



Ambulance Response Compliance Review

AMR Compliance Summary-*Draft*
1/1/2020 – 12/31/2020

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

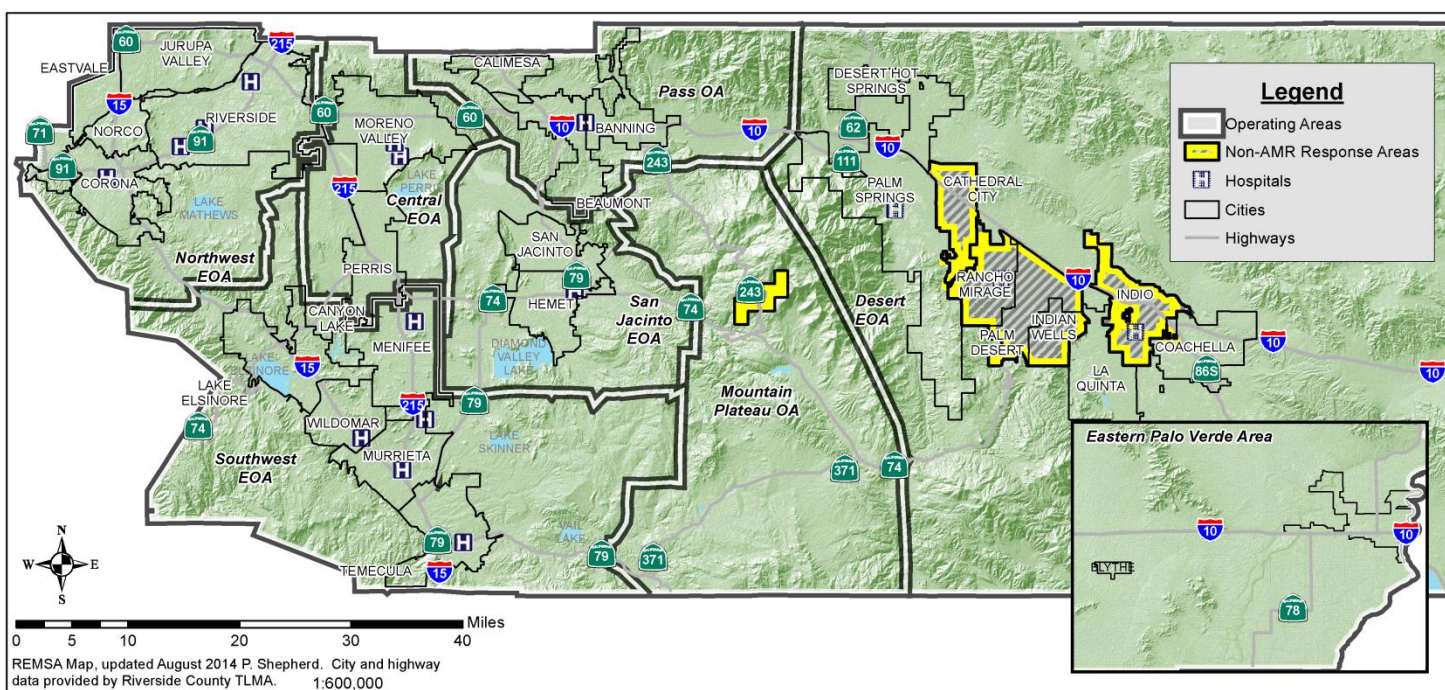
Overview

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 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



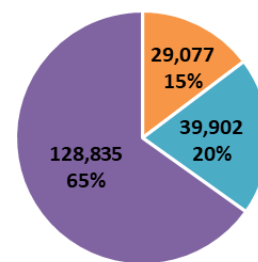
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

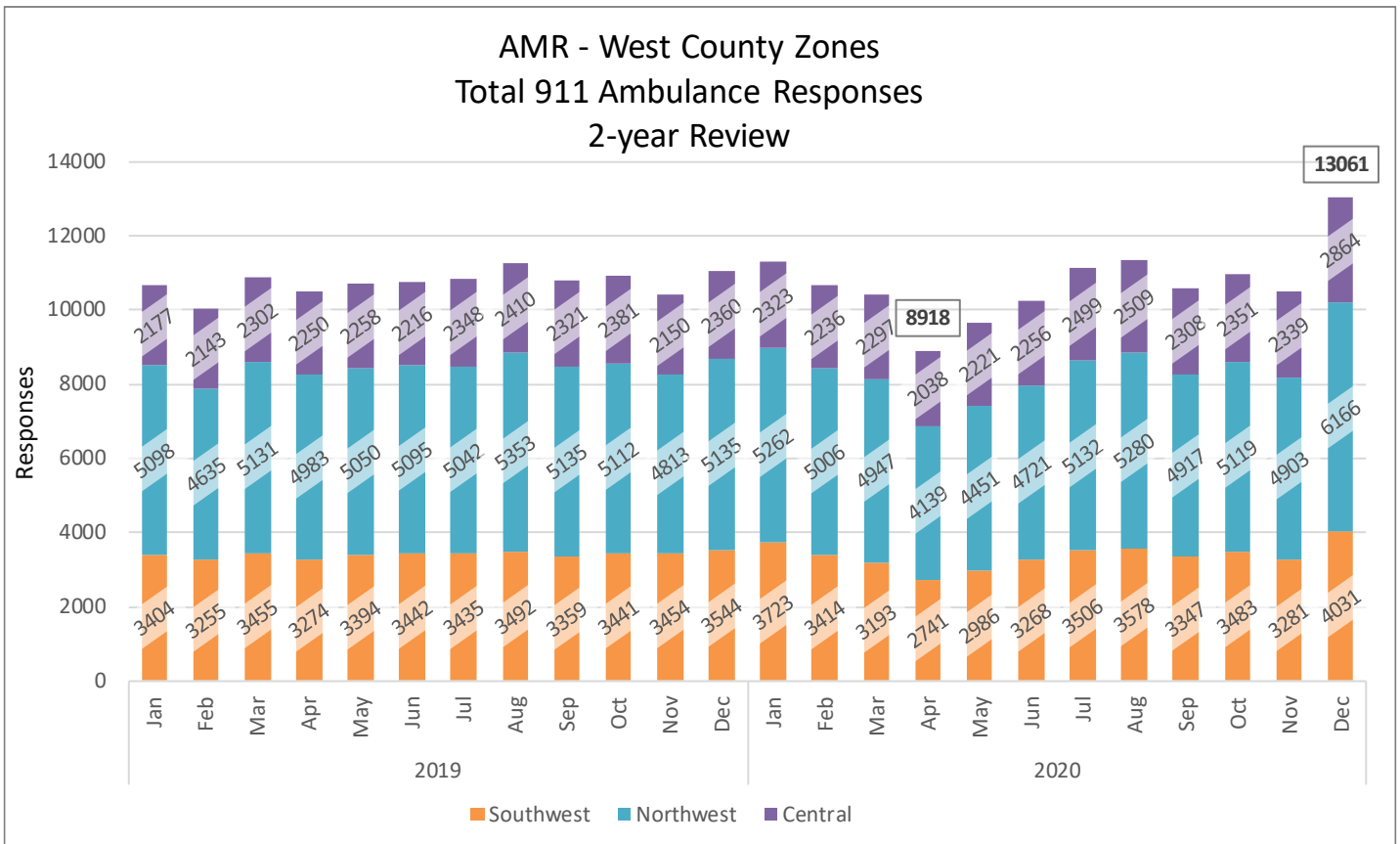
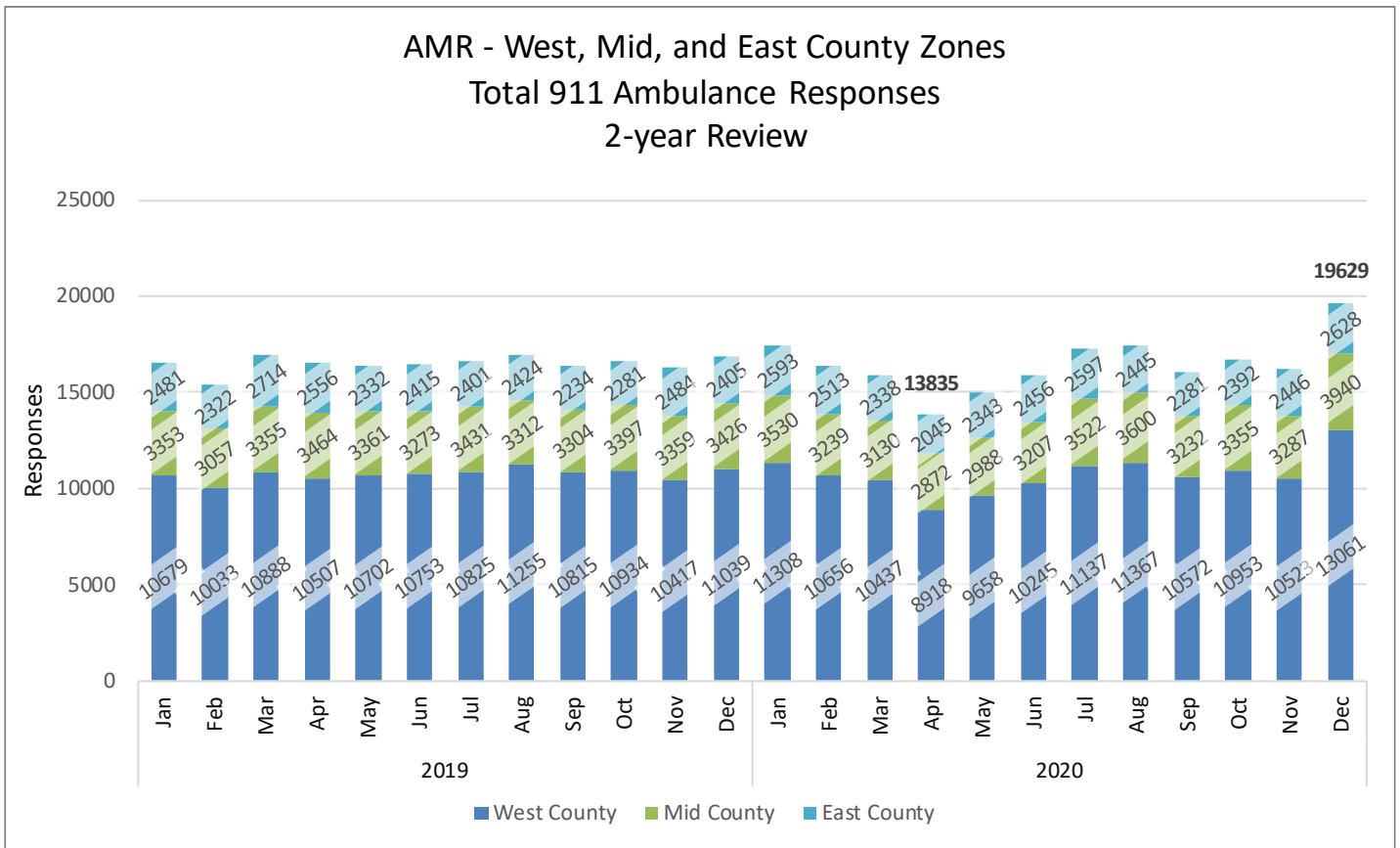
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jan 2020 through Dec 2020

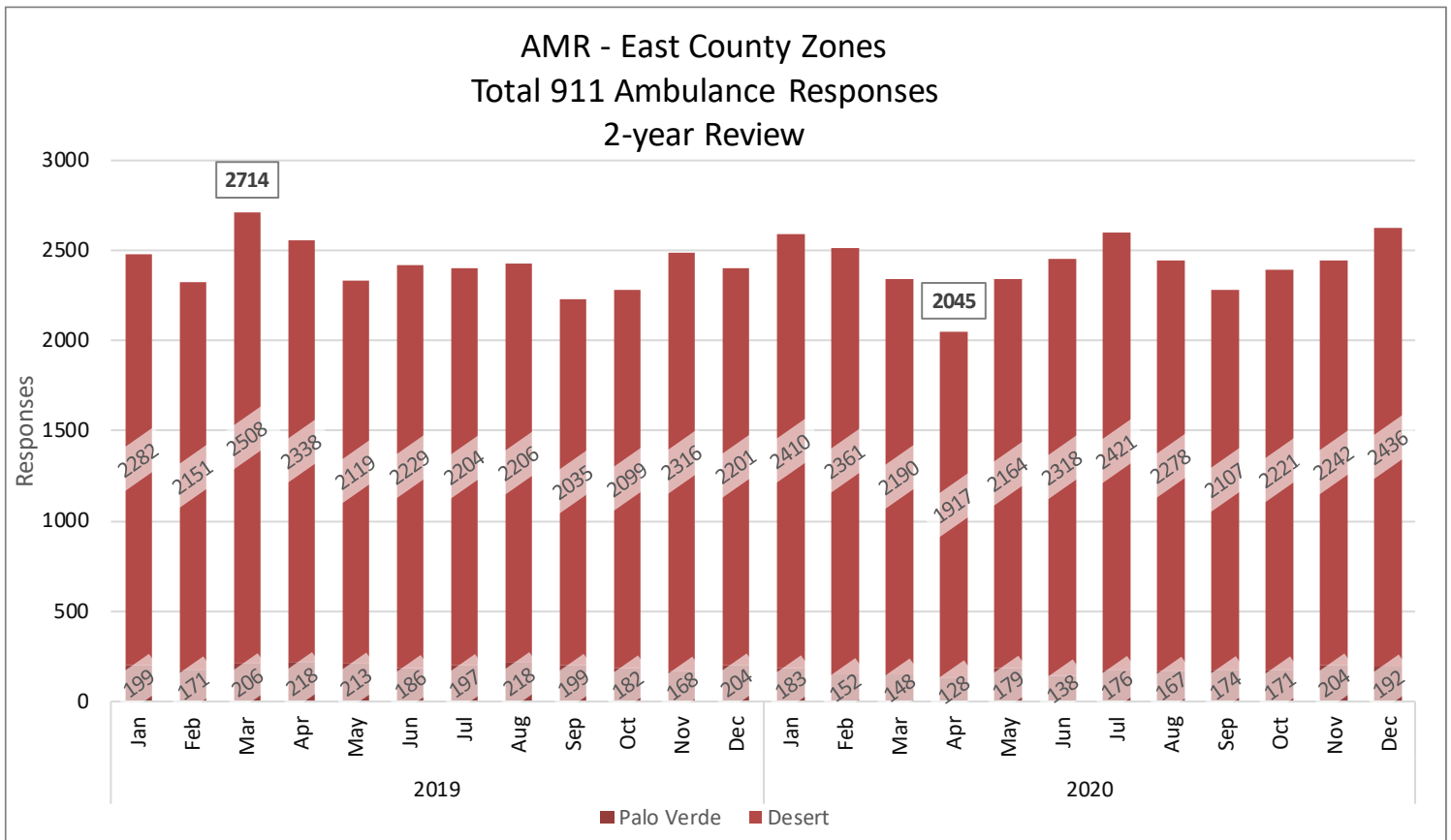
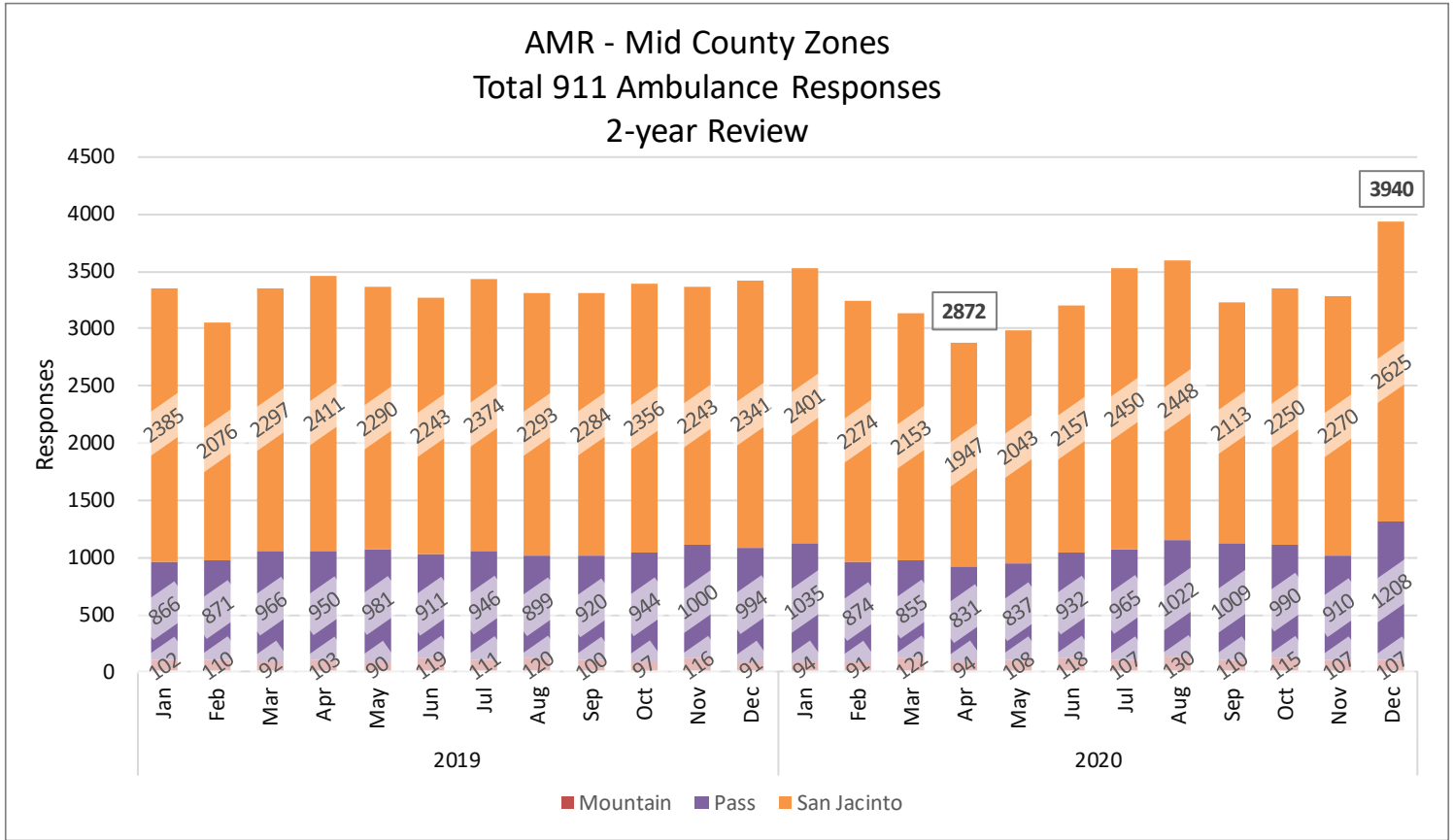


■ East County ■ Mid County ■ West County

West, Mid, and East County Areas Comparisons



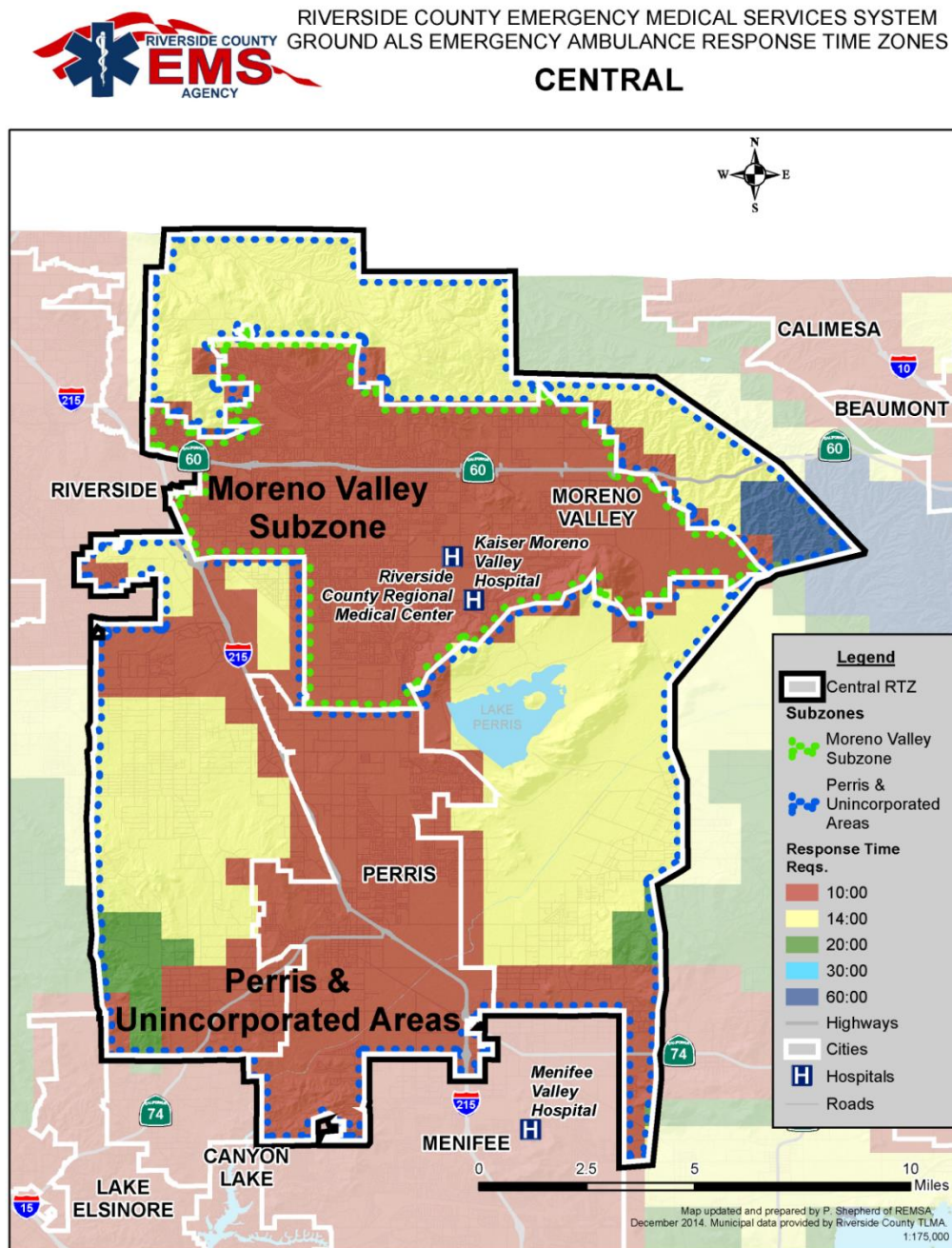
West, Mid, and East County Areas Comparisons (Cont'd)



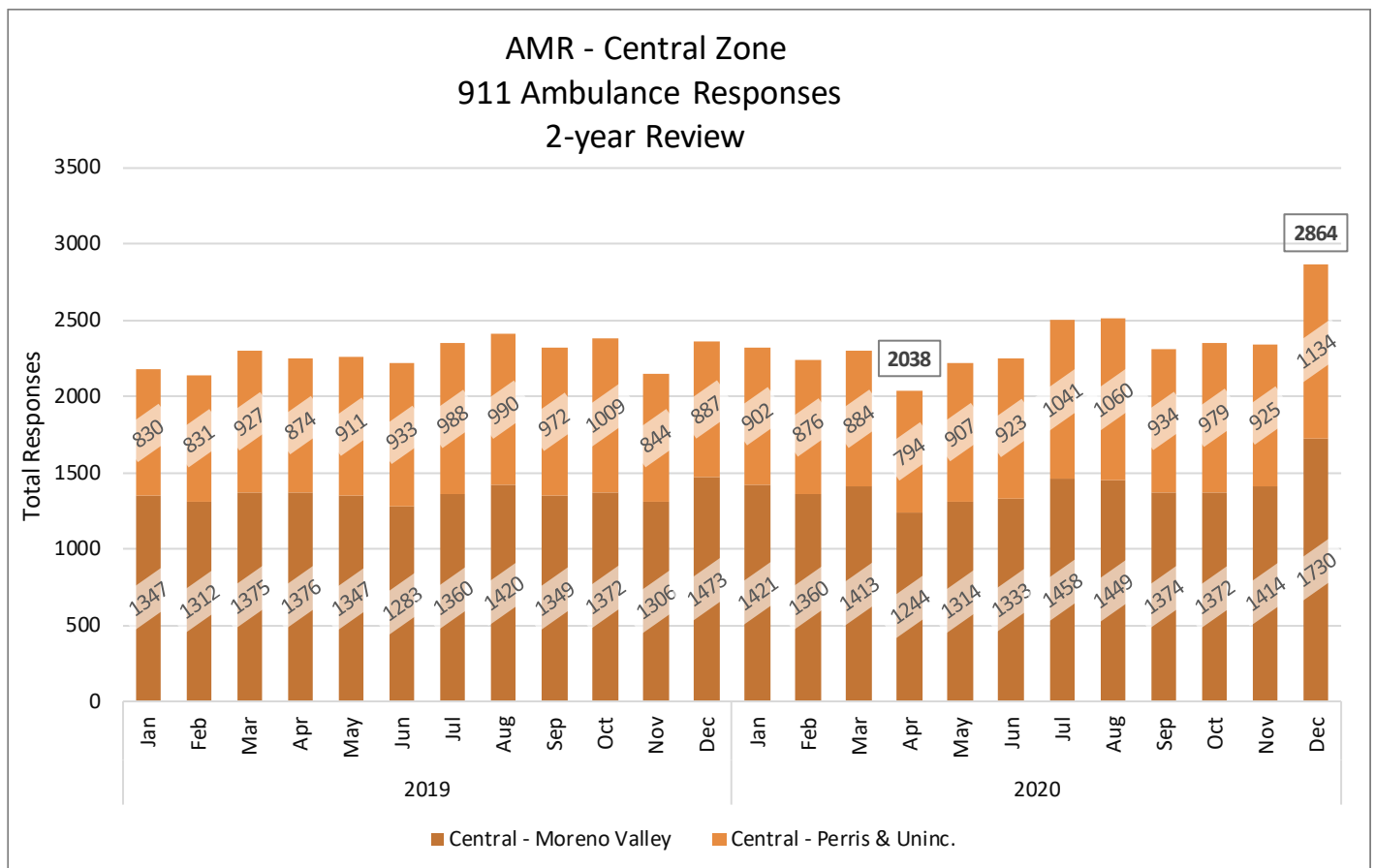
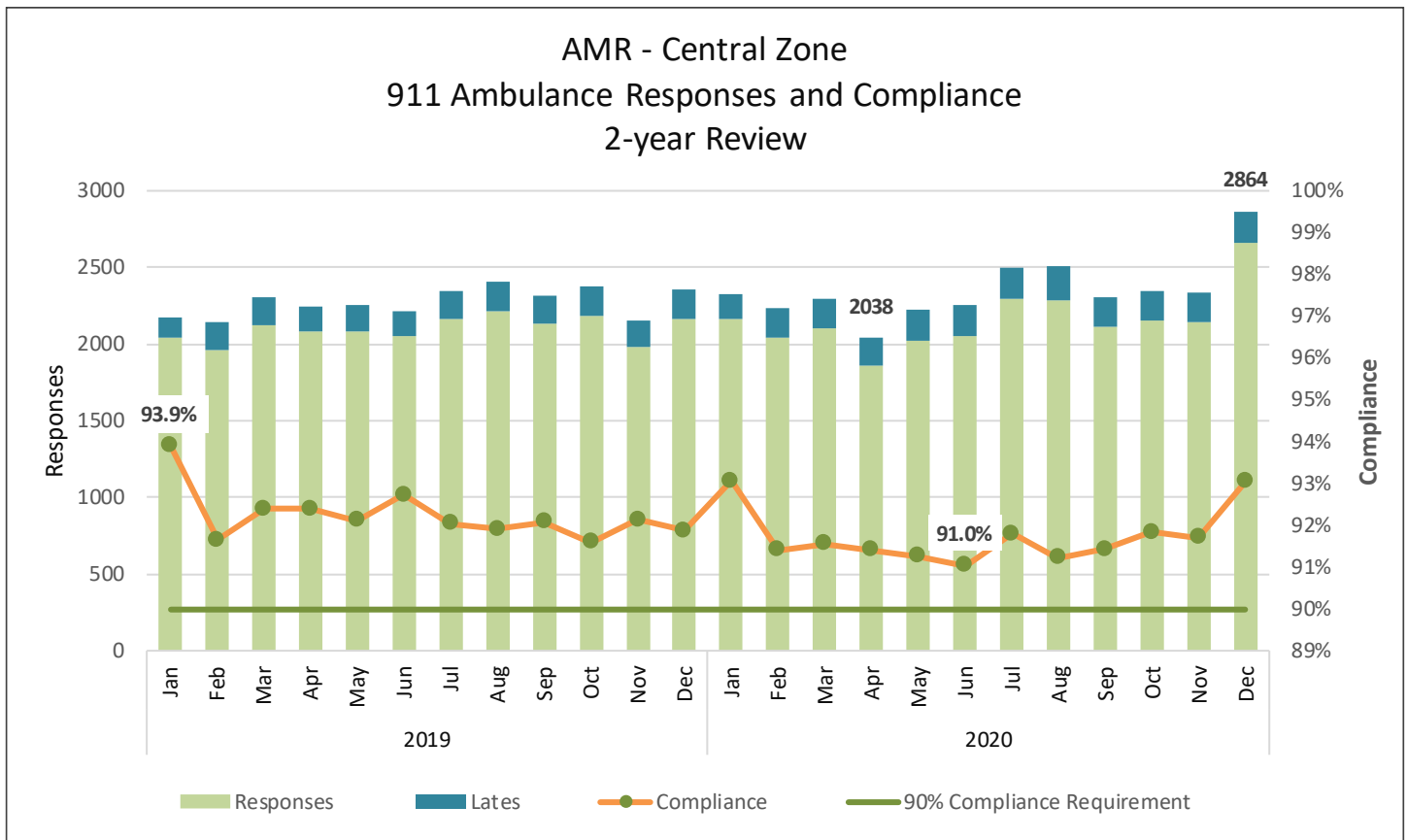
CENTRAL ZONE

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.

