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REGULATORY/ MEDICAL HEALTH SERVICES

EMERGENCY MEDICAL SERVICES

Date: March 4, 2020

To: EMS System Distribution

From: Adrian Rodriguez
EMS Performance Chief

A handwritten signature in black ink, appearing to read 'Adrian Rodriguez', is placed to the right of the 'From:' field.

Subject: FY19/20 Mid-Year Report: 9-1-1 Emergency Ambulance Transportation Performance

Orange County Emergency Medical Services FY19/20 Mid-Year Report on the 9-1-1 Emergency Ambulance Transportation Contract provides a review of the performance of Care Ambulance Service, Inc. and Emergency Ambulance Service, Inc. from July 2019 to December 2019.

The 9-1-1 Emergency Ambulance Transportation contracts establish accountability for meeting specific performance-based standards and affords Orange County Emergency Medical Services (OCEMS) with access to data and information on operational, clinical and administrative values. The contracts provide for a detailed methodology for assurance of compliance with all OCEMS policies and procedures with an emphasis on patient response times providing for financial incentives to maintain compliance. The primary goal is to provide quality performance-based 9-1-1 emergency ambulance response, medical care and transportation services to Orange County residents.

The authority to implement exclusive operating area ambulance contracts is found in Health & Safety Code §1797.224. The statute authorizes OCEMS to create exclusive operating areas (EOAs), provided a competitive process is utilized to select providers of the services pursuant to the local EMS Plan. In 2013, the oversight of the 9-1-1 ambulance contract services for nineteen (19) cities shifted to OCEMS and the separate cities were reconfigured into five (5) regional Orange County EOAs.

The five (5) EOAs were created to assure service providers with state sanctioned anti-trust protection and provides uniform, reliable emergency ambulance services. Further, OCEMS determined that the five (5) EOAs were medically feasible, financially viable, and allow for efficient resource utilization to maximize response times. The EOAs do not reflect city and or supervisorial district boundaries.

On May 19, 2014, a Request for Proposal for 9-1-1 Emergency Ambulance Transportation was released. On April 28, 2015 following an evaluation process, the Board of Supervisors awarded the contracts with services commencing on June 1, 2015:

Emergency Ambulance Service, Inc.
Care Ambulance Service, Inc.

Region A
Regions B, C, D, E

The attached reports summarize overall and individual regional performance from July 2019 through December 2019. A brief description is provided below for response time compliance; penalty assessments; performance credits; exception/exemption requests; total transports; OCEMS site visits; and community outreach activities.

The Response Time standard as required contractually is 90% and is the interval, in exact minutes and seconds, between the “Call Receipt” time and: 1) “At Scene” arrival time, or 2) when the call is cancelled by an OCEMS-recognized public safety agency. The response times are analyzed and calculated on a monthly basis to determine compliance with response time standards based on geographical zones (Metro/Urban, Suburban/Rural & Wilderness) and Code Priority (Code 2: no lights/sirens; Code 3: lights/sirens).

Emergency Ambulance Service, Inc.: The combined monthly response time compliance for all geographical ambulance response zones in Region A for this time period exceeded the 90th percentile standard set forth by the contract. *(97.94% to 98.94%)*.

Care Ambulance Service, Inc.: The combined monthly response time compliance for all geographical ambulance response zones in Regions B, C, D, & E for this time period exceeded the 90th percentile standard set forth by the contract.

Region B *(95.45% to 97.05%)*

Region C *(96.08% to 98.07%)*

Region D *(98.34% to 99.14%)*

Region E *(97.12% to 97.90%)*

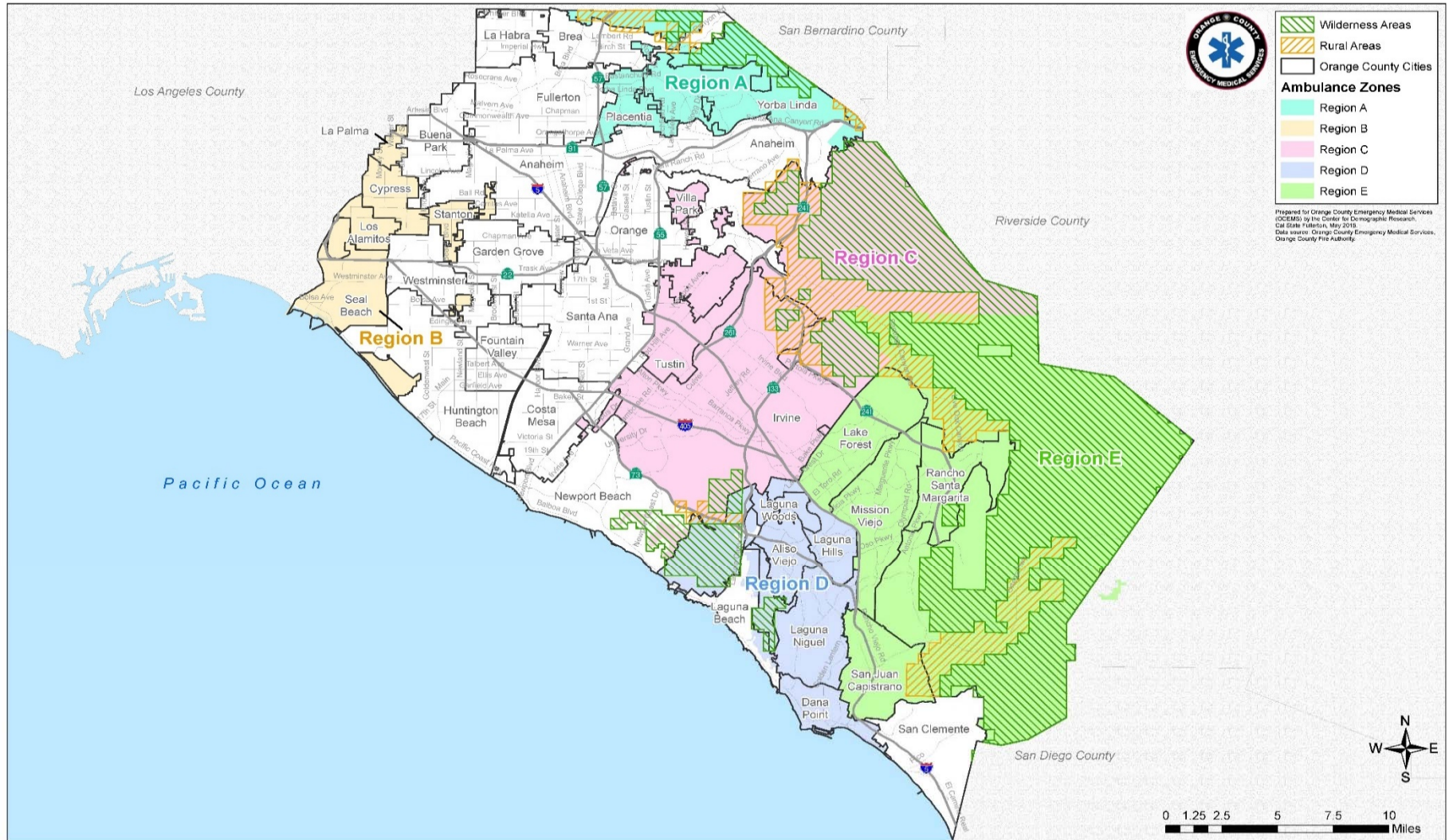
Penalties are assessed for late responses that increase according to the number of minutes the emergency ambulance is delayed past the mandated response time. In addition, when the response time standard exceeds 90% in an EOA each calendar month, Performance Credits are applied toward total penalties assessed per call on a monthly basis.

