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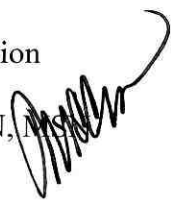
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REGULATORY/ MEDICAL HEALTH SERVICES

EMERGENCY MEDICAL SERVICES

Date: February 15, 2017

To: EMS System Distribution

From: Tammi McConnell RN, MSN
EMS Administrator 

Subject: FY16/17 Mid-Year Report: 9-1-1 Emergency Ambulance Transportation Performance

Orange County Emergency Medical Services FY16/17 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 2016 to December 2016.

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 2016 through December 2016. 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 (*97.36% to 98.70%*).

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 (*97.98% to 99.48%*).

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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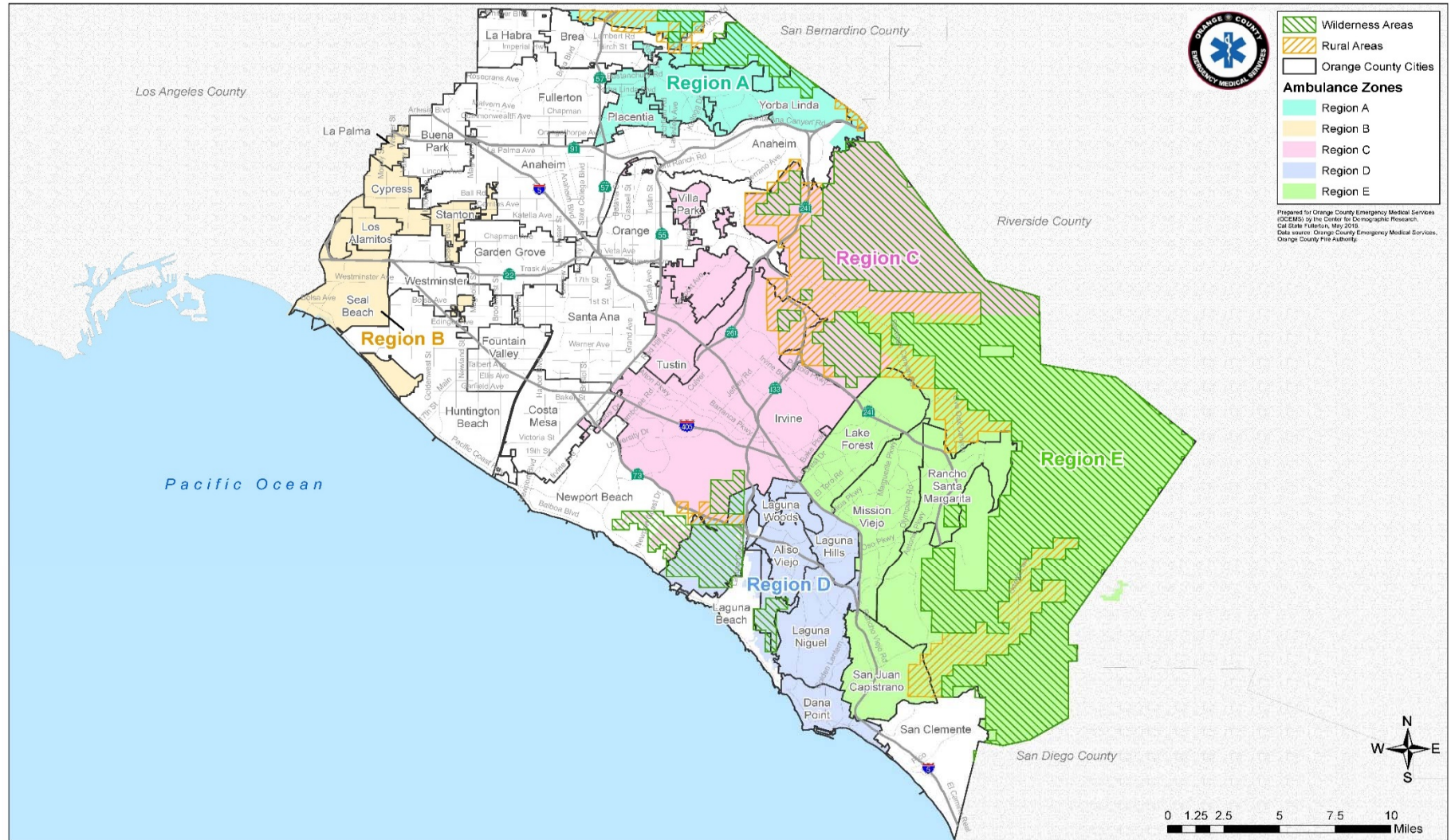
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SECTION 1

