

# Inland Counties Emergency Medical Agency



*Performance Based Contracts*

*Annual Report*

*January 2015 - December 2015*

## 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.....	8
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.....	41
Exclusive Operating Area 12a.....	43
Exclusive Operating Area 12b.....	46
Exclusive Operating Area 13.....	48

Exclusive Operating Area 14.....	51
Exclusive Operating Area 15.....	54
Exclusive Operating Area 16.....	57
Exclusive Operating Area 17.....	59
Exclusive Operating Area 18.....	61
Exclusive Operating Area 19.....	63
Exclusive Operating Area 20.....	65
Exclusive Operating Area 21.....	67
Exclusive Operating Area 22.....	69
Exclusive Operating Area 23.....	71
Exclusive Operating Area 24.....	73
Exclusive Operating Area 25.....	75
Exclusive Operating Area 26.....	77

## **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 26 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 May1, 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, 43 providers are using the ImageTrend software. Providers currently on ImageTrend ePCR:
  - AMR - Rancho Cucamonga
  - AMR - Redlands
  - AMR - Victorville
  - Apple Valley Fire Department
  - Baker Ambulance (Needles and Baker)
  - Barstow Fire Protection District
  - Big Bear Fire Department
  - Big Pine Fire Protection District (Inyo County)
  - California Highway Patrol Air Operations Unit
  - Chino Valley Fire District

- Providers currently on ImageTrend ePCR (cont.):
  - Colton Fire Department
  - Combat Center Fire Department
  - Crest Forest Fire Protection District - 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 2 remaining new providers on ImageTrend implementaton.
  - Implementation/training dates for additional providers are as follows:
    - Daggett Fire Department (BLS) - Setup pending
    - 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 2015 – A total of \$846,838.88 was invoiced for administrative fees, of which \$798,109.85 was collected, leaving a balance of \$48,729.04. The providers invoiced are:

- American Medical Response - \$729,036.70
- Baker EMS - Needles Ambulance - \$5,857.68
- Big Bear Fire Department - \$10,986.17
- Crest Forest Fire Department - \$1,850.25
- Desert Ambulance - \$27,137.73
- Morongo Basin Ambulance - \$20,947.30
- Running Springs Fire Department - \$2,294.01
- San Bernardino County Fire Department - \$48,729.04\*

\*Note: Denotes uncollected delinquent administrative fee.

**Liquidated Damages / Assessments:**

Liquidated Damages / Assessments generated in 2015 were as follows:

- From response time compliance - \$368,837
- From vehicle critical failures - \$30,250

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

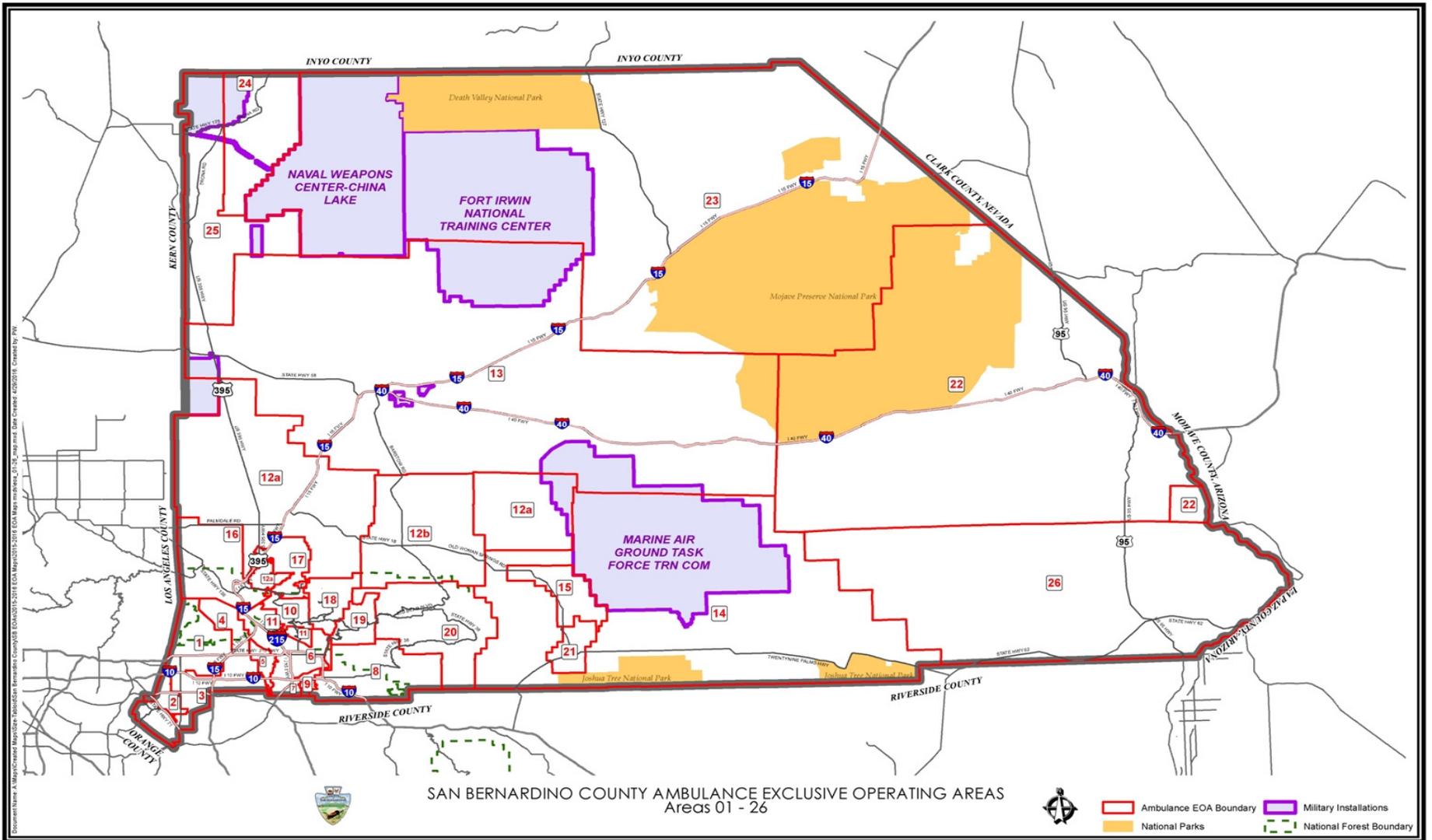
EOA	Provider	Type of Agreement	Effective	Expiration
1	AMR	Urban Contract	05/01/2004	06/30/2014*
2	AMR	Urban Contract	05/01/2004	06/30/2014*
3	AMR	Urban Contract	05/01/2004	06/30/2014*
4	AMR	Urban Contract	05/01/2004	06/30/2014*
5	AMR	Urban Contract <sup>(1)</sup>	05/01/2004	06/30/2014*
6	AMR	Urban Contract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

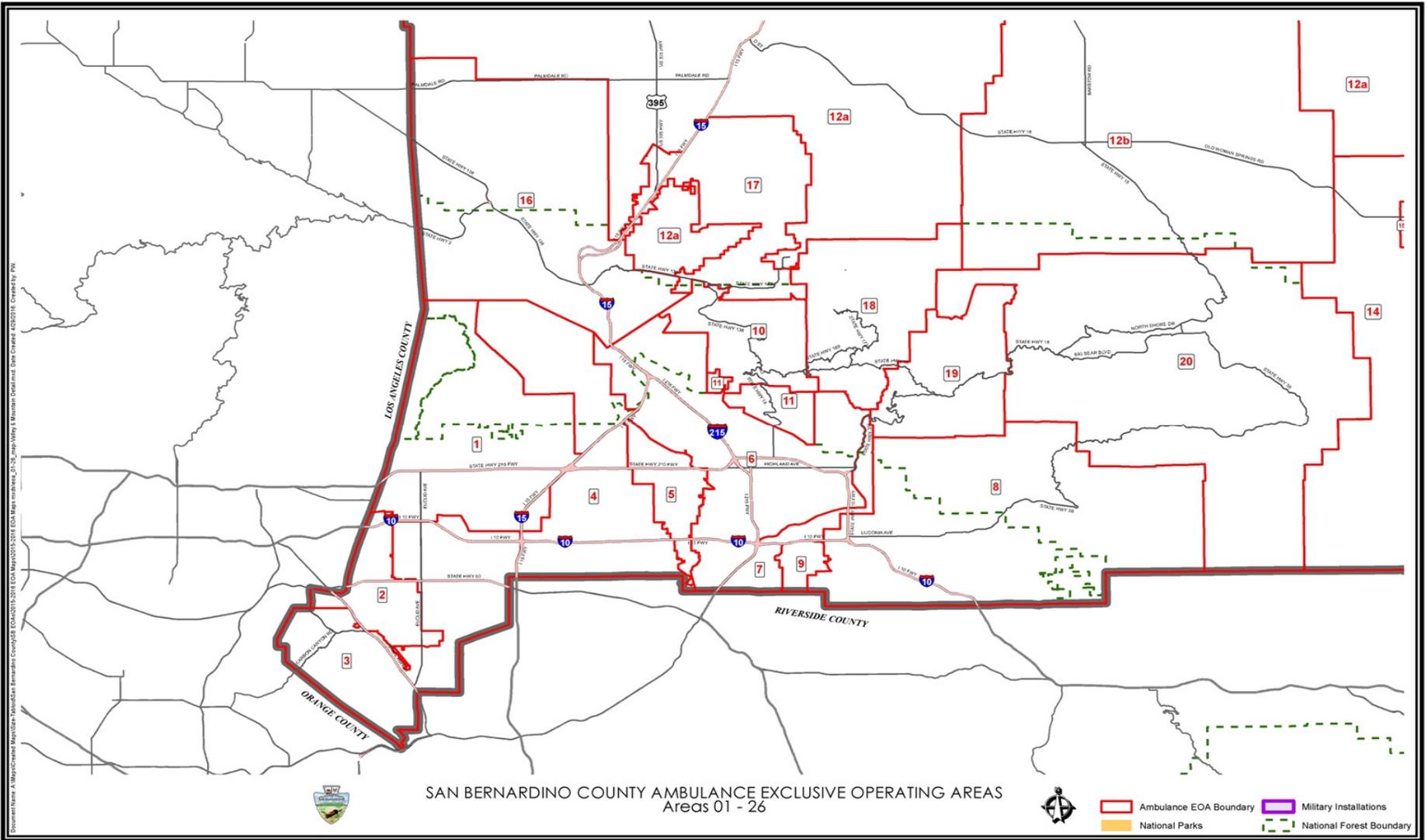
\*Note: Two (2) one-year extensions upon Board approval

<sup>(1)</sup> AMR – Rialto Fire Department (1797.201) no contract or MOU

<sup>(2)</sup> Automatic successive 3-year extensions

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





## Response Time Compliance by All Providers in All EOA's All months in 2015

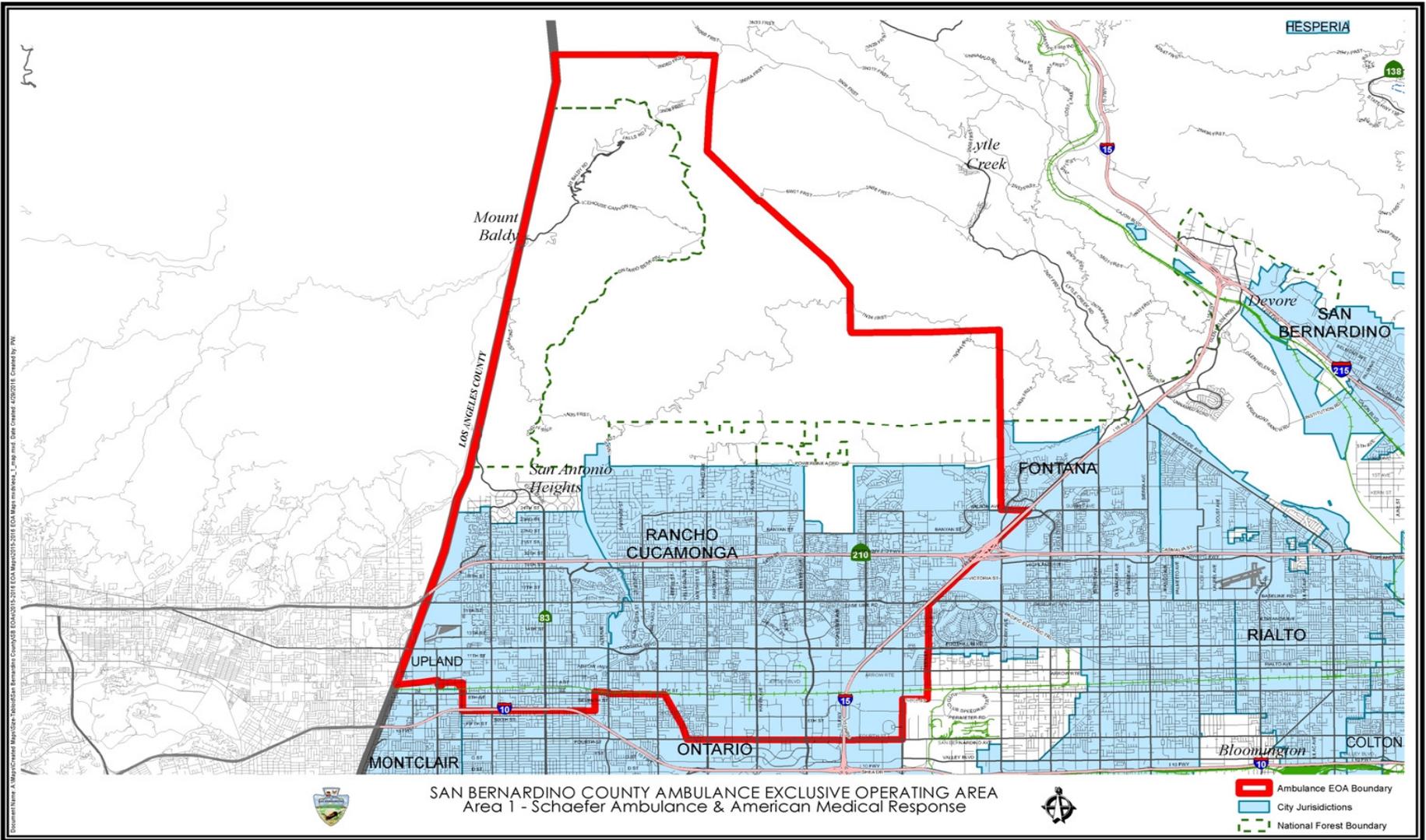
EOA	Provider	2015												Total CY2015	Total Runs*
		January	February	March	April	May	June	July	August	September	October	November	December		
1	AMR (Rancho Cucamonga)	90.90%	92.16%	90.34%	90.91%	93.39%	93.57%	94.00%	92.16%	92.71%	91.64%	91.88%	91.88%	92.14%	19,406
2	AMR (Rancho Cucamonga)	90.21%	90.03%	92.09%	91.78%	93.44%	92.50%	92.85%	93.33%	90.11%	90.44%	90.63%	91.86%	91.63%	9,583
3	AMR (Rancho Cucamonga)	90.21%	89.03%	87.64%	90.60%	91.76%	93.41%	92.35%	91.46%	90.19%	90.53%	89.44%	90.44%	90.60%	16,852
4	AMR (Rancho Cucamonga)	90.26%	90.04%	88.52%	90.65%	90.61%	93.00%	92.44%	90.48%	90.70%	90.99%	89.87%	90.14%	90.64%	16,851
5	Rialto Fire Department (201)														
5	AMR (San Bernardino)														
6	AMR (San Bernardino)	90.48%	91.71%	92.16%	91.01%	92.04%	93.11%	93.69%	92.25%	91.74%	90.77%	91.47%	89.91%	91.72%	38,500
7	AMR (Redlands)	91.58%	93.11%	95.25%	91.35%	91.01%	94.62%	92.98%	92.36%	94.22%	90.18%	93.25%	90.67%	92.57%	4,735
8	AMR (Redlands)	92.25%	93.11%	90.91%	90.33%	92.91%	93.39%	93.64%	91.55%	93.65%	90.97%	92.68%	90.20%	92.11%	13,915
9	AMR (Redlands)	91.86%	93.27%	93.33%	90.50%	95.89%	94.27%	94.44%	93.91%	94.38%	92.27%	94.17%	90.45%	93.25%	2,460
10	SBCFD (Crest Forest)														
11	AMR (San Bernardino)	<i>Included in EOA 6 calculation **</i>													
12a	AMR (Victorville)	92.80%	93.40%	91.38%	92.18%	93.04%	92.15%	93.79%	91.41%	92.22%	94.15%	92.73%	90.20%	92.43%	32,348
12b	SBCFD (Lucerne Valley)														
13	Desert Ambulance	100.00%	99.77%	99.79%	99.78%	99.81%	99.61%	100.00%	99.81%	100.00%	99.61%	99.80%	100.00%	99.83%	6,028
14	Morongo Basin Ambulance	97.59%	97.72%	97.17%	94.77%	93.91%	95.45%	95.11%	94.72%	97.24%	92.46%	95.83%	93.55%	95.35%	3,832
15	Morongo Basin Ambulance	100.00%	93.55%	100.00%	100.00%	100.00%	100.00%	97.67%	100.00%	92.00%	96.15%	97.62%	100.00%	98.02%	505
16	SBCFD (Wrightwood)														
17	Hesperia Fire Dept (SBCFD)														
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	No Assigned Provider														
25	No Assigned Provider														
26	No Assigned Provider														

\* 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	908	908	100.0%
February	624	624	100.0%
March	849	849	100.0%
April	778	778	100.0%
May	418	418	100.0%
June	472	472	100.0%
July	389	389	100.0%
August	784	784	100.0%
September	863	863	100.0%
October	641	641	100.0%
November	576	576	100.0%
December	924	923	99.9%
<b>Total</b>	<b>8,226</b>	<b>8,225</b>	<b>100.0%</b>



# EOA 1 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,570	90.89%
	29:59	12	91.67%
	<b>Total</b>	<b>1,582</b>	<b>90.90%</b>
February	9:59	1,508	92.18%
	29:59	10	90.00%
	<b>Total</b>	<b>1,518</b>	<b>92.16%</b>
March	9:59	1,540	90.26%
	29:59	13	100.00%
	<b>Total</b>	<b>1,553</b>	<b>90.34%</b>
April	9:59	1,595	90.85%
	29:59	12	100.00%
	<b>Total</b>	<b>1,607</b>	<b>90.91%</b>
May	9:59	1,659	93.37%
	29:59	4	100.00%
	<b>Total</b>	<b>1,663</b>	<b>93.39%</b>
June	9:59	1,596	93.55%
	29:59	7	100.00%
	<b>Total</b>	<b>1,603</b>	<b>93.57%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,621	94.08%
	29:59	11	81.82%
	<b>Total</b>	<b>1,632</b>	<b>94.00%</b>
August	9:59	1,639	92.13%
	29:59	7	100.00%
	<b>Total</b>	<b>1,646</b>	<b>92.16%</b>
September	9:59	1,691	92.67%
	29:59	9	100.00%
	<b>Total</b>	<b>1,700</b>	<b>92.71%</b>
October	9:59	1,690	91.66%
	29:59	9	88.89%
	<b>Total</b>	<b>1,699</b>	<b>91.64%</b>
November	9:59	1,529	91.82%
	29:59	11	100.00%
	<b>Total</b>	<b>1,540</b>	<b>91.88%</b>
December	9:59	1,653	91.83%
	29:59	10	100.00%
	<b>Total</b>	<b>1,663</b>	<b>91.88%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	80	80	100.0%
February	57	57	100.0%
March	88	88	100.0%
April	64	64	100.0%
May	26	26	100.0%
June	54	54	100.0%
July	35	35	100.0%
August	60	60	100.0%
September	83	83	100.0%
October	62	62	100.0%
November	50	50	100.0%
December	130	130	100.0%
<b>Total</b>	<b>789</b>	<b>789</b>	<b>100.0%</b>

<b>2015</b>	9:59	19,291	92.12%
	29:59	115	95.65%
	<b>Total</b>	<b>19,406</b>	<b>92.14%</b>

Average number of runs per month: **1,618**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.14%**

The highest compliance rate for the year was:

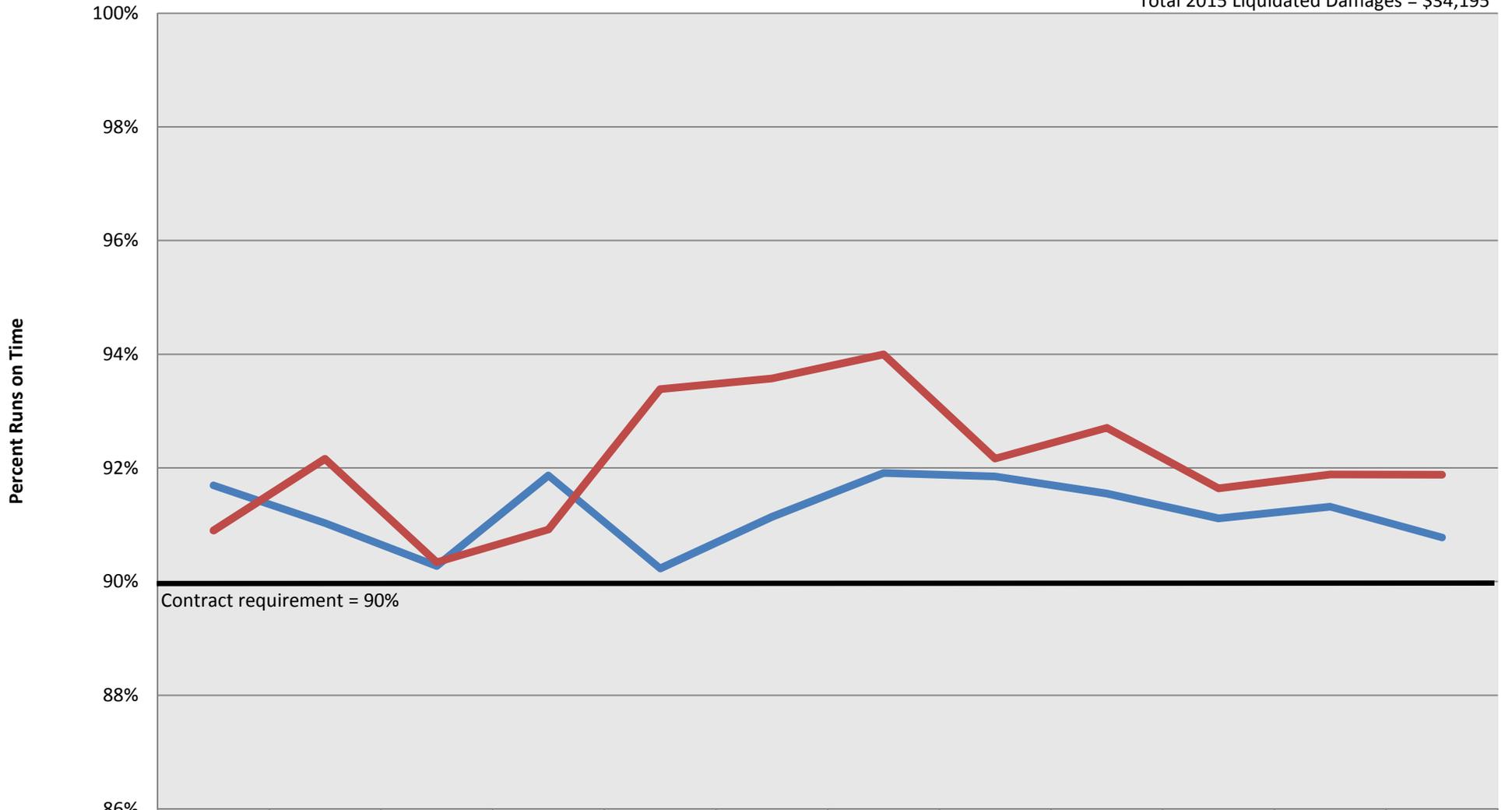
**July at: 94.00%**

The lowest compliance rate for the year was:

**March at: 90.34%**

## EOA 1 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$34,195



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	90.90%	92.16%	90.34%	90.91%	93.39%	93.57%	94.00%	92.16%	92.71%	91.64%	91.88%	91.88%
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
2015 Fines	\$5,059	\$2,462	\$4,930	\$4,245	\$1,303	\$1,278	\$876	\$2,512	\$2,358	\$3,422	\$2,393	\$3,357



# EOA 2 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	827	90.21%
	11:59	No Runs	
	<b>Total</b>	<b>827</b>	<b>90.21%</b>
February	9:59	722	90.03%
	11:59	No Runs	
	<b>Total</b>	<b>722</b>	<b>90.03%</b>
March	9:59	809	92.09%
	11:59	No Runs	
	<b>Total</b>	<b>809</b>	<b>92.09%</b>
April	9:59	791	91.78%
	11:59	No Runs	
	<b>Total</b>	<b>791</b>	<b>91.78%</b>
May	9:59	839	93.44%
	11:59	No Runs	
	<b>Total</b>	<b>839</b>	<b>93.44%</b>
June	9:59	813	92.50%
	11:59	No Runs	
	<b>Total</b>	<b>813</b>	<b>92.50%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	797	92.85%
	11:59	No Runs	
	<b>Total</b>	<b>797</b>	<b>92.85%</b>
August	9:59	839	93.33%
	11:59	No Runs	
	<b>Total</b>	<b>839</b>	<b>93.33%</b>
September	9:59	829	90.11%
	11:59	No Runs	
	<b>Total</b>	<b>829</b>	<b>90.11%</b>
October	9:59	795	90.44%
	11:59	No Runs	
	<b>Total</b>	<b>795</b>	<b>90.44%</b>
November	9:59	736	90.63%
	11:59	No Runs	
	<b>Total</b>	<b>736</b>	<b>90.63%</b>
December	9:59	786	91.86%
	11:59	No Runs	
	<b>Total</b>	<b>786</b>	<b>91.86%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	60	60	100.0%
February	28	28	100.0%
March	47	47	100.0%
April	25	25	100.0%
May	14	14	100.0%
June	22	22	100.0%
July	15	15	100.0%
August	41	41	100.0%
September	53	53	100.0%
October	20	20	100.0%
November	39	39	100.0%
December	48	48	100.0%
<b>Total</b>	<b>412</b>	<b>412</b>	<b>100.0%</b>

<b>2015</b>	9:59	9,583	91.63%
	11:59	No Runs	
	<b>Total</b>	<b>9,583</b>	<b>91.63%</b>

Average number of runs per month: **799**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **91.63%**

The highest compliance rate for the year was:

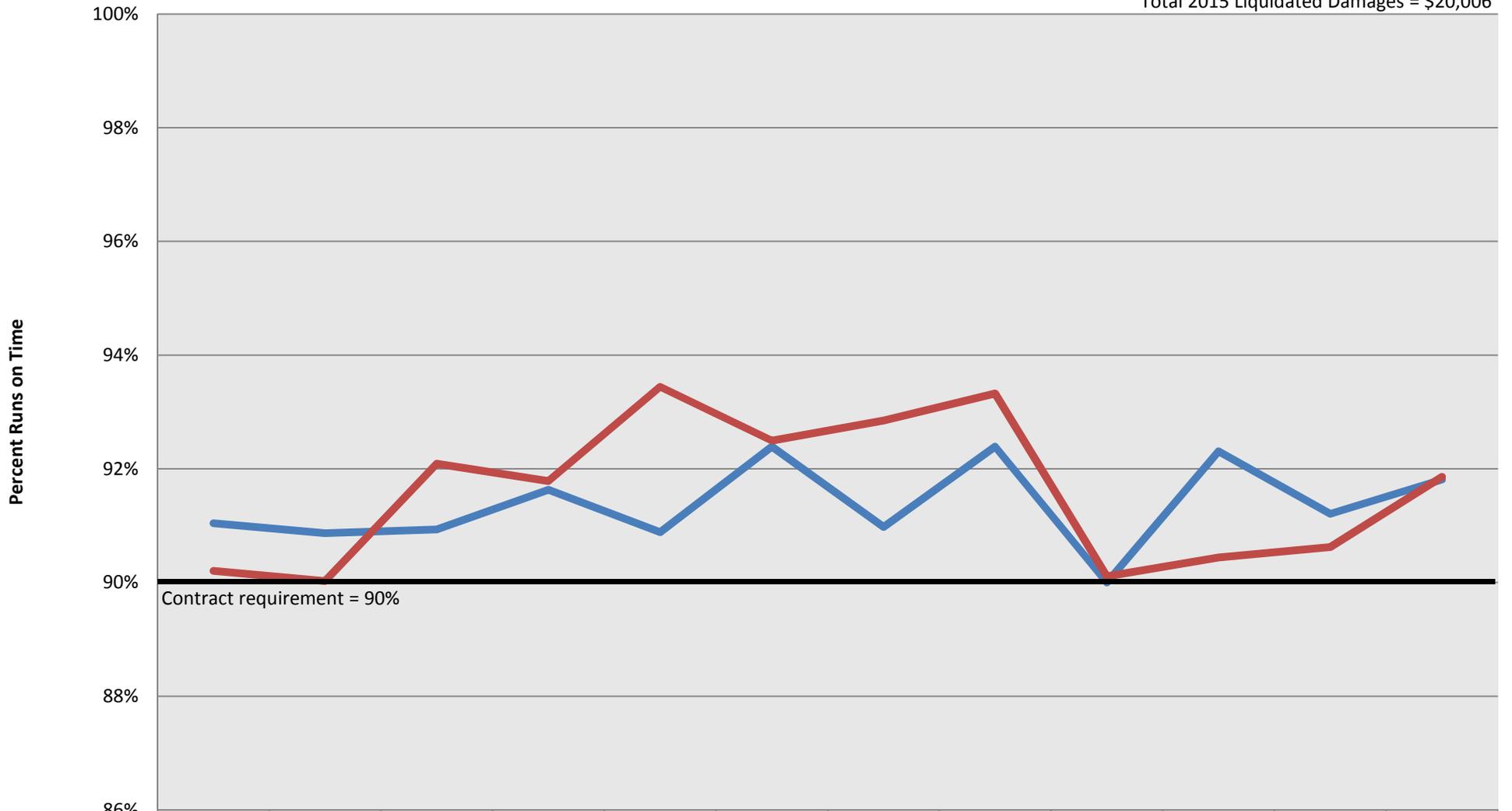
**May at: 93.44%**

The lowest compliance rate for the year was:

**February at: 90.03%**

## EOA 2 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$20,006



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	90.21%	90.03%	92.09%	91.78%	93.44%	92.50%	92.85%	93.33%	90.11%	90.44%	90.63%	91.86%
2014 Fines	\$1,186	\$2,195	\$1,395	\$1,441	\$1,730	\$809	\$1,815	\$940	\$1,765	\$1,091	\$1,867	\$1,453
2015 Fines	\$3,430	\$2,145	\$1,920	\$1,632	\$693	\$748	\$889	\$649	\$2,985	\$1,910	\$1,620	\$1,385



# EOA 3 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,440	90.21%
February	9:59	1,212	89.03%
March	9:59	1,480	87.64%
April	9:59	1,362	90.60%
May	9:59	1,384	91.76%
June	9:59	1,397	93.41%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,437	92.35%
August	9:59	1,523	91.46%
September	9:59	1,427	90.19%
October	9:59	1,425	90.53%
November	9:59	1,363	89.44%
December	9:59	1,402	90.44%

Month	Exemption		
	Requests	Approved	% Approved
January	91	91	100.0%
February	55	55	100.0%
March	64	64	100.0%
April	66	66	100.0%
May	30	30	100.0%
June	43	43	100.0%
July	27	27	100.0%
August	75	75	100.0%
September	110	110	100.0%
October	83	83	100.0%
November	51	51	100.0%
December	99	99	100.0%
<b>Total</b>	<b>794</b>	<b>794</b>	<b>100.0%</b>

<b>2015</b>	<b>9:59</b>	<b>16,852</b>	<b>90.60%</b>
-------------	-------------	---------------	---------------

Average number of runs per month: **1,405**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **90.60%**

The highest compliance rate for the year was:

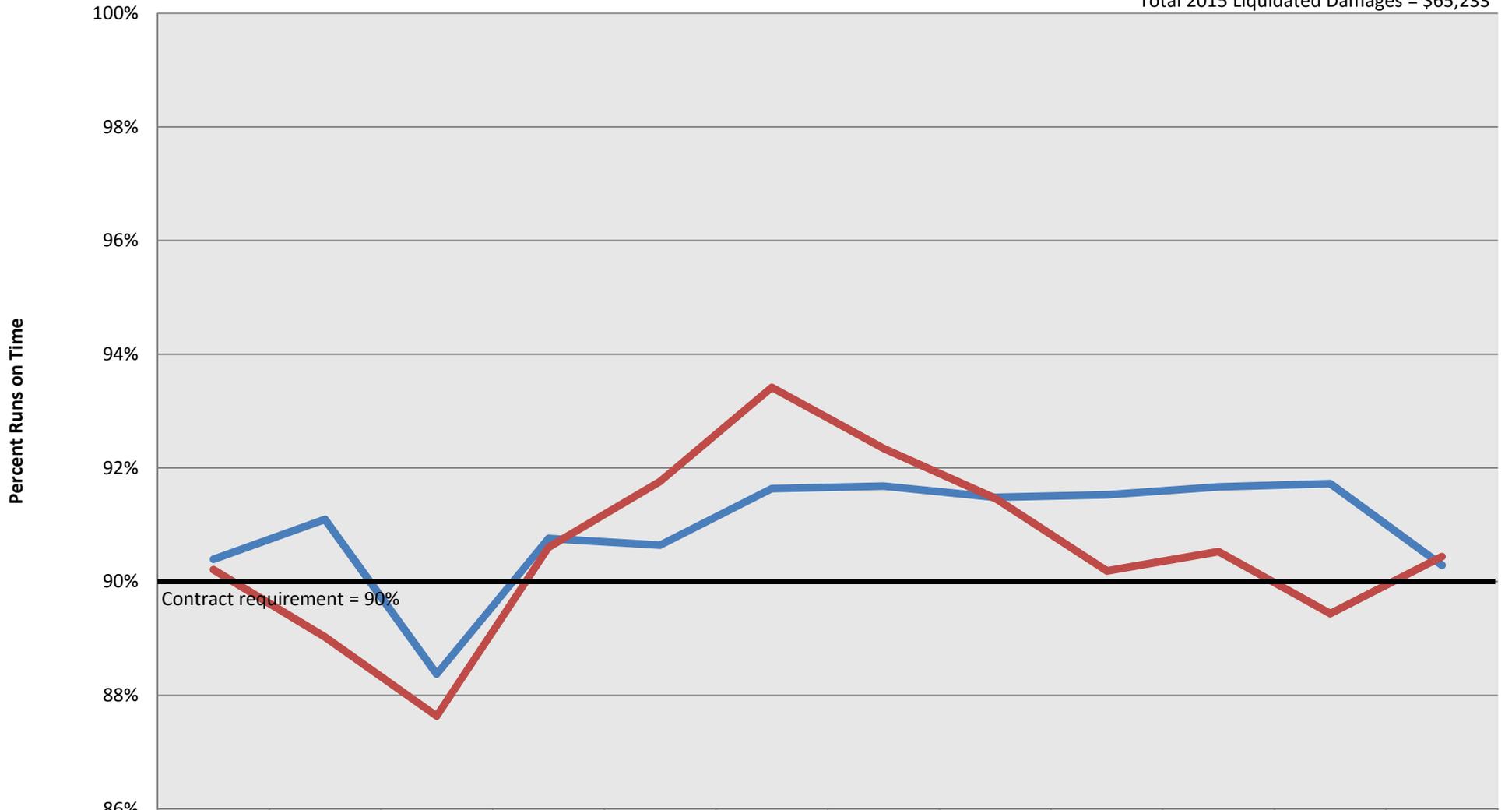
**June at: 93.41%**

The lowest compliance rate for the year was:

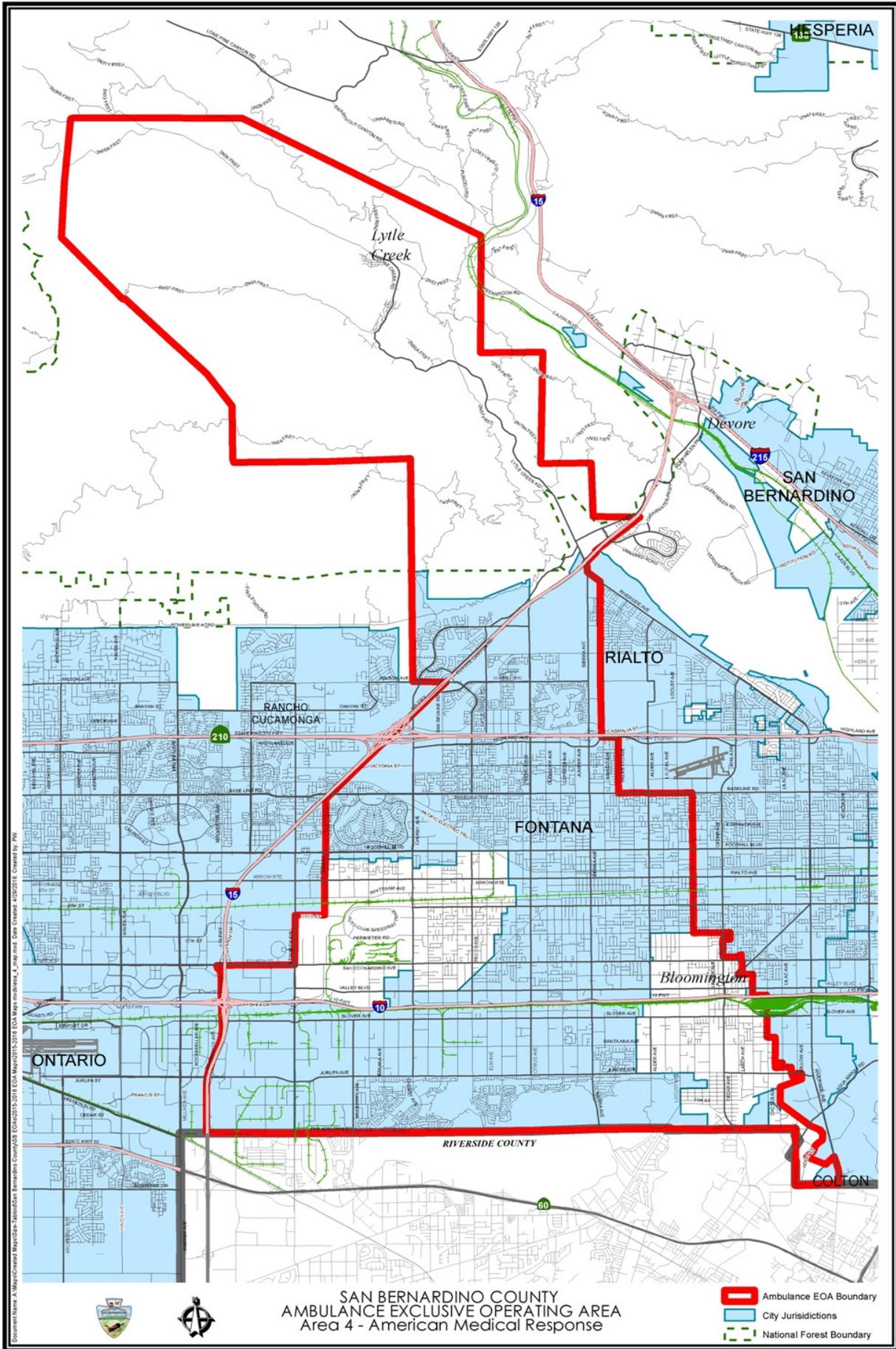
**March at: 87.64%**

## EOA 3 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$65,233



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	90.21%	89.03%	87.64%	90.60%	91.76%	93.41%	92.35%	91.46%	90.19%	90.53%	89.44%	90.44%
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
2015 Fines	\$6,670	\$7,198	\$11,384	\$4,525	\$3,086	\$1,950	\$2,742	\$4,839	\$7,125	\$5,380	\$5,934	\$4,400



# EOA 4 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,396	90.26%
	29:59	11	90.91%
	<b>Total</b>	<b>1,407</b>	<b>90.26%</b>
February	9:59	1,280	89.92%
	29:59	15	100.00%
	<b>Total</b>	<b>1,295</b>	<b>90.04%</b>
March	9:59	1,432	88.48%
	29:59	14	92.86%
	<b>Total</b>	<b>1,446</b>	<b>88.52%</b>
April	9:59	1,342	90.54%
	29:59	16	100.00%
	<b>Total</b>	<b>1,358</b>	<b>90.65%</b>
May	9:59	1,424	90.52%
	29:59	13	100.00%
	<b>Total</b>	<b>1,437</b>	<b>90.61%</b>
June	9:59	1,381	92.90%
	29:59	20	100.00%
	<b>Total</b>	<b>1,401</b>	<b>93.00%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,375	92.36%
	29:59	13	100.00%
	<b>Total</b>	<b>1,388</b>	<b>92.44%</b>
August	9:59	1,473	90.43%
	29:59	18	94.44%
	<b>Total</b>	<b>1,491</b>	<b>90.48%</b>
September	9:59	1,407	90.62%
	29:59	13	100.00%
	<b>Total</b>	<b>1,420</b>	<b>90.70%</b>
October	9:59	1,458	90.88%
	29:59	18	100.00%
	<b>Total</b>	<b>1,476</b>	<b>90.99%</b>
November	9:59	1,323	89.80%
	29:59	20	95.00%
	<b>Total</b>	<b>1,343</b>	<b>89.87%</b>
December	9:59	1,377	90.05%
	29:59	12	100.00%
	<b>Total</b>	<b>1,389</b>	<b>90.14%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	86	86	100.0%
February	58	58	100.0%
March	100	100	100.0%
April	59	59	100.0%
May	25	25	100.0%
June	47	47	100.0%
July	32	32	100.0%
August	72	72	100.0%
September	75	75	100.0%
October	67	67	100.0%
November	40	40	100.0%
December	76	76	100.0%
<b>Total</b>	<b>737</b>	<b>737</b>	<b>100.0%</b>

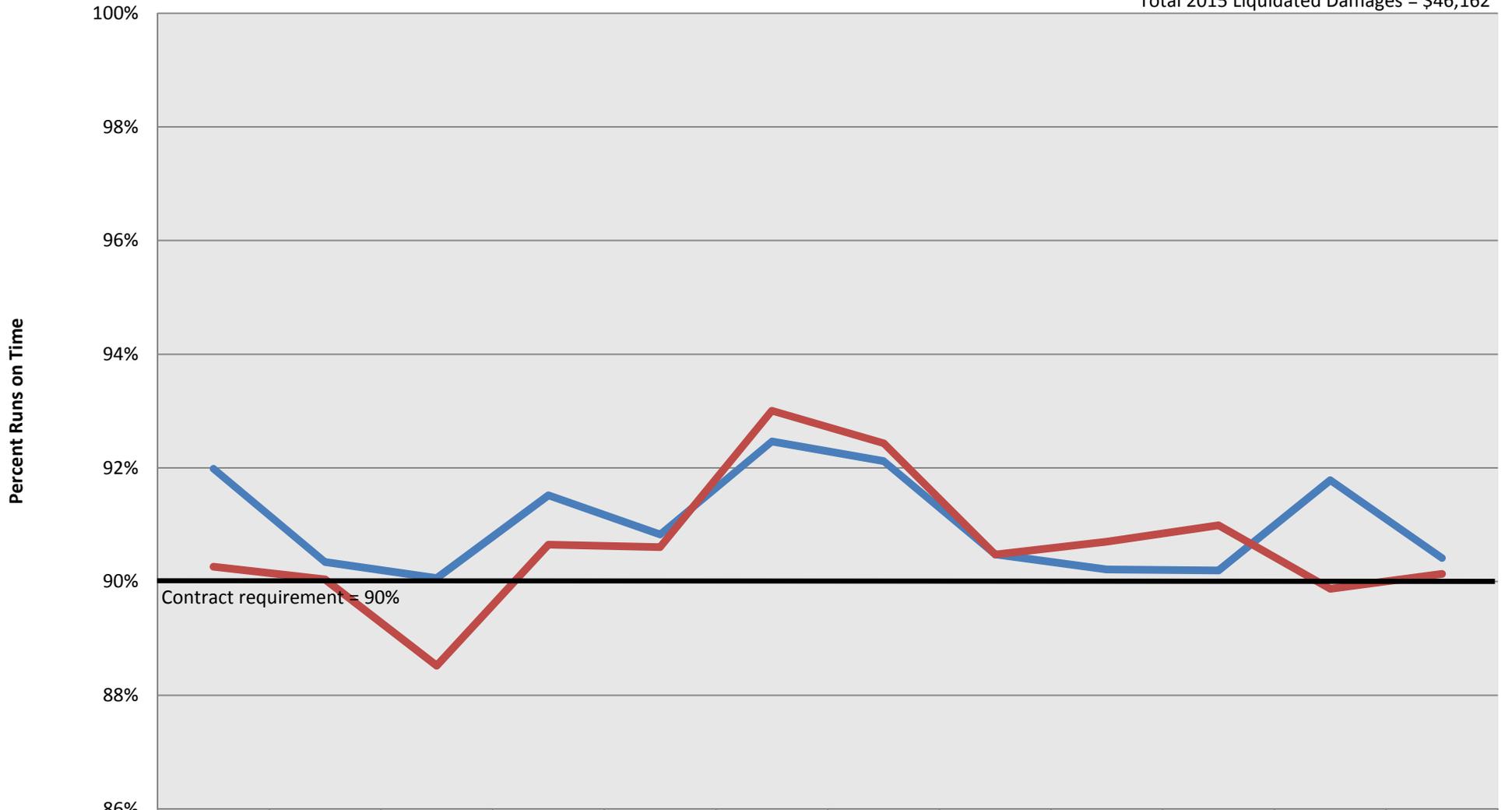
<b>2015</b>	9:59	16,668	90.56%
	29:59	183	97.81%
	<b>Total</b>	<b>16,851</b>	<b>90.64%</b>

