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Date: April 22, 2016

To: EMS System Distribution

From: Tammi McConnell RN, MSN
EMS Administrator

Subject: FY15/16 Mid-Year Report: 9-1-1 Emergency Ambulance Transportation Performance

Orange County Emergency Medical Services FY15/16 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 June 2015 to December 2015.

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 June 2015 through December 2015. 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 (*97.55% to 99.79%*).

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 (*97.78% to 99.68%*).

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.

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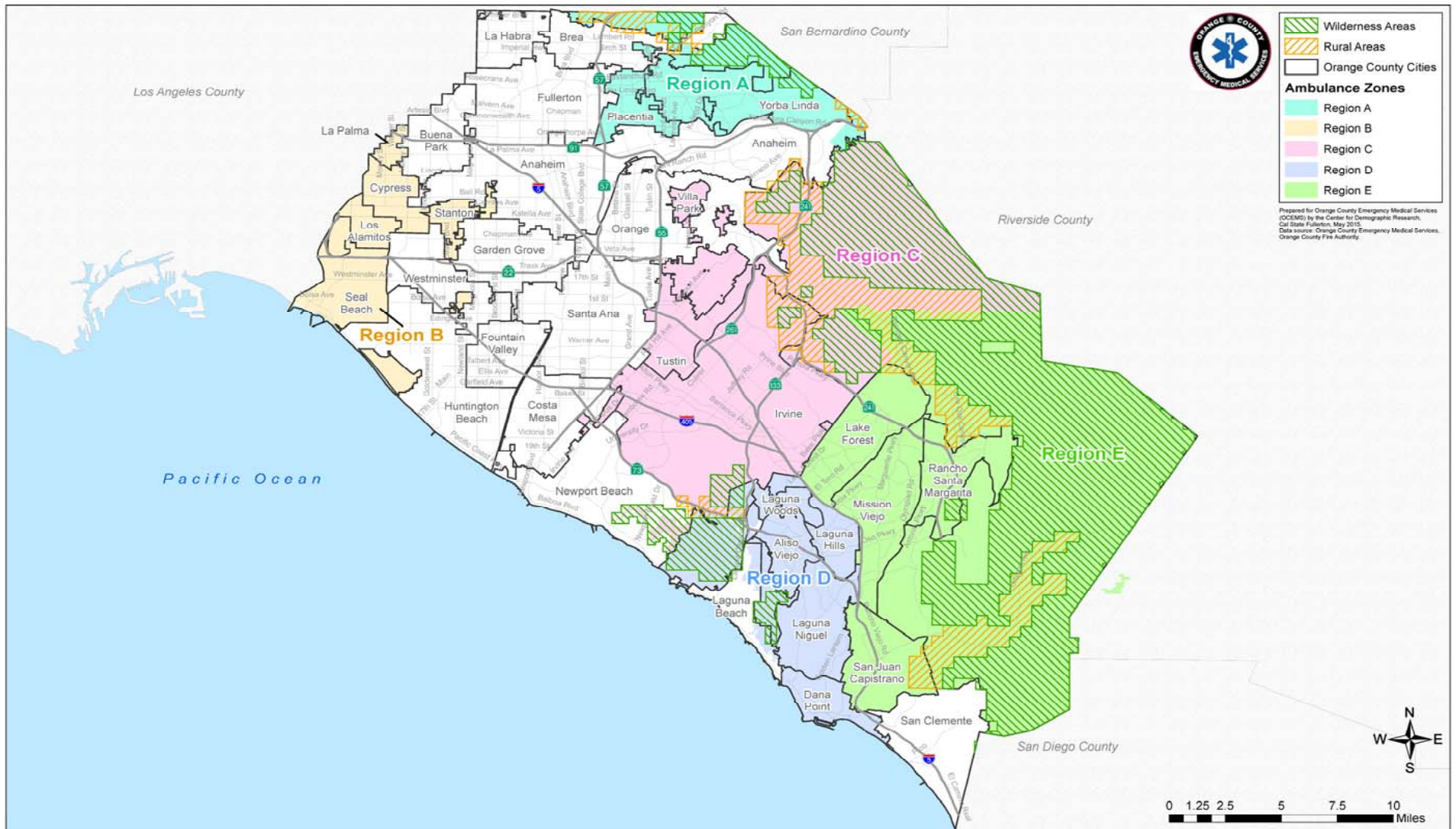
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SECTION 1

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 All Regions

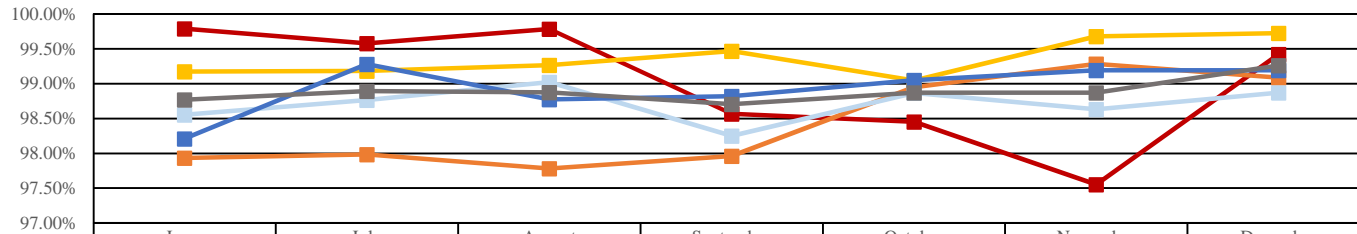




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
June - December 2015
ALL REGIONS**



