



Ambulance Response Compliance Review

AMR Compliance Summary
7/1/2022 – 6/30/2023

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

Overview

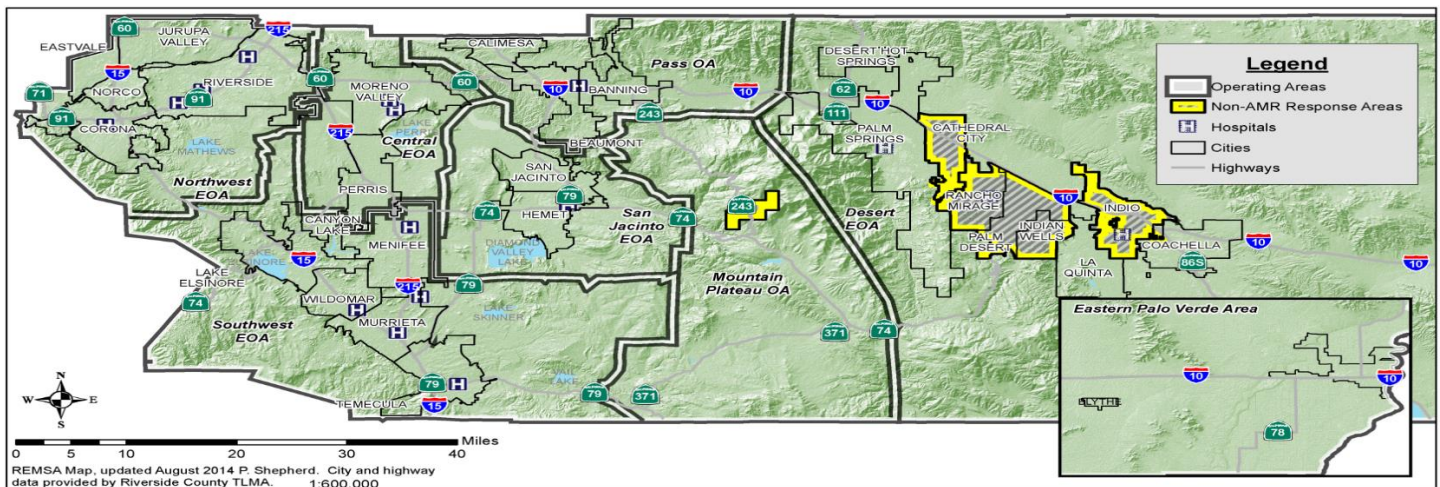
The Riverside County EMS System encompasses all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for the majority of Riverside County, and this report outlines the AMR response time compliance in Riverside County. Data provided refers to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

Raw Compliance, for the purpose of this report, refers to the contracted providers ability to meet agreed upon response times, which vary throughout the Operational Area. Adjusted Compliance, for the purpose of this report, refers to the final compliance percentage after various exemptions have been granted. These exemptions would include Code 2 – Diverted x3, COVID – 19, Extended wait time at railroad crossings in the City of Riverside only, Following Fire Department, Major Road Closure/Construction, Offload Delays/Bed Delays, Second Unit, Unusual System Overload and Unusually Heavy Traffic. The majority of exemptions granted to the ambulance provider are due to offload/bed delays. Approximately 95% of all exemptions granted relate to APOD.

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



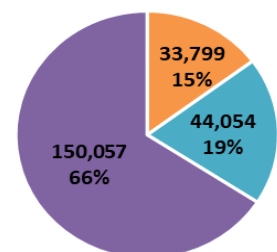
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

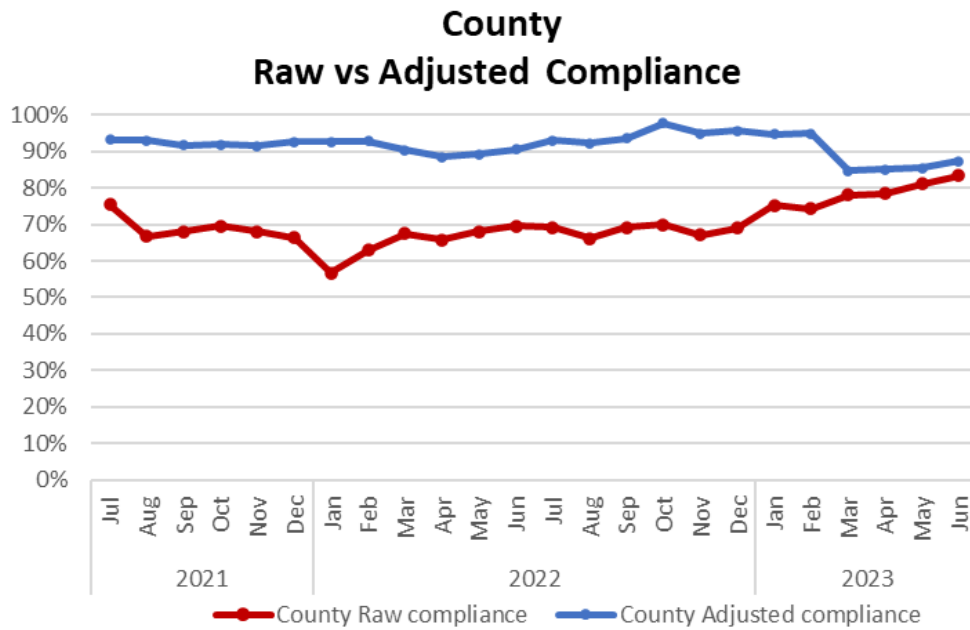
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jul 2022 through Jun 2023

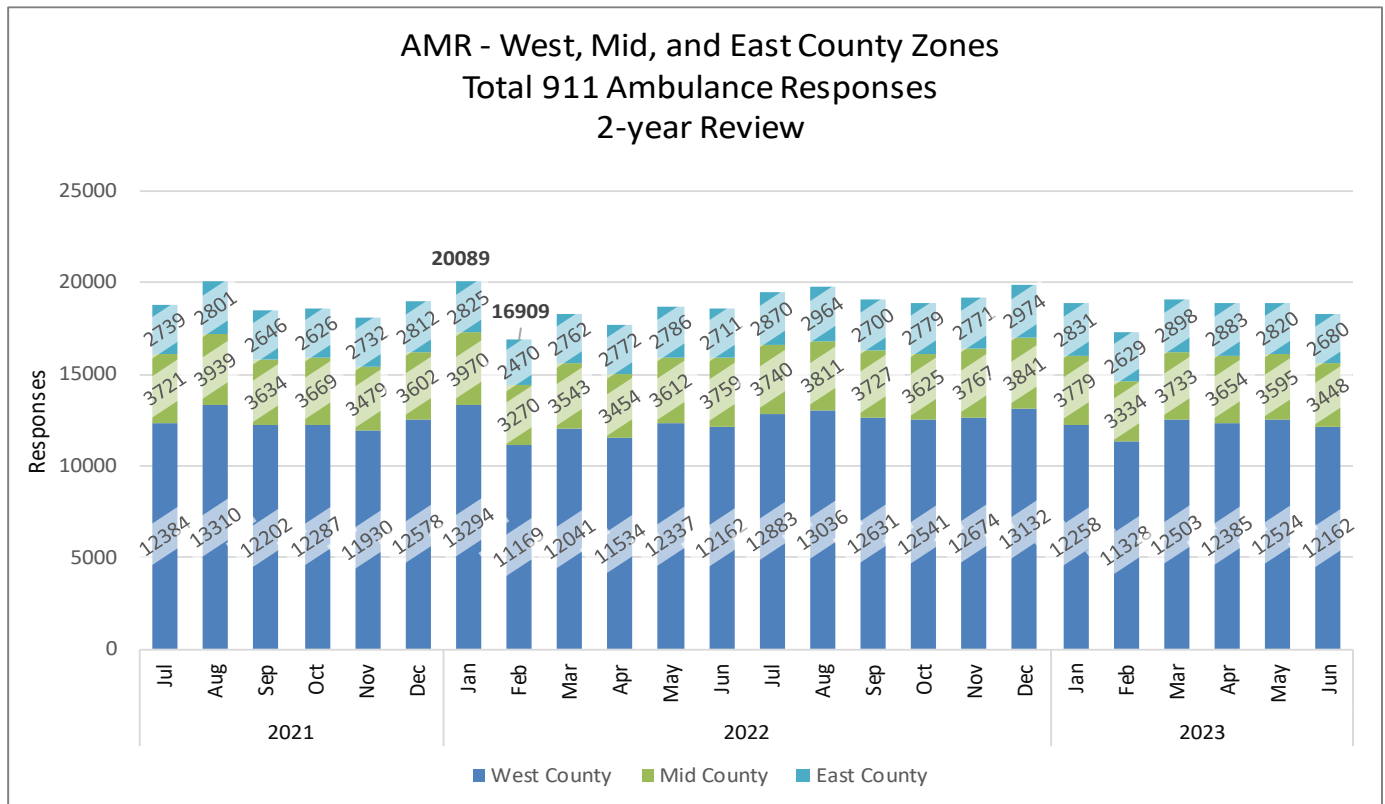


East County Mid County West County

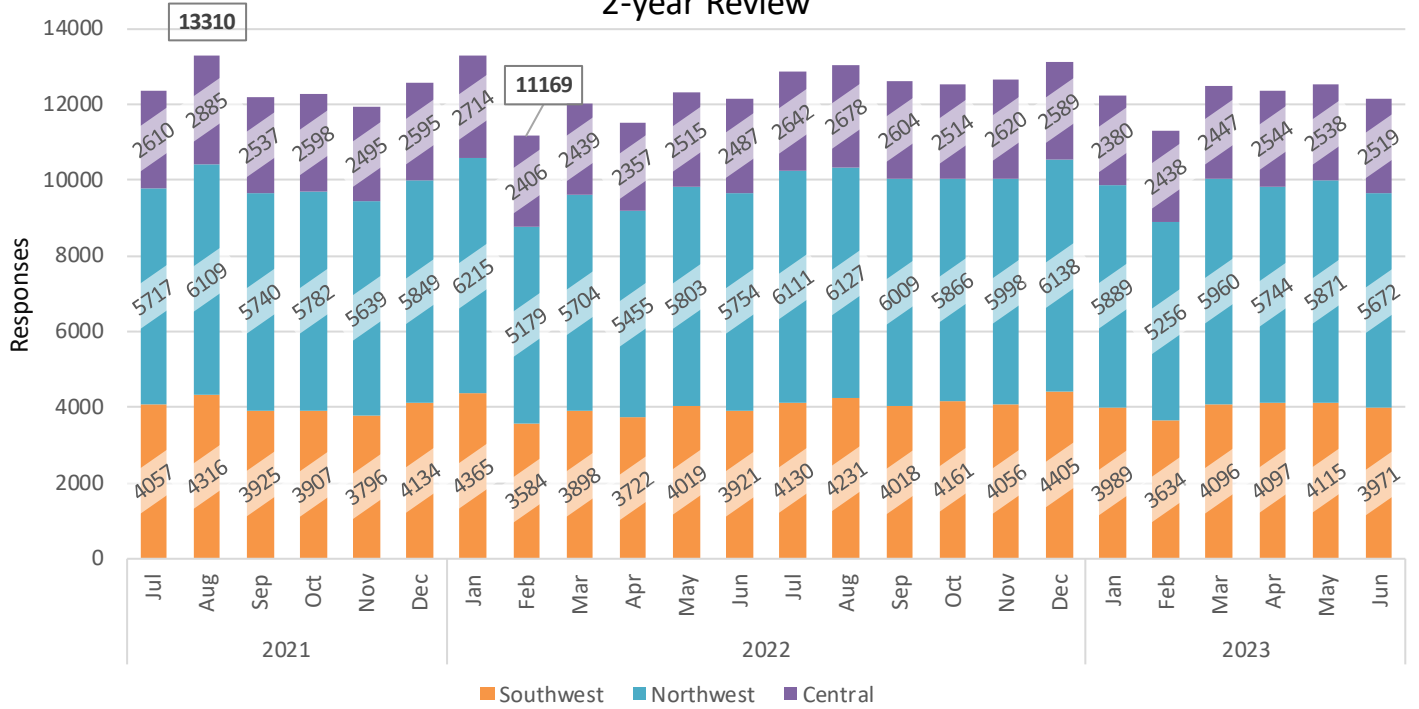
County Raw vs Adjusted Compliance



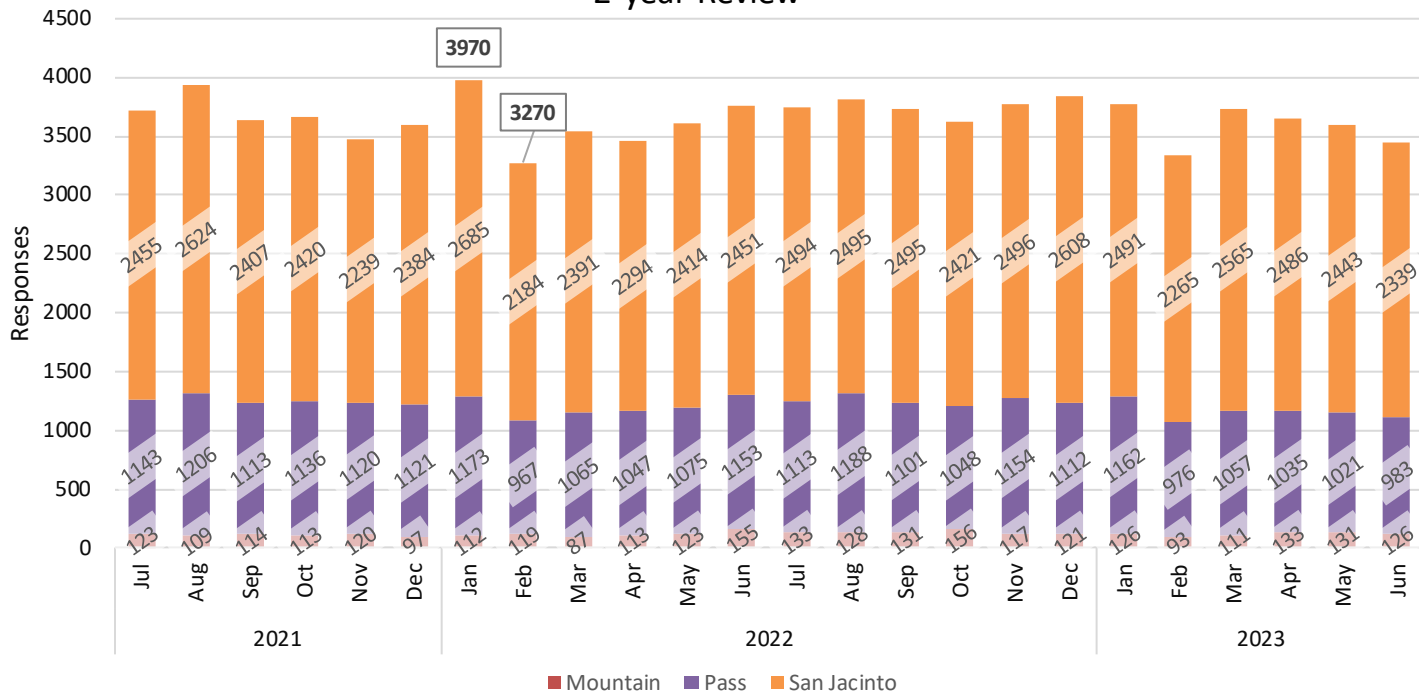
West, Mid, and East County Areas Comparisons



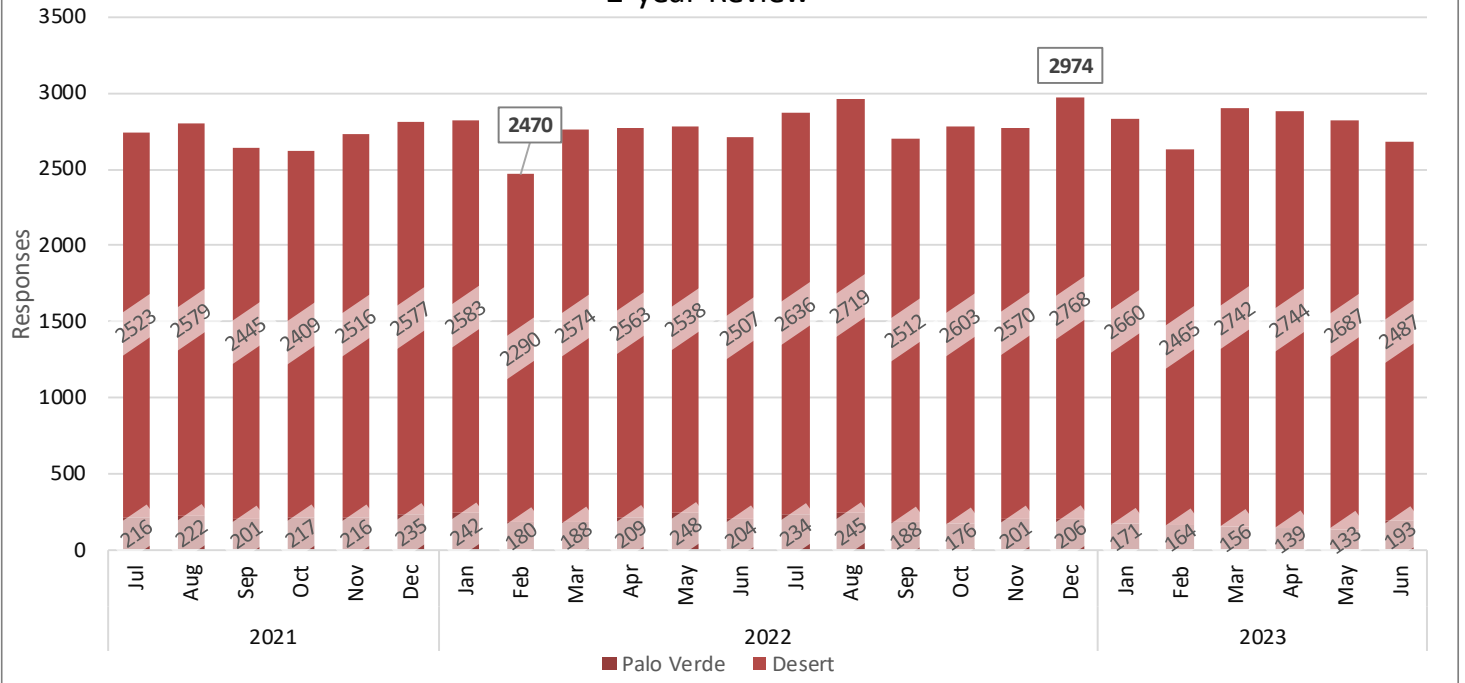
AMR - West County Zones Total 911 Ambulance Responses 2-year Review



AMR - Mid County Zones Total 911 Ambulance Responses 2-year Review



AMR - East County Zones Total 911 Ambulance Responses 2-year Review



CENTRAL ZONE

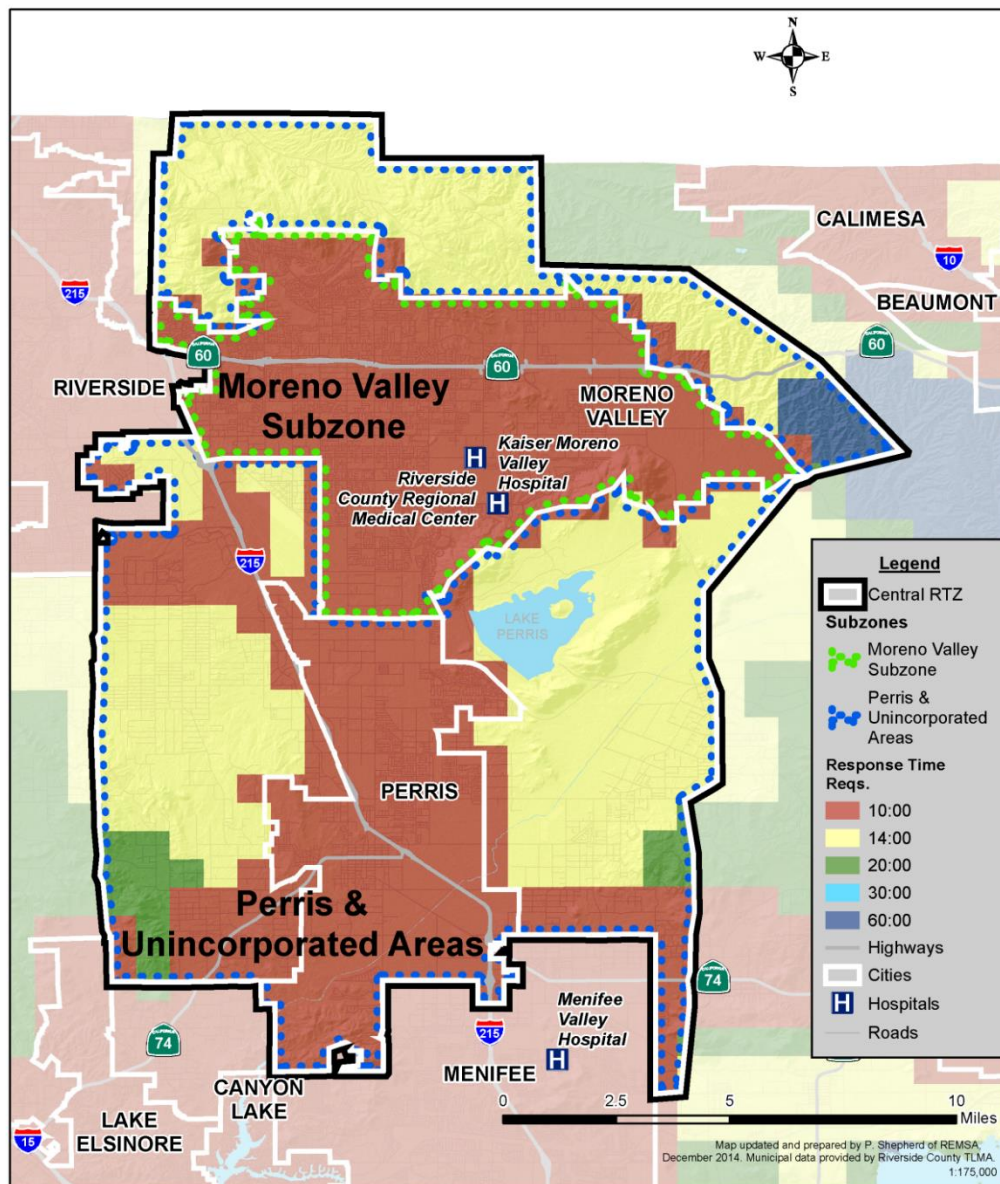
The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: 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

