

RIVERSIDE COUNTY



COMMUNITY HEALTH AGENCY • DEPARTMENT OF PUBLIC HEALTH
EMERGENCY MEDICAL SERVICES AGENCY

SOUTHWEST ZONE EMS ADMINISTRATIVE GROUP MEETING

August 01, 2011

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**SOUTHWEST ZONE EMS ADMINISTRATIVE GROUP
Meeting Minutes May 2, 2011**

Location: Murrieta Fire Department, 41825 Juniper Street, Murrieta, CA

In attendance:

Bruce Barton	Riverside County EMS Agency
Trevor Douville	Riverside County EMS Agency
Art Durbin	Murrieta Fire Department
Jim Price	AMR Riverside
Phil Rawlings	Riverside County Fire Department
Matt Shobert	Murrieta Fire Department

I. Call to Order and Roundtable Introductions

Meeting called to order at 2:05pm.

II. Review of Compliance

Charts were distributed displaying the current and historical compliance in the Southwest zone and associated subzones through December of 2010. There has been consistent compliance over the period reviewed with no significant fluctuations. Responses within the City of Murrieta require that the ambulances stay behind the fire engines, therefore if the fire department arrives late, so will AMR. The historic reasons for this requirement were discussed. Exemptions and response-time-boundaries in the Southwest zone were discussed.

Responses have increased overall in the county, but particularly significantly in the Southwest zone in the last few months. This increase has also been mirrored in the Murrieta and Temecula subzone. Compliance has decreased in the Murrieta/Temecula subzone while remaining fairly consistent in the Lake Elsinore/Canyon Lake/Unincorporated area subzone. Under the terms of the new AMR contract, compliance cannot go below 90% during any month.

Wait time hours from the hospitals in this zone had a huge increase in recent months, prompting extra attention. Bruce has had discussions with Ken Rivers, and an effort should be made on their part to send a representative to these zone meetings. Trevor will make contact regarding attendance from their organization and other area representatives to ensure other local stakeholders can attend. The EMS Agency has not received sufficient data yet, but recent communication with Vicki at AMR indicates that Inland Valley and Rancho Springs hospitals have reduced their wait time hours by as much as 50%.

Wait time hours compared to transports received by the hospitals were discussed. Average wait times per patient were also discussed, but the averages don't do the patients justice, as the slow early morning/late night hours are averaged with the busy times. Actual average wait times per patients during the peak hours are much higher. As mentioned, the wait time hours at Inland Valley and Rancho Springs are decreasing, and the EMS Agency is monitoring the hospitals very closely. The new Paramedic Receiving Center policy (currently open to public comment) will ensure tighter compliance among the receiving centers in the County, as it sets specific performance and notification criteria.

Late responses over 10 minutes late were discussed. The Southwest zone has few calls this late by percentage, and the calls that are in this category are usually carefully scrutinized and a root cause analysis is often performed.

The EMS Agency has a duty officer on-call 24 hours a day, and will mitigate issues in real-time within the system, including issues arising from ambulances on-the-wall. The wait time hours are decreasing, but will only continue to improve if the system maintains pressure on the issue.

CAD and GIS data were analyzed using a projector. The Agency is building geo-fences around response time areas, subzones, and zones. Trevor analyzes response data using the AVL/GPS data from AMR's CAD system. Prior to the next meeting, we will have more maps plotted out and will send them to the stakeholders prior to the meeting.

Action Item: Trevor will need to confirm the response time at the Farm, north of the City of Wildomar.

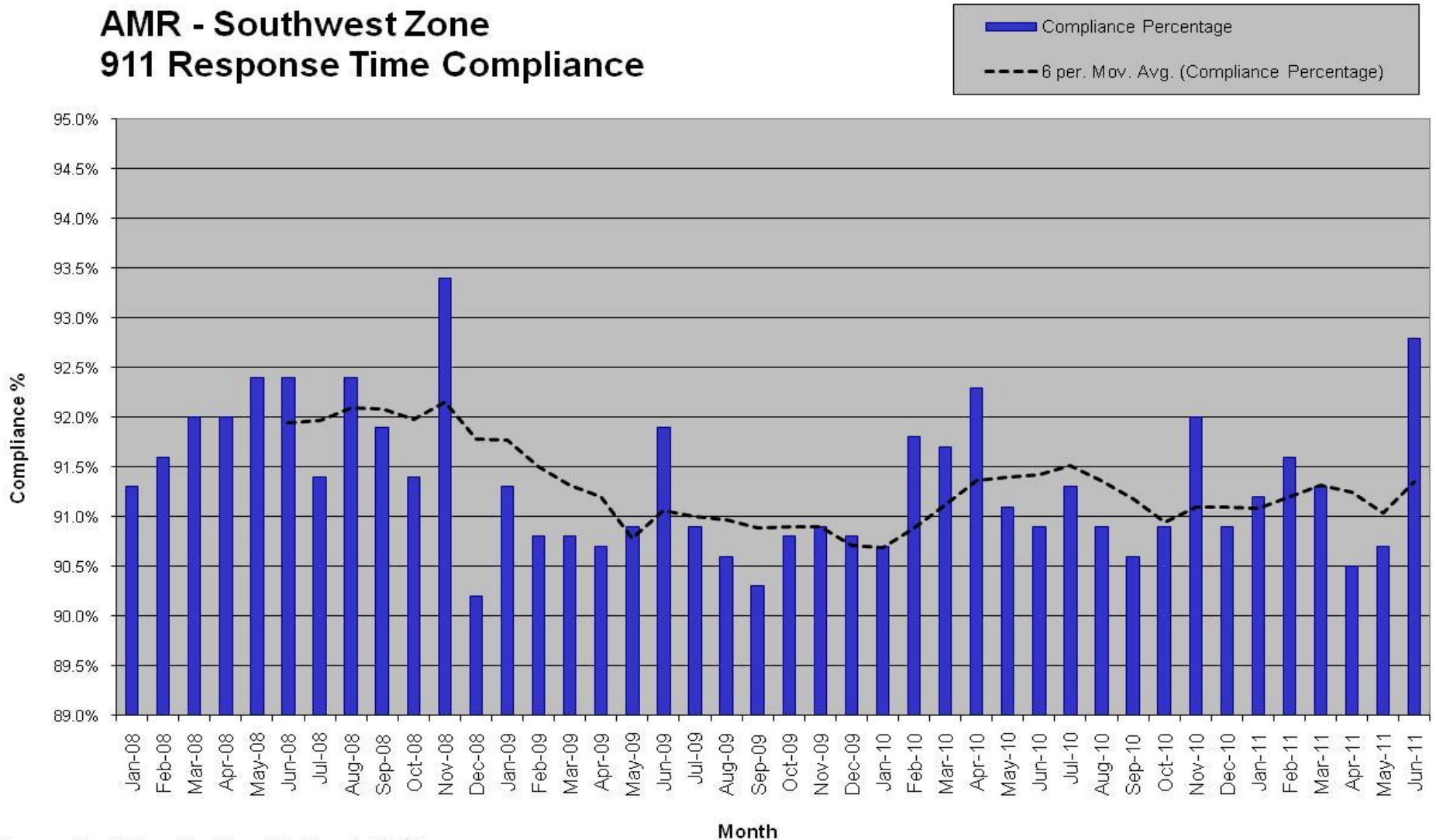
III. Open Discussion

The Southwest zone meetings will be more frequent, occurring on a quarterly to semi-annual basis as needed.

