

Kings County Ambulance Commission



Emergency Ambulance Service
Advanced Life Support Ambulance Service

Contract Performance Report

August 2018
September 2018
October 2018

Contract Performance Report

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Kings County Ambulance Commission

Membership

City of Avenal	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
City of Corcoran	Primary	Reuben Shortnacy (Term Expires 7/2020) Chief, Corcoran Police Department
	Alternate	Gary Cramer (Term Expires 7/2020) Deputy Chief, Corcoran Police Department
City of Hanford	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
City of Lemoore	Primary	Darrell Smith (Term Expires 3/2019) Chief, Lemoore City Police Department
	Alternate	Steve Rossi (Term Expires 3/2019) Commander, Lemoore City Police Department
Kings County	Primary	David Dodd (Term Expires 8/2019) Commander, Kings County Sheriff Department
	Alternate	Robert Balderama (Term Expires 8/2019) Sgt., Kings County Sheriff Department
Kings County	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
Local Hospital	Primary	John McGowen (Term Expires 8/2019) ER Director, Hanford Community Hospital
	Alternate	Lieslle Sprague (Term Expires 8/2019) RN, Hanford Community Hospital
Local Physician	Primary	Uriel Limjoco (Term Expires 3/2019) M.D.
	Alternate	Vacant



County Of Kings

Date November 29, 2018
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 2018, September 2018 and October 2018
2. Approve liquidated damages assessed against the Exclusive Contractor.

August 2018	\$5,830.00
September 2018	\$7,424.00
October 2018	\$4,193.00

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 2018

Exclusive Ambulance Provider American Ambulance

Contract Compliance

August 2018

Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	94.12 %	Yes
Priority 3	(15 minutes or less - 90%)	97.99 %	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%)	97.82 %	Yes
Priority 3	(30 minutes or less - 90%)	97.72 %	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 2018	YTD
Late Responses	\$5,330.00	\$42,261.00
Excessive Delay	\$500.00	\$4,400.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
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
	\$5,830.00	\$46,661.00

Public Information and Education Report

	Min. Requirement	August 2018	YTD
Public CPR Courses	(18 Courses/Year)	0	10
ACLS Course	(1 Course/Year)	0	2
ALS Continuing Education	(24 Hours/Year)	18	324
BLS Continuing Education	(12 Hours/year)	4	82
EMS Dispatcher Continuing Education	(12 Hours/year)	0	14
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	0

Equality of Service by Zone August 2018

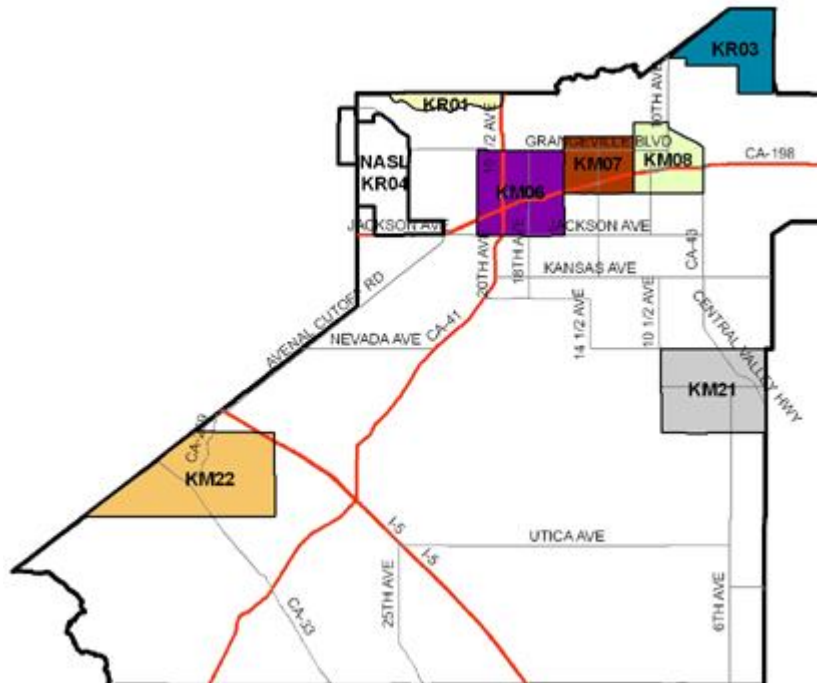
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	49	47	2	35	95.74 %	35	35	0	27	100.00 %
KM22	Avenal	39	36	0	26	100.00 %	45	44	0	28	100.00 %
KM21	Corcoran	103	100	6	83	94.00 %	113	111	2	98	98.19 %
KM08	Hanford	321	303	20	227	93.39 %	271	261	6	221	97.70 %
KR03*	Kingsburg	1	1		0		0	0		0	
KM06	Lemoore	96	93	6	64	93.54 %	99	97	3	73	96.90 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	101	92	2	78	97.82 %	47	44	1	38	97.72 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	4	4	2	4	4	4
C12	Coalinga	9	9	9	17	16	16
KM21	Corcoran 1	34	33	30	57	57	55
KR25	Corcoran 2	44	44	43	24	22	22
C12	Pleasant	4	4	3	7	7	7

* 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 2018

Metro

Armona

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201808080159	1	00:04:41	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2 201808090610	1	00:21:08	14	Delay-Distance		No	\$100.00	\$406.00
3 201808080172	2	00:09:18	2	Delay-Distance		No		\$58.00
4 201808120392	2	00:08:40	1		Delay-Train	Yes		\$0.00
5 201808200327	2	00:03:31	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6 201808210593	3	00:09:03	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
			Priority 1 & 2	95.74 %	Priority 3	100.00 %	\$100.00	\$464.00

Avenal

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201808050159	1	00:05:40	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
2 201808150137	2	00:20:41	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
3 201808220516	2	00:23:12	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
4 201808150182	3	00:28:40	14		Multiple-Avenal/Corcoran C	Yes		\$0.00
5 201808240293	3	00:37:46	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
			Priority 1 & 2	100.00 %	Priority 3	100.00 %		\$0.00

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201808020229	1	00:12:19	5		Multiple-Avenal/Corcoran C	Yes		\$0.00	
2 201808040219	1	00:10:25	3	Crew-Extended Chute Time		No		\$87.00	
3 201808080427	1	00:09:19	2		Multiple-Avenal/Corcoran C	Yes		\$0.00	
4 201808090026	1	00:05:11	0		Crew-Failed to Advise At-S	Yes		\$0.00	
5 201808090455	1	00:10:21	3	Delay-Distance		No		\$87.00	
6 201808150083	1	00:08:52	1		Adjusted	No		\$29.00	
7 201808150444	1	00:04:03	0		Crew-Failed to Advise At-S	Yes		\$0.00	
8 201808160563	1	00:11:59	4		Not Late-Upgraded	Yes		\$0.00	
9 201808170725	1	00:29:12	22		Multiple-Avenal/Corcoran C	Yes		\$0.00	
10 201808210064	1	00:10:41	3		Not Late-See Narrative	Yes		\$0.00	
This incident ended up being in KR16, it was reported as N/O Nevada which puts it in a Rural Zone. Incident was almost 3 miles N/O Nevada.									
11 201808220653	1	00:08:29	1	Denial Reviewed		No		\$29.00	
The CAD notes states "10th north of Whitley"									
12 201808230292	1	00:24:42	17		Multiple-Avenal/Corcoran C	Yes		\$0.00	
13 201808280321	1	00:36:06	29		Multiple-Avenal/Corcoran C	Yes		\$0.00	
14 201808290015	1	00:16:33	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
15 201808300697	1	00:09:20	2	Contract-Discretionary App		No		\$58.00	
Incident was reported as Nevada & 10 1/2 Avenue which is one corner Metro, three corners Rural. Incident ended up being east of 10 1/2 Ave which puts it in a Rural zone.									
16 201808310593	1	00:04:19	0		Crew-Failed to Advise At-S	Yes		\$0.00	
17 201808010744	2	00:05:36	0		Crew-Failed to Advise At-S	Yes		\$0.00	
18 201808080534	2	00:09:14	2	Denial Reviewed		No		\$58.00	
19 201808160461	2	00:04:05	0		Crew-Failed to Advise At-S	Yes		\$0.00	
20 201808200316	2	00:05:59	0		Crew-Failed to Advise At-S	Yes		\$0.00	
21 201808200320	2	00:25:16	18		Multiple-Avenal/Corcoran C	Yes		\$0.00	
22 201808210055	2	00:05:47	0		Crew-Failed to Advise At-S	Yes		\$0.00	
23 201808220523	2	00:15:10	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
24 201808230571	2	00:24:24	17		Multiple-Avenal/Corcoran C	Yes		\$0.00	
25 201808270054	2	00:05:45	0		Crew-Failed to Advise At-S	Yes		\$0.00	
26 201808310591	2	00:23:17	16		Multiple-Avenal/Corcoran C	Yes		\$0.00	
27 201808010646	3	00:35:31	21		Multiple-Avenal/Corcoran C	Yes		\$0.00	
28 201808060513	3	00:23:44	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
29 201808080564	3	00:38:16	24		Multiple-Avenal/Corcoran C	Yes		\$0.00	
30 201808110047	3	00:32:21	18		Multiple-Avenal/Corcoran C	Yes		\$0.00	
31 201808160543	3	00:25:56	11	Delay-Distance		No		\$110.00	
32 201808180615	3	00:23:20	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
33 201808200539	3	00:34:19	20		Multiple-Avenal/Corcoran C	Yes		\$0.00	
34 201808220108	3	00:23:25	9		Multiple-Avenal/Corcoran C	Yes		\$0.00	
35 201808220392	3	00:29:33	15		Multiple-Avenal/Corcoran C	Yes		\$0.00	
36 201808230174	3	00:37:20	23		Multiple-Avenal/Corcoran C	Yes		\$0.00	
37 201808250476	3	00:05:54	0		Crew-Failed to Advise at S	Yes		\$0.00	
38 201808260122	3	00:33:03	19		Multiple-Avenal/Corcoran C	Yes		\$0.00	
39 201808270586	3	00:42:48	28		Multiple-Avenal/Corcoran C	Yes		\$0.00	
40 201808280709	3	00:07:33	0		Crew-Failed to Advise At-S	Yes		\$0.00	
41 201808290320	3	00:07:47	0		Crew-Failed to Advise At-S	Yes		\$0.00	

