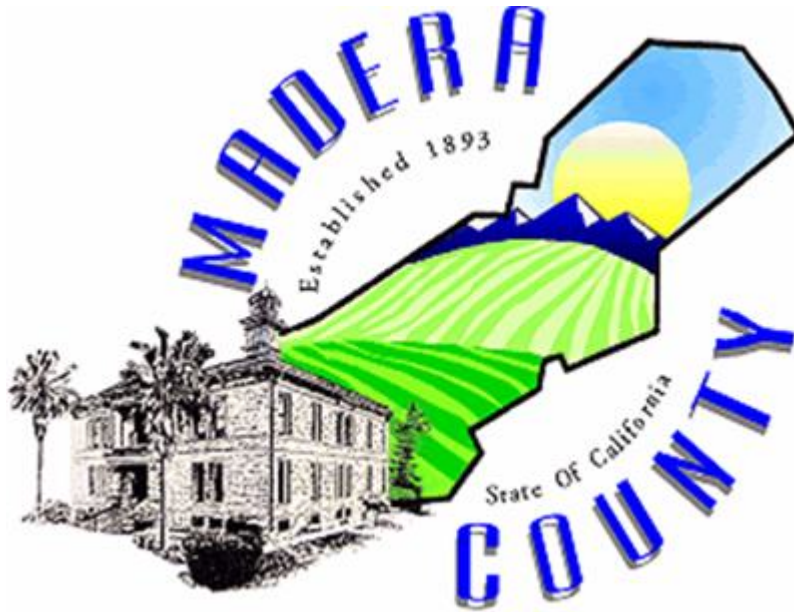


Madera County EMCC



Emergency Ambulance Service
Advanced Life Support Ambulance Service

Provider Performance Report

October 2021

November 2021

December 2021

Contract Performance Report

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Madera County EMCC Membership

Name	Organization
Marisol Torres Stephanie Nathan	Madera County Public Health Department
Joseph Wilder	Madera County Sheriff
Monte Pistoresi Ted Pistoresi	Pistoresi Ambulance
Ed Guzman Chris Ferbrache	Sierra Ambulance
Peter Sotello Justin Smith	Central California Women's Facility
Matt Watson Anthony Garcia	Cal Fire - Madera County
Craig Kunzler Vacant	California Highway Patrol
Dave Riviere	Chowchilla City Police Department
Dino Lawson Ron Autry	Madera City Police Department
Vacant Vacant	Madera Community Hospital
Harry Turner Fred Gaumnitz	Chowchilla City Fire Department
Mary Jo Quintero Vacant	Valley Children's Hospital
Jamie Martin Brian Hughes	F/K/M Emergency Medical Services Dispatch
Lisa Epps Shane Clark	SkyLife
Danny Suarez Casey Craig	Madera/Mariposa Cal Fire Dispatch



County Of Madera

Date January 13, 2022
To Madera County EMCC
From Daniel Lynch, EMS Division Manager 
Subject County of Madera Ambulance Provider Performance Reports

Discussion

1. Compliance report for the Ambulance Services within Madera County
 - Compliance Summary
 - Equality of Service Report
 - Response List - late call list
 - Zone Performance Activity
 - Extended Crew Chute Times
 - Vehicle Issues
 - Consumer Inquiries
 - Special Events
 - Codes and Definitions
 - Madera County Year to Date Totals
 - County-wide Ambulance Activity Reports

Performance Report

Pistoresi Ambulance

Sierra Ambulance

Pistoresi Ambulance Service

October 2021

Madera

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	85.22 %	No
Priority 3	(20 minutes or less - 95%)	83.71 %	No
Priority 4	(20 minutes or less - 95%)	90.00 %	No
Priority 5	(30 minutes or less - 95%)	90.66 %	No
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	80.80 %	No
Priority 3	(30 minutes or less - 95%)	85.71 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

Chowchilla

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	71.73 %	No
Priority 3	(20 minutes or less - 95%)	76.92 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	94.44 %	No
Priority 3	(30 minutes or less - 95%)	79.31 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

*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.

November 2021

Madera

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	84.84 %	No
Priority 3	(20 minutes or less - 95%)	86.92 %	No
Priority 4	(20 minutes or less - 95%)	87.50 %	No
Priority 5	(30 minutes or less - 95%)	90.27 %	No
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	89.34 %	No
Priority 3	(30 minutes or less - 95%)	92.42 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

Chowchilla

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	77.50 %	No
Priority 3	(20 minutes or less - 95%)	89.83 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	91.66 %	No
Priority 3	(30 minutes or less - 95%)	83.33 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

*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.

December 2021

Madera

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	83.24 %	No
Priority 3	(20 minutes or less - 95%)	92.15 %	No
Priority 4	(20 minutes or less - 95%)	80.00 %	No
Priority 5	(30 minutes or less - 95%)	92.45 %	No
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	90.82 %	No
Priority 3	(30 minutes or less - 95%)	84.84 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

Chowchilla

		Compliance	Complied
Metro			
Priorities 1 & 2	(10 minutes or less - 95%)	74.19 %	No
Priority 3	(20 minutes or less - 95%)	86.76 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	Yes
Rural			
Priorities 1 & 2	(20 minutes or less - 95%)	92.06 %	No
Priority 3	(30 minutes or less - 95%)	92.30 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	Yes

*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.

Sierra Ambulance Service

October 2021

		Compliance	Complied
Mountain Metro			
Priorities 1 & 2	(20 minutes or less - 95%)	92.64 %	No
Priority 3	(30 minutes or less - 95%)	83.05 %	No
Priority 4	(30 minutes or less - 95%)		N/A
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Mountain Rural			
Priorities 1 & 2	(30 minutes or less - 95%)	85.71 %	No
Priority 3	(40 minutes or less - 95%)	89.74 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Wilderness			
Priorities 1 & 2	(60 minutes or less - 95%)	100.00 %	Yes
Priority 3	(90 minutes or less - 95%)	100.00 %	Yes
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

*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.

November 2021

		Compliance	Complied
Mountain Metro			
Priorities 1 & 2	(20 minutes or less - 95%)	87.50 %	No
Priority 3	(30 minutes or less - 95%)	92.15 %	No
Priority 4	(30 minutes or less - 95%)		N/A
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Mountain Rural			
Priorities 1 & 2	(30 minutes or less - 95%)	92.07 %	No
Priority 3	(40 minutes or less - 95%)	90.78 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Wilderness			
Priorities 1 & 2	(60 minutes or less - 95%)		N/A
Priority 3	(90 minutes or less - 95%)		N/A
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

*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.

December 2021

		Compliance	Complied
Mountain Metro			
Priorities 1 & 2	(20 minutes or less - 95%)	79.74 %	No
Priority 3	(30 minutes or less - 95%)	89.79 %	No
Priority 4	(30 minutes or less - 95%)		N/A
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A
Mountain Rural			
Priorities 1 & 2	(30 minutes or less - 95%)	89.77 %	No
Priority 3	(40 minutes or less - 95%)	92.95 %	No
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	Yes
Wilderness			
Priorities 1 & 2	(60 minutes or less - 95%)	0.00 %	No
Priority 3	(90 minutes or less - 95%)	100.00 %	Yes
Priority 5	(30 minutes or less - 95%)	Quarterly Measurement*	N/A

*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.

October 2021

Equality of Service by Zone October 2021

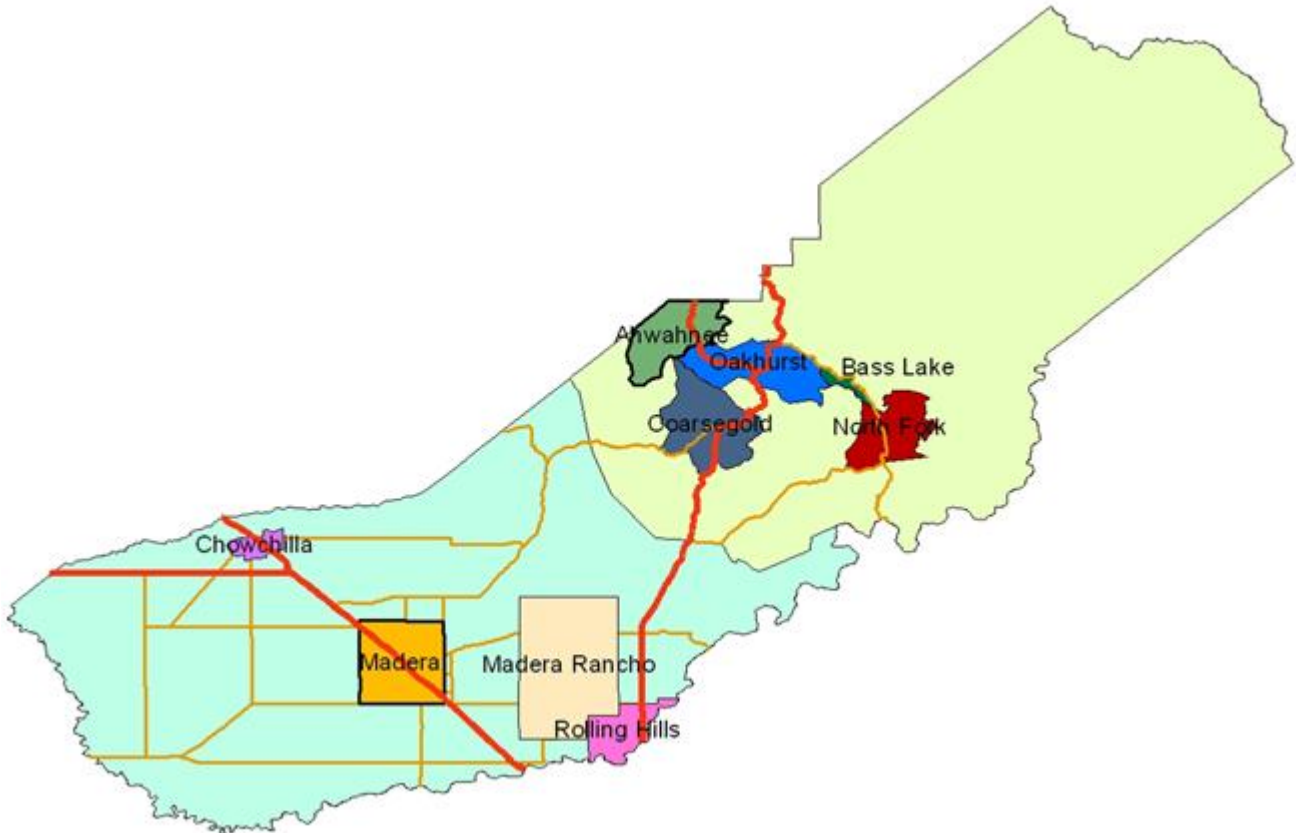
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
M80 - M82	Ahwahnee	9	9	2	6	77.77 %	12	11	0	4	100.00 %
M91	Bass Lake	9	9	0	6	100.00 %	3	3	0	1	100.00 %
CH01	Chowchilla	94	92	26	38	71.73 %	71	65	15	33	76.92 %
M73	Coarsegold	39	37	2	16	94.59 %	31	29	4	18	86.20 %
M01 - M07	Madera	440	406	60	237	85.22 %	287	264	43	178	83.71 %
M27 & M37	Madera Ranchos	32	31	5	23	83.87 %	17	15	1	10	93.33 %
M94	North Fork	12	11	3	4	72.72 %	9	9	1	6	88.88 %
M86	Oakhurst	52	50	3	25	94.00 %	40	37	7	17	81.08 %
R-Madera 01	Rolling Hills	15	15	0	9	100.00 %	14	14	3	12	78.57 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
		Requests	Arrivals	Late	Requests	Arrivals	Late
CH44	CCWF	20	19	18	17	17	15
CH44	VSP	4	4	4	6	6	6

