

# Kings County Ambulance Commission



Emergency Ambulance Service  
Advanced Life Support Ambulance Service

## Contract Performance Report

August 2017  
September 2017  
October 2017

# Contract Performance Report

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# Kings County Ambulance Commission

## Membership

<b>City of Avenal</b>	Primary	Rusty Stivers (Term Expires 8/2019) Chief, Avenal City Police Department
	Alternate	Arend LaBlue (Term Expires 8/2019) Assistant Chief, Avenal City Police Department
<b>City of Corcoran</b>	Primary	Reuben Shortnacy (Term Expires 1/2018) Chief, Corcoran Police Department
	Alternate	Gary Cramer (Term Expires 1/2018) Deputy Chief, Corcoran Police Department
<b>City of Hanford</b>	Primary	Chris Ekk (Term Expires 8/2019) Fire Chief, Hanford City Fire Department
	Alternate	Erik Brotemarkle (Term Expires 3/2019) Battalion Chief, Hanford City Fire Department
<b>City of Lemoore</b>	Primary	Darrell Smith (Term Expires 3/2019) Chief, Lemoore City Police Department
	Alternate	Steve Rossi (Term Expires 3/2019) Commander, Lemoore City Police Department
<b>Kings County</b>	Primary	David Dodd (Term Expires 8/2019) Commander, Kings County Sheriff Department
	Alternate	Robert Balderama (Term Expires 8/2019) Sgt., Kings County Sheriff Department
<b>Kings County</b>	Primary	Clay Smith (Term Expires 3/2019) Fire Chief, Kings County Fire Department
	Alternate	Steve Alonzo (Term Expires 3/2019) Battalion Chief, Kings County Fire Department
<b>Local Hospital</b>	Primary	John McGowen (Term Expires 8/2019) ER Director, Hanford Community Hospital
	Alternate	Lieslle Sprague (Term Expires 8/2019) RN, Hanford Community Hospital
<b>Local Physician</b>	Primary	Uriel Limjoco (Term Expires 3/2019) M.D.
	Alternate	Vacant



# County Of Kings

Date November 30, 2017  
To Kings County Ambulance Commission  
From Daniel Lynch, EMS Division Manager   
Subject County of Kings Ambulance Provider Performance Report

## Recommended Action

1. Receive report from County EMS Division Staff on the performance of ambulance providers within Kings County for the months of: August 2017, September 2017 and October 2017
2. Approve liquidated damages assessed against the Exclusive Contractor.

August 2017	\$6,190.00
September 2017	\$3,856.00
October 2017	\$2,847.00

## Discussion

1. Contract compliance report for the Contractor of Ambulance Services within the Exclusive Operating Area
  - Equality of Service Report
  - Response List - late call list
  - Compliance Summary
  - Extended Dispatch Times
  - Vehicle Issues
  - Consumer Inquiries
  - Special Events
  - Codes and Definitions
  - Kings County Year to Date Totals
  - County-wide Ambulance Activity Reports

August 2017

# Exclusive Ambulance Provider American Ambulance

## Contract Compliance

### August 2017

#### Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	92.71 %	Yes
Priority 3	(15 minutes or less - 90%)	98.38 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	Yes
Priority 5	(30 minutes or less - 90%)		
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	95.74 %	Yes
Priority 3	(30 minutes or less - 90%)	100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	
*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.			

#### Liquidated Damages Report

	August 2017	YTD
Late Responses	\$5,190.00	\$33,012.00
Excessive Delay	\$1,000.00	\$6,400.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$1,000.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$6,190.00</b>	<b>\$40,412.00</b>

#### Public Information and Education Report

	Min. Requirement	August 2017	YTD
Public CPR Courses	(18 Courses/Year)	2	16
ACLS Course	(1 Course/Year)	0	2
ALS Continuing Education	(24 Hours/Year)	41	330
BLS Continuing Education	(12 Hours/year)	4	75
EMS Dispatcher Continuing Education	(12 Hours/year)	0	16
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	0

<p>Equality of Service by Zone</p> <p>August 2017</p>
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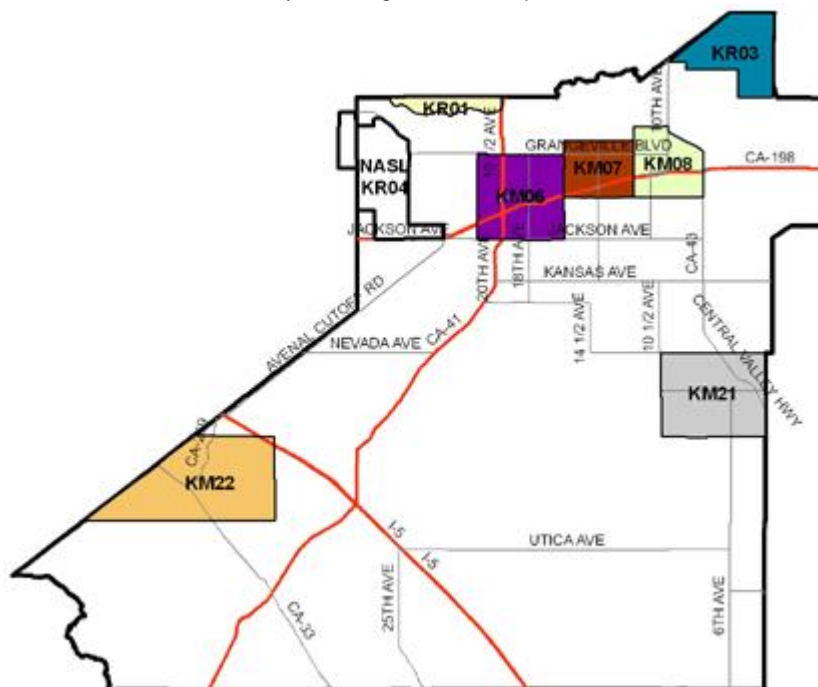
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	40	37	4	33	89.18 %	46	45	1	36	97.77 %
KM22	Avenal	49	48	4	38	91.66 %	37	34	0	24	100.00 %
KM21	Corcoran	95	92	4	75	95.65 %	127	123	5	109	95.93 %
KM08	Hanford	329	313	23	236	92.65 %	262	255	2	227	99.21 %
KR03*	Kingsburg	2	2		1		3	3		3	
KM06	Lemoore	106	100	6	70	94.00 %	101	101	1	73	99.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	103	94	4	78	95.74 %	52	51	0	42	100.00 %

Prison Responses	
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Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	7	7	7	4	2	2
C12	Coalinga	25	23	24	20	20	19
KM21	Corcoran 1	30	30	29	71	71	70
KR25	Corcoran 2	25	24	22	28	28	27
C12	Pleasant	5	5	4	4	4	4

\* Outside EOA

\*\* These figures show the activity within each identified Metro Response Area and individually are not contractual requirements. Contractual Metro Response Area performance is determined collectively, including all Metro Response Areas, which is reflected with this report.



# Late Calls by Zone

## August 2017

### Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708010332	1	00:03:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
2 201708040325	1	00:09:21	2	Crew-Inappropriate Route o		No		\$36.00	
3 201708090644	1	00:08:20	1	Delay-Distance		No		\$18.00	
4 201708090653	1	00:16:01	9	Delay-Distance		No	\$100.00	\$162.00	
5 201708090734	2	00:08:41	1	Delay-Distance		No		\$18.00	
6 201708150117	2	00:05:34	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
7 201708210303	2	00:14:09	7			No		\$126.00	
8 201708250029	2	00:07:12	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
9 201708070363	3	00:10:13	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
10 201708190013	3	00:16:18	2	Delay-Distance		No		\$12.00	
11 201708200374	3	00:04:48	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
			<b>Priority 1 &amp; 2</b>	89.18 %	<b>Priority 3</b>	97.77 %	<b>\$100.00</b>	<b>\$372.00</b>	

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708020151	1	00:15:42	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
2 201708110503	1	00:17:42	10	Delay-Distance		No	\$100.00	\$180.00	
3 201708140087	1	00:08:27	1	Denial Reviewed		No		\$18.00	
4 201708160147	1	00:20:26	13		Not Late-Mutual Aid	Yes		\$0.00	
5 201708250648	1	00:09:16	2		Crew-Out of Response Are	Yes		\$0.00	
6 201708080203	2	00:12:26	5	Crew-Failed to Advise at Sc		No		\$90.00	
7 201708090629	2	00:07:15	0		Better Time Request	Yes		\$0.00	
8 201708270483	2	00:20:59	13		Not Late-Mutual Aid	Yes		\$0.00	
9 201708300188	2	00:08:08	1	Crew-Extended Chute Time		No		\$18.00	
10 201708090422	3	00:10:22	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
11 201708230411	3	00:25:22	11		Not Late-Mutual Aid	Yes		\$0.00	
12 201708270432	3	00:15:27	1		Not Late-See Narrative	Yes		\$0.00	
M632 enroute to traffic in Coalinga's coverage area at 163326, cover sent to Avenal at 163553.									
13 201708310511	3	00:39:30	25		Multiple-Avenal/Corcoran C	Yes		\$0.00	
			<b>Priority 1 &amp; 2</b>	91.66 %	<b>Priority 3</b>	100.00 %	<b>\$100.00</b>	<b>\$306.00</b>	



Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708010226	1	00:10:00	2		Multiple-Avenal/Corcoran C	Yes		\$0.00	
2 201708040187	1	00:04:42	0		Crew-Failed to Advise At-S	Yes		\$0.00	
3 201708060277	1	00:05:27	0		Better Time Request	Yes		\$0.00	
4 201708130266	1	00:27:22	20	Delay-Distance		No	\$100.00	\$360.00	
5 201708140220	1	00:03:45	0		Crew-Failed to Advise At-S	Yes		\$0.00	
6 201708270132	1	00:07:52	0		Better Time Request	Yes		\$0.00	
7 201708280016	1	00:20:47	13		Multiple-Avenal/Corcoran C	Yes		\$0.00	
8 201708070553	2	00:42:47	35		Multiple-Avenal/Corcoran C	Yes		\$0.00	
9 201708070766	2	00:08:21	1			No		\$18.00	
10 201708120548	2	00:09:14	2	Crew-Mapping Error		No		\$36.00	
11 201708120549	2	00:27:18	20	Dispatch-SSM Error		No	\$100.00	\$360.00	
12 201708150391	2	00:16:54	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
13 201708160188	2	00:05:03	0		Crew-Failed to Advise At-S	Yes		\$0.00	
14 201708230167	2	00:24:48	17	Delay-Distance		No	\$100.00	\$306.00	
15 201708270637	2	00:22:47	15		Multiple-Avenal/Corcoran C	Yes		\$0.00	
16 201708290079	2	00:14:07	7		Multiple-Avenal/Corcoran C	Yes		\$0.00	
17 201708300553	2	00:10:00	2		Multiple-Avenal/Corcoran C	Yes		\$0.00	
18 201708020192	3	00:16:26	2		Multiple-Avenal/Corcoran C	Yes		\$0.00	
19 201708060285	3	00:24:54	10	Delay-Distance		No		\$60.00	
20 201708070486	3	00:25:08	11		Multiple-Avenal/Corcoran C	Yes		\$0.00	
21 201708070548	3	00:16:49	2	Delay-Distance		No		\$12.00	
22 201708090269	3	00:32:17	18		Multiple-Avenal/Corcoran C	Yes		\$0.00	
23 201708090399	3	00:28:16	14	Delay-Low Levels		No		\$84.00	
24 201708090602	3	00:27:08	13	Delay-Distance		No		\$78.00	
25 201708110423	3	00:34:29	20		Multiple-Avenal/Corcoran C	Yes		\$0.00	
26 201708110478	3	00:26:27	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
27 201708130272	3	00:22:03	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
28 201708200453	3	00:26:07	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
29 201708210630	3	00:40:54	26	Crew-Extended Chute Time		No	\$100.00	\$156.00	
30 201708220354	3	00:27:54	13		Multiple-Avenal/Corcoran C	Yes		\$0.00	
31 201708230270	3	00:40:48	26		Multiple-Avenal/Corcoran C	Yes		\$0.00	
32 201708280286	3	00:32:42	18		Multiple-Avenal/Corcoran C	Yes		\$0.00	
33 201708290011	3	00:27:40	13		Multiple-Avenal/Corcoran C	Yes		\$0.00	
34 201708300316	3	00:23:00	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
		<b>Priority 1 &amp; 2</b>	95.65 %	<b>Priority 3</b>	95.93 %		<b>\$400.00</b>	<b>\$1,470.00</b>	

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708020404	1	00:09:03	2		Delay-Train	Yes		\$0.00	
2 201708030150	1	00:06:01	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
3 201708070544	1	00:10:34	3	Delay-Distance		No		\$54.00	
4 201708070561	1	00:12:43	5	Delay-Distance		No		\$90.00	
5 201708070690	1	00:13:29	6	Delay-Closer Unit		No		\$108.00	
6 201708090227	1	00:08:45	1	Delay-Distance		No		\$18.00	
7 201708100622	1	00:08:22	1	Crew-Extended Chute Time		No		\$18.00	
8 201708120423	1	00:10:16	3	Delay-Distance		No		\$54.00	
9 201708130375	1	00:07:02	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
10 201708180134	1	00:09:26	2	Denial Reviewed		No		\$36.00	
Delay was less than a minute, still late.									
11 201708200414	1	00:08:27	1	Delay-Distance		No		\$18.00	
12 201708230135	1	00:08:04	1		Delay-Train	Yes		\$0.00	
13 201708230446	1	00:09:06	2	Delay-Distance		No		\$36.00	
14 201708230458	1	00:08:45	1	Delay-Distance		No		\$18.00	
15 201708270231	1	00:10:50	3	Delay-Distance		No		\$54.00	
16 201708310015	1	00:13:00	5	Delay-Distance		No		\$90.00	
17 201708090224	2	00:08:20	1	Delay-Distance		No		\$18.00	
18 201708090646	2	00:19:07	12		Adjusted	No	\$100.00	\$216.00	
19 201708140588	2	00:09:31	2	Delay-Distance		No		\$36.00	
20 201708170142	2	00:14:33	7	Delay-Distance		No		\$126.00	
21 201708180540	2	00:19:04	12	Crew-Mapping Error		No	\$100.00	\$216.00	
22 201708200142	2	00:10:02	3		Not Late-Higher Priority	Yes		\$0.00	
23 201708200468	2	00:08:53	1	Delay-Distance		No		\$18.00	
24 201708210050	2	00:12:06	5	Crew-Failed to Advise at Sc		No		\$90.00	
25 201708220540	2	00:05:33	0		Not Late-See Narrative	Yes		\$0.00	
Dispatcher error, 607 was just arriving at scene when they tried diverting them to another call. Correct AS time is 182749 via gps									
26 201708260514	2	00:08:56	1	Crew-Extended Chute Time		No		\$18.00	
27 201708270024	2	00:09:54	2	Delay-Distance		No		\$36.00	
28 201708270272	2	00:29:30	22		Not Late-See Narrative	Yes		\$0.00	
Call was initially input as an P5 with a 1215 p/u, at 1207 requested incident to be upgraded to P2.									
29 201708270671	2	00:15:03	8	Delay-Distance		No		\$144.00	
30 201708300327	2	00:09:21	2		Adjusted	No		\$36.00	
31 201708010063	3	00:11:20	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
32 201708150193	3	00:10:08	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
33 201708180539	3	00:25:24	11	Delay-Distance		No		\$66.00	
34 201708230307	3	00:18:35	4	Delay-Distance		No		\$24.00	
35 201708070557	4	00:23:48	9	Delay-Distance		No		\$54.00	
36 201708080409	4	00:05:15	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
37 201708280399	4	00:25:04	11	Late-See Narrative		No		\$66.00	
Original unit alerted canceled Personnel, next unit canceled Higher Priority, but it was already late.									
			Priority 1 & 2 92.65 %		Priority 3 99.21 %		\$200.00	\$1,758.00	

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708180139	1	00:10:19	3	Delay-Distance		No		\$54.00	
2 201708180143	1	00:18:16	11	Delay-Distance		No	\$100.00	\$198.00	
3 201708200182	1	00:05:46	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
4 201708260183	1	00:12:46	5	Delay-Distance		No		\$90.00	
5 201708090389	2	00:11:51	4	Delay-Distance		No		\$72.00	
6 201708200197	2	00:10:28	3	Crew-Failed to Advise at Sc		No		\$54.00	
7 201708220515	2	00:16:55	9		Not Late-Higher Priority	Yes		\$0.00	
8 201708230337	2	00:09:41	2	Delay-Distance		No		\$36.00	
9 201708270663	3	00:42:53	28	Delay-Closer Unit		No	\$100.00	\$168.00	
Priority 1 & 2				94.00 %	Priority 3	99.00 %	\$200.00	\$672.00	
*Compliance After Appeals					Metro	Approved	50	\$1,000.00	\$4,578.00
						Non Approved	54		
							104		

## Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201708100001	1	00:21:45	2		Not Late-Distance Greater	Yes		\$0.00	
2 201708110505	1	00:25:16	6		Multiple-Avenal/Corcoran C	Yes		\$0.00	
3 201708220447	1	00:25:47	6	Delay-Distance		No		\$108.00	
4 201708250100	1	00:21:57	2		Not Late-Distance Greater	Yes		\$0.00	
5 201708260075	1	00:22:23	3		Dispatch-SSM Error	Yes		\$0.00	
6 201708290504	1	00:28:39	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
7 201708310324	1	00:28:25	9	Crew-Inappropriate Route o		No		\$162.00	
8 201708220538	2	00:26:51	7		Delay-Higher Priority, \$\$\$ A	Yes		\$0.00	
9 201708230122	2	00:28:33	9	Delay-Distance		No		\$162.00	
10 201708230406	2	00:23:53	4	Delay-Distance		No		\$72.00	
11 201708090560	3	00:29:10	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
12 201708110663	3	00:33:40	4		Multiple-Avenal/Corcoran C	Yes		\$0.00	
13 201708160139	3	00:17:39	0		Not Late-Higher Priority	Yes		\$0.00	
14 201708160226	3	00:39:26	10		Multiple-Avenal/Corcoran C	Yes		\$0.00	
Priority 1 & 2				95.74 %	Priority 3	100.00 %		\$504.00	
*Compliance After Appeals					Rural	Approved	10	\$504.00	
						Non Approved	4		
							14		

