



**REGULATORY/ MEDICAL HEALTH SERVICES**  
**EMERGENCY MEDICAL SERVICES**

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Date: February 26, 2019

To: EMS System Distribution

From: Adrian Rodriguez  
EMS Performance Chief

A handwritten signature in black ink, appearing to read 'Adrian Rodriguez', is placed to the right of the printed name and title.

**Subject: FY18/19 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 2018 to December 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 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 90<sup>th</sup> percentile standard set forth by the contract. *(96.79% to 97.77%)*.

**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 90<sup>th</sup> percentile standard set forth by the contract.

Region B *(96.19% to 97.91%)*

Region C *(96.53% to 97.65%)*

Region D *(98.48% to 98.97%)*

Region E *(97.54% to 98.34%)*

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.

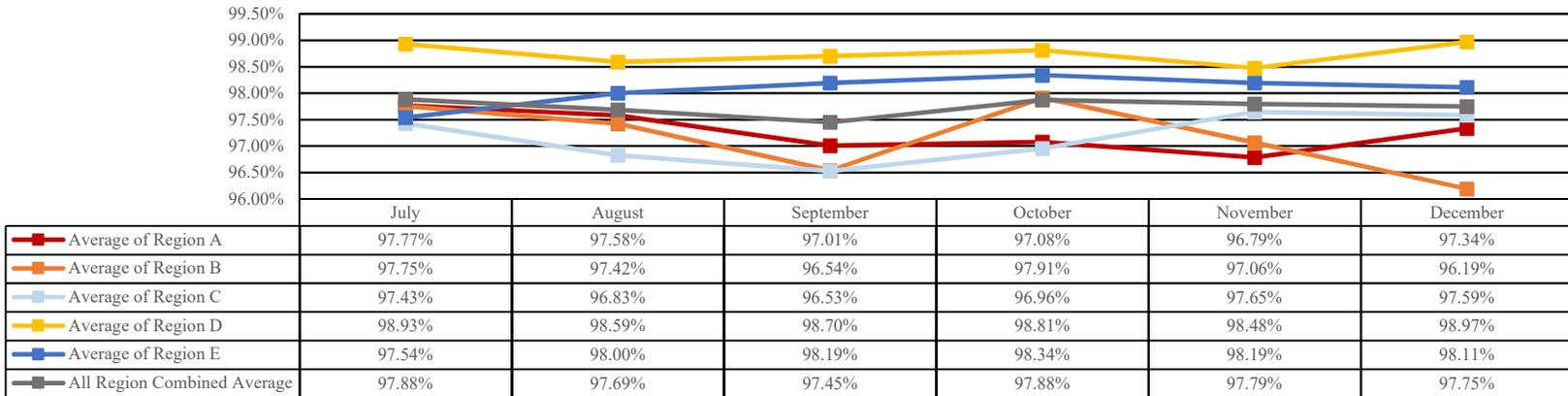




**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
ALL REGIONS**



**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                        | 90              | 194               | 280               | 103             | 175             | 842               |
| PENALTIES ASSESSED               | \$3,590.00      | \$5,195.00        | \$10,095.00       | \$2,585.00      | \$5,095.00      | \$26,560.00       |
| FINAL ASSESSMENT                 | <b>\$758.75</b> | <b>\$1,126.00</b> | <b>\$2,329.50</b> | <b>\$258.50</b> | <b>\$704.50</b> | <b>\$5,177.25</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      \$5,177.25**

**Performance Credits**

| % Compliance Credit |     |
|---------------------|-----|
| 91-92%              | 10% |
| 92.01-93%           | 20% |
| 93.01-94%           | 30% |
| 94.01-95%           | 50% |
| 95.01-96%           | 65% |
| 96.01-97%           | 75% |
| 97.01-98%           | 80% |
| 98.01+              | 90% |

**Performance Credit Offset**

For each designated EOA in which the CONTRACTOR'S compliance with the Response Time Standard exceeds ninety percent (90%) in each calendar month, performance credits shall be applied against the total penalties for Per Call Response Time Penalties. For the purpose of performance credits, Response Time Compliance for each calendar month shall be based on the overall average of all Response Times for all code priorities and geographical zones within EOAs for that month. Performance credits shall be allocated each calendar month. The table "Performance Credits" (below), found in Exhibit A, Section IV., Table 5, demonstrates the performance credit earned for each percentage exceeding the ninety percent (90%) Response Time

**Final Penalty Assessment**

During the final assessment, all performance credits are applied to the original penalty amount. For example, if a total penalty assessment is equal to \$2,500, and an ambulance service provider achieves a performance credit of 90%, the final assessment is \$250. This final assessment is the invoiced amount labeled "Total Penalties Assessed" on the Penalty Assessment Invoice.



**Exception/Exemption Requests/Month  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
ALL REGIONS**



**Mid-Year Exception/Exemption Requests by Month**

| MONTH            | REGION A  | REGION B   | REGION C   | REGION D   | REGION E   | TOTAL       |
|------------------|-----------|------------|------------|------------|------------|-------------|
| JULY             | 9         | 98         | 112        | 99         | 78         | 396         |
| AUGUST           | 10        | 68         | 97         | 76         | 65         | 316         |
| SEPTEMBER        | 1         | 75         | 66         | 61         | 73         | 276         |
| OCTOBER          | 6         | 53         | 63         | 48         | 64         | 234         |
| NOVEMBER         | 4         | 52         | 62         | 42         | 50         | 210         |
| DECEMBER         | 3         | 98         | 77         | 47         | 59         | 284         |
| <b>TOTAL</b>     | <b>33</b> | <b>444</b> | <b>477</b> | <b>373</b> | <b>389</b> | <b>1716</b> |
| <b>APPROVALS</b> | <b>25</b> | <b>444</b> | <b>474</b> | <b>373</b> | <b>386</b> | <b>1702</b> |
| <b>DENIALS</b>   | <b>8</b>  | <b>0</b>   | <b>3</b>   | <b>0</b>   | <b>3</b>   | <b>14</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**  
**Mid - Year Compliance Report**  
**July - December 2018**  
**ALL REGIONS**



