



Ambulance Response Compliance Review

AMR Compliance Summary
1/1/2023 – 12/31/2023

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RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

Overview

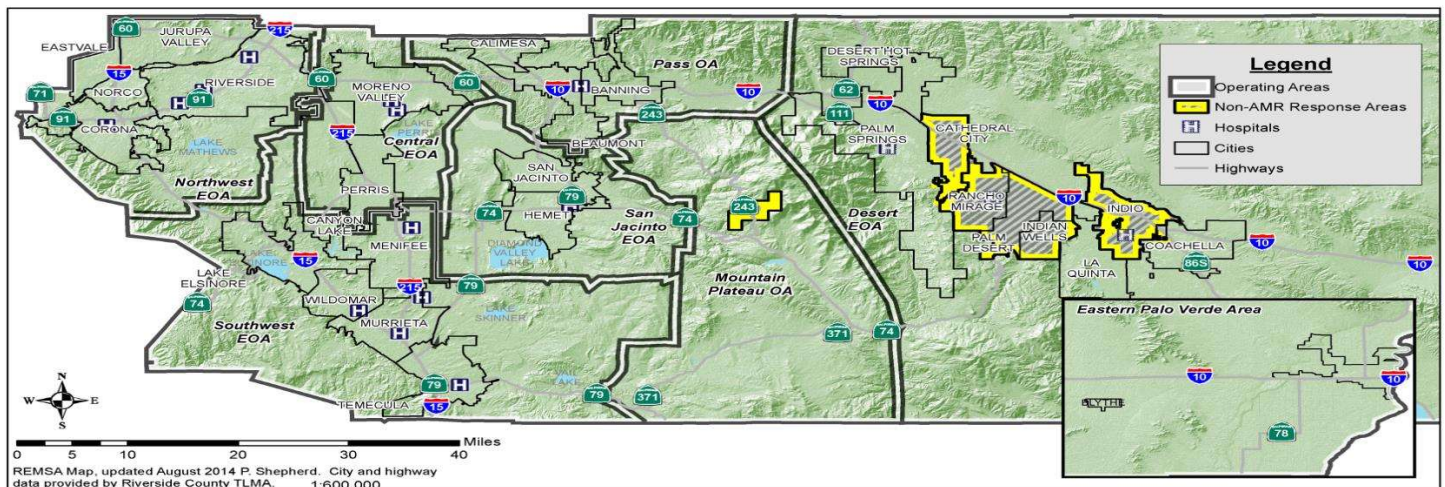
The Riverside County EMS System encompasses all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for the majority of Riverside County, and this report outlines the AMR response time compliance in Riverside County. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

Raw Compliance, for the purpose of this report, refers to the contracted providers ability to meet agreed upon response times, which vary throughout the Operational Area. Adjusted Compliance, for the purpose of this report, refers to the final compliance percentage after various exemptions have been granted. These exemptions would include Code 2 – Diverted x3, COVID – 19, Extended wait time at railroad crossings in the City of Riverside only, Following Fire Department, Major Road Closure/Construction, Offload Delays/Bed Delays, Second Unit, Unusual System Overload and Unusually Heavy Traffic. The majority of exemptions granted to the ambulance provider are due to offload/bed delays. Approximately 95% of all exemptions granted relate to APOD.

Below is a map of the Ambulance Operating Areas, which are discussed in the corresponding Administrative Group meetings based on region. A complete map of the County with Response Time Zones labeled is available at <http://www.remsa.us/zones>



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM AMBULANCE OPERATING AREAS



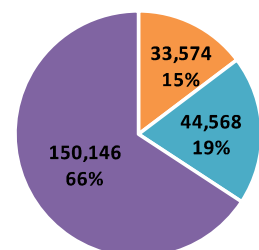
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 15% and 19% of 9-1-1 call volume, respectively.

West County includes the Northwest, Southwest, and Central response zones. The City of Riverside is a subzone of the Northwest Zone, which accounts for more responses than all other subzones across the County.

Mid County region includes the Pass, San Jacinto, and Mountain Plateau Response Time Zones.

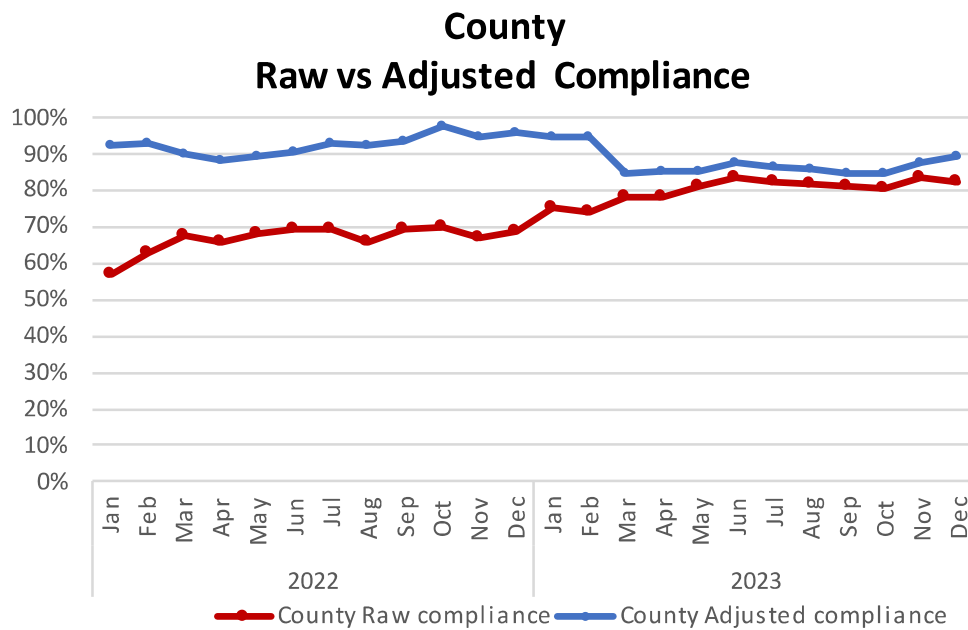
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jan 2023 through Dec 2023

