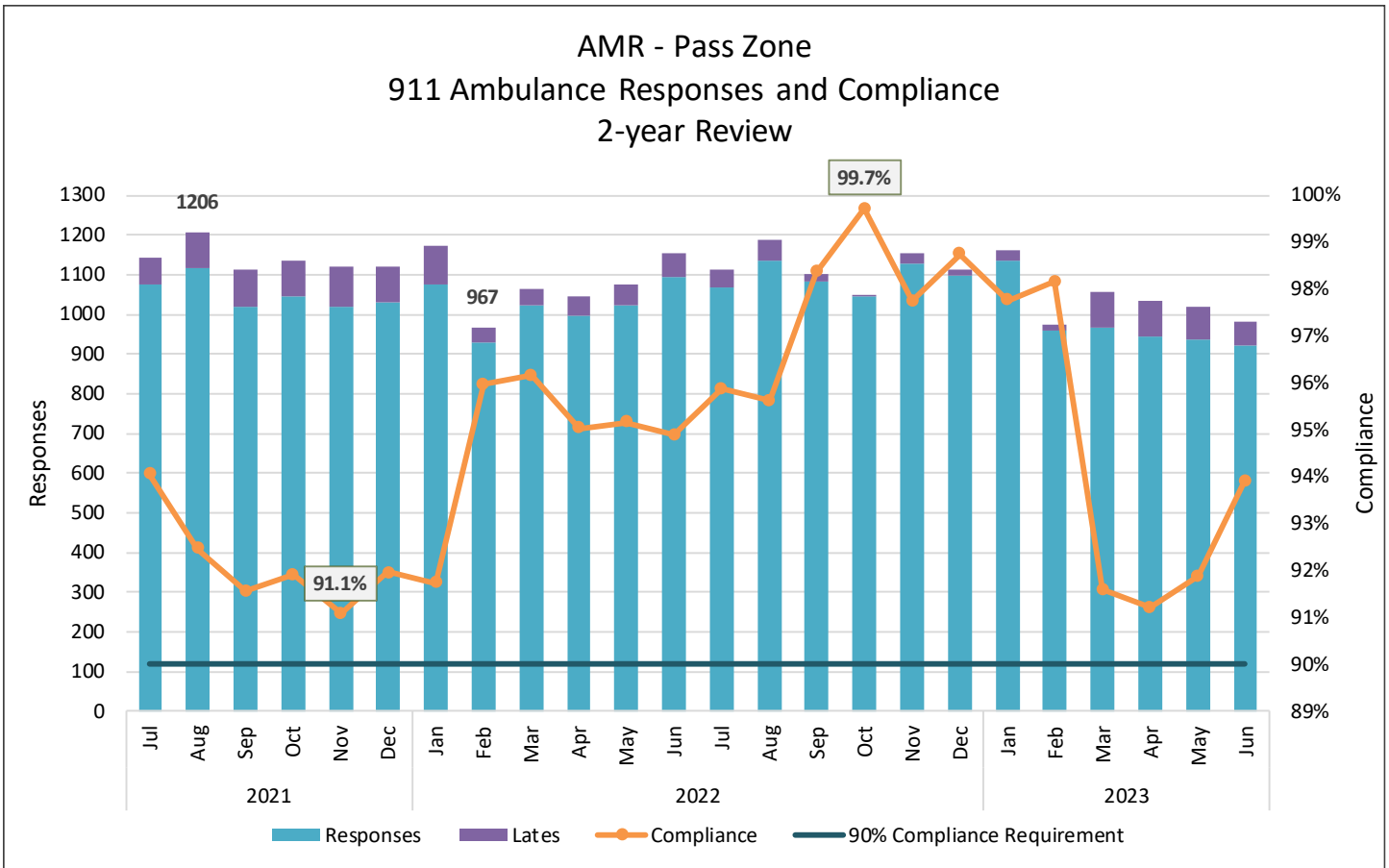
PASS



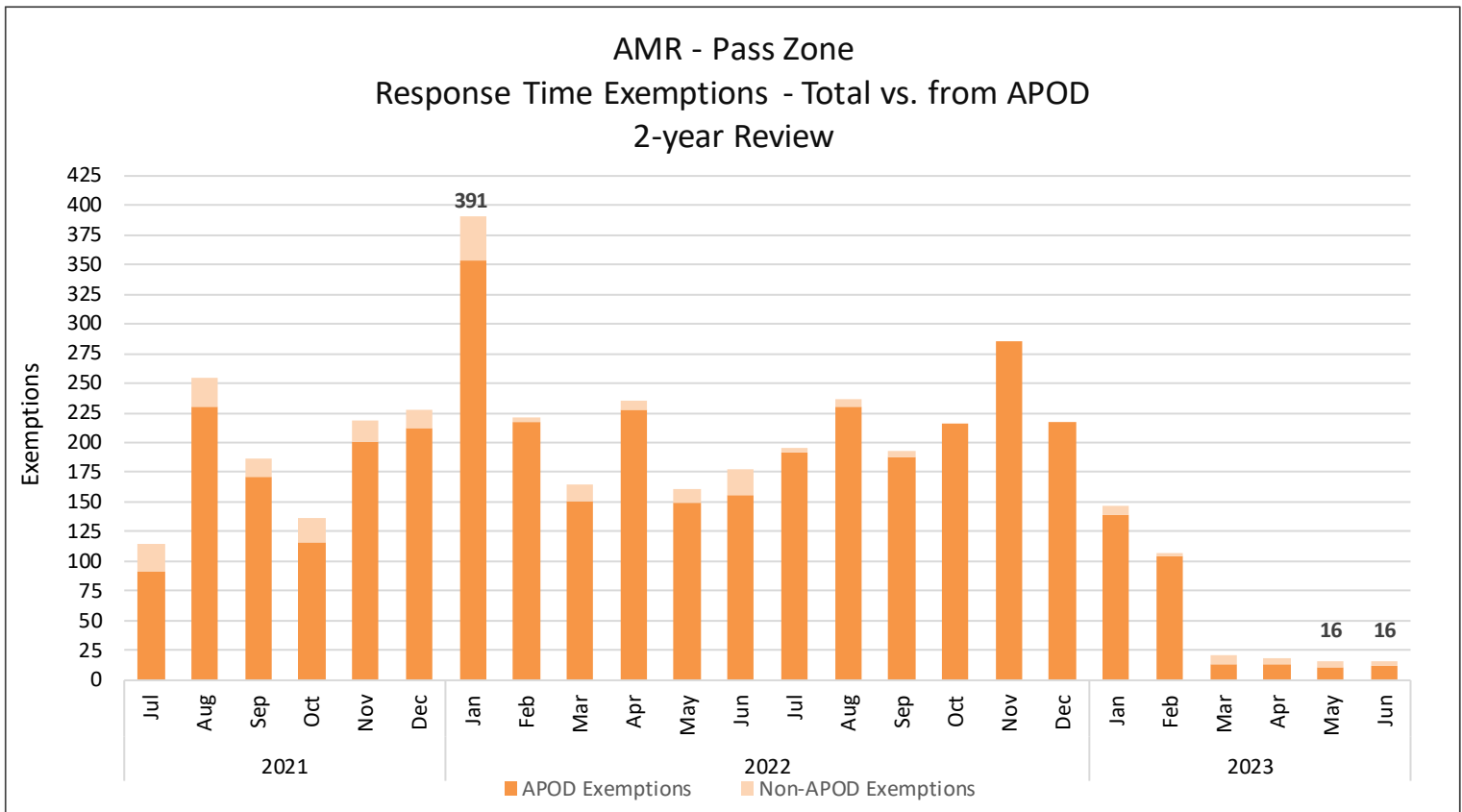
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

