



REGULATORY/ MEDICAL HEALTH SERVICES
EMERGENCY MEDICAL SERVICES

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Date: August 22, 2018

To: EMS System Distribution

From: Adrian Rodriguez 
EMS Performance Chief

Subject: FY17/18 Annual Report: 9-1-1 Emergency Ambulance Transportation Performance

Orange County Emergency Medical Services FY17/18 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 2017 through June 2018.

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 June 2018. 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 90th percentile standard set forth by the contract as follows:

Region A: *(96.56% to 98.49%) - Emergency Ambulance Service, Inc.*

Region B: *(96.43% to 98.55%) - Care Ambulance Services, Inc.*

Region C: *(95.27% to 97.80%) - Care Ambulance Services, Inc.*

Region D: *(97.14% to 98.96%) - Care Ambulance Services, Inc.*

Region E: *(96.37% to 98.70%) - 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.

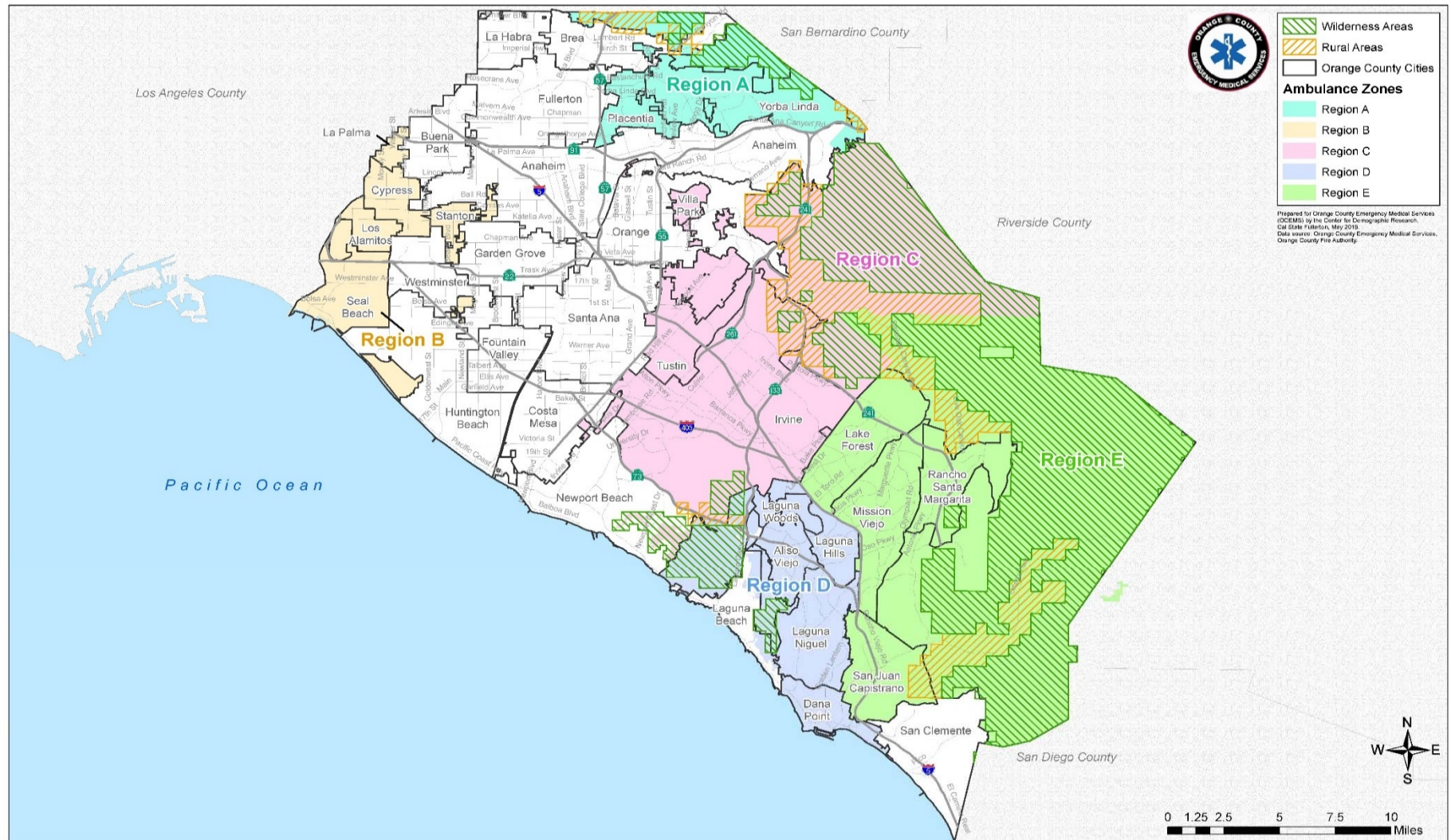
Total transports are calculated quarterly and are based on calls originating from the 9-1-1 system that result in ambulance transportation of a patient to a hospital.

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.

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9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
ALL REGIONS

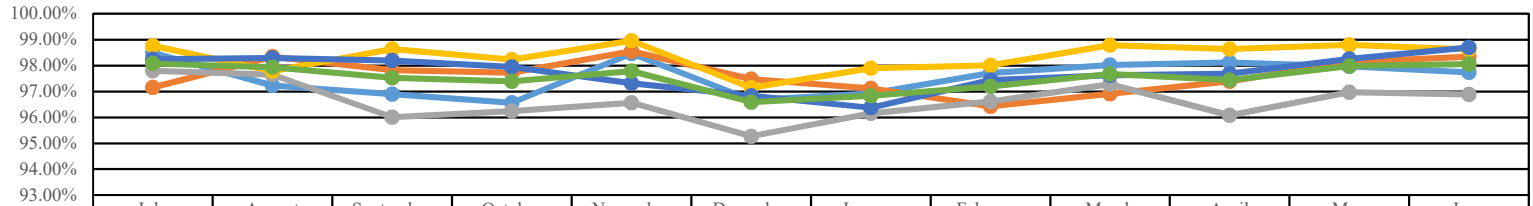


SECTION 1.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
ALL REGIONS**

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



| | July | August | September | October | November | December | January | February | March | April | May | June |
|-----------------------------|--------|--------|-----------|---------|----------|----------|---------|----------|--------|--------|--------|--------|
| Average of Region A | 98.49% | 97.23% | 96.90% | 96.56% | 98.47% | 96.67% | 96.92% | 97.71% | 98.02% | 98.12% | 97.97% | 97.73% |
| Average of Region B | 97.15% | 98.34% | 97.82% | 97.72% | 98.55% | 97.48% | 97.12% | 96.43% | 96.90% | 97.39% | 98.15% | 98.35% |
| Average of Region C | 97.80% | 97.65% | 96.01% | 96.24% | 96.57% | 95.27% | 96.15% | 96.62% | 97.27% | 96.08% | 96.98% | 96.89% |
| Average of Region D | 98.76% | 97.79% | 98.63% | 98.23% | 98.96% | 97.14% | 97.89% | 98.00% | 98.78% | 98.64% | 98.80% | 98.63% |
| Average of Region E | 98.25% | 98.30% | 98.19% | 97.95% | 97.31% | 96.83% | 96.37% | 97.44% | 97.62% | 97.69% | 98.26% | 98.70% |
| All Region Combined Average | 98.08% | 97.93% | 97.53% | 97.40% | 97.78% | 96.59% | 96.84% | 97.19% | 97.68% | 97.45% | 97.98% | 98.06% |

Penalty Assessment

| ASSESSMENT DETAILS JULY-JUNE | REGION A | REGION B | REGION C | REGION D | REGION E | TOTAL |
|--------------------------------|-----------------|---------------------|-------------------|-------------------|-------------------|---------------------|
| LATE RUNS | 163 | 319 | 666 | 270 | 417 | 1835 |
| *PENALTIES ASSESSED | \$3,990.00 | \$9,360.00 | \$17,240.00 | \$7,075.00 | \$11,890.00 | \$49,555.00 |
| **FINAL ASSESSMENT | \$781.25 | \$1,808.75 | \$4,434.00 | \$1,064.00 | \$2,217.75 | \$10,305.75 |
| ***RECORDS OUTSTANDING PENALTY | \$0.00 | \$220,500.00 | | | | \$220,500.00 |