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
ALL REGIONS



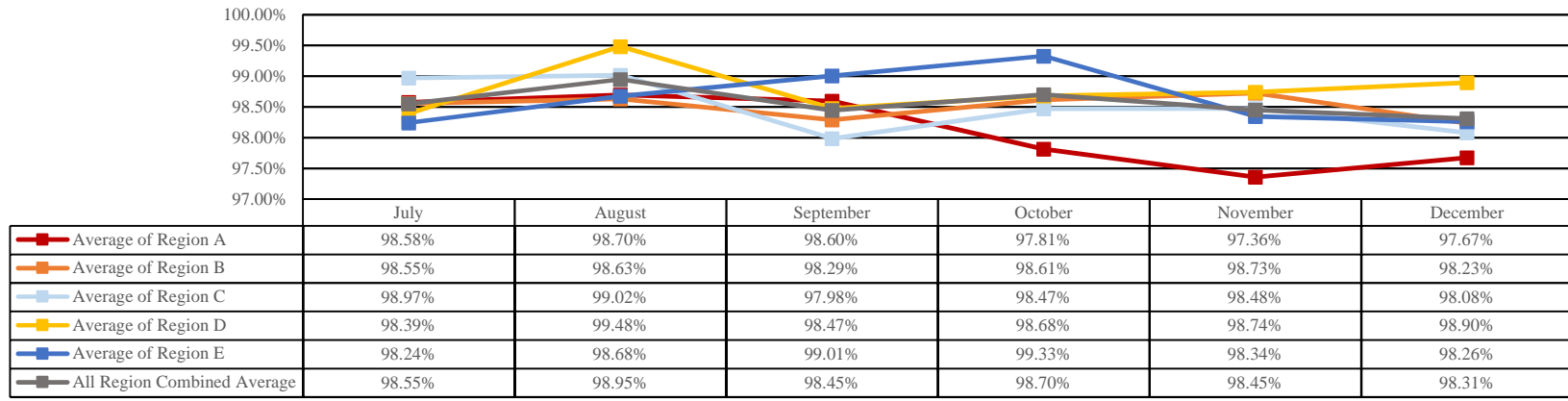
SECTION 1.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
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	57	97	144	97	121	516
PENALTIES ASSESSED	\$1,745.00	\$1,730.00	\$3,110.00	\$1,875.00	\$2,185.00	\$10,645.00
FINAL ASSESSMENT	\$268.50	\$173.00	\$405.00	\$187.50	\$218.50	\$1,252.50

* 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 \$1,252.50

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.

SECTION 1.2



**Exception/Exemption Requests/Month
 9-1-1 EMERGENCY AMBULANCE
 Mid - Year Compliance Report
 July - December 2016
 ALL REGIONS**



Mid-Year Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JULY	0	7	16	10	19	52
AUGUST	0	12	11	9	7	39
SEPTEMBER	0	11	10	11	12	44
OCTOBER	0	20	6	4	5	35
NOVEMBER	0	15	11	10	7	43
DECEMBER	0	8	15	7	7	37
TOTAL	0	73	69	51	57	250
APPROVALS	0	61	58	48	43	210
DENIALS	0	12	11	3	14	40

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 2016
ALL REGIONS



Mid-Year 9-1-1 Transports by City

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	174	145	162	157	154	210	1002
	Yorba Linda	176	175	178	183	178	180	1070
	Brea Unincorporated	2	1	9	1	1	0	14
	Region A Total	352	321	349	341	333	390	2086
B	Cypress	167	142	159	184	134	163	949
	La Palma	58	56	53	69	57	83	376
	Los Alamitos	90	107	98	89	91	101	576
	Seal Beach	208	236	206	236	235	244	1365
	Stanton	185	179	162	169	171	176	1042
	Unincorporated	51	29	45	49	39	53	266
Region B Total	759	749	723	796	727	820	4574	
C	Tustin	345	373	329	339	345	361	2092
	Irvine	673	696	710	734	616	752	4181
	Villa Park	12	22	12	18	17	21	102
	Unincorporated	33	46	33	31	41	41	225
Region C Total	1063	1137	1084	1122	1019	1175	6600	
D	Aliso Viejo	127	126	112	116	125	138	744
	Dana Point	193	192	167	148	156	167	1023
	Laguna Hills	150	143	137	159	158	157	904
	Laguna Niguel	161	190	180	180	196	203	1110
	Laguna Woods	279	276	270	297	266	346	1734
Region D Total	910	927	866	900	901	1011	5515	
E	Lake Forest	263	279	234	237	236	266	1515
	Mission Viejo	364	361	371	375	404	450	2325
	Rancho Santa Margarita	136	106	103	99	112	127	683
	San Juan Capistrano	216	199	200	221	201	232	1269
	Unincorporated	66	77	75	70	54	88	430
Region E Total	1045	1022	983	1002	1007	1163	6222	
ALL REGIONS	Total	4129	4156	4005	4161	3987	4559	24997

