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REGULATORY/ MEDICAL HEALTH SERVICES

EMERGENCY MEDICAL SERVICES

Date: March 7, 2018

To: EMS System Distribution

From: Tammi McConnell RN, MSN
EMS Administrator *TMcConnell RN*

Subject: **FY17/18 Mid-Year Report: 9-1-1 Emergency Ambulance Transportation Performance**

Orange County Emergency Medical Services FY17/18 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 2017 to December 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 2017 through December 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).

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 (***96.56% to 98.49%***).

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 (***95.27% to 98.96%***).

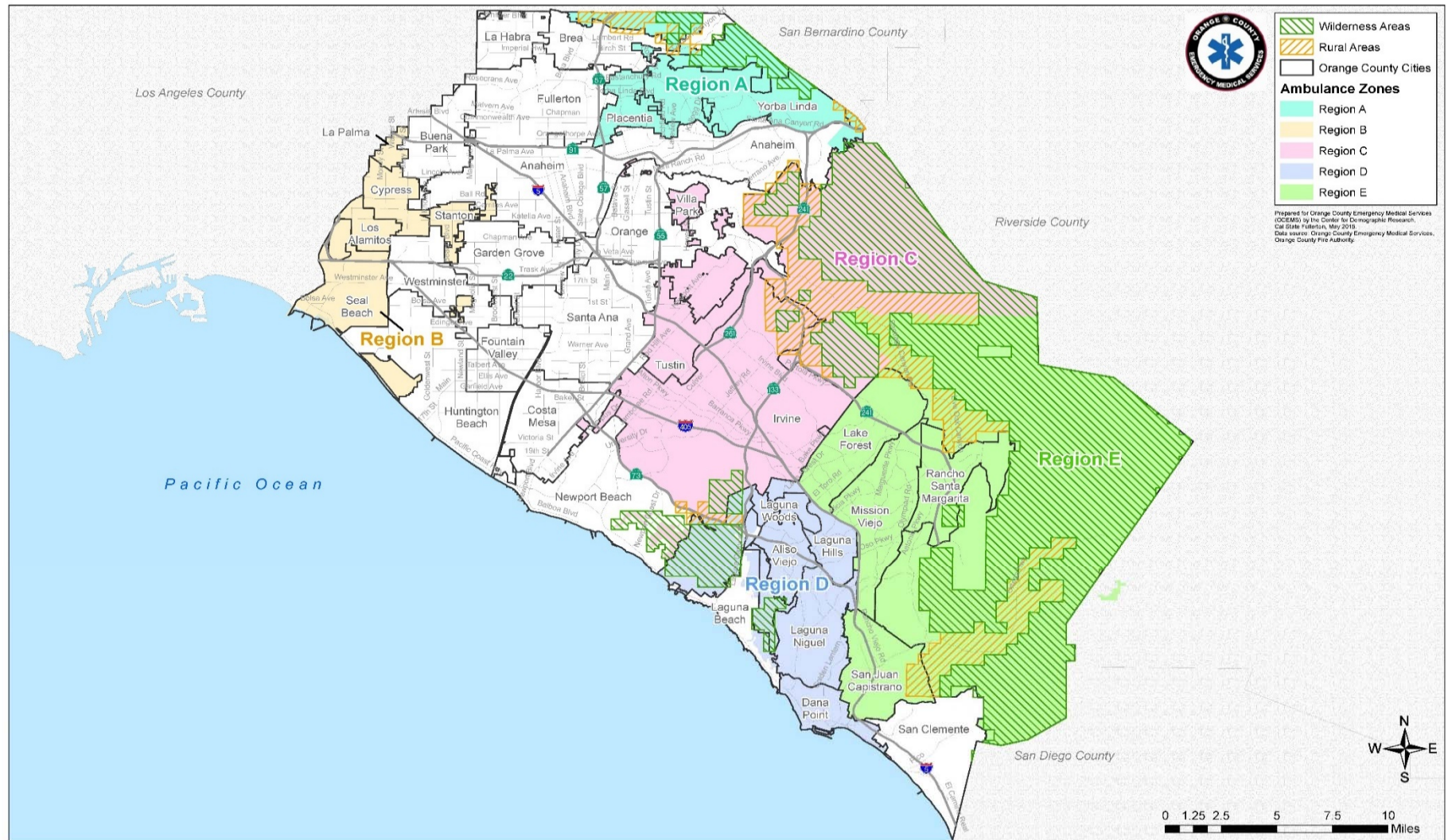
Penalties are assessed for late responses that increase according to the number of minutes the emergency ambulance is delayed past the mandated response time. In addition, when the response time standard exceeds 90% in an EOA each calendar month, Performance Credits are applied toward total penalties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

