



**REGULATORY/ MEDICAL HEALTH SERVICES**

**EMERGENCY MEDICAL SERVICES**

**RICHARD SANCHEZ**  
DIRECTOR

**STEVE THRONSON**  
DEPUTY AGENCY DIRECTOR  
REGULATORY/MEDICAL SERVICES

**DENISE FENNESSY**  
CHIEF OF OPERATIONS  
REGULATORY/MEDICAL SERVICES

**TAMMI McCONNELL MSN, RN**  
EMS ADMINISTRATOR

405 W FIFTH STREET, SUITE 301A  
SANTA ANA, CALIFORNIA 92701  
TELEPHONE: 714- 834-3500  
FAX: 714- 834-3125

Date: August 18, 2017

To: EMS System Distribution

From: Tammi McConnell/RN  
EMS Administrator

**Subject: FY16/17 Annual Report: 9-1-1 Emergency Ambulance Transportation Performance**

Orange County Emergency Medical Services FY16/17 Annual 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 through June 2017.

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 June 2017. 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).

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

Region A: (97.36% to 98.70%) - **Emergency Ambulance Service, Inc.**

Region B: (97.77% to 98.73%) - **Care Ambulance Services, Inc.**

Region C: (96.51% to 99.02%) - **Care Ambulance Services, Inc.**

Region D: (98.31% to 99.48%) - **Care Ambulance Services, Inc.**

Region E: (97.91% to 99.33%) - **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% 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.

## TABLE OF CONTENTS

### **Section 1                      Orange County EMS Exclusive Operating All-Region Report**

All Regions Map  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

### **Section 2                      Region A**

Map (*Placentia, Yorba Linda & Unincorporated Areas*)  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

### **Section 3                      Region B**

Map (*Cypress, La Palma, Los Alamitos, Seal Beach, Stanton & Unincorporated Areas*)  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

### **Section 4                      Region C**

Map (*Irvine, Tustin, Villa Park & Unincorporated Areas*)  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

### **Section 5                      Region D**

Map (*Aliso Viejo, Dana Point, Laguna Hills, Laguna Niguel, Laguna Woods & Unincorporated Areas*)  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

### **Section 6                      Region E**

Map (*Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano & Unincorporated Areas*)  
Response Time Compliance & Penalty Assessments  
Exception/Exemption Requests/month  
Transports  
Public Education/Outreach Activities

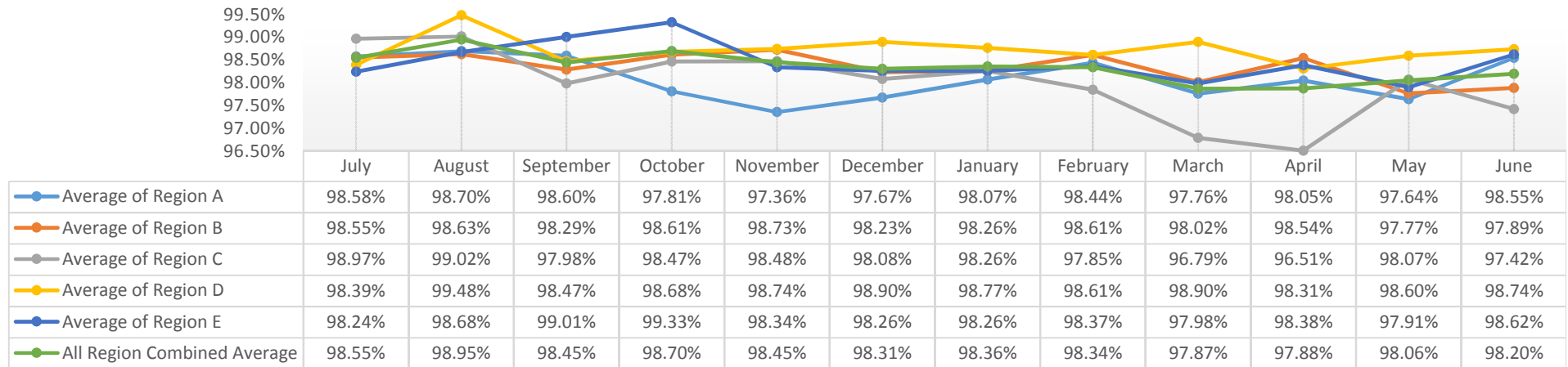
## **SECTION 1**

The logo for Orange County Emergency Medical Services is a circular emblem. It features a blue Star of Life with a white caduceus in the center. The words "ORANGE COUNTY" are written in white capital letters along the top arc of the circle, and "EMERGENCY MEDICAL SERVICES" is written along the bottom arc. A small, dark circular seal is positioned at the very top of the emblem.

8/18/2017 3:23 PM

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Compliance Report**  
**July 2016 - June 2017**  
**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	118	215	380	208	279	1200
PENALTIES ASSESSED	\$3,870.00	\$4,495.00	\$8,440.00	\$4,160.00	\$5,650.00	\$26,615.00
FINAL ASSESSMENT	<b>\$613.50</b>	<b>\$573.00</b>	<b>\$1,503.00</b>	<b>\$416.00</b>	<b>\$740.00</b>	<b>\$3,845.50</b>

\* 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 \$3,845.50**

**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.

**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.

**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%

**SECTION 1.2**

**Exception/Exemption Requests/Month  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
ALL REGIONS**

**Annual 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
JANUARY	0	13	11	6	6	36
FEBRUARY	0	16	9	6	3	34
MARCH	0	19	9	6	7	41
APRIL	0	9	8	4	2	23
MAY	0	10	4	12	4	30
JUNE	0	9	6	10	3	28
<b>TOTAL</b>	<b>0</b>	<b>149</b>	<b>116</b>	<b>95</b>	<b>82</b>	<b>442</b>
<b>APPROVALS</b>	<b>0</b>	<b>129</b>	<b>89</b>	<b>87</b>	<b>61</b>	<b>366</b>
<b>DENIALS</b>	<b>0</b>	<b>20</b>	<b>27</b>	<b>8</b>	<b>21</b>	<b>76</b>

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**  
**FY 16/17 Annual Compliance Report**  
**July 2016 - June 2017**  
**ALL REGIONS**

