



Ambulance Response Compliance Review

AMR Compliance Summary
1/1/2018 – 12/31/2018

CONTENTS

Riverside County Ambulance Response Time Compliance	4
Overview.....	4
West, Mid, and East County Areas Comparisons	5
West, Mid, and East County Areas Comparisons (Cont'd)	6
Central Zone	7
Central Zone: Response and Compliance Data	8
Central Zone: Subzone Response and Compliance Data.....	9
Central Zone: Exemptions	10
Central Zone: Responses > 10 Minutes Late	11
Northwest Zone.....	12
Northwest Zone: Response and Compliance Data	13
Northwest Zone: Subzone Response and Compliance Data	14
Northwest Zone: Subzone Response and Compliance Data (Cont'd)	15
Northwest Zone: Exemptions	16
Northwest Zone: Responses >10 Minutes Late.....	17
Southwest Zone.....	18
Southwest Zone: zone Response and Compliance Data	19
Southwest Zone: Subzone Response and Compliance Data	20
Southwest Zone: Exemptions	21
Southwest Zone: Responses > 10 Minutes Late	22
Desert Zone	23
Desert Zone: Subzone Response and Compliance Data.....	24
Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late	25
Desert Zone: Exemptions.....	26
Palo Verde Zone.....	27
Palo Verde Zone: Exemptions and >10 Minutes Late.....	28
Pass Zone	29
Pass Zone: Exemptions and Responses >10 Minutes Late	30
San Jacinto Zone	31
San Jacinto Zone: Subzone Response and Compliance Data	32
San Jacinto Zone: Subzone Response and Compliance Data (cont.).....	33
San Jacinto Zone: Exemptions	34
San Jacinto Zone: Responses > 10 Minutes Late	35
Mountain Plateau Zone	36

Mountain Plateau Zone: Response and Compliance Data	37
Mountain Plateau Zone: Exemptions and >10 Minutes Late	38
January 2018 Compliance Report.....	39
February 2018 Compliance Report.....	40
March 2018 Compliance Report.....	41
April 2018 Compliance Report.....	42
May 2018 Compliance Report	43
June 2018 Compliance Report.....	44
July 2018 Compliance Report	45
August 2018 Compliance Report	46
September 2018 Compliance Report	47
October 2018 Compliance Report	48
November 2018 Compliance Report	49
December 2018 Compliance Report	50
Ambulance Patient Offload Time	51

RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

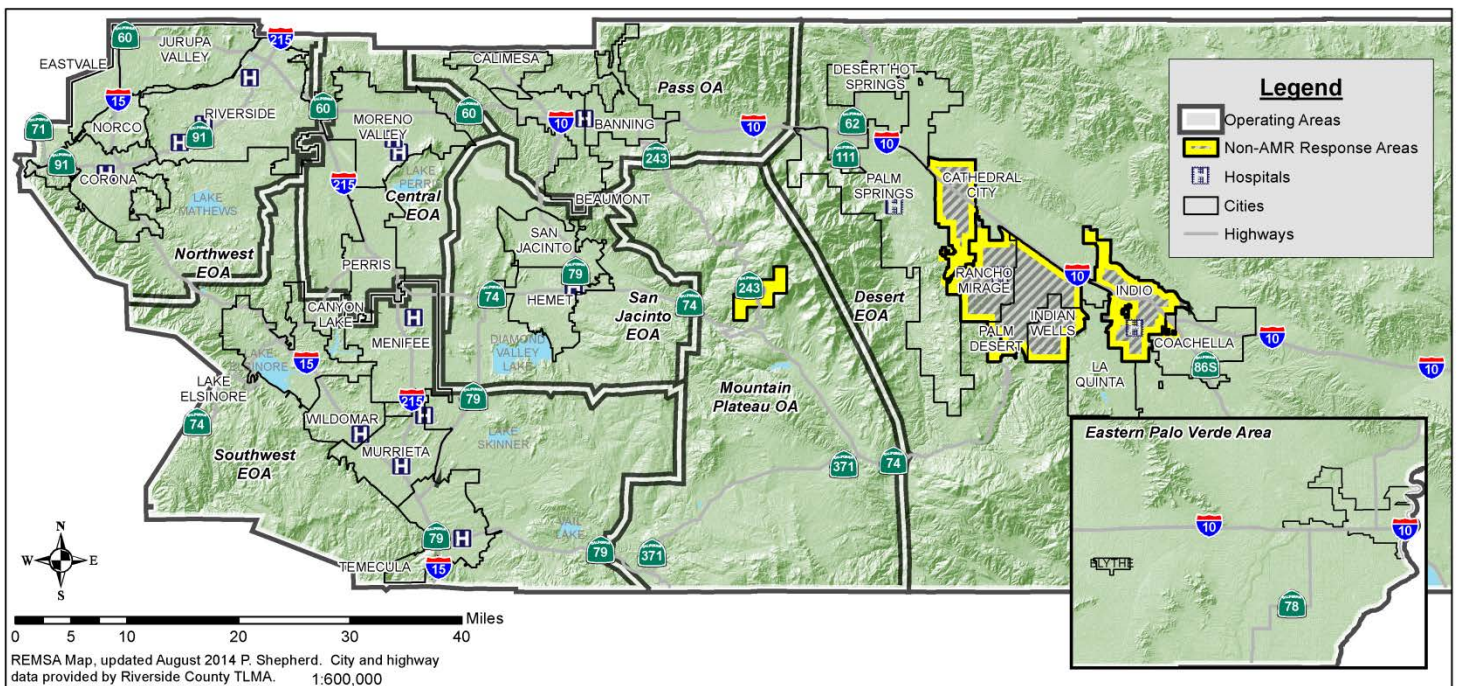
Overview

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 2018. 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>



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



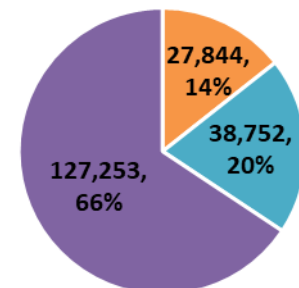
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

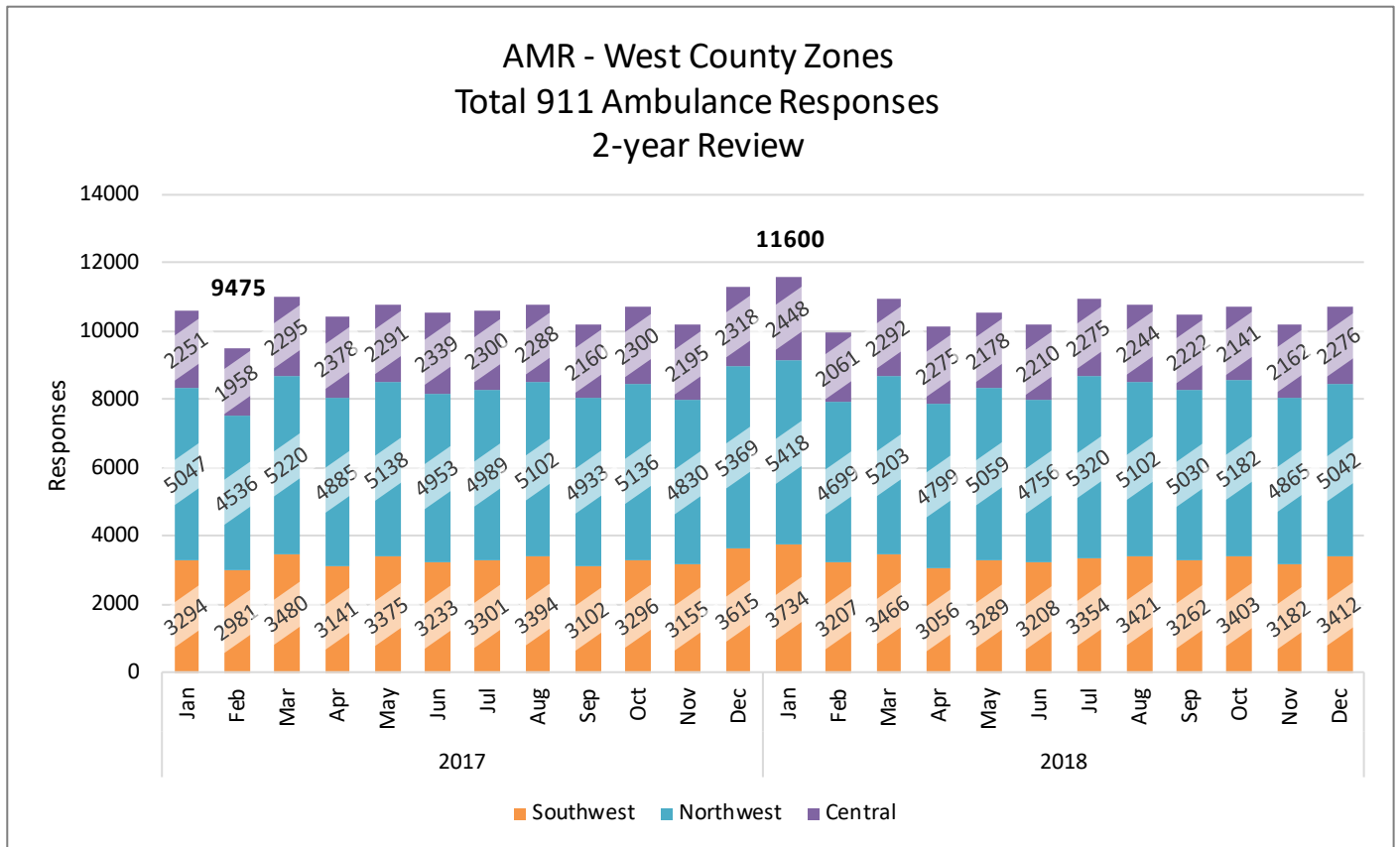
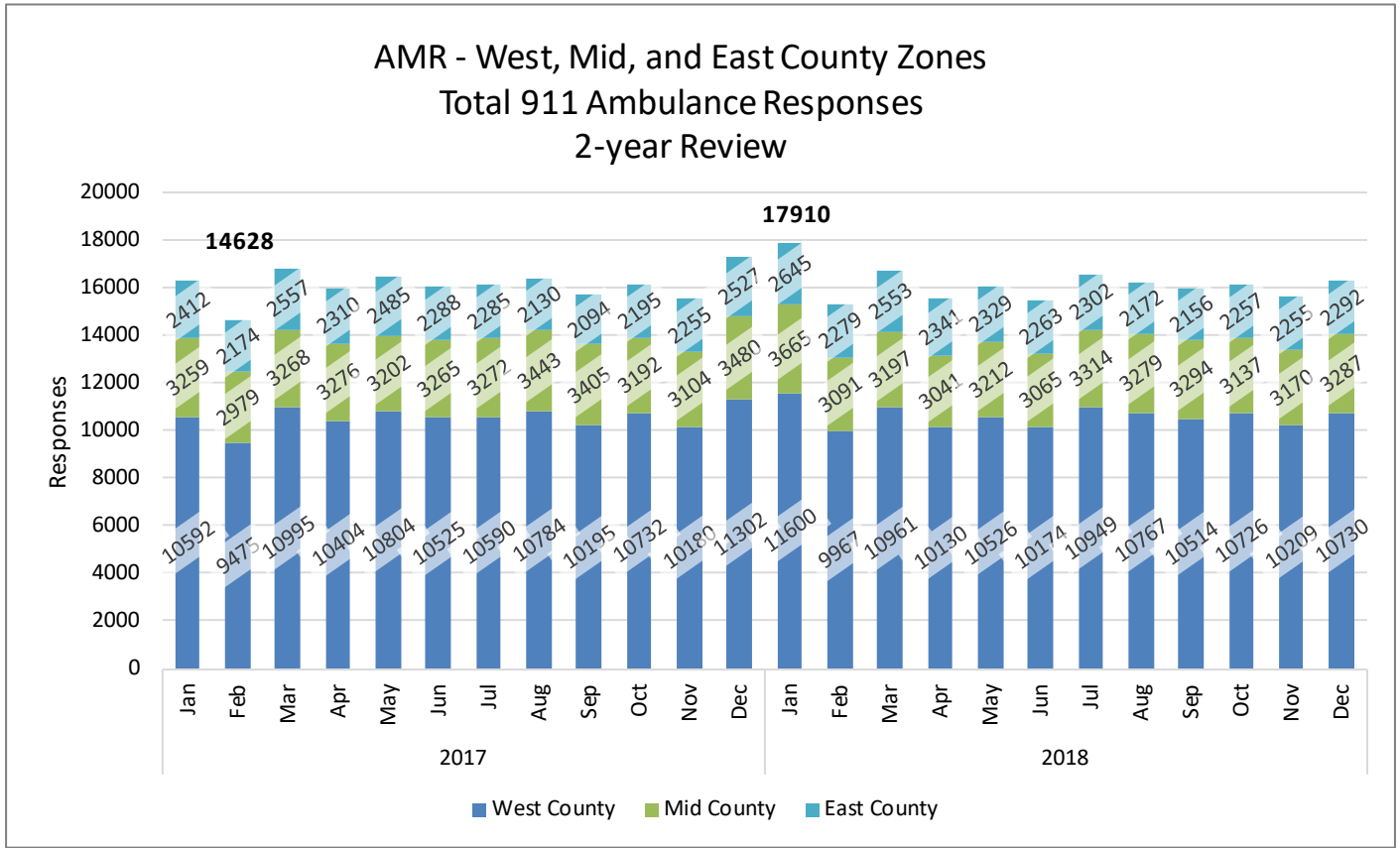
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
January 2018 through December 2018

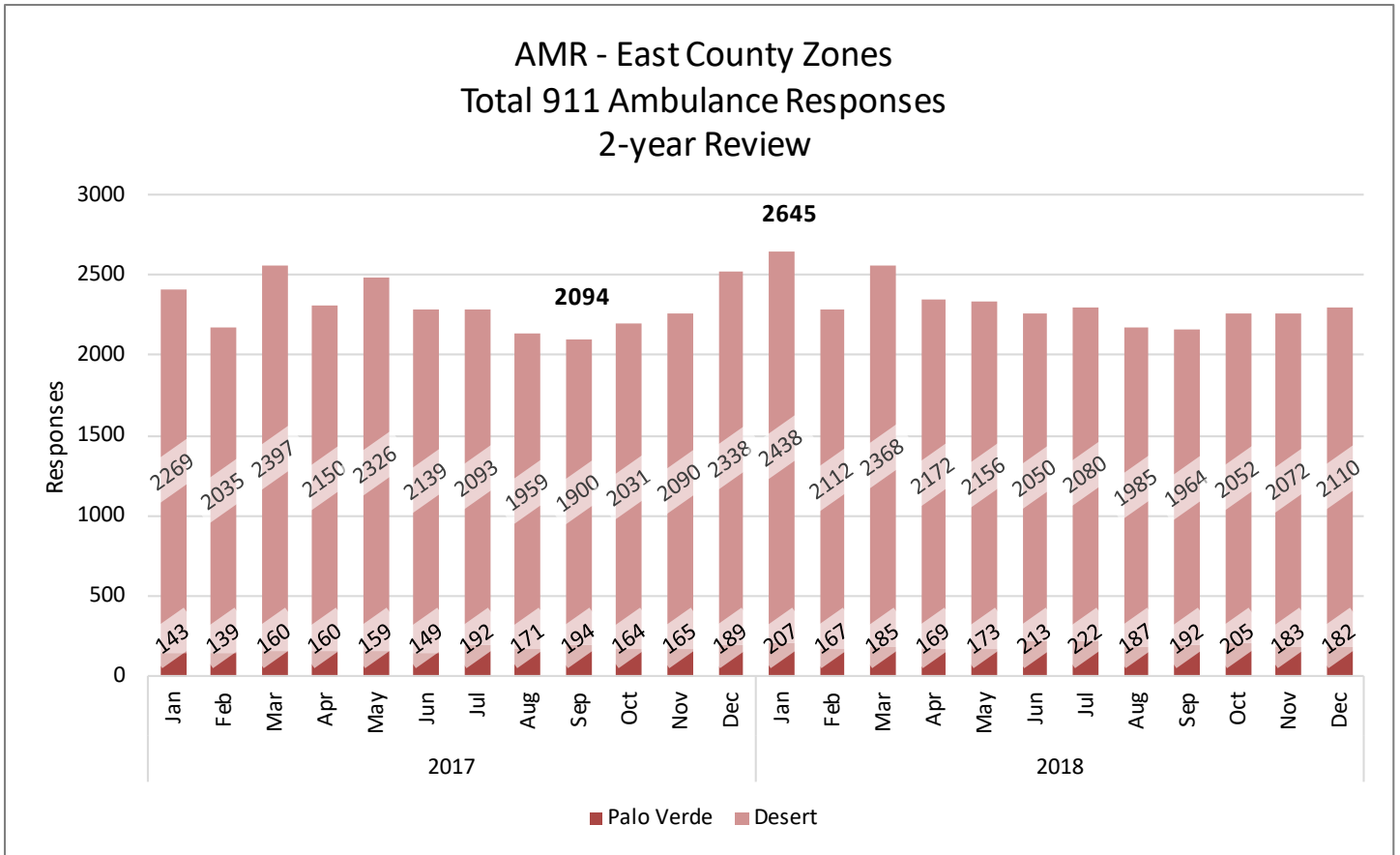
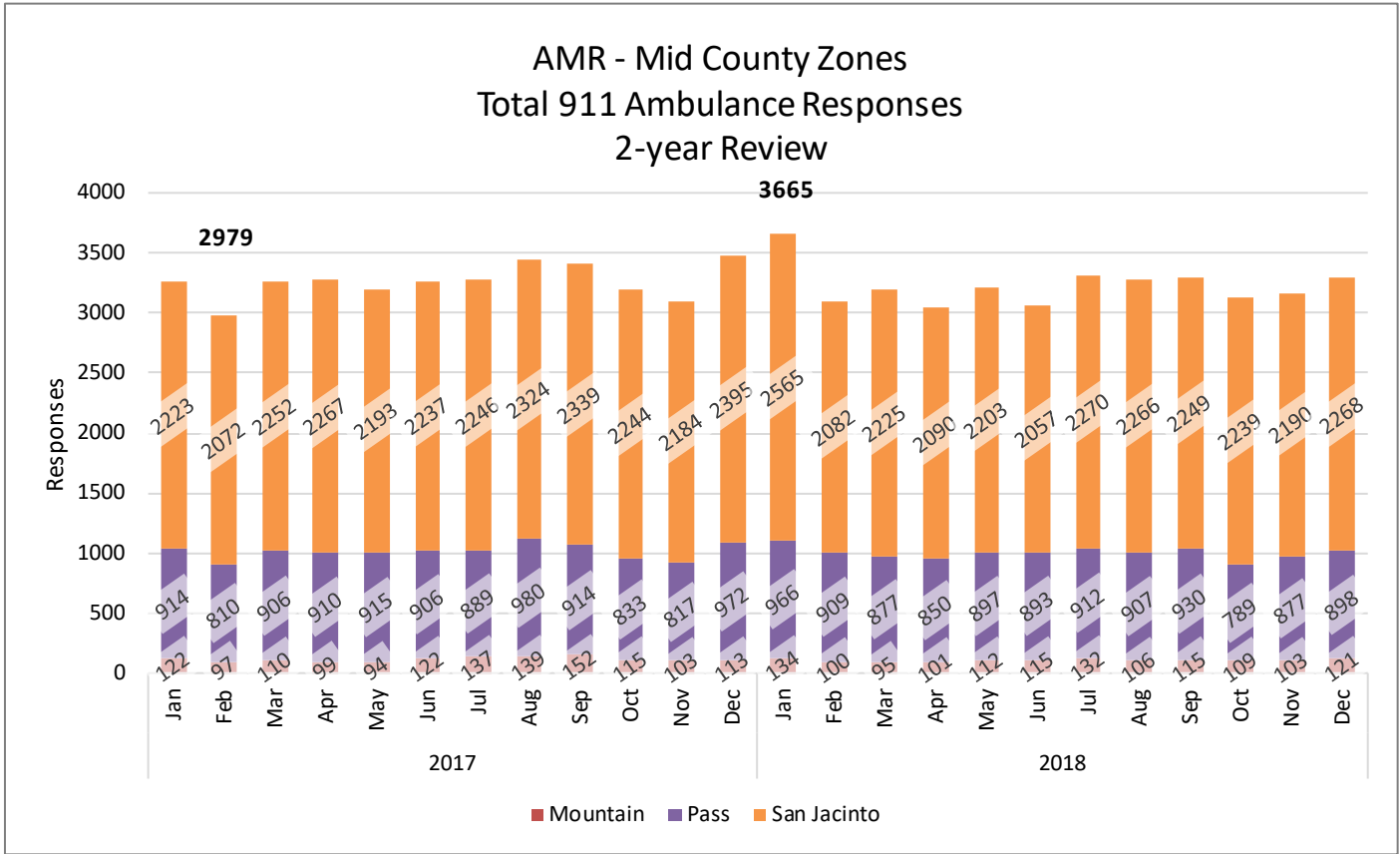


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



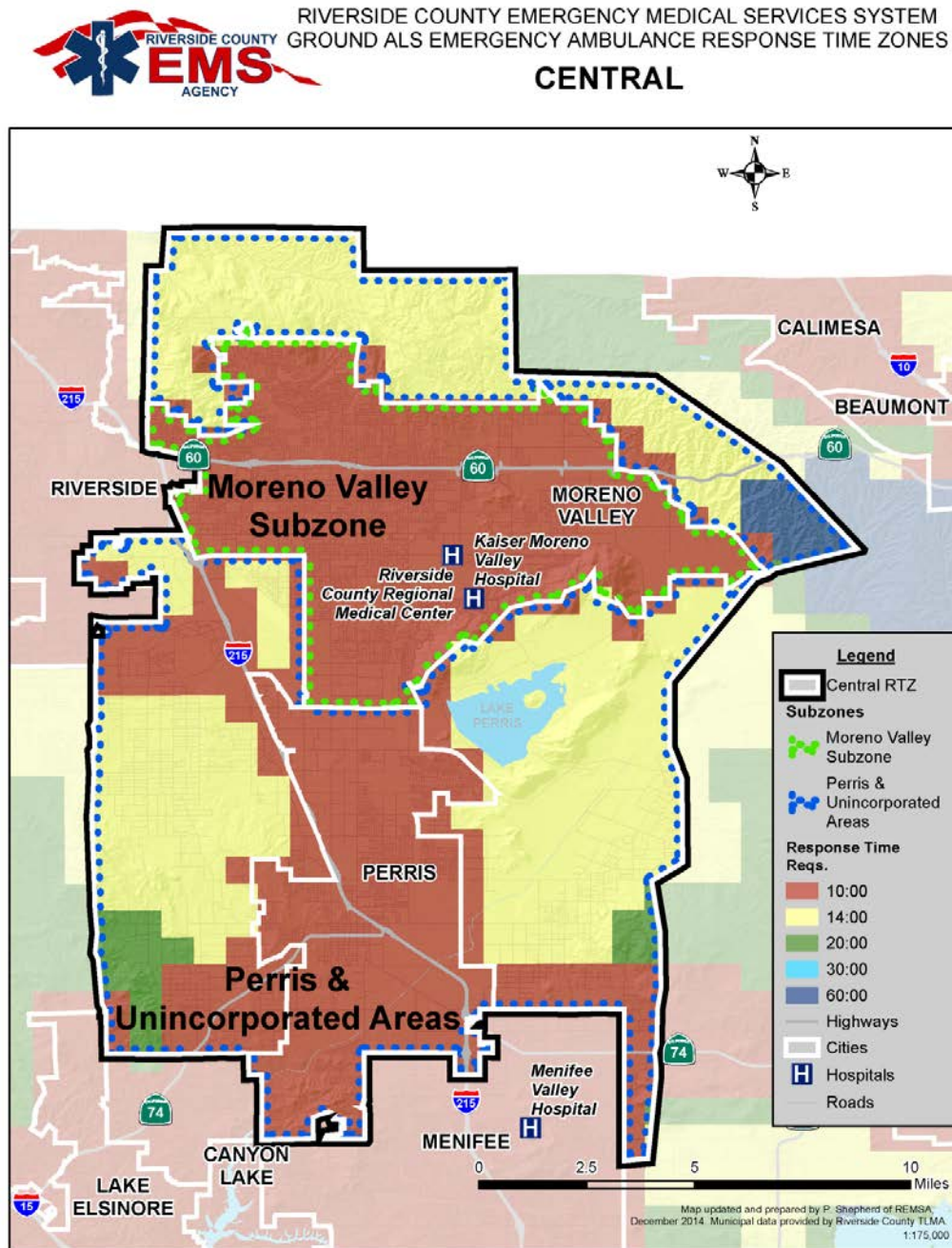
West, Mid, and East County Areas Comparisons (Cont'd)



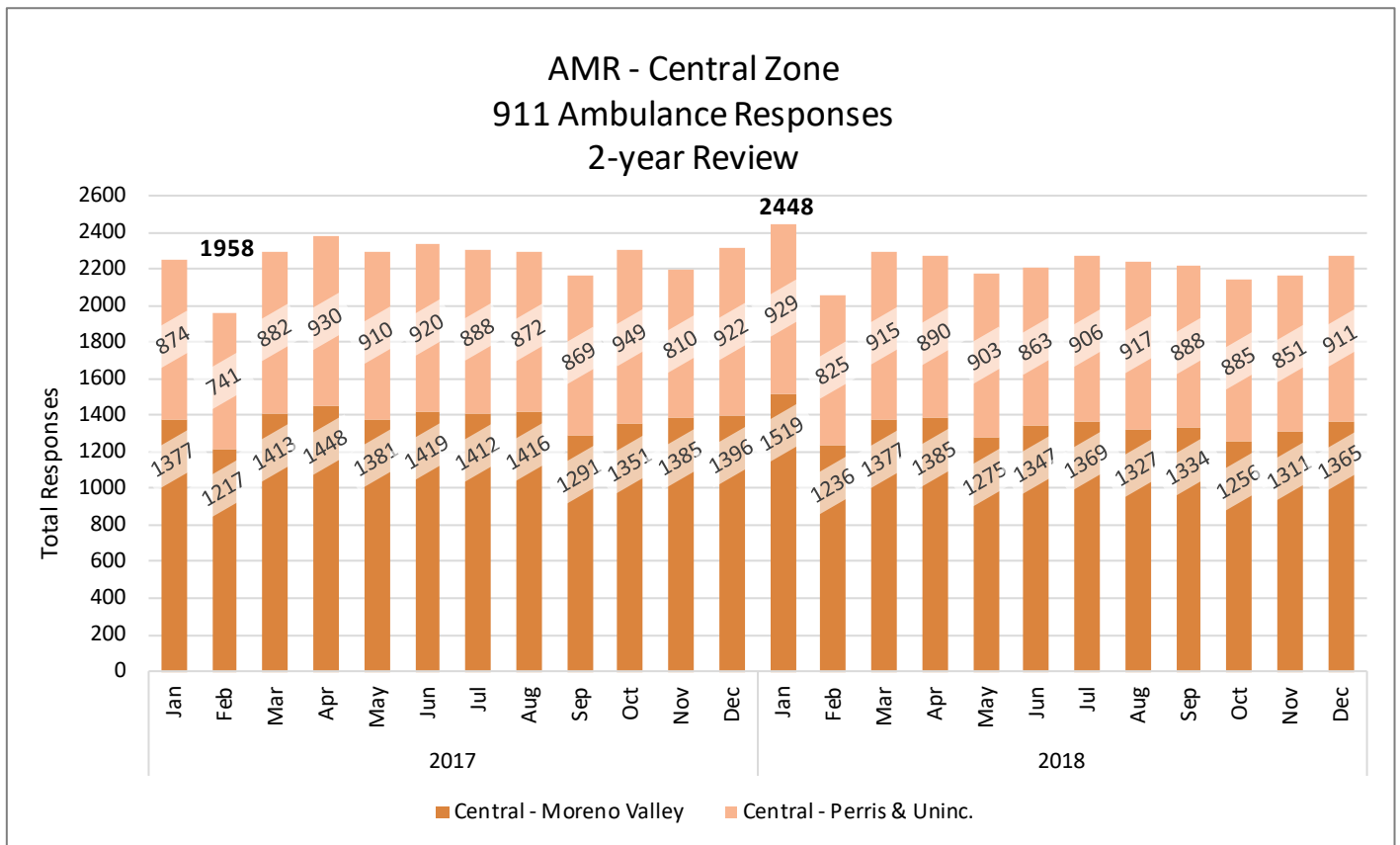
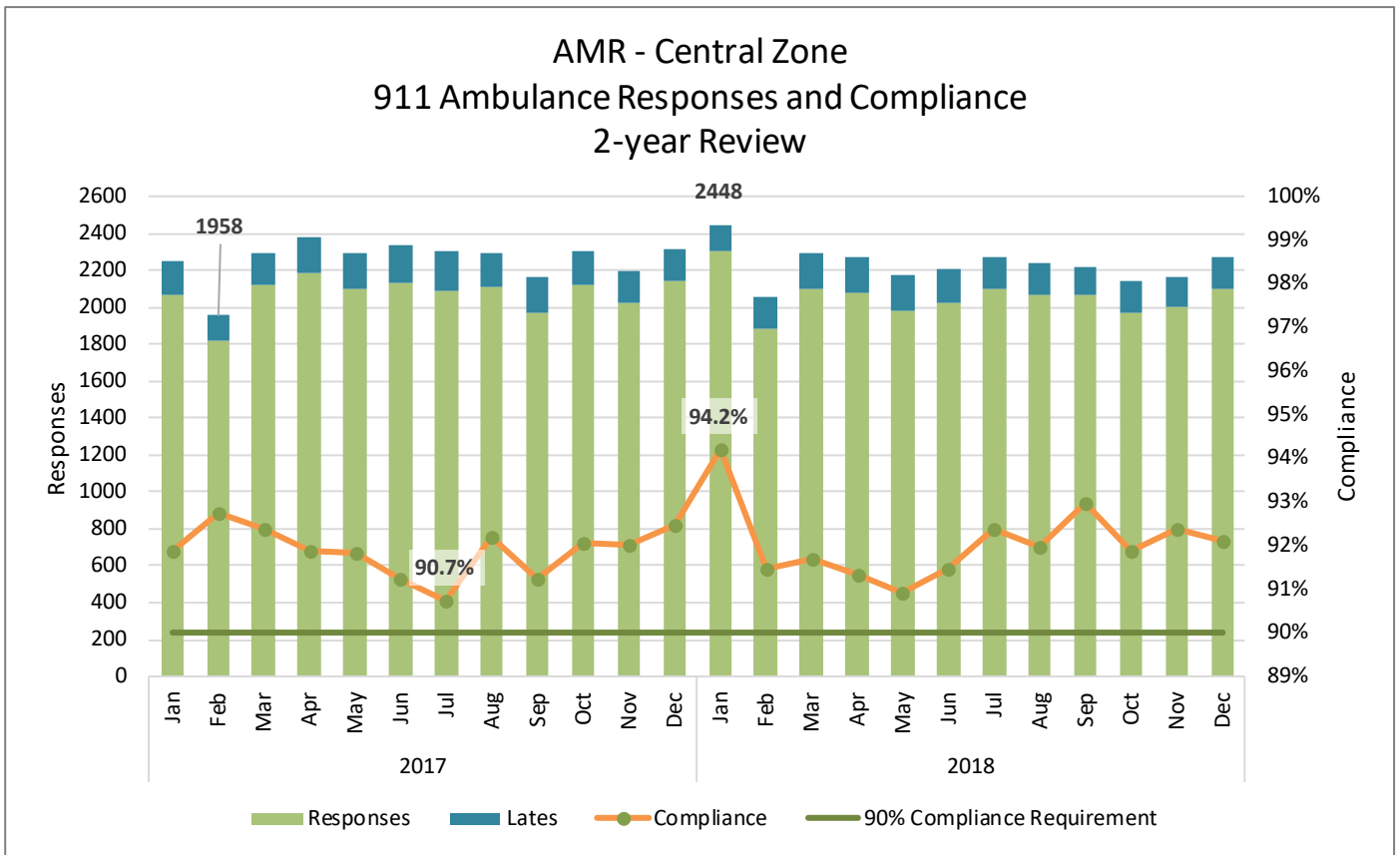
CENTRAL ZONE

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.

