



**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

**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%)***

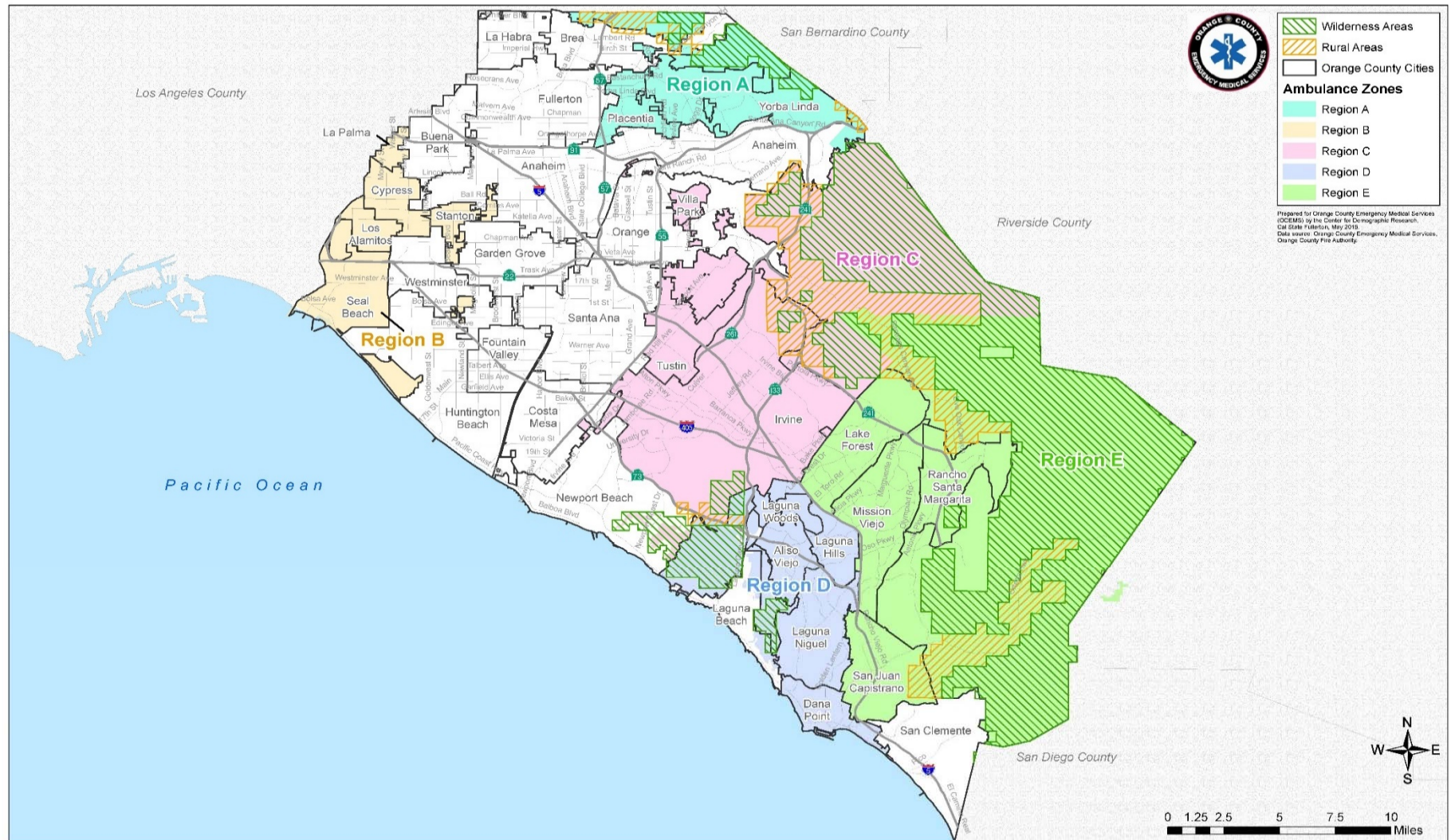
Penalties are assessed for late responses that increase according to the number of minutes the emergency ambulance is delayed past the mandated response time. In addition, when the response time standard exceeds 90% in an EOA each calendar month, Performance Credits are applied toward total penalties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

9-1-1 EMERGENCY AMBULANCE  
Mid - Year Compliance Report  
July - December 2018  
ALL REGIONS