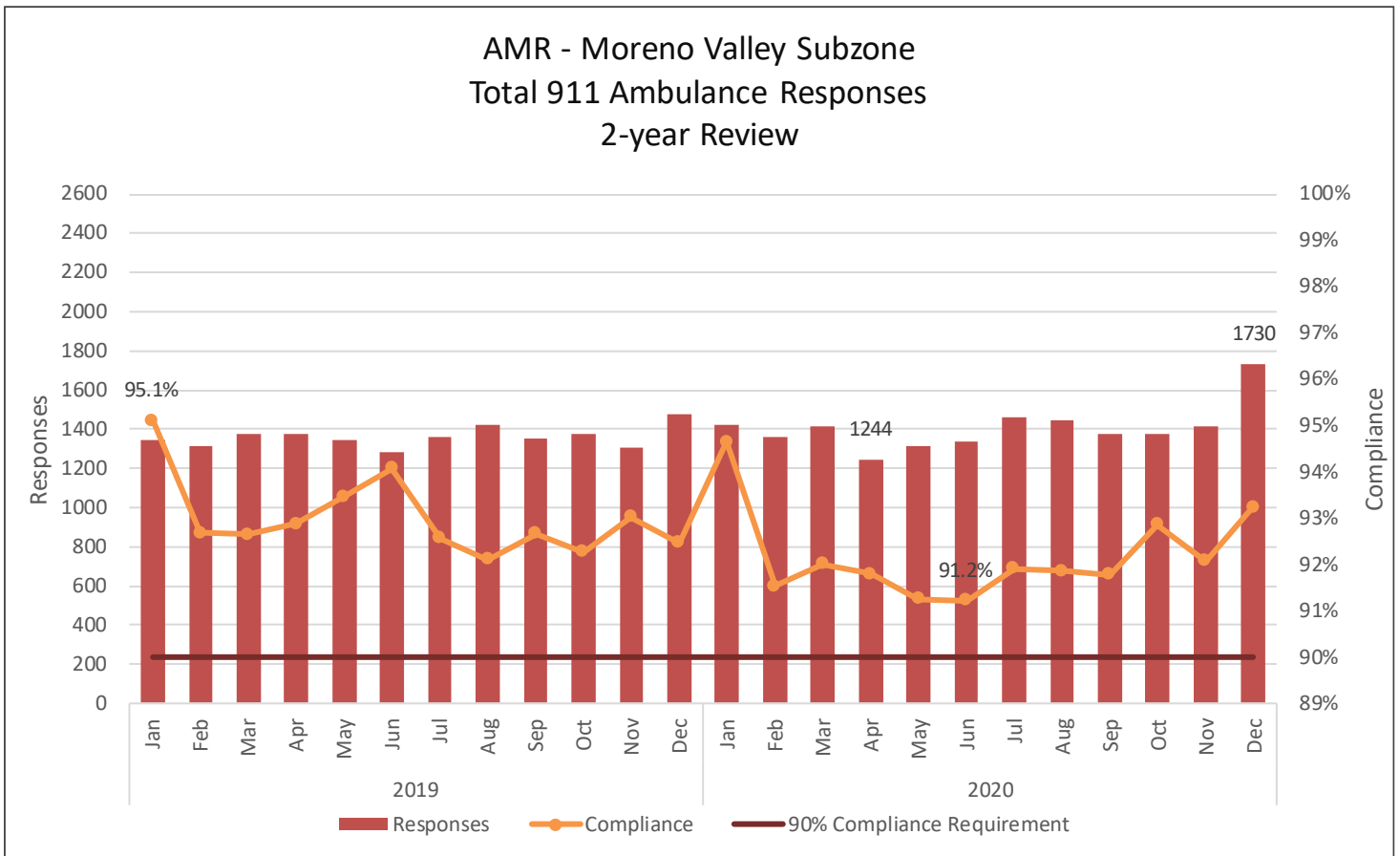
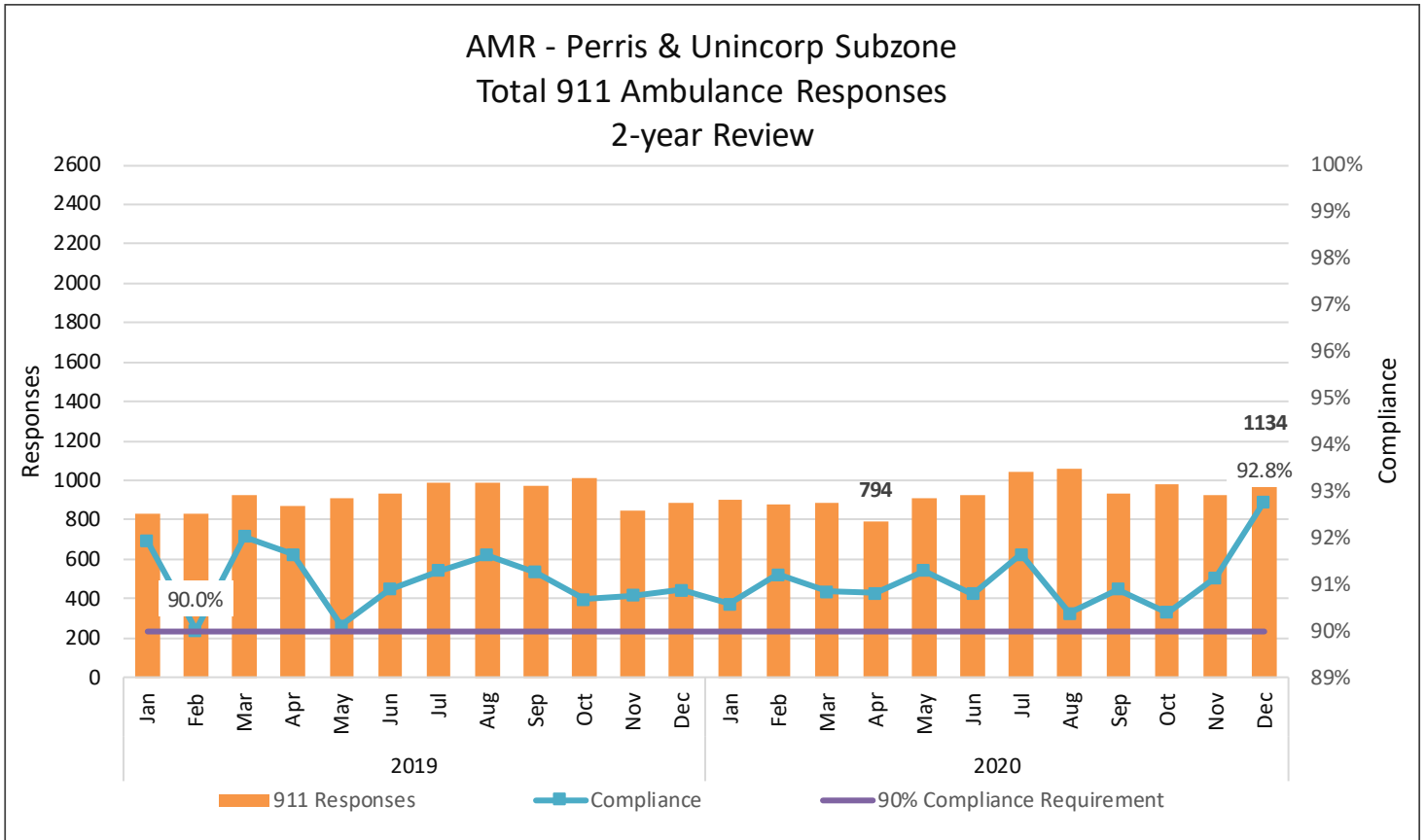
The maps referenced in this report are available at remsa.us/zones



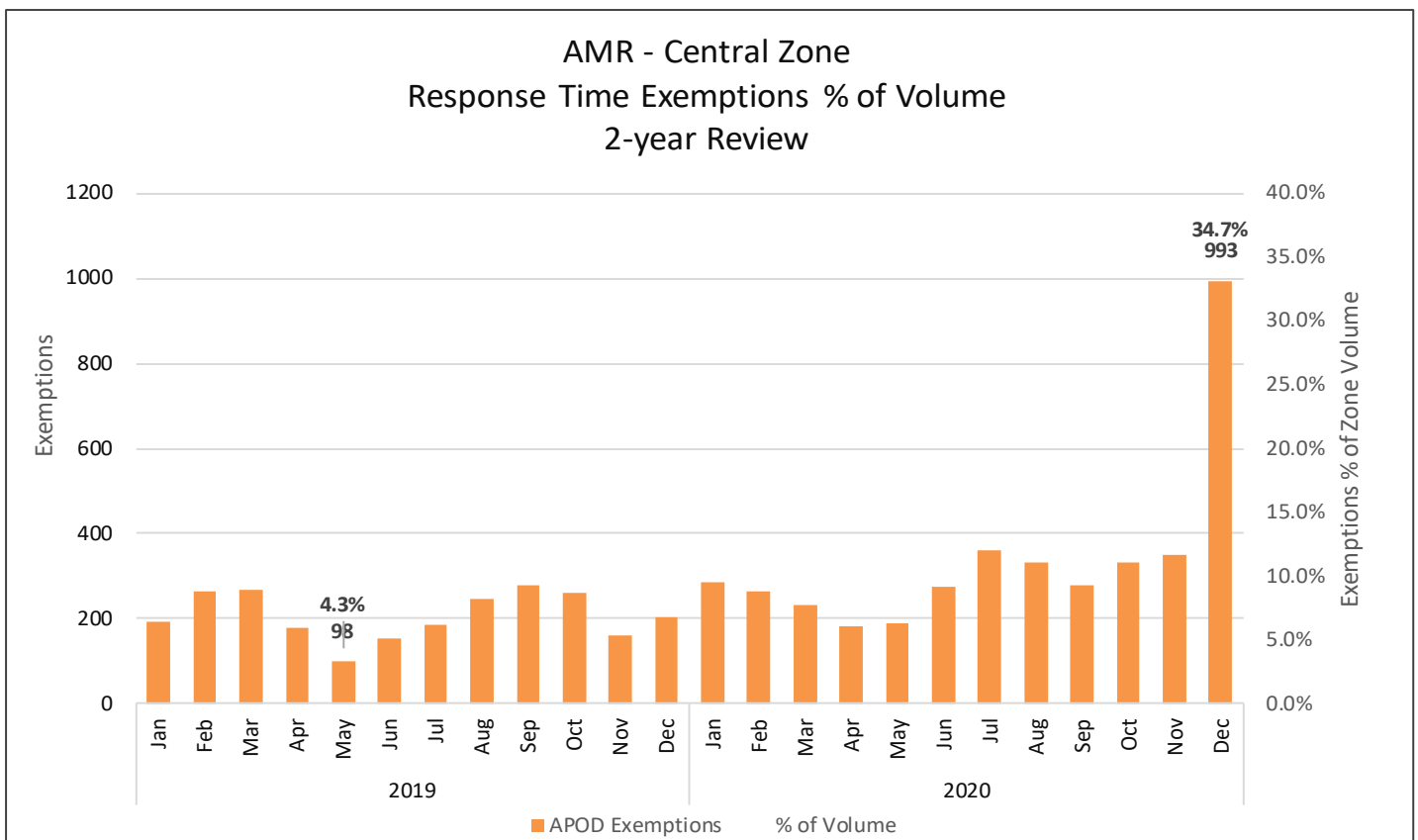
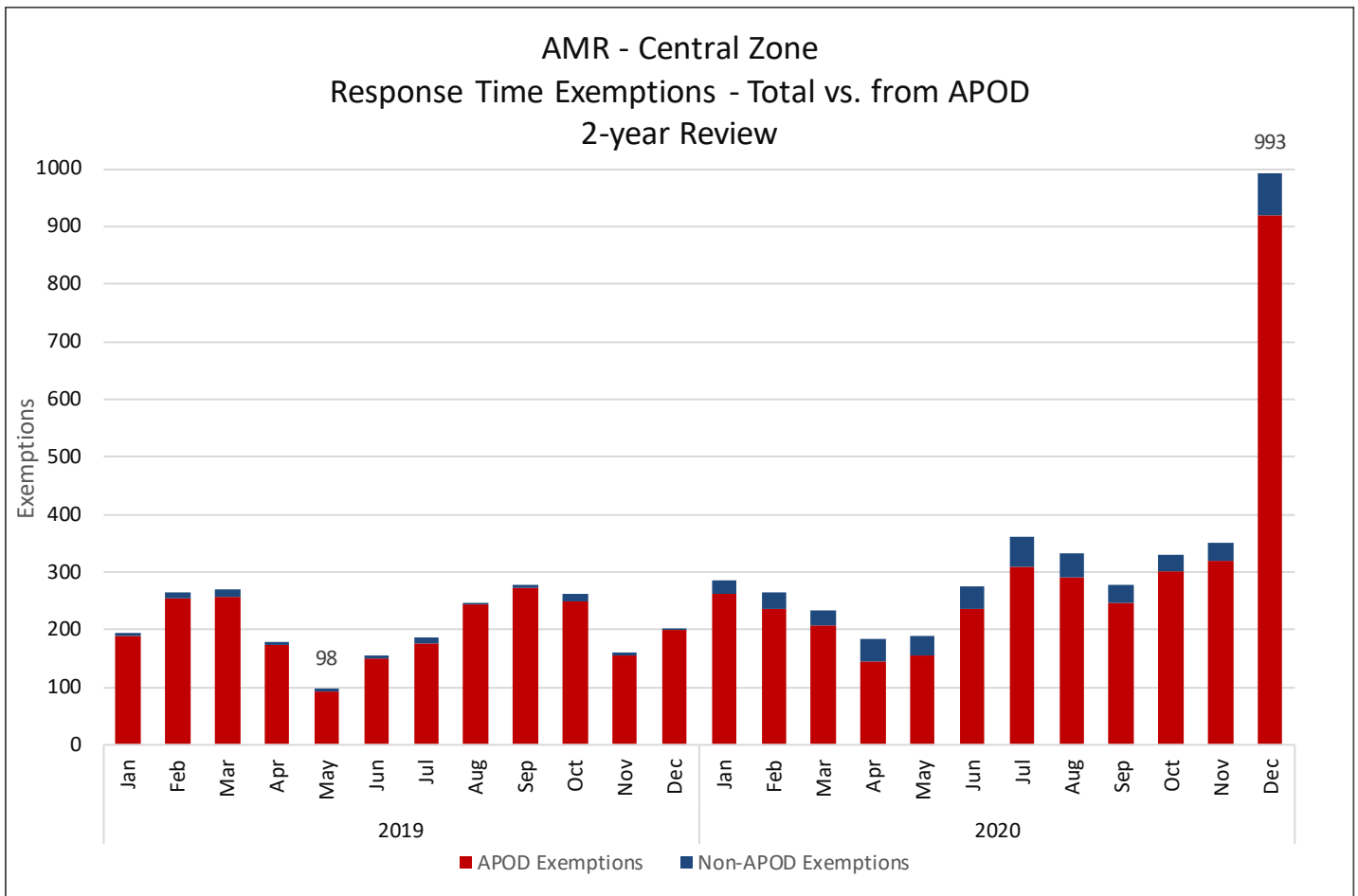
Central Zone: Response and Compliance Data



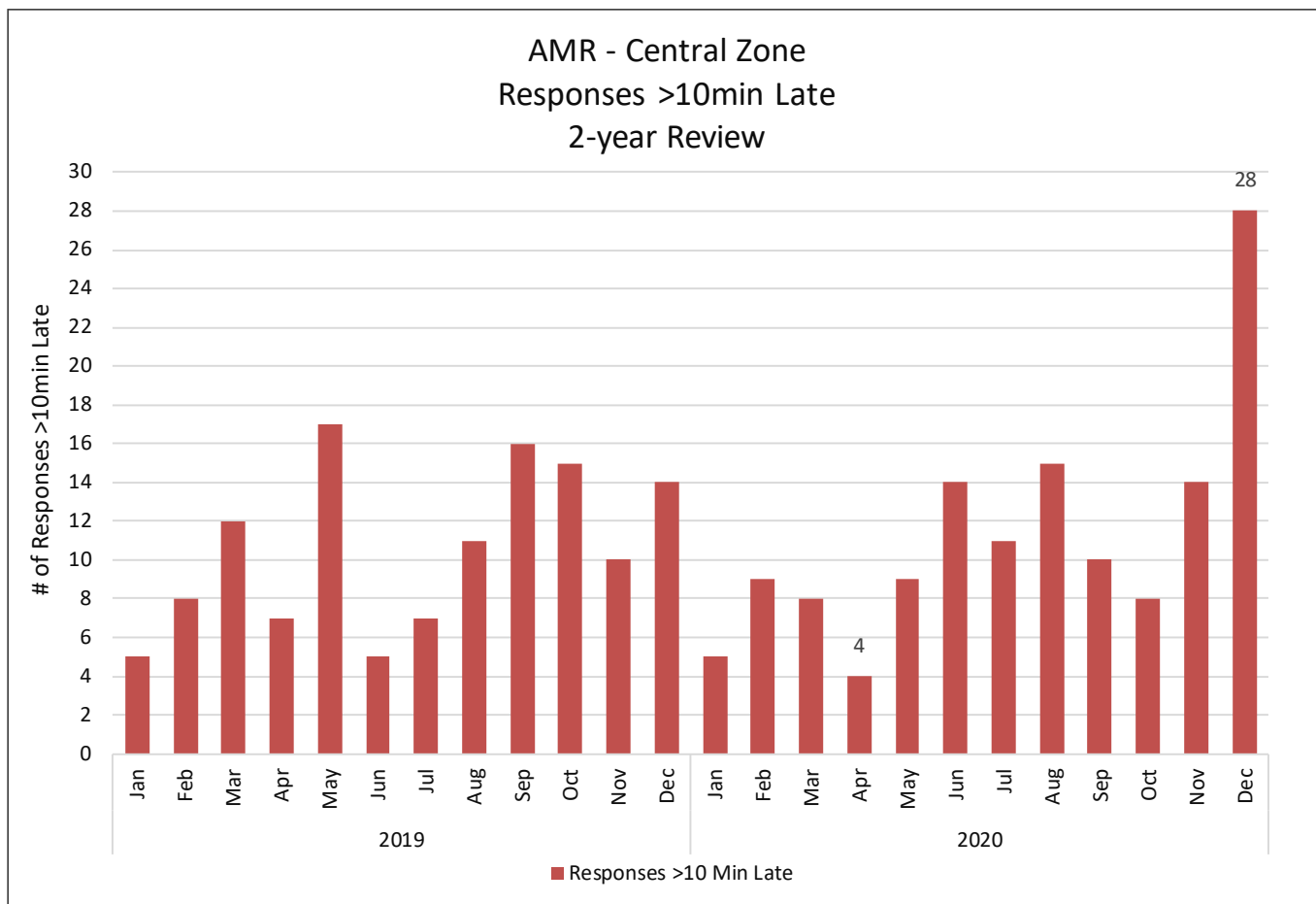
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

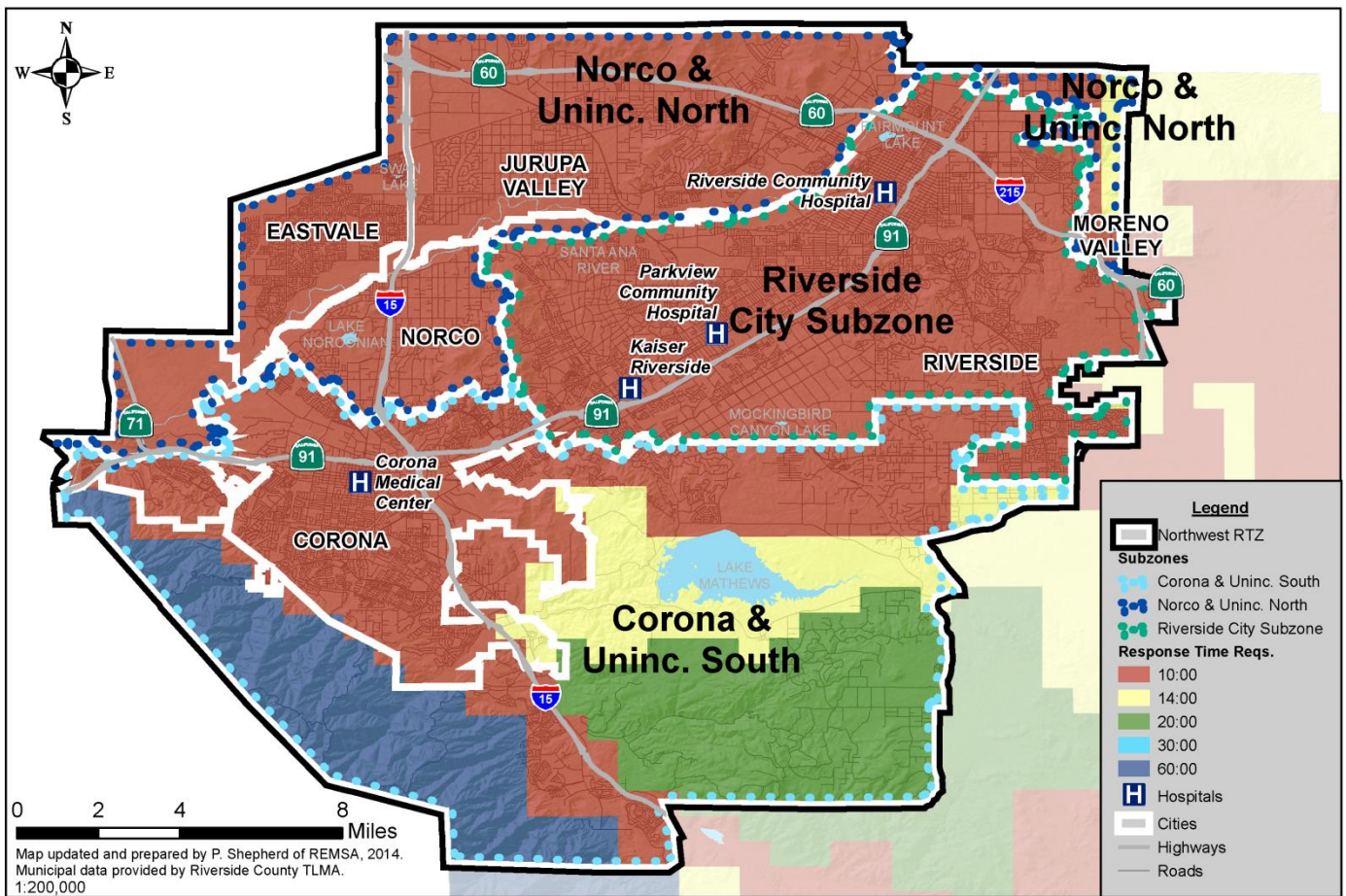


NORTHWEST ZONE

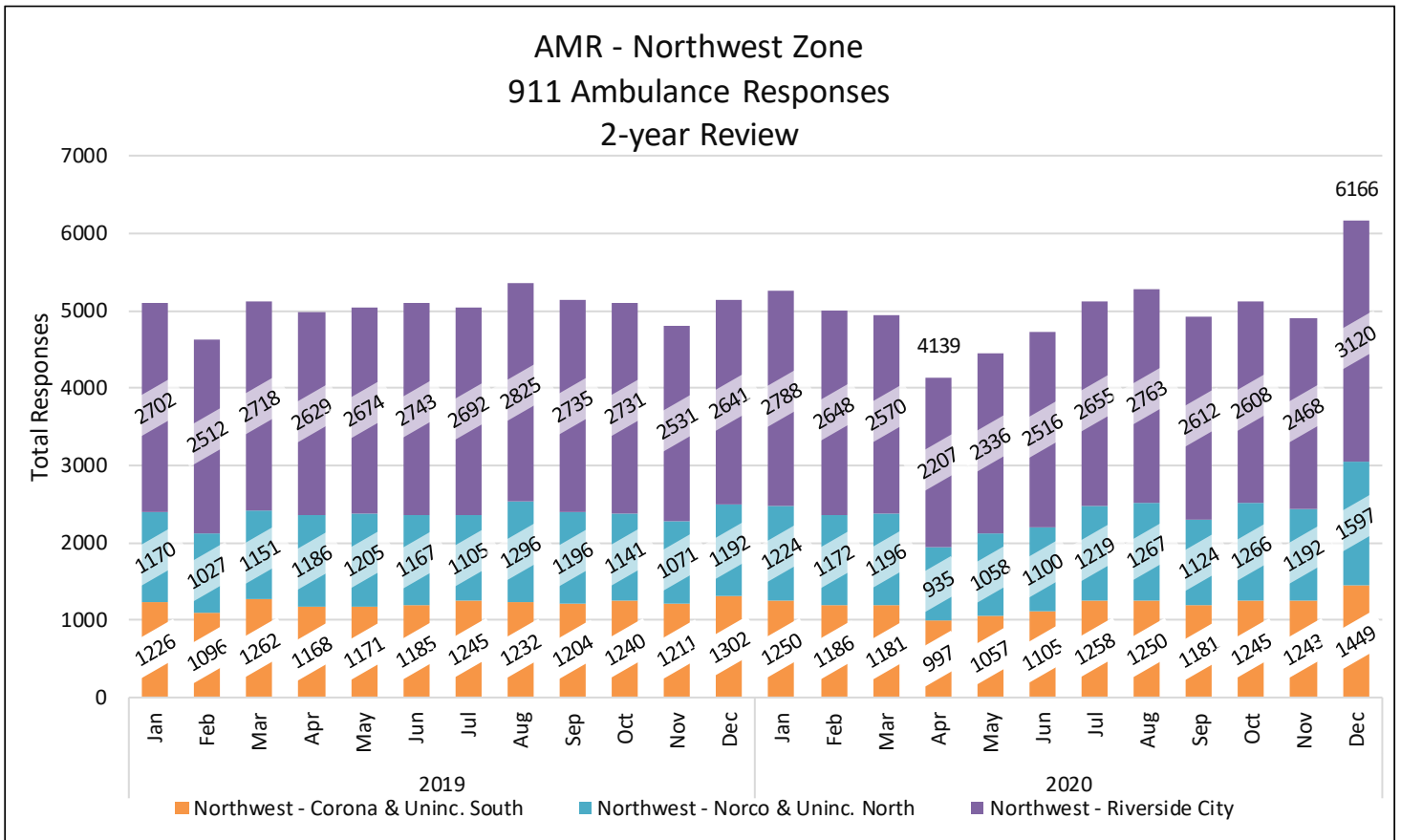
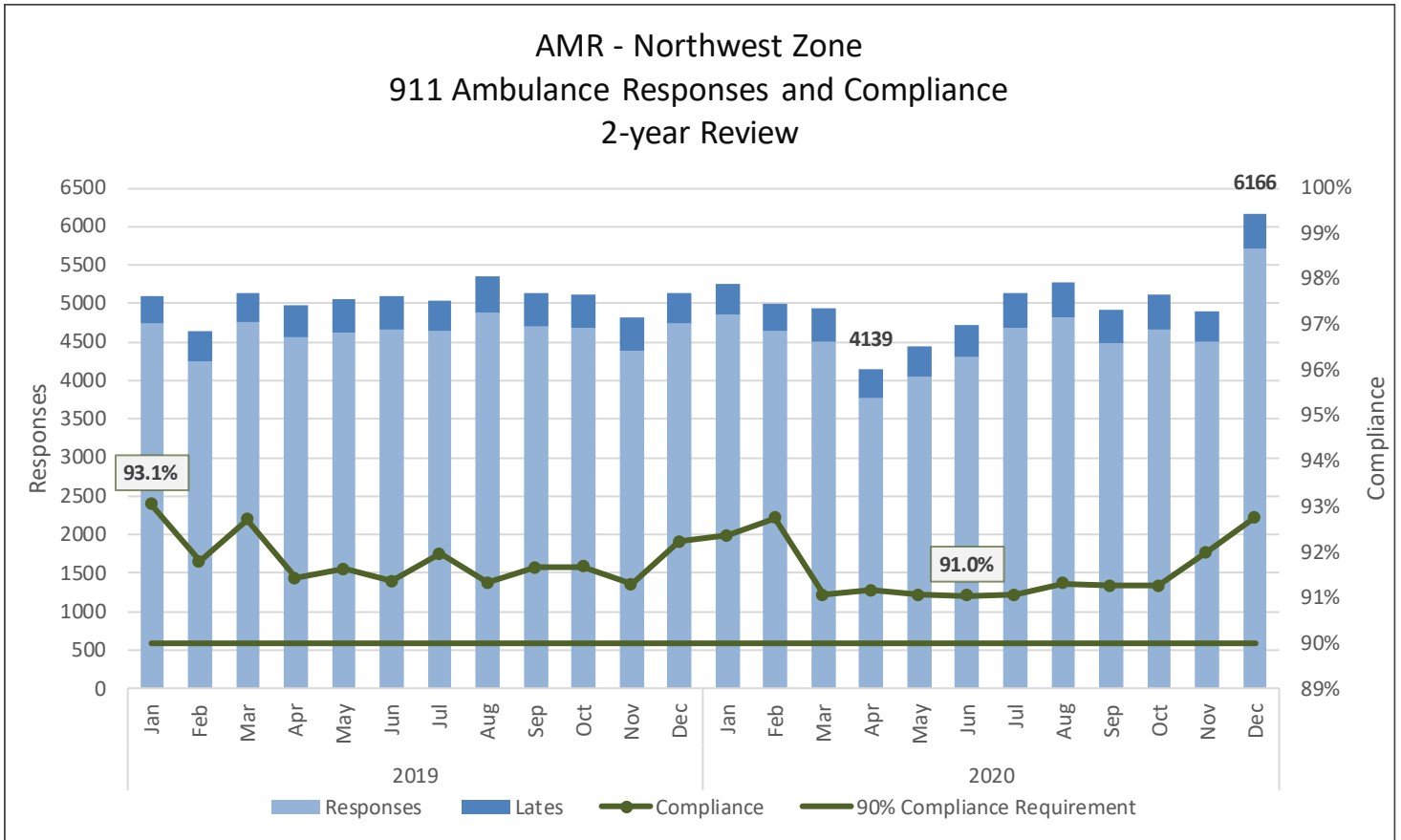
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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



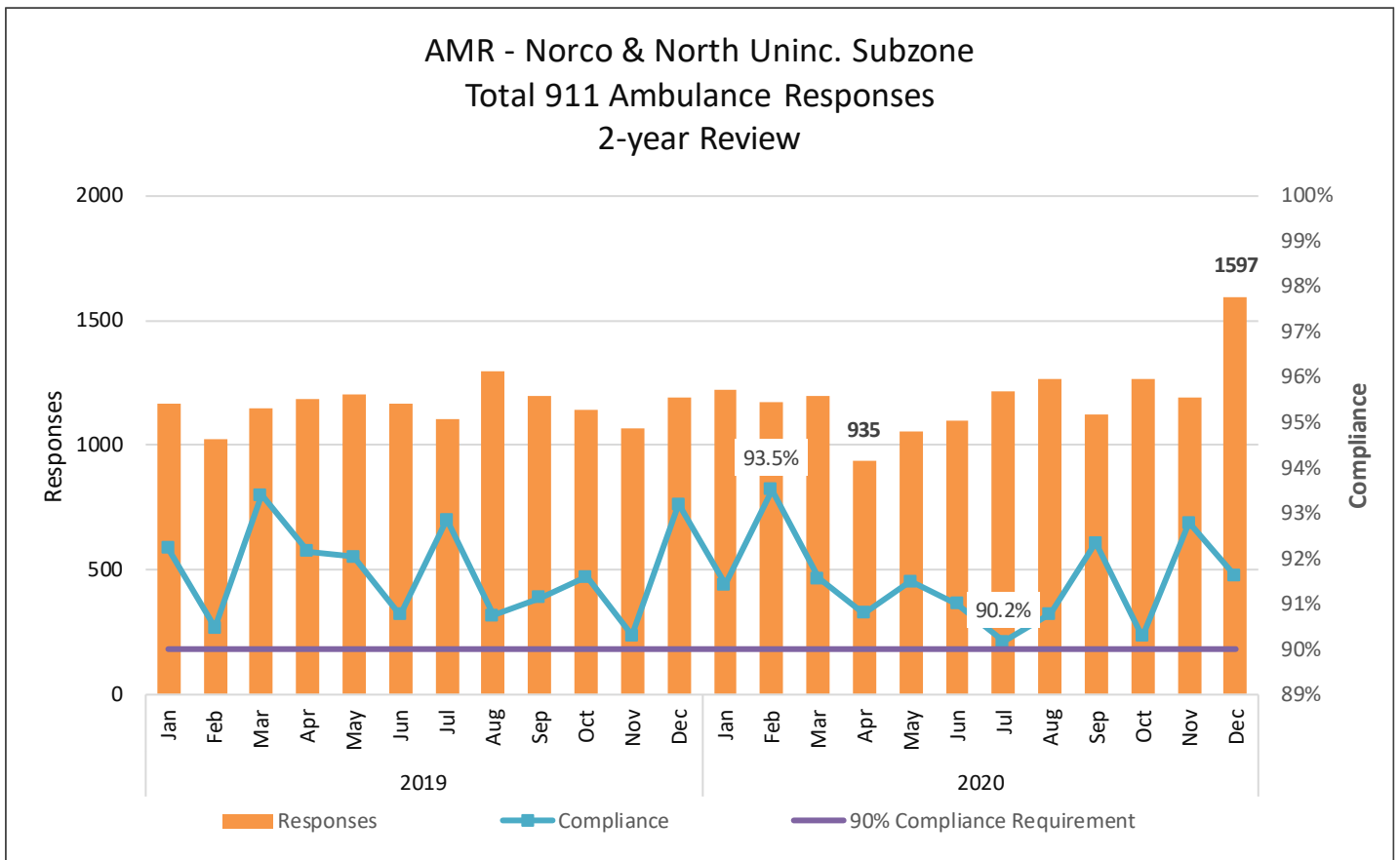
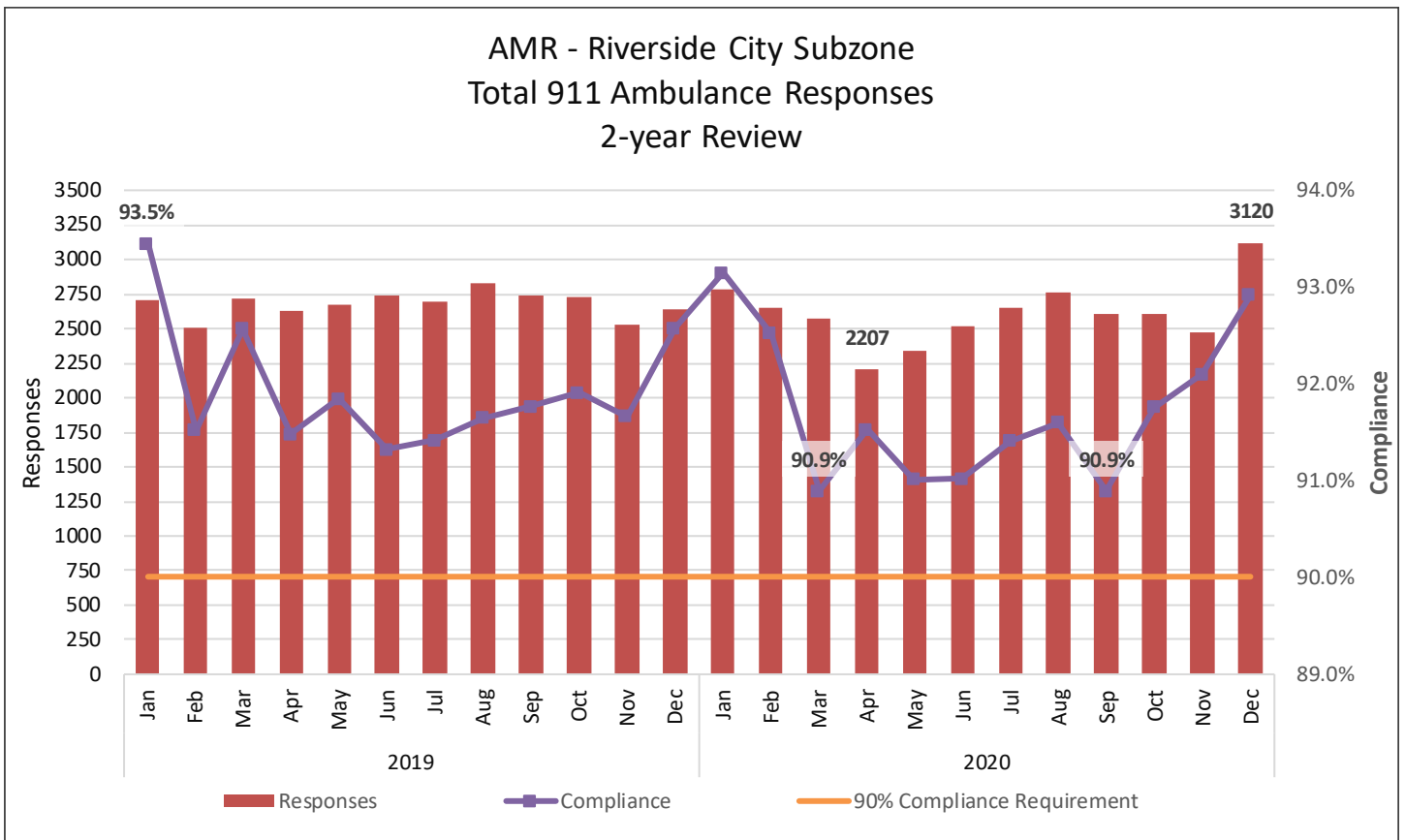
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