**Penalty reflects penalty assessments after all exception and exemption requests have been processed. **Final Assessment reflects the assessments due after performance credit is calculated and applied. The performance credit is calculated based on compliance percentage. The table for the calculations is based on the agreed upon contract in Exhibit A, Section IV., Table 5 "Performance Credits"*

**** Penalties assessed to contractor for data deficiencies resulting in records outstanding in regions B, C, D, and E. Penalty of \$250 per occurrence for a total of 882 occurrences.*

Penalty Assessments \$230,805.75

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
Annual Compliance Report
July - June 2018
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 |
| JANUARY | 4 | 14 | 2 | 7 | 5 | 32 |
| FEBRUARY | 4 | 7 | 6 | 2 | 0 | 19 |
| MARCH | 7 | 97 | 142 | 123 | 162 | 531 |
| APRIL | 13 | 61 | 103 | 45 | 64 | 286 |
| MAY | 10 | 52 | 41 | 54 | 38 | 195 |
| JUNE | 7 | 54 | 82 | 81 | 71 | 295 |
| TOTAL | 45 | 336 | 420 | 362 | 370 | 1533 |
| APPROVALS | 41 | 331 | 384 | 347 | 362 | 1465 |
| DENIALS | 4 | 5 | 36 | 15 | 8 | 68 |

The process for determining response time compliance includes a review of late response exception or exemption requests each month for each EOA to determine if a delay in response may be attributed to factors outside of the reasonable control of the ambulance provider.

Exception / Exemption requests for late response are identified in the contract. Examples of exception requests include multi-casualty disasters, unusual system overload, delays due to traffic secondary to incident, non-existent address, location change, inclement weather, etc. Examples for exemption requests include, stopping the clock when the first unit arrives on scene, time corrections, on scene times not captured by dispatch, crew did not verbalize on scene, upgraded response, etc.

If an exception / exemption request is justified by documentation, it is approved. Approved exception / exemption responses are not included in monthly response time compliance calculations.

SECTION 1.3



**Transports
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
ALL REGIONS**

Mid-Year 9-1-1 Transports by City

| REGION | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|--------------------|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| A | Placentia | 171 | 170 | 171 | 189 | 188 | 184 | 219 | 182 | 194 | 168 | 170 | 197 | 2203 |
| | Yorba Linda | 191 | 193 | 206 | 179 | 185 | 232 | 230 | 186 | 234 | 183 | 195 | 174 | 2388 |
| | Brea Unincorporated | 1 | 0 | 2 | 2 | 2 | 7 | 1 | 0 | 4 | 2 | 4 | 2 | 27 |
| | Region A Total | 363 | 363 | 379 | 370 | 375 | 423 | 450 | 368 | 432 | 353 | 369 | 373 | 4618 |
| B | Cypress | 152 | 181 | 170 | 152 | 150 | 166 | 176 | 164 | 176 | 185 | 159 | 140 | 1971 |
| | La Palma | 60 | 80 | 63 | 71 | 69 | 78 | 75 | 56 | 71 | 66 | 65 | 63 | 817 |
| | Los Alamitos | 102 | 97 | 95 | 83 | 89 | 111 | 126 | 92 | 120 | 117 | 104 | 102 | 1238 |
| | Seal Beach | 221 | 240 | 211 | 199 | 219 | 249 | 261 | 172 | 212 | 206 | 202 | 213 | 2605 |
| | Stanton | 162 | 189 | 171 | 168 | 169 | 188 | 186 | 150 | 200 | 179 | 159 | 184 | 2105 |
| | Unincorporated | 41 | 36 | 46 | 44 | 43 | 49 | 65 | 41 | 76 | 73 | 66 | 61 | 641 |
| | Region B Total | 738 | 823 | 756 | 717 | 739 | 841 | 889 | 675 | 855 | 826 | 755 | 763 | 9377 |
| C | Tustin | 371 | 373 | 331 | 337 | 339 | 426 | 386 | 316 | 360 | 347 | 360 | 316 | 4262 |
| | Irvine | 687 | 694 | 670 | 672 | 657 | 753 | 779 | 687 | 759 | 705 | 653 | 668 | 8384 |
| | Villa Park | 18 | 15 | 22 | 14 | 26 | 23 | 23 | 11 | 16 | 22 | 27 | 20 | 237 |
| | Unincorporated | 46 | 40 | 25 | 42 | 31 | 45 | 36 | 47 | 38 | 52 | 50 | 47 | 499 |
| | Region C Total | 1122 | 1122 | 1048 | 1065 | 1053 | 1247 | 1224 | 1061 | 1173 | 1126 | 1090 | 1051 | 13382 |
| D | Aliso Viejo | 136 | 114 | 124 | 137 | 120 | 149 | 141 | 142 | 157 | 129 | 145 | 119 | 1613 |
| | Dana Point | 185 | 173 | 151 | 142 | 168 | 207 | 170 | 130 | 189 | 169 | 182 | 191 | 2057 |
| | Laguna Hills | 156 | 147 | 170 | 163 | 144 | 186 | 185 | 179 | 168 | 187 | 152 | 130 | 1967 |
| | Laguna Niguel | 189 | 192 | 178 | 176 | 179 | 177 | 201 | 178 | 215 | 191 | 210 | 178 | 2264 |
| | Laguna Woods | 279 | 287 | 245 | 251 | 235 | 319 | 296 | 264 | 268 | 256 | 271 | 271 | 3242 |
| | Unincorporated | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 3 |
| | Region D Total | 945 | 913 | 868 | 869 | 846 | 1039 | 994 | 893 | 997 | 932 | 960 | 890 | 11146 |
| E | Lake Forest | 291 | 271 | 255 | 269 | 249 | 264 | 271 | 237 | 266 | 255 | 237 | 275 | 3140 |
| | Mission Viejo | 367 | 363 | 373 | 405 | 372 | 486 | 415 | 385 | 383 | 440 | 416 | 361 | 4766 |
| | Rancho Santa Margarita | 122 | 121 | 108 | 133 | 135 | 131 | 122 | 123 | 123 | 131 | 125 | 122 | 1496 |
| | San Juan Capistrano | 195 | 238 | 190 | 191 | 219 | 250 | 220 | 199 | 264 | 207 | 215 | 183 | 2571 |
| | Unincorporated | 78 | 75 | 74 | 66 | 58 | 119 | 89 | 92 | 69 | 77 | 56 | 73 | 926 |
| | Region E Total | 1053 | 1068 | 1000 | 1064 | 1033 | 1250 | 1117 | 1036 | 1105 | 1110 | 1049 | 1014 | 12899 |
| ALL REGIONS | Total | 4221 | 4289 | 4051 | 4085 | 4046 | 4800 | 4674 | 4033 | 4562 | 4347 | 4223 | 4091 | 51422 |