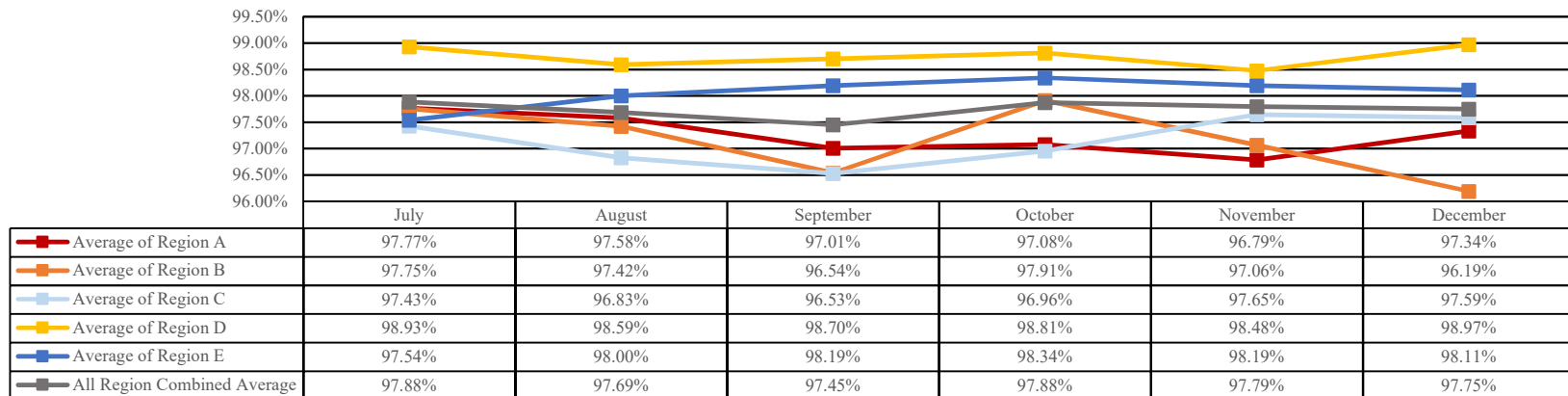
SECTION 1.1





# 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	\$758.75	\$1,126.00	\$2,329.50	\$258.50	\$704.50	\$5,177.25

\* 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 **\$5,177.25**

## 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%

## SECTION 1.2





**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
<i>TOTAL</i>	33	444	477	373	389	1716
<i>APPROVALS</i>	25	444	474	373	386	1702
<i>DENIALS</i>	8	0	3	0	3	14

