



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

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Date: August 22, 2018

To: EMS System Distribution

From: Adrian Rodriguez  
EMS Performance Chief

**Subject: FY17/18 Annual Report: 9-1-1 Emergency Ambulance Transportation Performance**

Orange County Emergency Medical Services FY17/18 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 2017 through June 2018.

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 2017 through June 2018. 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).

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

Region A: **(96.56% to 98.49%) - Emergency Ambulance Service, Inc.**

Region B: **(96.43% to 98.55%) - Care Ambulance Services, Inc.**

Region C: **(95.27% to 97.80%) - Care Ambulance Services, Inc.**

Region D: **(97.14% to 98.96%) - Care Ambulance Services, Inc.**

Region E: **(96.37% to 98.70%) - 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.

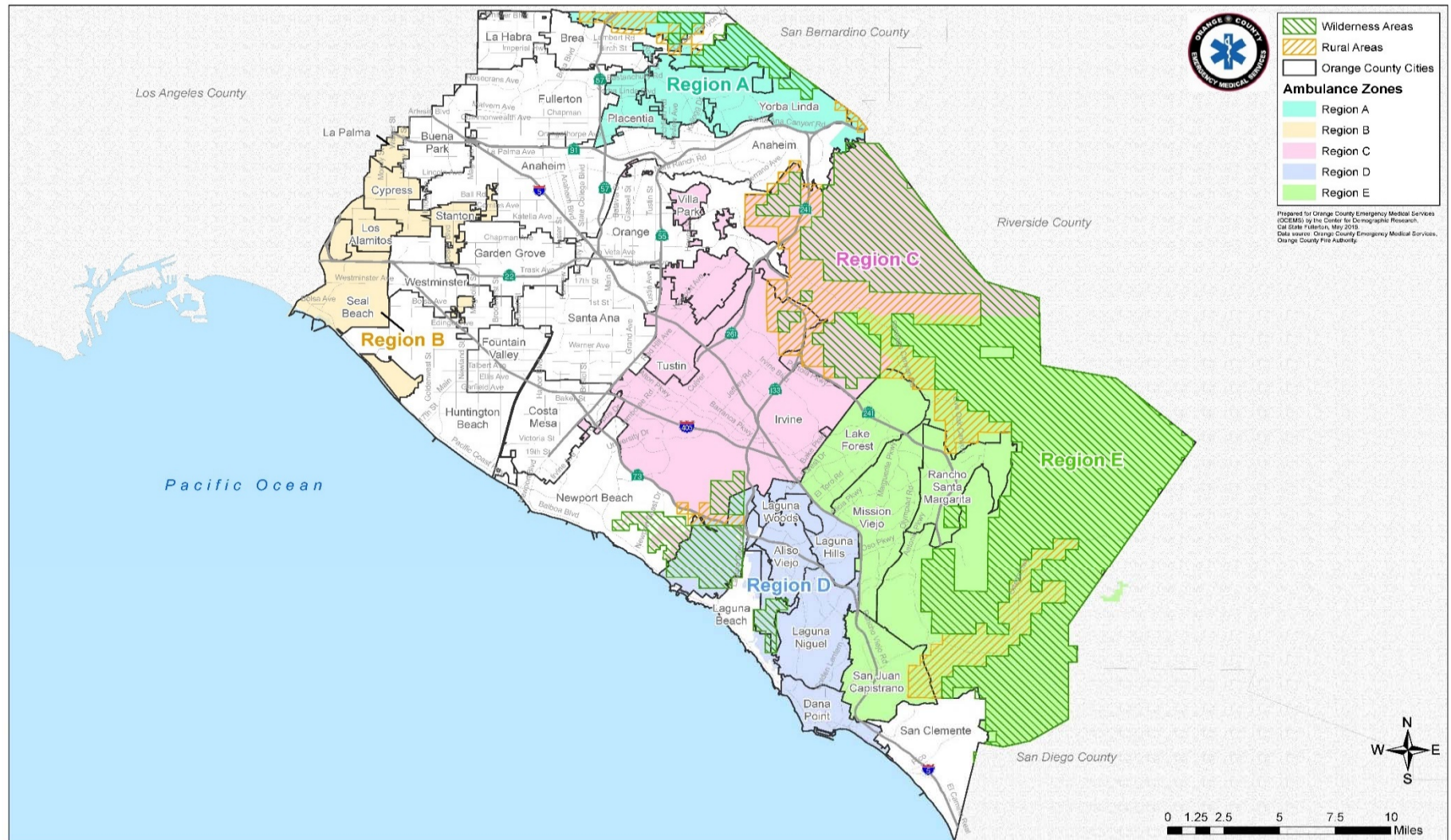
Total transports are calculated quarterly and are based on calls originating from the 9-1-1 system that result in ambulance transportation of a patient to a hospital.

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

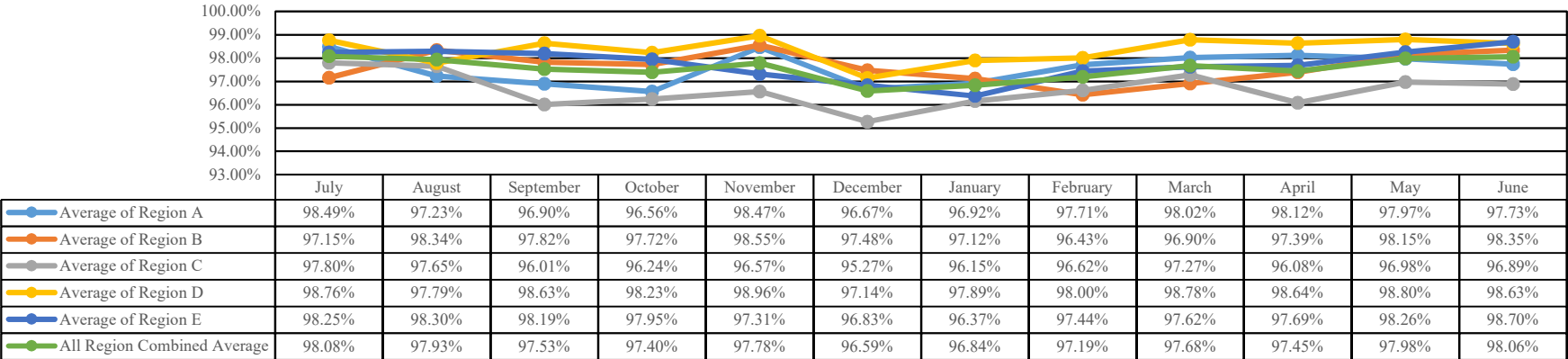






Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Annual Compliance Report  
July - June 2018  
ALL REGIONS

Mid-Year 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	163	319	666	270	417	1835
*PENALTIES ASSESSED	\$3,990.00	\$9,360.00	\$17,240.00	\$7,075.00	\$11,890.00	\$49,555.00
**FINAL ASSESSMENT	\$781.25	\$1,808.75	\$4,434.00	\$1,064.00	\$2,217.75	\$10,305.75
***RECORDS OUTSTANDING PENALTY	\$0.00	\$220,500.00				\$220,500.00

\*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"

\*\*\* Penalties assessed to contractor for data deficiencies resulting in records outstanding in regions B, C, D, and E. Penalty of \$250 per occurrence for a total of 882 occurrences.

