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Date: September 4, 2020

To: EMS System Distribution

From: Adrian Rodriguez 
EMS Performance Chief

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

Orange County Emergency Medical Services FY19/20 Annual Report on the 9-1-1 Basic Life Support Emergency Ambulance Response, Transportation and Related Services (EATS) Contract provides a review of the performance of Care Ambulance Service, Inc. and Emergency Ambulance Service, Inc. from July 2019 through June 2020.

The 9-1-1 EATS contract establishes accountability for meeting specific performance-based standards and affords the Orange County Emergency Medical Services (OCEMS) Performance Section 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 and visitors.

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 EOA's do not reflect city and or supervisorial district boundaries.

On May 19, 2014, a Request for Proposal for the 9-1-1 EATS contract was released. On April 28, 2015 following an evaluation process, the Board of Supervisors awarded the contracts with services commencing on June 1, 2015 for the initial 2015-2020 EATS contract. On March 19, 2019 OCHCA released a Request for Proposal for the second 9-1-1 EATS five year contract. On January 28, 2020 following an evaluation

process, the Board of Supervisors awarded the contracts with services commencing on June 1, 2020 for the second, five year 9-1-1 EATS contract to the following:

Emergency Ambulance Service, Inc.	EOA	A
Care Ambulance Service, Inc.	EOA's	B, C, D, E

The attached reports summarize overall and individual regional performance from July 2019 through June 2020. A brief description is provided below for response time compliance; penalty assessments; performance credits; exception/exemption requests; total transports; and community outreach activities.

The Response Time Standard as required contractually is 90% from July 2019 to May 2020 and adjusted to 95% for June 2020 for the 2020-2025 EATS contract. Response Time 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).

The combined all monthly response time compliance for all geographical ambulance response zones for this time period exceeded the 90th percentile standard set forth by the contract as follows:

Region A: **(97.94% to 99.78%) - Emergency Ambulance Service, Inc.**

Region B: **(95.45% to 99.18%) - Care Ambulance Services, Inc.**

Region C: **(96.08% to 98.19%) - Care Ambulance Services, Inc.**

Region D: **(96.83% to 99.14%) - Care Ambulance Services, Inc.**

Region E: **(96.19% to 98.33%) - Care Ambulance Services, Inc.**

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%, from July 2019-May 2020, in an EOA each calendar month, Performance Credits are applied toward total penalties assessed per call on a monthly basis (Performance Credits are excluded in the new contract starting June 2020).

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.

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.

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 to Orange County residents and visitors. Further, Public Education/Outreach Activities are offered by the ambulance providers to improve community health by implementing education programs that emphasize preventative health care. (Public Education/Outreach Activities have been suspended since March 2020 until further notice by Dr. Carl Schultz, OCEMS Medical Director, due to COVID-19 until further notice.)

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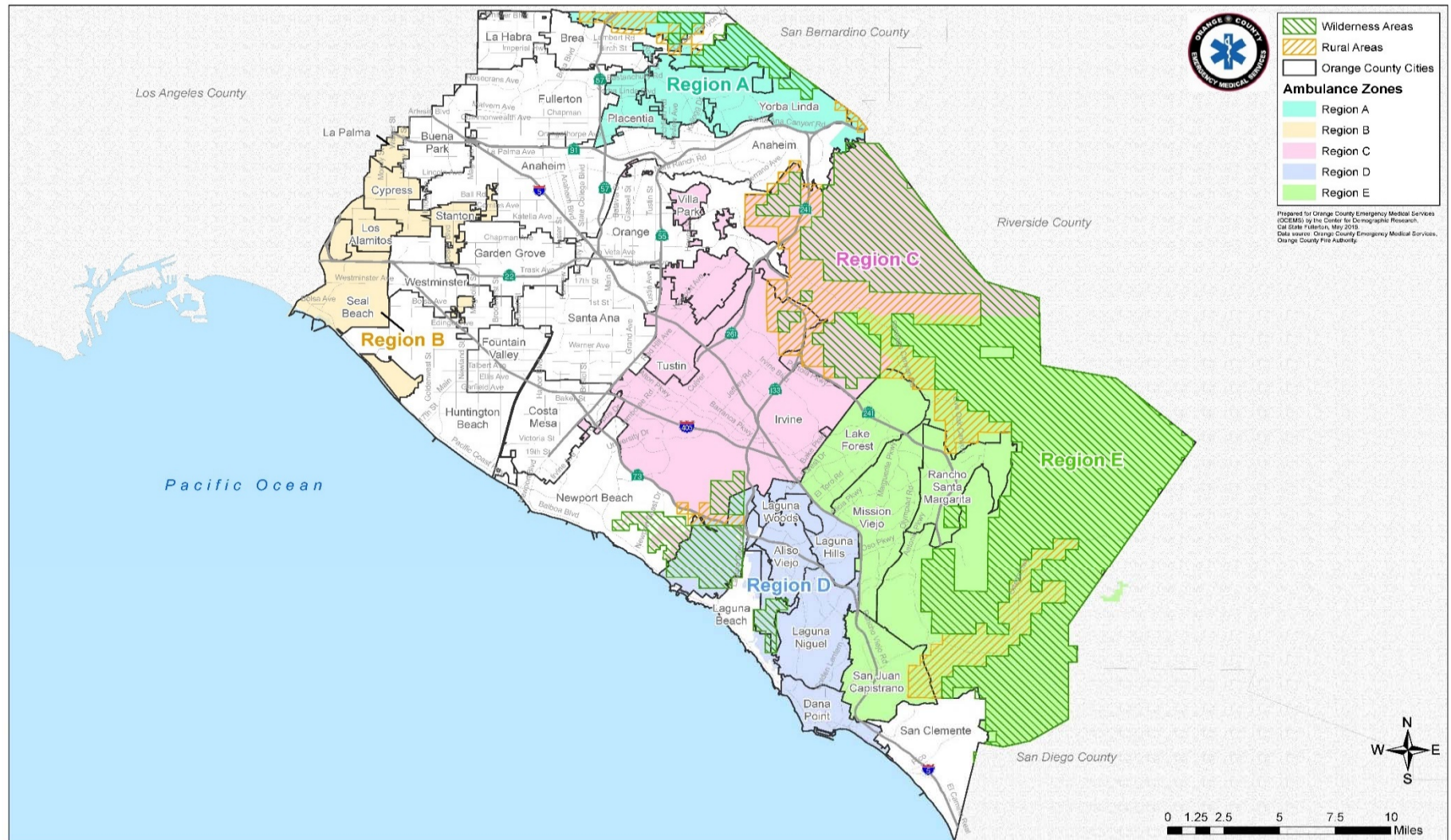
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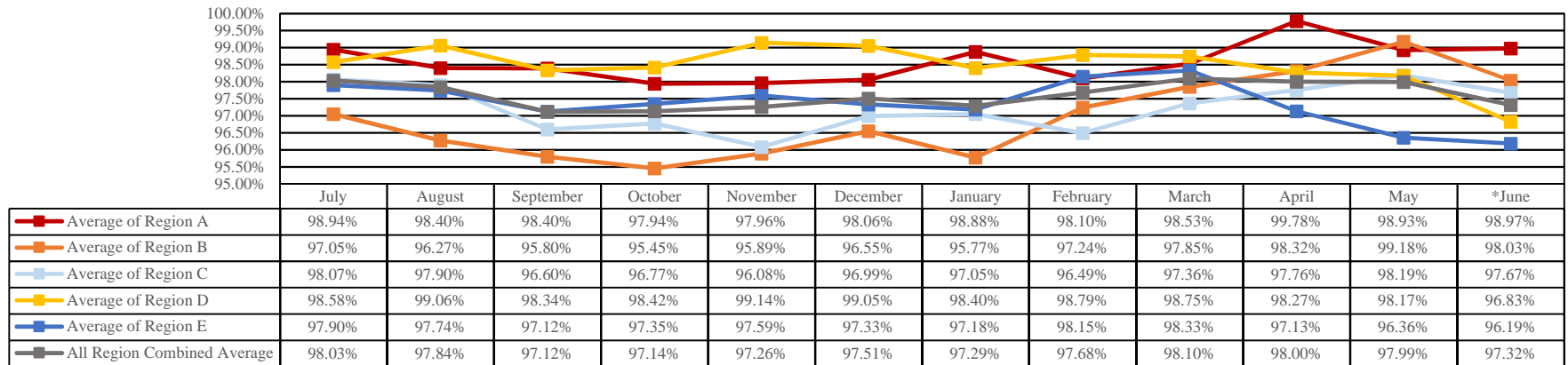
**9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
ALL REGIONS**