SECTION 1.4



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
ALL REGIONS



Public Education/Outreach Activities by Events

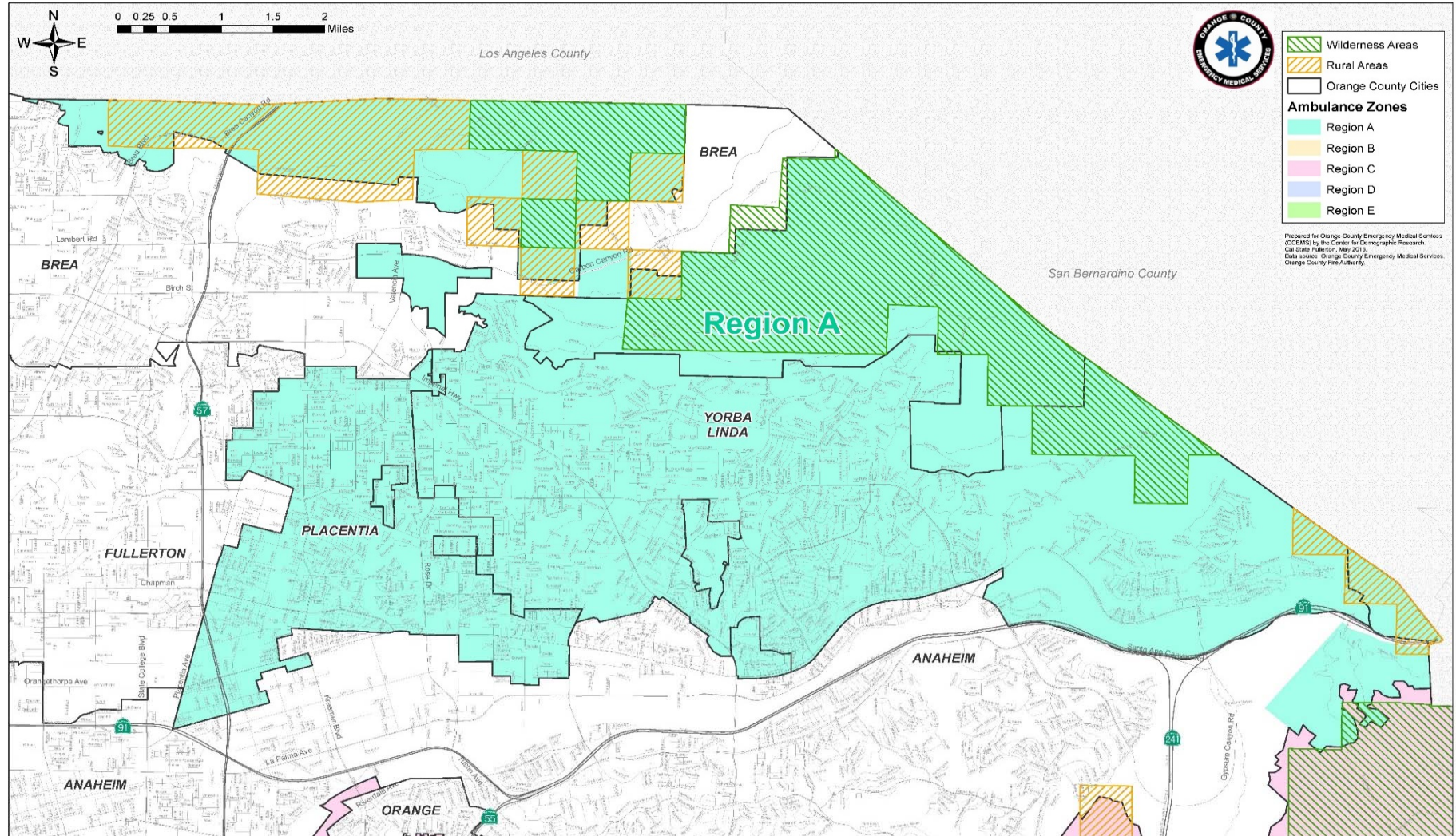
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	2	3	1	0	5	11
AUGUST	1	1	2	2	0	6
SEPTEMBER	3	0	1	2	0	6
OCTOBER	4	2	5	2	3	16
NOVEMBER	3	0	3	2	2	10
DECEMBER	3	0	2	1	1	7

Total Number of Community Events 56

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
July - December 2016
REGION A



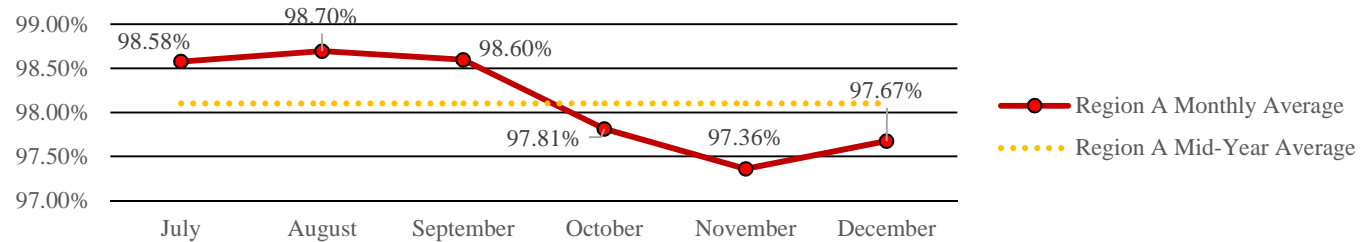
SECTION 2.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
July - December 2016**



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	7	6	7	11	13	13	57
	Penalty	\$295.00	\$45.00	\$180.00	\$525.00	\$345.00	\$355.00	\$1,745.00
	<i>Final Assessment</i>	<i>\$29.50</i>	<i>\$4.50</i>	<i>\$0.00</i>	<i>\$94.50</i>	<i>\$69.00</i>	<i>\$71.00</i>	<i>\$268.50</i>

Region A Mid-Year Exception/Exemption Requests

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

Region A Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	174	145	162	157	154	210	1002
	Yorba Linda	176	175	178	183	178	180	1070
	Brea	2	1	9	1	1	0	14
	<i>Region A Total</i>	<i>352</i>	<i>321</i>	<i>349</i>	<i>341</i>	<i>333</i>	<i>390</i>	<i>2086</i>



**Public Education/Outreach Activities
 9-1-1 EMERGENCY AMBULANCE
 Mid - Year Region A Compliance Report
 July - December 2016**