**Mid-Year 9-1-1 Transports by City**

| REGION                | CITY                   | JULY        | AUGUST      | SEPTEMBER   | OCTOBER     | NOVEMBER    | DECEMBER    | TOTAL        |
|-----------------------|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| A                     | Placentia              | 160         | 187         | 165         | 191         | 135         | 188         | 1026         |
|                       | Yorba Linda            | 207         | 197         | 215         | 214         | 204         | 231         | 1268         |
|                       | Brea Unincorporated    | 4           | 2           | 3           | 0           | 3           | 2           | 14           |
|                       | <b>Region A Total</b>  | <b>371</b>  | <b>386</b>  | <b>383</b>  | <b>405</b>  | <b>342</b>  | <b>421</b>  | <b>2308</b>  |
| B                     | Cypress                | 168         | 169         | 163         | 173         | 145         | 174         | 992          |
|                       | La Palma               | 76          | 58          | 85          | 73          | 54          | 61          | 407          |
|                       | Los Alamitos           | 97          | 102         | 105         | 75          | 105         | 119         | 603          |
|                       | Seal Beach             | 204         | 215         | 183         | 172         | 201         | 224         | 1199         |
|                       | Stanton                | 199         | 189         | 202         | 220         | 151         | 183         | 1144         |
|                       | Unincorporated         | 87          | 75          | 70          | 63          | 52          | 61          | 408          |
| <b>Region B Total</b> | <b>831</b>             | <b>808</b>  | <b>808</b>  | <b>776</b>  | <b>708</b>  | <b>822</b>  | <b>4753</b> |              |
| C                     | Tustin                 | 348         | 355         | 339         | 359         | 355         | 366         | 2122         |
|                       | Irvine                 | 671         | 691         | 652         | 695         | 693         | 700         | 4102         |
|                       | Villa Park             | 20          | 16          | 15          | 21          | 23          | 15          | 110          |
|                       | Unincorporated         | 52          | 35          | 38          | 41          | 35          | 53          | 254          |
| <b>Region C Total</b> | <b>1091</b>            | <b>1097</b> | <b>1044</b> | <b>1116</b> | <b>1106</b> | <b>1134</b> | <b>6588</b> |              |
| D                     | Aliso Viejo            | 137         | 139         | 129         | 136         | 121         | 139         | 801          |
|                       | Dana Point             | 196         | 175         | 155         | 147         | 152         | 179         | 1004         |
|                       | Laguna Hills           | 159         | 184         | 163         | 181         | 166         | 159         | 1012         |
|                       | Laguna Niguel          | 186         | 194         | 181         | 210         | 174         | 205         | 1150         |
|                       | Laguna Woods           | 277         | 291         | 271         | 242         | 267         | 314         | 1662         |
|                       | Unincorporated         | 1           | 1           | 1           | 0           | 1           | 2           | 6            |
| <b>Region D Total</b> | <b>956</b>             | <b>984</b>  | <b>900</b>  | <b>916</b>  | <b>881</b>  | <b>998</b>  | <b>5635</b> |              |
| E                     | Lake Forest            | 254         | 231         | 243         | 254         | 261         | 237         | 1480         |
|                       | Mission Viejo          | 389         | 379         | 390         | 417         | 414         | 454         | 2443         |
|                       | Rancho Santa Margarita | 115         | 95          | 106         | 118         | 89          | 120         | 643          |
|                       | San Juan Capistrano    | 204         | 202         | 180         | 204         | 218         | 230         | 1238         |
|                       | Unincorporated         | 74          | 77          | 64          | 76          | 70          | 73          | 434          |
| <b>Region E Total</b> | <b>1036</b>            | <b>984</b>  | <b>983</b>  | <b>1069</b> | <b>1052</b> | <b>1114</b> | <b>6238</b> |              |
| <b>ALL REGIONS</b>    | <b>Total</b>           | <b>4285</b> | <b>4259</b> | <b>4118</b> | <b>4282</b> | <b>4089</b> | <b>4489</b> | <b>25522</b> |

SECTION 1.4



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Compliance Report**  
**July - December 2018**  
**ALL REGIONS**



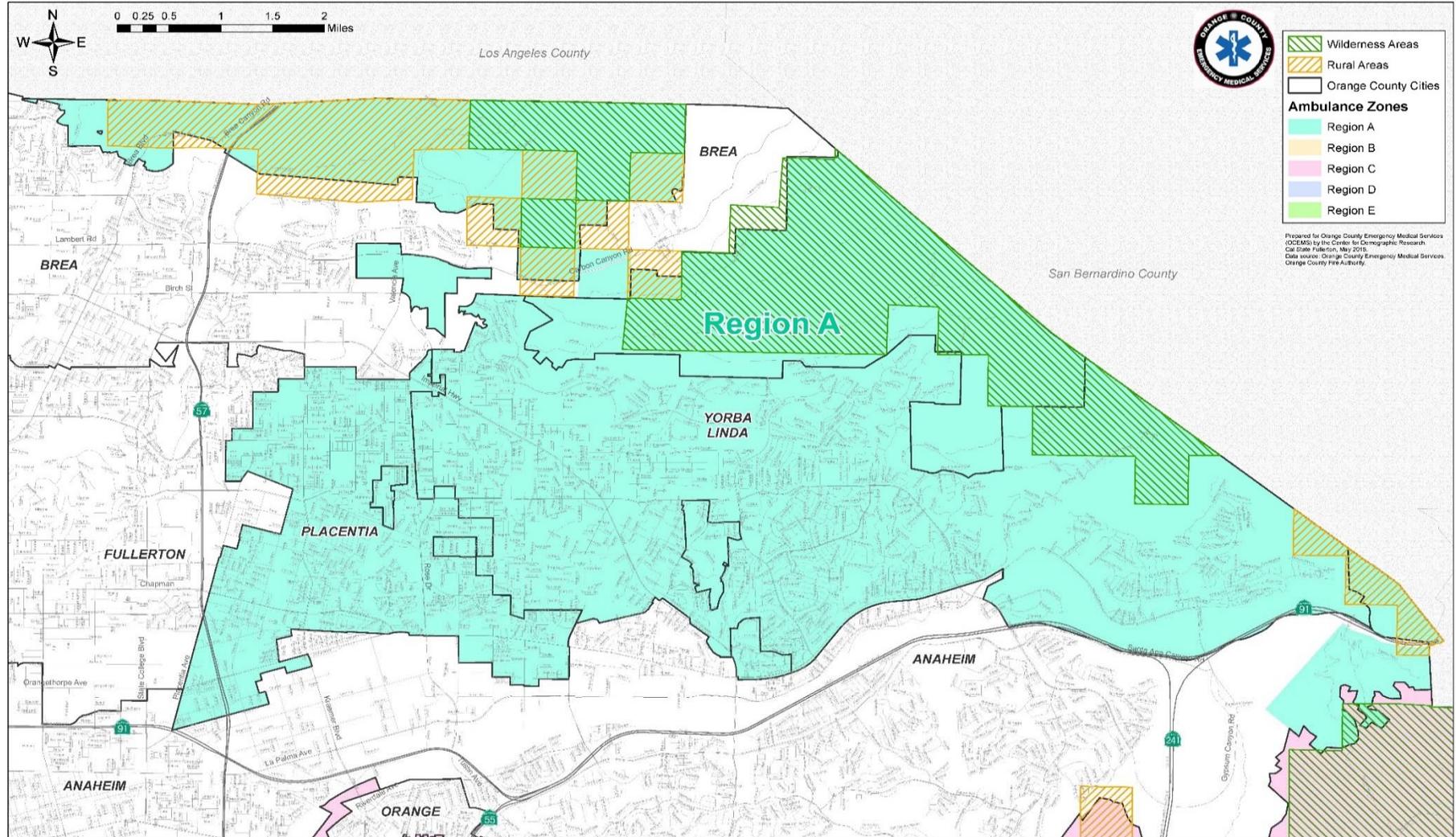
**Public Education/Outreach Activities by Events**

| MONTH     | Region A | Region B | Region C | Region D | Region E | Total Number of Community Outreach Events |
|-----------|----------|----------|----------|----------|----------|---|
| JULY      | 8        | 7        | 54       | 13       | 35       | 117                                       |
| AUGUST    | 3        | 31       | 66       | 15       | 21       | 136                                       |
| SEPTEMBER | 10       | 0        | 31       | 23       | 14       | 78  |
| OCTOBER   | 0        | 28       | 93       | 9        | 24       | 154                                       |
| NOVEMBER  | 3        | 2        | 29       | 26       | 3        | 63  |
| DECEMBER  | 4        | 8        | 0        | 3        | 5        | 20  |