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



	June	July	August	September	October	November	December
— Average of Region A	99.79%	99.58%	99.78%	98.57%	98.45%	97.55%	99.42%
— Average of Region B	97.94%	97.98%	97.78%	97.96%	98.95%	99.28%	99.09%
— Average of Region C	98.56%	98.77%	99.02%	98.25%	98.87%	98.63%	98.87%
— Average of Region D	99.18%	99.18%	99.27%	99.47%	99.04%	99.68%	99.73%
— Average of Region E	98.21%	99.28%	98.78%	98.82%	99.05%	99.19%	99.19%
— All Region Combined Average	98.77%	98.90%	98.88%	98.70%	98.87%	98.87%	99.26%

Penalty Assessment

ASSESSMENT DETAILS JUNE-DECEMBER	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
LATE RUNS	34	114	134	56	106	444
PENALTIES ASSESSED	\$1,140.00	\$2,965.00	\$3,430.00	\$1,835.00	\$2,480.00	\$11,850.00
FINAL ASSESSMENT	\$93.50	\$545.50	\$343.00	\$183.50	\$248.00	\$1,413.50

* 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".

Penalty Assessments \$1,413.50

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.



**Exception/Exemption Requests/Month
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
June - December 2015
ALL REGIONS**



Mid-Year Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JUNE	3	6	12	12	17	50
JULY	0	16	31	17	21	85
AUGUST	0	9	17	1	25	52
SEPTEMBER	0	9	12	10	15	46
OCTOBER	0	14	18	4	3	39
NOVEMBER	0	20	25	10	18	73
DECEMBER	0	14	16	2	12	44
TOTAL	3	88	131	56	111	389
APPROVALS	2	72	117	50	85	326
DENIALS	1	16	14	6	26	63

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.



**Transports
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
June - December 2015
ALL REGIONS**

Mid-Year 9-1-1 Transports by City

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	136	143	168	147	169	160	167	1090
	Yorba Linda	184	167	167	185	188	200	189	1280
	Region A Total	320	310	335	332	357	360	356	2370
B	Cypress	116	127	119	141	142	122	136	903
	La Palma	49	48	45	52	51	41	48	334
	Los Alamitos	82	84	93	95	88	82	94	618
	Seal Beach	229	252	273	223	244	249	237	1707
	Stanton	120	169	186	155	164	134	152	1080
	Unincorporated	28	26	29	56	20	26	25	210
	Region B Total	624	706	745	722	709	654	692	4852
C	Tustin	244	239	315	262	257	254	265	1836
	Irvine	587	635	634	589	660	649	651	4405
	Villa Park	15	10	12	24	23	20	29	133
	Unincorporated	59	92	92	105	76	87	77	588
	Region C Total	905	976	1053	980	1016	1010	1022	6962
D	Aliso Viejo	121	119	122	123	112	106	108	811
	Dana Point	163	166	164	173	144	130	144	1084
	Laguna Hills	120	125	129	153	118	153	165	963
	Laguna Niguel	163	181	192	202	179	193	222	1332
	Laguna Woods	265	261	241	254	298	273	294	1886
	Region D Total	832	852	848	905	851	855	933	6076
E	Lake Forest	236	258	245	252	234	221	243	1689
	Mission Viejo	328	342	340	420	380	376	402	2588
	Rancho Santa Margarita	120	114	94	104	113	97	127	769
	San Juan Capistrano	153	174	213	177	210	181	215	1323
	Unincorporated	77	69	74	76	84	71	84	535
	Region E Total	914	957	966	1029	1021	946	1071	6904
ALL REGIONS	Total	3595	3801	3947	3968	3954	3825	4074	27164



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
June - December 2015
ALL REGIONS