Average number of runs per month: **1,405**

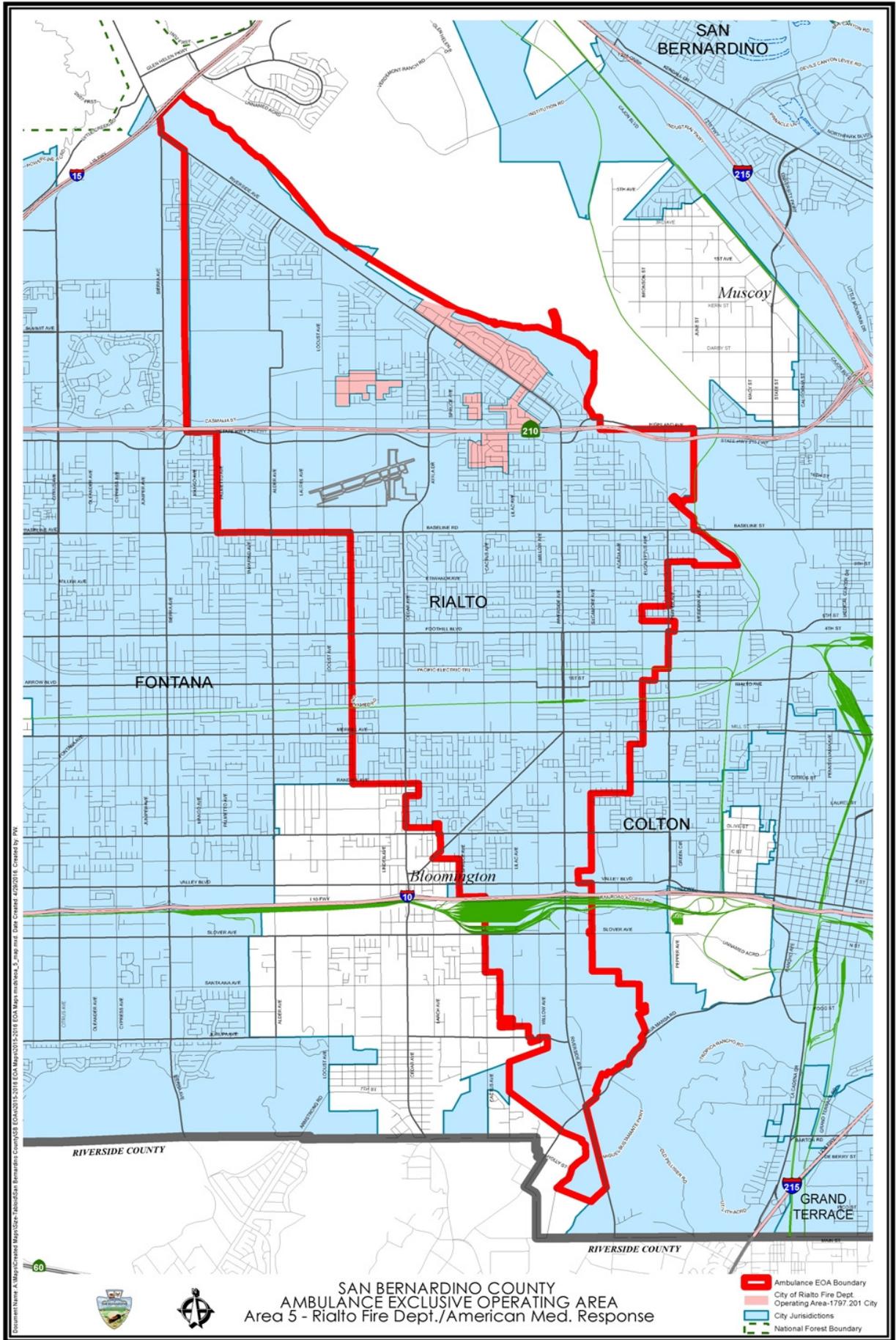
RT compliance of each month did not exceed 90%.  
 Overall compliance for the year: **90.64%**  
 The highest compliance rate for the year was:  
**June at: 93.00%**  
 The lowest compliance rate for the year was:  
**March at: 88.52%**

## EOA 4 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$46,162



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	90.26%	90.04%	88.52%	90.65%	90.61%	93.00%	92.44%	90.48%	90.70%	90.99%	89.87%	90.14%
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
2015 Fines	\$3,840	\$3,670	\$7,616	\$4,825	\$3,160	\$1,273	\$1,452	\$4,025	\$4,710	\$3,785	\$4,101	\$3,705



# EOA 5\* Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	37	97.30%
February	9:59	18	100.00%
March	9:59	18	77.78%
April	9:59	30	96.67%
May	9:59	22	95.45%
June	9:59	15	93.33%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	20	90.00%
August	9:59	23	91.30%
September	9:59	24	95.83%
October	9:59	31	96.77%
November	9:59	20	90.00%
December	9:59	22	90.91%

Month	Exemption		
	Requests	Approved	% Approved
January	1	1	100.0%
February	0	0	---
March	5	5	100.0%
April	2	2	100.0%
May	3	3	100.0%
June	1	1	100.0%
July	1	1	100.0%
August	0	0	---
September	4	4	100.0%
October	0	0	---
November	0	0	---
December	1	1	100.0%
<b>Total</b>	<b>18</b>	<b>18</b>	<b>100.0%</b>

<b>2015</b>	<b>9:59</b>	<b>280</b>	<b>93.57%</b>
-------------	-------------	------------	---------------

Average number of runs per month: **24**  
Overall compliance for the year: **93.57%**

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

### Cumulative Compliance Calculation

November 2014 - February 2015

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

### Cumulative Compliance Calculation

March 2015 - July 2015

Response Time Requirement	Total Runs	Percent On-Time
09:59	105	91.43%

### Cumulative Compliance Calculation

August 2015 - November 2015

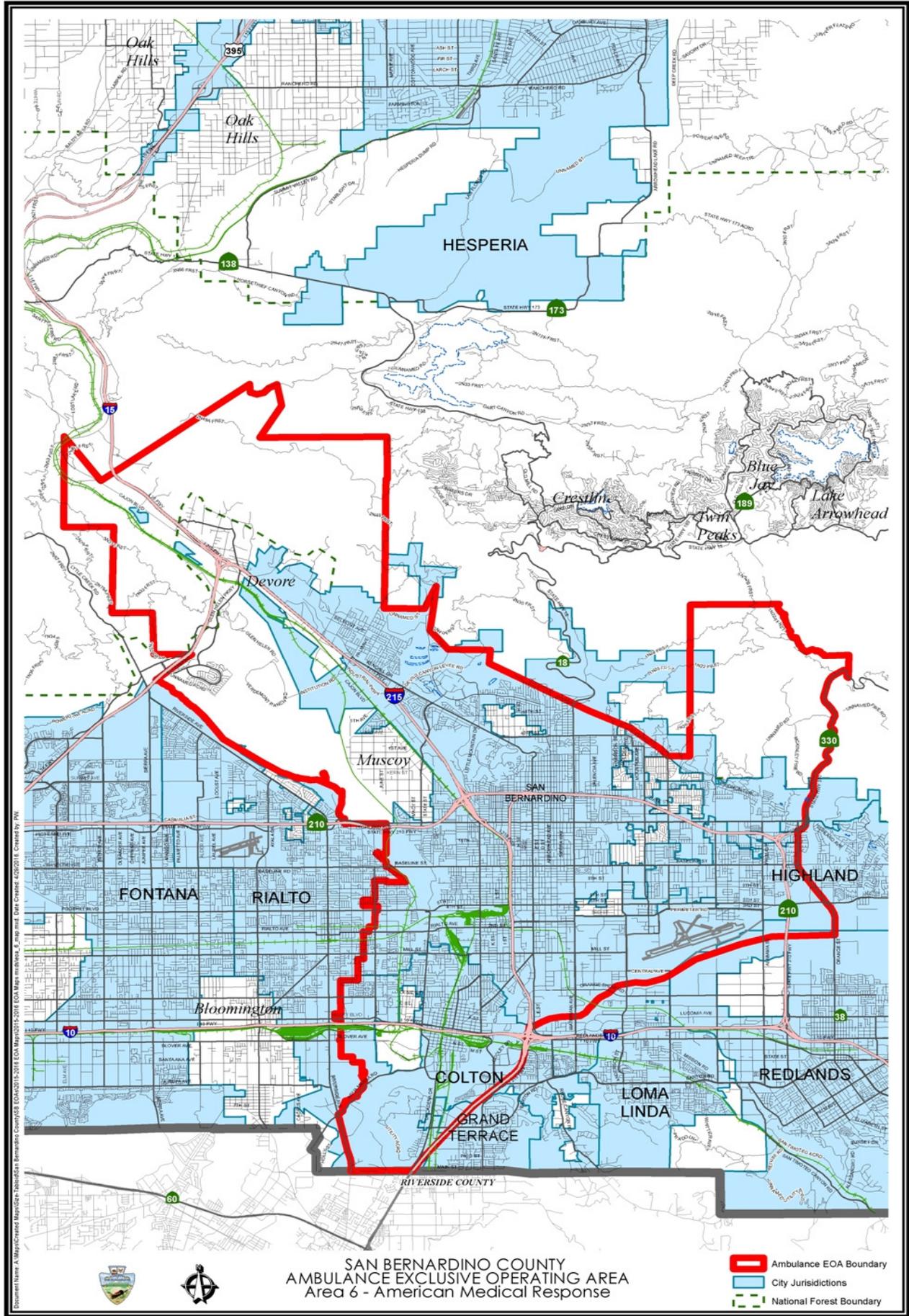
Response Time Requirement	Total Runs	Percent On-Time
09:59	98	93.88%

### Cumulative Compliance Calculation

December 2015 - April 2016

Response Time Requirement	Total Runs	Percent On-Time
09:59	102	93.14%

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 2013 data, 93 runs are required for CY2014 compliance calculations. Based on 2014 data, 94 runs are required for CY2015 compliance calculations. One cycle was completed carried over from CY2014, two cycles were completed in CY2015 and one cycle will be completed in CY2016.



# EOA 6 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	3,130	90.48%
	11:59	13	92.31%
	14:59	2	100.00%
	19:59	5	80.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,151</b>	<b>90.48%</b>
February	9:59	2,891	91.73%
	11:59	20	85.00%
	14:59	No Runs	
	19:59	8	100.00%
	24:59	No Runs	
	29:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,920</b>	<b>91.71%</b>
March	9:59	3,228	92.16%
	11:59	15	100.00%
	14:59	No Runs	
	19:59	7	71.43%
	24:59	2	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,252</b>	<b>92.16%</b>
April	9:59	3,030	91.06%
	11:59	12	83.33%
	14:59	No Runs	
	19:59	6	83.33%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,049</b>	<b>91.01%</b>
May	9:59	3,206	92.05%
	11:59	17	88.24%
	14:59	No Runs	
	19:59	7	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,230</b>	<b>92.04%</b>
June	9:59	3,332	93.16%
	11:59	13	92.31%
	14:59	No Runs	
	19:59	6	83.33%
	24:59	3	66.67%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,354</b>	<b>93.11%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	3,421	93.66%
	11:59	9	100.00%
	14:59	No Runs	
	19:59	4	100.00%
	24:59	3	100.00%
	29:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>3,438</b>	<b>93.69%</b>
August	9:59	3,337	92.36%
	11:59	14	85.71%
	14:59	No Runs	
	19:59	5	40.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,356</b>	<b>92.25%</b>
September	9:59	3,232	91.74%
	11:59	17	88.24%
	14:59	1	100.00%
	19:59	6	100.00%
	24:59	No Runs	
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,256</b>	<b>91.74%</b>
October	9:59	3,319	90.84%
	11:59	13	76.92%
	14:59	No Runs	
	19:59	4	75.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,337</b>	<b>90.77%</b>
November	9:59	3,022	91.53%
	11:59	10	70.00%
	14:59	No Runs	
	19:59	3	100.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,036</b>	<b>91.47%</b>
December	9:59	3,115	89.95%
	11:59	3	66.67%
	14:59	No Runs	
	19:59	2	50.00%
	24:59	1	100.00%
	29:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>3,121</b>	<b>89.91%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	276	276	100.0%
February	254	254	100.0%
March	294	294	100.0%
April	306	306	100.0%
May	169	169	100.0%
June	165	165	100.0%
July	152	152	100.0%
August	294	294	100.0%
September	287	287	100.0%
October	229	229	100.0%
November	197	197	100.0%
December	296	295	99.7%
<b>Total</b>	<b>2,919</b>	<b>2,918</b>	<b>100.0%</b>

2015	9:59	38,263	91.75%
	11:59	156	87.18%
	14:59	3	100.00%
	19:59	63	84.13%
	24:59	13	92.31%
	29:59	2	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>38,500</b>	<b>91.72%</b>

Average number of runs per month: **3,209**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **91.72%**

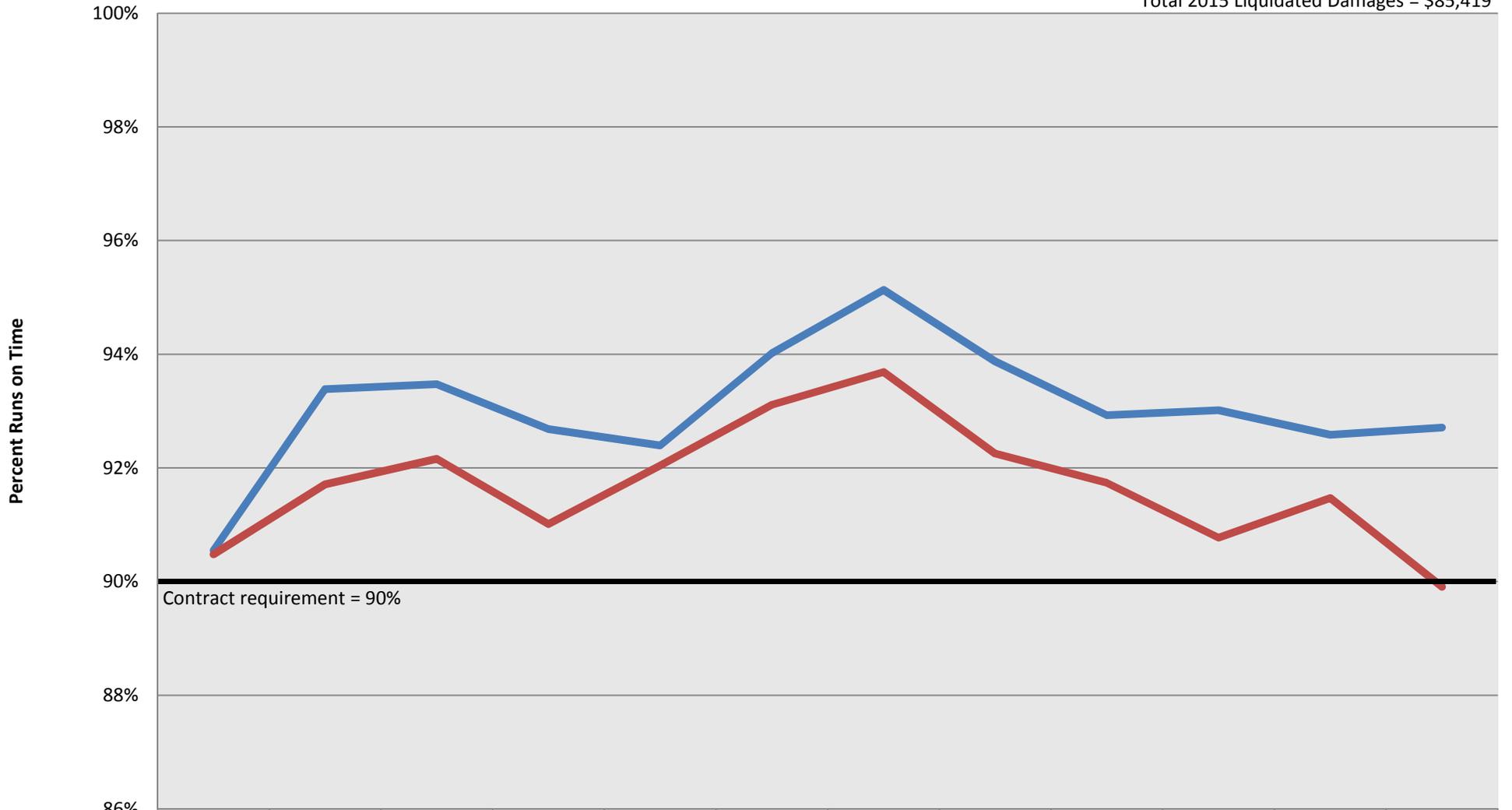
The highest compliance rate for the year was:  
**July at: 93.69%**

The lowest compliance rate for the year was:  
**December at: 89.91%**

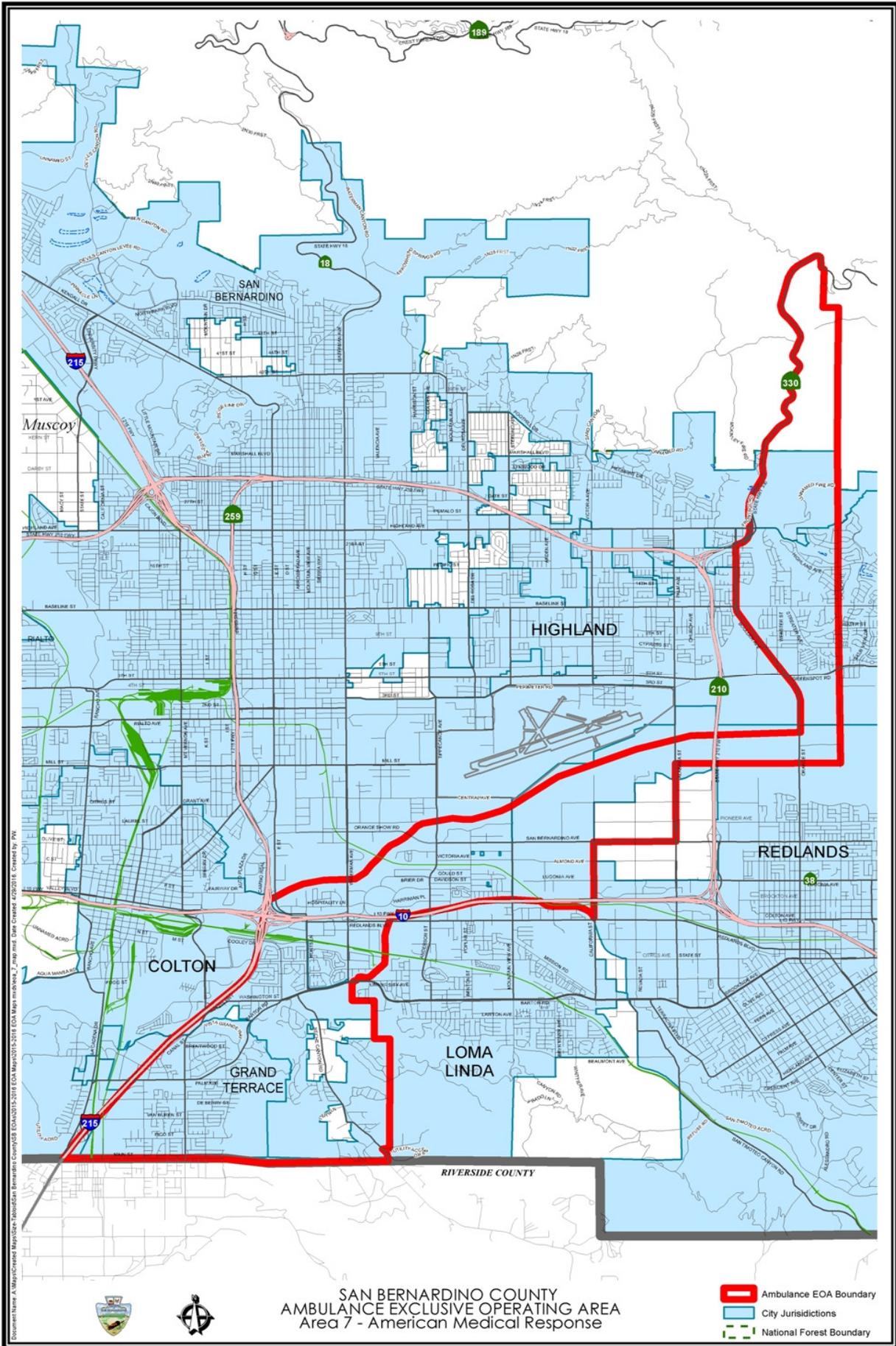
Note: Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).

## EOA 6 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$85,419



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	90.48%	91.71%	92.16%	91.01%	92.04%	93.11%	93.69%	92.25%	91.74%	90.77%	91.47%	89.91%
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
2015 Fines	\$10,514	\$7,963	\$6,133	\$8,981	\$4,612	\$3,818	\$2,800	\$5,912	\$6,928	\$10,255	\$6,481	\$11,022



# EOA 7 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	275	88.73%
	11:59	117	98.29%
	19:59	No Runs	
	<b>Total</b>	<b>392</b>	<b>91.58%</b>
February	9:59	213	90.61%
	11:59	120	97.50%
	19:59	1	100.00%
	<b>Total</b>	<b>334</b>	<b>93.11%</b>
March	9:59	264	93.18%
	11:59	115	100.00%
	19:59	No Runs	
	<b>Total</b>	<b>379</b>	<b>95.25%</b>
April	9:59	247	87.85%
	11:59	123	98.37%
	19:59	No Runs	
	<b>Total</b>	<b>370</b>	<b>91.35%</b>
May	9:59	235	88.09%
	11:59	131	96.18%
	19:59	1	100.00%
	<b>Total</b>	<b>367</b>	<b>91.01%</b>
June	9:59	295	92.88%
	11:59	151	98.01%
	19:59	No Runs	
	<b>Total</b>	<b>446</b>	<b>94.62%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	259	89.19%
	11:59	152	99.34%
	19:59	2	100.00%
	<b>Total</b>	<b>413</b>	<b>92.98%</b>
August	9:59	279	89.61%
	11:59	127	98.43%
	19:59	No Runs	
	<b>Total</b>	<b>406</b>	<b>92.36%</b>
September	9:59	274	91.97%
	11:59	140	98.57%
	19:59	1	100.00%
	<b>Total</b>	<b>415</b>	<b>94.22%</b>
October	9:59	291	86.25%
	11:59	144	97.92%
	19:59	3	100.00%
	<b>Total</b>	<b>438</b>	<b>90.18%</b>
November	9:59	275	90.55%
	11:59	124	99.19%
	19:59	1	100.00%
	<b>Total</b>	<b>400</b>	<b>93.25%</b>
December	9:59	249	86.35%
	11:59	125	99.20%
	19:59	1	100.00%
	<b>Total</b>	<b>375</b>	<b>90.67%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	27	27	100.0%
February	23	23	100.0%
March	21	21	100.0%
April	24	24	100.0%
May	10	10	100.0%
June	19	19	100.0%
July	15	15	100.0%
August	25	25	100.0%
September	29	29	100.0%
October	18	18	100.0%
November	26	26	100.0%
December	28	28	100.0%
<b>Total</b>	<b>265</b>	<b>265</b>	<b>100.0%</b>

<b>2015</b>	9:59	3,156	89.64%
	11:59	1,569	98.41%
	19:59	10	100.00%
	<b>Total</b>	<b>4,735</b>	<b>92.57%</b>

Average number of runs per month: **395**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.57%**

The highest compliance rate for the year was:

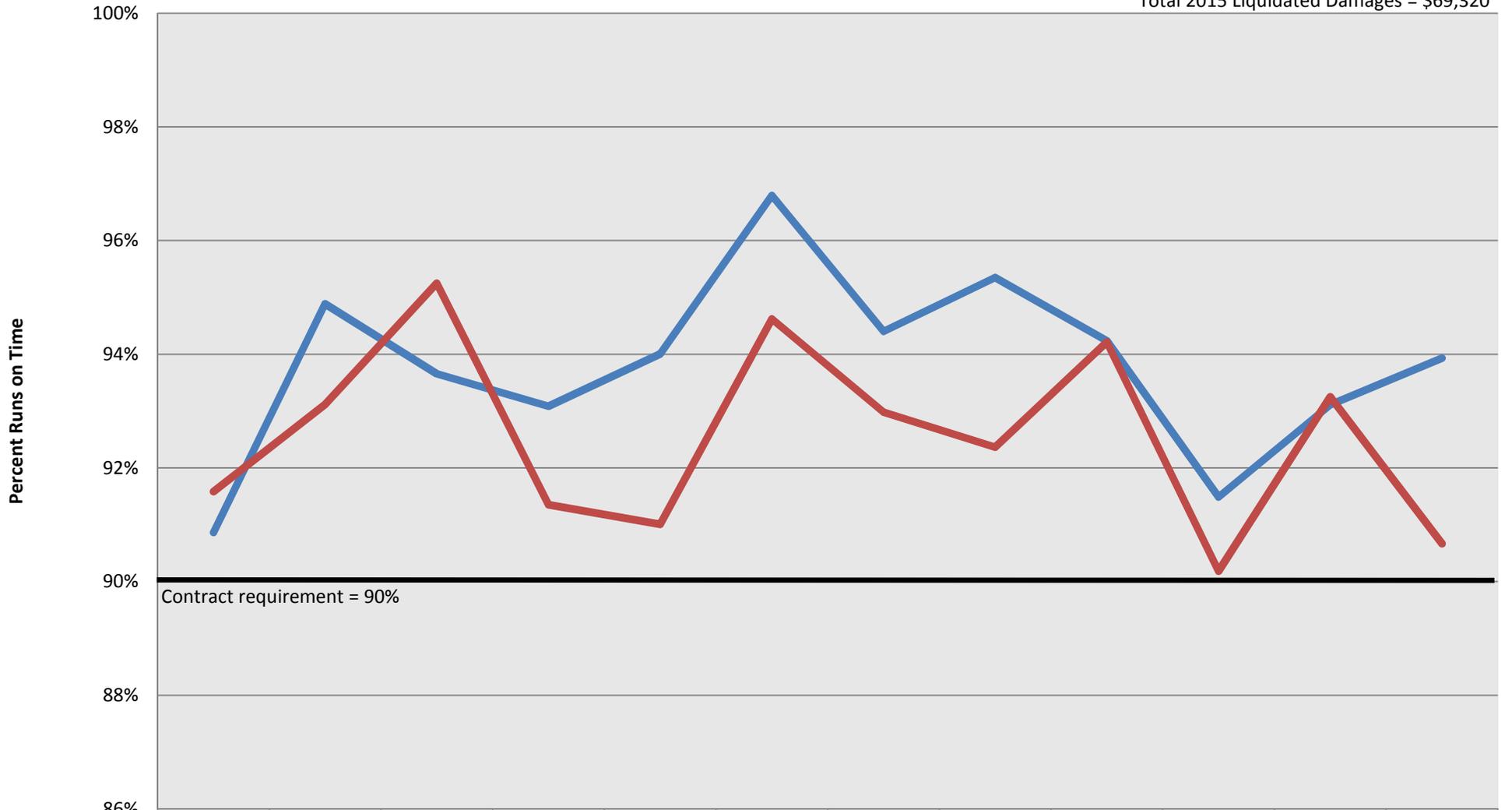
**March at: 95.25%**

The lowest compliance rate for the year was:

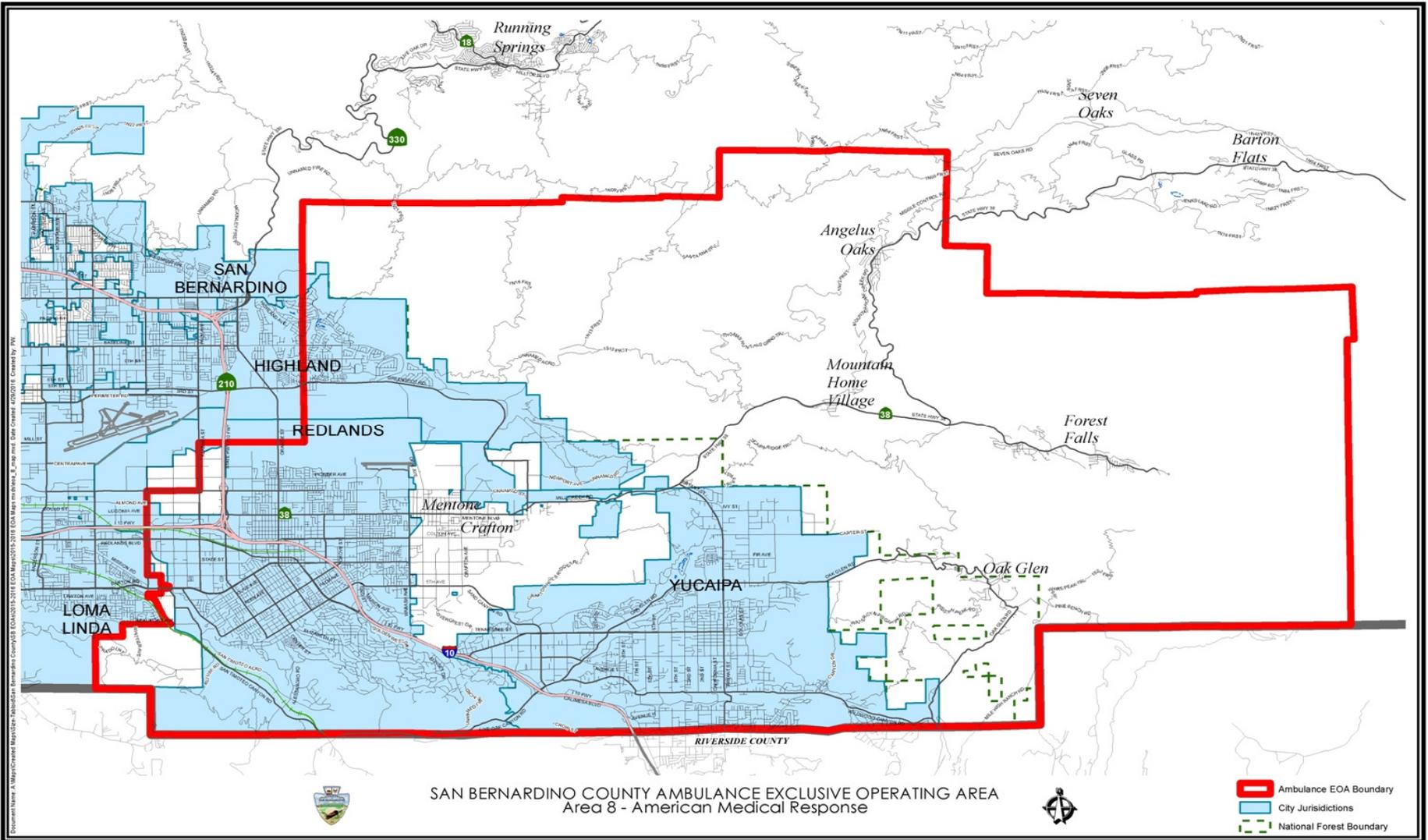
**October at: 90.18%**

## EOA 7 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$69,320



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	91.58%	93.11%	95.25%	91.35%	91.01%	94.62%	92.98%	92.36%	94.22%	90.18%	93.25%	90.67%
2014 Fines	\$1,050	\$414	\$238	\$345	\$365	\$24	\$280	\$33	\$315	\$640	\$634	\$458
2015 Fines	\$1,021	\$309	\$193	\$699	\$558	\$195	\$597	\$936	\$444	\$1,149	\$668	\$1,125



# EOA 8 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,184	92.15%
	24:59	1	100.00%
	39:59	8	100.00%
	49:59	3	100.00%
	99:59	4	100.00%
	<b>Total</b>	<b>1,200</b>	<b>92.25%</b>
February	9:59	988	93.02%
	24:59	2	100.00%
	39:59	6	100.00%
	49:59	1	100.00%
	99:59	4	100.00%
	<b>Total</b>	<b>1,001</b>	<b>93.11%</b>
March	9:59	1,126	90.76%
	24:59	1	100.00%
	39:59	7	100.00%
	49:59	1	100.00%
	99:59	9	100.00%
	<b>Total</b>	<b>1,144</b>	<b>90.91%</b>
April	9:59	1,102	90.20%
	24:59	No Runs	
	39:59	7	100.00%
	49:59	2	100.00%
	99:59	6	100.00%
	<b>Total</b>	<b>1,117</b>	<b>90.33%</b>
May	9:59	1,138	92.71%
	24:59	1	100.00%
	39:59	9	100.00%
	49:59	3	100.00%
	99:59	20	100.00%
	<b>Total</b>	<b>1,171</b>	<b>92.91%</b>
June	9:59	1,113	93.26%
	24:59	No Runs	
	39:59	10	100.00%
	49:59	3	100.00%
	99:59	8	100.00%
	<b>Total</b>	<b>1,134</b>	<b>93.39%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,135	93.48%
	24:59	1	100.00%
	39:59	16	100.00%
	49:59	6	100.00%
	99:59	6	100.00%
	<b>Total</b>	<b>1,164</b>	<b>93.64%</b>
August	9:59	1,213	91.34%
	24:59	1	100.00%
	39:59	6	100.00%
	49:59	7	100.00%
	99:59	16	100.00%
	<b>Total</b>	<b>1,243</b>	<b>91.55%</b>
September	9:59	1,155	93.51%
	24:59	No Runs	
	39:59	13	100.00%
	49:59	4	100.00%
	99:59	9	100.00%
	<b>Total</b>	<b>1,181</b>	<b>93.65%</b>
October	9:59	1,196	90.80%
	24:59	No Runs	
	39:59	12	100.00%
	49:59	4	100.00%
	99:59	6	100.00%
	<b>Total</b>	<b>1,218</b>	<b>90.97%</b>
November	9:59	1,095	92.60%
	24:59	No Runs	
	39:59	5	100.00%
	49:59	6	100.00%
	99:59	1	100.00%
	<b>Total</b>	<b>1,107</b>	<b>92.68%</b>
December	9:59	1,214	90.03%
	24:59	2	100.00%
	39:59	7	100.00%
	49:59	7	100.00%
	99:59	5	100.00%
	<b>Total</b>	<b>1,235</b>	<b>90.20%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	95	95	100.0%
February	53	53	100.0%
March	80	80	100.0%
April	87	87	100.0%
May	49	49	100.0%
June	47	47	100.0%
July	41	41	100.0%
August	59	59	100.0%
September	71	71	100.0%
October	56	56	100.0%
November	52	52	100.0%
December	70	70	100.0%
<b>Total</b>	<b>760</b>	<b>760</b>	<b>100.0%</b>

2015	9:59	13,659	91.96%
	24:59	9	100.00%
	39:59	106	100.00%
	49:59	47	100.00%
	99:59	94	100.00%
	<b>Total</b>	<b>13,915</b>	<b>92.11%</b>

Average number of runs per month: **1,160**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.11%**

The highest compliance rate for the year was:

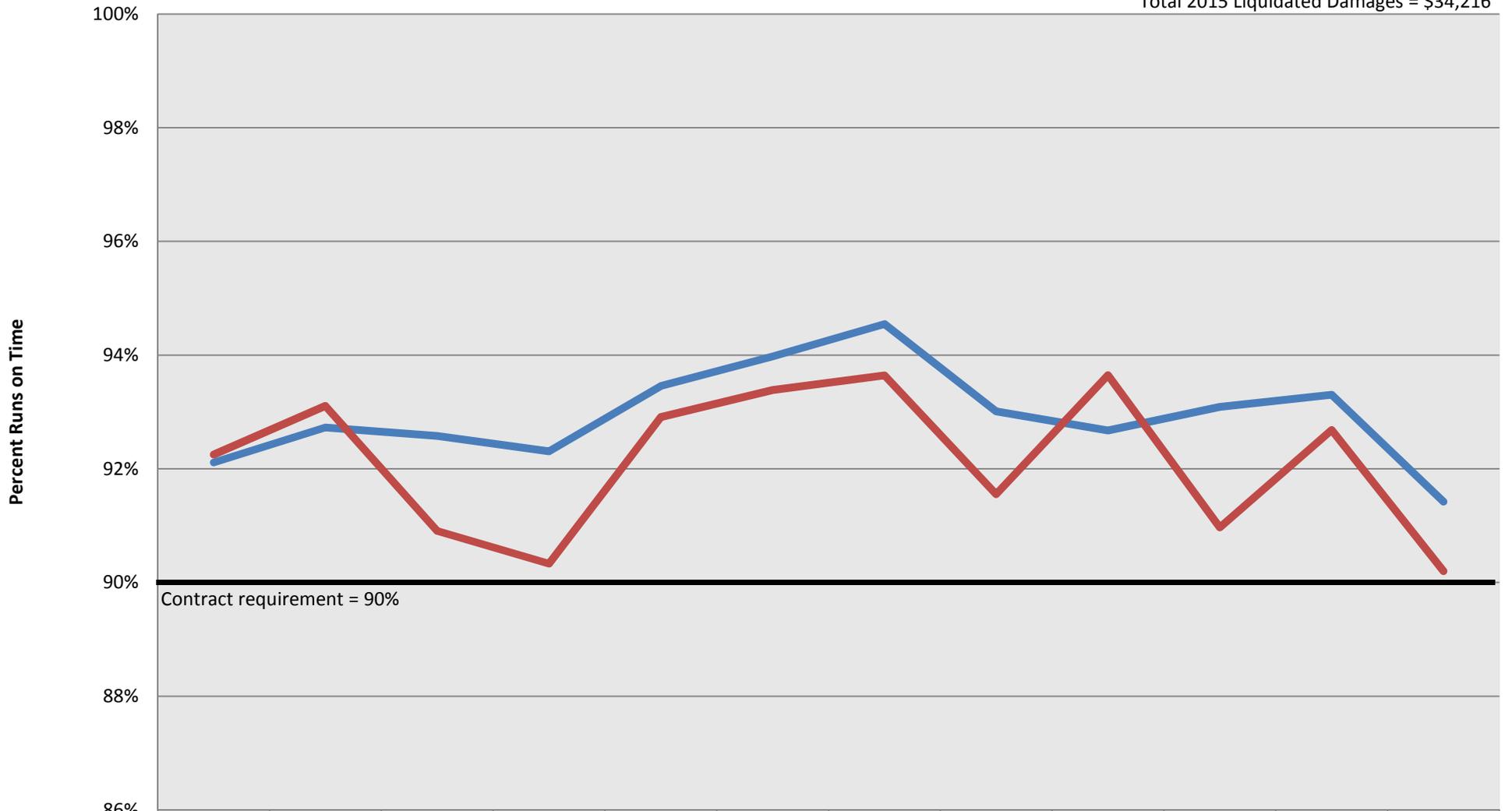
**September at: 93.65%**

The lowest compliance rate for the year was:

**December at: 90.20%**

## EOA 8 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$34,216



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	92.25%	93.11%	90.91%	90.33%	92.91%	93.39%	93.64%	91.55%	93.65%	90.97%	92.68%	90.20%
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
2015 Fines	\$2,790	\$1,521	\$4,705	\$5,660	\$1,696	\$1,225	\$918	\$3,106	\$1,467	\$4,290	\$2,038	\$4,800



# EOA 9 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	221	91.86%
February	9:59	208	93.27%
March	9:59	210	93.33%
April	9:59	200	90.50%
May	9:59	219	95.89%
June	9:59	192	94.27%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	198	94.44%
August	9:59	230	93.91%
September	9:59	178	94.38%
October	9:59	220	92.27%
November	9:59	206	94.17%
December	9:59	178	90.45%

Month	Exemption		
	Requests	Approved	% Approved
January	6	6	100.0%
February	10	10	100.0%
March	5	5	100.0%
April	11	11	100.0%
May	5	5	100.0%
June	1	1	100.0%
July	4	4	100.0%
August	11	11	100.0%
September	10	10	100.0%
October	11	11	100.0%
November	9	9	100.0%
December	6	6	100.0%
<b>Total</b>	<b>89</b>	<b>89</b>	<b>100.0%</b>

<b>2015</b>	<b>9:59</b>	<b>2,460</b>	<b>93.25%</b>
-------------	-------------	--------------	---------------

Average number of runs per month: **205**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **93.25%**

The highest compliance rate for the year was:

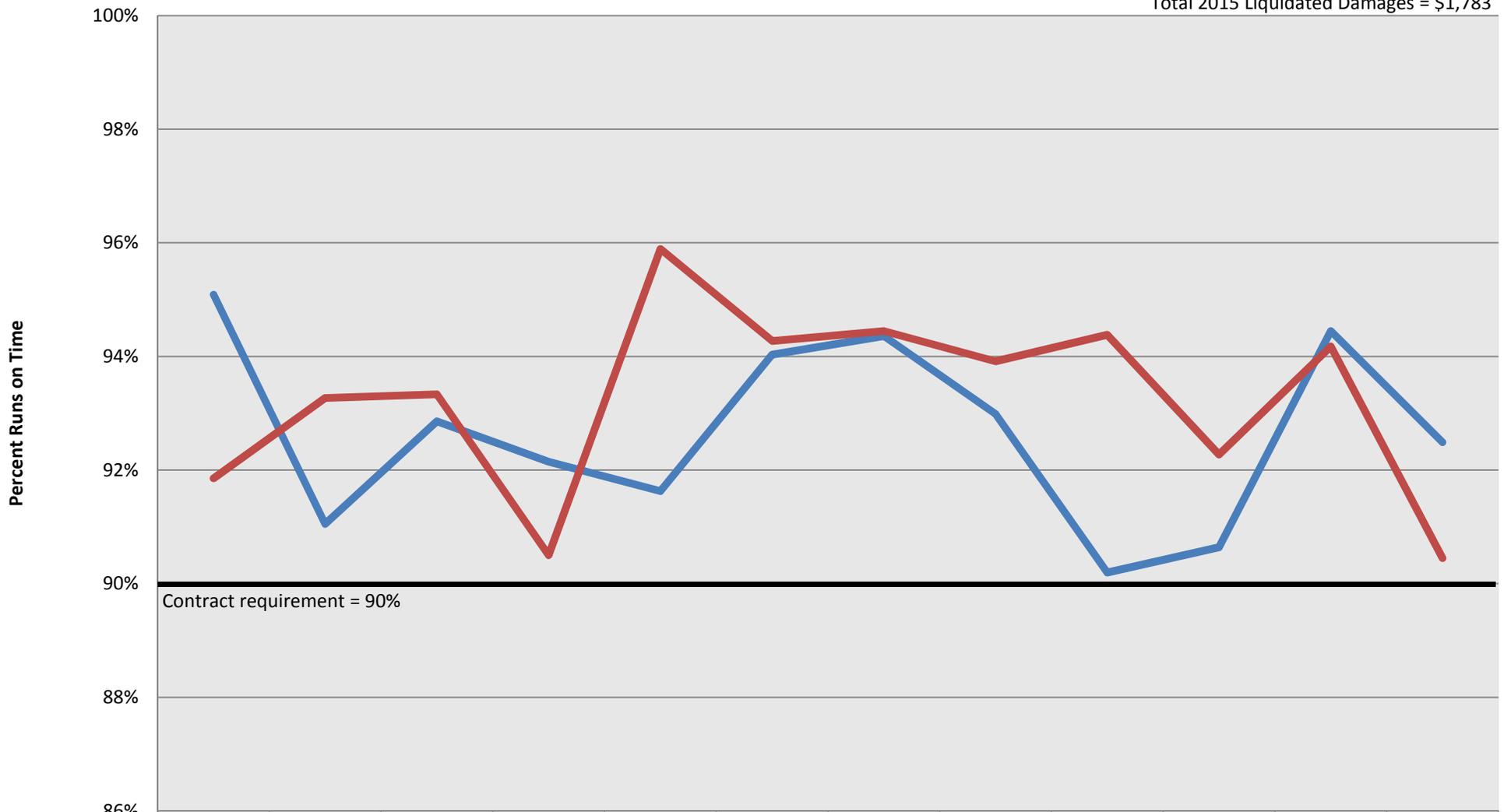
**May at: 95.89%**

The lowest compliance rate for the year was:

**December at: 90.45%**

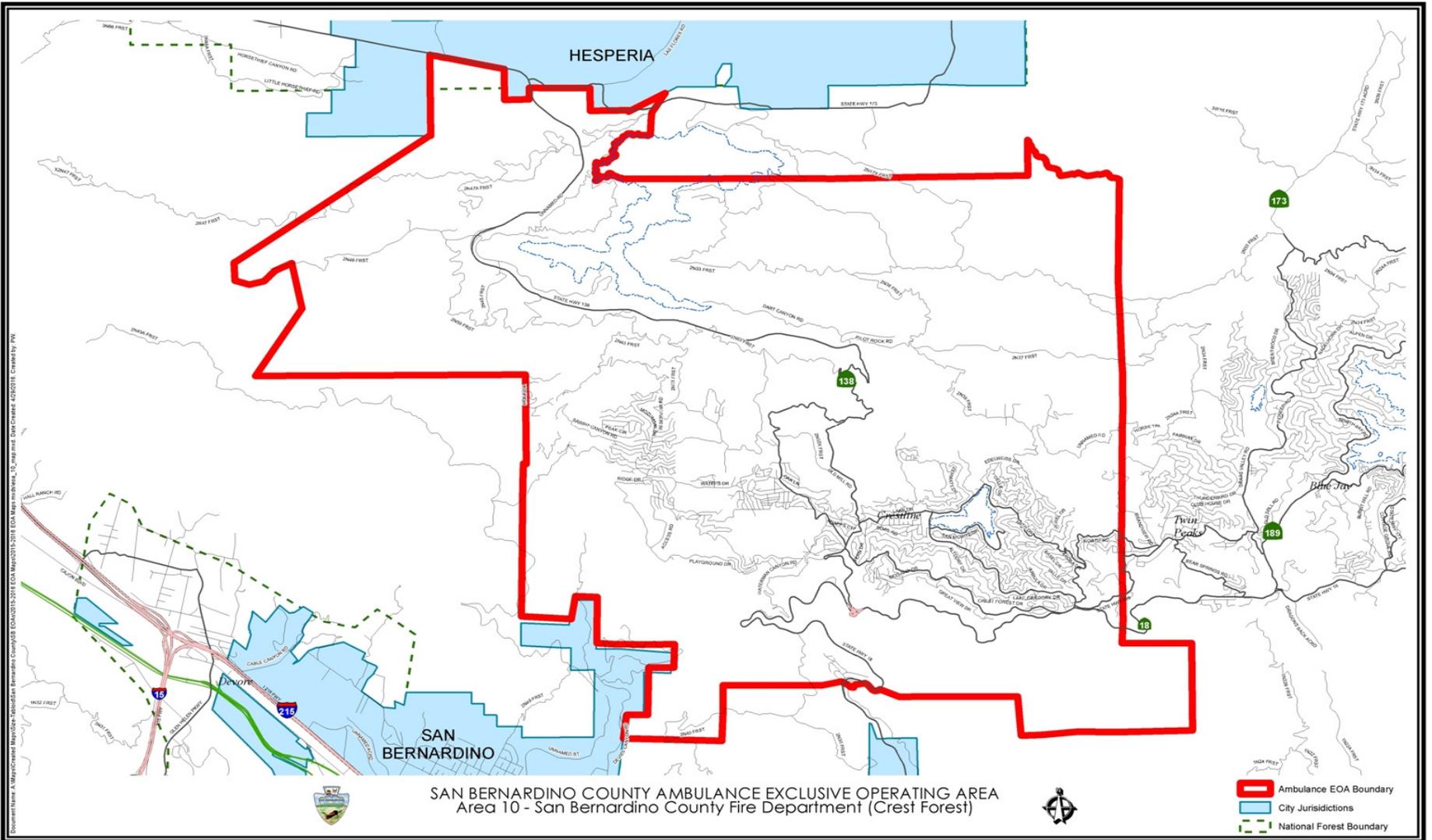
## EOA 9 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$1,783