The process for determining response time compliance includes a review of late response Exception or Exemption Requests each month for each EOA to determine if a delay in response may be attributable to factors outside of the reasonable control of the ambulance provider. As identified in the contract, Exception requests for late responses include multi-casualty disasters, unusual system overload, delays due to traffic secondary to incident, non-existent address, location change, inclement weather, etc. Exemption requests include stopping the clock when the first unit arrives on scene, time corrections, on-scene times not captured by dispatch; crew did not verbalize on-scene, upgraded responses, etc.

Total transports are calculated quarterly and are based on calls originating from the 9-1-1 system that result in ambulance transportation of a patient to a hospital.

Through physical site visits, OCEMS provides oversight and monitoring of the performance-based contracts to ensure high quality 9-1-1 Emergency Ambulance medical care and transportation services are provided 24 hours per day, 7 days a week to Orange County residents. Further, Public Education/Outreach Activities are offered by the ambulance providers to improve community health by implementing education programs that emphasize preventative health care.

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
ALL REGIONS



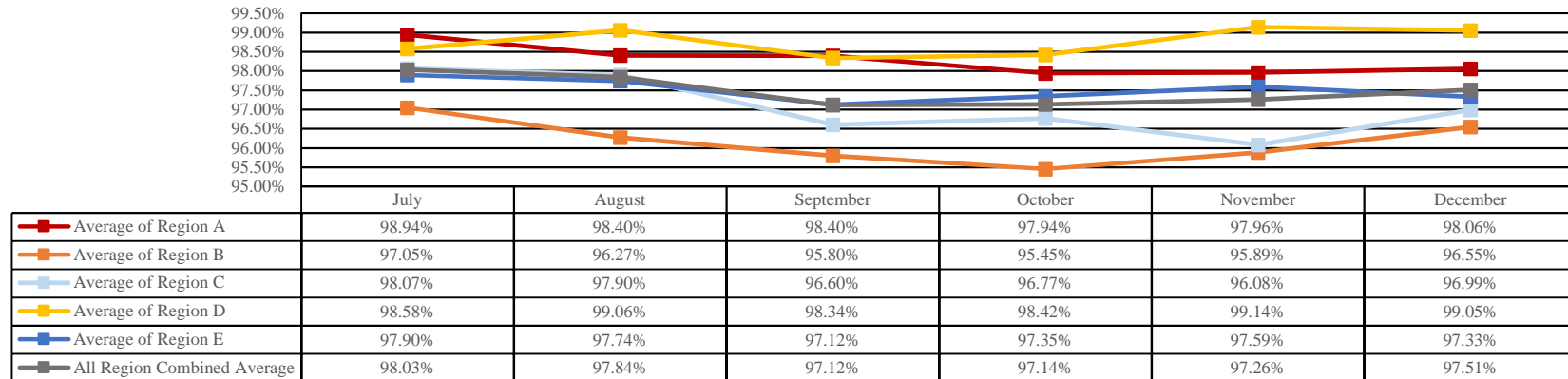
SECTION 1.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
ALL REGIONS**



Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Penalty Assessment

ASSESSMENT DETAILS JULY-DECEMBER	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
LATE RUNS	60	268	318	103	241	990
*PENALTIES ASSESSED	\$1,770.00	\$7,700.00	\$10,115.00	\$2,290.00	\$7,120.00	\$28,995.00
**FINAL ASSESSMENT	\$241.00	\$2,344.00	\$2,273.25	\$229.00	\$1,424.00	\$6,511.25
***IMPROPERLY CERTIFIED PERSONNEL	\$0.00	\$0.00		\$23,500.00		\$23,500.00

* Penalty reflects penalty assessments after all exception and exemption requests have been processed.
 **Final Assessment reflects the assessments due after performance credit is calculated and applied. The performance credit is calculated based on compliance percentage. The table for the calculations is based on the agreed upon contract in Exhibit A, Section IV., Table 5 "Performance Credits".
 *** Penalties assessed to contractor for staffing an ambulance with improperly certified personnel resulting in records outstanding in regions C, D, and E. Penalty of \$250 per occurrence for a total of 94 occurrences.

Penalty Assessments \$30,011.25

Performance Credits	
% Compliance Credit	
91-92%	10%
92.01-93%	20%
93.01-94%	30%
94.01-95%	50%
95.01-96%	65%
96.01-97%	75%
97.01-98%	80%
98.01+	90%

Performance Credit Offset

For each designated EOA in which the CONTRACTOR'S compliance with the Response Time Standard exceeds ninety percent (90%) in each calendar month, performance credits shall be applied against the total penalties for Per Call Response Time Penalties. For the purpose of performance credits, Response Time Compliance for each calendar month shall be based on the overall average of all Response Times for all code priorities and geographical zones within EOAs for that month. Performance credits shall be allocated each calendar month. The table "Performance Credits" (below), found in Exhibit A, Section IV., Table 5, demonstrates the performance credit earned for each percentage exceeding the ninety percent (90%) Response Time

Final Penalty Assessment

During the final assessment, all performance credits are applied to the original penalty amount. For example, if a total penalty assessment is equal to \$2,500, and an ambulance service provider achieves a performance credit of 90%, the final assessment is \$250. This final assessment is the invoiced amount labeled "Total Penalties Assessed" on the Penalty Assessment Invoice.