Public Education/Outreach Activities by Events

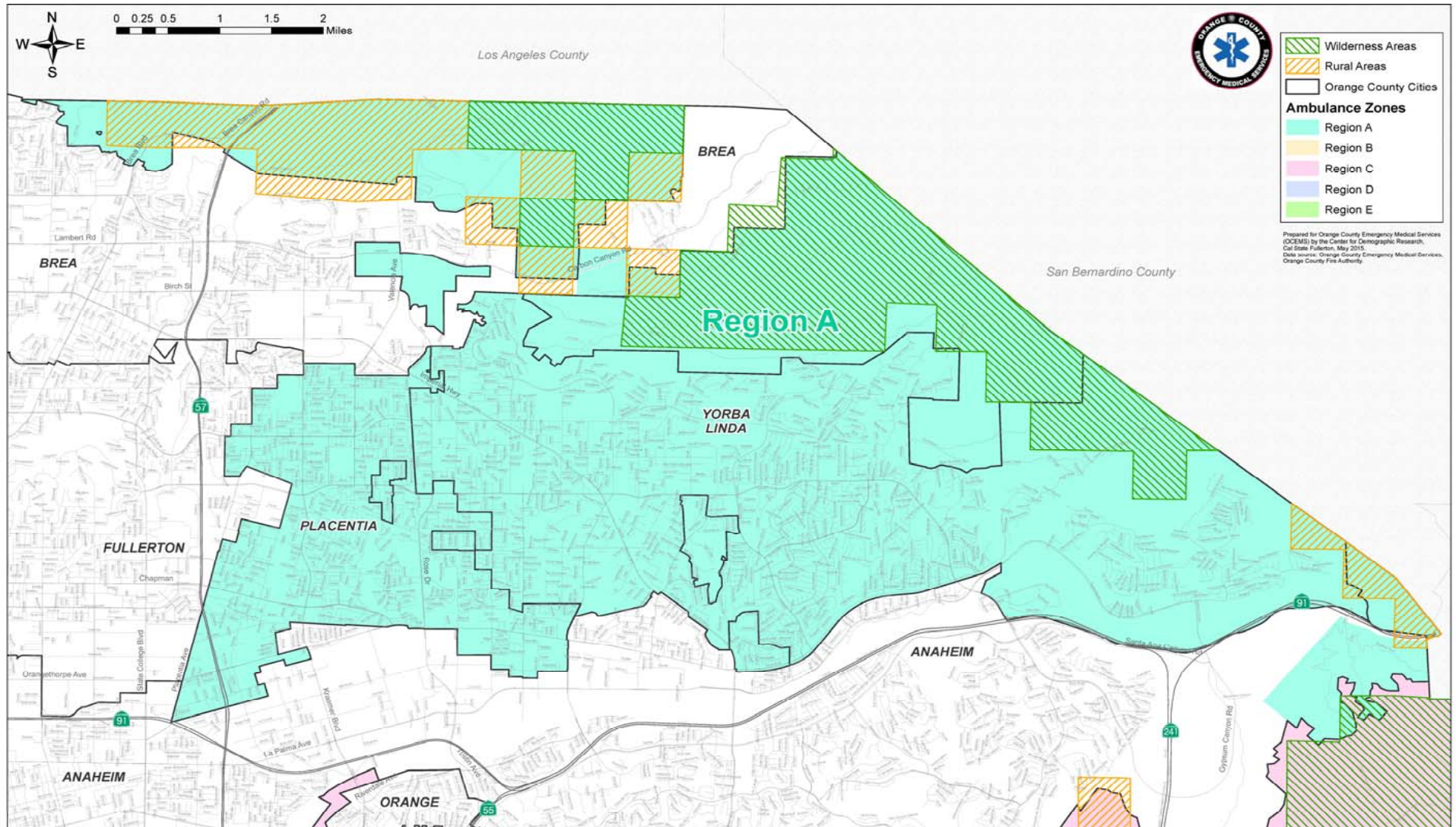
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JUNE	0	0	6	6	12	24
JULY	8	2	1	4	9	24
AUGUST	2	0	0	5	6	13
SEPTEMBER	3	0	1	2	1	7
OCTOBER	2	7	8	2	11	30
NOVEMBER	4	0	3	3	0	10
DECEMBER	3	0	2	1	0	6

Total Number of Community Events 114

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.

SECTION 2

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 Region A

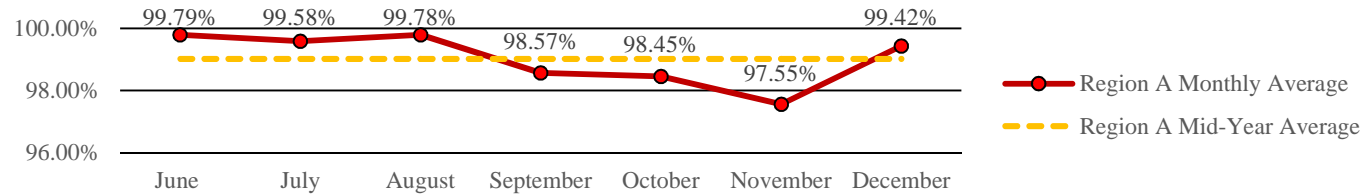




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
June - December 2015**



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



Region A Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Late Runs	1	2	1	7	8	12	3	34
	Penalty	\$63.00	\$60.00	\$5.00	\$265.00	\$245.00	\$175.00	\$115.00	\$928.00
	<i>Final Assessment</i>	<i>\$7.00</i>	<i>\$0.00</i>	<i>\$0.00</i>	<i>\$12.50</i>	<i>\$24.50</i>	<i>\$17.50</i>	<i>\$11.50</i>	<i>\$73.00</i>

Region A Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Requested	3	0	0	0	0	0	0	3
	Approved	2	0	0	0	0	0	0	2

Region A Mid-Year Transports

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	136	143	168	147	169	160	167	1090
	Yorba Linda	184	167	167	185	188	200	189	1280
	<i>Region A Total</i>	<i>320</i>	<i>310</i>	<i>335</i>	<i>332</i>	<i>357</i>	<i>360</i>	<i>356</i>	<i>2370</i>



