



REGULATORY/ MEDICAL HEALTH SERVICES
EMERGENCY MEDICAL SERVICES

RICHARD SANCHEZ
DIRECTOR
STEVE THRONSON
DEPUTY AGENCY DIRECTOR
REGULATORY/MEDICAL SERVICES
TAMMI McCONNELL MSN, RN
EMS ADMINISTRATOR
405 W FIFTH STREET, SUITE 301A
SANTA ANA, CALIFORNIA 92701
TELEPHONE: 714- 834-3500
FAX: 714- 834-3125

Date: October 22, 2019

To: EMS System Distribution

From: Adrian Rodriguez 
EMS Performance Chief

Subject: FY18/19 Annual Report: 9-1-1 Emergency Ambulance Transportation Performance

Orange County Emergency Medical Services FY18/19 Annual Report on the 9-1-1 Emergency Ambulance Transportation Contract provides a review of the performance of Care Ambulance Service, Inc. and Emergency Ambulance Service, Inc. from July 2018 through June 2019.

The 9-1-1 Emergency Ambulance Transportation contracts establish accountability for meeting specific performance-based standards and affords Orange County Emergency Medical Services (OCEMS) with access to data and information on operational, clinical and administrative values. The contracts provide for a detailed methodology for assurance of compliance with all OCEMS policies and procedures with an emphasis on patient response times providing for financial incentives to maintain compliance. The primary goal is to provide quality performance-based 9-1-1 emergency ambulance response, medical care and transportation services to Orange County residents.

The authority to implement exclusive operating area ambulance contracts is found in Health & Safety Code §1797.224. The statute authorizes OCEMS to create exclusive operating areas (EOAs), provided a competitive process is utilized to select providers of the services pursuant to the local EMS Plan. In 2013, the oversight of the 9-1-1 ambulance contract services for nineteen (19) cities shifted to OCEMS and the separate cities were reconfigured into five (5) regional Orange County EOAs.

The five (5) EOAs were created to assure service providers with state sanctioned anti-trust protection and provides uniform, reliable emergency ambulance services. Further, OCEMS determined that the five (5) EOAs were medically feasible, financially viable, and allow for efficient resource utilization to maximize response times. The EOAs do not reflect city and or supervisorial district boundaries.

On May 19, 2014, a Request for Proposal for 9-1-1 Emergency Ambulance Transportation was released. On April 28, 2015 following an evaluation process, the Board of Supervisors awarded the contracts with services commencing on June 1, 2015:

Emergency Ambulance Service, Inc.
Care Ambulance Service, Inc.

Region A
Regions B, C, D, E

The attached reports summarize overall and individual regional performance from July 2018 through June 2019. A brief description is provided below for response time compliance; penalty assessments; performance credits; exception/exemption requests; total transports; and community outreach activities.

The Response Time standard as required contractually is 90% and is the interval, in exact minutes and seconds, between the “Call Receipt” time and: 1) “At Scene” arrival time, or 2) when the call is cancelled by an OCEMS-recognized public safety agency. The response times are analyzed and calculated on a monthly basis to determine compliance with response time standards based on geographical zones (Metro/Urban, Suburban/Rural & Wilderness) and Code Priority (Code 2: no lights/sirens; Code 3: lights/sirens).

The combined all monthly response time compliance for all geographical ambulance response zones for this time period exceeded the 90th percentile standard set forth by the contract as follows:

Region A: **(96.35% to 98.31%) - Emergency Ambulance Service, Inc.**

Region B: **(94.85% to 97.91%) - Care Ambulance Services, Inc.**

Region C: **(96.52% to 97.78%) - Care Ambulance Services, Inc.**

Region D: **(97.56% to 98.98%) - Care Ambulance Services, Inc.**

Region E: **(96.19% to 98.34%) - Care Ambulance Services, Inc.**

Penalties are assessed for late responses that increase according to the number of minutes the emergency ambulance is delayed past the mandated response time. In addition, when the response time standard exceeds 90% in an EOA each calendar month, Performance Credits are applied toward total penalties assessed per call on a monthly basis.

The process for determining response time compliance includes a review of late response Exception or Exemption Requests each month for each EOA to determine if a delay in response may be attributable to factors outside of the reasonable control of the ambulance provider. As identified in the contract, Exception requests for late responses include multi-casualty disasters, unusual system overload, delays due to traffic secondary to incident, non-existent address, location change, inclement weather, etc. Exemption requests include stopping the clock when the first unit arrives on scene, time corrections, on-scene times not captured by dispatch; crew did not verbalize on-scene, upgraded responses, etc.

Total transports are calculated quarterly and are based on calls originating from the 9-1-1 system that result in ambulance transportation of a patient to a hospital.

OCEMS provides oversight and monitoring of the performance-based contracts to ensure high quality 9-1-1 Emergency Ambulance medical care and transportation services are provided 24 hours per day, 7 days a week to Orange County residents. Further, Public Education/Outreach Activities are offered by the ambulance providers to improve community health by implementing education programs that emphasize preventative health care.

Section 1 Orange County EMS Exclusive Operating All-Region Report

All Regions Map
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

Section 2 Region A

Map (*Placentia, Yorba Linda & Unincorporated Areas*)
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

Section 3 Region B

Map (*Cypress, La Palma, Los Alamitos, Seal Beach, Stanton & Unincorporated Areas*)
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

Section 4 Region C

Map (*Irvine, Tustin, Villa Park & Unincorporated Areas*)
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