Corcoran								
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
42 201808290344	3	00:24:42	10	Crew-Failed to Advise at Sc		No		\$100.00
43 201808290469	3	00:18:38	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
			Priority 1 & 2	94.00 %	Priority 3	98.19 %		\$558.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201808030154	1	00:03:52	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
2 201808030586	1	00:13:16	6		Adjusted	No		\$174.00	
3 201808040247	1	00:08:53	1	Delay-Distance		No		\$29.00	
4 201808040597	1	00:07:57	0		Better Time Request	Yes		\$0.00	
5 201808060075	1	00:08:50	1	Delay-Distance		No		\$29.00	
6 201808080307	1	00:11:28	4	Delay-Closer Unit		No		\$116.00	
7 201808090578	1	00:08:01	1		Adjusted	No		\$29.00	
8 201808110230	1	00:14:40	7	Delay-Distance		No		\$203.00	
9 201808110308	1	00:09:37	2	Delay-Distance		No		\$58.00	
10 201808150632	1	00:04:33	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
11 201808190114	1	00:12:23	5	Delay-Distance		No		\$145.00	
12 201808210516	1	00:08:05	1		Adjusted	No		\$29.00	
13 201808210667	1	00:03:18	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
14 201808220167	1	00:03:59	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
15 201808230647	1	00:15:17	8	Delay-Closer Unit		No		\$232.00	
16 201808230649	1	00:19:13	12	Crew-Mapping Error		No	\$100.00	\$348.00	
17 201808270380	1	00:07:14	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
18 201808290646	1	00:19:23	12	Delay-Distance		No	\$100.00	\$348.00	
19 201808300656	1	00:06:51	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
20 201808010104	2	00:09:06	2	Crew-Extended Chute Time		No		\$58.00	
21 201808030357	2	00:05:27	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
22 201808060117	2	00:03:44	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
23 201808080466	2	00:10:42	3	Delay-Closer Unit		No		\$87.00	
24 201808090443	2	00:08:16	1	Delay-Traffic		No		\$29.00	
25 201808130148	2	00:04:58	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
26 201808170327	2	00:07:12	0		Better Time Request	Yes		\$0.00	
27 201808190260	2	00:10:16	3	Crew-Failed to Advise at Sc		No		\$87.00	
28 201808200604	2	00:08:30	1	Delay-Distance		No		\$29.00	
29 201808220056	2	00:10:28	3	Crew-Extended Chute Time		No		\$87.00	
30 201808230059	2	00:09:03	2	Crew-Extended Chute Time		No		\$58.00	
31 201808250043	2	00:08:35	1	Crew-Extended Chute Time		No		\$29.00	
32 201808260103	2	00:09:12	2		Not Late-Higher Priority	Yes		\$0.00	
33 201808270291	2	00:03:12	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
34 201808310621	2	00:03:48	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
35 201808020415	3	00:06:44	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
36 201808020478	3	00:04:43	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
37 201808040363	3	00:15:31	1		Not Late-Higher Priority	Yes		\$0.00	
38 201808070482	3	00:09:46	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
39 201808130428	3	00:03:57	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
40 201808140481	3	00:23:19	9		Not Late-Higher Priority	Yes		\$0.00	
41 201808160367	3	00:07:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
42 201808160486	3	00:41:46	27		Adjusted	No	\$100.00	\$270.00	
43 201808160510	3	00:23:43	9	Delay-Distance		No		\$90.00	
44 201808170337	3	00:22:12	8	Crew-Failed to Advise at Sc		No		\$80.00	

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
45 201808200686	3	00:16:06	2		Adjusted	No		\$20.00	
46 201808210330	3	00:08:53	0		Crew-Failed to Advise At-S	Yes		\$0.00	
47 201808220531	3	00:16:18	2	Delay-Distance		No		\$20.00	
48 201808230400	3	00:16:01	2	Denial Reviewed		No		\$20.00	
New area not on any maps, unit had difficulty locating.									
49 201808230535	3	00:23:12	9		Not Late-Higher Priority	Yes		\$0.00	
Priority 1 & 2				93.39 %	Priority 3	97.70 %	\$300.00	\$2,704.00	

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201808240364	1	00:12:31	5	Delay-Distance		No		\$145.00	
2 201808290218	1	00:10:04	3		Not Late-Upgraded	Yes		\$0.00	
3 201808290641	1	00:11:34	4	Denial Reviewed		No		\$116.00	
See contract. Priority two to a priority one is excluded.									
4 201808310057	1	00:17:54	10	Delay-Low Levels		No	\$100.00	\$290.00	
5 201808010460	2	00:05:17	0		Crew-Failed to Advise At-S	Yes		\$0.00	
6 201808120565	2	00:10:22	3		Adjusted	No		\$87.00	
7 201808190385	2	00:08:24	1	Delay-Distance		No		\$29.00	
8 201808200557	2	00:04:12	0		Crew-Failed to Advise At-S	Yes		\$0.00	
9 201808210357	2	00:05:18	0		Crew-Failed to Advise At-S	Yes		\$0.00	
10 201808290525	2	00:04:25	0		Crew-Failed to Advise At-S	Yes		\$0.00	
11 201808290585	2	00:08:20	1		Adjusted	No		\$29.00	
12 201808100116	3	00:05:14	0		Crew-Failed to Advise At-S	Yes		\$0.00	
13 201808240414	3	00:17:22	3		Adjusted	No		\$30.00	
14 201808240420	3	00:21:09	7	Delay-Low Levels		No		\$70.00	
15 201808240430	3	00:28:27	14		Adjusted	No		\$140.00	
16 201808270057	3	00:16:03	2		Not Late-Higher Priority	Yes		\$0.00	
Priority 1 & 2				93.54 %	Priority 3	96.90 %	\$100.00	\$936.00	

*Compliance After Appeals

Metro

Approved	74
Non Approved	45
	119

\$500.00 **\$4,662.00**

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201808050038	1	00:26:41	7		Not Late-Distance Greater Than	Yes		\$0.00	
2 201808050513	1	00:24:32	5	Denial Reviewed		No		\$145.00	
3 201808110089	1	00:26:05	7		Crew-Failed to Advise At-Scene	Yes		\$0.00	
4 201808150124	1	00:28:30	9		Not Late-Distance Greater Than	Yes		\$0.00	
5 201808200119	1	00:21:10	2		Not Late-Distance Greater Than	Yes		\$0.00	
6 201808230300	1	00:24:05	5		Multiple-Avenal/Corcoran C	Yes		\$0.00	
7 201808240363	1	00:26:28	7	Delay-Low Levels		No		\$203.00	
8 201808280340	1	00:25:35	6		Multiple-Avenal/Corcoran C	Yes		\$0.00	
9 201808010135	2	00:21:33	2		Not Late-Distance Greater Than	Yes		\$0.00	
10 201808010197	2	00:21:52	2		Not Late-Distance Greater Than	Yes		\$0.00	
11 201808080425	2	00:41:29	22		Multiple-Avenal/Corcoran C	Yes		\$0.00	
12 201808090567	2	00:40:16	21		Multiple-Avenal/Corcoran C	Yes		\$0.00	
13 201808110593	2	00:31:18	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
14 201808150440	3	00:42:01	13		Adjusted	No		\$130.00	
15 201808240773	3	00:41:30	12		Not Late-Higher Priority	Yes		\$0.00	
Priority 1 & 2			97.82 %	Priority 3			97.72 %	\$478.00	
*Compliance After Appeals				Rural		Approved	12	\$478.00	
						Non Approved	3		
							15		

Compliance Response Summary

August 2018

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	608	563	16	208
Arrivals	579	548	16	208
Transports	435	447	16	204
Late Arrivals	79	40	0	15
% before adjustment	86.35 %	92.70 %	100.00 %	92.78 %
Approved Appeals	45	29	0	14