**Total Number of Community Events      568**

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 2018  
REGION A



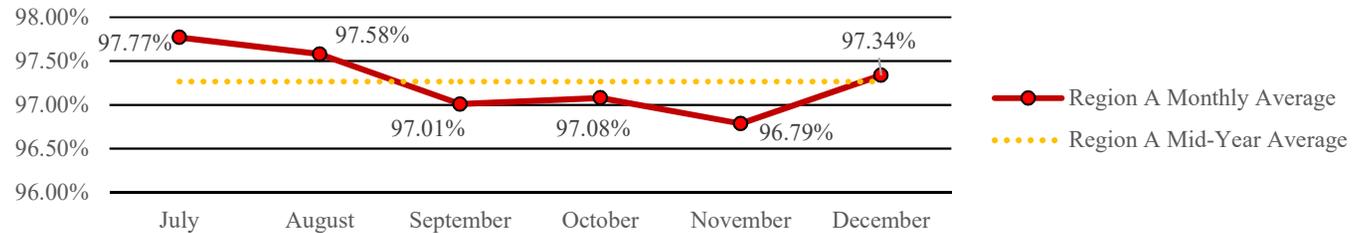
SECTION 2.1



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region A Compliance Report  
July - December 2018**



**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               | 12             | 13              | 16             | 17              | 16              | 16             | 90              |
|        | Penalty                 | \$455.00       | \$700.00        | \$450.00       | \$685.00        | \$815.00        | \$485.00       | \$3,590.00      |
|        | <i>Final Assessment</i> | <i>\$91.00</i> | <i>\$140.00</i> | <i>\$90.00</i> | <i>\$137.00</i> | <i>\$203.75</i> | <i>\$97.00</i> | <i>\$758.75</i> |

**Region A Mid-Year Exception/Exemption Requests**

| REGION | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | TOTAL |
|--------|---------------------|------|--------|-----------|---------|----------|----------|-------|
| A      | Requested           | 9    | 10     | 1         | 6       | 4        | 3        | 33    |
|        | Approved            | 8    | 6      | 1         | 3       | 4        | 3        | 25    |

**Region A Mid-Year Transports**

| REGION | CITY                  | JULY       | AUGUST     | SEPTEMBER  | OCTOBER    | NOVEMBER   | DECEMBER   | TOTAL       |
|--------|-----------------------|------------|------------|------------|------------|------------|------------|-------------|
| A      | Placentia             | 160        | 187        | 165        | 191        | 135        | 188        | 1026        |
|        | Yorba Linda           | 207        | 197        | 215        | 214        | 204        | 231        | 1268        |
|        | Brea                  | 4          | 2          | 3          | 0          | 3          | 2          | 14          |
|        | <i>Region A Total</i> | <i>371</i> | <i>386</i> | <i>383</i> | <i>405</i> | <i>342</i> | <i>421</i> | <i>2308</i> |



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Region A Compliance Report**  
**July - December 2018**