**Annual 9-1-1 Transports by City**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
<b>A</b>	Placentia	174	145	162	157	154	210	200	164	154	168	183	161	2032
	Yorba Linda	176	175	178	183	178	180	189	146	192	188	182	221	2188
	Brea Unincorporated	2	1	9	1	1	0	0	4	5	3	0	1	27
	<b>Region A Total</b>	<b>352</b>	<b>321</b>	<b>349</b>	<b>341</b>	<b>333</b>	<b>390</b>	<b>389</b>	<b>314</b>	<b>351</b>	<b>359</b>	<b>365</b>	<b>383</b>	<b>4247</b>
<b>B</b>	Cypress	167	142	159	184	134	163	191	147	147	163	151	146	1894
	La Palma	58	56	53	69	57	83	52	53	72	60	73	69	755
	Los Alamitos	90	107	98	89	91	101	102	87	75	79	99	88	1106
	Seal Beach	208	236	206	236	235	244	243	201	225	191	218	214	2657
	Stanton	185	179	162	169	171	176	169	178	173	175	171	168	2076
	Unincorporated	51	29	45	49	39	53	50	33	36	39	51	55	530
	<b>Region B Total</b>	<b>759</b>	<b>749</b>	<b>723</b>	<b>796</b>	<b>727</b>	<b>820</b>	<b>807</b>	<b>699</b>	<b>728</b>	<b>707</b>	<b>763</b>	<b>740</b>	<b>9018</b>
<b>C</b>	Tustin	345	373	329	339	345	361	362	321	346	276	358	314	4069
	Irvine	673	696	710	734	616	752	743	591	697	705	648	631	8196
	Villa Park	12	22	12	18	17	21	43	24	29	16	23	21	258
	Unincorporated	33	46	33	31	41	41	16	25	36	45	53	39	439
	<b>Region C Total</b>	<b>1063</b>	<b>1137</b>	<b>1084</b>	<b>1122</b>	<b>1019</b>	<b>1175</b>	<b>1164</b>	<b>961</b>	<b>1108</b>	<b>1042</b>	<b>1082</b>	<b>1005</b>	<b>12962</b>
<b>D</b>	Aliso Viejo	127	126	112	116	125	138	114	123	109	138	117	114	1459
	Dana Point	193	192	167	148	156	167	181	150	190	158	179	158	2039
	Laguna Hills	150	143	137	159	158	157	171	153	167	159	150	143	1847
	Laguna Niguel	161	190	180	180	196	203	224	180	221	178	212	216	2341
	Laguna Woods	279	276	270	297	266	346	332	273	298	297	249	273	3456
	<b>Region D Total</b>	<b>910</b>	<b>927</b>	<b>866</b>	<b>900</b>	<b>901</b>	<b>1011</b>	<b>1022</b>	<b>879</b>	<b>985</b>	<b>930</b>	<b>907</b>	<b>904</b>	<b>11142</b>
<b>E</b>	Lake Forest	263	279	234	237	236	266	306	254	289	292	287	234	3177
	Mission Viejo	364	361	371	375	404	450	462	371	430	361	363	363	4675
	Rancho Santa Margarita	136	106	103	99	112	127	129	102	123	118	84	106	1345
	San Juan Capistrano	216	199	200	221	201	232	211	194	205	227	185	221	2512
	Unincorporated	66	77	75	70	54	88	92	59	74	75	75	66	871
	<b>Region E Total</b>	<b>1045</b>	<b>1022</b>	<b>983</b>	<b>1002</b>	<b>1007</b>	<b>1163</b>	<b>1200</b>	<b>980</b>	<b>1121</b>	<b>1073</b>	<b>994</b>	<b>990</b>	<b>12580</b>
<b>ALL REGIONS</b>	<b>Total</b>	<b>4129</b>	<b>4156</b>	<b>4005</b>	<b>4161</b>	<b>3987</b>	<b>4559</b>	<b>4582</b>	<b>3833</b>	<b>4293</b>	<b>4111</b>	<b>4111</b>	<b>4022</b>	<b>49949</b>

SECTION 1.4



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
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
JANUARY	1	0	4	3	0	8
FEBRUARY	2	1	0	1	2	6
MARCH	2	2	4	1	3	12
APRIL	4	3	1	4	3	15
MAY	0	1	5	0	2	8
JUNE	3	0	4	2	2	11

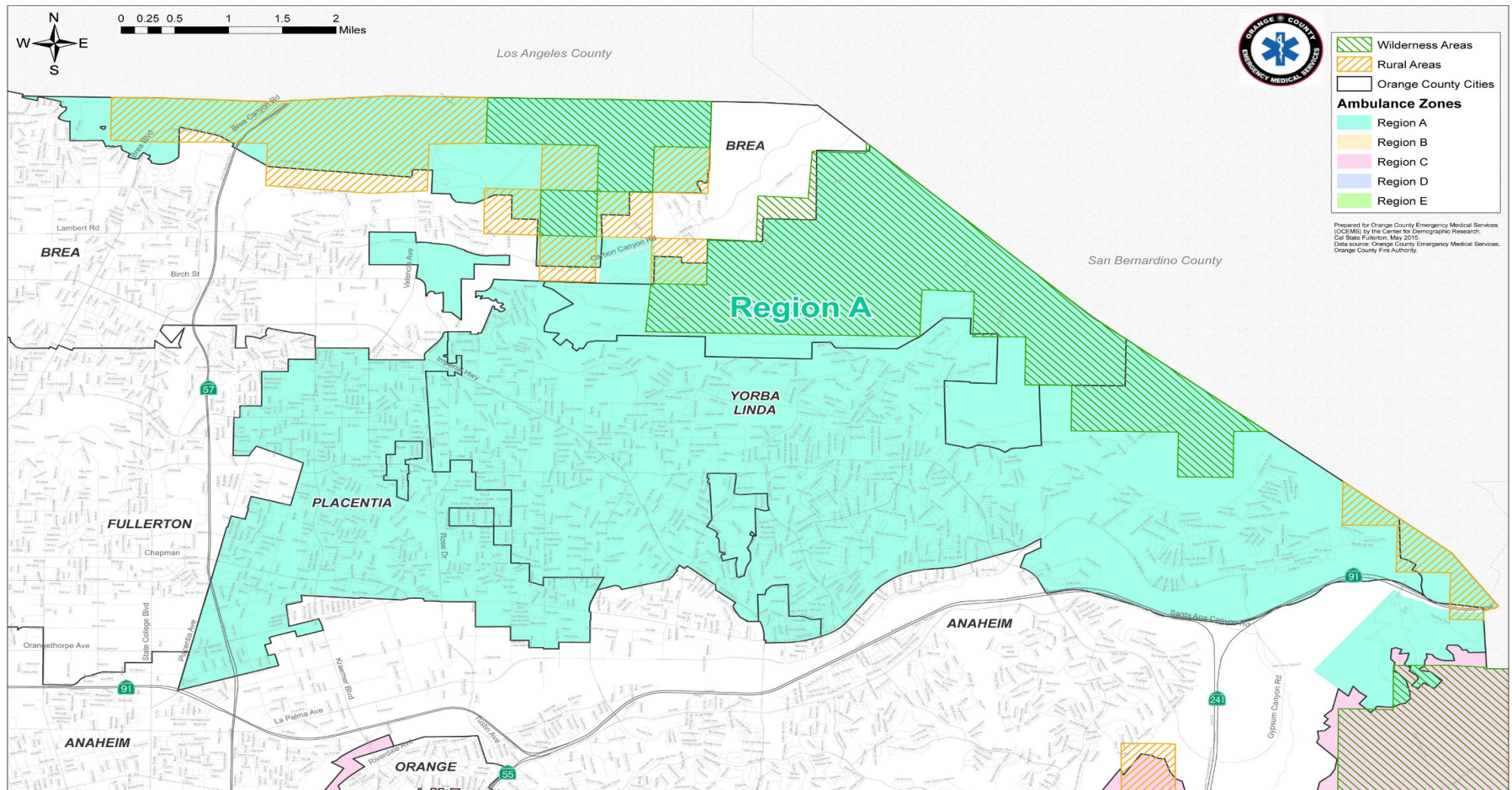
**Total Number of Community Events: 116**