Penalty Assessments \$230,805.75

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 - June 2018  
ALL REGIONS



Mid-Year Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JULY	0	3	4	7	7	21
AUGUST	0	7	8	9	1	25
SEPTEMBER	0	9	10	7	6	32
OCTOBER	0	7	7	7	5	26
NOVEMBER	0	11	3	7	4	25
DECEMBER	0	14	12	13	7	46
JANUARY	4	14	2	7	5	32
FEBRUARY	4	7	6	2	0	19
MARCH	7	97	142	123	162	531
APRIL	13	61	103	45	64	286
MAY	10	52	41	54	38	195
JUNE	7	54	82	81	71	295
<b>TOTAL</b>	<b>45</b>	<b>336</b>	<b>420</b>	<b>362</b>	<b>370</b>	<b>1533</b>
<b>APPROVALS</b>	<b>41</b>	<b>331</b>	<b>384</b>	<b>347</b>	<b>362</b>	<b>1465</b>
<b>DENIALS</b>	<b>4</b>	<b>5</b>	<b>36</b>	<b>15</b>	<b>8</b>	<b>68</b>

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 - June 2018**  
**ALL REGIONS**



**Mid-Year 9-1-1 Transports by City**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	171	170	171	189	188	184	219	182	194	168	170	197	2203
	Yorba Linda	191	193	206	179	185	232	230	186	234	183	195	174	2388
	Brea Unincorporated	1	0	2	2	2	7	1	0	4	2	4	2	27
	<b>Region A Total</b>	<b>363</b>	<b>363</b>	<b>379</b>	<b>370</b>	<b>375</b>	<b>423</b>	<b>450</b>	<b>368</b>	<b>432</b>	<b>353</b>	<b>369</b>	<b>373</b>	<b>4618</b>
B	Cypress	152	181	170	152	150	166	176	164	176	185	159	140	1971
	La Palma	60	80	63	71	69	78	75	56	71	66	65	63	817
	Los Alamitos	102	97	95	83	89	111	126	92	120	117	104	102	1238
	Seal Beach	221	240	211	199	219	249	261	172	212	206	202	213	2605
	Stanton	162	189	171	168	169	188	186	150	200	179	159	184	2105
	Unincorporated	41	36	46	44	43	49	65	41	76	73	66	61	641
	<b>Region B Total</b>	<b>738</b>	<b>823</b>	<b>756</b>	<b>717</b>	<b>739</b>	<b>841</b>	<b>889</b>	<b>675</b>	<b>855</b>	<b>826</b>	<b>755</b>	<b>763</b>	<b>9377</b>
C	Tustin	371	373	331	337	339	426	386	316	360	347	360	316	4262
	Irvine	687	694	670	672	657	753	779	687	759	705	653	668	8384
	Villa Park	18	15	22	14	26	23	23	11	16	22	27	20	237
	Unincorporated	46	40	25	42	31	45	36	47	38	52	50	47	499
	<b>Region C Total</b>	<b>1122</b>	<b>1122</b>	<b>1048</b>	<b>1065</b>	<b>1053</b>	<b>1247</b>	<b>1224</b>	<b>1061</b>	<b>1173</b>	<b>1126</b>	<b>1090</b>	<b>1051</b>	<b>13382</b>
D	Aliso Viejo	136	114	124	137	120	149	141	142	157	129	145	119	1613
	Dana Point	185	173	151	142	168	207	170	130	189	169	182	191	2057
	Laguna Hills	156	147	170	163	144	186	185	179	168	187	152	130	1967
	Laguna Niguel	189	192	178	176	179	177	201	178	215	191	210	178	2264
	Laguna Woods	279	287	245	251	235	319	296	264	268	256	271	271	3242
	Unincorporated	0	0	0	0	0	1	1	0	0	0	0	1	3
	<b>Region D Total</b>	<b>945</b>	<b>913</b>	<b>868</b>	<b>869</b>	<b>846</b>	<b>1039</b>	<b>994</b>	<b>893</b>	<b>997</b>	<b>932</b>	<b>960</b>	<b>890</b>	<b>11146</b>
E	Lake Forest	291	271	255	269	249	264	271	237	266	255	237	275	3140
	Mission Viejo	367	363	373	405	372	486	415	385	383	440	416	361	4766
	Rancho Santa Margarita	122	121	108	133	135	131	122	123	123	131	125	122	1496
	San Juan Capistrano	195	238	190	191	219	250	220	199	264	207	215	183	2571
	Unincorporated	78	75	74	66	58	119	89	92	69	77	56	73	926
	<b>Region E Total</b>	<b>1053</b>	<b>1068</b>	<b>1000</b>	<b>1064</b>	<b>1033</b>	<b>1250</b>	<b>1117</b>	<b>1036</b>	<b>1105</b>	<b>1110</b>	<b>1049</b>	<b>1014</b>	<b>12899</b>
ALL REGIONS	<b>Total</b>	<b>4221</b>	<b>4289</b>	<b>4051</b>	<b>4085</b>	<b>4046</b>	<b>4800</b>	<b>4674</b>	<b>4033</b>	<b>4562</b>	<b>4347</b>	<b>4223</b>	<b>4091</b>	<b>51422</b>