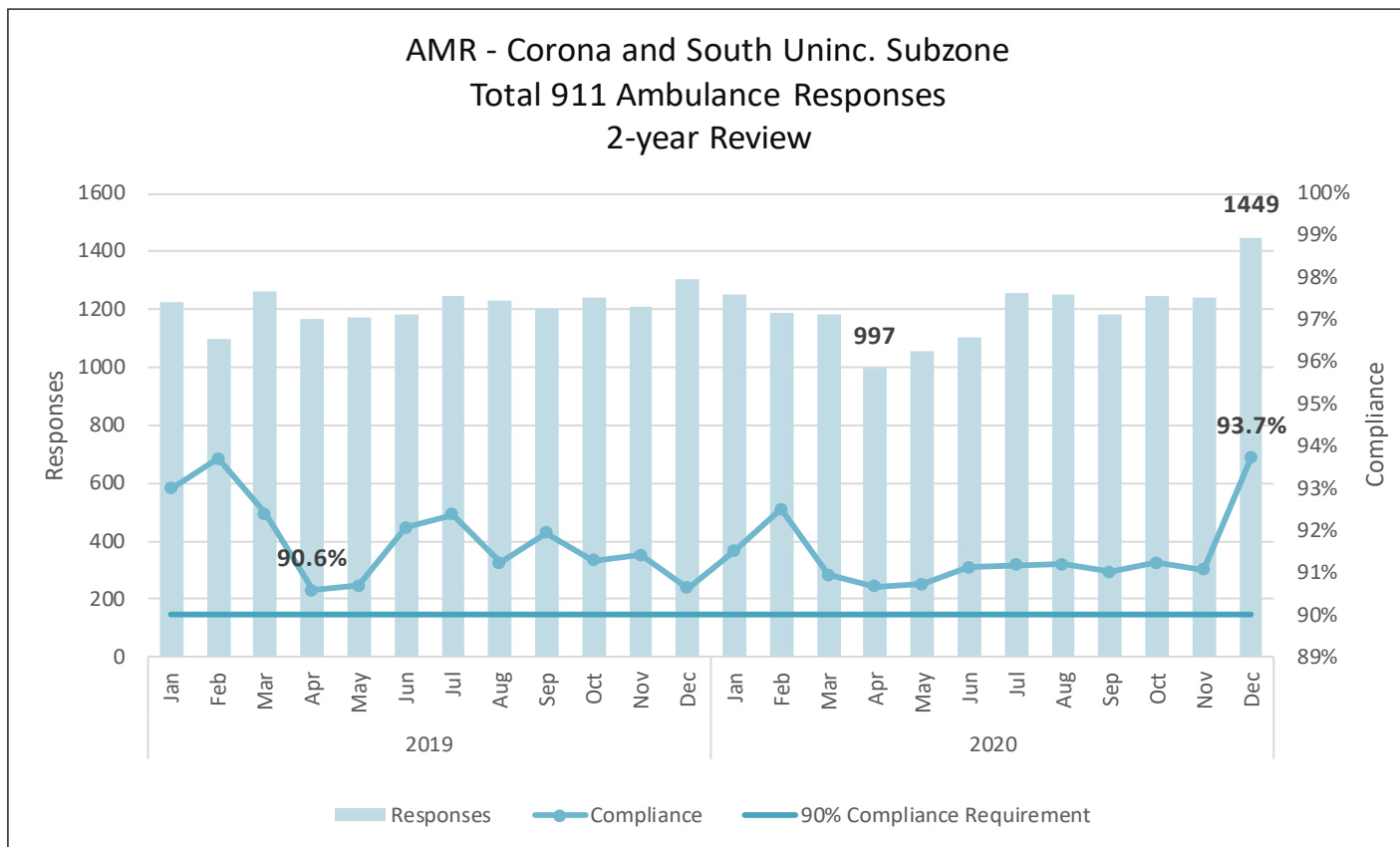
Northwest Zone: Response and Compliance Data



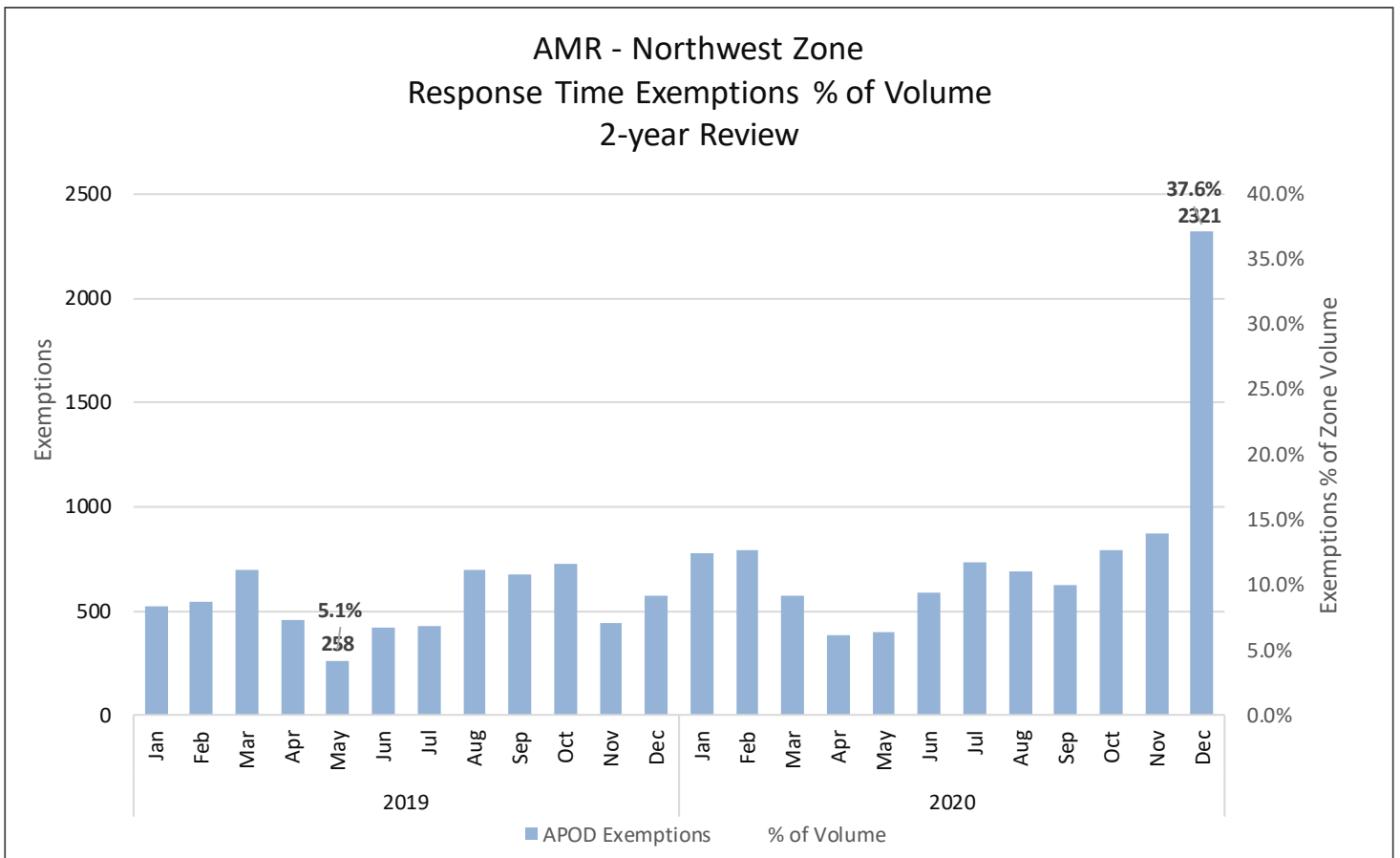
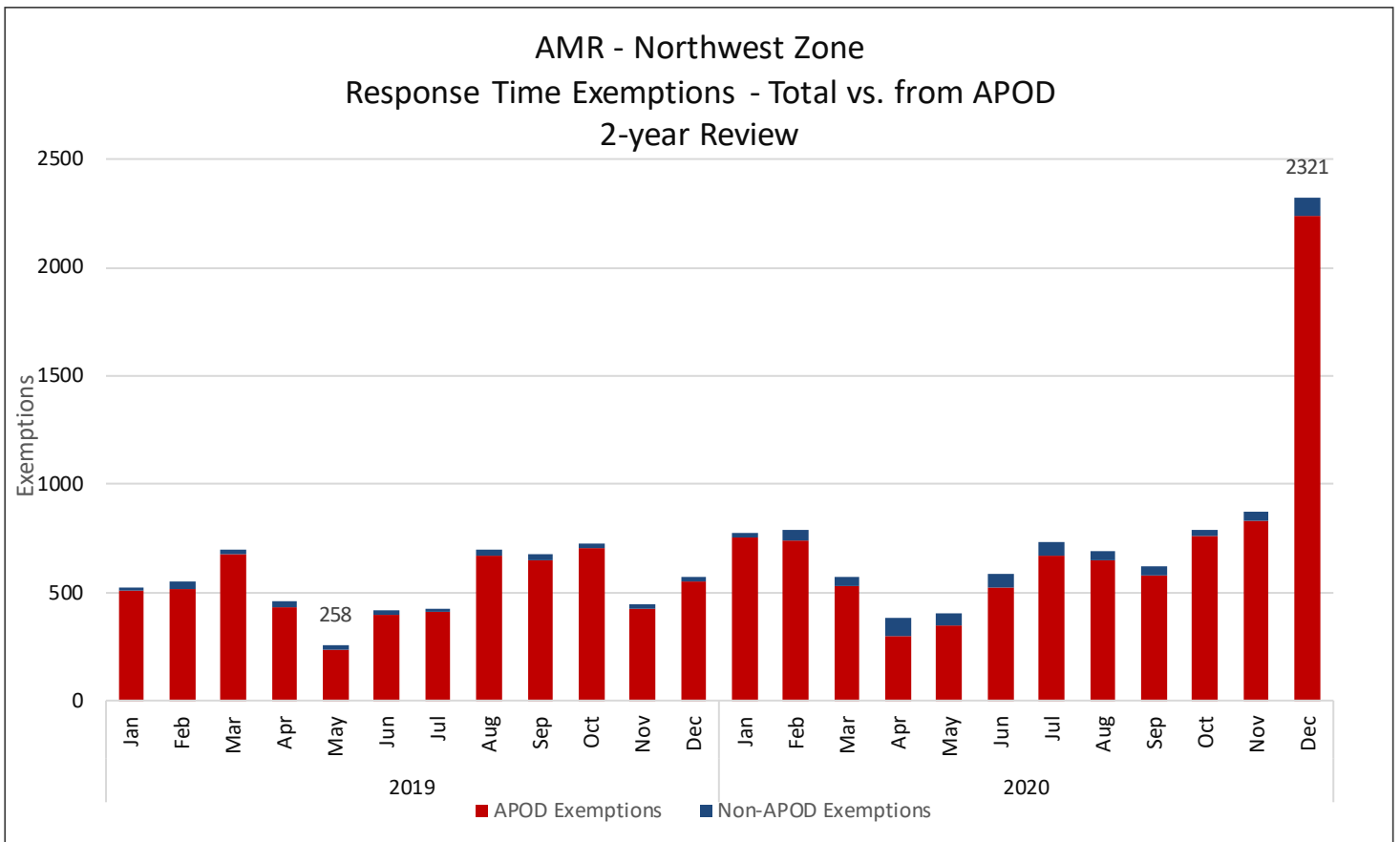
Northwest Zone: Subzone Response and Compliance Data



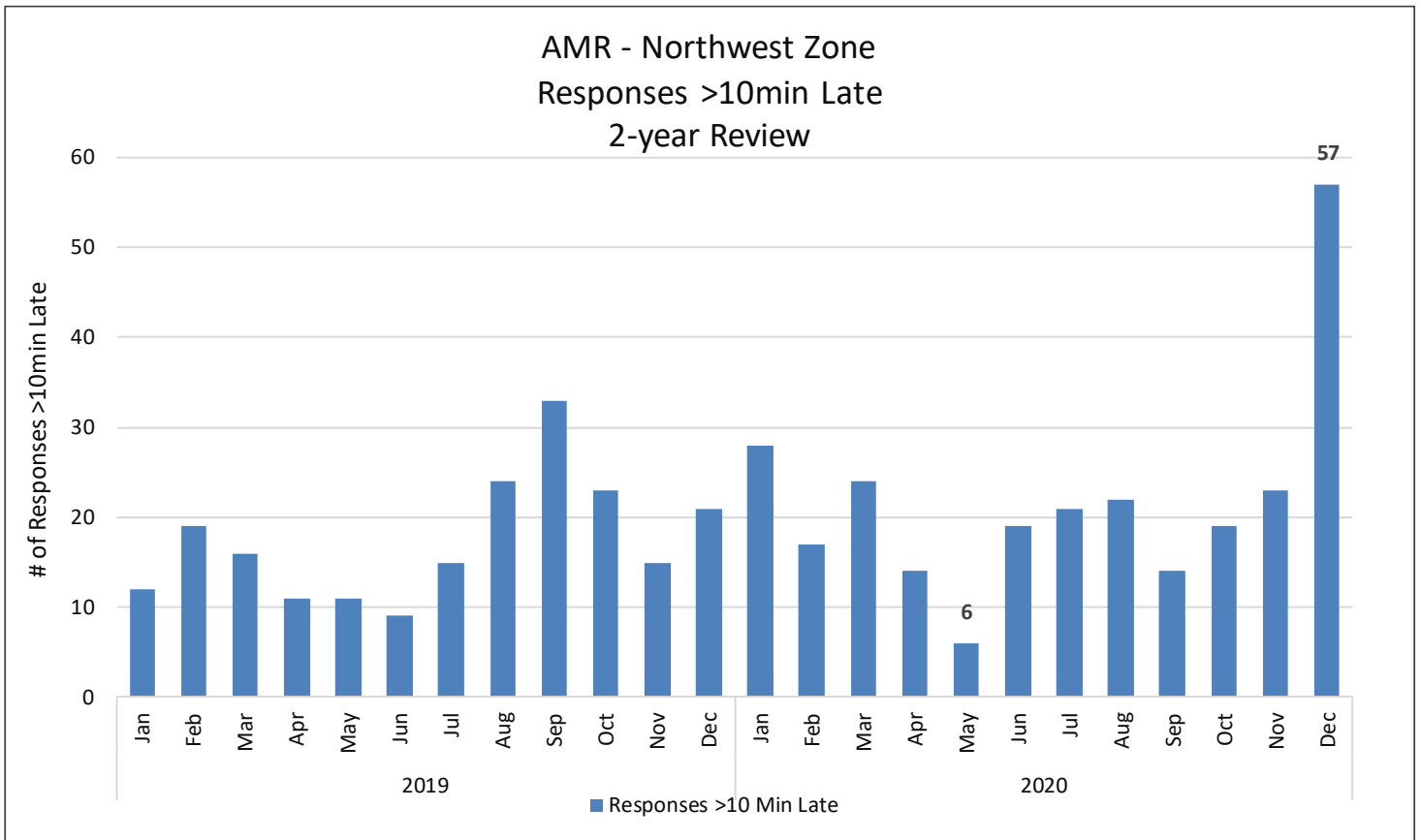
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



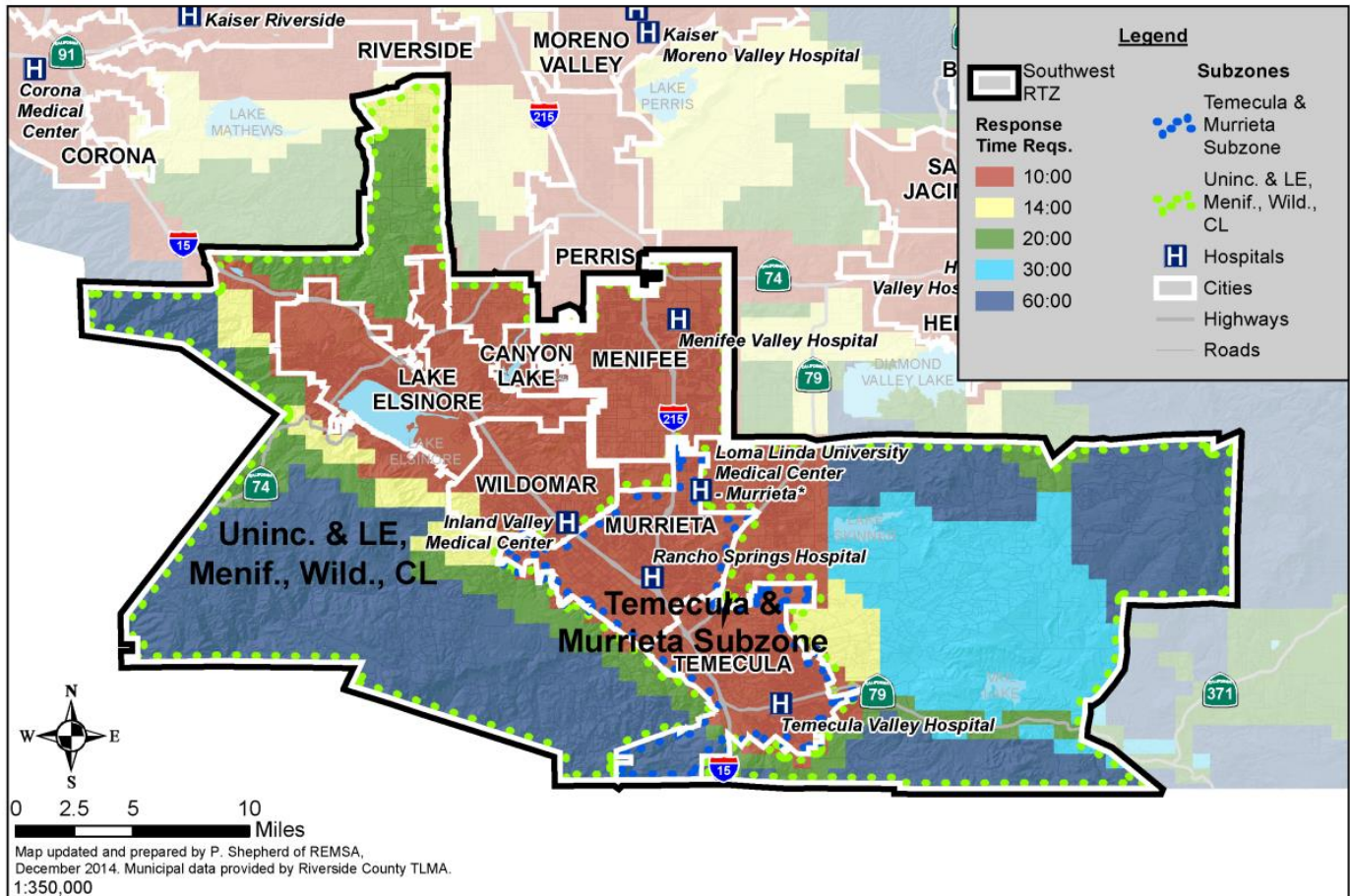
SOUTHWEST ZONE

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.

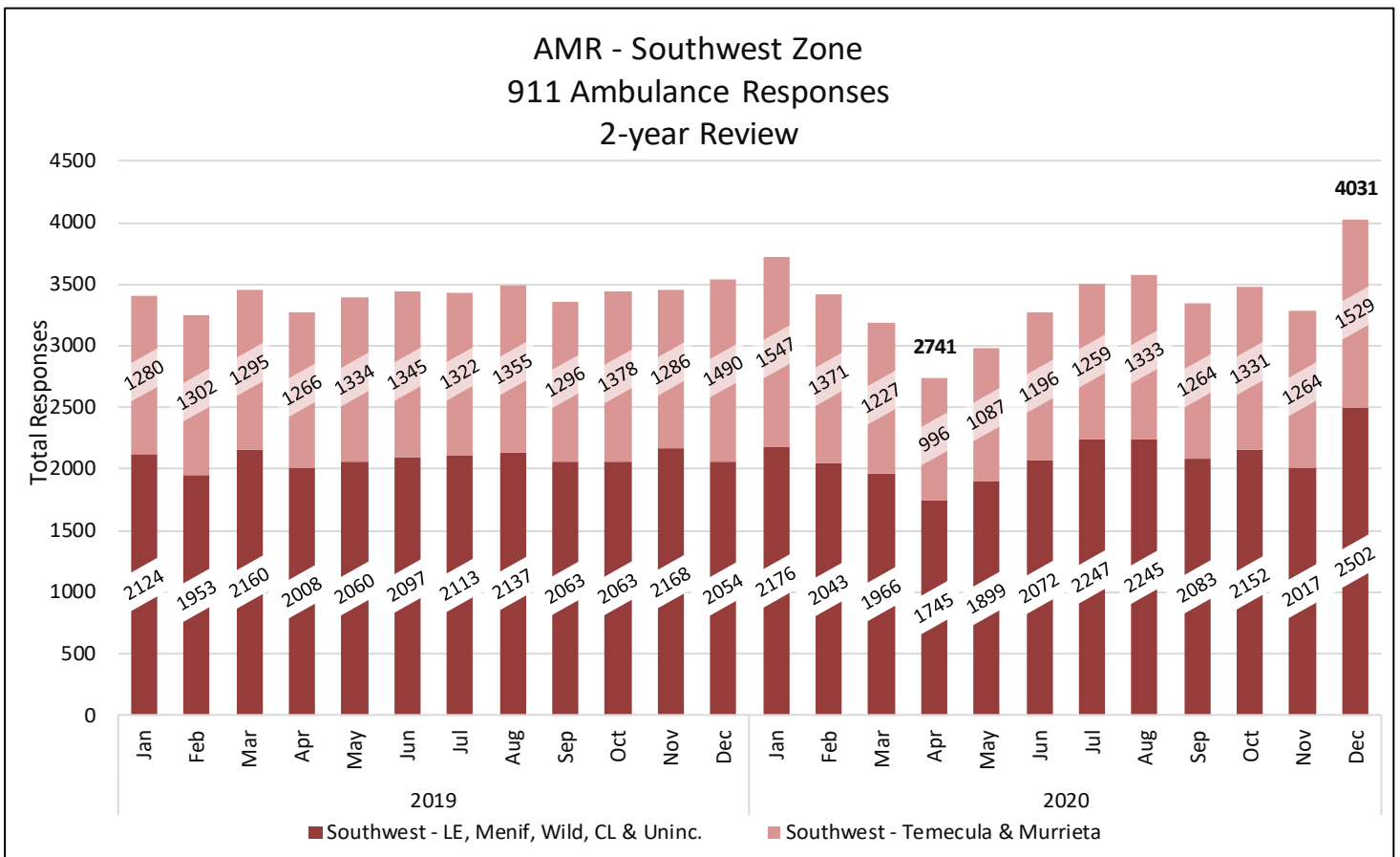
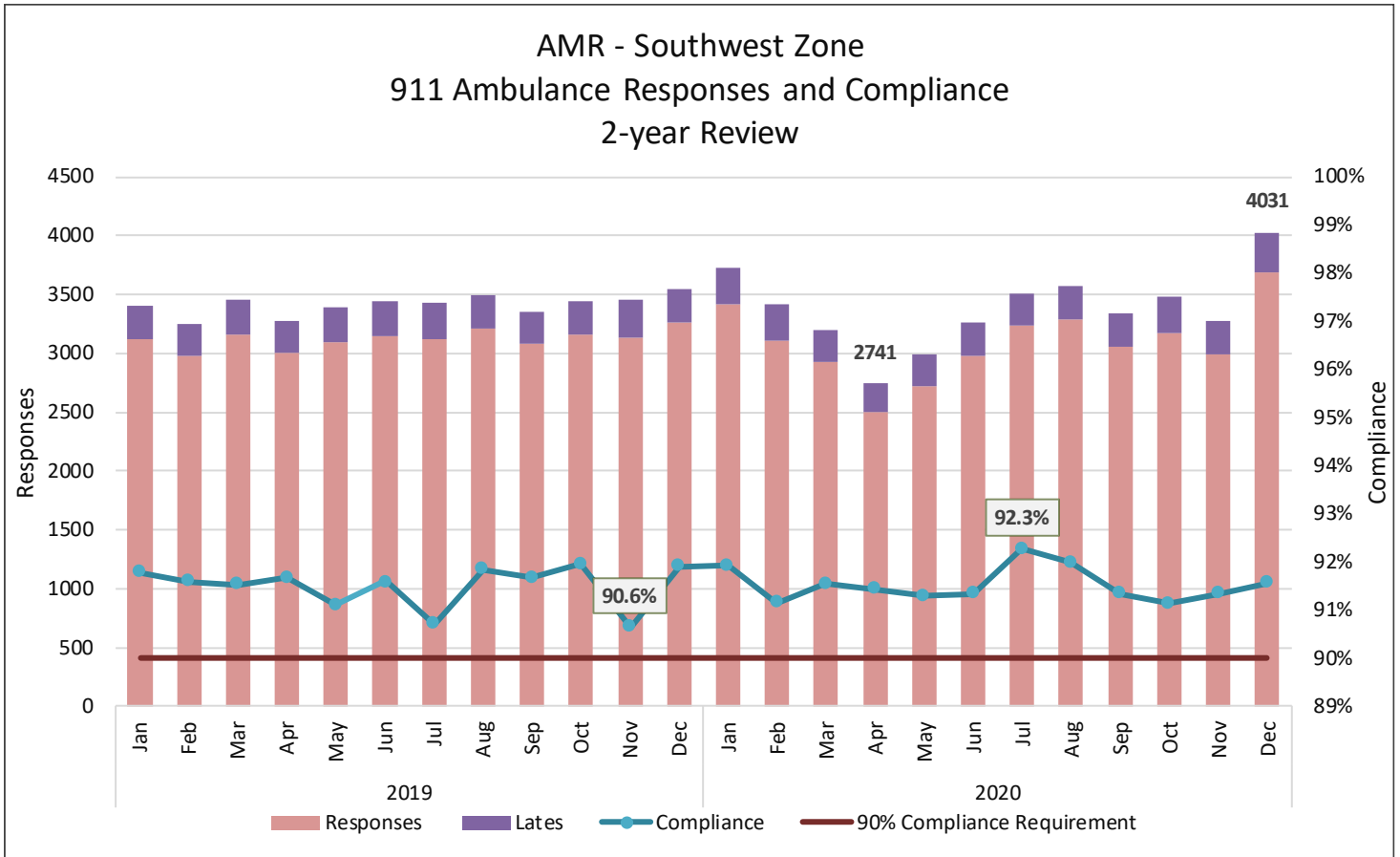


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

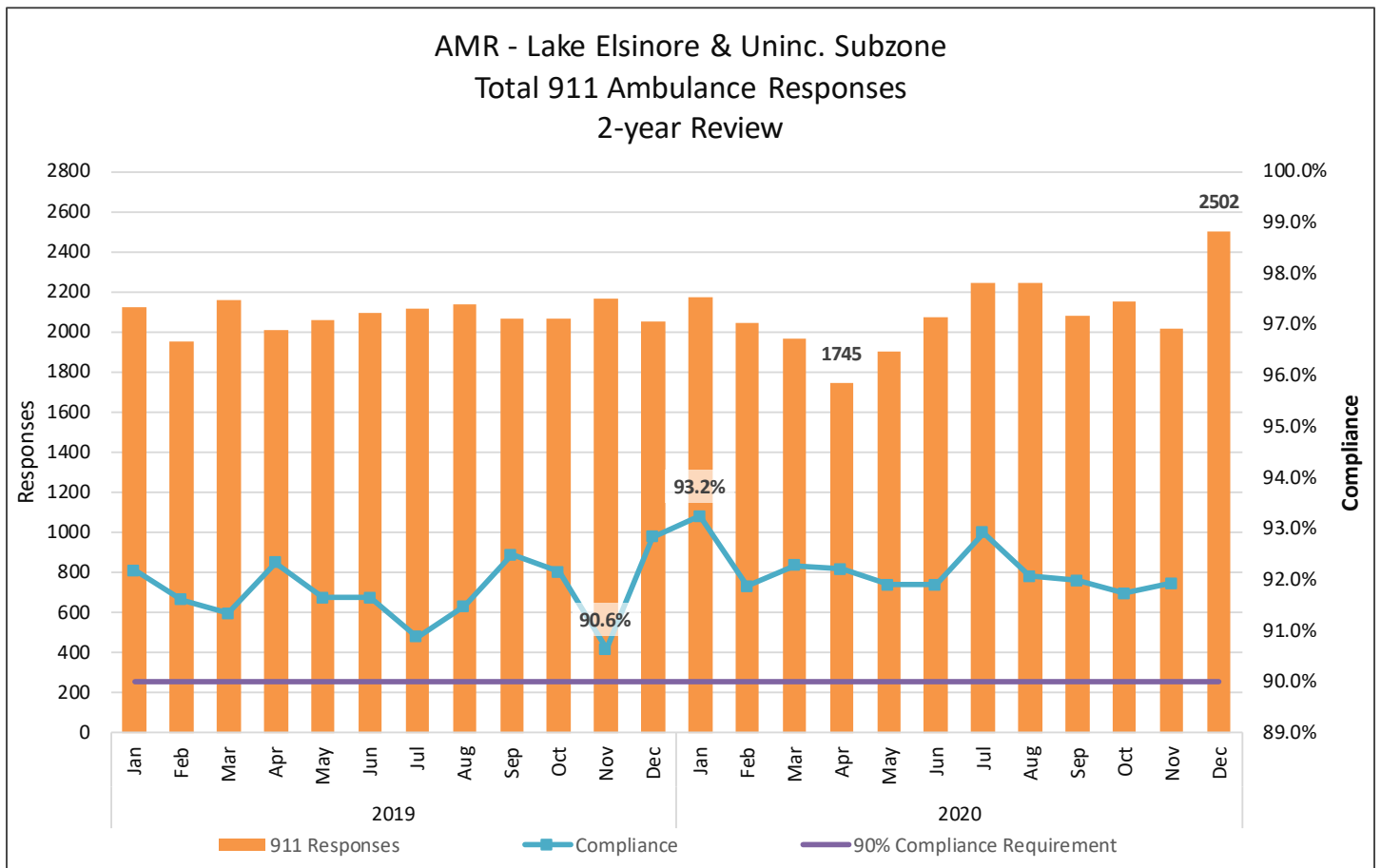
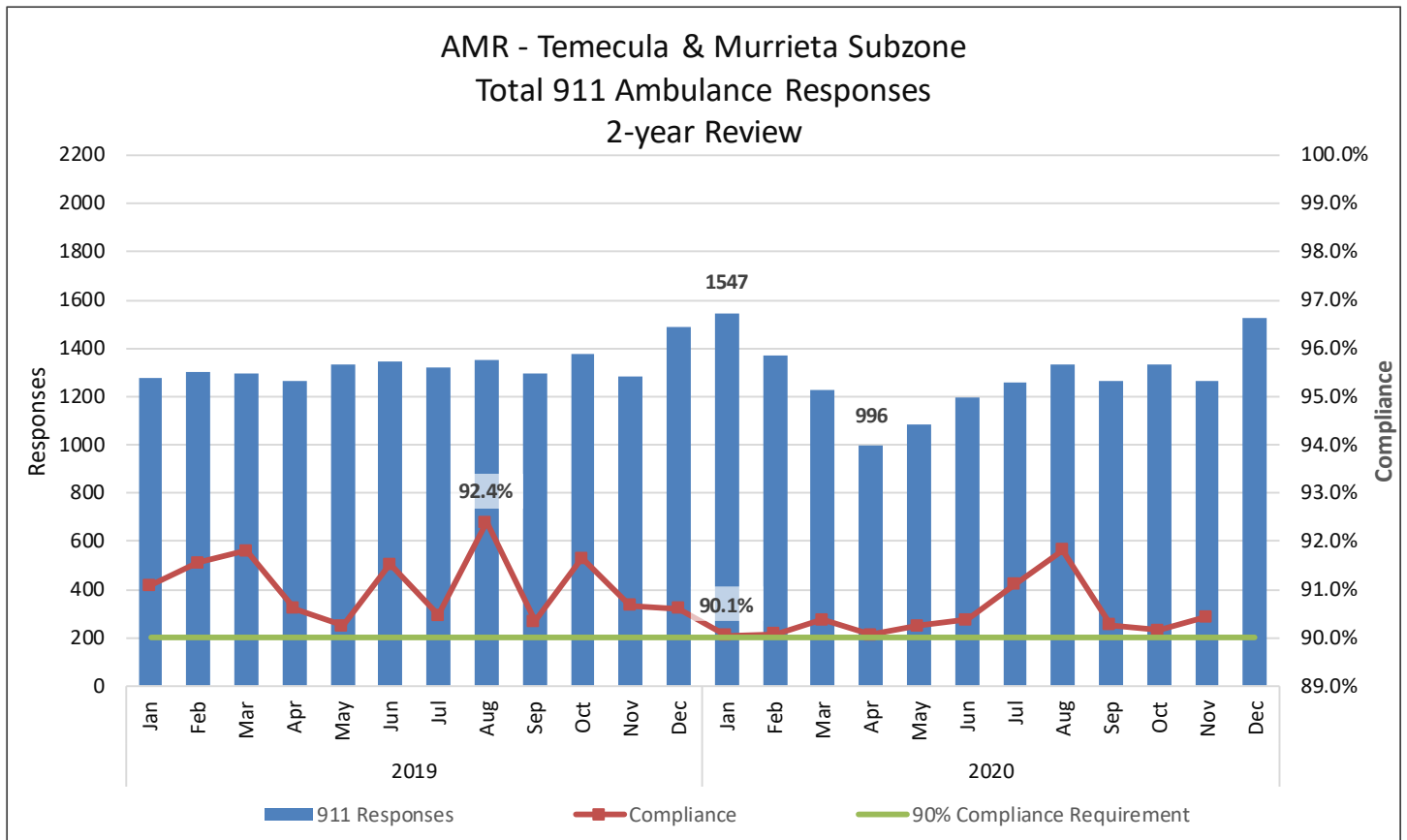
SOUTHWEST