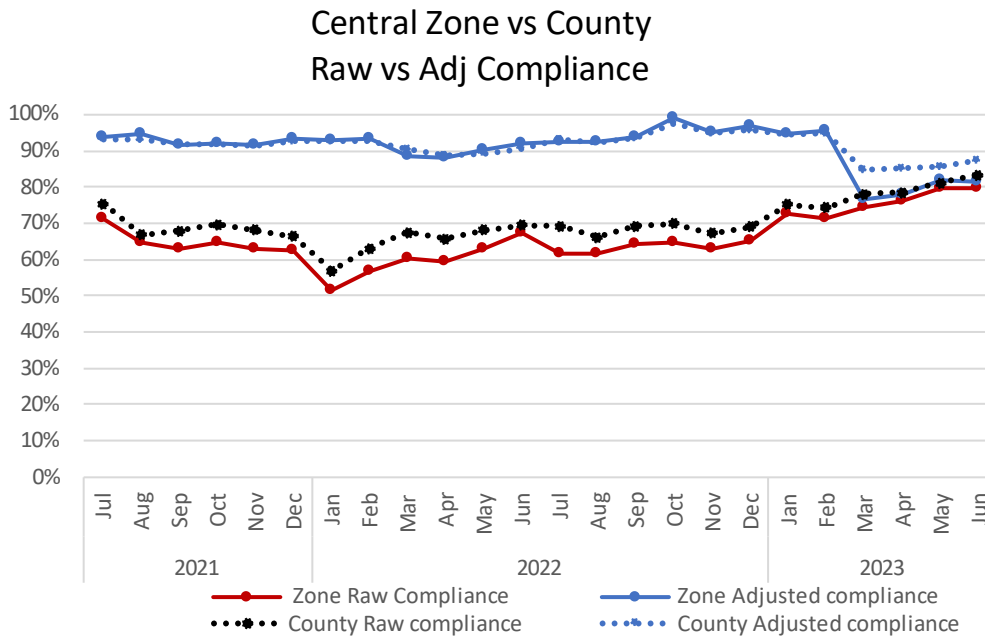


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

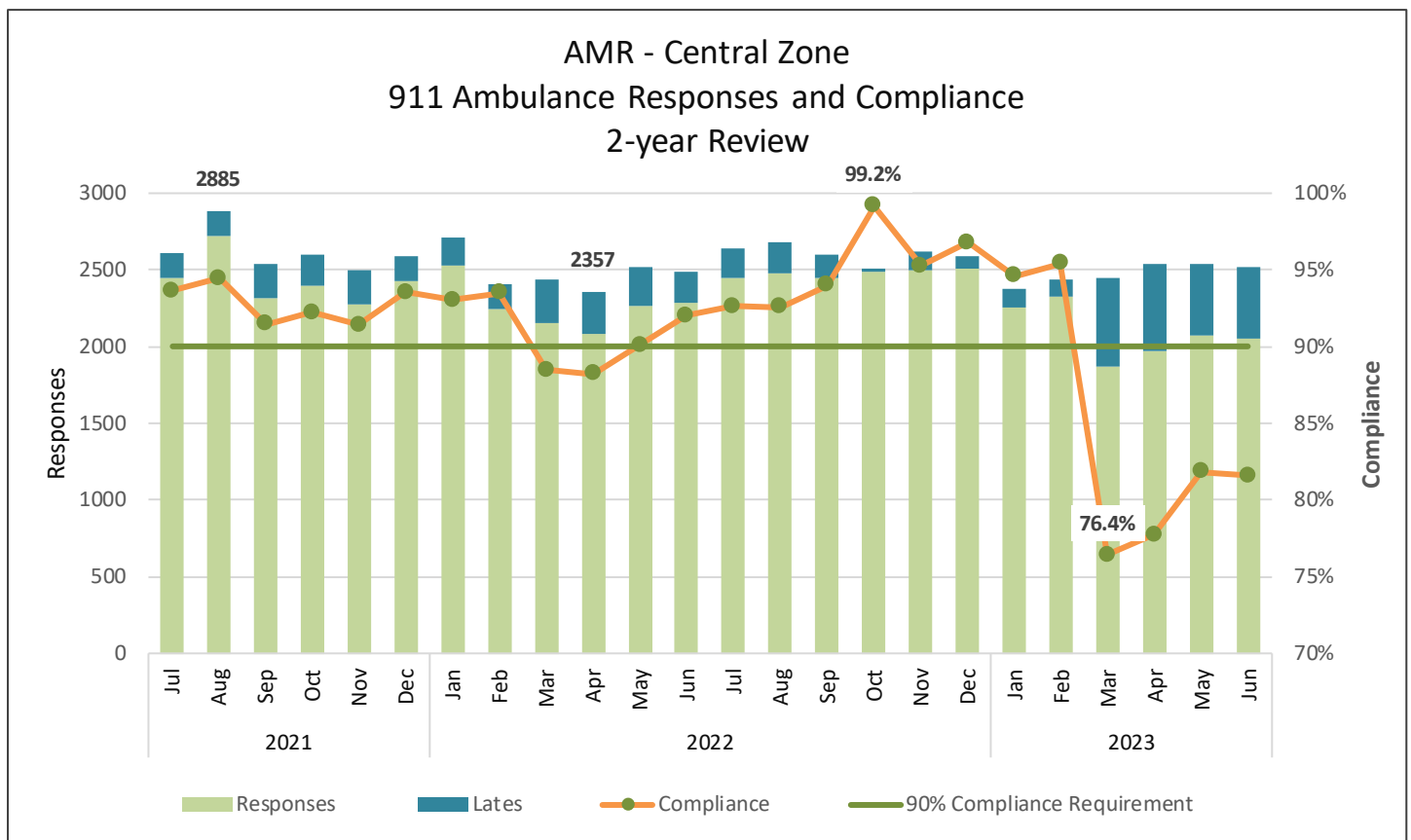
CENTRAL

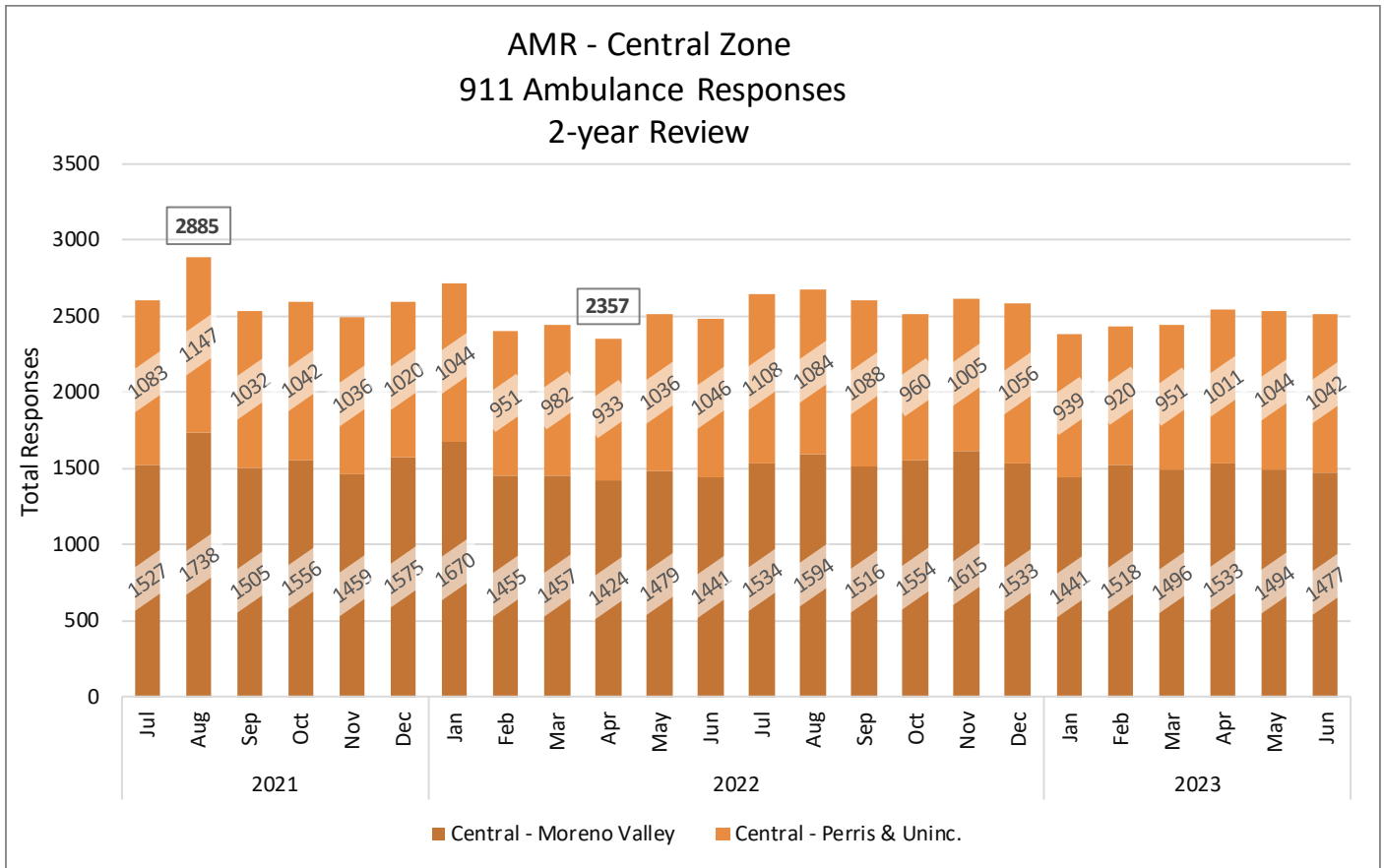


Central Zone: Raw vs Adjusted Compliance Data

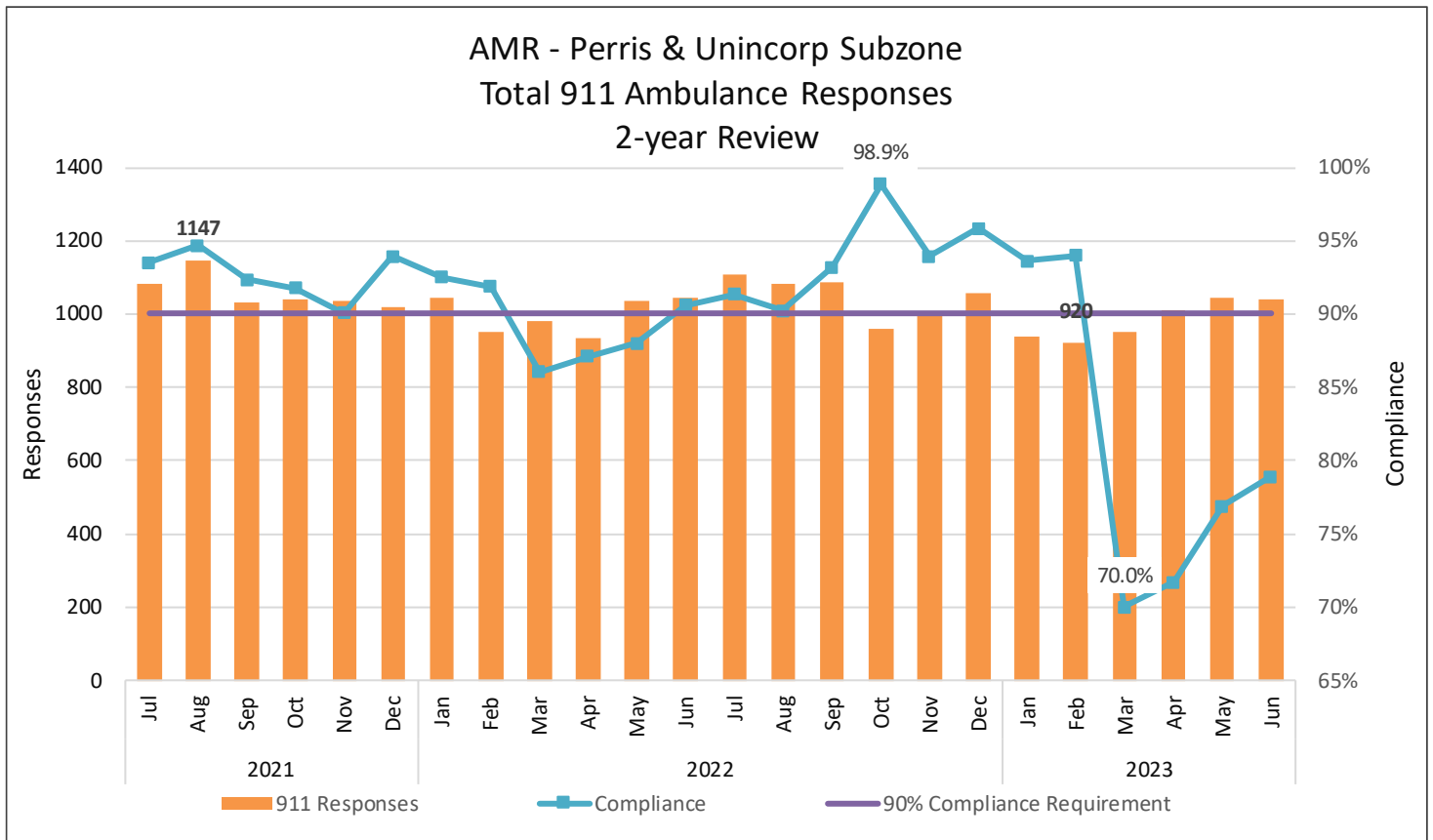


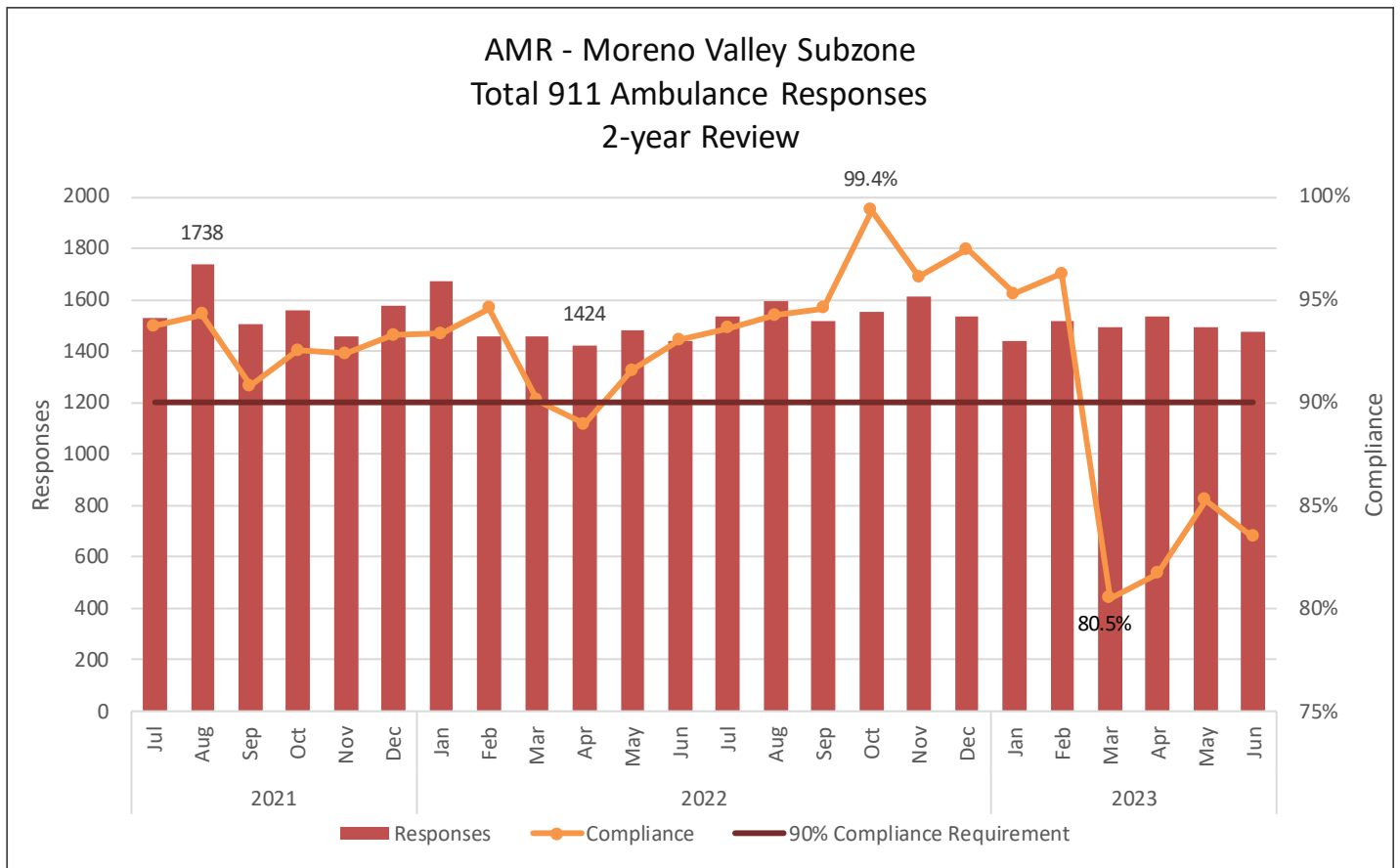
Central Zone: Response and Compliance Data



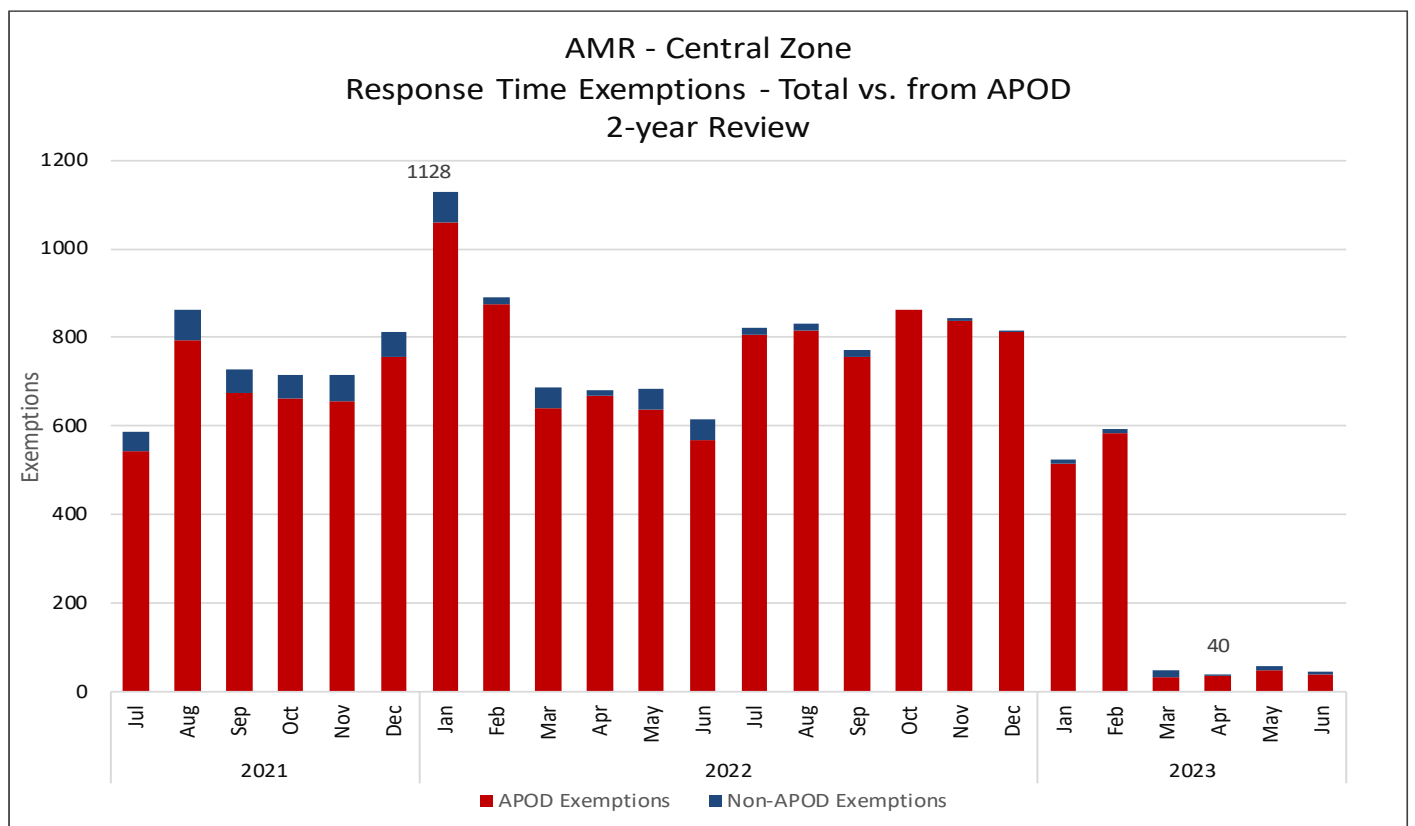


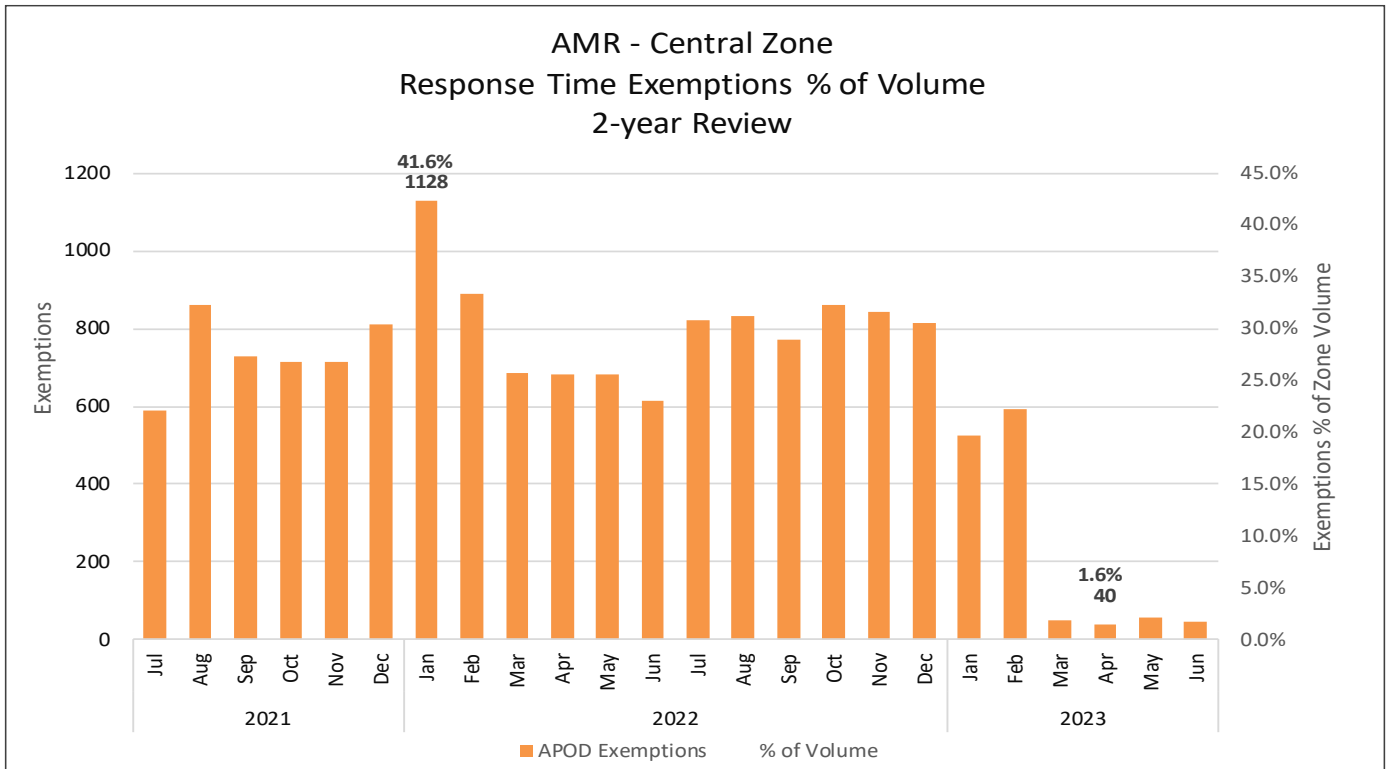
Central Zone: Subzone Response and Compliance Data



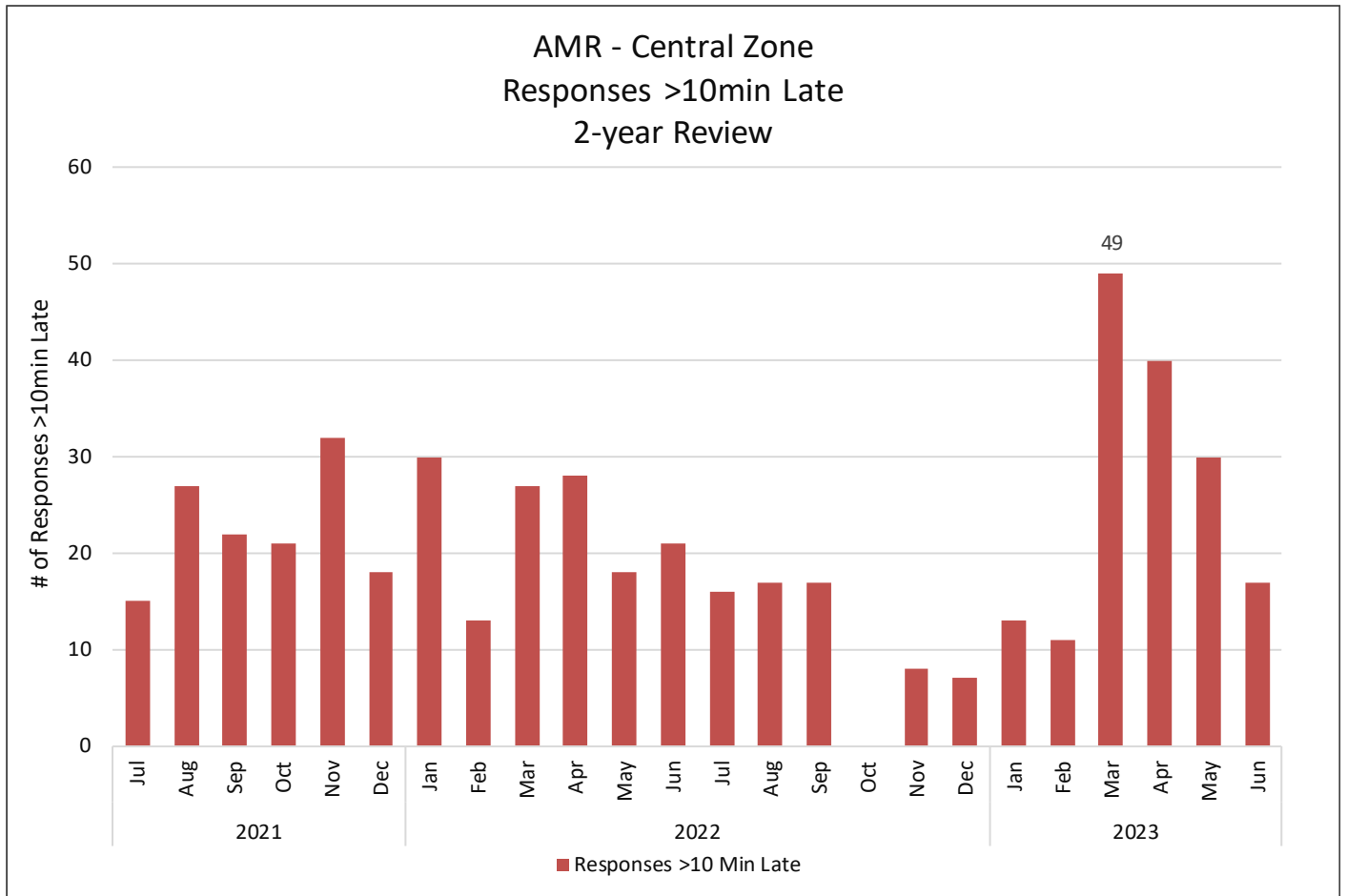


Central Zone: Exemptions





Central Zone: Responses > 10 Minutes Late

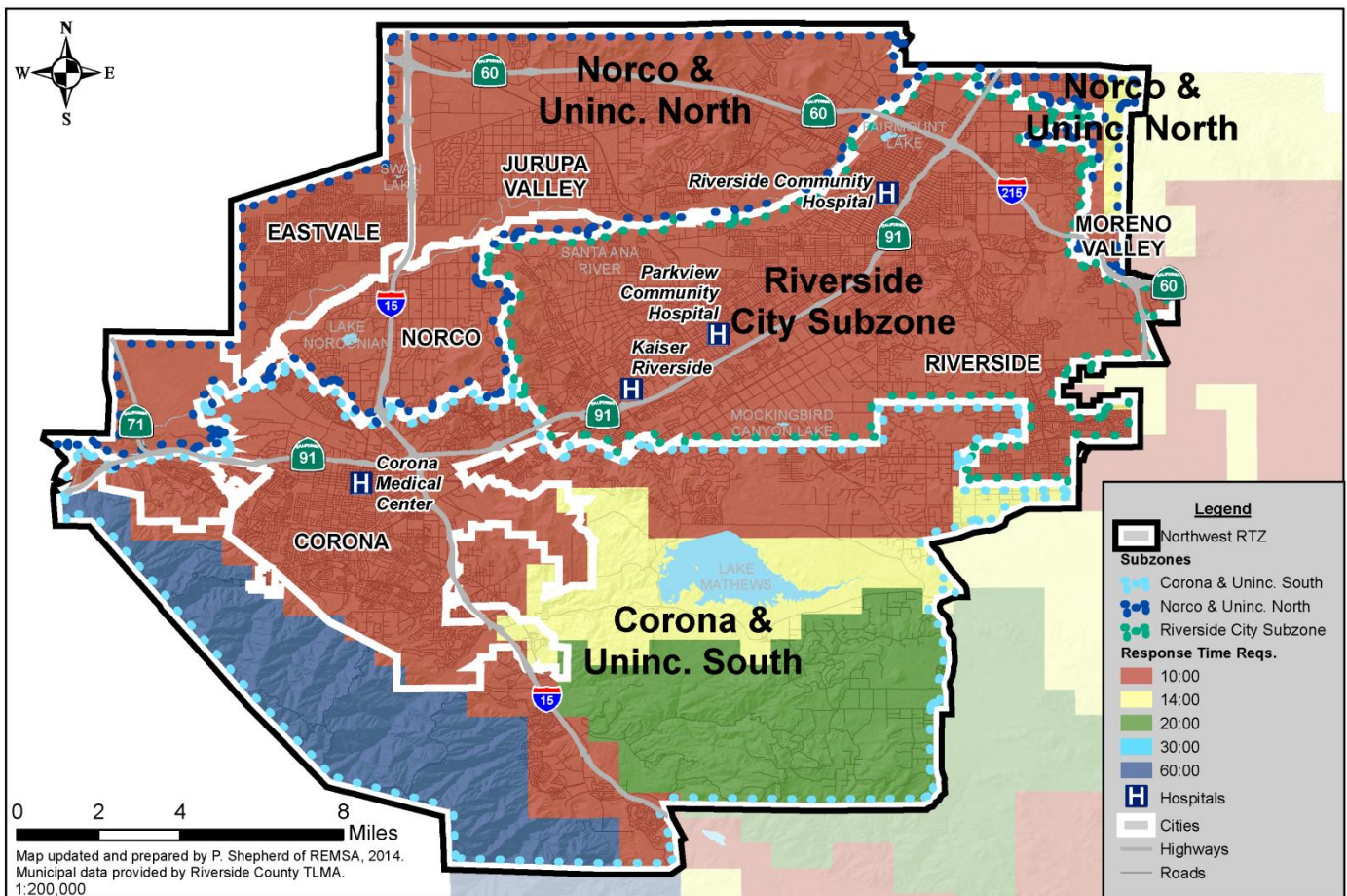


NORTHWEST ZONE

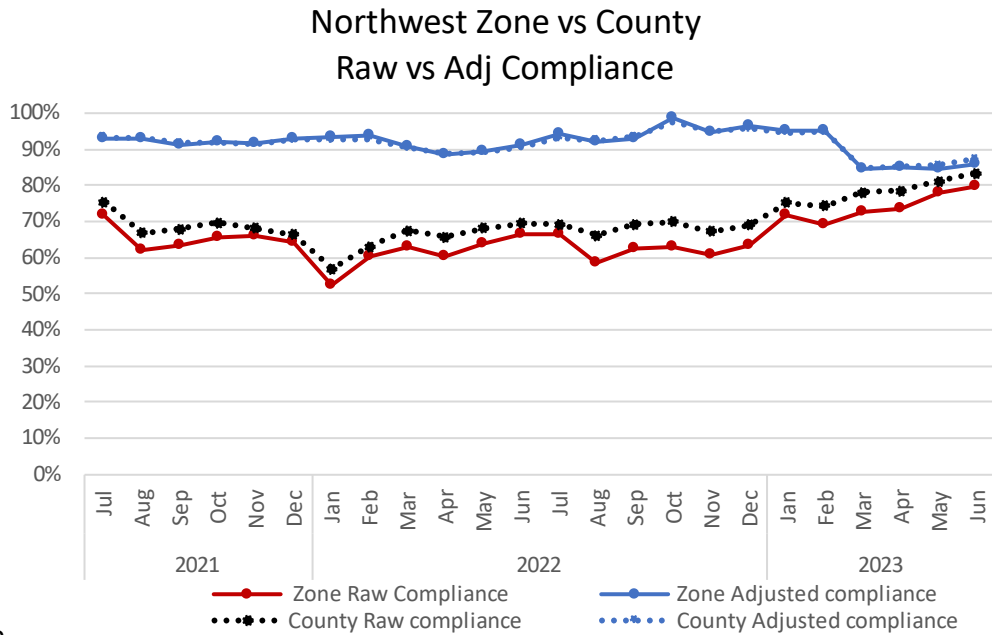
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest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

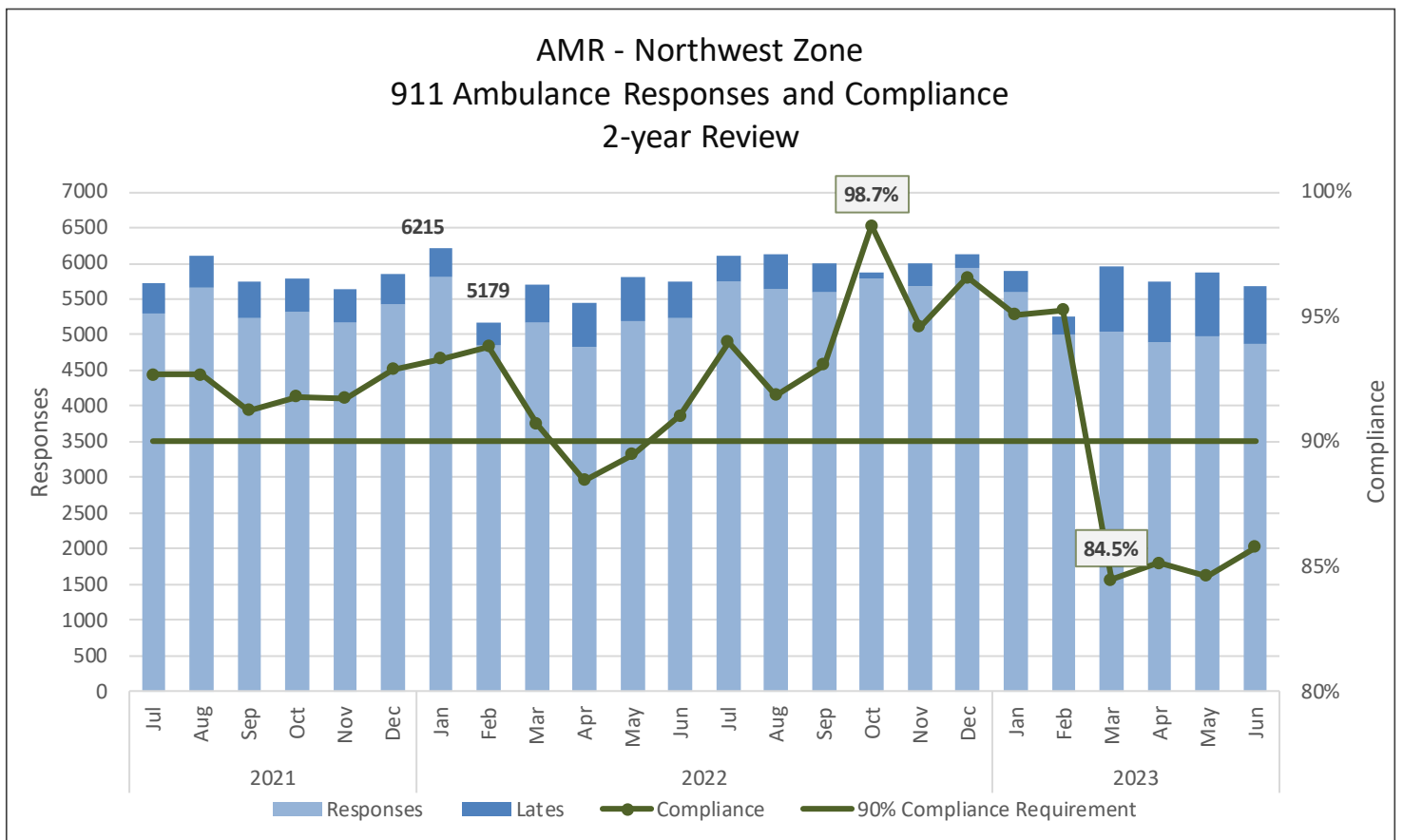


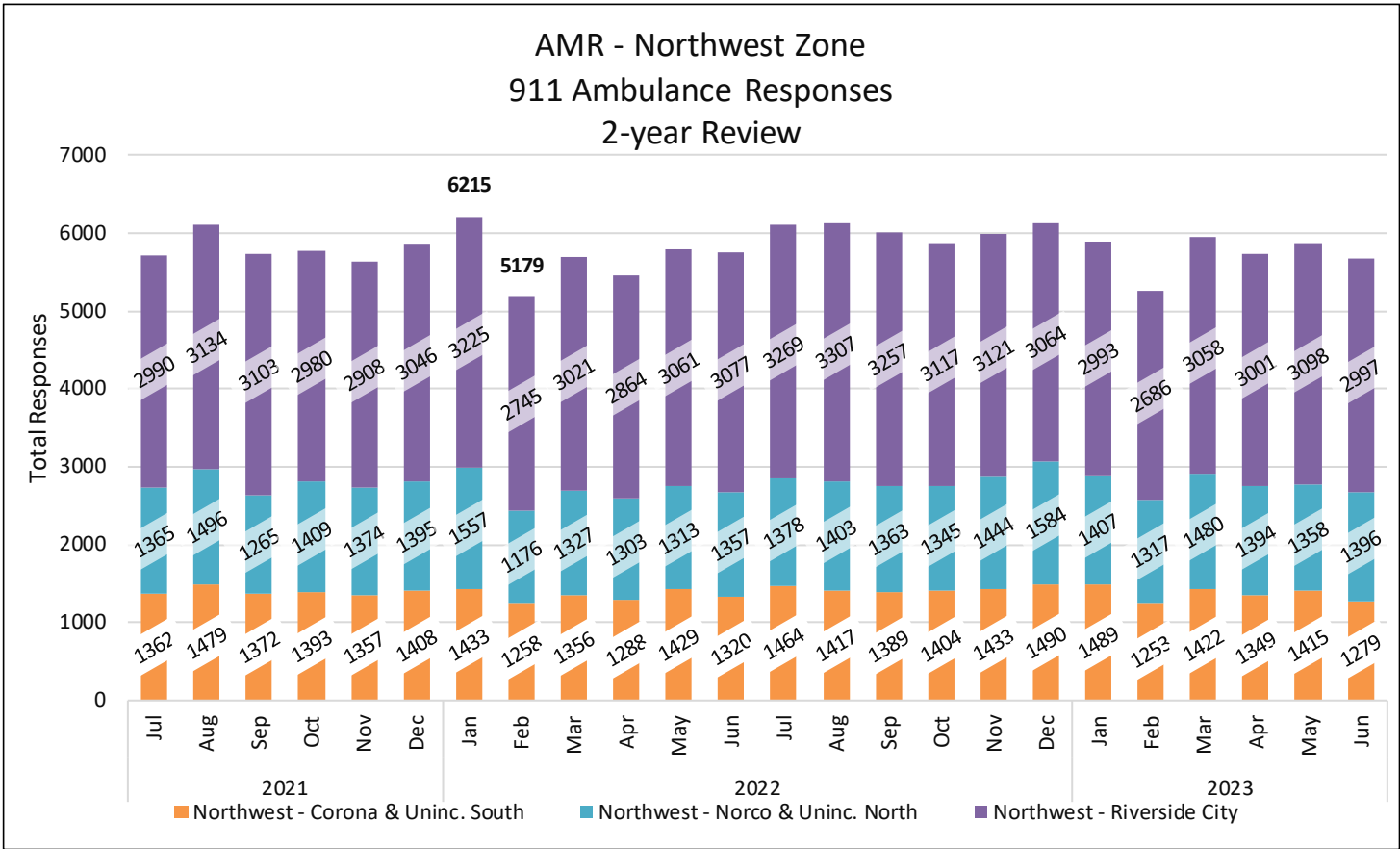
Northwest Zone: Raw vs Adjusted Compliance Data