SECTION 1.1

Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Annual Compliance Report July 2019 - June 2020 ALL REGIONS

Annual Ambulance Contract Response Time Compliance - Contract Standard is 90%



Penalty Assessment

ASSESSMENT DETAILS JULY-JUNE	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
LATE RUNS	97	425	560	239	478	1799
*PENALTIES ASSESSED	\$3,505.00	\$12,950.00	\$16,585.00	\$6,815.00	\$12,885.00	\$52,740.00
**FINAL ASSESSMENT	\$638.00	\$3,935.25	\$4,255.00	\$2,216.00	\$3,588.00	\$14,632.25
***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 percentages. The table for calculations is based on the agreed upon contract in Exhibit A, Section IV, Table 5, "Performance Credits"					Penalty Assessments	\$38,132.25

* 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.

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 Standard. *June 2020 is the initial month to EATS 2020/2025. EATS 2020/2025 contract no longer awards Performance credit.

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

PERFORMANCE 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%

SECTION 1.2



Exception/Exemption Requests/Month
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
ALL REGIONS



Annual 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
JANUARY	6	96	66	57	54	279
FEBRUARY	8	101	45	62	38	254
MARCH	7	98	54	33	52	244
APRIL	2	86	38	35	33	194
MAY	3	71	35	37	39	185
JUNE	0	0	0	0	0	0
TOTAL	63	894	660	505	555	2677
APPROVALS	61	891	656	503	552	2663
DENIALS	2	3	4	2	3	14

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
Annual Compliance Report
July 2019 - June 2020
ALL REGIONS



Annual 9-1-1 Transports by City

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	180	167	180	190	187	191	189	198	143	162	161	151	2099
	Yorba Linda	210	210	197	195	220	249	238	205	186	132	181	159	2382
	Brea Unincorporated	1	2	4	4	1	1	0	3	2	1	1	6	26
	Region A Total	391	379	381	389	408	441	427	406	331	295	343	316	4507
B	Cypress	175	203	149	171	155	172	167	166	140	132	138	138	1906
	La Palma	59	63	63	78	56	69	82	76	55	40	46	56	743
	Los Alamitos	92	107	87	127	117	110	133	109	106	72	87	94	1241
	Seal Beach	234	215	182	194	205	226	235	177	193	168	189	238	2456
	Stanton	202	205	203	217	178	245	218	215	232	197	214	221	2547
	Unincorporated	36	60	47	46	36	43	74	41	57	36	53	32	561
	Region B Total	798	853	731	833	747	865	909	784	783	645	727	779	9454
C	Tustin	381	423	374	382	360	395	414	310	330	311	264	297	4241
	Irvine	732	768	703	787	773	754	784	683	614	489	511	577	8175
	Villa Park	29	18	21	21	23	21	15	26	17	19	10	20	240
	Unincorporated	43	38	45	43	32	53	47	34	34	19	26	26	440
	Region C Total	1185	1247	1143	1233	1188	1223	1260	1053	995	838	811	920	13096
D	Aliso Viejo	130	141	150	147	146	130	136	140	119	98	100	126	1563
	Dana Point	173	174	177	155	161	150	148	148	144	120	139	158	1847
	Laguna Hills	192	198	134	185	180	167	177	163	151	116	109	117	1889
	Laguna Niguel	229	193	203	214	195	204	233	205	192	161	182	194	2405
	Laguna Woods	249	269	261	278	274	282	287	271	249	182	218	213	3033
	Unincorporated	0	0	1	0	0	1	0	0	0	0	1	6	9
	Region D Total	973	975	926	979	956	934	981	927	855	677	749	814	10746
E	Lake Forest	263	263	262	280	269	316	281	225	250	215	219	231	3074
	Mission Viejo	414	434	396	408	425	460	452	420	368	265	298	352	4692
	Rancho Santa Margarita	122	113	117	122	124	136	139	106	102	96	125	108	1410
	San Juan Capistrano	208	215	231	248	229	216	215	230	204	161	169	162	2488
	Unincorporated	90	92	75	91	91	93	71	78	71	65	68	68	953
	Region E Total	1097	1117	1081	1149	1138	1221	1158	1059	995	802	879	921	12617
ALL REGIONS	Total	4444	4571	4262	4583	4437	4684	4735	4229	3959	3257	3509	3750	50420