Pass Zone: Raw vs Adjusted Compliance Data

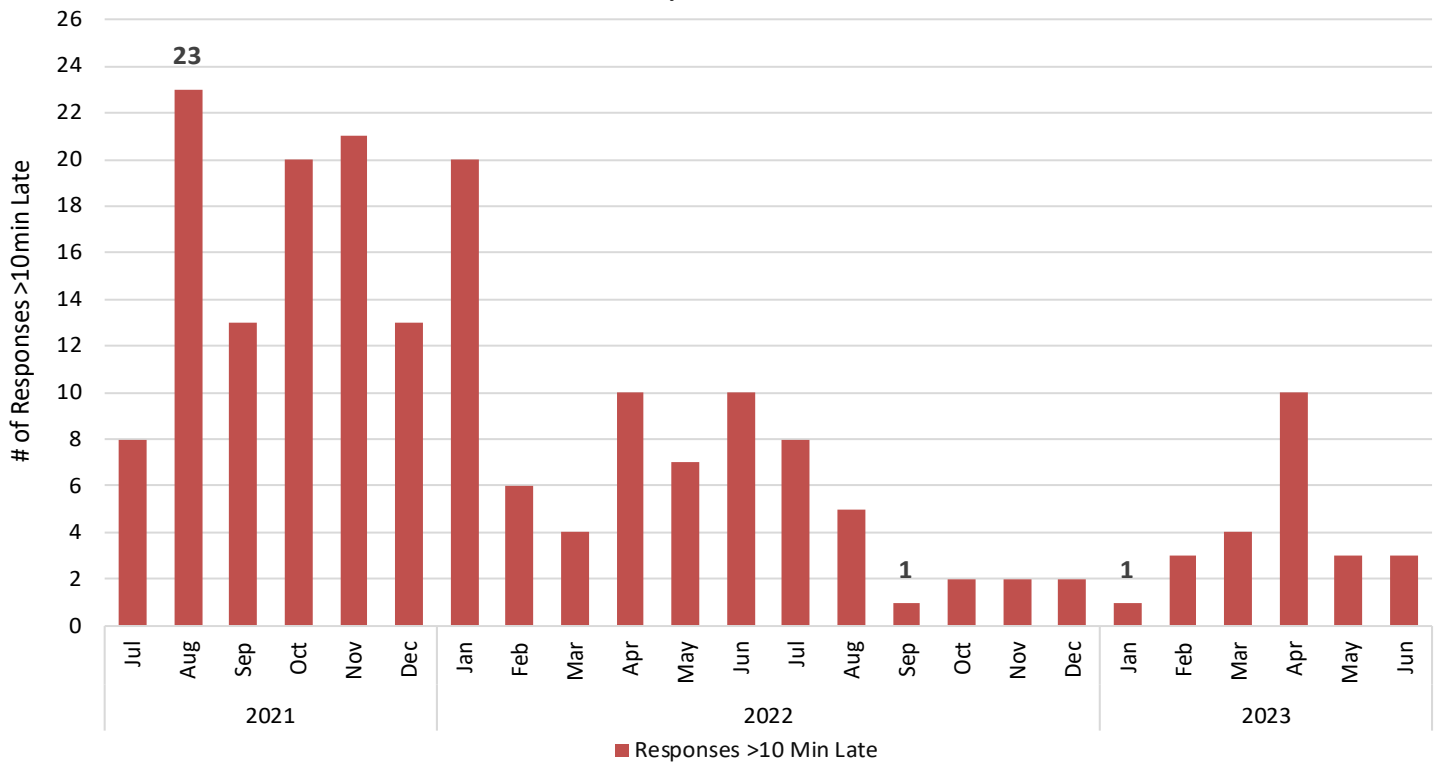




Pass Zone: Exemptions and Responses >10 Minutes Late



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



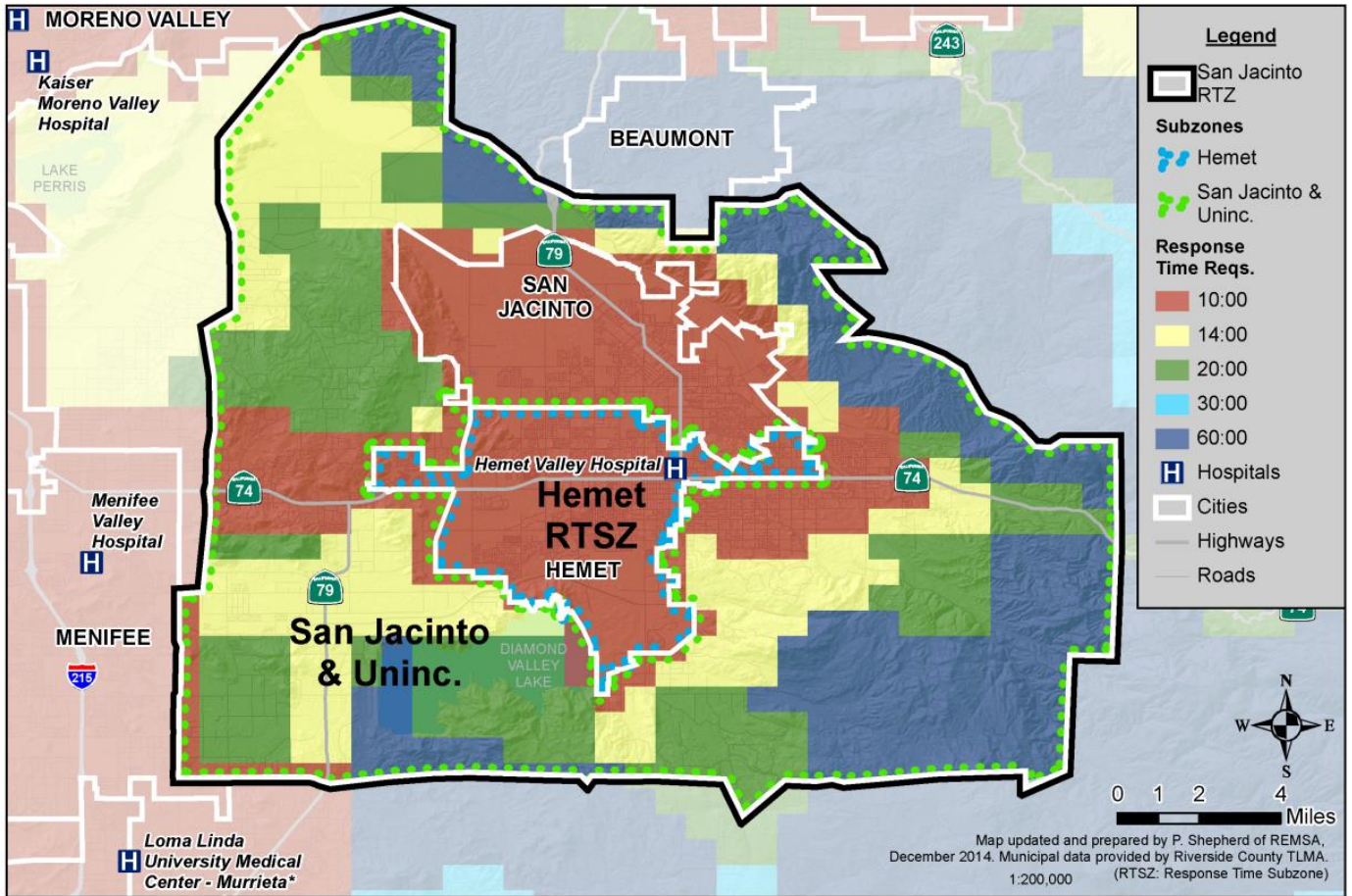
SAN JACINTO ZONE

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.