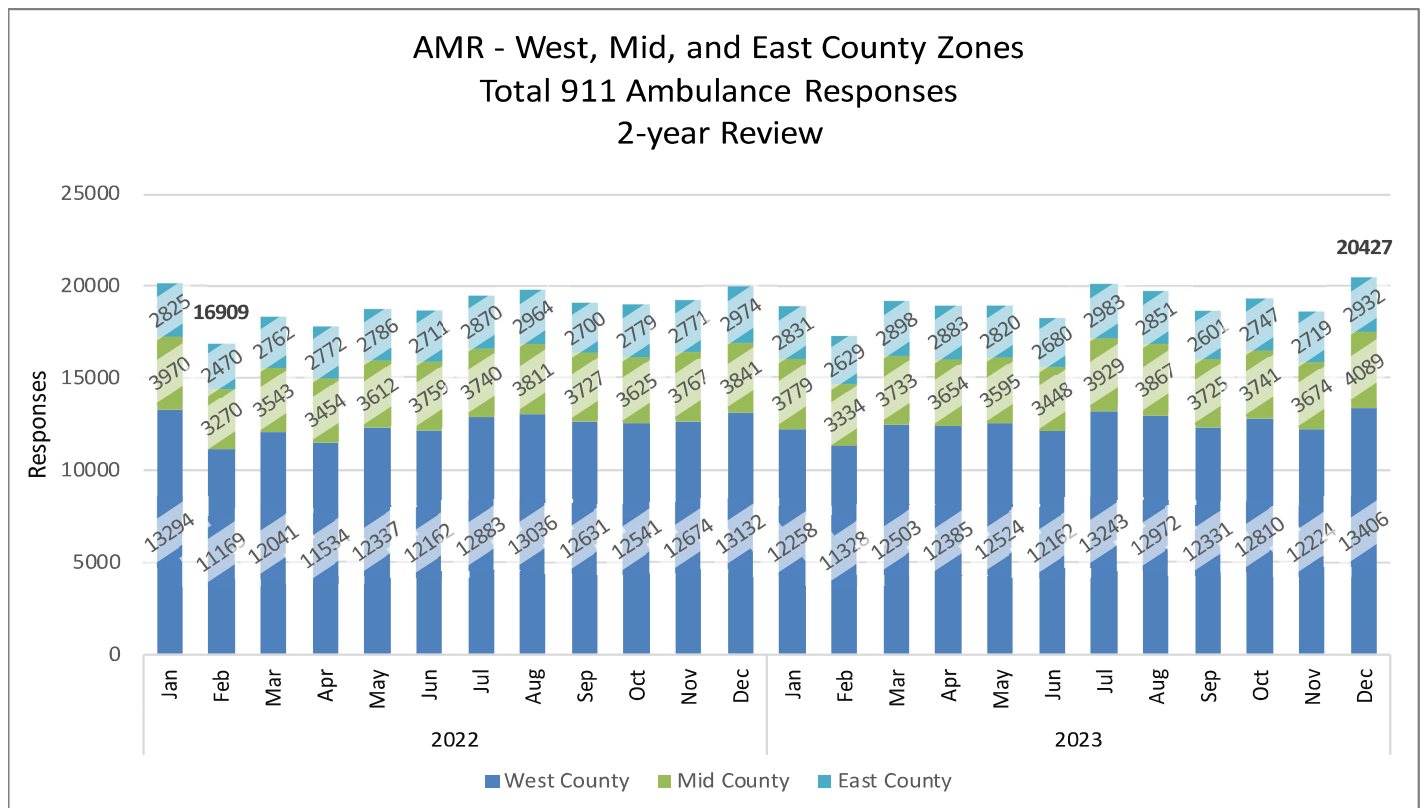


East County Mid County West County

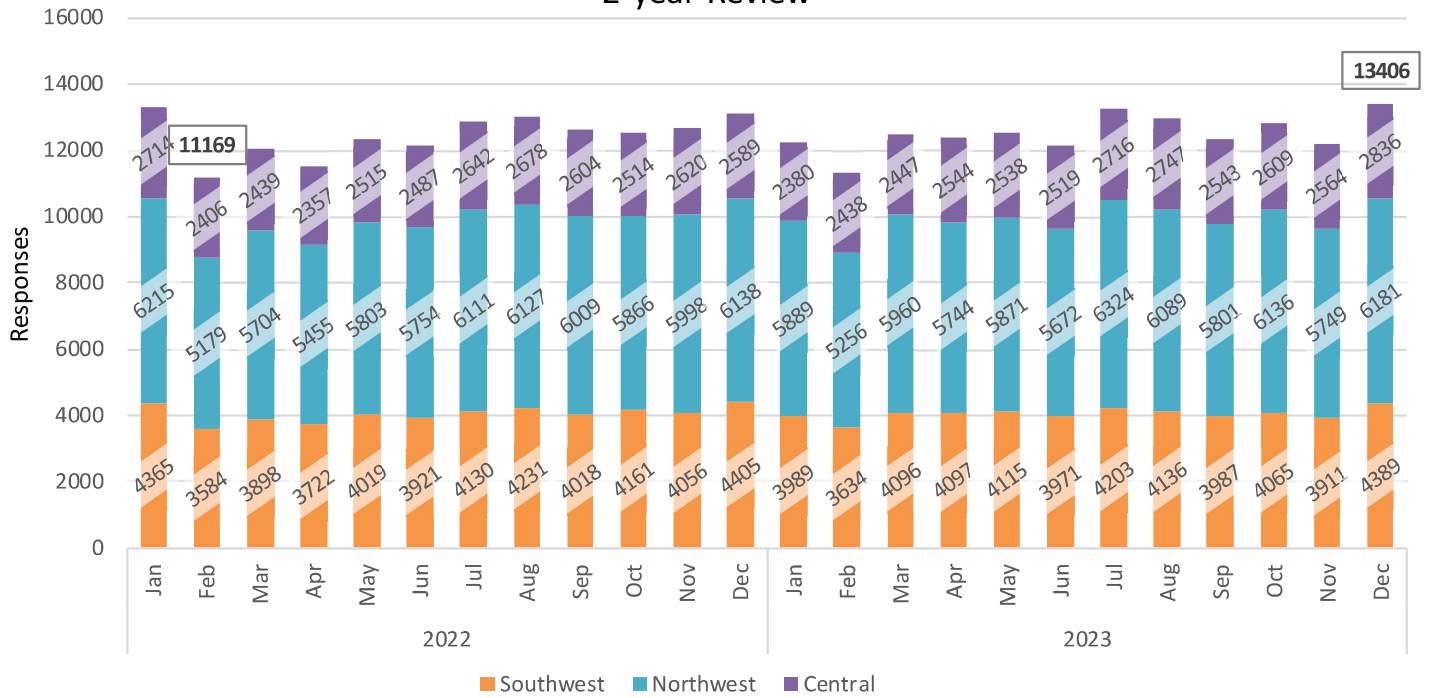
County Raw vs Adjusted Compliance



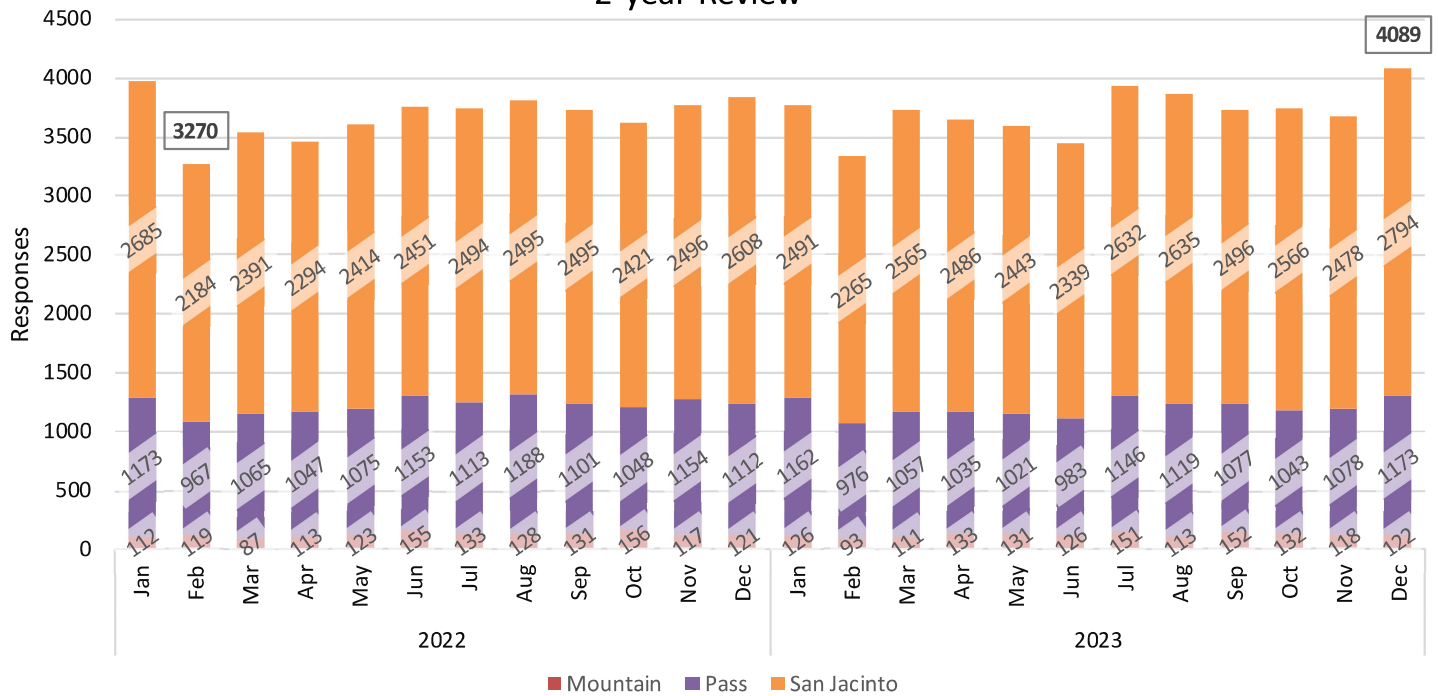
West, Mid, and East County Areas Comparisons



AMR - West County Zones Total 911 Ambulance Responses 2-year Review



AMR - Mid County Zones Total 911 Ambulance Responses 2-year Review



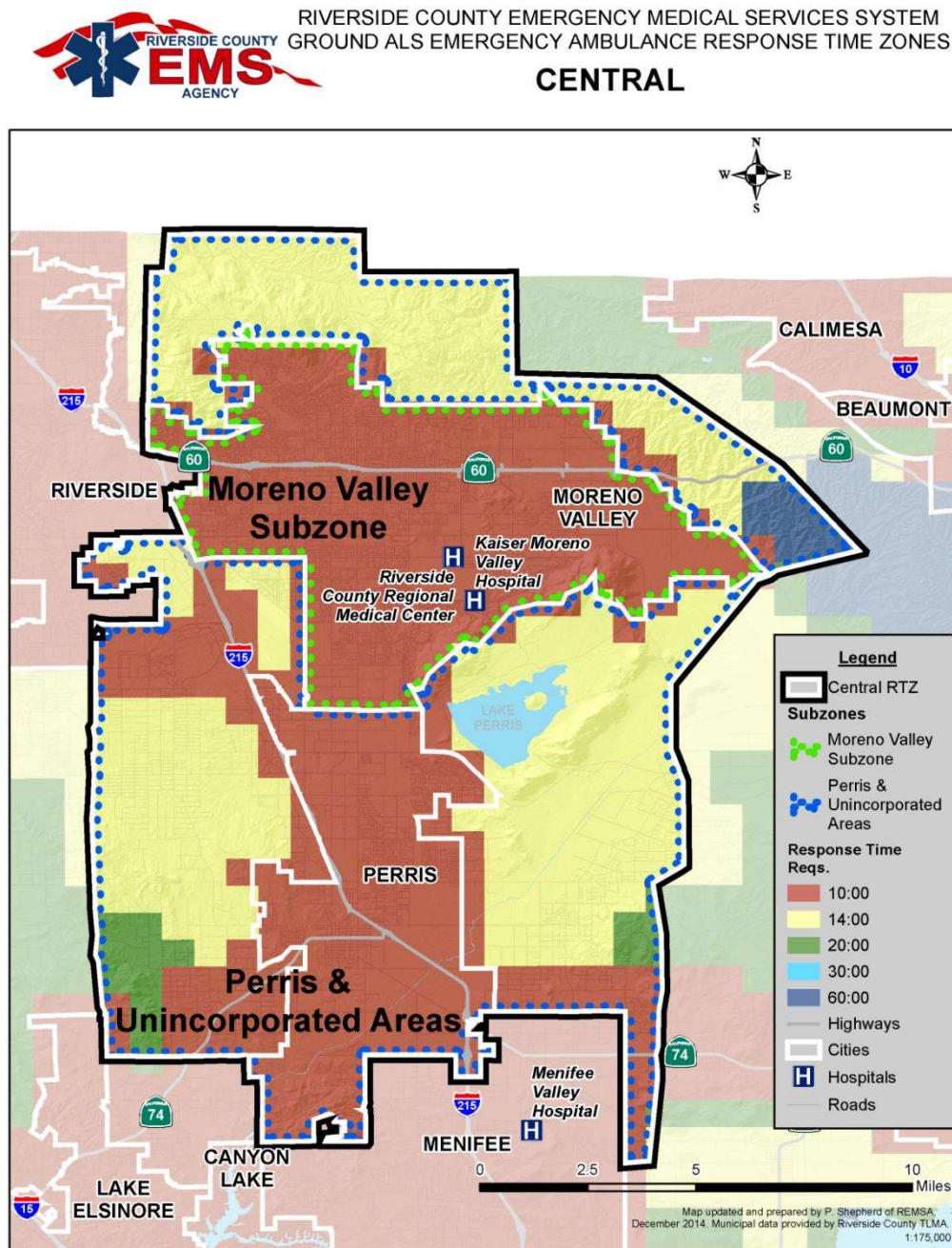
AMR - East County Zones Total 911 Ambulance Responses 2-year Review



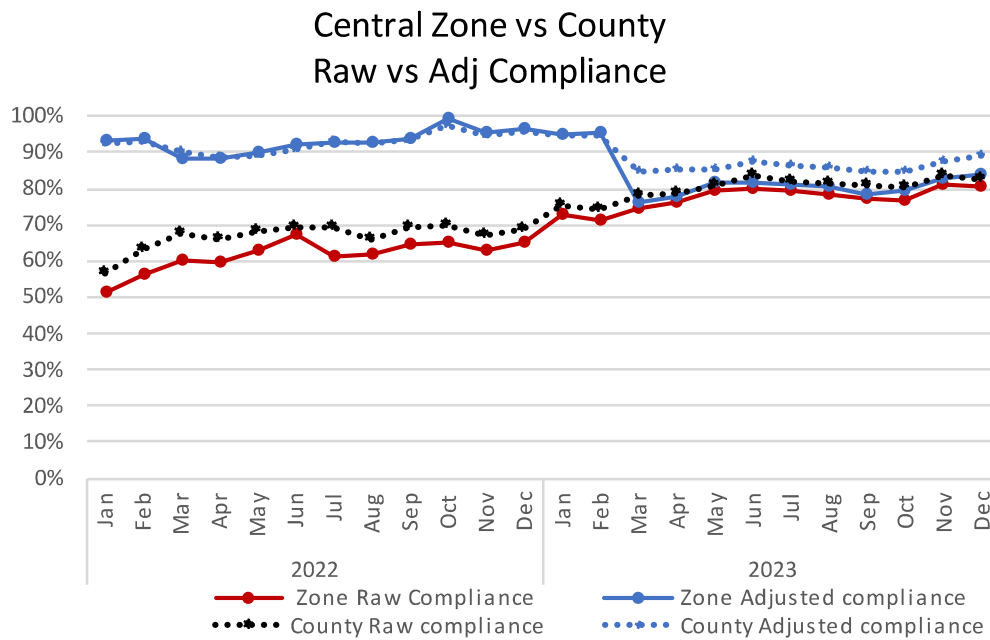
CENTRAL ZONE

The Central Response Time Zone (RTZ) encompasses Moreno Valley, Perris, and unincorporated areas surrounding these cities. It borders the Northwest and Southwest Response Time Zones to the West, the Southwest RTZ to the South, and the Pass and San Jacinto RTZs to the East. It is divided into two subzones: the Moreno Valley Response Time Subzone (RTSZ) and the Perris and Unincorporated Areas RTSZ. During the period in review for this report, the Moreno Valley Subzone received higher 911 ambulance response volume than did the Perris and unincorporated area, as illustrated in the following charts. These charts cover overall 911 ambulance responses, response time compliance, compliance/responses by subzone, responses more than ten minutes late, and exemptions.