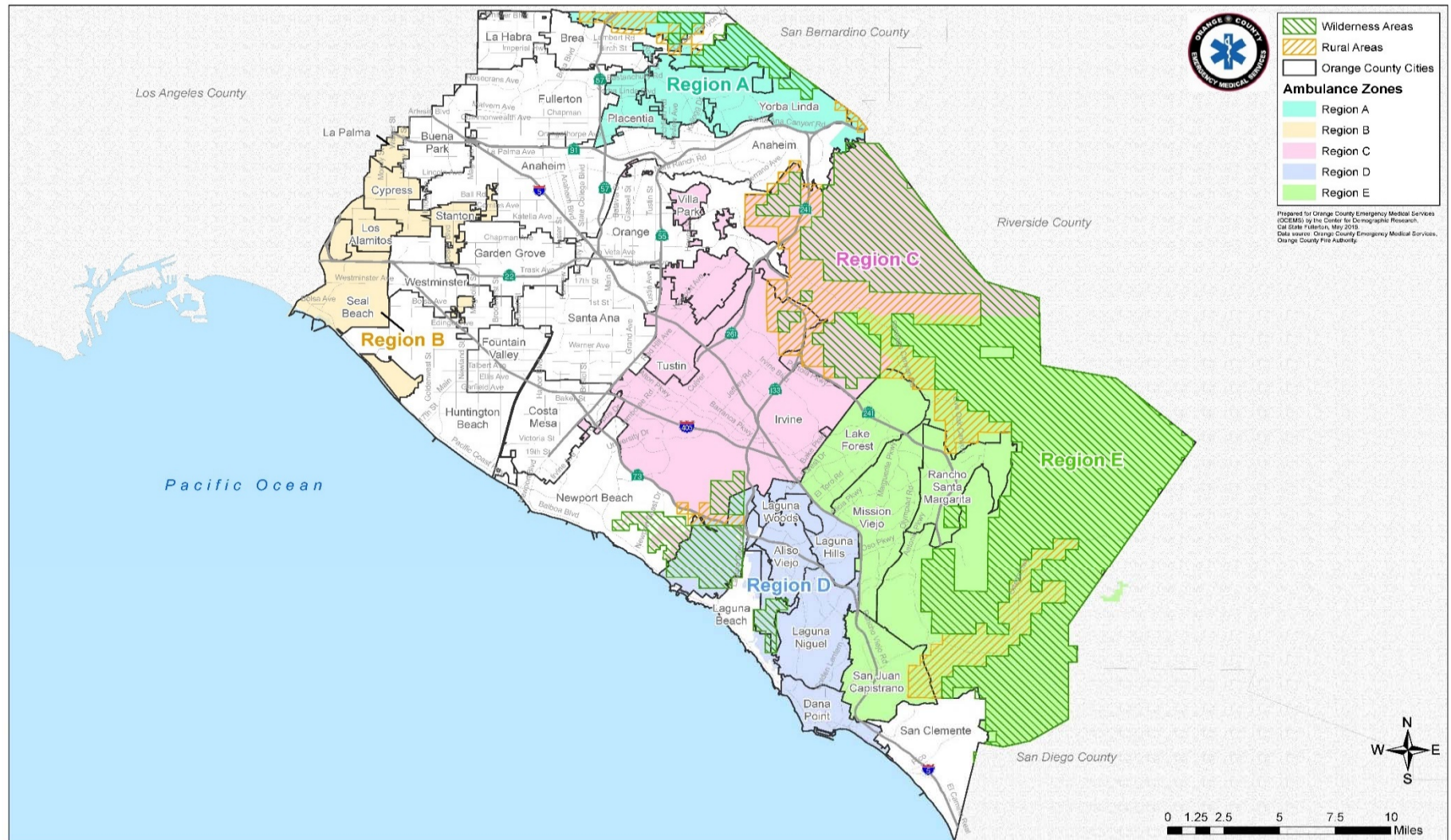
Section 5 Region D

Map (*Aliso Viejo, Dana Point, Laguna Hills, Laguna Niguel, Laguna Woods & Unincorporated Areas*)
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

Section 6 Region E

Map (*Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano & Unincorporated Areas*)
Response Time Compliance & Penalty Assessments
Exception/Exemption Requests/month
Transports
Public Education/Outreach Activities

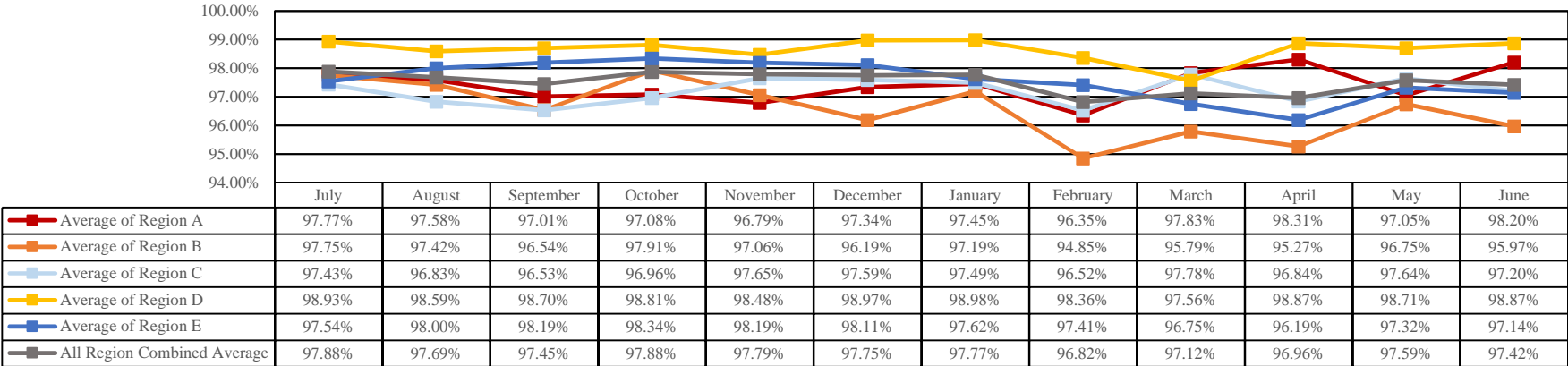
**9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
ALL REGIONS**





Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
ALL REGIONS

Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Penalty Assessment

ASSESSMENT DETAILS JULY-JUNE	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
LATE RUNS	172	462	564	221	451	1870
PENALTIES ASSESSED	\$6,170.00	\$15,080.00	\$20,120.00	\$5,675.00	\$11,250.00	\$58,295.00
FINAL ASSESSMENT	\$1,252.00	\$4,610.50	\$4,496.50	\$665.00	\$2,054.50	\$13,078.50

* Penalty reflects penalty assessments after all exception and exemption requests have been processed.
**Final Assessment reflects the assessments due after performance credit is calculated and applied. The performance credit is calculated based on compliance percentage. The table for the calculations is based on the agreed upon contract in Exhibit A, Section IV., Table 5 "Performance Credits".

Penalty Assessments **\$13,078.50**

Performance Credit Offset

For each designated EOA in which the CONTRACTOR'S compliance with the Response Time Standard exceeds ninety percent (90%) in each calendar month, performance credits shall be applied against the total penalties for Per Call Response Time Penalties. For the purpose of performance credits, Response Time Compliance for each calendar month shall be based on the overall average of all Response Times for all code priorities and geographical zones within EOAs for that month. Performance credits shall be allocated each calendar month. The table "Performance Credits" (below), found in Exhibit A, Section IV., Table 5, demonstrates the performance credit earned for each percentage exceeding the ninety percent (90%) Response Time Standard.

Final Penalty Assessment

During the final assessment, all performance credits are applied to the original penalty amount. For example, if a total penalty assessment is equal to \$2,500, and an ambulance service provider achieves a performance credit of 90%, the final assessment is \$250. This final assessment is the invoiced amount labeled "Total Penalties Assessed" on the Penalty Assessment Invoice.

Performance Credits	
% Compliance Credit	
91-92%	10%
92.01-93%	20%
93.01-94%	30%
94.01-95%	50%
95.01-96%	65%
96.01-97%	75%
97.01-98%	80%
98.01+	90%



Exception/Exemption Requests/Month
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
ALL REGIONS



Annual Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JULY	9	98	112	99	78	396
AUGUST	10	68	97	76	65	316
SEPTEMBER	1	75	66	61	73	276
OCTOBER	6	53	63	48	64	234
NOVEMBER	4	52	62	42	50	210
DECEMBER	3	98	77	47	59	284
JANUARY	8	90	91	69	57	315
FEBRUARY	0	62	72	45	54	233
MARCH	5	110	73	57	82	327
APRIL	4	96	78	67	72	317
MAY	14	81	79	57	67	298
JUNE	5	82	59	46	50	242
TOTAL	69	965	929	714	771	3448
APPROVALS	59	965	926	714	768	3432
DENIALS	10	0	3	0	3	16

The process for determining response time compliance includes a review of late response exception or exemption requests each month for each EOA to determine if a delay in response may be attributed to factors outside of the reasonable control of the ambulance provider.

Exception / Exemption requests for late response are identified in the contract. Examples of exception requests include multi-casualty disasters, unusual system overload, delays due to traffic secondary to incident, non-existent address, location change, inclement weather, etc. Examples for exemption requests include, stopping the clock when the first unit arrives on scene, time corrections, on scene times not captured by dispatch, crew did not verbalize on scene, upgraded response, etc.

If an exception / exemption request is justified by documentation, it is approved. Approved exception / exemption responses are not included in monthly response time compliance calculations.

