San Bernardino County

Performance Based Contracts

2008 Report

BACKGROUND INFORMATION

On August 19, 2003, the ICEMA Governing Board directed ICEMA to enter into performance-based contracts or agreements with public and private ambulance providers in the County in order to ensure a more in-depth monitoring of the EMS system to assure compliance with standards, policies and procedures designed to provide citizens with the best possible pre-hospital emergency care. Rural, wilderness and underserved areas were to be given special consideration regarding term of contract, penalty provisions, breach language, bond requirements and other areas discovered in negotiations that would seriously affect the provider's ability to continue to provide emergency medical services. These provider contracts provide for automatic successive three-year extensions unless terminated for cause.

San Bernardino County is divided into 28 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).

ALS TRANSPORTATION PROVIDER LISTING

EOA	Ambulance Provider	Type of Agreement	Implementation Date	Termination Date
1	AMR (Rancho Cucamonga)	Urban Contract	May 1, 2004	April 30, 2012
2	AMR (Rancho Cucamonga)	Urban Contract	May 1, 2004	April 30, 2012
3	AMR (Rancho Cucamonga)	Urban Contract	May 1, 2004	April 30, 2012
4	AMR (Rancho Cucamonga)	Urban Contract	May 1, 2004	April 30, 2012
5	AMR (San Bernardino)/ Rialto Fire Dept	Urban Contract (AMR) Rialto Fire Dept. (1797.201) No Contract or MOU	May 1, 2004	April 30, 2012
6	AMR (San Bernardino)	Urban Contract	May 1, 2004	April 30, 2012
7	AMR (Redlands)	Urban Contract	May 1, 2004	April 30, 2012
8	AMR (Redlands)	Rural Contract	May 1, 2004	April 30, 2012 automatic successive 3-year extensions
9	AMR (Redlands)	Urban Contract	May 1, 2004	April 30, 2012
10	Crest Forest Fire Department	Rural/Wilderness MOU	October 17, 2006	December 31, 2013 automatic successive 3-year extensions

EOA	Ambulance Provider	Type of Agreement	Implementation Date	Termination Date
11	AMR (San Bernardino)	Rural Contract	May 1, 2004	April 30, 2012 automatic successive 3-year extensions
12	AMR (Victorville)	Rural Contract	May 1, 2004	April 30, 2012 automatic successive 3-year extensions
13	Desert Ambulance	Rural Contract	May 1, 2004	April 30, 2012 automatic successive 3-year extensions
14	Morongo Basin Ambulance	Rural/Wilderness MOU	December 19, 2006	December 31, 2014 automatic successive 3-year extensions
15	Morongo Basin Ambulance	Rural/Wilderness MOU	December 19, 2006	December 31, 2014 automatic successive 3-year extensions
16	Wrightwood Fire Dept.	MOU		
17	Hesperia Fire Dept.	MOU		
18	Lake Arrowhead Fire Department	MOU		
19	Running Springs Fire Department	Rural/Wilderness MOU	October 17, 2006	December 31, 2013 automatic successive 3-year extensions
20	Bear Valley Paramedics	Rural/Wilderness MOU	October 17, 2006	December 31, 2013 automatic successive 3-year extensions
21	Yucca Valley Fire Dept.	MOU		
22	Needles Ambulance	Wilderness Contract	October 1, 2004	September 30, 2012 automatic successive 3-year extensions
23	Baker Emergency Services	Wilderness Contract	October 1, 2004	September 30, 2012 automatic successive 3-year extensions
24	Searles Valley Fire Department (BLS)	MOU for current BLS provider	RFP for ALS January 2007 No responses	
25	Lucerne Valley Fire Department	MOU		
26	Liberty Ambulance	Wilderness Contract	RFP January 2007 No responses	
27	Havasu Fire Dept.	MOU		
28	No approved provider	Wilderness Contract	RFP January 2007 No responses	

Performance Based Contracts
Summary of Requirements

San Bernardino County

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 Agreement:

The term of the agreement is eight years commencing on May 1, 2004. An evergreen clause is provided for rural/wilderness and public providers.

Responsibilities of Provider:

The provider shall meet the following requirements in the provision of emergency medical services:

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 ICEMA policy.
- Vehicles: Meet Federal KKK standards or equivalent and permitted by CHP staffed and equipment per ICEMA policies. Display location of its operations division. Odometers certified by June 1, 2004 and thereafter annually.
- Provide equipment and vehicle maintenance
- Maintain ambulance post locations
- 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
- Provide paramedic preceptors for prehospital training programs
- By May 1, 2005, ensure all field personnel complete ICEMA approved emergency ambulance operation course.
- Ensure proper state licensure and ICEMA accreditation/certification
- Ensure all personnel comply with ICEMA QI Plan.
- Provide testing and counseling for exposure to infectious disease, counseling for mental health and substance abuse, peer counseling for on-time events.

Coordination with other providers:

First responders (fire agencies)

- Develop and initiate mutual aid agreements by May 1, 2005
- Resupply first responder units with disposable medical supplies at no cost to first responder provider
- Develop and maintain a first responder orientation program
- Provide, at no charge, stand-by services of a non-dedicated unit upon request from a public safety agency, if it does not jeopardize emergency ambulance service to the operating area.
- Make reasonable effort to return equipment of other EMS providers within 5 days.
- Return first responder personnel, upon request, to respective stations or closest stations*
- Coordinate and work under the Incident Command System
- Make available to first responder personnel continuing education programs

Police Chiefs Assoc. and County Fire Chiefs Assoc.:

- 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)
- Participate in the on-going development of the EMS system

Response time standards:

- Compliance measured and calculated monthly on fractile basis using CAD data .
- Cancelled calls included in determining compliance; supervisory support vehicles are not included for the purpose of determining compliance
- Request for exemptions (circumstances beyond provider's control) submitted in writing to ICEMA. Exempt from compliance during disaster situations. Multi-casualty response not automatically exempt.
- Submit monthly each instances when a call results in exceeding maximum response time standard.
- Establish and maintain Performance Committee (provider, ICEMA, city and county representatives)

Data Collection and Reporting:

- For each patient, an ICEMA approved patient report form must be completed.
- Submit accurate and complete data monthly, including CAD data, for each response and patient care data as specified by ICEMA using an ICEMA approved electronic data collections and submission format.
- Health Officer or ICEMA may require an audit of patient care records and response time data.
- Data and records submitted to ICEMA remain the property of ICEMA. ICEMA shall notify provider of any request for information based on the data and records.

Emergency Medical Dispatch:

- Trained personnel and equipment available 24 hours a day
- Ensure compliance with all ICEMA policies and procedures
- Maintain computer aided dispatch (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 maintained an ICEMA approved backup provider dispatch system in the even of disasters, etc.
- By May 1, 2005, provide and maintain automatic vehicle locator system approved by ICEMA for tracking of ambulances and support resources. (AMR)

Deployment Plan:

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

User fee rate adjustments:

- Rates may be adjusted pursuant to process defined in San Bernardino County Ordinance
- Personnel shall not request payment for services at the scene, enroute, or upon delivery of the patient.

Management/Monitoring Fee:

- ICEMA paid pro rata share of annual fee estimated to cover ICEMA's cost related to enforcing the agreement
- Pro rata share based on total number of 9-1-1 transports within the EOA during most recent 12-month period for which data is available.
- Actual costs determined for the budget year by ICEMA within 90 days after the end of a fiscal year. Any over or under payment for the prior period will be credited or added to providers' payments in the current period.
- Fees payable within 30 days of the beginning of each quarter.

Liquidated Damages:

- Levied with a defined service and for late runs and other failures to meet standards.
- Waiver for first 6 months for urban providers, 18 months for rural providers.
- Waived for public providers.

- Liquidated damages include failure to meet response time requirement in EOA 90% of the time, preventable vehicle breakdown with patient on board, failure to notify ICEMA of breakdown, assessment on each call not meeting standard, and failure to provide accurate and complete required information.
- Credits given for performance above response time standards.
- Payment due within 30 days of receipt of written notice of assessment

Financial Audits:

- ICEMA or Health Officer may require a financial audit. Cost to be paid by provider.
- On-site disclosure for review and inspection at the request of ICEMA required for services by payor source, services by category, service by date of service, collections by payor source, annual fixed asset schedule.

Indigent Transport Services:

- Shall provide service pursuant to contract with the County.

Disputes and Grievances:

- Shall notify ICEMA, hospitals, and other EMS providers upon reasonable knowledge of a strike. Action plan submitted to ICEMA within 24 hours for approval.
- ICEMA's decision may be appealed to Governing Board in writing with 15 days of receipt of notice.

Major breach:

- If unresolved, ICEMA shall immediately undertake an emergency takeover of operations.
- ICEMA Governing Board hold a hearing based upon ICEMA recommendations

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 share 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 2008 — A total of $423,757.38 was collected for calendar year 2008 for administrative fees – AMR, $373,223.62; Crest Forest Fire Dept., $2,757.06; Desert Ambulance, $18,539.46, Running Springs Fire Dept., $1,533.44; Big Bear City Fire Dept., $7,755.52; Baker-Needles, $5,713.78.

Liquidated Damages/Assessments:

Liquidated Damages/Assessments assessed for 2008 were: 2008 - $186,921

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 County Emergency Medical Care Committee (EMCC), and approved by the ICEMA Governing Board.

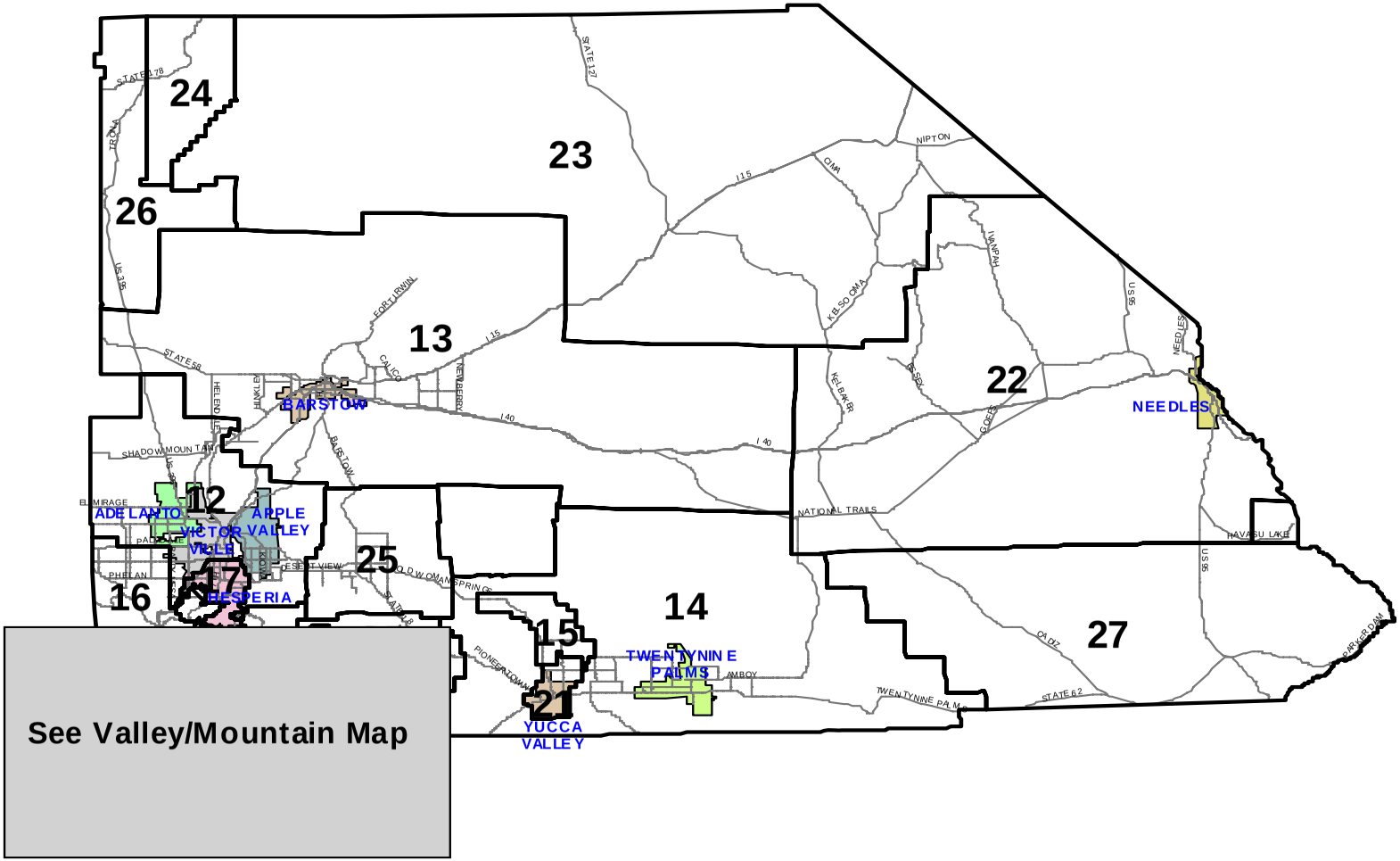
Liquidated Damages Trust Fund Expenditures**:**

2007 Expenditures — $229,597
2008 Expenditures — $0

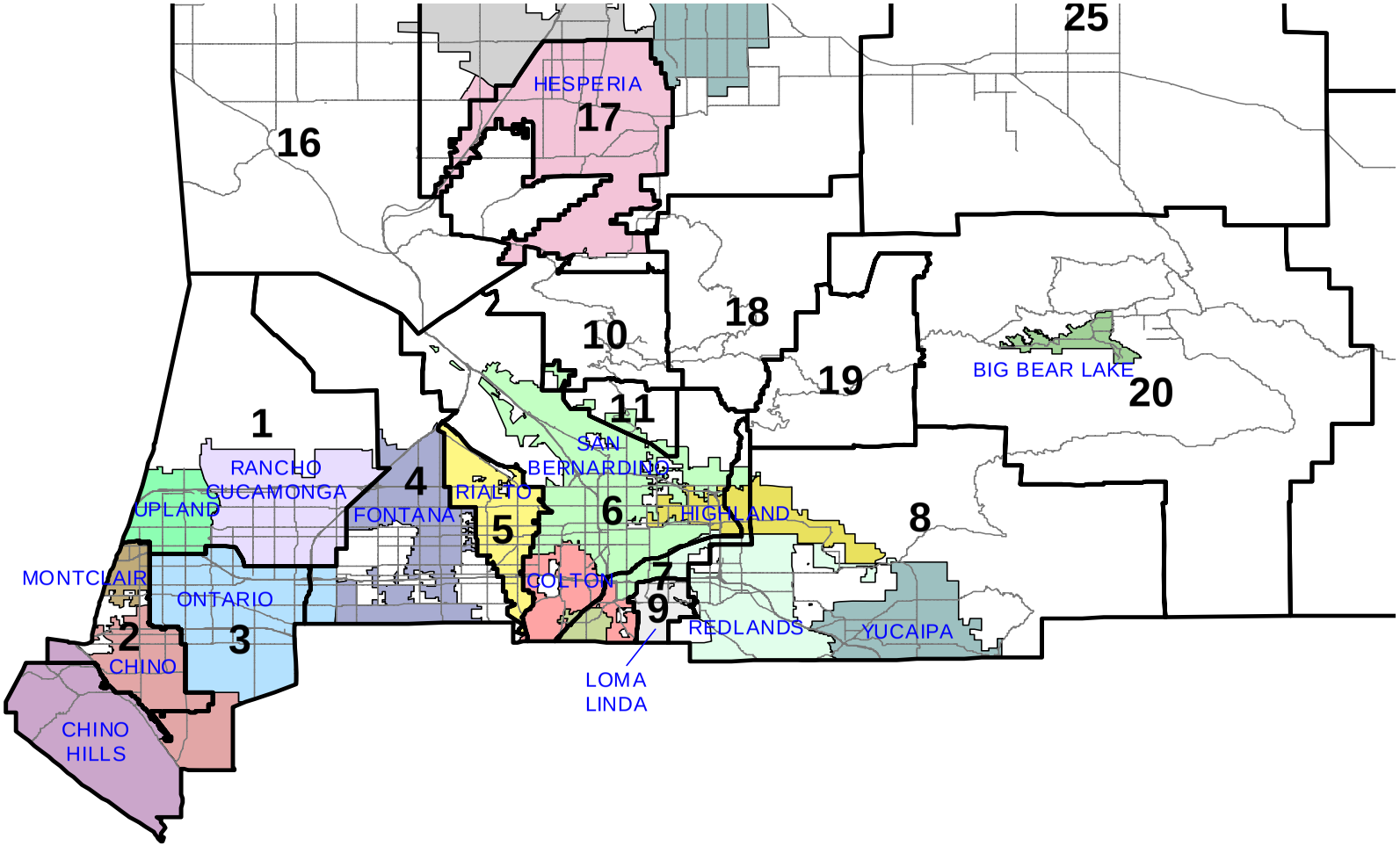
ICEMA, in conjunction with the EMCC, determined that an electronic data collection system was a major priority for use of these funds so that ICEMA could effectively and accurately monitor, evaluate, and recommend improvements to the overall EMS system. The EMCC has approved $23,000 for hospital printer supplies and $5,000 for incidental expenses during fiscal year 2008/2009.

149 computers were purchased for use in the field by pre-hospital providers to generate an electronic Patient Care Record (PCR). 115 have been placed and are currently in use generating pre-hospital data which is transmitted directly to ICEMA on a daily basis. Nine computers remain with ICEMA to be used as spares for the system.

Ambulance Operating Areas
San Bernardino County



Ambulance Operating Areas
San Bernardino County
Valley / Mountain Areas



Response Time Compliance by EOA and Month
Providers Currently Under Contract, 2008

EOA	Provider	2008												Total	Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec *	CY 2008	Runs**
1	**American Medical Response**	90.75%	90.13%	93.97%	94.61%	93.93%	92.92%	94.86%	93.80%	93.84%	92.02%	91.75%	92.50%	**92.93%**	15,089
2	**American Medical Response**	95.20%	93.58%	94.69%	94.93%	94.41%	93.51%	95.15%	95.12%	93.76%	94.42%	94.33%	95.24%	**94.53%**	7,612
3	**American Medical Response**	87.96%	88.53%	91.15%	93.18%	93.14%	90.90%	92.56%	91.73%	91.03%	92.10%	90.94%	90.94%	**91.15%**	14,214
4	**American Medical Response**	89.62%	89.46%	92.56%	92.18%	93.01%	93.48%	92.20%	93.46%	92.36%	93.79%	93.87%	93.75%	**92.45%**	14,181
5	**American Medical Response**	80.00%	95.24%	96.15%	93.33%	86.67%	85.71%	86.36%	84.62%	57.14%	95.24%	93.33%	83.33%	**86.34%**	227
6	**American Medical Response**	91.65%	91.91%	93.24%	93.45%	94.11%	92.28%	93.56%	95.10%	93.75%	94.75%	93.14%	93.03%	**93.33%**	28,160
7	**American Medical Response**	91.81%	92.81%	89.20%	92.44%	91.20%	95.04%	94.90%	95.19%	96.43%	93.31%	91.41%	92.92%	**93.13%**	3,507
8	**American Medical Response**	89.53%	89.81%	91.58%	92.23%	92.23%	91.36%	92.45%	93.18%	90.97%	93.78%	93.64%	91.44%	**91.83%**	11,692
9	**American Medical Response**	92.57%	92.35%	90.17%	93.67%	91.88%	95.24%	93.33%	92.15%	93.85%	94.08%	93.41%	95.95%	**93.17%**	2,021
11	**American Medical Response**	*Included in EOA 6 calculation ****												*****	***
12	**American Medical Response**	93.69%	93.74%	94.94%	93.96%	94.82%	95.52%	94.36%	94.22%	92.28%	94.81%	94.02%	92.09%	**94.06%**	21,196
13	**Desert Ambulance**	99.03%	98.92%	99.49%	100.00%	99.75%	99.74%	99.50%	99.74%	99.51%	99.22%	99.75%	99.21%	**99.49%**	4,743
19	**Running Springs FD**	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	*	**100.00%**	467
22	**Needles Ambulance**	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	*	**100.00%**	863
23	**Baker EMS**	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	*	**100.00%**	518

* Due to Extreme Weather Conditions in High Desert, All Runs in EOA 12 on December 17-18 Were Removed (Exempt).
Due to the County Fire Communications conversion to a new CAD, no December 2008 data is available for Running Springs (EOA 19), Needles Ambulance (EOA 22) and Baker EMS (EOA 23).

** Only includes runs used in response time calculation. Excludes runs with approved exemptions. Multi-patient and multi-unit runs only counted 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).

Response Time Exemptions Requested and Approval Rate
All Providers Under Contract, By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	20	19	4	4	0	0	0	0	62	60	1	0
February	11	10	2	0	0	0	6	5	141	137	10	8
March	6	6	0	0	0	0	3	3	36	35	0	0
April	16	11	0	0	0	0	0	0	28	26	7	5
May	14	12	1	1	0	0	0	0	39	38	4	4
June	9	7	4	3	0	0	0	0	52	43	6	3
July	9	8	5	2	0	0	0	0	31	27	1	1
August	12	11	4	2	0	0	0	0	47	42	1	0
September	17	15	3	2	0	0	0	0	39	34	2	2
October	11	9	2	1	0	0	0	0	19	17	4	2
November	11	9	1	0	0	0	1	1	26	26	6	3
December	19	14	0	0	0	0	1	1	31	28	3	3
Total	**155**	**131**	**26**	**15**	**0**	**0**	**11**	**10**	**551**	**513**	**45**	**31**
% Approved		84.5%		57.7%				90.9%		93.1%		68.9%

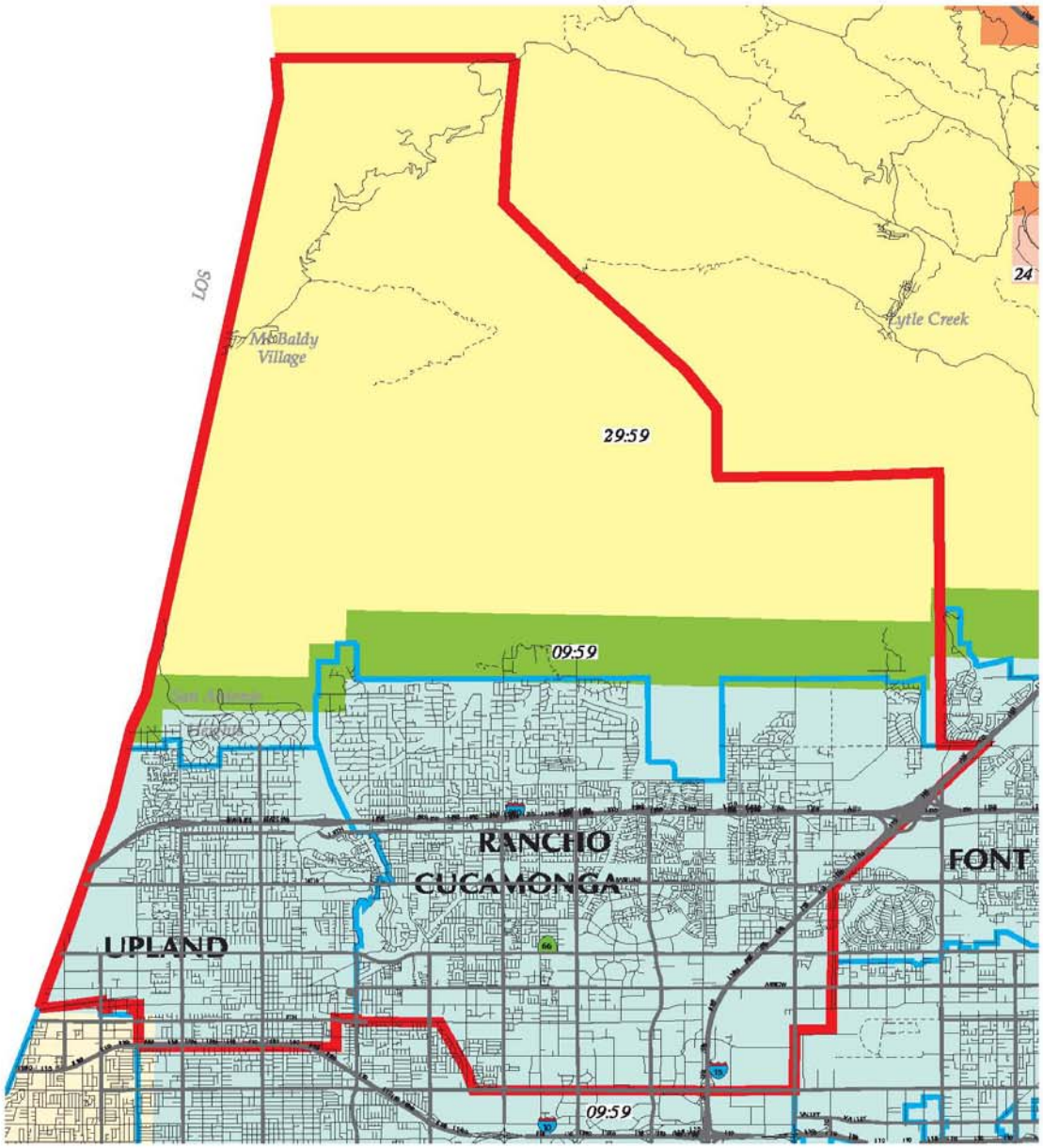
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	14	12	20	16	2	2	6	6	47	2	**176**	**121**	68.8%
February	20	19	49	46	2	2	10	6	41	20	**292**	**253**	86.6%
March	13	12	13	11	2	1	1	1	7	6	**81**	**75**	92.6%
April	22	21	20	20	1	1	1	1	13	12	**108**	**97**	89.8%
May	9	9	16	12	0	0	1	1	13	10	**97**	**87**	89.7%
June	22	22	21	11	1	1	0	0	11	9	**126**	**99**	78.6%
July	17	17	16	8	1	1	0	0	11	8	**91**	**72**	79.1%
August	27	26	7	5	0	0	0	0	9	6	**107**	**92**	86.0%
September	9	8	15	2	0	0	0	0	10	7	**95**	**70**	73.7%
October	14	14	16	6	3	3	1	0	6	4	**76**	**56**	73.7%
November	14	14	18	9	2	2	1	0	4	4	**84**	**68**	81.0%
December	25	25	21	12	3	3	21	10	12	9	**136**	**105**	77.2%
Total	**206**	**199**	**232**	**158**	**17**	**16**	**42**	**25**	**184**	**97**	**1,469**	**1,195**	**81.3%**
% Approved		96.6%		68.1%		94.1%		59.5%		52.7%			