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

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

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

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
ALL REGIONS



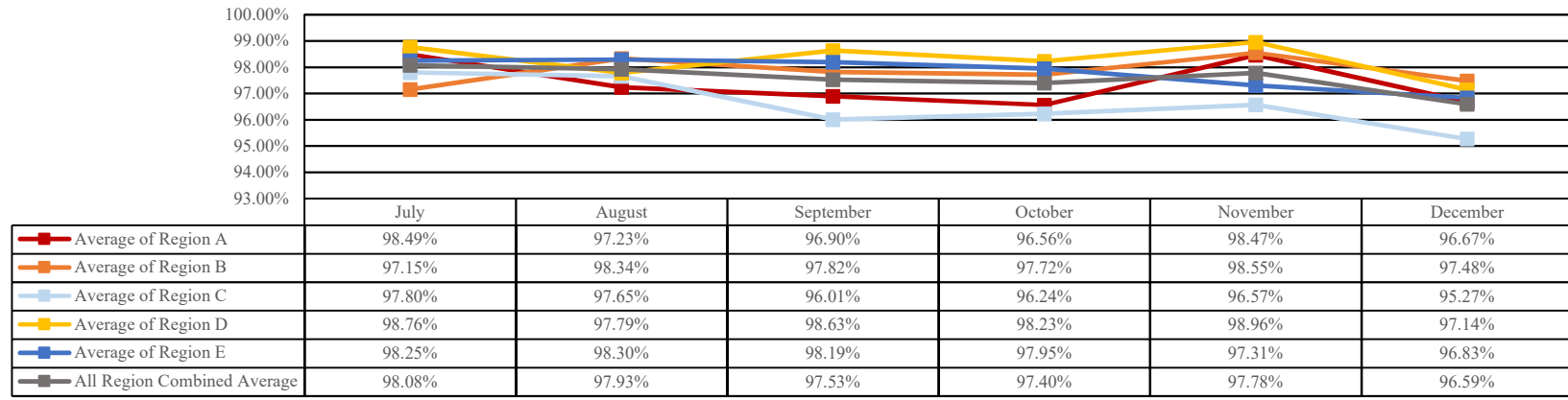
SECTION 1.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
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	87	141	333	145	205	911
PENALTIES ASSESSED	\$2,295.00	\$3,305.00	\$8,710.00	\$3,810.00	\$6,160.00	\$24,280.00
FINAL ASSESSMENT	\$493.00	\$594.00	\$2,358.25	\$632.00	\$1,099.00	\$5,176.25

* 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".

Penalty Assessments \$5,176.25

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.

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%



**Exception/Exemption Requests/Month
 9-1-1 EMERGENCY AMBULANCE
 Mid - Year Compliance Report
 July - December 2017
 ALL REGIONS**



Mid-Year Exception/Exemption Requests by Month

MONTH	REGION A	REGION B	REGION C	REGION D	REGION E	TOTAL
JULY	0	3	4	7	7	21
AUGUST	0	7	8	9	1	25
SEPTEMBER	0	9	10	7	6	32
OCTOBER	0	7	7	7	5	26
NOVEMBER	0	11	3	7	4	25
DECEMBER	0	14	12	13	7	46
TOTAL	0	51	44	50	30	175
APPROVALS	0	51	41	50	28	170
DENIALS	0	0	3	0	2	5

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 2017
ALL REGIONS**



Mid-Year 9-1-1 Transports by City

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
A	Placentia	171	170	171	189	188	184	1073
	Yorba Linda	191	193	206	179	185	232	1186
	Brea Unincorporated	1	0	2	2	2	7	14
	Region A Total	363	363	379	370	375	423	2273
B	Cypress	152	181	170	152	150	166	971
	La Palma	60	80	63	71	69	78	421
	Los Alamitos	102	97	95	83	89	111	577
	Seal Beach	221	240	211	199	219	249	1339
	Stanton	162	189	171	168	169	188	1047
	Unincorporated	41	36	46	44	43	49	259
Region B Total	738	823	756	717	739	841	4614	
C	Tustin	371	373	331	337	339	426	2177
	Irvine	687	694	670	672	657	753	4133
	Villa Park	18	15	22	14	26	23	118
	Unincorporated	46	40	25	42	31	45	229
Region C Total	1122	1122	1048	1065	1053	1247	6657	
D	Aliso Viejo	136	114	124	137	120	149	780
	Dana Point	185	173	151	142	168	207	1026
	Laguna Hills	156	147	170	163	144	186	966
	Laguna Niguel	189	192	178	176	179	177	1091
	Laguna Woods	279	287	245	251	235	319	1616
	Unincorporated	0	0	0	0	0	1	1
Region D Total	945	913	868	869	846	1039	5480	
E	Lake Forest	291	271	255	269	249	264	1599
	Mission Viejo	367	363	373	405	372	486	2366
	Rancho Santa Margarita	122	121	108	133	135	131	750
	San Juan Capistrano	195	238	190	191	219	250	1283
	Unincorporated	78	75	74	66	58	119	470
Region E Total	1053	1068	1000	1064	1033	1250	6468	
ALL REGIONS	Total	4221	4289	4051	4085	4046	4800	25492