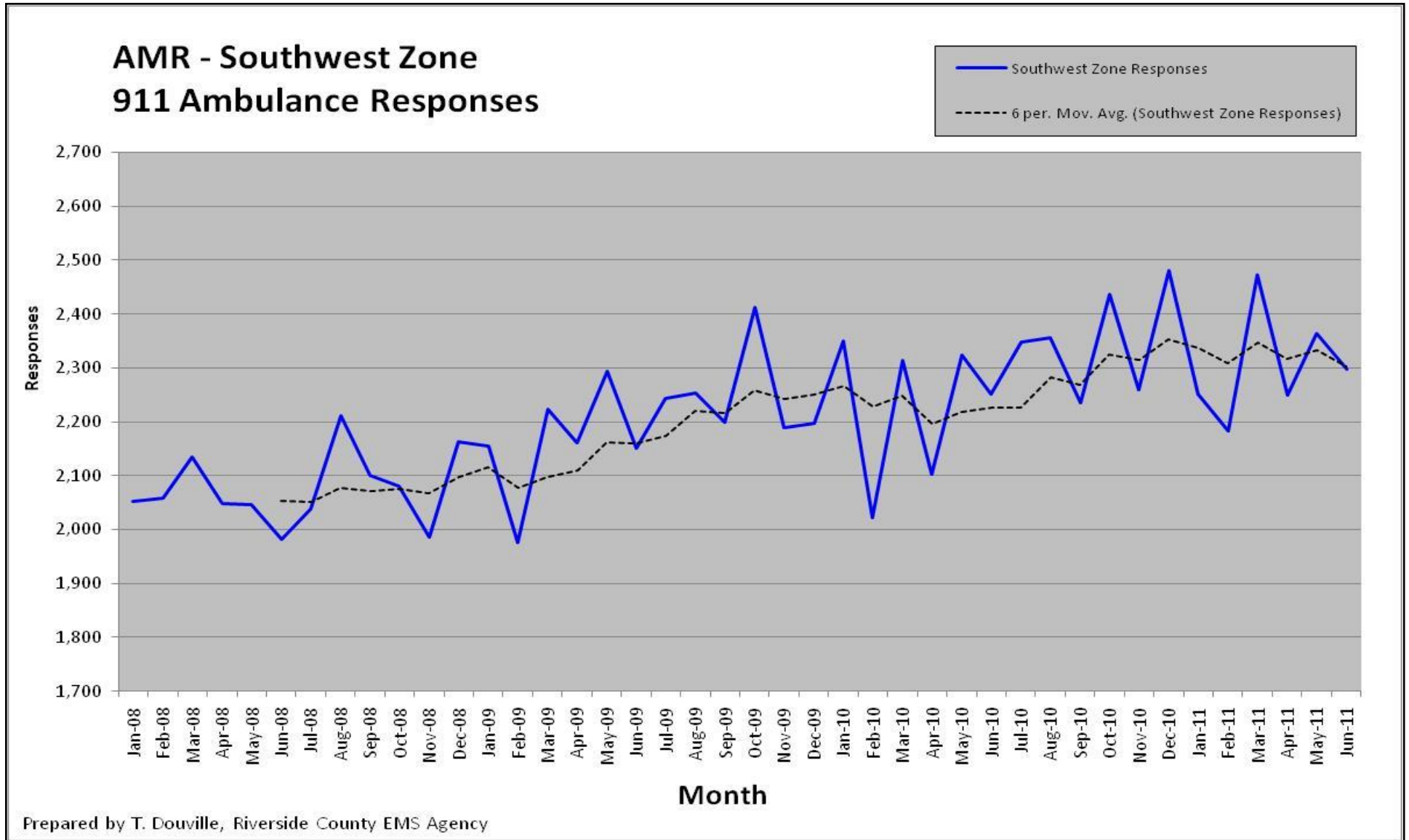
IV. Next Meeting

The next meeting will be held August 1, 2011, at Murrieta Fire Dept.

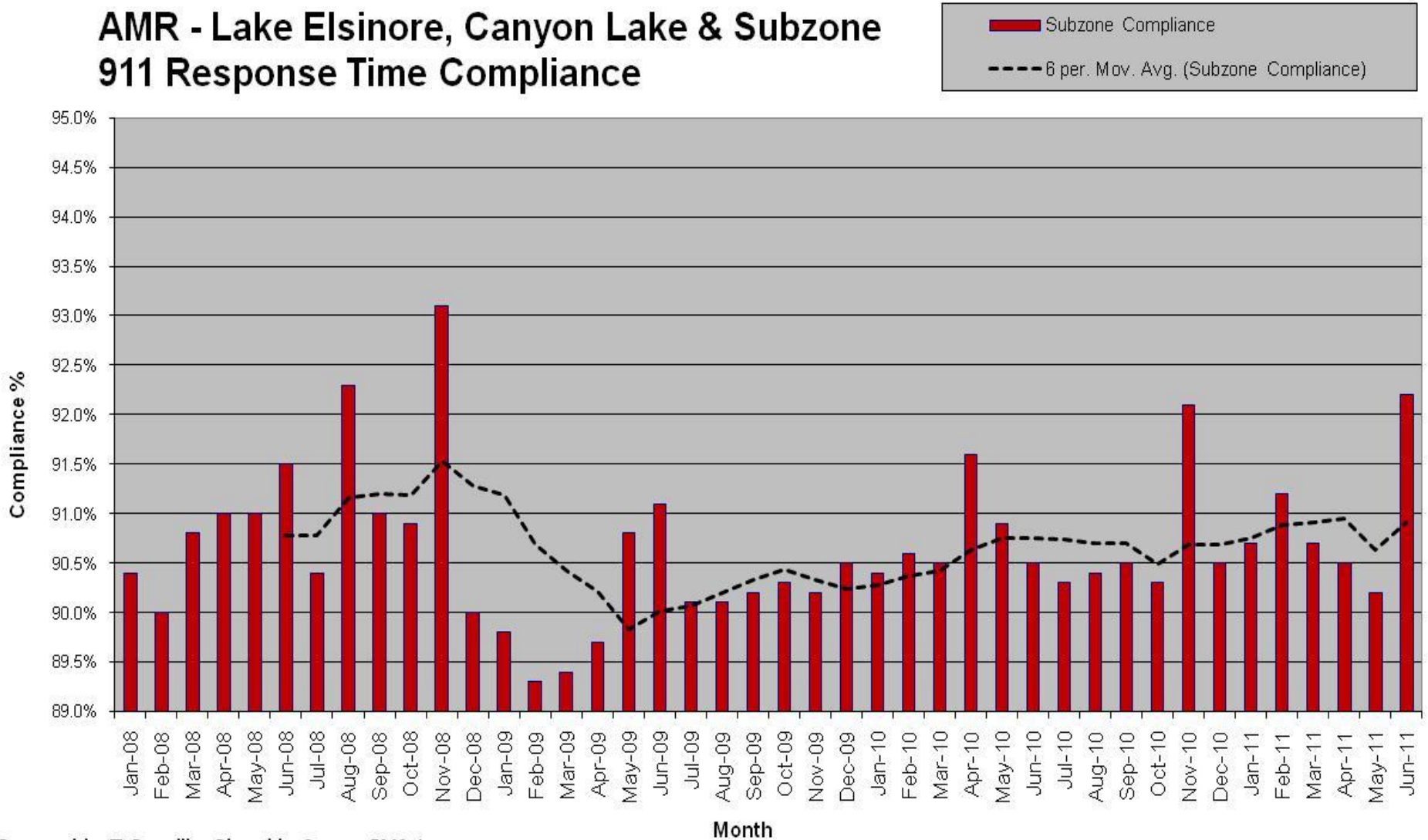
AMR - Southwest Zone 911 Response Time Compliance