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 1.5**

## **SECTION 2**

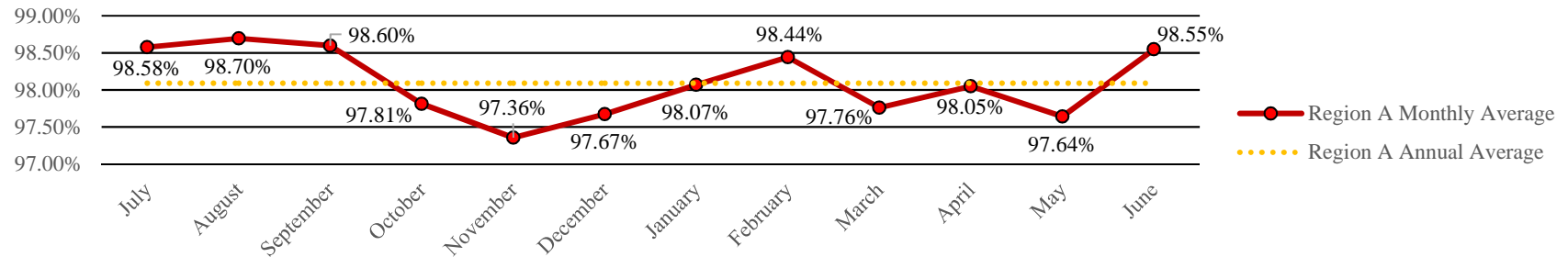
**9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
REGION A**



**SECTION 2.1**

**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region A Compliance Report  
July 2016 - June 2017**

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



**Region Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Late Runs	7	6	7	11	13	13	12	7	12	10	12	8	118
	Penalty	\$295.00	\$45.00	\$180.00	\$525.00	\$345.00	\$355.00	\$395.00	\$345.00	\$520.00	\$300.00	\$410.00	\$155.00	\$3,870.00
	<b>Final Assessment</b>	<b>\$29.50</b>	<b>\$4.50</b>	<b>\$0.00</b>	<b>\$94.50</b>	<b>\$69.00</b>	<b>\$71.00</b>	<b>\$79.00</b>	<b>\$34.50</b>	<b>\$104.00</b>	<b>\$30.00</b>	<b>\$82.00</b>	<b>\$15.50</b>	<b>\$613.50</b>

**Region Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Requested	0	0	0	0	0	0	0	0	0	0	0	0	0
	Approved	0	0	0	0	0	0	0	0	0	0	0	0	0

**Region Annual Transports**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
A	Placentia	174	145	162	157	154	210	200	164	154	168	183	161	2032
	Yorba Linda	176	175	178	183	178	180	189	146	192	188	182	221	2188
	Brea	2	1	9	1	1	0	0	4	5	3	0	1	27
	<b>Region A Total</b>	<b>352</b>	<b>321</b>	<b>349</b>	<b>341</b>	<b>333</b>	<b>390</b>	<b>389</b>	<b>314</b>	<b>351</b>	<b>359</b>	<b>365</b>	<b>383</b>	<b>4247</b>



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region A Compliance Report  
July 2016 - June 2017**



**Public Education/Outreach Events by type/hour**

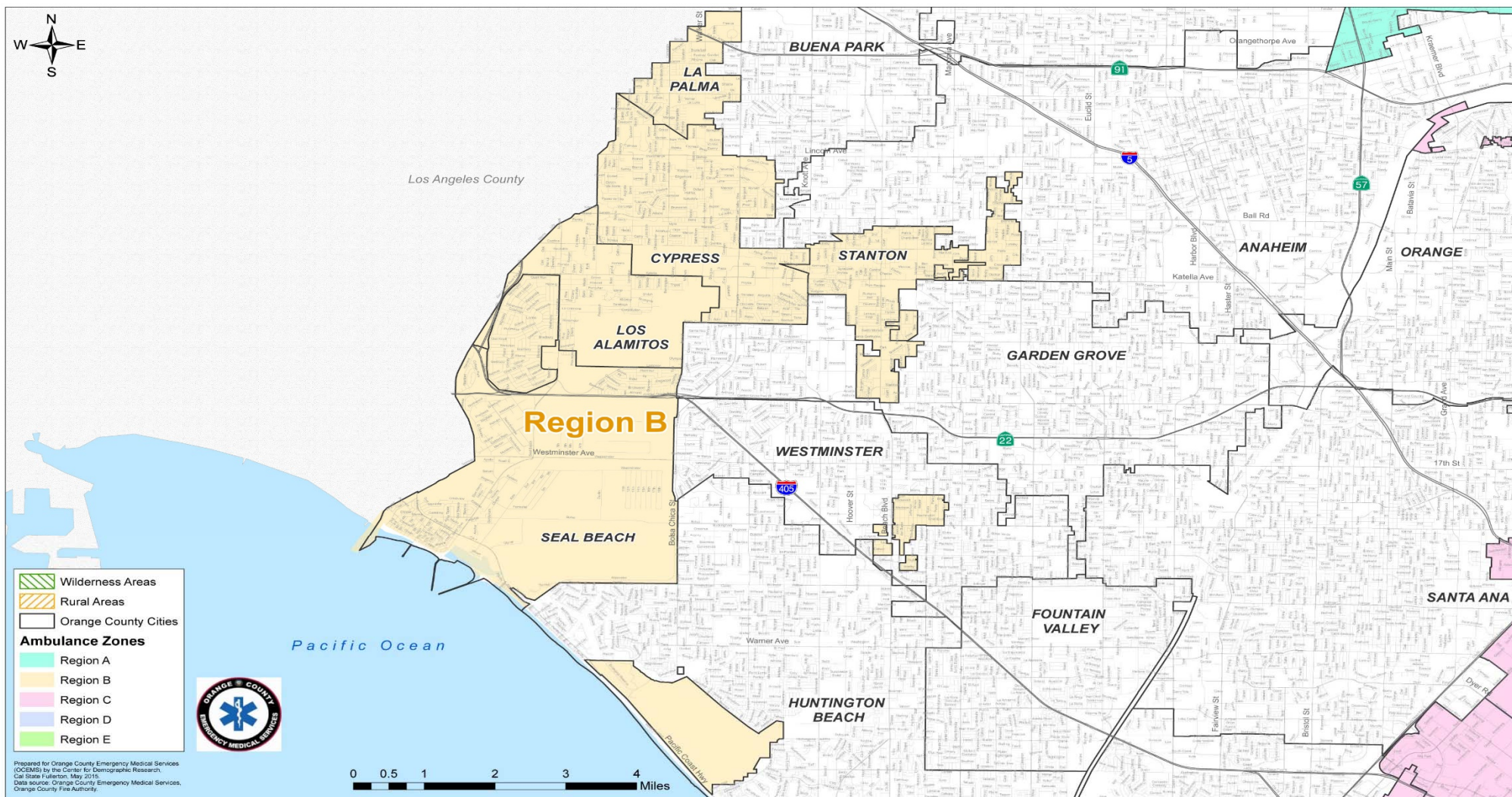
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
YORBA LINDA COMM. CENTER - FIRST AID	5	-	-	-	-	-	-	-	-	-	-	-
POLICE, FIRE AND EMS RECOGNITION BREAKFAST	8	-	-	-	-	-	-	-	-	-	-	-
BLS LEVEL CPR CLASS	-	-	-	-	-	-	4	4	4	4	-	-
FIRST AID COURSE	-	-	-	-	-	-	-	-	8	-	-	-
FRIENDS AND FAMILY CPR COURSE	-	-	-	-	-	-	-	-	-	-	-	3
HEART SAVER CPR	-	12	-	-	-	-	-	-	-	-	-	-
STANDBY/DEMO FOR OCEMS DIRECTOR	-	-	1	-	-	-	-	-	-	-	-	-
PLACENTIA BLOOD DRIVE FIRST AID	-	-	6	-	-	-	-	-	-	-	-	-
ST. MARTIN'S CHURCH - FIRST AID	-	-	21	-	-	-	-	-	-	-	-	-
PLACENTIA HERITAGE PARADE - FIRST AID	-	-	-	8.5	-	-	-	-	-	-	-	-
YORBA LINDA HS - EFM	-	-	-	-	-	-	-	-	-	6	-	-
VALENCIA HS - EFM	-	-	-	-	-	-	-	-	-	9	-	-
NIXON LIBRARY (EMS STANDBY WITH OCFA)	-	-	-	14	-	-	-	-	-	-	-	-
AMBULANCE DEMO (EASTSIDE CHRISTIAN)	-	-	-	-	-	-	-	2	-	-	-	-
YORBA LINDA HS EFM	-	-	-	-	-	-	-	-	-	-	-	-
EMS STANDBY FOR CITY OF PLACENTIA	-	-	-	5	-	-	-	-	-	-	-	-
TRAVIS RANCH SCHOOL JOG-A-THON - FIRST AID	-	-	-	3	-	-	-	-	-	-	-	-
FULLERTON COLLEGE GAME - FIRST AID	-	-	-	-	6	-	-	-	-	-	-	-
POLICE, FIRE AND EMS RECOGNITION EVENT	-	-	-	-	2	-	-	-	-	-	-	-
SIERRA VISTA ELEMENTARY - DEMO	-	-	-	-	1	-	-	-	-	-	-	-
YORBA LINDA HS - FIRST AID	-	-	-	-	-	3	-	-	-	-	-	-
ANNUAL CANNED FOOD DRIVE/PARADE	-	-	-	-	-	6	-	-	-	-	-	-
PUBLIC SAFETY APPRECIATION DAY	-	-	-	-	-	-	-	-	-	4	-	-
BREA-OLINDA HS GRADUATION	-	-	-	-	-	-	-	-	-	-	-	8
SIDEWALK CPR - BREA	-	-	-	-	-	-	-	-	-	-	-	3
YORBA LINDA CHAMPIONSHIP GAME FIRST AID	-	-	-	-	-	4	-	-	-	-	-	-
<b>TOTAL HOURS</b>	<b>13</b>	<b>12</b>	<b>28</b>	<b>30.5</b>	<b>9</b>	<b>13</b>	<b>4</b>	<b>6</b>	<b>12</b>	<b>23</b>	<b>0</b>	<b>14</b>

