

Kings County Ambulance Commission



Emergency Ambulance Service
Advanced Life Support Ambulance Service

Contract Performance Report

August 2021

September 2021

October 2021

Contract Performance Report

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Kings County Ambulance Commission

Membership

City of Avenal	Primary	Rusty Stivers (Term Expires 6/2020) Chief, Avenal City Police Department
	Alternate	Arend LaBlue (Term Expires 6/2020) Assistant Chief, Avenal City Police Department
City of Corcoran	Primary	Reuben Shortnacy (Term Expires 6/2021) Chief, Corcoran Police Department
	Alternate	Gary Cramer (Term Expires 6/2021) Deputy Chief, Corcoran Police Department
City of Hanford	Primary	Erik Brotemarkle (Term Expires 6/2020) Fire Chief, Hanford City Fire Department
	Alternate	David Sumaya (Term Expires 6/2020) Battalion Chief, Hanford City Fire Department
City of Lemoore	Primary	Darrell Smith (Term Expires 6/2021) Chief, Lemoore City Police Department
	Alternate	Margarita Ochoa (Term Expires 6/2021) Commander, Lemoore City Police Department
Kings County	Primary	David Dodd (Term Expires 6/2020) Commander, Kings County Sheriff Department
	Alternate	Jerry Hunter (Term Expires 6/2020) Sgt., Kings County Sheriff Department
Kings County	Primary	Clay Smith (Term Expires 6/2021) Fire Chief, Kings County Fire Department
	Alternate	Brandon Jones (Term Expires 6/2021) Asst. Chief, Kings County Fire Department
Local Hospital	Primary	Debbie LeMaster (Term Expires 6/2020) ER Director, Hanford Community Hospital
	Alternate	Lieslle Sprague (Term Expires 6/2020) RN, Hanford Community Hospital
Local Physician	Primary	Vacant (Term Expires 3/2019)
	Alternate	Vacant



County Of Kings

Date November 18, 2021
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 2021, September 2021 and October 2021
2. Approve liquidated damages assessed against the Exclusive Contractor.

August 2021	\$0.00
September 2021	\$0.00
October 2021	\$0.00

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 2021

**Exclusive Ambulance Provider American Ambulance
Contract Compliance
August 2021**

Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	91.25 %	Yes
Priority 3	(15 minutes or less - 90%)	98.29 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	
Priority 5	(30 minutes or less - 90%)	99.61 %	Yes
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	94.00 %	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 2021	YTD
Late Responses	\$0.00	\$0.00
Excessive Delay	\$0.00	\$0.00
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	\$5,000.00
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
	\$0.00	\$5,000.00

Public Information and Education Report

	Min. Requirement	August 2021	YTD
Public CPR Courses	(18 Courses/Year)	3	7
ACLS Course	(1 Course/Year)	0	33
ALS Continuing Education	(24 Hours/Year)	25	326
BLS Continuing Education	(12 Hours/year)	7	74
EMS Dispatcher Continuing Education	(12 Hours/year)	0	6
SEMS & ICS Education	(4 Hours/year)	0	0
Extrication Course	(1 Course/Year)	0	0

Equality of Service by Zone August 2021

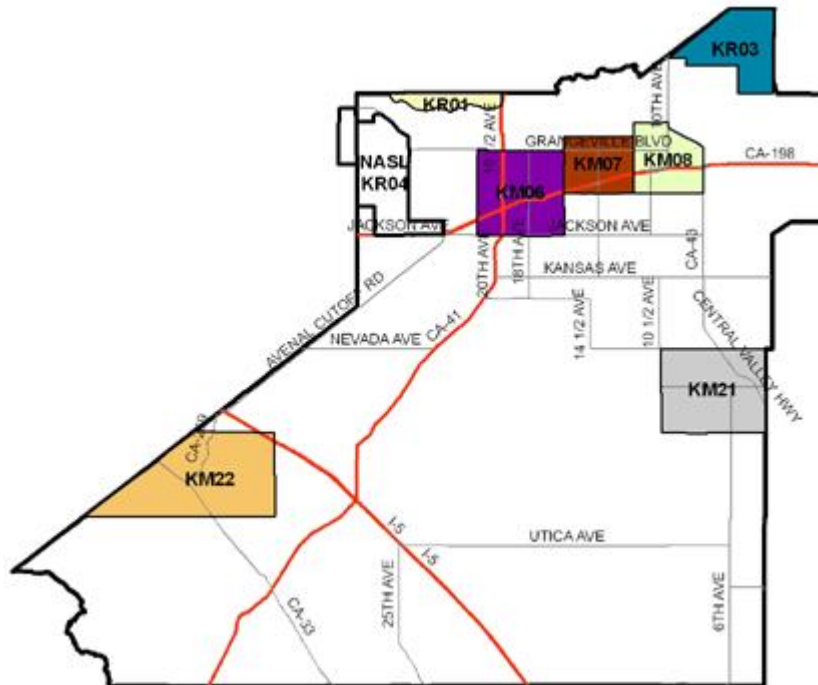
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	75	72	4	47	94.44 %	56	54	1	33	98.14 %
KM22	Avenal	51	49	12	30	75.51 %	35	34	0	15	100.00 %
KM21	Corcoran	137	134	11	100	91.79 %	117	112	3	85	97.32 %
KM08	Hanford	389	370	26	273	92.97 %	377	362	5	264	98.61 %
KR03*	Kingsburg	3	2		1		2	2		2	
KM06	Lemoore	122	118	11	73	90.67 %	86	83	2	58	97.59 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	162	150	8	117	94.66 %	49	43	0	32	100.00 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	16	15	13	7	7	6
C12	Coalinga	17	17	15	9	9	6
KM21	Corcoran 1	27	25	20	20	19	18
KR25	Corcoran 2	81	76	55	13	13	12
C12	Pleasant	3	3	3	2	2	2

* 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 2021

Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202108040103	1	00:04:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
2	202108040709	1	00:12:20	5		APOD	Yes		\$0.00
3	202108050237	1	00:08:49	1	Delay-Distance		No		\$0.00
4	202108110398	1	00:11:04	4		Not Late-Upgraded	Yes		\$0.00
5	202108170676	1	00:10:50	3	Delay-Low Levels		No		\$0.00
6	202108280429	1	00:07:42	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
7	202108020441	2	00:08:54	1	Delay-Closer Unit		No		\$0.00
8	202108040688	2	00:25:13	18		APOD	Yes		\$0.00
9	202108070737	2	00:09:19	2		Not Late-Higher Priority	Yes		\$0.00
10	202108200463	2	00:15:27	8	Delay-Distance		No		\$0.00
11	202108130262	3	00:21:10	7	Delay-Low Levels		No		\$0.00
12	202108200425	3	00:45:26	31			Yes		\$0.00
				Priority 1 & 2	94.44 %	Priority 3	98.14 %		\$0.00

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202108050235	1	00:08:09	1	Denial Reviewed		No		\$0.00
2	202108090596	1	00:14:35	7	Unit-Not Tracking Unable to		No		\$0.00
3	202108110873	1	00:08:20	1	Delay-Distance		No		\$0.00
4	202108140306	1	00:22:47	15		Not Late-Mutual Aid	Yes		\$0.00
5	202108170802	1	00:25:32	18		Not Late-Mutual Aid	Yes		\$0.00
6	202108190372	1	00:10:26	3	Crew-Chute Time > 2 Minut		No		\$0.00
7	202108240079	1	00:09:12	2	Crew-Chute Time > 2 Minut		No		\$0.00
8	202108240191	1	00:09:50	2	Crew-Chute Time > 2 Minut		No		\$0.00
9	202108270063	1	00:08:43	1	Crew-Chute Time > 2 Minut		No		\$0.00
10	202108280374	1	00:06:56	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
11	202108020316	2	00:08:29	1	Denial Reviewed		No		\$0.00
12	202108090333	2	00:10:34	3	Crew-Chute Time > 2 Minut		No		\$0.00
13	202108130277	2	00:20:09	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
14	202108180051	2	00:08:44	1	Crew-Chute Time > 2 Minut		No		\$0.00
15	202108200558	2	00:08:33	1	Crew-Chute Time > 2 Minut		No		\$0.00
16	202108270527	2	00:08:04	1	Crew-Failed to Advise At-Sc	Adjusted	No		\$0.00
17	202108070535	3	00:35:28	21		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	202108110898	3	00:37:36	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
19	202108260442	3	00:20:33	6			Yes		\$0.00
				Priority 1 & 2	75.51 %	Priority 3	100.00 %		\$0.00