* Outside EOA

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



Late Calls by Zone - Pistoresi Ambulance October 2021

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110010380	1	00:17:30	8		No
2	202110010436	1	00:11:18	2		No
3	202110030401	1	00:15:16	6		No
4	202110030561	1	00:16:50	7		No
5	202110050481	1	00:13:03	4		No
6	202110060193	1	00:11:25	2		No
7	202110060236	1	00:10:26	1		No
8	202110100020	1	00:18:17	9		No
9	202110100288	1	00:15:55	6		No
10	202110120223	1	00:10:53	1		No
11	202110130558	1	00:08:20	0		No
12	202110140008	1	00:15:22	6		No
13	202110140629	1	00:12:02	3		No
14	202110150782	1	00:10:24	1		No
15	202110160172	1	00:11:32	2		No
16	202110160566	1	00:10:22	1		No
17	202110170057	1	00:10:14	1		No
18	202110180319	1	00:15:16	6		No
19	202110180422	1	00:27:24	18		No
20	202110190298	1	00:21:19	12		No
21	202110190715	1	00:12:39	3		No
22	202110220189	1	00:17:16	8		No
23	202110230244	1	00:19:19	10		No
24	202110230596	1	00:41:27	32		No
25	202110240463	1	00:16:35	7		No
26	202110250305	1	00:16:02	7		No
27	202110250825	1	00:16:30	7		No
28	202110260625	1	00:20:32	11		No
29	202110290451	1	00:19:03	10		No
30	202110310098	1	00:11:31	2		No
31	202110310151	1	00:20:06	11		No
32	202110310287	1	00:10:25	1		No
33	202110310306	1	00:20:22	11		No
34	202110310392	1	00:10:34	1		No
35	202110310414	1	00:20:00	10		No
36	202110010269	2	00:14:52	5		No
37	202110010561	2	00:11:30	2		No
38	202110050246	2	00:17:24	8		No
39	202110060284	2	00:18:52	9		No
40	202110060411	2	00:11:49	2		No
41	202110060441	2	00:14:00	4		No
42	202110080153	2	00:40:19	31		No
43	202110090469	2	00:13:43	4		No
44	202110130066	2	00:13:24	4		No

Late Calls by Zone - Pistoresi Ambulance October 2021

Continued from previous page

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
45	202110130145	2	00:12:00	2		No
46	202110130184	2	00:11:11	2		No
47	202110130410	2	00:10:43	1		No
48	202110150376	2	00:17:21	8		No
49	202110150486	2	00:12:03	3		No
50	202110160226	2	00:17:13	8		No
51	202110160662	2	00:25:10	16		No
52	202110170083	2	00:13:01	4		No
53	202110220042	2	00:16:49	7		No
54	202110230216	2	00:12:48	3		No
55	202110240263	2	00:11:14	2		No
56	202110240422	2	00:18:17	9		No
57	202110250844	2	00:12:20	3		No
58	202110260160	2	00:15:36	6		No
59	202110290536	2	00:21:56	12		No
60	202110300763	2	00:22:44	13		No
61	202110010586	3	00:48:03	29		No
62	202110020277	3	00:34:46	15		No
63	202110020292	3	00:42:08	23		No
64	202110020654	3	00:32:50	13		No
65	202110030366	3	00:27:53	8		No
66	202110030409	3	00:20:52	1		No
67	202110040254	3	00:47:42	28		No
68	202110040284	3	00:24:53	5		No
69	202110040503	3	00:30:01	11		No
70	202110040569	3	00:29:20	10		No
71	202110040728	3	00:22:10	3		No
72	202110060673	3	00:28:30	9		No
73	202110070474	3	00:54:15	35		No
74	202110080384	3	00:35:01	16		No
75	202110090384	3	00:24:50	5		No
76	202110090426	3	00:27:40	8		No
77	202110100319	3	00:34:35	15		No
78	202110130153	3	00:34:14	15		No
79	202110140222	3	00:26:51	7		No
80	202110150187	3	00:32:12	13		No
81	202110150300	3	00:32:23	13		No
82	202110150312	3	00:32:10	13		No
83	202110160571	3	00:25:46	6		No
84	202110160687	3	00:37:50	18		No
85	202110170291	3	00:35:09	16		No
86	202110180304	3	00:42:22	23		No
87	202110180332	3	00:24:56	5		No
88	202110180443	3	00:32:47	13		No
89	202110180584	3	00:24:00	4		No

Late Calls by Zone - Pistoresi Ambulance October 2021

Continued from previous page

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
90	202110180621	3	00:53:24	34		No
91	202110180630	3	00:28:22	9		No
92	202110200370	3	00:26:51	7		No
93	202110240252	3	00:29:22	10		No
94	202110240256	3	00:36:23	17		No
95	202110240534	3	00:25:57	6		No
96	202110250289	3	00:20:04	1		No
97	202110250295	3	00:29:36	10		No
98	202110260627	3	00:26:36	7		No
99	202110270399	3	00:20:04	1		No
100	202110280420	3	00:22:45	3		No
101	202110280634	3	00:31:07	12		No
102	202110290450	3	00:42:26	23		No
103	202110310390	3	00:30:37	11		No
104	202110010368	4	01:12:34	53		No
105	202110070667	5	00:59:36	30		No
106	202110110666	5	01:13:09	44		No
107	202110150809	5	00:31:33	2		No
108	202110160709	5	02:16:10	107		No
109	202110190545	5	00:32:27	3		No
110	202110230419	5	00:46:12	17		No
111	202110300536	5	00:46:30	17		No
Priority 1 & 2				85.22 %	Priority 3 83.71 %	

Madera Valley Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110030207	1	00:23:34	4		No
2	202110030589	1	00:21:17	2		No
3	202110040176	1	00:33:05	14		No
4	202110090241	1	00:26:53	7		No
5	202110100303	1	00:26:38	7		No
6	202110140501	1	00:30:25	11		No
7	202110160679	1	00:21:45	2		No
8	202110210613	1	00:20:15	1		No
9	202110230239	1	00:45:53	26		No
10	202110250805	1	00:20:21	1		No
11	202110260760	1	00:21:14	2		No
12	202110280721	1	00:23:58	4		No
13	202110290552	1	00:22:11	3		No
14	202110300169	1	00:23:30	4		No
15	202110030336	2	00:21:05	2		No
16	202110110437	2	00:20:31	1		No
17	202110130238	2	00:23:13	4		No
18	202110160671	2	00:25:07	6		No

Late Calls by Zone - Pistoresi Ambulance October 2021

Continued from previous page

Madera Valley Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
19	202110180287	2	00:20:52	1		No
20	202110200596	2	00:28:22	9		No
21	202110220297	2	00:23:08	4		No
22	202110230581	2	00:34:25	15		No
23	202110250869	2	00:25:30	6		No
24	202110280349	2	00:25:10	6		No
25	202110010714	3	00:30:11	1		No
26	202110040570	3	00:33:18	4		No
27	202110040701	3	00:37:24	8		No
28	202110090334	3	00:34:28	5		No
29	202110090399	3	00:31:59	2		No
30	202110130381	3	00:31:31	2		No
31	202110150091	3	00:37:10	8		No
32	202110180563	3	00:56:51	27		No
33	202110180847	3	00:49:35	20		No
34	202110260574	3	00:30:13	1		No
35	202110280382	3	00:35:05	6		No
Priority 1 & 2				80.80 %		
				Priority 3		85.71 %

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110030042	1	00:11:12	2		No
2	202110030215	1	00:15:16	6		No
3	202110030399	1	00:25:37	16		No
4	202110050324	1	00:12:25	3		No
5	202110060432	1	00:21:37	12		No
6	202110060619	1	00:20:40	11		No
7	202110110276	1	00:17:32	8		No
8	202110130159	1	00:18:27	9		No
9	202110130196	1	00:23:43	14		No
10	202110160424	1	00:15:34	6		No
11	202110200424	1	00:11:58	2		No
12	202110240489	1	00:24:03	15		No
13	202110260661	1	00:19:23	10		No
14	202110010597	2	00:37:32	28		No
15	202110010611	2	00:26:15	17		No
16	202110030276	2	00:17:15	8		No
17	202110040014	2	00:10:03	1		No
18	202110090448	2	00:17:17	8		No
19	202110110644	2	00:20:53	11		No
20	202110130602	2	00:10:36	1		No
21	202110150276	2	00:11:00	1		No
22	202110150400	2	00:31:33	22		No
23	202110170152	2	00:13:13	4		No

Late Calls by Zone - Pistoresi Ambulance October 2021

Continued from previous page

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
24	202110230175	2	00:11:17	2		No
25	202110280732	2	00:23:32	14		No
26	202110310320	2	00:17:52	8		No
27	202110010362	3	01:18:04	59		No
28	202110010550	3	01:01:45	42		No
29	202110010610	3	00:51:06	32		No
30	202110030281	3	00:53:03	34		No
31	202110060489	3	00:32:47	13		No
32	202110070057	3	00:22:15	3		No
33	202110090368	3	00:21:37	2		No
34	202110130203	3	00:30:08	11		No
35	202110220205	3	00:20:34	1		No
36	202110250816	3	00:47:23	28		No
37	202110250818	3	00:40:24	21		No
38	202110260722	3	00:24:23	5		No
39	202110280779	3	00:23:24	4		No
40	202110300396	3	00:24:00	4		No
41	202110310282	3	00:24:57	5		No
Priority 1 & 2				71.73 %		
				Priority 3		76.92 %

Chowchilla Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110080632	1	00:20:44	1		No
2	202110010359	2	00:25:07	6		No
3	202110020007	2	00:43:14	24		No
4	202110030403	3	00:44:49	15		No
5	202110140612	3	00:32:34	3		No
6	202110160592	3	00:42:44	13		No
7	202110180635	3	00:57:04	28		No
8	202110190043	3	00:52:42	23		No
9	202110280361	3	00:34:47	5		No
Priority 1 & 2				94.44 %		
				Priority 3		79.31 %

*Compliance After Appeals

Pistoresi	Approved	0
	Non Approved	196

Late Calls by Zone - Sierra Ambulance October 2021

Mountain Metro						
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110210660	1	00:27:58	28		No
2	202110160297	2	00:21:53	22		No
3	202110200076	2	00:23:05	24		No
4	202110200646	2	00:36:43	37		No
5	202110230120	2	00:26:08	27		No
6	202110010171	3	00:38:10	39		No
7	202110100443	3	01:37:41	98		No
8	202110130607	3	00:40:01	41		No
9	202110150558	3	01:00:22	61		No
10	202110160425	3	00:54:50	55		No
11	202110200696	3	01:01:13	62		No
12	202110230412	3	00:30:46	31		No
13	202110260500	3	00:30:09	31		No
14	202110280333	3	00:55:50	56		No
15	202110310324	3	00:56:55	57		No
Priority 1 & 2				92.64 %	Priority 3 83.05 %	