After Appeals

Adjusted Arrivals	545	537	16	207
Adjusted Late Arrivals	34	11	0	1
% adjusted	94.12 %	97.99 %	100.00 %	99.51 %
Total Liquidated Damages	\$3,712.00	\$950.00	\$0.00	\$190.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	101	47	5
Arrivals	92	44	5
Transports	78	38	5
Late Arrivals	13	2	0
% before adjustment	85.86 %	95.45 %	100.00 %
Approved Appeals	11	1	0

After Appeals

Adjusted Arrivals	90	43	5
Adjusted Late Arrivals	2	1	0
% adjusted	97.82 %	97.72 %	100.00 %
Total Liquidated Damages	\$348.00	\$130.00	\$0.00

Extended Times August 2018

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

Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201808010012	3	KM08	00:02:06
2	201808010106	2	KM08	00:03:00
3	201808010136	3	KR25	00:02:08
4	201808010197	2	KR23	00:03:18
5	201808010349	2	KM08	00:02:05
6	201808010646	3	KM21	00:02:17
7	201808020173	4	KM08	00:03:05
8	201808020680	3	KM08	00:03:16
9	201808030109	5	KM08	00:02:18
10	201808030270	2	KR25	00:02:07
11	201808030511	5	KM08	00:02:15
12	201808040036	5	KM08	00:02:04
13	201808070273	3	KM21	00:02:25
14	201808070767	5	KM08	00:02:07
15	201808080032	5	KM08	00:02:40
16	201808080062	3	KM21	00:02:15
17	201808080287	1	KM08	00:02:15
18	201808090044	5	KM08	00:02:42
19	201808090320	2	KM22	00:02:43
20	201808100048	2	KM21	00:02:24
21	201808100116	3	KM06	00:02:07
22	201808110064	2	KM22	00:02:10
23	201808110109	3	KM07	00:02:21
24	201808110360	5	KM08	00:02:07
25	201808120676	5	KM08	00:02:07
26	201808140002	3	KM08	00:02:55
27	201808140139	1	KM21	00:02:14
28	201808140549	5	KM08	00:02:12
29	201808150083	1	KM21	00:02:30
30	201808150173	2	KM22	00:02:12
31	201808150476	3	KR25	00:02:31
32	201808160010	1	KM08	00:02:08
33	201808170012	5	KM08	00:02:29
34	201808170060	6	KM08	00:12:44
35	201808170326	2	KM08	00:02:19
36	201808170347	5	KM08	00:03:34
37	201808180072	5	KM08	00:03:21
38	201808180662	5	KM08	00:02:05
39	201808190100	5	KM08	00:02:21

	Incident #	Priority	Zone	Elapsed Time
40	201808190153	5	KM08	00:03:19
41	201808190212	3	KM21	00:02:45
42	201808190462	1	KM21	00:02:45
43	201808200164	5	KR25	00:09:03
44	201808210154	1	KR12	00:02:07
45	201808210511	1	KM08	00:03:07
46	201808220066	5	KR25	00:02:34
47	201808220134	3	KM21	00:02:24
48	201808220185	3	KM07	00:02:08
49	201808220353	1	KM07	00:02:20
50	201808230039	6	KM21	00:16:07
51	201808230058	1	KM21	00:03:24
52	201808230059	2	KM08	00:02:59
53	201808230177	3	KM21	00:02:02
54	201808230442	3	KM21	00:02:16
55	201808240618	5	KM08	00:02:06
56	201808250019	3	KM08	00:02:21
57	201808250389	5	KM08	00:02:39
58	201808250566	1	KM07	00:02:22
59	201808260121	3	KM21	00:03:29
60	201808260525	5	KM08	00:03:06
61	201808270054	2	KM21	00:02:15
62	201808270075	2	KM08	00:02:05
63	201808270332	3	KR25	00:03:46
64	201808270594	1	KR25	00:02:17
65	201808280096	3	KR10	00:02:03
66	201808290090	5	KM08	00:02:32
67	201808290402	3	KM08	00:02:24
68	201808290435	3	KM06	00:02:06
69	201808290446	3	KM07	00:02:10
70	201808290540	6	KM08	00:10:45
71	201808290576	5	KM08	00:02:08
72	201808290700	5	KM08	00:02:17
73	201808300065	1	KM08	00:02:49
74	201808300089	3	KM08	00:02:08
75	201808300117	5	KM08	00:02:33
76	201808310066	1	KM06	00:02:20
77	201808310077	5	KR25	00:02:31
78	201808310089	5	KM08	00:02:18
79	201808310290	3	KR23	00:02:32
80	201808310755	5	KM08	00:02:40
Percent of Responses with Extended Crew Chute Times: 5.22%				

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	201808230719	2	KM08	00:02:08
Percent of Responses with Extended Dispatch Times: 0.07%				

September 2018

Exclusive Ambulance Provider American Ambulance

Contract Compliance

September 2018

Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	92.94 %	Yes
Priority 3	(15 minutes or less - 90%)	97.56 %	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%)	94.28 %	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 2018	YTD
Late Responses	\$6,824.00	\$49,085.00
Excessive Delay	\$600.00	\$5,000.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
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
	\$7,424.00	\$54,085.00

Public Information and Education Report

	Min. Requirement	September 2018	YTD
Public CPR Courses	(18 Courses/Year)	12	22
ACLS Course	(1 Course/Year)	0	2
ALS Continuing Education	(24 Hours/Year)	44	368
BLS Continuing Education	(12 Hours/year)	4	86
EMS Dispatcher Continuing Education	(12 Hours/year)	5	19
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	1	1

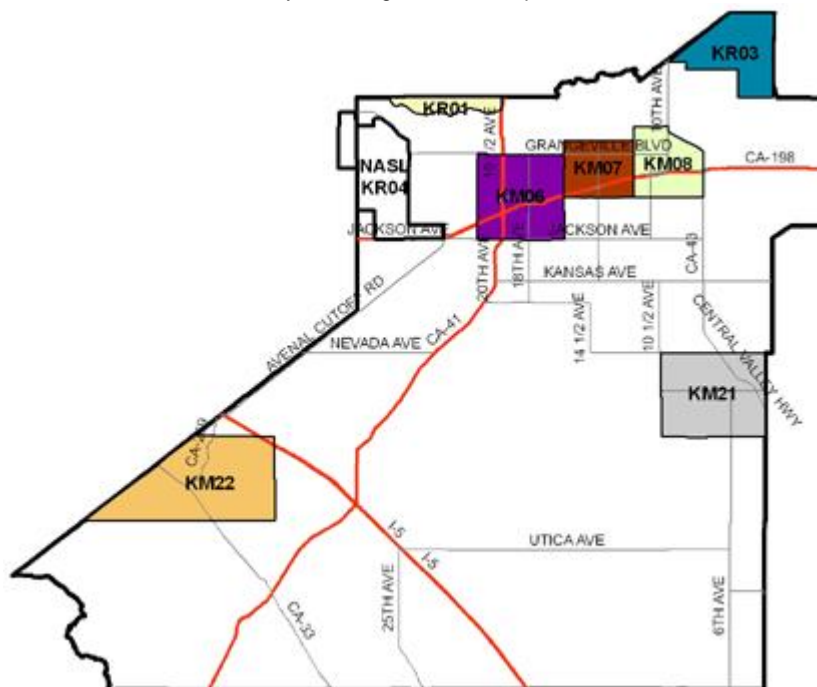
<p>Equality of Service by Zone</p> <p>September 2018</p>
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Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	50	47	1	38	97.87 %	24	24	0	13	100.00 %
KM22	Avenal	43	43	2	30	95.34 %	38	36	0	23	100.00 %
KM21	Corcoran	99	96	11	76	88.54 %	98	94	4	79	95.74 %
KM08	Hanford	306	296	21	235	92.90 %	259	248	6	207	97.58 %
KR03*	Kingsburg	1	1		1		0	0		0	
KM06	Lemoore	101	99	6	80	93.93 %	94	90	2	67	97.77 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	116	105	6	85	94.28 %	44	41	0	33	100.00 %

Prison Responses	
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Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	8	8	13	6	6	6
C12	Coalinga	11	11	10	16	15	15
KM21	Corcoran 1	32	31	29	38	37	36
KR25	Corcoran 2	39	37	35	18	18	18
C12	Pleasant	5	5	5	4	4	4

** 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 2018

Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201809010132	1	00:07:15	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
2 201809020274	1	00:08:37	1		Delay-\$\$\$, Adjust Fine	Yes		\$0.00	
3 201809260268	1	00:09:35	2	Delay-Closer Unit		No		\$58.00	
4 201809260551	1	00:04:16	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
5 201809060482	3	00:09:57	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
			Priority 1 & 2	97.87 %	Priority 3	100.00 %		\$58.00	

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201809080361	1	00:07:41	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
2 201809270671	1	00:20:36	13		Not Late-Mutual Aid	Yes		\$0.00	
3 201809290144	1	00:09:19	2	Denial Reviewed		No		\$58.00	
4 201809160339	2	00:12:58	5		Multiple-2 or More Units Ou	Yes		\$0.00	
5 201809170650	2	00:05:06	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
6 201809280086	2	00:09:21	2		Adjusted	No		\$58.00	
7 201809060305	3	00:21:14	7		Multiple-Avenal/Corcoran C	Yes		\$0.00	
8 201809070648	3	00:04:15	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
			Priority 1 & 2	95.34 %	Priority 3	100.00 %		\$116.00	

