

Inland Counties Emergency Medical Agency



Performance Based Contracts

Annual Report

January 2013 - December 2013

TABLE OF CONTENTS

Table of Contents.....	2-3
Background Information.....	4-7
Term of Agreements.....	4
Responsibilities of Providers.....	4
Quality Improvement.....	5
Management/Monitoring Fees.....	7
Liquidated Damages/Assessments.....	7
ALS Transportation Provider Listing.....	9
County Ambulance Exclusive Operating Areas.....	10
Response Time Compliance by All Providers in All EOAs.....	12
Exclusive Operating Area 1.....	13
Exclusive Operating Area 2.....	16
Exclusive Operating Area 3.....	19
Exclusive Operating Area 4.....	22
Exclusive Operating Area 5.....	25
Exclusive Operating Area 6.....	27
Exclusive Operating Area 7.....	30
Exclusive Operating Area 8.....	33
Exclusive Operating Area 9.....	36
Exclusive Operating Area 10.....	39
Exclusive Operating Area 11.....	42
Exclusive Operating Area 12.....	44
Exclusive Operating Area 13.....	47
Exclusive Operating Area 14.....	50

Exclusive Operating Area 15.....	53
Exclusive Operating Area 16.....	56
Exclusive Operating Area 17.....	58
Exclusive Operating Area 18.....	60
Exclusive Operating Area 19.....	62
Exclusive Operating Area 20.....	64
Exclusive Operating Area 21.....	66
Exclusive Operating Area 22.....	68
Exclusive Operating Area 23.....	70
Exclusive Operating Area 24.....	72
Exclusive Operating Area 25.....	74
Exclusive Operating Area 26.....	76
Exclusive Operating Area 27.....	78

BACKGROUND INFORMATION

Performance-based contracts or agreements with public and private ambulance providers in the County ensure a more in-depth monitoring of the EMS system for compliance with standards, policies and procedures designed to provide citizens with the best possible pre-hospital emergency care. Rural, wilderness and underserved areas were given special consideration regarding term of contract, penalty provisions, breach language, bond requirements and other areas that would otherwise have seriously affected the provider's ability to continue to provide emergency medical services.

San Bernardino County is divided into 27 total Exclusive Operating Areas designated as urban, rural, or wilderness areas, and where ambulance services are provided by private companies, public fire departments or fire districts, or by volunteer fire departments. All private providers are required to enter into a performance based contract; public providers are required to enter into a Memorandum Of Understanding (MOU).

Performance based contracts provide for a detailed methodology for assurance of compliance by the contractor with all ICEMA policies and procedures with an emphasis on response time compliance providing for financial penalties for non-compliance.

Term of Agreements:

The term of the agreement is provided in the "ALS Transportation Provider List" with evergreen clauses provided for rural/wilderness and public providers.

Responsibilities of Providers:

Personnel and Equipment:

- Provide all necessary personnel, equipment and materials to ensure availability and EMS response on a continuous 24-hour basis.
- Staffing: ALS units – one paramedic and one EMT per unit; BLS units 2 EMTs per unit; CCT units in accordance with ICMEA policy.
- Develop and maintain personnel, including plan for immediate recall of personnel, and patient care policies
- Provide in-service training to employees
- Ensure courteous conduct and professional appearance
- Ensure proper state licensure and ICEMA accreditation/certification
- Ensure all personnel comply with ICEMA QI Plan

Coordination with other providers:

First responders (fire agencies)

- Develop and initiate mutual aid agreements by May 1, 2005
- Develop and maintain a first responder orientation program
- Coordinate and work under the Incident Command System
- Make available to first responder personnel continuing education programs

Police Chiefs and County Fire Chiefs Association:

- Provide an administrative representative or designated to attend meetings upon reasonable request

Mutual Aid:

- Respond to requests from neighboring jurisdictions that require Code 3 response, to the extent resources are available
- During disaster response, commit necessary and appropriate resources

Quality Improvement:

Medical Control:

- Adhere to all ICEMA plans, policies, standards and protocols, applicable county ordinances and state laws
- Adhere to standards of medical control established by ICEMA
- Provide a physician medical director to work with ICEMA Medical Director to ensure compliance with established clinical standards (not required of rural/wilderness providers)

Response time standards:

- Compliance measured and calculated monthly on fractile basis using computer aided dispatch (CAD) data
- Cancelled calls included in determining compliance; supervisory support vehicles are not included for the purpose of determining compliance
- Submit monthly each instance when a call results in exceeding maximum response time standard

Data Collection and Reporting:

- For each patient, an ICEMA approved patient care report (PCR) or electronic patient care report (ePCR) form must be completed
- As an enhancement to the existing patient care reporting process, ICEMA has recently selected and began implementation of a single electronic patient care reporting platform (software) by ImageTrend. Providers who were already utilizing ICEMA's existing ePCR software are the first being transitioned. Moving forward, ICEMA now requires all EMS Providers to begin utilizing ImageTrend's ePCR as the only acceptable standard.
- Submit accurate and complete data monthly, including CAD data, for each response and patient care data as specified by ICEMA approved electronic data collections and submission format
- IMAGETREND ePCR SOFTWARE - IMPLEMENTATION
- Currently, 32 providers are using the ImageTrend software. ICEMA is working with an additional 12 departments at this time to migrate from HealthWare Solutions to ImageTrend. ICEMA's next upgrade to version 6.4 is not scheduled at this time.

- Providers currently on ImageTrend ePCR:
 - AMR - Rancho Cucamonga
 - AMR - Redlands
 - AMR - Victorville
 - Baker Ambulance (Needles and Baker)
 - Barstow Fire Protection District
 - Big Bear Fire Department
 - Big Pine Fire Protection District (Inyo County)
 - Colton Fire Department
 - Crest Forest Fire Protection District - Stopped sending data when merged with County Fire
 - Desert Ambulance
 - Fort Irwin Fire Department
 - Highland Fire Department (Cal Fire)
 - Loma Linda Fire Department
 - Lone Pine Fire (Inyo County)
 - Marine Corps Logistics Base (MCLB) – Barstow
 - Mono County Paramedics (Mono County)
 - Morongo Basin Ambulance
 - Morongo Valley Fire Department
 - Olancho Cartago Fire Department (Inyo County)
 - Ontario Fire Department
 - Rancho Cucamonga Fire District
 - Redlands Fire Department
 - Rialto Fire Department
 - Running Springs Fire Department
 - San Bernardino City Fire Department
 - San Bernardino County Sheriff's Department - Aviation Division
 - San Manuel Fire Department
 - Sierra Lifeflight - Bishop (Inyo County)
 - Symons Ambulance (San Bernardino County)
 - Symons Ambulance (Inyo County)
 - Upland Fire Department
 - Yucaipa City Fire Department (Cal Fire)

- Implementation/training dates for additional providers are as follows:
 - Independence Fire Protection District (Inyo County) - January 1, 2014
 - Montclair Fire Department - February 2014

Emergency Medical Dispatch:

- Trained personnel and equipment available 24 hours a day
- Ensure compliance with all ICEMA policies and procedures
- Maintain CAD system not below the level of the system in place as of May 1, 2004 in accordance with ICEMA policies and procedures
- Establish and maintain an ICEMA approved backup provider dispatch system in the event of disasters, etc.

Deployment Plan:

- Plan reviewed by ICEMA on an annual basis or as any material changes occur
- Plan may incorporate more than one EOA
- Movement of resources must not result in EOA non-compliance

User fee rate adjustments:

- Rates may be adjusted pursuant to process defined in ICEMA policy 5080

Indigent Transport Services:

- Shall provide service pursuant to contract with the County of San Bernardino

End Term Provisions:

- Provider to continue to provide service during transition period
- Provider accepts periodic bid competition (urban contracts)

Management / Monitoring Fee:

An annual management/monitoring fee is assessed for each EOA. The amount represents a pro rata share of the annual fee in an amount estimated to be sufficient to cover ICEMA's costs related to monitoring and enforcing the provisions of the agreements. The pro rata of cost is determined based on the total number of 9-1-1 transports within the EOA during the most recent 12-month period.

Calendar year 2013 – A total of \$644,346.74 was invoiced for administrative fees, of which \$604,253.04 was collected, leaving a balance of \$40,093.70. The providers invoiced are:

- American Medical Response - \$537,597.85
- Baker EMS - Needles Ambulance - \$6,832.01
- Big Bear Fire Department - \$7,823.06
- Crest Forest Fire Department - \$2,180.76
- Desert Ambulance - \$26,559.55
- Morongo Basin Ambulance - \$21,838.36
- Running Springs Fire Department - \$1,421.45
- San Bernardino County Fire Department - \$40,093.70*

Liquidated Damages / Assessments:

Liquidated Damages / Assessments generated in 2013 were as follows:

- From response time compliance - \$290,397
- From vehicle critical failures - \$20,000

The assessments are deposited in an Emergency Medical Services (EMS) Trust Fund to be utilized for the purpose of enhancing, not supplanting, the EMS system as determined by ICEMA, reviewed and endorsed by the San Bernardino Emergency Medical Care Committee (EMCC), and approved by the ICEMA Governing Board.

*Note: Denotes uncollected delinquent administrative fee.

Liquidated Damages Trust Fund Expenditures:

- Toners and paper - \$8,052.69. On September 1, 2013, ICEMA discontinued providing consumables for hospital printers. The printers will remain at each hospital as a backup, if needed.
- ePCR MISS II Project
 - Additional ePCR Data System - \$99,700

During the October 2010 meeting, the EMCC approved the use of liquidated damages for incidental expenses related to the MISS project or PBC not to exceed \$5,000.

ALS TRANSPORTATION PROVIDER LISTING

EOA	Provider	Type of Agreement	Effective	Expiration
1	AMR	Urban Contract	05/01/2004	06/30/2014*
2	AMR	Urban Contract	05/01/2004	06/30/2014*
3	AMR	Urban Contract	05/01/2004	06/30/2014*
4	AMR	Urban Contract	05/01/2004	06/30/2014*
5	AMR	Urban Contract ⁽¹⁾	05/01/2004	06/30/2014*
6	AMR	Urban Contract	05/01/2004	06/30/2014*
7	AMR	Urban Contract	05/01/2004	06/30/2014*
8	AMR	Urban Contract	05/01/2004	04/30/2012 ⁽²⁾
9	AMR	Urban Contract	05/01/2004	06/30/2014*
10	Crest Forest FD	Rural/Wilderness MOU	10/17/2006	12/31/2013
11	AMR	Rural Contract	05/01/2004	04/30/2012 ⁽²⁾
12	AMR	Rural Contract	05/01/2004	04/30/2012 ⁽²⁾
13	Desert Ambulance	Rural Contract	05/01/2004	04/30/2012 ⁽²⁾
14	Morongo Basin	Rural/Wilderness MOU	12/19/2006	12/31/2014
15	Morongo Basin	Rural/Wilderness MOU	12/19/2006	12/31/2014
16	SBCF (Wrightwood)	MOU	-----	-----
17	SBCF (Hesperia)	MOU	-----	-----
18	SBCF (Lake Arrowhead)	MOU	-----	-----
19	Running Spring FD	Rural/Wilderness MOU	10/17/2006	12/31/2012 ⁽²⁾
20	Bear Valley Paramedics	Rural/Wilderness MOU	10/17/2006	12/31/2013 ⁽²⁾
21	SBCF (Yucca Valley)	MOU	-----	-----
22	Baker EMS (Needles)	Wilderness Contract	10/01/2004	09/30/2012 ⁽²⁾
23	Baker EMS	Wilderness Contract	10/01/2004	09/30/2012 ⁽²⁾
24	Unassigned		RFP ALS ⁽³⁾	-----
25	SBCFD (Lucerne Valley)	MOU	-----	-----
26	Unassigned		RFP ALS ⁽³⁾	-----
27	Unassigned		RFP ALS ⁽³⁾	-----

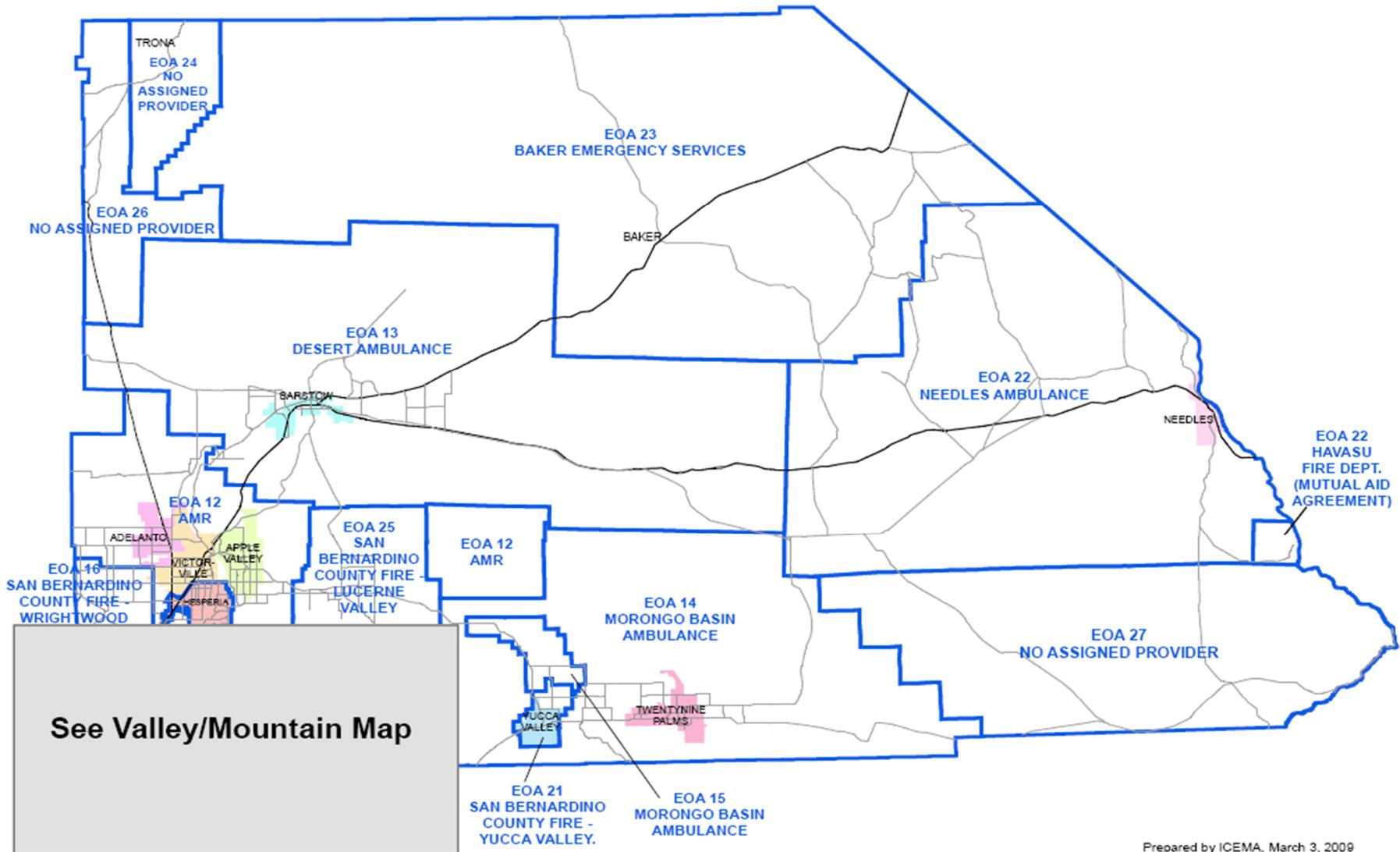
*Note: Two (2) one-year extensions upon Board approval

⁽¹⁾ AMR – Rialto Fire Department (1797.201) no contract or MOU

⁽²⁾ Automatic successive 3-year extensions

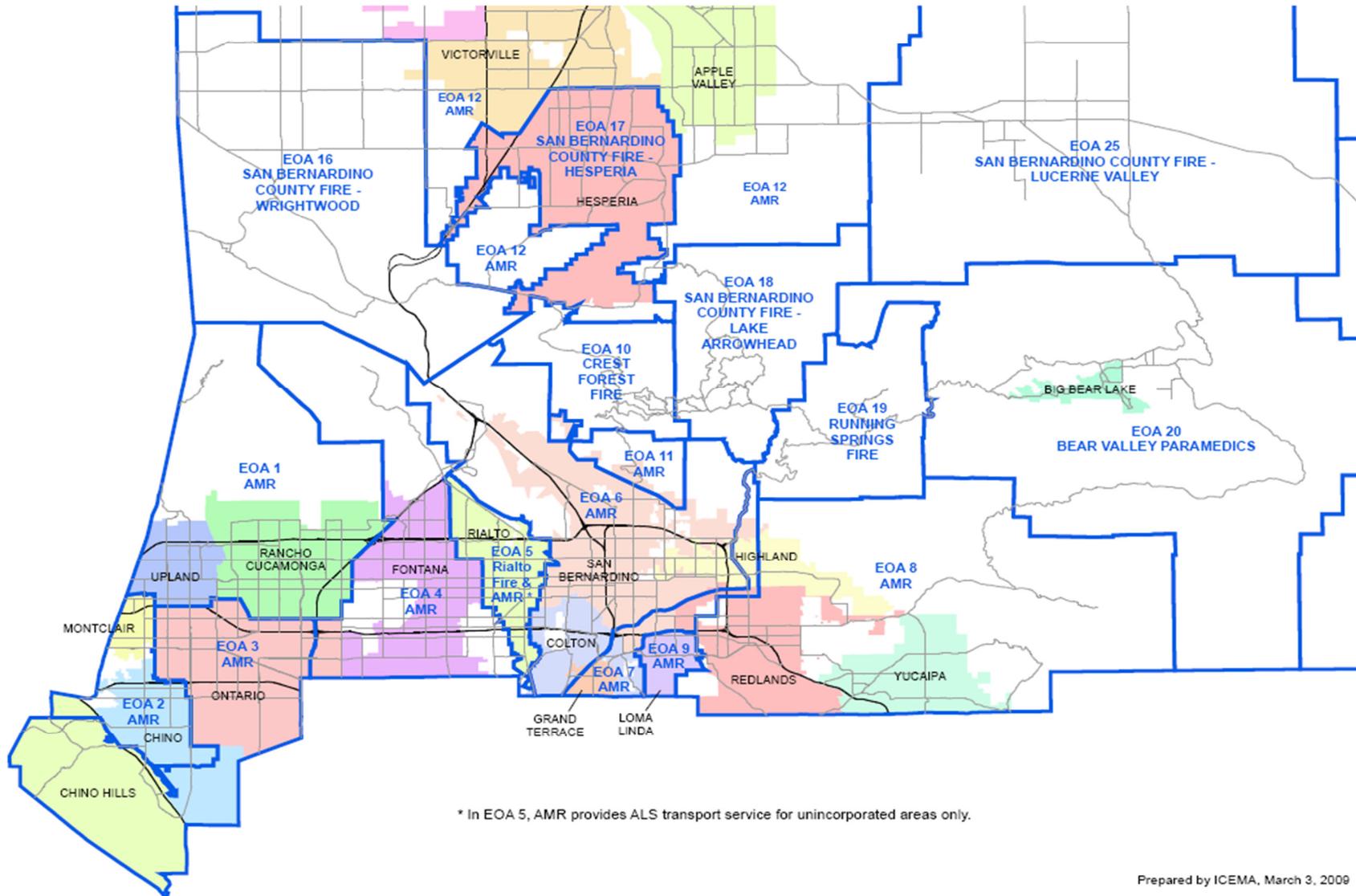
⁽³⁾ RFP January of 2007 for ALS provider – no responses or proposals received

San Bernardino County ALS Ambulance Transport Service Exclusive Operating Areas and Service Providers Desert Region



Prepared by ICEMA, March 3, 2009

San Bernardino County ALS Ambulance Transport Service Exclusive Operating Areas and Service Providers Valley/Mountain Region



Response Time Compliance by All Providers in All EOA's All months in 2013

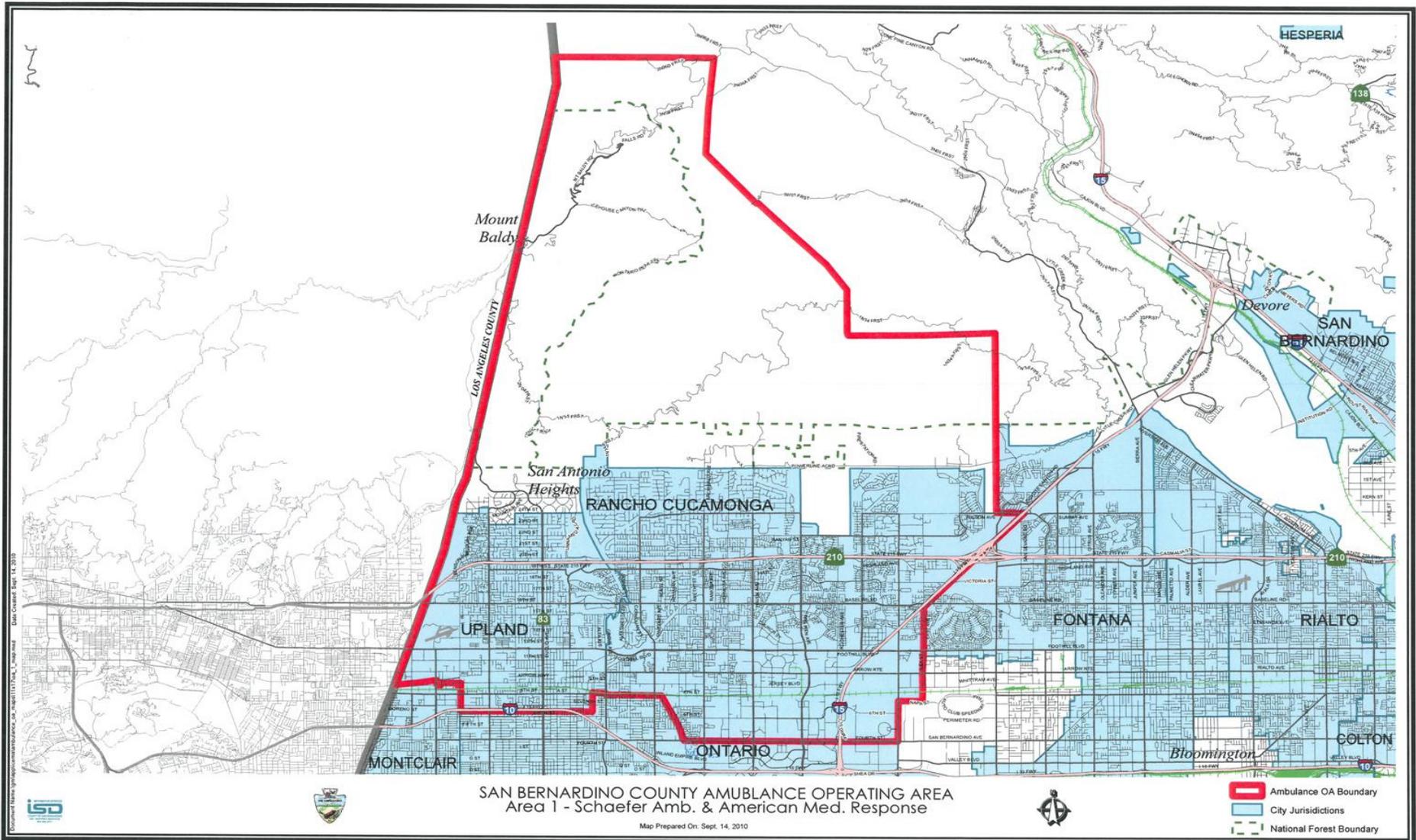
EOA	Provider	2013												Total CY2013	Total Runs*
		January	February	March	April	May	June	July	August	September	October	November	December		
1	AMR (Rancho Cucamonga)	92.95%	91.91%	91.47%	91.83%	93.23%	93.63%	92.10%	90.81%	91.81%	92.24%	92.06%	91.51%	92.13%	18,225
2	AMR (Rancho Cucamonga)	89.93%	91.51%	90.56%	91.23%	91.20%	91.72%	91.06%	91.24%	92.18%	90.41%	91.42%	91.35%	91.14%	8,274
3	AMR (Rancho Cucamonga)	91.83%	90.97%	90.28%	91.74%	91.88%	91.91%	90.30%	90.39%	90.61%	91.82%	91.61%	91.34%	91.23%	15,453
4	AMR (Rancho Cucamonga)	90.74%	89.27%	91.81%	92.32%	91.40%	91.03%	91.67%	89.84%	90.77%	91.42%	91.02%	90.30%	90.98%	15,852
5	Rialto Fire Department (201)														
5	AMR (San Bernardino)														
6	AMR (San Bernardino)	90.45%	89.54%	90.77%	91.12%	89.75%	91.74%	91.17%	90.61%	89.97%	92.30%	91.44%	90.83%	90.82%	33,767
7	AMR (Redlands)	93.85%	88.18%	91.01%	93.38%	92.84%	92.46%	93.55%	92.77%	90.17%	94.01%	91.48%	91.99%	92.15%	4,304
8	AMR (Redlands)	91.30%	92.03%	90.24%	91.78%	91.91%	92.49%	92.12%	93.02%	92.04%	92.41%	91.71%	91.71%	91.89%	13,148
9	AMR (Redlands)	90.73%	94.24%	94.25%	90.80%	92.07%	94.51%	91.58%	92.66%	95.41%	90.96%	93.05%	90.45%	92.62%	2,291
10	Crest Forest Fire Department	92.63%	90.59%	93.98%										92.40%	263
11	AMR (San Bernardino)	<i>Included in EOA 6 calculation **</i>													
12	AMR (Victorville)	91.14%	91.31%	93.07%	92.59%	92.67%	93.24%	92.62%	92.71%	92.62%	93.94%	94.55%	94.56%	92.92%	28,789
13	Desert Ambulance	99.33%	100.00%	99.24%	99.76%	100.00%	99.76%	99.51%	100.00%	99.55%	100.00%	100.00%	100.00%	99.76%	5,024
14	Morongo Basin Ambulance	95.25%	95.74%	95.61%	93.25%	96.03%	93.29%	93.87%	93.77%	93.95%	97.20%	95.71%	95.45%	94.89%	3,579
15	Morongo Basin Ambulance	100.00%	100.00%	97.50%	93.33%	96.15%	100.00%	96.67%	94.44%	96.77%	100.00%	100.00%	100.00%	97.92%	384
16	SBCFD (Wrightwood)														
17	SBCFD (Hesperia)														
18	SBCFD (Lake Arrowhead)														
19	Running Springs Fire Dept														
20	Bear Valley Paramedics														
21	SBCFD (Yucca Valley)														
22	Baker EMS (Needles)														
23	Baker EMS														
24	Unassigned														
25	SBCFD (Lucerne Valley)														
26	Unassigned														
27	Unassigned														

* Data include only runs used in response time calculation.
Runs with approved exemptions are excluded.
Multi-patient and multi-unit runs are counted only once.

** Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).

White	PBC Contracts currently in effect
Yellow	MOU agreements currently in effect
Orange	Agencies without MOU's
Red	RFP areas Feb 2007 -- no bids

All EOA's Exemption			
Month	Requests	Approved	% Approved
January	266	261	98.1%
February	195	191	97.9%
March	194	191	98.5%
April	114	113	99.1%
May	122	120	98.4%
June	170	167	98.2%
July	125	122	97.6%
August	155	155	100.0%
September	164	161	98.2%
October	173	170	98.3%
November	182	180	98.9%
December	220	216	98.2%
Total	2,080	2,047	98.4%



EOA 1 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,606	93.03%
	29:59	26	88.46%
	Total	1,632	92.95%
February	9:59	1,437	92.07%
	29:59	9	66.67%
	Total	1,446	91.91%
March	9:59	1,493	91.43%
	29:59	8	100.00%
	Total	1,501	91.47%
April	9:59	1,475	91.80%
	29:59	6	100.00%
	Total	1,481	91.83%
May	9:59	1,513	93.19%
	29:59	9	100.00%
	Total	1,522	93.23%
June	9:59	1,424	93.61%
	29:59	5	100.00%
	Total	1,429	93.63%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,475	92.00%
	29:59	18	100.00%
	Total	1,493	92.10%
August	9:59	1,498	90.72%
	29:59	14	100.00%
	Total	1,512	90.81%
September	9:59	1,520	91.78%
	29:59	6	100.00%
	Total	1,526	91.81%
October	9:59	1,526	92.20%
	29:59	7	100.00%
	Total	1,533	92.24%
November	9:59	1,532	92.04%
	29:59	4	100.00%
	Total	1,536	92.06%
December	9:59	1,605	91.71%
	29:59	9	55.56%
	Total	1,614	91.51%

Month	Exemption		
	Requests	Approved	% Approved
January	11	11	100.0%
February	11	11	100.0%
March	15	14	93.3%
April	9	9	100.0%
May	7	7	100.0%
June	8	8	100.0%
July	4	4	100.0%
August	9	9	100.0%
September	3	3	100.0%
October	10	10	100.0%
November	9	9	100.0%
December	19	19	100.0%
Total	115	114	99.1%

CY2013	9:59	18,104	92.13%
	29:59	121	91.74%
	Total	18,225	92.13%

Average number of runs per month: **1,519**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.13%**

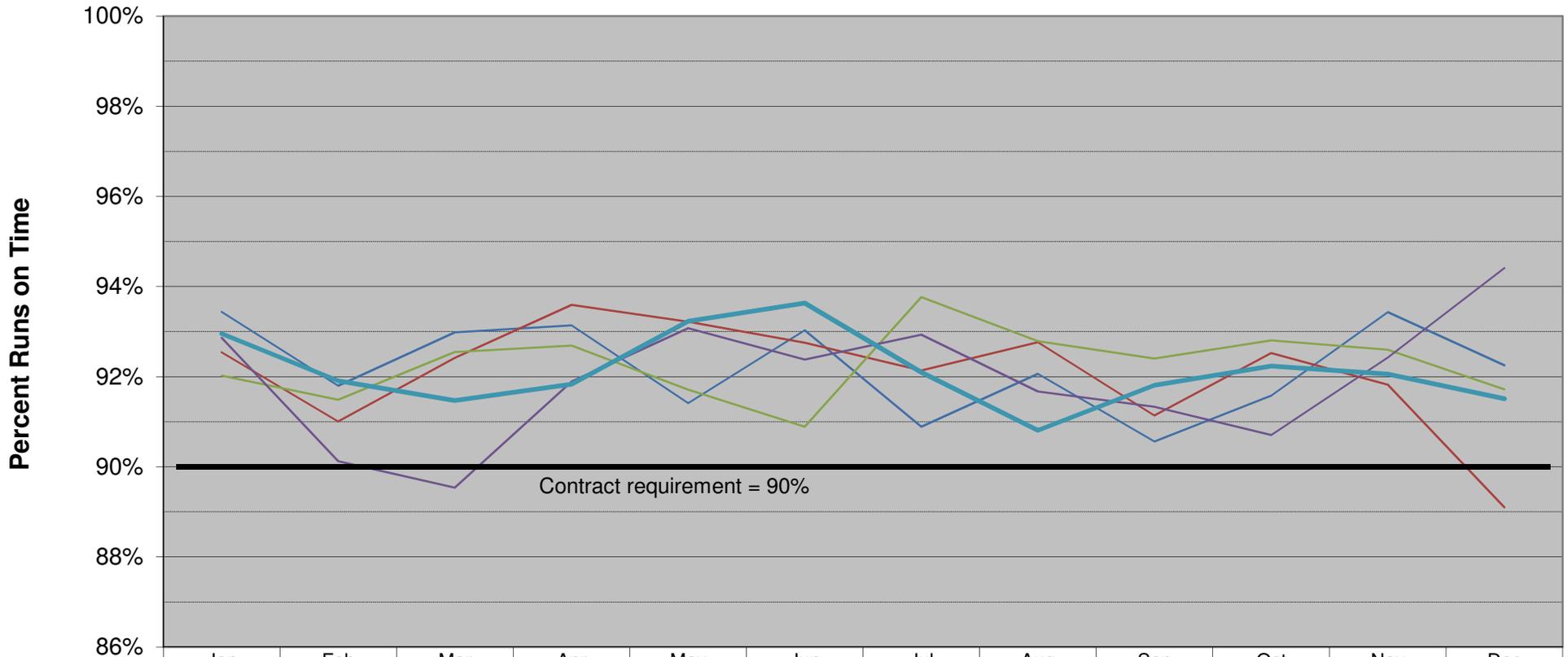
The highest compliance rate for the year was:

June at: 93.63%

The lowest compliance rate for the year was:

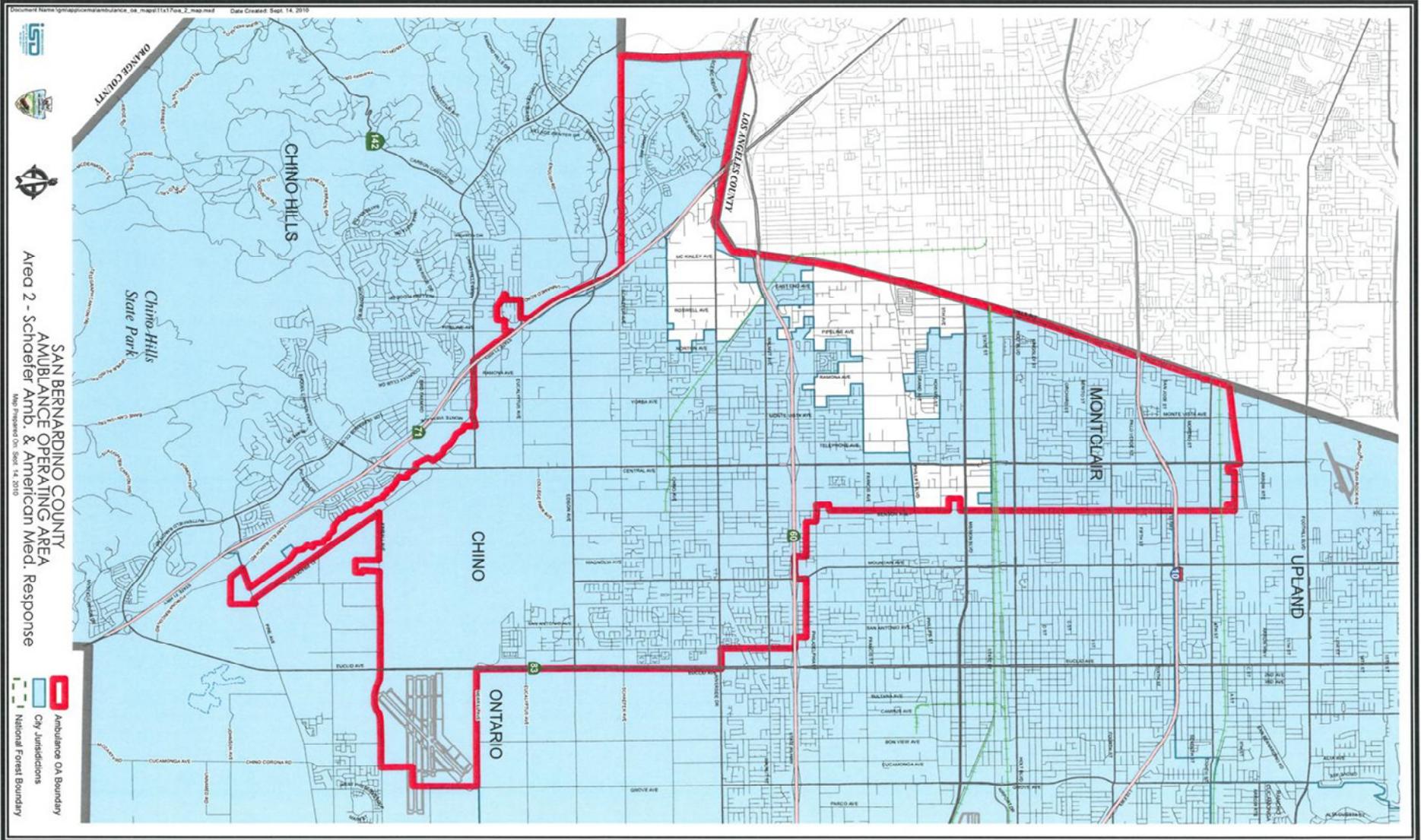
August at: 90.81%

EOA 1 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	93.44%	91.80%	92.98%	93.14%	91.41%	93.03%	90.89%	92.06%	90.56%	91.58%	93.43%	92.25%
2010 RT	92.54%	91.00%	92.41%	93.59%	93.22%	92.75%	92.14%	92.76%	91.14%	92.52%	91.82%	89.10%
2011 RT	92.02%	91.49%	92.54%	92.69%	91.71%	90.89%	93.76%	92.79%	92.40%	92.81%	92.60%	91.72%
2012 RT	92.86%	90.12%	89.54%	91.89%	93.07%	92.38%	92.93%	91.67%	91.33%	90.71%	92.42%	94.41%
2013 RT	92.95%	91.91%	91.47%	91.83%	93.23%	93.63%	92.10%	90.81%	91.81%	92.24%	92.06%	91.51%
2009 Fines	\$2,135	\$2,242	\$975	\$951	\$1,760	\$745	\$2,845	\$1,814	\$3,620	\$1,705	\$686	\$1,494
2010 Fines	\$1,822	\$2,781	\$2,771	\$1,109	\$870	\$1,136	\$1,580	\$1,370	\$1,790	\$1,536	\$1,770	\$4,661
2011 Fines	\$2,825	\$2,309	\$2,338	\$1,510	\$1,709	\$3,125	\$1,149	\$1,763	\$1,170	\$1,607	\$1,530	\$2,430
2012 Fines	\$1,733	\$3,740	\$4,384	\$2,046	\$1,008	\$1,690	\$1,502	\$3,303	\$3,191	\$5,075	\$2,412	\$702
2013 Fines	\$1,997	\$2,547	\$2,272	\$2,065	\$1,276	\$1,232	\$1,753	\$4,145	\$2,187	\$1,651	\$2,064	\$2,980

Total Liquidated Damages = \$124,588



EOA 2 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	705	89.93%
	11:59	No Runs	
	Total	705	89.93%
February	9:59	601	91.51%
	11:59	No Runs	
	Total	601	91.51%
March	9:59	720	90.56%
	11:59	No Runs	
	Total	720	90.56%
April	9:59	684	91.23%
	11:59	No Runs	
	Total	684	91.23%
May	9:59	648	91.20%
	11:59	No Runs	
	Total	648	91.20%
June	9:59	688	91.72%
	11:59	No Runs	
	Total	688	91.72%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	705	91.06%
	11:59	No Runs	
	Total	705	91.06%
August	9:59	719	91.24%
	11:59	No Runs	
	Total	719	91.24%
September	9:59	703	92.18%
	11:59	No Runs	
	Total	703	92.18%
October	9:59	709	90.41%
	11:59	No Runs	
	Total	709	90.41%
November	9:59	664	91.42%
	11:59	No Runs	
	Total	664	91.42%
December	9:59	728	91.35%
	11:59	No Runs	
	Total	728	91.35%

Month	Exemption		
	Requests	Approved	% Approved
January	11	11	100.0%
February	4	4	100.0%
March	2	1	50.0%
April	6	6	100.0%
May	4	4	100.0%
June	3	2	66.7%
July	2	2	100.0%
August	8	8	100.0%
September	0	0	---
October	6	6	100.0%
November	8	8	100.0%
December	7	7	100.0%
Total	61	59	96.7%

CY2013	9:59	8,274	91.14%
	11:59	No Runs	
	Total	8,274	91.14%

Average number of runs per month: **690**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **91.14%**

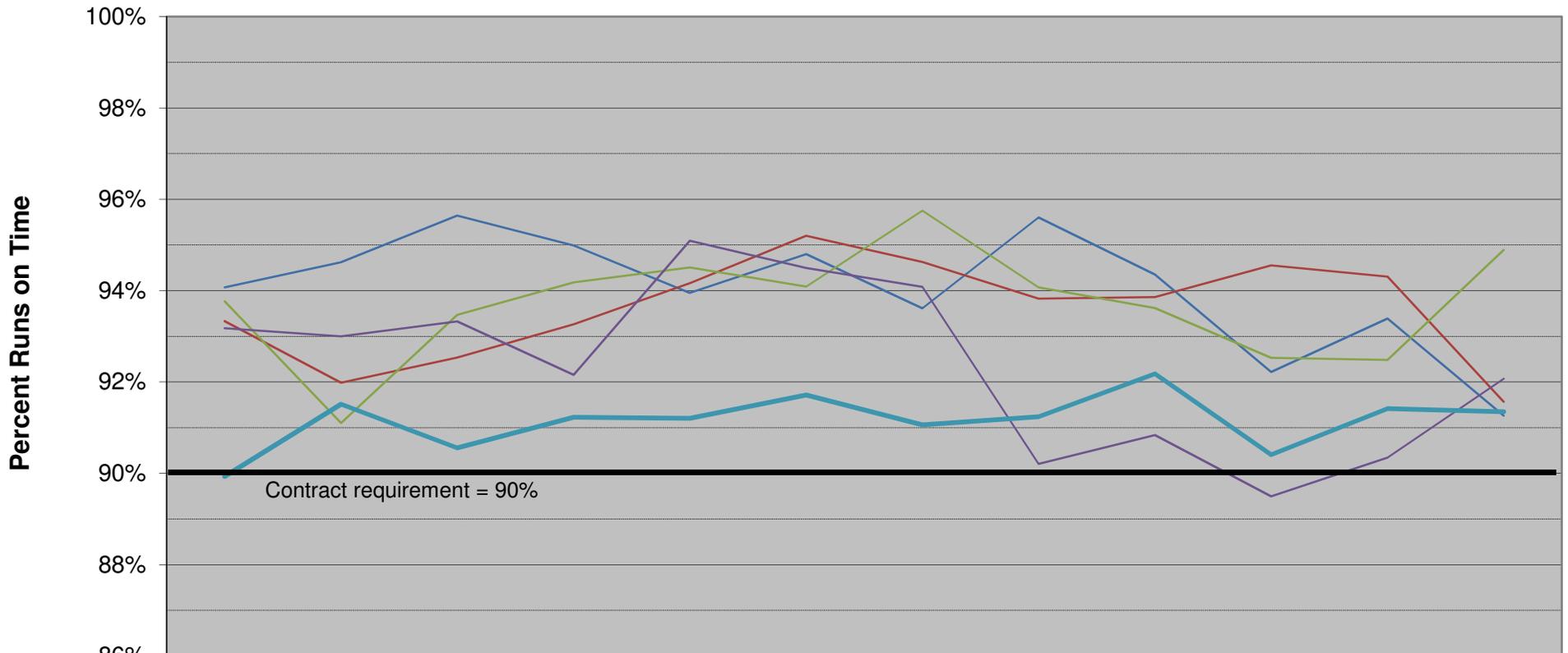
The highest compliance rate for the year was:

September at: 92.18%

The lowest compliance rate for the year was:

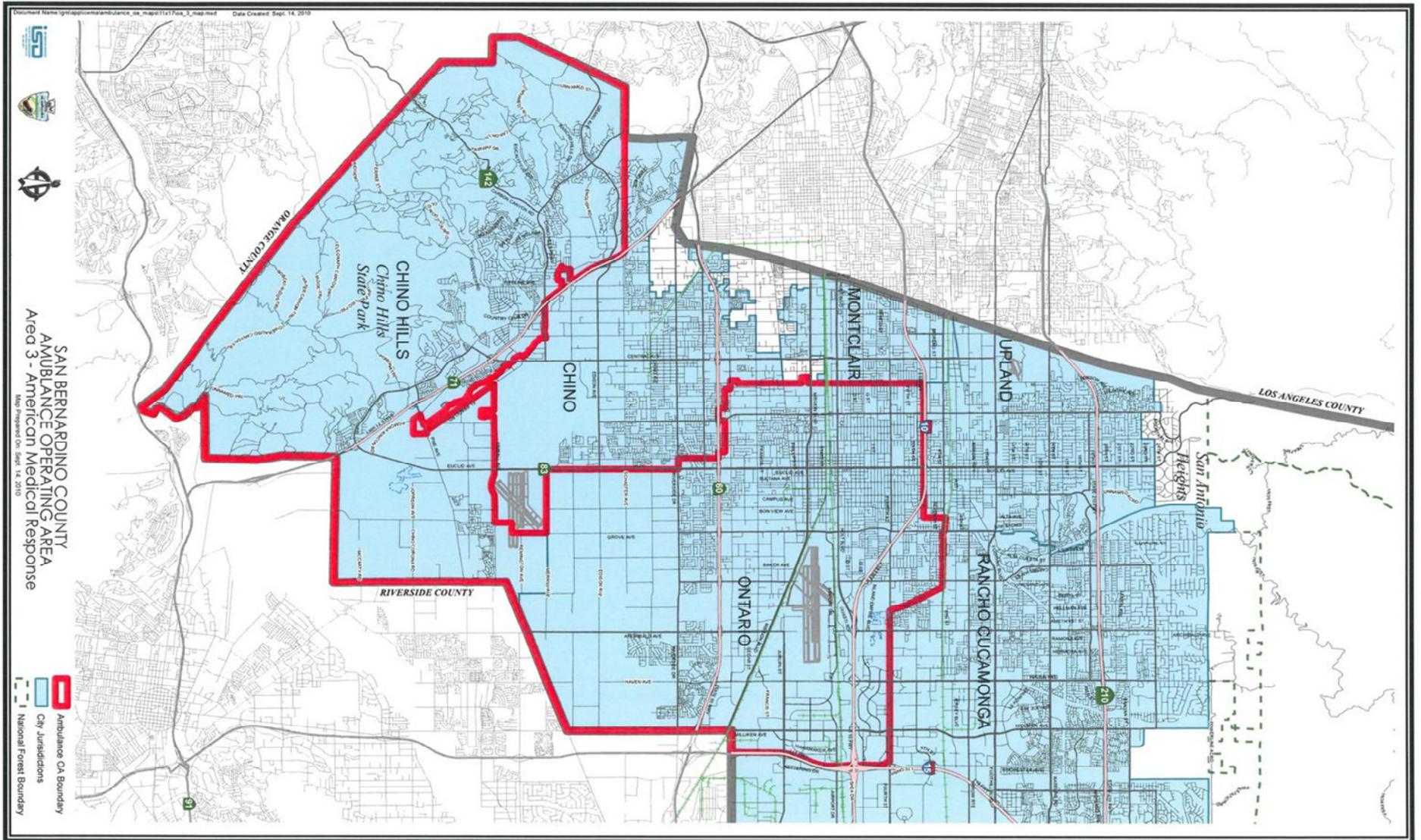
January at: 89.93%

EOA 2 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	94.07%	94.62%	95.64%	94.99%	93.95%	94.80%	93.61%	95.60%	94.35%	92.22%	93.39%	91.26%
2010 RT	93.33%	91.99%	92.54%	93.26%	94.16%	95.20%	94.63%	93.83%	93.86%	94.55%	94.30%	91.57%
2011 RT	93.77%	91.10%	93.47%	94.18%	94.51%	94.09%	95.75%	94.07%	93.62%	92.53%	92.48%	94.89%
2012 RT	93.18%	93.00%	93.32%	92.16%	95.09%	94.49%	94.08%	90.21%	90.84%	89.50%	90.34%	92.07%
2013 RT	89.93%	91.51%	90.56%	91.23%	91.20%	91.72%	91.06%	91.24%	92.18%	90.41%	91.42%	91.35%
2009 Fines	\$489	\$229	\$89	\$131	\$472	\$238	\$386	\$91	\$271	\$1,049	\$711	\$1,120
2010 Fines	\$630	\$950	\$675	\$370	\$371	\$138	\$262	\$386	\$561	\$297	\$454	\$775
2011 Fines	\$578	\$1,635	\$805	\$351	\$337	\$329	\$130	\$558	\$601	\$699	\$843	\$315
2012 Fines	\$775	\$901	\$512	\$1,052	\$112	\$202	\$195	\$1,805	\$1,740	\$3,037	\$1,405	\$1,084
2013 Fines	\$1,930	\$1,154	\$1,615	\$903	\$850	\$1,101	\$1,215	\$1,425	\$883	\$1,675	\$777	\$1,356

Total Liquidated Damages = \$46,030



EOA 3 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,395	91.83%
February	9:59	1,152	90.97%
March	9:59	1,317	90.28%
April	9:59	1,259	91.74%
May	9:59	1,343	91.88%
June	9:59	1,285	91.91%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,320	90.30%
August	9:59	1,311	90.39%
September	9:59	1,289	90.61%
October	9:59	1,247	91.82%
November	9:59	1,299	91.61%
December	9:59	1,236	91.34%

Month	Exemption		
	Requests	Approved	% Approved
January	16	15	93.8%
February	10	10	100.0%
March	6	6	100.0%
April	2	2	100.0%
May	14	13	92.9%
June	9	9	100.0%
July	10	8	80.0%
August	11	11	100.0%
September	11	11	100.0%
October	7	7	100.0%
November	9	9	100.0%
December	12	11	91.7%
Total	117	112	95.7%

CY2013	9:59	15,453	91.23%
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Average number of runs per month: **1,288**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **91.23%**