SECTION 1.4



Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
ALL REGIONS



Public Education/Outreach Activities by Events

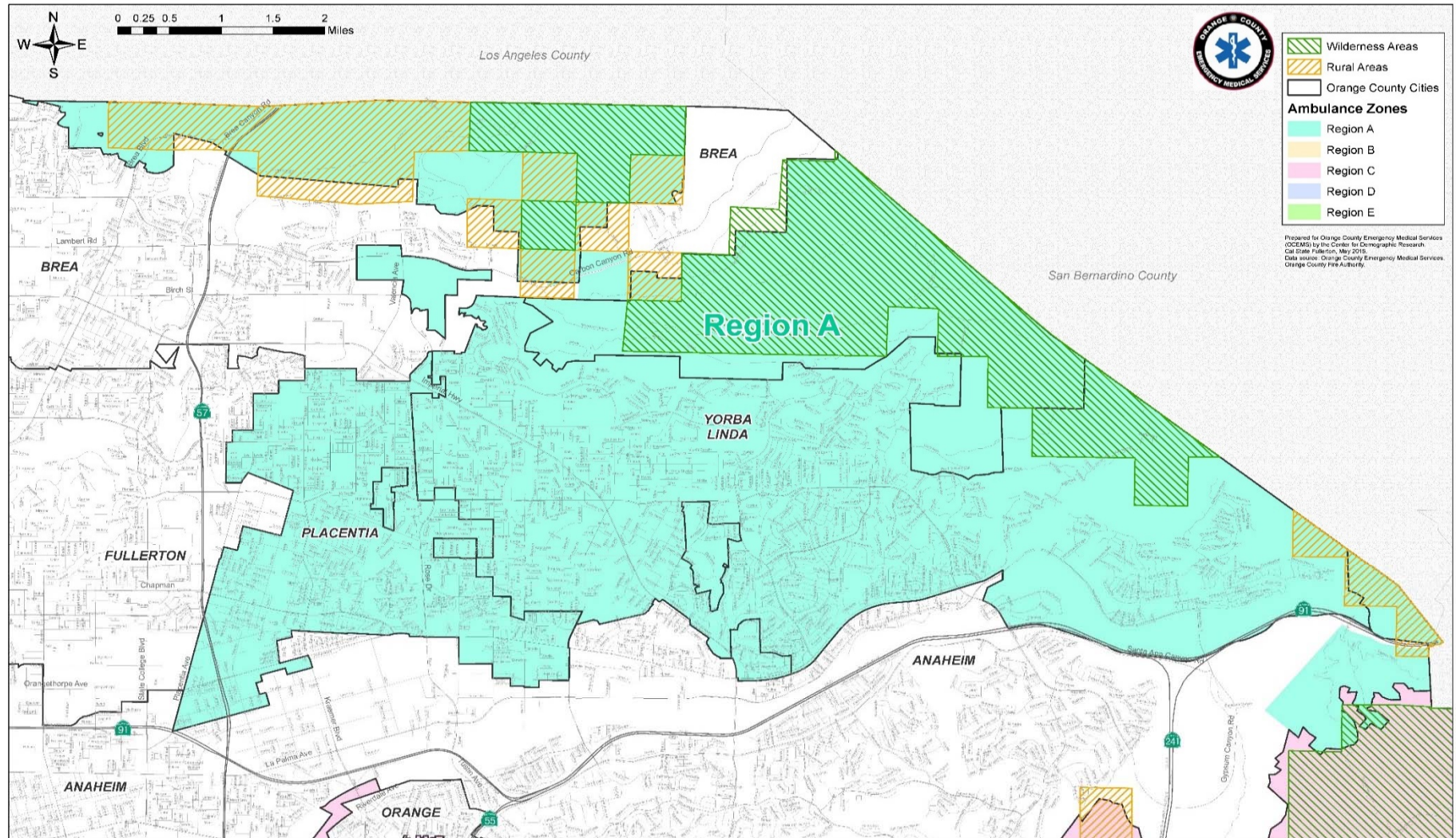
| MONTH | Region A | Region B | Region C | Region D | Region E | Total Number of Community Outreach Events |
|--------------|------------|-----------|------------|------------|------------|---|
| JULY | 21.5 | 23 | 7 | 6 | 14 | 71.5 |
| AUGUST | 13 | 7 | 21 | 12 | 7 | 60 |
| SEPTEMBER | 24 | 0 | 4 | 6 | 0 | 34 |
| OCTOBER | 32 | 6 | 44 | 15 | 4 | 101 |
| NOVEMBER | 7 | 3 | 6 | 8 | 9 | 33 |
| DECEMBER | 15 | 0 | 6 | 4 | 0 | 25 |
| JANUARY | 0 | 0 | 0 | 0 | 0 | 0 |
| FEBRUARY | 0 | 16 | 1 | 0 | 0 | 17 |
| MARCH | 11.5 | 19 | 9 | 6 | 46 | 91.5 |
| APRIL | 20 | 16 | 18 | 40 | 15 | 109 |
| MAY | 0 | 5 | 36 | 0 | 18 | 59 |
| JUNE | 4 | 0 | 14 | 3 | 0 | 21 |
| TOTAL | 148 | 95 | 166 | 100 | 113 | 622 |

Total Number of Community Events 622

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

9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
REGION A



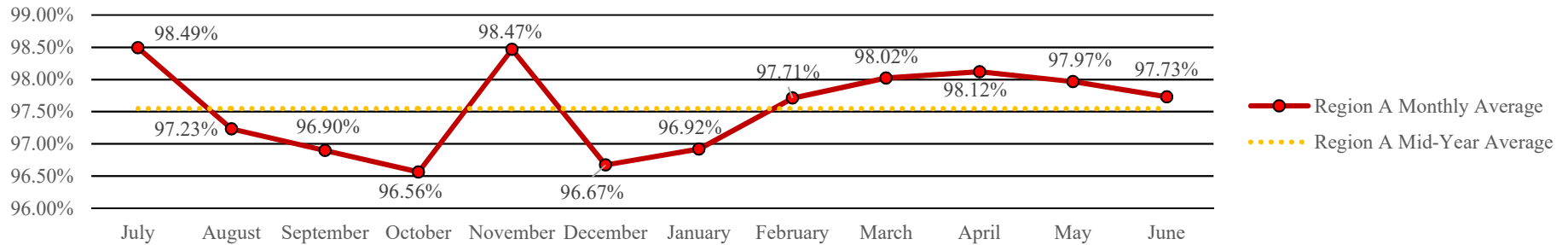
SECTION 2.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region A Compliance Report
July - June 2018**



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



Region A Mid-Year Penalty Assessments - Late Runs

| | CATEGORY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|-------------------------|----------------|----------------|-----------------|-----------------|----------------|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|
| A | Late Runs | 8 | 15 | 17 | 19 | 8 | 20 | 19 | 12 | 12 | 10 | 11 | 12 | 163 |
| | Penalty | \$205.00 | \$325.00 | \$425.00 | \$560.00 | \$225.00 | \$555.00 | \$345.00 | \$195.00 | \$505.00 | \$175.00 | \$225.00 | \$225.00 | \$3,965.00 |
| | Final Assessment | \$20.50 | \$65.00 | \$106.25 | \$140.00 | \$22.50 | \$138.75 | \$86.25 | \$39.00 | \$50.50 | \$17.50 | \$45.00 | \$50.00 | \$781.25 |

Region A Mid-Year Exception/Exemption Requests

| | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|---------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|-------|
| A | Requested | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 7 | 13 | 10 | 7 | 45 |
| | Approved | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 7 | 13 | 7 | 6 | 41 |

Region A Mid-Year Transports

| | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| A | Placentia | 171 | 170 | 171 | 189 | 188 | 184 | 219 | 182 | 194 | 168 | 170 | 197 | 2203 |
| | Yorba Linda | 191 | 193 | 206 | 179 | 185 | 232 | 230 | 186 | 234 | 183 | 195 | 174 | 2388 |
| | Brea | 1 | 0 | 2 | 2 | 2 | 7 | 1 | 0 | 4 | 2 | 4 | 2 | 27 |
| | Region A Total | 363 | 363 | 379 | 370 | 375 | 423 | 450 | 368 | 432 | 353 | 369 | 373 | 4618 |



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region A Compliance Report
July - June 2018**