Late Calls by Zone - Sierra Ambulance October 2021

Continued from previous page

Mountain Rural						
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202110140142	1	00:32:30	3		No
2	202110150319	1	00:39:24	10		No
3	202110200633	1	00:35:38	6		No
4	202110210687	1	00:38:39	9		No
5	202110220723	1	00:34:09	5		No
6	202110230089	1	00:31:09	2		No
7	202110250159	1	00:43:05	14		No
8	202110250176	1	00:30:01	1		No
9	202110260471	1	00:32:04	3		No
10	202110020560	2	00:33:42	4		No
11	202110070231	2	00:30:09	1		No
12	202110110560	2	00:31:15	2		No
13	202110170359	2	00:31:23	2		No
14	202110200649	2	00:51:48	22		No
15	202110250243	2	00:30:18	1		No
16	202110250860	2	00:47:07	18		No
17	202110260536	2	00:42:59	13		No
18	202110270326	2	00:45:51	16		No
19	202110300580	2	00:34:41	5		No
20	202110010575	3	01:16:28	37		No
21	202110060329	3	01:17:23	38		No
22	202110190271	3	01:08:31	29		No
23	202110200692	3	00:41:33	2		No
24	202110210604	3	02:09:59	90		No
25	202110250128	3	00:41:27	2		No
26	202110270377	3	00:43:40	4		No
27	202110290367	3	01:01:31	22		No
Priority 1 & 2				85.71 %	Priority 3 89.74 %	

Wilderness						
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1						
Priority 1 & 2				100.00 %	Priority 3 100.00 %	

*Compliance After Appeals

Sierra	Approved	0
	Non Approved	42

Compliance Response Summary October 2021

Pistoresi Madera Valley Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	440	287	10	76
Arrivals	406	264	10	75
Transports	237	178	10	74
Late Arrivals	60	43	1	7
% before adjustment	85.22 %	83.71 %	90.00 %	90.66 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	346	221	9	68
Adjusted Late Arrivals	60	43	1	7
% adjusted	85.22 %	83.71 %	90.00 %	90.66 %

Pistoresi Madera Valley Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	147	85	0
Arrivals	125	77	0
Transports	86	58	0
Late Arrivals	24	11	0
% before adjustment	80.80 %	85.71 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	101	66	0
Adjusted Late Arrivals	24	11	0
% adjusted	80.80 %	85.71 %	0.00 %

Compliance Response Summary October 2021

Continued from previous page

Pistoresi Chowchilla Metro

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	94	71	0
Arrivals	92	65	0
Transports	38	33	0
Late Arrivals	26	15	0
% before adjustment	71.73 %	76.92 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	66	50	0
Adjusted Late Arrivals	26	15	0
% adjusted	71.73 %	76.92 %	0.00 %

Pistoresi Chowchilla Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	59	32	2
Arrivals	54	29	2
Transports	34	23	2
Late Arrivals	3	6	0
% before adjustment	94.44 %	79.31 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	51	23	2
Adjusted Late Arrivals	3	6	0
% adjusted	94.44 %	79.31 %	100.00 %

Compliance Response Summary October 2021

Continued from previous page

Sierra Mountain Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	71	64	0	0
Arrivals	68	59	0	0
Transports	35	28	0	0
Late Arrivals	5	10	0	0
% before adjustment	92.64 %	83.05 %	0.00 %	0.00 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	63	49	0	0
Adjusted Late Arrivals	5	10	0	0
% adjusted	92.64 %	83.05 %	0.00 %	0.00 %

Sierra Mountain Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	140	84	1
Arrivals	133	78	1
Transports	69	44	1
Late Arrivals	19	8	0
% before adjustment	85.71 %	89.74 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	114	70	1
Adjusted Late Arrivals	19	8	0
% adjusted	85.71 %	89.74 %	100.00 %

Compliance Response Summary October 2021

Continued from previous page

Sierra Wilderness

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	3	1	0
Arrivals	3	1	0
Transports	2	1	0
Late Arrivals	0	0	0
% before adjustment	100.00 %	100.00 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	3	1	0
Adjusted Late Arrivals	0	0	0
% adjusted	100.00 %	100.00 %	0.00 %

Extended Times - Pistoresi Ambulance October 2021

Crew Chute

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

Incident #	Priority	Elapsed Time	Zone	Region	
1	202110010039	3	00:03:01	M28	Madera Valley Rural
2	202110010238	1	00:02:11	M01	Madera Valley Metro
3	202110010368	4	00:02:33	M02	Madera Valley Metro
4	202110010566	2	00:02:27	CH44	Chowchilla Rural
5	202110020109	2	00:02:50	M03	Madera Valley Metro
6	202110020312	1	00:03:11	M25	Madera Valley Rural
7	202110030207	1	00:02:06	M37	Madera Valley Rural
8	202110030479	3	00:02:01	M34	Madera Valley Rural
9	202110050439	2	00:02:23	CH01	Chowchilla Metro
10	202110060236	1	00:02:34	M03	Madera Valley Metro
11	202110080070	2	00:02:30	M02	Madera Valley Metro
12	202110080239	1	00:02:39	M27	Madera Valley Rural
13	202110090026	2	00:02:56	M05	Madera Valley Metro
14	202110090469	2	00:02:56	M04	Madera Valley Metro
15	202110090629	1	00:03:23	M05	Madera Valley Metro
16	202110100020	1	00:02:24	M07	Madera Valley Metro
17	202110100062	2	00:02:04	M01	Madera Valley Metro
18	202110120195	2	00:02:38	M36	Madera Valley Rural
19	202110120248	2	00:03:39	M01	Madera Valley Metro
20	202110120314	1	00:02:17	M05	Madera Valley Metro
21	202110120445	3	00:02:20	M04	Madera Valley Metro
22	202110130267	2	00:02:19	CH01	Chowchilla Metro
23	202110130299	1	00:02:07	M36	Madera Valley Rural
24	202110140502	1	00:03:19	M06	Madera Valley Metro
25	202110140725	2	00:02:04	CH01	Chowchilla Metro
26	202110150091	3	00:04:01	RMadera Cour	Madera Valley Rural
27	202110150134	3	00:04:25	M27	Madera Valley Rural
28	202110150658	3	00:02:14	M02	Madera Valley Metro
29	202110170040	1	00:02:09	M05	Madera Valley Metro
30	202110170785	1	00:02:11	M06	Madera Valley Metro
31	202110180029	1	00:02:41	CH01	Chowchilla Metro
32	202110180418	2	00:02:02	M01	Madera Valley Metro
33	202110200061	3	00:02:48	M27	Madera Valley Rural
34	202110200099	2	00:02:05	M45	Madera Valley Rural
35	202110200269	1	00:02:10	M05	Madera Valley Metro
36	202110220016	2	00:02:56	M02	Madera Valley Metro
37	202110220123	3	00:02:14	M15	Madera Valley Rural

Extended Times - Pistoresi Ambulance October 2021

Continued from previous page

Incident #	Priority	Elapsed Time	Zone	Region	
38	202110230074	2	00:02:19	M07	Madera Valley Metro
39	202110240113	1	00:02:23	CH43	Chowchilla Rural
40	202110250156	3	00:02:02	M05	Madera Valley Metro
41	202110250224	3	00:02:10	CH01	Chowchilla Metro
42	202110280358	2	00:02:08	M27	Madera Valley Rural
43	202110280528	3	00:02:54	M02	Madera Valley Metro
44	202110290112	3	00:02:53	M02	Madera Valley Metro
45	202110300123	1	00:03:06	CH01	Chowchilla Metro
46	202110300256	3	00:02:09	M02	Madera Valley Metro
47	202110310141	3	00:02:40	M01	Madera Valley Metro
48	202110310422	1	00:04:07	M04	Madera Valley Metro

Percent of Responses with Extended Crew Chute Times: 4.27%

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

Extended Times - Pistoresi Ambulance October 2021

Continued from previous page

Incident #	Priority	Elapsed Time	Zone	Region	
1	202110010368	4	00:09:48	M02	Madera Valley Rural
2	202110010537	3	00:45:59	M02	Madera Valley Rural
3	202110010586	3	00:13:24	M07	Madera Valley Rural
4	202110020310	1	00:02:19	M25	Madera Valley Rural
5	202110020652	3	00:07:51	M03	Madera Valley Rural
6	202110030479	3	00:11:57	M34	Madera Valley Rural
7	202110040569	3	00:10:57	M02	Madera Valley Rural
8	202110040570	3	00:05:53	M36	Madera Valley Rural
9	202110040701	3	00:13:03	M36	Madera Valley Rural
10	202110040728	3	00:09:01	M02	Madera Valley Rural
11	202110060501	1	00:03:03	M02	Madera Valley Rural
12	202110060673	3	00:32:04	M05	Madera Valley Rural
13	202110070523	3	00:05:07	M01	Madera Valley Rural
14	202110070642	3	00:23:06	CH44	Madera Valley Rural
15	202110070662	3	00:42:57	M05	Madera Valley Rural
16	202110080384	3	00:05:17	M05	Madera Valley Rural
17	202110080604	3	00:25:23	M02	Madera Valley Rural
18	202110090384	3	00:09:46	M04	Madera Valley Rural
19	202110090399	3	00:22:51	M27	Madera Valley Rural
20	202110090420	3	00:38:23	M02	Madera Valley Rural
21	202110090426	3	00:34:35	M02	Madera Valley Rural
22	202110100319	3	00:29:53	M05	Madera Valley Rural
23	202110140222	3	00:07:41	M02	Madera Valley Rural
24	202110150187	3	00:08:25	M05	Madera Valley Rural
25	202110150276	2	00:06:15	CH01	Madera Valley Rural
26	202110150486	2	00:05:41	M02	Madera Valley Rural
27	202110150705	3	00:09:34	M46	Madera Valley Rural
28	202110150762	3	00:41:33	M26	Madera Valley Rural
29	202110160571	3	00:14:59	M07	Madera Valley Rural
30	202110160592	3	00:15:52	CH44	Madera Valley Rural
31	202110160603	4	00:29:04	M02	Madera Valley Rural
32	202110210547	1	00:02:13	RMadera Coun	Madera Valley Rural
33	202110210579	1	00:02:17	M26	Madera Valley Rural
34	202110240370	2	00:02:22	CH31	Madera Valley Rural

Percent of Responses with Extended Dispatch Times: 2.78%

Extended Times - Sierra Ambulance October 2021

Crew Chute

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

Incident #	Priority	Elapsed Time	Zone	Region	
1	202110020328	2	00:04:18	M86	Mountain Metro
2	202110020564	1	00:02:46	M86	Mountain Metro
3	202110040055	2	00:02:04	M73	Mountain Rural
4	202110040278	1	00:02:05	M93	Mountain Rural
5	202110070324	2	00:03:07	M82	Mountain Metro
6	202110080375	3	00:02:01	M74	Mountain Rural
7	202110080537	3	00:02:10	M86	Mountain Metro
8	202110090327	1	00:02:05	M92	Wilderness
9	202110090451	1	00:04:21	M85	Mountain Metro
10	202110110102	1	00:02:11	M73	Mountain Rural
11	202110120044	3	00:03:06	M74	Mountain Rural
12	202110130405	2	00:02:02	M80	Mountain Rural
13	202110230158	3	00:02:05	M85	Mountain Metro
14	202110250187	1	00:05:45	M93	Mountain Rural
15	202110250762	3	00:02:08	M85	Mountain Metro
16	202110260216	2	00:05:23	M76	Mountain Rural
17	202110310007	3	00:03:05	M81	Mountain Rural
18	202110310276	2	00:02:16	M91	Mountain Rural

