



**REGULATORY/ MEDICAL HEALTH SERVICES**  
**EMERGENCY MEDICAL SERVICES**

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Date: August 30, 2016

To: EMS System Distribution

From: Tammi McConnell RN, MSN  
EMS Administrator

**Subject: FY15/16 Annual Report: 9-1-1 Emergency Ambulance Transportation Performance**

Orange County Emergency Medical Services FY15/16 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 June 2015 through June 2016.

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 June 2015 through June 2016. A brief description is provided below for response time compliance; penalty assessments; performance credits; exception/exemption requests; total transports; OCEMS site visits; 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).

**Emergency Ambulance Service, Inc.:** The combined monthly response time compliance for all geographical ambulance response zones in Region A for this time period exceeded the 90<sup>th</sup> percentile standard set forth by the contract (**97.55% to 99.79%**).

**Care Ambulance Service, Inc.:** The combined monthly response time compliance for all geographical ambulance response zones in Regions B, C, D, & E for this time period exceeded the 90<sup>th</sup> percentile standard set forth by the contract (**97.23% to 99.78%**).

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.

Through physical site visits, 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.

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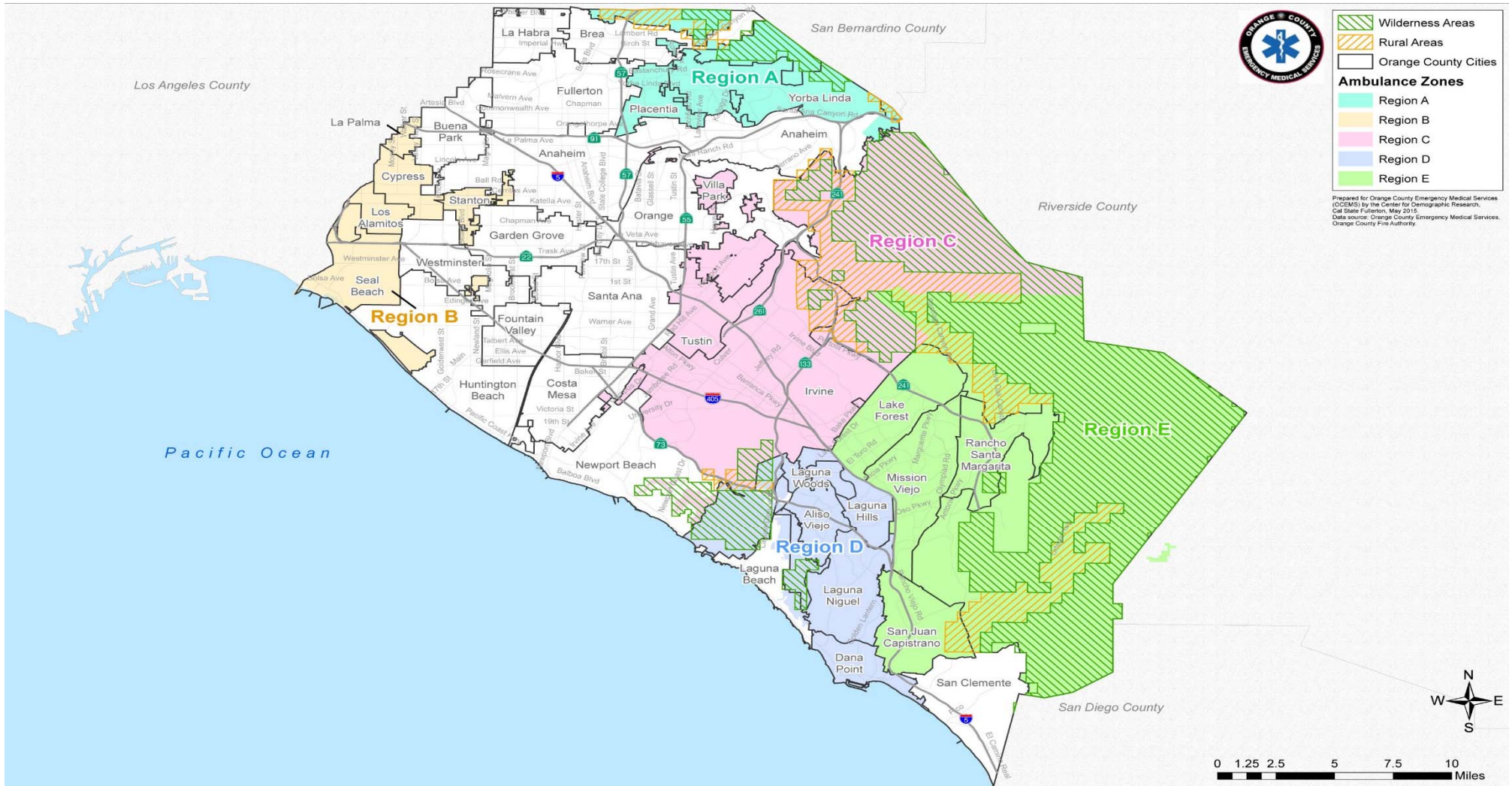
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## **SECTION 1**

**9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
ALL REGIONS**

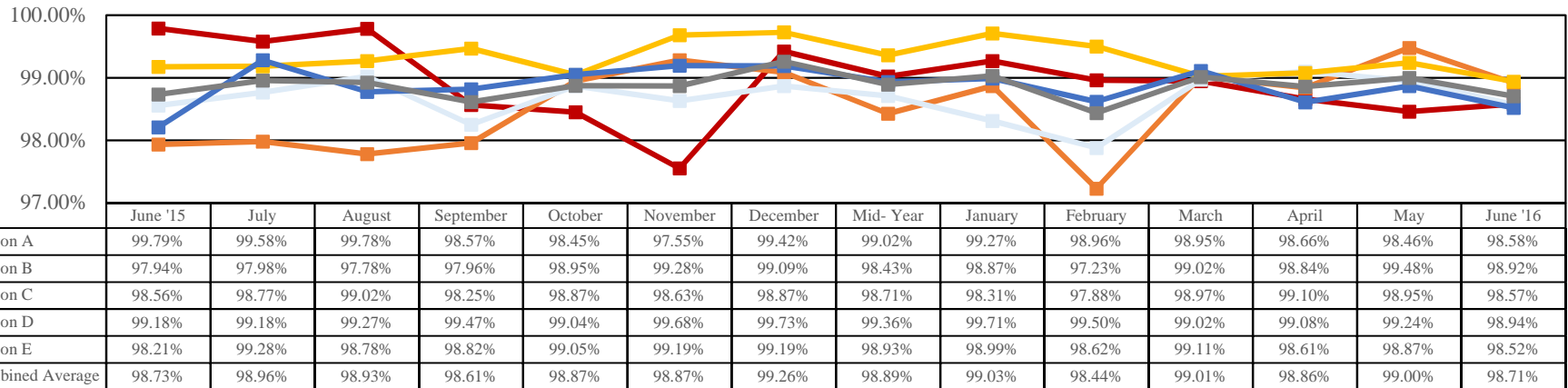


**SECTION 1.1**



# **Response Time Compliance & Penalty Assessments** **9-1-1 EMERGENCY AMBULANCE** **FY 15/16 Annual Compliance Report** **June 2015 - June 2016** **ALL REGIONS**

## **Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%**



## **Penalty Assessment**

ASSESSMENT DETAILS JUNE '15 - JUNE '16	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
LATE RUNS	70	182	256	122	208	838
PENALTIES ASSESSED	\$2,278.00	\$4,250.00	\$5,910.00	\$3,180.00	\$4,440.00	\$20,058.00
FINAL ASSESSMENT	<b>\$208.00</b>	<b>\$674.00</b>	<b>\$591.00</b>	<b>\$318.00</b>	<b>\$444.00</b>	<b>\$2,235.00</b>

\* 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".