SECTION 1.3

Transports
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
ALL REGIONS



Annual 9-1-1 Transports by City

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	160	187	165	191	135	188	208	183	185	194	176	184	2156
	Yorba Linda	207	197	215	214	204	231	204	192	204	172	249	210	2499
	Brea Unincorporated	4	2	3	0	3	2	1	1	0	2	1	3	22
	Region A Total	371	386	383	405	342	421	413	376	389	368	426	397	4677
B	Cypress	168	169	163	173	145	174	191	161	169	167	161	147	1988
	La Palma	76	58	85	73	54	61	78	57	74	59	66	70	811
	Los Alamitos	97	102	105	75	105	119	108	96	135	98	132	118	1290
	Seal Beach	204	215	183	172	201	224	203	189	229	211	214	198	2443
	Stanton	199	189	202	220	151	183	231	154	225	186	180	229	2349
	Unincorporated	87	75	70	63	52	61	57	43	54	48	55	34	699
	Region B Total	831	808	808	776	708	822	868	700	886	769	808	796	9580
C	Tustin	348	355	339	359	355	366	369	374	378	345	366	355	4309
	Irvine	671	691	652	695	693	700	727	686	757	721	726	727	8446
	Villa Park	20	16	15	21	23	15	21	18	28	20	24	19	240
	Unincorporated	52	35	38	41	35	53	29	42	40	39	45	41	490
	Region C Total	1091	1097	1044	1116	1106	1134	1146	1120	1203	1125	1161	1142	13485
D	Aliso Viejo	137	139	129	136	121	139	129	115	133	124	126	123	1551
	Dana Point	196	175	155	147	152	179	141	126	149	164	159	168	1911
	Laguna Hills	159	184	163	181	166	159	155	152	190	184	185	166	2044
	Laguna Niguel	186	194	181	210	174	205	221	177	212	204	211	189	2364
	Laguna Woods	277	291	271	242	267	314	291	266	309	265	270	240	3303
	Unincorporated	1	1	1	0	1	2	0	0	0	0	0	0	6
	Region D Total	956	984	900	916	881	998	937	836	993	941	951	886	11179
E	Lake Forest	254	231	243	254	261	237	305	255	251	270	250	263	3074
	Mission Viejo	389	379	390	417	414	454	440	376	431	398	435	391	4914
	Rancho Santa Margarita	115	95	106	118	89	120	104	113	127	103	105	120	1315
	San Juan Capistrano	204	202	180	204	218	230	239	194	220	225	230	225	2571
	Unincorporated	74	77	64	76	70	73	70	77	90	83	108	67	929
	Region E Total	1036	984	983	1069	1052	1114	1158	1015	1119	1079	1128	1066	12803
ALL REGIONS	Total	4285	4259	4118	4282	4089	4489	4522	4047	4590	4282	4474	4287	51724

SECTION 1.4



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
ALL REGIONS**



Public Education/Outreach Activities by Events

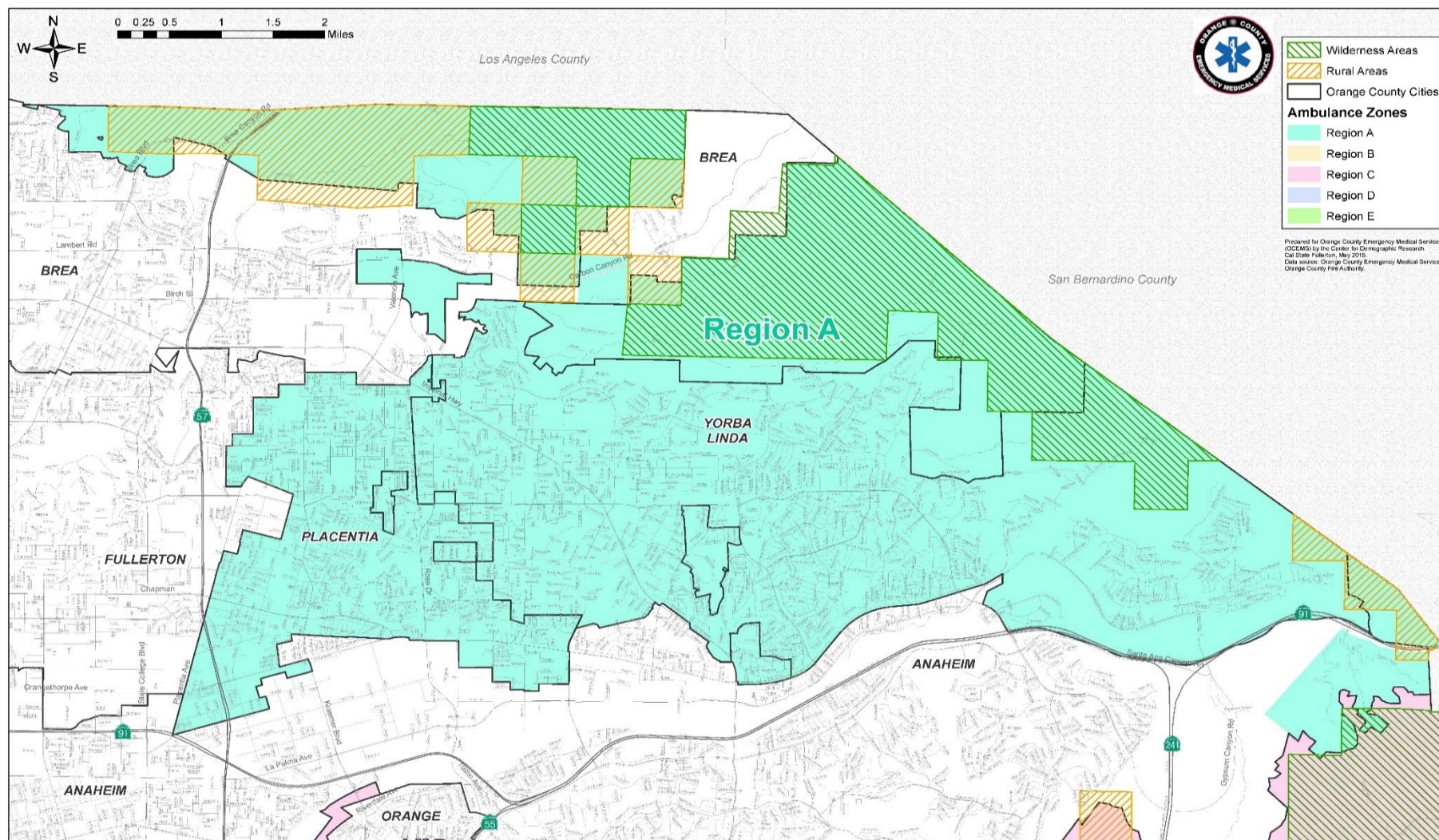
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	8	7	54	13	35	117
AUGUST	3	31	66	15	21	136
SEPTEMBER	10	0	31	23	14	78
OCTOBER	0	28	93	9	24	154
NOVEMBER	3	2	29	26	3	63
DECEMBER	4	8	0	3	5	20
JANUARY	0	5	22	0	0	27
FEBRUARY	10	24	11	0	22	67
MARCH	4	1	5	0	33	43
APRIL	8	24	14	27	23	96
MAY	6	13	25	2	30	76
JUNE	26	6	43	5	15	95
TOTAL	82	149	393	123	225	972

Total Number of Community Events 972

Providers develop and implement public education / outreach programs to improve community health and education programs that emphasize preventive health care, which include cardiopulmonary resuscitation and AED training.

SECTION 1.5

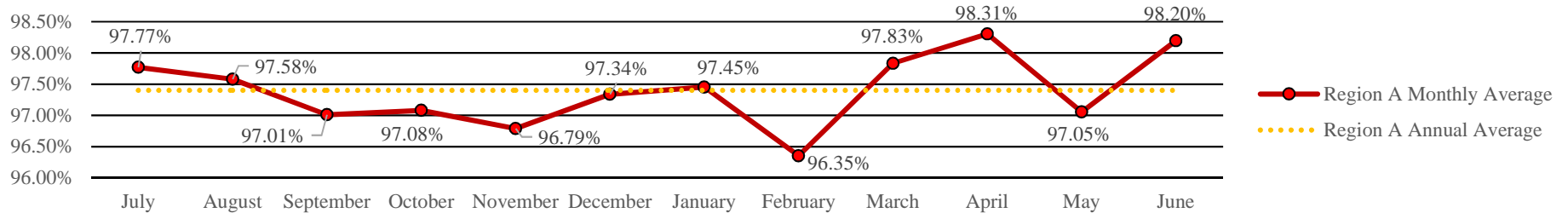
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
REGION A



SECTION 2.1

Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region A Compliance Report
July 2018 - June 2019

Region A Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region A Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Late Runs	12	13	16	17	16	16	15	19	12	9	17	10	172
	Penalty	\$455.00	\$700.00	\$450.00	\$685.00	\$815.00	\$485.00	\$420.00	\$495.00	\$800.00	\$275.00	\$390.00	\$200.00	\$6,170.00
	Final Assessment	\$91.00	\$140.00	\$90.00	\$137.00	\$203.75	\$97.00	\$84.00	\$123.75	\$160.00	\$27.50	\$78.00	\$20.00	\$1,252.00