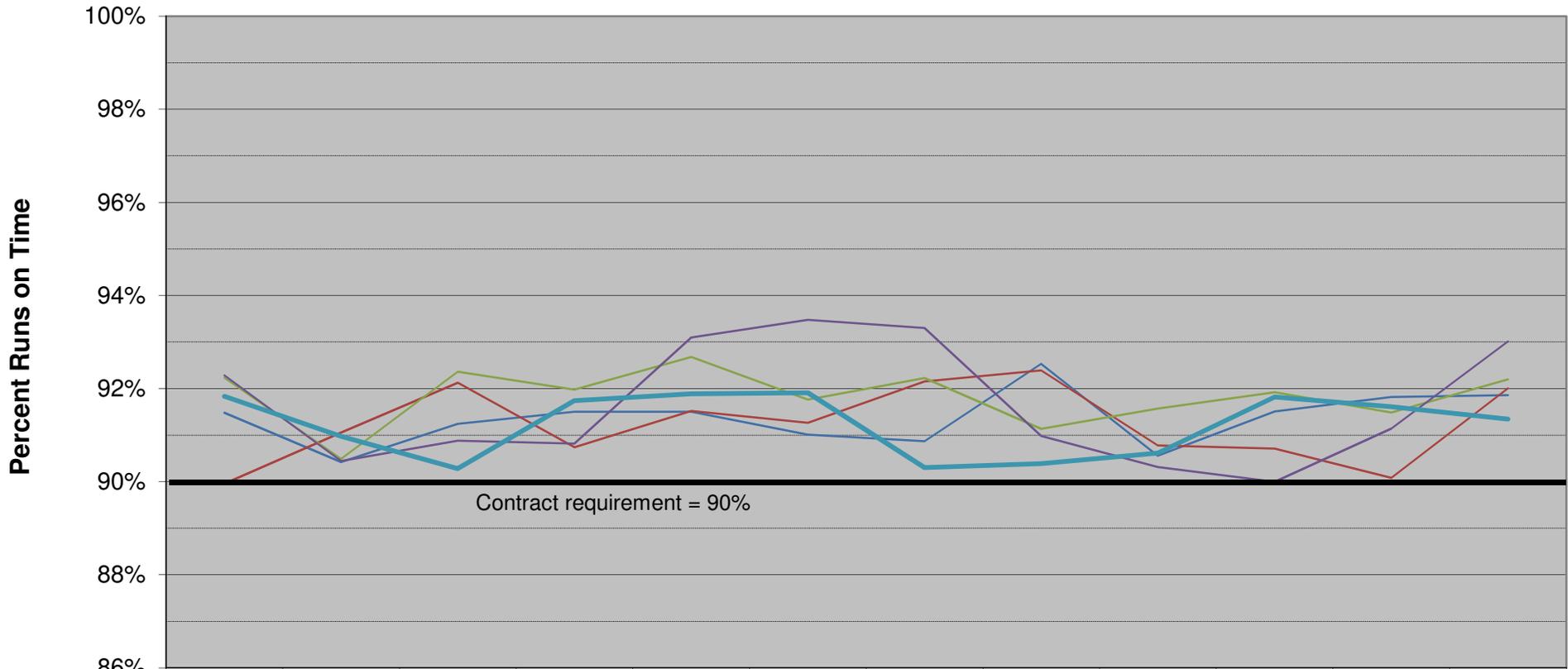
The highest compliance rate for the year was:

June at: 91.91%

The lowest compliance rate for the year was:

March at: 90.28%

EOA 3 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	91.48%	90.42%	91.24%	91.50%	91.50%	91.01%	90.87%	92.53%	90.56%	91.51%	91.82%	91.86%
2010 RT	89.96%	91.05%	92.12%	90.74%	91.52%	91.26%	92.15%	92.39%	90.78%	90.71%	90.08%	92.01%
2011 RT	92.23%	90.49%	92.36%	91.98%	92.68%	91.76%	92.23%	91.13%	91.57%	91.92%	91.48%	92.20%
2012 RT	92.28%	90.44%	90.88%	90.82%	93.10%	93.48%	93.30%	90.98%	90.31%	90.00%	91.14%	93.01%
2013 RT	91.83%	90.97%	90.28%	91.74%	91.88%	91.91%	90.30%	90.39%	90.61%	91.82%	91.61%	91.34%
2009 Fines	\$2,462	\$4,025	\$2,673	\$3,078	\$2,977	\$2,276	\$3,245	\$1,366	\$2,895	\$2,543	\$2,394	\$3,200
2010 Fines	\$3,745	\$2,762	\$1,990	\$2,880	\$2,653	\$2,442	\$1,987	\$1,706	\$3,800	\$3,525	\$3,440	\$2,743
2011 Fines	\$2,246	\$5,005	\$1,869	\$3,232	\$2,326	\$2,815	\$1,853	\$3,941	\$3,159	\$2,698	\$2,447	\$2,173
2012 Fines	\$2,253	\$4,275	\$4,620	\$3,860	\$1,216	\$814	\$1,237	\$4,090	\$5,745	\$3,915	\$3,730	\$1,470
2013 Fines	\$2,920	\$3,685	\$4,465	\$3,653	\$3,972	\$2,640	\$3,820	\$4,520	\$5,210	\$2,964	\$3,478	\$2,482

Total Liquidated Damages = \$181,605

EOA 4 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,297	90.67%
	29:59	10	100.00%
	Total	1,307	90.74%
February	9:59	1,138	89.28%
	29:59	8	87.50%
	Total	1,146	89.27%
March	9:59	1,294	91.73%
	29:59	12	100.00%
	Total	1,306	91.81%
April	9:59	1,265	92.25%
	29:59	11	100.00%
	Total	1,276	92.32%
May	9:59	1,295	91.35%
	29:59	8	100.00%
	Total	1,303	91.40%
June	9:59	1,342	90.98%
	29:59	7	100.00%
	Total	1,349	91.03%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,381	91.53%
	29:59	23	100.00%
	Total	1,404	91.67%
August	9:59	1,402	89.80%
	29:59	15	93.33%
	Total	1,417	89.84%
September	9:59	1,347	90.72%
	29:59	8	100.00%
	Total	1,355	90.77%
October	9:59	1,372	91.40%
	29:59	4	100.00%
	Total	1,376	91.42%
November	9:59	1,303	90.94%
	29:59	11	100.00%
	Total	1,314	91.02%
December	9:59	1,284	90.26%
	29:59	15	93.33%
	Total	1,299	90.30%

Month	Exemption		
	Requests	Approved	% Approved
January	6	6	100.0%
February	5	5	100.0%
March	9	9	100.0%
April	5	5	100.0%
May	13	13	100.0%
June	8	8	100.0%
July	5	4	80.0%
August	6	6	100.0%
September	11	10	90.9%
October	14	13	92.9%
November	11	11	100.0%
December	12	10	83.3%
Total	105	100	95.2%

CY2013	Response Time Requirement	Total Runs	Percent On-Time
	9:59	15,720	90.92%
	29:59	132	97.73%
	Total	15,852	90.98%

Average number of runs per month: **1,321**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **90.98%**

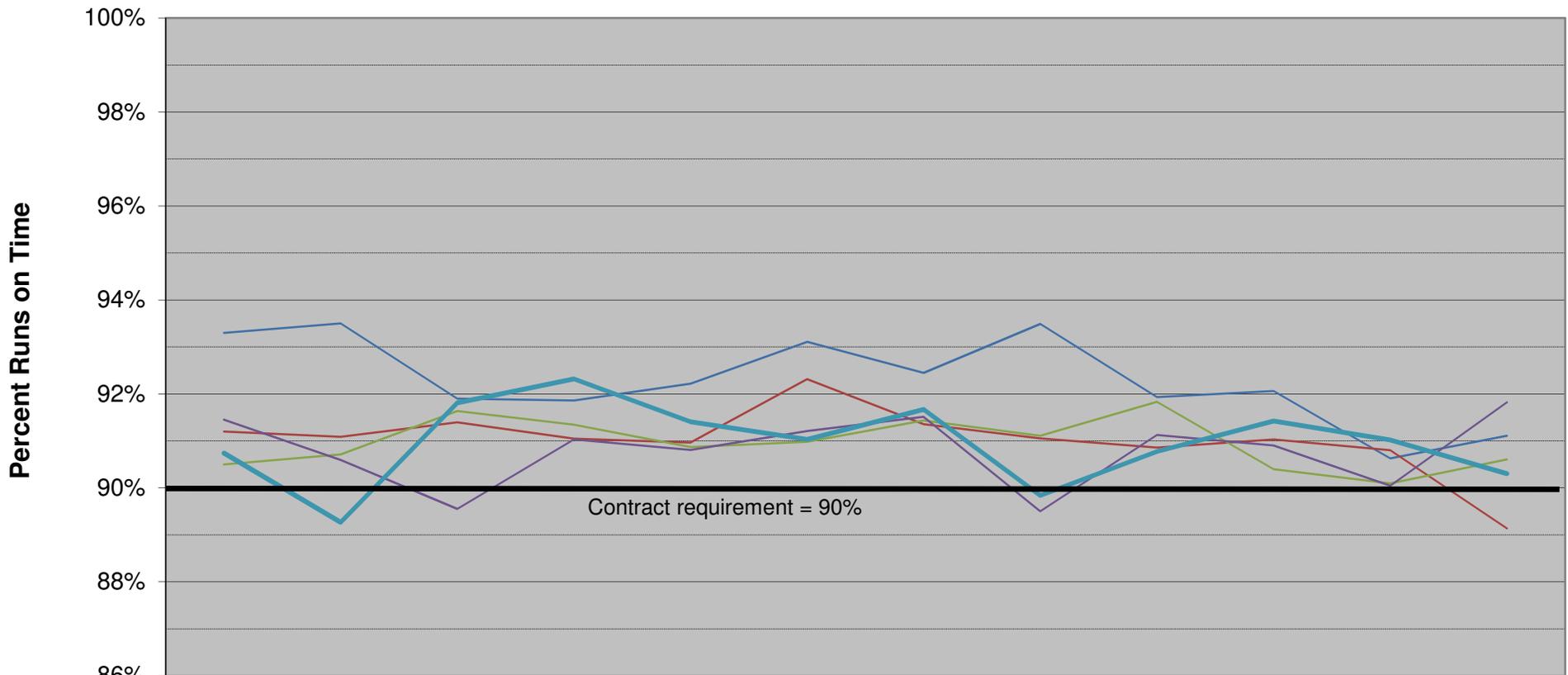
The highest compliance rate for the year was:

April at: 92.32%

The lowest compliance rate for the year was:

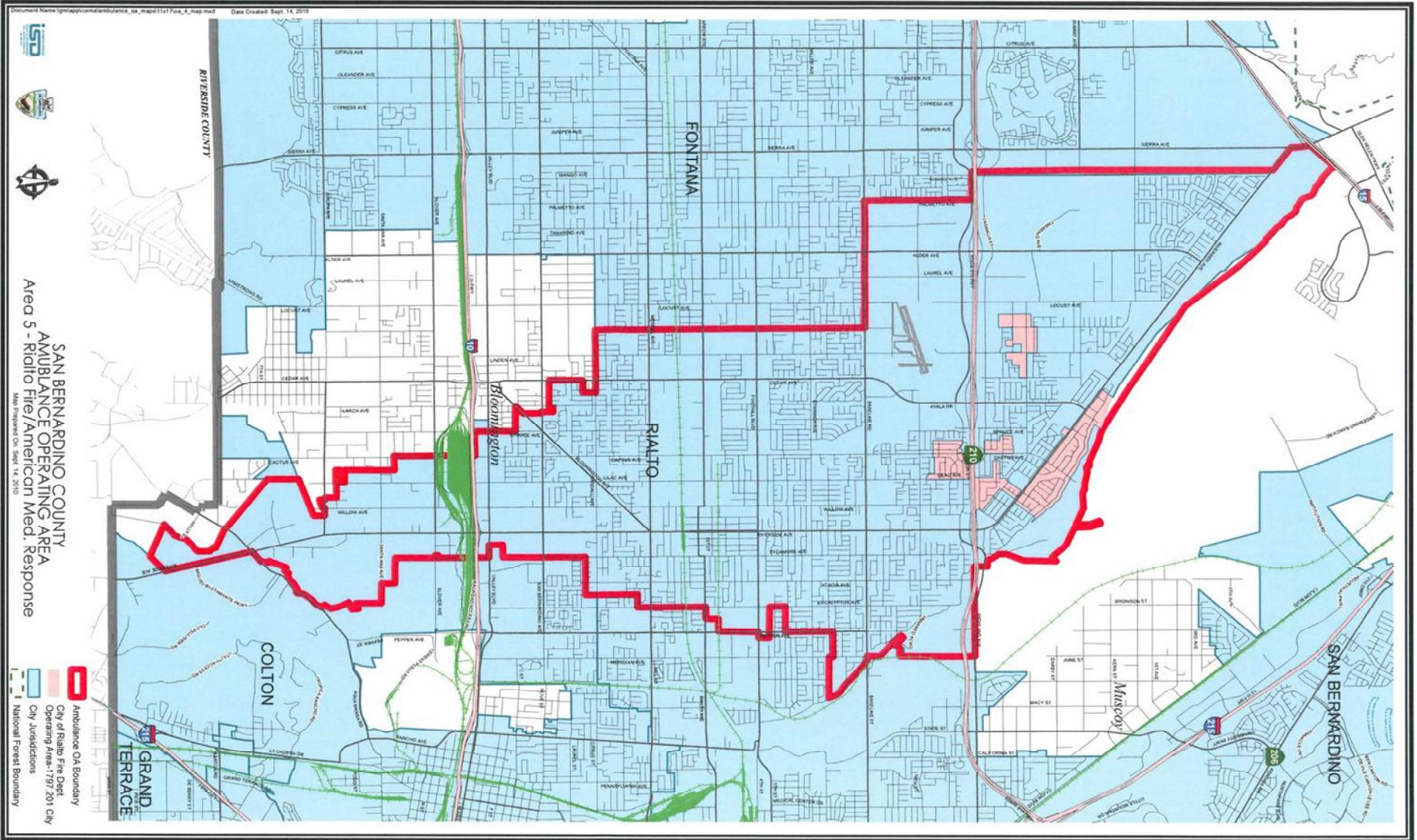
February at: 89.27%

EOA 4 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	93.30%	93.50%	91.90%	91.86%	92.22%	93.11%	92.45%	93.49%	91.93%	92.06%	90.63%	91.11%
2010 RT	91.20%	91.09%	91.39%	91.05%	90.96%	92.31%	91.35%	91.05%	90.86%	91.03%	90.80%	89.14%
2011 RT	90.50%	90.71%	91.63%	91.35%	90.87%	90.98%	91.44%	91.11%	91.83%	90.40%	90.10%	90.61%
2012 RT	91.45%	90.60%	89.55%	91.03%	90.81%	91.21%	91.51%	89.50%	91.12%	90.90%	90.04%	91.82%
2013 RT	90.74%	89.27%	91.81%	92.32%	91.40%	91.03%	91.67%	89.84%	90.77%	91.42%	91.02%	90.30%
2009 Fines	\$1,024	\$1,058	\$1,928	\$2,390	\$1,789	\$1,002	\$1,773	\$804	\$1,774	\$1,256	\$2,590	\$2,406
2010 Fines	\$2,507	\$1,721	\$1,843	\$2,232	\$1,995	\$1,514	\$2,365	\$2,394	\$2,425	\$2,070	\$3,695	\$3,611
2011 Fines	\$3,090	\$2,485	\$1,835	\$1,729	\$2,940	\$2,890	\$2,705	\$2,500	\$1,855	\$3,165	\$2,845	\$3,230
2012 Fines	\$2,236	\$2,450	\$4,329	\$2,700	\$2,780	\$1,936	\$2,612	\$4,876	\$2,165	\$3,340	\$2,805	\$2,818
2013 Fines	\$3,295	\$4,147	\$2,004	\$1,721	\$2,320	\$2,875	\$2,502	\$3,804	\$2,965	\$1,729	\$3,051	\$3,823

Total Liquidated Damages = \$148,718



EOA 5* Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	29	89.66%
February	9:59	18	88.89%
March	9:59	28	96.43%
April	9:59	16	87.50%
May	9:59	23	91.30%
June	9:59	29	89.66%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	12	100.00%
August	9:59	23	100.00%
September	9:59	29	89.66%
October	9:59	26	92.31%
November	9:59	11	90.91%
December	9:59	19	94.74%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	1	1	100.0%
March	0	0	---
April	0	0	---
May	0	0	---
June	1	1	100.0%
July	0	0	---
August	1	1	100.0%
September	0	0	---
October	0	0	---
November	1	1	100.0%
December	0	0	---
Total	4	4	100.0%

CY2013	Response Time Requirement	Total Runs	Percent On-Time
	9:59	263	92.40%

Average number of runs per month: **22**
Overall compliance for the year: **92.40%**

* Data reflects only calls responded to and transported by AMR.

Cumulative Compliance Calculation

December 2012 - March 2013

Response Time Requirement	Total Runs	Percent On-Time
9:59	90	92.22%

Cumulative Compliance Calculation

April 2013 - August 2013

Response Time Requirement	Total Runs	Percent On-Time
9:59	103	93.20%

Cumulative Compliance Calculation

September 2013 - January 2014

Response Time Requirement	Total Runs	Percent On-Time
9:59	107	92.52%

Amendment 1 of the contract approved by BOS (Nov. 21, 2006, Item 81) authorized valid method for computing EOA 5 response time compliance. Using this method, EOA response time compliance is calculated by combining monthly runs until enough runs have accumulated to provide a statistically valid measurement. The number of runs required for a statistically valid measurement is based on the previous year's runs. Based on 2011 data, 87 runs are required for CY2012 compliance calculations. Based on 2012 data, 88 runs are required for CY2013 compliance calculations. One cycle was completed carried over from CY2012, one cycle was completed in CY2013 and one cycle will be completed in CY2014.

EOA 6 Response Time Performance

By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,698	90.44%
	11:59	8	100.00%
	14:59	1	0.00%
	19:59	4	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,711	90.45%
February	9:59	2,363	89.63%
	11:59	2	50.00%
	14:59	No Runs	
	19:59	5	60.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,370	89.54%
March	9:59	2,650	90.94%
	11:59	8	50.00%
	14:59	No Runs	
	19:59	5	60.00%
	24:59	No Runs	
	29:59	1	100.00%
	99:59	No Runs	
	Total	2,664	90.77%
April	9:59	2,526	91.13%
	11:59	10	90.00%
	14:59	2	100.00%
	19:59	8	87.50%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,546	91.12%
May	9:59	2,830	89.72%
	11:59	14	92.86%
	14:59	No Runs	
	19:59	3	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	1	100.00%
	Total	2,848	89.75%
June	9:59	2,702	91.71%
	11:59	4	100.00%
	14:59	1	100.00%
	19:59	4	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,711	91.74%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	3,061	91.24%
	11:59	14	78.57%
	14:59	1	100.00%
	19:59	3	66.67%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	Total	3,080	91.17%
August	9:59	3,122	90.68%
	11:59	13	76.92%
	14:59	No Runs	
	19:59	5	80.00%
	24:59	No Runs	
	29:59	1	100.00%
	99:59	No Runs	
	Total	3,141	90.61%
September	9:59	3,051	90.00%
	11:59	10	80.00%
	14:59	No Runs	
	19:59	1	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	3,062	89.97%
October	9:59	2,876	92.28%
	11:59	15	93.33%
	14:59	No Runs	
	19:59	4	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,895	92.30%
November	9:59	2,787	91.46%
	11:59	18	88.89%
	14:59	1	0.00%
	19:59	9	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	1	100.00%
	Total	2,816	91.44%
December	9:59	2,910	90.82%
	11:59	6	83.33%
	14:59	1	100.00%
	19:59	6	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,923	90.83%

Month	Exemption		
	Requests	Approved	% Approved
January	73	73	100.0%
February	51	49	96.1%
March	52	52	100.0%
April	26	26	100.0%
May	24	24	100.0%
June	64	63	98.4%
July	55	55	100.0%
August	56	56	100.0%
September	81	80	98.8%
October	68	67	98.5%
November	80	79	98.8%
December	86	85	98.8%
Total	716	709	99.0%

CY2013	9:59	33,576	90.85%
	11:59	122	84.43%
	14:59	7	71.43%
	19:59	57	87.72%
	24:59	1	100.00%
	29:59	2	100.00%
	99:59	2	100.00%
	Total	33,767	90.82%

Average number of runs per month: **2,814**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **90.82%**

The highest compliance rate for the year was:

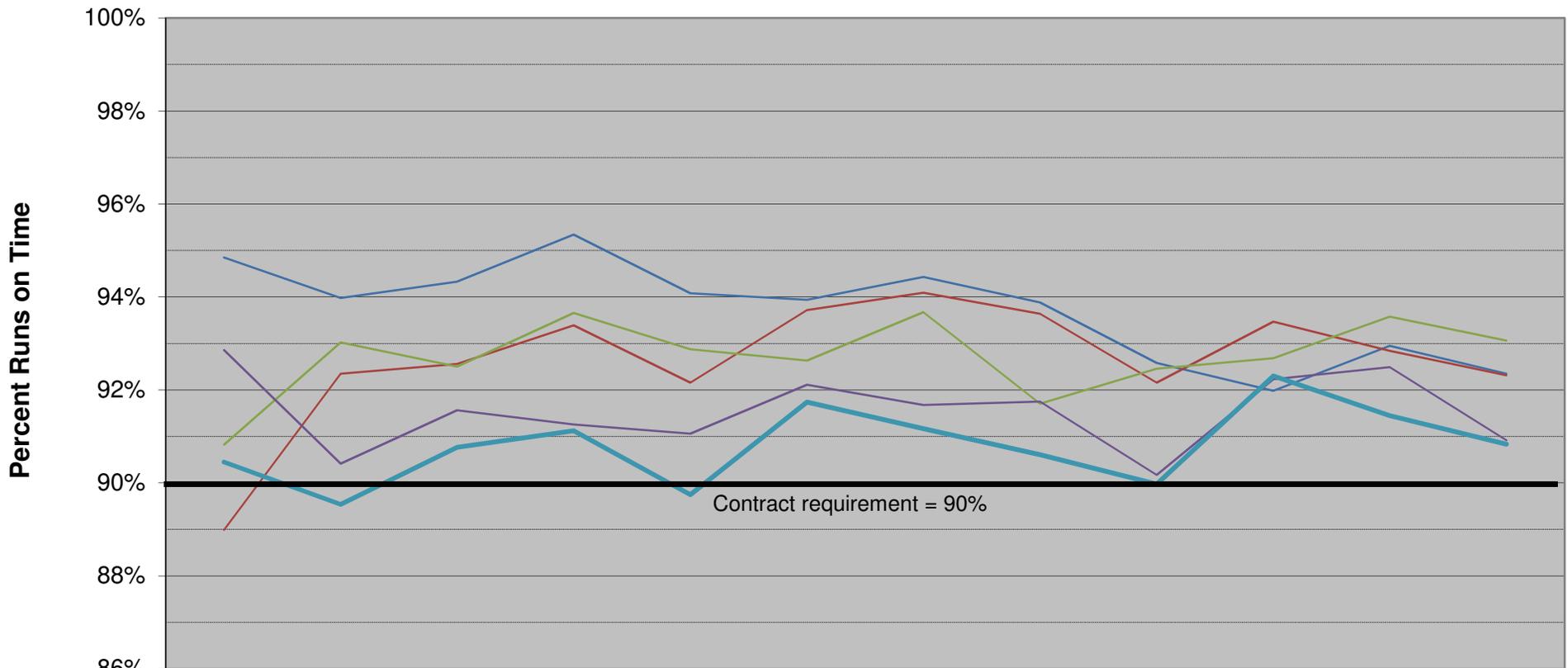
October at: 92.30%

The lowest compliance rate for the year was:

February at: 89.54%

Note: Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).

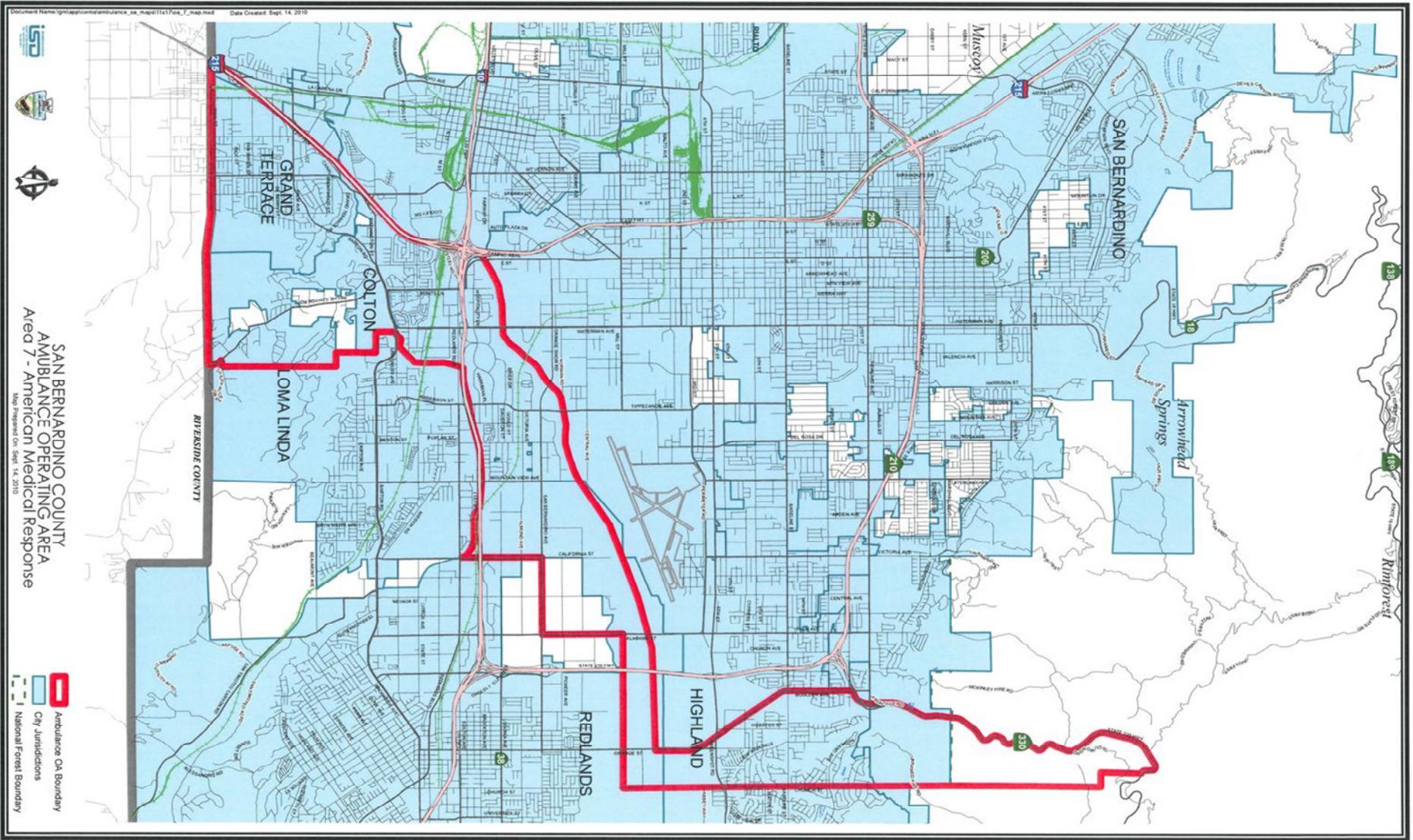
EOA 6 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	94.85%	93.98%	94.33%	95.34%	94.08%	93.94%	94.43%	93.88%	92.58%	91.98%	92.95%	92.35%
2010 RT	88.99%	92.35%	92.56%	93.39%	92.15%	93.71%	94.09%	93.64%	92.16%	93.47%	92.84%	92.31%
2011 RT	90.82%	93.02%	92.50%	93.65%	92.88%	92.63%	93.67%	91.71%	92.45%	92.68%	93.58%	93.06%
2012 RT	92.86%	90.42%	91.56%	91.26%	91.06%	92.11%	91.68%	91.75%	90.17%	92.23%	92.49%	90.92%
2013 RT	90.45%	89.54%	90.77%	91.12%	89.75%	91.74%	91.17%	90.61%	89.97%	92.30%	91.44%	90.83%
2009 Fines	\$2,483	\$2,417	\$3,114	\$857	\$2,444	\$2,827	\$2,980	\$3,191	\$3,200	\$4,603	\$2,693	\$3,210
2010 Fines	\$4,153	\$4,198	\$3,570	\$2,540	\$3,550	\$2,835	\$2,563	\$3,817	\$3,508	\$2,851	\$3,478	\$4,871
2011 Fines	\$6,496	\$3,115	\$4,214	\$2,283	\$3,760	\$3,648	\$3,258	\$5,675	\$4,233	\$3,930	\$2,243	\$2,775
2012 Fines	\$2,733	\$5,578	\$5,122	\$4,796	\$7,081	\$4,410	\$4,528	\$6,153	\$6,670	\$4,222	\$3,457	\$6,325
2013 Fines	\$7,555	\$8,504	\$6,020	\$4,340	\$7,290	\$4,232	\$5,415	\$8,300	\$8,566	\$3,804	\$6,498	\$8,725

Beginning July 2007, per contract amendment, EOA 11 runs were included in EOA 6 calculations.