Contract requirement = 90%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	91.86%	93.27%	93.33%	90.50%	95.89%	94.27%	94.44%	93.91%	94.38%	92.27%	94.17%	90.45%
2014 Fines	\$12	\$194	\$96	\$272	\$283	\$47	\$146	\$185	\$280	\$285	\$42	\$160
2015 Fines	\$587	\$134	\$85	\$285	\$22	\$42	\$82	\$56	\$82	\$172	\$46	\$190



# EOA 10 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
February	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
March	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
April	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
May	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
June	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

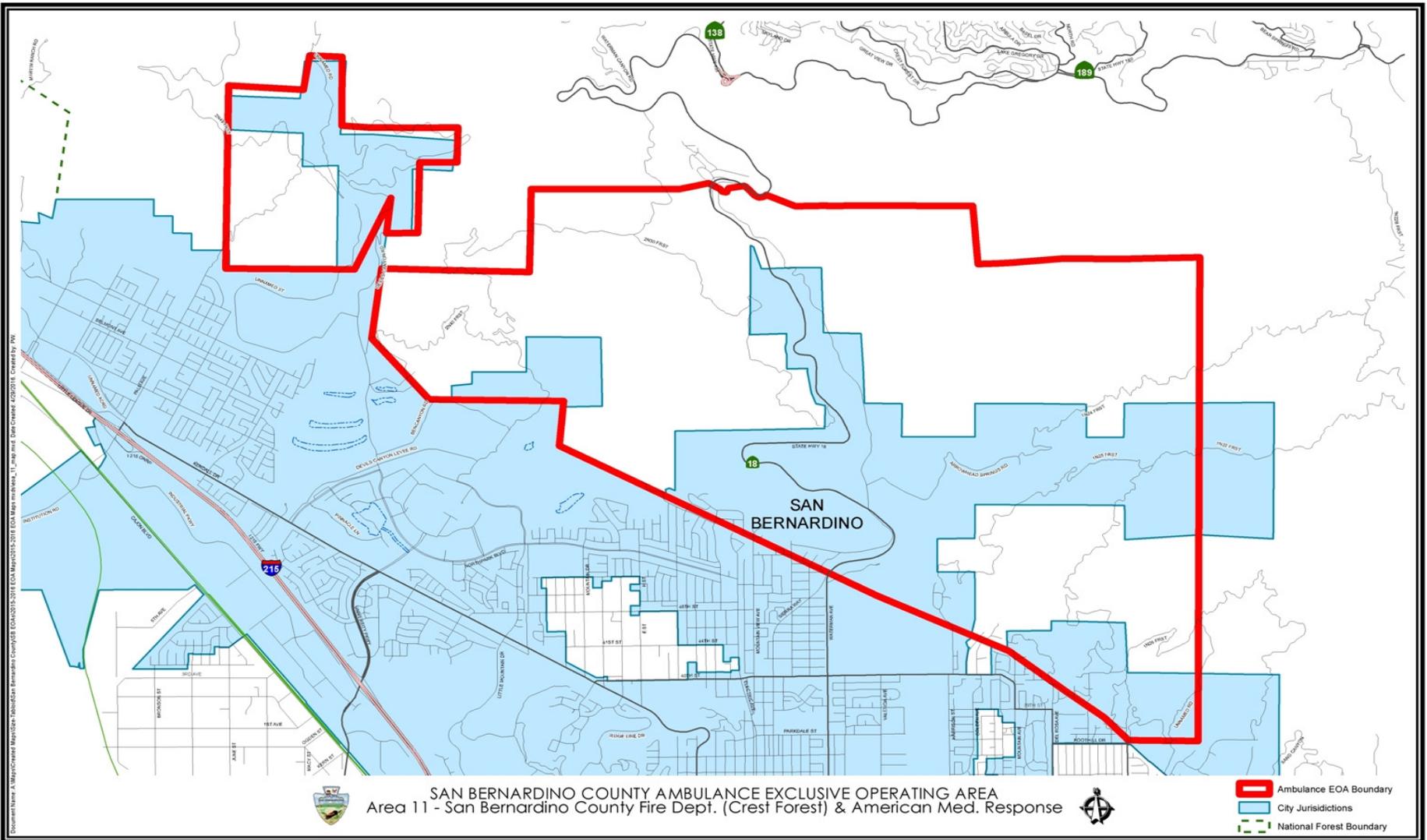
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
October	14:59	---	---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

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

<b>2015</b>	14:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

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 11 Response Time Performance by Month 2015

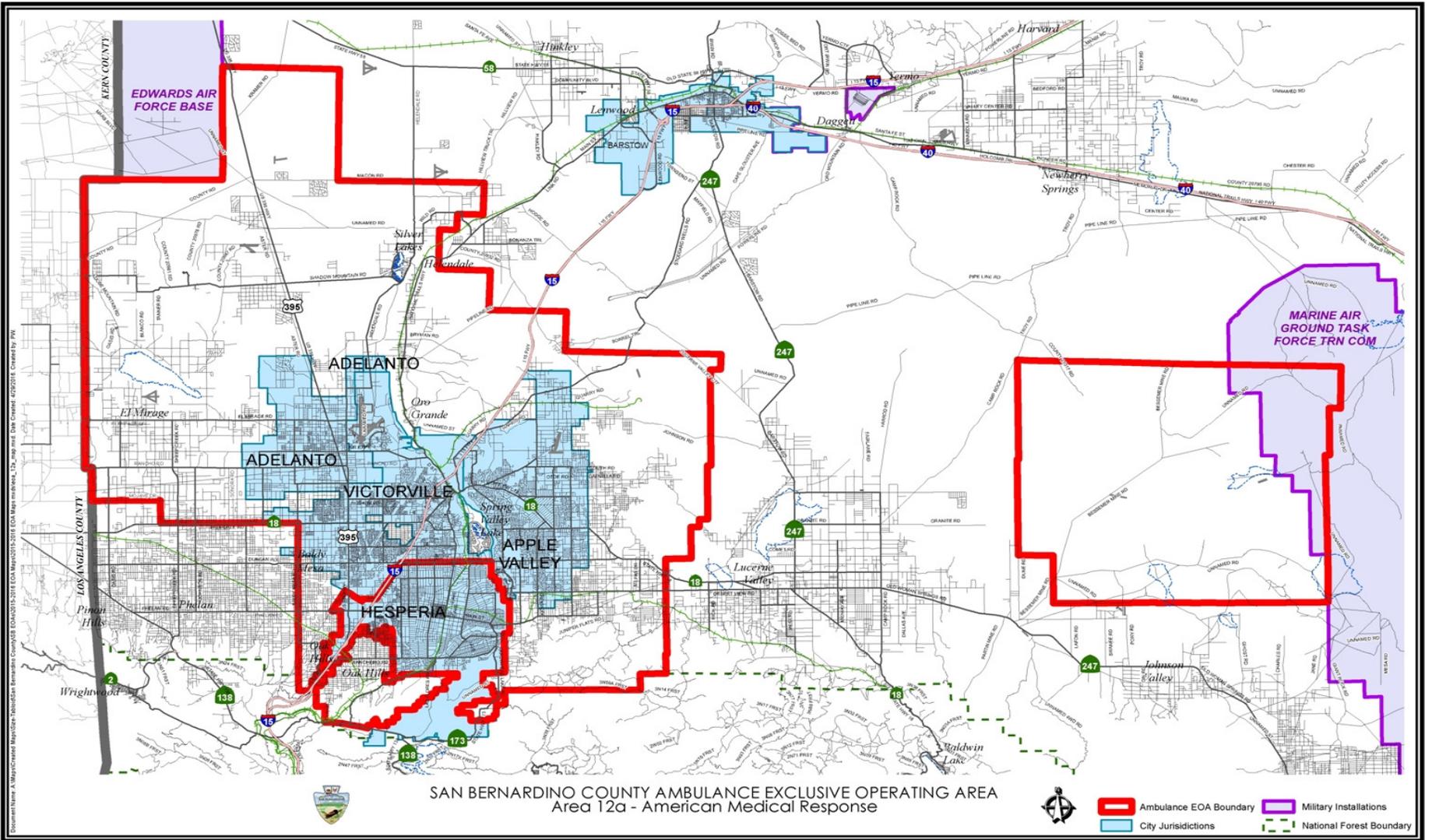
Month	Response Time Requirement	Total Runs	Percent On-Time
January		Included in EOA 6 calculation.	
February		Included in EOA 6 calculation.	
March		Included in EOA 6 calculation.	
April		Included in EOA 6 calculation.	
May		Included in EOA 6 calculation.	
June		Included in EOA 6 calculation.	

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.		
<b>Total</b>	<b>Included in EOA 6 calculation.</b>		

<b>2015</b>		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 12a Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,571	92.45%
	19:59	110	96.36%
	29:59	84	98.81%
	49:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>2,765</b>	<b>92.80%</b>
February	9:59	2,287	93.22%
	19:59	100	95.00%
	29:59	83	96.39%
	49:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>2,470</b>	<b>93.40%</b>
March	9:59	2,589	91.00%
	19:59	118	94.92%
	29:59	89	97.75%
	49:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,797</b>	<b>91.38%</b>
April	9:59	2,576	91.73%
	19:59	133	97.74%
	29:59	76	97.37%
	49:59	2	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,787</b>	<b>92.18%</b>
May	9:59	2,534	92.82%
	19:59	118	94.07%
	29:59	91	97.80%
	49:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,744</b>	<b>93.04%</b>
June	9:59	2,659	92.14%
	19:59	131	90.84%
	29:59	74	94.59%
	49:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,865</b>	<b>92.15%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	2,479	93.63%
	19:59	117	93.16%
	29:59	93	98.92%
	49:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,690</b>	<b>93.79%</b>
August	9:59	2,517	91.22%
	19:59	111	90.09%
	29:59	83	98.80%
	49:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>2,711</b>	<b>91.41%</b>
September	9:59	2,464	91.76%
	19:59	127	96.85%
	29:59	81	98.77%
	49:59	1	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,673</b>	<b>92.22%</b>
October	9:59	2,439	94.10%
	19:59	88	94.32%
	29:59	68	95.59%
	49:59	4	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>2,599</b>	<b>94.15%</b>
November	9:59	2,296	92.60%
	19:59	132	91.67%
	29:59	75	98.67%
	49:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>2,503</b>	<b>92.73%</b>
December	9:59	2,526	89.75%
	19:59	133	93.98%
	29:59	85	97.65%
	49:59	No Runs	
	99:59	No Runs	
	<b>Total</b>	<b>2,744</b>	<b>90.20%</b>

Month	Exemption		
	Requests	Approved	% Approved
January	185	185	100.0%
February	79	79	100.0%
March	143	143	100.0%
April	133	133	100.0%
May	86	86	100.0%
June	73	73	100.0%
July	65	65	100.0%
August	147	147	100.0%
September	140	140	100.0%
October	94	94	100.0%
November	110	110	100.0%
December	170	170	100.0%
<b>Total</b>	<b>1,425</b>	<b>1,425</b>	<b>100.0%</b>

2015	9:59	29,937	92.18%
	19:59	1,418	94.08%
	29:59	982	97.66%
	49:59	11	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>32,348</b>	<b>92.43%</b>

Average number of runs per month: **2,696**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **92.43%**

The highest compliance rate for the year was:

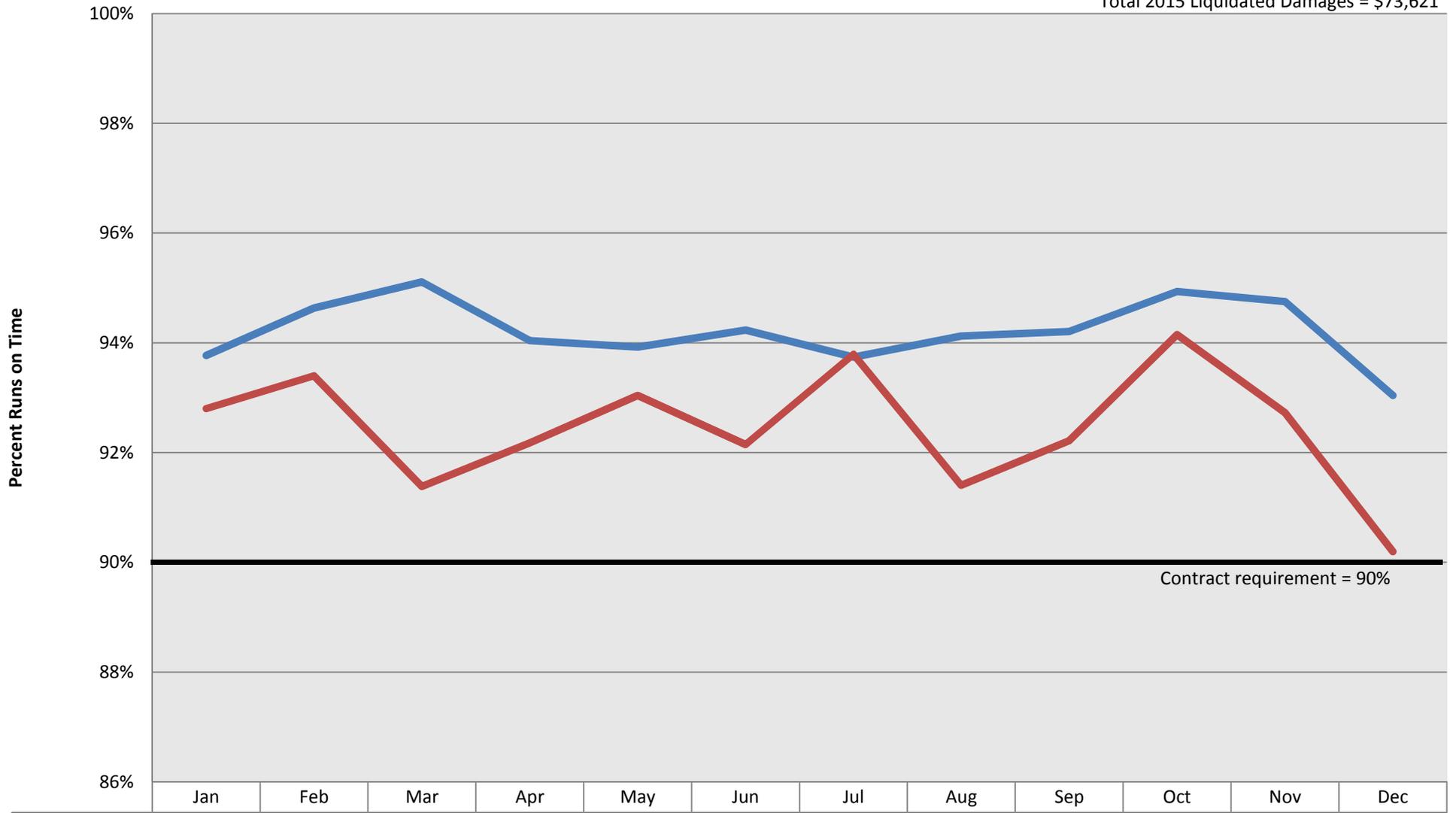
**October at: 94.15%**

The lowest compliance rate for the year was:

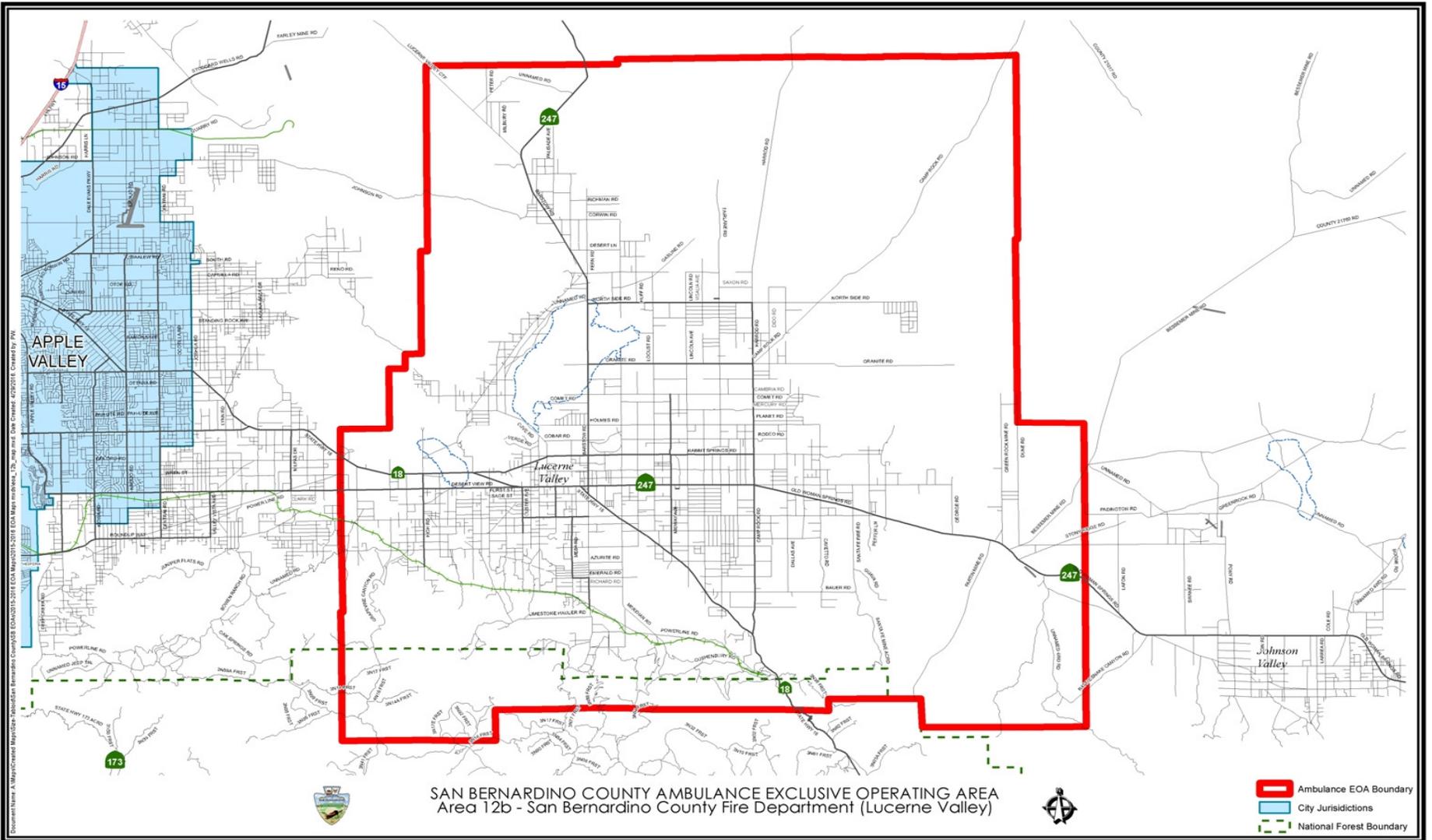
**December at: 90.20%**

## EOA 12a - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = \$73,621



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	92.80%	93.40%	91.38%	92.18%	93.04%	92.15%	93.79%	91.41%	92.22%	94.15%	92.73%	90.20%
2014 Fines	\$3,592	\$866	\$828	\$1,835	\$2,763	\$2,184	\$3,326	\$2,115	\$1,347	\$1,122	\$1,208	\$4,100
2015 Fines	\$6,478	\$3,168	\$7,746	\$8,423	\$4,021	\$5,791	\$2,399	\$9,110	\$7,655	\$1,284	\$4,499	\$13,047



# EOA 12b Response Time Performance by Month 2015

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

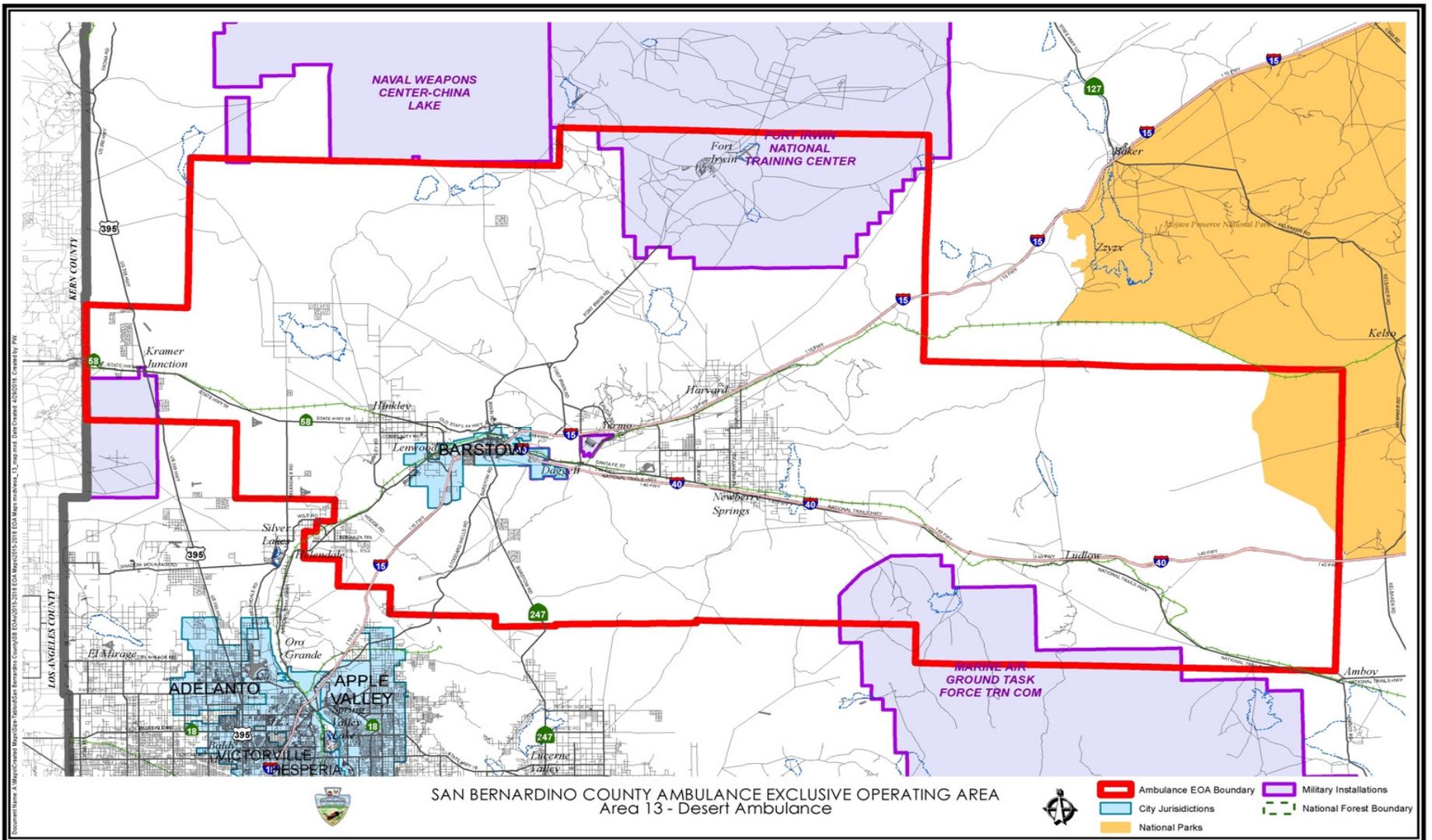
Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
October	29:59	---	---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

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

<b>2015</b>	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Lucerne Valley) has not provided data to ICEMA for year 2015. No MOU or other enforceable agreement is currently in place.