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**

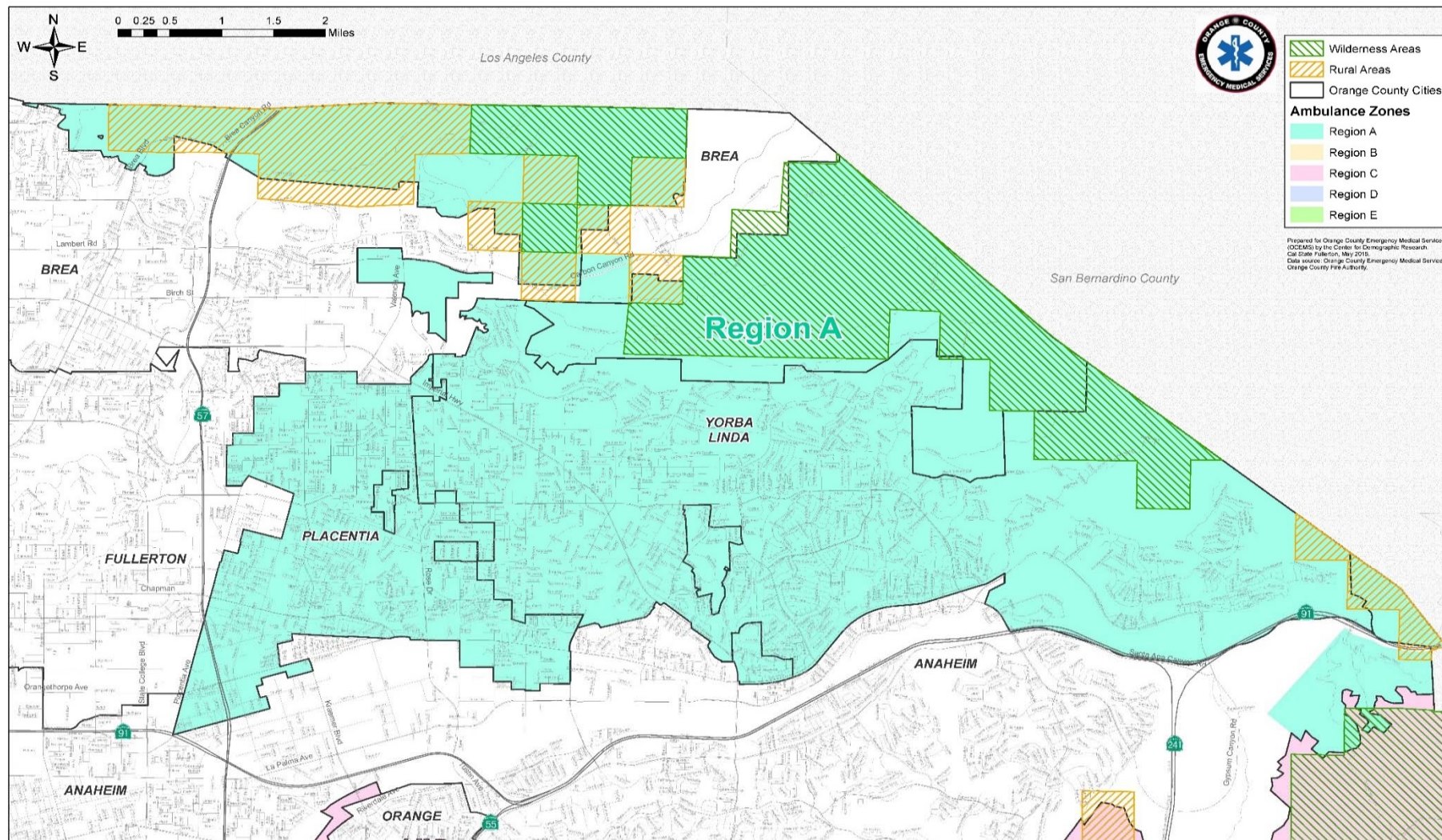
MONTH	Region A	Region B	Region C	Region D	Region E	Total Number of Community Outreach Events
JULY	8	7	54	13	35	117
AUGUST	3	31	66	15	21	136
SEPTEMBER	10	0	31	23	14	78
OCTOBER	0	28	93	9	24	154
NOVEMBER	3	2	29	26	3	63
DECEMBER	4	8	0	3	5	20

