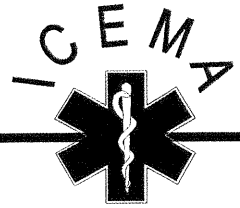
INLAND COUNTIES EMERGENCY MEDICAL AGENCY



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July 25, 2006

TO: Supervisor Bill Postmus
Supervisor Paul Biane
Supervisor Dennis Hansberger
Supervisor Gary Ovitt
Supervisor Josie Gonzales

FROM: Virginia Hastings
Executive Director

SUBJECT: **PERFORMANCE BASED CONTRACTS – 2005 ANNUAL REPORT**

I am pleased to send you a copy of the 2005 Annual Report for the Performance Based Ambulance Contracting Program. This report represents San Bernardino County's first full year's experience with the program implemented by the Board.

As the Table of Contents indicates, the report includes, among other things, the transport standard compliance percentage for each Exclusive Operating Area (EOA), along with a map of each EOA.

Hard copies of this report are being provided to contractors, the Emergency Medical Care Committee and the State Emergency Medical Services Authority. The report will be available on a CD to all EMS providers and hospitals and will be placed on the ICEMA Web Page.

I believe you will find this report demonstrates that the program implemented by ICEMA as directed by the Board has been successful and has served to improve the delivery of emergency medical services to residents of San Bernardino County.

VH
Attachment

cc: Chief Administrative Officer
Health Officer
EMCC
PBC Contractors
State EMS Authority

San Bernardino County

Performance Based Contracts

Annual Report
2005

Inland Counties Emergency Medical Agency

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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 27 total Exclusive Operating Areas designated as urban, rural, or wilderness areas, and where ambulance services are provided by private companies, public fire departments or fire districts, or by volunteer fire departments. All private providers are required to enter into a performance based contract; public providers are required to enter into a memorandum of understanding (MOU).

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	MOU	Negotiations Complete – MOU to Board August 2006	
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

EOA	Ambulance Provider	Type of Agreement	Implementation Date	Termination Date
13	Desert Ambulance	Rural Contract	May 1, 2004	April 30, 2012 automatic successive 3-year extensions
14	Morongo Basin Ambulance	MOU		
15	Morongo Basin Ambulance	MOU		
16	Wrightwood Fire Department	MOU		
17	Hesperia Fire Department	MOU		
18	Lake Arrowhead Fire Department	MOU		
19	Running Springs Fire Department	MOU	Negotiations Complete – MOU to Board August 2006	
20	Bear Valley Paramedics	MOU	Negotiations Complete – MOU to Board August 2006	
21	Yucca Valley Fire Department	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)	RFP Required for ALS MOU for current BLS provider	RFP Draft Complete – To Board August 2006	
25	Lucerne Valley Fire Department	MOU		
26	Liberty Ambulance	RFP Required Wilderness Contract	RFP Draft Complete – To Board August 2006	
27	No Approved Provider	RFP Required Wilderness Contract	RFP Draft Complete – To Board August 2006	

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, and 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 Association and County Fire Chiefs Association

- Provide an administrative representative or designee 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 (Attachments, 4, 5, 6 & 7)
- 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 maintain an ICEMA approved backup provider dispatch system in the event of disasters, etc.
- By May 1, 2005, AMR to provide and maintain automatic vehicle locator system approved by
- ICEMA for tracking of ambulances and support resources

Deployment Plan:

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

User fee rate adjustments:

- Rates may be adjusted pursuant to process defined in 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, and 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)

PERFORMANCE BASED CONTRACT REQUIREMENTS
AMR AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
x			**Paramedic Preceptors** - In coordination with the approved training institutions, PROVIDER shall provide paramedic preceptors for prehospital training programs. The minimum ratio shall be ten (10) paramedic preceptors for every one hundred (100) full-time equivalent (FTE) paramedics employed by the PROVIDER for the EOA served.
	x	AMR requesting assistance from ICEMA to meet this requirement as per contract	**Mutual Aid Agreements** - PROVIDER shall develop and implement mutually beneficial support agreements with ICEMA approved emergency ambulance providers within one (1) year of the effective date of this agreement. These agreements are subject to approval by ICEMA. If PROVIDER is unable to develop and implement mutual aid agreements, PROVIDER shall notify ICEMA in writing outlining reason(s) for inability to comply with this requirement. ICEMA shall assist in development and implementation of mutual aid agreements if requested.
x			**Continuing Education Programs** - PROVIDER's internal continuing education programs authorized by the State in which PROVIDER issues a continuing education course number shall be made reasonably available to interested first responder personnel.
x			**Back-up Dispatch Services** - PROVIDER shall establish a system, approved by ICEMA, to provide backup provider dispatch services as may be necessary for disaster incidents or any other circumstances, which impair the operation of their primary EMS dispatch center.
x			**Vehicle Locators** - PROVIDER shall provide, within one (1) year of execution of this agreement, a mechanism for tracking and maintaining the status of emergency ambulances and support resources via Automatic Vehicle Locators approved by ICEMA (or other equivalent technology as approved by ICEMA).
x			**Administrative Representative** - PROVIDER shall provide an Administrative Representative or designee to attend the County Police Chiefs Association or County Fire Chief Association upon reasonable request.
x			**Emergency Ambulance Operations Course** - PROVIDER shall ensure that all of its field personnel complete an ICEMA approved emergency ambulance operations course. PROVIDER shall ensure compliance with this provision within one (1) year of the effective date of this Agreement for all field personnel employed at the effective date of this Agreement. For personnel applying for employment after one (1) year from the effective date of this Agreement said personnel shall complete an ICMEA approved course prior to assignment in the field.
x			**Employee Handbook** - PROVIDER shall develop and maintain an Employee's Handbook describing the personnel policies and procedures utilized by PROVIDER in its operations. A copy of the current handbook shall be made available to ICEMA upon request.

PERFORMANCE BASED CONTRACT REQUIREMENTS
AMR AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
x			**Infectious Disease Exposure** - PROVIDER shall provide testing and counseling services to all employees exposed to serious infectious diseases at no cost to the employee. PROVIDER shall ensure that such services and program pertaining to infectious disease exposures are provided in accordance with the provisions of state and local public health requirements.
x			**Employee Assistance Program** - PROVIDER shall assure availability to its employees an Employee Assistance Program that offers counseling services for mental health and substance abuse.
x			**Performance Committee** - PROVIDER shall establish and maintain a Performance Committee comprised of representatives of PROVIDER's management and field personnel and ICEMA staff, City Managers or their designated representative (within the EOA covered by this agreement) and representative of the County supervisoral district(s) (within the EOA covered by this agreement) which shall meet on a regular basis to review the Deployment Plan and response compliance performance.
x			**ICEMA Review** - In addition to the aforementioned requirements, PROVIDER shall provide to ICEMA for review a copy of its Deployment Plan on at least an annual basis or upon any material changes in the deployment plan and upon implementation of changes in the System Management Plan which would result in reduction of ambulance resources or anticipated increase in response times.
x			**Maintenance, Replacement and Reporting** - PROVIDER shall adhere to a preventive maintenance program, equipment replacement schedule, and reporting system approved by ICEMA.
x			**Vehicle Identification** - Each transport vehicle shall display the location of its operation division.
x			**Minimum Vehicle Requirements** - PROVIDER shall provide at least a minimum number of vehicles, which is defined as 120% of the vehicles required in the Deployment Plan. Each transport vehicle shall meet Federal KKK-A-1822C standards or equivalent, at time of original manufacture, except where such standards conflict with State of California standards, in which cases the State standards shall prevail. Each transport unit shall be a Type I, II or III model. All vehicles must have current CHP permits, unless exempted by CHP.
x			**Insurance Documentation** - a). Properly executed Certificates of Insurance clearly evidencing all coverage, limits, and endorsements required above. Said Certificates shall be submitted prior to the execution of this Agreement.
x			b). Signed copies of the specified endorsements for each policy. Said endorsement copies shall be submitted within thirty (30) days of execution of Agreement.
x			c). Upon ICEMA's written request, certified copies of insurance policies. Said policy copies shall be submitted within thirty (30) days of execution of Agreement.

PERFORMANCE BASED CONTRACT REQUIREMENTS
DESERT AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
X			**Paramedic Preceptors** - In coordination with the approved training institutions, PROVIDER shall provide paramedic preceptors for prehospital training programs. The minimum ratio shall be ten (10) paramedic preceptors for every one hundred (100) full-time equivalent (FTE) paramedics employed by the PROVIDER for the EOA served. *(Total 5 FTE -- 4 preceptors)*
X	X	**ICEMA to provide assistance when requested by Desert.**	**Mutual Aid Agreements** - PROVIDER shall develop and implement mutually beneficial support agreements with ICEMA approved emergency ambulance providers within one (1) year of the effective date of this agreement. These agreements are subject to approval by ICEMA. If PROVIDER is unable to develop and implement mutual aid agreements, PROVIDER shall notify ICEMA in writing outlining reason(s) for inability to comply with this requirement. ICEMA shall assist in development and implementation of mutual aid agreements if requested.
X			**Continuing Education Programs** - PROVIDER's internal continuing education programs authorized by the State in which PROVIDER issues a continuing education course number shall be made reasonably available to interested first responder personnel. (*Approved CE provider -- include MCLB, Barstow FD and Daggett)*
X			**Back-up Dispatch Services** - PROVIDER shall establish a system, approved by ICEMA, to provide backup provider dispatch services as may be necessary for disaster incidents or any other circumstances, which impair the operation of their primary EMS dispatch center.
X			**Administrative Representative** - PROVIDER shall provide an Administrative Representative or designee to attend the County Police Chiefs Association or County Fire Chief Association upon reasonable request.
X			**Employee Handbook** - PROVIDER shall develop and maintain an Employee's Handbook describing the personnel policies and procedures utilized by PROVIDER in its operations. A copy of the current handbook shall be made available to ICEMA upon request.
X			**Infectious Disease Exposure** - PROVIDER shall provide testing and counseling services to all employees exposed to serious infectious diseases at no cost to the employee. PROVIDER shall ensure that such services and program pertaining to infectious disease exposures are provided in accordance with the provisions of state and local public health requirements. *(Verbal agreement with hospital)*
X			**Employee Assistance Program** - PROVIDER shall assure availability to its employees an Employee Assistance Program that offers counseling services for mental health and substance abuse. (*Part of Union contract)*
x			**Minimum Vehicle Requirements** - PROVIDER shall provide at least a minimum number of vehicles, which is defined as 120% of the vehicles required in the Deployment Plan. Each transport vehicle shall meet Federal KKK-A-1822C standards or equivalent, at time of original manufacture, except where such standards conflict with State of California standards, in which cases the State standards shall prevail. Each transport unit shall be a Type I, II or III model. All vehicles must have current CHP permits, unless exempted by CHP.

PERFORMANCE BASED CONTRACT REQUIREMENTS
DESERT AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
	X	Needs to establish	**Performance Committee** - PROVIDER shall establish and maintain a Performance Committee comprised of representatives of PROVIDER's management and field personnel and ICEMA staff, City Managers or their designated representative (within the EOA covered by this agreement) and representative of the County supervisoral district(s) (within the EOA covered by this agreement) which shall meet on a regular basis to review the Deployment Plan and response compliance performance.
X			**ICEMA Review** - In addition to the aforementioned requirements, PROVIDER shall provide to ICEMA for review a copy of its Deployment Plan on at least an annual basis or upon any material changes in the deployment plan and upon implementation of changes in the System Management Plan which would result in reduction of ambulance resources or anticipated increase in response times. *(1 amb Baker)*
x			**Maintenance, Replacement and Reporting** - PROVIDER shall adhere to a preventive maintenance program, equipment replacement schedule, and reporting system approved by ICEMA.
x			**Vehicle Identification** - Each transport vehicle shall display the location of its operation division.
x			**Minimum Vehicle Requirements** - PROVIDER shall provide at least a minimum number of vehicles, which is defined as 120% of the vehicles required in the Deployment Plan. Each transport vehicle shall meet Federal KKK-A-1822C standards or equivalent, at time of original manufacture, except where such standards conflict with State of California standards, in which cases the State standards shall prevail. Each transport unit shall be a Type I, II or III model. All vehicles must have current CHP permits, unless exempted by CHP.
x			**Insurance Documentation** - a). Properly executed Certificates of Insurance clearly evidencing all coverage, limits, and endorsements required above. Said Certificates shall be submitted prior to the execution of this Agreement.
x			b). Signed copies of the specified endorsements for each policy. Said endorsement copies shall be submitted within thirty (30) days of execution of Agreement.
x			c). Upon ICEMA's written request, certified copies of insurance policies. Said policy copies shall be submitted within thirty (30) days of execution of Agreement.

PERFORMANCE BASED CONTRACT REQUIREMENTS
NEEDLES/BAKER AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
X			**Paramedic Preceptors** - In coordination with the approved training institutions, PROVIDER shall provide paramedic preceptors for prehospital training programs. The minimum ratio shall be ten (10) paramedic preceptors for every one hundred (100) full-time equivalent (FTE) paramedics employed by the PROVIDER for the EOA served. *(Total 5 FTE -- 4 preceptors)*
X	X	**ICEMA to provide assistance when requested by Desert.**	**Mutual Aid Agreements** - PROVIDER shall develop and implement mutually beneficial support agreements with ICEMA approved emergency ambulance providers within one (1) year of the effective date of this agreement. These agreements are subject to approval by ICEMA. If PROVIDER is unable to develop and implement mutual aid agreements, PROVIDER shall notify ICEMA in writing outlining reason(s) for inability to comply with this requirement. ICEMA shall assist in development and implementation of mutual aid agreements if requested.
X			**Continuing Education Programs** - PROVIDER's internal continuing education programs authorized by the State in which PROVIDER issues a continuing education course number shall be made reasonably available to interested first responder personnel. (*Approved CE provider -- include MCLB, Barstow FD and Daggett)*
X			**Back-up Dispatch Services** - PROVIDER shall establish a system, approved by ICEMA, to provide backup provider dispatch services as may be necessary for disaster incidents or any other circumstances, which impair the operation of their primary EMS dispatch center.
X			**Administrative Representative** - PROVIDER shall provide an Administrative Representative or designee to attend the County Police Chiefs Association or County Fire Chief Association upon reasonable request.
X			**Employee Handbook** - PROVIDER shall develop and maintain an Employee's Handbook describing the personnel policies and procedures utilized by PROVIDER in its operations. A copy of the current handbook shall be made available to ICEMA upon request.
X			**Performance Committee** - PROVIDER shall establish and maintain a Performance Committee comprised of representatives of PROVIDER's management and field personnel and ICEMA staff, City Managers or their designated representative (within the EOA covered by this agreement) and representative of the County supervisoral district(s) (within the EOA covered by this agreement) which shall meet on a regular basis to review the Deployment Plan and response compliance performance. (First meeting June 24, 2005. To be scheduled every six months.)
X			**ICEMA Review** - In addition to the aforementioned requirements, PROVIDER shall provide to ICEMA for review a copy of its Deployment Plan on at least an annual basis or upon any material changes in the deployment plan and upon implementation of changes in the System Management Plan which would result in reduction of ambulance resources or anticipated increase in response times.

PERFORMANCE BASED CONTRACT REQUIREMENTS
NEEDLES/BAKER AMBULANCE REVIEW
MAY 2006

Accepted	Developing	Needed	Requirement
X			**Maintenance, Replacement and Reporting** - PROVIDER shall adhere to a preventive maintenance program, equipment replacement schedule, and reporting system approved by ICEMA.
X			**Vehicle Identification** - Each transport vehicle shall display the location of its operation division.
X			**Insurance Documentation** – a). Properly executed Certificates of Insurance clearly evidencing all coverage, limits, and endorsements required above. Said Certificates shall be submitted prior to the execution of this Agreement.
X			b). Signed copies of the specified endorsements for each policy. Said endorsement copies shall be submitted within thirty (30) days of execution of Agreement.
X			c). Upon ICEMA's written request, certified copies of insurance policies. Said policy copies shall be submitted within thirty (30) days of execution of Agreement.
x			**Minimum Vehicle Requirements** - PROVIDER shall provide at least a minimum number of vehicles, which is defined as 120% of the vehicles required in the Deployment Plan. Each transport vehicle shall meet Federal KKK-A-1822C standards or equivalent, at time of original manufacture, except where such standards conflict with State of California standards, in which cases the State standards shall prevail. Each transport unit shall be a Type I, II or III model. All vehicles must have current CHP permits, unless exempted by CHP.

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. A total of $338,717.10 was collected in calendar year 2005 for administrative fees – AMR $317,753.10, Desert Ambulance, $15,860.40, Baker-Needles, $5,103.60.

Liquidated Damages/Assessments

Assessments generated by provider's failure to meet agreed response times were as follow for 2005: AMR $197,796

The assessments were deposited in an EMS Trust Fund to be utilized for the purpose of enhancing, not supplanting, the EMS system as determined by ICEMA. No funds were utilized from the EMS Trust Fund in 2005.

Issues and Recommendations

The following were identified as outstanding issues:

EOAs with small number of runs

- EOAs 5 & 11 were identified during 2005 as having a small number of funs which exaggerated the impact of a late run on EOA compliance.

- *Recommendation*: ICEMA amend all PBC contracts and MOUs to calculate 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. Request State EMS Authority to accept proposal to absorb EOA 11 into EOA 6.

Mutual Aid Agreements

- AMR

  AMR has requested assistance from ICEMA in formulating and completing mutual aid agreements. Proposed mutual aid documents have been sent by AMR to the following EMS providers: Desert Ambulance, San Bernardino County Fire Department, Big Bear Fire and Paramedic Services, Running Springs Fire Department, Crest Forest Fire Department and Cole Schaeffer (Los Angeles County).

  Recommendation: ICEMA facilitate meetings between AMR and mutual aid providers.

- Desert Ambulance

  Desert Ambulance has initiated agreement with the Marine Corps Logistics Base (Barstow).

- Baker/Needles Ambulance

  Baker/Needles Ambulance has initiated agreements with Desert Ambulance and AMR Nevada.

Bed Delays

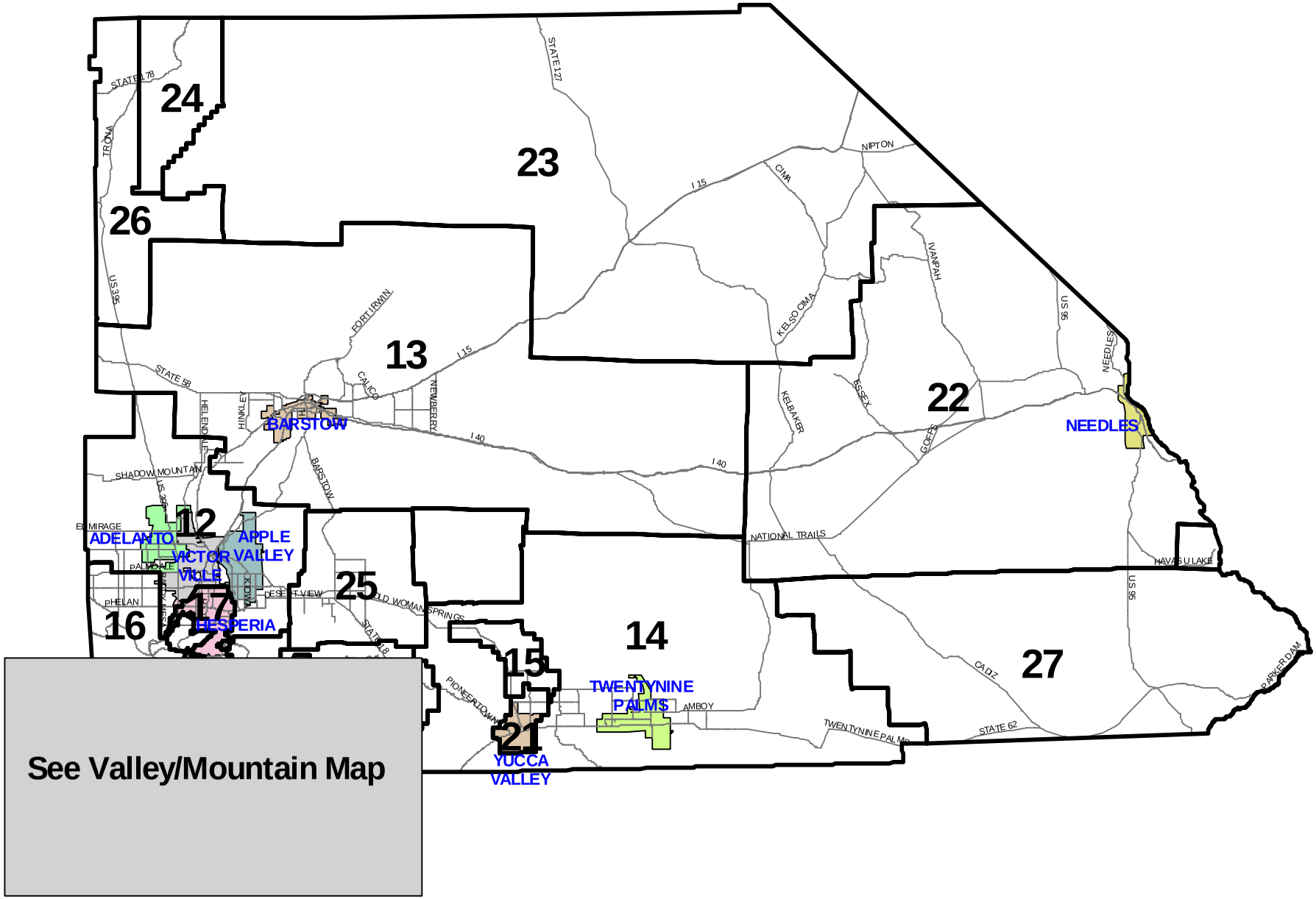
The problem relating to long wait times in hospital Emergency Departments has an impact on availability of pre-hospital resources.

Recommendation: ICEMA continue to work with HASC and other appropriate agencies to reduce the time prehospital resources are unavailable to respond to emergencies due to prolonged off-load times at various emergency departments.

Beneficial Outcomes Attributed to Initiation of Performance Based Contracts:

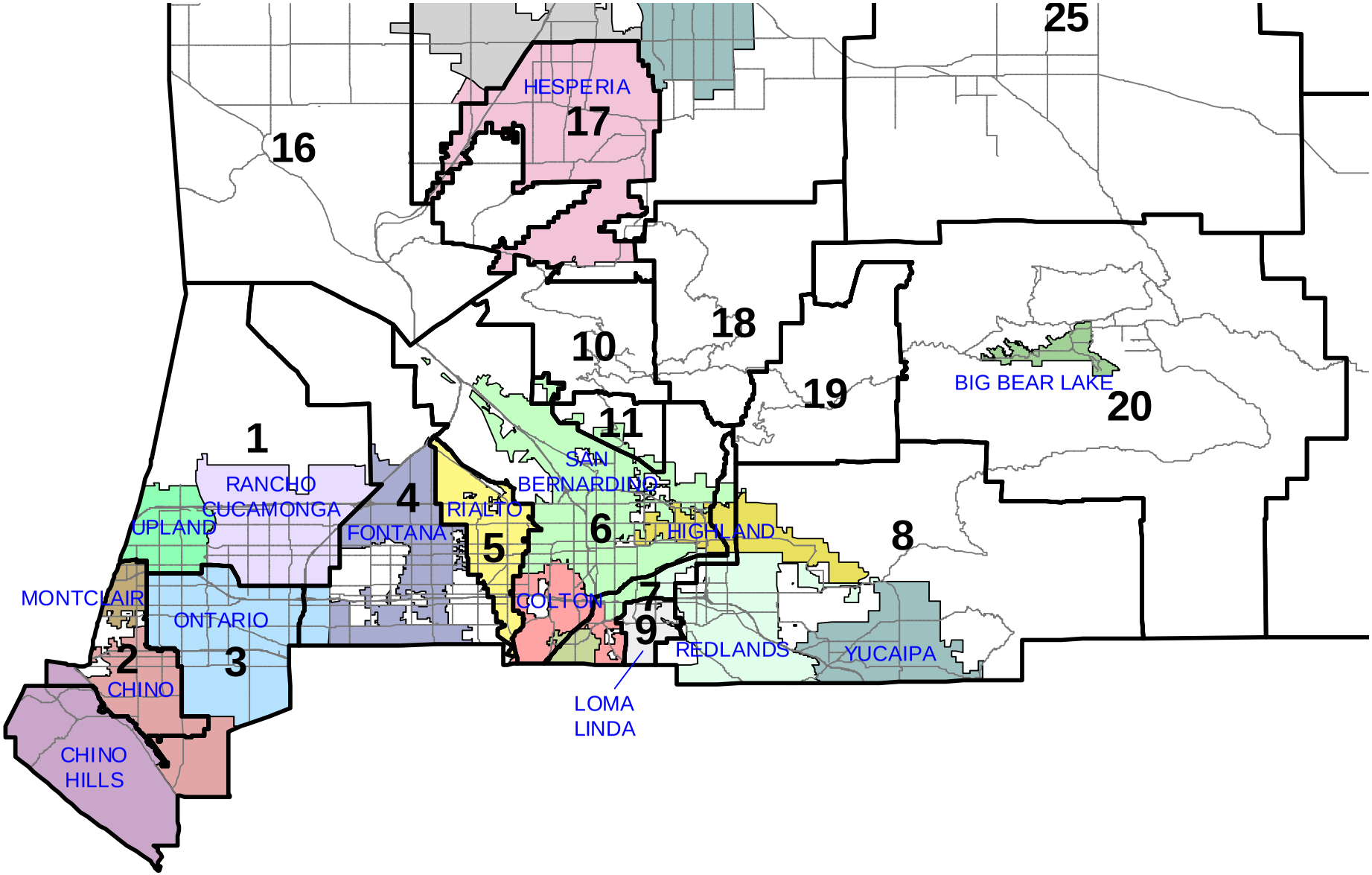
- Comprehensive analysis of response time compliance within each EOA assuring compliance with ICEMA standards.
- Identification of low volume areas indicating need to apply a statistically valid method to determine compliance.
- Availability of funds derived from management/monitoring fees to allow for sufficient staff and support services to assure quality EMS system county-wide.
- Availability of funds deposited in a trust fund to provide for EMS system needs. Completion and enhancement of the management information system has been identified as the first priority for expenditure of these funds.
- Performance Committees: Regularly scheduled meetings with city, county, and ICEMA representatives in each EOA to review compliance data, discuss changes in area which may necessitate a change in deployment plans.
  - Improved communications between all EMS system participants
  - Approval of shared radio frequencies for improved communication between private ambulance personnel and fire department personnel.
  - Shared information on future growth in exclusive operating areas
  - Partnering with fire departments for housing in new fire stations for future growth.
  - Better understanding of traffic flow patterns in cities of Fontana and Chino area because of participation of local police departments.

Ambulance Operating Areas
San Bernardino County



See Valley/Mountain Map

Ambulance Operating Areas
San Bernardino County
Valley / Mountain Areas



Response Time Compliance by EOA and Month
Providers Currently Under Contract, 2005

EOA	Provider	2005												Total	Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	CY 2005	Runs*
1	American Medical Response	92.05%	91.16%	92.41%	92.80%	91.40%	92.54%	91.13%	88.55%	89.04%	92.23%	93.12%	89.25%	**91.27%**	13,731
2	American Medical Response	94.75%	94.49%	95.56%	93.74%	92.61%	94.00%	93.22%	92.86%	93.58%	91.69%	94.10%	91.95%	**93.62%**	5,829
3	American Medical Response	91.38%	91.09%	90.85%	91.56%	91.39%	90.77%	90.70%	89.78%	90.41%	90.59%	90.53%	89.49%	**90.72%**	12,848
4	American Medical Response	93.52%	91.28%	91.79%	89.97%	91.00%	92.90%	90.92%	89.06%	90.65%	91.84%	94.65%	90.62%	**91.46%**	13,985
5	American Medical Response	87.50%	66.67%	73.33%	52.63%	42.86%	38.46%	36.36%	100.00%	90.00%	90.00%	81.25%	95.24%	**69.48%**	213
6	American Medical Response	94.12%	94.56%	95.34%	94.47%	94.97%	94.66%	93.18%	92.51%	93.29%	92.66%	91.40%	93.25%	**93.71%**	28,918
7	American Medical Response	95.06%	93.01%	95.36%	94.22%	96.18%	92.94%	94.87%	93.23%	91.04%	93.12%	91.16%	93.08%	**93.60%**	3,360
8	American Medical Response	91.49%	91.17%	91.37%	92.20%	93.32%	92.64%	90.98%	90.33%	90.57%	90.17%	91.00%	91.87%	**91.42%**	10,612
9	American Medical Response	93.37%	91.88%	96.86%	93.59%	90.68%	95.71%	91.72%	90.07%	88.64%	90.98%	91.62%	95.48%	**92.67%**	1,827
11	American Medical Response	91.67%	100.00%	62.50%	100.00%	90.91%	100.00%	81.82%	100.00%	77.78%	100.00%	100.00%	91.67%	**90.83%**	109
12	American Medical Response	92.28%	92.84%	92.96%	91.69%	90.47%	91.65%	90.57%	92.27%	92.79%	93.76%	94.30%	94.88%	**92.57%**	19,110
13	Desert 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%	**99.63%**	4,817
22	Needles Ambulance	98.77%	100.00%	100.00%	100.00%	98.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.79%**	972
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%	**100.00%**	593

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

ICEMA Exemption List
Performance Based Contracts / MOUs

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

Exemption Code	Type	Definition	Minimum Supporting Information
10	**Accident**	Responding unit involved in and not at fault accident.	Police report.
11	**Disaster**	Any declared county or state emergency or disaster.	Nature of disaster and declaring agency.
12	**Incorrect Information**	Delay in arrival due to incorrect or unavailable information provided by the caller or PSAP.	Agency providing incorrect information and time of notification of corrected information.
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.	Time of notification of location change and notifying agency.
14	**Mechanical Failure**	Unit unable to respond due to non-preventable mechanical failure.	Critical failure report.
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.	Incident number and unit number for units on other calls.
16	**Off Road**	Extended response time area with no paved road access.	Name of road and nearest cross street.
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.	Name of facilities and number of units at each facility experiencing prolonged drop off. System level at time of call. System level depletion due to prolonged drop off must be at least 20%.
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.	Time of upgrade and/or downgrade.
19	**Road Closure/ Construction**	Unavoidable delays caused by unscheduled road construction or closure.	Name of road and nearest cross street.
20	**Second Unit or Subsequent**	More than one unit to the same location.	Incident number of first unit on-scene.

ICEMA Exemption List
Performance Based Contracts / MOUs

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

21	**Traffic**	Any unanticipated delay caused by traffic where a sufficient alternate route was not available (i.e. auto accident on a freeway).	Name of road and nearest cross street.
22	**Train Delay**	Delay caused by a train.	Name of road and nearest cross street.
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.	Incident number and unit number for units on other calls.
24	**Weather**	Any unusual weather conditions (e.g. severe rain, dense fog, snow, 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.
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.	Documentation sufficient to justify request.