EOA 1
Summary

American Medical Response
(Rancho Cucamonga, Upland)

Average number of runs per month
2006 — 1,171
2007 — 1,206
2008 — 1,257

Response time compliance exceeded 90% for all 12 months, with a 94.86% compliance rate in June — the highest rate for the calendar year. The lowest compliance rate for the year was 90.13% in February. The overall compliance for the year was 92.63%



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
Area 1 - American Medical Response
Map Prepared On May 09, 2006

City Limits
EOA Boundary

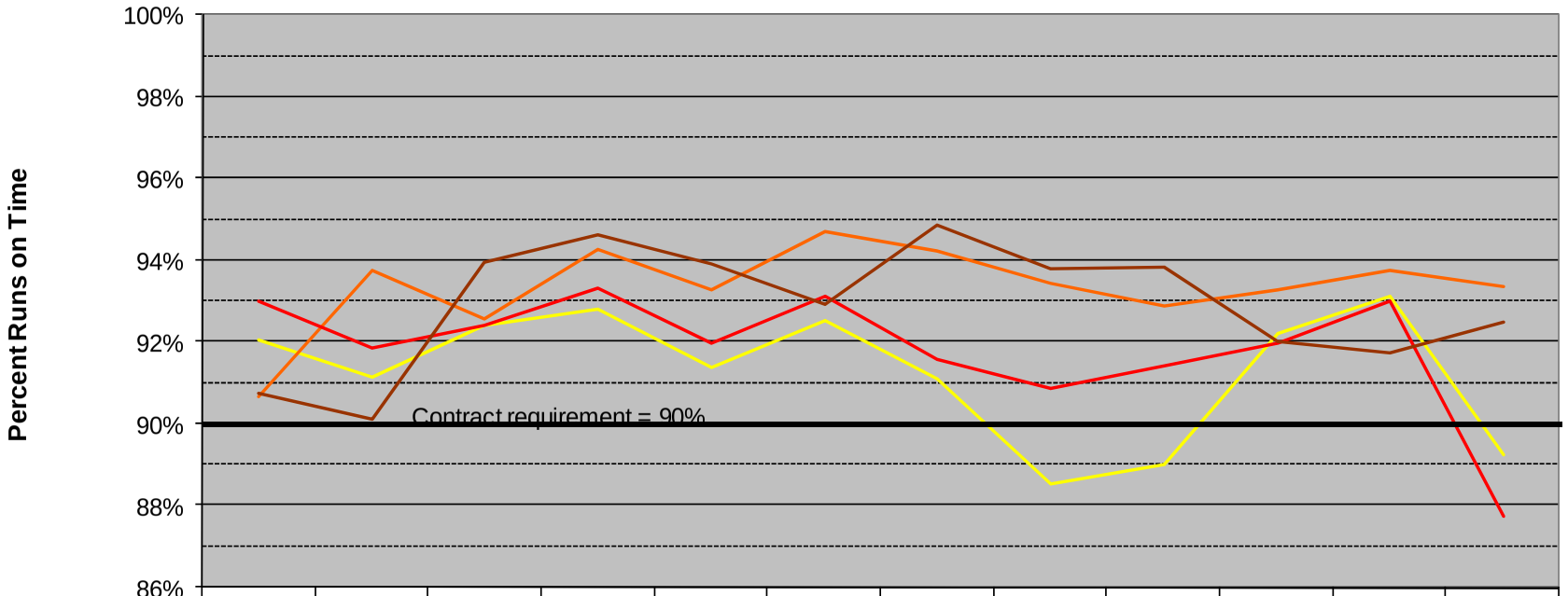
EOA 1 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,256	1,146	110	91.24%
	29:59	30	21	9	70.00%
	Total	**1,286**	**1,167**	**119**	**90.75%**
February	9:59	1,266	1,146	120	90.52%
	29:59	31	23	8	74.19%
	Total	**1,297**	**1,169**	**128**	**90.13%**
March	9:59	1,314	1,236	78	94.06%
	29:59	13	11	2	84.62%
	Total	**1,327**	**1,247**	**80**	**93.97%**
April	9:59	1,276	1,207	69	94.59%
	29:59	3	3	0	100.00%
	Total	**1,279**	**1,210**	**69**	**94.61%**
May	9:59	1,325	1,244	81	93.89%
	29:59	9	9	0	100.00%
	Total	**1,334**	**1,253**	**81**	**93.93%**
June	9:59	1,277	1,187	90	92.95%
	29:59	9	8	1	88.89%
	Total	**1,286**	**1,195**	**91**	**92.92%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,202	1,140	62	94.84%
	29:59	5	5	0	100.00%
	Total	**1,207**	**1,145**	**62**	**94.86%**
August	9:59	1,232	1,155	77	93.75%
	29:59	9	9	0	100.00%
	Total	**1,241**	**1,164**	**77**	**93.80%**
September	9:59	1,242	1,166	76	93.88%
	29:59	9	8	1	88.89%
	Total	**1,251**	**1,174**	**77**	**93.84%**
October	9:59	1,200	1,104	96	92.00%
	29:59	3	3	0	100.00%
	Total	**1,203**	**1,107**	**96**	**92.02%**
November	9:59	1,143	1,050	93	91.86%
	29:59	8	6	2	75.00%
	Total	**1,151**	**1,056**	**95**	**91.75%**
December	9:59	1,204	1,120	84	93.02%
	29:59	23	15	8	65.22%
	Total	**1,227**	**1,135**	**92**	**92.50%**

CY2008	9:59	14,937	13,901	1,036	93.06%
	29:59	152	121	31	79.61%
	Total	**15,089**	**14,022**	**1,067**	**92.93%**

EOA 1 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	92.05%	91.16%	92.41%	92.80%	91.40%	92.54%	91.13%	88.55%	89.04%	92.23%	93.12%	89.25%
2006 RT	90.67%	93.77%	92.55%	94.27%	93.28%	94.70%	94.21%	93.44%	92.88%	93.26%	93.75%	93.34%
2007 RT	92.99%	91.86%	92.41%	93.32%	91.98%	93.14%	91.59%	90.85%	91.42%	91.98%	93.02%	87.73%
2008 RT	90.75%	90.13%	93.97%	94.61%	93.93%	92.92%	94.86%	93.80%	93.84%	92.02%	91.75%	92.50%
2005 Fines	$3,493	$5,463	$2,344	$2,970	$3,953	$1,270	$2,540	$6,090	$5,835	$1,822	$919	$6,330
2006 Fines	$2,785	$997	$1,461	$593	$1,039	$401	$504	$975	$1,293	$1,127	$850	$982
2007 Fines	$936	$1,942	$1,469	$1,208	$2,183	$956	$2,321	$2,485	$2,394	$1,438	$1,408	$6,690
2008 Fines	$2,950	$3,485	$775	$290	$1,024	$1,250	$271	$649	$935	$1,444	$1,663	$2,592

Month

Total Liquidated Damages = $98,794

EOA 1 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January			2	2								
February	2	2	2	0			4	4	5	5		
March	1	1										
April	1	1							1	1		
May	5	5							1	0		
June	1	0							1	0	1	1
July	1	1										
August	2	2							1	0		
September	1	1										
October	1	0										
November	1	1										
December	3	3										
Total	**19**	**17**	**4**	**2**	**0**	**0**	**4**	**4**	**9**	**6**	**1**	**1**
% Approved		89.5%		50.0%				100.0%		66.7%		100.0%

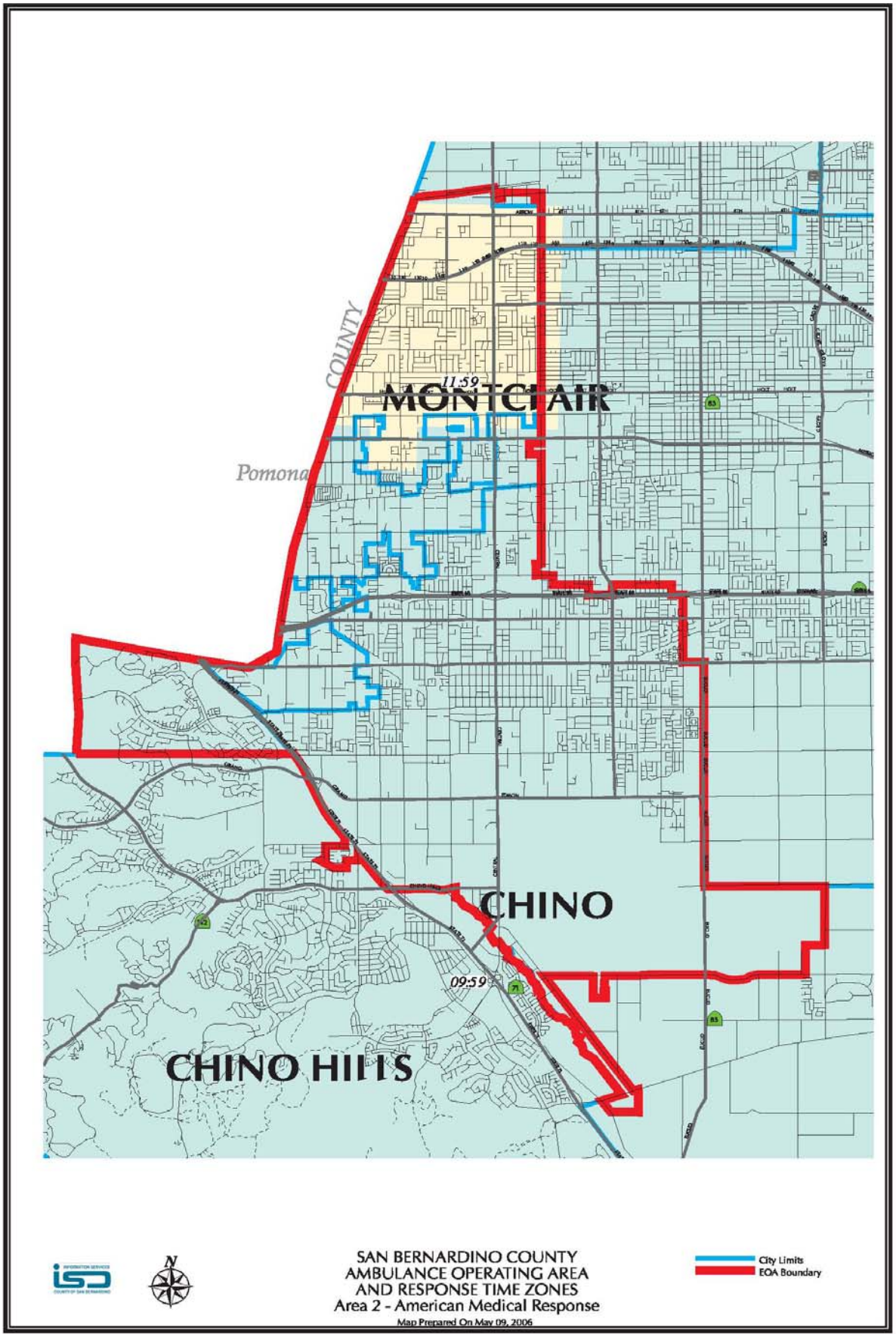
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	2	2	3	3			1	1	8	0	**16**	**8**	50.0%
February	3	3	6	5			3	2	7	2	**32**	**23**	71.9%
March	2	1	3	2					2	1	**8**	**5**	62.5%
April	1	1	3	3							**6**	**6**	100.0%
May	1	1	2	1					3	3	**12**	**10**	83.3%
June			1	1					1	1	**5**	**3**	60.0%
July	3	3	1	0							**5**	**4**	80.0%
August	6	6									**9**	**8**	88.9%
September			1	0							**2**	**1**	50.0%
October	1	1	1	0							**3**	**1**	33.3%
November			7	3							**8**	**4**	50.0%
December	9	9	3	0					1	1	**16**	**13**	81.3%
Total	**28**	**27**	**31**	**18**	**0**	**0**	**4**	**3**	**22**	**8**	**122**	**86**	**70.5%**
% Approved		96.4%		58.1%				75.0%		36.4%			

EOA 2
Summary

American Medical Response
(Chino, Montclair)

Average number of runs per month
2006 — 578
2007 — 602
2008 — 634

2008 — Response time compliance exceeded 90% for all 12 months, with a 95.24% compliance rate in December — the highest rate for the calendar year. The lowest compliance rate for the year was 93.51% in June. The overall compliance for the year was 94.53%


COUNTY
11:59
MONTCLAIR
Pomona
CHINO
09:59
CHINO HILLS
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 2 - American Medical Response
Map Prepared On May 09, 2006
City Limits
EOA Boundary

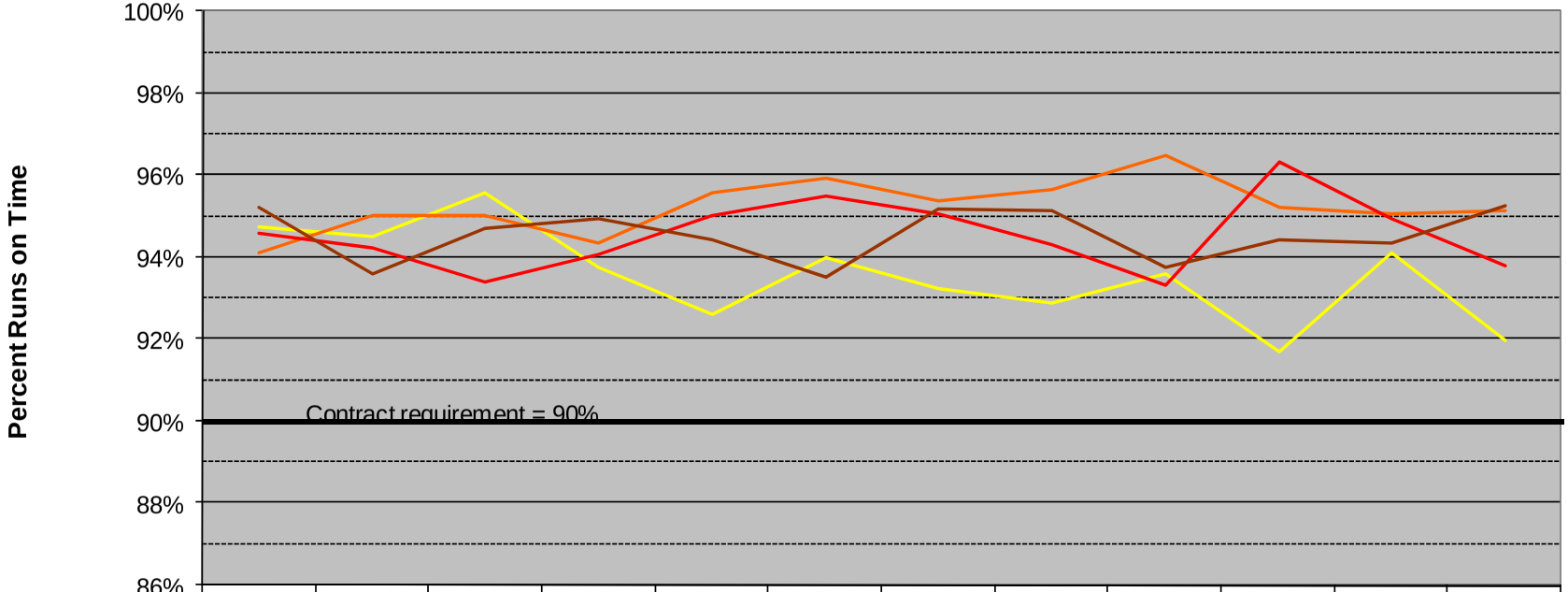
EOA 2 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	401	376	25	93.77%
	11:59	265	258	7	97.36%
	Total	**666**	**634**	**32**	**95.20%**
February	9:59	375	343	32	91.47%
	11:59	264	255	9	96.59%
	Total	**639**	**598**	**41**	**93.58%**
March	9:59	380	354	26	93.16%
	11:59	223	217	6	97.31%
	Total	**603**	**571**	**32**	**94.69%**
April	9:59	365	339	26	92.88%
	11:59	247	242	5	97.98%
	Total	**612**	**581**	**31**	**94.93%**
May	9:59	401	371	30	92.52%
	11:59	243	237	6	97.53%
	Total	**644**	**608**	**36**	**94.41%**
June	9:59	398	363	35	91.21%
	11:59	234	228	6	97.44%
	Total	**632**	**591**	**41**	**93.51%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	409	385	24	94.13%
	11:59	209	203	6	97.13%
	Total	**618**	**588**	**30**	**95.15%**
August	9:59	409	378	31	92.42%
	11:59	267	265	2	99.25%
	Total	**676**	**643**	**33**	**95.12%**
September	9:59	389	356	33	91.52%
	11:59	220	215	5	97.73%
	Total	**609**	**571**	**38**	**93.76%**
October	9:59	417	387	30	92.81%
	11:59	228	222	6	97.37%
	Total	**645**	**609**	**36**	**94.42%**
November	9:59	411	379	32	92.21%
	11:59	206	203	3	98.54%
	Total	**617**	**582**	**35**	**94.33%**
December	9:59	429	399	30	93.01%
	11:59	222	221	1	99.55%
	Total	**651**	**620**	**31**	**95.24%**

CY2008	9:59	4,784	4,430	354	92.60%
	11:59	2,828	2,766	62	97.81%
	Total	**7,612**	**7,196**	**416**	**94.53%**

EOA 2 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	94.75%	94.49%	95.56%	93.74%	92.61%	94.00%	93.22%	92.86%	93.58%	91.69%	94.10%	91.95%
2006 RT	94.09%	95.02%	95.03%	94.32%	95.56%	95.93%	95.37%	95.67%	96.50%	95.22%	95.04%	95.12%
2007 RT	94.61%	94.24%	93.41%	94.08%	95.04%	95.49%	95.08%	94.33%	93.33%	96.33%	94.93%	93.82%
2008 RT	95.20%	93.58%	94.69%	94.93%	94.41%	93.51%	95.15%	95.12%	93.76%	94.42%	94.33%	95.24%
2005 Fines	$446	$409	$93	$743	$1,026	$202	$443	$564	$636	$1,632	$295	$777
2006 Fines	$240	$169	$136	$470	$126	$138	$92	$170	$31	$169	$288	$192
2007 Fines	$238	$253	$829	$208	$60	$140	$172	$303	$994	$42	$205	$608
2008 Fines	$243	$1,133	$230	$319	$307	$1,063	$142	$277	$383	$393	$389	$177

Month

Total Liquidated Damages = $18,595

EOA 2 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January									1	1		
February									2	2	2	2
March												
April	1	1							1	0		
May												
June												
July	2	2										
August	1	1										
September												
October	1	1										
November									1	1		
December	3	2									1	1
Total	**8**	**7**	**0**	**0**	**0**	**0**	**0**	**0**	**5**	**4**	**3**	**3**
% Approved		87.5%								80.0%		100.0%

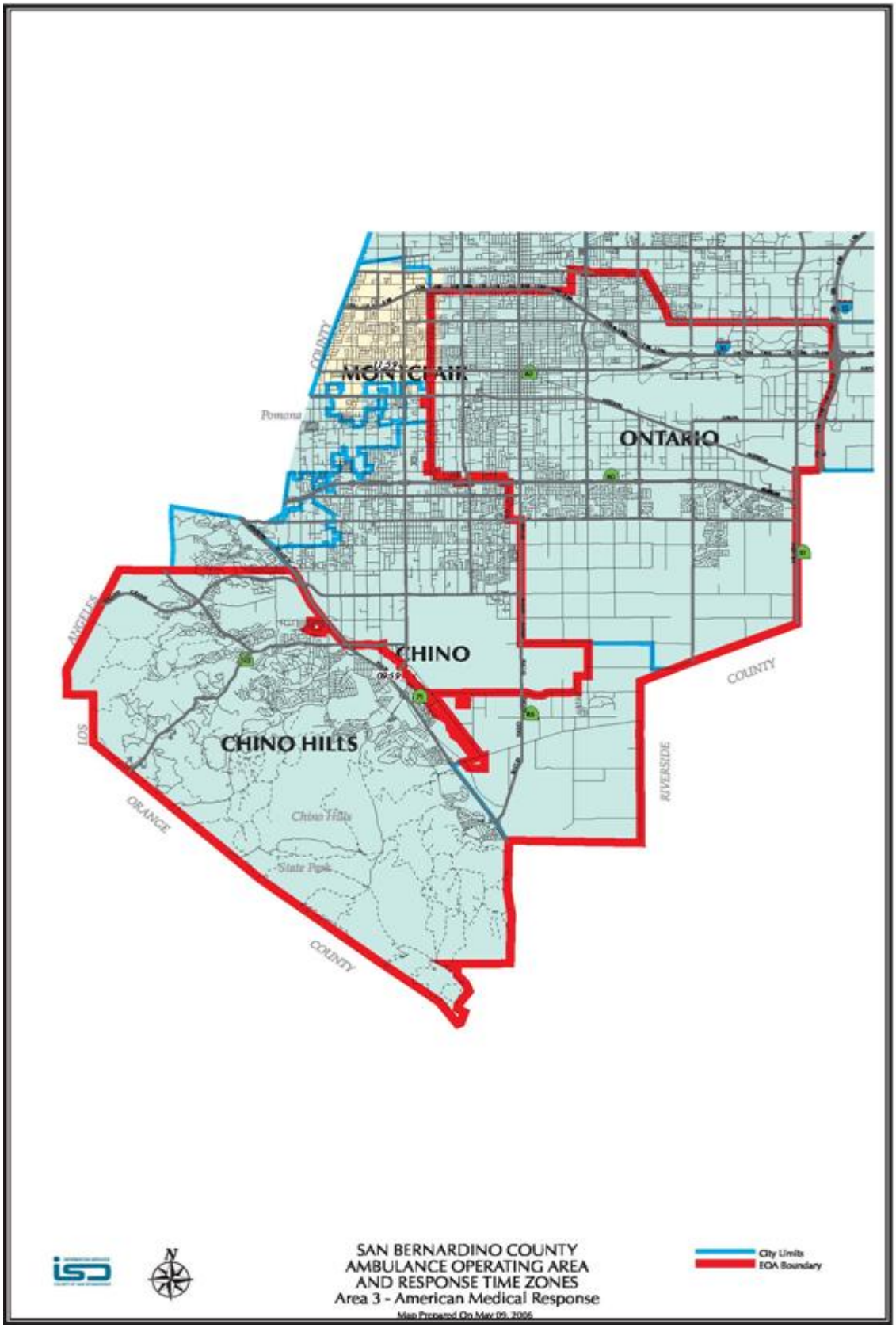
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			1	1			1	1	2	0	**5**	**3**	60.0%
February	4	4	7	6					2	2	**17**	**16**	94.1%
March	3	3									**3**	**3**	100.0%
April	4	4	1	1					1	1	**8**	**7**	87.5%
May			1	1							**1**	**1**	100.0%
June	2	2	2	0							**4**	**2**	50.0%
July	2	2									**4**	**4**	100.0%
August	2	2							2	2	**5**	**5**	100.0%
September			2	0							**2**	**0**	0.0%
October	4	4	3	1							**8**	**6**	75.0%
November			3	1							**4**	**2**	50.0%
December			1	1			1	1	2	2	**8**	**7**	87.5%
Total	**21**	**21**	**21**	**12**	**0**	**0**	**2**	**2**	**9**	**7**	**69**	**56**	**81.2%**
% Approved		100.0%		57.1%				100.0%		77.8%			

EOA 3
Summary

American Medical Response
(Chino Hills, Ontario)

Average number of runs per month
2006 — 1,106
2007 — 1,385
2008 — 1,185

2008 — Response time compliance exceeded 90% every month with the exception of January (87.96% and February (88.53%). The highest rate for compliance was 93.18% in April. The overall compliance for the year was 91.15%