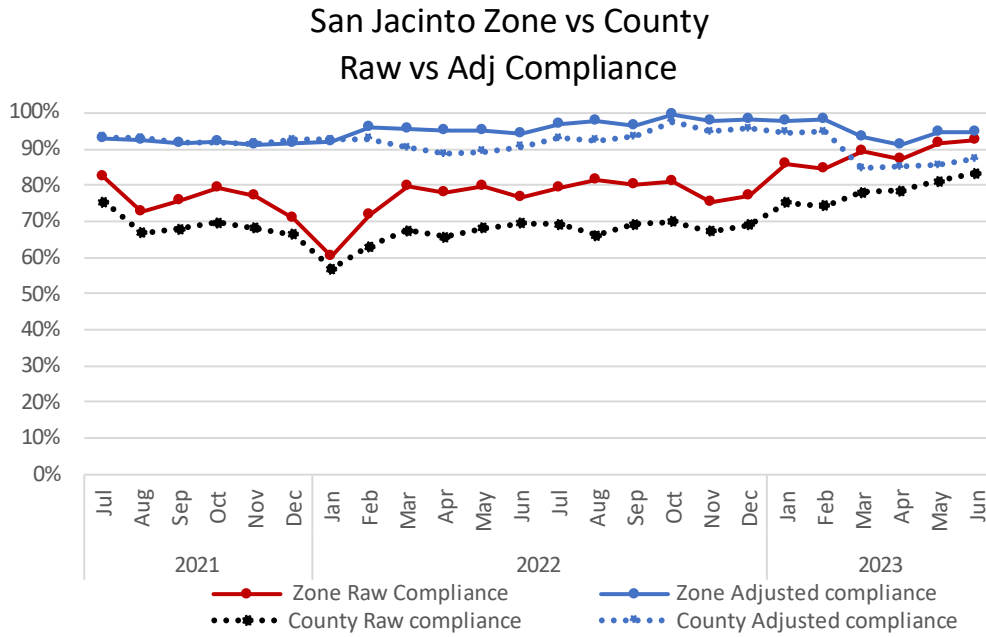


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

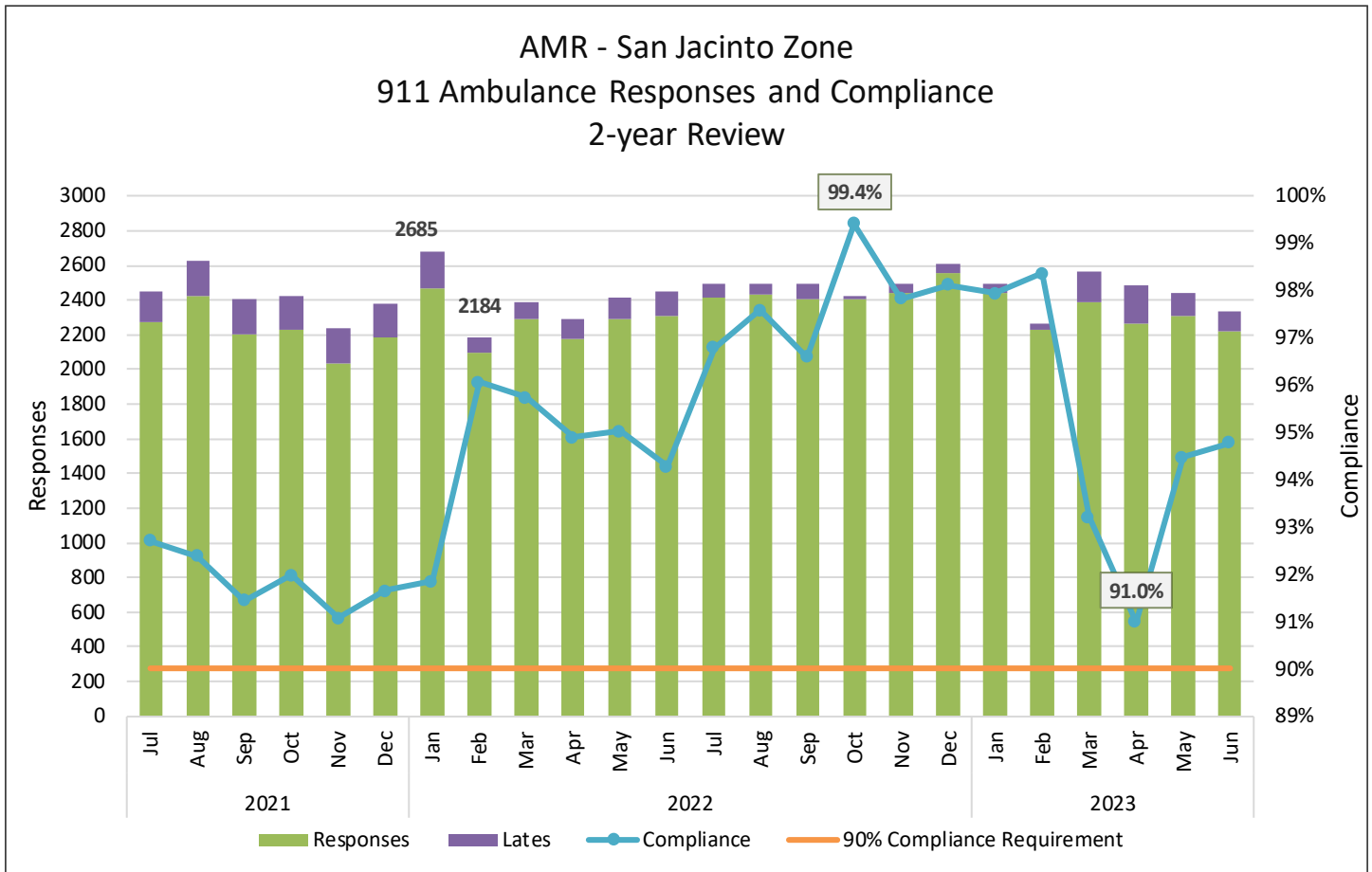
SAN JACINTO

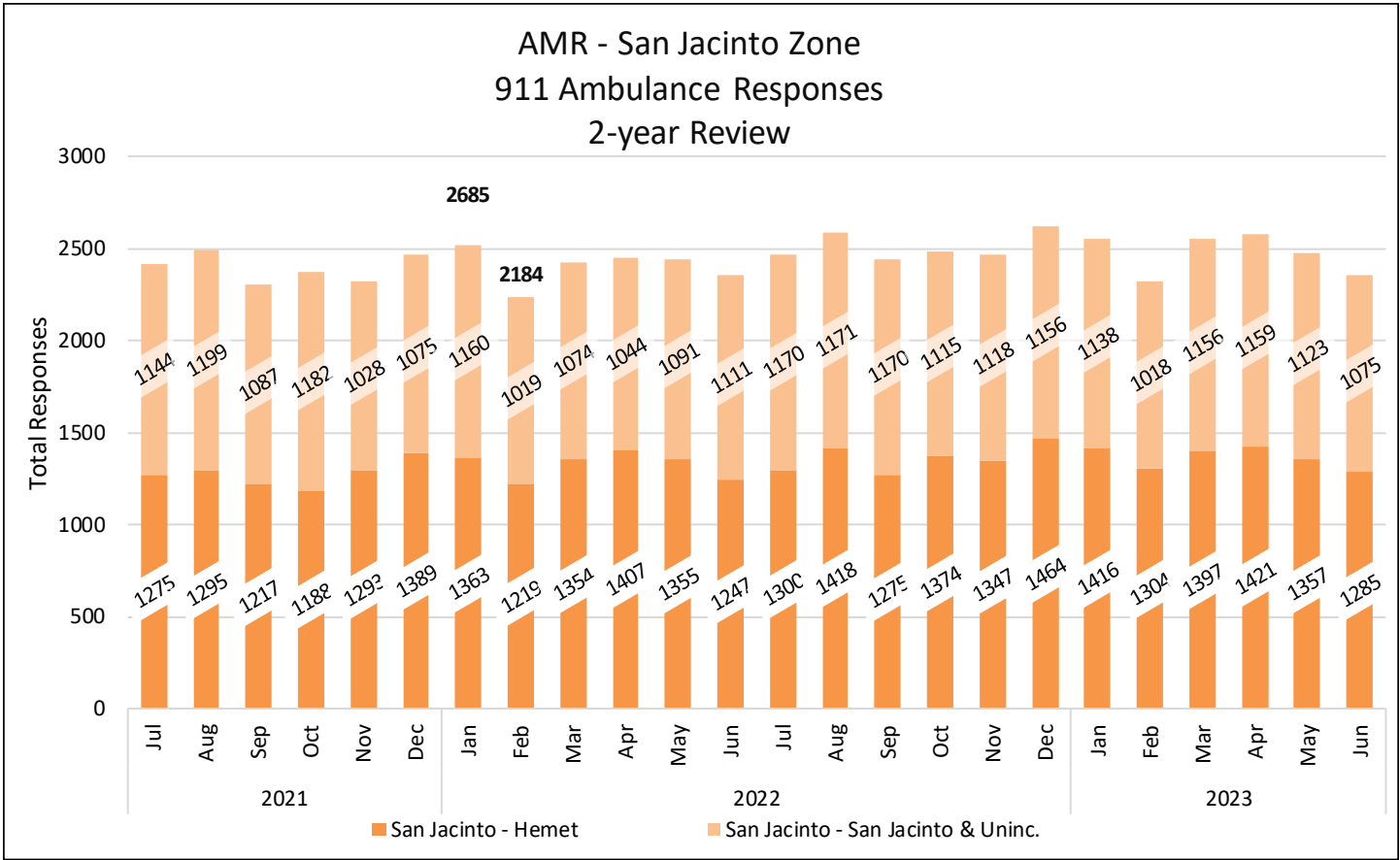


San Jacinto Zone: Raw vs Adjusted Compliance Data

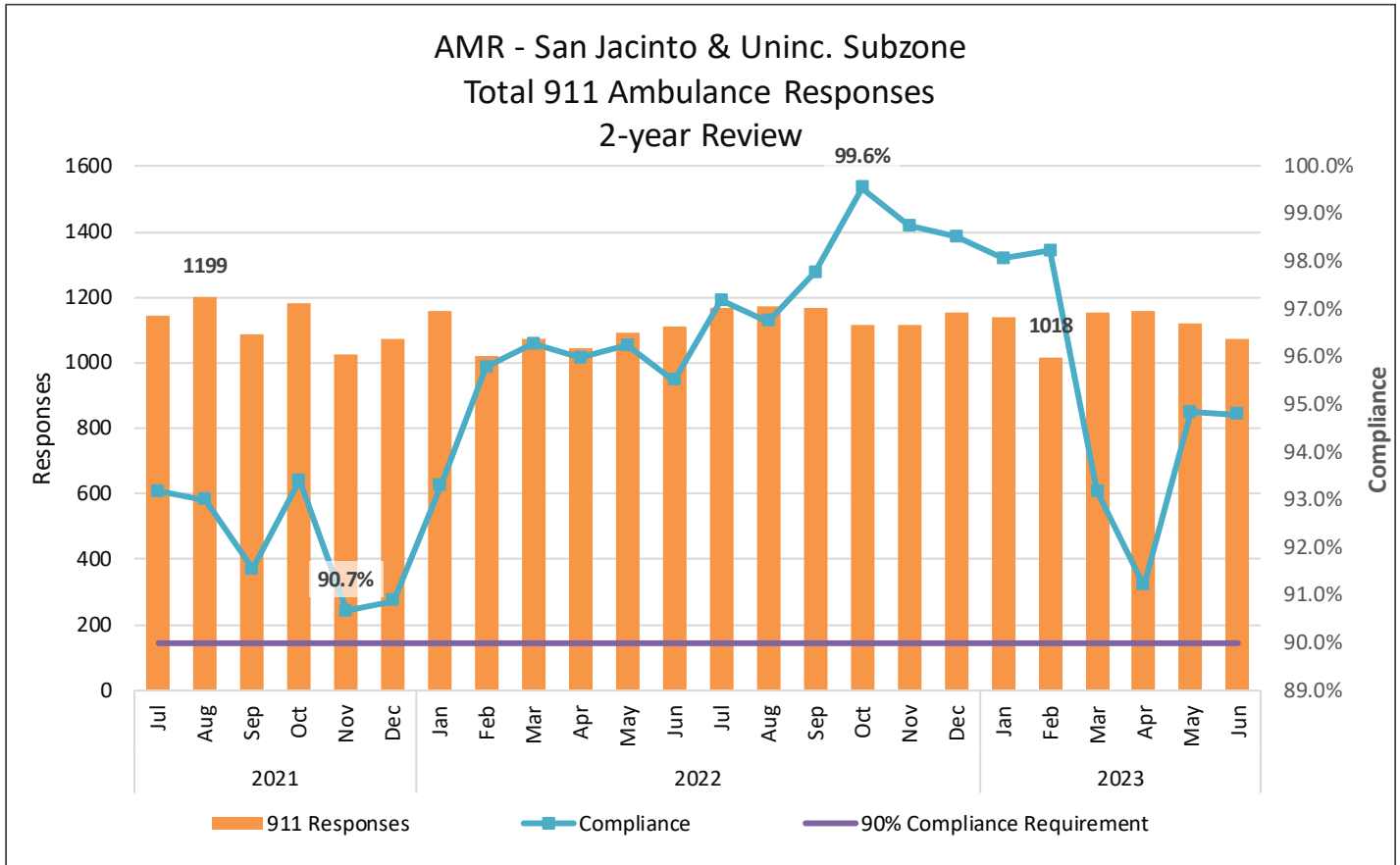


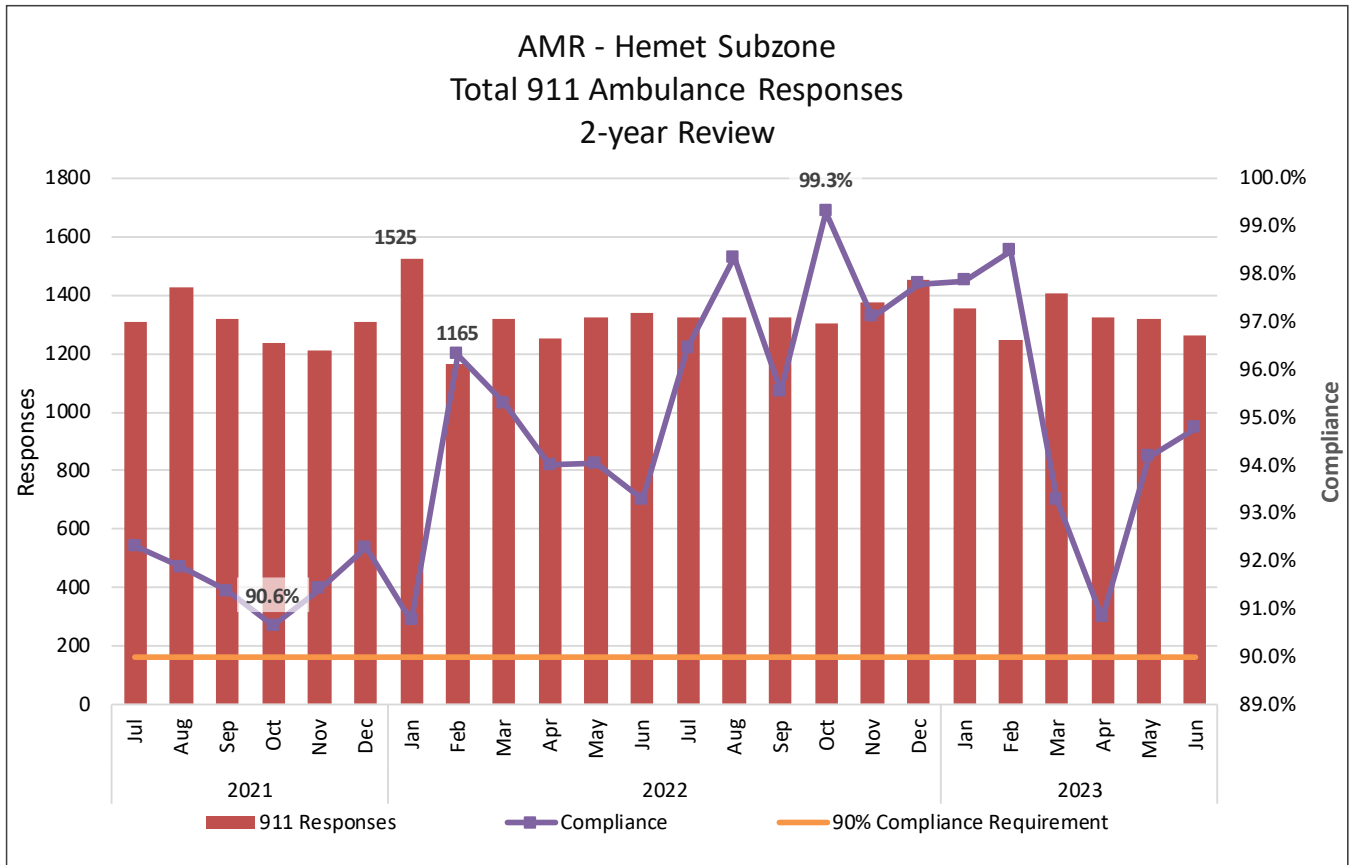
San Jacinto Zone: Subzone Response and Compliance Data