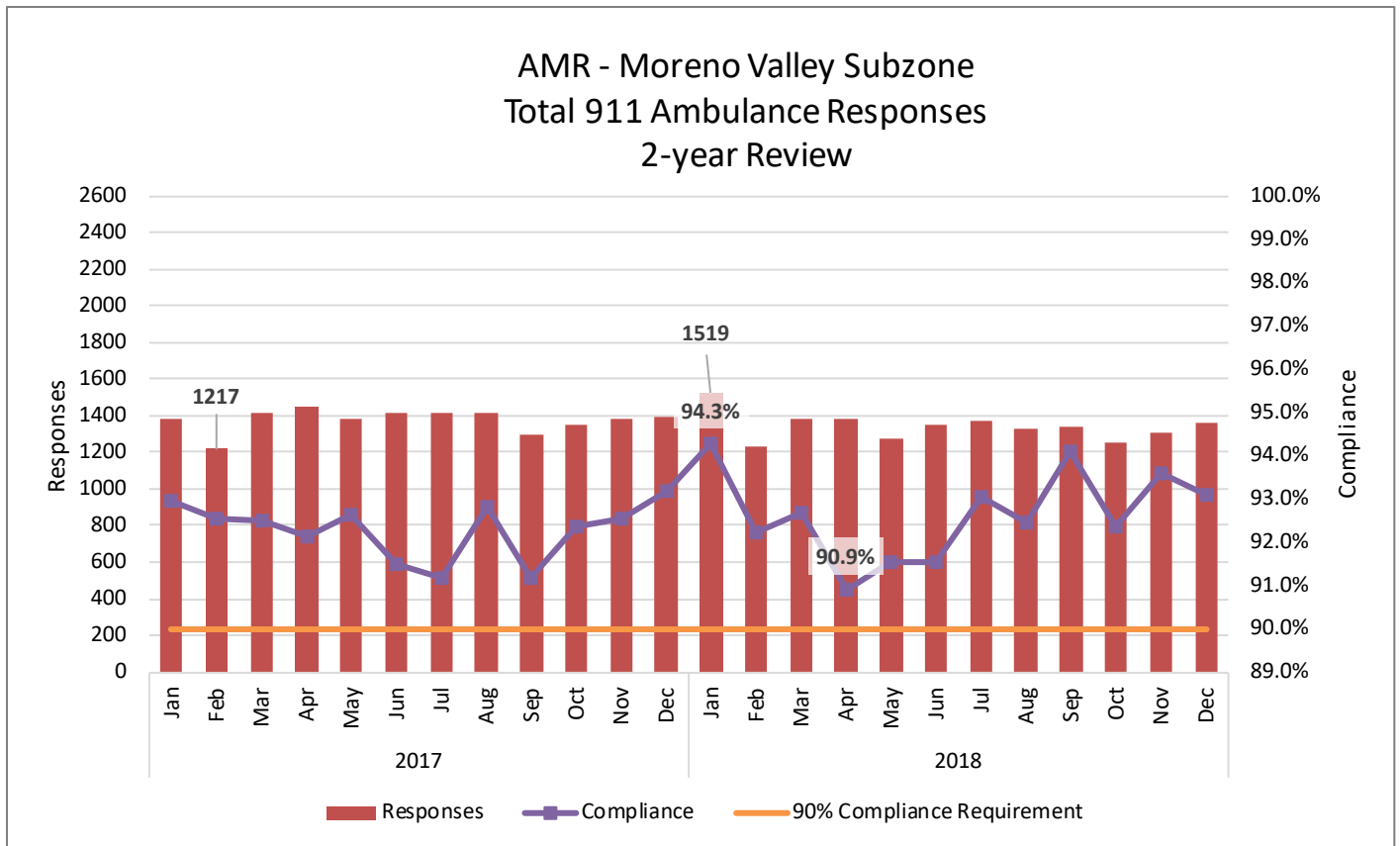
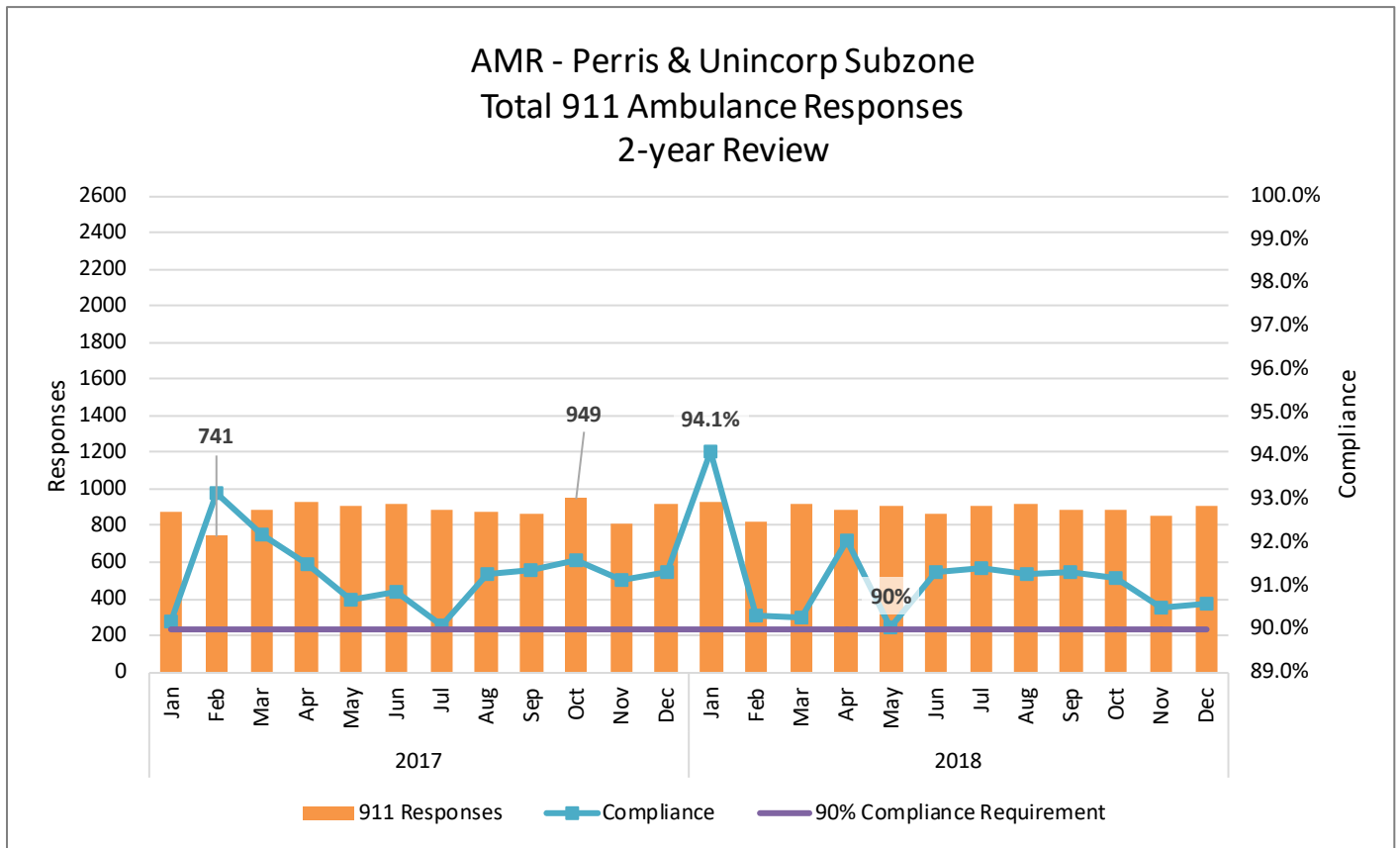
The maps referenced in this report are available at remsa.us/zones



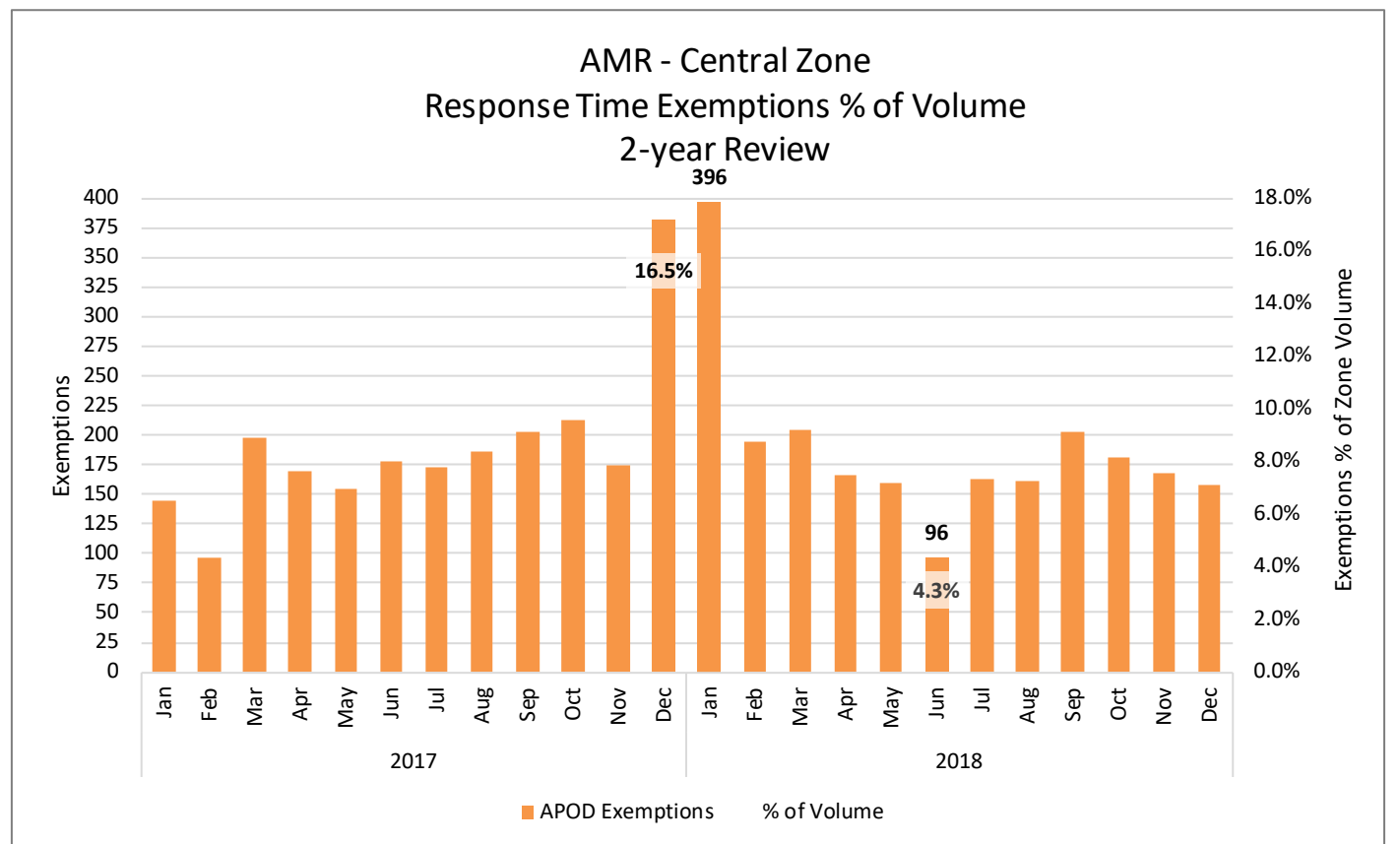
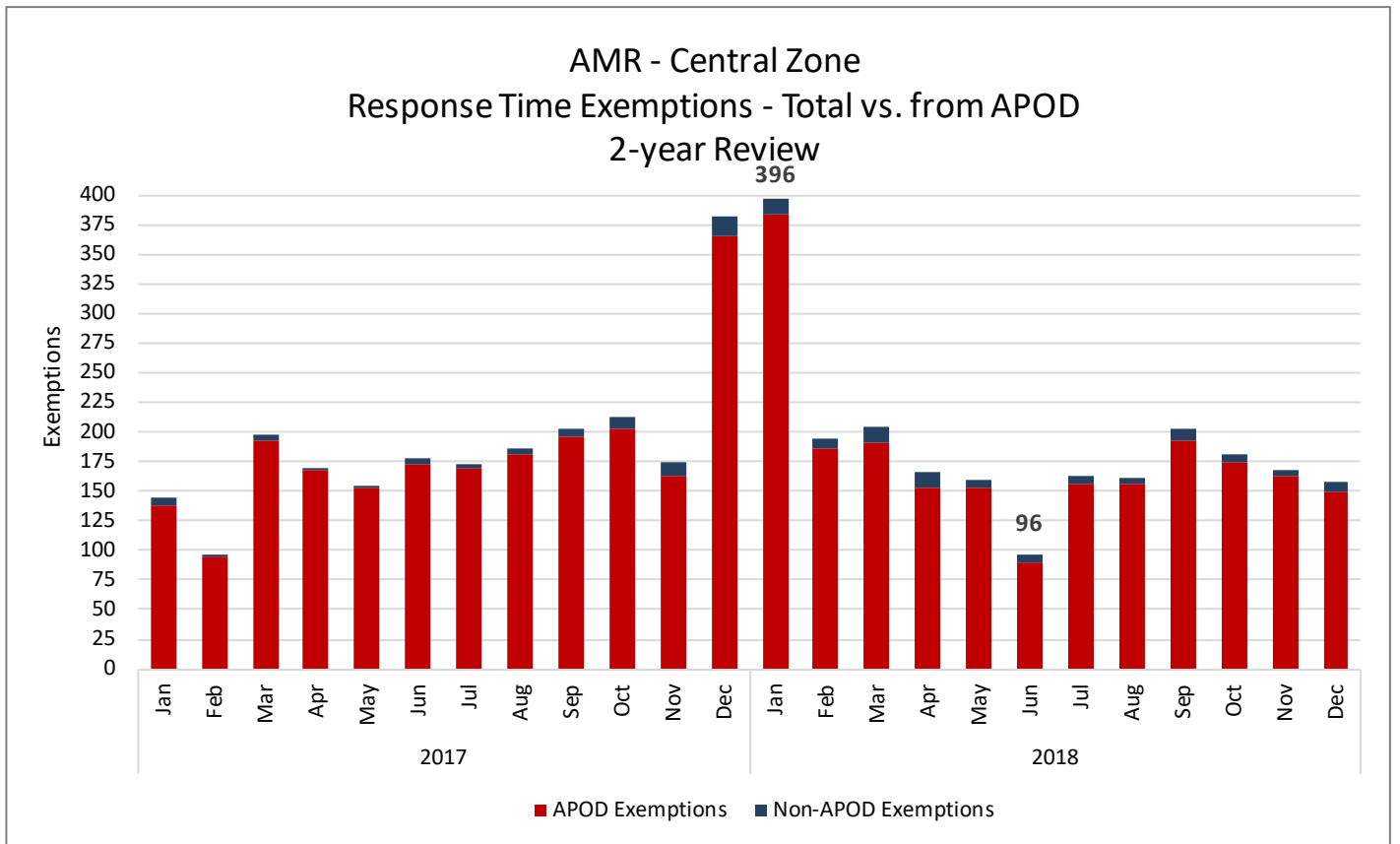
Central Zone: Response and Compliance Data



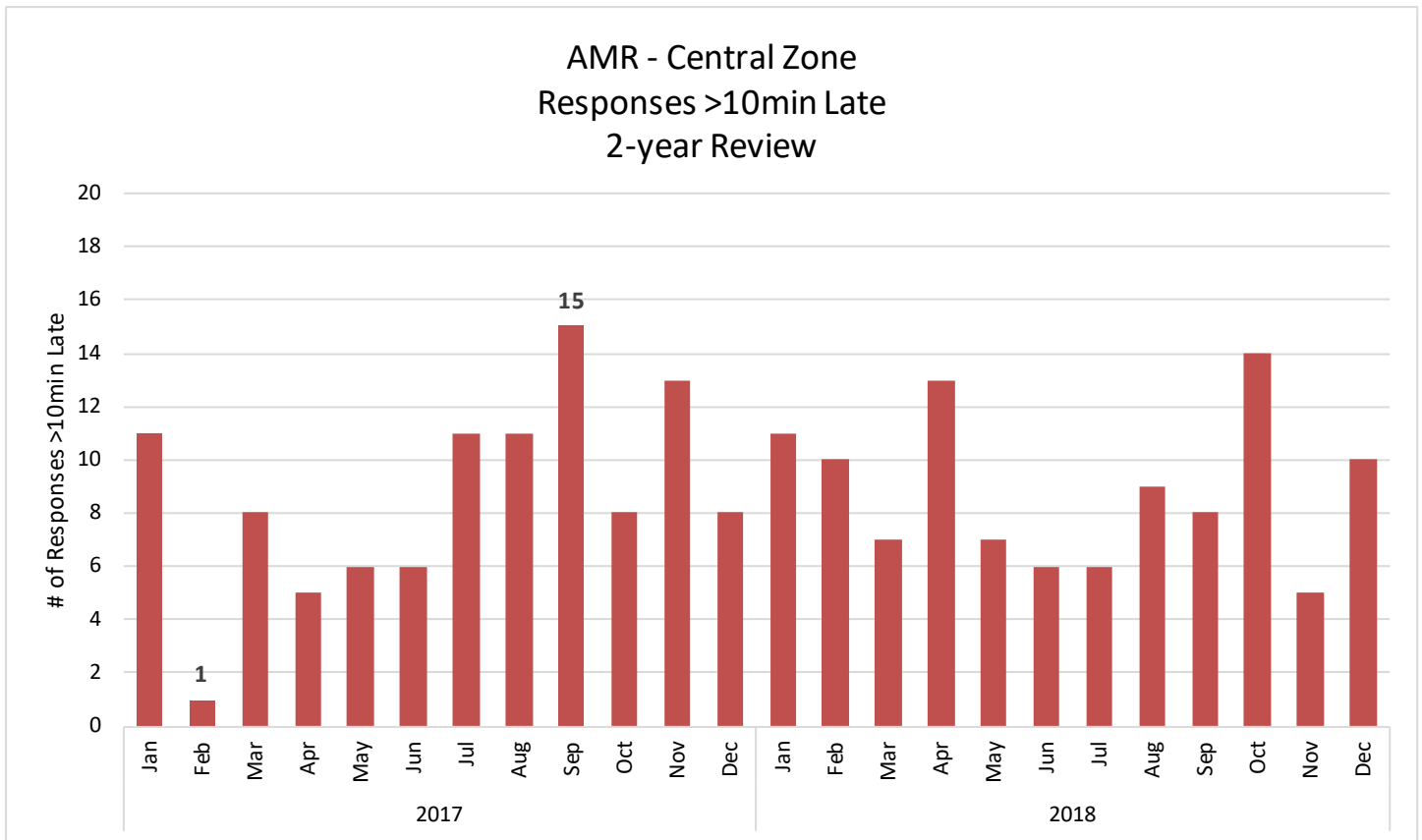
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

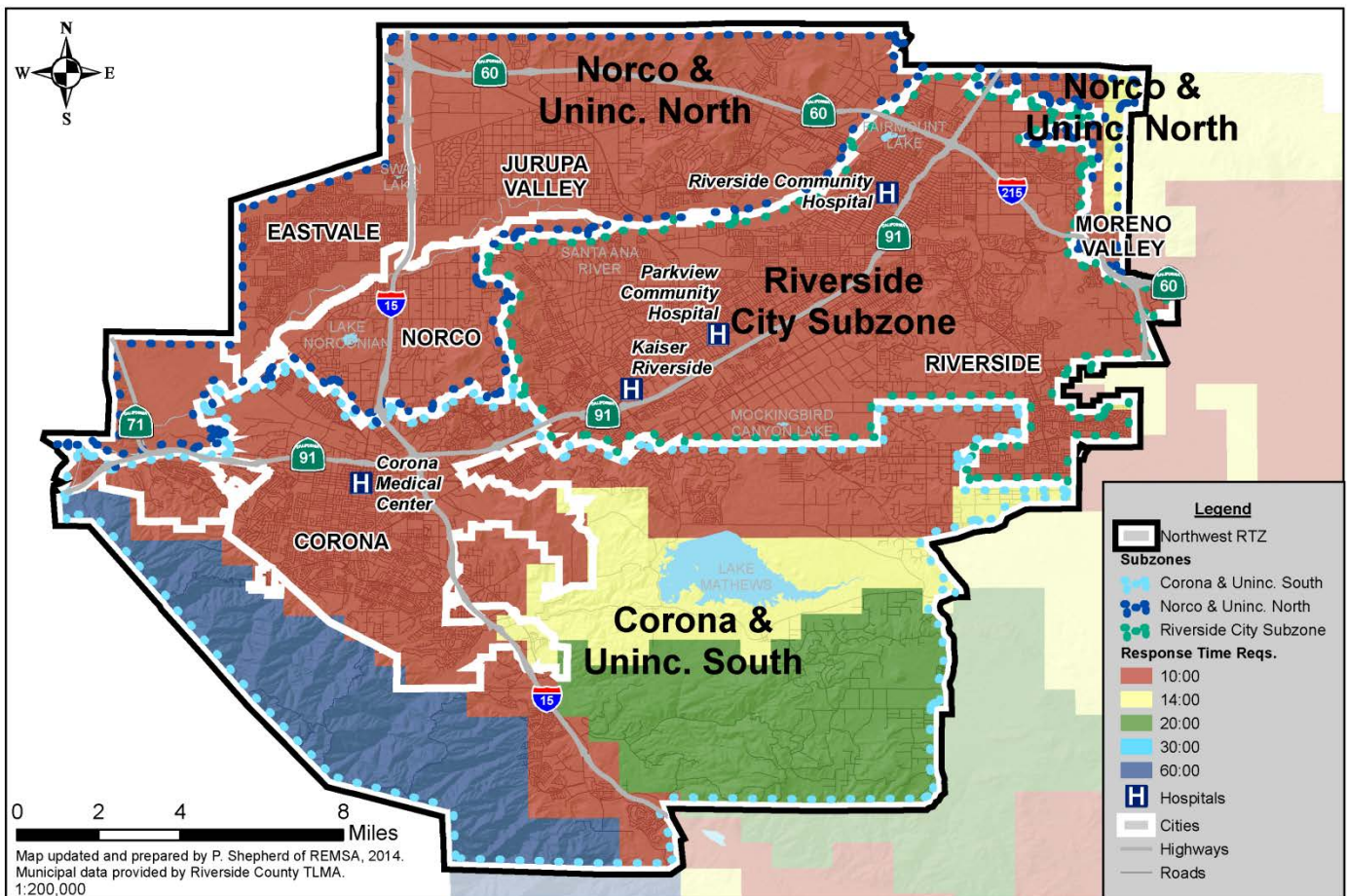


NORTHWEST ZONE

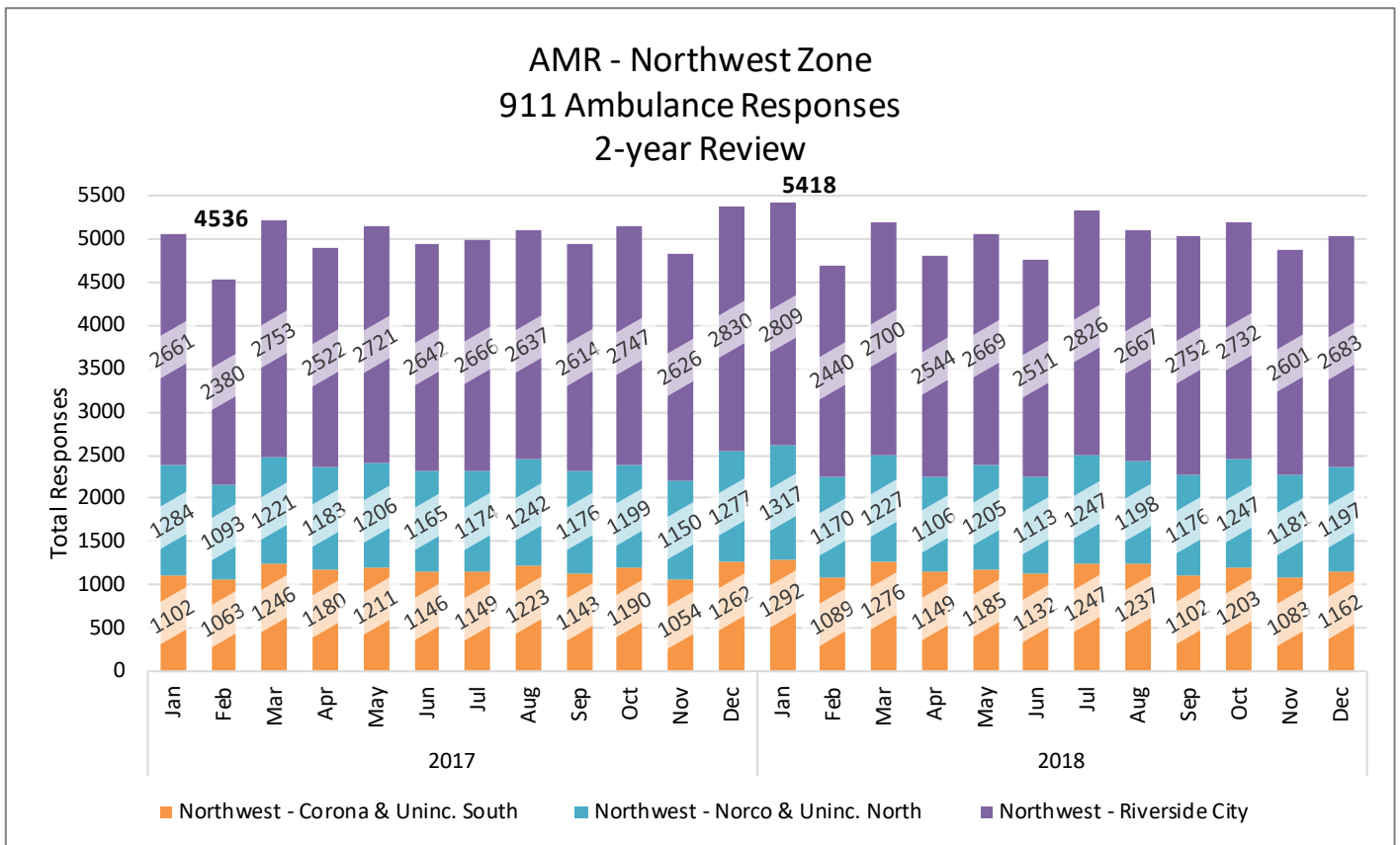
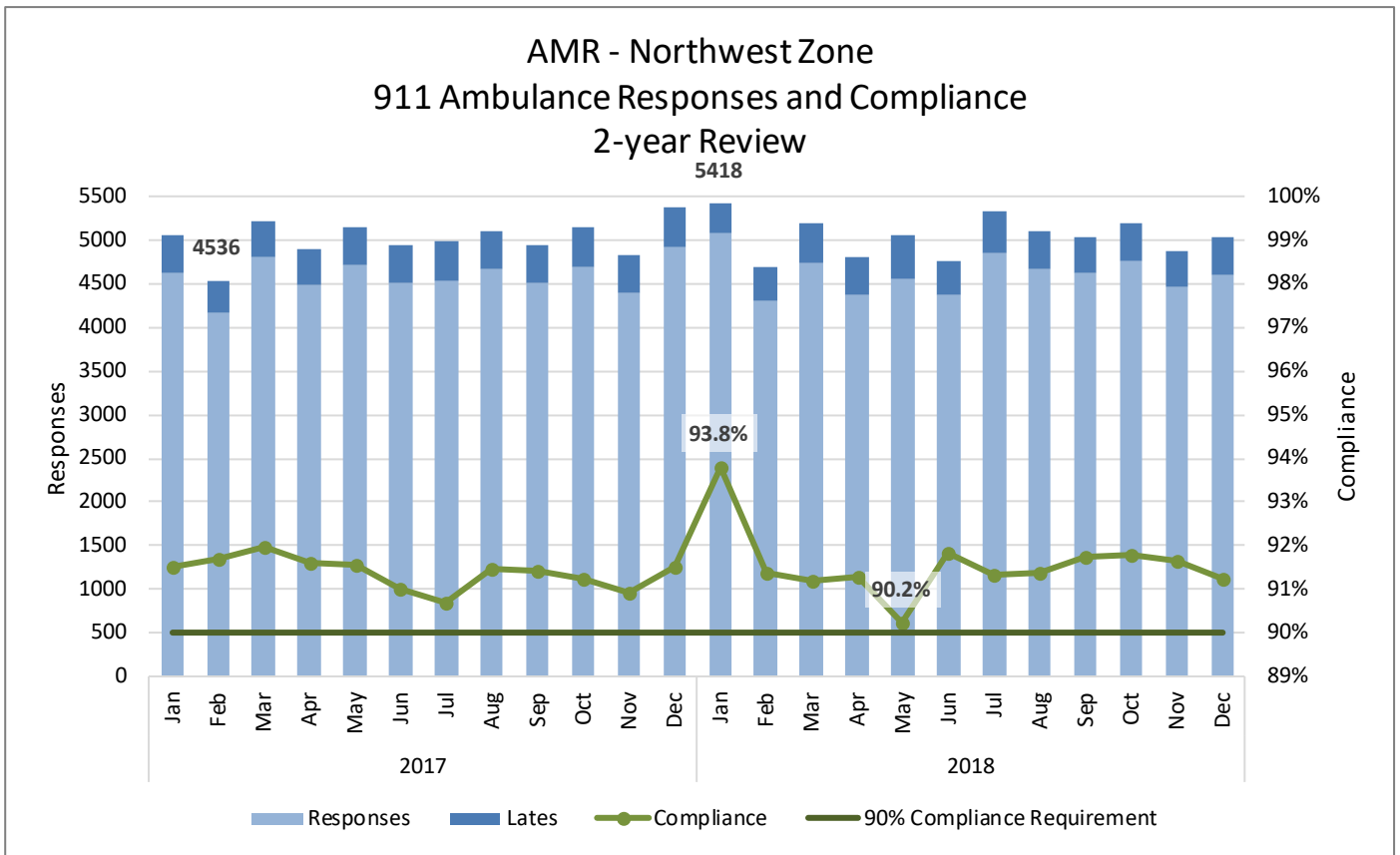
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest 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.