**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**



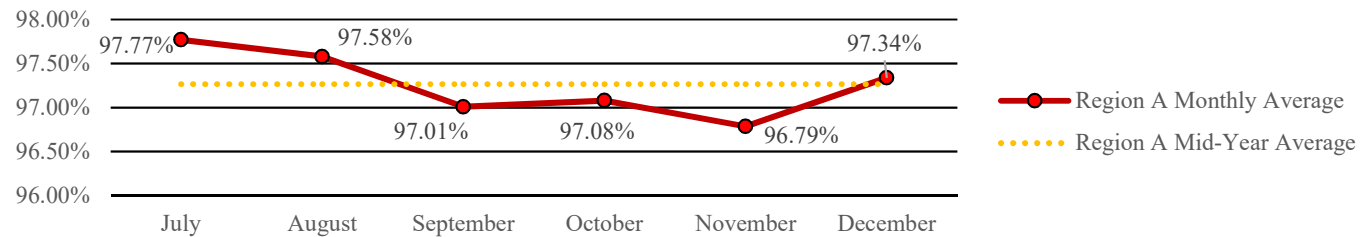
**SECTION 2.1**



# 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**

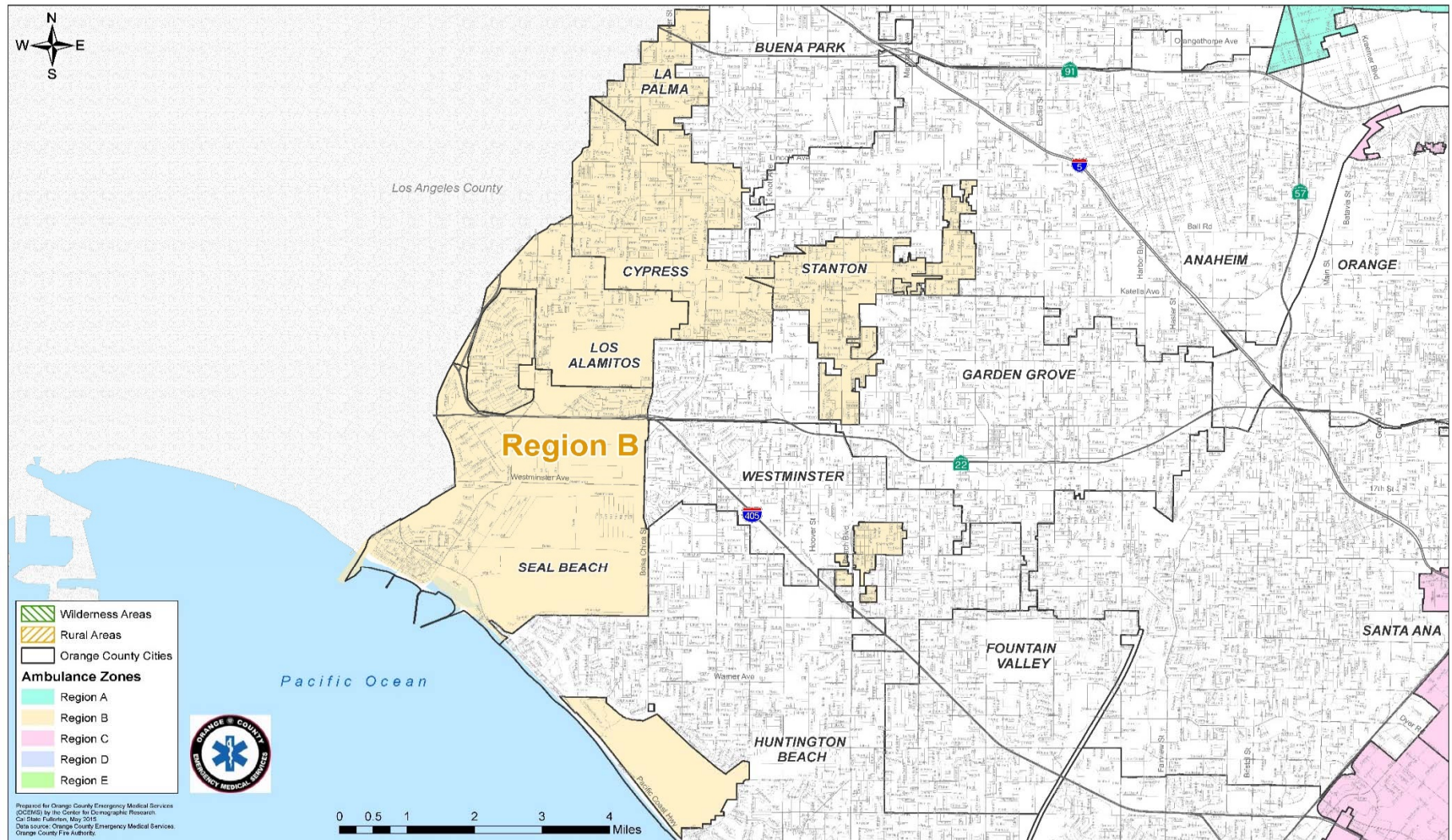
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
HEARTSAVER CPR CLASS	8	-	-	-	-	-
YORBA LINDA NATIONAL NIGHT OUT/HANDS ONLY CPR	-	2	-	-	-	-
MOCK STEMI TRANSPORT WITH HCA HOSP	-	1	-	-	-	-
FRIENDS AND FAMILY CPR/WATER SAFETY CLASS	-	-	10	-	-	-
STATE PARKS SUMMER SAFETY EVENT	-	-	-	-	3	-
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**