Region A Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Requested	9	10	1	6	4	3	8	0	5	4	14	5	69
	Approved	8	6	1	3	4	3	6	0	5	4	14	5	59

Region A Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	160	187	165	191	135	188	208	183	185	194	176	184	2156
	Yorba Linda	207	197	215	214	204	231	204	192	204	172	249	210	2499
	Brea	4	2	3	0	3	2	1	1	0	2	1	3	22
	Region A Total	371	386	383	405	342	421	413	376	389	368	426	397	4677



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region A Compliance Report
July 2018 - June 2019**

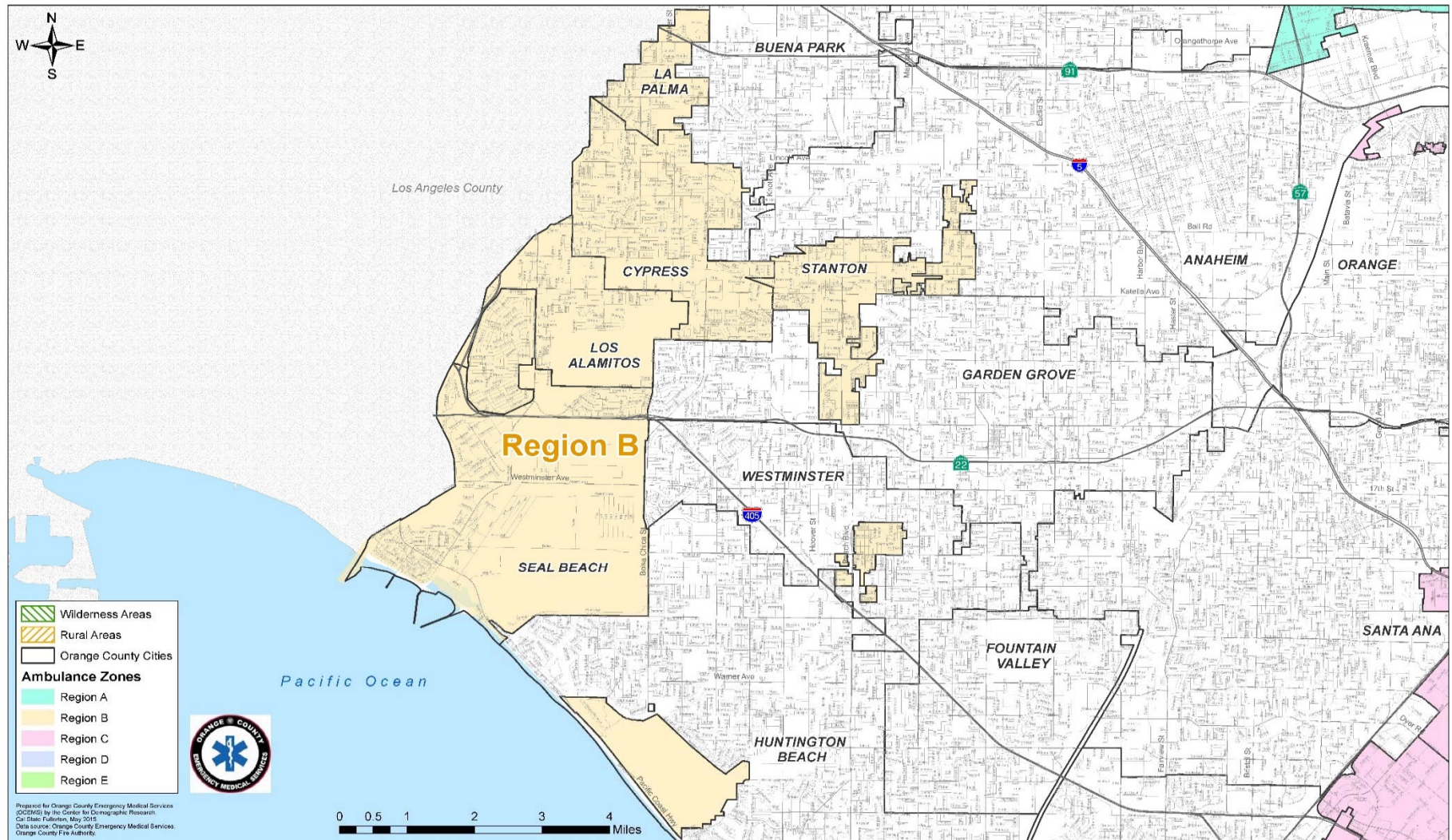


Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
HEARTSAVER CPR CLASS	8	-	-	-	-	-	-	-	-	-	-	6
YORBA LINDA NATIONAL NIGHT OUT/HOCPR	-	2	-	-	-	-	-	-	-	-	-	-
MOCK STEMI TRANSPORT WITH HCA HOSP	-	1	-	-	-	-	-	-	-	-	-	-
FRIENDS AND FAMILY CPR/WATER SAFETY CLASS	-	-	10	-	-	-	-	-	-	-	-	-
STATE PARKS SUMMER SAFETY EVENT	-	-	-	-	3	-	-	-	-	-	-	-
AHA FIRST AID COURSE	-	-	-	-	-	4	-	-	-	-	-	-
BASIC LIFE SUPPORT COURSE	-	-	-	-	-	-	-	8	-	-	-	8
PUBLIC SAFETY APPRECIATION EVENT	-	-	-	-	-	-	-	2	-	-	-	-
FIRST AID COURSE	-	-	-	-	-	-	-	-	4	-	-	-
HOCPR	-	-	-	-	-	-	-	-	-	3	3	4
EVERY 15 MINUTES PROGRAM	-	-	-	-	-	-	-	-	-	5	-	-
CARBON CANYON REG. PARK FAMILY NIGHT	-	-	-	-	-	-	-	-	-	-	-	8
WATER SAFETY	-	-	-	-	-	-	-	-	-	-	3	-
TOTAL HOURS	8	3	10	0	3	4	0	10	4	8	6	26

Total Community Events Hours 82

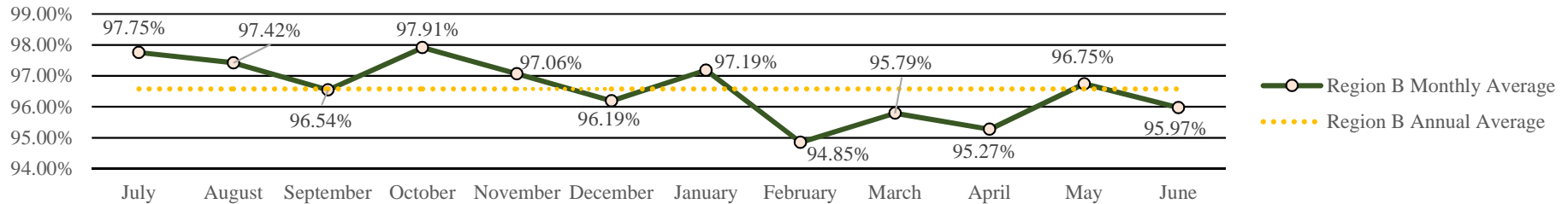
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
REGION B



SECTION 3.1

Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region B Compliance Report
July 2018 - June 2019

Region B Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region B Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Late Runs	26	30	39	23	31	45	35	52	51	51	36	43	462
	Penalty	\$930.00	\$750.00	\$660.00	\$1,055.00	\$720.00	\$1,080.00	\$1,660.00	\$2,585.00	\$1,825.00	\$1,565.00	\$1,140.00	\$1,110.00	\$15,080.00
	Final Assessment	\$186.00	\$150.00	\$165.00	\$211.00	\$144.00	\$270.00	\$332.00	\$1,292.50	\$638.75	\$547.75	\$285.00	\$388.50	\$4,610.50

Region B Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Requested	98	68	75	53	52	98	90	62	110	96	81	82	965
	Approved	98	68	75	53	52	98	90	62	110	96	81	82	965