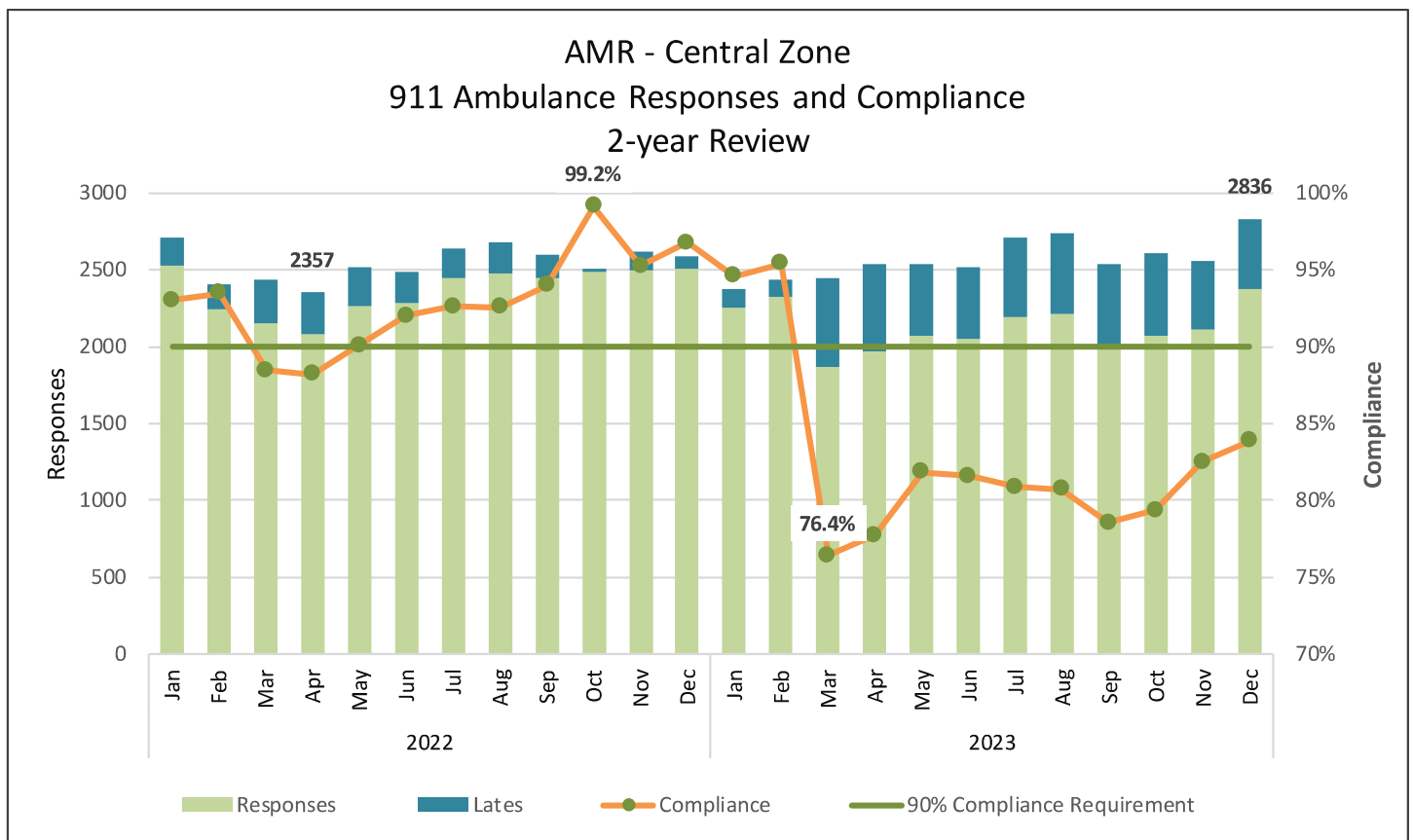
The maps referenced in this report are available at remsa.us/zones