**SECTION 2.3**



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



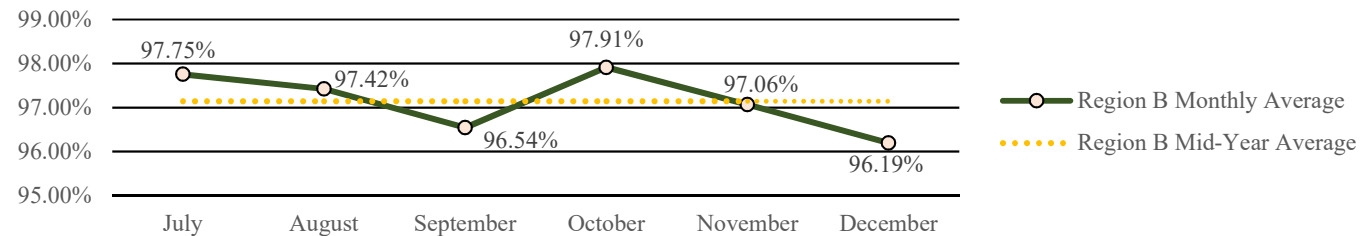
**SECTION 3.1**



# 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
	<i>Final Assessment</i>	<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
	<i>Region B Total</i>	<b>831</b>	<b>808</b>	<b>808</b>	<b>776</b>	<b>708</b>	<b>822</b>	<b>4753</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**

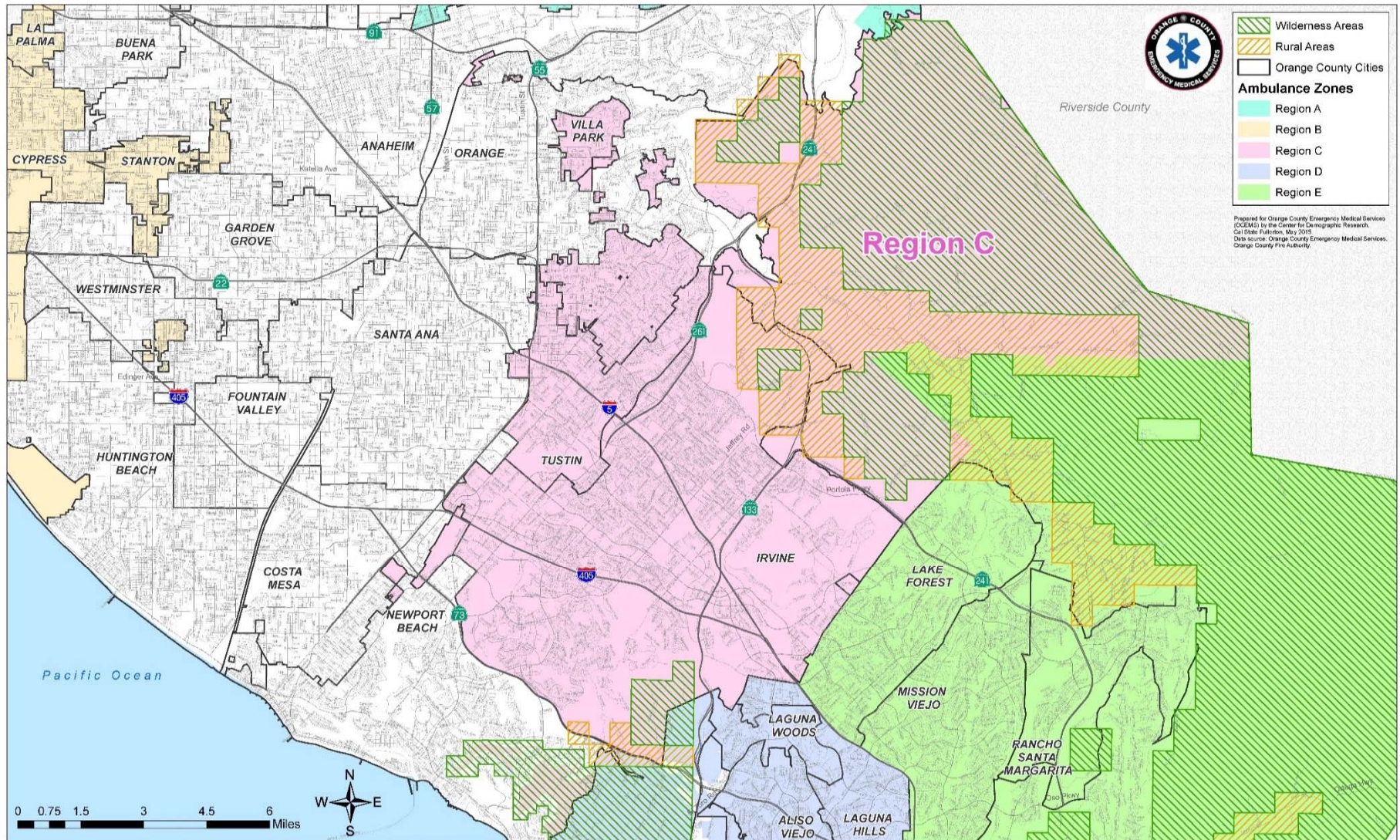
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
LOS ALAMITOS 4TH JULY	7	-	-	-	-	-
LA PALMA NATIONAL NIGHT OUT	-	3	-	-	-	-
TRI CITY NATIONAL NIGHT OUT	-	3	-	-	-	-
LOS ALAMITOS CERT MEDICAL SKILLS TRAINING DAY	-	25	-	-	-	-
ROSSMOOR ELEMENTARY WALK TO SCHOOL DAY	-	-	-	2	-	-
HANDS ONLY CPR 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**