Percent of Responses with Extended Crew Chute Times: 5.02%

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

Incident #	Priority	Elapsed Time	Zone	Region	
1	202110040248	3	00:29:35	M76	Mountain Metro
2	202110040256	2	00:23:47	M86	Mountain Metro
3	202110060419	3	01:04:22	M76	Mountain Metro
4	202110070698	3	00:06:08	M73	Mountain Metro
5	202110100396	3	00:10:17	M74	Mountain Metro
6	202110100532	3	00:20:21	M73	Mountain Metro
7	202110100584	2	00:02:02	M74	Mountain Metro
8	202110110614	3	01:03:16	M86	Mountain Metro
9	202110140317	3	00:07:08	M86	Mountain Metro
10	202110160425	3	00:07:07	M86	Mountain Metro
11	202110170248	3	00:33:57	M86	Mountain Metro

Percent of Responses with Extended Dispatch Times: 3.03%

November 2021

Equality of Service by Zone November 2021

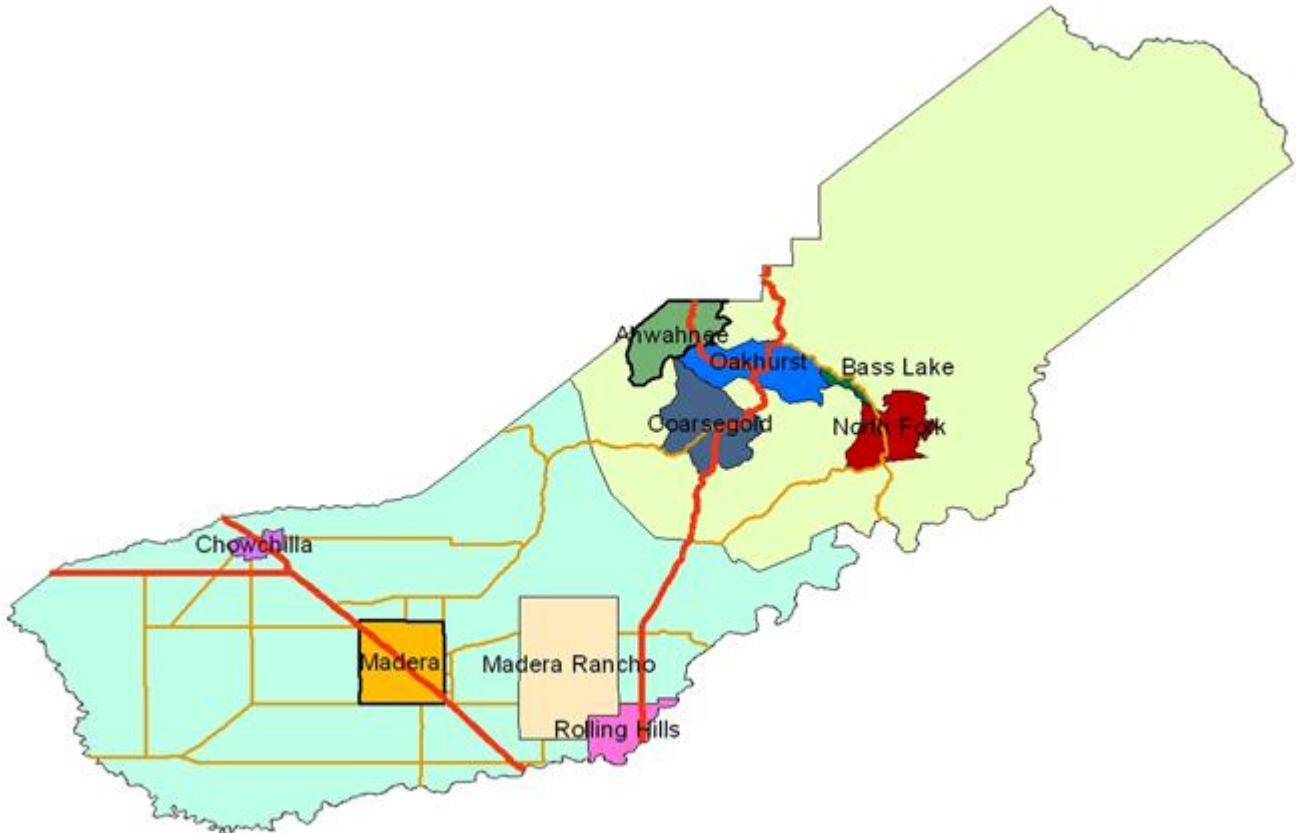
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
M80 - M82	Ahwahnee	14	12	2	9	83.33 %	7	6	2	4	66.66 %
M91	Bass Lake	8	6	0	4	100.00 %	4	4	0	3	100.00 %
CH01	Chowchilla	90	80	18	37	77.50 %	60	59	6	24	89.83 %
M73	Coarsegold	30	25	1	9	96.00 %	26	23	2	11	91.30 %
M01 - M07	Madera	360	330	50	198	84.84 %	299	283	37	189	86.92 %
M27 & M37	Madera Ranchos	35	32	4	26	87.50 %	17	16	0	10	100.00 %
M94	North Fork	11	9	0	3	100.00 %	6	6	0	3	100.00 %
M86	Oakhurst	57	51	5	31	90.19 %	38	35	2	25	94.28 %
R-Madera 01	Rolling Hills	11	9	0	5	100.00 %	8	7	1	4	85.71 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
		Requests	Arrivals	Late	Requests	Arrivals	Late
CH44	CCWF	21	21	20	12	12	10
CH44	VSP	16	15	13	6	6	5

* Outside EOA

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



Late Calls by Zone - Pistoresi Ambulance November 2021

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202111010427	1	00:03:13	0		No
2	202111020356	1	00:15:23	6		No
3	202111020358	1	00:10:25	1		No
4	202111020582	1	00:16:18	7		No
5	202111020746	1	00:15:14	6		No
6	202111030511	1	00:14:13	5		No
7	202111040512	1	00:19:21	10		No
8	202111040704	1	00:10:42	1		No
9	202111050515	1	00:14:23	5		No
10	202111060036	1	00:10:45	1		No
11	202111080086	1	00:13:42	4		No
12	202111100165	1	00:11:58	2		No
13	202111100503	1	00:24:27	15		No
14	202111120537	1	00:33:29	24		No
15	202111130314	1	00:16:31	7		No
16	202111140005	1	00:11:28	2		No
17	202111140411	1	00:12:23	3		No
18	202111230360	1	00:12:01	3		No
19	202111260138	1	00:14:36	5		No
20	202111260526	1	00:16:31	7		No
21	202111260615	1	00:23:57	14		No
22	202111270362	1	00:17:23	8		No
23	202111270495	1	00:12:04	3		No
24	202111280345	1	00:12:43	3		No
25	202111290191	1	00:13:10	4		No
26	202111300322	1	00:15:05	6		No
27	202111300499	1	00:13:24	4		No
28	202111050491	2	00:17:13	8		No
29	202111060068	2	00:11:03	2		No
30	202111060332	2	00:32:15	23		No
31	202111060363	2	00:27:37	18		No
32	202111060582	2	00:25:55	16		No
33	202111060686	2	00:15:49	6		No
34	202111100492	2	00:24:36	15		No
35	202111110561	2	00:17:56	8		No
36	202111120062	2	00:12:53	3		No
37	202111130503	2	00:11:14	2		No
38	202111140330	2	00:10:17	1		No
39	202111140570	2	00:10:38	1		No
40	202111150359	2	00:11:41	2		No
41	202111200004	2	00:10:03	1		No
42	202111220180	2	00:10:01	1		No
43	202111220270	2	00:10:17	1		No
44	202111250479	2	00:17:20	8		No

Late Calls by Zone - Pistoresi Ambulance November 2021

Continued from previous page

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
45	202111260060	2	00:11:12	2		No
46	202111260253	2	00:12:13	3		No
47	202111260318	2	00:12:02	3		No
48	202111270464	2	00:15:15	6		No
49	202111290183	2	00:12:23	3		No
50	202111290457	2	00:13:36	4		No
51	202111010268	3	00:25:02	6		No
52	202111010488	3	00:29:01	10		No
53	202111020589	3	00:23:05	4		No
54	202111030483	3	01:07:01	48		No
55	202111030627	3	00:20:37	1		No
56	202111040388	3	00:30:17	11		No
57	202111040493	3	00:22:50	3		No
58	202111040724	3	00:25:10	6		No
59	202111040725	3	00:22:26	3		No
60	202111050284	3	00:42:39	23		No
61	202111050291	3	00:29:55	10		No
62	202111050408	3	00:22:18	3		No
63	202111050701	3	00:27:28	8		No
64	202111060384	3	00:25:01	6		No
65	202111100501	3	00:54:51	35		No
66	202111100551	3	00:40:37	21		No
67	202111110371	3	00:27:07	8		No
68	202111120533	3	00:53:50	34		No
69	202111120569	3	00:29:25	10		No
70	202111160262	3	00:29:35	10		No
71	202111180362	3	00:22:43	3		No
72	202111200249	3	00:20:21	1		No
73	202111230403	3	00:41:25	22		No
74	202111260323	3	00:23:26	4		No
75	202111260348	3	00:29:24	10		No
76	202111260480	3	00:23:28	4		No
77	202111270258	3	00:34:43	15		No
78	202111270341	3	00:24:10	5		No
79	202111270437	3	01:22:53	63		No
80	202111270448	3	00:59:18	40		No
81	202111270476	3	00:56:03	37		No
82	202111280292	3	00:22:54	3		No
83	202111290603	3	00:27:19	8		No
84	202111290627	3	00:36:31	17		No
85	202111290699	3	00:54:17	35		No
86	202111300359	3	00:24:44	5		No
87	202111300563	3	00:23:46	4		No
88	202111060524	4	00:28:42	9		No
89	202111070281	5	00:30:39	1		No

Late Calls by Zone - Pistoresi Ambulance November 2021

Continued from previous page

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
90	202111210405	5	00:30:42	1		No
91	202111260034	5	01:16:42	47		No
92	202111270379	5	01:13:45	44		No
93	202111270410	5	00:53:23	24		No
94	202111280185	5	01:09:20	40		No
95	202111280624	5	01:40:10	71		No
Priority 1 & 2				84.84 %	Priority 3 86.92 %	

Madera Valley Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202111020851	1	00:25:39	6		No
2	202111060256	1	00:33:27	14		No
3	202111140002	1	00:20:29	1		No
4	202111180146	1	00:21:40	2		No
5	202111230279	1	00:20:11	1		No
6	202111250601	1	00:28:45	9		No
7	202111280602	1	00:22:11	3		No
8	202111290418	1	00:29:32	10		No
9	202111300210	1	00:20:42	1		No
10	202111060775	2	00:20:48	1		No
11	202111070115	2	00:27:32	8		No
12	202111150292	2	00:20:20	1		No
13	202111260565	2	00:23:45	4		No
14	202111040172	3	00:37:54	8		No
15	202111080234	3	00:32:56	3		No
16	202111260050	3	00:33:59	4		No
17	202111290380	3	00:33:52	4		No
18	202111290621	3	00:34:30	5		No
Priority 1 & 2				89.34 %	Priority 3 92.42 %	

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202111050554	1	00:23:52	14		No
2	202111060557	1	00:20:23	11		No
3	202111060575	1	00:36:26	27		No
4	202111060623	1	00:18:57	9		No
5	202111120646	1	00:16:36	7		No
6	202111150028	1	00:10:36	1		No
7	202111160240	1	00:15:51	6		No
8	202111170189	1	00:14:59	5		No
9	202111260328	1	00:13:47	4		No
10	202111260443	1	00:19:00	9		No
11	202111040202	2	00:21:25	12		No
12	202111070199	2	00:24:42	15		No