SECTION 1.2



**Exception/Exemption Requests/Month
 9-1-1 EMERGENCY AMBULANCE
 Mid - Year Compliance Report
 July - December 2019
 ALL REGIONS**



Mid-Year Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JULY	2	46	67	46	60	221
AUGUST	4	91	85	44	62	286
SEPTEMBER	5	83	91	47	70	296
OCTOBER	10	89	74	60	51	284
NOVEMBER	11	83	55	42	54	245
DECEMBER	5	50	50	42	42	189
TOTAL	37	442	422	281	339	1521
APPROVALS	35	441	420	279	336	1511
DENIALS	2	1	2	2	3	10

The process for determining response time compliance includes a review of late response exception or exemption requests each month for each EOA to determine if a delay in response may be attributed to factors outside of the reasonable control of the ambulance provider.

Exception / Exemption requests for late response are identified in the contract. Examples of exception requests include multi-casualty disasters, unusual system overload, delays due to traffic secondary to incident, non-existent address, location change, inclement weather, etc. Examples for exemption requests include, stopping the clock when the first unit arrives on scene, time corrections, on scene times not captured by dispatch, crew did not verbalize on scene, upgraded response, etc.

If an exception / exemption request is justified by documentation, it is approved. Approved exception / exemption responses are not included in monthly response time compliance calculations.

SECTION 1.3



Transports
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
ALL REGIONS

Mid-Year 9-1-1 Transports by City

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	180	167	180	190	187	191	1095
	Yorba Linda	210	210	197	195	220	249	1281
	Brea Unincorporated	1	2	4	4	1	1	13
	Region A Total	391	379	381	389	408	441	2389
B	Cypress	175	203	149	171	155	172	1025
	La Palma	59	63	63	78	56	69	388
	Los Alamitos	92	107	87	127	117	110	640
	Seal Beach	234	215	182	194	205	226	1256
	Stanton	202	205	203	217	178	245	1250
	Unincorporated	36	60	47	46	36	43	268
Region B Total	798	853	731	833	747	865	4827	
C	Tustin	381	423	374	382	360	395	2315
	Irvine	732	768	703	787	773	754	4517
	Villa Park	29	18	21	21	23	21	133
	Unincorporated	43	38	45	43	32	53	254
Region C Total	1185	1247	1143	1233	1188	1223	7219	
D	Aliso Viejo	130	141	150	147	146	130	844
	Dana Point	173	174	177	155	161	150	990
	Laguna Hills	192	198	134	185	180	167	1056
	Laguna Niguel	229	193	203	214	195	204	1238
	Laguna Woods	249	269	261	278	274	282	1613
	Unincorporated	0	0	1	0	0	1	2
Region D Total	973	975	926	979	956	934	5743	
E	Lake Forest	263	263	262	280	269	316	1653
	Mission Viejo	414	434	396	408	425	460	2537
	Rancho Santa Margarita	122	113	117	122	124	136	734
	San Juan Capistrano	208	215	231	248	229	216	1347
	Unincorporated	90	92	75	91	91	93	532
Region E Total	1097	1117	1081	1149	1138	1221	6803	
ALL REGIONS	Total	4444	4571	4262	4583	4437	4684	26981

SECTION 1.4



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
ALL REGIONS



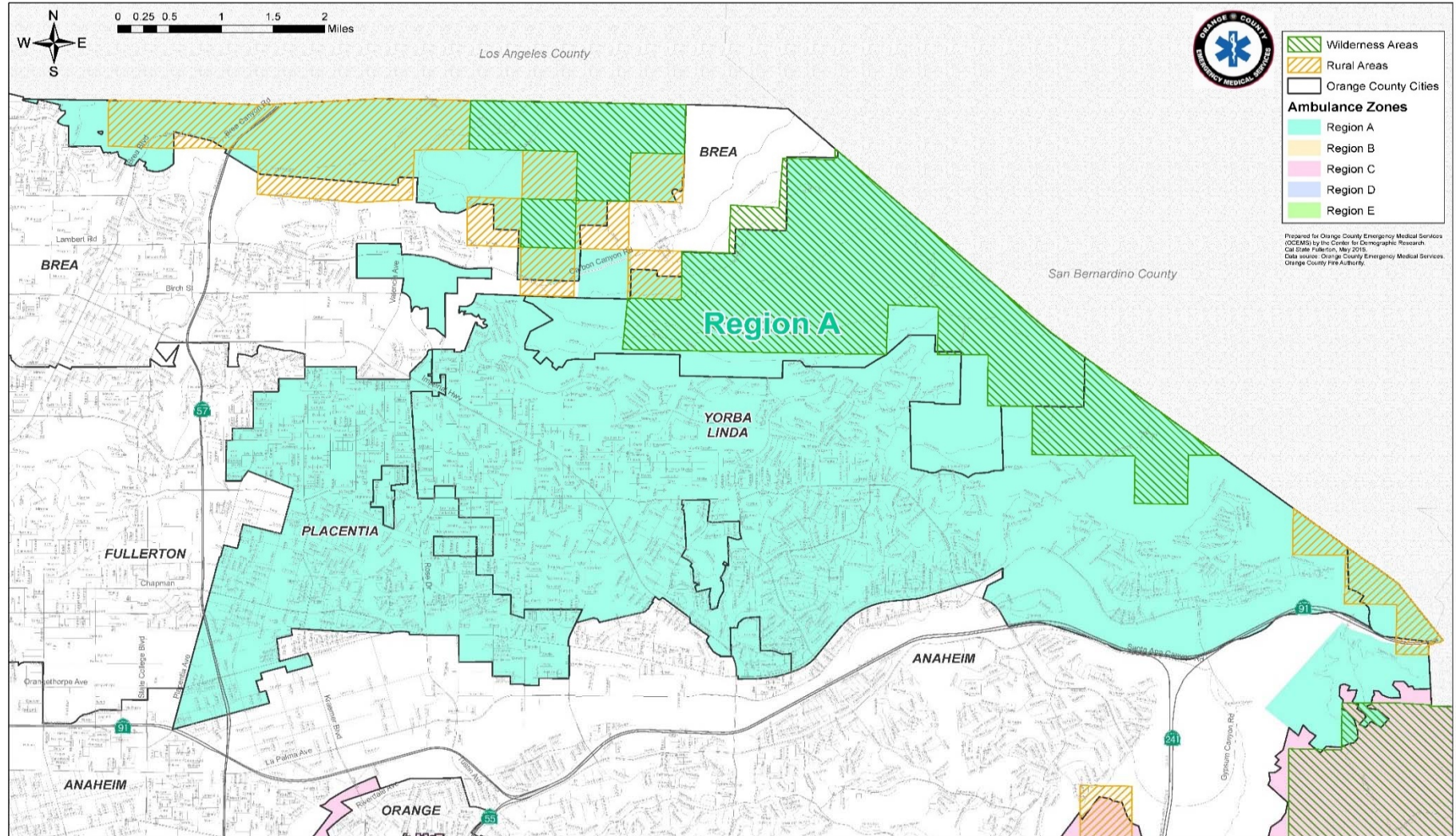
Public Education/Outreach Activities by Hours