Region B Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Cypress	168	169	163	173	145	174	191	161	169	167	161	147	1988
	La Palma	76	58	85	73	54	61	78	57	74	59	66	70	811
	Los Alamitos	97	102	105	75	105	119	108	96	135	98	132	118	1290
	Seal Beach	204	215	183	172	201	224	203	189	229	211	214	198	2443
	Stanton	199	189	202	220	151	183	231	154	225	186	180	229	2349
	Unincorporated	87	75	70	63	52	61	57	43	54	48	55	34	699
	Region B Total	831	808	808	776	708	822	868	700	886	769	808	796	9580

SECTION 3.2



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region B Compliance Report
July 2018 - June 2019**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
LOS ALAMITOS 4TH JULY	7	-	-	-	-	-	-	-	-	-	-	-
LA PALMA NATIONAL NIGHT OUT	-	3	-	-	-	-	-	-	-	-	-	-
TRI CITY NATIONAL NIGHT OUT	-	3	-	-	-	-	-	-	-	-	-	-
LOS ALAMITOS CERT MEDICAL SKILLS TRAINING	-	25	-	-	-	-	-	-	-	-	-	-
ROSSMOOR ELEMENTARY WALK TO SCHOOL	-	-	-	2	-	-	-	-	-	-	-	-
OXFORD ACADEMY HOCPR	-	-	-	7	-	-	-	-	-	-	4	-
CPK PINK PATCH PROJECT EVENT	-	-	-	11	-	-	-	-	-	-	-	-
LOS ALAMITOS TRUNK OR TREAT	-	-	-	8	-	-	-	-	-	-	-	-
CYPRESS GIRLS SCOUTS HOCPR	-	-	-	-	2	-	-	-	-	-	-	-
CYPRESS HS CAREER DAY	-	-	-	-	-	2	-	-	-	-	-	-
ROSSMOOR WINTER FESTIVAL	-	-	-	-	-	6	-	-	-	-	-	-
CYPRESS EXPLORERS	-	-	-	-	-	-	-	-	-	3	-	-
SEAL BEACH PD CAR SHOW	-	-	-	-	-	-	-	-	-	4	-	-
RUN SEAL BEACH	-	-	-	-	-	-	-	-	-	11	-	-
ROSSMOOR COMMUNITY EVENT	-	-	-	-	-	-	-	-	-	-	1	-
CYPRESS PD OPEN HOUSE HOCPR	-	-	-	-	-	-	-	-	-	-	8	-
SEAL BEACH DISASTER DRILL	-	-	-	-	-	-	-	-	-	-	-	2
LEISURE WORLD CERT TEAM	-	-	-	-	-	-	-	-	-	6	-	-
LOS ALAMITOS RACE TRACK HOCPR	-	-	-	-	-	-	-	-	-	-	-	4
LOS ALAMITOS HS EFM	-	-	-	-	-	-	5	-	-	-	-	-
RACE FOR THE BASE	-	-	-	-	-	-	-	24	-	-	-	-
LA PALMA HS EFM PLANNING MEETING	-	-	-	-	-	-	-	-	1	-	-	-
TOTAL HOURS	7	31	0	28	2	8	5	24	1	24	13	6

Total Community Events Hours 149

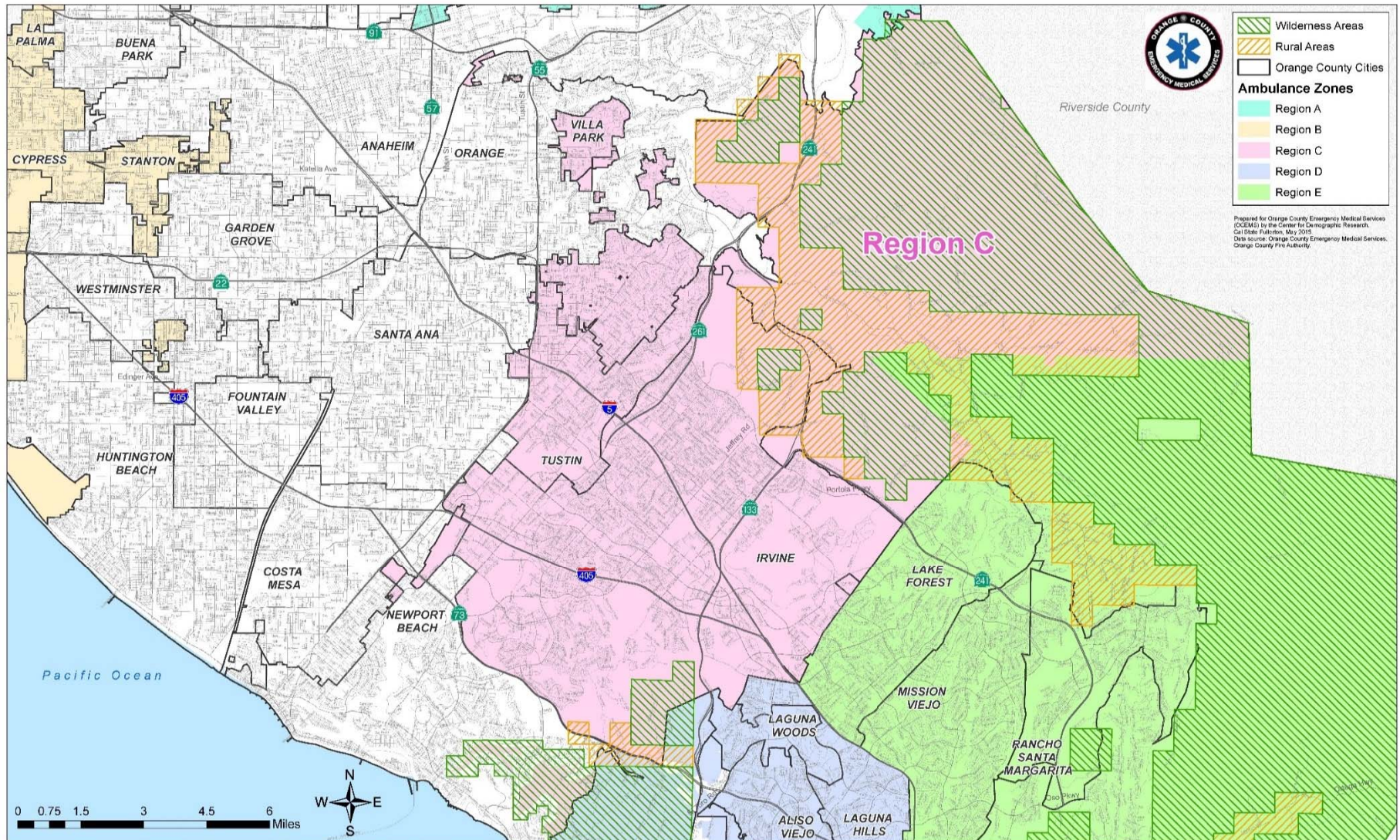
SECTION 3.3

9-1-1 EMERGENCY AMBULANCE

Annual Compliance Report

July 2018 - June 2019

REGION C



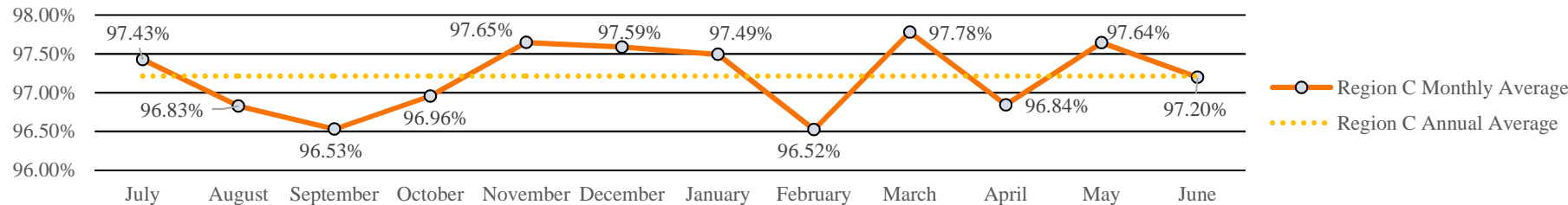
SECTION 4.1



Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Annual Region C Compliance Report July 2018 - June 2019



