

Inland Counties Emergency Medical Agency



Performance Based Contracts

Annual Report

January 2014 - December 2014

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, 41 providers are using the ImageTrend software. 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)
 - Chino Valley Fire District
 - Colton Fire Department
 - Combat Center Fire Department

- Providers currently on ImageTrend ePCR (cont.):
 - Crest Forest Fire Protection District - Stopped sending data when merged with County Fire
 - Desert Ambulance
 - Fort Irwin Fire Department
 - Highland Fire Department (Cal Fire)
 - Independence Fire Protection District (Inyo County)
 - Loma Linda Fire Department
 - Lone Pine Fire (Inyo County)
 - Mammoth Lakes Fire Protection District (Mono County)
 - Marine Corps Logistics Base (MCLB) – Barstow
 - Mercy Air Service
 - Mono County Paramedics (Mono County)
 - Montclair Fire Department
 - Morongo Basin Ambulance
 - Morongo Valley Fire Department
 - Mountain Warfare Training Center (Mono County)
 - Olancha 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 Fire Department
 - San Bernardino County Sheriff's Department - Aviation Division
 - San Manuel Fire Department
 - Sierra Lifeflight - Bishop (Inyo County)
 - Southern Inyo Fire Protection District (Inyo County)
 - Symons Ambulance (San Bernardino County)
 - Symons Ambulance (Inyo County)
 - Upland Fire Department
 - Yucaipa City Fire Department (Cal Fire)

- ICEMA is working with the 5 remaining new providers on ImageTrend implementaton.
 - Implementation/training dates for additional providers are as follows:
 - Apple Valley Fire Department (pushed out September 2014)
 - Daggett Fire Department (BLS) - Setup pending
 - Medcor Corporation - Setup complete
 - San Bernardino County Fire - Waiting on Implementation Plan
 - Yermo Fire - Setup complete

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 2014 – A total of \$741,493.30 was invoiced for administrative fees, of which \$697,342.84 was collected, leaving a balance of \$44,150.46. The providers invoiced are:

- American Medical Response - \$630,504.98
- Baker EMS - Needles Ambulance - \$6,397.49
- Big Bear Fire Department - \$8,598.90
- Crest Forest Fire Department - \$2,027.95
- Desert Ambulance - \$26,480.69
- Morongo Basin Ambulance - \$21,443.51
- Running Springs Fire Department - \$1,889.32
- San Bernardino County Fire Department - \$44,150.46*

*Note: Denotes uncollected delinquent administrative fee.

Liquidated Damages / Assessments:

Liquidated Damages / Assessments generated in 2014 were as follows:

- From response time compliance - \$234,402
- From vehicle critical failures - \$29,750

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.

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⁾	-----

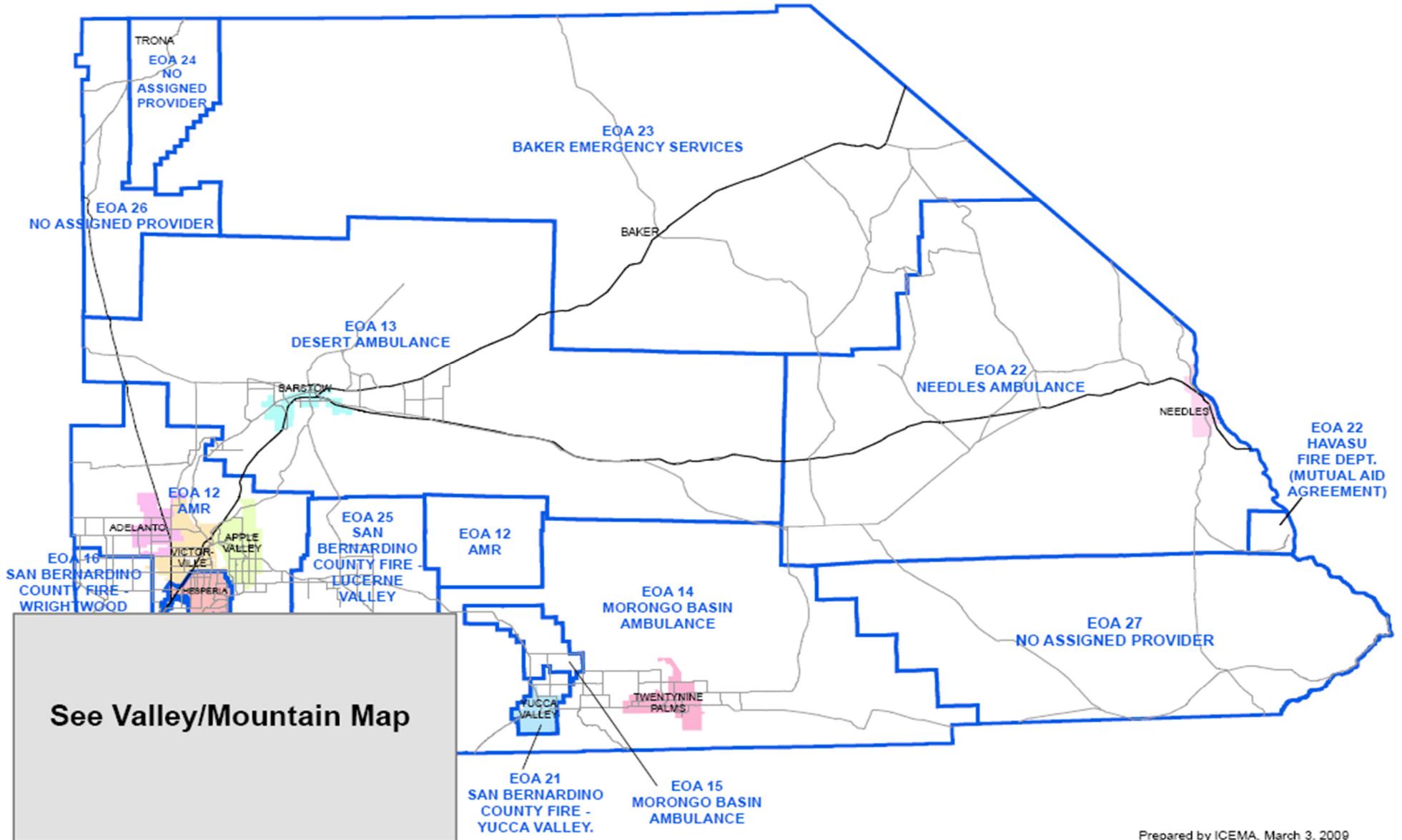
*Note: Two (2) one-year extensions upon Board approval

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

⁽²⁾ Automatic successive 3-year extensions

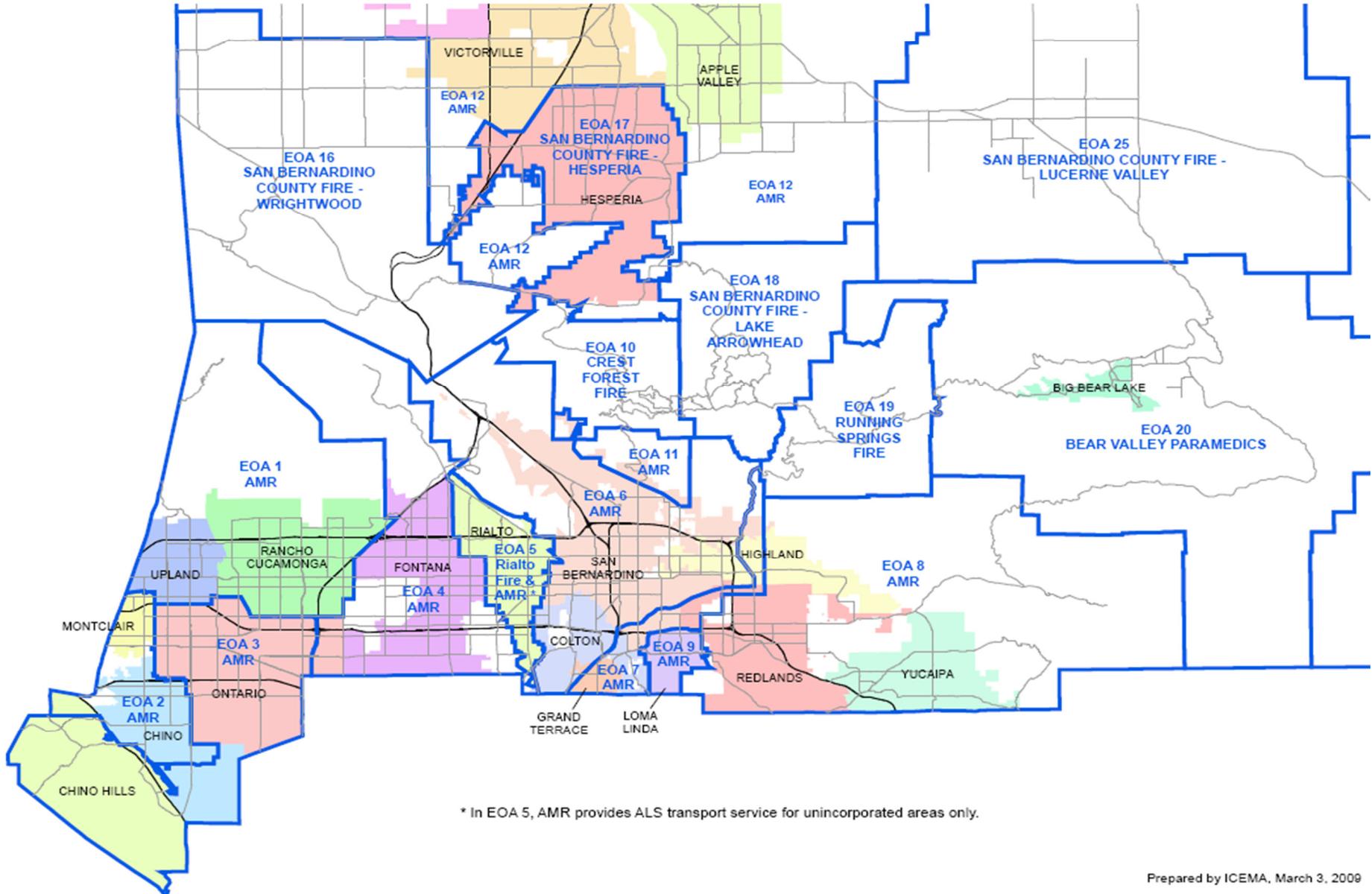
⁽³⁾ RFP January of 2007 for ALS provider – no responses or proposals received

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



Prepared by ICEMA, March 3, 2009

Response Time Compliance by All Providers in All EOA's All months in 2014

EOA	Provider	2014												Total CY2014	Total Runs*
		January	February	March	April	May	June	July	August	September	October	November	December		
1	AMR (Rancho Cucamonga)	91.69%	91.03%	90.28%	91.87%	90.23%	91.14%	91.91%	91.85%	91.55%	91.11%	91.32%	90.78%	91.23%	18,379
2	AMR (Rancho Cucamonga)	91.04%	90.87%	90.93%	91.63%	90.88%	92.39%	90.98%	92.39%	90.00%	92.31%	91.21%	91.81%	91.37%	8,869
3	AMR (Rancho Cucamonga)	90.39%	91.09%	88.37%	90.76%	90.64%	91.63%	91.68%	91.48%	91.53%	91.67%	91.73%	90.29%	90.94%	15,798
4	AMR (Rancho Cucamonga)	91.99%	90.35%	90.06%	91.52%	90.83%	92.46%	92.12%	90.48%	90.21%	90.20%	91.78%	90.42%	91.03%	16,368
5	Rialto Fire Department (201)														
5	AMR (San Bernardino)														
6	AMR (San Bernardino)	90.55%	93.38%	93.47%	92.68%	92.40%	94.02%	95.13%	93.88%	92.93%	93.02%	92.58%	92.71%	93.07%	37,015
7	AMR (Redlands)	90.86%	94.89%	93.66%	93.09%	94.01%	96.79%	94.40%	95.35%	94.24%	91.49%	93.11%	93.93%	93.77%	4,514
8	AMR (Redlands)	92.11%	92.73%	92.58%	92.31%	93.46%	93.98%	94.55%	93.01%	92.67%	93.09%	93.30%	91.42%	92.93%	13,431
9	AMR (Redlands)	95.09%	91.05%	92.86%	92.15%	91.63%	94.03%	94.36%	92.99%	90.20%	90.64%	94.44%	92.49%	92.68%	2,446
10	SBCFD (Crest Forest)														
11	AMR (San Bernardino)	<i>Included in EOA 6 calculation **</i>													
12	AMR (Victorville)	93.77%	94.64%	95.11%	94.04%	93.92%	94.23%	93.74%	94.12%	94.21%	94.93%	94.75%	93.04%	94.20%	30,554
13	Desert Ambulance	99.53%	100.00%	99.52%	99.77%	100.00%	99.37%	99.78%	99.38%	99.79%	100.00%	99.79%	100.00%	99.74%	5,368
14	Morongo Basin Ambulance	94.79%	95.34%	95.24%	97.32%	96.66%	97.59%	93.98%	94.94%	94.70%	95.59%	96.14%	96.14%	95.69%	3,618
15	Morongo Basin Ambulance	97.14%	100.00%	97.87%	100.00%	98.28%	100.00%	98.00%	94.59%	97.14%	96.55%	98.11%	97.62%	97.92%	480
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	368	367	99.7%
February	227	226	99.6%
March	221	220	99.5%
April	211	209	99.1%
May	303	297	98.0%
June	331	330	99.7%
July	295	295	100.0%
August	329	329	100.0%
September	383	382	99.7%
October	315	315	100.0%
November	313	311	99.4%
December	473	473	100.0%
Total	3769	3754	99.6%

EOA 1 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,623	91.74%
	29:59	2	50.00%
	Total	1,625	91.69%
February	9:59	1,423	91.08%
	29:59	4	75.00%
	Total	1,427	91.03%
March	9:59	1,445	90.24%
	29:59	5	100.00%
	Total	1,450	90.28%
April	9:59	1,492	91.89%
	29:59	8	87.50%
	Total	1,500	91.87%
May	9:59	1,535	90.23%
	29:59	11	90.91%
	Total	1,546	90.23%
June	9:59	1,449	91.10%
	29:59	7	100.00%
	Total	1,456	91.14%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,550	91.87%
	29:59	8	100.00%
	Total	1,558	91.91%
August	9:59	1,548	91.93%
	29:59	10	80.00%
	Total	1,558	91.85%
September	9:59	1,559	91.53%
	29:59	3	100.00%
	Total	1,562	91.55%
October	9:59	1,551	91.10%
	29:59	2	100.00%
	Total	1,553	91.11%
November	9:59	1,462	91.31%
	29:59	12	91.67%
	Total	1,474	91.32%
December	9:59	1,653	91.05%
	29:59	17	64.71%
	Total	1,670	90.78%

Month	Exemption		
	Requests	Approved	% Approved
January	31	31	100.0%
February	9	9	100.0%
March	7	7	100.0%
April	9	9	100.0%
May	7	5	71.4%
June	17	17	100.0%
July	12	12	100.0%
August	19	19	100.0%
September	27	27	100.0%
October	15	15	100.0%
November	14	14	100.0%
December	28	28	100.0%
Total	195	193	99.0%

CY2014	9:59	18,290	91.26%
	29:59	89	85.39%
	Total	18,379	91.23%

Average number of runs per month: **1,532**

RT compliance of each month exceeded 90%.

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

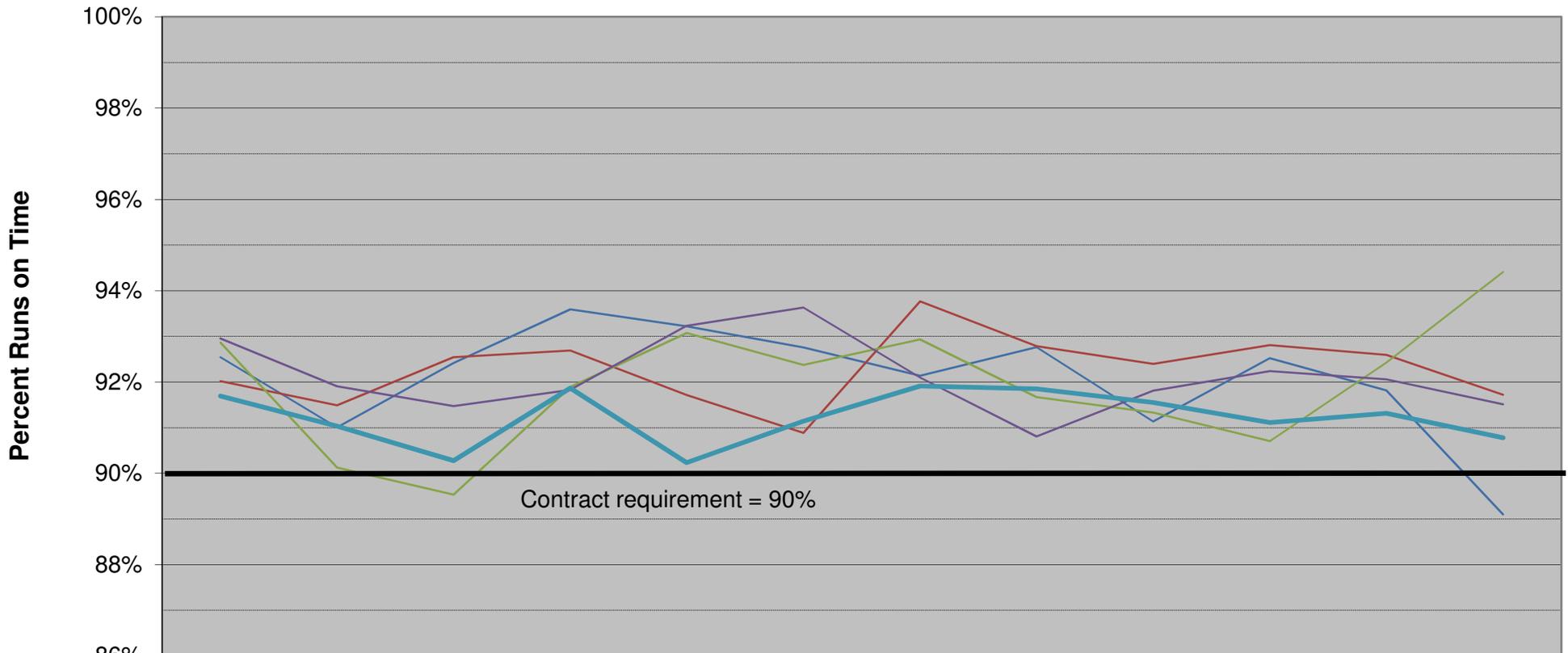
The highest compliance rate for the year was:

July at: 91.91%

The lowest compliance rate for the year was:

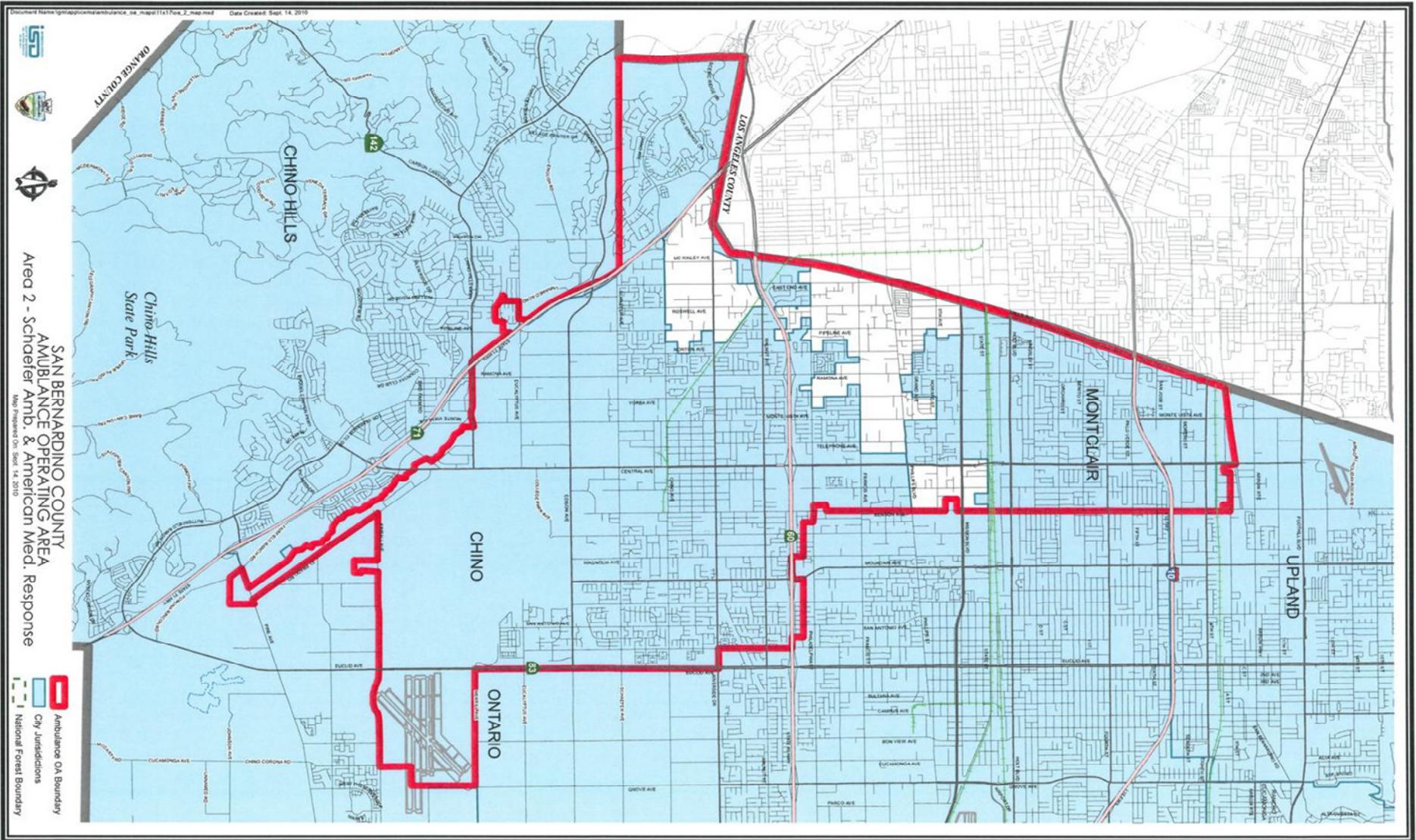
May at: 90.23%

EOA 1 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	91.69%	91.03%	90.28%	91.87%	90.23%	91.14%	91.91%	91.85%	91.55%	91.11%	91.32%	90.78%
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
2014 Fines	\$3,545	\$2,803	\$3,385	\$2,997	\$3,205	\$2,170	\$2,069	\$2,885	\$2,620	\$2,960	\$2,616	\$3,870