Prepared by T. Douville, Riverside County EMS Agency

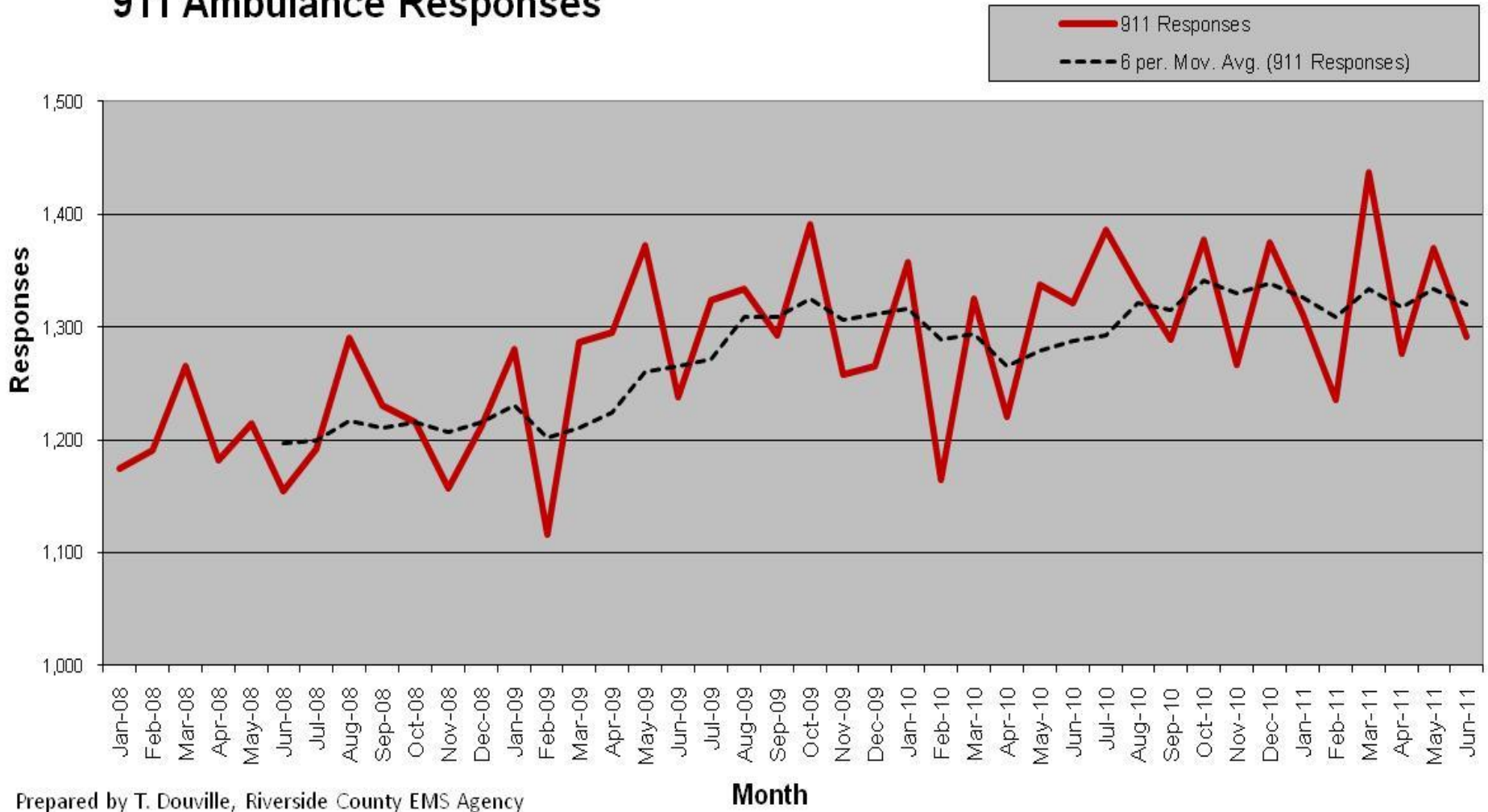


AMR - Lake Elsinore, Canyon Lake & Subzone 911 Response Time Compliance



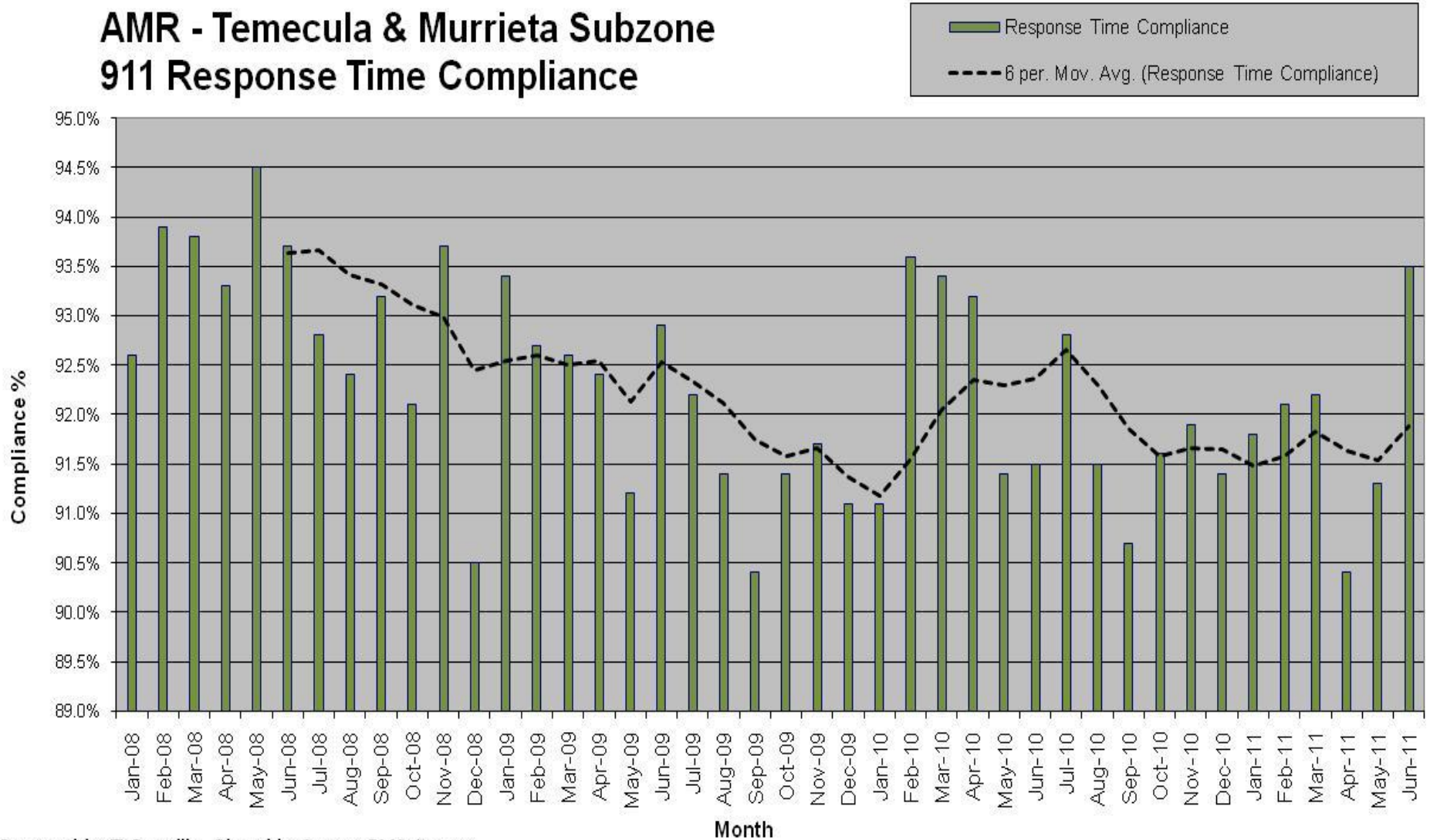
Prepared by T. Douville, Riverside County EMS Agency

AMR - Lake Elsinore, Canyon Lake & Unincorporated Subzone 911 Ambulance Responses