MONTH	Region A	Region B	Region C	Region D	Region E	Number of Community Outreach Events Hours
JULY	3	32	35	14	35	119
AUGUST	3	0	4	11	0	18
SEPTEMBER	20.5	0	1	0	11	32.5
OCTOBER	7	16	62	0	4	89
NOVEMBER	3	6	0	1	1	11
DECEMBER	0	12	8	11	11	42

Total Number of Community Events Hours **311.5**

Providers develop and implement public education / outreach programs to improve community health and education programs that emphasize preventive health care, which include cardiopulmonary resuscitation and AED training.

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
REGION A



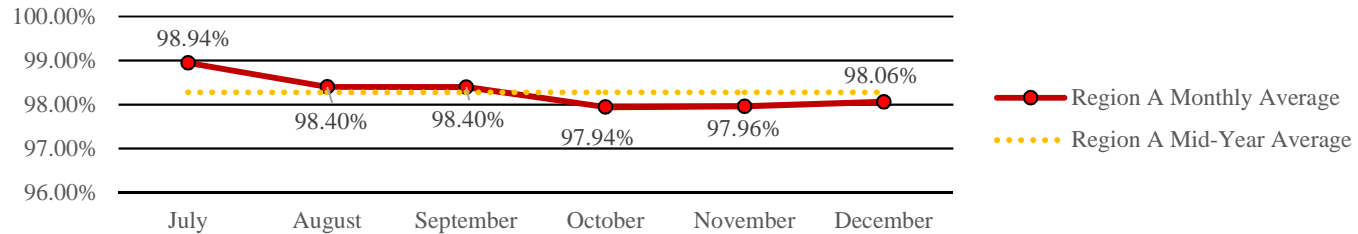
SECTION 2.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
July - December 2019**



Region A Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region A Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Late Runs	6	9	9	12	12	12	60
	Penalty	\$340.00	\$315.00	\$160.00	\$310.00	\$330.00	\$315.00	\$1,770.00
	<i>Final Assessment</i>	<i>\$34.00</i>	<i>\$31.50</i>	<i>\$16.00</i>	<i>\$62.00</i>	<i>\$66.00</i>	<i>\$31.50</i>	<i>\$241.00</i>

Region A Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Requested	2	4	5	10	11	5	37
	Approved	2	4	5	8	11	5	35

Region A Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	180	167	180	190	187	191	1095
	Yorba Linda	210	210	197	195	220	249	1281
	Brea	1	2	4	4	1	1	13
	<i>Region A Total</i>	<i>391</i>	<i>379</i>	<i>381</i>	<i>389</i>	<i>408</i>	<i>441</i>	<i>2389</i>



