



# Ambulance Response Compliance Review

AMR Compliance Summary  
1/1/2017 – 12/31/2017

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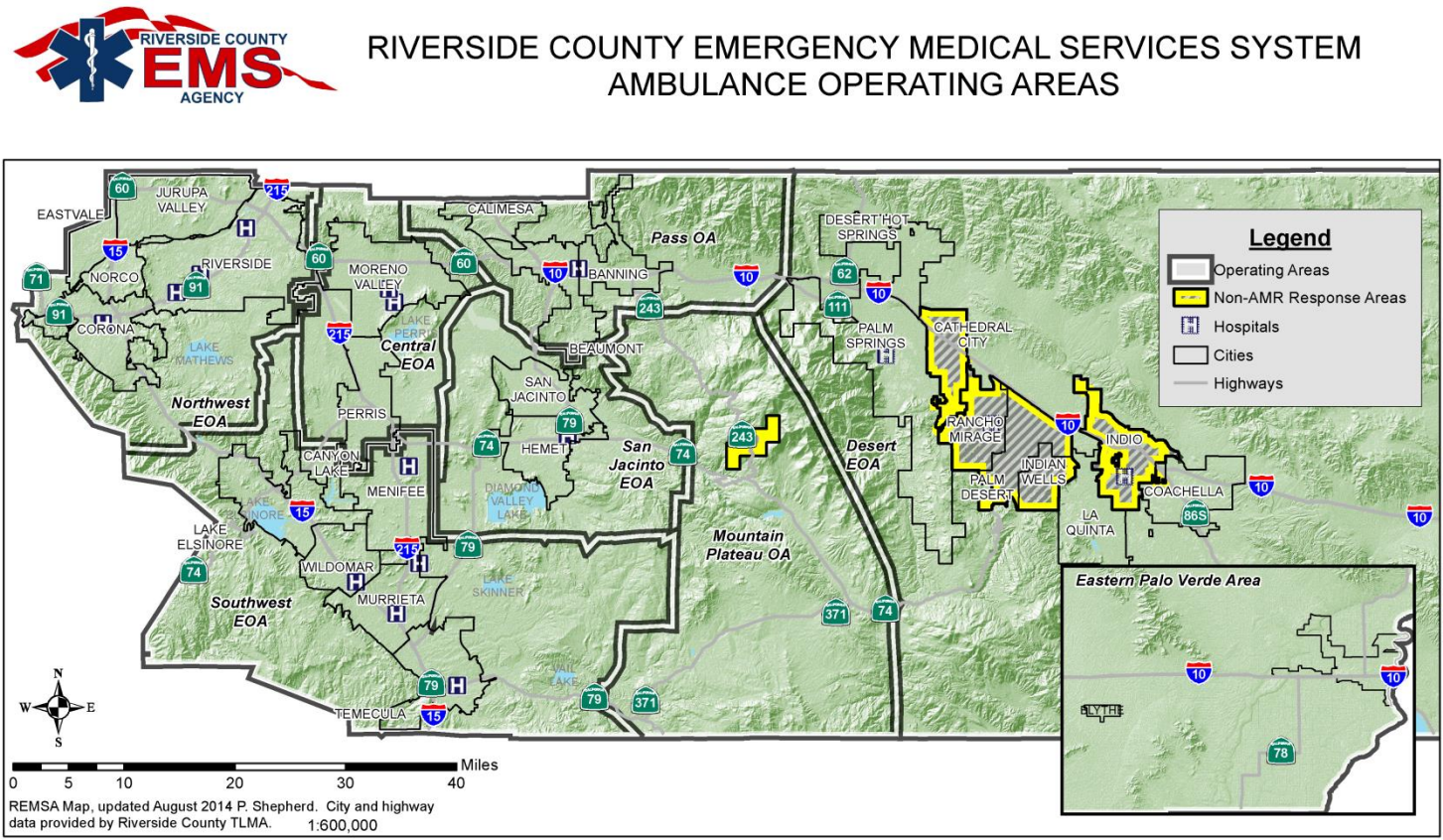
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# RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

## Overview

The Riverside County EMS System covers all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for most of Riverside County, and this report outlines the AMR response time compliance in Riverside County through the end of December 2017. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

Below is a map of the Ambulance Operating Areas, which are discussed in the corresponding Administrative Group meetings based on region. A complete map of the County with Response Time Zones labeled is available at <http://www.remsa.us/zones>



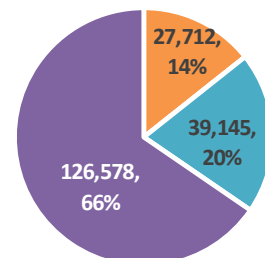
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

West County includes the Northwest, Southwest, and Central response zones. The City of Riverside is a subzone of the Northwest Zone, which accounts for more responses than all other subzones across the County.

Mid County region includes the Pass, San Jacinto, and Mountain Plateau Response Time Zones.

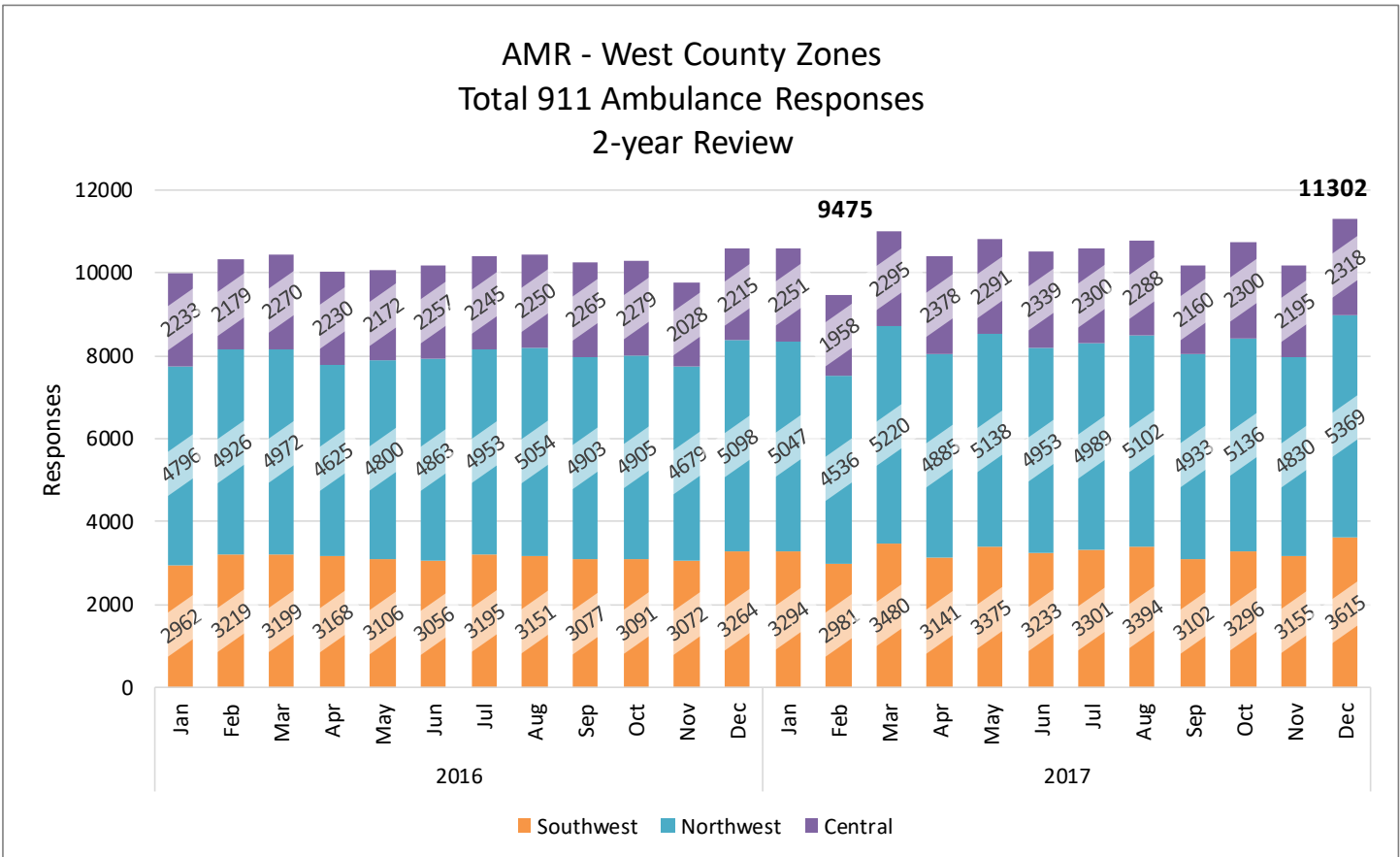
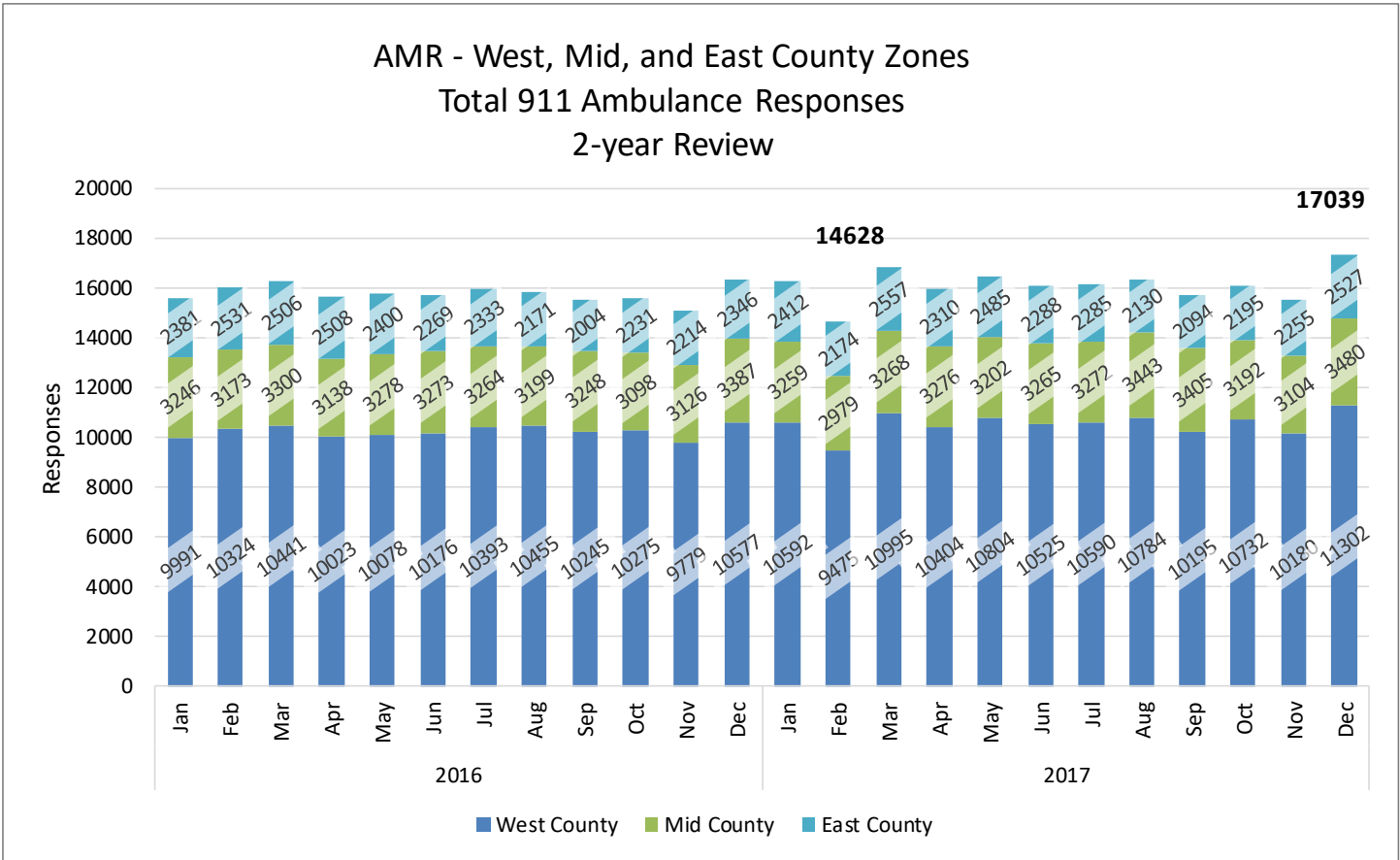
East County includes the Desert and Palo Verde Response Time Zones.

**AMR - Response Time Zones  
Regional 9-1-1 Ambulance Responses  
January 2017 through December 2017**

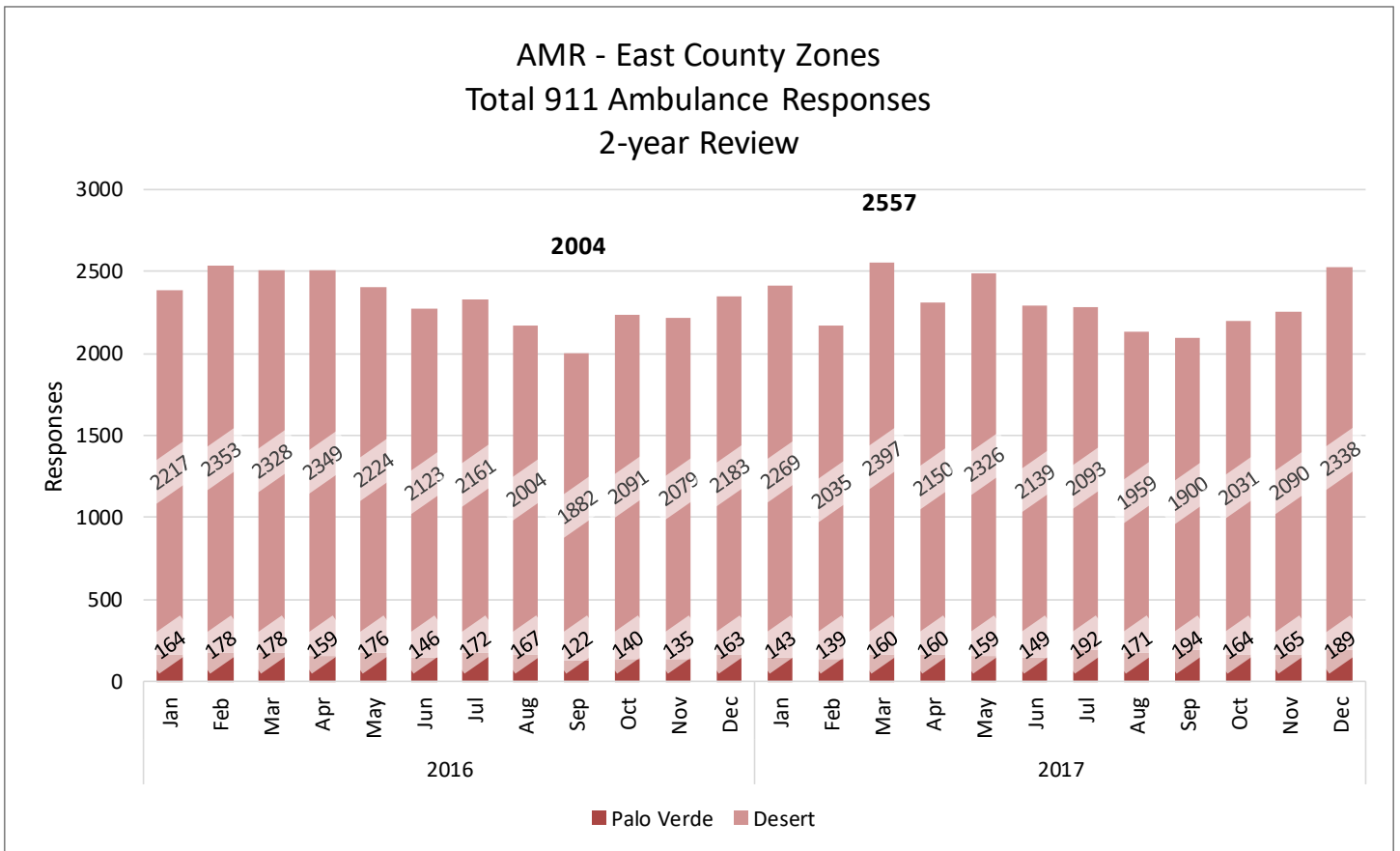
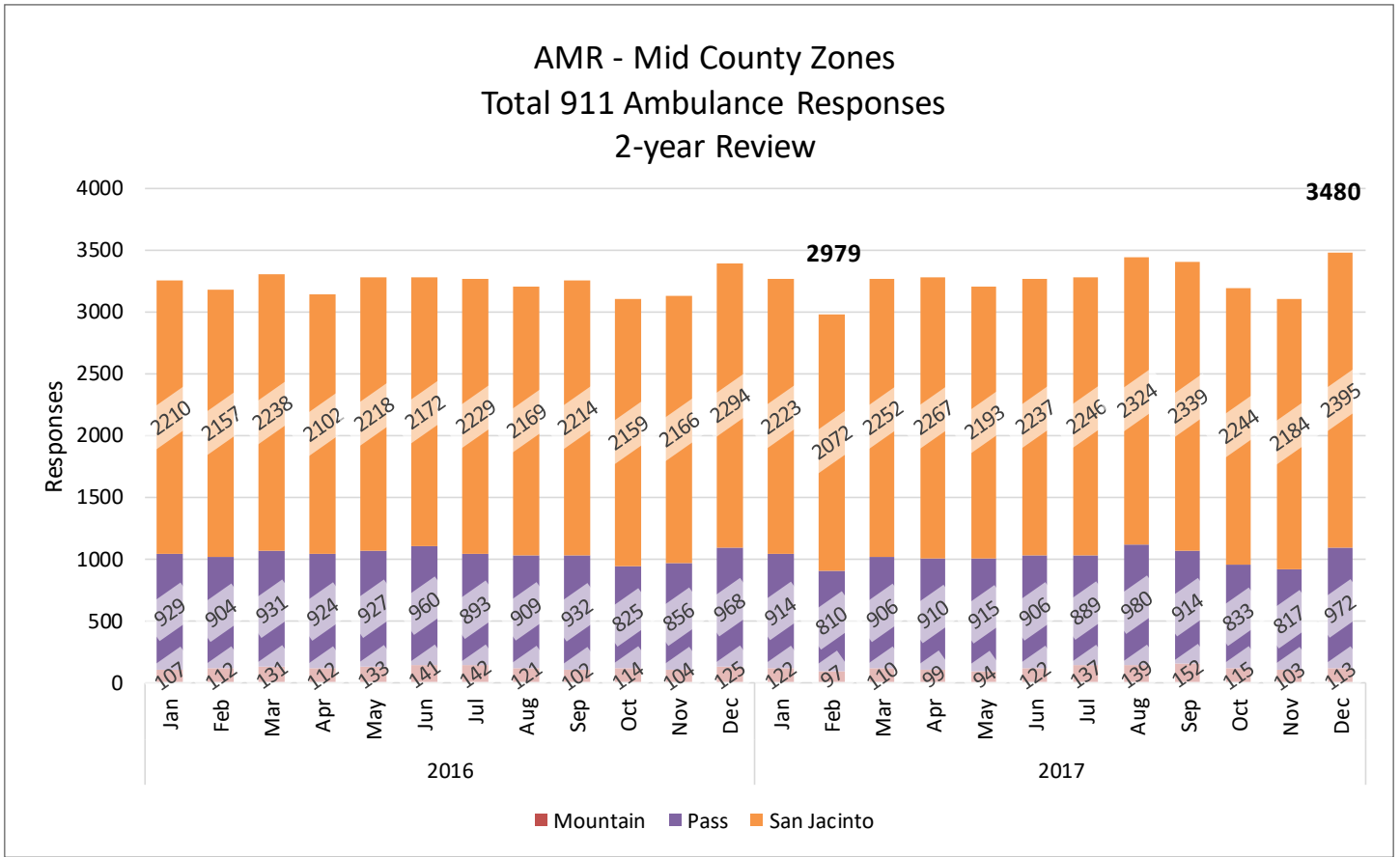


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



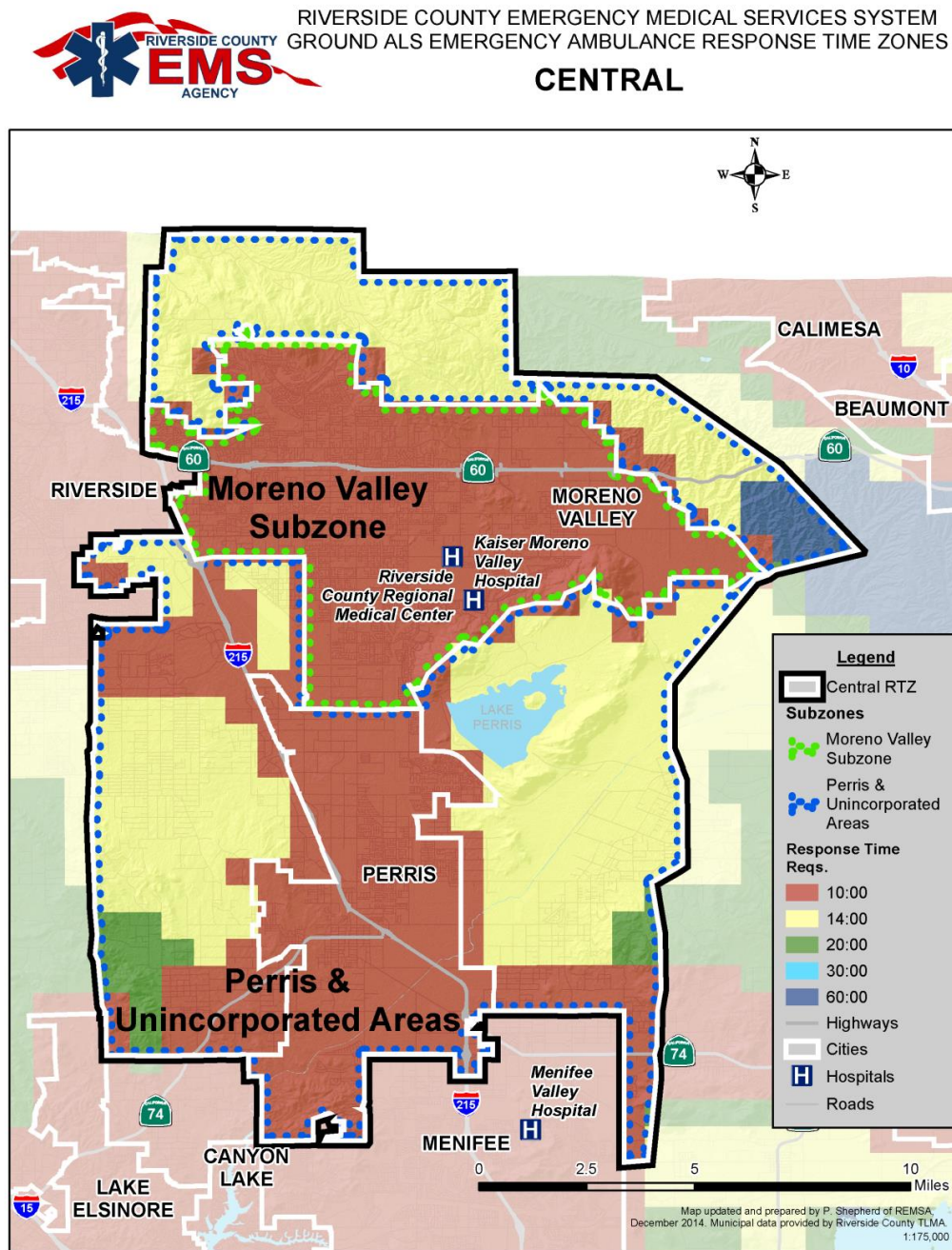
West, Mid, and East County Areas Comparisons (Cont'd)



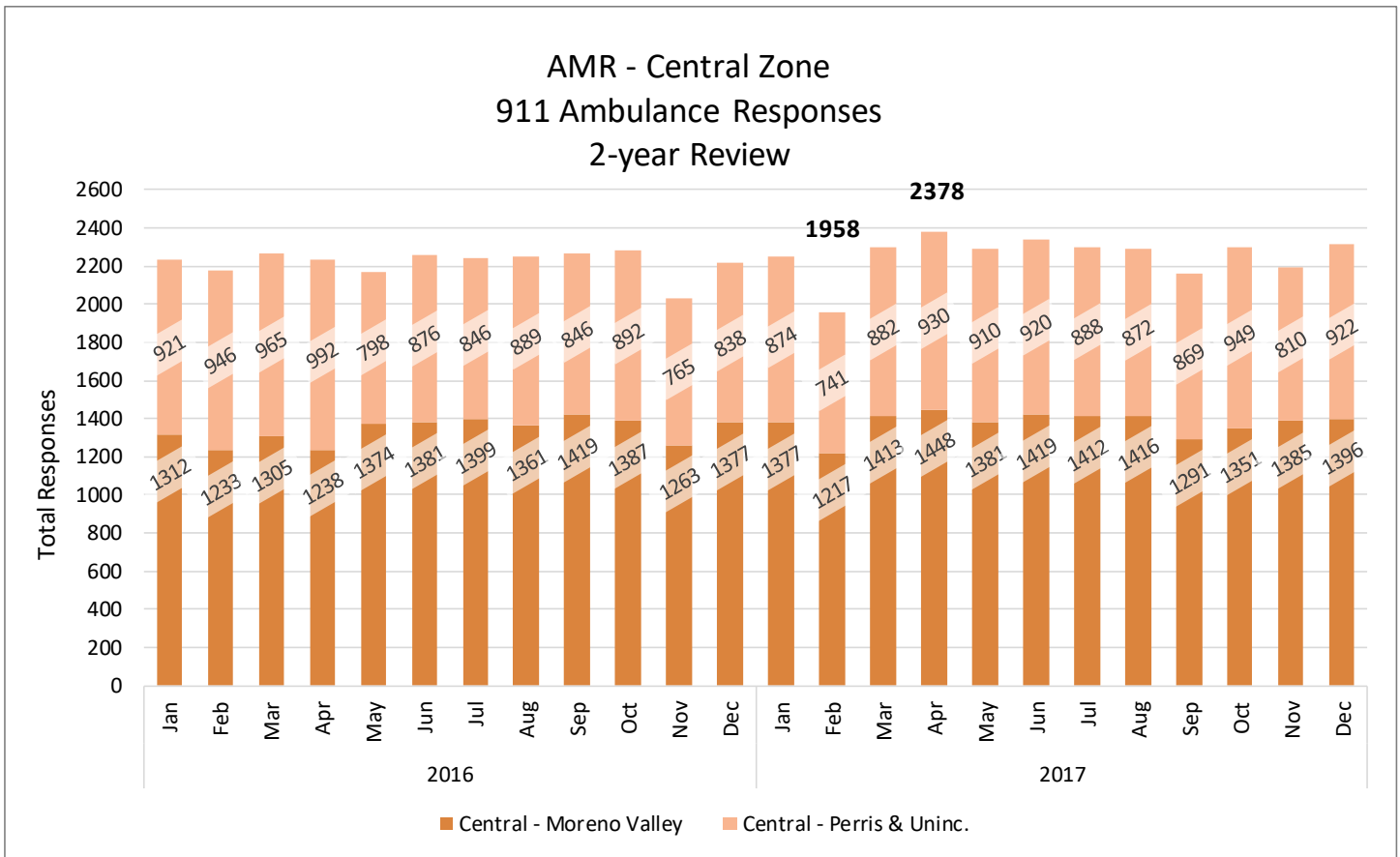
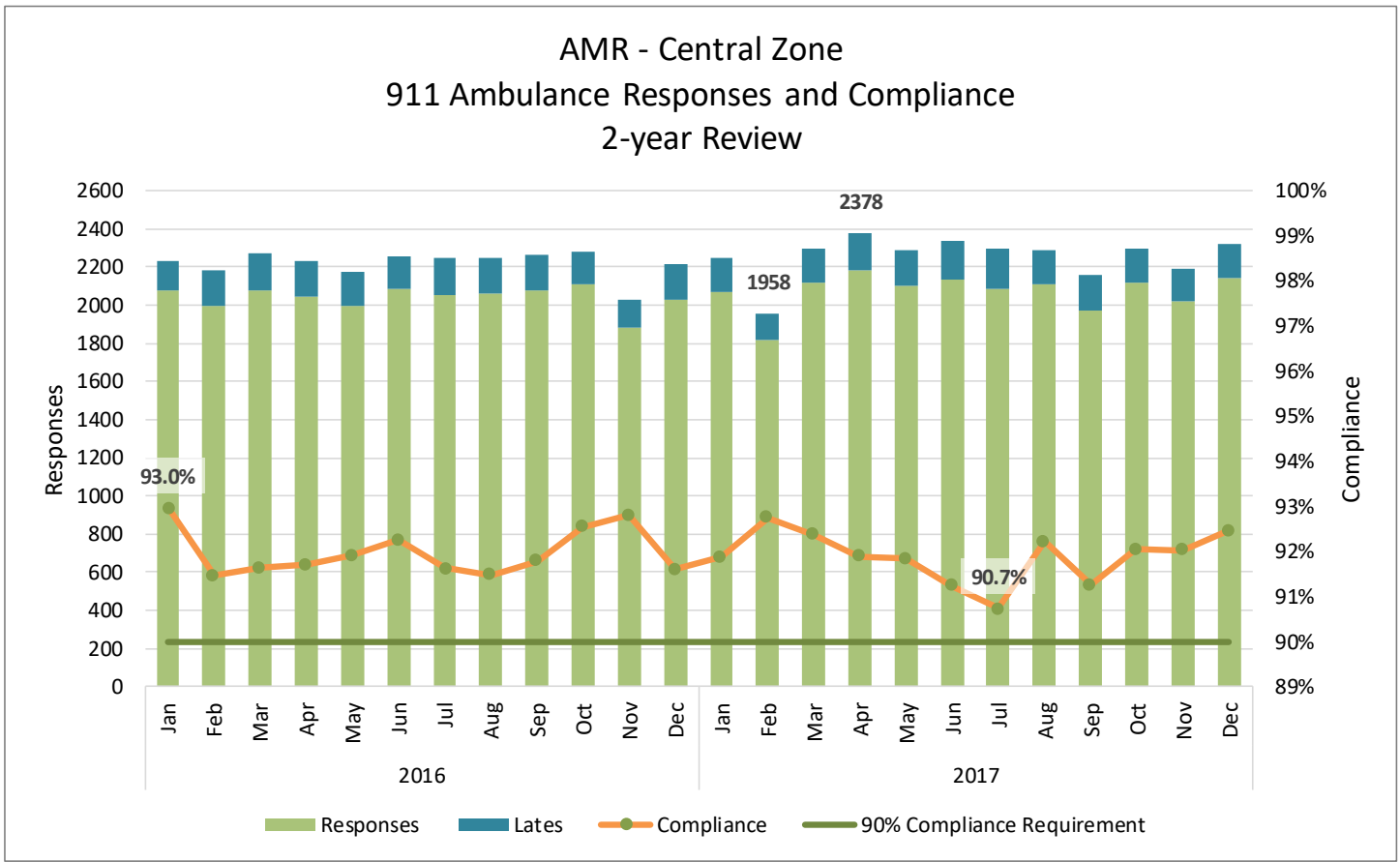
# CENTRAL ZONE

The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: the Moreno Valley Response Time Subzone (RTSZ) and the Perris and Unincorporated Areas RTSZ. During the period in review for this report, the Moreno Valley Subzone received higher 911 ambulance response volume than did the Perris and unincorporated area, as illustrated in the following charts. These charts cover overall 911 ambulance responses, response time compliance, compliance/responses by subzone, responses more than ten minutes late, and exemptions.

The maps referenced in this report are available at [remsa.us/zones](http://remsa.us/zones)

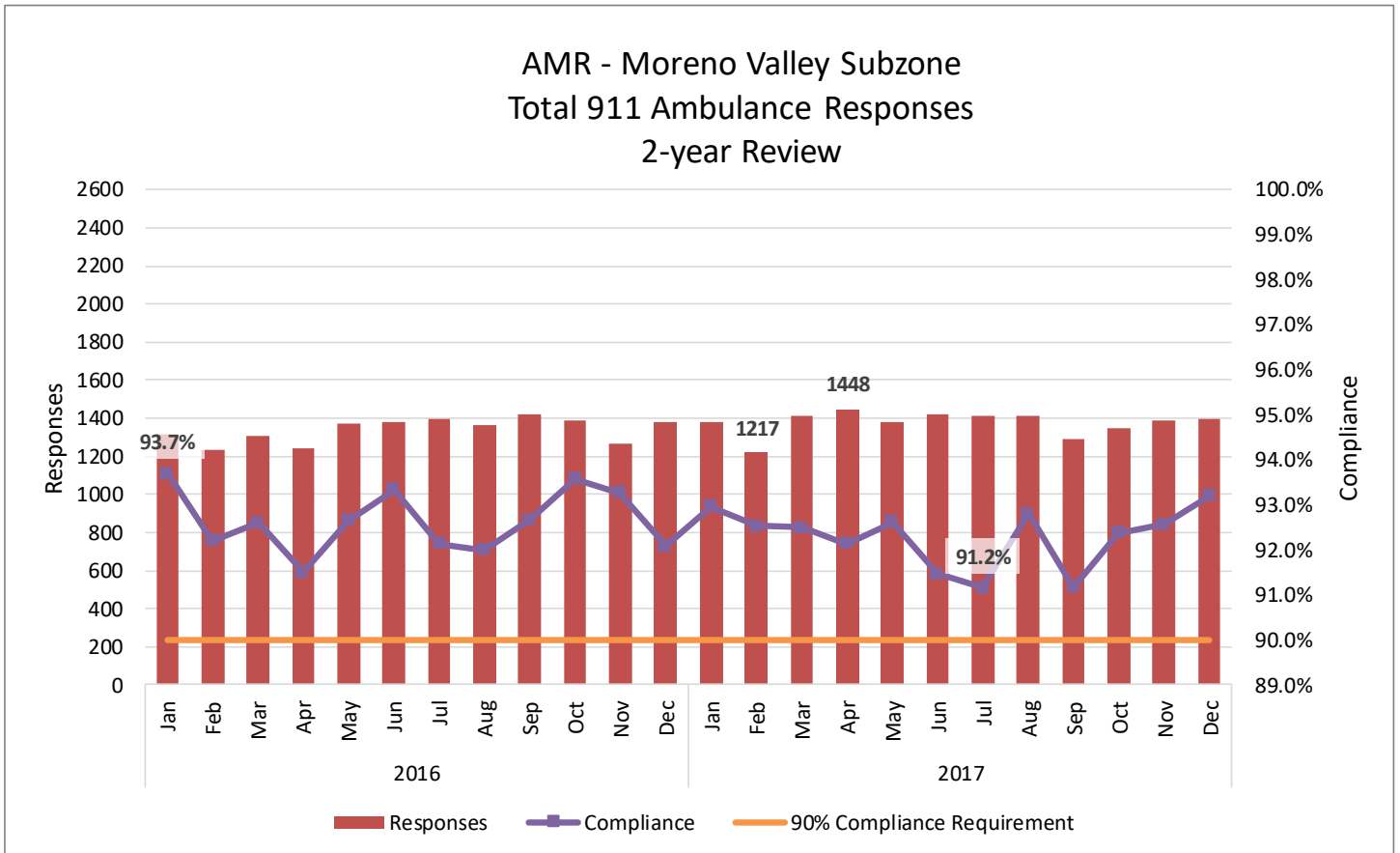
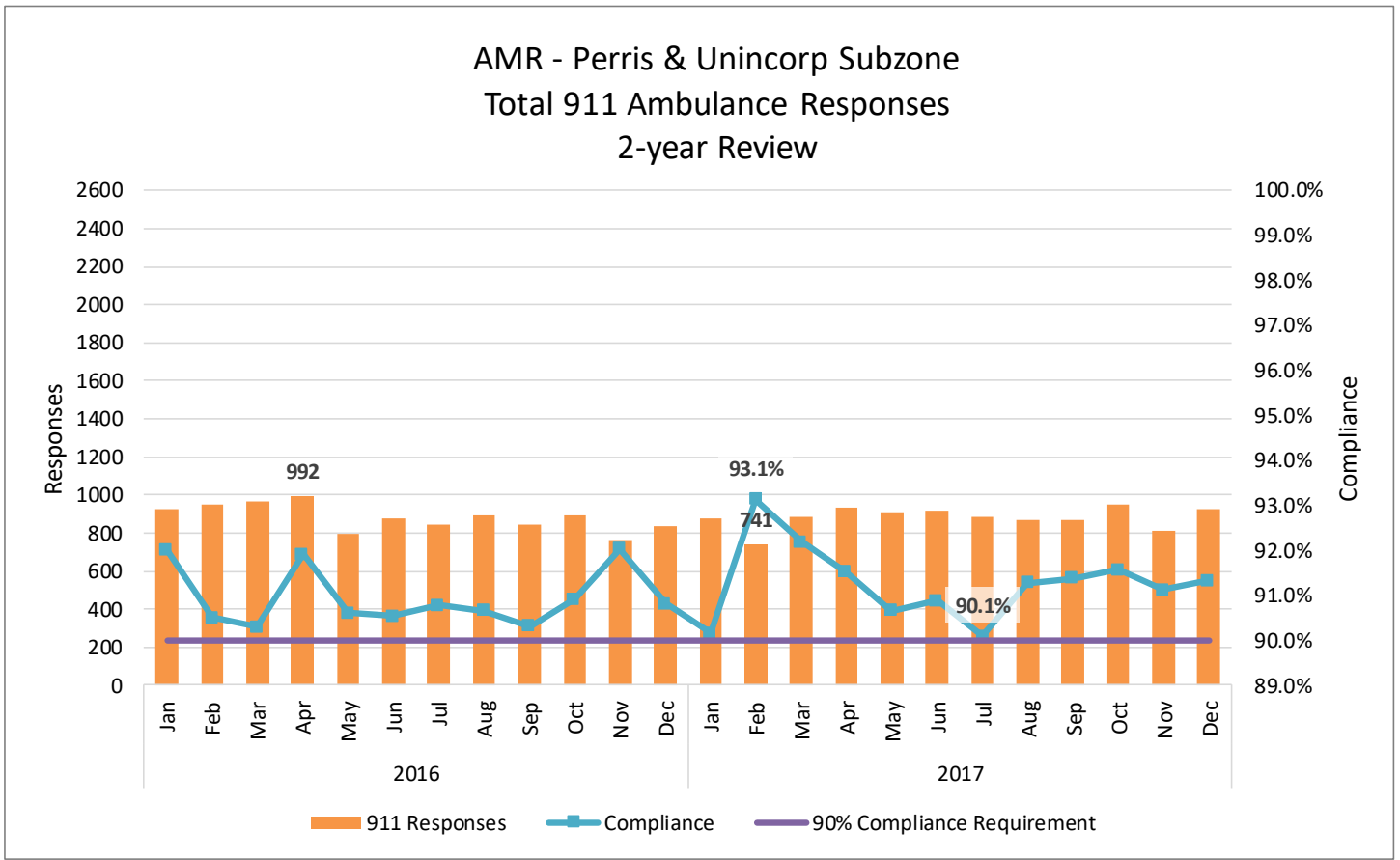