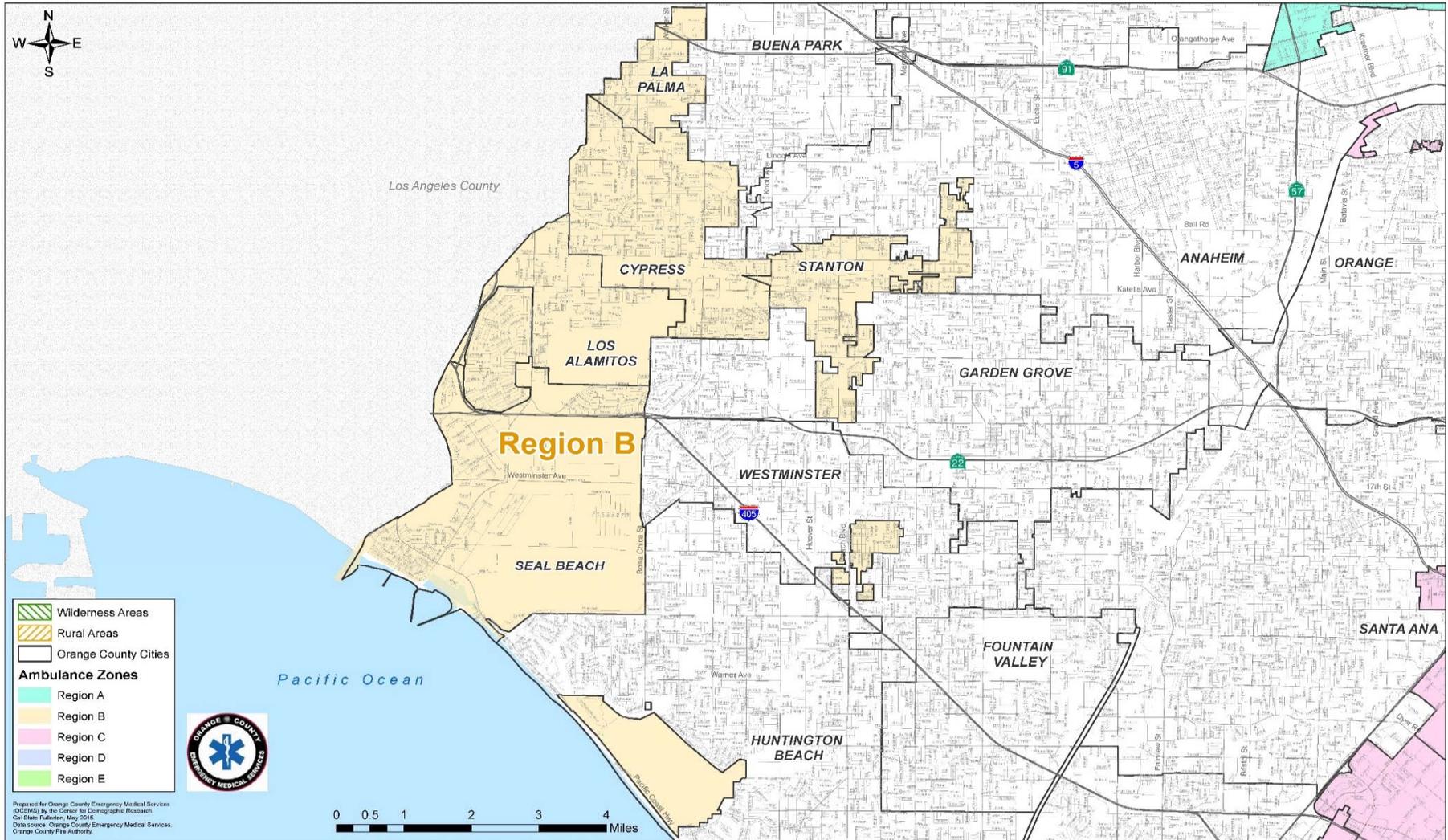


**Public Education/Outreach Events by type/hour**

| COMMUNITY EVENT                               | JULY     | AUGUST   | SEPTEMBER | OCTOBER  | NOVEMBER | DECEMBER |
|---|----------|----------|-----------|----------|----------|----------|
| HEARTSAVER CPR CLASS                          | 8        | -        | -         | -        | -        | -        |
| YORBA LINDA NATIONAL NIGHT OUT/HANDS ONLY CPR | -        | 2        | -         | -        | -        | -        |
| MOCK STEMI TRANSPORT WITH HCA HOSP            | -        | 1        | -         | -        | -        | -        |
| FRIENDS AND FAMILY CPR/WATER SAFETY CLASS     | -        | -        | 10        | -        | -        | -        |
| STATE PARKS SUMMER SAFETY EVENT               | -        | -        | -         | -        | 3        | -        |
| AHA FIRST AID COURSE                          | -        | -        | -         | -        | -        | 4        |
| <b>TOTAL HOURS</b>                            | <b>8</b> | <b>3</b> | <b>10</b> | <b>0</b> | <b>3</b> | <b>4</b> |

**Total Community Events Hours                    28**

9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
REGION B



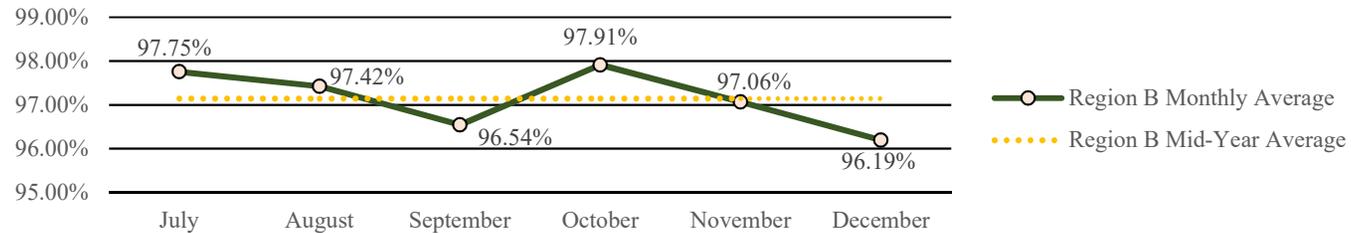
SECTION 3.1



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region B Compliance Report  
July - December 2018**



**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               | 26              | 30              | 39              | 23              | 31              | 45              | 194               |
|        | Penalty                 | \$930.00        | \$750.00        | \$660.00        | \$1,055.00      | \$720.00        | \$1,080.00      | \$5,195.00        |
|        | <b>Final Assessment</b> | <b>\$186.00</b> | <b>\$150.00</b> | <b>\$165.00</b> | <b>\$211.00</b> | <b>\$144.00</b> | <b>\$270.00</b> | <b>\$1,126.00</b> |

**Region B Mid-Year Exception/Exemption Requests**

| REGION | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | TOTAL |
|--------|---------------------|------|--------|-----------|---------|----------|----------|-------|
| B      | Requested           | 98   | 68     | 75        | 53      | 52       | 98       | 444   |
|        | Approved            | 98   | 68     | 75        | 53      | 52       | 98       | 444   |

**Region B Mid-Year Transports**

| REGION | CITY                  | JULY | AUGUST     | SEPTEMBER  | OCTOBER    | NOVEMBER   | DECEMBER   | TOTAL      |
|--------|-----------------------|------|------------|------------|------------|------------|------------|------------|
| B      | Cypress               | 168  | 169        | 163        | 173        | 145        | 174        | 992        |
|        | La Palma              | 76   | 58         | 85         | 73         | 54         | 61         | 407        |
|        | Los Alamitos          | 97   | 102        | 105        | 75         | 105        | 119        | 603        |
|        | Seal Beach            | 204  | 215        | 183        | 172        | 201        | 224        | 1199       |
|        | Stanton               | 199  | 189        | 202        | 220        | 151        | 183        | 1144       |
|        | Unincorporated        | 87   | 75         | 70         | 63         | 52         | 61         | 408        |
|        | <b>Region B Total</b> |      | <b>831</b> | <b>808</b> | <b>808</b> | <b>776</b> | <b>708</b> | <b>822</b> |

SECTION 3.2



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Region B Compliance Report**  
**July - December 2018**