**SECTION 3.3**



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



**SECTION 4.1**

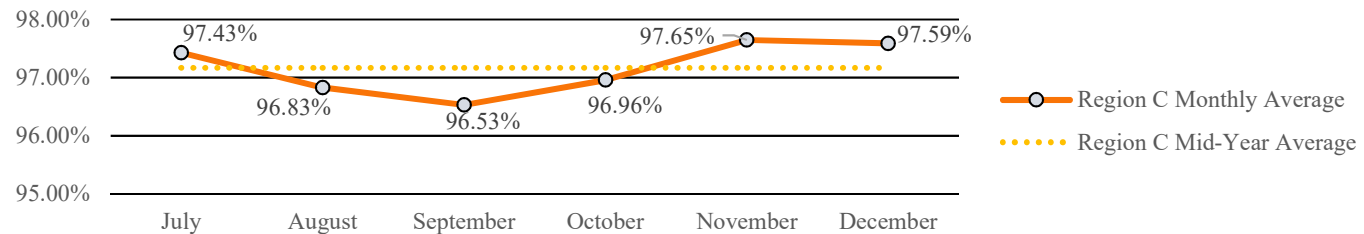




# Response Time Compliance & Penalty Assessments 9-1-1 EMERGENCY AMBULANCE Mid - Year Region C Compliance Report July - December 2018



## 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**



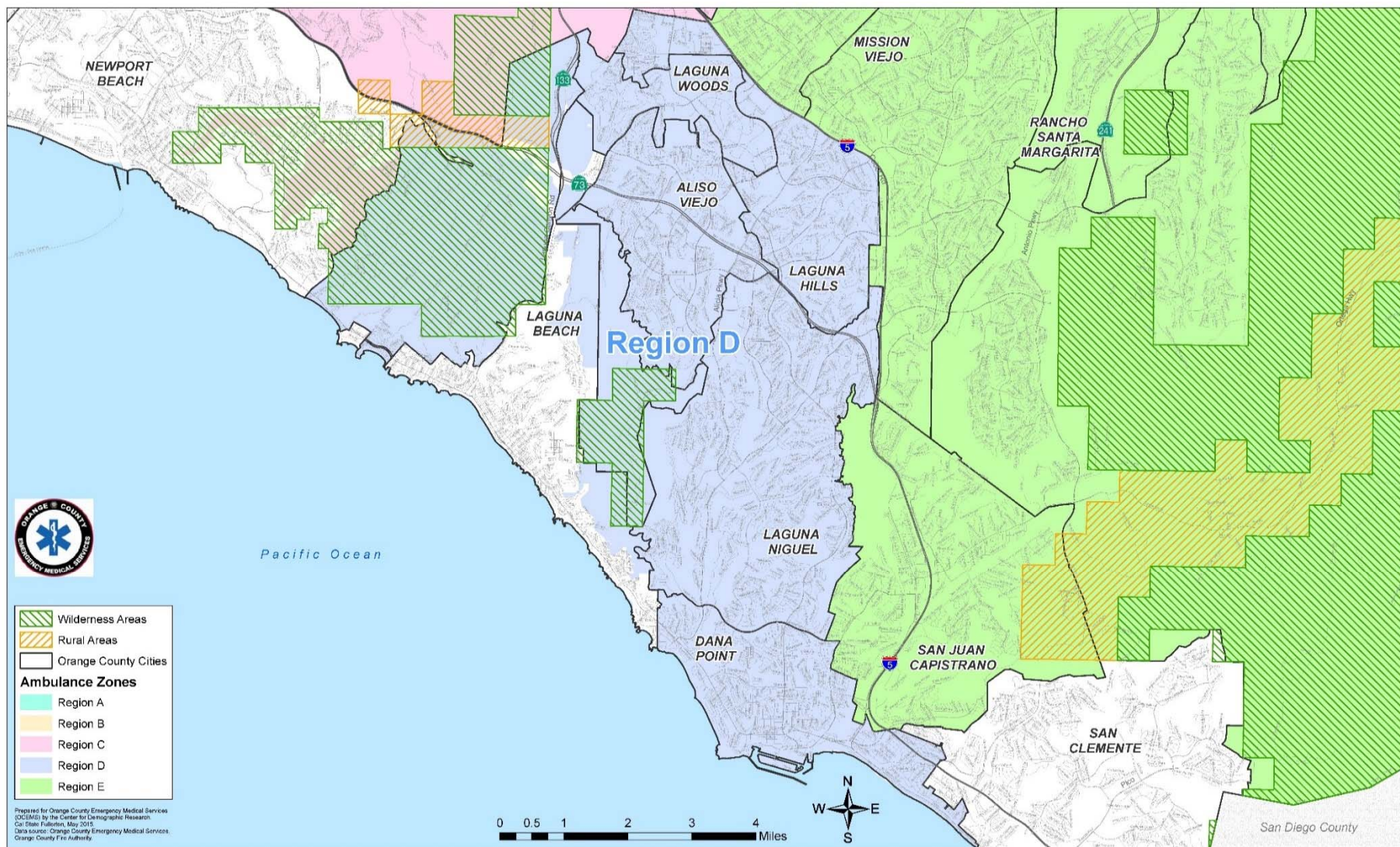
**Public Education/Outreach Events by type/hour**