Total Liquidated Damages = \$138,741



EOA 2 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	748	91.04%
	11:59	No Runs	
	Total	748	91.04%
February	9:59	668	90.87%
	11:59	No Runs	
	Total	668	90.87%
March	9:59	728	90.93%
	11:59	No Runs	
	Total	728	90.93%
April	9:59	741	91.63%
	11:59	No Runs	
	Total	741	91.63%
May	9:59	746	90.88%
	11:59	No Runs	
	Total	746	90.88%
June	9:59	736	92.39%
	11:59	No Runs	
	Total	736	92.39%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	787	90.98%
	11:59	No Runs	
	Total	787	90.98%
August	9:59	749	92.39%
	11:59	No Runs	
	Total	749	92.39%
September	9:59	740	90.00%
	11:59	No Runs	
	Total	740	90.00%
October	9:59	741	92.31%
	11:59	No Runs	
	Total	741	92.31%
November	9:59	728	91.21%
	11:59	No Runs	
	Total	728	91.21%
December	9:59	757	91.81%
	11:59	No Runs	
	Total	757	91.81%

Month	Exemption		
	Requests	Approved	% Approved
January	1	1	100.0%
February	3	3	100.0%
March	3	3	100.0%
April	4	4	100.0%
May	8	8	100.0%
June	3	3	100.0%
July	5	5	100.0%
August	4	4	100.0%
September	11	11	100.0%
October	5	5	100.0%
November	8	8	100.0%
December	15	15	100.0%
Total	70	70	100.0%

CY2014	9:59	8,869	91.37%
	11:59	No Runs	
	Total	8,869	91.37%

Average number of runs per month: **740**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **91.37%**

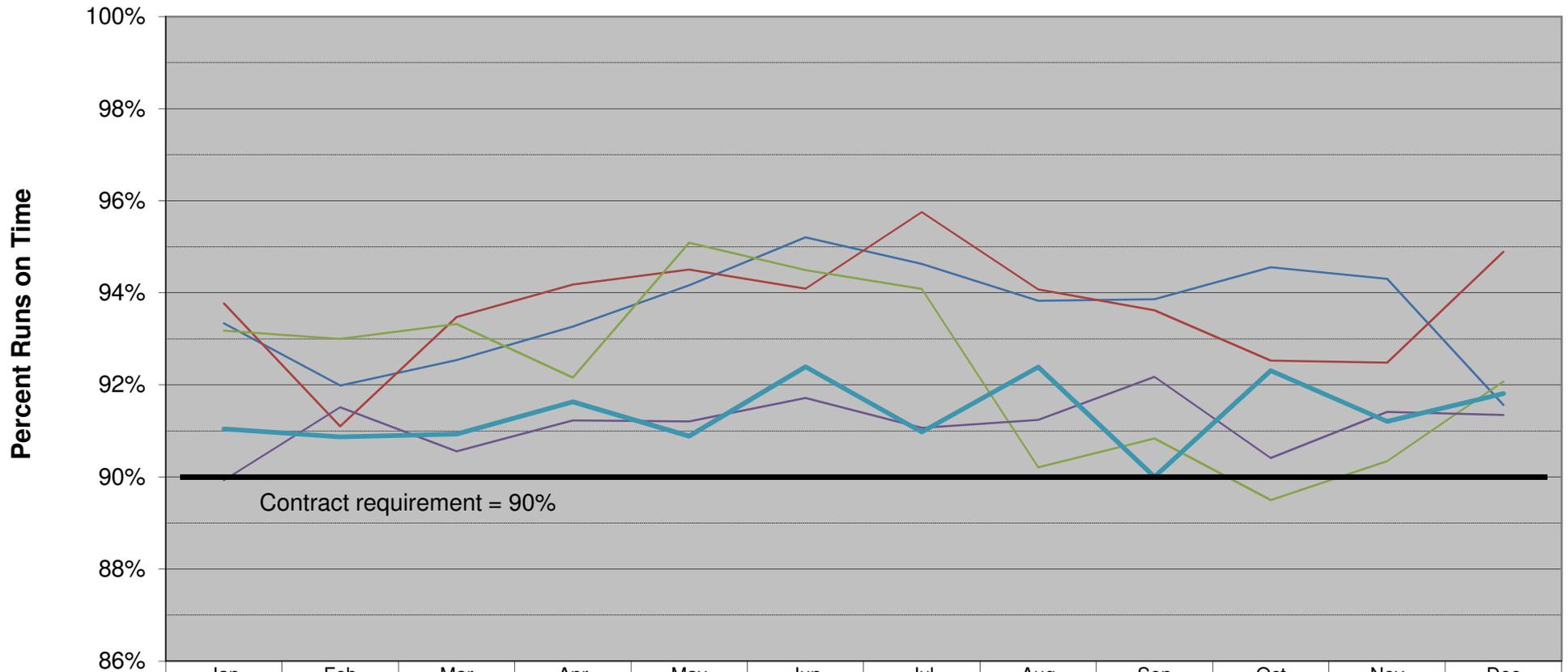
The highest compliance rate for the year was:

June at: 92.39%

The lowest compliance rate for the year was:

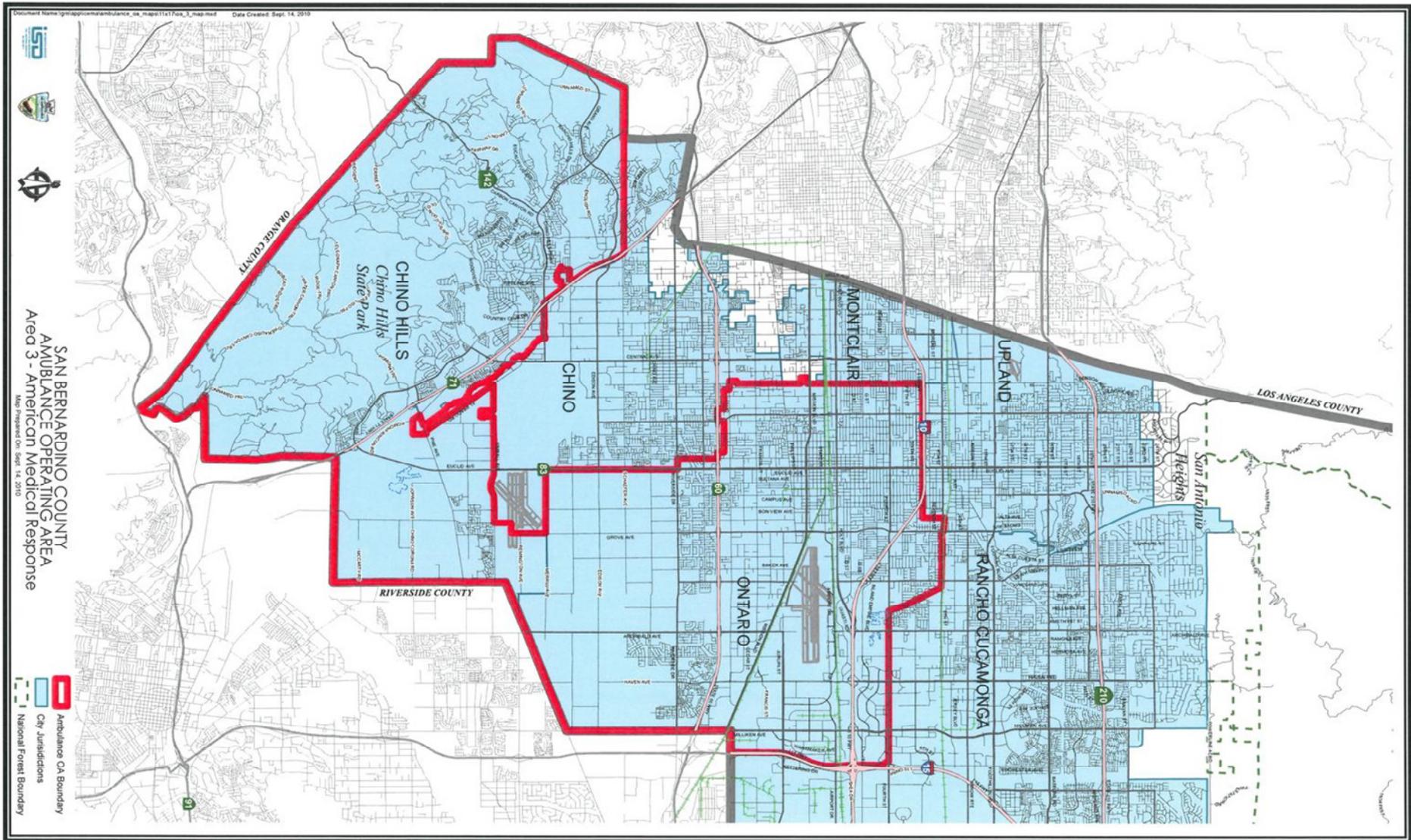
September at: 90.00%

EOA 2 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	91.04%	90.87%	90.93%	91.63%	90.88%	92.39%	90.98%	92.39%	90.00%	92.31%	91.21%	91.81%
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
2014 Fines	\$1,186	\$2,195	\$1,395	\$1,441	\$1,730	\$809	\$1,815	\$940	\$1,765	\$1,091	\$1,867	\$1,453

Total Liquidated Damages = \$58,441



EOA 3 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,270	90.39%
February	9:59	1,134	91.09%
March	9:59	1,333	88.37%
April	9:59	1,320	90.76%
May	9:59	1,357	90.64%
June	9:59	1,279	91.63%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,286	91.68%
August	9:59	1,397	91.48%
September	9:59	1,381	91.53%
October	9:59	1,380	91.67%
November	9:59	1,281	91.73%
December	9:59	1,380	90.29%

Month	Exemption		
	Requests	Approved	% Approved
January	22	22	100.0%
February	12	12	100.0%
March	9	9	100.0%
April	16	16	100.0%
May	9	7	77.8%
June	28	28	100.0%
July	10	10	100.0%
August	12	12	100.0%
September	28	28	100.0%
October	21	21	100.0%
November	16	16	100.0%
December	24	24	100.0%
Total	207	205	99.0%

CY2014	9:59	15,798	90.94%
---------------	-------------	---------------	---------------

Average number of runs per month: **1,317**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **90.94%**

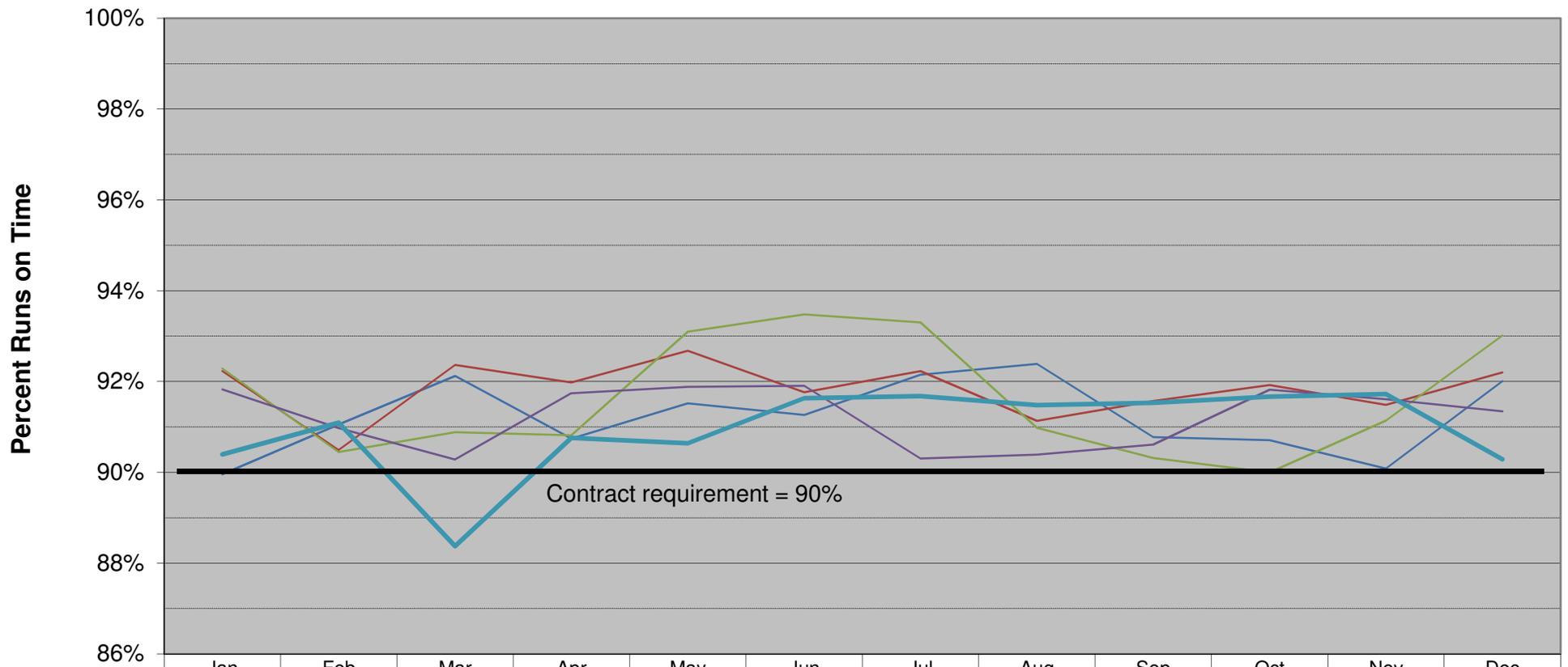
The highest compliance rate for the year was:

November at: 91.73%

The lowest compliance rate for the year was:

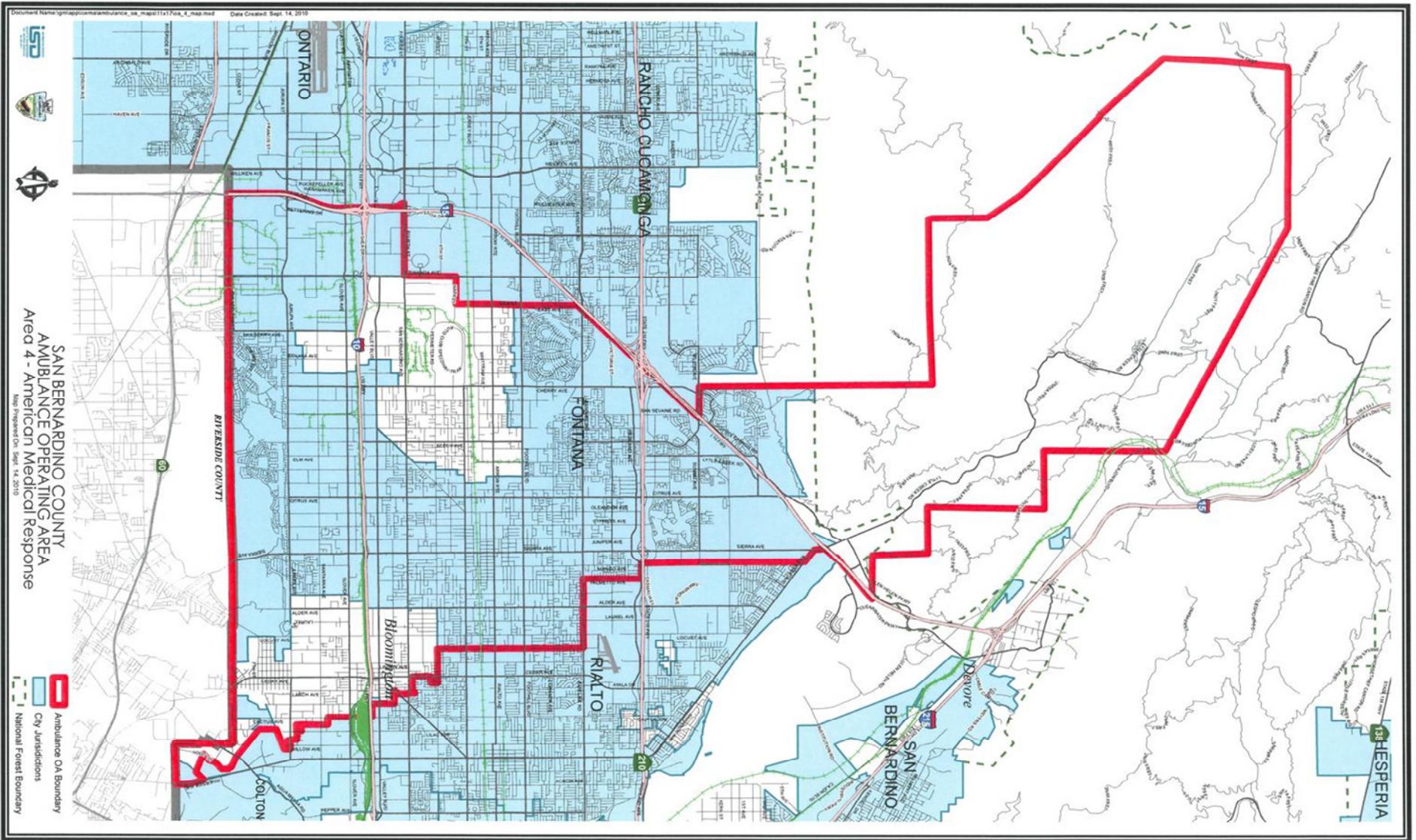
March at: 88.37%

EOA 3 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	90.39%	91.09%	88.37%	90.76%	90.64%	91.63%	91.68%	91.48%	91.53%	91.67%	91.73%	90.29%
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
2014 Fines	\$4,400	\$2,162	\$6,877	\$4,445	\$4,415	\$3,219	\$3,308	\$3,163	\$3,288	\$4,017	\$2,911	\$4,525

Total Liquidated Damages = \$195,201



EOA 4 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,348	91.91%
	29:59	12	100.00%
	Total	1,360	91.99%
February	9:59	1,203	90.36%
	29:59	9	88.89%
	Total	1,212	90.35%
March	9:59	1,336	89.97%
	29:59	12	100.00%
	Total	1,348	90.06%
April	9:59	1,321	91.45%
	29:59	11	100.00%
	Total	1,332	91.52%
May	9:59	1,454	90.85%
	29:59	18	88.89%
	Total	1,472	90.83%
June	9:59	1,277	92.40%
	29:59	10	100.00%
	Total	1,287	92.46%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,366	92.02%
	29:59	17	100.00%
	Total	1,383	92.12%
August	9:59	1,428	90.41%
	29:59	11	100.00%
	Total	1,439	90.48%
September	9:59	1,389	90.14%
	29:59	11	100.00%
	Total	1,400	90.21%
October	9:59	1,366	90.12%
	29:59	11	100.00%
	Total	1,377	90.20%
November	9:59	1,332	91.74%
	29:59	7	100.00%
	Total	1,339	91.78%
December	9:59	1,409	90.35%
	29:59	10	100.00%
	Total	1,419	90.42%

Month	Exemption		
	Requests	Approved	% Approved
January	25	25	100.0%
February	8	8	100.0%
March	13	13	100.0%
April	17	15	88.2%
May	14	14	100.0%
June	18	18	100.0%
July	9	9	100.0%
August	12	12	100.0%
September	23	23	100.0%
October	29	29	100.0%
November	11	9	81.8%
December	34	34	100.0%
Total	213	209	98.1%

CY2014	9:59	16,229	90.97%
	29:59	139	97.84%
	Total	16,368	91.03%

Average number of runs per month: **1,364**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **91.03%**

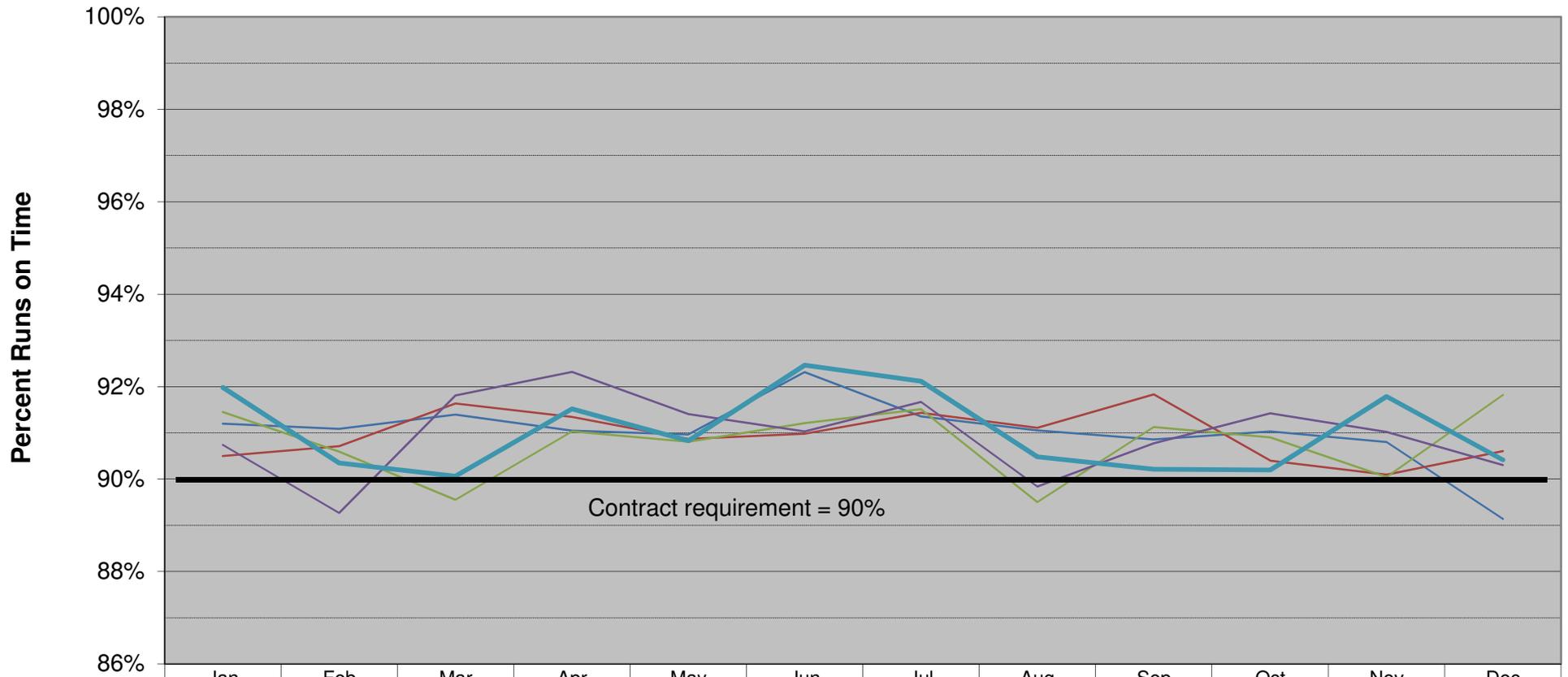
The highest compliance rate for the year was:

June at: 92.46%

The lowest compliance rate for the year was:

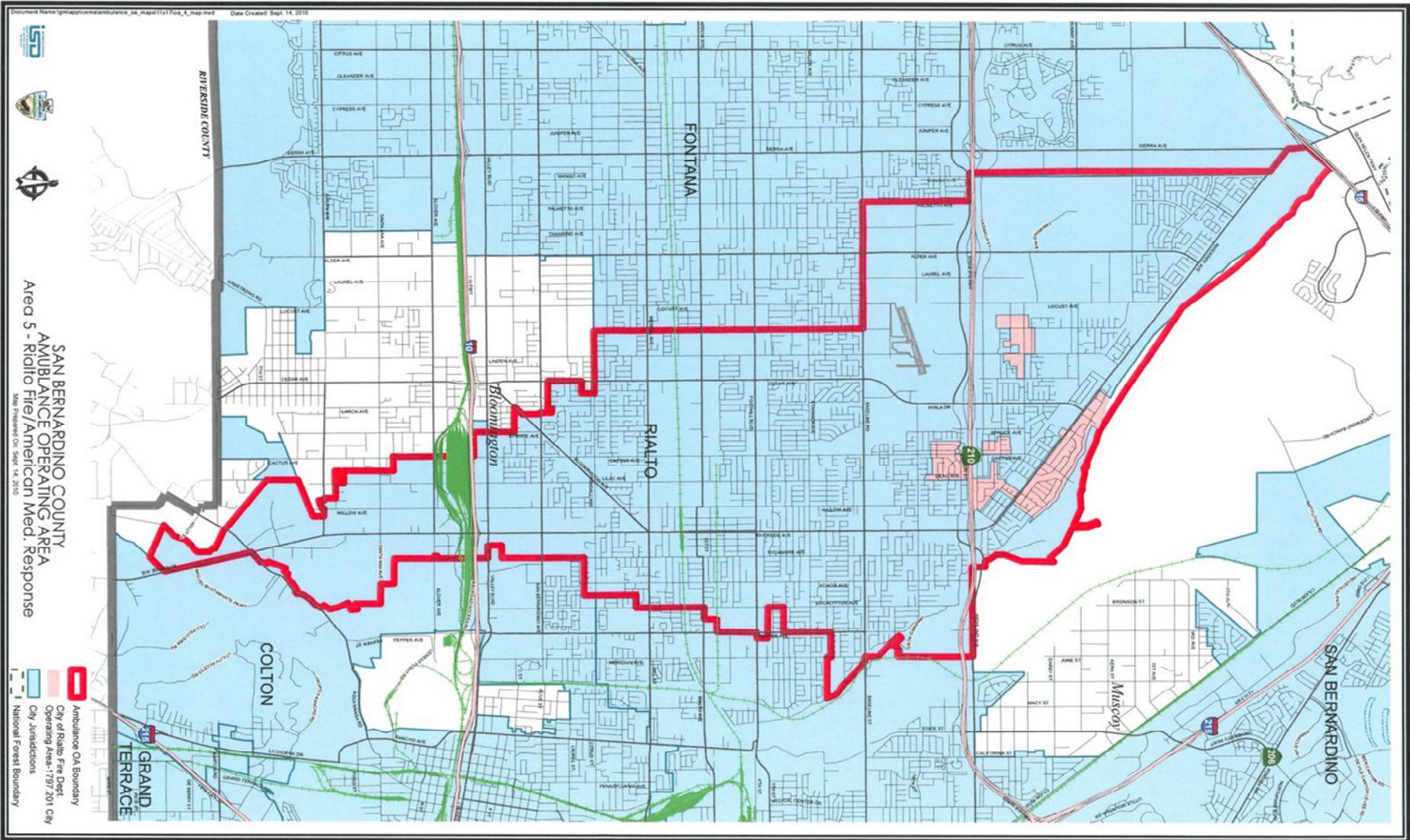
March at: 90.06%

EOA 4 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	91.99%	90.35%	90.06%	91.52%	90.83%	92.46%	92.12%	90.48%	90.21%	90.20%	91.78%	90.42%
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
2014 Fines	\$2,648	\$3,435	\$4,295	\$3,065	\$3,715	\$1,670	\$1,382	\$3,505	\$3,295	\$4,045	\$2,405	\$4,130

Total Liquidated Damages = \$166,514



EOA 5* Response Time Performance

By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	22	95.45%
February	9:59	20	95.00%
March	9:59	21	100.00%
April	9:59	11	90.91%
May	9:59	23	91.30%
June	9:59	25	88.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	20	95.00%
August	9:59	27	85.19%
September	9:59	29	86.21%
October	9:59	26	92.31%
November	9:59	23	86.96%
December	9:59	21	90.48%

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

CY2014	Response Time Requirement	Total Runs	Percent On-Time
	9:59	268	91.04%

Average number of runs per month: **23**
 Overall compliance for the year: **91.04%**

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

Cumulative Compliance Calculation

September 2013 - January 2014

Response Time Requirement	Total Runs	Percent On-Time
09:59	107	92.52%

Cumulative Compliance Calculation

February 2014 - June 2014

Response Time Requirement	Total Runs	Percent On-Time
09:59	100	93.00%

Cumulative Compliance Calculation

July 2014 - October 2014

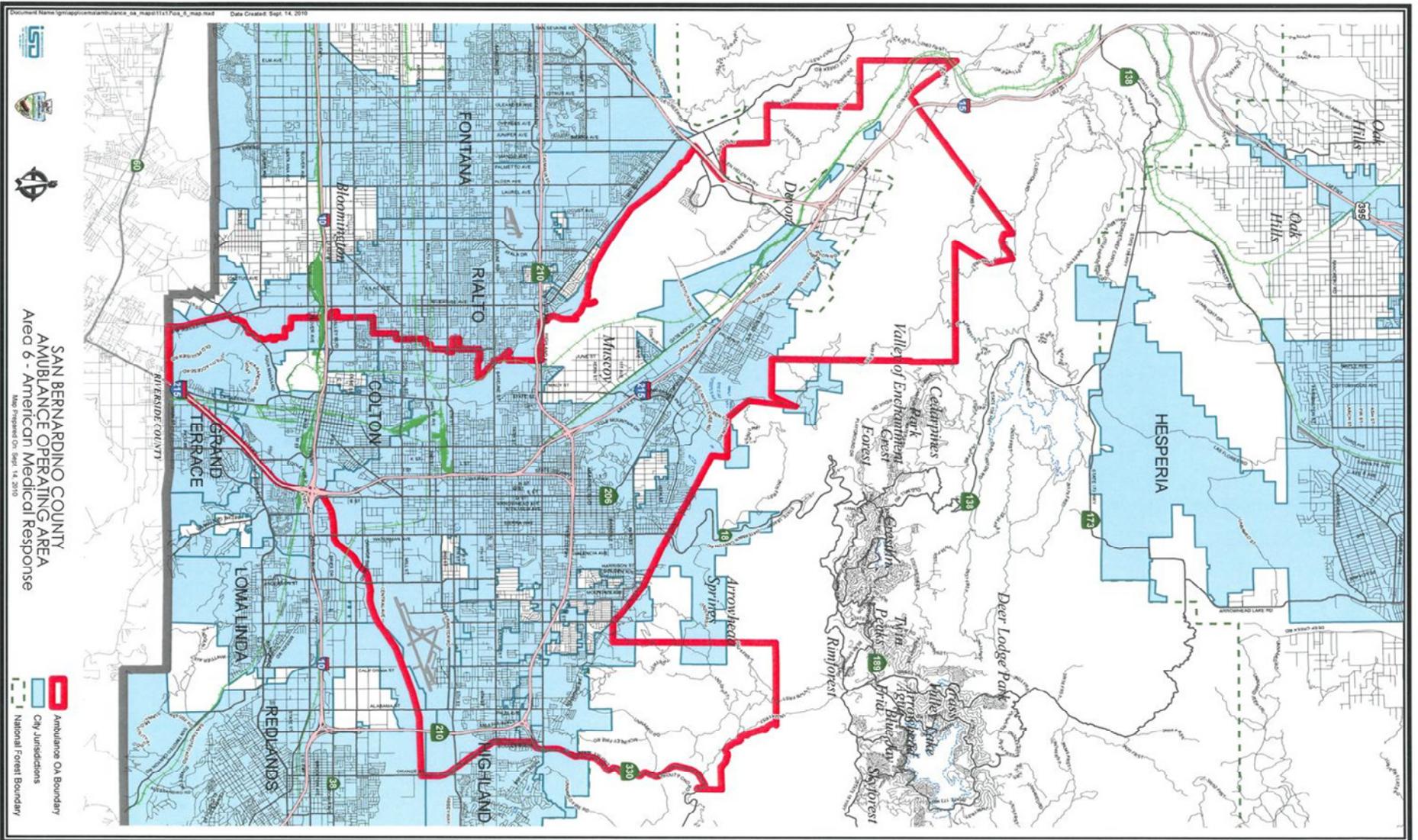
Response Time Requirement	Total Runs	Percent On-Time
09:59	102	89.22%

Cumulative Compliance Calculation

November 2014 - February 2015

Response Time Requirement	Total Runs	Percent On-Time
09:59	99	93.94%

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 2012 data, 88 runs are required for CY2013 compliance calculations. Based on 2013 data, 93 runs are required for CY2014 compliance calculations. One cycle was completed carried over from CY2013, two cycles were completed in CY2014 and one cycle will be completed in CY2015.



EOA 6 Response Time Performance

By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	3,140	90.61%
	11:59	9	77.78%
	14:59	No Runs	
	19:59	4	75.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	1	100.00%
	Total	3,154	90.55%
February	9:59	2,719	93.49%
	11:59	11	72.73%
	14:59	No Runs	
	19:59	6	83.33%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,736	93.38%
March	9:59	3,042	93.49%
	11:59	18	94.44%
	14:59	No Runs	
	19:59	5	80.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	3,065	93.47%
April	9:59	2,919	92.67%
	11:59	5	100.00%
	14:59	No Runs	
	19:59	1	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,925	92.68%
May	9:59	3,082	92.38%
	11:59	15	93.33%
	14:59	3	100.00%
	19:59	3	100.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	Total	3,104	92.40%
June	9:59	2,992	94.05%
	11:59	11	81.82%
	14:59	No Runs	
	19:59	5	100.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	1	100.00%
	Total	3,010	94.02%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	3,228	95.20%
	11:59	10	90.00%
	14:59	No Runs	
	19:59	4	50.00%
	24:59	2	100.00%
	29:59	No Runs	
	99:59	No Runs	
	Total	3,244	95.13%
August	9:59	3,249	93.91%
	11:59	15	86.67%
	14:59	1	100.00%
	19:59	1	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	3,266	93.88%
September	9:59	3,151	92.89%
	11:59	11	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	3,167	92.93%
October	9:59	3,235	92.98%
	11:59	5	100.00%
	14:59	1	100.00%
	19:59	8	100.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	Total	3,250	93.02%
November	9:59	2,964	92.58%
	11:59	13	92.31%
	14:59	No Runs	
	19:59	3	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	Total	2,980	92.58%
December	9:59	3,086	92.74%
	11:59	14	92.86%
	14:59	No Runs	
	19:59	10	90.00%
	24:59	3	66.67%
	29:59	No Runs	
	99:59	1	100.00%
	Total	3,114	92.71%

Month	Exemption		
	Requests	Approved	% Approved
January	159	159	100.0%
February	90	89	98.9%
March	80	80	100.0%
April	74	74	100.0%
May	140	138	98.6%
June	117	116	99.1%
July	90	90	100.0%
August	136	136	100.0%
September	141	141	100.0%
October	142	142	100.0%
November	135	135	100.0%
December	185	185	100.0%
Total	1489	1485	99.7%

CY2014	9:59	36,807	93.09%
	11:59	137	89.78%
	14:59	6	100.00%
	19:59	54	88.89%
	24:59	8	87.50%
	29:59	No Runs	
	99:59	3	100.00%
	Total	37,015	93.07%

Average number of runs per month: **3,085**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **93.07%**

The highest compliance rate for the year was:

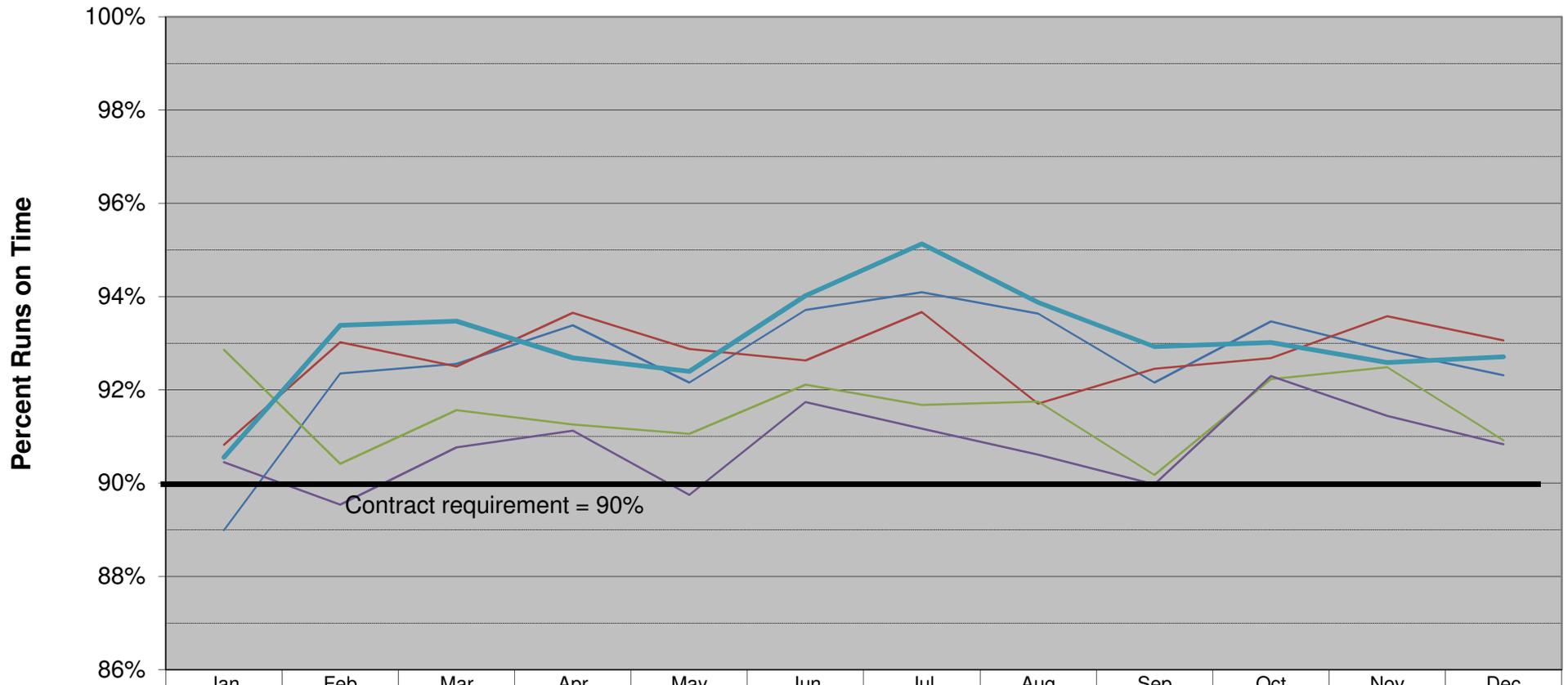
July at: 95.13%

The lowest compliance rate for the year was:

January at: 90.55%

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).

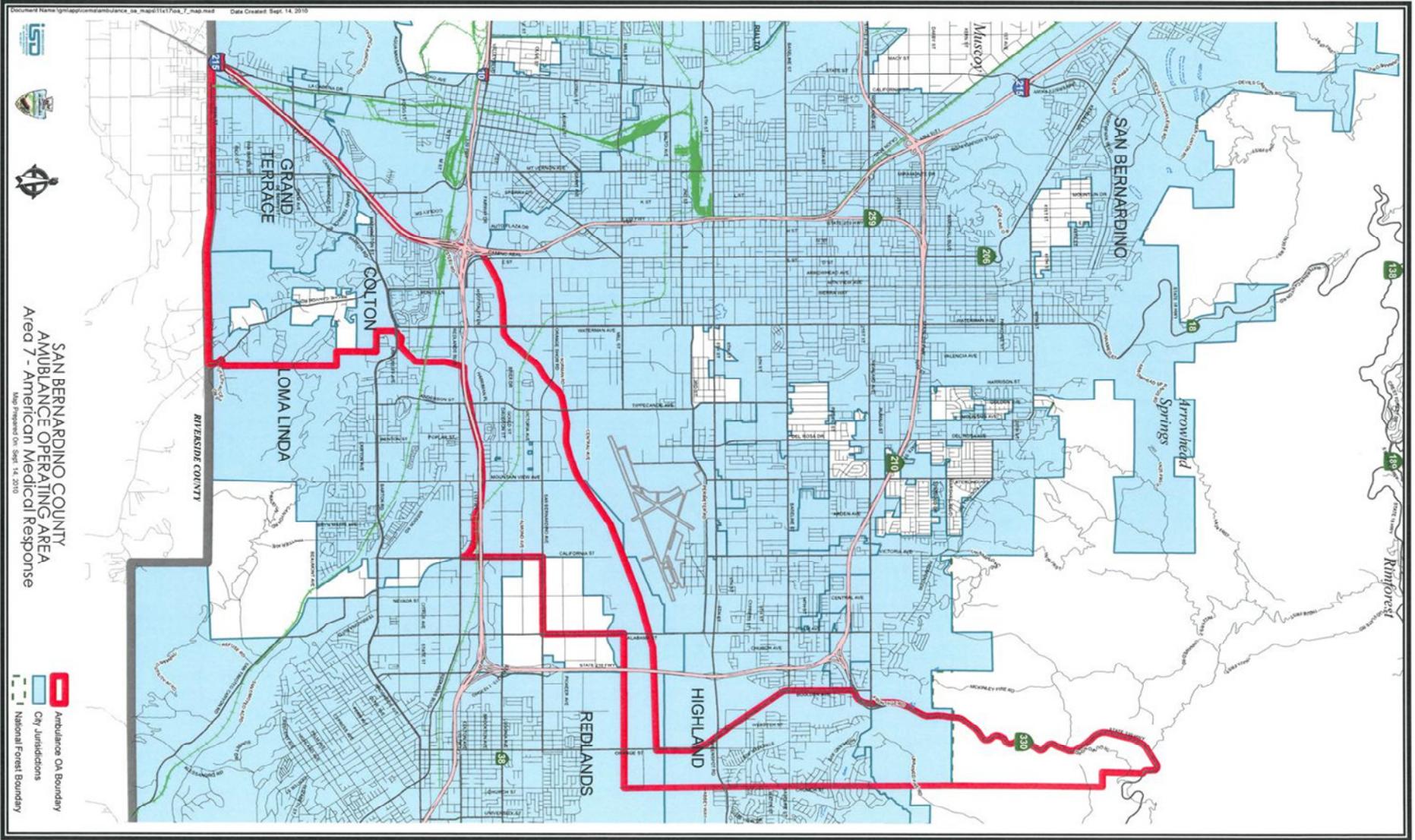
EOA 6 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	90.55%	93.38%	93.47%	92.68%	92.40%	94.02%	95.13%	93.88%	92.93%	93.02%	92.58%	92.71%
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
2014 Fines	\$9,695	\$3,029	\$2,623	\$3,724	\$3,871	\$1,201	\$553	\$2,420	\$3,289	\$3,329	\$4,332	\$4,641

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

Total Liquidated Damages = \$270,595



EOA 7 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	283	87.63%
	11:59	100	100.00%
	19:59	No Runs	
	Total	383	90.86%
February	9:59	218	91.74%
	11:59	133	100.00%
	19:59	1	100.00%
	Total	352	94.89%
March	9:59	225	90.67%
	11:59	104	100.00%
	19:59	2	100.00%
	Total	331	93.66%
April	9:59	252	90.87%
	11:59	124	97.58%
	19:59	No Runs	
	Total	376	93.09%
May	9:59	237	91.98%
	11:59	128	97.66%
	19:59	2	100.00%
	Total	367	94.01%
June	9:59	240	95.83%
	11:59	103	99.03%
	19:59	No Runs	
	Total	343	96.79%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	281	92.17%
	11:59	130	99.23%
	19:59	No Runs	
	Total	411	94.40%
August	9:59	253	93.68%
	11:59	134	98.51%
	19:59	No Runs	
	Total	387	95.35%
September	9:59	259	91.12%
	11:59	140	100.00%
	19:59	No Runs	
	Total	399	94.24%
October	9:59	282	87.59%
	11:59	141	99.29%
	19:59	No Runs	
	Total	423	91.49%
November	9:59	256	90.63%
	11:59	107	99.07%
	19:59	No Runs	
	Total	363	93.11%
December	9:59	246	90.65%
	11:59	133	100.00%
	19:59	No Runs	
	Total	379	93.93%

Month	Exemption		
	Requests	Approved	% Approved
January	10	10	100.0%
February	11	11	100.0%
March	11	11	100.0%
April	9	9	100.0%
May	11	11	100.0%
June	10	10	100.0%
July	11	11	100.0%
August	4	4	100.0%
September	13	13	100.0%
October	21	21	100.0%
November	19	19	100.0%
December	22	22	100.0%
Total	152	152	100.0%