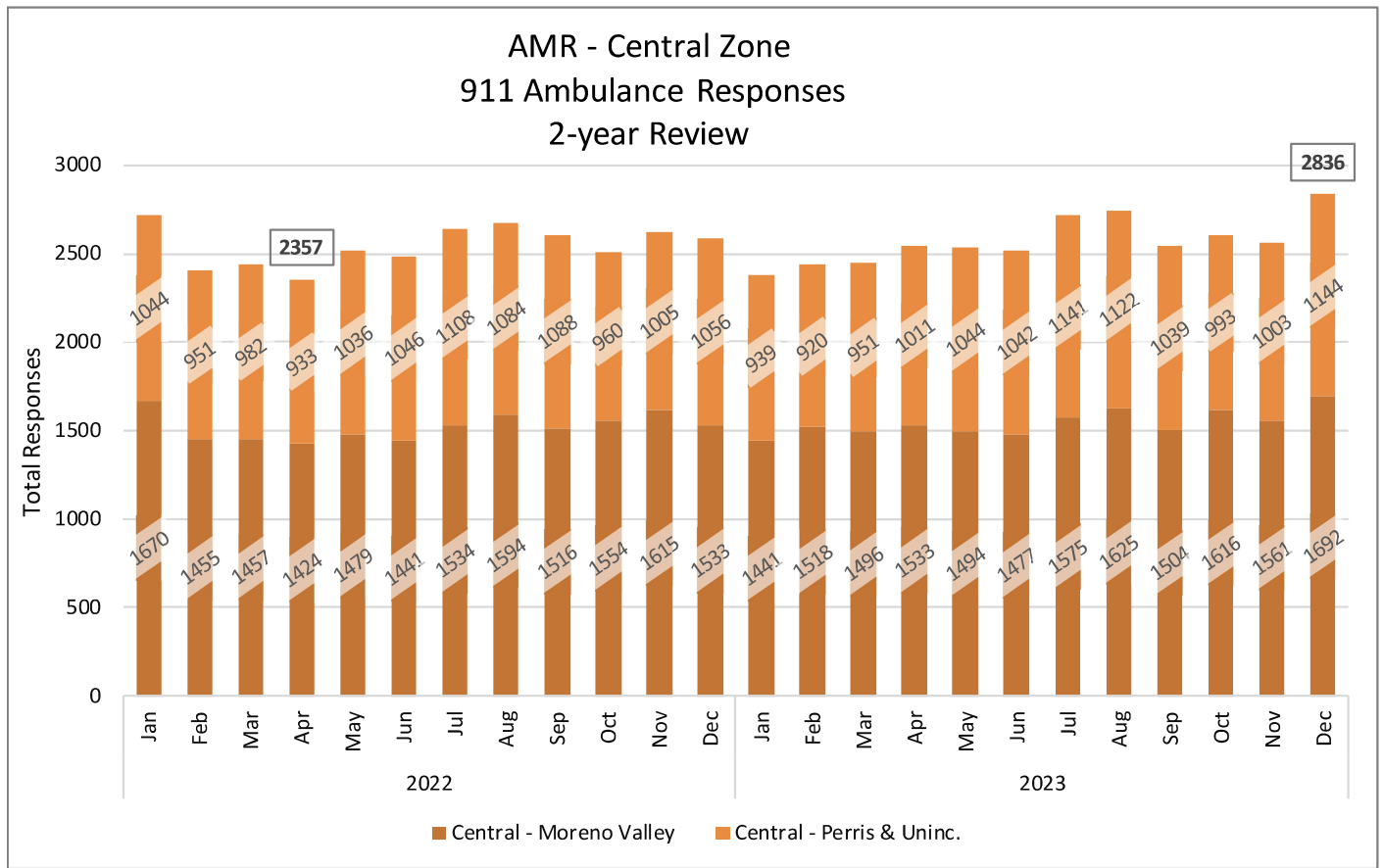


Central Zone: Raw vs Adjusted Compliance Data

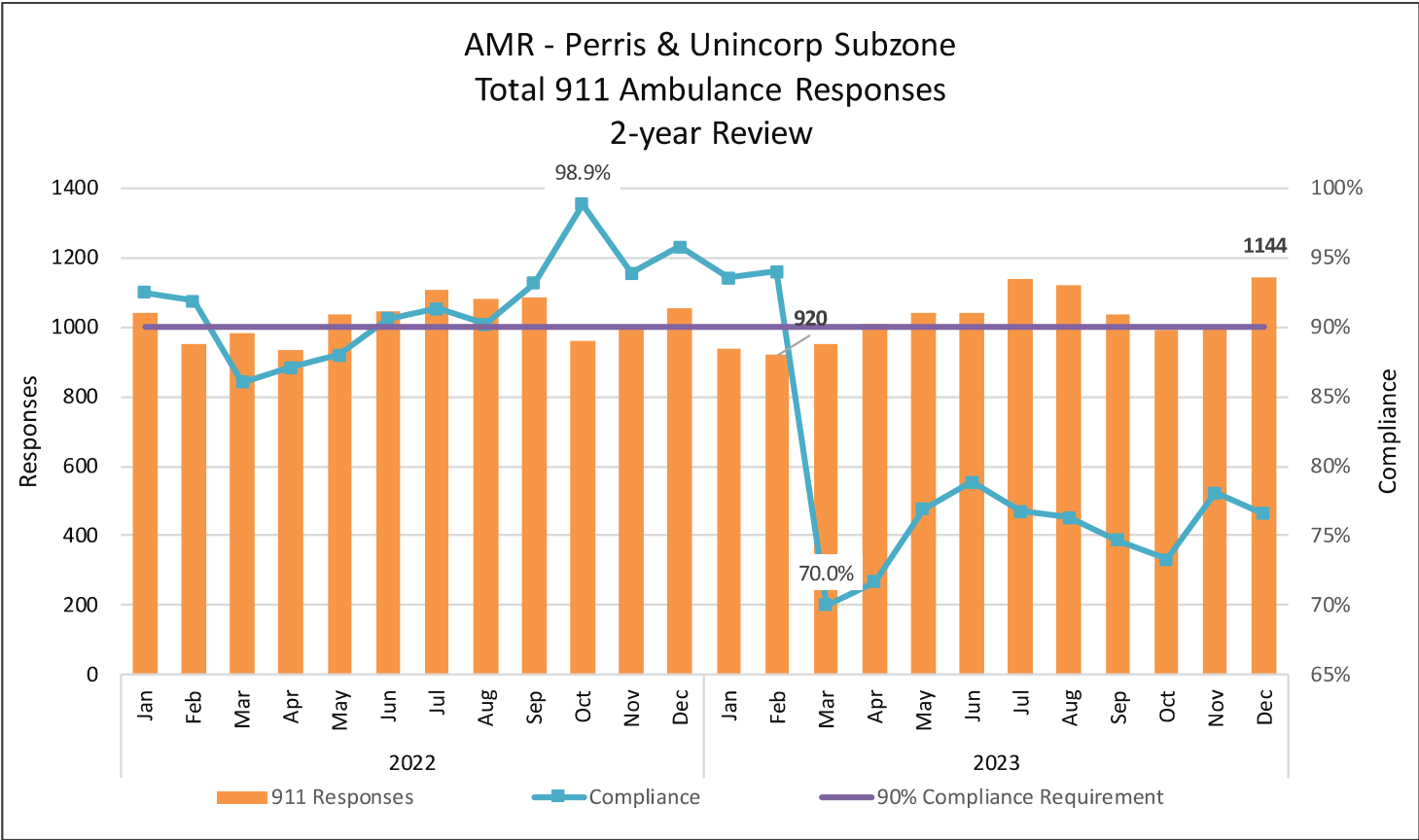


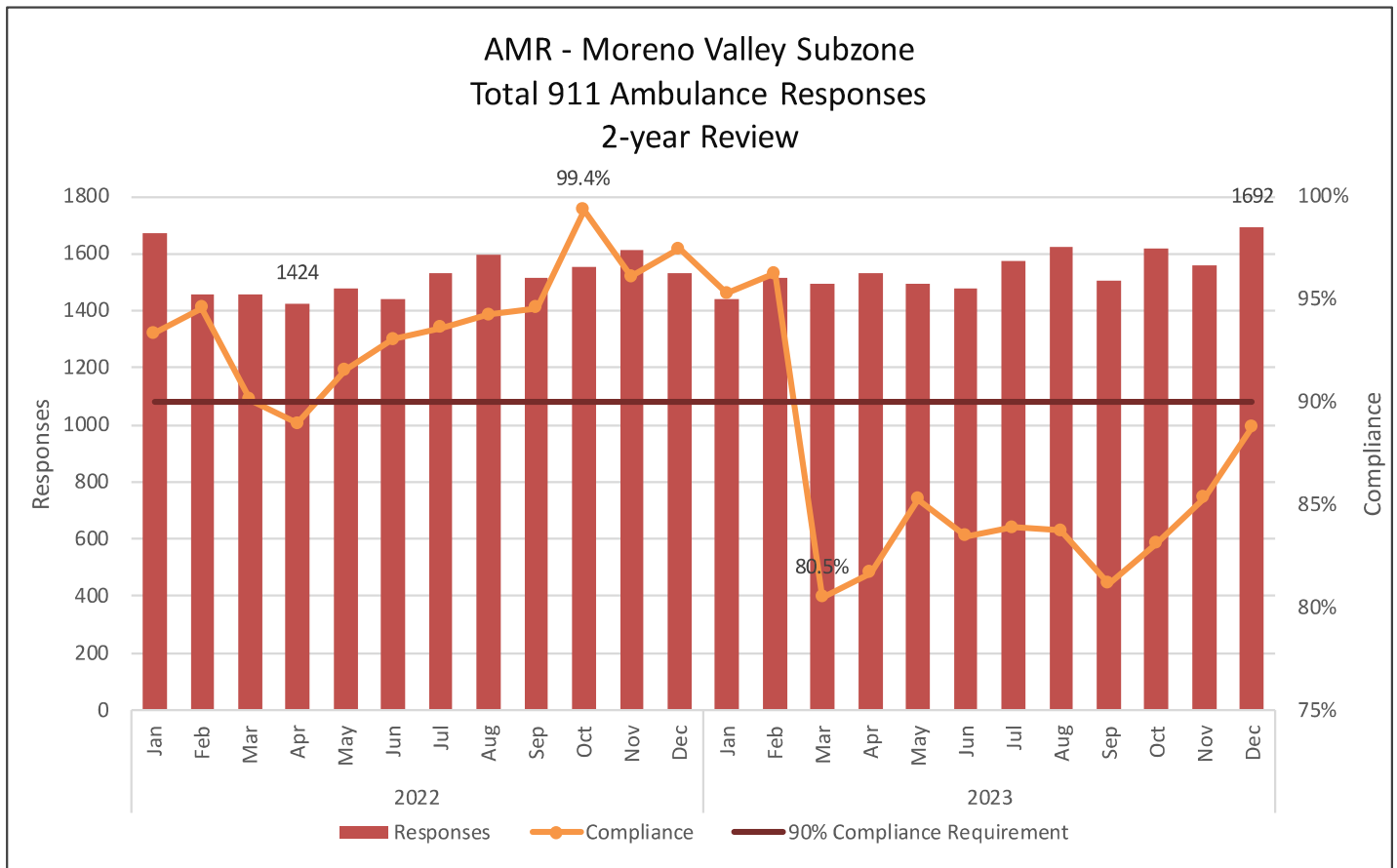
Central Zone: Response and Compliance Data