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202108020652	1	00:14:14	7	Delay-Low Levels		No		\$0.00
2	202108050019	1	00:08:39	1	Crew-Chute Time > 2 Minut		No		\$0.00
3	202108060045	1	00:07:55	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
4	202108060462	1	00:15:06	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
5	202108080140	1	00:10:12	3	Unit-Not Tracking Unable to		No		\$0.00
6	202108090071	1	00:09:27	2	Delay-Distance		No		\$0.00
7	202108100451	1	00:08:56	1		Multiple-Avenal/Corcoran C	Yes		\$0.00
8	202108100916	1	00:22:59	15	Delay-Low Levels		No		\$0.00
9	202108170169	1	00:10:44	3		Not Late-Upgraded	Yes		\$0.00
10	202108180310	1	00:08:31	1		Delay-Train	Yes		\$0.00
11	202108180412	1	00:03:27	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
12	202108250316	1	00:06:11	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
13	202108250468	1	00:08:22	1	Denial Reviewed		No		\$0.00
14	202108250828	1	00:12:00	4		APOD	Yes		\$0.00
15	202108300877	1	00:12:16	5		Multiple-Avenal/Corcoran C	Yes		\$0.00
16	202108310699	1	00:14:50	7	Delay-Closer Unit		No		\$0.00
17	202108090115	2	00:21:09	14	Delay-Low Levels		No		\$0.00
18	202108100770	2	00:08:11	1	Crew-Chute Time > 2 Minut		No		\$0.00
19	202108100894	2	00:24:54	17	Delay-Low Levels		No		\$0.00
20	202108110008	2	00:07:26	0		Better Time Request	Yes		\$0.00
21	202108170227	2	00:30:51	23		Not Late-Mutual Aid	Yes		\$0.00
22	202108200436	2	00:23:53	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
23	202108220417	2	00:20:19	13		Multiple-Avenal/Corcoran C	Yes		\$0.00
24	202108220519	2	00:28:28	21		Multiple-Avenal/Corcoran C	Yes		\$0.00
25	202108300589	2	00:25:52	18	Denial Reviewed		No		\$0.00
26	202108010556	3	00:32:03	18	Delay-Low Levels		No		\$0.00
27	202108040686	3	00:17:38	3		APOD	Yes		\$0.00
28	202108100388	3	00:23:31	9	Delay-Distance		No		\$0.00
29	202108120391	3	00:26:37	12		Multiple-Avenal/Corcoran C	Yes		\$0.00
30	202108120603	3	00:25:39	11	Unit-Not Tracking Unable to		No		\$0.00
31	202108160764	3	00:41:11	27			Yes		\$0.00
32	202108160798	3	00:27:23	13			Yes		\$0.00
33	202108170308	3	00:20:28	6			Yes		\$0.00
34	202108170313	3	00:30:17	16			Yes		\$0.00
35	202108170342	3	00:31:17	17			Yes		\$0.00
36	202108170365	3	00:15:14	1			Yes		\$0.00
37	202108200518	3	00:37:40	23			Yes		\$0.00
38	202108210435	3	00:27:16	13			Yes		\$0.00
39	202108240862	3	00:36:44	22			Yes		\$0.00
40	202108250320	3	00:30:29	16			Yes		\$0.00
41	202108310656	3	00:32:12	18			Yes		\$0.00
42	202108310673	3	00:22:58	8			Yes		\$0.00
				Priority 1 & 2	91.79 %	Priority 3	97.32 %		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202108010502	1	00:08:12	1	Delay-Distance		No		\$0.00
2	202108020568	1	00:03:08	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
3	202108020583	1	00:10:49	3	Delay-Distance		No		\$0.00
4	202108030315	1	00:11:35	4	Delay-Closer Unit		No		\$0.00
5	202108040458	1	00:10:52	3	Multiple-Multiple Calls Rural	APOD	Yes		\$0.00
6	202108040820	1	00:09:38	2		APOD	Yes		\$0.00
7	202108060553	1	00:08:35	1	Delay-Closer Unit		No		\$0.00
8	202108080628	1	00:07:54	0		Better Time Request	Yes		\$0.00
9	202108100805	1	00:10:23	3	Delay-Distance		No		\$0.00
10	202108120147	1	00:10:18	3	Delay-Distance		No		\$0.00
11	202108130150	1	00:10:21	3	Crew-Chute Time > 2 Minut		No		\$0.00
12	202108140152	1	00:10:01	3	Delay-Closer Unit		No		\$0.00
13	202108140447	1	00:03:29	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
14	202108160620	1	00:09:24	2		Not Late-See Narrative	Yes		\$0.00
Multiple unit posting Fresno County and running calls in Fresno County at EMS Agency request.									
15	202108170425	1	00:07:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
16	202108200450	1	00:15:25	8	Delay-Low Levels		No		\$0.00
17	202108210261	1	00:08:30	1	Delay-Distance		No		\$0.00
18	202108260229	1	00:09:32	2		Delay-Train	Yes		\$0.00
19	202108260263	1	00:09:06	2		Delay-Train	Yes		\$0.00
20	202108280844	1	00:12:16	5	Crew-Inappropriate Route o		No		\$0.00
21	202108290596	1	00:09:35	2	Delay-Distance		No		\$0.00
22	202108310900	1	00:10:59	3	Delay-Distance		No		\$0.00
23	202108020464	2	00:08:46	1	Delay-Distance		No		\$0.00
24	202108030015	2	00:10:38	3	Delay-Distance		No		\$0.00
25	202108030360	2	00:10:15	3	Delay-Distance		No		\$0.00
26	202108030681	2	00:04:51	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
27	202108040660	2	00:17:12	10	Delay-Low Levels		No		\$0.00
28	202108100421	2	00:11:00	3	Delay-Distance		No		\$0.00
29	202108160092	2	00:08:58	1	Delay-Closer Unit		No		\$0.00
30	202108160627	2	00:10:32	3		Not Late-See Narrative	Yes		\$0.00
Multiple unit posting Fresno County and running calls in Fresno County at EMS Agency request.									
31	202108170216	2	00:08:39	1	Delay-\$\$\$, Adjust Fine	Adjusted	No		\$0.00
32	202108190274	2	00:08:16	1	Delay-Distance		No		\$0.00
33	202108200575	2	00:08:28	1	APOD	APOD	Yes		\$0.00
34	202108200808	2	00:09:00	1		Not Late-Upgraded	Yes		\$0.00
35	202108200851	2	00:16:39	9		Not Late-Upgraded	Yes		\$0.00
36	202108210324	2	00:10:59	3		Not Late-Upgraded	Yes		\$0.00
37	202108220619	2	00:08:48	1		APOD	Yes		\$0.00
38	202108240610	2	00:09:54	2		Not Late-See Narrative	Yes		\$0.00
Multiple unit in Fresno COunty during 406									
39	202108240892	2	00:08:08	1		Multiple-2 or More Units Ou	Yes		\$0.00
40	202108250380	2	00:10:43	3	Delay-Closer Unit		No		\$0.00
41	202108260720	2	00:07:14	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
42	202108270468	2	00:10:37	3	Crew-Chute Time > 2 Minut		No		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
43	202108290149	2	00:08:36	1	Delay-Traffic		No		\$0.00
44	202108300706	2	00:09:34	2		Not Late-Higher Priority	Yes		\$0.00
45	202108310090	2	00:16:17	9	Late-See Narrative		No		\$0.00
The train delay is considered when the arriving unit had a train delay.									
46	202108310174	2	00:15:12	8	Delay-Distance		No		\$0.00
47	202108010116	3	00:17:26	3	Delay-Distance		No		\$0.00
48	202108020683	3	00:30:33	16	Delay-Higher Priority, \$\$\$ A	Delay-Higher Priority, \$\$\$ A	Yes		\$0.00
49	202108030314	3	00:22:06	8	Delay-Distance		No		\$0.00
50	202108040766	3	00:35:55	21		APOD	Yes		\$0.00
51	202108040892	3	00:22:57	8		APOD	Yes		\$0.00
52	202108050395	3	00:21:39	7		Not Late-Higher Priority	Yes		\$0.00
53	202108070324	3	00:18:17	4		Not Late-Higher Priority	Yes		\$0.00
54	202108070578	3	00:17:41	3	Delay-Closer Unit		No		\$0.00
55	202108090559	3	00:20:06	6	Delay-Distance		No		\$0.00
56	202108100828	3	00:26:51	12	Late-See Narrative		No		\$0.00
So would it have been better to have simply left the Mutual Aid unit on the call instead of clearing the closer unit to handle? Then I would have had the appeal?									
57	202108140316	3	00:15:08	1		Not Late-Higher Priority	Yes		\$0.00
58	202108200484	3	00:15:56	1			Yes		\$0.00
59	202108220513	3	01:10:41	56			Yes		\$0.00
60	202108220593	3	00:31:58	17			Yes		\$0.00
61	202108220595	3	00:37:53	23			Yes		\$0.00
62	202108220605	3	00:27:45	13			Yes		\$0.00
63	202108230098	3	00:17:07	3			Yes		\$0.00
64	202108250200	3	00:16:17	2			Yes		\$0.00
65	202108280487	3	00:15:31	1			Yes		\$0.00
66	202108310392	3	00:17:48	3			Yes		\$0.00
67	202108040111	4	00:18:09	4		Not Late-Upgraded	Yes		\$0.00
				Priority 1 & 2	92.97 %	Priority 3	98.61 %		\$0.00

Lemoore										
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages	
1	202108010504	1	00:13:45	6	Delay-Distance		No		\$0.00	
2	202108040470	1	00:08:52	1	Delay-Distance		No		\$0.00	
3	202108040893	1	00:23:31	16		APOD	Yes		\$0.00	
4	202108090155	1	00:09:34	2		Multiple-2 or More Units Ou	Yes		\$0.00	
5	202108110391	1	00:10:47	3	Delay-Construction		No		\$0.00	
6	202108110809	1	00:10:23	3		APOD	Yes		\$0.00	
7	202108210487	1	00:10:40	3		APOD	Yes		\$0.00	
8	202108250332	1	00:08:59	1	Delay-Distance		No		\$0.00	
9	202108270636	1	00:10:14	3	APOD		No		\$0.00	
10	202108270921	1	00:09:08	2		Not Late-See Narrative	Yes		\$0.00	
Crew stopped south of Jackson, should be KR13										
11	202108280647	1	00:09:56	2	Delay-Closer Unit		No		\$0.00	
12	202108080006	2	00:11:15	4	Delay-\$\$\$, Adjust Fine	Adjusted	No		\$0.00	
13	202108090025	2	00:13:36	6	Delay-Distance		No		\$0.00	
14	202108170599	2	00:10:09	3		Not Late-Upgraded	Yes		\$0.00	
15	202108210533	2	00:05:43	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
16	202108240091	2	00:13:29	6	Crew-Chute Time > 2 Minut		No		\$0.00	
17	202108240907	2	00:07:34	0		Better Time Request	Yes		\$0.00	
18	202108280860	2	00:08:13	1	Denial Reviewed		No		\$0.00	
19	202108290540	2	00:04:54	0		Crew-Failed to Advise At-Sr	Yes		\$0.00	
20	202108310890	2	00:09:20	2	Delay-Distance		No		\$0.00	
21	202108310895	2	00:09:22	2	Delay-Distance		No		\$0.00	
22	202108040253	3	00:17:43	3	Delay-Distance		No		\$0.00	
23	202108040427	3	00:22:41	8	Denial Reviewed		No		\$0.00	
24	202108090763	3	00:15:21	1		Multiple-2 or More Units Ou	Yes		\$0.00	
25	202108280438	3	00:29:09	15			Yes		\$0.00	
Priority 1 & 2				90.67 %	Priority 3				97.59 %	\$0.00
*Compliance After Appeals					Metro	Approved	89			
						Non Approved	76			
							165			