CY2014	Response Time Requirement	Total Runs	Percent On-Time
	9:59	3,032	91.13%
	11:59	1,477	99.19%
	19:59	5	100.00%
Total	4,514	93.77%	

Average number of runs per month: **377**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **93.77%**

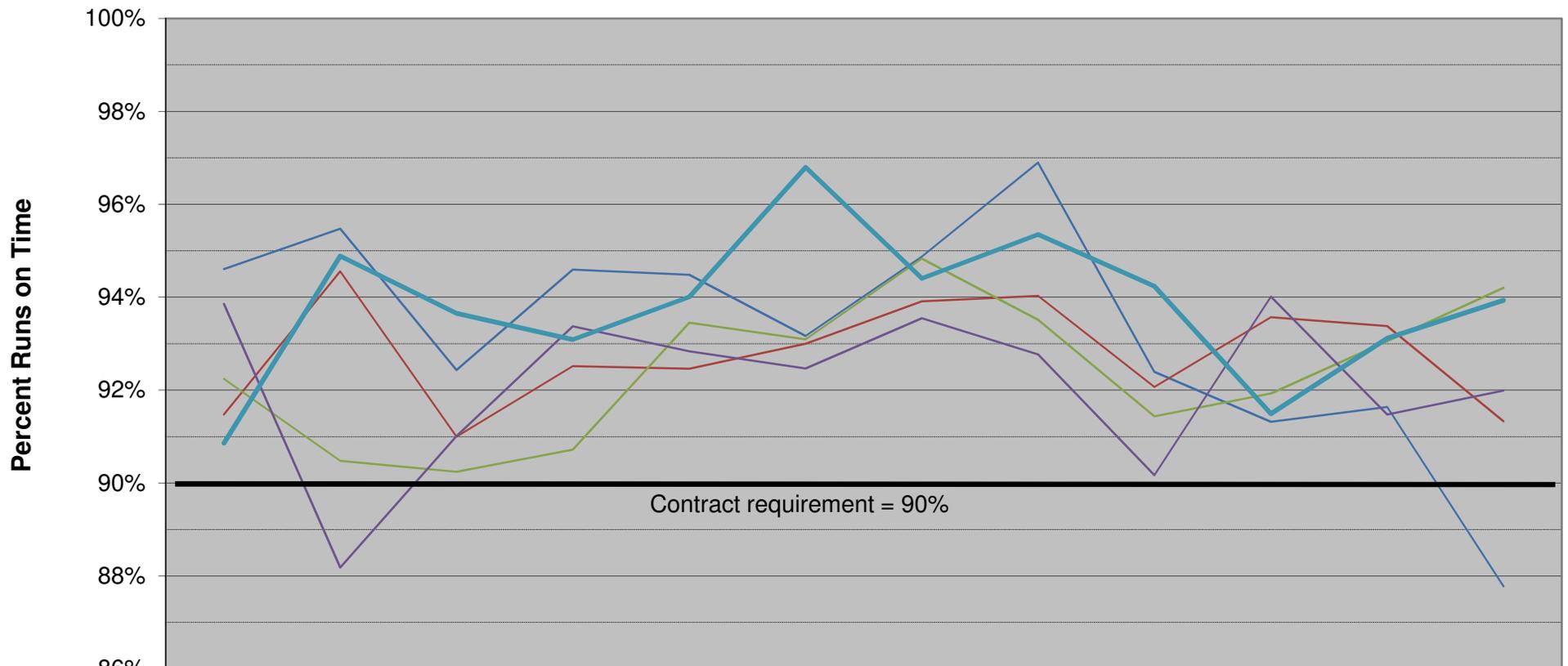
The highest compliance rate for the year was:

June at: 96.79%

The lowest compliance rate for the year was:

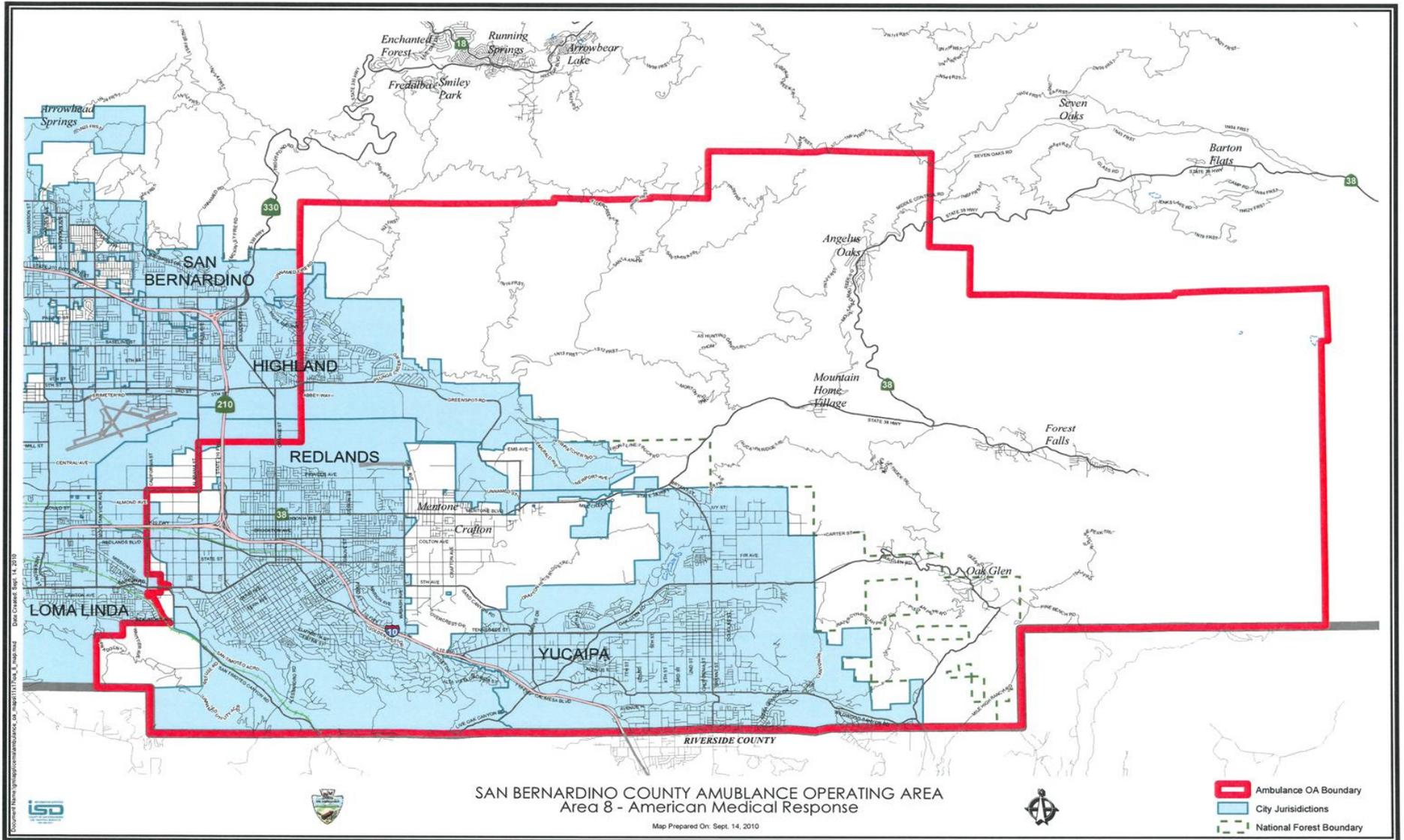
January at: 90.86%

EOA 7 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	90.86%	94.89%	93.66%	93.09%	94.01%	96.79%	94.40%	95.35%	94.24%	91.49%	93.11%	93.93%
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
2014 Fines	\$1,050	\$414	\$238	\$345	\$365	\$24	\$280	\$33	\$315	\$640	\$634	\$458

Total Liquidated Damages = \$36,110



EOA 8 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,093	92.04%
	24:59	1	100.00%
	39:59	6	100.00%
	49:59	1	100.00%
	99:59	2	100.00%
	Total	1,103	92.11%
February	9:59	1,026	92.69%
	24:59	No Runs	
	39:59	2	100.00%
	49:59	2	100.00%
	99:59	1	100.00%
	Total	1,031	92.73%
March	9:59	1,033	92.45%
	24:59	No Runs	
	39:59	8	100.00%
	49:59	1	100.00%
	99:59	9	100.00%
	Total	1,051	92.58%
April	9:59	1,142	92.21%
	24:59	1	100.00%
	39:59	6	100.00%
	49:59	2	100.00%
	99:59	6	100.00%
	Total	1,157	92.31%
May	9:59	1,128	93.35%
	24:59	2	100.00%
	39:59	10	100.00%
	49:59	3	100.00%
	99:59	3	100.00%
	Total	1,146	93.46%
June	9:59	1,106	93.85%
	24:59	No Runs	
	39:59	12	100.00%
	49:59	7	100.00%
	99:59	4	100.00%
	Total	1,129	93.98%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,092	94.41%
	24:59	No Runs	
	39:59	14	100.00%
	49:59	4	100.00%
	99:59	9	100.00%
	Total	1,119	94.55%
August	9:59	1,107	92.86%
	24:59	1	100.00%
	39:59	10	100.00%
	49:59	3	100.00%
	99:59	9	100.00%
	Total	1,130	93.01%
September	9:59	1,118	92.58%
	24:59	3	100.00%
	39:59	5	100.00%
	49:59	No Runs	
	99:59	7	100.00%
	Total	1,133	92.67%
October	9:59	1,126	92.98%
	24:59	No Runs	
	39:59	6	100.00%
	49:59	5	100.00%
	99:59	6	100.00%
	Total	1,143	93.09%
November	9:59	1,126	93.25%
	24:59	1	100.00%
	39:59	5	100.00%
	49:59	1	100.00%
	99:59	2	100.00%
	Total	1,135	93.30%
December	9:59	1,141	91.32%
	24:59	1	100.00%
	39:59	4	100.00%
	49:59	1	100.00%
	99:59	7	100.00%
	Total	1,154	91.42%

Month	Exemption		
	Requests	Approved	% Approved
January	38	38	100.0%
February	28	28	100.0%
March	22	22	100.0%
April	24	24	100.0%
May	50	50	100.0%
June	29	29	100.0%
July	31	31	100.0%
August	27	27	100.0%
September	36	36	100.0%
October	43	43	100.0%
November	37	37	100.0%
December	59	59	100.0%
Total	424	424	100.0%

CY2014	9:59	13,238	92.83%
	24:59	10	100.00%
	39:59	88	100.00%
	49:59	30	100.00%
	99:59	65	100.00%
	Total	13,431	92.93%

Average number of runs per month: **1,120**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.93%**

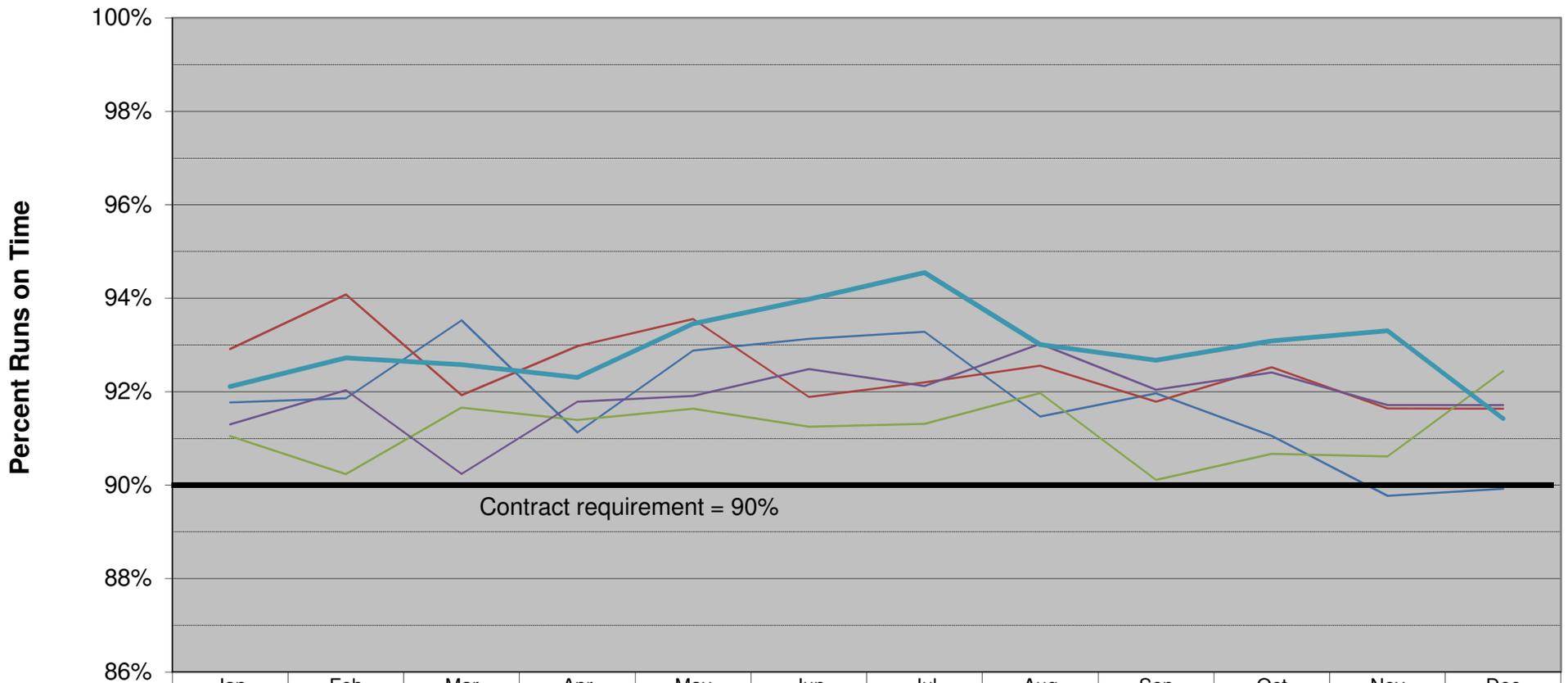
The highest compliance rate for the year was:

July at: 94.55%

The lowest compliance rate for the year was:

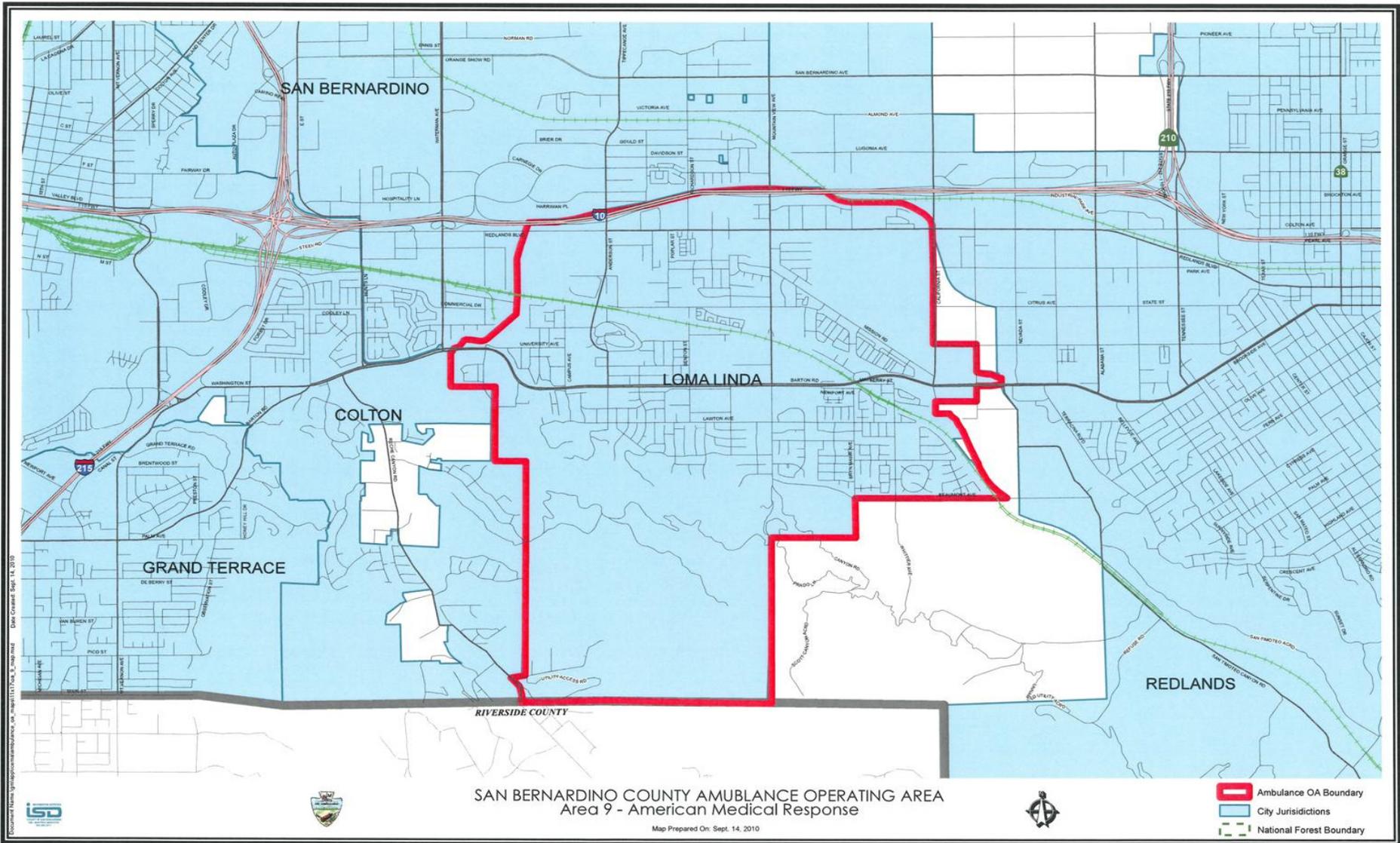
December at: 91.42%

EOA 8 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	92.11%	92.73%	92.58%	92.31%	93.46%	93.98%	94.55%	93.01%	92.67%	93.09%	93.30%	91.42%
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
2014 Fines	\$2,707	\$1,932	\$2,108	\$1,936	\$1,619	\$1,144	\$666	\$1,446	\$1,648	\$1,251	\$1,398	\$3,114

Total Liquidated Damages = \$141,356



EOA 9 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	224	95.09%
February	9:59	190	91.05%
March	9:59	210	92.86%
April	9:59	191	92.15%
May	9:59	203	91.63%
June	9:59	201	94.03%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	195	94.36%
August	9:59	214	92.99%
September	9:59	204	90.20%
October	9:59	203	90.64%
November	9:59	198	94.44%
December	9:59	213	92.49%

Month	Exemption		
	Requests	Approved	% Approved
January	4	4	100.0%
February	2	2	100.0%
March	3	3	100.0%
April	2	2	100.0%
May	5	5	100.0%
June	1	1	100.0%
July	3	3	100.0%
August	4	4	100.0%
September	7	7	100.0%
October	4	4	100.0%
November	8	8	100.0%
December	5	5	100.0%
Total	48	48	100.0%

CY2014	Response Time Requirement	Total Runs	Percent On-Time
	9:59	2,446	92.68%

Average number of runs per month: **204**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.68%**

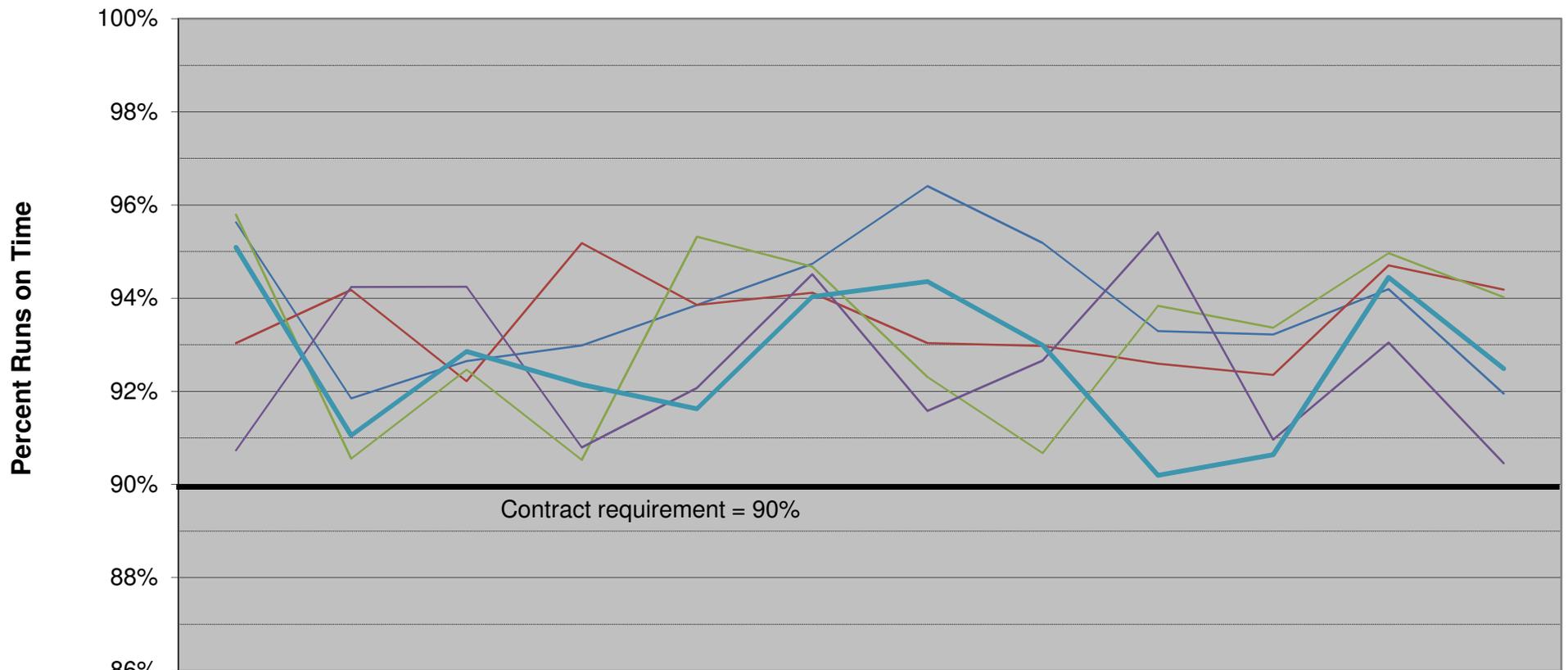
The highest compliance rate for the year was:

January at: 95.09%

The lowest compliance rate for the year was:

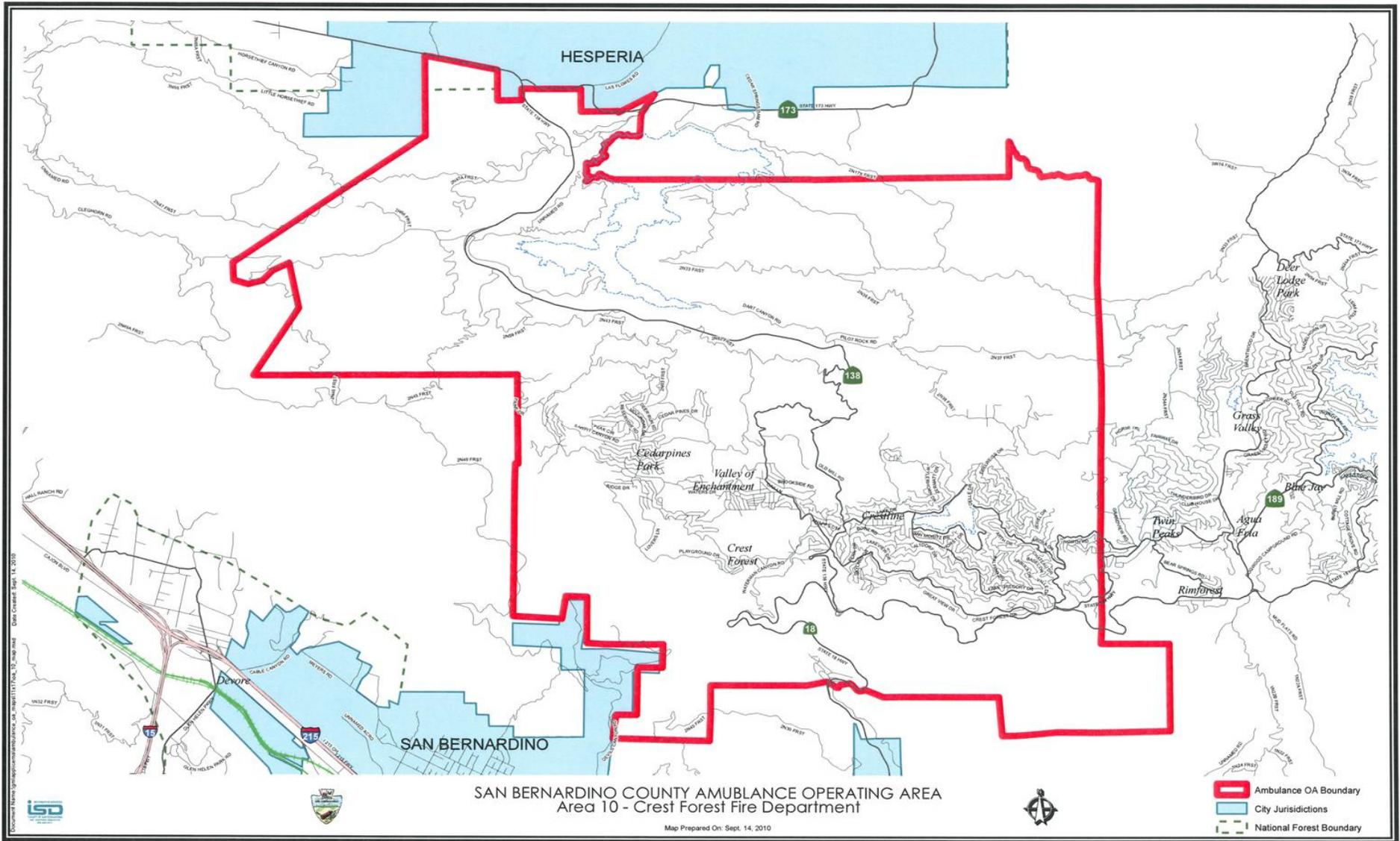
September at: 90.20%

EOA 9 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	95.09%	91.05%	92.86%	92.15%	91.63%	94.03%	94.36%	92.99%	90.20%	90.64%	94.44%	92.49%
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
2014 Fines	\$12	\$194	\$96	\$272	\$283	\$47	\$146	\$185	\$280	\$285	\$42	\$160

Total Liquidated Damages = \$7,819



EOA 10 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
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	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

CY2014	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

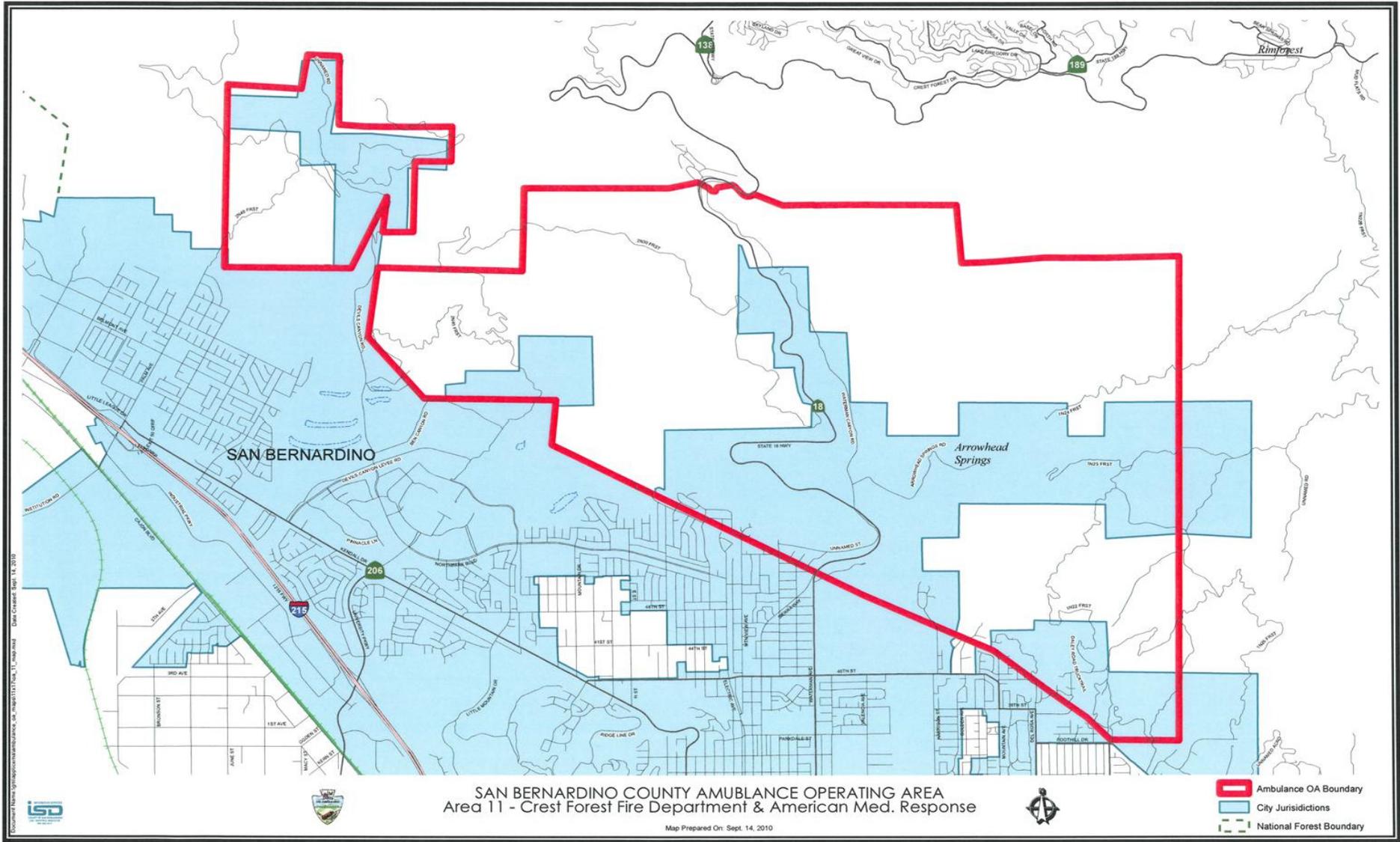
Provider San Bernardino County Fire Department (Crest Forest) has not provided data as specified in MOU Agreement 06-1049, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)

EOA 10 - Response Time Compliance and Liquidated Damages 2012 - 2014, 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%									
2014 RT												
2012 Fines												
2013 Fines												
2014 Fines												

Total Liquidated Damages = N/A



EOA 11 Response Time Performance By Month, Calendar Year 2014

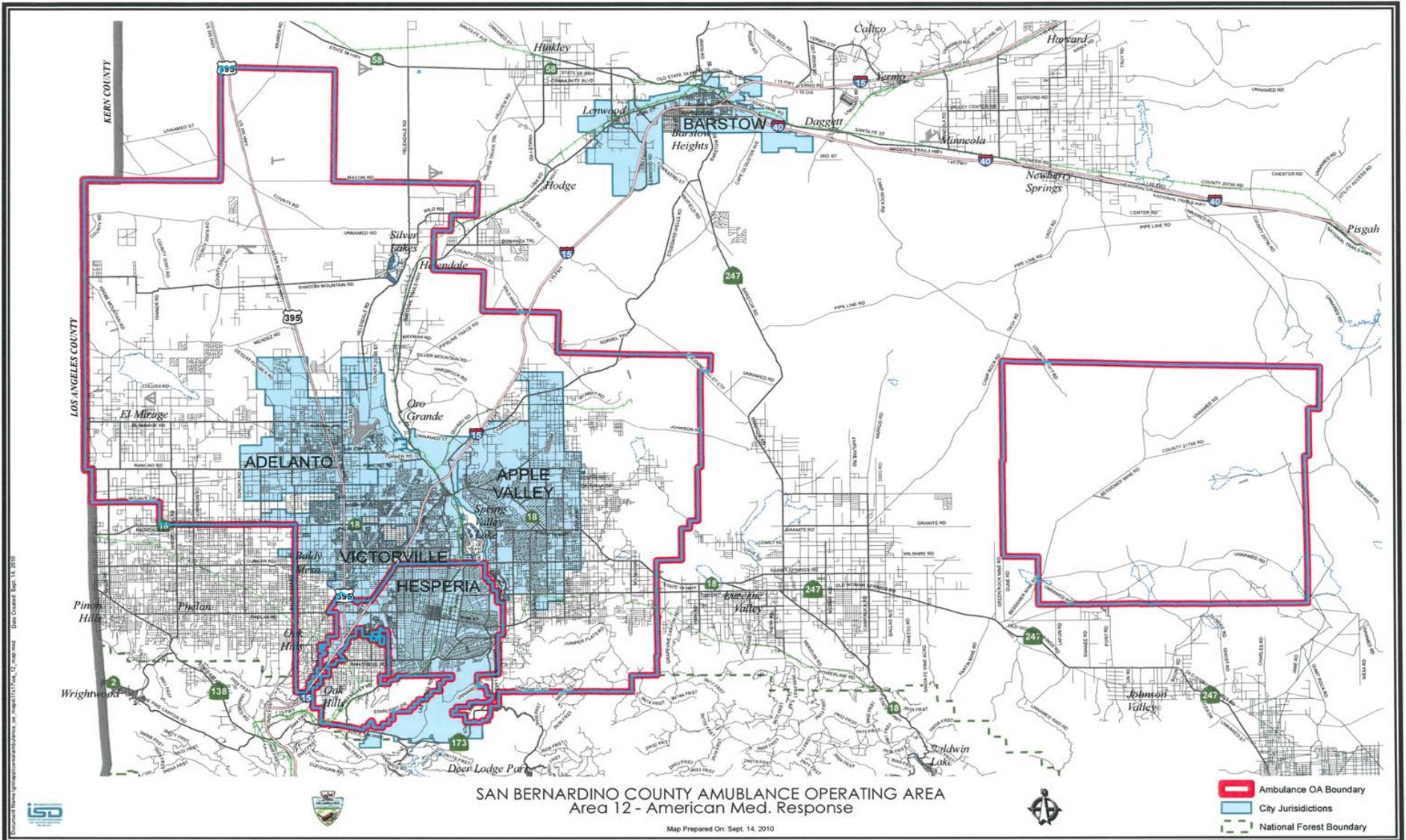
Month	Response Time Requirement	Total Runs	Percent On-Time
January		Included in EOA 6 calculation.	
February		Included in EOA 6 calculation.	
March		Included in EOA 6 calculation.	
April		Included in EOA 6 calculation.	
May		Included in EOA 6 calculation.	
June		Included in EOA 6 calculation.	

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.		

CY2014		Included in EOA 6 calculation.	
---------------	--	--------------------------------	--

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 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,369	93.50%
	19:59	102	94.12%
	29:59	113	99.12%
	49:59	1	100.00%
	99:59	No Runs	
	Total	2,585	93.77%
February	9:59	2,097	94.23%
	19:59	98	98.98%
	29:59	79	100.00%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,274	94.64%
March	9:59	2,354	94.82%
	19:59	104	97.12%
	29:59	99	100.00%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,557	95.11%
April	9:59	2,242	93.76%
	19:59	114	94.74%
	29:59	91	100.00%
	49:59	2	100.00%
	99:59	No Runs	
	Total	2,449	94.04%
May	9:59	2,400	93.67%
	19:59	112	93.75%
	29:59	104	100.00%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,616	93.92%
June	9:59	2,384	93.92%
	19:59	121	96.69%
	29:59	113	98.23%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,618	94.23%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	2,372	93.42%
	19:59	104	94.23%
	29:59	109	100.00%
	49:59	2	100.00%
	99:59	No Runs	
	Total	2,587	93.74%
August	9:59	2,499	93.72%
	19:59	101	100.00%
	29:59	70	100.00%
	49:59	2	100.00%
	99:59	No Runs	
	Total	2,672	94.12%
September	9:59	2,383	94.13%
	19:59	93	93.55%
	29:59	78	97.44%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,554	94.21%
October	9:59	2,309	94.76%
	19:59	105	94.29%
	29:59	91	100.00%
	49:59	No Runs	
	99:59	2	100.00%
	Total	2,507	94.93%
November	9:59	2,350	94.68%
	19:59	108	92.59%
	29:59	72	100.00%
	49:59	3	100.00%
	99:59	1	100.00%
	Total	2,534	94.75%
December	9:59	2,420	92.93%
	19:59	110	91.82%
	29:59	71	98.59%
	49:59	No Runs	
	99:59	No Runs	
	Total	2,601	93.04%

Month	Exemption		
	Requests	Approved	% Approved
January	77	77	100.0%
February	62	62	100.0%
March	71	71	100.0%
April	54	54	100.0%
May	58	58	100.0%
June	108	108	100.0%
July	124	124	100.0%
August	110	110	100.0%
September	96	95	99.0%
October	35	35	100.0%
November	65	65	100.0%
December	101	101	100.0%
Total	961	960	99.9%

CY2014	9:59	28,179	93.95%
	19:59	1,272	95.13%
	29:59	1,090	99.45%
	49:59	10	100.00%
	99:59	3	100.00%
	Total	30,554	94.20%

Average number of runs per month: **2,547**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **94.20%**

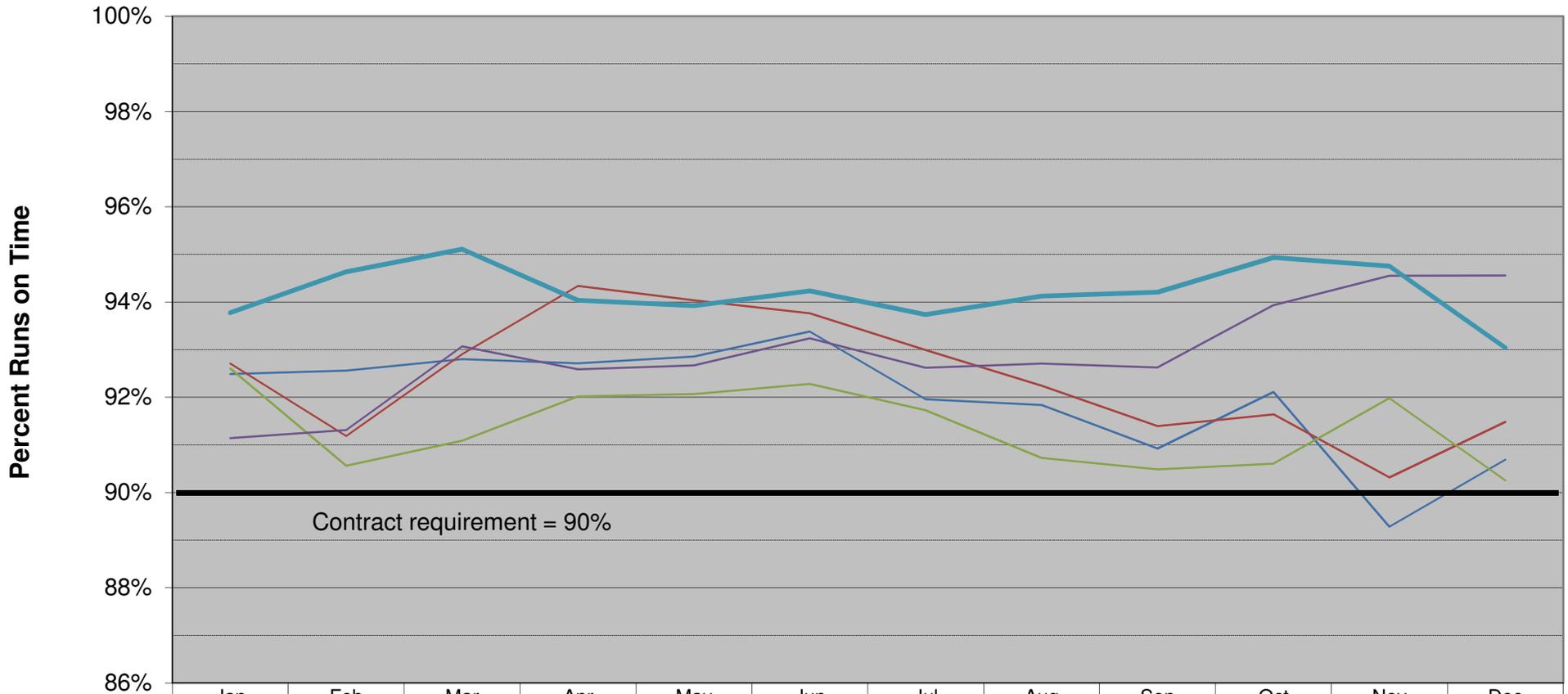
The highest compliance rate for the year was:

March at: 95.11%

The lowest compliance rate for the year was:

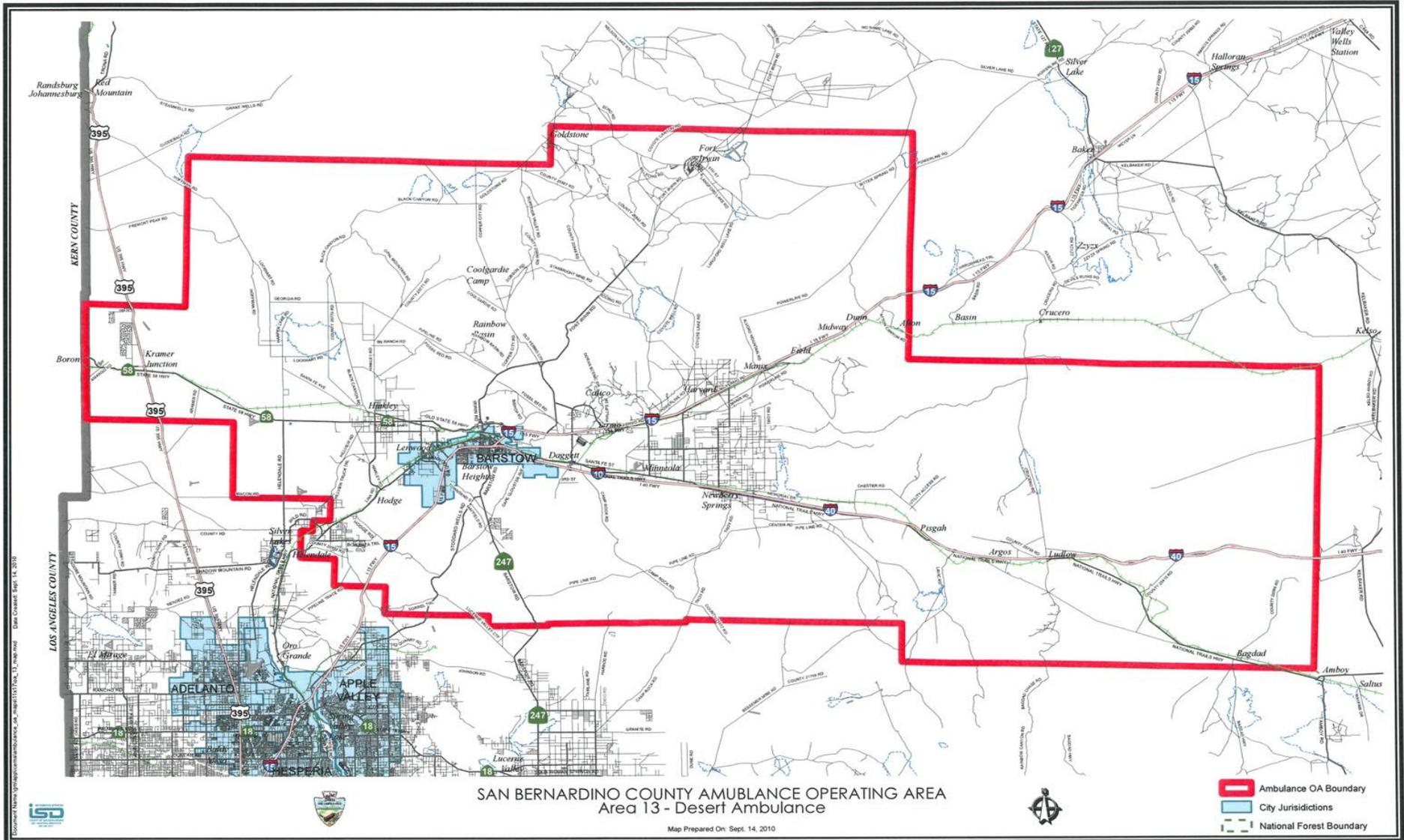
December at: 93.04%

EOA 12 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	93.77%	94.64%	95.11%	94.04%	93.92%	94.23%	93.74%	94.12%	94.21%	94.93%	94.75%	93.04%
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
2014 Fines	\$3,592	\$866	\$828	\$1,835	\$2,763	\$2,184	\$3,326	\$2,115	\$1,347	\$1,122	\$1,208	\$4,100