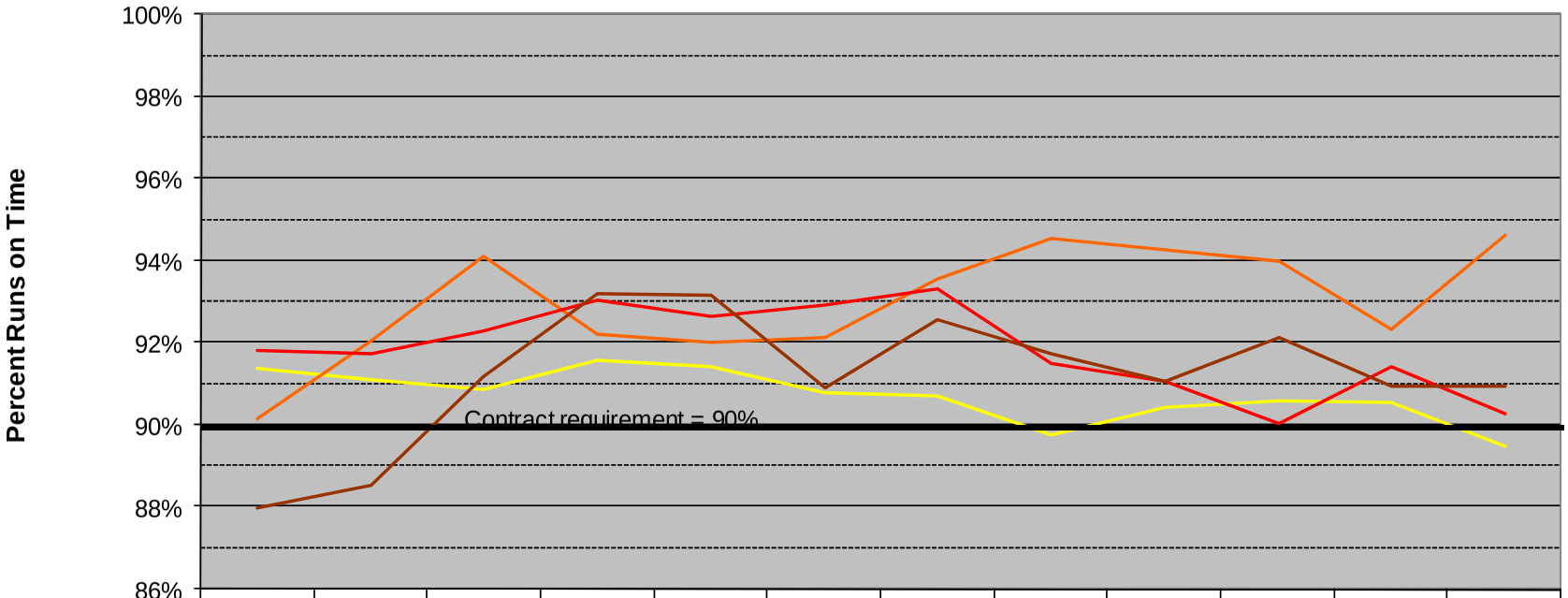

MONTCLAIR
ONTARIO
CHINO
CHINO HILLS
Pomona
Chino Hills
State Park
COUNTY
ANGELES
LOS
ORANGE
COUNTY
RIVERSIDE
COUNTY
N
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 3 - American Medical Response
Map Prepared On May 09, 2006
City Limits
EOA Boundary

EOA 3 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,246	1,096	150	87.96%
February	9:59	1,229	1,088	141	88.53%
March	9:59	1,220	1,112	108	91.15%
April	9:59	1,129	1,052	77	93.18%
May	9:59	1,152	1,073	79	93.14%
June	9:59	1,242	1,129	113	90.90%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,209	1,119	90	92.56%
August	9:59	1,245	1,142	103	91.73%
September	9:59	1,148	1,045	103	91.03%
October	9:59	1,164	1,072	92	92.10%
November	9:59	1,093	994	99	90.94%
December	9:59	1,137	1,034	103	90.94%
CY2008	**9:59**	**14,214**	**12,956**	**1,258**	**91.15%**

EOA 3 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	91.38%	91.09%	90.85%	91.56%	91.39%	90.77%	90.70%	89.78%	90.41%	90.59%	90.53%	89.49%
2006 RT	90.16%	92.05%	94.11%	92.20%	92.00%	92.13%	93.54%	94.53%	94.25%	93.99%	92.32%	94.62%
2007 RT	91.82%	91.75%	92.28%	93.06%	92.65%	92.93%	93.33%	91.51%	91.06%	90.02%	91.42%	90.25%
2008 RT	87.96%	88.53%	91.15%	93.18%	93.14%	90.90%	92.56%	91.73%	91.03%	92.10%	90.94%	90.94%
2005 Fines	$3,552	$3,447	$4,065	$4,184	$2,624	$2,430	$2,540	$4,320	$2,120	$3,940	$3,860	$5,075
2006 Fines	$2,955	$1,536	$413	$1,408	$1,685	$1,738	$1,107	$484	$498	$1,066	$1,814	$484
2007 Fines	$1,859	$2,013	$2,336	$995	$2,278	$1,846	$1,171	$1,798	$2,483	$2,900	$2,738	$4,620
2008 Fines	$6,795	$6,055	$2,260	$1,367	$1,453	$4,190	$2,061	$2,799	$2,645	$1,856	$3,310	$4,580

Month

Total Liquidated Damages = $123,753

EOA 3 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	5	4	2	2					4	3		
February	2	2							9	9	2	2
March	1	1							1	1		
April	2	0							3	2	1	0
May												
June	5	4							2	1	1	0
July	1	0							2	2		
August	1	1									1	0
September	3	2							1	1	1	1
October	2	2										
November											1	0
December	3	2										
Total	**25**	**18**	**2**	**2**	**0**	**0**	**0**	**0**	**22**	**19**	**7**	**3**
% Approved		72.0%		100.0%						86.4%		42.9%

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	4	2	2	2			1	1	5	0	**23**	**14**	60.9%
February	3	3	6	6			4	2	7	3	**33**	**27**	81.8%
March	1	1	2	2							**5**	**5**	100.0%
April	1	1	1	1			1	1	1	1	**10**	**6**	60.0%
May	2	2	3	3							**5**	**5**	100.0%
June	5	5	1	1					1	1	**15**	**12**	80.0%
July	2	2	2	1					1	1	**8**	**6**	75.0%
August	4	4	2	1					2	1	**10**	**7**	70.0%
September	1	1	2	0					1	1	**9**	**6**	66.7%
October	3	3	3	2			1	0			**9**	**7**	77.8%
November	2	2	2	0							**5**	**2**	40.0%
December	2	2	2	0			1	0	3	3	**11**	**7**	63.6%
Total	**30**	**28**	**28**	**19**	**0**	**0**	**8**	**4**	**21**	**11**	**143**	**104**	**72.7%**
% Approved		93.3%		67.9%				50.0%		52.4%			

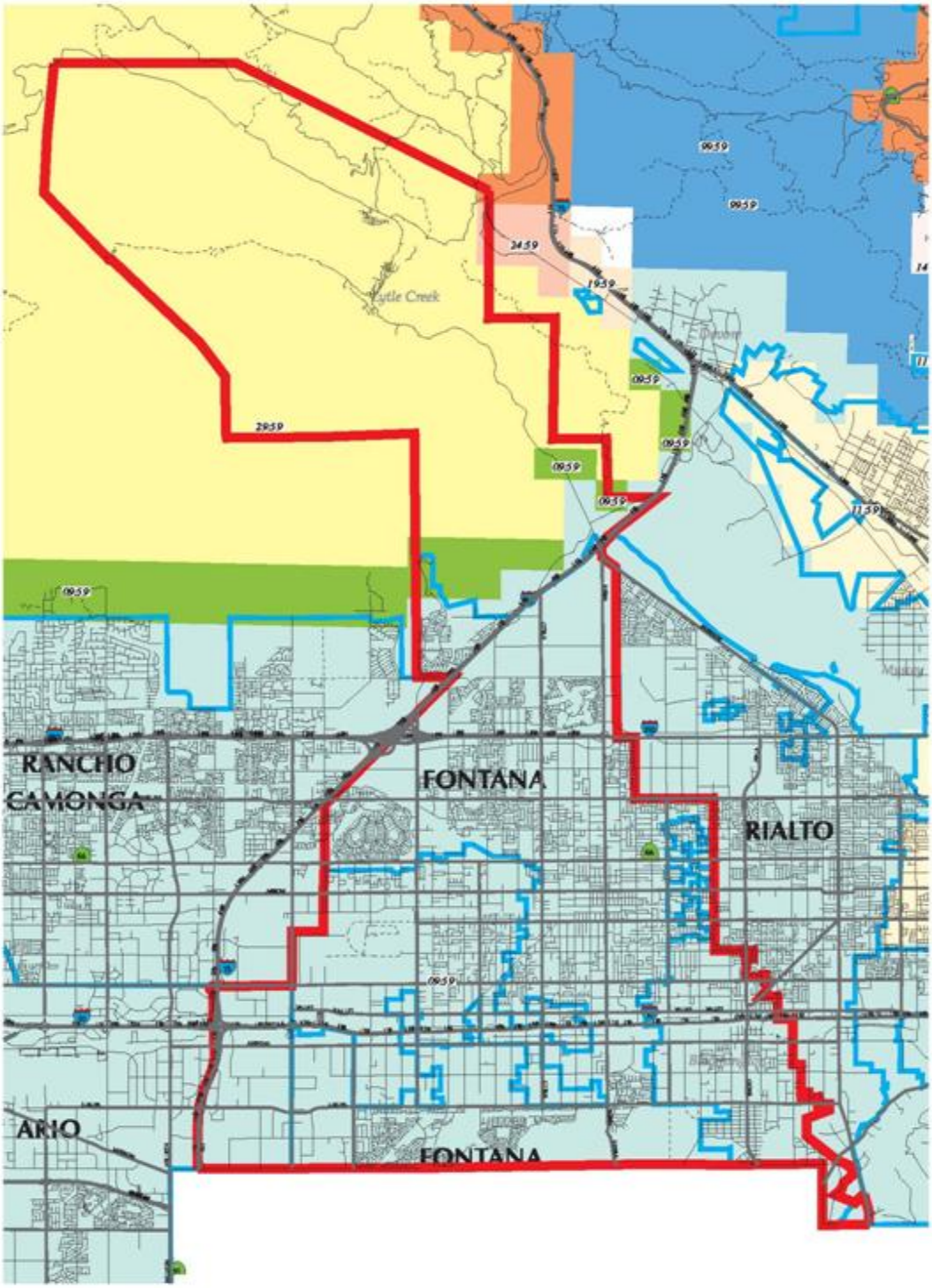
EOA 4
Summary

American Medical Response
(Fontana, Bloomington)

Average number of runs per month
2006 — 1,125
2007 — 1,152
2008 — 1,182

2008 — Response time compliance exceeded 90% every month with the exception of January (89.87% and February (89.46%). The highest rate for compliance was 93.87% in November. The overall compliance for the year was 92.45%

EOA 4 was in major breach of contract in February 2008 as a result of four month out of 12 with response time compliance less than 90%. (October 2007, December 2007, January 2008 and February 2008). AMR took appropriate remedial action to correct the deficiencies.



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 4 - American Medical Response

Map Prepared On May 11, 2006

EOA 4 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,230	1,101	129	89.51%
	29:59	13	13	0	100.00%
	Total	**1,243**	**1,114**	**129**	**89.62%**
February	9:59	1,202	1,074	128	89.35%
	29:59	12	12	0	100.00%
	Total	**1,214**	**1,086**	**128**	**89.46%**
March	9:59	1,117	1,033	84	92.48%
	29:59	12	12	0	100.00%
	Total	**1,129**	**1,045**	**84**	**92.56%**
April	9:59	1,181	1,088	93	92.13%
	29:59	9	9	0	100.00%
	Total	**1,190**	**1,097**	**93**	**92.18%**
May	9:59	1,189	1,106	83	93.02%
	29:59	12	11	1	91.67%
	Total	**1,201**	**1,117**	**84**	**93.01%**
June	9:59	1,196	1,117	79	93.39%
	29:59	15	15	0	100.00%
	Total	**1,211**	**1,132**	**79**	**93.48%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,174	1,081	93	92.08%
	29:59	18	18	0	100.00%
	Total	**1,192**	**1,099**	**93**	**92.20%**
August	9:59	1,222	1,141	81	93.37%
	29:59	16	16	0	100.00%
	Total	**1,238**	**1,157**	**81**	**93.46%**
September	9:59	1,177	1,086	91	92.27%
	29:59	14	14	0	100.00%
	Total	**1,191**	**1,100**	**91**	**92.36%**
October	9:59	1,146	1,074	72	93.72%
	29:59	13	13	0	100.00%
	Total	**1,159**	**1,087**	**72**	**93.79%**
November	9:59	1,099	1,031	68	93.81%
	29:59	10	10	0	100.00%
	Total	**1,109**	**1,041**	**68**	**93.87%**
December	9:59	1,096	1,027	69	93.70%
	29:59	8	8	0	100.00%
	Total	**1,104**	**1,035**	**69**	**93.75%**

CY2008	9:59	14,029	12,959	1,070	92.37%
	29:59	152	151	1	99.34%
	Total	**14,181**	**13,110**	**1,071**	**92.45%**

EOA 4 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	93.52%	91.28%	91.79%	89.97%	91.00%	92.90%	90.92%	89.06%	90.65%	91.84%	94.65%	90.62%
2006 RT	93.03%	92.08%	91.99%	93.68%	93.79%	93.47%	94.56%	93.47%	93.21%	92.06%	92.22%	92.82%
2007 RT	93.07%	90.85%	92.79%	92.07%	92.34%	92.73%	91.71%	91.18%	91.13%	89.29%	91.98%	88.92%
2008 RT	89.62%	89.46%	92.56%	92.18%	93.01%	93.48%	92.20%	93.46%	92.36%	93.79%	93.87%	93.75%
2005 Fines	$1,394	$4,338	$1,879	$7,385	$2,644	$1,126	$4,175	$5,195	$5,165	$2,789	$474	$3,335
2006 Fines	$1,120	$2,075	$2,045	$931	$632	$887	$401	$943	$828	$1,764	$1,421	$1,466
2007 Fines	$843	$3,080	$1,725	$2,372	$1,968	$2,170	$2,750	$2,851	$2,037	$3,505	$1,624	$5,640
2008 Fines	$4,500	$4,510	$1,773	$1,386	$1,006	$1,355	$1,328	$652	$1,805	$1,017	$1,046	$956

Month

Total Liquidated Damages = $106,311

EOA 4 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	6	6							5	5		
February							1	0	4	4		
March									1	1		
April	1	0									1	0
May	2	2							1	1	1	1
June									3	0	1	1
July	2	2							1	1	1	1
August									2	2		
September	4	3										
October	1	0							2	2		
November	2	2							1	1	1	1
December									1	1	1	1
Total	**18**	**15**	**0**	**0**	**0**	**0**	**1**	**0**	**21**	**18**	**6**	**5**
% Approved		83.3%						0.0%		85.7%		83.3%

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	2	2	6	5					13	0	**32**	**18**	56.3%
February	5	4	12	12			3	2	5	4	**30**	**26**	86.7%
March			4	4					1	1	**6**	**6**	100.0%
April	7	7	4	4							**13**	**11**	84.6%
May			4	2			1	1			**9**	**7**	77.8%
June	1	1	12	8							**17**	**10**	58.8%
July	1	1	8	4							**13**	**9**	69.2%
August	5	5	2	2							**9**	**9**	100.0%
September	1	1	6	1							**11**	**5**	45.5%
October			2	1							**5**	**3**	60.0%
November	3	3	1	1							**8**	**8**	100.0%
December	5	5	4	4			2	1	2	2	**15**	**14**	93.3%
Total	**30**	**29**	**65**	**48**	**0**	**0**	**6**	**4**	**21**	**7**	**168**	**126**	**75.0%**
% Approved		96.7%		73.8%				66.7%		33.3%			

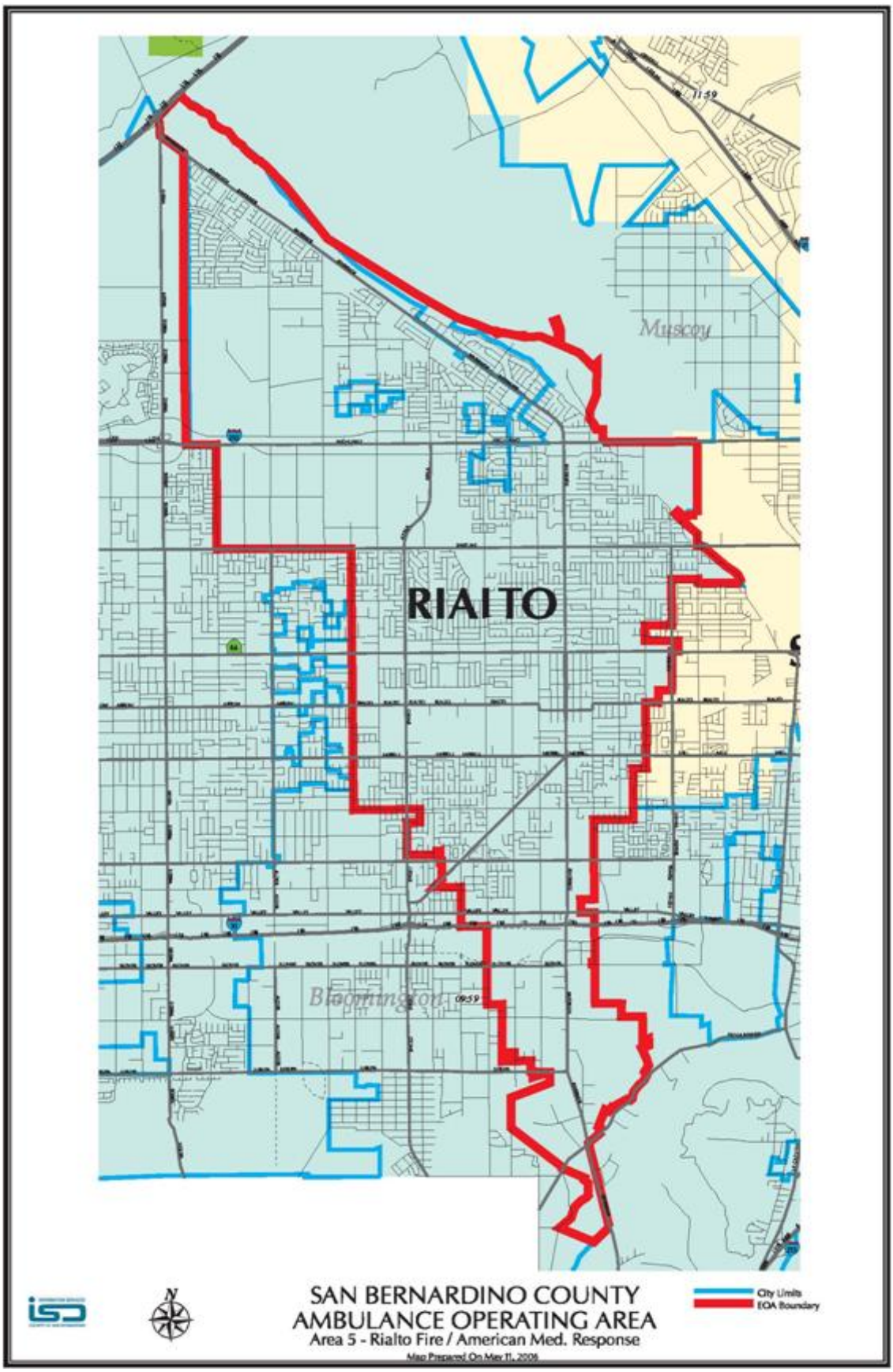
EOA 5
Summary

American Medical Response
(Rialto unincorporated area)

Average number of runs per month
2006 — 18
2007 — 22
2008 — 19

2008 — EOA 5 had one non-compliant cycle:
April—September (81.31%).

The small number of runs into the unincorporated area exaggerates the impact of a late run on EOA compliance. A contract amendment that calculates compliance, for EOAs with a small number of monthly runs, based on an aggregate number of runs sufficient to calculate a statistically reliable compliance rate was approved by the Governing Board in November 2006.


RIALTO
Muscoy
Bloomington
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
Area 5 - Rialto Fire / American Med. Response
City Limits
EOA Boundary

EOA 5 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	25	20	5	80.00%
February	9:59	21	20	1	95.24%
March	9:59	26	25	1	96.15%
April	9:59	15	14	1	93.33%
May	9:59	15	13	2	86.67%
June	9:59	21	18	3	85.71%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	22	19	3	86.36%
August	9:59	13	11	2	84.62%
September	9:59	21	12	9	57.14%
October	9:59	21	20	1	95.24%
November	9:59	15	14	1	93.33%
December	9:59	12	10	2	83.33%
CY2008	**9:59**	**227**	**196**	**31**	**86.34%**

Amendment 1 of the contract approved by BOS (Nov. 21, 2006, Item 81) authorized statistically 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. During CY 2008, two such cycles were completed with the following results:

March 2008 Cumulative Compliance Calculation

Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
9:59	**99**	**90**	**9**	**90.91%**

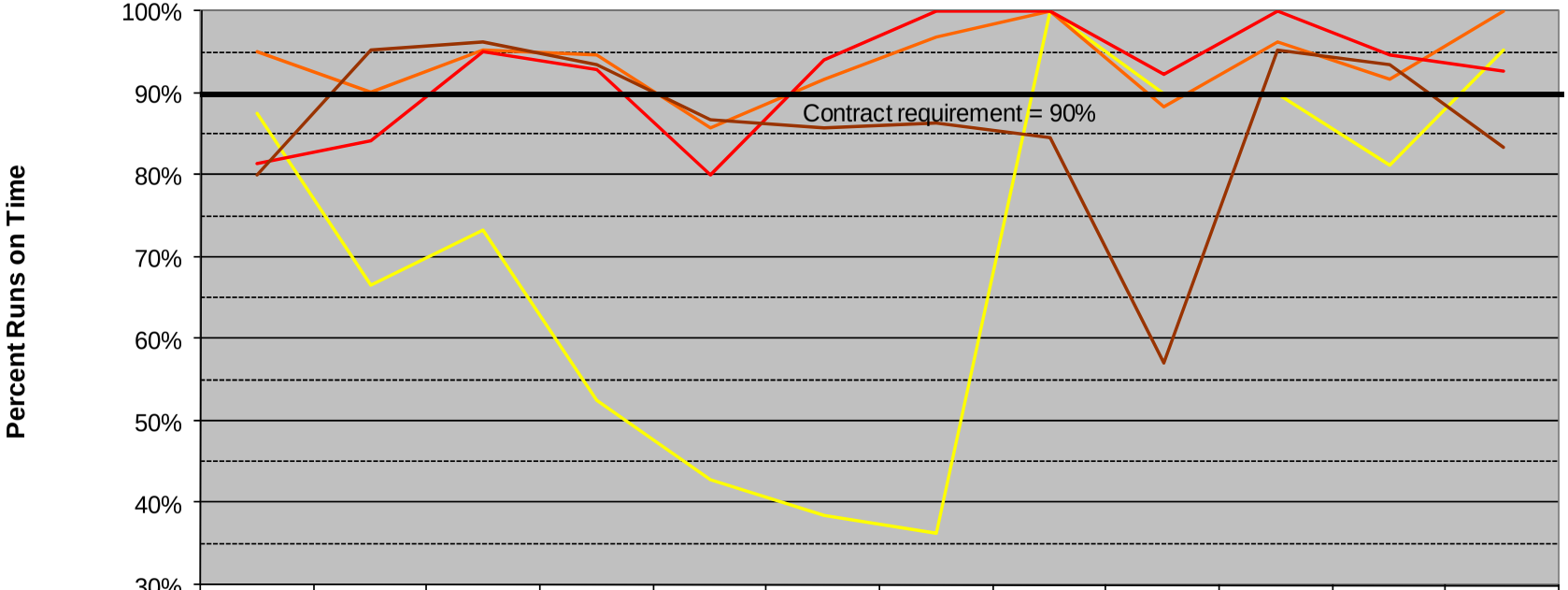
This cycle began with December 2007 data.
87 runs required for statistically valid compliance calculation (based on 2007 data).

September 2008 Cumulative Compliance Calculation

Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
9:59	**107**	**87**	**20**	**81.31%**

This cycle began with April 2008 data.
87 runs required for statistically valid compliance calculation (based on 2007 data).