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202108040318	1	00:21:34	2		Not Late-Distance Greater	Yes		\$0.00
2	202108070529	1	00:17:33	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
3	202108080324	1	00:20:07	1		Adjusted	No		\$0.00
4	202108080706	1	00:27:16	8		Not Late-Distance Greater	Yes		\$0.00
5	202108130257	1	00:21:09	2	Crew-Chute Time > 2 Minut		No		\$0.00
6	202108260285	1	00:20:07	1	Delay-Distance		No		\$0.00
7	202108280380	1	00:25:02	6		Multiple-Avenal/Corcoran C	Yes		\$0.00
8	202108300462	1	00:20:49	1	Delay-Distance		No		\$0.00
9	202108010104	2	00:23:01	4	Delay-Distance		No		\$0.00
10	202108020609	2	00:21:24	2	Delay-Distance		No		\$0.00
11	202108100790	2	00:25:31	6		Multiple-Avenal/Corcoran C	Yes		\$0.00
12	202108150652	2	00:22:03	3	Delay-Distance		No		\$0.00
13	202108160858	2	00:50:21	31	APOD		No		\$0.00
14	202108170209	2	00:22:27	3	Delay-Distance		No		\$0.00
15	202108260288	2	00:19:57	0		Better Time Request	Yes		\$0.00
16	202108290673	2	00:26:31	7		Not Late-Higher Priority	Yes		\$0.00
17	202108100817	3	00:41:38	12	Delay-Higher Priority, \$\$\$ A	Delay-Higher Priority, \$\$\$ A	Yes		\$0.00
18	202108180308	3	00:45:53	16			Yes		\$0.00
19	202108200778	3	00:32:18	3			Yes		\$0.00
20	202108260183	3	00:33:57	4			Yes		\$0.00
				Priority 1 & 2	94.66 %	Priority 3	100.00 %		\$0.00
				Rural		Approved	11		\$0.00
						Non Approved	<u>9</u>		
							20		

*Compliance After Appeals

Compliance Response Summary August 2021

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	774	671	6	260
Arrivals	743	645	6	260
Transports	523	455	6	255
Late Arrivals	118	46	1	28
% before adjustment	84.11 %	92.86 %	83.33 %	89.23 %
Approved Appeals	53	35	1	27

After Appeals

Adjusted Arrivals	678	634	6	259
Adjusted Late Arrivals	65	11	0	1
% adjusted	91.25 %	98.29 %	100.00 %	99.61 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00	\$0.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	162	49	0
Arrivals	150	43	0
Transports	117	32	0
Late Arrivals	16	4	0
% before adjustment	89.33 %	90.69 %	0.00 %
Approved Appeals	7	4	0

After Appeals

Adjusted Arrivals	141	43	0
Adjusted Late Arrivals	9	4	0
% adjusted	94.00 %	100.00 %	0.00 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00

Extended Times August 2021

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

Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	202108010556	3	KM21	00:02:46
2	202108010698	3	KM21	00:02:09
3	202108020159	5	KM08	00:03:48
4	202108030032	2	KM08	00:02:21
5	202108030120	1	KM22	00:02:33
6	202108030244	6	KM08	00:03:29
7	202108030593	3	KM22	00:02:03
8	202108040016	3	KM08	00:02:12
9	202108040283	2	KM07	00:02:23
10	202108040894	3	KM08	00:02:30
11	202108050133	3	KM08	00:02:17
12	202108050233	5	KM08	00:02:10
13	202108050395	3	KM08	00:02:04
14	202108050398	3	KM08	00:06:56
15	202108050402	3	KM08	00:03:05
16	202108060045	1	KM21	00:02:20
17	202108060065	5	KM08	00:02:05
18	202108060073	3	KM08	00:02:16
19	202108060119	3	KM21	00:03:32
20	202108060386	5	KM08	00:03:05
21	202108060553	1	KM08	00:03:01
22	202108060584	5	KM08	00:03:57
23	202108060599	5	KM08	00:02:12
24	202108070149	5	KM08	00:03:26
25	202108070150	1	KM21	00:02:43
26	202108070578	3	KM08	00:07:34
27	202108070583	3	KM08	00:02:27
28	202108080006	2	KM06	00:09:44
29	202108080097	5	KM08	00:02:11
30	202108080102	5	KM08	00:02:11
31	202108080144	3	KM08	00:02:42
32	202108090333	2	KM22	00:02:11
33	202108100050	3	KM21	00:02:43
34	202108100605	3	KM21	00:02:04
35	202108100772	5	KM08	00:02:05
36	202108110008	2	KM21	00:02:11
37	202108110219	2	KM07	00:02:34
38	202108110391	1	KM06	00:02:10
39	202108110494	5	KM08	00:03:35

	Incident #	Priority	Zone	Elapsed Time
40	202108110648	5	KM08	00:02:22
41	202108120019	3	KM21	00:02:07
42	202108120044	1	KM22	00:02:24
43	202108120045	1	KR02	00:02:09
44	202108120100	1	KR25	00:02:11
45	202108120147	1	KM08	00:02:46
46	202108120288	5	KM08	00:02:54
47	202108120322	5	KM08	00:02:49
48	202108120601	3	KM08	00:02:12
49	202108120866	1	KM21	00:02:11
50	202108130072	3	KM08	00:02:12
51	202108140119	2	KM07	00:02:27
52	202108150718	1	KM22	00:02:03
53	202108160092	2	KM08	00:02:07
54	202108160603	1	KM22	00:03:20
55	202108160620	1	KM08	00:02:06
56	202108170070	5	KM08	00:02:38
57	202108180378	5	KM08	00:02:07
58	202108180552	5	KM08	00:02:14
59	202108180728	1	KR25	00:02:04
60	202108190324	5	KM08	00:02:14
61	202108190578	2	KM21	00:02:34
62	202108200083	3	KM08	00:02:15
63	202108200094	2	KM08	00:02:30
64	202108210210	3	KM21	00:02:17
65	202108230128	3	KM08	00:02:52
66	202108230211	3	KM08	00:02:30
67	202108230830	3	KM21	00:02:08
68	202108240080	1	KM22	00:02:09
69	202108240191	1	KM22	00:02:21
70	202108250384	2	KM08	00:05:09
71	202108250602	1	KR02	00:02:06
72	202108260111	4	KM08	00:02:30
73	202108260133	3	KM08	00:02:06
74	202108260183	3	KR27	00:02:04
75	202108270043	5	KM08	00:02:20
76	202108270700	5	KM08	00:02:11
77	202108290057	3	KM08	00:02:16
78	202108290456	3	KM08	00:02:07
79	202108300103	1	KM21	00:02:04
80	202108310095	2	KM08	00:02:19
81	202108310236	1	KM08	00:02:20

Percent of Responses with Extended Crew Chute Times: 4.32%

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	202108040111	4	KM08	00:08:28
2	202108200514	3	KR13	00:14:08
3	202108220593	3	KM08	00:29:18
4	202108220595	3	KM08	00:30:25
5	202108280733	3	KM07	00:11:33
6	202108280875	3	KM08	00:05:46
Percent of Responses with Extended Dispatch Times: 0.36%				

September 2021

**Exclusive Ambulance Provider American Ambulance
Contract Compliance
September 2021**

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%)	95.49 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement*	
Priority 5	(30 minutes or less - 90%)	97.99 %	Yes
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	96.00 %	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 2021	YTD
Late Responses	\$0.00	\$0.00
Excessive Delay	\$0.00	\$0.00
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	\$5,000.00
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
	\$0.00	\$5,000.00

Public Information and Education Report

No Public Information and Education Data to report

Equality of Service by Zone September 2021

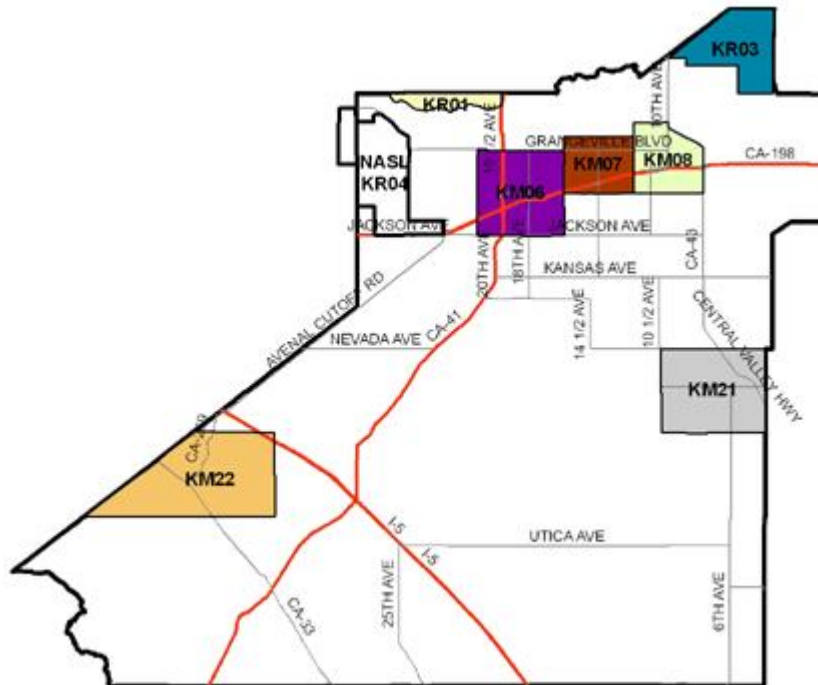
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	62	59	1	38	98.30 %	45	42	0	23	100.00 %
KM22	Avenal	34	33	3	17	90.90 %	24	24	0	10	100.00 %
KM21	Corcoran	159	152	12	93	92.10 %	68	67	0	31	100.00 %
KM08	Hanford	418	404	27	257	93.31 %	316	310	0	168	100.00 %
KR03*	Kingsburg	0	0		0		4	4		2	
KM06	Lemoore	138	132	12	90	90.90 %	96	90	0	40	100.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	162	150	5	87	96.66 %	53	50	0	30	100.00 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	11	10	6	0	0	0
C12	Coalinga	8	8	7	13	13	12
KM21	Corcoran 1	38	37	35	13	12	8
KR25	Corcoran 2	80	77	49	13	13	9
C12	Pleasant	8	6	3	1	1	1

* 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 2021

Metro

Armona

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 202109110592	1	00:08:18	1		Not Late-Higher Priority	Yes		\$0.00
2 202109270153	1	00:12:49	5	Delay-Distance		No		\$0.00
3 202109280739	1	00:10:03	3		Multiple-2 or More Units Ou	Yes		\$0.00
4 202109290203	2	00:07:44	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
5 202109070209	3	00:36:17	22			Yes		\$0.00
6 202109070659	3	00:23:51	9			Yes		\$0.00
7 202109130233	3	00:33:15	19			Yes		\$0.00
8 202109290265	3	00:17:55	3			No		\$0.00
			Priority 1 & 2	98.30 %	Priority 3	100.00 %		\$0.00