Region C Annual Ambulance Contract Response Time Compliance - *Contract Standard is 90%*



Region C Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Late Runs	43	51	55	52	39	40	43	58	40	54	41	48	564
	Penalty	\$1,165.00	\$1,555.00	\$2,375.00	\$2,280.00	\$1,315.00	\$1,405.00	\$1,410.00	\$2,170.00	\$1,865.00	\$1,070.00	\$1,975.00	\$1,535.00	\$20,120.00
	<i>Final Assessment</i>	\$233.00	\$388.75	\$593.75	\$570.00	\$263.00	\$281.00	\$282.00	\$542.50	\$373.00	\$267.50	\$395.00	\$307.00	\$4,496.50

Region C Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Requested	112	97	66	63	62	77	91	72	73	78	79	59	929
	Approved	112	97	63	63	62	77	91	72	73	78	79	59	926

Region C Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Tustin	348	355	339	359	355	366	369	374	378	345	366	355	4309
	Irvine	671	691	652	695	693	700	727	686	757	721	726	727	8446
	Villa Park	20	16	15	21	23	15	21	18	28	20	24	19	240
	Unincorporated	52	35	38	41	35	53	29	42	40	39	45	41	490
	<i>Region C Total</i>	1091	1097	1044	1116	1106	1134	1146	1120	1203	1125	1161	1142	13485



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July 2018 - June 2019**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
PRAISE CHAPEL FIRST RESPONDERS SERVICE	3	-	-	-	-	-	-	-	-	-	-	-
IRVINE PD CONCERT ON THE GREEN	13	-	-	-	-	-	-	-	-	-	-	-
IRVINE SUMMER CAMP - COMMUNITY HELPERS	2	-	-	-	-	-	-	-	-	-	-	-
KINDER CARE IRVINE SUPER HEROES AMONG US	1	-	-	-	-	-	-	-	-	-	-	-
DROWNING PREVENTION STATIC AMBULANCE	35	37	-	-	-	-	-	-	-	-	-	-
VILLA PARK NATIONAL NIGHT OUT	-	3	-	-	-	-	-	-	-	-	-	-
HOAG	-	14	-	-	3	-	-	-	-	-	-	-
RAMS TRAINING CAMP	-	5	-	-	-	-	-	-	-	-	-	-
POD EXERCISE PLANNING MEETING	-	2	-	-	-	-	-	-	-	-	-	-
MERAGE JCC - DAY 1	-	5	-	-	-	-	-	-	-	-	-	-
ST. MICHAELS PREP	-	-	9	4	-	-	-	-	-	-	-	-
IRVINE GLOBAL VILLAGE FESTIVAL	-	-	22	-	-	-	-	-	-	-	-	-
OCFA OPEN HOUSE	-	-	-	13	-	-	-	-	-	-	-	-
TUSTIN TILLER DAYS	-	-	-	50	-	-	-	-	-	-	-	-
NELSON ELEMENTARY WALK TO SCHOOL DAY	-	-	-	2	-	-	-	-	-	-	-	-
POD EXERCISE WALK THROUGH	-	-	-	2	-	-	-	-	-	-	-	-
POD EXERCISE	-	-	-	10	-	-	-	-	-	-	-	-
IRVINE PD OPEN HOUSE	-	-	-	12	-	-	-	-	-	-	-	-
OCFA ACTIVE SHOOTER DRILL	-	-	-	-	8	-	-	-	-	-	-	-
TUSTIN DINO DASH	-	-	-	-	16	-	-	-	-	-	-	-
HILLVIEW CAREER DAY	-	-	-	-	2	-	-	-	-	-	-	-
BECKMAN HS CAREER DAY	-	-	-	-	-	-	-	-	-	3	-	-
GRACE CITY CHURCH EGG HUNT	-	-	-	-	-	-	-	-	-	3	-	-
TUSTIN EMERGENCY PREP EXPO HOCPR	-	-	-	-	-	-	-	-	-	1	-	-
IRVINE BOY SCOUTS HOCPR	-	-	-	-	-	-	-	-	-	1	-	-
IRVINE JUNIOR GAMES HOCPR	-	-	-	-	-	-	-	-	-	6	-	-

SECTION 4.3



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July 2018 - June 2019**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
IRVINE KOREAN FESTIVAL	-	-	-	-	-	-	-	-	-	-	13	-
COSTALINE ROP	-	-	-	-	-	-	7	-	-	-	12	-
TUSTIN CHILI COOKOFF HOCPR	-	-	-	-	-	-	-	-	-	-	-	7
TUSTIN PD OPEN HOUSE HOCPR	-	-	-	-	-	-	-	-	-	-	-	9
OC JUNIOR LEAGUE	-	-	-	-	-	-	-	-	-	-	-	10
TUSTIN BOYS AND GIRLS CLUB HOCPR	-	-	-	-	-	-	-	-	-	-	-	10
IRVINE BOYS AND GIRLS CLUB HOCPR	-	-	-	-	-	-	-	-	-	-	-	7
OCFA VIDEO SHOOT	-	-	-	-	-	-	15	-	-	-	-	-
AUTOMOTIVE CTE MEETING	-	-	-	-	-	-	-	5	-	-	-	-
MEDTRONICS HOCPR	-	-	-	-	-	-	-	6	-	-	-	-
LEPORT MONTESSORI	-	-	-	-	-	-	-	-	1	-	-	-
IRVINE BOY SCOUTS	-	-	-	-	-	-	-	-	4	-	-	-
TOTAL HOURS	54	66	31	93	29	0	22	11	5	14	25	43

Total Community Events Hours 393

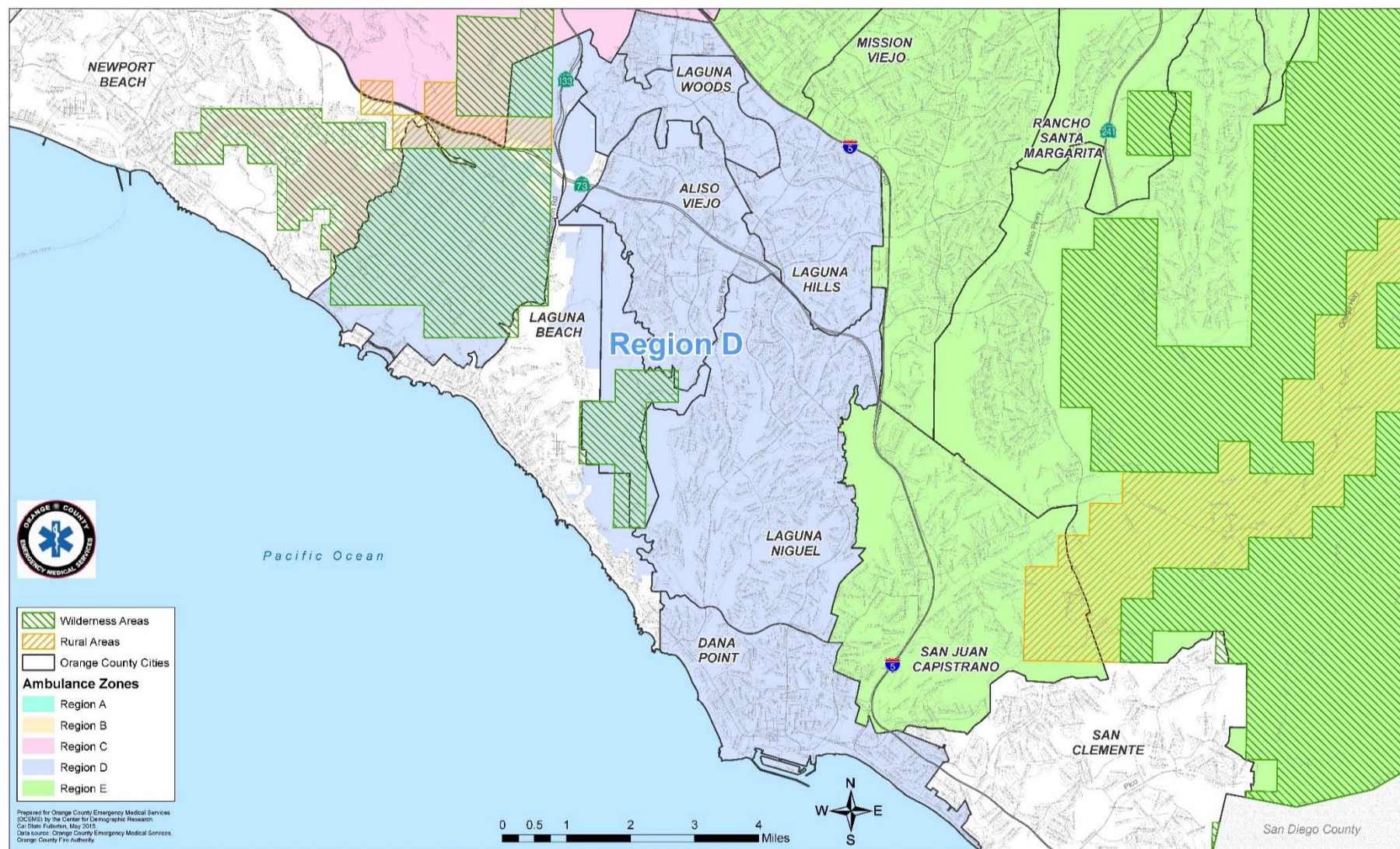
SECTION 4.3 cont.