# EOA 13 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	290	100.00%
	14:59	100	100.00%
	19:59	22	100.00%
	29:59	33	100.00%
	49:59	61	100.00%
	99:59	2	100.00%
	<b>Total</b>		<b>508</b>
February	9:59	233	99.57%
	14:59	88	100.00%
	19:59	20	100.00%
	29:59	23	100.00%
	49:59	61	100.00%
	99:59	8	100.00%
	<b>Total</b>		<b>433</b>
March	9:59	265	99.62%
	14:59	107	100.00%
	19:59	20	100.00%
	29:59	27	100.00%
	49:59	52	100.00%
	99:59	1	100.00%
	<b>Total</b>		<b>472</b>
April	9:59	229	99.56%
	14:59	84	100.00%
	19:59	32	100.00%
	29:59	28	100.00%
	49:59	69	100.00%
	99:59	10	100.00%
	<b>Total</b>		<b>452</b>
May	9:59	275	100.00%
	14:59	100	100.00%
	19:59	33	96.97%
	29:59	37	100.00%
	49:59	63	100.00%
	99:59	5	100.00%
	<b>Total</b>		<b>513</b>
June	9:59	264	99.24%
	14:59	102	100.00%
	19:59	34	100.00%
	29:59	38	100.00%
	49:59	65	100.00%
	99:59	8	100.00%
	<b>Total</b>		<b>511</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	307	100.00%
	14:59	68	100.00%
	19:59	38	100.00%
	29:59	46	100.00%
	49:59	79	100.00%
	99:59	8	100.00%
	<b>Total</b>		<b>546</b>
August	9:59	320	99.69%
	14:59	76	100.00%
	19:59	29	100.00%
	29:59	37	100.00%
	49:59	64	100.00%
	99:59	6	100.00%
	<b>Total</b>		<b>532</b>
September	9:59	293	100.00%
	14:59	83	100.00%
	19:59	32	100.00%
	29:59	29	100.00%
	49:59	72	100.00%
	99:59	6	100.00%
	<b>Total</b>		<b>515</b>
October	9:59	312	99.36%
	14:59	69	100.00%
	19:59	31	100.00%
	29:59	37	100.00%
	49:59	61	100.00%
	99:59	4	100.00%
	<b>Total</b>		<b>514</b>
November	9:59	259	99.61%
	14:59	87	100.00%
	19:59	60	100.00%
	29:59	27	100.00%
	49:59	54	100.00%
	99:59	7	100.00%
	<b>Total</b>		<b>494</b>
December	9:59	314	100.00%
	14:59	77	100.00%
	19:59	38	100.00%
	29:59	40	100.00%
	49:59	61	100.00%
	99:59	8	100.00%
	<b>Total</b>		<b>538</b>

Month	Exemption		
	Requests	Approved	% Approved
January	1	1	100.0%
February	7	7	100.0%
March	2	2	100.0%
April	1	1	100.0%
May	1	1	100.0%
June	0	0	---
July	2	2	100.0%
August	0	0	---
September	1	1	100.0%
October	1	1	100.0%
November	2	2	100.0%
December	0	0	---
<b>Total</b>	<b>18</b>	<b>18</b>	<b>100.0%</b>

2015	9:59	3,361	99.73%
	14:59	1,041	100.00%
	19:59	389	99.74%
	29:59	402	100.00%
	49:59	762	100.00%
	99:59	73	100.00%
<b>Total</b>		<b>6,028</b>	<b>99.83%</b>

Average number of runs per month: **503**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **99.83%**

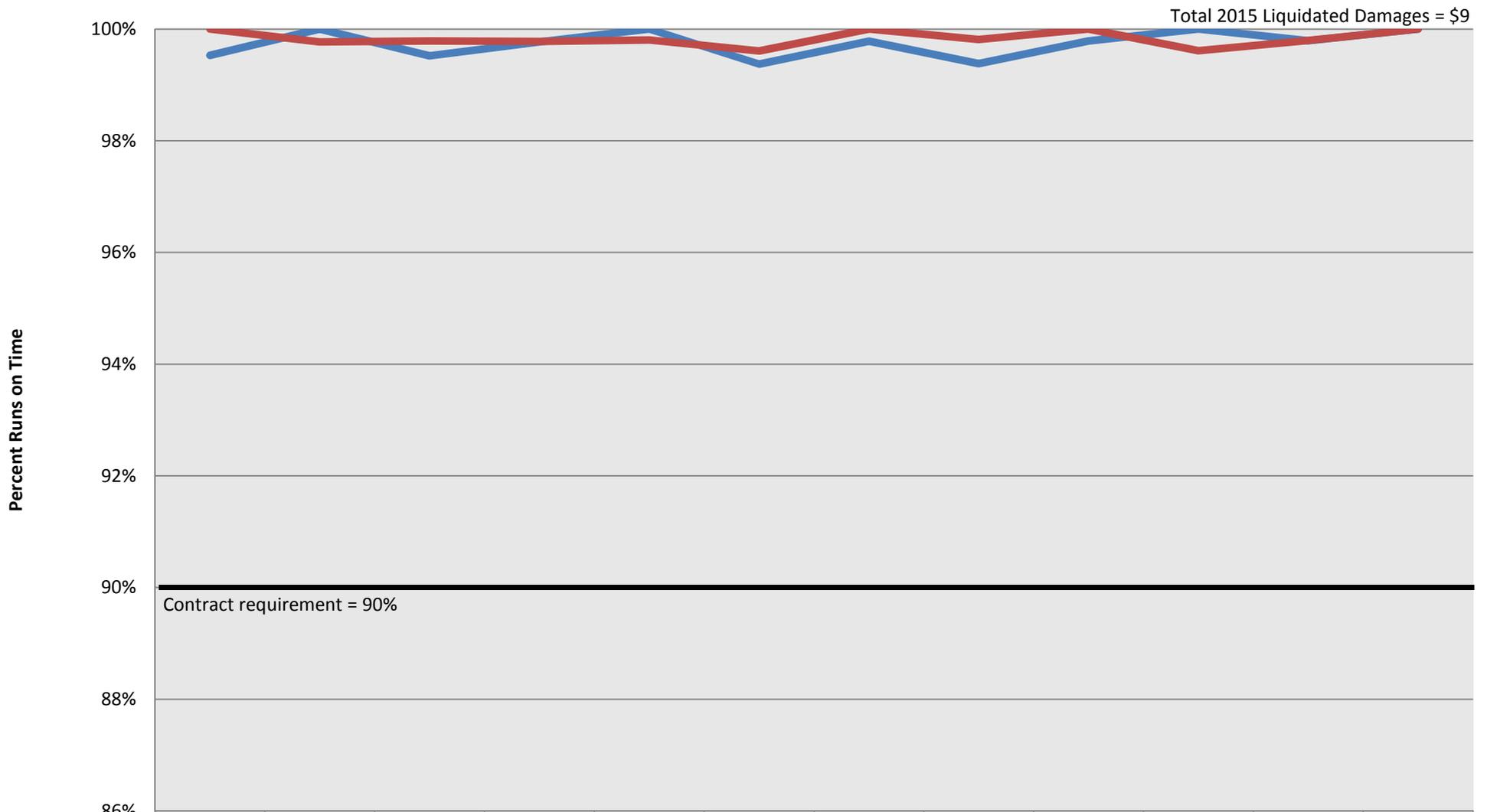
The highest compliance rate for the year was:

**Jan., July, Sept., and Dec. at: 100.00%**

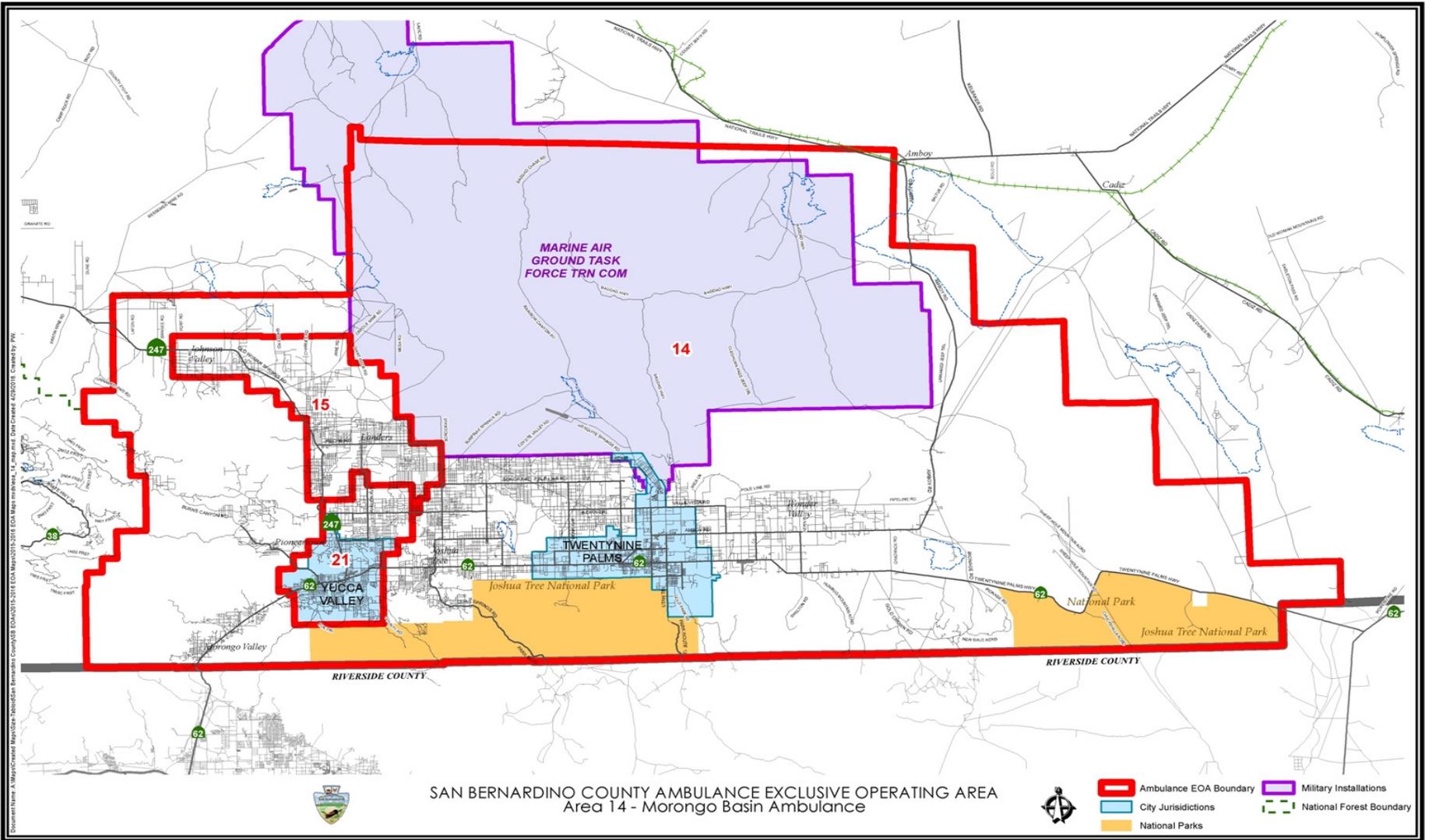
The lowest compliance rate for the year was:

**June at: 99.61%**

## EOA 13 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	100.00%	99.77%	99.79%	99.78%	99.81%	99.61%	100.00%	99.81%	100.00%	99.61%	99.80%	100.00%
2014 Fines	\$1	\$0	\$1	\$1	\$0	\$1	\$1	\$1	\$1	\$0	\$1	\$0
2015 Fines	\$0	\$1	\$1	\$1	\$1	\$2	\$0	\$1	\$0	\$1	\$1	\$0



# EOA 14 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	190	96.32%
	14:59	No Runs	
	19:59	48	100.00%
	29:59	46	100.00%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	1	100.00%
	<b>Total</b>	<b>290</b>	<b>97.59%</b>
February	9:59	178	96.63%
	14:59	No Runs	
	19:59	44	100.00%
	29:59	31	100.00%
	39:59	No Runs	
	49:59	10	100.00%
	99:59	No Runs	
	<b>Total</b>	<b>263</b>	<b>97.72%</b>
March	9:59	249	97.19%
	14:59	2	0.00%
	19:59	46	97.83%
	29:59	51	100.00%
	39:59	No Runs	
	49:59	4	100.00%
	99:59	1	100.00%
	<b>Total</b>	<b>353</b>	<b>97.17%</b>
April	9:59	219	93.61%
	14:59	1	100.00%
	19:59	42	95.24%
	29:59	55	98.18%
	39:59	No Runs	
	49:59	3	100.00%
	99:59	5	100.00%
	<b>Total</b>	<b>325</b>	<b>94.77%</b>
May	9:59	228	90.79%
	14:59	No Runs	
	19:59	61	100.00%
	29:59	53	100.00%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	2	100.00%
	<b>Total</b>	<b>345</b>	<b>93.91%</b>
June	9:59	241	93.78%
	14:59	No Runs	
	19:59	39	100.00%
	29:59	42	100.00%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	3	100.00%
	<b>Total</b>	<b>330</b>	<b>95.45%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	216	93.06%
	14:59	No Runs	
	19:59	56	100.00%
	29:59	47	97.87%
	39:59	No Runs	
	49:59	4	100.00%
	99:59	4	100.00%
	<b>Total</b>	<b>327</b>	<b>95.11%</b>
August	9:59	211	92.89%
	14:59	No Runs	
	19:59	56	98.21%
	29:59	46	97.83%
	39:59	No Runs	
	49:59	6	100.00%
	99:59	3	100.00%
	<b>Total</b>	<b>322</b>	<b>94.72%</b>
September	9:59	188	96.81%
	14:59	No Runs	
	19:59	51	100.00%
	29:59	47	95.74%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	3	100.00%
	<b>Total</b>	<b>290</b>	<b>97.24%</b>
October	9:59	251	89.64%
	14:59	1	0.00%
	19:59	51	100.00%
	29:59	47	100.00%
	39:59	No Runs	
	49:59	5	100.00%
	99:59	3	100.00%
	<b>Total</b>	<b>358</b>	<b>92.46%</b>
November	9:59	201	95.52%
	14:59	1	0.00%
	19:59	33	93.94%
	29:59	47	100.00%
	39:59	No Runs	
	49:59	1	100.00%
	99:59	5	100.00%
	<b>Total</b>	<b>288</b>	<b>95.83%</b>
December	9:59	247	91.50%
	14:59	No Runs	
	19:59	37	100.00%
	29:59	52	98.08%
	39:59	No Runs	
	49:59	4	100.00%
	99:59	1	100.00%
	<b>Total</b>	<b>341</b>	<b>93.55%</b>

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	---
<b>Total</b>	<b>0</b>	<b>0</b>	<b>---</b>

<b>2015</b>	9:59	2,619	93.81%
	14:59	5	20.00%
	19:59	564	98.94%
	29:59	564	98.94%
	39:59	No Runs	
	49:59	49	100.00%
	99:59	31	100.00%
	<b>Total</b>	<b>3,832</b>	<b>95.35%</b>

Average number of runs per month: **319**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **95.35%**

The highest compliance rate for the year was:

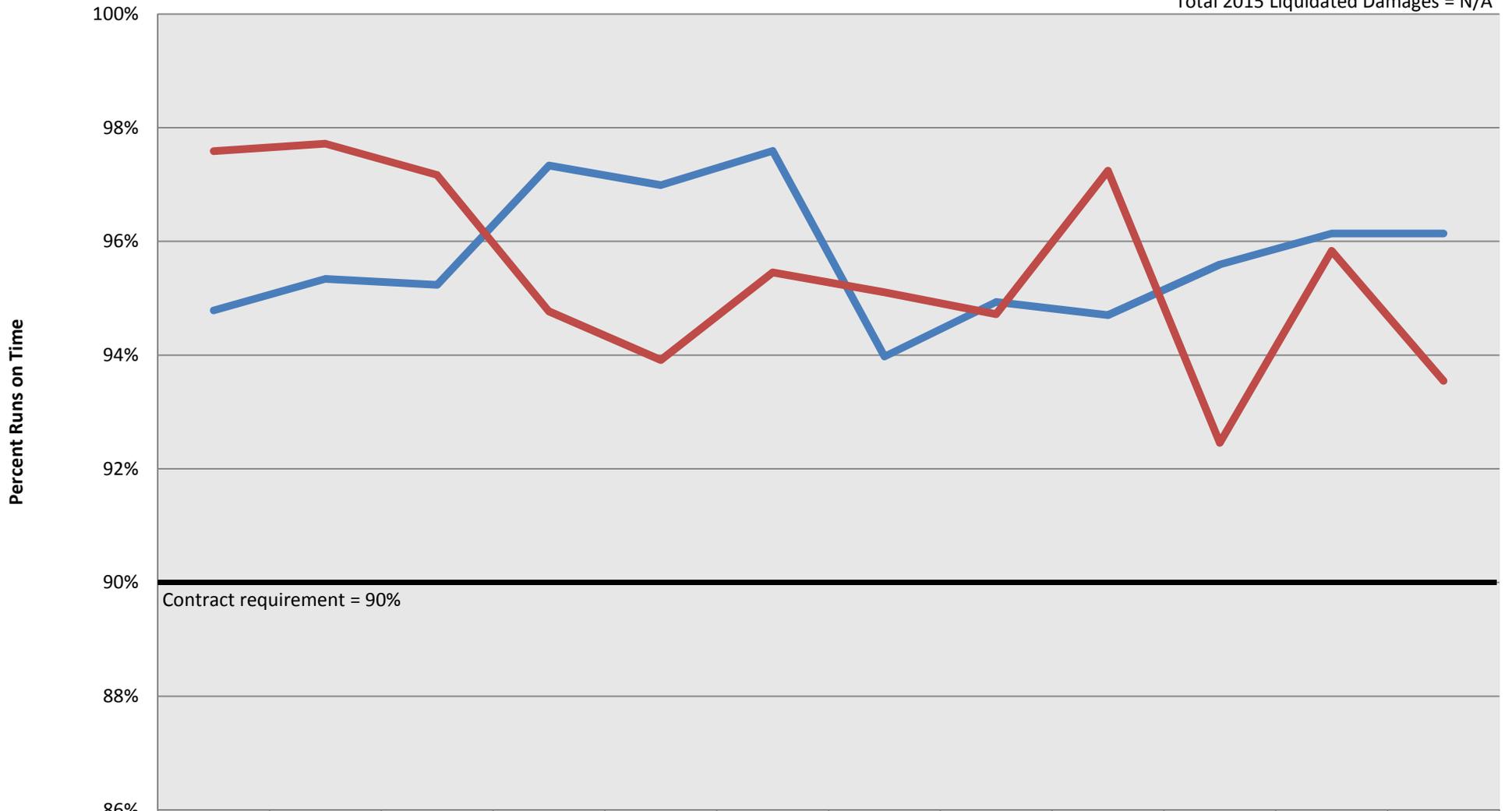
**February at: 97.72%**

The lowest compliance rate for the year was:

**October at: 92.46%**

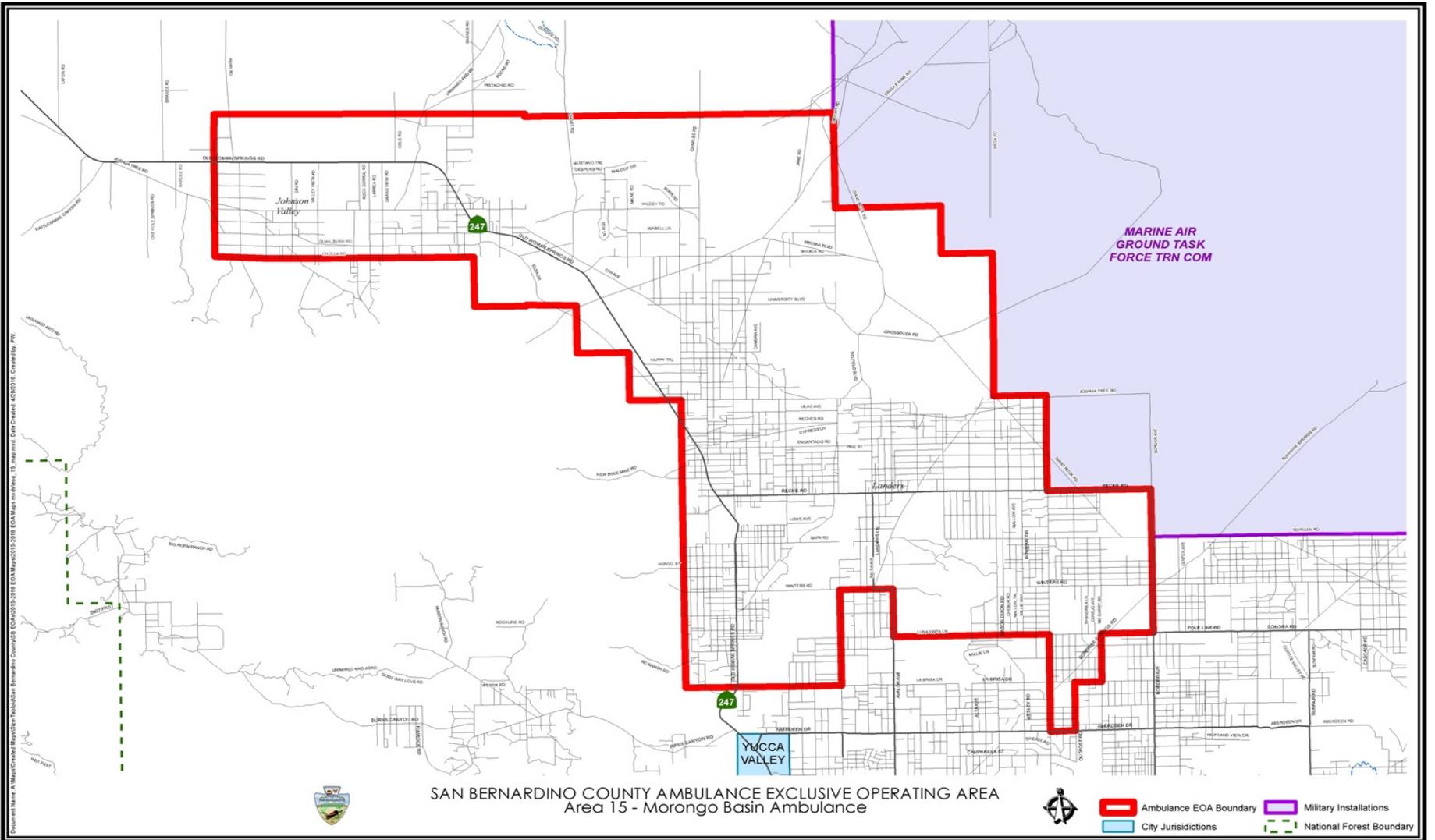
## EOA 14 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015

Total 2015 Liquidated Damages = N/A



Contract requirement = 90%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%
2015 RT	97.59%	97.72%	97.17%	94.77%	93.91%	95.45%	95.11%	94.72%	97.24%	92.46%	95.83%	93.55%
2014 Fines												
2015 Fines												