## **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*.

**Penalty Assessments      \$2,235.00**

## **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%

## **SECTION 1.2**



Exception/Exemption Requests/Month  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
ALL REGIONS



Annual Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JUNE	3	6	12	12	17	50
JULY	0	16	31	17	21	85
AUGUST	0	9	17	1	25	52
SEPTEMBER	0	9	12	10	15	46
OCTOBER	0	14	18	4	3	39
NOVEMBER	0	20	25	10	18	73
DECEMBER	0	14	16	2	12	44
JANUARY	0	11	18	8	17	54
FEBRUARY	0	20	10	11	10	51
MARCH	0	8	10	4	8	30
APRIL	0	17	10	6	24	57
MAY	0	13	17	11	20	61
JUNE	0	12	17	7	21	57
<i>TOTAL</i>	3	169	213	103	211	699
<i>APPROVALS</i>	2	134	183	95	179	593
<i>DENIALS</i>	1	35	30	8	32	106

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**  
**FY 15/16 Annual Compliance Report**  
**June 2015 - June 2016**  
**ALL REGIONS**



**Annual 9-1-1 Transports by City**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
<b>A</b>	Placentia	136	143	168	147	169	160	167	173	173	164	183	168	161	2112
	Yorba Linda	184	167	167	185	188	200	189	208	182	185	186	189	176	2406
	<b>Region A Total</b>	<b>320</b>	<b>310</b>	<b>335</b>	<b>332</b>	<b>357</b>	<b>360</b>	<b>356</b>	<b>381</b>	<b>355</b>	<b>349</b>	<b>369</b>	<b>357</b>	<b>337</b>	<b>4518</b>
<b>B</b>	Cypress	116	127	119	141	142	122	136	171	137	155	163	144	160	1834
	La Palma	49	48	45	52	51	41	48	55	60	57	66	44	49	665
	Los Alamitos	82	84	93	95	88	82	94	93	92	94	87	106	81	1171
	Seal Beach	229	252	273	223	244	249	237	213	253	232	206	185	230	3026
	Stanton	120	169	186	155	164	134	152	128	164	161	177	157	157	2025
	Unincorporated	28	26	29	56	20	26	25	29	31	21	22	30	35	369
	<b>Region B Total</b>	<b>624</b>	<b>706</b>	<b>745</b>	<b>722</b>	<b>709</b>	<b>654</b>	<b>692</b>	<b>689</b>	<b>737</b>	<b>720</b>	<b>721</b>	<b>666</b>	<b>712</b>	<b>9090</b>
<b>C</b>	Tustin	244	239	315	262	257	254	265	315	352	352	301	306	350	3812
	Irvine	587	635	634	589	660	649	651	611	632	684	648	610	624	8214
	Villa Park	15	10	12	24	23	20	29	22	21	22	10	29	25	262
	Unincorporated	59	92	92	105	76	87	77	53	35	37	26	26	34	799
	<b>Region C Total</b>	<b>905</b>	<b>976</b>	<b>1053</b>	<b>980</b>	<b>1016</b>	<b>1010</b>	<b>1022</b>	<b>1001</b>	<b>1040</b>	<b>1095</b>	<b>985</b>	<b>971</b>	<b>1033</b>	<b>13087</b>
<b>D</b>	Aliso Viejo	121	119	122	123	112	106	108	138	108	112	101	129	124	1523
	Dana Point	163	166	164	173	144	130	144	162	130	173	165	169	152	2035
	Laguna Hills	120	125	129	153	118	153	165	134	137	165	154	138	127	1818
	Laguna Niguel	163	181	192	202	179	193	222	200	198	199	191	208	179	2507
	Laguna Woods	265	261	241	254	298	273	294	302	262	294	243	297	269	3553
	<b>Region D Total</b>	<b>832</b>	<b>852</b>	<b>848</b>	<b>905</b>	<b>851</b>	<b>855</b>	<b>933</b>	<b>936</b>	<b>835</b>	<b>943</b>	<b>854</b>	<b>941</b>	<b>851</b>	<b>11436</b>
<b>E</b>	Lake Forest	236	258	245	252	234	221	243	231	235	250	249	223	201	3078
	Mission Viejo	328	342	340	420	380	376	402	398	371	404	360	378	407	4906
	Rancho Santa Margarita	120	114	94	104	113	97	127	133	139	124	112	130	112	1519
	San Juan Capistrano	153	174	213	177	210	181	215	197	207	193	173	213	204	2510
	Unincorporated	77	69	74	76	84	71	84	68	77	79	60	76	80	975
	<b>Region E Total</b>	<b>914</b>	<b>957</b>	<b>966</b>	<b>1029</b>	<b>1021</b>	<b>946</b>	<b>1071</b>	<b>1027</b>	<b>1029</b>	<b>1050</b>	<b>954</b>	<b>1020</b>	<b>1004</b>	<b>12988</b>
<b>ALL REGIONS</b>	<b>Total</b>	<b>3595</b>	<b>3801</b>	<b>3947</b>	<b>3968</b>	<b>3954</b>	<b>3825</b>	<b>4074</b>	<b>4034</b>	<b>3996</b>	<b>4157</b>	<b>3883</b>	<b>3955</b>	<b>3937</b>	<b>51119</b>

**SECTION 1.4**



Public Education/Outreach Activates  
 9-1-1 EMERGENCY AMBULANCE  
 FY 15/16 Annual Compliance Report  
 June 2015 - June 2016  
 ALL REGIONS