Avenal

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
1 202109140028	1	00:25:28	18		Not Late-Mutual Aid	Yes		\$0.00
2 202109190170	1	00:08:46	1	Delay-Closer Unit		No		\$0.00
3 202109120120	2	00:09:11	2	Crew-Chute Time > 2 Minut		No		\$0.00
4 202109210816	2	00:17:18	10		Adjusted	No		\$0.00
5 202109280542	2	00:23:13	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
6 202109050267	3	00:19:00	4			Yes		\$0.00
7 202109280040	3	00:24:30	10			No		\$0.00
8 202109280555	3	00:32:37	18			No		\$0.00
			Priority 1 & 2	90.90 %	Priority 3	100.00 %		\$0.00

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202109120142	1	00:08:39	1	Crew-Chute Time > 2 Minut	No			\$0.00
2	202109140649	1	00:11:35	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
3	202109210720	1	00:09:42	2	Delay-Low Levels	No			\$0.00
4	202109220440	1	00:09:40	2	Crew-Inappropriate Route o	No			\$0.00
5	202109220899	1	00:16:47	9	Delay-Distance	No			\$0.00
6	202109280011	1	00:07:23	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
7	202109280782	1	00:08:37	1	Crew-Chute Time > 2 Minut	No			\$0.00
8	202109290690	1	00:11:25	4		APOD	Yes		\$0.00
9	202109010145	2	00:10:47	3		Not Late-See Narrative	Yes		\$0.00
Should be zone KR20 due to being west of 10th									
10	202109020225	2	00:12:45	5	Multiple-Avenal/Corcoran C	Multiple-Avenal/Corcoran C	Yes		\$0.00
11	202109020780	2	00:09:14	2	Delay-Distance	No			\$0.00
12	202109050231	2	00:30:11	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
13	202109060009	2	00:10:36	3	Crew-Chute Time > 2 Minut	No			\$0.00
14	202109100157	2	00:08:23	1	Crew-Chute Time > 2 Minut	No			\$0.00
15	202109100259	2	00:09:48	2	Dispatch-SSM Error	No			\$0.00
16	202109110034	2	00:08:05	1	Crew-Chute Time > 2 Minut	No			\$0.00
17	202109190302	2	00:09:45	2		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	202109240699	2	00:09:36	2		Multiple-Avenal/Corcoran C	Yes		\$0.00
19	202109260138	2	00:08:18	1	Delay-Distance	No			\$0.00
20	202109280608	2	00:05:09	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
21	202109290759	2	00:22:32	15		Multiple-Avenal/Corcoran C	Yes		\$0.00
22	202109300390	2	00:21:46	14	Delay-Distance	No			\$0.00
23	202109010807	3	00:27:30	13			Yes		\$0.00
24	202109030373	3	00:15:11	1			Yes		\$0.00
25	202109070233	3	00:44:09	30			Yes		\$0.00
26	202109150153	3	00:27:31	13			Yes		\$0.00
27	202109150176	3	00:21:32	7			Yes		\$0.00
28	202109180544	3	00:35:51	21			Yes		\$0.00
29	202109190441	3	00:29:36	15			Yes		\$0.00
30	202109220104	3	00:16:52	2			No		\$0.00
31	202109220348	3	00:15:54	1			No		\$0.00
32	202109220351	3	00:38:00	23			No		\$0.00
33	202109230683	3	00:43:57	29			No		\$0.00
34	202109250657	3	00:41:31	27			No		\$0.00
35	202109260704	3	00:53:24	39			No		\$0.00
				Priority 1 & 2	92.10 %	Priority 3	100.00 %		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202109010050	1	00:08:44	1	Delay-Distance		No		\$0.00
2	202109010854	1	00:08:15	1	Delay-Distance		No		\$0.00
3	202109030120	1	00:06:21	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
4	202109030323	1	00:23:17	16		APOD	Yes		\$0.00
5	202109040071	1	00:07:59	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
6	202109040638	1	00:09:36	2	Dispatch-SSM Error		No		\$0.00
7	202109050149	1	00:08:05	1	Delay-Distance		No		\$0.00
8	202109070641	1	00:09:30	2	Dispatch-SSM Error		No		\$0.00
9	202109080238	1	00:08:47	1		Delay-Train	Yes		\$0.00
10	202109090188	1	00:03:19	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
11	202109120135	1	00:04:59	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
12	202109130005	1	00:08:23	1	Delay-Distance		No		\$0.00
13	202109130449	1	00:02:06	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
14	202109130476	1	00:24:06	17		Not Late-Upgraded	Yes		\$0.00
15	202109140748	1	00:07:54	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
16	202109190442	1	00:10:18	3	Delay-Distance		No		\$0.00
17	202109210406	1	00:05:23	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
18	202109210693	1	00:08:15	1		Multiple-2 or More Units Ou	Yes		\$0.00
19	202109210709	1	00:08:54	1	Delay-Distance		No		\$0.00
20	202109240356	1	00:11:04	4	Delay-Distance		No		\$0.00
21	202109250089	1	00:07:02	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
22	202109260632	1	00:12:16	5	Delay-Distance		No		\$0.00
23	202109270374	1	00:05:17	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
24	202109280594	1	00:08:30	1	Delay-Traffic		No		\$0.00
25	202109290315	1	00:09:42	2	Delay-Distance		No		\$0.00
26	202109290638	1	00:16:32	9		APOD	Yes		\$0.00
27	202109290833	1	00:08:36	1	Crew-Chute Time > 2 Minut		No		\$0.00
28	202109300340	1	00:07:41	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
29	202109010093	2	00:07:57	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
30	202109020230	2	00:10:44	3	Delay-Distance		No		\$0.00
31	202109030309	2	00:09:16	2		Not Late-Upgraded	Yes		\$0.00
32	202109050036	2	00:11:09	4	Delay-Closer Unit		No		\$0.00
33	202109050256	2	00:04:50	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
34	202109050399	2	00:03:28	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
35	202109060329	2	00:09:38	2	Delay-Distance		No		\$0.00
36	202109070197	2	00:10:54	3		Not Late-Upgraded	Yes		\$0.00
37	202109070569	2	00:07:55	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
38	202109080619	2	00:15:32	8		APOD	Yes		\$0.00
39	202109090333	2	00:10:46	3	Crew-Chute Time > 2 Minut		No		\$0.00
40	202109090505	2	00:08:08	1		Not Late-See Narrative	Yes		\$0.00
					Road closure caused reroute - see audio attached - 2 minute reroute				
41	202109090851	2	00:09:53	2	Delay-Distance		No		\$0.00
42	202109100275	2	00:08:28	1	Delay-Distance		No		\$0.00
43	202109100737	2	00:09:27	2	Delay-Distance		No		\$0.00
44	202109110103	2	00:08:26	1		Not Late-Higher Priority	Yes		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
45	202109110735	2	00:10:27	3	Delay-Distance		No		\$0.00
46	202109140838	2	00:14:08	7		Not Late-Upgraded	Yes		\$0.00
47	202109150427	2	00:08:23	1		APOD	Yes		\$0.00
48	202109160286	2	00:09:03	2	Delay-Distance		No		\$0.00
49	202109170195	2	00:07:58	0		Better Time Request	Yes		\$0.00
50	202109210563	2	00:09:40	2		Multiple-2 or More Units Ou	Yes		\$0.00
51	202109230042	2	00:16:08	9	Delay-Low Levels		No		\$0.00
52	202109230515	2	00:09:17	2	Delay-Distance		No		\$0.00
53	202109230615	2	00:09:23	2	Delay-Distance		No		\$0.00
54	202109250352	2	00:10:09	3	Denied-See Comments		No		\$0.00
55	202109280320	2	00:07:29	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
56	202109290616	2	00:08:29	1	Delay-Distance		No		\$0.00
57	202109010429	3	00:15:35	1			Yes		\$0.00
58	202109030749	3	00:30:39	16			Yes		\$0.00
59	202109040009	3	00:16:41	2			Yes		\$0.00
60	202109040521	3	00:18:40	4			Yes		\$0.00
61	202109040828	3	00:19:32	5			Yes		\$0.00
62	202109060023	3	00:28:28	14			Yes		\$0.00
63	202109060313	3	00:20:23	6			Yes		\$0.00
64	202109070168	3	00:15:15	1			Yes		\$0.00
65	202109070175	3	00:26:14	12			Yes		\$0.00
66	202109070196	3	00:48:18	34			Yes		\$0.00
67	202109070698	3	00:21:18	7			Yes		\$0.00
68	202109090341	3	00:16:10	2			Yes		\$0.00
69	202109090434	3	00:23:16	9			Yes		\$0.00
70	202109100472	3	00:22:02	8			Yes		\$0.00
71	202109100756	3	00:18:03	4			Yes		\$0.00
72	202109110589	3	00:40:17	26			Yes		\$0.00
73	202109120657	3	00:17:17	3			Yes		\$0.00
74	202109130214	3	00:17:48	3			Yes		\$0.00
75	202109130298	3	00:15:15	1			Yes		\$0.00
76	202109130485	3	00:42:19	28			Yes		\$0.00
77	202109130493	3	00:31:35	17			Yes		\$0.00
78	202109130499	3	00:23:17	9			Yes		\$0.00
79	202109130561	3	00:55:37	41			Yes		\$0.00
80	202109130950	3	00:18:47	4			Yes		\$0.00
81	202109140739	3	00:15:11	1			Yes		\$0.00
82	202109140746	3	00:18:32	4			Yes		\$0.00
83	202109140747	3	00:32:02	18			Yes		\$0.00
84	202109150617	3	00:22:50	8			Yes		\$0.00
85	202109180107	3	00:21:27	7			Yes		\$0.00
86	202109180538	3	00:16:45	2			Yes		\$0.00
87	202109200610	3	00:21:51	7			Yes		\$0.00
88	202109210761	3	01:18:40	64			Yes		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
89	202109210835	3	00:16:24	2			Yes		\$0.00
90	202109230849	3	00:18:14	4			No		\$0.00
91	202109230936	3	00:15:32	1			No		\$0.00
92	202109240271	3	00:17:30	3			No		\$0.00
93	202109250256	3	00:20:45	6			No		\$0.00
94	202109250563	3	00:16:12	2			No		\$0.00
95	202109250616	3	00:20:10	6			No		\$0.00
96	202109260088	3	00:15:10	1			No		\$0.00
97	202109260702	3	00:40:48	26			No		\$0.00
98	202109270468	3	00:16:30	2			No		\$0.00
99	202109290627	3	00:28:25	14			No		\$0.00
100	202109290769	3	00:30:21	16			No		\$0.00
101	202109290837	3	00:20:07	6			No		\$0.00
102	202109090681	4	00:28:08	14		Not Late-See Narrative	Yes		\$0.00
Priority 1 & 2				93.31 %	Priority 3		100.00 %		\$0.00