# EOA 15 Response Time Performance by Month 2015

Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	49	100.00%
	39:59	7	100.00%
	<b>Total</b>	<b>56</b>	<b>100.00%</b>
February	29:59	22	95.45%
	39:59	9	88.89%
	<b>Total</b>	<b>31</b>	<b>93.55%</b>
March	29:59	25	100.00%
	39:59	4	100.00%
	<b>Total</b>	<b>29</b>	<b>100.00%</b>
April	29:59	53	100.00%
	39:59	3	100.00%
	<b>Total</b>	<b>56</b>	<b>100.00%</b>
May	29:59	27	100.00%
	39:59	4	100.00%
	<b>Total</b>	<b>31</b>	<b>100.00%</b>
June	29:59	39	100.00%
	39:59	2	100.00%
	<b>Total</b>	<b>41</b>	<b>100.00%</b>

Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	38	97.37%
	39:59	5	100.00%
	<b>Total</b>	<b>43</b>	<b>97.67%</b>
August	29:59	36	100.00%
	39:59	3	100.00%
	<b>Total</b>	<b>39</b>	<b>100.00%</b>
September	29:59	47	91.49%
	39:59	3	100.00%
	<b>Total</b>	<b>50</b>	<b>92.00%</b>
October	29:59	48	95.83%
	39:59	4	100.00%
	<b>Total</b>	<b>52</b>	<b>96.15%</b>
November	29:59	35	100.00%
	39:59	7	85.71%
	<b>Total</b>	<b>42</b>	<b>97.62%</b>
December	29:59	30	100.00%
	39:59	5	100.00%
	<b>Total</b>	<b>35</b>	<b>100.00%</b>

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	---
<b>Total</b>	<b>0</b>	<b>0</b>	<b>---</b>

<b>2015</b>	29:59	449	98.22%
	39:59	56	96.43%
	<b>Total</b>	<b>505</b>	<b>98.02%</b>

Average number of runs per month: **42**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **98.02%**

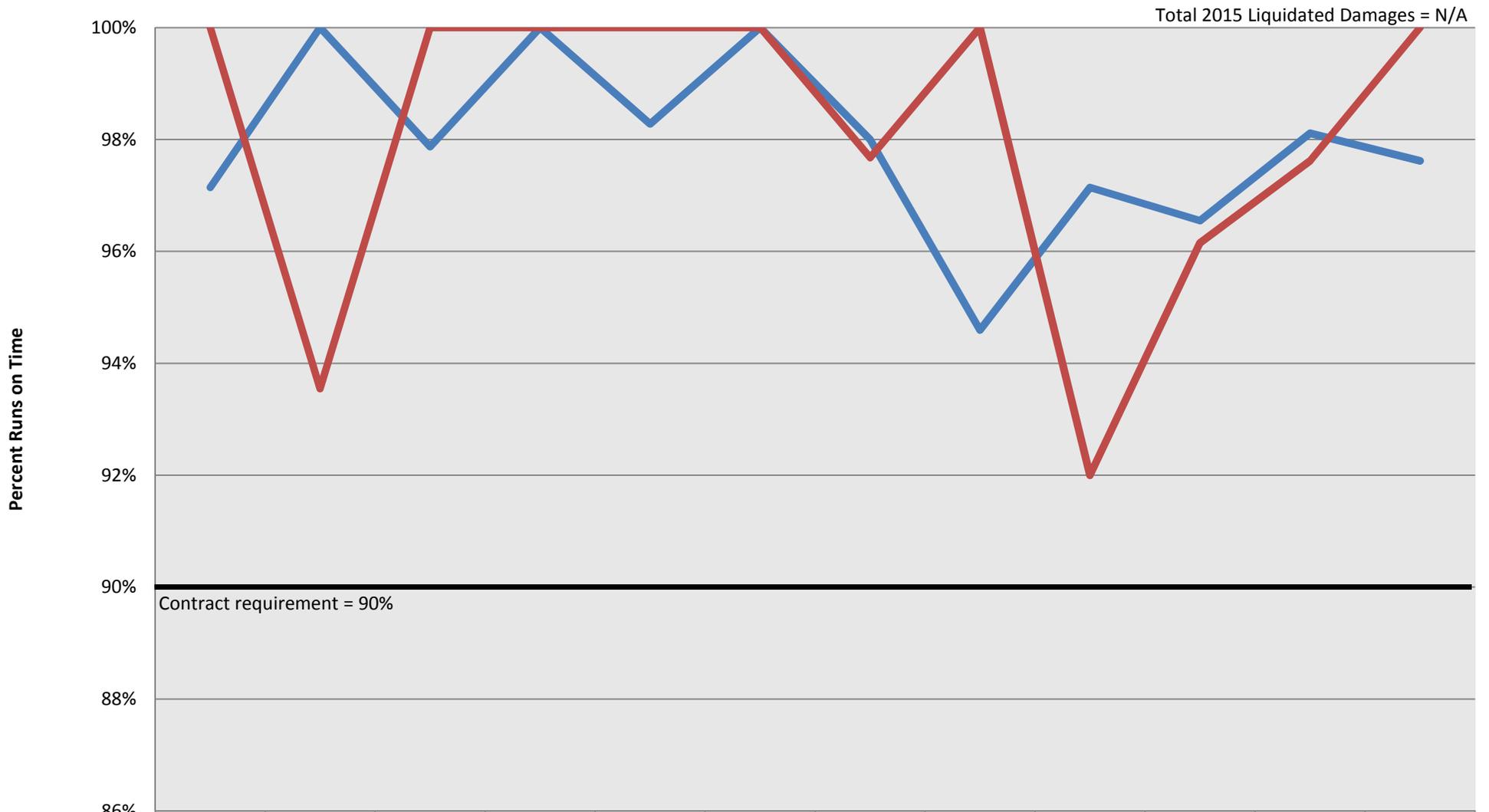
The highest compliance rate for the year was:

**Jan., Mar., Apr., May, June, Aug., and Dec. at: 100.00%**

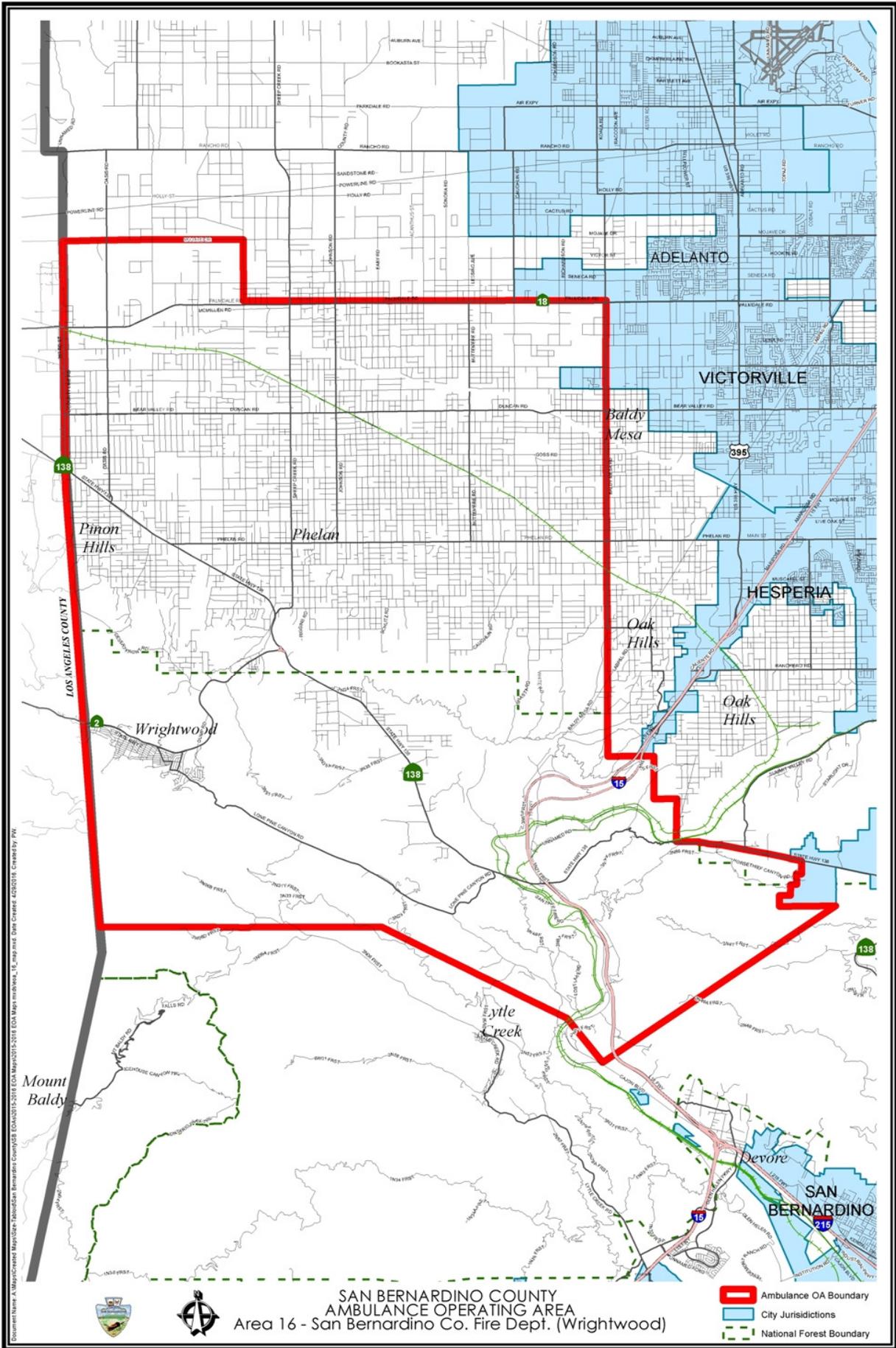
The lowest compliance rate for the year was:

**September at: 92.00%**

## EOA 15 - Response Time Compliance and Liquidated Damages by Month 2014 - 2015



2014 Fines												
2015 Fines												



# EOA 16 Response Time Performance by Month 2015

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

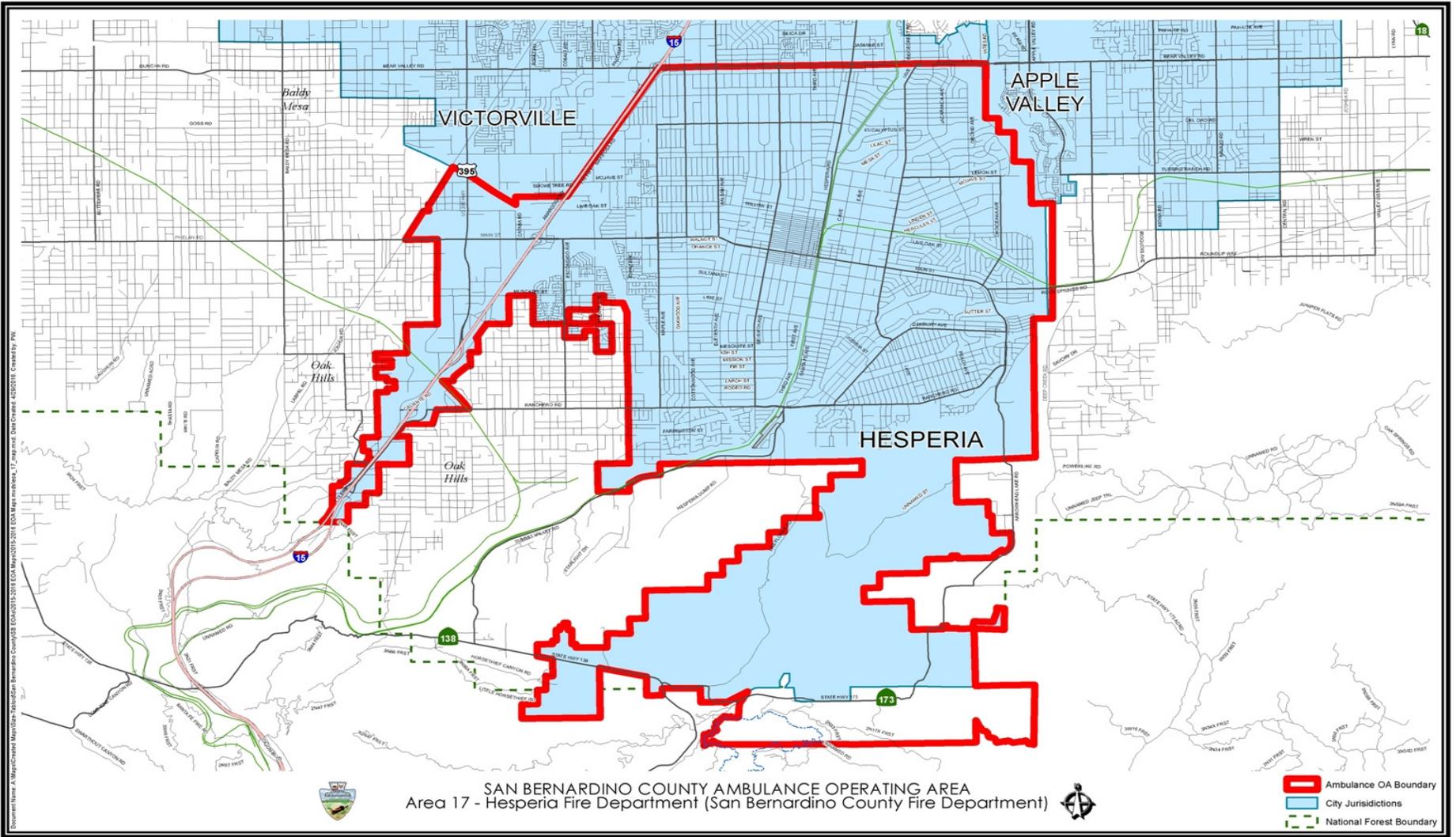
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September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

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

2015	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
<b>Total</b>	---	---	

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Wrightwood) has not provided data to ICEMA for year 2015. No MOU or other enforceable agreement is currently in place.



# EOA 17 Response Time Performance by Month 2015

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

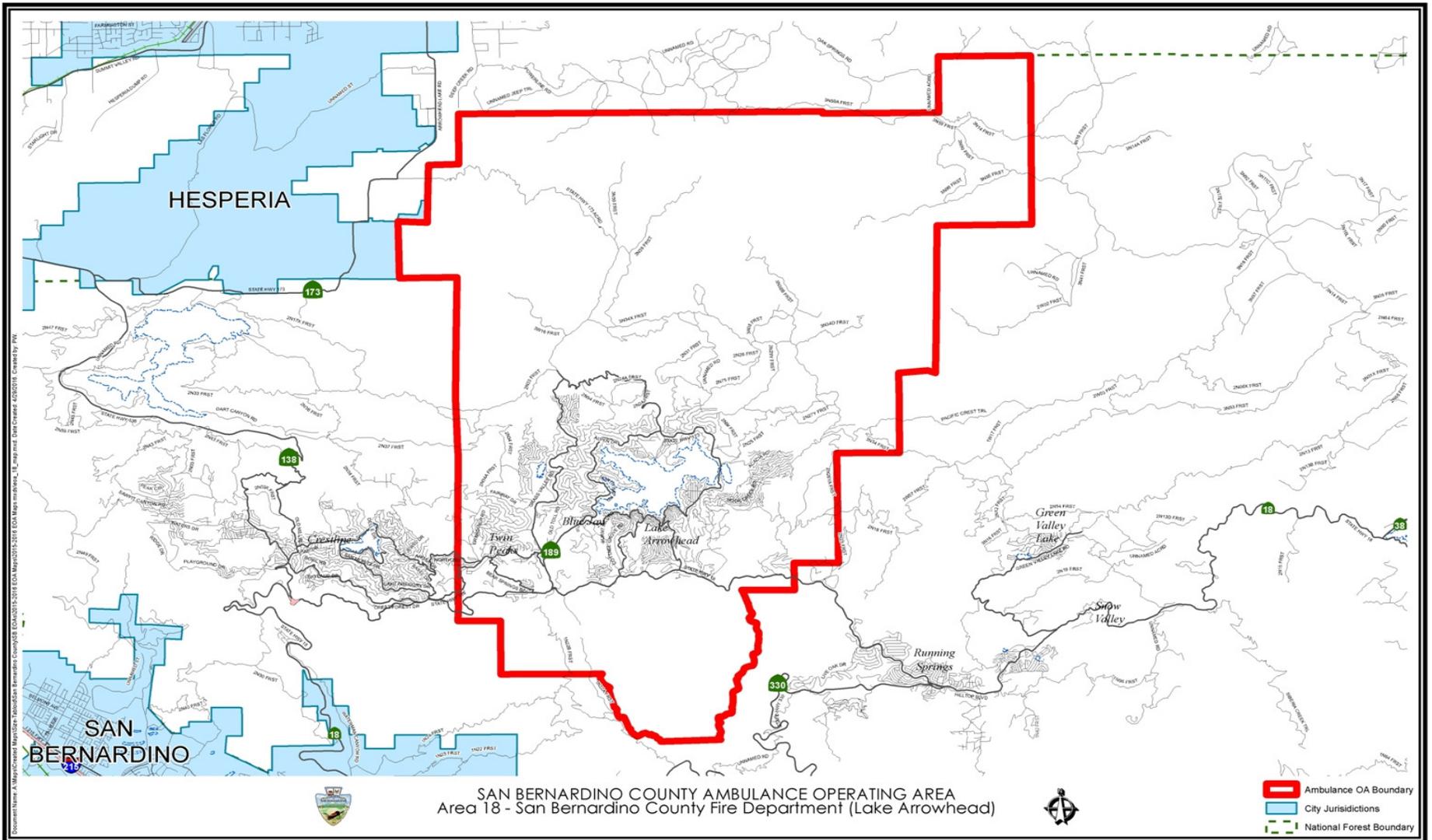
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	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

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

<b>2015</b>	9:59	---	---
	19:59	---	---
	29:59	---	---
	<b>Total</b>	---	---

Average number of runs per month: ---

Provider Hesperia Fire Department (San Bernardino County Fire Department) has not provided data to ICEMA for year 2015. No MOU or other enforceable agreement is currently in place.



# EOA 18 Response Time Performance by Month 2015

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

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

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

2015	19:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Lake Arrowhead) has not provided data to ICEMA for year 2015. No MOU or other enforceable agreement is currently in place.



# EOA 19 Response Time Performance by Month 2015

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

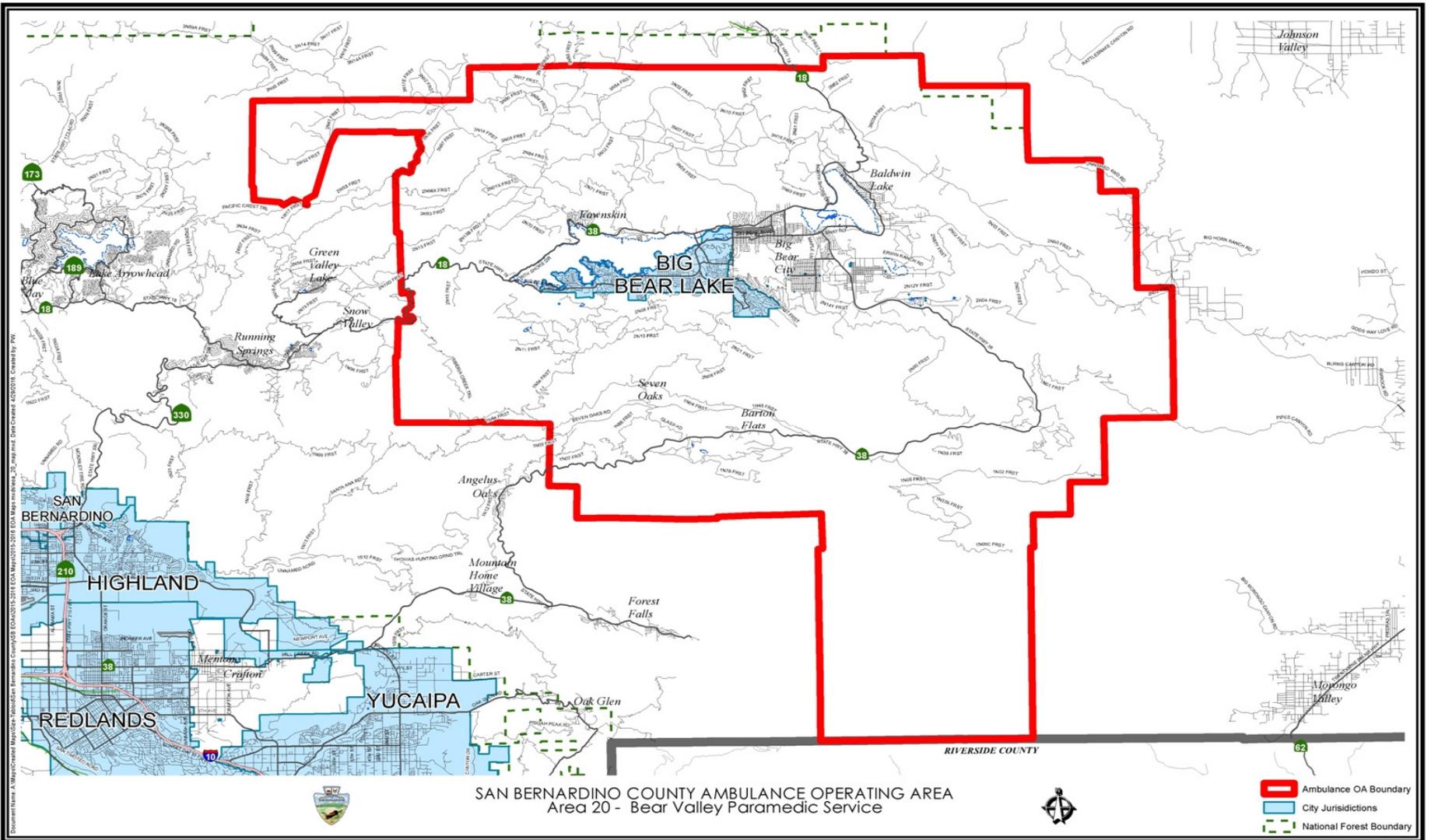
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---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

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

<b>2015</b>	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

Average number of runs per month: ---

Provider Running Springs Fire Department has not provided data as specified in MOU Agreement 06-1049, Section XIV "DATA COLLECTION AND REPORTING REQUIRMENTS" (2, 3)