Response Time Exemptions Requested and Approval Rate
All Providers Under Contract, By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January	0	0	0	0	26	24	0	0	3	0	0	0	19	19	4	3
February	0	0	0	0	19	19	0	0	2	0	0	0	10	10	29	19
March	0	0	0	0	25	24	0	0	1	0	4	0	2	2	16	6
April	0	0	0	0	34	32	0	0	0	0	4	0	13	6	13	10
May	0	0	0	0	25	23	0	0	1	1	7	0	10	7	36	19
June	0	0	0	0	34	30	0	0	3	1	0	0	6	5	3	0
July	1	1	0	0	36	34	0	0	1	0	0	0	9	9	16	16
August	0	0	0	0	30	29	0	0	0	0	0	0	7	7	21	19
September	0	0	0	0	24	21	0	0	2	1	0	0	12	10	52	35
October	0	0	0	0	35	34	0	0	2	2	0	0	5	5	52	32
November	0	0	0	0	26	25	1	1	2	2	0	0	4	2	36	18
December	0	0	0	0	24	20	1	1	2	0	0	0	8	8	298	215
Total	**1**	**1**	**0**	**0**	**338**	**315**	**2**	**2**	**19**	**7**	**15**	**0**	**105**	**90**	**576**	**392**
% Approved		100.0%				93.2%		100.0%		36.8%		0.0%		85.7%		68.1%

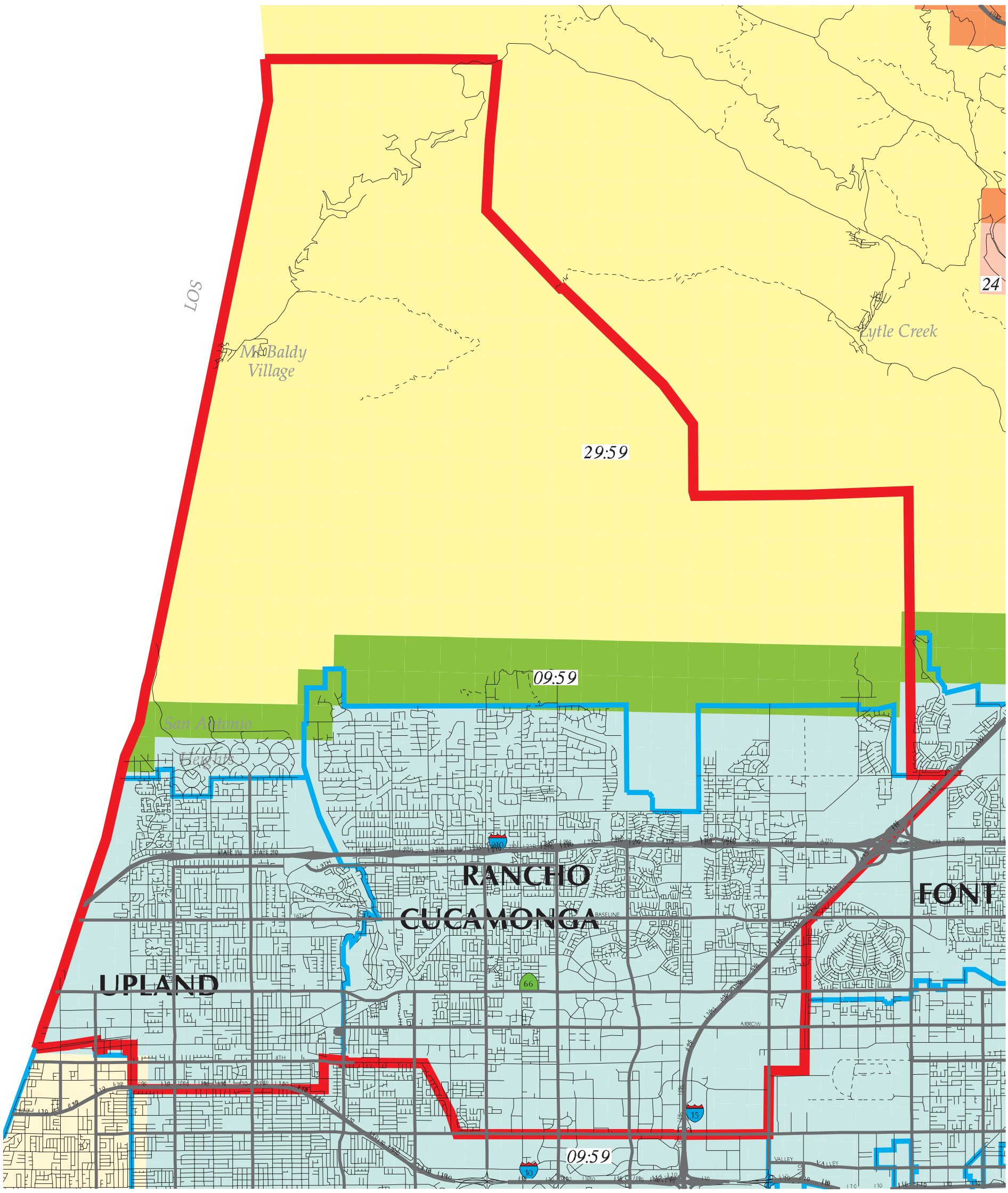
Month	EXEMPTION TYPE																		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other		Total		
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	1	1	28	27	20	20	48	37	10	10	1	1	98	98	20	2	**278**	**242**	87.1%
February	0	0	23	22	20	20	57	52	11	11	1	1	77	73	10	0	**259**	**227**	87.6%
March	0	0	15	14	33	29	61	45	8	7	5	4	32	30	0	0	**202**	**161**	79.7%
April	2	2	13	7	27	26	39	29	12	12	2	2	5	5	2	1	**166**	**132**	79.5%
May	1	1	13	8	27	27	36	31	13	12	0	0	5	5	1	0	**175**	**134**	76.6%
June	1	1	10	6	24	24	53	43	5	5	1	1	0	0	8	8	**148**	**124**	83.8%
July	0	0	12	10	30	30	33	30	6	6	2	2	0	0	1	0	**147**	**138**	93.9%
August	0	0	10	9	24	24	49	49	14	14	2	2	2	2	1	1	**160**	**156**	97.5%
September	0	0	12	9	47	46	65	51	7	6	4	4	7	7	0	0	**232**	**190**	81.9%
October	1	1	8	7	21	21	60	49	10	10	4	4	14	13	4	1	**216**	**179**	82.9%
November	0	0	8	7	27	27	55	52	5	3	3	2	1	1	4	0	**172**	**140**	81.4%
December	1	1	14	13	30	28	48	43	7	6	0	0	4	2	7	1	**444**	**338**	76.1%
Total	**7**	**7**	**166**	**139**	**330**	**322**	**604**	**511**	**108**	**102**	**25**	**23**	**245**	**236**	**58**	**14**	**2,599**	**2,161**	**83.1%**
% Approved		100.0%		83.7%		97.6%		84.6%		94.4%		92.0%		96.3%		24.1%			

EOA 1
Summary

American Medical Response
(Rancho Cucamonga, Upland)

Average number of runs per month – 1,141

Response time compliance in EOA 1 was below the 90% contract requirement in August (88.55%) and December (89.25%). Compliance exceeded 90% in the first two months of 2006, with a 93.77% compliance rate in February 2006 – the highest rate for any month of the contract.



INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

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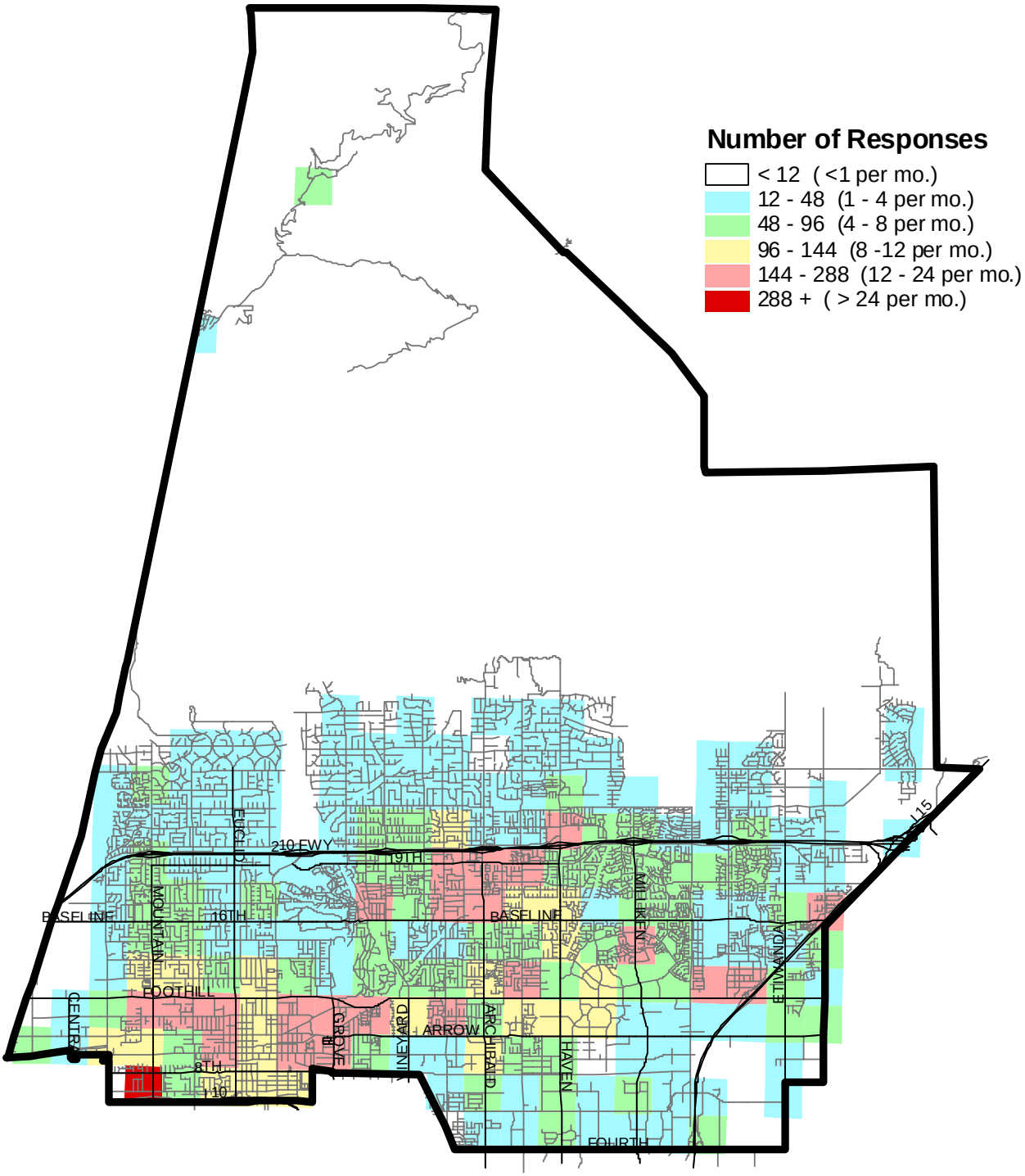
SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA

Area 1 - American Medical Response

Map Prepared On May 09, 2006

City Limits
EOA Boundary

EOA 1
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

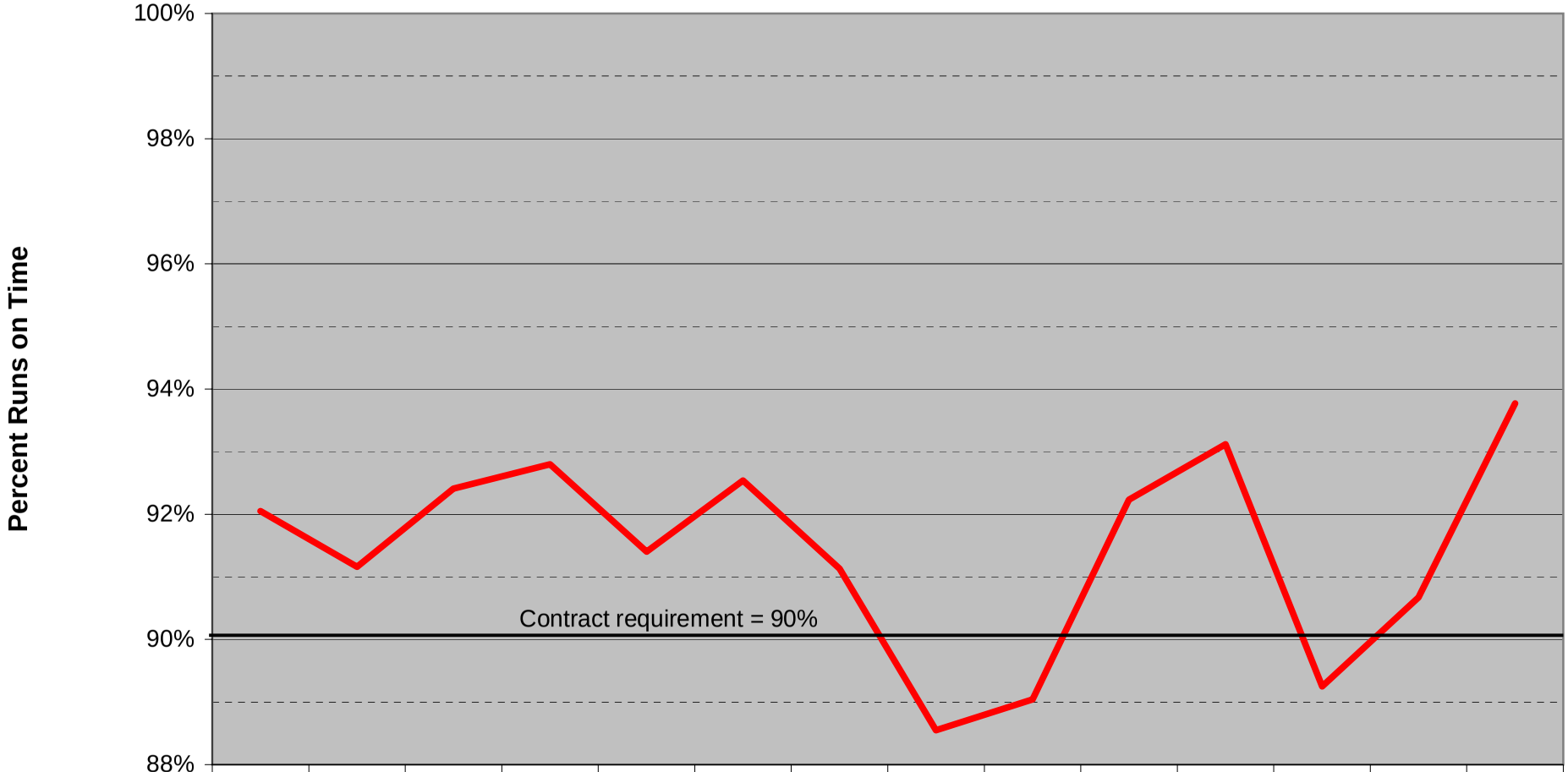
EOA 1 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,120	1,034	86	92.32%
	29:59	24	19	5	79.17%
	Total	**1,144**	**1,053**	**91**	**92.05%**
February	9:59	997	910	87	91.27%
	29:59	10	8	2	80.00%
	Total	**1,007**	**918**	**89**	**91.16%**
March	9:59	1,169	1,081	88	92.47%
	29:59	16	14	2	87.50%
	Total	**1,185**	**1,095**	**90**	**92.41%**
April	9:59	1,054	979	75	92.88%
	29:59	2	1	1	50.00%
	Total	**1,056**	**980**	**76**	**92.80%**
May	9:59	1,158	1,058	100	91.36%
	29:59	5	5	0	100.00%
	Total	**1,163**	**1,063**	**100**	**91.40%**
June	9:59	1,166	1,079	87	92.54%
	29:59	1	1	0	100.00%
	Total	**1,167**	**1,080**	**87**	**92.54%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,132	1,032	100	91.17%
	29:59	7	6	1	85.71%
	Total	**1,139**	**1,038**	**101**	**91.13%**
August	9:59	1,183	1,047	136	88.50%
	29:59	5	5	0	100.00%
	Total	**1,188**	**1,052**	**136**	**88.55%**
September	9:59	1,099	979	120	89.08%
	29:59	5	4	1	80.00%
	Total	**1,104**	**983**	**121**	**89.04%**
October	9:59	1,117	1,031	86	92.30%
	29:59	3	2	1	66.67%
	Total	**1,120**	**1,033**	**87**	**92.23%**
November	9:59	1,113	1,036	77	93.08%
	29:59	6	6	0	100.00%
	Total	**1,119**	**1,042**	**77**	**93.12%**
December	9:59	1,327	1,183	144	89.15%
	29:59	12	12	0	100.00%
	Total	**1,339**	**1,195**	**144**	**89.25%**

CY2005	9:59	13,635	12,449	1,186	91.30%
	29:59	96	83	13	86.46%
	Total	**13,731**	**12,532**	**1,199**	**91.27%**

EOA 1 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	92.05%	91.16%	92.41%	92.80%	91.40%	92.54%	91.13%	88.55%	89.04%	92.23%	93.12%	89.25%	90.67%	93.77%
Fee	$3,493	$5,463	$2,344	$2,970	$3,953	$1,270	$2,540	$6,090	$5,835	$1,822	$919	$6,330	$2,785	$997

Month

Total Liquidated Damages = $46,811

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 1 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					2	2							10	10	1	1
February					1	1			1	0			3	3	1	0
March					1	1									3	0
April					3	3					1	0	1	0	2	1
May					6	5							1	0	2	1
June					5	4			1	0						
July					6	6									2	2
August					6	6									1	0
September					4	4							2	0	3	1
October					9	9									2	0
November					1	1							2	0	5	1
December					4	3			1	0					35	15
Total	**0**	**0**	**0**	**0**	**48**	**45**	**0**	**0**	**3**	**0**	**1**	**0**	**19**	**13**	**57**	**22**
% Approved						93.8%				0.0%				68.4%		38.6%

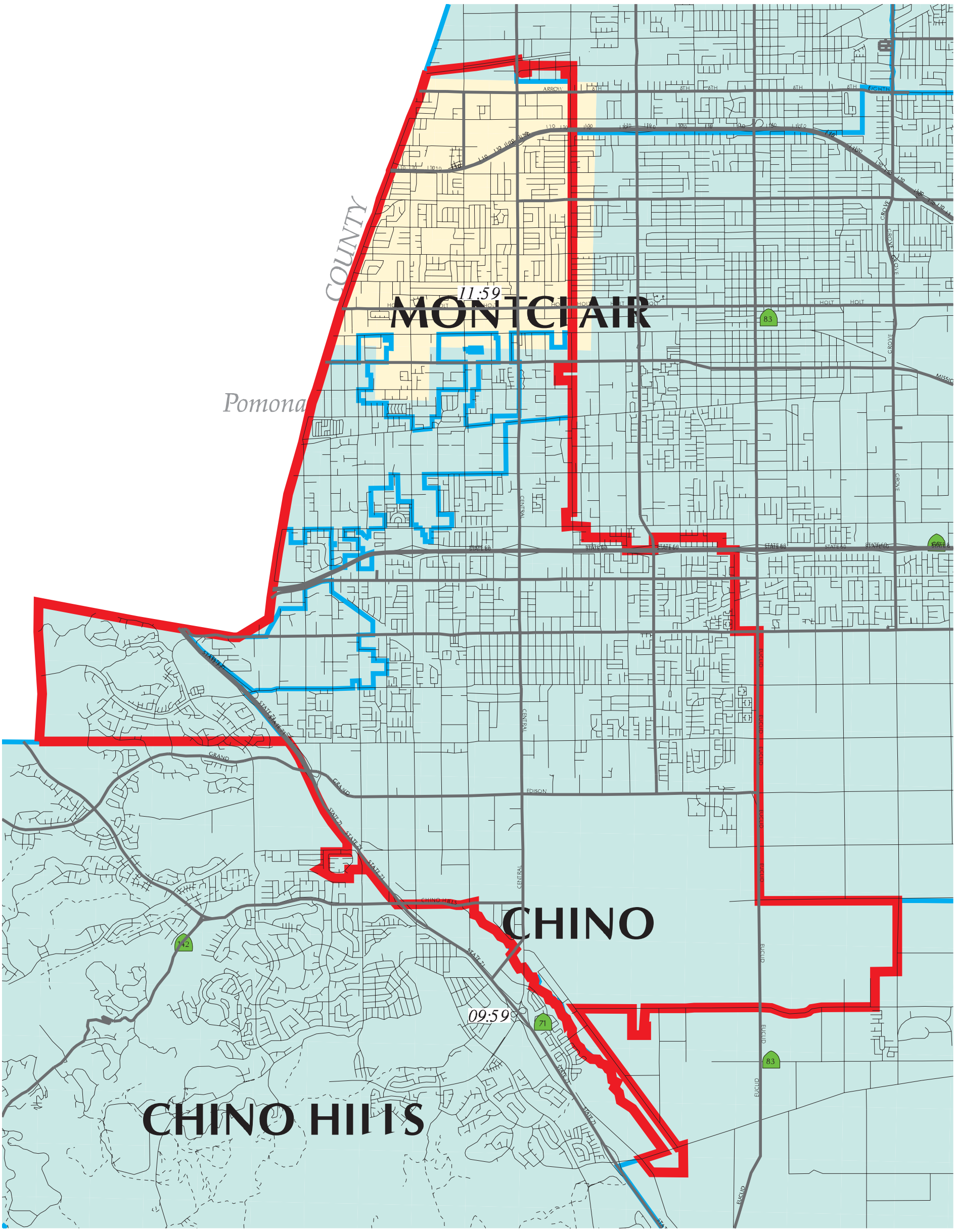
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			3	3	7	7	12	8	2	2			7	7	4	0	**48**	**40**	83.3%
February			1	1	3	3	5	5	3	3			8	8	2	0	**28**	**24**	85.7%
March			3	3	8	7	2	1					4	3			**21**	**15**	71.4%
April			4	2	2	2	6	6	2	2			3	3			**24**	**19**	79.2%
May			1	0	2	2	4	3	1	1			1	1			**18**	**13**	72.2%
June			2	1	1	1	8	6							1	1	**18**	**13**	72.2%
July			2	1	4	4	3	3									**17**	**16**	94.1%
August					3	3	3	3							1	1	**14**	**13**	92.9%
September					11	11	8	8	1	1			1	1			**30**	**26**	86.7%
October					11	11	8	8					3	3			**33**	**31**	93.9%
November					8	8	5	5	1	1							**22**	**16**	72.7%
December			1	1	5	5	6	6							1	0	**53**	**30**	56.6%
Total	**0**	**0**	**17**	**12**	**65**	**64**	**70**	**62**	**10**	**10**	**0**	**0**	**27**	**26**	**9**	**2**	**326**	**256**	**78.5%**
% Approved				70.6%		98.5%		88.6%		100.0%				96.3%		22.2%			

EOA 2
Summary

American Medical Response
(Chino, Montclair)

Average number of runs per month – 486

Response time compliance in EOA 2 exceeded the 90% contract requirement for all months during 2005. Compliance ranged from a high of 95.56 in March to a low of 91.69% in October**.**

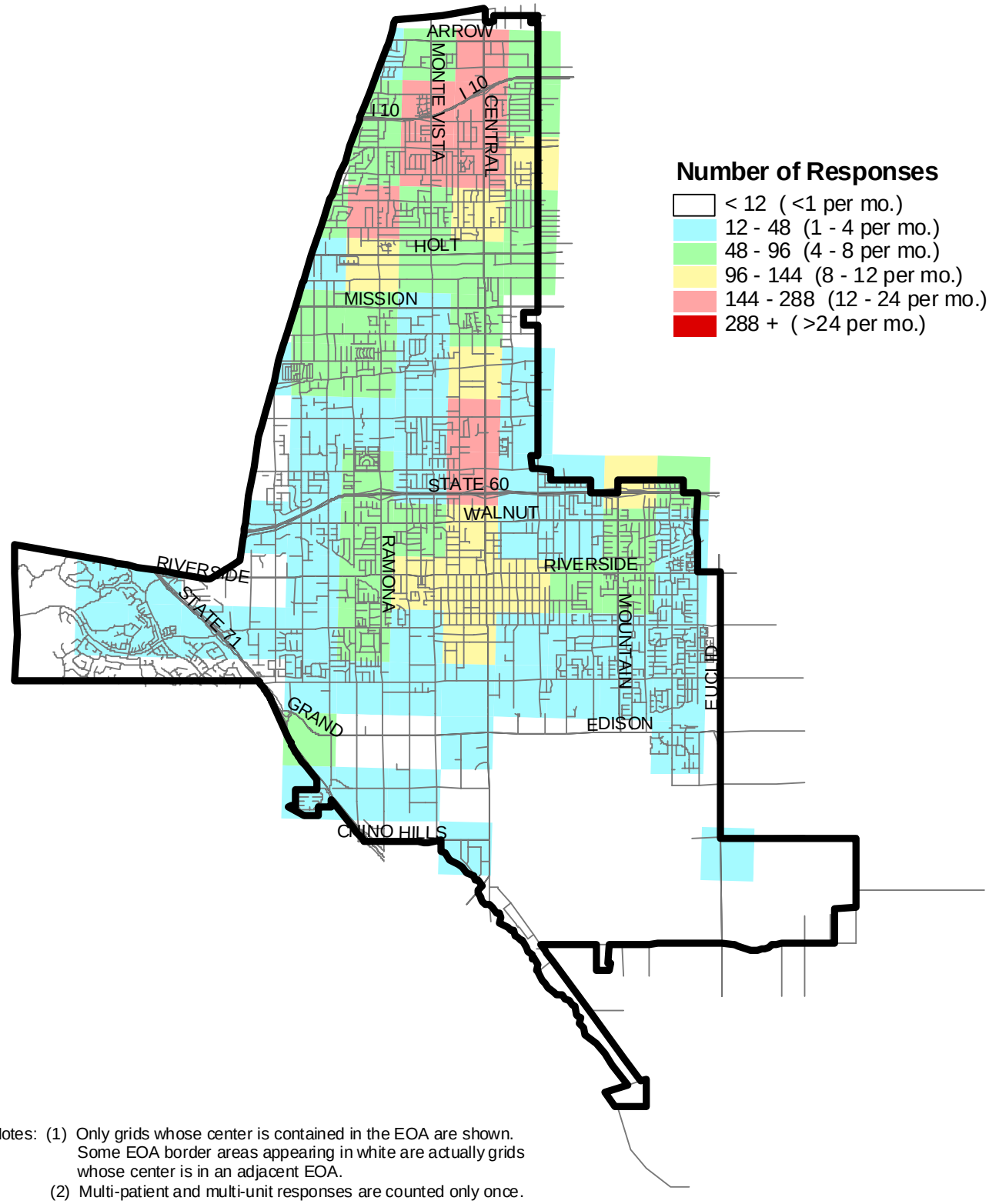


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 2 - American Medical Response

Map Prepared On May 09, 2006

City Limits
EOA Boundary

EOA 2
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

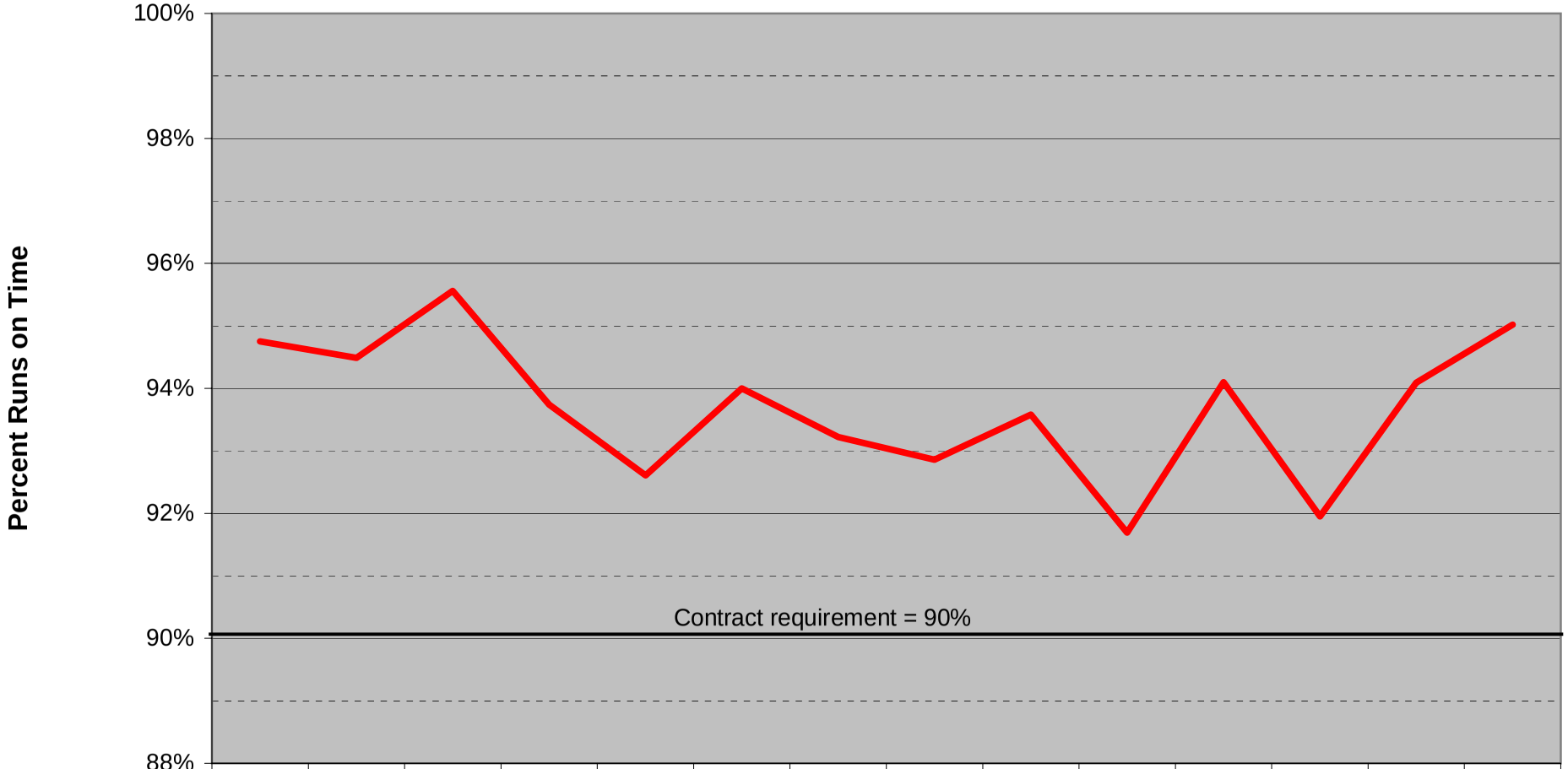
EOA 2 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	390	363	27	93.08%
	11:59	201	197	4	98.01%
	Total	**591**	**560**	**31**	**94.75%**
February	9:59	339	312	27	92.04%
	11:59	187	185	2	98.93%
	Total	**526**	**497**	**29**	**94.49%**
March	9:59	350	331	19	94.57%
	11:59	213	207	6	97.18%
	Total	**563**	**538**	**25**	**95.56%**
April	9:59	370	341	29	92.16%
	11:59	205	198	7	96.59%
	Total	**575**	**539**	**36**	**93.74%**
May	9:59	385	347	38	90.13%
	11:59	210	204	6	97.14%
	Total	**595**	**551**	**44**	**92.61%**
June	9:59	326	301	25	92.33%
	11:59	191	185	6	96.86%
	Total	**517**	**486**	**31**	**94.00%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	195	179	16	91.79%
	11:59	233	220	13	94.42%
	Total	**428**	**399**	**29**	**93.22%**
August	9:59	183	157	26	85.79%
	11:59	223	220	3	98.65%
	Total	**406**	**377**	**29**	**92.86%**
September	9:59	195	179	16	91.79%
	11:59	179	171	8	95.53%
	Total	**374**	**350**	**24**	**93.58%**
October	9:59	192	172	20	89.58%
	11:59	217	203	14	93.55%
	Total	**409**	**375**	**34**	**91.69%**
November	9:59	161	145	16	90.06%
	11:59	212	206	6	97.17%
	Total	**373**	**351**	**22**	**94.10%**
December	9:59	234	206	28	88.03%
	11:59	238	228	10	95.80%
	Total	**472**	**434**	**38**	**91.95%**

CY2005	9:59	3,320	3,033	287	91.36%
	11:59	2,509	2,424	85	96.61%
	Total	**5,829**	**5,457**	**372**	**93.62%**

EOA 2 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	94.75%	94.49%	95.56%	93.74%	92.61%	94.00%	93.22%	92.86%	93.58%	91.69%	94.10%	91.95%	94.09%	95.02%
Fee	$446	$409	$93	$743	$1,026	$202	$443	$564	$636	$1,632	$295	$777	$240	$169

Month

Total Liquidated Damages = $7,675

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 2 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					2	2										
February					3	3										
March																
April					2	2										
May					2	2										
June																
July					1	1										
August																
September																
October															3	2
November					1	1									1	0
December					2	2									7	3
Total	**0**	**0**	**0**	**0**	**13**	**13**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**11**	**5**
% Approved						100.0%										45.5%

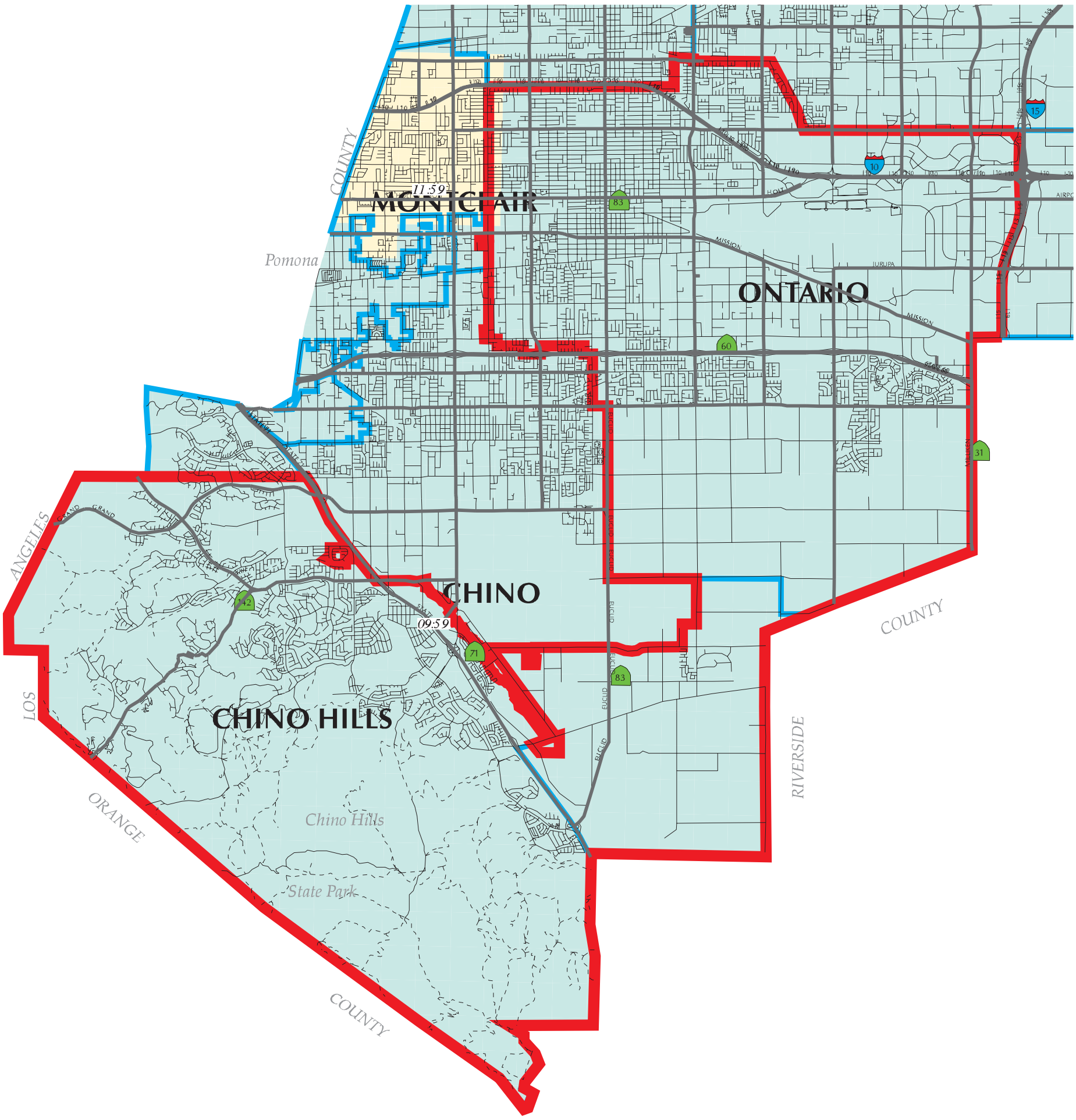
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January							2	1	1	1			8	8			**13**	**12**	92.3%
February					1	1	4	4					5	5			**13**	**13**	100.0%
March			2	2			4	4	1	1			4	4			**11**	**11**	100.0%
April					2	2	2	2	2	2					1	1	**9**	**9**	100.0%
May	1	1			3	3	2	2	4	4			1	1			**13**	**13**	100.0%
June			1	1			2	2									**3**	**3**	100.0%
July					3	3	1	1									**5**	**5**	100.0%
August					1	1	2	2	2	2							**5**	**5**	100.0%
September							3	3									**3**	**3**	100.0%
October					1	1	3	1	1	1							**8**	**5**	62.5%
November							4	4	1	1							**7**	**6**	85.7%
December					3	3	4	3	1	1							**17**	**12**	70.6%
Total	**1**	**1**	**3**	**3**	**14**	**14**	**33**	**29**	**13**	**13**	**0**	**0**	**18**	**18**	**1**	**1**	**107**	**97**	**90.7%**
% Approved		100.0%		100.0%		100.0%		87.9%		100.0%				100.0%		100.0%			

EOA 3
Summary

American Medical Response
(Chino Hills, Ontario)

Average number of runs per month – 1,071

Response time compliance in EOA3 was below the 90% contract requirement in August (89.78%) and December (89.49%). Compliance exceeded 90% in the first two months of 2006, with a 92.05% compliance rate in February 2006 – the highest rate for any month of the contract.