Public Education/Outreach Activities by Events

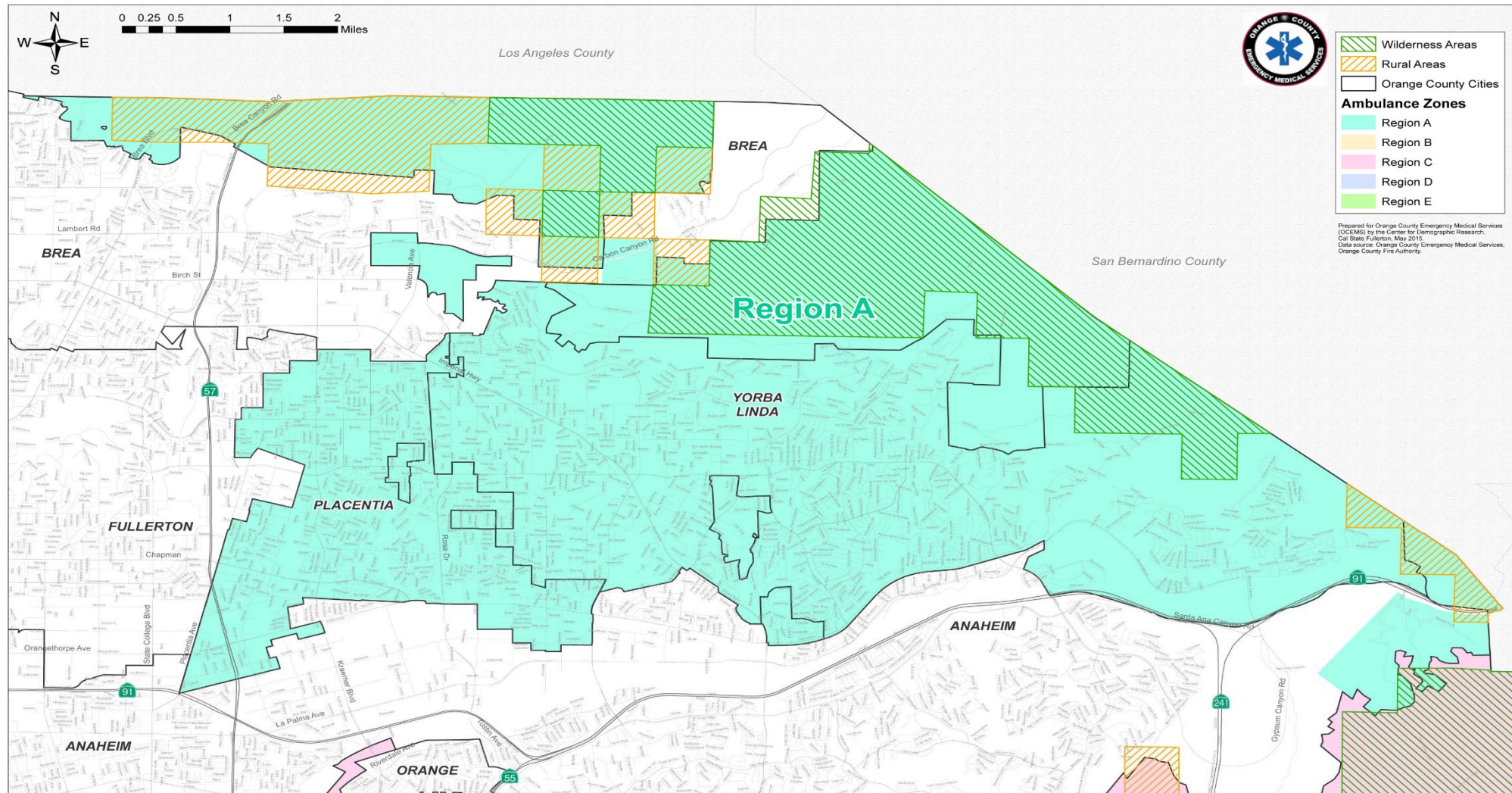
MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JUNE	0	0	6	6	12	24
JULY	8	2	1	4	9	24
AUGUST	2	0	0	5	6	13
SEPTEMBER	3	0	1	2	1	7
OCTOBER	2	7	8	2	11	30
NOVEMBER	4	0	3	3	0	10
DECEMBER	3	0	2	1	0	6
JANUARY	0	0	0	0	1	1
FEBRUARY	0	3	2	0	0	5
MARCH	3	0	2	2	9	16
APRIL	9	5	6	13	6	39
MAY	2	3	6	14	4	29
JUNE	2	0	8	2	25	37

Total Number of Community Events      241

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. Events are counted by each individual unit participation regardless of event title.

## **SECTION 2**

**9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
REGION A**



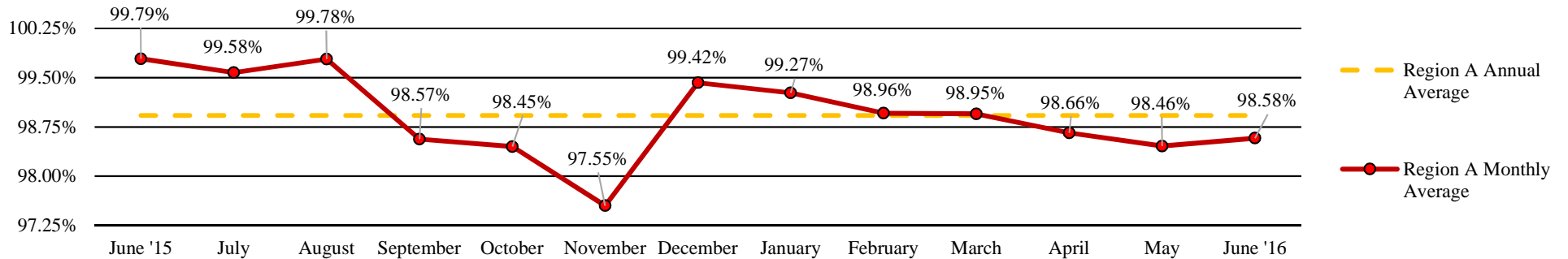
**SECTION 2.1**



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region A Compliance Report  
June 2015 - June 2016**



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



**Region A Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Late Runs	1	2	1	7	8	12	3	4	5	5	7	8	7	70
	Penalty	\$63.00	\$60.00	\$5.00	\$265.00	\$245.00	\$175.00	\$115.00	\$180.00	\$210.00	\$285.00	\$140.00	\$340.00	\$195.00	\$2,278.00
	<b>Final Assessment</b>	<b>\$7.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$12.50</b>	<b>\$24.50</b>	<b>\$17.50</b>	<b>\$11.50</b>	<b>\$18.00</b>	<b>\$21.00</b>	<b>\$28.50</b>	<b>\$14.00</b>	<b>\$34.00</b>	<b>\$19.50</b>	<b>\$208.00</b>

**Region A Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Requested	3	0	0	0	0	0	0	0	0	0	0	0	0	3
	Approved	2	0	0	0	0	0	0	0	0	0	0	0	0	2

**Region A Annual Transports**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	136	143	168	147	169	160	167	173	225	164	183	168	161	2164
	Yorba Linda	184	167	167	185	188	200	189	208	256	185	186	189	176	2480
	<b>Region A Total</b>	<b>320</b>	<b>310</b>	<b>335</b>	<b>332</b>	<b>357</b>	<b>360</b>	<b>356</b>	<b>381</b>	<b>481</b>	<b>349</b>	<b>369</b>	<b>357</b>	<b>337</b>	<b>4644</b>



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region A Compliance Report  
June 2015 - June 2016**