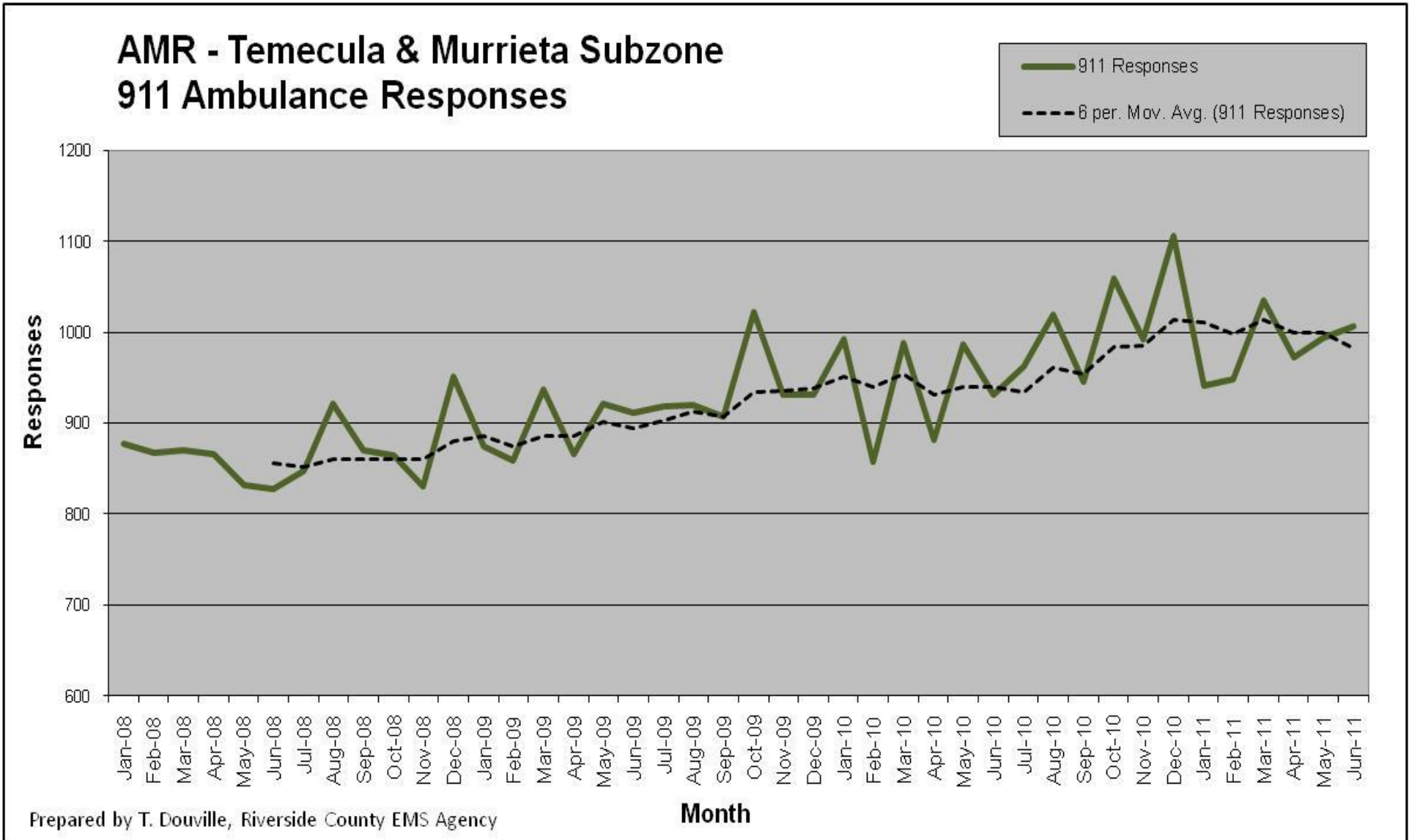


Prepared by T. Douville, Riverside County EMS Agency

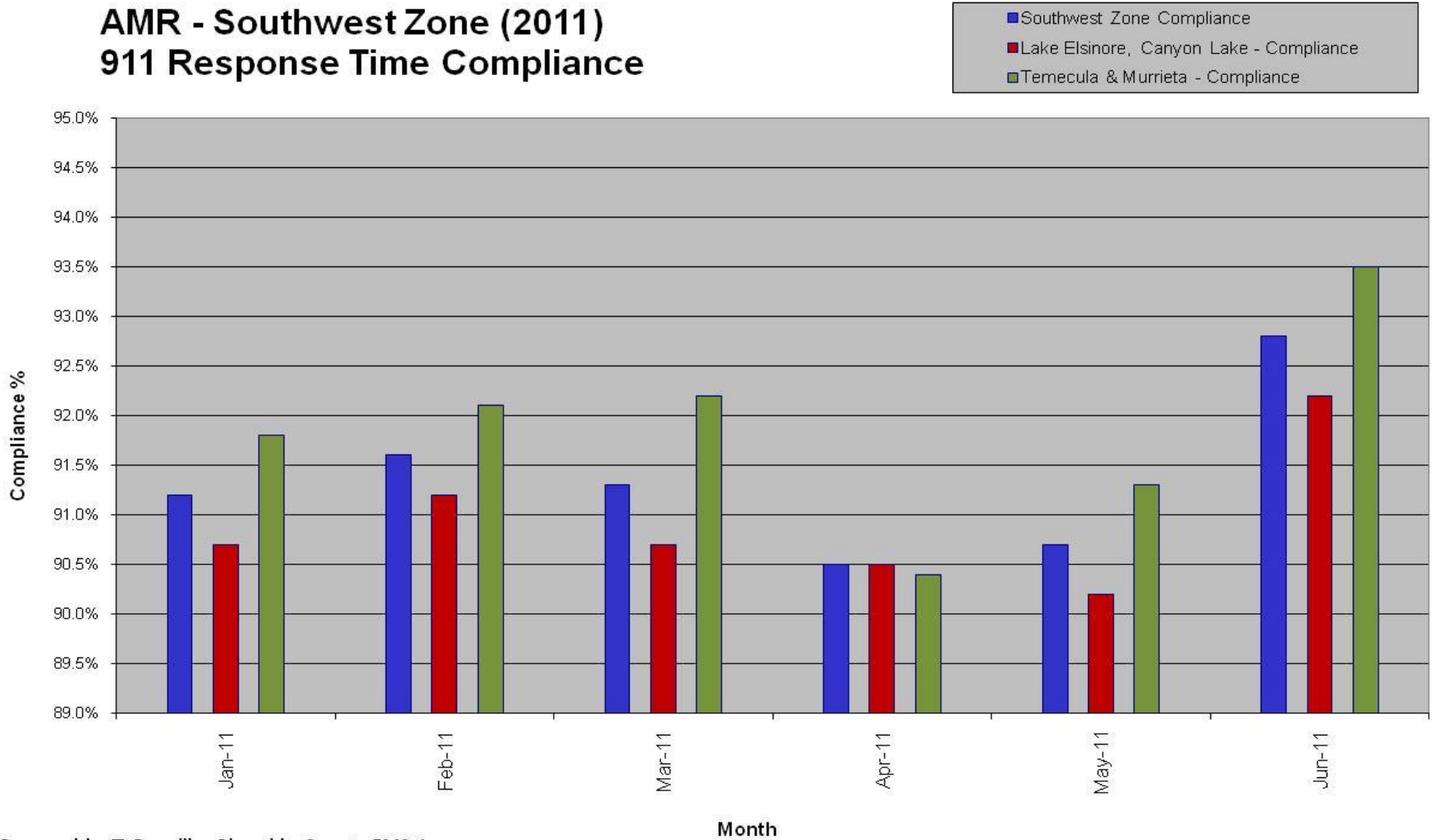
AMR - Temecula & Murrieta Subzone 911 Response Time Compliance



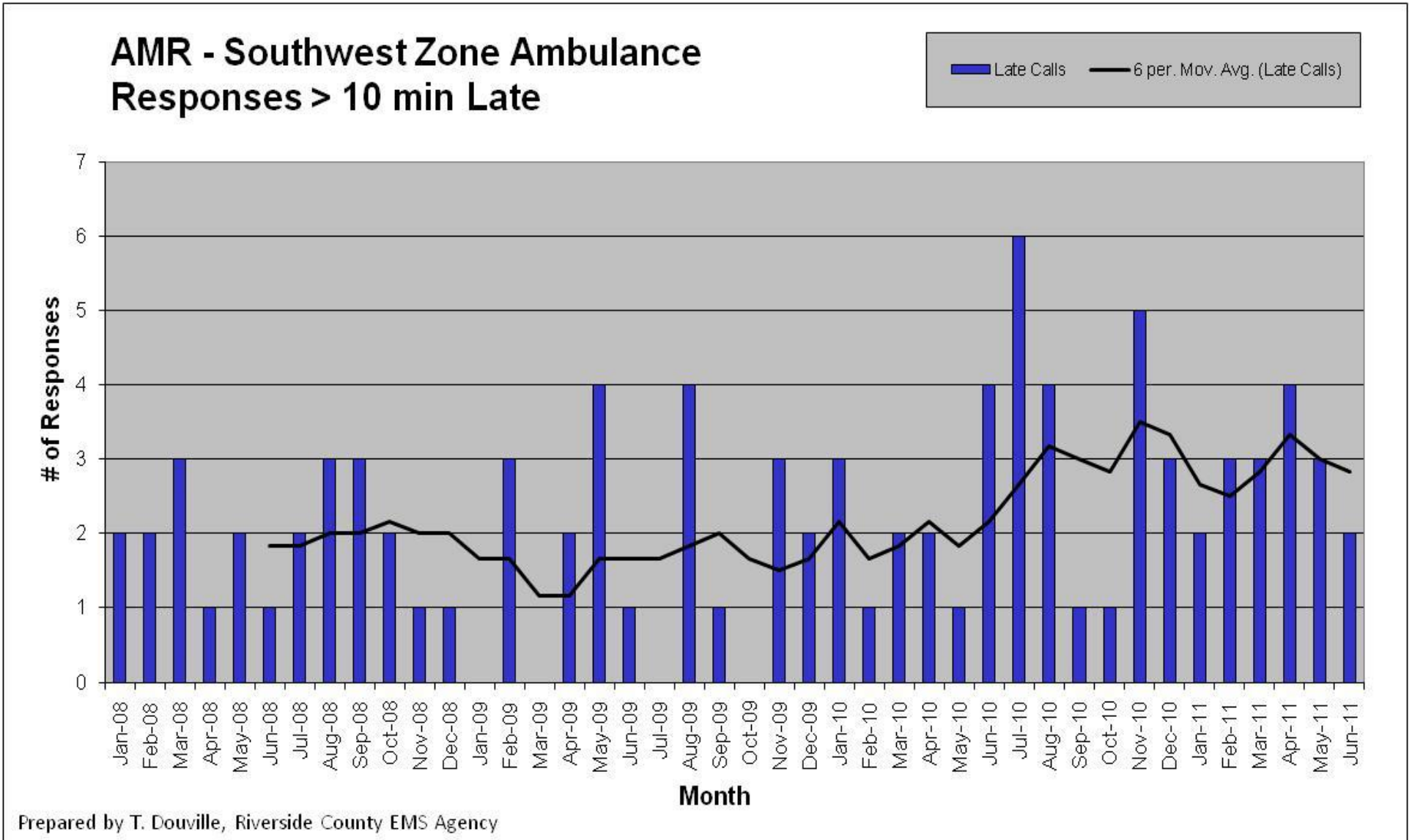
Prepared by T. Douville, Riverside County EMS Agency