SECTION 1.4



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
ALL REGIONS



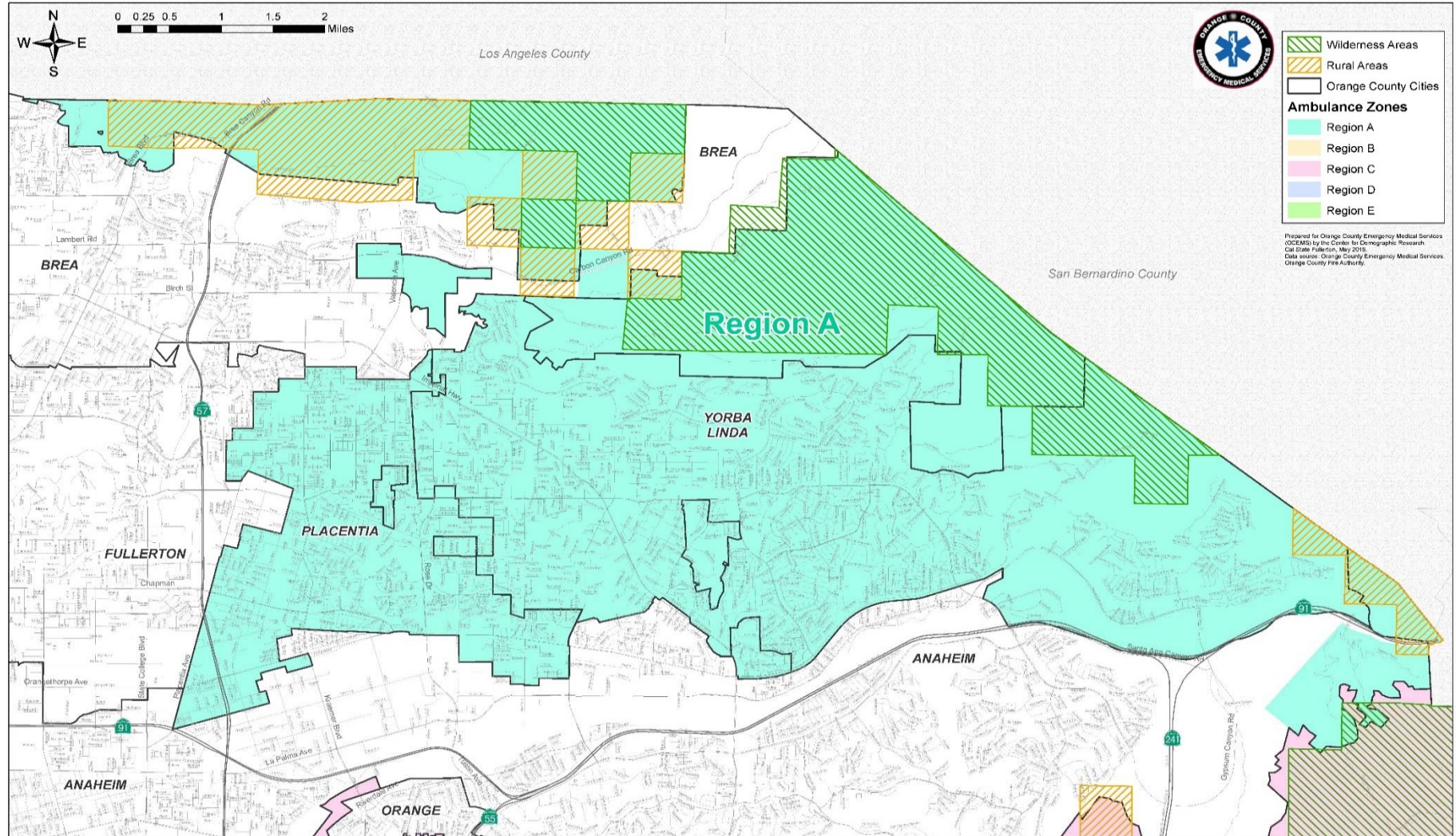
Public Education/Outreach Activities by Events

MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	21.5	0	0	0	0	21.5
AUGUST	13	0	0	0	0	13
SEPTEMBER	16	0	0	0	0	16
OCTOBER	24	6	44	15	4	93
NOVEMBER	2	3	6	8	9	28
DECEMBER	11	0	6	4	0	21

Total Number of Community Events 192.5

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

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
REGION A



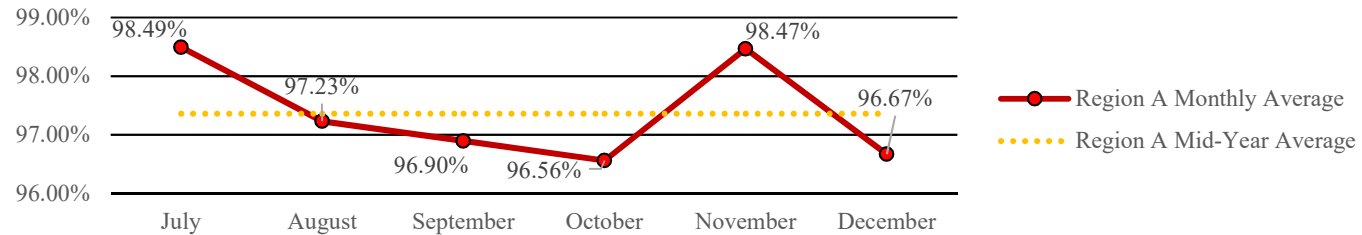
SECTION 2.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
July - December 2017**



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	8	15	17	19	8	20	87
	Penalty	\$205.00	\$325.00	\$425.00	\$560.00	\$225.00	\$555.00	\$2,295.00
	<i>Final Assessment</i>	<i>\$20.50</i>	<i>\$65.00</i>	<i>\$106.25</i>	<i>\$140.00</i>	<i>\$22.50</i>	<i>\$138.75</i>	<i>\$493.00</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	171	170	171	189	188	184	1073
	Yorba Linda	191	193	206	179	185	232	1186
	Brea	1	0	2	2	2	7	14
	<i>Region A Total</i>	<i>363</i>	<i>363</i>	<i>379</i>	<i>370</i>	<i>375</i>	<i>423</i>	<i>2273</i>