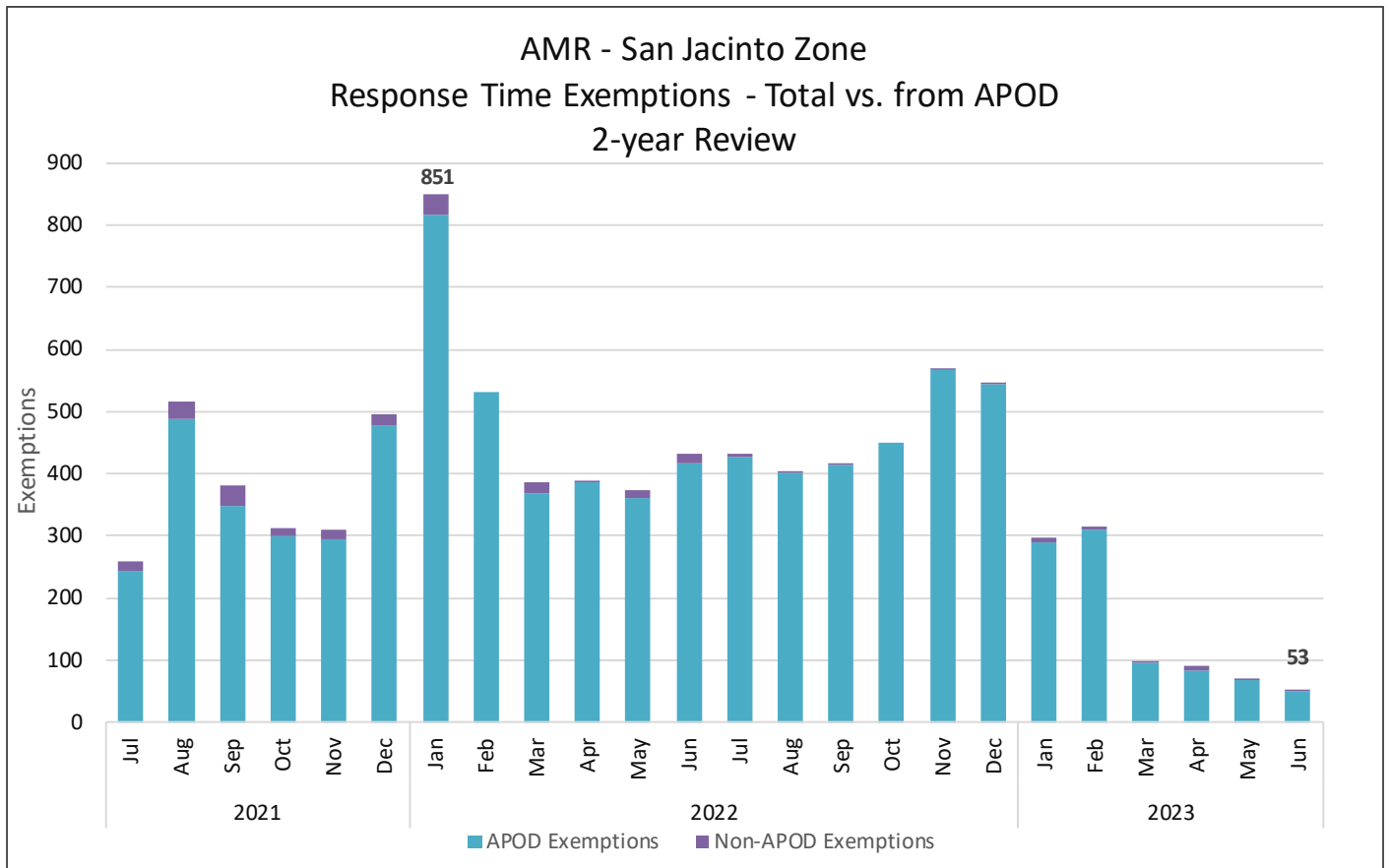


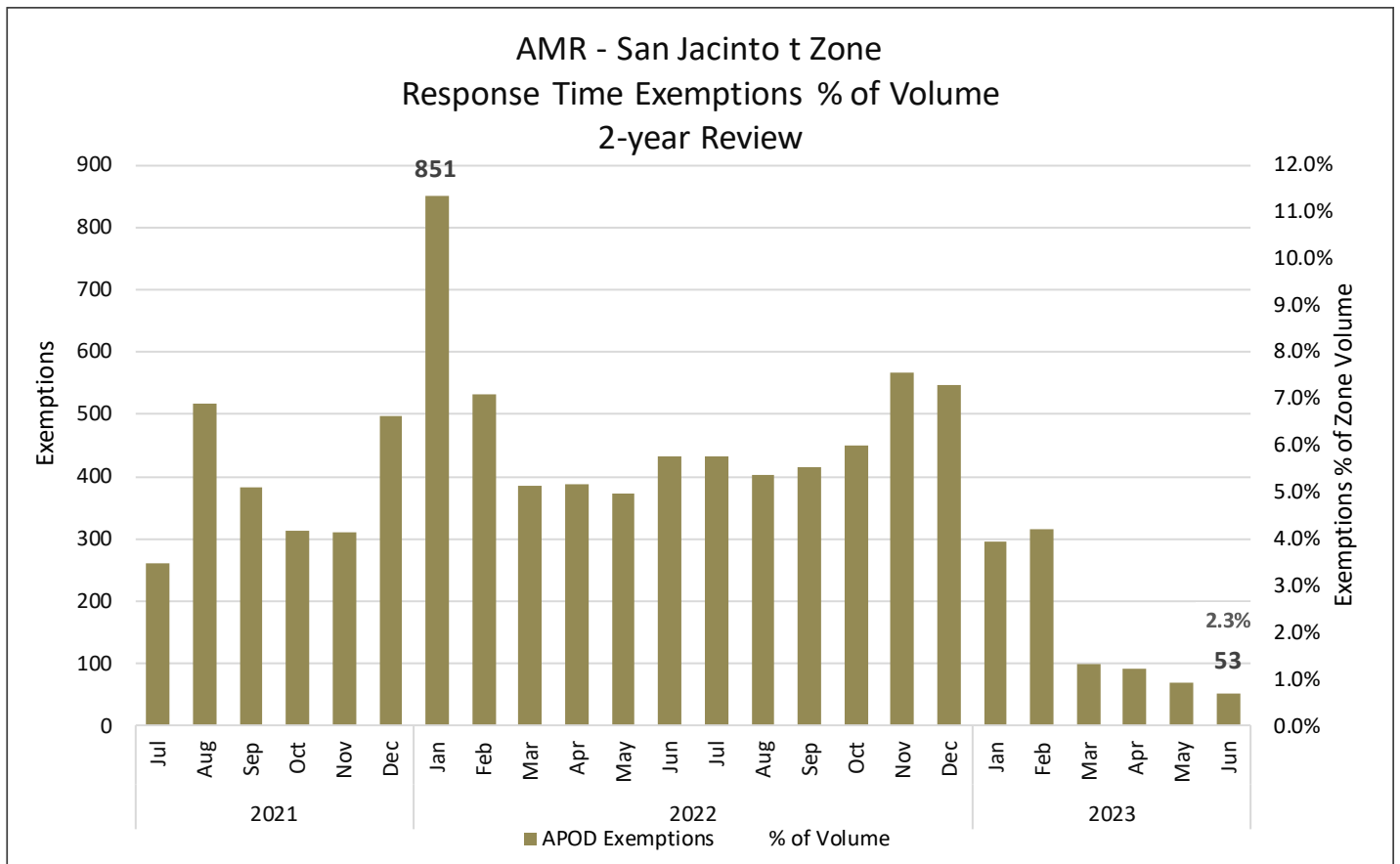
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