Public Education/Outreach Events by type/hour

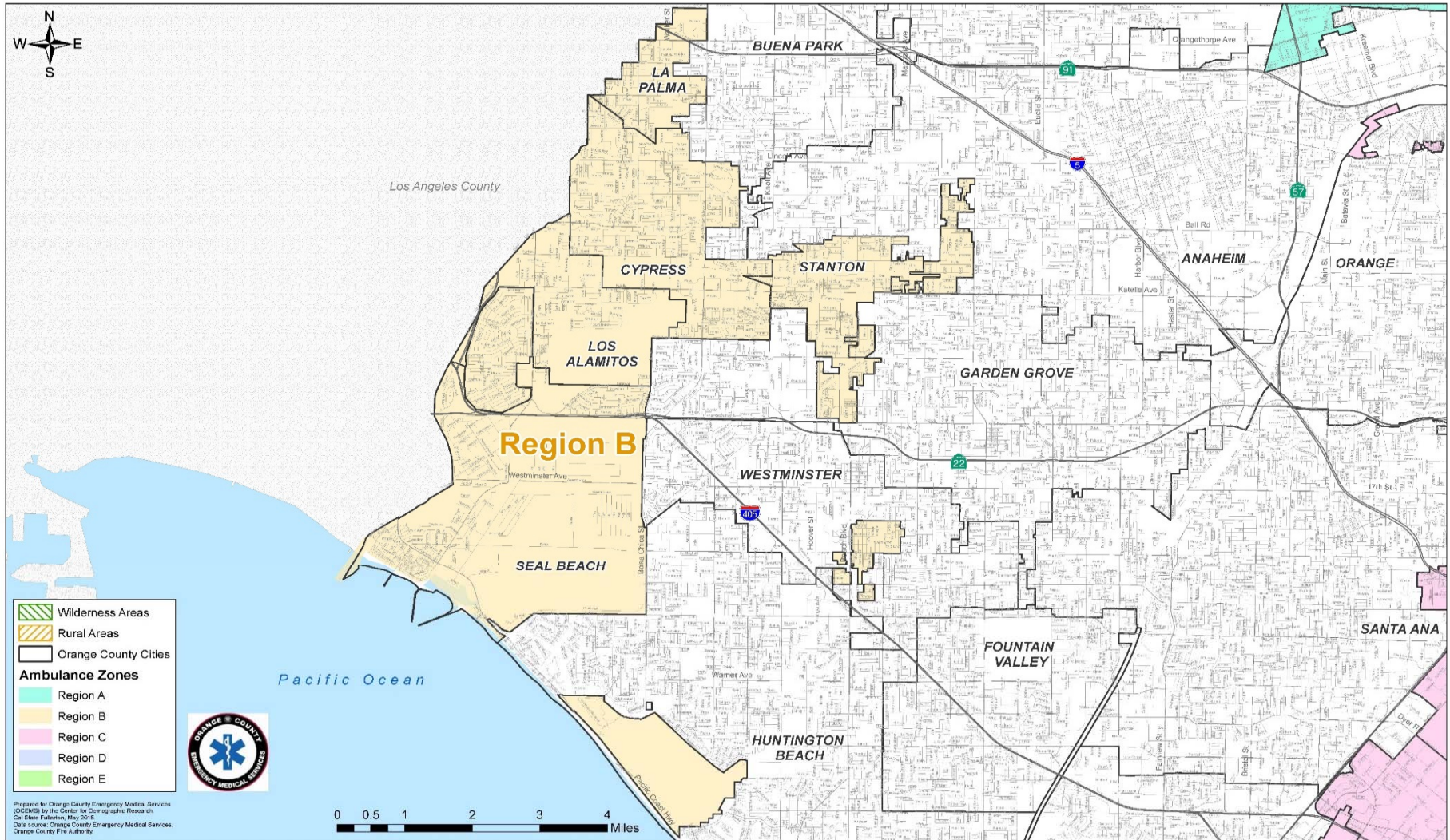
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
YORBA LINDA COMM. CENTER (FIRST AID STANDBY)	5	0	0	0	0	0
POLICE, FIRE AND EMS RECOGNITION BREAKFAST	8	0	0	0	0	0
HEART SAVER CPR	0	12	0	0	0	0
STANDBY/AMBULANCE DEMO FOR OCEMS DIRECTOR	0	0	1	0	0	0
PLACENTIA BLOOD DRIVE (FIRST AID STANDBY)	0	0	6	0	0	0
ST. MARTIN'S CHURCH (FIRST AID STANDBY)	0	0	21	0	0	0
PLACENTIA HERITAGE PARADE (FIRST AID STANDBY)	0	0	0	8.5	0	0
NIXON LIBRARY (EMS STANDBY WITH OCFA)	0	0	0	14	0	0
EMS STANDBY FOR CITY OF PLACENTIA	0	0	0	5	0	0
TRAVIS RANCH SCHOOL JOG-A-THON (FIRST AID STANDBY)	0	0	0	3	0	0
FULLERTON COLLEGE PLAYOFF GAME (FIRST AID STANDBY)	0	0	0	0	6	0
POLICE, FIRE AND EMS RECOGNITION EVENT	0	0	0	0	2	0
AMBULANCE DEMONSTRATION SIERRA VISTA ELEMENTARY	0	0	0	0	1	0
YORBA LINDA HS (FIRST AID STANDBY)	0	0	0	0	0	3
ANNUAL CANNED FOOD DRIVE/PARADE	0	0	0	0	0	6
YORBA LINDA CHAMPIONSHIP GAME (FIRST AID STANDBY)	0	0	0	0	0	4
TOTAL HOURS	13	12	28	30.5	9	13

Total Community Events Hours 105.5

SECTION 2.3

SECTION 3

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
REGION B



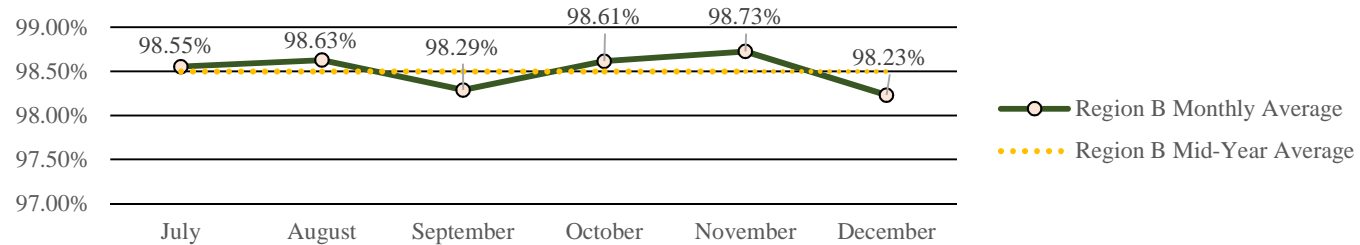
SECTION 3.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2016**