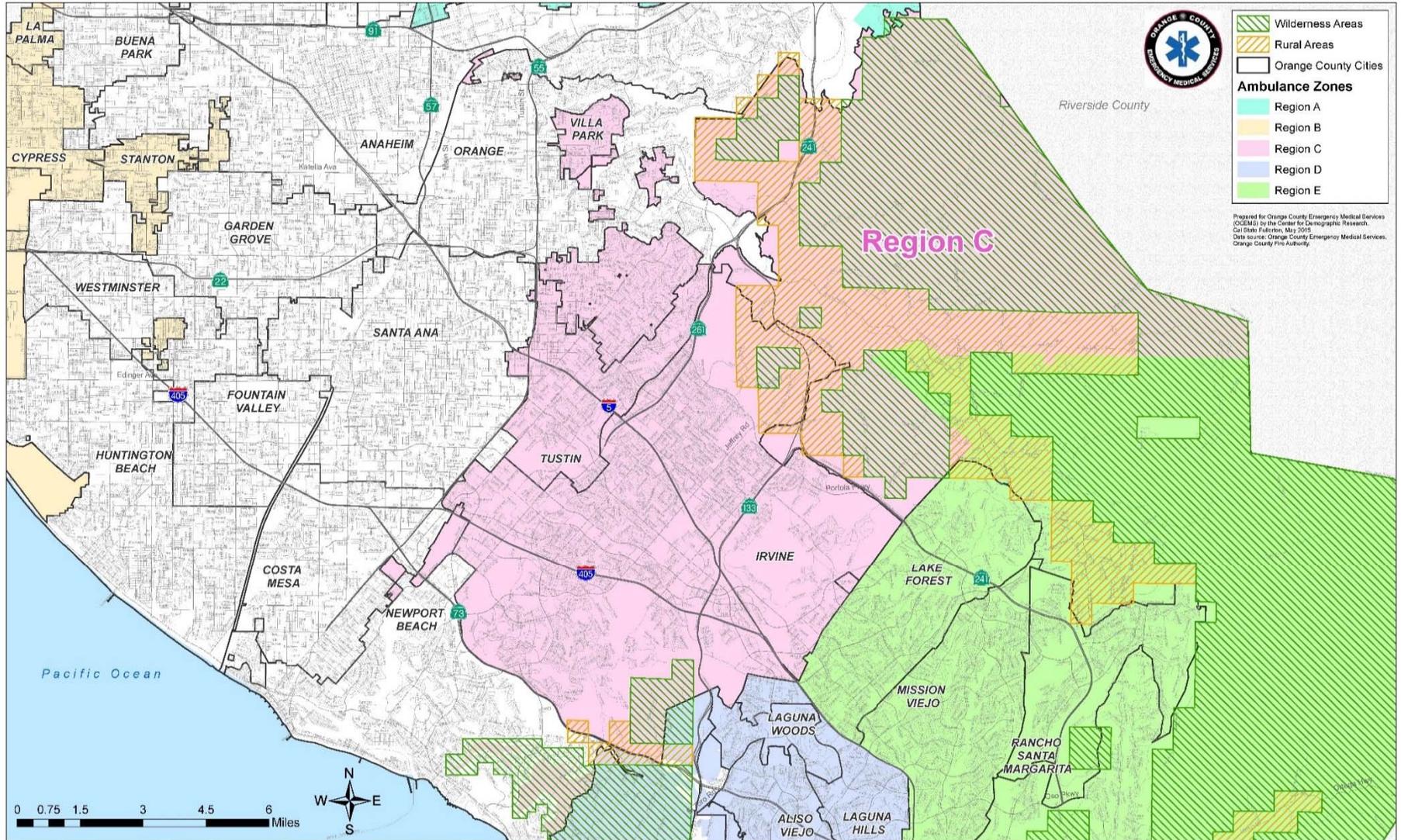


**Public Education/Outreach Events by type/hour**

| COMMUNITY EVENT                               | JULY     | AUGUST    | SEPTEMBER | OCTOBER   | NOVEMBER | DECEMBER |
|---|----------|-----------|-----------|-----------|----------|----------|
| LOS ALAMITOS 4TH JULY                         | 7        | -         | -         | -         | -        | -        |
| LA PALMA NATIONAL NIGHT OUT                   | -        | 3         | -         | -         | -        | -        |
| TRI CITY NATIONAL NIGHT OUT                   | -        | 3         | -         | -         | -        | -        |
| LOS ALAMITOS CERT MEDICAL SKILLS TRAINING DAY | -        | 25        | -         | -         | -        | -        |
| ROSSMOOR ELEMENTARY WALK TO SCHOOL DAY        | -        | -         | -         | 2         | -        | -        |
| HANDS ONLY CPR OXFORD ACADEMY                 | -        | -         | -         | 7         | -        | -        |
| CPK PINK PATCH PROJECT EVENT                  | -        | -         | -         | 11        | -        | -        |
| LOS ALAMITOS TRUNK OR TREAT                   | -        | -         | -         | 8         | -        | -        |
| CYPRESS GIRLS SCOUTS HANDS ON CPR             | -        | -         | -         | -         | 2        | -        |
| CYPRESS HS CAREER DAY                         | -        | -         | -         | -         | -        | 2        |
| ROSSMOOR WINTER FESTIVAL                      | -        | -         | -         | -         | -        | 6        |
| <b>TOTAL HOURS</b>                            | <b>7</b> | <b>31</b> | <b>0</b>  | <b>28</b> | <b>2</b> | <b>8</b> |

**Total Community Events Hours                    76**

9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
REGION C



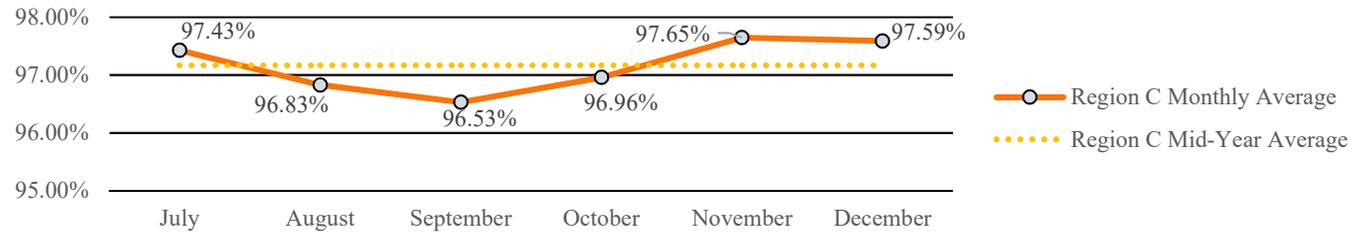
SECTION 4.1



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region C Compliance Report  
July - December 2018**



**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               | 43              | 51              | 55              | 52              | 39              | 40              | 280               |
|        | Penalty                 | \$1,165.00      | \$1,555.00      | \$2,375.00      | \$2,280.00      | \$1,315.00      | \$1,405.00      | \$10,095.00       |
|        | <i>Final Assessment</i> | <b>\$233.00</b> | <b>\$388.75</b> | <b>\$593.75</b> | <b>\$570.00</b> | <b>\$263.00</b> | <b>\$281.00</b> | <b>\$2,329.50</b> |

**Region C Mid-Year Exception/Exemption Requests**

| REGION | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | TOTAL |
|--------|---------------------|------|--------|-----------|---------|----------|----------|-------|
| C      | Requested           | 112  | 97     | 66        | 63      | 62       | 77       | 477   |
|        | Approved            | 112  | 97     | 63        | 63      | 62       | 77       | 474   |

**Region C Mid-Year Transports**

| REGION | CITY                  | JULY        | AUGUST      | SEPTEMBER   | OCTOBER     | NOVEMBER    | DECEMBER    | TOTAL       |
|--------|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| C      | Tustin                | 348         | 355         | 339         | 359         | 355         | 366         | 2122        |
|        | Irvine                | 671         | 691         | 652         | 695         | 693         | 700         | 4102        |
|        | Villa Park            | 20          | 16          | 15          | 21          | 23          | 15          | 110         |
|        | Unincorporated        | 52          | 35          | 38          | 41          | 35          | 53          | 254         |
|        | <i>Region C Total</i> | <b>1091</b> | <b>1097</b> | <b>1044</b> | <b>1116</b> | <b>1106</b> | <b>1134</b> | <b>6588</b> |



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Region C Compliance Report**  
**July - December 2018**