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region A Compliance Report
July - December 2017

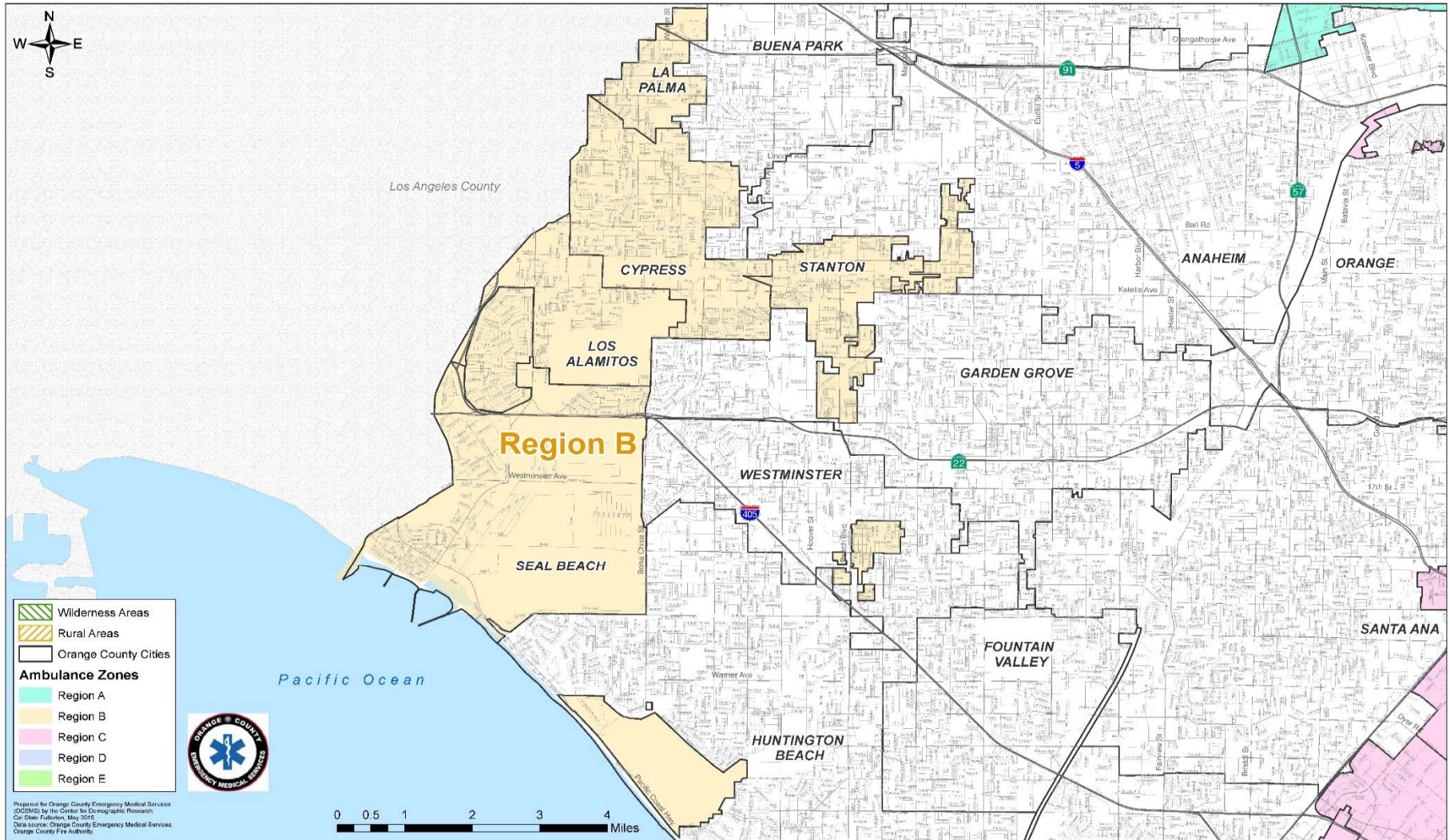


Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
HEART SAVER FIRST AID CLASS	6.5	-	-	5	-	-
HEART SAVER CPR CLASS	3	-	-	6	-	3
NATIONAL NIGHT OUT - SPECIAL EVENT STANDBY	-	13	-	-	-	-
YORBA LINDA 5K TRAIL RACE - SPECIAL EVENT STANDBY	-	-	4	-	-	-
ST. MARTIN'S OKTOBERFEST - SPECIAL EVENT STANDBY	-	-	12	-	-	-
HERITAGE PARADE - SPECIAL EVENT STANDBY	-	-	-	4	-	-
PUBLIC SAFETY EVENT - SPECIAL EVENT STANDBY	-	-	-	9	-	-
HOSPITAL, SCOUTING SPECIAL EVENT	-	-	-	-	2	-
INDEPENDENCE DAY CELEBRATION - SPECIAL EVENT/STANDBY	4	-	-	-	-	-
OCFA EXPLORER ACADEMY - SPECIAL EVENT/STANDBY	8	-	-	-	-	-
ANNUAL CANNED FOOD DRIVE/PARADE WITH OCFA	-	-	-	-	-	8
TOTAL HOURS	21.5	13	16	24	2	11