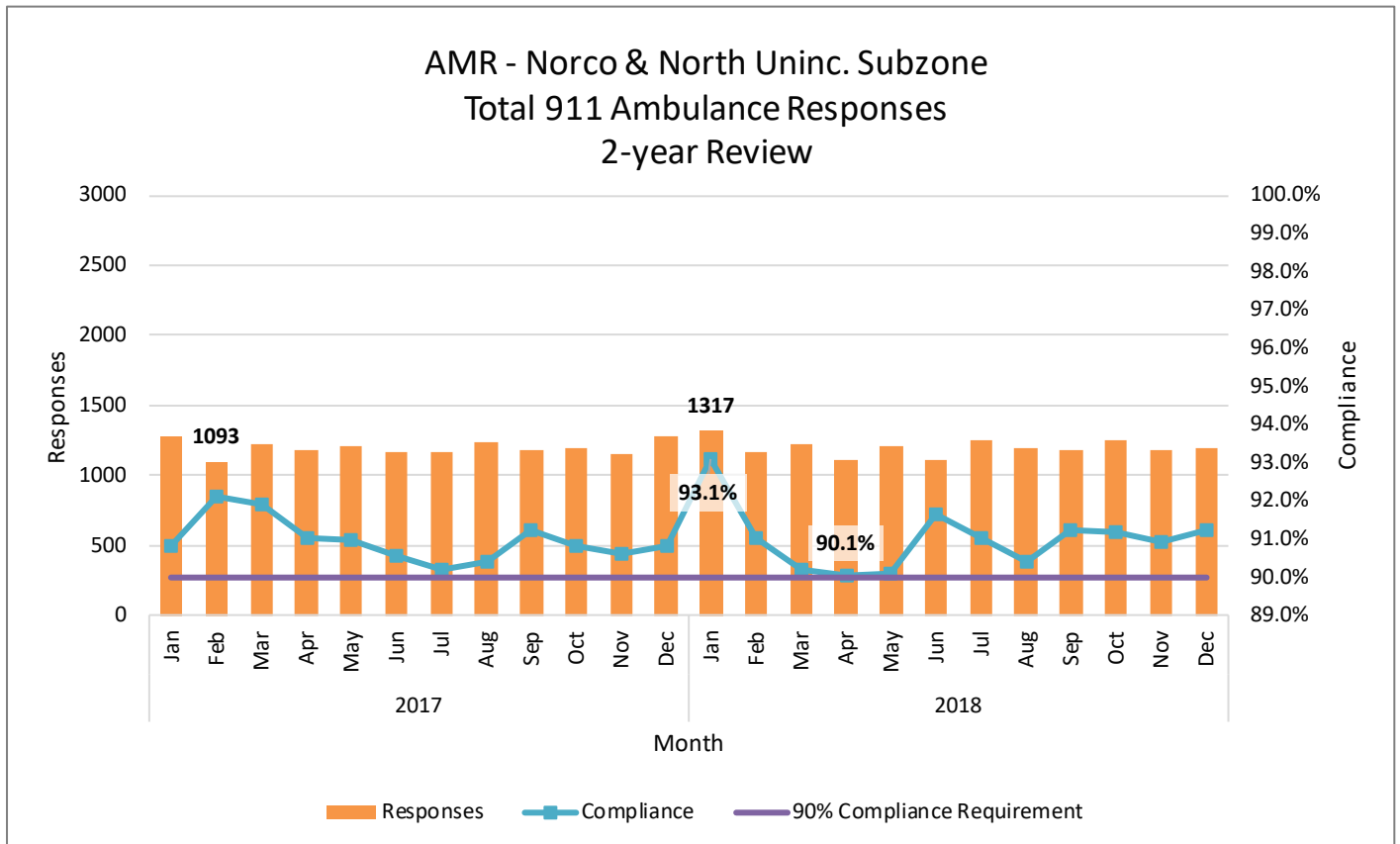
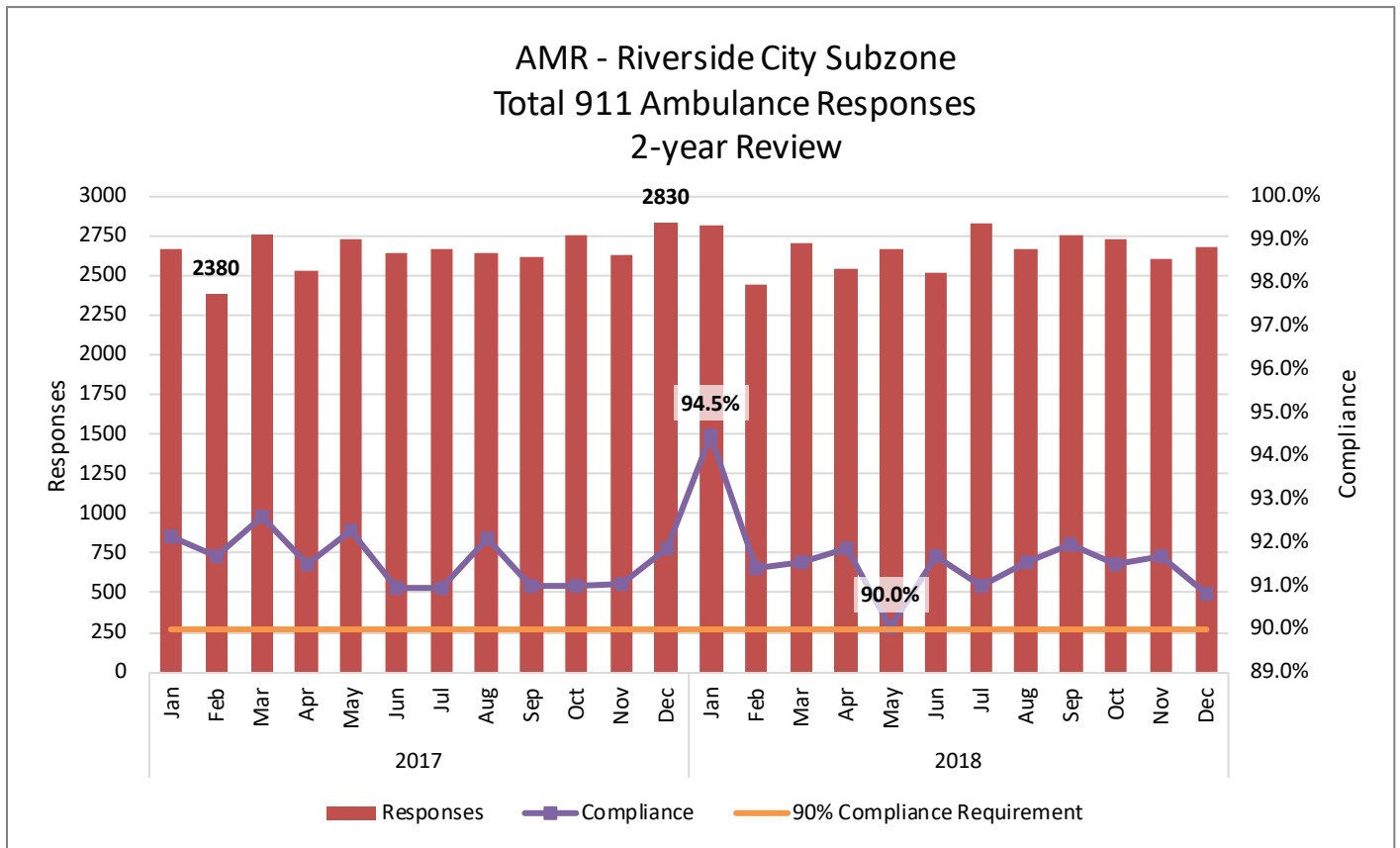
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



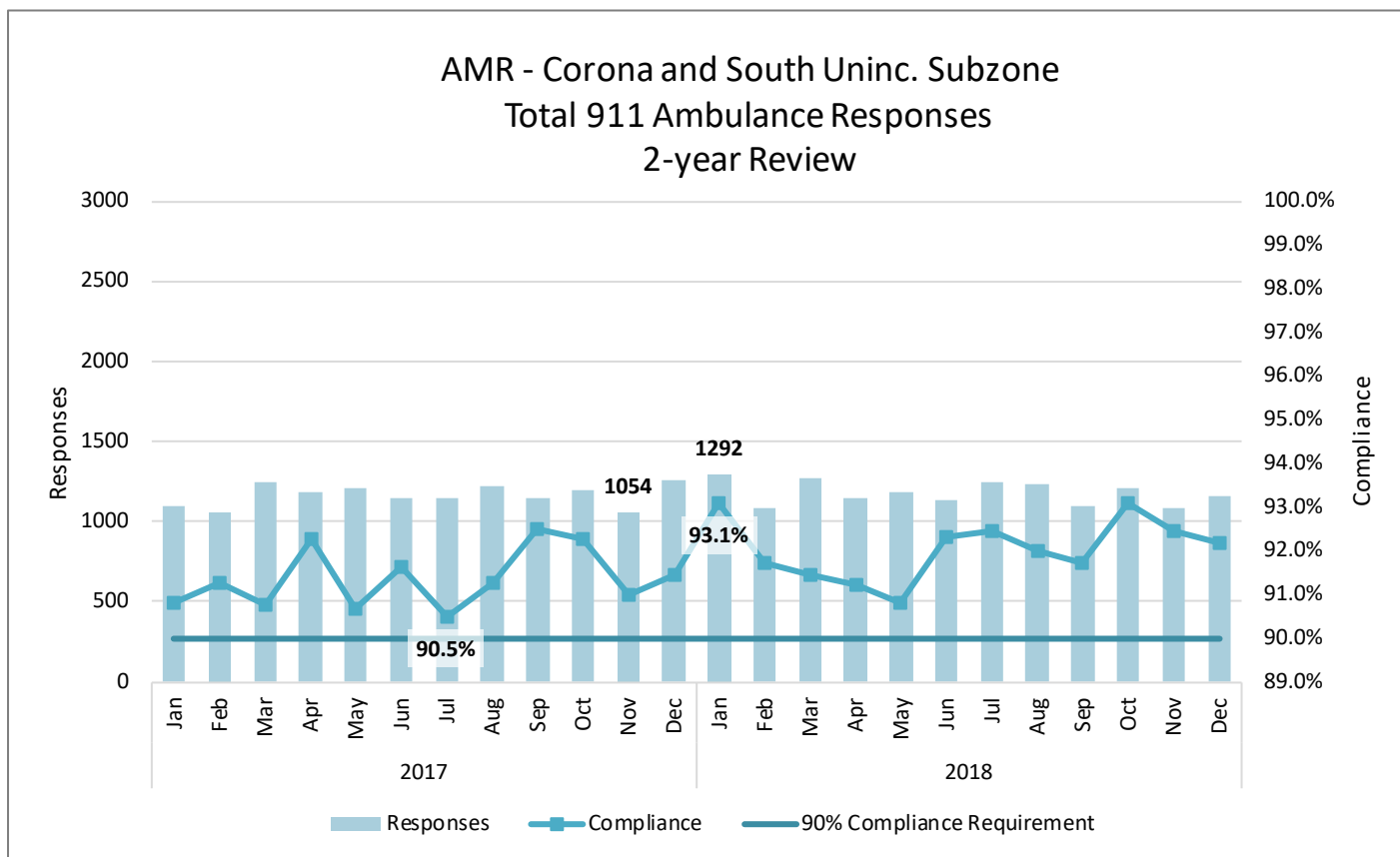
Northwest Zone: Response and Compliance Data



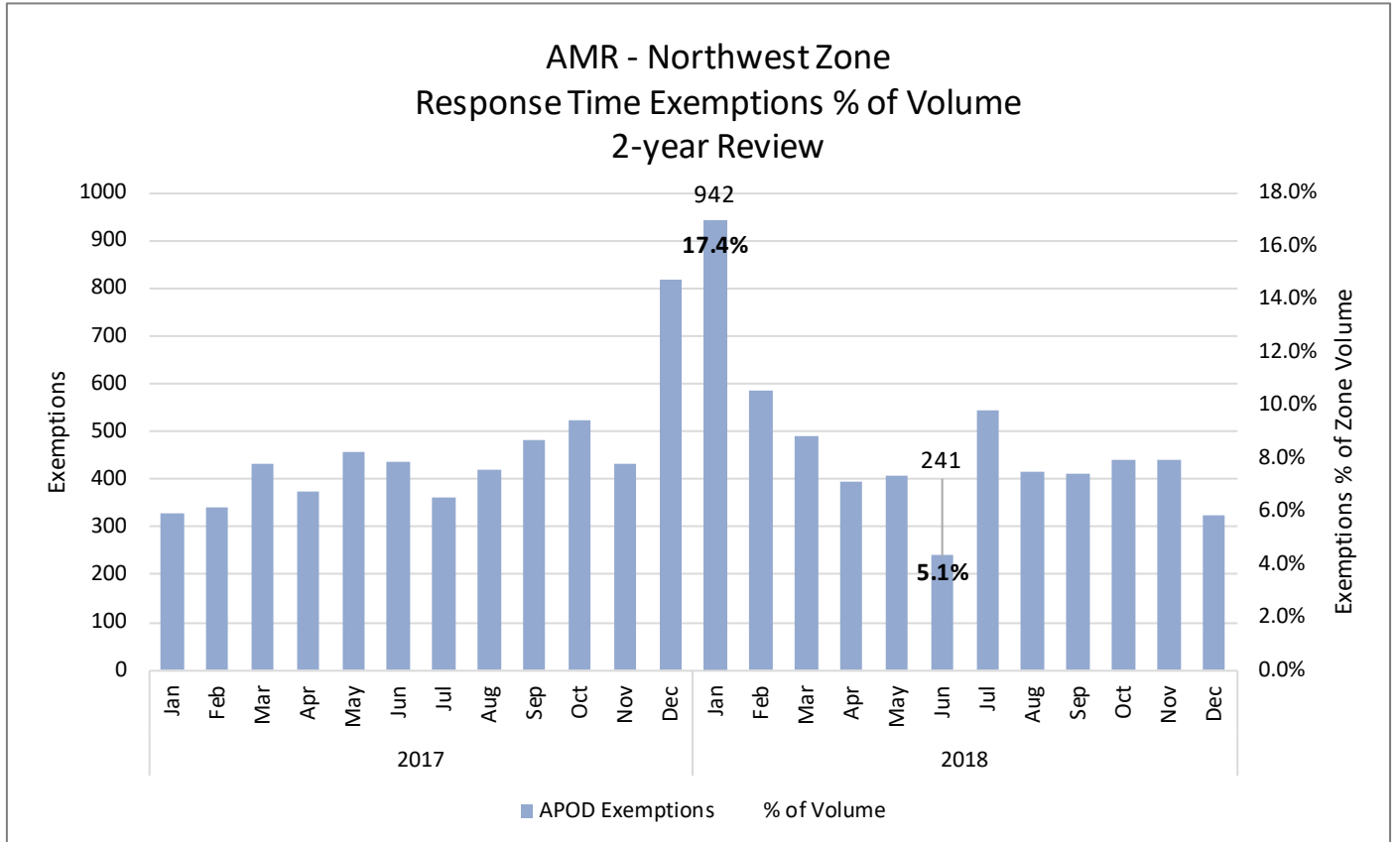
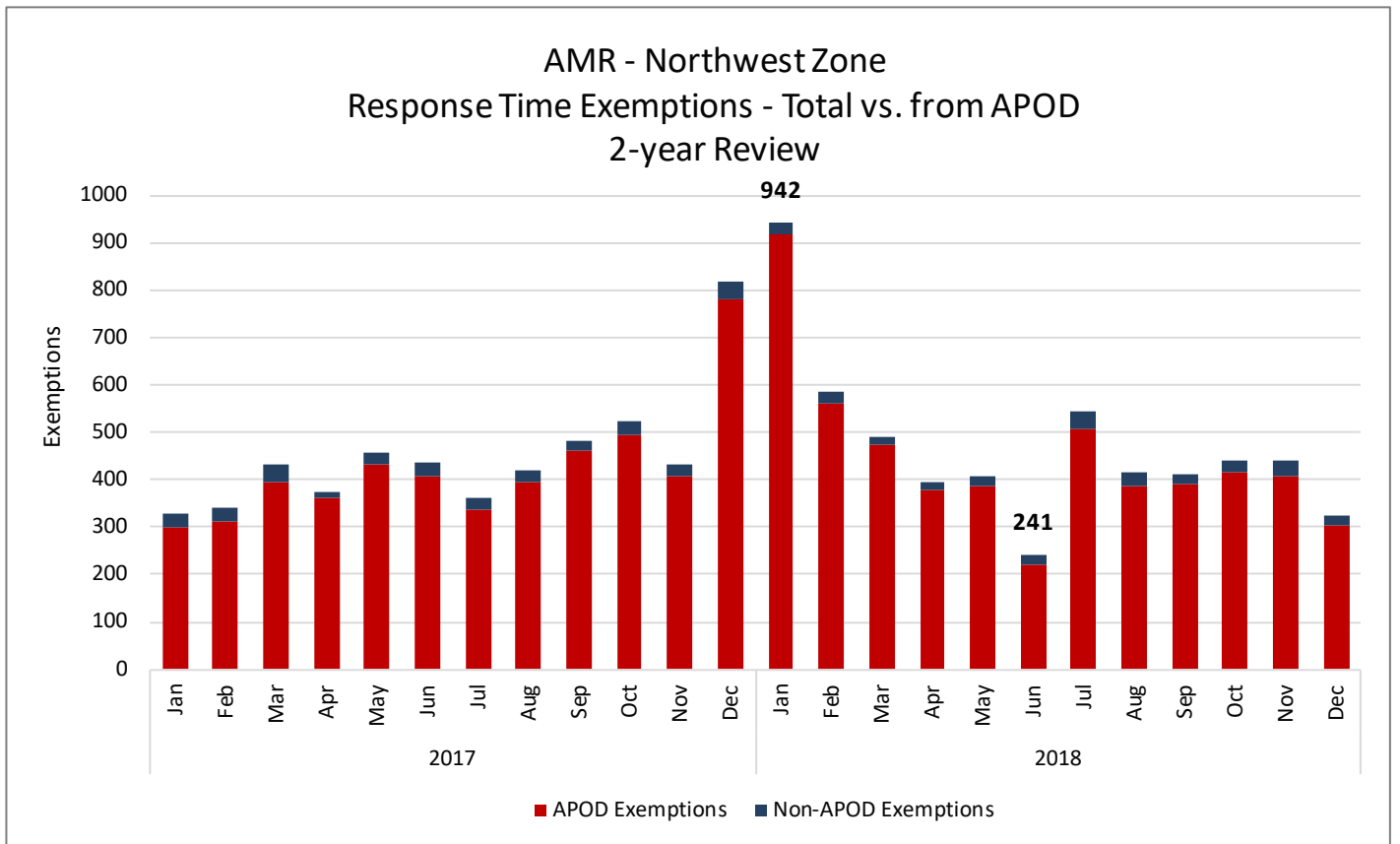
Northwest Zone: Subzone Response and Compliance Data



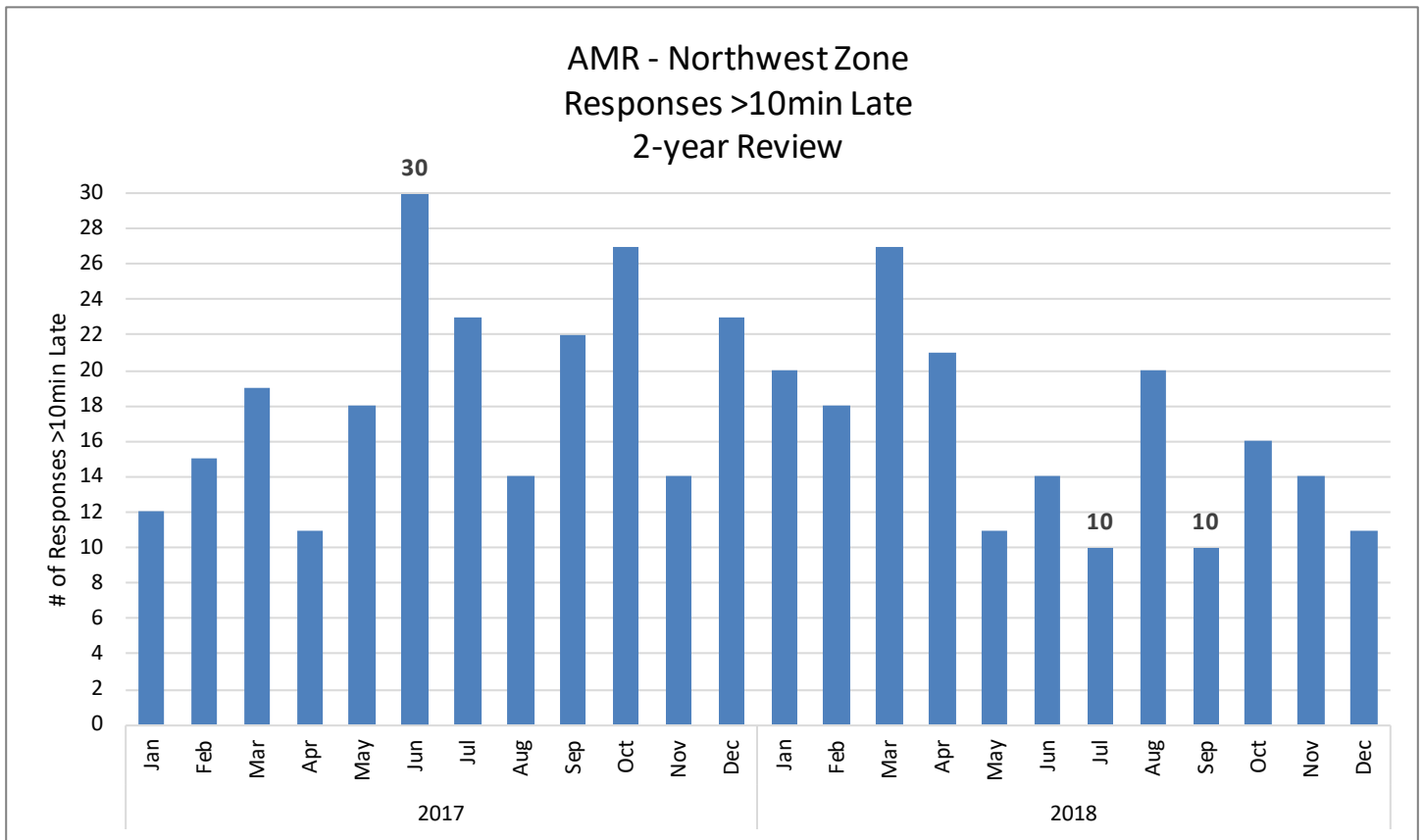
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



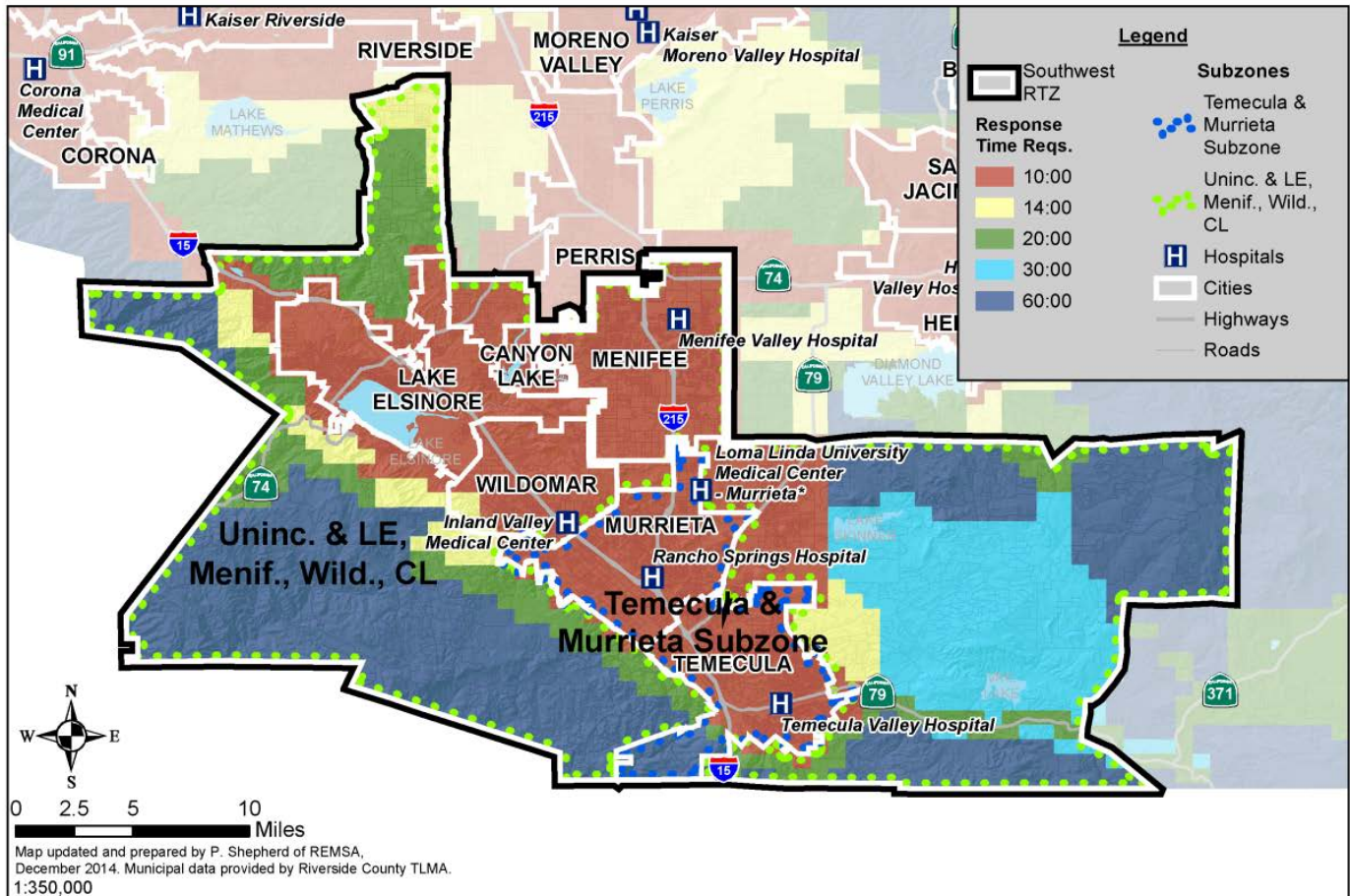
SOUTHWEST ZONE

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.

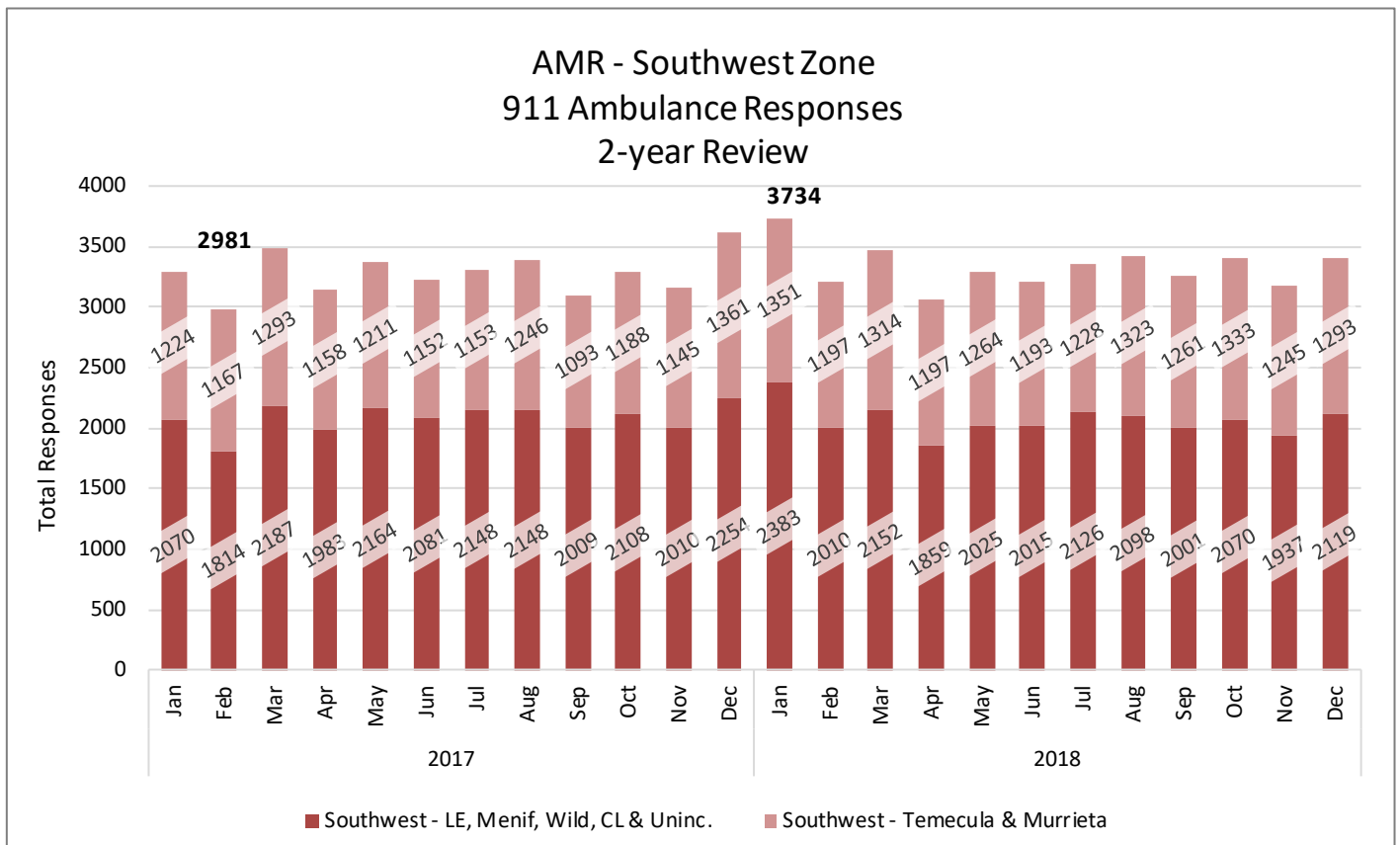
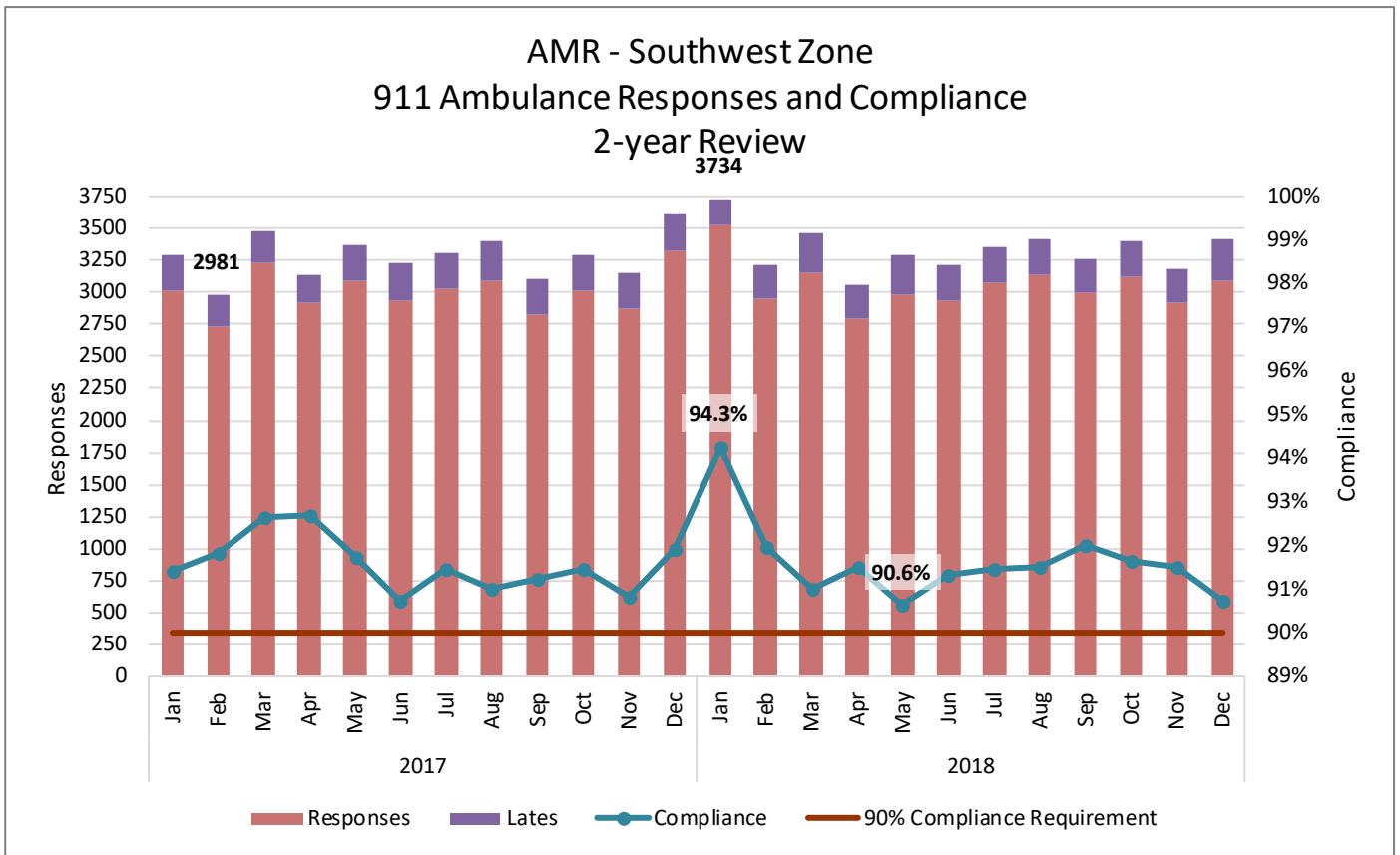