SECTION 1.4



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



**Public Education/Outreach Activities by Events**

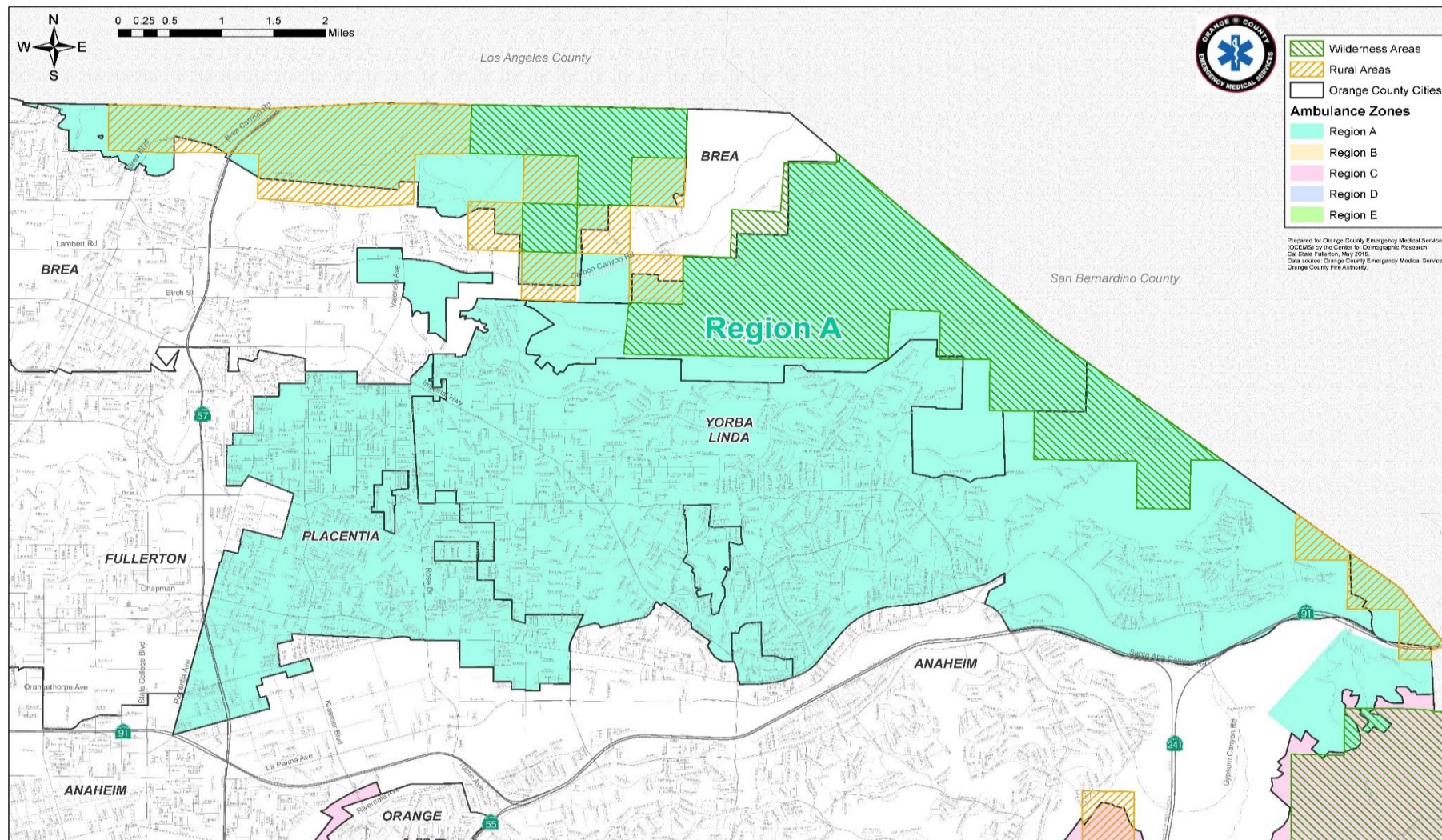
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	21.5	23	7	6	14	71.5
AUGUST	13	7	21	12	7	60
SEPTEMBER	24	0	4	6	0	34
OCTOBER	32	6	44	15	4	101
NOVEMBER	7	3	6	8	9	33
DECEMBER	15	0	6	4	0	25
JANUARY	0	0	0	0	0	0
FEBRUARY	0	16	1	0	0	17
MARCH	11.5	19	9	6	46	91.5
APRIL	20	16	18	40	15	109
MAY	0	5	36	0	18	59
JUNE	4	0	14	3	0	21
TOTAL	148	95	166	100	113	622

**Total Number of Community Events                      622**

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.



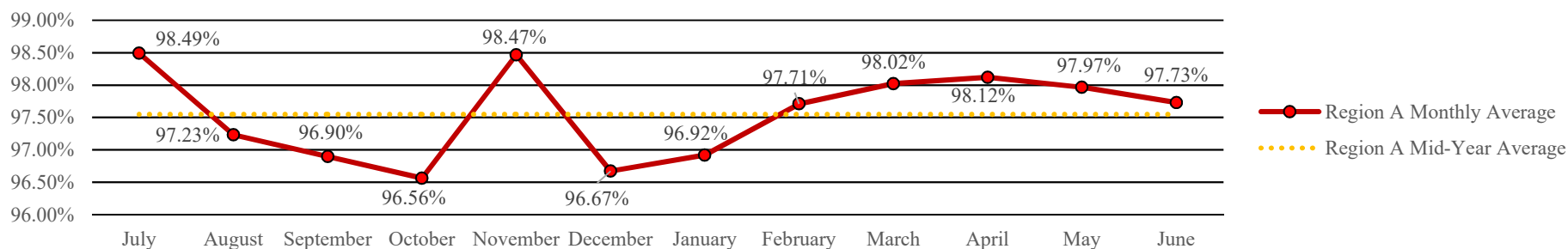
**9-1-1 EMERGENCY AMBULANCE**  
**Annual Compliance Report**  
**July - June 2018**  
**REGION A**



**SECTION 2.1**

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

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



Region A Mid-Year Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Late Runs	8	15	17	19	8	20	19	12	12	10	11	12	163
	Penalty	\$205.00	\$325.00	\$425.00	\$560.00	\$225.00	\$555.00	\$345.00	\$195.00	\$505.00	\$175.00	\$225.00	\$225.00	\$3,965.00
	<b>Final Assessment</b>	<b>\$20.50</b>	<b>\$65.00</b>	<b>\$106.25</b>	<b>\$140.00</b>	<b>\$22.50</b>	<b>\$138.75</b>	<b>\$86.25</b>	<b>\$39.00</b>	<b>\$50.50</b>	<b>\$17.50</b>	<b>\$45.00</b>	<b>\$50.00</b>	<b>\$781.25</b>

Region A Mid-Year Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Requested	0	0	0	0	0	0	4	4	7	13	10	7	45
	Approved	0	0	0	0	0	0	4	4	7	13	7	6	41

Region A Mid-Year Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	171	170	171	189	188	184	219	182	194	168	170	197	2203
	Yorba Linda	191	193	206	179	185	232	230	186	234	183	195	174	2388
	Brea	1	0	2	2	2	7	1	0	4	2	4	2	27
	<b>Region A Total</b>	<b>363</b>	<b>363</b>	<b>379</b>	<b>370</b>	<b>375</b>	<b>423</b>	<b>450</b>	<b>368</b>	<b>432</b>	<b>353</b>	<b>369</b>	<b>373</b>	<b>4618</b>