Total Community Events Hours 87.5

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
REGION B



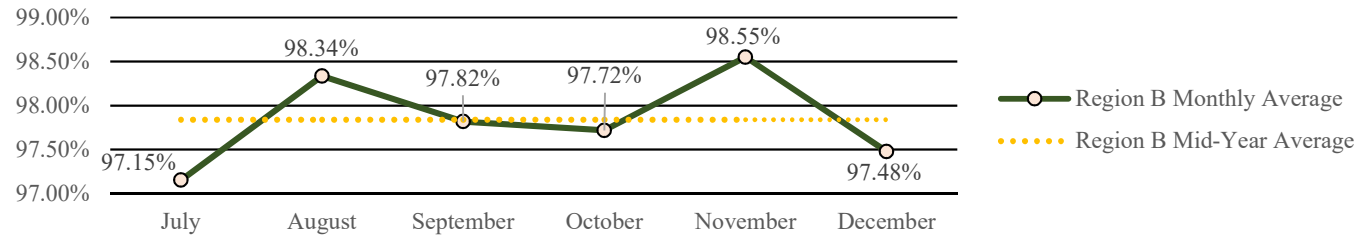
SECTION 3.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2017**



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	30	19	23	24	15	30	141
	Penalty	\$760.00	\$370.00	\$380.00	\$725.00	\$300.00	\$770.00	\$3,305.00
	<i>Final Assessment</i>	\$152.00	\$37.00	\$76.00	\$145.00	\$30.00	\$154.00	\$594.00

Region B Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Requested	3	7	9	7	11	14	51
	Approved	3	7	9	7	11	14	51

Region B Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
B	Cypress	152	181	170	152	150	166	971
	La Palma	60	80	63	71	69	78	421
	Los Alamitos	102	97	95	83	89	111	577
	Seal Beach	221	240	211	199	219	249	1339
	Stanton	162	189	171	168	169	188	1047
	Unincorporated	41	36	46	44	43	49	259
	<i>Region B Total</i>		738	823	756	717	739	841

SECTION 3.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region B Compliance Report
July - December 2017

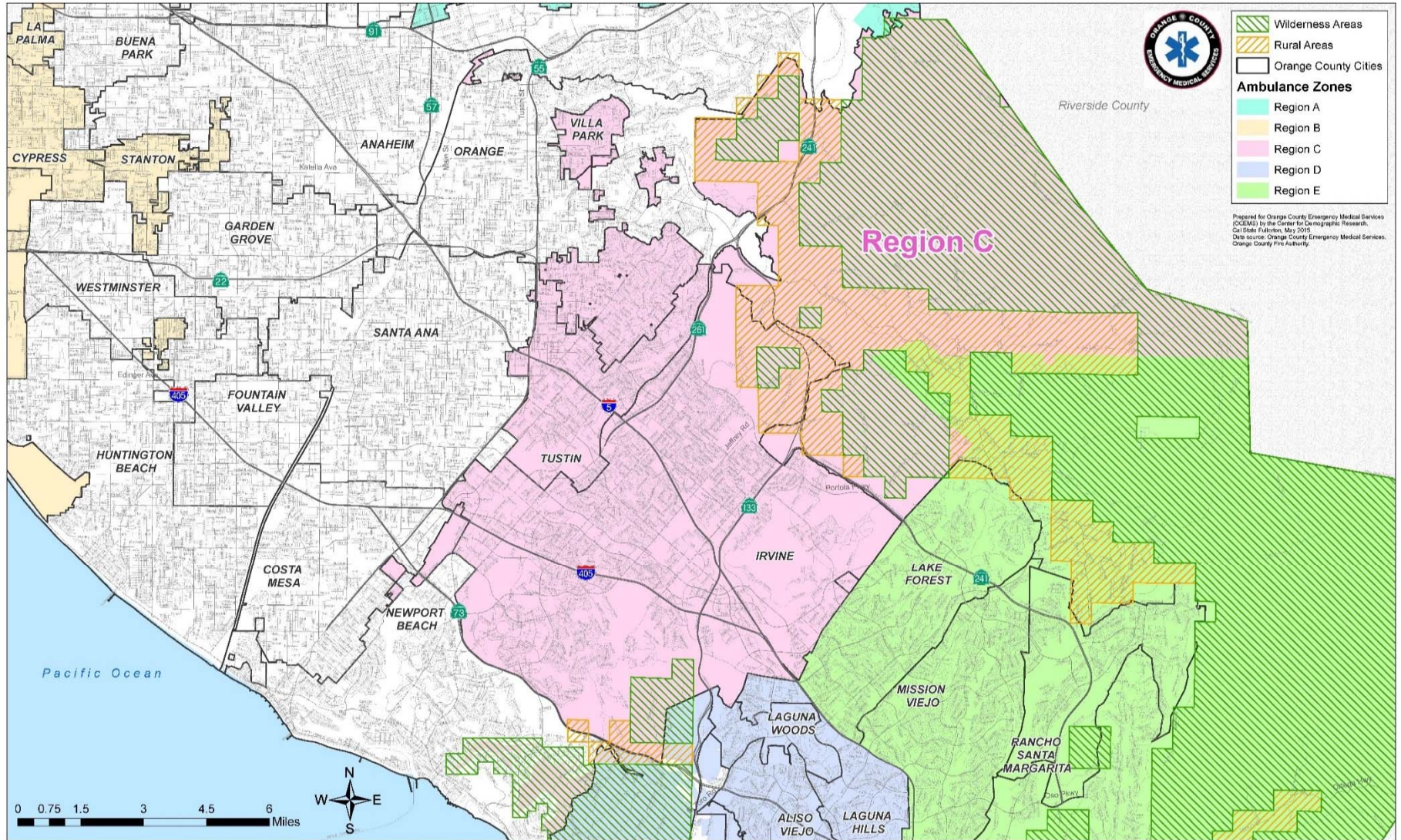


Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Calvary Show and Tell - Community Event Demo	-	-	-	1	-	-
Cypress PD Memorial - Community Event Demo	-	-	-	5	-	-
St. Hedgwicks Church - Community Demo	-	-	-	-	3	-
TOTAL HOURS	0	0	0	6	3	0