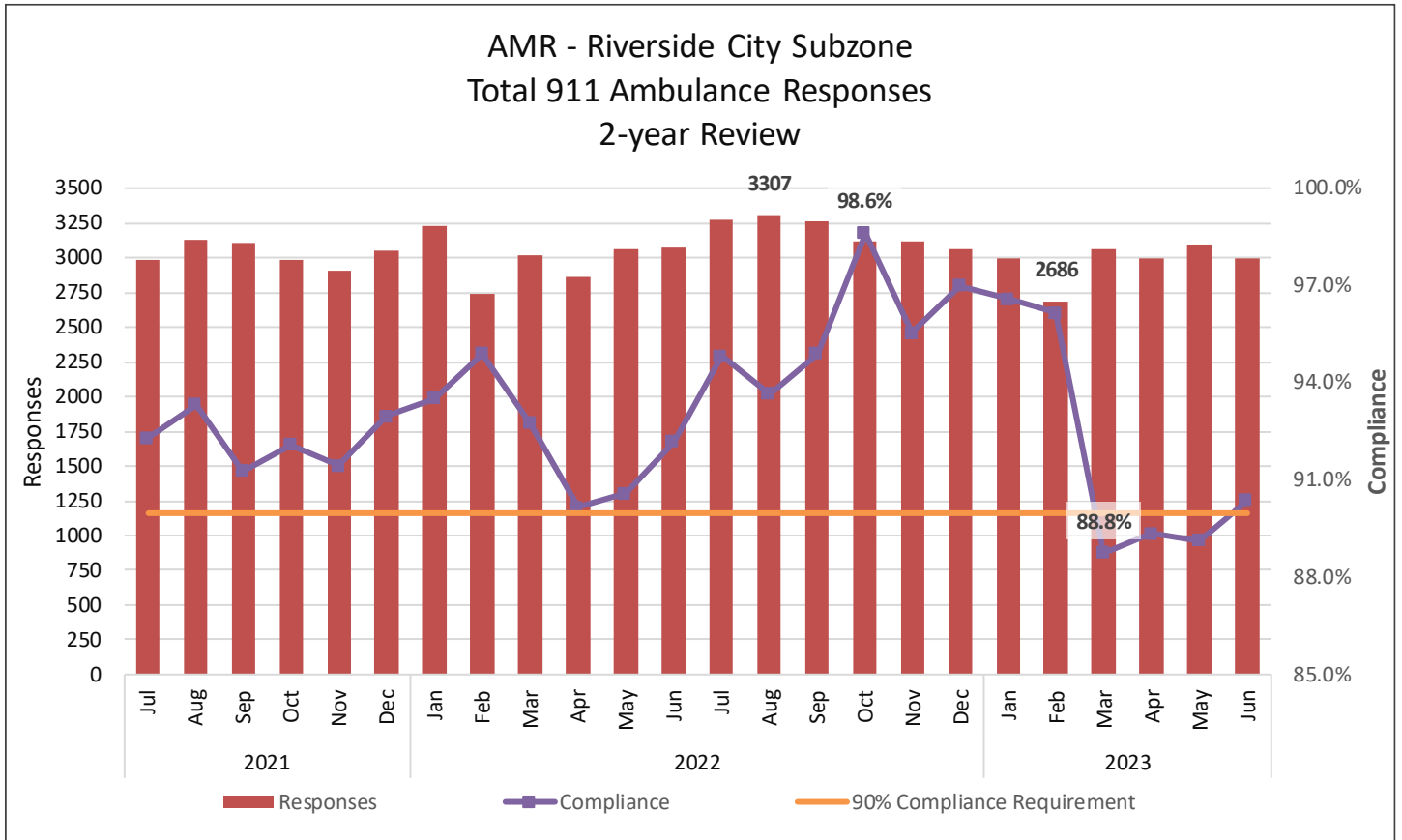
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Northwest Zone: Response and Compliance Data

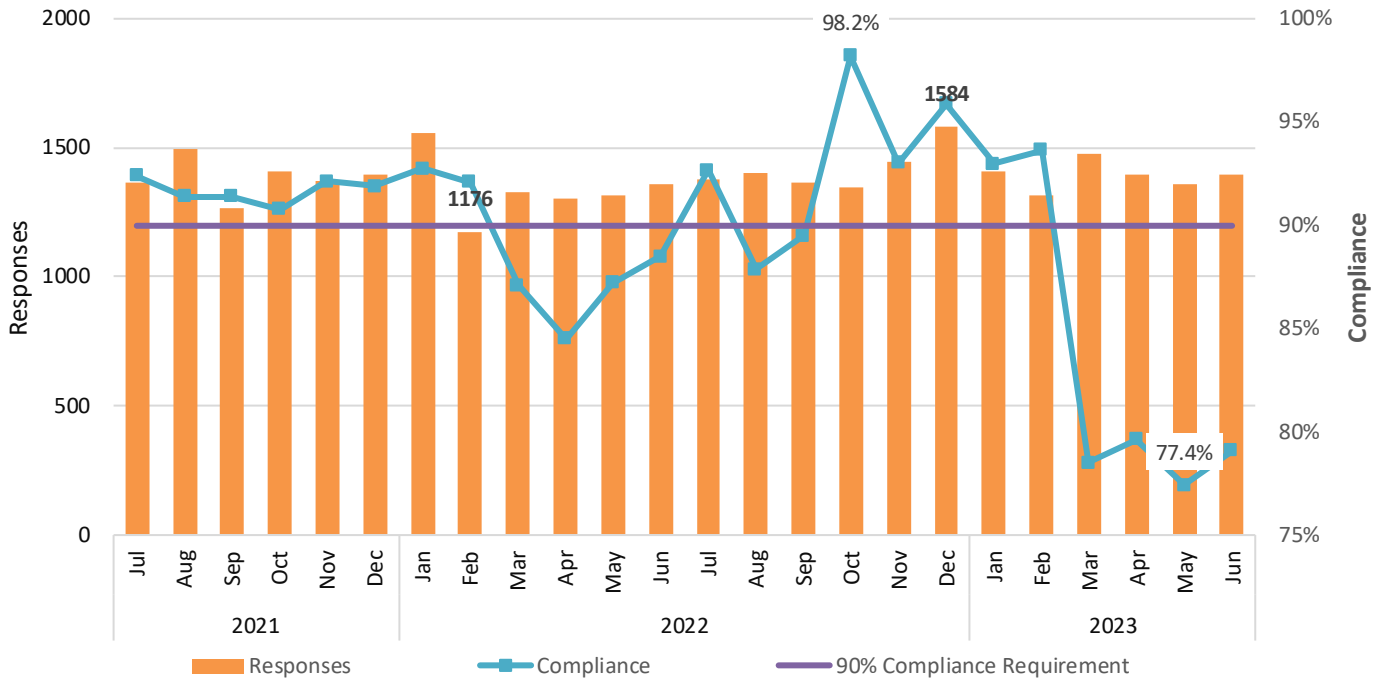




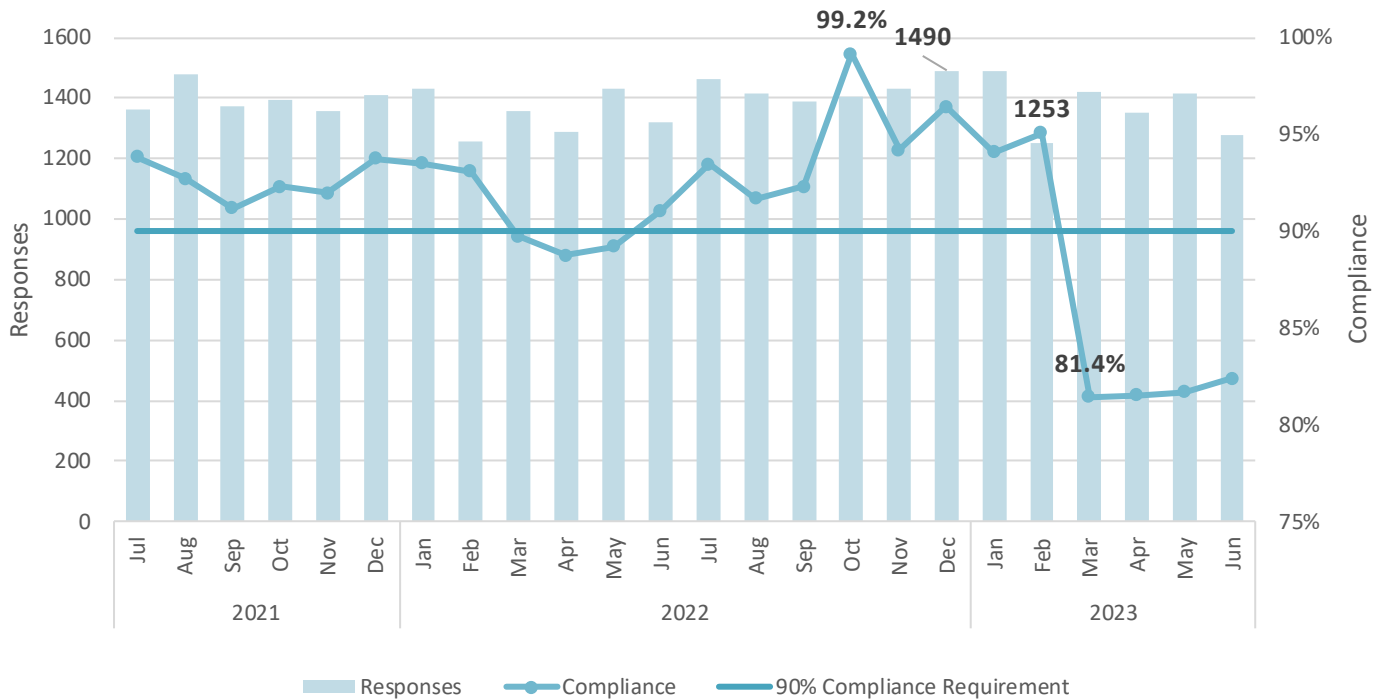
Northwest Zone: Subzone Response and Compliance Data



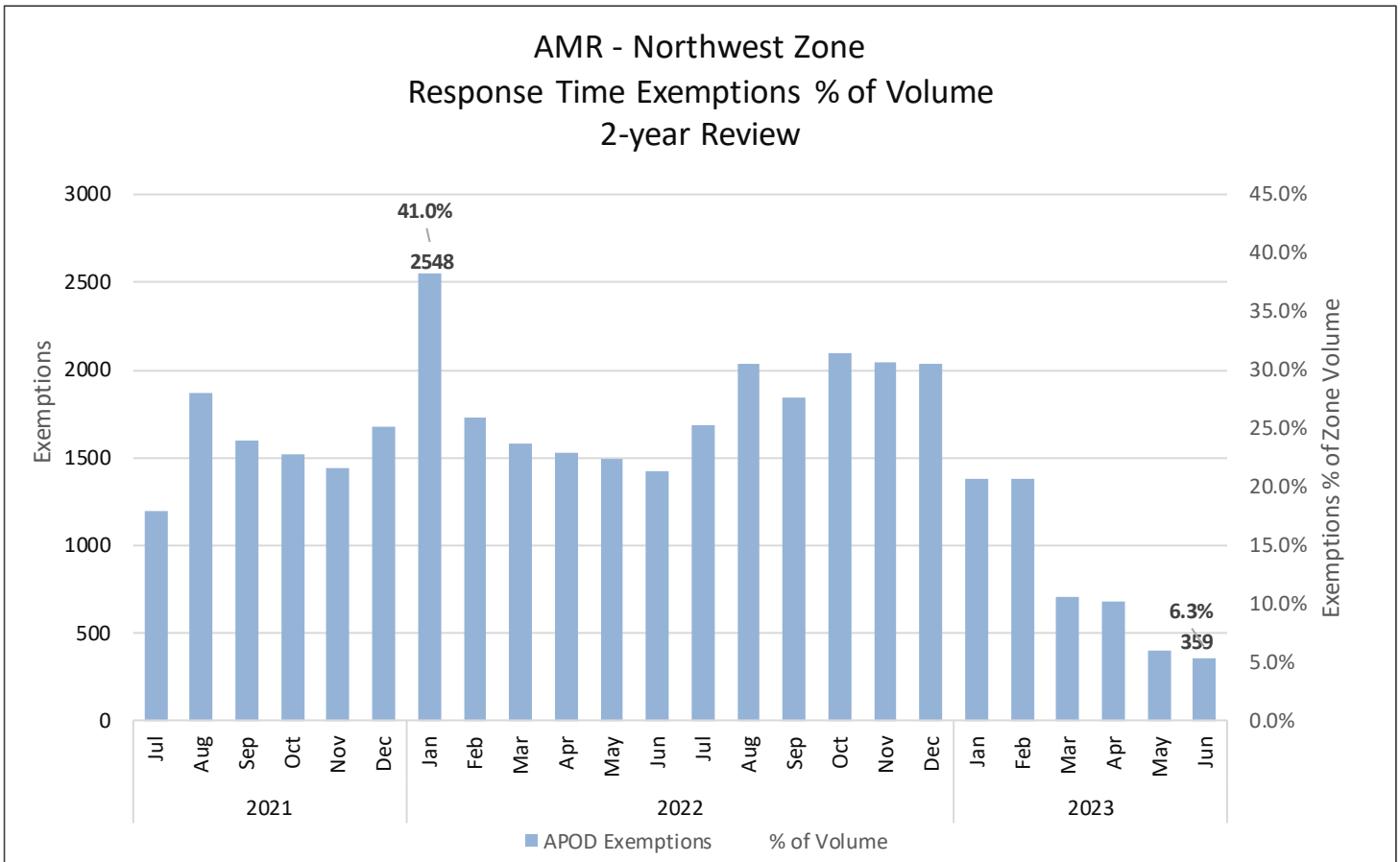
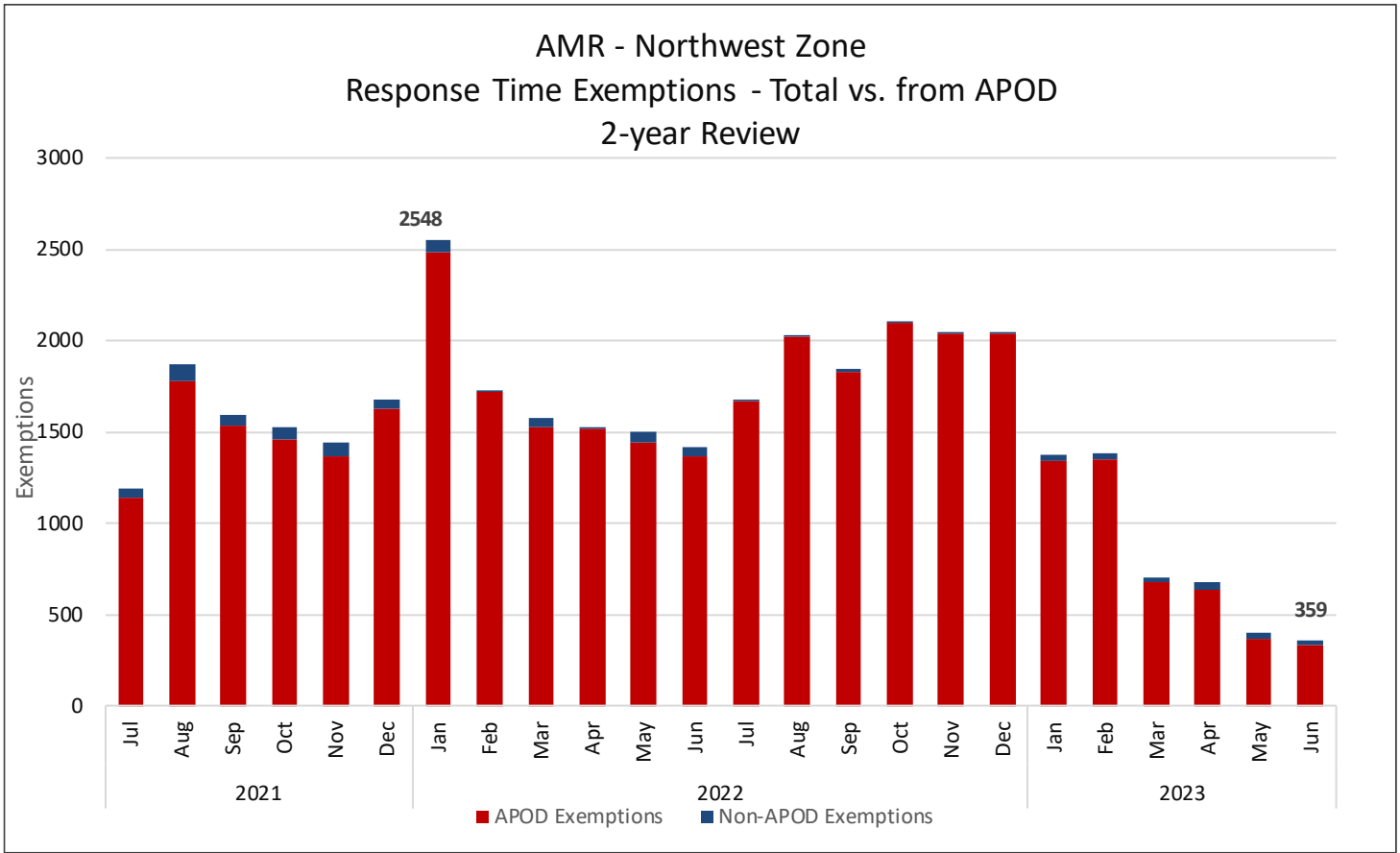
AMR - Norco & North Uninc. Subzone Total 911 Ambulance Responses 2-year Review



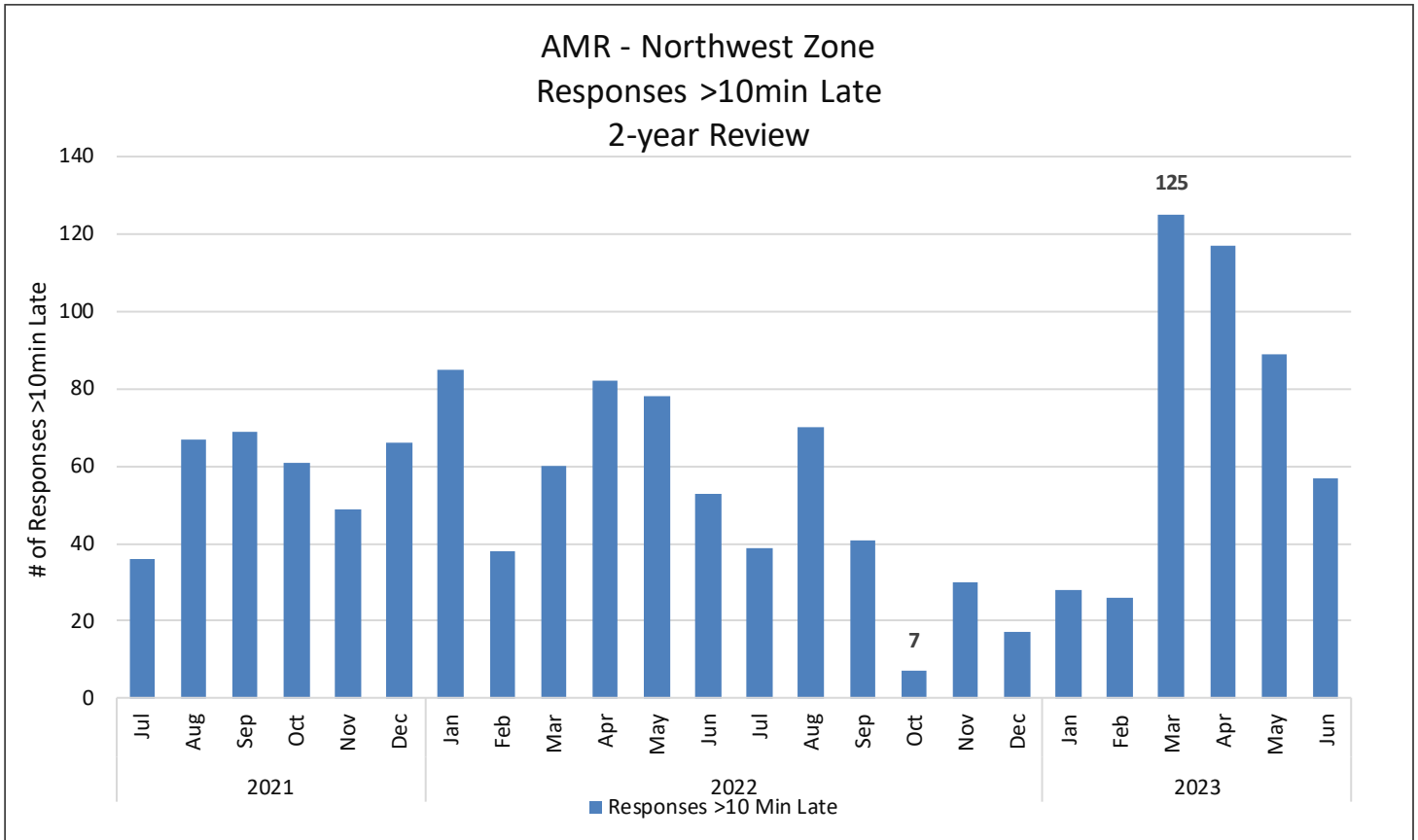
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions

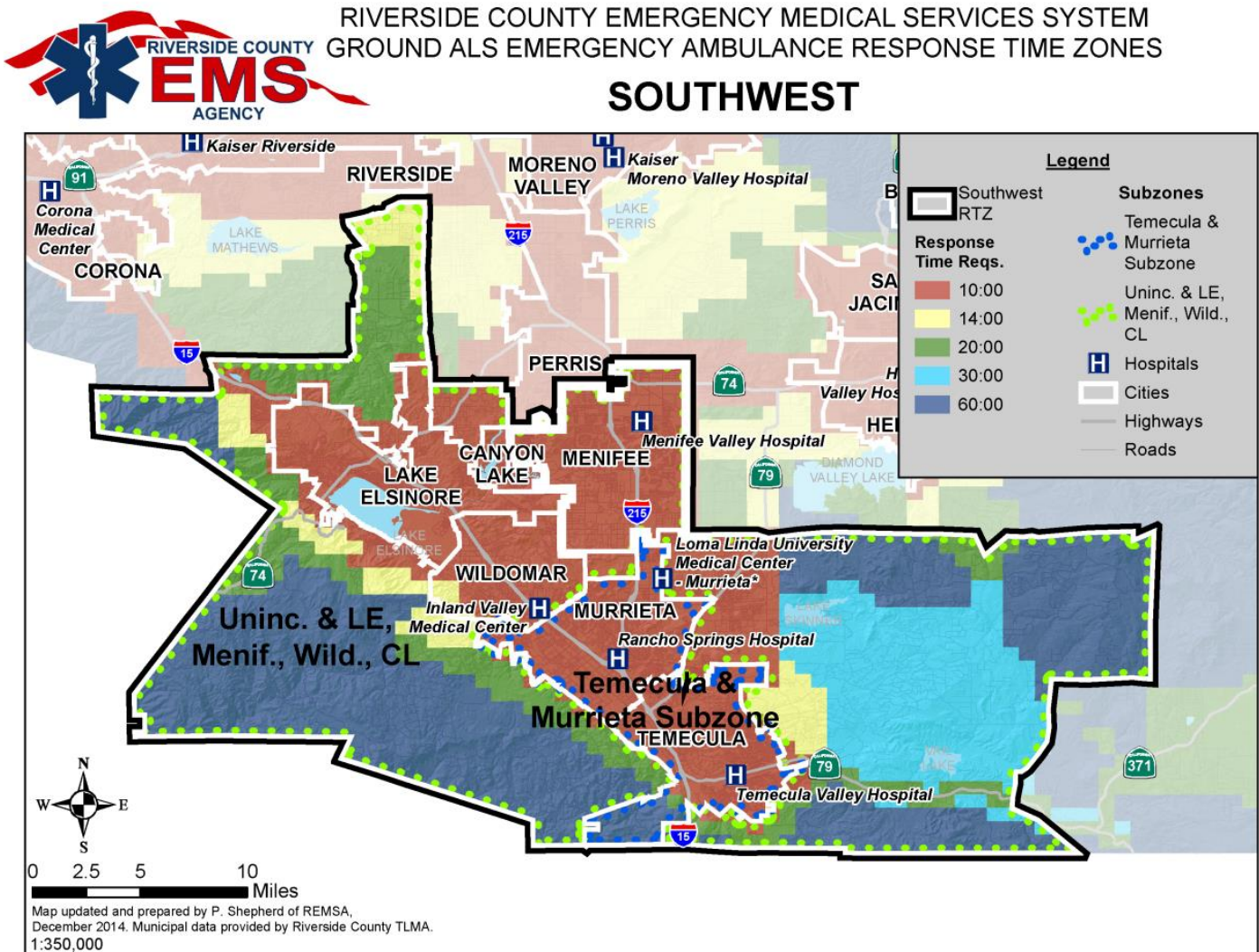


Northwest Zone: Responses >10 Minutes Late

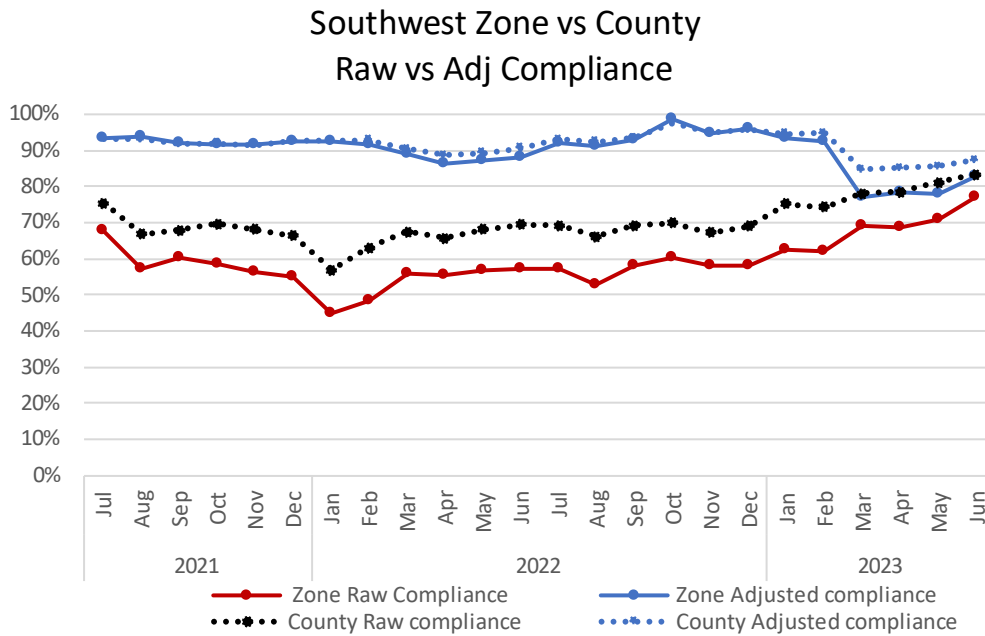


SOUTHWEST ZONE

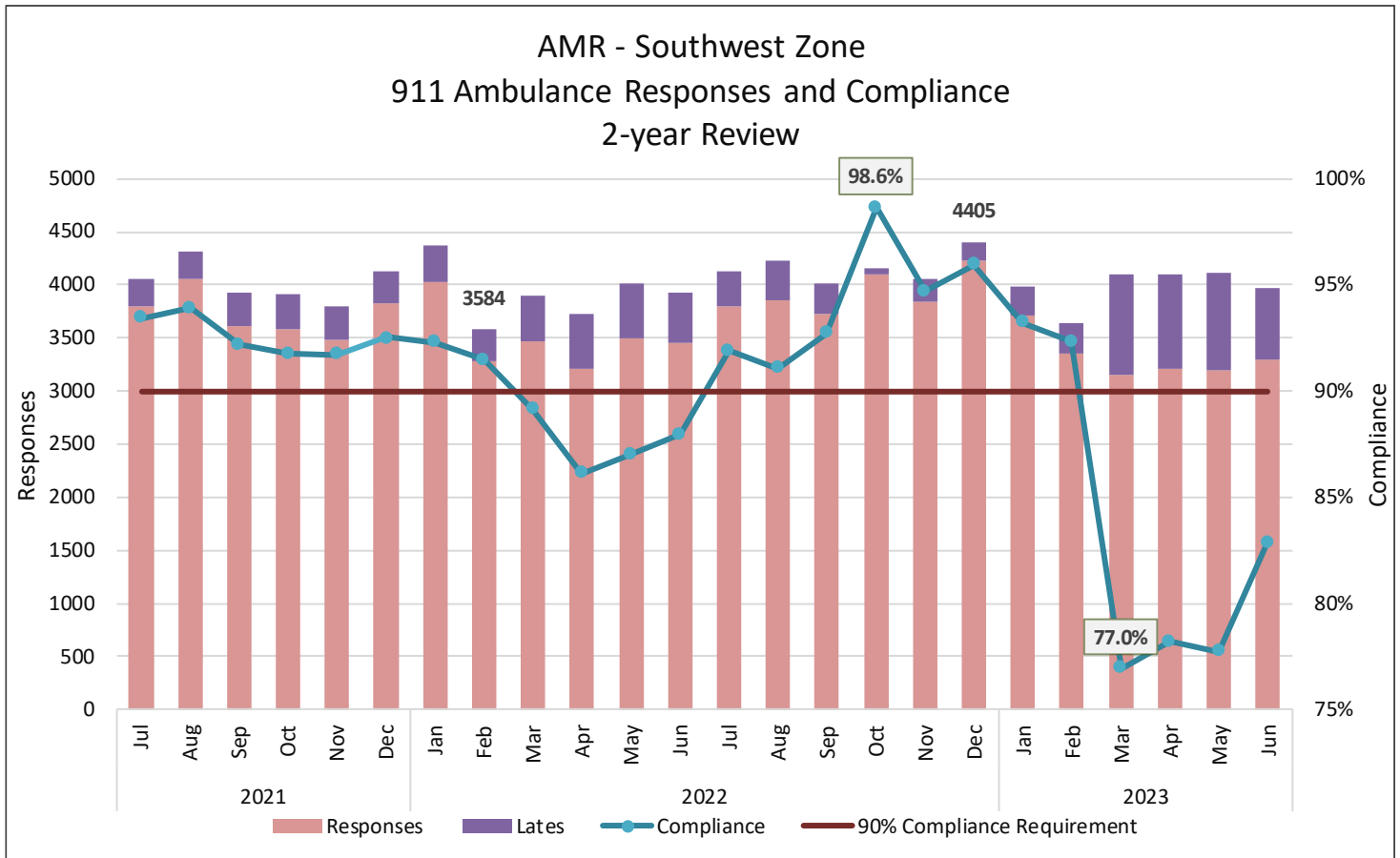
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest 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.