# Compliance Response Summary

## August 2017

### Metro

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	619	573	22	205
Arrivals	590	558	22	201
Transports	452	469	22	197
Late Arrivals	72	29	3	3
% before adjustment	87.79 %	94.80 %	86.36 %	98.50 %
Approved Appeals	29	20	1	2

#### After Appeals

Adjusted Arrivals	547	549	20	200
Adjusted Late Arrivals	43	9	2	1
% adjusted	92.71 %	98.38 %	90.90 %	99.50 %
Total Liquidated Damages	\$3,798.00	\$660.00	\$120.00	\$108.00

### Rural

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	103	52	1
Arrivals	94	51	1
Transports	78	42	1
Late Arrivals	10	4	1
% before adjustment	89.36 %	92.15 %	0.00 %
Approved Appeals	6	4	1

#### After Appeals

Adjusted Arrivals	90	51	1
Adjusted Late Arrivals	4	4	0
% adjusted	95.74 %	100.00 %	100.00 %
Total Liquidated Damages	\$504.00	\$0.00	\$0.00

## Extended Times August 2017

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201708010138	3	KM08	00:02:02
2	201708010177	6	KM08	00:02:12
3	201708010217	3	KR25	00:03:17
4	201708010581	5	KM08	00:02:14
5	201708010686	2	KM08	00:02:08
6	201708020157	2	KM08	00:02:08
7	201708020345	1	KM21	00:02:11
8	201708020537	5	KM08	00:02:19
9	201708030189	3	KM21	00:02:02
10	201708030277	5	KM08	00:02:12
11	201708040073	5	KM08	00:02:11
12	201708040076	5	KM08	00:02:04
13	201708040259	5	KM08	00:02:25
14	201708040275	3	KM07	00:02:32
15	201708040402	5	KM08	00:02:16
16	201708040592	5	KM08	00:02:10
17	201708050139	3	KM22	00:02:01
18	201708050178	3	KM07	00:02:21
19	201708050449	4	KM08	00:02:49
20	201708050572	5	KM08	00:02:01
21	201708060149	3	KM07	00:03:19
22	201708070080	1	KM07	00:02:14
23	201708070117	6	KM21	00:04:26
24	201708070766	2	KM21	00:02:19
25	201708080072	1	KM08	00:02:10
26	201708080196	3	KM21	00:02:03
27	201708080275	5	KM08	00:02:01
28	201708080433	5	KM08	00:02:12
29	201708080588	3	KM08	00:02:11
30	201708090029	3	KM21	00:02:14
31	201708090061	5	KM08	00:02:21
32	201708090288	5	KM08	00:02:08
33	201708090405	6	KM08	00:02:14
34	201708090560	3	KR25	00:02:09
35	201708100126	3	KM06	00:04:24
36	201708100170	3	KM08	00:02:17
37	201708110131	2	KM21	00:02:09
38	201708110144	5	KM08	00:02:10
39	201708120179	2	KM07	00:02:02

	Incident #	Priority	Zone	Elapsed Time
40	201708120550	2	KM21	00:02:06
41	201708120668	5	KM08	00:02:20
42	201708130179	5	KM08	00:02:08
43	201708130216	5	KM08	00:02:09
44	201708130266	1	KM21	00:02:28
45	201708140634	1	KM08	00:02:22
46	201708150189	3	KM08	00:02:04
47	201708150344	1	KM21	00:02:02
48	201708150409	5	KM08	00:02:14
49	201708150571	5	KM08	00:03:09
50	201708150638	3	KM08	00:02:26
51	201708160032	5	KM08	00:02:34
52	201708160169	5	KM08	00:02:19
53	201708160444	2	KM21	00:02:06
54	201708170451	6	KM08	00:02:03
55	201708170491	7	KM08	00:02:36
56	201708180461	5	KM08	00:02:21
57	201708180501	6	KM08	00:02:37
58	201708190013	3	KM07	00:02:10
59	201708190103	1	KM22	00:02:01
60	201708190480	5	KM08	00:02:19
61	201708200048	1	KM08	00:02:21
62	201708200147	3	KM08	00:02:03
63	201708200163	2	KM21	00:02:10
64	201708200185	3	KM06	00:03:29
65	201708210502	3	KM22	00:02:06
66	201708210630	3	KM21	00:03:58
67	201708220399	2	KM08	00:02:04
68	201708220492	5	KM08	00:02:10
69	201708220528	1	KM21	00:04:13
70	201708230247	3	KM08	00:02:30
71	201708240021	5	KM08	00:02:26
72	201708240037	5	KM08	00:03:55
73	201708240083	2	KM08	00:02:09
74	201708240127	5	KM08	00:02:43
75	201708240401	5	KM08	00:02:01
76	201708250018	2	KM08	00:02:02
77	201708250041	3	KM21	00:02:08
78	201708250098	5	KM08	00:04:41
79	201708260036	3	KM06	00:03:05
80	201708260068	1	KM07	00:02:10
81	201708260103	5	KM08	00:02:11
82	201708260201	2	KM06	00:02:10
83	201708260338	3	KR23	00:02:05
84	201708260541	5	KM08	00:02:05

	Incident #	Priority	Zone	Elapsed Time
85	201708260576	5	KM08	00:02:39
86	201708260622	1	KM22	00:02:31
87	201708270093	2	KM07	00:05:26
88	201708270119	3	KM08	00:02:43
89	201708280336	3	KM07	00:02:22
90	201708290104	3	KM08	00:02:01
91	201708290302	3	KM21	00:02:27
92	201708290545	5	KM08	00:02:12
93	201708290551	3	KM06	00:02:17
94	201708290637	1	KM08	00:02:29
95	201708300093	3	KM07	00:02:12
96	201708300099	2	KM22	00:02:05
97	201708300540	6	KM08	00:02:45
98	201708300587	5	KM08	00:02:15
99	201708310023	6	KM08	00:02:41
100	201708310079	3	KM08	00:02:09
101	201708310123	1	KR26	00:02:04
102	201708310418	6	KM08	00:02:47
Percent of Responses with Extended Crew Chute Times: 6.76%				

## Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	201708260075	1	KR12	00:02:22
2	201708270272	2	KM08	00:26:45
Percent of Responses with Extended Dispatch Times: 0.15%				

September 2017



# Exclusive Ambulance Provider American Ambulance

## Contract Compliance

### September 2017

#### Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	95.14 %	Yes
Priority 3	(15 minutes or less - 90%)	98.46 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	Yes
Priority 5	(30 minutes or less - 90%)		
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	97.64 %	Yes
Priority 3	(30 minutes or less - 90%)	100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	
*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.			

#### Liquidated Damages Report

	September 2017	YTD
Late Responses	\$3,456.00	\$36,468.00
Excessive Delay	\$400.00	\$6,800.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$1,000.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$3,856.00</b>	<b>\$44,268.00</b>

#### Public Information and Education Report

	Min. Requirement	September 2017	YTD
Public CPR Courses	(18 Courses/Year)	2	18
ACLS Course	(1 Course/Year)	0	2
ALS Continuing Education	(24 Hours/Year)	18	348
BLS Continuing Education	(12 Hours/year)	4	79
EMS Dispatcher Continuing Education	(12 Hours/year)	5	21
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	0

<p>Equality of Service by Zone</p> <p>September 2017</p>
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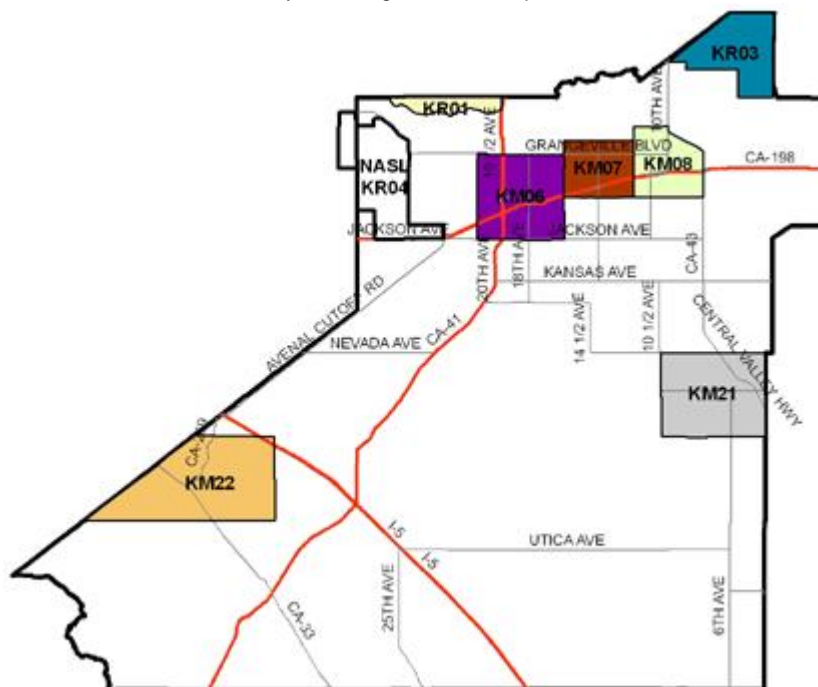
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	36	34	3	22	91.17 %	22	22	0	17	100.00 %
KM22	Avenal	41	40	1	22	97.50 %	36	36	1	21	97.22 %
KM21	Corcoran	114	114	8	100	92.98 %	100	100	3	86	97.00 %
KM08	Hanford	308	300	14	228	95.33 %	267	259	4	209	98.45 %
KR03*	Kingsburg	3	3		1		6	6		4	
KM06	Lemoore	92	89	2	62	97.75 %	105	103	0	78	100.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	93	85	1	66	98.82 %	62	57	0	46	100.00 %

Prison Responses	
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Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	7	7	6	6	6	6
C12	Coalinga	11	11	11	21	21	20
KM21	Corcoran 1	40	40	40	42	42	40
KR25	Corcoran 2	15	15	14	23	23	22
C12	Pleasant	7	7	7	11	11	10

\* Outside EOA

\*\* These figures show the activity within each identified Metro Response Area and individually are not contractual requirements. Contractual Metro Response Area performance is determined collectively, including all Metro Response Areas, which is reflected with this report.