Total Community Events Hours 9

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
REGION C



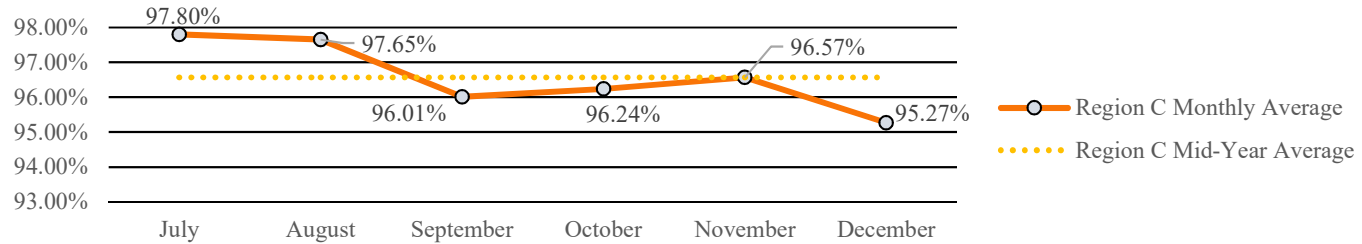
SECTION 4.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2017**



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



Region C Mid-Year Penalty Assessments - Late Runs

REGION	CATEGORY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Late Runs	35	38	62	59	54	85	333
	Penalty	\$880.00	\$705.00	\$1,930.00	\$1,370.00	\$1,225.00	\$2,600.00	\$8,710.00
	<i>Final Assessment</i>	\$176.00	\$141.00	\$482.50	\$342.50	\$306.25	\$910.00	\$2,358.25

Region C Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Requested	4	8	10	7	3	12	44
	Approved	4	6	9	7	3	12	41

Region C Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
C	Tustin	371	373	331	337	339	426	2177
	Irvine	687	694	670	672	657	753	4133
	Villa Park	18	15	22	14	26	23	118
	Unincorporated	46	40	25	42	31	45	229
	<i>Region C Total</i>	1122	1122	1048	1065	1053	1247	6657



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region C Compliance Report
July - December 2017