Late Calls by Zone - Pistoresi Ambulance November 2021

Continued from previous page

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
13	202111150021	2	00:24:47	15		No
14	202111170482	2	00:21:28	12		No
15	202111220194	2	00:20:23	11		No
16	202111250266	2	00:13:01	4		No
17	202111270356	2	00:36:18	27		No
18	202111300412	2	00:10:26	1		No
19	202111050268	3	00:40:36	21		No
20	202111080209	3	00:20:40	1		No
21	202111180051	3	00:23:55	4		No
22	202111210487	3	00:04:15	0		No
23	202111270266	3	00:44:28	25		No
24	202111280369	3	00:43:56	24		No
Priority 1 & 2				77.50 %	Priority 3 89.83 %	

Chowchilla Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202111040677	1	00:23:09	4		No
2	202111110242	1	00:23:20	4		No
3	202111130325	1	00:25:03	6		No
4	202111020755	2	00:38:44	19		No
5	202111270430	2	00:44:03	25		No
6	202111100685	3	00:35:26	6		No
7	202111110337	3	00:38:14	9		No
8	202111110347	3	00:32:16	3		No
9	202111120503	3	01:48:31	79		No
Priority 1 & 2				91.66 %	Priority 3 83.33 %	

*Compliance After Appeals

Pistoresi	Approved	0
	Non Approved	146

Late Calls by Zone - Sierra Ambulance November 2021

Mountain Metro							
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
1	202111020546	1	00:20:18	21		No	
2	202111030220	1	00:26:37	27		No	
3	202111080035	1	00:30:24	31		No	
4	202111120174	1	00:32:25	33		No	
5	202111140387	1	00:31:56	32		No	
6	202111140397	1	00:21:27	22		No	
7	202111190278	1	00:20:22	21		No	
8	202111160218	2	00:24:11	25		No	
9	202111260237	2	00:41:37	42		No	
10	202111120157	3	00:55:46	56		No	
11	202111120307	3	01:11:33	72		No	
12	202111160228	3	01:05:36	66		No	
13	202111270565	3	00:52:15	53		No	
Priority 1 & 2				87.50 %	Priority 3		92.15 %

Mountain Rural							
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
1	202111070482	1	00:33:25	4		No	
2	202111120168	1	00:30:31	1		No	
3	202111120247	1	00:37:23	8		No	
4	202111170122	1	00:33:04	4		No	
5	202111020450	2	00:37:15	8		No	
6	202111160186	2	00:42:16	13		No	
7	202111260525	2	00:32:32	3		No	
8	202111300268	2	00:36:18	7		No	
9	202111050325	3	01:02:09	23		No	
10	202111070518	3	01:20:59	41		No	
11	202111070576	3	00:42:31	3		No	
12	202111190331	3	00:54:42	15		No	
13	202111240403	3	00:42:46	3		No	
14	202111240742	3	00:55:43	16		No	
15	202111260579	3	00:47:10	8		No	
Priority 1 & 2				92.07 %	Priority 3		90.78 %

Wilderness							
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
1							
Priority 1 & 2				0.00 %	Priority 3		0.00 %

*Compliance After Appeals

Sierra	Approved	0
	Non Approved	28

Compliance Response Summary November 2021

Pistoresi Madera Valley Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	360	299	8	74
Arrivals	330	283	8	72
Transports	198	189	8	71
Late Arrivals	50	37	1	7
% before adjustment	84.84 %	86.92 %	87.50 %	90.27 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	280	246	7	65
Adjusted Late Arrivals	50	37	1	7
% adjusted	84.84 %	86.92 %	87.50 %	90.27 %

Pistoresi Madera Valley Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	143	70	0
Arrivals	122	66	0
Transports	80	33	0
Late Arrivals	13	5	0
% before adjustment	89.34 %	92.42 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	109	61	0
Adjusted Late Arrivals	13	5	0
% adjusted	89.34 %	92.42 %	0.00 %

Compliance Response Summary November 2021

Continued from previous page

Pistoresi Chowchilla Metro

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	90	60	1
Arrivals	80	59	1
Transports	37	24	1
Late Arrivals	18	6	0
% before adjustment	77.50 %	89.83 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	62	53	1
Adjusted Late Arrivals	18	6	0
% adjusted	77.50 %	89.83 %	100.00 %

Pistoresi Chowchilla Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	67	24	1
Arrivals	60	24	1
Transports	43	19	1
Late Arrivals	5	4	0
% before adjustment	91.66 %	83.33 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	55	20	1
Adjusted Late Arrivals	5	4	0
% adjusted	91.66 %	83.33 %	100.00 %

Compliance Response Summary November 2021

Continued from previous page

Sierra Mountain Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	81	55	0	0
Arrivals	72	51	0	0
Transports	42	31	0	0
Late Arrivals	9	4	0	0
% before adjustment	87.50 %	92.15 %	0.00 %	0.00 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	63	47	0	0
Adjusted Late Arrivals	9	4	0	0
% adjusted	87.50 %	92.15 %	0.00 %	0.00 %

Sierra Mountain Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	118	81	1
Arrivals	101	76	1
Transports	50	42	1
Late Arrivals	8	7	0
% before adjustment	92.07 %	90.78 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	93	69	1
Adjusted Late Arrivals	8	7	0
% adjusted	92.07 %	90.78 %	100.00 %

Compliance Response Summary November 2021

Continued from previous page

Sierra Wilderness

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	0	0	0
Arrivals	0	0	0
Transports	0	0	0
Late Arrivals	0	0	0
% before adjustment	0.00 %	0.00 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	0	0	0
Adjusted Late Arrivals	0	0	0
% adjusted	0.00 %	0.00 %	0.00 %

Extended Times - Pistoresi Ambulance November 2021

Crew Chute

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

Incident #	Priority	Elapsed Time	Zone	Region	
1	202111020723	2	00:02:20	M07	Madera Valley Metro
2	202111020762	2	00:02:05	CH41	Chowchilla Rural
3	202111030024	2	00:03:04	M02	Madera Valley Metro
4	202111030031	3	00:02:33	M25	Madera Valley Rural
5	202111030086	3	00:02:44	M05	Madera Valley Metro
6	202111030498	3	00:08:47	M07	Madera Valley Metro
7	202111040010	3	00:02:27	M01	Madera Valley Metro
8	202111040291	3	00:02:33	M01	Madera Valley Metro
9	202111050037	1	00:02:26	M06	Madera Valley Metro
10	202111050132	3	00:02:04	M01	Madera Valley Metro
11	202111070115	2	00:02:04	M36	Madera Valley Rural
12	202111070172	3	00:03:58	M01	Madera Valley Metro
13	202111070509	2	00:02:08	M06	Madera Valley Metro
14	202111080683	3	00:02:09	CH42	Chowchilla Rural
15	202111110228	1	00:02:53	M02	Madera Valley Metro
16	202111110241	1	00:02:45	CH44	Chowchilla Rural
17	202111120560	1	00:02:33	M38	Madera Valley Rural
18	202111130101	3	00:02:15	M02	Madera Valley Metro
19	202111140411	1	00:02:13	M05	Madera Valley Metro
20	202111150091	1	00:02:23	M07	Madera Valley Metro
21	202111150758	2	00:02:25	CH01	Chowchilla Metro
22	202111160044	2	00:02:27	M15	Madera Valley Rural
23	202111160116	2	00:02:02	M25	Madera Valley Rural
24	202111170109	3	00:02:08	CH44	Chowchilla Rural
25	202111170455	1	00:02:07	CH44	Chowchilla Rural
26	202111180721	1	00:02:12	CH44	Chowchilla Rural
27	202111190472	1	00:02:12	CH01	Chowchilla Metro
28	202111200539	3	00:02:08	M57	Madera Valley Rural
29	202111200566	2	00:02:15	M05	Madera Valley Metro
30	202111210184	1	00:02:01	M05	Madera Valley Metro
31	202111220041	3	00:02:04	CH01	Chowchilla Metro
32	202111230246	2	00:03:49	M01	Madera Valley Metro
33	202111230409	2	00:02:29	CH44	Chowchilla Rural
34	202111240021	2	00:02:05	M07	Madera Valley Metro
35	202111240034	3	00:02:09	M06	Madera Valley Metro
36	202111240139	2	00:02:07	M01	Madera Valley Metro
37	202111250117	1	00:02:07	M02	Madera Valley Metro

Extended Times - Pistoresi Ambulance November 2021

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Incident #	Priority	Elapsed Time	Zone	Region	
38	202111290008	3	00:02:07	M01	Madera Valley Metro
39	202111290191	1	00:04:39	M04	Madera Valley Metro
40	202111290418	1	00:02:12	M67	Madera Valley Rural
Percent of Responses with Extended Crew Chute Times: 3.80%					

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

Incident #	Priority	Elapsed Time	Zone	Region	
1	202111260253	2	00:03:25	M04	Madera Valley Metro
2	202111270464	2	00:02:36	M02	Madera Valley Metro
Percent of Responses with Extended Dispatch Times: 0.18%					

Extended Times - Sierra Ambulance November 2021

Crew Chute

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

	Incident #	Priority	Elapsed Time	Zone	Region
1	202111010286	1	00:02:13	M74	Mountain Rural
2	202111030092	3	00:02:23	M85	Mountain Metro
3	202111030257	1	00:03:46	M86	Mountain Metro
4	202111040547	1	00:02:11	M86	Mountain Metro
5	202111070254	1	00:02:05	M76	Mountain Rural
6	202111080187	3	00:02:23	M85	Mountain Metro
7	202111110072	3	00:02:08	M76	Mountain Rural
8	202111160295	1	00:04:12	M86	Mountain Metro
9	202111180242	3	00:03:38	M73	Mountain Rural
10	202111190087	3	00:02:32	M82	Mountain Metro
11	202111200311	1	00:02:10	M73	Mountain Rural
12	202111250077	3	00:03:03	M86	Mountain Metro
13	202111250243	2	00:02:10	M91	Mountain Rural
14	202111250278	1	00:02:08	M94	Mountain Rural
15	202111270023	2	00:02:50	M76	Mountain Rural
16	202111290731	3	00:02:18	M73	Mountain Rural