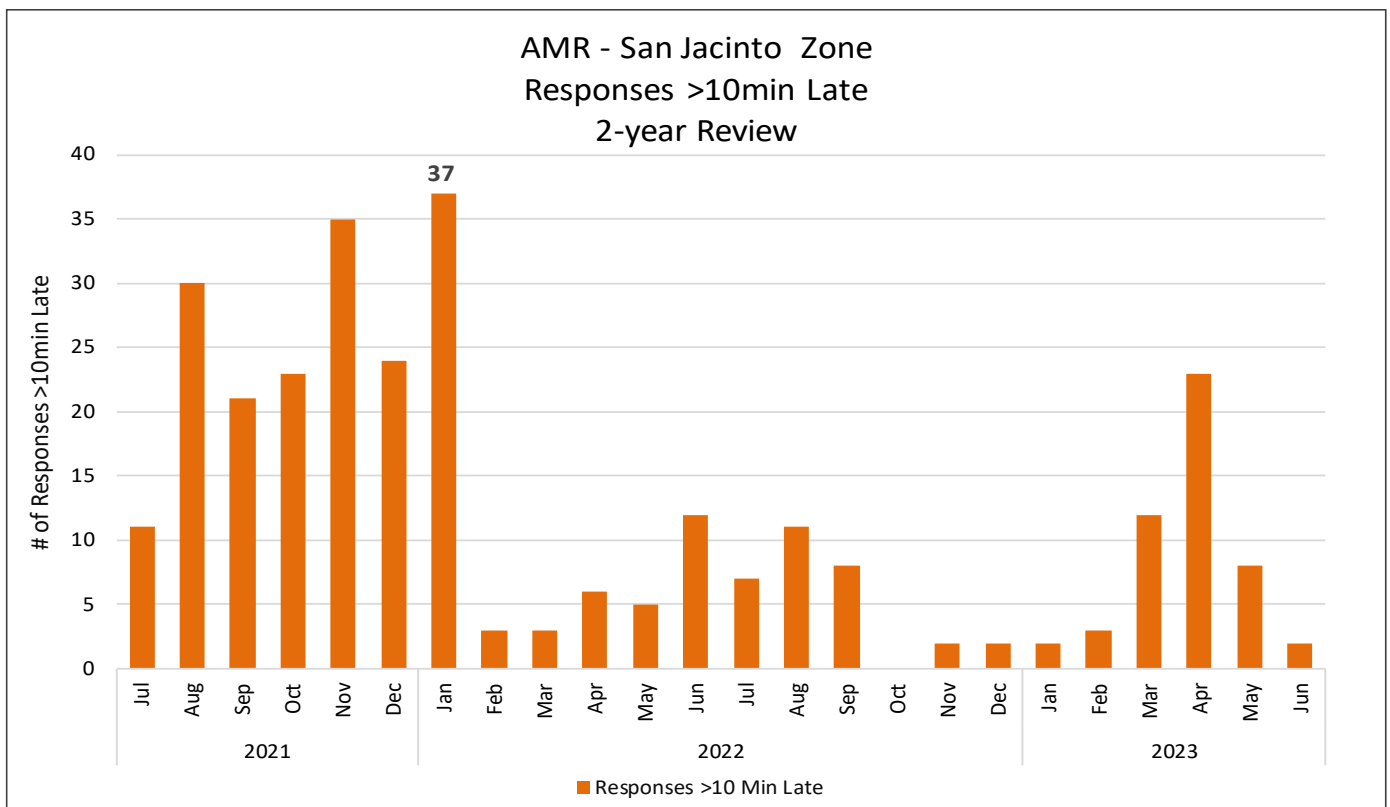


San Jacinto Zone: Exemptions





San Jacinto Zone: Responses > 10 Minutes Late



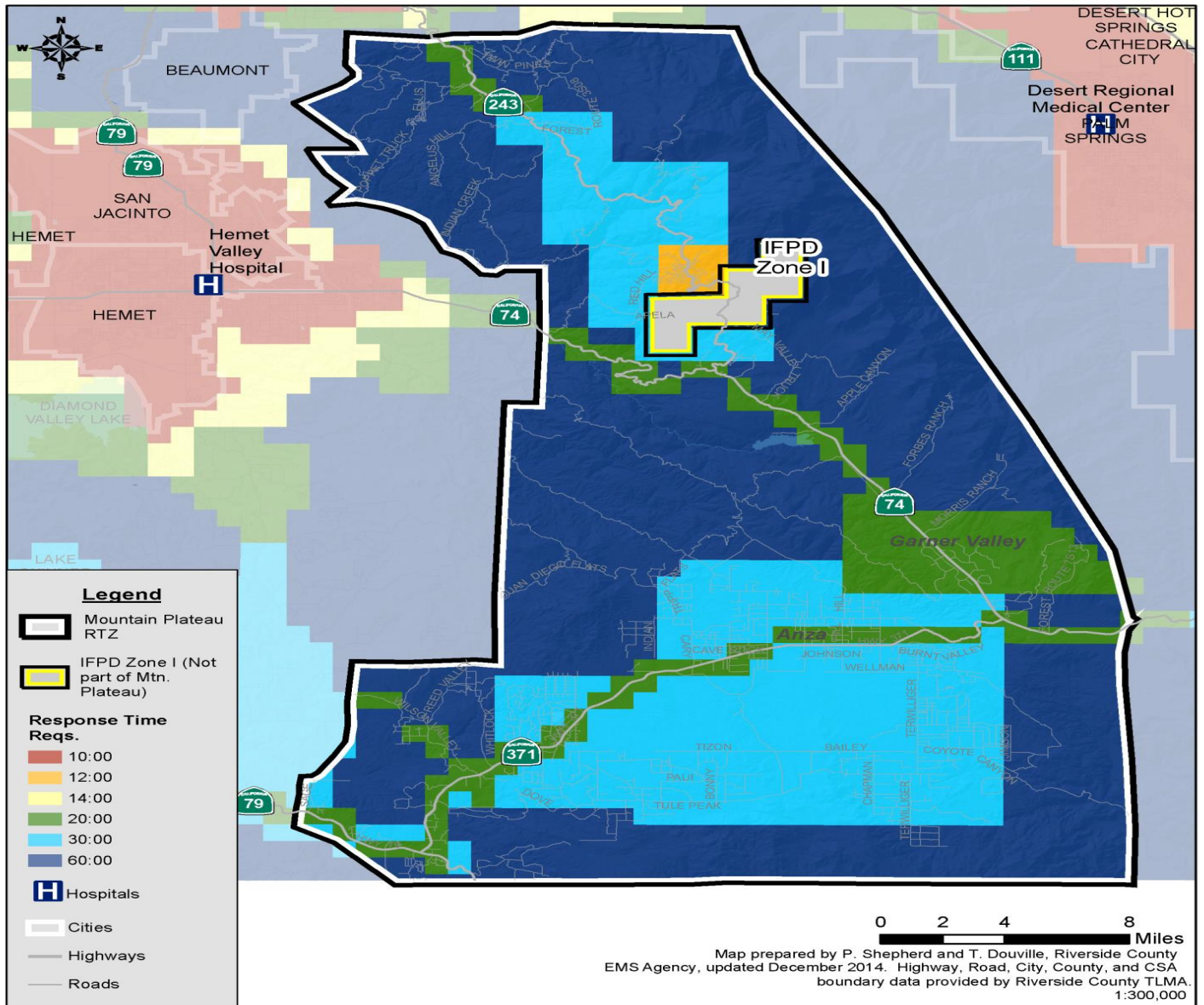
MOUNTAIN PLATEAU ZONE

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

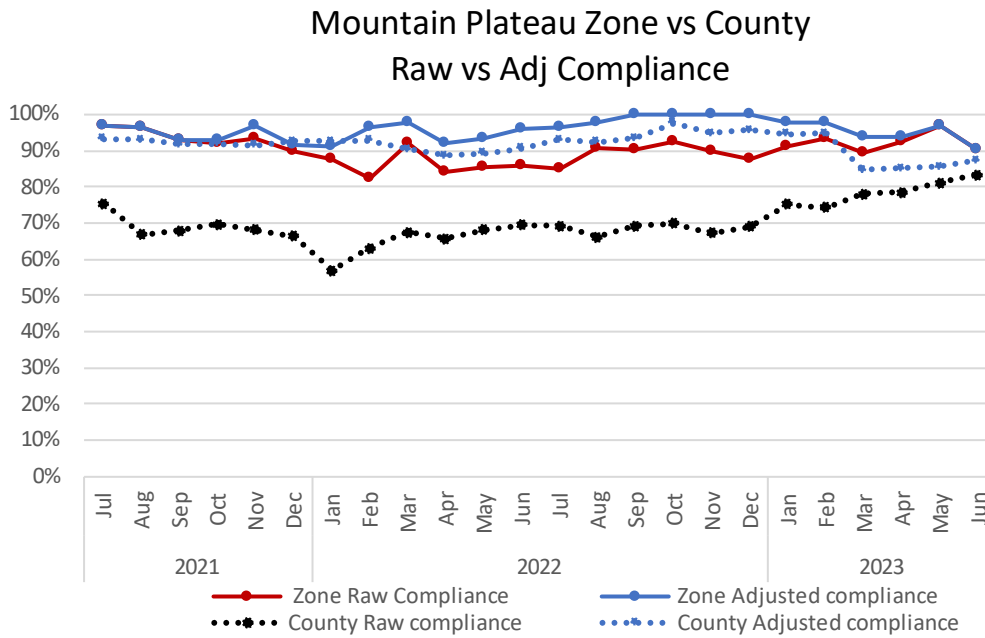
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



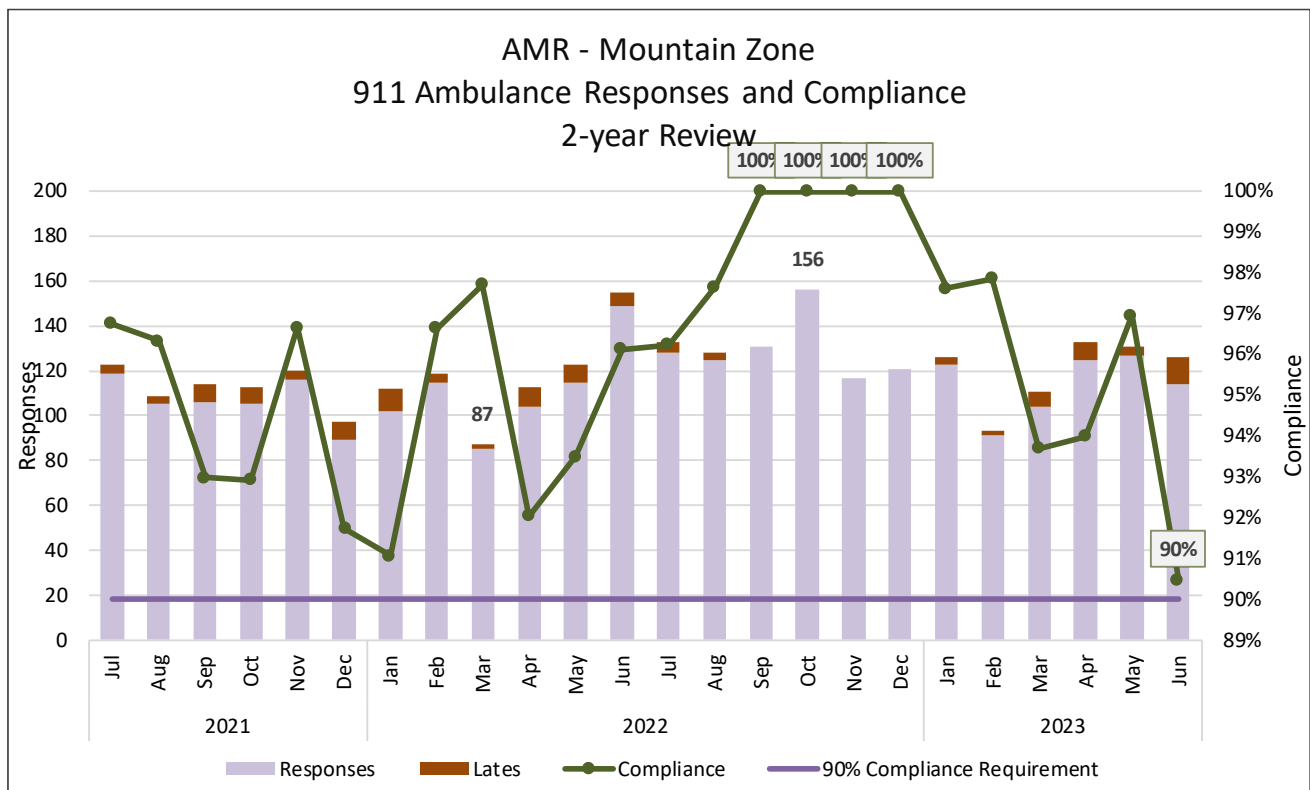
MOUNTAIN PLATEAU



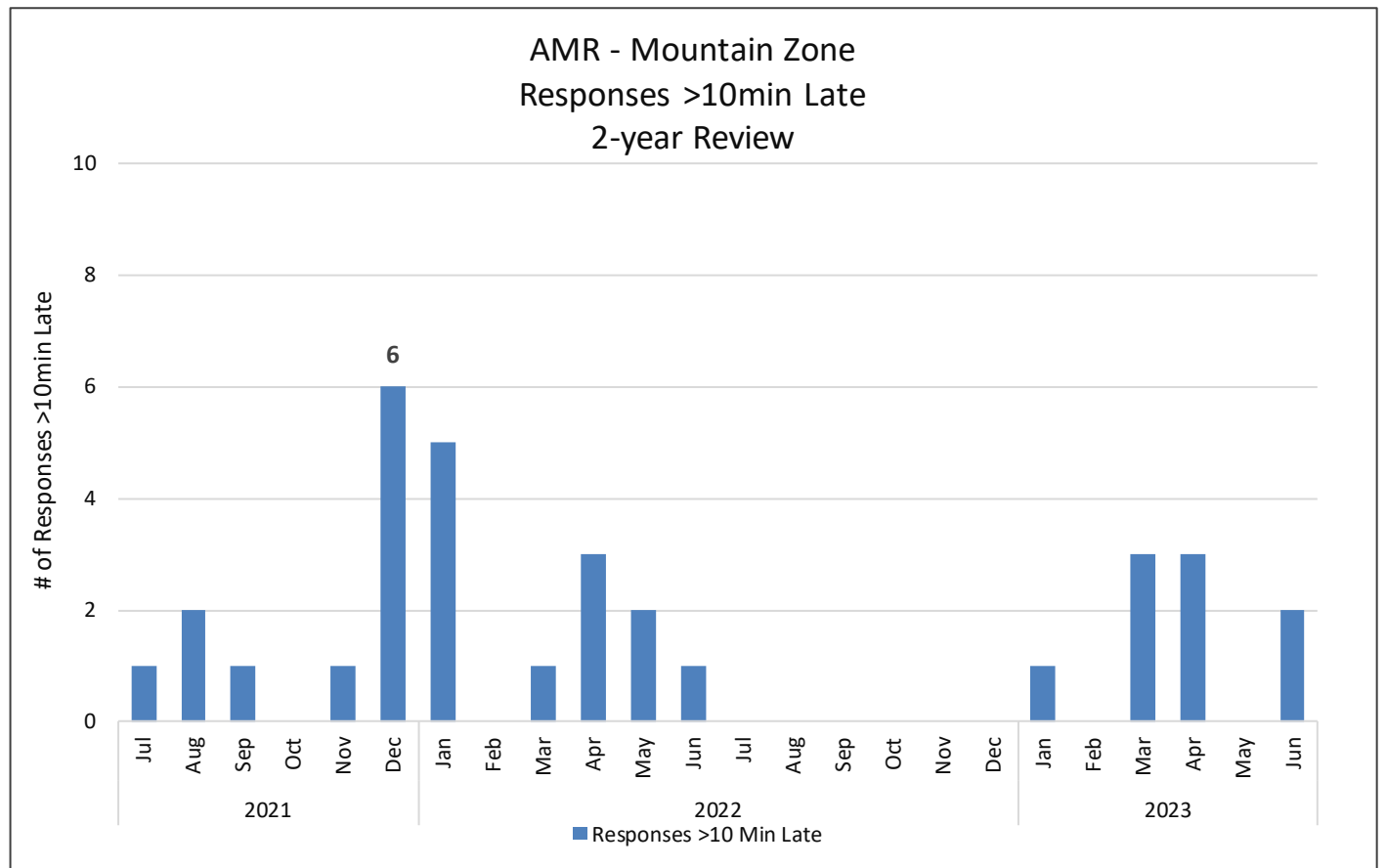
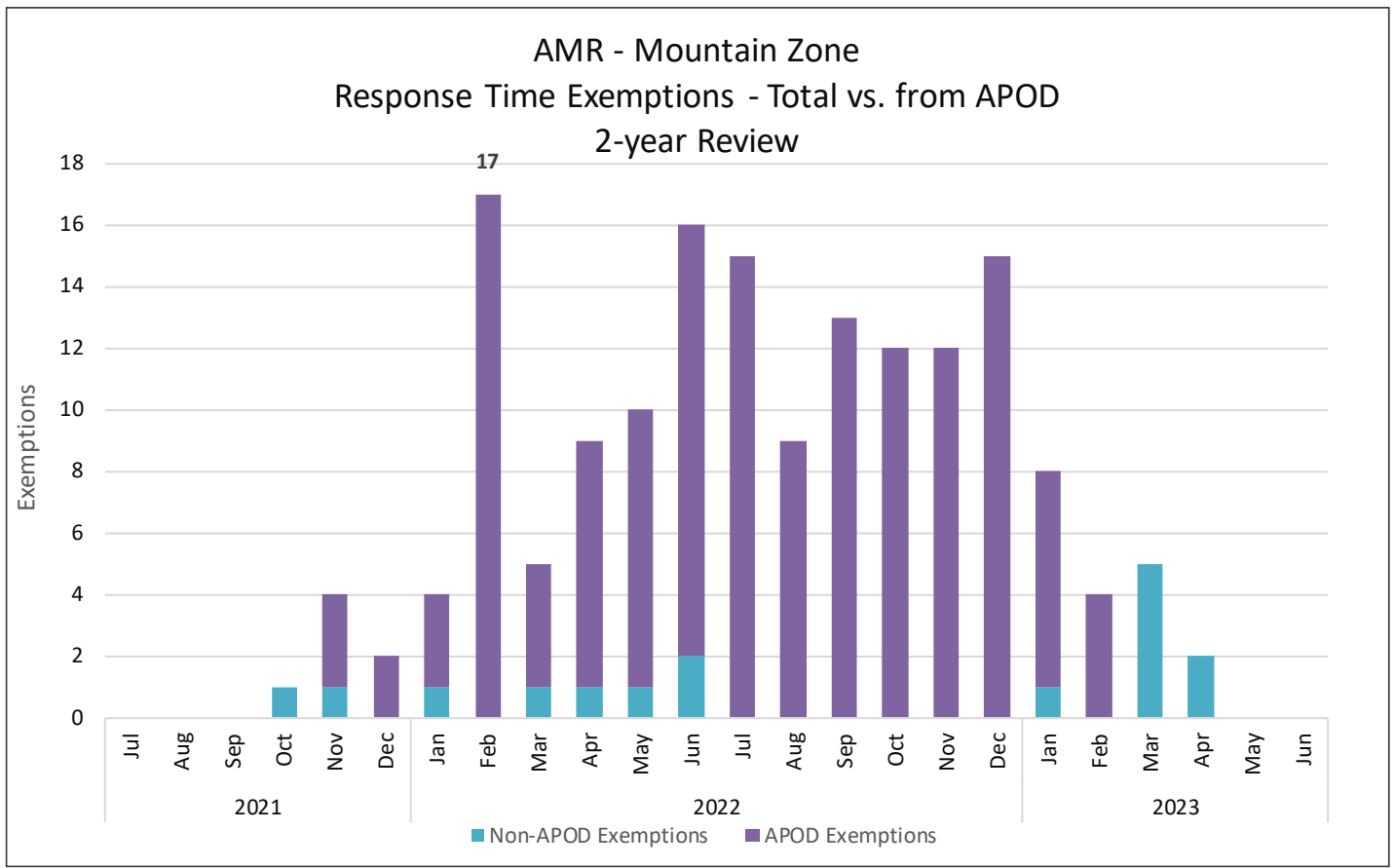
Mountain Plateau Zone: Raw vs Adjusted Compliance Data