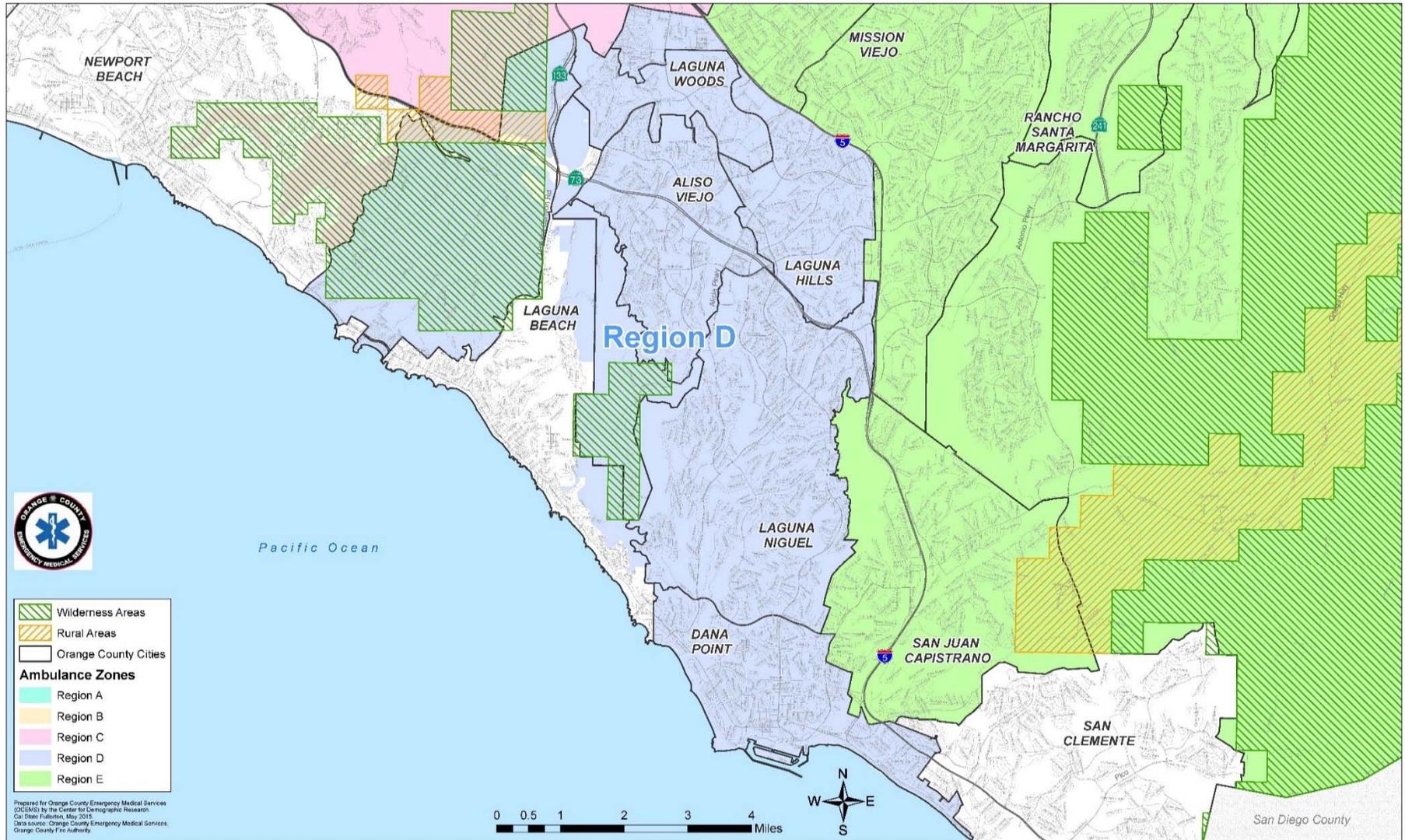
**Public Education/Outreach Events by type/hour**

| COMMUNITY EVENT                                | JULY      | AUGUST    | SEPTEMBER | OCTOBER   | NOVEMBER  | DECEMBER |
|--|-----------|-----------|-----------|-----------|-----------|----------|
| PRAISE CHAPEL FIRST RESPONDERS SERVICE         | 3         | -         | -         | -         | -         | -        |
| IRVINE PD CONCERT ON THE GREEN                 | 13        | -         | -         | -         | -         | -        |
| CITY OF IRVINE SUMMER CAMP - COMMUNITY HELPERS | 2         | -         | -         | -         | -         | -        |
| KINDERCARE IRVINE SUPER HEROES AMONG US        | 1         | -         | -         | -         | -         | -        |
| DROWNING PREVENTION STATIC AMBULANCE           | 35        | 37        | -         | -         | -         | -        |
| VILLA PARK NATIONAL NIGHT OUT                  | -         | 3         | -         | -         | -         | -        |
| HOAG   | -         | 14        | -         | -         | 3         | -        |
| RAMS TRAINING CAMP                             | -         | 5         | -         | -         | -         | -        |
| POD EXERCISE PLANNING MEETING                  | -         | 2         | -         | -         | -         | -        |
| MERAGE JCC - DAY 1                             | -         | 5         | -         | -         | -         | -        |
| ST. MICHAELS PREP                              | -         | -         | 9         | 4         | -         | -        |
| IRVINE GLOBAL VILLAGE FESTIVAL                 | -         | -         | 22        | -         | -         | -        |
| OCFA OPEN HOUSE                                | -         | -         | -         | 13        | -         | -        |
| TUSTIN TILLER DAYS                             | -         | -         | -         | 50        | -         | -        |
| NELSON ELEMENTARY WALK TO SCHOOL DAY           | -         | -         | -         | 2         | -         | -        |
| POD EXERCISE WALK THROUGH                      | -         | -         | -         | 2         | -         | -        |
| POD EXERCISE                                   | -         | -         | -         | 10        | -         | -        |
| IRVINE PD OPEN HOUSE                           | -         | -         | -         | 12        | -         | -        |
| OCFA ACTIVE SHOOTER DRILL                      | -         | -         | -         | -         | 8         | -        |
| TUSTIN DINO DASH                               | -         | -         | -         | -         | 16        | -        |
| HILLVIEW CAREER DAY                            | -         | -         | -         | -         | 2         | -        |
| <b>TOTAL HOURS</b>                             | <b>54</b> | <b>66</b> | <b>31</b> | <b>93</b> | <b>29</b> | <b>0</b> |