SECTION 1.4



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
ALL REGIONS**



Public Education/Outreach Activities by Events

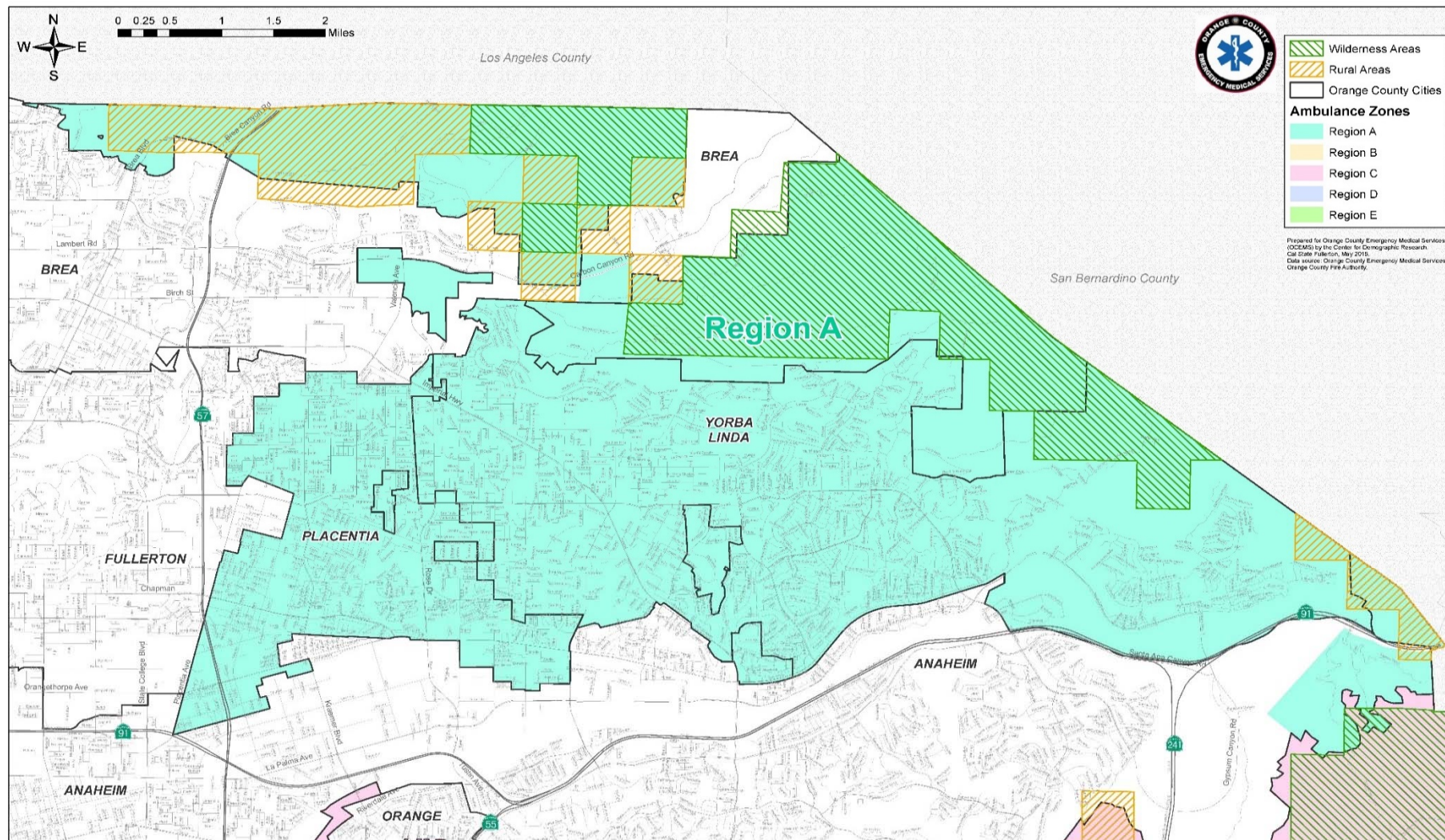
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	3	32	35	14	35	119
AUGUST	3	0	4	11	0	18
SEPTEMBER	20.5	0	1	0	11	32.5
OCTOBER	7	16	62	0	4	89
NOVEMBER	3	6	0	1	1	11
DECEMBER	0	12	8	11	11	42
JANUARY	4	10	8	0	1	23
FEBRUARY	4	8	0	0	6	18
MARCH	3	0	0	8	8	19
APRIL	0	0	0	0	0	0
MAY	0	0	0	0	0	0
JUNE	0	0	0	0	0	0
TOTAL	47.5	84	118	45	77	371.5

Total Number of Community Events 371.5

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. All ambulance contractor held community education events have been suspended since March 16, 2020 by the OCEMS Medical Director, Dr. Carl Schultz, until further notice due to the COVID-19 pandemic.