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



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

	2023						Total
	Jan	Feb	Mar	Apr	May	Jun	
Total Responses	18877	17303	19140	18932	18949	18297	111498
Total ALS Responses	17371	16172	18101	17822	17868	17272	104606
Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
% ALS Responses	92%	93%	95%	94%	94%	94%	94%
%BLS Responses	8%	7%	5%	6%	6%	6%	6%
Total Responses	2381	2438	2448	2544	2538	2519	14868
Total ALS Responses	2044	2072	2144	2222	2187	2223	12892
Total BLS Responses	337	366	304	322	351	296	1976
% ALS Responses	86%	85%	88%	87%	86%	88%	87%
%BLS Responses	14%	15%	12%	13%	14%	12%	13%
Total Responses	2663	2468	2742	2745	2688	2488	15794
Total ALS Responses	2632	2461	2711	2718	2637	2425	15584
Total BLS Responses	31	7	31	27	51	63	210
% ALS Responses	99%	100%	99%	99%	98%	97%	99%
%BLS Responses	1%	0%	1%	1%	2%	3%	1%
Total Responses	126	97	113	135	136	127	734
Total ALS Responses	125	97	112	135	136	127	732
Total BLS Responses	1		1				2
% ALS Responses	99%	100%	99%	100%	100%	100%	100%
%BLS Responses	1%	0%	1%	0%	0%	0%	0%
Total Responses	5890	5258	5961	5745	5874	5673	34401
Total ALS Responses	5317	4947	5654	5404	5638	5421	32381
Total BLS Responses	573	311	307	341	236	252	2020
% ALS Responses	90%	94%	95%	94%	96%	96%	94%
%BLS Responses	10%	6%	5%	6%	4%	4%	6%
Total Responses	171	164	156	139	133	194	957
Total ALS Responses	171	164	156	139	133	194	957
Total BLS Responses							0
% ALS Responses	100%	100%	100%	100%	100%	100%	100%
%BLS Responses	0%	0%	0%	0%	0%	0%	0%
Total Responses	1162	976	1058	1037	1021	983	6237
Total ALS Responses	1093	926	999	990	964	907	5879
Total BLS Responses	69	50	59	47	57	76	358
% ALS Responses	94%	95%	94%	95%	94%	92%	94%
%BLS Responses	6%	5%	6%	5%	6%	8%	6%
Total Responses	2494	2265	2565	2488	2443	2340	14595
Total ALS Responses	2385	2183	2470	2375	2363	2261	14037
Total BLS Responses	109	82	95	113	80	79	558
% ALS Responses	96%	96%	96%	95%	97%	97%	96%
%BLS Responses	4%	4%	4%	5%	3%	3%	4%
Total Responses	3990	3637	4097	4099	4116	3973	23912
Total ALS Responses	3604	3322	3855	3839	3810	3714	22144
Total BLS Responses	386	315	242	260	306	259	1768
% ALS Responses	90%	91%	94%	94%	93%	93%	93%
%BLS Responses	10%	9%	6%	6%	7%	7%	7%

BLS RESPONSES TO 9-1-1 CALLS

	2023						Total
	Jan	Feb	Mar	Apr	May	Jun	
Total Responses	18877	17303	19140	18932	18949	18297	111498
Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
EMD approved(Omega,Alpha)	978	981	905	934	993	955	5746
EMD-Beta,Charlie,Delta,Echo	304	97	78	104	56	33	672
EMD-NA	224	53	56	72	32	37	474
Total Non-Compliant BLS Responses to Mandate	528	150	134	176	88	70	1146
% of Non-Complaint BLS responses to Mandate	35.1%	13.3%	12.9%	15.9%	8.1%	6.8%	16.6%
Total Responses	2381	2438	2448	2544	2538	2519	14868
Total BLS Responses	337	366	304	322	351	296	1976
EMD approved(Omega,Alpha)	292	337	284	302	329	287	1831
EMD-Beta,Charlie,Delta,Echo	41	24	15	17	15	3	115
EMD-NA	4	5	5	3	7	6	30
Total Non-Compliant BLS Responses to Mandate	45	29	20	20	22	9	145
% of Non-Complaint BLS responses to Mandate	13.4%	7.9%	6.6%	6.2%	6.3%	3.0%	7.3%
Total Responses	2663	2468	2742	2745	2688	2488	15794
Total BLS Responses	31	7	31	27	51	63	210
EMD approved(Omega,Alpha)	20	7	21	23	49	61	181
EMD-Beta,Charlie,Delta,Echo	4		6	4	1	1	16
EMD-NA	7		4		1	1	13
Total Non-Compliant BLS Responses to Mandate	11	0	10	4	2	2	29
% of Non-Complaint BLS responses to Mandate	35.5%	0.0%	32.3%	14.8%	3.9%	3.2%	13.8%
Total Responses	126	97	113	135	136	127	734
Total BLS Responses	1		1				2
EMD approved(Omega,Alpha)	1						1
EMD-Beta,Charlie,Delta,Echo			1				1
EMD-NA							0
Total Non-Compliant BLS Responses to Mandate		0	1				1
% of Non-Complaint BLS responses to Mandate		#DIV/0!	100.0%				50.0%
Total Responses	5890	5258	5961	5745	5874	5673	34401
Total BLS Responses	573	311	307	341	236	252	2020
EMD approved(Omega,Alpha)	240	223	216	207	193	208	1287
EMD-Beta,Charlie,Delta,Echo	150	52	47	74	28	24	375
EMD-NA	183	36	44	60	15	20	358
Total Non-Compliant BLS Responses to Mandate	333	88	91	134	43	44	733
% of Non-Complaint BLS responses to Mandate	58.1%	28.3%	29.6%	39.3%	18.2%	17.5%	36.3%
Total Responses	171	164	156	139	133	194	957
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							
Total Responses	1162	976	1058	1037	1021	983	6237
Total BLS Responses	69	50	59	47	57	76	358
EMD approved(Omega,Alpha)	63	48	58	45	55	76	345
EMD-Beta,Charlie,Delta,Echo	6	2	1	1	1		11
EMD-NA				1	1		2
Total Non-Compliant BLS Responses to Mandate	6	2	1	2	2	0	13
% of Non-Complaint BLS responses to Mandate	8.7%	4.0%	1.7%	4.3%	3.5%	0.0%	3.6%
Total Responses	2494	2265	2565	2488	2443	2340	14595
Total BLS Responses	109	82	95	113	80	79	558
EMD approved(Omega,Alpha)	77	76	94	109	79	73	508
EMD-Beta,Charlie,Delta,Echo	13	1		2		1	17
EMD-NA	19	5	1	2	1	5	33
Total Non-Compliant BLS Responses to Mandate	32	6	1	4	1	6	50
% of Non-Complaint BLS responses to Mandate	29.4%	7.3%	1.1%	3.5%	1.3%	7.6%	9.0%
Total Responses	3990	3637	4097	4099	4116	3973	23912
Total BLS Responses	386	315	242	260	306	259	1768
EMD approved(Omega,Alpha)	285	290	232	248	288	250	1593
EMD-Beta,Charlie,Delta,Echo	90	18	8	6	11	4	137
EMD-NA	11	7	2	6	7	5	38
Total Non-Compliant BLS Responses to Mandate	101	25	10	12	18	9	175
% of Non-Complaint BLS responses to Mandate	26.2%	7.9%	4.1%	4.6%	5.9%	3.5%	9.9%

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	

JANUARY 2023 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	96.59%		2993	99	\$7,012.00	3	\$3,408.00	102	499	492		
Northwest - Norco & Uninc. North	911	92.96%		1407	90	\$7,910.00	9	\$5,920.00	99	512	501		
Northwest - Corona & Uninc. South	911	94.16%		1489	71	\$7,040.00	16	\$10,256.00	87	368	349		
Northwest Total	911	95.11%	\$0	5889	260	\$21,962.00	28	\$19,584.00	288	1379	1342	100%	\$19,584.00
Southwest - Temecula & Murrieta	911	94.19%		1462	72	\$6,498.00	13	\$10,224.00	85	419	411		
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.64%		2527	175	\$13,933.00	11	\$6,136.00	186	803	782		
Southwest Total	911	93.21%	\$0	3989	247	\$20,431.00	24	\$16,360.00	271	1222	1193	50%	\$18,395.50
Central - Moreno Valley	911	95.35%		1441	64	\$4,323.00	3	\$2,304.00	67	261	256		
Central - Perris & Uninc.	911	93.61%		939	51	\$5,898.00	9	\$5,328.00	60	263	258		
Central Total	911	94.66%	\$0	2380	115	\$10,221.00	12	\$7,632.00	127	524	514	75%	\$4,463.25
San Jacinto - Hemet	911	97.86%		1353	28	\$1,508.00	1	\$504.00	29	160	160		
San Jacinto - San Jacinto & Uninc.	911	98.07%		1138	21	\$1,307.00	1	\$504.00	22	136	130		
San Jacinto Total	911	97.95%	\$0	2491	49	\$2,815.00	2	\$1,008.00	51	296	290	100%	\$1,008.00
Desert - Palm Springs & DHS	911	90.12%		1245	118	\$9,879.00	5	\$3,512.00	123	52	48		
Desert - La Quinta, Coachella & Uninc.	911	92.09%		1416	106	\$7,108.00	6	\$3,320.00	112	41	26		
Desert Total	911	91.17%	\$0	2661	224	\$16,987.00	11	\$6,832.00	235	93	74	15%	\$20,246.15
Palo Verde - Palo Verde	911	97.08%		171	3	\$25.00	2	\$1,504.00	5	2	1		
Palo Verde Total	911	97.08%	\$0	171	3	\$25.00	2	\$1,504.00	5	2	1	100%	\$1,504.00
Pass - Pass	911	97.76%		1162	25	\$1,560.00	1	\$504.00	26	147	139		
Pass Total	911	97.76%	\$0	1162	25	\$1,560.00	1	\$504.00	26	147	139	100%	\$504.00
Mountain Plateau - Mountain	911	97.62%		126	2	\$400.00	1	\$800.00	3	8	7		
Mountain Plateau Total	911	97.62%	\$0	126	2	\$400.00	1	\$800.00	3	8	7	100%	\$800.00
CountyWide Total	911	94.67%	\$0	18869	925	\$74,401.00	81	\$54,224.00	1006	3671	3560		\$66,504.90