9-1-1 EMERGENCY AMBULANCE

Annual Compliance Report

July 2018 - June 2019

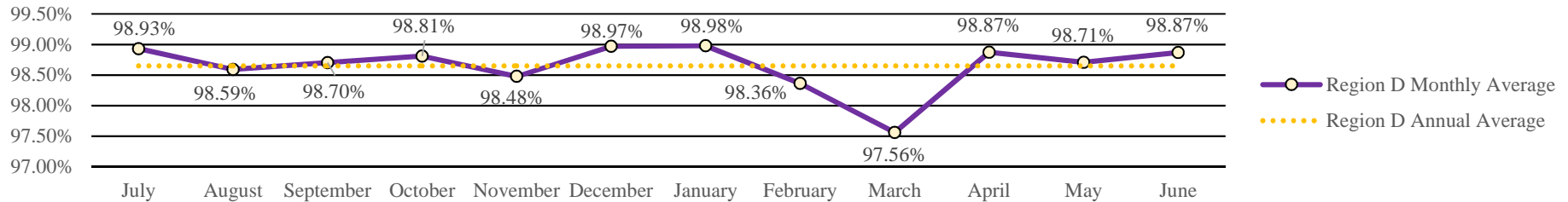
REGION D



SECTION 5.1

**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region D Compliance Report
July 2018 - June 2019**

Region D Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region D Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Late Runs	15	20	17	16	20	15	14	20	36	15	18	15	221
	Penalty	\$450.00	\$565.00	\$330.00	\$495.00	\$400.00	\$345.00	\$230.00	\$550.00	\$975.00	\$410.00	\$430.00	\$495.00	\$5,675.00
	Final Assessment	\$45.00	\$56.50	\$33.00	\$49.50	\$40.00	\$34.50	\$23.00	\$55.00	\$195.00	\$41.00	\$43.00	\$49.50	\$665.00

Region D Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Requested	99	76	61	48	42	47	69	45	57	67	57	46	714
	Approved	99	76	61	48	42	47	69	45	57	67	57	46	714

Region D Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Aliso Viejo	137	139	129	136	121	139	129	115	133	124	126	123	1551
	Dana Point	196	175	155	147	152	179	141	126	149	164	159	168	1911
	Laguna Hills	159	184	163	181	166	159	155	152	190	184	185	166	2044
	Laguna Niguel	186	194	181	210	174	205	221	177	212	204	211	189	2364
	Laguna Woods	277	291	271	242	267	314	291	266	309	265	270	240	3303
	Unincorporated	1	1	1	0	1	2	0	0	0	0	0	0	6
	Region D Total	956	984	900	916	881	998	937	836	993	941	951	886	11179

SECTION 5.2



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region D Compliance Report
July 2018 - June 2019**



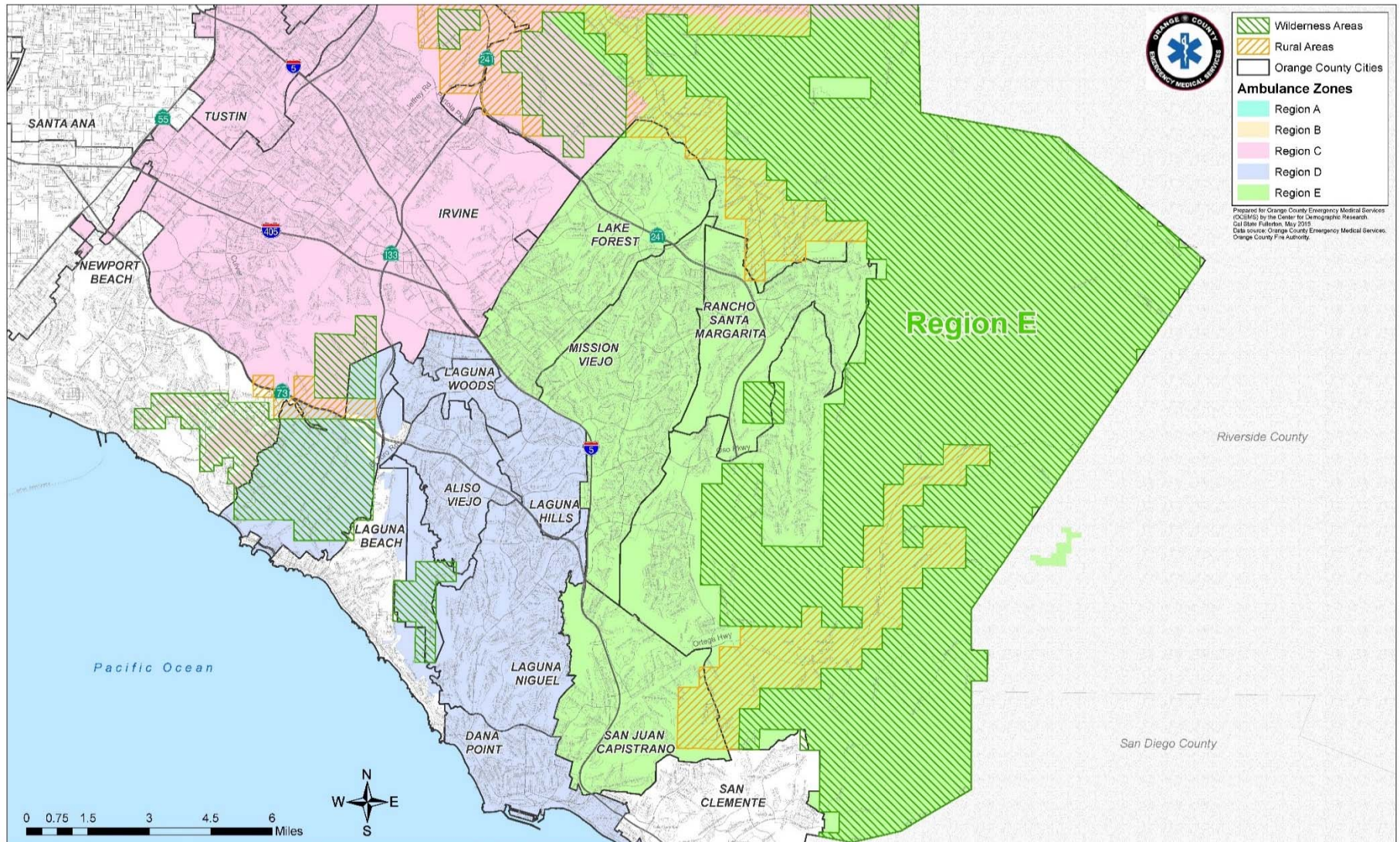
Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
LAGUNA HILLS 4TH OF JULY	6	-	-	-	-	-	-	-	-	-	-	-
ALISO VIEJO SUMMER CONCERT	7	6	-	-	-	-	-	-	-	-	-	-
LAGUNA HILLS	-	2	-	-	-	-	-	-	-	-	-	-
LAGUNA NIGUEL BACK TO SCHOOL EVENT	-	3	-	-	-	-	-	-	-	-	-	-
ALISO VIEJO HIGH SCHOOL	-	4	-	-	-	-	-	-	-	-	-	-
LAGUNA NIGUEL CERT	-	-	16	-	-	-	-	-	-	-	-	-
DANA HILLS NIKE INTERNATIONAL	-	-	7	-	-	-	-	-	-	-	-	-
LAGUNA HILLS HS FB	-	-	-	6	-	-	-	-	-	-	-	-
AVCA FALL FESTIVAL	-	-	-	3	-	-	-	-	-	-	-	-
MOM'S CLUB CPR	-	-	-	-	4	-	-	-	-	-	-	-
DANA POINT TURKEY TROT HEALTH/WELL FAIR	-	-	-	-	6	-	-	-	-	-	-	-
DANA POINT TURKEY TROT PLANNING MTG	-	-	-	-	2	-	-	-	-	-	-	-
DANA POINT TURKEY TROT	-	-	-	-	14	-	-	-	-	-	-	-
LAGUNA NIGUEL CHRISTMAS PARADE	-	-	-	-	-	3	-	-	-	-	-	-
ALISO NIGUEL HS EFM	-	-	-	-	-	-	-	-	-	13	-	-
LAGUNA NIGUEL DUNNY BONANZA HOCPR	-	-	-	-	-	-	-	-	-	9	-	-
AVCA SPRING CELEBRATION	-	-	-	-	-	-	-	-	-	5	-	-
DANA POINT AED TRAINING	-	-	-	-	-	-	-	-	-	-	2	-
AVCA MOVIE NIGHT	-	-	-	-	-	-	-	-	-	-	-	1
AVCA CONCERT	-	-	-	-	-	-	-	-	-	-	-	4
TOTAL HOURS	13	15	23	9	26	3	0	0	0	27	2	5