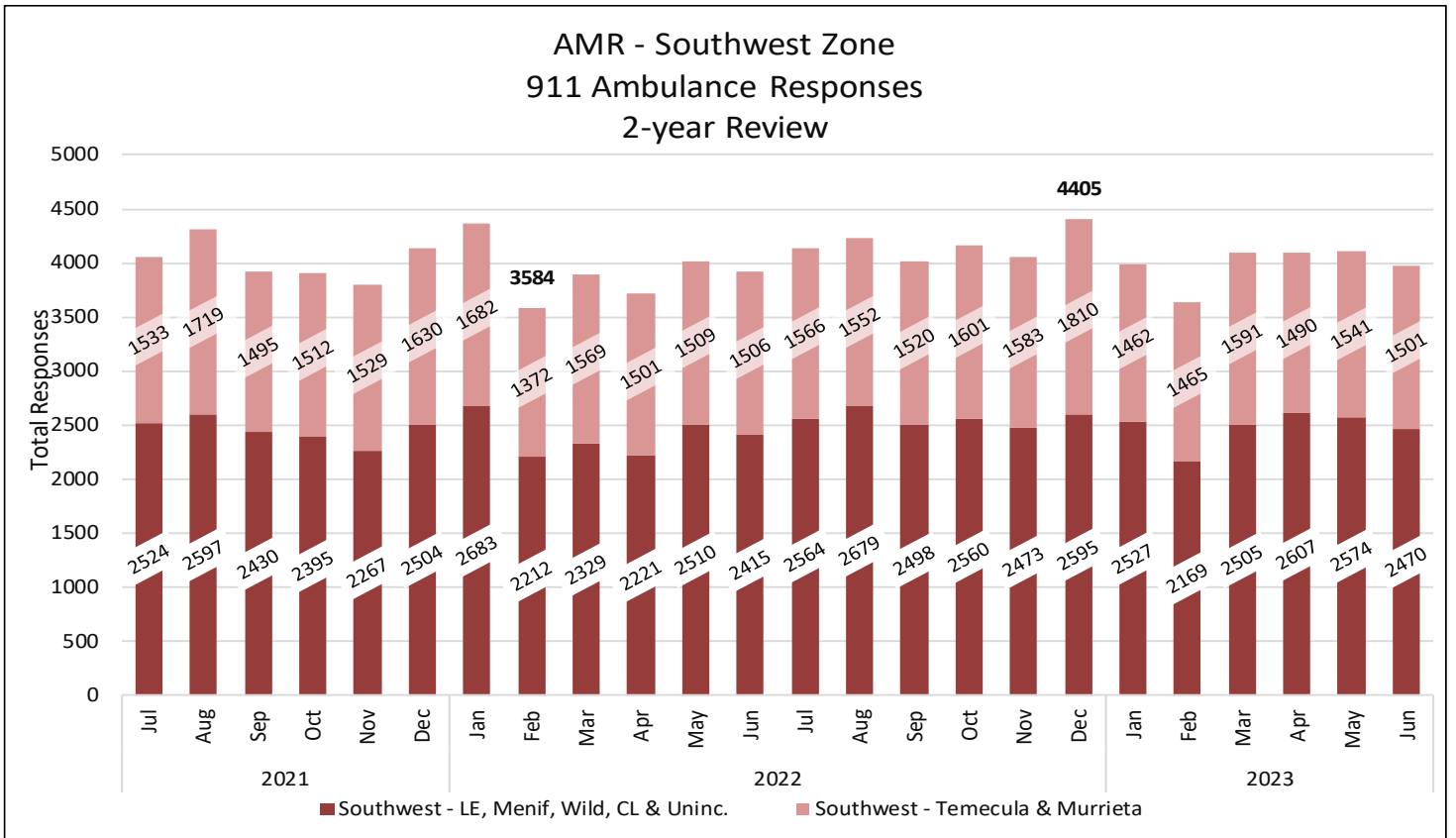


Southwest Zone: Raw vs Adjusted Compliance Data

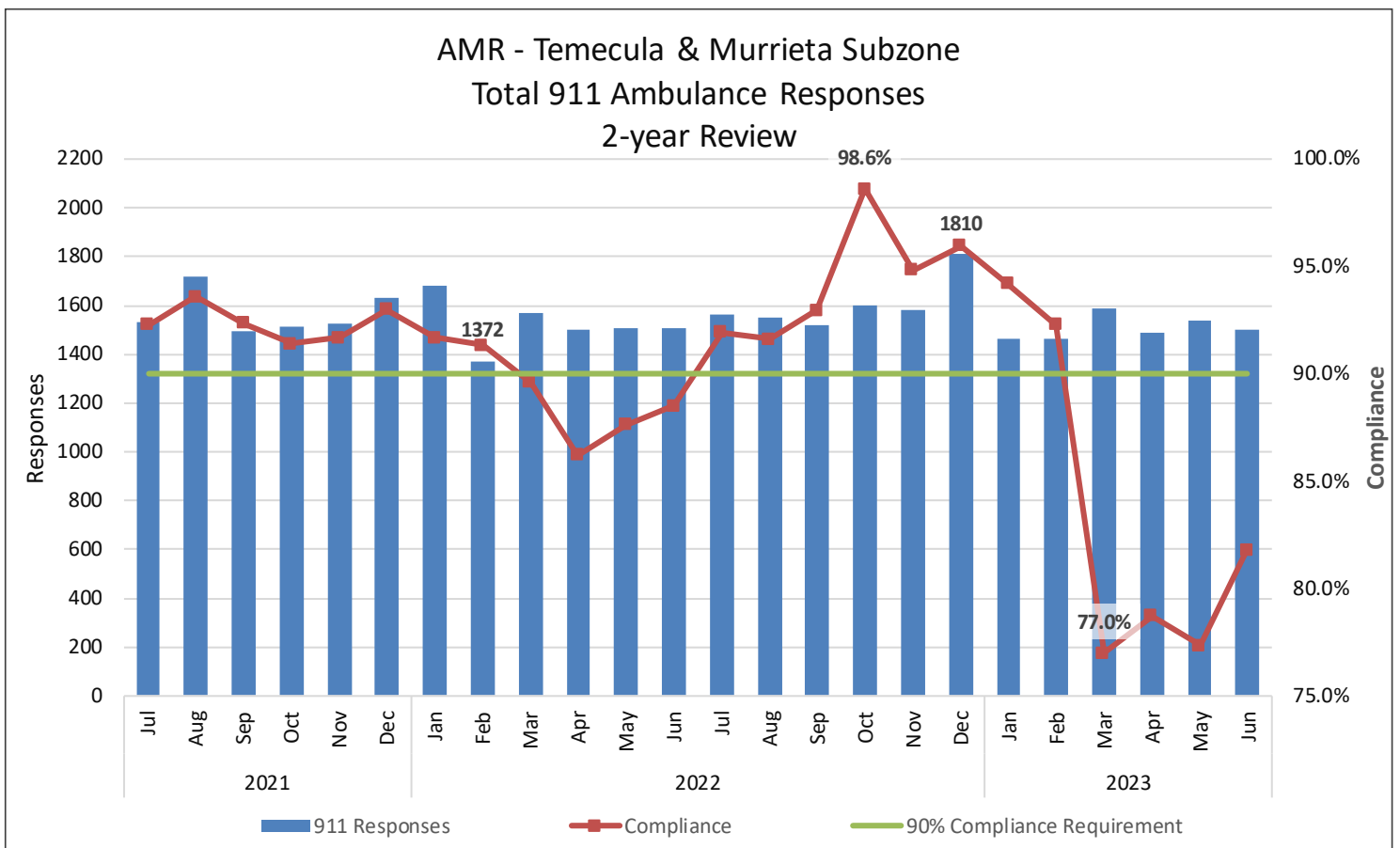


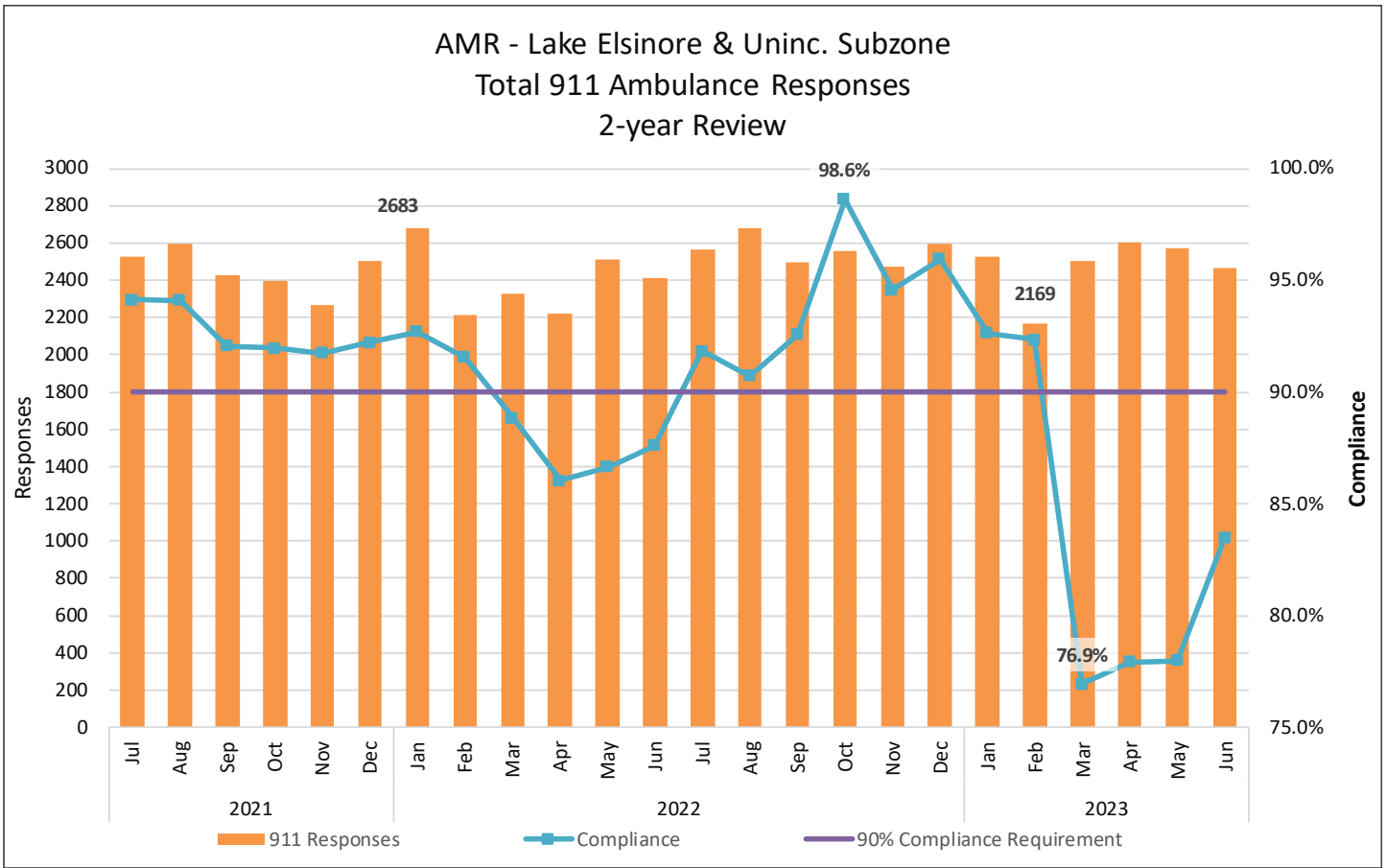
Southwest Zone: zone Response and Compliance Data



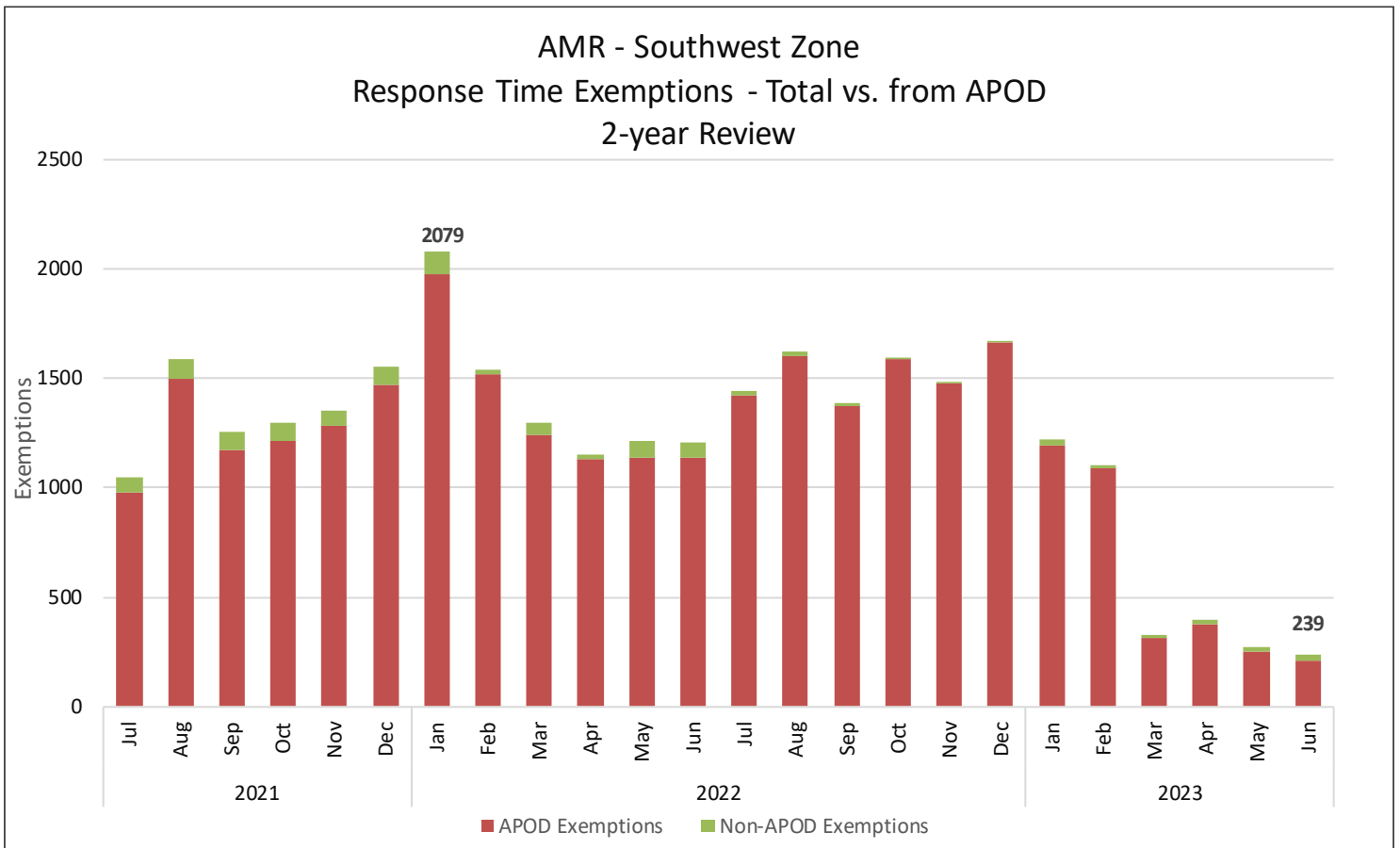


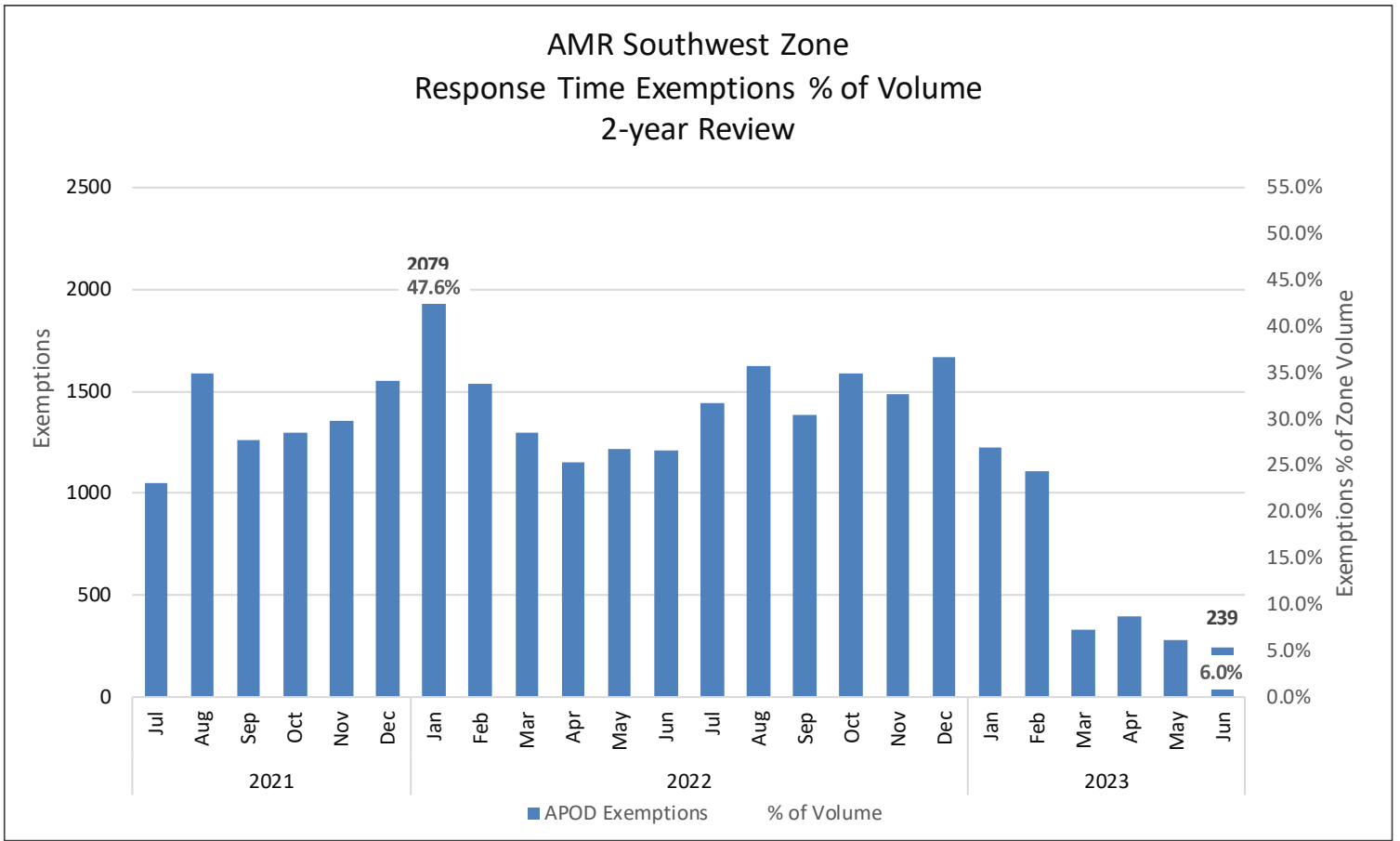
Southwest Zone: Subzone Response and Compliance Data



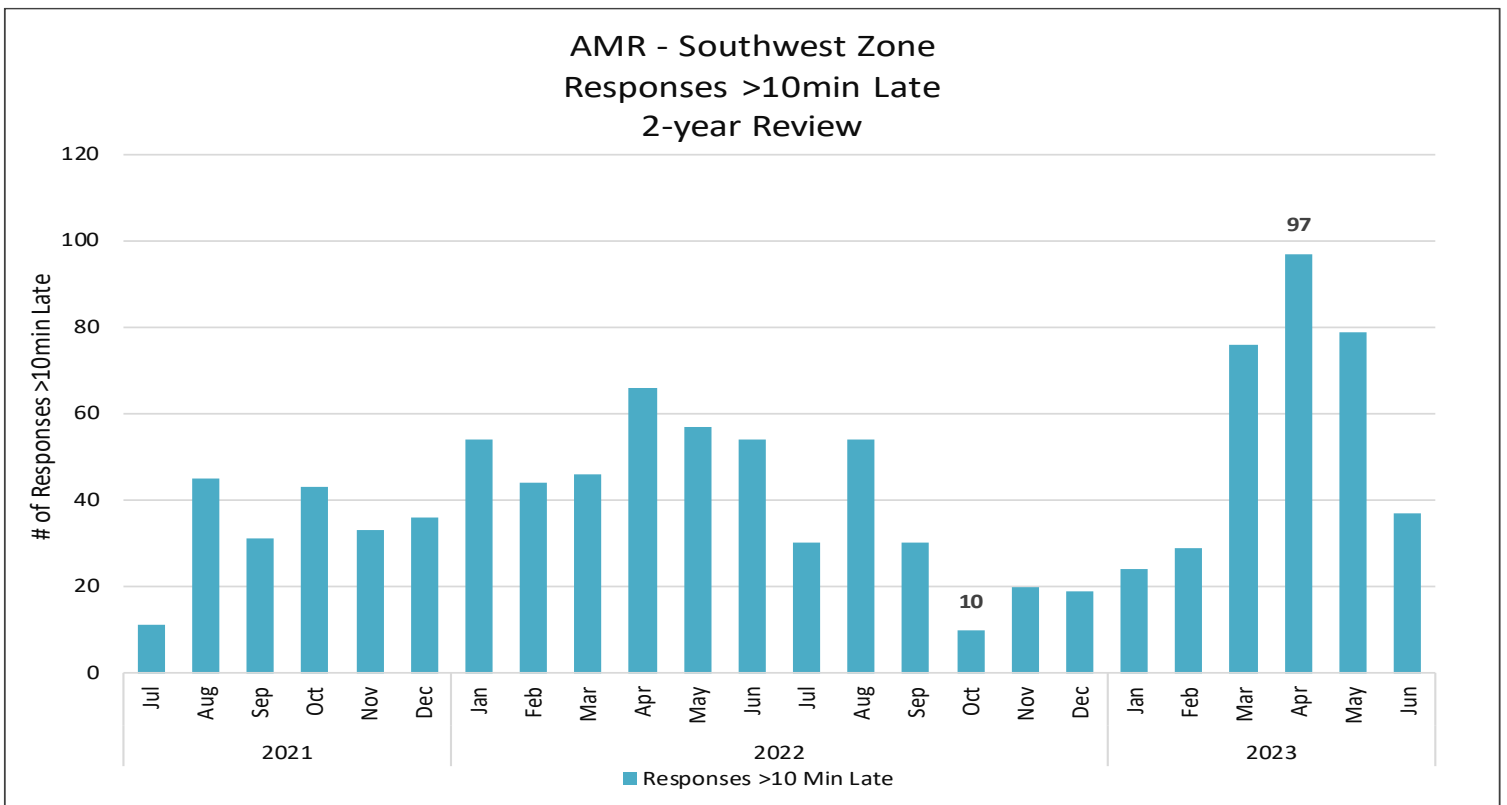


Southwest Zone: Exemptions





Southwest Zone: Responses > 10 Minutes Late



DESERT ZONE

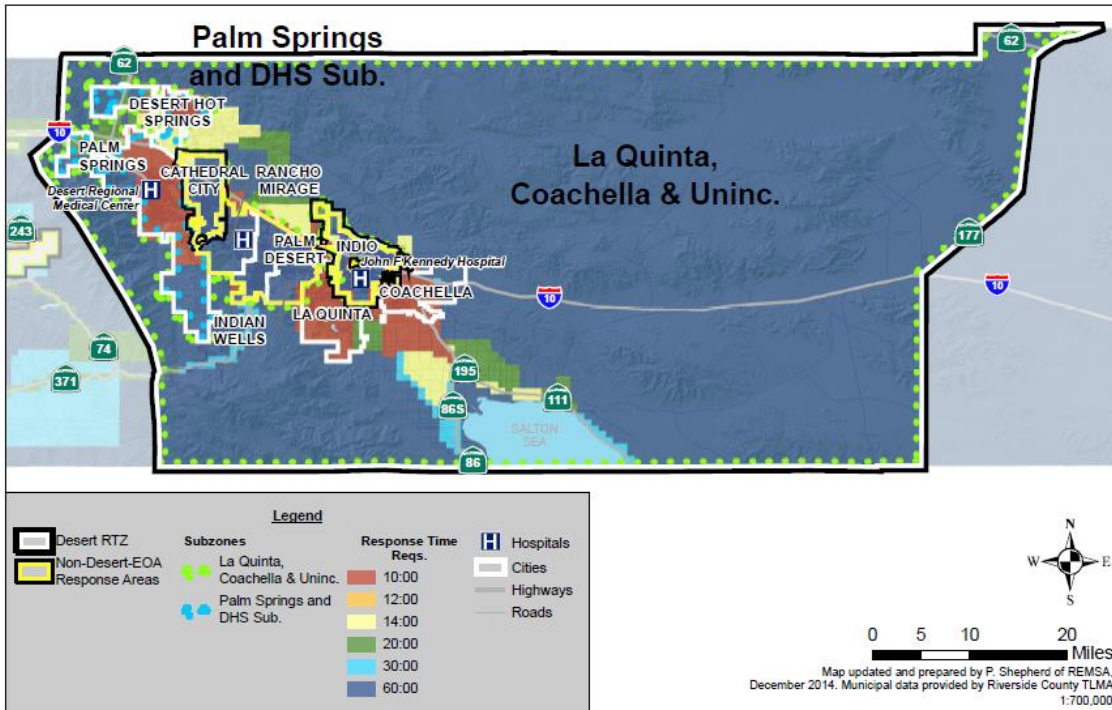


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

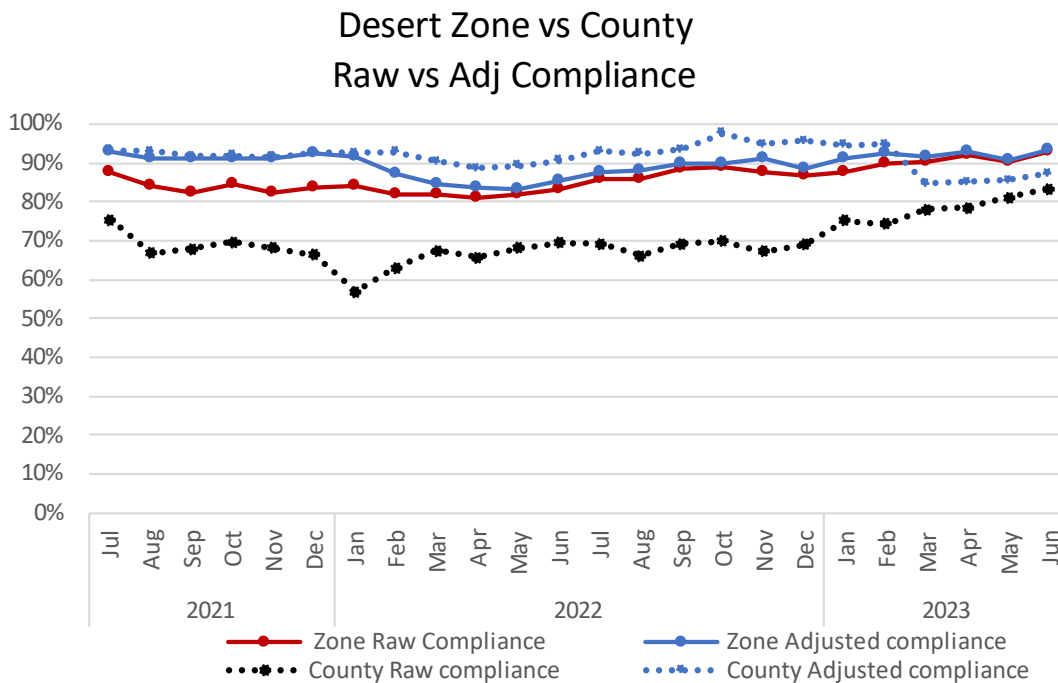
DESERT

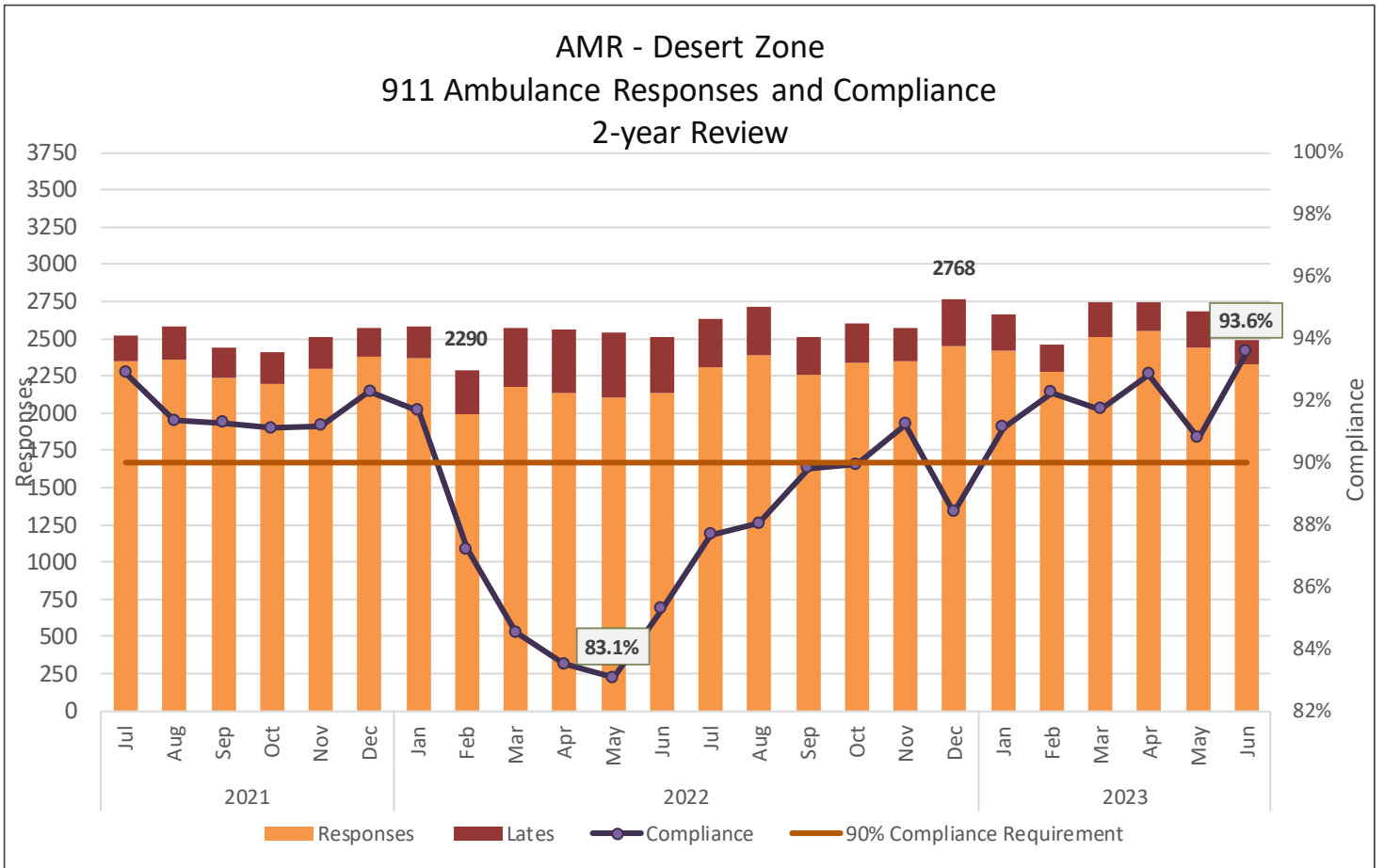
The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

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.