SECTION 1.5

**9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
REGION A**



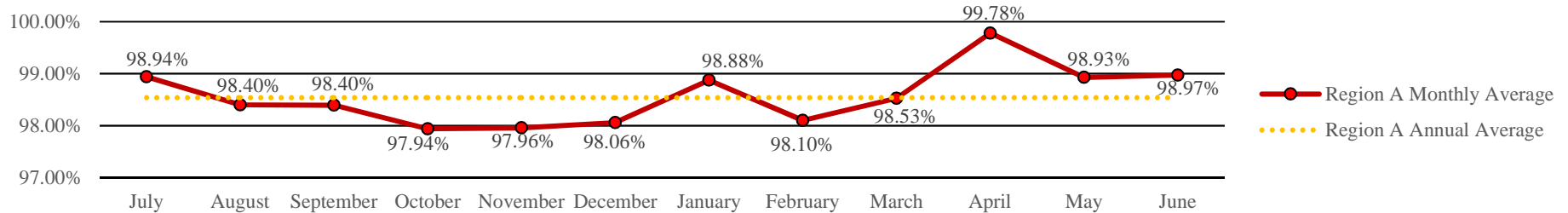
SECTION 2.1



Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Annual Region A Compliance Report July 2019 - June 2020



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



Region A Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Late Runs	6	9	9	12	12	12	7	11	8	1	5	5	97
	Penalty	\$340.00	\$315.00	\$160.00	\$310.00	\$330.00	\$315.00	\$265.00	\$615.00	\$280.00	\$5.00	\$325.00	\$245.00	\$3,505.00
	Final Assessment	\$34.00	\$31.50	\$16.00	\$62.00	\$66.00	\$31.50	\$26.50	\$61.50	\$28.00	\$0.50	\$35.50	\$245.00	\$638.00

Region A Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Requested	2	4	5	10	11	5	6	8	7	2	3	0	63
	Approved	2	4	5	8	11	5	6	8	7	2	3	0	61

Region A Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	180	167	180	190	187	191	189	198	143	162	161	151	2099
	Yorba Linda	210	210	197	195	220	249	238	205	186	132	181	159	2382
	Brea	1	2	4	4	1	1	0	3	2	1	1	6	26
	Region A Total	391	379	381	389	408	441	427	406	331	295	343	316	4507



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region A Compliance Report
July 2019 - June 2020**



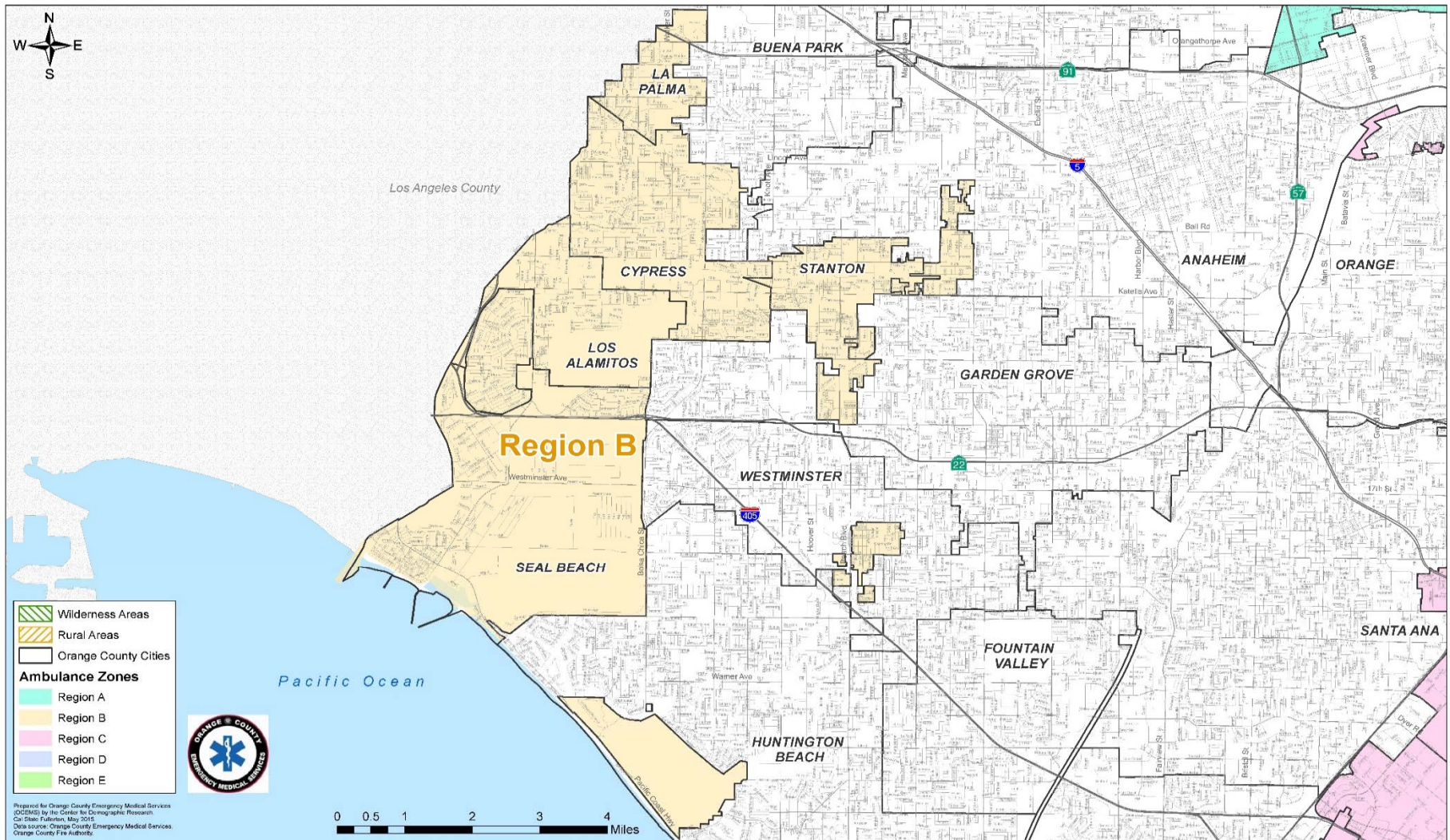
Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
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	-	-	-	4	-	3	-	-	-
PLACENTIA HERITAGE PARADE - WATER SAFETY	-	-	-	7	-	-	-	-	-	-	-	-
CAREER DAY EVENT - STOP THE BLEED	-	-	-	-	3	-	-	-	-	-	-	-
HANDS ONLY CPR	-	-	-	-	-	-	-	4	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL HOURS	3	3	20.5	7	3	0	4	4	3	0	0	0