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202109010135	1	00:08:59	1	Delay-Closer Unit		No		\$0.00
2	202109030298	1	00:07:19	0		Crew-Failed to Advise At-S	Yes		\$0.00
3	202109030315	1	00:23:59	16		APOD	Yes		\$0.00
4	202109040422	1	00:11:09	4		Not Late-Upgraded	Yes		\$0.00
5	202109080621	1	00:12:43	5		APOD	Yes		\$0.00
6	202109110604	1	00:09:04	2	Delay-Distance		No		\$0.00
7	202109110774	1	00:10:00	2	Delay-Distance		No		\$0.00
8	202109200143	1	00:19:53	12	Denial Reviewed		No		\$0.00
9	202109230383	1	00:08:10	1	Delay-Distance		No		\$0.00
10	202109230611	1	00:09:58	2	Delay-Low Levels		No		\$0.00
11	202109230806	1	00:12:52	5	Delay-Distance		No		\$0.00
12	202109290567	1	00:08:19	1	Crew-Inappropriate Route o		No		\$0.00
13	202109010212	2	00:11:48	4	Delay-Distance		No		\$0.00
14	202109080086	2	00:14:23	7		Not Late-Upgraded	Yes		\$0.00
15	202109080891	2	00:08:10	1	Delay-Distance		No		\$0.00
16	202109140093	2	00:12:18	5	Delay-Distance		No		\$0.00
17	202109200645	2	00:11:36	4		Not Late-Higher Priority	Yes		\$0.00
18	202109260651	2	00:10:07	3	Delay-Distance		No		\$0.00
19	202109110483	3	00:16:43	2			Yes		\$0.00
20	202109130833	3	00:15:54	1			Yes		\$0.00
21	202109160284	3	00:19:47	5			Yes		\$0.00
22	202109170171	3	00:17:54	3			Yes		\$0.00
23	202109220176	3	00:23:17	9			No		\$0.00
24	202109270737	3	00:37:48	23			No		\$0.00
25	202109300133	3	00:18:28	4			No		\$0.00
Priority 1 & 2				90.90 %	Priority 3		100.00 %		\$0.00

*Compliance After Appeals

Metro

Approved **99**
 Non Approved **79**
178

\$0.00

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202109010830	1	00:30:07	11	Multiple-2 or More Units Ou	No			\$0.00
2	202109020268	1	00:36:58	17		Multiple-Kerman Metro Call: Yes			\$0.00
3	202109040697	1	00:25:32	6	Delay-Distance	No			\$0.00
4	202109110338	1	00:24:00	4		Not Late-Distance Greater	Yes		\$0.00
5	202109140027	1	00:22:41	3	Delay-Distance	No			\$0.00
6	202109150158	1	00:23:43	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
7	202109230655	1	00:29:01	10	Delay-Low Levels	No			\$0.00
8	202109280361	1	00:20:12	1	Delay-Distance	No			\$0.00
9	202109010836	2	00:53:24	34		Multiple-Avenal/Corcoran C	Yes		\$0.00
10	202109030820	2	00:24:05	5		Multiple-Avenal/Corcoran C	Yes		\$0.00
11	202109090063	2	00:22:42	3	Crew-Chute Time > 2 Minut	No			\$0.00
12	202109010388	3	00:30:52	1		Yes			\$0.00
13	202109070206	3	00:31:48	2		Yes			\$0.00
14	202109090483	3	00:31:53	2		Yes			\$0.00
15	202109190409	3	00:57:52	28		Yes			\$0.00
16	202109200457	3	00:31:34	2		Yes			\$0.00
				Priority 1 & 2	96.66 %	Priority 3	100.00 %		\$0.00

*Compliance After Appeals

Rural

Approved **10**
 Non Approved **6**
16

\$0.00

Compliance Response Summary September 2021

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	811	549	10	302
Arrivals	780	533	10	299
Transports	495	272	10	285
Late Arrivals	105	72	1	23
% before adjustment	86.53 %	86.49 %	90.00 %	92.30 %
Approved Appeals	50	48	1	17

After Appeals

Adjusted Arrivals	725	509	10	293
Adjusted Late Arrivals	55	24	0	6
% adjusted	92.94 %	95.49 %	100.00 %	97.99 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00	\$0.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	162	53	0
Arrivals	150	50	0
Transports	87	30	0
Late Arrivals	11	5	0
% before adjustment	92.66 %	90.00 %	0.00 %
Approved Appeals	5	5	0

After Appeals

Adjusted Arrivals	144	50	0
Adjusted Late Arrivals	6	5	0
% adjusted	96.00 %	100.00 %	0.00 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00

Extended Times September 2021

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

Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	202109010412	5	KM08	00:02:06
2	202109020017	3	KM07	00:02:15
3	202109030056	3	KM08	00:02:03
4	202109040009	3	KM08	00:03:35
5	202109040040	3	KM08	00:02:07
6	202109050036	2	KM08	00:04:15
7	202109050069	3	KM08	00:02:32
8	202109050086	3	KM08	00:02:49
9	202109050208	2	KM21	00:02:19
10	202109060009	2	KM21	00:03:50
11	202109060073	1	KM21	00:02:10
12	202109070083	1	KM08	00:02:12
13	202109070430	5	KM08	00:02:58
14	202109070534	3	KR25	00:02:11
15	202109080089	3	KM08	00:02:12
16	202109080249	3	KR25	00:04:27
17	202109080594	5	KM08	00:02:21
18	202109090216	5	KM22	00:02:35
19	202109090737	5	KM08	00:03:05
20	202109090820	5	KM08	00:02:22
21	202109100343	5	KM08	00:02:28
22	202109100599	5	KM06	00:02:07
23	202109110548	5	KM08	00:02:34
24	202109120142	1	KM21	00:07:10
25	202109120200	5	KM08	00:02:29
26	202109120249	1	KM08	00:02:30
27	202109130046	5	KM08	00:02:09
28	202109130902	1	KM08	00:02:24
29	202109130950	3	KM08	00:02:20
30	202109140097	1	KM21	00:02:31
31	202109150694	1	KM07	00:02:01
32	202109160033	1	KM21	00:02:19
33	202109160650	5	KM08	00:02:25
34	202109170041	1	KM21	00:02:07
35	202109170097	5	KM06	00:03:40
36	202109170799	5	KM08	00:02:24
37	202109180326	5	KM08	00:02:50
38	202109190079	5	KM08	00:02:08
39	202109200035	5	KM08	00:02:27

	Incident #	Priority	Zone	Elapsed Time
40	202109200067	1	KM21	00:02:32
41	202109200121	1	KM21	00:02:04
42	202109200405	2	KM08	00:02:01
43	202109210377	2	KR25	00:02:03
44	202109220076	1	KM21	00:02:20
45	202109230004	2	KM22	00:02:08
46	202109230034	5	KM08	00:02:17
47	202109230875	5	KM08	00:03:06
48	202109240016	1	KM07	00:02:41
49	202109240197	5	KM08	00:02:18
50	202109240271	3	KM08	00:02:29
51	202109240577	5	KM08	00:02:37
52	202109250030	5	KM08	00:02:16
53	202109250625	3	KM08	00:02:02
54	202109260021	1	KM08	00:03:03
55	202109260081	5	KM08	00:02:27
56	202109260557	2	KR13	00:02:11
57	202109270044	5	KM08	00:02:27
58	202109270542	5	KM08	00:02:06
59	202109270563	6	KM08	00:02:14
60	202109280040	3	KM22	00:02:03
61	202109280156	3	KM08	00:04:02
62	202109290293	5	KM08	00:02:53
63	202109290545	3	KM21	00:02:11
64	202109290619	5	KM08	00:02:06
65	202109290792	5	KM08	00:04:37
66	202109300019	5	KM08	00:04:58
67	202109300132	5	KM08	00:03:02
68	202109300212	5	KM08	00:02:27
69	202109300807	5	KM08	00:02:21

Percent of Responses with Extended Crew Chute Times: 3.68%

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	202109010807	3	KM21	00:20:08
2	202109010814	2	KM06	00:03:28
3	202109030309	2	KM08	00:03:20
4	202109070196	3	KM08	00:22:18
5	202109070197	2	KM08	00:08:21
6	202109070206	3	KR25	00:20:13
7	202109070209	3	KM07	00:28:40
8	202109070233	3	KM21	00:37:54
9	202109090213	3	KM08	00:05:36
10	202109090681	4	KM08	00:19:30
11	202109100756	3	KM08	00:13:23
12	202109130233	3	KM07	00:16:22
13	202109130493	3	KM08	00:26:32
14	202109130499	3	KM08	00:18:59
15	202109130561	3	KM08	00:49:22
16	202109130833	3	KM06	00:05:04
17	202109140739	3	KM08	00:11:56
18	202109140746	3	KM08	00:12:03
19	202109150617	3	KM08	00:08:44
20	202109170369	1	KM22	00:02:16
21	202109190441	3	KM21	00:09:51
22	202109210761	3	KM08	00:58:48
23	202109210835	3	KM08	00:09:09
24	202109230936	3	KM08	00:09:06
25	202109250657	3	KM21	00:37:20
26	202109260666	3	KM08	00:06:46
27	202109260702	3	KM08	00:31:41
28	202109260704	3	KM21	00:30:28
29	202109260749	3	KM21	00:06:50
30	202109290769	3	KM08	00:25:44