Public Education/Outreach Events by type/hour

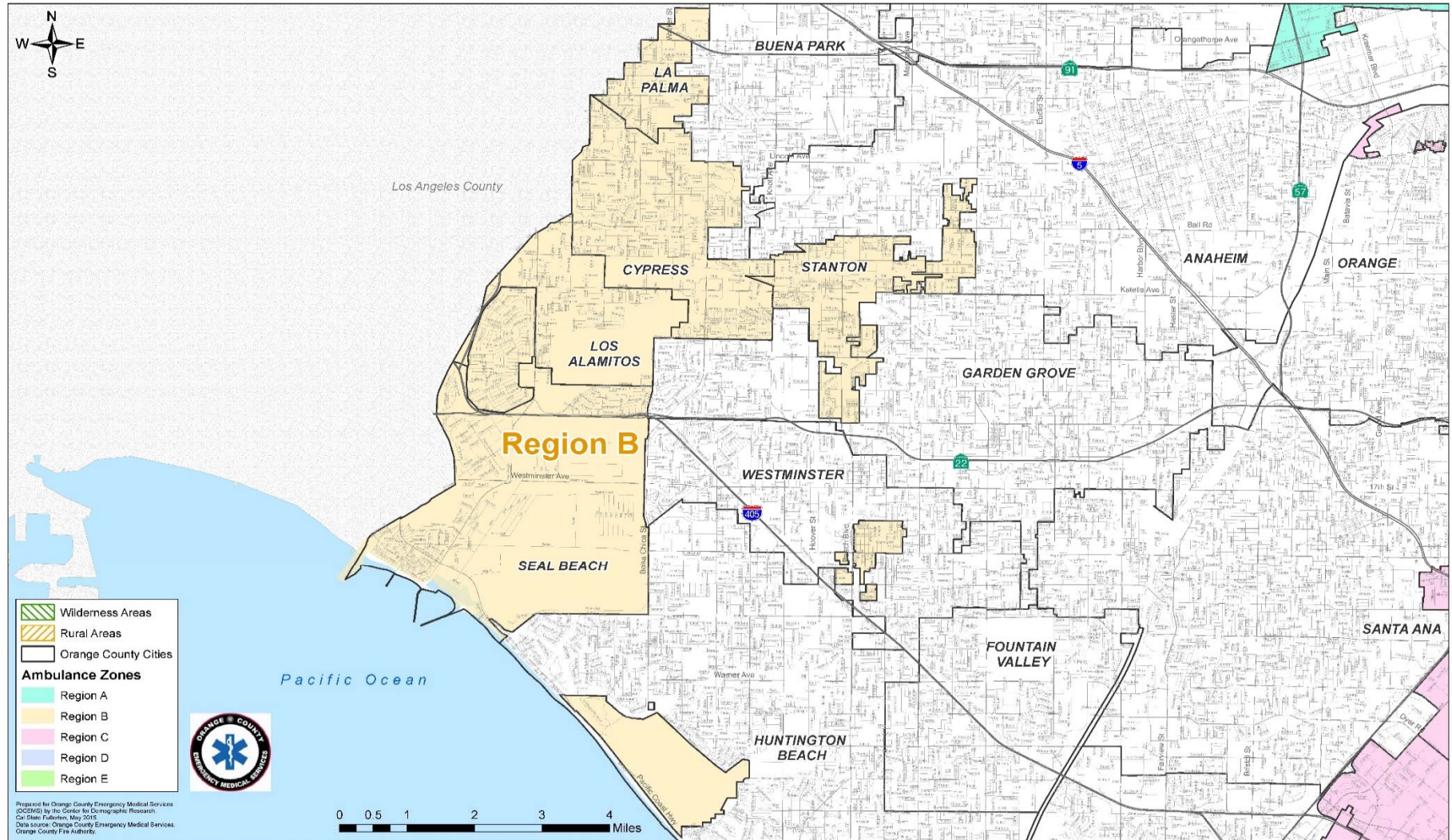
| COMMUNITY EVENT | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE |
|---|-------------|-----------|-----------|-----------|----------|-----------|----------|----------|-------------|-----------|----------|----------|
| HEART SAVER FIRST AID CLASS | 6.5 | - | - | 5 | - | - | - | - | - | - | - | - |
| HEART SAVER CPR CLASS | 3 | - | - | 10 | - | 7 | - | - | 4 | - | - | 4 |
| NATIONAL NIGHT OUT - SPECIAL EVENT STANDBY | - | 13 | - | - | - | - | - | - | - | - | - | - |
| YORBA LINDA 5K TRAIL RACE - SPECIAL EVENT STANDBY | - | - | 4 | - | - | - | - | - | - | - | - | - |
| ST. MARTIN'S OKTOBERFEST - SPECIAL EVENT STANDBY | - | - | 16 | - | - | - | - | - | - | - | - | - |
| HERITAGE PARADE - SPECIAL EVENT STANDBY | - | - | - | 4 | - | - | - | - | - | - | - | - |
| PUBLIC SAFETY EVENT - SPECIAL EVENT STANDBY | - | - | - | 9 | - | - | - | - | - | 8 | - | - |
| HOSPITAL, SCOUTING SPECIAL EVENT | - | - | - | - | 2 | - | - | - | - | - | - | - |
| INDEPENDENCE DAY CELEBRATION - STANDBY | 4 | - | - | - | - | - | - | - | - | - | - | - |
| OCFA EXPLORER ACADEMY - SPECIAL EVENT/STANDBY | 8 | - | - | 4 | - | - | - | - | - | - | - | - |
| ANNUAL CANNED FOOD DRIVE/PARADE WITH OCFA | - | - | - | - | - | 8 | - | - | - | - | - | - |
| YORBA LINDA HS - SPECIAL EVENT | - | - | 4 | - | - | - | - | - | - | - | - | - |
| BLS FOR HC PROVIDERS CLASS | - | - | - | - | 5 | - | - | - | - | - | - | - |
| FRIENDS AND FAMILY CPR CLASS | - | - | - | - | - | - | - | - | 3.5 | - | - | - |
| SHAMROCK RUN | - | - | - | - | - | - | - | - | 4 | - | - | - |
| YL COMMUNITY CENTER - SPECIAL EVENT | - | - | - | - | - | - | - | - | - | 12 | - | - |
| SPECIAL EVENT | - | - | - | - | - | - | - | - | - | - | - | - |
| ST. MARTIN'S CARNIVAL | - | - | - | - | - | - | - | - | - | - | 5 | - |
| TOTAL HOURS | 21.5 | 13 | 24 | 32 | 7 | 15 | 0 | 0 | 11.5 | 20 | 0 | 4 |

Total Community Events Hours

148

SECTION 2.3

9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
REGION B



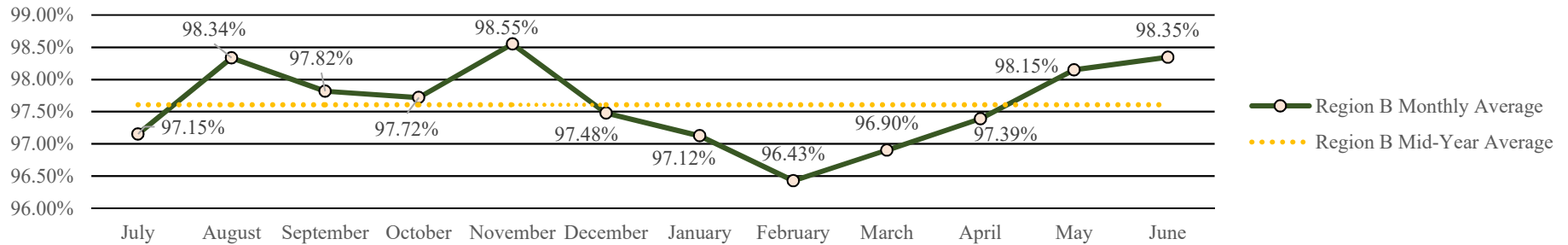
Prepared for Orange County Emergency Medical Services (OCEMS) by the Center for Demographic Research, Cal State Fullerton, May 2015.
Data source: Orange County Emergency Medical Services, Orange County Fire Authority.