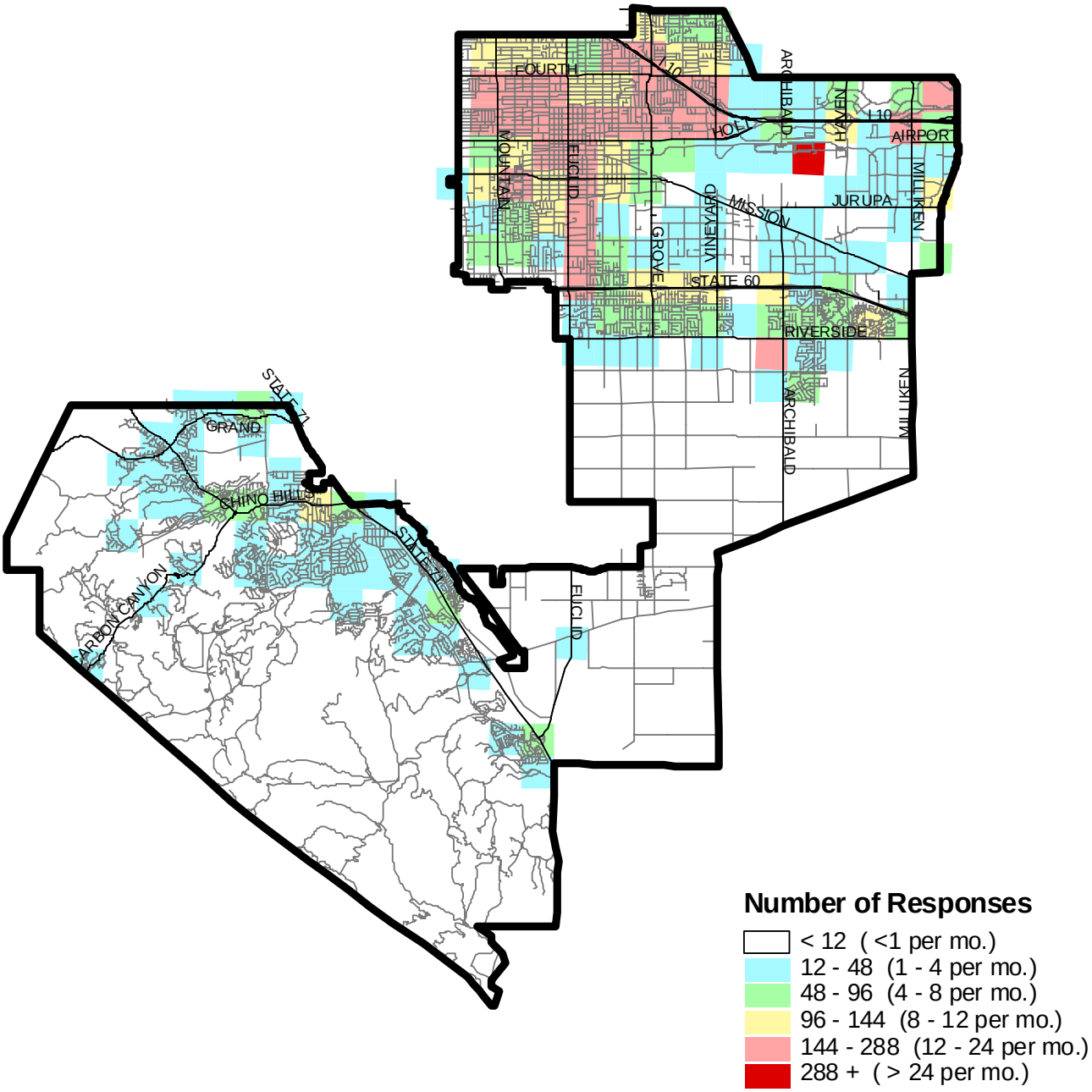


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 3 - American Medical Response

Map Prepared On May 09, 2006

City Limits
EOA Boundary

EOA 3
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

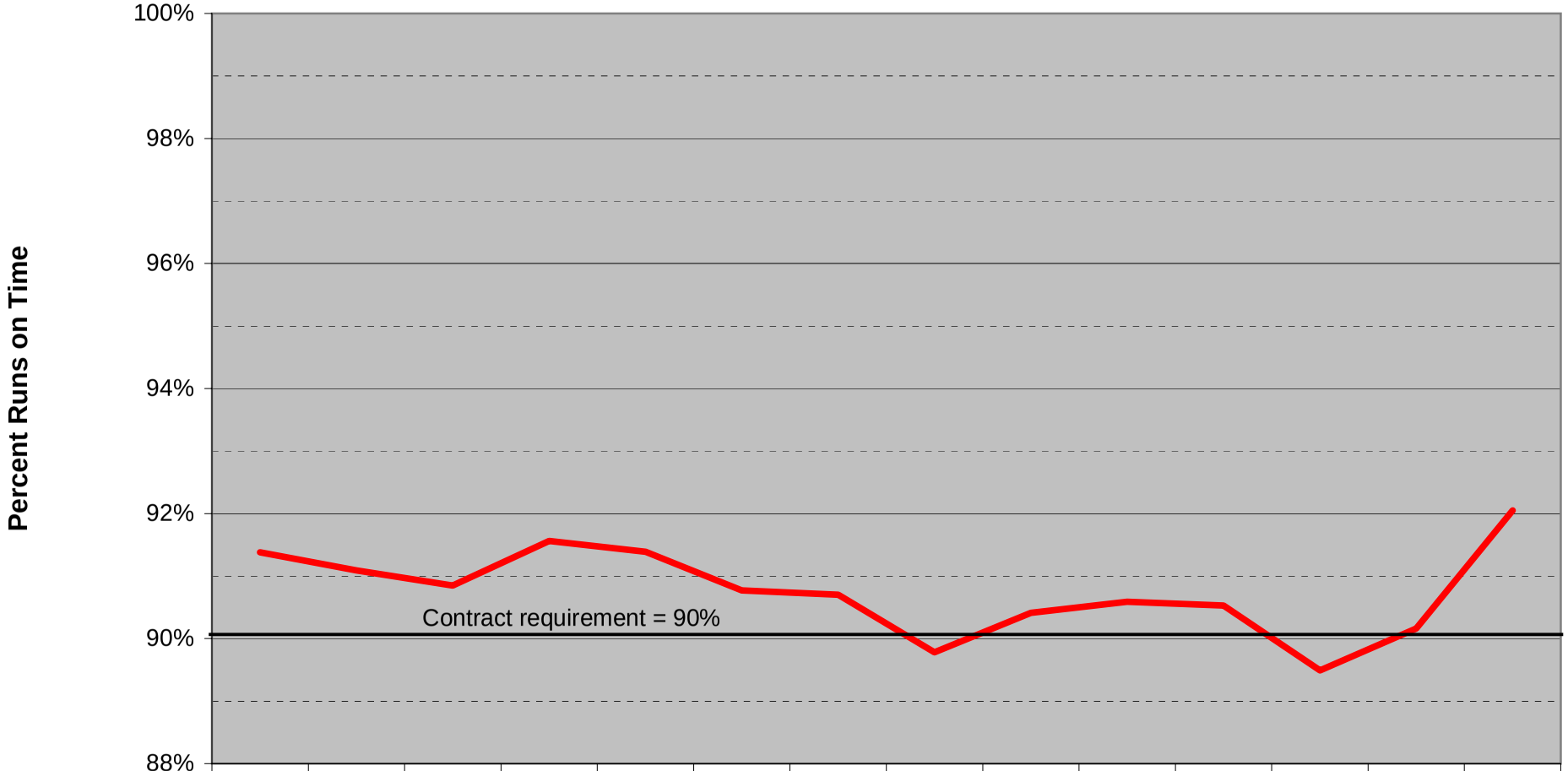
EOA 3 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,067	975	92	91.38%
February	9:59	1,021	930	91	91.09%
March	9:59	1,136	1,032	104	90.85%
April	9:59	1,126	1,031	95	91.56%
May	9:59	1,219	1,114	105	91.39%
June	9:59	1,105	1,003	102	90.77%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,097	995	102	90.70%
August	9:59	1,037	931	106	89.78%
September	9:59	949	858	91	90.41%
October	9:59	956	866	90	90.59%
November	9:59	1,003	908	95	90.53%
December	9:59	1,132	1,013	119	89.49%

CY2005	**9:59**	**12,848**	**11,656**	**1,192**	**90.72%**

EOA 3 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	91.38%	91.09%	90.85%	91.56%	91.39%	90.77%	90.70%	89.78%	90.41%	90.59%	90.53%	89.49%	90.16%	92.05%
Fee	$3,552	$3,447	$4,065	$4,184	$2,624	$2,430	$2,540	$4,320	$2,120	$3,940	$3,860	$5,075	$2,955	$1,536

Month

Total Liquidated Damages = $46,648

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 3 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					2	2										
February					3	3									2	1
March					2	2									1	0
April					3	3										
May					2	2									5	2
June					11	11			1	0					1	0
July					6	5									1	1
August					4	4									6	5
September					2	2									3	1
October					4	3			1	1					3	1
November									2	2					5	1
December					2	2									28	18
Total	**0**	**0**	**0**	**0**	**41**	**39**	**0**	**0**	**4**	**3**	**0**	**0**	**0**	**0**	**55**	**30**
% Approved						95.1%				75.0%						54.5%

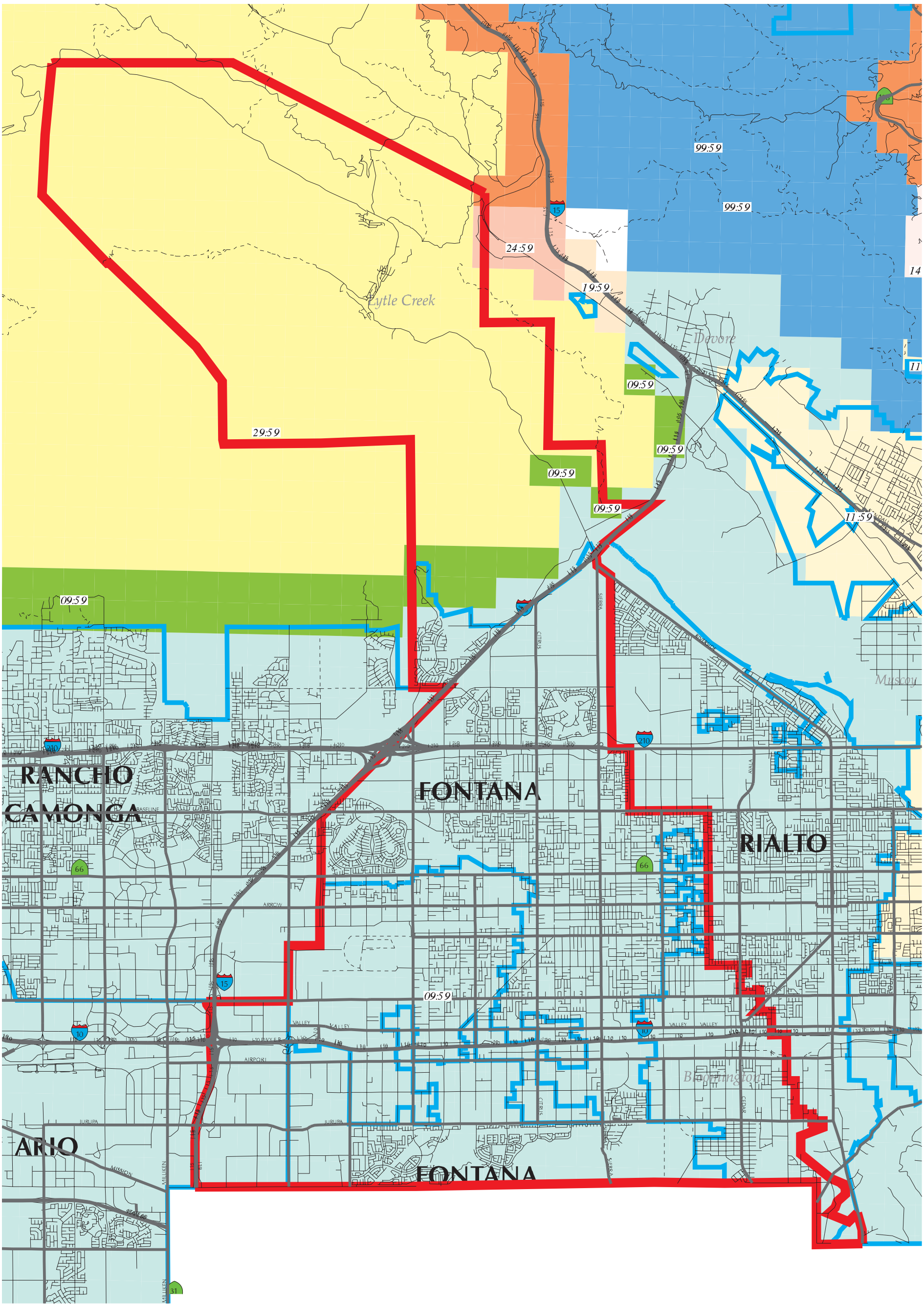
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			7	7	2	2	10	9	3	3			14	14	2	1	**40**	**38**	95.0%
February			4	4	2	2	16	14	1	1			11	10			**39**	**35**	89.7%
March			2	1	10	9	9	8	1	1			6	6			**31**	**27**	87.1%
April			1	1	4	4	5	2	2	2							**15**	**12**	80.0%
May			1	1	4	4	4	4	2	2							**18**	**15**	83.3%
June					10	10	11	8									**34**	**29**	85.3%
July			1	1	3	3	3	3	1	1							**15**	**14**	93.3%
August			1	1	7	7	5	5									**23**	**22**	95.7%
September			2	2	5	5	7	5	1	1			1	1			**21**	**17**	81.0%
October			3	3	2	2	9	8	2	2			2	1			**26**	**21**	80.8%
November			3	2	2	2	9	9					1	1	1	0	**23**	**17**	73.9%
December			5	5	7	7	5	4	1	0							**48**	**36**	75.0%
Total	**0**	**0**	**30**	**28**	**58**	**57**	**93**	**79**	**14**	**13**	**0**	**0**	**35**	**33**	**3**	**1**	**333**	**283**	**85.0%**
% Approved				93.3%		98.3%		84.9%		92.9%				94.3%		33.3%			

EOA 4
Summary

American Medical Response
(Fontana, Bloomington)

Average number of runs per month – 1,165

Response time compliance in EOA 4 was below the 90% contract requirement in April (89.97%) and August (89.06%). Compliance exceeded 90% during the past six months (September 2005 – February 2006).



INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

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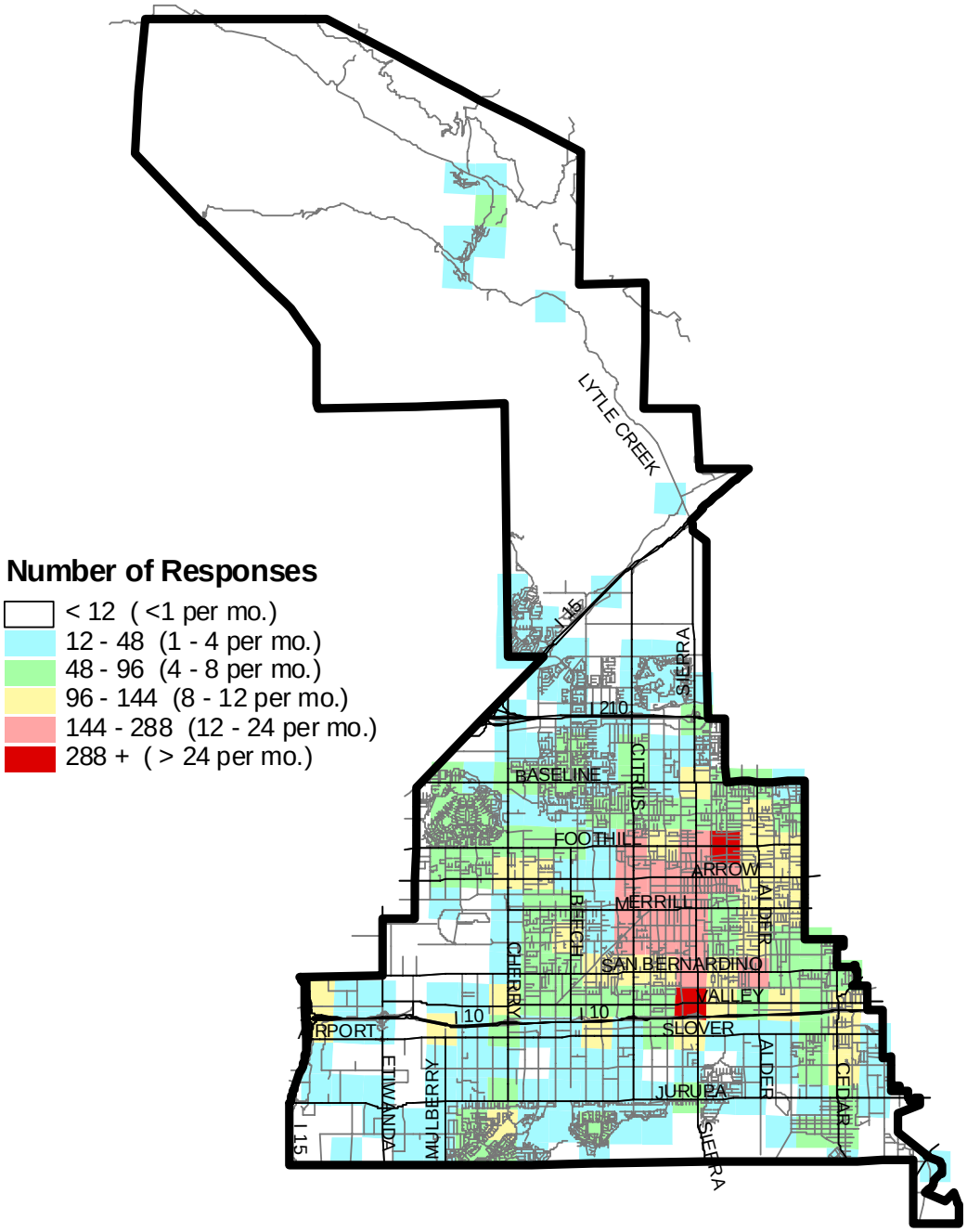
SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA AND RESPONSE TIME ZONES

Area 4 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 4
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

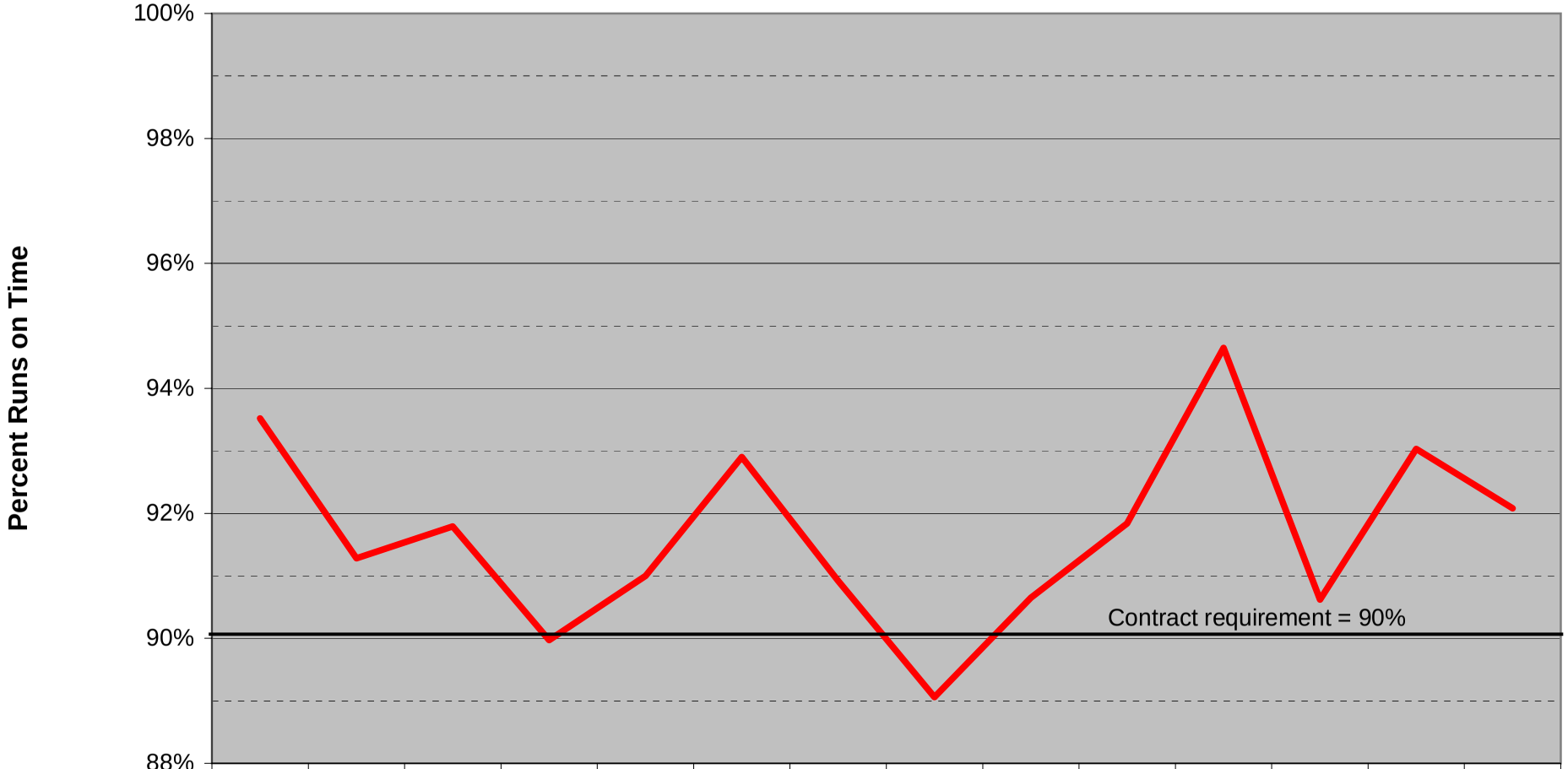
EOA 4 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,033	967	66	93.61%
	29:59	17	15	2	88.24%
	Total	**1,050**	**982**	**68**	**93.52%**
February	9:59	1,059	966	93	91.22%
	29:59	8	8	0	100.00%
	Total	**1,067**	**974**	**93**	**91.28%**
March	9:59	1,126	1,033	93	91.74%
	29:59	7	7	0	100.00%
	Total	**1,133**	**1,040**	**93**	**91.79%**
April	9:59	1,175	1,057	118	89.96%
	29:59	12	11	1	91.67%
	Total	**1,187**	**1,068**	**119**	**89.97%**
May	9:59	1,179	1,072	107	90.92%
	29:59	21	20	1	95.24%
	Total	**1,200**	**1,092**	**108**	**91.00%**
June	9:59	1,126	1,046	80	92.90%
	29:59	15	14	1	93.33%
	Total	**1,141**	**1,060**	**81**	**92.90%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,225	1,113	112	90.86%
	29:59	19	18	1	94.74%
	Total	**1,244**	**1,131**	**113**	**90.92%**
August	9:59	1,252	1,113	139	88.90%
	29:59	19	19	0	100.00%
	Total	**1,271**	**1,132**	**139**	**89.06%**
September	9:59	1,144	1,035	109	90.47%
	29:59	22	22	0	100.00%
	Total	**1,166**	**1,057**	**109**	**90.65%**
October	9:59	1,213	1,114	99	91.84%
	29:59	13	12	1	92.31%
	Total	**1,226**	**1,126**	**100**	**91.84%**
November	9:59	1,075	1,017	58	94.60%
	29:59	10	10	0	100.00%
	Total	**1,085**	**1,027**	**58**	**94.65%**
December	9:59	1,204	1,090	114	90.53%
	29:59	11	11	0	100.00%
	Total	**1,215**	**1,101**	**114**	**90.62%**

CY2005	9:59	13,811	12,623	1,188	91.40%
	29:59	174	167	7	95.98%
	Total	**13,985**	**12,790**	**1,195**	**91.46%**

EOA 4 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	93.52%	91.28%	91.79%	89.97%	91.00%	92.90%	90.92%	89.06%	90.65%	91.84%	94.65%	90.62%	93.03%	92.08%
Fee	$1,394	$4,338	$1,879	$7,385	$2,644	$1,126	$4,175	$5,195	$5,165	$2,789	$474	$3,335	$1,120	$2,075

Month

Total Liquidated Damages = $43,094

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 4 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					3	2									1	0
February					1	1									3	1
March					4	3					1	0				
April					5	5							3	2		
May					1	1							1	1	6	4
June					2	1			1	1			2	2		
July					4	4									2	2
August					3	3									2	2
September					2	2										
October					2	2									4	0
November					2	2									3	1
December									1	0					16	11
Total	**0**	**0**	**0**	**0**	**29**	**26**	**0**	**0**	**2**	**1**	**1**	**0**	**6**	**5**	**37**	**21**
% Approved						89.7%				50.0%		0.0%		83.3%		56.8%

Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			4	3	4	4	9	7	1	1			10	10	1	0	**33**	**27**	81.8%
February			2	1	3	3	10	10					7	6			**26**	**22**	84.6%
March			1	1	1	1	16	11	1	1			2	2			**26**	**19**	73.1%
April	1	1	1	0	3	3	10	8	2	2			1	1			**26**	**22**	84.6%
May			2	0	5	5	10	9	4	3			1	1			**30**	**24**	80.0%
June			3	1	6	6	8	7	4	4							**26**	**22**	84.6%
July					7	7	13	10	1	1							**27**	**24**	88.9%
August			1	1	3	3	8	8	1	1							**18**	**18**	100.0%
September			2	1	7	7	8	8					2	2			**21**	**20**	95.2%
October			1	1			8	8	3	3			1	1			**19**	**15**	78.9%
November					5	5	5	5	1	0					1	0	**17**	**13**	76.5%
December			4	3	3	3	13	12	2	2					1	0	**40**	**31**	77.5%
Total	**1**	**1**	**21**	**12**	**47**	**47**	**118**	**103**	**20**	**18**	**0**	**0**	**24**	**23**	**3**	**0**	**309**	**257**	**83.2%**
% Approved		100.0%		57.1%		100.0%		87.3%		90.0%				95.8%		0.0%			

EOA 5
Summary

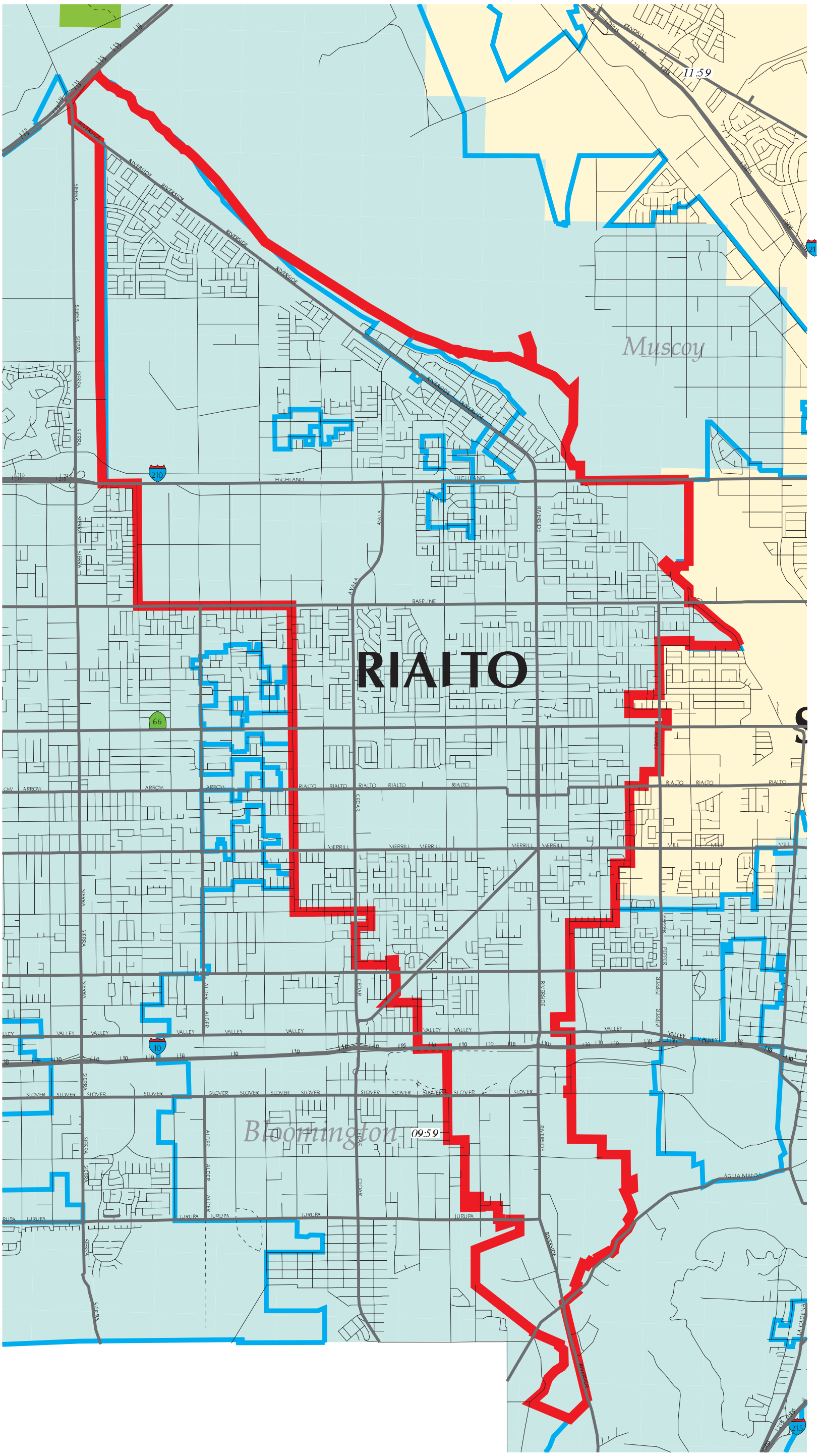
American Medical Response
(Rialto unincorporated area)

Average number of runs per month – 18

Response time compliance in EOA 5 was below the 90% contract requirement for the first seven months of 2005. Compliance exceeded 90% between August 2005 and February 2006 except in November (81.25%). Significant work was done on this EOA to resolve two issues related to substandard compliance:

(1) AMR is providing significant mutual aid into the city of Rialto, resulting in the unavailability of resources which would have been used to service the unincorporated area. AMR has modified their deployment plan by posting a unit closer to the city of Rialto. ICEMA has agreed to allow an exemption in the unincorporated area of EOA 5 when this unit is being used to provide mutual aid into the city of Rialto.