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
July - December 2019

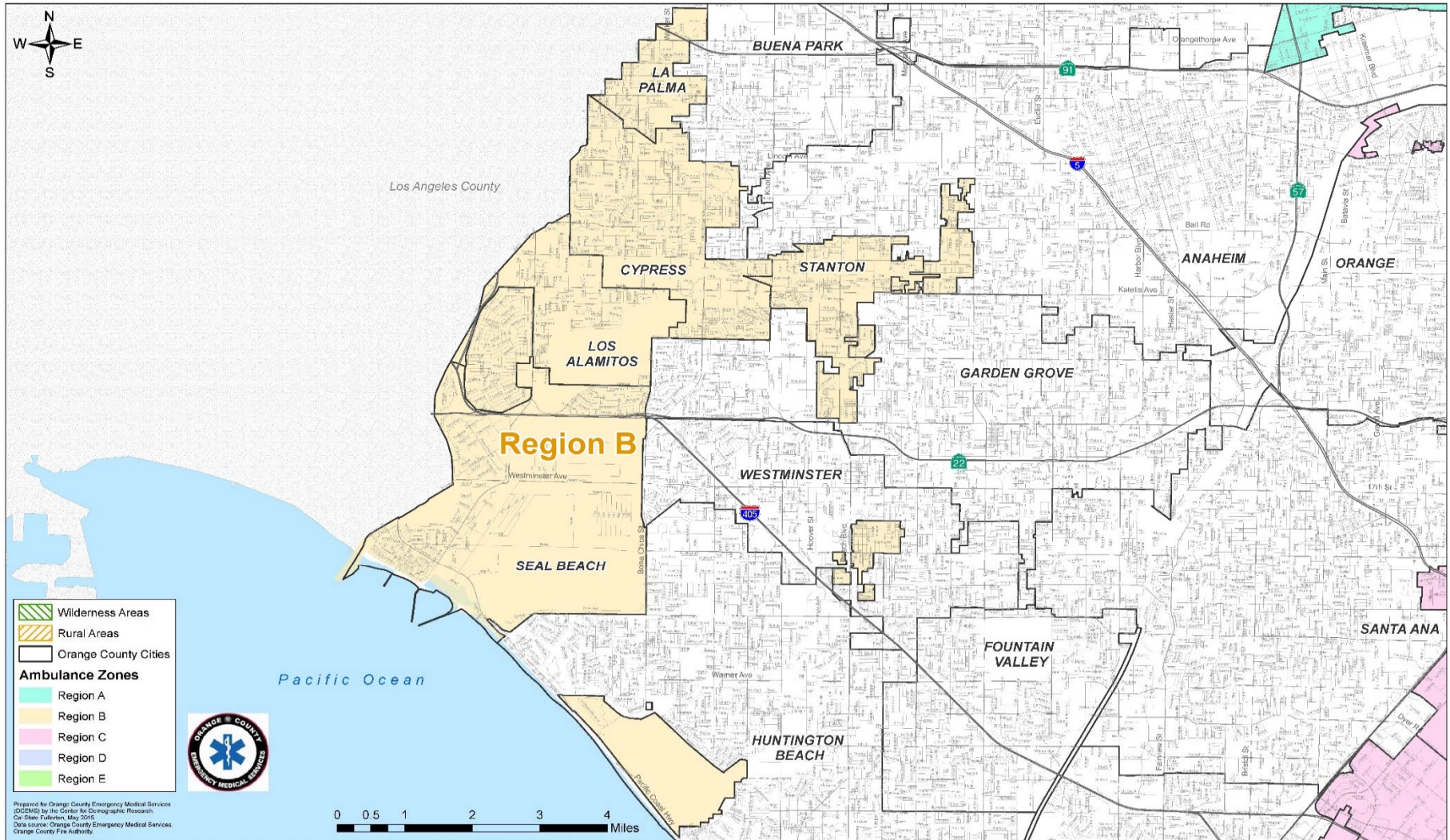


Public Education/Outreach Events by Type/Hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
BLS/CPR FOR HEALTHCARE - CPR TRAINING	3	-	-	-	-	-
NATIONAL NIGHT OUT - WATER SAFETY	-	3	-	-	-	-
HEARTSAVER CPR	-	-	3	-	-	-
ST. MARTINS CHURCH, OKTOBERFEST - WATER SAFETY	-	-	13.5	-	-	-
FRIENDS AND FAMILY CPR	-	-	4	-	-	-
PLACENTIA HERITAGE PARADE - WATER SAFETY	-	-	-	7	-	-
CAREER DAY EVENT - STOP THE BLEED	-	-	-	-	3	-
TOTAL HOURS	3	3	20.5	7	3	0

Total Community Events Hours 36.5

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
REGION B



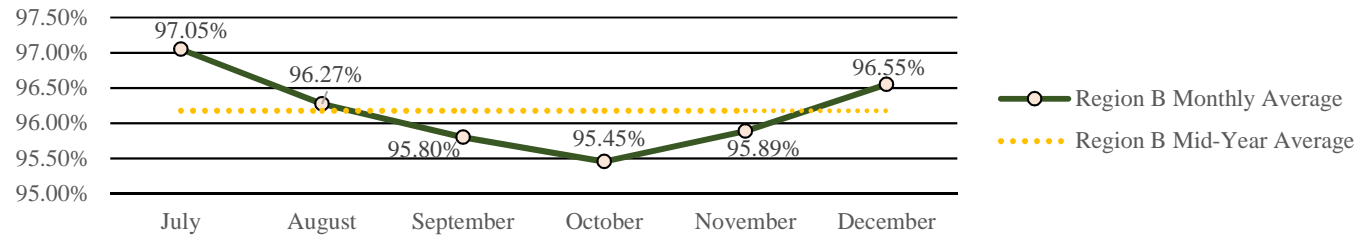
SECTION 3.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2019**



Region B Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region B Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Late Runs	34	46	46	54	45	43	268
	Penalty	\$750.00	\$1,020.00	\$1,100.00	\$2,000.00	\$1,465.00	\$1,365.00	\$7,700.00
	<i>Final Assessment</i>	\$150.00	\$255.00	\$385.00	\$700.00	\$512.75	\$341.25	\$2,344.00

Region B Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Requested	46	91	83	89	83	50	442
	Approved	46	91	83	88	83	50	441

Region B Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Cypress	175	203	149	171	155	172	1025
	La Palma	59	63	63	78	56	69	388
	Los Alamitos	92	107	87	127	117	110	640
	Seal Beach	234	215	182	194	205	226	1256
	Stanton	202	205	203	217	178	245	1250
	Unincorporated	36	60	47	46	36	43	268
	<i>Region B Total</i>	798	853	731	833	747	865	4827