Total Community Events Hours 47.5

SECTION 2.3

**9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
REGION B**



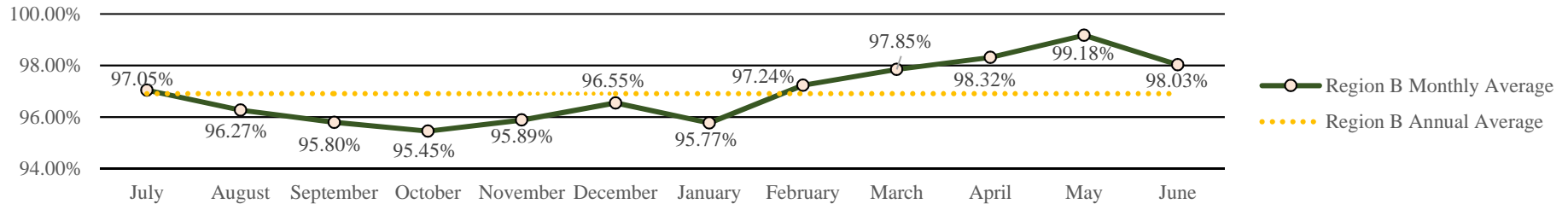
SECTION 3.1



Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Annual Region B Compliance Report July 2019 - June 2020



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



Region B Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Late Runs	34	46	46	54	45	43	54	30	25	17	9	22	425
	Penalty	\$750.00	\$1,020.00	\$1,100.00	\$2,000.00	\$1,465.00	\$1,365.00	\$1,605.00	\$1,560.00	\$725.00	\$670.00	\$205.00	\$485.00	\$12,950.00
	Final Assessment	\$150.00	\$255.00	\$385.00	\$700.00	\$512.75	\$341.25	\$561.75	\$312.00	\$145.00	\$67.00	\$20.50	\$485.00	\$3,935.25

Region B Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Requested	46	91	83	89	83	50	96	101	98	86	71	0	894
	Approved	46	91	83	88	83	50	94	101	98	86	71	0	891

Region B Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Cypress	175	203	149	171	155	172	167	166	140	132	138	138	1906
	La Palma	59	63	63	78	56	69	82	76	55	40	46	56	743
	Los Alamitos	92	107	87	127	117	110	133	109	106	72	87	94	1241
	Seal Beach	234	215	182	194	205	226	235	177	193	168	189	238	2456
	Stanton	202	205	203	217	178	245	218	215	232	197	214	221	2547
	Unincorporated	36	60	47	46	36	43	74	41	57	36	53	32	561
	Region B Total	798	853	731	833	747	865	909	784	783	645	727	779	9454

SECTION 3.2



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region B Compliance Report
July 2019 - June 2020**



Public Education/Outreach Events by type/hour

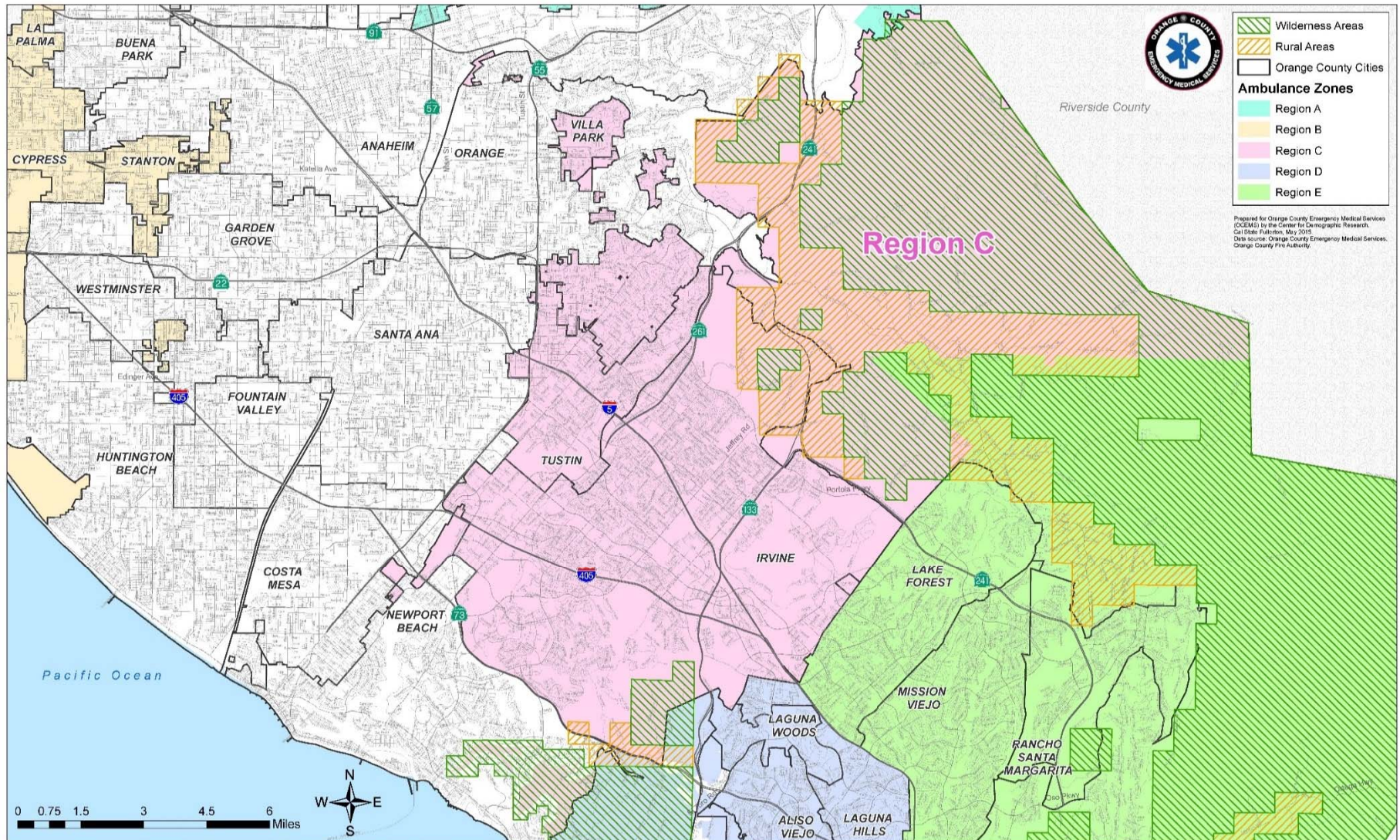
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
CYPRESS 3rd OF JULY CELEBRATION - EMS FOR KIDS	5	-	-	-	-	-	-	-	-	-	-	-
LOS ALAMITOS JULY 4th SPECTACULAR - EMS FOR KIDS	6	-	-	-	-	-	-	-	-	-	-	-
WEST COUNTY - CERT	16	-	-	-	-	-	-	-	-	-	-	-
LOS ALAMITOS - HOCPR	5	-	-	-	-	-	-	-	-	-	-	-
BOYS AND GIRLS CLUB - HOCPR	-	-	-	2	-	-	-	-	-	-	-	-
SEAL BEACH - CERT	-	-	-	4	-	-	-	-	-	-	-	-
NEIGHBOR TO NEIGHBOR - HOCPR	-	-	-	4	-	-	8	8	-	-	-	-
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	-	-	-	-	-	-
KENNEDY HS - HOCPR	-	-	-	-	-	-	2	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL HOURS	32	0	0	16	6	12	10	8	0	0	0	0