EOA 5 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	87.50%	66.67%	73.33%	52.63%	42.86%	38.46%	36.36%	100.00%	90.00%	90.00%	81.25%	95.24%
2006 RT	95.00%	90.00%	95.24%	94.74%	85.71%	91.67%	96.88%	100.00%	88.24%	96.30%	91.67%	100.00%
2007 RT	81.48%	84.21%	95.00%	92.86%	80.00%	94.12%	100.00%	100.00%	92.31%	100.00%	94.74%	92.59%
2008 RT	80.00%	95.24%	96.15%	93.33%	86.67%	85.71%	86.36%	84.62%	57.14%	95.24%	93.33%	83.33%
2005 Fines	$2,510	$165	$35	$515	$420	$585	$590	$0	$25	$160	$65	$2
2006 Fines	$1	$80	$1	$13	$100	$12	$3	$0	$100	$0	$8	$0
2007 Fines	$260	$200	$1	$160	$610	$3	$0	$0	$45	$0	$13	$19
2008 Fines	$195	$6	$0	$5	$15	$30	$105	$30	$8,965	$1	$25	$255

Month

Total Liquidated Damages = $16,333

EOA 5 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January												
February									1	1		
March												
April												
May												
June												
July												
August												
September			1	1								
October												
November												
December												
Total	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**0**
% Approved				100.0%						100.0%		

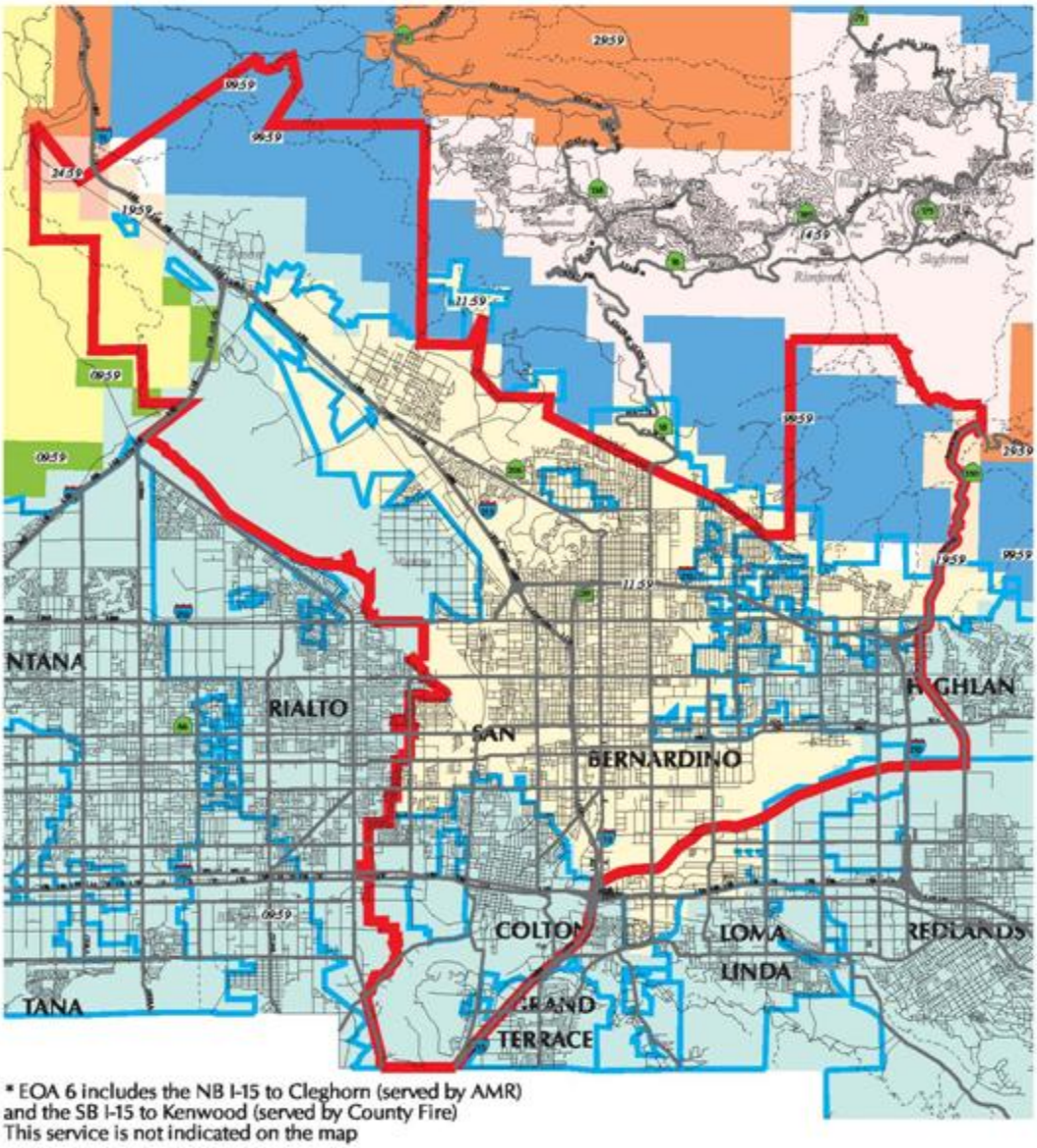
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January											**0**	**0**	---
February											**1**	**1**	100.0%
March											**0**	**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	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2**	**2**	**100.0%**
% Approved													

EOA 6
Summary

American Medical Response
(Colton, San Bernardino, western Highland)

Average number of runs per month
2006 — 2,266
2007 — 2,222
2008 — 2,347

2006 — 2008 — Response time compliance exceeded 90% every month. The highest rate for compliance was 95.10% in August. The lowest compliance rate was 91.65% in January. The overall compliance for the year was 93.33%



* EOA 6 includes the NB I-15 to Cleghorn (served by AMR) and the SB I-15 to Kenwood (served by County Fire)
This service is not indicated on the map

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 6 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 6 Response Time Performance
By Month, Calendar Year 2008

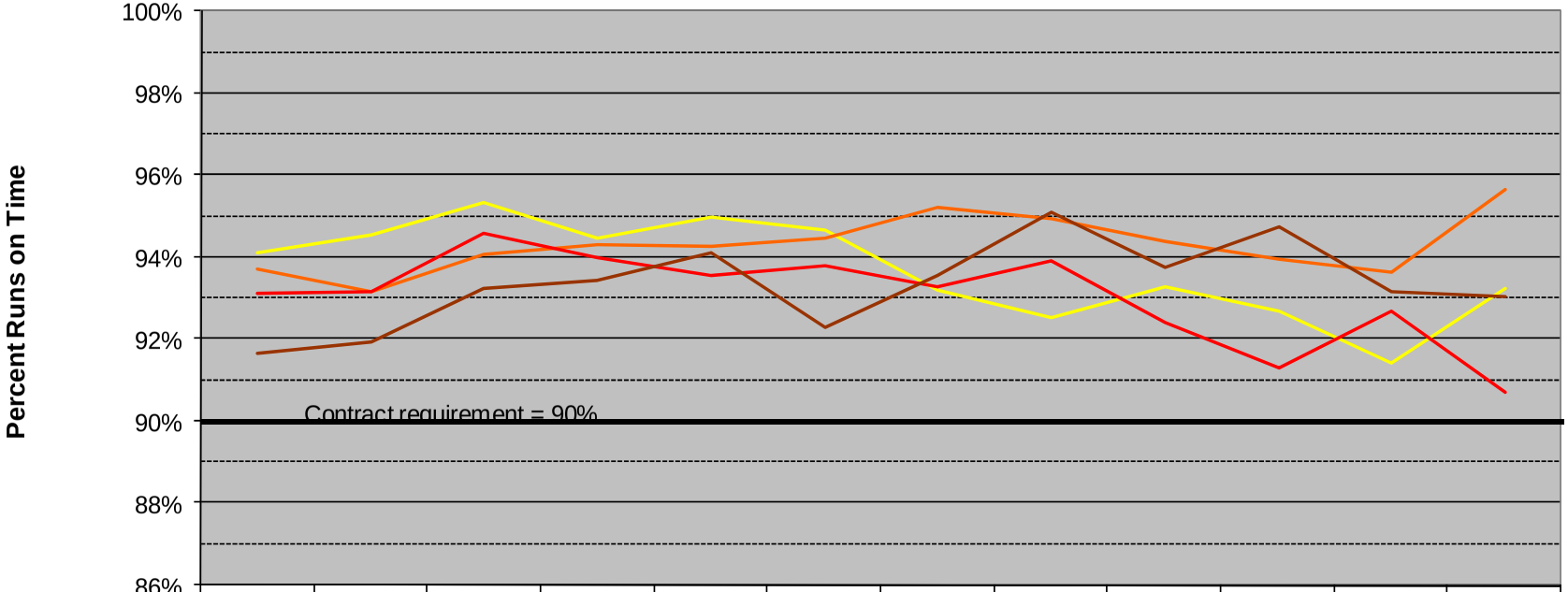
Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	567	469	98	82.72%
	11:59	1,934	1,823	111	94.26%
	19:59	1	1	0	100.00%
	Total	**2,502**	**2,293**	**209**	**91.65%**
February	9:59	503	426	77	84.69%
	11:59	1,783	1,675	108	93.94%
	19:59	1	1	0	100.00%
	Total	**2,287**	**2,102**	**185**	**91.91%**
March	9:59	570	502	68	88.07%
	11:59	1,750	1,661	89	94.91%
	19:59	1	1	0	100.00%
	29:59	1	1	0	100.00%
	Total	**2,322**	**2,165**	**157**	**93.24%**
April	9:59	522	457	65	87.55%
	11:59	1,716	1,635	81	95.28%
	14:59	4	3	1	75.00%
	19:59	1	1	0	100.00%
	Total	**2,243**	**2,096**	**147**	**93.45%**
May	9:59	563	496	67	88.10%
	11:59	1,791	1,721	70	96.09%
	14:59	3	1	2	33.33%
	19:59	1	1	0	100.00%
	Total	**2,358**	**2,219**	**139**	**94.11%**
June	9:59	552	471	81	85.33%
	11:59	1,816	1,714	102	94.38%
	14:59	1	1	0	100.00%
	24:59	2	2	0	100.00%
	Total	**2,371**	**2,188**	**183**	**92.28%**

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).

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	593	512	81	86.34%
	11:59	1,885	1,806	79	95.81%
	19:59	2	2	0	100.00%
	24:59	2	2	0	100.00%
	99:59	1	1	0	100.00%
	Total	**2,483**	**2,323**	**160**	**93.56%**
August	9:59	579	512	67	88.43%
	11:59	1,843	1,792	51	97.23%
	14:59	4	3	1	75.00%
	19:59	1	1	0	100.00%
	Total	**2,427**	**2,308**	**119**	**95.10%**
September	9:59	554	482	72	87.00%
	11:59	1,860	1,781	79	95.75%
	24:59	1	1	0	100.00%
	Total	**2,415**	**2,264**	**151**	**93.75%**
October	9:59	553	493	60	89.15%
	11:59	1,789	1,726	63	96.48%
	Total	**2,342**	**2,219**	**123**	**94.75%**
November	9:59	532	461	71	86.65%
	11:59	1,682	1,601	81	95.18%
	14:59	1	1	0	100.00%
	99:59	1	1	0	100.00%
	Total	**2,216**	**2,064**	**152**	**93.14%**
December	9:59	516	448	68	86.82%
	11:59	1,673	1,588	85	94.92%
	14:59	2	2	0	100.00%
	19:59	2	2	0	100.00%
	99:59	1	1	0	100.00%
	Total	**2,194**	**2,041**	**153**	**93.03%**

CY2008	9:59	6,604	5,729	875	86.75%
	11:59	21,522	20,523	999	95.36%
	14:59	15	11	4	73.33%
	19:59	10	10	0	100.00%
	24:59	5	5	0	100.00%
	29:59	1	1	0	100.00%
	99:59	3	3	0	100.00%
	Total	**28,160**	**26,282**	**1,878**	**93.33%**

EOA 6 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	94.12%	94.56%	95.34%	94.47%	94.97%	94.66%	93.18%	92.51%	93.29%	92.66%	91.40%	93.25%
2006 RT	93.72%	93.17%	94.06%	94.33%	94.28%	94.46%	95.21%	94.95%	94.39%	93.96%	93.63%	95.65%
2007 RT	93.10%	93.17%	94.57%	93.98%	93.56%	93.78%	93.26%	93.92%	92.41%	91.31%	92.69%	90.72%
2008 RT	91.65%	91.91%	93.24%	93.45%	94.11%	92.28%	93.56%	95.10%	93.75%	94.75%	93.14%	93.03%
2005 Fines	$2,199	$3,939	$3,031	$2,879	$3,670	$2,490	$3,969	$5,823	$3,586	$5,363	$5,367	$3,430
2006 Fines	$3,253	$3,725	$2,577	$2,660	$3,394	$4,128	$4,572	$3,004	$2,851	$3,530	$4,961	$856
2007 Fines	$3,315	$3,613	$2,251	$2,646	$3,753	$3,664	$4,025	$3,027	$3,628	$3,025	$3,783	$5,641
2008 Fines	$4,818	$4,479	$3,230	$2,826	$3,485	$3,918	$2,974	$1,818	$2,627	$2,465	$3,233	$3,683

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

Month

Total Liquidated Damages = $167,184

EOA 6 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	2	2							21	21	1	0
February	2	2							61	58	3	2
March	2	2							15	14		
April	1	0							8	8	1	1
May	3	1							17	17		
June	3	3	1	1					21	18	1	0
July	1	1	1	1					17	13		
August	2	2	3	2					16	14		
September	6	6	1	1					22	20		
October	2	2	1	0					7	6	2	1
November	2	2	1	0					16	16	1	1
December	6	4							12	11	1	1
Total	**32**	**27**	**8**	**5**	**0**	**0**	**0**	**0**	**233**	**216**	**10**	**6**
% Approved		84.4%		62.5%						92.7%		60.0%

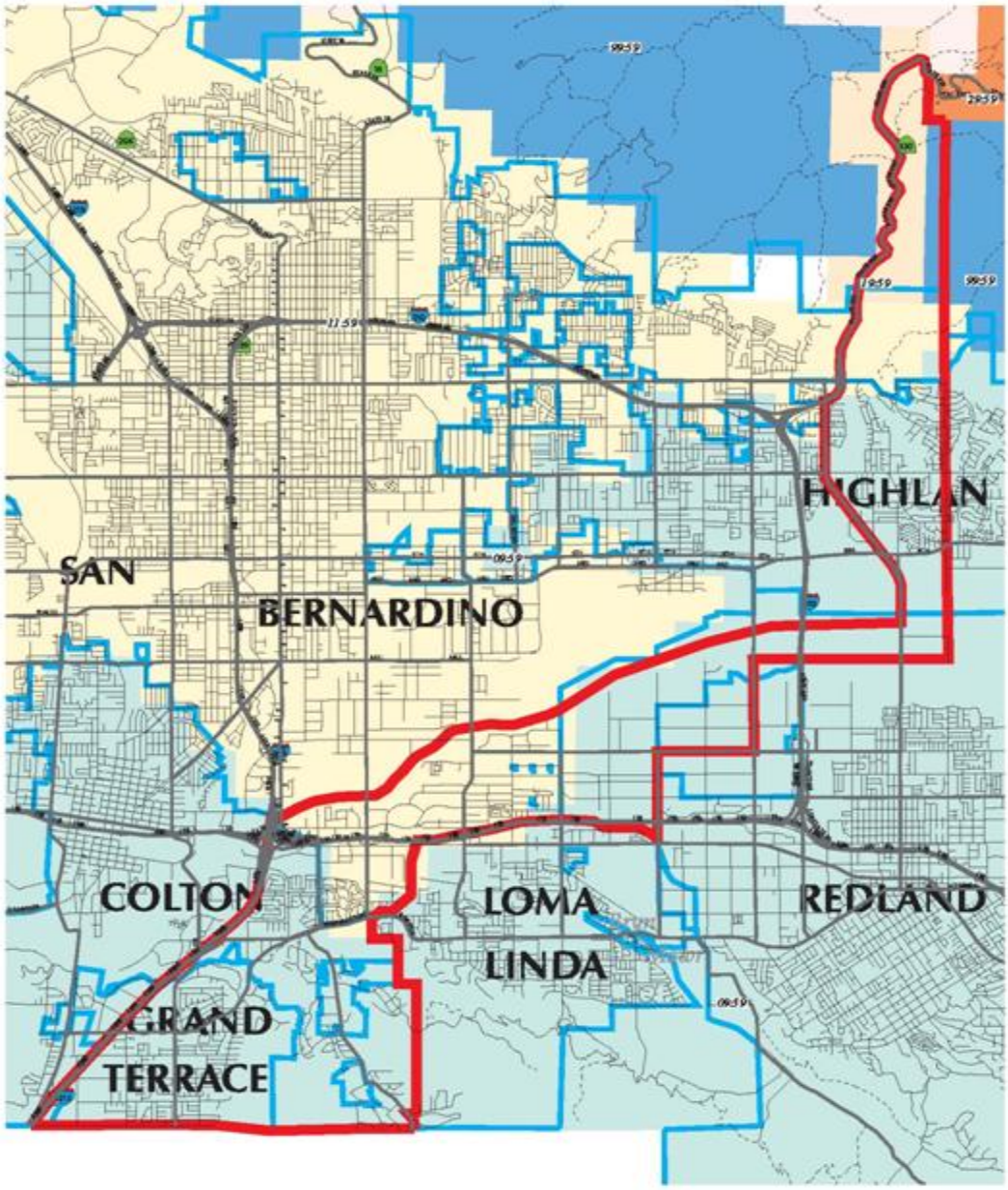
Month	EXEMPTION TYPE												
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other		Total		
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	3	3	4	3			2	2	9	0	**42**	**31**	73.8%
February	1	1	15	15					6	2	**88**	**80**	90.9%
March	2	2	3	2			1	1	1	1	**24**	**22**	91.7%
April	4	4	6	6							**20**	**19**	95.0%
May	4	4	5	4					3	2	**32**	**28**	87.5%
June	11	11	5	1					5	3	**47**	**37**	78.7%
July	5	5	3	1					5	2	**32**	**23**	71.9%
August	6	5	3	2					2	0	**32**	**25**	78.1%
September	2	1	4	1					3	1	**38**	**30**	78.9%
October	3	3	4	2							**19**	**14**	73.7%
November	4	4	4	3					3	3	**31**	**29**	93.5%
December	3	3	7	4			2	0	3	1	**34**	**24**	70.6%
Total	**48**	**46**	**63**	**44**	**0**	**0**	**5**	**3**	**40**	**15**	**439**	**362**	**82.5%**
% Approved		95.8%		69.8%				60.0%		37.5%			

EOA 7
Summary

American Medical Response
(Grand Terrace, portions of Colton, San Bernardino, Highland)

Average number of runs per month
2006 — 278
2007 — 275
2008 — 292

2008 — Response time compliance exceeded 90% every month with the exception of March (89.20%) The highest rate for compliance was 96.43% in September. The lowest compliance rate was 89.20% in March. The overall compliance for the year was 93.13%



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES

Area 7 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

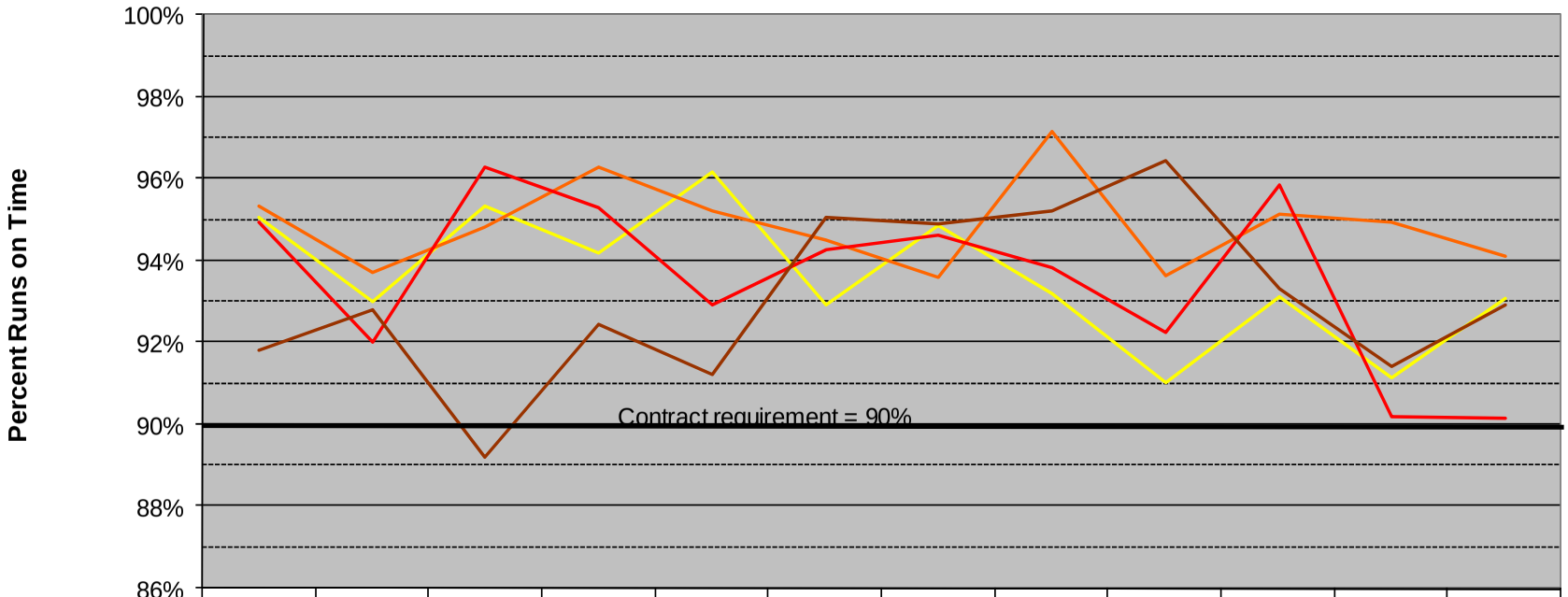
EOA 7 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	212	188	24	88.68%
	11:59	81	81	0	100.00%
	Total	**293**	**269**	**24**	**91.81%**
February	9:59	184	165	19	89.67%
	11:59	120	117	3	97.50%
	19:59	2	2	0	100.00%
	Total	**306**	**284**	**22**	**92.81%**
March	9:59	167	142	25	85.03%
	11:59	82	80	2	97.56%
	19:59	1	1	0	100.00%
	Total	**250**	**223**	**27**	**89.20%**
April	9:59	201	181	20	90.05%
	11:59	87	85	2	97.70%
	19:59	3	3	0	100.00%
	Total	**291**	**269**	**22**	**92.44%**
May	9:59	186	162	24	87.10%
	11:59	97	96	1	98.97%
	19:59	1	1	0	100.00%
	Total	**284**	**259**	**25**	**91.20%**
June	9:59	185	172	13	92.97%
	11:59	97	96	1	98.97%
	Total	**282**	**268**	**14**	**95.04%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	225	210	15	93.33%
	11:59	87	86	1	98.85%
	19:59	2	2	0	100.00%
	Total	**314**	**298**	**16**	**94.90%**
August	9:59	214	199	15	92.99%
	11:59	98	98	0	100.00%
	Total	**312**	**297**	**15**	**95.19%**
September	9:59	165	155	10	93.94%
	11:59	112	112	0	100.00%
	19:59	3	3	0	100.00%
	Total	**280**	**270**	**10**	**96.43%**
October	9:59	203	183	20	90.15%
	11:59	111	110	1	99.10%
	Total	**314**	**293**	**21**	**93.31%**
November	9:59	172	152	20	88.37%
	11:59	84	82	2	97.62%
	Total	**256**	**234**	**22**	**91.41%**
December	9:59	222	202	20	90.99%
	11:59	102	99	3	97.06%
	19:59	1	1	0	100.00%
	Total	**325**	**302**	**23**	**92.92%**

CY2008	9:59	2,336	2,111	225	90.37%
	11:59	1,158	1,142	16	98.62%
	19:59	13	13	0	100.00%
	Total	**3,507**	**3,266**	**241**	**93.13%**

EOA 7 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	95.06%	93.01%	95.36%	94.22%	96.18%	92.94%	94.87%	93.23%	91.04%	93.12%	91.16%	93.08%
2006 RT	95.34%	93.70%	94.84%	96.30%	95.22%	94.51%	93.60%	97.15%	93.64%	95.13%	94.96%	94.10%
2007 RT	94.92%	92.02%	96.28%	95.31%	92.91%	94.26%	94.64%	93.82%	92.25%	95.83%	90.19%	90.16%
2008 RT	91.81%	92.81%	89.20%	92.44%	91.20%	95.04%	94.90%	95.19%	96.43%	93.31%	91.41%	92.92%
2005 Fines	$53	$547	$374	$216	$29	$461	$128	$170	$1,372	$259	$1,146	$438
2006 Fines	$69	$319	$530	$37	$49	$326	$553	$16	$137	$96	$94	$212
2007 Fines	$188	$268	$34	$39	$317	$169	$203	$449	$670	$61	$983	$895
2008 Fines	$830	$906	$1,117	$296	$1,027	$88	$172	$188	$103	$361	$424	$370

Month

Total Liquidated Damages = $17,789

EOA 7 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January									6	6		
February	1	1							10	9		
March									1	1		
April	1	1							1	1		
May			1	1					1	1		
June									4	4		
July			1	0					4	4		
August	1	1							4	4		
September			1	0					3	2		
October												
November									1	1	1	0
December	1	0							1	1		
Total	**4**	**3**	**3**	**1**	**0**	**0**	**0**	**0**	**36**	**34**	**1**	**0**
% Approved		75.0%		33.3%						94.4%		0.0%