Corcoran								
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201809020407	1	00:19:00	11	Delay-Low Levels		No	\$100.00	\$319.00
2 201809030535	1	00:14:53	7		Multiple-Avenal/Corcoran C	Yes		\$0.00
3 201809090512	1	00:19:12	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
4 201809090514	1	00:24:10	17		Multiple-Avenal/Corcoran C	Yes		\$0.00
5 201809140615	1	00:04:50	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
6 201809150271	1	00:05:50	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
7 201809180778	1	00:09:14	2	Crew-Extended Chute Time		No		\$58.00
8 201809220348	1	00:08:13	1		Adjusted	No		\$29.00
9 201809290525	1	00:06:19	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
10 201809020412	2	00:17:00	9		Multiple-Avenal/Corcoran C	Yes		\$0.00
11 201809040316	2	00:09:26	2	Dispatch-Cover Car > 10 Mi		No		\$58.00
12 201809050549	2	00:11:56	4	Crew-Inappropriate Route o		No		\$116.00
13 201809070458	2	00:09:14	2	Crew-Inappropriate Route o		No		\$58.00
14 201809090231	2	00:08:06	1		Adjusted	No		\$29.00
15 201809130658	2	00:10:27	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
16 201809140019	2	00:13:44	6	Delay-Low Levels		No		\$174.00
17 201809150413	2	00:12:42	5		Adjusted	No		\$145.00
18 201809170501	2	00:13:56	6	Crew-Failed to Advise at Sc		No		\$174.00
19 201809220057	2	00:08:24	1		Adjusted	No		\$29.00
20 201809260566	2	00:36:38	29		Multiple-Avenal/Corcoran C	Yes		\$0.00
21 201809270526	2	00:44:46	37		Multiple-Avenal/Corcoran C	Yes		\$0.00
22 201809280124	2	00:37:25	30		Multiple-Avenal/Corcoran C	Yes		\$0.00
23 201809060251	3	00:34:49	20	Delay-Low Levels		No	\$100.00	\$200.00
24 201809070598	3	00:36:17	22		Multiple-Avenal/Corcoran C	Yes		\$0.00
25 201809120488	3	00:32:43	18	Delay-Low Levels		No	\$100.00	\$180.00
26 201809130652	3	00:15:50	1		Multiple-Avenal/Corcoran C	Yes		\$0.00
27 201809140666	3	00:32:04	18		Multiple-Avenal/Corcoran C	Yes		\$0.00
28 201809140676	3	00:41:34	27		Adjusted	No	\$100.00	\$270.00
29 201809140784	3	00:04:20	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
30 201809240287	3	00:15:29	1		Multiple-Avenal/Corcoran C	Yes		\$0.00
31 201809280486	3	00:32:31	18	Delay-Distance		No	\$100.00	\$180.00
32 201809290375	3	00:17:40	3		Multiple-Avenal/Corcoran C	Yes		\$0.00
Priority 1 & 2 88.54 %				Priority 3 95.74 %			\$500.00	\$2,019.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201809020442	1	00:09:17	2	Delay-Distance		No		\$58.00	
2 201809020665	1	00:07:23	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
3 201809040087	1	00:05:27	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
4 201809040175	1	00:05:46	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
5 201809050334	1	00:08:28	1	Delay-Distance		No		\$29.00	
6 201809060213	1	00:09:23	2	Delay-Distance		No		\$58.00	
7 201809060266	1	00:09:46	2		Delay-Train	Yes		\$0.00	
8 201809060287	1	00:13:56	6	Delay-Distance		No		\$174.00	
9 201809080266	1	00:04:09	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
10 201809140080	1	00:02:38	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
11 201809150552	1	00:04:22	0			Yes		\$0.00	
12 201809170135	1	00:04:10	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
13 201809170649	1	00:04:25	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
14 201809180399	1	00:05:23	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
15 201809180634	1	00:08:19	1	Delay-Distance		No		\$29.00	
16 201809200097	1	00:03:33	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
17 201809240439	1	00:04:16	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
18 201809260333	1	00:04:17	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
19 201809260360	1	00:05:47	0		Not Late-Upgraded	Yes		\$0.00	
20 201809260688	1	00:04:53	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
21 201809270460	1	00:08:39	1	Delay-Distance		No		\$29.00	
22 201809270573	1	00:10:09	3	Delay-Distance		No		\$87.00	
23 201809290165	1	00:11:27	4		Multiple-Multi-Casualty (EO	Yes		\$0.00	
24 201809290248	1	00:19:57	12		Multiple-Multi-Casualty (EO	Yes		\$0.00	
25 201809290505	1	00:13:43	6	Delay-Distance		No		\$174.00	
26 201809290567	1	00:08:25	1		Delay-Train	Yes		\$0.00	
27 201809290574	1	00:09:03	2	Delay-Distance		No		\$58.00	
28 201809300579	1	00:08:41	1	Delay-Distance		No		\$29.00	
29 201809020279	2	00:08:00	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
30 201809020388	2	00:08:51	1	Denial Reviewed		No		\$29.00	
Looks like unit was reassigned to lower priority.									
31 201809070082	2	00:06:09	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
32 201809070629	2	00:15:54	8	Denial Reviewed		No		\$232.00	
Train Delays - Any train delay which delays the response of an ambulance and can be verified by the GPS System. A late response may only be exempt if the delay caused by the train was equal to or greater than the amount of time the Contractors ambulance was late to the response.									
33 201809170160	2	00:08:18	1	Delay-Distance		No		\$29.00	
34 201809180135	2	00:08:04	1	Delay-Traffic		No		\$29.00	
35 201809200089	2	00:12:08	5		Adjusted	No		\$145.00	
36 201809250191	2	00:08:11	1	Delay-Distance		No		\$29.00	
37 201809260224	2	00:08:52	1	Delay-Low Levels		No		\$29.00	
38 201809260316	2	00:08:44	1	Delay-Distance		No		\$29.00	
39 201809270201	2	00:05:12	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
40 201809270622	2	00:11:44	4	Delay-Distance		No		\$116.00	
41 201809280350	2	00:05:20	0		Crew-Failed to Advise At-Sc	Yes		\$0.00	
42 201809290170	2	00:13:00	5	Delay-Low Levels		No		\$145.00	

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
43 201809290290	2	00:15:30	8	Delay-Low Levels		No		\$232.00	
44 201809020380	3	00:23:18	9	Delay-Low Levels		No		\$90.00	
45 201809020440	3	00:16:05	2	Delay-Distance		No		\$20.00	
46 201809040276	3	00:16:33	2		Not Late-Higher Priority	Yes		\$0.00	
47 201809110269	3	00:19:23	5	Delay-Distance		No		\$50.00	
48 201809120159	3	00:04:31	0		Crew-Failed to Advise At-S	Yes		\$0.00	
49 201809130338	3	00:06:45	0		Crew-Failed to Advise At-S	Yes		\$0.00	
50 201809150562	3	00:15:48	1		Crew-Failed to Advise At-S	Yes		\$0.00	
51 201809180312	3	00:16:38	2		Delay-Distance	Yes		\$0.00	
52 201809220185	3	00:15:25	1		Not Late-Higher Priority	Yes		\$0.00	
53 201809240170	3	00:06:50	0		Crew-Failed to Advise At-S	Yes		\$0.00	
54 201809270037	3	00:05:06	0		Crew-Failed to Advise At-S	Yes		\$0.00	
55 201809270241	3	00:20:45	6	Delay-Distance		No		\$60.00	
56 201809270482	3	00:18:06	4		Adjusted	No		\$40.00	
57 201809270656	3	00:15:22	1		Adjusted	No		\$10.00	
58 201809300301	3	00:08:36	0		Crew-Failed to Advise At-S	Yes		\$0.00	
59 201809230053	4	00:21:56	7		Not Late-Upgraded	Yes		\$0.00	
60 201809270653	4	00:19:48	5		Adjusted	No		\$50.00	
Priority 1 & 2				92.90 %	Priority 3	97.58 %		\$2,089.00	

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201809010406	1	00:07:57	0		Crew-Failed to Advise At-S	Yes		\$0.00	
2 201809030626	1	00:09:13	2	Delay-Distance		No		\$58.00	
3 201809120199	1	00:09:37	2	Delay-Distance		No		\$58.00	
4 201809150168	1	00:09:40	2	Delay-Distance		No		\$58.00	
5 201809170104	1	00:04:58	0		Crew-Failed to Advise At-S	Yes		\$0.00	
6 201809170396	1	00:06:23	0		Crew-Failed to Advise At-S	Yes		\$0.00	
7 201809180644	1	00:10:09	3	Delay-Closer Unit		No		\$87.00	
8 201809190614	1	00:11:00	3	Delay-Distance		No		\$87.00	
9 201809260018	1	00:04:19	0		Crew-Failed to Advise At-S	Yes		\$0.00	
10 201809270489	1	00:08:33	1	Delay-Distance		No		\$29.00	
11 201809220178	2	00:05:02	0		Crew-Failed to Advise At-S	Yes		\$0.00	
12 201809240595	2	00:02:43	0		Crew-Failed to Advise At-S	Yes		\$0.00	
13 201809180656	3	00:17:38	3	Delay-Distance		No		\$30.00	
14 201809290305	3	00:17:36	3	Delay-Distance		No		\$30.00	
Priority 1 & 2				93.93 %	Priority 3	97.77 %		\$437.00	