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	16	14	18	15	13	21	97
	Penalty	\$310.00	\$365.00	\$275.00	\$380.00	\$140.00	\$260.00	\$1,730.00
	<i>Final Assessment</i>	\$31.00	\$36.50	\$27.50	\$38.00	\$14.00	\$26.00	\$173.00

Region B Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Requested	7	12	11	20	15	8	73
	Approved	7	9	8	20	11	6	61

Region B Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Cypress	167	142	159	184	134	163	949
	La Palma	58	56	53	69	57	83	376
	Los Alamitos	90	107	98	89	91	101	576
	Seal Beach	208	236	206	236	235	244	1365
	Stanton	185	179	162	169	171	176	1042
	Unincorporated	51	29	45	49	39	53	266
	<i>Region B Total</i>	759	749	723	796	727	820	4574

SECTION 3.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2016



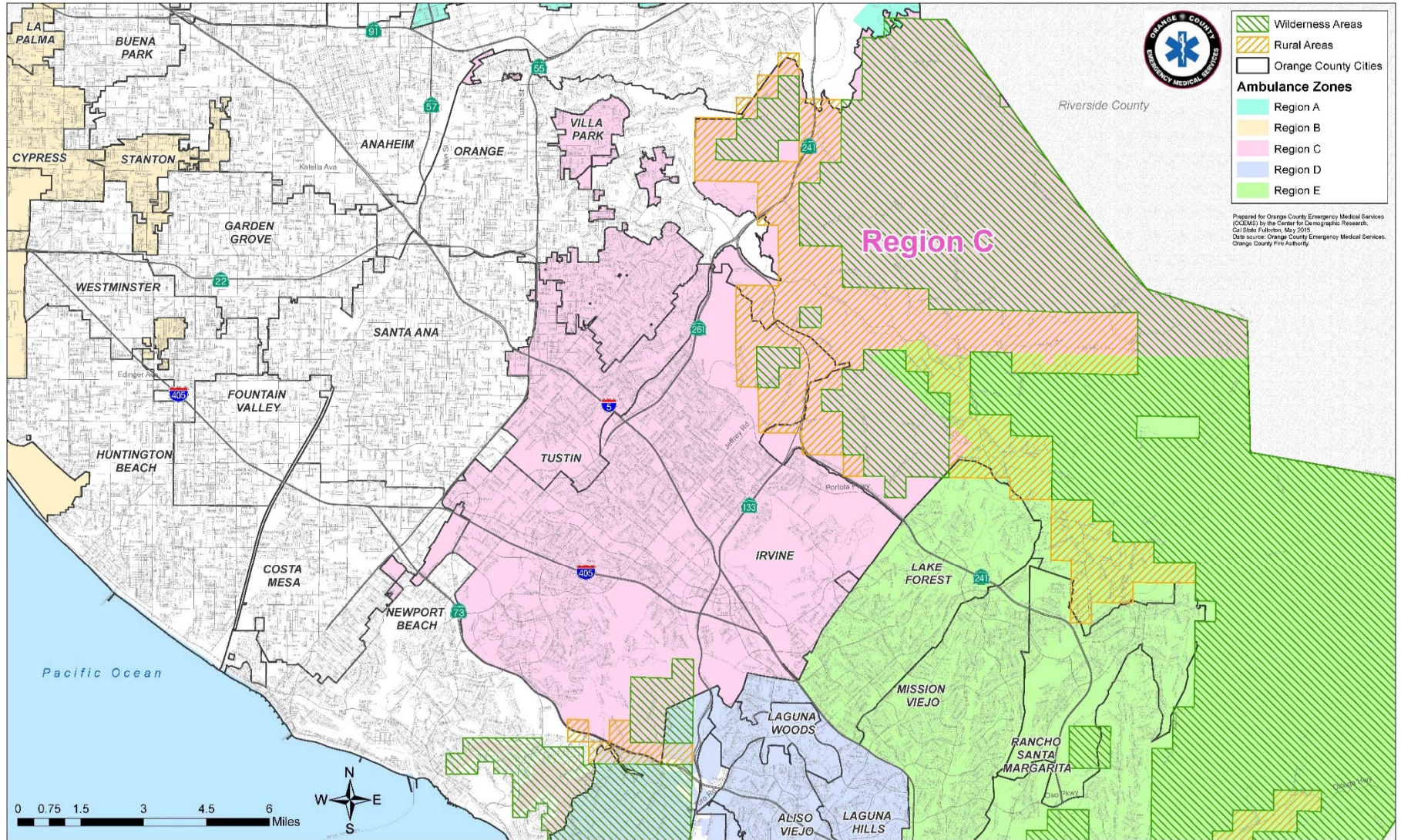
Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
WINGS, ROTORS AND WHEELS (FIRST AID)	0	0	0	18	0	0
NATIONAL NIGHT OUT	1	3	0	0	0	0
CYPRESS FESTIVAL	9	0	0	0	0	0
LOS ALAMITOS JOINT TRAINING CENTER	8	0	0	0	0	0
TOTAL HOURS	18	3	0	18	0	0

Total Community Events Hours 39

SECTION 4

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
REGION C



Prepared for Orange County Emergency Medical Services (OCEMS) by the Center for Demographic Research, Cal State Fullerton, May 2015
Data source: Orange County Emergency Medical Services, Orange County Fire Authority.