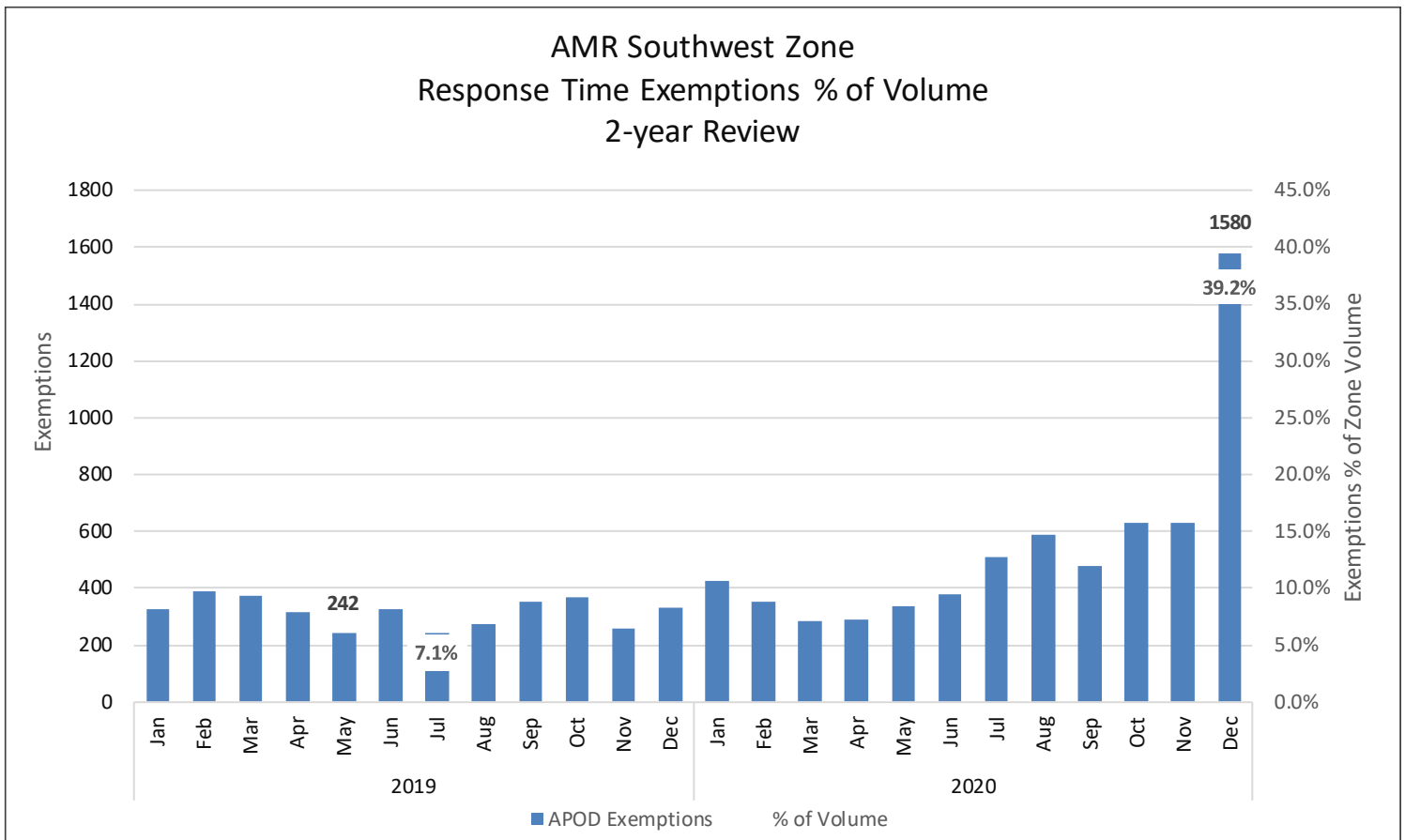
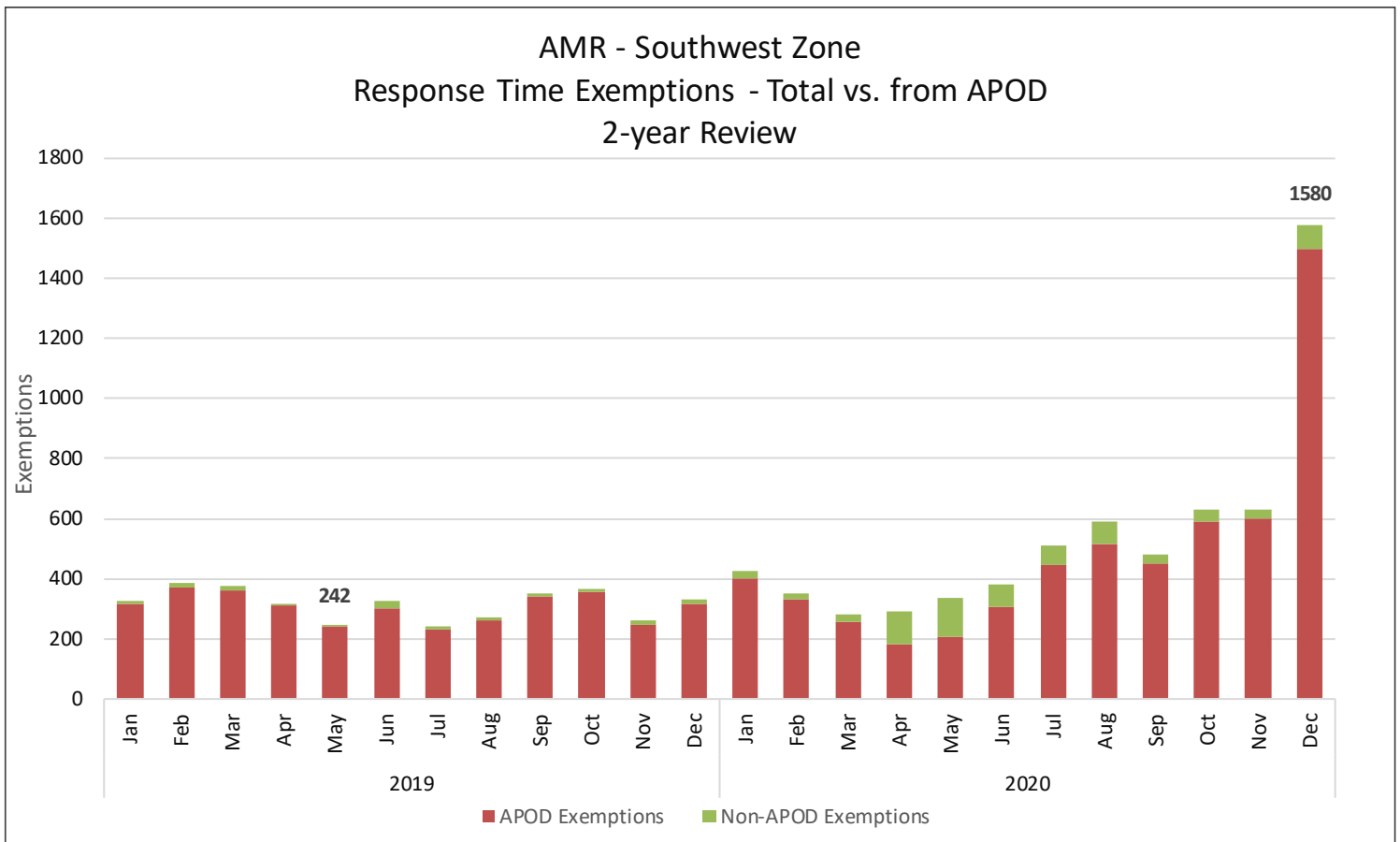
Southwest Zone: zone Response and Compliance Data



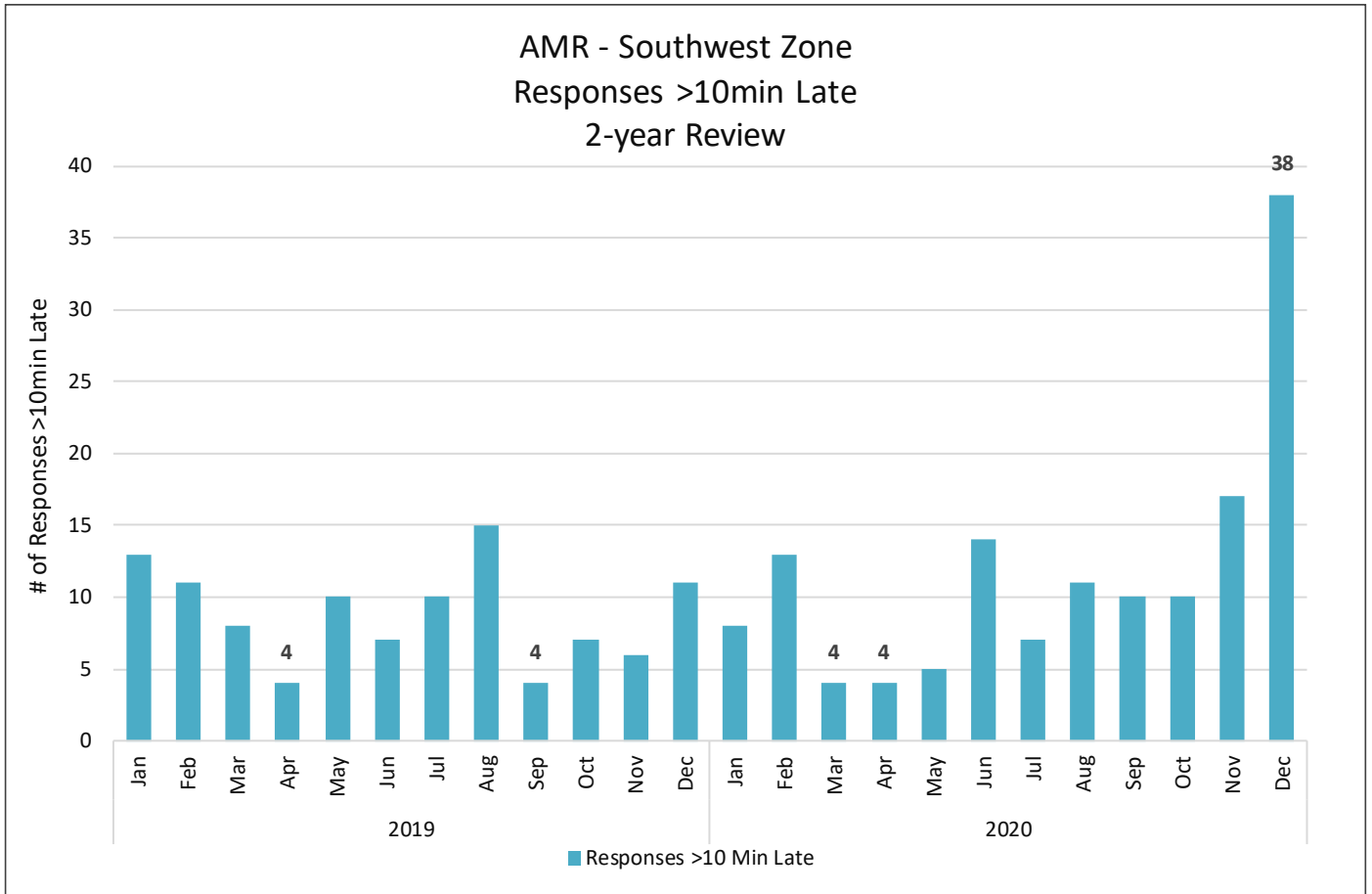
Southwest Zone: Subzone Response and Compliance Data



Southwest Zone: Exemptions



Southwest Zone: Responses > 10 Minutes Late

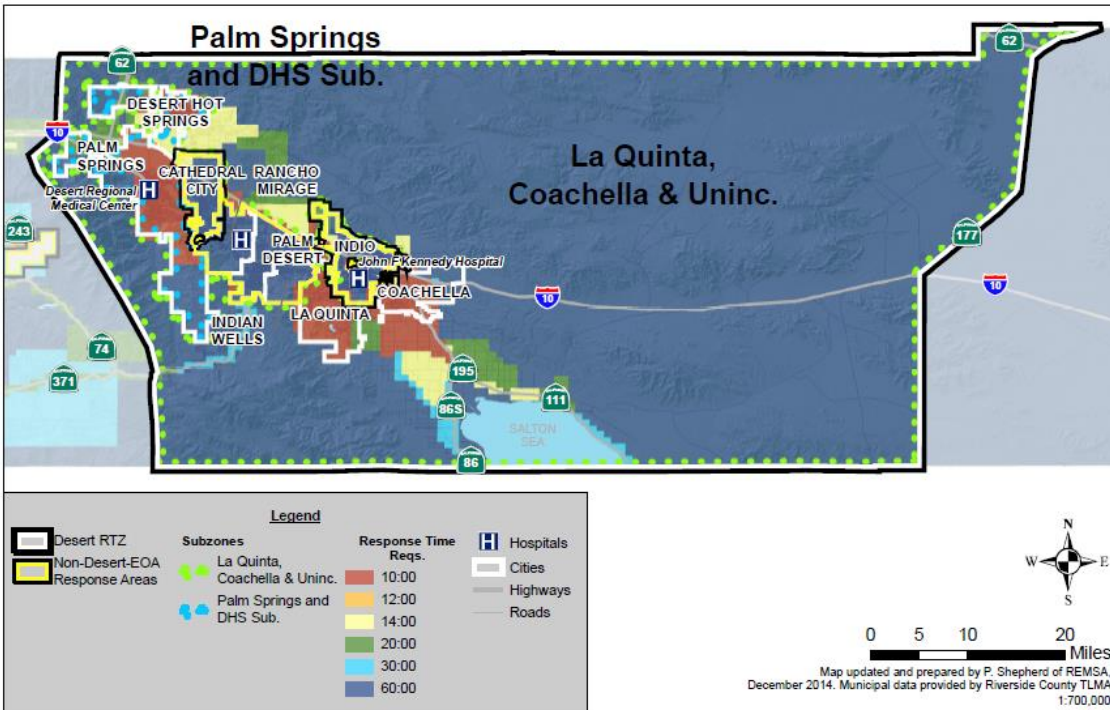


DESERT ZONE



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

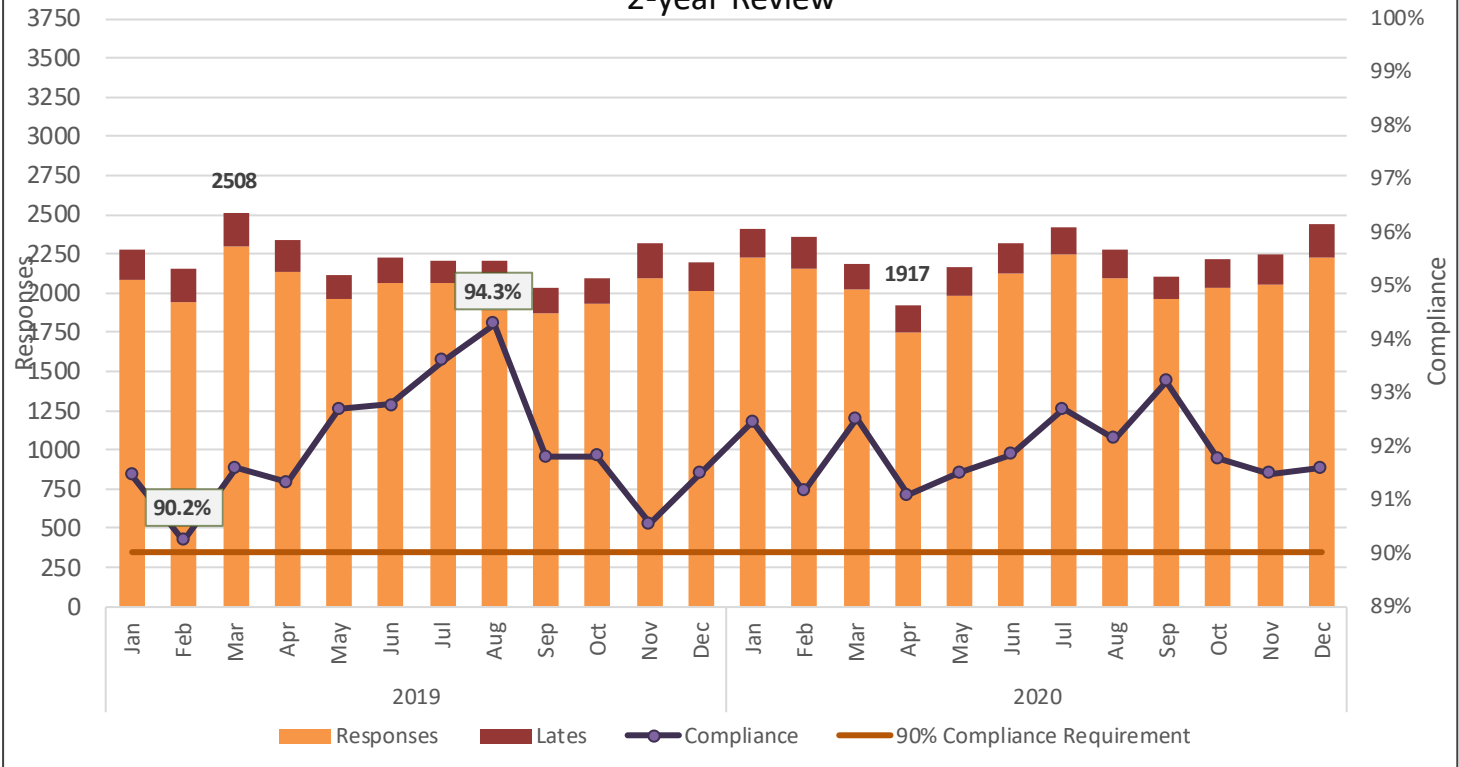
DESERT



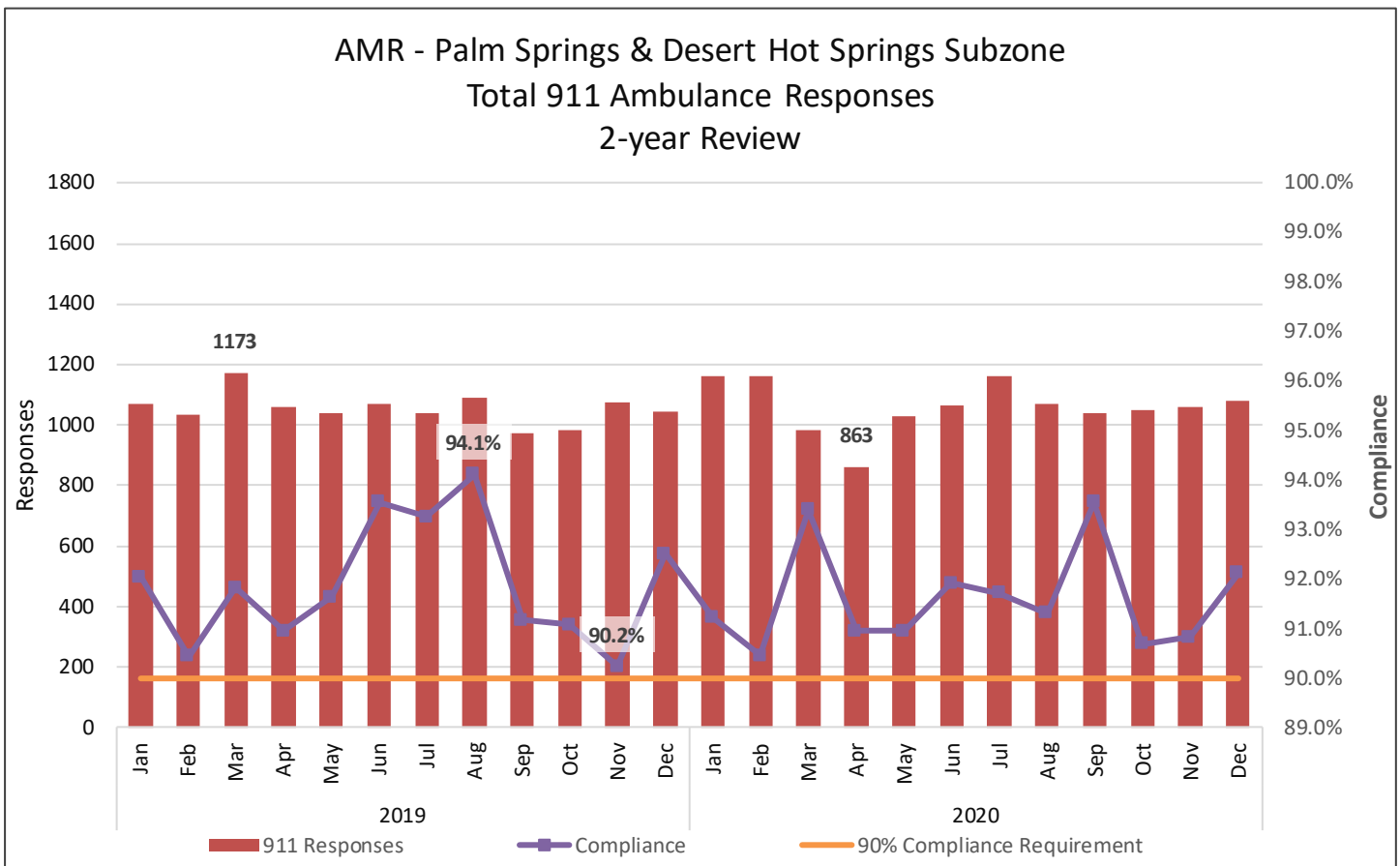
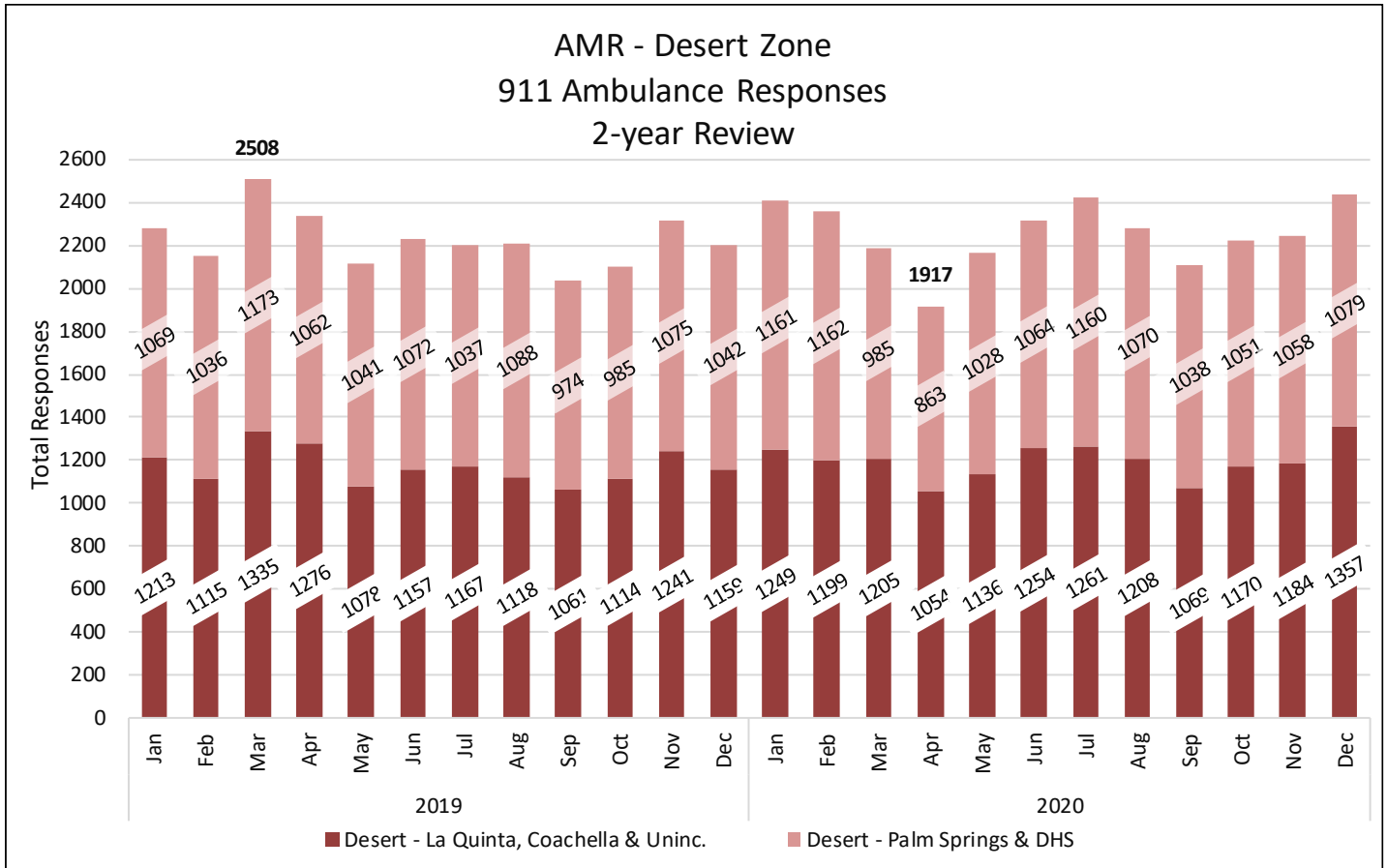
The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

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.

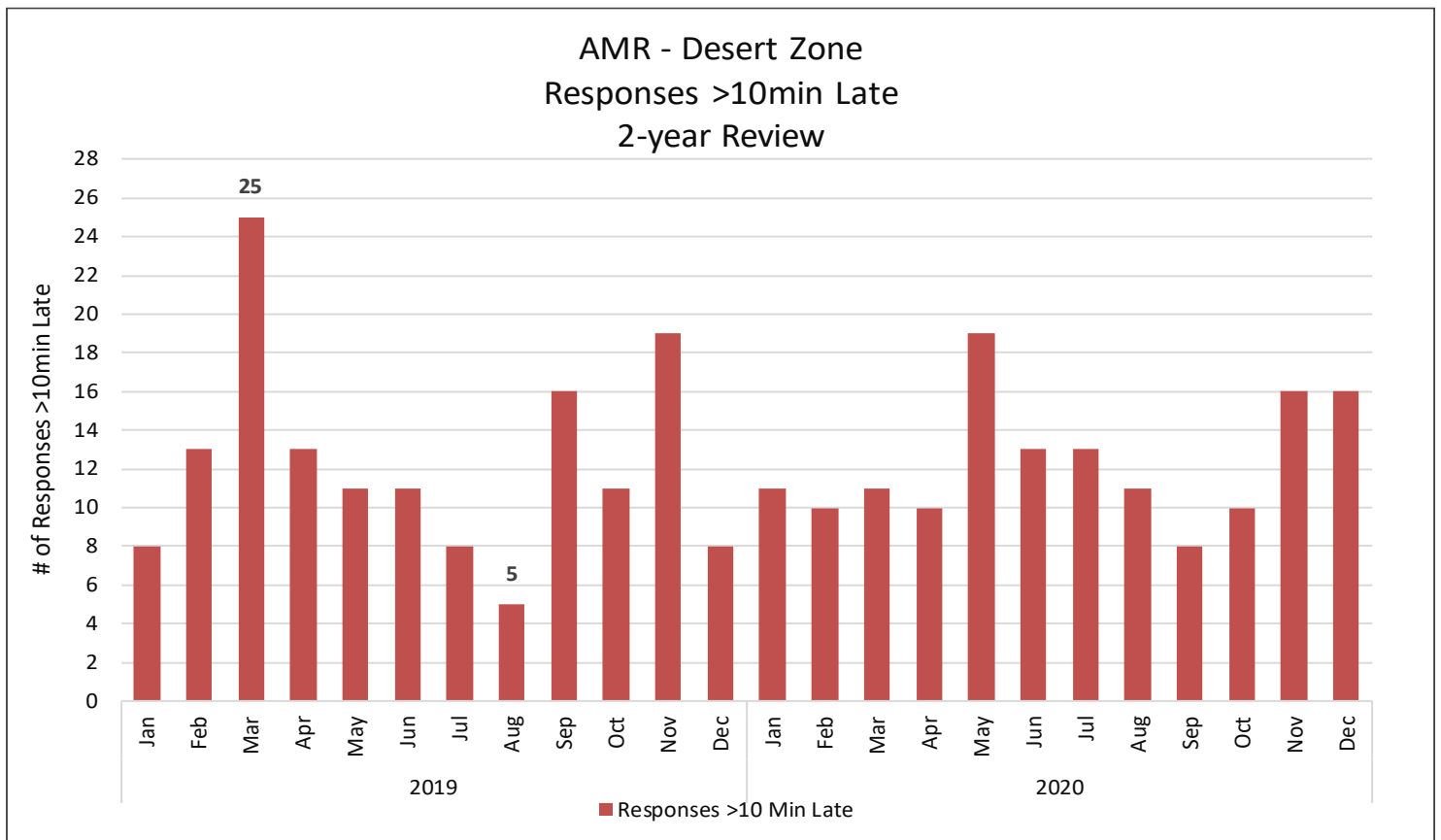
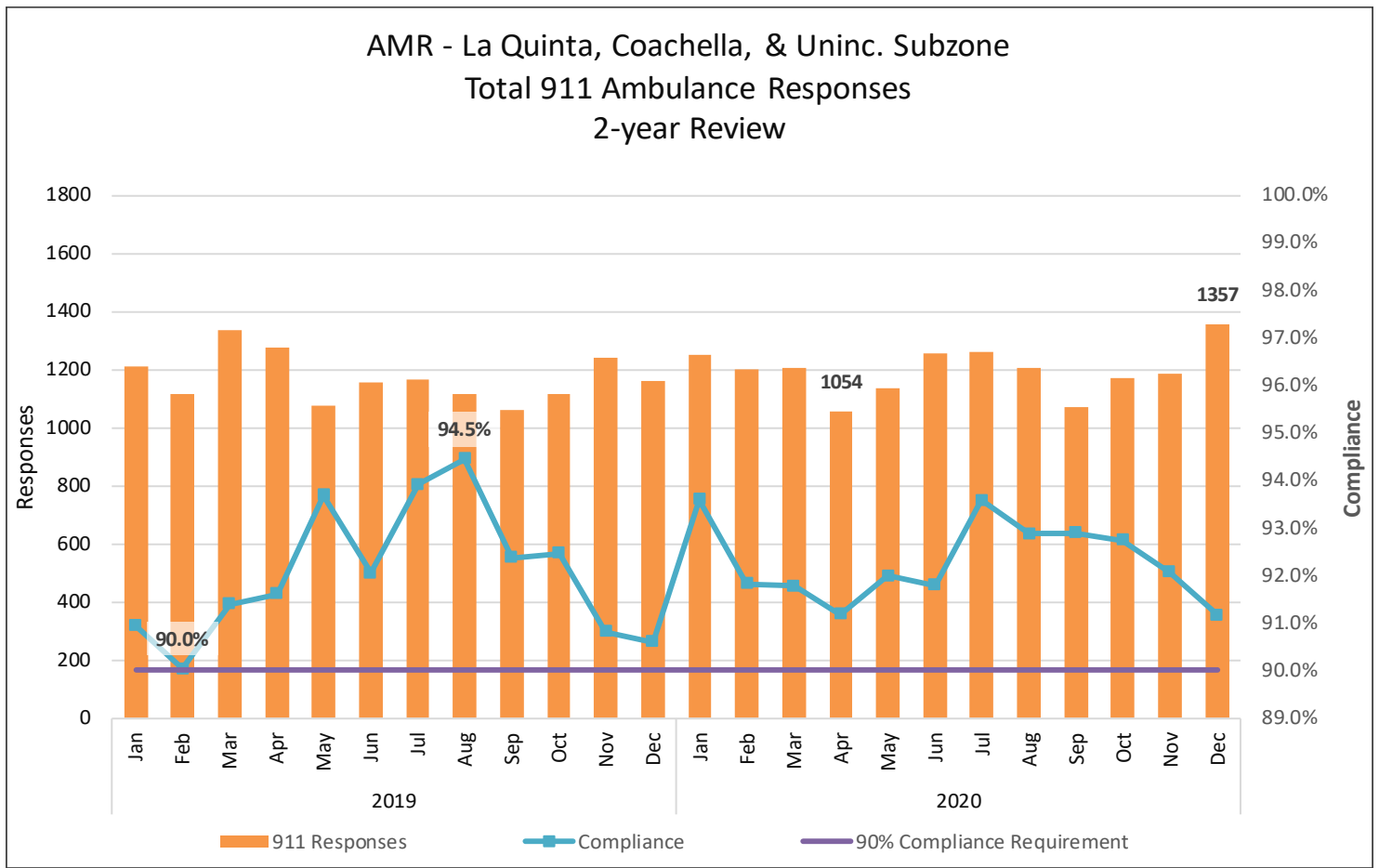
AMR - Desert Zone
911 Ambulance Responses and Compliance
2-year Review