Total Community Events Hours

84

SECTION 3.3

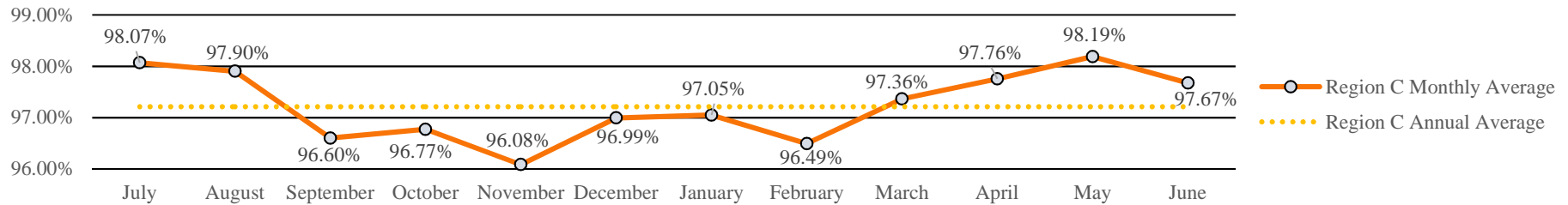
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
REGION C



SECTION 4.1

Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July 2019 - June 2020

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



Region C Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Late Runs	35	38	59	61	69	56	54	57	43	31	24	33	560
	Penalty	\$1,315.00	\$1,165.00	\$1,525.00	\$2,480.00	\$2,435.00	\$1,195.00	\$1,290.00	\$1,705.00	\$1,405.00	\$625.00	\$615.00	\$830.00	\$16,585.00
	Final Assessment	\$131.50	\$233.00	\$381.25	\$620.00	\$608.75	\$298.75	\$258.00	\$426.25	\$281.00	\$125.00	\$61.50	\$830.00	\$4,255.00

Region C Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Requested	67	85	91	74	55	50	66	45	54	38	35	0	660
	Approved	67	84	91	73	55	50	66	45	54	36	35	0	656

Region C Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Tustin	381	423	374	382	360	395	414	310	330	311	264	297	4241
	Irvine	732	768	703	787	773	754	784	683	614	489	511	577	8175
	Villa Park	29	18	21	21	23	21	15	26	17	19	10	20	240
	Unincorporated	43	38	45	43	32	53	47	34	34	19	26	26	440
	Region C Total	1185	1247	1143	1233	1188	1223	1260	1053	995	838	811	920	13096



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July 2019 - June 2020**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
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	-	-	-	-	-	-	-	-
PORTOLA HS CAREERS IN EMS	-	-	-	-	-	-	8	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL HOURS	35	4	1	62	0	8	8	0	0	0	0	0