*Compliance After Appeals

Metro

Approved **65**
Non Approved **54**
119

\$500.00 **\$4,719.00**

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201809030612	1	00:25:10	6		Multiple-Avenal/Corcoran C	Yes		\$0.00	
2 201809100042	1	00:27:24	8		Not Late-Distance Greater	Yes		\$0.00	
3 201809100373	1	00:27:51	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
4 201809110660	1	00:24:51	5		Multiple-2 or More Units Ou	Yes		\$0.00	
5 201809130394	1	00:34:52	15	Denial Reviewed		No		\$435.00	
6 201809210007	1	00:32:55	13	Crew-Extended Chute Time		No		\$377.00	
7 201809210310	1	00:22:49	3	Denial Reviewed		No		\$87.00	
8 201809220048	1	00:27:09	8	Crew-Extended Chute Time		No		\$232.00	
9 201809220137	1	00:22:00	2	Late-See Narrative		No		\$58.00	
Veh failure, original crew was able to get unit started and continue to call.									
10 201809060210	2	00:24:17	5		Not Late-Higher Priority	Yes		\$0.00	
11 201809060283	2	00:43:52	24		Adjusted	No	\$100.00	\$696.00	
12 201809240421	3	00:28:26	0		Crew-Failed to Advise At-S	Yes		\$0.00	
			Priority 1 & 2	94.28 %	Priority 3	100.00 %	\$100.00	\$1,885.00	
				Rural	Approved	6	\$100.00	\$1,885.00	
					Non Approved	<u>6</u>			
						12			

*Compliance After Appeals

Compliance Response Summary

September 2018

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	599	513	19	198
Arrivals	581	492	19	198
Transports	459	389	19	196
Late Arrivals	87	30	2	9
% before adjustment	85.02 %	93.90 %	89.47 %	95.45 %
Approved Appeals	46	18	1	7

After Appeals

Adjusted Arrivals	540	480	18	196
Adjusted Late Arrivals	41	12	1	2
% adjusted	92.94 %	97.56 %	94.73 %	98.98 %
Total Liquidated Damages	\$3,509.00	\$1,160.00	\$50.00	\$220.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	116	44	4
Arrivals	105	41	4
Transports	85	33	4
Late Arrivals	11	1	0
% before adjustment	89.52 %	97.56 %	100.00 %
Approved Appeals	5	1	0

After Appeals

Adjusted Arrivals	99	41	4
Adjusted Late Arrivals	6	1	0
% adjusted	94.28 %	100.00 %	100.00 %
Total Liquidated Damages	\$1,885.00	\$0.00	\$0.00

Extended Times September 2018

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

Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	201809010035	1	KM21	00:03:10
2	201809020119	2	KM07	00:02:27
3	201809030081	5	KM08	00:02:26
4	201809030424	3	KM21	00:02:06
5	201809050089	5	KR25	00:03:44
6	201809050554	1	KR10	00:02:33
7	201809050627	2	KM08	00:02:11
8	201809060042	5	KM08	00:03:35
9	201809060062	3	KM08	00:03:43
10	201809060118	1	KM07	00:02:26
11	201809060143	2	KR13	00:02:33
12	201809060202	3	KM22	00:02:45
13	201809060234	5	KM08	00:02:02
14	201809060387	1	KR23	00:03:19
15	201809070055	3	KM22	00:02:36
16	201809070178	1	KR25	00:02:01
17	201809070195	3	KM22	00:02:36
18	201809080025	5	KM08	00:02:01
19	201809080229	2	KM08	00:02:02
20	201809090144	2	KM07	00:02:38
21	201809090168	1	KM08	00:02:08
22	201809090586	5	KM08	00:02:42
23	201809100371	3	KM21	00:02:01
24	201809120357	5	KM08	00:02:04
25	201809120453	5	KM08	00:02:11
26	201809120612	6	KM08	00:06:08
27	201809130017	3	KM06	00:02:02
28	201809130069	4	KM08	00:02:50
29	201809130530	3	KM07	00:02:24
30	201809130685	1	KM06	00:02:18
31	201809140033	3	KM06	00:02:18
32	201809140085	1	KM06	00:02:21
33	201809140417	5	KM08	00:02:22
34	201809140610	5	KM08	00:02:20
35	201809150050	2	KM08	00:02:12
36	201809150268	5	KM08	00:02:01
37	201809150450	1	KM22	00:02:05
38	201809160045	4	KM08	00:02:51
39	201809170075	1	KR23	00:02:09

	Incident #	Priority	Zone	Elapsed Time
40	201809170310	5	KM08	00:02:21
41	201809170355	3	KM21	00:02:08
42	201809170545	3	KM08	00:04:23
43	201809180316	4	KM08	00:02:21
44	201809180778	1	KM21	00:02:02
45	201809180790	5	KM08	00:02:05
46	201809190260	3	KR25	00:02:02
47	201809190334	2	KM06	00:02:03
48	201809200559	3	KM22	00:02:18
49	201809210007	1	KR29	00:02:38
50	201809210011	3	KM06	00:02:15
51	201809210081	1	KM06	00:02:08
52	201809210085	5	KR25	00:04:49
53	201809210310	1	KR23	00:02:14
54	201809210770	3	KM06	00:03:14
55	201809220048	1	KR27	00:02:07
56	201809220057	2	KM21	00:03:05
57	201809220132	5	KM08	00:02:37
58	201809220148	1	KR25	00:02:07
59	201809220305	3	KM08	00:02:48
60	201809230393	3	KM08	00:02:04
61	201809240088	3	KM06	00:02:48
62	201809240166	3	KM21	00:02:41
63	201809250009	1	KM08	00:02:01
64	201809260009	5	KM08	00:02:12
65	201809260032	5	KM08	00:02:18
66	201809260126	3	KR05	00:02:23
67	201809260310	5	KM08	00:02:07
68	201809270004	5	KM08	00:02:17
69	201809270010	2	KR13	00:02:09
70	201809270046	5	KM08	00:02:35
71	201809270052	1	KR13	00:02:08
72	201809280083	3	KM22	00:02:05
73	201809280086	2	KM22	00:04:07
74	201809280262	5	KM21	00:02:03
75	201809280317	3	KM22	00:03:29
76	201809280722	7	KM08	00:02:34
77	201809290049	2	KM22	00:02:04
78	201809290066	3	KM22	00:02:16
79	201809300240	5	KM08	00:02:14
Percent of Responses with Extended Crew Chute Times: 5.36%				

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	201809230053	4	KM08	00:18:17
Percent of Responses with Extended Dispatch Times: 0.08%				

October 2018

Exclusive Ambulance Provider American Ambulance

Contract Compliance

October 2018

Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	94.08 %	Yes
Priority 3	(15 minutes or less - 90%)	97.74 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	Yes
Priority 5	(30 minutes or less - 90%)	100.00 %	Yes
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	98.03 %	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 2018	YTD
Late Responses	\$3,993.00	\$53,078.00
Excessive Delay	\$200.00	\$5,200.00
Percentage Failure	\$0.00	\$0.00
Response by BLS Unit	\$0.00	\$0.00
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
	\$4,193.00	\$58,278.00

Public Information and Education Report

	Min. Requirement	October 2018	YTD
Public CPR Courses	(18 Courses/Year)	0	22
ACLS Course	(1 Course/Year)	1	3
ALS Continuing Education	(24 Hours/Year)	40	408
BLS Continuing Education	(12 Hours/year)	6	92
EMS Dispatcher Continuing Education	(12 Hours/year)	0	19
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	1