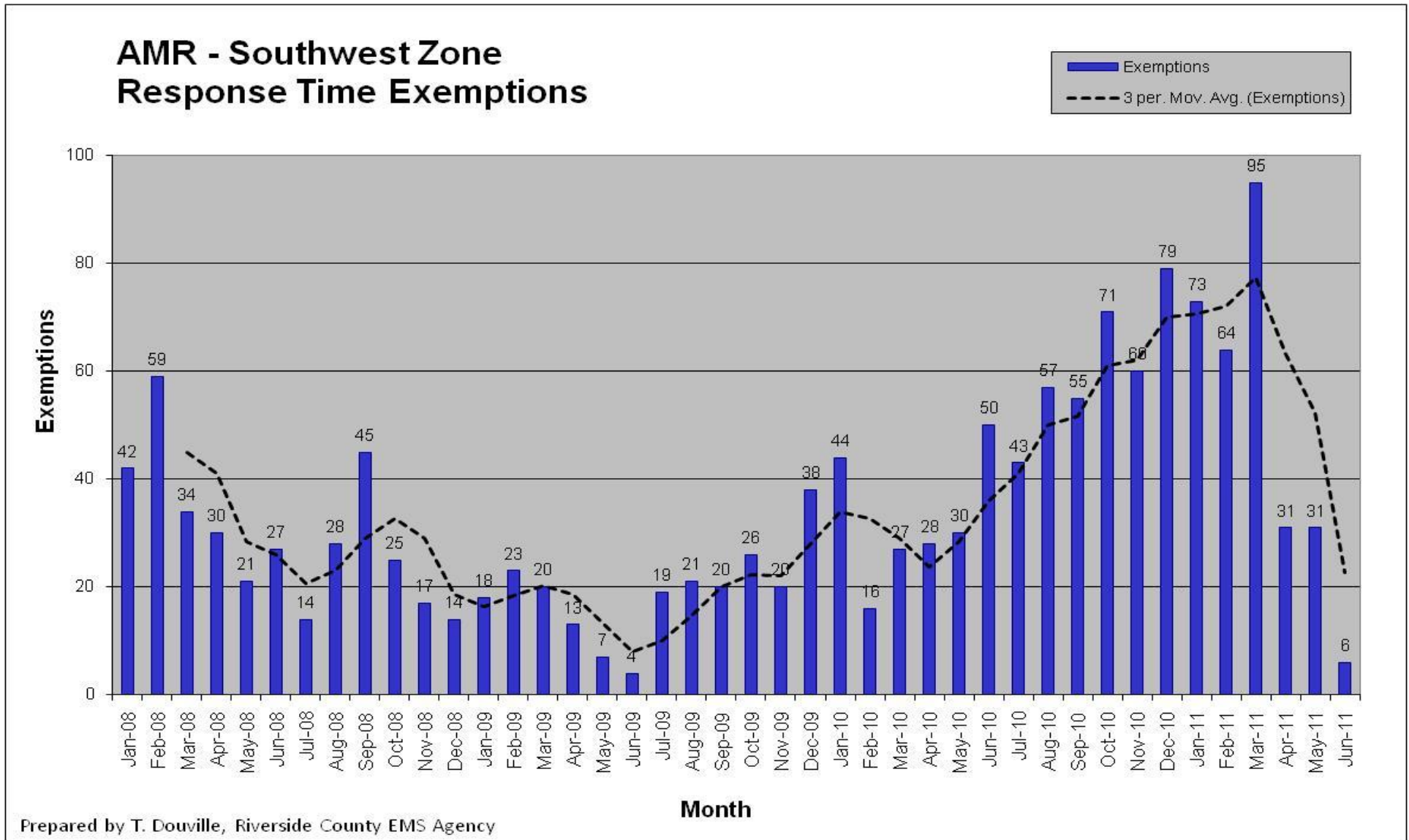


AMR - Southwest Zone (2011) 911 Response Time Compliance



Prepared by T. Douville, Riverside County EMS Agency





EMS Administrative Group Meeting
August 01, 2011

AMR Southwest Zone

Southwest		Jan-11	91.2%
< 1 Min	\$5.00	75	\$375.00
< 2 Min	\$10.00	49	\$490.00
< 3 Min	\$20.00	38	\$760.00
< 4 Min	\$50.00	12	\$600.00
< 5 Min	\$70.00	6	\$420.00
< 6 Min	\$180.00	8	\$1,440.00
< 7 Min	\$220.00	6	\$1,320.00
< 8 Min	\$280.00	3	\$840.00
< 9 Min	\$320.00	0	\$0.00
< 10 Min	\$360.00	0	\$0.00
< 15 Min	\$400.00	1	\$400.00
< 20 Min	\$500.00	0	\$0.00
< 30 Min	\$600.00	1	\$600.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		199	\$7,245.00
MOS	\$360.00	4	\$1,440.00
Exemptions	73		\$8,685.00
Subtotal	2231	Subzones	
Pvt. Emer.	21	Temecula & Murrieta	91.8%
Total	2252	Other	90.7%

Southwest		Feb-11	91.6%
< 1 Min	\$5.00	69	\$345.00
< 2 Min	\$10.00	48	\$480.00
< 3 Min	\$20.00	32	\$640.00
< 4 Min	\$50.00	12	\$600.00
< 5 Min	\$70.00	8	\$560.00
< 6 Min	\$180.00	6	\$1,080.00
< 7 Min	\$220.00	2	\$440.00
< 8 Min	\$280.00	1	\$280.00
< 9 Min	\$320.00	1	\$320.00
< 10 Min	\$360.00	2	\$720.00
< 15 Min	\$400.00	2	\$800.00
< 20 Min	\$500.00	1	\$500.00
< 30 Min	\$600.00	0	\$0.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		184	\$6,765.00
MOS	\$360.00	6	\$2,160.00
Exemptions	64		\$8,925.00
Subtotal	2167	Subzones	
Pvt. Emer.	17	Temecula & Murrieta	92.1%
Total	2184	Other	91.2%

Southwest		Mar-11	91.3%
< 1 Min	\$5.00	77	\$385.00
< 2 Min	\$10.00	50	\$500.00
< 3 Min	\$20.00	31	\$620.00
< 4 Min	\$50.00	14	\$700.00
< 5 Min	\$70.00	15	\$1,050.00
< 6 Min	\$180.00	15	\$2,700.00
< 7 Min	\$220.00	2	\$440.00
< 8 Min	\$280.00	3	\$840.00
< 9 Min	\$320.00	1	\$320.00
< 10 Min	\$360.00	3	\$1,080.00
< 15 Min	\$400.00	1	\$400.00
< 20 Min	\$500.00	1	\$500.00
< 30 Min	\$600.00	1	\$600.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		214	\$10,135.00
MOS	\$360.00	6	\$2,160.00
Exemptions	95		\$12,295.00
Subtotal	2448	Subzones	
Pvt. Emer.	24	Temecula & Murrieta	92.2%
Total	2472	Other	90.7%