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region B Compliance Report
July - June 2018**



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



Region B Mid-Year Penalty Assessments - Late Runs

| | CATEGORY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|-------------------------|-----------------|----------------|----------------|-----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|----------------|-------------------|
| B | Late Runs | 30 | 19 | 23 | 24 | 15 | 30 | 36 | 36 | 38 | 30 | 20 | 18 | 319 |
| | Penalty | \$760.00 | \$370.00 | \$380.00 | \$725.00 | \$300.00 | \$770.00 | \$1,090.00 | \$1,295.00 | \$1,520.00 | \$780.00 | \$735.00 | \$635.00 | \$9,360.00 |
| | <i>Final Assessment</i> | \$152.00 | \$37.00 | \$76.00 | \$145.00 | \$30.00 | \$154.00 | \$218.00 | \$323.75 | \$380.00 | \$156.00 | \$73.50 | \$63.50 | \$1,808.75 |

Region B Mid-Year Exception/Exemption Requests

| | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|---------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|------------|
| B | Requested | 3 | 7 | 9 | 7 | 11 | 14 | 14 | 7 | 97 | 61 | 52 | 54 | 336 |
| | Approved | 3 | 7 | 9 | 7 | 11 | 14 | 10 | 6 | 97 | 61 | 52 | 54 | 331 |

Region B Mid-Year Transports

| | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| B | Cypress | 152 | 181 | 170 | 152 | 150 | 166 | 176 | 164 | 176 | 185 | 159 | 140 | 1971 |
| | La Palma | 60 | 80 | 63 | 71 | 69 | 78 | 75 | 56 | 71 | 66 | 65 | 63 | 817 |
| | Los Alamitos | 102 | 97 | 95 | 83 | 89 | 111 | 126 | 92 | 120 | 117 | 104 | 102 | 1238 |
| | Seal Beach | 221 | 240 | 211 | 199 | 219 | 249 | 261 | 172 | 212 | 206 | 202 | 213 | 2605 |
| | Stanton | 162 | 189 | 171 | 168 | 169 | 188 | 186 | 150 | 200 | 179 | 159 | 184 | 2105 |
| | Unincorporated | 41 | 36 | 46 | 44 | 43 | 49 | 65 | 41 | 76 | 73 | 66 | 61 | 641 |
| | <i>Region B Total</i> | 738 | 823 | 756 | 717 | 739 | 841 | 889 | 675 | 855 | 826 | 755 | 763 | 9377 |

SECTION 3.2



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region B Compliance Report
July - June 2018**



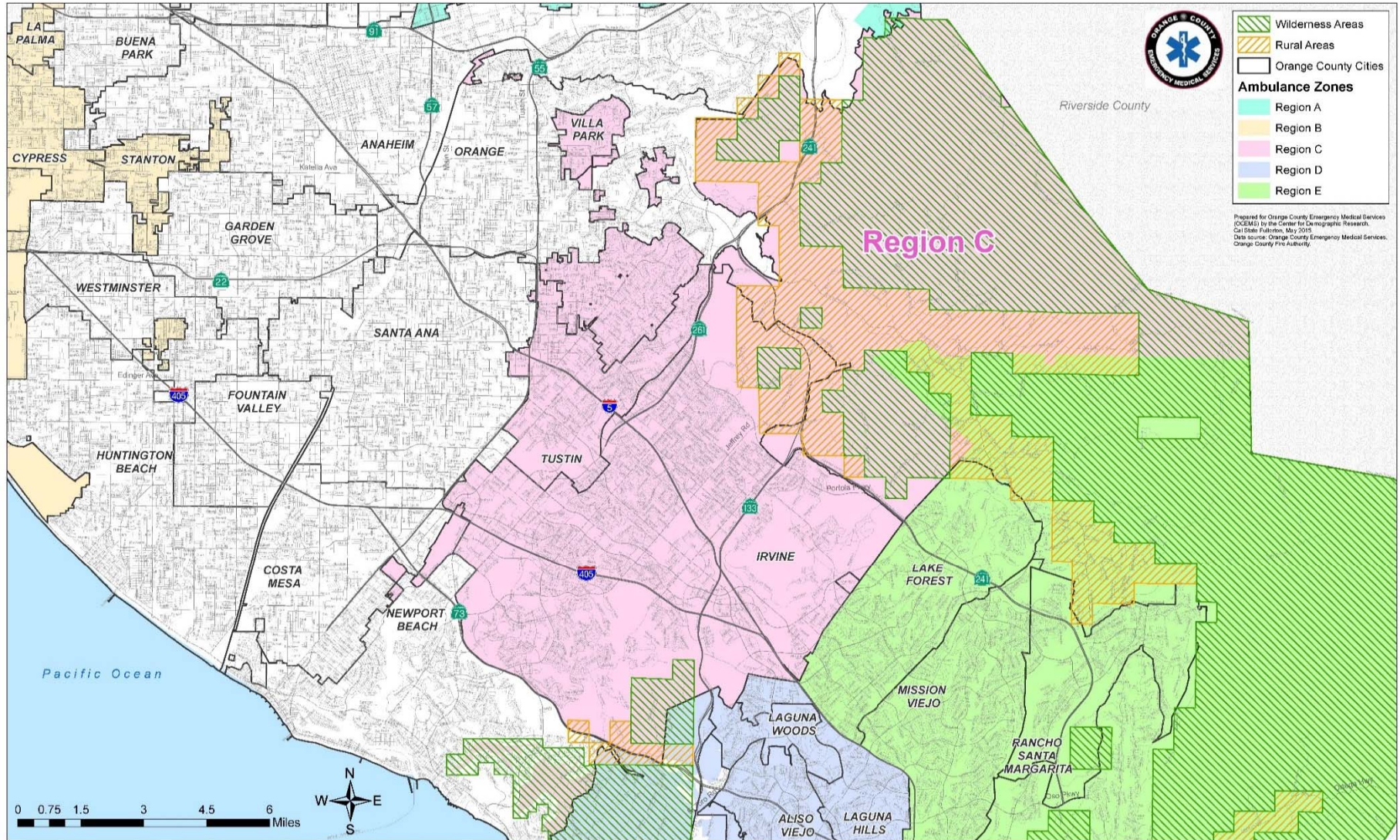
Public Education/Outreach Events by type/hour

| COMMUNITY EVENT | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE |
|--|-----------|----------|-----------|----------|----------|----------|----------|-----------|-----------|-----------|----------|----------|
| Seal Beach NNO - Community Event Demo | 5 | - | - | - | - | - | - | - | - | - | - | - |
| Stanton NNO - Community Event Demo | - | 4 | - | - | - | - | - | - | - | - | - | - |
| La Palma Civic Expo and NNO | - | 3 | - | - | - | - | - | - | - | - | - | - |
| Los Alamitos 4th of July | 9 | - | - | - | - | - | - | - | - | - | - | - |
| Cypress Community Event | 9 | - | - | - | - | - | - | - | - | - | - | - |
| Calvary Show and Tell - Community Event Demo | - | - | - | 1 | - | - | - | - | - | - | - | - |
| Cypress PD Memorial - Community Event Demo | - | - | - | 5 | - | - | - | - | - | - | - | - |
| St. Hedgwicks Church - Community Demo | - | - | - | - | 3 | - | - | - | - | - | - | - |
| Cypress EFM Filming - Drunk Driving Prevention | - | - | - | - | - | - | - | - | 2 | - | - | - |
| Los Alamitos JFTB - First Aid Training for CERT Team | - | - | - | - | - | - | - | - | 12 | - | - | - |
| Race on the Base - Community Event Demo | - | - | - | - | - | - | - | 16 | - | - | - | - |
| Run Seal Beach 5K - Community Demo | - | - | - | - | - | - | - | - | 5 | - | - | - |
| Cypress HS EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | - | 6 | - | - |
| Seal Beach Car Show - Community Event Demo | - | - | - | - | - | - | - | - | - | 10 | - | - |
| Cypress PD Open House | - | - | - | - | - | - | - | - | - | - | 5 | - |
| TOTAL HOURS | 23 | 7 | 0 | 6 | 3 | 0 | 0 | 16 | 19 | 16 | 5 | 0 |

Total Community Events Hours 95

SECTION 3.3

9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
REGION C



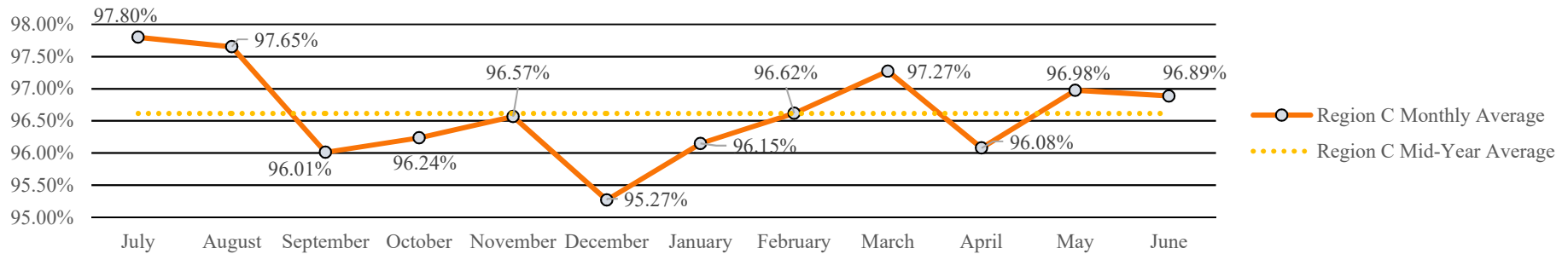
SECTION 4.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July - June 2018**