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



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

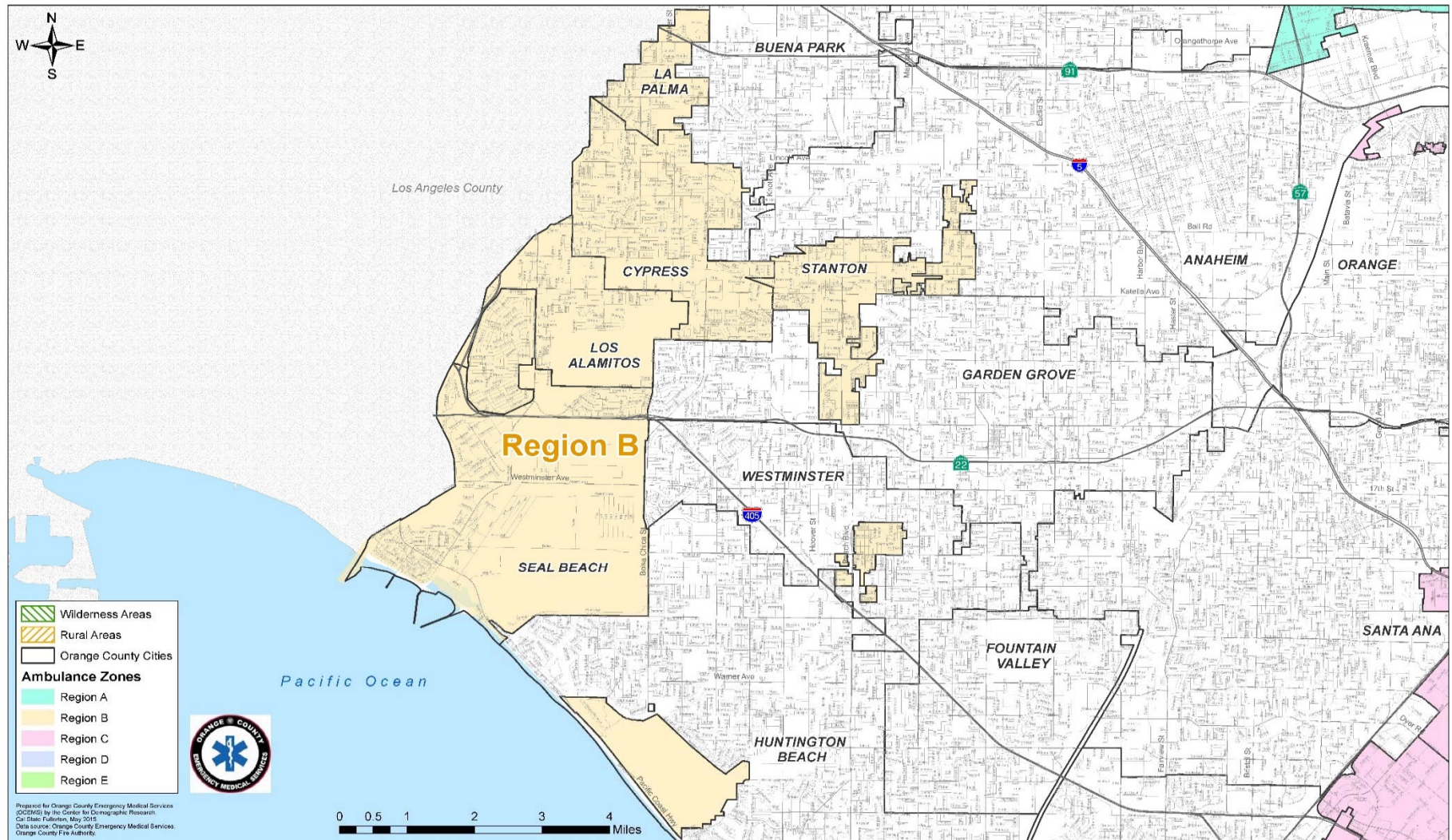
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
HEART SAVER FIRST AID CLASS	6.5	-	-	5	-	-	-	-	-	-	-	-
HEART SAVER CPR CLASS	3	-	-	10	-	7	-	-	4	-	-	4
NATIONAL NIGHT OUT - SPECIAL EVENT STANDBY	-	13	-	-	-	-	-	-	-	-	-	-
YORBA LINDA 5K TRAIL RACE - SPECIAL EVENT STANDBY	-	-	4	-	-	-	-	-	-	-	-	-
ST. MARTIN'S OKTOBERFEST - SPECIAL EVENT STANDBY	-	-	16	-	-	-	-	-	-	-	-	-
HERITAGE PARADE - SPECIAL EVENT STANDBY	-	-	-	4	-	-	-	-	-	-	-	-
PUBLIC SAFETY EVENT - SPECIAL EVENT STANDBY	-	-	-	9	-	-	-	-	-	8	-	-
HOSPITAL, SCOUTING SPECIAL EVENT	-	-	-	-	2	-	-	-	-	-	-	-
INDEPENDENCE DAY CELEBRATION - STANDBY	4	-	-	-	-	-	-	-	-	-	-	-
OCFA EXPLORER ACADEMY - SPECIAL EVENT/STANDBY	8	-	-	4	-	-	-	-	-	-	-	-
ANNUAL CANNED FOOD DRIVE/PARADE WITH OCFA	-	-	-	-	-	8	-	-	-	-	-	-
YORBA LINDA HS - SPECIAL EVENT	-	-	4	-	-	-	-	-	-	-	-	-
BLS FOR HC PROVIDERS CLASS	-	-	-	-	5	-	-	-	-	-	-	-
FRIENDS AND FAMILY CPR CLASS	-	-	-	-	-	-	-	-	3.5	-	-	-
SHAMROCK RUN	-	-	-	-	-	-	-	-	4	-	-	-
YL COMMUNITY CENTER - SPECIAL EVENT	-	-	-	-	-	-	-	-	-	12	-	-
SPECIAL EVENT	-	-	-	-	-	-	-	-	-	-	-	-
ST. MARTIN'S CARNIVAL	-	-	-	-	-	-	-	-	-	-	5	-
<b>TOTAL HOURS</b>	<b>21.5</b>	<b>13</b>	<b>24</b>	<b>32</b>	<b>7</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>11.5</b>	<b>20</b>	<b>0</b>	<b>4</b>

**Total Community Events Hours      148**

**SECTION 2.3**



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

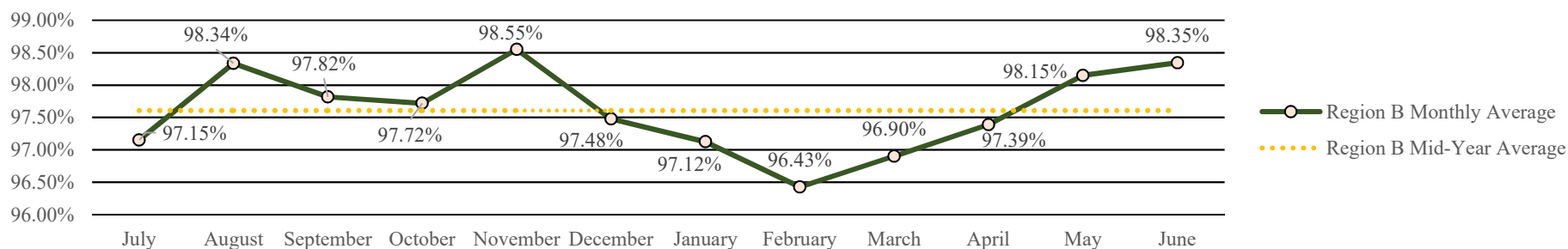


SECTION 3.1



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

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



Region B Mid-Year Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Late Runs	30	19	23	24	15	30	36	36	38	30	20	18	319
	Penalty	\$760.00	\$370.00	\$380.00	\$725.00	\$300.00	\$770.00	\$1,090.00	\$1,295.00	\$1,520.00	\$780.00	\$735.00	\$635.00	\$9,360.00
	<b>Final Assessment</b>	<b>\$152.00</b>	<b>\$37.00</b>	<b>\$76.00</b>	<b>\$145.00</b>	<b>\$30.00</b>	<b>\$154.00</b>	<b>\$218.00</b>	<b>\$323.75</b>	<b>\$380.00</b>	<b>\$156.00</b>	<b>\$73.50</b>	<b>\$63.50</b>	<b>\$1,808.75</b>

Region B Mid-Year Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Requested	3	7	9	7	11	14	14	7	97	61	52	54	336
	Approved	3	7	9	7	11	14	10	6	97	61	52	54	331

Region B Mid-Year Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Cypress	152	181	170	152	150	166	176	164	176	185	159	140	1971
	La Palma	60	80	63	71	69	78	75	56	71	66	65	63	817
	Los Alamitos	102	97	95	83	89	111	126	92	120	117	104	102	1238
	Seal Beach	221	240	211	199	219	249	261	172	212	206	202	213	2605
	Stanton	162	189	171	168	169	188	186	150	200	179	159	184	2105
	Unincorporated	41	36	46	44	43	49	65	41	76	73	66	61	641
	<b>Region B Total</b>	<b>738</b>	<b>823</b>	<b>756</b>	<b>717</b>	<b>739</b>	<b>841</b>	<b>889</b>	<b>675</b>	<b>855</b>	<b>826</b>	<b>755</b>	<b>763</b>	<b>9377</b>