Central Zone: Response and Compliance Data

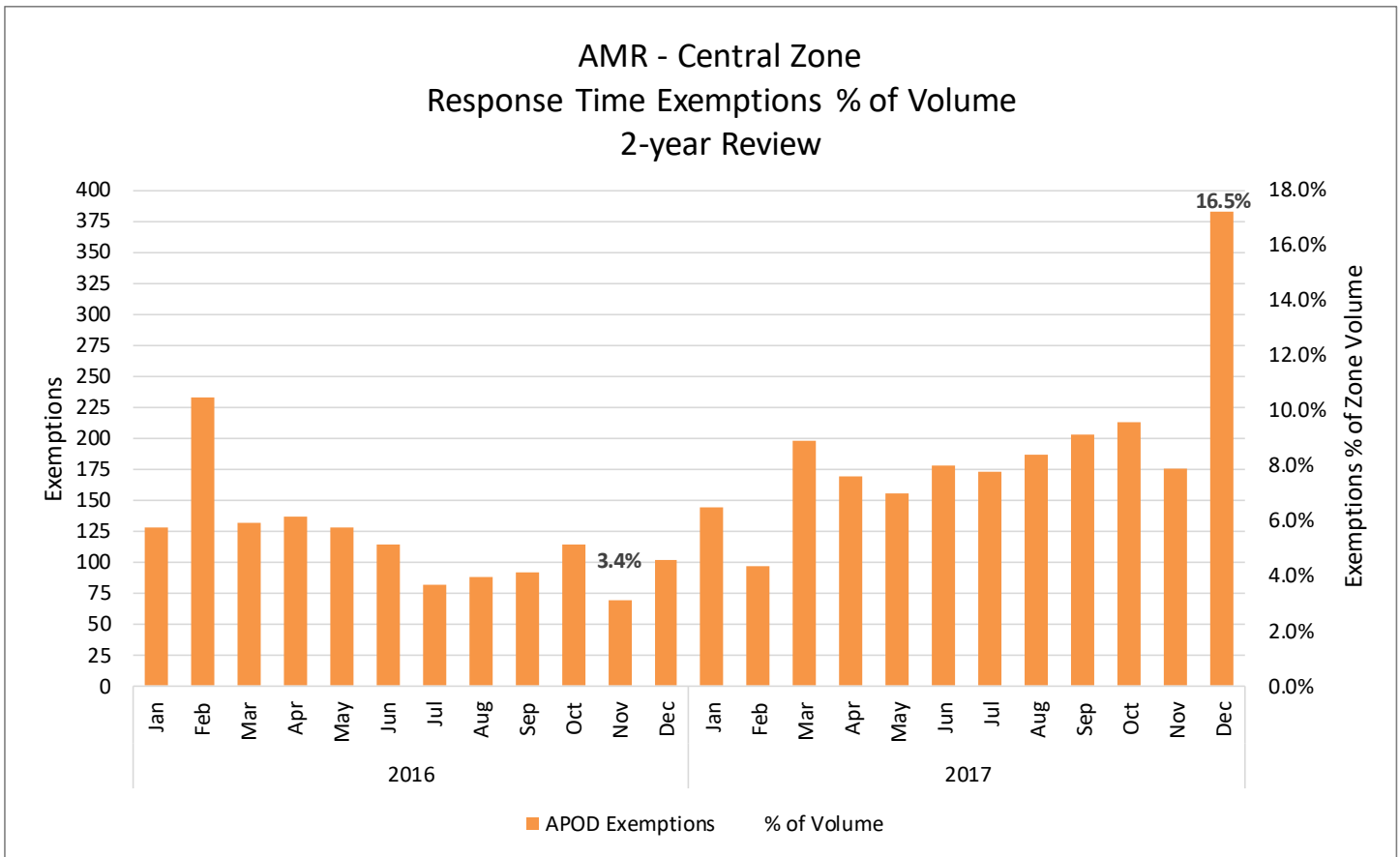
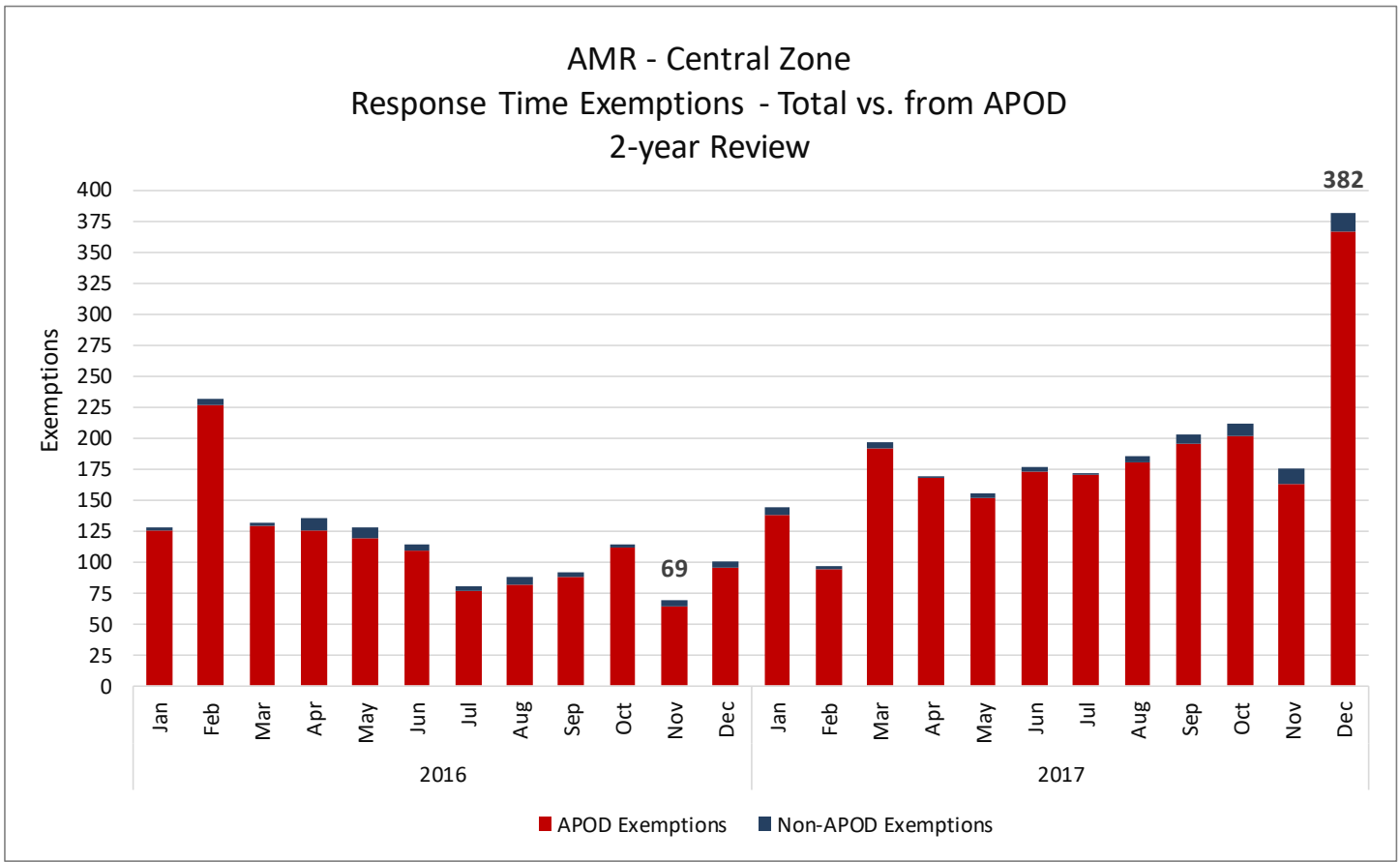




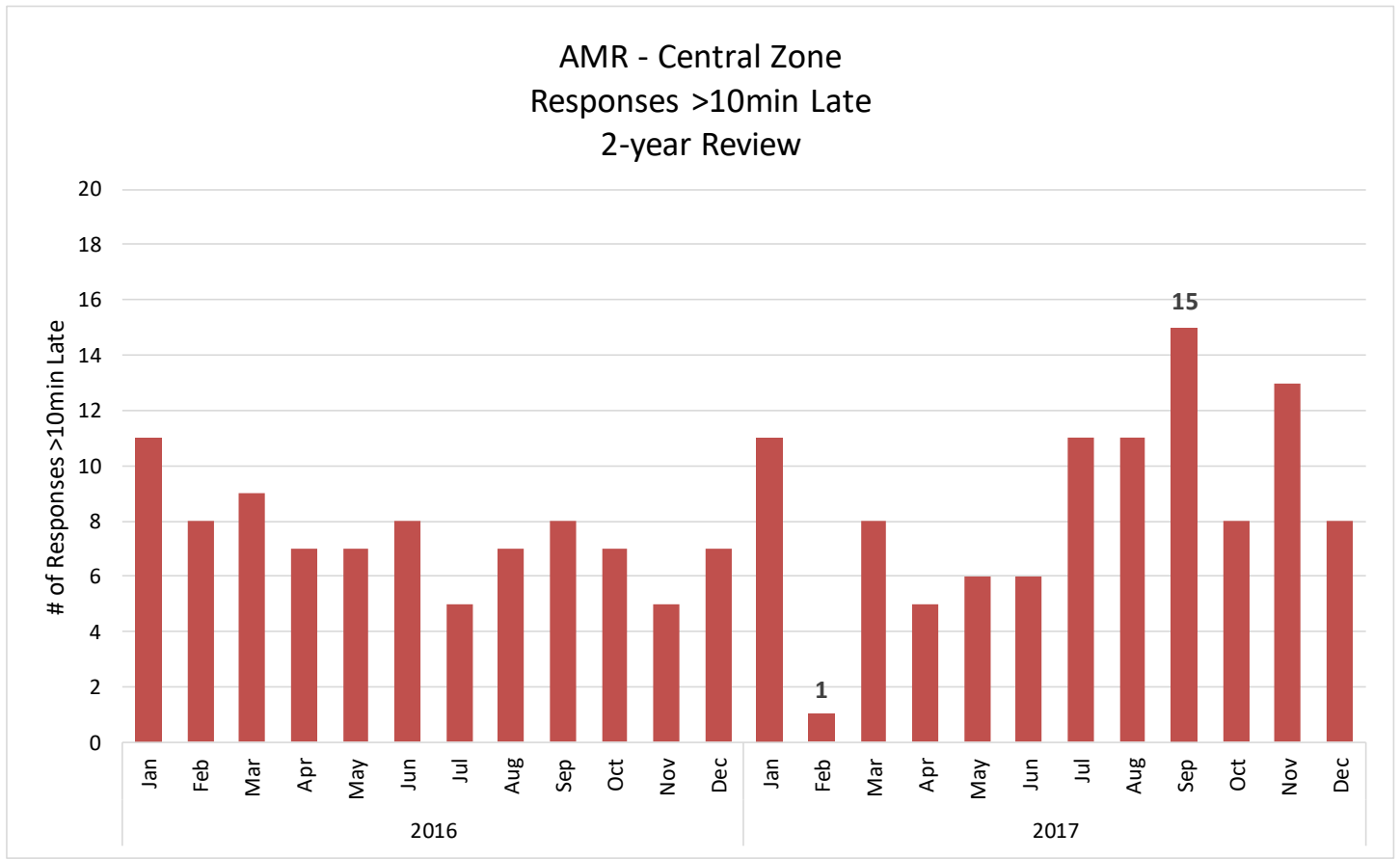
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

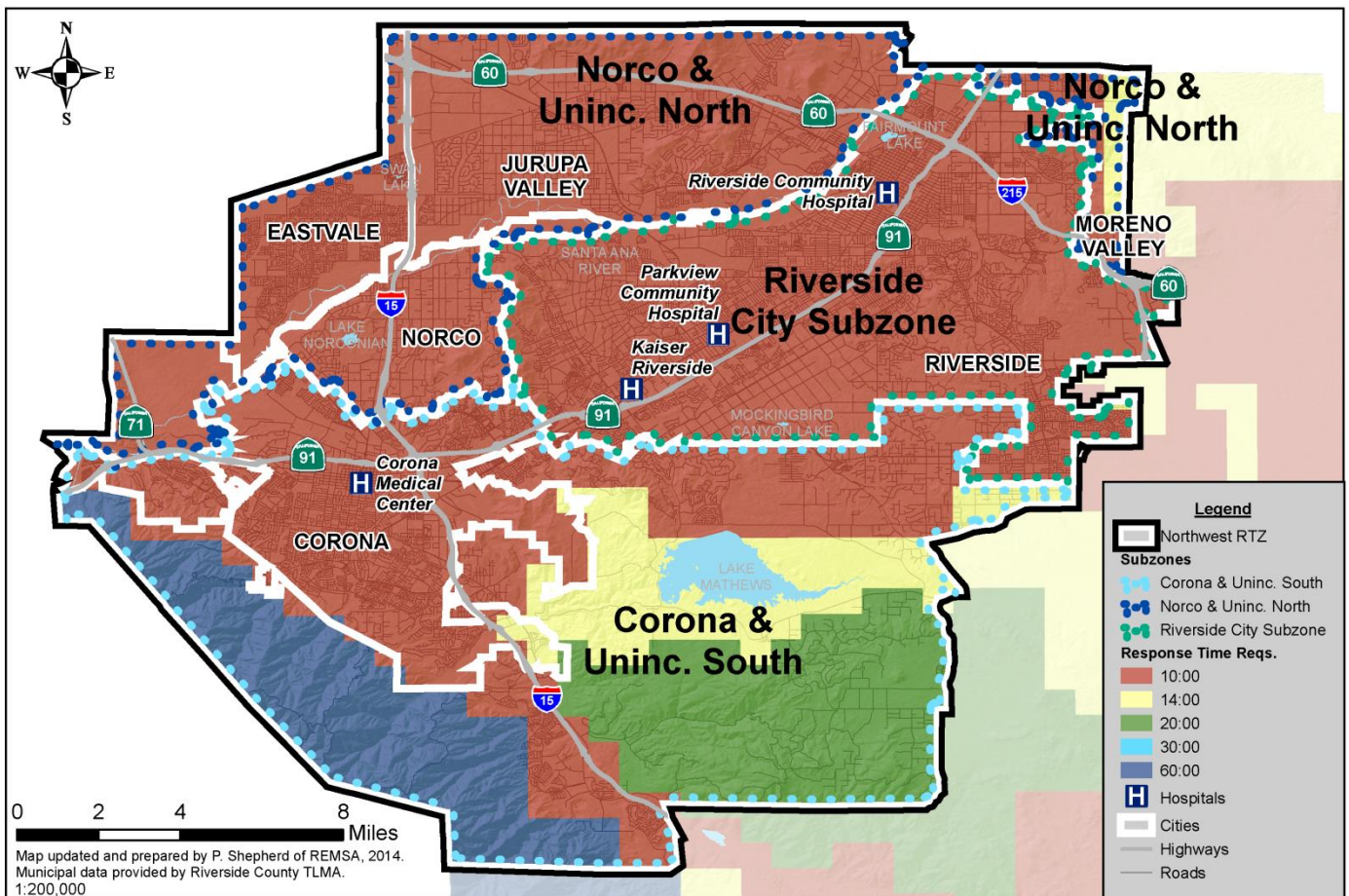


# NORTHWEST ZONE

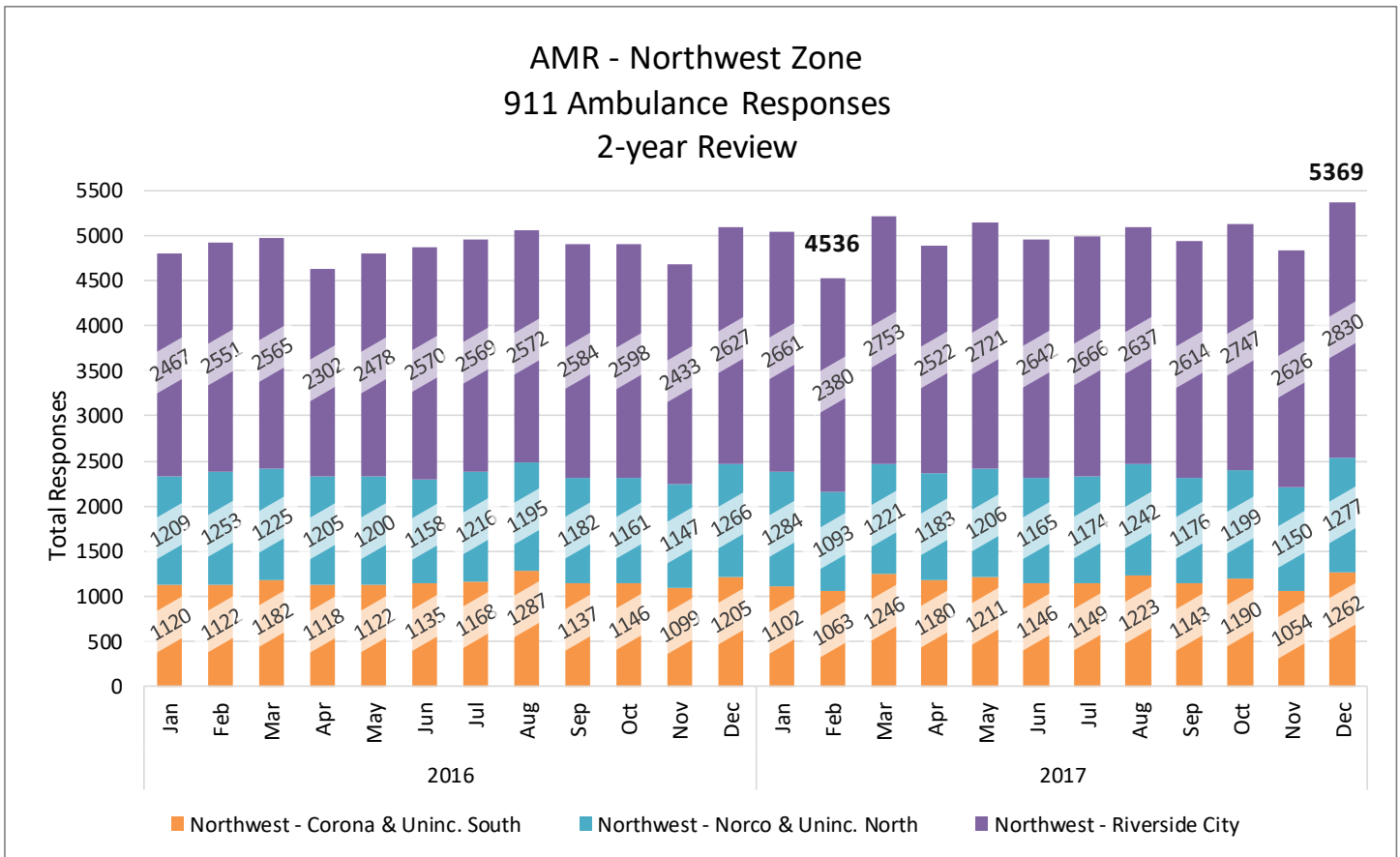
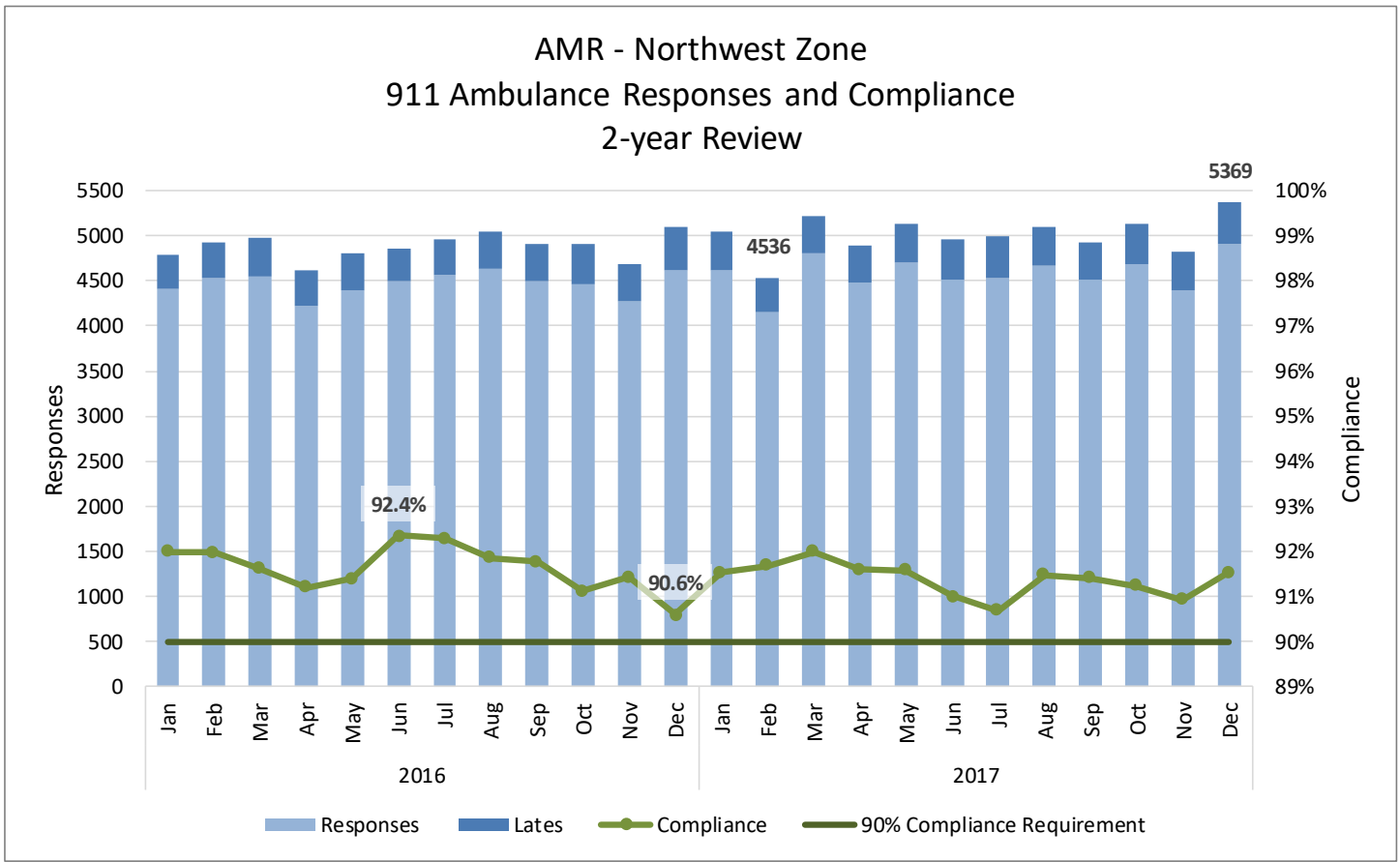
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest Zone is divided into three subzones: the Riverside City Subzone, the Corona & Unincorporated South Area Subzone, and the Norco & Unincorporated North Area Subzone. During the period in review for this report, the Riverside City Subzone received the highest volume of 911 ambulance responses, as is depicted in the following charts. Included for review are: Northwest Zone compliance, 911 ambulance responses, exemptions, and responses more than ten minutes late.



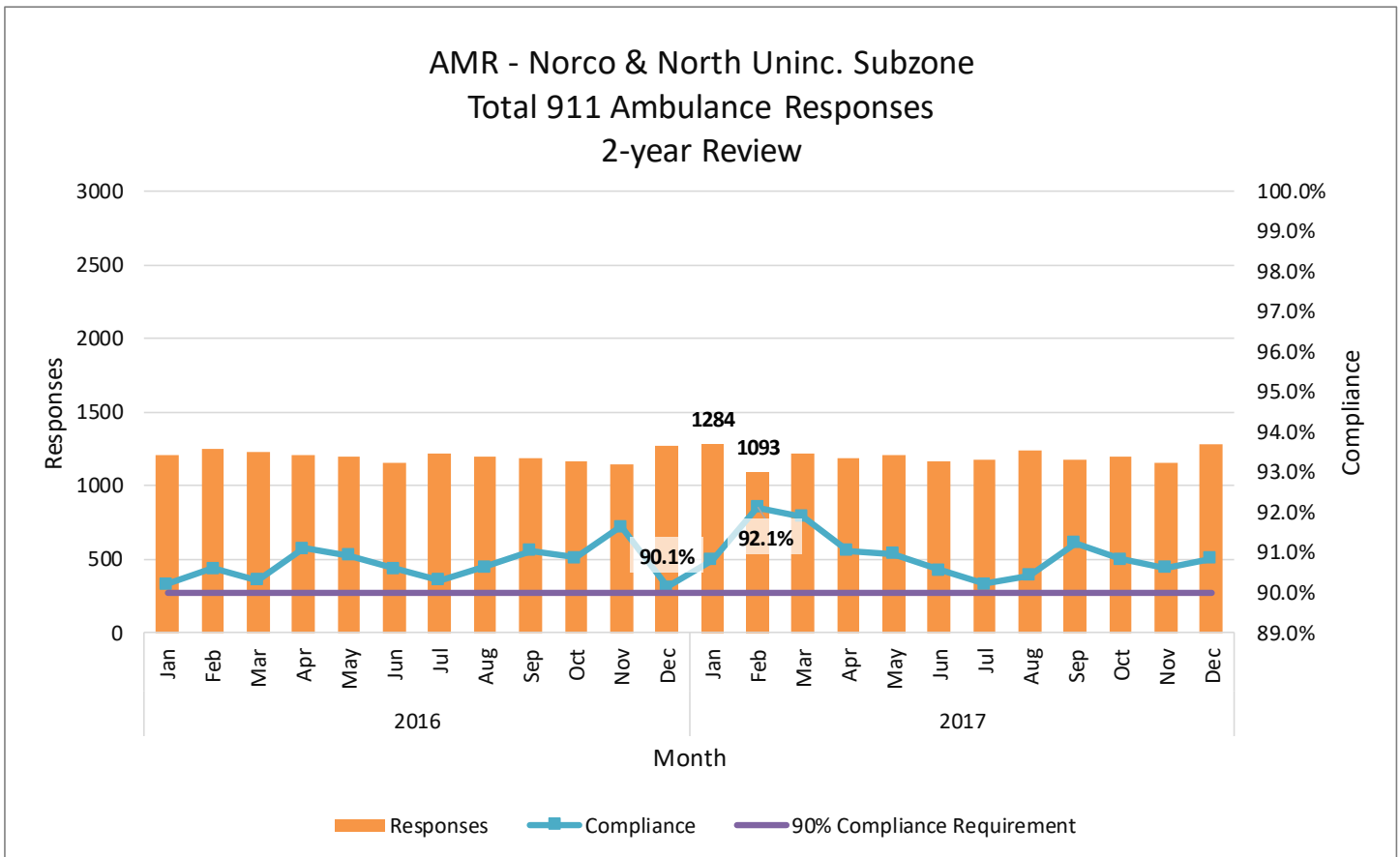
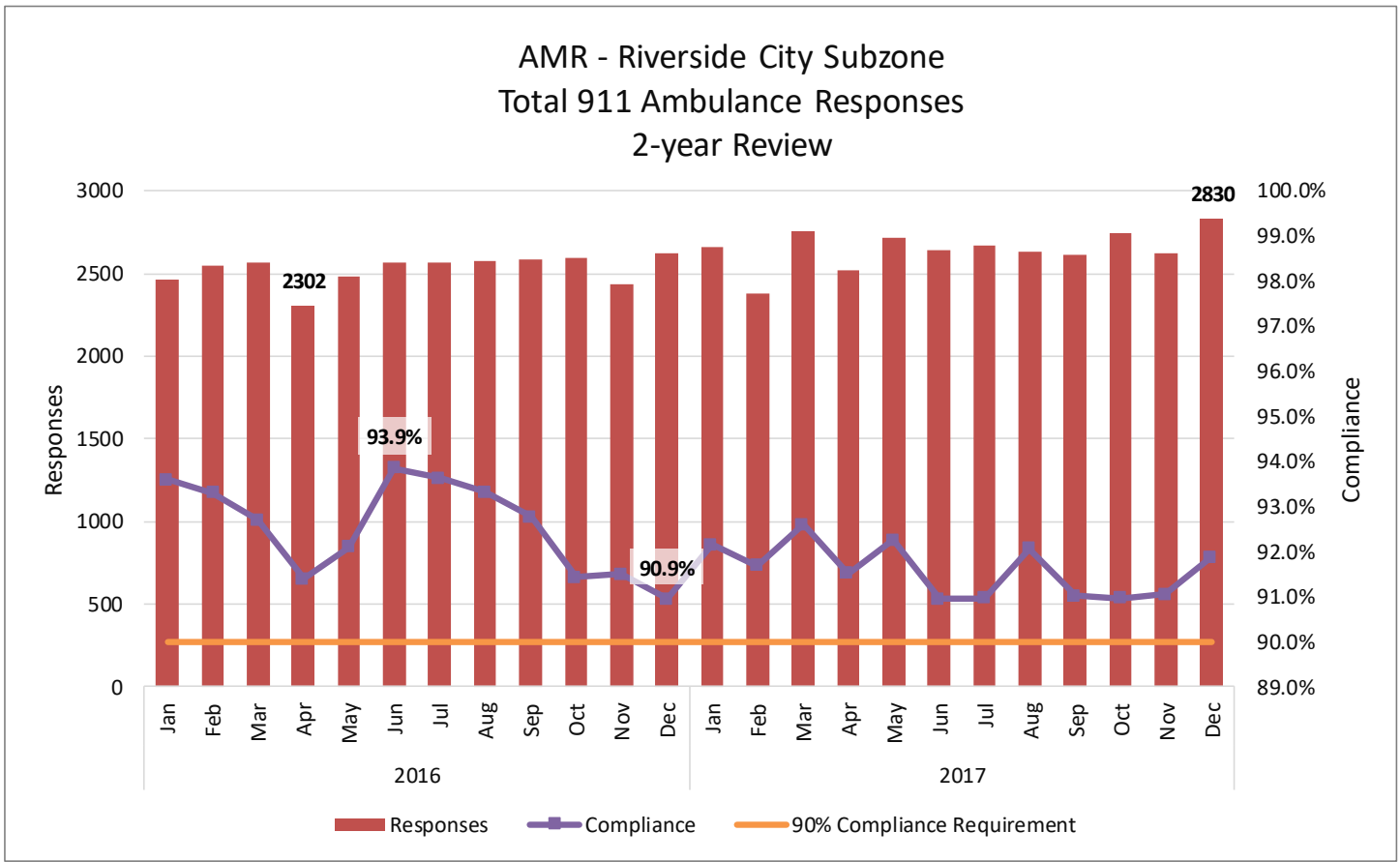
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



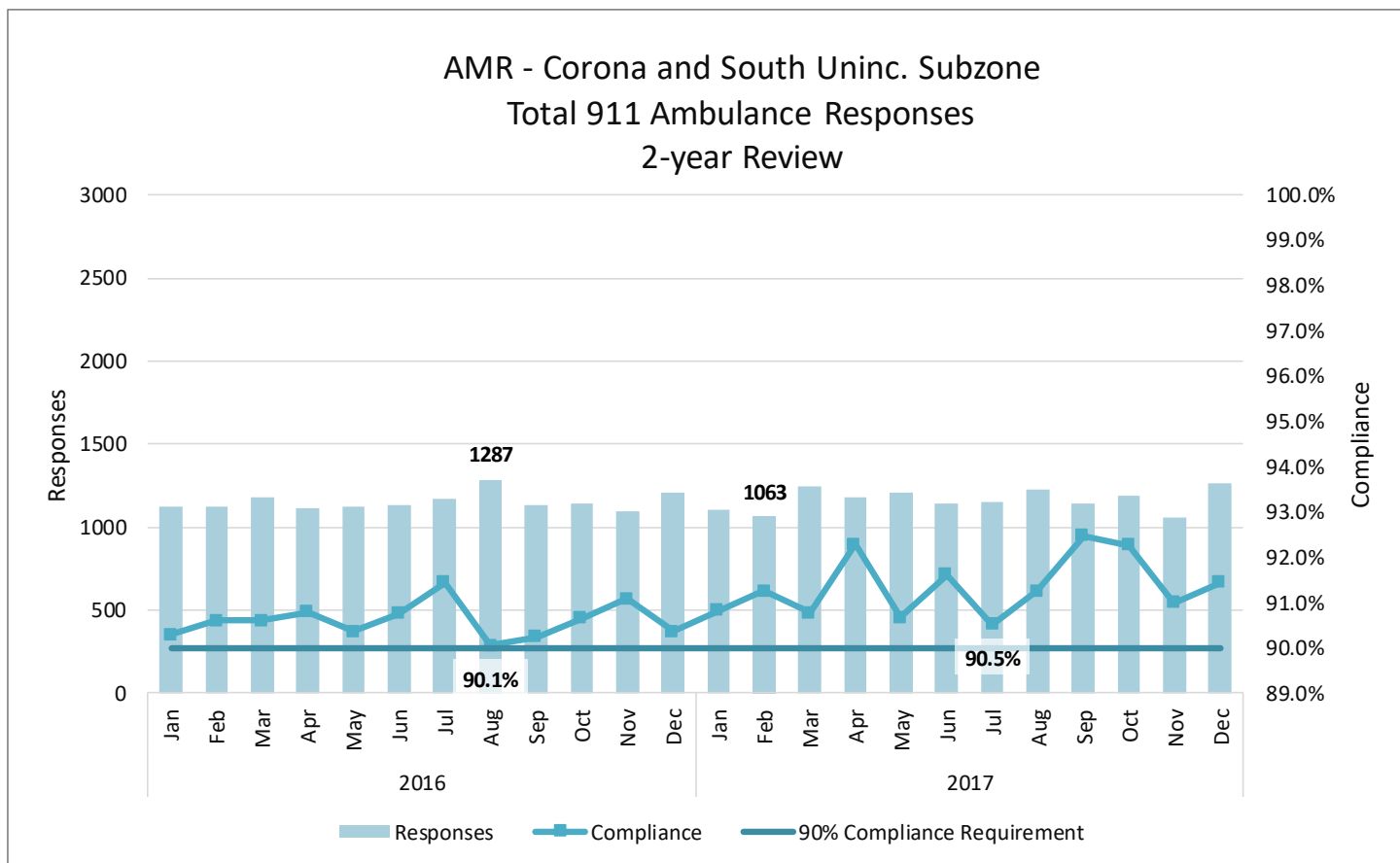
Northwest Zone: Response and Compliance Data



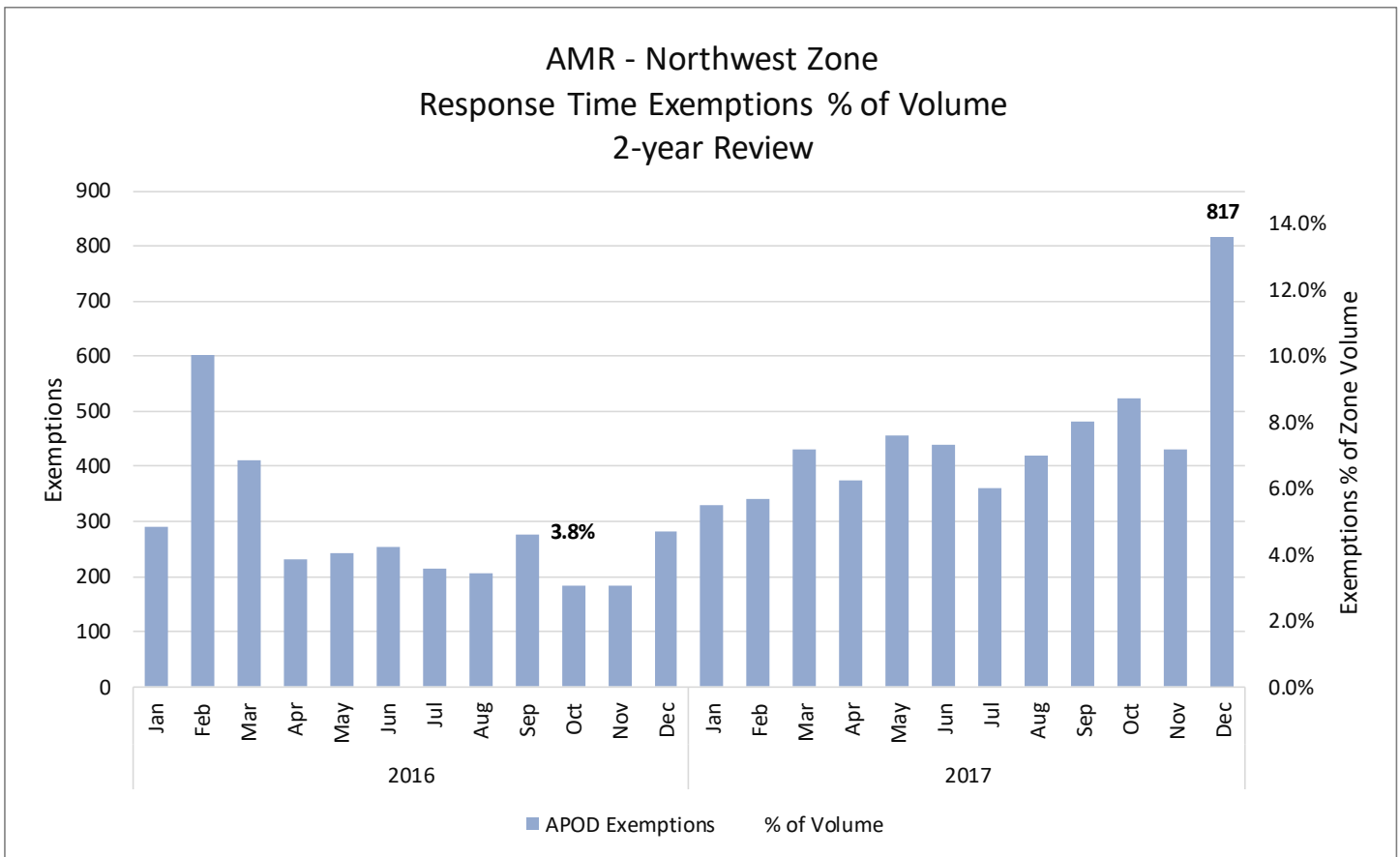
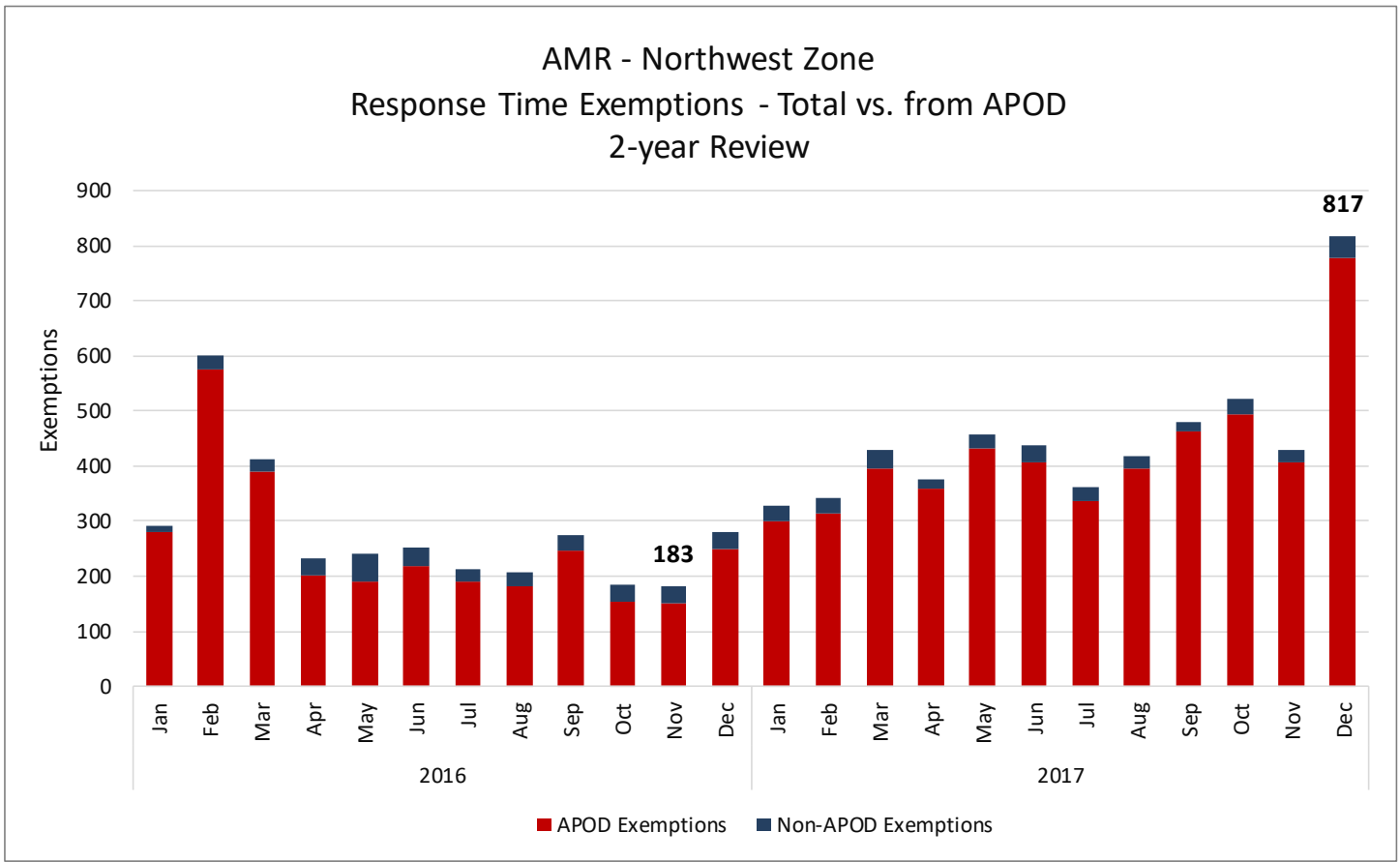
Northwest Zone: Subzone Response and Compliance Data



Northwest Zone: Subzone Response and Compliance Data (Cont'd)

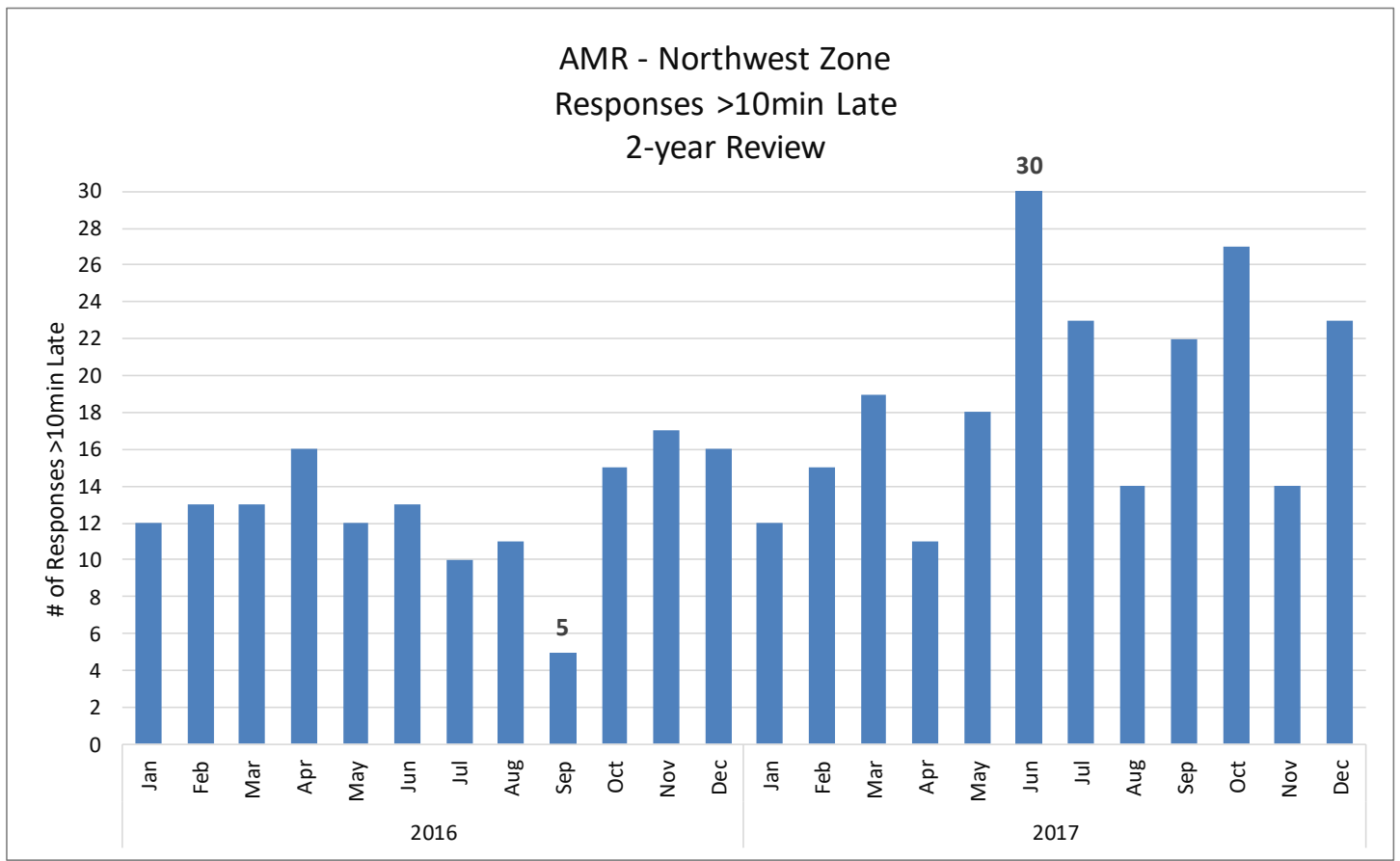


Northwest Zone: Exemptions





Northwest Zone: Responses >10 Minutes Late



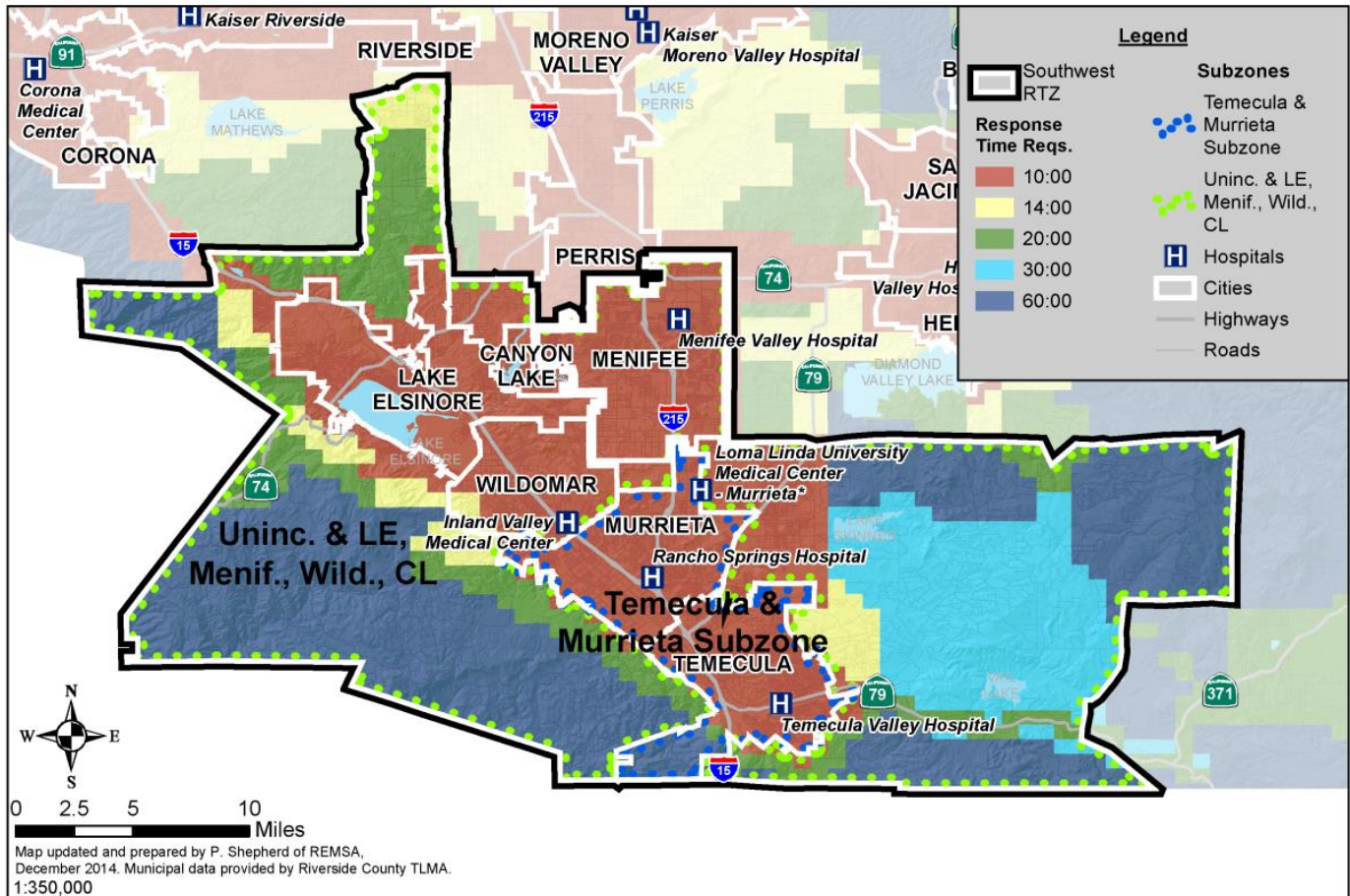
# SOUTHWEST ZONE

The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest Zone borders the Northwest and Central Zones to the North, the San Jacinto Zone to the Northeast, and the Mountain Plateau Zone to the East.