# Late Calls by Zone September 2017

## Metro

### Armona

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201709010091	1	00:07:48	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2 201709010286	1	00:07:45	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
3 201709150029	1	00:09:06	2	Delay-Distance		No		\$58.00
4 201709300074	1	00:10:13	3	Crew-Extended Chute Time		No		\$87.00
5 201709210285	2	00:08:03	1		Adjusted	No		\$29.00
		<b>Priority 1 &amp; 2</b>	91.17 %	<b>Priority 3</b>	100.00 %			<b>\$174.00</b>

### Avenal

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201709090523	2	00:07:00	0		Better Time Request	Yes		\$0.00
2 201709150359	2	00:25:16	18		Multiple-Avenal/Corcoran C	Yes		\$0.00
3 201709160108	2	00:07:47	0		Better Time Request	Yes		\$0.00
4 201709270139	2	00:14:12	7		Adjusted	No		\$203.00
5 201709300531	2	00:04:47	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6 201709010012	3	00:16:31	2	Delay-Distance		No		\$20.00
7 201709030648	3	00:37:37	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
8 201709140130	3	00:06:43	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
		<b>Priority 1 &amp; 2</b>	97.50 %	<b>Priority 3</b>	97.22 %			<b>\$223.00</b>

Corcoran								
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201709010441	1	00:08:15	1		Not Late-Upgraded	Yes		\$0.00
2 201709010635	1	00:11:08	4	Denial Reviewed		No		\$116.00
3 201709050564	1	00:03:52	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
4 201709090021	1	00:07:39	0		Better Time Request	Yes		\$0.00
5 201709100622	1	00:06:35	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6 201709130218	1	00:14:01	7		Multiple-Avenal/Corcoran C	Yes		\$0.00
7 201709210084	1	00:08:03	1		Adjusted	No		\$29.00
8 201709220431	1	00:03:15	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
9 201709290160	1	00:13:30	6	Crew-Extended Chute Time		No		\$174.00
10 201709290346	1	00:03:44	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
11 201709290626	1	00:03:31	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
12 201709300070	1	00:09:24	2	Crew-Extended Chute Time		No		\$58.00
13 201709300550	1	00:09:29	2	Crew-Extended Chute Time		No		\$58.00
14 201709040283	2	00:20:43	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
15 201709040309	2	00:08:08	1	Delay-Closer Unit		No		\$29.00
16 201709050408	2	00:03:51	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
17 201709100557	2	00:10:22	3	Crew-Extended Chute Time		No		\$87.00
18 201709160531	2	00:06:47	0		Better Time Request	Yes		\$0.00
19 201709160534	2	00:14:24	7		Multiple-Avenal/Corcoran C	Yes		\$0.00
20 201709190261	2	00:03:58	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
21 201709200509	2	00:26:01	19		Multiple-Avenal/Corcoran C	Yes		\$0.00
22 201709210216	2	00:25:50	18		Multiple-Avenal/Corcoran C	Yes		\$0.00
23 201709210265	2	00:07:55	0		Better Time Request	Yes		\$0.00
24 201709220329	2	00:07:24	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
25 201709280090	2	00:08:22	1		Adjusted	No		\$29.00
26 201709300539	2	00:06:48	0		Better Time Request	Yes		\$0.00
27 201709010039	3	00:20:25	6	Denial Reviewed		No		\$60.00
28 201709030287	3	00:32:45	18	Delay-Low Levels		No	\$100.00	\$180.00
29 201709030493	3	00:15:18	1		Not Late-Higher Priority	Yes		\$0.00
30 201709030531	3	00:34:33	20	Delay-Low Levels		No	\$100.00	\$200.00
				<b>Priority 1 &amp; 2</b>	92.98 %	<b>Priority 3</b>	97.00 %	
							<b>\$200.00</b>	<b>\$1,020.00</b>

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201709010458	1	00:05:29	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
2 201709010699	1	00:11:19	4	Delay-Distance		No		\$116.00	
3 201709140457	1	00:09:14	2		Delay-Train	Yes		\$0.00	
4 201709160553	1	00:07:46	0		Better Time Request	Yes		\$0.00	
5 201709160562	1	00:09:26	2	Delay-Closer Unit		No		\$58.00	
6 201709170476	1	00:11:48	4	Delay-Distance		No		\$116.00	
7 201709190080	1	00:09:44	2		Delay-Train	Yes		\$0.00	
8 201709200160	1	00:02:58	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
9 201709260392	1	00:08:08	1		Delay-Train	Yes		\$0.00	
10 201709270683	1	00:04:21	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
11 201709270731	1	00:09:54	2	Delay-Distance		No		\$58.00	
12 201709010157	2	00:08:32	1		Delay-Train	Yes		\$0.00	
13 201709010694	2	00:08:47	1	Delay-Closer Unit		No		\$29.00	
14 201709020458	2	00:10:19	3	Delay-Distance		No		\$87.00	
15 201709030092	2	00:08:11	1	Delay-Distance		No		\$29.00	
16 201709030577	2	00:10:58	3	Delay-Distance		No		\$87.00	
17 201709060209	2	00:08:57	1	Delay-Distance		No		\$29.00	
18 201709080655	2	00:04:27	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
19 201709130459	2	00:08:32	1	Delay-Distance		No		\$29.00	
20 201709160012	2	00:05:03	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
21 201709160393	2	00:05:02	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
22 201709180219	2	00:10:49	3	Delay-Distance		No		\$87.00	
23 201709200294	2	00:15:04	8		Dispatch-Wrong Address R	Yes		\$0.00	
24 201709260614	2	00:11:32	4	Delay-Distance		No		\$116.00	
25 201709270649	2	00:05:23	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
26 201709270735	2	00:25:43	18	Denial Reviewed		No	\$100.00	\$522.00	
Call was not prioritized correctly. Caller states "patient can't wait".									
27 201709280693	2	00:08:47	1	Delay-Distance		No		\$29.00	
28 201709030514	3	00:32:58	18	Crew-Extended Chute Time		No	\$100.00	\$180.00	
29 201709080670	3	00:15:37	1	Delay-Distance		No		\$10.00	
30 201709120002	3	00:16:53	2	Delay-Distance		No		\$20.00	
31 201709190294	3	00:05:35	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
32 201709200110	3	00:20:17	6	Delay-Distance		No		\$60.00	
33 201709270301	3	00:08:39	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
34 201709100282	4	00:24:27	10		Not Late-Upgraded	Yes		\$0.00	
Priority 1 & 2			95.33 %	Priority 3			98.45 %	\$200.00	\$1,662.00

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201709220186	1	00:11:35	4		Not Late-See Narrative	Yes		\$0.00	
Already had units at scene of this incident, this was the same call as M605 EMS #183.									
2 201709220545	1	00:03:37	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
3 201709220566	1	00:10:08	3	Delay-Distance		No		\$87.00	
4 201709190453	2	00:08:42	1		Not Late-Upgraded	Yes		\$0.00	
5 201709290622	2	00:10:34	3	Denial Reviewed		No		\$87.00	
Crew had difficulty locating address, address well off the roadway, address not well marked on the street.									
6 201709120394	3	00:07:11	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
7 201709160229	3	00:08:58	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
8 201709200368	3	00:20:46	6		Not Late-Higher Priority	Yes		\$0.00	
9 201709200392	3	00:02:34	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
10 201709240146	3	00:03:02	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
Priority 1 & 2				97.75 %	Priority 3	100.00 %		\$174.00	
*Compliance After Appeals					Metro	Approved	51	\$400.00	\$3,253.00
						Non Approved	36		
							87		

## Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201709020164	1	00:23:28	4	Delay-Distance		No		\$116.00	
2 201709030645	1	00:30:59	11		Not Late-Distance Greater	Yes		\$0.00	
3 201709040415	1	00:21:10	2		Not Late-Distance Greater	Yes		\$0.00	
4 201709090597	1	00:31:59	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
5 201709140111	1	00:22:45	3			No		\$87.00	
6 201709160516	1	00:08:43	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
7 201709220087	1	00:22:42	3		Not Late-Distance Greater	Yes		\$0.00	
8 201709050660	2	00:17:26	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
9 201709200410	2	00:21:02	2		Not Late-Upgraded	Yes		\$0.00	
10 201709030574	3	00:32:07	3		Multiple-Avenal/Corcoran C	Yes		\$0.00	
11 201709270398	3	00:10:34	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
Priority 1 & 2				98.82 %	Priority 3	100.00 %		\$203.00	
*Compliance After Appeals					Rural	Approved	9		\$203.00
						Non Approved	2		
							11		