Total Community Events Hours 123

SECTION 5.3

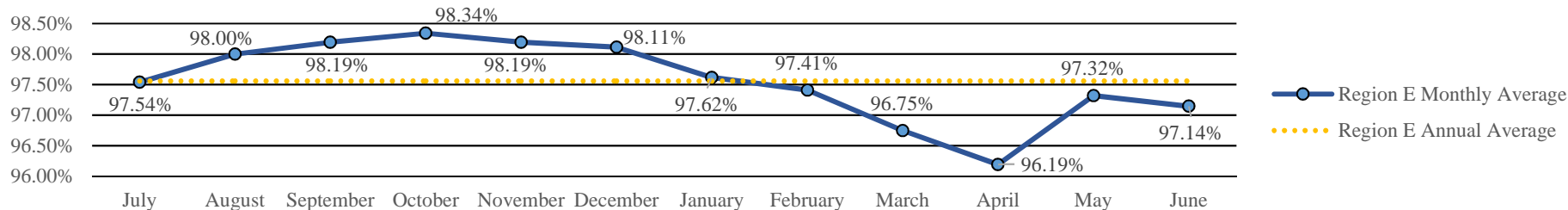
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2018 - June 2019
REGION E



SECTION 6.1

Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July 2018 - June 2019

Region E Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region E Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Late Runs	36	29	26	26	28	30	39	37	53	60	43	44	451
	Penalty	\$1,360.00	\$590.00	\$590.00	\$540.00	\$905.00	\$1,110.00	\$760.00	\$925.00	\$1,200.00	\$1,180.00	\$795.00	\$1,295.00	\$11,250.00
	Final Assessment	\$272.00	\$118.00	\$59.00	\$54.00	\$90.50	\$111.00	\$152.00	\$185.00	\$300.00	\$295.00	\$159.00	\$259.00	\$2,054.50

Region E Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Requested	78	65	73	64	50	59	57	54	82	72	67	50	771
	Approved	78	65	70	64	50	59	57	54	82	72	67	50	768

Region E Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Lake Forest	254	231	243	254	261	237	305	255	251	270	250	263	3074
	Mission Viejo	389	379	390	417	414	454	440	376	431	398	435	391	4914
	Rancho Santa Margarita	115	95	106	118	89	120	104	113	127	103	105	120	1315
	San Juan Capistrano	204	202	180	204	218	230	239	194	220	225	230	225	2571
	Unincorporated	74	77	64	76	70	73	70	77	90	83	108	67	929
	Region E Total	1036	984	983	1069	1052	1114	1158	1015	1119	1079	1128	1066	12803



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July 2018 - June 2019**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
LAKE FOREST 4TH OF JULY	5	-	-	-	-	-	-	-	-	-	-	-
MISSION VIEJO 4TH OF JULY	15	-	-	-	-	-	-	-	-	-	-	-
MISSION VIEJO SUMMER CONCERT	4	-	-	-	-	-	-	-	-	-	-	-
MV SUMMER CONCERT - SIDEWALK CPR	4	-	-	-	-	-	-	-	-	-	-	-
MISSION VIEJO SYMPHONY ON THE GREEN	7	-	-	-	-	-	-	-	-	-	-	-
LAKE FOREST	-	3	-	-	-	-	-	-	-	-	-	-
SANTA MARGARITA CATHOLIC HS	-	8	-	-	-	-	-	-	-	-	-	-
JSERRA HS FOOTBALL	-	4	5	6	-	-	-	-	-	-	-	-
LAKE FOREST RECOGNITION	-	1	-	-	-	-	-	-	-	-	-	-
OCFA RIC DRILL	-	5	-	-	-	-	-	-	-	-	-	-
SANTA MARGARITA	-	-	9	8	-	-	-	-	-	-	-	-
BOYS AND GIRLS CLUB HANDS ON CPR	-	-	-	4	-	-	-	-	-	-	-	-
SOUTH COUNTY DISASTER EXPO	-	-	-	6	-	-	-	-	-	-	-	-
FIRST RESPONDER MASS	-	-	-	-	3	-	-	-	-	-	-	-
SADDLEBACK ROP/EMT	-	-	-	-	-	5	-	-	-	2	-	-
SILVERADO HS CAREER DAY	-	-	-	-	-	-	-	-	-	4	-	-
TESORO HS EFM	-	-	-	-	-	-	-	-	-	6	-	-
SANTA MARGARITA HS EFM	-	-	-	-	-	-	-	-	-	11	-	-
TRABUCO HILLS HS ROP	-	-	-	-	-	-	-	-	-	-	8	-
TRABUCO HILLS HS EFM	-	-	-	-	-	-	-	-	-	-	16	-
LAS FLORES ELEMENTARY	-	-	-	-	-	-	-	-	-	-	6	-
LAKE FOREST CERT HOCPR	-	-	-	-	-	-	-	-	-	-	-	12
WATER SAFETY EVENT - EVOLUTION SWIM	-	-	-	-	-	-	-	-	-	-	-	3
AYSO 30TH CELEBRATION HOCPR	-	-	-	-	-	-	-	8	-	-	-	-
LAKE FOREST CERT FIRST RESPONDER TRAINING	-	-	-	-	-	-	-	14	-	-	-	-
COASTLINE ROP	-	-	-	-	-	-	-	-	5	-	-	-

SECTION 6.3



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July 2018 - June 2019**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
HOLY TRINITY	-	-	-	-	-	-	-	-	5	-	-	-
MISSION VIEJO CERT	-	-	-	-	-	-	-	-	10	-	-	-
SWALLOW DAY PARADE	-	-	-	-	-	-	-	-	13	-	-	-
TOTAL HOURS	35	21	14	24	3	5	0	22	33	23	30	15

Total Community Events Hours 230

SECTION 6.3 cont.