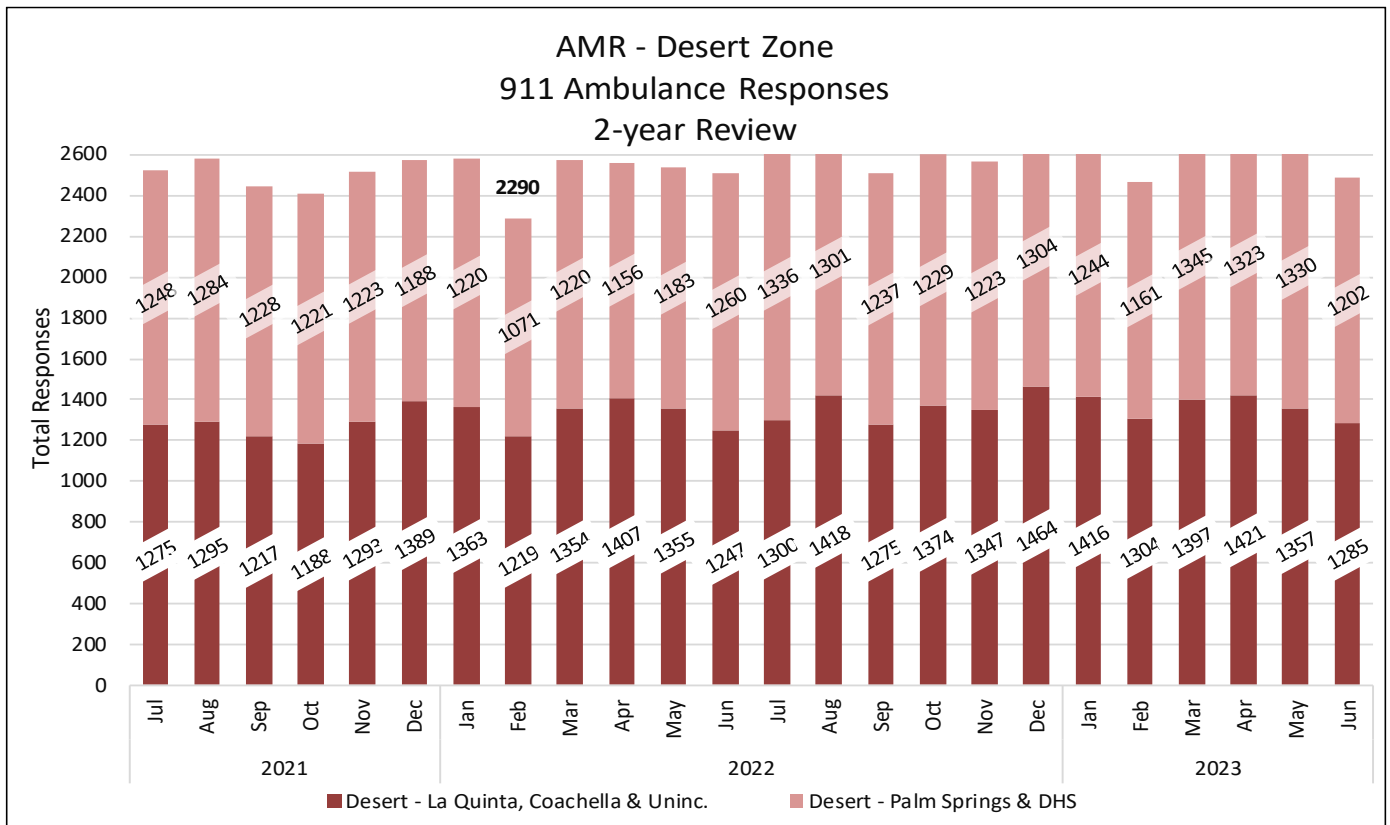


Desert Zone: Raw vs Adjusted Compliance Data

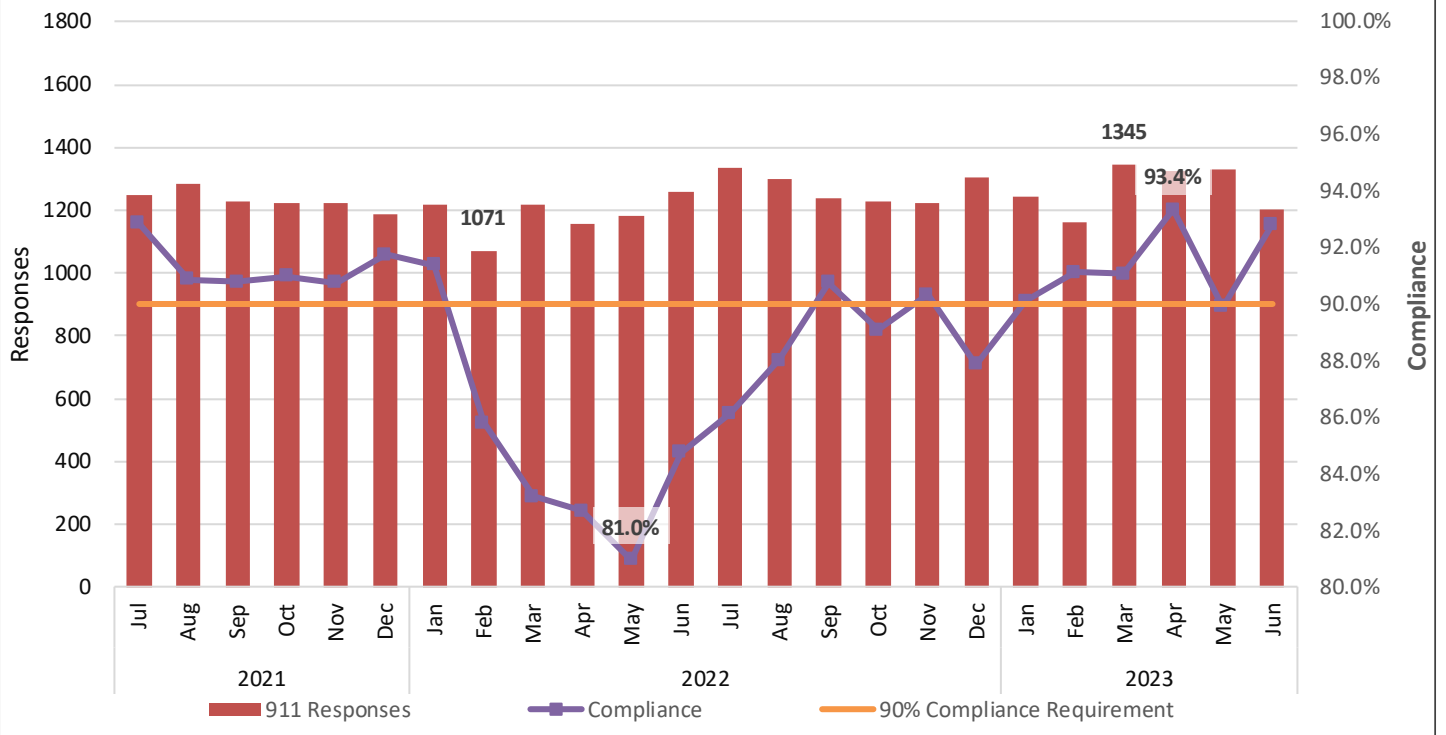




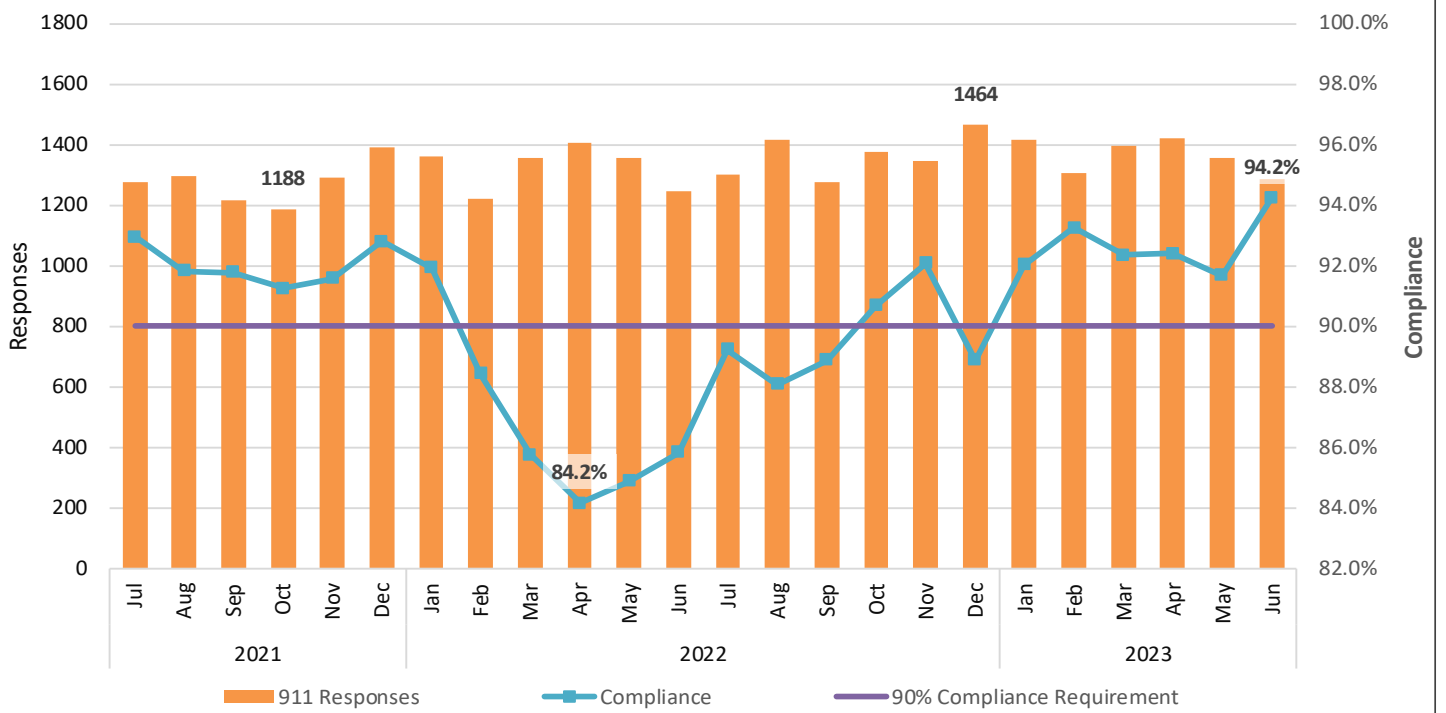
Desert Zone: Subzone Response and Compliance Data

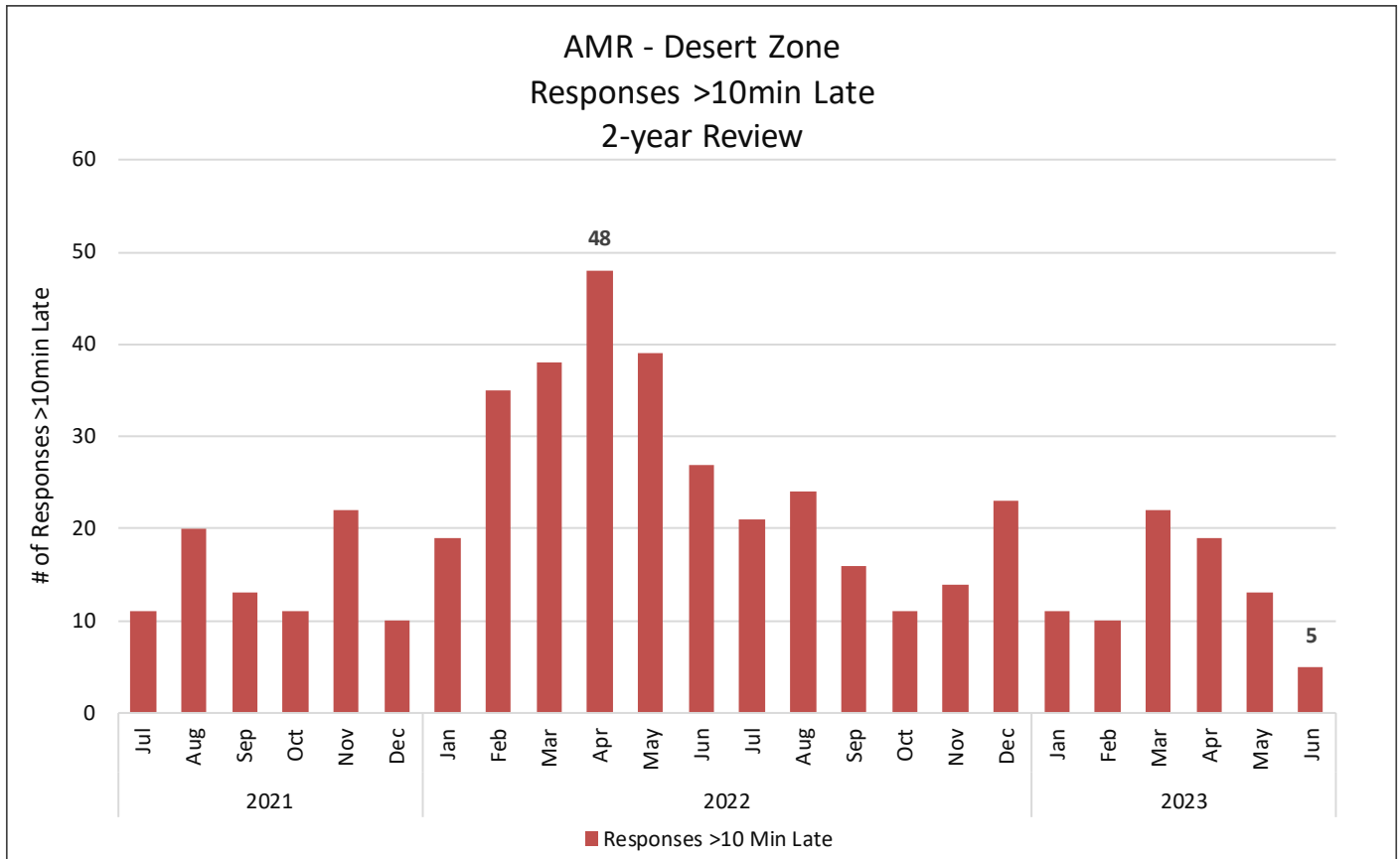


AMR - Palm Springs & Desert Hot Springs Subzone Total 911 Ambulance Responses 2-year Review

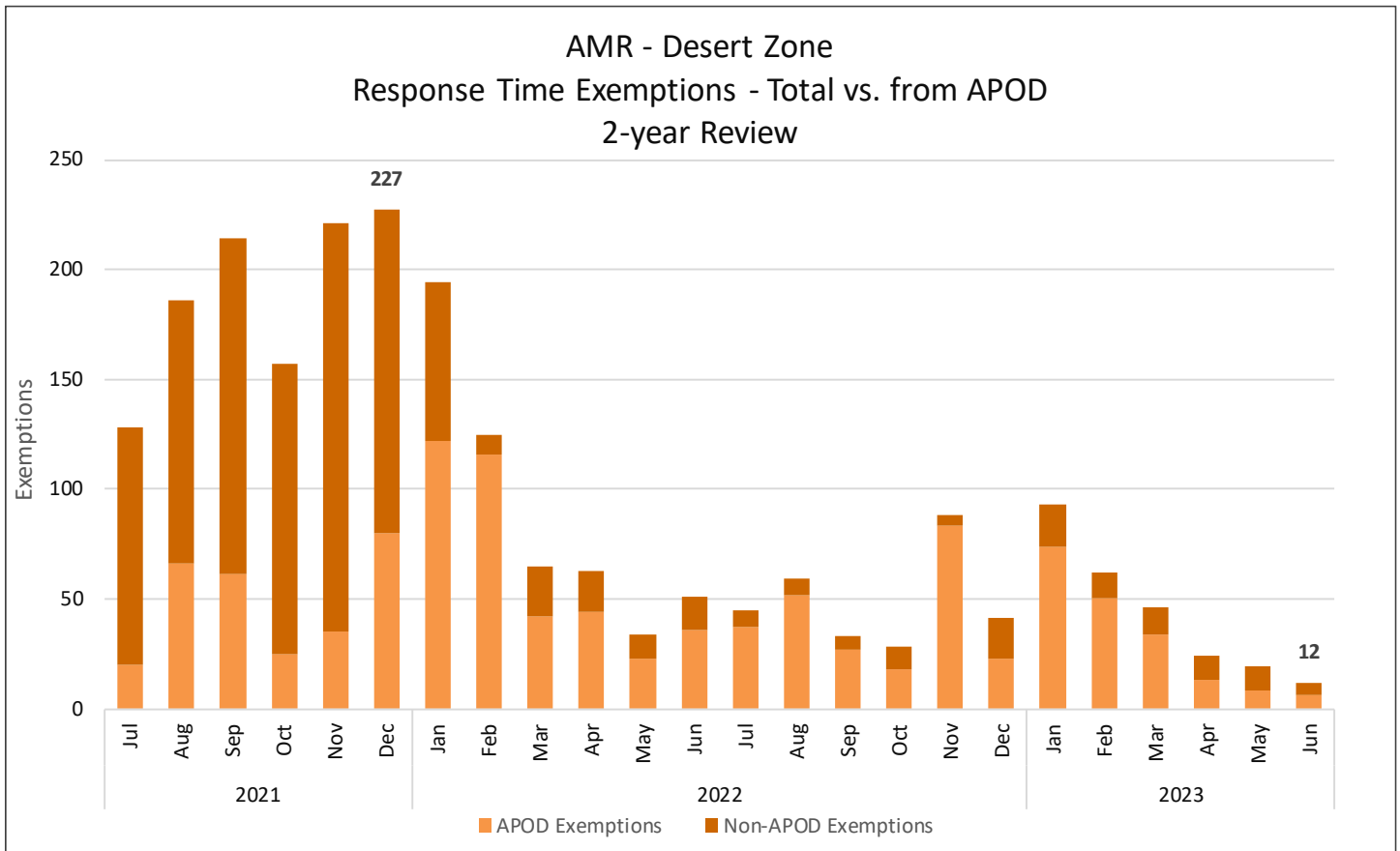


AMR - La Quinta, Coachella, & Uninc. Subzone Total 911 Ambulance Responses 2-year Review

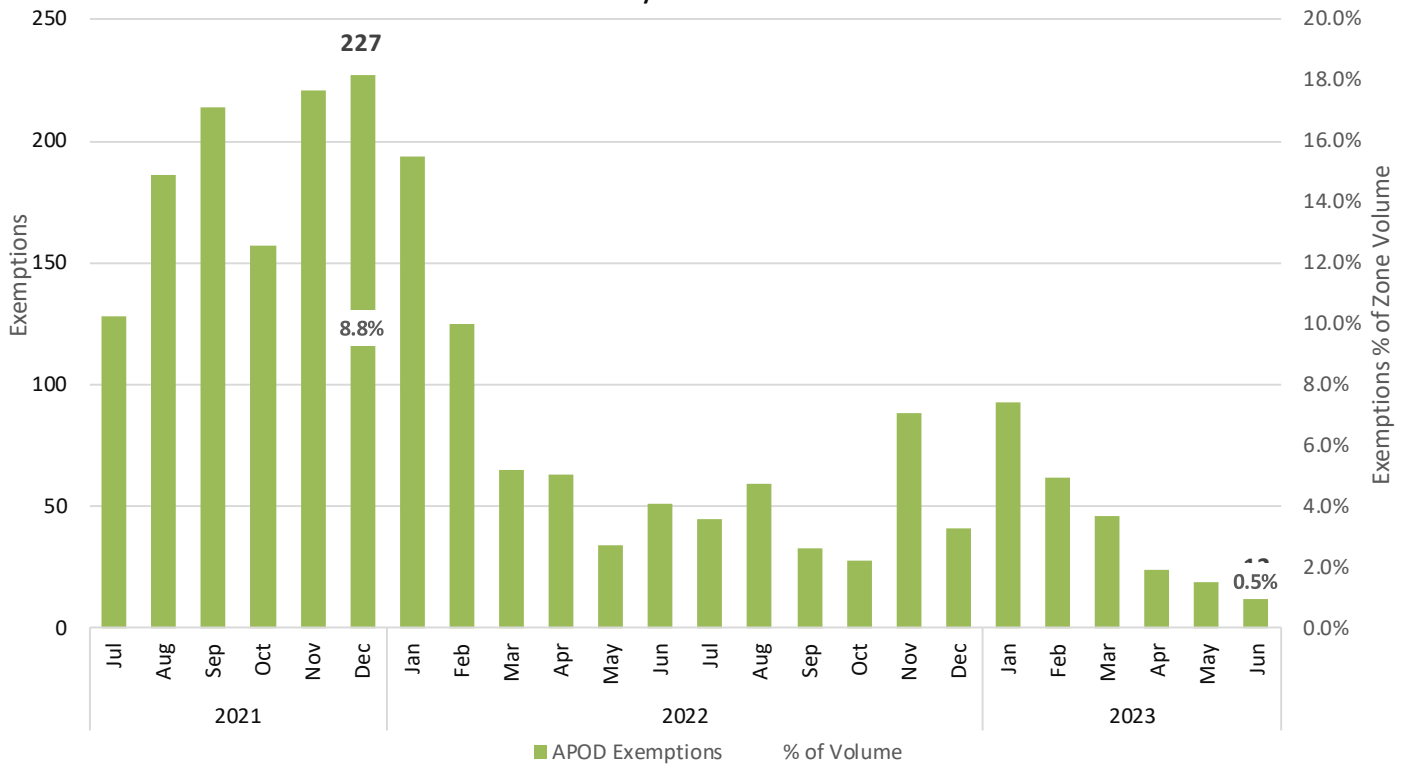




Desert Zone: Exemptions



AMR Desert Zone Response Time Exemptions % of Volume 2-year Review



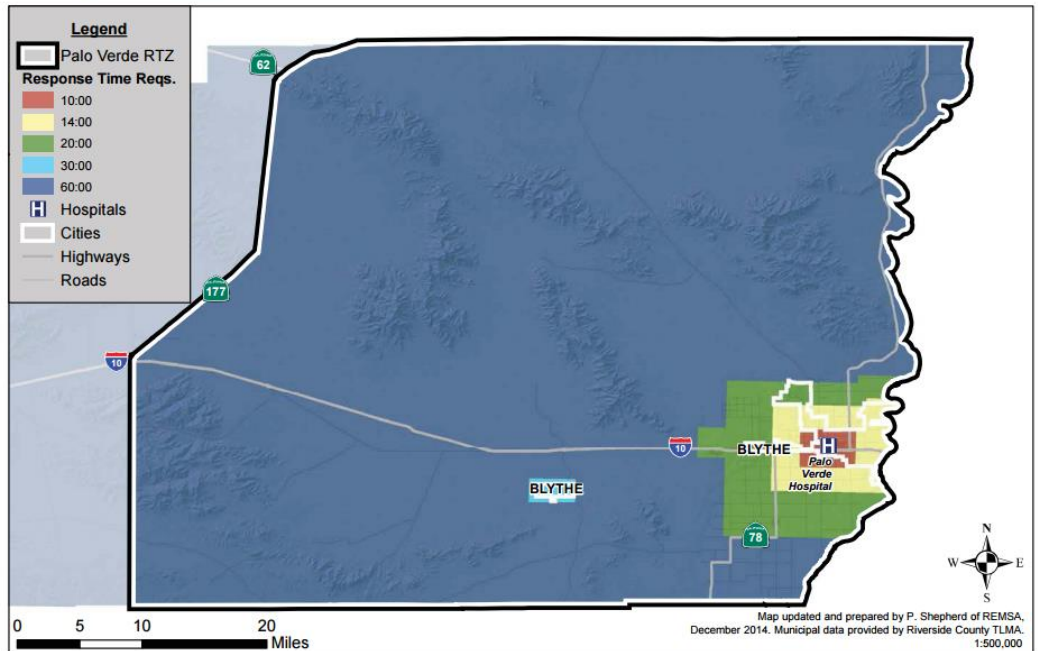
PALO VERDE ZONE



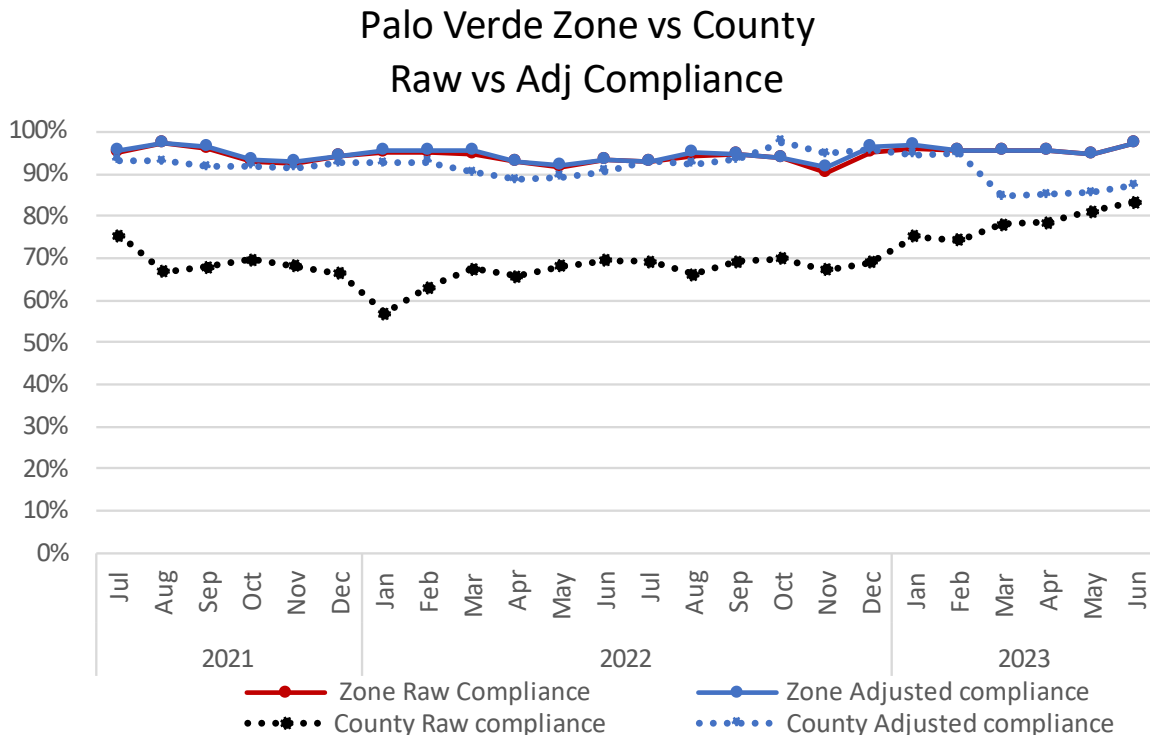
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