**Total Community Events Hours      164.5**

SECTION 2.3

## **SECTION 3**

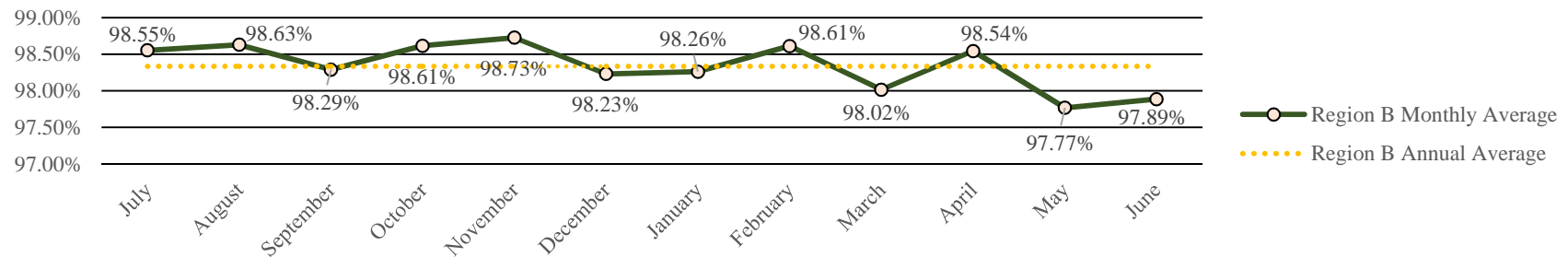
**9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
REGION B**



**SECTION 3.1**

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Region B Compliance Report**  
**July 2016 - June 2017**

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



**Region B Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Late Runs	16	14	18	15	13	21	20	14	21	15	25	23	215
	Penalty	\$310.00	\$365.00	\$275.00	\$380.00	\$140.00	\$260.00	\$775.00	\$305.00	\$320.00	\$130.00	\$730.00	\$505.00	\$4,495.00
	<b>Final Assessment</b>	<b>\$31.00</b>	<b>\$36.50</b>	<b>\$27.50</b>	<b>\$38.00</b>	<b>\$14.00</b>	<b>\$26.00</b>	<b>\$77.50</b>	<b>\$30.50</b>	<b>\$32.00</b>	<b>\$13.00</b>	<b>\$146.00</b>	<b>\$101.00</b>	<b>\$573.00</b>

**Region B Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Requested	7	12	11	20	15	8	13	16	19	9	10	9	149
	Approved	7	9	8	20	11	6	13	13	17	7	9	9	129

**Region B Annual Transports**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
B	Cypress	167	142	159	184	134	163	191	147	147	163	151	146	1894
	La Palma	58	56	53	69	57	83	52	53	72	60	73	69	755
	Los Alamitos	90	107	98	89	91	101	102	87	75	79	99	88	1106
	Seal Beach	208	236	206	236	235	244	243	201	225	191	218	214	2657
	Stanton	185	179	162	169	171	176	169	178	173	175	171	168	2076
	Unincorporated	51	29	45	49	39	53	50	33	36	39	51	55	530
	<b>Region B Total</b>	<b>759</b>	<b>749</b>	<b>723</b>	<b>796</b>	<b>727</b>	<b>820</b>	<b>807</b>	<b>699</b>	<b>728</b>	<b>707</b>	<b>763</b>	<b>740</b>	<b>9018</b>

**SECTION 3.2**



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Region B Compliance Report**  
**July 2016 - June 2017**