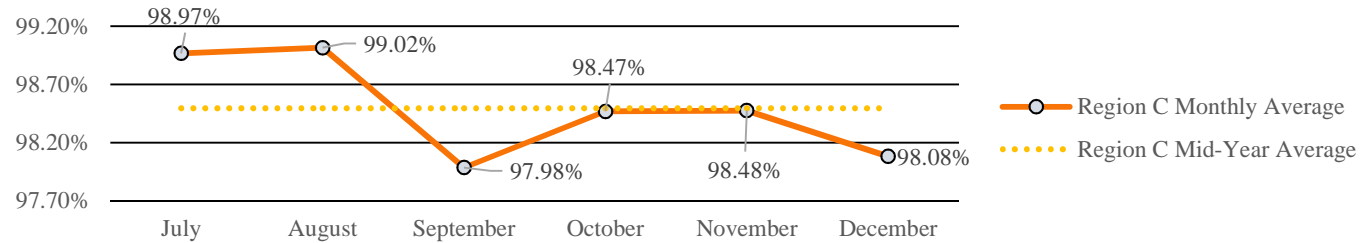
SECTION 4.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2016**



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	16	16	32	25	23	32	144
	Penalty	\$230.00	\$285.00	\$940.00	\$505.00	\$485.00	\$665.00	\$3,110.00
	<i>Final Assessment</i>	\$23.00	\$28.50	\$188.00	\$50.50	\$48.50	\$66.50	\$405.00

Region C Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Requested	16	11	10	6	11	15	69
	Approved	13	11	8	6	8	12	58

Region C Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Tustin	345	373	329	339	345	361	2092
	Irvine	673	696	710	734	616	752	4181
	Villa Park	12	22	12	18	17	21	102
	Unincorporated	33	46	33	31	41	41	225
	<i>Region C Total</i>	1063	1137	1084	1122	1019	1175	6600



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2016



Public Education/Outreach Events by type/hour

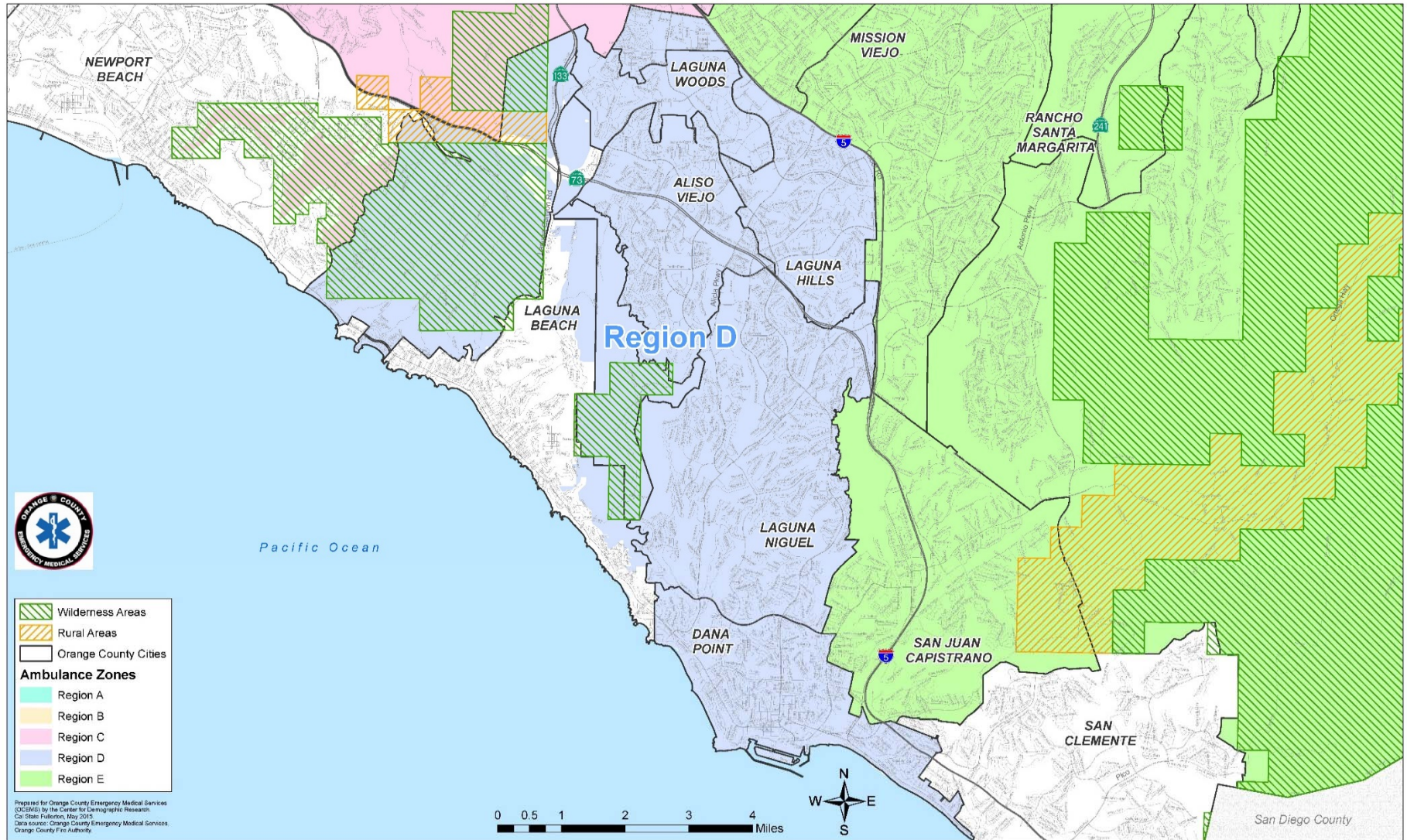
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
IRVINE MCI DRILL	0	0	0	0	12	0
IRVINE PD OPEN HOUSE	0	0	0	11	0	0
DINO DASH (FIRST AID)	0	0	0	0	5	0
IRVINE GLOBAL VILLAGE (FIRST AID)	0	0	10	0	0	0
TUSTIN TILLER DAYS (FIRST AID)	0	0	0	29	0	0
OC WALK TO REMEMBER (FIRST AID)	0	0	0	5	0	0
HILLVIEW HS (CAREER DAY)	0	0	0	0	0	2
WINGS, WHEELS, ROTORS	0	0	0	0	0	0
UCI BIOS SCIENCES	0	0	0	0	2	0
CONCORDIA UNIVERSITY GRADUATION	0	0	0	0	0	6
VP TRICK OF TREAT	0	0	0	4	0	0
IRVINE HIGH 4TH OF JULY	8	0	0	0	0	0
NATIONAL NIGHT OUT	0	2	0	0	0	0
IRVINE SPOOKTACULAR	0	0	0	24	0	0
UNITY MARCH	0	4	0	0	0	0
TUSTIN STREET FAIR (FIRST AID)	0	0	0	0	0	0
TOTAL HOURS	8	6	10	62	7	8