Total Community Events Hours 118

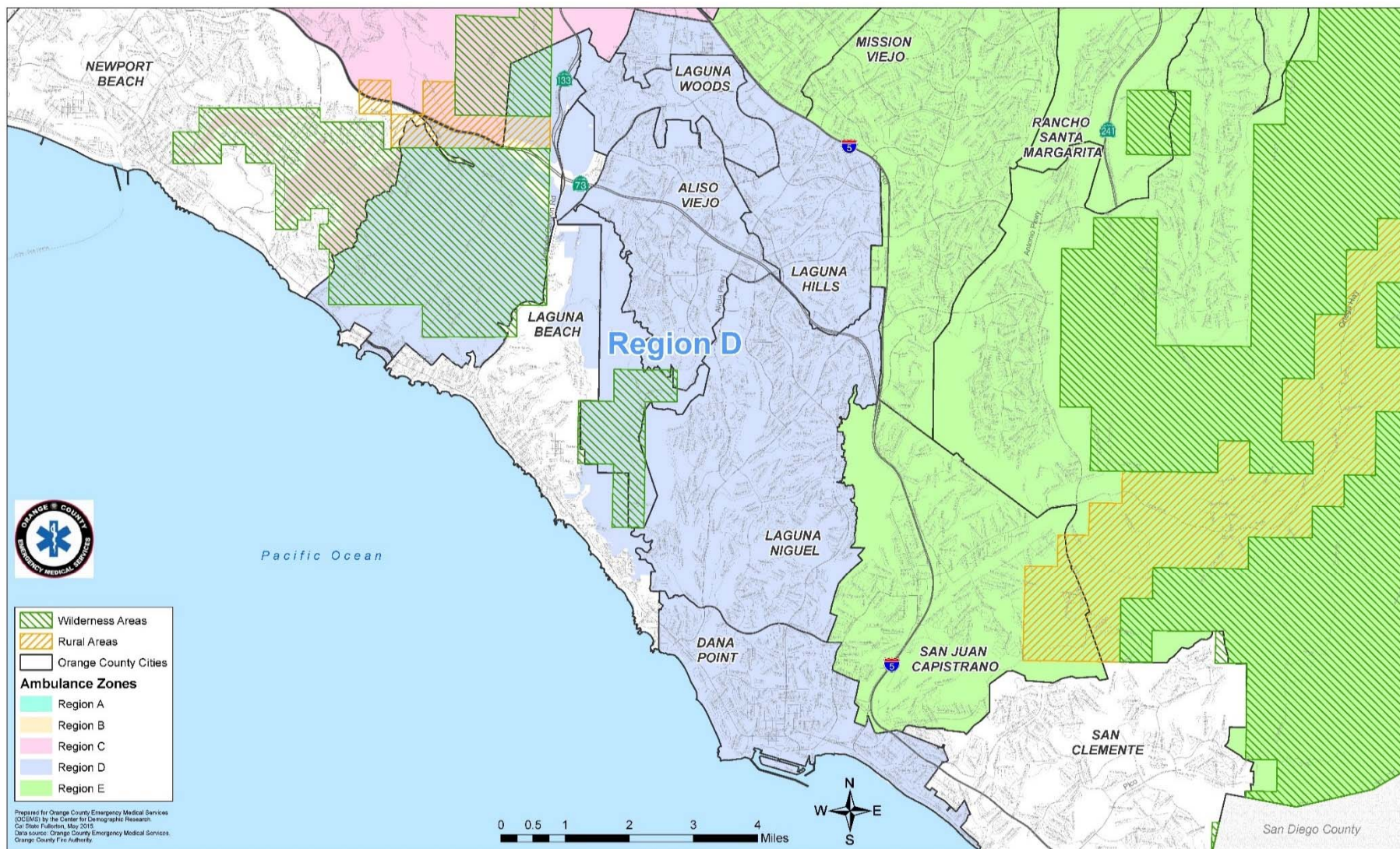
SECTION 4.3

9-1-1 EMERGENCY AMBULANCE

Annual Compliance Report

July 2019 - June 2020

REGION D



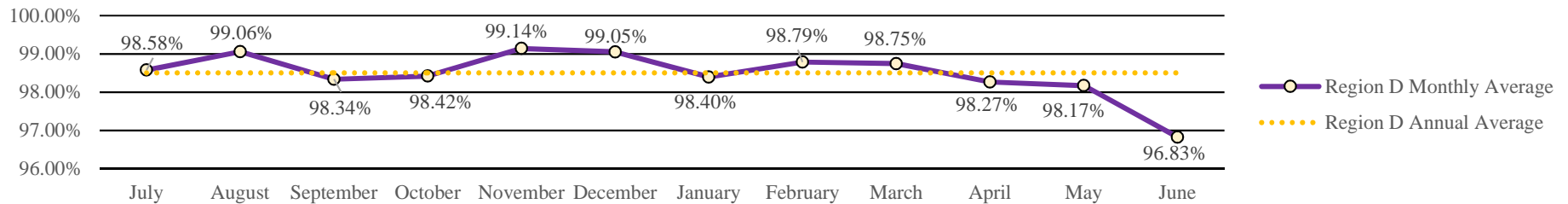
SECTION 5.1



Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Annual Region D Compliance Report July 2019 - June 2020



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



Region D Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Late Runs	20	13	22	23	12	13	23	16	17	20	21	39	239
	Penalty	\$540.00	\$270.00	\$505.00	\$540.00	\$115.00	\$320.00	\$670.00	\$485.00	\$475.00	\$400.00	\$790.00	\$1,705.00	\$6,815.00
	Final Assessment	\$54.00	\$27.00	\$50.50	\$54.00	\$11.50	\$32.00	\$67.00	\$48.50	\$47.50	\$40.00	\$79.00	\$1,705.00	\$2,216.00

Region D Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Requested	46	44	47	60	42	42	57	62	33	35	37	0	505
	Approved	46	44	47	60	42	40	57	62	33	35	37	0	503

Region D Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Aliso Viejo	130	141	150	147	146	130	136	140	119	98	100	126	1563
	Dana Point	173	174	177	155	161	150	148	148	144	120	139	158	1847
	Laguna Hills	192	198	134	185	180	167	177	163	151	116	109	117	1889
	Laguna Niguel	229	193	203	214	195	204	233	205	192	161	182	194	2405
	Laguna Woods	249	269	261	278	274	282	287	271	249	182	218	213	3033
	Unincorporated	0	0	1	0	0	1	0	0	0	0	1	6	9
	Region D Total	973	975	926	979	956	934	981	927	855	677	749	814	10746

SECTION 5.2



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region D Compliance Report
July 2019 - June 2020**