Percent of Responses with Extended Dispatch Times: 1.89%

October 2021

**Exclusive Ambulance Provider American Ambulance
Contract Compliance
October 2021**

Response Time Compliance Report

		Compliance	Complied
Metro			
Priorities 1 & 2	(8 minutes or less - 90%)	91.72 %	Yes
Priority 3	(15 minutes or less - 90%)	94.39 %	Yes
Priority 4	(15 minutes or less - 90%)	Quarterly Measurement* 100.00 %	Yes
Priority 5	(30 minutes or less - 90%)	96.57 %	Yes
Rural			
Priorities 1 & 2	(20 minutes or less - 90%)	92.85 %	Yes
Priority 3	(30 minutes or less - 90%)	97.91 %	Yes
Priority 5	(30 minutes or less - 90%)	Quarterly Measurement*	N/A

*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 2021	YTD
Late Responses	\$0.00	\$0.00
Excessive Delay	\$0.00	\$0.00
	\$0.00	\$0.00

Public Information and Education Report

No Public Information and Education Data to report

Equality of Service by Zone October 2021

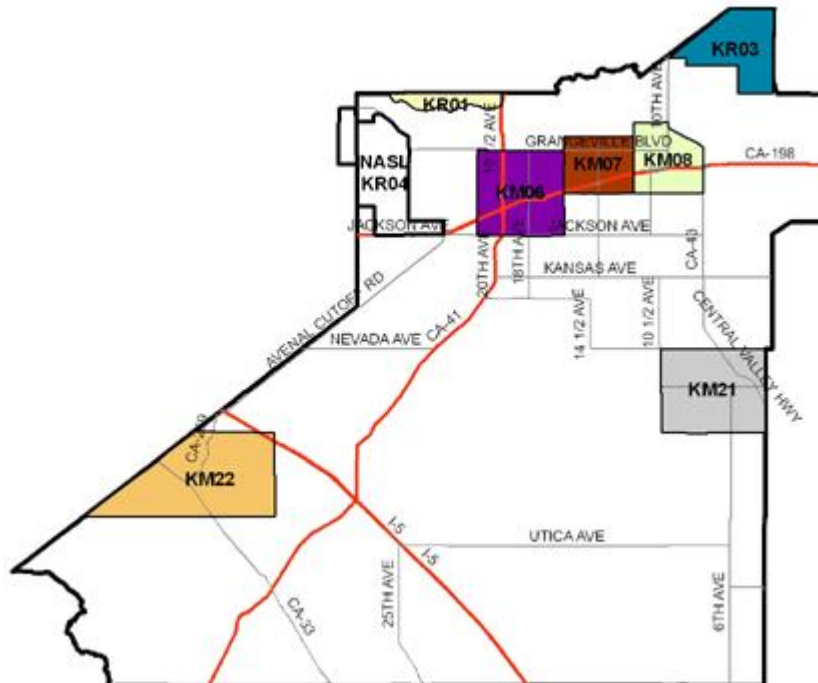
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
KM07	Armona	68	61	6	39	90.16 %	46	45	0	21	100.00 %
KM22	Avenal	46	44	5	24	88.63 %	29	29	0	18	100.00 %
KM21	Corcoran	153	148	8	96	94.59 %	91	86	0	50	100.00 %
KM08	Hanford	371	363	34	238	90.63 %	268	251	0	171	100.00 %
KR03*	Kingsburg	4	4		2		3	3		1	
KM06	Lemoore	130	121	8	90	93.38 %	110	106	0	65	100.00 %
KR01*	Riverdale	0	0		0		0	0		0	
Rural	Rural EOA Zones	147	126	9	83	92.85 %	51	48	0	34	100.00 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
KM22	Avenal	11	11	8	9	9	8
C12	Coalinga	13	13	11	7	7	7
KM21	Corcoran 1	40	40	33	11	10	10
KR25	Corcoran 2	65	57	38	12	10	10
C12	Pleasant	12	10	6	3	3	3

* 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 2021

Metro

Armona									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110040365	1	00:08:00	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
2	202110090060	1	00:10:27	3	Delay-Distance		No		\$0.00
3	202110160318	1	00:08:00	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
4	202110210059	1	00:08:24	1	Delay-Distance		No		\$0.00
5	202110260202	1	00:10:44	3	Delay-Distance		No		\$0.00
6	202110280051	1	00:09:24	2	Delay-Distance		No		\$0.00
7	202110150739	2	00:08:24	1	Delay-Distance		No		\$0.00
8	202110160370	2	00:08:16	1	Delay-Distance		No		\$0.00
9	202110080716	3	00:47:03	33			Yes		\$0.00
10	202110180512	3	00:16:07	2			No		\$0.00
				Priority 1 & 2	90.16 %	Priority 3	100.00 %		\$0.00

Avenal									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110110723	1	00:08:27	1	Crew-Chute Time > 2 Minut		No		\$0.00
2	202110270014	1	00:08:25	1	Crew-Chute Time > 2 Minut		No		\$0.00
3	202110300114	1	00:21:30	14		Not Late-Mutual Aid	Yes		\$0.00
4	202110020436	2	00:08:16	1	Crew-Chute Time > 2 Minut		No		\$0.00
5	202110050781	2	00:11:31	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
6	202110150097	2	00:08:23	1	Crew-Chute Time > 2 Minut		No		\$0.00
7	202110240038	2	00:08:55	1	Delay-Distance		No		\$0.00
8	202110030427	3	00:16:23	2			Yes		\$0.00
				Priority 1 & 2	88.63 %	Priority 3	100.00 %		\$0.00

Corcoran									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110010259	1	00:15:48	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
2	202110030037	1	00:12:44	5		Multiple-Avenal/Corcoran C	Yes		\$0.00
3	202110070373	1	00:11:09	4	Multiple-Avenal/Corcoran C	Multiple-Avenal/Corcoran C	Yes		\$0.00
4	202110070470	1	00:06:07	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
5	202110120468	1	00:06:34	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
6	202110180095	1	00:07:54	0		Better Time Request	Yes		\$0.00
7	202110190133	1	00:06:40	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
8	202110190701	1	00:23:16	16		Multiple-Avenal/Corcoran C	Yes		\$0.00
9	202110200512	1	00:03:30	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
10	202110210171	1	00:10:40	3	Crew-Chute Time > 2 Minut		No		\$0.00
11	202110210550	1	00:04:52	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
12	202110210798	1	00:05:47	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
13	202110230287	1	00:11:59	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
14	202110240459	1	00:15:23	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
15	202110260433	1	00:15:37	8		Multiple-Avenal/Corcoran C	Yes		\$0.00
16	202110300178	1	00:18:08	11	Delay-Low Levels		No		\$0.00
17	202110300210	1	00:12:01	5		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	202110010098	2	00:08:58	1	Unit-Not Tracking Unable to		No		\$0.00
19	202110010224	2	00:08:26	1	Not Late-Upgraded	Not Late-Upgraded	Yes		\$0.00
20	202110020278	2	00:21:17	14		Multiple-Avenal/Corcoran C	Yes		\$0.00
21	202110040056	2	00:08:00	0	Crew-Failed to Advise At-Sc	Crew-Failed to Advise At-Sc	Yes		\$0.00
22	202110070256	2	00:09:37	2	Delay-Distance		No		\$0.00
23	202110140431	2	00:06:32	0		Crew-Failed to Advise At-Sc	Yes		\$0.00
24	202110170579	2	00:27:36	20	Delay-Low Levels		No		\$0.00
25	202110200245	2	00:08:20	1	Better Time Request	Adjusted	No		\$0.00
26	202110240240	2	00:18:36	11		Multiple-Avenal/Corcoran C	Yes		\$0.00
27	202110260782	2	00:12:34	5	Crew-Difficulty Locating		No		\$0.00
28	202110270528	2	00:18:52	11	APOD	APOD	Yes		\$0.00
29	202110280415	2	00:12:36	5	Multiple-2 or More Units Ou	Multiple-2 or More Units Ou	Yes		\$0.00
30	202110290120	2	00:25:33	18		Delay-Fog	Yes		\$0.00
31	202110300209	2	00:39:13	32		Multiple-Avenal/Corcoran C	Yes		\$0.00
32	202110310581	2	00:10:38	3	Delay-Distance		No		\$0.00
33	202110040245	3	00:19:38	5			Yes		\$0.00
34	202110040250	3	00:35:11	21			Yes		\$0.00
35	202110040262	3	00:18:06	4			Yes		\$0.00
36	202110070383	3	00:15:17	1			Yes		\$0.00
37	202110130393	3	00:21:04	7			Yes		\$0.00
38	202110180558	3	00:25:10	11			No		\$0.00
39	202110180748	3	00:49:04	35			No		\$0.00
40	202110210481	3	00:20:02	6			No		\$0.00
41	202110210831	3	00:23:43	9			No		\$0.00
42	202110230515	3	00:31:50	17			No		\$0.00
43	202110230672	3	00:29:20	15			No		\$0.00
44	202110240447	3	00:34:05	20			No		\$0.00