# Compliance Response Summary

## September 2017

### Metro

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	591	530	17	214
Arrivals	577	520	17	213
Transports	434	411	17	210
Late Arrivals	68	18	1	3
% before adjustment	88.21 %	96.53 %	94.11 %	98.59 %
Approved Appeals	40	10	1	3

#### After Appeals

Adjusted Arrivals	549	512	17	213
Adjusted Late Arrivals	28	8	0	0
% adjusted	95.14 %	98.46 %	100.00 %	100.00 %
Total Liquidated Damages	\$2,523.00	\$730.00	\$0.00	\$0.00

### Rural

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	93	62	0
Arrivals	85	57	0
Transports	66	46	0
Late Arrivals	9	2	0
% before adjustment	89.41 %	96.49 %	0.00 %
Approved Appeals	7	2	0

#### After Appeals

Adjusted Arrivals	83	57	0
Adjusted Late Arrivals	2	2	0
% adjusted	97.64 %	100.00 %	0.00 %
Total Liquidated Damages	\$203.00	\$0.00	\$0.00

## Extended Times September 2017

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201708310670	5	KM08	00:02:03
2	201709010099	5	KM21	00:03:12
3	201709010103	1	KR02	00:02:04
4	201709010139	5	KM08	00:02:21
5	201709010246	1	KR26	00:02:43
6	201709010624	3	KM22	00:02:21
7	201709020079	1	KM22	00:03:05
8	201709020115	3	KM22	00:02:23
9	201709020164	1	KR23	00:02:37
10	201709020295	1	KM21	00:02:23
11	201709020732	3	KR25	00:02:28
12	201709030065	3	KM22	00:02:02
13	201709030193	3	KR23	00:02:30
14	201709030671	3	KM21	00:02:21
15	201709040083	5	KM08	00:02:15
16	201709040265	3	KM07	00:02:10
17	201709040684	3	KM08	00:03:07
18	201709050092	5	KM08	00:02:06
19	201709050660	2	KR23	00:02:07
20	201709050728	3	KM21	00:02:11
21	201709060057	5	KM08	00:02:34
22	201709070052	2	KM06	00:02:12
23	201709070060	6	KM08	00:02:04
24	201709070061	5	KM08	00:03:46
25	201709070570	3	KM21	00:02:01
26	201709070648	5	KM08	00:02:02
27	201709080071	3	KR13	00:02:06
28	201709080075	5	KM08	00:02:21
29	201709080092	5	KM08	00:04:27
30	201709080192	3	KM21	00:02:03
31	201709080703	2	KM08	00:02:08
32	201709090099	1	KM21	00:02:10
33	201709100020	1	KM06	00:02:22
34	201709100059	5	KM08	00:02:52
35	201709110017	5	KM08	00:02:20
36	201709110042	6	KM08	00:10:09
37	201709110081	2	KM08	00:02:04
38	201709120013	5	KM08	00:02:05
39	201709120028	3	KM22	00:02:08



	Incident #	Priority	Zone	Elapsed Time
40	201709120091	3	KM08	00:02:50
41	201709120115	3	KM08	00:02:11
42	201709120242	2	KR02	00:02:41
43	201709120264	5	KM08	00:02:21
44	201709130014	1	KM08	00:02:48
45	201709130120	3	KM08	00:03:44
46	201709130408	5	KM08	00:02:14
47	201709130567	5	KM08	00:03:26
48	201709130618	3	KM21	00:02:35
49	201709140026	2	KM08	00:02:04
50	201709140065	5	KM08	00:04:03
51	201709140297	5	KM22	00:02:52
52	201709150059	1	KM22	00:02:41
53	201709150093	3	KM07	00:02:40
54	201709160230	5	KM08	00:02:49
55	201709180042	5	KM08	00:02:01
56	201709180181	2	KR13	00:02:05
57	201709190018	5	KM08	00:02:02
58	201709190072	4	KM08	00:02:26
59	201709190284	2	KM21	00:02:01
60	201709190500	5	KM08	00:02:09
61	201709200075	5	KM21	00:03:02
62	201709200082	2	KM08	00:03:07
63	201709210032	1	KM06	00:02:23
64	201709210083	3	KR02	00:02:02
65	201709210105	5	KM08	00:02:13
66	201709210109	5	KM08	00:02:28
67	201709210402	5	KM08	00:02:18
68	201709240099	1	KM21	00:02:07
69	201709240117	2	KR02	00:02:49
70	201709240296	3	KM21	00:02:09
71	201709250007	5	KM08	00:02:14
72	201709250341	1	KR26	00:02:11
73	201709250361	3	KM07	00:02:01
74	201709260057	1	KM08	00:02:26
75	201709260093	5	KM08	00:02:28
76	201709260587	5	KM08	00:02:11
77	201709270039	5	KM08	00:02:01
78	201709270097	5	KM08	00:02:15
79	201709280041	5	KM08	00:02:31
80	201709280066	4	KM08	00:03:17
81	201709280108	2	KM06	00:02:02
82	201709280483	7	KM08	00:05:54
83	201709280512	7	KM08	00:02:05
84	201709290160	1	KM21	00:03:28

	Incident #	Priority	Zone	Elapsed Time
85	201709300323	5	KM08	00:02:19
86	201709300615	3	KM08	00:02:05
Percent of Responses with Extended Crew Chute Times: 6.03%				

<b>Dispatch Times</b>
-----------------------

	Incident #	Priority	Zone	Elapsed Time
1	201709100282	4	KM08	00:15:44
2	201709260500	2	KR13	00:02:06
3	201709270735	2	KM08	00:13:57
Percent of Responses with Extended Dispatch Times: 0.23%				

October 2017

# Exclusive Ambulance Provider American Ambulance

## Contract Compliance

### October 2017

#### Response Time Compliance Report

		Compliance	Complied
<b>Metro</b>			
Priorities 1 & 2	(8 minutes or less - 90%)	95.70 %	Yes
Priority 3	(15 minutes or less - 90%)	99.41 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	Yes
Priority 5	(30 minutes or less - 90%)	100.00 %	Yes
<b>Rural</b>			
Priorities 1 & 2	(20 minutes or less - 90%)	97.91 %	Yes
Priority 3	(30 minutes or less - 90%)	100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	Yes

\*Metro priority 4 and Rural priority 5 are measured on a quarterly bases. This quarterly compliance is provided on the "Year-to-Date Summary" page at the end of this report.

#### Liquidated Damages Report

	October 2017	YTD
Late Responses	\$2,647.00	\$39,115.00
Excessive Delay	\$200.00	\$7,000.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$1,000.00
Other Agency Transport	\$0.00	\$0.00
Failed Response	\$0.00	\$0.00
Dispatch Staffing	\$0.00	\$0.00
Failure to Equip/Supply Unit	\$0.00	\$0.00
Failure to Furnish Documentation	\$0.00	\$0.00
Minor Breach	\$0.00	\$0.00
Failure to Staff Ambulance	\$0.00	\$0.00
	<b>\$2,847.00</b>	<b>\$47,115.00</b>

#### Public Information and Education Report

	Min. Requirement	October 2017	YTD
Public CPR Courses	(18 Courses/Year)	3	21
ACLS Course	(1 Course/Year)	1	3
ALS Continuing Education	(24 Hours/Year)	34	382
BLS Continuing Education	(12 Hours/year)	8	87
EMS Dispatcher Continuing Education	(12 Hours/year)	0	21
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	0

## Equality of Service by Zone October 2017

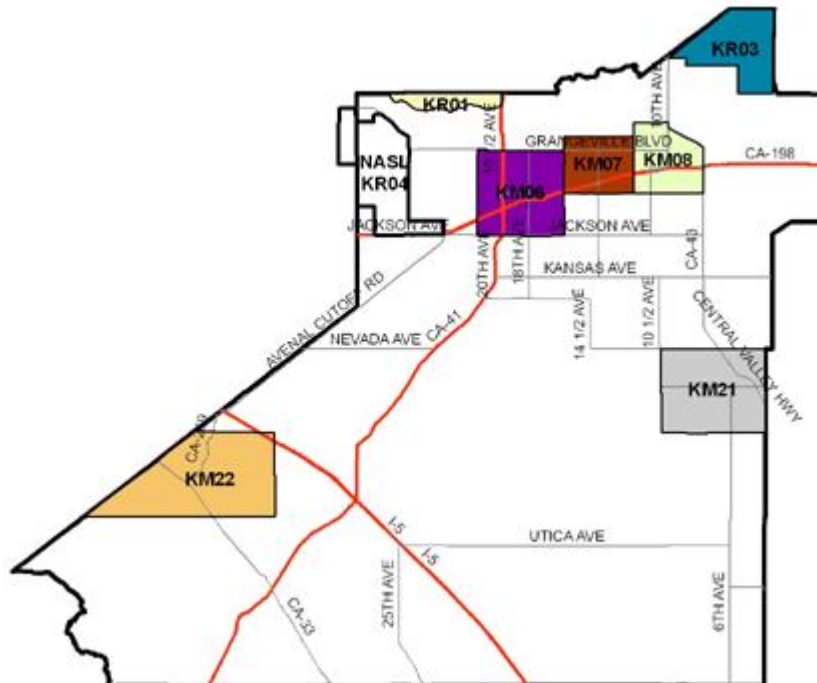
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	45	44	2	33	95.45 %	30	30	0	23	100.00 %
KM22	Avenal	25	25	0	17	100.00 %	36	36	0	25	100.00 %
KM21	Corcoran	96	95	1	86	98.94 %	99	99	0	83	100.00 %
KM08	Hanford	289	276	15	220	94.56 %	279	270	3	232	98.88 %
KR03*	Kingsburg	2	2		2		1	1		0	
KM06	Lemoore	101	96	5	82	94.79 %	79	78	0	61	100.00 %
KR01*	Riverdale	1	1		1		1	1		1	
Rural	Rural EOA Zones	106	96	2	73	97.91 %	56	52	0	45	100.00 %

## Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	0	0	0	4	4	4
C12	Coalinga	17	17	17	20	20	20
KM21	Corcoran 1	36	36	36	34	34	33
KR25	Corcoran 2	27	26	24	23	22	22
C12	Pleasant	5	5	4	5	5	5

\* Outside EOA

\*\* These figures show the activity within each identified Metro Response Area and individually are not contractual requirements. Contractual Metro Response Area performance is determined collectively, including all Metro Response Areas, which is reflected with this report.