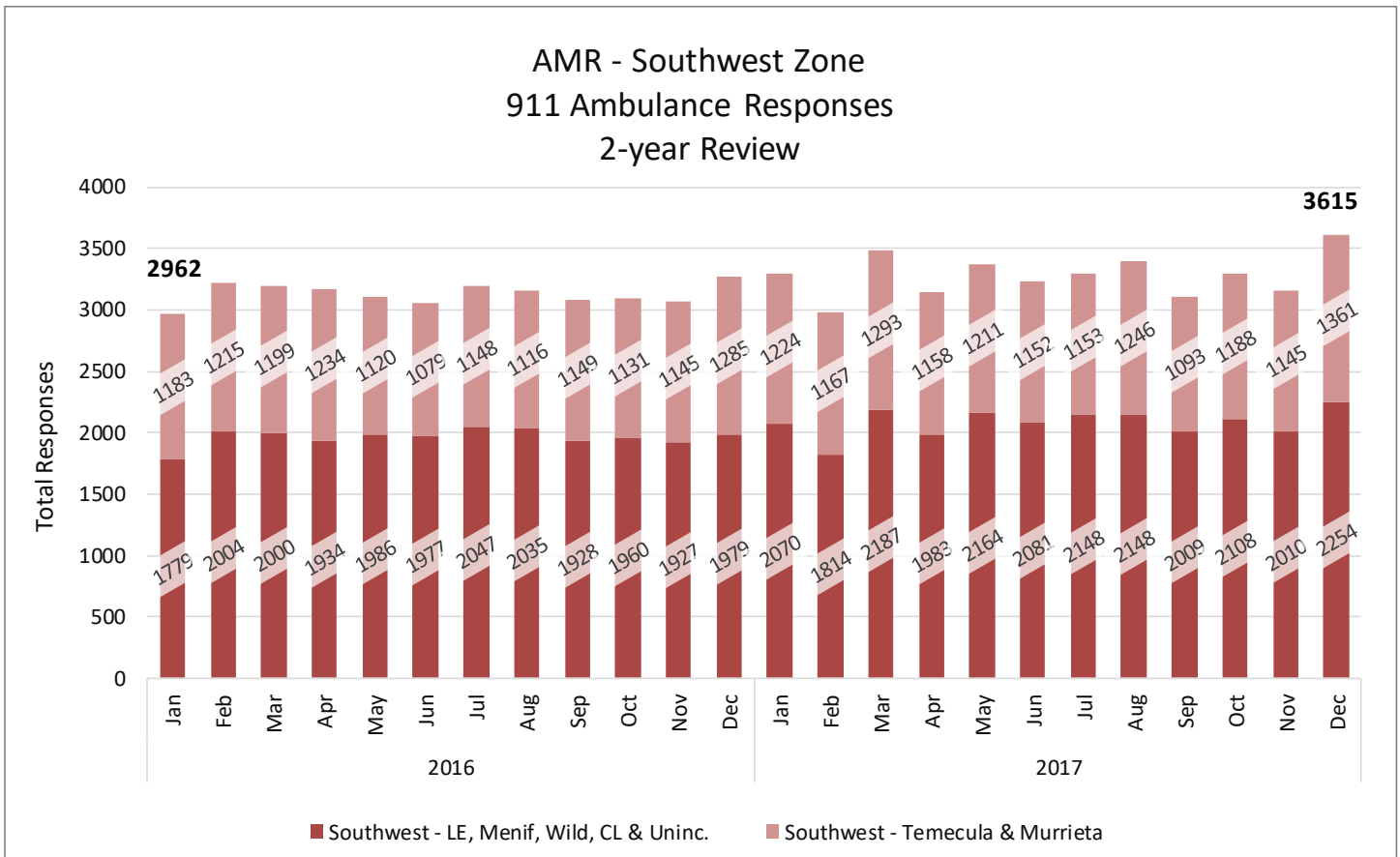
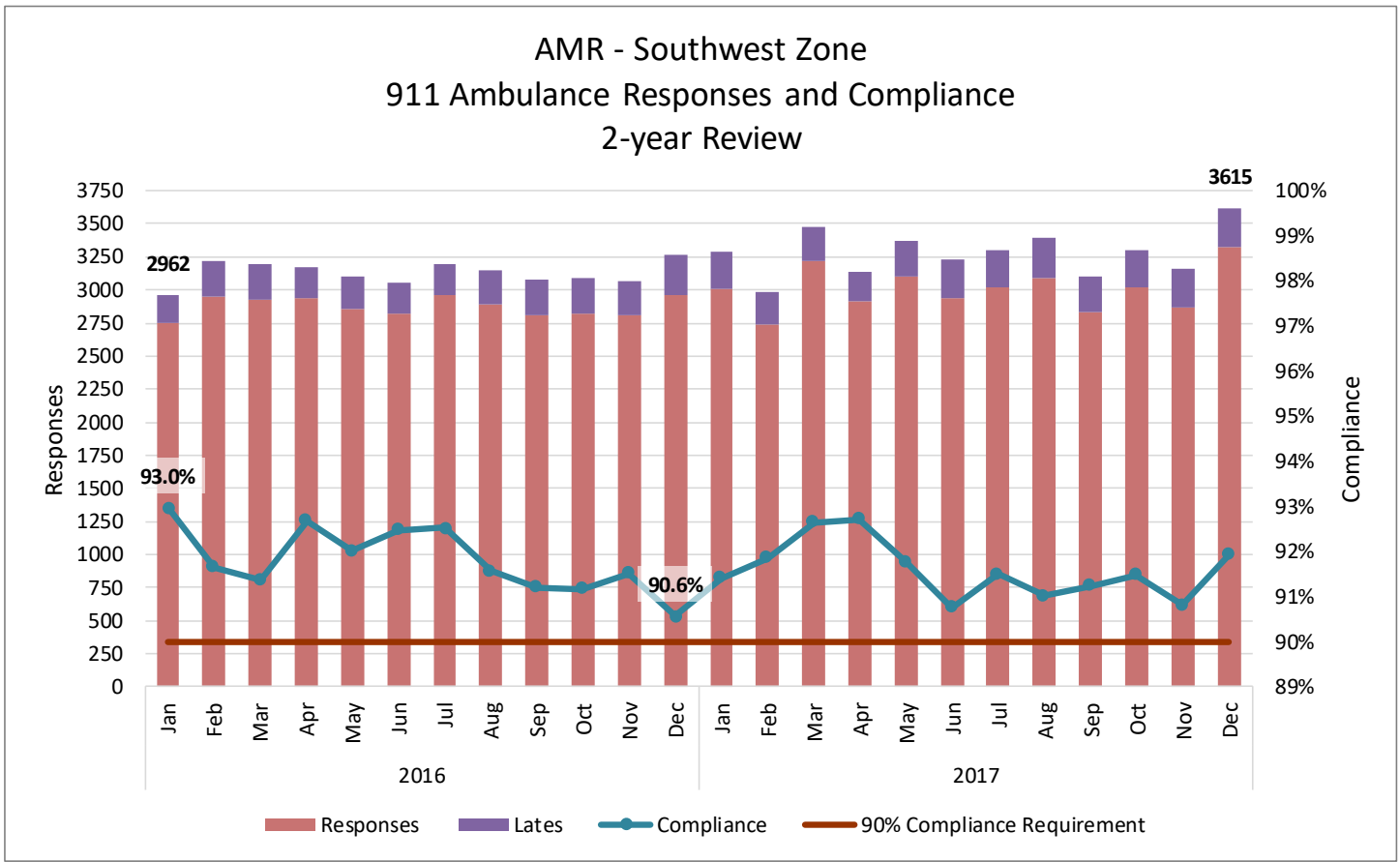


## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

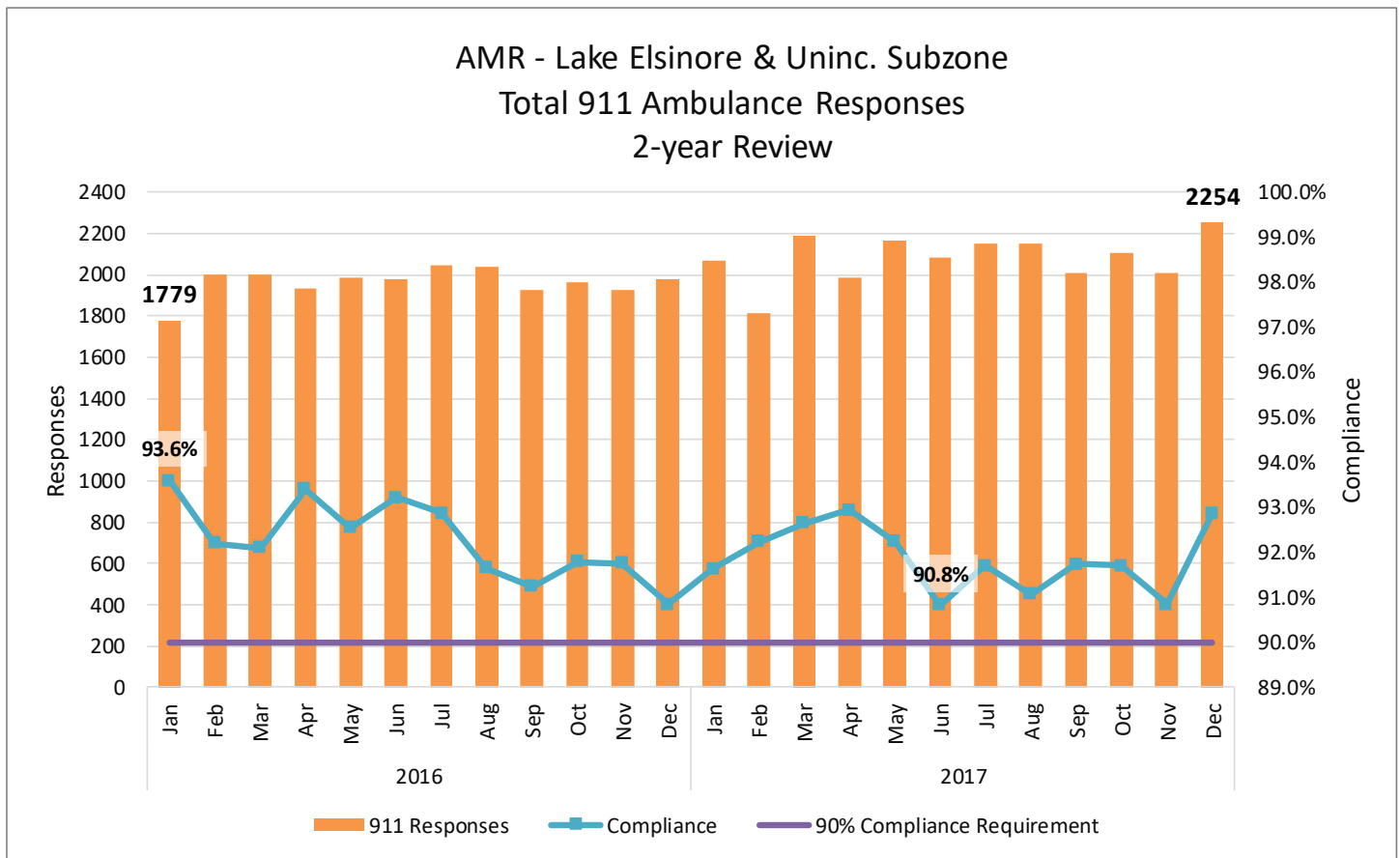
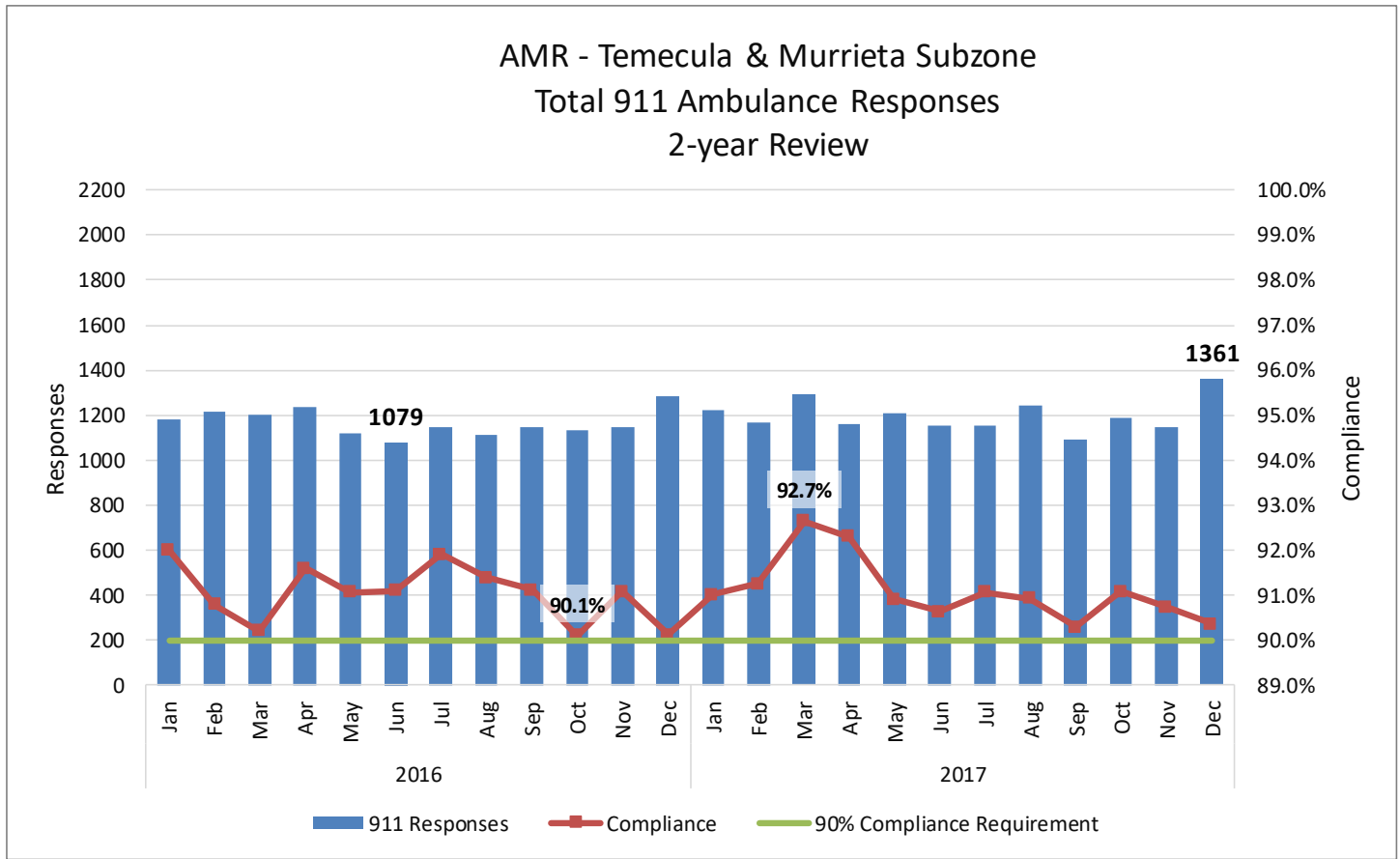
### SOUTHWEST



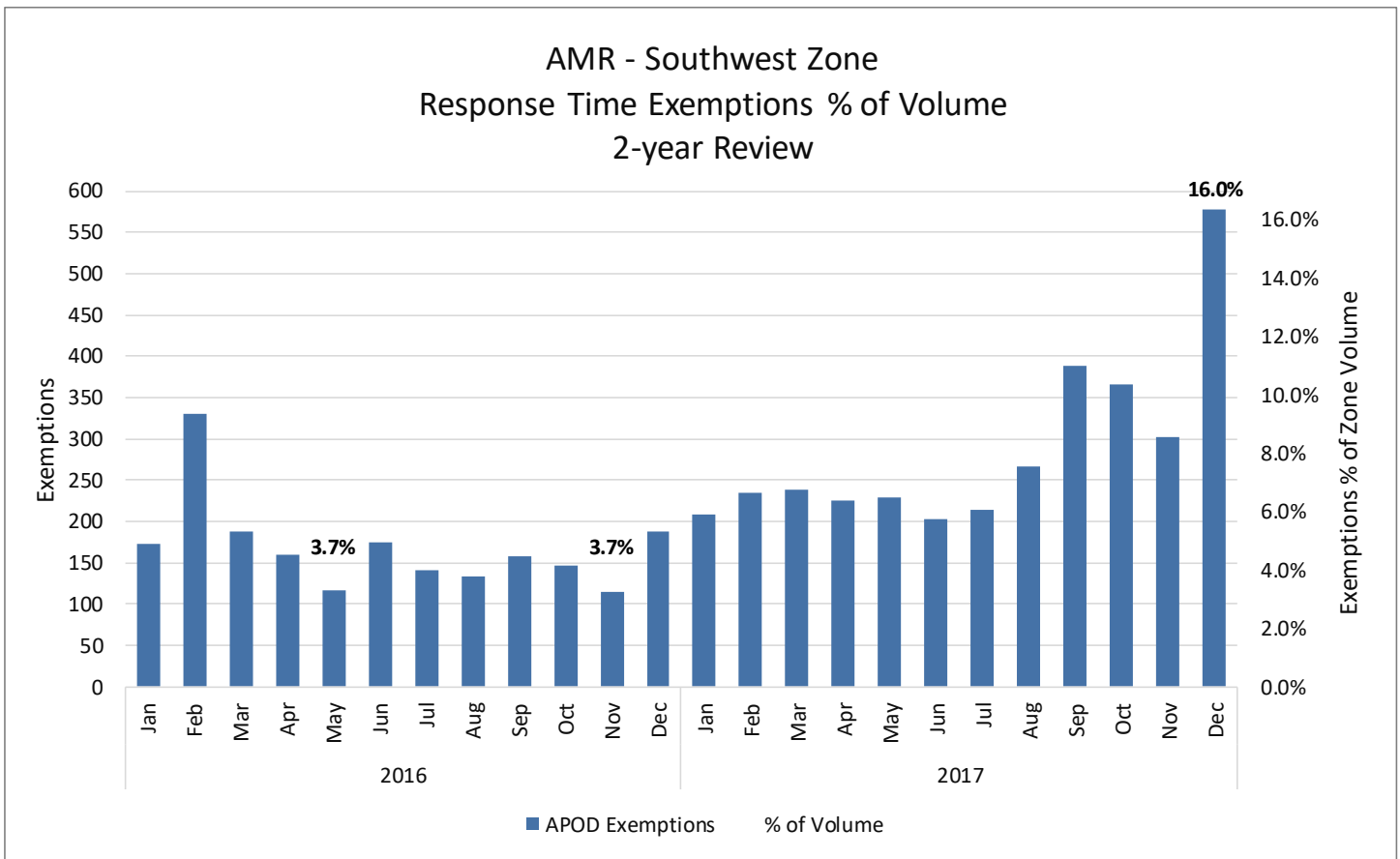
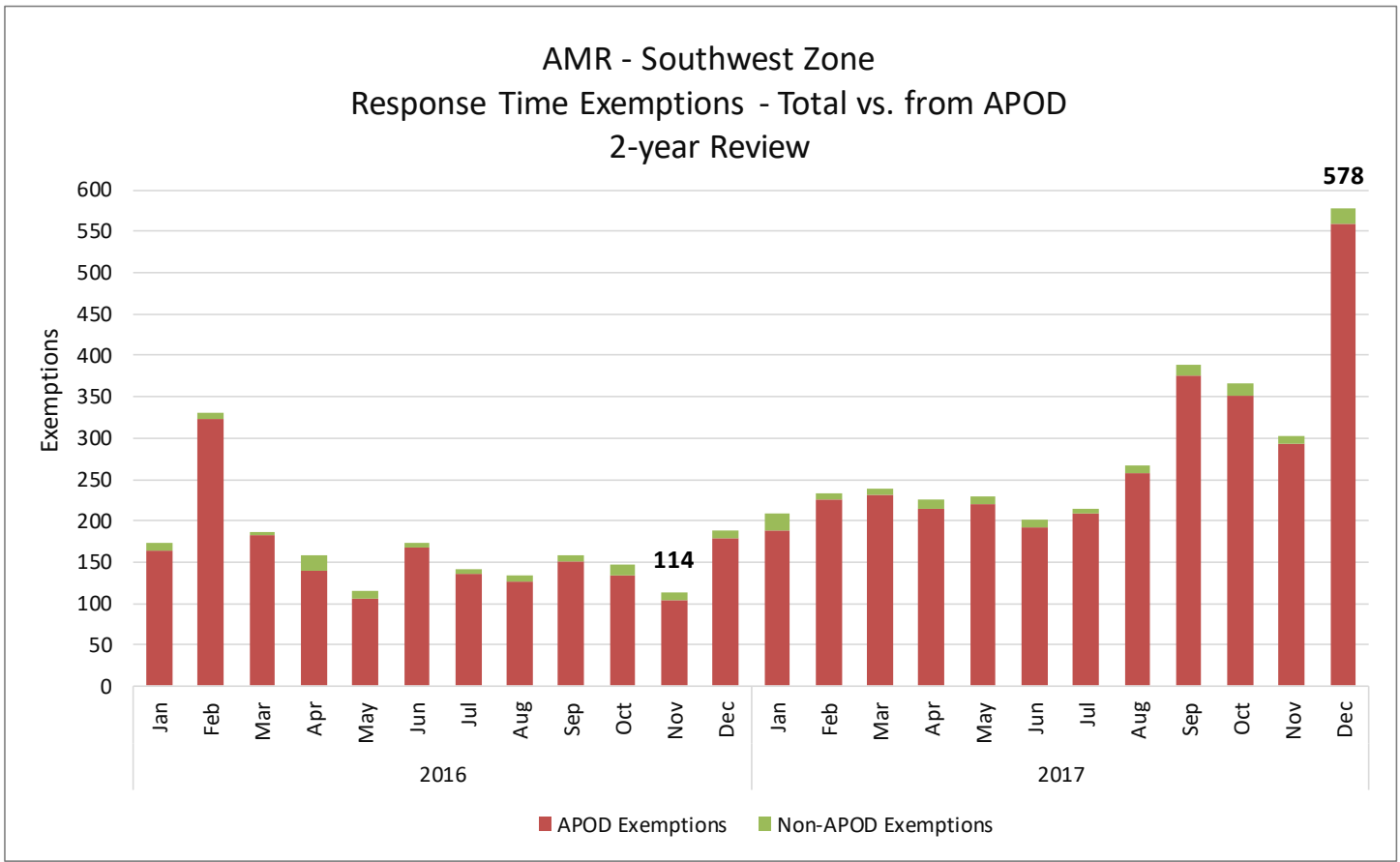
Southwest Zone: zone Response and Compliance Data



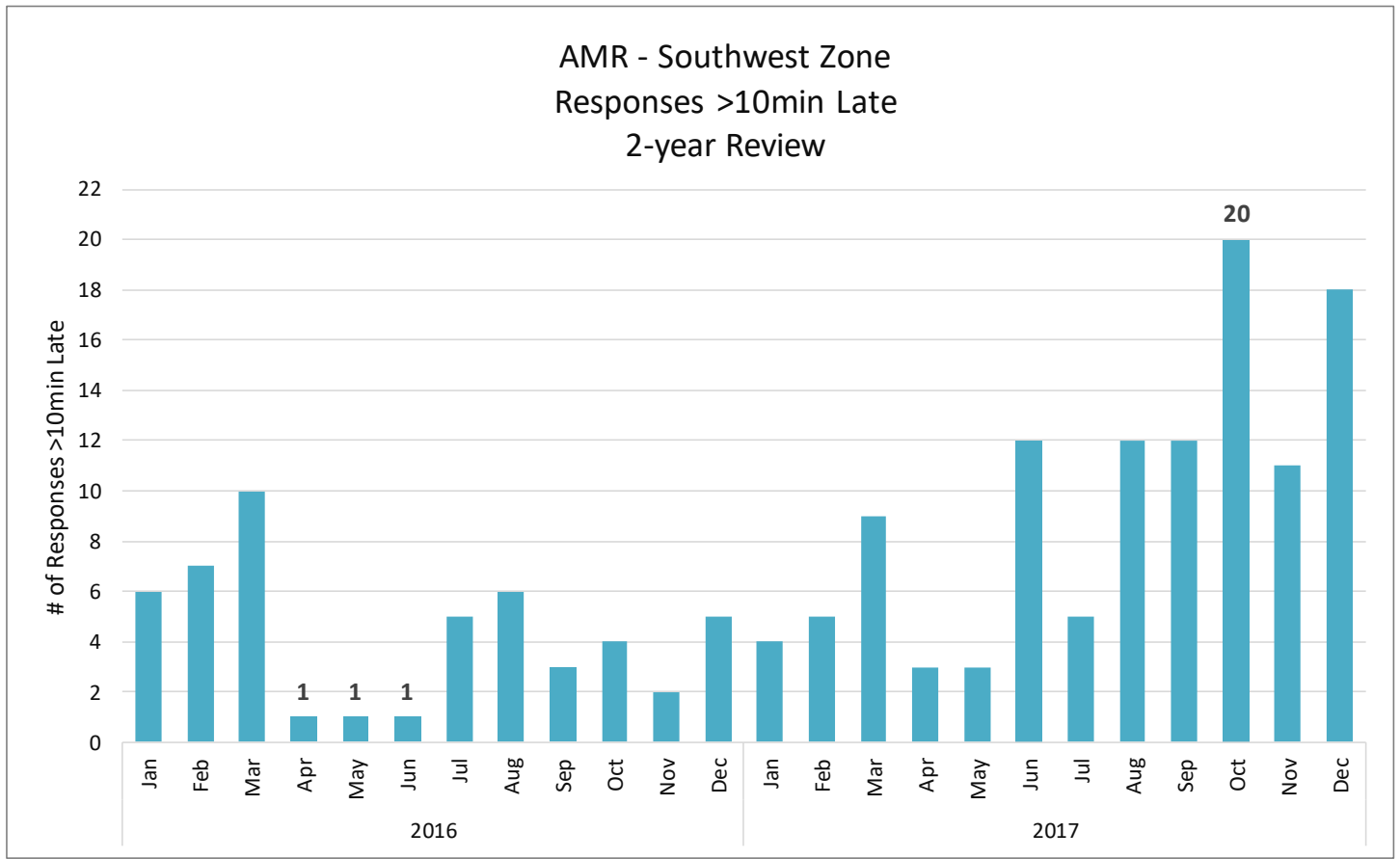
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late



# DESERT ZONE

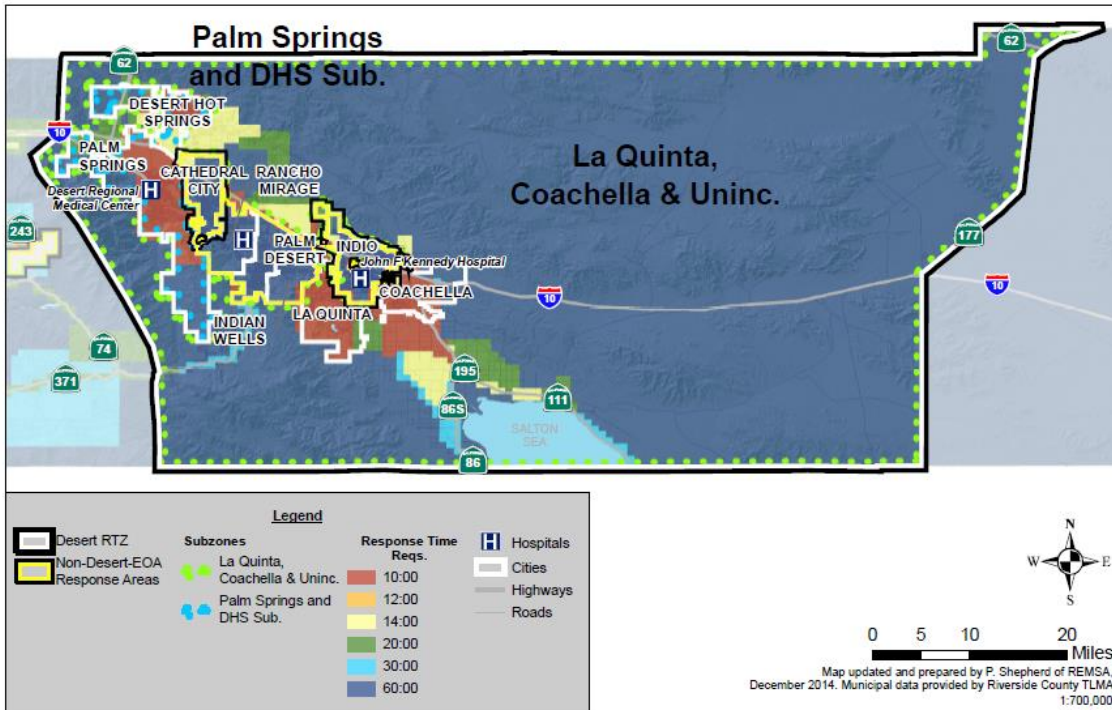


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

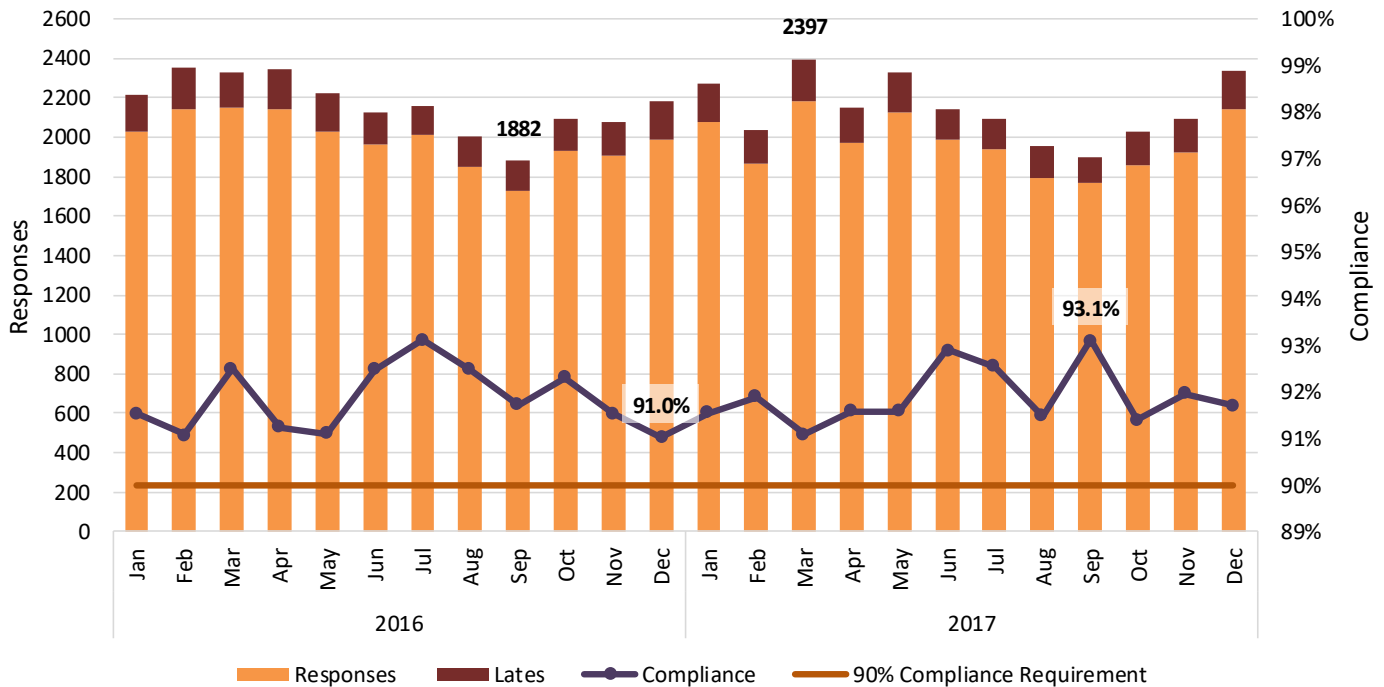
## DESERT

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

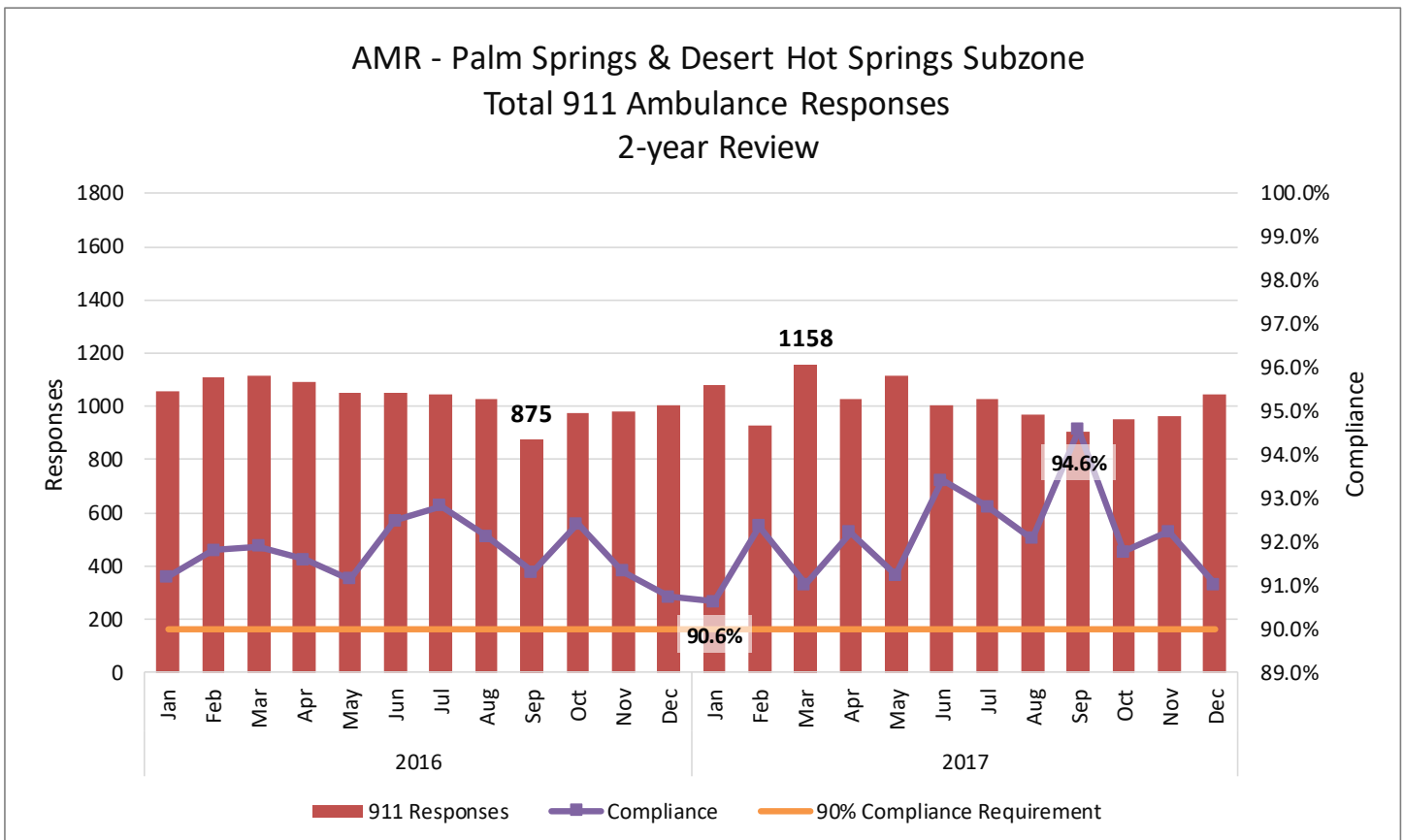
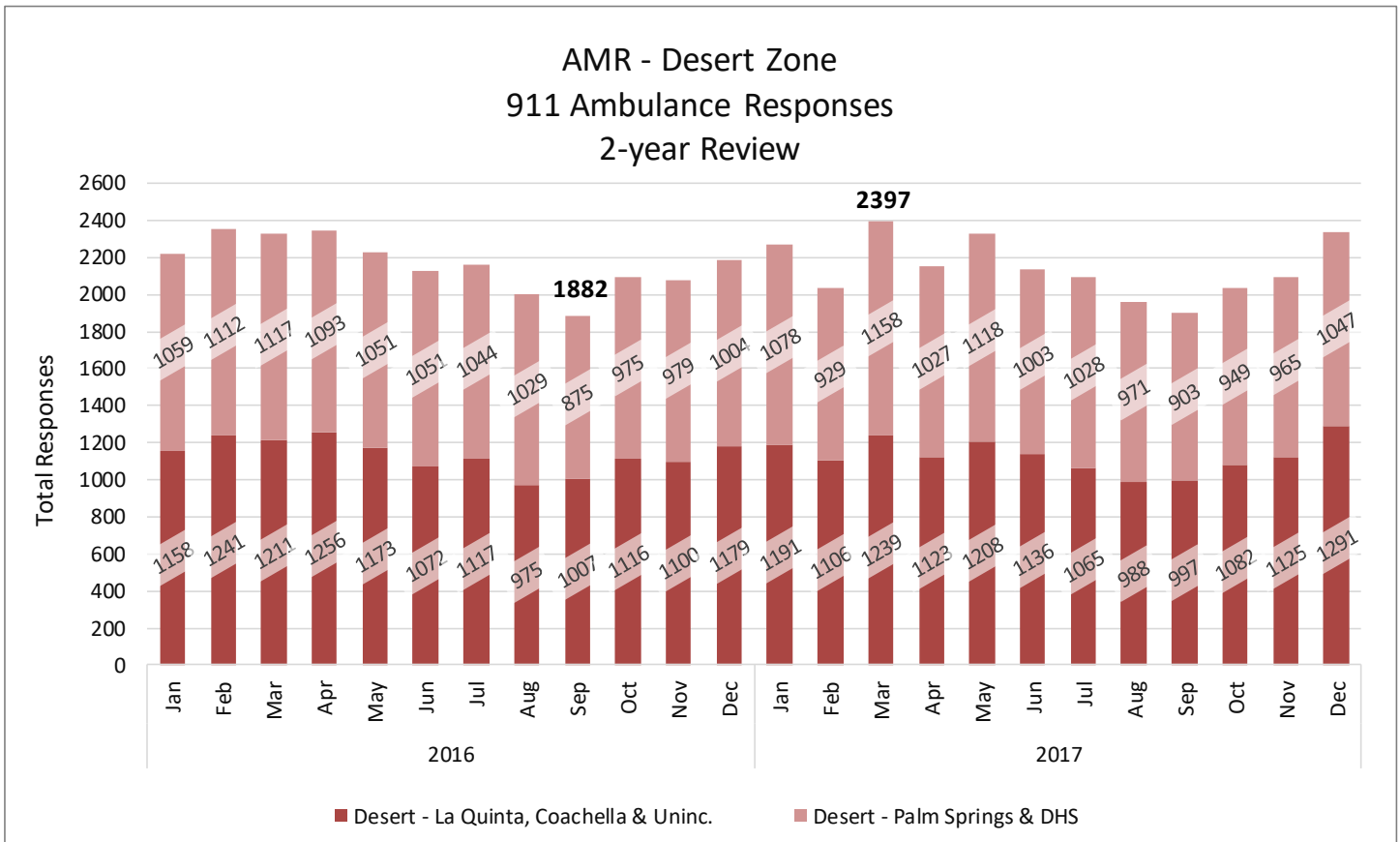
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