<p>Equality of Service by Zone</p> <p>October 2018</p>
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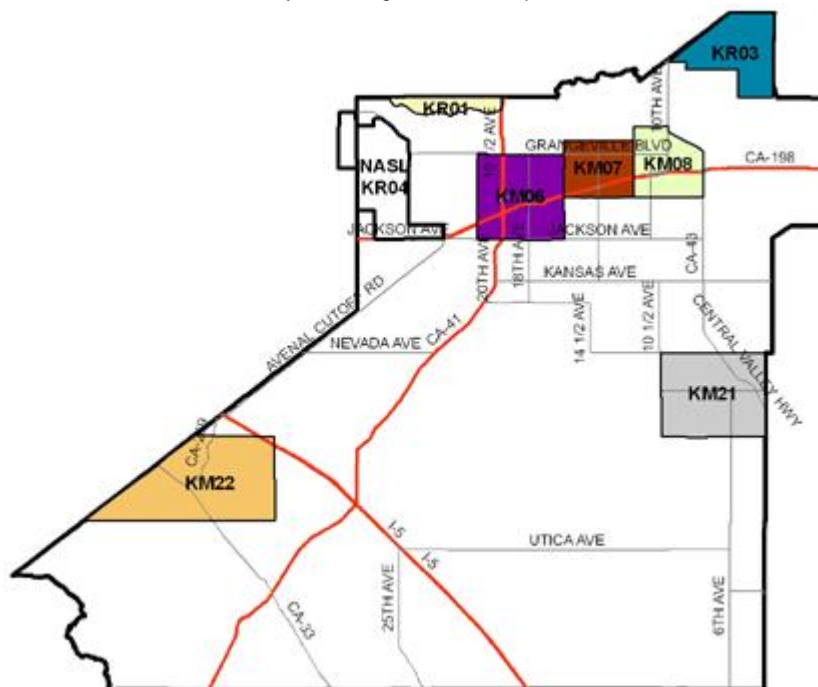
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	56	50	5	38	90.00 %	43	42	0	34	100.00 %
KM22	Avenal	45	44	1	26	97.72 %	27	27	0	20	100.00 %
KM21	Corcoran	94	92	4	76	95.65 %	86	84	2	71	97.61 %
KM08	Hanford	311	294	17	233	94.21 %	286	279	7	234	97.49 %
KR03*	Kingsburg	0	0		0		0	0		0	
KM06	Lemoore	117	112	8	90	92.85 %	103	100	3	79	97.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	106	102	2	80	98.03 %	58	56	0	48	100.00 %

Prison Responses	
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Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	10	10	11	5	5	5
C12	Coalinga	19	19	17	11	11	11
KM21	Corcoran 1	25	25	24	36	35	34
KR25	Corcoran 2	39	39	37	23	23	22
C12	Pleasant	9	9	11	13	12	12

* 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 2018

Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201810140152	1	00:12:08	5	Delay-Distance		No		\$145.00	
2 201810170760	1	00:10:18	3	Crew-Inappropriate Route o		No		\$87.00	
3 201810060341	2	00:07:56	0		Better Time Request	Yes		\$0.00	
4 201810220286	2	00:07:13	0		Crew-Failed to Advise At-S	Yes		\$0.00	
5 201810230248	2	00:09:16	2	Dispatch-SSM Error		No		\$58.00	
6 201810280006	2	00:10:03	3	Delay-Distance		No		\$87.00	
7 201810290601	2	00:14:26	7	Delay-Distance		No		\$203.00	
8 201810030343	3	00:08:31	0		Crew-Failed to Advise At-S	Yes		\$0.00	
9 201810310267	3	00:07:53	0		Better Time Request	Yes		\$0.00	
			Priority 1 & 2	90.00 %	Priority 3	100.00 %		\$580.00	

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201810010018	1	00:08:31	1		Adjusted	No		\$29.00	
2 201810010139	1	00:23:46	16		Multiple-Avenal/Corcoran C	Yes		\$0.00	
3 201810150552	1	00:12:50	5		Multiple-Avenal/Corcoran C	Yes		\$0.00	
4 201810010159	3	00:39:31	25		Multiple-Avenal/Corcoran C	Yes		\$0.00	
5 201810100105	3	00:39:37	25		Multiple-Avenal/Corcoran C	Yes		\$0.00	
6 201810180411	3	00:10:30	0		Crew-Failed to Advise At-S	Yes		\$0.00	
7 201810220444	3	00:06:52	0		Crew-Failed to Advise At-S	Yes		\$0.00	
8 201810300524	3	00:20:52	6		Multiple-Avenal/Corcoran C	Yes		\$0.00	
			Priority 1 & 2	97.72 %	Priority 3	100.00 %		\$29.00	

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201810040517	1	00:10:44	3		Multiple-Avenal/Corcoran C	Yes		\$0.00	
2 201810110328	1	00:24:20	17		Multiple-Avenal/Corcoran C	Yes		\$0.00	
3 201810130695	1	00:19:29	12		Multiple-Avenal/Corcoran C	Yes		\$0.00	
4 201810210087	1	00:11:47	4	Delay-Low Levels		No		\$116.00	
5 201810240441	1	00:15:18	8		Multiple-Avenal/Corcoran C	Yes		\$0.00	
6 201810260690	1	00:22:45	15		Multiple-Avenal/Corcoran C	Yes		\$0.00	
7 201810030590	2	00:08:19	1	Crew-Extended Chute Time		No		\$29.00	
8 201810050223	2	00:08:13	1	Crew-Extended Chute Time		No		\$29.00	
9 201810100250	2	00:13:18	6		Multiple-Avenal/Corcoran C	Yes		\$0.00	
10 201810230154	2	00:24:31	17		Multiple-Avenal/Corcoran C	Yes		\$0.00	
11 201810310302	2	00:20:31	13	Dispatch-Cover Car > 10 Mi		No	\$100.00	\$377.00	
12 201810010596	3	00:27:32	13			Yes		\$0.00	
13 201810040529	3	00:32:08	18	Delay-Low Levels		No	\$100.00	\$180.00	
14 201810050203	3	00:08:45	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
15 201810080630	3	00:21:55	7		Delay-Distance	Yes		\$0.00	
16 201810090095	3	00:20:43	6	Delay-Reassigned		No		\$60.00	
17 201810110531	3	00:33:34	19		Multiple-Avenal/Corcoran C	Yes		\$0.00	
18 201810120190	3	00:07:23	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
19 201810120641	3	00:07:42	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
20 201810130046	3	00:25:37	11		Multiple-Avenal/Corcoran C	Yes		\$0.00	
21 201810130402	3	00:34:31	20		Multiple-Avenal/Corcoran C	Yes		\$0.00	
22 201810210260	3	00:17:29	3		Multiple-Avenal/Corcoran C	Yes		\$0.00	
23 201810210261	3	00:25:25	11		Not Late-Higher Priority	Yes		\$0.00	
24 201810240373	3	00:35:33	21		Multiple-Avenal/Corcoran C	Yes		\$0.00	
25 201810240390	3	00:17:37	3		Multiple-Avenal/Corcoran C	Yes		\$0.00	
26 201810250397	3	00:30:50	16		Multiple-Avenal/Corcoran C	Yes		\$0.00	
Priority 1 & 2				95.65 %	Priority 3	97.61 %	\$200.00	\$791.00	

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1 201810080349	1	00:04:47	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
2 201810080657	1	00:05:02	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
3 201810100379	1	00:09:12	2	Delay-Closer Unit		No		\$58.00	
4 201810110018	1	00:05:55	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
5 201810120078	1	00:03:55	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
6 201810130535	1	00:09:19	2	Delay-Closer Unit		No		\$58.00	
7 201810170503	1	00:08:21	1	Delay-Distance		No		\$29.00	
8 201810180623	1	00:09:16	2	Delay-Distance		No		\$58.00	
9 201810190040	1	00:09:54	2		Crew-Failed to Advise At-Sr	Yes		\$0.00	
10 201810190193	1	00:06:37	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
11 201810250077	1	00:08:35	1	Delay-Distance		No		\$29.00	
12 201810270245	1	00:08:12	1	Delay-Closer Unit		No		\$29.00	
13 201810280012	1	00:11:33	4	Delay-Distance		No		\$116.00	
14 201810010290	2	00:13:32	6		Not Late-Higher Priority	Yes		\$0.00	
15 201810010298	2	00:13:43	6	Delay-Distance		No		\$174.00	
16 201810040096	2	00:13:03	6	Delay-Distance		No		\$174.00	
17 201810050385	2	00:08:39	1		Not Late-Upgraded	Yes		\$0.00	
18 201810060584	2	00:08:55	1		Not Late-Higher Priority	Yes		\$0.00	
19 201810090545	2	00:08:06	1	Delay-Distance		No		\$29.00	
20 201810120353	2	00:08:18	1	Delay-Distance		No		\$29.00	
21 201810170480	2	00:05:58	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
22 201810180143	2	00:10:13	3	Denial Reviewed		No		\$87.00	
23 201810190044	2	00:12:56	5	Delay-Distance		No		\$145.00	
24 201810230020	2	00:06:28	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
25 201810240317	2	00:08:00	0		Better Time Request	Yes		\$0.00	
26 201810250104	2	00:10:46	3	Delay-Closer Unit		No		\$87.00	
27 201810250562	2	00:11:40	4	Delay-Distance		No		\$116.00	
28 201810270351	2	00:10:35	3	Delay-Distance		No		\$87.00	
29 201810280681	2	00:08:19	1	Delay-Distance		No		\$29.00	
30	3	00:29:00	14		Dispatch-CAD Failure	Yes		\$0.00	
31 201810010107	3	00:17:56	3		Adjusted	No		\$30.00	
32 201810010189	3	00:18:11	4		Not Late-Higher Priority	Yes		\$0.00	
33 201810010213	3	00:17:21	3	Denial Reviewed		No		\$30.00	
I don't see a train delay.									
34 201810030180	3	00:18:56	4	Delay-Distance		No		\$40.00	
35 201810070392	3	00:07:14	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
36 201810100350	3	00:04:06	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
37 201810110477	3	00:08:18	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
38 201810160058	3	00:15:26	1	Delay-Distance		No		\$10.00	
39 201810190136	3	00:09:26	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
40 201810210179	3	00:15:04	1		Not Late-Higher Priority	Yes		\$0.00	
41 201810240523	3	00:18:09	4		Not Late-Higher Priority	Yes		\$0.00	
42 201810250594	3	00:15:30	1	Delay-Distance		No		\$10.00	
43 201810270417	3	00:24:27	10		Not Late-Higher Priority	Yes		\$0.00	
44 201810300353	3	00:22:15	8	Delay-Low Levels		No		\$80.00	