# Late Calls by Zone

## October 2017

### Metro

#### Armona

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201710020040	1	00:12:41	5	Dispatch-SSM Error		No		\$145.00
2 201710180139	1	00:08:17	1	Delay-Distance		No		\$29.00
3 201710280646	1	00:06:14	0		Better Time Request	Yes		\$0.00
4 201710110620	2	00:03:49	0		Crew-Failed to Advise At-S	Yes		\$0.00
<b>Priority 1 &amp; 2</b>				95.45 %	<b>Priority 3</b>	100.00 %		<b>\$174.00</b>

#### Avenal

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201710150534	3	00:05:34	0		Crew-Failed to Advise At-S	Yes		\$0.00
2 201710290297	3	00:26:21	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
<b>Priority 1 &amp; 2</b>				100.00 %	<b>Priority 3</b>	100.00 %		<b>\$0.00</b>

#### Corcoran

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201710070432	1	00:06:28	0		Better Time Request	Yes		\$0.00
2 201710070466	1	00:22:07	15		Multiple-Avenal/Corcoran C	Yes		\$0.00
3 201710090680	1	00:08:13	1			Yes		\$0.00
4 201710190198	1	00:07:35	0		Crew-Failed to Advise At-S	Yes		\$0.00
5 201710260396	1	00:06:18	0		Crew-Failed to Advise At-S	Yes		\$0.00
6 201710040370	2	00:06:42	0		Crew-Failed to Advise At-S	Yes		\$0.00
7 201710090636	2	00:25:18	18	Dispatch-Cover Car > 10 Mi		No	\$100.00	\$522.00
8 201710170545	2	00:11:26	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
9 201710180585	2	00:08:11	1		Delay-Train	Yes		\$0.00
10 201710230041	2	00:05:09	0		Crew-Failed to Advise At-S	Yes		\$0.00
11 201710250092	2	00:06:58	0		Crew-Failed to Advise At-S	Yes		\$0.00
12 201710250463	2	00:06:57	0		Crew-Failed to Advise At-S	Yes		\$0.00
13 201710250698	2	00:23:05	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
14 201710260007	2	00:11:43	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
15 201710290255	2	00:06:31	0		Better Time Request	Yes		\$0.00
16 201710310521	2	00:05:41	0		Better Time Request	Yes		\$0.00
17 201710020262	3	00:22:06	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
18 201710080411	3	00:08:41	0		Better Time Request	Yes		\$0.00
19 201710270661	3	00:28:46	14		Multiple-Avenal/Corcoran C	Yes		\$0.00
20 201710300069	3	00:12:02	0		Crew-Failed to Advise At-S	Yes		\$0.00
21 201710300536	3	00:17:59	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
<b>Priority 1 &amp; 2</b>				98.94 %	<b>Priority 3</b>	100.00 %	<b>\$100.00</b>	<b>\$522.00</b>

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201710010189	1	00:09:10	2		Delay-Train	Yes		\$0.00	
2 201710040018	1	00:08:32	1	Delay-Distance		No		\$29.00	
3 201710050100	1	00:03:47	0		Crew-Failed to Advise At-S	Yes		\$0.00	
4 201710050331	1	00:03:37	0		Crew-Failed to Advise At-S	Yes		\$0.00	
5 201710060320	1	00:08:12	1	Delay-Distance		No		\$29.00	
6 201710110351	1	00:06:58	0		Not Late-See Narrative	Yes		\$0.00	
Unit arrived at locked gate at 144525 via GPS. I have requested that a geo-graphical area be created around this complex to advise crews to take 9 1/4 Ave to Connie Dr to get to this address.									
7 201710110364	1	00:09:16	2	Delay-Distance		No		\$58.00	
8 201710120522	1	00:03:35	0		Crew-Failed to Advise At-S	Yes		\$0.00	
9 201710150073	1	00:12:28	5	Delay-Distance		No		\$145.00	
10 201710230549	1	00:07:15	0		Crew-Failed to Advise At-S	Yes		\$0.00	
11 201710270027	1	00:09:06	2	Delay-Distance		No		\$58.00	
12 201710270359	1	00:08:52	1	Crew-Extended Chute Time		No		\$29.00	
13 201710070474	2	00:03:20	0		Crew-Failed to Advise At-S	Yes		\$0.00	
14 201710080006	2	00:10:04	3		Adjusted	No		\$87.00	
15 201710090117	2	00:05:47	0		Crew-Failed to Advise At-S	Yes		\$0.00	
16 201710110664	2	00:09:52	2	Delay-Distance		No		\$58.00	
17 201710130657	2	00:13:02	6	Delay-Distance		No		\$174.00	
18 201710140171	2	00:05:20	0		Crew-Failed to Advise At-S	Yes		\$0.00	
19 201710170322	2	00:11:35	4	Delay-Distance		No		\$116.00	
20 201710190016	2	00:10:55	3	Delay-Distance		No		\$87.00	
21 201710210180	2	00:09:58	2	Delay-Distance		No		\$58.00	
22 201710230556	2	00:07:59	0		Better Time Request	Yes		\$0.00	
23 201710290087	2	00:10:02	3	Crew-Extended Chute Time		No		\$87.00	
24 201710290265	2	00:10:31	3	Denial Reviewed		No		\$87.00	
25 201710300078	2	00:08:51	1		Adjusted	No		\$29.00	
26 201710030444	3	00:05:13	0		Crew-Failed to Advise At-S	Yes		\$0.00	
27 201710040212	3	00:28:13	14		Adjusted	No		\$84.00	
Train Delay \$\$									
28 201710160125	3	00:09:14	0		Crew-Failed to Advise At-S	Yes		\$0.00	
29 201710160254	3	00:17:35	3	Delay-Distance		No		\$30.00	
30 201710180406	3	00:16:32	2		Not Late-Higher Priority	Yes		\$0.00	
31 201710200444	3	00:22:28	8		Not Late-Higher Priority	Yes		\$0.00	
32 201710210211	3	00:19:56	5	Delay-Closer Unit		No		\$50.00	
33 201710310408	3	00:15:30	1		Not Late-Higher Priority	Yes		\$0.00	
34 201710310052	4	00:03:13	0		Crew-Failed to Advise At-S	Yes		\$0.00	
		<b>Priority 1 &amp; 2</b>		94.56 %	<b>Priority 3</b>		98.88 %		<b>\$1,295.00</b>

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201710110131	1	00:08:49	1		Adjusted	No		\$18.00	
2 201710130532	1	00:02:40	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
3 201710140530	1	00:04:49	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
4 201710150080	1	00:17:29	10	Delay-Closer Unit		No	\$100.00	\$290.00	
5 201710160248	2	00:10:57	3	Delay-Distance		No		\$87.00	
6 201710190645	2	00:10:22	3	Delay-Distance		No		\$87.00	
7 201710310449	2	00:08:22	1	Delay-Distance		No		\$29.00	
8 201710020097	3	00:07:48	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
9 201710100587	3	00:07:18	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
10 201710200375	3	00:04:44	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
11 201710280261	3	00:08:45	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
Priority 1 & 2				94.79 %	Priority 3	100.00 %	\$100.00	\$511.00	
*Compliance After Appeals					Metro	Approved	46	\$200.00	\$2,502.00
						Non Approved	26		
							72		

## Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201710070610	1	00:20:23	1		Not Late-Upgraded	Yes		\$0.00	
2 201710090378	1	00:19:56	0		Better Time Request	Yes		\$0.00	
3 201710110209	1	00:09:18	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
4 201710140586	1	00:33:13	14		Multiple-Avenal/Corcoran C	Yes		\$0.00	
5 201710200272	1	00:24:18	5		Not Late-Distance Greater	Yes		\$0.00	
6 201710230143	1	00:25:03	6		Not Late-Distance Greater	Yes		\$0.00	
7 201710290096	1	00:22:52	3	Dispatch-SSM Error		No		\$87.00	
8 201710110444	2	00:26:22	7		Not Late-Distance Greater	Yes		\$0.00	
9 201710120133	2	00:21:15	2	Delay-Distance		No		\$58.00	
10 201710190547	2	00:15:58	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
11 201710260425	2	00:31:31	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
Priority 1 & 2				97.91 %	Priority 3	100.00 %		\$145.00	
*Compliance After Appeals					Rural	Approved	9		\$145.00
						Non Approved	2		
							11		