AMR - Desert Zone  
911 Ambulance Responses and Compliance  
2-year Review

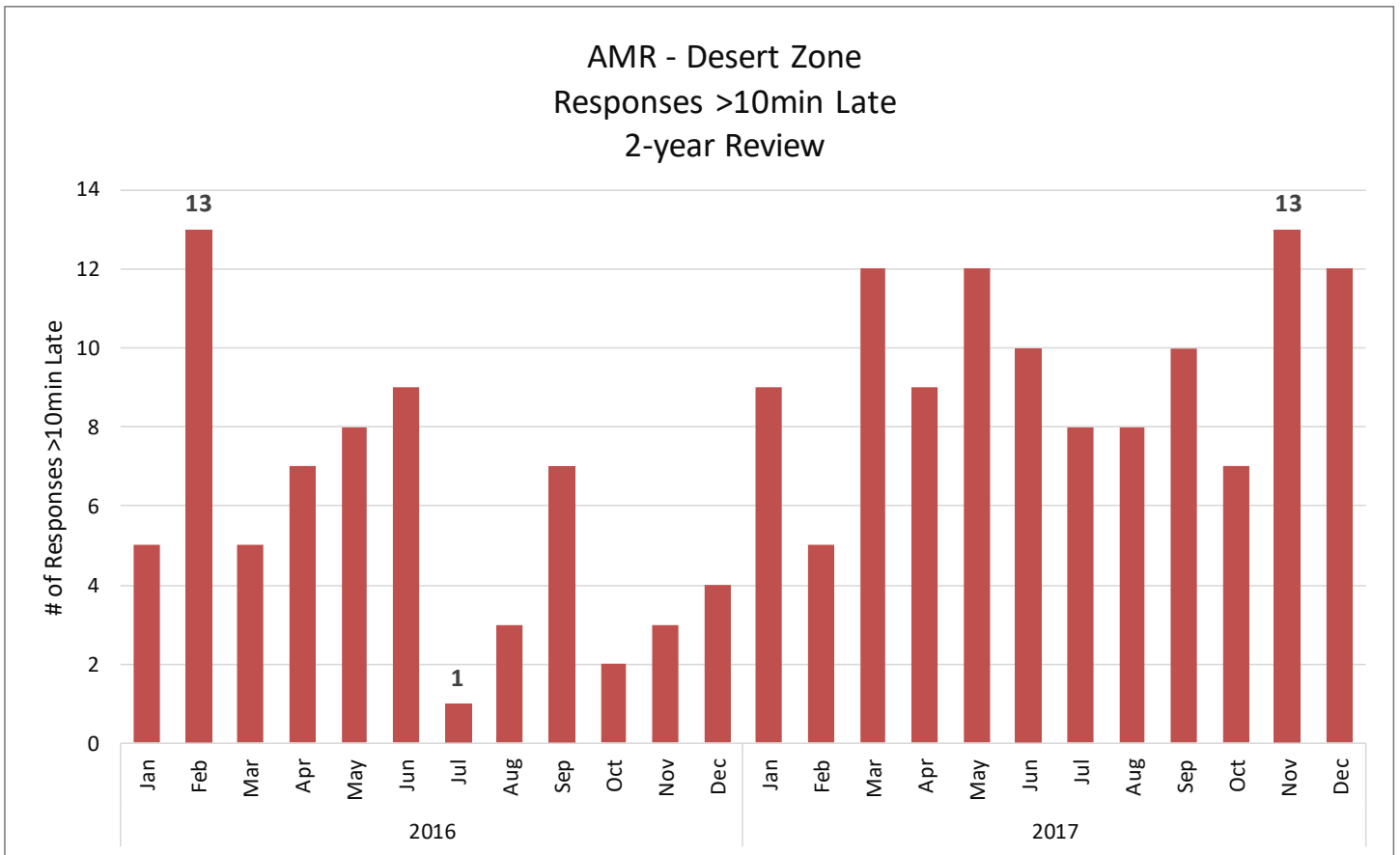
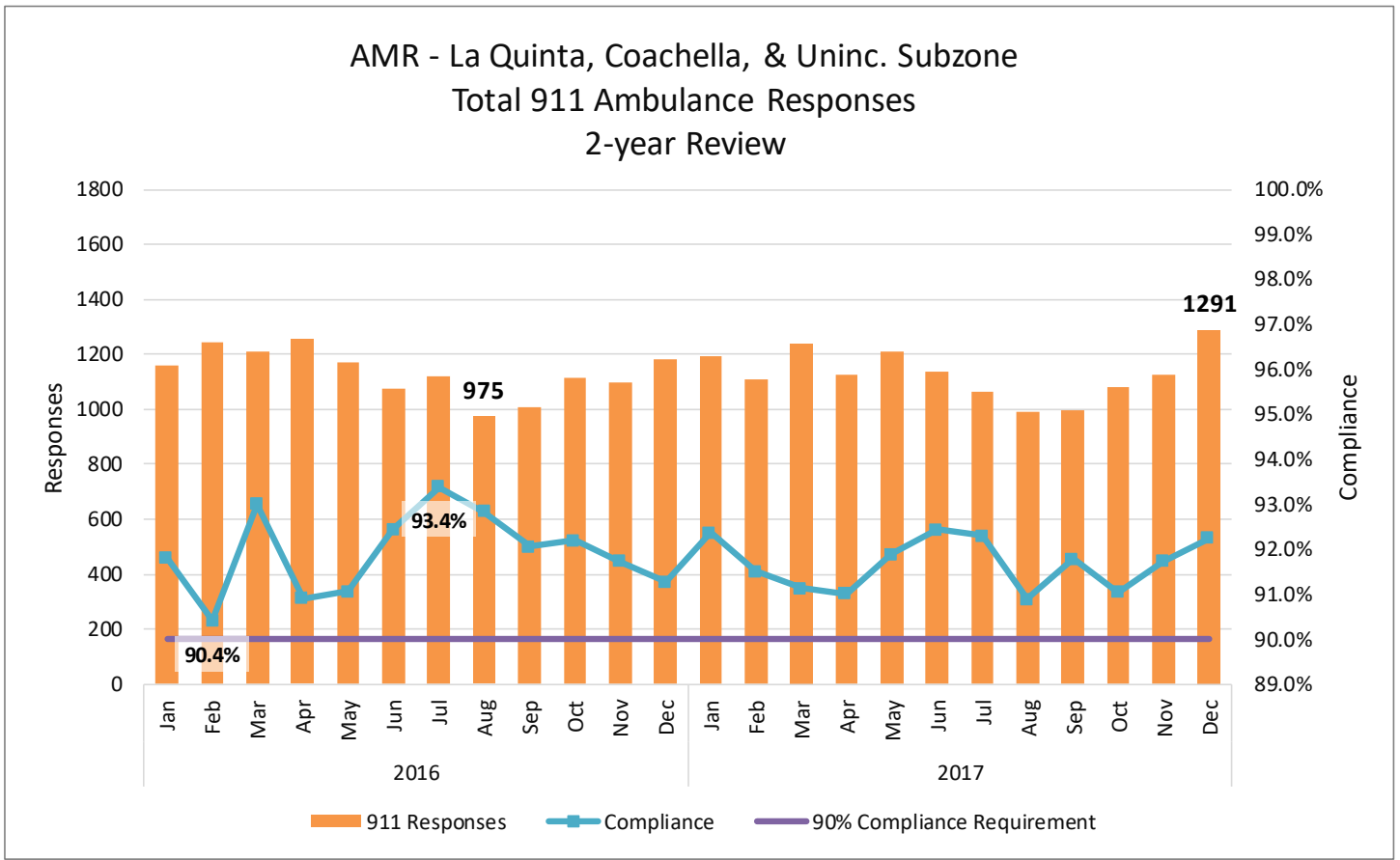


Desert Zone: Subzone Response and Compliance Data

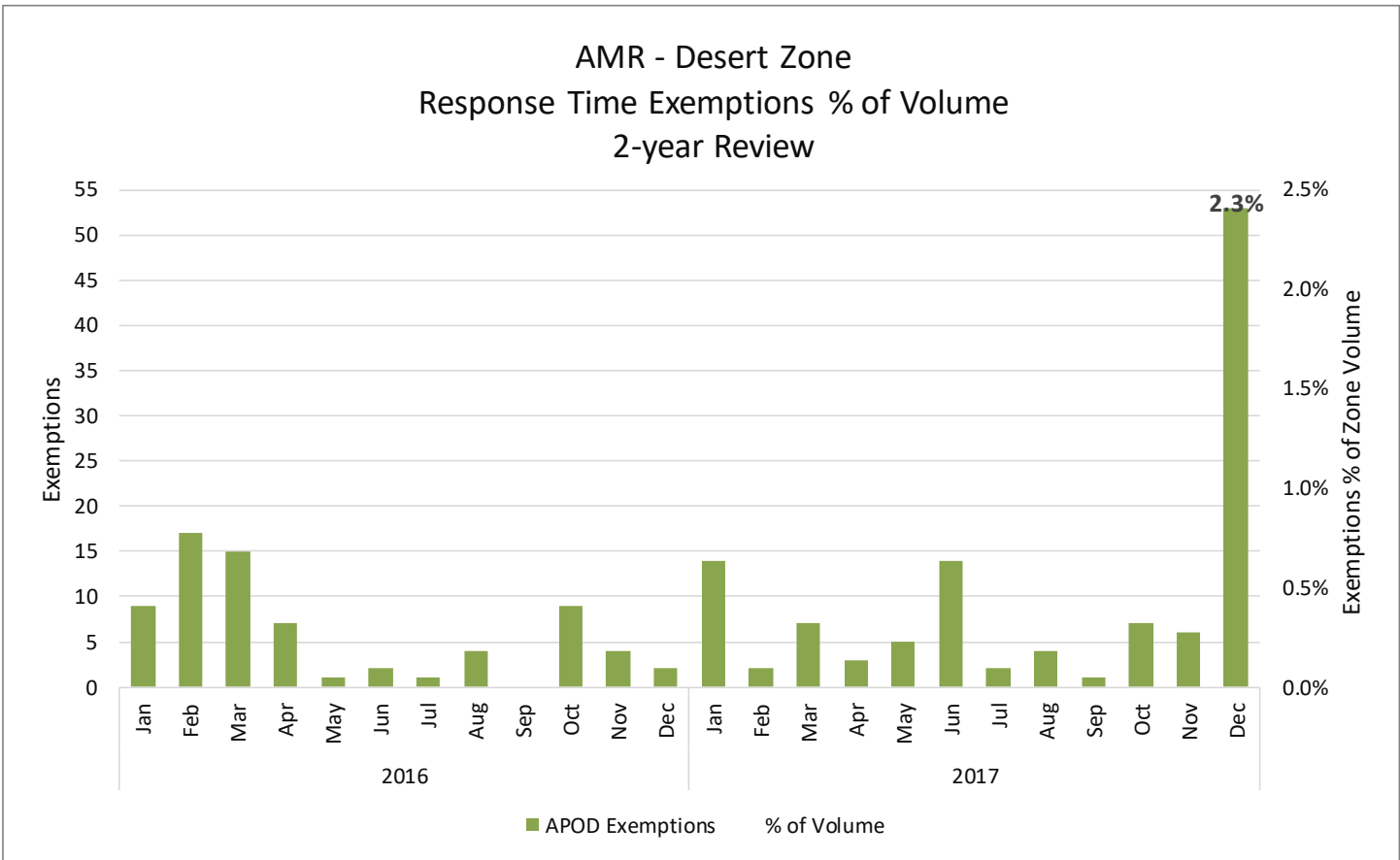
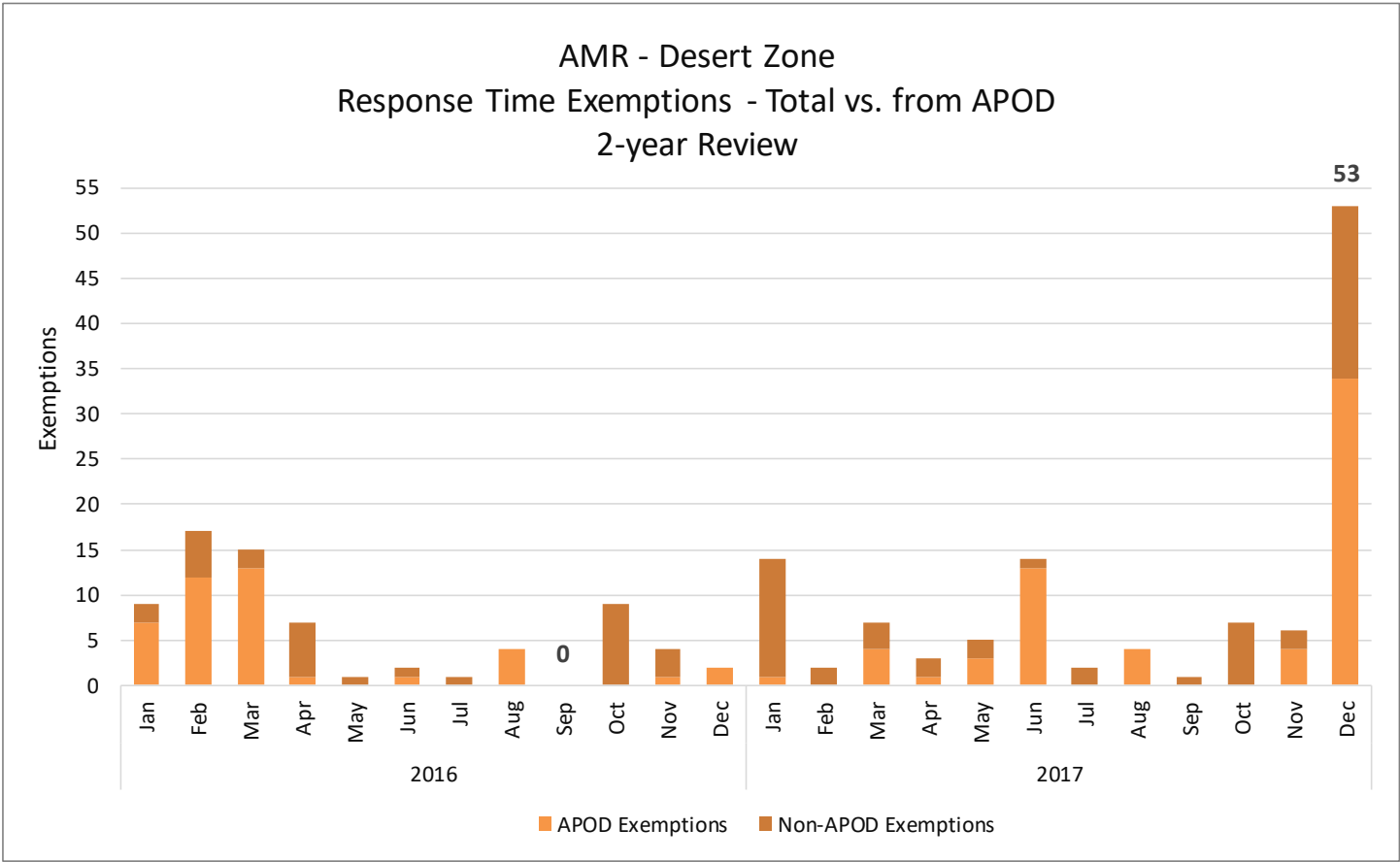




Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late



Desert Zone: Exemptions



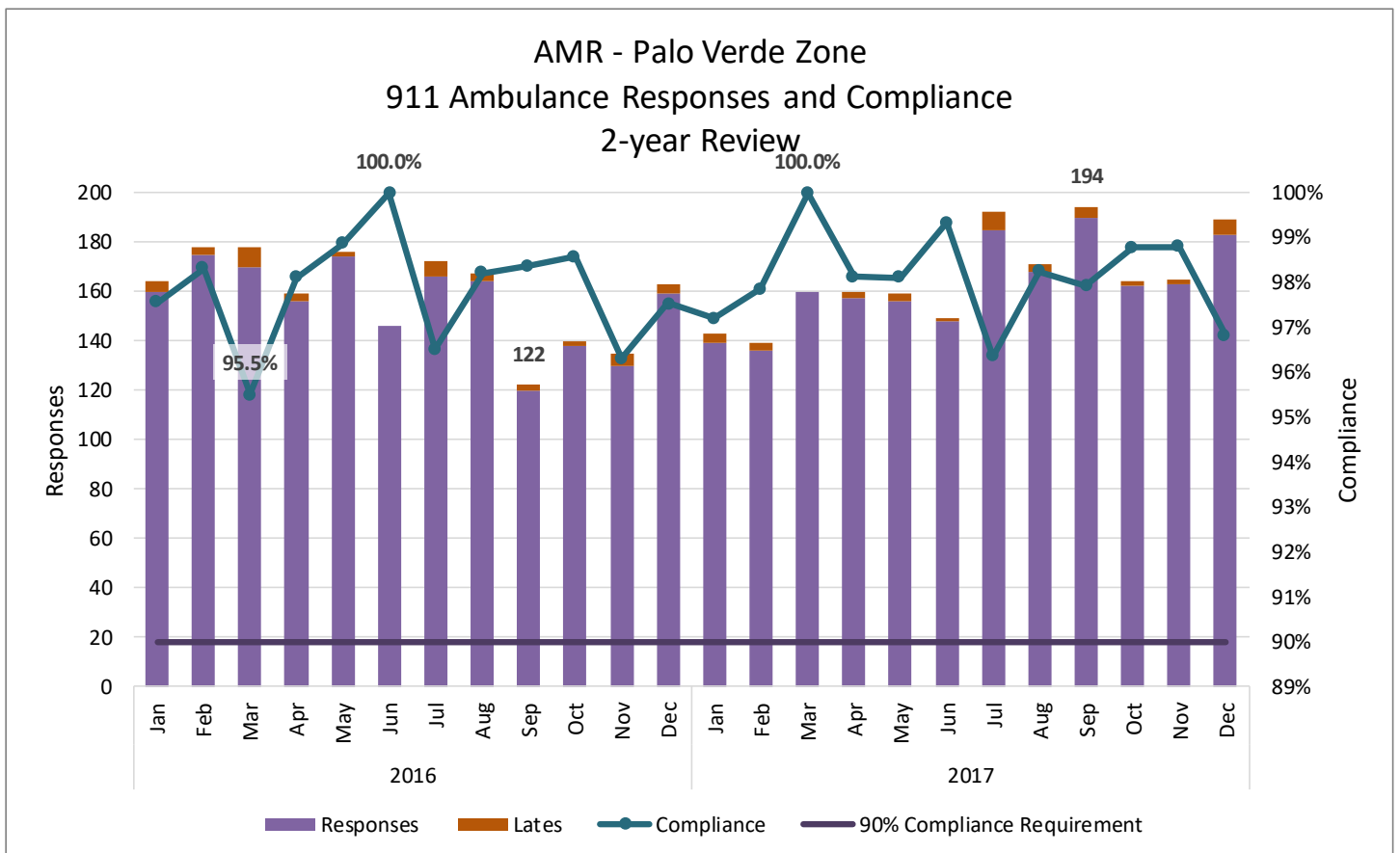
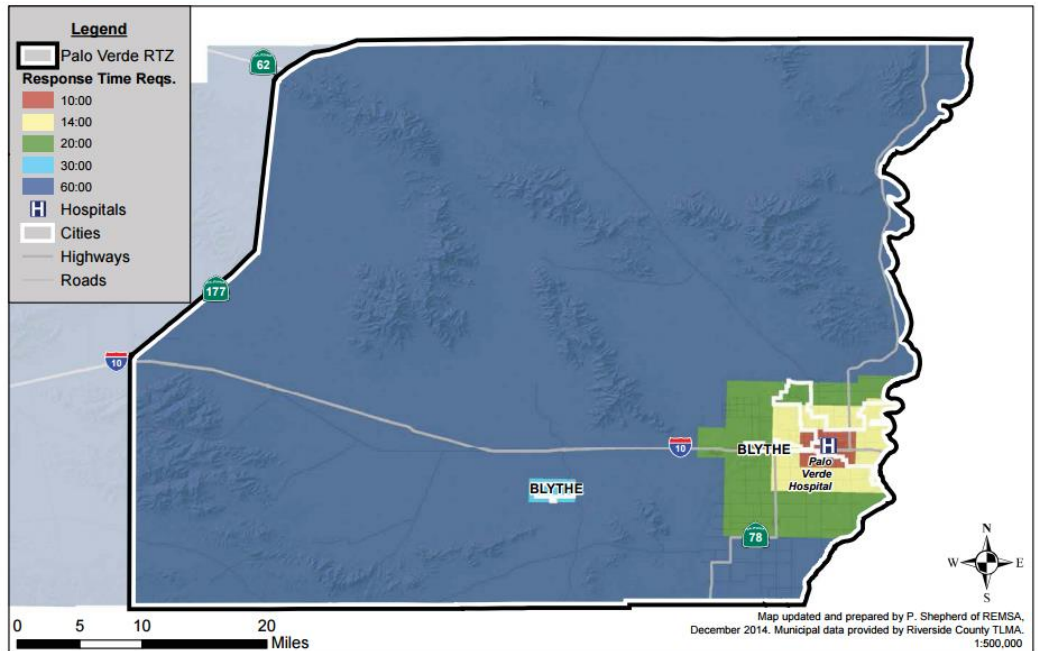
# PALO VERDE ZONE



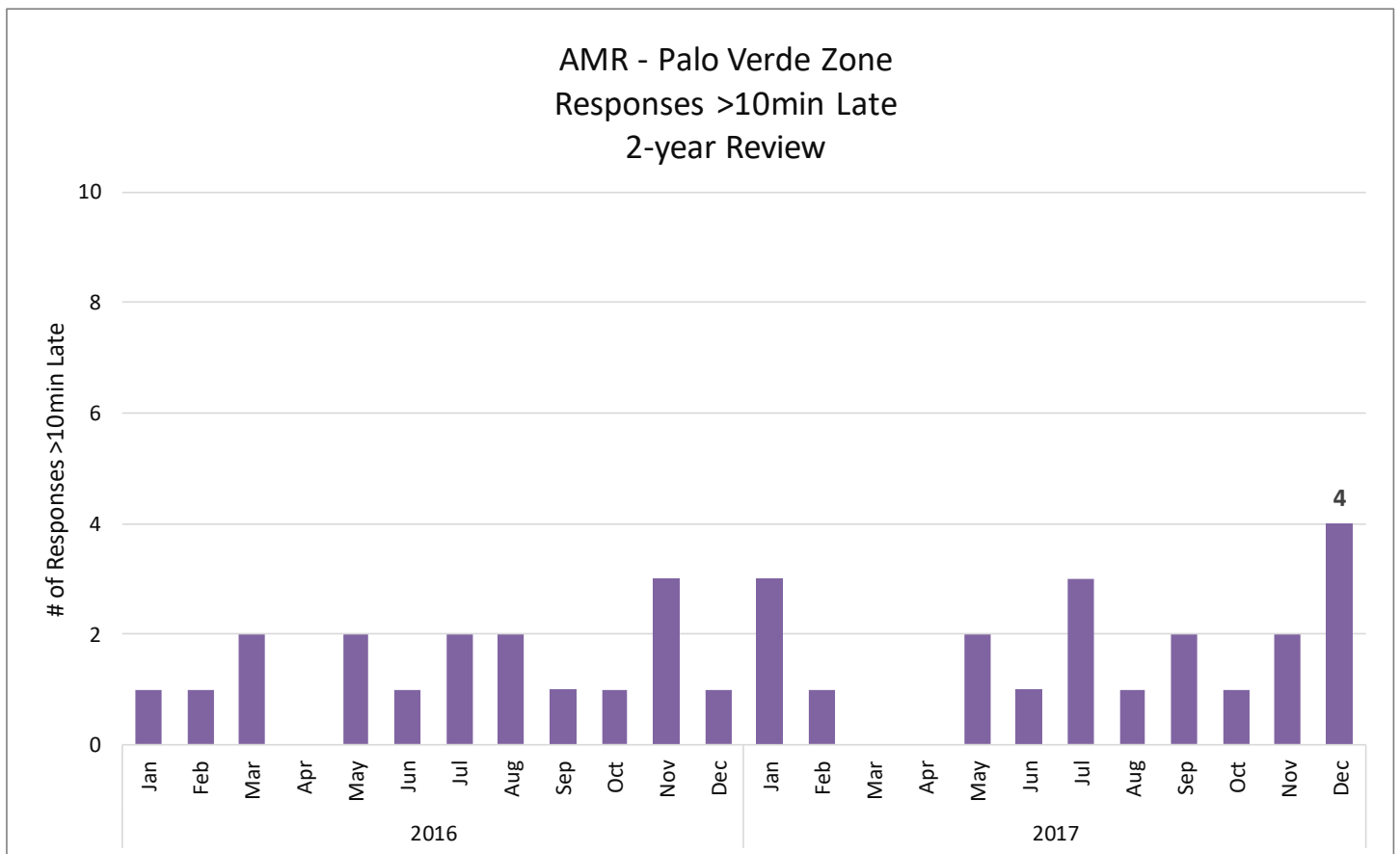
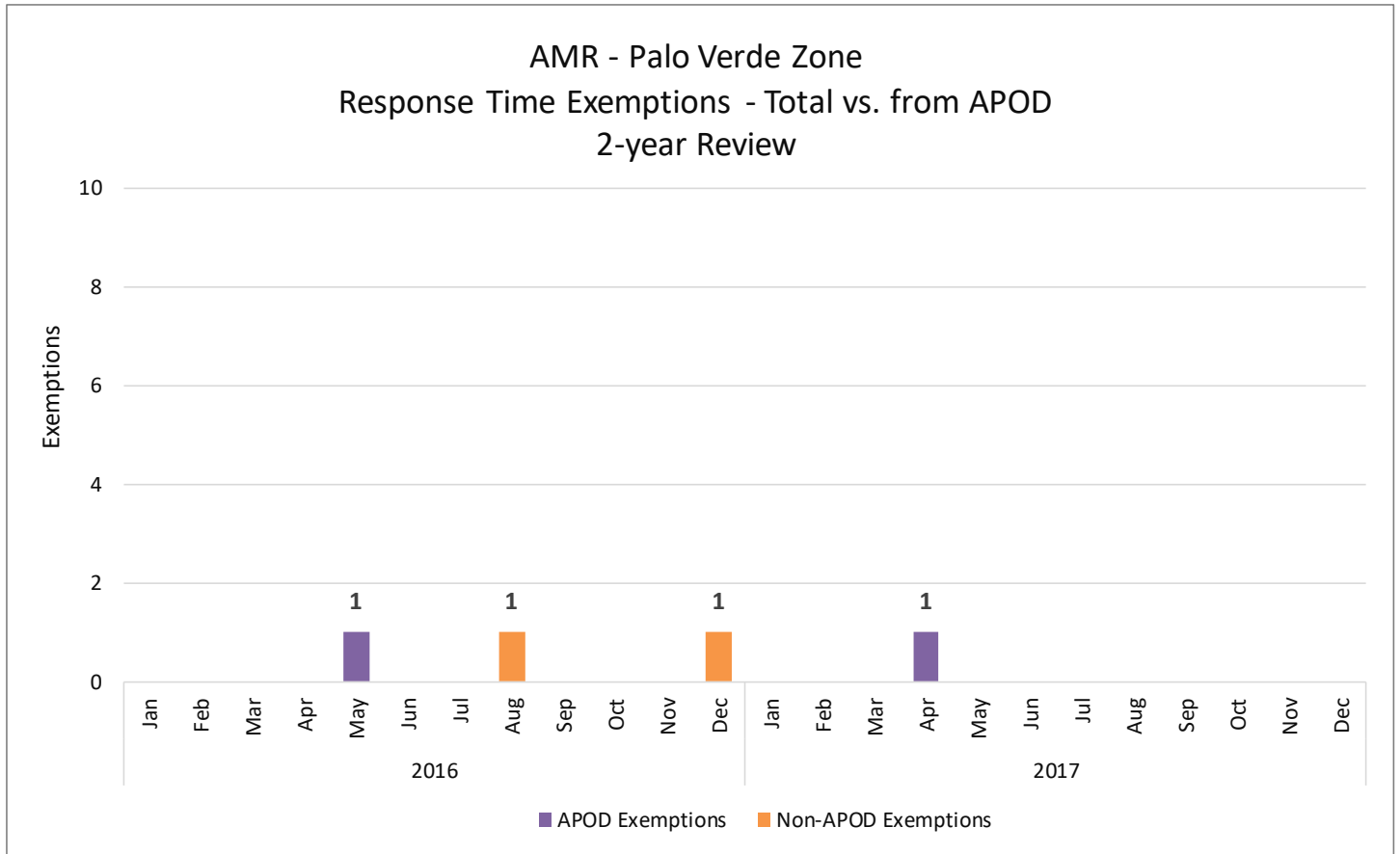
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## PALO VERDE

The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



Palo Verde Zone: Exemptions and >10 Minutes Late

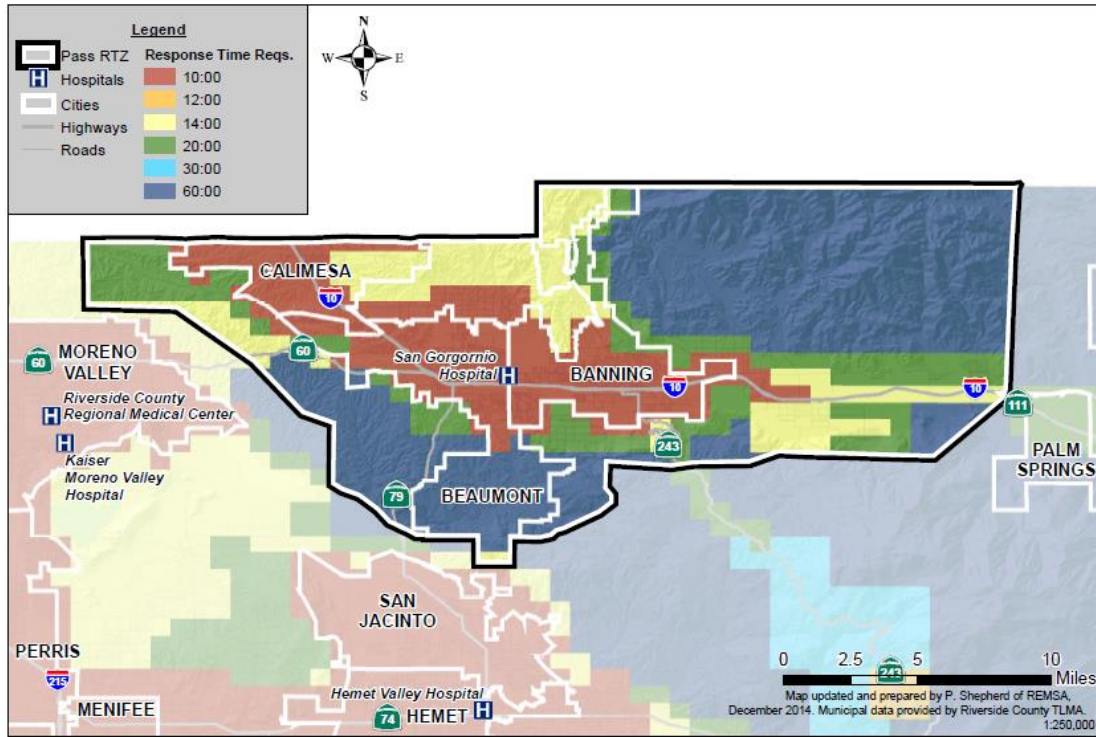


# PASS ZONE



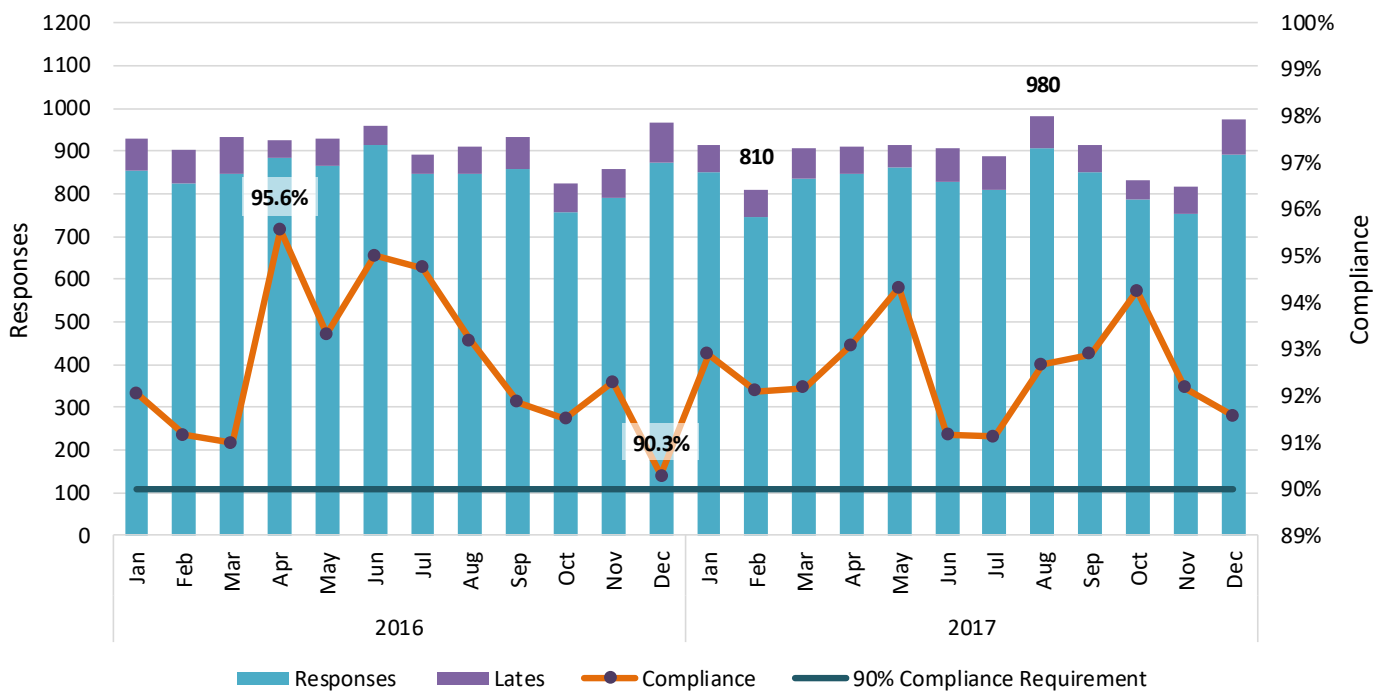
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM  
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

## PASS

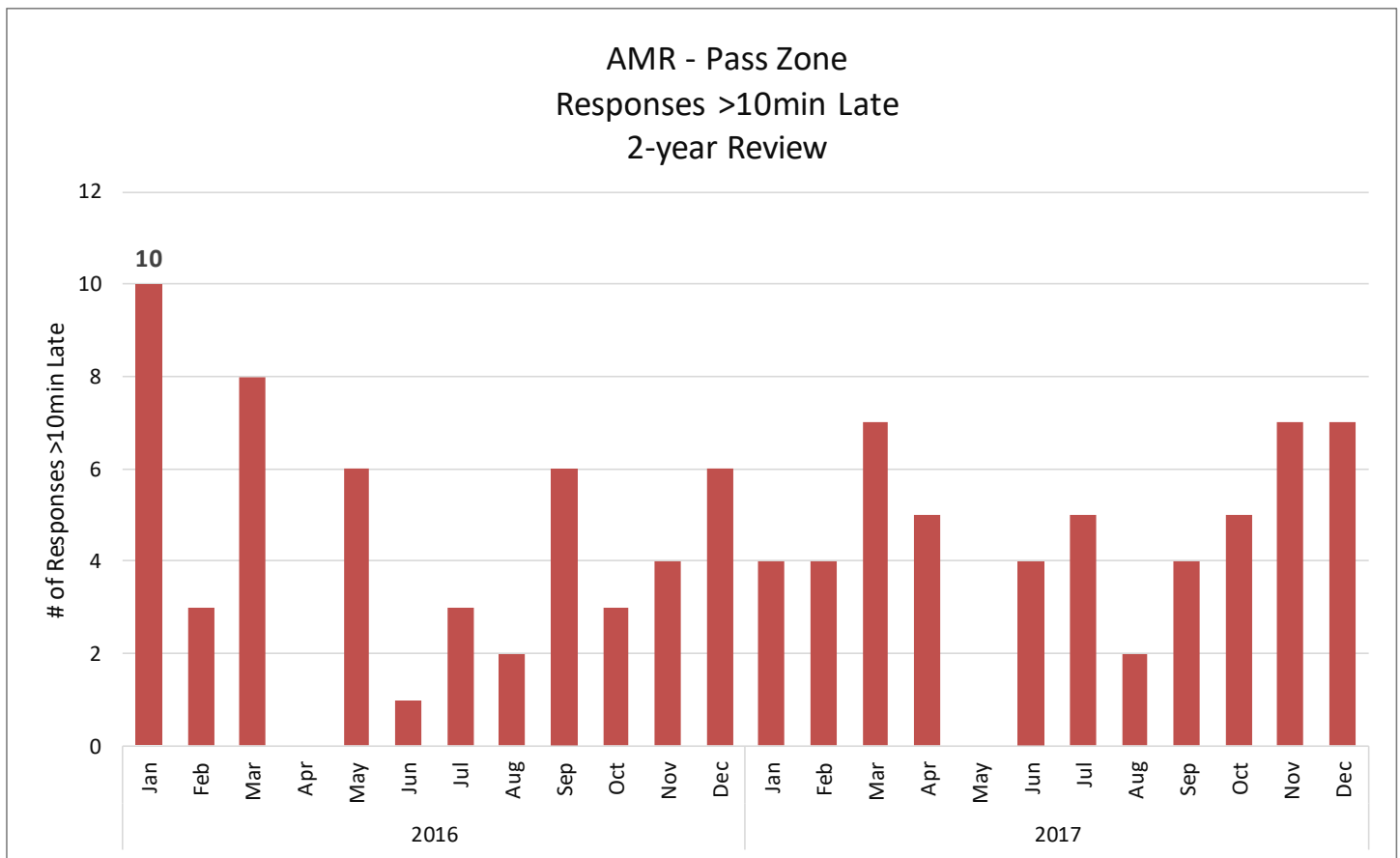
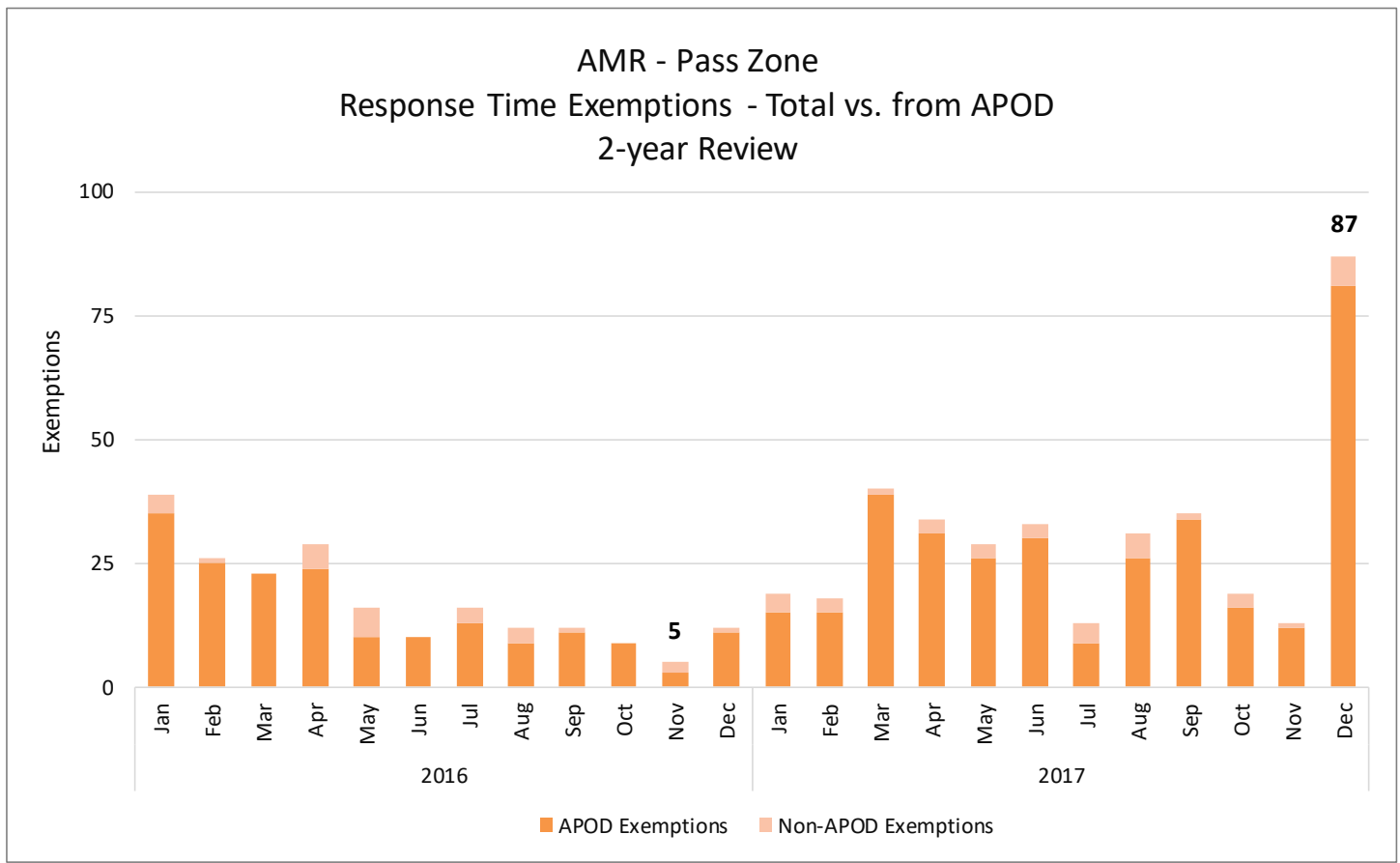


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 67 late calls per month during the period covered in this report.