Percent of Responses with Extended Crew Chute Times: 4.79%

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

December 2021

Equality of Service by Zone December 2021

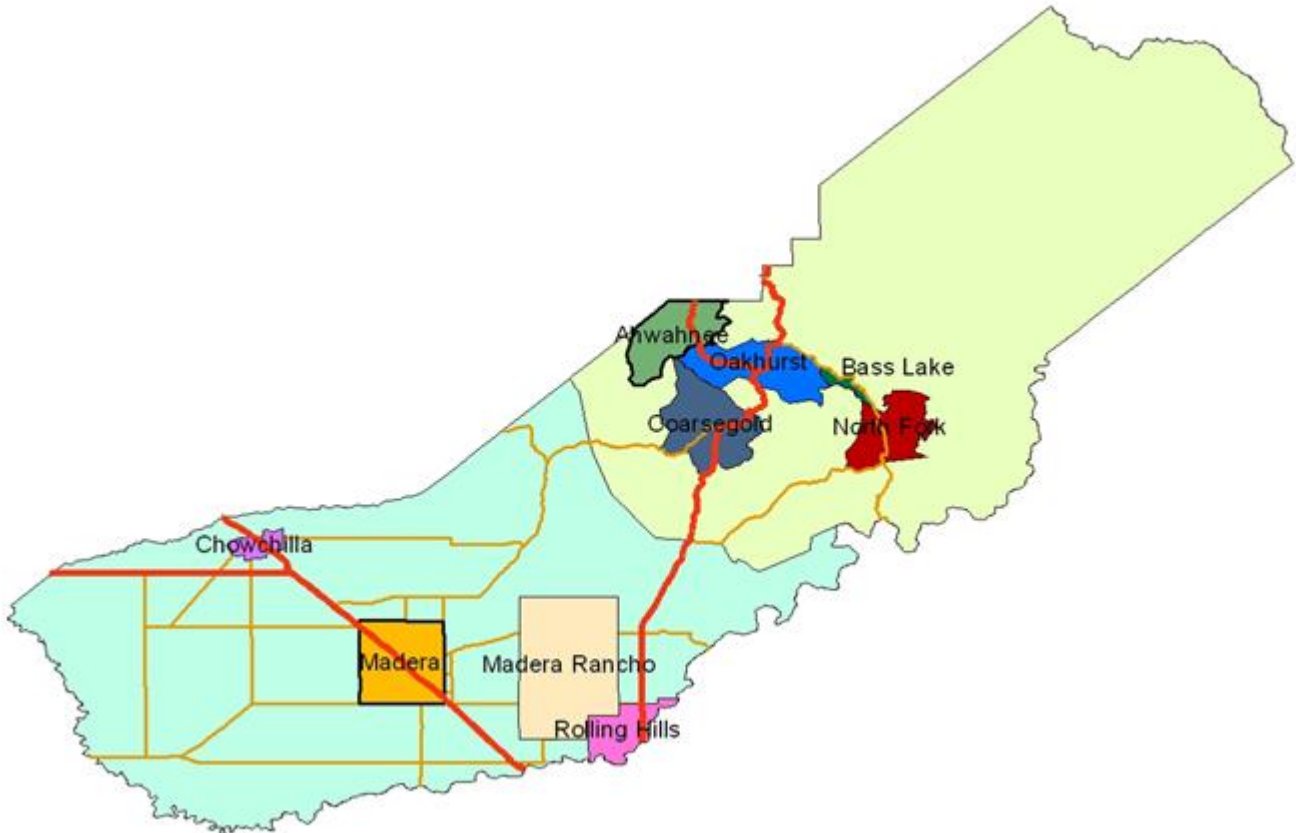
Ledger	Response Area Zone	Priority 1 and 2 Responses					Priority 3 Responses				
		Requests	Arrivals	Late	Transports	Compliance	Requests	Arrivals	Late	Transports	Compliance
M80 - M82	Ahwahnee	9	8	5	6	37.50 %	7	7	2	2	71.42 %
M91	Bass Lake	7	6	1	3	83.33 %	1	1	0	0	100.00 %
CH01	Chowchilla	67	62	16	31	74.19 %	69	68	9	49	86.76 %
M73	Coarsegold	26	23	0	13	100.00 %	23	19	1	13	94.73 %
M01 - M07	Madera	394	376	63	244	83.24 %	266	255	20	179	92.15 %
M27 & M37	Madera Ranchos	40	37	3	27	91.89 %	14	13	0	10	100.00 %
M94	North Fork	6	6	2	5	66.66 %	2	2	1	2	50.00 %
M86	Oakhurst	67	60	10	41	83.33 %	37	37	2	24	94.59 %
R-Madera 01	Rolling Hills	8	7	0	5	100.00 %	6	6	1	5	83.33 %

Prison Responses

Ledger	Prison	Emergency Responses			Non Emergency Responses		
		Requests	Arrivals	Late	Requests	Arrivals	Late
CH44	CCWF	19	19	17	10	10	10
CH44	VSP	13	13	12	7	7	7

* Outside EOA

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



Late Calls by Zone - Pistoresi Ambulance December 2021

Madera Valley Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202112040098	1	00:18:34	9		No
2	202112040456	1	00:11:53	2		No
3	202112060738	1	00:17:20	8		No
4	202112060741	1	00:10:46	1		No
5	202112070319	1	00:10:31	1		No
6	202112070689	1	00:10:16	1		No
7	202112080093	1	00:11:01	2		No
8	202112080356	1	00:21:01	12		No
9	202112080614	1	00:10:05	1		No
10	202112100027	1	00:19:47	10		No
11	202112100160	1	00:20:17	11		No
12	202112130592	1	00:11:12	2		No
13	202112140526	1	00:10:24	1		No
14	202112140607	1	00:10:42	1		No
15	202112150052	1	00:10:54	1		No
16	202112150521	1	00:25:45	16		No
17	202112150741	1	00:11:35	2		No
18	202112160027	1	00:12:51	3		No
19	202112160113	1	00:13:00	3		No
20	202112170098	1	00:15:36	6		No
21	202112190652	1	00:13:11	4		No
22	202112200438	1	00:11:47	2		No
23	202112200635	1	00:24:37	15		No
24	202112210344	1	00:39:51	30		No
25	202112210641	1	00:15:27	6		No
26	202112210646	1	00:10:53	1		No
27	202112220165	1	00:15:44	6		No
28	202112220608	1	00:12:11	3		No
29	202112240527	1	00:10:51	1		No
30	202112270278	1	00:18:37	9		No
31	202112270280	1	00:21:15	12		No
32	202112280333	1	00:10:38	1		No
33	202112280405	1	00:11:39	2		No
34	202112290303	1	00:10:09	1		No
35	202112010370	2	00:11:18	2		No
36	202112010621	2	00:12:50	3		No
37	202112020583	2	00:13:50	4		No
38	202112030723	2	00:12:38	3		No
39	202112040040	2	00:10:39	1		No
40	202112040348	2	00:10:15	1		No
41	202112090504	2	00:12:35	3		No
42	202112100661	2	00:31:49	22		No
43	202112110595	2	00:10:07	1		No
44	202112130103	2	00:10:50	1		No

Late Calls by Zone - Pistoresi Ambulance December 2021

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Madera Valley Metro							
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
45	202112130266	2	00:11:57	2		No	
46	202112150002	2	00:10:35	1		No	
47	202112150241	2	00:14:06	5		No	
48	202112150573	2	00:22:23	13		No	
49	202112160024	2	00:18:38	9		No	
50	202112160332	2	00:10:23	1		No	
51	202112180031	2	00:10:44	1		No	
52	202112210049	2	00:11:04	2		No	
53	202112210147	2	00:10:45	1		No	
54	202112220210	2	00:10:17	1		No	
55	202112230536	2	00:13:42	4		No	
56	202112240386	2	00:30:40	21		No	
57	202112250687	2	00:13:37	4		No	
58	202112260596	2	00:26:00	16		No	
59	202112280011	2	00:10:24	1		No	
60	202112280140	2	00:12:04	3		No	
61	202112290731	2	00:16:34	7		No	
62	202112310029	2	00:10:21	1		No	
63	202112310749	2	00:12:48	3		No	
64	202112040109	3	00:29:27	10		No	
65	202112040167	3	00:24:11	5		No	
66	202112060175	3	00:22:11	3		No	
67	202112060192	3	00:20:21	1		No	
68	202112070376	3	00:33:35	14		No	
69	202112070593	3	00:28:26	9		No	
70	202112080357	3	00:42:45	23		No	
71	202112080377	3	00:52:10	33		No	
72	202112140435	3	00:35:31	16		No	
73	202112140597	3	00:31:24	12		No	
74	202112160526	3	00:21:19	2		No	
75	202112170101	3	00:20:38	1		No	
76	202112180204	3	00:25:54	6		No	
77	202112200436	3	00:32:28	13		No	
78	202112200470	3	01:27:50	68		No	
79	202112200481	3	00:42:16	23		No	
80	202112200606	3	00:25:19	6		No	
81	202112250188	3	00:30:32	11		No	
82	202112260598	3	00:37:34	18		No	
83	202112280774	3	00:36:02	17		No	
84	202112020491	4	00:36:49	17		No	
85	202112070585	5	00:48:22	19		No	
86	202112150536	5	01:25:03	56		No	
87	202112200511	5	01:20:32	51		No	
88	202112230510	5	02:20:01	111		No	
Priority 1 & 2				83.24 %	Priority 3		92.15 %

Late Calls by Zone - Pistoresi Ambulance December 2021

Continued from previous page

Madera Valley Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202112100026	1	00:30:13	11		No
2	202112140534	1	00:20:36	1		No
3	202112210113	1	00:25:36	6		No
4	202112220585	1	00:22:14	3		No
5	202112240646	1	00:25:20	6		No
6	202112020391	2	00:37:44	18		No
7	202112070230	2	00:20:49	1		No
8	202112110315	2	00:25:00	5		No
9	202112110613	2	00:24:22	5		No
10	202112160622	2	00:28:00	8		No
11	202112050497	3	00:33:17	4		No
12	202112080349	3	00:33:19	4		No
13	202112100654	3	00:31:37	2		No
14	202112110598	3	00:53:34	24		No
15	202112170021	3	00:34:08	5		No
16	202112210474	3	00:59:59	30		No
17	202112220596	3	01:03:57	34		No
18	202112250270	3	00:36:06	7		No
19	202112260437	3	00:49:05	20		No
20	202112260603	3	00:39:59	10		No
Priority 1 & 2				90.82 %	Priority 3 84.84 %	

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202112020448	1	00:18:51	9		No
2	202112070678	1	00:16:28	7		No
3	202112080659	1	00:13:32	4		No
4	202112100730	1	00:17:15	8		No
5	202112140581	1	00:17:20	8		No
6	202112150489	1	00:19:53	10		No
7	202112200432	1	00:14:53	5		No
8	202112210287	1	00:15:31	6		No
9	202112250629	1	00:11:24	2		No
10	202112260723	1	00:14:36	5		No
11	202112150457	2	00:18:43	9		No
12	202112160546	2	00:19:20	10		No
13	202112210611	2	00:14:16	5		No
14	202112210631	2	00:58:49	49		No
15	202112260668	2	00:17:16	8		No
16	202112260697	2	00:17:33	8		No
17	202112090636	3	00:23:52	4		No
18	202112100004	3	00:23:20	4		No
19	202112160677	3	00:25:58	6		No
20	202112180189	3	00:27:39	8		No

Late Calls by Zone - Pistoresi Ambulance December 2021

Continued from previous page

Chowchilla Metro						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
21	202112180202	3	00:24:10	5		No
22	202112200450	3	00:34:33	15		No
23	202112210139	3	00:24:15	5		No
24	202112240113	3	00:20:26	1		No
25	202112240135	3	00:29:19	10		No
Priority 1 & 2				74.19 %	Priority 3 86.76 %	

Chowchilla Rural						
EMS #	Pr. #	Response Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202112020077	1	00:20:09	1		No
2	202112300582	1	00:32:17	13		No
3	202112140602	2	00:36:44	17		No
4	202112220591	2	00:30:59	11		No
5	202112250686	2	00:20:53	1		No
6	202112040398	3	00:37:42	8		No
7	202112300576	3	00:43:57	14		No
Priority 1 & 2				92.06 %	Priority 3 92.30 %	