Total Community Events Hours 101

SECTION 4.3

SECTION 5

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
REGION D



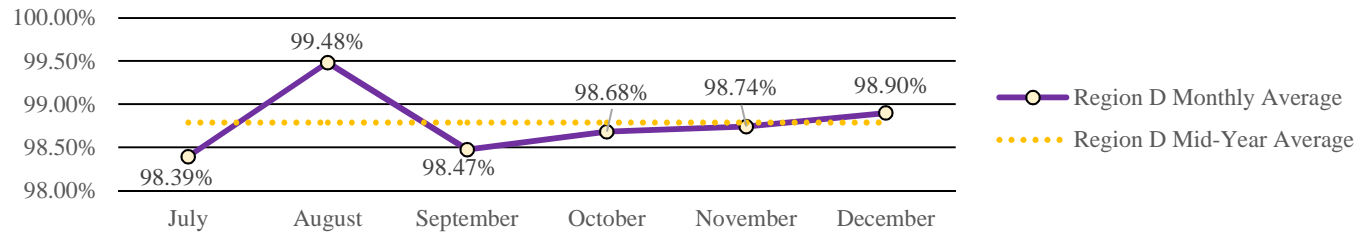
SECTION 5.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2016**



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	21	7	19	17	16	17	97
	Penalty	\$320.00	\$230.00	\$460.00	\$330.00	\$295.00	\$240.00	\$1,875.00
	<i>Final Assessment</i>	\$32.00	\$23.00	\$46.00	\$33.00	\$29.50	\$24.00	\$187.50

Region D Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Requested	10	9	11	4	10	7	51
	Approved	10	7	10	4	10	7	48

Region D Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Aliso Viejo	127	126	112	116	125	138	744
	Dana Point	193	192	167	148	156	167	1023
	Laguna Hills	150	143	137	159	158	157	904
	Laguna Niguel	161	190	180	180	196	203	1110
	Laguna Woods	279	276	270	297	266	346	1734
	<i>Region D Total</i>		910	927	866	900	901	1011

SECTION 5.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2016



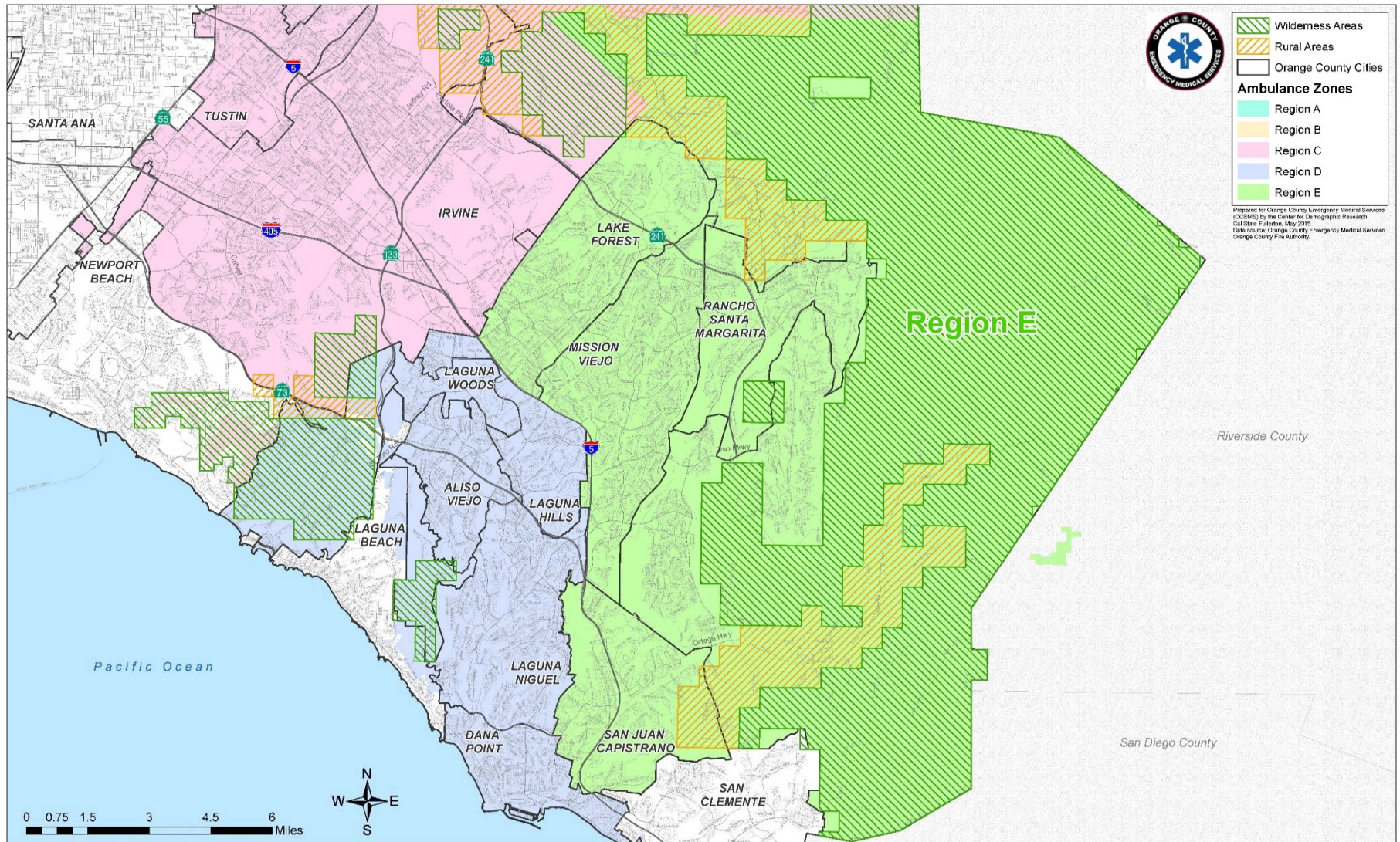
Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
NATIONAL NIGHT OUT	0	2	0	0	0	0
LADERA RANCH RELAY FOR LIFE	0	6	0	0	0	0
ALISO VIEJO CLEAN UP (FIRST AID)	0	0	5	0	0	0
LAGUNA NIGUEL MCI DRILL	0	0	0	6	0	0
ALISO VIEJO FOUNDERS DAY	0	0	0	7	0	0
SADDLEBACK VALLEY (FIRST AID)	0	0	0	0	5	0
DANA HILLS FOOTBALL SALUTE TO FIRST RESPONDER	0	0	2	0	0	0
ST. MARY'S SCHOOL	0	0	0	0	3	0
LAGUNA NIGUEL HOLIDAY PARADE (FIRST AID)	0	0	0	0	0	4
SPECIAL OLYMPICS - SOKA UNIVERSITY	0	0	0	0	0	0
ALISO VIEJO/LAGUNA NIGUEL RELAY FOR LIFE	0	0	0	0	0	0
DANA POINT TURKEY TROT	0	0	0	0	0	0
POD EXERCISE - SOKA UNIVERSITY	0	0	0	0	0	0
NATIONAL NIGHT OUT EVENT	0	0	0	0	0	0
LAGUNA NIGUEL CHRISTMAS PARADE	0	0	0	0	0	0
LAGUNA NIGUEL ALZHEIMERS WALK	0	0	0	0	0	0
ALISO VIEJO CLEAN UP (FIRST AID)	0	0	0	0	0	0
TOTAL HOURS	0	8	7	13	8	4