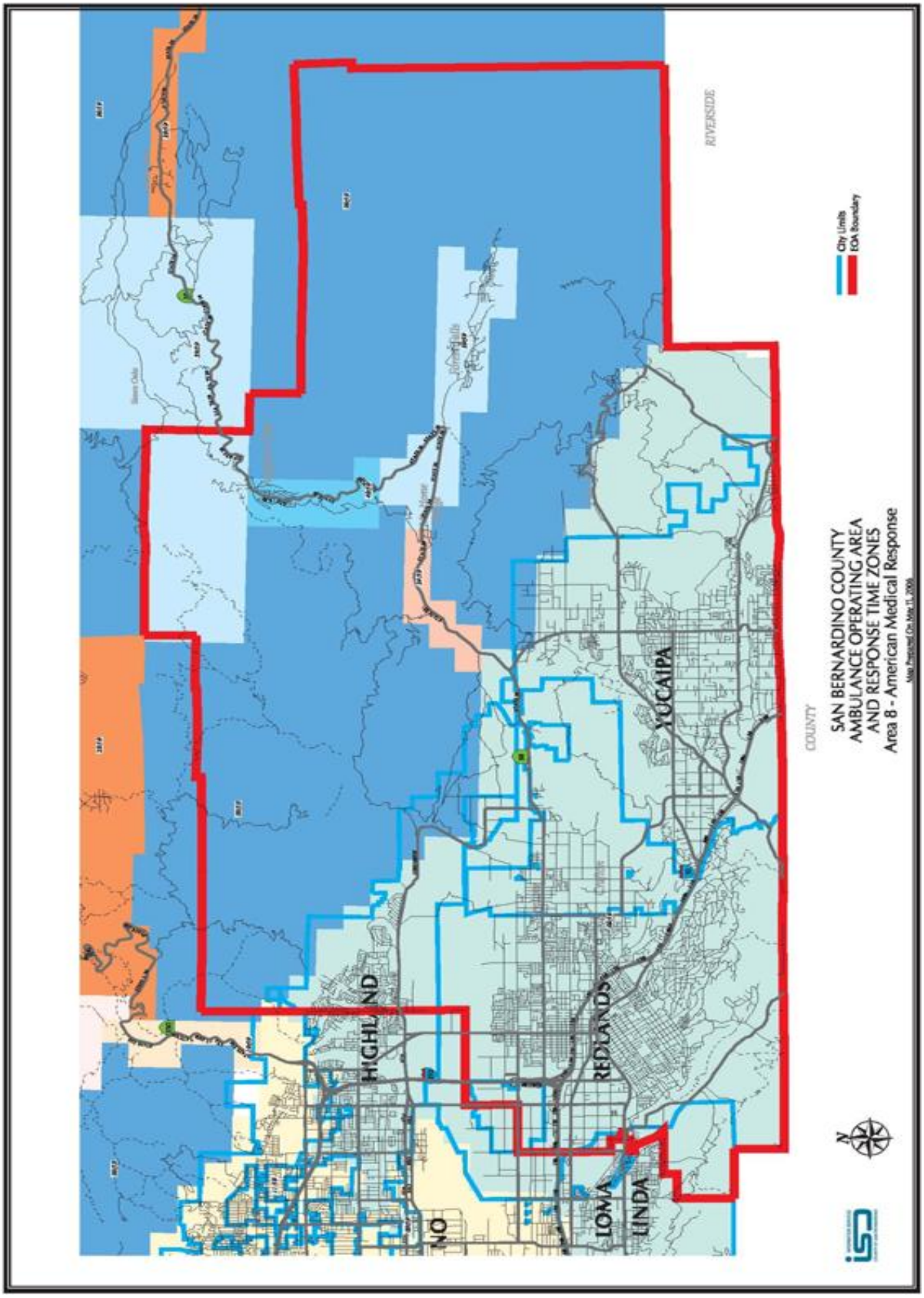
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			1	1							**7**	**7**	100.0%
February	1	1	2	2					1	0	**15**	**13**	86.7%
March	1	1									**2**	**2**	100.0%
April			2	2							**4**	**4**	100.0%
May	1	1							1	0	**4**	**3**	75.0%
June											**4**	**4**	100.0%
July	1	1	1	1							**7**	**6**	85.7%
August									1	1	**6**	**6**	100.0%
September											**4**	**2**	50.0%
October	1	1	1	0							**2**	**1**	50.0%
November											**2**	**1**	50.0%
December	3	3	1	0							**6**	**4**	66.7%
Total	**8**	**8**	**8**	**6**	**0**	**0**	**0**	**0**	**3**	**1**	**63**	**53**	**84.1%**
% Approved		100.0%		75.0%						33.3%			

EOA 8
Summary

American Medical Response
(Redlands, Yucaipa, eastern Highland)

Average number of runs per month
2006 — 942
2007 — 926
2008 — 974

2008 — Response time compliance exceeded 90% every month with the exception of January (89.53% and February (89.81%). The highest rate for compliance was 93.78% in October. The overall compliance for the year was 91.83%


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 8 - American Medical Response
Map Prepared On May 11, 2006
City Limits
EOA Boundary
RIVERSIDE
COUNTY
YUCAIPA
REDLANDS
LOMA
LINDA
HIGHLAND
NO

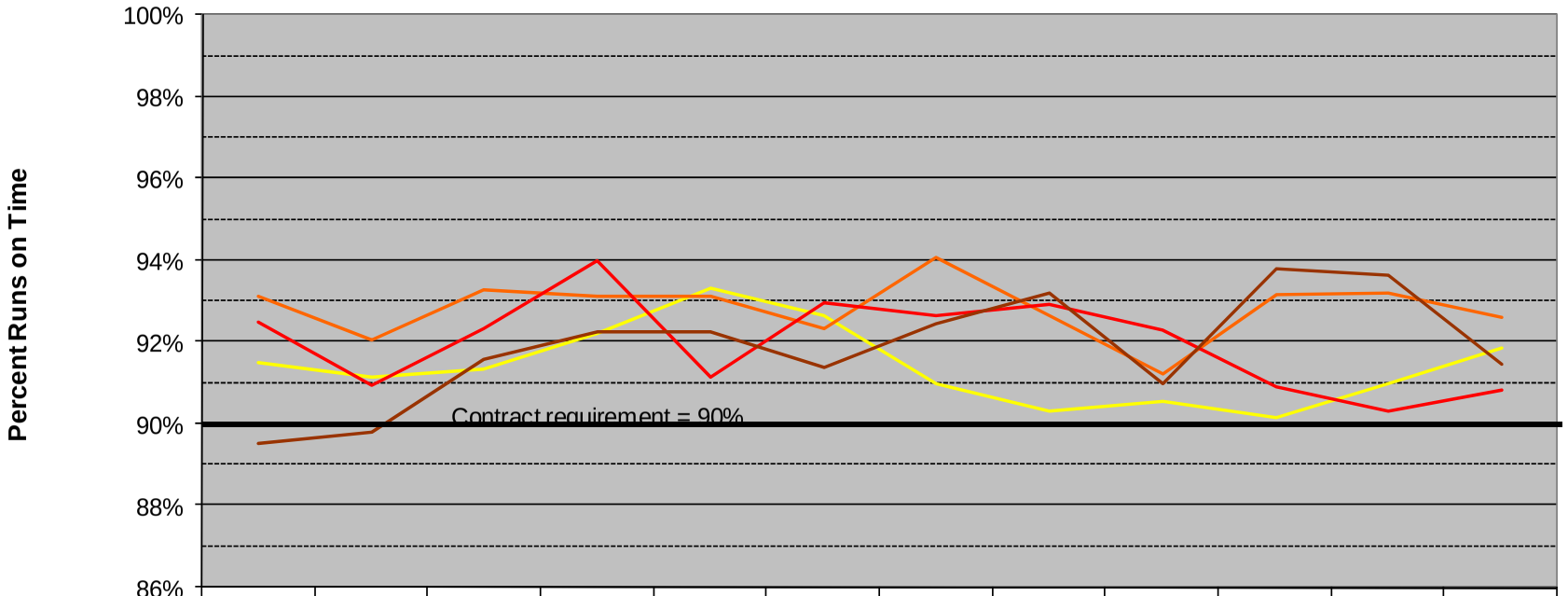
EOA 8 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	998	891	107	89.28%
	39:59	6	6	0	100.00%
	49:59	10	10	0	100.00%
	99:59	8	8	0	100.00%
	Total	**1,022**	**915**	**107**	**89.53%**
February	9:59	954	855	99	89.62%
	39:59	6	6	0	100.00%
	49:59	5	5	0	100.00%
	99:59	7	7	0	100.00%
	Total	**972**	**873**	**99**	**89.81%**
March	9:59	1,016	929	87	91.44%
	39:59	4	4	0	100.00%
	49:59	3	3	0	100.00%
	99:59	10	10	0	100.00%
	Total	**1,033**	**946**	**87**	**91.58%**
April	9:59	914	843	71	92.23%
	24:59	3	2	1	66.67%
	39:59	6	6	0	100.00%
	49:59	3	3	0	100.00%
	99:59	1	1	0	100.00%
	Total	**927**	**855**	**72**	**92.23%**
May	9:59	989	912	77	92.21%
	24:59	2	1	1	50.00%
	39:59	5	5	0	100.00%
	49:59	4	4	0	100.00%
	99:59	4	4	0	100.00%
	Total	**1,004**	**926**	**78**	**92.23%**
June	9:59	907	826	81	91.07%
	39:59	23	23	0	100.00%
	49:59	2	2	0	100.00%
	99:59	6	6	0	100.00%
	Total	**938**	**857**	**81**	**91.36%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	948	874	74	92.19%
	24:59	2	2	0	100.00%
	39:59	15	15	0	100.00%
	49:59	7	7	0	100.00%
	99:59	8	8	0	100.00%
	Total	**980**	**906**	**74**	**92.45%**
August	9:59	1,005	935	70	93.03%
	24:59	1	1	0	100.00%
	39:59	9	9	0	100.00%
	49:59	4	4	0	100.00%
	99:59	8	8	0	100.00%
	Total	**1,027**	**957**	**70**	**93.18%**
September	9:59	946	859	87	90.80%
	39:59	8	8	0	100.00%
	49:59	3	3	0	100.00%
	99:59	6	6	0	100.00%
	Total	**963**	**876**	**87**	**90.97%**
October	9:59	891	834	57	93.60%
	39:59	9	9	0	100.00%
	49:59	9	9	0	100.00%
	99:59	8	8	0	100.00%
	Total	**917**	**860**	**57**	**93.78%**
November	9:59	917	858	59	93.57%
	24:59	1	1	0	100.00%
	39:59	6	6	0	100.00%
	49:59	4	4	0	100.00%
	Total	**928**	**869**	**59**	**93.64%**
December	9:59	959	875	84	91.24%
	39:59	10	10	0	100.00%
	49:59	6	6	0	100.00%
	99:59	6	6	0	100.00%
	Total	**981**	**897**	**84**	**91.44%**

CY2008	9:59	11,444	10,491	953	91.67%
	24:59	9	7	2	77.78%
	39:59	107	107	0	100.00%
	49:59	60	60	0	100.00%
	99:59	72	72	0	100.00%
	Total	**11,692**	**10,737**	**955**	**91.83%**

EOA 8 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	91.49%	91.17%	91.37%	92.20%	93.32%	92.64%	90.98%	90.33%	90.57%	90.17%	91.00%	91.87%
2006 RT	93.13%	92.08%	93.30%	93.11%	93.11%	92.33%	94.07%	92.65%	91.24%	93.15%	93.21%	92.61%
2007 RT	92.49%	90.94%	92.33%	93.99%	91.13%	92.96%	92.66%	92.92%	92.30%	90.90%	90.30%	90.82%
2008 RT	89.53%	89.81%	91.58%	92.23%	92.23%	91.36%	92.45%	93.18%	90.97%	93.78%	93.64%	91.44%
2005 Fines											$2,817	$1,899
2006 Fines	$1,345	$2,077	$1,610	$1,588	$1,416	$1,955	$845	$1,766	$2,256	$1,409	$1,759	$1,197
2007 Fines	$2,029	$3,205	$1,586	$1,330	$2,458	$2,202	$1,617	$1,261	$2,176	$1,935	$3,145	$4,835
2008 Fines	$4,615	$3,470	$3,195	$2,309	$2,666	$2,126	$1,482	$1,186	$3,170	$723	$1,294	$2,547

Month

Total Liquidated Damages = $80,501

EOA 8 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	1	1							20	19		
February									23	23	2	2
March									10	10		
April	1	1							5	5		
May	1	1							9	9	2	2
June			1	1					12	12	2	1
July			1	1					1	1		
August									8	7		
September									8	6		
October									4	4		
November	2	1							3	3	1	0
December									7	6		
Total	**5**	**4**	**2**	**2**	**0**	**0**	**0**	**0**	**110**	**105**	**7**	**5**
% Approved		80.0%		100.0%						95.5%		71.4%

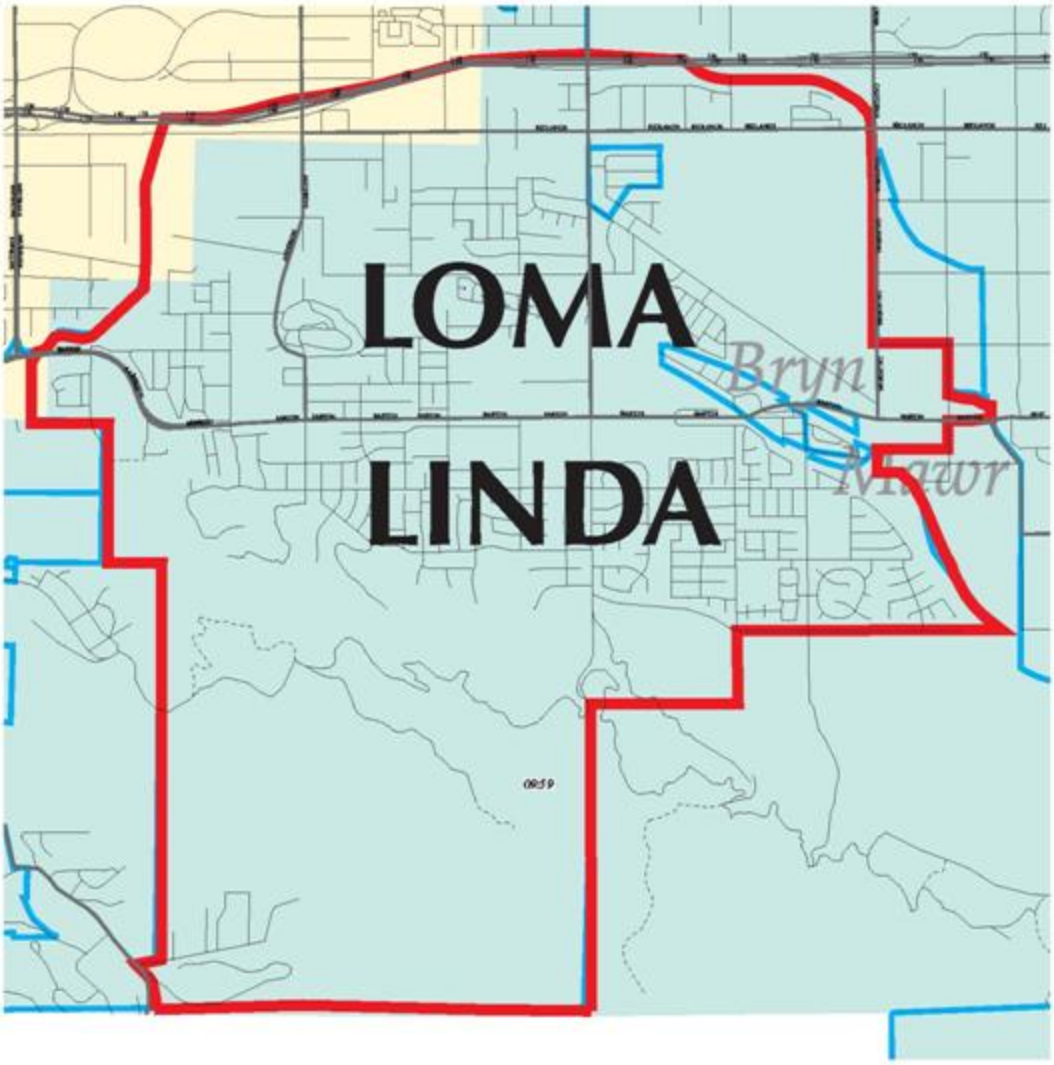
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	1	1	1	0					5	0	**28**	**21**	75.0%
February	1	1	1	0					4	1	**31**	**27**	87.1%
March	1	1	1	1							**12**	**12**	100.0%
April	1	0	3	3							**10**	**9**	90.0%
May	1	1							1	0	**14**	**13**	92.9%
June	2	2									**17**	**16**	94.1%
July	1	1							2	2	**5**	**5**	100.0%
August											**8**	**7**	87.5%
September	3	3							1	1	**12**	**10**	83.3%
October									1	0	**5**	**4**	80.0%
November	1	1	1	1					1	1	**9**	**7**	77.8%
December	1	1	2	2			2	0			**12**	**9**	75.0%
Total	**13**	**12**	**9**	**7**	**0**	**0**	**2**	**0**	**15**	**5**	**163**	**140**	**85.9%**
% Approved		92.3%		77.8%				0.0%		33.3%			

EOA 9
Summary

American Medical Response
(Loma Linda)

Average number of runs per month
2006 — 147
2007 — 157
2008 — 168

2008 — Response time compliance exceeded 90% every month. The highest rate for compliance was 95.95% in December. The lowest compliance rate was 90.17% I March. The overall compliance for the year was 93.17%



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 9 - American Medical Response

Map Prepared On May 17, 2006

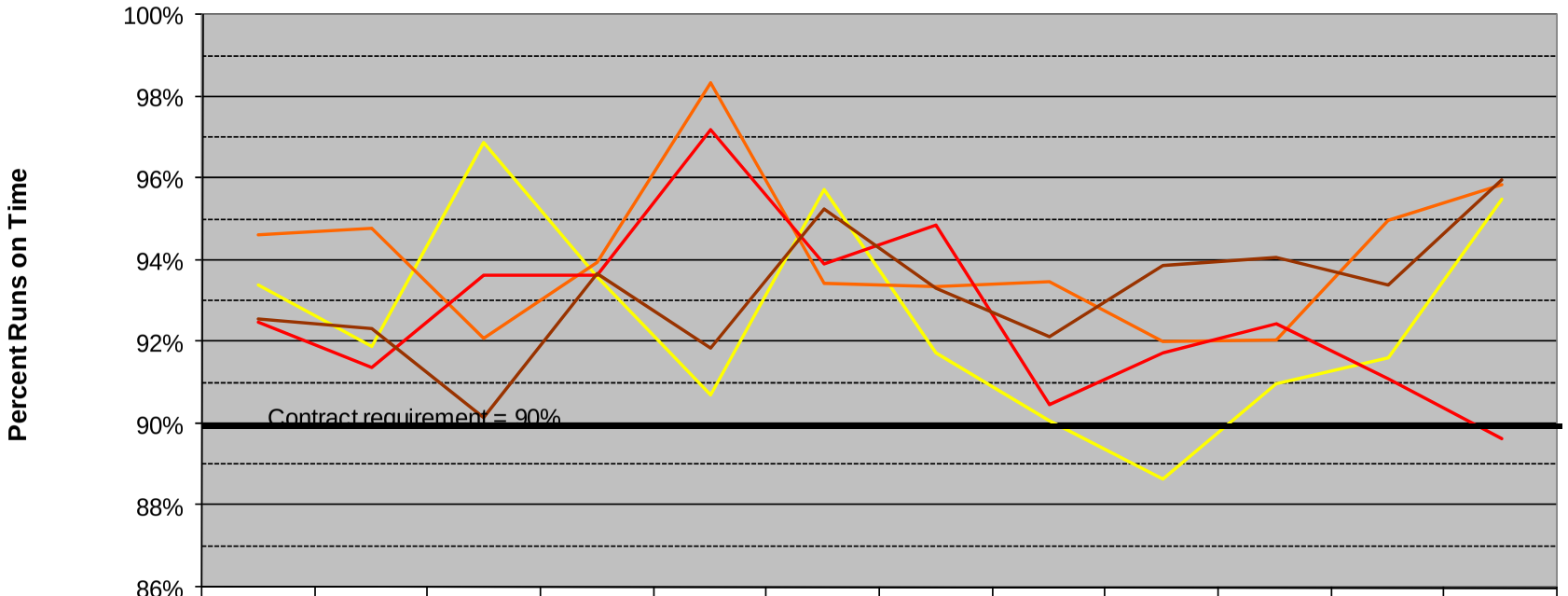
City Limits
EOA Boundary

EOA 9 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	175	162	13	92.57%
February	9:59	183	169	14	92.35%
March	9:59	173	156	17	90.17%
April	9:59	158	148	10	93.67%
May	9:59	160	147	13	91.88%
June	9:59	168	160	8	95.24%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	150	140	10	93.33%
August	9:59	191	176	15	92.15%
September	9:59	179	168	11	93.85%
October	9:59	169	159	10	94.08%
November	9:59	167	156	11	93.41%
December	9:59	148	142	6	95.95%
CY2008	**9:59**	**2,021**	**1,883**	**138**	**93.17%**

EOA 9 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	93.37%	91.88%	96.86%	93.59%	90.68%	95.71%	91.72%	90.07%	88.64%	90.98%	91.62%	95.48%
2006 RT	94.64%	94.81%	92.11%	93.96%	98.35%	93.44%	93.38%	93.51%	92.03%	92.07%	95.00%	95.88%
2007 RT	92.47%	91.36%	93.63%	93.64%	97.20%	93.90%	94.85%	90.45%	91.72%	92.44%	91.10%	89.62%
2008 RT	92.57%	92.35%	90.17%	93.67%	91.88%	95.24%	93.33%	92.15%	93.85%	94.08%	93.41%	95.95%
2005 Fines	$159	$239	$15	$34	$420	$12	$174	$200	$1,830	$135	$113	$42
2006 Fines	$66	$46	$701	$118	$0	$135	$100	$162	$198	$112	$74	$7
2007 Fines	$144	$312	$103	$71	$15	$47	$520	$220	$211	$109	$89	$595
2008 Fines	$109	$77	$435	$98	$543	$32	$64	$259	$93	$39	$164	$42

Month

Total Liquidated Damages = $9,483

EOA 9 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January									1	1		
February									6	6		
March									1	1		
April											1	1
May									1	1		
June									1	1		
July												
August												
September	1	1							2	2		
October									1	0	1	1
November									1	1		
December									1	1		
Total	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**15**	**14**	**2**	**2**
% Approved		100.0%								93.3%		100.0%

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			1	1							**2**	**2**	100.0%
February											**6**	**6**	100.0%
March									1	1	**2**	**2**	100.0%
April											**1**	**1**	100.0%
May											**1**	**1**	100.0%
June											**1**	**1**	100.0%
July			1	1							**1**	**1**	100.0%
August											**0**	**0**	---
September											**3**	**3**	100.0%
October			1	0					1	1	**4**	**2**	50.0%
November											**1**	**1**	100.0%
December											**1**	**1**	100.0%
Total	**0**	**0**	**3**	**2**	**0**	**0**	**0**	**0**	**2**	**2**	**23**	**21**	**91.3%**
% Approved				66.7%						100.0%			

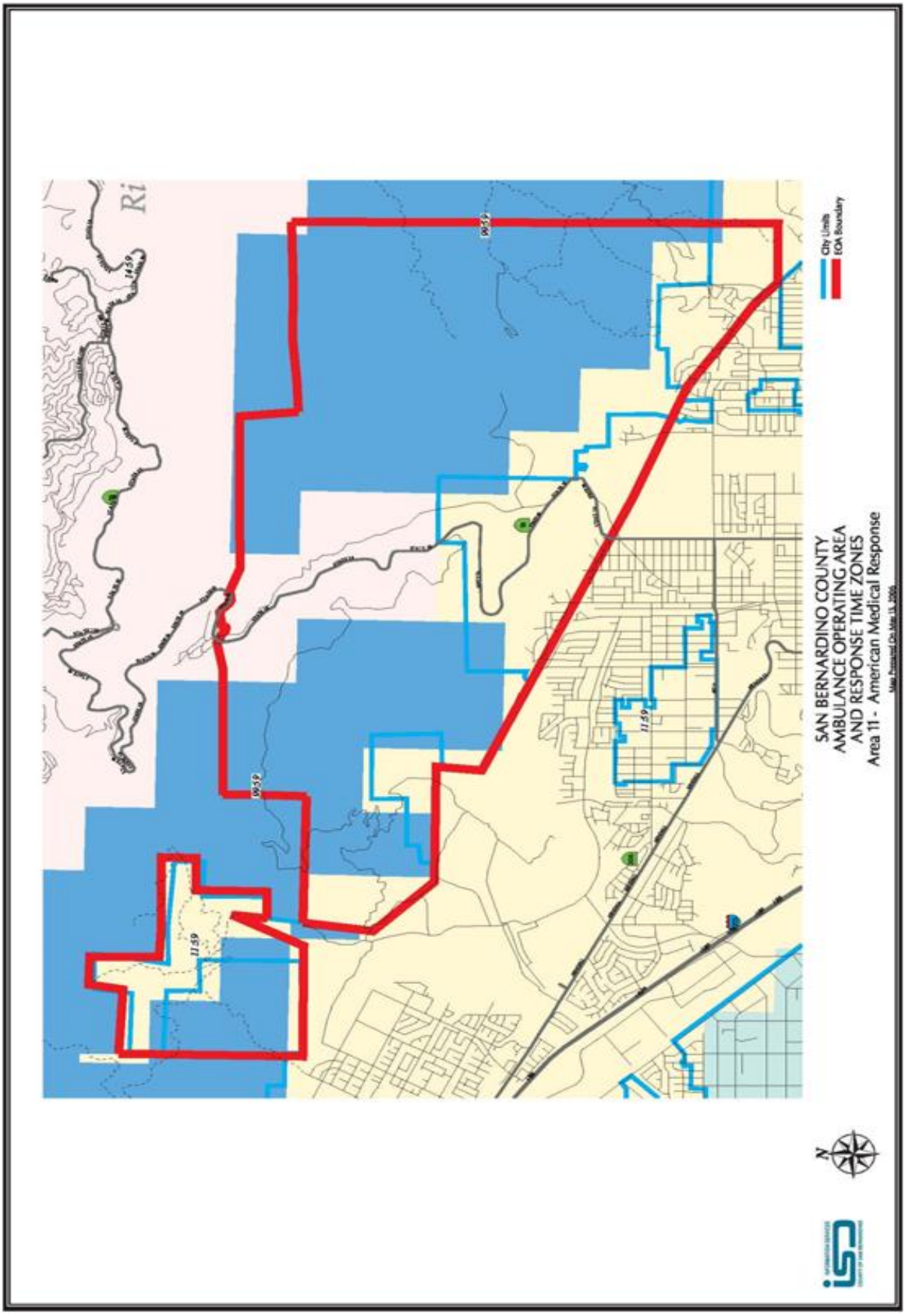
EOA 11
Summary

American Medical Response
(Waterman Canyon and Devil Canyon including portions of San Bernardino)

Average number of runs per month

2006 — 9
2007 — Included in EOA 6 calculation
2008 — Included in EOA 6 calculation

The small number of runs exaggerates the impact of a late run on EOA compliance. A contract amendment was approved by the Governing Board in June 2007 allowing the absorption of EOA 11 into EOA for the purpose of assessing liquidated damages.