Total Liquidated Damages = \$247,457



EOA 13 Response Time Performance

By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	186	99.46%
	14:59	82	100.00%
	19:59	20	100.00%
	29:59	26	96.15%
	49:59	110	100.00%
	99:59	2	100.00%
	Total		426
February	9:59	138	100.00%
	14:59	78	100.00%
	19:59	21	100.00%
	29:59	35	100.00%
	49:59	112	100.00%
	99:59	3	100.00%
	Total		387
March	9:59	175	99.43%
	14:59	77	98.70%
	19:59	21	100.00%
	29:59	27	100.00%
	49:59	115	100.00%
	99:59	3	100.00%
	Total		418
April	9:59	208	99.52%
	14:59	73	100.00%
	19:59	14	100.00%
	29:59	31	100.00%
	49:59	104	100.00%
	99:59	7	100.00%
	Total		437
May	9:59	237	100.00%
	14:59	93	100.00%
	19:59	33	100.00%
	29:59	30	100.00%
	49:59	64	100.00%
	99:59	2	100.00%
	Total		459
June	9:59	225	99.11%
	14:59	108	99.07%
	19:59	31	100.00%
	29:59	31	100.00%
	49:59	71	100.00%
	99:59	12	100.00%
	Total		478

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	228	99.56%
	14:59	98	100.00%
	19:59	28	100.00%
	29:59	22	100.00%
	49:59	79	100.00%
	99:59	6	100.00%
	Total		461
August	9:59	255	99.61%
	14:59	111	99.10%
	19:59	27	96.30%
	29:59	28	100.00%
	49:59	57	100.00%
	99:59	7	100.00%
	Total		485
September	9:59	235	99.57%
	14:59	99	100.00%
	19:59	31	100.00%
	29:59	37	100.00%
	49:59	62	100.00%
	99:59	5	100.00%
	Total		469
October	9:59	210	100.00%
	14:59	82	100.00%
	19:59	26	100.00%
	29:59	34	100.00%
	49:59	64	100.00%
	99:59	4	100.00%
	Total		420
November	9:59	257	99.61%
	14:59	84	100.00%
	19:59	24	100.00%
	29:59	39	100.00%
	49:59	68	100.00%
	99:59	5	100.00%
	Total		477
December	9:59	252	100.00%
	14:59	78	100.00%
	19:59	26	100.00%
	29:59	36	100.00%
	49:59	53	100.00%
	99:59	6	100.00%
	Total		451

Month	Exemption		
	Requests	Approved	% Approved
January	1	0	0.0%
February	1	1	100.0%
March	2	1	50.0%
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	1	1	100.0%
October	0	0	---
November	0	0	---
December	0	0	---
Total	5	3	60.0%

CY2014	9:59	2,606	99.65%
	14:59	1,063	99.72%
	19:59	302	99.67%
	29:59	376	99.73%
	49:59	959	100.00%
	99:59	62	100.00%
Total		5,368	99.74%

Average number of runs per month: **448**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **99.74%**

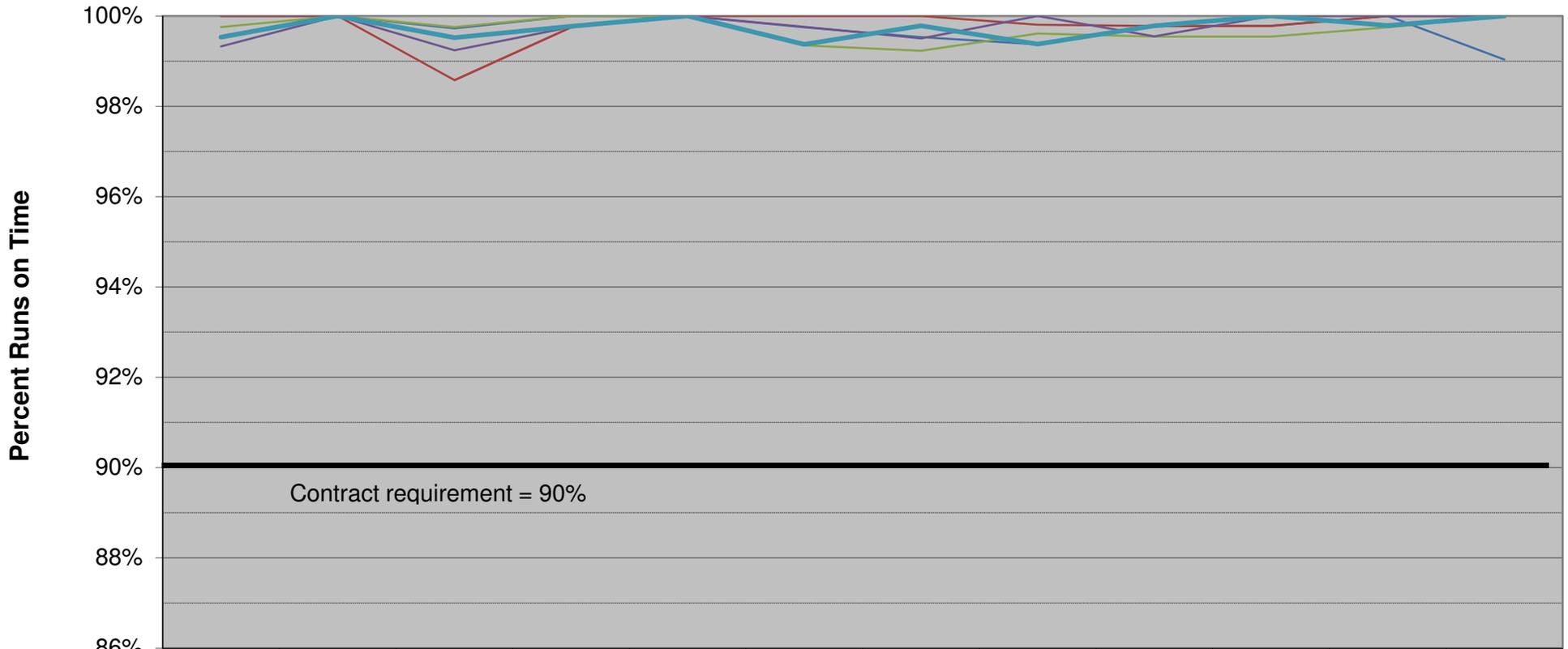
The highest compliance rate for the year was:

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

The lowest compliance rate for the year was:

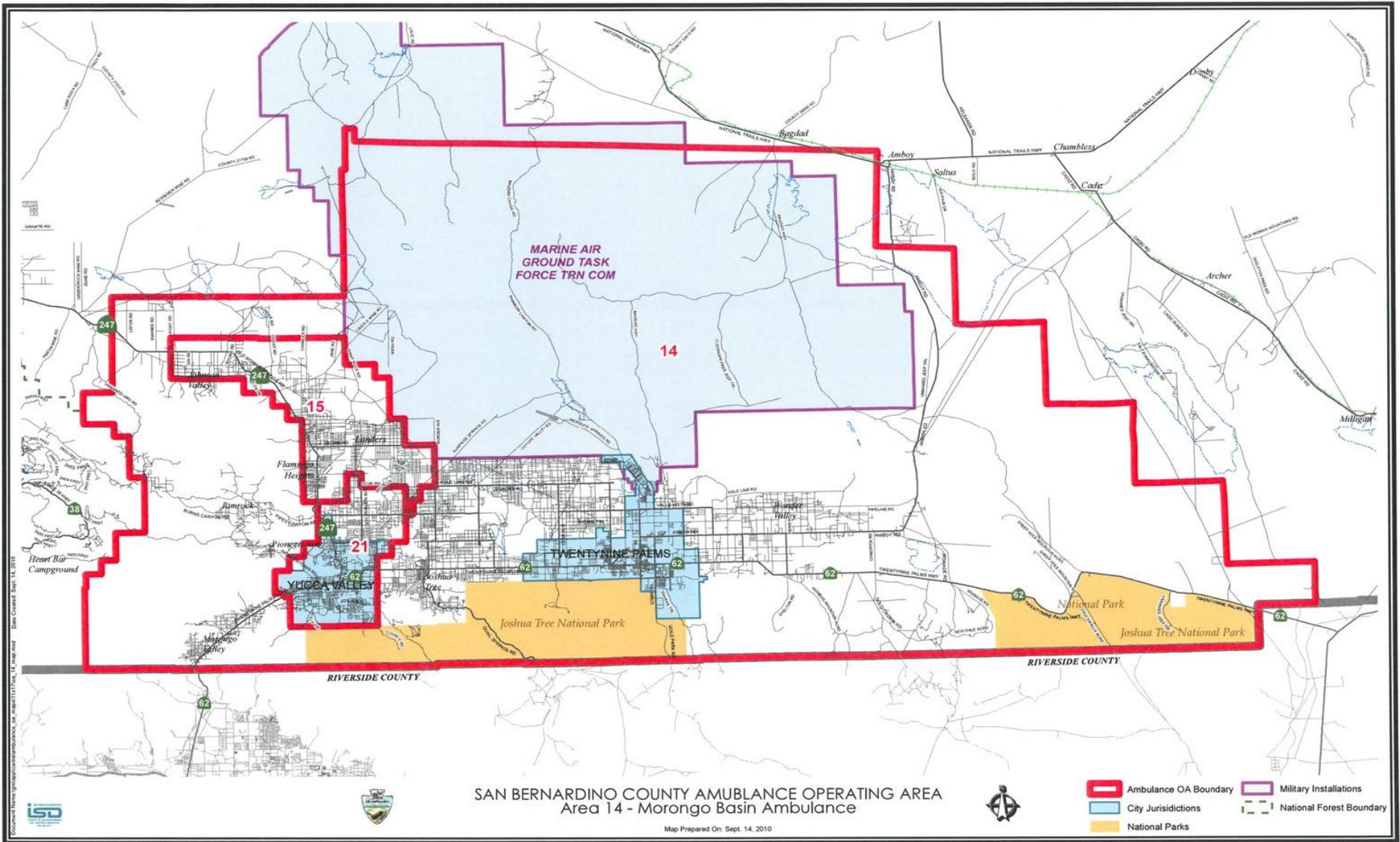
June at: 99.37%

EOA 13 - Response Time Compliance and Liquidated Damages 2010 - 2014, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2014 RT	99.53%	100.00%	99.52%	99.77%	100.00%	99.37%	99.78%	99.38%	99.79%	100.00%	99.79%	100.00%
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
2014 Fines	\$1	\$0	\$1	\$1	\$0	\$1	\$1	\$1	\$1	\$0	\$1	\$0

Total Liquidated Damages = \$52



EOA 14 Response Time Performance

By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	196	91.84%
	14:59	2	100.00%
	19:59	49	100.00%
	29:59	55	100.00%
	39:59	No Runs	
	49:59	3	100.00%
	99:59	2	100.00%
	Total	307	94.79%
February	9:59	185	93.51%
	14:59	1	100.00%
	19:59	50	100.00%
	29:59	34	97.06%
	39:59	No Runs	
	49:59	7	100.00%
	99:59	2	100.00%
	Total	279	95.34%
March	9:59	176	93.75%
	14:59	No Runs	
	19:59	57	96.49%
	29:59	55	98.18%
	39:59	No Runs	
	49:59	3	100.00%
	99:59	3	100.00%
	Total	294	95.24%
April	9:59	191	96.86%
	14:59	No Runs	
	19:59	53	98.11%
	29:59	47	97.87%
	39:59	No Runs	
	49:59	6	100.00%
	99:59	2	100.00%
	Total	299	97.32%
May	9:59	194	95.88%
	14:59	No Runs	
	19:59	43	95.35%
	29:59	55	100.00%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	2	100.00%
	Total	299	96.66%
June	9:59	229	96.94%
	14:59	No Runs	
	19:59	45	100.00%
	29:59	54	98.15%
	39:59	No Runs	
	49:59	2	100.00%
	99:59	2	100.00%
	Total	332	97.59%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	220	92.27%
	14:59	No Runs	
	19:59	49	95.92%
	29:59	60	98.33%
	39:59	No Runs	
	49:59	No Runs	
	99:59	3	100.00%
	Total	332	93.98%
August	9:59	228	94.30%
	14:59	1	0.00%
	19:59	39	94.87%
	29:59	45	100.00%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	2	100.00%
	Total	316	94.94%
September	9:59	200	91.50%
	14:59	1	100.00%
	19:59	60	100.00%
	29:59	58	100.00%
	39:59	No Runs	
	49:59	No Runs	
	99:59	2	100.00%
	Total	321	94.70%
October	9:59	203	94.09%
	14:59	No Runs	
	19:59	45	100.00%
	29:59	43	100.00%
	39:59	No Runs	
	49:59	4	75.00%
	99:59	No Runs	
	Total	295	95.59%
November	9:59	201	94.53%
	14:59	No Runs	
	19:59	36	100.00%
	29:59	40	100.00%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	3	100.00%
	Total	285	96.14%
December	9:59	159	95.60%
	14:59	No Runs	
	19:59	45	97.78%
	29:59	45	95.56%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	5	100.00%
	Total	259	96.14%

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	---

CY2014	9:59	2,382	94.25%
	14:59	5	80.00%
	19:59	571	98.25%
	29:59	591	98.82%
	39:59	No Runs	
	49:59	41	97.56%
	99:59	28	100.00%
	Total	3,618	95.69%

Average number of runs per month: **302**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **95.69%**

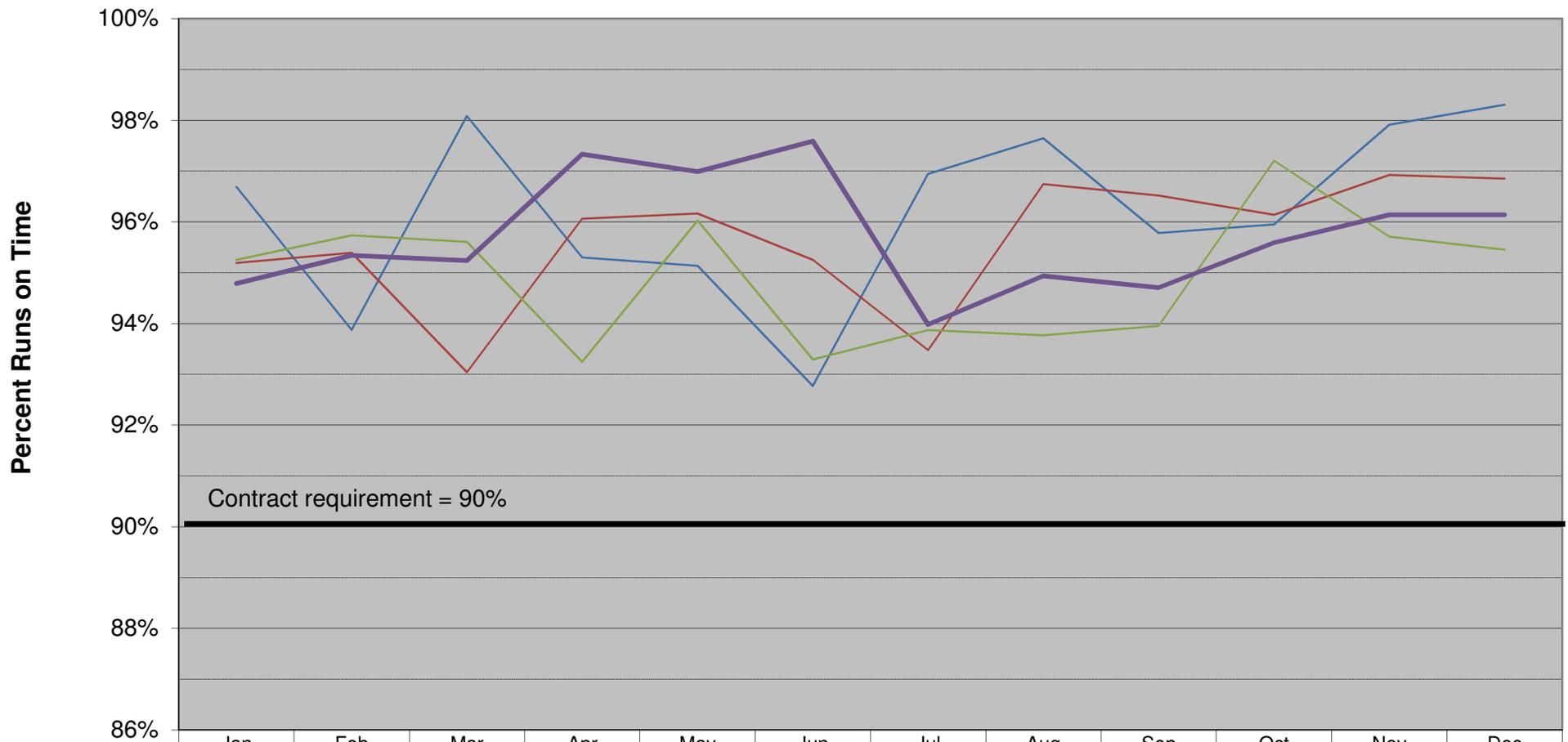
The highest compliance rate for the year was:

June at: 97.59%

The lowest compliance rate for the year was:

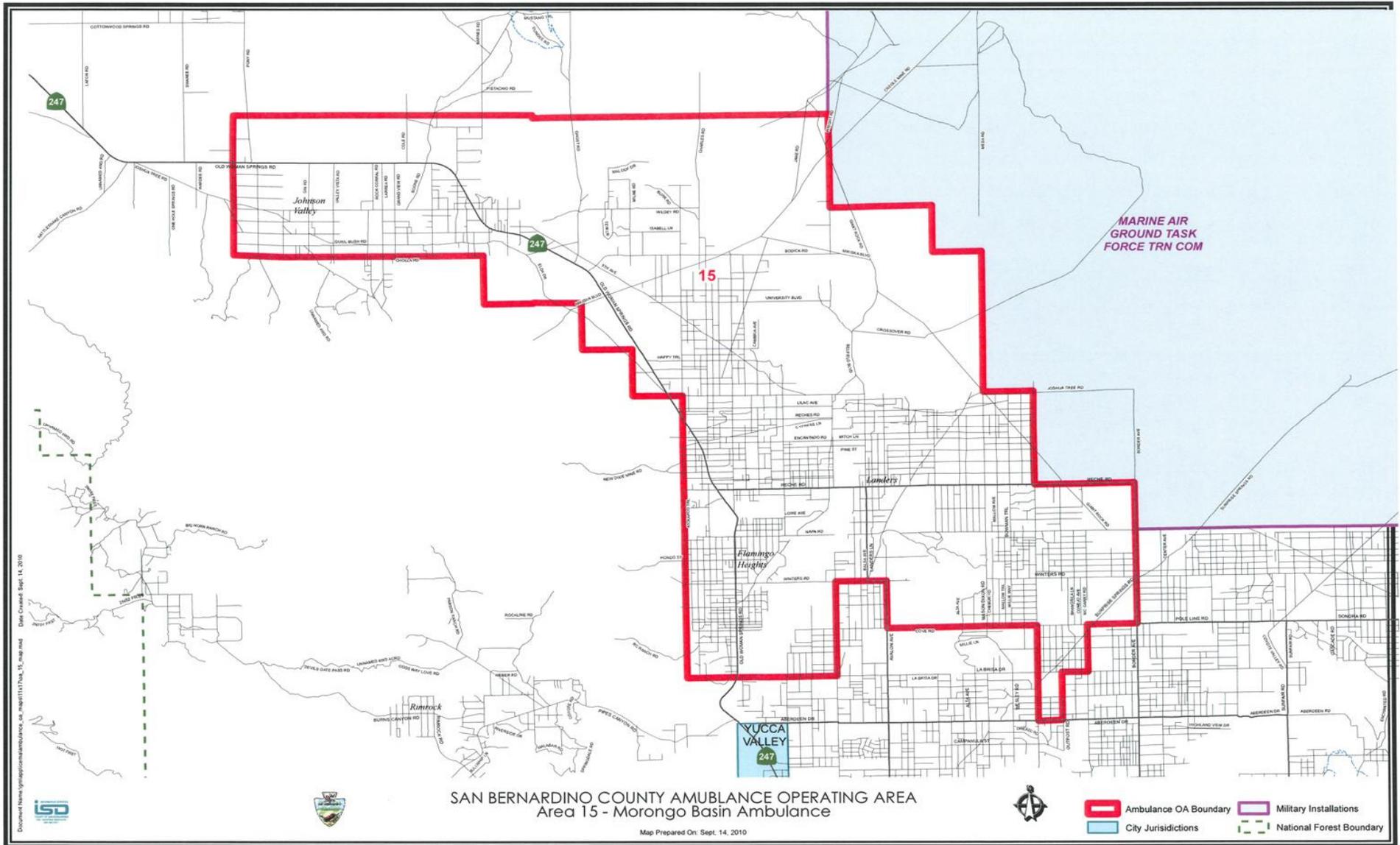
July at: 93.98%

EOA 14 - Response Time Compliance and Liquidated Damages 2011 - 2014, 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%
2014 RT	94.79%	95.34%	95.24%	97.33%	96.99%	97.59%	93.98%	94.94%	94.70%	95.59%	96.14%	96.14%
2011 Fines												
2012 Fines												
2013 Fines												
2014 Fines												

Total Liquidated Damages = N/A



EOA 15 Response Time Performance By Month, Calendar Year 2014

Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	29	96.55%
	39:59	6	100.00%
	Total	35	97.14%
February	29:59	22	100.00%
	39:59	14	100.00%
	Total	36	100.00%
March	29:59	46	97.83%
	39:59	1	100.00%
	Total	47	97.87%
April	29:59	21	100.00%
	39:59	3	100.00%
	Total	24	100.00%
May	29:59	56	98.21%
	39:59	2	100.00%
	Total	58	98.28%
June	29:59	32	100.00%
	39:59	2	100.00%
	Total	34	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	49	97.96%
	39:59	1	100.00%
	Total	50	98.00%
August	29:59	30	93.33%
	39:59	7	100.00%
	Total	37	94.59%
September	29:59	31	96.77%
	39:59	4	100.00%
	Total	35	97.14%
October	29:59	25	100.00%
	39:59	4	75.00%
	Total	29	96.55%
November	29:59	44	97.73%
	39:59	9	100.00%
	Total	53	98.11%
December	29:59	37	97.30%
	39:59	5	100.00%
	Total	42	97.62%

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	---

CY2014	29:59	422	97.87%
	39:59	58	98.28%
	Total	480	97.92%

Average number of runs per month: **40**

RT compliance of each month exceeded 90%.