SECTION 3.2



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



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

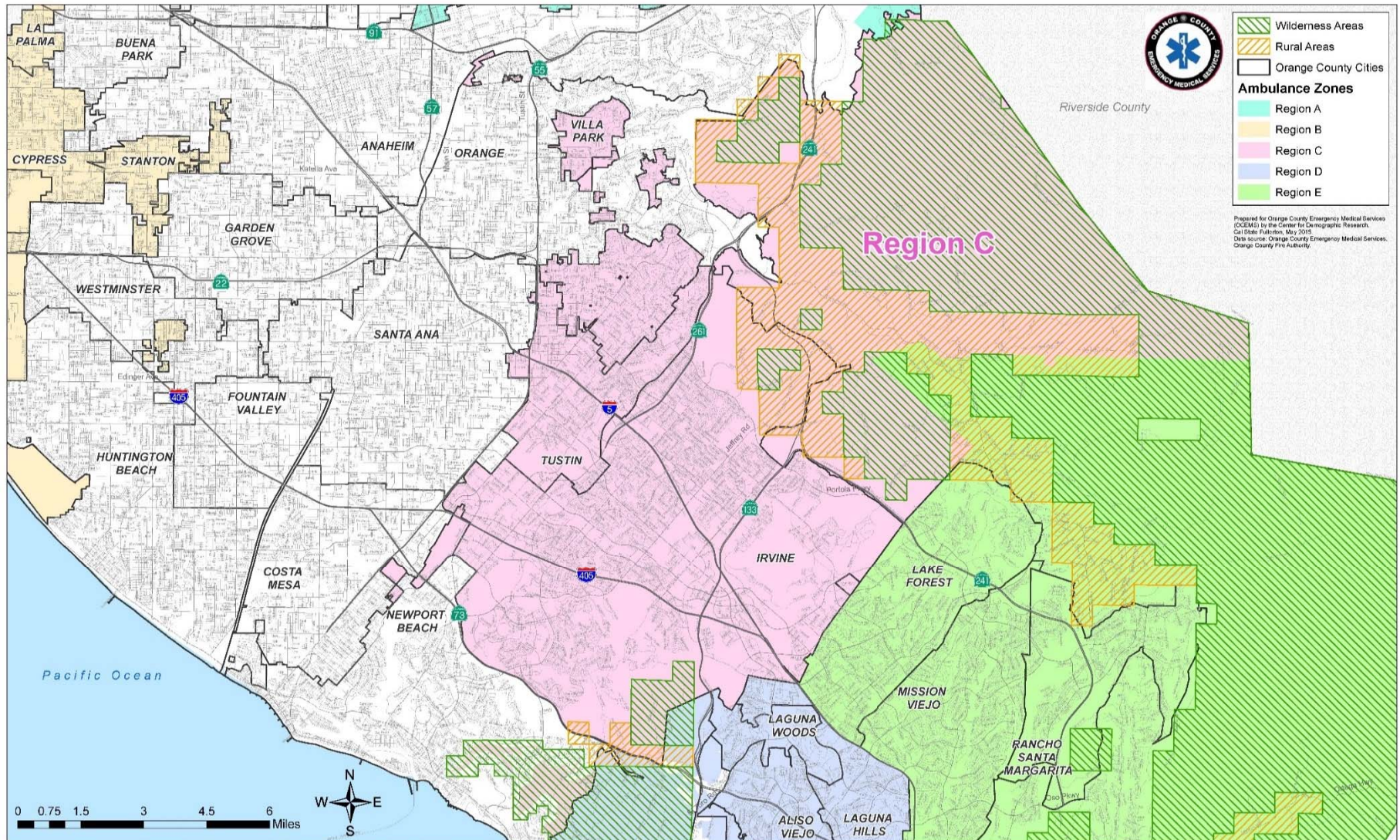
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Seal Beach NNO - Community Event Demo	5	-	-	-	-	-	-	-	-	-	-	-
Stanton NNO - Community Event Demo	-	4	-	-	-	-	-	-	-	-	-	-
La Palma Civic Expo and NNO	-	3	-	-	-	-	-	-	-	-	-	-
Los Alamitos 4th of July	9	-	-	-	-	-	-	-	-	-	-	-
Cypress Community Event	9	-	-	-	-	-	-	-	-	-	-	-
Calvary Show and Tell - Community Event Demo	-	-	-	1	-	-	-	-	-	-	-	-
Cypress PD Memorial - Community Event Demo	-	-	-	5	-	-	-	-	-	-	-	-
St. Hedgwicks Church - Community Demo	-	-	-	-	3	-	-	-	-	-	-	-
Cypress EFM Filming - Drunk Driving Prevention	-	-	-	-	-	-	-	-	2	-	-	-
Los Alamitos JFTB - First Aid Training for CERT Team	-	-	-	-	-	-	-	-	12	-	-	-
Race on the Base - Community Event Demo	-	-	-	-	-	-	-	16	-	-	-	-
Run Seal Beach 5K - Community Demo	-	-	-	-	-	-	-	-	5	-	-	-
Cypress HS EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	-	6	-	-
Seal Beach Car Show - Community Event Demo	-	-	-	-	-	-	-	-	-	10	-	-
Cypress PD Open House	-	-	-	-	-	-	-	-	-	-	5	-
<b>TOTAL HOURS</b>	<b>23</b>	<b>7</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>19</b>	<b>16</b>	<b>5</b>	<b>0</b>

**Total Community Events Hours                      95**

**SECTION 3.3**



**9-1-1 EMERGENCY AMBULANCE**  
**Annual Compliance Report**  
**July - June 2018**  
**REGION C**

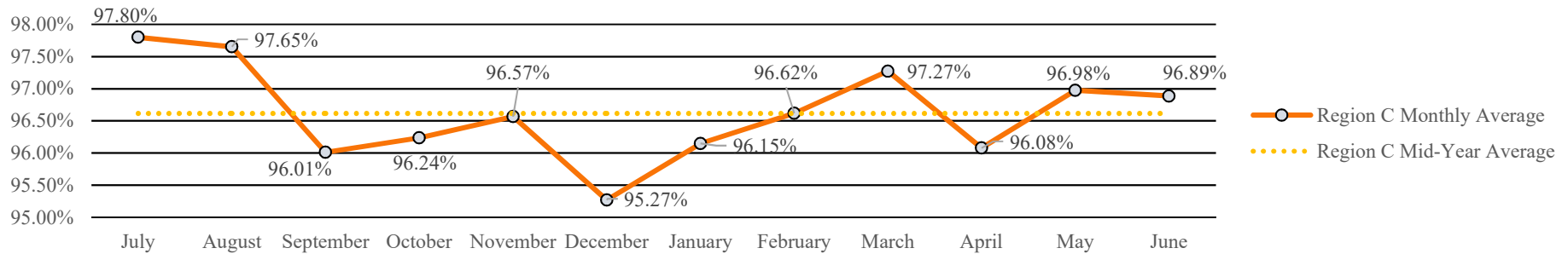


**SECTION 4.1**



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

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



**Region C Mid-Year Penalty Assessments - Late Runs**

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Late Runs	35	38	62	59	54	85	69	53	48	64	50	49	666
	Penalty	\$880.00	\$705.00	\$1,930.00	\$1,370.00	\$1,225.00	\$2,600.00	\$1,500.00	\$1,385.00	\$1,135.00	\$1,565.00	\$1,675.00	\$1,270.00	\$17,240.00
	<b>Final Assessment</b>	<b>\$176.00</b>	<b>\$141.00</b>	<b>\$482.50</b>	<b>\$342.50</b>	<b>\$306.25</b>	<b>\$910.00</b>							<b>\$2,358.25</b>