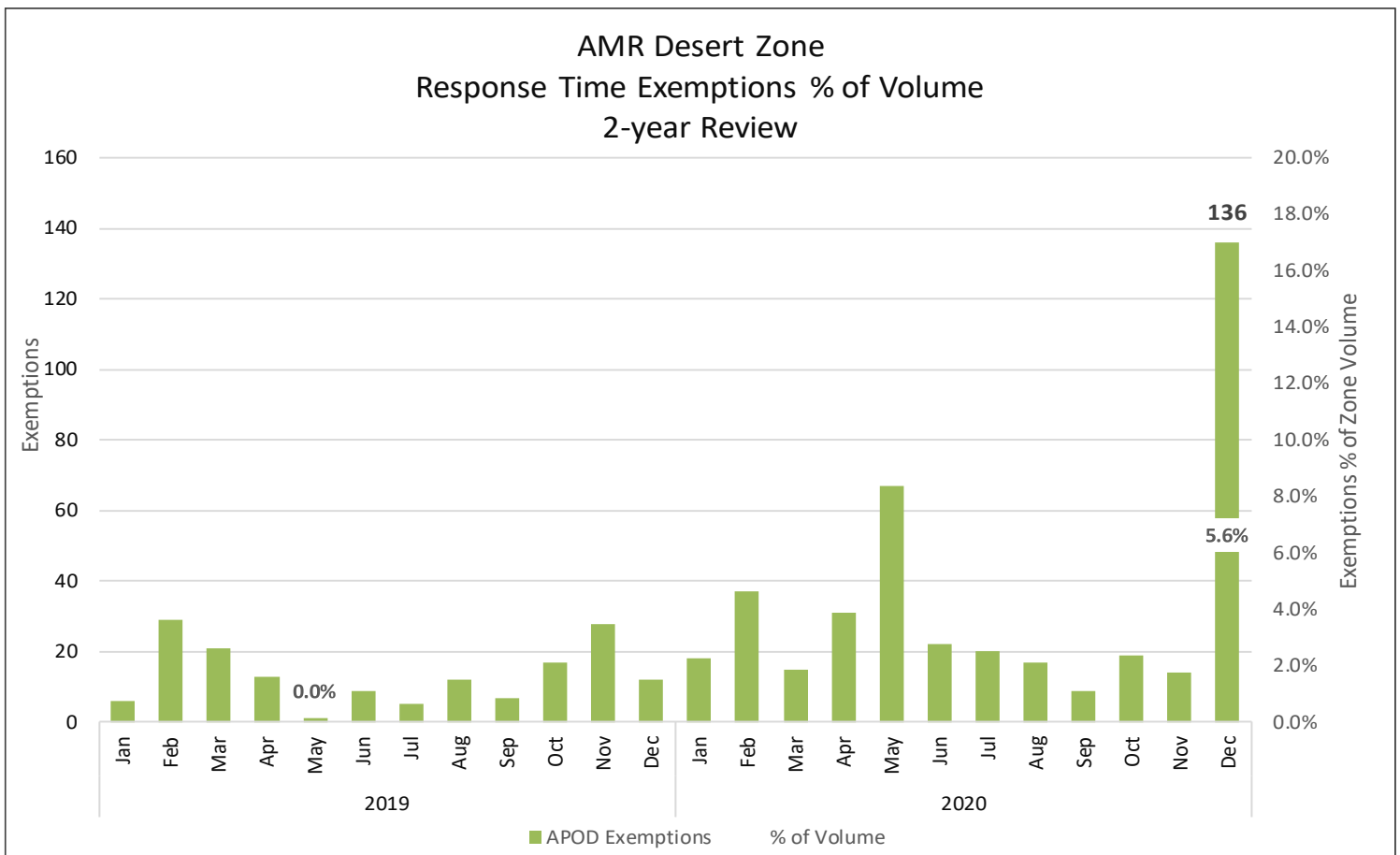
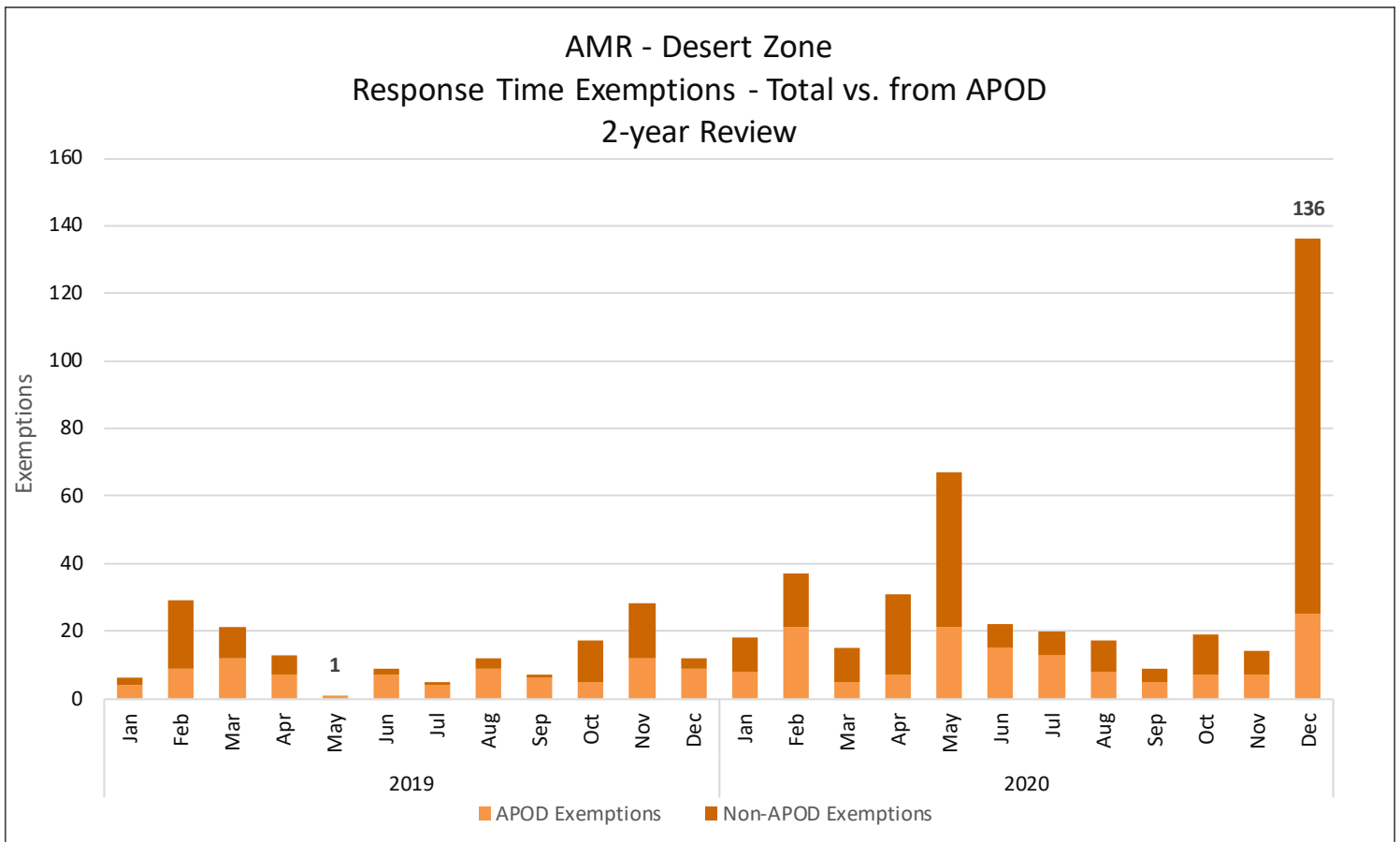
Desert Zone: Subzone Response and Compliance Data



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



Desert Zone: Exemptions



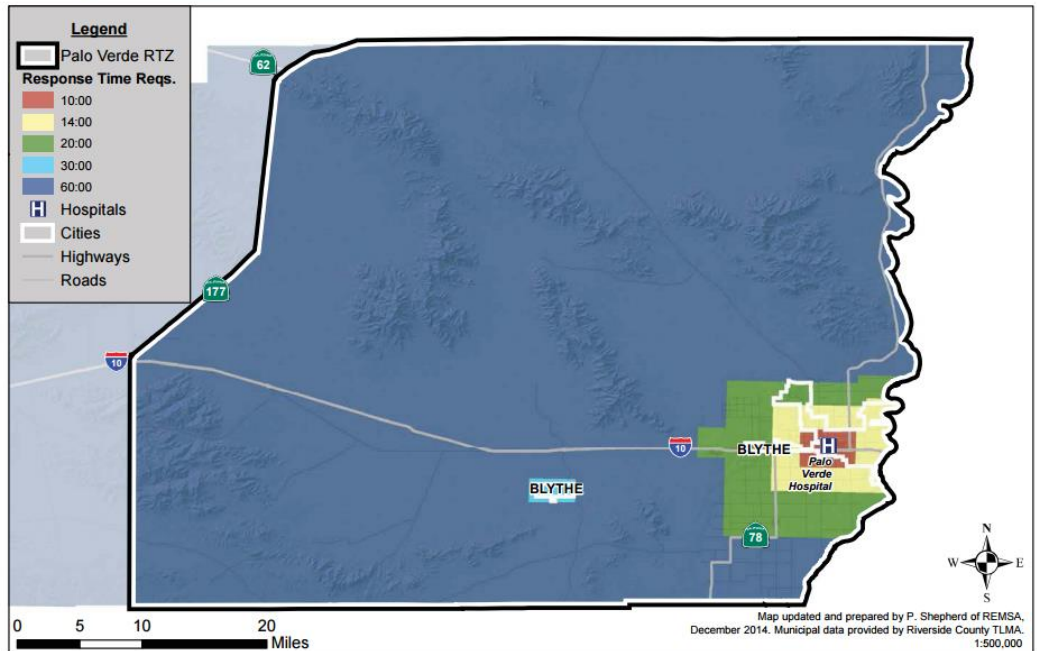
PALO VERDE ZONE



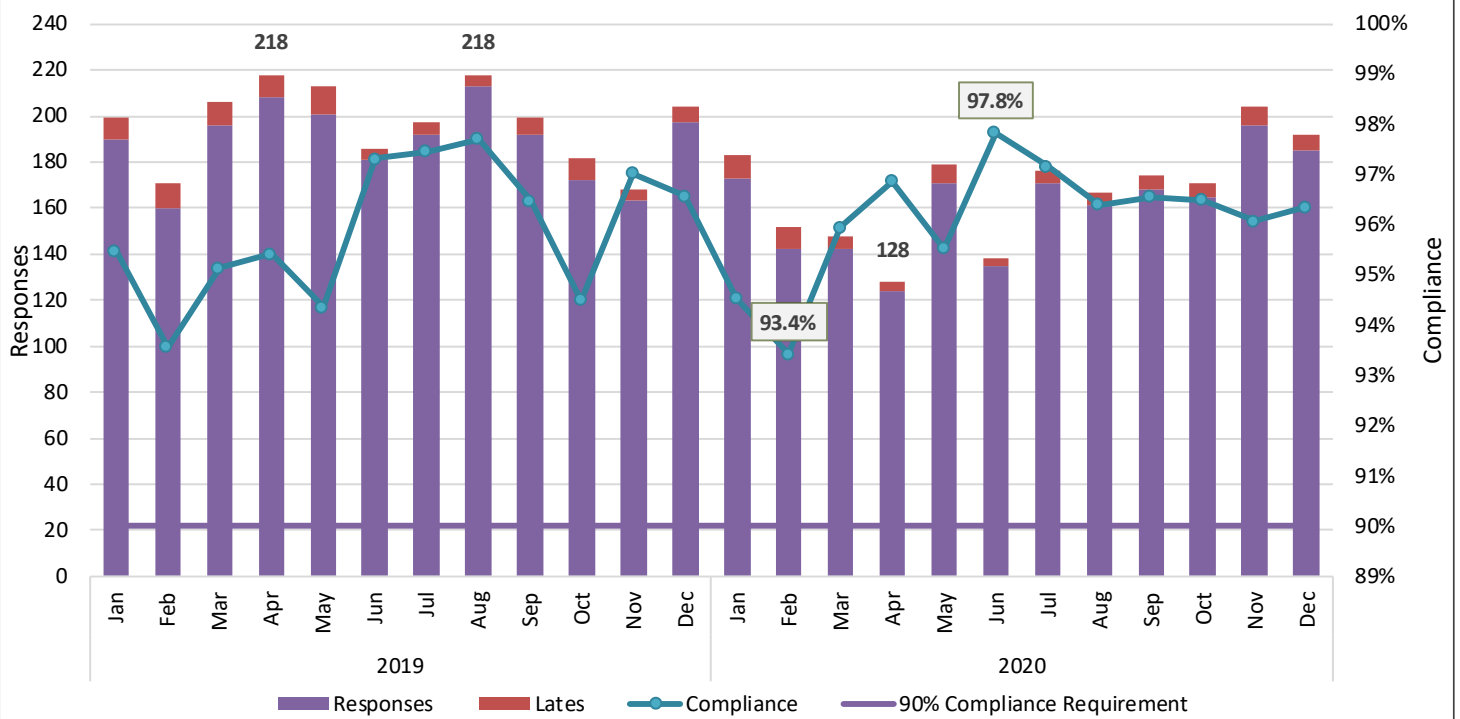
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PALO VERDE

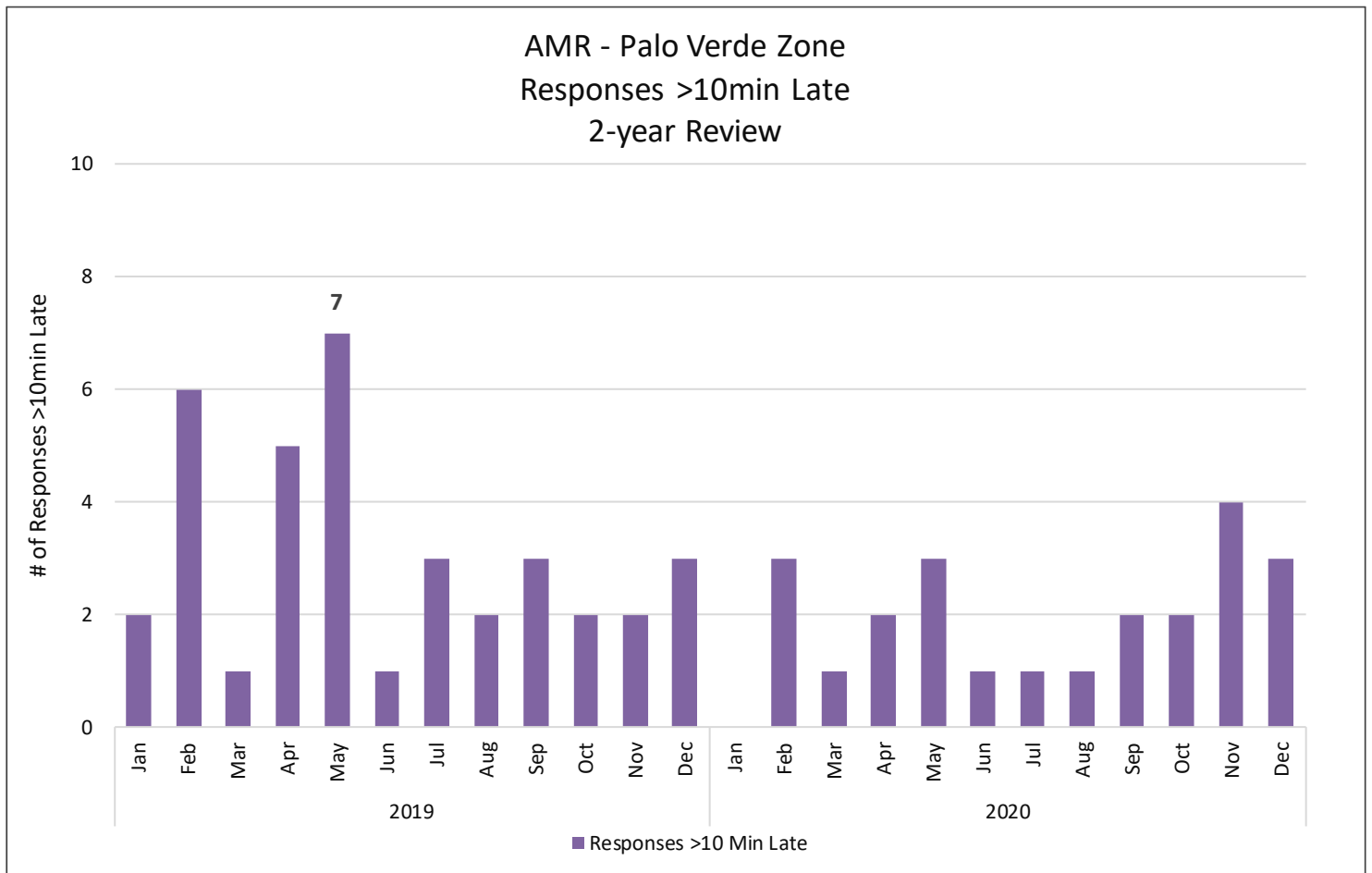
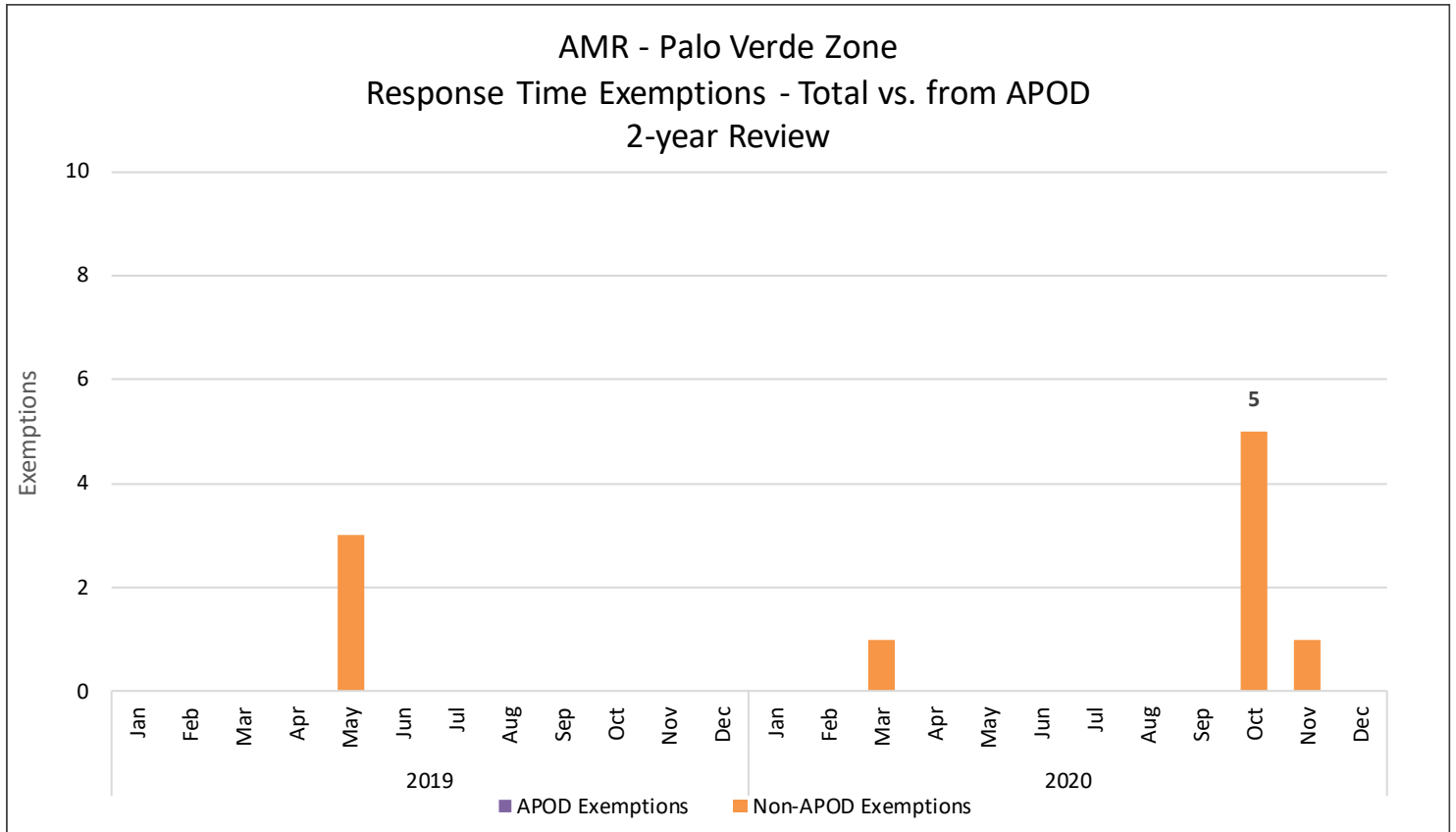
The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.



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



Palo Verde Zone: Exemptions and >10 Minutes Late

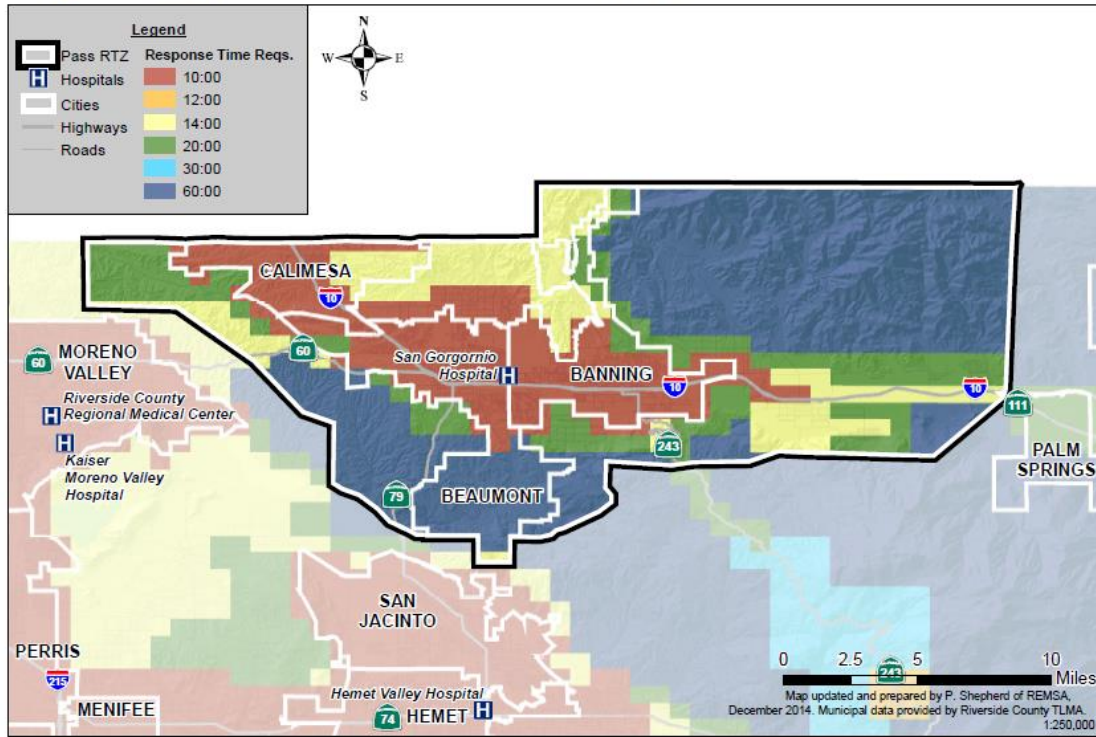


PASS ZONE



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

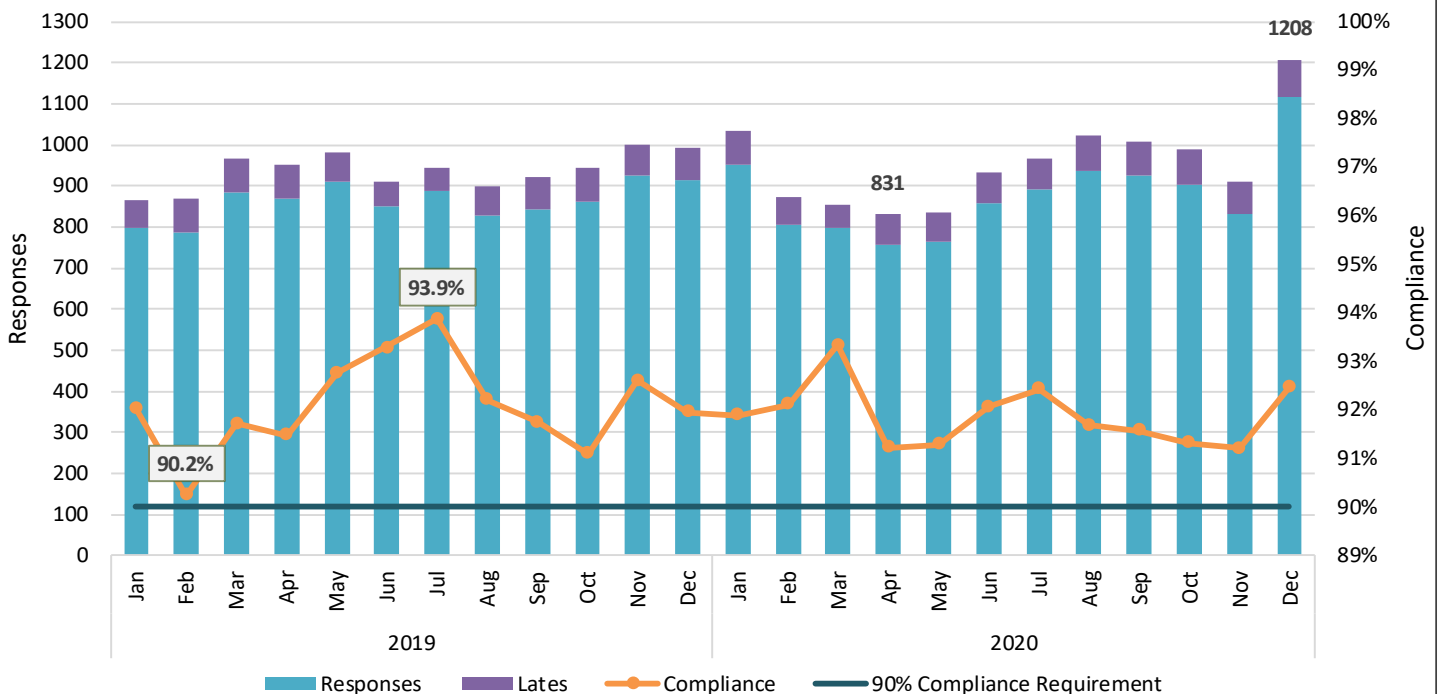
PASS



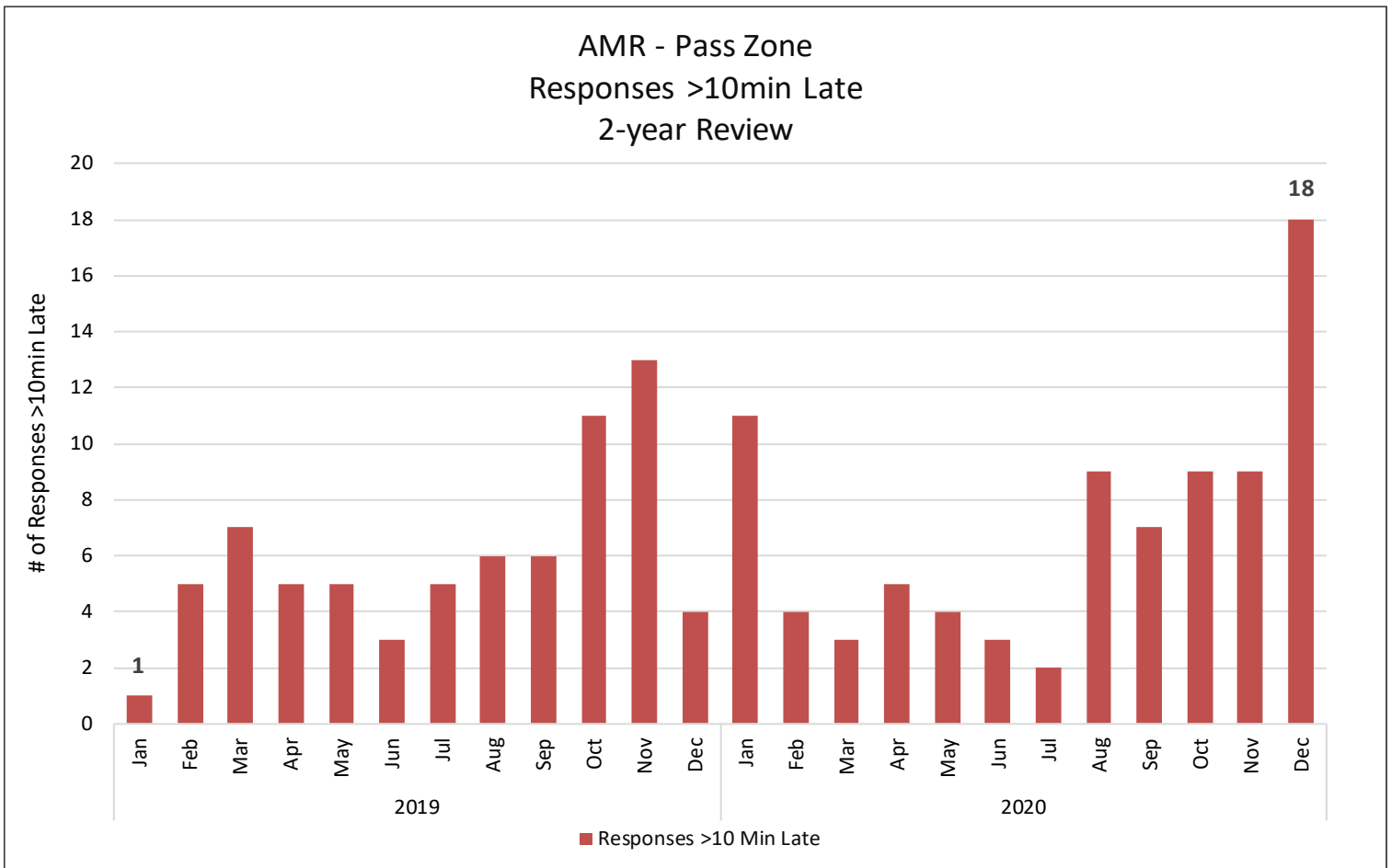
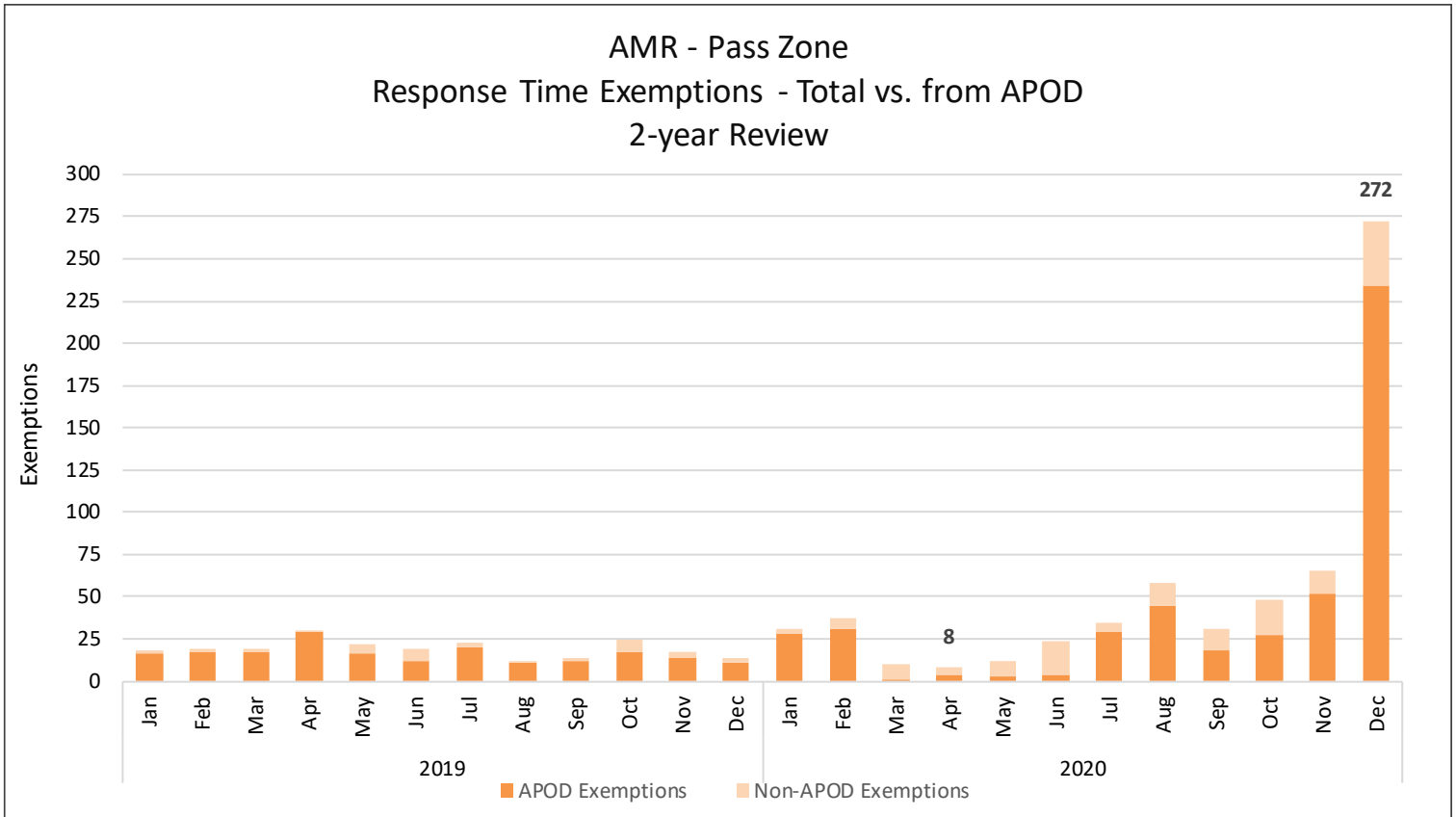
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