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
June - December 2015**



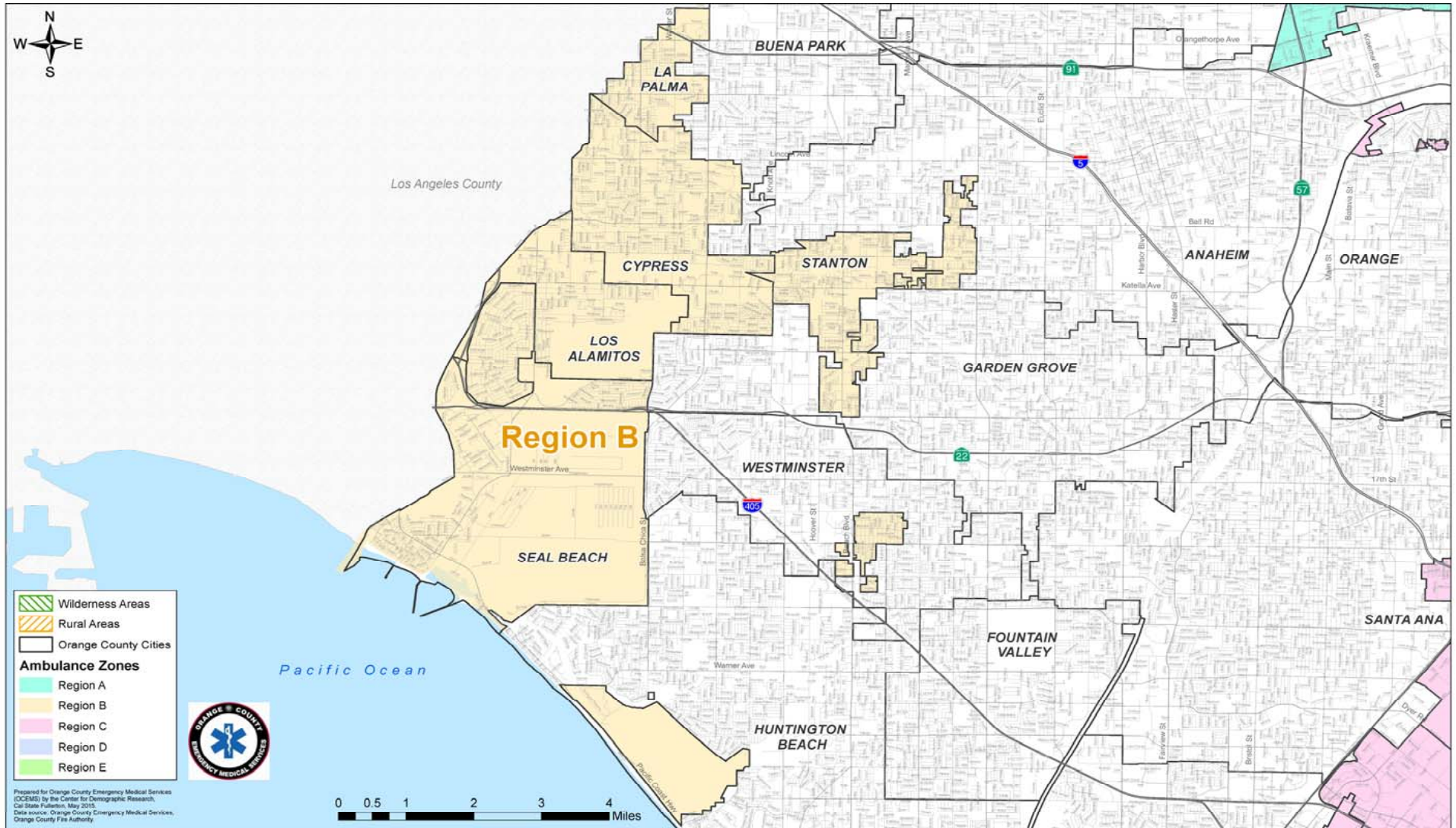
Public Education/Outreach Events by type/hour

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
HEARTSAVER FIRST AID COURSE	0	3 EVENTS	1 EVENT	0	0	4	0
HEARTSAVER CPR COURSE	0	0	0	0	0	0	4
COMMUNITY STANDBYS							
YORBA LINDA COMMUNITY CENTER 4TH OF JULY FIREWORKS DISPLAY	0	1 EVENT	0	0	0	0	0
NATIONAL NIGHT OUT	0	0	1 EVENT	0	0	0	0
ST. MARTIN CHURCH 35TH ANNUAL OKTOBERFEST CELEBRATION	0	0	0	3 EVENTS	0	0	0
50TH ANNUAL HERITAGE DAY PARADE/FESTIVAL - PLACENTIA	0	0	0	0	4	0	0
PUBLIC SAFETY APPRECIATION EVENTS	0	3 EVENTS	0	0	0	2	0
FUN-4-KIDS PRESCHOOL AMBULANCE DEMO/TOUR	0	0	0	0	2	0	0
CANNED FOOD DRIVE W/OCFA ST 10	0	0	0	0	0	0	7
YORBA LINDA HIGH SCHOOL EVENT/STANDBY	0	0	0	0	0	7	0
FIRE EXPLORER ACADEMY	0	1 EVENT	0	0	0	0	0
TOTAL HOURS	N/A	N/A	N/A	N/A	6	13	11

Total Community Events Hours 30

SECTION 3

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 Region B

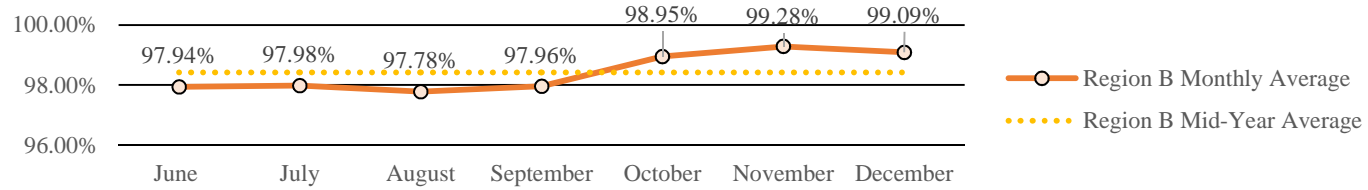




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
June - December 2015**



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



Region B Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Late Runs	20	21	24	21	11	7	10	114
	Penalty	\$635.00	\$735.00	\$490.00	\$350.00	\$380.00	\$280.00	\$95.00	\$2,210.00
	<i>Final Assessment</i>	\$127.00	\$147.00	\$98.00	\$70.00	\$38.00	\$56.00	\$9.50	\$442.00

Region B Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Requested	6	16	9	9	14	20	14	40
	Approved	4	12	9	8	12	15	12	33