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

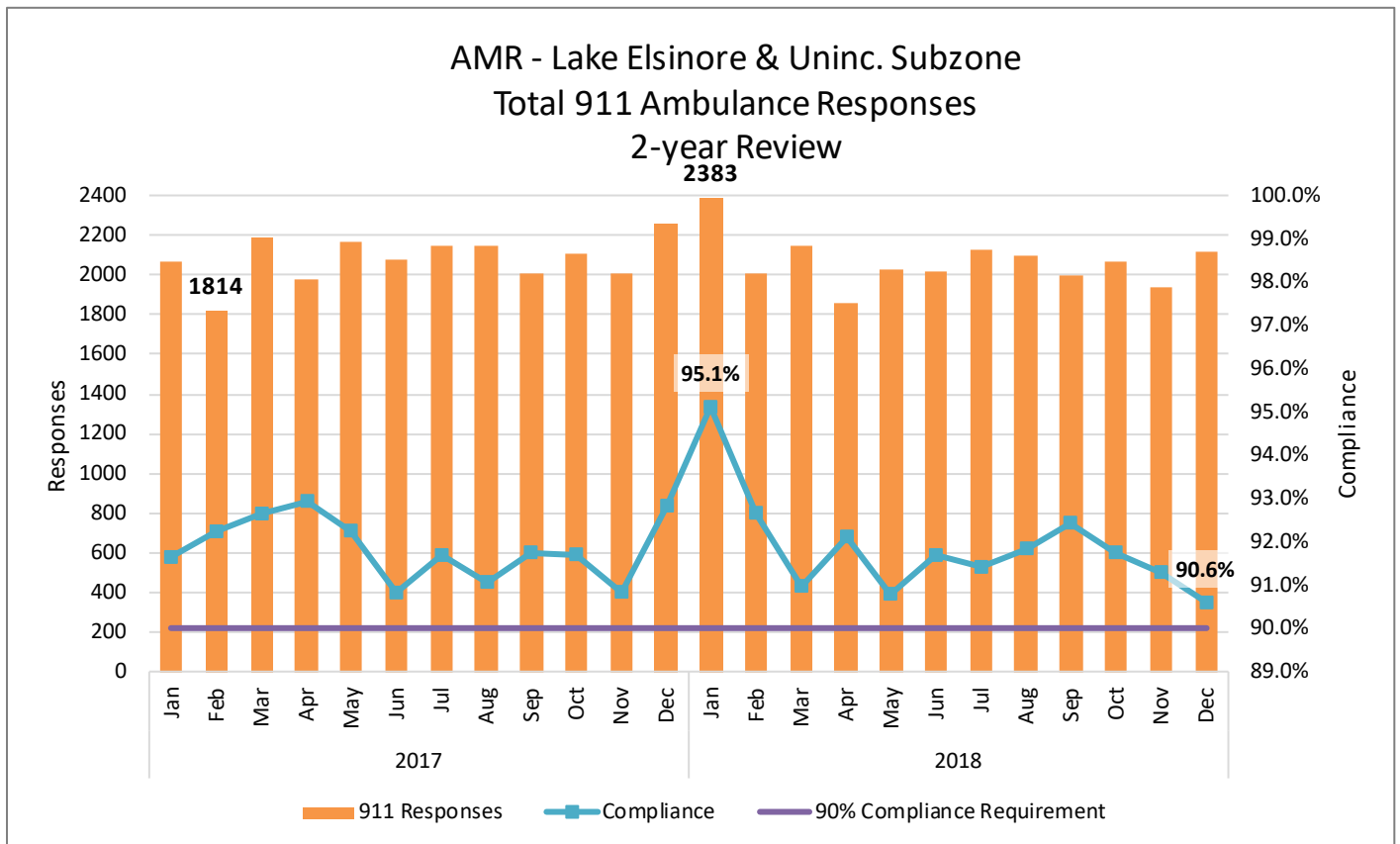
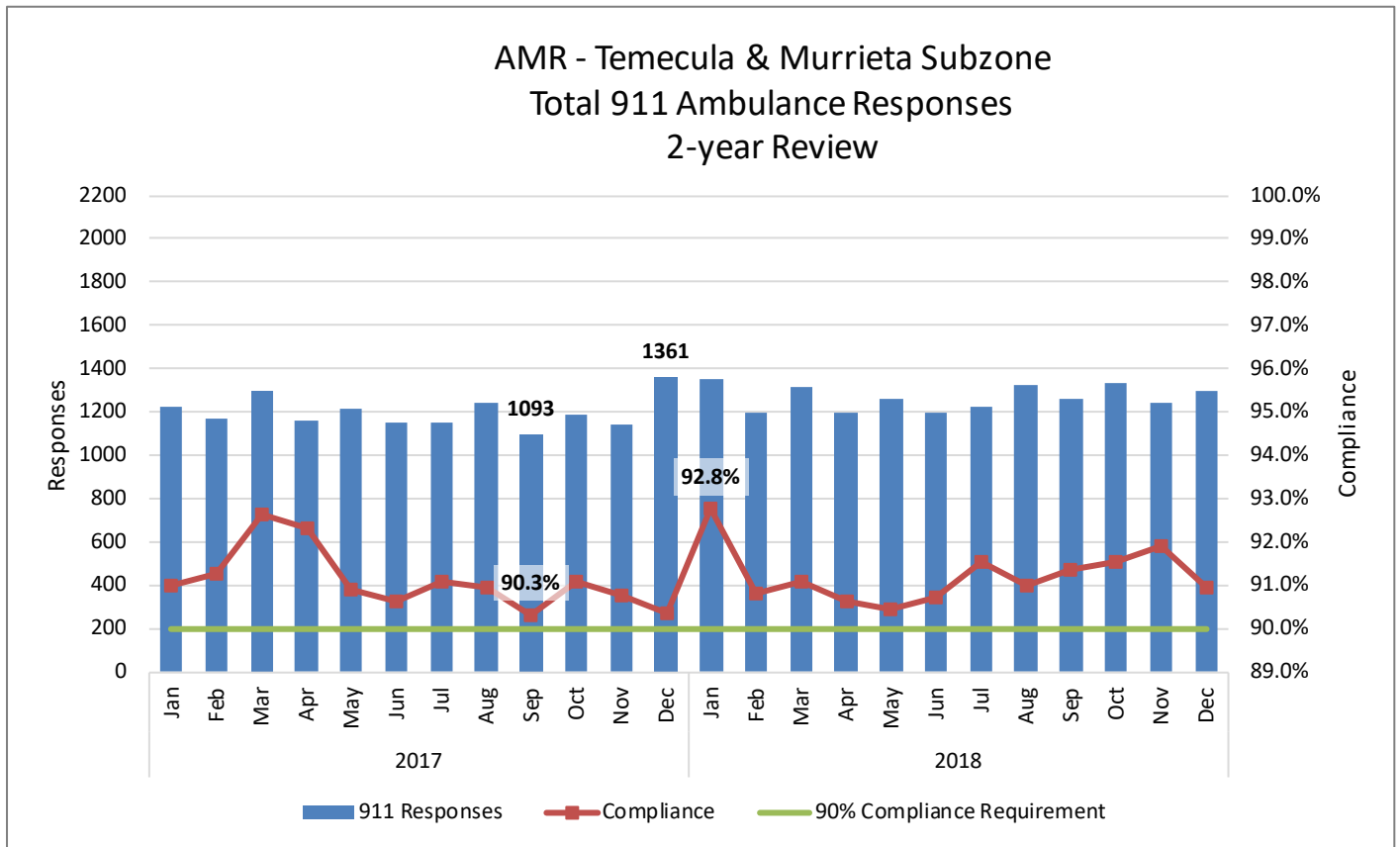
SOUTHWEST



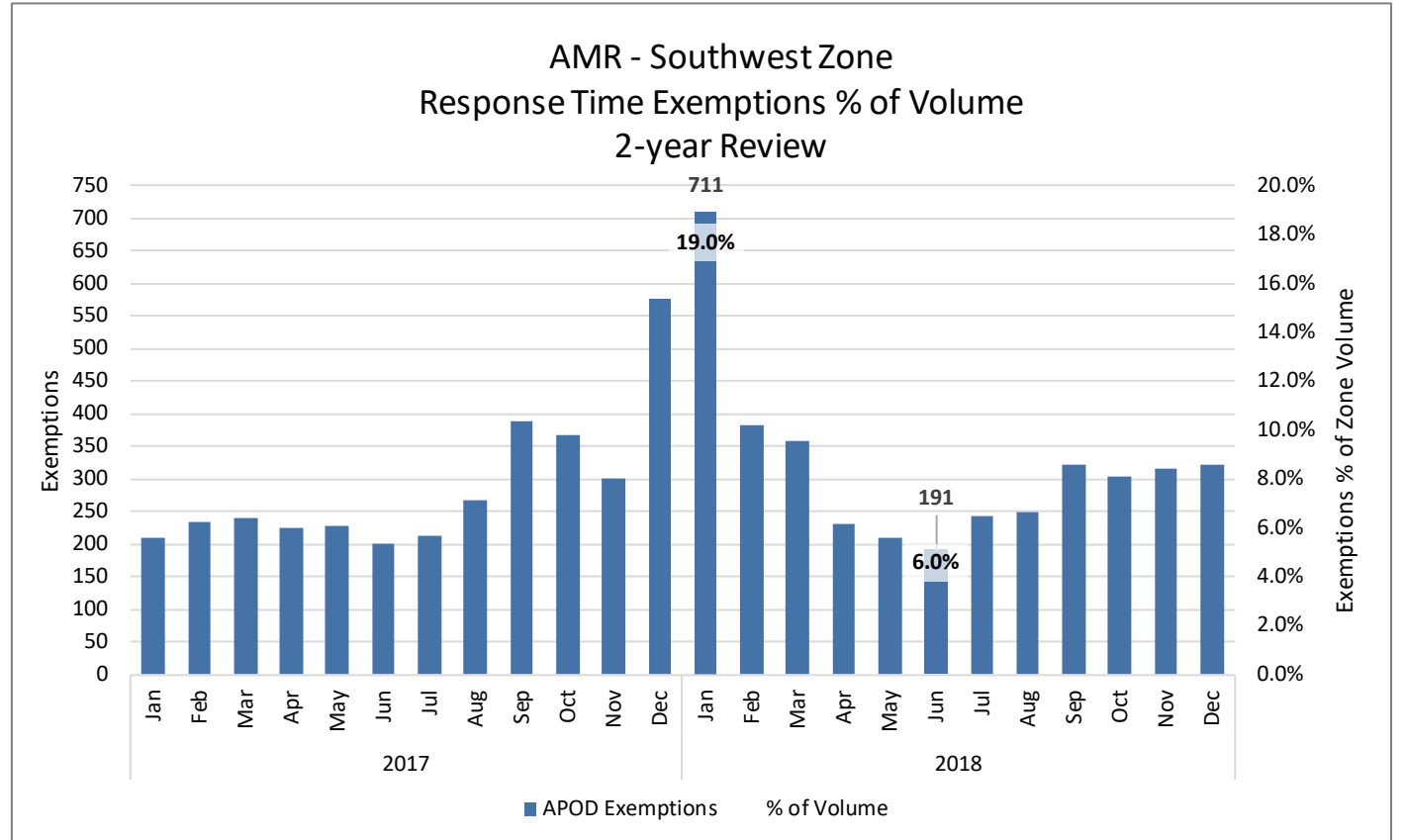
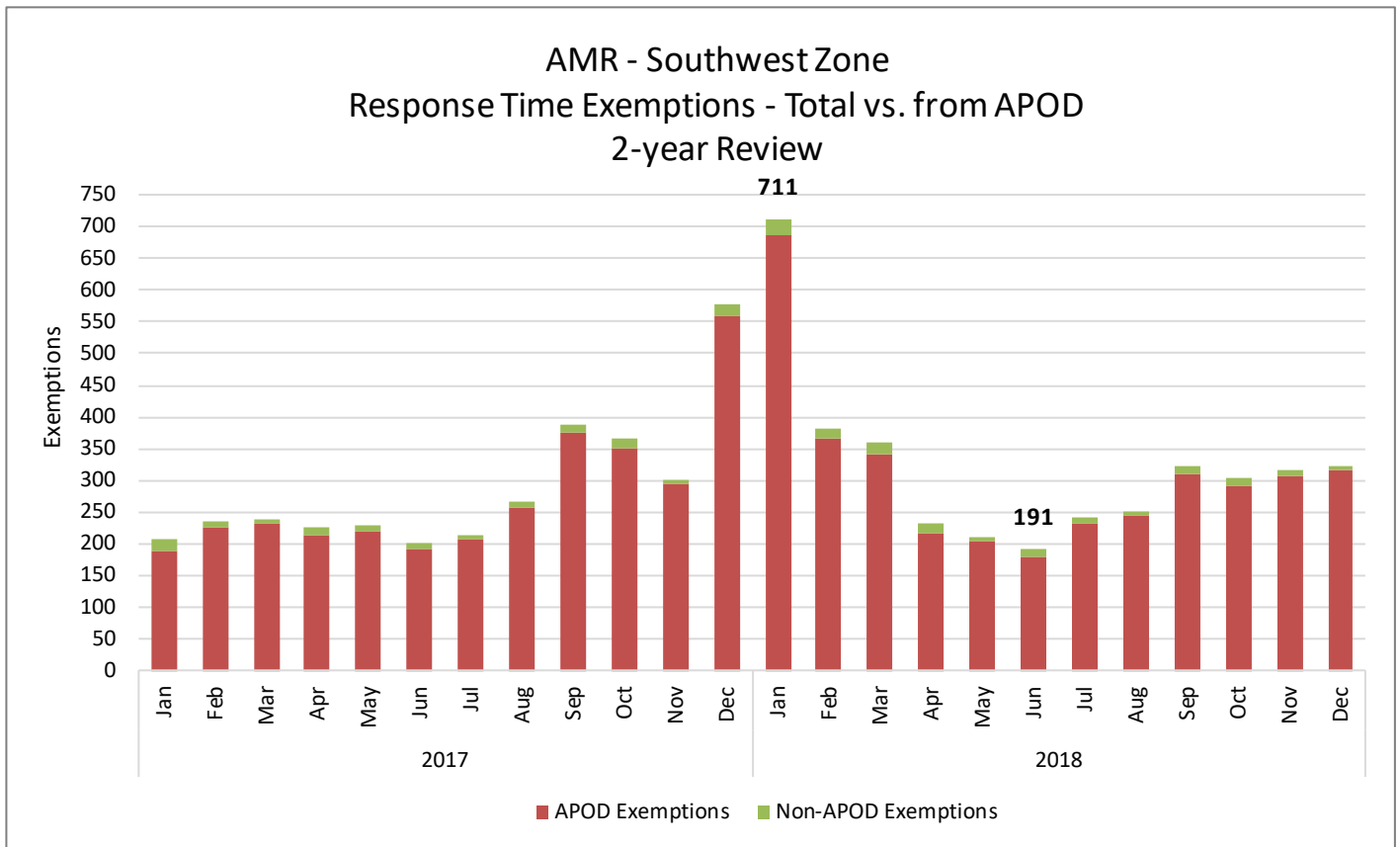
Southwest Zone: zone Response and Compliance Data



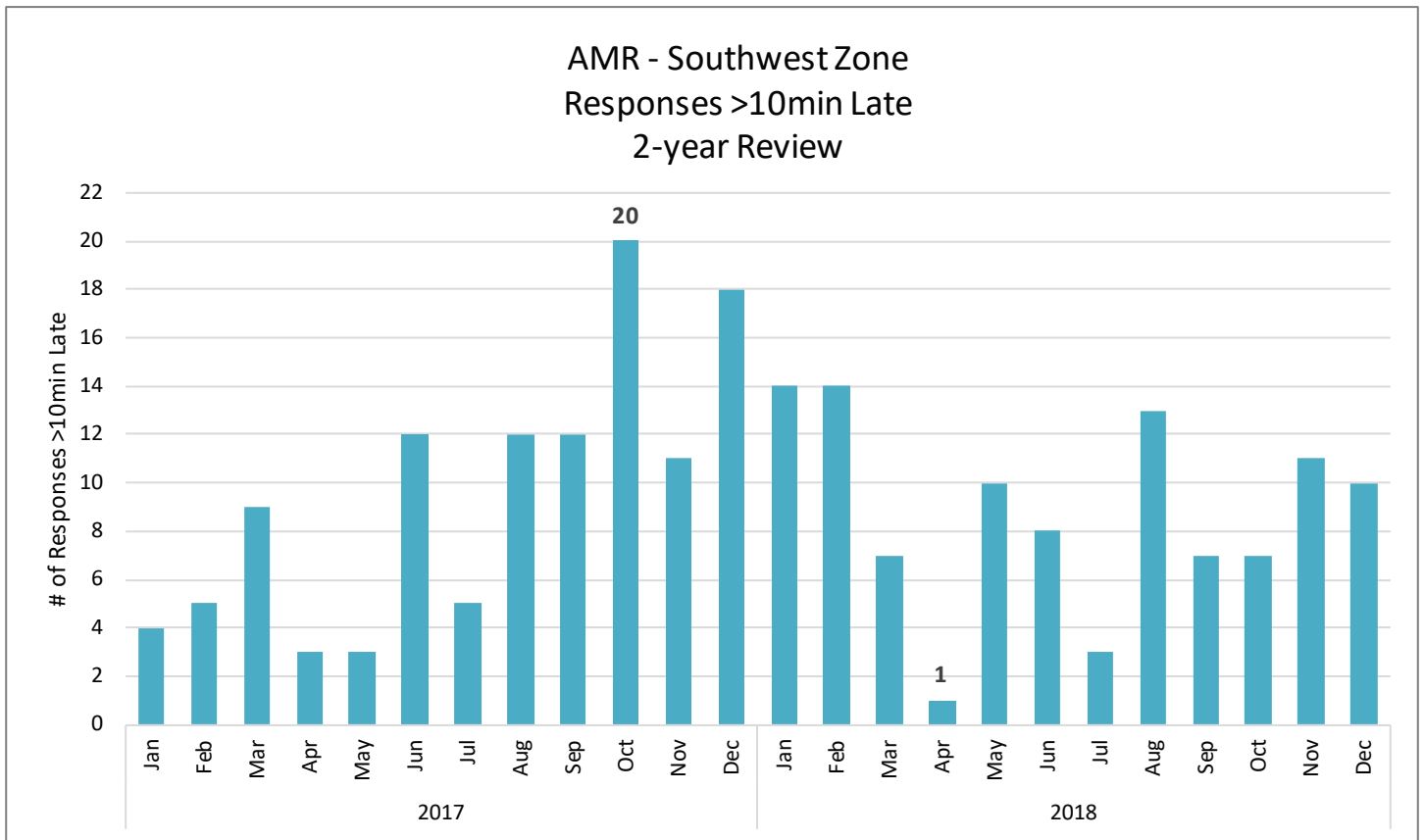
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

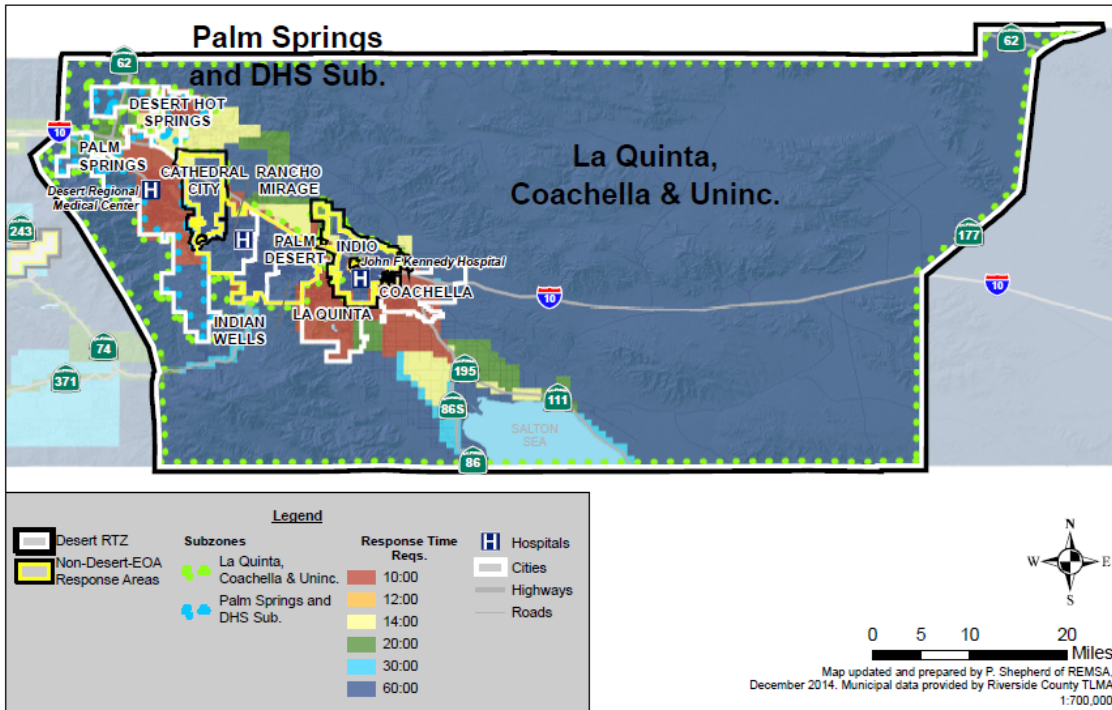


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

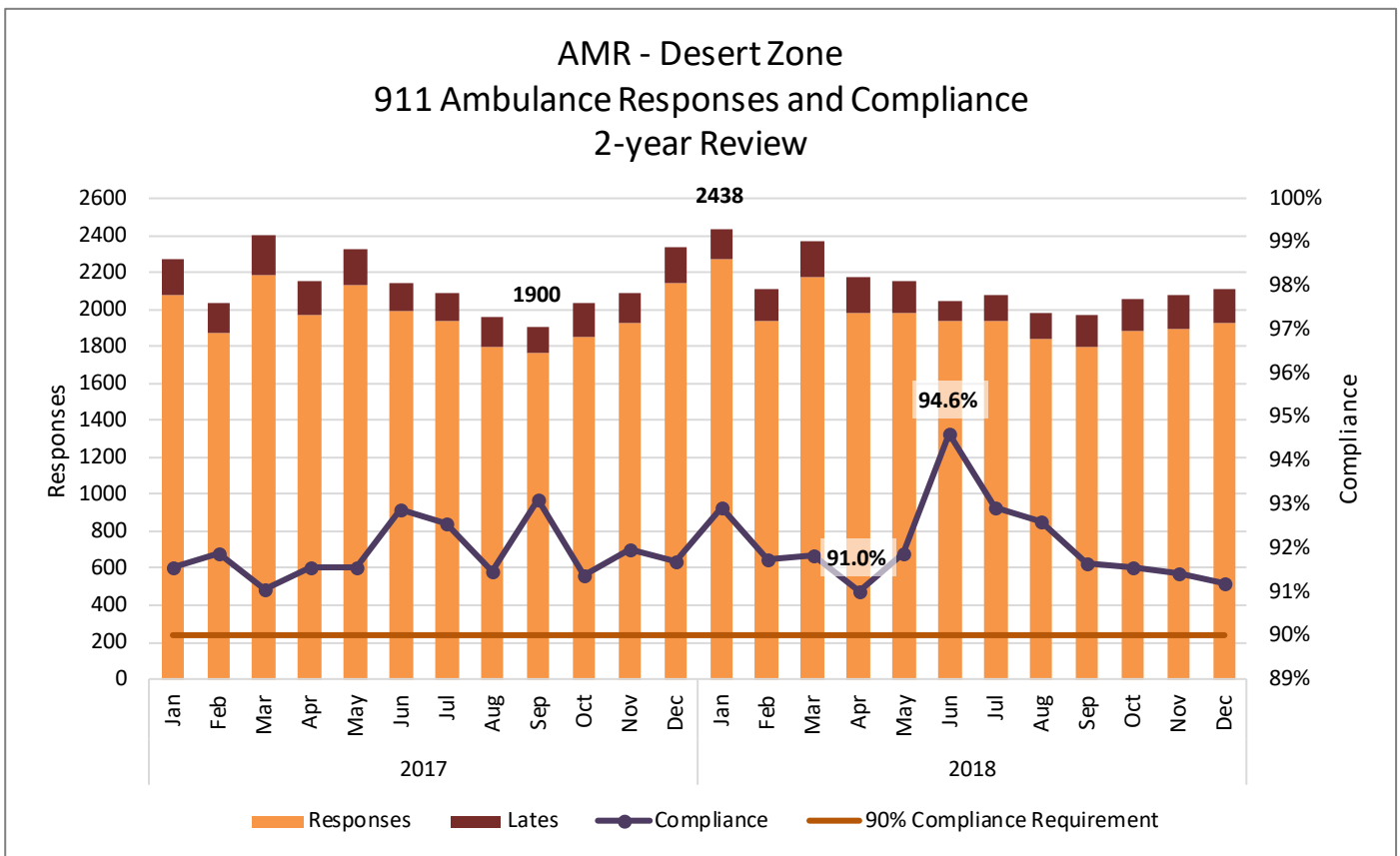
DESERT

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.

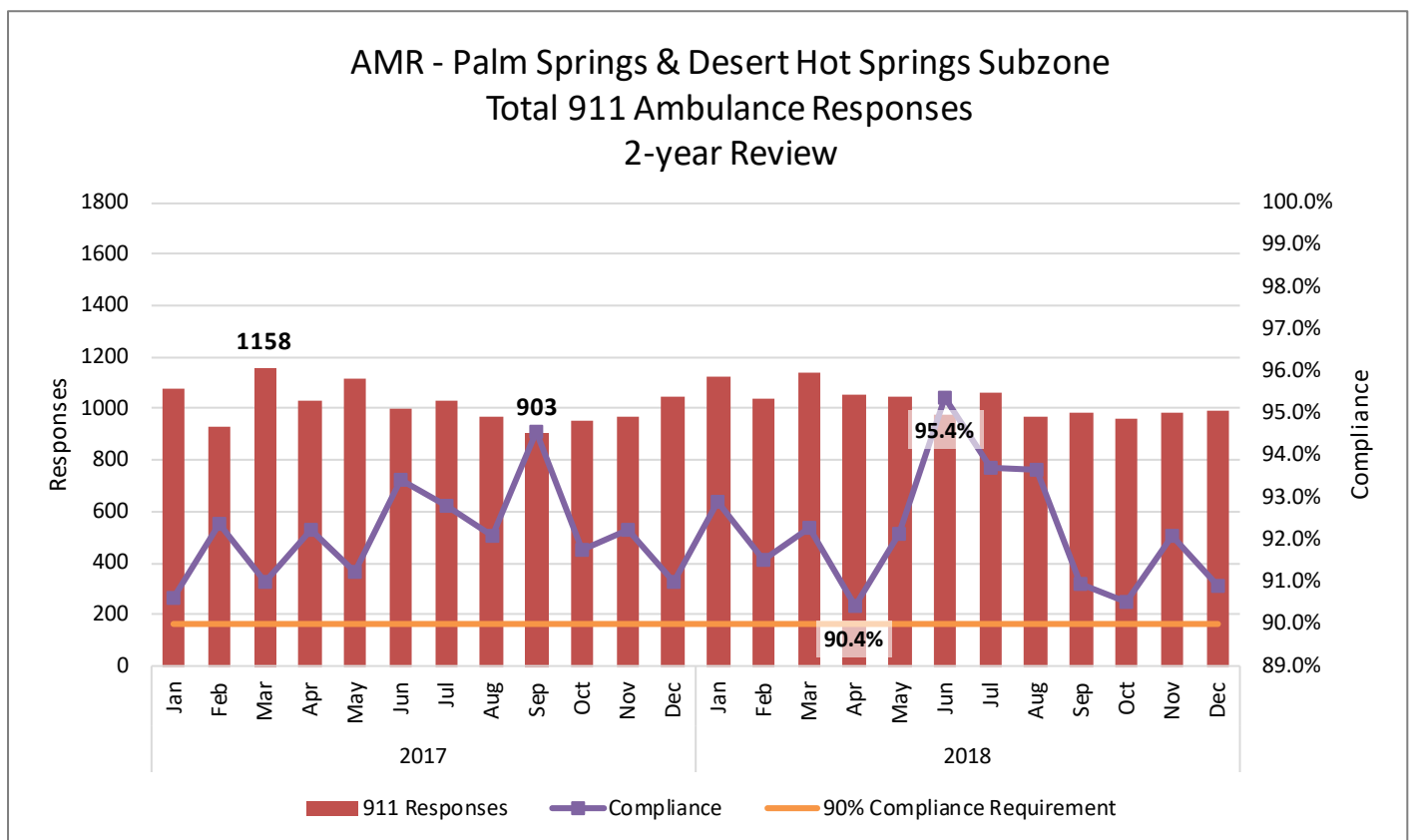
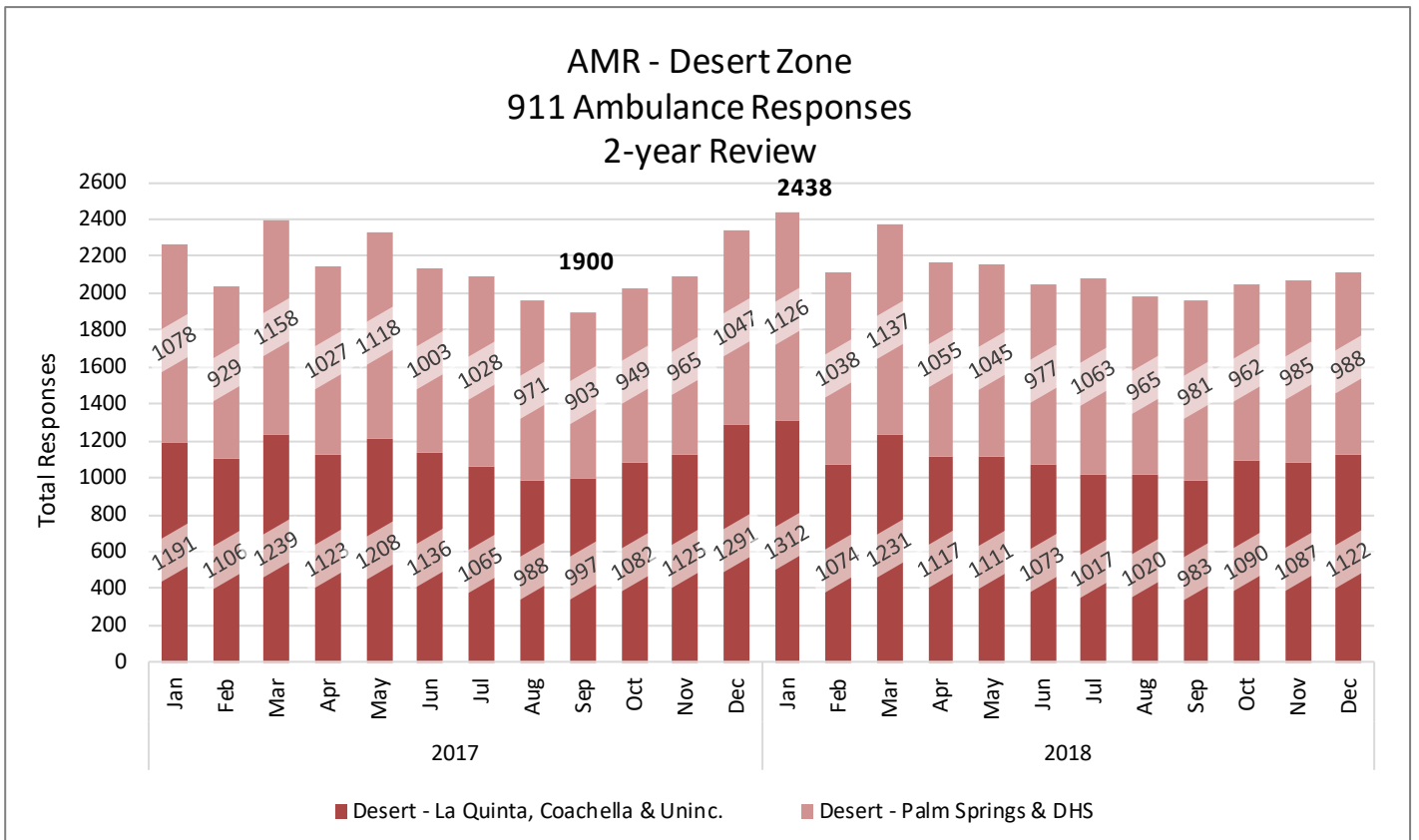
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