# EOA 20 Response Time Performance by Month 2015

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

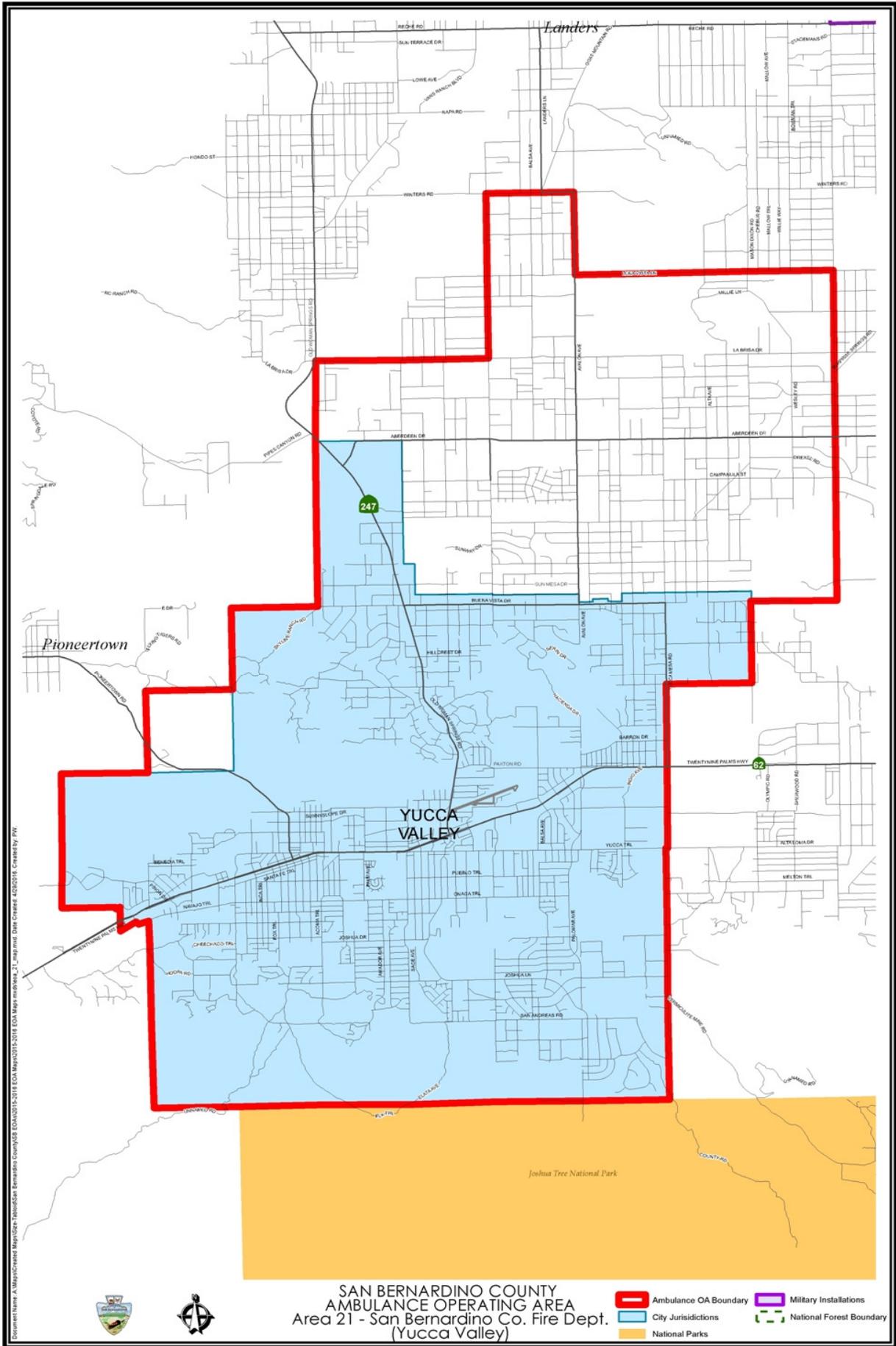
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	9:59	---	---
	19:59	---	---
	29:59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

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

2015	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

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 2015

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

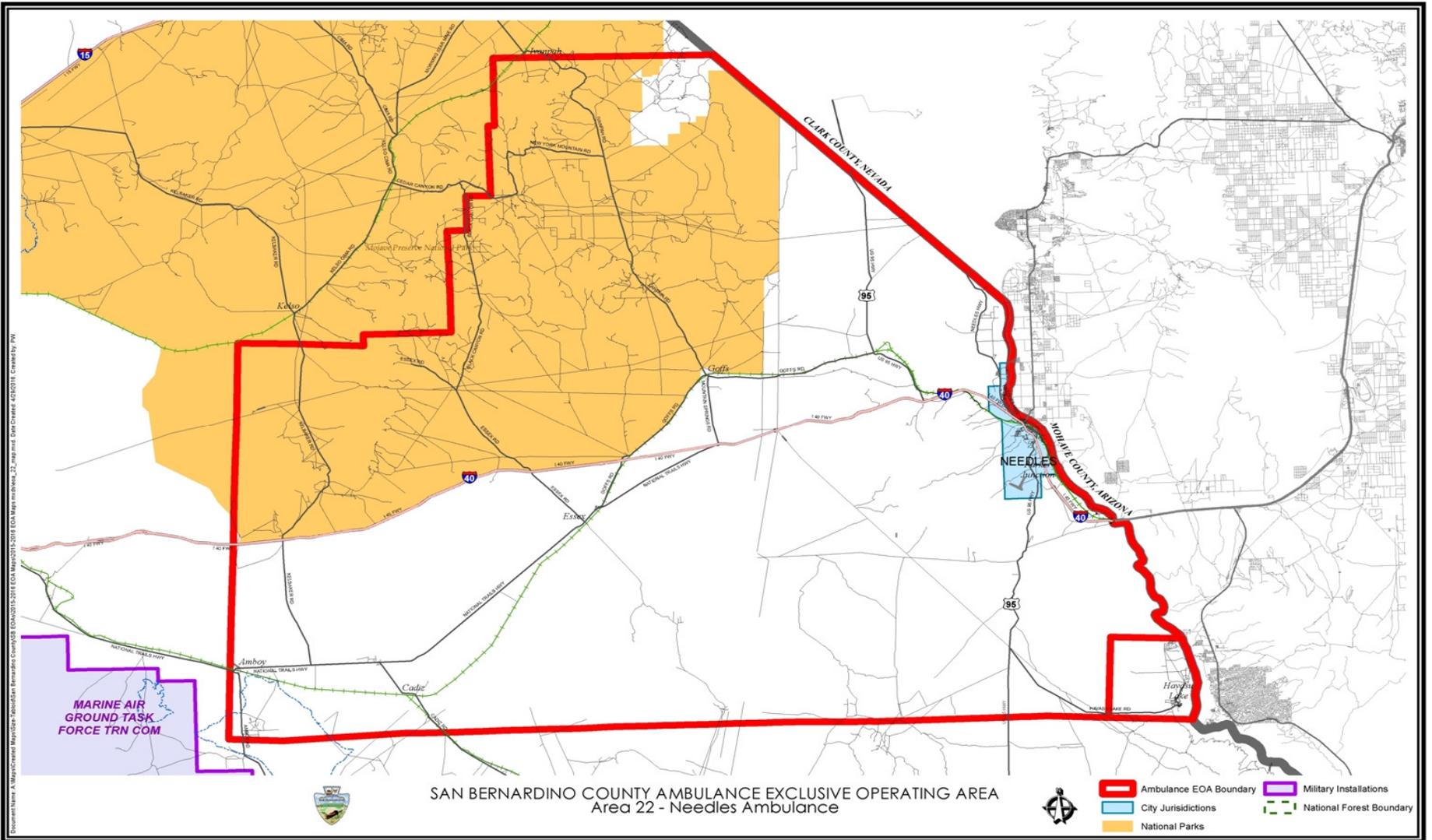
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	29:59	---	---
	<b>Total</b>	---	---
August	9:59	---	---
	29:59	---	---
	<b>Total</b>	---	---
September	9:59	---	---
	29:59	---	---
	<b>Total</b>	---	---
October	9:59	---	---
	29:59	---	---
	<b>Total</b>	---	---
November	9:59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

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

<b>2015</b>	9:59	---	---
	29:59	---	---
	<b>Total</b>	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Yucca Valley) has not provided data to ICEMA for year 2015. No MOU or other enforceable agreement is currently in place.



# EOA 22 Response Time Performance by Month 2015

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

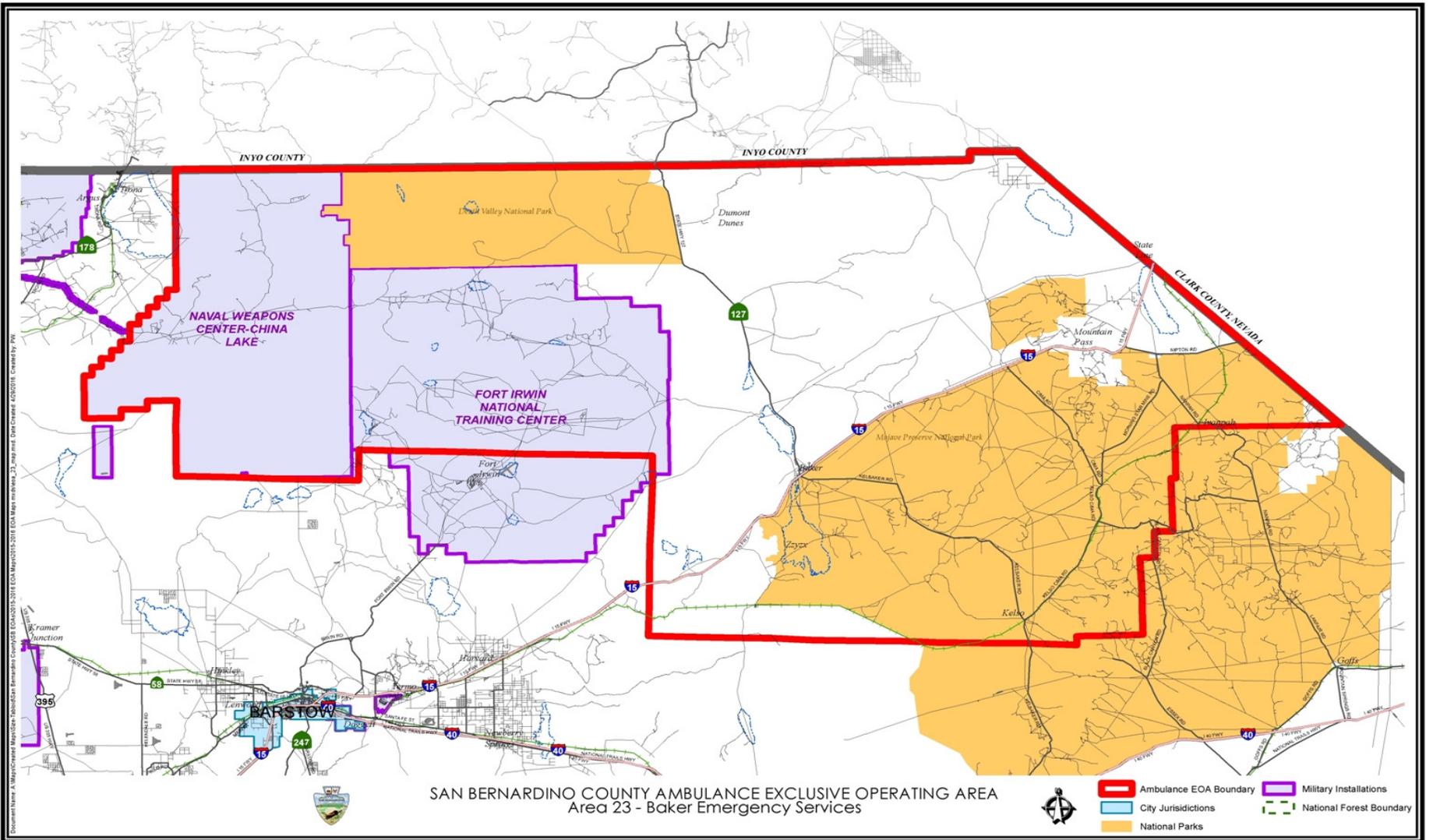
Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
August	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---
September	9:59	---	---
	14:59	---	---
	29:59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

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

2015	9:59	---	---
	14:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	<b>Total</b>	---	---

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 2015

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	---	---

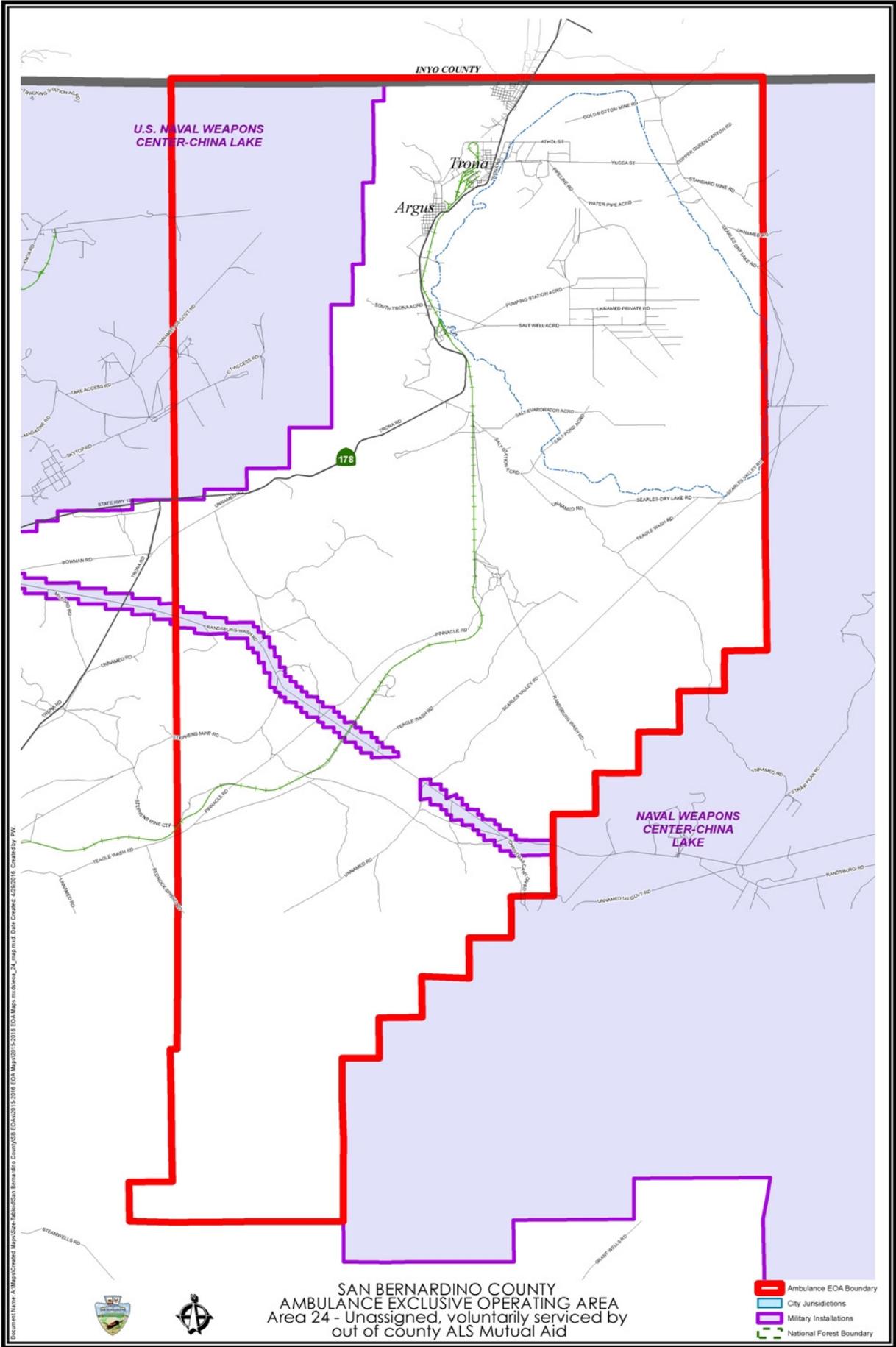
Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	---	---
August	99:59	---	---
September	99:59	---	---
October	99:59	---	---
November	99:59	---	---
December	99:59	---	---

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

<b>2015</b>	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 REQUIREMENTS" (2, 3)



# EOA 24 Response Time Performance by Month 2015

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	---	---

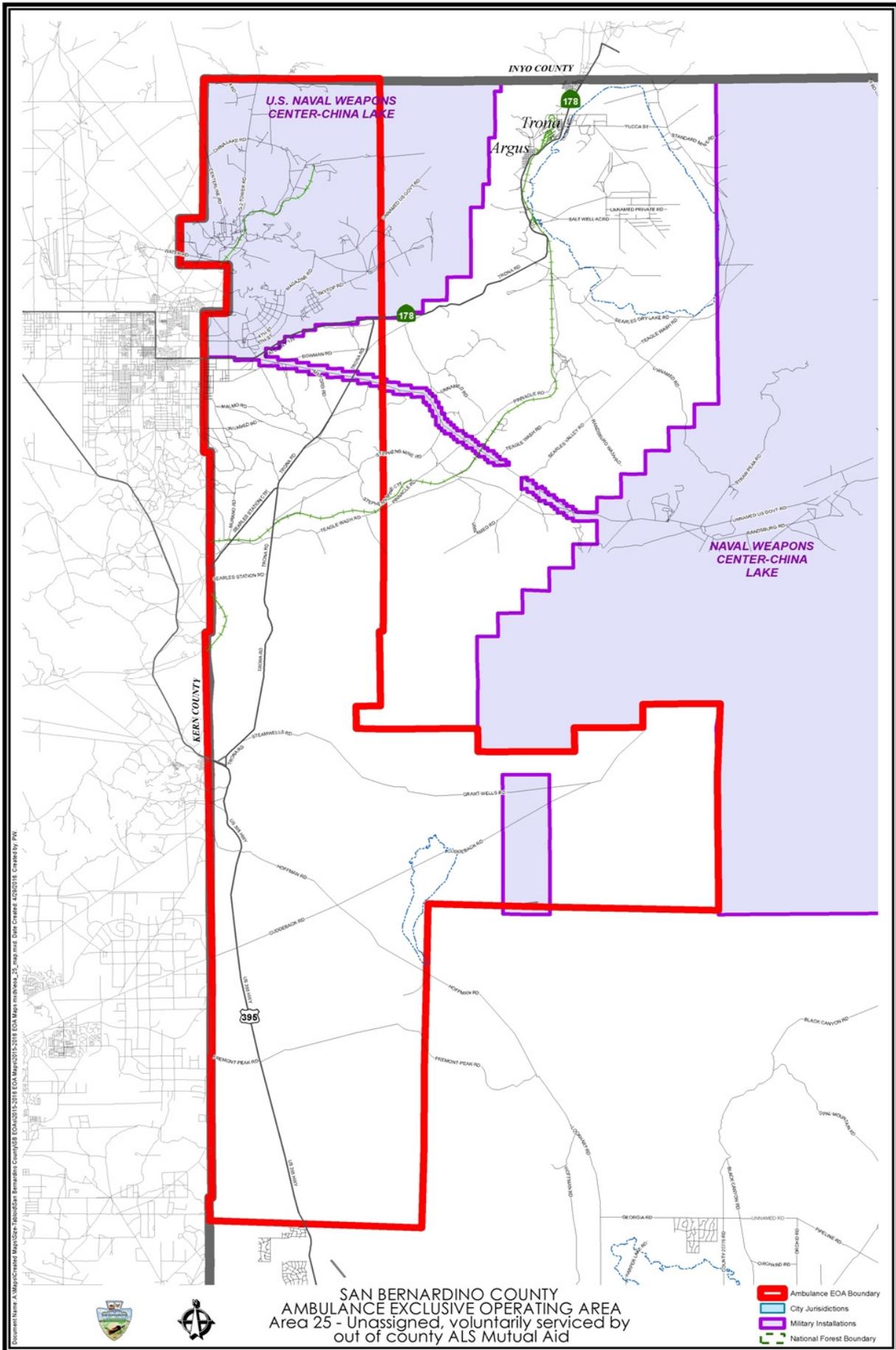
Month	Response Time Requirement	Total Runs	Percent On-Time
July	39:59	---	---
August	39:59	---	---
September	39:59	---	---
October	39:59	---	---
November	39:59	---	---
December	39:59	---	---

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

<b>2015</b>	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 2015

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	---	---

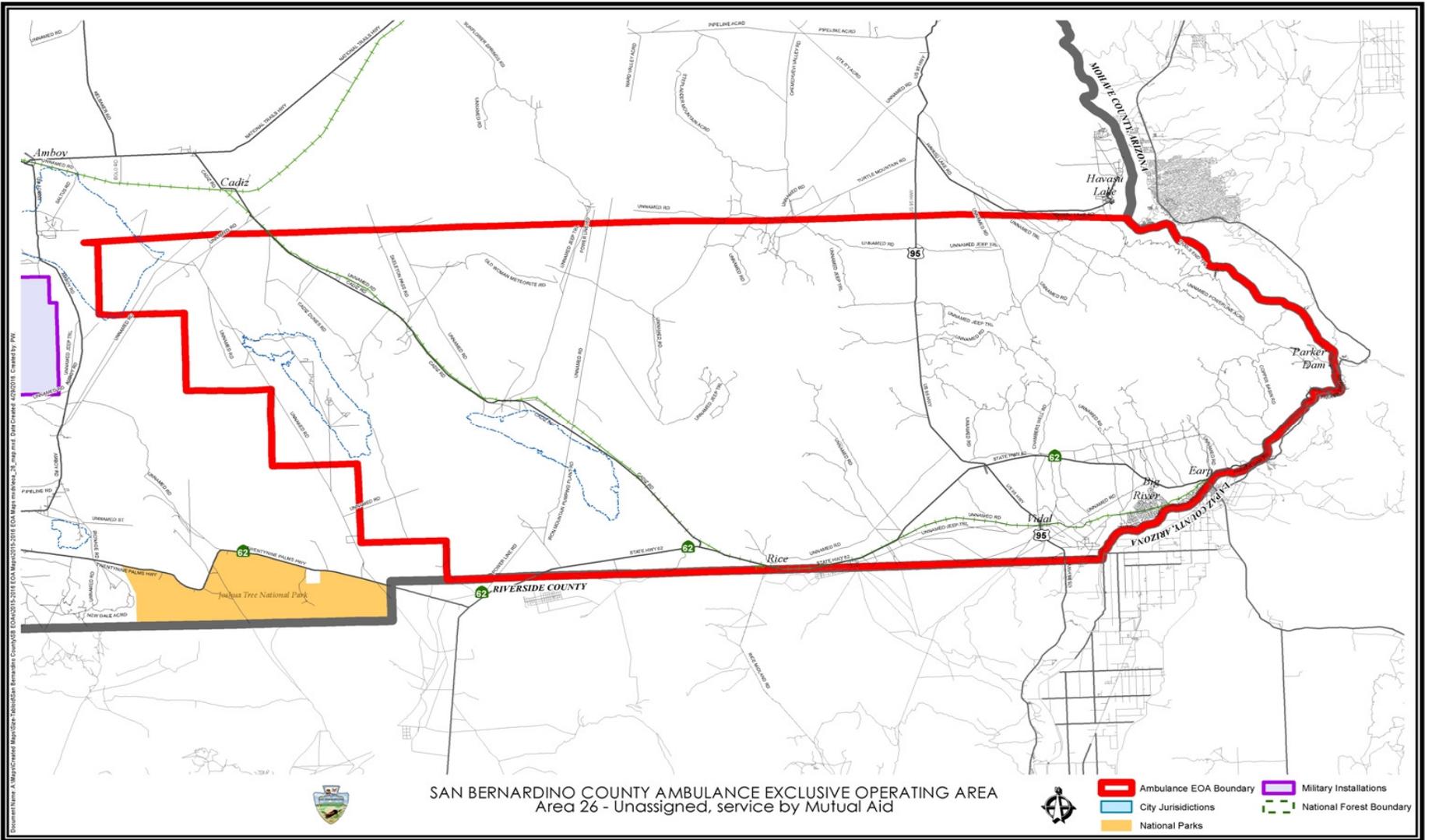
Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

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

<b>2015</b>	49:59	---	---
-------------	-------	-----	-----

Average number of runs per month: ---

EOA 25 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 26 Response Time Performance by Month 2015

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	---	---	---
<b>Total</b>	---	---	---

<b>2015</b>	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 a Mutual Aid provider who is not reporting performance data to ICEMA.