Region B Mid-Year Transports

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Cypress	116	128	119	141	142	122	136	904
	La Palma	49	48	45	52	51	41	48	334
	Los Alamitos	82	84	93	95	88	82	94	618
	Seal Beach	229	252	273	223	244	249	237	1707
	Stanton	120	170	186	155	164	134	152	1081
	Unincorporated	28	31	29	42	20	26	25	201
	<i>Region B Total</i>	624	713	745	708	709	654	692	4845



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
June - December 2015



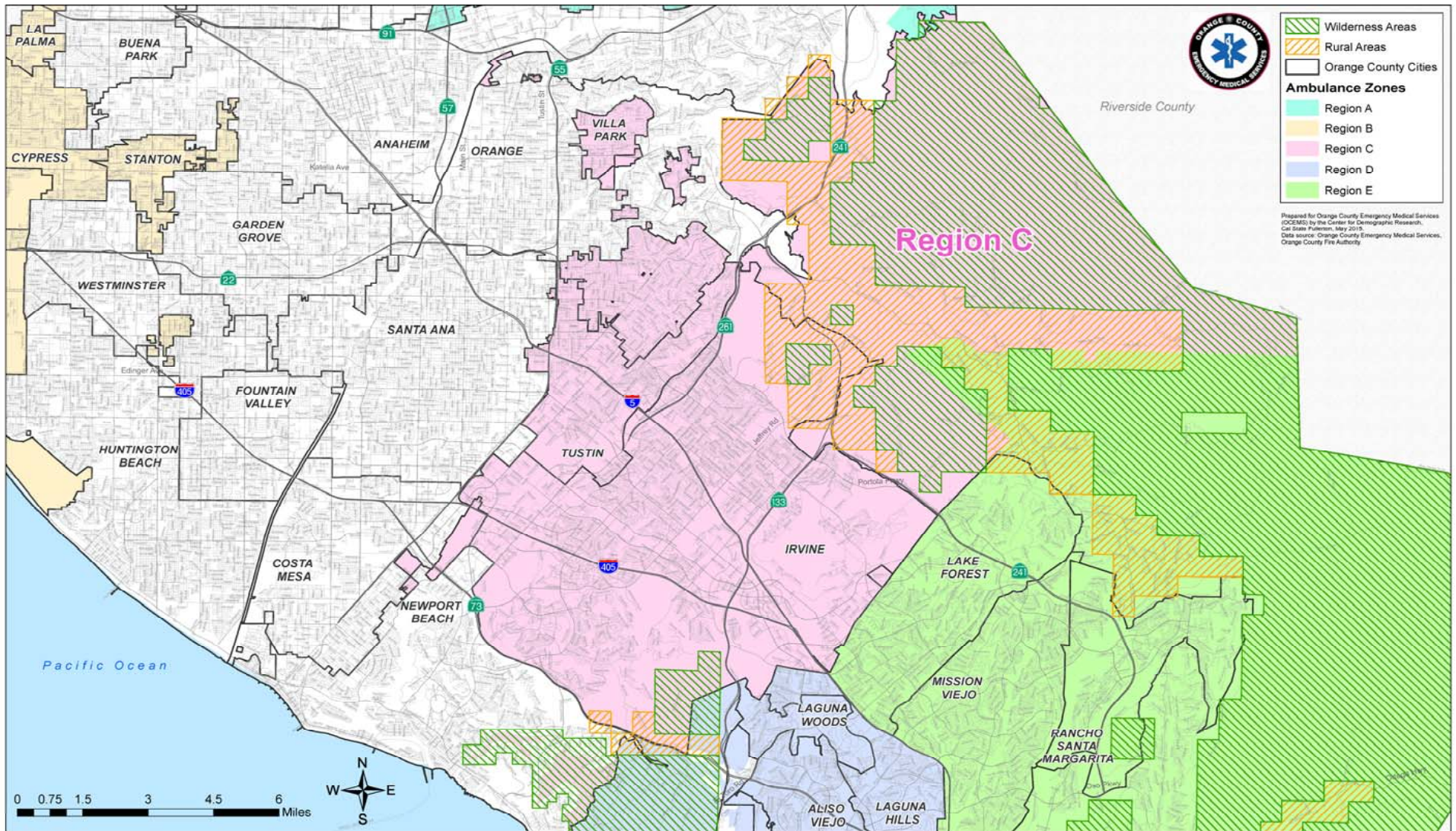
Public Education/Outreach Events by type/hour

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
LOS ALAMITOS CERT CLASS	0	0	0	0	41	0	0
COMMUNITY STANDBYS							
CYPRESS COMMUNITY FESTIVAL	0	18	0	0	0	0	0
TOTAL HOURS	0	18	0	0	41	0	0

Total Community Events Hours 59

SECTION 4

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 Region C

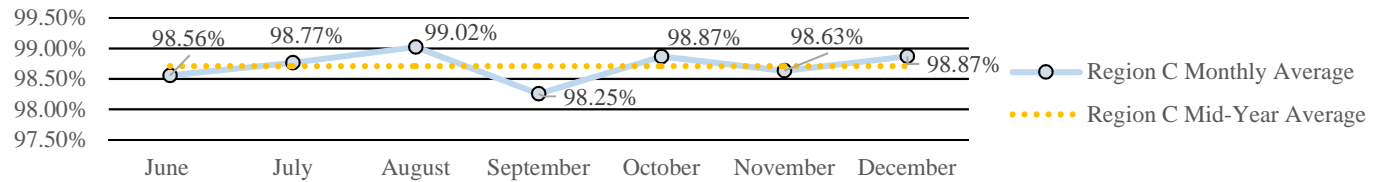




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
June - December 2015**



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



Region C Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Late Runs	20	18	15	26	17	20	18	134
	Penalty	\$475.00	\$420.00	\$530.00	\$705.00	\$405.00	\$535.00	\$360.00	\$3,430.00
	<i>Final Assessment</i>	\$47.50	\$42.00	\$53.00	\$70.50	\$40.50	\$53.50	\$36.00	\$343.00