**Region C Mid-Year Exception/Exemption Requests**

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Requested	4	8	10	7	3	12	2	6	142	103	41	82	420
	Approved	4	6	9	7	3	12	1	5	142	103	10	82	384

**Region C Mid-Year Transports**

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Tustin	371	373	331	337	339	426	386	316	360	347	360	316	2177
	Irvine	687	694	670	672	657	753	779	687	759	705	653	668	4133
	Villa Park	18	15	22	14	26	23	23	11	16	22	27	20	118
	Unincorporated	46	40	25	42	31	45	36	47	38	52	50	47	229
	<b>Region C Total</b>	<b>1122</b>	<b>1122</b>	<b>1048</b>	<b>1065</b>	<b>1053</b>	<b>1247</b>	<b>1224</b>	<b>1061</b>	<b>1173</b>	<b>1126</b>	<b>1090</b>	<b>1051</b>	<b>6657</b>





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



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

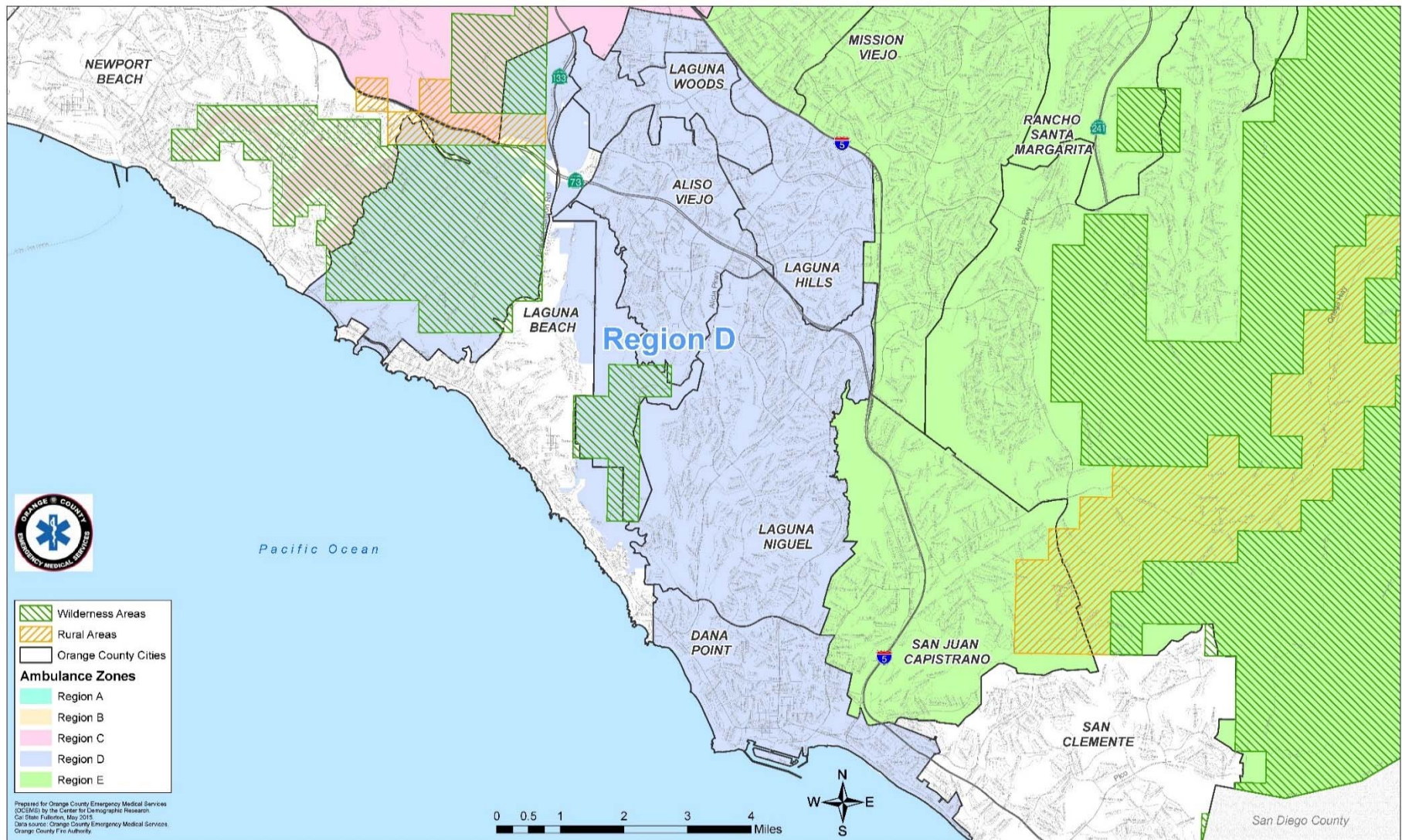
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Merrick Summer Camp EMS for Kids	-	12	-	-	-	-	-	-	-	-	-	-
Villa Park NNO	-	3	-	-	-	-	-	-	-	-	-	-
Water Safety Press Conference	-	6	-	-	-	-	-	-	-	-	-	-
ER/Ambulance Education for Hoag	-	-	1	-	-	-	-	-	-	-	-	-
Irvine 4th of July	7	-	-	-	-	-	-	-	-	-	-	-
Irvine Global Village	-	-	3	-	-	-	-	-	-	-	-	-
Hillview High School - Career Day	-	-	-	-	-	5	-	-	-	-	-	-
Active Shooter Drill - Community Event Demo	-	-	-	18	-	-	-	-	-	-	-	-
Tustin Tiller Day - Community Event Demo	-	-	-	21	-	-	-	-	-	-	-	-
Walk to Remember - Community Event Demo	-	-	-	5	-	-	-	-	-	-	-	-
Tustin Dino Dash - Community Event Demo	-	-	-	-	6	-	-	-	-	-	-	-
Villa Park Dry Boat Parade - Community Event Demo	-	-	-	-	-	1	-	-	-	-	-	-
Merage JCC - Community Helpers Demo	-	-	-	-	-	-	-	1	-	-	-	-
El Toro High School EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	9	-	-	-
Christ Our Redeemer Heath Fair - Water Safety	-	-	-	-	-	-	-	-	-	12	-	-
OCFA Disaster Prep Expo	-	-	-	-	-	-	-	-	-	6	-	-
Five Point Tabel Top - Training Exercise	-	-	-	-	-	-	-	-	-	-	3	-
Irvine Junior Games - First Aid	-	-	-	-	-	-	-	-	-	-	11	-
Irvine Korean Cultural Festival - Demo	-	-	-	-	-	-	-	-	-	-	18	-
Kaiser NICU Reunion - Demo	-	-	-	-	-	-	-	-	-	-	4	-
Tustin Chili Cookoff - Standby	-	-	-	-	-	-	-	-	-	-	-	9
Tustin PD Open House - Community Event Demo	-	-	-	-	-	-	-	-	-	-	-	5
<b>TOTAL HOURS</b>	<b>7</b>	<b>21</b>	<b>4</b>	<b>44</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>18</b>	<b>36</b>	<b>14</b>