**Public Education/Outreach Events by type/hour**

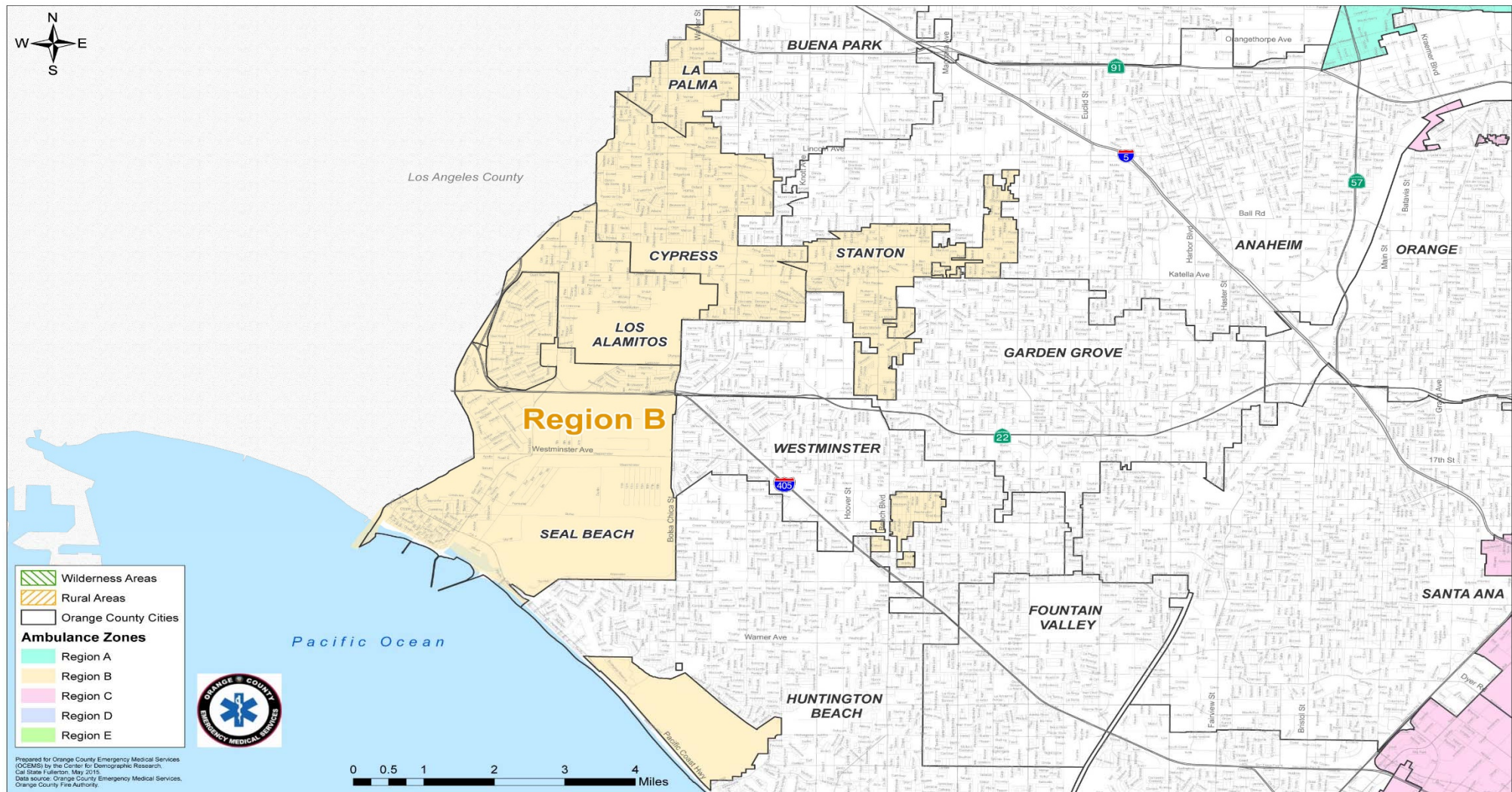
COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
FIRST AID COURSE	0	3 EVENTS	1 EVENT	0	0	4	0	0	0	0	0	3.5	0
CPR COURSE	0	0	0	0	0	0	4	0	0	0	0	3	4
COMMUNITY STANDBYS													
YORBA LINDA COMMUNITY CENTER 4TH OF JULY FIREWORKS DISPLAY	0	1 EVENT	0	0	0	0	0	0	0	0	0	0	0
NATIONAL NIGHT OUT	0	0	1 EVENT	0	0	0	0	0	0	0	0	0	0
ST. MARTIN CHURCH 35TH ANNUAL OKTOBERFEST CELEBRATION	0	0	0	3 EVENTS	0	0	0	0	0	0	0	0	0
50TH ANNUAL HERITAGE DAY PARADE/FESTIVAL - PLACENTIA	0	0	0	0	4	0	0	0	0	0	0	0	0
PUBLIC SAFETY APPRECIATION EVENTS	0	3 EVENTS	0	0	0	2	0	0	0	0	10	0	0
FUN-4-KIDS PRESCHOOL AMBULANCE DEMO/TOUR	0	0	0	0	2	0	0	0	0	0	0	0	0
CANNED FOOD DRIVE W/OCFA ST 10	0	0	0	0	0	0	7	0	0	0	0	0	0
HIGH SCHOOL EVENT/STANDBY: EVERY 15 MIN.	0	0	0	0	0	7	0	0	0	6	10	0	4
TRAVIS RANCH SCHOOL PRIDE DAY	0	0	0	0	0	0	0	0	0	0	4	0	0
TRAVIS RANCH SCHOOL CARNIVAL	0	0	0	0	0	0	0	0	0	0	0	0	4
FIRE EXPLORER ACADEMY	0	1 EVENT	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL HOURS</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>6</b>	<b>13</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>24</b>	<b>6.5</b>	<b>12</b>

**Total Community Events Hours      78.5**

**SECTION 2.3**

## **SECTION 3**

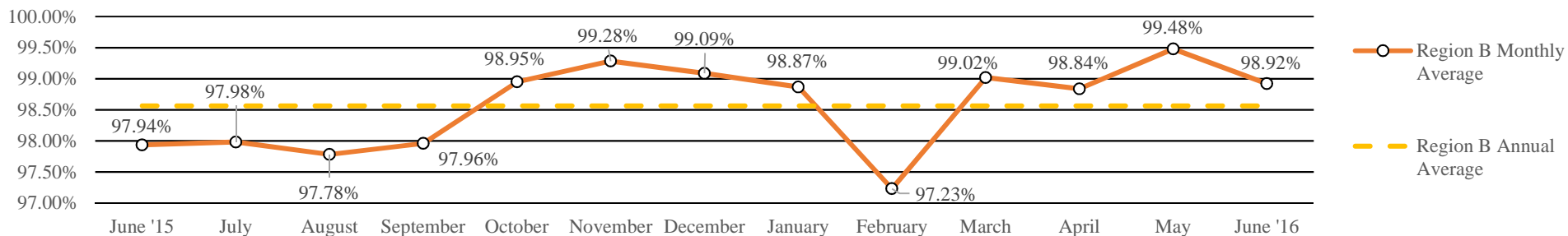
**9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
REGION B**



**SECTION 3.1**

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 15/16 Annual Region B Compliance Report**  
**June 2015 - June 2016**

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



**Region B Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Late Runs	20	21	24	21	11	7	10	11	19	10	12	5	11	182
	Penalty	\$635.00	\$735.00	\$490.00	\$350.00	\$380.00	\$280.00	\$95.00	\$210.00	\$340.00	\$130.00	\$205.00	\$130.00	\$270.00	\$4,250.00
	<b>Final Assessment</b>	<b>\$127.00</b>	<b>\$147.00</b>	<b>\$98.00</b>	<b>\$70.00</b>	<b>\$38.00</b>	<b>\$56.00</b>	<b>\$9.50</b>	<b>\$21.00</b>	<b>\$34.00</b>	<b>\$13.00</b>	<b>\$20.50</b>	<b>\$13.00</b>	<b>\$27.00</b>	<b>\$674.00</b>

**Region B Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Requested	6	16	9	9	14	20	14	11	20	8	17	13	12	169
	Approved	4	12	9	8	12	15	12	11	18	8	2	11	12	134

**Region B Annual Transports**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Cypress	116	128	119	141	142	122	136	171	196	155	163	144	160	1893
	La Palma	49	48	45	52	51	41	48	55	85	57	66	44	49	690
	Los Alamitos	82	84	93	95	88	82	94	93	142	94	87	106	81	1221
	Seal Beach	229	252	273	223	244	249	237	213	397	232	206	185	230	3170
	Stanton	120	170	186	155	164	134	152	128	246	161	177	157	157	2107
	Unincorporated	28	31	29	42	20	26	25	29	41	21	22	30	35	379
	<b>Region B Total</b>	<b>624</b>	<b>713</b>	<b>745</b>	<b>708</b>	<b>709</b>	<b>654</b>	<b>692</b>	<b>689</b>	<b>1107</b>	<b>720</b>	<b>721</b>	<b>666</b>	<b>712</b>	<b>9460</b>

**SECTION 3.2**



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region B Compliance Report  
June 2015 - June 2016**