Region C Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Requested	12	31	17	12	18	25	16	90
	Approved	9	30	16	12	12	24	14	67

Region C Mid-Year Transports

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Tustin	244	239	315	262	257	254	265	1836
	Irvine	587	635	634	589	660	649	651	4405
	Villa Park	15	10	12	24	23	20	29	133
	Unincorporated	59	92	92	105	76	87	77	588
	<i>Region C Total</i>	905	976	1053	980	1016	1010	1022	6962



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
June - December 2015



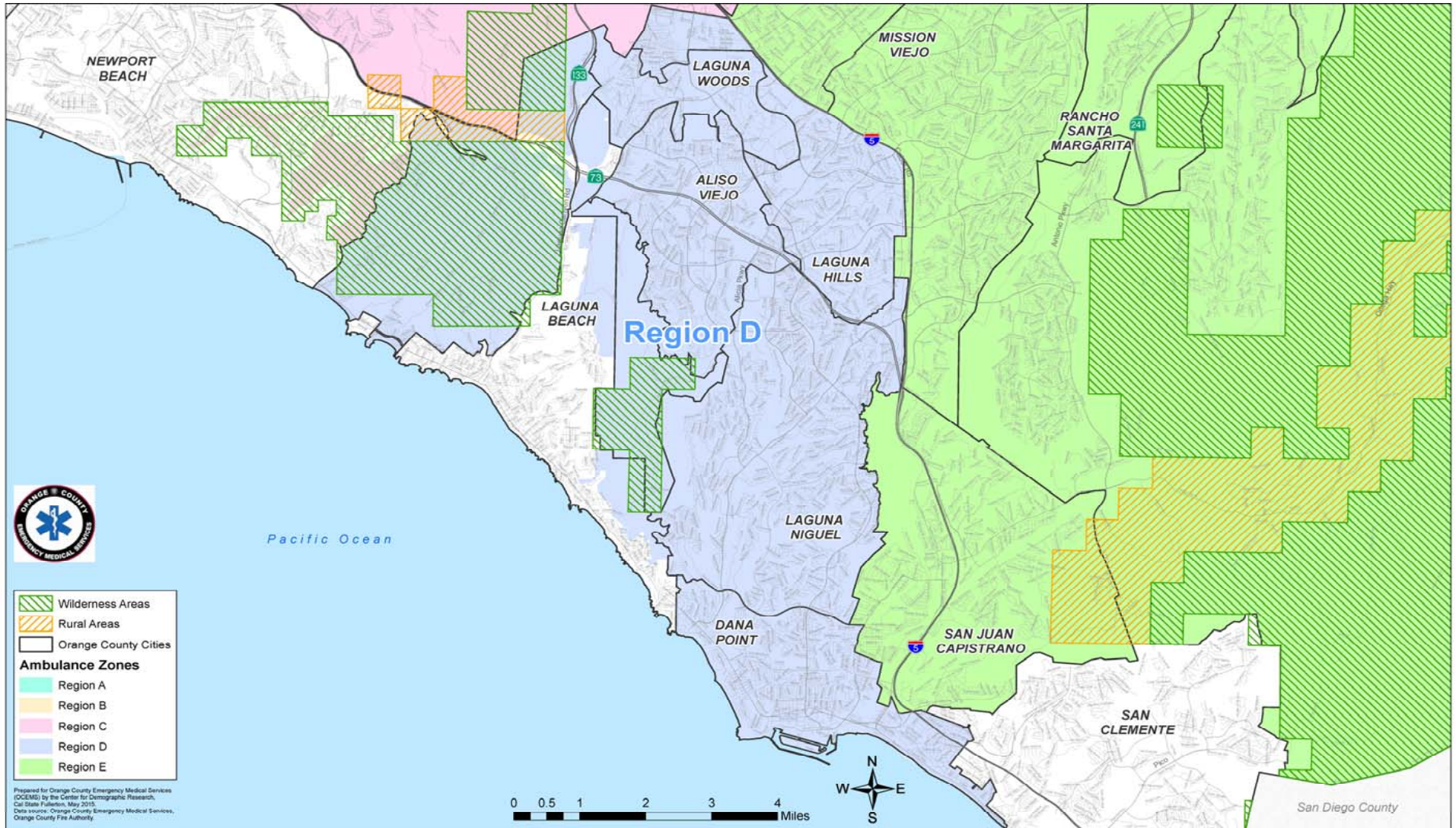
Public Education/Outreach Events by type/hour

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
SAFER 3 WATER SAFETY WORLDS LARGEST SWIM LESSONS	4	0	0	0	0	0	0
COMMUNITY STANDBYS							
TUSTIN PD STANDBY (FIRST AID)	10	0	0	0	0	0	0
IRVINE GLOBAL VILLAGE (FIRST AID)	0	0	0	8	0	0	0
TUSTIN TILLER DAYS (FIRST AID)	0	0	0	0	24	0	0
OC WALK TO REMEMBER (FIRST AID)	0	0	0	0	5	0	0
MILITARY STANDDOWN	0	0	0	0	27	0	0
WINGS, WHEELS, ROTORS	0	0	0	0	36	0	0
SAMARITANS PURSE	0	0	0	0	0	0	7
JULY 4TH IRVINE	0	1	0	0	0	0	0
TUSTIN DINO DASH	0	0	0	0	0	6	0
TUSTIN STREET FAIR (FIRST AID)	24	0	0	0	0	0	0
TOTAL HOURS	34	1	0	8	92	6	7