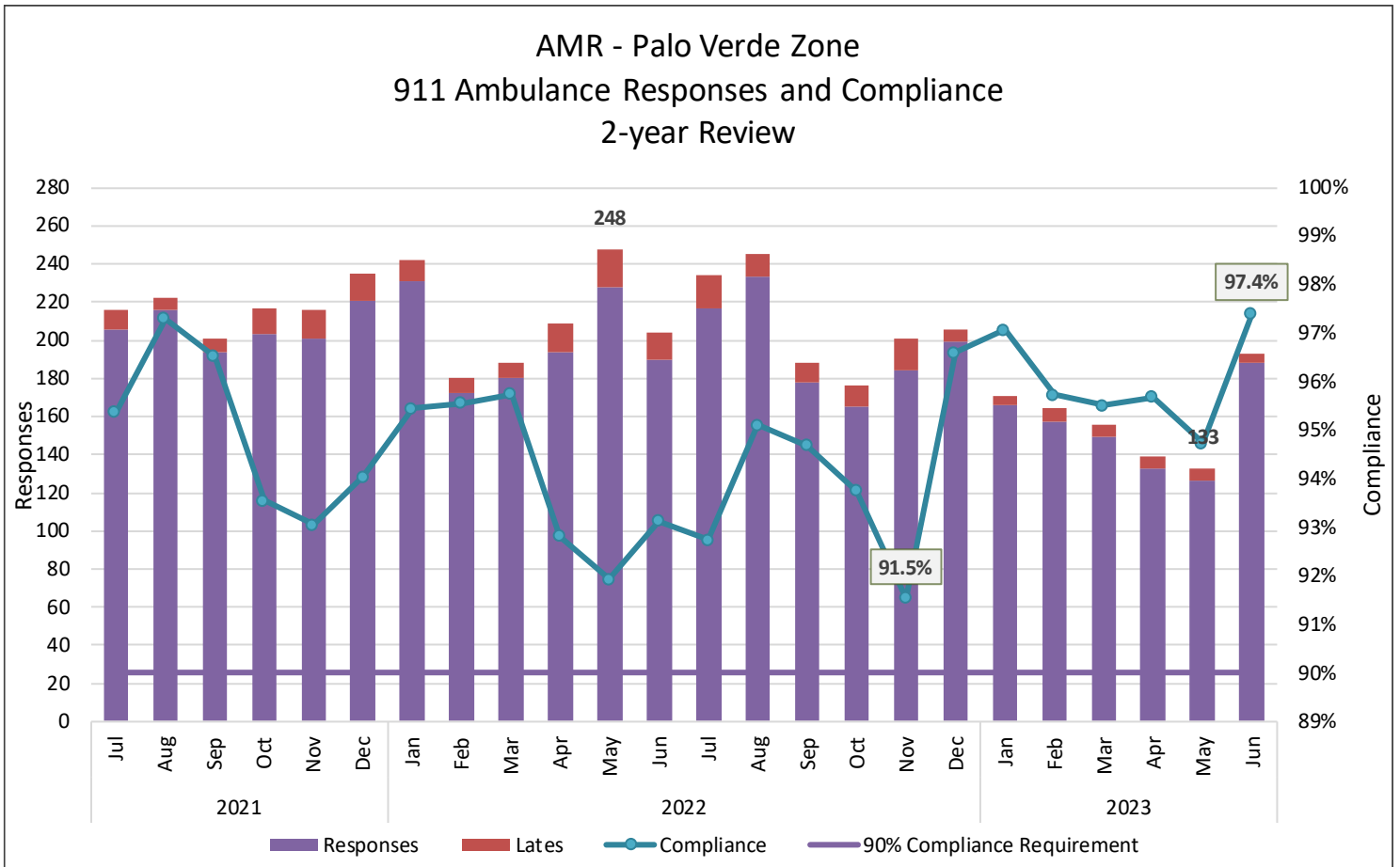
PALO VERDE

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

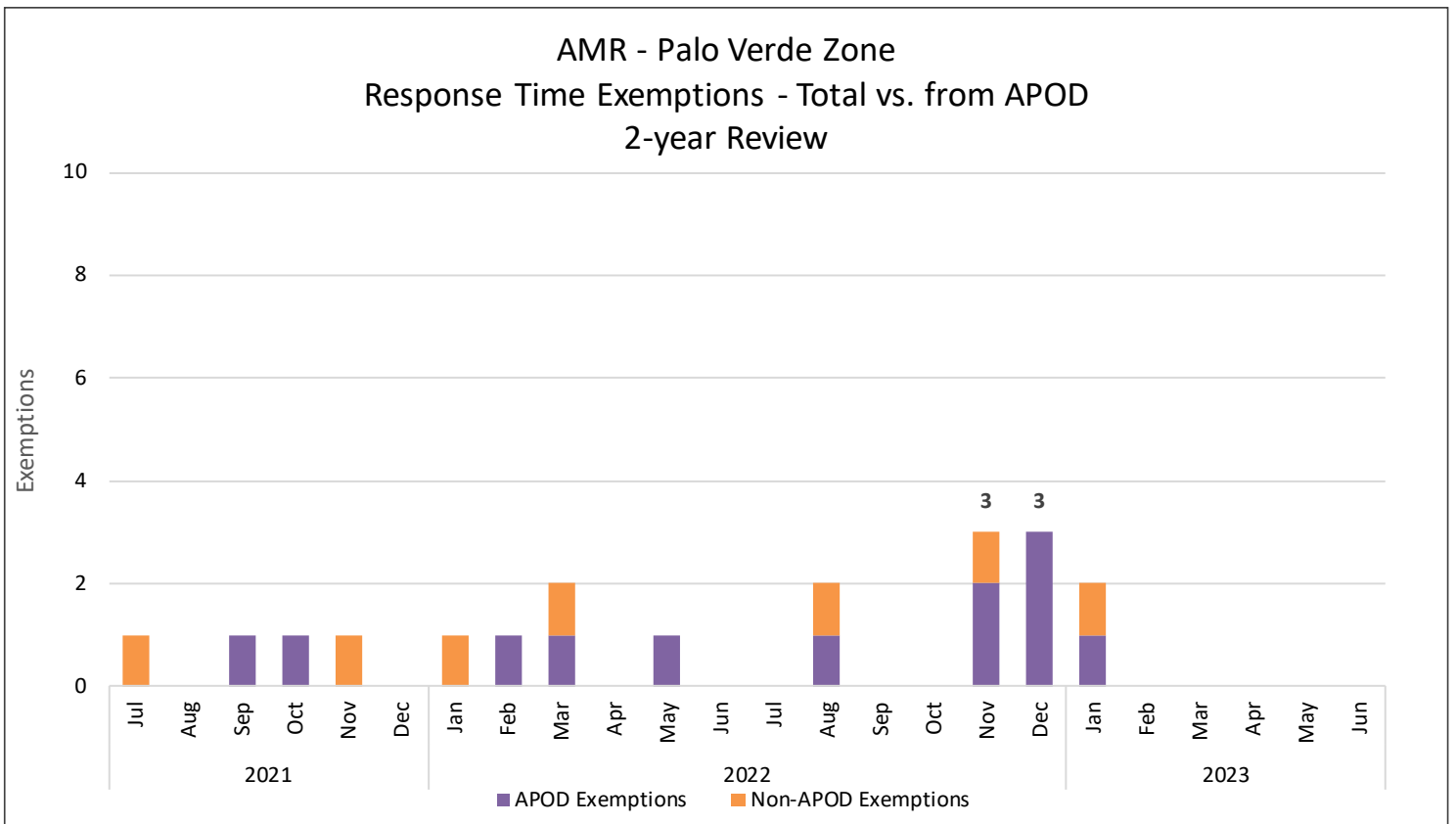


Palo Verde Zone: Raw vs Adjusted Compliance Data

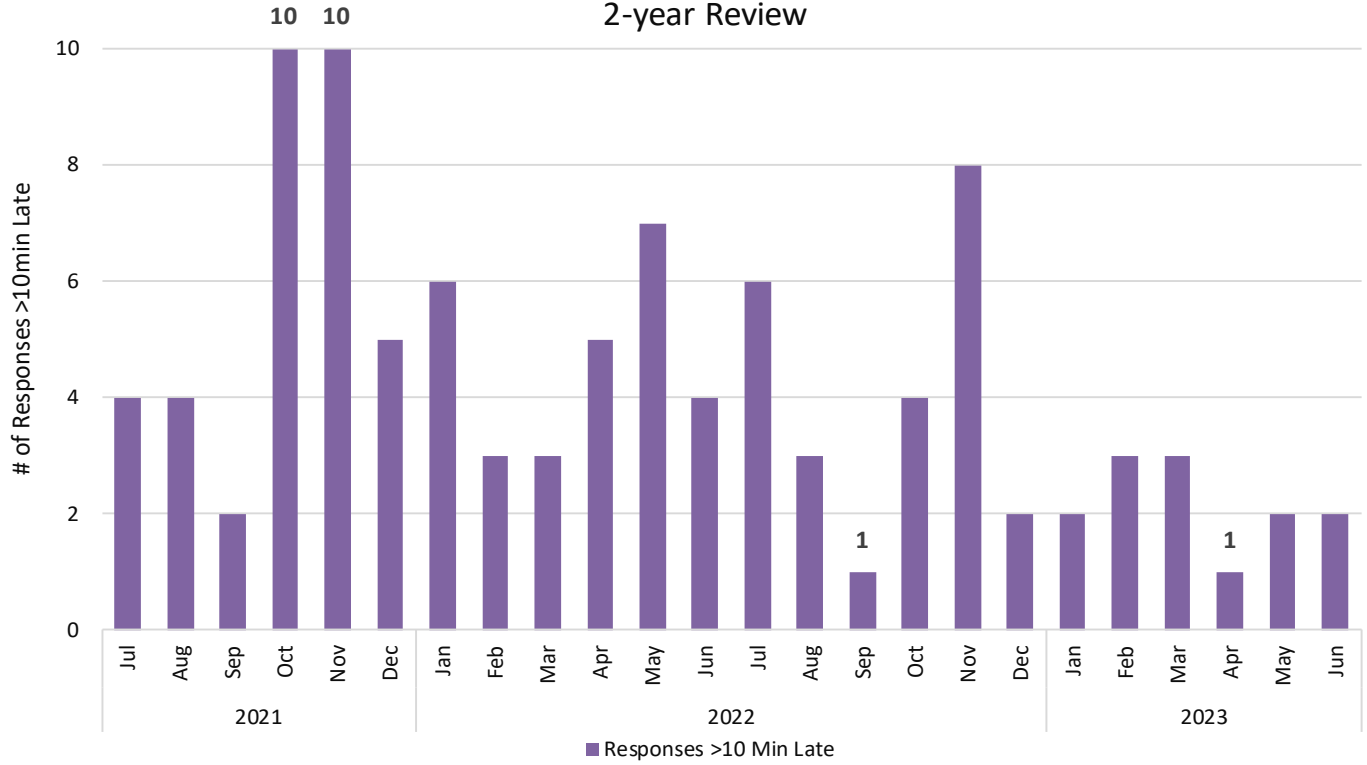




Palo Verde Zone: Exemptions and >10 Minutes Late



AMR - Palo Verde Zone
 Responses >10min Late
 2-year Review

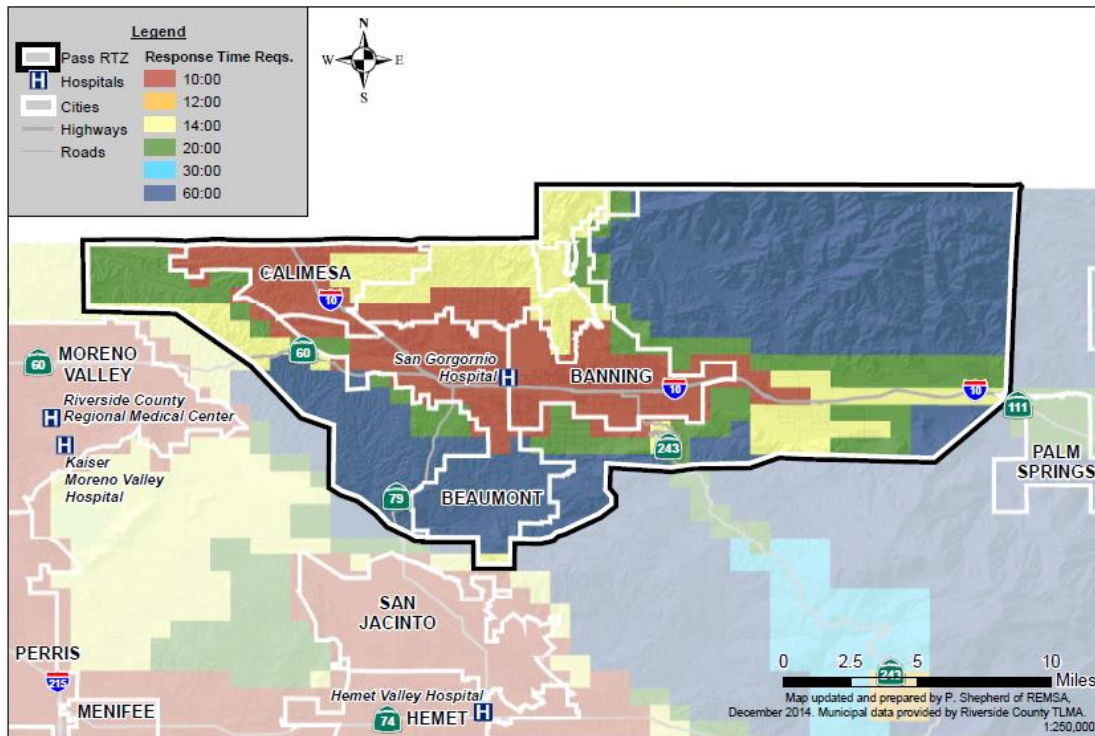


PASS ZONE



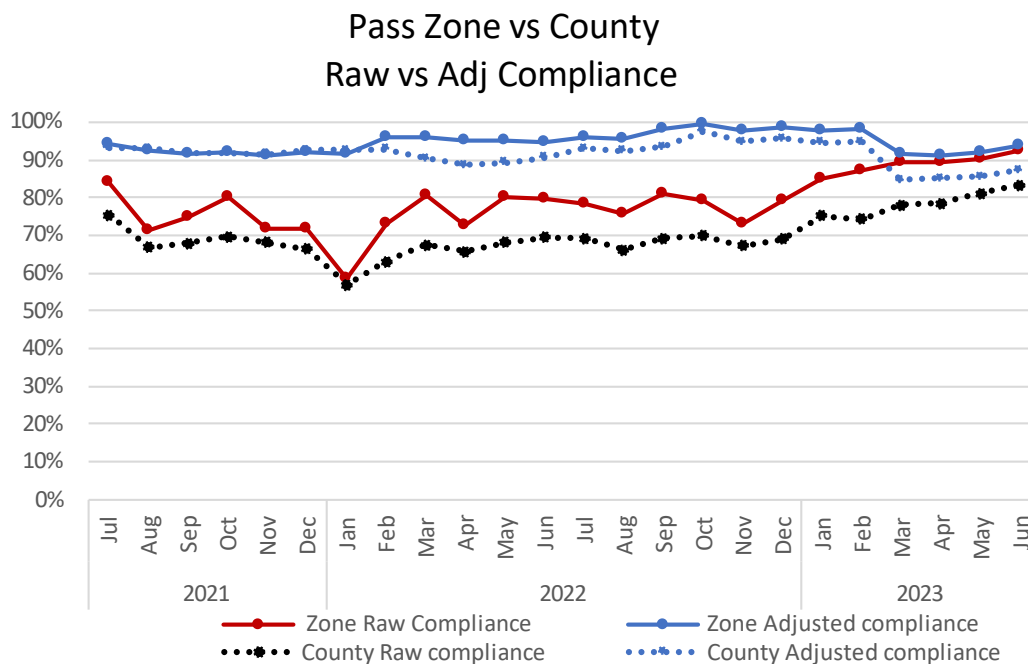
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

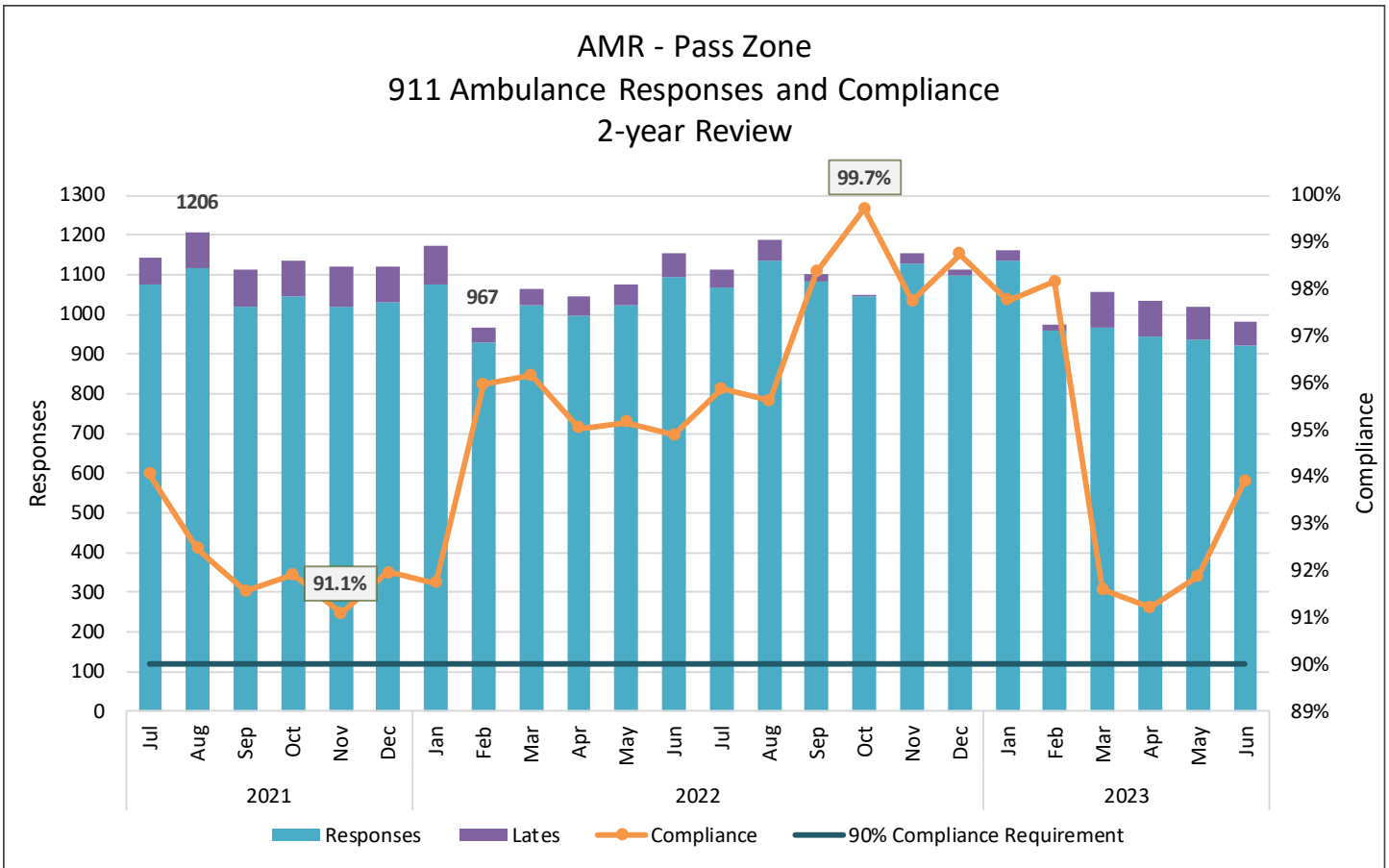
PASS



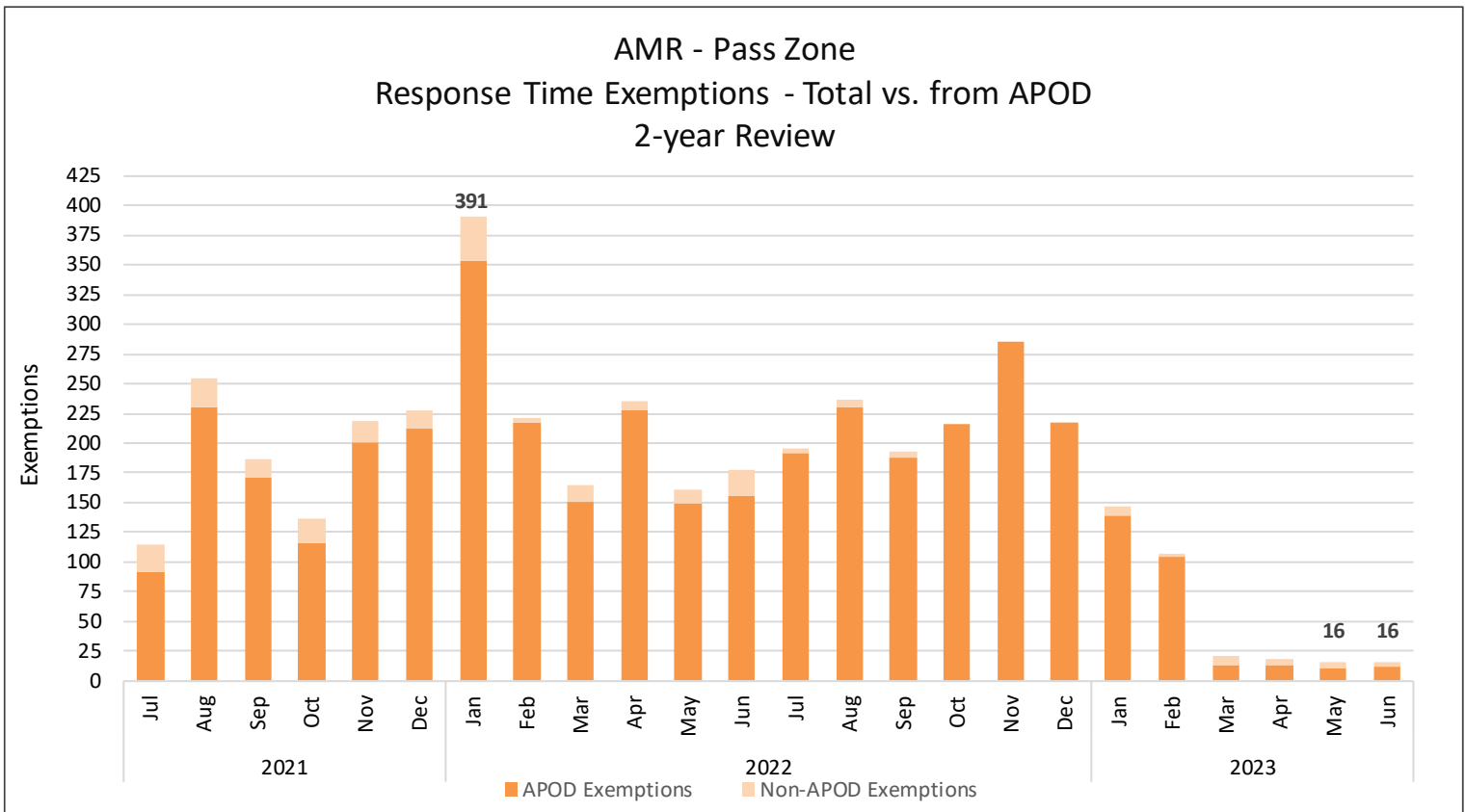
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

Pass Zone: Raw vs Adjusted Compliance Data

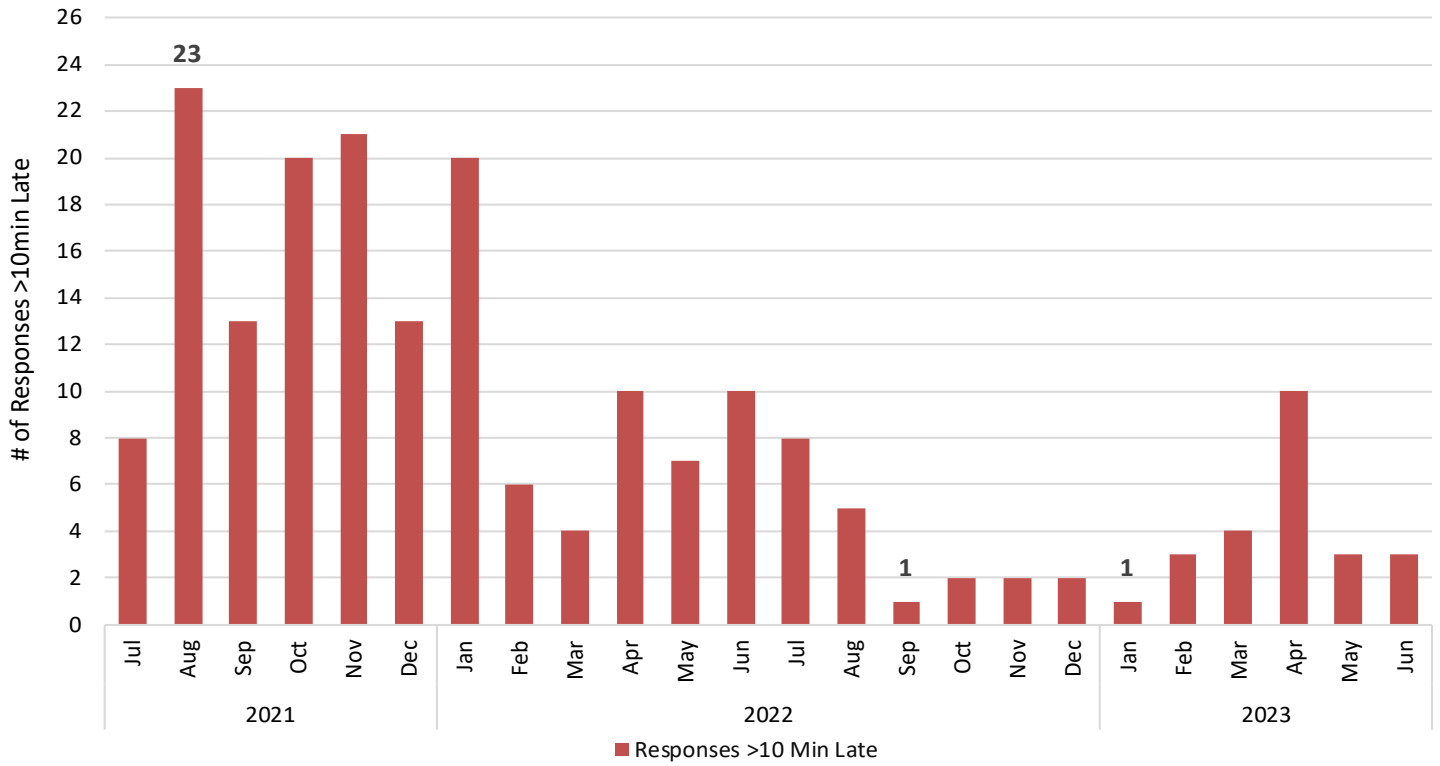




Pass Zone: Exemptions and Responses >10 Minutes Late



AMR - Pass Zone
 Responses >10min Late
 2-year Review



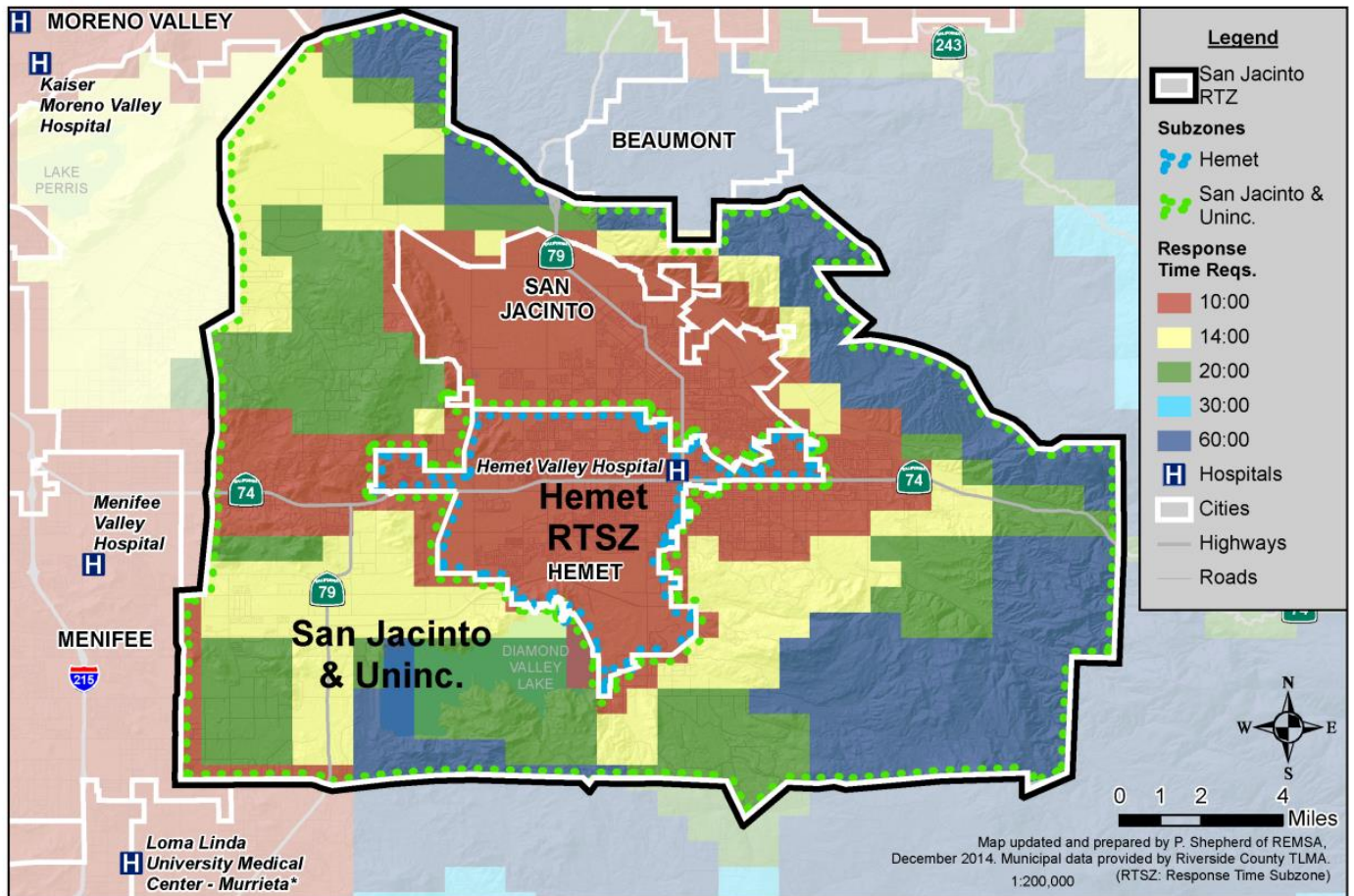
SAN JACINTO ZONE

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.