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

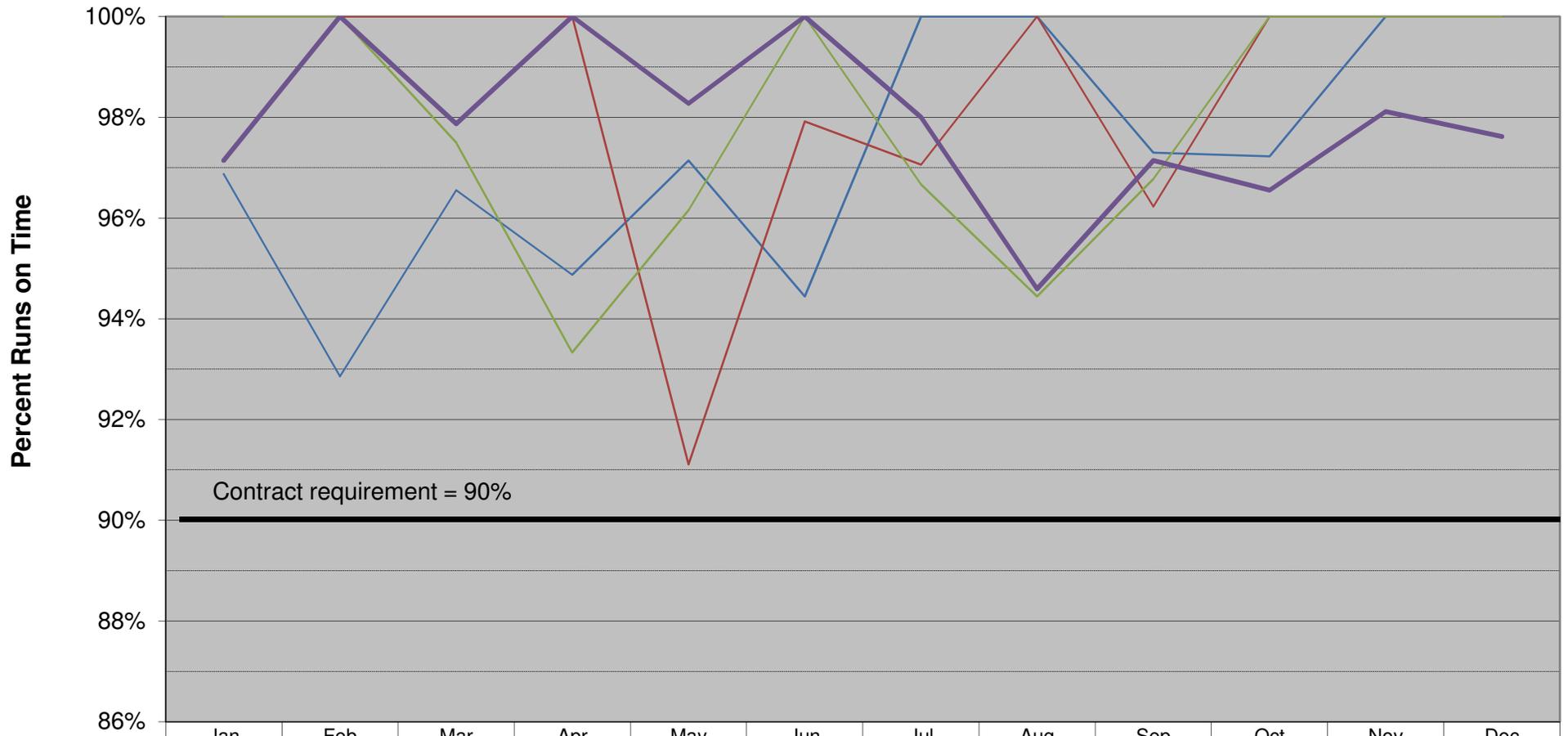
The highest compliance rate for the year was:

February, April, and June at: 100.00%

The lowest compliance rate for the year was:

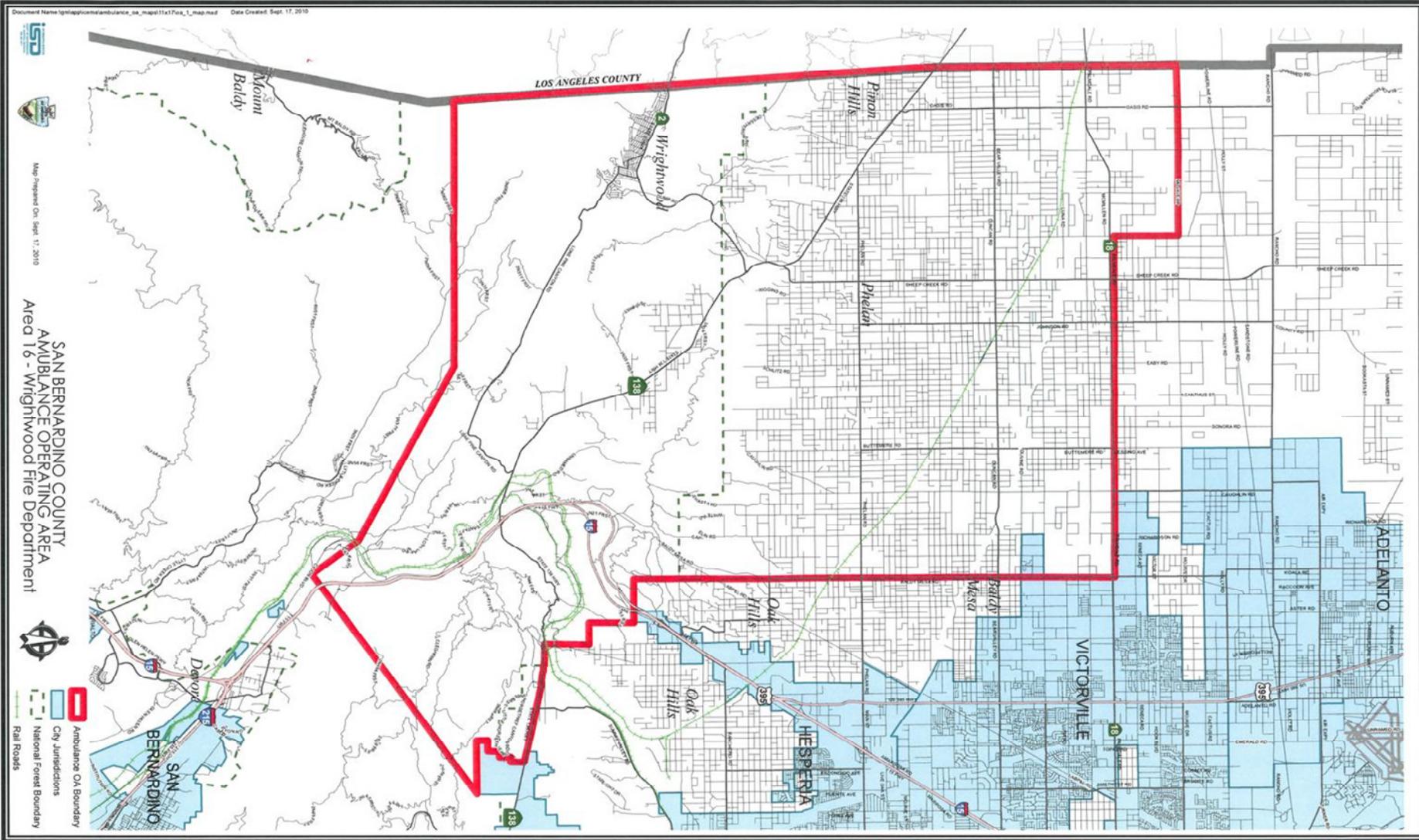
August at: 94.59%

EOA 15 - Response Time Compliance and Liquidated Damages 2011 - 2014, 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%
— 2014 RT	97.14%	100.00%	97.87%	100.00%	98.28%	100.00%	98.00%	94.59%	97.14%	96.55%	98.11%	97.62%
2011 Fines												
2012 Fines												
2013 Fines												
2014 Fines												

Total Liquidated Damages = N/A



EOA 16 Response Time Performance By Month, Calendar Year 2014

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		---	---

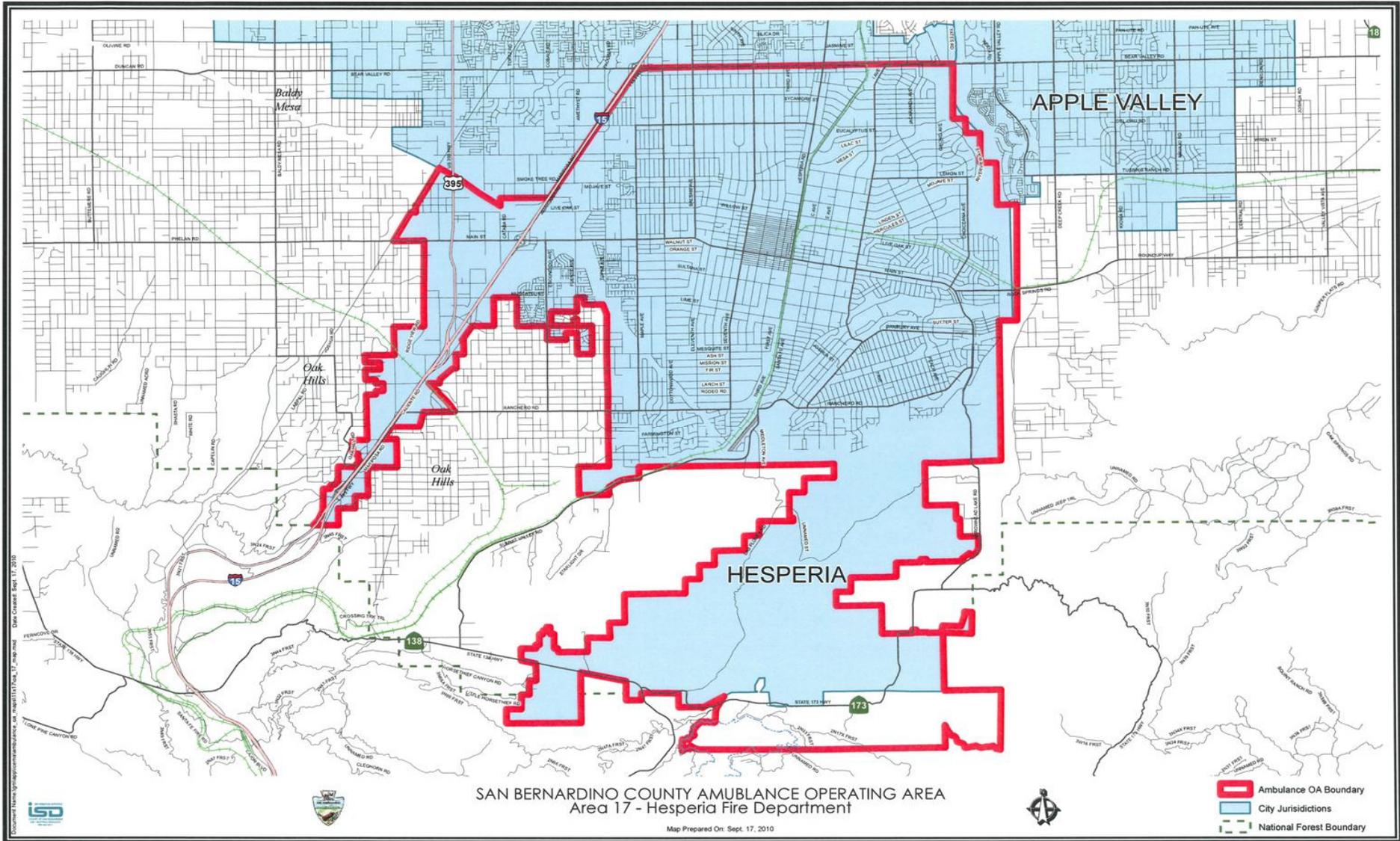
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
August	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
Total		---	---
September	9:59	---	---
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

CY2014	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 2014. No MOU or other enforceable agreement is currently in place.



EOA 17 Response Time Performance By Month, Calendar Year 2014

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	---	---

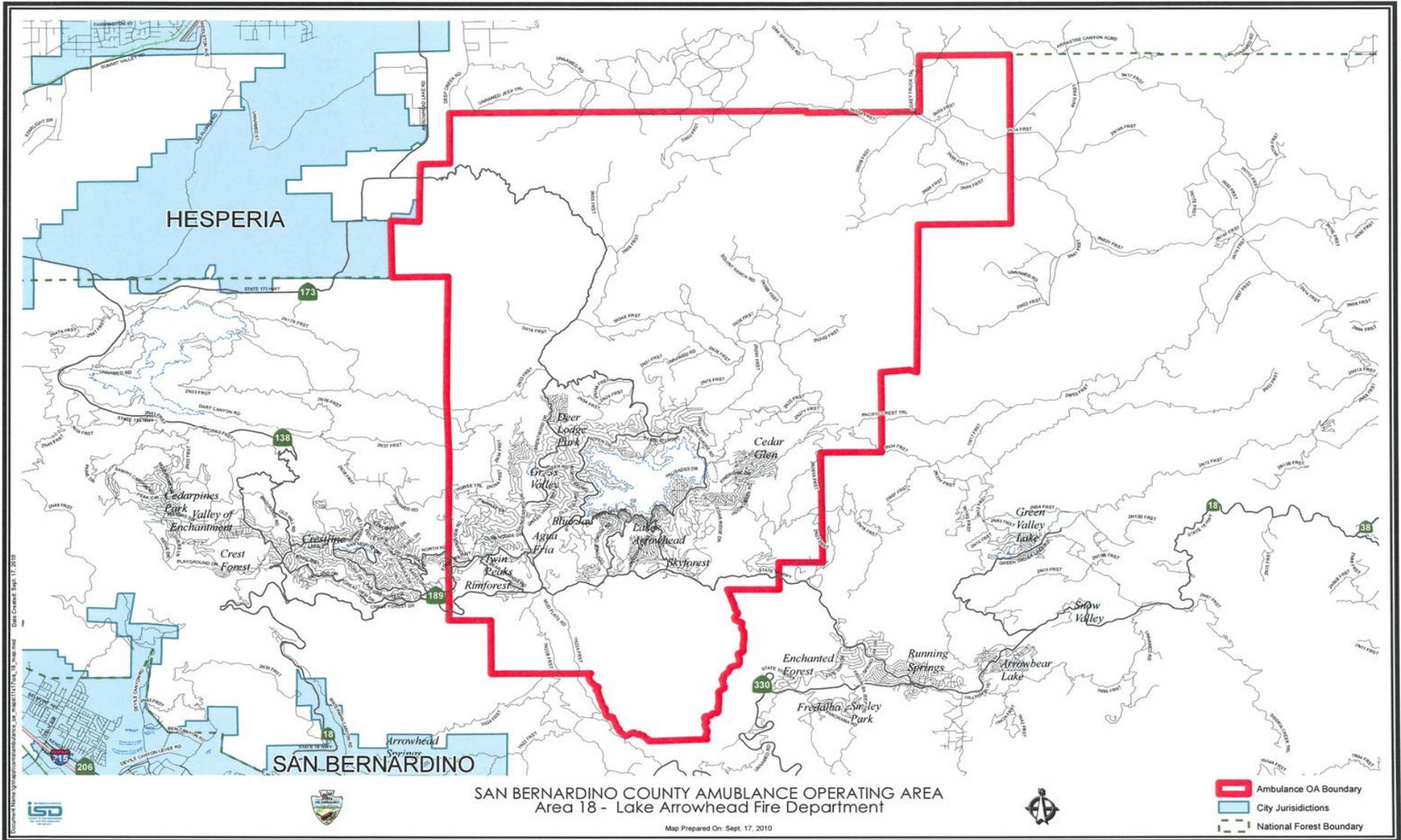
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October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

CY2014	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 2014. No MOU or other enforceable agreement is currently in place.



SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
 Area 18 - Lake Arrowhead Fire Department

EOA 18 Response Time Performance By Month, Calendar Year 2014

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	---	---	---

CY2014	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 2014. No MOU or other enforceable agreement is currently in place.

EOA 19 Response Time Performance By Month, Calendar Year 2014

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	---	---
	99:59	---	---
	Total	---	---
May	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

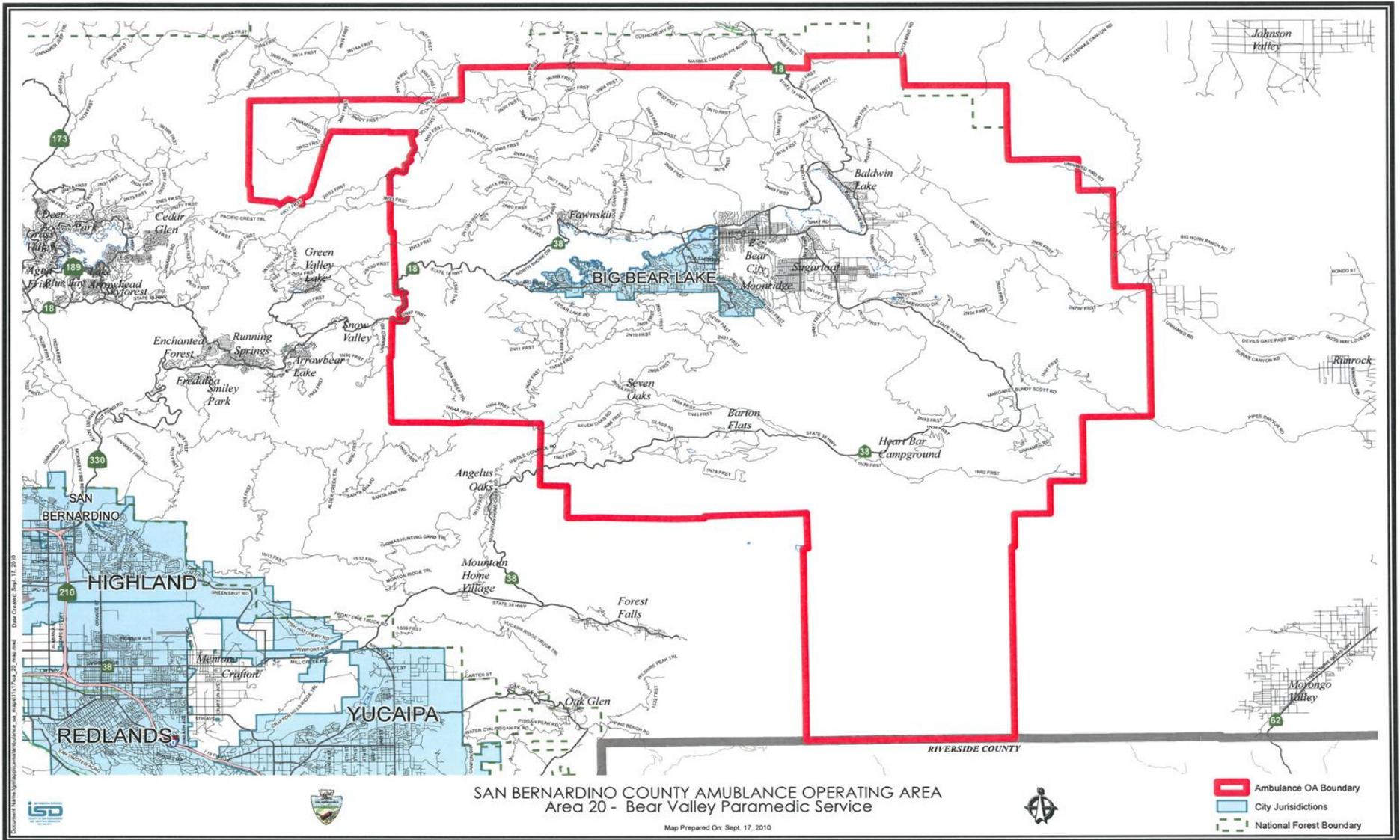
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---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