AMR - Pass Zone  
911 Ambulance Responses and Compliance  
2-year Review

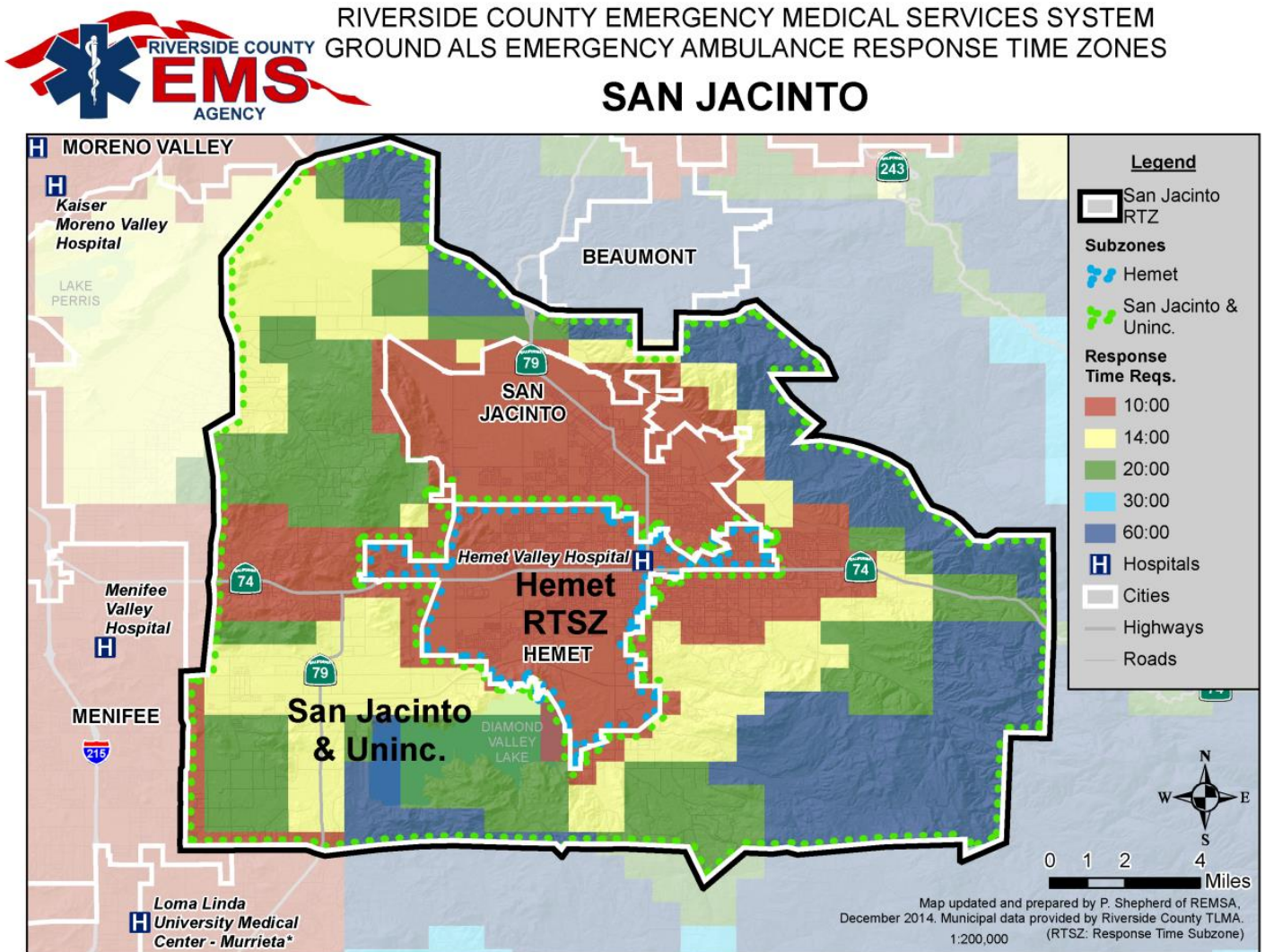


Pass Zone: Exemptions and Responses >10 Minutes Late

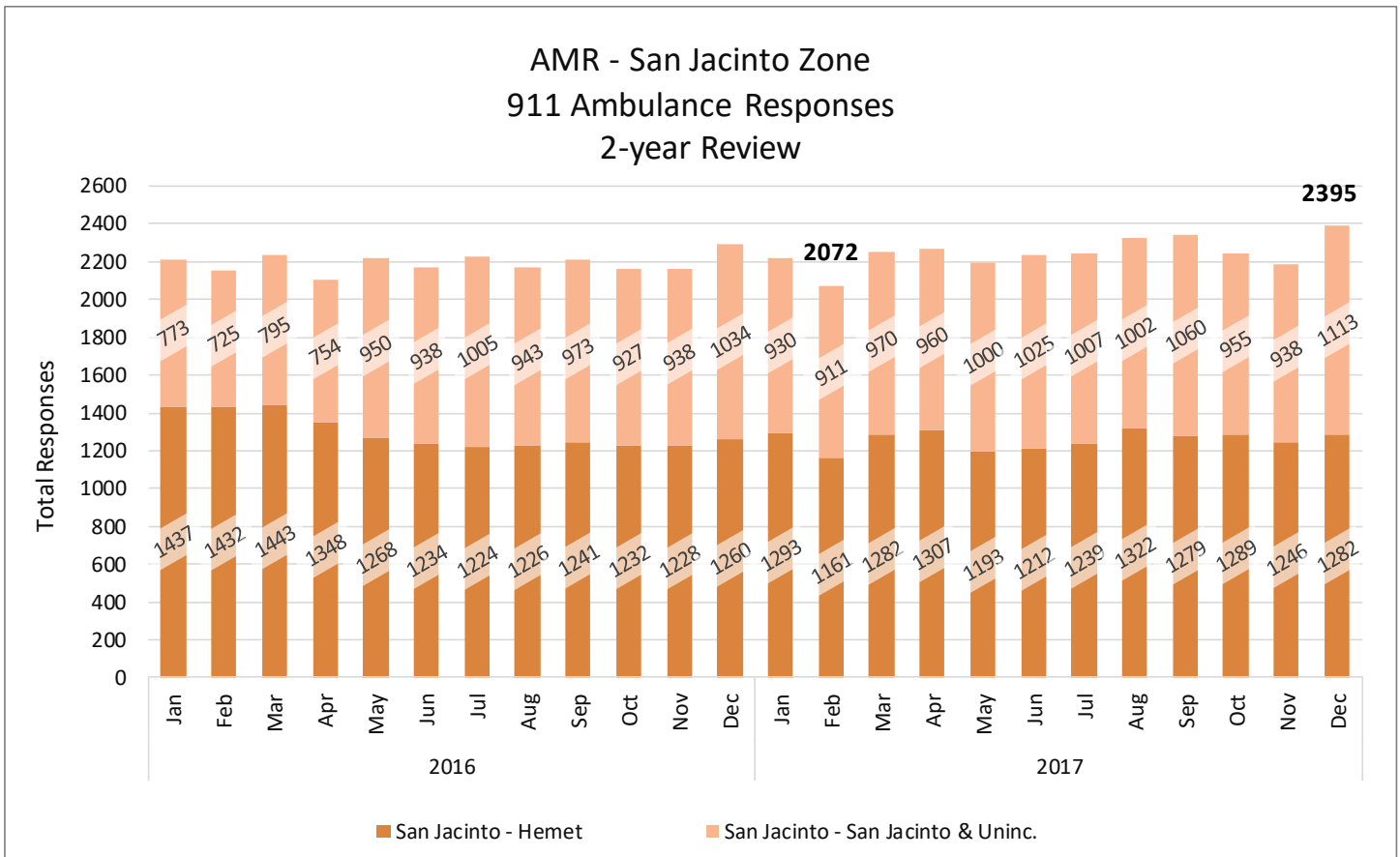
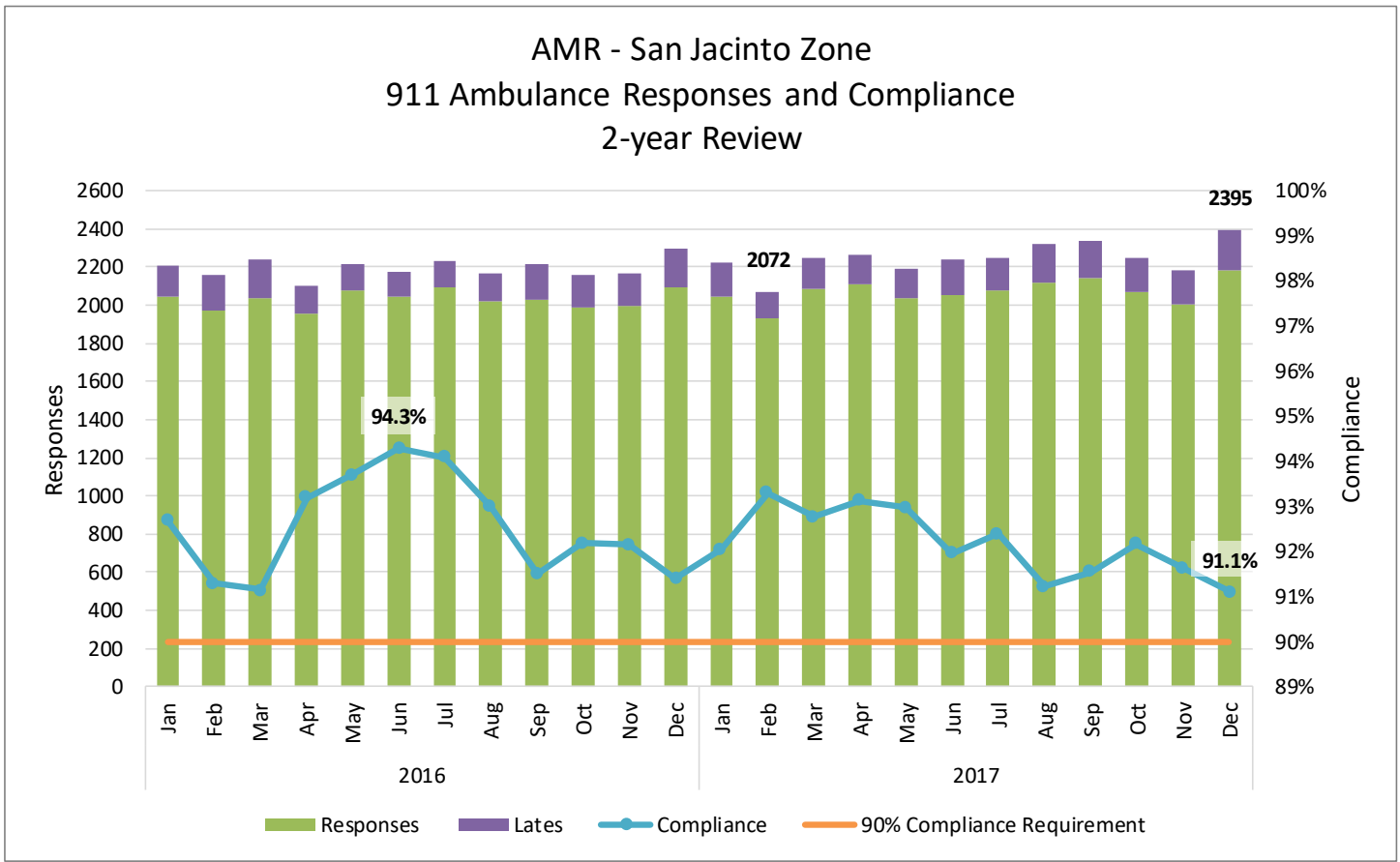


# SAN JACINTO ZONE

The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences many Ambulance Patient Offload Delays (APODs).

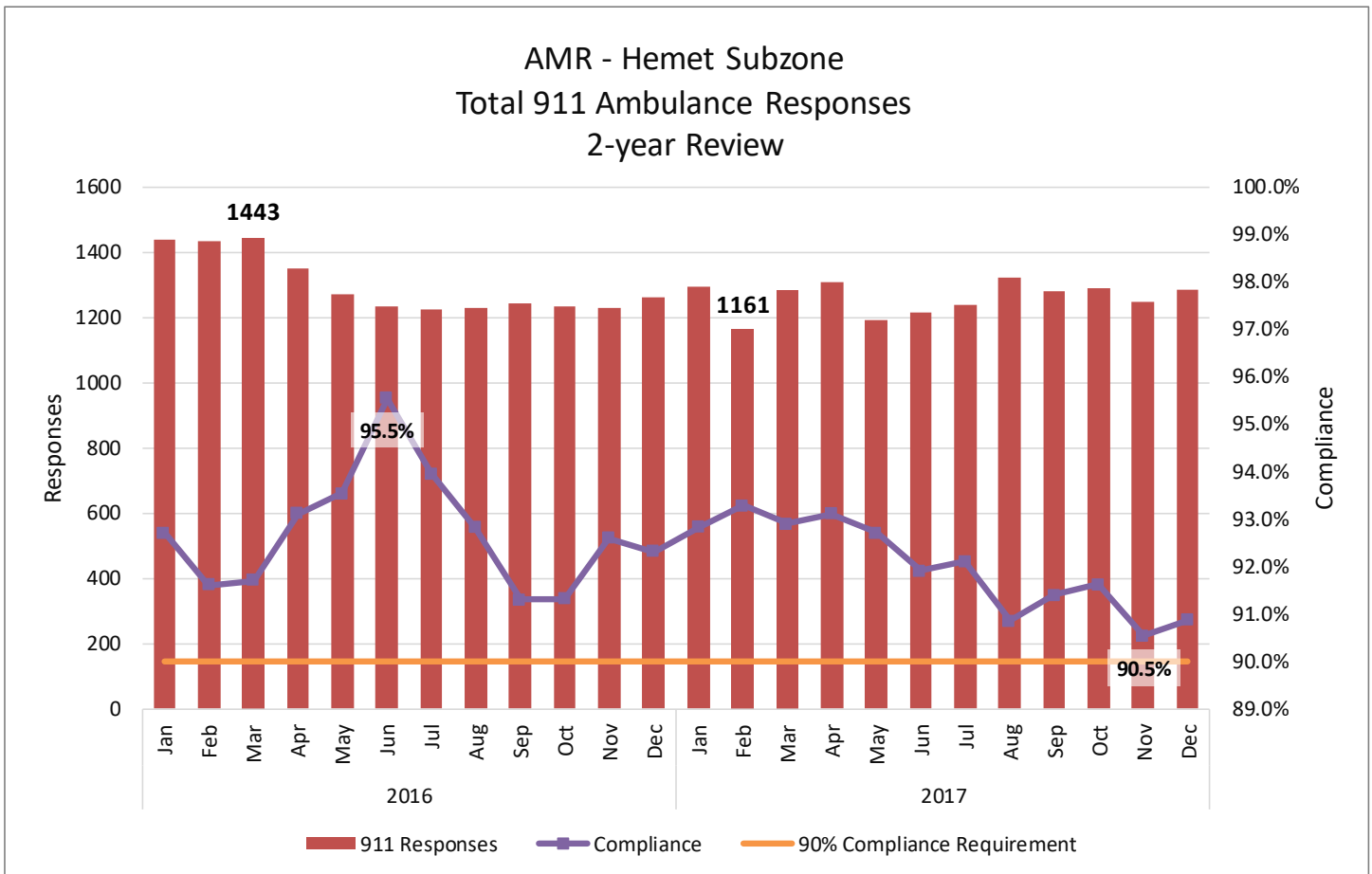
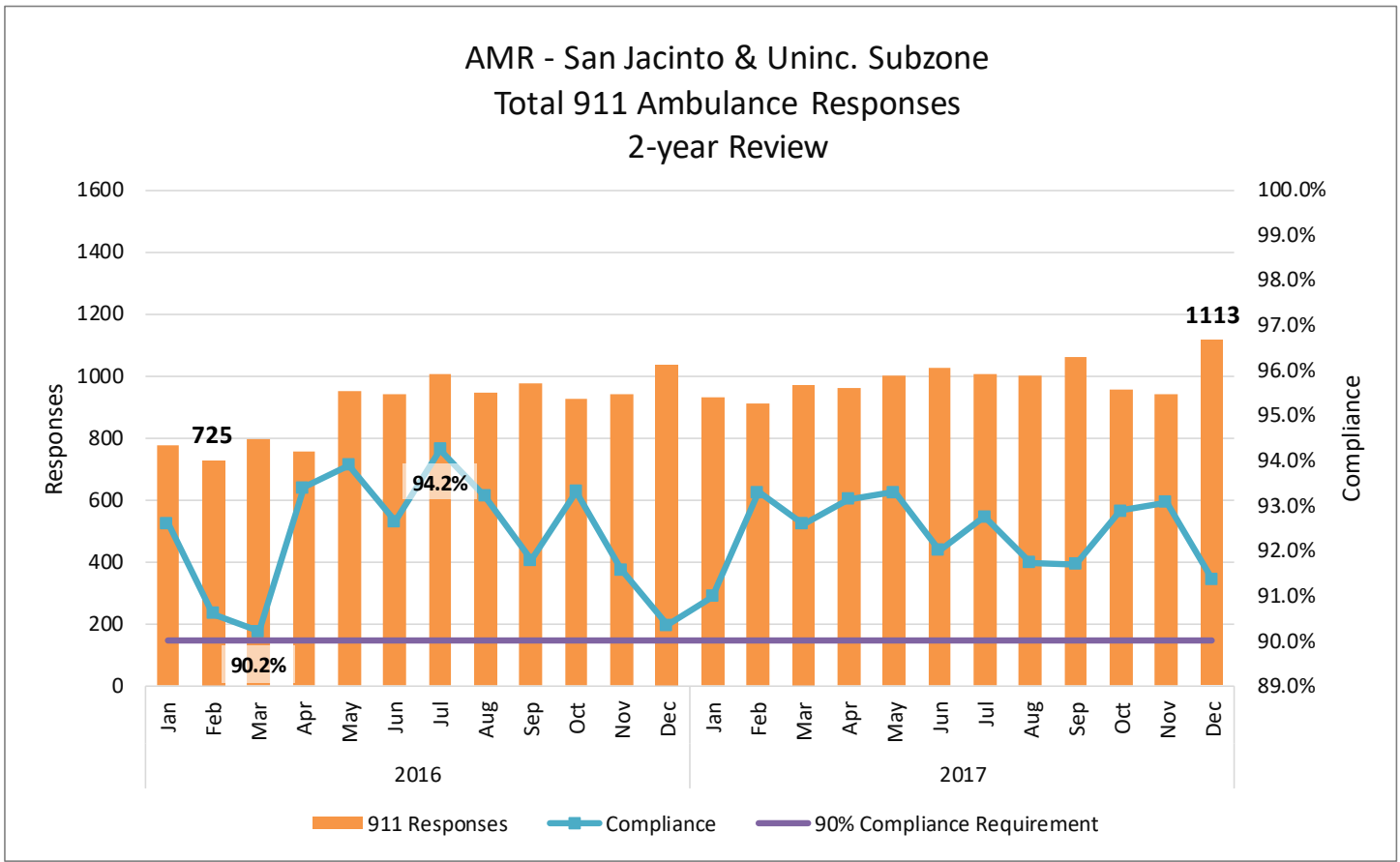


San Jacinto Zone: Subzone Response and Compliance Data

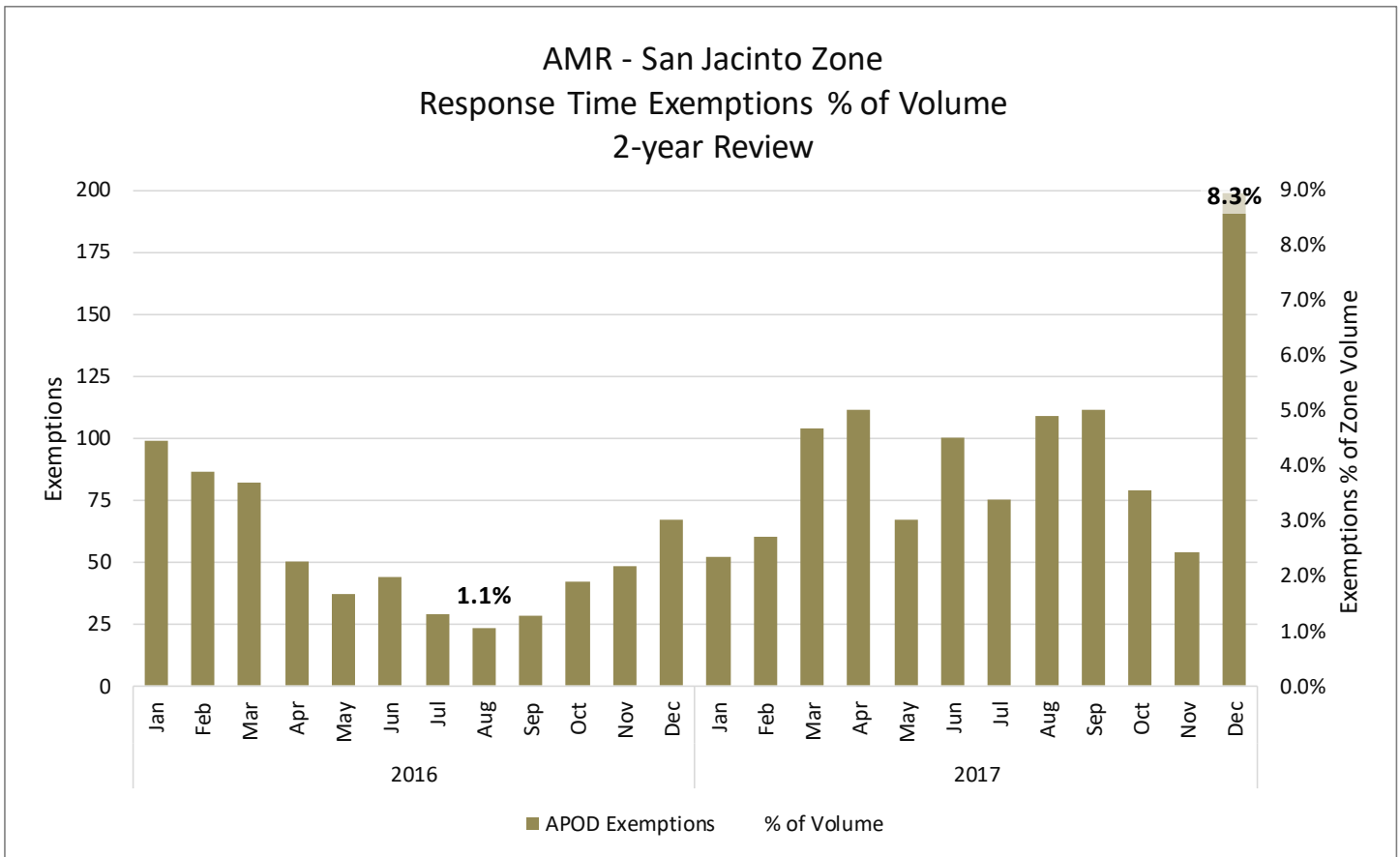
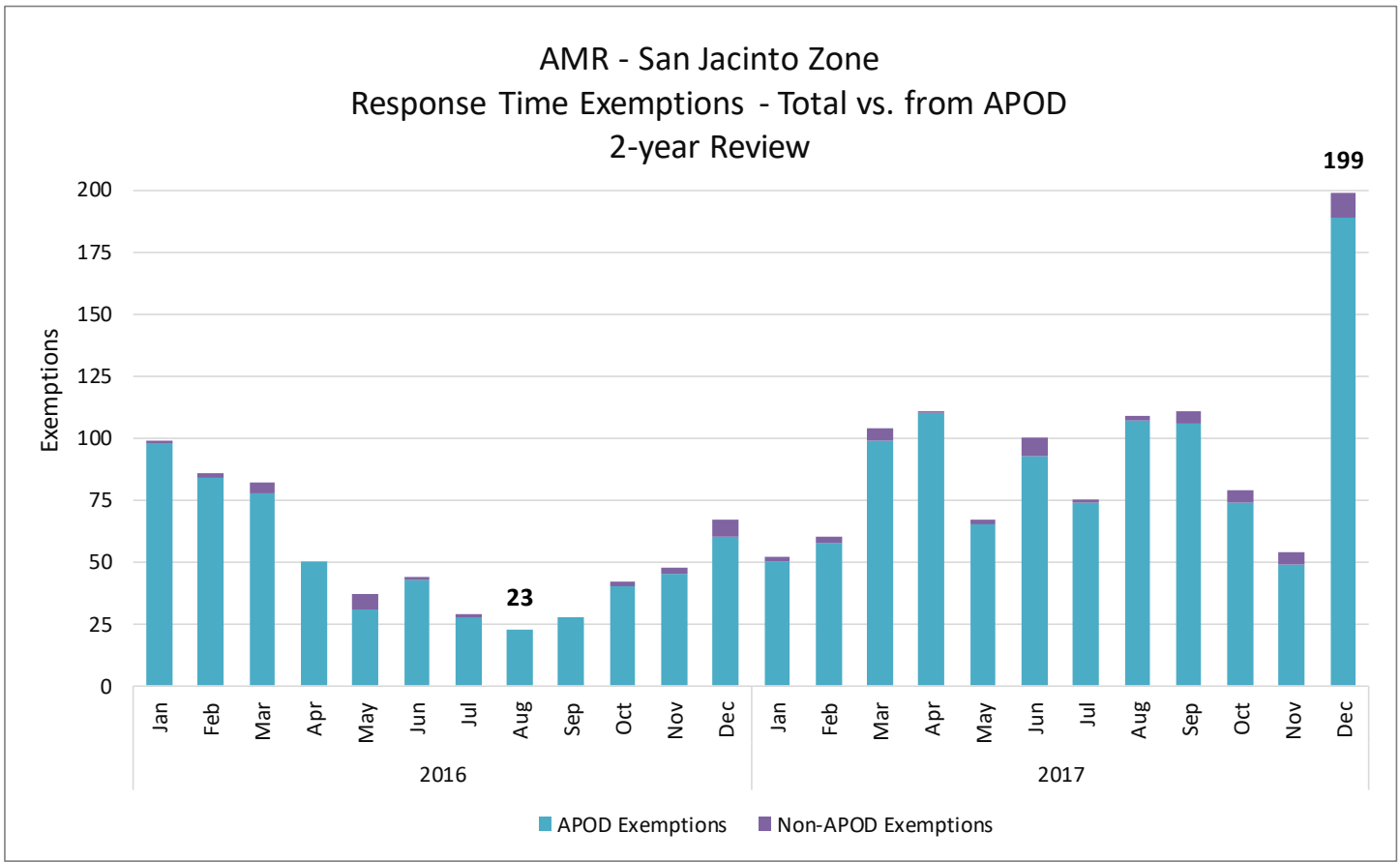




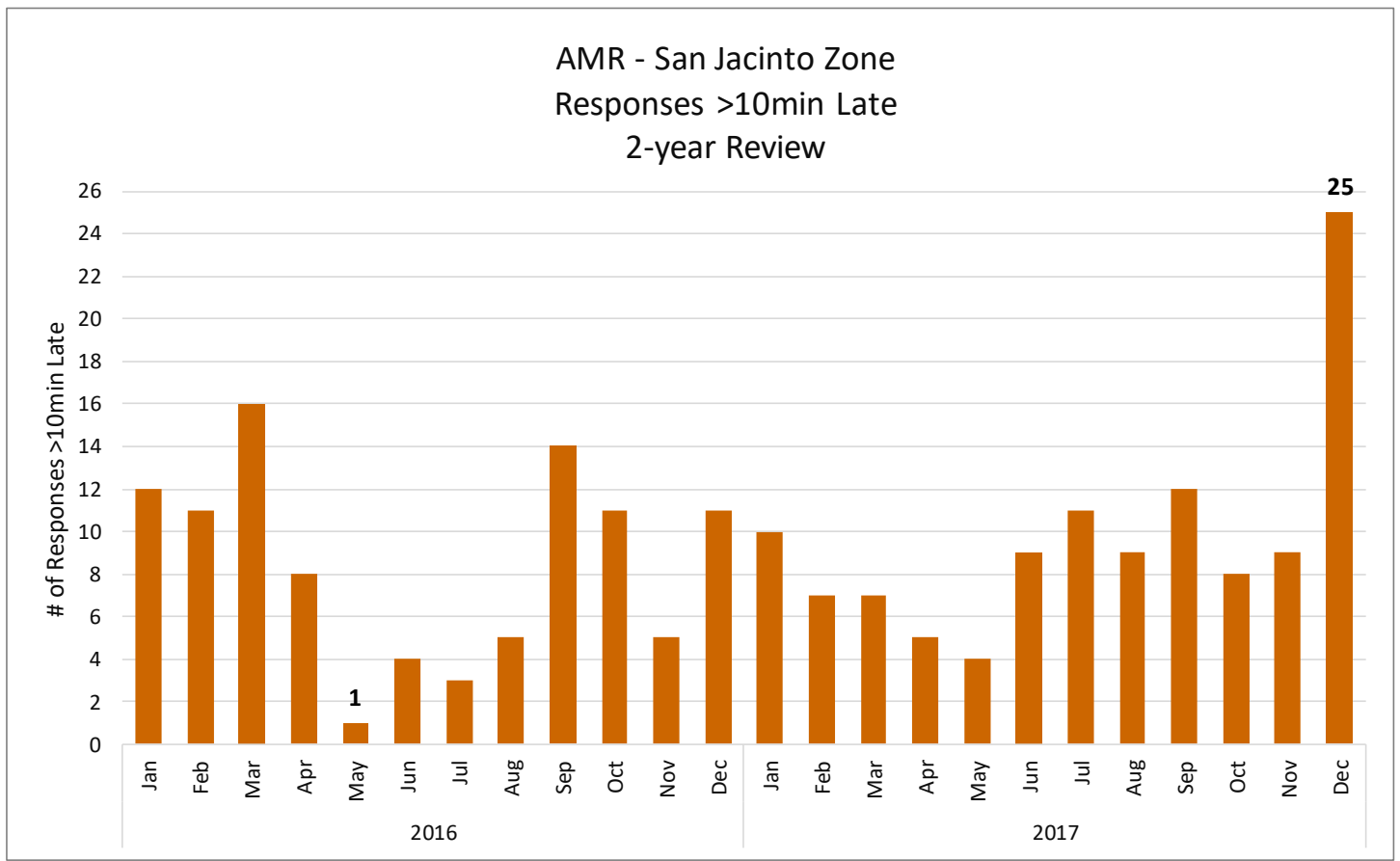
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



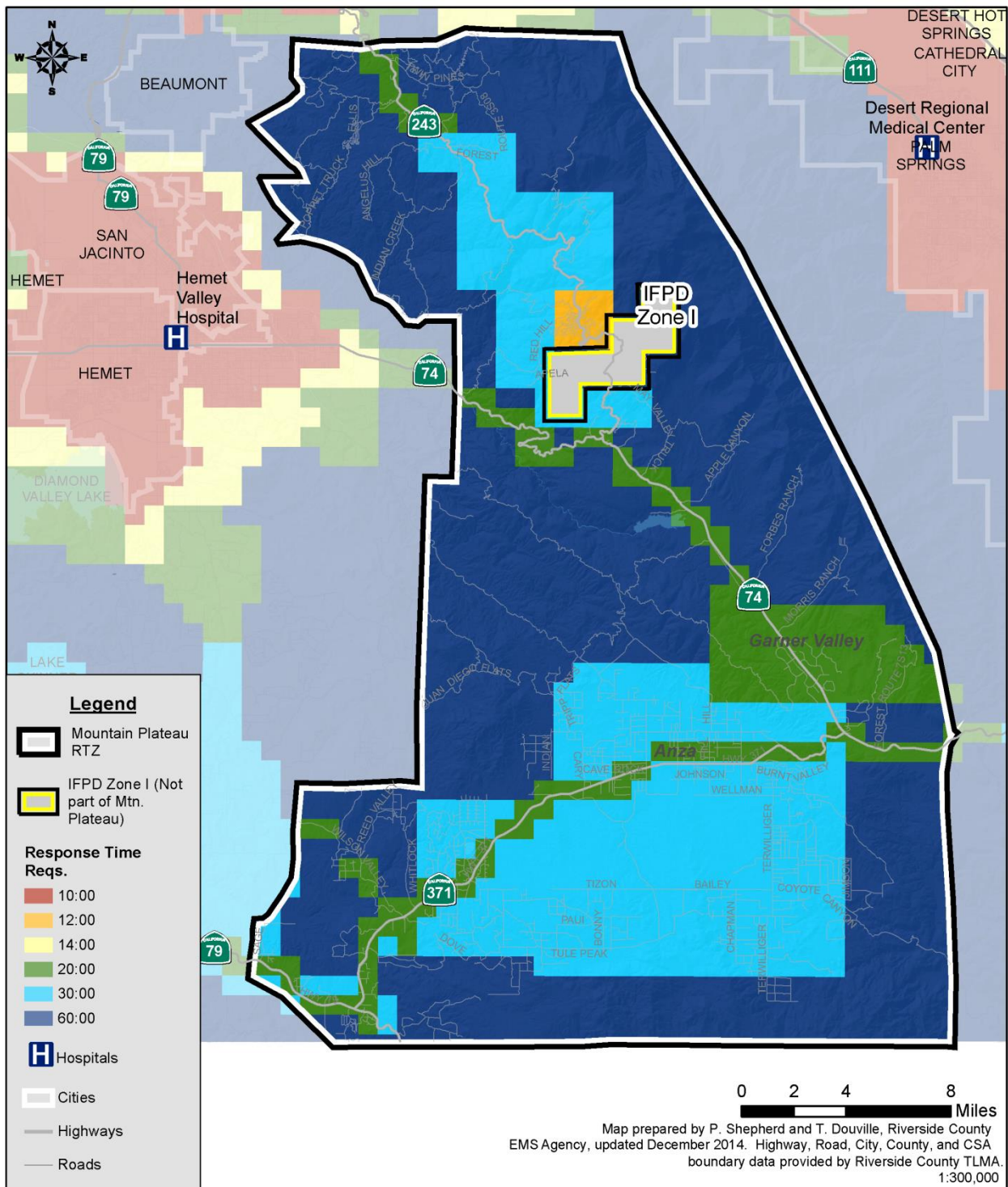
# MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 119 9-1-1 ambulance responses per month (2016-17 data) with less than five late calls per month on average.

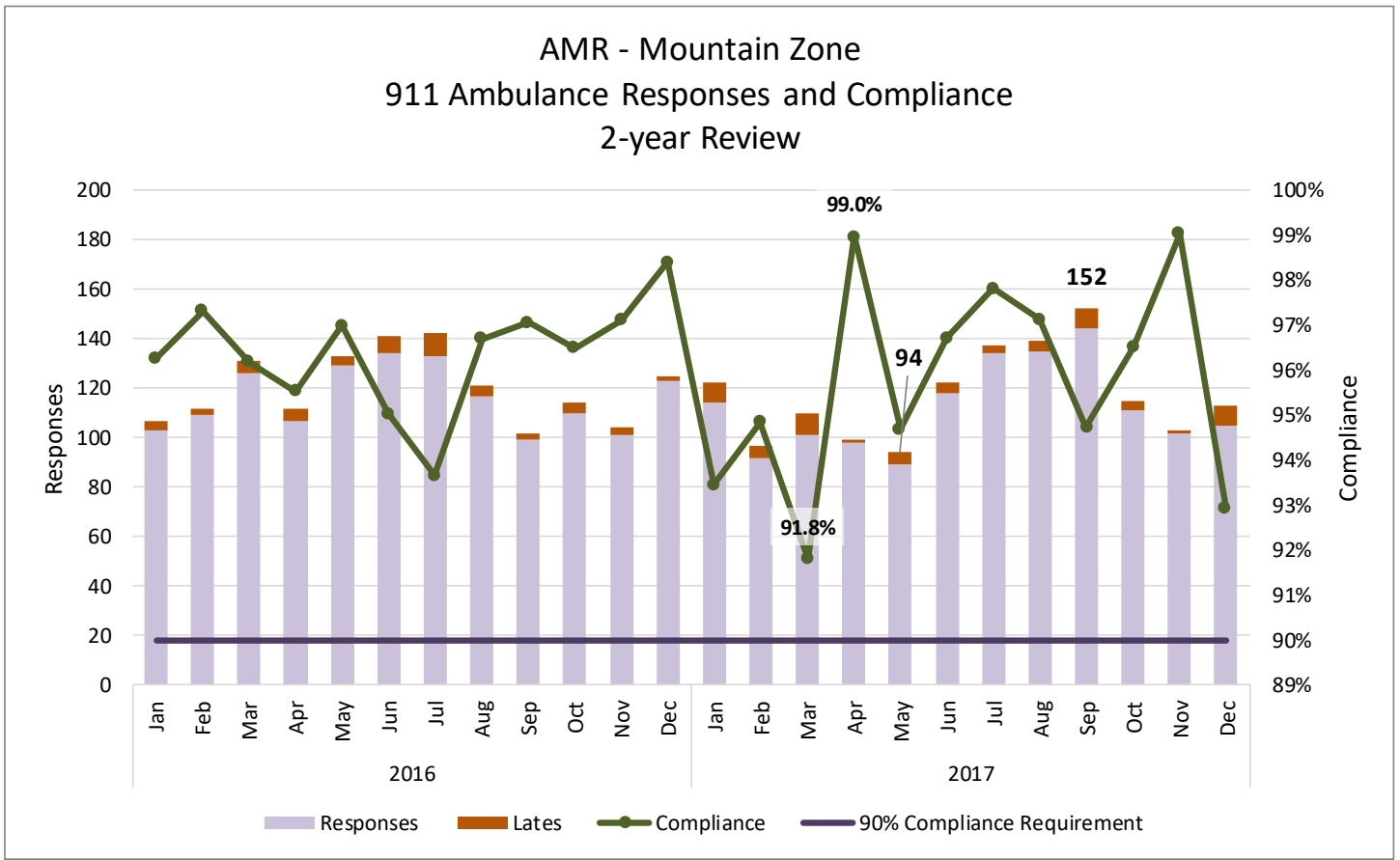
## RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



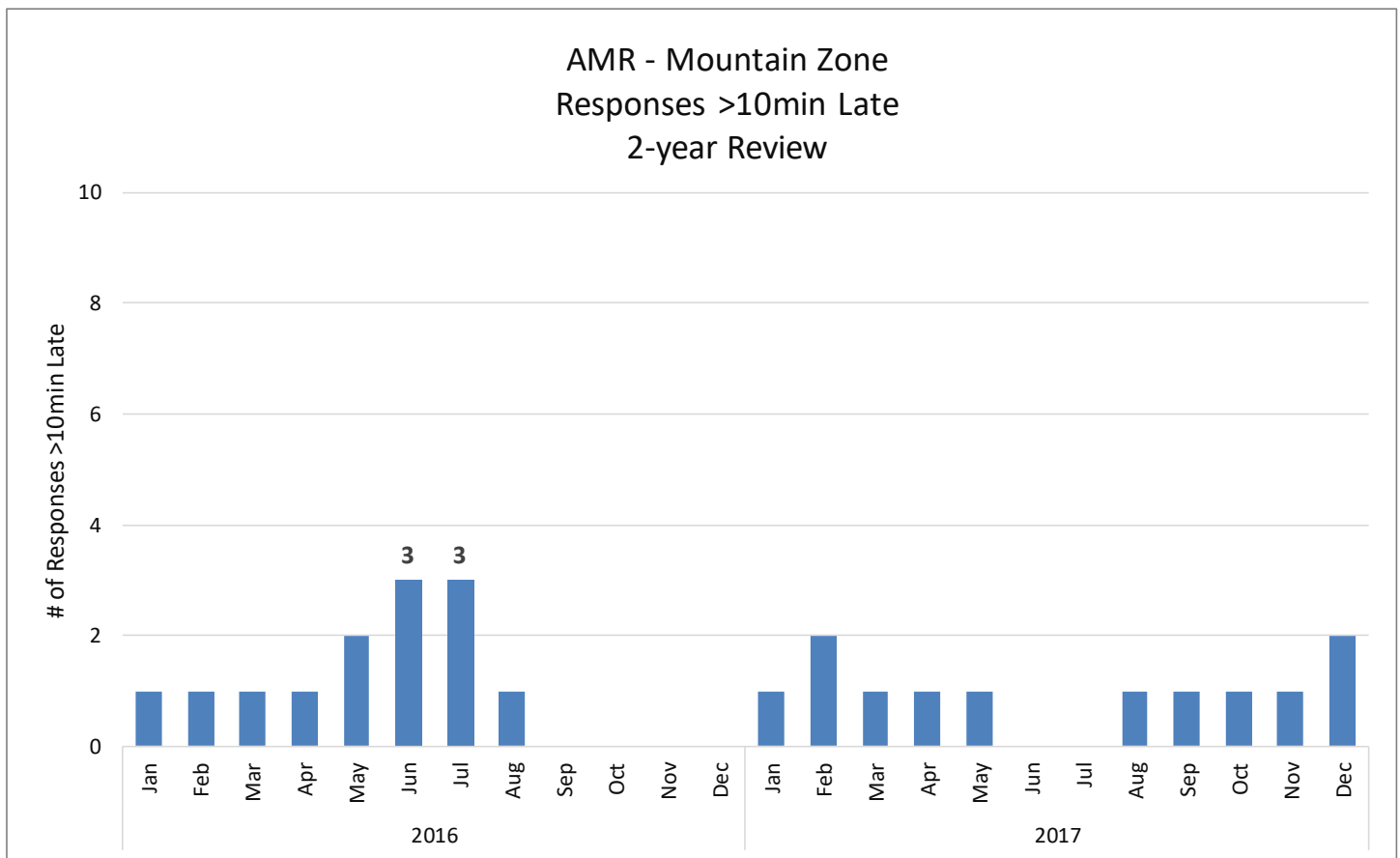
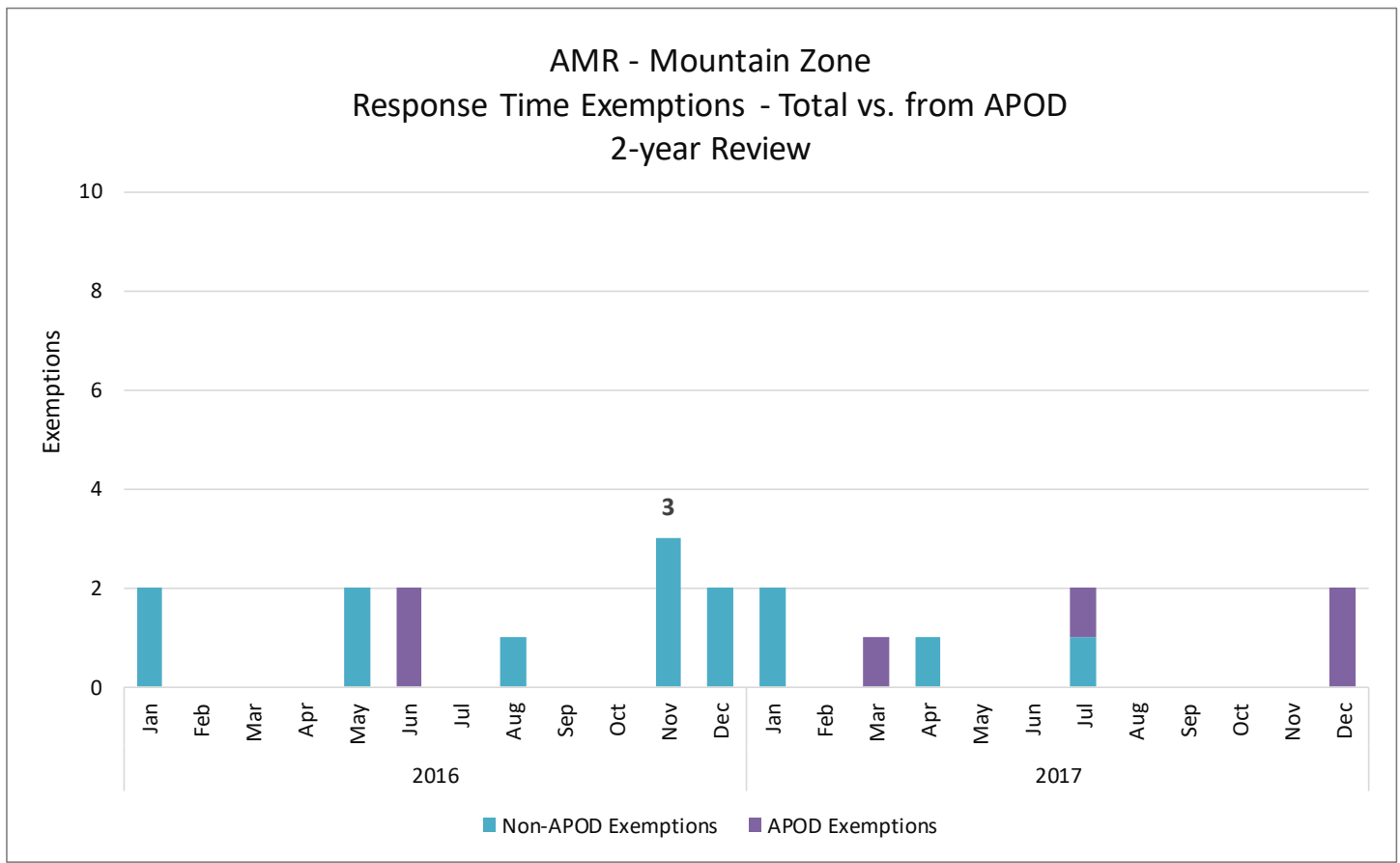
### MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