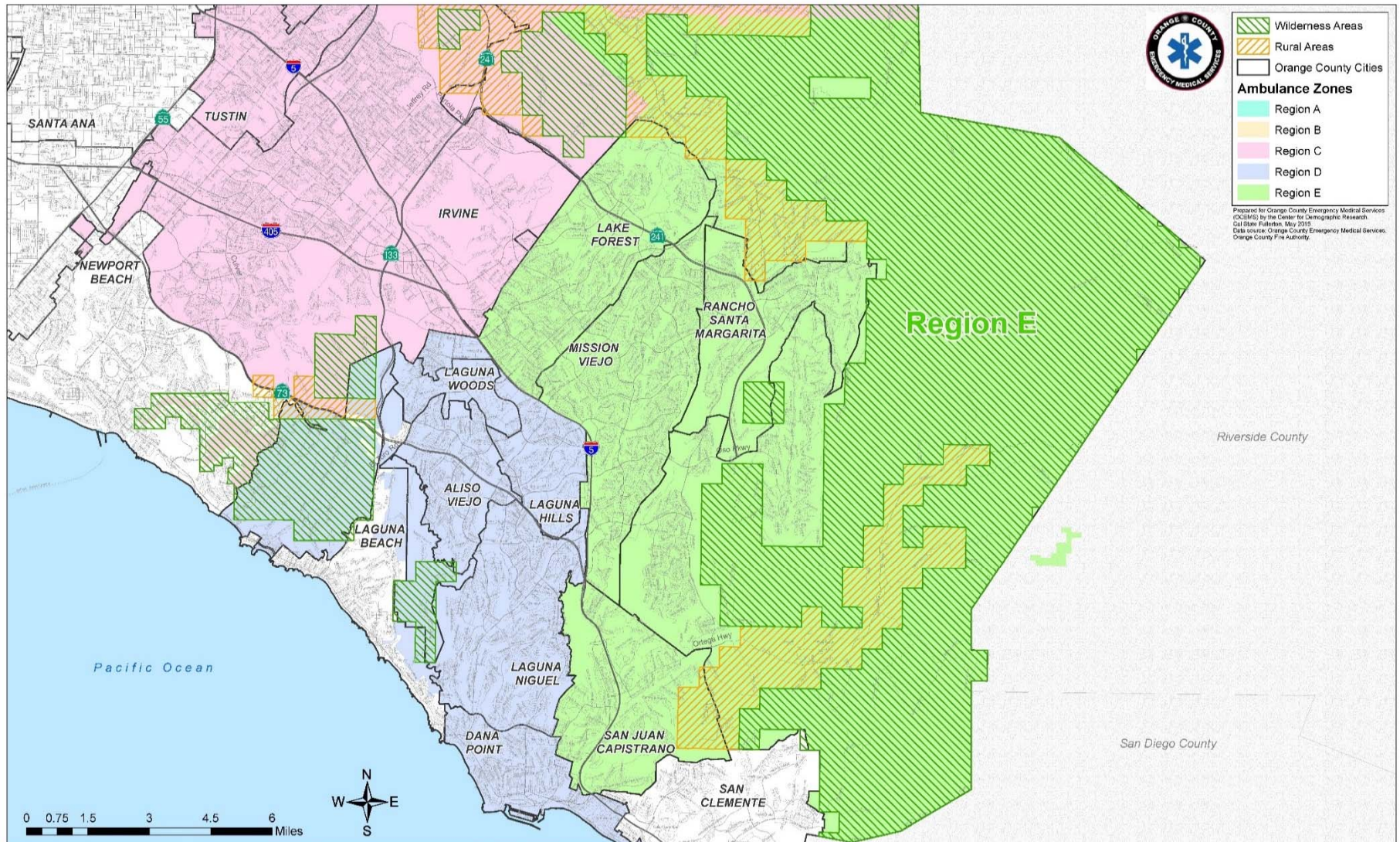
Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
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	-	-	-	-	-	-
DANA POINT - CERT	-	-	-	-	-	-	-	-	8	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
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-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL HOURS	14	11	0	0	1	11	0	0	8	0	0	0

Total Community Events Hours 45

SECTION 5.3

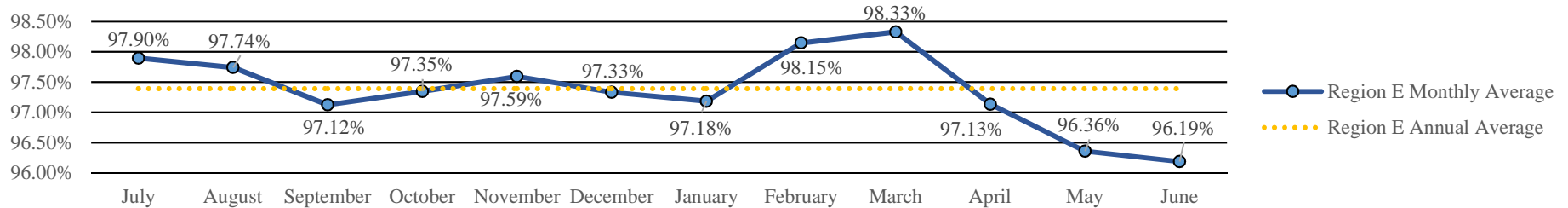
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July 2019 - June 2020
REGION E



SECTION 6.1

Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July 2019 - June 2020

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



Region E Annual Penalty Assessments - Late Runs

	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Late Runs	33	36	45	44	38	45	47	28	26	36	49	51	478
	Penalty	\$970.00	\$930.00	\$1,290.00	\$1,770.00	\$1,075.00	\$1,085.00	\$860.00	\$435.00	\$945.00	\$945.00	\$1,220.00	\$1,360.00	\$12,885.00
	Final Assessment	\$194.00	\$186.00	\$258.00	\$354.00	\$215.00	\$217.00	\$172.00	\$43.50	\$94.50	\$189.00	\$305.00	\$1,360.00	\$3,588.00

Region E Annual Exception/Exemption Requests

	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Requested	60	62	70	51	54	42	54	38	52	33	39	0	555
	Approved	58	62	69	51	54	42	54	38	52	33	39	0	552

Region E Annual Transports

	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Lake Forest	263	263	262	280	269	316	281	225	250	215	219	231	3074
	Mission Viejo	414	434	396	408	425	460	452	420	368	265	298	352	4692
	Rancho Santa Margarita	122	113	117	122	124	136	139	106	102	96	125	108	1410
	San Juan Capistrano	208	215	231	248	229	216	215	230	204	161	169	162	2488
	Unincorporated	90	92	75	91	91	93	71	78	71	65	68	68	953
	Region E Total	1097	1117	1081	1149	1138	1221	1158	1059	995	802	879	921	12617



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July 2019 - June 2020**



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
LAKE FOREST 4TH OF JULY - FIRST AID/EMS FOR KIDS	5	-	-	-	-	-	-	-	-	-	-	-
MISSION VIEJO ST 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	-	-	-	-	-	-	-	-	-	-	-
SHEPARD OF THE HILLS - EMS FOR KIDS	-	-	-	-	-	-	1	-	-	-	-	-
LAKE FOREST CERT - FIRST AID TRAINING	-	-	-	-	-	-	-	-	8	-	-	-
LAKE FOREST CERT - HOCPR	-	-	5	-	-	-	-	6	-	-	-	-
LAKE FOREST CERT - STOP THE BLEED	-	-	6	-	-	-	-	-	-	-	-	-
SO COUNTY DISASTER PREP	-	-	-	4	-	-	-	-	-	-	-	-
COASTLINE ROP - SKILLS	-	-	-	-	1	-	-	-	-	-	-	-
OC EMT - SKILLS	-	-	-	-	-	11	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL HOURS	35	0	11	4	1	11	1	6	8	0	0	0

Total Community Events Hours

77

SECTION 6.3