*Compliance After Appeals

Pistoresi	Approved	0
	Non Approved	140

Late Calls by Zone - Sierra Ambulance December 2021

Mountain Metro							
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
1	202112090273	1	00:44:44	45		No	
2	202112160191	1	00:25:46	26		No	
3	202112180256	1	00:23:21	24		No	
4	202112190247	1	00:30:46	31		No	
5	202112190265	1	00:55:55	56		No	
6	202112200608	1	00:20:18	21		No	
7	202112260353	1	00:21:57	22		No	
8	202112260533	1	00:55:18	56		No	
9	202112260572	1	00:21:56	22		No	
10	202112270314	1	00:25:35	26		No	
11	202112270429	1	00:54:05	55		No	
12	202112060856	2	00:20:19	21		No	
13	202112080845	2	00:24:55	25		No	
14	202112160687	2	00:36:11	37		No	
15	202112220493	2	00:40:09	41		No	
16	202112290298	2	00:34:07	35		No	
17	202112020521	3	00:34:06	35		No	
18	202112080089	3	00:36:21	37		No	
19	202112160070	3	00:41:47	42		No	
20	202112260442	3	00:55:32	56		No	
21	202112260552	3	01:16:21	77		No	
Priority 1 & 2				79.74 %	Priority 3		89.79 %

Mountain Rural							
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved	
1	202112250595	1	00:42:30	13		No	
2	202112250636	1	00:49:31	20		No	
3	202112260520	1	00:32:31	3		No	
4	202112090245	2	01:11:09	42		No	
5	202112190414	2	00:30:14	1		No	
6	202112190420	2	00:32:41	3		No	
7	202112210481	2	00:30:12	1		No	
8	202112220512	2	00:46:08	17		No	
9	202112270046	2	00:31:38	2		No	
10	202112150338	3	00:40:49	1		No	
11	202112160279	3	00:40:02	1		No	
12	202112160665	3	00:42:04	3		No	
13	202112200590	3	01:11:13	32		No	
14	202112220517	3	00:49:53	10		No	
Priority 1 & 2				89.77 %	Priority 3		92.95 %

Late Calls by Zone - Sierra Ambulance December 2021

Continued from previous page

Wilderness						
EMS #	Pr. #	Resp. Time	Min. Late	Non-Appeal Reason	Appeal Reason	Approved
1	202112100481	2	01:00:22	1		No
				Priority 1 & 2	0.00 %	
				Priority 3		100.00 %
*Compliance After Appeals					Sierra	Approved Non Approved
						0 36

Compliance Response Summary December 2021

Pistoresi Madera Valley Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	394	266	5	53
Arrivals	376	255	5	53
Transports	244	179	5	52
Late Arrivals	63	20	1	4
% before adjustment	83.24 %	92.15 %	80.00 %	92.45 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	313	235	4	49
Adjusted Late Arrivals	63	20	1	4
% adjusted	83.24 %	92.15 %	80.00 %	92.45 %

Pistoresi Madera Valley Rural

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	121	72		0
Arrivals	109	66		0
Transports	71	52		0
Late Arrivals	10	10		0
% before adjustment	90.82 %	84.84 %		0.00 %
Approved Appeals	0	0		0
After Appeals				
Adjusted Arrivals	99	56		0
Adjusted Late Arrivals	10	10		0
% adjusted	90.82 %	84.84 %		0.00 %

Compliance Response Summary December 2021

Continued from previous page

Pistoresi Chowchilla Metro

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	67	69	0
Arrivals	62	68	0
Transports	31	49	0
Late Arrivals	16	9	0
% before adjustment	74.19 %	86.76 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	46	59	0
Adjusted Late Arrivals	16	9	0
% adjusted	74.19 %	86.76 %	0.00 %

Pistoresi Chowchilla Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	67	27	2
Arrivals	63	26	2
Transports	50	17	2
Late Arrivals	5	2	0
% before adjustment	92.06 %	92.30 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	58	24	2
Adjusted Late Arrivals	5	2	0
% adjusted	92.06 %	92.30 %	100.00 %

Compliance Response Summary December 2021

Continued from previous page

Sierra Mountain Metro

	Priority 1 & 2	Priority 3	Priority 4	Priority 5
Before Appeals				
Request	89	49	0	0
Arrivals	79	49	0	0
Transports	55	31	0	0
Late Arrivals	16	5	0	0
% before adjustment	79.74 %	89.79 %	0.00 %	0.00 %
Approved Appeals	0	0	0	0
After Appeals				
Adjusted Arrivals	63	44	0	0
Adjusted Late Arrivals	16	5	0	0
% adjusted	79.74 %	89.79 %	0.00 %	0.00 %

Sierra Mountain Rural

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	95	77	1
Arrivals	88	71	1
Transports	55	47	1
Late Arrivals	9	5	0
% before adjustment	89.77 %	92.95 %	100.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	79	66	1
Adjusted Late Arrivals	9	5	0
% adjusted	89.77 %	92.95 %	100.00 %

Compliance Response Summary December 2021

Continued from previous page

Sierra Wilderness

	Priority 1 & 2	Priority 3	Priority 5
Before Appeals			
Request	1	1	0
Arrivals	1	1	0
Transports	0	1	0
Late Arrivals	1	0	0
% before adjustment	0.00 %	100.00 %	0.00 %
Approved Appeals	0	0	0
After Appeals			
Adjusted Arrivals	0	1	0
Adjusted Late Arrivals	1	0	0
% adjusted	0.00 %	100.00 %	0.00 %

Extended Times - Pistoresi Ambulance December 2021

Crew Chute

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

Incident #	Priority	Elapsed Time	Zone	Region	
1	202112020493	1	00:02:18	CH44	Chowchilla Rural
2	202112030097	1	00:02:02	M37	Madera Valley Rural
3	202112030115	1	00:05:08	M01	Madera Valley Metro
4	202112030116	1	00:02:11	M01	Madera Valley Metro
5	202112030347	4	00:02:22	M02	Madera Valley Metro
6	202112040167	3	00:03:40	M01	Madera Valley Metro
7	202112040407	3	00:02:14	CH44	Chowchilla Rural
8	202112050047	3	00:02:12	M06	Madera Valley Metro
9	202112060012	2	00:02:01	M01	Madera Valley Metro
10	202112100027	1	00:02:04	M02	Madera Valley Metro
11	202112110074	3	00:02:49	CH44	Chowchilla Rural
12	202112110719	1	00:02:30	M07	Madera Valley Metro
13	202112120167	3	00:02:22	CH44	Chowchilla Rural
14	202112120479	2	00:02:23	CH43	Chowchilla Rural
15	202112130507	3	00:02:28	M01	Madera Valley Metro
16	202112140534	1	00:02:05	M27	Madera Valley Rural
17	202112150002	2	00:03:09	M05	Madera Valley Metro
18	202112150087	1	00:02:32	M06	Madera Valley Metro
19	202112160021	2	00:02:43	M01	Madera Valley Metro
20	202112160746	2	00:02:05	CH01	Chowchilla Metro
21	202112170098	1	00:03:19	M02	Madera Valley Metro
22	202112190091	3	00:02:15	M01	Madera Valley Metro
23	202112200081	1	00:02:31	M46	Madera Valley Rural
24	202112200447	2	00:02:44	M03	Madera Valley Metro
25	202112200450	3	00:02:26	CH01	Chowchilla Metro
26	202112210148	2	00:02:12	M03	Madera Valley Metro
27	202112210157	3	00:02:01	M02	Madera Valley Metro
28	202112210474	3	00:02:04	M28	Madera Valley Rural
29	202112210512	1	00:02:21	M16	Madera Valley Rural
30	202112220478	3	00:02:06	M01	Madera Valley Metro
31	202112230469	1	00:02:07	CH44	Chowchilla Rural
32	202112240135	3	00:02:40	CH01	Chowchilla Metro
33	202112240585	3	00:03:08	M01	Madera Valley Metro
34	202112260015	3	00:02:21	M06	Madera Valley Metro
35	202112260135	1	00:02:04	CH01	Chowchilla Metro
36	202112260154	1	00:02:22	M33	Madera Valley Rural
37	202112260226	3	00:02:10	M02	Madera Valley Metro

Extended Times - Pistorosi Ambulance December 2021

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Incident #	Priority	Elapsed Time	Zone	Region	
38	202112260427	1	00:04:04	M05	Madera Valley Metro
39	202112270073	3	00:02:29	CH01	Chowchilla Metro
40	202112270272	1	00:02:16	M01	Madera Valley Metro
41	202112280006	3	00:02:26	M03	Madera Valley Metro
42	202112280124	2	00:02:01	M01	Madera Valley Metro
43	202112280790	3	00:02:07	M01	Madera Valley Metro
44	202112290051	1	00:02:04	M01	Madera Valley Metro
45	202112290053	3	00:02:24	M01	Madera Valley Metro
46	202112290170	2	00:02:31	M07	Madera Valley Metro
47	202112300838	1	00:02:06	M01	Madera Valley Metro
48	202112310029	2	00:02:12	M05	Madera Valley Metro

Percent of Responses with Extended Crew Chute Times: 4.60%

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

Incident #	Priority	Elapsed Time	Zone	Region	
1	202112020491	4	00:20:53	M02	Chowchilla Rural
2	202112260444	1	00:02:05	CH44	Chowchilla Rural

Percent of Responses with Extended Dispatch Times: 0.18%

Extended Times - Sierra Ambulance December 2021

Crew Chute

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

Incident #	Priority	Elapsed Time	Zone	Region	
1	202112020042	1	00:02:12	M76	Mountain Rural
2	202112020286	3	00:03:54	M94	Mountain Rural
3	202112050391	1	00:02:41	M86	Mountain Metro
4	202112050446	3	00:02:13	M74	Mountain Rural
5	202112080840	2	00:02:15	M86	Mountain Metro
6	202112130474	1	00:06:15	M81	Mountain Rural
7	202112140202	3	00:02:38	M86	Mountain Metro
8	202112150311	3	00:02:40	M91	Mountain Rural
9	202112160138	3	00:02:53	M93	Mountain Rural
10	202112160620	1	00:02:21	M73	Mountain Rural
11	202112220459	1	00:06:57	M86	Mountain Metro
12	202112240290	2	00:02:06	M94	Mountain Rural
13	202112280558	1	00:04:01	M86	Mountain Metro
14	202112300265	2	00:02:25	M76	Mountain Rural
15	202112310191	1	00:02:28	M86	Mountain Metro

Percent of Responses with Extended Crew Chute Times: 4.90%

Dispatch Times

Elapsed Time from Call Received to Unit Alert greater than 2 minutes for Pri. 1 & 2 and 5 minutes for Pri 3 & 4.

Incident #	Priority	Elapsed Time	Zone	Region	
1	202112260321	2	00:02:33	M83	Mountain Rural

Percent of Responses with Extended Dispatch Times: 0.32%

Activity Reports

Consumer Inquiries

No Consumer Inquiry data to report

Special Events

No Special Event data to report

Vehicle/Equipment Issues

No Vehicle or Equipment data to report

Codes and Definitions

Response Times by Priorities

- A. Individual P1 and P2 response greater than 10 minutes in Metro Zones, 15 minutes in Mountain Metro Zones, 20 minutes in Rural Zones and 30 minutes in Mountain Rural Zones.
- B. Individual P3 response greater than 20 minutes in Metro Zones, 25 minutes in Mountain Metro Zones, 30 in Rural Zones, and 40 minutes in Mountain Rural Zones.
- C. Individual P4 response greater than 20 minutes in Metro Zones and 25 minutes in Mountain Metro Zones.
- D. Individual P5 response greater than 30 minutes in all zones from promise time.

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.