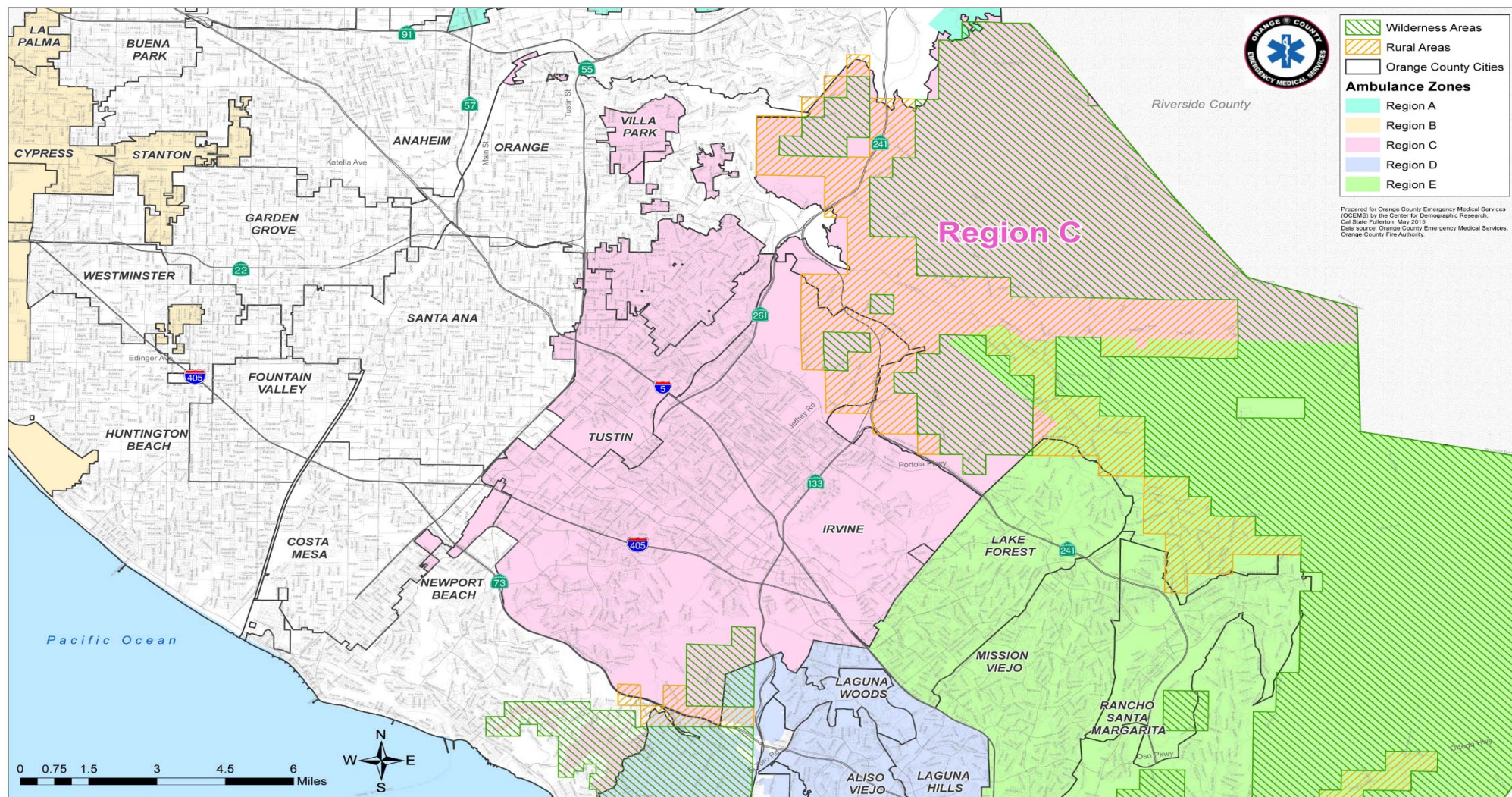
**Public Education/Outreach Events by type/hour**

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
LOS ALAMITOS CERT CLASS	0	0	0	0	41	0	0	0	0	0	0	0	0
CYPRESS OPEN HOUSE-HANDS ON CPR TRAINING	0	0	0	0	0	0	0	0	0	0	0	7	0
COMMUNITY STANDBYS													
CYPRESS COMMUNITY FESTIVAL	0	18	0	0	0	0	0	0	0	0	0	0	0
STANTON CAR SHOW	0	0	0	0	0	0	0	0	0	0	0	7	0
CYPRESS OPEN HOUSE	0	0	0	0	0	0	0	0	0	0	0	4	0
SEAL BEACH RUN (FIRST AID)	0	0	0	0	0	0	0	0	0	0	4	0	0
LOS AL RACE ON THE BASE	0	0	0	0	0	0	0	0	27	0	0	0	0
<b>TOTAL HOURS</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>0</b>	<b>4</b>	<b>18</b>	<b>0</b>

**Total Community Events Hours      108**

## **SECTION 4**

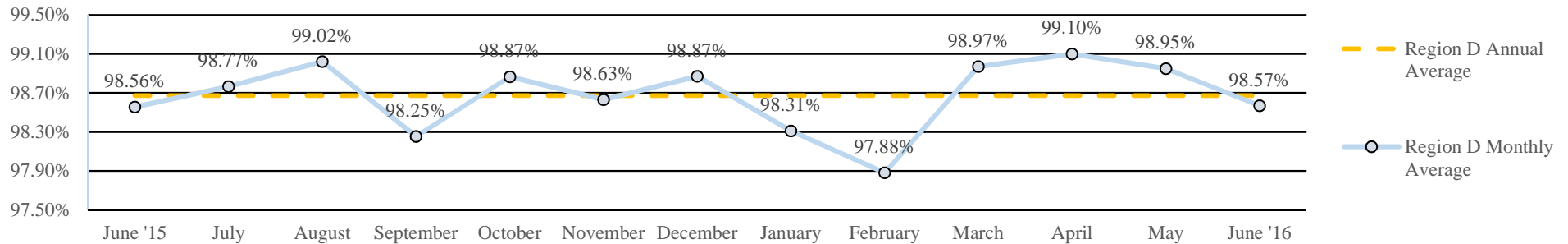
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
REGION C



SECTION 4.1

Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region C Compliance Report  
June 2015 - June 2016

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



**Region C Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Late Runs	20	18	15	26	17	20	18	25	30	16	13	15	23	256
	Penalty	\$475.00	\$420.00	\$530.00	\$705.00	\$405.00	\$535.00	\$360.00	\$525.00	\$490.00	\$350.00	\$380.00	\$320.00	\$415.00	\$5,910.00
	<b>Final Assessment</b>	<b>\$47.50</b>	<b>\$42.00</b>	<b>\$53.00</b>	<b>\$70.50</b>	<b>\$40.50</b>	<b>\$53.50</b>	<b>\$36.00</b>	<b>\$52.50</b>	<b>\$49.00</b>	<b>\$35.00</b>	<b>\$38.00</b>	<b>\$32.00</b>	<b>\$41.50</b>	<b>\$591.00</b>

**Region C Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Requested	12	31	17	12	18	25	16	18	10	10	10	17	17	213
	Approved	9	30	16	12	12	24	14	13	7	7	7	16	16	183

**Region C Annual Transports**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Tustin	244	239	315	262	257	254	265	315	352	352	301	306	350	3812
	Irvine	587	635	634	589	660	649	651	611	632	684	648	610	624	8214
	Villa Park	15	10	12	24	23	20	29	22	21	22	10	29	25	262
	Unincorporated	59	92	92	105	76	87	77	53	35	37	26	26	34	799
	<b>Region C Total</b>	<b>905</b>	<b>976</b>	<b>1053</b>	<b>980</b>	<b>1016</b>	<b>1010</b>	<b>1022</b>	<b>1001</b>	<b>1040</b>	<b>1095</b>	<b>985</b>	<b>971</b>	<b>1033</b>	<b>13087</b>

SECTION 4.2



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region C Compliance Report  
June 2015 - June 2016**