Total Community Events Hours 148

SECTION 5

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 Region D

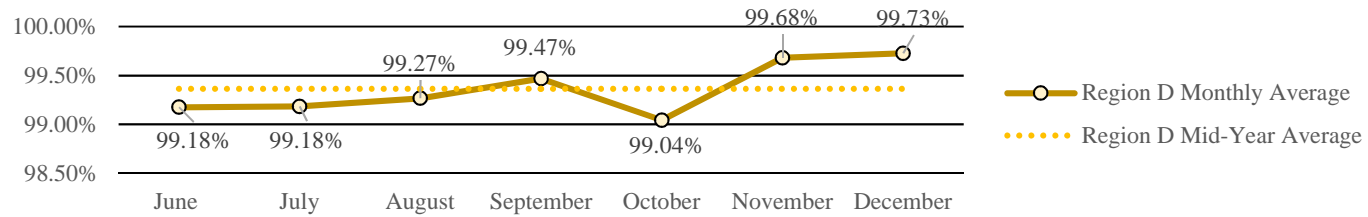




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
June - December 2015**



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



Region D Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Late Runs	10	10	9	7	12	4	4	56
	Penalty	\$265.00	\$470.00	\$220.00	\$145.00	\$275.00	\$370.00	\$90.00	\$1,835.00
	Final Assessment	\$26.50	\$47.00	\$22.00	\$14.50	\$27.50	\$37.00	\$9.00	\$183.50

Region D Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Requested	12	17	1	10	4	10	2	40
	Approved	11	17	0	8	4	8	2	36

Region D Mid-Year Transports

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Aliso Viejo	121	119	122	123	112	106	108	811
	Dana Point	163	166	164	173	144	130	144	1084
	Laguna Hills	120	125	129	153	118	153	165	963
	Laguna Niguel	163	181	192	202	179	193	222	1332
	Laguna Woods	265	261	241	254	298	273	294	1886
	Region D Total	832	852	848	905	851	855	933	6076



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
June - December 2015**



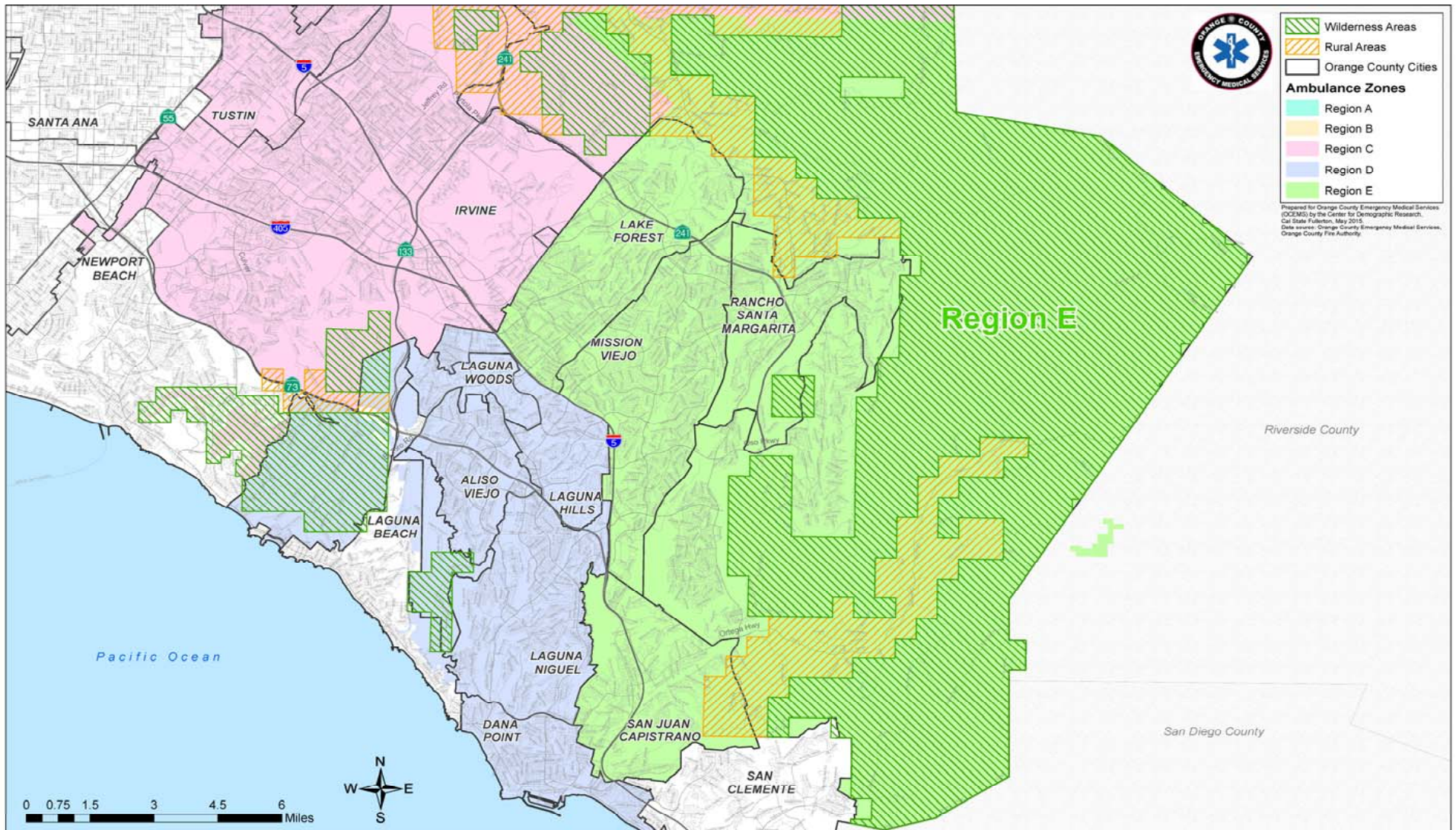
Public Education/Outreach Events by type/hour