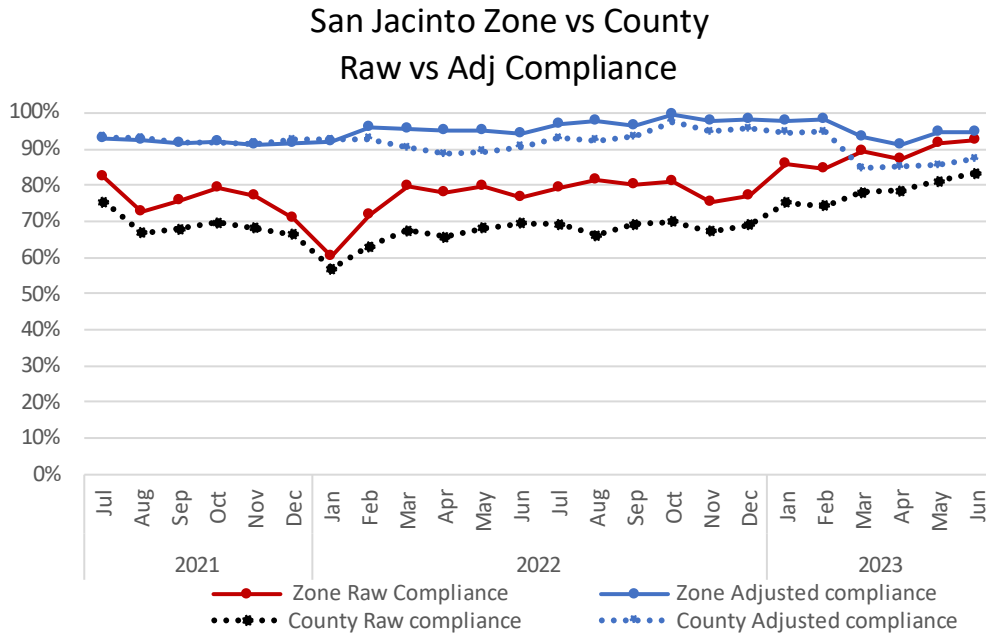


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

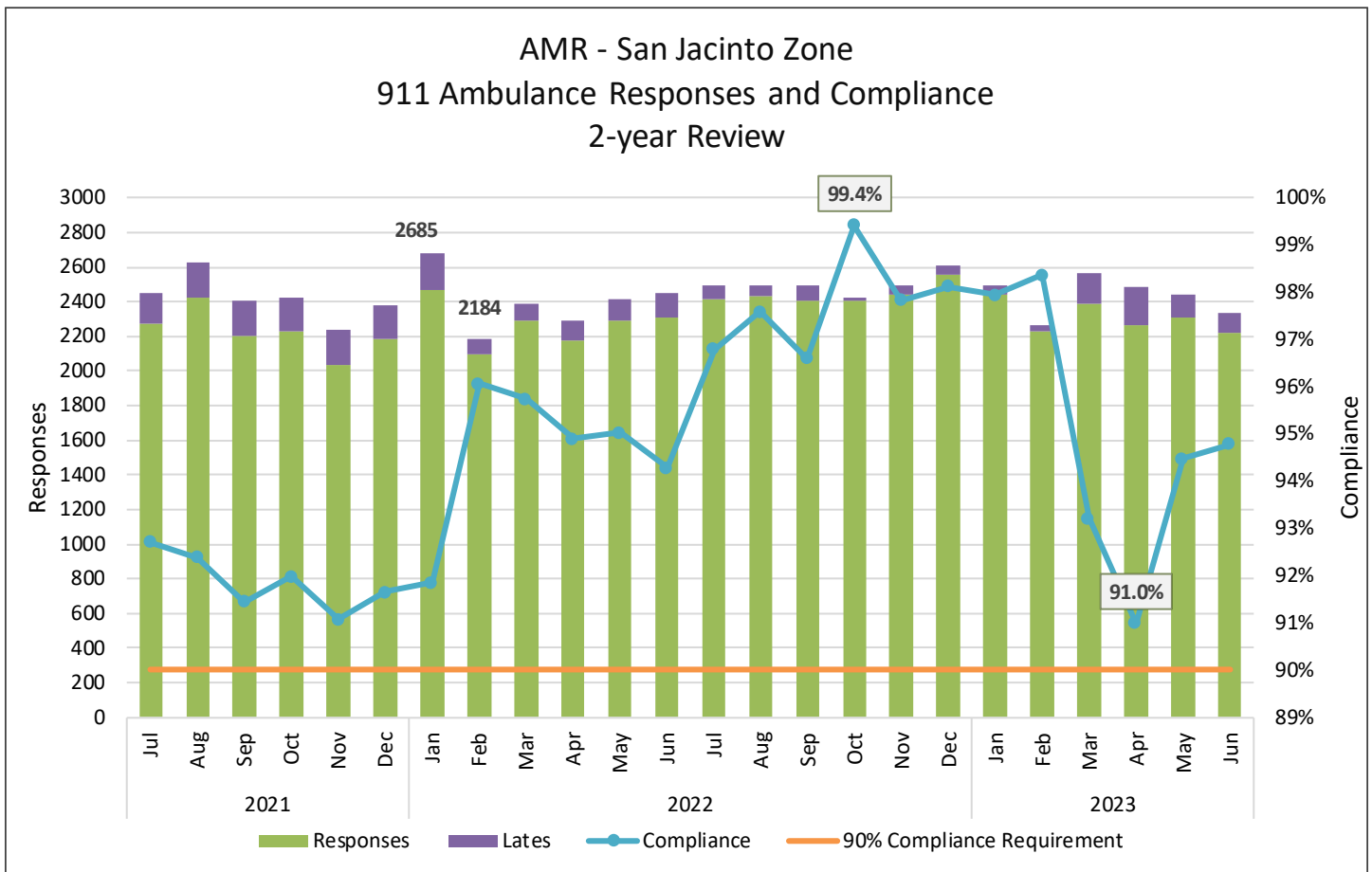
SAN JACINTO

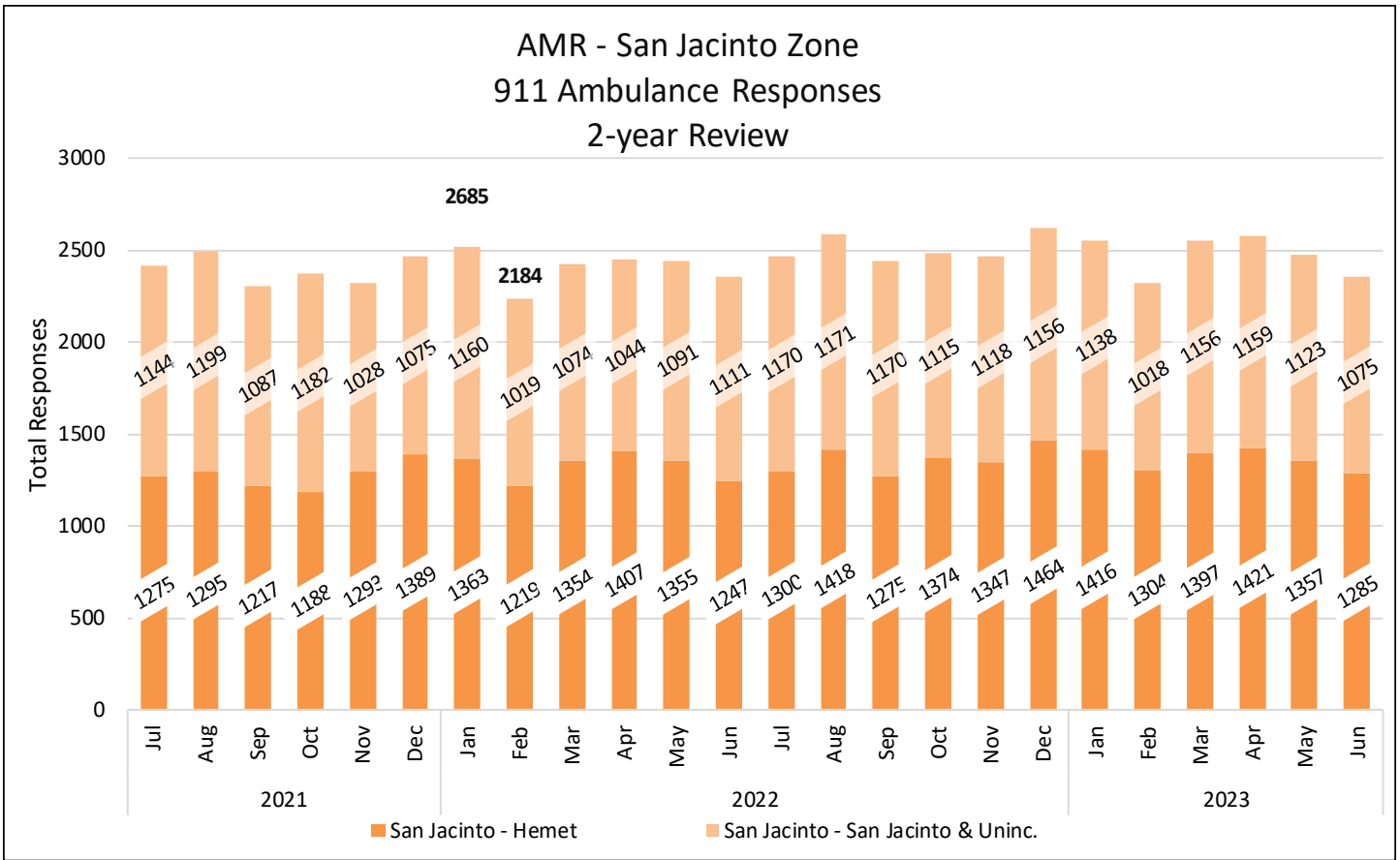


San Jacinto Zone: Raw vs Adjusted Compliance Data

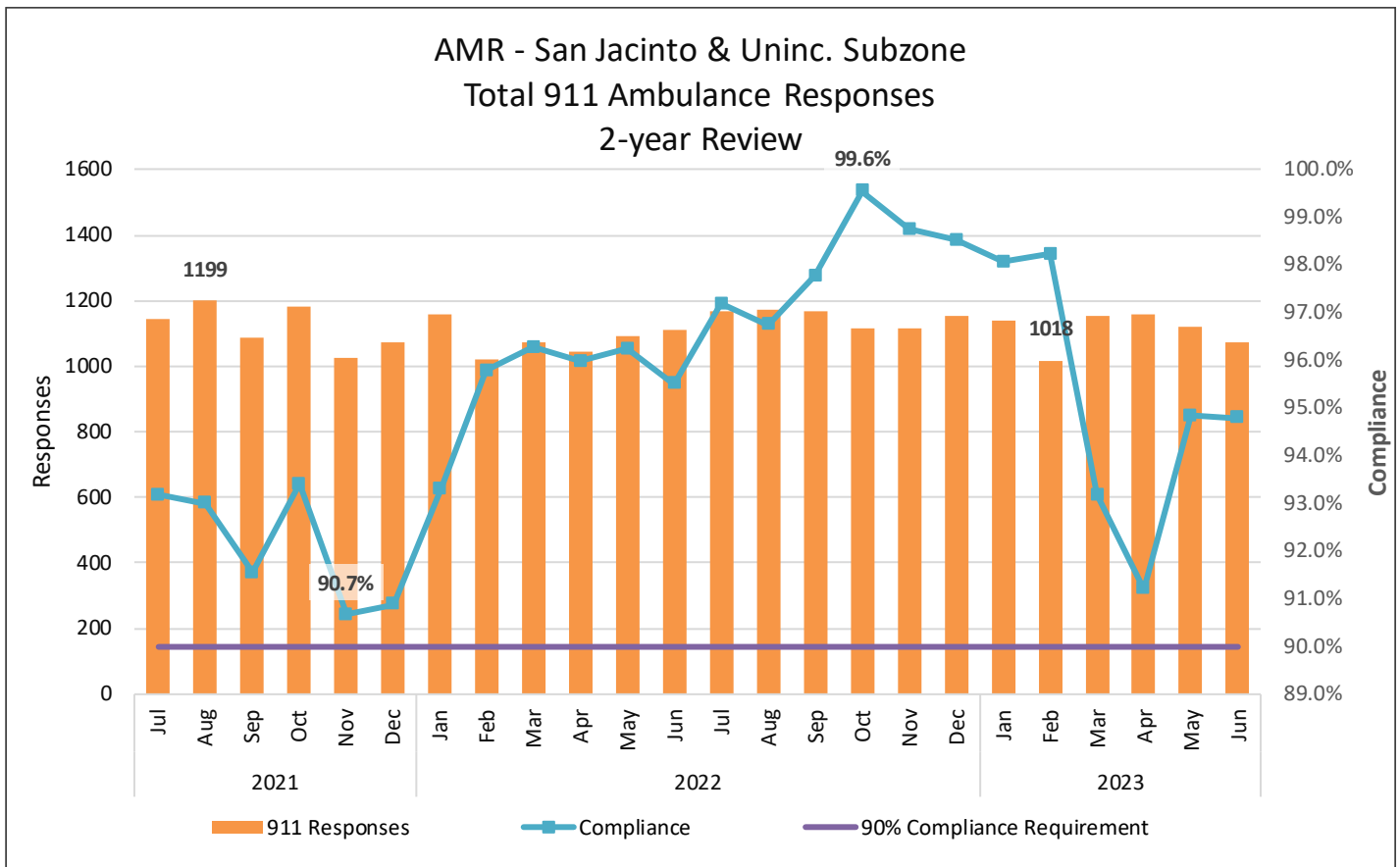


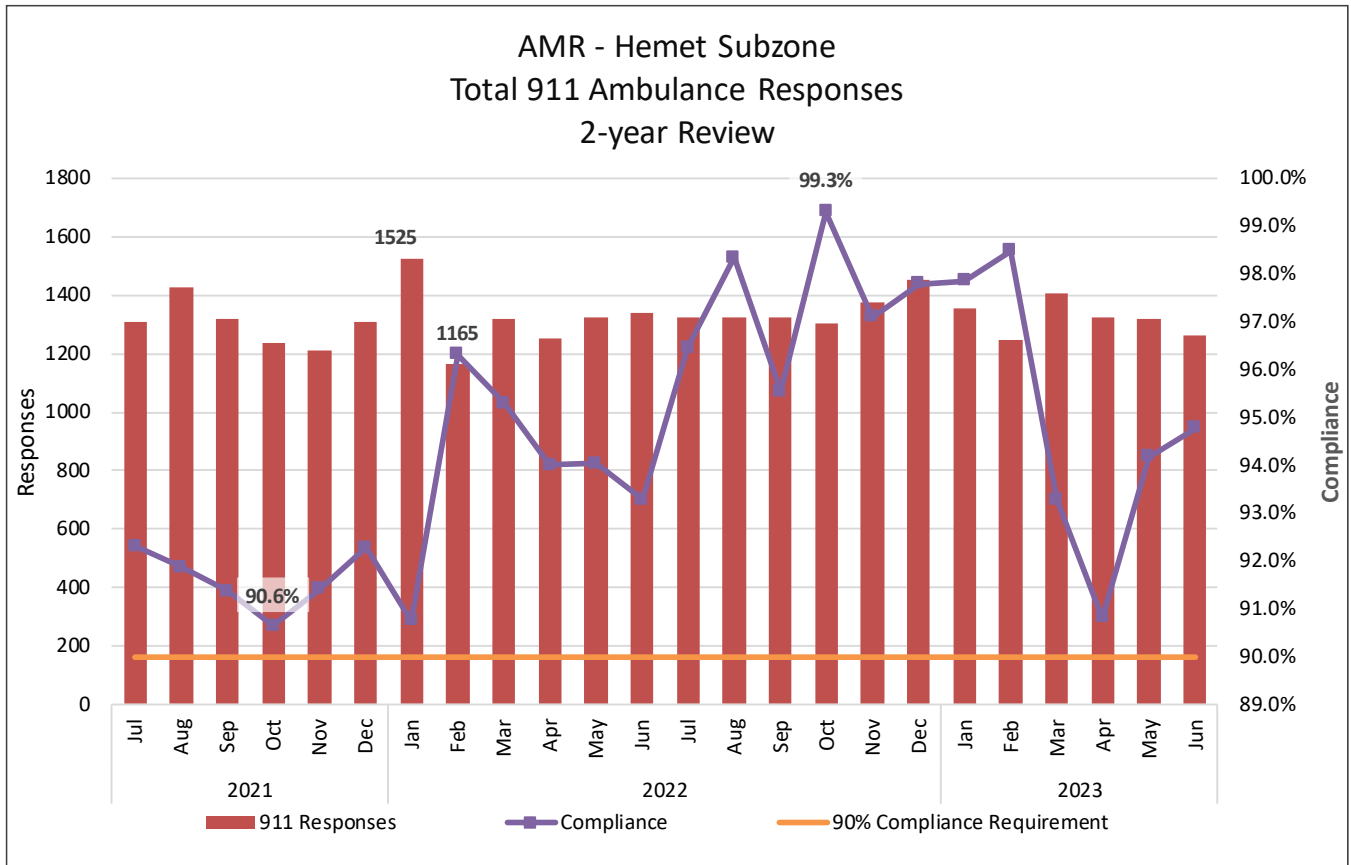
San Jacinto Zone: Subzone Response and Compliance Data



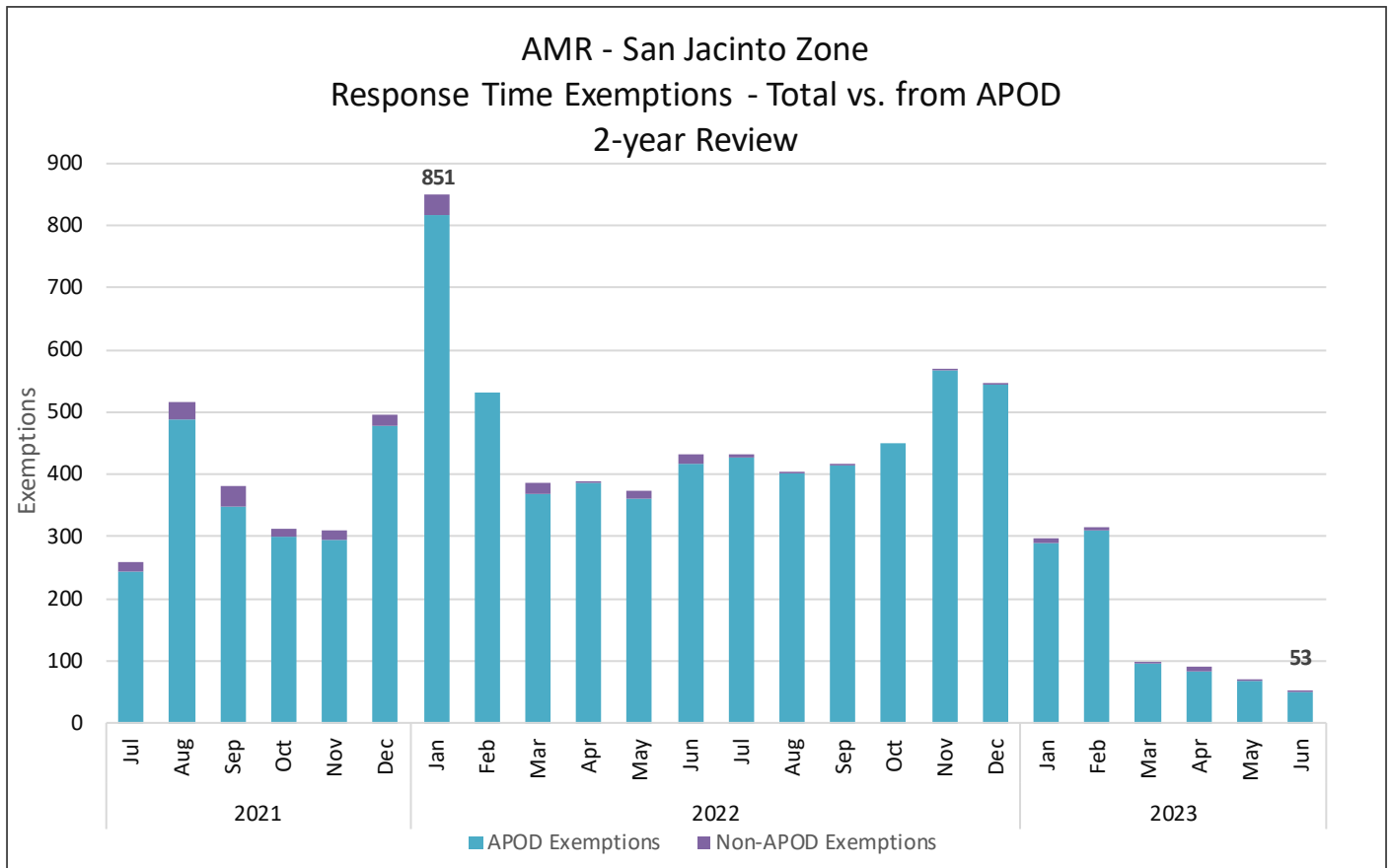


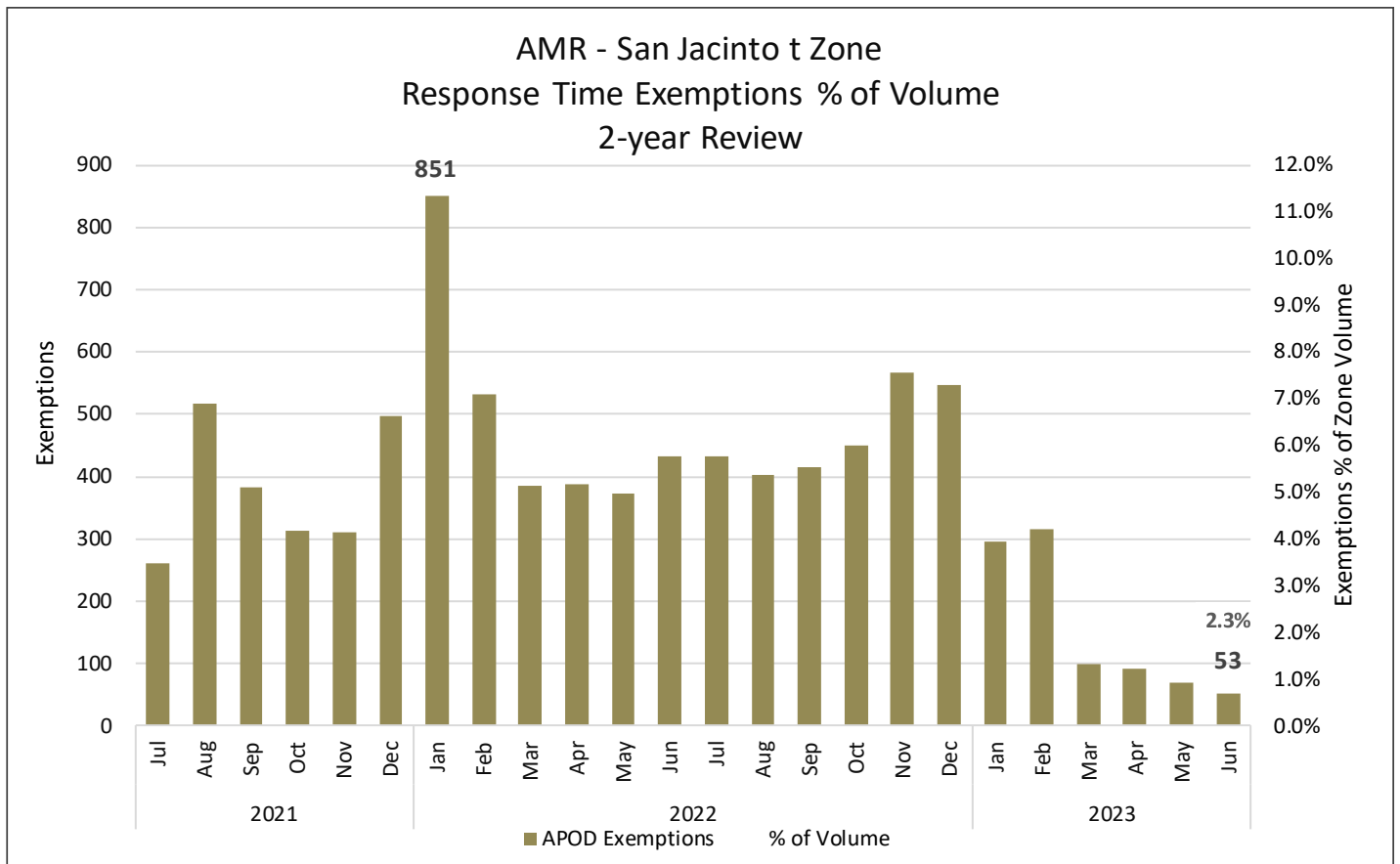
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



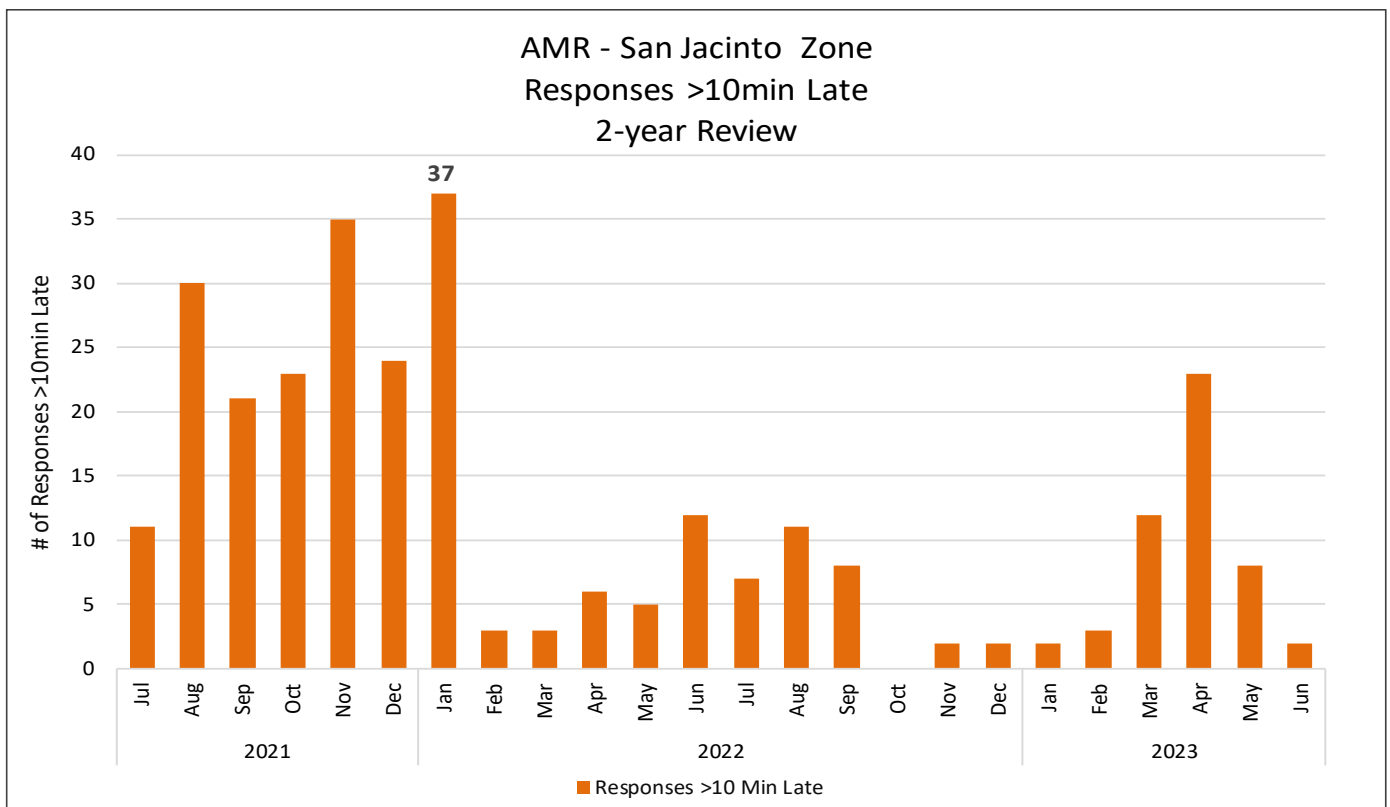


San Jacinto Zone: Exemptions





San Jacinto Zone: Responses > 10 Minutes Late



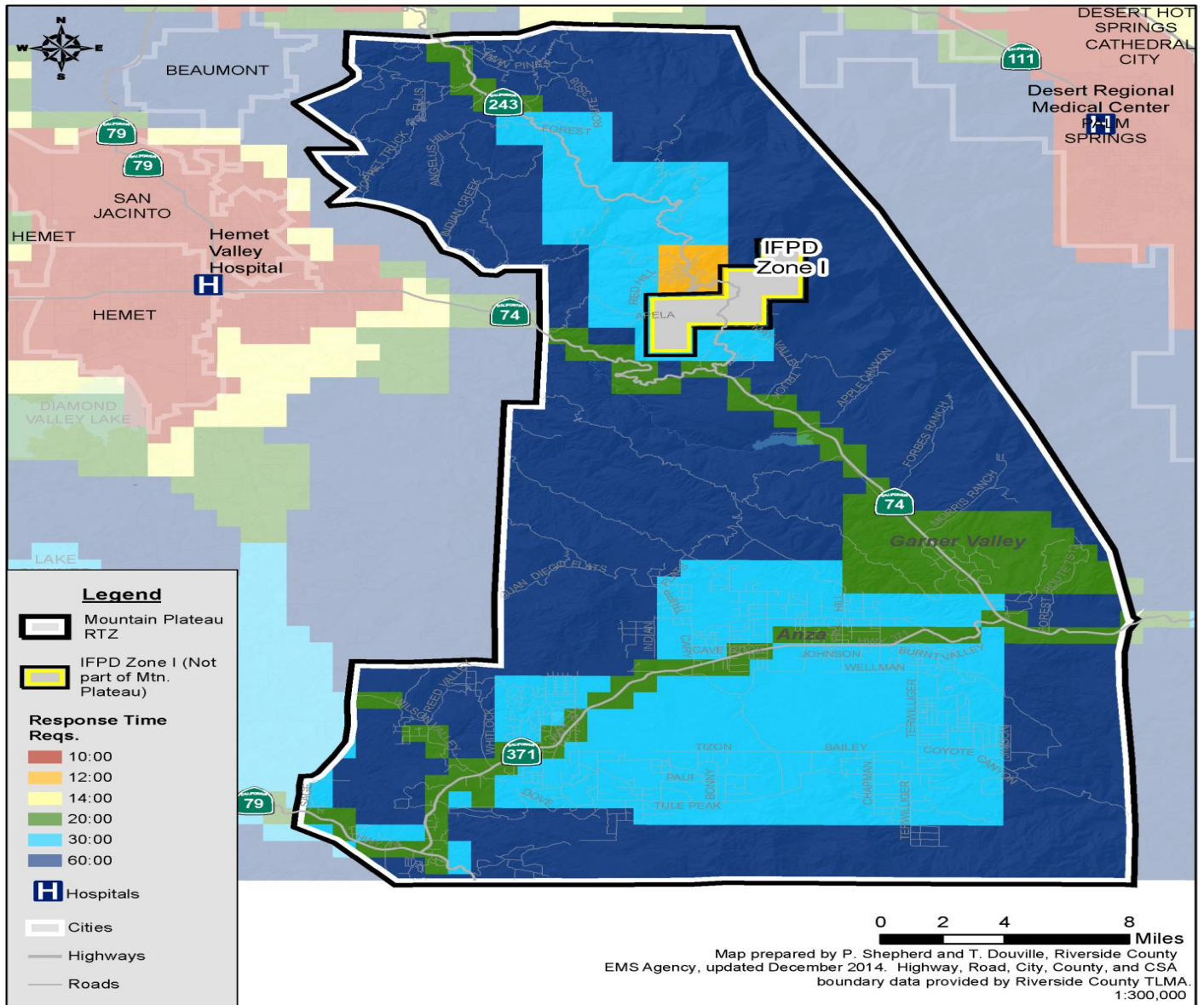
MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone.