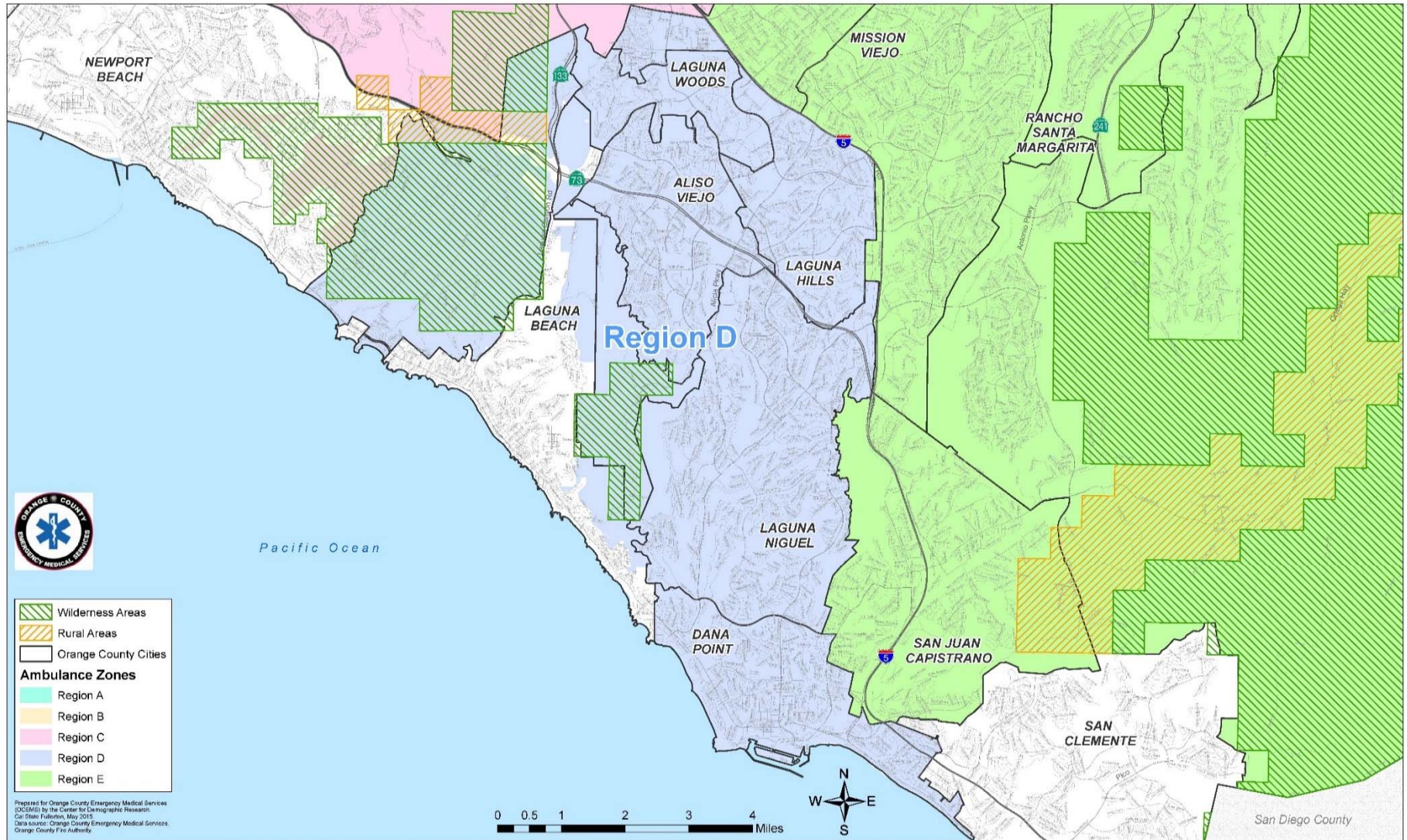


Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Hillview High School - Career Day	-	-	-	-	-	5
Active Shooter Drill - Community Event Demo	-	-	-	18	-	-
Tustin Tiller Day - Community Event Demo	-	-	-	21	-	-
Walk to Remember - Community Event Demo	-	-	-	5	-	-
Tustin Dino Dash - Community Event Demo	-	-	-	-	6	-
Villa Park Dry Boat Parade - Community Event Demo	-	-	-	-	-	1
TOTAL HOURS	0	0	0	44	6	6

Total Community Events Hours 56

**9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
REGION D**



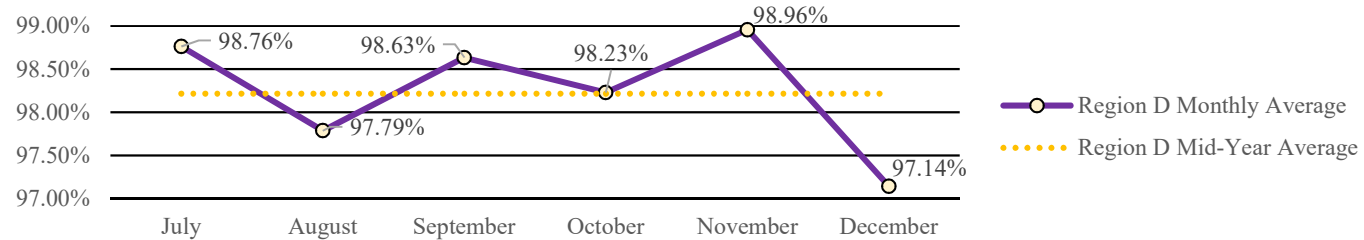
SECTION 5.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2017**



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	17	30	18	23	13	44	145
	Penalty	\$270.00	\$855.00	\$350.00	\$375.00	\$305.00	\$1,655.00	\$3,810.00
	<i>Final Assessment</i>	\$27.00	\$171.00	\$35.00	\$37.50	\$30.50	\$331.00	\$632.00

Region D Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Requested	7	9	7	7	7	13	50
	Approved	7	9	7	7	7	13	50

Region D Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
D	Aliso Viejo	136	114	124	137	120	149	780
	Dana Point	185	173	151	142	168	207	1026
	Laguna Hills	156	147	170	163	144	186	966
	Laguna Niguel	189	192	178	176	179	177	1091
	Laguna Woods	279	287	245	251	235	319	1616
	Unincorporated	0	0	0	0	0	1	1
	<i>Region D Total</i>	945	913	868	869	846	1039	5480

SECTION 5.2



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region D Compliance Report
July - December 2017