**Total Community Events Hours                    273**

SECTION 4.3

9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
REGION D



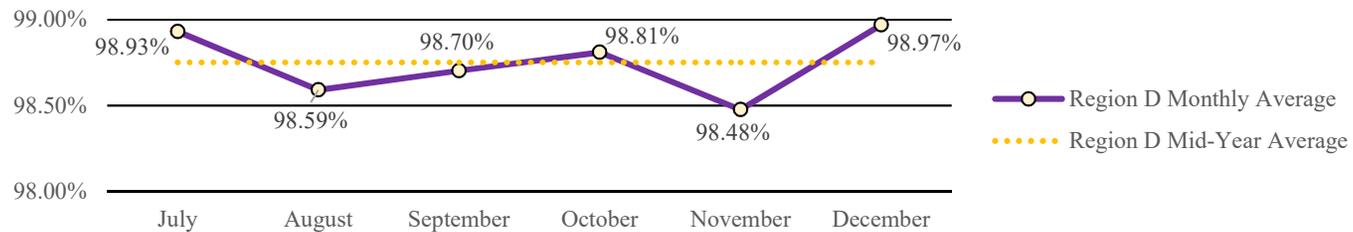
SECTION 5.1



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region D Compliance Report  
July - December 2018**



**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               | 15             | 20             | 17             | 16             | 20             | 15             | 103             |
|        | Penalty                 | \$450.00       | \$565.00       | \$330.00       | \$495.00       | \$400.00       | \$345.00       | \$2,585.00      |
|        | <i>Final Assessment</i> | <b>\$45.00</b> | <b>\$56.50</b> | <b>\$33.00</b> | <b>\$49.50</b> | <b>\$40.00</b> | <b>\$34.50</b> | <b>\$258.50</b> |

**Region D Mid-Year Exception/Exemption Requests**

| REGION | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | TOTAL |
|--------|---------------------|------|--------|-----------|---------|----------|----------|-------|
| D      | Requested           | 99   | 76     | 61        | 48      | 42       | 47       | 373   |
|        | Approved            | 99   | 76     | 61        | 48      | 42       | 47       | 373   |

**Region D Mid-Year Transports**

| REGION | CITY                  | JULY | AUGUST     | SEPTEMBER  | OCTOBER    | NOVEMBER   | DECEMBER   | TOTAL      |
|--------|-----------------------|------|------------|------------|------------|------------|------------|------------|
| D      | Aliso Viejo           | 137  | 139        | 129        | 136        | 121        | 139        | 801        |
|        | Dana Point            | 196  | 175        | 155        | 147        | 152        | 179        | 1004       |
|        | Laguna Hills          | 159  | 184        | 163        | 181        | 166        | 159        | 1012       |
|        | Laguna Niguel         | 186  | 194        | 181        | 210        | 174        | 205        | 1150       |
|        | Laguna Woods          | 277  | 291        | 271        | 242        | 267        | 314        | 1662       |
|        | Unincorporated        | 1    | 1          | 1          | 0          | 1          | 2          | 6          |
|        | <i>Region D Total</i> |      | <b>956</b> | <b>984</b> | <b>900</b> | <b>916</b> | <b>881</b> | <b>998</b> |

SECTION 5.2



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Region D Compliance Report**  
**July - December 2018**