Hanford								
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
45 201810300366	3	00:16:18	2	Delay-Distance		No		\$20.00
46 201810030490	4	00:16:02	2		Not Late-Upgraded	Yes		\$0.00
47 201810060215	4	00:02:49	0		Crew-Failed to Advise At-S	Yes		\$0.00
		Priority 1 & 2	94.21 %	Priority 3	97.49 %			\$1,554.00

Lemoore								
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 201810110478	1	00:07:00	0		Crew-Failed to Advise At-S	Yes		\$0.00
2 201810120331	1	00:05:53	0		Crew-Failed to Advise At-S	Yes		\$0.00
3 201810190286	1	00:07:56	0		Better Time Request	Yes		\$0.00
4 201810240179	1	00:10:23	3	Delay-Distance		No		\$87.00
5 201810260671	1	00:09:49	2	Delay-Distance		No		\$58.00
6 201810280163	1	00:12:23	5	Crew-Inappropriate Route o		No		\$145.00
7 201810310253	1	00:04:31	0		Crew-Failed to Advise At-S	Yes		\$0.00
8 201810310443	1	00:01:36	0		Crew-Failed to Advise At-S	Yes		\$0.00
9 201810020309	2	00:07:00	0		Crew-Failed to Advise At-S	Yes		\$0.00
10 201810110313	2	00:03:58	0		Crew-Failed to Advise At-S	Yes		\$0.00
11 201810120288	2	00:08:08	1	Crew-Inappropriate Route o		No		\$29.00
12 201810130109	2	00:07:57	0		Better Time Request	Yes		\$0.00
13 201810130537	2	00:12:00	4	Delay-Closer Unit		No		\$116.00
14 201810150576	2	00:08:25	1	Delay-Distance		No		\$29.00
15 201810200255	2	00:09:39	2	Delay-Distance		No		\$58.00
16 201810230168	2	00:08:27	1		Adjusted	No		\$29.00
17 201810230579	2	00:04:00	0		Crew-Failed to Advise At-S	Yes		\$0.00
18 201810260010	2	00:07:50	0		Crew-Failed to Advise At-S	Yes		\$0.00
19 201810040544	3	00:23:02	9	Delay-Distance		No		\$90.00
20 201810110162	3	00:09:34	0		Crew-Failed to Advise At-S	Yes		\$0.00
21 201810110720	3	00:04:58	0		Crew-Failed to Advise At-S	Yes		\$0.00
22 201810130548	3	00:16:41	2	Delay-Closer Unit		No		\$20.00
23 201810150585	3	00:13:57	0		Crew-Failed to Advise At-S	Yes		\$0.00
24 201810280513	3	00:17:53	3	Delay-Distance		No		\$30.00
		Priority 1 & 2	92.85 %	Priority 3	97.00 %			\$691.00

*Compliance After Appeals

Metro

Approved **67**
Non Approved **47**
114

\$200.00 \$3,645.00

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages	
1	1	00:27:00	7		Dispatch-CAD Failure	Yes		\$0.00	
2	201810060417	1	00:20:52	1		Not Late-Distance Greater Than	Yes	\$0.00	
3	201810090148	1	00:22:07	3		Not Late-Distance Greater Than	Yes	\$0.00	
4	201810100071	1	00:20:22	1		Not Late-Distance Greater Than	Yes	\$0.00	
5	201810130386	1	00:20:35	1		Not Late-Distance Greater Than	Yes	\$0.00	
6	201810150051	1	00:30:09	11	Crew-Extended Chute Time	No		\$319.00	
7	201810190471	1	00:38:51	19		Not Late-Distance Greater Than	Yes	\$0.00	
8	201810240273	1	00:20:25	1		Not Late-Distance Greater Than	Yes	\$0.00	
9	201810270519	1	00:23:56	4		Not Late-Distance Greater Than	Yes	\$0.00	
10	201810030612	2	00:20:34	1	Dispatch-SSM Error	No		\$29.00	
11	201810050222	2	00:31:07	12		Not Late-Distance Greater Than	Yes	\$0.00	
12	201810280266	2	00:22:11	3		Not Late-Distance Greater Than	Yes	\$0.00	
Priority 1 & 2				98.03 %	Priority 3	100.00 %		\$348.00	
*Compliance After Appeals					Rural	Approved	10		\$348.00
						Non Approved	<u>2</u>		
							12		

Compliance Response Summary

October 2018

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	623	545	24	220
Arrivals	592	532	24	220
Transports	463	438	24	212
Late Arrivals	68	44	2	5
% before adjustment	88.51 %	91.72 %	91.66 %	97.72 %
Approved Appeals	33	32	2	5

After Appeals

Adjusted Arrivals	557	520	24	220
Adjusted Late Arrivals	35	12	0	0
% adjusted	94.08 %	97.74 %	100.00 %	100.00 %
Total Liquidated Damages	\$3,045.00	\$600.00	\$0.00	\$0.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	106	58	4
Arrivals	102	56	4
Transports	80	48	4
Late Arrivals	12	0	0
% before adjustment	88.23 %	100.00 %	100.00 %
Approved Appeals	10	0	0

After Appeals

Adjusted Arrivals	100	56	4
Adjusted Late Arrivals	2	0	0
% adjusted	98.03 %	100.00 %	100.00 %
Total Liquidated Damages	\$348.00	\$0.00	\$0.00

Extended Times October 2018

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

Crew Chute

Incident #		Priority	Zone	Elapsed Time
1		3	KM21	00:04:00
2		2	KM08	00:02:30
3		3	KM08	00:02:50
4		3	KR25	00:04:50
5	201810010120	2	KM21	00:03:38
6	201810010472	6	KM08	00:08:11
7	201810020037	5	KM08	00:02:29
8	201810020142	2	KM08	00:02:27
9	201810030609	6	KM08	00:08:22
10	201810030613	2	KR23	00:02:01
11	201810040069	5	KM08	00:03:55
12	201810040093	2	KM08	00:02:21
13	201810050027	1	KM22	00:02:10
14	201810050223	2	KM21	00:02:04
15	201810060052	1	KR17	00:02:06
16	201810060191	3	KM06	00:02:11
17	201810060341	2	KM07	00:02:04
18	201810070333	1	KR29	00:03:14
19	201810070524	5	KM08	00:02:04
20	201810080091	2	KM08	00:02:20
21	201810080349	1	KM08	00:02:53
22	201810080514	3	KM08	00:03:41
23	201810080522	3	KM07	00:02:41
24	201810080617	3	KM08	00:02:23
25	201810080699	5	KM08	00:03:27
26	201810100474	2	KR23	00:03:16
27	201810100604	2	KM21	00:02:11
28	201810110035	3	KM08	00:03:00
29	201810110055	4	KM08	00:02:09
30	201810110070	1	KM21	00:02:02
31	201810110531	3	KM21	00:02:22
32	201810110549	5	KM08	00:02:13
33	201810120018	5	KM08	00:02:22
34	201810120647	3	KM22	00:03:13
35	201810130111	2	KM06	00:02:59
36	201810140029	5	KM08	00:02:58
37	201810140197	3	KM22	00:02:20
38	201810140317	5	KM08	00:03:00
39	201810150051	1	KR27	00:02:46

	Incident #	Priority	Zone	Elapsed Time
40	201810150223	5	KM08	00:03:22
41	201810150237	5	KM08	00:02:04
42	201810150244	5	KM08	00:03:59
43	201810150356	3	KM08	00:02:48
44	201810160026	5	KM08	00:02:06
45	201810160035	5	KM08	00:02:06
46	201810160168	3	KM22	00:02:07
47	201810170120	2	KM07	00:02:10
48	201810170359	5	KM08	00:02:06
49	201810170381	5	KM08	00:02:21
50	201810170487	5	KM08	00:02:28
51	201810170748	5	KM08	00:02:35
52	201810170750	5	KM08	00:02:09
53	201810180054	5	KM21	00:06:36
54	201810190100	2	KM06	00:02:10
55	201810190716	3	KM22	00:02:13
56	201810200023	5	KM08	00:02:17
57	201810210152	3	KM08	00:02:50
58	201810210380	2	KM08	00:02:28
59	201810210620	5	KM08	00:02:47
60	201810220466	5	KM08	00:02:01
61	201810240317	2	KM08	00:05:21
62	201810240440	1	KM08	00:02:12
63	201810250022	5	KM08	00:02:01
64	201810250040	3	KM08	00:02:15
65	201810250111	5	KM08	00:02:39
66	201810250200	7	KM08	00:03:39
67	201810250650	5	KM08	00:02:06
68	201810260085	5	KM08	00:05:28
69	201810260167	1	KM08	00:02:17
70	201810260200	5	KM08	00:02:18
71	201810270023	5	KM08	00:03:20
72	201810270054	4	KM08	00:02:20
73	201810270232	5	KM08	00:03:04
74	201810270335	5	KM08	00:02:23
75	201810280001	2	KM21	00:02:06
76	201810280473	1	KR25	00:02:02
77	201810290065	2	KM08	00:02:11
78	201810290474	5	KM08	00:02:26
79	201810300004	5	KM08	00:02:02
80	201810300242	5	KM08	00:02:32
81	201810310272	3	KM08	00:02:16
82	201810310358	5	KM08	00:02:29
Percent of Responses with Extended Crew Chute Times: 5.26%				