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

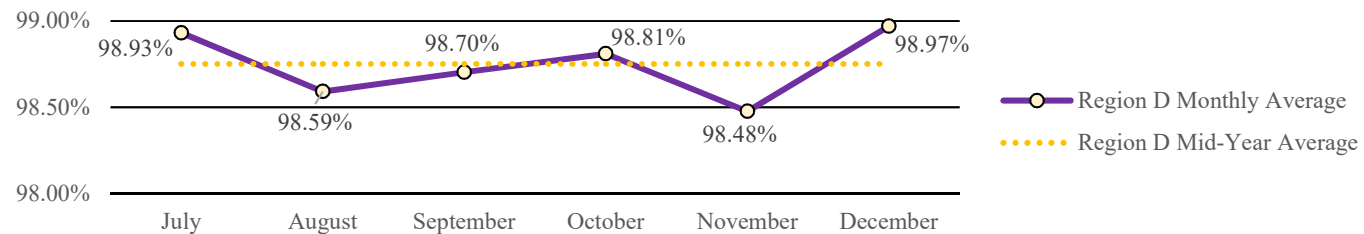




**Response Time Compliance & Penalty Assessments  
9-1-1 EMERGENCY AMBULANCE  
Mid - Year Region D Compliance Report  
July - December 2018**



**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>	<b>5635</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**