Total Liquidated Damages = \$261,907



EOA 7 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	231	91.34%
	11:59	119	98.32%
	19:59	8	100.00%
	Total	358	93.85%
February	9:59	222	82.88%
	11:59	124	97.58%
	19:59	1	100.00%
	Total	347	88.18%
March	9:59	241	87.97%
	11:59	124	96.77%
	19:59	2	100.00%
	Total	367	91.01%
April	9:59	214	91.12%
	11:59	102	98.04%
	19:59	1	100.00%
	Total	317	93.38%
May	9:59	228	91.67%
	11:59	121	95.04%
	19:59	No Runs	
	Total	349	92.84%
June	9:59	235	90.21%
	11:59	108	97.22%
	19:59	2	100.00%
	Total	345	92.46%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	223	91.93%
	11:59	116	96.55%
	19:59	2	100.00%
	Total	341	93.55%
August	9:59	251	89.24%
	11:59	149	98.66%
	19:59	1	100.00%
	Total	401	92.77%
September	9:59	238	87.82%
	11:59	117	94.87%
	19:59	1	100.00%
	Total	356	90.17%
October	9:59	232	92.67%
	11:59	150	96.00%
	19:59	2	100.00%
	Total	384	94.01%
November	9:59	241	88.80%
	11:59	107	97.20%
	19:59	4	100.00%
	Total	352	91.48%
December	9:59	257	88.72%
	11:59	129	98.45%
	19:59	1	100.00%
	Total	387	91.99%

Month	Exemption		
	Requests	Approved	% Approved
January	7	7	100.0%
February	5	5	100.0%
March	7	7	100.0%
April	1	1	100.0%
May	6	6	100.0%
June	11	11	100.0%
July	3	3	100.0%
August	10	10	100.0%
September	6	6	100.0%
October	13	13	100.0%
November	14	13	92.9%
December	8	8	100.0%
Total	91	90	98.9%

CY2013	Response Time Requirement	Total Runs	Percent On-Time
	9:59	2,813	89.51%
	11:59	1,466	97.07%
	19:59	25	100.00%
Total	4,304	92.15%	

Average number of runs per month: **359**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **92.15%**

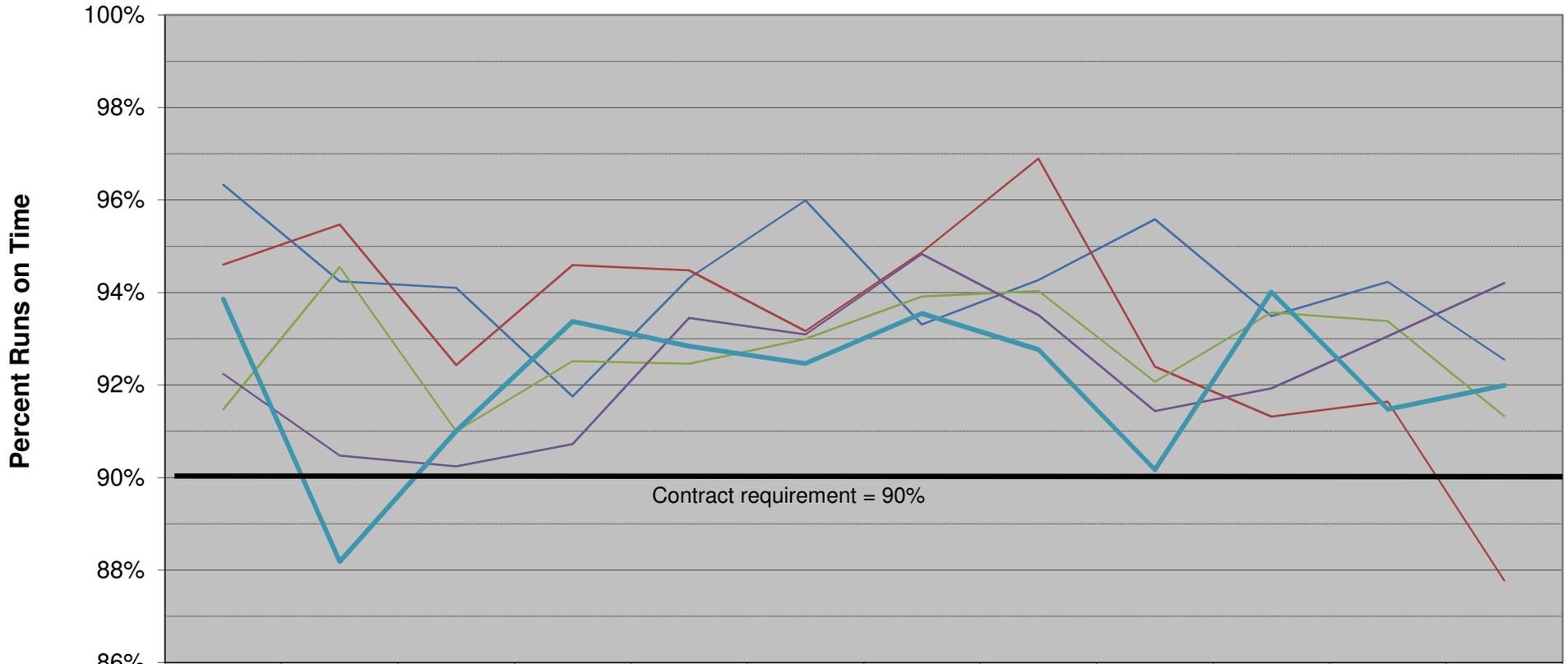
The highest compliance rate for the year was:

October at: 94.01%

The lowest compliance rate for the year was:

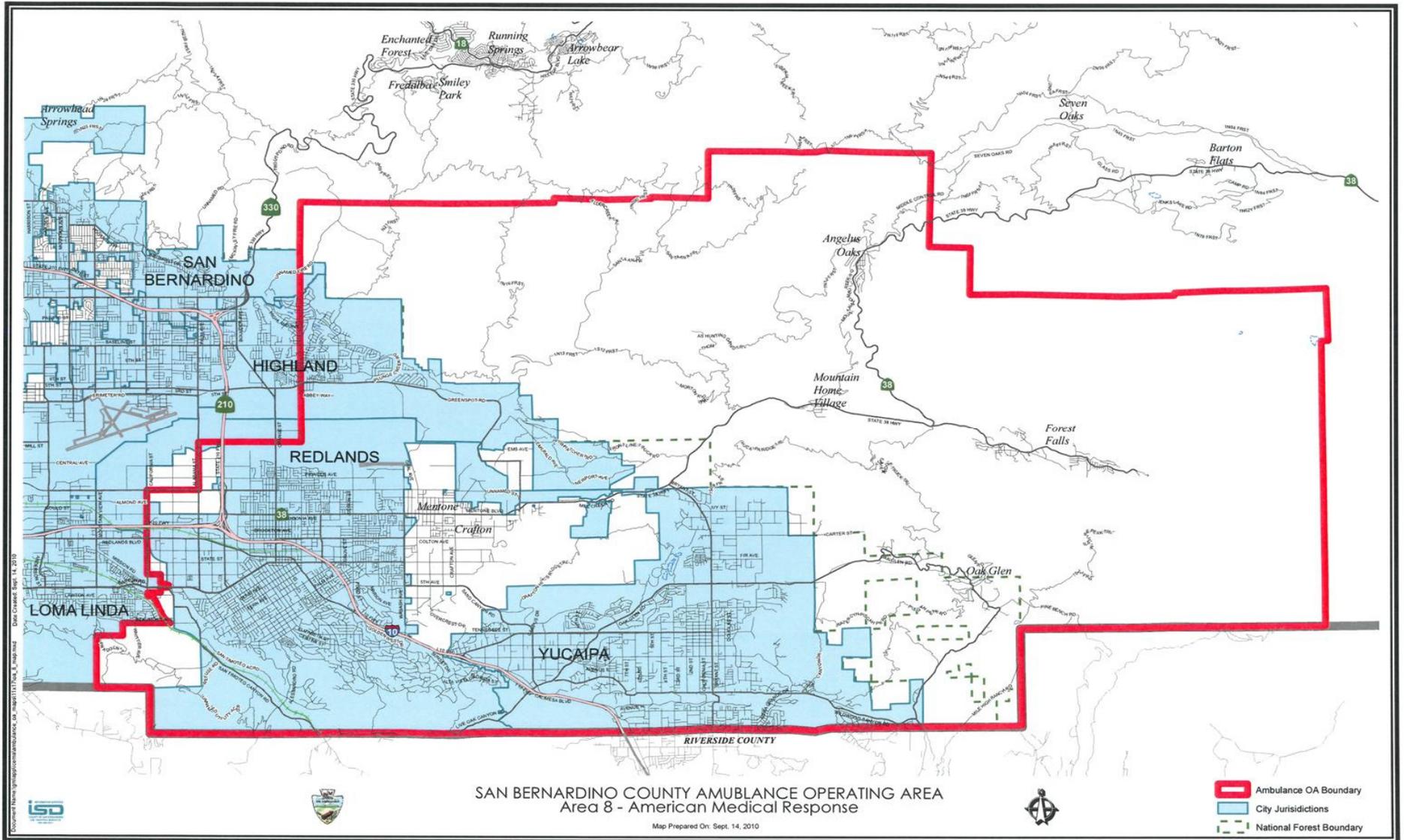
February at: 88.18%

EOA 7 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	96.33%	94.24%	94.10%	91.75%	94.31%	95.99%	93.31%	94.27%	95.58%	93.49%	94.23%	92.55%
2010 RT	94.60%	95.47%	92.43%	94.59%	94.48%	93.17%	94.87%	96.89%	92.40%	91.32%	91.64%	87.78%
2011 RT	91.48%	94.55%	91.00%	92.52%	92.46%	93.00%	93.91%	94.03%	92.07%	93.57%	93.38%	91.33%
2012 RT	92.24%	90.48%	90.24%	90.72%	93.45%	93.09%	94.83%	93.51%	91.44%	91.93%	93.06%	94.20%
2013 RT	93.85%	88.18%	91.01%	93.38%	92.84%	92.46%	93.55%	92.77%	90.17%	94.01%	91.48%	91.99%
2009 Fines	\$14	\$214	\$372	\$557	\$194	\$40	\$367	\$121	\$58	\$368	\$236	\$580
2010 Fines	\$696	\$135	\$493	\$133	\$219	\$288	\$86	\$26	\$344	\$631	\$422	\$3,195
2011 Fines	\$1,034	\$170	\$910	\$921	\$710	\$465	\$463	\$140	\$965	\$348	\$320	\$683
2012 Fines	\$782	\$806	\$838	\$706	\$241	\$910	\$132	\$596	\$1,048	\$642	\$1,195	\$236
2013 Fines	\$256	\$3,194	\$766	\$250	\$447	\$562	\$219	\$926	\$822	\$221	\$1,007	\$715

Total Liquidated Damages = \$34,435



EOA 8 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,165	91.16%
	24:59	1	100.00%
	39:59	12	100.00%
	49:59	3	100.00%
	99:59	3	100.00%
	Total	1,184	91.30%
February	9:59	955	91.94%
	24:59	2	100.00%
	39:59	5	100.00%
	49:59	2	100.00%
	99:59	2	100.00%
	Total	966	92.03%
March	9:59	1,110	90.09%
	24:59	No Runs	
	39:59	7	100.00%
	49:59	3	100.00%
	99:59	7	100.00%
	Total	1,127	90.24%
April	9:59	1,058	91.68%
	24:59	No Runs	
	39:59	6	100.00%
	49:59	2	100.00%
	99:59	5	100.00%
	Total	1,071	91.78%
May	9:59	1,058	91.78%
	24:59	1	100.00%
	39:59	5	100.00%
	49:59	2	100.00%
	99:59	9	100.00%
	Total	1,075	91.91%
June	9:59	1,052	92.30%
	24:59	1	100.00%
	39:59	10	100.00%
	49:59	4	100.00%
	99:59	11	100.00%
	Total	1,078	92.49%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,128	92.02%
	24:59	1	100.00%
	39:59	16	93.75%
	49:59	3	100.00%
	99:59	7	100.00%
	Total	1,155	92.12%
August	9:59	1,091	93.03%
	24:59	5	80.00%
	39:59	10	90.00%
	49:59	9	100.00%
	99:59	3	100.00%
	Total	1,118	93.02%
September	9:59	1,058	91.87%
	24:59	7	100.00%
	39:59	8	100.00%
	49:59	3	100.00%
	99:59	5	100.00%
	Total	1,081	92.04%
October	9:59	1,117	92.30%
	24:59	1	100.00%
	39:59	5	100.00%
	49:59	4	100.00%
	99:59	6	100.00%
	Total	1,133	92.41%
November	9:59	1,088	91.64%
	24:59	No Runs	
	39:59	4	100.00%
	49:59	2	100.00%
	99:59	4	100.00%
	Total	1,098	91.71%
December	9:59	1,049	91.61%
	24:59	2	100.00%
	39:59	4	100.00%
	49:59	4	100.00%
	99:59	3	100.00%
	Total	1,062	91.71%

Month	Exemption		
	Requests	Approved	% Approved
January	30	30	100.0%
February	43	41	95.3%
March	18	18	100.0%
April	18	18	100.0%
May	14	14	100.0%
June	14	14	100.0%
July	16	16	100.0%
August	18	18	100.0%
September	18	18	100.0%
October	18	18	100.0%
November	28	28	100.0%
December	27	27	100.0%
Total	262	260	99.2%

CY2013	9:59	12,929	91.78%
	24:59	21	95.24%
	39:59	92	97.83%
	49:59	41	100.00%
	99:59	65	100.00%
	Total	13,148	91.89%

Average number of runs per month: **1,096**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **91.89%**

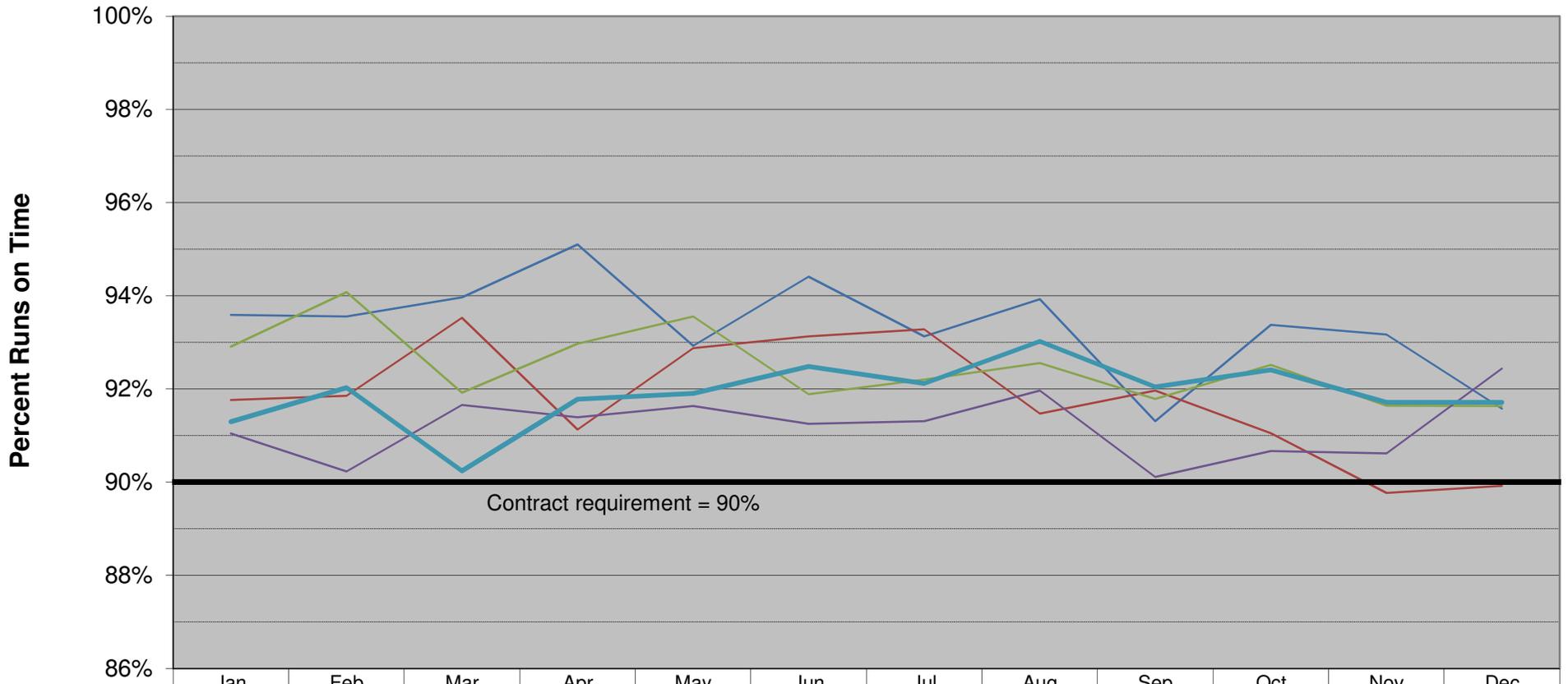
The highest compliance rate for the year was:

August at: 93.02%

The lowest compliance rate for the year was:

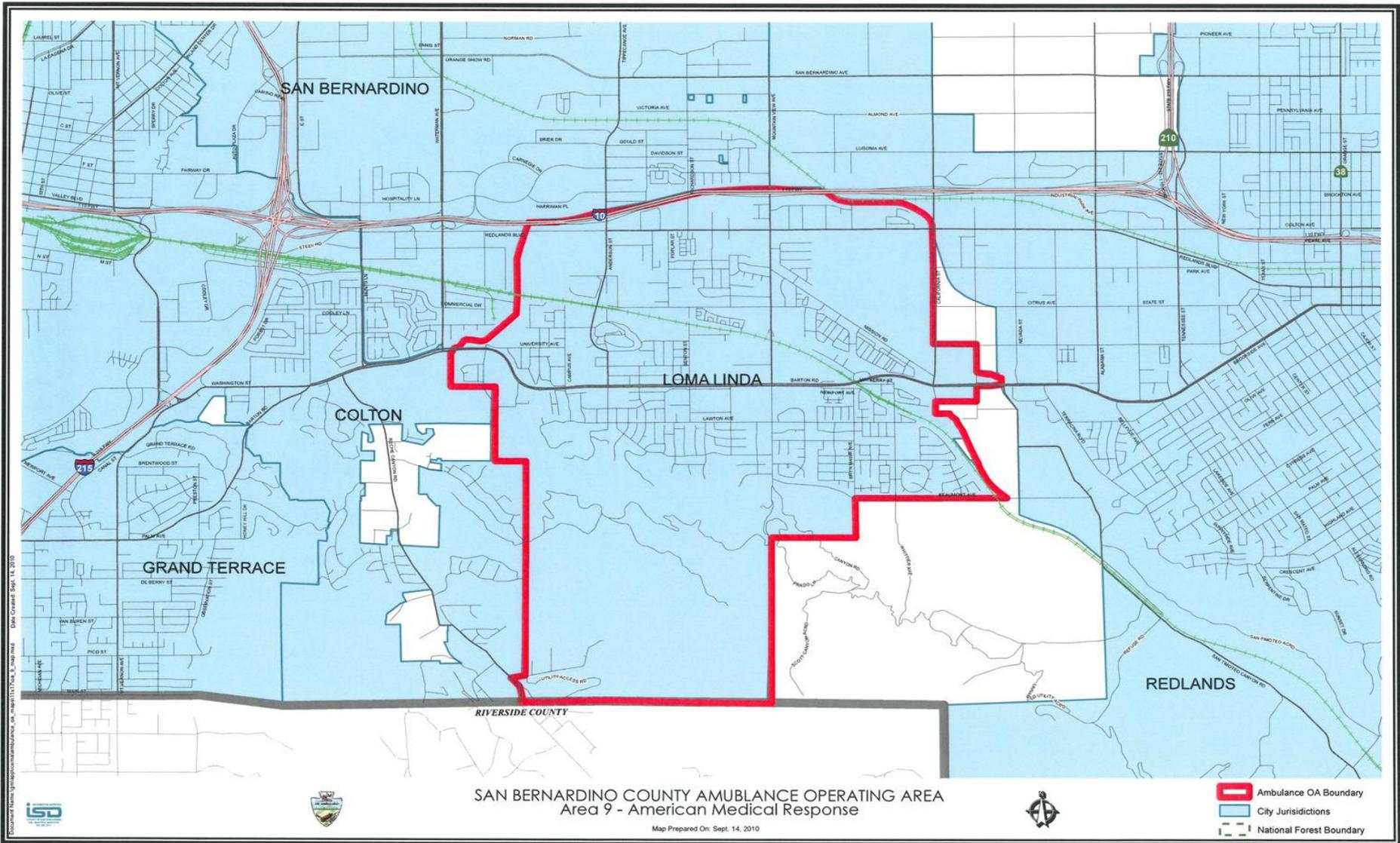
March at: 90.24%

EOA 8 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	93.59%	93.56%	93.97%	95.10%	92.93%	94.41%	93.13%	93.93%	91.31%	93.38%	93.17%	91.58%
2010 RT	91.77%	91.86%	93.53%	91.13%	92.88%	93.13%	93.28%	91.47%	91.97%	91.05%	89.77%	89.92%
2011 RT	92.91%	94.08%	91.92%	92.98%	93.55%	91.89%	92.20%	92.56%	91.79%	92.52%	91.64%	91.63%
2012 RT	91.05%	90.23%	91.66%	91.40%	91.63%	91.25%	91.31%	91.97%	90.11%	90.67%	90.62%	92.44%
2013 RT	91.30%	92.03%	90.24%	91.78%	91.91%	92.49%	92.12%	93.02%	92.04%	92.41%	91.71%	91.71%
2009 Fines	\$1,041	\$876	\$1,066	\$305	\$1,907	\$313	\$1,579	\$862	\$2,904	\$987	\$973	\$2,219
2010 Fines	\$2,547	\$2,260	\$1,392	\$2,787	\$1,830	\$960	\$1,152	\$3,487	\$1,875	\$2,277	\$4,282	\$4,500
2011 Fines	\$1,530	\$954	\$2,268	\$1,347	\$951	\$2,357	\$1,615	\$1,472	\$2,443	\$2,186	\$2,358	\$2,547
2012 Fines	\$2,718	\$4,975	\$2,803	\$2,492	\$2,824	\$2,702	\$2,660	\$3,102	\$4,295	\$4,200	\$2,460	\$1,900
2013 Fines	\$3,325	\$3,243	\$6,200	\$2,567	\$2,502	\$1,817	\$2,128	\$1,536	\$1,825	\$1,808	\$2,786	\$2,142

Total Liquidated Damages = \$135,419



EOA 9 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	205	90.73%
February	9:59	191	94.24%
March	9:59	226	94.25%
April	9:59	163	90.80%
May	9:59	164	92.07%
June	9:59	164	94.51%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	190	91.58%
August	9:59	218	92.66%
September	9:59	218	95.41%
October	9:59	166	90.96%
November	9:59	187	93.05%
December	9:59	199	90.45%