Total Community Events Hours 40

SECTION 6

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2016
REGION E



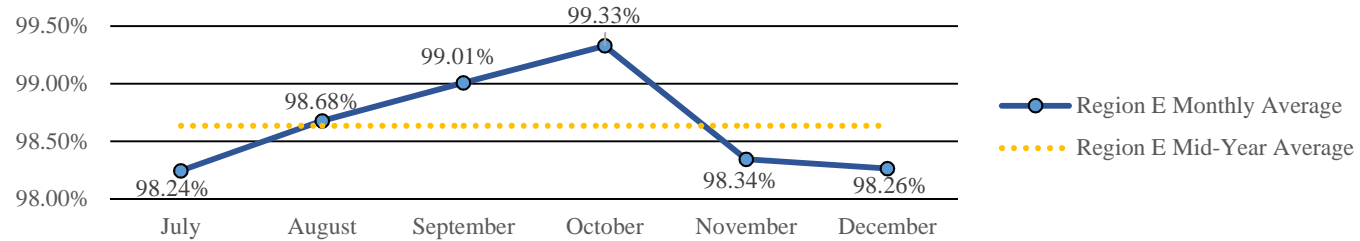
SECTION 6.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2016**



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	26	19	14	10	24	28	121
	Penalty	\$480.00	\$380.00	\$325.00	\$90.00	\$395.00	\$515.00	\$2,185.00
	<i>Final Assessment</i>	\$48.00	\$38.00	\$32.50	\$9.00	\$39.50	\$51.50	\$218.50

Region E Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Requested	19	7	12	5	7	7	57
	Approved	14	4	10	5	4	6	43

Region E Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Lake Forest	263	279	234	237	236	266	1515
	Mission Viejo	364	361	371	375	404	450	2325
	Rancho Santa Margarita	136	106	103	99	112	127	683
	San Juan Capistrano	216	199	200	221	201	232	1269
	Unincorporated	66	77	75	70	54	88	430
	<i>Region E Total</i>		1045	1022	983	1002	1007	1163



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2016



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
RANCHO FEST (FIRST AID)	1	0	0	0	0	0
LAKE FORREST 4TH OF JULY RACE	6	0	0	0	0	0
SAN JUAN CAPISTRANO	7	0	0	0	0	0
LAKE MISSION VIEJO 4TH OF JULY	3	0	0	0	0	0
PACIFIC SYMPHONY	9	0	0	0	0	0
ST. MICHAEL (FIRST AID)	0	0	0	7	0	0
J SERRA (FIRST AID)	0	0	0	6	0	0
SANTA MARGARITA (FIRST AID)	0	0	0	9	5	0
MISSION VIEJO MCI DRILL	0	0	0	0	8	0
CORDELIA ELEMENTARY	0	0	0	0	0	1
SPECIAL OLYMPICS (FIRST AID)	0	0	0	0	0	0
FIRE EXPLORER ACADEMY	0	0	0	0	0	0
MISSION VIEJO AQUATICS	0	0	0	0	0	0
LADERA RANCH RELAY FOR LIFE	0	0	0	0	0	0
NATIONAL NIGHT OUT EVENT	0	0	0	0	0	0
TOTAL HOURS	26	0	0	22	13	1

Total Community Events Hours

62

SECTION 6.3