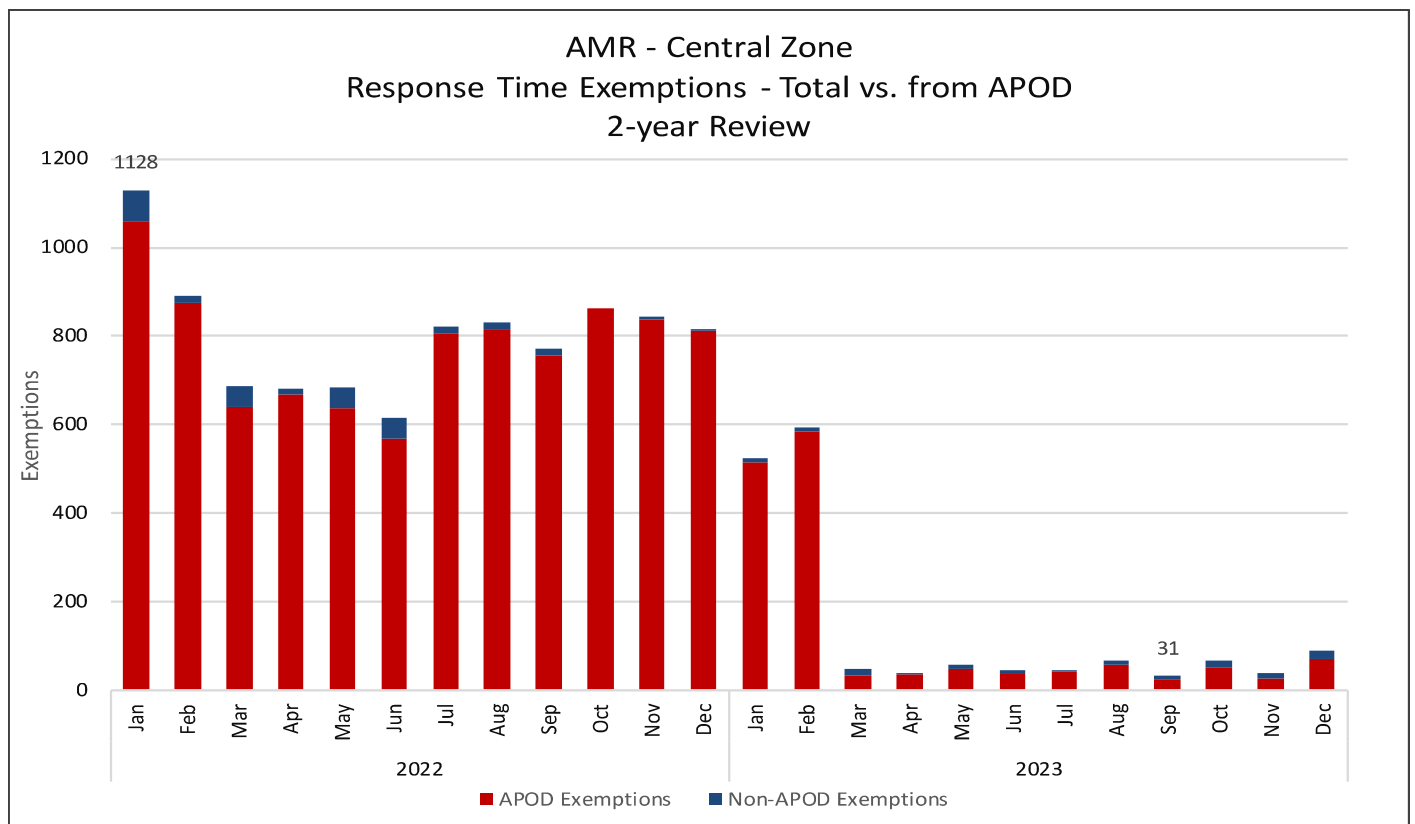


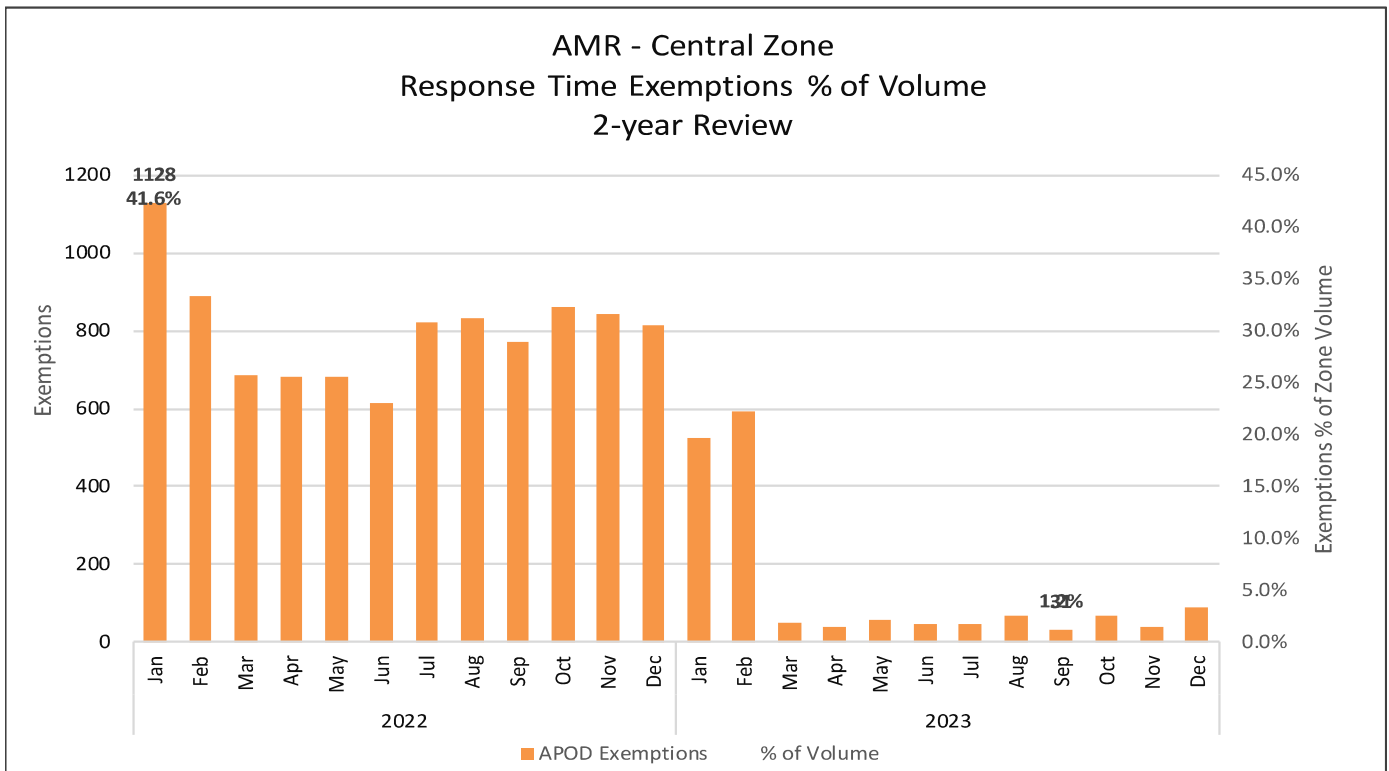
Central Zone: Subzone Response and Compliance Data