Month	Exemption		
	Requests	Approved	% Approved
January	2	2	100.0%
February	2	2	100.0%
March	0	0	---
April	0	0	---
May	1	1	100.0%
June	0	0	---
July	2	2	100.0%
August	2	2	100.0%
September	3	3	100.0%
October	2	2	100.0%
November	1	1	100.0%
December	3	3	100.0%
Total	18	18	100.0%

CY2013	Response Time Requirement	Total Runs	Percent On-Time
	9:59	2,291	92.62%

Average number of runs per month: **191**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.62%**

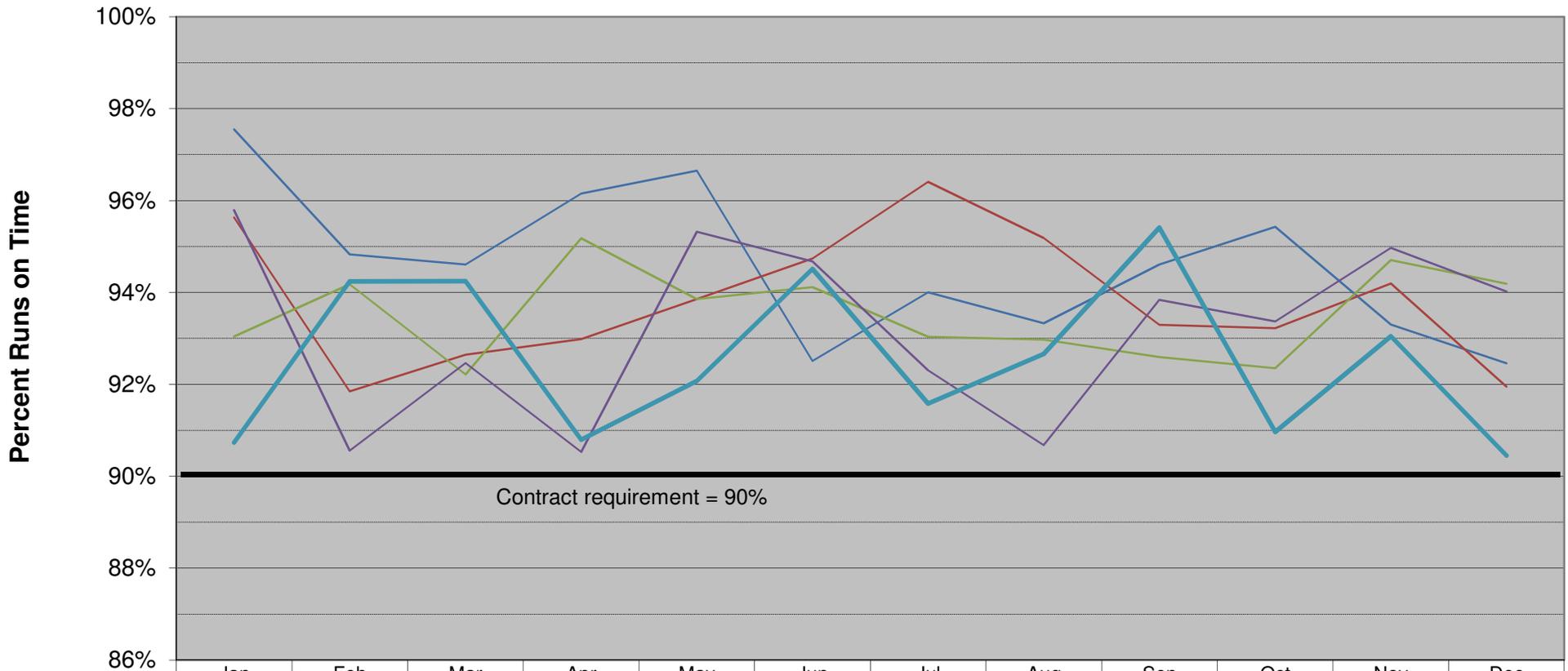
The highest compliance rate for the year was:

September at: 95.41%

The lowest compliance rate for the year was:

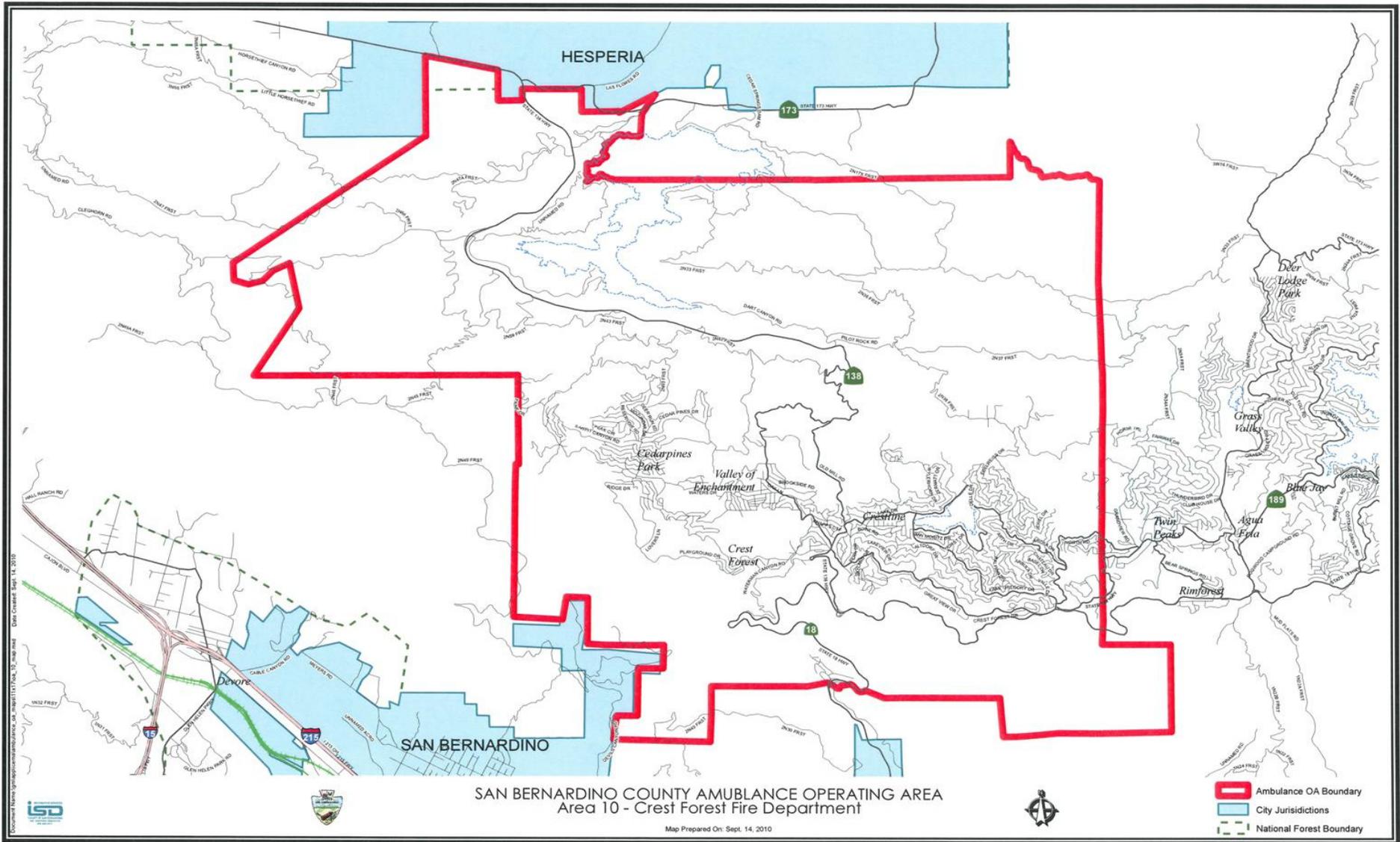
December at: 90.45%

EOA 9 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	97.55%	94.83%	94.61%	96.15%	96.65%	92.51%	94.00%	93.33%	94.61%	95.43%	93.30%	92.46%
2010 RT	95.63%	91.85%	92.65%	92.98%	93.85%	94.74%	96.41%	95.19%	93.29%	93.22%	94.19%	91.95%
2011 RT	93.04%	94.18%	92.22%	95.18%	93.85%	94.12%	93.03%	92.97%	92.59%	92.35%	94.71%	94.19%
2012 RT	95.79%	90.56%	92.46%	90.53%	95.32%	94.67%	92.31%	90.67%	93.84%	93.37%	94.97%	94.02%
2013 RT	90.73%	94.24%	94.25%	90.80%	92.07%	94.51%	91.58%	92.66%	95.41%	90.96%	93.05%	90.45%
2009 Fines	\$1	\$30	\$88	\$8	\$7	\$218	\$145	\$44	\$41	\$15	\$164	\$138
2010 Fines	\$11	\$198	\$150	\$74	\$74	\$45	\$3	\$18	\$74	\$181	\$29	\$187
2011 Fines	\$174	\$180	\$93	\$28	\$78	\$66	\$91	\$93	\$192	\$164	\$42	\$76
2012 Fines	\$7	\$370	\$157	\$435	\$25	\$92	\$96	\$195	\$41	\$169	\$63	\$31
2013 Fines	\$465	\$65	\$43	\$135	\$60	\$58	\$157	\$188	\$9	\$140	\$110	\$385

Total Liquidated Damages = \$6,716



EOA 10 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	90	93.33%
	29:59	5	80.00%
	99:59	No Runs	
	Total	95	92.63%
February	14:59	84	90.48%
	29:59	1	100.00%
	99:59	No Runs	
	Total	85	90.59%
March	14:59	80	93.75%
	29:59	3	100.00%
	99:59	No Runs	
	Total	83	93.98%
April	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
May	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
November	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	3	1	33.3%
February	1	1	100.0%
March	4	4	100.0%
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	8	6	75.0%

CY2013	14:59	254	92.52%
	29:59	9	88.89%
	99:59	---	---
	Total	263	92.40%

Average number of runs per month: **88**

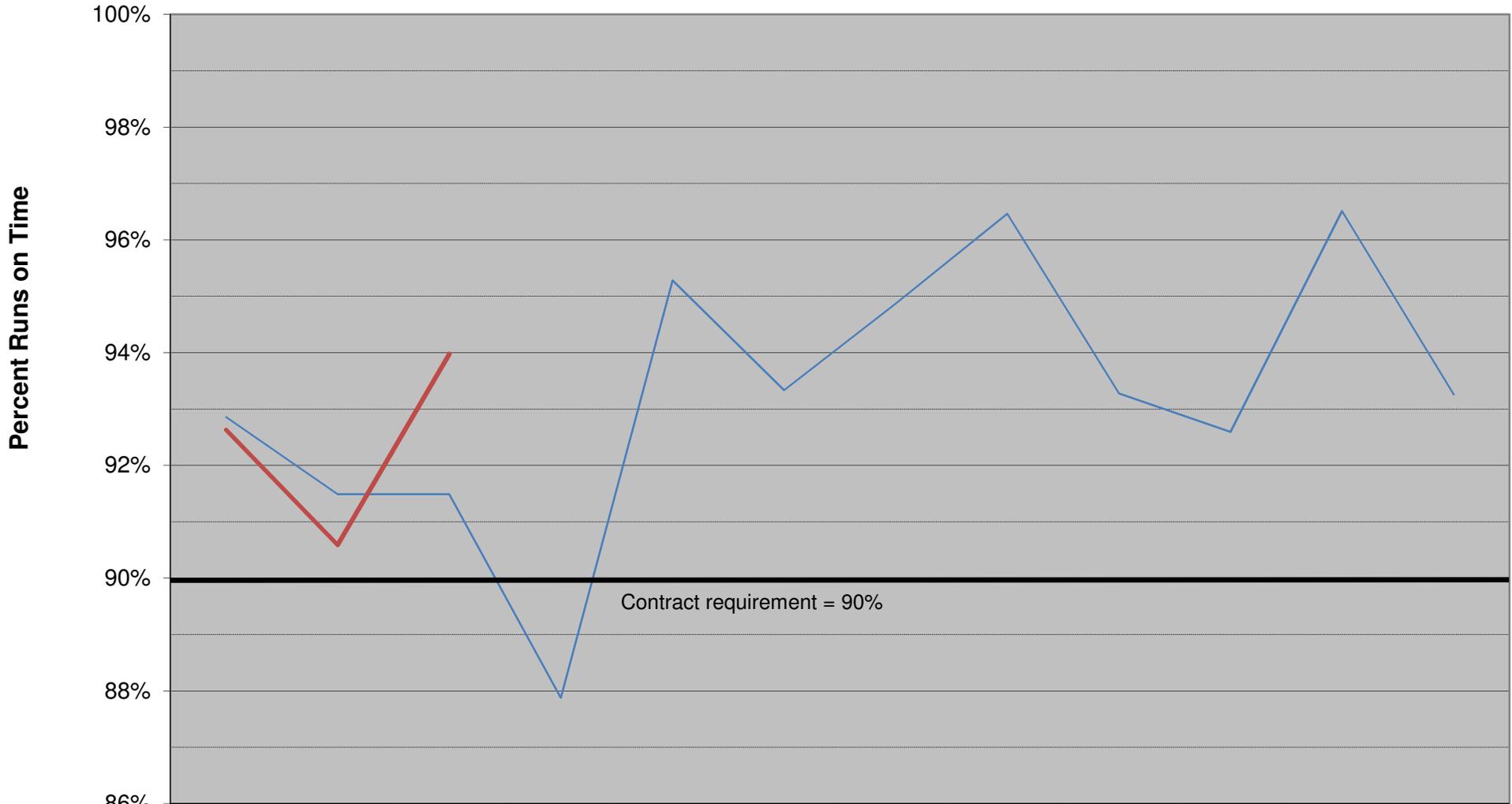
Overall compliance for the year: **92.40%**
 Provider Crest Forest Fire Department has provided partial data to ICEMA for year 2013.*

The highest compliance rate for the year was:
March at: 93.98%

The lowest compliance rate for the year was:
February at: 90.59%

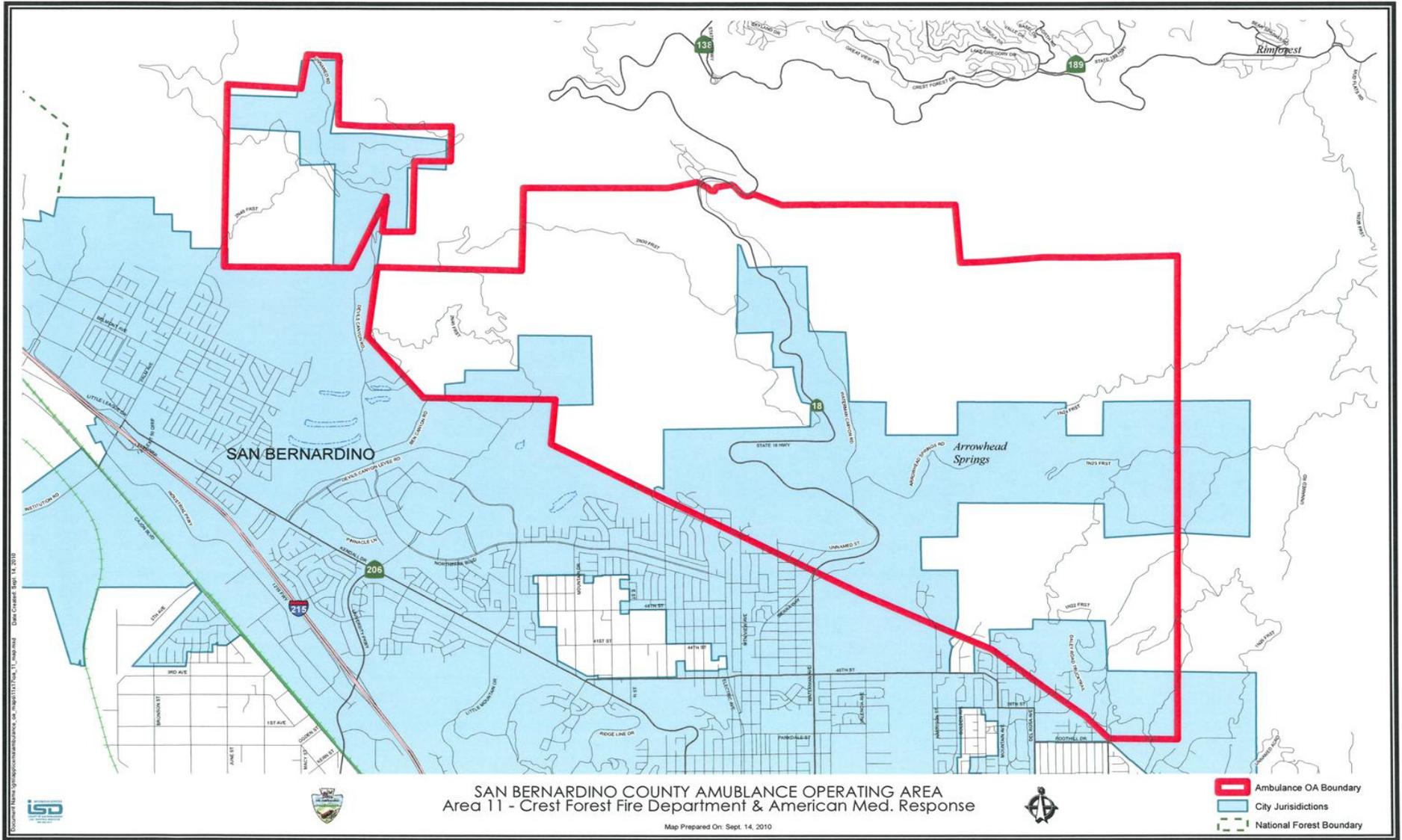
*Note: Annexed 07/01/2013, and will be known henceforth as San Bernardino County Fire (Crest Forest). ICEMA, Transport Provider data. Compiled 8/10/2016, PW.

EOA 10 - Response Time Compliance and Liquidated Damages 2012 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012 RT	92.86%	91.49%	91.49%	87.88%	95.28%	93.33%	94.87%	96.46%	93.28%	92.59%	96.51%	93.26%
2013 RT	92.63%	90.59%	93.98%									
2012 Fines												
2013 Fines												

Total Liquidated Damages = N/A



EOA 11 Response Time Performance By Month, Calendar Year 2013

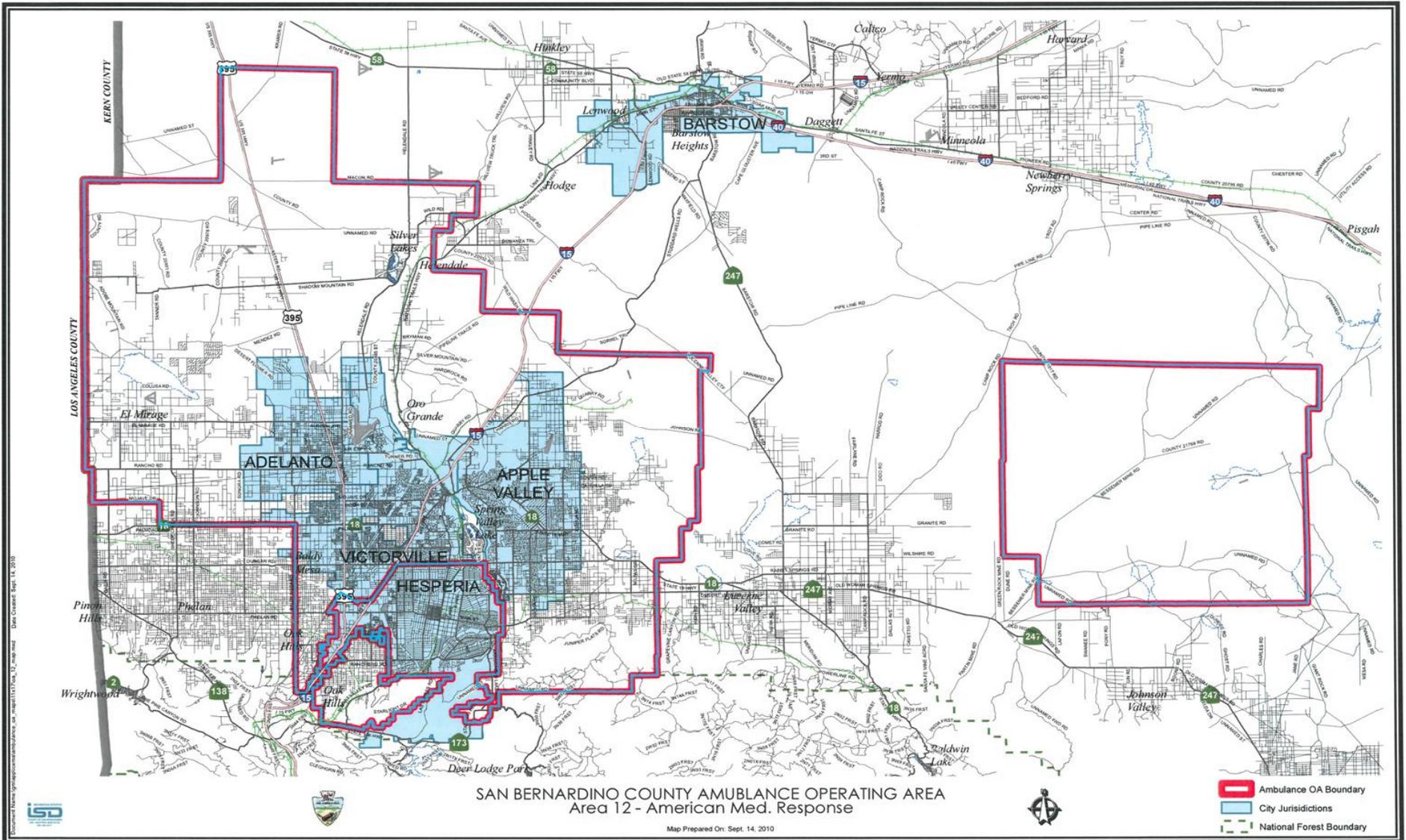
Month	Response Time Requirement	Total Runs	Percent On-Time
January		Included in EOA 6 calculation.	
February		Included in EOA 6 calculation.	
March		Included in EOA 6 calculation.	
April		Included in EOA 6 calculation.	
May		Included in EOA 6 calculation.	
June		Included in EOA 6 calculation.	

Month	Response Time Requirement	Total Runs	Percent On-Time
July		Included in EOA 6 calculation.	
August		Included in EOA 6 calculation.	
September		Included in EOA 6 calculation.	
October		Included in EOA 6 calculation.	
November		Included in EOA 6 calculation.	
December		Included in EOA 6 calculation.	

Month	Exemption		
	Requests	Approved	% Approved
January	Included in EOA 6 calculation.		
February	Included in EOA 6 calculation.		
March	Included in EOA 6 calculation.		
April	Included in EOA 6 calculation.		
May	Included in EOA 6 calculation.		
June	Included in EOA 6 calculation.		
July	Included in EOA 6 calculation.		
August	Included in EOA 6 calculation.		
September	Included in EOA 6 calculation.		
October	Included in EOA 6 calculation.		
November	Included in EOA 6 calculation.		
December	Included in EOA 6 calculation.		
Total	Included in EOA 6 calculation.		

CY2013	Included in EOA 6 calculation.		
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Note: Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).