CY2014	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 2014

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	---	---

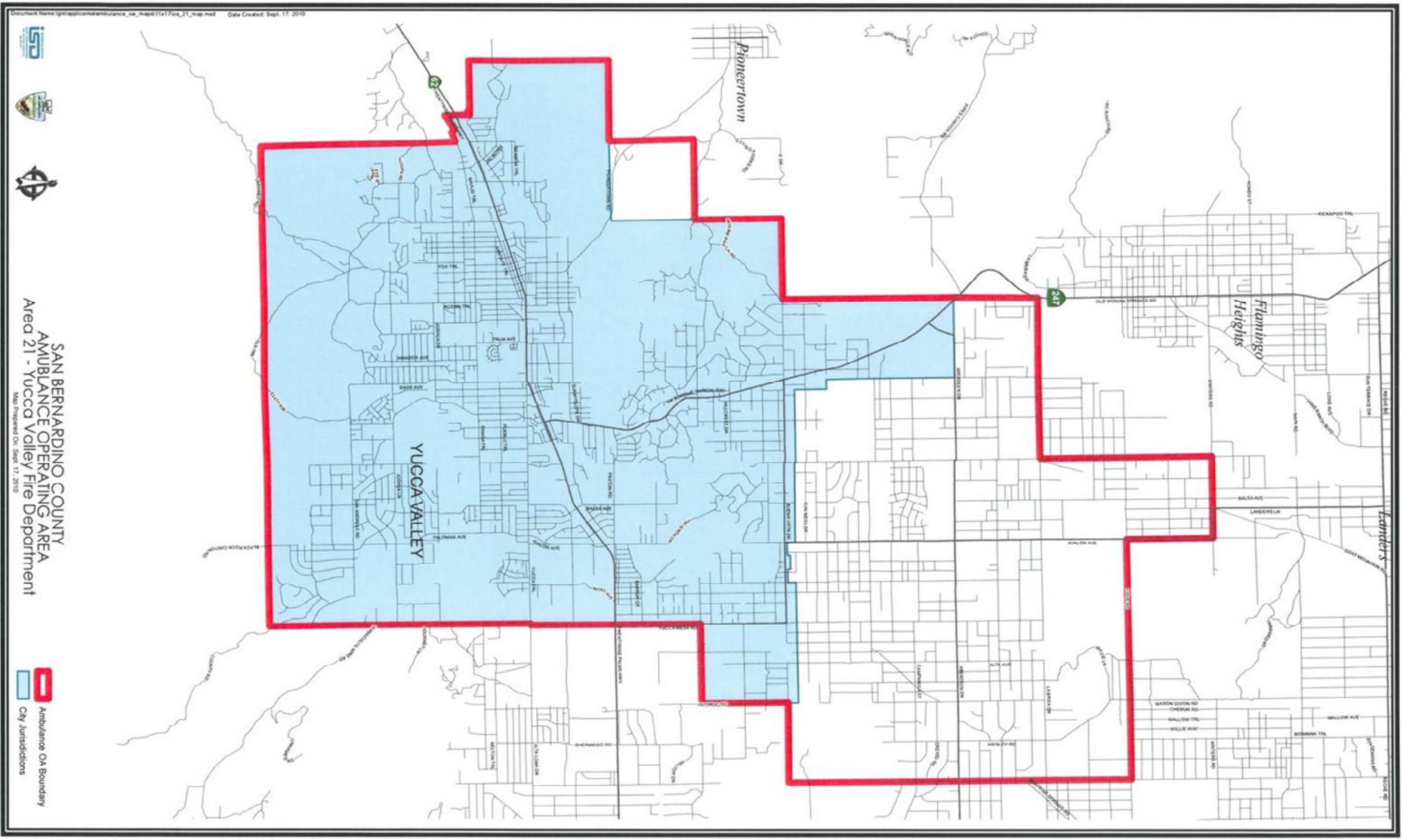
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
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

CY2014	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 2014

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	---	---

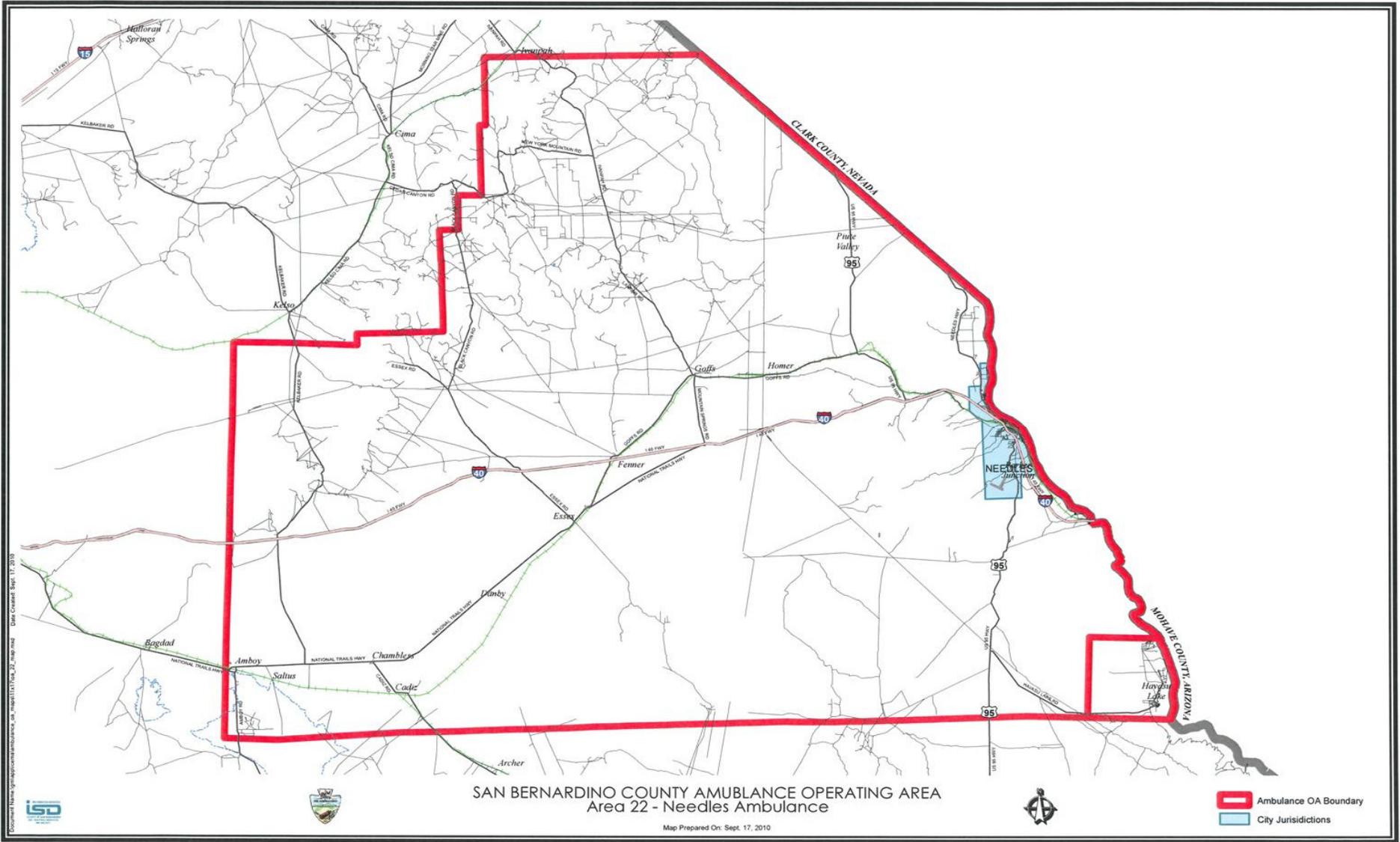
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	29:59	---	---
	Total	---	---
August	9:59	---	---
	29:59	---	---
	Total	---	---
September	9:59	---	---
	29:59	---	---
	Total	---	---
October	9:59	---	---
	29:59	---	---
	Total	---	---
November	9:59	---	---
	29:59	---	---
	Total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

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

CY2014	Response Time Requirement	Total Runs	Percent On-Time
	9:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino Fire Department (Yucca Valley) has not provided data to ICEMA for year 2014. No MOU or other enforceable agreement is currently in place.



EOA 22 Response Time Performance By Month, Calendar Year 2014

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	---	---

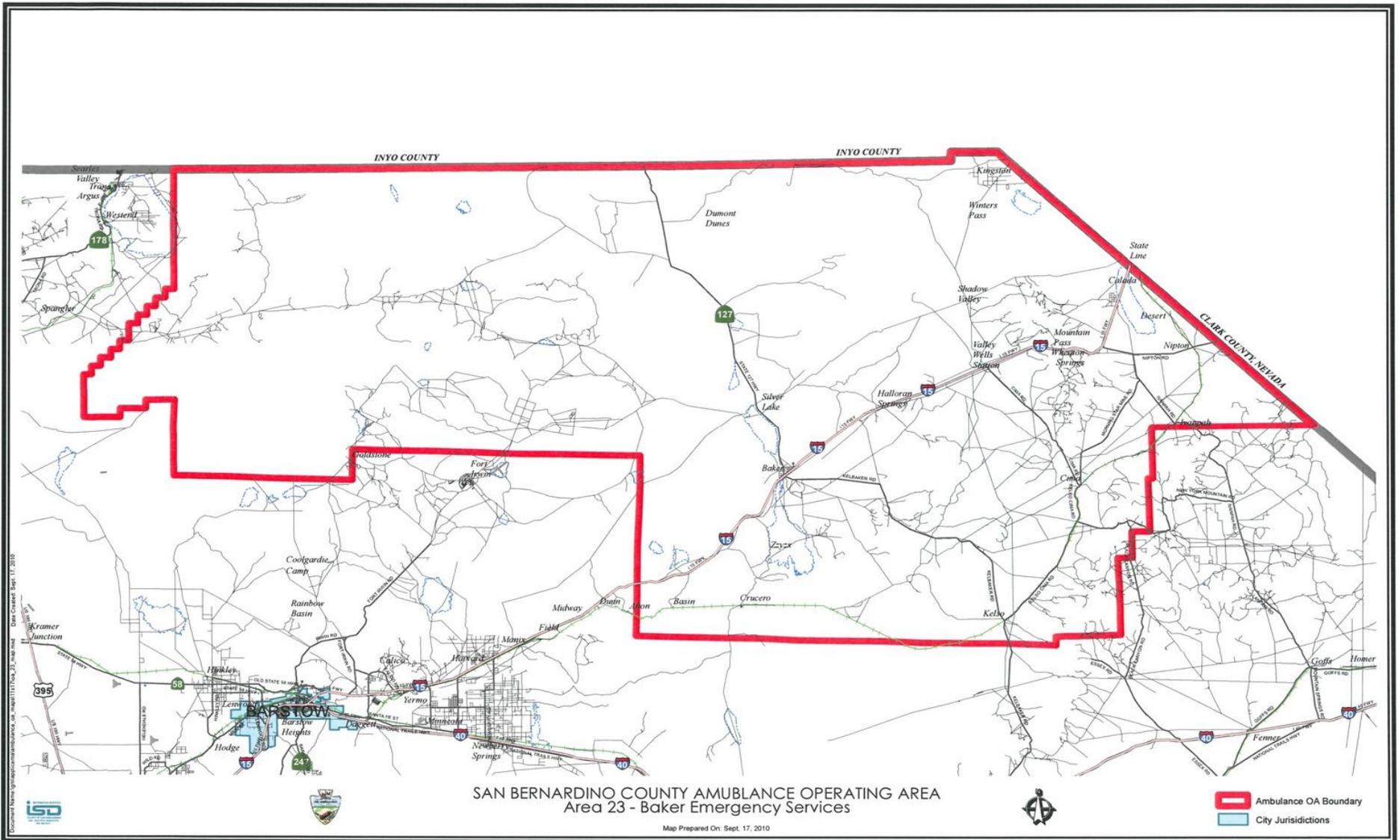
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	14:59	---	---
	29:59	---	---
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

CY2014	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 2014

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	---	---	---

CY2014	99:59	---	---
---------------	-------	-----	-----

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 REQUIRMENTS" (2, 3)



EOA 24 Response Time Performance By Month, Calendar Year 2014

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	---	---

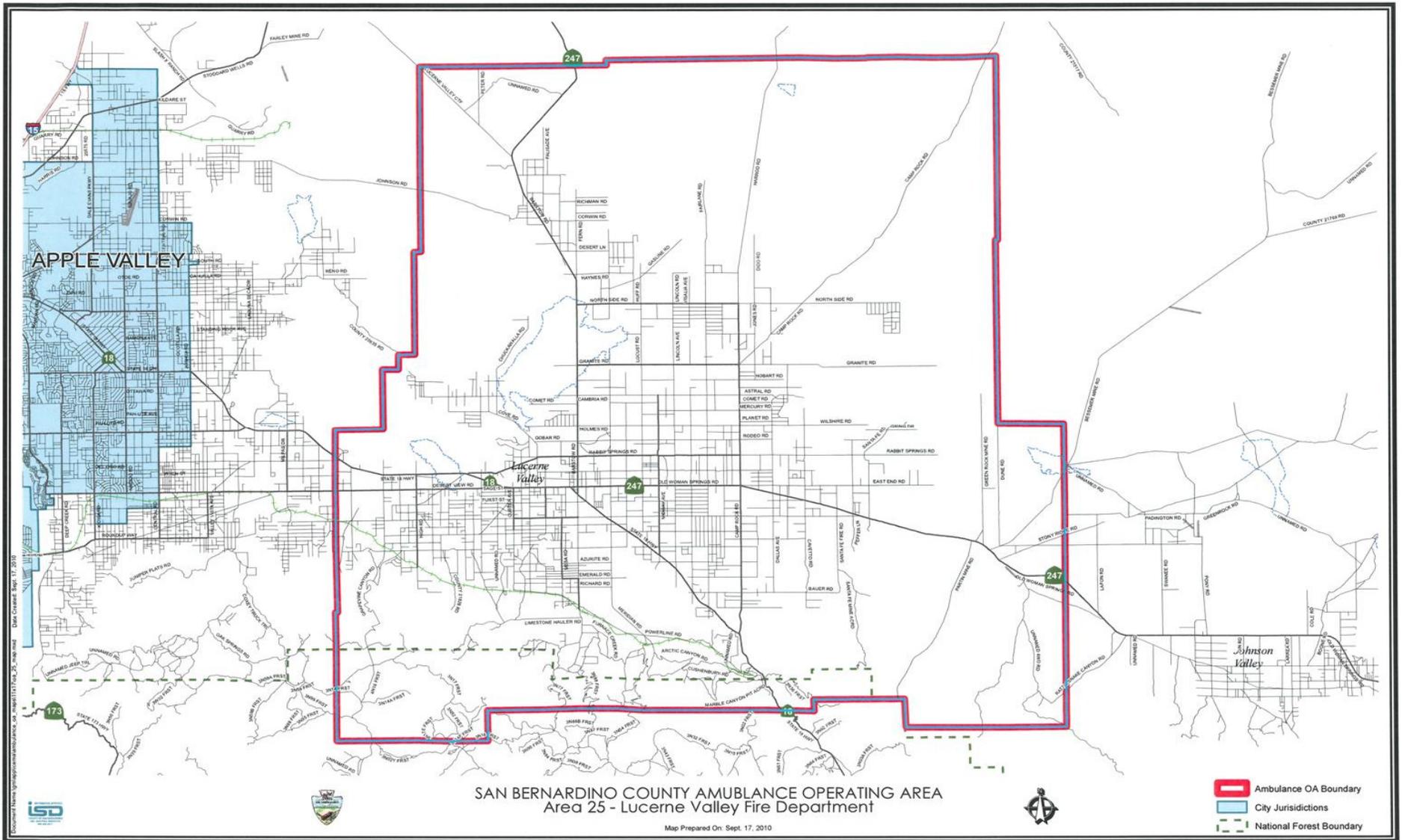
Month	Response Time Requirement	Total Runs	Percent On-Time
July	39:59	---	---
August	39:59	---	---
September	39:59	---	---
October	39:59	---	---
November	39:59	---	---
December	39:59	---	---

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

CY2014	39:59	---	---
---------------	-------	-----	-----

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 2014

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	---	---

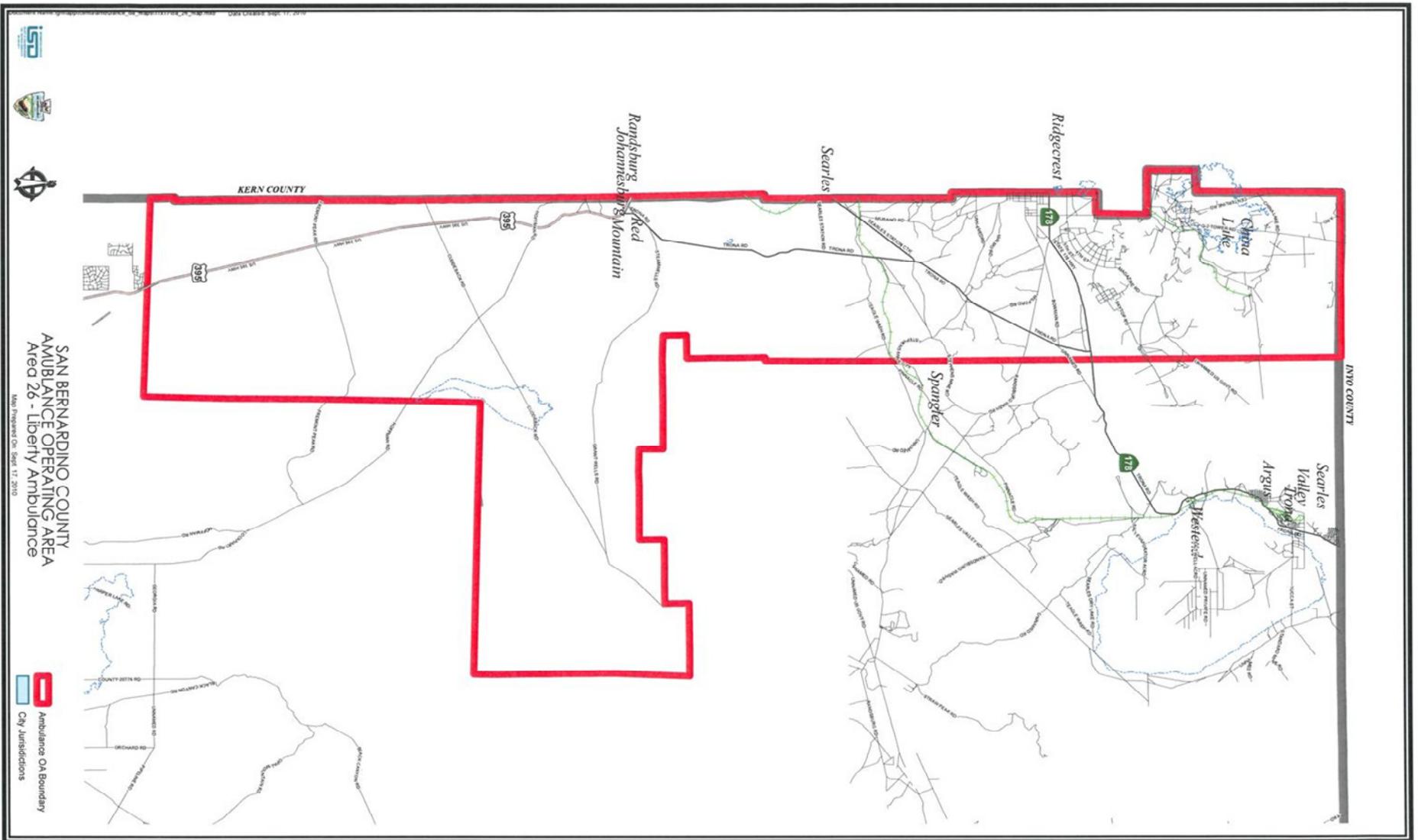
Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	29:59	---	---
	49:59	---	---
	99:59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

CY2014	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 2014. No MOU or other enforceable agreement is currently in place.



EOA 26 Response Time Performance By Month, Calendar Year 2014

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	---	---

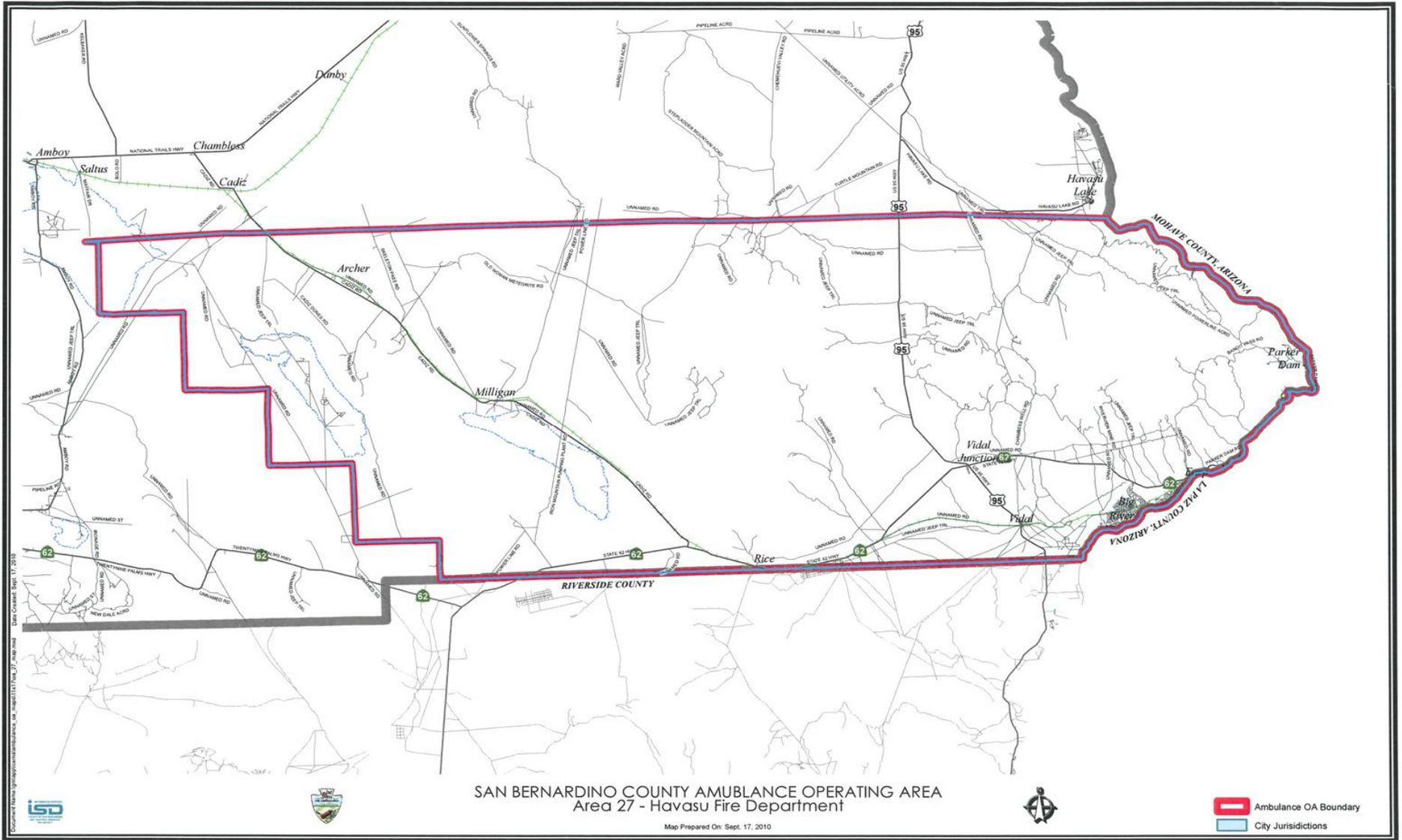
Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

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

CY2014	49:59	---	---
---------------	-------	-----	-----

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 2014

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	---	---	---

CY2014	49:59	---	---
---------------	-------	-----	-----

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.