City Limits
EOA Boundary
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 11 - American Medical Response
Map Prepared On Mar 13, 2006
N

EOA 11 Response Time Performance
By Month, Calendar Year 2008

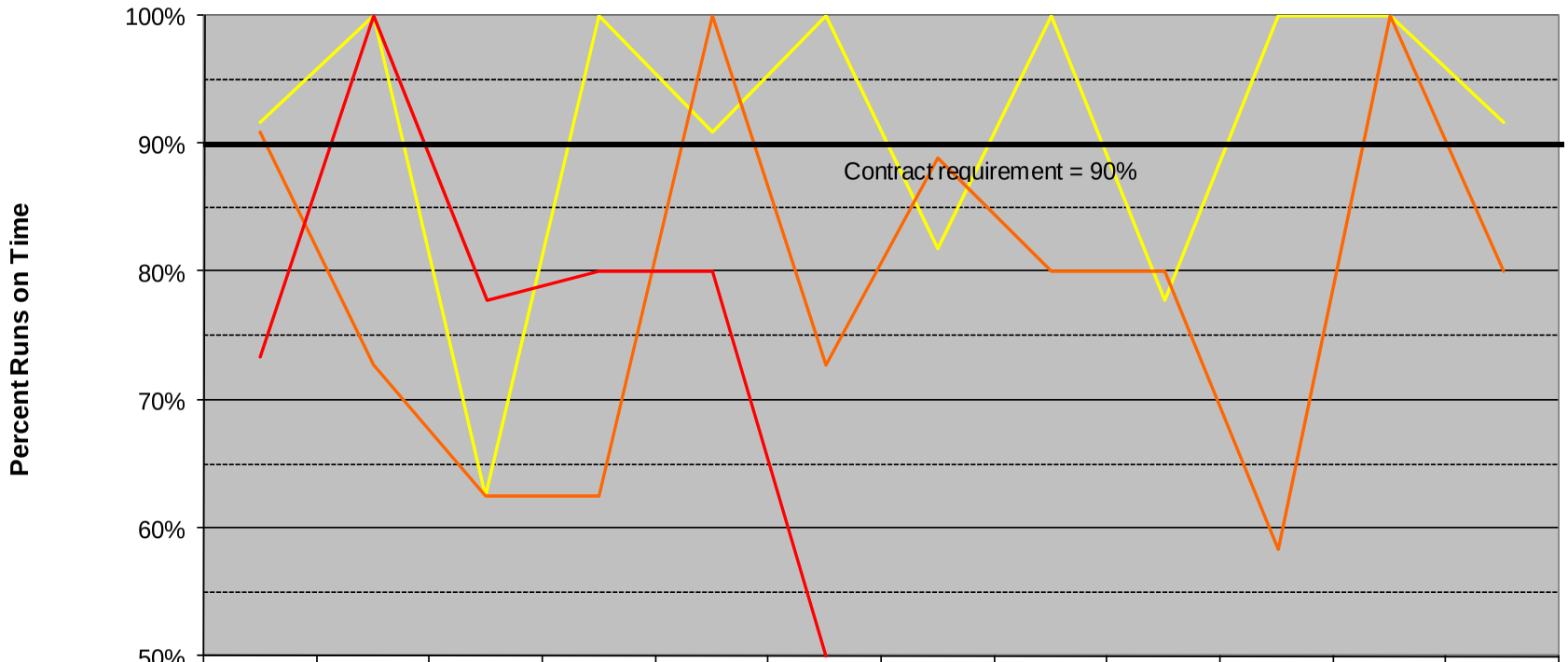
Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January		Included in EOA 6 calculation.			
February		Included in EOA 6 calculation.			
March		Included in EOA 6 calculation.			
April		Included in EOA 6 calculation.			
May		Included in EOA 6 calculation.			
June		Included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

Month	Response Time Requirement	Total Runs	On-Time Runs	Late 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.			

CY2008					

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 11 - Response Time Compliance and Liquidated Damages 2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	91.67%	100.00%	62.50%	100.00%	90.91%	100.00%	81.82%	100.00%	77.78%	100.00%	100.00%	91.67%
2006 RT	90.91%	72.73%	62.50%	62.50%	100.00%	72.73%	88.89%	80.00%	80.00%	58.33%	100.00%	80.00%
2007 RT	73.33%	100.00%	77.78%	80.00%	80.00%	50.00%						
2005 Fines											$0	$5
2006 Fines	$70	$455	$90	$125	$0	$25	$70	$10	$5	$175	$0	$10
2007 Fines	$360	$0	$55	$90	$10	$20						

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

Month

Total Liquidated Damages = $1,575

EOA 11 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January									1	1		
February												
March									1	1		
April												
May												
June												
July												
August												
September												
October												
November									1	1		
December												
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**3**	**3**	**0**	**0**
% Approved										100.0%		

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January											**1**	**1**	100.0%
February											**0**	**0**	---
March											**1**	**1**	100.0%
April											**0**	**0**	---
May											**0**	**0**	---
June											**0**	**0**	---
July											**0**	**0**	---
August	1	1									**1**	**1**	100.0%
September											**0**	**0**	---
October											**0**	**0**	---
November											**1**	**1**	100.0%
December							1	0			**1**	**0**	0.0%
Total	**1**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**5**	**4**	**80.0%**
% Approved		100.0%						0.0%					

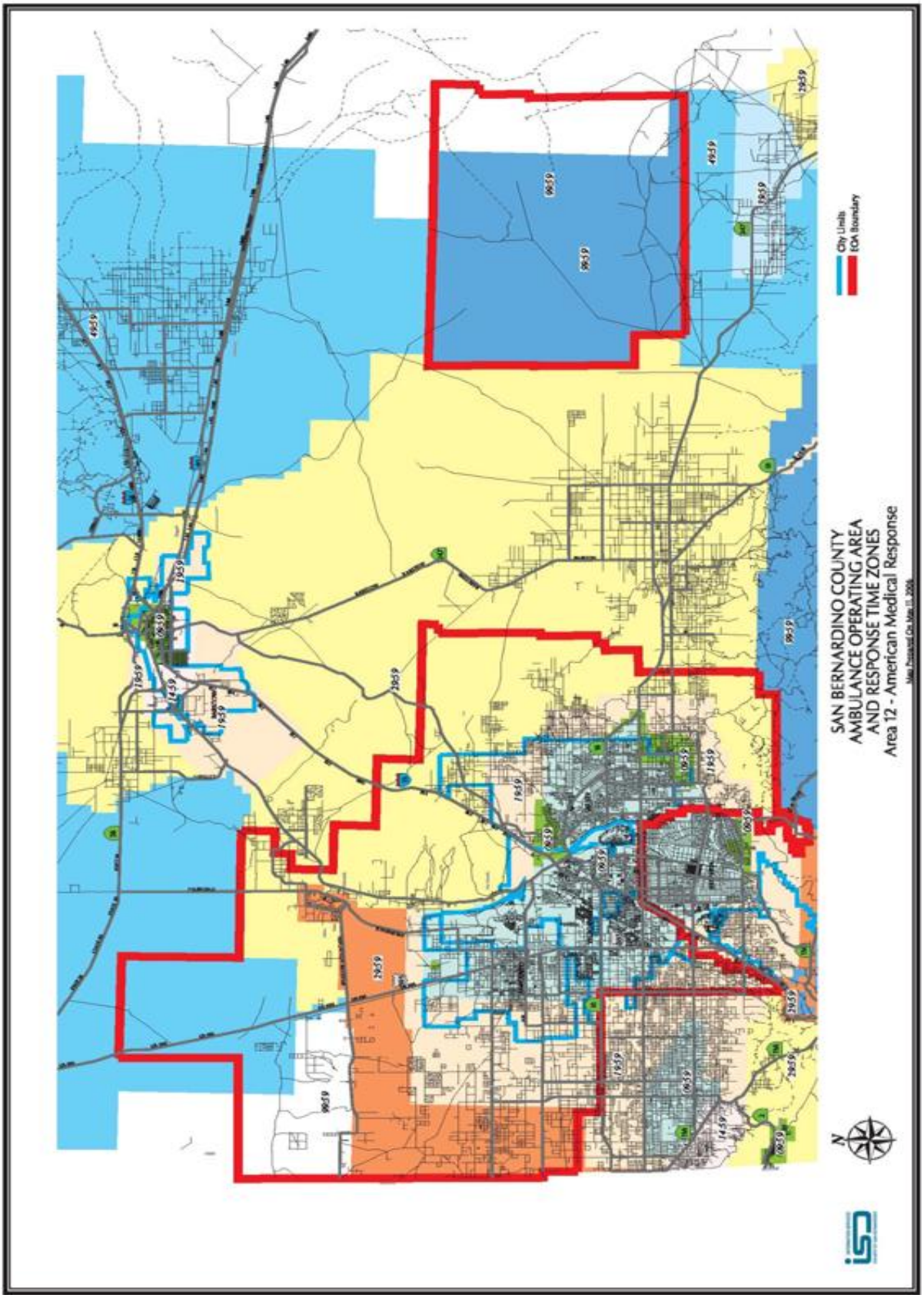
EOA 12
Summary

American Medical Response
(High Desert excluding Lucerne Valley)

Average number of runs per month
2006 — 1,656
2007 — 1,636
2008 — 1,766

2008 — Response time compliance exceeded 90% every months. The highest rate for compliance was 95.52% in June. The lowest compliance rate was 92.09% in December. The overall compliance for the year was 91.15%

See note regarding extreme weather at bottom of table on page 64.


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 12 - American Medical Response
City Limits
EOA Boundary
N

EOA 12 Response Time Performance
By Month, Calendar Year 2008

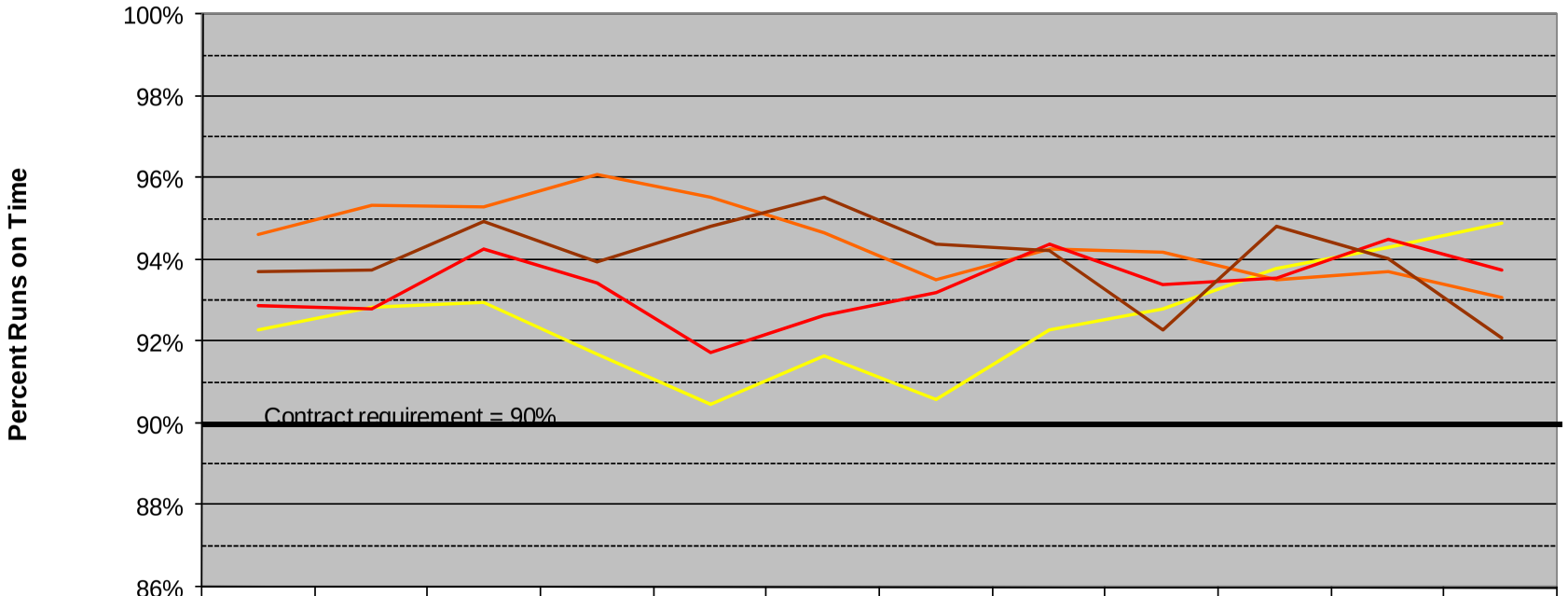
Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,626	1,524	102	93.73%
	19:59	86	77	9	89.53%
	29:59	78	76	2	97.44%
	49:59	1	1	0	100.00%
	Total	**1,791**	**1,678**	**113**	**93.69%**
February	9:59	1,600	1,496	104	93.50%
	19:59	77	72	5	93.51%
	29:59	63	63	0	100.00%
	99:59	1	1	0	100.00%
	Total	**1,741**	**1,632**	**109**	**93.74%**
March	9:59	1,642	1,553	89	94.58%
	19:59	85	84	1	98.82%
	29:59	70	69	1	98.57%
	99:59	1	1	0	100.00%
	Total	**1,798**	**1,707**	**91**	**94.94%**
April	9:59	1,597	1,500	97	93.93%
	19:59	65	58	7	89.23%
	29:59	57	57	0	100.00%
	49:59	2	2	0	100.00%
	99:59	1	1	0	100.00%
	Total	**1,722**	**1,618**	**104**	**93.96%**
May	9:59	1,675	1,584	91	94.57%
	19:59	63	59	4	93.65%
	29:59	92	92	0	100.00%
	49:59	2	2	0	100.00%
	99:59	1	1	0	100.00%
	Total	**1,833**	**1,738**	**95**	**94.82%**
June	9:59	1,586	1,514	72	95.46%
	19:59	79	74	5	93.67%
	29:59	75	74	1	98.67%
	Total	**1,740**	**1,662**	**78**	**95.52%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,735	1,631	104	94.01%
	19:59	98	94	4	95.92%
	29:59	80	80	0	100.00%
	49:59	1	1	0	100.00%
	Total	**1,914**	**1,806**	**108**	**94.36%**
August	9:59	1,681	1,581	100	94.05%
	19:59	76	70	6	92.11%
	29:59	76	76	0	100.00%
	Total	**1,833**	**1,727**	**106**	**94.22%**
September	9:59	1,584	1,454	130	91.79%
	19:59	84	80	4	95.24%
	29:59	68	68	0	100.00%
	Total	**1,736**	**1,602**	**134**	**92.28%**
October	9:59	1,597	1,508	89	94.43%
	19:59	88	86	2	97.73%
	29:59	69	69	0	100.00%
	49:59	1	1	0	100.00%
	Total	**1,755**	**1,664**	**91**	**94.81%**
November	9:59	1,524	1,430	94	93.83%
	19:59	90	84	6	93.33%
	29:59	75	74	1	98.67%
	Total	**1,689**	**1,588**	**101**	**94.02%**
December *	9:59	1,510	1,389	121	91.99%
	19:59	66	58	8	87.88%
	29:59	68	67	1	98.53%
	Total	**1,644**	**1,514**	**130**	**92.09%**

CY2008	9:59	19,357	18,164	1,193	93.84%
	19:59	957	896	61	93.63%
	29:59	871	865	6	99.31%
	49:59	7	7	0	100.00%
	99:59	4	4	0	100.00%
	Total	**21,196**	**19,936**	**1,260**	**94.06%**

*** Due to Extreme Weather Conditions in High Desert, All Runs in EOA 12 on December 17-18 Were Removed (Exempt).**

EOA 12 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	92.28%	92.84%	92.96%	91.69%	90.47%	91.65%	90.57%	92.27%	92.79%	93.76%	94.30%	94.88%
2006 RT	94.63%	95.34%	95.27%	96.07%	95.53%	94.65%	93.51%	94.25%	94.17%	93.54%	93.72%	93.09%
2007 RT	92.90%	92.79%	94.26%	93.44%	91.74%	92.65%	93.21%	94.39%	93.40%	93.58%	94.51%	93.75%
2008 RT	93.69%	93.74%	94.94%	93.96%	94.82%	95.52%	94.36%	94.22%	92.28%	94.81%	94.02%	92.09%
2005 Fines											$735	$629
2006 Fines	$638	$360	$1,523	$107	$391	$580	$1,886	$1,366	$2,562	$1,718	$1,146	$2,271
2007 Fines	$2,477	$2,950	$837	$1,801	$3,617	$2,232	$1,753	$629	$2,851	$891	$435	$2,026
2008 Fines	$2,554	$1,992	$736	$1,746	$602	$435	$720	$787	$2,704	$862	$813	$4,058

Month

Total Liquidated Damages = $56,420

EOA 12 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	3	3							3	3		
February	2	1							20	20	1	0
March	2	2					1	1	6	6		
April	8	7							9	9	2	2
May	3	3							9	9	1	1
June			2	1					8	7		
July	1	1	2	0					6	6		
August	4	3	1	0					16	15		
September	1	1							3	3	1	1
October	4	4	1	1					5	5	1	0
November	3	2							2	2	1	1
December	2	2							9	8		
Total	**33**	**29**	**6**	**2**	**0**	**0**	**1**	**1**	**96**	**93**	**7**	**5**
% Approved		87.9%		33.3%				100.0%		96.9%		71.4%

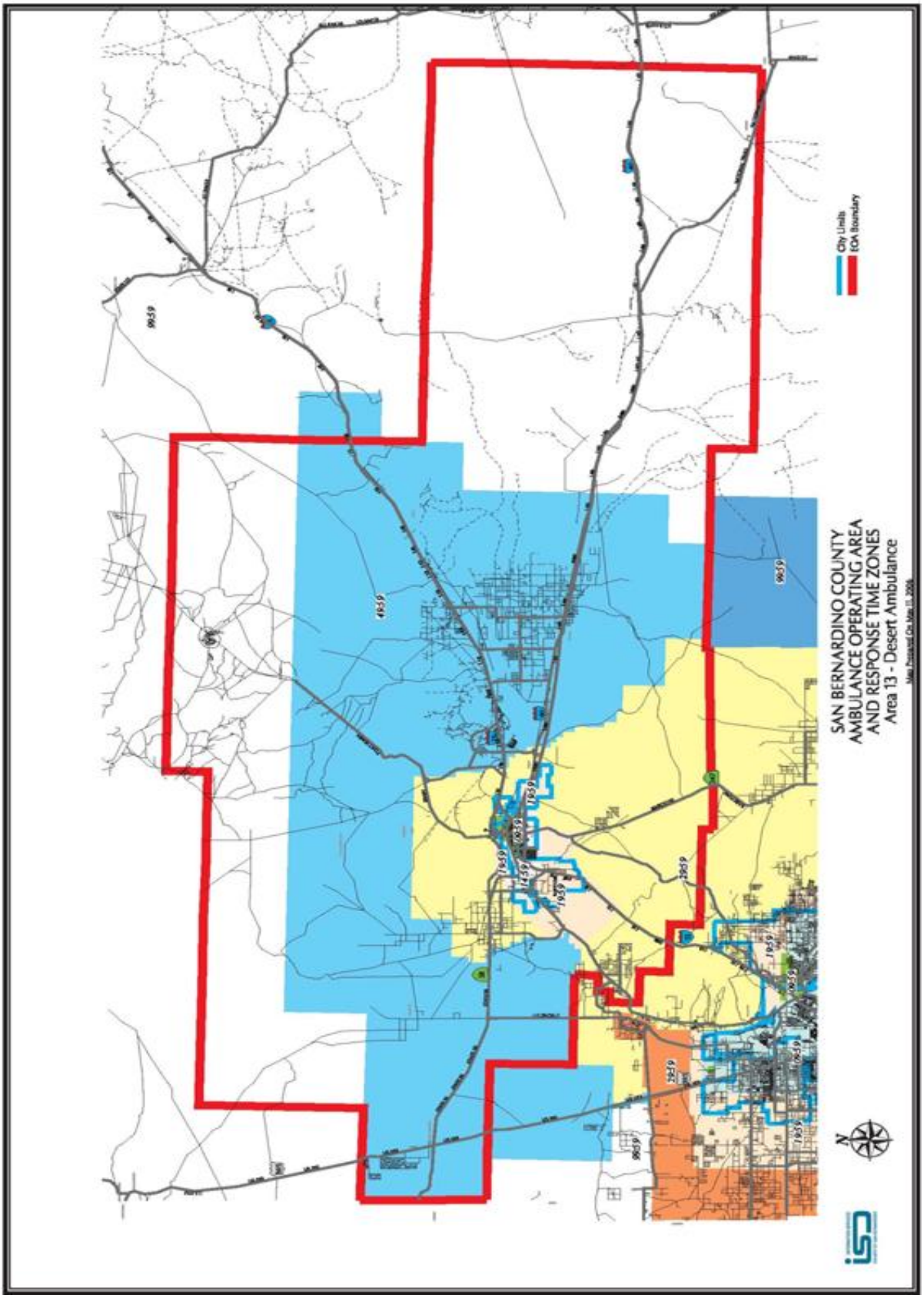
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	2	2	1	0					5	2	**14**	**10**	71.4%
February	1	1							9	6	**33**	**28**	84.8%
March	3	3							2	2	**14**	**14**	100.0%
April	4	4							11	10	**34**	**32**	94.1%
May			1	1					4	4	**18**	**18**	100.0%
June	1	1							3	3	**14**	**12**	85.7%
July	2	2							3	3	**14**	**12**	85.7%
August	3	3							2	2	**26**	**23**	88.5%
September	2	2							5	4	**12**	**11**	91.7%
October	1	1	1	0					4	3	**17**	**14**	82.4%
November	4	4					1	0			**11**	**9**	81.8%
December	2	2	1	1			8	4	1	0	**23**	**17**	73.9%
Total	**25**	**25**	**4**	**2**	**0**	**0**	**9**	**4**	**49**	**39**	**230**	**200**	**87.0%**
% Approved		100.0%		50.0%				44.4%		79.6%			

EOA 13
Summary

Desert Ambulance
(Barstow and surrounding desert area)

Average number of runs per month
2006 — 419
2007 — 398
2008 — 395

2008 — Response time compliance exceeded 90% every month. The highest rate for compliance was 100% in April. The lowest compliance rate was 98.92% in February. The overall compliance for the year was 99.49%


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 13 - Desert Ambulance
City Limits
EOA Boundary