**Public Education/Outreach Events by type/hour**

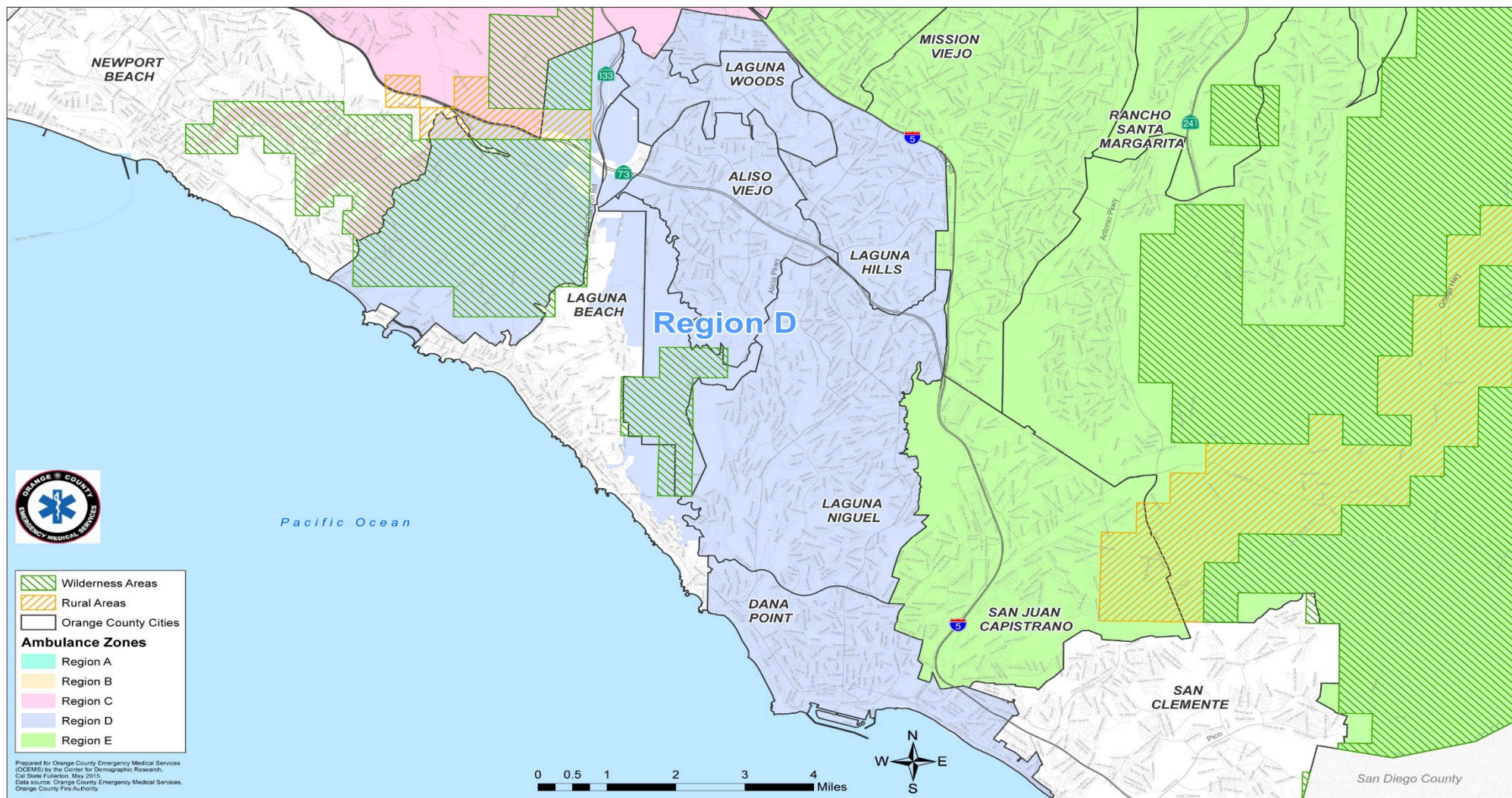
COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
SAFER 3 WATER SAFETY WORLDS LARGEST SWIM LESSONS	4	0	0	0	0	0	0	0	0	0	0	0	0
WATERWORKS SWIM SCHOOL	0	0	0	0	0	0	0	0	0	0	0	4	0
HOAG TRAINING	0	0	0	0	0	0	0	0	0	0	0	4	0
PLAZA ELEMENTARY - EMS DEMO FOR KIDS	0	0	0	0	0	0	0	0	0	0	0	0	1
SAFER 3 WATER FAIR	0	0	0	0	0	0	0	0	0	0	8	0	0
COMMUNITY STANDBYS													
TUSTIN PD STANDBY (FIRST AID)	10	0	0	0	0	0	0	0	0	0	0	0	0
IRVINE GLOBAL VILLAGE (FIRST AID)	0	0	0	8	0	0	0	0	0	0	0	0	0
TUSTIN TILLER DAYS (FIRST AID)	0	0	0	0	24	0	0	0	0	0	0	0	0
OC WALK TO REMEMBER (FIRST AID)	0	0	0	0	5	0	0	0	0	0	0	0	0
MILITARY STANDDOWN	0	0	0	0	27	0	0	0	0	0	0	0	0
WINGS, WHEELS, ROTORS	0	0	0	0	36	0	0	0	0	0	0	0	0
SAMARITANS PURSE	0	0	0	0	0	0	7	0	0	0	0	0	0
JULY 4TH IRVINE	0	1	0	0	0	0	0	0	0	0	0	0	0
TUSTIN DINO DASH	0	0	0	0	0	6	0	0	0	0	0	0	0
JEFFERY TRAIL MS 5K	0	0	0	0	0	0	0	0	2	0	1	0	0
TUSTIN STREET FAIR (FIRST AID)	24	0	0	0	0	0	0	0	0	0	0	0	0
LEPRECHAUNS LEAP 5K	0	0	0	0	0	0	0	0	0	10	0	0	0
IRVINE KOREAN CULTURAL FEST	0	0	0	0	0	0	0	0	0	0	0	20	0
TUSTIN PD OPEN HOUSE	0	0	0	0	0	0	0	0	0	0	0	0	5
IRVINE JUNIOR GAMES	0	0	0	0	0	0	0	0	0	0	0	12	0
TUSTIN CHILI COOK OFF	0	0	0	0	0	0	0	0	0	0	0	0	60
VILLA PARK MCI DRILL MEETING	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>TOTAL HOURS</b>	<b>38</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>92</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>32</b>	<b>65</b>

**Total Community Events Hours      271**

SECTION 4.3

## **SECTION 5**

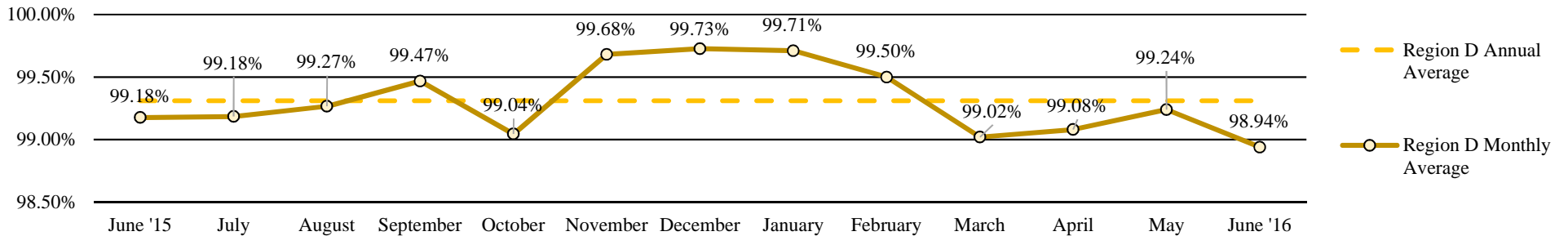
**9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
REGION D**