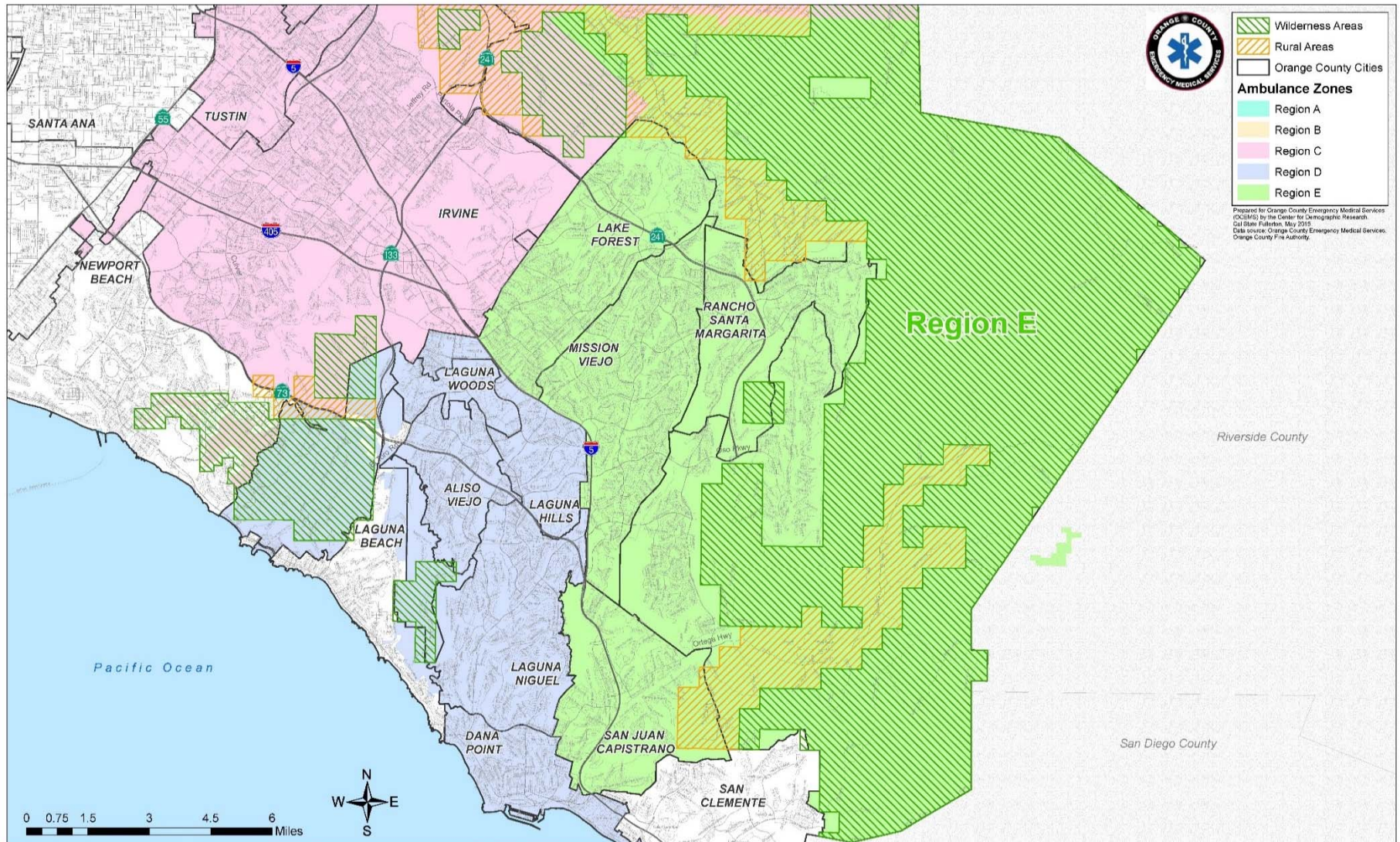
COMMUNITY EVENT	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
LAGUNA HILLS 4TH OF JULY	6	-	-	-	-	-
ALISO VIEJO SUMMER CONCERT	7	6	-	-	-	-
LAGUNA HILLS	-	2	-	-	-	-
LAGUNA NIGUEL BACK TO SCHOOL EVENT	-	3	-	-	-	-
ALISO VIEJO HIGH SCHOOL	-	4	-	-	-	-
LAGUNA NIGUEL CERT	-	-	16	-	-	-
DANA HILLS NIKE INTERNATIONAL	-	-	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**

**SECTION 5.3**



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



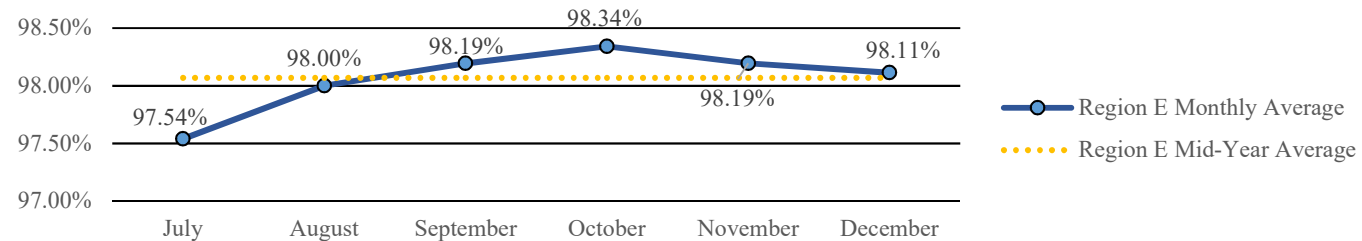
**SECTION 6.1**



**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>	<b>6238</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**

SECTION 6.3