**Total Community Events Hours**

**166**

**SECTION 4.3**

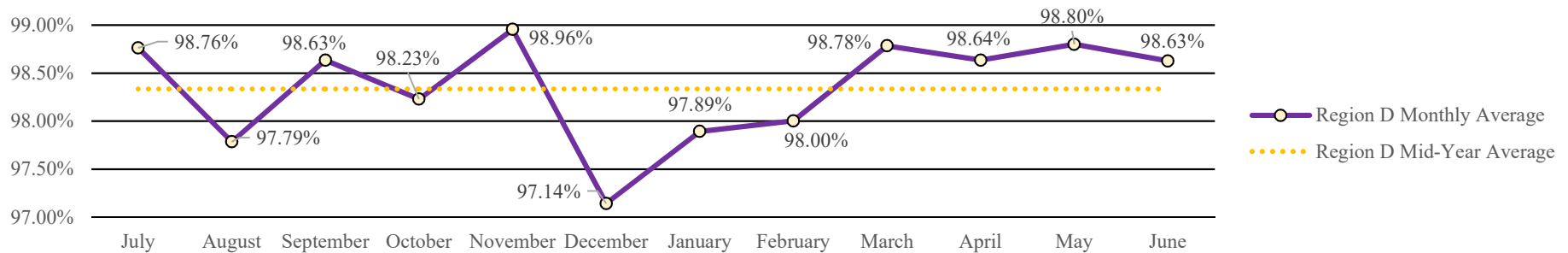
**9-1-1 EMERGENCY AMBULANCE**  
**Annual Compliance Report**  
**July - June 2018**  
**REGION D**



**SECTION 5.1**

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

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



**Region D Mid-Year Penalty Assessments - Late Runs**

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Late Runs	17	30	18	23	13	44	31	25	17	18	16	18	270
	Penalty	\$270.00	\$855.00	\$350.00	\$375.00	\$305.00	\$1,655.00	\$1,055.00	\$465.00	\$420.00	\$385.00	\$640.00	\$300.00	\$7,075.00
	<b>Final Assessment</b>	<b>\$27.00</b>	<b>\$171.00</b>	<b>\$35.00</b>	<b>\$37.50</b>	<b>\$30.50</b>	<b>\$331.00</b>	<b>\$211.00</b>	<b>\$46.50</b>	<b>\$42.00</b>	<b>\$38.50</b>	<b>\$64.00</b>	<b>\$30.00</b>	<b>\$1,064.00</b>

**Region D Mid-Year Exception/Exemption Requests**

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Requested	7	9	7	7	7	13	7	2	123	45	54	81	50
	Approved	7	9	7	7	7	13	5	2	123	45	54	68	50

**Region D Mid-Year Transports**

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Aliso Viejo	136	114	124	137	120	149	141	142	157	129	145	119	1613
	Dana Point	185	173	151	142	168	207	170	130	189	169	182	191	2057
	Laguna Hills	156	147	170	163	144	186	185	179	168	187	152	130	1967
	Laguna Niguel	189	192	178	176	179	177	201	178	215	191	210	178	2264
	Laguna Woods	279	287	245	251	235	319	296	264	268	256	271	271	3242
	Unincorporated	0	0	0	0	0	1	1	0	0	0	0	1	3
	<b>Region D Total</b>	<b>945</b>	<b>913</b>	<b>868</b>	<b>869</b>	<b>846</b>	<b>1039</b>	<b>994</b>	<b>893</b>	<b>997</b>	<b>932</b>	<b>960</b>	<b>890</b>	<b>11146</b>

**SECTION 5.2**





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



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

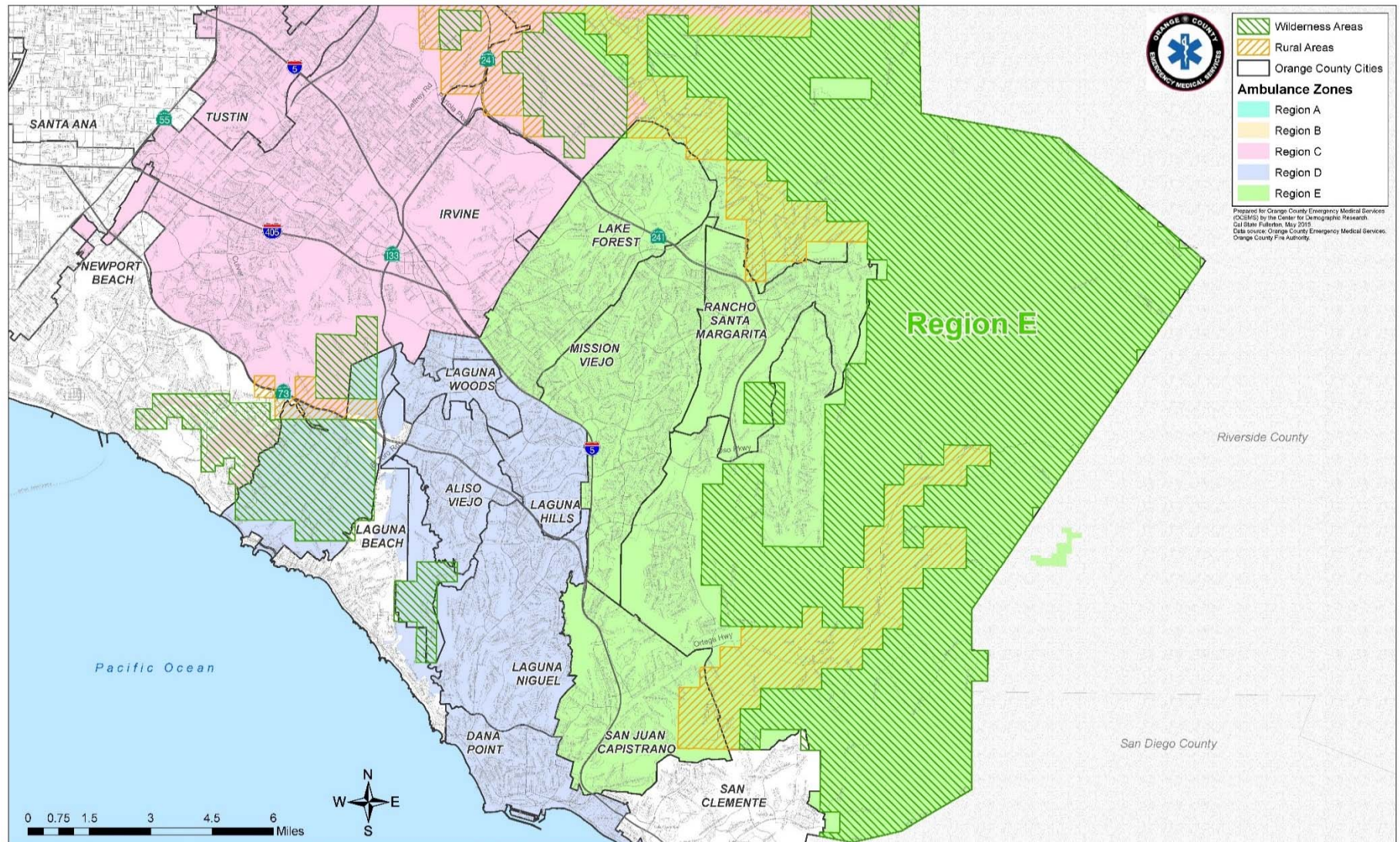
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Laguna Hills Leisure World - Water Safety Demo	3	-	-	-	-	-	-	-	-	-	-	-
Dana Point Emergency Expo	-	8	-	-	-	-	-	-	-	-	-	-
Laguna Hills 4th of July	2	-	-	-	-	-	-	-	-	-	-	-
Aliso Viejo Summer Concert Series	1	4	-	-	-	-	-	-	-	-	-	-
Dana Hills Invitational	-	-	6	-	-	-	-	-	-	-	-	-
Aliso Viejo Founders Day - Community Event Demo	-	-	-	6	-	-	-	-	-	-	-	-
Octoberfest - Community Event Demo	-	-	-	9	-	-	-	-	-	-	-	-
Turkey Trot - Community Event Demo	-	-	-	-	8	-	-	-	-	-	-	-
Laguna Hills Holiday Parade - Community Event Demo	-	-	-	-	-	1	-	-	-	-	-	-
Laguna Hills Holiday Parade - Community Event Demo	-	-	-	-	-	3	-	-	-	-	-	-
Aliso Viejo Spring Celebration - Community Demo	-	-	-	-	-	-	-	-	3	-	-	-
Laguna Niguel Bunny Bonanza - Community Event Demo	-	-	-	-	-	-	-	-	3	-	-	-
Laguna Hills HS EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	-	8	-	-
Dana Point GrandPrix 1/2 Ambulances	-	-	-	-	-	-	-	-	-	32	-	-
Dana Hills HS Graduation - Community Event	-	-	-	-	-	-	-	-	-	-	-	3
<b>TOTAL HOURS</b>	<b>6</b>	<b>12</b>	<b>6</b>	<b>15</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>40</b>	<b>0</b>	<b>3</b>