EOA 12 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,232	90.77%
	19:59	123	92.68%
	29:59	80	98.75%
	49:59	3	100.00%
	99:59	No Runs	
	Total	2,438	91.14%
February	9:59	1,998	90.94%
	19:59	105	95.24%
	29:59	71	95.77%
	49:59	2	100.00%
	99:59	No Runs	
	Total	2,176	91.31%
March	9:59	2,179	92.75%
	19:59	100	95.00%
	29:59	87	98.85%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,366	93.07%
April	9:59	2,141	92.11%
	19:59	88	95.45%
	29:59	97	100.00%
	49:59	8	100.00%
	99:59	No Runs	
	Total	2,334	92.59%
May	9:59	2,195	92.57%
	19:59	107	88.79%
	29:59	97	98.97%
	49:59	No Runs	
	99:59	1	100.00%
	Total	2,400	92.67%
June	9:59	2,276	92.97%
	19:59	75	97.33%
	29:59	102	96.08%
	49:59	1	100.00%
	99:59	No Runs	
	Total	2,454	93.24%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	2,341	92.23%
	19:59	83	95.18%
	29:59	104	99.04%
	49:59	5	100.00%
	99:59	No Runs	
	Total	2,533	92.62%
August	9:59	2,408	92.40%
	19:59	91	92.31%
	29:59	99	100.00%
	49:59	8	100.00%
	99:59	No Runs	
	Total	2,606	92.71%
September	9:59	2,178	92.24%
	19:59	87	97.70%
	29:59	77	97.40%
	49:59	3	100.00%
	99:59	No Runs	
	Total	2,345	92.62%
October	9:59	2,165	93.95%
	19:59	88	90.91%
	29:59	72	97.22%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,325	93.94%
November	9:59	2,134	94.47%
	19:59	81	91.36%
	29:59	95	98.95%
	49:59	1	100.00%
	99:59	2	100.00%
	Total	2,313	94.55%
December	9:59	2,314	94.25%
	19:59	87	97.70%
	29:59	97	98.97%
	49:59	1	100.00%
	99:59	No Runs	
	Total	2,499	94.56%

Month	Exemption		
	Requests	Approved	% Approved
January	104	104	100.0%
February	62	62	100.0%
March	79	79	100.0%
April	45	45	100.0%
May	34	33	97.1%
June	50	49	98.0%
July	28	28	100.0%
August	34	34	100.0%
September	31	30	96.8%
October	32	31	96.9%
November	21	21	100.0%
December	44	44	100.0%
Total	564	560	99.3%

CY2013	9:59	26,561	92.65%
	19:59	1,115	93.99%
	29:59	1,078	98.42%
	49:59	32	100.00%
	99:59	3	100.00%
	Total	28,789	92.92%

Average number of runs per month: **2,400**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.92%**

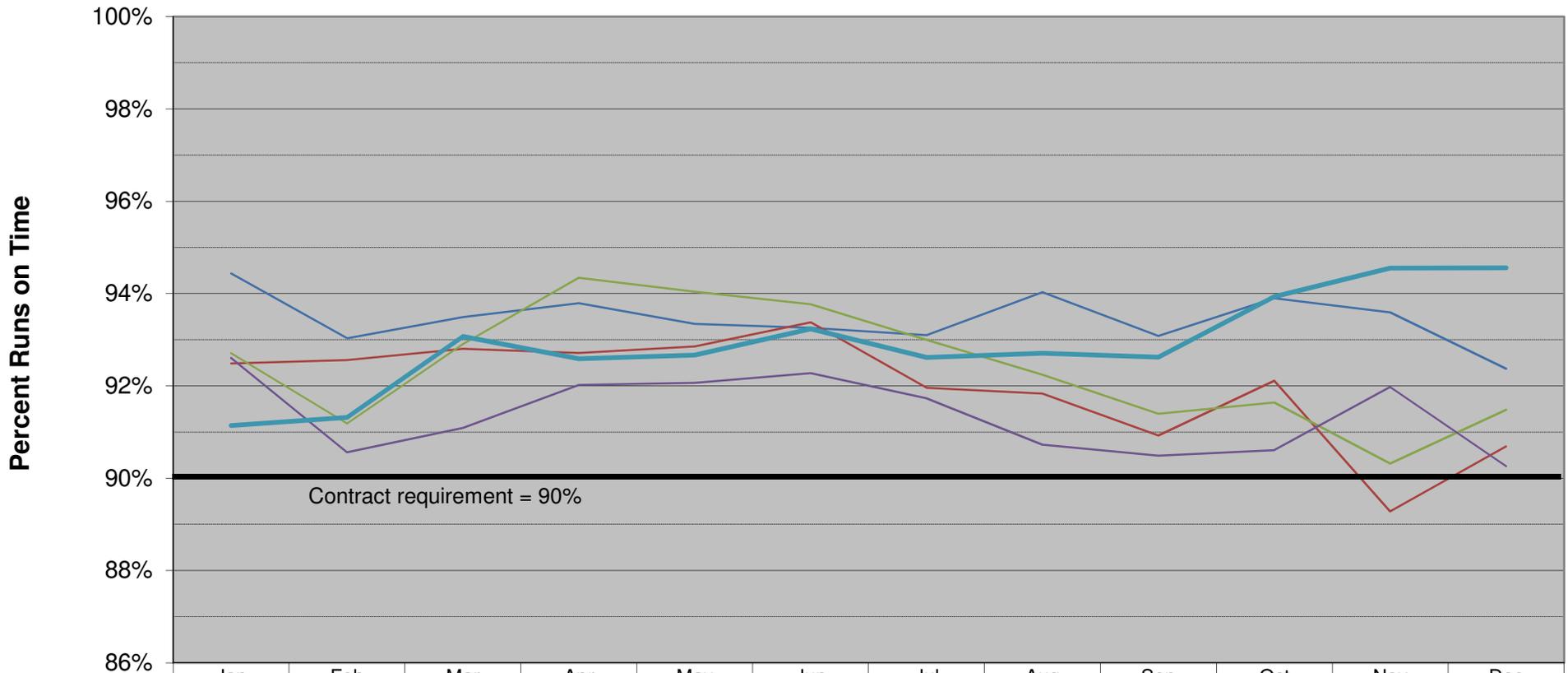
The highest compliance rate for the year was:

December at: 94.56%

The lowest compliance rate for the year was:

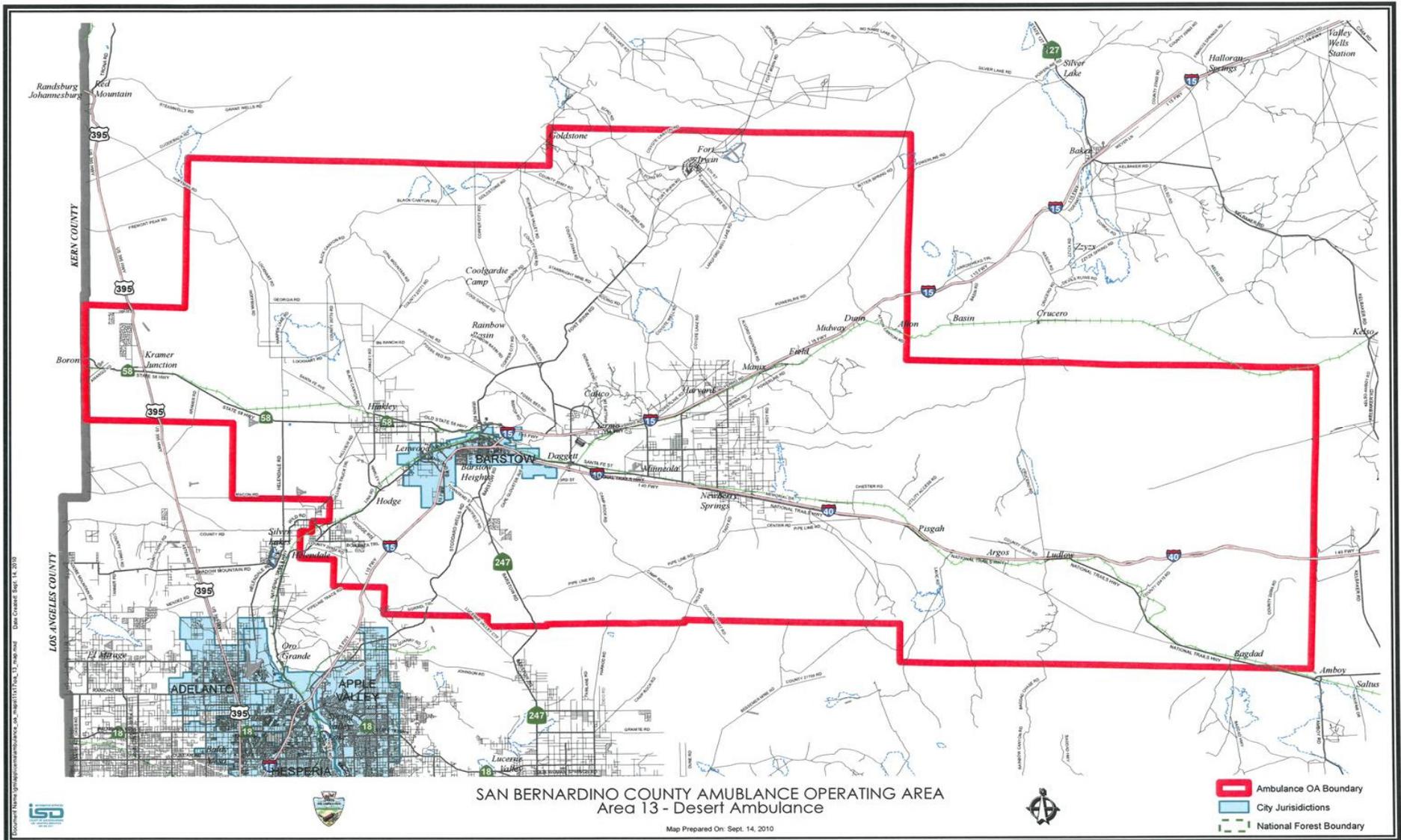
January at: 91.14%

EOA 12 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	94.43%	93.03%	93.49%	93.79%	93.34%	93.26%	93.10%	94.03%	93.08%	93.90%	93.59%	92.37%
2010 RT	92.49%	92.56%	92.80%	92.71%	92.86%	93.38%	91.96%	91.83%	90.92%	92.11%	89.28%	90.69%
2011 RT	92.71%	91.19%	92.91%	94.34%	94.04%	93.77%	92.99%	92.24%	91.39%	91.64%	90.31%	91.48%
2012 RT	92.60%	90.56%	91.09%	92.02%	92.07%	92.28%	91.73%	90.72%	90.49%	90.61%	91.98%	90.26%
2013 RT	91.14%	91.31%	93.07%	92.59%	92.67%	93.24%	92.62%	92.71%	92.62%	93.94%	94.55%	94.56%
2009 Fines	\$779	\$1,946	\$1,432	\$1,525	\$2,408	\$2,061	\$1,977	\$1,046	\$2,144	\$1,958	\$1,544	\$3,125
2010 Fines	\$2,844	\$2,463	\$2,572	\$2,061	\$3,231	\$2,372	\$3,256	\$4,672	\$6,067	\$4,508	\$7,391	\$5,834
2011 Fines	\$4,158	\$7,145	\$3,396	\$1,034	\$1,507	\$1,854	\$5,320	\$4,876	\$5,549	\$4,230	\$6,854	\$6,123
2012 Fines	\$3,385	\$7,411	\$7,693	\$3,631	\$4,974	\$3,041	\$5,367	\$8,142	\$10,140	\$7,858	\$5,081	\$7,784
2013 Fines	\$10,226	\$5,385	\$3,260	\$3,956	\$4,039	\$4,009	\$4,352	\$4,416	\$3,739	\$2,567	\$1,196	\$1,202

Total Liquidated Damages = \$244,116



EOA 13 Response Time Performance

By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	261	99.23%
	14:59	69	100.00%
	19:59	22	100.00%
	29:59	37	100.00%
	49:59	52	98.08%
	99:59	7	100.00%
	Total		448
February	9:59	209	100.00%
	14:59	70	100.00%
	19:59	13	100.00%
	29:59	35	100.00%
	49:59	44	100.00%
	99:59	6	100.00%
	Total		377
March	9:59	214	98.60%
	14:59	78	100.00%
	19:59	12	100.00%
	29:59	30	100.00%
	49:59	57	100.00%
	99:59	5	100.00%
	Total		396
April	9:59	220	100.00%
	14:59	77	100.00%
	19:59	13	100.00%
	29:59	33	100.00%
	49:59	65	98.46%
	99:59	6	100.00%
	Total		414
May	9:59	207	100.00%
	14:59	78	100.00%
	19:59	15	100.00%
	29:59	29	100.00%
	49:59	59	100.00%
	99:59	6	100.00%
	Total		394
June	9:59	214	99.53%
	14:59	72	100.00%
	19:59	18	100.00%
	29:59	31	100.00%
	49:59	73	100.00%
	99:59	8	100.00%
	Total		416

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	179	99.44%
	14:59	80	98.75%
	19:59	13	100.00%
	29:59	36	100.00%
	49:59	86	100.00%
	99:59	11	100.00%
	Total		405
August	9:59	194	100.00%
	14:59	100	100.00%
	19:59	28	100.00%
	29:59	50	100.00%
	49:59	86	100.00%
	99:59	6	100.00%
	Total		464
September	9:59	225	99.11%
	14:59	88	100.00%
	19:59	23	100.00%
	29:59	38	100.00%
	49:59	62	100.00%
	99:59	9	100.00%
	Total		445
October	9:59	189	100.00%
	14:59	95	100.00%
	19:59	22	100.00%
	29:59	29	100.00%
	49:59	57	100.00%
	99:59	5	100.00%
	Total		397
November	9:59	198	100.00%
	14:59	111	100.00%
	19:59	27	100.00%
	29:59	29	100.00%
	49:59	51	100.00%
	99:59	7	100.00%
	Total		423
December	9:59	217	100.00%
	14:59	94	100.00%
	19:59	27	100.00%
	29:59	29	100.00%
	49:59	75	100.00%
	99:59	3	100.00%
	Total		445

Month	Exemption		
	Requests	Approved	% Approved
January	3	1	33.3%
February	0	0	---
March	2	1	50.0%
April	2	1	50.0%
May	5	5	100.0%
June	2	2	100.0%
July	0	0	---
August	0	0	---
September	0	0	---
October	3	3	100.0%
November	0	0	---
December	2	2	100.0%
Total	19	15	78.9%

CY2013	9:59	2,527	99.64%
	14:59	1,012	99.90%
	19:59	233	100.00%
	29:59	406	100.00%
	49:59	767	99.74%
	99:59	79	100.00%
Total		5,024	99.76%

Average number of runs per month: **419**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **99.76%**

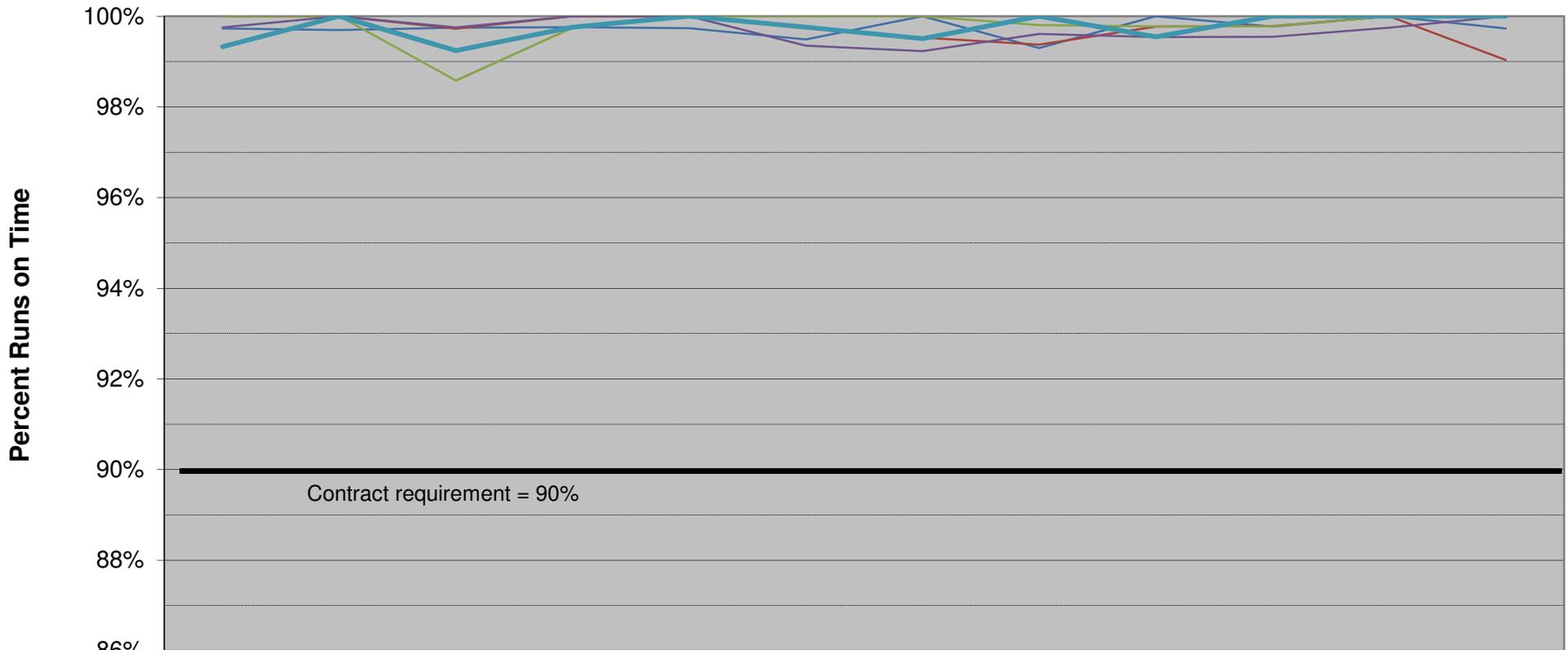
The highest compliance rate for the year was:

Feb., May, Aug., Oct., Nov., and Dec. at: 100.00%

The lowest compliance rate for the year was:

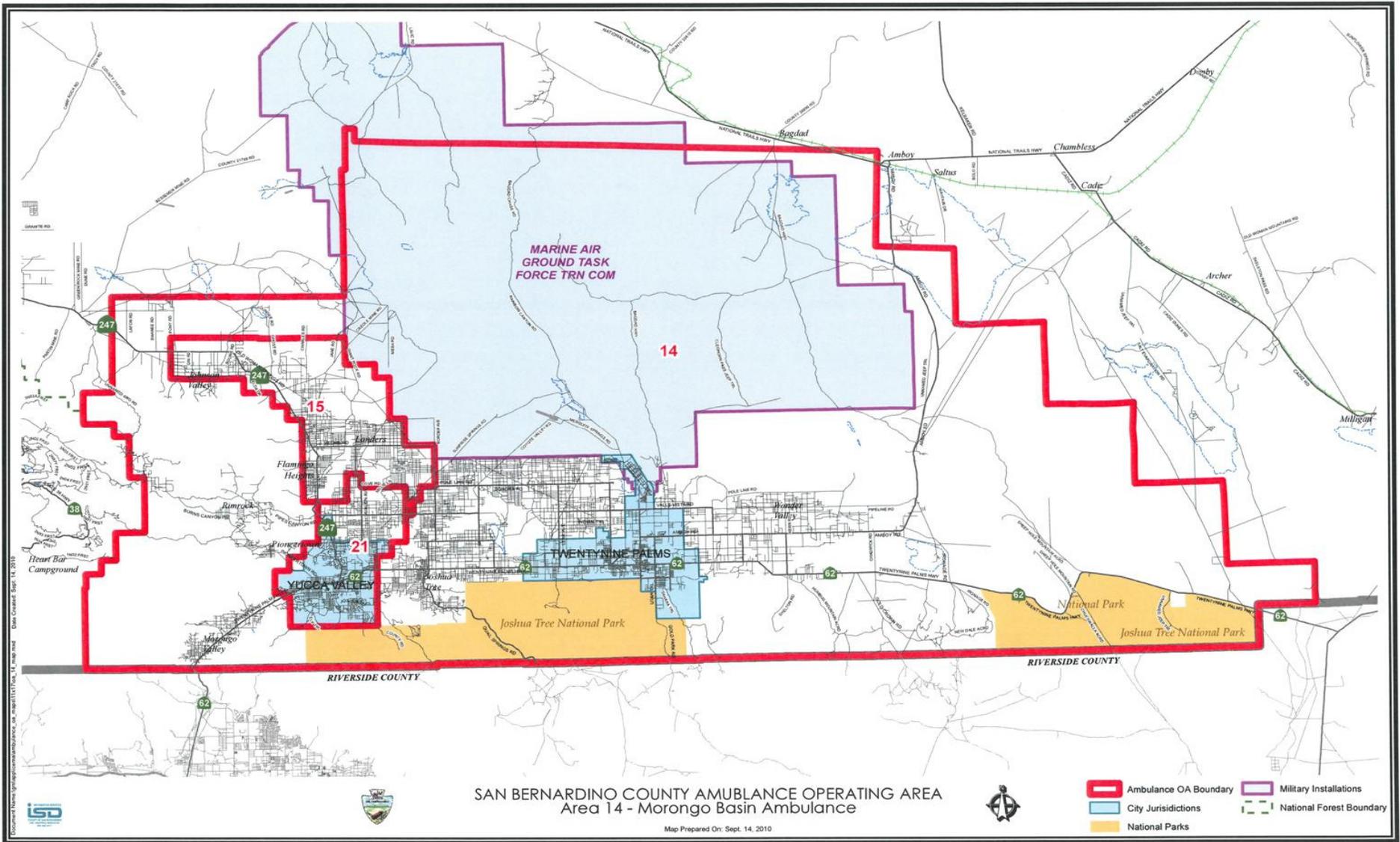
March at: 99.24%

EOA 13 - Response Time Compliance and Liquidated Damages 2009 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 RT	99.73%	99.70%	99.75%	99.76%	99.74%	99.49%	100.00%	99.30%	100.00%	99.77%	100.00%	99.73%
2010 RT	100.00%	100.00%	99.73%	100.00%	100.00%	99.75%	99.53%	99.37%	99.77%	99.78%	100.00%	99.04%
2011 RT	100.00%	100.00%	98.58%	99.75%	100.00%	100.00%	100.00%	99.81%	99.78%	99.78%	100.00%	100.00%
2012 RT	99.76%	100.00%	99.76%	100.00%	100.00%	99.35%	99.23%	99.61%	99.54%	99.55%	99.75%	100.00%
2013 RT	99.33%	100.00%	99.24%	99.76%	100.00%	99.76%	99.51%	100.00%	99.55%	100.00%	100.00%	100.00%
2009 Fines	\$1	\$1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
2010 Fines	\$0	\$0	\$2	\$0	\$0	\$5	\$0	\$0	\$1	\$1	\$0	\$8
2011 Fines	\$0	\$0	\$2	\$2	\$0	\$0	\$0	\$1	\$2	\$1	\$0	\$0
2012 Fines	\$1	\$0	\$1	\$0	\$0	\$1	\$1	\$1	\$1	\$3	\$1	\$0
2013 Fines	\$3	\$0	\$1	\$1	\$0	\$1	\$2	\$0	\$1	\$0	\$0	\$0

Total Liquidated Damages = \$46



EOA 14 Response Time Performance

By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	213	94.37%
	14:59	1	100.00%
	19:59	64	95.31%
	29:59	58	98.28%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	No Runs	
	Total	337	95.25%
February	9:59	167	94.61%
	14:59	No Runs	
	19:59	42	97.62%
	29:59	45	97.78%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	3	100.00%
	Total	258	95.74%
March	9:59	188	93.62%
	14:59	No Runs	
	19:59	44	100.00%
	29:59	56	98.21%
	39:59	No Runs	
	49:59	4	100.00%
	99:59	4	100.00%
	Total	296	95.61%
April	9:59	203	90.64%
	14:59	1	0.00%
	19:59	52	100.00%
	29:59	43	97.67%
	39:59	No Runs	
	49:59	7	100.00%
	99:59	5	100.00%
	Total	311	93.25%
May	9:59	173	94.22%
	14:59	1	100.00%
	19:59	42	100.00%
	29:59	51	98.04%
	39:59	No Runs	
	49:59	9	100.00%
	99:59	1	100.00%
	Total	277	96.03%
June	9:59	209	90.43%
	14:59	No Runs	
	19:59	42	97.62%
	29:59	57	100.00%
	39:59	No Runs	
	49:59	4	100.00%
	99:59	1	100.00%
	Total	313	93.29%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	211	91.47%
	14:59	No Runs	
	19:59	44	100.00%
	29:59	53	98.11%
	39:59	No Runs	
	49:59	No Runs	
	99:59	2	100.00%
	Total	310	93.87%
August	9:59	218	92.20%
	14:59	No Runs	
	19:59	44	95.45%
	29:59	54	98.15%
	39:59	No Runs	
	49:59	3	100.00%
	99:59	2	100.00%
	Total	321	93.77%
September	9:59	197	93.40%
	14:59	No Runs	
	19:59	39	92.31%
	29:59	39	97.44%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	5	100.00%
	Total	281	93.95%
October	9:59	178	96.07%
	14:59	No Runs	
	19:59	49	100.00%
	29:59	50	98.00%
	39:59	No Runs	
	49:59	2	100.00%
	99:59	7	100.00%
	Total	286	97.20%
November	9:59	184	94.02%
	14:59	No Runs	
	19:59	57	100.00%
	29:59	56	96.43%
	39:59	No Runs	
	49:59	2	100.00%
	99:59	4	100.00%
	Total	303	95.71%
December	9:59	182	93.96%
	14:59	No Runs	
	19:59	46	100.00%
	29:59	50	96.00%
	39:59	No Runs	
	49:59	6	100.00%
	99:59	2	100.00%
	Total	286	95.45%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

CY2013	9:59	2,323	93.16%
	14:59	3	66.67%
	19:59	565	98.23%
	29:59	612	97.88%
	39:59	No Runs	
	49:59	40	100.00%
	99:59	36	100.00%
	Total	3,579	94.89%

Average number of runs per month: **298**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **94.89%**