# Compliance Response Summary

## October 2017

### Metro

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	556	523	9	221
Arrivals	536	513	8	221
Transports	438	424	8	218
Late Arrivals	52	19	1	4
% before adjustment	90.29 %	96.29 %	87.50 %	98.19 %
Approved Appeals	29	16	1	4

#### After Appeals

Adjusted Arrivals	513	510	8	221
Adjusted Late Arrivals	23	3	0	0
% adjusted	95.70 %	99.41 %	100.00 %	100.00 %
Total Liquidated Damages	\$2,338.00	\$164.00	\$0.00	\$0.00

### Rural

#### Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	106	56	1
Arrivals	96	52	1
Transports	73	45	1
Late Arrivals	11	0	0
% before adjustment	88.54 %	100.00 %	100.00 %
Approved Appeals	9	0	0

#### After Appeals

Adjusted Arrivals	94	52	1
Adjusted Late Arrivals	2	0	0
% adjusted	97.91 %	100.00 %	100.00 %
Total Liquidated Damages	\$145.00	\$0.00	\$0.00

## Extended Times October 2017

Elapsed Time from Unit Alert to Unit Enroute greater than 2 minutes

### Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201710020048	2	KM08	00:02:11
2	201710040168	5	KM08	00:02:06
3	201710050498	7	KM08	00:13:47
4	201710060276	3	KM22	00:02:02
5	201710070270	5	KM08	00:02:25
6	201710070327	5	KM08	00:02:45
7	201710070348	5	KM08	00:02:28
8	201710080046	5	KM08	00:02:05
9	201710080094	1	KR13	00:02:11
10	201710080237	3	KM06	00:02:02
11	201710080327	1	KM08	00:02:09
12	201710100050	5	KM08	00:03:33
13	201710110209	1	KR12	00:02:06
14	201710120059	2	KM08	00:02:05
15	201710120073	5	KM08	00:02:11
16	201710130442	7	KM08	00:02:19
17	201710140087	5	KM08	00:02:22
18	201710140104	5	KM08	00:02:05
19	201710140242	7	KM08	00:04:59
20	201710150123	3	KM21	00:02:05
21	201710150288	5	KM08	00:02:02
22	201710160062	5	KM21	00:02:26
23	201710160197	3	KM06	00:02:05
24	201710170026	3	KM08	00:02:28
25	201710170028	5	KM08	00:02:20
26	201710170083	1	KM22	00:02:47
27	201710170257	1	KR25	00:02:05
28	201710170509	1	KM21	00:02:14
29	201710180046	5	KM08	00:02:29
30	201710180267	5	KM08	00:02:15
31	201710180415	3	KM08	00:02:17
32	201710190028	2	KM06	00:02:31
33	201710190488	5	KM08	00:03:10
34	201710200080	2	KM21	00:02:11
35	201710200598	5	KM08	00:02:12
36	201710220083	1	KM06	00:02:17
37	201710230209	2	KM21	00:02:03
38	201710230328	2	KM06	00:02:02
39	201710240045	3	KR25	00:02:09

	Incident #	Priority	Zone	Elapsed Time
40	201710240050	5	KM08	00:02:09
41	201710250042	5	KM08	00:03:23
42	201710250162	5	KM08	00:02:25
43	201710250187	3	KM08	00:02:24
44	201710250468	5	KM08	00:02:12
45	201710250667	1	KR13	00:02:02
46	201710260072	5	KM08	00:03:24
47	201710260077	5	KM08	00:03:48
48	201710260142	5	KM21	00:02:18
49	201710260517	5	KM08	00:02:10
50	201710270068	5	KM08	00:02:11
51	201710270138	5	KM08	00:02:24
52	201710270505	2	KM21	00:02:21
53	201710270595	5	KM08	00:02:14
54	201710270627	2	KM08	00:02:17
55	201710270727	5	KM08	00:02:08
56	201710280380	5	KM08	00:02:17
57	201710280626	5	KM08	00:02:06
58	201710290543	5	KM08	00:02:23
59	201710300399	3	KM08	00:02:02
60	201710310076	5	KM08	00:02:31
Percent of Responses with Extended Crew Chute Times: 4.28%				

## Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	201710310481	1	KM08	00:02:54
Percent of Responses with Extended Dispatch Times: 0.08%				

# Quarterly Activity Reports

## Quarterly Activity

### Consumer Inquiries

Date	Issue	Disposition
09/16/2017	Patient called to complain that he felt he did not receive proper treatment.	Investigation found that patient did receive proper treatment as per protocol. No further action.
10/31/2017	General public called office with concerns about a unit and the driver of that unit. Caller would not leave his name or telephone number.	EMT received remedial education and was advised to drive with due regard and to be safe at all times.

### Special Events

Date	Issue	Location/Additional Info
08/01/2017	National Night Out	Corcoran Police Department
08/12/2017	Back to School Safety Bash	JC Penney
08/17/2017	Scrimmage Football	Hanford High School
08/24/2017	Freshman Football	Hanford High School
08/25/2017	JV/V Football	Hanford High School
09/01/2017	JV/V Football	Hanford High School
09/06/2017	Freshman Football	Hanford High School
09/07/2017	JV/V Football	Hanford High School
09/08/2017	JV/V Football	Sierra Pacific High School
09/13/2017	Active Shooter Drill	AMC-Hanford
09/15/2017	Agency on Aging	Kings/Tulare Counties
09/15/2017	JV/V Football	Sierra Pacific High School
09/17/2017	911 Remembrance	New Testament Baptist Church
09/22/2017	Varsity Football	Hanford High School
09/23/2017	Boy's Flag Football and Girl's Softball	Hanford Elementary School District
09/28/2017	JV/V Football	Sierra Pacific High School
09/28/2017	Freshman Football	Hanford High School
10/12/2017	Freshmen Football	Hanford High School
10/13/2017	JV/V Football	Sierra Pacific High School
10/14/2017	Boy's Flage Football Girl's Softball	Hanford Elementary School District
10/14/2017	Fire Prevention Week	Kings County Fire Dept. Sta 11
10/15/2017	Fire Prevention - Open House	Hanford Fire Dept. Sta 1
10/19/2017	JV/V	Sierra Pacific High School
10/20/2017	Safety Prevention Talk	St. Rose McCarthy School
10/20/2017	Sand Drag Races	Avenal Sand Drags
10/20/2017	JV/V Football	Hanford High School
10/21/2017	Sand Drag Races	Avenal Sand Drags
10/21/2017	Safety Awareness	Buckle Up for Itzy
10/22/2017	Sand Drag Races	Avenal Sand Drags
10/24/2017	Red Ribbon Week	CHP - Kit Carson School
10/25/2017	Red Ribbon Week Caravan	Lemoore Police Dept.
10/25/2017	Red Ribbon Week	John Muir Middle School
10/26/2017	Red Ribbon Week	CHP - Frontier Elementary School
10/27/2017	Red Ribbon Week	CHP - Pioneer Elem School
10/28/2017	Red Ribbon Week Celebration	Lemoore Police Dept.
10/30/2017	Red Ribbon Week	CHP - Kings River Hardwick School
10/31/2017	Active Shooter Discussion	Walmart Pharmacy Distribution Center

### Vehicle/Equipment Issues

*No Vehicle or Equipment data to report*

## Codes and Definitions

### Liquidated Damage

- A. Individual P1 and P2 response greater than 8 minutes in metro zones and 20 minutes in rural zones @ \$29.00 each minute or fraction thereof past this requirement.
- B. Individual P3 response greater than 15 minutes in metro zones and 30 minutes in rural zones @ \$10.00 for each minute or fraction thereof past this requirement.
- C. Individual P4 response greater than 15 minutes in metro zones @10.00 for each minute or fraction thereof past this requirement.
- D. Individual P5 response greater than 30 minutes in metro and rural zones @ \$10.00 for each minute or fraction thereof past this requirement.
- E. Individual excessive delay on a cancelled response for any P1, P2, P3, P4 @ \$100.00 per occurrence.
- F. Monthly combined P1 and P2 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- G. Monthly P3 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- H. Quarterly P4 response percentage failure @ \$100.00 per each tenth of a percentage point below standard.
- I. Monthly (metro), quarterly/annually (rural) P5 response percentage failure @ \$100.00 per each one tenth of a percentage point below standard for metro zones.
- J. BLS unit response instead of Paramedic unit response @ \$1000.00 per occurrence.
- K. Other agency transport @ \$1,500.00 per occurrence.
- L. Failed response @ \$5,000.00 per occurrence.
- M. Dispatch Center staffing below standards @ \$100.00 per hour greater than 1 hour in 24 hours.
- N. Failure to properly staff an ambulance unit @ \$500.00 per occurrence.
- O. Failure to properly license an ambulance unit @ \$500.00 per occurrence.
- P. Failure to properly equip/supply an ambulance unit @ \$500.00 per occurrence.
- Q. Failure to furnish required documentation @ \$50.00 per occurrence.
- R. Minor Breach @ \$500.00 per occurrence.