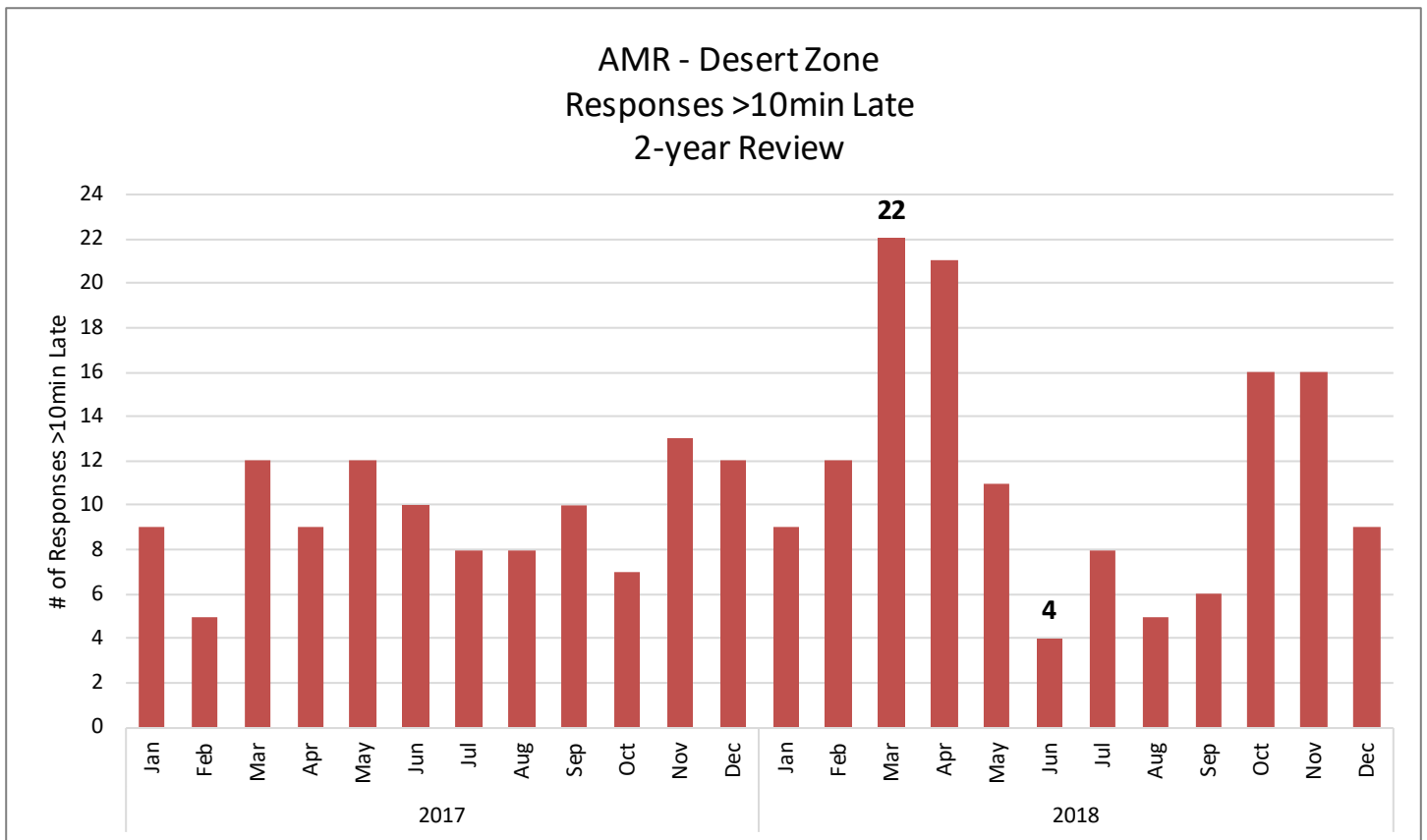
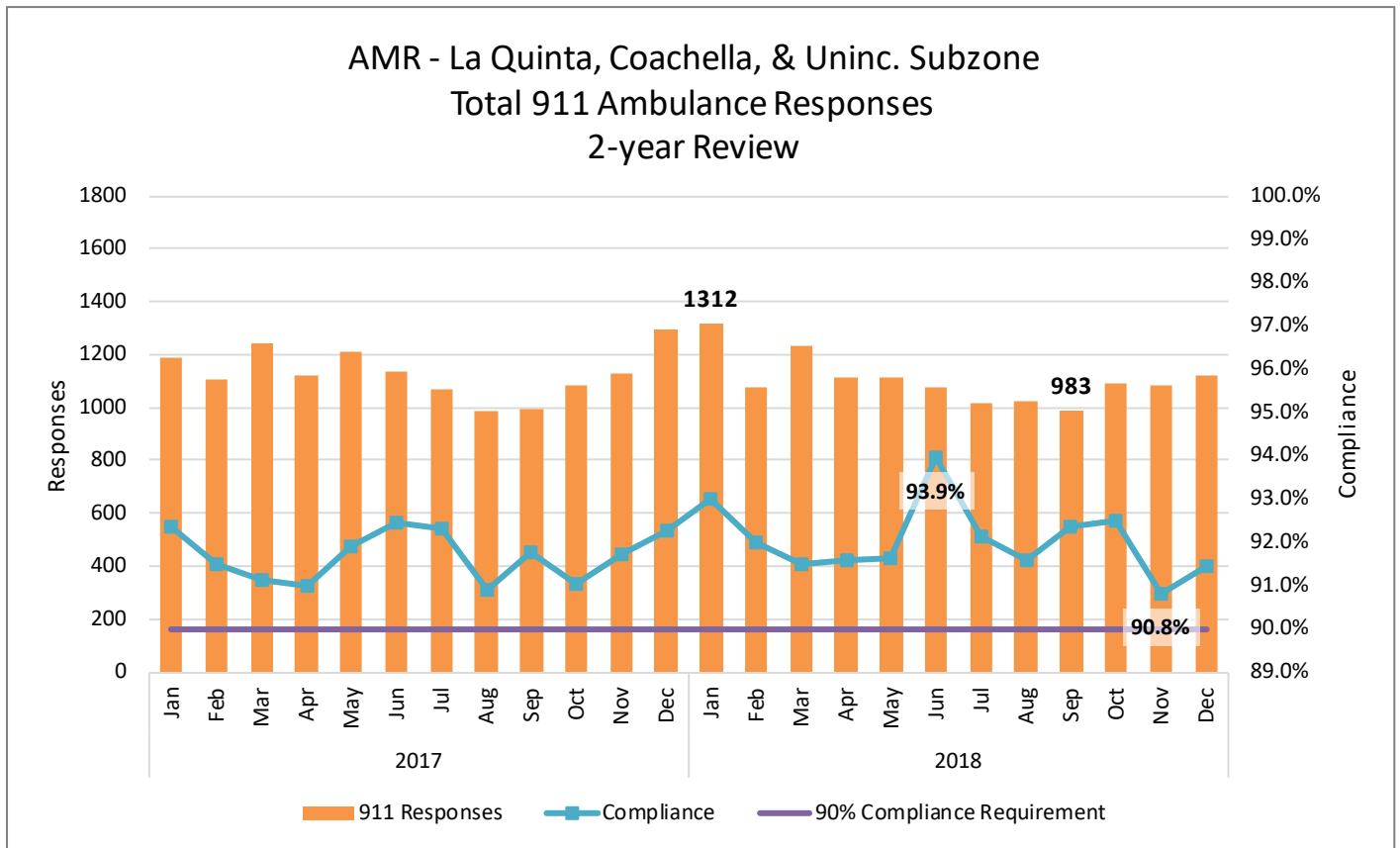
AMR - Desert Zone
911 Ambulance Responses and Compliance
2-year Review



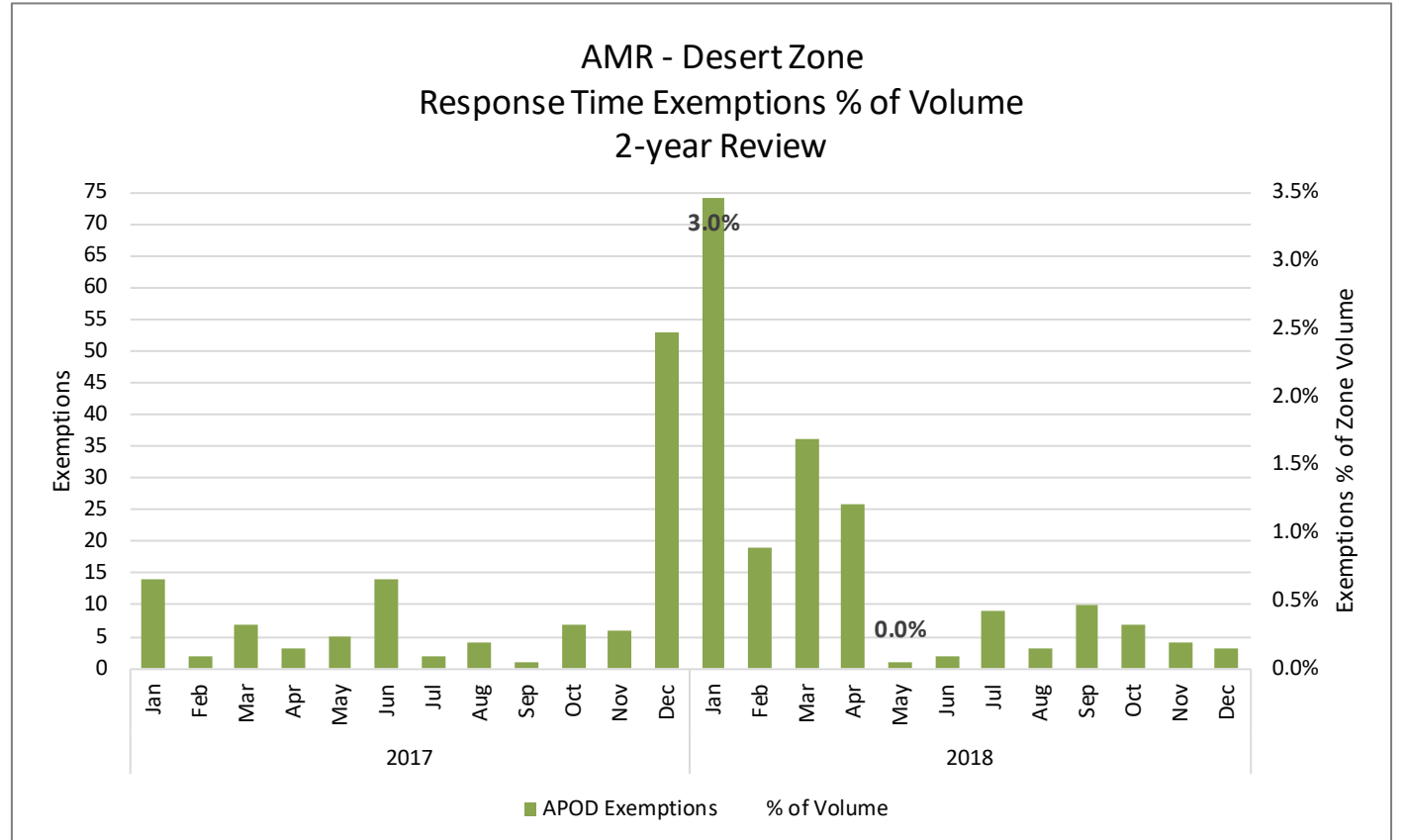
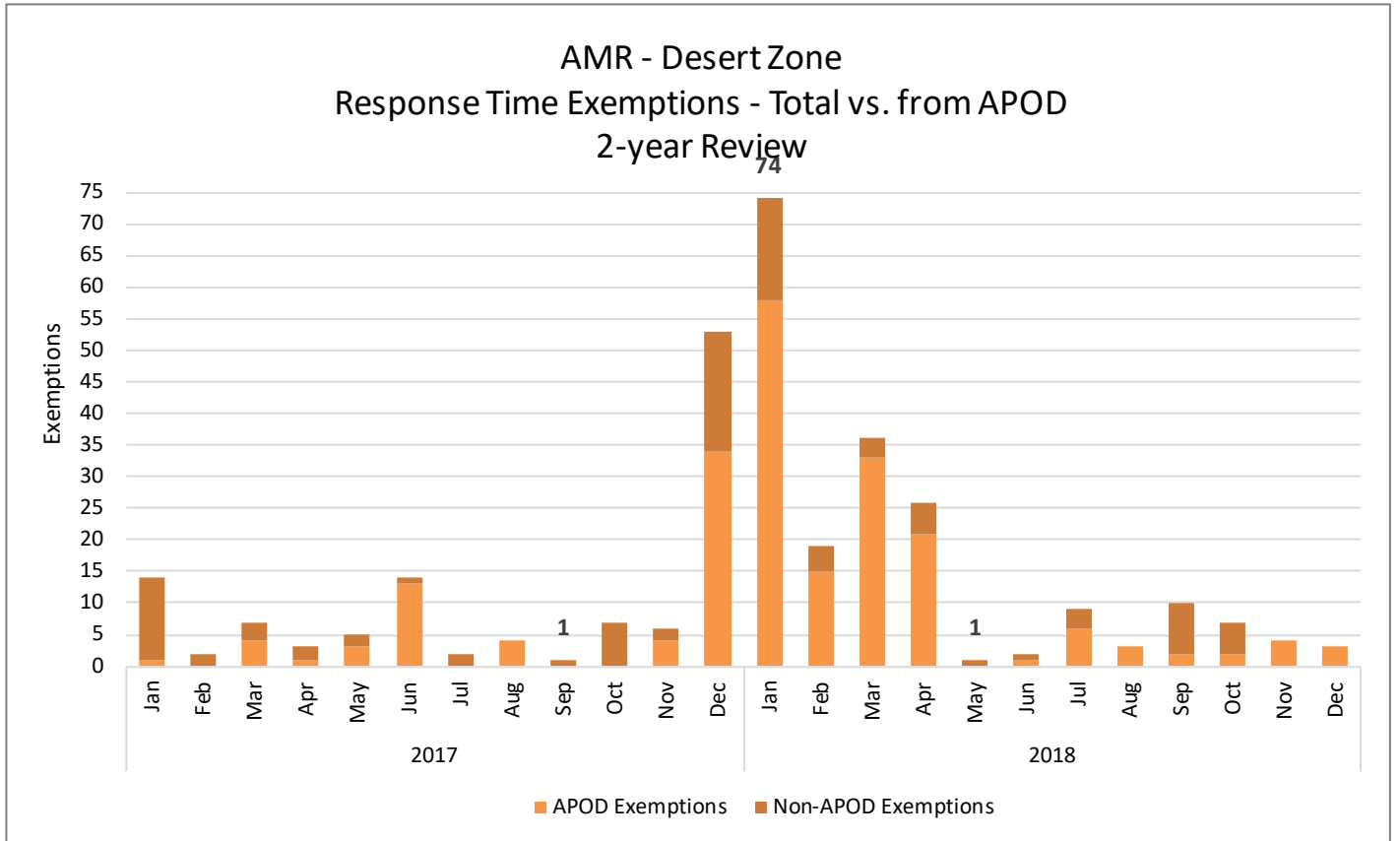
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



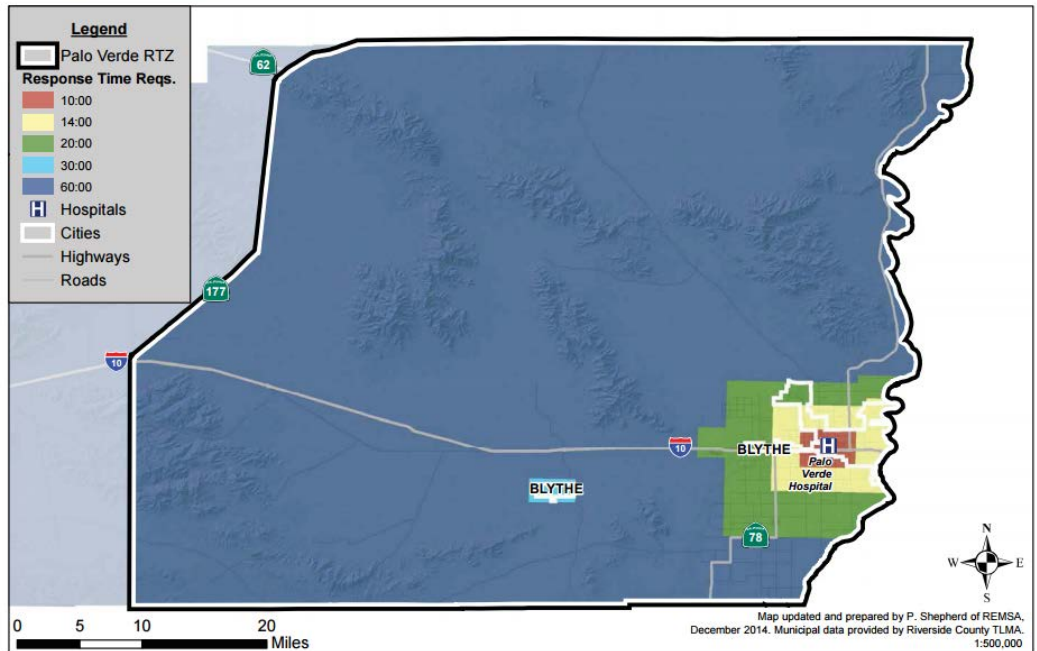
PALO VERDE ZONE



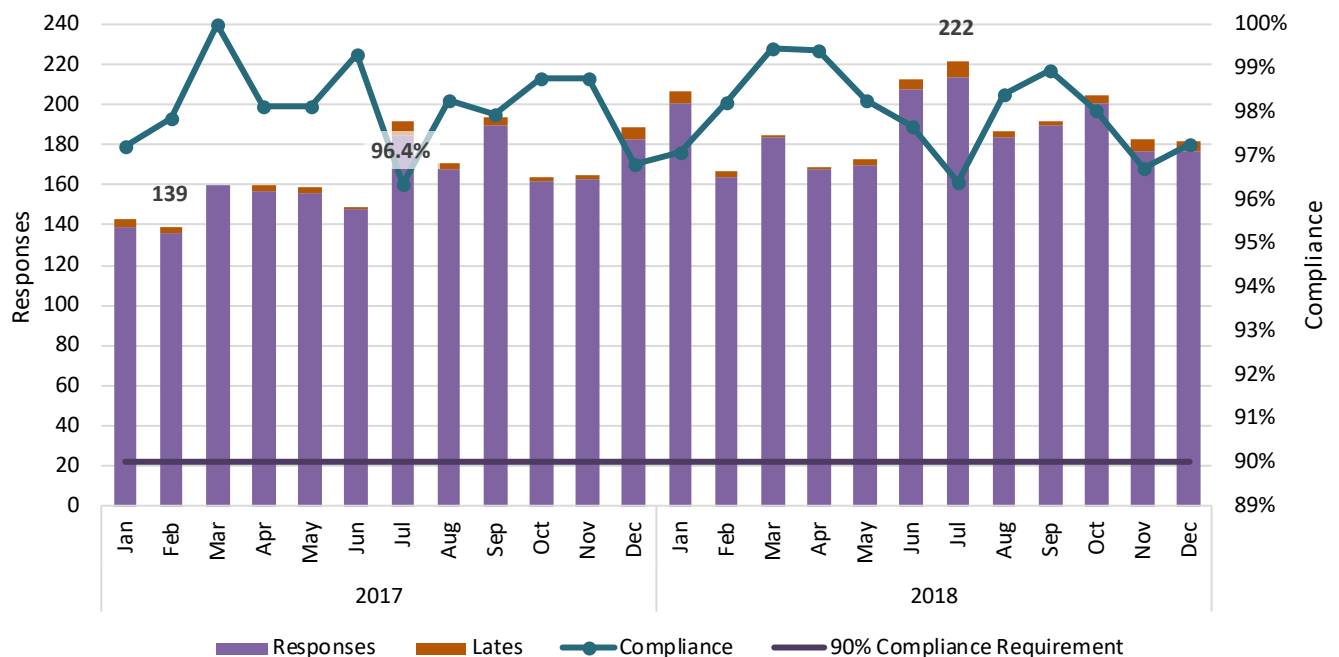
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PALO VERDE

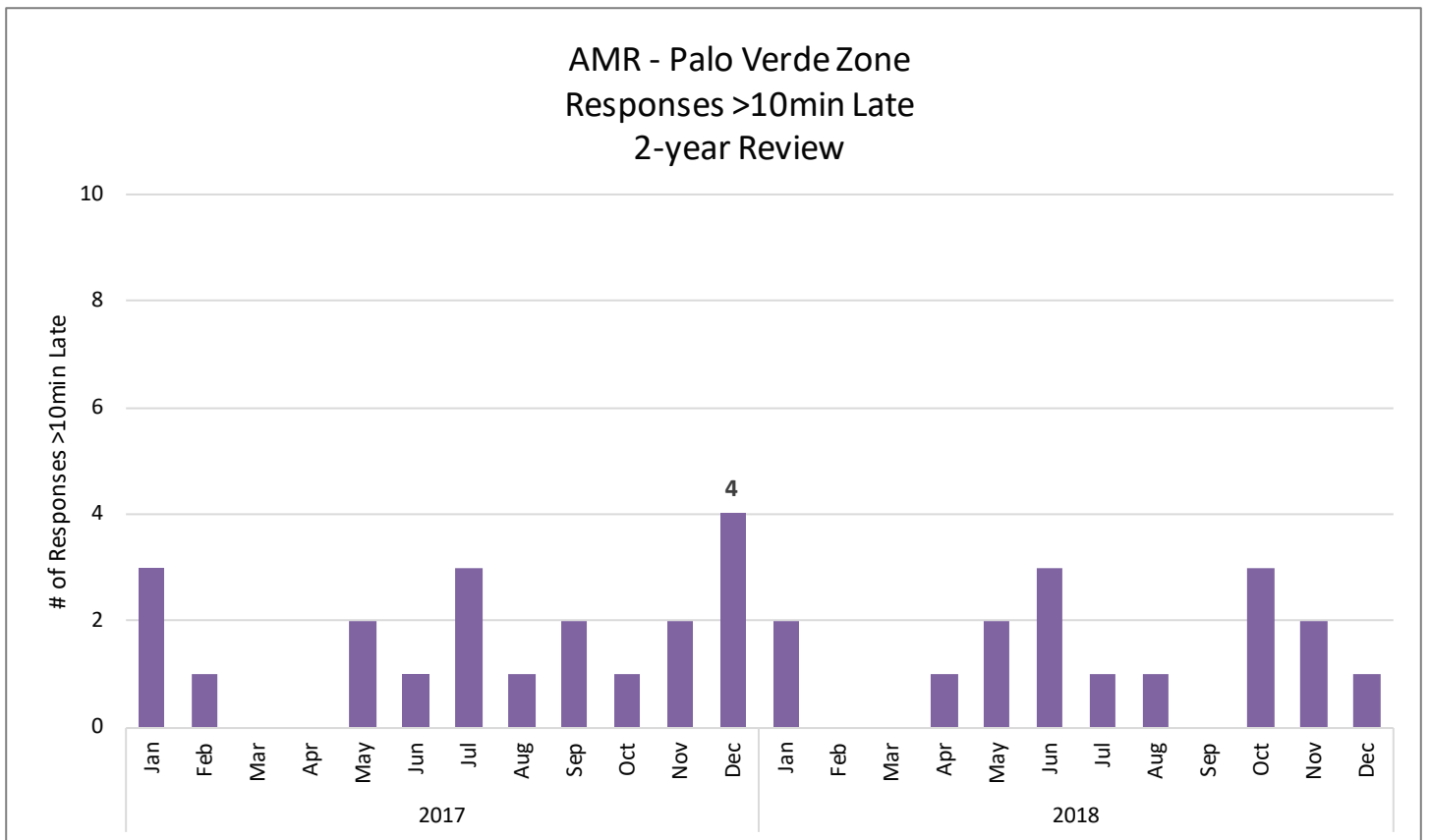
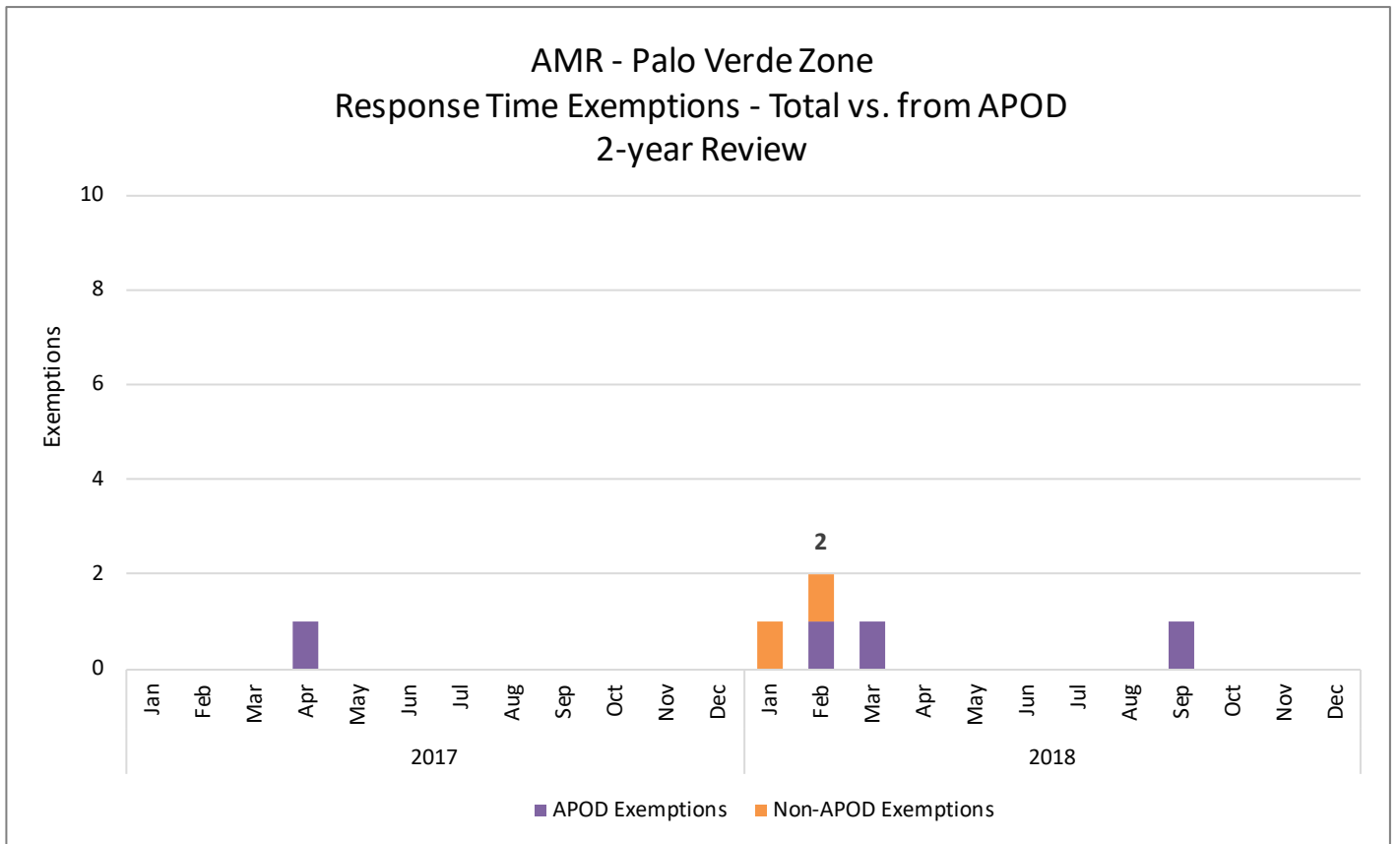
The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



AMR - Palo Verde Zone
911 Ambulance Responses and Compliance
2-year Review



Palo Verde Zone: Exemptions and >10 Minutes Late

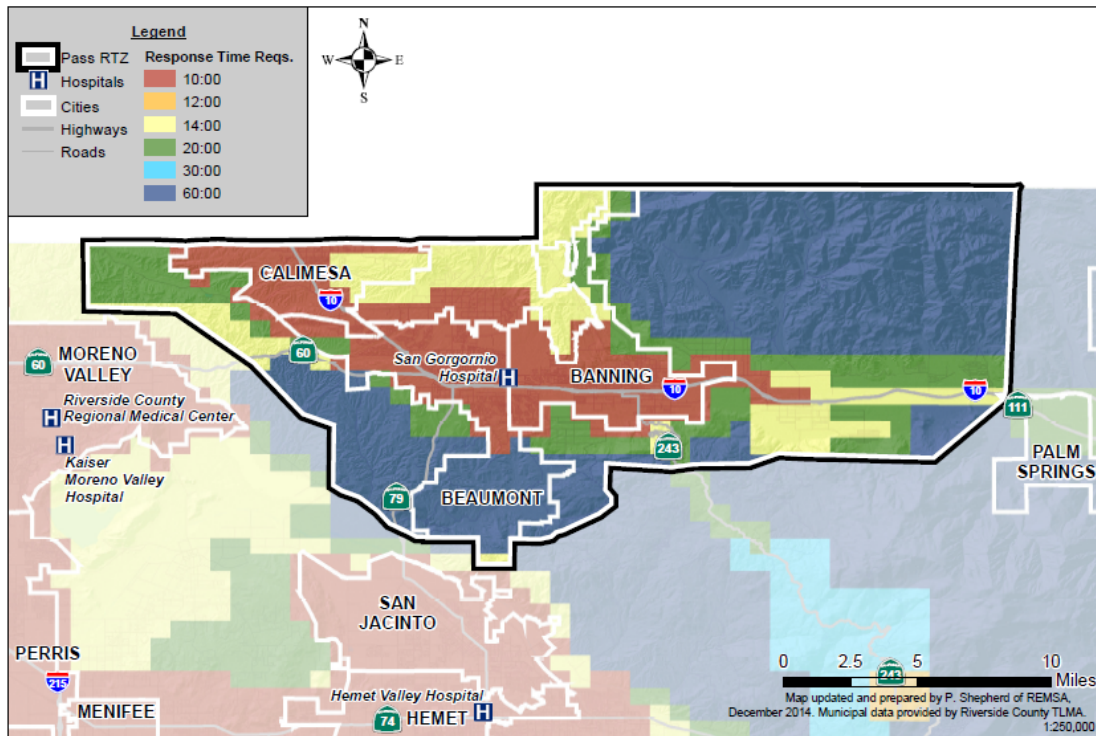


PASS ZONE



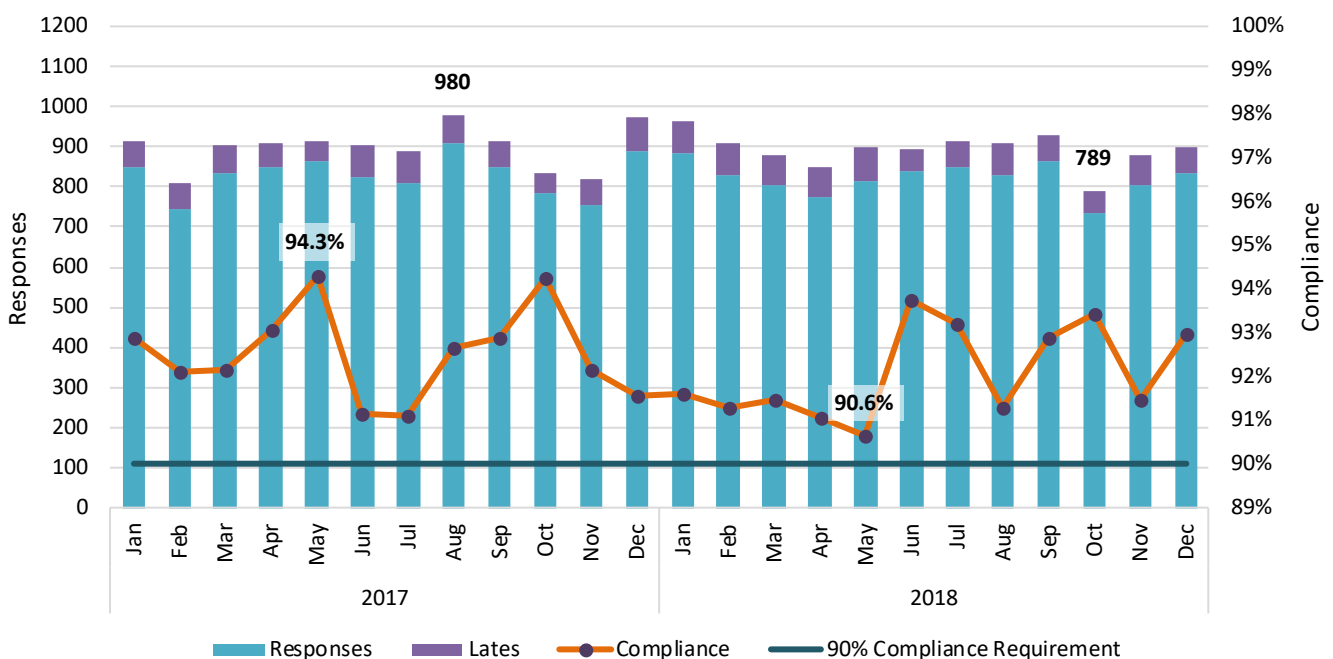
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PASS