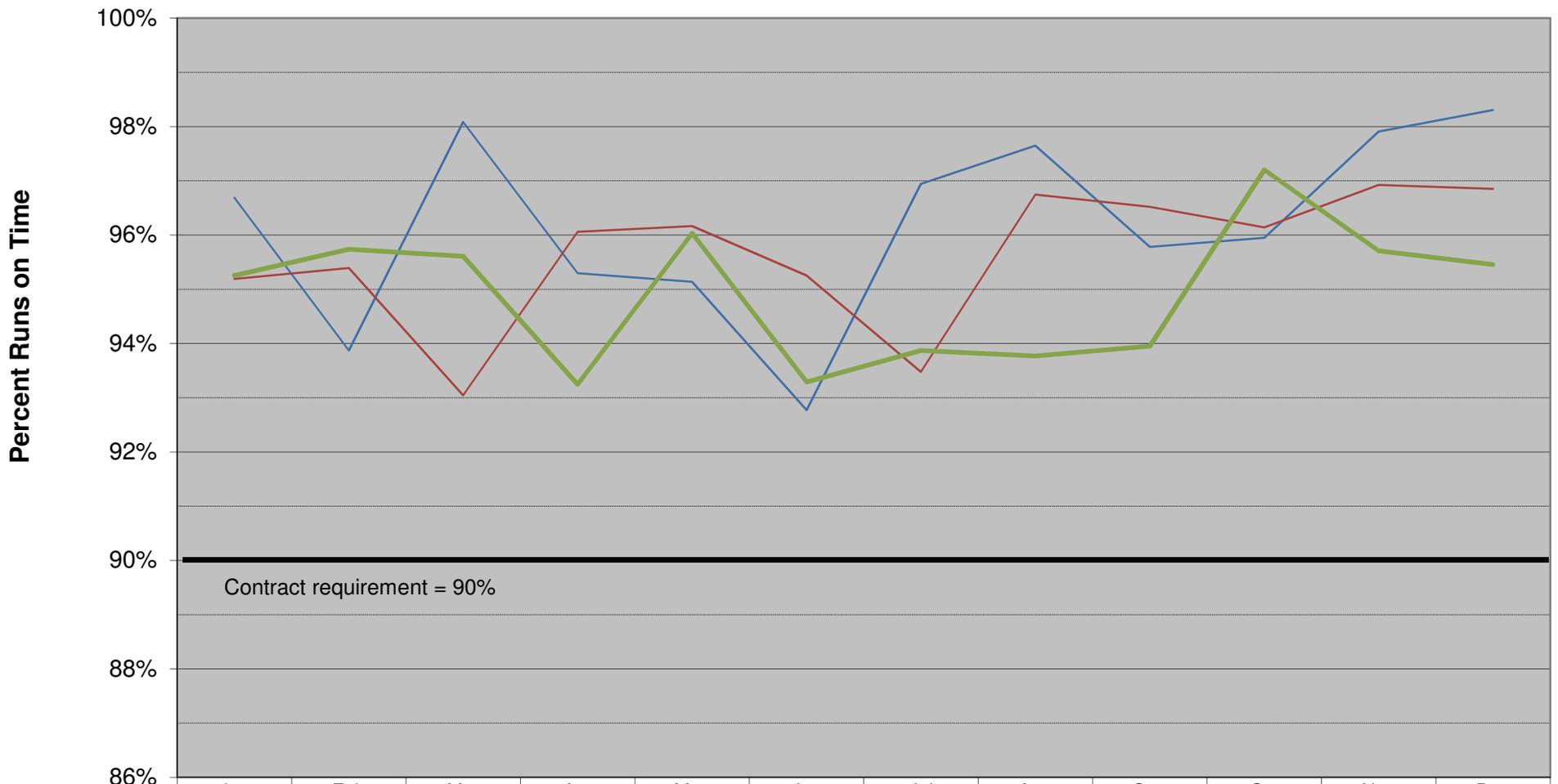
The highest compliance rate for the year was:

October at: 97.20%

The lowest compliance rate for the year was:

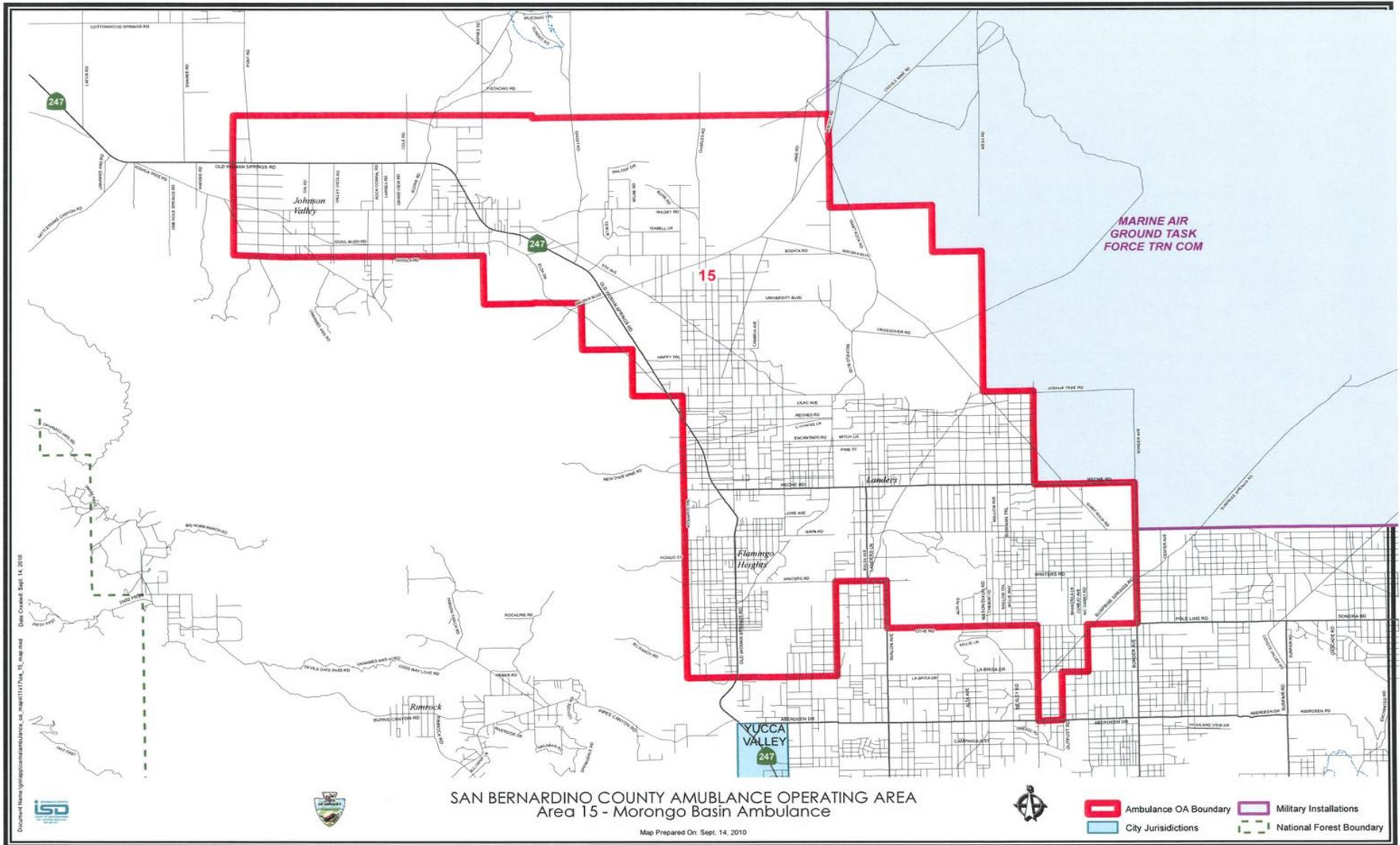
April at: 93.25%

EOA 14 - Response Time Compliance and Liquidated Damages 2011 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011 RT	96.69%	93.87%	98.08%	95.30%	95.14%	92.77%	96.94%	97.65%	95.78%	95.95%	97.91%	98.31%
2012 RT	95.19%	95.39%	93.04%	96.06%	96.17%	95.25%	93.48%	96.75%	96.52%	96.14%	96.92%	96.85%
2013 RT	95.25%	95.74%	95.61%	93.25%	96.03%	93.29%	93.87%	93.77%	93.95%	97.20%	95.71%	95.45%
2011 Fines												
2012 Fines												
2013 Fines												

Total Liquidated Damages = N/A



EOA 15 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	27	100.00%
	39:59	2	100.00%
	Total	29	100.00%
February	29:59	23	100.00%
	39:59	18	100.00%
	Total	41	100.00%
March	29:59	37	97.30%
	39:59	3	100.00%
	Total	40	97.50%
April	29:59	25	96.00%
	39:59	5	80.00%
	Total	30	93.33%
May	29:59	21	95.24%
	39:59	5	100.00%
	Total	26	96.15%
June	29:59	28	100.00%
	39:59	5	100.00%
	Total	33	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	27	96.30%
	39:59	3	100.00%
	Total	30	96.67%
August	29:59	35	94.29%
	39:59	1	100.00%
	Total	36	94.44%
September	29:59	27	100.00%
	39:59	4	75.00%
	Total	31	96.77%
October	29:59	22	100.00%
	39:59	6	100.00%
	Total	28	100.00%
November	29:59	20	100.00%
	39:59	6	100.00%
	Total	26	100.00%
December	29:59	25	100.00%
	39:59	9	100.00%
	Total	34	100.00%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

CY2013	29:59	317	98.11%
	39:59	67	97.01%
	Total	384	97.92%

Average number of runs per month: **32**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **97.92%**

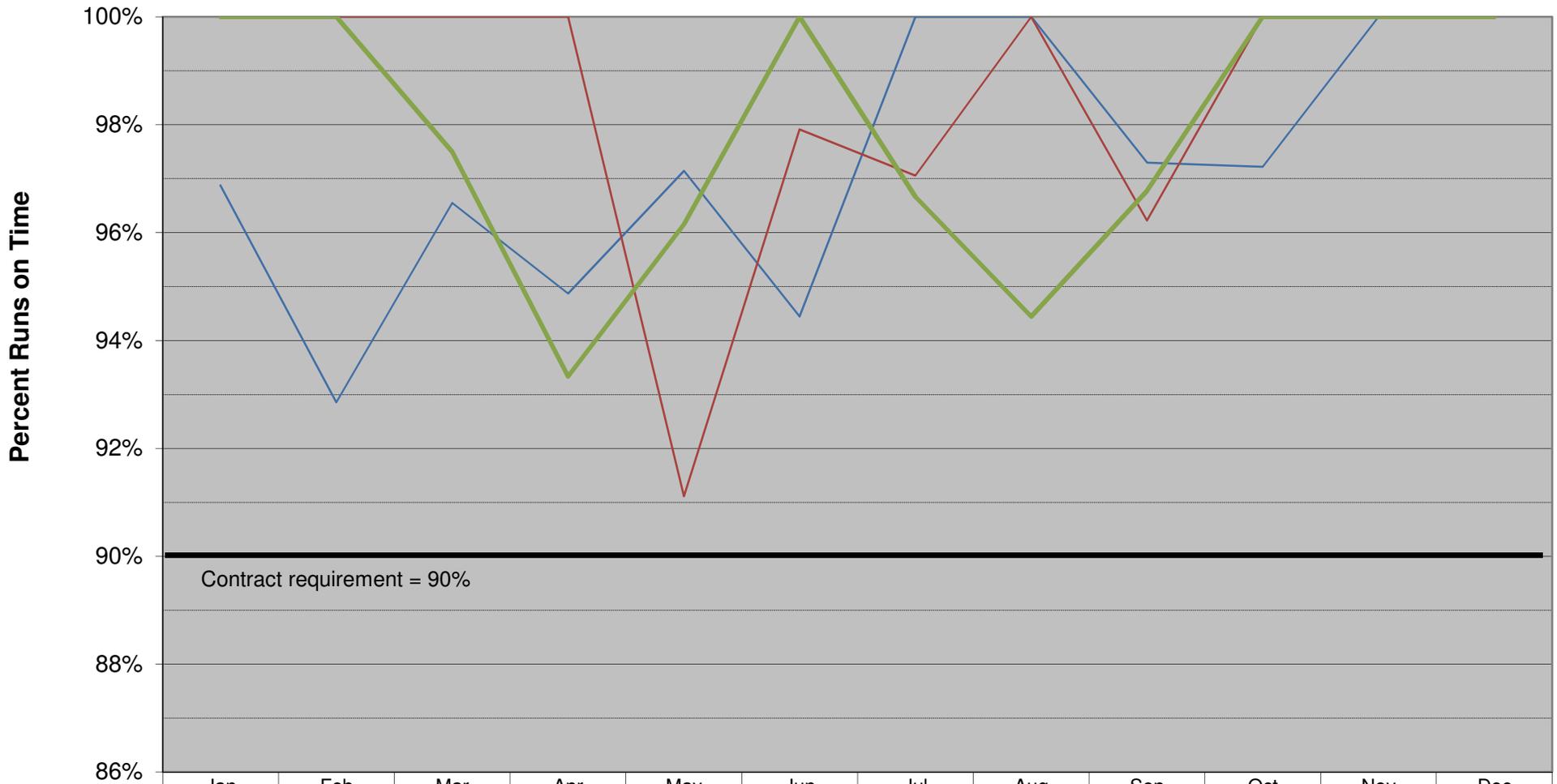
The highest compliance rate for the year was:

Jan., Feb., June, Oct., Nov., and Dec. at: 100.00%

The lowest compliance rate for the year was:

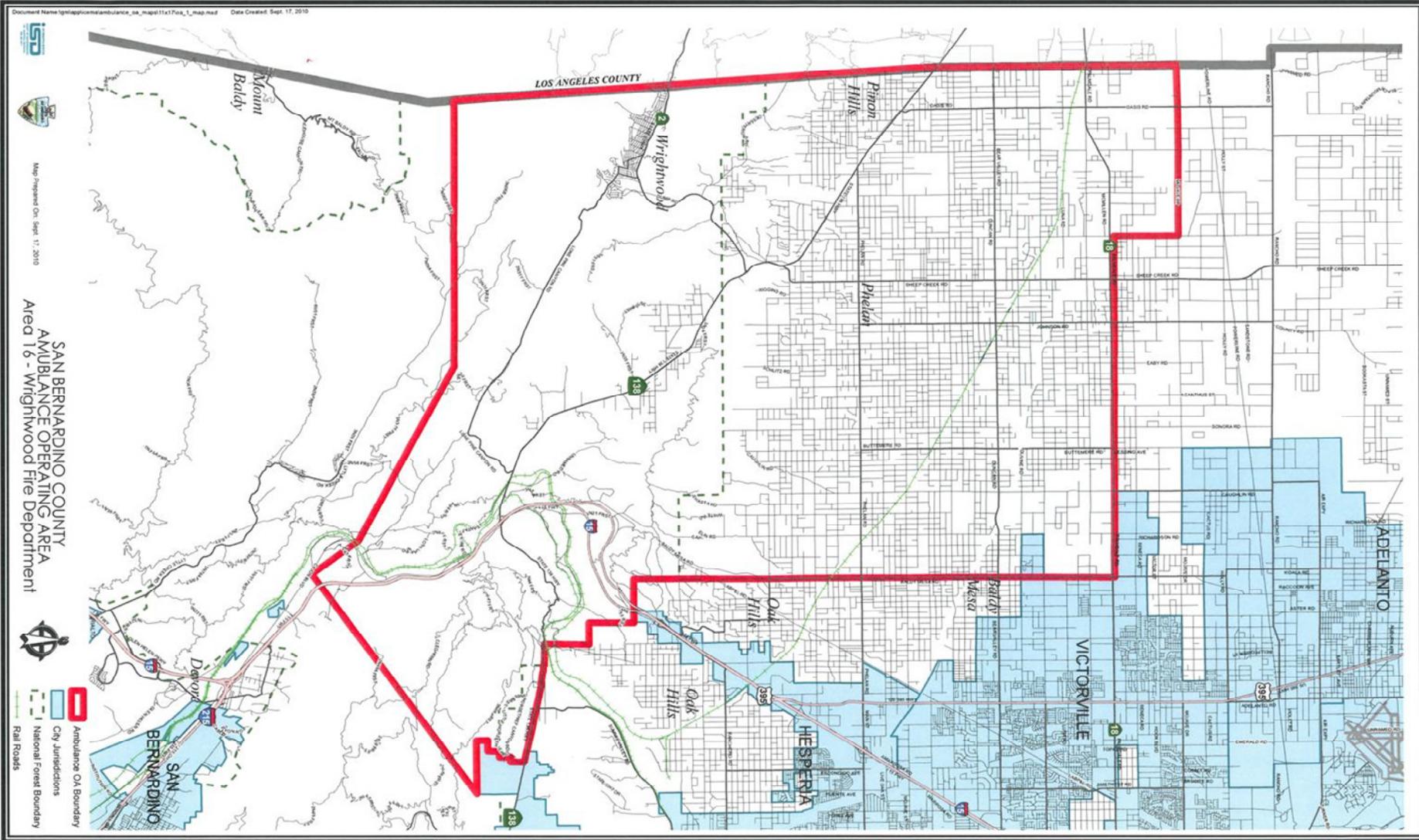
April at: 93.33%

EOA 15 - Response Time Compliance and Liquidated Damages 2011 - 2013, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011 RT	96.88%	92.86%	96.55%	94.87%	97.14%	94.44%	100.00%	100.00%	97.30%	97.22%	100.00%	100.00%
2012 RT	100.00%	100.00%	100.00%	100.00%	91.11%	97.92%	97.06%	100.00%	96.23%	100.00%	100.00%	100.00%
2013 RT	100.00%	100.00%	97.50%	93.33%	96.15%	100.00%	96.67%	94.44%	96.77%	100.00%	100.00%	100.00%
2011 Fines												
2012 Fines												
2013 Fines												

Total Liquidated Damages = N/A



EOA 16 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
February	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
March	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
April	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
May	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
June	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---

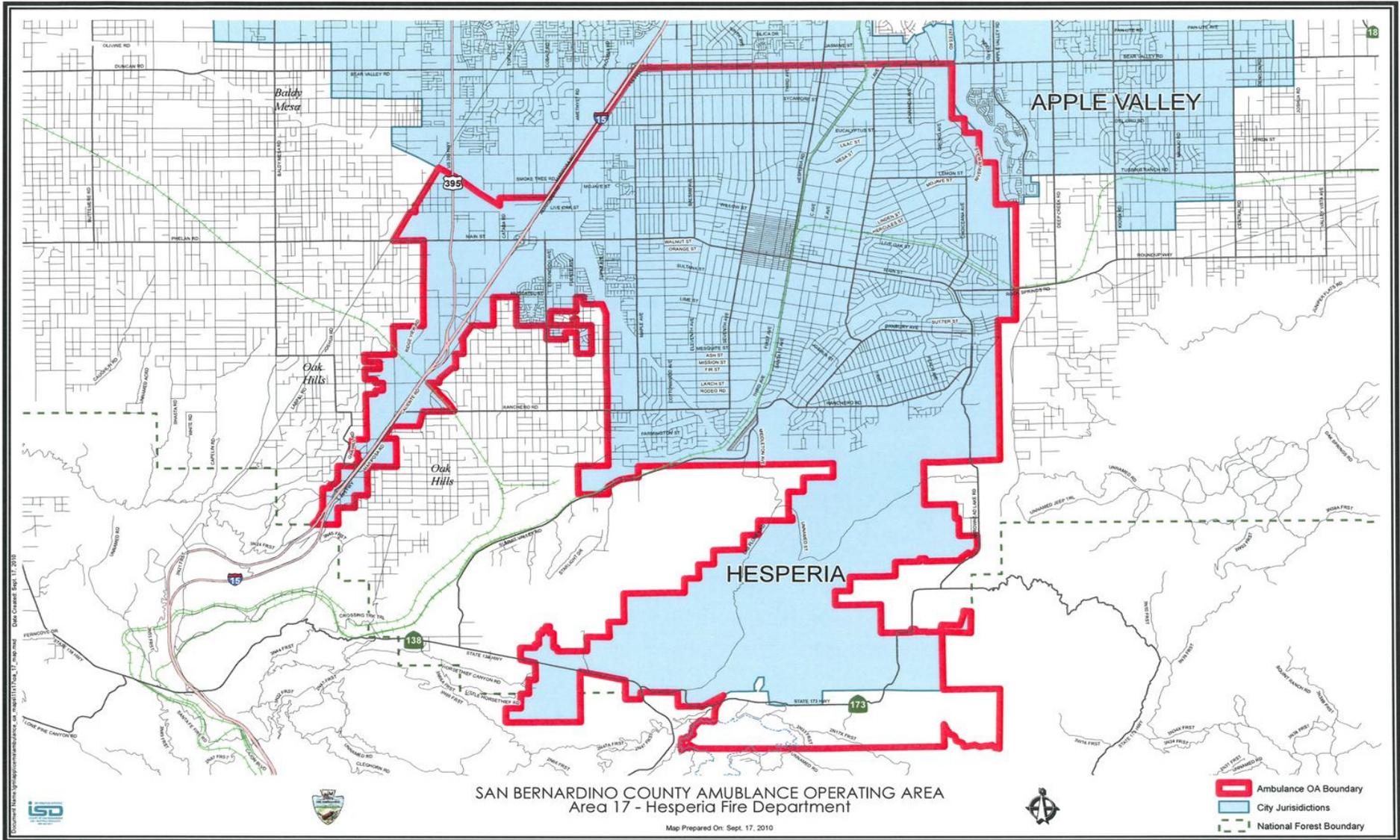
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
August	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
September	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
October	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
November	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
December	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Wrightwood) has not provided data to ICEMA for year 2013. No MOU or other enforceable agreement is currently in place.



EOA 17 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	9:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	Total	---	---
May	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

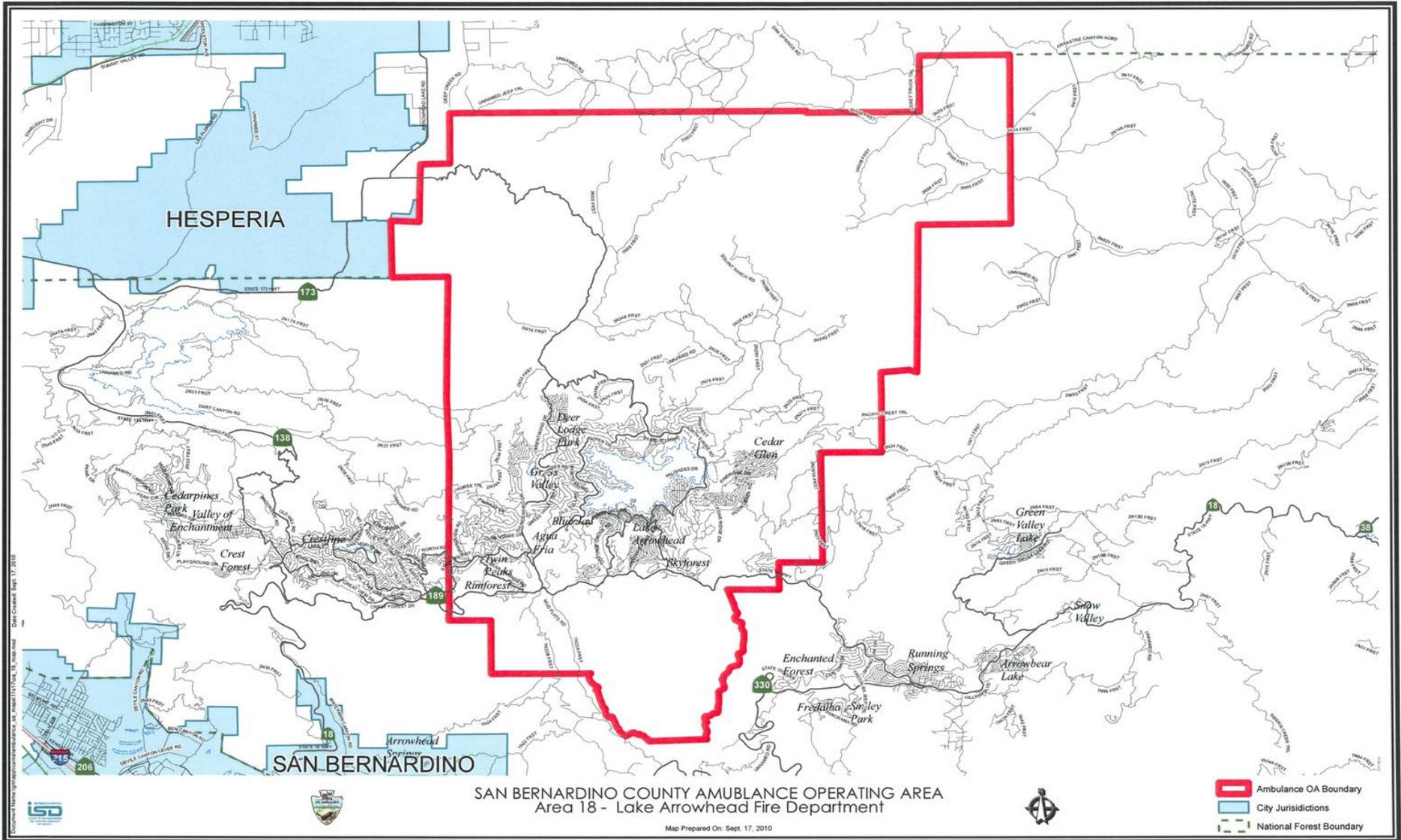
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	9:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	Total	---	---
November	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Hesperia) has not provided data to ICEMA for year 2013. No MOU or other enforceable agreement is currently in place.



EOA 18 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	19:59	---	---
	99:59	---	---
	Total	---	---
February	19:59	---	---
	99:59	---	---
	Total	---	---
March	19:59	---	---
	99:59	---	---
	Total	---	---
April	19:59	---	---
	99:59	---	---
	Total	---	---
May	19:59	---	---
	99:59	---	---
	Total	---	---
June	19:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	19:59	---	---
	99:59	---	---
	Total	---	---
August	19:59	---	---
	99:59	---	---
	Total	---	---
September	19:59	---	---
	99:59	---	---
	Total	---	---
October	19:59	---	---
	99:59	---	---
	Total	---	---
November	19:59	---	---
	99:59	---	---
	Total	---	---
December	19:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	19:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Lake Arrowhead) has not provided data to ICEMA for year 2013. No MOU or other enforceable agreement is currently in place.