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



Region C Mid-Year Penalty Assessments - Late Runs

| | CATEGORY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------|------------|------------|------------|------------|------------|-------------------|
| C | Late Runs | 35 | 38 | 62 | 59 | 54 | 85 | 69 | 53 | 48 | 64 | 50 | 49 | 666 |
| | Penalty | \$880.00 | \$705.00 | \$1,930.00 | \$1,370.00 | \$1,225.00 | \$2,600.00 | \$1,500.00 | \$1,385.00 | \$1,135.00 | \$1,565.00 | \$1,675.00 | \$1,270.00 | \$17,240.00 |
| | Final Assessment | \$176.00 | \$141.00 | \$482.50 | \$342.50 | \$306.25 | \$910.00 | | | | | | | \$2,358.25 |

Region C Mid-Year Exception/Exemption Requests

| | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|---------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|------------|
| C | Requested | 4 | 8 | 10 | 7 | 3 | 12 | 2 | 6 | 142 | 103 | 41 | 82 | 420 |
| | Approved | 4 | 6 | 9 | 7 | 3 | 12 | 1 | 5 | 142 | 103 | 10 | 82 | 384 |

Region C Mid-Year Transports

| | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| C | Tustin | 371 | 373 | 331 | 337 | 339 | 426 | 386 | 316 | 360 | 347 | 360 | 316 | 2177 |
| | Irvine | 687 | 694 | 670 | 672 | 657 | 753 | 779 | 687 | 759 | 705 | 653 | 668 | 4133 |
| | Villa Park | 18 | 15 | 22 | 14 | 26 | 23 | 23 | 11 | 16 | 22 | 27 | 20 | 118 |
| | Unincorporated | 46 | 40 | 25 | 42 | 31 | 45 | 36 | 47 | 38 | 52 | 50 | 47 | 229 |
| | Region C Total | 1122 | 1122 | 1048 | 1065 | 1053 | 1247 | 1224 | 1061 | 1173 | 1126 | 1090 | 1051 | 6657 |



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region C Compliance Report
July - June 2018**



Public Education/Outreach Events by type/hour

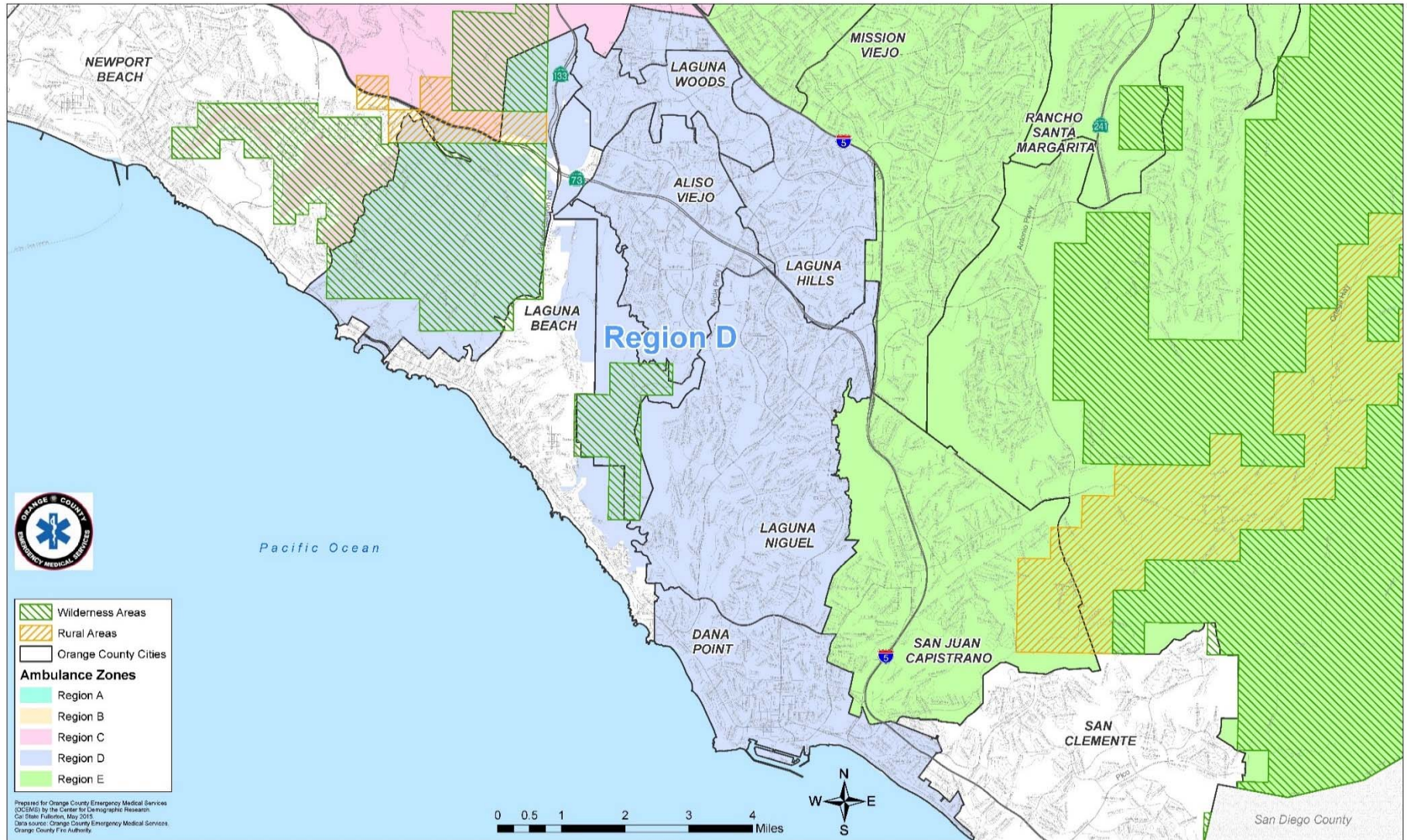
| COMMUNITY EVENT | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE |
|--|----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|
| Merrick Summer Camp EMS for Kids | - | 12 | - | - | - | - | - | - | - | - | - | - |
| Villa Park NNO | - | 3 | - | - | - | - | - | - | - | - | - | - |
| Water Safety Press Conference | - | 6 | - | - | - | - | - | - | - | - | - | - |
| ER/Ambulance Education for Hoag | - | - | 1 | - | - | - | - | - | - | - | - | - |
| Irvine 4th of July | 7 | - | - | - | - | - | - | - | - | - | - | - |
| Irvine Global Village | - | - | 3 | - | - | - | - | - | - | - | - | - |
| 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 | - | - | - | - | - | - |
| Merage JCC - Community Helpers Demo | - | - | - | - | - | - | - | 1 | - | - | - | - |
| El Toro High School EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | 9 | - | - | - |
| Christ Our Redeemer Heath Fair - Water Safety | - | - | - | - | - | - | - | - | - | 12 | - | - |
| OCFA Disaster Prep Expo | - | - | - | - | - | - | - | - | - | 6 | - | - |
| Five Point Tabel Top - Training Exercise | - | - | - | - | - | - | - | - | - | - | 3 | - |
| Irvine Junior Games - First Aid | - | - | - | - | - | - | - | - | - | - | 11 | - |
| Irvine Korean Cultural Festival - Demo | - | - | - | - | - | - | - | - | - | - | 18 | - |
| Kaiser NICU Reunion - Demo | - | - | - | - | - | - | - | - | - | - | 4 | - |
| Tustin Chili Cookoff - Standby | - | - | - | - | - | - | - | - | - | - | - | 9 |
| Tustin PD Open House - Community Event Demo | - | - | - | - | - | - | - | - | - | - | - | 5 |
| TOTAL HOURS | 7 | 21 | 4 | 44 | 6 | 6 | 0 | 1 | 9 | 18 | 36 | 14 |