Corcoran

EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated Damages
45 202110280122	3	00:26:07	12			No		\$0.00
46 202110300192	3	00:41:13	27			No		\$0.00
47 202110310495	3	00:17:51	3			No		\$0.00
			Priority 1 & 2	94.59 %	Priority 3	100.00 %		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110010003	1	00:08:55	1	Delay-Distance		No		\$0.00
2	202110010110	1	00:10:59	3	Delay-Distance		No		\$0.00
3	202110010303	1	00:10:51	3	Delay-Geo File Error		No		\$0.00
4	202110010333	1	00:04:53	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
5	202110020225	1	00:07:06	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
6	202110030003	1	00:05:25	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
7	202110030152	1	00:08:52	1	Delay-Distance		No		\$0.00
8	202110040368	1	00:13:33	6	Delay-Closer Unit		No		\$0.00
9	202110050065	1	00:13:02	6	Delay-Distance		No		\$0.00
10	202110050341	1	00:09:06	2	Delay-Closer Unit		No		\$0.00
11	202110050658	1	00:07:18	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
12	202110080124	1	00:08:30	1	Delay-Closer Unit		No		\$0.00
13	202110090039	1	00:09:40	2	Delay-Distance		No		\$0.00
14	202110120741	1	00:11:19	4		Multiple-Multi-Casualty (EO	Yes		\$0.00
15	202110140489	1	00:10:44	3	Delay-Traffic		No		\$0.00
16	202110160050	1	00:09:28	2	Crew-Chute Time > 2 Minut		No		\$0.00
17	202110160251	1	00:08:15	1	Delay-Distance		No		\$0.00
18	202110160315	1	00:08:13	1	Delay-Distance		No		\$0.00
19	202110160373	1	00:10:11	3	Delay-Distance		No		\$0.00
20	202110170090	1	00:10:20	3	Delay-Distance		No		\$0.00
21	202110170108	1	00:08:04	1	Delay-Closer Unit		No		\$0.00
22	202110170495	1	00:08:06	1	Delay-Distance		No		\$0.00
23	202110190071	1	00:11:24	4	Delay-Distance		No		\$0.00
24	202110220515	1	00:08:22	1	Delay-Closer Unit		No		\$0.00
25	202110230261	1	00:05:39	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
26	202110240579	1	00:04:28	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
27	202110250202	1	00:08:32	1	Delay-Distance		No		\$0.00
28	202110260223	1	00:08:07	1	Delay-Distance		No		\$0.00
29	202110300087	1	00:29:02	22		Delay-Higher Priority, \$\$\$ A	Yes		\$0.00
30	202110300362	1	00:17:26	10	Delay-Distance		No		\$0.00
31	202110030432	2	00:05:17	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
32	202110040054	2	00:08:43	1	Delay-Distance		No		\$0.00
33	202110050663	2	00:08:09	1	Delay-Higher Priority, \$\$\$ A	Adjusted	No		\$0.00
34	202110070717	2	00:07:54	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
35	202110090303	2	00:08:59	1	Delay-Distance		No		\$0.00
36	202110110312	2	00:04:36	0		Crew-Failed to Advise At-Sr	Yes		\$0.00
37	202110120232	2	00:09:28	2	Delay-Distance		No		\$0.00
38	202110120689	2	00:11:17	4	Delay-\$\$\$, Adjust Fine	Adjusted	No		\$0.00
39	202110120752	2	00:08:48	1	Delay-Distance		No		\$0.00
40	202110140524	2	00:08:03	1	Better Time Request	Better Time Request	Yes		\$0.00
41	202110140561	2	00:14:01	7		APOD	Yes		\$0.00
42	202110160062	2	00:11:26	4	Delay-Distance		No		\$0.00
43	202110180009	2	00:10:12	3	Multiple-2 or More Units Ou	Multiple-2 or More Units Ou	Yes		\$0.00
44	202110190061	2	00:07:59	0		Crew-Failed to Advise At-Sr	Yes		\$0.00

Hanford									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
45	202110220583	2	00:08:36	1	Delay-Distance	No			\$0.00
46	202110230640	2	00:08:36	1	Delay-Distance	No			\$0.00
47	202110230665	2	00:09:17	2	Delay-Distance	No			\$0.00
48	202110290494	2	00:14:40	7		Multiple-2 or More Units Ou	Yes		\$0.00
49	202110290932	2	00:09:07	2	Delay-Distance	No			\$0.00
50	202110310338	2	00:09:35	2	Crew-Chute Time > 2 Minut	No			\$0.00
51	202110020322	3	00:15:19	1		Yes			\$0.00
52	202110030387	3	00:23:47	9		Yes			\$0.00
53	202110040390	3	00:16:23	2		Yes			\$0.00
54	202110040473	3	00:15:06	1		Yes			\$0.00
55	202110050315	3	00:20:15	6		Yes			\$0.00
56	202110060216	3	00:21:15	7		Yes			\$0.00
57	202110080323	3	00:21:15	7		Yes			\$0.00
58	202110080414	3	00:52:15	38		Yes			\$0.00
59	202110090571	3	00:31:49	17		Yes			\$0.00
60	202110140466	3	00:19:09	5		Yes			\$0.00
61	202110150282	3	00:17:25	3		Yes			\$0.00
62	202110170522	3	00:16:40	2		No			\$0.00
63	202110170782	3	00:16:12	2		No			\$0.00
64	202110170804	3	00:30:56	16		No			\$0.00
65	202110180577	3	00:24:23	10		No			\$0.00
66	202110200681	3	00:23:01	9		No			\$0.00
67	202110210281	3	00:23:13	9		No			\$0.00
68	202110220505	3	00:27:32	13		No			\$0.00
69	202110220599	3	00:27:03	13		No			\$0.00
70	202110220601	3	00:25:49	11		No			\$0.00
71	202110230663	3	00:07:05	0		No			\$0.00
72	202110260684	3	00:16:46	2		No			\$0.00
73	202110280531	3	00:24:49	10		No			\$0.00
74	202110300214	3	00:30:28	16		No			\$0.00
75	202110310552	3	00:17:07	3		No			\$0.00
				Priority 1 & 2	90.63 %	Priority 3	100.00 %		\$0.00

Lemoore									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110160464	1	00:10:17	3	Delay-Distance		No		\$0.00
2	202110170470	1	00:10:47	3		Multiple-Multi-Casualty Out	Yes		\$0.00
3	202110170536	1	00:08:06	1		Multiple-2 or More Units Ou	Yes		\$0.00
4	202110170538	1	00:15:18	8	Delay-Low Levels		No		\$0.00
5	202110180697	1	00:08:56	1	Delay-Distance		No		\$0.00
6	202110220276	1	00:09:51	2	Delay-Low Levels		No		\$0.00
7	202110230055	1	00:09:50	2	Crew-Chute Time > 2 Minut		No		\$0.00
8	202110280042	1	00:11:12	4	Delay-Distance		No		\$0.00
9	202110080501	2	00:16:23	9		Not Late-Upgraded	Yes		\$0.00
10	202110090612	2	00:08:31	1	Delay-Distance		No		\$0.00
11	202110180176	2	00:08:22	1	Delay-Distance		No		\$0.00
12	202110290598	2	00:16:44	9		Not Late-Upgraded	Yes		\$0.00
13	202110310415	2	00:08:00	0		Crew-Failed to Advise At-S	Yes		\$0.00
14	202110050128	3	00:21:44	7			Yes		\$0.00
15	202110140446	3	00:37:01	23			Yes		\$0.00
16	202110160556	3	00:05:41	0			No		\$0.00
17	202110190614	3	00:08:20	0			No		\$0.00
18	202110220512	3	00:15:55	1			No		\$0.00
19	202110300468	3	00:19:16	5			No		\$0.00
Priority 1 & 2				93.38 %	Priority 3		100.00 %		\$0.00
*Compliance After Appeals					Metro	Approved	69		\$0.00
						Non Approved	90		
							159		

Rural

Rural EOA Zones									
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	Excessive Delay \$	Liquidated	Damages
1	202110060587	1	00:25:37	6		Not Late-Distance Greater	Yes		\$0.00
2	202110110139	1	00:21:47	2	Delay-Distance		No		\$0.00
3	202110110501	1	00:22:09	3	Crew-Chute Time > 2 Minut		No		\$0.00
4	202110130063	1	00:33:52	14	Crew-Chute Time > 2 Minut		No		\$0.00
5	202110130354	1	00:25:36	6	Crew-Extended Chute Time		No		\$0.00
6	202110130689	1	00:25:48	6		Multiple-Avenal/Corcoran C	Yes		\$0.00
7	202110170568	1	00:28:40	9	Delay-Distance		No		\$0.00
8	202110190661	1	00:22:41	3		Not Late-Distance Greater	Yes		\$0.00
9	202110230032	1	00:24:59	5	Crew-Extended Chute Time		No		\$0.00
10	202110270304	1	00:20:36	1	Delay-Distance		No		\$0.00
11	202110290136	1	00:46:15	27	Delay-Distance		No		\$0.00
12	202110010106	2	00:16:55	0	Better Time Request	Better Time Request	Yes		\$0.00
13	202110050025	2	00:23:47	4	Crew-Extended Chute Time		No		\$0.00
14	202110080433	2	00:23:57	4		Multiple-Avenal/Corcoran C	Yes		\$0.00
15	202110130004	2	00:31:07	12		Not Late-Upgraded	Yes		\$0.00
16	202110130313	2	00:11:53	0		Crew-Chute Time > 2 Minut	Yes		\$0.00
17	202110180753	2	00:42:45	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
18	202110190328	2	00:38:09	19		Not Late-Distance Greater	Yes		\$0.00
19	202110200661	2	00:42:21	23		Multiple-Avenal/Corcoran C	Yes		\$0.00
20	202110260324	3	00:30:37	1			No		\$0.00
				Priority 1 & 2	92.85 %	Priority 3	100.00 %		\$0.00
*Compliance After Appeals					Rural	Approved	10		\$0.00
						Non Approved	10		
							20		

Compliance Response Summary October 2021

Metro

Before Appeals

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Request	768	544	12	264
Arrivals	737	517	12	263
Transports	487	325	12	254
Late Arrivals	110	49	0	19
% before adjustment	85.07 %	90.52 %	100.00 %	92.77 %
Approved Appeals	49	20	0	10

After Appeals

Adjusted Arrivals	676	488	12	254
Adjusted Late Arrivals	61	29	0	9
% adjusted	91.72 %	94.39 %	100.00 %	96.57 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00	\$0.00

Rural

Before Appeals

	Priority 1 & 2	Priority 3	Priority 5
Request	147	51	0
Arrivals	126	48	0
Transports	83	34	0
Late Arrivals	19	1	0
% before adjustment	84.92 %	97.91 %	0.00 %
Approved Appeals	10	0	0

After Appeals

Adjusted Arrivals	117	47	0
Adjusted Late Arrivals	9	0	0
% adjusted	92.85 %	97.91 %	0.00 %
Total Liquidated Damages	\$0.00	\$0.00	\$0.00