**Public Education/Outreach Events by type/hour**

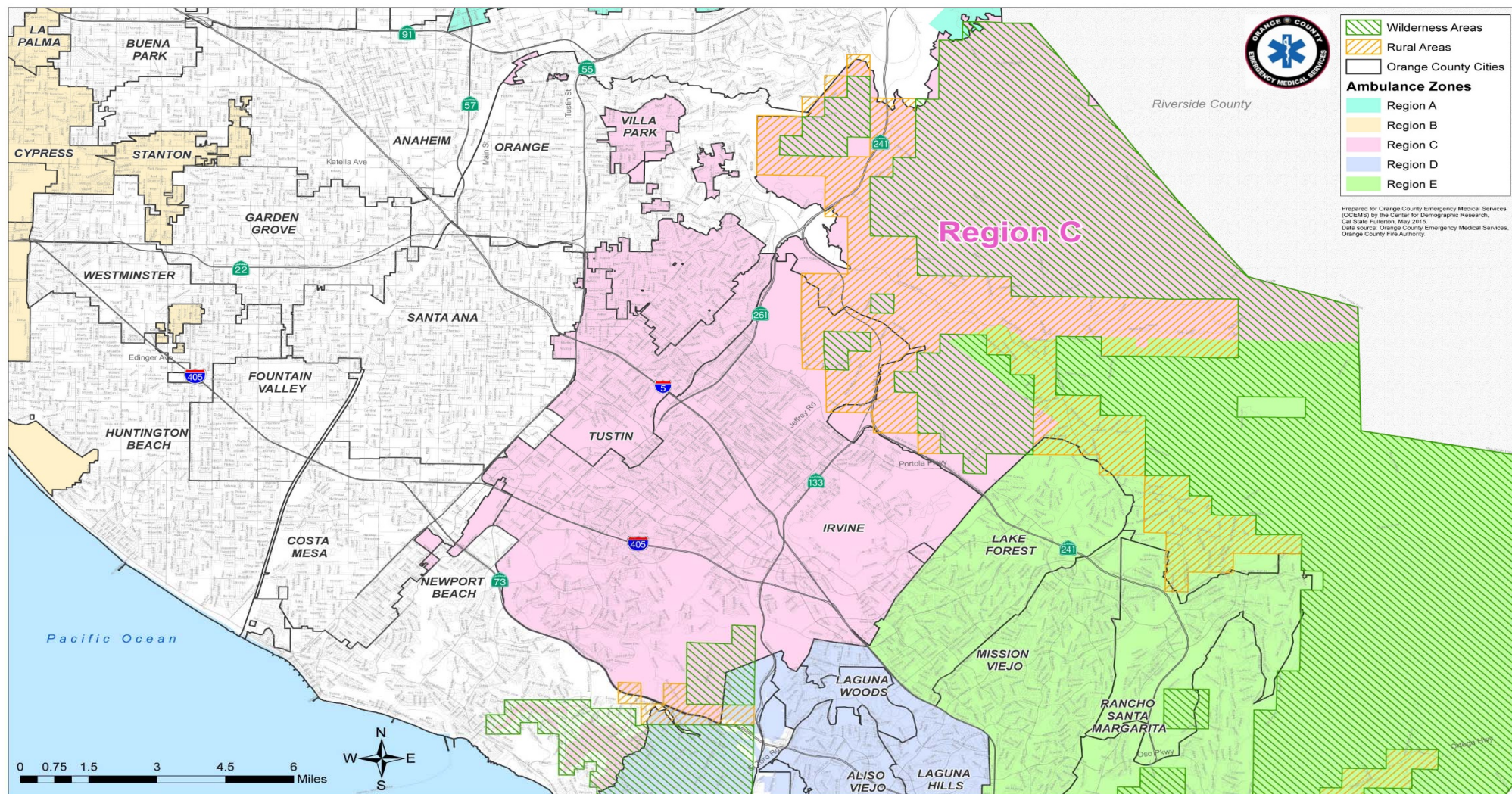
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
WINGS, ROTORS AND WHEELS (FIRST AID)	-	-	-	18	-	-	-	-	-	-	-	-
NATIONAL NIGHT OUT	1	3	-	0	-	-	-	-	-	-	-	-
CYPRESS FESTIVAL	9	-	-	-	-	-	-	-	-	-	-	-
LOS ALAMITOS JOINT TRAINING CENTER	8	-	-	-	-	-	-	-	-	-	-	-
RACE ON THE BASE	-	-	-	-	-	-	-	6	-	-	-	-
LOS ALAMITOS CERT TEAM	-	-	-	-	-	-	-	-	-	8	-	-
LOS ALAMITOS EFM/PLANNING	-	-	-	-	-	-	-	-	8	-	-	-
SEAL BEACH NAVAL STATION DRILL	-	-	-	-	-	-	-	-	6	-	-	-
OXFORD ACADEMY CAREER FAIR	-	-	-	-	-	-	-	-	-	1	-	-
RUN SEAL BEACH 5/10K	-	-	-	-	-	-	-	-	-	4	-	-
CYPRESS PD OPEN HOUSE	-	-	-	-	-	-	-	-	-	-	6	-
<b>TOTAL HOURS</b>	<b>18</b>	<b>3</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>14</b>	<b>13</b>	<b>6</b>	<b>0</b>

**Total Community Events Hours      78**

**SECTION 3.3**

## **SECTION 4**

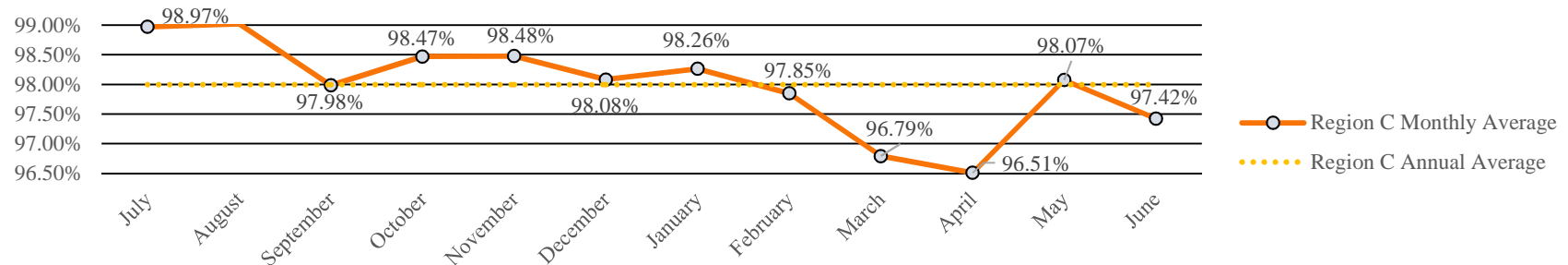
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Compliance Report**  
**July 2016 - June 2017**  
**REGION C**



**SECTION 4.1**

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Region C Compliance Report**  
**July 2016 - June 2017**

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



**Region C Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Late Runs	16	16	32	25	23	32	29	31	52	54	31	39	380
	Penalty	\$230.00	\$285.00	\$940.00	\$505.00	\$485.00	\$665.00	\$515.00	\$625.00	\$1,160.00	\$1,440.00	\$465.00	\$1,125.00	\$8,440.00
	<b>Final Assessment</b>	<b>\$23.00</b>	<b>\$28.50</b>	<b>\$188.00</b>	<b>\$50.50</b>	<b>\$48.50</b>	<b>\$66.50</b>	<b>\$51.50</b>	<b>\$125.00</b>	<b>\$290.00</b>	<b>\$360.00</b>	<b>\$46.50</b>	<b>\$225.00</b>	<b>\$1,503.00</b>

**Region C Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Requested	16	11	10	6	11	15	11	9	9	8	4	6	116
	Approved	13	11	8	6	8	12	7	5	4	7	3	5	89

**Region C Annual Transports**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
C	Tustin	345	373	329	339	345	361	362	321	346	276	358	314	4069
	Irvine	673	696	710	734	616	752	743	591	697	705	648	631	8196
	Villa Park	12	22	12	18	17	21	43	24	29	16	23	21	258
	Unincorporated	33	46	33	31	41	41	16	25	36	45	53	39	439
	<b>Region C Total</b>	<b>1063</b>	<b>1137</b>	<b>1084</b>	<b>1122</b>	<b>1019</b>	<b>1175</b>	<b>1164</b>	<b>961</b>	<b>1108</b>	<b>1042</b>	<b>1082</b>	<b>1005</b>	<b>12962</b>



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region C Compliance Report  
July 2016 - June 2017**