# JANUARY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.15%	2661	204	\$10,529.00	5	\$3,016.00	209	144	131				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.81%	1284	116	\$6,552.00	2	\$1,008.00	118	96	86				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.83%	1102	96	\$6,812.00	5	\$2,816.00	101	89	84				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.52%</b>	<b>5047</b>	<b>416</b>	<b>\$23,893.00</b>	<b>12</b>	<b>\$6,640.00</b>	<b>428</b>	<b>329</b>	<b>301</b>	<b>15%</b>	<b>0%</b>	<b>\$26,123.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$26,123.05</b>
Southwest - Temecula & Murrieta	91.01%	1224	108	\$4,462.00	2	\$1,008.00	110	83	75				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.64%	2070	171	\$7,877.00	2	\$1,008.00	173	126	114				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.41%</b>	<b>3294</b>	<b>279</b>	<b>\$12,339.00</b>	<b>4</b>	<b>\$2,016.00</b>	<b>283</b>	<b>209</b>	<b>189</b>	<b>15%</b>	<b>0%</b>	<b>\$12,201.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,201.75</b>
Central - Moreno Valley	92.96%	1377	93	\$5,460.00	4	\$2,312.00	97	78	77				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.16%	874	79	\$4,481.00	7	\$4,024.00	86	66	61				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.87%</b>	<b>2251</b>	<b>172</b>	<b>\$9,941.00</b>	<b>11</b>	<b>\$6,336.00</b>	<b>183</b>	<b>144</b>	<b>138</b>	<b>15%</b>	<b>0%</b>	<b>\$13,835.45</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$13,835.45</b>
San Jacinto - Hemet	92.81%	1293	90	\$5,800.00	3	\$2,008.00	93	36	35				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	90.97%	930	77	\$5,858.00	7	\$4,120.00	84	16	15				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>92.04%</b>	<b>2223</b>	<b>167</b>	<b>\$11,658.00</b>	<b>10</b>	<b>\$6,128.00</b>	<b>177</b>	<b>52</b>	<b>50</b>	<b>35%</b>	<b>0%</b>	<b>\$11,560.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,560.90</b>
Desert - Palm Springs & DHS	90.63%	1078	96	\$4,921.00	5	\$2,520.00	101	9	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.36%	1191	87	\$4,557.00	4	\$2,016.00	91	5	1				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.54%</b>	<b>2269</b>	<b>183</b>	<b>\$9,478.00</b>	<b>9</b>	<b>\$4,536.00</b>	<b>192</b>	<b>14</b>	<b>1</b>	<b>15%</b>	<b>0%</b>	<b>\$11,911.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,911.90</b>
Palo Verde - Palo Verde	97.20%	143	1	\$20.00	3	\$2,008.00	4	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>97.20%</b>	<b>143</b>	<b>1</b>	<b>\$20.00</b>	<b>3</b>	<b>\$2,008.00</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$2,008.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$2,008.00</b>
Pass - Pass	92.89%	914	61	\$3,926.00	4	\$2,312.00	65	19	15				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.89%</b>	<b>914</b>	<b>61</b>	<b>\$3,926.00</b>	<b>4</b>	<b>\$2,312.00</b>	<b>65</b>	<b>19</b>	<b>15</b>	<b>35%</b>	<b>0%</b>	<b>\$4,054.70</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,054.70</b>
Mountain Plateau - Mountain	93.44%	122	8	\$365.00	1	\$504.00	8	2	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>92.62%</b>	<b>122</b>	<b>8</b>	<b>\$365.00</b>	<b>1</b>	<b>\$504.00</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>35%</b>	<b>0%</b>	<b>\$564.85</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$564.85</b>
<b>CountyWide Total</b>	<b>91.75%</b>	<b>16263</b>	<b>1287</b>	<b>\$71,620.00</b>	<b>54</b>	<b>\$30,680.00</b>	<b>1340</b>	<b>769</b>	<b>694</b>	<b>0%</b>	<b>0%</b>	<b>\$82,261.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$82,260.60</b>

# FEBRUARY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses ≤ 10 Min	Late Responses ≤ 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.68%	2380	190	\$8,727.00	8	\$5,416.00	198	155	142				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	92.13%	1093	85	\$5,751.00	1	\$504.00	86	112	106				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.25%	1063	87	\$5,777.00	6	\$4,312.00	93	74	65				0	\$0.00	0	\$0.00	
Northwest Total	91.69%	4536	362	\$20,255.00	15	\$10,232.00	377	341	313	15%	0%	\$25,913.95	0	\$0.00	0	\$0.00	\$25,913.95
Southwest - Temecula & Murrieta	91.26%	1167	100	\$4,751.00	2	\$1,304.00	102	83	81				0	\$0.00	0	\$0.00	
Southwest - L.E. Memif, Wild, CL & Uninc.	92.23%	1814	138	\$5,617.00	3	\$2,400.00	141	151	145				0	\$0.00	0	\$0.00	
Southwest Total	91.85%	2981	238	\$10,368.00	5	\$3,704.00	243	234	226	15%	0%	\$11,961.20	0	\$0.00	0	\$0.00	\$11,961.20
Central - Moreno Valley	92.52%	1217	90	\$4,987.00	1	\$504.00	91	61	59				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	93.12%	741	51	\$3,925.00	0	\$0.00	51	36	35				0	\$0.00	0	\$0.00	
Central Total	92.75%	1958	141	\$8,912.00	1	\$504.00	142	97	94	35%	0%	\$6,120.40	0	\$0.00	0	\$0.00	\$6,120.40
San Jacinto - Hemet	93.28%	1161	75	\$5,511.00	3	\$1,512.00	78	38	36				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	93.30%	911	57	\$3,651.00	4	\$2,312.00	61	22	22				0	\$0.00	0	\$0.00	
San Jacinto Total	93.29%	2072	132	\$9,162.00	7	\$3,824.00	139	60	58	50%	0%	\$6,493.00	0	\$0.00	0	\$0.00	\$6,493.00
Desert - Palm Springs & DHS	92.36%	929	68	\$3,211.00	3	\$2,008.00	71	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.50%	1106	92	\$5,467.00	2	\$1,304.00	94	2	0				0	\$0.00	0	\$0.00	
Desert Total	91.89%	2035	160	\$8,678.00	5	\$3,312.00	165	2	0	15%	0%	\$10,191.50	0	\$0.00	0	\$0.00	\$10,191.50
Palo Verde - Palo Verde	97.84%	139	2	\$75.00	1	\$2,400.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	97.84%	139	2	\$75.00	1	\$2,400.00	3	0	0	100%	0%	\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	92.10%	810	60	\$2,984.00	4	\$3,104.00	64	18	15				0	\$0.00	0	\$0.00	
Pass Total	92.10%	810	60	\$2,984.00	4	\$3,104.00	64	18	15	35%	0%	\$3,957.20	0	\$0.00	0	\$0.00	\$3,957.20
Mountain Plateau - Mountain	94.85%	97	3	\$275.00	2	\$1,008.00	5	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	94.85%	97	3	\$275.00	2	\$1,008.00	5	0	0	75%	0%	\$320.75	0	\$0.00	0	\$0.00	\$320.75
CountyWide Total	92.22%	14628	1098	\$60,709.00	40	\$28,088.00	1138	752	706	0%	0%	\$67,358.00	0	\$0.00	0	\$0.00	\$67,358.00



# MARCH 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.59%	2753	197	7	\$4,120.00	204	176	166				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	91.89%	1221	96	3	\$2,008.00	99	134	124				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.77%	1246	106	9	\$5,424.00	115	120	106				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.99%</b>	<b>5220</b>	<b>399</b>	<b>19</b>	<b>\$11,552.00</b>	<b>418</b>	<b>430</b>	<b>396</b>	<b>15%</b>	<b>0%</b>	<b>\$26,716.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$26,716.35</b>
Southwest - Temecula & Murrieta	92.65%	1293	92	3	\$1,512.00	95	87	84				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	92.64%	2187	155	6	\$3,520.00	161	152	148				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>92.64%</b>	<b>3480</b>	<b>247</b>	<b>9</b>	<b>\$5,032.00</b>	<b>256</b>	<b>239</b>	<b>232</b>	<b>35%</b>	<b>0%</b>	<b>\$11,085.75</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$11,085.75</b>
Central - Moreno Valley	92.50%	1413	101	5	\$3,016.00	106	115	114				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	92.18%	882	66	3	\$2,008.00	69	82	78				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>92.37%</b>	<b>2295</b>	<b>167</b>	<b>8</b>	<b>\$5,024.00</b>	<b>175</b>	<b>197</b>	<b>192</b>	<b>35%</b>	<b>0%</b>	<b>\$10,398.05</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$10,398.05</b>
San Jacinto - Hemet	92.90%	1282	86	5	\$2,520.00	91	53	51				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.58%	970	70	2	\$1,008.00	72	51	48				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>92.76%</b>	<b>2252</b>	<b>156</b>	<b>7</b>	<b>\$3,528.00</b>	<b>163</b>	<b>104</b>	<b>99</b>	<b>35%</b>	<b>0%</b>	<b>\$9,412.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$9,412.00</b>
Desert - Palm Springs & DHS	91.02%	1158	98	6	\$4,920.00	104	4	3				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.12%	1239	104	6	\$3,024.00	110	3	1				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.07%</b>	<b>2397</b>	<b>202</b>	<b>12</b>	<b>\$7,944.00</b>	<b>214</b>	<b>7</b>	<b>4</b>	<b>15%</b>	<b>0%</b>	<b>\$19,645.20</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$19,645.20</b>
Palo Verde - Palo Verde	100.00%	160	0	0	\$0.00	0	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>100.00%</b>	<b>160</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>
Pass - Pass	92.16%	906	64	7	\$3,824.00	71	40	39				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>92.16%</b>	<b>906</b>	<b>64</b>	<b>7</b>	<b>\$3,824.00</b>	<b>71</b>	<b>40</b>	<b>39</b>	<b>35%</b>	<b>0%</b>	<b>\$4,484.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$4,484.35</b>
Mountain Plateau - Mountain	91.82%	110	8	1	\$504.00	9	1	1				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>91.82%</b>	<b>110</b>	<b>8</b>	<b>1</b>	<b>\$504.00</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>15%</b>	<b>0%</b>	<b>\$1,033.60</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,033.60</b>
<b>CountyWide Total</b>	<b>92.24%</b>	<b>16820</b>	<b>1243</b>	<b>63</b>	<b>\$37,408.00</b>	<b>1306</b>	<b>1018</b>	<b>963</b>	<b>0%</b>	<b>0%</b>	<b>\$82,775.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$82,775.30</b>

# APRIL 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.51%	2522	210	\$9,562.00	4	\$2,016.00	214	174	170				0	\$0.00	0	\$0.00	\$21,970.80
Northwest - Norco & Uninc. North	91.04%	1183	105	\$4,706.00	1	\$504.00	106	118	111				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	92.29%	1180	85	\$5,740.00	6	\$3,320.00	91	83	79				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	91.59%	4885	400	\$20,008.00	11	\$5,840.00	411	375	360	15%	0%	\$21,970.80	0	\$0.00	0	\$0.00	\$21,970.80
Southwest - Temecula & Murrieta	92.31%	1158	87	\$3,730.00	2	\$1,304.00	89	103	99				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	92.94%	1983	139	\$5,800.00	1	\$504.00	140	122	115				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	92.71%	3141	226	\$9,530.00	3	\$1,808.00	229	225	214	35%	0%	\$7,369.70	0	\$0.00	0	\$0.00	\$7,369.70
Central - Moreno Valley	92.13%	1448	111	\$6,077.00	3	\$1,512.00	114	97	96				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	91.51%	930	77	\$4,867.00	2	\$1,304.00	79	72	72				0	\$0.00	0	\$0.00	\$0.00
Central Total	91.88%	2378	188	\$10,944.00	5	\$2,816.00	193	169	168	15%	0%	\$11,696.00	0	\$0.00	0	\$0.00	\$11,696.00
San Jacinto - Hemet	93.11%	1307	88	\$7,038.00	2	\$1,008.00	90	65	65				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	93.13%	960	63	\$3,458.00	3	\$1,512.00	66	46	45				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	93.12%	2267	151	\$10,496.00	5	\$2,520.00	156	111	110	50%	0%	\$6,508.00	0	\$0.00	0	\$0.00	\$6,508.00
Desert - Palm Springs & DHS	92.21%	1027	73	\$4,533.00	7	\$4,120.00	80	0	0				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.01%	1123	99	\$6,427.00	2	\$1,304.00	101	3	1				0	\$0.00	0	\$0.00	\$0.00
Desert Total	91.58%	2150	172	\$10,960.00	9	\$5,424.00	181	3	1	15%	0%	\$13,926.40	0	\$0.00	0	\$0.00	\$13,926.40
Palo Verde - Palo Verde	98.13%	160	3	\$848.00	0	\$0.00	3	1	1				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	98.13%	160	3	\$848.00	0	\$0.00	3	1	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	93.08%	910	58	\$2,936.00	5	\$2,520.00	63	34	31				0	\$0.00	0	\$0.00	\$0.00
Pass Total	93.08%	910	58	\$2,936.00	5	\$2,520.00	63	34	31	50%	0%	\$2,728.00	0	\$0.00	0	\$0.00	\$2,728.00
Mountain Plateau - Mountain	98.99%	99	0	\$0.00	1	\$1,000.00	1	1	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	98.99%	99	0	\$0.00	1	\$1,000.00	1	1	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	92.26%	15990	1198	\$65,722.00	39	\$21,928.00	1237	919	885	0%	0%	\$65,199.00	0	\$0.00	0	\$0.00	\$65,199.90

# MAY 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.25%	2721	203	8	\$4,824.00	211	206	200				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.96%	1206	102	7	\$5,112.00	109	138	128				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.67%	1211	110	3	\$1,808.00	113	112	104				0	\$0.00	0	\$0.00	
<b>Northwest Total</b>	<b>91.57%</b>	<b>5138</b>	<b>415</b>	<b>18</b>	<b>\$11,744.00</b>	<b>433</b>	<b>456</b>	<b>432</b>	<b>15%</b>	<b>0%</b>	<b>\$30,135.90</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$30,135.90</b>
Southwest - Temecula & Murrieta	90.92%	1211	107	3	\$1,512.00	110	83	78				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	92.24%	2164	168	0	\$0.00	168	146	142				0	\$0.00	0	\$0.00	
<b>Southwest Total</b>	<b>91.76%</b>	<b>3375</b>	<b>275</b>	<b>3</b>	<b>\$1,512.00</b>	<b>278</b>	<b>229</b>	<b>220</b>	<b>15%</b>	<b>0%</b>	<b>\$12,621.65</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,621.65</b>
Central - Moreno Valley	92.61%	1381	100	2	\$1,008.00	102	87	85				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.66%	910	81	4	\$2,312.00	85	68	67				0	\$0.00	0	\$0.00	
<b>Central Total</b>	<b>91.84%</b>	<b>2291</b>	<b>181</b>	<b>6</b>	<b>\$3,320.00</b>	<b>187</b>	<b>155</b>	<b>152</b>	<b>15%</b>	<b>0%</b>	<b>\$12,827.35</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$12,827.35</b>
San Jacinto - Hemet	92.71%	1193	86	1	\$504.00	87	41	40				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	93.30%	1000	64	3	\$1,512.00	67	26	25				0	\$0.00	0	\$0.00	
<b>San Jacinto Total</b>	<b>92.98%</b>	<b>2193</b>	<b>150</b>	<b>4</b>	<b>\$2,016.00</b>	<b>154</b>	<b>67</b>	<b>65</b>	<b>35%</b>	<b>0%</b>	<b>\$7,250.10</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$7,250.10</b>
Desert - Palm Springs & DHS	91.23%	1118	89	9	\$6,712.00	98	2	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.88%	1208	95	3	\$1,808.00	98	3	1				0	\$0.00	0	\$0.00	
<b>Desert Total</b>	<b>91.57%</b>	<b>2326</b>	<b>184</b>	<b>12</b>	<b>\$8,520.00</b>	<b>196</b>	<b>5</b>	<b>3</b>	<b>15%</b>	<b>0%</b>	<b>\$16,954.95</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$16,954.95</b>
Palo Verde - Palo Verde	98.11%	159	1	2	\$1,600.00	3	0	0				0	\$0.00	0	\$0.00	
<b>Palo Verde Total</b>	<b>98.11%</b>	<b>159</b>	<b>1</b>	<b>2</b>	<b>\$1,600.00</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>100%</b>	<b>0%</b>	<b>\$1,600.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$1,600.00</b>
Pass - Pass	94.32%	915	52	0	\$0.00	52	29	26				0	\$0.00	0	\$0.00	
<b>Pass Total</b>	<b>94.32%</b>	<b>915</b>	<b>52</b>	<b>0</b>	<b>\$0.00</b>	<b>52</b>	<b>29</b>	<b>26</b>	<b>75%</b>	<b>0%</b>	<b>\$553.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$553.00</b>
Mountain Plateau - Mountain	94.68%	94	4	1	\$504.00	5	0	0				0	\$0.00	0	\$0.00	
<b>Mountain Plateau Total</b>	<b>94.68%</b>	<b>94</b>	<b>4</b>	<b>1</b>	<b>\$504.00</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>75%</b>	<b>0%</b>	<b>\$263.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$263.00</b>
<b>CountyWide Total</b>	<b>92.07%</b>	<b>16491</b>	<b>1262</b>	<b>46</b>	<b>\$29,216.00</b>	<b>1308</b>	<b>941</b>	<b>898</b>	<b>0%</b>	<b>0%</b>	<b>\$82,206.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>\$82,205.95</b>

# JUNE 2017 COMPLIANCE REPORT

Zone	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.95%	2642	233	\$10,743.00	6	\$4,312.00	239	183	173				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.56%	1165	100	\$4,900.00	10	\$5,928.00	110	161	154				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.62%	1146	82	\$3,483.00	14	\$8,936.00	96	94	80				0	\$0.00	0	\$0.00	
Northwest Total	91.02%	4953	415	\$19,126.00	30	\$19,176.00	445	438	407	15%	0%	\$32,556.70	0	\$0.00	0	\$0.00	\$32,556.70
Southwest - Temecula & Murrieta	90.63%	1152	104	\$4,672.00	4	\$2,608.00	108	83	81				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	90.82%	2081	183	\$11,156.00	8	\$4,920.00	191	119	111				0	\$0.00	0	\$0.00	
Southwest Total	90.75%	3233	287	\$15,828.00	12	\$7,528.00	299	202	192	0%	0%	\$23,356.00	0	\$0.00	0	\$0.00	\$23,356.00
Central - Moreno Valley	91.47%	1419	117	\$7,248.00	4	\$2,016.00	121	89	87				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.87%	920	82	\$5,726.00	2	\$1,008.00	84	88	86				0	\$0.00	0	\$0.00	
Central Total	91.24%	2339	199	\$12,974.00	6	\$3,024.00	205	177	173	15%	0%	\$13,598.30	0	\$0.00	0	\$0.00	\$13,598.30
San Jacinto - Hemet	91.91%	1212	94	\$6,869.00	4	\$2,016.00	98	57	51				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.00%	1025	77	\$6,085.00	5	\$3,312.00	82	43	42				0	\$0.00	0	\$0.00	
San Jacinto Total	91.95%	2237	171	\$12,954.00	9	\$5,328.00	180	100	93	15%	0%	\$15,539.70	0	\$0.00	0	\$0.00	\$15,539.70
Desert - Palm Springs & DHS	93.42%	1003	64	\$3,532.00	2	\$1,008.00	66	3	3				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.43%	1136	78	\$4,436.00	8	\$5,216.00	86	11	10				0	\$0.00	0	\$0.00	
Desert Total	92.89%	2139	142	\$7,968.00	10	\$6,224.00	152	14	13	35%	0%	\$9,224.80	0	\$0.00	0	\$0.00	\$9,224.80
Palo Verde - Palo Verde	99.33%	149	0	\$0.00	1	\$1,000.00	1	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	99.33%	149	0	\$0.00	1	\$1,000.00	1	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
Pass - Pass	91.17%	906	76	\$4,871.00	4	\$2,016.00	80	33	30				0	\$0.00	0	\$0.00	
Pass Total	91.17%	906	76	\$4,871.00	4	\$2,016.00	80	33	30	15%	0%	\$5,853.95	0	\$0.00	0	\$0.00	\$5,853.95
Mountain Plateau - Mountain	96.72%	122	4	\$140.00	0	\$0.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	96.72%	122	4	\$140.00	0	\$0.00	4	0	0	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	91.50%	16078	1294	\$73,861.00	72	\$44,296.00	1366	964	908	0%	0%	\$101,130.00	0	\$0.00	0	\$0.00	\$101,129.45

# JULY 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.96%		2666	231	\$11,187.00	10	\$6,720.00	241	146	131				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.20%		1174	113	\$6,715.00	2	\$1,304.00	115	126	124				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	90.51%		1149	98	\$6,257.00	11	\$6,136.00	109	89	82				0	\$0.00	0	\$0.00	
Northwest Total	90.68%	\$0	4989	442	\$24,159.00	23	\$14,160.00	465	361	337	0%	0%	\$38,319.00	0	\$0.00	0	\$0.00	\$38,319.00
Southwest - Temecula & Murrieta	91.07%		1153	101	\$5,304.00	2	\$1,504.00	103	90	88				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.71%		2148	175	\$9,200.00	3	\$1,512.00	178	124	120				0	\$0.00	0	\$0.00	
Southwest Total	91.49%	\$0	3301	276	\$14,504.00	5	\$3,016.00	281	214	208	15%	0%	\$14,882.00	0	\$0.00	0	\$0.00	\$14,882.00
Central - Moreno Valley	91.15%		1412	118	\$7,866.00	7	\$5,424.00	125	95	94				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	90.09%		888	84	\$5,701.00	4	\$2,312.00	88	77	76				0	\$0.00	0	\$0.00	
Central Total	90.74%	\$0	2300	202	\$13,567.00	11	\$7,736.00	213	172	170	0%	0%	\$21,303.00	0	\$0.00	0	\$0.00	\$21,303.00
San Jacinto - Hemet	92.09%		1239	91	\$6,451.00	7	\$3,528.00	98	43	43				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.75%		1007	69	\$3,867.00	4	\$2,312.00	73	32	31				0	\$0.00	0	\$0.00	
San Jacinto Total	92.39%	\$0	2246	160	\$10,318.00	11	\$5,840.00	171	75	74	35%	0%	\$10,502.70	0	\$0.00	0	\$0.00	\$10,502.70
Desert - Palm Springs & DHS	92.80%		1028	70	\$3,764.00	4	\$2,016.00	74	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.30%		1065	78	\$4,880.00	4	\$2,016.00	82	2	0				0	\$0.00	0	\$0.00	
Desert Total	92.55%	\$0	2093	148	\$8,644.00	8	\$4,032.00	156	2	0	35%	0%	\$8,239.40	0	\$0.00	0	\$0.00	\$8,239.40
Palo Verde - Palo Verde	96.35%		192	4	\$45.00	3	\$2,600.00	7	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	96.35%	\$0	192	4	\$45.00	3	\$2,600.00	7	0	0	100%	0%	\$2,600.00	0	\$0.00	0	\$0.00	\$2,600.00
Pass - Pass	91.11%		889	74	\$5,572.00	5	\$2,520.00	79	13	9				0	\$0.00	0	\$0.00	
Pass Total	91.11%	\$0	889	74	\$5,572.00	5	\$2,520.00	79	13	9	15%	0%	\$6,878.20	0	\$0.00	0	\$0.00	\$6,878.20
Mountain Plateau - Mountain	97.81%		137	3	\$210.00	0	\$0.00	3	2	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	97.81%	\$0	137	3	\$210.00	0	\$0.00	3	2	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	91.48%	\$0	16147	1309	\$77,019.00	66	\$39,904.00	1375	839	799	0%	0%	\$102,734.00	0	\$0.00	0	\$0.00	\$102,734.30

# AUGUST 2017 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	92.07%		2637	206	\$1,317.00	3	\$1,808.00	197	189				0	\$0.00	0	\$0.00	\$29,521.35
Northwest - Norco & Uninc. North	90.42%		1242	116	\$7,290.00	3	\$2,800.00	128	117				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.25%		1223	99	\$6,692.00	8	\$4,824.00	93	89				0	\$0.00	0	\$0.00	
Northwest Total	91.47%	\$0	5102	421	\$25,299.00	14	\$9,432.00	418	395	15%	0%	\$29,521.35	0	\$0.00	0	\$0.00	\$29,521.35
Southwest - Temecula & Murrieta	90.93%		1246	109	\$5,386.00	4	\$2,016.00	114	110				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.06%		2148	184	\$11,940.00	8	\$6,720.00	152	148				0	\$0.00	0	\$0.00	
Southwest Total	91.01%	\$0	3394	293	\$17,336.00	12	\$8,736.00	266	258	15%	0%	\$22,161.20	0	\$0.00	0	\$0.00	\$22,161.20
Central - Moreno Valley	92.80%		1416	95	\$7,507.00	7	\$5,720.00	98	96				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.28%		872	72	\$5,963.00	4	\$2,808.00	88	85				0	\$0.00	0	\$0.00	
Central Total	92.22%	\$0	2288	167	\$13,470.00	11	\$8,528.00	186	181	35%	0%	\$14,298.70	0	\$0.00	0	\$0.00	\$14,298.70
San Jacinto - Hemet	90.85%		1322	118	\$5,339.00	3	\$1,808.00	66	66				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.72%		1002	77	\$4,953.00	6	\$3,816.00	43	41				0	\$0.00	0	\$0.00	
San Jacinto Total	91.22%	\$0	2324	195	\$10,292.00	9	\$5,624.00	109	107	15%	0%	\$13,528.60	0	\$0.00	0	\$0.00	\$13,528.60
Desert - Palm Springs & DHS	92.07%		971	73	\$4,382.00	4	\$2,016.00	77	2				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	90.89%		988	86	\$4,304.00	4	\$2,808.00	90	2				0	\$0.00	0	\$0.00	
Desert Total	91.48%	\$0	1959	159	\$8,686.00	8	\$4,824.00	167	4	15%	0%	\$11,483.50	0	\$0.00	0	\$0.00	\$11,483.50
Palo Verde - Palo Verde	98.25%		171	2	\$458.00	1	\$2,400.00	3	0				0	\$0.00	0	\$0.00	
Palo Verde Total	98.25%	\$0	171	2	\$458.00	1	\$2,400.00	3	0	100%	0%	\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	92.65%		980	70	\$4,746.00	2	\$1,008.00	72	26				0	\$0.00	0	\$0.00	
Pass Total	92.65%	\$0	980	70	\$4,746.00	2	\$1,008.00	72	26	35%	0%	\$3,740.10	0	\$0.00	0	\$0.00	\$3,740.10
Mountain Plateau - Mountain	97.12%		139	3	\$906.00	1	\$504.00	4	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	97.12%	\$0	139	3	\$906.00	1	\$504.00	4	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	91.64%	\$0	16357	1310	\$81,193.00	58	\$41,056.00	1368	1014	0%	0%	\$97,638.00	0	\$0.00	0	\$0.00	\$97,637.45
<b>TOTAL</b>																	

# SEPTEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/ Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.01%		2614	227	\$11,101.00	8	\$5,912.00	235	201	195				0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	91.24%		1176	97	\$5,590.00	6	\$3,912.00	103	145	139				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	92.48%		1143	78	\$6,575.00	8	\$4,328.00	86	134	128				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	91.40%	\$0	4933	402	\$23,266.00	22	\$14,152.00	424	480	462	15%	0%	\$31,805.30	0	\$0.00	0	\$0.00	\$31,805.30
Southwest - Temecula & Murrieta	90.30%		1093	102	\$6,125.00	4	\$2,312.00	106	165	156				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	91.74%		2009	158	\$10,057.00	8	\$5,320.00	166	224	220				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	91.23%	\$0	3102	260	\$16,182.00	12	\$7,632.00	272	389	376	15%	0%	\$20,241.90	0	\$0.00	0	\$0.00	\$20,241.90
Central - Moreno Valley	91.17%		1291	105	\$6,263.00	9	\$6,320.00	114	114	109				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	91.37%		869	69	\$5,327.00	6	\$3,520.00	75	89	87				0	\$0.00	0	\$0.00	\$0.00
Central Total	91.25%	\$0	2160	174	\$11,590.00	15	\$9,840.00	189	203	196	15%	0%	\$18,215.50	0	\$0.00	0	\$0.00	\$18,215.50
San Jacinto - Hemet	91.40%		1279	106	\$6,308.00	4	\$2,016.00	110	57	55				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	91.70%		1060	80	\$6,197.00	8	\$5,416.00	88	54	51				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	91.53%	\$0	2339	186	\$12,505.00	12	\$7,432.00	198	111	106	15%	0%	\$16,946.45	0	\$0.00	0	\$0.00	\$16,946.45
Desert - Palm Springs & DHS	94.57%		903	44	\$2,450.00	5	\$3,016.00	49	0	0				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.78%		997	77	\$4,208.00	5	\$4,712.00	82	1	0				0	\$0.00	0	\$0.00	\$0.00
Desert Total	93.11%	\$0	1900	121	\$6,658.00	10	\$7,728.00	131	1	0	50%	0%	\$7,193.00	0	\$0.00	0	\$0.00	\$7,193.00
Palo Verde - Palo Verde	97.94%		194	2	\$185.00	2	\$1,504.00	4	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	97.94%	\$0	194	2	\$185.00	2	\$1,504.00	4	0	0	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	92.89%		914	61	\$2,657.00	4	\$2,312.00	65	35	34				0	\$0.00	0	\$0.00	\$0.00
Pass Total	92.89%	\$0	914	61	\$2,657.00	4	\$2,312.00	65	35	34	35%	0%	\$3,229.85	0	\$0.00	0	\$0.00	\$3,229.85
Mountain Plateau - Mountain	94.74%		152	7	\$345.00	1	\$504.00	8	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	94.74%	\$0	152	7	\$345.00	1	\$504.00	8	0	0	75%	0%	\$212.25	0	\$0.00	0	\$0.00	\$212.25
CountyWide Total	91.77%	\$0	15694	1213	\$73,388.00	78	\$51,104.00	1291	1219	1174	0%	0%	\$99,348.00	0	\$0.00	0	\$0.00	\$99,348.25

# OCTOBER 2017 COMPLIANCE REPORT

Response Time Assessment																	
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Response s > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	90.97%		2747	237	11	\$9,024.00	248	234	223				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.83%		1199	103	7	\$4,120.00	110	168	160				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	92.27%		1190	83	9	\$5,128.00	92	121	112				0	\$0.00	0	\$0.00	
Northwest Total	91.24%	\$0	5136	423	27	\$18,272.00	450	523	495	15%	0%	\$39,148.45	0	\$0.00	0	\$0.00	\$39,148.45
Southwest - Temecula & Murrieta	91.08%		1188	98	8	\$4,328.00	106	144	139				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	91.70%		2108	163	12	\$7,040.00	175	222	213				0	\$0.00	0	\$0.00	
Southwest Total	91.47%	\$0	3296	261	20	\$11,368.00	281	366	352	15%	0%	\$23,524.60	0	\$0.00	0	\$0.00	\$23,524.60
Central - Moreno Valley	92.38%		1351	99	4	\$2,016.00	103	107	102				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.57%		949	76	4	\$2,016.00	80	105	100				0	\$0.00	0	\$0.00	
Central Total	92.04%	\$0	2300	175	8	\$4,032.00	183	212	202	35%	0%	\$9,148.10	0	\$0.00	0	\$0.00	\$9,148.10
San Jacinto - Hemet	91.62%		1289	106	2	\$1,304.00	108	46	44				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	92.88%		955	62	6	\$3,320.00	68	33	30				0	\$0.00	0	\$0.00	
San Jacinto Total	92.16%	\$0	2244	168	8	\$4,624.00	176	79	74	35%	0%	\$9,749.35	0	\$0.00	0	\$0.00	\$9,749.35
Desert - Palm Springs & DHS	91.78%		949	73	5	\$3,016.00	78	2	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	91.04%		1082	95	2	\$1,304.00	97	5	0				0	\$0.00	0	\$0.00	
Desert Total	91.38%	\$0	2031	168	7	\$4,320.00	175	7	0	15%	0%	\$12,281.65	0	\$0.00	0	\$0.00	\$12,281.65
Palo Verde - Palo Verde	98.78%		164	1	1	\$600.00	2	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	98.78%	\$0	164	1	1	\$600.00	2	0	0	100%	0%	\$600.00	0	\$0.00	0	\$0.00	\$600.00
Pass - Pass	94.24%		833	43	5	\$2,816.00	48	19	16				0	\$0.00	0	\$0.00	
Pass Total	94.24%	\$0	833	43	5	\$2,816.00	48	19	16	75%	0%	\$1,449.75	0	\$0.00	0	\$0.00	\$1,449.75
Mountain Plateau - Mountain	96.52%		115	3	1	\$1,000.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	96.52%	\$0	115	3	1	\$1,000.00	4	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	91.82%	\$0	16119	1242	77	\$47,232.00	1319	1206	1139		0%	\$97,102.00	0	\$0.00	0	\$0.00	\$97,101.90
													<b>TOTAL</b>				



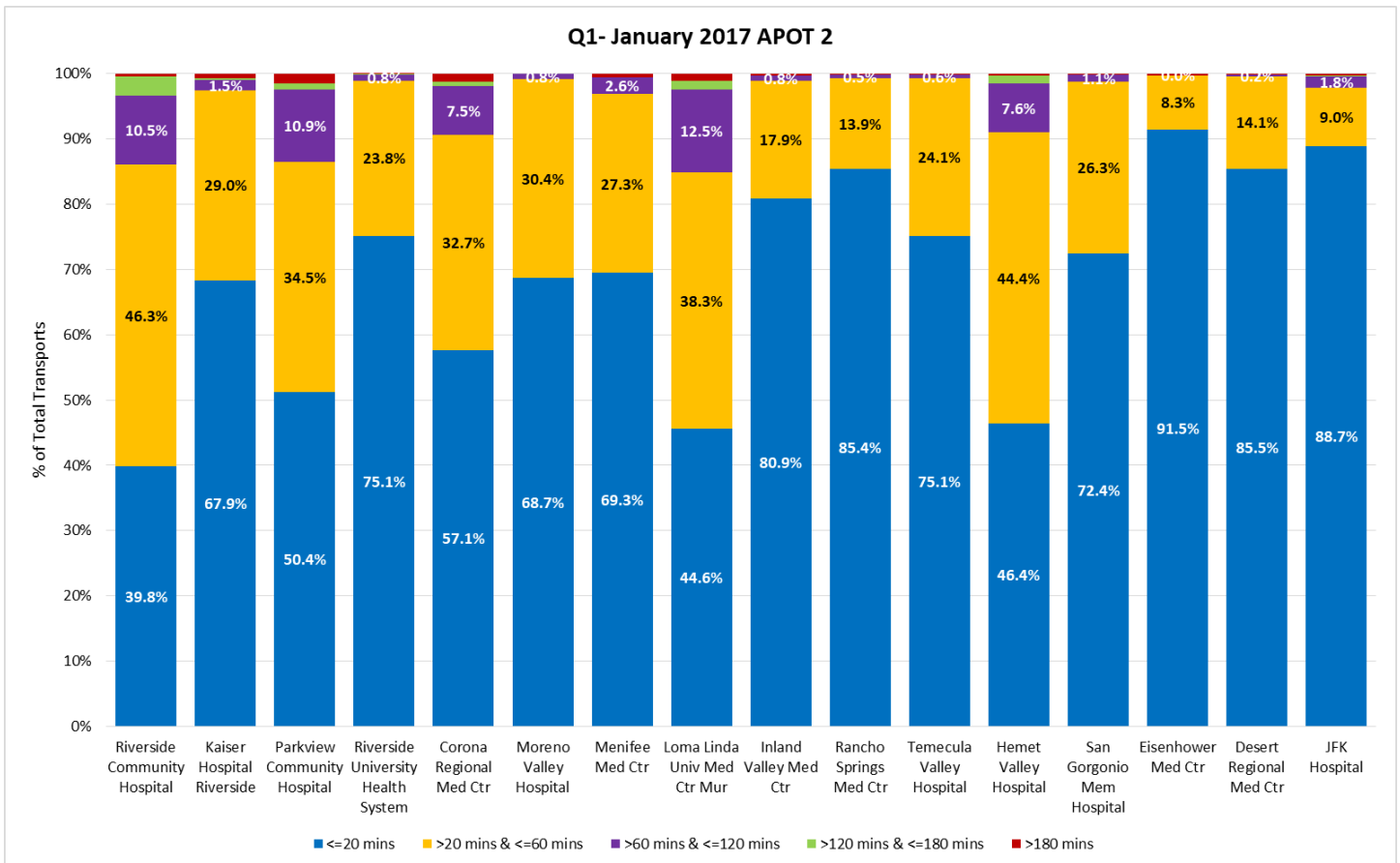
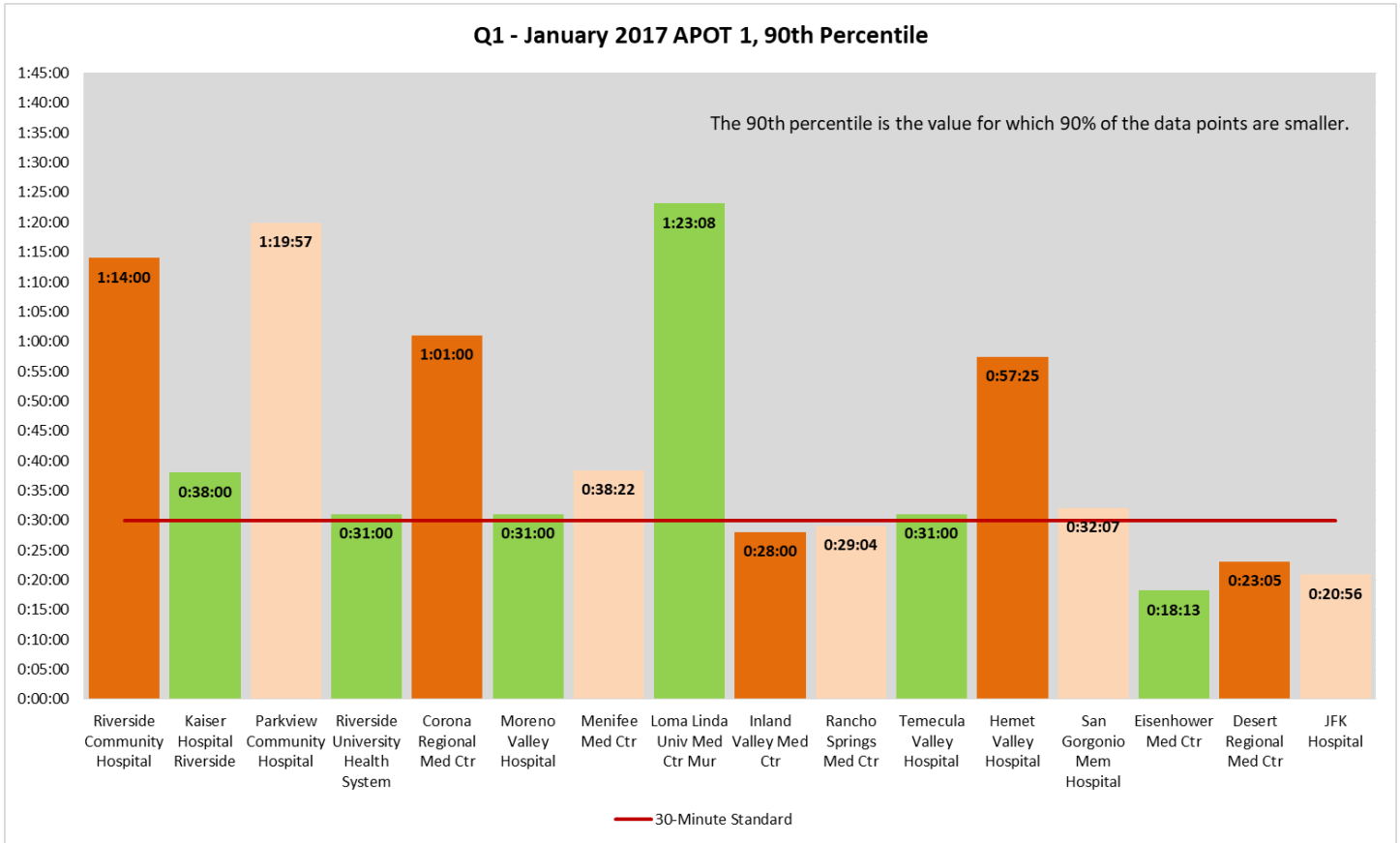
# NOVEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.05%		2626	233	\$11,398.00	2	\$1,008.00	235	189	177				0	\$0.00	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	90.61%		1150	104	\$6,411.00	4	\$2,608.00	108	146	139				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	90.99%		1054	87	\$7,134.00	8	\$5,120.00	95	95	91				0	\$0.00	0	\$0.00	\$0.00
Northwest Total	90.93%	\$0	4830	424	\$24,943.00	14	\$8,736.00	438	430	407	0%	0%	\$33,679.00	0	\$0.00	0	\$0.00	\$33,679.00
Southwest - Temecula & Murrieta	90.74%		1145	100	\$4,333.00	6	\$3,024.00	106	126	119				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	90.85%		2010	179	\$11,161.00	5	\$3,408.00	184	176	175				0	\$0.00	0	\$0.00	\$0.00
Southwest Total	90.81%	\$0	3155	279	\$15,494.00	11	\$6,432.00	290	302	294	0%	0%	\$21,926.00	0	\$0.00	0	\$0.00	\$21,926.00
Central - Moreno Valley	92.56%		1385	96	\$7,510.00	7	\$5,424.00	103	85	80				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	91.11%		810	66	\$4,624.00	6	\$3,320.00	72	90	83				0	\$0.00	0	\$0.00	\$0.00
Central Total	92.03%	\$0	2195	162	\$12,134.00	13	\$8,744.00	175	175	163	35%	0%	\$13,570.70	0	\$0.00	0	\$0.00	\$13,570.70
San Jacinto - Hemet	90.53%		1246	112	\$7,058.00	6	\$3,816.00	118	35	34				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	93.07%		938	62	\$5,322.00	3	\$2,104.00	65	19	15				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total	91.62%	\$0	2164	174	\$12,380.00	9	\$5,920.00	183	54	49	15%	0%	\$15,555.00	0	\$0.00	0	\$0.00	\$15,555.00
Desert - Palm Springs & DHS	92.23%		965	70	\$4,717.00	5	\$3,704.00	75	3	3				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	91.73%		1125	85	\$7,112.00	8	\$4,328.00	93	3	1				0	\$0.00	0	\$0.00	\$0.00
Desert Total	91.96%	\$0	2090	155	\$11,829.00	13	\$8,032.00	168	6	4	15%	0%	\$16,881.85	0	\$0.00	0	\$0.00	\$16,881.85
Palo Verde - Palo Verde	98.79%		165	0	\$0.00	2	\$3,200.00	2	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total	98.79%	\$0	165	0	\$0.00	2	\$3,200.00	2	0	0	100%	0%	\$3,200.00	0	\$0.00	0	\$0.00	\$3,200.00
Pass - Pass	92.17%		817	57	\$3,647.00	7	\$4,120.00	64	13	12				0	\$0.00	0	\$0.00	\$0.00
Pass Total	92.17%	\$0	817	57	\$3,647.00	7	\$4,120.00	64	13	12	35%	0%	\$5,048.55	0	\$0.00	0	\$0.00	\$5,048.55
Mountain Plateau - Mountain	99.03%		103	0	\$0.00	1	\$504.00	1	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total	99.03%	\$0	103	0	\$0.00	1	\$504.00	1	0	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	91.50%	\$0	15539	1251	\$80,427.00	70	\$45,688.00	1321	980	929	0%	0%	\$110,366.00	0	\$0.00	0	\$0.00	\$110,366.10