FEBRUARY 2023 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	96.20%		2686	97	\$8,039.00	5	\$3,408.00	102	494	481		
Northwest - Norco & Uninc. North	911	93.71%		1319	76	\$8,192.00	7	\$4,320.00	83	507	498		
Northwest - Corona & Uninc. South	911	95.05%		1253	48	\$7,052.00	14	\$7,848.00	62	382	375		
Northwest Total	911	95.30%	\$0	5258	221	\$23,283.00	26	\$15,576.00	247	1383	1354	100%	\$15,576.00
Southwest - Temecula & Murrieta	911	92.29%		1466	101	\$8,119.00	12	\$6,840.00	113	423	415		
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.35%		2170	149	\$14,418.00	17	\$9,456.00	166	683	674		
Southwest Total	911	92.33%	\$0	3636	250	\$22,537.00	29	\$16,296.00	279	1106	1089	35%	\$25,241.45
Central - Moreno Valley	911	96.31%		1518	50	\$3,908.00	6	\$3,616.00	56	326	322		
Central - Perris & Uninc.	911	94.02%		920	51	\$6,198.00	4	\$2,312.00	55	266	261		
Central Total	911	95.45%	\$0	2438	101	\$10,106.00	10	\$5,928.00	111	592	583	100%	\$5,928.00
San Jacinto - Hemet	911	98.72%		1247	16	\$555.00	0	\$0.00	16	173	172		
San Jacinto - San Jacinto & Uninc.	911	98.23%		1018	16	\$1,210.00	2	\$1,008.00	18	143	138		
San Jacinto Total	911	98.50%	\$0	2265	32	\$1,765.00	2	\$1,008.00	34	316	310	100%	\$1,008.00
Desert - Palm Springs & DHS	911	91.13%		1161	98	\$9,020.00	5	\$3,608.00	103	29	23		
Desert - La Quinta, Coachella & Uninc.	911	93.26%		1305	83	\$4,982.00	5	\$2,816.00	88	33	27		
Desert Total	911	92.25%	\$0	2466	181	\$14,002.00	10	\$6,424.00	191	62	50	35%	\$13,276.90
Palo Verde - Palo Verde	911	95.73%		164	4	\$743.00	3	\$2,008.00	7	0	0		
Palo Verde Total	911	95.73%	\$0	164	4	\$743.00	3	\$2,008.00	7	0	0	100%	\$2,008.00
Pass - Pass	911	98.26%		976	14	\$1,070.00	3	\$2,504.00	17	107	104		
Pass Total	911	98.26%	\$0	976	14	\$1,070.00	3	\$2,504.00	17	107	104	100%	\$2,504.00
Mountain Plateau - Mountain	911	97.85%		93	2	\$460.00	0	\$0.00	2	4	4		
Mountain Plateau Total	911	97.85%	\$0	93	2	\$460.00	0	\$0.00	2	4	4	100%	\$0.00
CountyWide Total	911	94.87%	\$0	17296	805	\$73,966.00	83	\$49,744.00	888	3570	3494		\$65,542.35

MARCH 2023 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	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	88.75%	3058	311	\$27,737.00	33	\$18,608.00	344	287	276		
Northwest - Norco & Uninc. North	911	78.51%	1480	267	\$24,409.00	51	\$33,536.00	318	233	226		
Northwest - Corona & Uninc. South	911	81.43%	1422	223	\$24,104.00	41	\$26,200.00	264	188	177		
Northwest Total	911	84.46%	5960	801	\$76,250.00	125	\$78,344.00	926	708	679	0%	\$309,188.00
Southwest - Temecula & Murrieta	911	77.00%	1591	337	\$28,074.00	29	\$18,176.00	366	129	122		
Southwest - LE, Menif, Wild, CL & Uninc.	911	76.93%	2505	531	\$49,442.00	47	\$27,936.00	578	198	191		
Southwest Total	911	76.95%	4096	868	\$77,516.00	76	\$46,112.00	944	327	313	0%	\$247,256.00
Central - Moreno Valley	911	80.48%	1496	270	\$21,196.00	22	\$12,568.00	292	24	18		
Central - Perris & Uninc.	911	70.03%	951	258	\$24,346.00	27	\$15,288.00	285	25	14		
Central Total	911	76.42%	2447	528	\$45,542.00	49	\$27,856.00	577	49	32	0%	\$146,796.00
San Jacinto - Hemet	911	93.26%	1409	86	\$4,800.00	9	\$5,920.00	95	40	40		
San Jacinto - San Jacinto & Uninc.	911	93.17%	1156	76	\$4,498.00	3	\$2,008.00	79	59	57		
San Jacinto Total	911	93.22%	2565	162	\$9,298.00	12	\$7,928.00	174	99	97	50%	\$8,613.00
Desert - Palm Springs & DHS	911	91.08%	1345	107	\$8,849.00	13	\$8,232.00	120	19	15		
Desert - La Quinta, Coachella & Uninc.	911	92.34%	1397	98	\$8,591.00	9	\$6,928.00	107	27	19		
Desert Total	911	91.72%	2742	205	\$17,440.00	22	\$15,160.00	227	46	34	15%	\$27,710.00
Palo Verde - Palo Verde	911	95.51%	156	4	\$265.00	3	\$3,704.00	7	0	0		
Palo Verde Total	911	95.51%	156	4	\$265.00	3	\$3,704.00	7	0	0	100%	\$3,704.00
Pass - Pass	911	91.58%	1057	85	\$6,445.00	4	\$2,512.00	89	21	13		
Pass Total	911	91.58%	1057	85	\$6,445.00	4	\$2,512.00	89	21	13	15%	\$7,613.45
Mountain Plateau - Mountain	911	93.69%	111	4	\$250.00	3	\$3,904.00	7	5	0		
Mountain Plateau Total	911	93.69%	111	4	\$250.00	3	\$3,904.00	7	5	0	50%	\$2,077.00
CountyWide Total	911	84.58%	19134	2657	\$233,006.00	294	\$185,520.00	2951	1255	1168		\$752,957.45

APRIL 2023 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	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	89.34%	3001	288	\$18,462.00	32	\$22,064.00	320	260	251		
Northwest - Norco & Uninc. North	911	79.63%	1394	248	\$25,122.00	36	\$21,808.00	284	234	219		
Northwest - Corona & Uninc. South	911	81.54%	1349	200	\$21,020.00	49	\$30,840.00	249	184	170		
Northwest Total	911	85.15%	5744	736	\$64,604.00	117	\$74,712.00	853	678	640	0%	\$278,632.00
Southwest - Temecula & Murrieta	911	78.72%	1490	288	\$25,076.00	29	\$17,584.00	317	151	144		
Southwest - LE, Menif, Wild, CL & Uninc.	911	77.91%	2607	508	\$47,894.00	68	\$46,168.00	576	244	230		
Southwest Total	911	78.20%	4097	796	\$72,970.00	97	\$63,752.00	893	395	374	0%	\$273,444.00
Central - Moreno Valley	911	81.67%	1533	261	\$18,651.00	20	\$10,376.00	281	24	20		
Central - Perris & Uninc.	911	71.71%	1011	266	\$26,682.00	20	\$13,456.00	286	16	15		
Central Total	911	77.71%	2544	527	\$45,333.00	40	\$23,832.00	567	40	35	0%	\$138,330.00
San Jacinto - Hemet	911	90.81%	1327	107	\$10,523.00	15	\$8,152.00	122	40	39		
San Jacinto - San Jacinto & Uninc.	911	91.20%	1159	94	\$8,830.00	8	\$5,416.00	102	51	43		
San Jacinto Total	911	90.99%	2486	201	\$19,353.00	23	\$13,568.00	224	91	82	0%	\$32,921.00
Desert - Palm Springs & DHS	911	93.35%	1323	78	\$6,474.00	10	\$7,016.00	88	13	8		
Desert - La Quinta, Coachella & Uninc.	911	92.40%	1421	99	\$5,069.00	9	\$4,832.00	108	11	5		
Desert Total	911	92.86%	2744	177	\$11,543.00	19	\$11,848.00	196	24	13	35%	\$15,204.15
Palo Verde - Palo Verde	911	95.68%	139	5	\$598.00	1	\$504.00	6	0	0		
Palo Verde Total	911	95.68%	139	5	\$598.00	1	\$504.00	6	0	0	100%	\$504.00
Pass - Pass	911	91.21%	1035	81	\$4,547.00	10	\$8,320.00	91	18	13		
Pass Total	911	91.21%	1035	81	\$4,547.00	10	\$8,320.00	91	18	13	15%	\$10,936.95
Mountain Plateau - Mountain	911	93.98%	133	5	\$275.00	3	\$2,600.00	8	2	0		
Mountain Plateau Total	911	93.98%	133	5	\$275.00	3	\$2,600.00	8	2	0	50%	\$1,437.50
CountyWide Total	911	85.00%	18922	2528	\$219,223.00	310	\$199,136.00	2838	1248	1157		\$751,409.60