**Total Community Events Hours      100**

**SECTION 5.3**



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

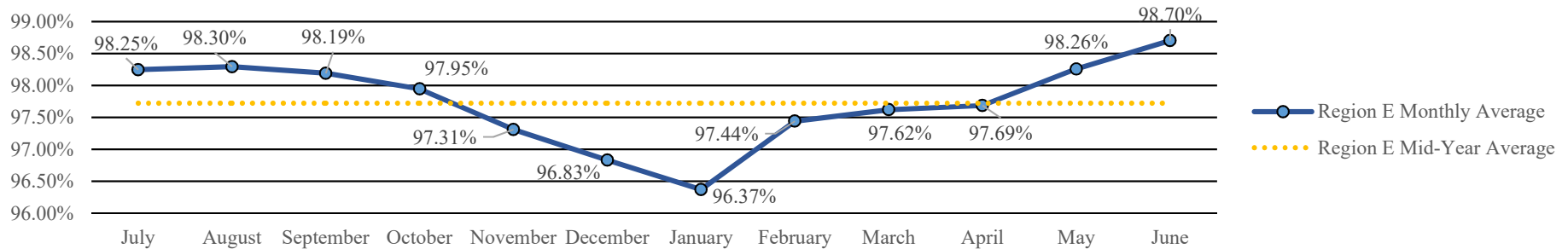


**SECTION 6.1**

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



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



**Region E Mid-Year Penalty Assessments - Late Runs**

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Late Runs	26	26	26	32	40	55	57	37	38	35	26	19	417
	Penalty	\$560.00	\$585.00	\$1,265.00	\$755.00	\$835.00	\$2,160.00	\$1,305.00	\$1,125.00	\$1,425.00	\$950.00	\$630.00	\$295.00	\$11,890.00
	<b>Final Assessment</b>	<b>\$56.00</b>	<b>\$58.50</b>	<b>\$126.50</b>	<b>\$151.00</b>	<b>\$167.00</b>	<b>\$540.00</b>	<b>\$326.25</b>	<b>\$225.00</b>	<b>\$285.00</b>	<b>\$190.00</b>	<b>\$63.00</b>	<b>\$29.50</b>	<b>\$2,217.75</b>

**Region E Mid-Year Exception/Exemption Requests**

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Requested	7	1	6	5	4	7	5	0	162	64	38	71	370
	Approved	7	1	5	5	4	6	1	0	162	63	37	71	362

**Region E Mid-Year Transports**

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Lake Forest	291	271	255	269	249	264	271	237	266	255	237	275	3140
	Mission Viejo	367	363	373	405	372	486	415	385	383	440	416	361	4766
	Rancho Santa Margarita	122	121	108	133	135	131	122	123	123	131	125	122	1496
	San Juan Capistrano	195	238	190	191	219	250	220	199	264	207	215	183	2571
	Unincorporated	78	75	74	66	58	119	89	92	69	77	56	73	926
	<b>Region E Total</b>	<b>1053</b>	<b>1068</b>	<b>1000</b>	<b>1064</b>	<b>1033</b>	<b>1250</b>	<b>1117</b>	<b>1036</b>	<b>1105</b>	<b>1110</b>	<b>1049</b>	<b>1014</b>	<b>12899</b>





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



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

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Saddleback ROP EMT class	2	-	-	-	-	-	-	-	-	-	-	-
Ladera Ranch NNO	-	2	-	-	-	-	-	-	-	-	-	-
Lake Forest NNO	-	4	-	-	-	-	-	-	-	-	-	-
Lake Forest 4th of July	2	-	-	-	-	-	-	-	-	-	-	-
Mission Viejo 4th of July	3	-	-	-	-	-	-	-	-	-	-	-
San Juan Capistrano 4th of July	2	-	-	-	-	-	-	-	-	-	-	-
Mission Viejo Pacific Sumphony	5	-	-	-	-	-	-	-	-	-	-	-
Lake Forest City Council Meeting Recognition	-	1	-	-	-	-	-	-	-	-	-	-
South County Disaster Expo - Community Event Demo	-	-	-	4	-	-	-	-	-	-	-	-
Mission - Training Exercise	-	-	-	-	9	-	-	-	-	-	-	-
Swallows Day - Community Event Demo	-	-	-	-	-	-	-	-	3	-	-	-
Mission Viejo 5K - Community Event Demo	-	-	-	-	-	-	-	-	7	-	-	-
Lake Forest CERT - First Aid Training	-	-	-	-	-	-	-	-	24	-	-	-
San Juan HS EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	8	-	-	-
Capo Valley EMT - EMT Training	-	-	-	-	-	-	-	-	4	-	-	-
Mission Viejo Aquatics Center Opening	-	-	-	-	-	-	-	-	-	5	-	-
Mission Viejo HS EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	-	6	-	-
Silverado HS ROP - Career Skills	-	-	-	-	-	-	-	-	-	4	-	-
Coastline ROP - Trabuco - Skills Training	-	-	-	-	-	-	-	-	-	-	1	-
Las Flores Elementary Carnival - EMS for Kids	-	-	-	-	-	-	-	-	-	-	4	-
Capo Valley HS EFM - Drunk Driving Prevention	-	-	-	-	-	-	-	-	-	-	9	-
OC Drowning Prevention - Water Safety	-	-	-	-	-	-	-	-	-	-	4	-
<b>TOTAL HOURS</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>46</b>	<b>15</b>	<b>18</b>	<b>0</b>

**Total Community Events Hours      113**

**SECTION 6.3**