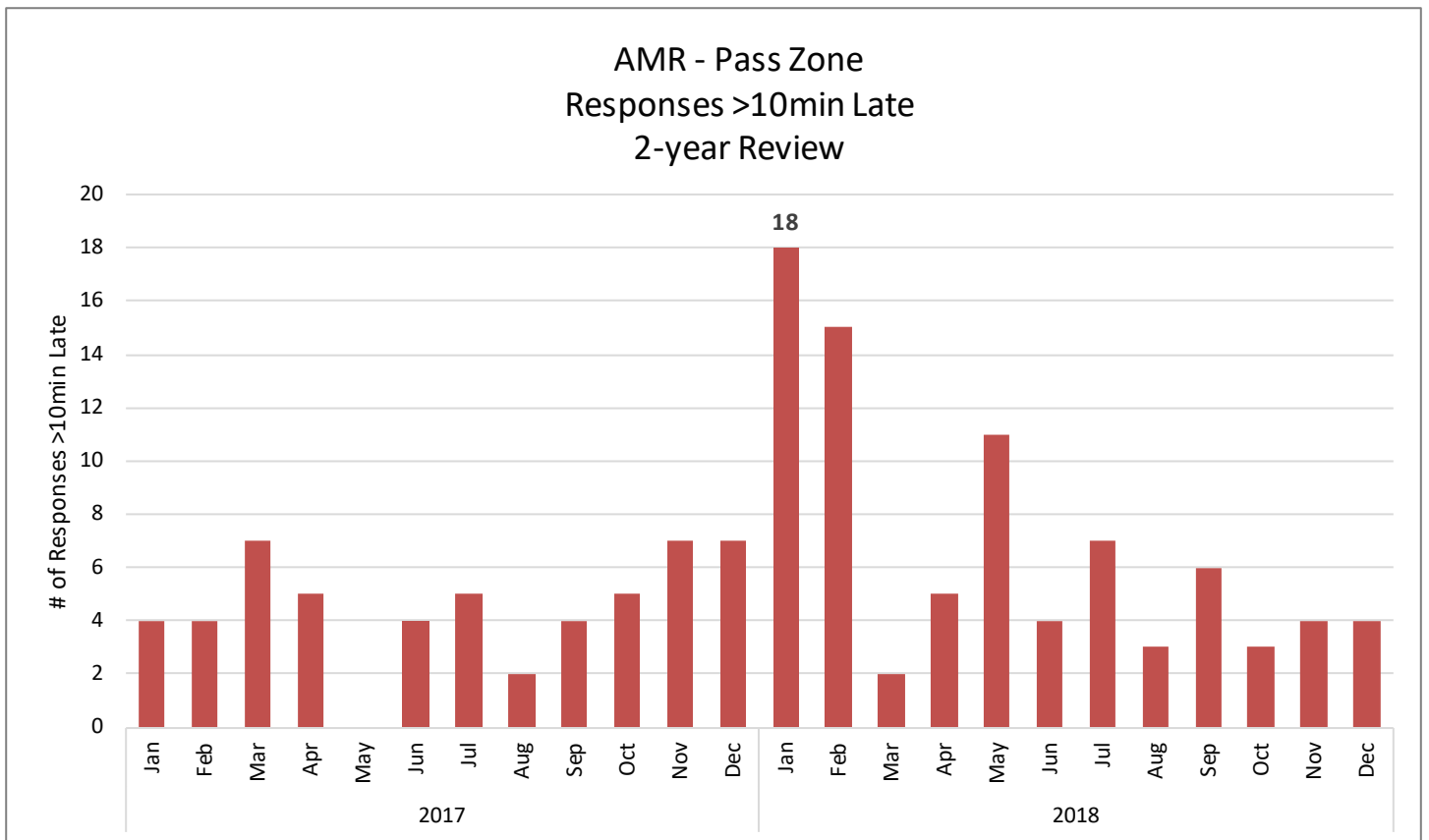
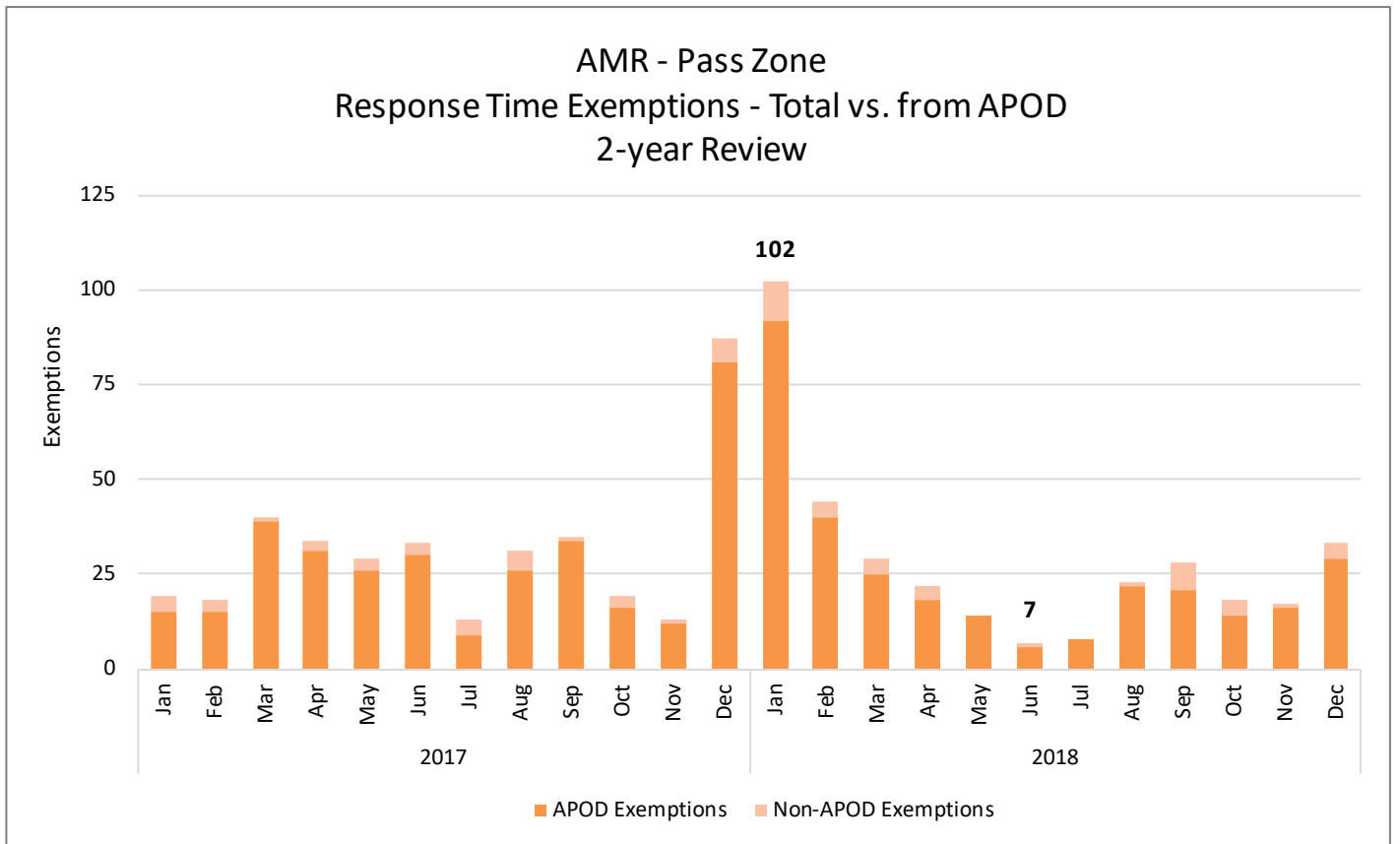


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

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

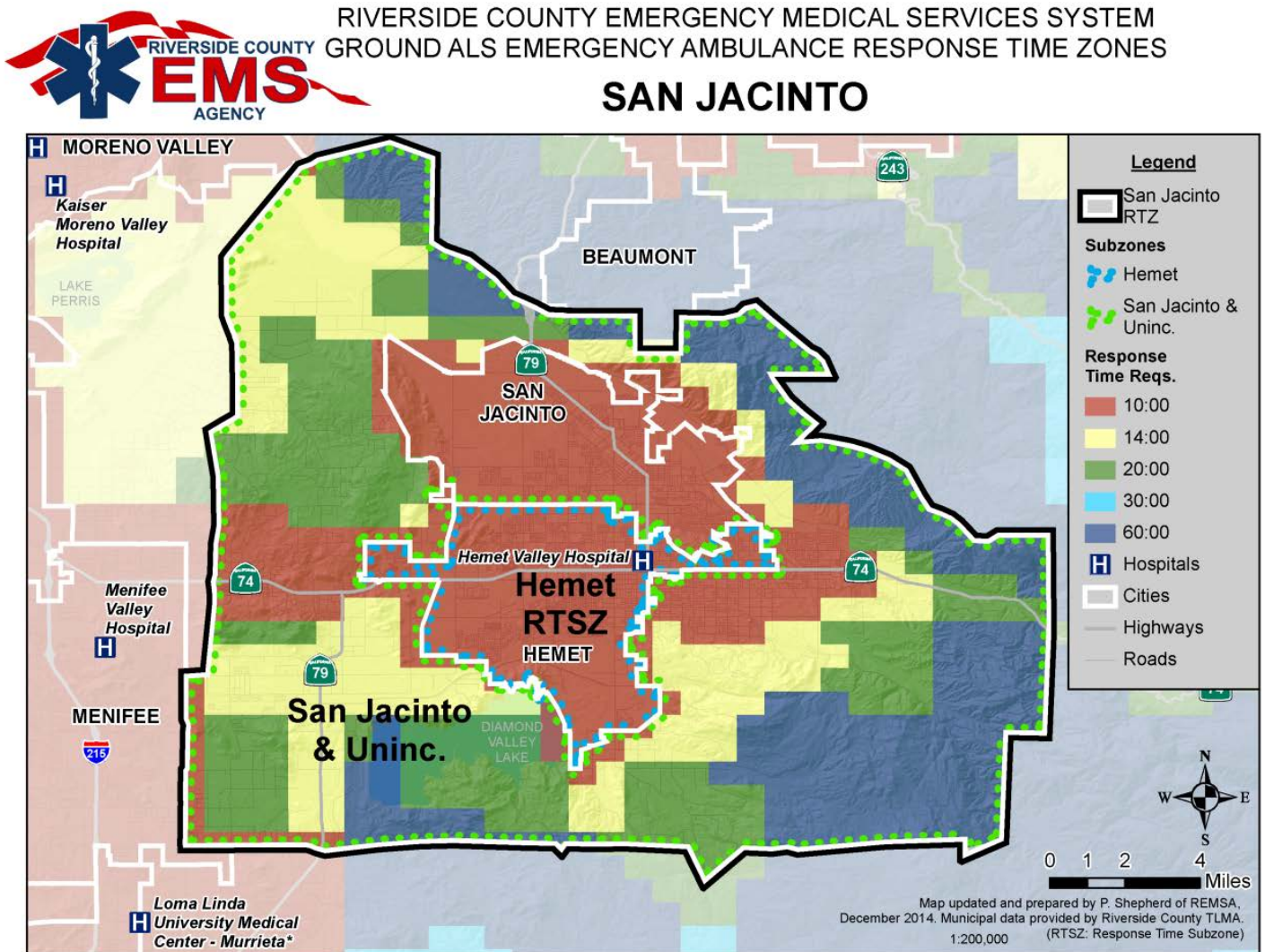


Pass Zone: Exemptions and Responses >10 Minutes Late

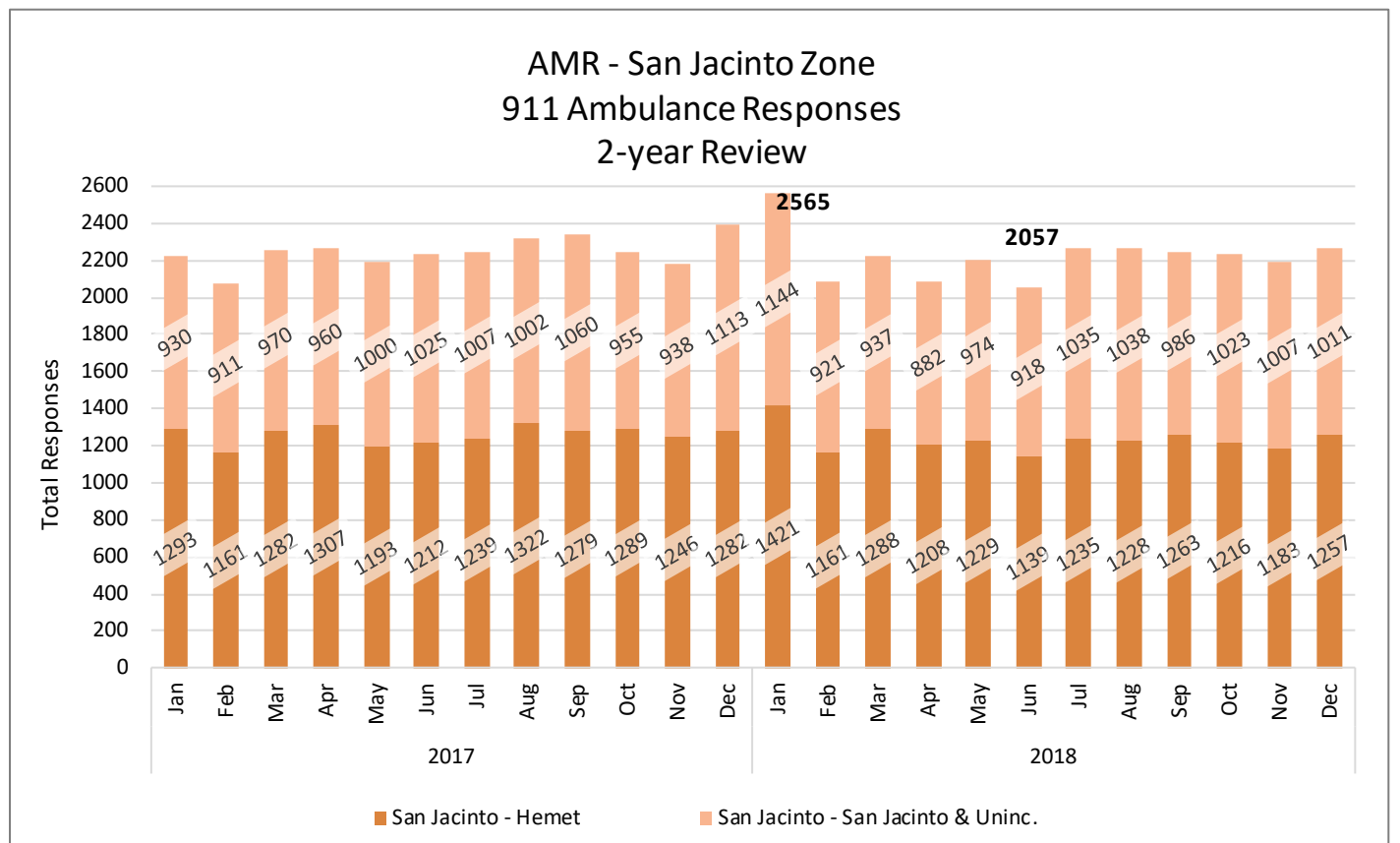
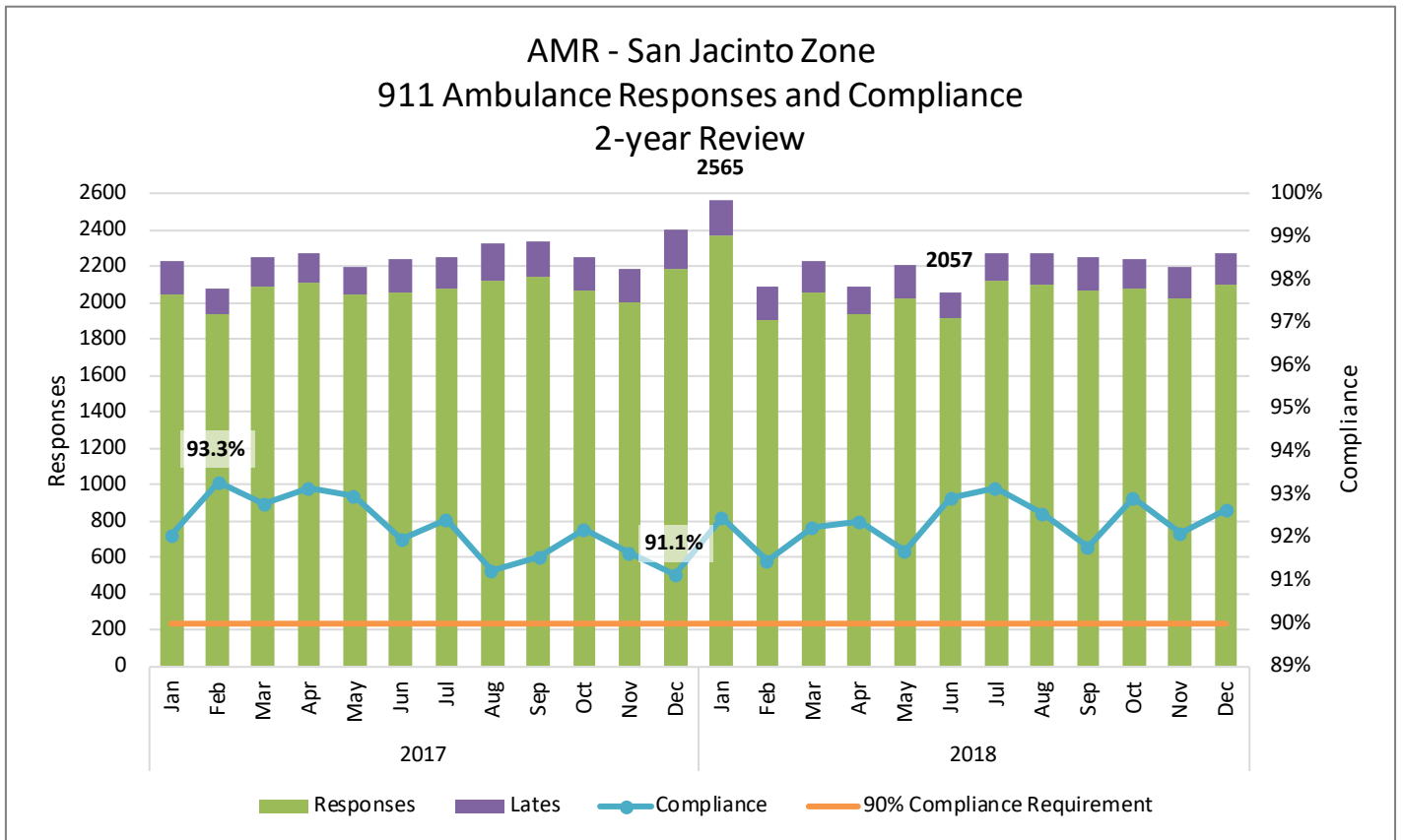


SAN JACINTO ZONE

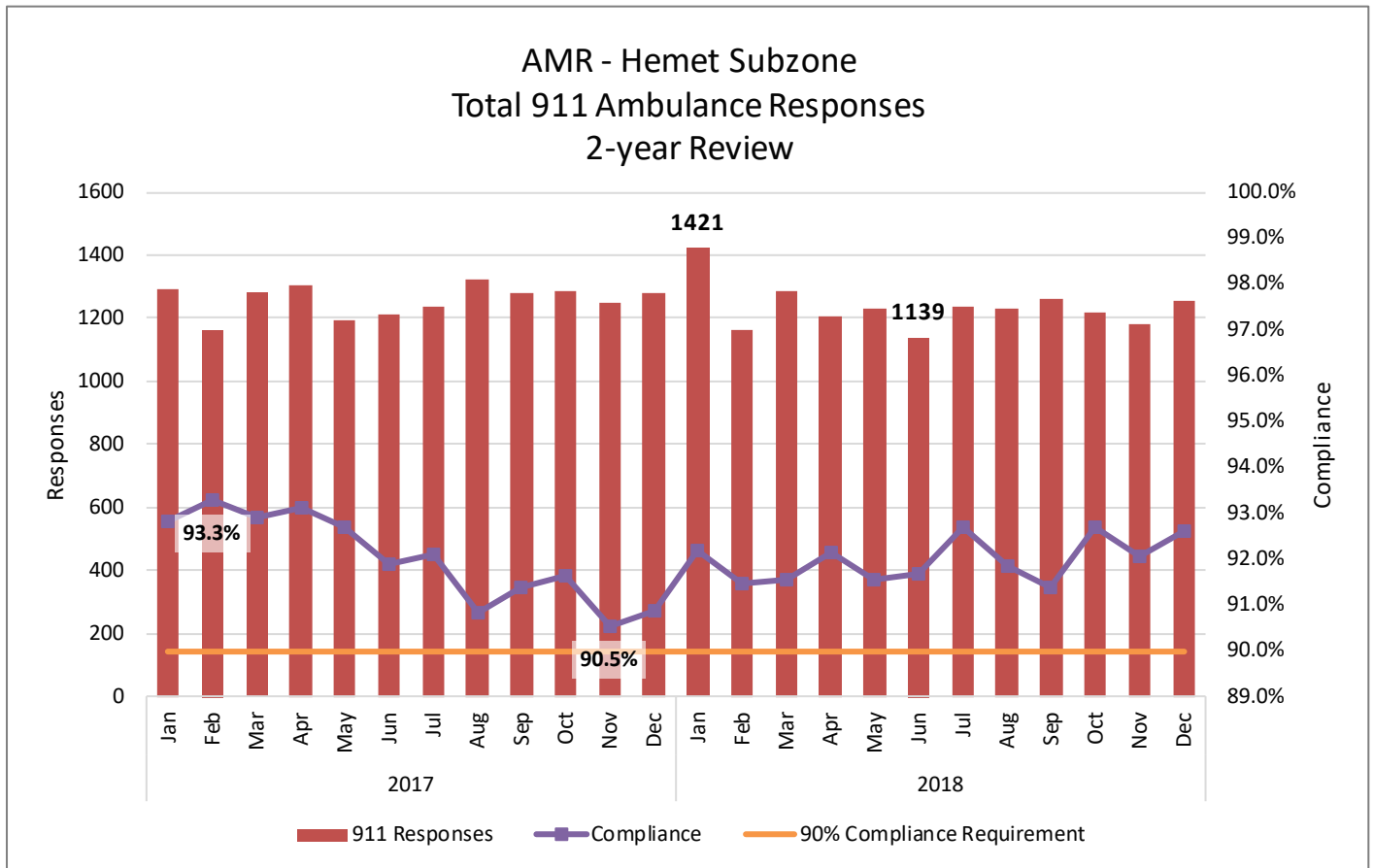
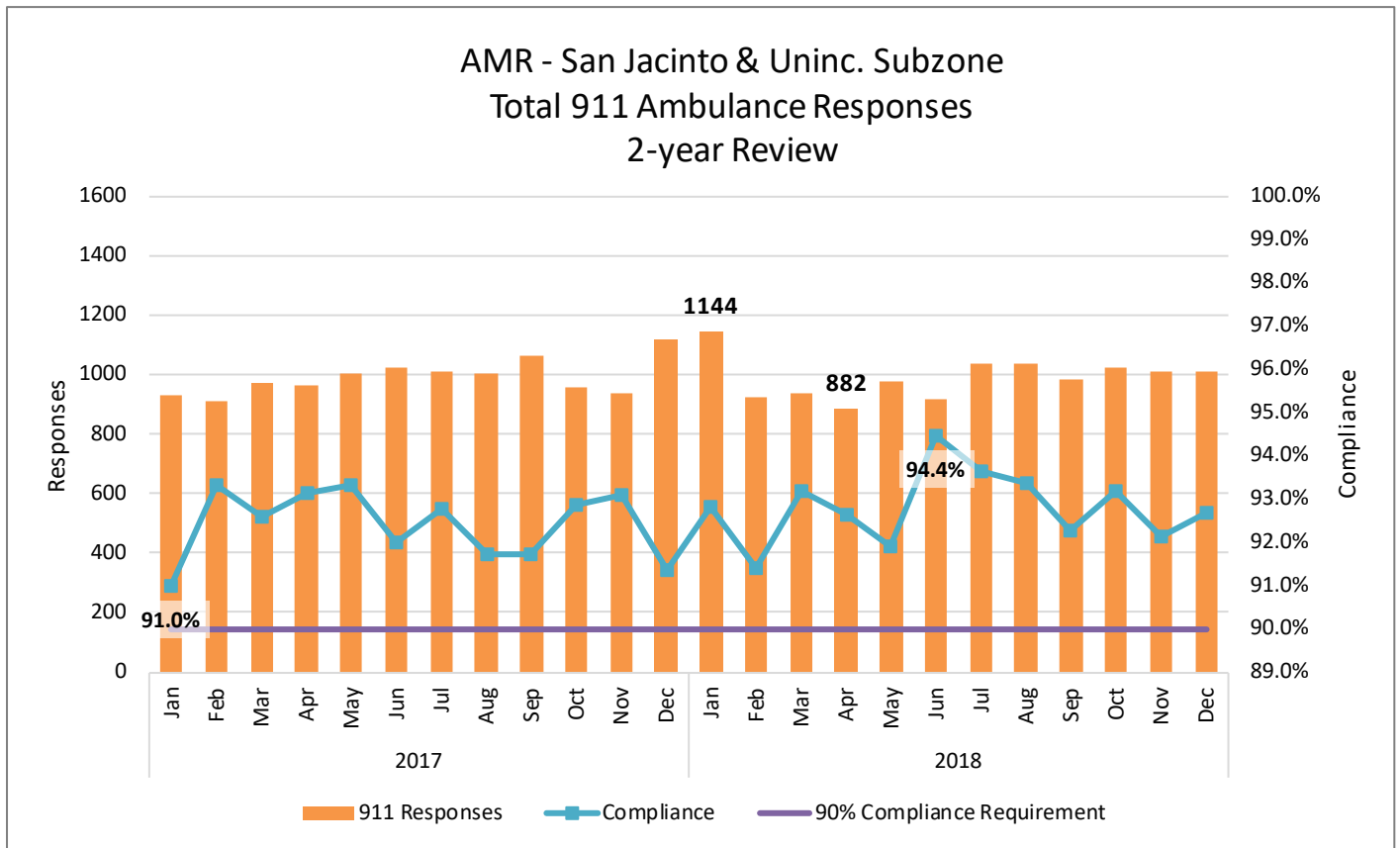
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences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



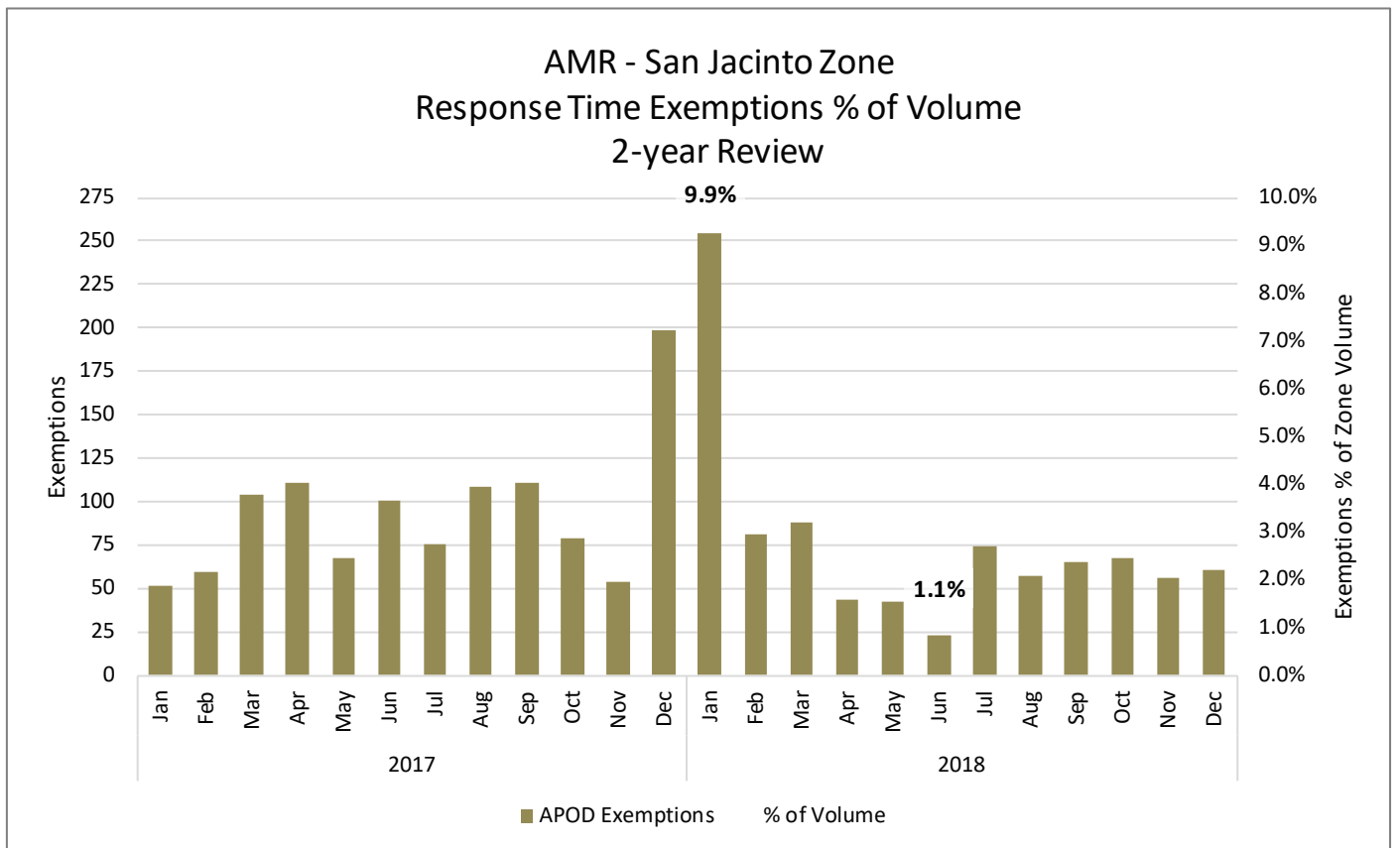
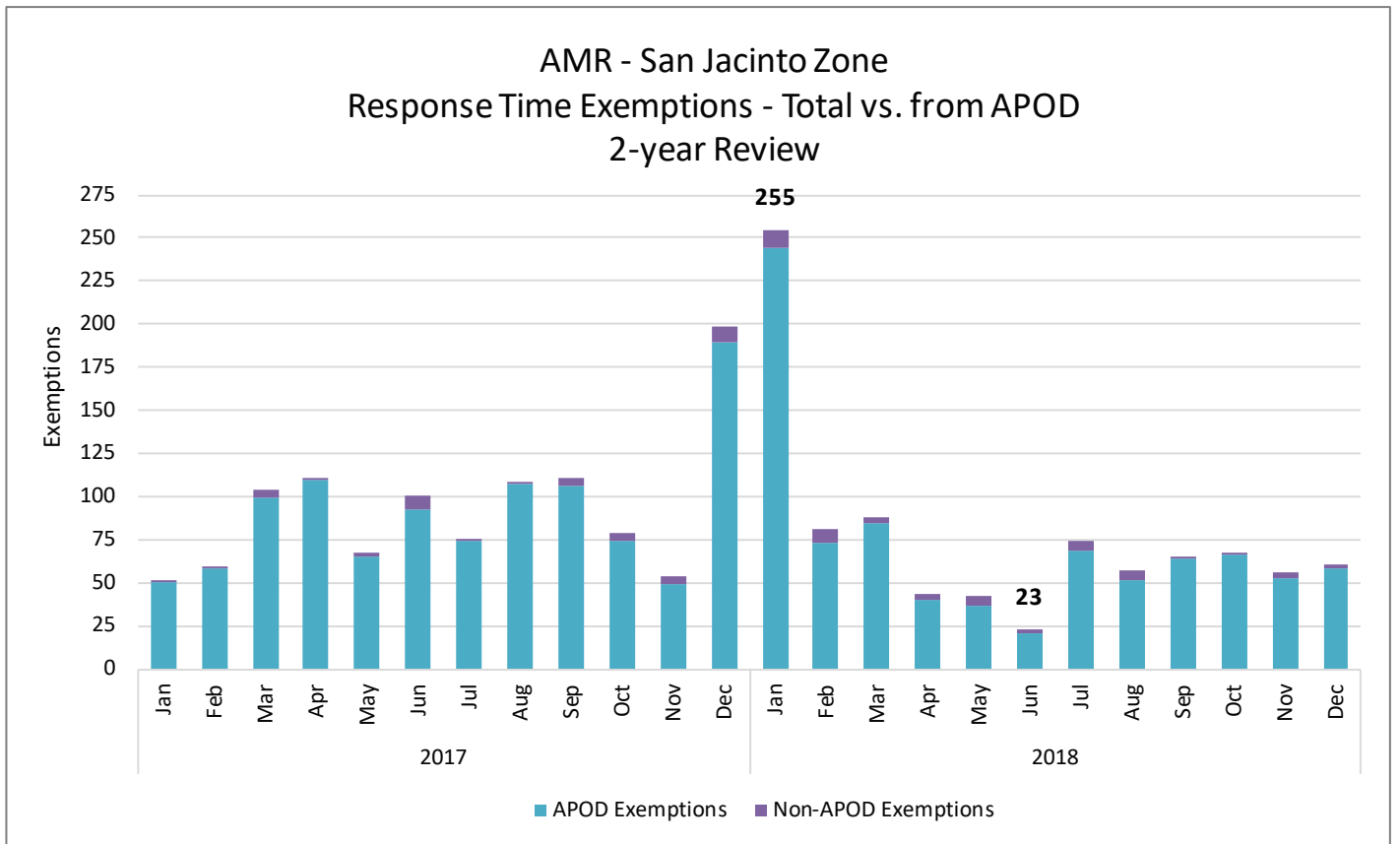
San Jacinto Zone: Subzone Response and Compliance Data