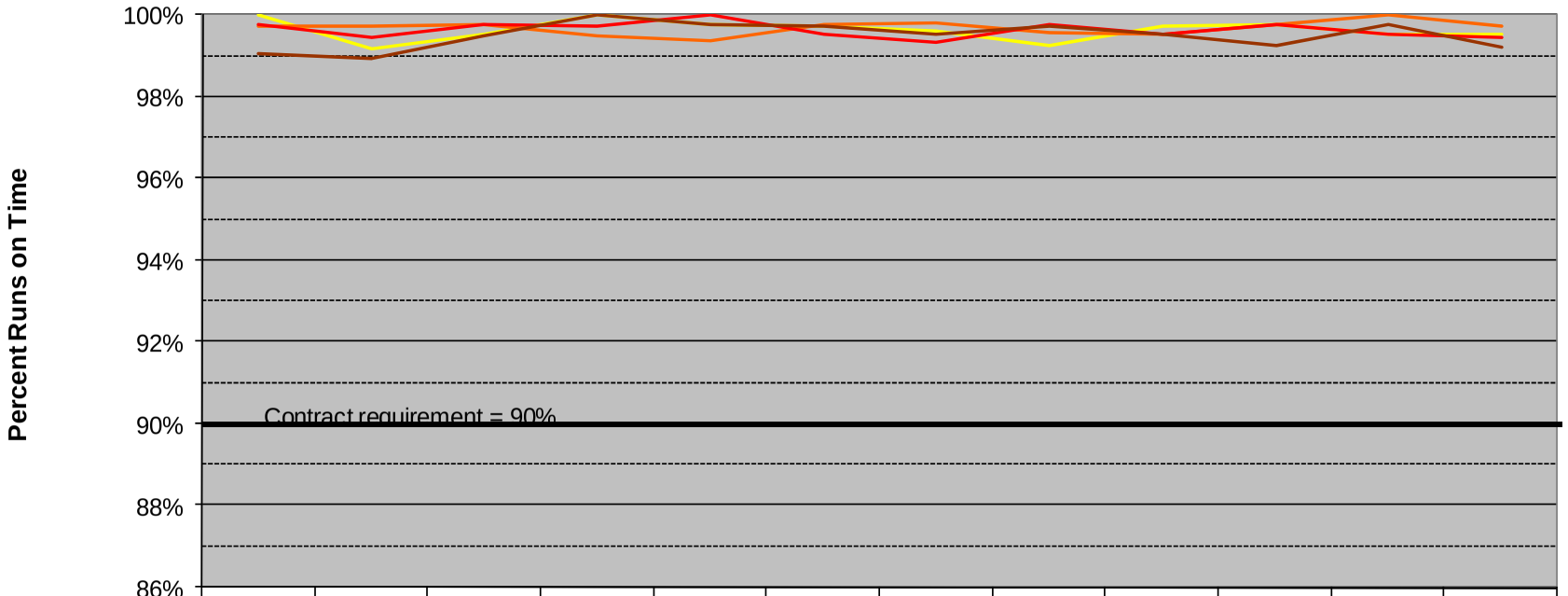
EOA 13 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	229	226	3	98.69%
	14:59	70	69	1	98.57%
	19:59	20	20	0	100.00%
	29:59	31	31	0	100.00%
	49:59	56	56	0	100.00%
	99:59	5	5	0	100.00%
	Total	**411**	**407**	**4**	**99.03%**
February	9:59	190	187	3	98.42%
	14:59	67	66	1	98.51%
	19:59	23	23	0	100.00%
	29:59	28	28	0	100.00%
	49:59	50	50	0	100.00%
	99:59	11	11	0	100.00%
	Total	**369**	**365**	**4**	**98.92%**
March	9:59	201	200	1	99.50%
	14:59	69	69	0	100.00%
	19:59	19	18	1	94.74%
	29:59	36	36	0	100.00%
	49:59	58	58	0	100.00%
	99:59	9	9	0	100.00%
	Total	**392**	**390**	**2**	**99.49%**
April	9:59	219	219	0	100.00%
	14:59	71	71	0	100.00%
	19:59	22	22	0	100.00%
	29:59	43	43	0	100.00%
	49:59	62	62	0	100.00%
	99:59	12	12	0	100.00%
	Total	**429**	**429**	**0**	**100.00%**
May	9:59	208	207	1	99.52%
	14:59	57	57	0	100.00%
	19:59	20	20	0	100.00%
	29:59	35	35	0	100.00%
	49:59	70	70	0	100.00%
	99:59	8	8	0	100.00%
	Total	**398**	**397**	**1**	**99.75%**
June	9:59	203	202	1	99.51%
	14:59	61	61	0	100.00%
	19:59	18	18	0	100.00%
	29:59	26	26	0	100.00%
	49:59	62	62	0	100.00%
	99:59	8	8	0	100.00%
	Total	**378**	**377**	**1**	**99.74%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	185	184	1	99.46%
	14:59	74	73	1	98.65%
	19:59	15	15	0	100.00%
	29:59	58	58	0	100.00%
	49:59	59	59	0	100.00%
	99:59	12	12	0	100.00%
	Total	**403**	**401**	**2**	**99.50%**
August	9:59	178	177	1	99.44%
	14:59	73	73	0	100.00%
	19:59	16	16	0	100.00%
	29:59	41	41	0	100.00%
	49:59	70	70	0	100.00%
	99:59	8	8	0	100.00%
	Total	**386**	**385**	**1**	**99.74%**
September	9:59	196	194	2	98.98%
	14:59	75	75	0	100.00%
	19:59	24	24	0	100.00%
	29:59	42	42	0	100.00%
	49:59	65	65	0	100.00%
	99:59	3	3	0	100.00%
	Total	**405**	**403**	**2**	**99.51%**
October	9:59	203	201	2	99.01%
	14:59	54	54	0	100.00%
	19:59	24	23	1	95.83%
	29:59	40	40	0	100.00%
	49:59	55	55	0	100.00%
	99:59	10	10	0	100.00%
	Total	**386**	**383**	**3**	**99.22%**
November	9:59	215	214	1	99.53%
	14:59	62	62	0	100.00%
	19:59	21	21	0	100.00%
	29:59	40	40	0	100.00%
	49:59	66	66	0	100.00%
	99:59	3	3	0	100.00%
	Total	**407**	**406**	**1**	**99.75%**
December	9:59	189	187	2	98.94%
	14:59	70	70	0	100.00%
	19:59	23	22	1	95.65%
	29:59	33	33	0	100.00%
	49:59	54	54	0	100.00%
	99:59	10	10	0	100.00%
	Total	**379**	**376**	**3**	**99.21%**

CY2008	9:59	2,416	2,398	18	99.25%
	14:59	803	800	3	99.63%
	19:59	245	242	3	98.78%
	29:59	453	453	0	100.00%
	49:59	727	727	0	100.00%
	99:59	99	99	0	100.00%
	Total	**4,743**	**4,719**	**24**	**99.49%**

EOA 13 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	100.00%	99.17%	99.52%	100.00%	99.75%	99.74%	99.59%	99.26%	99.74%	99.77%	99.52%	99.52%
2006 RT	99.73%	99.74%	99.77%	99.50%	99.37%	99.77%	99.79%	99.56%	99.51%	99.77%	100.00%	99.72%
2007 RT	99.74%	99.43%	99.75%	99.73%	100.00%	99.51%	99.32%	99.76%	99.50%	99.76%	99.51%	99.45%
2008 RT	99.03%	98.92%	99.49%	100.00%	99.75%	99.74%	99.50%	99.74%	99.51%	99.22%	99.75%	99.21%
2005 Fines											$0	$0
2006 Fines	$0	$3	$1	$0	$0	$0	$0	$0	$3	$0	$0	$0
2007 Fines	$2	$0	$0	$0	$0	$0	$2	$0	$2	$1	$0	$3
2008 Fines	$0	$0	$6	$0	$1	$0	$2	$0	$0	$1	$0	$5

Month

Total Liquidated Damages = $32

EOA 13 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	2	2										
February	1	1					1	1				
March							2	2				
April											1	1
May												
June												
July	1	1										
August												
September	1	1										
October												
November	1	1					1	1				
December	1	1					1	1				
Total	**7**	**7**	**0**	**0**	**0**	**0**	**5**	**5**	**0**	**0**	**1**	**1**
% Approved		100.0%						100.0%				100.0%

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January											**2**	**2**	100.0%
February	1	1			1	1					**4**	**4**	100.0%
March					1	0					**3**	**2**	66.7%
April											**1**	**1**	100.0%
May									1	1	**1**	**1**	100.0%
June									1	1	**1**	**1**	100.0%
July											**1**	**1**	100.0%
August											**0**	**0**	---
September											**1**	**1**	100.0%
October	1	1			1	1					**2**	**2**	100.0%
November					1	1					**3**	**3**	100.0%
December					3	3	4	4			**9**	**9**	100.0%
Total	**2**	**2**	**0**	**0**	**7**	**6**	**4**	**4**	**2**	**2**	**28**	**27**	**96.4%**
% Approved		100.0%				85.7%		100.0%		100.0%			

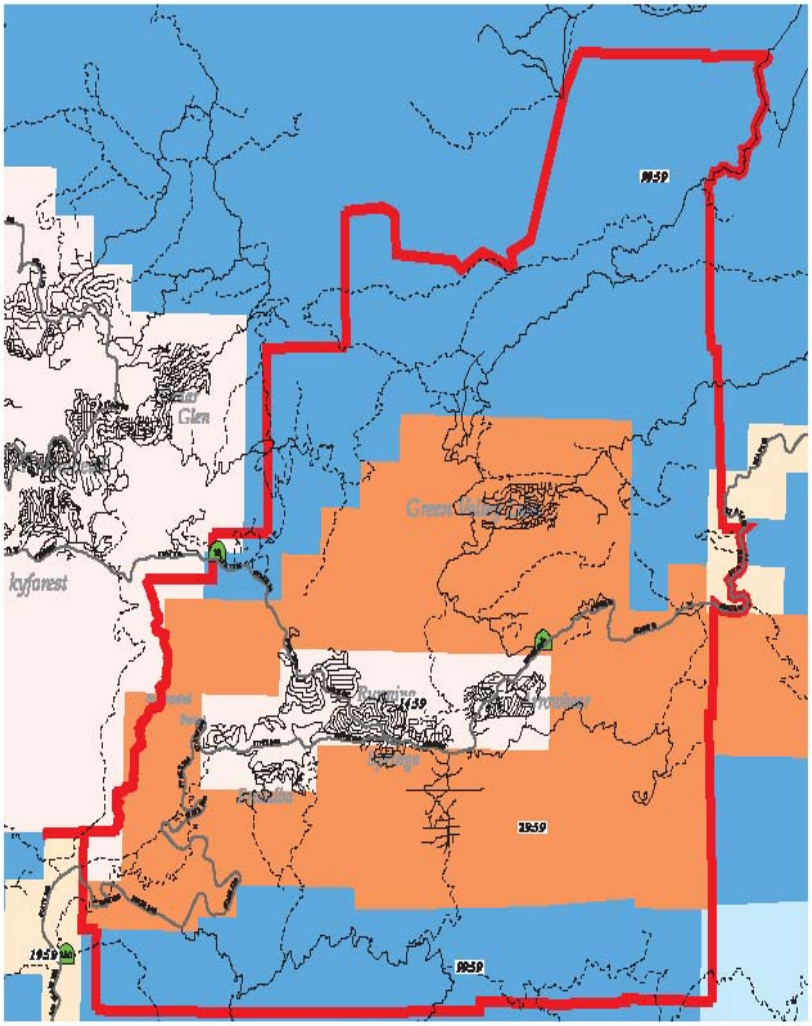
EOA 19
Summary

Running Springs Fire Department
(Running Springs & and surrounding area)

Average number of runs per month

2008 — 39

2008 — Response time compliance was 100% for all months January—November.



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 19 - Running Springs Fire Department

City Limits
EOA Boundary

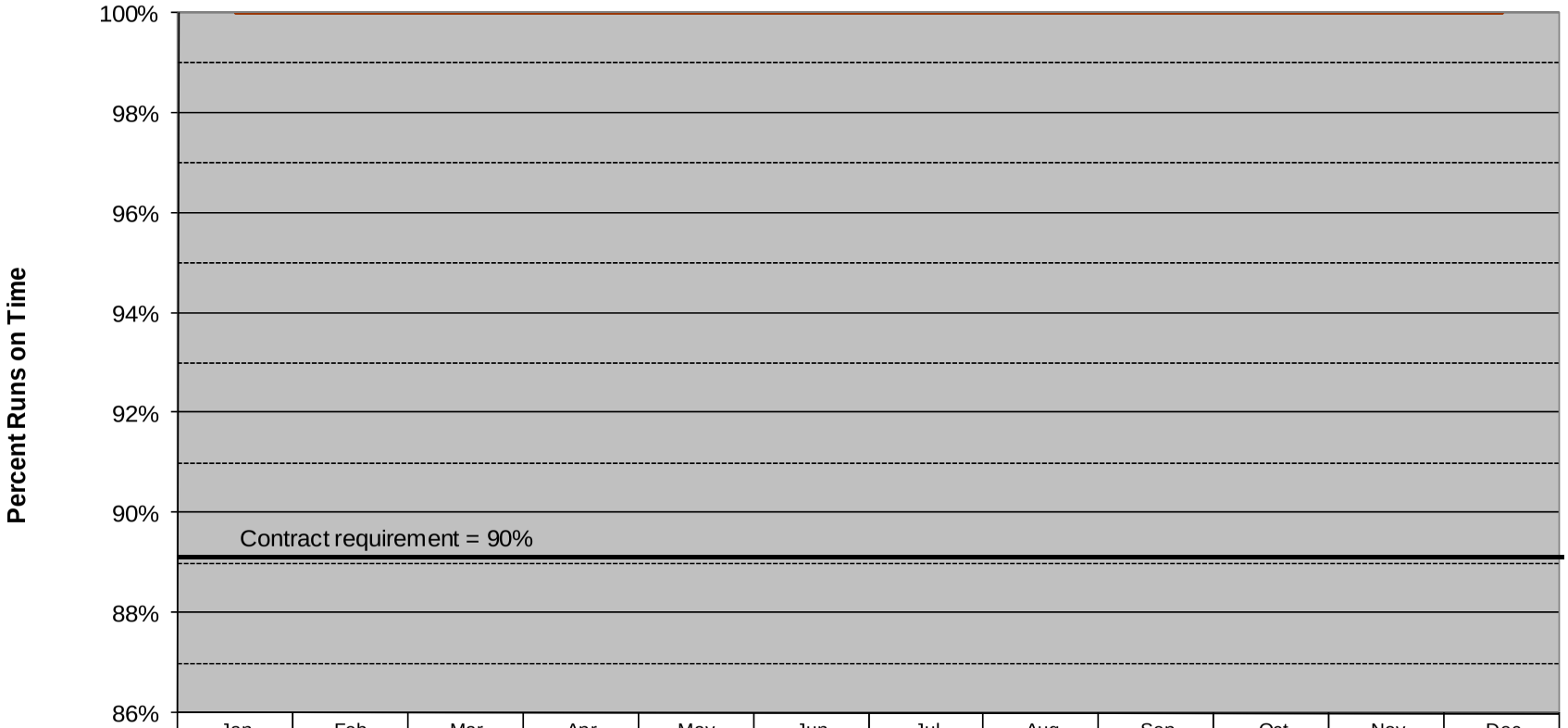
EOA 19 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	14:59	42	42	0	100.00%
	29:59	23	23	0	100.00%
	Total	**65**	**65**	**0**	**100.00%**
February	14:59	39	39	0	100.00%
	29:59	28	28	0	100.00%
	99:59	1	1	0	100.00%
	Total	**68**	**68**	**0**	**100.00%**
March	14:59	19	19	0	100.00%
	29:59	13	13	0	100.00%
	99:59	1	1	0	100.00%
	Total	**33**	**33**	**0**	**100.00%**
April	14:59	27	27	0	100.00%
	29:59	7	7	0	100.00%
	99:59	1	1	0	100.00%
	Total	**35**	**35**	**0**	**100.00%**
May	14:59	25	25	0	100.00%
	29:59	10	10	0	100.00%
	Total	**35**	**35**	**0**	**100.00%**
June	14:59	31	31	0	100.00%
	29:59	12	12	0	100.00%
	Total	**43**	**43**	**0**	**100.00%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	14:59	20	20	0	100.00%
	29:59	17	17	0	100.00%
	Total	**37**	**37**	**0**	**100.00%**
August	14:59	27	27	0	100.00%
	29:59	18	18	0	100.00%
	99:59	1	1	0	100.00%
	Total	**46**	**46**	**0**	**100.00%**
September	14:59	29	29	0	100.00%
	29:59	8	8	0	100.00%
	Total	**37**	**37**	**0**	**100.00%**
October	14:59	33	33	0	100.00%
	29:59	4	4	0	100.00%
	Total	**37**	**37**	**0**	**100.00%**
November	14:59	23	23	0	100.00%
	29:59	8	8	0	100.00%
	Total	**31**	**31**	**0**	**100.00%**
December	14:59	*NO DATA AVAILABLE DUE TO*			
	29:59	*COUNTY FIRE COMMUNICATIONS*			
	Total	*CONVERSION TO NEW CAD*			

CY2008	14:59	315	315	0	100.00%
	29:59	148	148	0	100.00%
	99:59	4	4	0	100.00%
	Total	**467**	**467**	**0**	**100.00%**

EOA 19 - Response Time Compliance and Liquidated Damages 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008 RT	1	1	1	1	1	1	1	1	1	1	1	1

Month

Total Liquidated Damages = $0

EOA 19 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January												
February	1	1										
March												
April												
May												
June												
July												
August	1	1										
September												
October												
November												
December												
Total	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
% Approved		100.0%										

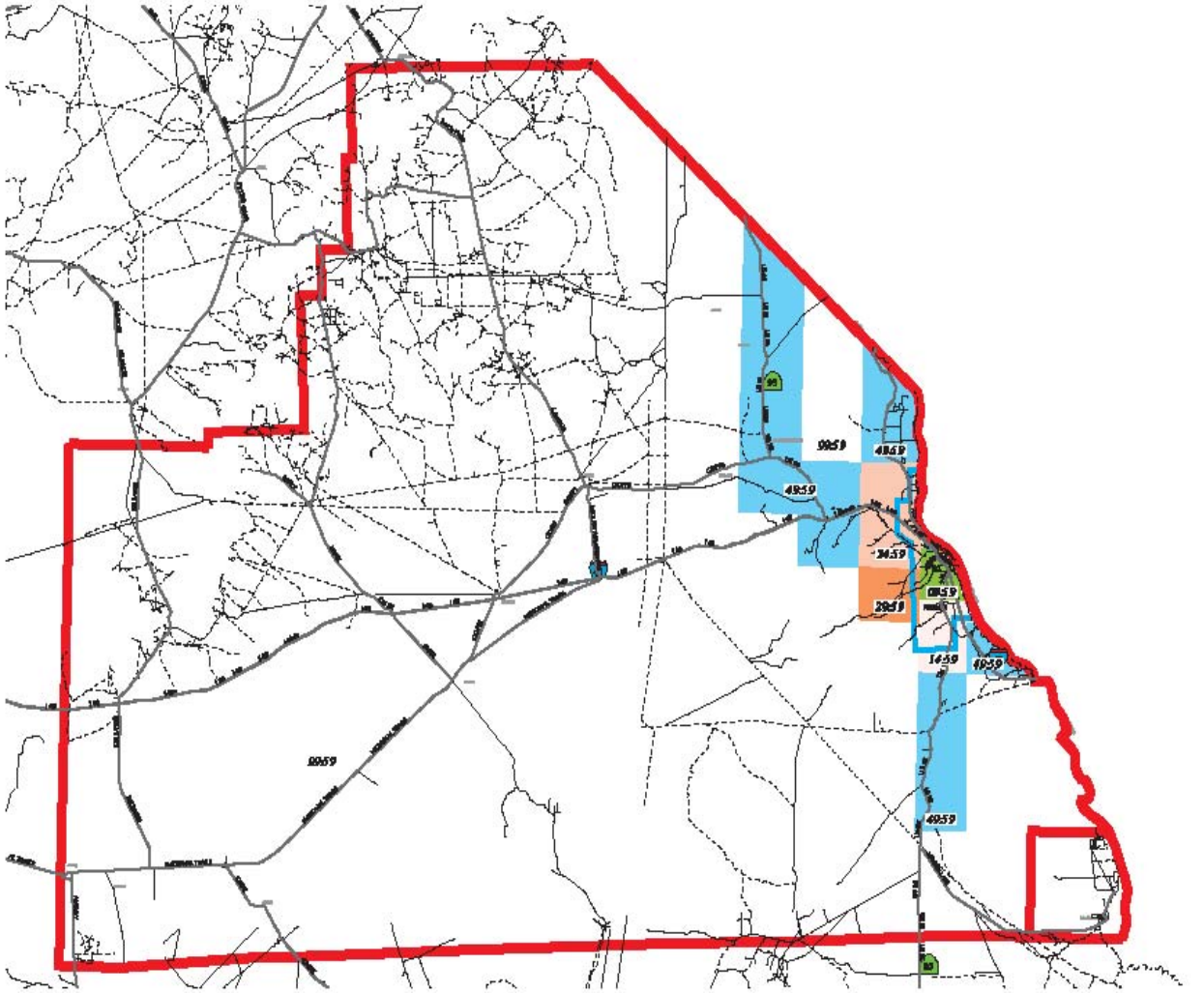
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January					2	2	1	1			**3**	**3**	100.0%
February											**1**	**1**	100.0%
March					1	1					**1**	**1**	100.0%
April					1	1					**1**	**1**	100.0%
May											**0**	**0**	---
June					1	1					**1**	**1**	100.0%
July											**0**	**0**	---
August											**1**	**1**	100.0%
September											**0**	**0**	---
October					1	1					**1**	**1**	100.0%
November											**0**	**0**	---
December											**0**	**0**	---
Total	**0**	**0**	**0**	**0**	**6**	**6**	**1**	**1**	**0**	**0**	**9**	**9**	**100.0%**
% Approved						100.0%		100.0%					

EOA 22
Summary

Needles Ambulance
(Needles and surrounding desert area)

Average number of runs per month
2006 — 87
2007 — 73
2008 — 78

2008 — Response time compliance was 100% for all months January—November. No December data available due to San Bernardino County Communications Center's conversion to new CAD system.



SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 22 - Needles Ambulance

City Limits
EOA Boundary

EOA 22 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	41	41	0	100.00%
	14:59	6	6	0	100.00%
	29:59	1	1	0	100.00%
	49:59	2	2	0	100.00%
	99:59	9	9	0	100.00%
	Total	**59**	**59**	**0**	**100.00%**
February	9:59	54	54	0	100.00%
	14:59	7	7	0	100.00%
	29:59	8	8	0	100.00%
	49:59	3	3	0	100.00%
	99:59	9	9	0	100.00%
	Total	**81**	**81**	**0**	**100.00%**
March	9:59	42	42	0	100.00%
	14:59	13	13	0	100.00%
	29:59	6	6	0	100.00%
	49:59	4	4	0	100.00%
	99:59	12	12	0	100.00%
	Total	**77**	**77**	**0**	**100.00%**
April	9:59	49	49	0	100.00%
	14:59	8	8	0	100.00%
	29:59	5	5	0	100.00%
	49:59	2	2	0	100.00%
	99:59	13	13	0	100.00%
	Total	**77**	**77**	**0**	**100.00%**
May	9:59	47	47	0	100.00%
	14:59	13	13	0	100.00%
	29:59	6	6	0	100.00%
	49:59	6	6	0	100.00%
	99:59	9	9	0	100.00%
	Total	**81**	**81**	**0**	**100.00%**
June	9:59	51	51	0	100.00%
	14:59	13	13	0	100.00%
	29:59	3	3	0	100.00%
	49:59	2	2	0	100.00%
	99:59	26	26	0	100.00%
	Total	**95**	**95**	**0**	**100.00%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	45	45	0	100.00%
	14:59	15	15	0	100.00%
	29:59	7	7	0	100.00%
	49:59	4	4	0	100.00%
	99:59	19	19	0	100.00%
	Total	**90**	**90**	**0**	**100.00%**
August	9:59	41	41	0	100.00%
	14:59	7	7	0	100.00%
	29:59	6	6	0	100.00%
	49:59	1	1	0	100.00%
	99:59	26	26	0	100.00%
	Total	**81**	**81**	**0**	**100.00%**
September	9:59	42	42	0	100.00%
	14:59	10	10	0	100.00%
	24:59	4	4	0	100.00%
	29:59	10	10	0	100.00%
	49:59	3	3	0	100.00%
	99:59	8	8	0	100.00%
	Total	**77**	**77**	**0**	**100.00%**
October	9:59	37	37	0	100.00%
	14:59	10	10	0	100.00%
	29:59	3	3	0	100.00%
	49:59	2	2	0	100.00%
	99:59	14	14	0	100.00%
	Total	**66**	**66**	**0**	**100.00%**
November	9:59	42	42	0	100.00%
	14:59	12	12	0	100.00%
	29:59	4	4	0	100.00%
	49:59	4	4	0	100.00%
	99:59	17	17	0	100.00%
	Total	**79**	**79**	**0**	**100.00%**
December	9:59				
	14:59	*NO DATA AVAILABLE DUE TO*			
	29:59	*COUNTY FIRE COMMUNICATIONS*			
	49:59	*CONVERSION TO NEW CAD*			
	99:59				
	Total				

CY2008	9:59	491	491	0	100.00%
	14:59	114	114	0	100.00%
	24:59	4	4	0	100.00%
	29:59	59	59	0	100.00%
	49:59	33	33	0	100.00%
	99:59	162	162	0	100.00%
	Total	**863**	**863**	**0**	**100.00%**

EOA 22 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	98.77%	100.00%	100.00%	100.00%	98.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2006 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2007 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2008 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
2005 Fines											$0	$0
2006 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
2007 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
2008 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

Month

Total Liquidated Damages = $0

EOA 22 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	1	1										
February												
March												
April												
May												
June												
July												
August												
September												
October												
November												
December												
Total	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
% Approved		100.0%										

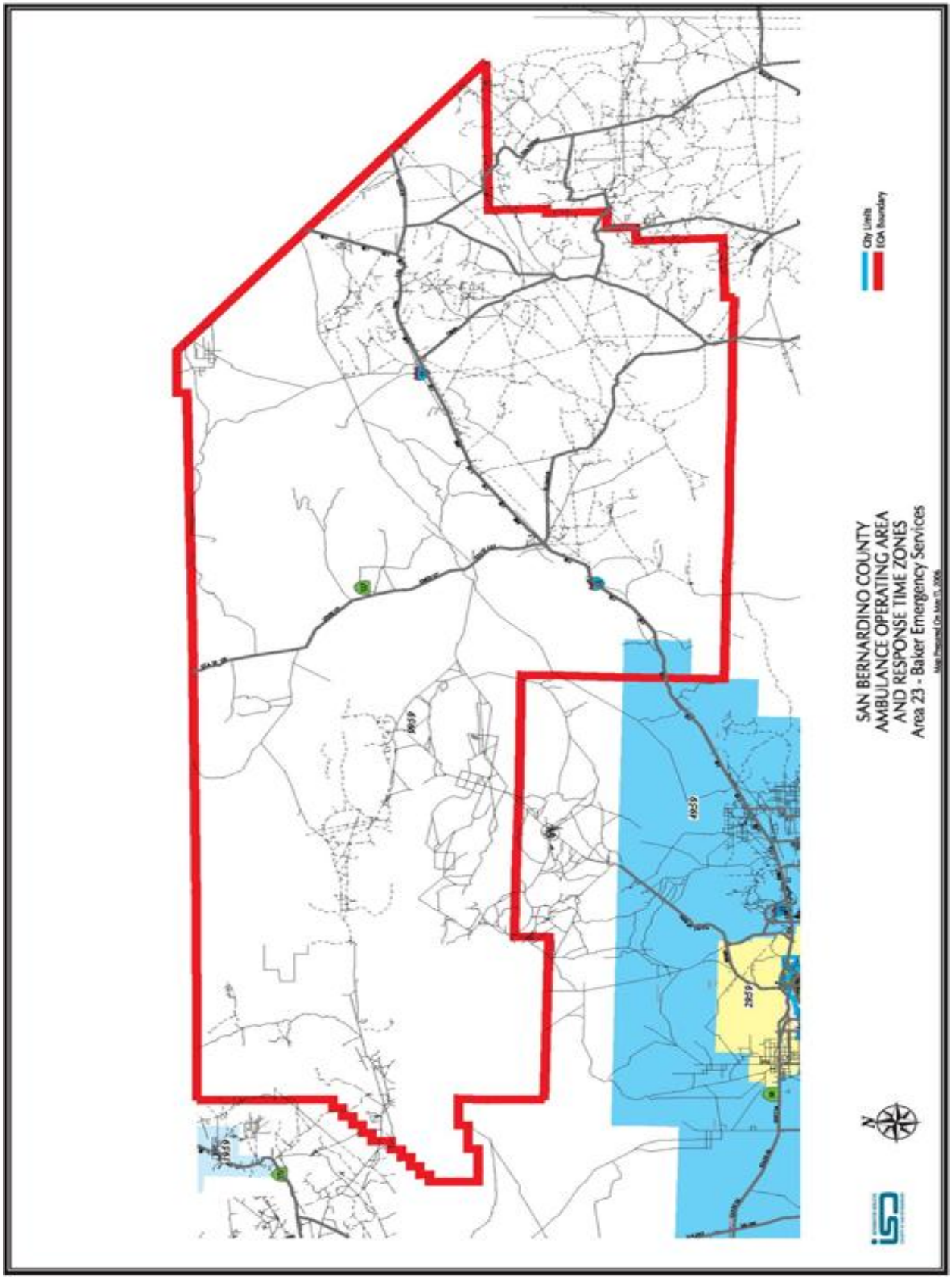
Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January											**1**	**1**	100.0%
February					1	1					**1**	**1**	100.0%
March											**0**	**0**	---
April											**0**	**0**	---
May											**0**	**0**	---
June											**0**	**0**	---
July					1	1					**1**	**1**	100.0%
August											**0**	**0**	---
September											**0**	**0**	---
October					1	1					**1**	**1**	100.0%
November					1	1					**1**	**1**	100.0%
December											**0**	**0**	---
Total	**0**	**0**	**0**	**0**	**4**	**4**	**0**	**0**	**0**	**0**	**5**	**5**	**100.0%**
% Approved						100.0%							

EOA 23
Summary

Needles Ambulance
(Baker and surrounding desert area)

Average number of runs per month
2006 — 47
2007 — 52
2008 — 47

2008 — Response time compliance was 100% for all months January—November. No December data available due to San Bernardino County Communications Center's conversion to new CAD system.