EOA 19 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	Total	---	---
May	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

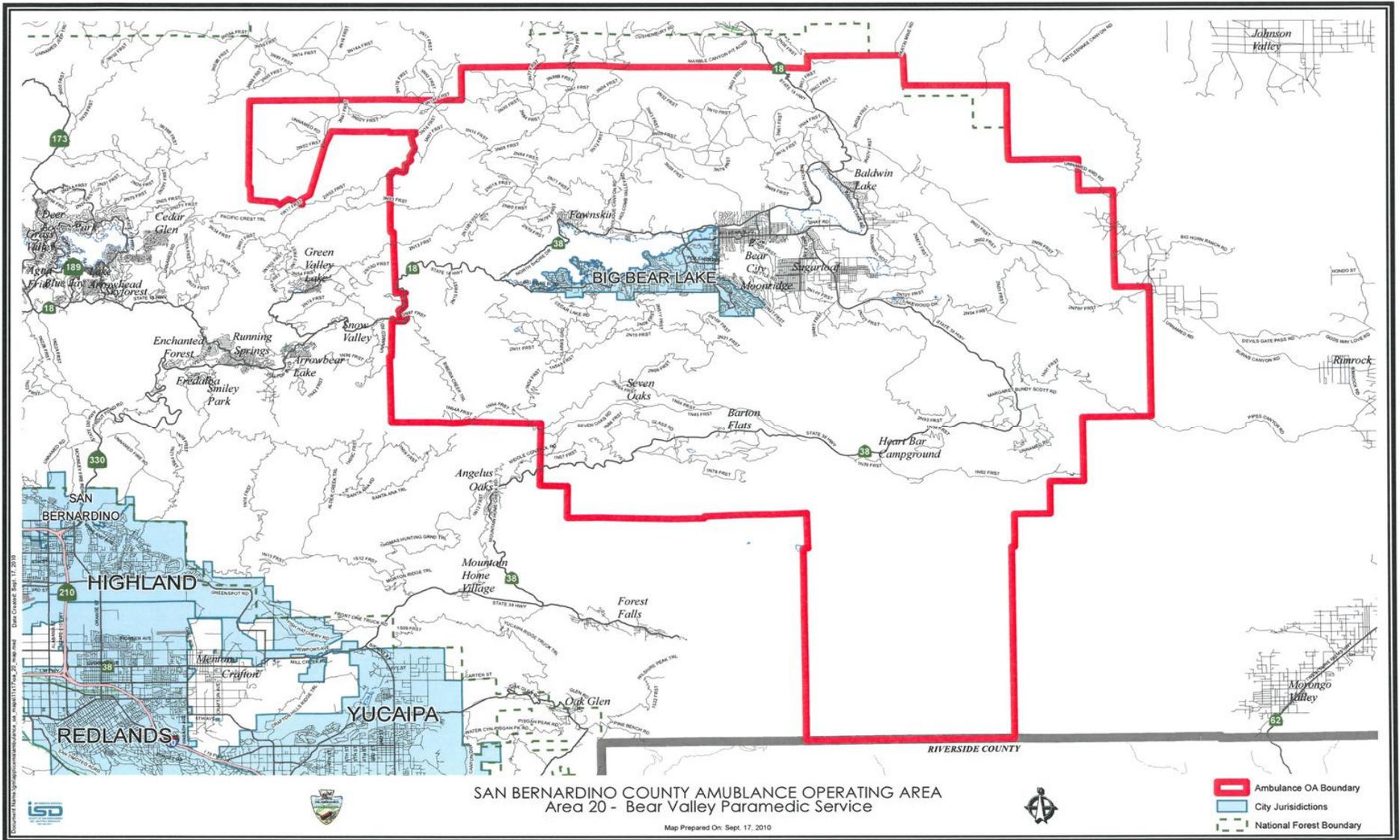
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	Total	---	---
November	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Running Springs Fire Department has not provided data as specified in MOU Agreement 06-1050, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)



EOA 20 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
February	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
March	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
April	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
May	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
June	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

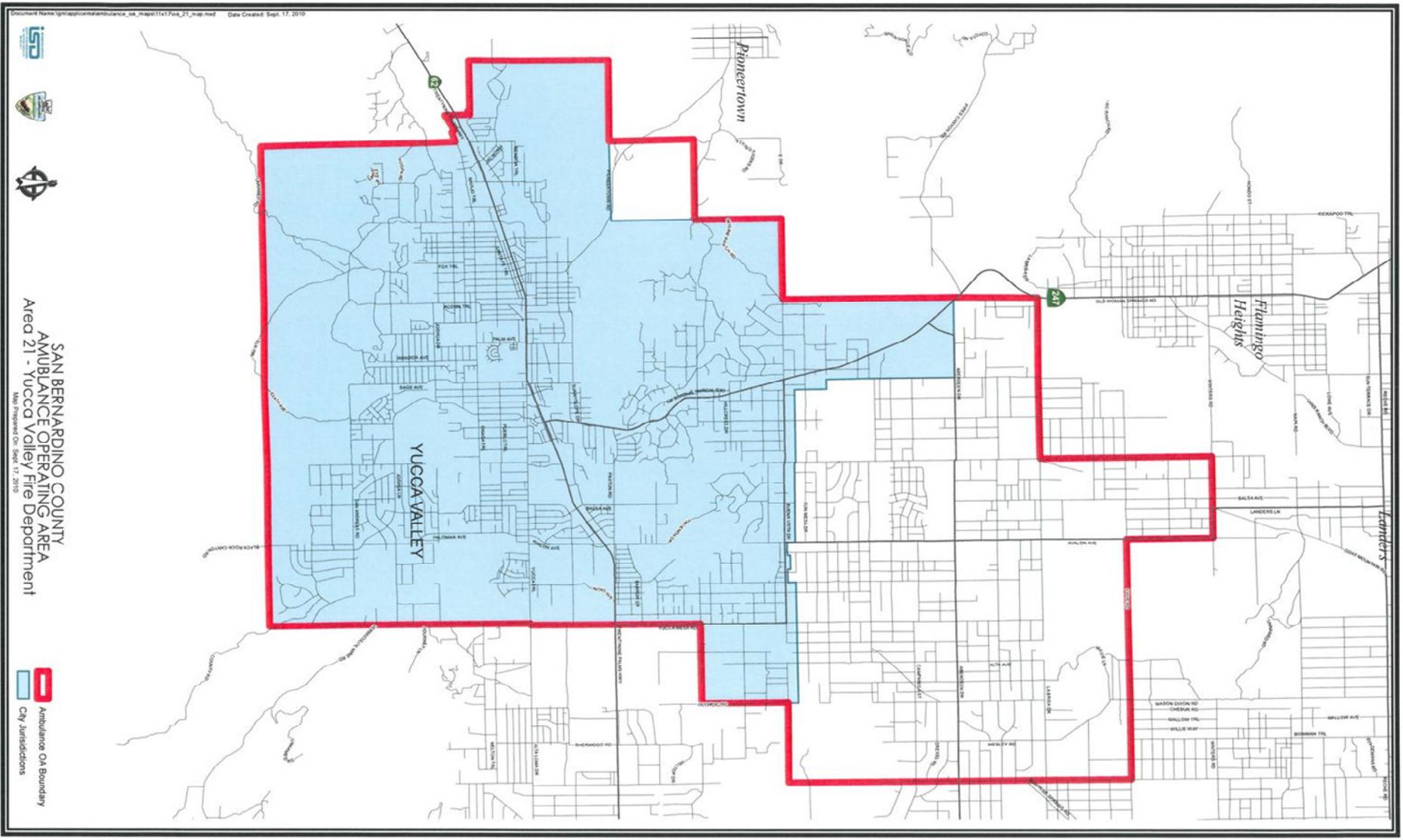
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
October	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
November	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
December	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59:00	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Bear Valley Paramedics has not provided data as specified in MOU Agreement 06-1051, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)



EOA 21 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	29:59	---	---
	Total	---	---
February	9:59	---	---
	29:59	---	---
	Total	---	---
March	9:59	---	---
	29:59	---	---
	Total	---	---
April	9:59	---	---
	29:59	---	---
	Total	---	---
May	9:59	---	---
	29:59	---	---
	Total	---	---
June	9:59	---	---
	29:59	---	---
	Total	---	---

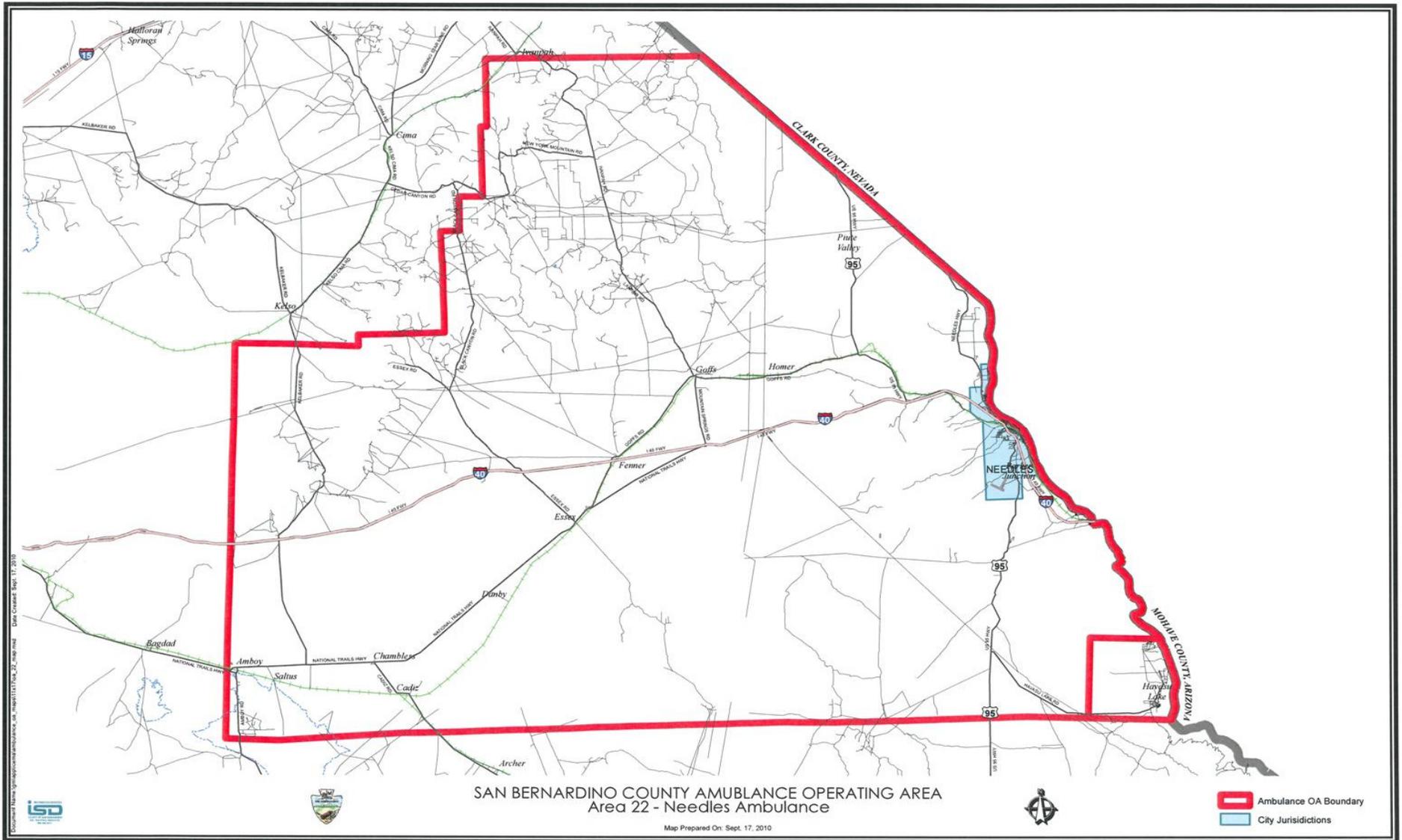
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	29:59	---	---
	Total	---	---
August	9:59	---	---
	29:59	---	---
	Total	---	---
September	9:59	---	---
	29:59	---	---
	Total	---	---
October	9:59	---	---
	29:59	---	---
	Total	---	---
November	9:59	---	---
	29:59	---	---
	Total	---	---
December	9:59	---	---
	29:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	9:59	---	---
	29:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Yucca Valley) has not provided data to ICEMA for year 2013. No MOU or other enforceable agreement is currently in place.



EOA 22 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
February	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
March	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
April	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
June	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
December	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Baker EMS (Needles) has not provided data as specified in MOU Agreement 05-102, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)

EOA 23 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	---	---
February	99:59	---	---
March	99:59	---	---
April	99:59	---	---
May	99:59	---	---
June	99:59	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	---	---
August	99:59	---	---
September	99:59	---	---
October	99:59	---	---
November	99:59	---	---
December	99:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	99:59	---	---
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Average number of runs per month: ---

Provider Baker EMS has not provided data as specified in MOU Agreement 04-1028, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)



EOA 24 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	39:59	---	---
February	39:59	---	---
March	39:59	---	---
April	39:59	---	---
May	39:59	---	---
June	39:59	---	---

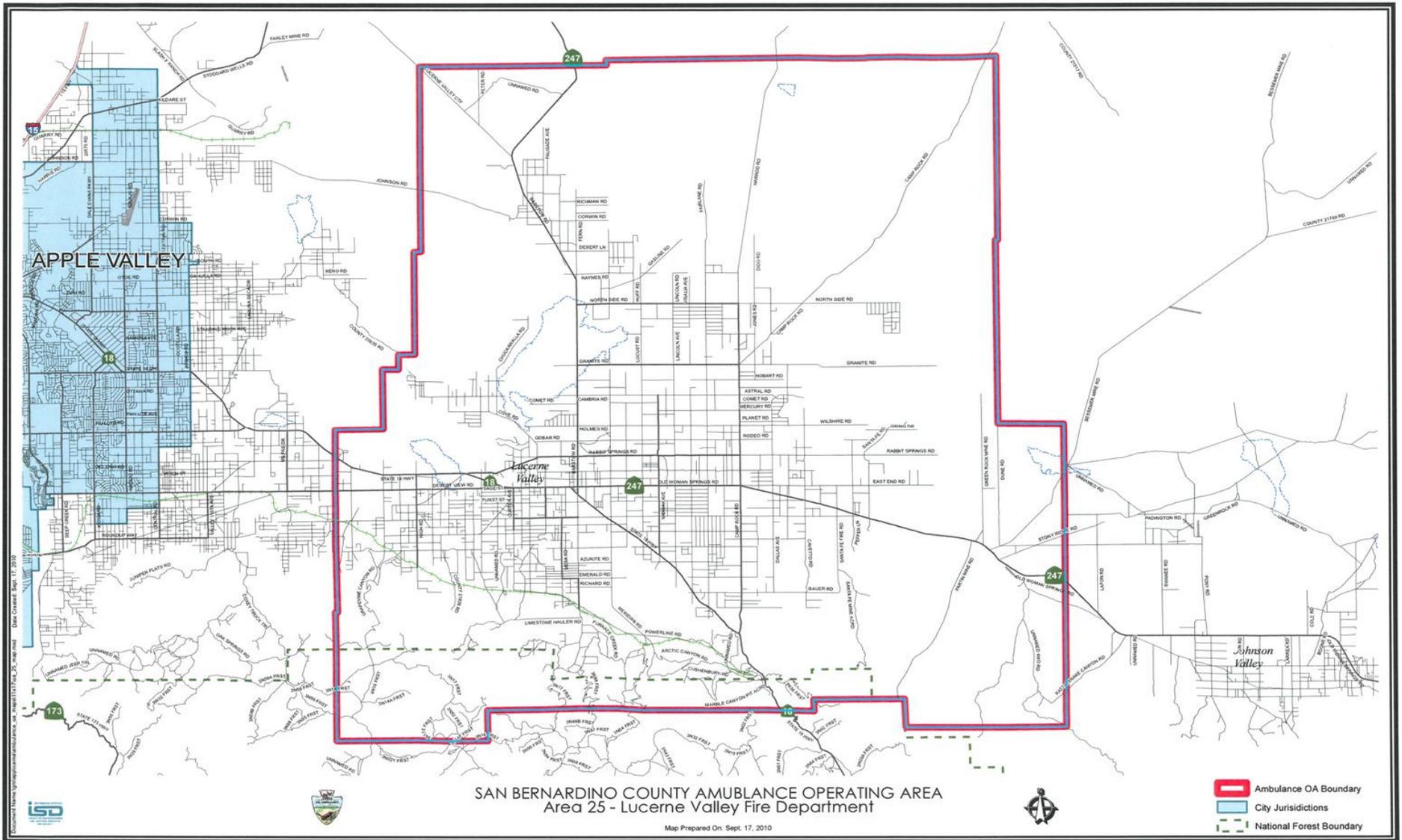
Month	Response Time Requirement	Total Runs	Percent On-Time
July	39:59	---	---
August	39:59	---	---
September	39:59	---	---
October	39:59	---	---
November	39:59	---	---
December	39:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	39:59	---	---
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Average number of runs per month: ---

EOA 24 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by an out of county ALS Mutual Aid provider who is not reporting performance data to ICEMA.



EOA 25 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
February	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
March	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
April	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
June	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

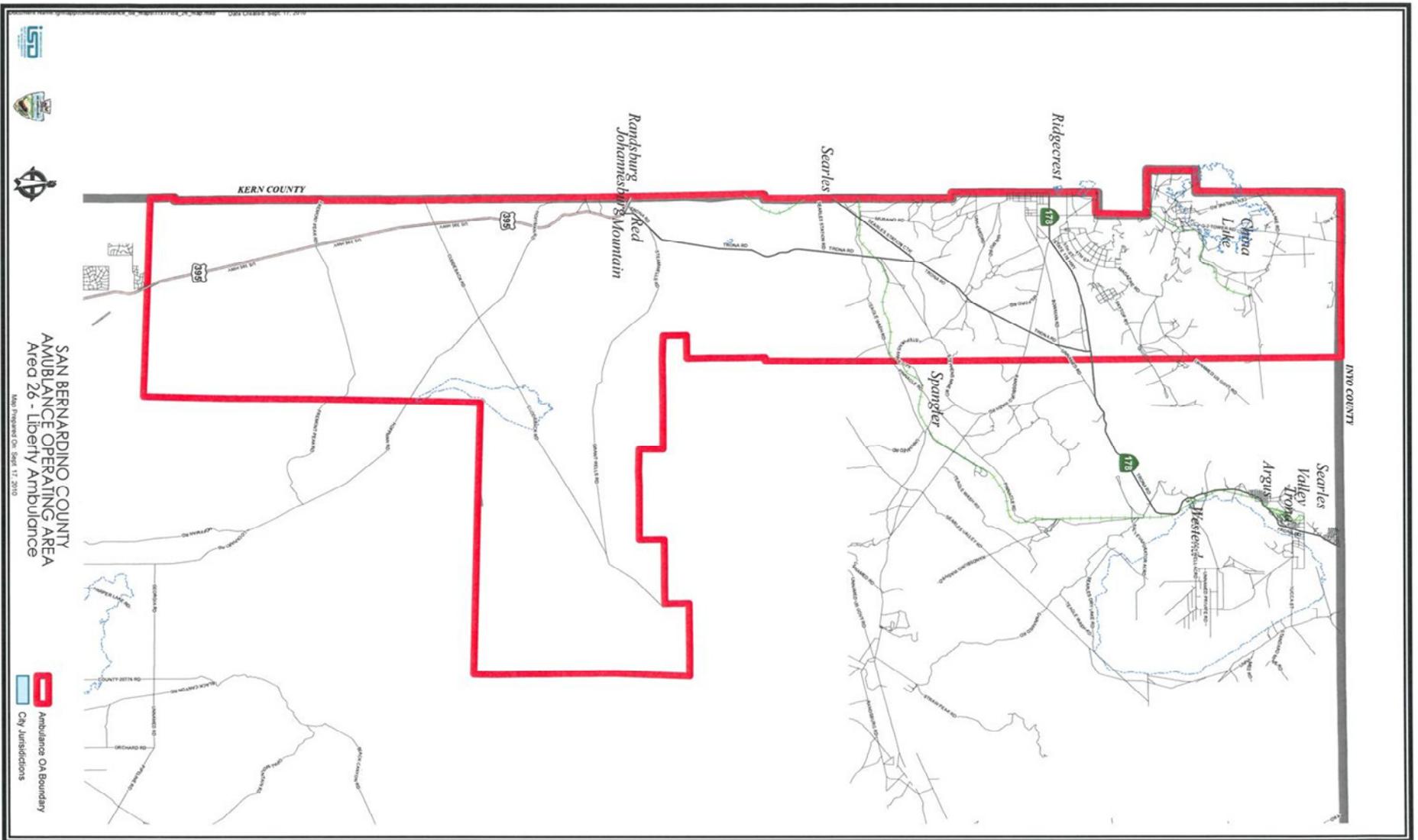
Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
December	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Lucerne Valley) has not provided data to ICEMA for year 2013. No MOU or other enforceable agreement is currently in place.



EOA 26 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	49:59	---	---
February	49:59	---	---
March	49:59	---	---
April	49:59	---	---
May	49:59	---	---
June	49:59	---	---

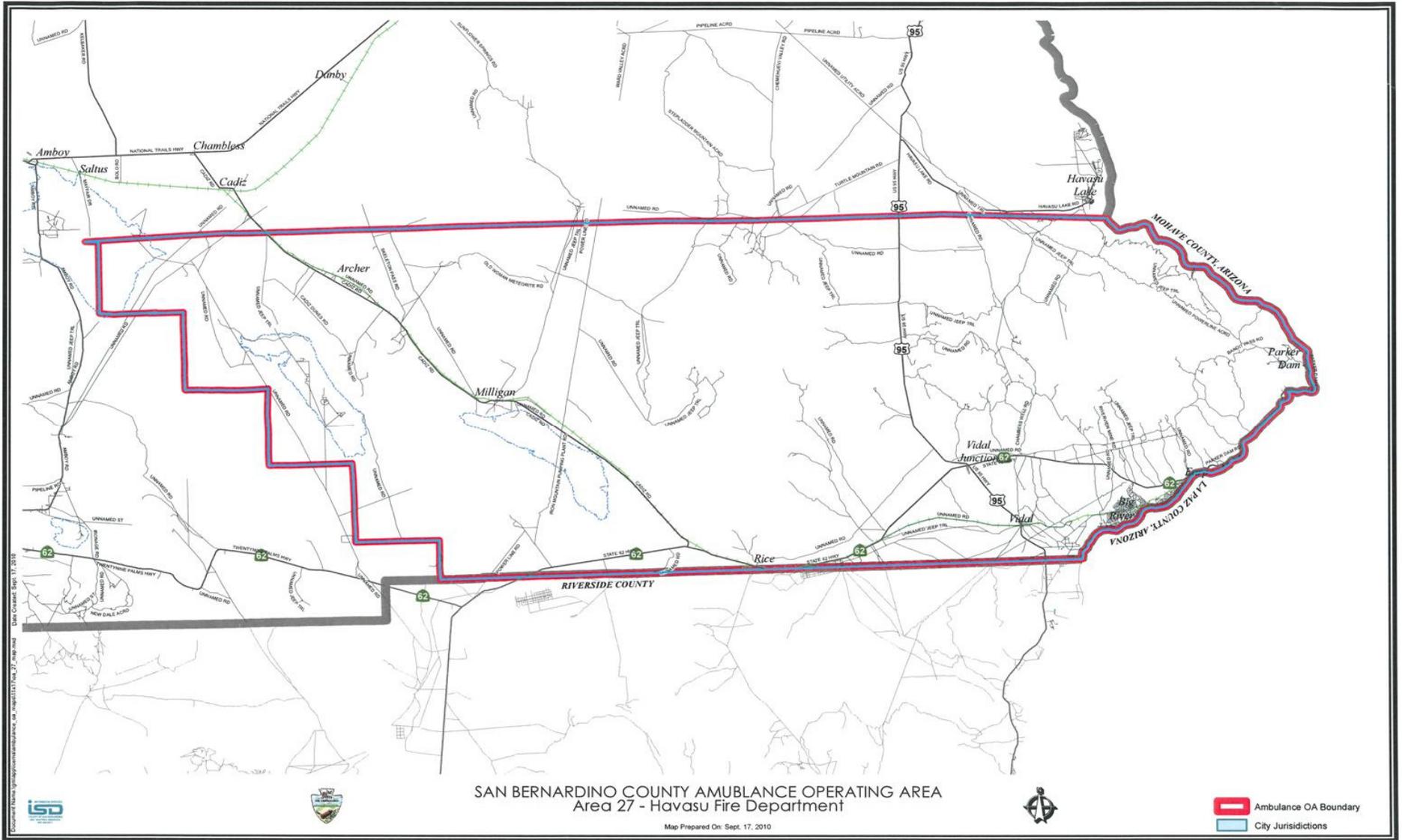
Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	49:59	---	---
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Average number of runs per month: ---

EOA 26 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by an out of county ALS Mutual Aid provider who is not reporting performance data to ICEMA.



EOA 27 Response Time Performance By Month, Calendar Year 2013

Month	Response Time Requirement	Total Runs	Percent On-Time
January	49:59	---	---
February	49:59	---	---
March	49:59	---	---
April	49:59	---	---
May	49:59	---	---
June	49:59	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2013	49:59	---	---
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Average number of runs per month: ---

EOA 27 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by a Mutual Aid provider who is not reporting performance data to ICEMA.