Extended Times October 2021

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

Crew Chute

	Incident #	Priority	Zone	Elapsed Time
1	202110010112	2	KR25	00:02:44
2	202110010670	5	KM08	00:02:47
3	202110010689	5	KM08	00:02:33
4	202110010770	5	KM08	00:02:22
5	202110020005	5	KM08	00:02:08
6	202110020009	3	KM08	00:02:56
7	202110020102	1	KM21	00:03:16
8	202110020497	3	KM07	00:02:16
9	202110030432	2	KM08	00:03:17
10	202110030486	1	KM21	00:02:01
11	202110040056	2	KM21	00:02:05
12	202110040604	5	KM08	00:04:29
13	202110050039	3	KM08	00:02:40
14	202110050128	3	KM06	00:02:42
15	202110050427	5	KM07	00:02:03
16	202110060216	3	KM08	00:02:14
17	202110060491	3	KM06	00:03:52
18	202110060588	2	KR16	00:02:48
19	202110070017	3	KM22	00:02:05
20	202110070091	5	KM08	00:03:49
21	202110070124	1	KM08	00:02:20
22	202110070256	2	KM21	00:02:27
23	202110070266	2	KR23	00:03:06
24	202110080058	3	KM21	00:04:43
25	202110080658	3	KM08	00:03:07
26	202110090037	5	KM08	00:02:25
27	202110090060	1	KM07	00:02:09
28	202110090122	2	KM08	00:02:26
29	202110100119	3	KM21	00:02:35
30	202110110128	5	KM08	00:02:05
31	202110120200	1	KR25	00:02:03
32	202110120725	3	KM21	00:03:07
33	202110130053	5	KM08	00:02:29
34	202110130063	1	KR30	00:02:03
35	202110130257	5	KM08	00:02:28
36	202110140032	1	KM08	00:02:05
37	202110140489	1	KM08	00:02:48
38	202110150064	1	KR16	00:02:58
39	202110160065	3	KM08	00:02:25

	Incident #	Priority	Zone	Elapsed Time
40	202110170203	1	KR25	00:02:17
41	202110180084	5	KM08	00:02:18
42	202110190061	2	KM08	00:02:13
43	202110190106	5	KM08	00:02:39
44	202110190267	5	KM08	00:02:11
45	202110190515	5	KM08	00:02:38
46	202110200265	1	KM08	00:02:03
47	202110200637	2	KM21	00:02:12
48	202110210013	5	KM08	00:02:06
49	202110210052	3	KM21	00:02:04
50	202110210098	2	KM21	00:02:07
51	202110210493	3	KM21	00:04:11
52	202110220143	1	KR25	00:02:41
53	202110220510	2	KM06	00:02:04
54	202110220512	3	KM06	00:02:03
55	202110230118	5	KM08	00:02:13
56	202110230149	5	KM08	00:02:29
57	202110230746	3	KM21	00:02:08
58	202110250096	3	KM08	00:03:07
59	202110260657	3	KM08	00:02:32
60	202110260700	5	KM08	00:02:15
61	202110270014	1	KM22	00:02:02
62	202110270066	3	KM21	00:02:16
63	202110270124	2	KM21	00:02:05
64	202110280019	3	KM21	00:02:16
65	202110280044	5	KM08	00:02:54
66	202110280094	3	KM08	00:02:16
67	202110280118	1	KR25	00:02:10
68	202110280649	5	KM08	00:03:01
69	202110280825	2	KM21	00:02:52
70	202110290088	3	KM21	00:04:16
71	202110290707	2	KM08	00:02:48
72	202110300026	1	KM07	00:03:50
73	202110300103	1	KM08	00:02:31
74	202110300170	5	KM08	00:02:19
75	202110300218	5	KM08	00:02:12
76	202110300468	3	KM06	00:02:38
77	202110300749	3	KM07	00:02:03
78	202110300870	2	KM06	00:02:37
79	202110310044	1	KR11	00:02:07
80	202110310338	2	KM08	00:03:49

Percent of Responses with Extended Crew Chute Times: 4.53%

Dispatch Times

	Incident #	Priority	Zone	Elapsed Time
1	202110040390	3	KM08	00:11:10
2	202110080414	3	KM08	00:27:25
3	202110090571	3	KM08	00:24:07
4	202110120715	3	KM06	00:27:26
5	202110120716	3	KM08	00:28:24
6	202110120762	3	KM21	00:51:58
7	202110130004	2	KR25	00:21:37
8	202110210619	1	KM08	00:02:06
Percent of Responses with Extended Dispatch Times: 0.53%				

Quarterly Activity Reports

Quarterly Activity

Consumer Inquiries

Date	Issue	Disposition
08/31/2021	High acuity call; patient's family states the paramedic wasn't explaining what she was doing for their family member.	Apologized to the family and reminded the paramedic that even during high acuity calls it's helpful to include the patient's family in discussion about the care you are providing.

Special Events

Date	Issue	Location/Additional Info
08/31/2021	Hanford PD National Night Out - Hands Only CPR	Hanford PD

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/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Metro													
Priorities 1 & 2 (8 minutes or less - 90%)	83.69	78.65	84.17	88.00	85.71	90.58	90.95	92.40	85.45	91.25	92.94	91.72	88.10
Priority 3 (15 minutes or less - 90%)	93.68	85.74	93.13	90.63	92.76	97.61	98.79	97.55	95.70	98.29	95.49	94.39	94.69
Priority 4 (15 minutes or less - 90%)			90.00*			94.28*			90.32*			100.00*	93.28
Priority 5 (30 minutes or less - 90%)	97.56	95.62	96.41	98.64	95.13	99.17	100.00	98.23	97.69	99.61	97.99	96.57	97.70
Rural													
Priorities 1 & 2 (20 minutes or less - 90%)	95.90	93.02	92.13	94.52	91.81	96.55	90.83	93.75	90.98	94.00	96.00	92.85	93.58
Priority 3 (30 minutes or less - 90%)	91.17	92.68	100.00	97.61	92.45	100.00	97.56	100.00	98.36	100.00	100.00	97.91	97.38
Priority 5 (30 minutes or less - 90%)			100.00*			81.81*			100.00*			0.00*	90.90

* Reported Quarterly

Call Volume

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Metro													
Request	1,453	1,582	1,514	1,281	1,337	1,507	1,555	1,487	1,676	1,757	1,730	1,625	18,504
Arrived	1,404	1,519	1,477	1,241	1,291	1,439	1,498	1,440	1,625	1,698	1,676	1,566	17,874
Transported	1,178	1,154	1,038	954	1,030	1,131	1,189	1,165	1,369	1,282	1,119	1,115	13,724
Rural													
Request	169	183	132	124	191	178	178	158	213	211	215	199	2,151
Arrived	158	171	129	118	169	161	163	141	187	193	200	175	1,965
Transported	125	118	74	81	128	132	112	112	153	149	117	118	1,419

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

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request	222	439	288	258	231	349	208	209	421	270	388	381	3,664
Arrived	199	392	267	242	209	324	190	195	389	235	361	348	3,351
Transported	162	316	195	198	175	272	144	165	330	178	243	297	2,675

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

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request	4	5	4	8	6	2	8	7	12	18	5	11	90
Arrived	3	5	4	6	4	1	6	6	7	9	4	8	63
Transported	2	5	2	5	3	1	2	4	4	6	2	4	40

Outside Region (Z Zones)

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request	0	1	0	3	0	0	0	1	0	0	0	0	5
Arrived	0	1	0	2	0	0	0	0	0	0	0	0	3
Transported	0	0	0	2	0	0	0	0	0	0	0	0	2

Other Providers into EOA Zones

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request	95	106	92	47	64	80	84	74	88	107	82	74	993
Arrived	74	82	84	40	57	63	78	65	65	96	69	62	835
Transported	62	72	72	38	50	54	64	57	63	94	63	59	748

Helicopter Providers into EOA Zones

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request	29	9	17	17	27	16	31	30	37	20	23	28	284
Arrived	21	6	14	13	17	14	15	22	27	13	15	22	199
Transported	19	6	12	13	16	13	14	19	26	13	15	20	186

Liquidated Damages

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Amount	0	0	0	0	0	5,000	0	0	0	0	0	0	5,000

Kings County Monthly and Year To Date Activity

Request / Arrivals / Transports

	Nov/ 2020	Dec/ 2020	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	YTD
Request													
American Ambulance	1,548	1,690	1,571	1,368	1,475	1,626	1,656	1,589	1,829	1,873	1,875	1,766	19,866
NAS Lemoore	4	2	2	6	6	2	8	5	7	16	4	7	69
Kingsburg	3	6	3	4	2	5	1	3	3	6	6	5	47
Riverdale	76	89	82	37	55	72	77	64	82	96	72	64	866
CHP	1								1	1		1	4
Skylife	15	4	9	5	13	8	17	17	14	11	10	11	134
Out of Area Helicopters													0
Critical Care Transports	16	3	10	5	4	7	9	3	11	9	11	12	100
Neonatal Transports	7	8	6	5	1	8	6	8	4	5	4	5	67
Out of County Units	51	51	44	36	44	65	58	52	64	62	61	69	657
Monthly Totals	1,721	1,853	1,727	1,466	1,600	1,793	1,832	1,741	2,015	2,079	2,043	1,940	21,810

Arrived													
American Ambulance	1,491	1,610	1,527	1,320	1,406	1,538	1,584	1,520	1,750	1,795	1,808	1,680	19,029
NAS Lemoore	3	2	2	5	4	1	6	4	4	9	3	4	47
Kingsburg	2	4	2	3	2	5	1	2	3	3	3	2	32
Riverdale	59	65	75	32	47	53	70	57	56	89	64	55	722
CHP	1								1	0		1	3
Skylife	8	2	6	1	5	6	3	10	6	4	3	5	59
Out of Area Helicopters													0
Critical Care Transports	7	1	4	3	2	4	5	2	2	1	3	6	40
Neonatal Transports	7	8	6	4	1	8	6	7	4	4	3	5	63
Out of County Units	25	31	31	24	29	43	34	33	32	33	41	38	394
Monthly Totals	1,603	1,723	1,653	1,392	1,496	1,658	1,709	1,635	1,858	1,938	1,928	1,796	20,389

Transported													
American Ambulance	1,241	1,201	1,042	998	1,108	1,207	1,237	1,220	1,460	1,337	1,172	1,172	14,395
NAS Lemoore	2	2	0	4	3	1	2	3	2	6	2	2	29
Kingsburg	2	3	1	3	1	3	0	2	1	3	2	1	22
Riverdale	48	55	63	30	42	47	56	50	55	88	60	52	646
CHP	0								0	0		0	0
Skylife	7	1	4	1	4	5	2	8	5	4	2	5	48
Out of Area Helicopters													0
Critical Care Transports	7	1	4	3	2	4	4	2	2	1	3	7	40
Neonatal Transports	6	8	6	4	1	7	6	7	4	4	3	5	61
Out of County Units	4	11	0	3	6	3	0	0	3	3	1	4	38
Monthly Totals	1,317	1,282	1,120	1,046	1,167	1,277	1,307	1,292	1,532	1,446	1,245	1,248	15,279

End of Report