Total Community Events Hours

166

SECTION 4.3

9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
REGION D



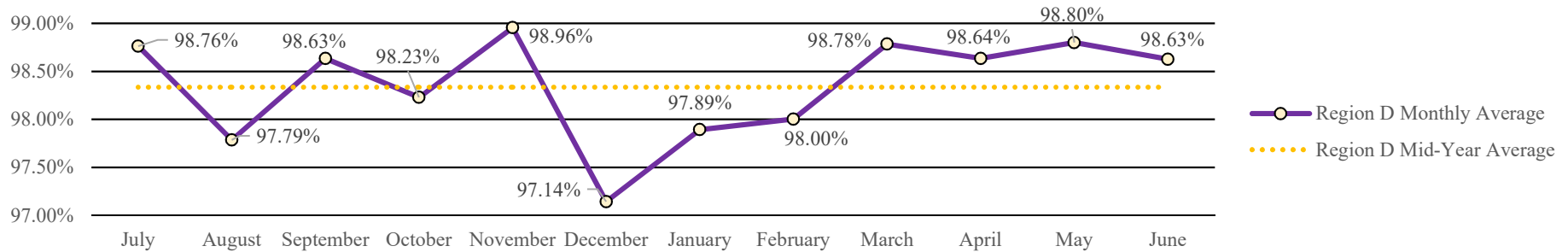
SECTION 5.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region D Compliance Report
July - June 2018**



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



Region D Mid-Year Penalty Assessments - Late Runs

| | CATEGORY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|-------------------------|----------------|-----------------|----------------|----------------|----------------|-----------------|-----------------|----------------|----------------|----------------|----------------|----------------|-------------------|
| D | Late Runs | 17 | 30 | 18 | 23 | 13 | 44 | 31 | 25 | 17 | 18 | 16 | 18 | 270 |
| | Penalty | \$270.00 | \$855.00 | \$350.00 | \$375.00 | \$305.00 | \$1,655.00 | \$1,055.00 | \$465.00 | \$420.00 | \$385.00 | \$640.00 | \$300.00 | \$7,075.00 |
| | Final Assessment | \$27.00 | \$171.00 | \$35.00 | \$37.50 | \$30.50 | \$331.00 | \$211.00 | \$46.50 | \$42.00 | \$38.50 | \$64.00 | \$30.00 | \$1,064.00 |

Region D Mid-Year Exception/Exemption Requests

| | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|---------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|-----------|
| D | Requested | 7 | 9 | 7 | 7 | 7 | 13 | 7 | 2 | 123 | 45 | 54 | 81 | 50 |
| | Approved | 7 | 9 | 7 | 7 | 7 | 13 | 5 | 2 | 123 | 45 | 54 | 68 | 50 |

Region D Mid-Year Transports

| | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|----------|-----------------------|------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|------------|--------------|
| D | Aliso Viejo | 136 | 114 | 124 | 137 | 120 | 149 | 141 | 142 | 157 | 129 | 145 | 119 | 1613 |
| | Dana Point | 185 | 173 | 151 | 142 | 168 | 207 | 170 | 130 | 189 | 169 | 182 | 191 | 2057 |
| | Laguna Hills | 156 | 147 | 170 | 163 | 144 | 186 | 185 | 179 | 168 | 187 | 152 | 130 | 1967 |
| | Laguna Niguel | 189 | 192 | 178 | 176 | 179 | 177 | 201 | 178 | 215 | 191 | 210 | 178 | 2264 |
| | Laguna Woods | 279 | 287 | 245 | 251 | 235 | 319 | 296 | 264 | 268 | 256 | 271 | 271 | 3242 |
| | Unincorporated | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 3 |
| | Region D Total | 945 | 913 | 868 | 869 | 846 | 1039 | 994 | 893 | 997 | 932 | 960 | 890 | 11146 |



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region D Compliance Report
July - June 2018**



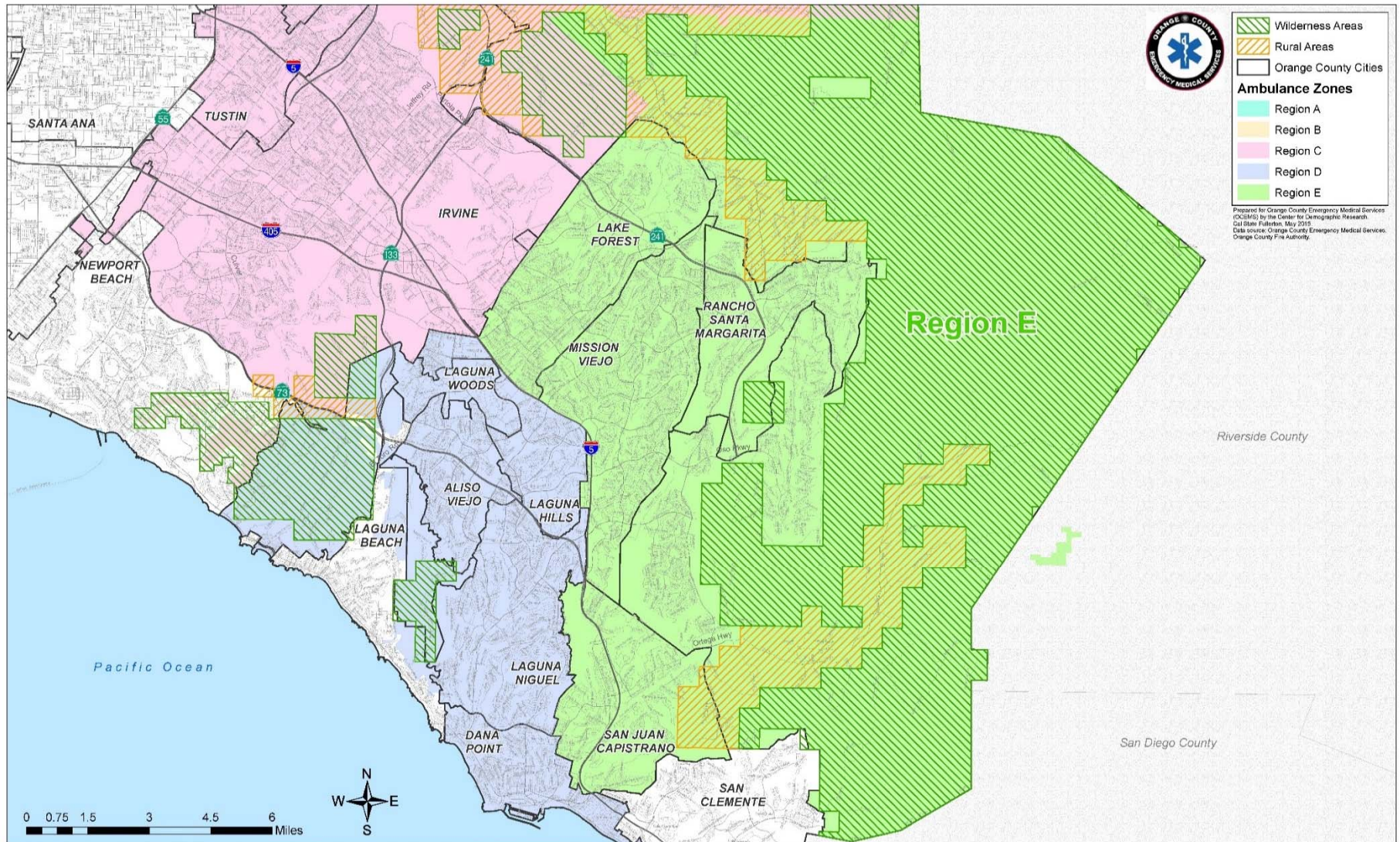
Public Education/Outreach Events by type/hour