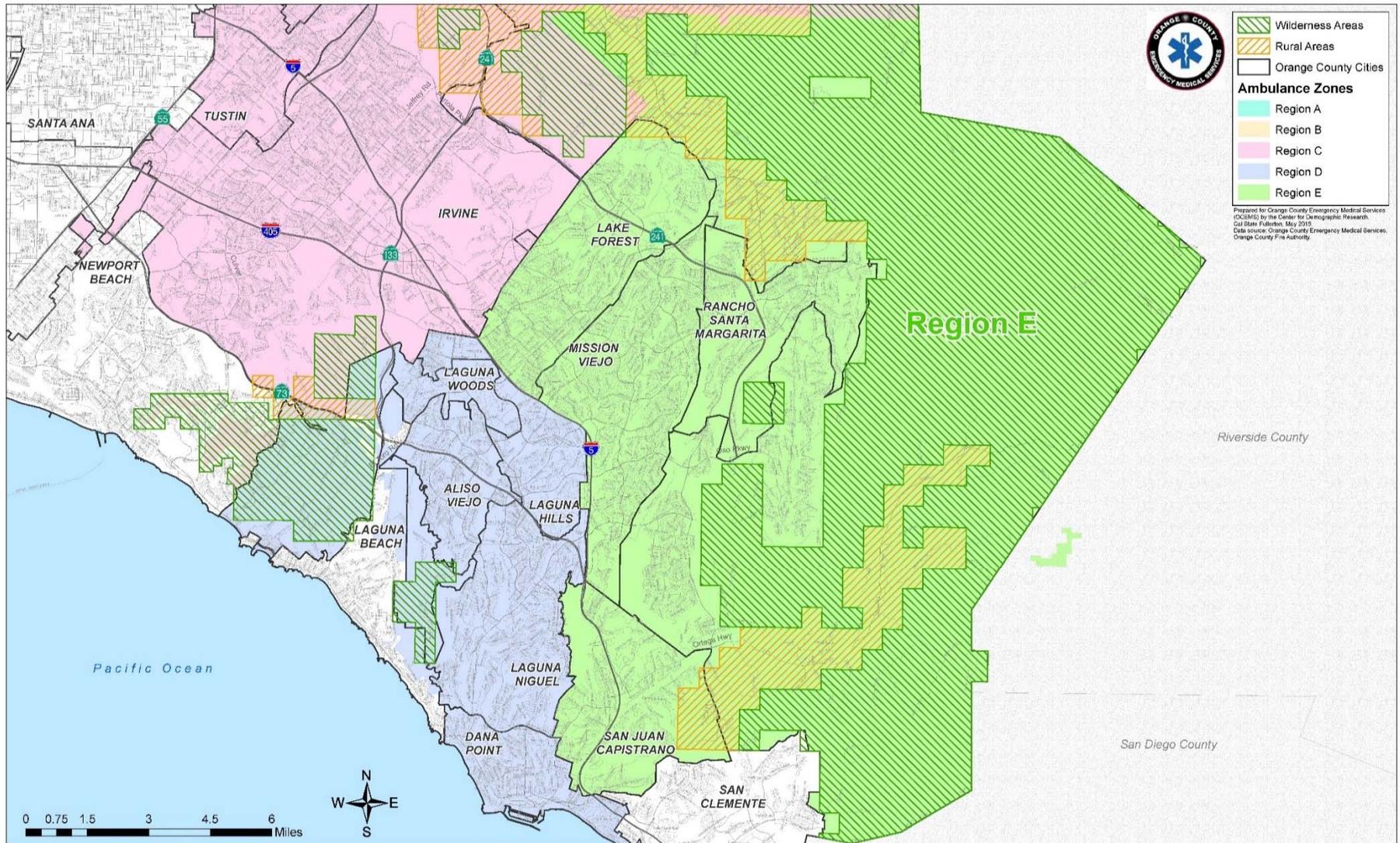


**Public Education/Outreach Events by type/hour**

| COMMUNITY EVENT                                 | JULY      | AUGUST    | SEPTEMBER | OCTOBER  | NOVEMBER  | DECEMBER |
|---|-----------|-----------|-----------|----------|-----------|----------|
| LAGUNA HILLS 4TH OF JULY                        | 6         | -         | -         | -        | -         | -        |
| ALISO VIEJO SUMMER CONCERT                      | 7         | 6         | -         | -        | -         | -        |
| LAGUNA HILLS                                    | -         | 2         | -         | -        | -         | -        |
| LAGUNA NIGUEL BACK TO SCHOOL EVENT              | -         | 3         | -         | -        | -         | -        |
| ALISO VIEJO HIGH SCHOOL                         | -         | 4         | -         | -        | -         | -        |
| LAGUNA NIGUEL CERT                              | -         | -         | 16        | -        | -         | -        |
| DANA HILLS NIKE INTERNATIONAL                   | -         | -         | 7         | -        | -         | -        |
| LAGUNA HILLS HS FB                              | -         | -         | -         | 6        | -         | -        |
| AVCA FALL FESTIVAL                              | -         | -         | -         | 3        | -         | -        |
| MOM'S CLUB CPR                                  | -         | -         | -         | -        | 4         | -        |
| DANA POINT TURKEY TROT HEALTH AND WELLNESS FAIR | -         | -         | -         | -        | 6         | -        |
| DANA POINT TURKEY TROT PLANNING MEETING         | -         | -         | -         | -        | 2         | -        |
| DANA POINT TURKEY TROT                          | -         | -         | -         | -        | 14        | -        |
| LAGUNA NIGUEL CHRISTMAS PARADE                  | -         | -         | -         | -        | -         | 3        |
| <b>TOTAL HOURS</b>                              | <b>13</b> | <b>15</b> | <b>23</b> | <b>9</b> | <b>26</b> | <b>3</b> |

**Total Community Events Hours                    89**

9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
REGION E



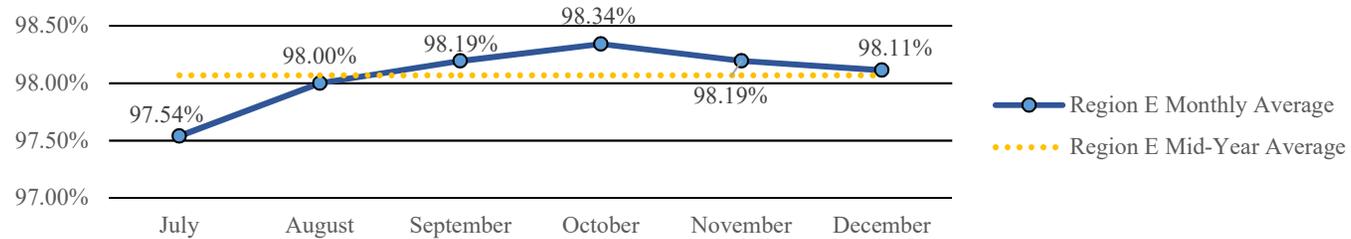
SECTION 6.1



**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region E Compliance Report  
July - December 2018**



**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               | 36              | 29              | 26             | 26             | 28             | 30              | 175             |
|        | Penalty                 | \$1,360.00      | \$590.00        | \$590.00       | \$540.00       | \$905.00       | \$1,110.00      | \$5,095.00      |
|        | <b>Final Assessment</b> | <b>\$272.00</b> | <b>\$118.00</b> | <b>\$59.00</b> | <b>\$54.00</b> | <b>\$90.50</b> | <b>\$111.00</b> | <b>\$704.50</b> |

**Region E Mid-Year Exception/Exemption Requests**

| REGION | EXCEPTION/EXEMPTION | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER | TOTAL |
|--------|---------------------|------|--------|-----------|---------|----------|----------|-------|
| E      | Requested           | 78   | 65     | 73        | 64      | 50       | 59       | 389   |
|        | Approved            | 78   | 65     | 70        | 64      | 50       | 59       | 386   |

**Region E Mid-Year Transports**

| REGION | CITY                   | JULY | AUGUST      | SEPTEMBER  | OCTOBER    | NOVEMBER    | DECEMBER    | TOTAL       |
|--------|------------------------|------|-------------|------------|------------|-------------|-------------|-------------|
| E      | Lake Forest            | 254  | 231         | 243        | 254        | 261         | 237         | 1480        |
|        | Mission Viejo          | 389  | 379         | 390        | 417        | 414         | 454         | 2443        |
|        | Rancho Santa Margarita | 115  | 95          | 106        | 118        | 89          | 120         | 643         |
|        | San Juan Capistrano    | 204  | 202         | 180        | 204        | 218         | 230         | 1238        |
|        | Unincorporated         | 74   | 77          | 64         | 76         | 70          | 73          | 434         |
|        | <b>Region E Total</b>  |      | <b>1036</b> | <b>984</b> | <b>983</b> | <b>1069</b> | <b>1052</b> | <b>1114</b> |



**Public Education/Outreach Activities**  
**9-1-1 EMERGENCY AMBULANCE**  
**Mid - Year Region E Compliance Report**  
**July - December 2018**



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

| COMMUNITY EVENT                             | JULY      | AUGUST    | SEPTEMBER | OCTOBER   | NOVEMBER | DECEMBER |
|---|-----------|-----------|-----------|-----------|----------|----------|
| LAKE FOREST 4TH OF JULY                     | 5         | -         | -         | -         | -        | -        |
| MISSION VIEJO 4TH OF JULY                   | 15        | -         | -         | -         | -        | -        |
| MISSION VIEJO SUMMER CONCERT                | 4         | -         | -         | -         | -        | -        |
| MISSION VIEJO SUMMER CONCERT - SIDEWALK CPR | 4         | -         | -         | -         | -        | -        |
| MISSION VIEJO SYMPHONY ON THE GREEN         | 7         | -         | -         | -         | -        | -        |
| LAKE FOREST                                 | -         | 3         | -         | -         | -        | -        |
| SANTA MARGARITA CATHOLIC HS                 | -         | 8         | -         | -         | -        | -        |
| JSERRA HS FOOTBALL                          | -         | 4         | 5         | 6         | -        | -        |
| LAKE FOREST RECOGNITION                     | -         | 1         | -         | -         | -        | -        |
| OCFA RIC DRILL                              | -         | 5         | -         | -         | -        | -        |
| SANTA MARGARITA                             | -         | -         | 9         | 8         | -        | -        |
| BOYS AND GIRLS CLUB HANDS ON CPR            | -         | -         | -         | 4         | -        | -        |
| SOUTH COUNTY DISASTER EXPO                  | -         | -         | -         | 6         | -        | -        |
| FIRST RESPONDER MASS                        | -         | -         | -         | -         | 3        | -        |
| SADDLEBACK ROP                              | -         | -         | -         | -         | -        | 5        |
| <b>TOTAL HOURS</b>                          | <b>35</b> | <b>21</b> | <b>14</b> | <b>24</b> | <b>3</b> | <b>5</b> |

**Total Community Events Hours            102**