(2) The small number of runs (average of 18 per month) into the unincorporated area exaggerates the impact of a late run on EOA compliance. ICEMA is working on 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.



SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA

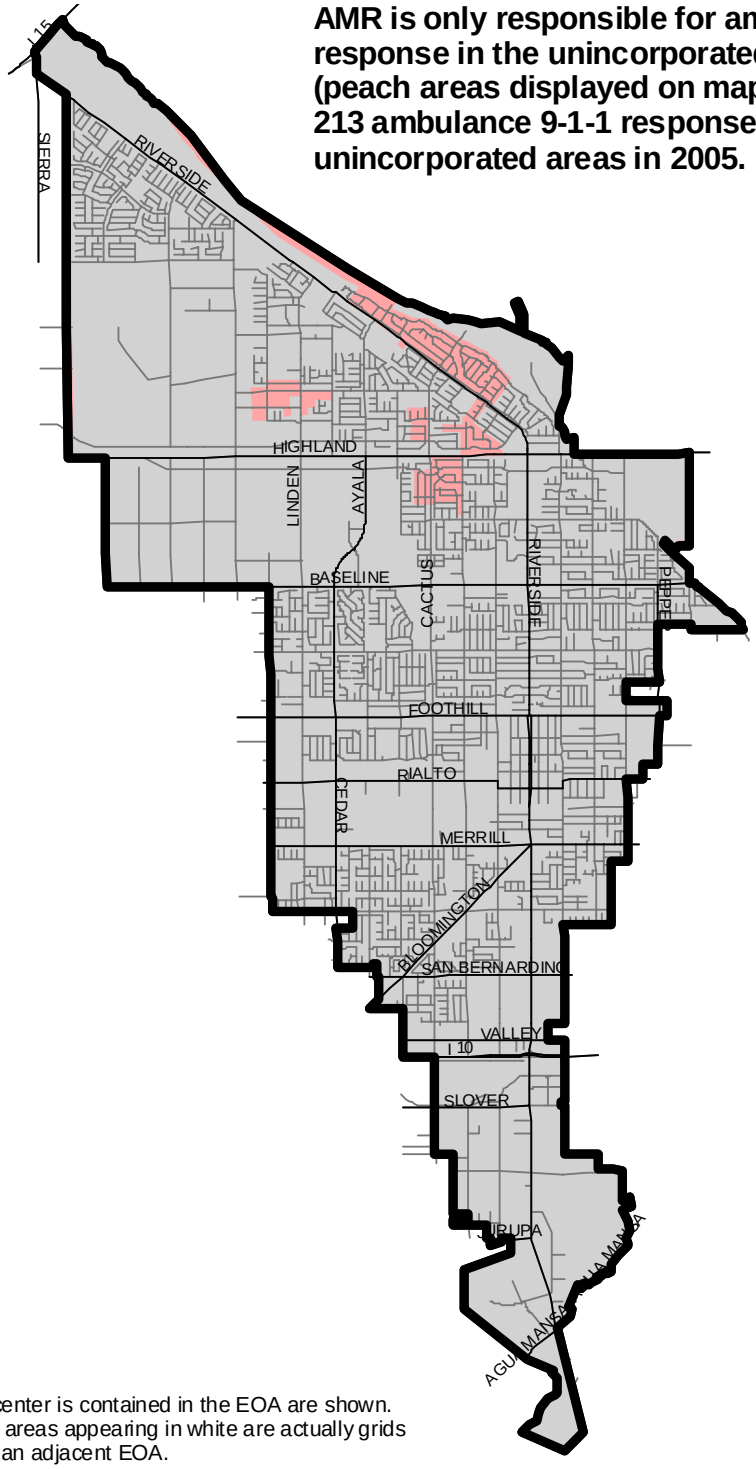
Area 5 - Rialto Fire / American Med. Response

City Limits
EOA Boundary

Map Prepared On May 11, 2006

EOA 5
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005

AMR is only responsible for ambulance 9-1-1 response in the unincorporated areas of EOA 5 (peach areas displayed on map). There were 213 ambulance 9-1-1 responses in these unincorporated areas in 2005.



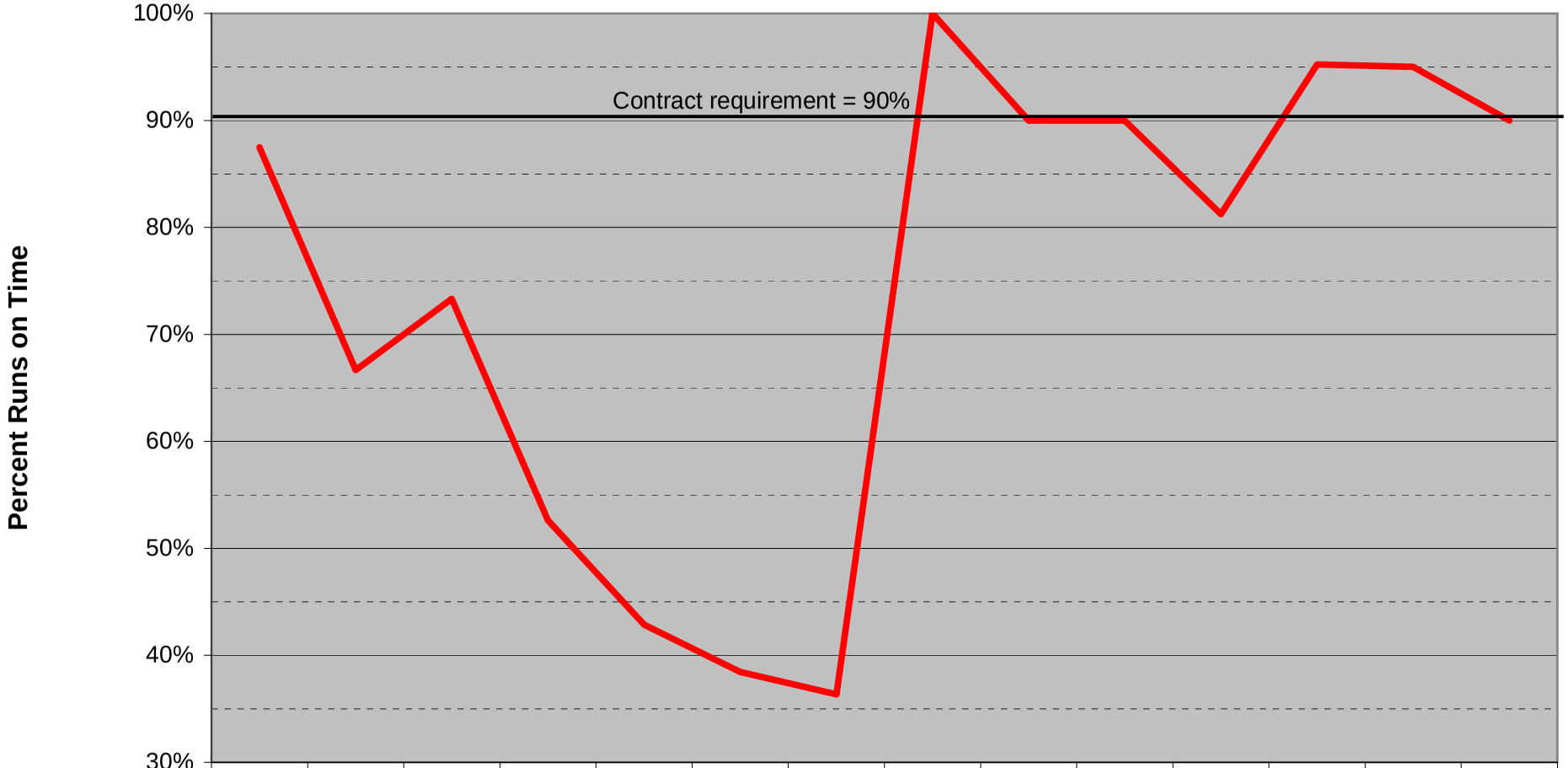
Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 5 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	8	7	1	87.50%
February	9:59	15	10	5	66.67%
March	9:59	15	11	4	73.33%
April	9:59	19	10	9	52.63%
May	9:59	14	6	8	42.86%
June	9:59	26	10	16	38.46%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	22	8	14	36.36%
August	9:59	17	17	0	100.00%
September	9:59	20	18	2	90.00%
October	9:59	20	18	2	90.00%
November	9:59	16	13	3	81.25%
December	9:59	21	20	1	95.24%
CY2005	**9:59**	**213**	**148**	**65**	**69.48%**

EOA 5 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	87.50%	66.67%	73.33%	52.63%	42.86%	38.46%	36.36%	100.00%	90.00%	90.00%	81.25%	95.24%	95.00%	90.00%
Fee	$2,510	$165	$35	$515	$420	$585	$590	$0	$25	$160	$65	$2	$1	$80

Month

Total Liquidated Damages = $5,153

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 5 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January																
February																
March											2	0				
April															1	1
May											5	0				
June																
July																
August																
September																
October																
November																
December																
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**7**	**0**	**0**	**0**	**1**	**1**
% Approved												0.0%				100.0%

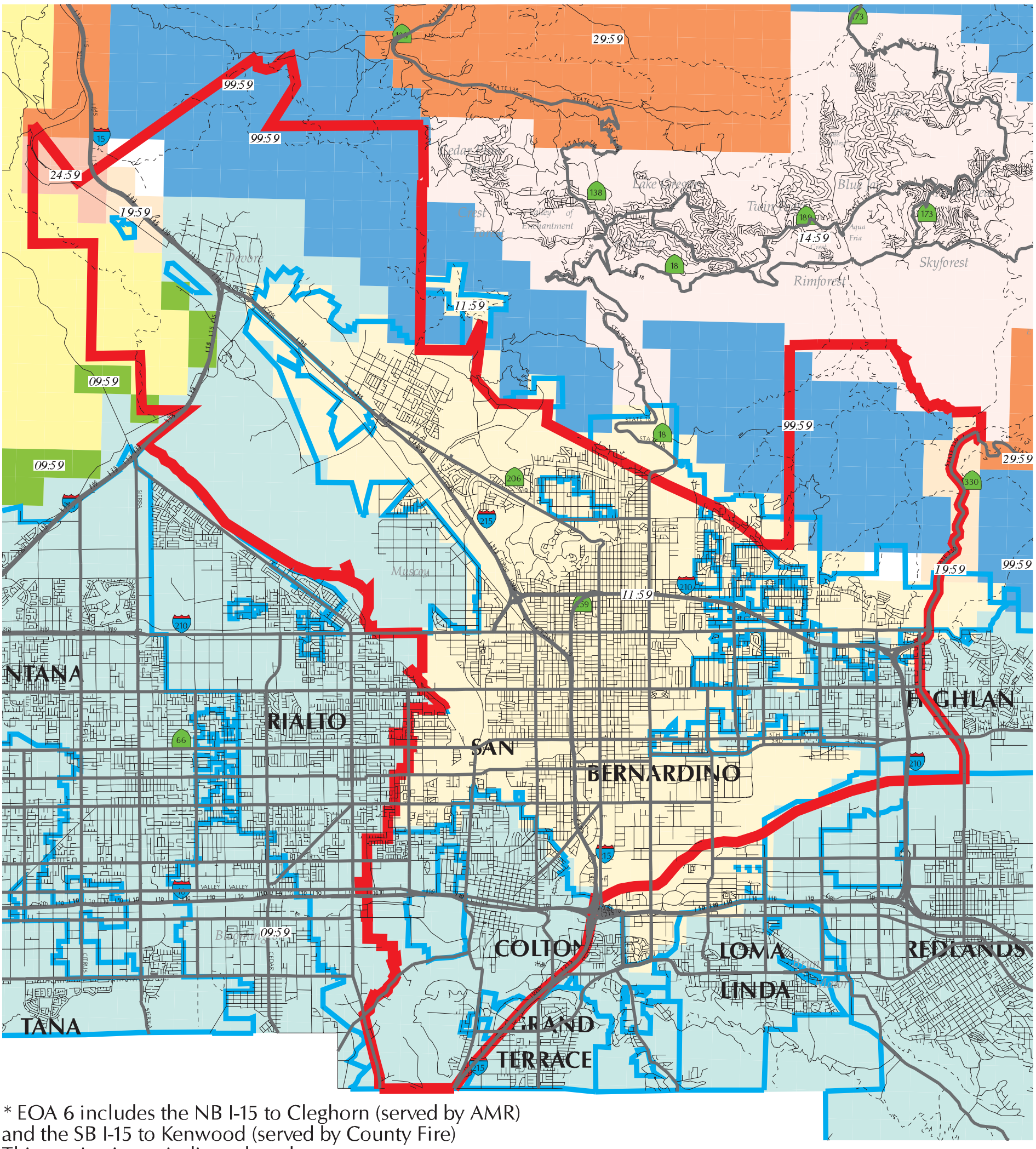
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January																	**0**	**0**	---
February			2	2			1	1									**3**	**3**	100.0%
March			1	1	1	1											**4**	**2**	50.0%
April			2	2													**3**	**3**	100.0%
May			2	2													**7**	**2**	28.6%
June			1	1			1	1									**2**	**2**	100.0%
July			2	1													**2**	**1**	50.0%
August			1	1													**1**	**1**	100.0%
September			1	1													**1**	**1**	100.0%
October																	**0**	**0**	---
November			1	1													**1**	**1**	100.0%
December															1	1	**1**	**1**	100.0%
Total	**0**	**0**	**13**	**12**	**1**	**1**	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**25**	**17**	**68.0%**
% Approved				92.3%		100.0%		100.0%								100.0%			

EOA 6
Summary

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

Average number of runs per month – 2,410

Response time compliance in EOA 6 exceeded the 90% contract compliance for all months during 2005. Compliance ranged from a high of 95.34% in March to a low of 91.40% in November.



* 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

INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

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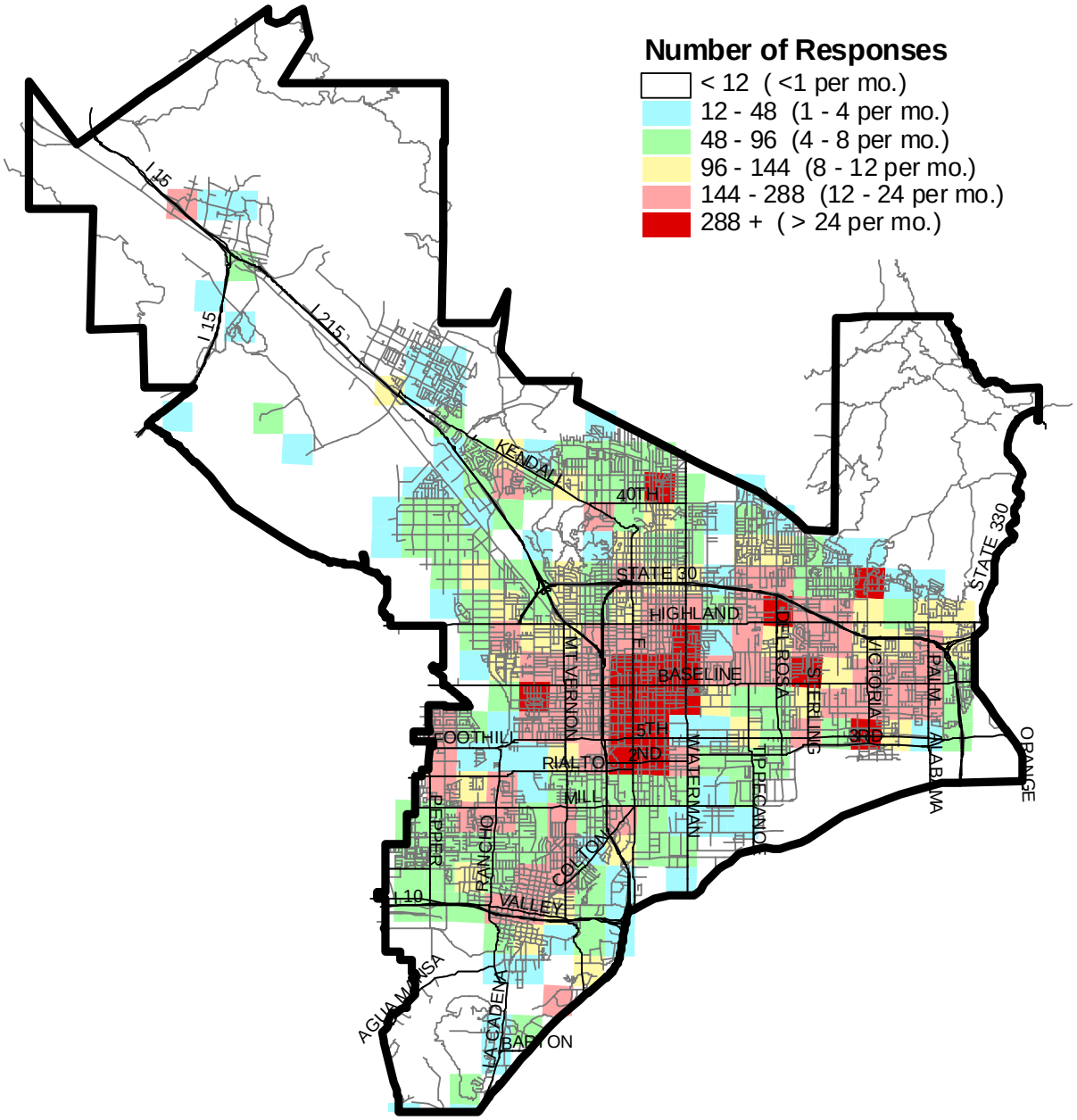
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 6 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 6
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown.
Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

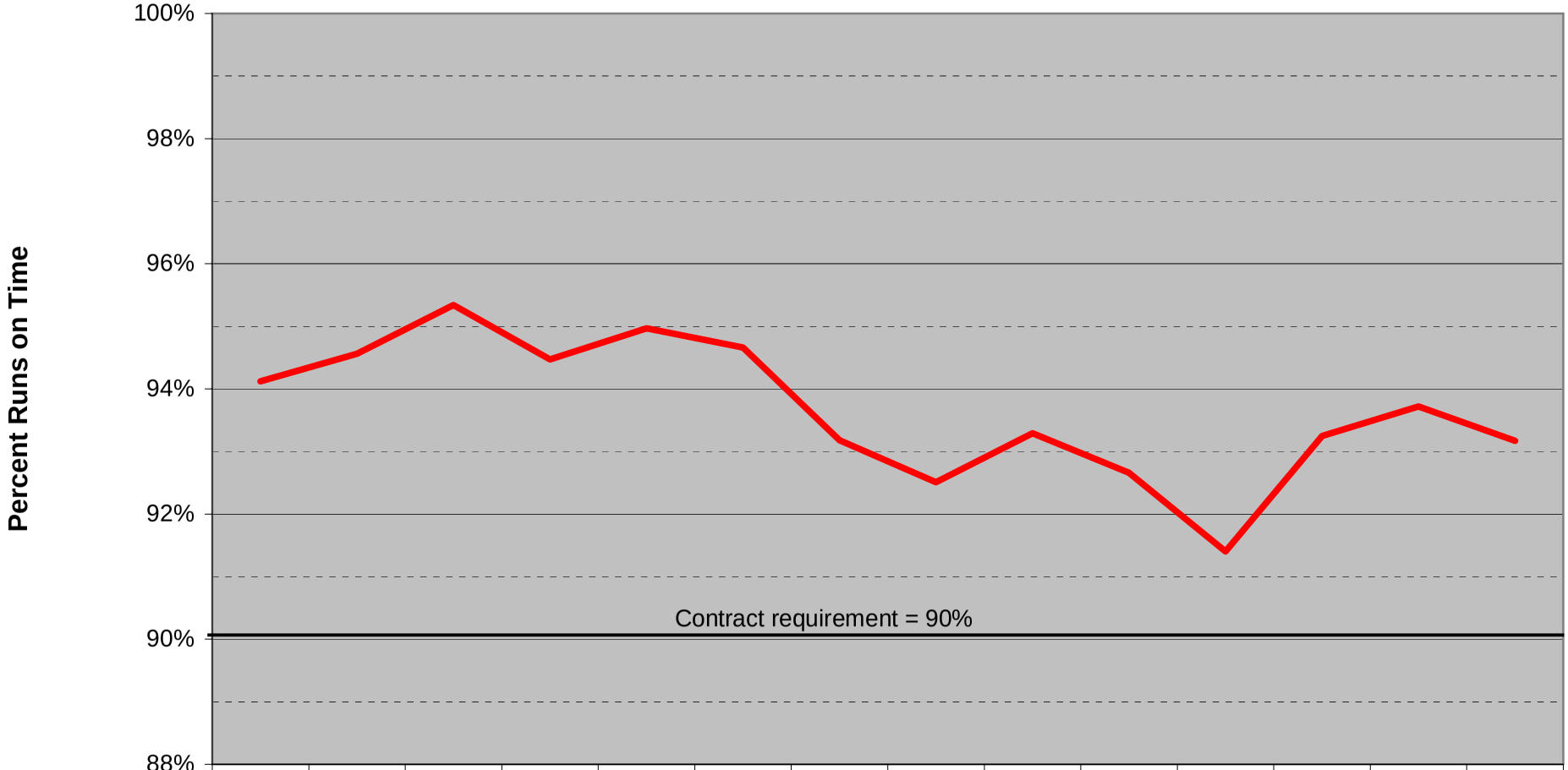
EOA 6 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January					
	9:59	675	614	61	90.96%
	11:59	1,739	1,658	81	95.34%
	24:59	1	1	0	100.00%
	Total	**2,415**	**2,273**	**142**	**94.12%**
February					
	9:59	609	540	69	88.67%
	11:59	1,633	1,580	53	96.75%
	24:59	1	1	0	100.00%
	Total	**2,243**	**2,121**	**122**	**94.56%**
March					
	9:59	634	570	64	89.91%
	11:59	1,834	1,783	51	97.22%
	Total	**2,468**	**2,353**	**115**	**95.34%**
April					
	9:59	672	603	69	89.73%
	11:59	1,680	1,619	61	96.37%
	Total	**2,352**	**2,222**	**130**	**94.47%**
May					
	9:59	617	545	72	88.33%
	11:59	1,889	1,835	54	97.14%
	Total	**2,506**	**2,380**	**126**	**94.97%**
June					
	9:59	600	526	74	87.67%
	11:59	1,794	1,740	54	96.99%
	19:59	2	2	0	100.00%
	Total	**2,396**	**2,268**	**128**	**94.66%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July					
	9:59	686	595	91	86.73%
	11:59	1,981	1,890	91	95.41%
	Total	**2,667**	**2,485**	**182**	**93.18%**
August					
	9:59	613	516	97	84.18%
	11:59	1,800	1,716	84	95.33%
	19:59	3	3	0	100.00%
	Total	**2,416**	**2,235**	**181**	**92.51%**
September					
	9:59	567	486	81	85.71%
	11:59	1,802	1,724	78	95.67%
	19:59	1	1	0	100.00%
	Total	**2,370**	**2,211**	**159**	**93.29%**
October					
	9:59	599	514	85	85.81%
	11:59	1,730	1,644	86	95.03%
	24:59	1	1	0	100.00%
	Total	**2,330**	**2,159**	**171**	**92.66%**
November					
	9:59	559	470	89	84.08%
	11:59	1,705	1,599	106	93.78%
	19:59	2	2	0	100.00%
	99:59	1	1	0	100.00%
	Total	**2,267**	**2,072**	**195**	**91.40%**
December					
	9:59	589	517	72	87.78%
	11:59	1,898	1,802	96	94.94%
	24:59	1	1	0	100.00%
	Total	**2,488**	**2,320**	**168**	**93.25%**

CY2005					
	9:59	7,420	6,496	924	87.55%
	11:59	21,485	20,590	895	95.83%
	19:59	8	8	0	100.00%
	24:59	4	4	0	100.00%
	99:59	1	1	0	100.00%
	Total	**28,918**	**27,099**	**1,819**	**93.71%**

EOA 6 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	94.12%	94.56%	95.34%	94.47%	94.97%	94.66%	93.18%	92.51%	93.29%	92.66%	91.40%	93.25%	93.72%	93.17%
Fee	$2,199	$3,939	$3,031	$2,879	$3,670	$2,490	$3,969	$5,823	$3,586	$5,363	$5,367	$3,430	$3,253	$3,725

Month

Total Liquidated Damages = $52,724

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 6 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					7	7			1	0						
February					5	5							1	1	6	5
March					4	4			1	0					5	1
April					10	9							1	1	6	5
May					5	4									9	6
June					3	3									1	0
July	1	1			9	8			1	0					3	3
August					5	5									9	9
September					4	3									24	15
October					4	4									13	10
November					10	10									12	8
December					8	5									110	92
Total	**1**	**1**	**0**	**0**	**74**	**67**	**0**	**0**	**3**	**0**	**0**	**0**	**2**	**2**	**198**	**154**
% Approved		100.0%				90.5%				0.0%				100.0%		77.8%

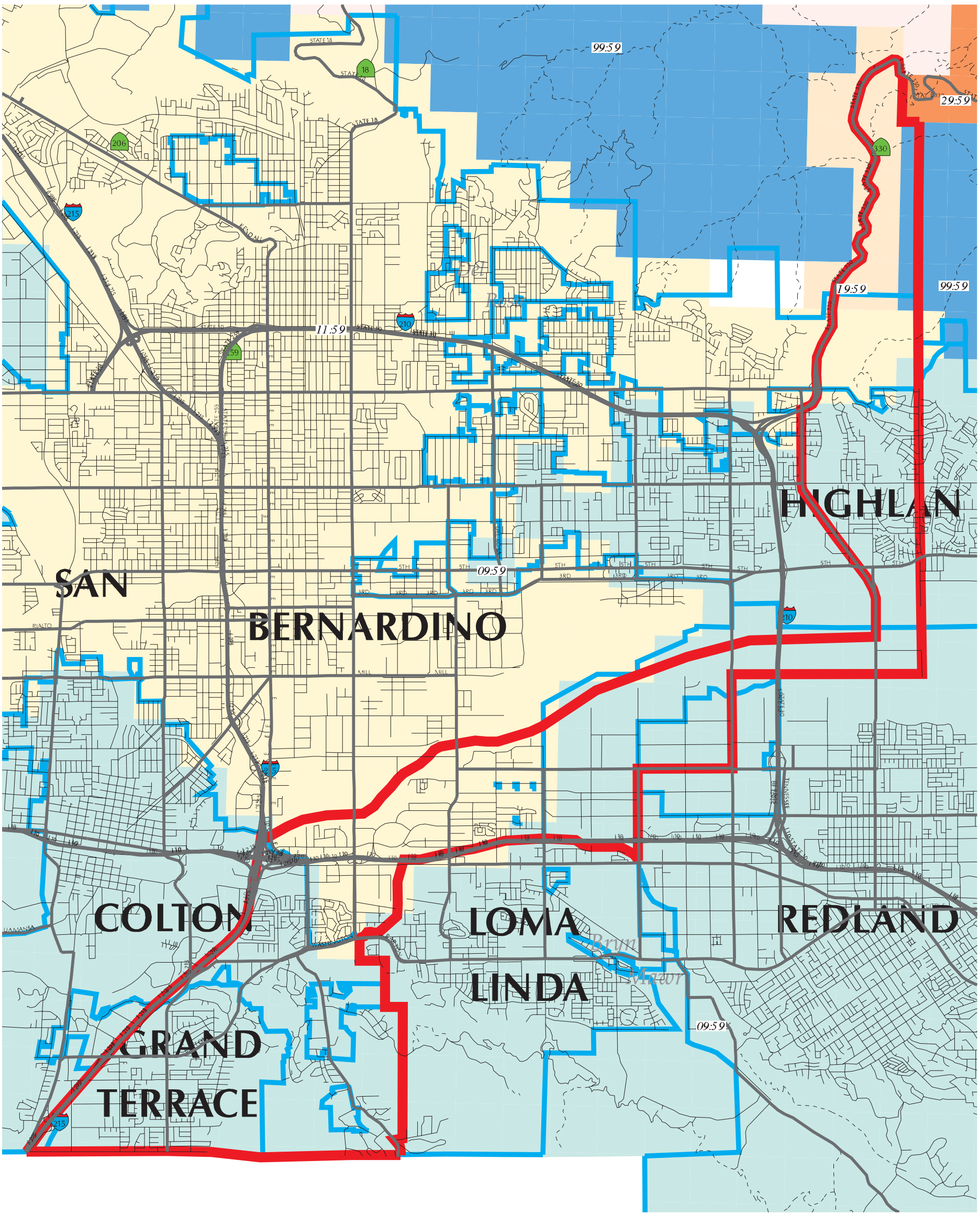
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			10	10	4	4	12	9	3	3			28	28	4	1	**69**	**62**	89.9%
February			3	3	11	11	11	9	7	7			14	12	1	0	**59**	**53**	89.8%
March			4	4	5	5	20	14	5	4			9	8			**53**	**40**	75.5%
April	1	1			9	8	9	6	4	4			1	1			**41**	**35**	85.4%
May			4	3	5	5	10	7	2	2			1	1			**36**	**28**	77.8%
June	1	1	1	1	5	5	18	15	1	1					6	6	**36**	**32**	88.9%
July			2	2	5	5	6	6	4	4							**31**	**29**	93.5%
August			4	3	5	5	19	19	8	8							**50**	**49**	98.0%
September			1	1	15	15	25	16	4	3			2	2			**75**	**55**	73.3%
October	1	1			6	6	19	15	4	4			5	5	1	0	**53**	**45**	84.9%
November			1	1	4	4	17	16									**44**	**39**	88.6%
December	1	1	1	1	6	4	15	14	3	3			3	1	1	0	**148**	**121**	81.8%
Total	**4**	**4**	**31**	**29**	**80**	**77**	**181**	**146**	**45**	**43**	**0**	**0**	**63**	**58**	**13**	**7**	**695**	**588**	**84.6%**
% Approved		100.0%		93.5%		96.3%		80.7%		95.6%				92.1%		53.8%			

EOA 7
Summary

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

Average number of runs per month -- 280

Response time compliance in EOA 7 exceeded the 90% contract requirement for all months during 2005. Compliance ranged from a high of 96.18% in May to a low of 91.04% in September.