SECTION 3.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2019



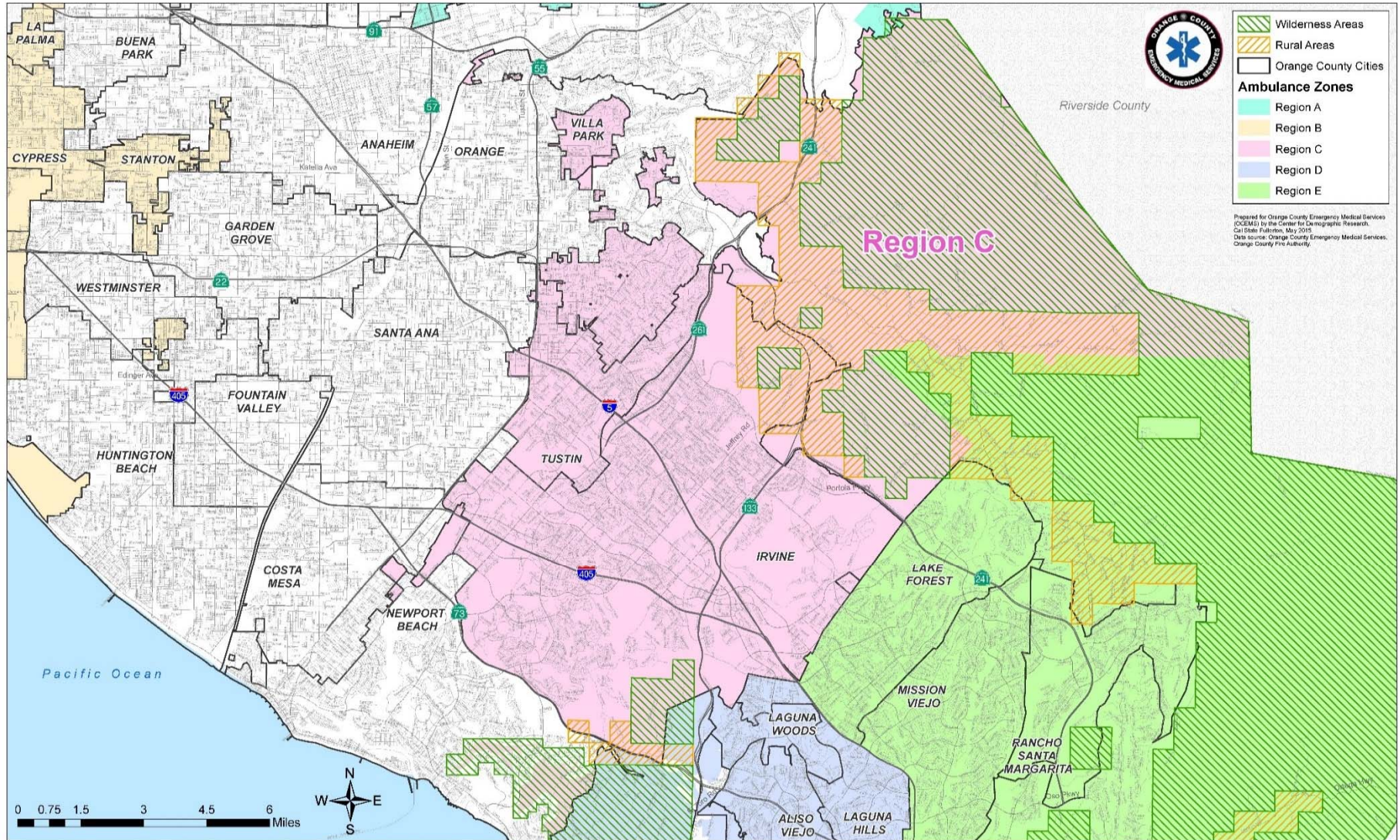
Public Education/Outreach Events by Type/Hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
CYPRESS 3rd OF JULY CELEBRATION - EMS FOR KIDS	5	-	-	-	-	-
LOS ALAMITOS JULY 4th FIREWORKS SPECTACULAR - EMS FOR KIDS	6	-	-	-	-	-
WEST COUNTY - CERT	16	-	-	-	-	-
LOS ALAMITOS - HOCPR	5	-	-	-	-	-
BOYS AND GIRLS CLUB - HOCPR	-	-	-	2	-	-
SEAL BEACH - CERT	-	-	-	4	-	-
NEIGHBOR TO NEIGHBOR - HOCPR	-	-	-	4	-	-
SEAL BEACH TRICK OR TREAT - EMS FOR KIDS	-	-	-	6	-	-
SEAL BEACH CHRISTMAS TREE - EMS FOR KIDS	-	-	-	-	6	-
LOS ALAMITOS WINTER WONDER - EMS FOR KIDS	-	-	-	-	-	2
CYPRESS HOLIDAY EVENT - EMS FOR KIDS	-	-	-	-	-	5
ROSSMOOR WINTER FESTIVAL - EMS FOR KIDS	-	-	-	-	-	5
TOTAL HOURS	32	0	0	16	6	12

Total Community Events Hours

66

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
REGION C



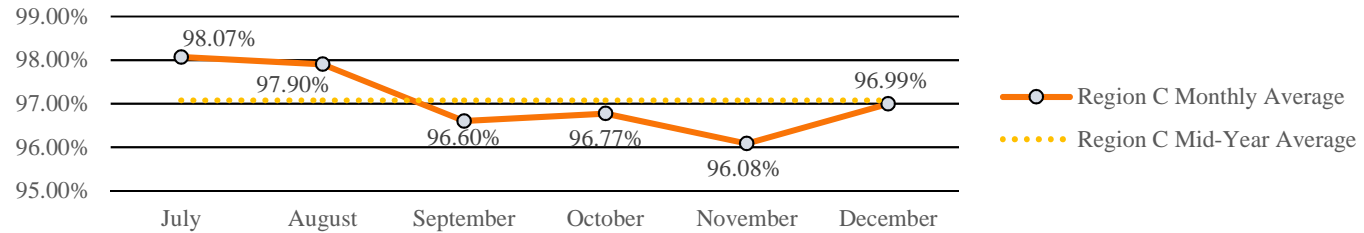
SECTION 4.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2019**



Region C Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region C Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Late Runs	35	38	59	61	69	56	318
	Penalty	\$1,315.00	\$1,165.00	\$1,525.00	\$2,480.00	\$2,435.00	\$1,195.00	\$10,115.00
	<i>Final Assessment</i>	\$131.50	\$233.00	\$381.25	\$620.00	\$608.75	\$298.75	\$2,273.25

Region C Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Requested	67	85	91	74	55	50	422
	Approved	67	84	91	73	55	50	420

Region C Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Tustin	381	423	374	382	360	395	2315
	Irvine	732	768	703	787	773	754	4517
	Villa Park	29	18	21	21	23	21	133
	Unincorporated	43	38	45	43	32	53	254
	<i>Region C Total</i>	1185	1247	1143	1233	1188	1223	7219