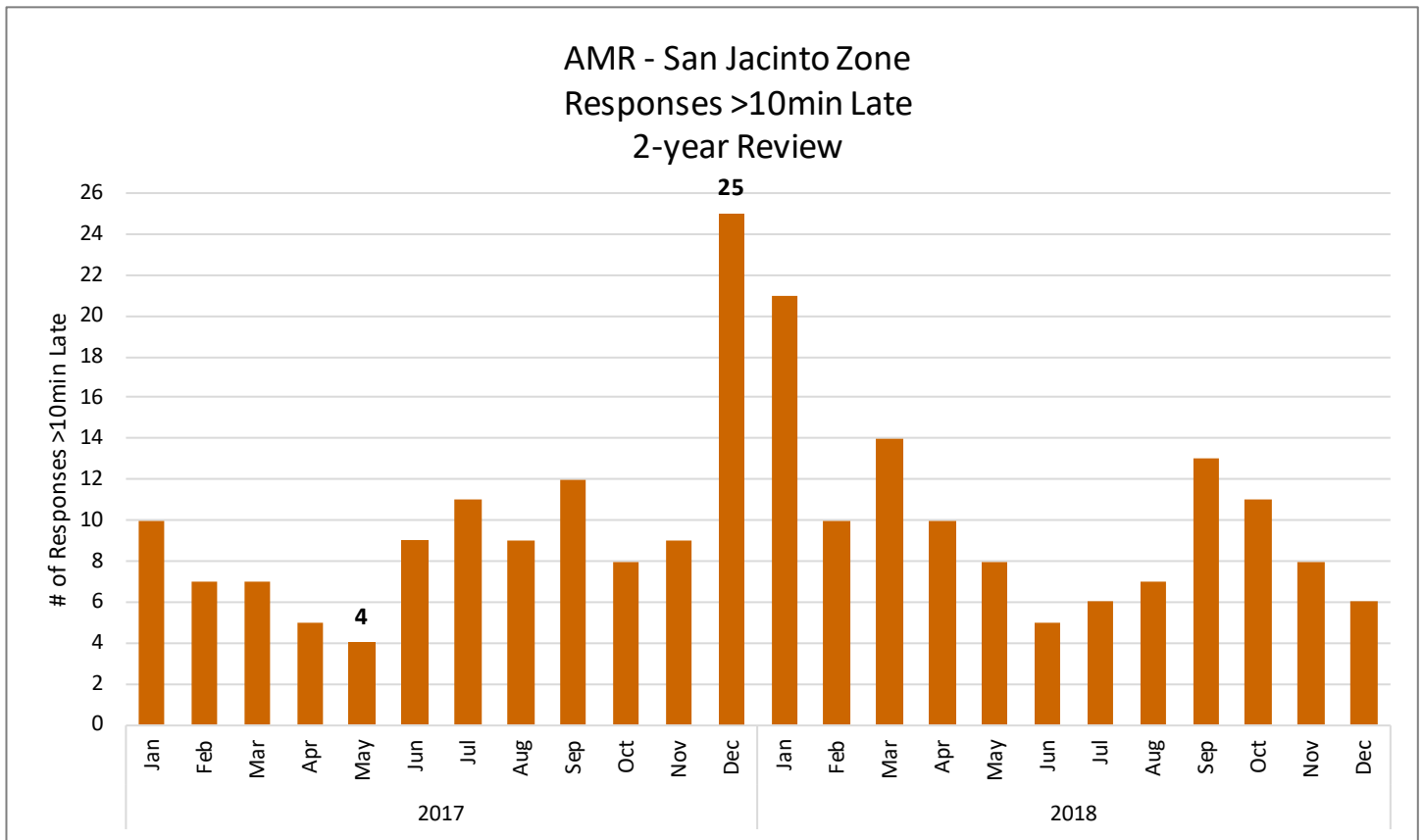
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



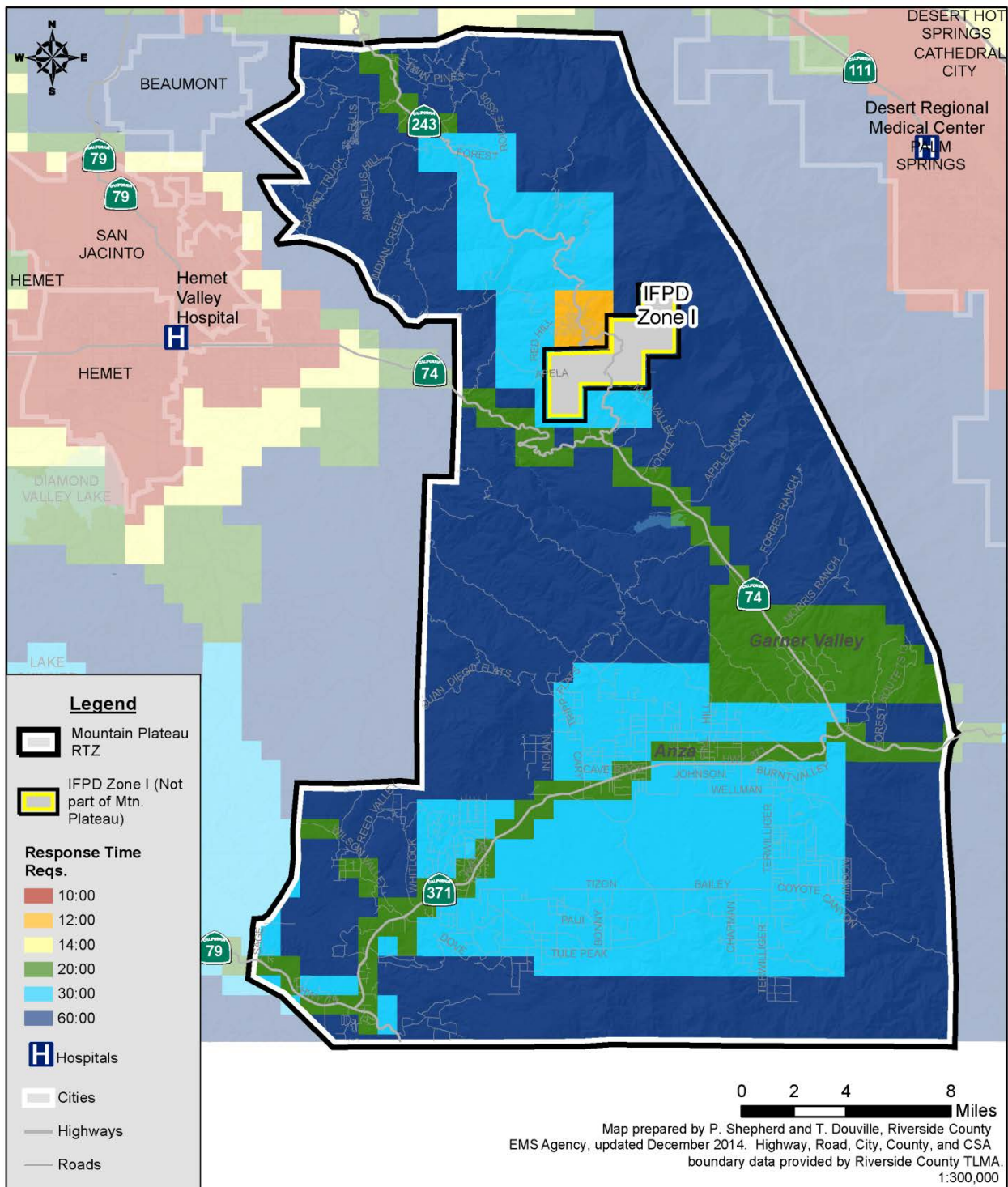
MOUNTAIN PLATEAU ZONE

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 114 9-1-1 ambulance responses per month (2018 data) with an average of five late calls per month.

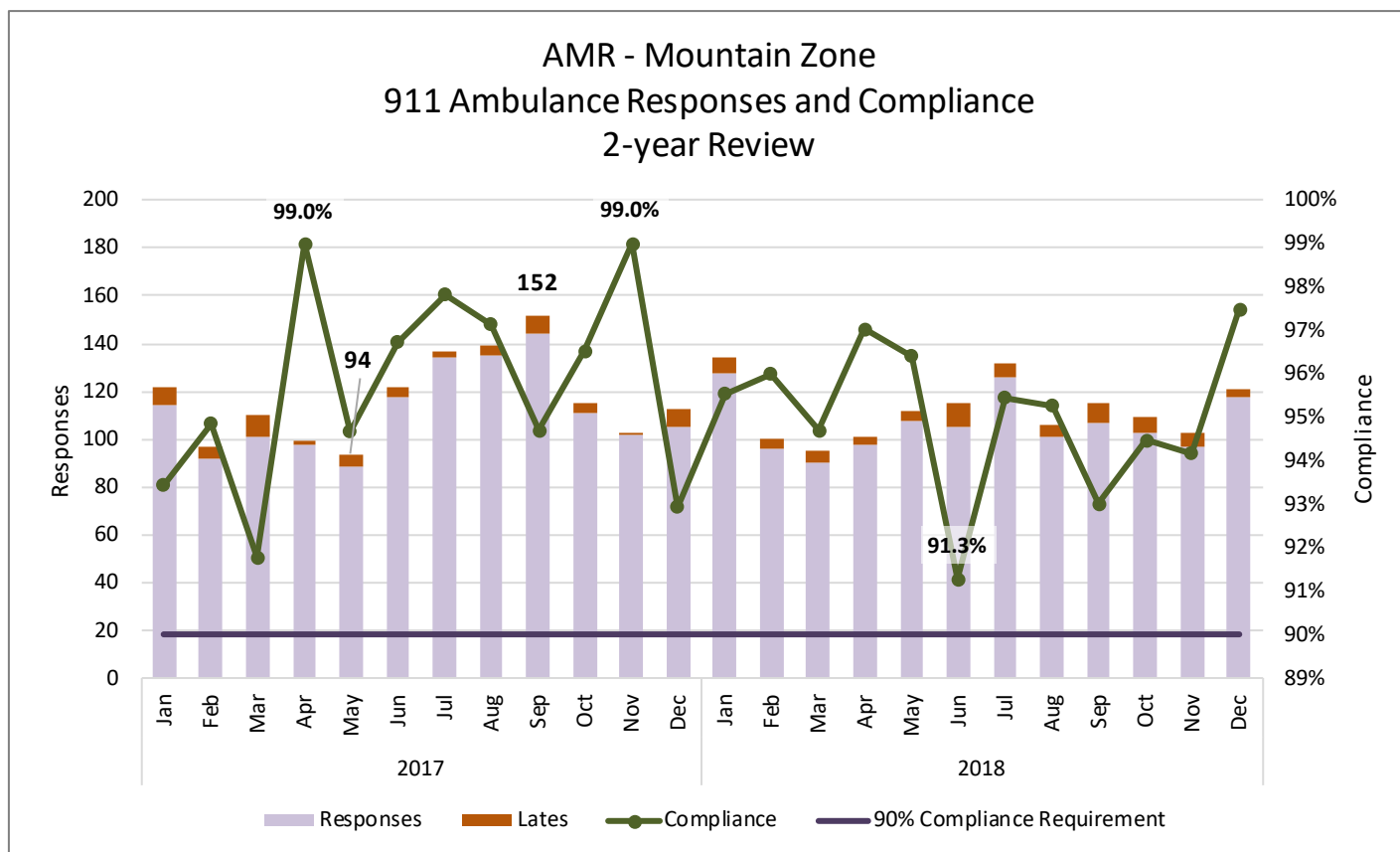
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



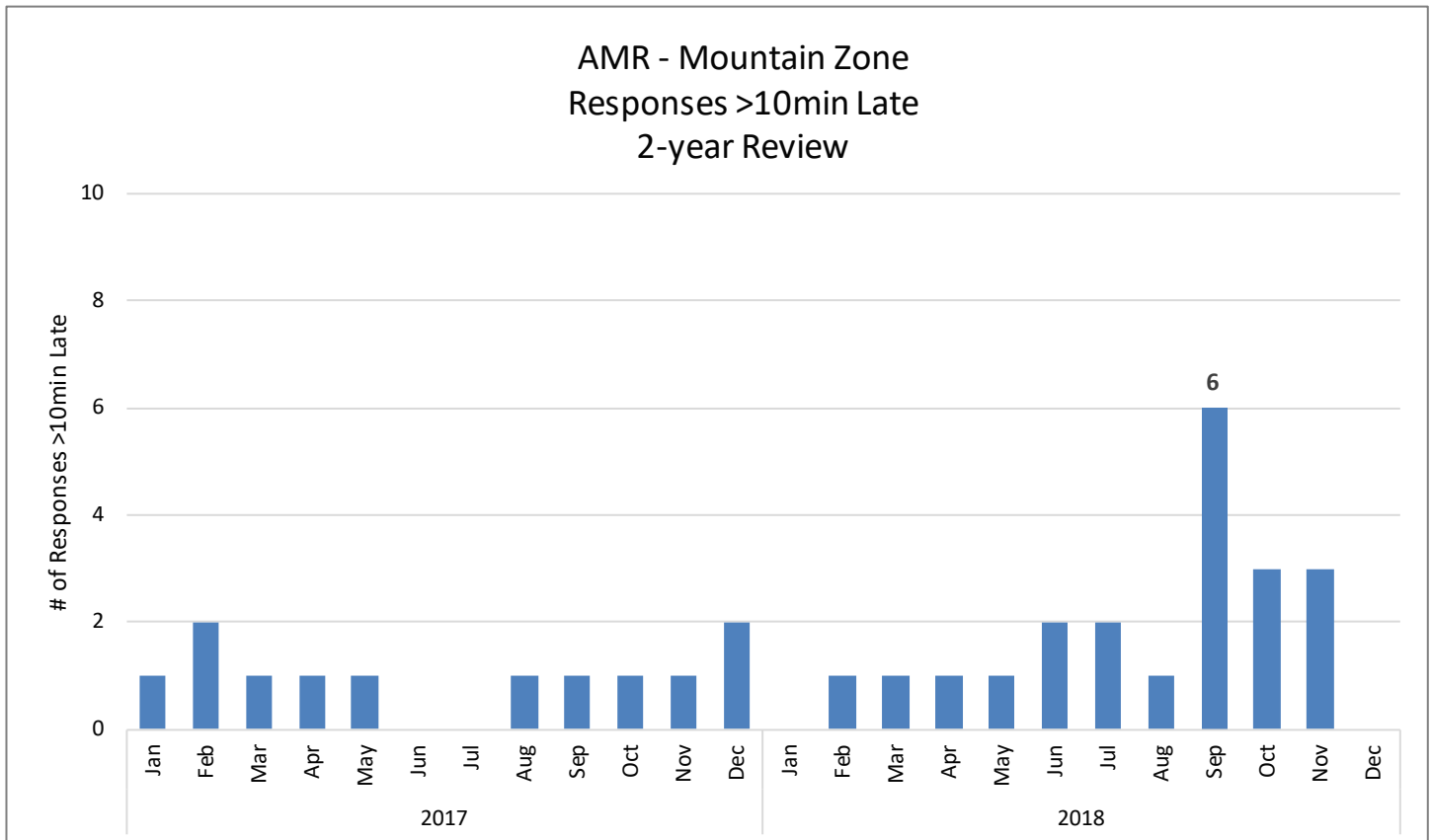
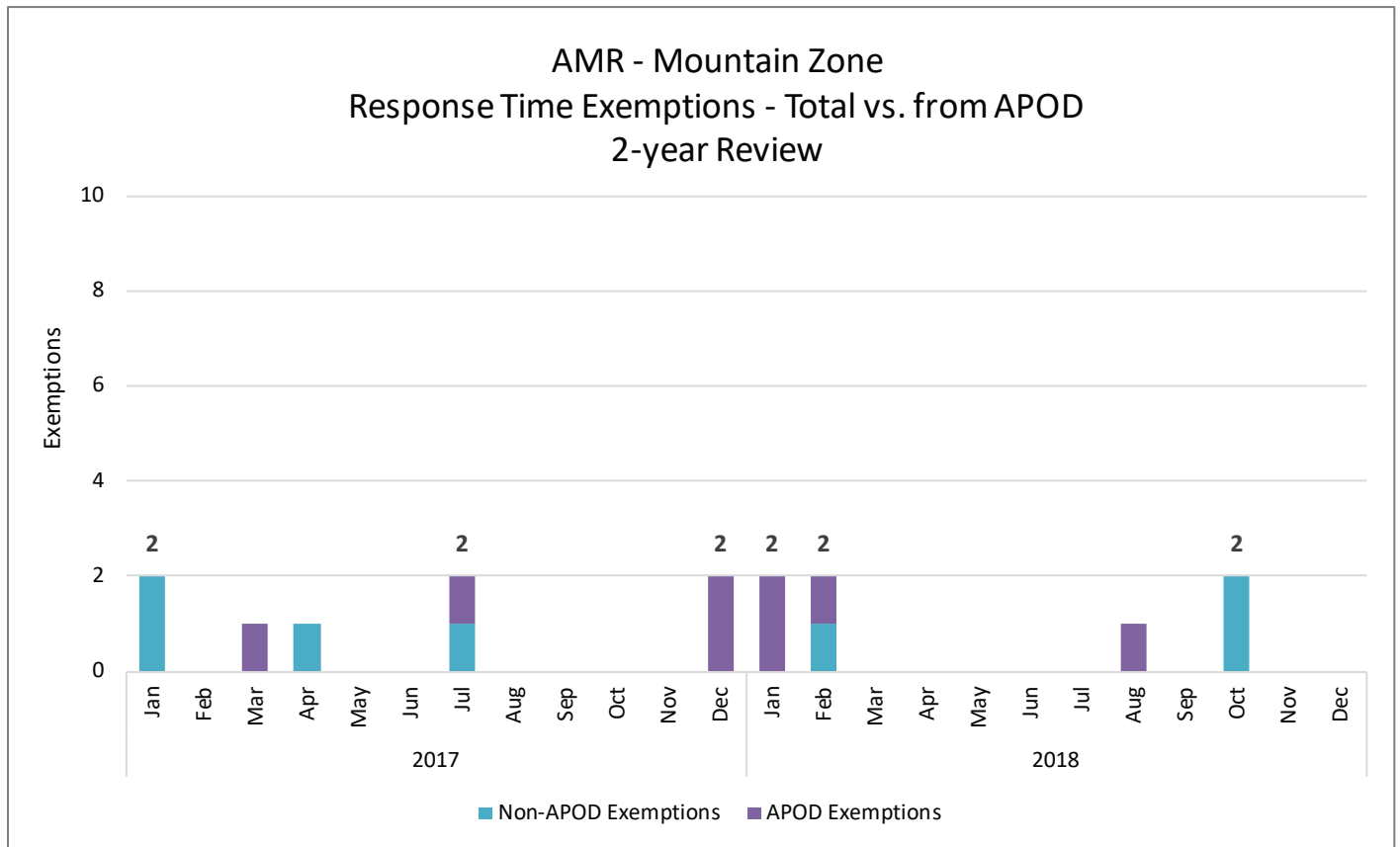
MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



JANUARY 2018 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	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	911	94.45%		2809	150	6	\$7,236.00	156	412	403				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	93.09%		1317	85	6	\$5,172.00	91	296	283				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	93.11%		1292	81	8	\$4,032.00	89	234	230				0	\$0.00	0	\$0.00	
Northwest Total	911	93.80%	\$0	5418	316	20	\$11,560.00	336	942	916	50%	0%	\$14,844.00	0	\$0.00	0	\$0.00	\$14,844.00
Southwest - Temecula & Murrieta	911	92.75%		1351	91	7	\$5,312.00	98	277	271				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	95.13%		2383	109	7	\$3,824.00	116	434	415				0	\$0.00	0	\$0.00	
Southwest Total	911	94.27%	\$0	3734	200	14	\$9,136.00	214	711	688	75%	0%	\$5,361.50	0	\$0.00	0	\$0.00	\$5,361.50
Central - Moreno Valley	911	94.27%		1519	79	8	\$4,920.00	87	213	206				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	94.08%		929	52	3	\$1,808.00	55	183	177				0	\$0.00	0	\$0.00	
Central Total	911	94.20%	\$0	2448	131	11	\$6,728.00	142	396	383	75%	0%	\$4,141.50	0	\$0.00	0	\$0.00	\$4,141.50
San Jacinto - Hemet	911	92.19%		1421	99	12	\$6,640.00	111	131	129				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.83%		1144	73	9	\$4,728.00	82	124	115				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.48%	\$0	2565	172	21	\$12,508.00	193	255	244	35%	0%	\$16,040.05	0	\$0.00	0	\$0.00	\$16,040.05
Desert - Palm Springs & DHS	911	92.90%		1128	74	6	\$3,816.00	80	35	27				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.99%		1312	89	3	\$2,104.00	92	39	31				0	\$0.00	0	\$0.00	
Desert Total	911	92.95%	\$0	2438	163	9	\$5,920.00	172	74	58	35%	0%	\$11,748.75	0	\$0.00	0	\$0.00	\$11,748.75
Palo Verde - Palo Verde	911	97.10%		207	4	2	\$2,000.00	6	1	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.10%	\$0	207	4	2	\$2,000.00	6	1	0	100%	0%	\$2,000.00	0	\$0.00	0	\$0.00	\$2,000.00
Pass - Pass	911	91.61%		966	63	18	\$10,952.00	81	102	92				0	\$0.00	0	\$0.00	
Pass Total	911	91.61%	\$0	966	63	18	\$10,952.00	81	102	92	15%	0%	\$13,126.55	0	\$0.00	0	\$0.00	\$13,126.55
Mountain Plateau - Mountain	911	95.52%		134	6	0	\$800.00	6	2	2				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	95.52%	\$0	134	6	0	\$800.00	6	2	2	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	911	93.58%	\$0	17910	1055	95	\$58,464.00	1150	2483	2381		0%	\$67,262.35	0	\$0.00	0	\$0.00	\$67,262.35

FEBRUARY 2018 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	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	911	91.39%		2440	204	6	\$11,202.00	\$3,816.00	210	277	267				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.03%		1170	100	5	\$5,095.00	\$3,904.00	105	186	180				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.74%		1089	83	7	\$5,152.00	\$4,320.00	90	121	113				0	\$0.00	0	\$0.00	
Northwest Total	911	91.38%	\$0	4699	387	18	\$21,449.00	\$12,040.00	405	584	560	15%	0%	\$28,465.65	0	\$0.00	0	\$0.00	\$28,465.65
Southwest - Temecula & Murrieta	911	90.81%		1197	106	4	\$4,555.00	\$2,808.00	110	158	148				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.64%		2010	138	10	\$9,155.00	\$5,336.00	148	224	217				1	\$1,000.00	0	\$0.00	
Southwest Total	911	91.96%	\$0	3207	244	14	\$13,710.00	\$8,144.00	258	382	365	15%	0%	\$16,575.90	1	\$1,000.00	0	\$0.00	\$19,575.90
Central - Moreno Valley	911	92.23%		1236	91	5	\$6,648.00	\$4,416.00	96	91	85				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.30%		825	75	5	\$5,168.00	\$3,608.00	80	104	101				0	\$0.00	0	\$0.00	
Central Total	911	91.46%	\$0	2061	166	10	\$11,816.00	\$8,024.00	176	195	186	15%	0%	\$16,864.00	0	\$0.00	0	\$0.00	\$16,864.00
San Jacinto - Hemet	911	91.47%		1161	92	7	\$7,278.00	\$4,416.00	99	39	38				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.42%		921	76	3	\$4,044.00	\$2,008.00	79	42	35				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.45%	\$0	2082	168	10	\$11,322.00	\$6,424.00	178	81	73	15%	0%	\$15,084.10	0	\$0.00	0	\$0.00	\$15,084.10
Desert - Palm Springs & DHS	911	91.52%		1038	80	8	\$4,555.00	\$5,320.00	88	10	8				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.99%		1074	82	4	\$6,952.00	\$3,304.00	86	9	7				0	\$0.00	0	\$0.00	
Desert Total	911	91.76%	\$0	2112	162	12	\$11,507.00	\$8,624.00	174	19	15	15%	0%	\$17,111.35	0	\$0.00	0	\$0.00	\$17,111.35
Palo Verde - Palo Verde	911	98.20%		167	3	0	\$492.00	\$0.00	3	2	1				0	\$0.00	0	\$0.00	
Palo Verde Total	911	98.20%	\$0	167	3	0	\$492.00	\$0.00	3	2	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	91.31%		909	64	15	\$4,441.00	\$9,040.00	79	44	40				0	\$0.00	0	\$0.00	
Pass Total	911	91.31%	\$0	909	64	15	\$4,441.00	\$9,040.00	79	44	40	15%	0%	\$11,458.85	0	\$0.00	0	\$0.00	\$11,458.85
Mountain Plateau - Mountain	911	96.00%		100	3	1	\$592.00	\$504.00	4	2	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.00%	\$0	100	3	1	\$592.00	\$504.00	4	2	1	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	911	91.67%	\$0	15337	1197	80	\$75,329.00	\$52,800.00	1277	1309	1241	0%	0%	\$108,063.85	1	\$1,000.00	0	\$0.00	\$109,063.85

MARCH 2018 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	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	911	91.52%		2700	218	\$12,963.00	11	\$5,840.00	229	231				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.22%		1227	113	\$6,998.00	7	\$4,320.00	120	147				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.46%		1276	100	\$7,623.00	9	\$5,328.00	109	113				0	\$0.00	0	\$0.00	
Northwest Total	911	91.20%	\$0	5203	431	\$27,484.00	27	\$15,488.00	458	491	15%	0%	\$36,526.20	0	\$0.00	0	\$0.00	\$36,526.20
Southwest - Temecula & Murrieta	911	91.10%		1314	115	\$5,457.00	2	\$1,008.00	117	117				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.99%		2152	189	\$10,467.00	5	\$12,512.00	194	242				0	\$0.00	0	\$0.00	
Southwest Total	911	91.03%	\$0	3466	304	\$15,924.00	7	\$13,520.00	311	359	15%	0%	\$25,027.40	0	\$0.00	0	\$0.00	\$25,027.40
Central - Moreno Valley	911	92.67%		1377	97	\$6,661.00	4	\$2,312.00	101	113				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.27%		915	86	\$4,070.00	3	\$4,000.00	89	91				0	\$0.00	0	\$0.00	
Central Total	911	91.71%	\$0	2292	183	\$10,731.00	7	\$6,312.00	190	204	15%	0%	\$14,486.55	0	\$0.00	0	\$0.00	\$14,486.55
San Jacinto - Hemet	911	91.54%		1288	102	\$7,690.00	7	\$3,528.00	109	52				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.17%		937	57	\$4,184.00	7	\$3,824.00	64	36				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.22%	\$0	2225	159	\$11,874.00	14	\$7,352.00	173	88	35%	0%	\$12,496.90	0	\$0.00	0	\$0.00	\$12,496.90
Desert - Palm Springs & DHS	911	92.26%		1137	77	\$7,604.00	11	\$6,336.00	88	16				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.47%		1231	94	\$5,654.00	11	\$6,432.00	105	20				0	\$0.00	0	\$0.00	
Desert Total	911	91.85%	\$0	2368	171	\$13,258.00	22	\$12,768.00	193	36	15%	0%	\$22,122.10	0	\$0.00	0	\$0.00	\$22,122.10
Palo Verde - Palo Verde	911	99.46%		185	1	\$10.00	0	\$0.00	1	1				0	\$0.00	0	\$0.00	
Palo Verde Total	911	99.46%	\$0	185	1	\$10.00	0	\$0.00	1	1	100%	0%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
Pass - Pass	911	91.45%		877	73	\$4,448.00	2	\$1,008.00	75	29				0	\$0.00	0	\$0.00	
Pass Total	911	91.45%	\$0	877	73	\$4,448.00	2	\$1,008.00	75	29	15%	0%	\$4,637.60	0	\$0.00	0	\$0.00	\$4,637.60
Mountain Plateau - Mountain	911	94.74%		95	4	\$515.00	1	\$504.00	5	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.74%	\$0	95	4	\$515.00	1	\$504.00	5	0	75%	0%	\$254.75	0	\$0.00	0	\$0.00	\$254.75
CountyWide Total	911	91.59%	\$0	16711	1326	\$84,244.00	80	\$56,952.00	1406	1208		0%	\$115,551.50	0	\$0.00	0	\$0.00	\$115,551.50

APRIL 2018 COMPLIANCE REPORT

Response Time Assessment																			
Zone	Priority	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 Credits	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	911	91.86%		2544	202	\$9,437.00	5	\$2,520.00	207	173	166				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.05%		1106	101	\$6,943.00	9	\$5,624.00	110	119	115				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.21%		1149	94	\$8,063.00	7	\$3,824.00	101	101	96				0	\$0.00	0	\$0.00	
Northwest Total	911	91.29%	\$0	4799	397	\$24,443.00	21	\$11,968.00	418	393	377	15%	0%	\$30,949.35	0	\$0.00	0	\$0.00	\$30,949.35
Southwest - Temecula & Murrieta	911	90.64%		1197	112	\$4,626.00	0	\$0.00	112	91	84				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.09%		1859	146	\$8,168.00	1	\$504.00	147	140	132				0	\$0.00	0	\$0.00	
Southwest Total	911	91.52%	\$0	3056	258	\$12,794.00	1	\$504.00	259	231	216	15%	0%	\$11,303.30	0	\$0.00	0	\$0.00	\$11,303.30
Central - Moreno Valley	911	90.90%		1385	119	\$7,684.00	7	\$4,320.00	126	82	73				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	92.02%		890	65	\$5,948.00	6	\$5,416.00	71	84	79				0	\$0.00	0	\$0.00	
Central Total	911	91.34%	\$0	2275	184	\$13,632.00	13	\$9,736.00	197	166	152	15%	0%	\$19,862.80	0	\$0.00	0	\$0.00	\$19,862.80
San Jacinto - Hemet	911	92.14%		1208	88	\$4,783.00	7	\$4,120.00	95	26	26				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.63%		882	62	\$3,331.00	3	\$1,808.00	65	18	14				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.34%	\$0	2090	150	\$8,114.00	10	\$5,928.00	160	44	40	35%	0%	\$9,127.30	0	\$0.00	0	\$0.00	\$9,127.30
Desert - Palm Springs & DHS	911	90.43%		1055	91	\$7,254.00	10	\$5,928.00	101	10	10				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.58%		1117	83	\$4,630.00	11	\$7,920.00	94	16	11				0	\$0.00	0	\$0.00	
Desert Total	911	91.02%	\$0	2172	174	\$11,884.00	21	\$13,848.00	195	26	21	15%	0%	\$21,872.20	0	\$0.00	0	\$0.00	\$21,872.20
Palo Verde - Palo Verde	911	99.41%		169	0	\$0.00	1	\$504.00	1	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	99.41%	\$0	169	0	\$0.00	1	\$504.00	1	0	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
Pass - Pass	911	91.06%		850	71	\$6,216.00	5	\$3,016.00	76	22	18				0	\$0.00	0	\$0.00	
Pass Total	911	91.06%	\$0	850	71	\$6,216.00	5	\$3,016.00	76	22	18	15%	0%	\$7,847.20	0	\$0.00	0	\$0.00	\$7,847.20
Mountain Plateau - Mountain	911	97.03%		101	2	\$468.00	1	\$800.00	3	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	97.03%	\$0	101	2	\$468.00	1	\$800.00	3	0	0	100%	0%	\$800.00	0	\$0.00	0	\$0.00	\$800.00
CountyWide Total	911	91.56%	\$0	15512	1236	\$77,551.00	73	\$46,304.00	1309	882	824	0%	0%	\$102,266.15	0	\$0.00	0	\$0.00	\$102,266.15

MAY 2018 COMPLIANCE REPORT

Response Time Assessment																		
Zone	Priority	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	911	90.03%		2669	265	1	\$504.00	266	175	162				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.12%		1205	115	4	\$2,808.00	119	139	133				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.80%		1185	103	6	\$5,216.00	109	95	91				0	\$0.00	0	\$0.00	
Northwest Total	911	90.24%	\$0	5059	483	11	\$8,328.00	494	409	386	0%	0%	\$36,930.00	0	\$0.00	0	\$0.00	\$36,930.00
Southwest - Temecula & Murrieta	911	90.43%		1264	119	2	\$1,008.00	121	93	91				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.77%		2025	179	8	\$6,520.00	187	117	112				0	\$0.00	0	\$0.00	
Southwest Total	911	90.64%	\$0	3289	298	10	\$7,528.00	308	210	203	0%	0%	\$22,649.00	0	\$0.00	0	\$0.00	\$22,649.00
Central - Moreno Valley	911	91.53%		1275	104	4	\$2,016.00	108	80	78				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.03%		903	87	3	\$1,808.00	90	79	75				0	\$0.00	0	\$0.00	
Central Total	911	90.91%	\$0	2178	191	7	\$3,824.00	198	159	153	0%	0%	\$15,249.00	0	\$0.00	0	\$0.00	\$15,249.00
San Jacinto - Hemet	911	91.54%		1229	100	4	\$2,016.00	104	24	24				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.89%		974	75	4	\$2,808.00	79	18	13				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.69%	\$0	2203	175	8	\$4,824.00	183	42	37	15%	0%	\$11,035.55	0	\$0.00	0	\$0.00	\$11,035.55
Desert - Palm Springs & DHS	911	92.15%		1045	80	2	\$1,304.00	82	0	0				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.63%		1111	84	9	\$7,520.00	93	1	0				0	\$0.00	0	\$0.00	
Desert Total	911	91.88%	\$0	2156	164	11	\$8,824.00	175	1	0	15%	0%	\$15,943.35	0	\$0.00	0	\$0.00	\$15,943.35
Palo Verde - Palo Verde	911	98.27%		173	1	2	\$1,504.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	98.27%	\$0	173	1	2	\$1,504.00	3	0	0	100%	0%	\$1,504.00	0	\$0.00	0	\$0.00	\$1,504.00
Pass - Pass	911	90.64%		897	73	11	\$6,728.00	84	14	14				0	\$0.00	0	\$0.00	
Pass Total	911	90.64%	\$0	897	73	11	\$6,728.00	84	14	14	0%	0%	\$11,133.00	0	\$0.00	0	\$0.00	\$11,133.00
Mountain Plateau - Mountain	911	96.43%		112	3	1	\$1,000.00	4	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.43%	\$0	112	3	1	\$1,000.00	4	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
CountyWide Total	911	90.98%	\$0	16067	1388	61	\$42,560.00	1449	835	793		0%	\$114,843.90	0	\$0.00	0	\$0.00	\$114,843.90