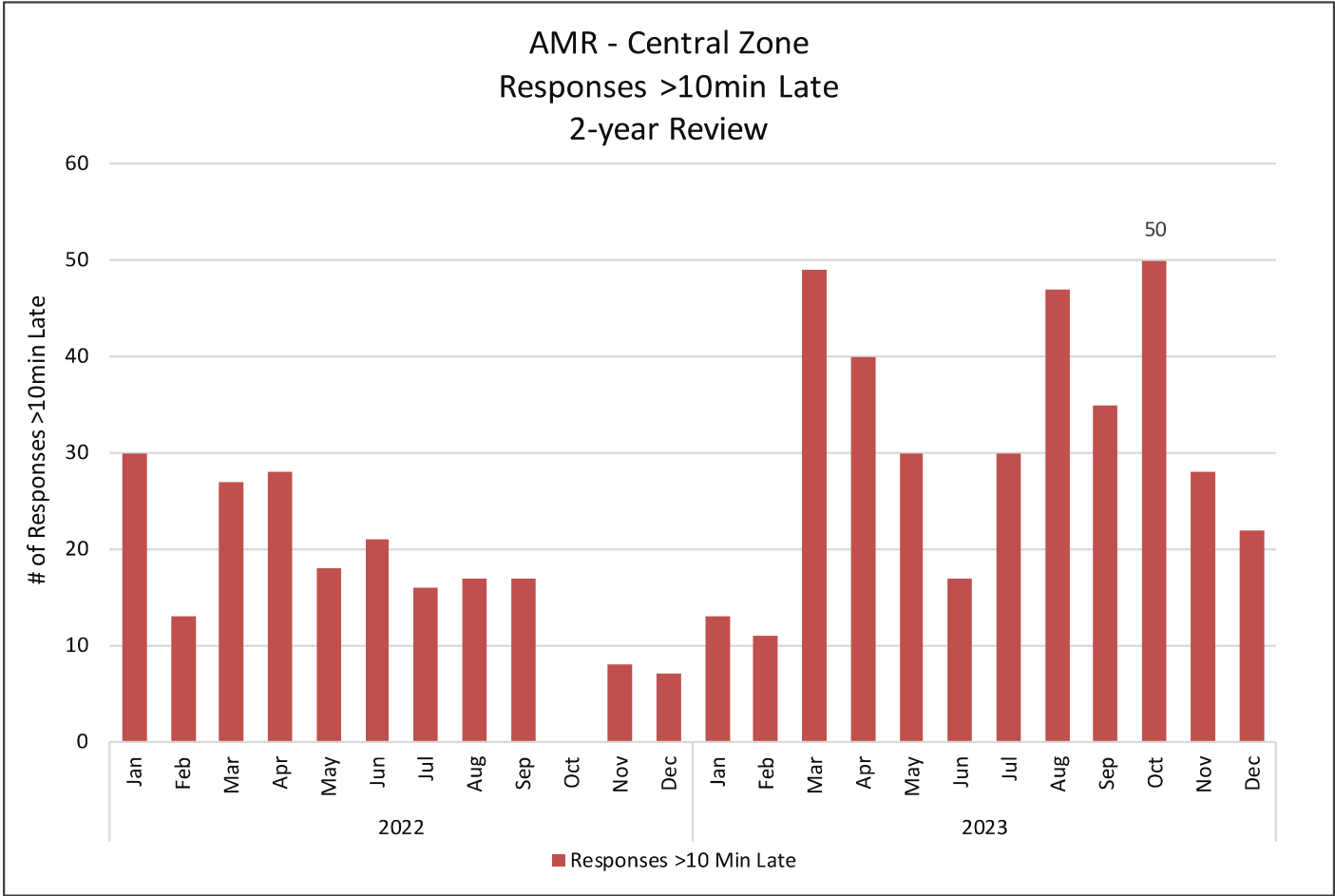


Central Zone: Exemptions





Central Zone: Responses > 10 Minutes Late

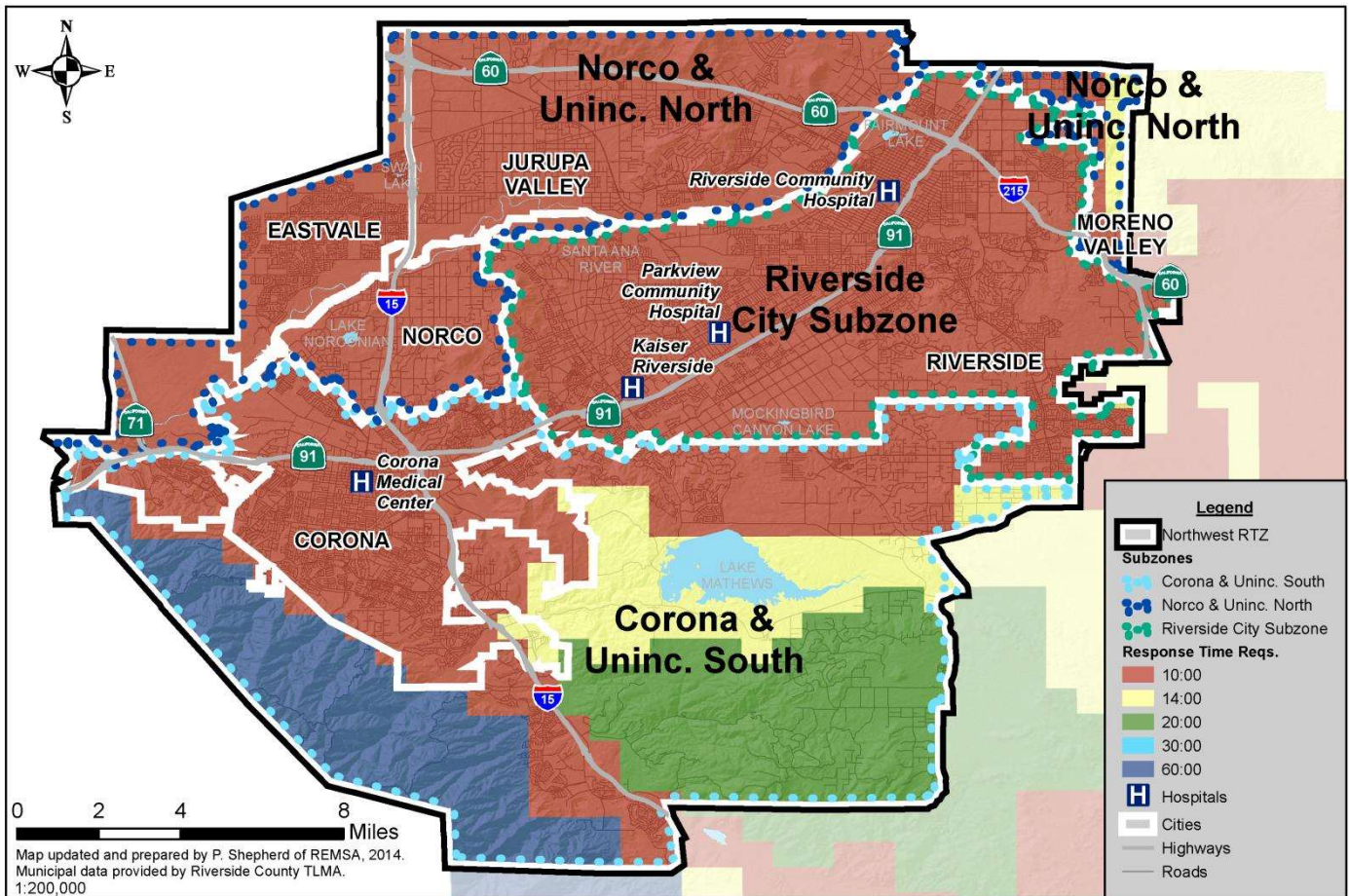


NORTHWEST ZONE

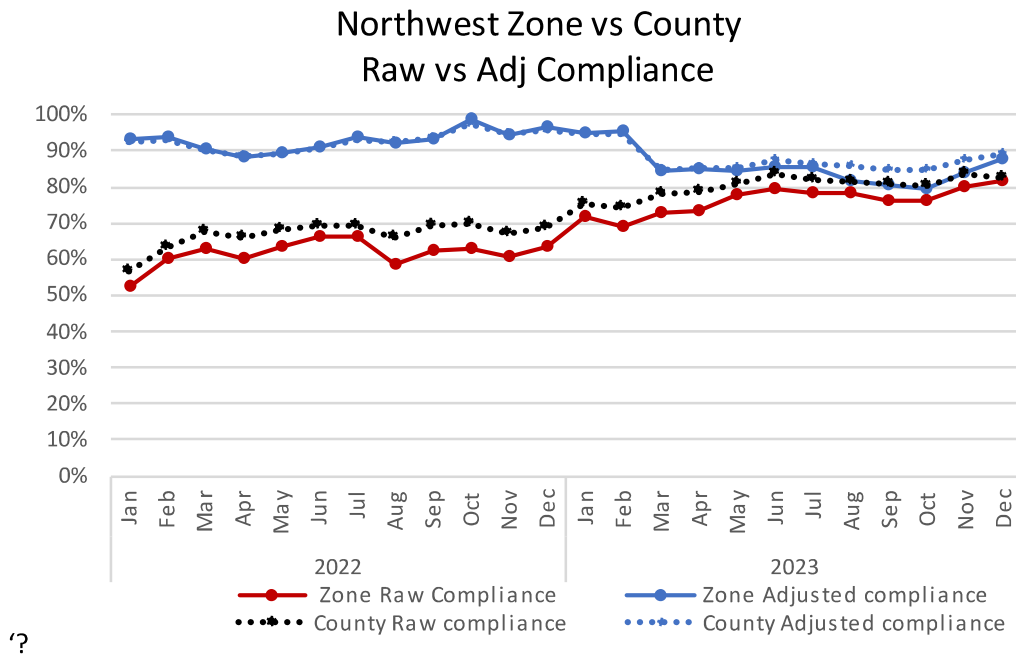
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest Zone is divided into three subzones: the Riverside City Subzone, the Corona & Unincorporated South Area Subzone, and the Norco & Unincorporated North Area Subzone. During the period in review for this report, the Riverside City Subzone received the highest volume of 911 ambulance responses, as is depicted in the following charts. Included for review are: Northwest Zone compliance, 911 ambulance responses, exemptions, and responses more than ten minutes late.



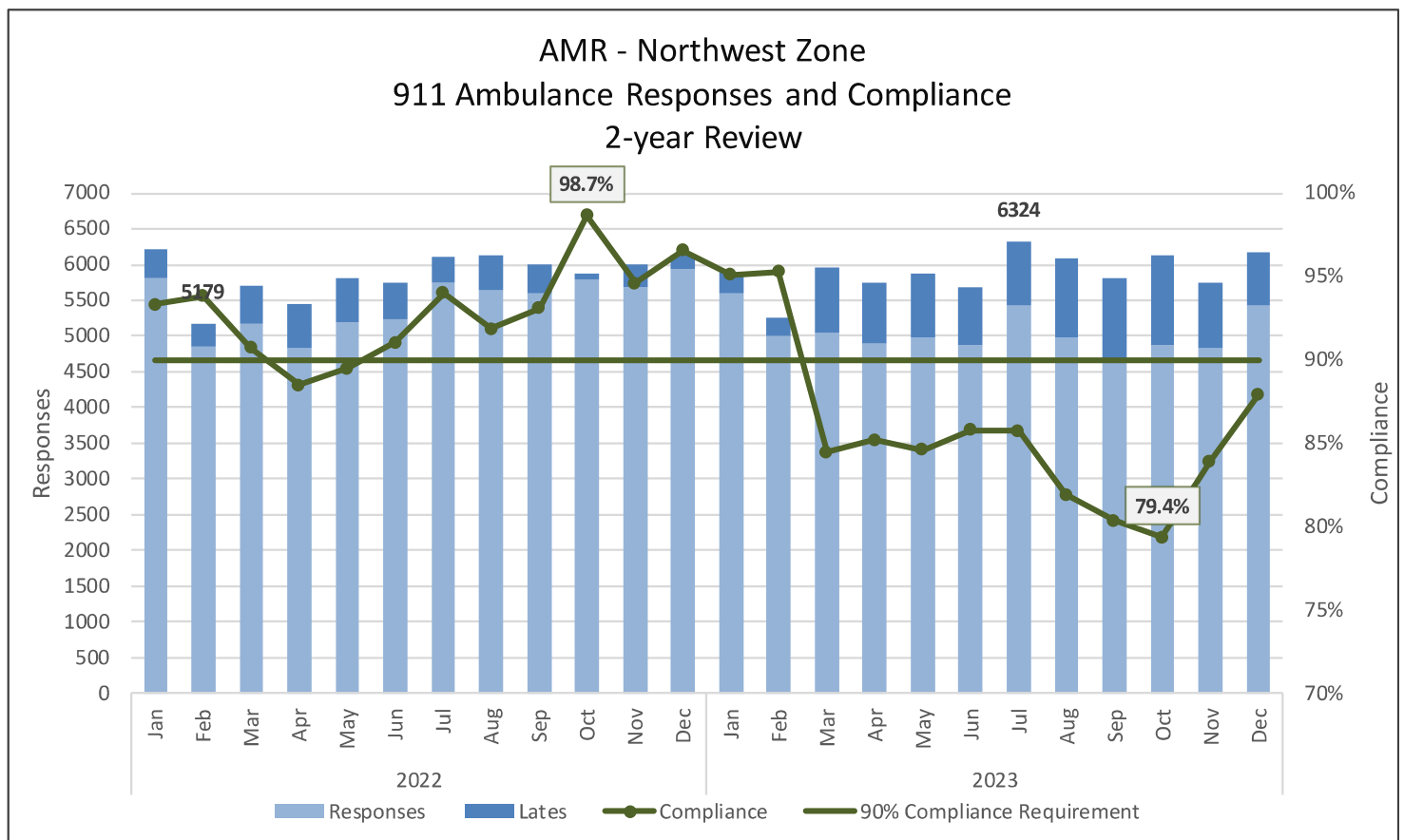
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST

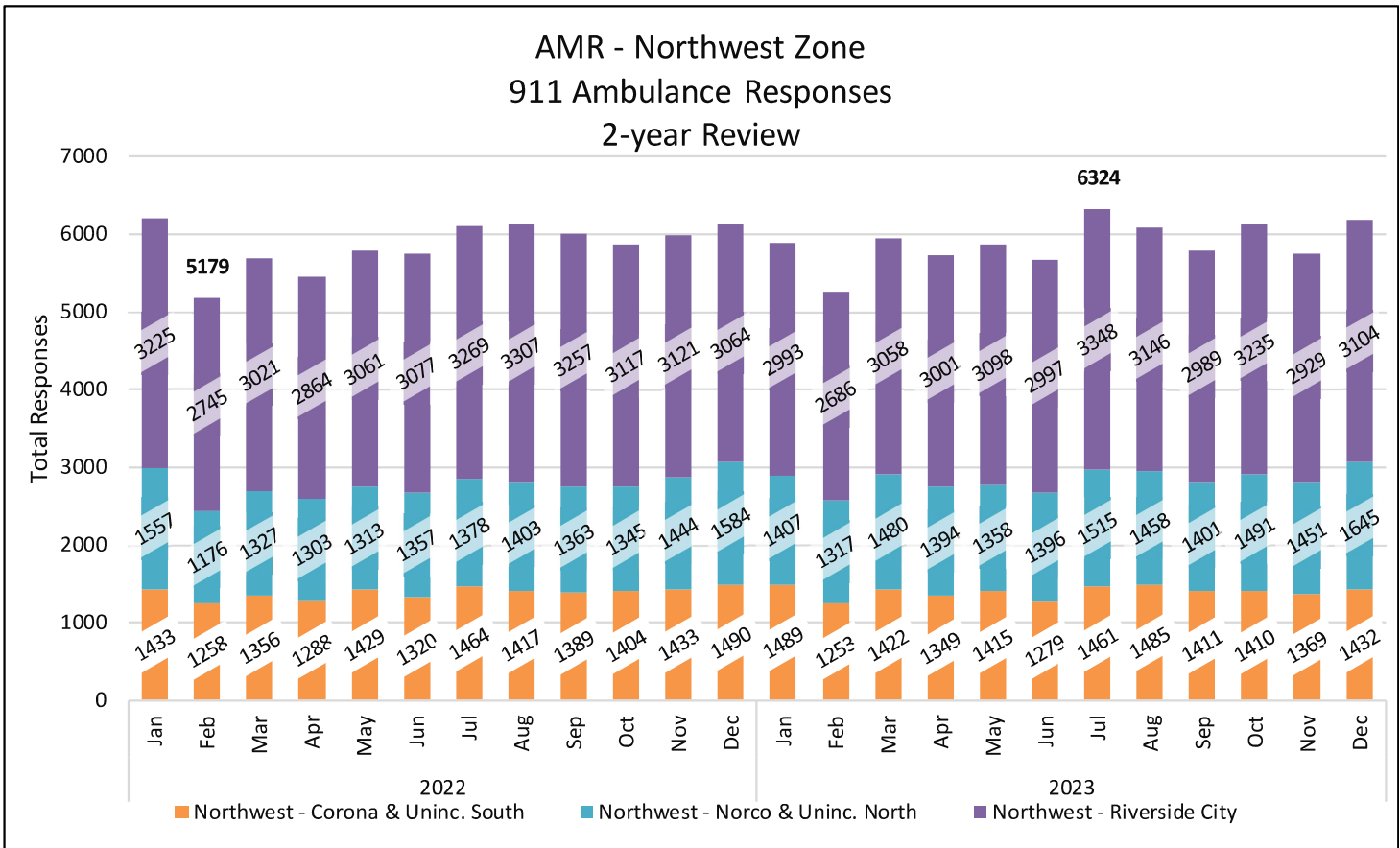


Northwest Zone: Raw vs Adjusted Compliance Data

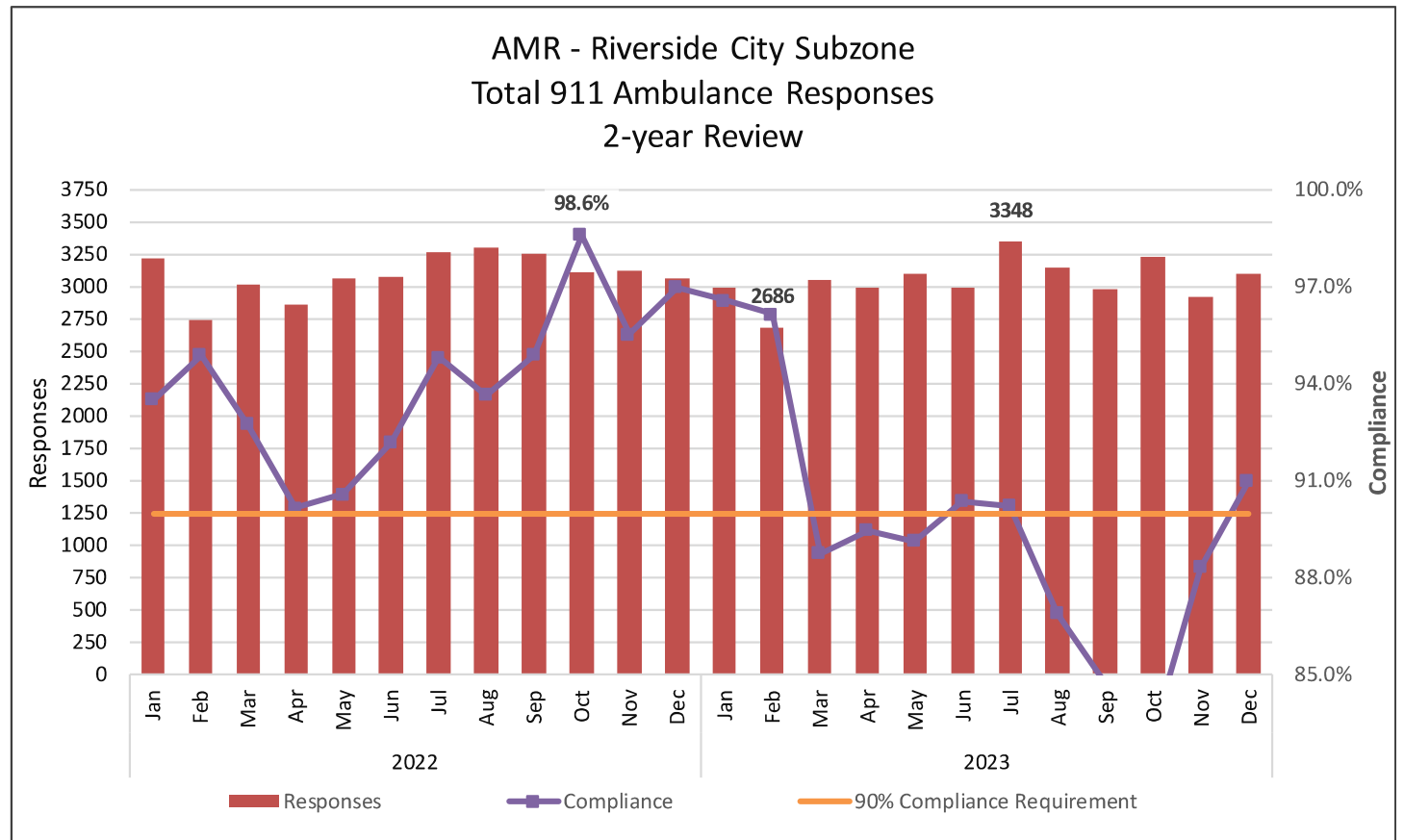


Northwest Zone: Response and Compliance Data

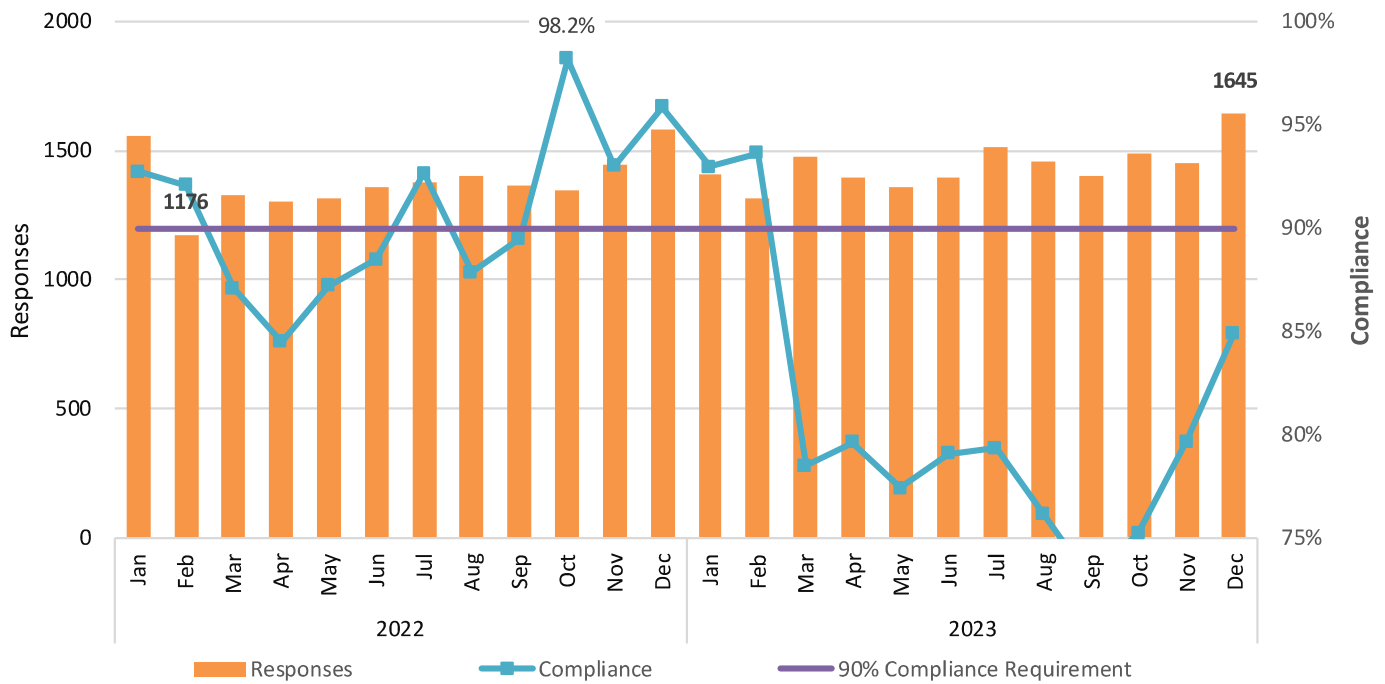




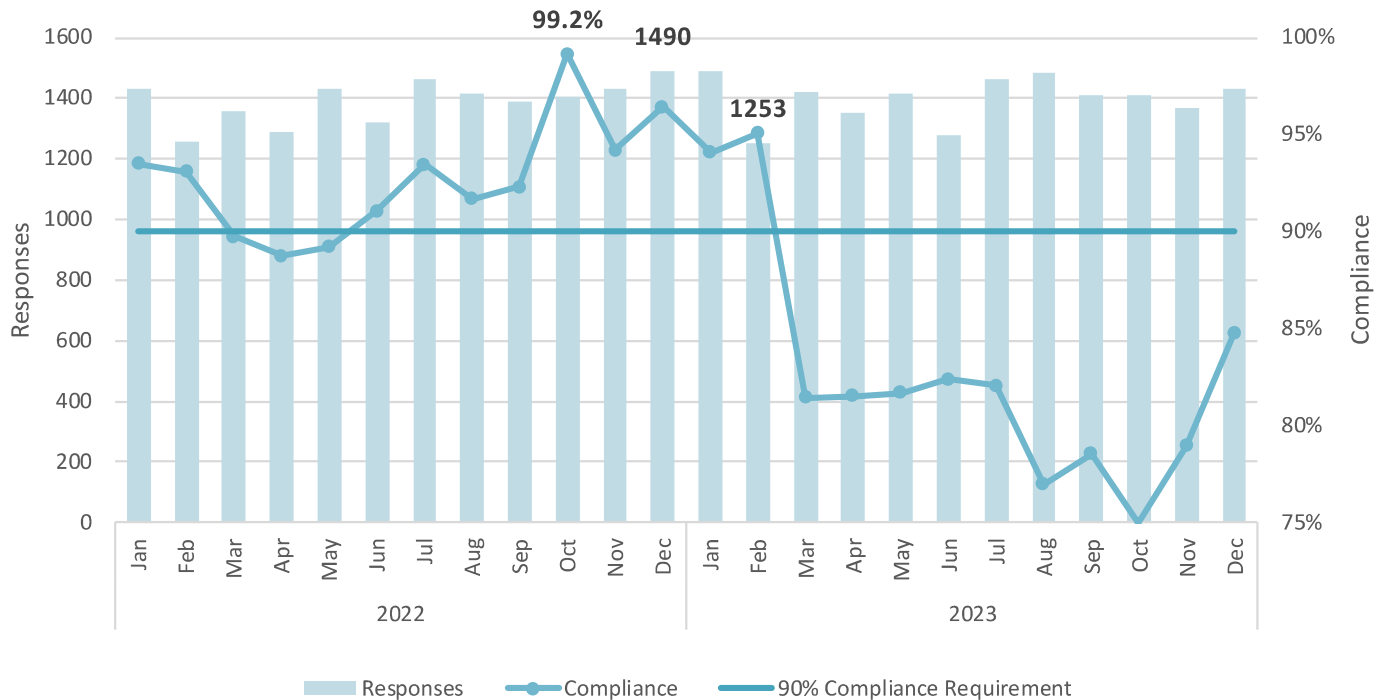
Northwest Zone: Subzone Response and Compliance Data