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2019

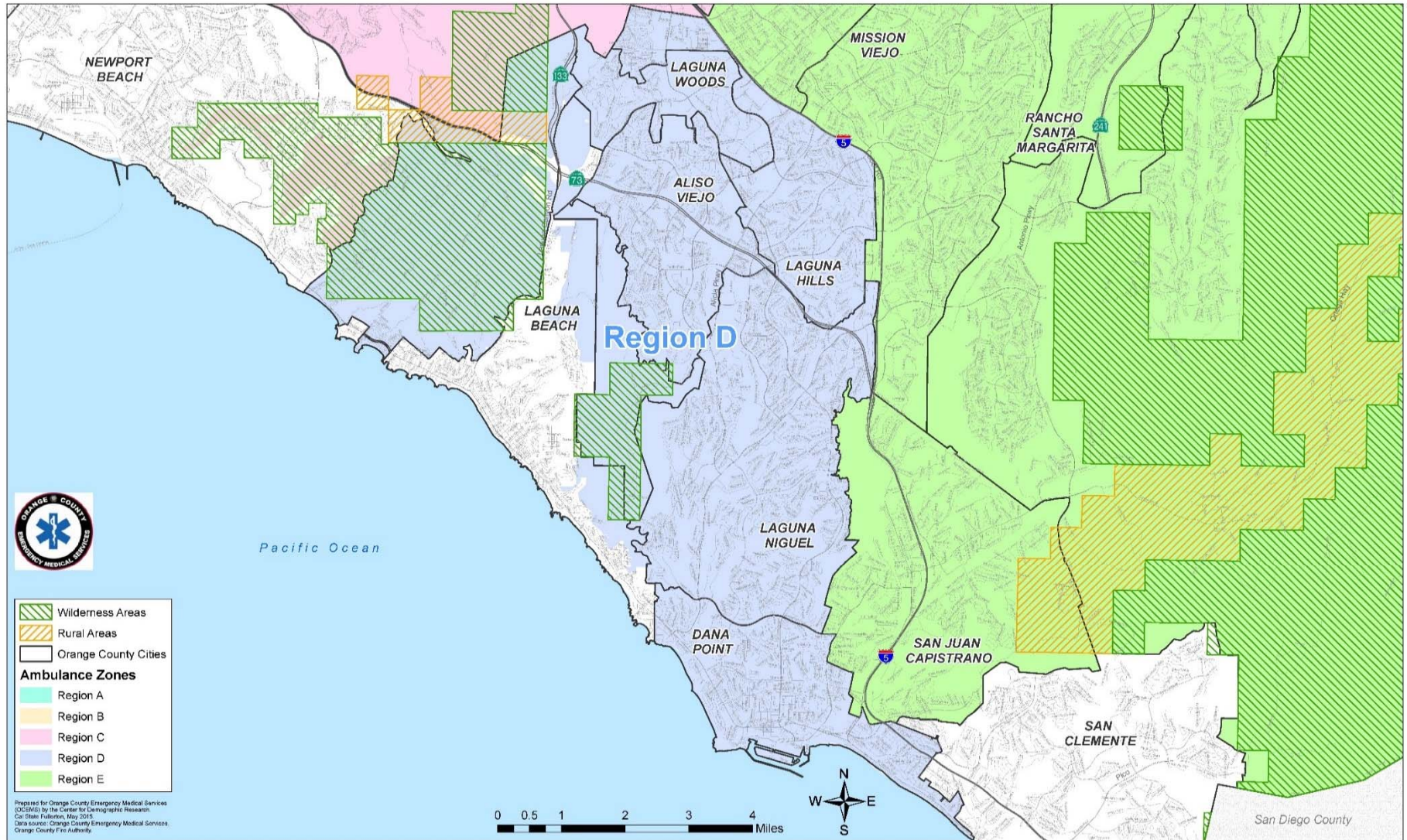


Public Education/Outreach Events by Type/Hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
IRVINE PD CONCERT - EMS FOR KIDS	9	-	-	-	-	-
IRVINE SUMMER CONCERT - HOCPR	15	4	-	-	-	-
IRVINE KINDERCARE - COMMUNITY HELPERS	2	-	-	-	-	-
RAMS PRESEASON CAMP - DROWNING PREVENTION	9	-	-	-	-	-
DREAM OF AMERICA - EMS FOR KIDS	-	-	1	-	-	-
TUSTIN TILLER DAYS - EMS FOR KIDS	-	-	-	8	-	-
OCFA OPEN HOUSE - HOCPR	-	-	-	8	-	-
IRVINE GLOBAL FESTIVAL - HOCPR	-	-	-	18	-	-
OC PATHWAYS - CAREERS IN EMS	-	-	-	-	-	8
TUSTIN TILLER DAYS - HOCPR	-	-	-	28	-	-
TOTAL HOURS	35	4	1	62	0	8

Total Community Events Hours 110

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2019
REGION D



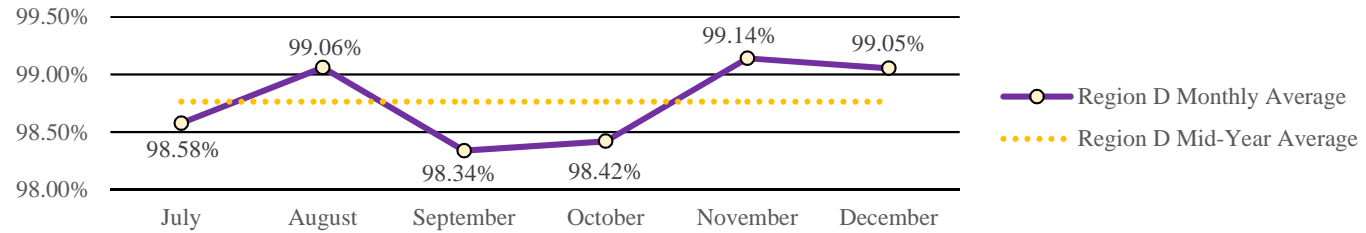
SECTION 5.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2019**



Region D Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region D Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Late Runs	20	13	22	23	12	13	103
	Penalty	\$540.00	\$270.00	\$505.00	\$540.00	\$115.00	\$320.00	\$2,290.00
	<i>Final Assessment</i>	\$54.00	\$27.00	\$50.50	\$54.00	\$11.50	\$32.00	\$229.00

Region D Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Requested	46	44	47	60	42	42	281
	Approved	46	44	47	60	42	40	279

Region D Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Aliso Viejo	130	141	150	147	146	130	844
	Dana Point	173	174	177	155	161	150	990
	Laguna Hills	192	198	134	185	180	167	1056
	Laguna Niguel	229	193	203	214	195	204	1238
	Laguna Woods	249	269	261	278	274	282	1613
	Unincorporated	0	0	1	0	0	1	2
	<i>Region D Total</i>		973	975	926	979	956	934