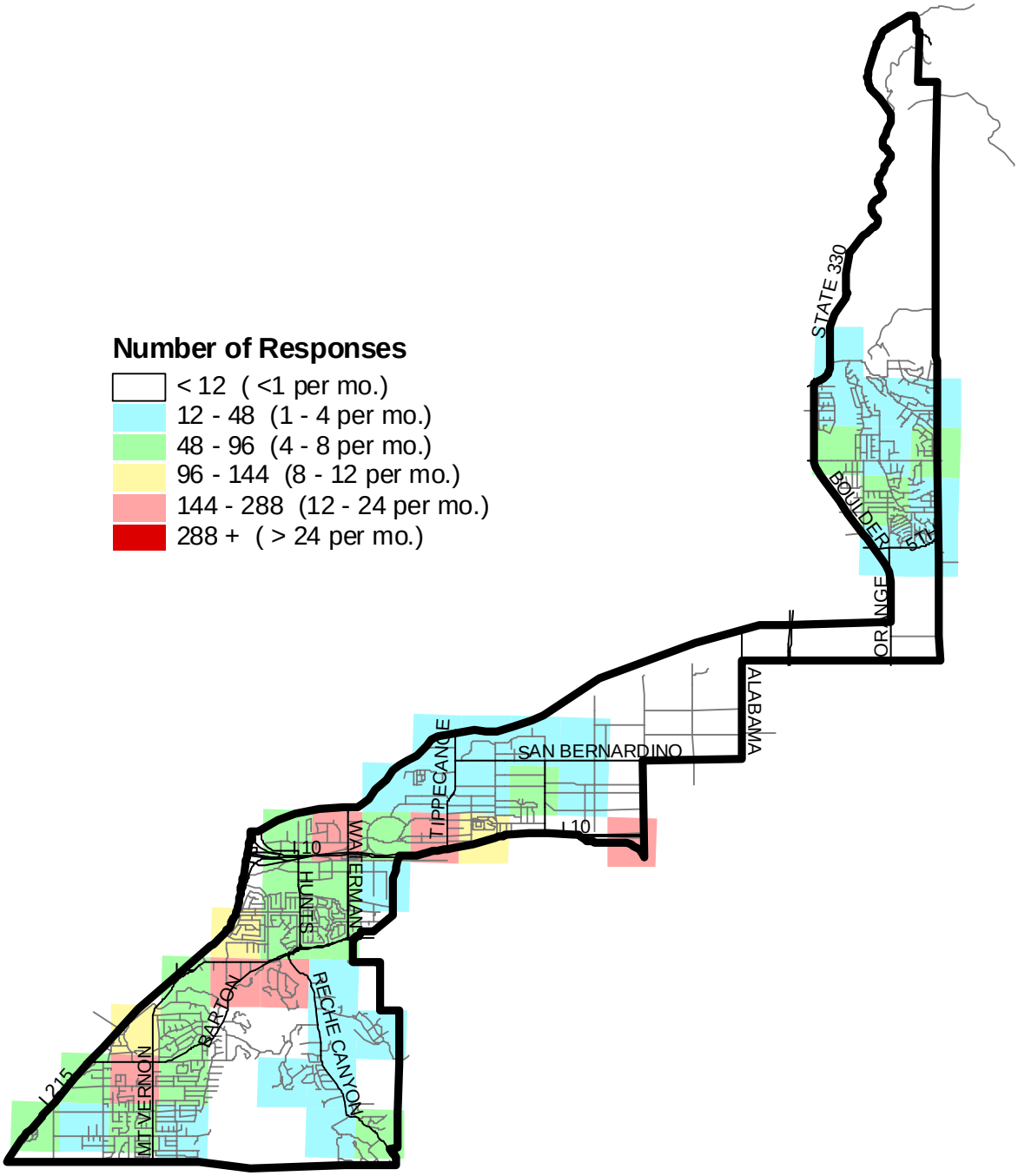
SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES

Area 7 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 7
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

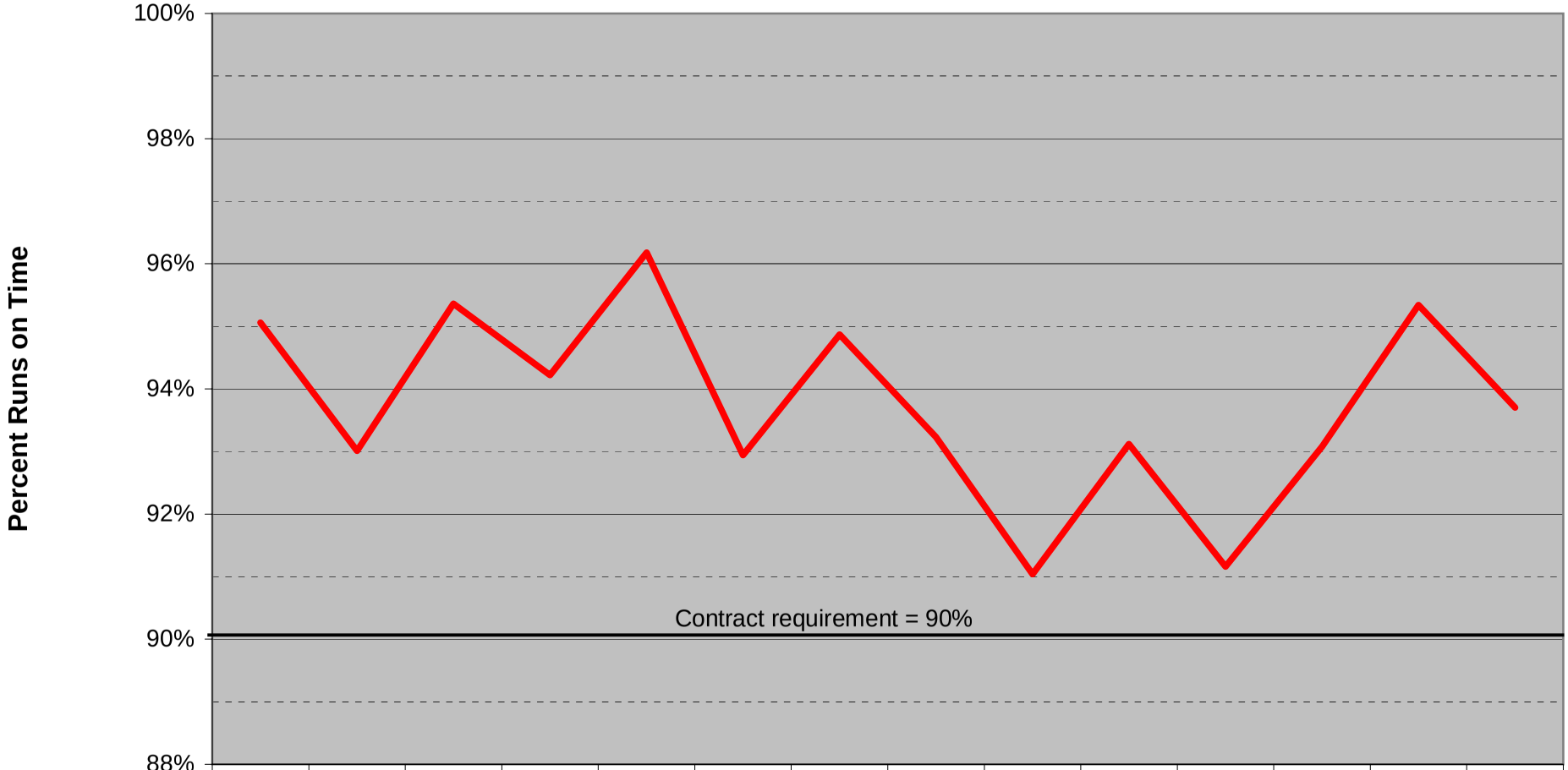
EOA 7 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	170	159	11	93.53%
	11:59	72	71	1	98.61%
	19:59	1	1	0	100.00%
	Total	**243**	**231**	**12**	**95.06%**
February	9:59	165	151	14	91.52%
	11:59	104	99	5	95.19%
	19:59	3	3	0	100.00%
	Total	**272**	**253**	**19**	**93.01%**
March	9:59	196	182	14	92.86%
	11:59	105	105	0	100.00%
	19:59	1	1	0	100.00%
	Total	**302**	**288**	**14**	**95.36%**
April	9:59	211	194	17	91.94%
	11:59	82	82	0	100.00%
	19:59	1	1	0	100.00%
	Total	**294**	**277**	**17**	**94.22%**
May	9:59	204	193	11	94.61%
	11:59	84	84	0	100.00%
	Total	**288**	**277**	**11**	**96.18%**
June	9:59	173	157	16	90.75%
	11:59	82	80	2	97.56%
	Total	**255**	**237**	**18**	**92.94%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	189	176	13	93.12%
	11:59	84	83	1	98.81%
	Total	**273**	**259**	**14**	**94.87%**
August	9:59	179	162	17	90.50%
	11:59	86	85	1	98.84%
	19:59	1	1	0	100.00%
	Total	**266**	**248**	**18**	**93.23%**
September	9:59	198	175	23	88.38%
	11:59	81	79	2	97.53%
	Total	**279**	**254**	**25**	**91.04%**
October	9:59	178	160	18	89.89%
	11:59	97	96	1	98.97%
	19:59	1	1	0	100.00%
	Total	**276**	**257**	**19**	**93.12%**
November	9:59	187	163	24	87.17%
	11:59	106	104	2	98.11%
	19:59	1	1	0	100.00%
	Total	**294**	**268**	**26**	**91.16%**
December	9:59	230	209	21	90.87%
	11:59	88	87	1	98.86%
	Total	**318**	**296**	**22**	**93.08%**

CY2005	9:59	2,280	2,081	199	91.27%
	11:59	1,071	1,055	16	98.51%
	19:59	9	9	0	100.00%
	Total	**3,360**	**3,145**	**215**	**93.60%**

EOA 7 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	95.06%	93.01%	95.36%	94.22%	96.18%	92.94%	94.87%	93.23%	91.04%	93.12%	91.16%	93.08%	95.34%	93.70%
Fee	$53	$547	$374	$216	$29	$461	$128	$170	$1,372	$259	$1,146	$438	$69	$319

Month

Total Liquidated Damages = $5,581

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 7 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January																
February															1	0
March					1	1										
April					2	2										
May					1	1					1	0				
June																
July					1	1										
August															1	1
September									1	0					6	6
October					1	1									4	3
November					2	2									1	1
December					1	1									14	12
Total	**0**	**0**	**0**	**0**	**9**	**9**	**0**	**0**	**1**	**0**	**1**	**0**	**0**	**0**	**27**	**23**
% Approved						100.0%				0.0%		0.0%				85.2%

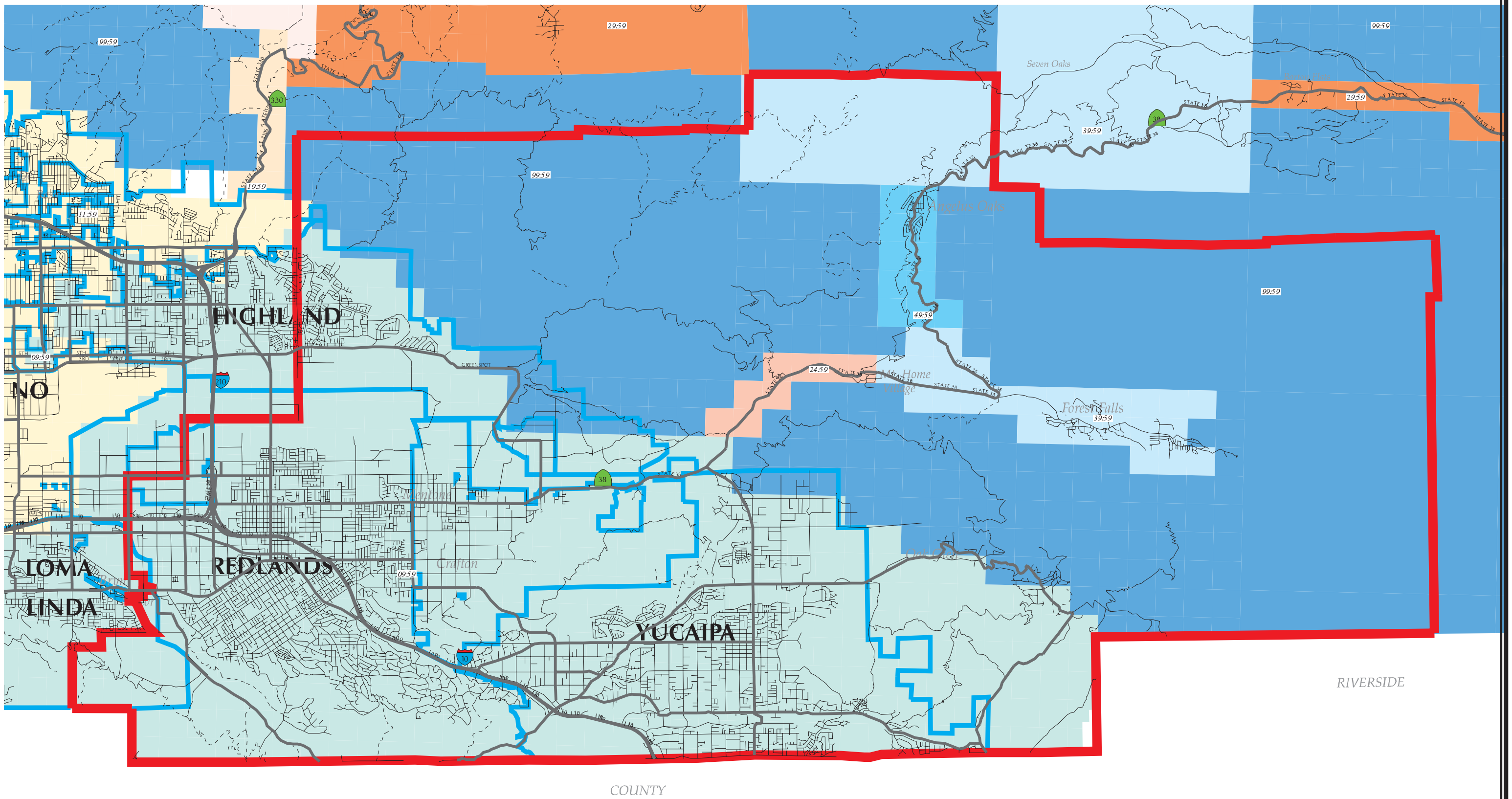
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January													5	5	2	0	**7**	**5**	71.4%
February							1	1					3	3			**5**	**4**	80.0%
March					2	1	1	0					1	1			**5**	**3**	60.0%
April							1	1									**3**	**3**	100.0%
May			1	1			2	2									**5**	**4**	80.0%
June			1	0			1	1									**2**	**1**	50.0%
July																	**1**	**1**	100.0%
August							3	3	3	3							**7**	**7**	100.0%
September							1	1	1	1							**9**	**8**	88.9%
October							1	1									**6**	**5**	83.3%
November					3	3	2	1									**8**	**7**	87.5%
December							1	1							1	0	**17**	**14**	82.4%
Total	**0**	**0**	**2**	**1**	**5**	**4**	**14**	**12**	**4**	**4**	**0**	**0**	**9**	**9**	**3**	**0**	**75**	**62**	**82.7%**
% Approved				50.0%		80.0%		85.7%		100.0%				100.0%		0.0%			

EOA 8
Summary

American Medical Response
(Redlands, Yucaipa, eastern Highland)

Average number of runs per month-- 884

Response time compliance in EOA 8 exceeded the 90% contract requirement for all months during 2005. Compliance ranged from a high of 93.32% in May to a low of 90.17% in October.



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

INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

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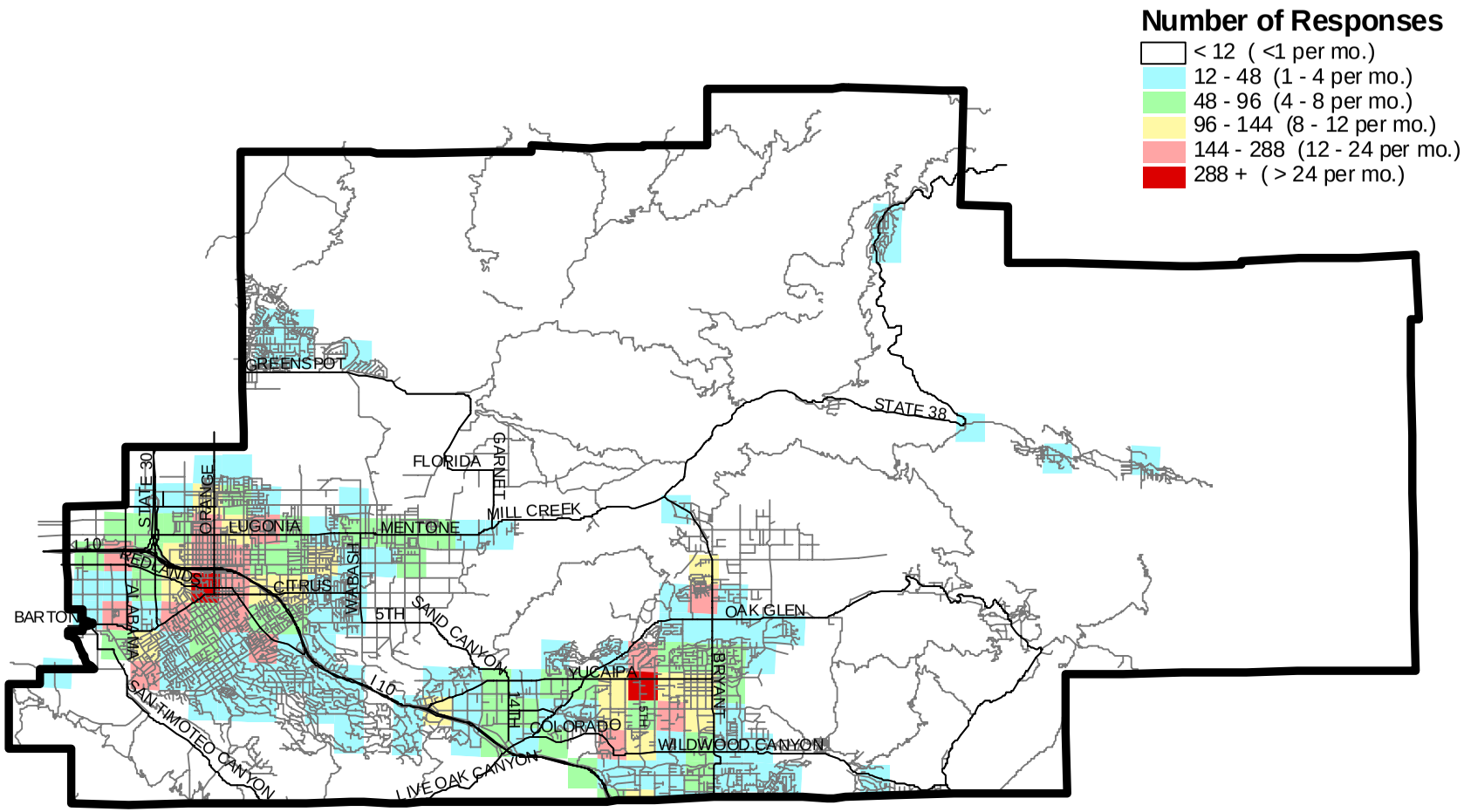
EOA 8
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown.
Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

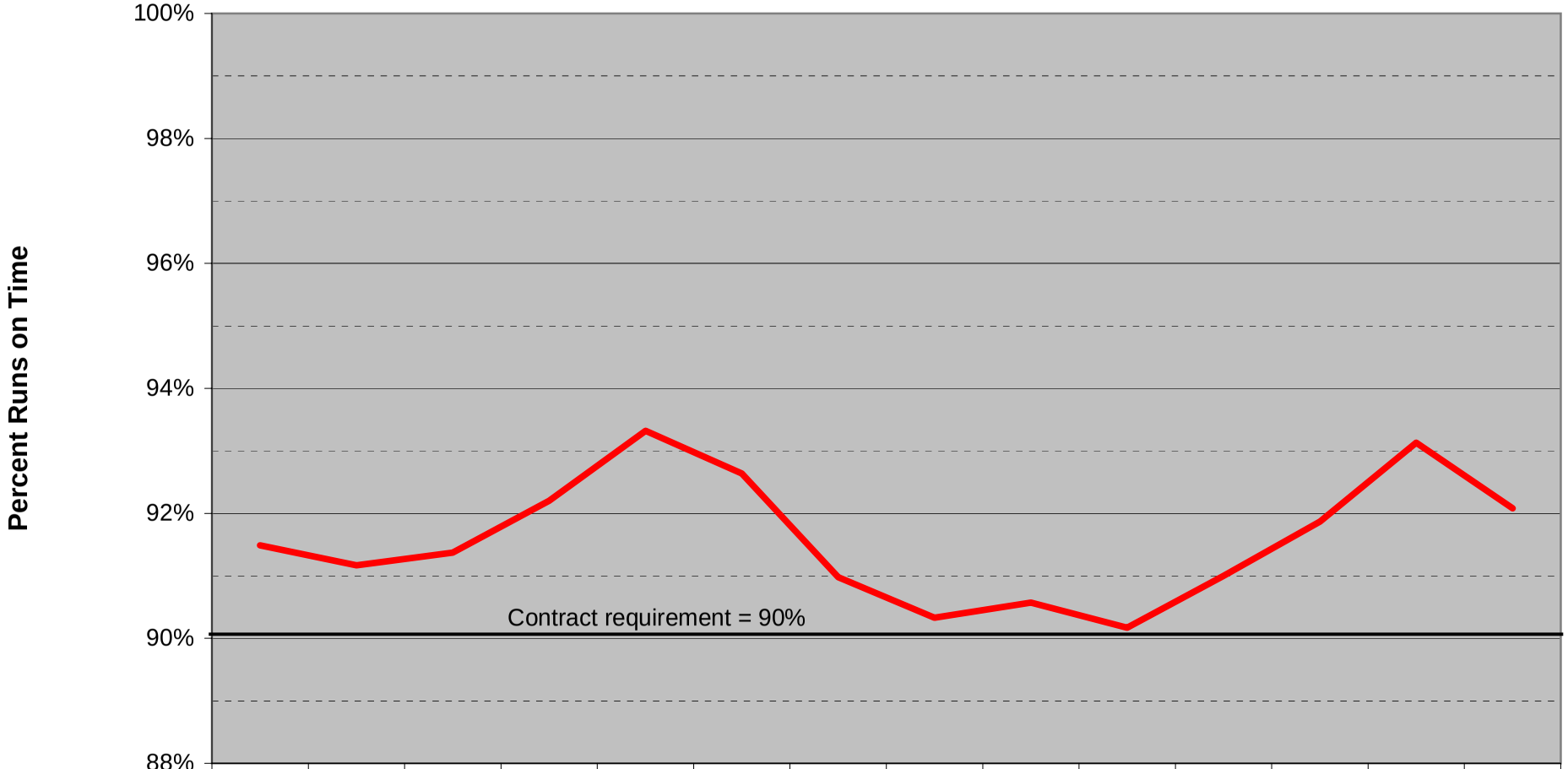
EOA 8 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	893	815	78	91.27%
	24:59	2	2	0	100.00%
	39:59	12	12	0	100.00%
	49:59	5	5	0	100.00%
	99:59	5	5	0	100.00%
	Total	**917**	**839**	**78**	**91.49%**
February	9:59	803	731	72	91.03%
	39:59	4	4	0	100.00%
	49:59	2	2	0	100.00%
	99:59	6	6	0	100.00%
	Total	**815**	**743**	**72**	**91.17%**
March	9:59	840	768	72	91.43%
	39:59	2	1	1	50.00%
	49:59	2	2	0	100.00%
	99:59	2	2	0	100.00%
	Total	**846**	**773**	**73**	**91.37%**
April	9:59	881	811	70	92.05%
	39:59	7	7	0	100.00%
	49:59	3	3	0	100.00%
	99:59	6	6	0	100.00%
	Total	**897**	**827**	**70**	**92.20%**
May	9:59	868	809	59	93.20%
	24:59	1	1	0	100.00%
	39:59	4	4	0	100.00%
	49:59	6	6	0	100.00%
	99:59	4	4	0	100.00%
	Total	**883**	**824**	**59**	**93.32%**
June	9:59	786	728	58	92.62%
	24:59	2	2	0	100.00%
	39:59	5	4	1	80.00%
	49:59	4	4	0	100.00%
	99:59	5	5	0	100.00%
	Total	**802**	**743**	**59**	**92.64%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	916	832	84	90.83%
	39:59	17	17	0	100.00%
	49:59	4	3	1	75.00%
	99:59	5	5	0	100.00%
	Total	**942**	**857**	**85**	**90.98%**
August	9:59	847	764	83	90.20%
	24:59	2	2	0	100.00%
	39:59	19	18	1	94.74%
	49:59	5	4	1	80.00%
	99:59	6	6	0	100.00%
	Total	**879**	**794**	**85**	**90.33%**
September	9:59	830	750	80	90.36%
	24:59	2	2	0	100.00%
	39:59	7	7	0	100.00%
	49:59	3	3	0	100.00%
	99:59	6	6	0	100.00%
	Total	**848**	**768**	**80**	**90.57%**
October	9:59	922	830	92	90.02%
	24:59	2	2	0	100.00%
	39:59	8	8	0	100.00%
	49:59	3	3	0	100.00%
	99:59	1	1	0	100.00%
	Total	**936**	**844**	**92**	**90.17%**
November	9:59	882	802	80	90.93%
	39:59	14	13	1	92.86%
	49:59	2	2	0	100.00%
	99:59	2	2	0	100.00%
	Total	**900**	**819**	**81**	**91.00%**
December	9:59	934	857	77	91.76%
	24:59	1	1	0	100.00%
	39:59	5	5	0	100.00%
	49:59	2	2	0	100.00%
	99:59	5	5	0	100.00%
	Total	**947**	**870**	**77**	**91.87%**

CY2005	9:59	10,402	9,497	905	91.30%
	24:59	12	12	0	100.00%
	39:59	104	100	4	96.15%
	49:59	41	39	2	95.12%
	99:59	53	53	0	100.00%
	Total	**10,612**	**9,701**	**911**	**91.42%**

EOA 8 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	91.49%	91.17%	91.37%	92.20%	93.32%	92.64%	90.98%	90.33%	90.57%	90.17%	91.00%	91.87%	93.13%	92.08%
Fee											$2,817	$1,899	$1,345	$2,077

EOA 8, as a rural contract, was not subject to liquidated damages until Nov 2005.

Month

Total Liquidated Damages = $8,138

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 8 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					1	1									2	2
February					3	3									3	2
March					3	3									1	1
April					3	2							1	0	2	2
May					3	3			1	1	1	0			5	2
June													1	1	1	0
July					3	3							1	1	4	4
August					8	7									2	2
September					5	4			1	1					12	10
October					6	6							2	2	14	12
November					3	3									6	4
December					1	1									47	38
Total	**0**	**0**	**0**	**0**	**39**	**36**	**0**	**0**	**2**	**2**	**1**	**0**	**5**	**4**	**99**	**79**
% Approved						92.3%				100.0%		0.0%		80.0%		79.8%

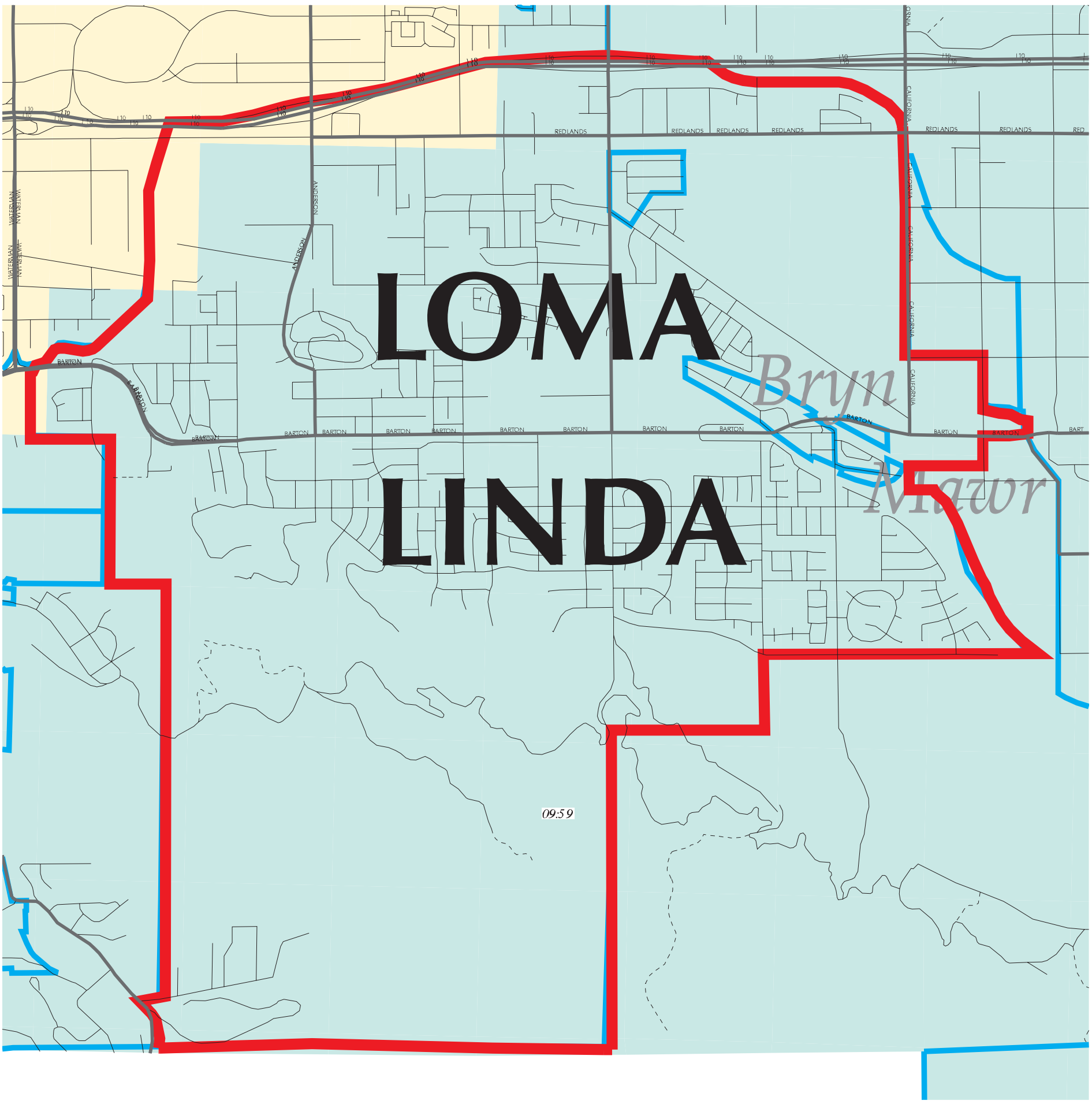
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January							2	2					7	7			**12**	**12**	100.0%
February			2	2			4	3					14	14	3	0	**29**	**24**	82.8%
March					3	3	6	5					3	3			**16**	**15**	93.8%
April			1	0	1	1	3	2							1	0	**12**	**7**	58.3%
May			2	1	1	1	4	4					1	1			**18**	**13**	72.2%
June			1	1													**3**	**2**	66.7%
July			1	1	3	3	3	3									**15**	**15**	100.0%
August					2	2	3	3									**15**	**14**	93.3%
September			1	0	5	4	11	9									**35**	**28**	80.0%
October			1	1			8	5					1	1	1	0	**33**	**27**	81.8%
November					4	4	7	7							1	0	**21**	**18**	85.7%
December			1	1	3	3											**52**	**43**	82.7%
Total	**0**	**0**	**10**	**7**	**22**	**21**	**51**	**43**	**0**	**0**	**0**	**0**	**26**	**26**	**6**	**0**	**261**	**218**	**83.5%**
% Approved				70.0%		95.5%		84.3%						100.0%		0.0%			

EOA 9
Summary

American Medical Response
(Loma Linda)

Average number of runs per month-- 152

Response time compliance in EOA 9 was below the 90% contract requirement in September (88.64%). Compliance exceeded 90% during the past five months (October 2005 – February 2006) and was above 94% between December 2005 and February 2006.