**SECTION 5.1**

**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region D Compliance Report  
June 2015 - June 2016**

**Region D Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%**



**Region D Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Late Runs	10	10	9	7	12	4	4	11	8	13	11	10	13	122
	Penalty	\$265.00	\$470.00	\$220.00	\$145.00	\$275.00	\$370.00	\$90.00	\$90.00	\$100.00	\$410.00	\$175.00	\$215.00	\$355.00	\$3,180.00
	<b>Final Assessment</b>	<b>\$26.50</b>	<b>\$47.00</b>	<b>\$22.00</b>	<b>\$14.50</b>	<b>\$27.50</b>	<b>\$37.00</b>	<b>\$9.00</b>	<b>\$9.00</b>	<b>\$10.00</b>	<b>\$41.00</b>	<b>\$17.50</b>	<b>\$21.50</b>	<b>\$35.50</b>	<b>\$318.00</b>

**Region D Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Requested	12	17	1	10	4	10	2	8	11	4	6	11	7	103
	Approved	11	17	0	8	4	8	2	8	10	4	5	11	7	95

**Region D Annual Transports**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Aliso Viejo	121	119	122	123	112	106	108	138	108	112	101	129	124	1523
	Dana Point	163	166	164	173	144	130	144	162	130	173	165	169	152	2035
	Laguna Hills	120	125	129	153	118	153	165	134	137	165	154	138	127	1818
	Laguna Niguel	163	181	192	202	179	193	222	200	198	199	191	208	179	2507
	Laguna Woods	265	261	241	254	298	273	294	302	262	294	243	297	269	3553
	<b>Region D Total</b>	<b>832</b>	<b>852</b>	<b>848</b>	<b>905</b>	<b>851</b>	<b>855</b>	<b>933</b>	<b>936</b>	<b>835</b>	<b>943</b>	<b>854</b>	<b>941</b>	<b>851</b>	<b>11436</b>

**SECTION 5.2**



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region D Compliance Report  
June 2015 - June 2016**



**Public Education/Outreach Events by type/hour**

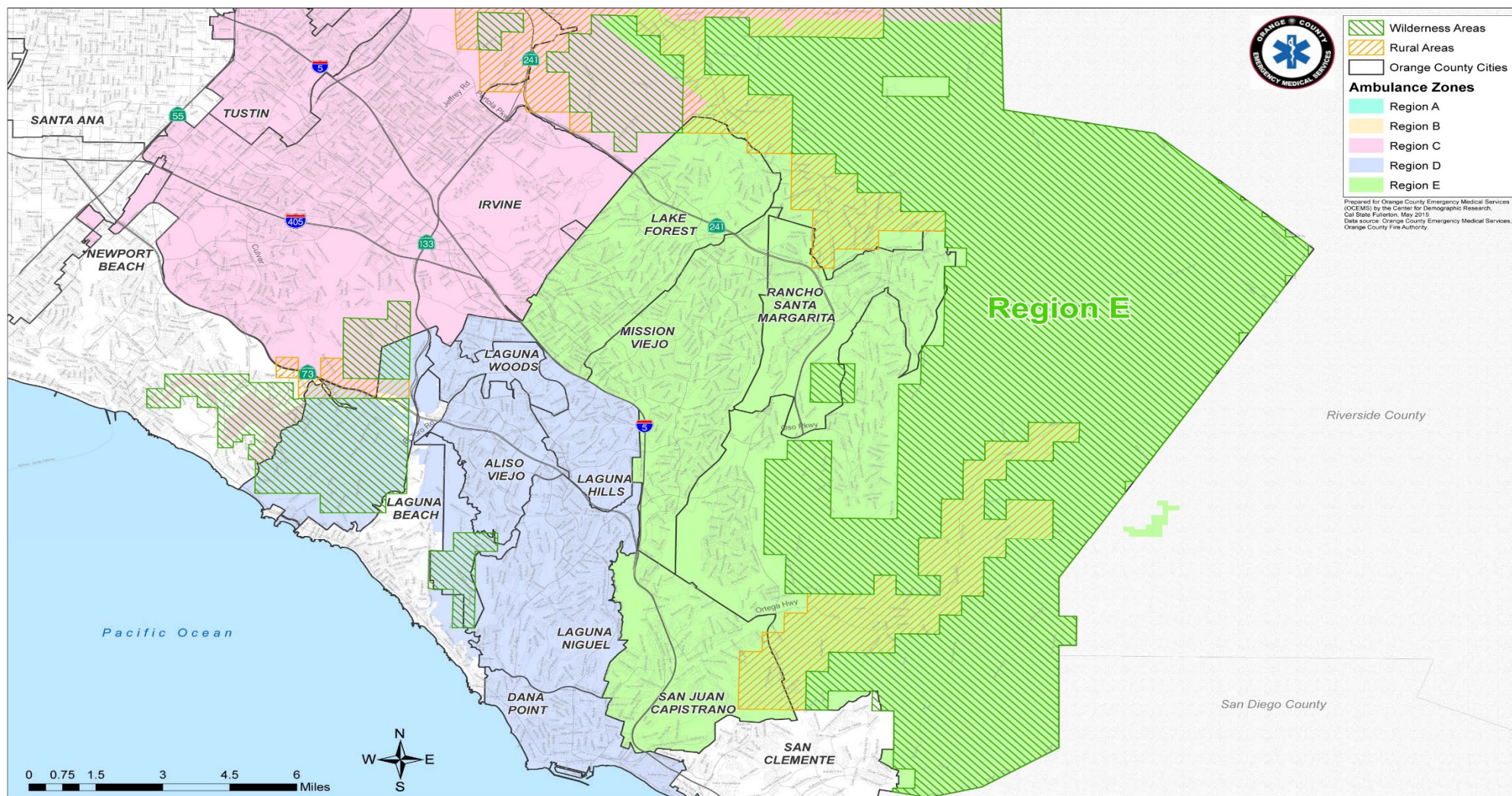
COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
SAFER 3 WATER SAFETY FAIR	2	0	0	0	0	0	0	0	0	0	0	0	0
DRUNK DRIVING PREVENTION	0	0	0	0	0	0	0	0	0	0	8	0	0
LIFTING DEMO - CEPA	0	0	0	0	0	0	0	0	0	0	4	0	0
SIDEWALK CPR	12	0	0	0	0	0	0	0	0	0	0	0	0
CPR TRAINING	0	0	0	0	0	0	0	0	0	3	12	0	0
FIRST AID TRAINING	0	0	0	0	0	0	0	0	0	3	0	0	0
DANA POINT EMERGENCY EXPO	0	0	13	0	0	0	0	0	0	0	0	0	0
<b>CAREER FAIRS</b>													
CORDILLA MIDDLE SCHOOL	1	0	0	0	0	0	0	0	0	0	0	0	0
NIGUEL HILLS MIDDLE SCHOOL	4	0	0	0	0	0	0	0	0	0	0	0	0
ACCESS CAREER FAIR	0	0	5	0	0	0	0	0	0	0	0	0	0
<b>COMMUNITY STANDBYS</b>													
DPHS STANDBY (FIRST AID)	6	0	0	0	0	0	0	0	0	0	0	0	4
4TH OF JULY SAN JUAN CAPISTRANO	0	2	0	0	0	0	0	0	0	0	0	0	0
YMCA RUN IN THE PARKS (FIRST AID)	0	7	0	0	0	0	0	0	0	0	0	0	0
SPECIAL OLYMPICS - SOKA UNIVERSITY	0	3	0	0	0	0	0	0	0	0	0	0	0
ALISO VIEJO/LAGUNA NIGUEL RELAY FOR LIFE	0	13	0	0	0	0	0	0	0	0	0	0	0
DANA POINT TURKEY TROT	0	0	0	0	0	18	0	0	0	0	0	0	0
POD EXERCISE - SOKA UNIVERSITY	0	0	0	0	8	0	0	0	0	0	0	0	0
NATIONAL NIGHT OUT EVENT	0	0	3	0	0	0	0	0	0	0	0	0	0
LAGUNA NIGUEL CHRISTMAS PARADE	0	0	0	0	0	0	4	0	0	0	0	0	0
LAGUNA NIGUEL ALZHEIMERS WALK	0	0	0	0	4	0	0	0	0	0	0	0	0
DANA POINT GRAND PRIX	0	0	0	0	0	0	0	0	0	0	50	49	0
DOHENY BLUES FESTIVAL	0	0	0	0	0	0	0	0	0	0	0	37	0
LAGUNA HILLA HALF MARATHON	0	0	0	0	0	0	0	0	0	0	0	17	0
ALISO VIEJO CLEAN UP (FIRST AID)	0	0	0	8	0	0	0	0	0	0	0	0	0
<b>TOTAL HOURS</b>	<b>25</b>	<b>25</b>	<b>21</b>	<b>8</b>	<b>12</b>	<b>18</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>74</b>	<b>103</b>	<b>4</b>