**Public Education/Outreach Events by type/hour**

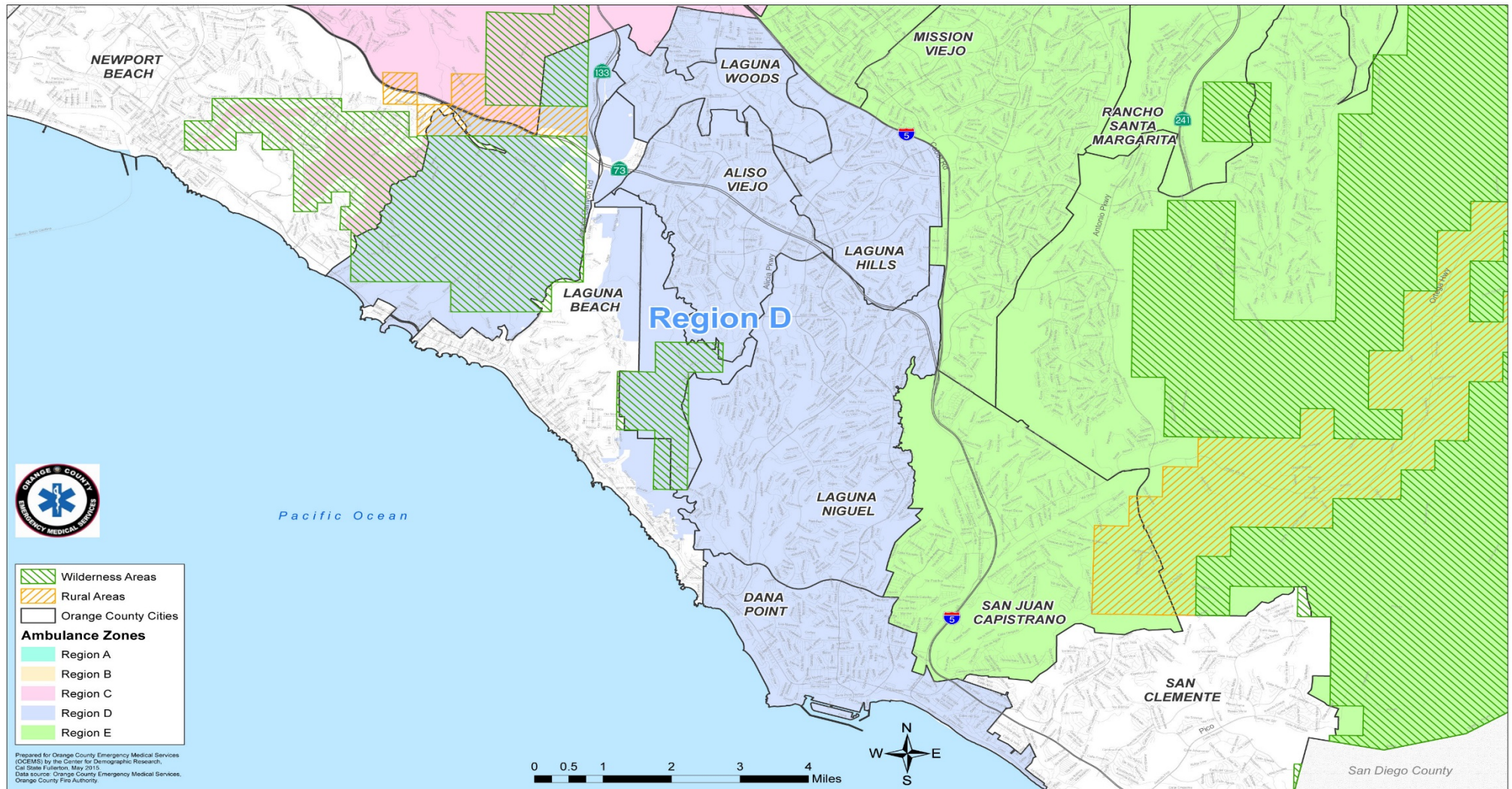
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
IRVINE MCI DRILL/UCI ACTIVE SHOOTER DRILL	-	-	-	-	12	-	-	-	8	-	-	8
IRVINE PD OPEN HOUSE	-	-	-	11	-	-	-	-	-	-	-	-
DINO DASH (FIRST AID)	-	-	-	-	5	-	-	-	-	-	-	-
IRVINE GLOBAL VILLAGE (FIRST AID)	-	-	10	-	-	-	-	-	-	-	-	-
TUSTIN TILLER DAYS (FIRST AID)	-	-	-	29	-	-	-	-	-	-	-	-
OC WALK TO REMEMBER (FIRST AID)	-	-	-	5	-	-	-	-	-	-	-	-
HILLVIEW HS (CAREER DAY)	-	-	-	-	-	2	-	-	-	-	-	-
MVI DRILL	-	-	-	-	-	-	2	-	-	-	-	-
UCI BIOS SCIENCES	-	-	-	-	2	-	-	-	-	-	-	-
CONCORDIA UNIVERSITY GRADUATION	-	-	-	-	-	6	-	-	-	-	-	-
VP TRICK OF TREAT	-	-	-	4	-	-	-	-	-	-	-	-
IRVINE HIGH 4TH OF JULY	8	-	-	-	-	-	-	-	-	-	-	-
NATIONAL NIGHT OUT	-	2	-	-	-	-	-	-	-	-	-	-
IRVINE SPOOKTACULAR	-	-	-	24	-	-	-	-	-	-	-	-
UNITY MARCH	-	4	-	-	-	-	-	-	-	-	-	-
HOAG CCT TRAINING	-	-	-	-	-	-	-	-	-	-	2	-
BECKMAN HS EMR CLASS	-	-	-	-	-	-	5	-	-	-	-	10
CREEKSIDE HS EMR CLASS	-	-	-	-	-	-	6	-	-	-	-	5
BOYSCOUTS EVENT	-	-	-	-	-	-	1	-	-	-	-	-
FOOTHILL HS EFM/PLANNING	-	-	-	-	-	-	-	-	2	11	-	-
PLAZA VISTA ELEMENTARY BOY	-	-	-	-	-	-	-	-	4	-	-	-
TUSTIN CHILI COOK OFF	-	-	-	-	-	-	-	-	-	-	-	9
IRVINE CHILDRENS FUND GAMES	-	-	-	-	-	-	-	-	-	-	11	-
IKCF FESTIVAL	-	-	-	-	-	-	-	-	-	-	5	-
OCFA OPEN HOUSE	-	-	-	-	-	-	-	-	-	-	7	-
WATERWORKS WATER SAFETY DAY	-	-	-	-	-	-	-	-	-	-	8	-
REACHING FOR THE STARS	-	-	-	-	-	-	-	-	16	-	-	-
<b>TOTAL HOURS</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>73</b>	<b>19</b>	<b>8</b>	<b>14</b>	<b>0</b>	<b>30</b>	<b>11</b>	<b>33</b>	<b>32</b>

**Total Community Events Hours      244**

**SECTION 4.3**

## **SECTION 5**

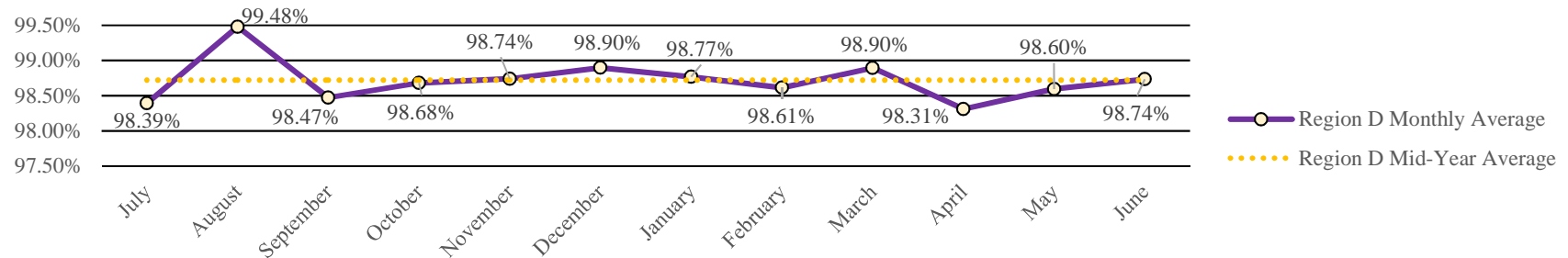
**9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
REGION D**