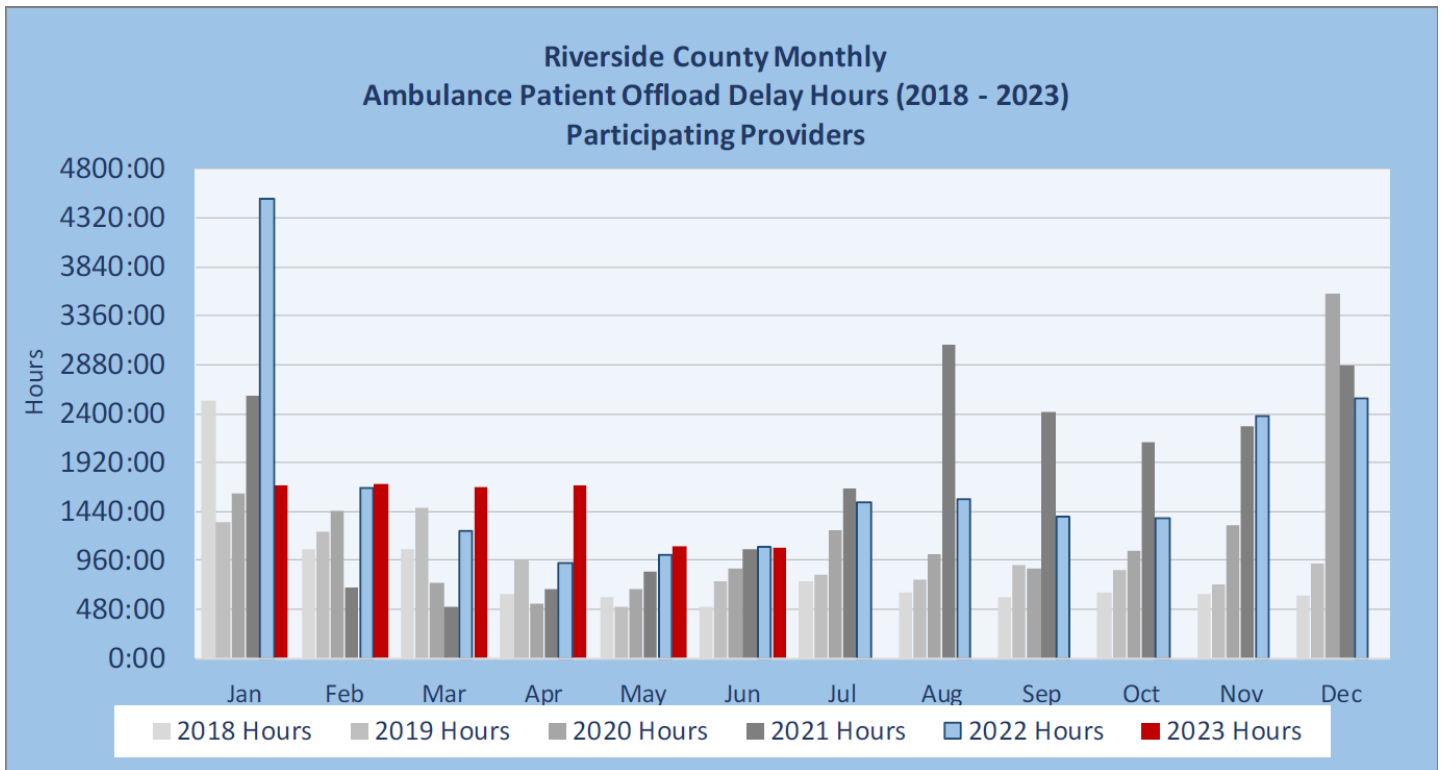
MAY 2023 COMPLIANCE REPORT

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	89.12%	3098	308	\$21,628.00	29	\$16,296.00	337	143	134		
Northwest - Norco & Uninc. North	911	77.39%	1358	276	\$22,067.00	31	\$18,096.00	307	150	139		
Northwest - Corona & Uninc. South	911	81.70%	1415	230	\$21,581.00	29	\$19,480.00	259	108	99		
Northwest Total	911	84.62%	5971	814	\$65,276.00	89	\$53,872.00	903	401	372	0%	\$238,296.00
Southwest - Temecula & Murrieta	911	77.35%	1541	317	\$22,134.00	32	\$20,976.00	349	104	96		
Southwest - LE, Menif, Wild, CL & Uninc.	911	77.97%	2574	520	\$42,182.00	47	\$32,216.00	567	171	155		
Southwest Total	911	77.74%	4115	837	\$64,316.00	79	\$53,192.00	916	275	251	0%	\$235,016.00
Central - Moreno Valley	911	85.27%	1494	207	\$13,216.00	13	\$7,144.00	220	26	20		
Central - Perris & Uninc.	911	76.92%	1044	224	\$19,229.00	17	\$9,456.00	241	31	28		
Central Total	911	81.84%	2538	431	\$32,445.00	30	\$16,600.00	461	57	48	0%	\$98,090.00
San Jacinto - Hemet	911	94.17%	1320	74	\$5,567.00	3	\$1,512.00	77	44	44		
San Jacinto - San Jacinto & Uninc.	911	94.84%	1123	53	\$4,875.00	5	\$3,312.00	58	26	24		
San Jacinto Total	911	94.47%	2443	127	\$10,442.00	8	\$4,824.00	135	70	68	75%	\$3,816.50
Desert - Palm Springs & DHS	911	89.92%	1330	127	\$8,729.00	7	\$4,024.00	134	10	6		
Desert - La Quinta, Coachella & Uninc.	911	91.67%	1357	107	\$6,358.00	6	\$3,816.00	113	9	2		
Desert Total	911	90.81%	2687	234	\$15,087.00	13	\$7,840.00	247	19	8	0%	\$22,927.00
Palo Verde - Palo Verde	911	94.74%	133	5	\$315.00	2	\$1,304.00	7	0	0		
Palo Verde Total	911	94.74%	133	5	\$315.00	2	\$1,304.00	7	0	0	75%	\$404.75
Pass - Pass	911	91.87%	1021	80	\$4,763.00	3	\$1,808.00	83	16	11		
Pass Total	911	91.87%	1021	80	\$4,763.00	3	\$1,808.00	83	16	11	15%	\$5,585.35
Mountain Plateau - Mountain	911	96.95%	131	4	\$305.00	0	\$0.00	4	0	0		
Mountain Plateau Total	911	96.95%	131	4	\$305.00	0	\$0.00	4	0	0	100%	\$0.00
CountyWide Total	911	85.45%	18939	2532	\$192,949.00	224	\$139,440.00	2756	838	758		\$604,135.60

JUNE 2023 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	90.36%	2997	277	\$19,749.00	12	\$7,528.00	289	124	113		
Northwest - Norco & Uninc. North	911	79.00%	1396	268	\$22,090.00	24	\$17,256.00	292	123	118		
Northwest - Corona & Uninc. South	911	82.41%	1279	204	\$16,777.00	21	\$13,848.00	225	112	104		
Northwest Total	911	85.79%	5672	749	\$58,616.00	57	\$38,632.00	806	359	335	0%	\$194,496.00
Southwest - Temecula & Murrieta	911	81.81%	1501	258	\$17,609.00	15	\$8,944.00	273	99	87		
Southwest - LE, Menif, Wild, CL & Uninc.	911	83.48%	2470	386	\$29,196.00	22	\$12,968.00	408	140	120		
Southwest Total	911	82.85%	3971	644	\$46,805.00	37	\$21,912.00	681	239	207	0%	\$137,434.00
Central - Moreno Valley	911	83.48%	1477	237	\$14,454.00	7	\$3,528.00	244	23	19		
Central - Perris & Uninc.	911	78.89%	1042	210	\$17,196.00	10	\$6,128.00	220	21	20		
Central Total	911	81.58%	2519	447	\$31,650.00	17	\$9,656.00	464	44	39	0%	\$82,612.00
San Jacinto - Hemet	911	94.78%	1264	65	\$2,579.00	1	\$504.00	66	26	26		
San Jacinto - San Jacinto & Uninc.	911	94.79%	1075	55	\$3,274.00	1	\$504.00	56	27	24		
San Jacinto Total	911	94.78%	2339	120	\$5,853.00	2	\$1,008.00	122	53	50	75%	\$1,715.25
Desert - Palm Springs & DHS	911	92.85%	1202	82	\$5,807.00	4	\$2,312.00	86	6	3		
Desert - La Quinta, Coachella & Uninc.	911	94.24%	1285	73	\$3,455.00	1	\$2,400.00	74	6	3		
Desert Total	911	93.57%	2487	155	\$9,262.00	5	\$4,712.00	160	12	6	50%	\$6,987.00
Palo Verde - Palo Verde	911	97.41%	193	3	\$75.00	2	\$1,008.00	5	0	0		
Palo Verde Total	911	97.41%	193	3	\$75.00	2	\$1,008.00	5	0	0	100%	\$1,008.00
Pass - Pass	911	93.90%	983	57	\$2,402.00	3	\$1,512.00	60	16	12		
Pass Total	911	93.90%	983	57	\$2,402.00	3	\$1,512.00	60	16	12	50%	\$1,957.00
Mountain Plateau - Mountain	911	90.48%	126	10	\$425.00	2	\$1,008.00	12	0	0		
Mountain Plateau Total	911	90.48%	126	10	\$425.00	2	\$1,008.00	12	0	0	0%	\$1,433.00
CountyWide Total	911	87.37%	18290	2185	\$155,088.00	125	\$79,448.00	2310	723	649		\$427,642.25

AMBULANCE PATIENT OFFLOAD TIME



June 2023						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	782	327:57:07	76:52:02	182	76.7%	0:48:16
Desert Regional Med Ctr	1,254	311:50:06	23:47:08	86	93.1%	0:26:45
Eisenhower Health	1,338	238:50:44	3:13:36	25	98.1%	0:17:50
Hemet Valley Hospital	1,167	779:55:45	297:12:00	532	54.4%	1:18:43
Inland Valley Med Ctr	926	360:53:32	84:11:35	194	79.0%	0:51:35
JFK Hospital	728	97:20:59	0:22:13	4	99.5%	0:13:47
Kaiser Hospital Moreno Valley	349	143:30:04	29:35:10	87	75.1%	0:48:50
Kaiser Hospital Riverside	530	233:43:18	61:06:27	130	75.5%	0:48:17
Loma Linda Univ Med Ctr Mur	776	342:25:04	74:17:33	174	77.6%	0:45:20
Menifee Med Ctr	303	162:09:34	43:32:42	114	62.4%	0:59:45
Palo Verde Hospital	140	18:54:36	0:00:00	0	100.0%	0:15:04
Parkview Community Hospital	612	184:23:09	6:46:24	41	93.3%	0:27:55
Rancho Springs Med Ctr	466	176:21:23	32:06:10	83	82.2%	0:39:07
Riverside Community Hospital	1,650	780:19:23	229:03:22	547	66.8%	1:00:38
Riverside University Health System	1,576	472:26:06	13:30:47	96	93.9%	0:28:32
San Geronio Mem Hospital	543	285:03:44	75:29:25	164	69.8%	1:00:00
Temecula Valley Hospital	566	225:23:12	37:22:08	123	78.3%	0:45:44
Grand Total	13,706	5141:27:46	1088:28:42	2582	81.2%	0:43:44

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	781	456:58:08	175:10:36	272	182	351
Desert Regional Med Ctr	1,360	334:43:56	37:38:14	92	41	171
Eisenhower Health	1,349	277:18:02	8:43:48	45	19	75
Hemet Valley Hospital	1,131	811:16:32	340:11:13	539	483	616
Inland Valley Med Ctr	964	408:39:55	107:20:36	228	168	300
JFK Hospital	728	99:20:52	2:33:52	9	2	17
Kaiser Hospital Moreno Valley	364	158:07:17	40:30:34	90	71	127
Kaiser Hospital Riverside	552	306:41:59	110:07:42	188	130	254
Loma Linda Univ Med Ctr Mur	825	381:04:39	93:32:53	202	148	334
Menifee Med Ctr	306	202:09:14	79:40:42	129	80	234
Palo Verde Hospital	146	21:41:33	1:25:50	3	0	7
Parkview Community Hospital	717	252:59:43	33:49:50	97	41	189
Rancho Springs Med Ctr	511	223:02:42	57:29:26	113	61	153
Riverside Community Hospital	1,520	967:31:42	372:08:42	729	547	829
Riverside University Health System	1,601	494:14:22	22:00:52	140	85	207
San Geronio Mem Hospital	601	304:28:42	84:33:39	169	103	260
Temecula Valley Hospital	557	257:17:23	61:03:55	166	123	277

Average APOD and Compliance <i>by Qtr Comparison</i>									
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	61%	312	229:34:50	67%	258	164:13:56	70%	237	129:46:20
Desert Regional Med Ctr	93%	100	52:05:36	90%	134	65:02:36	94%	85	24:59:29
Eisenhower Health	96%	49	11:18:01	96%	59	10:59:17	98%	30	4:50:49
Hemet Valley Hospital	51%	521	386:56:57	46%	587	370:28:40	58%	512	257:07:16
Inland Valley Med Ctr	75%	255	120:32:42	75%	235	114:24:48	77%	226	103:25:05
JFK Hospital	99%	9	2:19:58	98%	12	4:10:33	99%	9	2:12:37
Kaiser Hospital Riverside	57%	237	163:31:53	72%	154	79:04:24	74%	143	65:07:17
Loma Linda Univ Med Ctr Mur	70%	257	149:16:49	76%	200	89:40:14	76%	195	91:02:30
Menifee Med Ctr	50%	160	130:51:42	50%	154	92:01:34	62%	113	55:39:54
Palo Verde Hospital	97%	5	1:58:29	97%	4	2:21:04	98%	2	0:59:40
Parkview Community Hospital	81%	145	69:51:16	87%	92	25:35:44	89%	70	23:20:46
Rancho Springs Med Ctr	77%	124	74:27:22	80%	104	49:48:02	80%	95	49:51:04
Riverside Community Hospital	49%	753	404:41:58	49%	745	416:42:00	58%	666	305:38:33
Riverside University Health System	89%	179	29:43:46	92%	126	17:49:53	94%	89	13:09:29
San Geronio Mem Hospital	69%	194	118:33:04	68%	196	94:17:30	70%	171	85:31:59
Temecula Valley Hospital	64%	210	89:49:02	69%	163	57:41:10	74%	142	50:00:00
	75%	219	127:13:20	76%	201	103:23:50	80%	174	78:55:11

Average Transports and APODs at ETS: Quarter Comparison									
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	44%	148	49:07:28	87%	40	10:03:33	87%	38	8:08:36