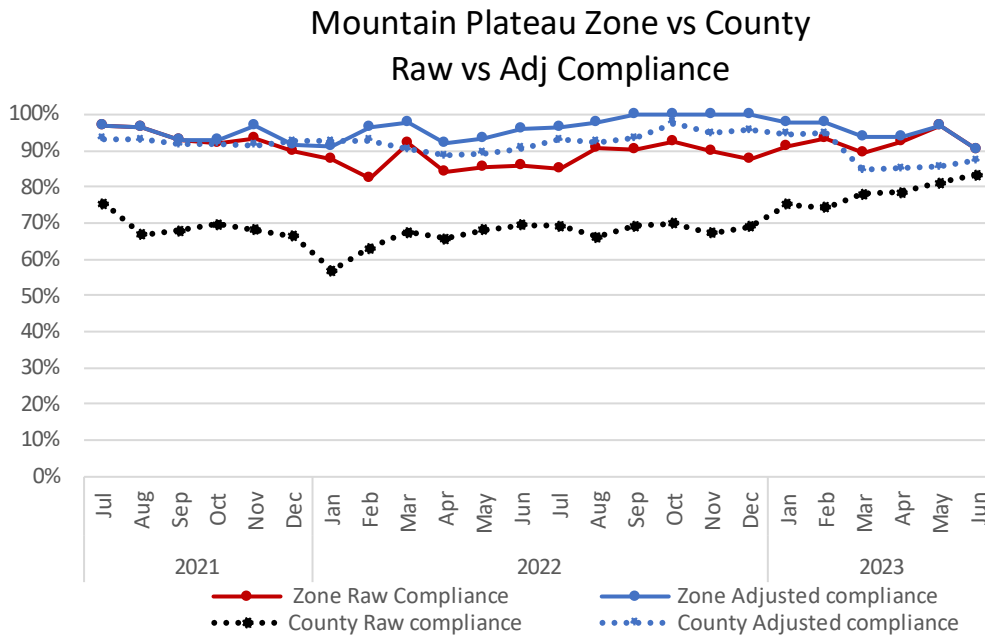
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



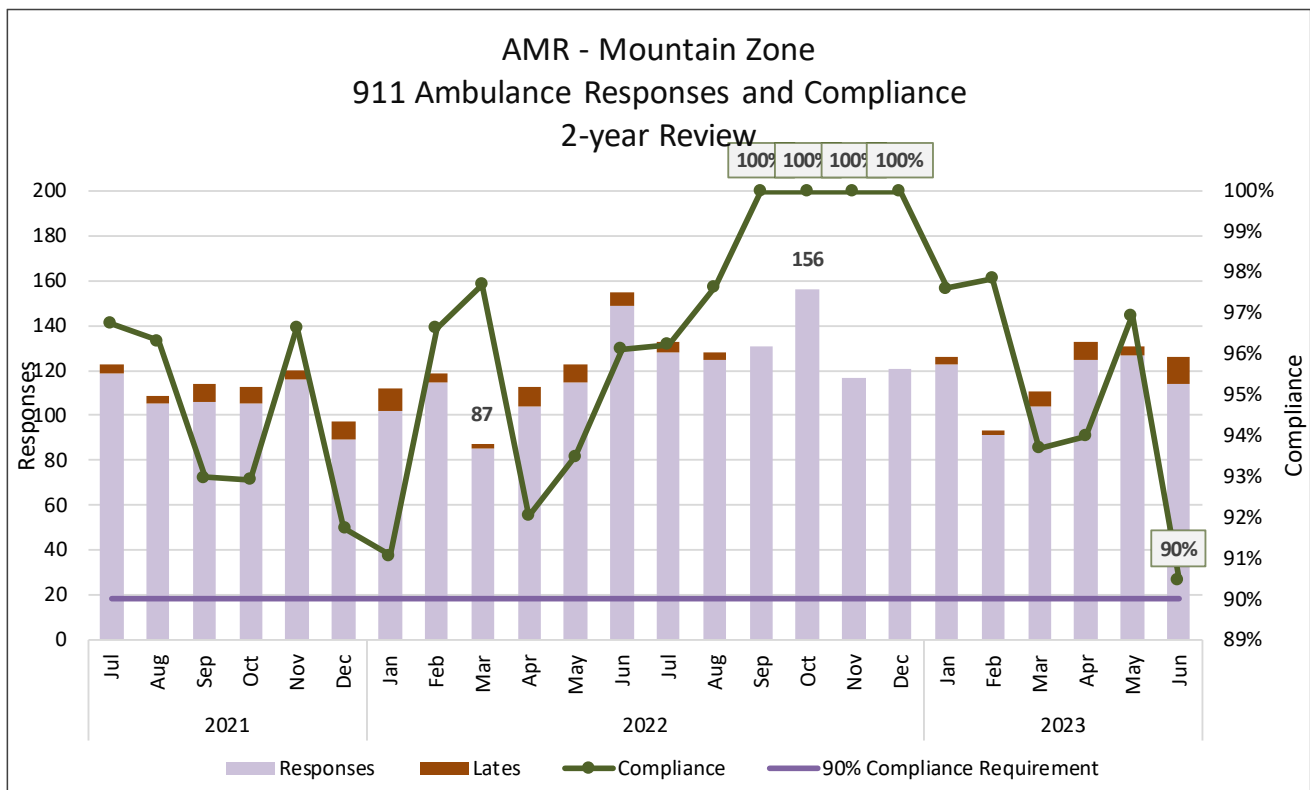
MOUNTAIN PLATEAU



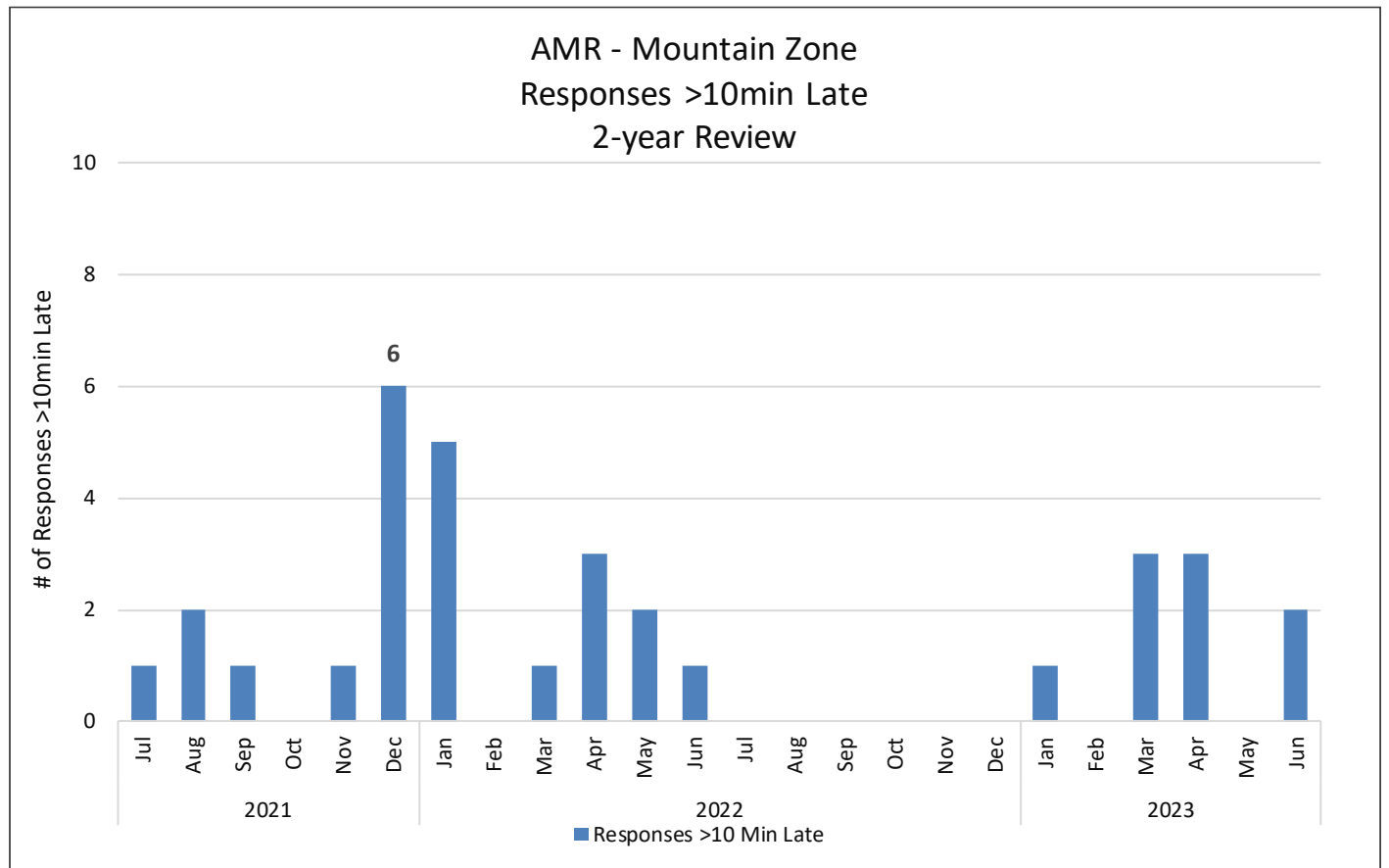
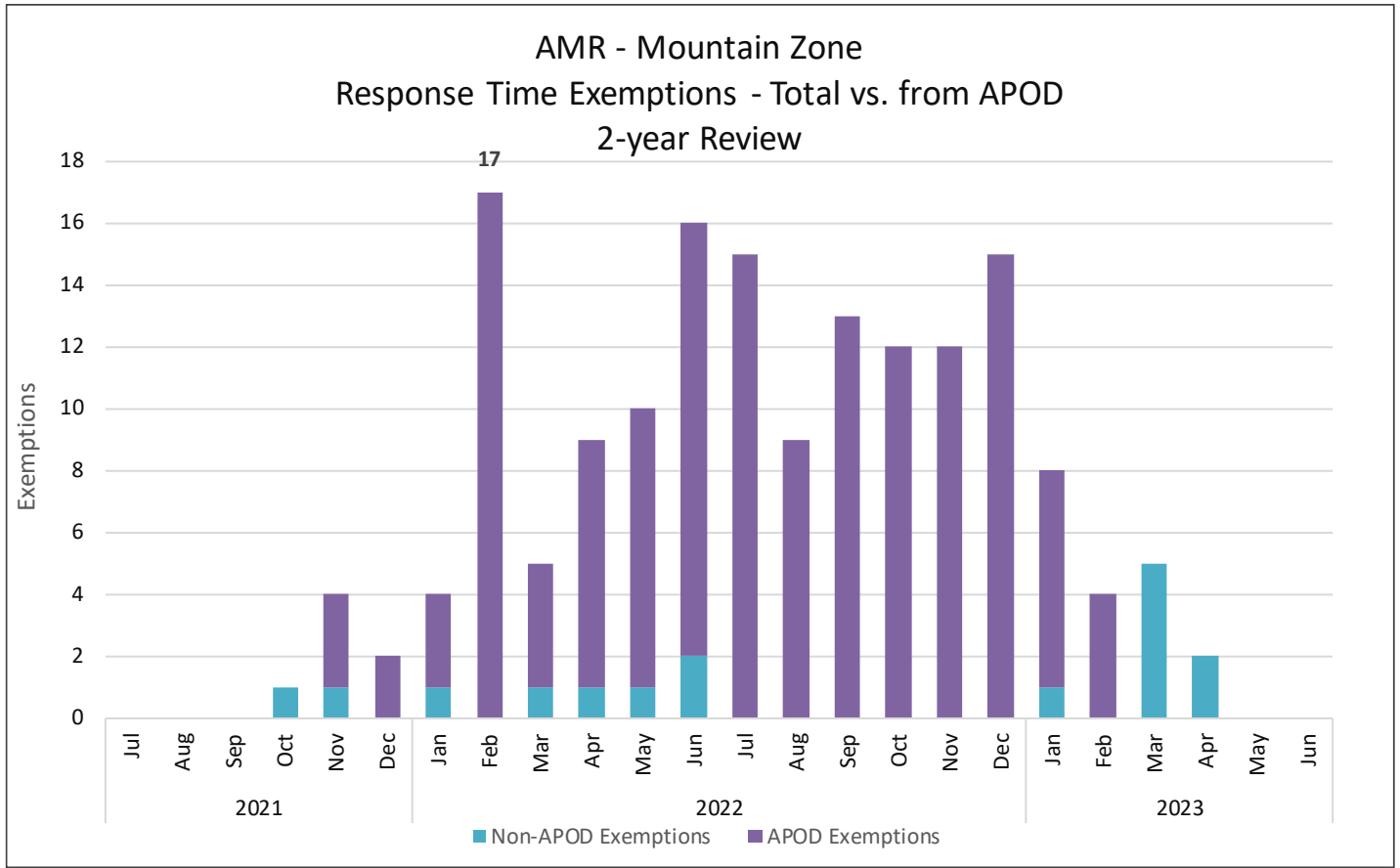
Mountain Plateau Zone: Raw vs Adjusted Compliance Data



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



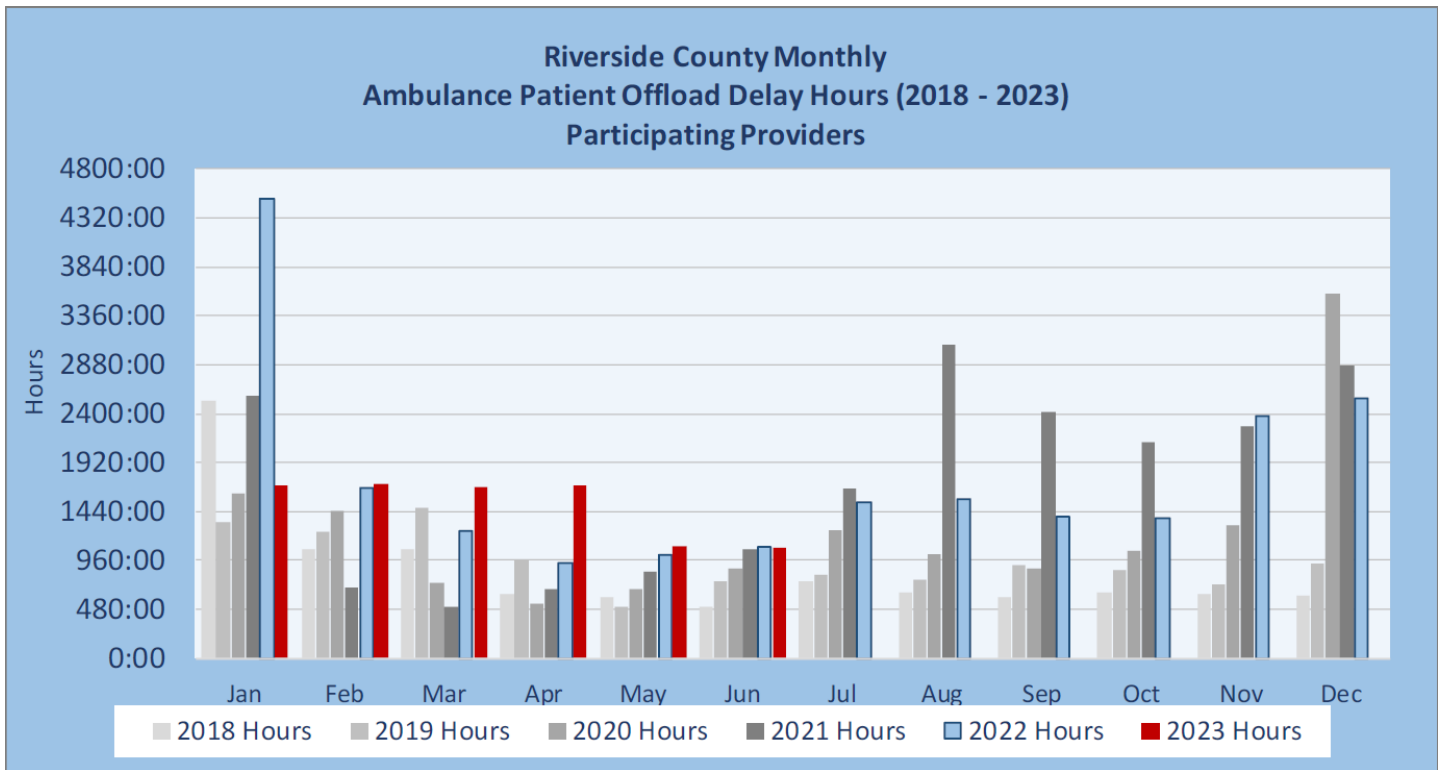
ALS , BLS UTILIZATION OF AMR 9-1-1 CALLS

	2023						Total
	Jan	Feb	Mar	Apr	May	Jun	
Total Responses	18877	17303	19140	18932	18949	18297	111498
Total ALS Responses	17371	16172	18101	17822	17868	17272	104606
Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
% ALS Responses	92%	93%	95%	94%	94%	94%	94%
%BLS Responses	8%	7%	5%	6%	6%	6%	6%
Total Responses	2381	2438	2448	2544	2538	2519	14868
Total ALS Responses	2044	2072	2144	2222	2187	2223	12892
Total BLS Responses	337	366	304	322	351	296	1976
% ALS Responses	86%	85%	88%	87%	86%	88%	87%
%BLS Responses	14%	15%	12%	13%	14%	12%	13%
Total Responses	2663	2468	2742	2745	2688	2488	15794
Total ALS Responses	2632	2461	2711	2718	2637	2425	15584
Total BLS Responses	31	7	31	27	51	63	210
% ALS Responses	99%	100%	99%	99%	98%	97%	99%
%BLS Responses	1%	0%	1%	1%	2%	3%	1%
Total Responses	126	97	113	135	136	127	734
Total ALS Responses	125	97	112	135	136	127	732
Total BLS Responses	1		1				2
% ALS Responses	99%	100%	99%	100%	100%	100%	100%
%BLS Responses	1%	0%	1%	0%	0%	0%	0%
Total Responses	5890	5258	5961	5745	5874	5673	34401
Total ALS Responses	5317	4947	5654	5404	5638	5421	32381
Total BLS Responses	573	311	307	341	236	252	2020
% ALS Responses	90%	94%	95%	94%	96%	96%	94%
%BLS Responses	10%	6%	5%	6%	4%	4%	6%
Total Responses	171	164	156	139	133	194	957
Total ALS Responses	171	164	156	139	133	194	957
Total BLS Responses							0
% ALS Responses	100%	100%	100%	100%	100%	100%	100%
%BLS Responses	0%	0%	0%	0%	0%	0%	0%
Total Responses	1162	976	1058	1037	1021	983	6237
Total ALS Responses	1093	926	999	990	964	907	5879
Total BLS Responses	69	50	59	47	57	76	358
% ALS Responses	94%	95%	94%	95%	94%	92%	94%
%BLS Responses	6%	5%	6%	5%	6%	8%	6%
Total Responses	2494	2265	2565	2488	2443	2340	14595
Total ALS Responses	2385	2183	2470	2375	2363	2261	14037
Total BLS Responses	109	82	95	113	80	79	558
% ALS Responses	96%	96%	96%	95%	97%	97%	96%
%BLS Responses	4%	4%	4%	5%	3%	3%	4%
Total Responses	3990	3637	4097	4099	4116	3973	23912
Total ALS Responses	3604	3322	3855	3839	3810	3714	22144
Total BLS Responses	386	315	242	260	306	259	1768
% ALS Responses	90%	91%	94%	94%	93%	93%	93%
%BLS Responses	10%	9%	6%	6%	7%	7%	7%

BLS RESPONSES TO 9-1-1 CALLS

	2023						Total
	Jan	Feb	Mar	Apr	May	Jun	
Total Responses	18877	17303	19140	18932	18949	18297	111498
Total BLS Responses	1506	1131	1039	1110	1081	1025	6892
EMD approved(Omega,Alpha)	978	981	905	934	993	955	5746
EMD-Beta,Charlie,Delta,Echo	304	97	78	104	56	33	672
EMD-NA	224	53	56	72	32	37	474
Total Non-Compliant BLS Responses to Mandate	528	150	134	176	88	70	1146
% of Non-Compliant BLS responses to Mandate	35.1%	13.3%	12.9%	15.9%	8.1%	6.8%	16.6%
Total Responses	2381	2438	2448	2544	2538	2519	14868
Total BLS Responses	337	366	304	322	351	296	1976
EMD approved(Omega,Alpha)	292	337	284	302	329	287	1831
EMD-Beta,Charlie,Delta,Echo	41	24	15	17	15	3	115
EMD-NA	4	5	5	3	7	6	30
Total Non-Compliant BLS Responses to Mandate	45	29	20	20	22	9	145
% of Non-Compliant BLS responses to Mandate	13.4%	7.9%	6.6%	6.2%	6.3%	3.0%	7.3%
Total Responses	2663	2468	2742	2745	2688	2488	15794
Total BLS Responses	31	7	31	27	51	63	210
EMD approved(Omega,Alpha)	20	7	21	23	49	61	181
EMD-Beta,Charlie,Delta,Echo	4		6	4	1	1	16
EMD-NA	7		4		1	1	13
Total Non-Compliant BLS Responses to Mandate	11	0	10	4	2	2	29
% of Non-Compliant BLS responses to Mandate	35.5%	0.0%	32.3%	14.8%	3.9%	3.2%	13.8%
Total Responses	126	97	113	135	136	127	734
Total BLS Responses	1		1				2
EMD approved(Omega,Alpha)	1						1
EMD-Beta,Charlie,Delta,Echo			1				1
EMD-NA							0
Total Non-Compliant BLS Responses to Mandate		0	1				1
% of Non-Compliant BLS responses to Mandate		#DIV/0!	100.0%				50.0%
Total Responses	5890	5258	5961	5745	5874	5673	34401
Total BLS Responses	573	311	307	341	236	252	2020
EMD approved(Omega,Alpha)	240	223	216	207	193	208	1287
EMD-Beta,Charlie,Delta,Echo	150	52	47	74	28	24	375
EMD-NA	183	36	44	60	15	20	358
Total Non-Compliant BLS Responses to Mandate	333	88	91	134	43	44	733
% of Non-Compliant BLS responses to Mandate	58.1%	28.3%	29.6%	39.3%	18.2%	17.5%	36.3%
Total Responses	171	164	156	139	133	194	957
Total BLS Responses							
EMD approved(Omega,Alpha)							
EMD-Beta,Charlie,Delta,Echo							
EMD-NA							
Total Non-Compliant BLS Responses to Mandate							
% of Non-Compliant BLS responses to Mandate							
Total Responses	1162	976	1058	1037	1021	983	6237
Total BLS Responses	69	50	59	47	57	76	358
EMD approved(Omega,Alpha)	63	48	58	45	55	76	345
EMD-Beta,Charlie,Delta,Echo	6	2	1	1	1		11
EMD-NA				1	1		2
Total Non-Compliant BLS Responses to Mandate	6	2	1	2	2	0	13
% of Non-Compliant BLS responses to Mandate	8.7%	4.0%	1.7%	4.3%	3.5%	0.0%	3.6%
Total Responses	2494	2265	2565	2488	2443	2340	14595
Total BLS Responses	109	82	95	113	80	79	558
EMD approved(Omega,Alpha)	77	76	94	109	79	73	508
EMD-Beta,Charlie,Delta,Echo	13	1		2		1	17
EMD-NA	19	5	1	2	1	5	33
Total Non-Compliant BLS Responses to Mandate	32	6	1	4	1	6	50
% of Non-Compliant BLS responses to Mandate	29.4%	7.3%	1.1%	3.5%	1.3%	7.6%	9.0%
Total Responses	3990	3637	4097	4099	4116	3973	23912
Total BLS Responses	386	315	242	260	306	259	1768
EMD approved(Omega,Alpha)	285	290	232	248	288	250	1593
EMD-Beta,Charlie,Delta,Echo	90	18	8	6	11	4	137
EMD-NA	11	7	2	6	7	5	38
Total Non-Compliant BLS Responses to Mandate	101	25	10	12	18	9	175
% of Non-Compliant BLS responses to Mandate	26.2%	7.9%	4.1%	4.6%	5.9%	3.5%	9.9%

AMBULANCE PATIENT OFFLOAD TIME



June 2023						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	782	327:57:07	76:52:02	182	76.7%	0:48:16
Desert Regional Med Ctr	1,254	311:50:06	23:47:08	86	93.1%	0:26:45
Eisenhower Health	1,338	238:50:44	3:13:36	25	98.1%	0:17:50
Hemet Valley Hospital	1,167	779:55:45	297:12:00	532	54.4%	1:18:43
Inland Valley Med Ctr	926	360:53:32	84:11:35	194	79.0%	0:51:35
JFK Hospital	728	97:20:59	0:22:13	4	99.5%	0:13:47
Kaiser Hospital Moreno Valley	349	143:30:04	29:35:10	87	75.1%	0:48:50
Kaiser Hospital Riverside	530	233:43:18	61:06:27	130	75.5%	0:48:17
Loma Linda Univ Med Ctr Mur	776	342:25:04	74:17:33	174	77.6%	0:45:20
Menifee Med Ctr	303	162:09:34	43:32:42	114	62.4%	0:59:45
Palo Verde Hospital	140	18:54:36	0:00:00	0	100.0%	0:15:04
Parkview Community Hospital	612	184:23:09	6:46:24	41	93.3%	0:27:55
Rancho Springs Med Ctr	466	176:21:23	32:06:10	83	82.2%	0:39:07
Riverside Community Hospital	1,650	780:19:23	229:03:22	547	66.8%	1:00:38
Riverside University Health System	1,576	472:26:06	13:30:47	96	93.9%	0:28:32
San Geronio Mem Hospital	543	285:03:44	75:29:25	164	69.8%	1:00:00
Temecula Valley Hospital	566	225:23:12	37:22:08	123	78.3%	0:45:44
Grand Total	13,706	5141:27:46	1088:28:42	2582	81.2%	0:43:44

Monthly Average over last 12 Months						
	Avg	Avg APOD			Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	781	456:58:08	175:10:36	272	182	351
Desert Regional Med Ctr	1,360	334:43:56	37:38:14	92	41	171
Eisenhower Health	1,349	277:18:02	8:43:48	45	19	75
Hemet Valley Hospital	1,131	811:16:32	340:11:13	539	483	616
Inland Valley Med Ctr	964	408:39:55	107:20:36	228	168	300
JFK Hospital	728	99:20:52	2:33:52	9	2	17
Kaiser Hospital Moreno Valley	364	158:07:17	40:30:34	90	71	127
Kaiser Hospital Riverside	552	306:41:59	110:07:42	188	130	254
Loma Linda Univ Med Ctr Mur	825	381:04:39	93:32:53	202	148	334
Menifee Med Ctr	306	202:09:14	79:40:42	129	80	234
Palo Verde Hospital	146	21:41:33	1:25:50	3	0	7
Parkview Community Hospital	717	252:59:43	33:49:50	97	41	189
Rancho Springs Med Ctr	511	223:02:42	57:29:26	113	61	153
Riverside Community Hospital	1,520	967:31:42	372:08:42	729	547	829
Riverside University Health System	1,601	494:14:22	22:00:52	140	85	207
San Geronio Mem Hospital	601	304:28:42	84:33:39	169	103	260
Temecula Valley Hospital	557	257:17:23	61:03:55	166	123	277

Average APOD and Compliance <i>by Qtr Comparison</i>									
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	61%	312	229:34:50	67%	258	164:13:56	70%	237	129:46:20
Desert Regional Med Ctr	93%	100	52:05:36	90%	134	65:02:36	94%	85	24:59:29
Eisenhower Health	96%	49	11:18:01	96%	59	10:59:17	98%	30	4:50:49
Hemet Valley Hospital	51%	521	386:56:57	46%	587	370:28:40	58%	512	257:07:16
Inland Valley Med Ctr	75%	255	120:32:42	75%	235	114:24:48	77%	226	103:25:05
JFK Hospital	99%	9	2:19:58	98%	12	4:10:33	99%	9	2:12:37
Kaiser Hospital Riverside	57%	237	163:31:53	72%	154	79:04:24	74%	143	65:07:17
Loma Linda Univ Med Ctr Mur	70%	257	149:16:49	76%	200	89:40:14	76%	195	91:02:30
Menifee Med Ctr	50%	160	130:51:42	50%	154	92:01:34	62%	113	55:39:54
Palo Verde Hospital	97%	5	1:58:29	97%	4	2:21:04	98%	2	0:59:40
Parkview Community Hospital	81%	145	69:51:16	87%	92	25:35:44	89%	70	23:20:46
Rancho Springs Med Ctr	77%	124	74:27:22	80%	104	49:48:02	80%	95	49:51:04
Riverside Community Hospital	49%	753	404:41:58	49%	745	416:42:00	58%	666	305:38:33
Riverside University Health System	89%	179	29:43:46	92%	126	17:49:53	94%	89	13:09:29
San Geronio Mem Hospital	69%	194	118:33:04	68%	196	94:17:30	70%	171	85:31:59
Temecula Valley Hospital	64%	210	89:49:02	69%	163	57:41:10	74%	142	50:00:00
	75%	219	127:13:20	76%	201	103:23:50	80%	174	78:55:11

Average Transports and APODs at ETS: Quarter Comparison									
	2022			2023					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	44%	148	49:07:28	87%	40	10:03:33	87%	38	8:08:36