**Total Community Events Hours      300**

SECTION 5.3

## **SECTION 6**

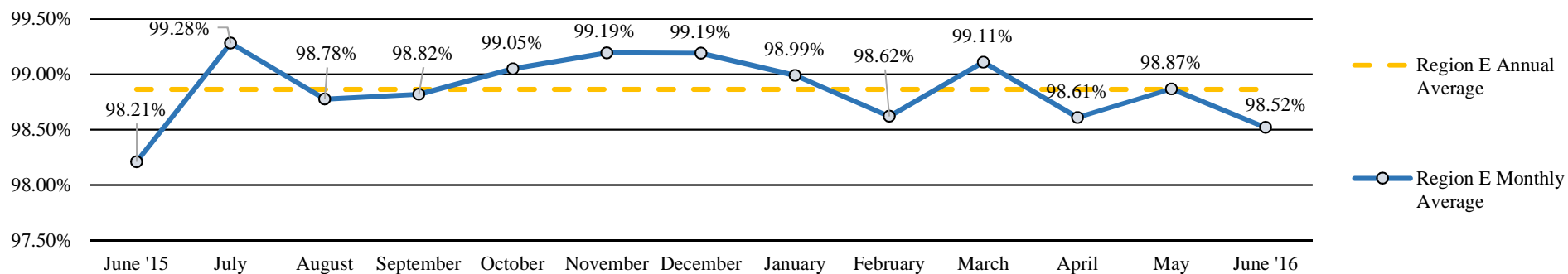
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Compliance Report  
June 2015 - June 2016  
REGION E



SECTION 6.1

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 15/16 Annual Region E Compliance Report**  
**June 2015 - June 2016**

**Region E Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%**



**Region E Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Late Runs	24	10	17	17	14	11	13	15	19	13	18	16	21	208
	Penalty	\$730.00	\$165.00	\$435.00	\$380.00	\$125.00	\$390.00	\$255.00	\$175.00	\$635.00	\$190.00	\$310.00	\$405.00	\$245.00	\$4,440.00
	<b>Final Assessment</b>	<b>\$73.00</b>	<b>\$16.50</b>	<b>\$43.50</b>	<b>\$38.00</b>	<b>\$12.50</b>	<b>\$39.00</b>	<b>\$25.50</b>	<b>\$17.50</b>	<b>\$63.50</b>	<b>\$19.00</b>	<b>\$31.00</b>	<b>\$40.50</b>	<b>\$24.50</b>	<b>\$444.00</b>

**Region E Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Requested	17	21	25	15	3	18	12	17	10	8	24	20	21	211
	Approved	6	15	22	15	3	12	12	17	10	7	21	19	20	179

**Region E Annual Transports**

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Lake Forest	236	258	245	252	234	221	243	231	235	250	249	223	201	3078
	Mission Viejo	328	342	340	420	380	376	402	398	371	404	360	378	407	4906
	Rancho Santa Margarita	120	114	94	104	113	97	127	133	139	124	112	130	112	1519
	San Juan Capistrano	153	174	213	177	210	181	215	197	207	193	173	213	204	2510
	Unincorporated	77	69	74	76	84	71	84	68	77	79	60	76	80	975
	<b>Region E Total</b>	<b>914</b>	<b>957</b>	<b>966</b>	<b>1029</b>	<b>1021</b>	<b>946</b>	<b>1071</b>	<b>1027</b>	<b>1029</b>	<b>1050</b>	<b>954</b>	<b>1020</b>	<b>1004</b>	<b>12988</b>



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 15/16 Annual Region E Compliance Report  
June 2015 - June 2016**



**Public Education/Outreach Events by type/hour**

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
MOCK DUI CRASH/ DRUNK DRIVING PREVENTION	10	0	0	0	0	0	0	0	0	8	12	12	0
PORTOLA HILLS ELEMENTARY	0	0	0	0	1	0	0	0	0	0	0	0	0
LAKE FOREST FIRST AID CLASS	0	0	0	0	0	0	0	0	0	3	0	0	0
SIDEWALK CPR	0	0	0	0	0	0	0	0	0	0	0	0	44
CITY SUMMER WORKER CPR	0	0	0	0	0	0	0	0	0	0	0	0	14
CPR CLASS/TRAINING	0	0	8	8	0	0	0	4	0	0	6	0	0
WATER SAFETY/DROWNING PREVENTION	9	0	13	0	0	0	0	0	0	0	0	0	4
<b>CAREER FAIRS</b>													
ACCESS CAREER FAIR	0	0	5	0	0	0	0	0	0	0	0	0	0
<b>COMMUNITY STANDBYS</b>													
RANCHO FEST (FIRST AID)	13	0	0	0	0	0	0	0	0	0	0	0	30
AYSO SOCCER STANDBY (FIRST AID)	12	0	0	0	0	0	0	0	0	0	0	0	0
4TH OF JULY LAKE FOREST	0	2	0	0	0	0	0	0	0	0	0	0	0
4TH OF JULY LAGUNA HILLS	0	1	0	0	0	0	0	0	0	0	0	0	0
4TH OF JULY DANA POINT	0	1	0	0	0	0	0	0	0	0	0	0	0
SPECIAL OLYMPICS (FIRST AID)	0	15	0	0	0	0	0	0	0	0	0	0	0
FIRE EXPLORER ACADEMY	0	8	0	0	0	0	0	0	0	0	0	0	0
MISSION VIEJO AQUATICS	0	0	5	0	0	0	0	0	0	0	0	0	0
LADERA RANCH RELAY FOR LIFE	0	0	8	0	0	0	0	0	0	0	0	0	0
SWALLOW'S DAY CELEBRATION	0	0	0	0	0	0	0	0	0	10	0	0	0
CHP BONE MARROW REGISTRY EVENT	0	0	0	0	0	0	0	0	0	4	0	0	0
BUNNY BLAST	0	0	0	0	0	0	0	0	0	6	0	0	0
NATIONAL NIGHT OUT EVENT	0	0	3	0	0	0	0	0	0	0	0	0	0
<b>TOTAL HOURS</b>	<b>44</b>	<b>27</b>	<b>42</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>31</b>	<b>18</b>	<b>12</b>	<b>92</b>

**Total Community Events Hours      279**

**SECTION 6.3**