**SECTION 5.1**

**Response Time Compliance & Penalty Assessments**  
**9-1-1 EMERGENCY AMBULANCE**  
**FY 16/17 Annual Region D Compliance Report**  
**July 2016 - June 2017**

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



**Region D Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Late Runs	21	7	19	17	16	17	18	18	16	23	19	17	208
	Penalty	\$320.00	\$230.00	\$460.00	\$330.00	\$295.00	\$240.00	\$130.00	\$275.00	\$495.00	\$420.00	\$520.00	\$445.00	\$4,160.00
	<b>Final Assessment</b>	<b>\$32.00</b>	<b>\$23.00</b>	<b>\$46.00</b>	<b>\$33.00</b>	<b>\$29.50</b>	<b>\$24.00</b>	<b>\$13.00</b>	<b>\$27.50</b>	<b>\$49.50</b>	<b>\$42.00</b>	<b>\$52.00</b>	<b>\$44.50</b>	<b>\$416.00</b>

**Region D Annual Exception/Exemption Requests**

REGION	EXCEP/EXEMP.	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Requested	10	9	11	4	10	7	6	6	6	4	12	10	95
	Approved	10	7	10	4	10	7	6	5	4	3	12	9	87

**Region D Annual Transports**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
D	Aliso Viejo	127	126	112	116	125	138	114	123	109	138	117	114	1459
	Dana Point	193	192	167	148	156	167	181	150	190	158	179	158	2039
	Laguna Hills	150	143	137	159	158	157	171	153	167	159	150	143	1847
	Laguna Niguel	161	190	180	180	196	203	224	180	221	178	212	216	2341
	Laguna Woods	279	276	270	297	266	346	332	273	298	297	249	273	3456
	<b>Region D Total</b>	<b>910</b>	<b>927</b>	<b>866</b>	<b>900</b>	<b>901</b>	<b>1011</b>	<b>1022</b>	<b>879</b>	<b>985</b>	<b>930</b>	<b>907</b>	<b>904</b>	<b>11142</b>



**Public Education/Outreach Activities  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region D Compliance Report  
July 2016 - June 2017**



**Public Education/Outreach Events by type/hour**

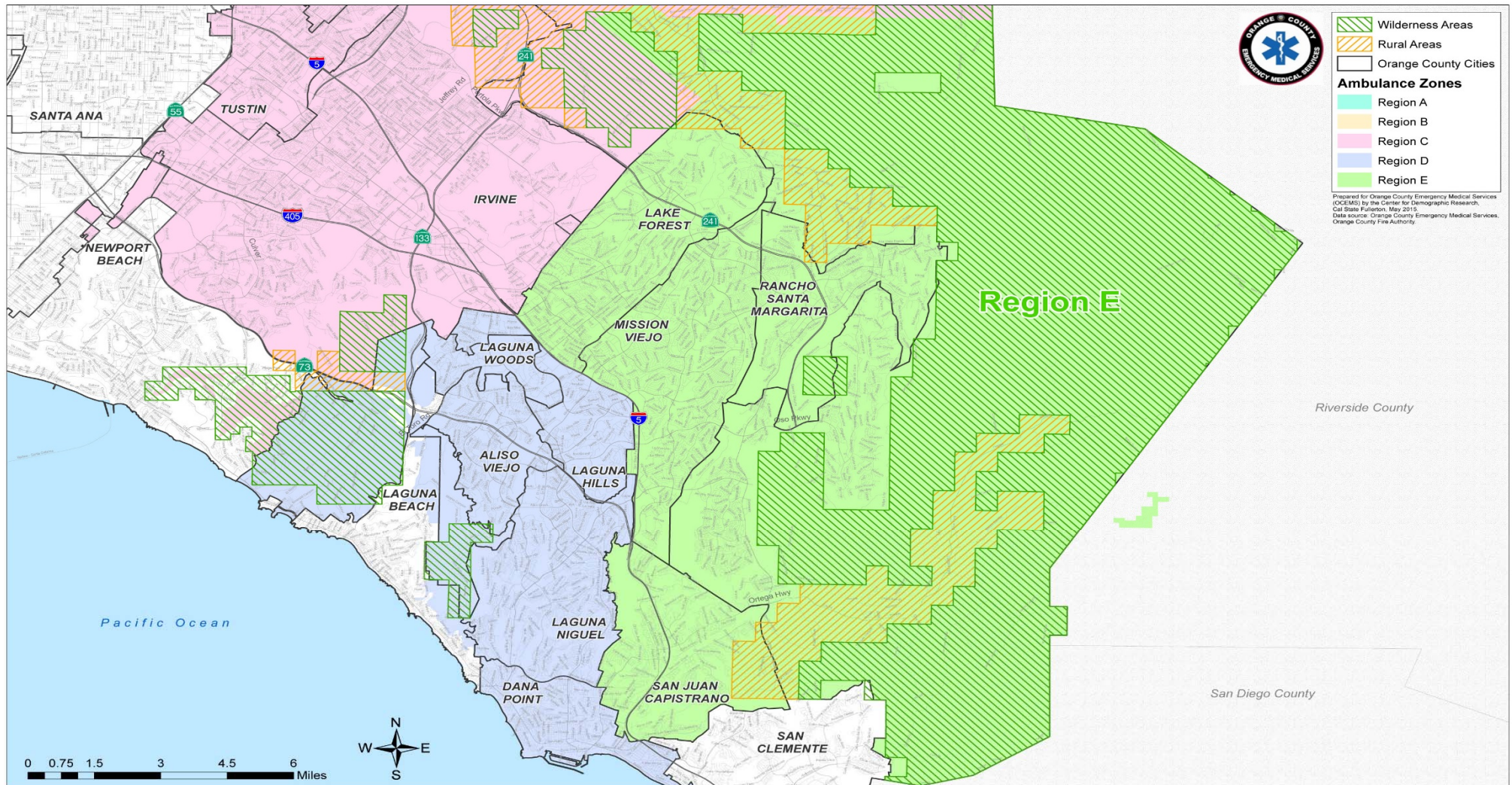
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
NATIONAL NIGHT OUT	-	2	-	-	-	-	-	-	-	-	-	-
LADERA RANCH RELAY FOR LIFE	-	6	-	-	-	-	-	-	-	-	-	-
ALISO VIEJO CLEAN UP (FIRST AID)	-	-	5	-	-	-	-	-	-	-	-	-
LAGUNA NIGUEL MCI DRILL	-	-	-	6	-	-	-	-	-	-	-	-
ALISO VIEJO FOUNDERS DAY	-	-	-	7	-	-	-	-	-	-	-	-
SADDLEBACK VALLEY (FIRST AID)	-	-	-	-	5	-	-	-	-	-	-	-
DANA HILLS FOOTBALL SALUTE TO FIRST RESPONDER	-	-	2	-	-	-	-	-	-	-	-	-
ST. MARY'S SCHOOL	-	-	-	-	3	-	-	-	-	-	-	-
LAGUNA NIGUEL HOLIDAY PARADE (FIRST AID)	-	-	-	-	-	4	4	-	-	-	-	-
ALISO VIEJO SUMMER CONCERTS	-	-	-	-	-	-	-	-	-	-	-	1
LAGUNA NIGUEL TOUCH A TRUCK	-	-	-	-	-	-	-	-	-	4	-	-
DANA POINT GRAND PRIX	-	-	-	-	-	-	-	-	-	29	-	-
ALISO VIEJO SPRING CELEBRATION	-	-	-	-	-	-	-	-	-	6	-	-
DANA HILLS HIGH SCHOOL COMMENCEMENT	-	-	-	-	-	-	-	-	-	-	-	2
SADDLEBACK CHURCH FIRST RESPONDER DAY	-	-	-	-	-	-	5	-	-	-	-	-
SNOWFEST	-	-	-	-	-	-	1	6	-	-	-	-
LAGUNA NIGUEL CERT	-	-	-	-	-	-	-	-	12	-	-	-
ALISO VIEJO HS EFM	-	-	-	-	-	-	-	-	-	8	-	-
<b>TOTAL HOURS</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>12</b>	<b>47</b>	<b>0</b>	<b>3</b>