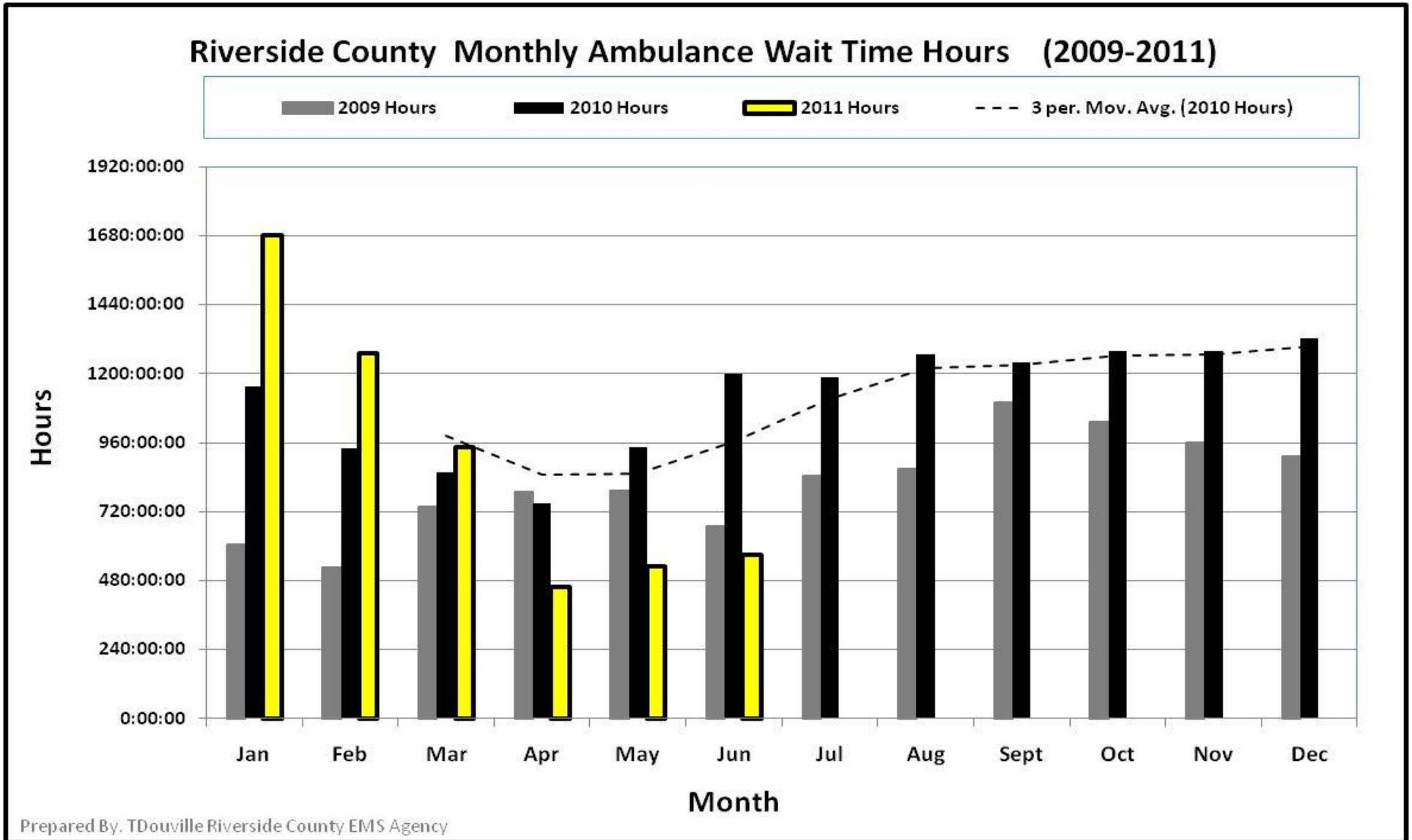
Southwest		Apr-11	90.5%
< 1 Min	\$5.00	74	\$370.00
< 2 Min	\$10.00	63	\$630.00
< 3 Min	\$20.00	35	\$700.00
< 4 Min	\$50.00	18	\$900.00
< 5 Min	\$70.00	9	\$630.00
< 6 Min	\$180.00	5	\$900.00
< 7 Min	\$220.00	1	\$220.00
< 8 Min	\$280.00	1	\$280.00
< 9 Min	\$320.00	2	\$640.00
< 10 Min	\$360.00	2	\$720.00
< 15 Min	\$400.00	1	\$400.00
< 20 Min	\$500.00	3	\$1,500.00
< 30 Min	\$600.00	0	\$0.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		214	\$7,890.00
MOS	\$360.00	4	\$1,440.00
Exemptions	31		\$9,330.00
Subtotal	2237	Subzones	
Pvt. Emer.	12	Temecula & Murrieta	90.4%
Total	2249	Other	90.5%

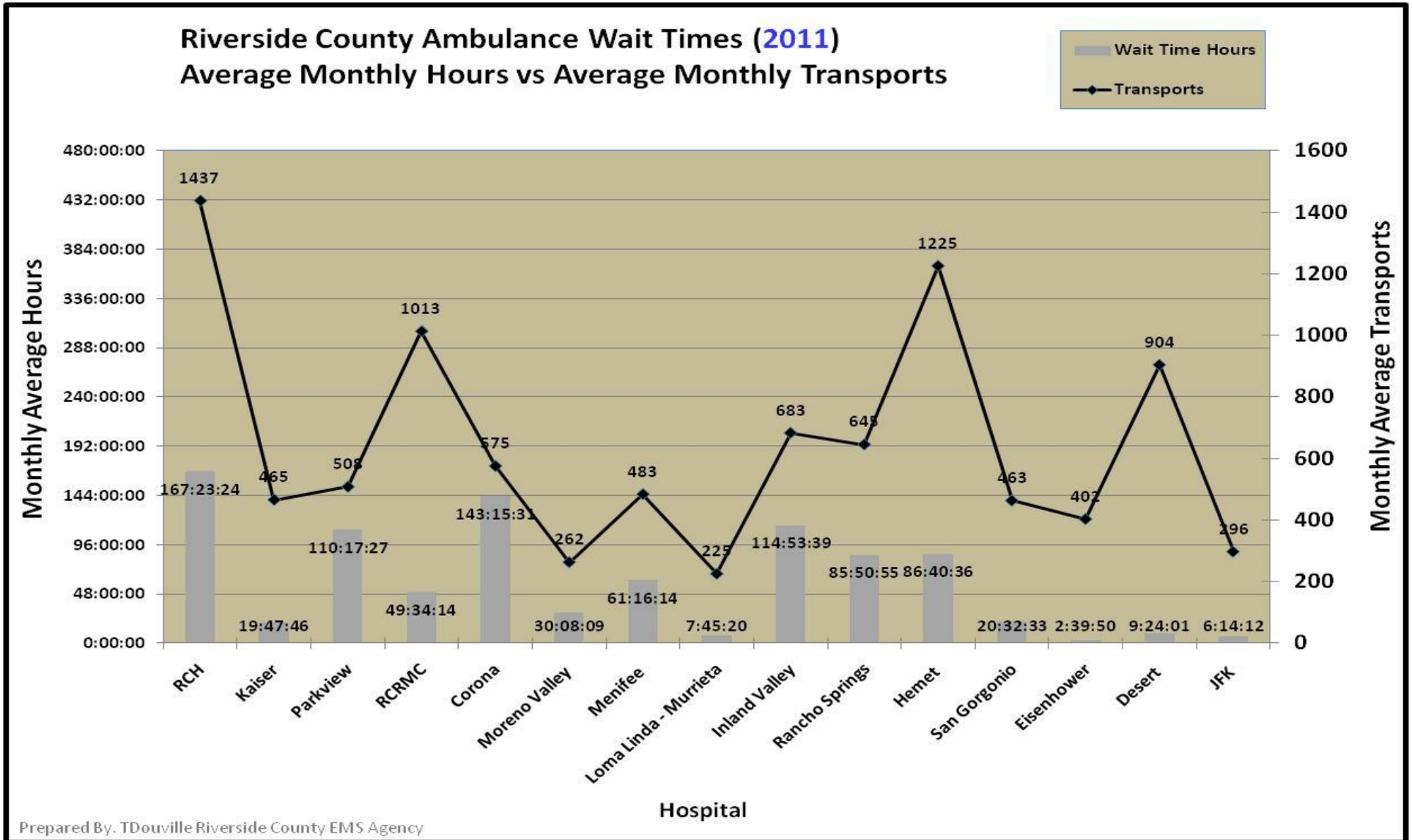
Southwest		May-11	90.7%
< 1 Min	\$5.00	78	\$390.00
< 2 Min	\$10.00	49	\$490.00
< 3 Min	\$20.00	45	\$900.00
< 4 Min	\$50.00	23	\$1,150.00
< 5 Min	\$70.00	7	\$490.00
< 6 Min	\$180.00	7	\$1,260.00
< 7 Min	\$220.00	6	\$1,320.00
< 8 Min	\$280.00	1	\$280.00
< 9 Min	\$320.00	0	\$0.00
< 10 Min	\$360.00	1	\$360.00
< 15 Min	\$400.00	3	\$1,200.00
< 20 Min	\$500.00	0	\$0.00
< 30 Min	\$600.00	0	\$0.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		220	\$7,840.00
MOS	\$360.00	4	\$1,440.00
Exemptions	31		\$9,280.00
Subtotal	2348	Subzones	
Pvt. Emer.	16	Temecula & Murrieta	91.3%
Total	2364	Other	90.2%