SECTION 5.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2019



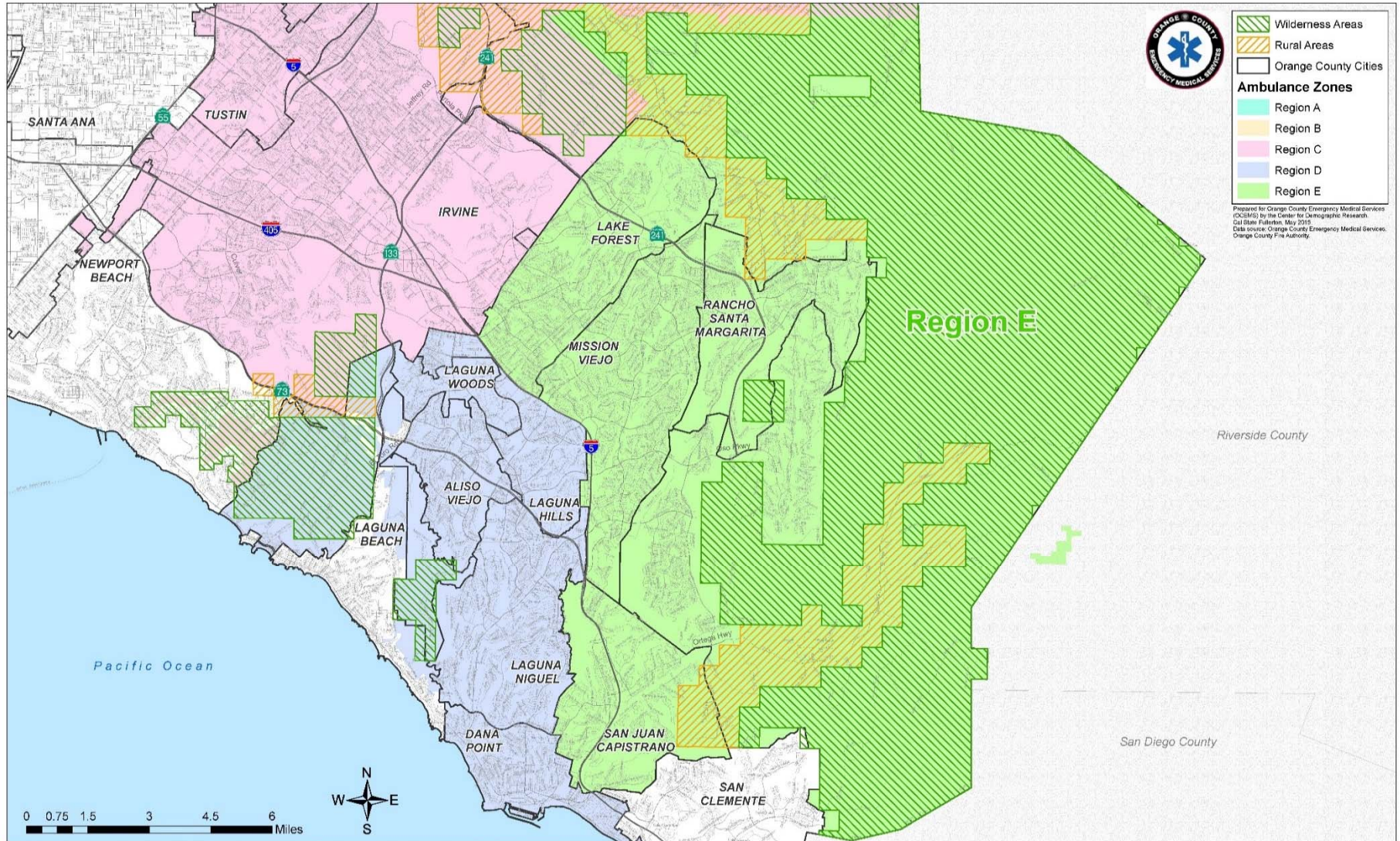
Public Education/Outreach Events by Type/Hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
AVCA CNCERT - FIRST AID/EMS FOR KIDS	10	11	-	-	-	-
AVCA MOVIE - FIRST AID/EMS FOR KIDS	4	-	-	-	-	-
COASTLINE ROP - SKILLS	-	-	-	-	1	-
OC EMT - SKILLS	-	-	-	-	-	11
TOTAL HOURS	14	11	0	0	1	11

Total Community Events Hours 37

SECTION 5.3

9-1-1 EMERGENCY AMBULANCE
 Mid - Year Compliance Report
 July - December 2019
 REGION E



Prepared for Orange County Emergency Medical Services (OCEMS) by the Center for Demographic Research, Cal State Fullerton, May 2019.
 Data source: Orange County Emergency Medical Services, Orange County Fire Authority.

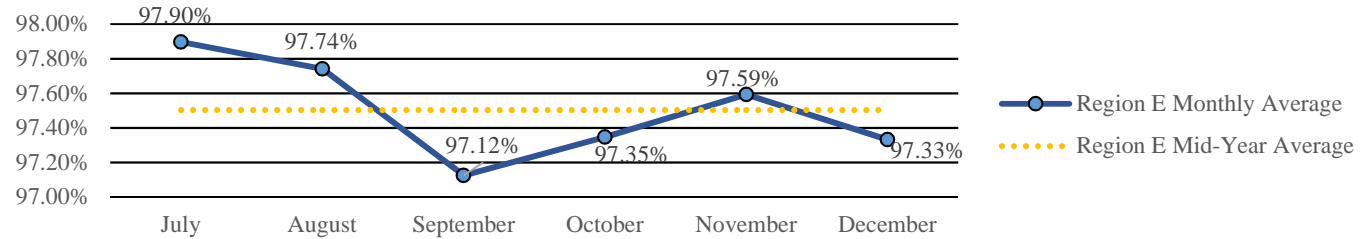
SECTION 6.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2019**



Region E Mid-Year Ambulance Contract Response Time Compliance - Contract Standard is 90%



Region E Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Late Runs	33	36	45	44	38	45	241
	Penalty	\$970.00	\$930.00	\$1,290.00	\$1,770.00	\$1,075.00	\$1,085.00	\$7,120.00
	Final Assessment	\$194.00	\$186.00	\$258.00	\$354.00	\$215.00	\$217.00	\$1,424.00

Region E Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Requested	60	62	70	51	54	42	339
	Approved	58	62	69	51	54	42	336

Region E Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Lake Forest	263	263	262	280	269	316	1653
	Mission Viejo	414	434	396	408	425	460	2537
	Rancho Santa Margarita	122	113	117	122	124	136	734
	San Juan Capistrano	208	215	231	248	229	216	1347
	Unincorporated	90	92	75	91	91	93	532
	Region E Total		1097	1117	1081	1149	1138	1221



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2019



Public Education/Outreach Events by Type/Hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
LAKE FOREST 4TH OF JULY - FIRST AID/EMS FOR KIDS	5	-	-	-	-	-
MISSION VIEJO STREET FAIRE - FIRST AID/EMS FOR KIDS	11	-	-	-	-	-
SJC 4TH OF JULY CARNIVAL - FIRST AID/EMS FOR KIDS	11	-	-	-	-	-
CASTA DEL SOL BLOCK CAPTAINS MEETING - HOCPR	8	-	-	-	-	-
LAKE FOREST CERT - HOCPR	-	-	5	-	-	-
LAKE FOREST CERT - STOP THE BLEED	-	-	6	-	-	-
SO COUNTY DISASTER PREP	-	-	-	4	-	-
COASTLINE ROP - SKILLS	-	-	-	-	1	-
OC EMT - SKILLS	-	-	-	-	-	11
TOTAL HOURS	35	0	11	4	1	11

Total Community Events Hours 62