**Total Community Events Hours      118**

**SECTION 5.3**

## **SECTION 6**

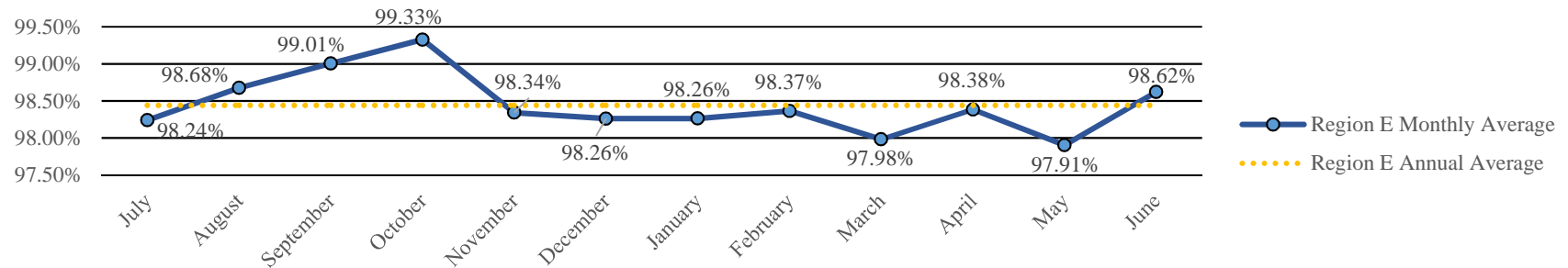
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Compliance Report  
July 2016 - June 2017  
REGION E



SECTION 6.1

**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region E Compliance Report  
July 2016 - June 2017**

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



**Region E Annual Penalty Assessments - Late Runs**

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Late Runs	26	19	14	10	24	28	29	23	32	24	30	20	279
	Penalty	\$480.00	\$380.00	\$325.00	\$90.00	\$395.00	\$515.00	\$360.00	\$345.00	\$845.00	\$615.00	\$905.00	\$395.00	\$5,650.00
	<b>Final Assessment</b>	<b>\$48.00</b>	<b>\$38.00</b>	<b>\$32.50</b>	<b>\$9.00</b>	<b>\$39.50</b>	<b>\$51.50</b>	<b>\$36.00</b>	<b>\$34.50</b>	<b>\$169.00</b>	<b>\$61.50</b>	<b>\$181.00</b>	<b>\$39.50</b>	<b>\$740.00</b>

**Region E Annual Exception/Exemption Requests**

REGION	EXCEP./EXEMP.	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Requested	19	7	12	5	7	7	6	3	7	2	4	3	<b>82</b>
	Approved	14	4	10	5	4	6	4	3	2	2	4	3	<b>61</b>

**Region E Annual Transports**

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
E	Lake Forest	263	279	234	237	236	266	306	254	289	292	287	234	3177
	Mission Viejo	364	361	371	375	404	450	462	371	430	361	363	363	4675
	Rancho Santa Margarita	136	106	103	99	112	127	129	102	123	118	84	106	1345
	San Juan Capistrano	216	199	200	221	201	232	211	194	205	227	185	221	2512
	Unincorporated	66	77	75	70	54	88	92	59	74	75	75	66	871
	<b>Region E Total</b>	<b>1045</b>	<b>1022</b>	<b>983</b>	<b>1002</b>	<b>1007</b>	<b>1163</b>	<b>1200</b>	<b>980</b>	<b>1121</b>	<b>1073</b>	<b>994</b>	<b>990</b>	<b>12580</b>

**SECTION 6.2  
Public Education/Outreach Activities**



**9-1-1 EMERGENCY AMBULANCE  
FY 16/17 Annual Region E Compliance Report  
July 2016 - June 2017**



**Public Education/Outreach Events by type/hour**

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
RANCHO FEST (FIRST AID)	1	-	-	-	-	-	-	-	-	-	-	3
LAKE FORREST 4TH OF JULY RACE	6	-	-	-	-	-	-	-	-	-	-	-
SAN JUAN CAPISTRANO	7	-	-	-	-	-	-	-	-	-	-	-
LAKE MISSION VIEJO 4TH OF JULY	3	-	-	-	-	-	-	-	-	-	-	-
PACIFIC SYMPHONY	9	-	-	-	-	-	-	-	-	-	-	-
ST. MICHAEL (FIRST AID)	-	-	-	7	-	-	-	-	-	-	-	-
J SERRA (FIRST AID)	-	-	-	6	-	-	-	-	-	-	-	-
SANTA MARGARITA (FIRST AID)	-	-	-	9	5	-	-	-	-	-	-	-
MISSION VIEJO MCI DRILL	-	-	-	-	8	-	-	-	-	-	-	-
CORDELIA ELEMENTARY	-	-	-	-	-	1	-	-	-	-	-	-
MONTEVIDEO ELEMENTARY	-	-	-	-	-	-	-	-	-	-	-	1
MISSION VIEJO HIGH SCHOOL DEMO	-	-	-	-	-	-	-	-	-	-	3	-
TRABUCO HILLS HS EFM	-	-	-	-	-	-	-	-	-	-	9	-
COASTLINE ROP	-	-	-	-	-	-	-	2	-	-	-	-
ROTARY CAR SHOW	-	-	-	-	-	-	-	6	-	-	-	-
WELLNESS EVENT - RRM DESIGN	-	-	-	-	-	-	-	-	1	-	-	-
LAKE FOREST CERT	-	-	-	-	-	-	-	-	12	-	-	-
SWALLOWS DAY PARADE	-	-	-	-	-	-	-	-	3	-	-	-
RANCHO SANTA MARGARITA EVENT	-	-	-	-	-	-	-	-	-	4	-	-
TESORO HS EFM	-	-	-	-	-	-	-	-	-	6	-	-
SANTA MARGARITA HS EFM	-	-	-	-	-	-	-	-	-	12	-	-
<b>TOTAL HOURS</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>16</b>	<b>22</b>	<b>12</b>	<b>4</b>

**Total Community Events Hours      124**

**SECTION 6.3**