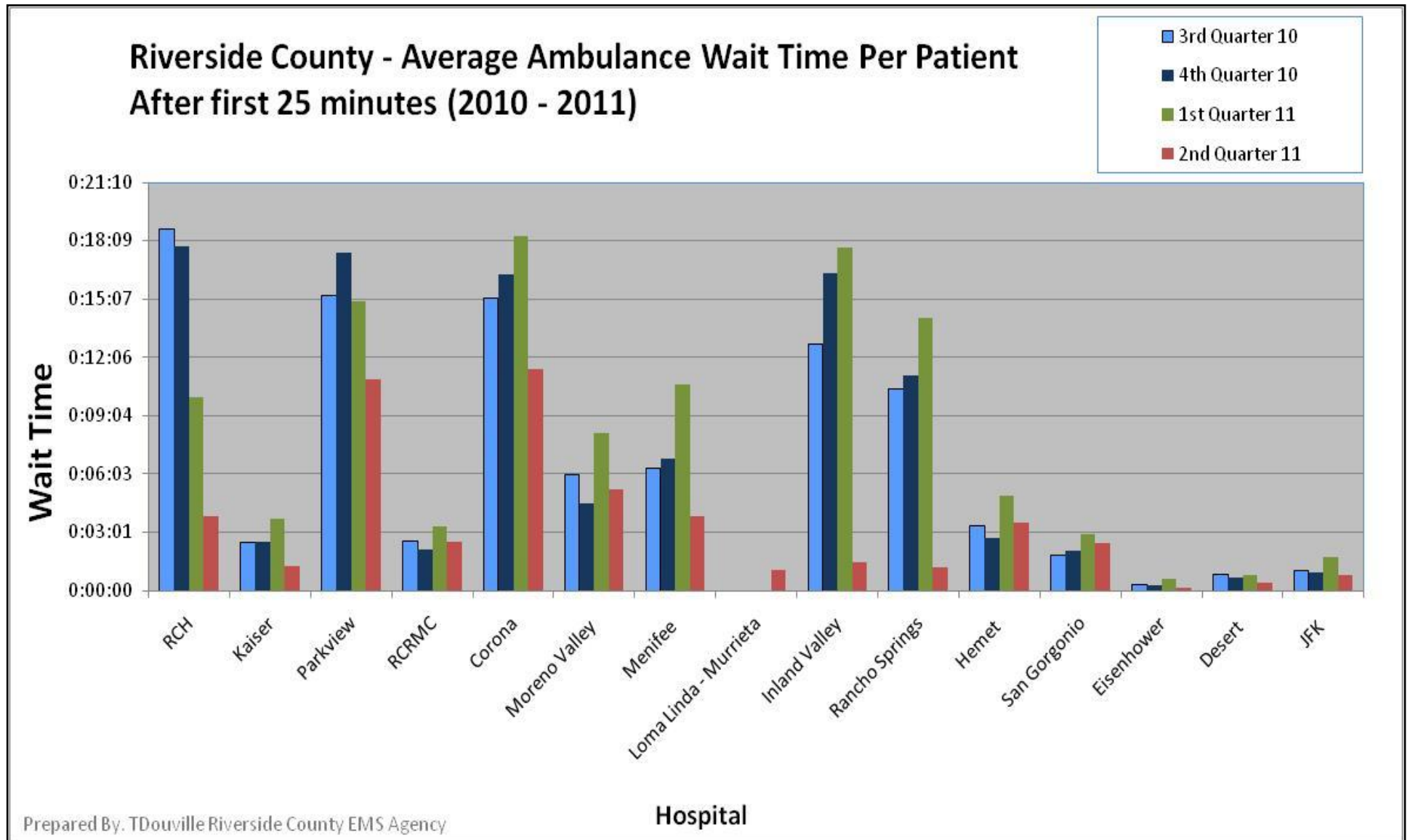
Southwest		Jun-11	92.8%
< 1 Min	\$5.00	50	\$250.00
< 2 Min	\$10.00	46	\$460.00
< 3 Min	\$20.00	26	\$520.00
< 4 Min	\$50.00	15	\$750.00
< 5 Min	\$70.00	11	\$770.00
< 6 Min	\$180.00	9	\$1,620.00
< 7 Min	\$220.00	4	\$880.00
< 8 Min	\$280.00	0	\$0.00
< 9 Min	\$320.00	1	\$320.00
< 10 Min	\$360.00	2	\$720.00
< 15 Min	\$400.00	2	\$800.00
< 20 Min	\$500.00	0	\$0.00
< 30 Min	\$600.00	0	\$0.00
< 60 Min	\$1,200.00	0	\$0.00
> 60 Min	\$2,000.00	0	\$0.00
Subtotal Fines		166	\$7,090.00
MOS	\$360.00	5	\$1,800.00
Exemptions	6		\$8,890.00
Subtotal	2286	Subzones	
Pvt. Emer.	11	Temecula & Murrieta	93.5%
Total	2297	Other	92.2%

**American Medical Response Fine Money Distribution
Annual Report (April 2010 – March 2011)**

	FINE PAYMENT %	DISTRIBUTION AMOUNT
Central Zone Total	---	88,856.00
City of Moreno Valley	58%	51,536.48
City of Perris	30%	26,656.80
Riverside County (Central Zone)	12%	10,662.72
Desert Zone Total	---	93,259.00
Riverside County (Desert zone)	25%	23,314.75
City of Palm Springs	31%	28,910.29
City of La Quinta	11%	10,258.49
City of Desert Hot Springs	23%	21,449.57
City of Coachella	10%	9,325.90
Northwest Zone Total	---	74,953.25
Riverside County (Northwest Zone)	51%	39,725.22
City of Corona	39%	29,231.77
City of Norco	8%	5,996.26
Pass Zone Total	---	19,125.25
City of Calimesa	12%	2,295.03
City of Banning	43%	8,223.86
Riverside County (Pass Zone)	13%	2,486.28
City of Beaumont	32%	6,120.08
San Jacinto / Hemet Zone Total	---	42,641.25
City of Hemet	57%	24,305.51
Riverside County (San Jacinto Zone)	21%	8,954.66
City of San Jacinto	22%	9,381.08
Southwest Zone Total	---	117,458.50
City of Temecula	25%	29,364.63
Riverside County (Southwest Zone)	20%	23,491.70
City of Lake Elsinore	16%	18,793.36
City of Murrieta	21%	24,666.29
City of Wildomar	8%	9,396.68
City of Menifee	8%	9,396.68
City of Canyon Lake	2%	2,349.17
Mountain Zone Total	---	6,289.50
Riverside County (Mountain Zone)	100%	6,289.50
<i>Pre Credit – Total Fines</i>	---	561,130.00
<i>Total Credits</i>	---	(118,547.25)
Total Amount for Distribution	---	442,582.75