AMR - Pass Zone

911 Ambulance Responses and Compliance 2-year Review

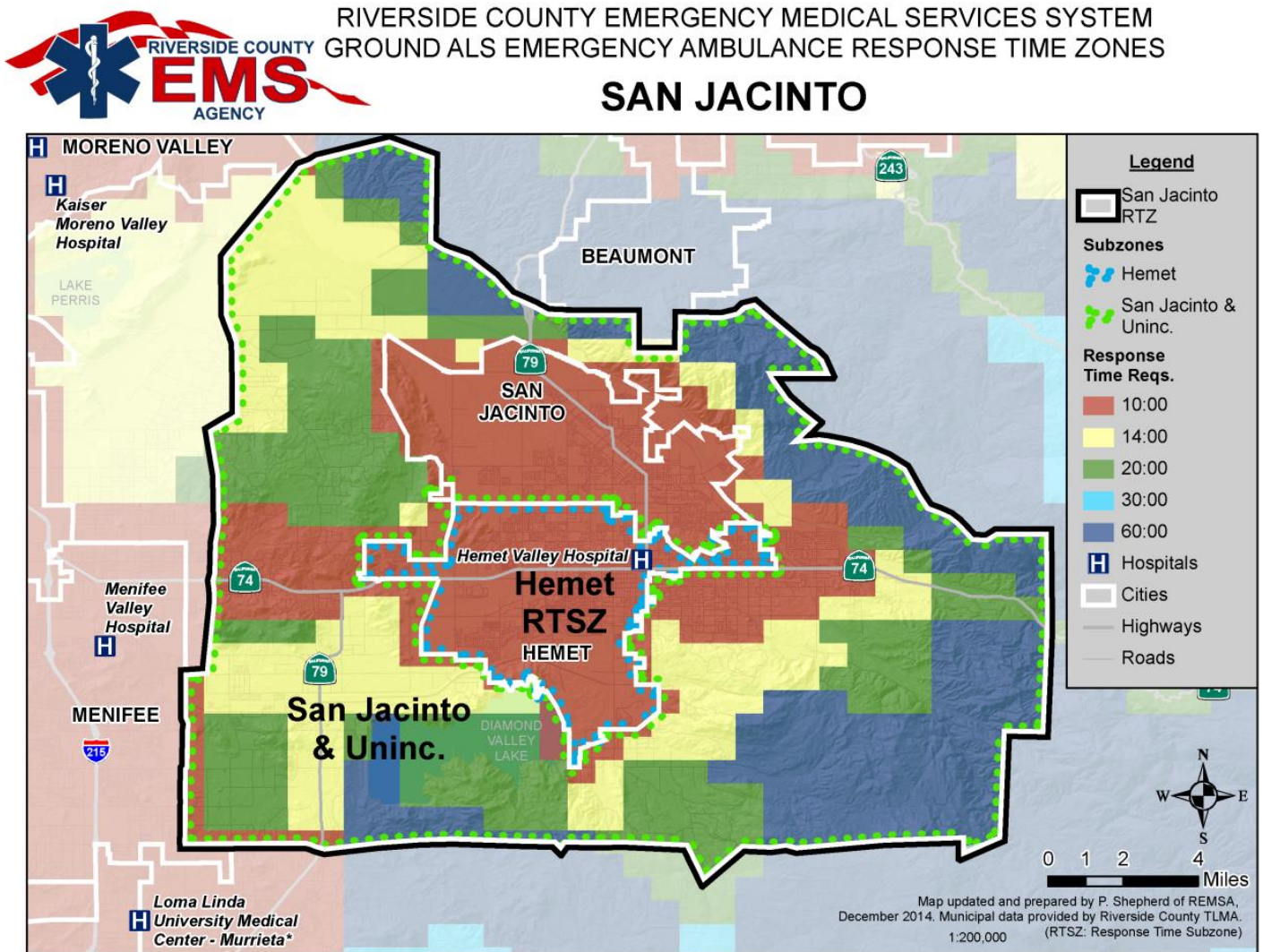


Pass Zone: Exemptions and Responses >10 Minutes Late

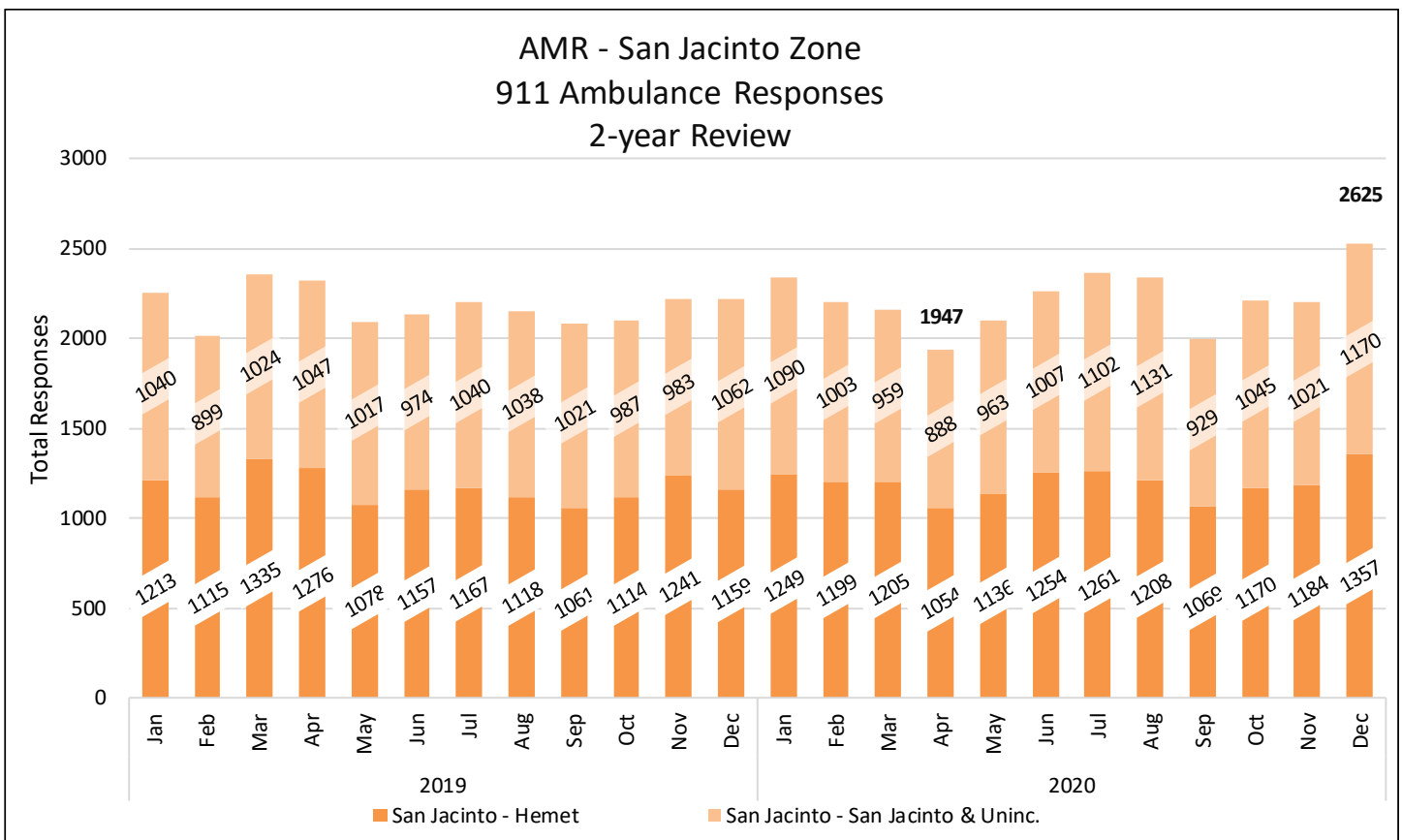
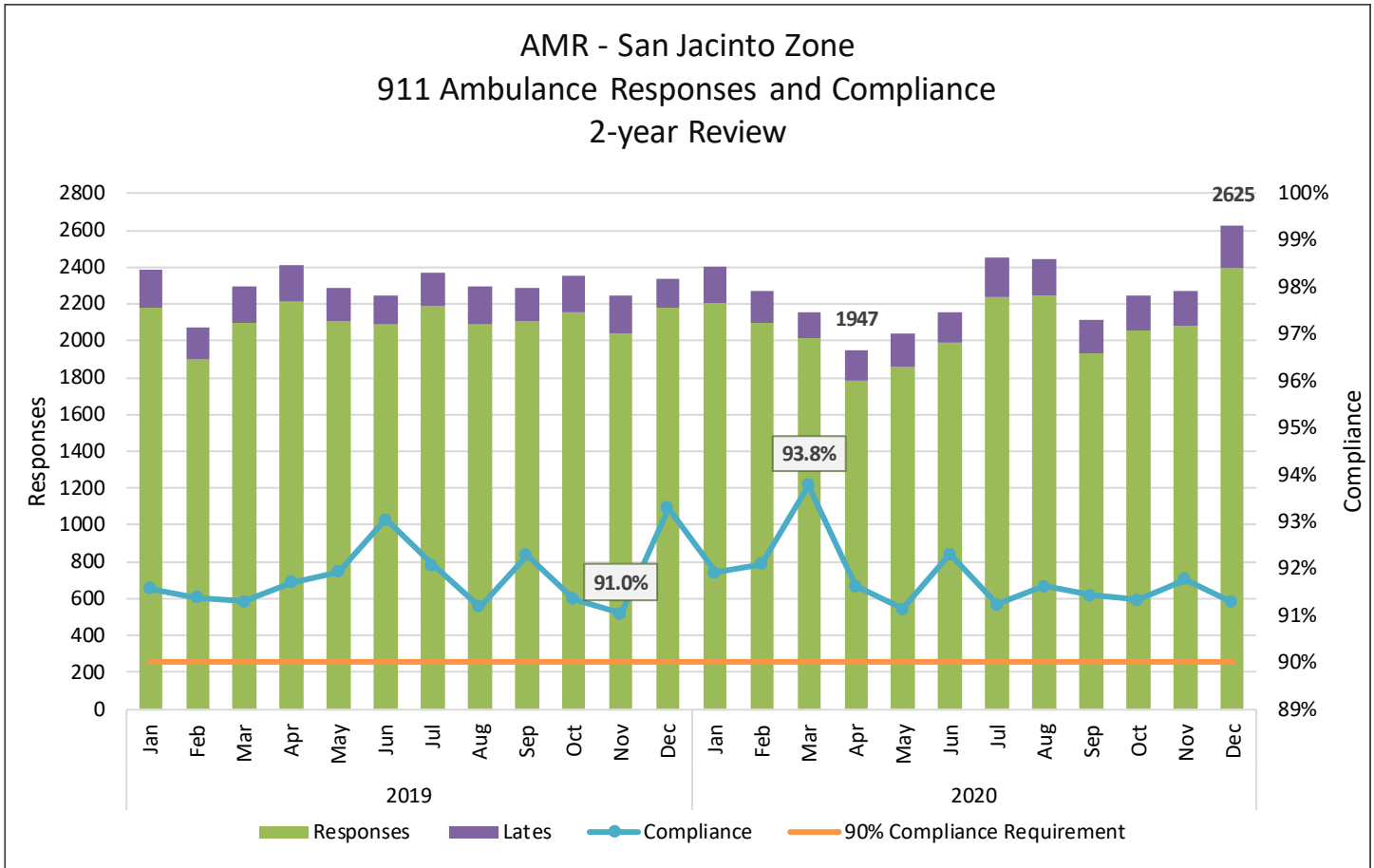


SAN JACINTO ZONE

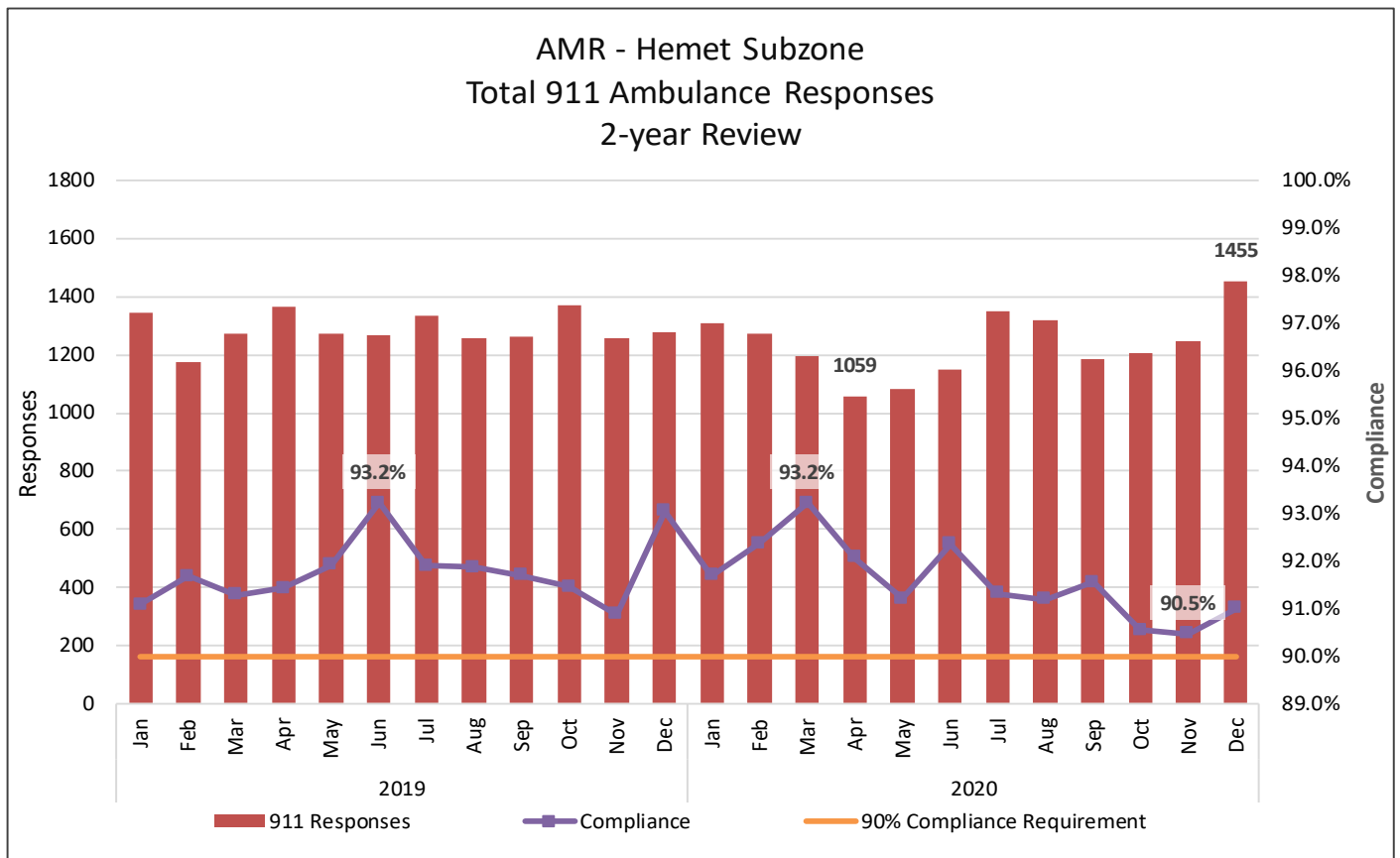
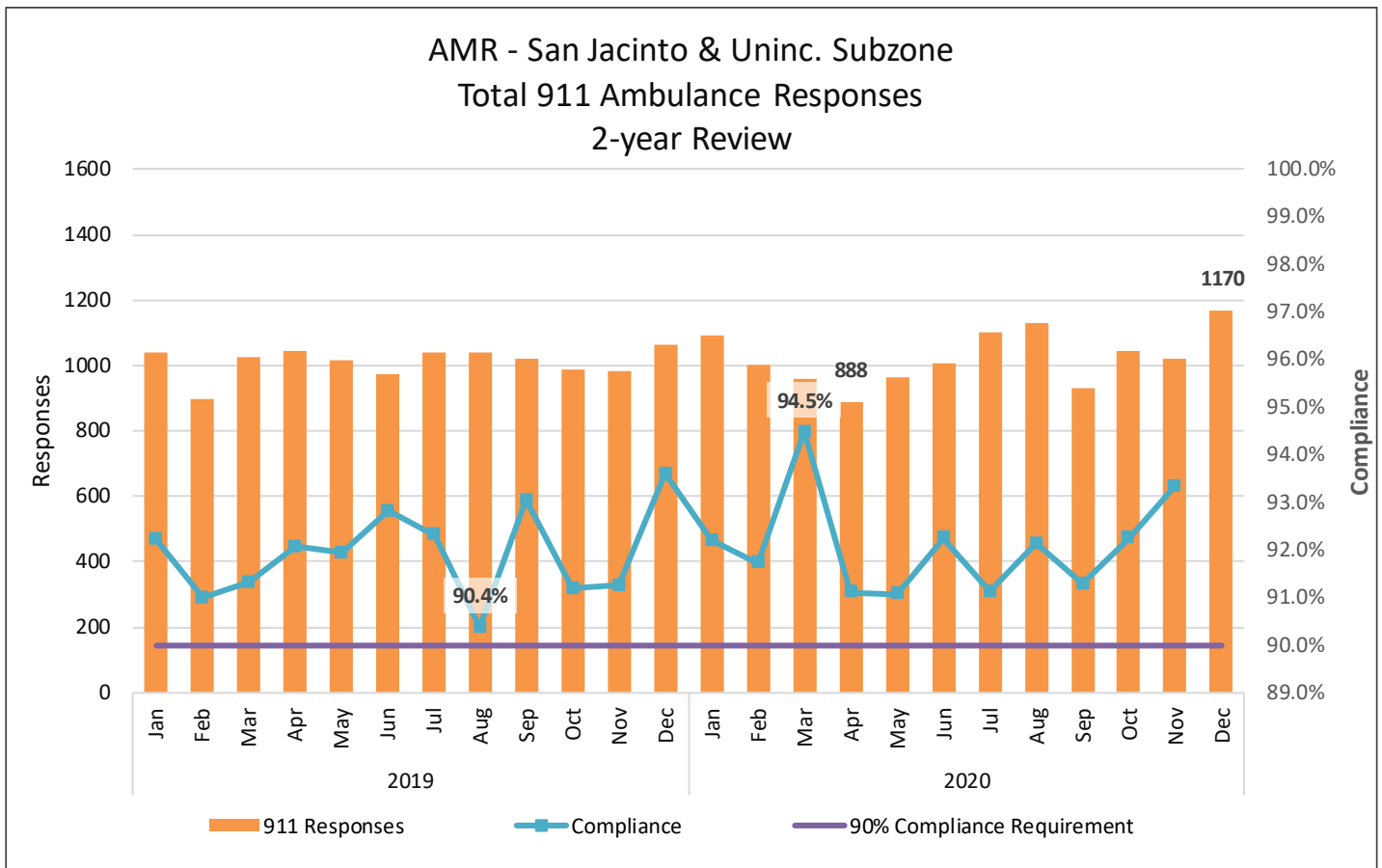
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences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



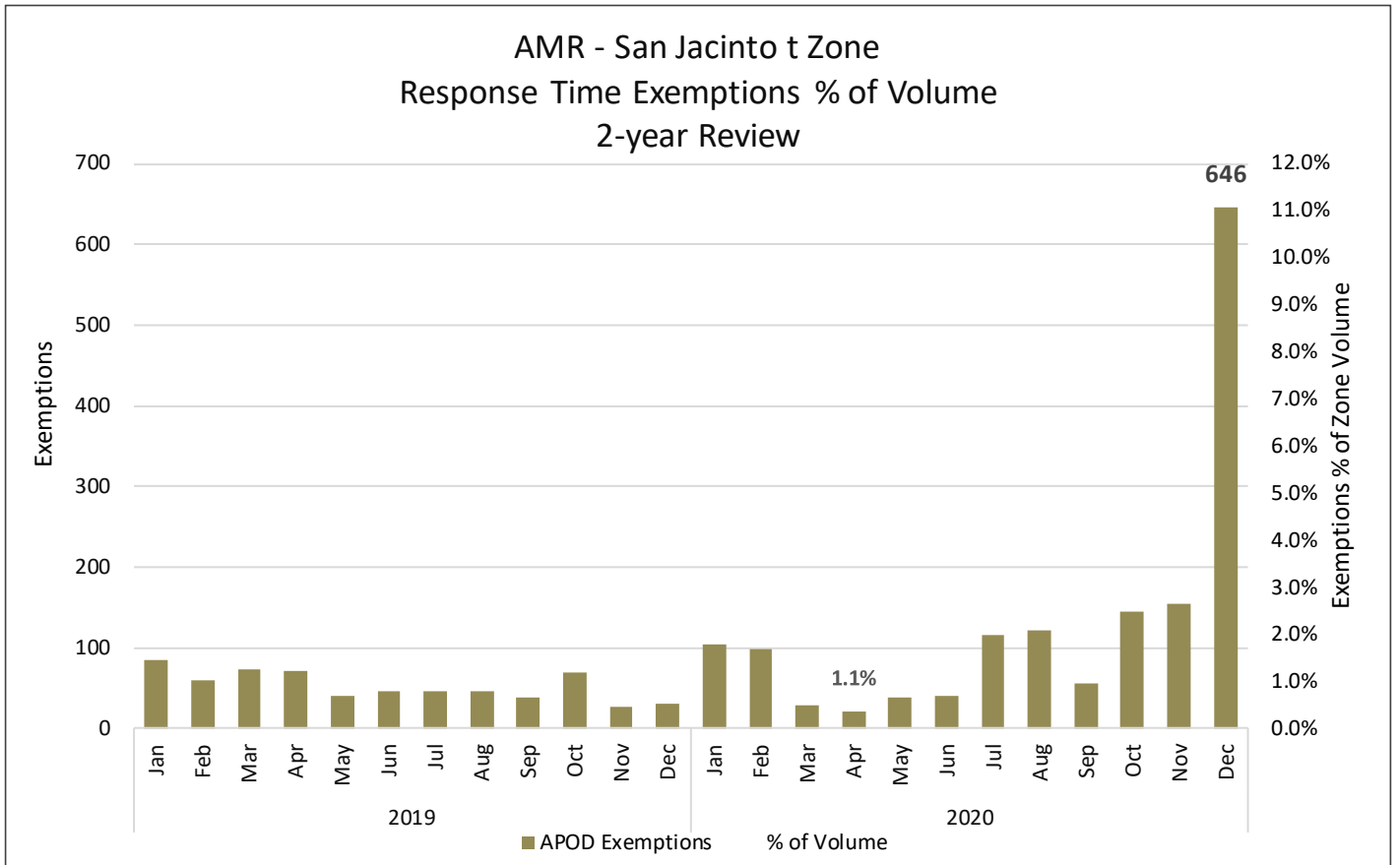
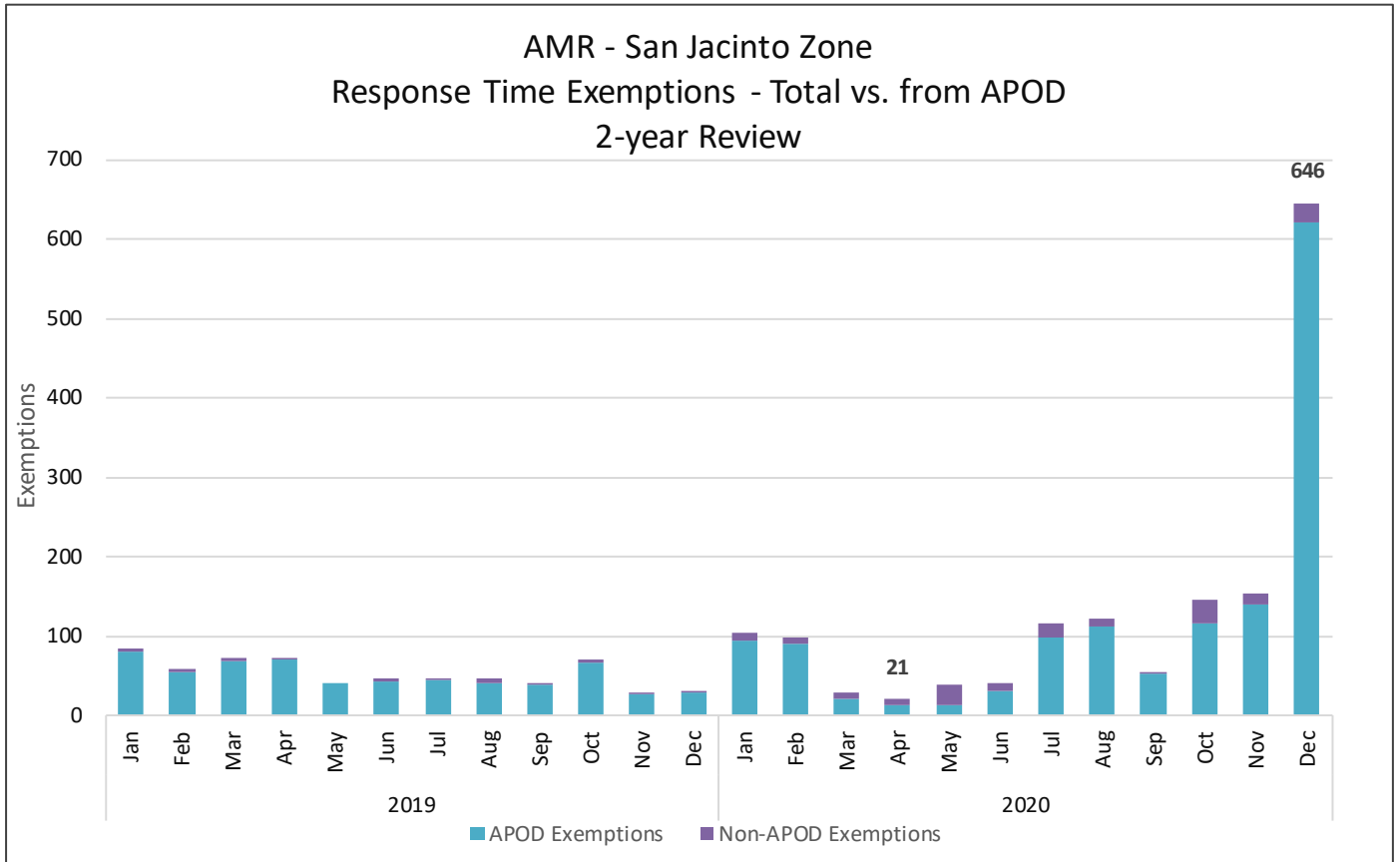
San Jacinto Zone: Subzone Response and Compliance Data



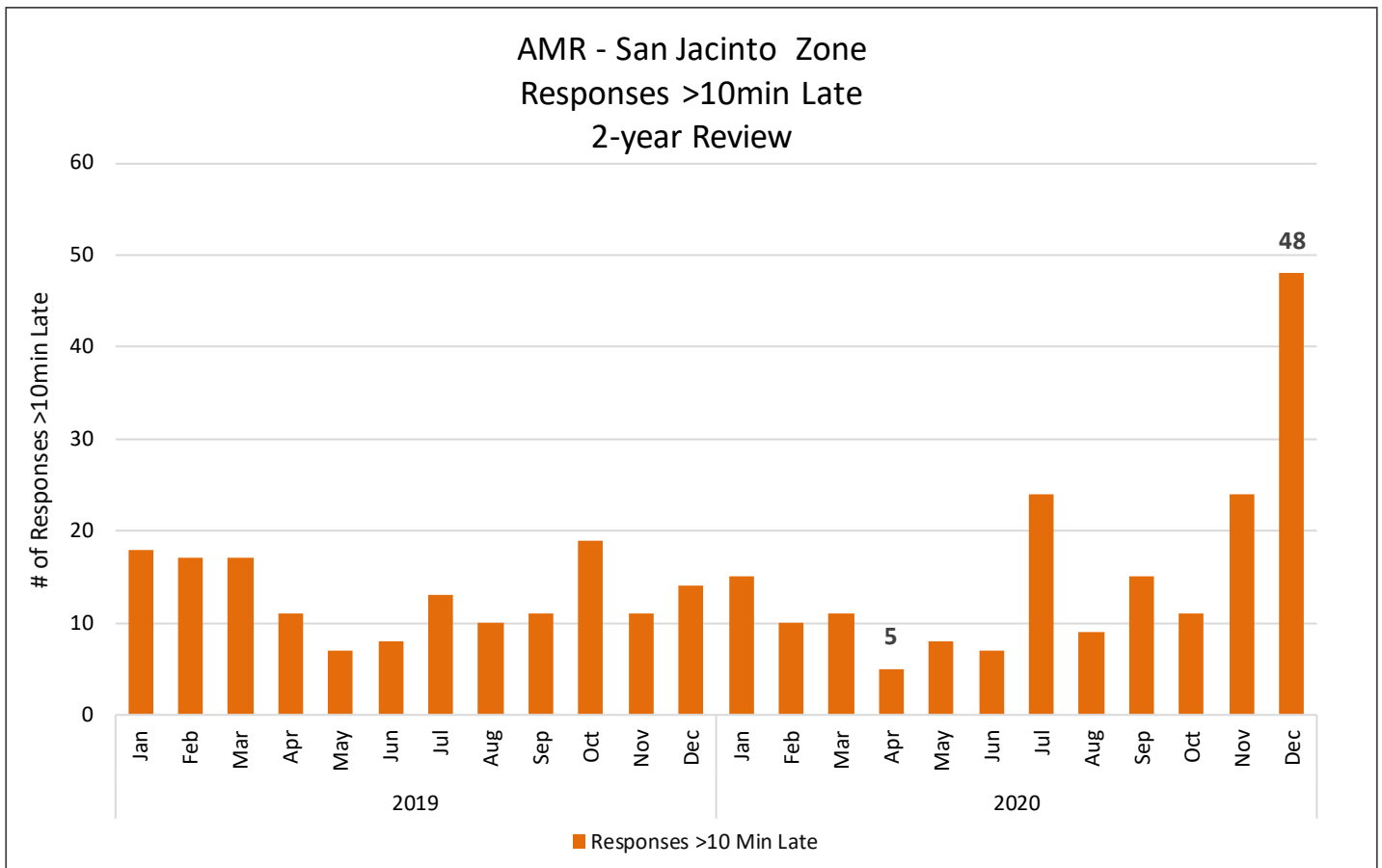
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



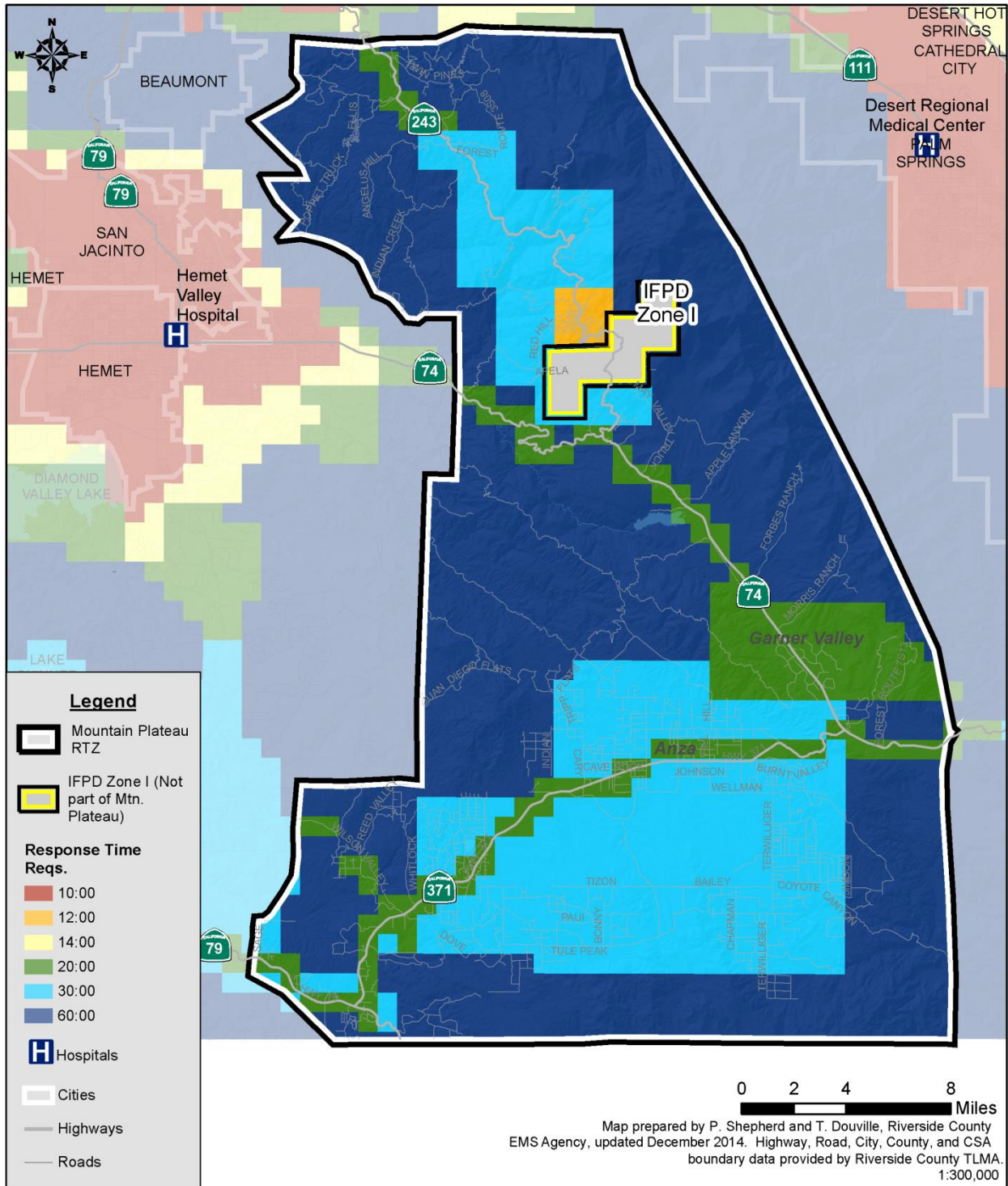
MOUNTAIN PLATEAU ZONE

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.