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
SAFER 3 WATER SAFETY FAIR	2	0	0	0	0	0	0
SIDEWALK CPR	12	0	0	0	0	0	0
DANA POINT EMERGENCY EXPO	0	0	13	0	0	0	0
CAREER FAIRS							
CORDILLA MIDDLE SCHOOL	1	0	0	0	0	0	0
NIGUEL HILLS MIDDLE SCHOOL	4	0	0	0	0	0	0
ACCESS CAREER FAIR	0	0	5	0	0	0	0
COMMUNITY STANDBYS							
DPHS STANDBY (FIRST AID)	6	0	0	0	0	0	0
4TH OF JULY SAN JUAN CAPISTRANO	0	2	0	0	0	0	0
YMCA RUN IN THE PARKS (FIRST AID)	0	7	0	0	0	0	0
SPECIAL OLYMPICS - SOKA UNIVERSITY	0	3	0	0	0	0	0
ALISO VIEJO/LAGUNA NIGUEL RELAY FOR LIFE	0	13	0	0	0	0	0
DANA POINT TURKEY TROT	0	0	0	0	0	18	0
POD EXERCISE - SOKA UNIVERSITY	0	0	0	0	8	0	0
NATIONAL NIGHT OUT EVENT	0	0	3	0	0	0	0
LAGUNA NIGUEL CHRISTMAS PARADE	0	0	0	0	0	0	4
LAGUNA NIGUEL ALZHEIMERS WALK	0	0	0	0	4	0	0
ALISO VIEJO CLEAN UP (FIRST AID)	0	0	0	8	0	0	0
TOTAL HOURS	25	25	21	8	12	18	4

Total Community Events Hours 113

SECTION 6

9-1-1 EMERGENCY AMBULANCE
 Mid-Year Compliance Report
 June - December 2015
 Region E

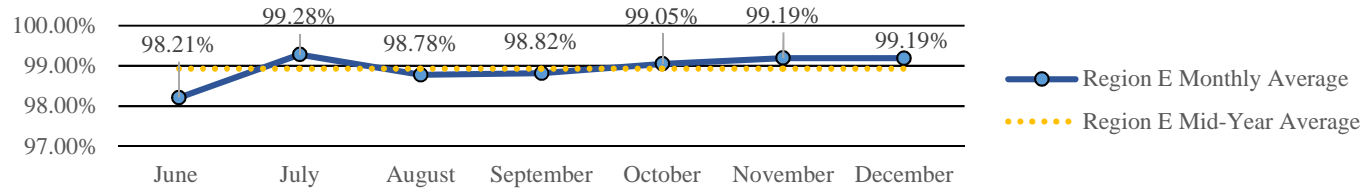




**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
June - December 2015**



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



Region E Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Late Runs	24	10	17	17	14	11	13	68
	Penalty	\$730.00	\$165.00	\$435.00	\$380.00	\$125.00	\$390.00	\$255.00	\$1,710.00
	<i>Final Assessment</i>	\$73.00	\$16.50	\$43.50	\$38.00	\$12.50	\$39.00	\$25.50	\$171.00

Region E Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Requested	17	21	25	15	3	18	12	111
	Approved	6	15	22	15	3	12	12	85

Region E Mid-Year Transports

REGION	CITY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Lake Forest	236	258	245	252	234	221	243	1689
	Mission Viejo	328	342	340	420	380	376	402	2588
	Rancho Santa Margarita	120	114	94	104	113	97	127	769
	San Juan Capistrano	153	174	213	177	210	181	215	1323
	Unincorporated	77	69	74	76	84	71	84	535
	<i>Region E Total</i>		914	957	966	1029	1021	946	1071



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
June - December 2015



Public Education/Outreach Events by type/hour

COMMUNITY EDUCATION	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
MOCK DUI CRASH	10	0	0	0	0	0	0
PORTOLA HILLS ELEMENTARY	0	0	0	0	1	0	0
SAN JUAN CAPISTRANO CPR TRAINING	0	0	8	8	0	0	0
WATER SAFETY/DROWNING PREVENTION	9	0	13	0	0	0	0
CAREER FAIRS							
ACCESS CAREER FAIR	0	0	5	0	0	0	0
COMMUNITY STANDBYS							
RANCHO FEST (FIRST AID)	13	0	0	0	0	0	0
AYSO SOCCER STANDBY (FIRST AID)	12	0	0	0	0	0	0
4TH OF JULY LAKE FOREST	0	2	0	0	0	0	0
4TH OF JULY LAGUNA HILLS	0	1	0	0	0	0	0
4TH OF JULY DANA POINT	0	1	0	0	0	0	0
SPECIAL OLYMPICS (FIRST AID)	0	15	0	0	0	0	0
FIRE EXPLORER ACADEMY	0	8	0	0	0	0	0
MISSION VIEJO AQUATICS	0	0	5	0	0	0	0
LADERA RANCH RELAY FOR LIFE	0	0	8	0	0	0	0
NATIONAL NIGHT OUT EVENT	0	0	3	0	0	0	0
TOTAL HOURS	44	27	42	8	1	0	0

Total Community Events Hours 122