## Response Priority

- P1 A lights and siren immediate response for a presumed life-threatening condition.
- P2 A lights and siren immediate response for a presumed emergency condition.
- P3 A non-lights/siren urgent response for a presumed non-life threatening, but urgent condition.
- P4 A non-lights/siren emergency response for a presumed non-life threatening, but urgent interfacility transfer.
- P5 A non-emergency response for a schedule or schedulable transport.
- P6 Out-of-county scheduled ambulance transport.
- P7 Special event or public assist ambulance stand-by.
- P8 Critical care transport.
- P9 Neonatal Transport.

## Automatic Exceptions

- 1 Response cancelled prior to arrival. (page 44)
- 2 Weather (Fog/Rain) delay. (page 44)
- 3 Multiple unit response. (page 44)
- 4 Inaccurate address/Data recording error. (page 44)
- 5 Simultaneous request in Avenal/Corcoran Metro zone. (page 44-45)
- 6 Train Delay. (page 45)
- 7 Locally declared disaster. (page 45)

## Discretionary Appeals

- 8 Transport by a Closer Agency. (page 45)
- 9 Rendezvous. (page 45)
- 10 Multi-Casualty Incident within EOA. (page 45-46)
- 11 Multi-Casualty Incident outside EOA. (page 46)
- 12 Rural Distance exception. (page 46)



## EOA Provider - American Ambulance

### Year-To-Date Summary

#### Performance

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
<b>Metro</b>													
Priorities 1 & 2 (8 minutes or less - 90%)	93.77	93.82	93.10	94.87	94.86	95.25	93.06	93.78	93.22	92.71	95.14	95.70	94.08
Priority 3 (15 minutes or less - 90%)	97.30	98.33	97.26	98.48	97.96	98.28	97.23	98.34	97.10	98.38	98.46	99.41	98.02
Priority 4 (15 minutes or less - 90%)			96.61 *			100.00 *			100.00 *			95.74 *	98.17
Priority 5 (30 minutes or less - 90%)	100.00	100.00	99.13	100.00	99.54	100.00	99.56	99.55	99.52	99.50	100.00	100.00	99.72
<b>Rural</b>													
Priorities 1 & 2 (20 minutes or less - 90%)	93.33	96.49	95.31	97.05	95.55	96.38	98.83	98.80	98.63	95.74	97.64	97.91	96.85
Priority 3 (30 minutes or less - 90%)	97.56	97.22	100.00	100.00	97.95	100.00	96.82	100.00	100.00	100.00	100.00	100.00	99.16
Priority 5 (30 minutes or less - 90%)			0.00 *			100.00 *			100.00 *			100.00 *	100.00

\* Reported Quarterly

#### Call Volume

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
<b>Metro</b>													
Request	1,270	1,371	1,444	1,220	1,358	1,290	1,477	1,389	1,457	1,441	1,382	1,337	16,436
Arrived	1,229	1,336	1,412	1,196	1,324	1,247	1,435	1,356	1,421	1,392	1,356	1,305	16,009
Transported	1,023	1,116	1,218	1,020	1,088	1,050	1,194	1,116	1,162	1,158	1,095	1,109	13,349
<b>Rural</b>													
Request	127	114	124	124	148	145	161	151	141	158	155	166	1,714
Arrived	116	106	116	115	140	132	150	141	127	148	142	152	1,585
Transported	96	85	85	93	117	119	122	114	102	124	112	121	1,290

#### Outside Kings County, but within Region (Fresno, Madera, Kings, Tulare)

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Request	62	90	143	70	130	94	119	110	137	98	128	105	1,286
Arrived	51	66	135	68	120	85	108	88	121	86	105	92	1,125
Transported	46	58	106	56	99	68	87	67	105	70	95	70	927

#### Outside EOA, but within Kings (KR01, KR03, KR04)

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Request	2	6	2	3	9	3	6	6	4	5	10	6	62
Arrived	1	1	2	3	9	2	5	3	3	4	6	3	42
Transported	0	2	2	2	9	1	3	1	0	4	5	3	32

#### Outside Region (Z Zones)

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Request	0	1	0	1	0	0	1	0	0	0	2	1	6
Arrived	0	0	0	1	0	0	1	0	0	0	2	1	5
Transported	0	0	0	1	0	0	0	0	0	0	0	0	1

### Other Providers into EOA Zones

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Request	45	37	46	22	53	31	98	70	81	113	131	119	846
Arrived	35	33	33	18	46	24	81	59	66	98	119	111	723
Transported	30	30	31	16	39	20	72	53	59	86	110	104	650

### Helicopter Providers into EOA Zones

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Request	17	13	8	13	28	24	26	23	24	27	26	20	249
Arrived	11	11	6	10	22	19	19	15	17	20	19	13	182
Transported	11	11	6	10	21	19	18	15	16	19	19	13	178

### Liquidated Damages

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
Amount	3,144	3,784	4,144	2,374	4,042	1,766	6,126	5,088	3,754	6,190	3,856	2,847	47,115

# Kings County Monthly and Year To Date Activity

## Request / Arrivals / Transports

	Nov/ 2016	Dec/ 2016	Jan/ 2017	Feb/ 2017	Mar/ 2017	Apr/ 2017	May/ 2017	Jun/ 2017	Jul/ 2017	Aug/ 2017	Sep/ 2017	Oct/ 2017	YTD
<b>Request</b>													
American Ambulance	1,360	1,451	1,534	1,330	1,463	1,408	1,561	1,490	1,537	1,508	1,427	1,401	<b>17,470</b>
NAS Lemoore	2	3	2	2	5	3	4	6	3	5	6	6	<b>47</b>
Kingsburg	2	3	4	4	3	5	3	5	5	5	6	3	<b>48</b>
Riverdale	35	21	38	16	42	21	64	49	50	74	50	66	<b>526</b>
CHP			1					1		1			<b>3</b>
Skylife	12	7	5	9	15	18	15	9	10	18	14	11	<b>143</b>
Out of Area Helicopters								1			1		<b>2</b>
Critical Care Transports	11	11	4	4	11	6	7	6	9	6	3	4	<b>82</b>
Neonatal Transports	7	9	4	3	6	7	6	5	3	1	7	6	<b>64</b>
Out of County Units	17	25	16	10	17	13	54	35	45	54	90	68	<b>444</b>
<b>Monthly Totals</b>	<b>1,446</b>	<b>1,530</b>	<b>1,608</b>	<b>1,378</b>	<b>1,562</b>	<b>1,481</b>	<b>1,714</b>	<b>1,607</b>	<b>1,662</b>	<b>1,672</b>	<b>1,604</b>	<b>1,565</b>	<b>18,829</b>

<b>Arrived</b>													
American Ambulance	1,312	1,408	1,497	1,294	1,419	1,355	1,505	1,440	1,483	1,447	1,383	1,348	<b>16,891</b>
NAS Lemoore	1	3	2	2	4	2	3	2	2	4	2	3	<b>30</b>
Kingsburg	1	3	4	3	2	4	3	2	5	5	6	3	<b>41</b>
Riverdale	24	19	28	13	35	16	50	39	37	58	42	58	<b>419</b>
CHP			1					1		0			<b>2</b>
Skylife	7	5	3	5	9	11	8	3	5	13	8	4	<b>81</b>
Out of Area Helicopters								0			1		<b>1</b>
Critical Care Transports	5	7	2	1	3	3	2	1	3	1	1	1	<b>30</b>
Neonatal Transports	6	8	4	3	6	7	5	5	3	1	6	5	<b>59</b>
Out of County Units	5	5	7	2	8	2	25	20	25	39	73	49	<b>260</b>
<b>Monthly Totals</b>	<b>1,361</b>	<b>1,458</b>	<b>1,548</b>	<b>1,323</b>	<b>1,486</b>	<b>1,400</b>	<b>1,601</b>	<b>1,513</b>	<b>1,563</b>	<b>1,568</b>	<b>1,522</b>	<b>1,471</b>	<b>17,814</b>

<b>Transported</b>													
American Ambulance	1,089	1,171	1,272	1,097	1,166	1,148	1,243	1,178	1,205	1,195	1,098	1,126	<b>13,988</b>
NAS Lemoore	0	1	2	1	4	1	1	0	0	4	2	3	<b>19</b>
Kingsburg	1	2	4	3	2	2	3	1	3	4	3	2	<b>30</b>
Riverdale	17	15	23	11	27	11	43	31	31	47	35	52	<b>343</b>
CHP			1					1		0			<b>2</b>
Skylife	6	6	3	6	9	12	8	2	3	11	7	4	<b>77</b>
Out of Area Helicopters								0			1		<b>1</b>
Critical Care Transports	5	7	2	1	3	3	2	1	2	1	1	1	<b>29</b>
Neonatal Transports	6	8	4	3	6	7	5	5	3	1	6	5	<b>59</b>
Out of County Units	5	5	4	2	8	1	24	20	24	39	69	48	<b>249</b>
<b>Monthly Totals</b>	<b>1,129</b>	<b>1,215</b>	<b>1,315</b>	<b>1,124</b>	<b>1,225</b>	<b>1,185</b>	<b>1,329</b>	<b>1,239</b>	<b>1,271</b>	<b>1,302</b>	<b>1,222</b>	<b>1,241</b>	<b>14,797</b>

# End of Report