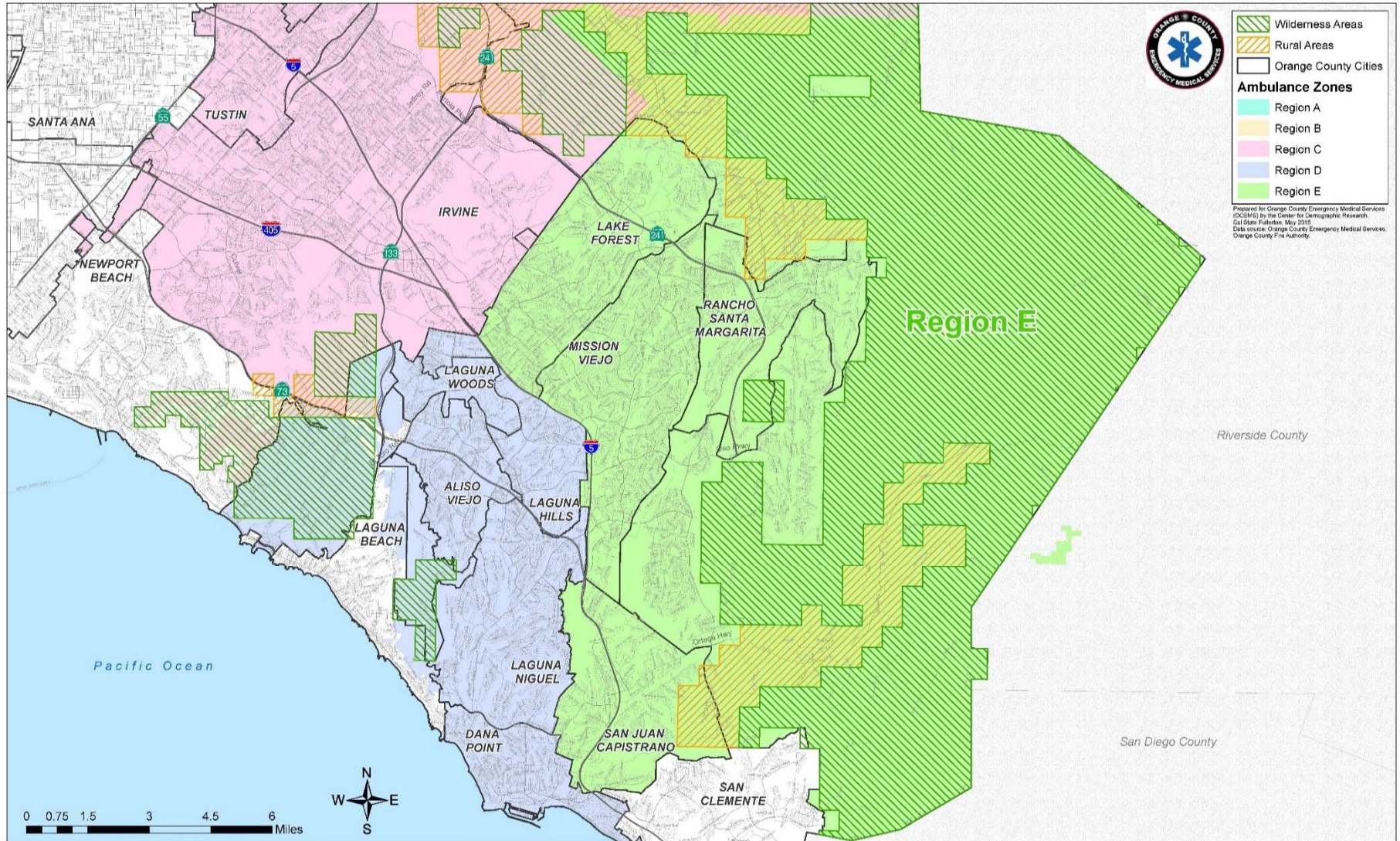


Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Aliso Viejo Founders Day - Community Event Demo	-	-	-	6	-	-
Octoberfest - Community Event Demo	-	-	-	9	-	-
Turkey Trot - Community Event Demo	-	-	-	-	8	-
Laguna Hills Holiday Parade - Community Event Demo	-	-	-	-	-	4
TOTAL HOURS	0	0	0	15	8	4

Total Community Events Hours 27

9-1-1 EMERGENCY AMBULANCE
Mid - Year Compliance Report
July - December 2017
REGION E



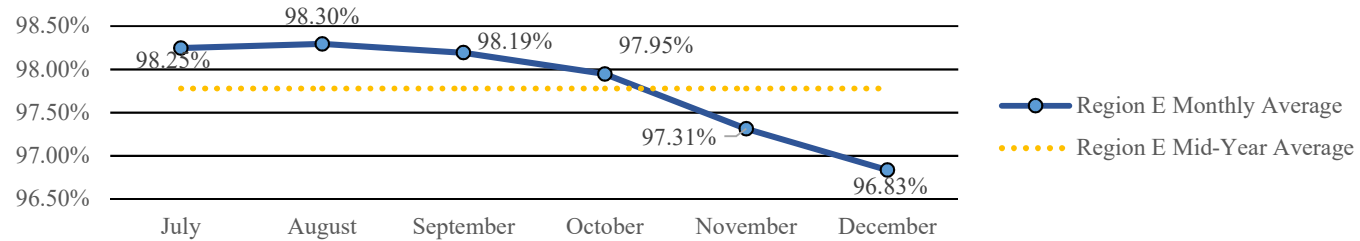
SECTION 6.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2017**



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	26	26	32	40	55	205
	Penalty	\$560.00	\$585.00	\$1,265.00	\$755.00	\$835.00	\$2,160.00	\$6,160.00
	<i>Final Assessment</i>	\$56.00	\$58.50	\$126.50	\$151.00	\$167.00	\$540.00	\$1,099.00

Region E Mid-Year Exception/Exemption Requests

REGION	EXCEPTION/EXEMPTION	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Requested	7	1	6	5	4	7	30
	Approved	7	1	5	5	4	6	28

Region E Mid-Year Transports

REGION	CITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
E	Lake Forest	291	271	255	269	249	264	1599
	Mission Viejo	367	363	373	405	372	486	2366
	Rancho Santa Margarita	122	121	108	133	135	131	750
	San Juan Capistrano	195	238	190	191	219	250	1283
	Unincorporated	78	75	74	66	58	119	470
	<i>Region E Total</i>		1053	1068	1000	1064	1033	1250



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Mid - Year Region E Compliance Report
July - December 2017



Public Education/Outreach Events by type/hour

COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
South County Disaster Expo - Community Event Demo	-	-	-	4	-	-
Mission - Training Exercise	-	-	-	-	9	-
TOTAL HOURS	0	0	0	4	9	0

Total Community Events Hours 13