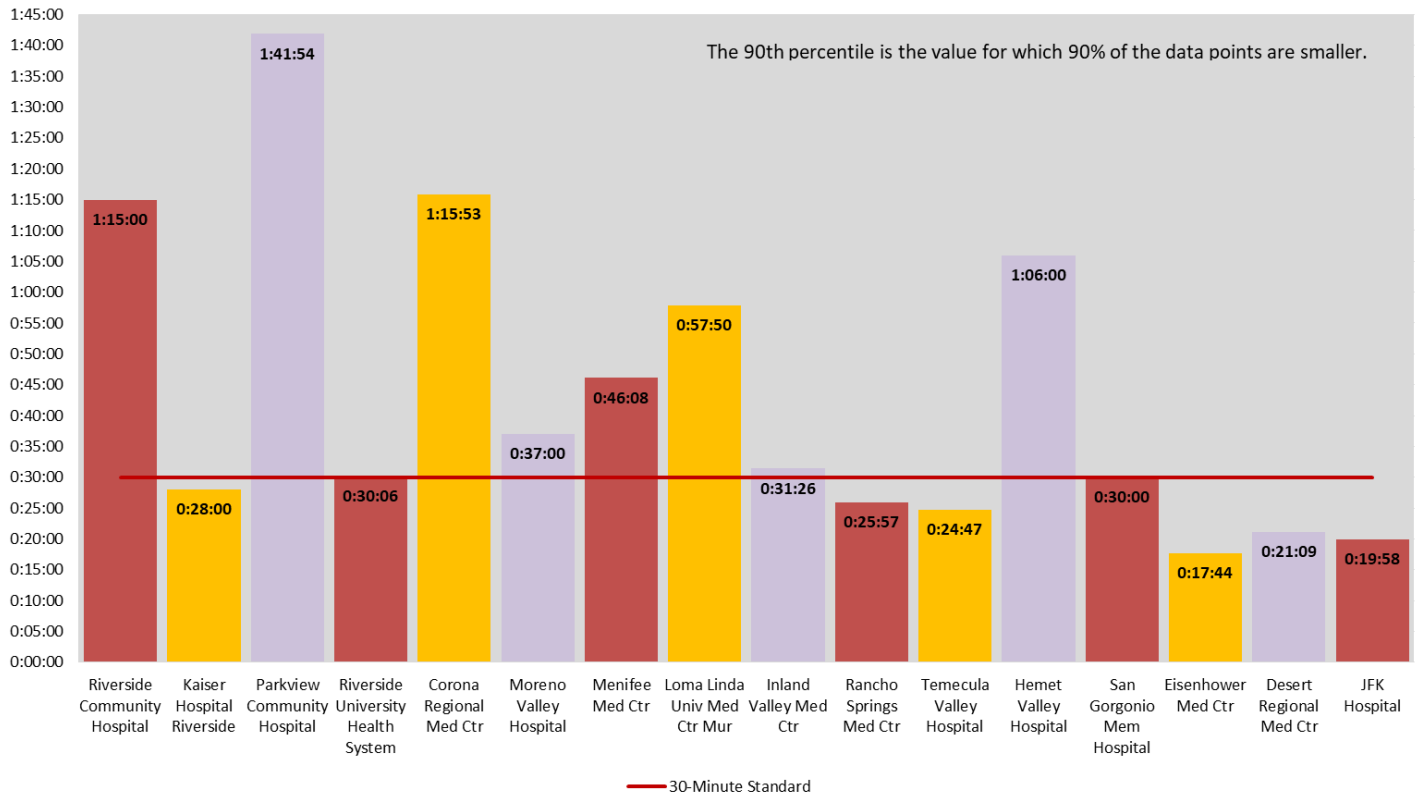
# DECEMBER 2017 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses <= 10 Min Fee	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide Credit	Adjusted Late Response Fee	MOS Count	MOS Fee	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	91.87%		2830	225	\$12,053.00	5	\$2,520.00	230	377	358				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	90.84%		1277	109	\$8,598.00	8	\$5,120.00	117	241	230				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	91.44%		1262	98	\$9,067.00	10	\$5,336.00	108	199	191				0	\$0.00	0	\$0.00	
Northwest Total	91.53%	\$0	5369	432	\$29,718.00	23	\$12,976.00	455	817	779	15%	0%	\$36,289.80	0	\$0.00	0	\$0.00	\$44,789.90
Southwest - Temecula & Murrieta	90.37%		1361	124	\$9,714.00	7	\$4,120.00	131	205	200				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	92.86%		2254	150	\$10,034.00	11	\$8,432.00	161	373	359				0	\$0.00	0	\$0.00	
Southwest Total	91.92%	\$0	3615	274	\$19,748.00	18	\$12,552.00	292	578	559	15%	0%	\$27,455.00	0	\$0.00	0	\$0.00	\$31,455.00
Central - Moreno Valley	93.19%		1396	90	\$7,456.00	5	\$2,520.00	95	213	203				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	91.32%		922	77	\$4,269.00	3	\$3,904.00	80	169	163				0	\$0.00	0	\$0.00	
Central Total	92.45%	\$0	2318	167	\$11,725.00	8	\$6,424.00	175	382	366	35%	0%	\$11,796.85	0	\$0.00	0	\$0.00	\$13,296.85
San Jacinto - Hemet	90.87%		1282	106	\$6,361.00	11	\$6,136.00	117	112	112				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	91.37%		1113	82	\$4,395.00	14	\$8,936.00	96	87	77				0	\$0.00	0	\$0.00	
San Jacinto Total	91.11%	\$0	2395	188	\$10,756.00	25	\$15,072.00	213	199	189	15%	0%	\$21,953.80	0	\$0.00	0	\$0.00	\$22,953.80
Desert - Palm Springs & DHS	91.02%		1047	87	\$5,429.00	7	\$4,120.00	94	22	16				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	92.25%		1291	95	\$5,421.00	5	\$3,608.00	100	31	18				0	\$0.00	0	\$0.00	
Desert Total	91.70%	\$0	2338	182	\$10,850.00	12	\$7,728.00	194	53	34	15%	0%	\$15,791.30	0	\$0.00	0	\$0.00	\$16,291.30
Palo Verde - Palo Verde	96.83%		189	2	\$10.00	4	\$2,808.00	6	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	96.83%	\$0	189	2	\$10.00	4	\$2,808.00	6	0	0	100%	0%	\$2,808.00	0	\$0.00	0	\$0.00	\$2,808.00
Pass - Pass	91.56%		972	75	\$4,525.00	7	\$4,416.00	82	87	81				0	\$0.00	0	\$0.00	
Pass Total	91.56%	\$0	972	75	\$4,525.00	7	\$4,416.00	82	87	81	15%	0%	\$7,599.85	0	\$0.00	0	\$0.00	\$7,599.85
Mountain Plateau - Mountain	92.92%		113	6	\$592.00	2	\$1,504.00	8	2	2				0	\$0.00	0	\$0.00	
Mountain Plateau Total	92.92%	\$0	113	6	\$592.00	2	\$1,504.00	8	2	2	35%	0%	\$1,362.40	0	\$0.00	0	\$0.00	\$1,362.40
CountyWide Total	91.77%	\$0	17309	1326	\$87,924.00	99	\$63,480.00	1425	2118	2010	0%	0%	\$125,057.00	0	\$0.00	0	\$0.00	\$125,057.10

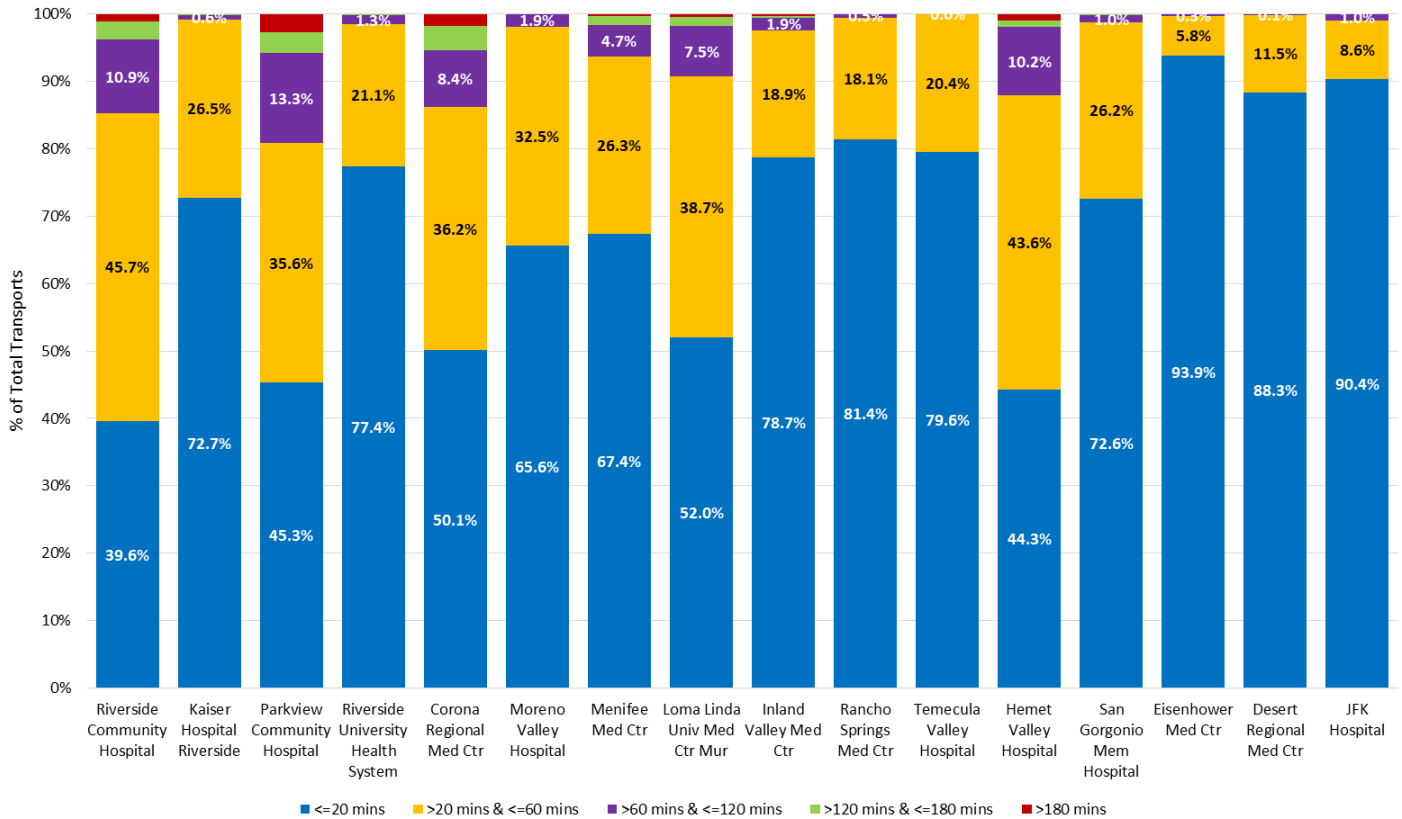
# AMBULANCE PATIENT OFFLOAD TIMES (APOT 1 & 2)



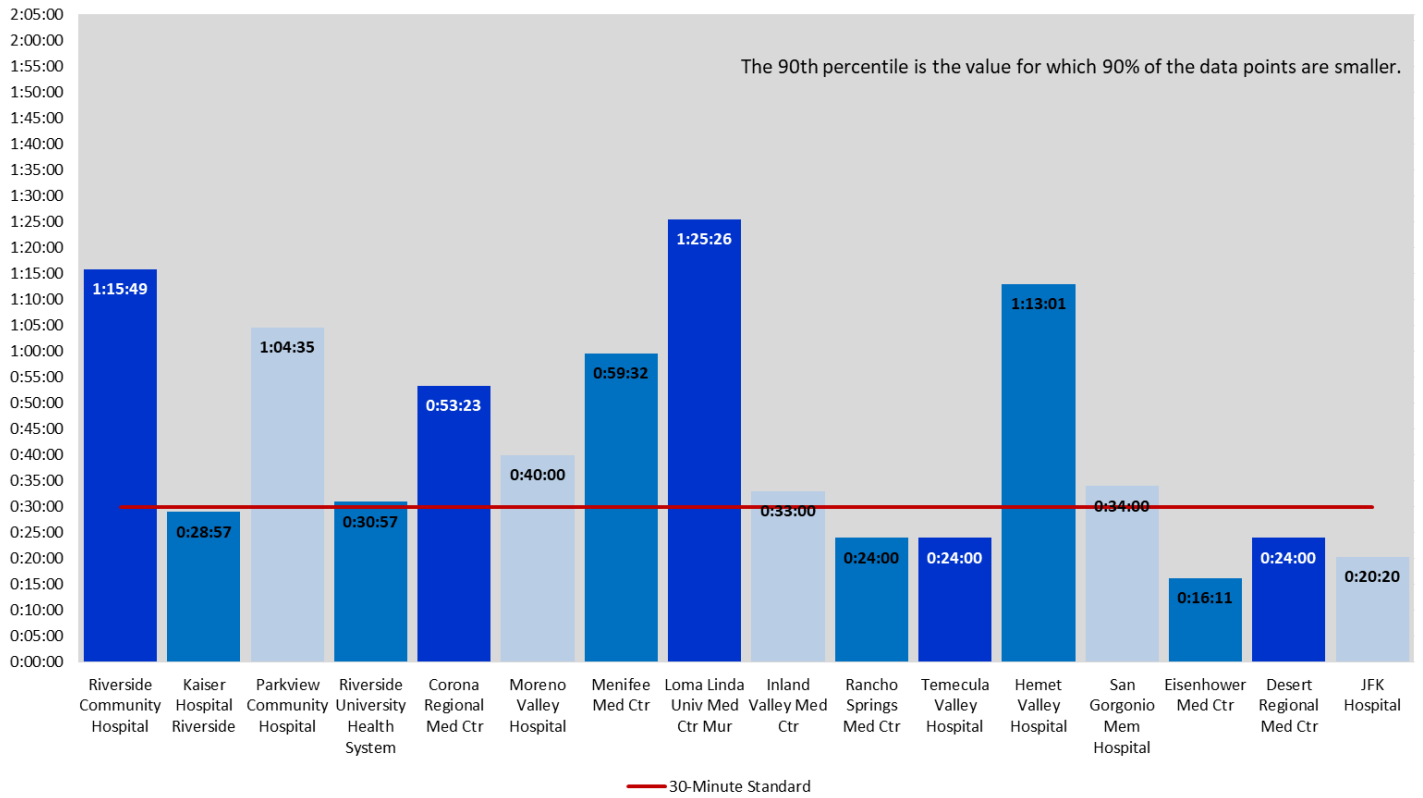
### Q1 - February 2017 APOT 1, 90th Percentile



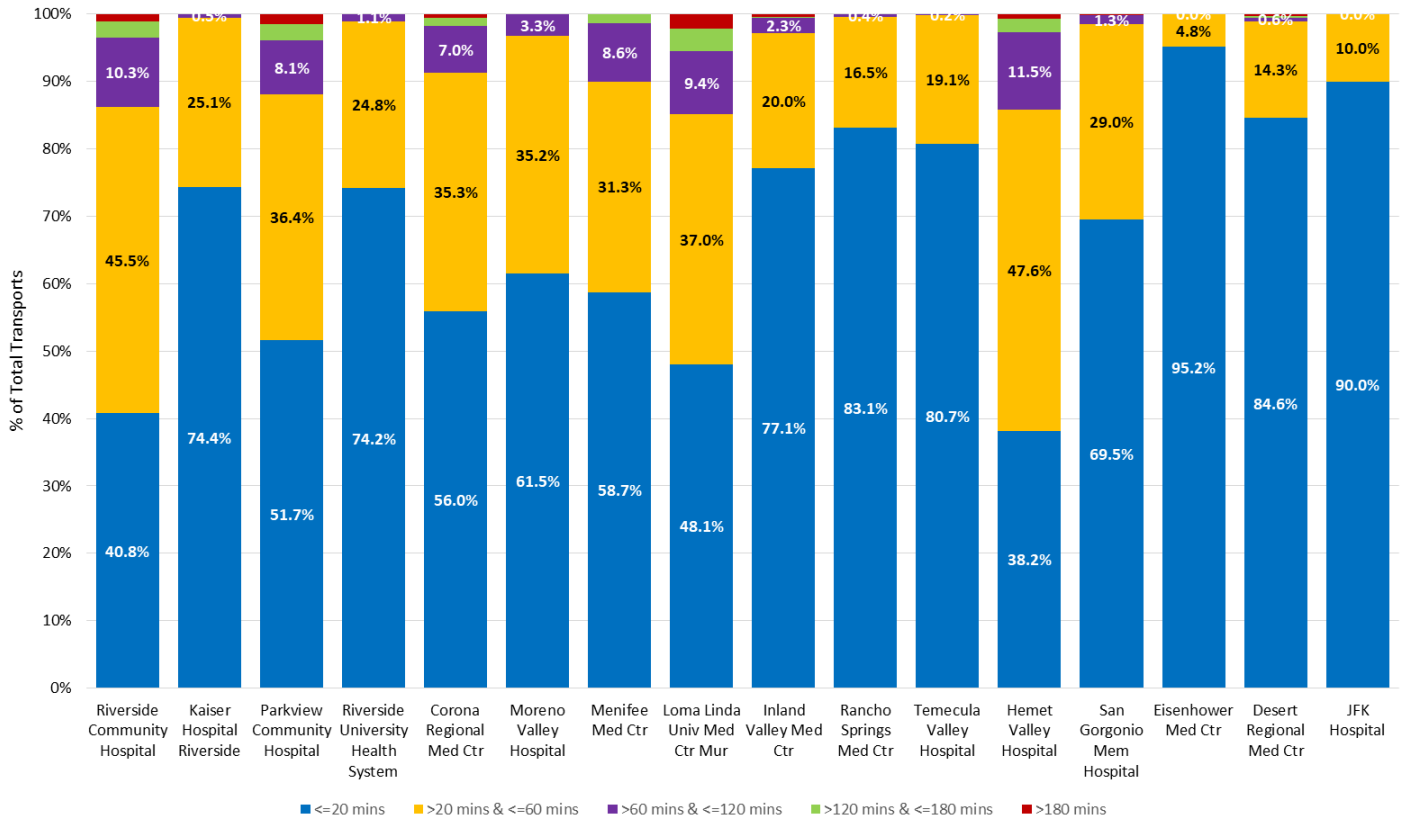
### Q1 - February 2017 APOT 2



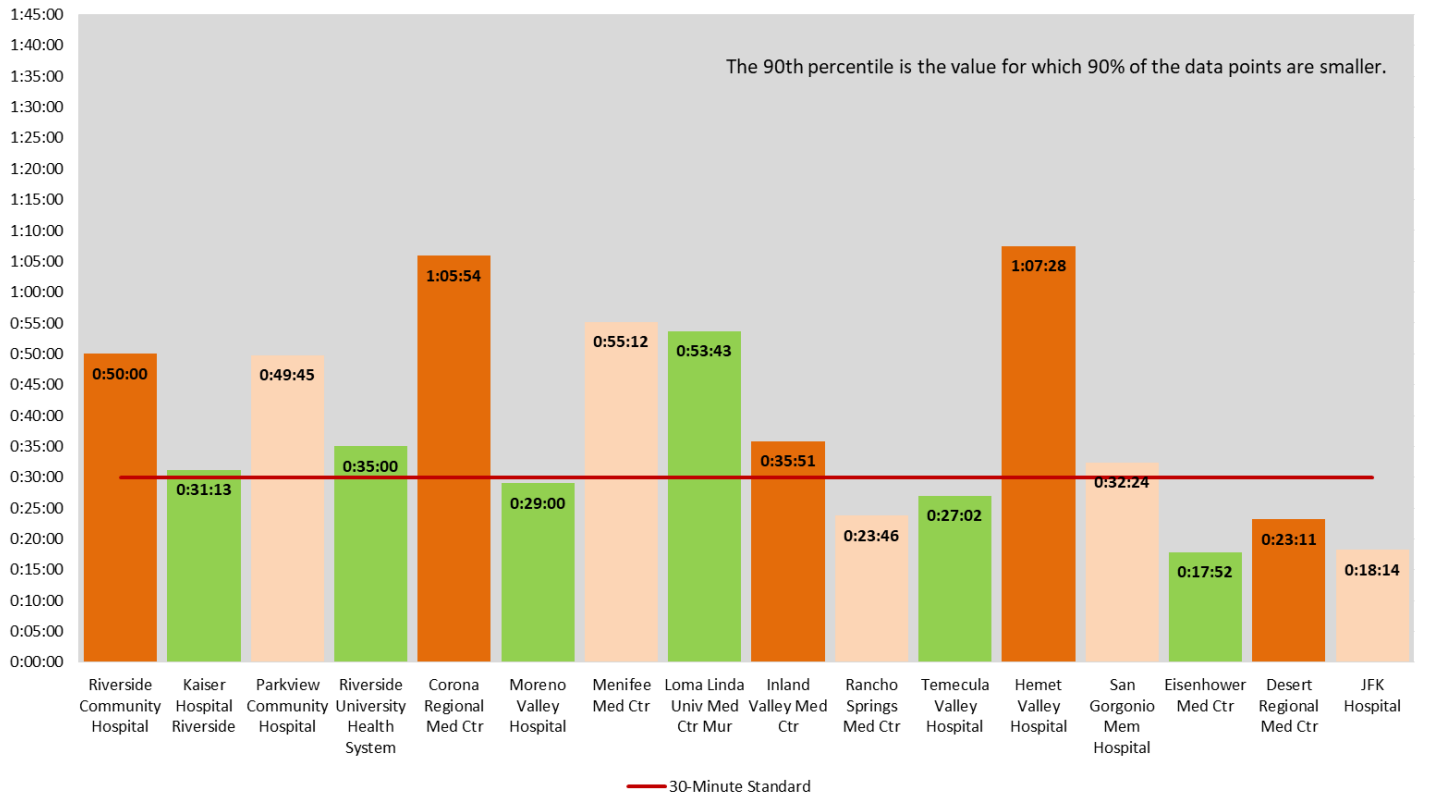
### Q1 - March 2017 APOT 1, 90th Percentile



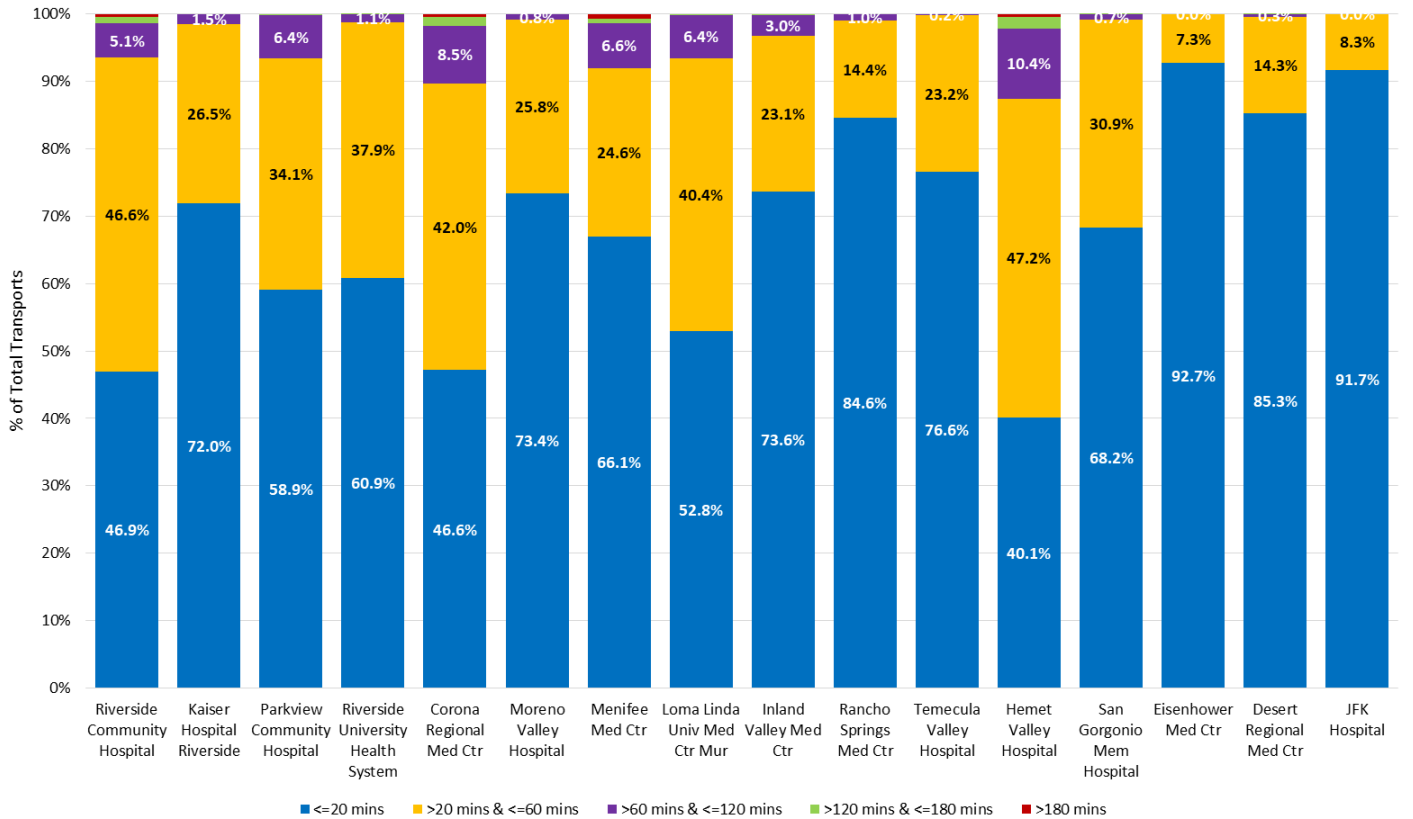
### Q1 - March 2017 APOT 2



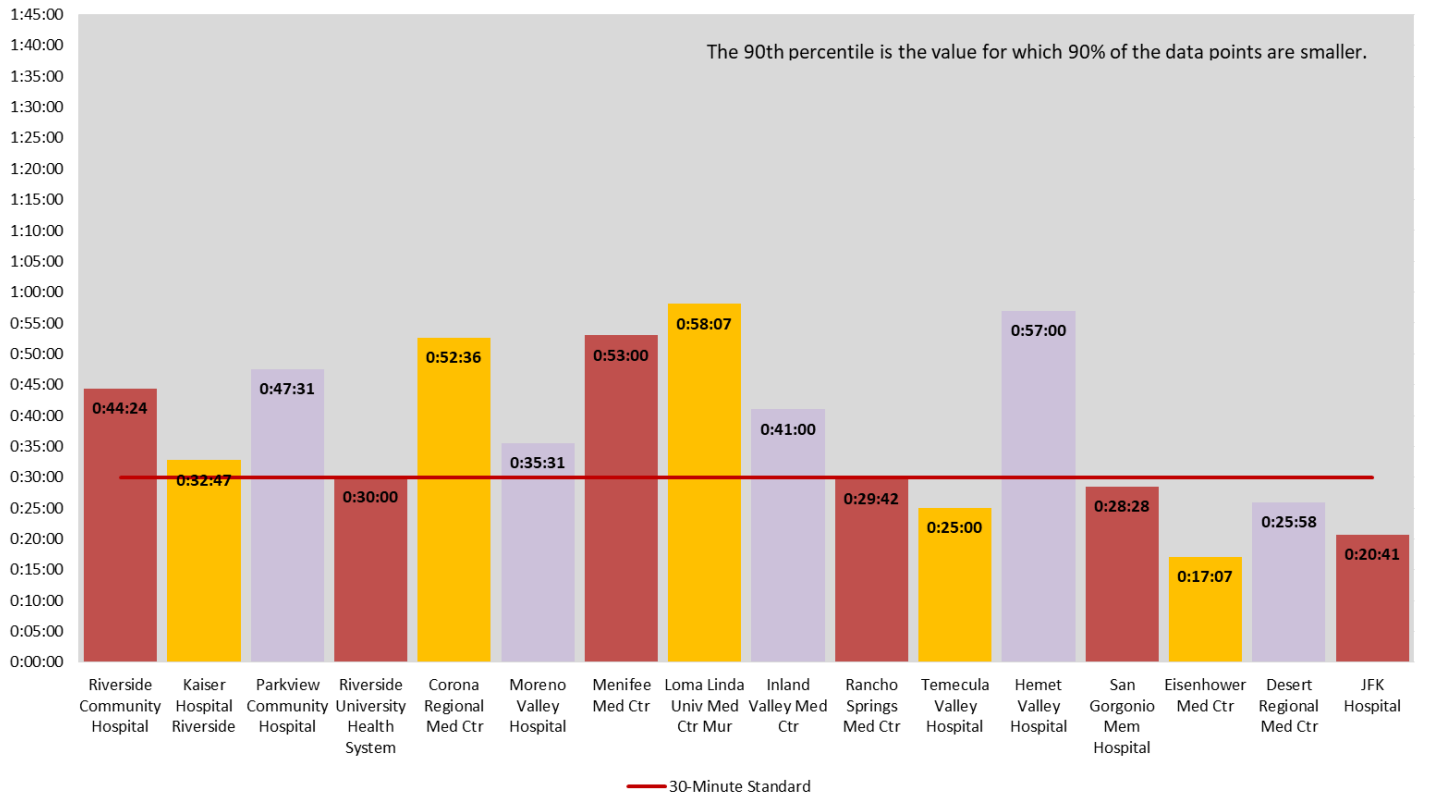
### Q2 - April 2017 APOT 1, 90th Percentile



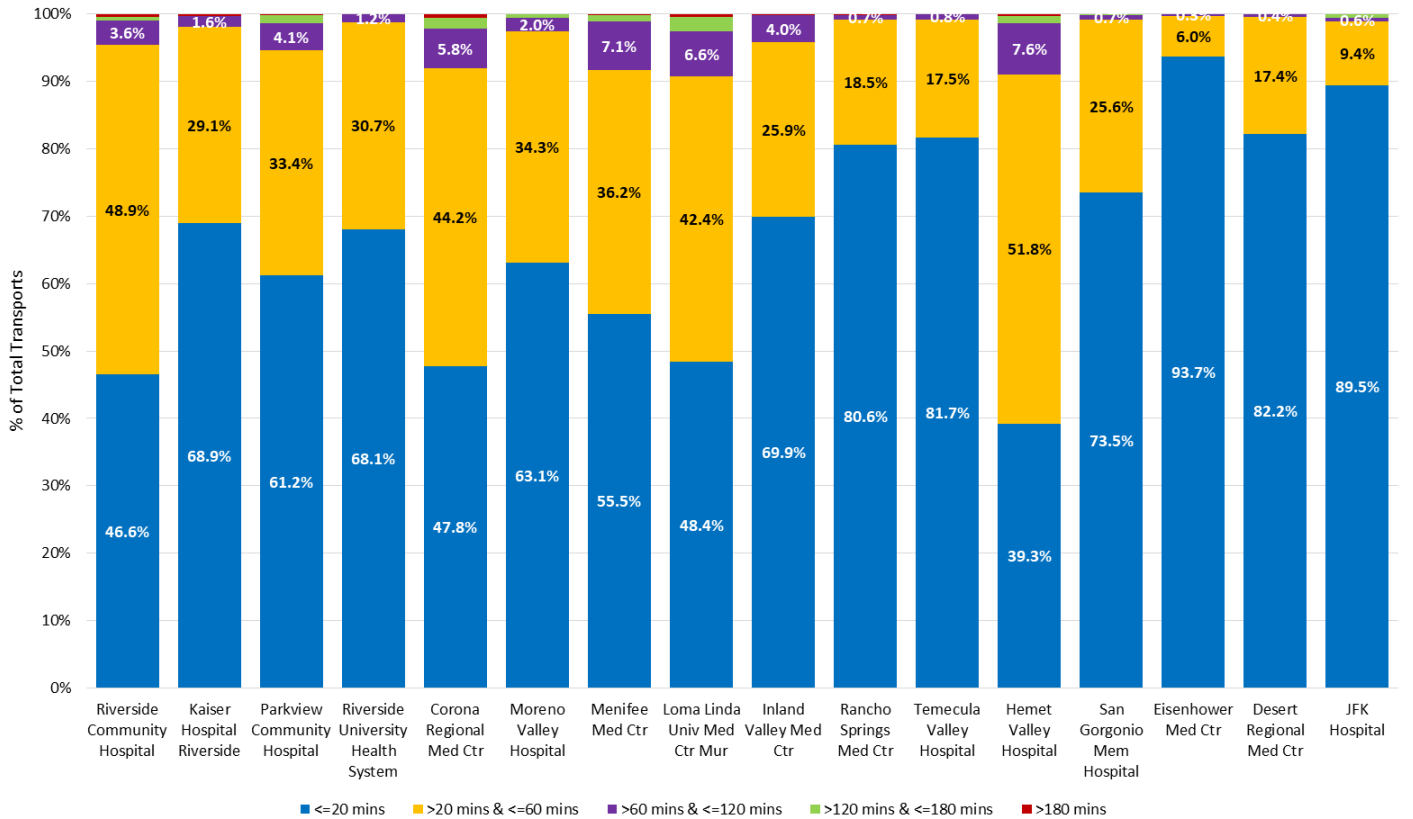
### Q2 - April 2017 APOT 2



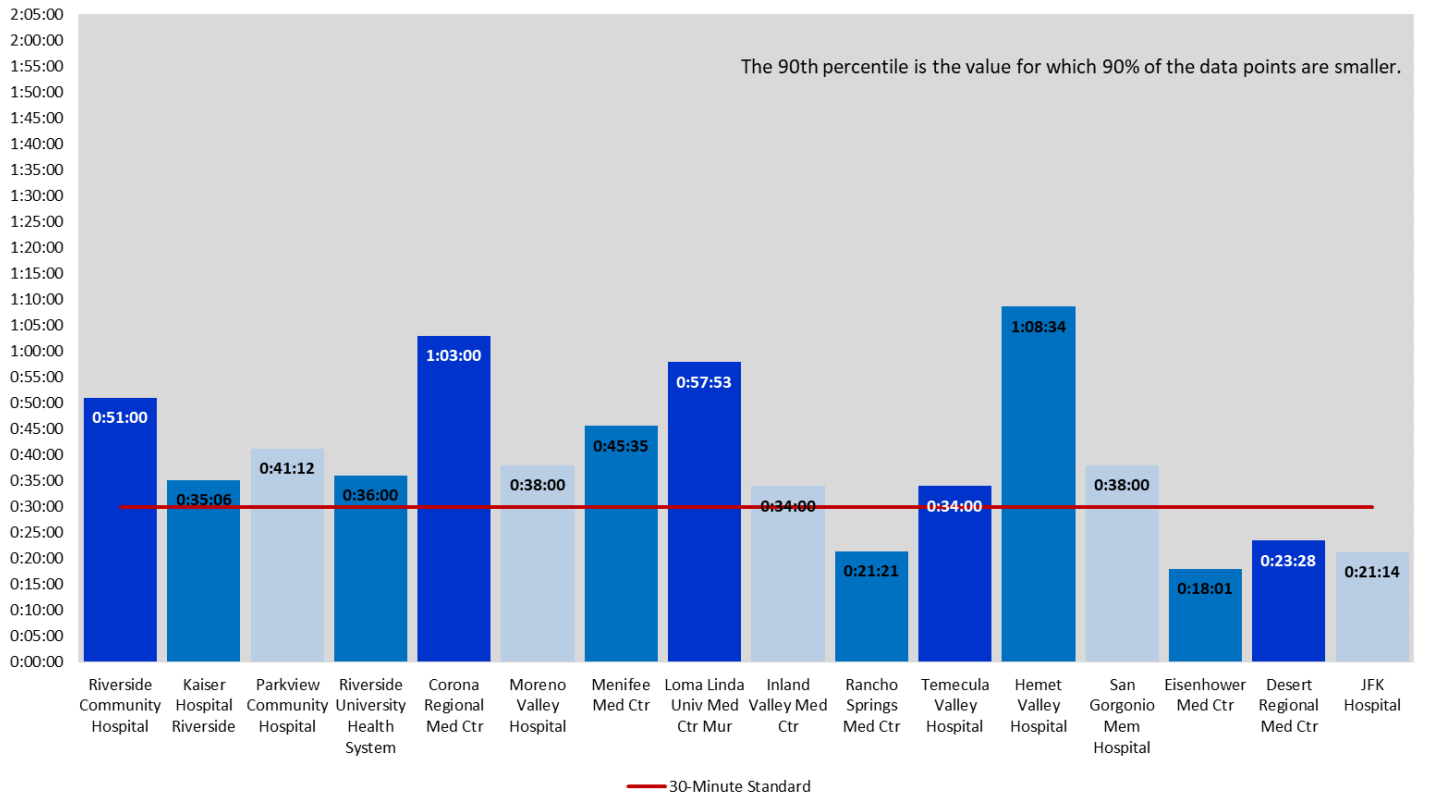
### Q2 - May 2017 APOT 1, 90th Percentile