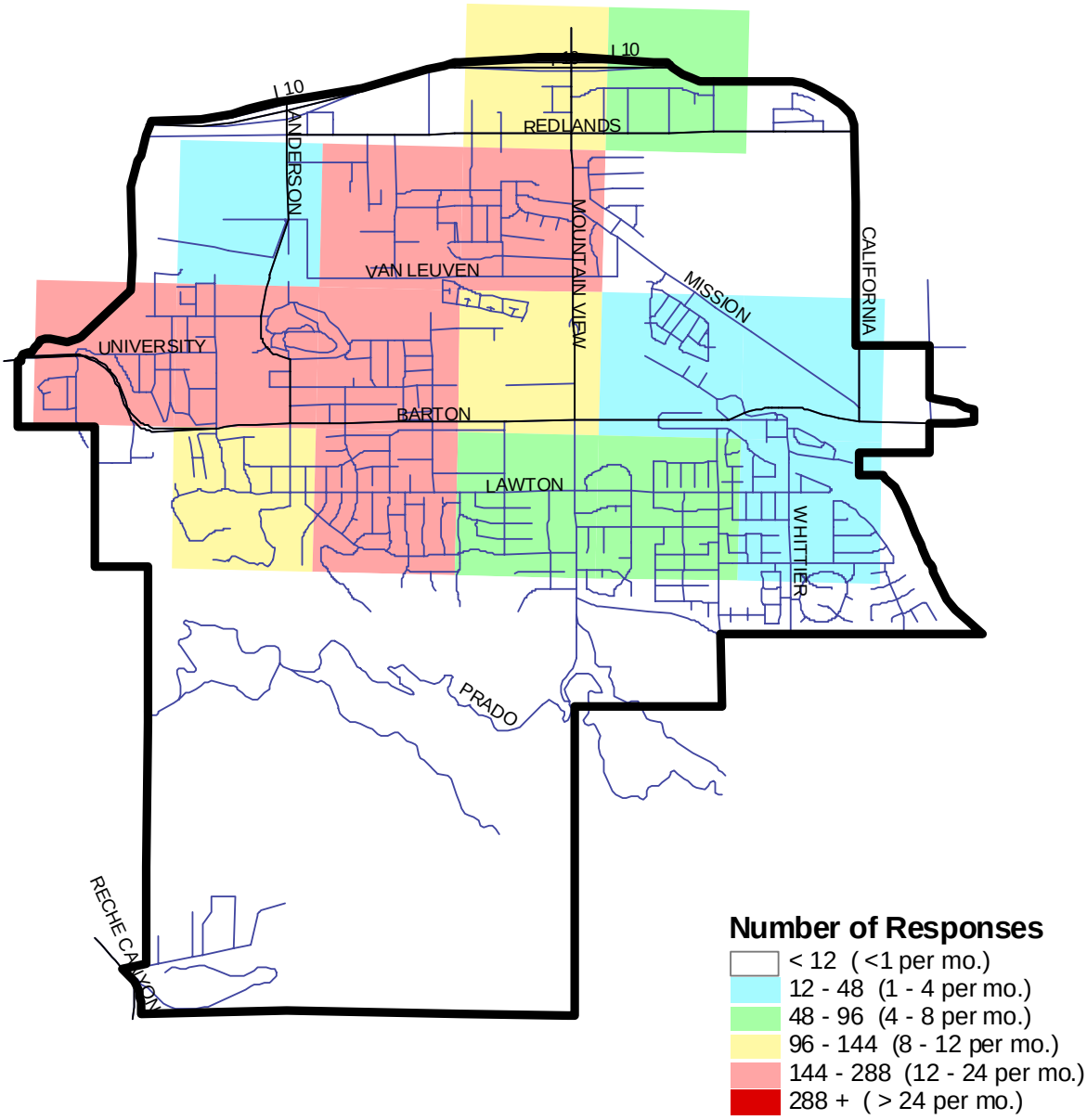


SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 9 - American Medical Response

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 9
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

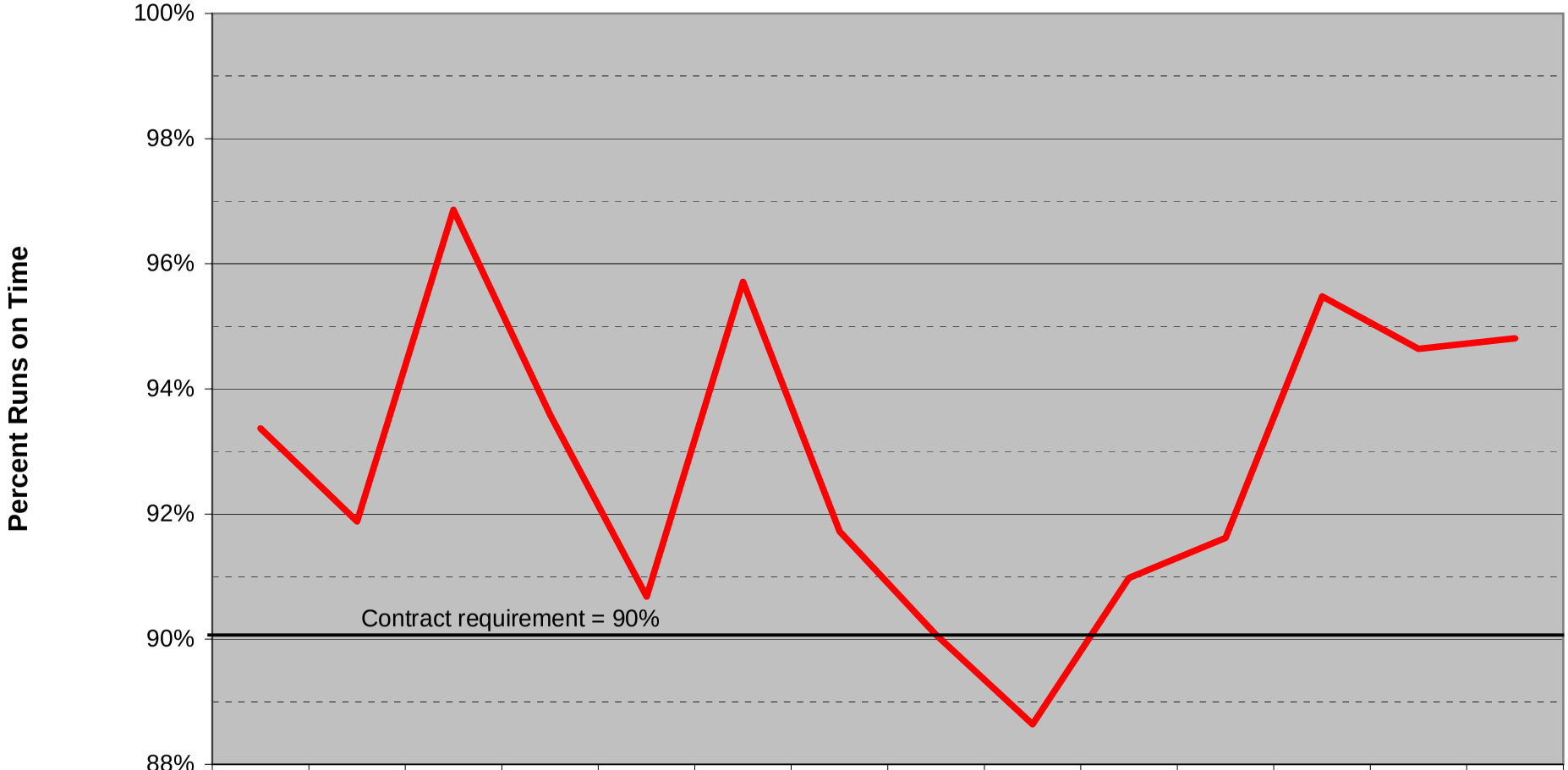
EOA 9 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	166	155	11	93.37%
February	9:59	160	147	13	91.88%
March	9:59	159	154	5	96.86%
April	9:59	156	146	10	93.59%
May	9:59	161	146	15	90.68%
June	9:59	163	156	7	95.71%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	145	133	12	91.72%
August	9:59	141	127	14	90.07%
September	9:59	132	117	15	88.64%
October	9:59	122	111	11	90.98%
November	9:59	167	153	14	91.62%
December	9:59	155	148	7	95.48%

CY2005	**9:59**	**1,827**	**1,693**	**134**	**92.67%**

EOA 9 - Response Time Compliance and Liquidated Damages
Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	93.37%	91.88%	96.86%	93.59%	90.68%	95.71%	91.72%	90.07%	88.64%	90.98%	91.62%	95.48%	94.64%	94.81%
Fee	$159	$239	$15	$34	$420	$12	$174	$200	$1,830	$135	$113	$42	$66	$46

Month

Total Liquidated Damages = $3,485

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 9 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January																
February																
March																
April																
May					1	1										
June					1	1										
July															1	1
August					1	1										
September															1	0
October															1	1
November					1	1									1	1
December															5	4
Total	**0**	**0**	**0**	**0**	**4**	**4**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**9**	**7**
% Approved						100.0%										77.8%

Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January																	**0**	**0**	---
February																	**0**	**0**	---
March					2	1							1	1			**3**	**2**	66.7%
April							1	1									**1**	**1**	100.0%
May					3	3											**4**	**4**	100.0%
June							1	1									**2**	**2**	100.0%
July					1	1											**2**	**2**	100.0%
August							2	2									**3**	**3**	100.0%
September																	**1**	**0**	0.0%
October							2	2							1	0	**4**	**3**	75.0%
November							1	1	1	1							**4**	**4**	100.0%
December							1	1									**6**	**5**	83.3%
Total	**0**	**0**	**0**	**0**	**6**	**5**	**8**	**8**	**1**	**1**	**0**	**0**	**1**	**1**	**1**	**0**	**30**	**26**	**86.7%**
% Approved						83.3%		100.0%		100.0%				100.0%		0.0%			

EOA 11
Summary

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

Average number of runs per month -- 9

Response time compliance in EOA 11 was below the 90% contract requirement in March 2005 (62.50%), July 2005 (81.82%), September 2005 (77.78%), and February 2006 (72.73%). The small number of runs (average of 9 per month) exaggerates the impact of a late run on EOA compliance. ICEMA has been working with the State EMS Authority to revise the current EOA Plan to incorporate EOA 11 into EOA 6.
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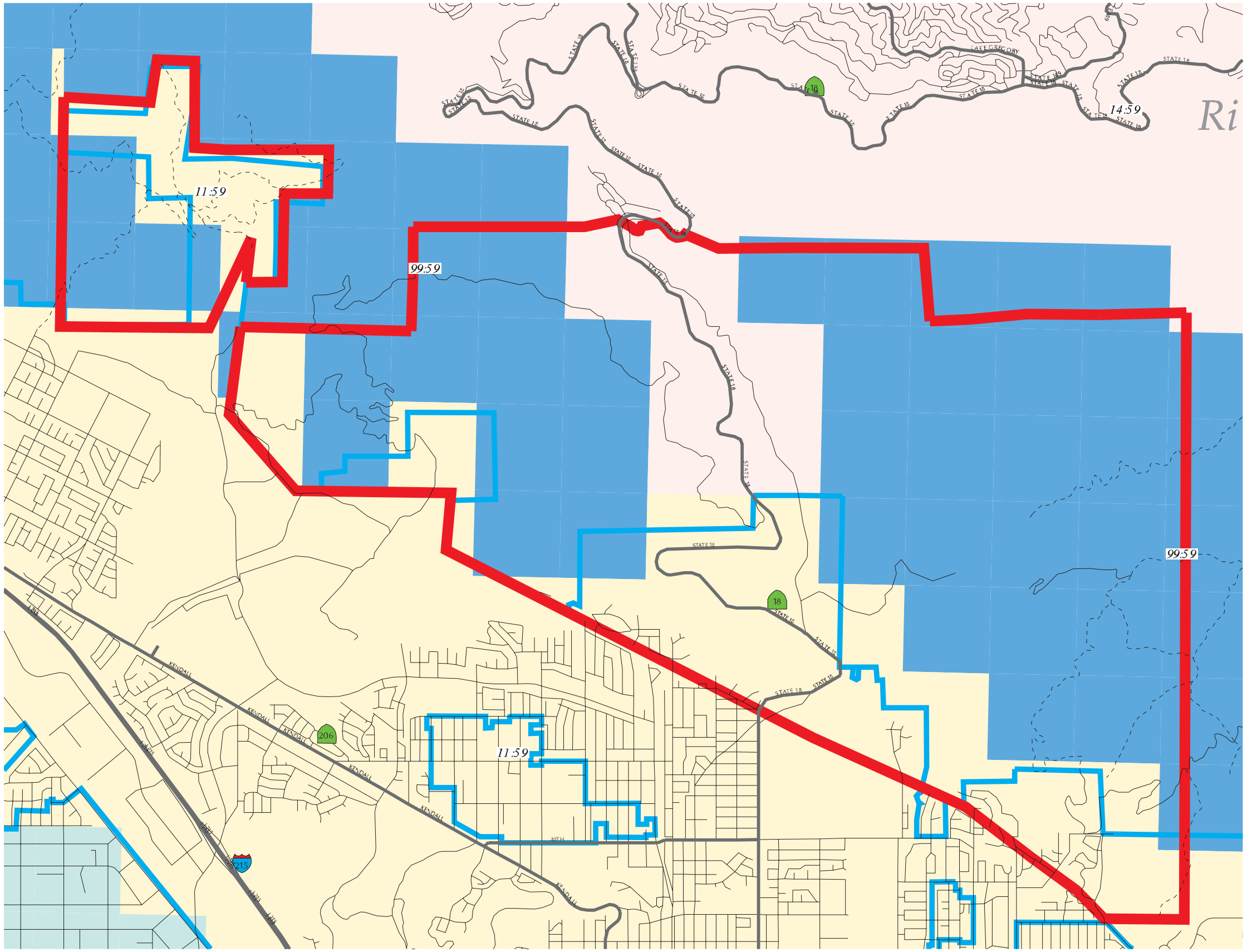

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 11 - American Medical Response

Map Prepared On May 15, 2006

City Limits
EOA Boundary

INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

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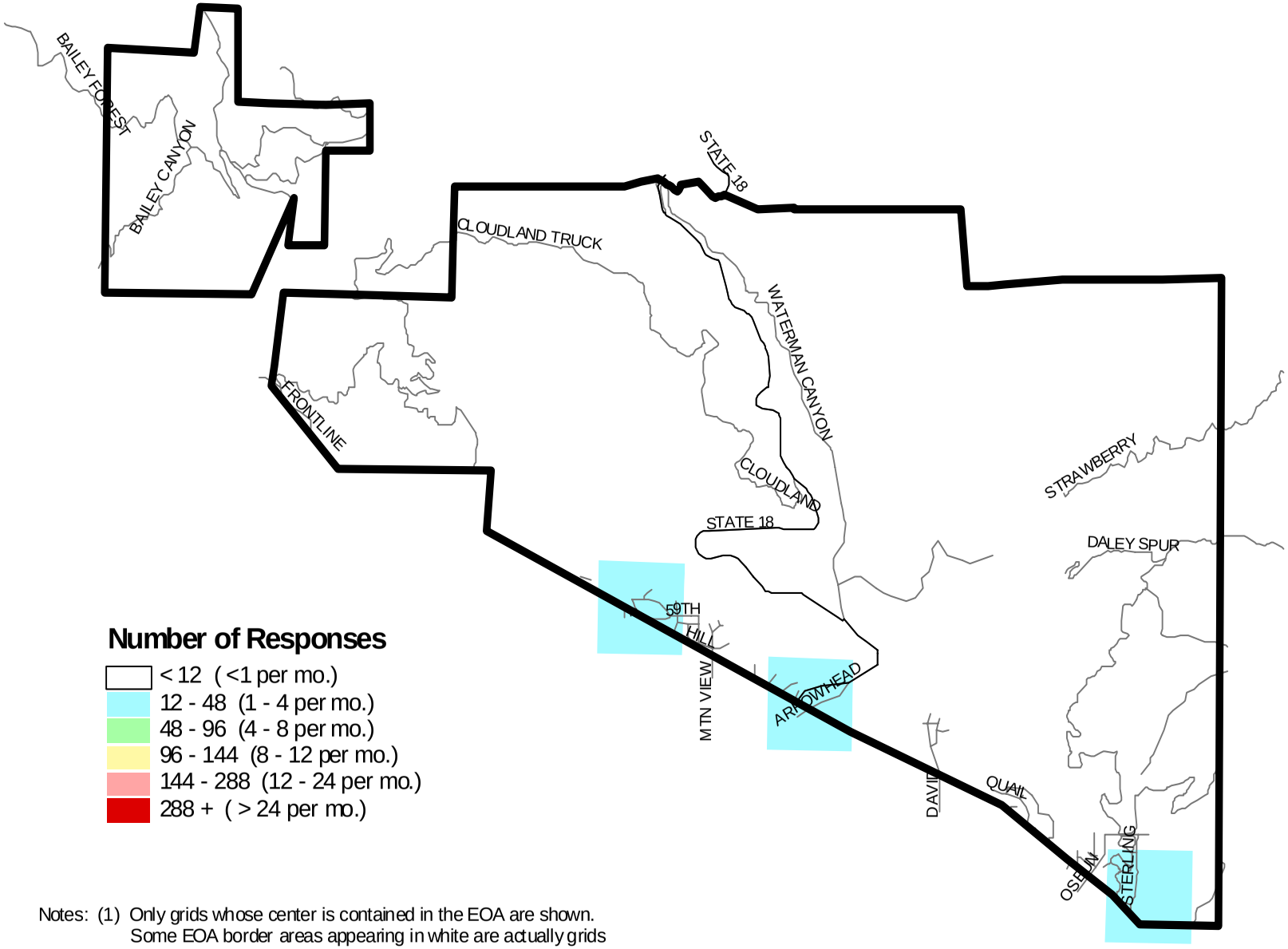
EOA 11
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

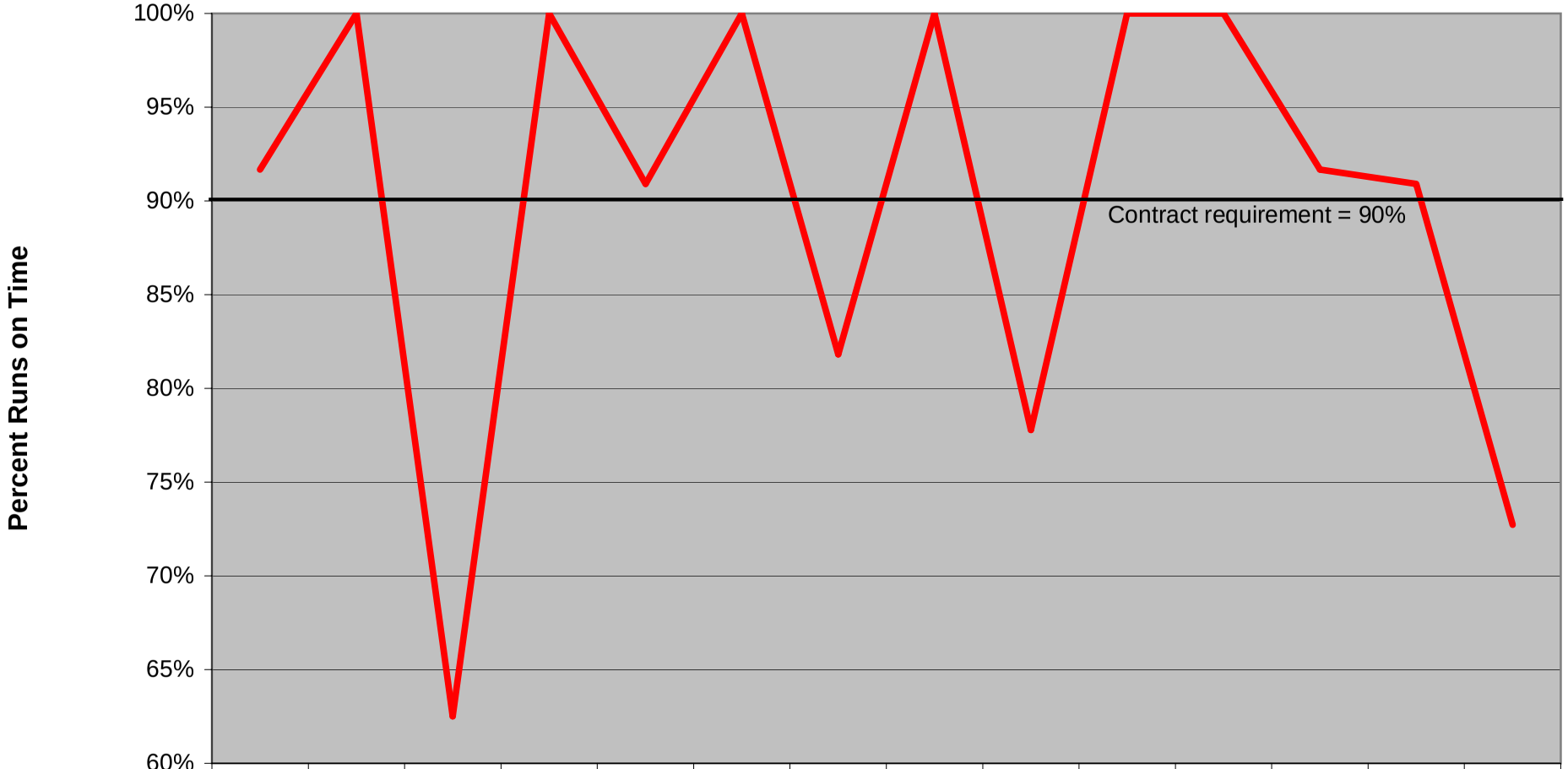
EOA 11 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	11:59	11	10	1	90.91%
	14:59	1	1	0	100.00%
	Total	**12**	**11**	**1**	**91.67%**
February	**11:59**	**8**	**8**	**0**	**100.00%**
March	**11:59**	**8**	**5**	**3**	**62.50%**
April	11:59	4	4	0	100.00%
	14:59	2	2	0	100.00%
	Total	**6**	**6**	**0**	**100.00%**
May	**11:59**	**11**	**10**	**1**	**90.91%**
June	**11:59**	**6**	**6**	**0**	**100.00%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	11:59	10	8	2	80.00%
	14:59	1	1	0	100.00%
	Total	**11**	**9**	**2**	**81.82%**
August	11:59	4	4	0	100.00%
	14:59	2	2	0	100.00%
	Total	**6**	**6**	**0**	**100.00%**
September	11:59	8	6	2	75.00%
	99:59	1	1	0	100.00%
	Total	**9**	**7**	**2**	**77.78%**
October	**11:59**	**5**	**5**	**0**	**100.00%**
November	11:59	14	14	0	100.00%
	14:59	1	1	0	100.00%
	Total	**15**	**15**	**0**	**100.00%**
December	11:59	11	10	1	90.91%
	14:59	1	1	0	100.00%
	Total	**12**	**11**	**1**	**91.67%**

CY2005	11:59	100	90	10	90.00%
	14:59	8	8	0	100.00%
	99:59	1	1	0	100.00%
	Total	**109**	**99**	**10**	**90.83%**

EOA 11 - Response Time Compliance and Liquidated Damages Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	91.67%	100.00%	62.50%	100.00%	90.91%	100.00%	81.82%	100.00%	77.78%	100.00%	100.00%	91.67%	90.91%	72.73%
Fee											$0	$5	$70	$455

EOA 11, as a rural contract, was not subject to liquidated damages until Nov 2005.

Month

Total Liquidated Damages = $530

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 11 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					1	0										
February																
March																
April																
May																
June																
July																
August																
September																
October																
November																
December																
Total	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
% Approved						0.0%										

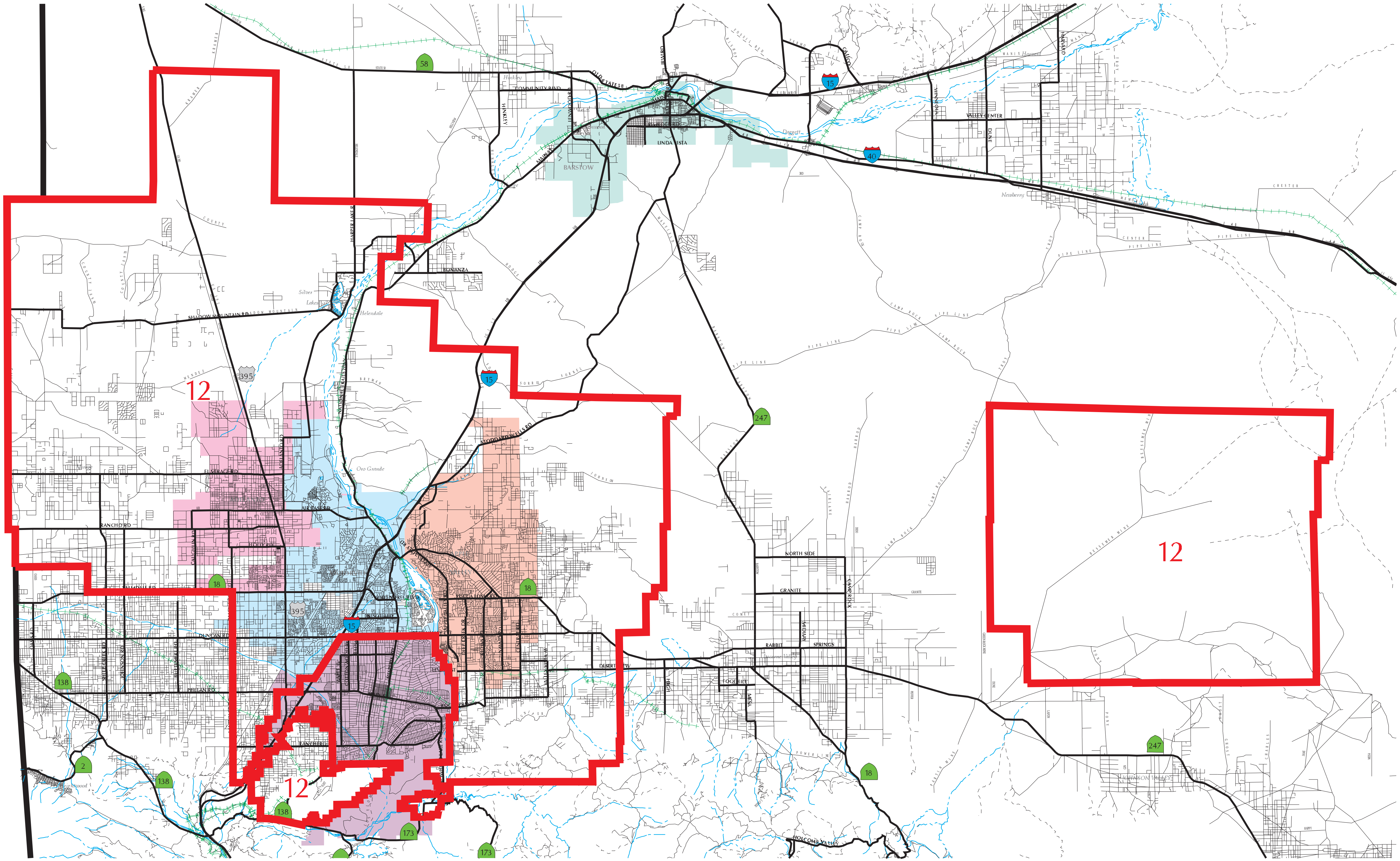
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January																	**1**	**0**	0.0%
February													1	1			**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									**1**	**1**	100.0%
October																	**0**	**0**	---
November																	**0**	**0**	---
December																	**0**	**0**	---
Total	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**3**	**2**	**66.7%**
% Approved								100.0%						100.0%					

EOA 12
Summary

American Medical Response
(High Desert excluding Lucerne Valley)

Average number of runs per month – 1,593

Response time compliance in EOA 12 exceeded the 90% contract requirement for all months during 2005. Compliance ranged from a low of 90.47% in May to a high of 94.88% in December.



SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA

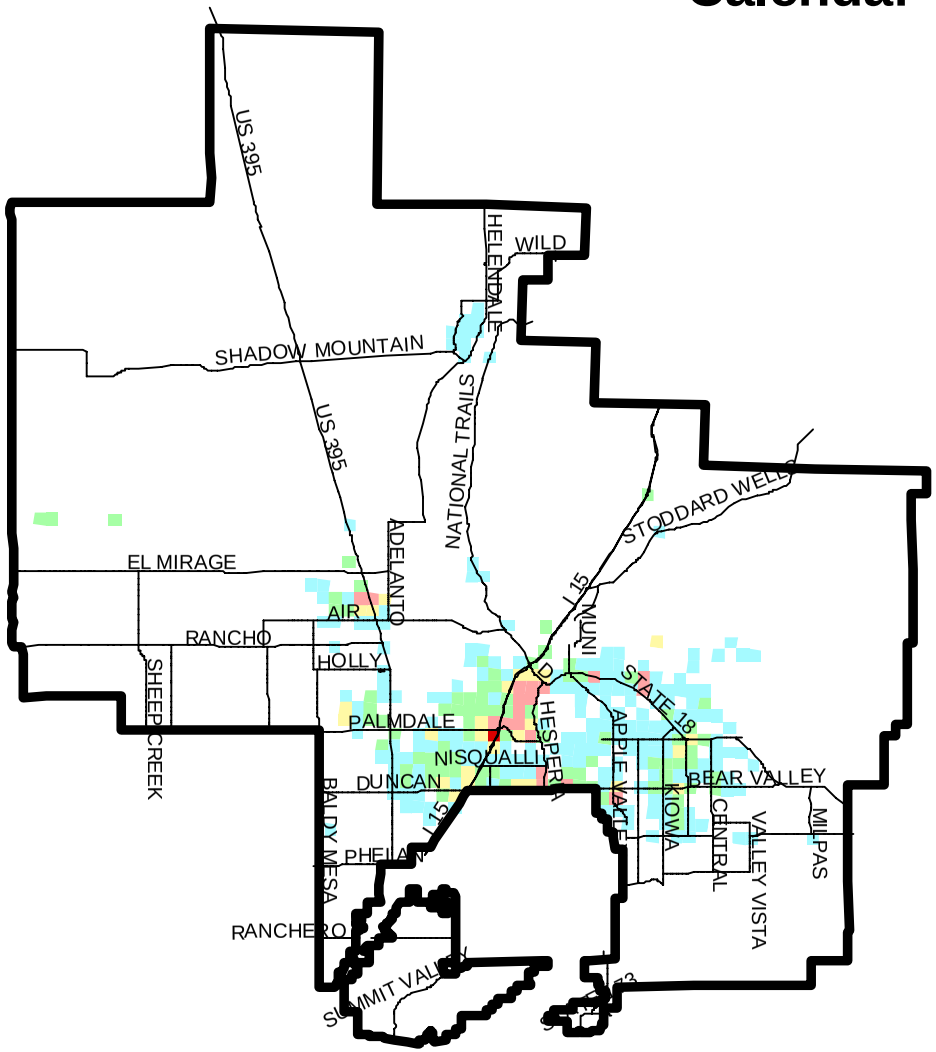
Area 12 - American Medical Response

Map Prepared On June 20, 2006

ISD-GIMS

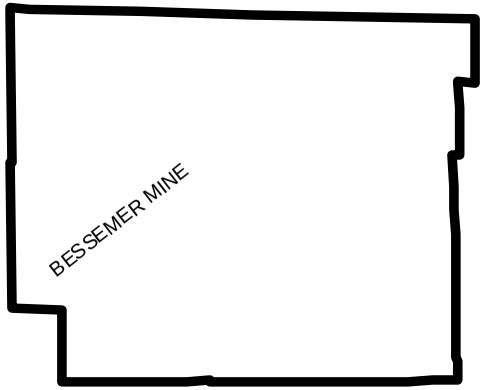
SAN BERNARDINO COUNTY
INFORMATION SERVICES DEPARTMENT
GEOGRAPHIC INFORMATION MANAGEMENT SYSTEM

EOA 12
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



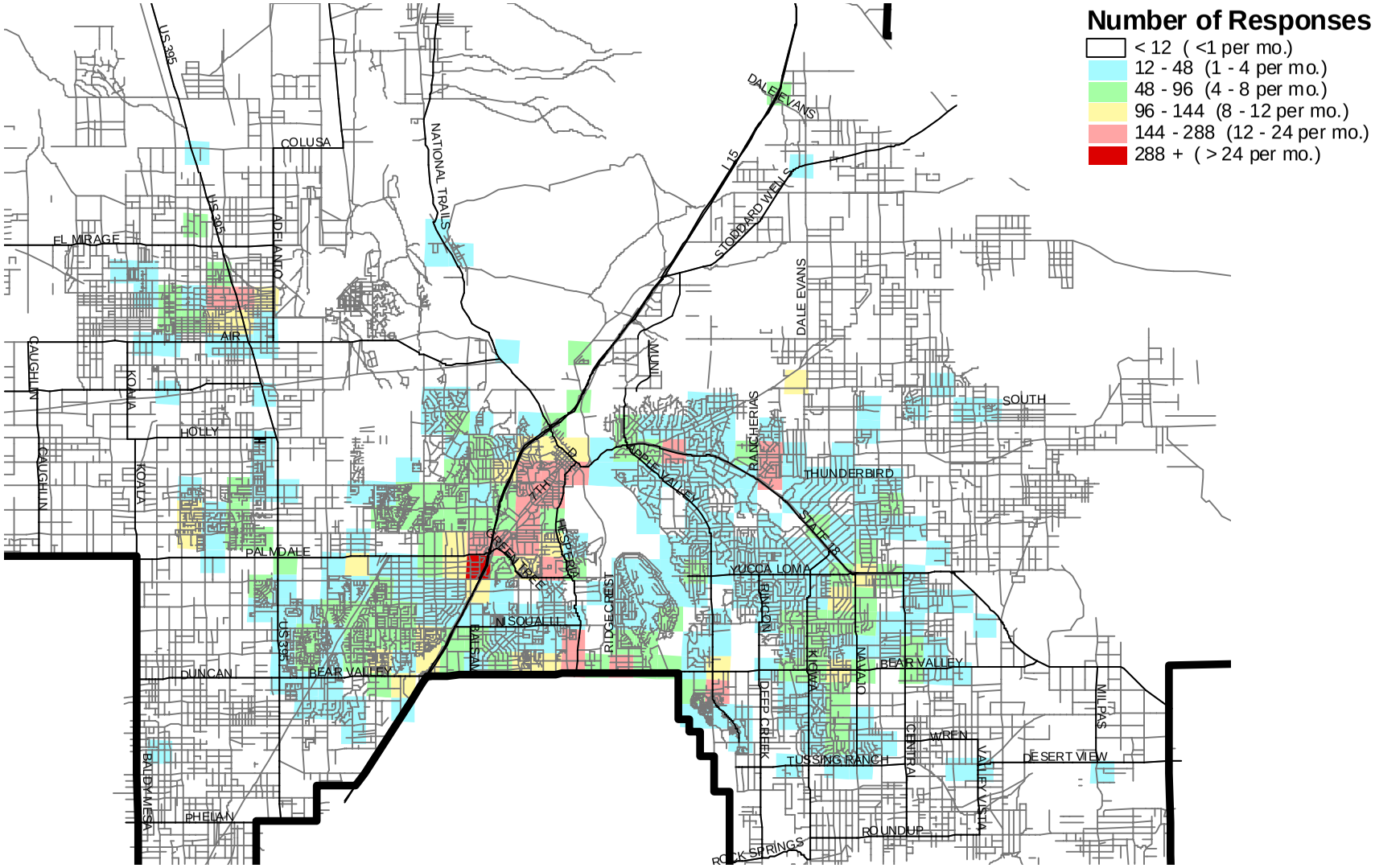
Number of Responses

- < 12 (<1 per mo.)
- 12 - 48 (1 - 4 per mo.)
- 48 - 96 (4 - 8 per mo.)
- 96 - 144 (8 - 12 per mo.)
- 144 - 288 (12 - 24 per mo.)
- 288 + (> 24 per mo.)