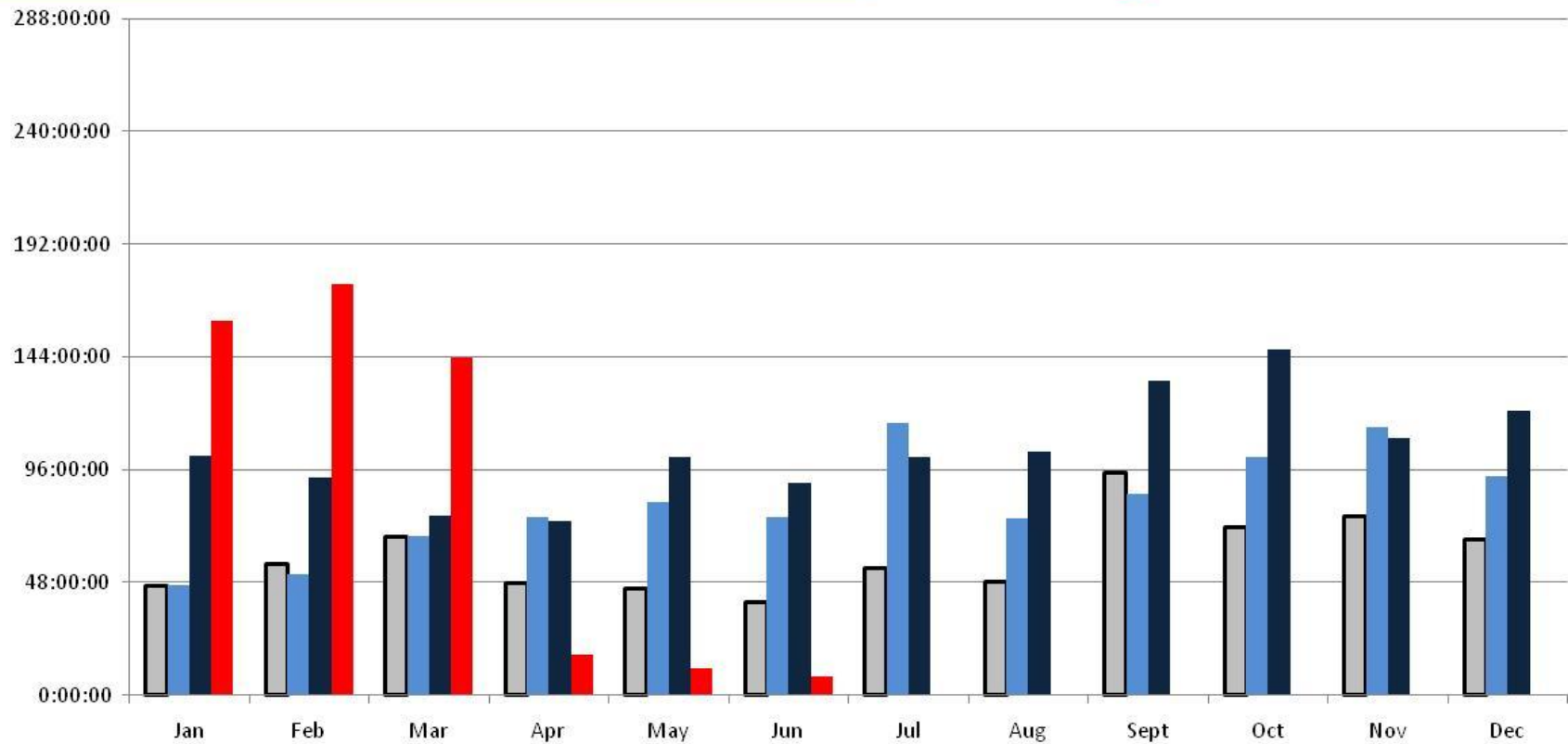






Rancho Springs Medical Center
Ambulance ED Wait Hours (2008-2011)

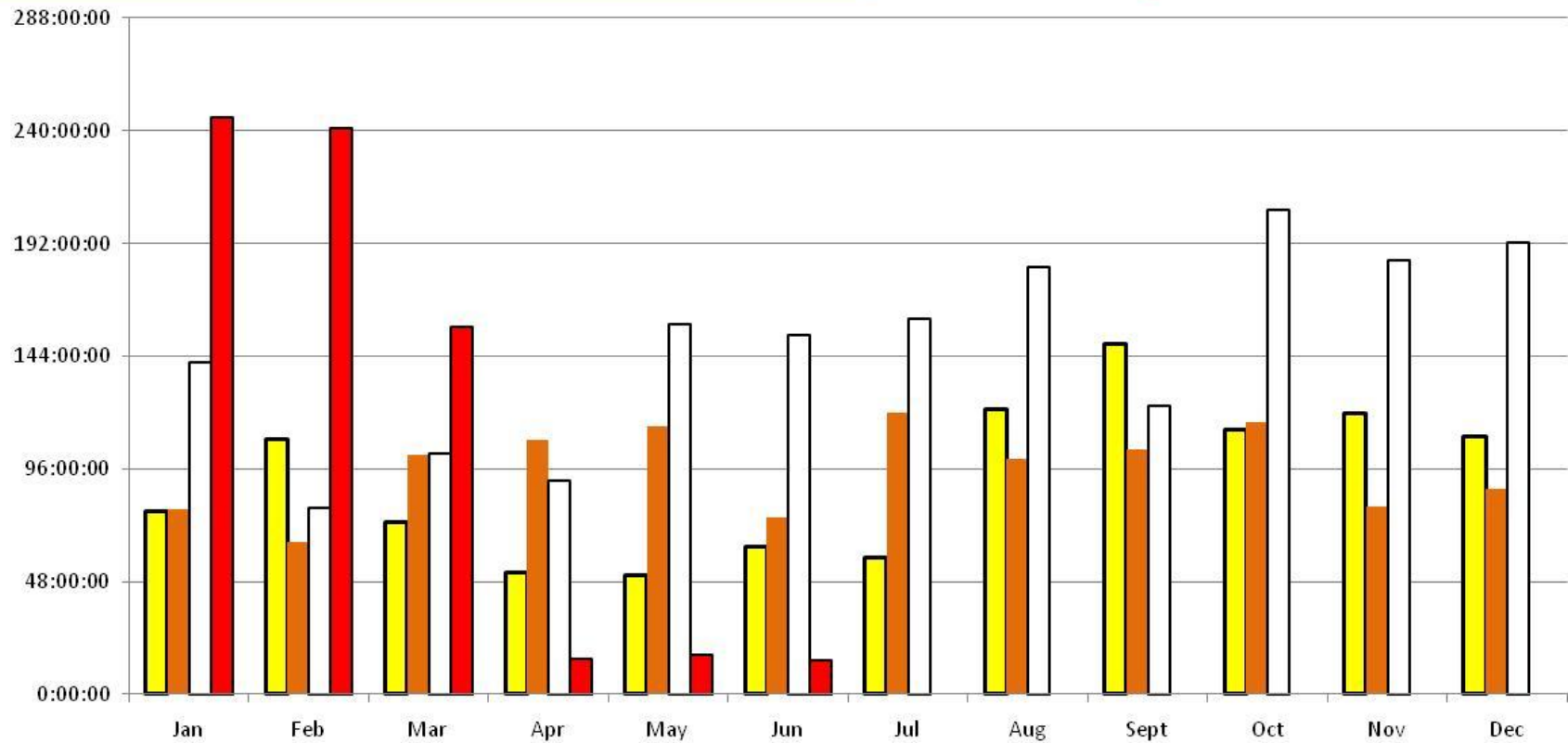
- Rancho Springs 2008
- Rancho Springs 2009
- Rancho Springs 2010
- Rancho Springs 2011



Prepared By: TDouville Riverside County EMS Agency

Inland Valley Medical Center
Ambulance ED Wait Hours (2008-2011)

- Inland Valley 2008
- Inland Valley 2009
- Inland Valley 2010
- Inland Valley 2011



Prepared By: TDouville Riverside County EMS Agency