Madera County Year-To-Date Summary

Pistoresi Ambulance - Madera Area

Performance

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Madera Valley Metro													
Priorities 1 & 2 (10 minutes or less - 95%)	85.79	83.22	85.88	84.96	83.43	86.52	87.68	84.77	84.21	85.22	84.84	83.24	84.96
Priority 3 (20 minutes or less - 95%)	91.04	87.16	90.82	90.94	91.82	90.82	92.62	91.25	84.89	83.71	86.92	92.15	89.61
Priority 4 (20 minutes or less - 95%)	60.00	100.00	88.88	78.57	77.77	100.00	83.33	75.00	100.00	90.00	87.50	80.00	85.29
Priority 5 (30 minutes or less - 95%)	94.04	97.08	91.82	91.20	85.00	83.33	93.58	85.18	75.00	90.66	90.27	92.45	90.74
Madera Valley Rural													
Priorities 1 & 2 (20 minutes or less - 95%)	76.19	83.15	88.79	85.85	83.63	92.06	87.14	83.87	86.66	80.80	89.34	90.82	85.83
Priority 3 (30 minutes or less - 95%)	88.23	86.66	88.88	84.00	82.65	92.59	82.05	89.47	78.66	85.71	92.42	84.84	86.19
Priority 5 (30 minutes or less - 95%) *			100.00 *			50.00 *			80.00 *			0.00 *	90.00

* Reported Quarterly

Call Volume

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Madera Valley Metro													
Request	870	792	779	692	771	786	809	827	789	835	756	746	9,452
Arrived	836	755	739	651	736	748	771	775	724	777	708	717	8,937
Transported	501	520	533	484	539	529	553	522	418	520	481	508	6,108
Madera Valley Rural													
Request	195	189	194	201	237	232	254	229	223	235	213	193	2,595
Arrived	177	179	179	175	209	208	222	202	196	205	188	175	2,315
Transported	84	110	108	110	140	133	156	117	85	145	113	123	1,424

Out of Area, but within Region (Fresno, Kings, Tulare)

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	11	9	6	21	25	47	38	72	39	37	25	71	401
Arrived	4	6	3	13	13	33	29	43	23	17	15	29	228
Transported	3	5	3	11	11	24	22	19	14	12	11	16	151

Outside Region (Z Zones)

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	4	4	1	10	13	14	8	47	28	25	13	55	222
Arrived	0	1	0	4	3	4	3	15	13	6	3	12	64
Transported	0	1	0	4	4	4	3	9	6	4	1	7	43

Other Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	152	105	121	85	107	125	129	134	135	167	128	94	1,482
Arrived	120	66	81	54	57	79	83	81	95	115	86	65	982
Transported	94	53	60	36	40	59	63	56	52	83	66	53	715

Helicopter Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	8	7	14	20	11	11	21	26	11	18	9	5	161
Arrived	4	3	6	13	4	5	9	13	4	7	1	0	69
Transported	3	1	6	13	4	5	8	10	4	7	1	0	62

Pistoresi Ambulance - Chowchilla Area

Performance

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Chowchilla Metro													
Priorities 1 & 2 (10 minutes or less - 95%)	81.55	68.18	71.25	76.13	76.00	64.78	83.95	66.35	72.97	71.73	77.50	74.19	73.81
Priority 3 (20 minutes or less - 95%)	85.07	78.00	80.64	77.63	72.88	78.33	85.00	79.66	83.33	76.92	89.83	86.76	81.19
Priority 5 (30 minutes or less - 95%) *			100.00 *			0.00 *			100.00 *				100.00 *100.00
Chowchilla Rural													
Priorities 1 & 2 (20 minutes or less - 95%)	92.98	86.11	86.27	82.35	94.91	81.81	83.01	90.32	85.18	94.44	91.66	92.06	88.81
Priority 3 (30 minutes or less - 95%)	100.00	88.23	93.10	83.33	91.66	72.41	88.46	83.72	74.28	79.31	83.33	92.30	85.63
Priority 5 (30 minutes or less - 95%) *			100.00 *			100.00 *			100.00 *				100.00 *100.00

* Reported Quarterly

Call Volume

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Chowchilla Metro													
Request	181	127	150	177	143	135	155	174	175	165	151	136	1,869
Arrived	170	122	142	164	134	131	141	166	166	157	140	130	1,763
Transported	65	62	79	95	77	75	72	94	76	71	62	80	908
Chowchilla Rural													
Request	87	72	87	83	103	82	84	119	104	93	92	96	1,102
Arrived	85	71	81	76	96	75	81	108	89	85	85	91	1,023
Transported	53	58	64	67	75	60	59	85	56	59	63	69	768

Other Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	12	17	12	19	9	24	16	19	32	24	15	12	211
Arrived	4	4	4	9	2	10	8	9	22	12	4	5	93
Transported	3	4	3	7	2	5	6	7	18	10	1	4	70

Helicopter Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request			2	1	2	1	3	3	4	3	1	1	21
Arrived			0	0	1	1	3	1	2	1	0	0	9
Transported			0	0	1	1	3	1	1	1	0	0	8

Sierra Ambulance - EOA Provider

Performance

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Mountain Metro													
Priorities 1 & 2 (20 minutes or less - 95%)	88.23	96.00	94.66	92.18	85.71	91.02	90.12	87.35	86.20	92.64	87.50	79.74	89.00
Priority 3 (30 minutes or less - 95%)	90.32	96.42	91.93	94.44	90.14	88.46	85.71	83.87	89.28	83.05	92.15	89.79	89.64
Priority 4 (30 minutes or less - 95%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Priority 5 (30 minutes or less - 95%) *			100.00 *			100.00 *			100.00 *				0.00 * 100.00
Mountain Rural													
Priorities 1 & 2 (30 minutes or less - 95%)	95.83	95.38	91.66	94.17	93.63	86.82	89.65	85.21	89.62	85.71	92.07	89.77	90.36
Priority 3 (40 minutes or less - 95%)	92.30	94.64	93.05	93.44	94.44	88.50	84.04	89.33	77.19	89.74	90.78	92.95	89.96
Priority 5 (30 minutes or less - 95%) *			33.33 *			94.28 *			75.00 *				100.00 * 87.75
Wilderness													
Priorities 1 & 2 (60 minutes or less - 95%)	100.00	100.00	100.00	100.00	100.00	50.00	100.00	100.00	100.00	100.00	0.00	0.00	89.47
Priority 3 (90 minutes or less - 95%)	0.00	100.00	0.00	100.00	100.00	0.00	0.00	0.00	100.00	100.00	0.00	100.00	100.00
Priority 5 (30 minutes or less - 95%) *			0.00 *			0.00 *			0.00 *				0.00 *

* Reported Quarterly

Call Volume

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Mountain Metro													
Request	120	112	151	149	138	169	146	160	153	136	136	138	1,708
Arrived	113	107	137	136	134	158	137	150	143	128	123	128	1,594
Transported	54	72	95	88	94	107	96	87	72	63	73	86	987
Mountain Rural													
Request	188	126	171	182	215	250	227	213	181	225	200	173	2,351
Arrived	175	123	159	173	195	230	214	192	165	212	178	160	2,176
Transported	89	75	101	113	125	151	133	109	84	114	93	103	1,290
Wilderness													
Request	2	4	1	2	6	2	6	2	2	4		2	33
Arrived	2	3	1	2	6	2	3	1	2	4		2	28
Transported	0	2	1	1	3	2	2	0	2	3		1	17

Out of Area, but within Region (Fresno, Kings, Tulare)

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	15	13	17	15	17	26	23	29	14	24	17	24	234
Arrived	13	13	15	15	13	23	18	23	13	20	14	21	201
Transported	6	12	7	6	11	15	10	20	11	15	10	18	141

Outside Region (Z Zones)

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	10	6	7	7	4	10	3	10	8	4	8	5	82
Arrived	3	3	3	3	0	2	1	2	3	3	3	1	27
Transported	1	2	4	3	0	2	0	3	2	3	2	0	22

Other Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	18	21	27	43	47	66	50	65	47	45	22	28	479
Arrived	9	13	16	29	33	35	30	43	31	23	13	18	293
Transported	4	6	8	17	17	15	17	18	13	12	7	10	144

Helicopter Providers into Zones

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request	5	9	3	10	16	12	21	8	7	14	3	5	113
Arrived	1	3	2	7	6	7	11	5	5	4	3	2	56
Transported	1	3	2	7	4	6	9	4	5	4	3	1	49

Madera County Monthly and Year To Date Activity

Request / Arrivals / Transports

	Jan/ 2021	Feb/ 2021	Mar/ 2021	Apr/ 2021	May/ 2021	Jun/ 2021	Jul/ 2021	Aug/ 2021	Sep/ 2021	Oct/ 2021	Nov/ 2021	Dec/ 2021	YTD
Request													
Pistoresi Ambulance	1,216	1,122	1,131	1,096	1,198	1,151	1,219	1,264	1,188	1,208	1,132	1,110	14,035
Sierra Ambulance	317	249	333	332	362	429	386	384	336	380	348	320	4,176
Rolling Hills	17	12	13	13	21	29	28	22	26	35	22	20	258
CHP		4	3	2	5	3	3	4	3	10		2	39
Skylife	11	11	12	25	21	19	39	24	16	22	12	9	221
Out of Area Helicopters			1	1	1	1	2	2					8
Critical Care Transports	12	4	7	6	6	7	8	15	6	7	4	6	88
Neonatal Transports	57	43	55	67	73	85	65	51	67	59	64	72	758
Out of County Units	172	137	159	142	156	190	168	205	197	210	156	122	2,014
Monthly Totals	1,802	1,582	1,714	1,684	1,843	1,914	1,918	1,971	1,839	1,931	1,738	1,661	21,597
Arrived													
Pistoresi Ambulance	1,143	1,053	1,055	1,002	1,117	1,073	1,130	1,162	1,060	1,098	1,037	1,045	12,975
Sierra Ambulance	292	235	296	301	319	379	343	317	293	336	298	285	3,694
Rolling Hills	12	10	11	12	19	22	21	17	21	30	16	14	205
CHP		3	2	1	3	1	3	4	3	2		2	24
Skylife	4	4	5	16	8	11	17	10	6	10	3	2	96
Out of Area Helicopters			0	1	1	1	2	1					6
Critical Care Transports	10	3	6	4	4	5	7	9	3	6	4	4	65
Neonatal Transports	54	41	52	65	71	83	63	50	62	59	63	68	731
Out of County Units	107	68	82	71	65	90	82	102	124	108	74	64	1,037
Monthly Totals	1,622	1,417	1,509	1,473	1,607	1,665	1,668	1,672	1,572	1,649	1,495	1,484	18,833
Transported													
Pistoresi Ambulance	604	693	718	713	789	733	775	749	567	701	654	721	8,417
Sierra Ambulance	144	149	193	189	211	248	219	183	149	177	164	184	2,210
Rolling Hills	4	6	7	5	14	12	14	12	10	21	9	10	124
CHP		1	1	1	2	0	3	4	3	1		0	16
Skylife	2	2	4	16	4	10	14	4	4	8	3	1	72
Out of Area Helicopters			0	0	1	1	2	1					5
Critical Care Transports	9	3	5	3	4	5	7	9	5	5	4	4	63
Neonatal Transports	52	40	52	62	68	82	60	50	61	57	63	67	714
Out of County Units	86	49	61	49	39	60	58	63	66	72	54	50	707
Monthly Totals	901	943	1,041	1,038	1,132	1,151	1,152	1,075	865	1,042	951	1,037	12,328

End Of Report