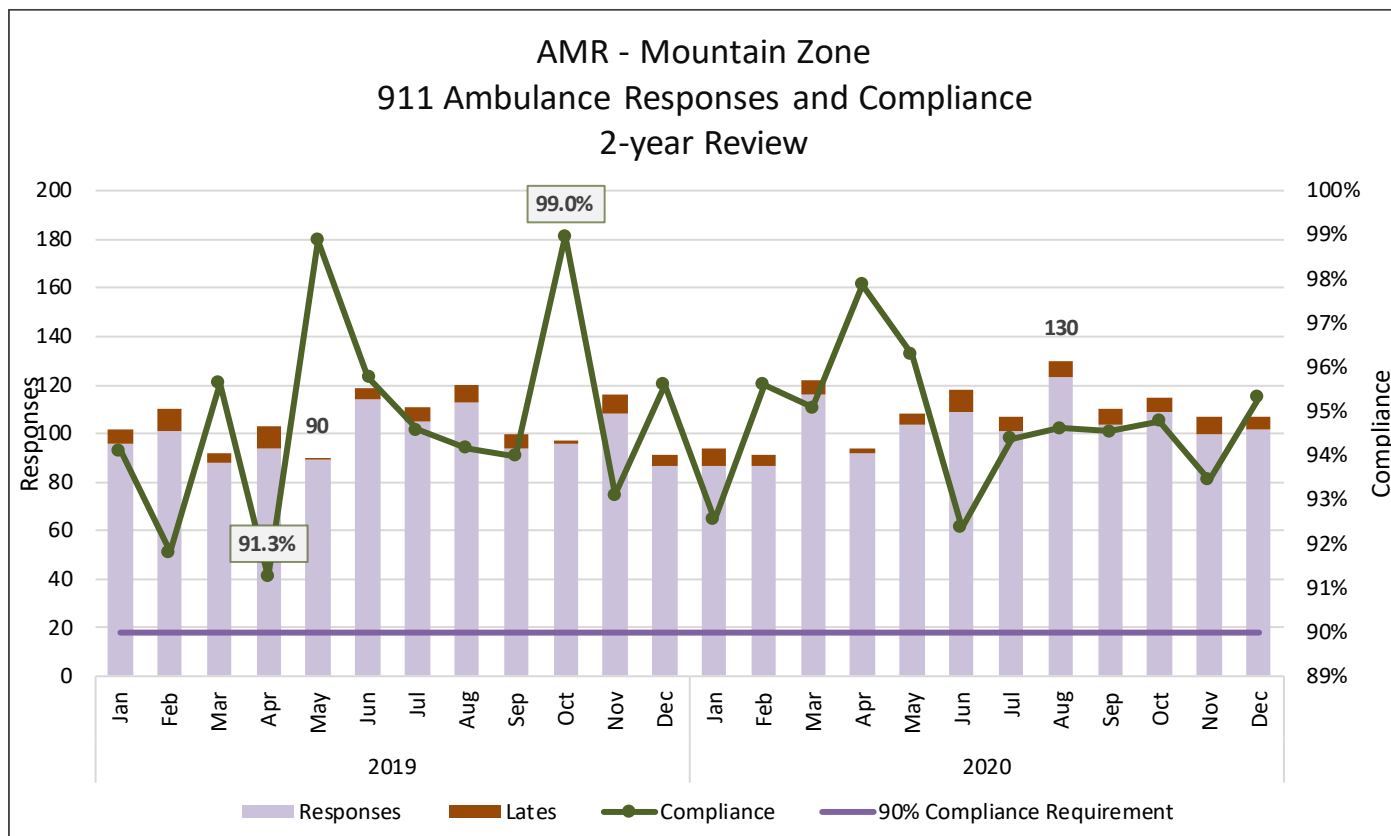
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



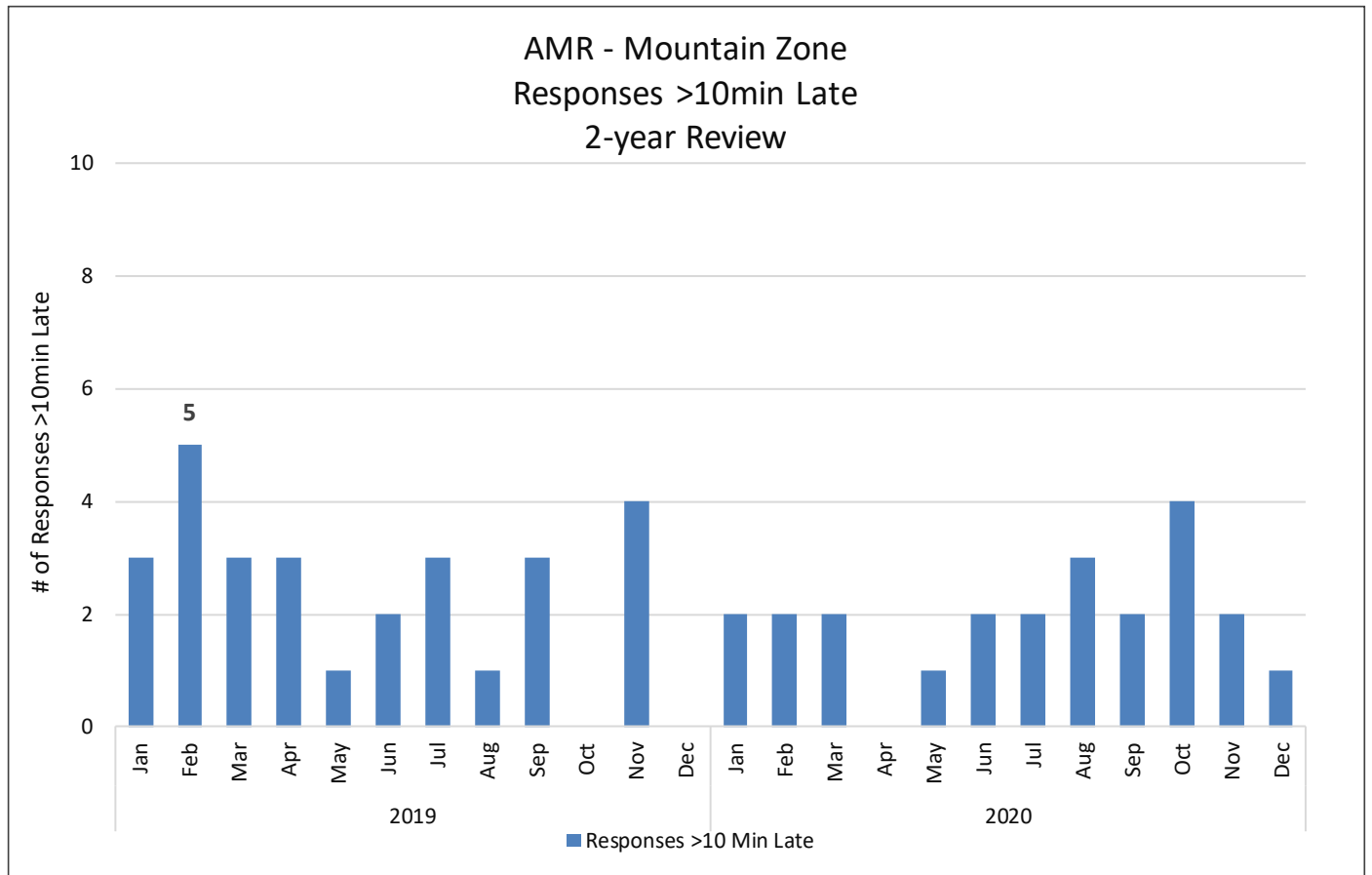
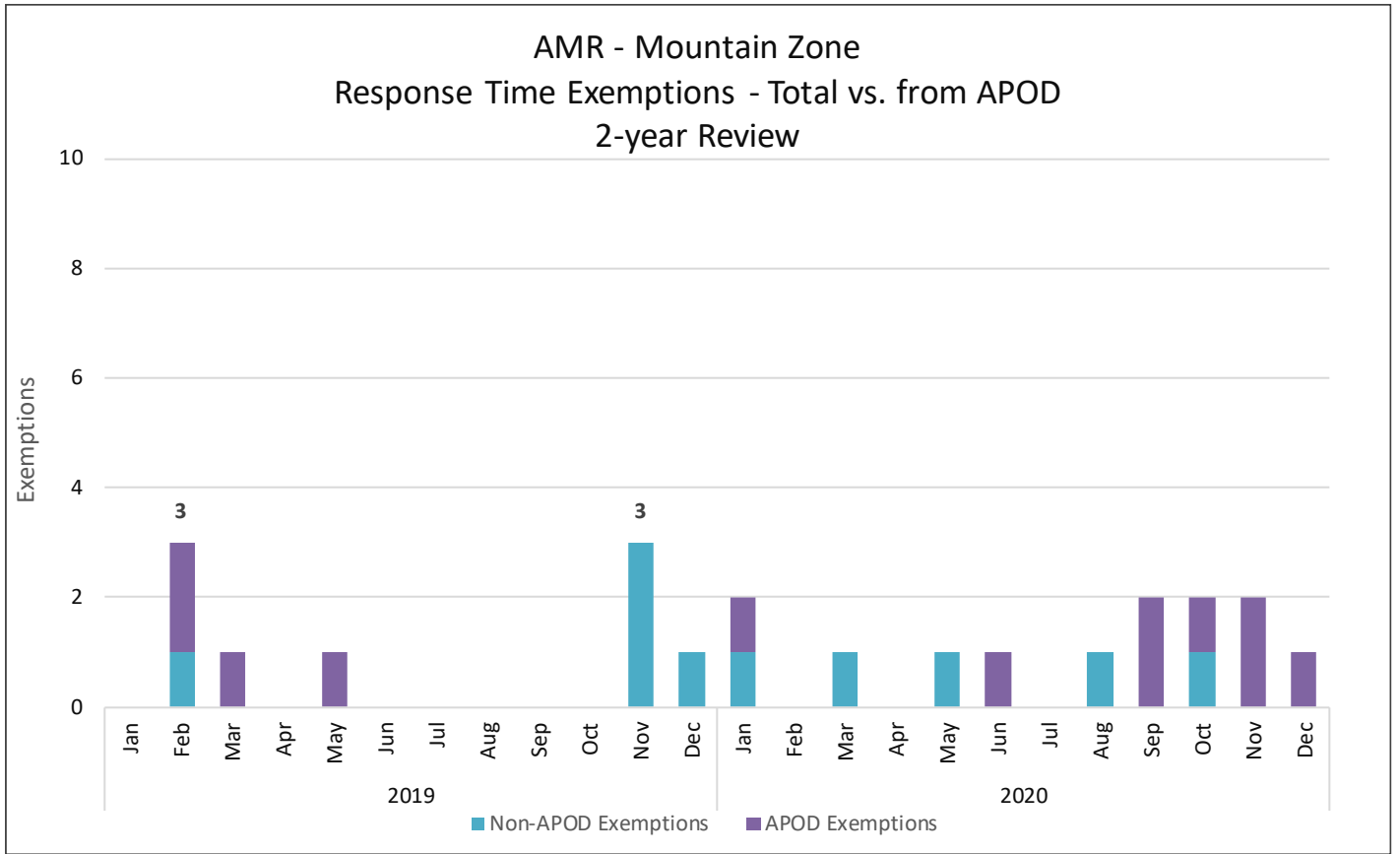
MOUNTAIN PLATEAU



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



JANUARY 2020 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 > 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	911	93.15%	\$0	2788	178	\$13,145.00	13	\$7,640.00	191	342	334				0	\$0.00	0	\$0.00	\$28,013.05
Northwest - Norco & Uninc. North	911	91.42%		1224	96	\$6,003.00	9	\$5,920.00	105	233	222				0	\$0.00	0	\$0.00	\$17,159.80
Northwest - Corona & Uninc. South	911	91.52%		1250	100	\$6,373.00	6	\$4,016.00	106	203	198				0	\$0.00	0	\$0.00	\$28,013.05
Northwest Total		92.36%	\$0	5262	374	\$25,521.00	28	\$17,576.00	402	778	754	35%	0%	\$28,013.05	0	\$0.00	0	\$0.00	\$28,013.05
Southwest - Temecula & Murrieta	911	90.05%		1547	150	\$6,891.00	4	\$2,608.00	154	185	182				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	93.24%		2176	143	\$8,377.00	4	\$2,312.00	147	241	221				0	\$0.00	0	\$0.00	
Southwest Total		91.92%	\$0	3723	293	\$15,268.00	8	\$4,920.00	301	426	403	15%	0%	\$17,159.80	0	\$0.00	0	\$0.00	\$17,159.80
Central - Moreno Valley	911	94.65%		1421	75	\$4,430.00	1	\$800.00	76	139	126				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.58%		902	81	\$4,631.00	4	\$2,016.00	85	146	135				0	\$0.00	0	\$0.00	
Central Total		93.07%	\$0	2323	156	\$9,061.00	5	\$2,816.00	161	285	261	50%	0%	\$5,938.50	0	\$0.00	0	\$0.00	\$5,938.50
San Jacinto - Hemet	911	91.69%		1311	102	\$4,828.00	7	\$4,616.00	109	56	56				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.20%		1090	77	\$5,759.00	8	\$4,328.00	85	48	38				0	\$0.00	0	\$0.00	
San Jacinto Total		91.92%	\$0	2401	179	\$10,586.00	15	\$8,944.00	194	104	94	15%	0%	\$16,600.50	0	\$0.00	0	\$0.00	\$16,600.50
Desert - Palm Springs & DHS	911	91.21%		1161	96	\$5,969.00	6	\$3,520.00	102	8	4				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	93.59%		1249	75	\$5,212.00	5	\$3,016.00	80	10	4				0	\$0.00	0	\$0.00	
Desert Total		92.45%	\$0	2410	171	\$11,181.00	11	\$6,536.00	182	18	8	35%	0%	\$11,516.05	0	\$0.00	0	\$0.00	\$11,516.05
Palo Verde - Palo Verde	911	94.54%		163	10	\$82.00	0	\$0.00	10	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total		94.54%	\$0	163	10	\$82.00	0	\$0.00	10	0	0	75%	0%	\$145.50	0	\$0.00	0	\$0.00	\$145.50
Pass - Pass	911	91.88%		1035	73	\$5,512.00	11	\$8,312.00	84	31	28				0	\$0.00	0	\$0.00	
Pass Total		91.88%	\$0	1035	73	\$5,512.00	11	\$8,312.00	84	31	28	15%	0%	\$1,750.40	0	\$0.00	0	\$0.00	\$1,750.40
Mountain Plateau - Mountain	911	92.55%		94	5	\$860.00	2	\$1,504.00	7	2	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total		92.55%	\$0	94	5	\$860.00	2	\$1,504.00	7	2	1	35%	0%	\$1,530.10	0	\$0.00	0	\$0.00	\$1,530.10
CountyWide Total		92.31%	\$0	17451	1261	\$76,561.00	80	\$50,608.00	1341	1644	1549	0%	0%	\$92,663.90	0	\$0.00	0	\$0.00	\$92,663.90

FEBRUARY 2020 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 > 10 Min Fee (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	92.52%	\$0	2648	189	\$12,486.00	9	\$5,624.00	198	361	347				0	\$0.00	0	\$0.00	\$20,535.45
Northwest - Morco & Uninc. North	911	93.52%	\$0	1172	72	\$3,856.00	4	\$2,312.00	76	262	221				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	92.50%	\$0	1186	85	\$5,003.00	4	\$2,312.00	89	180	171				0	\$0.00	0	\$0.00	\$0.00
Northwest Total		92.75%	\$0	5006	346	\$21,345.00	17	\$10,248.00	353	793	739	35%	0%	\$20,535.45	0	\$0.00	0	\$0.00	\$20,535.45
Southwest - Temecula & Murrieta	911	90.08%	\$0	1371	130	\$5,482.00	6	\$3,320.00	136	166	159				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.87%	\$0	2043	159	\$8,209.00	7	\$4,816.00	166	185	172				0	\$0.00	0	\$0.00	\$0.00
Southwest Total		91.15%	\$0	3414	289	\$13,690.00	13	\$8,136.00	302	351	331	15%	0%	\$18,552.10	0	\$0.00	0	\$0.00	\$18,552.10
Central - Moreno Valley	911	91.54%	\$0	1360	112	\$6,861.00	3	\$1,512.00	115	143	125				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	91.21%	\$0	876	71	\$4,433.00	6	\$3,320.00	77	121	111				0	\$0.00	0	\$0.00	\$0.00
Central Total		91.41%	\$0	2236	183	\$11,294.00	9	\$4,832.00	192	264	236	15%	0%	\$13,707.10	0	\$0.00	0	\$0.00	\$13,707.10
San Jacinto - Hemet	911	92.37%	\$0	1271	90	\$5,307.00	7	\$3,824.00	97	47	47				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.72%	\$0	1003	80	\$4,867.00	3	\$1,808.00	83	51	44				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total		92.08%	\$0	2274	170	\$10,254.00	10	\$5,632.00	180	98	91	35%	0%	\$10,325.90	0	\$0.00	0	\$0.00	\$10,325.90
Desert - Palm Springs & DHS	911	90.45%	\$0	1162	106	\$6,883.00	5	\$3,408.00	111	17	11				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.83%	\$0	1199	93	\$5,150.00	5	\$3,408.00	98	20	10				0	\$0.00	0	\$0.00	\$0.00
Desert Total		91.15%	\$0	2361	199	\$11,833.00	10	\$6,816.00	209	37	21	15%	0%	\$15,851.65	0	\$0.00	0	\$0.00	\$15,851.65
Palo Verde - Palo Verde	911	93.42%	\$0	152	7	\$590.00	3	\$3,704.00	10	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total		93.42%	\$0	152	7	\$590.00	3	\$3,704.00	10	0	0	50%	0%	\$2,147.00	0	\$0.00	0	\$0.00	\$2,147.00
Pass - Pass	911	92.11%	\$0	874	65	\$3,167.00	4	\$2,016.00	69	37	31				0	\$0.00	0	\$0.00	\$0.00
Pass Total		92.11%	\$0	874	65	\$3,167.00	4	\$2,016.00	69	37	31	35%	0%	\$3,368.95	0	\$0.00	0	\$0.00	\$3,368.95
Mountain Plateau - Mountain	911	95.60%	\$0	91	2	\$70.00	2	\$1,008.00	4	0	0				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total		95.60%	\$0	91	2	\$70.00	2	\$1,008.00	4	0	0	100%	0%	\$1,008.00	0	\$0.00	0	\$0.00	\$1,008.00
CountyWide Total		91.90%	\$0	16408	1251	\$72,243.00	68	\$42,392.00	1329	1580	1449	0%	0%	\$85,496.15	0	\$0.00	0	\$0.00	\$85,496.15

MARCH 2020 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 > 10 Min Fee (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide 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	90.89%		2570	222	\$9,843.00	12	\$6,936.00	234	251	239				0	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.56%		1196	96	\$5,165.00	5	\$2,520.00	101	167	149				0	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.94%		1181	100	\$8,925.00	7	\$3,824.00	107	155	142				0	0	\$0.00	
Northwest Total	911	91.07%	\$0	4947	418	\$23,724.00	24	\$13,280.00	442	573	530	15%	0%	\$31,453.40	0	0	\$0.00	\$31,453.40
Southwest - Temecula & Murrieta	911	90.38%		1227	117	\$6,357.00	1	\$800.00	118	117	111				0	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.27%		1966	149	\$6,373.00	3	\$2,104.00	152	165	143				0	0	\$0.00	
Southwest Total	911	91.54%	\$0	3193	266	\$13,330.00	4	\$2,904.00	270	282	254	15%	0%	\$13,798.90	0	0	\$0.00	\$13,798.90
Central - Moreno Valley	911	92.00%		1413	107	\$6,108.00	6	\$3,520.00	113	132	119				0	0	\$0.00	
Central - Perris & Uninc.	911	90.84%		884	79	\$4,078.00	2	\$1,304.00	81	101	88				0	0	\$0.00	
Central Total	911	91.55%	\$0	2297	186	\$10,186.00	8	\$4,824.00	194	233	207	15%	0%	\$12,758.50	0	0	\$0.00	\$12,758.50
San Jacinto - Hemet	911	93.22%		1194	76	\$4,913.00	5	\$2,816.00	81	12	12				0	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	94.47%		959	47	\$1,379.00	6	\$3,520.00	53	16	9				0	0	\$0.00	
San Jacinto Total	911	93.78%	\$0	2153	123	\$6,892.00	11	\$6,336.00	134	28	21	50%	0%	\$6,614.00	0	0	\$0.00	\$6,614.00
Desert - Palm Springs & DHS	911	93.40%		995	62	\$3,490.00	3	\$2,008.00	65	7	3				0	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.78%		1205	91	\$5,032.00	8	\$5,928.00	99	8	2				0	0	\$0.00	
Desert Total	911	92.51%	\$0	2190	153	\$8,522.00	11	\$7,936.00	164	15	5	35%	0%	\$10,697.70	0	0	\$0.00	\$10,697.70
Palo Verde - Palo Verde	911	95.95%		148	5	\$30.00	1	\$800.00	6	1	0				0	0	\$0.00	
Palo Verde Total	911	95.95%	\$0	148	5	\$30.00	1	\$800.00	6	1	0	100%	0%	\$800.00	0	0	\$0.00	\$800.00
Pass - Pass	911	93.33%		855	54	\$2,095.00	3	\$1,512.00	57	10	1				0	0	\$0.00	
Pass Total	911	93.33%	\$0	855	54	\$2,095.00	3	\$1,512.00	57	10	1	50%	0%	\$1,804.00	0	0	\$0.00	\$1,804.00
Mountain Plateau - Mountain	911	95.08%		122	4	\$70.00	2	\$1,600.00	6	1	0				0	0	\$0.00	
Mountain Plateau Total	911	95.08%	\$0	122	4	\$70.00	2	\$1,600.00	6	1	0	100%	0%	\$1,600.00	0	0	\$0.00	\$1,600.00
CountyWide Total	911	92.00%	\$0	15905	1209	\$64,850.00	64	\$39,192.00	1273	1143	1018	0%	0%	\$79,526.50	0	0	\$0.00	\$79,526.50
															TOTAL		\$79,526.50	

APRIL 2020 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 > 10 Min Fee (TOTAL)	Total Exemptions	Offload/Bed Delay Exemptions	Credit	County Wide 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	91.53%		2207	182	\$8,380.00	5	\$3,016.00	187	175	137				0	0	\$0.00	\$0.00
Northwest - Norco & Uninc. North	911	90.80%		935	81	\$6,599.00	5	\$3,312.00	86	104	78				0	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	90.67%		997	89	\$7,049.00	4	\$2,312.00	93	105	86				0	0	\$0.00	\$0.00
Northwest Total	911	91.16%	\$0	4139	352	\$22,022.00	14	\$8,640.00	366	384	301	15%	0%	\$26,062.70	0	0	\$0.00	\$26,062.70
Southwest - Temecula & Murrieta	911	90.06%		996	98	\$3,522.00	1	\$800.00	99	130	80				0	0	\$0.00	\$0.00
Southwest - LE, Menif, Wild, Cl. & Uninc.	911	92.21%		1745	133	\$6,186.00	3	\$1,512.00	136	160	100				0	0	\$0.00	\$0.00
Southwest Total	911	91.43%	\$0	2741	231	\$9,668.00	4	\$2,312.00	235	290	180	15%	0%	\$10,174.50	0	0	\$0.00	\$10,174.50
Central - Moreno Valley	911	91.80%		1244	99	\$5,107.00	3	\$1,808.00	102	90	72				0	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.81%		794	72	\$4,070.00	1	\$604.00	73	93	72				0	0	\$0.00	\$0.00
Central Total	911	91.41%	\$0	2038	171	\$9,177.00	4	\$2,312.00	175	183	144	15%	0%	\$9,765.55	0	0	\$0.00	\$9,765.55
San Jacinto - Hemet	911	92.07%		1069	83	\$4,535.00	1	\$604.00	84	5	4				0	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.10%		888	75	\$3,669.00	4	\$2,016.00	79	16	10				0	0	\$0.00	\$0.00
San Jacinto Total	911	91.63%	\$0	1947	158	\$8,194.00	5	\$2,520.00	163	21	14	15%	0%	\$9,105.90	0	0	\$0.00	\$9,105.90
Desert - Palm Springs & DHS	911	90.95%		863	75	\$3,607.00	3	\$2,400.00	78	20	4				0	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	91.18%		1054	86	\$5,577.00	7	\$3,528.00	93	11	3				0	0	\$0.00	\$0.00
Desert Total	911	91.06%	\$0	1917	161	\$9,184.00	10	\$5,928.00	171	31	7	15%	0%	\$12,645.20	0	0	\$0.00	\$12,645.20
Palo Verde - Palo Verde	911	96.88%		128	2	\$40.00	2	\$1,504.00	4	0	0				0	0	\$0.00	\$0.00
Palo Verde Total	911	96.88%	\$0	128	2	\$40.00	2	\$1,504.00	4	0	0	100%	0%	\$1,504.00	0	0	\$0.00	\$1,504.00
Pass - Pass	911	91.22%		831	68	\$2,455.00	5	\$2,520.00	73	8	4				0	0	\$0.00	\$0.00
Pass Total	911	91.22%	\$0	831	68	\$2,455.00	5	\$2,520.00	73	8	4	15%	0%	\$4,226.75	0	0	\$0.00	\$4,226.75
Mountain Plateau - Mountain	911	97.87%		94	2	\$190.00	0	\$0.00	2	0	0				0	0	\$0.00	\$0.00
Mountain Plateau Total	911	97.87%	\$0	94	2	\$190.00	0	\$0.00	2	0	0	100%	0%	\$0.00	0	0	\$0.00	\$0.00
CountyWide Total	911	91.41%	\$0	13865	1145	\$60,920.00	44	\$25,736.00	1189	917	650	0%	0%	\$73,687.70	0	0	\$0.00	\$73,687.70
														TOTAL				

MAY 2020 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 (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	91.01%	\$0	236	209	1	\$504.00	210	165	141				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.49%		1058	90	0	\$0.00	90	124	107				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	90.73%		1057	93	5	\$3,312.00	98	113	103				0	\$0.00	0	\$0.00	
Northwest Total	911	91.05%	\$0	4451	392	6	\$3,916.00	398	402	351	15%	0%	\$17,733.95	0	\$0.00	0	\$0.00	\$17,733.95
Southwest - Temecula & Murrieta	911	90.25%		1087	103	3	\$1,908.00	108	155	92				0	\$0.00	0	\$0.00	
Southwest - L.E. Meritt, Mid. Cl. & Uninc.	911	91.89%		1889	152	2	\$1,504.00	154	183	114				0	\$0.00	0	\$0.00	
Southwest Total	911	91.29%	\$0	2966	255	5	\$3,312.00	260	338	206	15%	0%	\$11,968.95	0	\$0.00	0	\$0.00	\$11,968.95
Central - Moreno Valley	911	91.25%		1314	114	1	\$504.00	115	90	71				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.29%		907	71	8	\$5,928.00	79	99	84				0	\$0.00	0	\$0.00	
Central Total	911	91.27%	\$0	2221	185	9	\$6,432.00	194	189	155	15%	0%	\$13,688.90	0	\$0.00	0	\$0.00	\$13,688.90
San Jacinto - Hemet	911	91.20%		1080	90	5	\$3,468.00	95	19	9				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.07%		663	83	3	\$1,512.00	86	20	4				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.14%	\$0	2043	173	8	\$4,980.00	181	39	13	15%	0%	\$12,349.95	0	\$0.00	0	\$0.00	\$12,349.95
Desert - Palm Springs & DHS	911	90.95%		1028	83	10	\$6,824.00	93	42	14				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.99%		1136	82	9	\$6,120.00	91	25	7				0	\$0.00	0	\$0.00	
Desert Total	911	91.50%	\$0	2164	165	19	\$12,744.00	184	67	21	15%	0%	\$21,712.40	0	\$0.00	0	\$0.00	\$21,712.40
Palo Verde - Palo Verde	911	95.63%		179	5	3	\$2,304.00	8	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	95.63%	\$0	179	5	3	\$2,304.00	8	0	0	100%	0%	\$2,304.00	0	\$0.00	0	\$0.00	\$2,304.00
Pass - Pass	911	91.28%		837	69	4	\$2,896.00	73	12	3				0	\$0.00	0	\$0.00	
Pass Total	911	91.28%	\$0	837	69	4	\$2,896.00	73	12	3	15%	0%	\$5,087.10	0	\$0.00	0	\$0.00	\$5,087.10
Mountain Plateau - Mountain	911	96.30%		108	3	1	\$504.00	4	1	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	96.30%	\$0	108	3	1	\$504.00	4	1	0	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total	911	91.31%	\$0	14859	1247	55	\$36,640.00	1302	1048	749	0%	0%	\$85,486.55	0	\$0.00	0	\$0.00	\$85,486.55
													TOTAL					

JUNE 2020 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 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	91.02%		2516	218	\$10,883.00	8	\$6,224.00	226	243	214				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.00%		1100	92	\$6,178.00	7	\$4,320.00	99	208	184				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.13%		1105	94	\$6,644.00	4	\$2,312.00	98	139	129				0	\$0.00	0	\$0.00	
Northwest Total	911	91.04%	\$0	4721	404	\$22,685.00	19	\$12,856.00	423	590	527	15%	0%	\$31,059.85	0	\$0.00	0	\$0.00	\$31,059.85
Southwest - Temecula & Murrieta	911	90.38%		1196	112	\$4,760.00	3	\$1,800.00	115	142	110				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.89%		2072	157	\$8,877.00	11	\$6,336.00	168	238	198				0	\$0.00	0	\$0.00	
Southwest Total	911	91.44%	\$0	3268	269	\$13,637.00	14	\$8,144.00	283	380	308	15%	0%	\$18,513.85	0	\$0.00	0	\$0.00	\$18,513.85
Central - Moreno Valley	911	91.22%		1333	109	\$8,452.00	8	\$4,528.00	117	111	90				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.79%		923	79	\$5,915.00	6	\$3,024.00	85	164	146				0	\$0.00	0	\$0.00	
Central Total	911	91.05%	\$0	2256	188	\$14,367.00	14	\$7,552.00	202	275	236	15%	0%	\$18,631.15	0	\$0.00	0	\$0.00	\$18,631.15
San Jacinto - Hemet	911	92.35%		1150	85	\$4,517.00	3	\$1,512.00	88	16	16				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.25%		1007	74	\$4,746.00	4	\$2,512.00	78	24	15				0	\$0.00	0	\$0.00	
San Jacinto Total	911	92.30%	\$0	2157	159	\$9,263.00	7	\$4,024.00	166	40	31	35%	0%	\$8,636.55	0	\$0.00	0	\$0.00	\$8,636.55
Desert - Palm Springs & DHS	911	91.92%		1064	84	\$6,360.00	2	\$1,008.00	86	8	7				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.75%		1254	92	\$5,071.00	11	\$8,728.00	103	14	8				0	\$0.00	0	\$0.00	
Desert Total	911	91.85%	\$0	2318	176	\$11,431.00	13	\$9,756.00	189	22	15	15%	0%	\$17,991.95	0	\$0.00	0	\$0.00	\$17,991.95
Palo Verde - Palo Verde	911	97.83%		138	2	\$25.00	1	\$1,000.00	3	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.83%	\$0	138	2	\$25.00	1	\$1,000.00	3	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
Pass - Pass	911	92.06%		932	71	\$4,658.00	3	\$1,800.00	74	24	4				0	\$0.00	0	\$0.00	
Pass Total	911	92.06%	\$0	932	71	\$4,658.00	3	\$1,800.00	74	24	4	35%	0%	\$4,202.90	0	\$0.00	0	\$0.00	\$4,202.90
Mountain Plateau - Mountain	911	92.37%		118	7	\$718.00	2	\$1,800.00	9	1	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	92.37%	\$0	118	7	\$718.00	2	\$1,800.00	9	1	1	35%	0%	\$1,636.70	0	\$0.00	0	\$0.00	\$1,636.70
CountyWide Total	911	91.52%	\$0	15808	1276	\$77,784.00	73	\$46,920.00	1349	1332	1122	0%	0%	\$101,672.95	0	\$0.00	0	\$0.00	\$101,672.95