| COMMUNITY EVENT | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE |
|--|----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|-----------|----------|----------|
| Laguna Hills Leisure World - Water Safety Demo | 3 | - | - | - | - | - | - | - | - | - | - | - |
| Dana Point Emergency Expo | - | 8 | - | - | - | - | - | - | - | - | - | - |
| Laguna Hills 4th of July | 2 | - | - | - | - | - | - | - | - | - | - | - |
| Aliso Viejo Summer Concert Series | 1 | 4 | - | - | - | - | - | - | - | - | - | - |
| Dana Hills Invitational | - | - | 6 | - | - | - | - | - | - | - | - | - |
| 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 | - | - | - | - | - | 1 | - | - | - | - | - | - |
| Laguna Hills Holiday Parade - Community Event Demo | - | - | - | - | - | 3 | - | - | - | - | - | - |
| Aliso Viejo Spring Celebration - Community Demo | - | - | - | - | - | - | - | - | 3 | - | - | - |
| Laguna Niguel Bunny Bonanza - Community Event Demo | - | - | - | - | - | - | - | - | 3 | - | - | - |
| Laguna Hills HS EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | - | 8 | - | - |
| Dana Point GrandmPrix 1/2 Ambulances | - | - | - | - | - | - | - | - | - | 32 | - | - |
| Dana Hills HS Graduation - Community Event | - | - | - | - | - | - | - | - | - | - | - | 3 |
| TOTAL HOURS | 6 | 12 | 6 | 15 | 8 | 4 | 0 | 0 | 6 | 40 | 0 | 3 |

Total Community Events Hours 100

SECTION 5.3

9-1-1 EMERGENCY AMBULANCE
Annual Compliance Report
July - June 2018
REGION E



Prepared for Orange County Emergency Medical Services (OCEMS) by the Center for Demographic Research (Cal State Fullerton, May 2018).
Data source: Orange County Emergency Medical Services, Orange County Fire Authority.

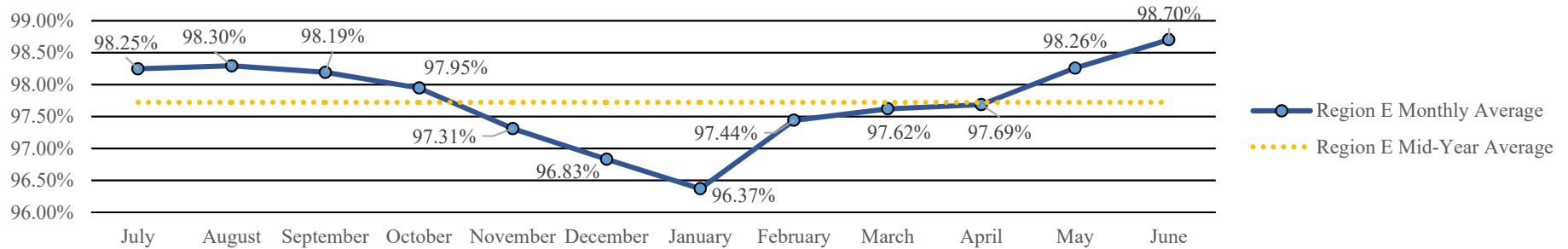
SECTION 6.1



**Response Time Compliance & Penalty Assessments
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July - June 2018**



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



Region E Mid-Year Penalty Assessments - Late Runs

| | CATEGORY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|-------------------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|----------------|-------------------|
| E | Late Runs | 26 | 26 | 26 | 32 | 40 | 55 | 57 | 37 | 38 | 35 | 26 | 19 | 417 |
| | Penalty | \$560.00 | \$585.00 | \$1,265.00 | \$755.00 | \$835.00 | \$2,160.00 | \$1,305.00 | \$1,125.00 | \$1,425.00 | \$950.00 | \$630.00 | \$295.00 | \$11,890.00 |
| | Final Assessment | \$56.00 | \$58.50 | \$126.50 | \$151.00 | \$167.00 | \$540.00 | \$326.25 | \$225.00 | \$285.00 | \$190.00 | \$63.00 | \$29.50 | \$2,217.75 |

Region E Mid-Year Exception/Exemption Requests

| | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|---------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|------------|
| E | Requested | 7 | 1 | 6 | 5 | 4 | 7 | 5 | 0 | 162 | 64 | 38 | 71 | 370 |
| | Approved | 7 | 1 | 5 | 5 | 4 | 6 | 1 | 0 | 162 | 63 | 37 | 71 | 362 |

Region E Mid-Year Transports

| | CITY | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | TOTAL |
|---|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| E | Lake Forest | 291 | 271 | 255 | 269 | 249 | 264 | 271 | 237 | 266 | 255 | 237 | 275 | 3140 |
| | Mission Viejo | 367 | 363 | 373 | 405 | 372 | 486 | 415 | 385 | 383 | 440 | 416 | 361 | 4766 |
| | Rancho Santa Margarita | 122 | 121 | 108 | 133 | 135 | 131 | 122 | 123 | 123 | 131 | 125 | 122 | 1496 |
| | San Juan Capistrano | 195 | 238 | 190 | 191 | 219 | 250 | 220 | 199 | 264 | 207 | 215 | 183 | 2571 |
| | Unincorporated | 78 | 75 | 74 | 66 | 58 | 119 | 89 | 92 | 69 | 77 | 56 | 73 | 926 |
| | Region E Total | 1053 | 1068 | 1000 | 1064 | 1033 | 1250 | 1117 | 1036 | 1105 | 1110 | 1049 | 1014 | 12899 |



**Public Education/Outreach Activities
9-1-1 EMERGENCY AMBULANCE
Annual Region E Compliance Report
July - June 2018**



Public Education/Outreach Events by type/hour

| COMMUNITY EVENT | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE |
|---|-----------|----------|-----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|----------|
| Saddleback ROP EMT class | 2 | - | - | - | - | - | - | - | - | - | - | - |
| Ladera Ranch NNO | - | 2 | - | - | - | - | - | - | - | - | - | - |
| Lake Forest NNO | - | 4 | - | - | - | - | - | - | - | - | - | - |
| Lake Forest 4th of July | 2 | - | - | - | - | - | - | - | - | - | - | - |
| Mission Viejo 4th of July | 3 | - | - | - | - | - | - | - | - | - | - | - |
| San Juan Capistrano 4th of July | 2 | - | - | - | - | - | - | - | - | - | - | - |
| Mission Viejo Pacific Sumphony | 5 | - | - | - | - | - | - | - | - | - | - | - |
| Lake Forest City Council Meeting Recognition | - | 1 | - | - | - | - | - | - | - | - | - | - |
| South County Disaster Expo - Community Event Demo | - | - | - | 4 | - | - | - | - | - | - | - | - |
| Mission - Training Exercise | - | - | - | - | 9 | - | - | - | - | - | - | - |
| Swallows Day - Community Event Demo | - | - | - | - | - | - | - | - | 3 | - | - | - |
| Mission Viejo 5K - Community Even Demo | - | - | - | - | - | - | - | - | 7 | - | - | - |
| Lake Forest CERT - First Aid Training | - | - | - | - | - | - | - | - | 24 | - | - | - |
| San Juan HS EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | 8 | - | - | - |
| Capo Valley EMT - EMT Training | - | - | - | - | - | - | - | - | 4 | - | - | - |
| Mission Viejo Aquatics Center Opening | - | - | - | - | - | - | - | - | - | 5 | - | - |
| Mission Viejo HS EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | - | 6 | - | - |
| Silverado HS ROP - Career Skills | - | - | - | - | - | - | - | - | - | 4 | - | - |
| Coastline ROP - Trabuco - Skills Training | - | - | - | - | - | - | - | - | - | - | 1 | - |
| Las Flores Elementary Carnival - EMS for Kids | - | - | - | - | - | - | - | - | - | - | 4 | - |
| Capo Valley HS EFM - Drunk Driving Prevention | - | - | - | - | - | - | - | - | - | - | 9 | - |
| OC Drowing Prevention - Water Safety | - | - | - | - | - | - | - | - | - | - | 4 | - |
| TOTAL HOURS | 14 | 7 | 0 | 4 | 9 | 0 | 0 | 0 | 46 | 15 | 18 | 0 |

Total Community Events Hours

113

SECTION 6.3