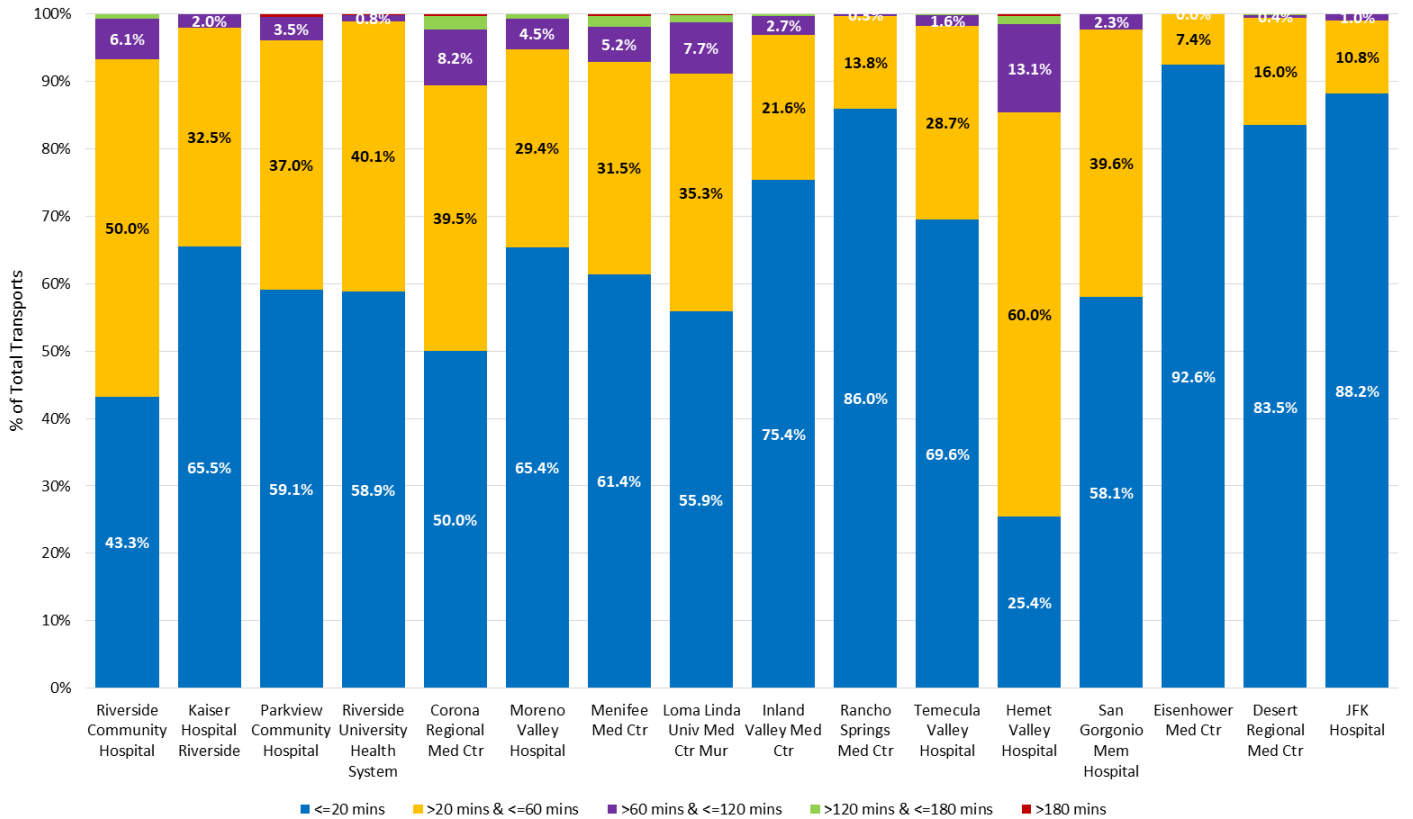
### Q2 - May 2017 APOT 2



### Q2 - June 2017 APOT 1, 90th Percentile

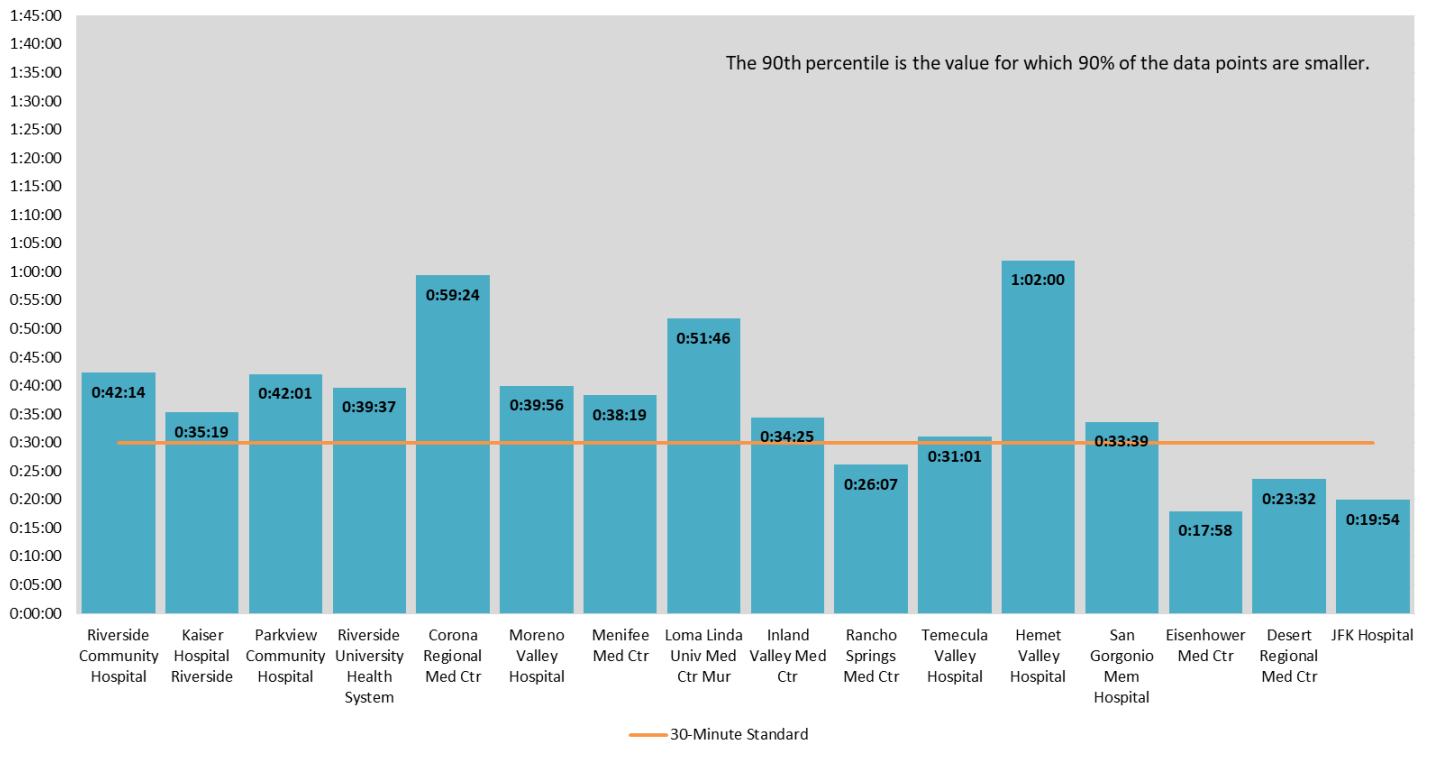


### Q2 - June 2017 APOT 2

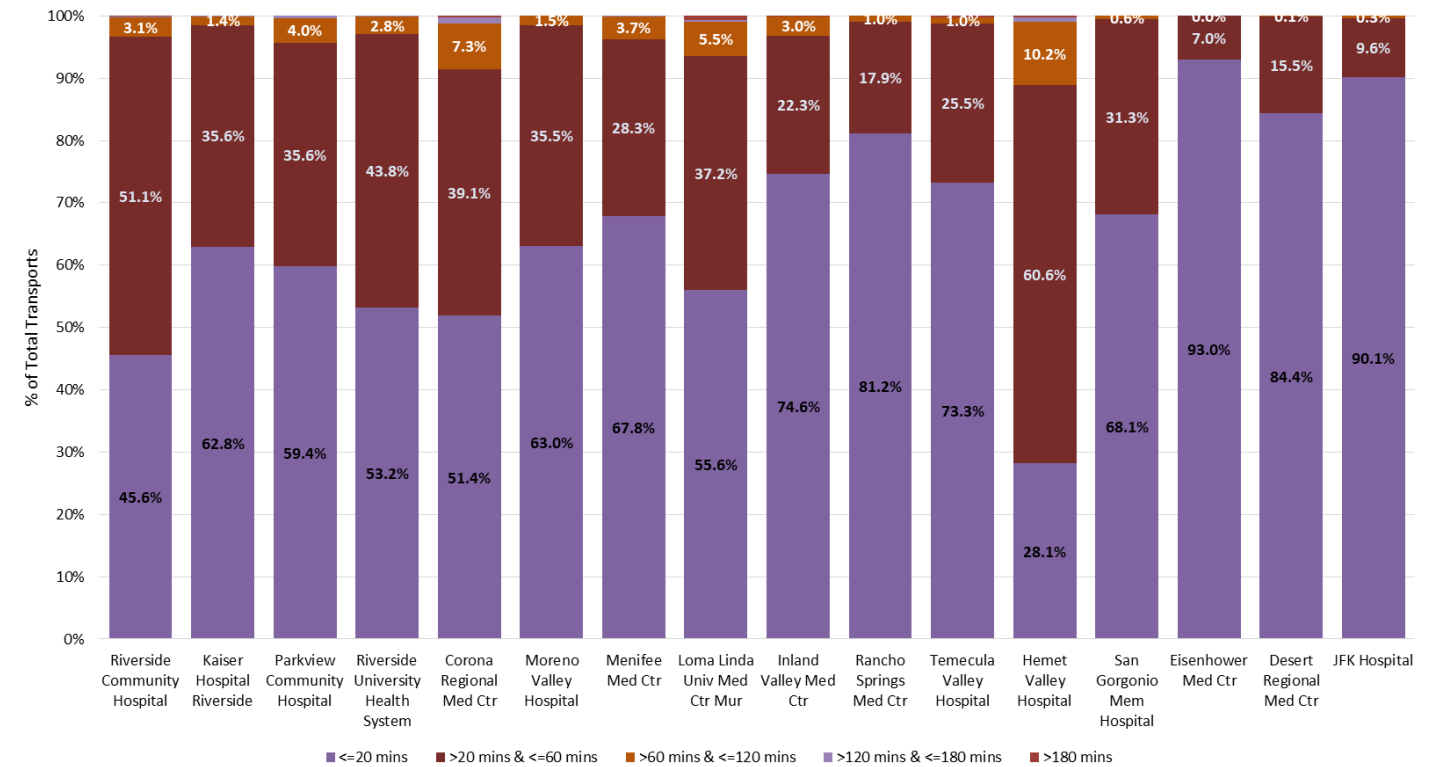




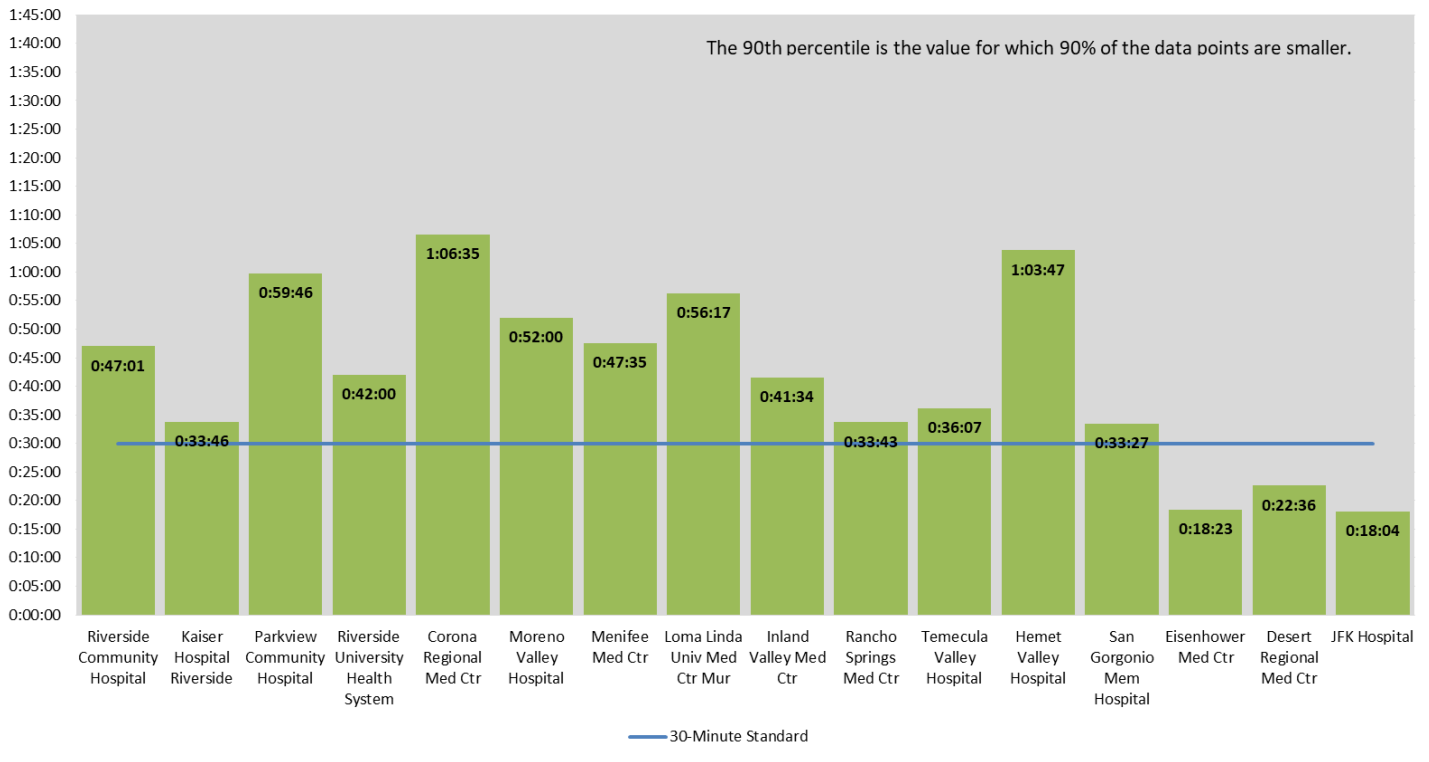
### Q3 - July 2017 APOT 1, 90th Percentile



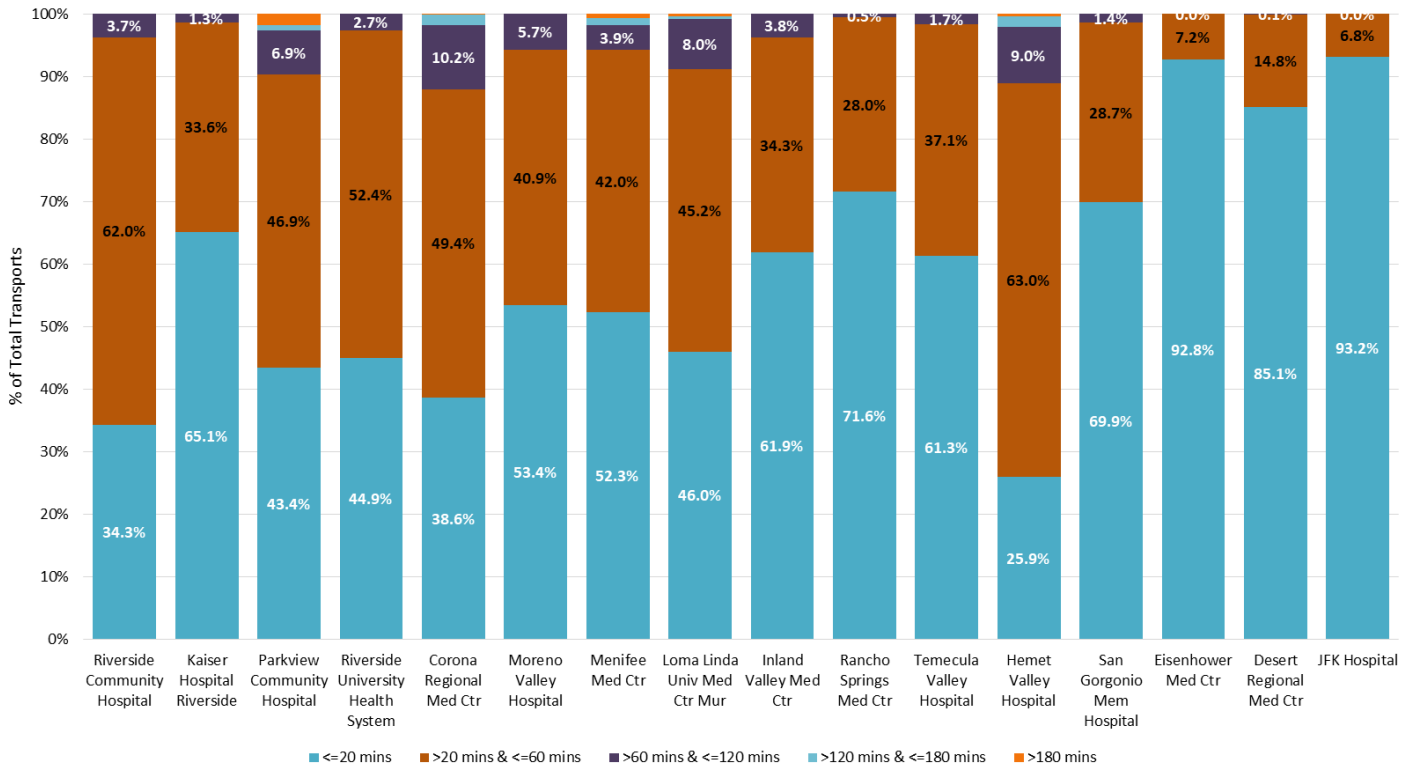
### Q3 - July 2017 APOT 2



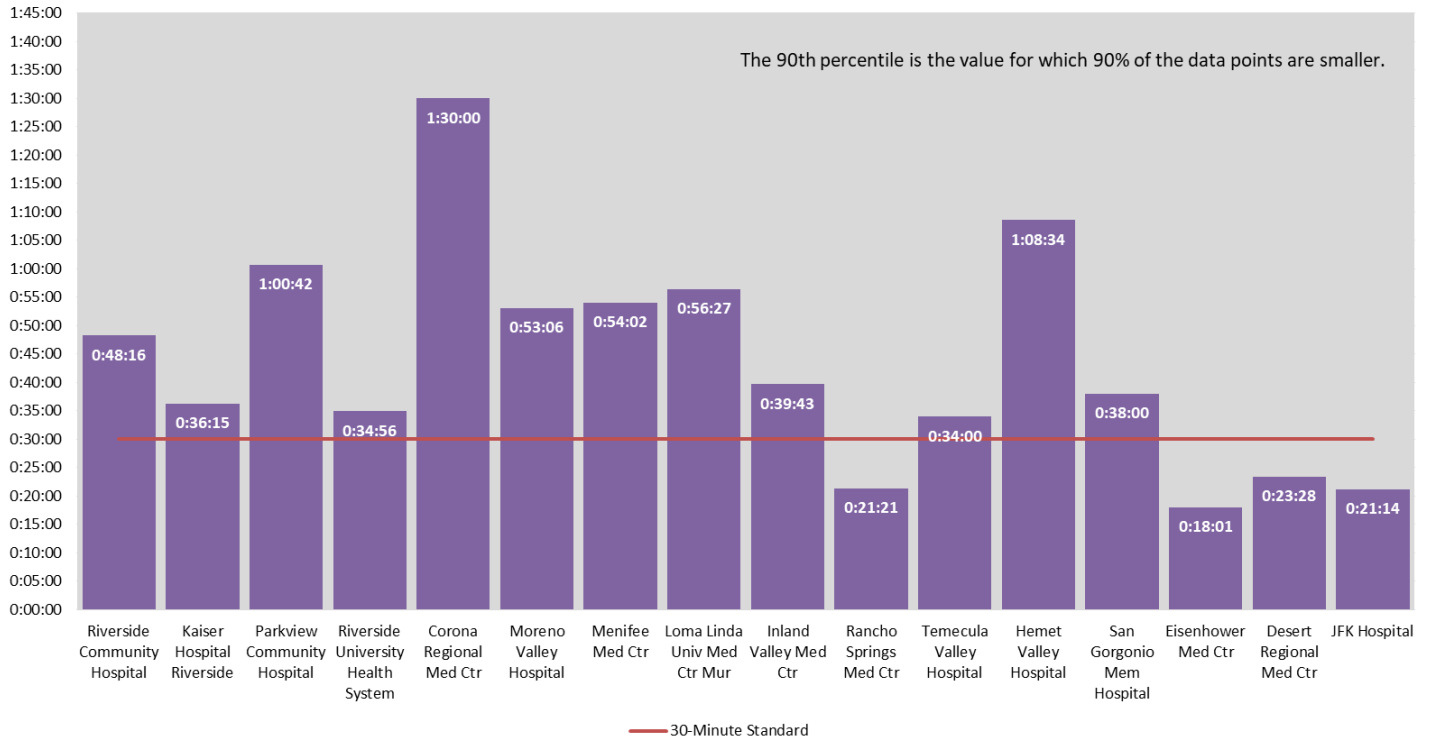
### Q3 - August 2017 APOT 1, 90th Percentile



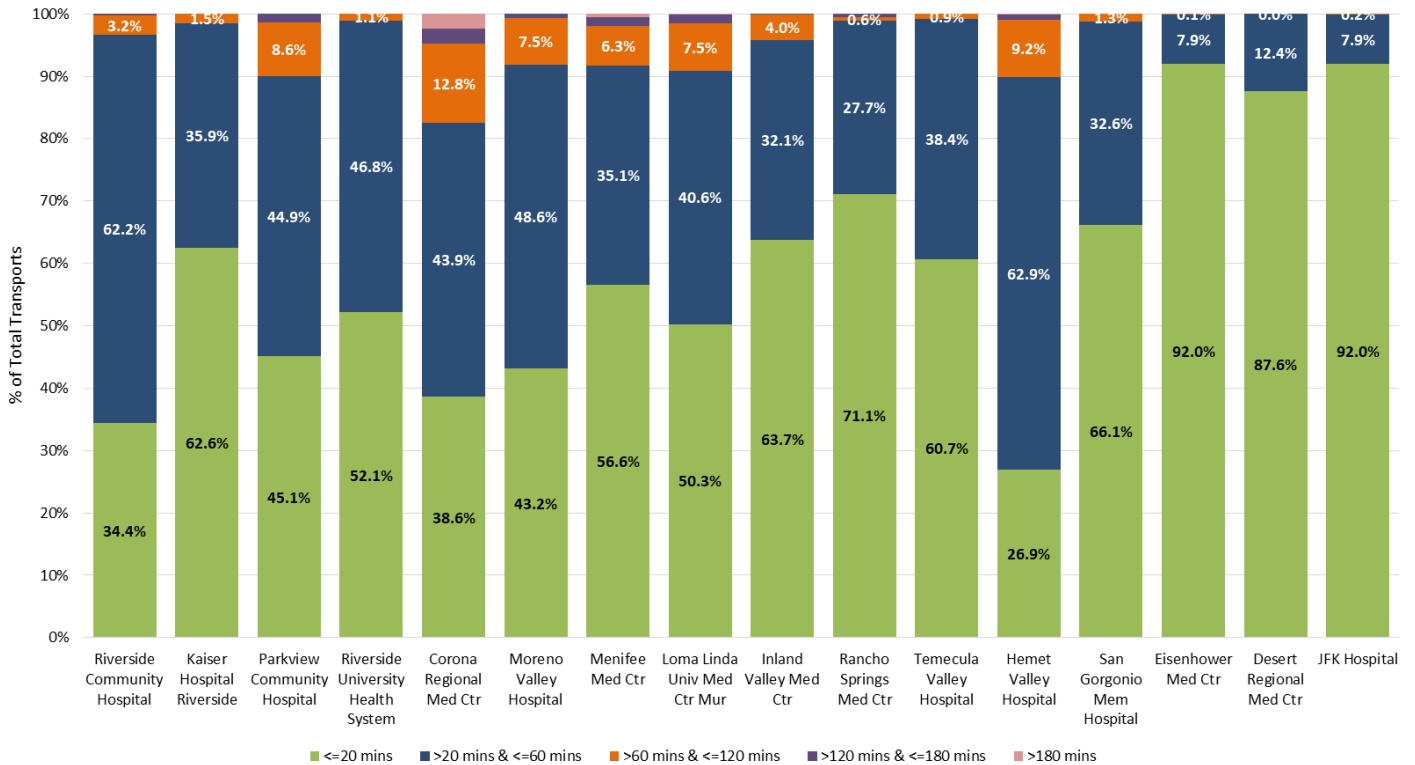
### Q3 - August 2017 APOT 2



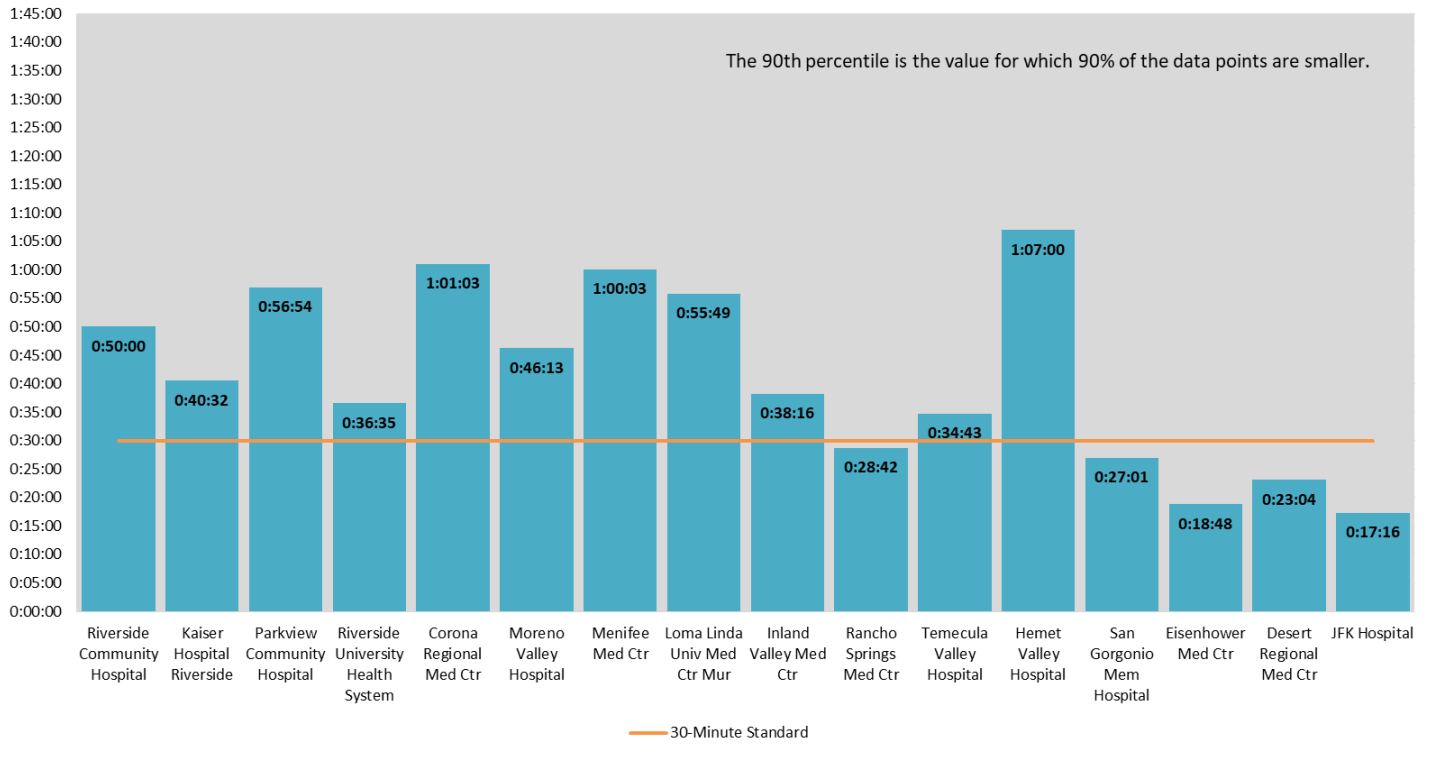
### Q3 - September 2017 APOT 1, 90th Percentile



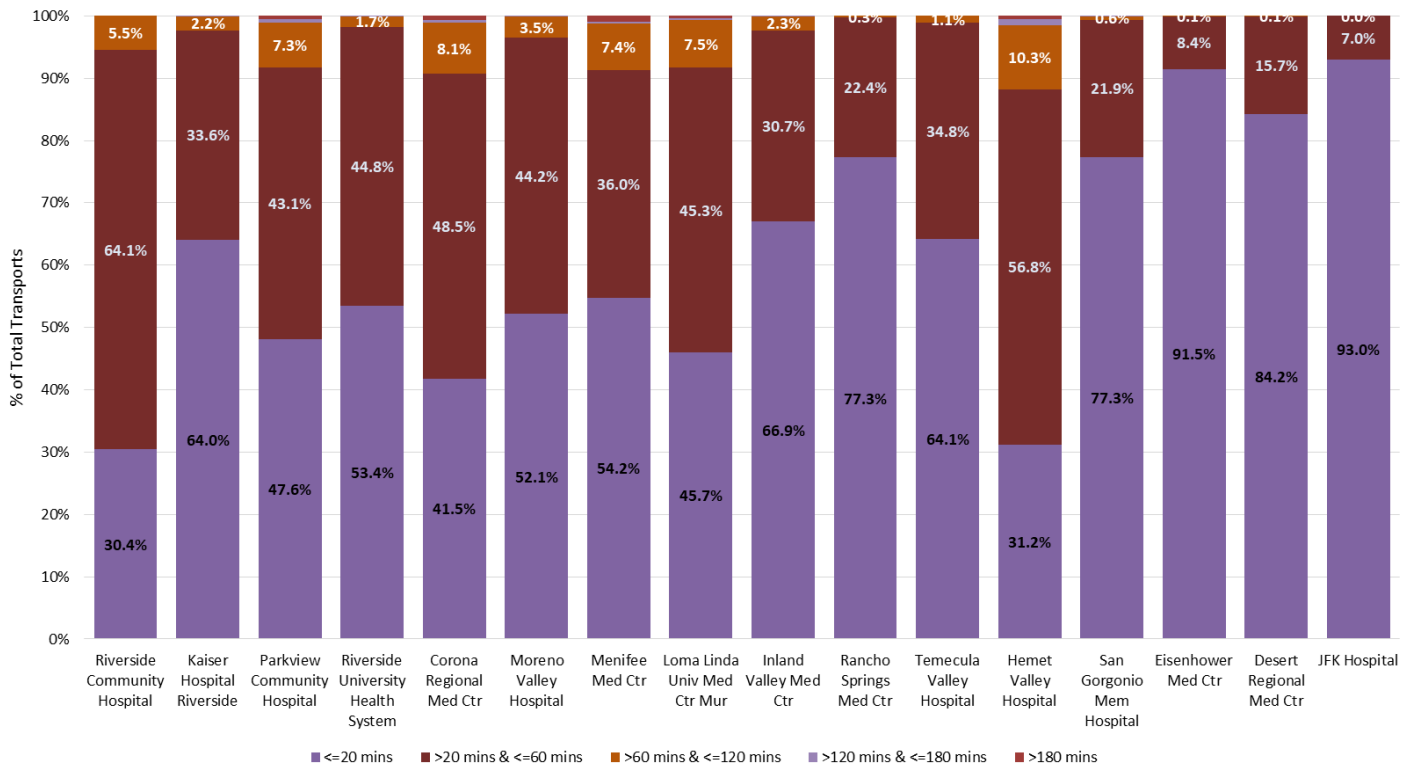
### Q3 - September 2017 APOT 2



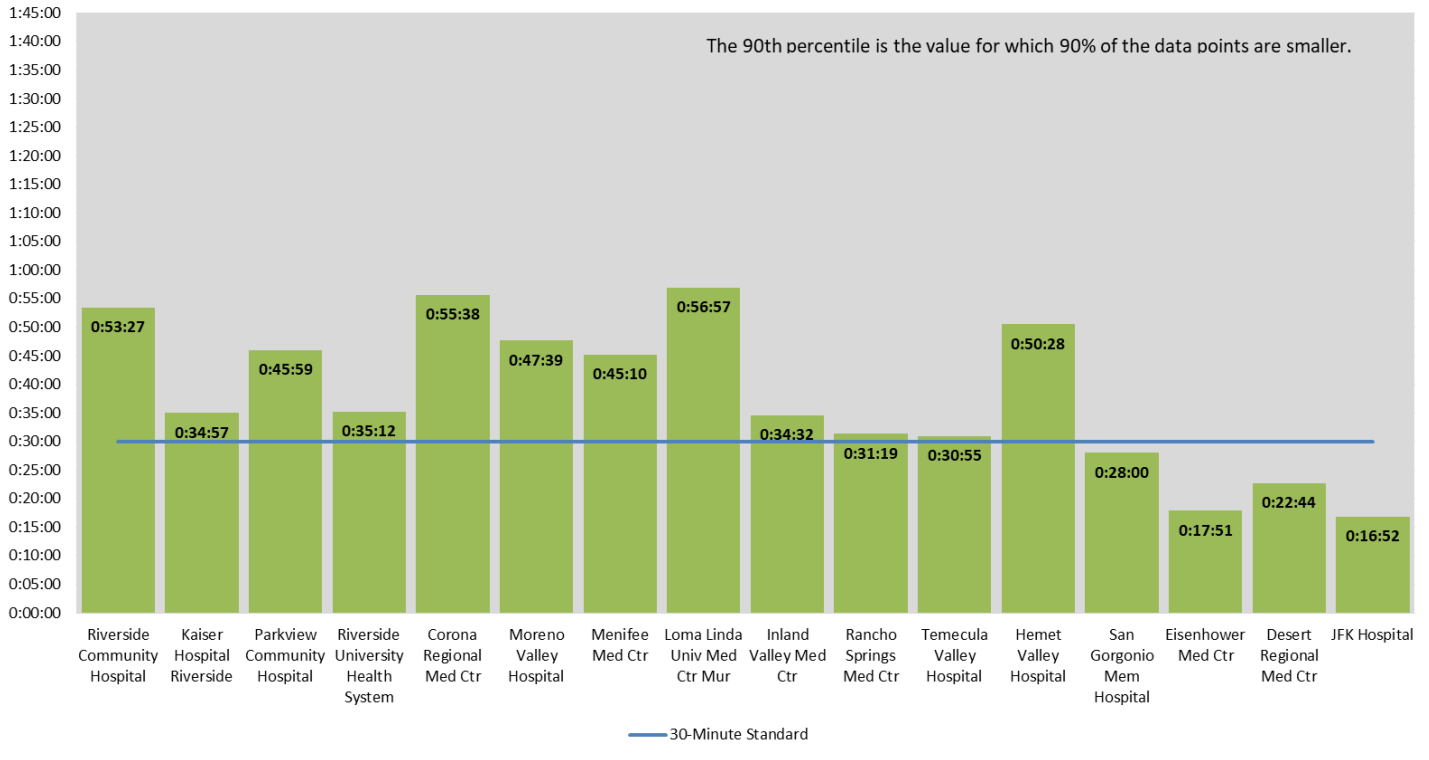
### Q4 - October 2017 APOT 1, 90th Percentile



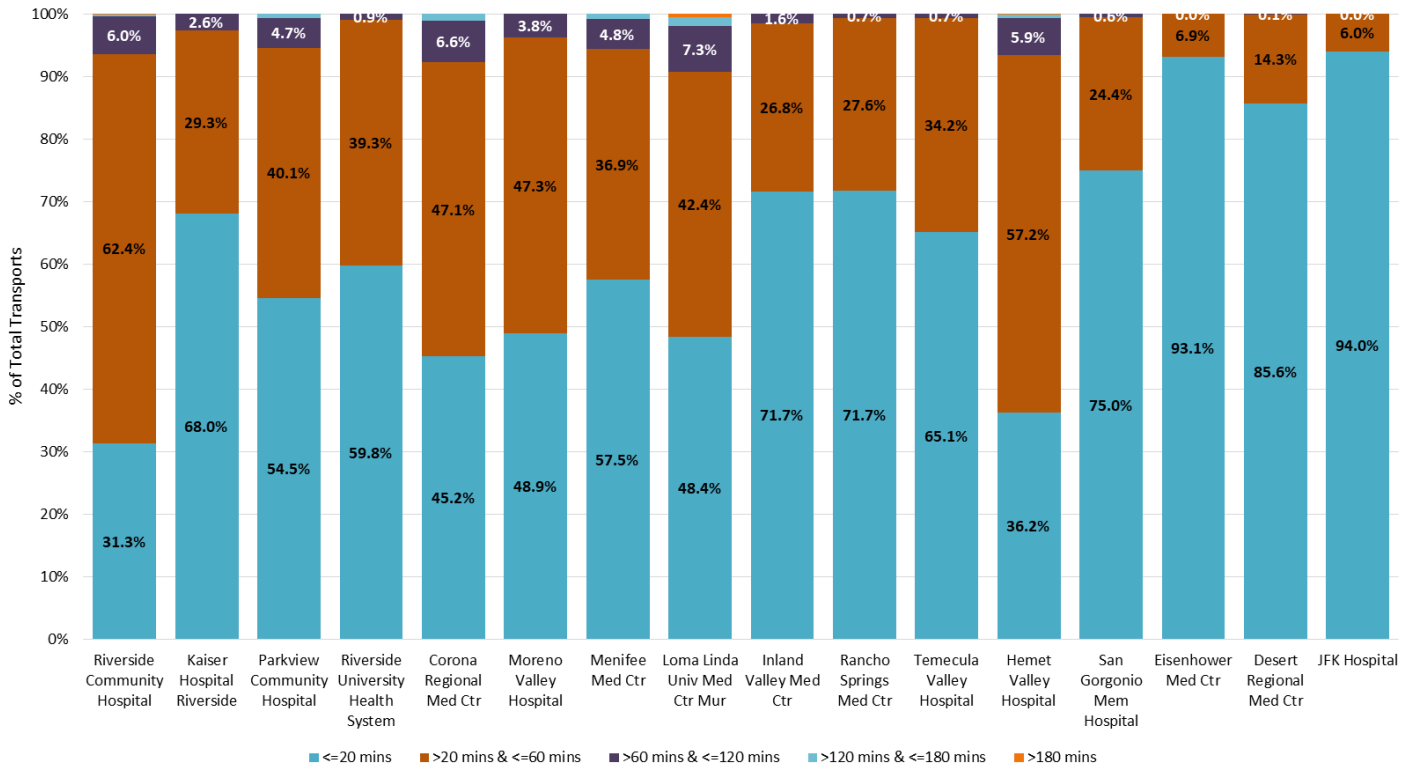
### Q4 - October 2017 APOT 2



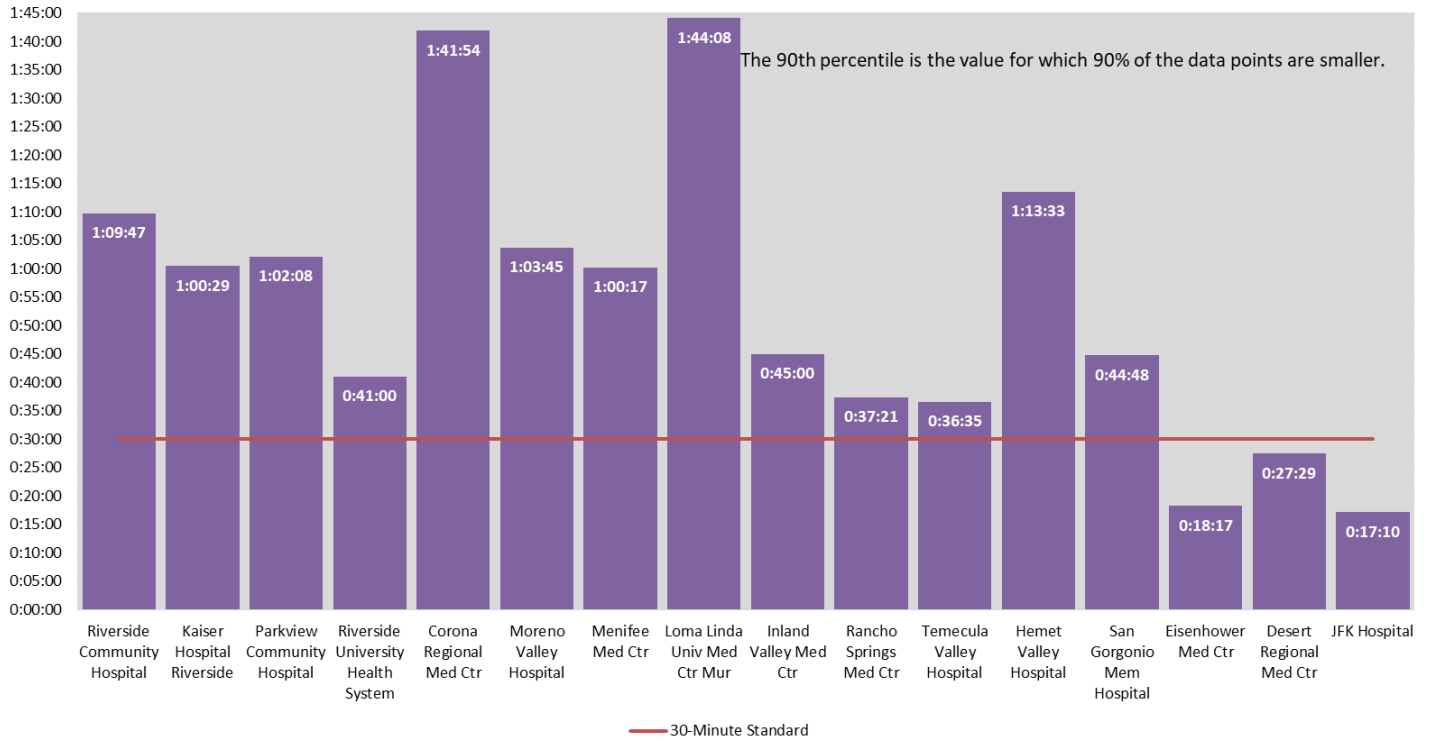
### Q4 - November 2017 APOT 1, 90th Percentile



### Q4 - November 2017 APOT 2



### Q4 - December 2017 APOT 1, 90th Percentile



### Q4 - December 2017 APOT 2