JULY 2020 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 > 10 Min Fee (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 Fee	Total Fee Assessment
Northwest - Riverside City	911	91.41%		2655	223	\$11,922.00	5	\$2,520.00	228	309	287				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.16%		1219	110	\$6,384.00	10	\$5,632.00	120	238	214				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.18%		1258	105	\$7,074.00	6	\$3,320.00	111	188	172				0	\$0.00	0	\$0.00	
Northwest Total	911	91.06%	\$0	5132	438	\$25,380.00	21	\$11,472.00	459	735	673	15%	0%	\$11,324.20	0	\$0.00	0	\$0.00	\$31,324.20
Southwest - Temecula & Murrieta	911	91.10%		1259	110	\$4,742.00	2	\$1,594.00	112	187	169				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, Cl. & Uninc.	911	92.92%		2247	154	\$8,204.00	5	\$2,520.00	159	322	278				2	\$2,000.00	0	\$0.00	
Southwest Total	911	92.27%	\$0	3516	264	\$12,946.00	7	\$4,024.00	271	509	447	35%	0%	\$11,030.50	2	\$2,000.00	0	\$0.00	\$13,030.50
Central - Moreno Valley	911	91.91%		1458	109	\$7,910.00	9	\$4,832.00	118	177	148				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	91.64%		1041	85	\$4,826.00	2	\$1,594.00	87	185	161				0	\$0.00	0	\$0.00	
Central Total	911	91.80%	\$0	2499	194	\$12,736.00	11	\$6,366.00	205	362	309	15%	0%	\$16,212.90	0	\$0.00	0	\$0.00	\$16,212.90
San Jacinto - Hemet	911	91.32%		1348	105	\$6,363.00	12	\$8,440.00	117	61	58				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.11%		1102	86	\$6,647.00	12	\$7,528.00	98	55	41				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.22%	\$0	2450	191	\$13,010.00	24	\$15,888.00	215	116	99	15%	0%	\$24,631.30	0	\$0.00	0	\$0.00	\$24,631.30
Desert - Palm Springs & DHS	911	91.72%		1160	92	\$4,656.00	4	\$2,016.00	96	8	6				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	93.58%		1261	72	\$4,507.00	9	\$5,824.00	81	12	7				0	\$0.00	0	\$0.00	
Desert Total	911	92.69%	\$0	2421	164	\$9,163.00	13	\$7,640.00	177	20	13	35%	0%	\$10,656.95	0	\$0.00	0	\$0.00	\$10,656.95
Palo Verde - Palo Verde	911	97.16%		176	4	\$762.00	1	\$1,000.00	5	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	97.16%	\$0	176	4	\$762.00	1	\$1,000.00	5	0	0	100%	0%	\$1,000.00	0	\$0.00	0	\$0.00	\$1,000.00
Pass - Pass	911	92.44%		965	71	\$6,519.00	2	\$1,600.00	73	35	29				0	\$0.00	0	\$0.00	
Pass Total	911	92.44%	\$0	965	71	\$6,519.00	2	\$1,600.00	73	35	29	35%	0%	\$5,277.35	0	\$0.00	0	\$0.00	\$5,277.35
Mountain Plateau - Mountain	911	94.39%		107	4	\$913.00	2	\$1,800.00	6	0	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.39%	\$0	107	4	\$913.00	2	\$1,800.00	6	0	0	75%	0%	\$678.25	0	\$0.00	0	\$0.00	\$678.25
CountyWide Total	911	91.82%	\$0	17266	1330	\$81,331.00	81	\$49,840.00	1411	1777	1570	0%	0%	\$101,011.45	2	\$2,000.00	0	\$0.00	\$103,011.45

AUGUST 2020 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 > 10 Min	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	91.60%		2763	223	\$13,790.00	9	\$5,824.00	232	280	271				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	90.77%		1267	115	\$6,791.00	2	\$1,008.00	117	221	195				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.20%		1250	99	\$6,838.00	11	\$5,840.00	110	193	181				0	\$0.00	0	\$0.00	
Northwest Total	911	91.31%	\$0	5280	437	\$27,419.00	22	\$12,672.00	459	684	647	15%	0%	\$34,077.35	0	\$0.00	0	\$0.00	\$34,077.35
Southwest - Temecula & Murrieta	911	91.82%		1333	104	\$3,535.00	5	\$2,816.00	109	218	185				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.07%		2245	172	\$9,775.00	6	\$5,512.00	178	372	328				0	\$0.00	0	\$0.00	
Southwest Total	911	91.98%	\$0	3578	276	\$13,310.00	11	\$8,328.00	287	590	513	15%	0%	\$19,392.30	0	\$0.00	0	\$0.00	\$19,392.30
Central - Moreno Valley	911	91.86%		1449	112	\$8,430.00	6	\$3,024.00	118	152	133				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	90.38%		1080	93	\$5,793.00	9	\$4,536.00	102	181	168				0	\$0.00	0	\$0.00	
Central Total	911	91.23%	\$0	2529	205	\$14,213.00	15	\$7,560.00	220	333	281	15%	0%	\$18,507.05	0	\$0.00	0	\$0.00	\$18,507.05
San Jacinto - Hemet	911	91.19%		1317	112	\$8,806.00	4	\$2,312.00	116	65	64				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	92.13%		1131	84	\$4,824.00	5	\$3,408.00	89	57	49				0	\$0.00	0	\$0.00	
San Jacinto Total	911	91.63%	\$0	2448	196	\$13,630.00	9	\$5,720.00	205	122	113	15%	0%	\$16,447.50	0	\$0.00	0	\$0.00	\$16,447.50
Desert - Palm Springs & DHS	911	91.31%		1070	88	\$5,053.00	5	\$3,512.00	93	11	6				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.88%		1208	80	\$3,155.00	6	\$4,016.00	86	6	2				0	\$0.00	0	\$0.00	
Desert Total	911	92.14%	\$0	2278	168	\$8,208.00	11	\$7,528.00	179	17	8	35%	0%	\$10,228.40	0	\$0.00	0	\$0.00	\$10,228.40
Palo Verde - Palo Verde	911	96.41%		167	5	\$868.00	1	\$2,400.00	6	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total	911	96.41%	\$0	167	5	\$868.00	1	\$2,400.00	6	0	0	100%	0%	\$2,400.00	0	\$0.00	0	\$0.00	\$2,400.00
Pass - Pass	911	91.68%		1022	76	\$2,080.00	9	\$6,120.00	85	58	45				0	\$0.00	0	\$0.00	
Pass Total	911	91.68%	\$0	1022	76	\$2,080.00	9	\$6,120.00	85	58	45	15%	0%	\$6,970.00	0	\$0.00	0	\$0.00	\$6,970.00
Mountain Plateau - Mountain	911	94.62%		130	4	\$87.00	3	\$2,304.00	7	1	0				0	\$0.00	0	\$0.00	
Mountain Plateau Total	911	94.62%	\$0	130	4	\$87.00	3	\$2,304.00	7	1	0	75%	0%	\$722.75	0	\$0.00	0	\$0.00	\$722.75
CountyWide Total	911	91.68%	\$0	17412	1367	\$80,305.00	81	\$52,632.00	1448	1815	1617	0%	0%	\$107,745.35	0	\$0.00	0	\$0.00	\$107,745.35

SEPTEMBER 2020 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 > 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	911	90.88%		2612	237	\$1,845.00	1	\$504.00	238	264	247				0	\$0.00	0	\$0.00	\$20,649.25
Northwest - Norco & Uninc. North	911	92.35%		1124	80	\$4,939.00	6	\$3,320.00	86	196	175				0	\$0.00	0	\$0.00	\$0.00
Northwest - Corona & Uninc. South	911	91.02%		1181	99	\$9,274.00	7	\$3,824.00	106	162	157				0	\$0.00	0	\$0.00	\$20,649.25
Northwest Total		91.25%	\$0	4917	416	\$20,057.00	14	\$7,648.00	430	622	579	15%	0%	\$20,649.25	0	\$0.00	0	\$0.00	\$20,649.25
Southwest - Temecula & Murrieta	911	90.27%		1284	121	\$6,731.00	2	\$1,304.00	123	190	181				0	\$0.00	0	\$0.00	\$0.00
Southwest - LE Meritt, Wild, CL & Uninc.	911	91.98%		2083	159	\$7,661.00	8	\$4,328.00	167	289	269				0	\$0.00	0	\$0.00	\$0.00
Southwest Total		91.34%	\$0	3347	280	\$14,392.00	10	\$5,632.00	290	479	450	15%	0%	\$17,020.40	0	\$0.00	0	\$0.00	\$17,020.40
Central - Moreno Valley	911	91.78%		1374	107	\$6,889.00	6	\$3,024.00	113	130	115				0	\$0.00	0	\$0.00	\$0.00
Central - Perris & Uninc.	911	90.90%		934	81	\$6,859.00	4	\$2,016.00	85	147	122				0	\$0.00	0	\$0.00	\$0.00
Central Total		91.42%	\$0	2308	188	\$13,747.00	10	\$5,040.00	198	277	247	15%	0%	\$15,988.95	0	\$0.00	0	\$0.00	\$15,988.95
San Jacinto - Hemet	911	91.55%		1184	91	\$3,760.00	9	\$4,832.00	100	30	29				0	\$0.00	0	\$0.00	\$0.00
San Jacinto - San Jacinto & Uninc.	911	91.28%		929	75	\$5,068.00	6	\$3,520.00	81	25	23				0	\$0.00	0	\$0.00	\$0.00
San Jacinto Total		91.43%	\$0	2113	166	\$8,828.00	15	\$8,352.00	181	55	52	15%	0%	\$14,601.30	0	\$0.00	0	\$0.00	\$14,601.30
Desert - Palm Springs & DHS	911	93.55%		1038	64	\$4,272.00	3	\$1,512.00	67	6	4				0	\$0.00	0	\$0.00	\$0.00
Desert - La Quinta, Coachella & Uninc.	911	92.89%		1069	71	\$2,559.00	5	\$2,816.00	76	3	1				0	\$0.00	0	\$0.00	\$0.00
Desert Total		93.21%	\$0	2107	135	\$6,831.00	8	\$4,328.00	143	9	5	50%	0%	\$5,579.50	0	\$0.00	0	\$0.00	\$5,579.50
Palo Verde - Palo Verde	911	96.55%		174	4	\$956.00	2	\$3,200.00	6	0	0				0	\$0.00	0	\$0.00	\$0.00
Palo Verde Total		96.55%	\$0	174	4	\$956.00	2	\$3,200.00	6	0	0	100%	0%	\$3,200.00	0	\$0.00	0	\$0.00	\$3,200.00
Pass - Pass	911	91.58%		1009	78	\$4,320.00	7	\$5,720.00	85	31	18				0	\$0.00	0	\$0.00	\$0.00
Pass Total		91.58%	\$0	1009	78	\$4,320.00	7	\$5,720.00	85	31	18	15%	0%	\$8,534.00	0	\$0.00	0	\$0.00	\$8,534.00
Mountain Plateau - Mountain	911	94.55%		110	4	\$403.00	2	\$1,504.00	6	2	2				0	\$0.00	0	\$0.00	\$0.00
Mountain Plateau Total		94.55%	\$0	110	4	\$403.00	2	\$1,504.00	6	2	2	75%	0%	\$483.50	0	\$0.00	0	\$0.00	\$483.50
CountyWide Total	911	91.68%	\$0	16085	1271	\$75,559.00	68	\$41,424.00	1339	1475	1353	0%	0%	\$94,036.90	0	\$0.00	0	\$0.00	\$94,036.90

OCTOBER 2020 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 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	91.76%		2608	210	\$12,307.00	5	\$2,520.00	215	306	302				0	\$0.00	0	\$0.00	\$35,059.95
Northwest - Norco & Uninc. North	911	90.28%		1266	113	\$8,931.00	10	\$5,920.00	123	265	251				0	\$0.00	0	\$0.00	\$8,097.95
Northwest - Corona & Uninc. South	911	91.24%		1245	105	\$9,049.00	4	\$2,512.00	109	221	208				0	\$0.00	0	\$0.00	\$35,059.95
Northwest Total	911	91.27%	\$0	5119	428	\$30,287.00	19	\$10,950.00	447	792	761	15%	0%	\$35,059.95	0	\$0.00	0	\$0.00	\$35,059.95
Southwest - Temecula & Murrieta	911	90.16%		1331	129	\$6,667.00	2	\$1,304.00	131	234	225				0	\$0.00	0	\$0.00	\$19,165.80
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.73%		2162	170	\$10,249.00	8	\$4,328.00	178	394	365				0	\$0.00	0	\$0.00	\$19,165.80
Southwest Total	911	91.13%	\$0	3483	299	\$16,916.00	10	\$5,632.00	309	628	590	15%	0%	\$19,165.80	0	\$0.00	0	\$0.00	\$19,165.80
Central - Moreno Valley	911	92.86%		1372	94	\$7,721.00	4	\$11,808.00	98	147	132				0	\$0.00	0	\$0.00	\$25,516.60
Central - Perris & Uninc.	911	90.40%		979	90	\$8,363.00	4	\$3,304.00	94	184	169				0	\$0.00	0	\$0.00	\$25,516.60
Central Total	911	91.83%	\$0	2351	184	\$16,084.00	8	\$15,112.00	192	331	301	15%	0%	\$25,516.60	0	\$0.00	0	\$0.00	\$25,516.60
San Jacinto - Hemet	911	90.54%		1205	108	\$6,376.00	6	\$3,320.00	114	73	60				0	\$0.00	0	\$0.00	\$13,889.00
San Jacinto - San Jacinto & Uninc.	911	92.29%		1045	76	\$4,124.00	5	\$2,520.00	81	72	57				0	\$0.00	0	\$0.00	\$13,889.00
San Jacinto Total	911	91.33%	\$0	2250	184	\$10,500.00	11	\$5,840.00	195	145	117	15%	0%	\$13,889.00	0	\$0.00	0	\$0.00	\$13,889.00
Desert - Palm Springs & DHS	911	90.66%		1051	94	\$5,743.00	4	\$2,608.00	98	9	5				0	\$0.00	0	\$0.00	\$14,071.75
Desert - La Quinta, Coachella & Uninc.	911	92.74%		1170	79	\$4,292.00	6	\$3,912.00	85	10	2				0	\$0.00	0	\$0.00	\$14,071.75
Desert Total	911	91.76%	\$0	2221	173	\$10,035.00	10	\$6,520.00	183	19	7	15%	0%	\$14,071.75	0	\$0.00	0	\$0.00	\$14,071.75
Palo Verde - Palo Verde	911	96.49%		171	4	\$260.00	2	\$1,800.00	6	5	0				0	\$0.00	0	\$0.00	\$1,800.00
Palo Verde Total	911	96.49%	\$0	171	4	\$260.00	2	\$1,800.00	6	5	0	100%	0%	\$1,800.00	0	\$0.00	0	\$0.00	\$1,800.00
Pass - Pass	911	91.31%		990	77	\$4,695.00	9	\$4,832.00	86	48	27				0	\$0.00	0	\$0.00	\$8,097.95
Pass Total	911	91.31%	\$0	990	77	\$4,695.00	9	\$4,832.00	86	48	27	15%	0%	\$8,097.95	0	\$0.00	0	\$0.00	\$8,097.95
Mountain Plateau - Mountain	911	94.78%		115	2	\$90.00	4	\$2,808.00	6	2	1				0	\$0.00	0	\$0.00	\$724.50
Mountain Plateau Total	911	94.78%	\$0	115	2	\$90.00	4	\$2,808.00	6	2	1	75%	0%	\$724.50	0	\$0.00	0	\$0.00	\$724.50
CountyWide Total	911	91.47%	\$0	16700	1351	\$88,867.00	73	\$63,504.00	1424	1970	1804		0%	\$119,325.55	0	\$0.00	0	\$0.00	\$119,325.55

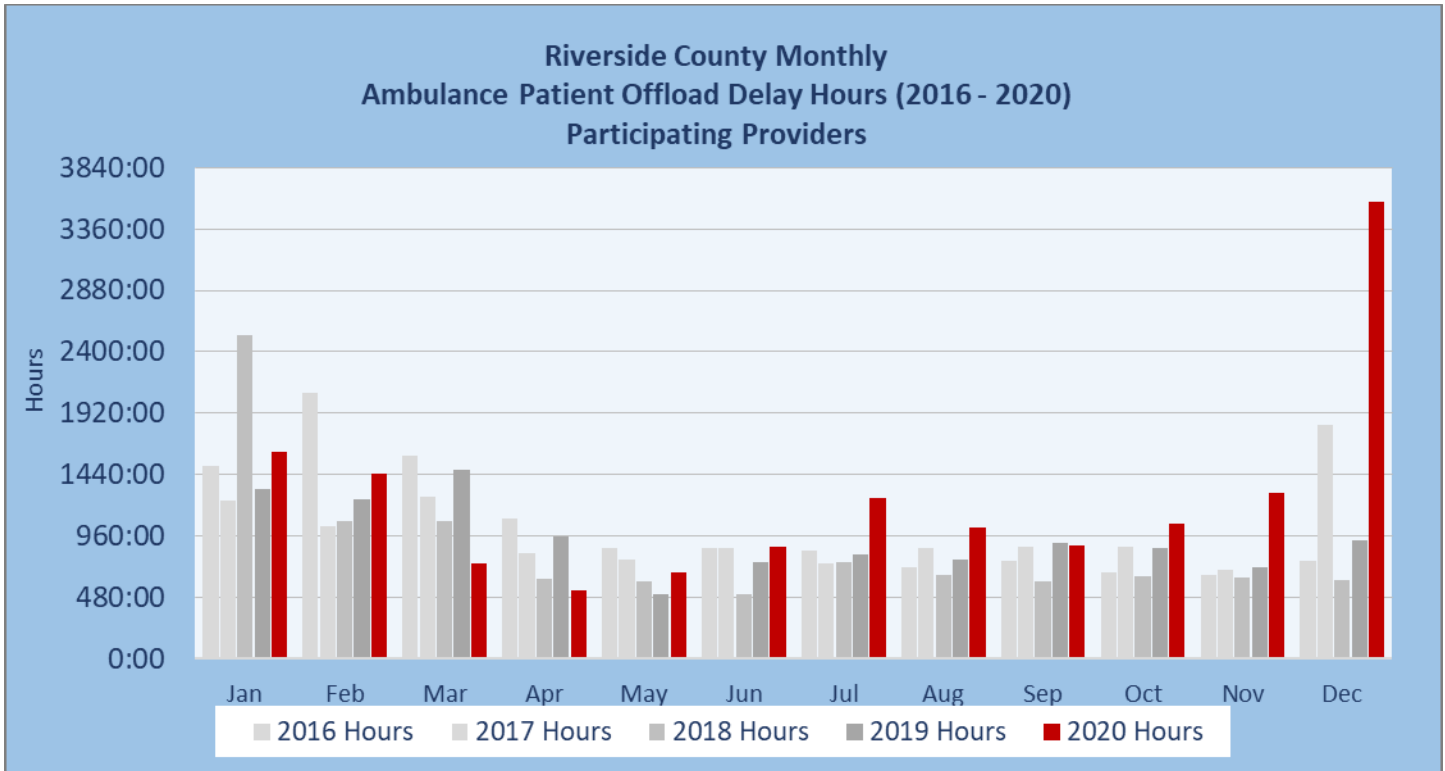
NOVEMBER 2020 COMPLIANCE REPORT

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 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	92.10%		2458	188	\$13,405.00	7	\$4,120.00	195	342	334				0	0	\$0.00	
Northwest - Norco & Uninc. North	911	92.79%		1192	80	\$6,811.00	6	\$3,024.00	86	299	200				0	0	\$0.00	
Northwest - Corona & Uninc. South	911	91.07%		1243	102	\$9,151.00	10	\$8,224.00	111	231	221				0	0	\$0.00	
Northwest Total	911	91.98%	\$0	4903	370	\$23,367.00	23	\$15,368.00	392	872	835	15%	0%	\$38,024.75	0	0	\$0.00	\$38,024.75
Southwest - Temescula & Murrieta	911	90.43%		1264	117	\$6,955.00	4	\$2,312.00	121	241	235				0	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	91.92%		2017	150	\$9,032.00	13	\$9,336.00	163	387	366				0	0	\$0.00	
Southwest Total	911	91.34%	\$0	3281	267	\$15,987.00	17	\$11,648.00	284	628	601	15%	0%	\$23,489.75	0	0	\$0.00	\$23,489.75
Central - Moreno Valley	911	92.08%		1414	103	\$6,043.00	9	\$4,832.00	112	148	134				0	0	\$0.00	
Central - Perris & Uninc.	911	91.14%		925	77	\$5,329.00	5	\$2,520.00	82	203	186				0	0	\$0.00	
Central Total	911	91.71%	\$0	2339	180	\$11,372.00	14	\$7,352.00	194	351	320	15%	0%	\$15,915.40	0	0	\$0.00	\$15,915.40
San Jacinto - Hemet	911	90.47%		1249	105	\$9,768.00	13	\$7,640.00	119	81	79				0	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	93.34%		1021	57	\$4,545.00	11	\$6,632.00	68	73	61				0	0	\$0.00	
San Jacinto Total	911	91.75%	\$0	2270	163	\$14,314.00	24	\$14,272.00	187	154	140	15%	0%	\$24,288.10	0	0	\$0.00	\$24,288.10
Desert - Palm Springs & DHS	911	90.83%		1058	90	\$5,607.00	7	\$3,824.00	97	4	4				0	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	92.06%		1184	85	\$4,222.00	9	\$6,416.00	94	10	3				0	0	\$0.00	
Desert Total	911	91.48%	\$0	2242	175	\$9,829.00	16	\$10,240.00	191	14	7	15%	0%	\$7,638.65	0	0	\$0.00	\$7,638.65
Palo Verde - Palo Verde	911	96.08%		204	4	\$510.00	4	\$4,408.00	8	1	0				0	0	\$0.00	
Palo Verde Total	911	96.08%	\$0	204	4	\$510.00	4	\$4,408.00	8	1	0	100%	0%	\$4,408.00	0	0	\$0.00	\$4,408.00
Pass - Pass	911	91.21%		910	71	\$3,693.00	9	\$6,216.00	80	65	52				0	0	\$0.00	
Pass Total	911	91.21%	\$0	910	71	\$3,693.00	9	\$6,216.00	80	65	52	15%	0%	\$8,422.65	0	0	\$0.00	\$8,422.65
Mountain Plateau - Mountain	911	93.46%		107	5	\$320.00	2	\$1,504.00	7	2	2				0	0	\$0.00	
Mountain Plateau Total	911	93.46%	\$0	107	5	\$320.00	2	\$1,504.00	7	2	2	50%	0%	\$912.00	0	0	\$0.00	\$912.00
CountyWide Total	911	91.73%	\$0	16256	1235	\$85,392.00	109	\$71,098.00	1343	2087	1957	0%	0%	\$132,529.30	0	0	\$0.00	\$132,529.30

DECEMBER 2020 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	Offroad/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	92.92%		3120	201	\$17,107.00	20	\$10,080.00	221	976	963				0	\$0.00	0	\$0.00	
Northwest - Norco & Uninc. North	911	91.61%		1587	112	\$12,618.00	22	\$15,664.00	134	779	729				0	\$0.00	0	\$0.00	
Northwest - Corona & Uninc. South	911	93.72%		1449	76	\$8,070.00	15	\$10,640.00	91	566	547				0	\$0.00	0	\$0.00	
Northwest Total		92.77%	\$0	6166	389	\$37,695.00	57	\$34,394.00	446	2221	2229	35%	0%	\$46,851.35	0	\$0.00	0	\$0.00	\$46,851.35
Southwest - Temecula & Murrieta	911	90.19%		1629	134	\$8,397.00	16	\$13,736.00	160	566	566				0	\$0.00	0	\$0.00	
Southwest - LE, Menif, Wild, CL & Uninc.	911	92.41%		2902	168	\$17,934.00	22	\$12,376.00	190	1014	943				0	\$0.00	0	\$0.00	
Southwest Total		91.57%	\$0	4031	302	\$26,331.00	38	\$26,112.00	340	1580	1499	15%	0%	\$44,576.55	0	\$0.00	0	\$0.00	\$44,576.55
Central - Moreno Valley	911	93.24%		1730	98	\$9,663.00	19	\$14,344.00	117	527	480				0	\$0.00	0	\$0.00	
Central - Perris & Uninc.	911	92.77%		1134	73	\$8,645.00	9	\$4,832.00	82	466	439				0	\$0.00	0	\$0.00	
Central Total		93.05%	\$0	2864	171	\$18,598.00	28	\$19,176.00	199	993	919	50%	0%	\$18,887.00	0	\$0.00	0	\$0.00	\$18,887.00
San Jacinto - Hemet	911	90.99%		1454	101	\$8,912.00	30	\$20,768.00	131	361	360				0	\$0.00	0	\$0.00	
San Jacinto - San Jacinto & Uninc.	911	91.62%		1170	80	\$6,255.00	18	\$10,456.00	98	285	262				0	\$0.00	0	\$0.00	
San Jacinto Total		91.27%	\$0	2624	181	\$15,167.00	48	\$31,224.00	229	646	622	15%	0%	\$39,432.35	0	\$0.00	0	\$0.00	\$39,432.35
Desert - Palm Springs & DHS	911	92.12%		1078	81	\$5,773.00	4	\$3,104.00	86	87	15				0	\$0.00	0	\$0.00	
Desert - La Quinta, Coachella & Uninc.	911	91.16%		1357	108	\$7,306.00	12	\$7,432.00	120	49	10				0	\$0.00	0	\$0.00	
Desert Total		91.58%	\$0	2435	189	\$13,079.00	16	\$10,536.00	205	136	25	15%	0%	\$20,072.75	0	\$0.00	0	\$0.00	\$20,072.75
Palo Verde - Palo Verde	911	96.38%		192	4	\$300.00	3	\$6,600.00	7	0	0				0	\$0.00	0	\$0.00	
Palo Verde Total		96.35%	\$0	192	4	\$300.00	3	\$6,600.00	7	0	0	100%	0%	\$5,600.00	0	\$0.00	0	\$0.00	\$5,600.00
Pass - Pass	911	92.47%		1208	73	\$4,537.00	18	\$15,536.00	91	272	234				0	\$0.00	0	\$0.00	
Pass Total		92.47%	\$0	1208	73	\$4,537.00	18	\$15,536.00	91	272	234	35%	0%	\$13,047.45	0	\$0.00	0	\$0.00	\$13,047.45
Mountain Plateau - Mountain	911	95.33%		107	4	\$753.00	1	\$504.00	5	1	1				0	\$0.00	0	\$0.00	
Mountain Plateau Total		95.33%	\$0	107	4	\$753.00	1	\$504.00	5	1	1	100%	0%	\$504.00	0	\$0.00	0	\$0.00	\$504.00
CountyWide Total		92.25%	\$0	19627	1313	\$116,460.00	209	\$143,072.00	1622	6949	6539		0%	\$188,971.45	0	\$0.00	0	\$0.00	\$188,971.45

AMBULANCE PATIENT OFFLOAD TIME



December 2020						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	700	724:49:29	434:59:53	411	41.3%	2:37:34
Desert Regional Med Ctr	1,126	359:48:16	84:42:14	181	83.9%	0:41:19
Eisenhower Health	1,284	218:41:57	4:01:40	21	98.4%	0:17:26
Hemet Valley Hospital	1,130	993:19:28	537:47:21	647	42.7%	1:56:00
Inland Valley Med Ctr	914	556:49:26	230:23:20	361	60.5%	1:20:37
JFK Hospital	705	115:55:56	8:57:27	25	96.5%	0:19:46
Kaiser Hospital Moreno Valley	390	268:51:06	138:28:49	137	64.9%	1:52:38
Kaiser Hospital Riverside	674	477:26:33	229:37:30	284	57.9%	1:43:02
Loma Linda Univ Med Ctr Mur	709	409:51:37	177:32:17	226	68.1%	1:10:13
Menifee Med Ctr	324	382:28:17	256:35:07	178	45.1%	2:56:25
Palo Verde Hospital	154	25:55:59	4:22:55	10	93.5%	0:20:40
Parkview Community Hospital	713	659:34:43	385:18:15	346	51.5%	2:12:58
Rancho Springs Med Ctr	552	278:16:11	103:34:58	153	72.3%	1:02:39
Riverside Community Hospital	1,217	1230:50:15	725:05:40	786	35.4%	2:19:16
Riverside University Health System	1,732	684:29:10	94:42:19	440	74.6%	0:41:47
San Geronio Mem Hospital	737	376:35:22	114:29:46	229	68.9%	0:59:12
Temecula Valley Hospital	563	239:44:22	44:33:03	161	71.4%	0:45:53
Grand Total	13,624	8003:28:07	3575:12:34	4,596	66.3%	1:20:19

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Max of		
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	691	364:39:06	123:29:59	237	166	411
Desert Regional Med Ctr	1,107	294:37:20	44:17:55	120	35	211
Eisenhower Health	1,182	196:12:29	4:53:23	20	10	31
Hemet Valley Hospital	1,292	681:11:47	198:37:07	515	311	668
Inland Valley Med Ctr	838	308:51:29	66:23:37	164	78	361
JFK Hospital	614	91:46:24	2:24:42	11	2	25
Kaiser Hospital Moreno Valley	294	126:03:14	39:35:01	66	25	137
Kaiser Hospital Riverside	513	224:29:59	62:53:25	130	44	284
Loma Linda Univ Med Ctr Mur	581	229:37:51	46:20:46	128	59	226
Menifee Med Ctr	291	147:26:59	52:30:05	78	26	178
Palo Verde Hospital	154	17:55:24	1:16:47	4	0	10
Parkview Community Hospital	547	286:30:20	98:43:13	171	83	346
Rancho Springs Med Ctr	436	133:35:48	17:15:32	51	23	153
Riverside Community Hospital	1,319	876:34:56	347:37:58	688	590	786
Riverside University Health System	1,387	489:04:20	53:02:40	250	99	440
San Geronio Mem Hospital	551	179:46:38	18:20:14	67	36	229
Temecula Valley Hospital	491	179:19:10	25:35:33	103	21	201

Average APOD and Compliance by Qtr Comparison												
	2020											
	Qtr1			Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	71%	225	101:15:09	69%	195	61:41:27	66%	235	104:04:03	55%	306	247:35:30
Desert Regional Med Ctr	85%	171	58:07:55	91%	91	41:11:56	91%	101	29:51:19	89%	126	49:02:30
Eisenhower Health	98%	23	3:54:34	98%	18	7:47:49	98%	23	4:25:46	99%	15	2:27:12
Hemet Valley Hospital	59%	569	216:19:22	71%	355	75:21:19	56%	584	212:41:46	52%	605	331:11:18
Inland Valley Med Ctr	79%	190	75:24:12	88%	91	19:56:54	80%	179	65:37:15	74%	221	120:05:01
JFK Hospital	98%	12	2:08:05	98%	11	1:40:33	99%	9	2:58:36	98%	10	3:06:17
Kaiser Hospital Riverside	75%	129	66:44:11	82%	78	26:25:36	75%	131	49:31:47	67%	199	121:01:24
Loma Linda Univ Med Ctr Mur	75%	139	48:45:49	83%	87	18:37:06	78%	132	40:15:55	75%	169	86:58:46
Menifee Med Ctr	74%	89	42:11:39	84%	41	11:13:47	71%	81	43:23:11	60%	116	126:57:10
Palo Verde Hospital	98%	4	0:35:36	98%	3	0:41:38	99%	2	1:31:54	96%	6	2:29:45
Parkview Community Hospital	67%	198	105:35:06	73%	126	66:55:49	67%	173	81:20:19	66%	200	151:37:27
Rancho Springs Med Ctr	89%	58	15:42:20	92%	29	4:42:34	89%	47	11:11:14	83%	80	41:37:00
Riverside Community Hospital	45%	743	376:03:28	50%	612	283:22:10	51%	705	281:45:40	45%	717	470:45:49
Riverside University Health System	81%	270	64:54:12	85%	192	35:51:28	82%	256	52:10:31	80%	301	64:58:11
San Geronio Mem Hospital	91%	48	8:42:22	92%	40	8:04:31	88%	66	11:17:10	80%	124	48:42:08
Temecula Valley Hospital	75%	142	40:40:50	89%	43	7:58:09	77%	115	27:28:26	75%	131	32:07:16
	77%	188	76:41:33	82%	126	41:58:18	77%	178	63:43:26	73%	208	118:47:40

Average Transports and APODs at ETS: Quarter Comparison												
	2020											
	Qtr1			Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	56%	173	62:18:30	34%	249	129:37:00	43%	247	94:51:49	27%	256	121:33:44