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 12 - Victor Valley Area
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

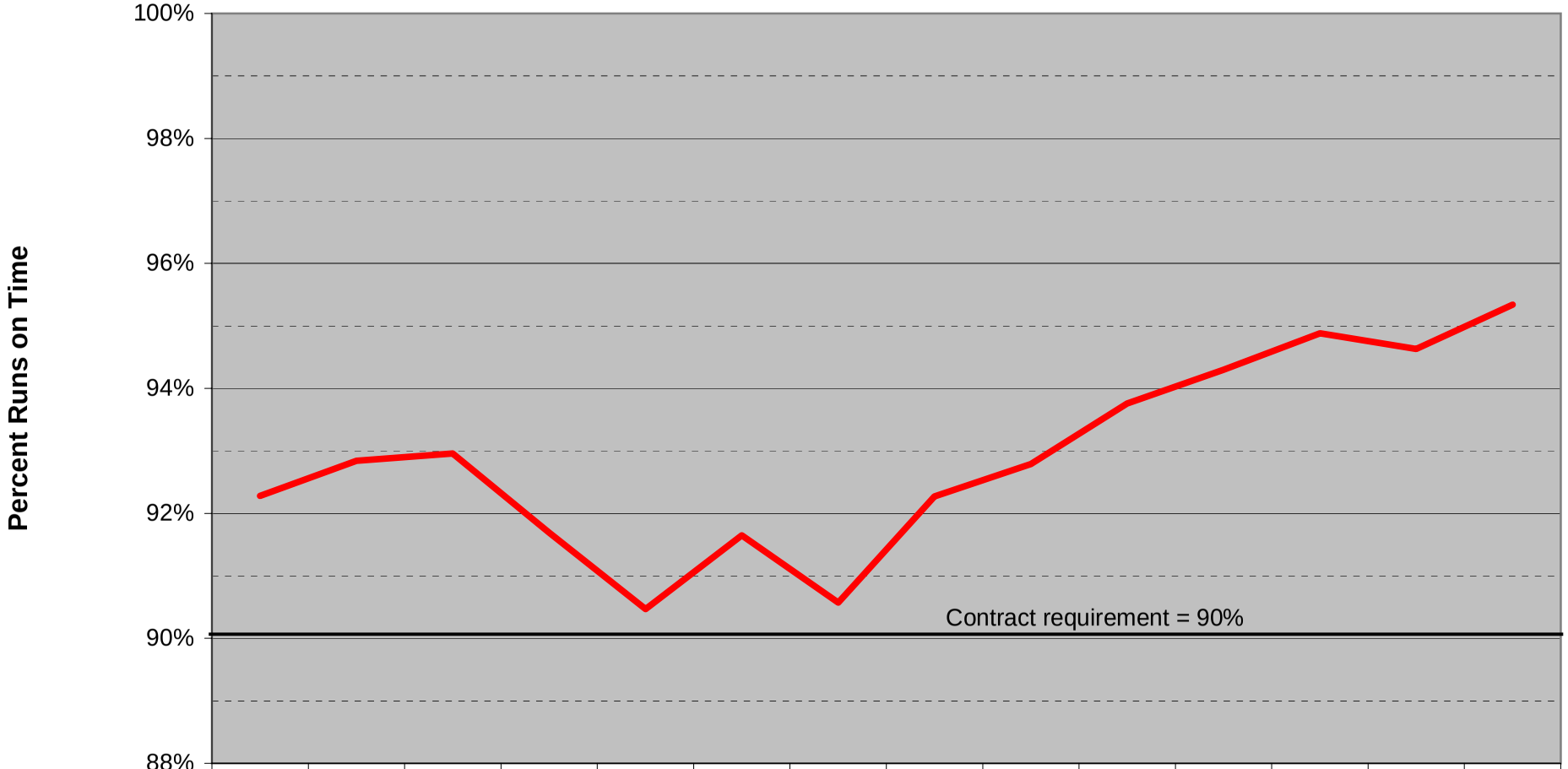
EOA 12 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	1,294	1,185	109	91.58%
	19:59	78	77	1	98.72%
	29:59	62	61	1	98.39%
	49:59	3	3	0	100.00%
	Total	**1,437**	**1,326**	**111**	**92.28%**
February	9:59	1,276	1,181	95	92.55%
	19:59	63	59	4	93.65%
	29:59	42	42	0	100.00%
	49:59	1	1	0	100.00%
	Total	**1,382**	**1,283**	**99**	**92.84%**
March	9:59	1,487	1,375	112	92.47%
	19:59	71	69	2	97.18%
	29:59	61	61	0	100.00%
	49:59	1	1	0	100.00%
	Total	**1,620**	**1,506**	**114**	**92.96%**
April	9:59	1,364	1,242	122	91.06%
	19:59	118	112	6	94.92%
	29:59	71	70	1	98.59%
	Total	**1,553**	**1,424**	**129**	**91.69%**
May	9:59	1,561	1,404	157	89.94%
	19:59	84	78	6	92.86%
	29:59	75	74	1	98.67%
	Total	**1,720**	**1,556**	**164**	**90.47%**
June	9:59	1,327	1,212	115	91.33%
	19:59	67	61	6	91.04%
	29:59	66	65	1	98.48%
	49:59	1	1	0	100.00%
	Total	**1,461**	**1,339**	**122**	**91.65%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	1,488	1,341	147	90.12%
	19:59	93	85	8	91.40%
	29:59	61	61	0	100.00%
	49:59	1	1	0	100.00%
	Total	**1,643**	**1,488**	**155**	**90.57%**
August	9:59	1,475	1,353	122	91.73%
	19:59	73	72	1	98.63%
	29:59	54	53	1	98.15%
	49:59	2	2	0	100.00%
	Total	**1,604**	**1,480**	**124**	**92.27%**
September	9:59	1,342	1,238	104	92.25%
	19:59	95	91	4	95.79%
	29:59	60	60	0	100.00%
	Total	**1,497**	**1,389**	**108**	**92.79%**
October	9:59	1,528	1,430	98	93.59%
	19:59	81	75	6	92.59%
	29:59	53	53	0	100.00%
	49:59	3	3	0	100.00%
	99:59	2	2	0	100.00%
	Total	**1,667**	**1,563**	**104**	**93.76%**
November	9:59	1,490	1,399	91	93.89%
	19:59	89	87	2	97.75%
	29:59	71	70	1	98.59%
	Total	**1,650**	**1,556**	**94**	**94.30%**
December	9:59	1,703	1,610	93	94.54%
	19:59	99	96	3	96.97%
	29:59	74	74	0	100.00%
	Total	**1,876**	**1,780**	**96**	**94.88%**

CY2005	9:59	17,335	15,970	1,365	92.13%
	19:59	1,011	962	49	95.15%
	29:59	750	744	6	99.20%
	49:59	12	12	0	100.00%
	99:59	2	2	0	100.00%
	Total	**19,110**	**17,690**	**1,420**	**92.57%**

EOA 12 - Response Time Compliance and Liquidated Damages Contract History, by Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	2005												2006	
% on Time	92.28%	92.84%	92.96%	91.69%	90.47%	91.65%	90.57%	92.27%	92.79%	93.76%	94.30%	94.88%	94.63%	95.34%
Fee											$735	$629	$638	$360

EOA 12, as a rural contract, was not subject to liquidated damages until Nov 2005.

Month

Total Liquidated Damages = $2,362

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 12 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					6	6			2	0			9	9		
February					3	3			1	0			6	6	13	10
March					10	10					1	0	2	2	6	4
April					6	6					3	0	6	2	2	1
May					4	4							7	5	9	4
June					10	8							3	2		
July					5	5							8	8	3	3
August					3	3							7	7		
September					5	4							10	10	3	2
October					8	8							2	2	8	3
November					3	2							2	2	2	1
December					3	3							8	8	36	22
Total	**0**	**0**	**0**	**0**	**66**	**62**	**0**	**0**	**3**	**0**	**4**	**0**	**70**	**63**	**82**	**50**
% Approved						93.9%				0.0%		0.0%		90.0%		61.0%

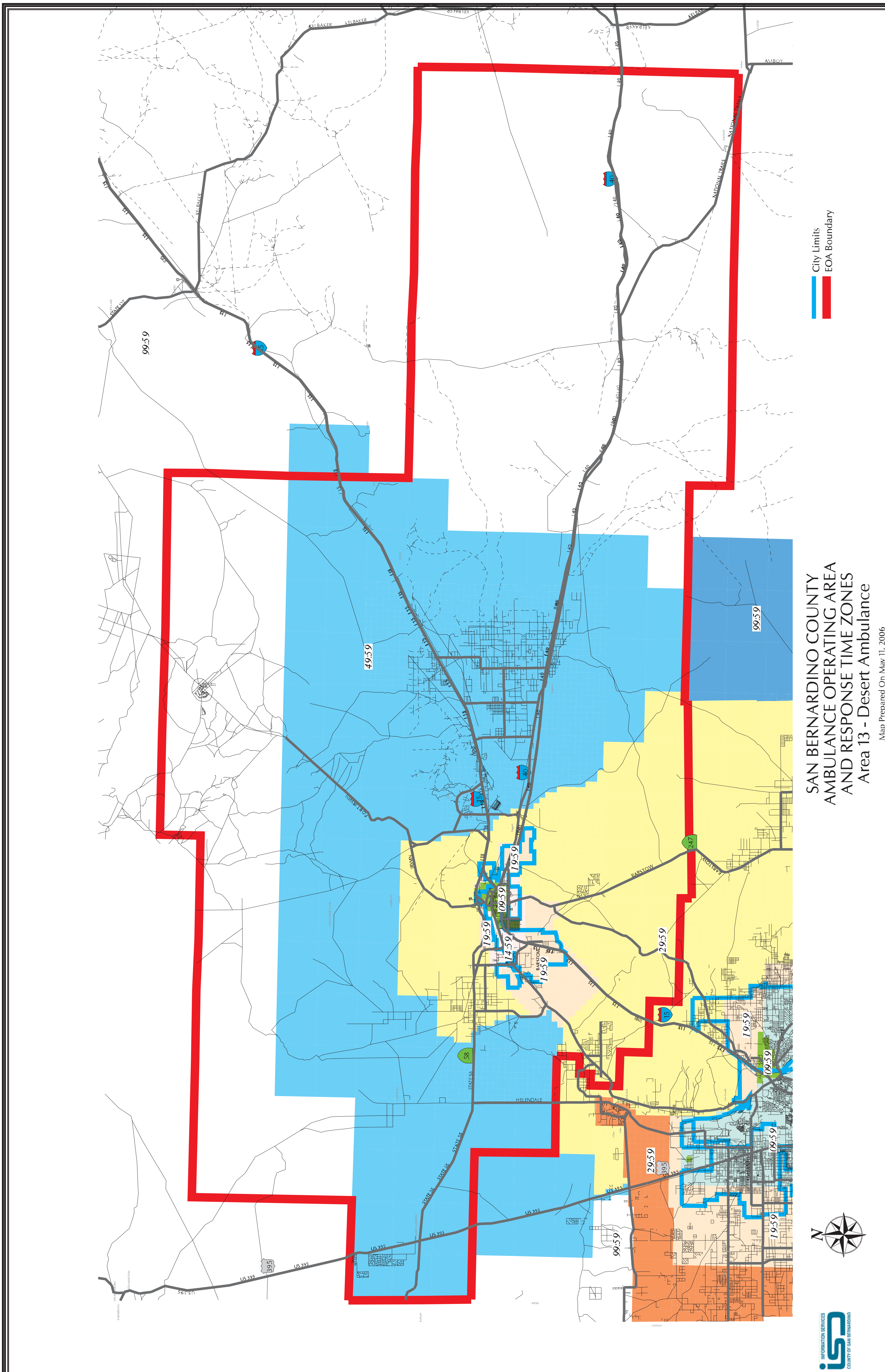
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			3	3	3	3	1	1					19	19	7	0	**50**	**41**	82.0%
February			9	9			5	5					14	14	4	0	**55**	**47**	85.5%
March			1	1	1	1	3	2					2	2			**26**	**22**	84.6%
April			4	2	6	6	2	1									**29**	**18**	62.1%
May					4	4											**24**	**17**	70.8%
June					2	2	3	2							1	1	**19**	**15**	78.9%
July			4	4	4	4	4	4							1	0	**29**	**28**	96.6%
August			3	3	3	3	4	4					2	2			**22**	**22**	100.0%
September			5	4	3	3	1	0					1	1			**28**	**24**	85.7%
October			3	2	1	1	2	1					2	2	1	1	**27**	**20**	74.1%
November			3	3	1	1	5	4	1	0	1	0			1	0	**19**	**13**	68.4%
December			2	2	3	3	3	2					1	1	2	0	**58**	**41**	70.7%
Total	**0**	**0**	**37**	**33**	**31**	**31**	**33**	**26**	**1**	**0**	**1**	**0**	**41**	**41**	**17**	**2**	**386**	**308**	**79.8%**
% Approved				89.2%		100.0%		78.8%		0.0%		0.0%		100.0%		11.8%			

EOA 13
Summary

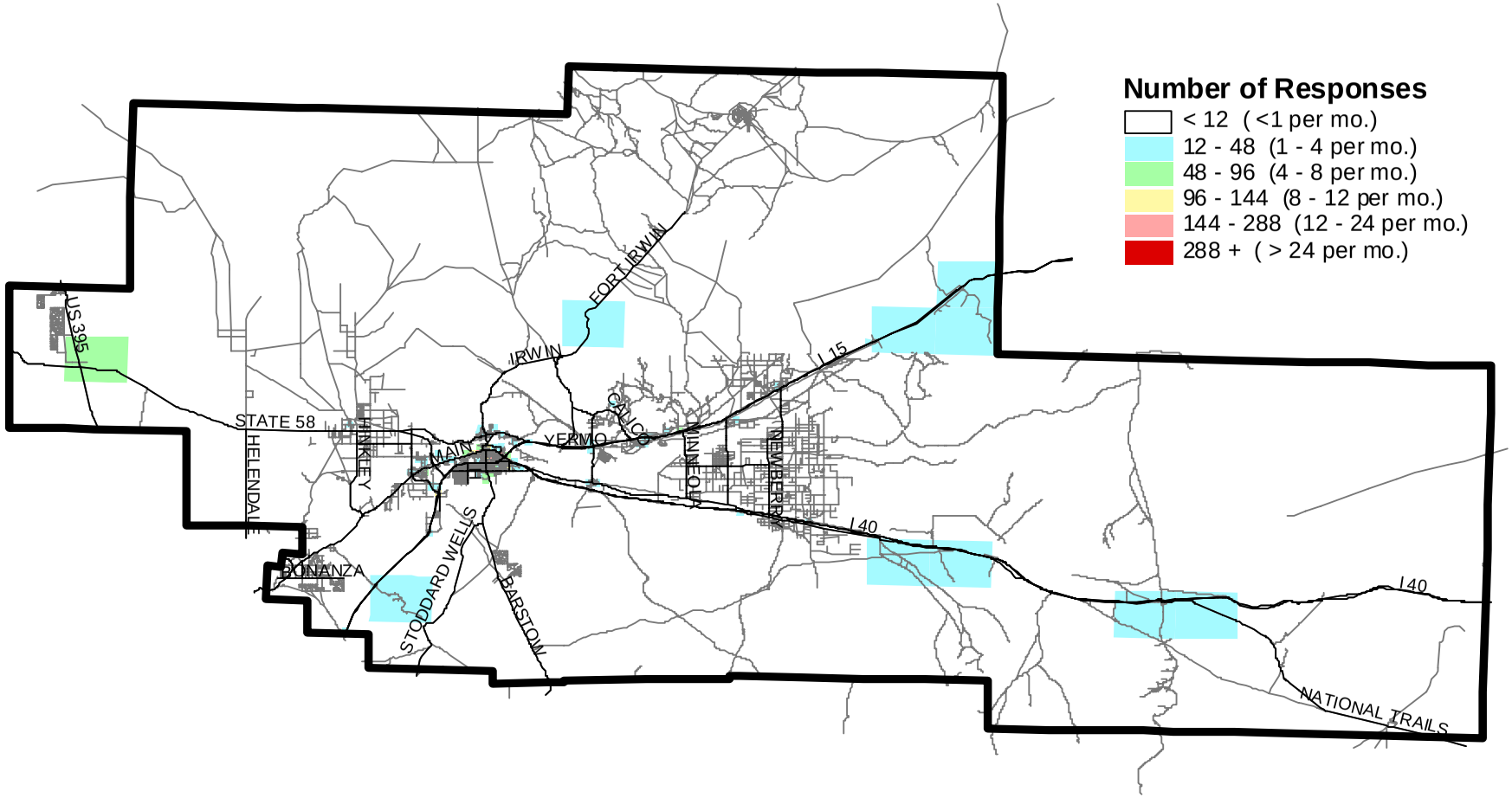
Desert Ambulance
(Barstow and surrounding desert area)

Average number of runs per month -- 401

Response time compliance in EOA 13 exceeded the 90% contract requirement for all months during 2005. Compliance ranged from a high of 100% in January and April to a low of 99.17% in February.

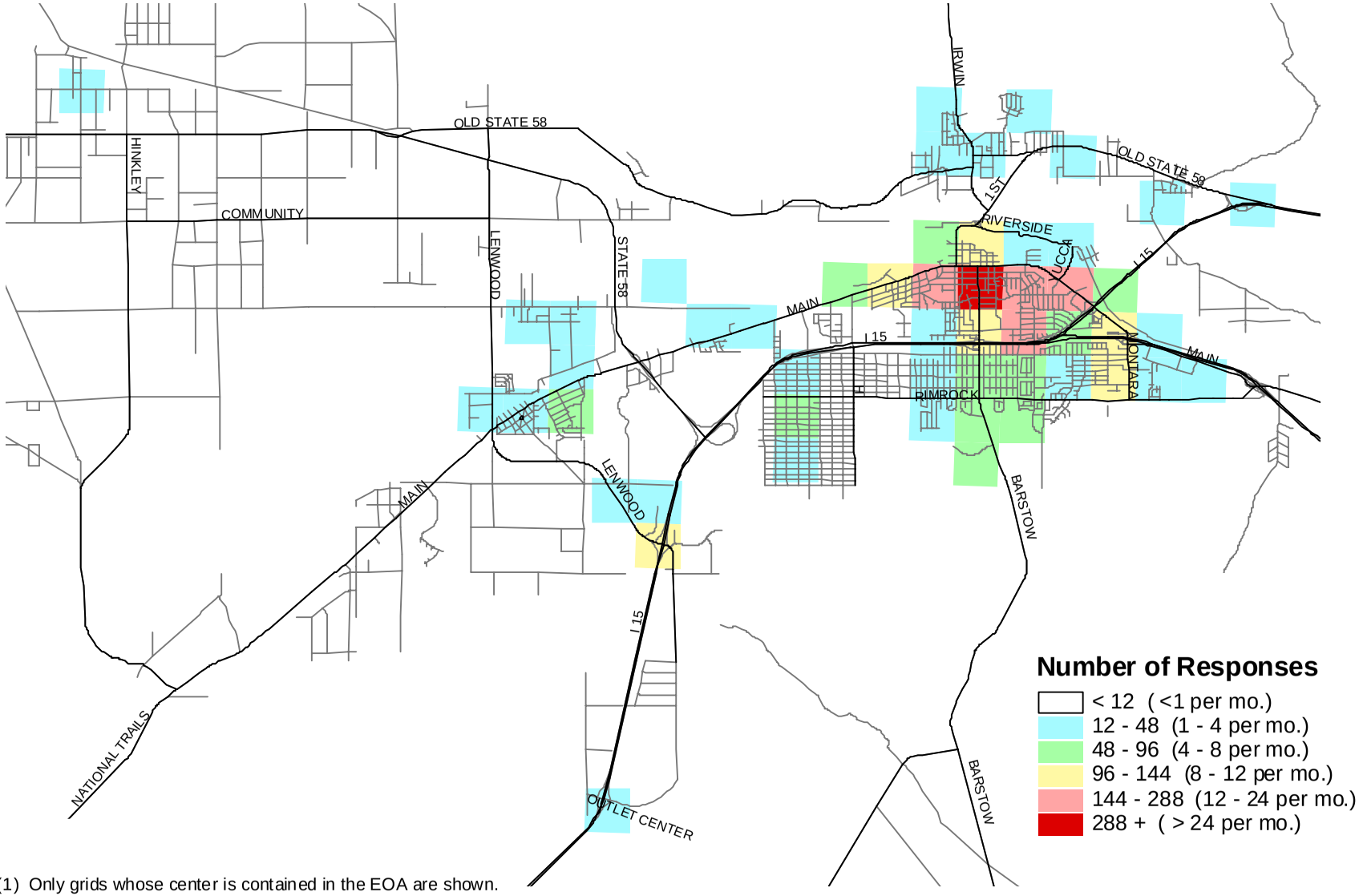

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 13 - Desert Ambulance
Map Prepared On May 11, 2006
City Limits
EOA Boundary
99:59
49:59
29:59
19:59
14:59
09:59
BARSTOW
HELENDALE
AMBOY
KELBAKER
NATIONAL TRAILS
FORT IRWIN
US 395
STATE 58
N

EOA 13
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



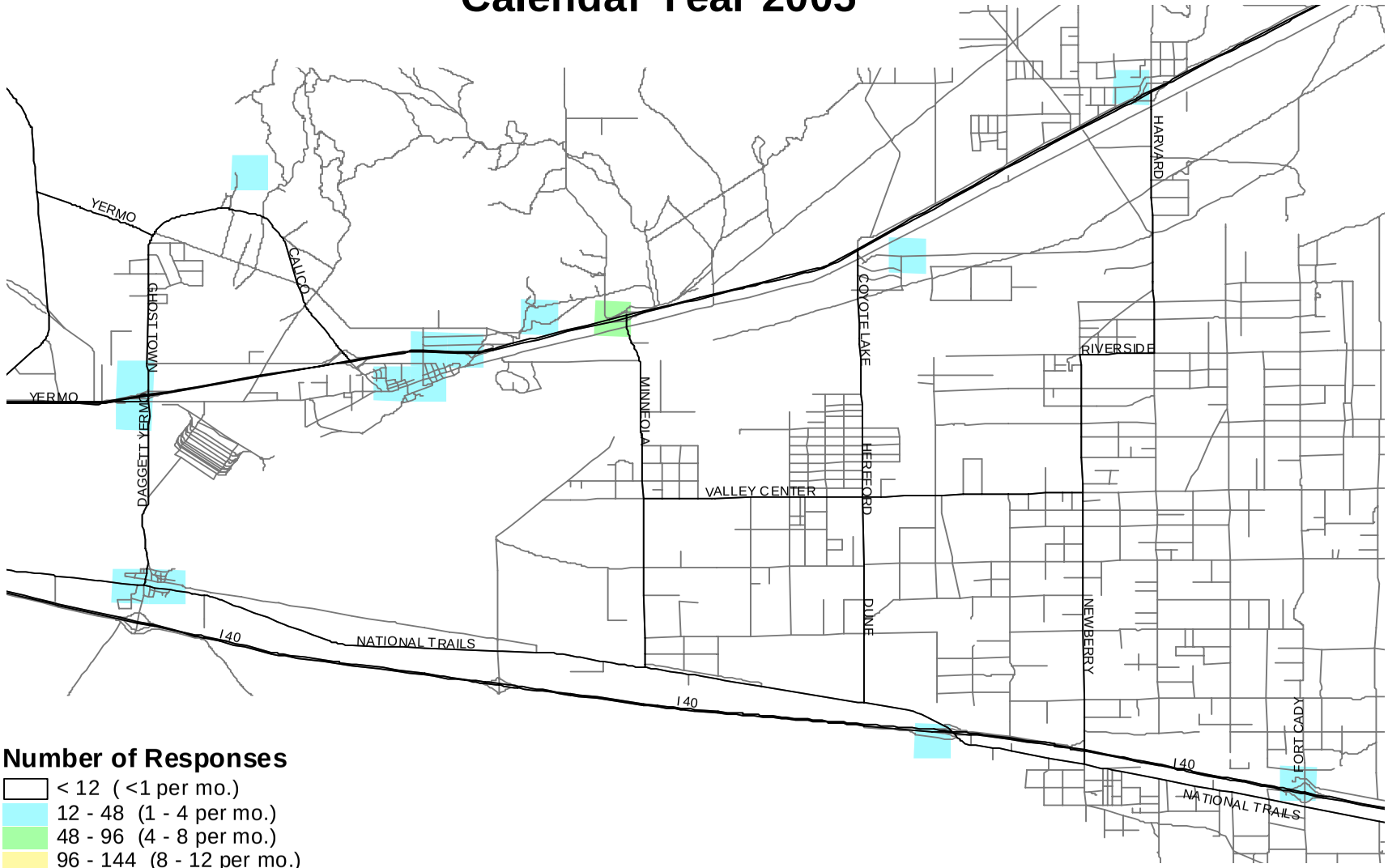
Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 13 - Barstow Area
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 13 - Daggett/Yermo
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Number of Responses

- < 12 (<1 per mo.)
- 12 - 48 (1 - 4 per mo.)
- 48 - 96 (4 - 8 per mo.)
- 96 - 144 (8 - 12 per mo.)
- 144 - 288 (12 - 24 per mo.)
- 288 + (> 24 per mo.)

Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

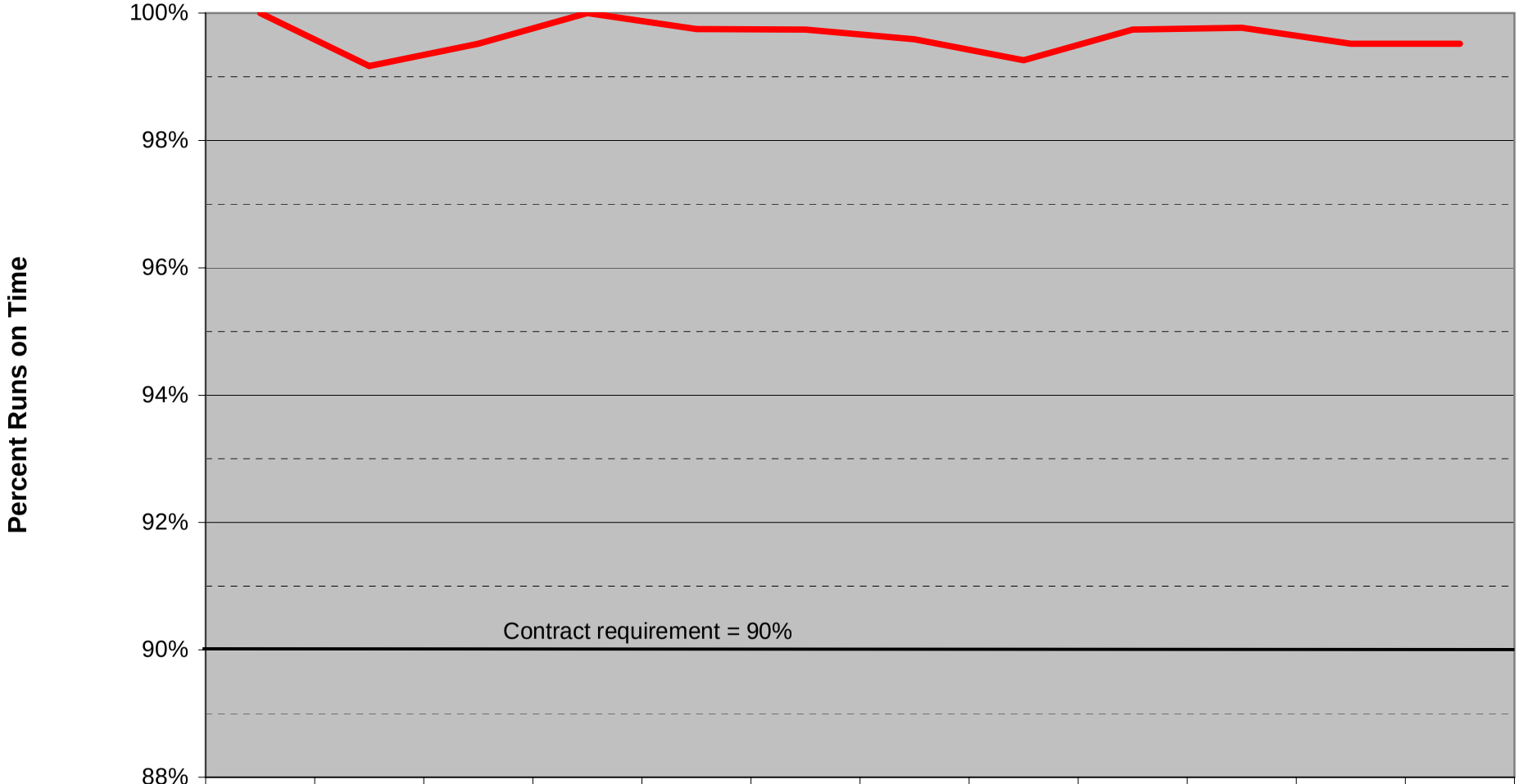
EOA 13 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	156	156	0	100.00%
	14:59	47	47	0	100.00%
	19:59	20	20	0	100.00%
	29:59	25	25	0	100.00%
	49:59	59	59	0	100.00%
	99:59	6	6	0	100.00%
	Total	**313**	**313**	**0**	**100.00%**
February	9:59	177	175	2	98.87%
	14:59	59	59	0	100.00%
	19:59	23	23	0	100.00%
	29:59	34	33	1	97.06%
	49:59	57	57	0	100.00%
	99:59	10	10	0	100.00%
	Total	**360**	**357**	**3**	**99.17%**
March	9:59	195	193	2	98.97%
	14:59	65	65	0	100.00%
	19:59	25	25	0	100.00%
	29:59	39	39	0	100.00%
	49:59	82	82	0	100.00%
	99:59	11	11	0	100.00%
	Total	**417**	**415**	**2**	**99.52%**
April	9:59	205	205	0	100.00%
	14:59	66	66	0	100.00%
	19:59	21	21	0	100.00%
	29:59	41	41	0	100.00%
	49:59	55	55	0	100.00%
	99:59	5	5	0	100.00%
	Total	**393**	**393**	**0**	**100.00%**
May	9:59	196	195	1	99.49%
	14:59	59	59	0	100.00%
	19:59	27	27	0	100.00%
	29:59	33	33	0	100.00%
	49:59	79	79	0	100.00%
	99:59	12	12	0	100.00%
	Total	**406**	**405**	**1**	**99.75%**
June	9:59	184	183	1	99.46%
	14:59	44	44	0	100.00%
	19:59	27	27	0	100.00%
	29:59	43	43	0	100.00%
	49:59	66	66	0	100.00%
	99:59	16	16	0	100.00%
	Total	**380**	**379**	**1**	**99.74%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	227	225	2	99.12%
	14:59	57	57	0	100.00%
	19:59	50	50	0	100.00%
	29:59	36	36	0	100.00%
	49:59	109	109	0	100.00%
	99:59	12	12	0	100.00%
	Total	**491**	**489**	**2**	**99.59%**
August	9:59	189	187	2	98.94%
	14:59	58	58	0	100.00%
	19:59	31	31	0	100.00%
	29:59	28	28	0	100.00%
	49:59	81	80	1	98.77%
	99:59	19	19	0	100.00%
	Total	**406**	**403**	**3**	**99.26%**
September	9:59	181	180	1	99.45%
	14:59	50	50	0	100.00%
	19:59	19	19	0	100.00%
	29:59	45	45	0	100.00%
	49:59	84	84	0	100.00%
	99:59	7	7	0	100.00%
	Total	**386**	**385**	**1**	**99.74%**
October	9:59	183	182	1	99.45%
	14:59	79	79	0	100.00%
	19:59	16	16	0	100.00%
	29:59	49	49	0	100.00%
	49:59	92	92	0	100.00%
	99:59	7	7	0	100.00%
	Total	**426**	**425**	**1**	**99.77%**
November	9:59	206	205	1	99.51%
	14:59	50	50	0	100.00%
	19:59	40	40	0	100.00%
	29:59	41	41	0	100.00%
	49:59	76	75	1	98.68%
	99:59	7	7	0	100.00%
	Total	**420**	**418**	**2**	**99.52%**
December	9:59	235	233	2	99.15%
	14:59	63	63	0	100.00%
	19:59	18	18	0	100.00%
	29:59	32	32	0	100.00%
	49:59	62	62	0	100.00%
	99:59	9	9	0	100.00%
	Total	**419**	**417**	**2**	**99.52%**

CY2005	9:59	2,334	2,319	15	99.36%
	14:59	697	697	0	100.00%
	19:59	317	317	0	100.00%
	29:59	446	445	1	99.78%
	49:59	902	900	2	99.78%
	99:59	121	121	0	100.00%
	Total	**4,817**	**4,799**	**18**	**99.63%**

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% on Time	100.00%	99.17%	99.52%	100.00%	99.75%	99.74%	99.59%	99.26%	99.74%	99.77%	99.52%	99.52%
Fee											$0	$0

Month

EOA 13, as a wilderness contract, was not subject to liquidated damages until Nov 2005.