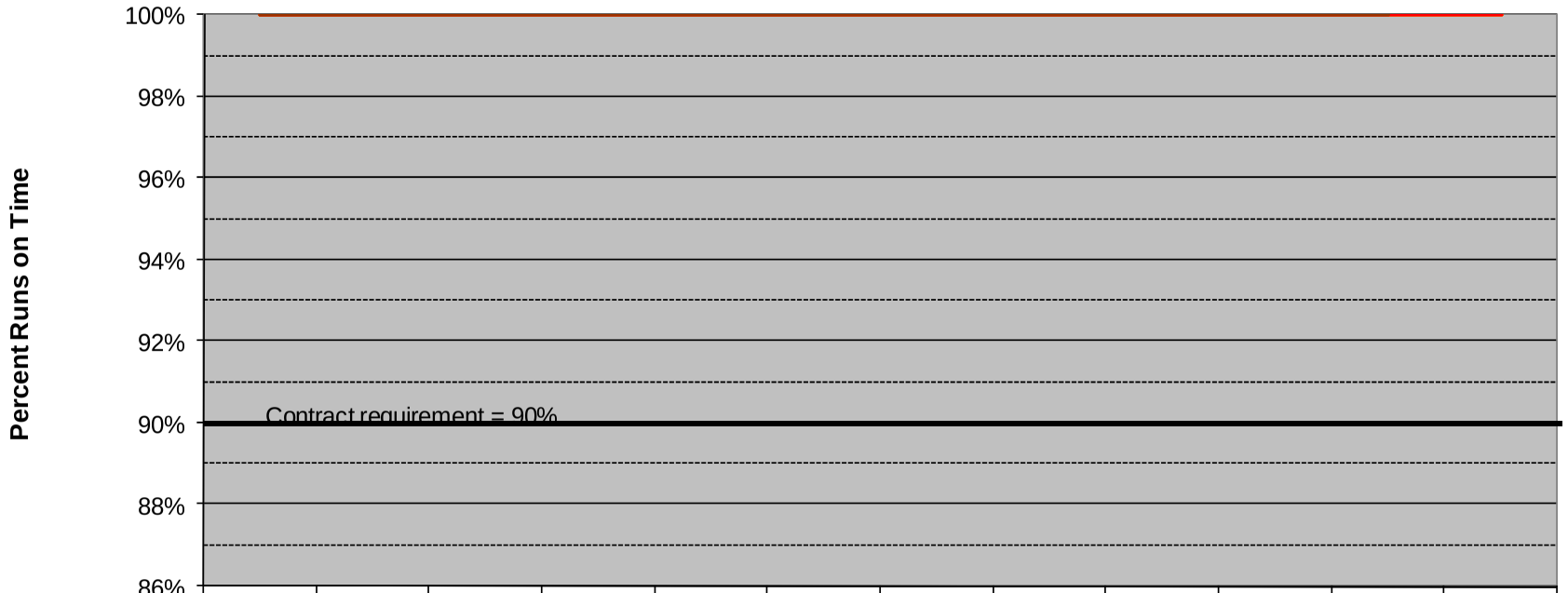

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 23 - Baker Emergency Services
Map Prepared On Mar 15, 2006
City Limits
EOA Boundary
N

EOA 23 Response Time Performance
By Month, Calendar Year 2008

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	99:59	39	39	0	100.00%
February	99:59	61	61	0	100.00%
March	99:59	52	52	0	100.00%
April	99:59	29	29	0	100.00%
May	99:59	42	42	0	100.00%
June	99:59	47	47	0	100.00%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	99:59	78	78	0	100.00%
August	99:59	47	47	0	100.00%
September	99:59	29	29	0	100.00%
October	99:59	37	37	0	100.00%
November	99:59	57	57	0	100.00%
December	99:59	*NO DATA AVAILABLE DUE TO COUNTY FIRE COMMUNICATIONS CAD CONVERSION*			
CY2008	99:59	**518**	**518**	**0**	**100.00%**

EOA 23 - Response Time Compliance and Liquidated Damages
2005 - 2008, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2006 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2007 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
2008 RT	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
2005 Fines											$0	$0
2006 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
2007 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
2008 Fines	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

Month

Total Liquidated Damages = $0

EOA 23 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2008

Month	EXEMPTION TYPE											
	Incorrect Information		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off		Road Closure/ Construction	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January												
February												
March												
April												
May												
June												
July												
August												
September												
October												
November												
December												
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
% Approved												

Month	EXEMPTION TYPE										Total		
	Second Unit or Subsequent		Traffic		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	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**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**---**
% Approved													

APPENDICES

Measuring Response Time Standard Compliance

Fractile calculations and EOA compliance

Data Submission and Compliance Calculation

Standards for submission and analysis of data

Exemption List

Valid exemption requests and definitions – January 2007 – March 2007

Valid exemption requests and definitions – April 2007 - current

Measuring Response Time Standard Compliance

Measurement of response time standards compliance by providers is accomplished for each Exclusive Operating Area (EOA) using the fractile method. Utilizing the fractile method, the response time standards are defined such that the amount of time from receipt of code 3 call to arrival on scene must be less than a specified number of minutes for 90% of provider runs within a particular EOA. Using fictitious run data for a ten minute response time zone, comparison of a fractile response time calculation with a simple average response time calculation is shown below.

Fictitious Data Grouped into Fractiles

Response Time (Minutes)	Number of Runs	Percent of Total	Cumulative Percentage
<1	1	2.5%	2.5%
1 - <2	1	2.5%	5.0%
2 - <3	1	2.5%	7.5%
3 - <4	2	5.0%	12.5%
4 - <5	3	7.5%	20.0%
5 - <6	1	2.5%	22.5%
6 - <7	3	7.5%	30.0%
7 - <8	1	2.5%	32.5%
8 - <9	2	5.0%	37.5%
9 - <10	3	7.5%	45.0%
10 - <11	5	12.5%	57.5%
11 - <12	4	10.0%	67.5%
12 - <13	5	12.5%	80.0%
13 - <14	5	12.5%	92.5%
14 - <15	3	7.5%	100.0%
Total	**40**		
Fractile	**13 - <14**		

Calculation of Fractile Response Time

Using data shown in table below and left, and demonstrated in table at left:

(1) Create whole-minute groupings or "fractiles" beginning with <1 minute.
For example, <1 minute, 1-<2 minutes, 2-<3 minutes, etc.

(2) Count number of runs with response times within range of each fractile response time.
In example, 3 runs had response times between 6 and 7 minutes.

(3) For each fractile, calculate the percentage of all runs having response times within that fractile response time.
In example, using the fractile response time 6 - <7 minutes,

(3 runs in fractile 6-<7) / (40 total runs) x 100 = 7.5%.

(4) Beginning with the lowest fractile, calculate the cumulative percentage of runs having response times equal to or less than each fractile,
In example, using the fractile response time 6 - <7 minutes, sum percent of total for each fractile equal to or less than 6 - <7 minutes:

2.5% + 2.5% + 2.5% + 5.0% + 7.5% + 2.5% + 7.5% = 30.0%

(5) Determine the fractile where the cumulative % is greater than or equal to 90%.
This is the fractile response time. In example, cumulative percentage exceeds 90% in fractile 13 - <14 minutes, where it equals 92.5%.

Result: *In example, fractile response time is 13 - <14 minutes.*
DOES NOT MEET 10 MINUTE RESPONSE TIME STANDARD.

Fictitious Run Data for 10 Minute Response Time Zone

Run #	Response Time (min:sec)	Response Time (seconds)	Run #	Response Time (min:sec)	Response Time (seconds)
Run 1	8:56	536	Run 21	11:32	692
Run 2	12:13	733	Run 22	7:34	454
Run 3	4:49	289	Run 23	9:23	563
Run 4	11:10	670	Run 24	13:42	822
Run 5	13:55	835	Run 25	10:50	650
Run 6	4:25	265	Run 26	12:53	773
Run 7	13:09	789	Run 27	6:08	368
Run 8	14:39	879	Run 28	11:43	703
Run 9	0:57	57	Run 29	14:07	847
Run 10	10:54	654	Run 30	5:15	315
Run 11	12:51	771	Run 31	12:37	757
Run 12	3:12	192	Run 32	10:44	644
Run 13	14:29	869	Run 33	6:59	419
Run 14	2:42	162	Run 34	13:22	802
Run 15	6:24	384	Run 35	1:31	91
Run 16	11:59	719	Run 36	9:05	545
Run 17	12:20	740	Run 37	10:18	618
Run 18	3:35	215	Run 38	13:21	801
Run 19	9:51	591	Run 39	8:16	496
Run 20	10:33	633	Run 40	4:01	241
			Total		**22,584**
			Average	**9:25**	**565**

Calculation of Average Response Time

Using data shown in table at left:

(1) Convert response times from minutes:seconds to seconds for each run.
In example, using Run #1,

8:56 = (8 minutes x 60 seconds/minute) + 56 seconds
= 480 + 56 = 536 seconds

(2) Calculate total number of seconds for all runs.
In example, total for 40 runs = 22,584 seconds

(3) Calculate average number of seconds per run by dividing total number of seconds for all runs by the number of runs. In example,

22,584 seconds / 40 runs = 565 seconds per run

(4) Convert average number of seconds per run from seconds to minutes:seconds. In example,

565 seconds / 60 seconds per minute
= 9 minutes and 25 seconds.

Result: *In example, average response time is under 10 minutes; however, this method cannot be used to determine response time standard compliance.*

Summary: In the above example, the average response time is less than ten minutes; however, the provider fails to meet the ten-minute response time standard when the fractile response time calculation is used. **Use of the fractile calculation creates a more stringent response time standard.** In the above example using the fractile method, the cumulative percentage for the 9-<10 minute fractile would have to be greater than or equal to 90% in order to satisfy the response time standard. All providers must use the fractile response time calculation to determine response time standard compliance.

Measuring EOA Compliance

The response time standard for a particular run is determined by the location of the event or scene where provider service is required. Census tract population densities are used to determine the response time standard for Primary Response Time Zones. Primary Response Time Zones act as the default standard for all locations and are classified as either urban (9:59 response time), rural (29:59 response time), or wilderness (99:59 response time). Recognizing that census tract population densities alone do not always accurately reflect reasonable response time standards, Subresponse Time Zone standards have been created which supercede the Primary Response Time Zones. Subresponse Time Zone standards were developed in 2002 by the Response-Time Subcommittee of the ICEMA Response Time Task Force and subsequently accepted by the Emergency Medical Care Committee. Detailed maps displaying response time standards for San Bernardino County were also created and are available through ICEMA.

The fractile method for measuring response time standard compliance can be utilized for each response time zone within a particular EOA; however, providers are ultimately responsible for meeting the response time standard for 90% of all runs within their EOA as a whole. Thus, the possibility exists that a provider may fail to meet the standard for a particular response time within the EOA, while satisfying the standard for the entire EOA. Using fictitious run data for an EOA with multiple response time zones, calculation of overall EOA response time compliance is shown below.

Fictitious Run Data for EOA With Multiple Response Time Standards

	9:59 Zone			19:59 Zone			29:59 Zone		
Response Time (Minutes)	# of Runs	Cumulative # of Runs	Cumulative Percentage	# of Runs	Cumulative # of Runs	Cumulative Percentage	# of Runs	Cumulative # of Runs	Cumulative Percentage
<1	23	23	1.5%	0	0	0.0%	0	0	0.0%
1 - <2	133	156	10.4%	3	3	1.2%	0	0	0.0%
2 - <3	119	275	18.2%	2	5	1.9%	0	0	0.0%
3 - <4	285	560	37.2%	2	7	2.7%	2	2	0.4%
4 - <5	210	770	51.1%	0	7	2.7%	0	2	0.4%
5 - <6	178	948	62.9%	1	8	3.1%	1	3	0.7%
6 - <7	203	1,151	76.4%	5	13	5.0%	1	4	0.9%
7 - <8	121	1,272	84.4%	3	16	6.2%	2	6	1.3%
8 - <9	63	1,335	88.6%	6	22	8.5%	5	11	2.4%
9 - <10	46	1,381	91.6%	13	35	13.6%	2	13	2.8%
10 - <11	30	1,411	93.6%	8	43	16.7%	4	17	3.7%
11 - <12	25	1,436	95.3%	7	50	19.4%	11	28	6.1%
12 - <13	31	1,467	97.3%	12	62	24.0%	17	45	9.8%
13 - <14	18	1,485	98.5%	16	78	30.2%	12	57	12.4%
14 - <15	11	1,496	99.3%	16	94	36.4%	16	73	15.9%
15 - <16	7	1,503	99.7%	21	115	44.6%	25	98	21.4%
16 - <17	3	1,506	99.9%	31	146	56.6%	26	124	27.0%
17 - <18	1	1,507	100.0%	28	174	67.4%	18	142	30.9%
18 - <19				24	198	76.7%	14	156	34.0%
19 - <20				15	213	82.6%	19	175	38.1%
20 - <21				10	223	86.4%	28	203	44.2%
21 - <22				7	230	89.1%	37	240	52.3%
22 - <23				9	239	92.6%	33	273	59.5%
23 - <24				6	245	95.0%	48	321	69.9%
24 - <25				5	250	96.9%	22	343	74.7%
25 - <26				2	252	97.7%	27	370	80.6%
26 - <27				4	256	99.2%	15	385	83.9%
27 - <28				1	257	99.6%	12	397	86.5%
28 - <29				0	257	99.6%	18	415	90.4%
29 - <30				1	258	100.0%	12	427	93.0%
30 - <31							6	433	94.3%
31 - <32							7	440	95.9%
32 - <33							4	444	96.7%
33 - <34							5	449	97.8%
>=34							10	459	100.0%

Fractile Response Time Calculations

Fictitious EOA run data shown in table at left includes response times for three response time zones – 9:59, 19:59, and 29:59.

Calculating the fractile response time for each response time zone as described in the previous example yields the following results:

(1) Fractile response time for 9:59 zone is 9 - <10 minutes (shaded row)
– meets response time standard.

(2) Fractile response time for 19:59 zone is 22 - <23 minutes (shaded)
- does not meet response time standard.

(3) Fractile response time for 29:59 zone is 28 - <29 minutes (shaded)
– meets response time standard.

Calculation of EOA Compliance

Using summary data from table below & left:

(1) Compute total number of runs in all response time zones:
1,507 + 258 + 459 = 2,224

(2) Compute total number of runs at or below response time (fractile) standard from each response time zone:
1,381 + 213 + 427 = 2,021

(3) Compute total percentage of runs in entire EOA that were at or below standard response time:
2,021 / 2,224 x 100 = 90.9%

Result: Over 90% of runs meet response time standard.
PROVIDER IS COMPLIANT AT EOA LEVEL.

Summary: In the above example, fractile response time standards are met for the 9:59 and 29:59 response time zones, but not for the 19:59 zone. The provider is compliant at the EOA level since over 90% of EOA runs were at or below the designated response time standard.

Measurement of Overall EOA Compliance

Response Time Zone	Total Number of Runs	# of Runs at or Below Fractile Standard	% of Runs at or Below Fractile Standard	Compliance with Standard?
9:59	1,507	1,381	91.6%	*Pass*
19:59	258	213	82.6%	*Fail*
29:59	459	427	93.0%	*Pass*
EOA Total	**2,224**	**2,021**	**90.9%**	***Pass***

INLAND COUNTIES EMERGENCY MEDICAL AGENCY

PERFORMANCE BASED CONTRACTS
AND
MEMORANDA OF UNDERSTANDING

Data Submission and Compliance Calculations

This is a working document which may be modified at any time by ICEMA

1. ***Data submission:***
   - **All** data, which includes response times from CAD systems and information required on the Scantron, must be received by ICEMA no later than the 15th day of the month following the reporting month. (Example: January data submitted by February 15.)
   - Provider must respond to ICEMA review within fourteen (14) calendar days following receipt of written ICEMA comments.
   - If no response is received by ICEMA by midnight on the fourteenth day, liquidated damages will be assessed based on data initially received.

2. ***Analysis of data:***
   - ICEMA will not evaluate compliance based on assumptions, but on data as submitted.
   - Calculations include cancelled, upgraded, and downgraded runs.
   - Downgraded runs are considered to be compliant if (1) run time at time of downgrade was within the code 3 time requirement, and (2) overall run time was within the code 2 time requirement (If unit is downgraded after the established response time for the zone, the provider must meet both response times).
   - The response time standard is modified for downgraded runs per the following table:

Code 3 Response Time	Downgraded (Code 2) Response Time
9:59, 11:59, 14:59	22:59
19:59, 24:59, 29:59, 39:59	44:59
49:59, 59:59, 99:59	99:59

   - Though downgraded runs have a modified response time as shown in the above table, each downgraded run will be counted as a run within the original code 3 response time area.
   - Upgraded runs are considered to be compliant if time between upgrade time and on-scene or cancelled time was within the code 3 time requirement.
   - Response Time calculations only include on-scene runs (code = 01) and mutual aid runs (code = 10). All other service types are excluded.
   - Transport response time calculations include runs by units identified as either BLS or ALS ambulances.
   - Response time data must include valid entries for all applicable fields as denoted on the attached "ICEMA Response Time Submission" document.
   - All data items must be coded correctly.
   - If both the on-scene time and cancelled call time are not valid, the run will be subject to liquidated damages and excluded from the compliance calculations.
   - If grid is not properly identified, the compliance will be based on a response time standard of 9:59.
   - Liquidated damages or credits will only be applied once where a single unit transports multiple patients. Provider must submit data for all incident numbers where the same call resulted in more than one incident number. Notes must reference incident number for other patients transported in the same unit.
   - Where two or more units respond to the same scene, liquidated damages or credits will only be applied to the first unit to arrive at the scene. Provider must submit data for all runs where more than one unit. Notes must reference incident number for first unit on scene.
   - Approved exemptions are excluded from response time calculations, i.e., they are considered neither on-time or late and are excluded from both the numerator and denominator for fractile calculations.
   - Runs within each EOA will be grouped for calculation according to response time standards without regard to whether the standard was based on population density or provider agreement.
   - Failure to meet the 90% response time standard in response time zones with less than 20 runs in a month will not disqualify the provider from receiving an EOA performance credit.

ICEMA
Performance Based Contracts/MOUs
EXEMPTION LIST
To be used for flagging purposes
These are not automatic exemptions
Valid January 2007 – March 2007

EXPORTING CODE	TYPE	DEFINITION
10	**Accident**	Responding unit involved in and not at fault accident
11	**Disaster**	Any declared county or state emergency or disaster.
12	**Incorrect Information**	Delay in arrival due to incorrect or unavailable information provided by the caller or PSAP
13	**Location change**	Any change(s) in response location initiated by the caller, which directly affects the ability of the unit to meet the response requirement.
14	**Mechanical Failure**	Unit unable to respond due to non-preventable mechanical failure.
15	**Mutual Aid**	Mutual aid provided to outside jurisdiction or mutual aid requested within jurisdiction of provider, if mutual aid exemptions are specifically referenced in PBC or MOU
16	**Off Road**	Extended response time area with no paved road access
17	**Prolonged Drop Off**	Delays of greater than 20 minutes that are the result of a prolonged drop-off of a previous transport (e.g. bed delay), outside the control of the provider. This time does not include time needed by provider to get ready to respond.
18	**Response Time Change**	Request a change in response zone resulting in a change in the response time to: a) downgrade Code 3 to Code 2 , or b) upgrade Code 2 to Code 3.
19	**Road Closure/ Construction**	Unavoidable delays caused by unscheduled road construction or closure.
20	**Second Unit or Subsequent**	More than one unit to the same location
21	**Traffic**	Any unanticipated delay caused by traffic where a sufficient alternate route was not available (i.e. auto accident on a freeway)
22	**Train Delay**	Delays caused by a train
23	**Unavailable Ambulance**	In wilderness areas or MOU agreements, delayed response time due to ambulance unavailability due to response to other 9-1-1 calls or having to respond from outside of the operating area due to patient transport
24	**Weather**	Any unusual weather condition (e.g.. severe rain, dense fog, snow, icy conditions etc.) in the area affecting the transport, which could impair or create significant unsafe driving conditions.
99	**Other**	Any other mitigating circumstances that falls outside the list of exemptions that may impede the response of a unit. The reason must be explained in exemption report. This exemption is to be used only when no other reason is outside of the control of the provider.

ICEMA Exemption List
Performance Based Contracts / MOUs
Effective April 1, 2007

To be used for flagging purposes – these are not automatic exemptions

THE EXEMPTION REQUEST MUST BE THE SOLE REASON FOR THE LATE RESPONSE.

Exemption Code	Type	Definition	Minimum Supporting Information *(All exemptions require reporting of point of origin of responding unit.)*
13	**Incorrect Information**	Any significant change(s) in response location initiated by the caller or dispatch agency, which directly affects the ability of the unit to meet the response requirement.	Time of notification of location change and notifying agency. CAD, tape, Road Safety, if available
14	**Mechanical Failure**	Unit unable to respond due to non-preventable mechanical failure.	Critical failure report.
16	**Off Road Incidents**	Extended response time area with no road access to patient involved in off road incident.	Thomas Brother map grid, CAD, tape, Road Safety, if available.
17	**Hospital Bed Delay**	Delays of greater than 20 minutes that are the result of a prolonged drop-off of a previous transport (e.g. bed delay), outside the control of the provider. This time does not include time needed by provider to get ready to respond. Requires more than one unit be on bed delay at time of call and system level depletion due to bed delay must be at least 20%.	Name of facilities and number of units at each facility experiencing prolonged drop off. System level at time of call. Thomas Brother's map grid location of responding unit. . Screen shot, CAD, tape, Road Safety, if available.
19	**Road Closure/ Construction**	Unavoidable delays caused by unscheduled road construction or closure. Only one exemption can be requested for each construction/closure location/event unless no other route is available.	Name of road and nearest cross street. Thomas Brother map grid, CAD, tape, Road Safety, if available.
20	**Second Unit or Subsequent**	More than one unit to the same location.	Incident number of first unit on-scene. CAD, tape
21	**Traffic**	Any significant, unscheduled, unanticipated delay caused by traffic where a sufficient alternate route was not available (e.g. auto accident on a freeway, major prolonged gridlock, train).	Name of road and nearest cross street. Thomas Brother map grid, CAD, tape, Road Safety, if available.
24	**Weather**	Any unusual weather conditions (e.g. major flooding, dense fog, snow accumulation, icy conditions, etc.) in the area affecting transport, which could impair or create significant unsafe driving conditions.	Type of weather, name of road and nearest cross street. Thomas Brother map grid, CAD, tape, Road Safety, if available.

Exemption Code	Type	Definition	Minimum Supporting Information *(All exemptions require reporting of point of origin of responding unit.)*
99	**Other**	Any other mitigating circumstances falling outside the list of exemptions that may impede the response of a unit. The reason must be explained in exemption report. This exemption is to be used only when the reason is outside of the control of the provider. (accident (provider not at fault), disaster, MCI, Upgraded or Downgraded, etc.	Documentation sufficient to justify request. Thomas Brother map grid, CAD, tape, Road Safety, if available.

Rural/Wilderness EOAs Only

15	**Mutual Aid**	Rural/Wilderness Areas Only. Mutual aid provided to outside jurisdiction or mutual aid requested within jurisdiction of provider, if mutual aid exemptions are specifically referenced in PBC or MOU.	Incident number and unit number for units on other calls. CAD, tape, Road Safety, if available.
23	**Unavailable Ambulance**	Rural/wilderness areas only. Delayed response time due to ambulance unavailability due to response to other 9-1-1 calls or having to respond from outside of the operating area due to patient transport.	Incident number and unit number for units on other calls. CAD, tape, Thomas Brothers map grid, if available.