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	201810030490	4	KM08	00:12:11
Percent of Responses with Extended Dispatch Times: 0.07%				

Quarterly Activity Reports

Quarterly Activity

Consumer Inquiries

Date	Issue	Disposition
09/24/2018	Family called to complain about care given to family member. County QI initiated	County QI initiated
09/26/2018	Patient called to complain about paramedic being rude and unprofessional.	Paramedic was counseled and received remedial education, and was advised to be respectful and compassionate.
10/18/2018	Patient family call expressing concern that the crew did not ask for assistance when requested by patient to do so, patient is a bariatric patient family stated that other crews call first responders for assistance.	Both crew members were counseled and the importance of moving the patient safely by using assistance from first responders.

Special Events

Date	Issue	Location/Additional Info
08/23/2018	Hanford West Football at the Bowl	Unk
08/24/2018	Hanford High Football at the Bowl	Unk.
08/30/2018	Sierra Pacific High Football at the Bowl	Unk.
08/31/2018	Hanford High Football at the Bowl	Unk.
09/20/2018	Hanford High School Football	Hanford High
09/21/2018	Senior Day at Burris Park	Burris Park
09/21/2018	Sierra Pacific High School Football	Sierra Pacific High
09/28/2018	Hanford High School Football	Hanford High
10/04/2018	High School Football	Hanford High School
10/05/2018	High School Football	Lemoore High School
10/05/2018	Kings Speedway	
10/06/2018	Kings Speedway	
10/08/2018	Ambulance Tour	Hanford Christian School
10/14/2018	Hanford Fire Open House	Hanford
10/18/2018	Football	Hanford High
10/19/2018	Football	Hanford West High School
10/23/2018	Red Ribbon	Lemoore Elementary School
10/25/2018	Red Ribbon	Kings river Hardwick
10/25/2018	Drive Thru Flu Clinic - Stand by	Hanford
10/26/2018	Football	Lemoore High School
10/26/2018	Football	Sierra Pacific High School
10/27/2018	Red Ribbon	Lemoore PD
10/30/2018	Career Day	Lemoore High School

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/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Metro													
Priorities 1 & 2 (8 minutes or less - 90%)	95.75	94.27	96.30	94.55	94.50	96.10	93.88	95.00	91.98	94.12	92.94	94.08	94.45
Priority 3 (15 minutes or less - 90%)	97.95	97.82	99.05	98.79	98.55	99.07	96.88	98.69	98.06	97.99	97.56	97.74	98.17
Priority 4 (15 minutes or less - 90%)			100.00 *			100.00 *			96.82 *			98.30 *	98.58
Priority 5 (30 minutes or less - 90%)	99.49	99.30	100.00	99.59	99.62	99.63	98.40	98.66	100.00	99.51	98.98	100.00	99.42
Rural													
Priorities 1 & 2 (20 minutes or less - 90%)	97.53	100.00	98.50	97.46	98.86	98.91	97.59	96.49	96.33	97.82	94.28	98.03	97.51
Priority 3 (30 minutes or less - 90%)	100.00	100.00	100.00	100.00	100.00	100.00	98.24	98.57	97.14	97.72	100.00	100.00	99.21
Priority 5 (30 minutes or less - 90%)			100.00 *			100.00 *			100.00 *			100.00 *	100.00

* Reported Quarterly

Call Volume

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Metro													
Request	1,275	1,555	1,434	1,356	1,517	1,389	1,458	1,410	1,384	1,425	1,353	1,455	17,011
Arrived	1,244	1,521	1,396	1,322	1,473	1,360	1,424	1,365	1,343	1,381	1,314	1,411	16,554
Transported	1,045	1,301	1,180	1,112	1,239	1,128	1,183	1,139	1,109	1,126	1,086	1,178	13,826
Rural													
Request	141	131	115	148	144	172	153	195	195	153	165	169	1,881
Arrived	132	126	108	140	140	155	140	185	181	141	151	162	1,761
Transported	107	102	93	119	115	136	113	149	147	121	123	134	1,459

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

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request	90	100	109	98	137	128	108	118	110	118	149	136	1,401
Arrived	81	86	93	85	127	106	88	98	97	98	128	121	1,208
Transported	69	71	75	70	106	83	65	76	81	93	102	114	1,005

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

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request	1	7	6	4	3	1	3	4	5	4	6	5	49
Arrived	1	5	4	3	3	1	1	4	4	3	5	5	39
Transported	1	4	2	3	3	1	1	3	1	1	5	5	30

Outside Region (Z Zones)

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request	0	0	0	1	1	0	4	0	0	1	0	0	7
Arrived	0	0	0	1	1	0	2	0	0	1	0	0	5
Transported	0	0	0	0	1	0	3	0	0	0	0	0	4

Other Providers into EOA Zones

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request	119	162	150	128	127	124	129	88	60	58	64	84	1,293
Arrived	111	146	136	119	116	116	110	65	50	46	50	76	1,141
Transported	101	126	122	107	104	104	95	61	43	39	44	64	1,010

Helicopter Providers into EOA Zones

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request	18	11	10	20	19	30	32	27	19	22	14	30	252
Arrived	14	8	8	13	16	19	24	21	11	13	12	21	180
Transported	14	8	6	13	15	19	23	19	11	13	12	20	173

Liquidated Damages

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Amount	4,407	4,351	3,059	4,537	5,379	1,693	7,090	4,519	5,796	5,830	7,424	4,193	58,278

Kings County Monthly and Year To Date Activity

Request / Arrivals / Transports

	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	YTD
Request													
American Ambulance	1,311	1,562	1,420	1,392	1,555	1,451	1,517	1,542	1,525	1,533	1,473	1,557	17,838
NAS Lemoore	1	6	6	4	3	1	2	1	5	3	6	5	43
Kingsburg		4	4	1	2	3	5	5	3		3		30
Riverdale	31	82	48	65	46	50	68	74	52	48	51	78	693
CHP		1	1	1									3
Skylife	8	6	2	14	9	18	18	15	13	16	9	14	142
Out of Area Helicopters											1		1
Critical Care Transports	11	7	7	6	7	4	7	4	2	4	1	4	64
Neonatal Transports	9	6	9	5	2	3	4	8	5	5	3	5	64
Out of County Units	96	105	112	66	100	92	64	22	17	13	19	10	716
Monthly Totals	1,467	1,779	1,609	1,554	1,724	1,622	1,685	1,671	1,622	1,622	1,566	1,673	19,594

Arrived													
American Ambulance	1,267	1,509	1,370	1,343	1,500	1,403	1,461	1,486	1,474	1,478	1,418	1,505	17,214
NAS Lemoore	1	4	4	3	3	1	1	1	4	2	5	5	34
Kingsburg		3	3	0	2	3	3	4	3		2		23
Riverdale	27	68	38	54	36	40	54	57	40	38	42	69	563
CHP		1	1	1									3
Skylife	5	3	0	7	7	7	12	9	5	9	8	7	79
Out of Area Helicopters											1		1
Critical Care Transports	4	2	2	3	2	1	2	1	1	3	0	2	23
Neonatal Transports	9	6	8	5	2	2	4	7	5	5	3	5	61
Out of County Units	76	80	93	60	79	74	55	4	6	2	4	4	537
Monthly Totals	1,389	1,676	1,519	1,476	1,631	1,531	1,592	1,569	1,538	1,537	1,483	1,597	18,538

Transported													
American Ambulance	1,051	1,277	1,150	1,124	1,249	1,158	1,200	1,227	1,213	1,208	1,165	1,248	14,270
NAS Lemoore	1	3	2	3	3	1	1	1	1	1	5	5	27
Kingsburg		2	3	0	2	1	3	4	2		2		19
Riverdale	24	52	26	46	29	31	45	52	34	31	36	59	465
CHP		1	1	1									3
Skylife	5	2	0	7	8	7	9	6	5	7	8	6	70
Out of Area Helicopters											1		1
Critical Care Transports	4	2	2	2	1	1	2	1	1	3	0	2	21
Neonatal Transports	9	6	8	5	2	2	4	7	5	4	3	5	60
Out of County Units	69	72	89	55	73	73	49	3	5	2	4	2	496
Monthly Totals	1,163	1,417	1,281	1,243	1,367	1,274	1,313	1,301	1,266	1,256	1,224	1,327	15,432

End of Report