Total Liquidated Damages = $0

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 13 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved
January					2	2										
February																
March																
April													1	1		
May													1	1		
June					1	1										
July					1	1										
August																
September					2	2										
October					1	1			1	1			1	1		
November					3	3	1	1								
December					3	3	1	1								
Total	**0**	**0**	**0**	**0**	**13**	**13**	**2**	**2**	**1**	**1**	**0**	**0**	**3**	**3**	**0**	**0**
% Approved						100.0%		100.0%		100.0%				100.0%		

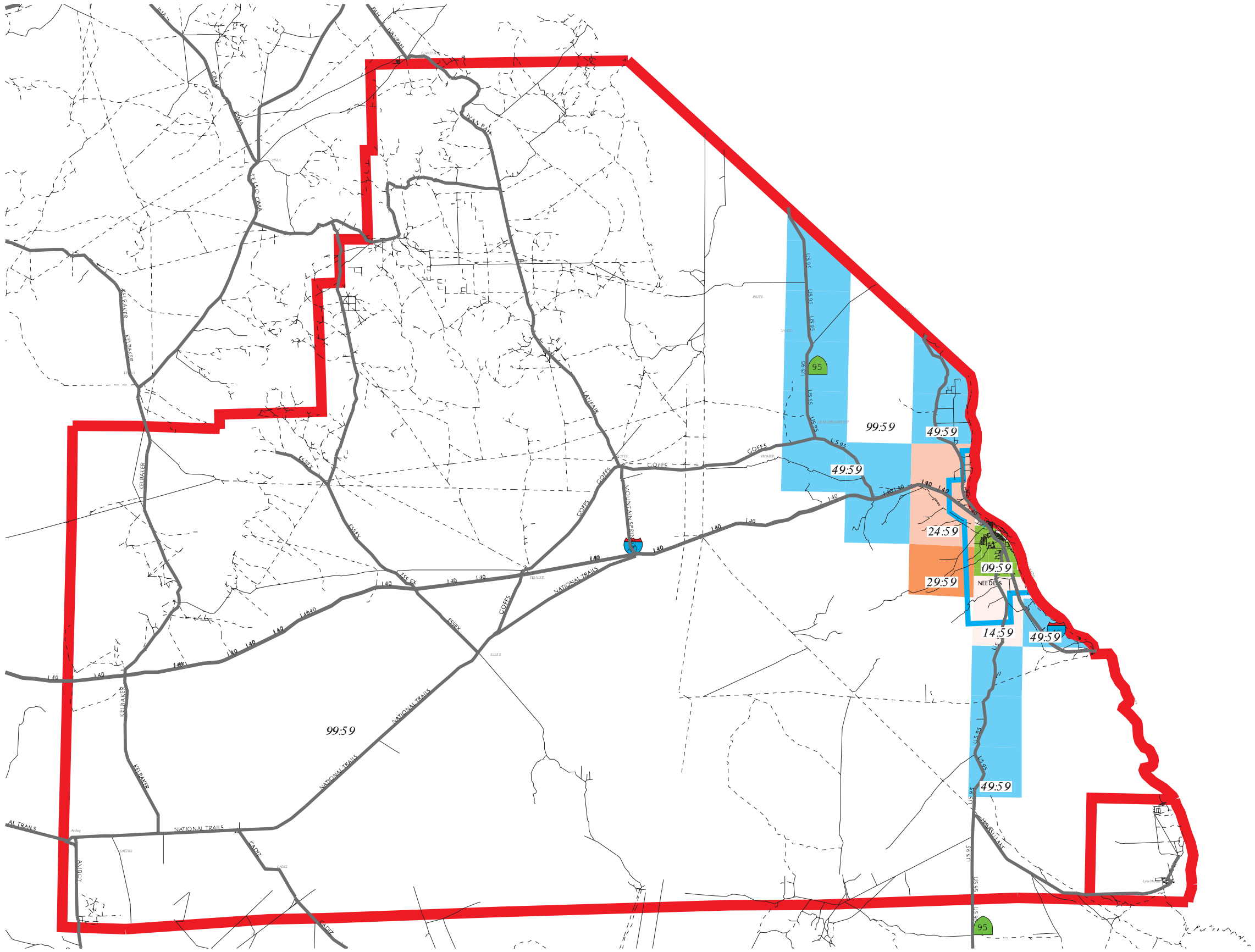
Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January			1	1							1	1					**4**	**4**	100.0%
February											1	1					**1**	**1**	100.0%
March			1	1							4	3					**5**	**4**	80.0%
April											2	2					**3**	**3**	100.0%
May																	**1**	**1**	100.0%
June											1	1					**2**	**2**	100.0%
July											1	1					**2**	**2**	100.0%
August																	**0**	**0**	---
September					1	1					4	4					**7**	**7**	100.0%
October											1	1					**4**	**4**	100.0%
November											2	2					**6**	**6**	100.0%
December																	**4**	**4**	100.0%
Total	**0**	**0**	**2**	**2**	**1**	**1**	**0**	**0**	**0**	**0**	**17**	**16**	**0**	**0**	**0**	**0**	**39**	**38**	**97.4%**
% Approved				100.0%		100.0%						94.1%							

EOA 22
Summary

Needles Ambulance
(Needles and surrounding desert area)

Average number of runs per month – 81

Response time compliance in EOA 22 exceeded the 90% contract compliance for all months during 2005. Compliance ranged from a low of 98.77% in January to a high of 100% in most other months.

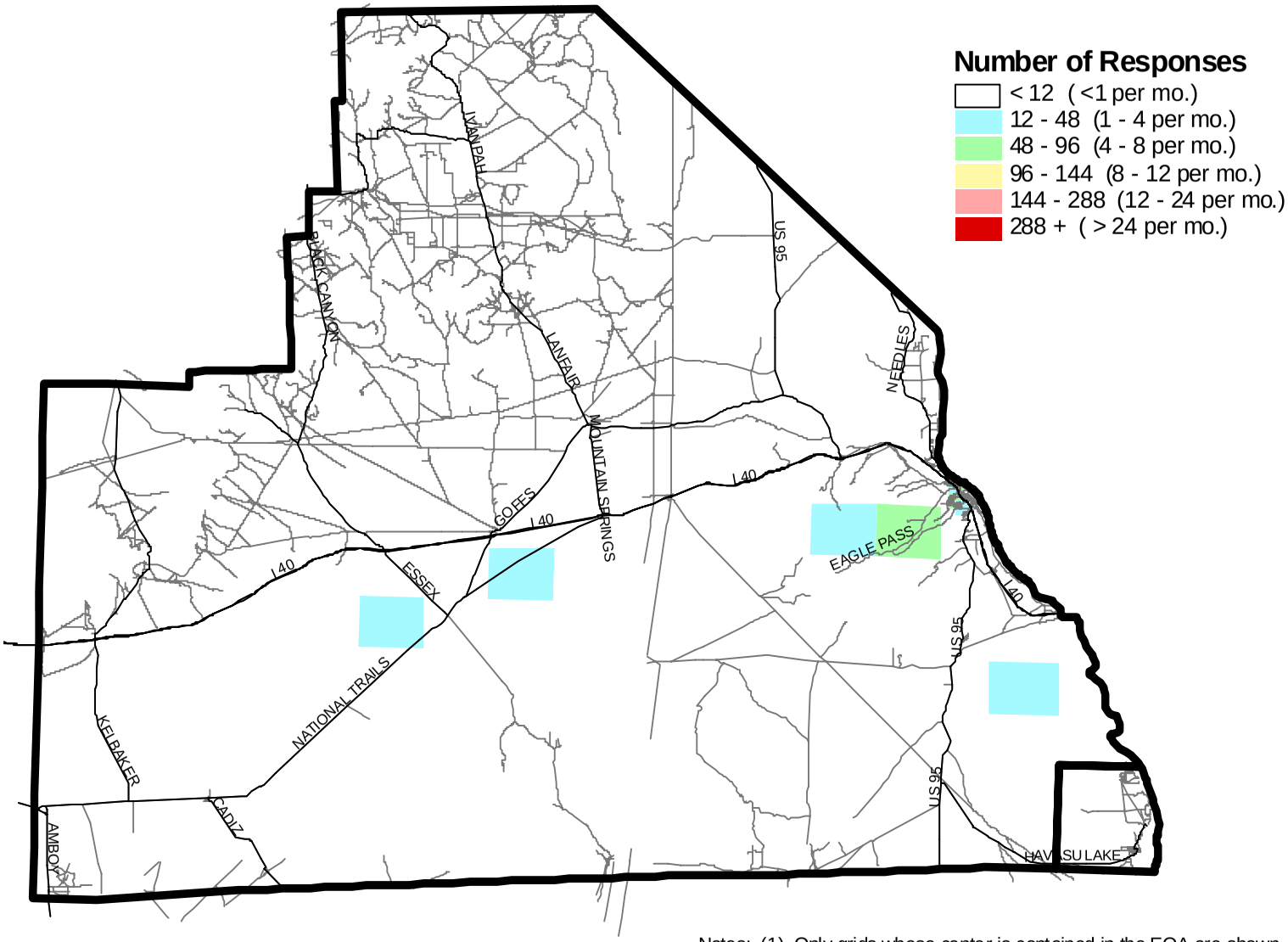


City Limits
EOA Boundary

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

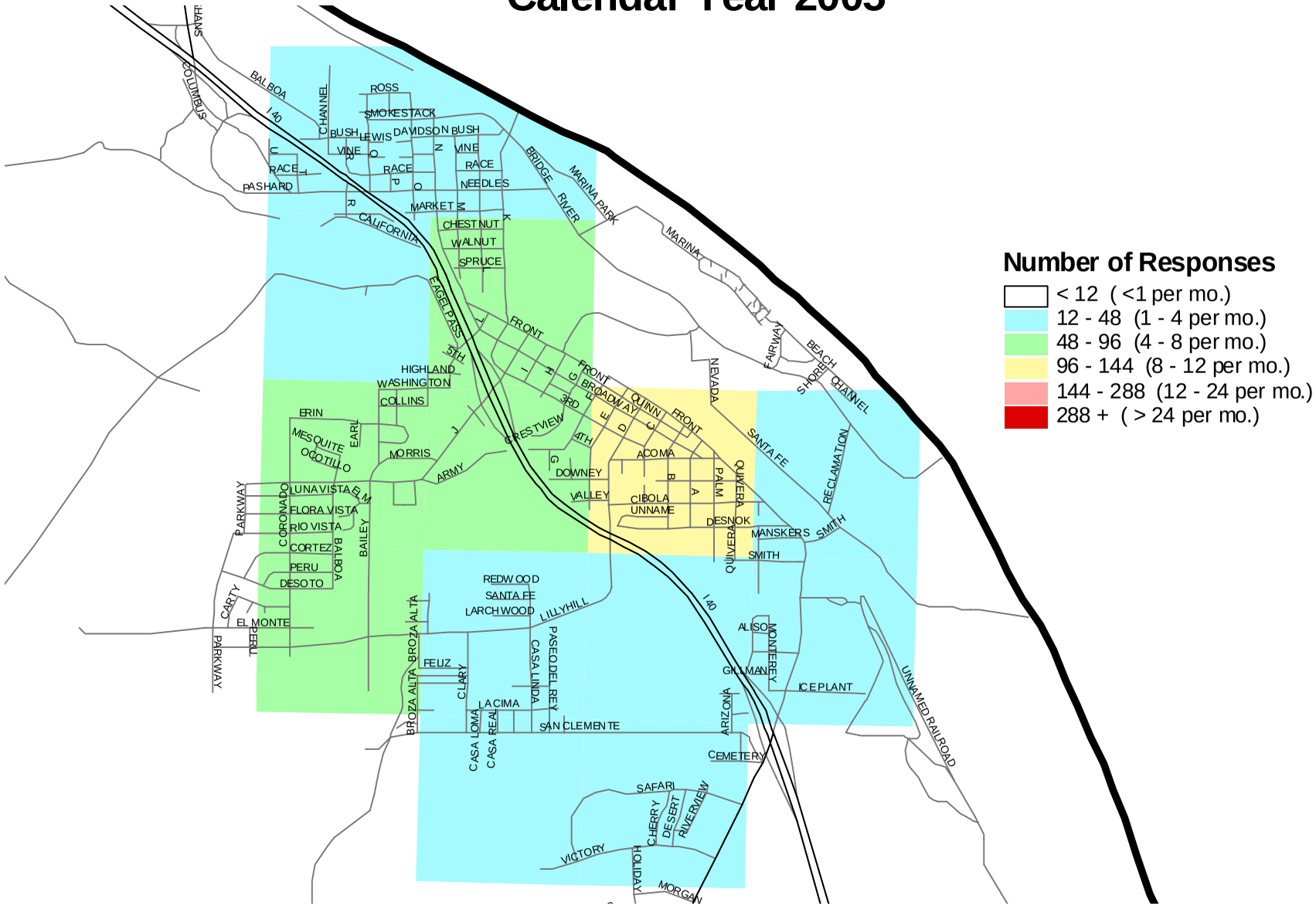
Map Prepared On May 11, 2006

EOA 22
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 22 - Needles Area
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

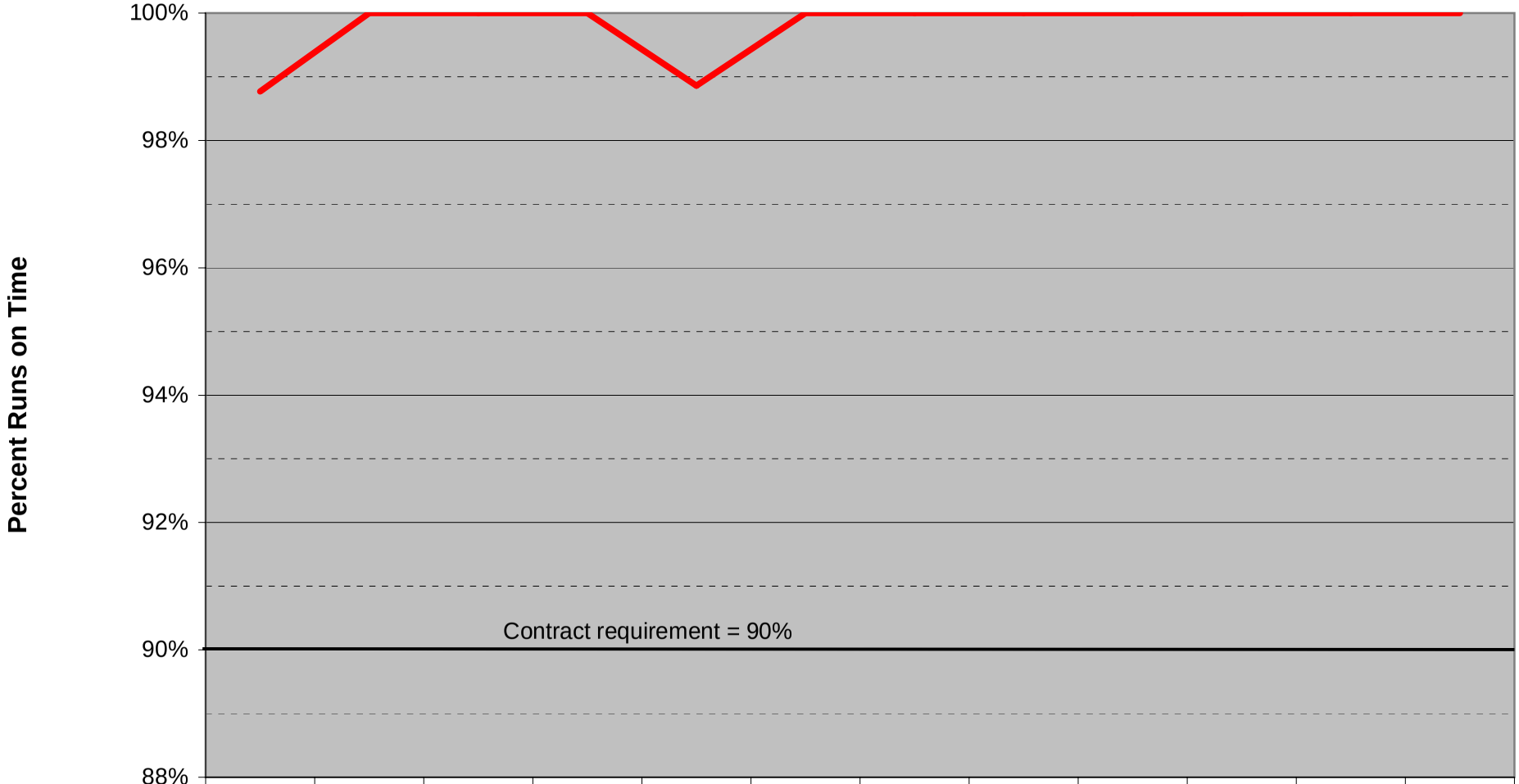
EOA 22 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	9:59	54	53	1	98.15%
	14:59	5	5	0	100.00%
	29:59	4	4	0	100.00%
	49:59	2	2	0	100.00%
	99:59	16	16	0	100.00%
	Total	**81**	**80**	**1**	**98.77%**
February	9:59	34	34	0	100.00%
	14:59	5	5	0	100.00%
	29:59	5	5	0	100.00%
	49:59	2	2	0	100.00%
	99:59	17	17	0	100.00%
	Total	**63**	**63**	**0**	**100.00%**
March	9:59	52	52	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	21	21	0	100.00%
	Total	**93**	**93**	**0**	**100.00%**
April	9:59	50	50	0	100.00%
	14:59	15	15	0	100.00%
	29:59	5	5	0	100.00%
	49:59	0	0	0	---
	99:59	13	13	0	100.00%
	Total	**83**	**83**	**0**	**100.00%**
May	9:59	54	53	1	98.15%
	14:59	11	11	0	100.00%
	29:59	4	4	0	100.00%
	49:59	3	3	0	100.00%
	99:59	16	16	0	100.00%
	Total	**88**	**87**	**1**	**98.86%**
June	9:59	33	33	0	100.00%
	14:59	10	10	0	100.00%
	29:59	3	3	0	100.00%
	49:59	3	3	0	100.00%
	99:59	23	23	0	100.00%
	Total	**72**	**72**	**0**	**100.00%**

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	9:59	47	47	0	100.00%
	14:59	10	10	0	100.00%
	24:59	1	1	0	100.00%
	29:59	5	5	0	100.00%
	49:59	3	3	0	100.00%
	99:59	24	24	0	100.00%
	Total	**90**	**90**	**0**	**100.00%**
August	9:59	53	53	0	100.00%
	14:59	17	17	0	100.00%
	29:59	7	7	0	100.00%
	49:59	1	1	0	100.00%
	99:59	18	18	0	100.00%
	Total	**96**	**96**	**0**	**100.00%**
September	9:59	53	53	0	100.00%
	14:59	3	3	0	100.00%
	29:59	9	9	0	100.00%
	49:59	2	2	0	100.00%
	99:59	4	4	0	100.00%
	Total	**71**	**71**	**0**	**100.00%**
October	9:59	51	51	0	100.00%
	14:59	6	6	0	100.00%
	29:59	3	3	0	100.00%
	49:59	2	2	0	100.00%
	99:59	16	16	0	100.00%
	Total	**78**	**78**	**0**	**100.00%**
November	9:59	42	42	0	100.00%
	14:59	8	8	0	100.00%
	29:59	7	7	0	100.00%
	49:59	0	0	0	---
	99:59	10	10	0	100.00%
	Total	**67**	**67**	**0**	**100.00%**
December	9:59	47	47	0	100.00%
	14:59	6	6	0	100.00%
	24:59	1	1	0	100.00%
	29:59	5	5	0	100.00%
	49:59	4	4	0	100.00%
	99:59	27	27	0	100.00%
	Total	**90**	**90**	**0**	**100.00%**

CY2005	9:59	570	568	2	99.65%
	14:59	108	108	0	100.00%
	24:59	2	2	0	100.00%
	29:59	61	61	0	100.00%

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% on Time	98.77%	100.00%	100.00%	100.00%	98.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Fee											$0	$0

Month

EOA 22, as a wilderness contract, was not subject to liquidated damages until Nov 2005.

Total Liquidated Damages = $0

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 22 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

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

Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	Requests	Approved	% Approved
January	1	1															**1**	**1**	100.0%
February																	**0**	**0**	---
March											1	1					**1**	**1**	100.0%
April																	**0**	**0**	---
May															1	0	**1**	**0**	0.0%
June																	**1**	**1**	100.0%
July											1	1					**1**	**1**	100.0%
August											2	2					**2**	**2**	100.0%
September																	**0**	**0**	---
October											3	3					**3**	**3**	100.0%
November																	**0**	**0**	---
December																	**0**	**0**	---
Total	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**7**	**7**	**0**	**0**	**1**	**0**	**10**	**9**	**90.0%**
% Approved												100.0%				0.0%			

EOA 23
Summary

Needles Ambulance
(Baker and surrounding desert area)

Average number of runs per month – 49

Response time compliance in EOA 23 exceeded the 90% contract requirement for all months during 2005. Compliance for all months in 2005 was 100%.

INFORMATION SERVICES
COUNTY OF SAN BERNARDINO

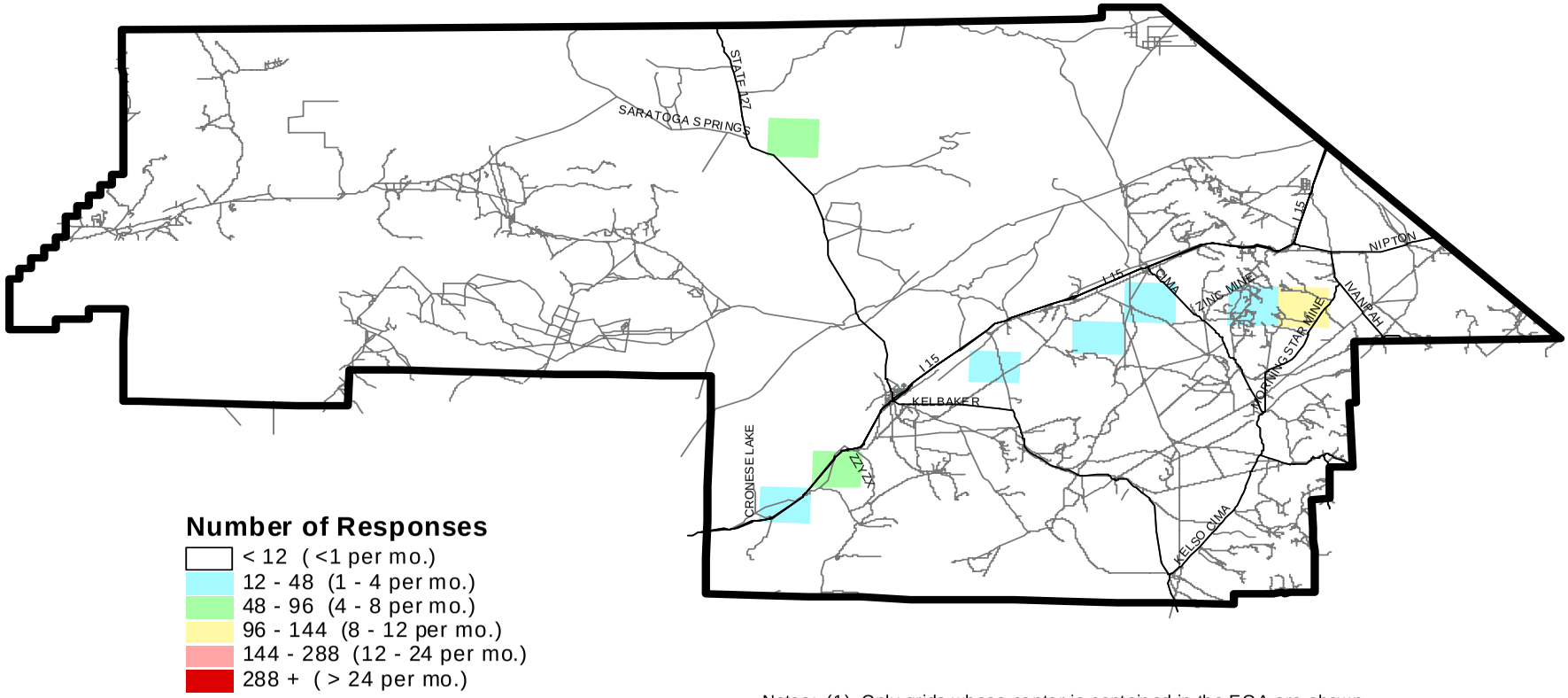
N

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
AND RESPONSE TIME ZONES
Area 23 - Baker Emergency Services

Map Prepared On May 11, 2006

City Limits
EOA Boundary

EOA 23
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005

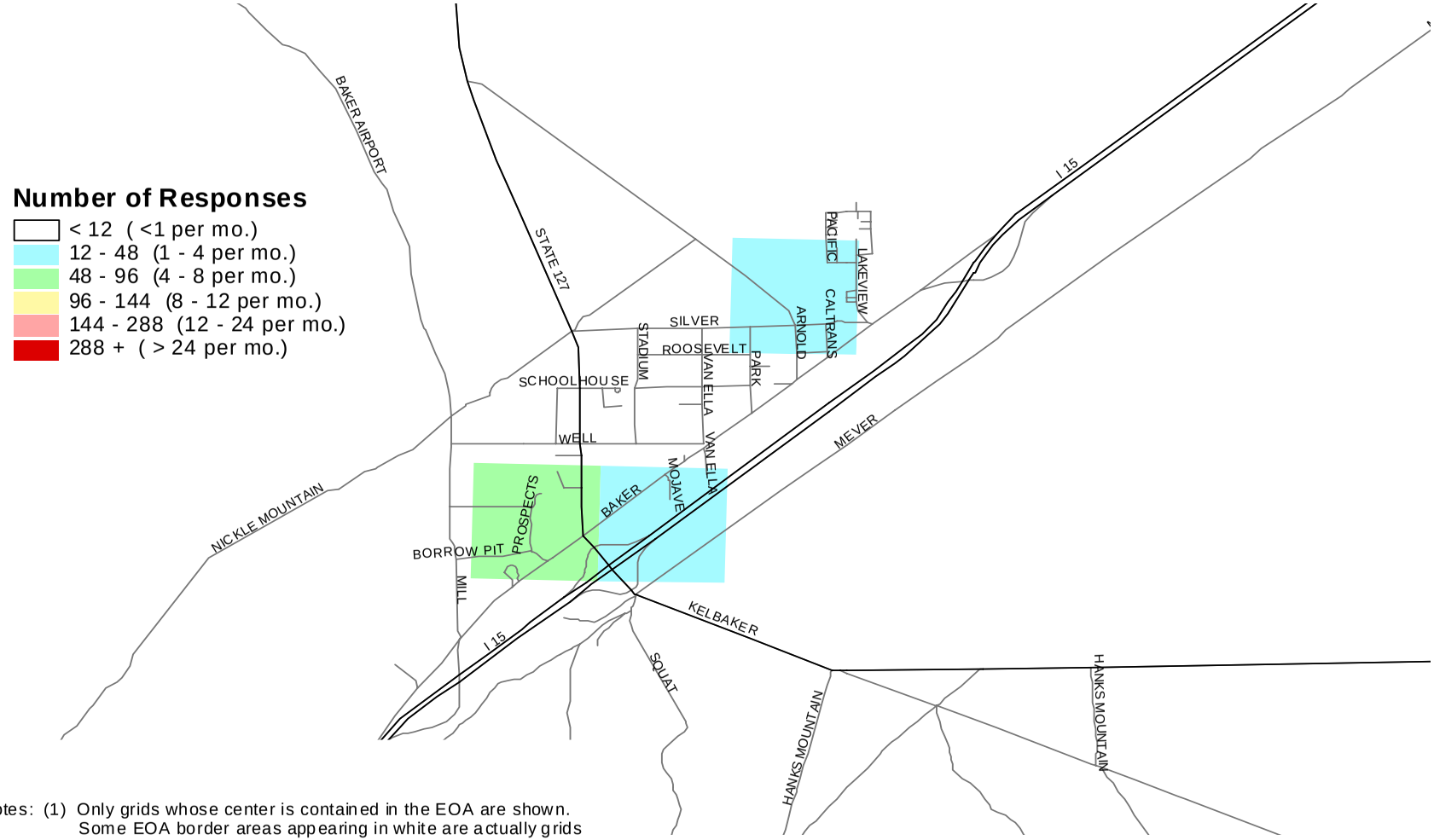


Number of Responses

- < 12 (<1 per mo.)
- 12 - 48 (1 - 4 per mo.)
- 48 - 96 (4 - 8 per mo.)
- 96 - 144 (8 - 12 per mo.)
- 144 - 288 (12 - 24 per mo.)
- 288 + (> 24 per mo.)

Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 23 - Baker Area
Ambulance 9-1-1 Responses by Map Grid
Calendar Year 2005



Notes: (1) Only grids whose center is contained in the EOA are shown. Some EOA border areas appearing in white are actually grids whose center is in an adjacent EOA.
(2) Multi-patient and multi-unit responses are counted only once.

EOA 23 Response Time Performance
By Month, Calendar Year 2005

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
January	99:59	41	41	0	100.00%
February	99:59	50	50	0	100.00%
March	99:59	49	49	0	100.00%
April	99:59	48	48	0	100.00%
May	99:59	35	35	0	100.00%
June	99:59	44	44	0	100.00%

Month	Response Time Requirement	Total Runs	On-Time Runs	Late Runs	Percent On-Time
July	99:59	65	65	0	100.00%
August	99:59	60	60	0	100.00%
September	99:59	36	36	0	100.00%
October	99:59	51	51	0	100.00%
November	99:59	65	65	0	100.00%
December	99:59	49	49	0	100.00%

CY2005	99:59	**593**	**593**	**0**	**100.00%**

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% on Time	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Fee											$0	$0

Month

EOA 23, as a wilderness contract, was not subject to liquidated damages until Nov 2005.

Total Liquidated Damages = $0

Compiled by ICEMA, J. Lick.

6/7/2006

EOA 23 Response Time Exemptions Requested and Approval Rate By Exemption Type and Month, 2005

Month	EXEMPTION TYPE															
	Accident		Disaster		Incorrect Information		Location Change		Mechanical Failure		Mutual Aid		Off Road		Prolonged Drop Off	
	Requests	Approved	Requests	Approved	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**	**0**	**0**	**0**	**0**
% Approved																

Month	EXEMPTION TYPE																Total		
	Response Time Change		Road Closure/ Construction		Second Unit or Subsequent		Traffic		Train Delay		Unavailable Ambulance		Weather		Other				
	Requests	Approved	Requests	Approved	Requests	Approved	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**	**0**	**0**	**0**	**0**	**0**	**0**	**---**
% Approved																			