JUNE 2018 COMPLIANCE REPORT

Response Time Assessment														
Zone	Priority	Zone Compliance	Compliance Calculated Responses	Late Responses <= 10 Min	Late Responses > 10 Min	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Late Responses > 10 Min Fee	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	Adjusted Late Response Fee	Total Fee Assessment
Northwest - Riverside City	911	91.68%	2511	202	7	\$9,047.00	\$3,824.00	\$0.00	209	110	102			
Northwest - Norco & Uninc. North	911	91.64%	1113	93	0	\$4,899.00	\$0.00	\$0.00	93	81	73			
Northwest - Corona & Uninc. South	911	92.31%	1132	80	7	\$3,855.00	\$4,024.00	\$0.00	87	50	44			
Northwest Total	911	91.82%	4756	375	14	\$17,801.00	\$7,848.00	\$0.00	389	241	219	15%	\$21,801.65	\$21,801.65
Southwest - Temecula & Murrieta	911	90.70%	1193	107	4	\$7,135.00	\$2,016.00	\$0.00	111	80	73			
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.71%	2015	163	4	\$6,882.00	\$4,208.00	\$0.00	167	111	107			
Southwest Total	911	91.33%	3208	270	8	\$14,017.00	\$6,224.00	\$0.00	278	191	180	15%	\$17,204.85	\$17,204.85
Central - Moreno Valley	911	91.54%	1347	109	5	\$6,580.00	\$2,816.00	\$0.00	114	59	53			
Central - Perris & Uninc.	911	91.31%	863	74	1	\$4,819.00	\$504.00	\$0.00	75	37	36			
Central Total	911	91.45%	2210	183	6	\$11,399.00	\$3,320.00	\$0.00	189	96	89	15%	\$12,511.15	\$12,511.15
San Jacinto - Hemet	911	91.66%	1139	91	4	\$5,474.00	\$2,016.00	\$0.00	95	9	8			
San Jacinto - San Jacinto & Uninc.	911	94.44%	918	50	1	\$2,545.00	\$800.00	\$0.00	51	14	13			
San Jacinto Total	911	92.90%	2057	141	5	\$8,019.00	\$2,816.00	\$0.00	146	23	21	35%	\$7,042.75	\$7,042.75
Desert - Palm Springs & DHS	911	95.39%	977	44	1	\$2,185.00	\$504.00	\$0.00	45	1	0			
Desert - La Quinta, Coachella & Uninc.	911	93.94%	1073	62	3	\$4,669.00	\$2,104.00	\$0.00	65	1	1			
Desert Total	911	94.63%	2050	106	4	\$6,854.00	\$2,608.00	\$0.00	110	2	1	75%	\$2,365.50	\$2,365.50
Palo Verde - Palo Verde	911	97.65%	213	2	3	\$458.00	\$2,600.00	\$0.00	5	0	0			
Palo Verde Total	911	97.65%	213	2	3	\$458.00	\$2,600.00	\$0.00	5	0	0	100%	\$2,600.00	\$2,600.00
Pass - Pass	911	93.73%	893	52	4	\$2,135.00	\$2,016.00	\$0.00	56	7	6			
Pass Total	911	93.73%	893	52	4	\$2,135.00	\$2,016.00	\$0.00	56	7	6	50%	\$2,075.50	\$2,075.50
Mountain Plateau - Mountain	911	91.30%	115	8	2	\$1,393.00	\$2,904.00	\$0.00	10	0	0			
Mountain Plateau Total	911	91.30%	115	8	2	\$1,393.00	\$2,904.00	\$0.00	10	0	0	15%	\$3,652.45	\$3,652.45
CountyWide Total	911	92.37%	15502	1137	46	\$62,076.00	\$30,336.00	\$0.00	1183	560	516		\$69,253.85	\$69,253.85

JULY 2018 COMPLIANCE REPORT

Zone	Priority	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	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	911	91.01%		2826	251	\$9,919.00	3	\$1,808.00	254	240	228		\$25,928.40	0	\$0.00	0	\$0.00	\$25,928.40
Northwest - Norco & Uninc. North	911	91.02%		1247	111	\$7,327.00	1	\$800.00	112	164	154			0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.46%		1247	88	\$7,130.00	6	\$3,520.00	94	138	128			0	\$0.00	0	\$0.00	
Northwest Total	911	91.35%	\$0	5320	450	\$24,376.00	10	\$6,128.00	460	542	508	15%	\$25,928.40	0	\$0.00	0	\$0.00	\$25,928.40
Southwest - Temecula & Murrieta	911	91.53%		1228	103	\$4,728.00	1	\$504.00	104	101	97			0	\$0.00	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	91.44%		2126	180	\$8,119.00	2	\$1,504.00	182	141	136			0	\$0.00	0	\$0.00	
Southwest Total	911	91.47%	\$0	3354	283	\$12,847.00	3	\$2,008.00	286	242	233	15%	\$12,626.75	0	\$0.00	0	\$0.00	\$12,626.75
Central - Moreno Valley	911	93.06%		1369	91	\$4,843.00	4	\$2,512.00	95	77	75			0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.39%		906	76	\$4,822.00	2	\$1,504.00	78	85	81			0	\$0.00	0	\$0.00	
Central Total	911	92.40%	\$0	2275	167	\$9,665.00	6	\$4,016.00	173	162	156	35%	\$8,692.65	0	\$0.00	0	\$0.00	\$8,692.65
San Jacinto - Hemet	911	92.71%		1235	85	\$5,030.00	5	\$2,816.00	90	32	32			0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.62%		1035	65	\$3,160.00	1	\$504.00	66	42	36			0	\$0.00	0	\$0.00	
San Jacinto Total	911	93.13%	\$0	2270	150	\$8,190.00	6	\$3,320.00	156	74	68	50%	\$5,755.00	0	\$0.00	0	\$0.00	\$5,755.00
Desert - Palm Springs & DHS	911	93.70%		1063	64	\$4,166.00	3	\$1,808.00	67	2	2			0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.13%		1017	75	\$5,713.00	5	\$3,112.00	80	7	4			0	\$0.00	0	\$0.00	
Desert Total	911	92.93%	\$0	2080	139	\$9,879.00	8	\$4,920.00	147	9	6	35%	\$9,619.35	0	\$0.00	0	\$0.00	\$9,619.35
Palo Verde - Palo Verde	911	96.40%		222	7	\$995.00	1	\$504.00	8	0	0			0	\$0.00	0	\$0.00	
Palo Verde Total	911	96.40%	\$0	222	7	\$995.00	1	\$504.00	8	0	0	100%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
Pass - Pass	911	93.20%		912	55	\$2,396.00	7	\$4,120.00	62	8	8			0	\$0.00	0	\$0.00	
Pass Total	911	93.20%	\$0	912	55	\$2,396.00	7	\$4,120.00	62	8	8	50%	\$3,258.00	0	\$0.00	0	\$0.00	\$3,258.00
Mountain Plateau - Mountain	911	95.45%		132	4	\$570.00	2	\$1,008.00	6	0	0			0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	95.45%	\$0	132	4	\$570.00	2	\$1,008.00	6	0	0	100%	\$1,008.00	0	\$0.00	0	\$0.00	\$1,008.00
CountyWide Total	911	92.16%	\$0	16565	1255	\$68,916.00	43	\$26,024.00	1298	1037	979		\$67,592.15	0	\$0.00	0	\$0.00	\$67,592.15

AUGUST 2018 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	Out of Compliance Fee	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	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	911	91.53%		2667	222	4	\$2,312.00	226	182	170			0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.40%		1198	107	8	\$5,216.00	115	126	117			1	\$1,000.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.00%		1237	91	8	\$4,624.00	99	108	101			0	\$0.00	0	\$0.00	
Northwest Total	911	91.38%	\$0	5102	420	20	\$12,152.00	440	416	388	15%	\$28,793.75	1	\$1,000.00	0	\$0.00	\$29,793.75
Southwest - Temecula & Murrieta	911	91.01%		1323	115	4	\$3,912.00	119	91	91			0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.85%		2098	162	9	\$5,128.00	171	159	153			0	\$0.00	0	\$0.00	
Southwest Total	911	91.52%	\$0	3421	277	13	\$9,040.00	290	250	244	15%	\$19,684.30	0	\$0.00	0	\$0.00	\$19,684.30
Central - Moreno Valley	911	92.46%		1327	94	6	\$3,320.00	100	69	65			0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.28%		917	77	3	\$2,304.00	80	92	91			0	\$0.00	0	\$0.00	
Central Total	911	91.98%	\$0	2244	171	9	\$5,624.00	180	161	156	15%	\$15,152.10	0	\$0.00	0	\$0.00	\$15,152.10
San Jacinto - Hemet	911	91.86%		1228	95	5	\$2,520.00	100	26	26			0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.35%		1038	67	2	\$1,008.00	69	31	26			0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.54%	\$0	2266	162	7	\$3,528.00	169	57	52	35%	\$8,617.70	0	\$0.00	0	\$0.00	\$8,617.70
Desert - Palm Springs & DHS	911	93.68%		965	59	2	\$1,304.00	61	2	2			0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.57%		1020	83	3	\$2,008.00	86	1	1			0	\$0.00	0	\$0.00	
Desert Total	911	92.59%	\$0	1985	142	5	\$3,312.00	147	3	3	35%	\$6,715.80	0	\$0.00	0	\$0.00	\$6,715.80
Palo Verde - Palo Verde	911	98.40%		187	2	1	\$800.00	3	0	0			0	\$0.00	0	\$0.00	
Palo Verde Total	911	98.40%	\$0	187	2	1	\$800.00	3	0	0	100%	\$800.00	0	\$0.00	0	\$0.00	\$800.00
Pass - Pass	911	91.29%		907	76	3	\$3,408.00	79	23	22			0	\$0.00	0	\$0.00	
Pass Total	911	91.29%	\$0	907	76	3	\$3,408.00	79	23	22	15%	\$6,845.90	0	\$0.00	0	\$0.00	\$6,845.90
Mountain Plateau - Mountain	911	95.28%		106	4	1	\$504.00	5	1	1			0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	95.28%	\$0	106	4	1	\$504.00	5	1	1	100%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	911	91.90%	\$0	16218	1254	59	\$38,368.00	1313	911	866		\$87,113.55	1	\$1,000.00	0	\$0.00	\$88,113.55

SEPTEMBER 2018 COMPLIANCE REPORT

Zone	Priority	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 Response s > 10 Min	Late Responses (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	Adjusted Late Response Fee	MOS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.93%		2752	221	\$12,165.00	1	\$1,000.00	222	205	197			\$0.00	0	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.24%		1176	99	\$7,543.00	4	\$2,608.00	103	121	114			\$0.00	0	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.74%		1102	86	\$5,658.00	5	\$3,112.00	91	87	80			\$0.00	0	0	\$0.00	
Northwest Total	911	91.73%	\$0	5030	406	\$25,366.00	10	\$6,720.00	416	413	391	15%	\$27,273.10	0	0	0	\$0.00	\$27,273.10
Southwest - Temecula & Murrieta	911	91.36%		1261	106	\$3,643.00	3	\$1,512.00	109	124	116			\$0.00	0	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.45%		2001	147	\$8,257.00	4	\$2,512.00	151	199	194			\$0.00	0	0	\$0.00	
Southwest Total	911	92.03%	\$0	3262	253	\$11,900.00	7	\$4,024.00	260	323	310	35%	\$10,350.60	0	0	0	\$0.00	\$10,350.60
Central - Moreno Valley	911	94.08%		1334	75	\$3,555.00	4	\$2,016.00	79	100	95			\$0.00	0	0	\$0.00	
Central - Perris & Uninc.	911	91.33%		888	74	\$3,957.00	4	\$2,312.00	77	102	98			\$0.00	0	0	\$0.00	
Central Total	911	92.93%	\$0	2222	149	\$7,512.00	8	\$4,328.00	156	202	193	35%	\$7,696.00	0	0	0	\$0.00	\$7,696.00
San Jacinto - Hemet	911	91.37%		1263	104	\$3,435.00	5	\$2,816.00	109	42	41			\$0.00	0	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.29%		986	68	\$4,723.00	8	\$4,528.00	76	23	23			\$0.00	0	0	\$0.00	
San Jacinto Total	911	91.77%	\$0	2249	172	\$8,158.00	13	\$7,344.00	185	65	64	19%	\$13,176.70	0	0	0	\$0.00	\$13,176.70
Desert - Palm Springs & DHS	911	90.93%		981	86	\$5,260.00	3	\$1,512.00	89	2	1			\$0.00	0	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.37%		983	72	\$4,253.00	3	\$1,512.00	75	8	1			\$0.00	0	0	\$0.00	
Desert Total	911	91.65%	\$0	1964	158	\$9,513.00	6	\$3,024.00	164	10	2	15%	\$10,656.45	0	0	0	\$0.00	\$10,656.45
Palo Verde - Palo Verde	911	98.96%		192	2	\$402.00	0	\$0.00	2	1	1			\$0.00	0	0	\$0.00	
Palo Verde Total	911	98.96%	\$0	192	2	\$402.00	0	\$0.00	2	1	1	100%	\$0.00	0	0	0	\$0.00	\$0.00
Pass - Pass	911	92.90%		930	60	\$4,789.00	6	\$3,320.00	66	28	21			\$0.00	0	0	\$0.00	
Pass Total	911	92.90%	\$0	930	60	\$4,789.00	6	\$3,320.00	66	28	21	35%	\$5,270.85	0	0	0	\$0.00	\$5,270.85
Mountain Plateau - Mountain	911	93.04%		115	2	\$230.00	6	\$5,712.00	8	0	0			\$0.00	0	0	\$0.00	
Mountain Plateau Total	911	93.04%	\$0	115	2	\$230.00	6	\$5,712.00	8	0	0	50%	\$2,971.00	0	0	0	\$0.00	\$2,971.00
CountyWide Total	911	92.12%	\$0	15964	1202	\$67,870.00	56	\$34,472.00	1257	1042	982		\$77,394.70	0	0	0	\$0.00	\$77,394.70
TOTAL														0	0	\$0.00	\$77,394.70	

OCTOBER 2018 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	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	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	911	91.47%		2732	229	4	\$2,312.00	233	201	195			0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.18%		1247	103	7	\$4,712.00	110	131	119			0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	93.10%		1203	78	5	\$2,816.00	83	110	103			0	\$0.00	0	\$0.00	
Northwest Total	911	91.78%	\$0	5182	410	16	\$9,840.00	426	442	417	15%	\$26,849.80	0	\$0.00	0	\$0.00	\$26,849.80
Southwest - Temecula & Murrieta	911	91.52%		1333	112	1	\$504.00	113	140	134			0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.74%		2070	165	6	\$4,920.00	171	164	158			0	\$0.00	0	\$0.00	
Southwest Total	911	91.65%	\$0	3403	277	7	\$5,424.00	284	304	292	15%	\$15,271.10	0	\$0.00	0	\$0.00	\$15,271.10
Central - Moreno Valley	911	92.36%		1256	86	10	\$6,624.00	96	86	84			0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.19%		885	74	4	\$2,808.00	78	95	90			0	\$0.00	0	\$0.00	
Central Total	911	91.87%	\$0	2141	160	14	\$9,432.00	174	181	174	15%	\$16,837.65	0	\$0.00	0	\$0.00	\$16,837.65
San Jacinto - Hemet	911	92.68%		1216	82	7	\$3,824.00	89	43	43			0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.16%		1023	66	4	\$2,312.00	70	24	23			0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.90%	\$0	2239	148	11	\$6,136.00	159	67	66	35%	\$10,244.00	0	\$0.00	0	\$0.00	\$10,244.00
Desert - Palm Springs & DHS	911	90.54%		962	83	8	\$8,304.00	91	4	2			0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.48%		1090	74	8	\$6,224.00	82	3	0			0	\$0.00	0	\$0.00	
Desert Total	911	91.57%	\$0	2052	157	16	\$14,528.00	173	7	2	15%	\$21,652.05	0	\$0.00	0	\$0.00	\$21,652.05
Palo Verde - Palo Verde	911	98.05%		205	1	3	\$3,704.00	4	0	0			0	\$0.00	0	\$0.00	
Palo Verde Total	911	98.05%	\$0	205	1	3	\$3,704.00	4	0	0	100%	\$3,704.00	0	\$0.00	0	\$0.00	\$3,704.00
Pass - Pass	911	93.41%		789	49	3	\$1,512.00	52	18	14			0	\$0.00	0	\$0.00	
Pass Total	911	93.41%	\$0	789	49	3	\$1,512.00	52	18	14	50%	\$2,166.00	0	\$0.00	0	\$0.00	\$2,166.00
Mountain Plateau - Mountain	911	94.50%		109	3	3	\$3,408.00	6	2	0			0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.50%	\$0	109	3	3	\$3,408.00	6	2	0	75%	\$1,036.50	0	\$0.00	0	\$0.00	\$1,036.50
CountyWide Total	911	92.07%	\$0	16120	1205	73	\$53,984.00	1278	1021	965		\$97,761.10	0	\$0.00	0	\$0.00	\$97,761.10

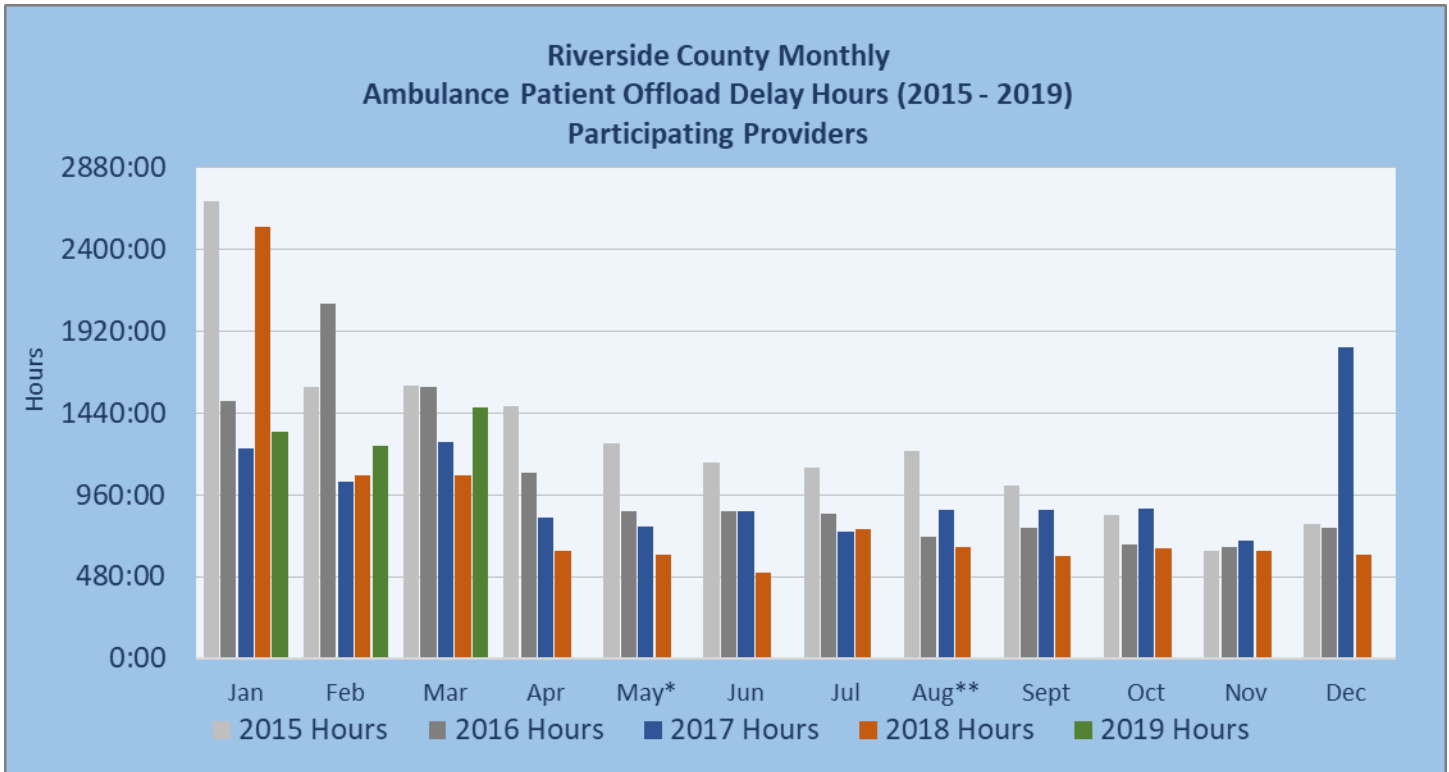
NOVEMBER 2018 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	Compliance Calculated Responses	Late Responses ≤ 10 Min	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	Adjusted Late Response Fee	MOS Count	BLS Unit on 911 Call Count	BLS Unit on 911 Call Fee	Total Fee Assessment
Northwest - Riverside City	911	91.66%		2601	215	2	\$1,008.00	2	\$10,964.00	182	173			0	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.94%		1181	103	4	\$2,016.00	4	\$5,468.00	144	130			0	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.43%		1083	74	8	\$4,328.00	8	\$5,394.00	113	103			0	0	\$0.00	
Northwest Total	911	91.65%	\$0	4865	392	14	\$7,352.00	14	\$21,826.00	439	406	15%	\$24,801.30	0	0	\$0.00	\$24,801.30
Southwest - Temecula & Murrieta	911	91.89%		1245	97	4	\$2,808.00	4	\$3,755.00	124	117			0	0	\$0.00	
Southwest - LE Menif, Wild, CL & Uninc.	911	91.28%		1937	162	7	\$4,024.00	7	\$8,195.00	192	190			0	0	\$0.00	
Southwest Total	911	91.51%	\$0	3182	259	11	\$6,832.00	11	\$11,950.00	316	307	15%	\$15,964.70	0	0	\$0.00	\$15,964.70
Central - Moreno Valley	911	93.59%		1311	81	3	\$1,512.00	3	\$5,415.00	84	79			0	0	\$0.00	
Central - Perris & Uninc.	911	90.48%		851	79	2	\$1,008.00	2	\$6,280.00	83	83			0	0	\$0.00	
Central Total	911	92.37%	\$0	2162	160	5	\$2,520.00	5	\$11,695.00	167	162	35%	\$9,239.75	0	0	\$0.00	\$9,239.75
San Jacinto - Hemet	911	92.05%		1183	87	7	\$3,824.00	7	\$5,891.00	94	33			0	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.15%		1007	78	1	\$504.00	1	\$3,833.00	23	20			1	0	\$1,000.00	
San Jacinto Total	911	92.10%	\$0	2190	165	8	\$4,328.00	8	\$9,724.00	56	53	35%	\$9,133.80	1	0	\$1,000.00	\$10,133.80
Desert - Palm Springs & DHS	911	92.08%		985	70	8	\$5,616.00	8	\$4,764.00	78	0			0	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	90.80%		1087	92	8	\$6,224.00	8	\$5,018.00	100	4			0	0	\$0.00	
Desert Total	911	91.41%	\$0	2072	162	16	\$11,840.00	16	\$9,782.00	178	4	15%	\$18,378.70	0	0	\$0.00	\$18,378.70
Palo Verde - Palo Verde	911	96.72%		183	4	2	\$2,000.00	2	\$40.00	6	0			0	0	\$0.00	
Palo Verde Total	911	96.72%	\$0	183	4	2	\$2,000.00	2	\$40.00	6	0	100%	\$2,000.00	0	0	\$0.00	\$2,000.00
Pass - Pass	911	91.45%		877	71	4	\$4,208.00	4	\$2,865.00	75	16			0	0	\$0.00	
Pass Total	911	91.45%	\$0	877	71	4	\$4,208.00	4	\$2,865.00	75	16	15%	\$6,012.05	0	0	\$0.00	\$6,012.05
Mountain Plateau - Mountain	911	94.17%		103	3	3	\$2,304.00	3	\$310.00	6	0			0	0	\$0.00	
Mountain Plateau Total	911	94.17%	\$0	103	3	3	\$2,304.00	3	\$310.00	6	0	75%	\$653.50	0	0	\$0.00	\$653.50
CountyWide Total	911	91.82%	\$0	15634	1216	63	\$41,384.00	63	\$68,192.00	1279	948		\$86,183.80	1	0	\$1,000.00	\$87,183.80

DECEMBER 2018 COMPLIANCE REPORT

Zone	Priority	Zone Compliance	Out of Compliance Zone Fee	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	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	911	90.83%		2683	242	4	\$2,512.00	246	133	126			0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.23%		1197	104	1	\$504.00	105	97	88			0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	92.17%		1162	85	6	\$3,320.00	91	93	90			0	\$0.00	0	\$0.00	
Northwest Total	911	91.23%	\$0	5042	431	11	\$6,336.00	442	323	304	15%	\$22,090.65	0	\$0.00	0	\$0.00	\$22,090.65
Southwest - Temecula & Murrieta	911	90.95%		1293	113	4	\$2,016.00	117	143	141			0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	90.61%		2119	193	6	\$3,520.00	199	180	175			0	\$0.00	0	\$0.00	
Southwest Total	911	90.74%	\$0	3412	306	10	\$5,536.00	316	323	316	0%	\$22,852.00	0	\$0.00	0	\$0.00	\$22,852.00
Central - Moreno Valley	911	93.11%		1365	88	6	\$5,216.00	94	68	64			0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.56%		911	82	4	\$4,408.00	86	89	86			0	\$0.00	0	\$0.00	
Central Total	911	92.09%	\$0	2276	170	10	\$9,624.00	180	157	150	35%	\$13,986.05	0	\$0.00	0	\$0.00	\$13,986.05
San Jacinto - Hemet	911	92.60%		1257	90	3	\$2,008.00	93	34	33			0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.68%		1011	71	3	\$2,400.00	74	27	25			0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.64%	\$0	2268	161	6	\$4,408.00	167	61	58	35%	\$9,049.30	0	\$0.00	0	\$0.00	\$9,049.30
Desert - Palm Springs & DHS	911	90.89%		988	88	2	\$1,304.00	90	1	1			0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.44%		1122	89	7	\$4,120.00	96	2	2			0	\$0.00	0	\$0.00	
Desert Total	911	91.18%	\$0	2110	177	9	\$5,424.00	186	3	3	15%	\$13,884.75	0	\$0.00	0	\$0.00	\$13,884.75
Palo Verde - Palo Verde	911	97.25%		182	4	1	\$1,000.00	5	0	0			0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.25%	\$0	182	4	1	\$1,000.00	5	0	0	100%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
Pass - Pass	911	92.98%		898	59	4	\$2,312.00	63	33	29			0	\$0.00	0	\$0.00	
Pass Total	911	92.98%	\$0	898	59	4	\$2,312.00	63	33	29	35%	\$4,774.90	0	\$0.00	0	\$0.00	\$4,774.90
Mountain Plateau - Mountain	911	97.52%		121	3	0	\$0.00	3	0	0			0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	97.52%	\$0	121	3	0	\$0.00	3	0	0	100%	\$0.00	0	\$0.00	0	\$0.00	\$0.00
CountyWide Total	911	91.65%	\$0	16309	1311	51	\$34,640.00	1362	900	860		\$87,637.65	0	\$0.00	0	\$0.00	\$87,637.65

AMBULANCE PATIENT OFFLOAD TIME



	March 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	804	419:31:25	130:57:22	310	61.4%	1:02:58
Desert Regional Med Ctr	1,274	324:00:00	35:17:36	110	91.4%	0:27:28
Eisenhower Health	1,518	298:58:20	8:58:04	61	96.0%	0:20:59
Hemet Valley Hospital	1,374	649:52:11	151:17:50	476	65.4%	0:49:32
Inland Valley Med Ctr	899	325:27:10	65:00:40	167	81.4%	0:42:28
JFK Hospital	678	101:37:38	2:52:14	15	97.8%	0:17:12
Kaiser Hospital Riverside	575	223:10:51	46:18:55	128	77.7%	0:46:14
Loma Linda Univ Med Ctr Mur	655	377:11:42	123:09:47	283	56.8%	1:05:20
Menifee Med Ctr	296	135:24:27	43:51:06	70	76.4%	0:49:07
Moreno Valley Hospital	392	140:59:50	25:02:35	63	83.9%	0:40:06
Palo Verde Hospital	151	13:45:57	0:38:31	1	99.3%	0:13:11
Parkview Community Hospital	550	242:48:21	63:28:03	157	71.5%	0:51:38
Rancho Springs Med Ctr	481	159:40:27	21:32:17	80	83.4%	0:38:09
Riverside Community Hospital	1,323	1143:47:21	595:48:59	785	40.7%	1:54:48
Riverside University Health System	1,344	604:41:10	129:20:21	423	68.5%	0:47:44
San Geronio Mem Hospital	598	197:02:46	18:28:20	97	83.8%	0:36:30
Temecula Valley Hospital	492	159:55:02	12:56:19	72	85.4%	0:33:48
Grand Total	13,404	5517:54:38	1474:58:59	3,298	75.4%	0:48:14

Monthly Average over last 12 Months: 4/1/2018 through 3/31/2019						
	Avg		Avg APOD			Max of
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	730	321:33:59	81:26:19	208	143	310
Desert Regional Med Ctr	1,077	253:29:17	16:09:47	64	34	112
Eisenhower Health	1,257	220:45:06	3:19:05	23	10	61
Hemet Valley Hospital	1,336	585:17:07	117:32:06	436	341	500
Inland Valley Med Ctr	856	252:32:32	32:45:10	108	56	167
JFK Hospital	557	83:02:29	1:17:57	9	3	22
Kaiser Hospital Riverside	512	162:29:24	18:20:17	70	41	128
Loma Linda Univ Med Ctr Mur	615	299:51:32	83:48:19	199	110	304
Menifee Med Ctr	317	117:07:51	26:02:36	60	35	75
Moreno Valley Hospital	329	103:55:51	13:38:51	47	29	72
Palo Verde Hospital	155	14:46:34	1:08:47	3	0	7
Parkview Community Hospital	466	182:05:59	37:09:41	98	62	157
Rancho Springs Med Ctr	436	117:44:43	9:52:52	39	17	80
Riverside Community Hospital	1,488	861:25:24	279:36:38	656	533	806
Riverside University Health System	1,249	471:49:54	61:26:57	265	211	423
San Geronio Mem Hospital	560	159:07:05	10:24:05	56	39	97
Temecula Valley Hospital	520	159:28:01	12:28:17	69	53	110
Grand Total	733	256:51:20	47:26:20	142	0	806

Transports and APODs: 3-Month Comparison									
	Jan. 2019			Feb. 2019			Mar. 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	788	239	110:44:19	675	245	97:46:22	804	310	130:57:22
Desert Regional Med Ctr	1,167	77	24:04:44	1,027	112	30:35:22	1,274	110	35:17:36
Eisenhower Health	1,398	20	2:27:40	1,318	30	4:17:26	1,518	61	8:58:04
Hemet Valley Hospital	1,477	397	90:03:02	1,248	341	71:59:12	1,374	476	151:17:50
Inland Valley Med Ctr	869	129	50:06:53	814	121	30:13:07	899	167	65:00:40
JFK Hospital	640	22	3:14:06	599	17	2:58:28	678	15	2:52:14
Kaiser Hospital Riverside	524	70	18:04:01	470	79	28:00:43	575	128	46:18:55
Loma Linda Univ Med Ctr Mur	669	304	146:48:38	616	246	123:18:42	655	283	123:09:47
Menifee Med Ctr	302	68	34:37:52	290	65	25:45:01	296	70	43:51:06
Moreno Valley Hospital	380	57	17:50:28	349	72	17:00:37	392	63	25:02:35
Palo Verde Hospital	162	2	0:40:55	143	4	1:06:32	151	1	0:38:31
Parkview Community Hospital	525	143	78:09:04	467	136	65:27:41	550	157	63:28:03
Rancho Springs Med Ctr	448	46	14:54:08	464	59	19:29:35	481	80	21:32:17
Riverside Community Hospital	1,374	806	617:30:35	1,324	775	585:43:35	1,323	785	595:48:59
Riverside University Health System	1,273	338	95:43:56	1,259	384	100:51:59	1,344	423	129:20:21
San Geronio Mem Hospital	542	52	9:07:04	547	68	16:40:48	598	97	18:28:20
Temecula Valley Hospital	552	84	14:40:03	527	110	23:46:02	492	72	12:56:19
	13,090	2,854	1328:47:28	12,137	2,864	1245:01:12	13,404	3,298	1474:58:59

Transports and APODs at ETS: 3-Month Comparison									
	Jan. 2019			Feb. 2019			Mar. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	507	219	96:01:20	476	250	90:01:29	505	245	78:56:28