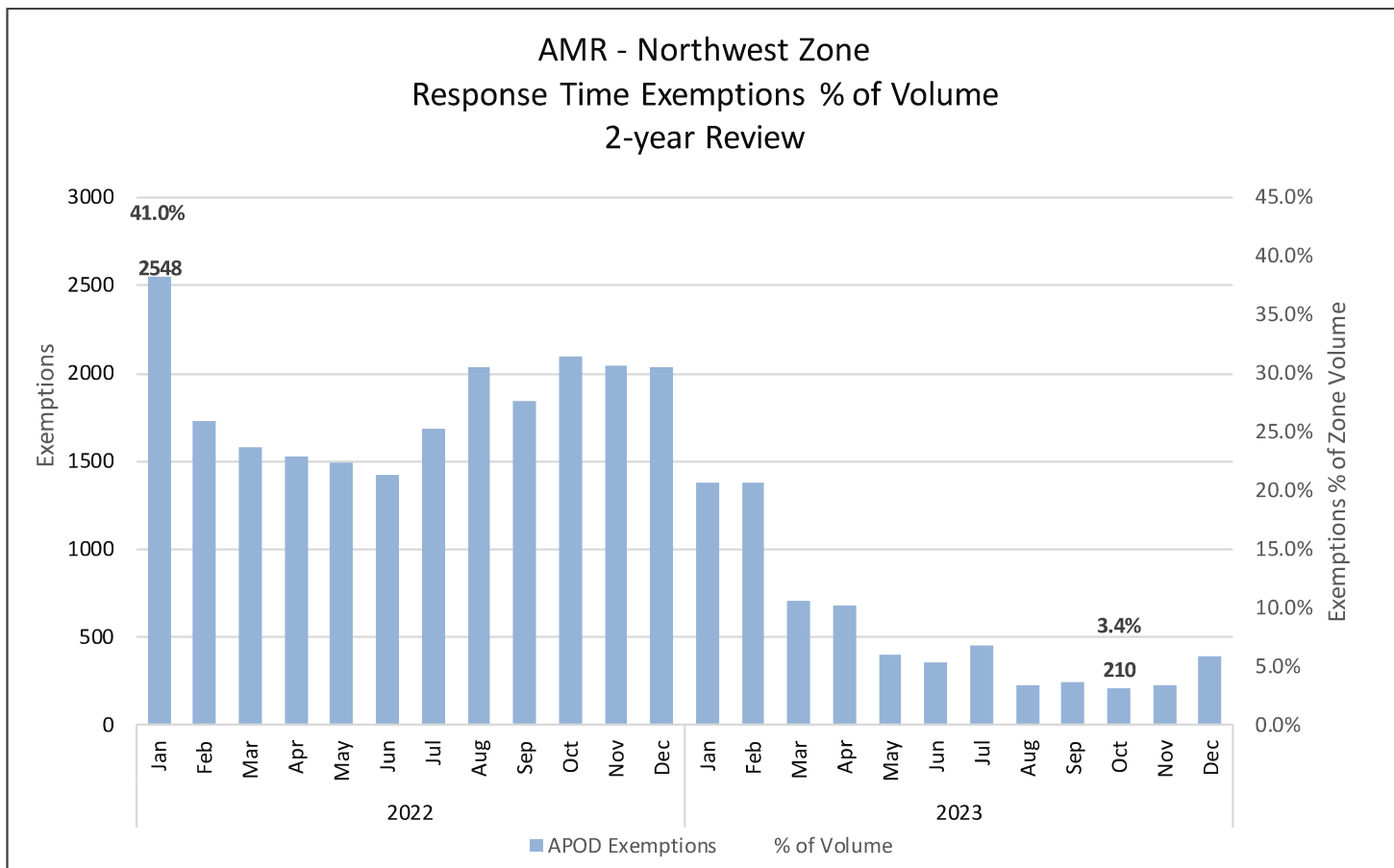
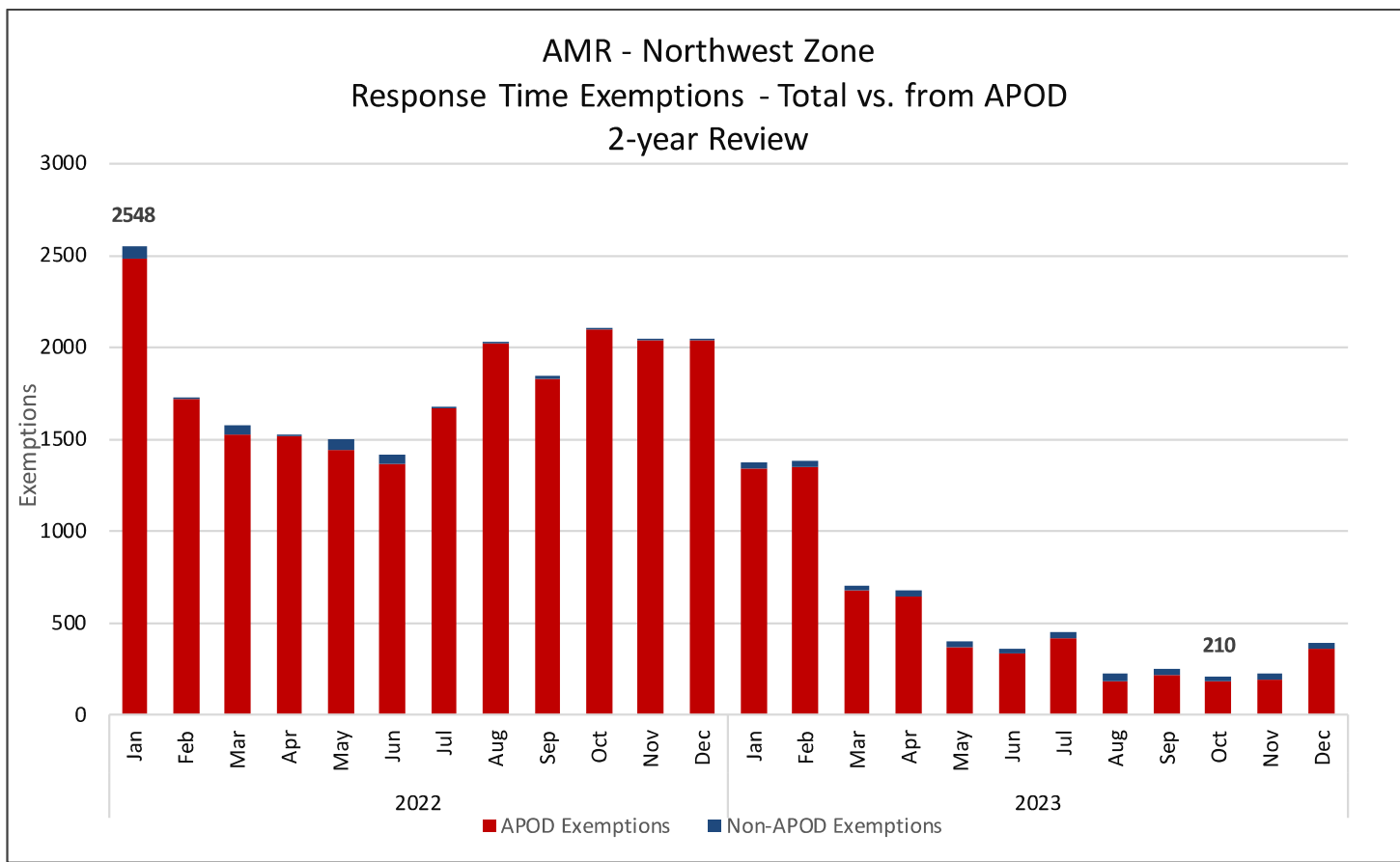
AMR - Norco & North Uninc. Subzone Total 911 Ambulance Responses 2-year Review



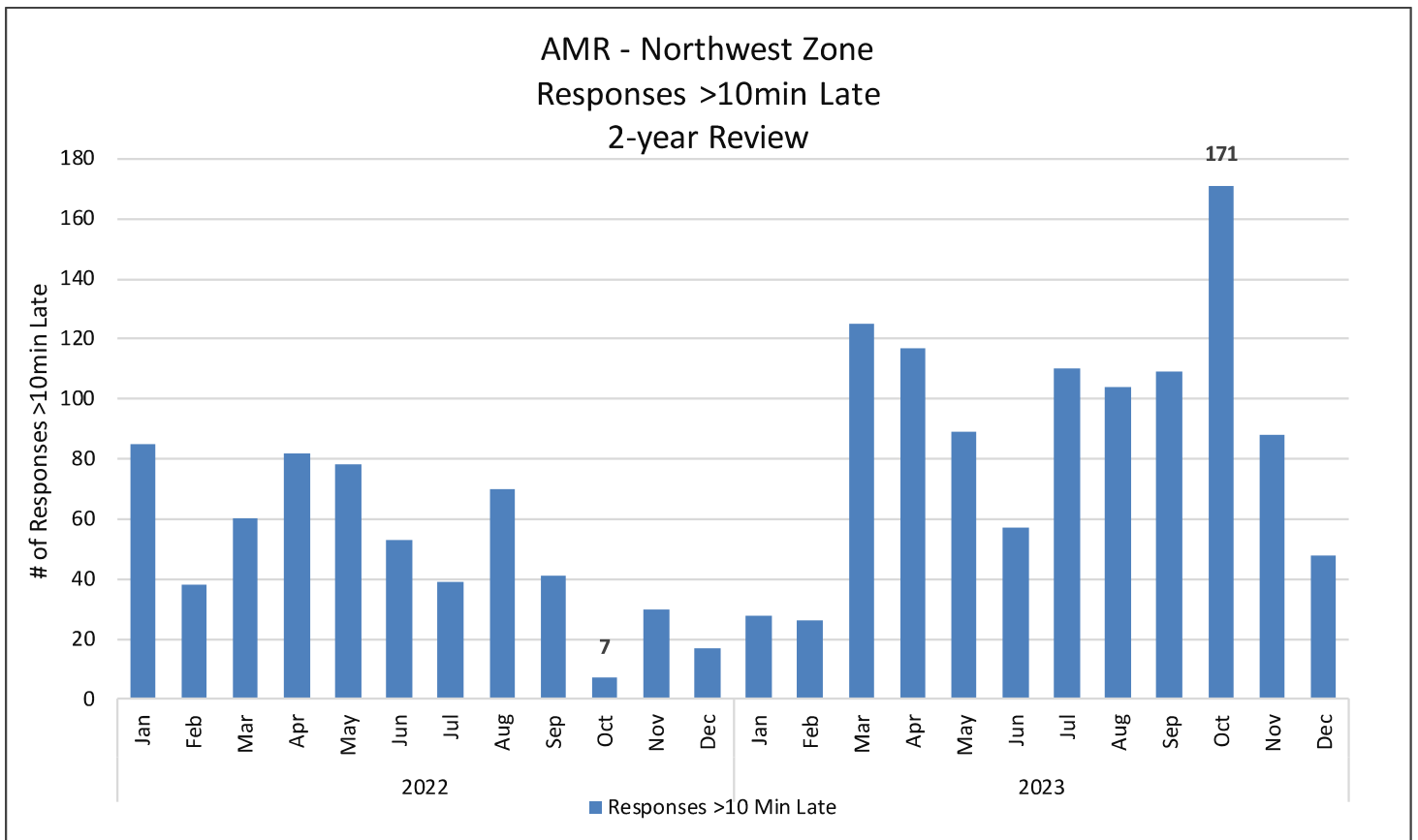
AMR - Corona and South Uninc. Subzone Total 911 Ambulance Responses 2-year Review



Northwest Zone: Exemptions

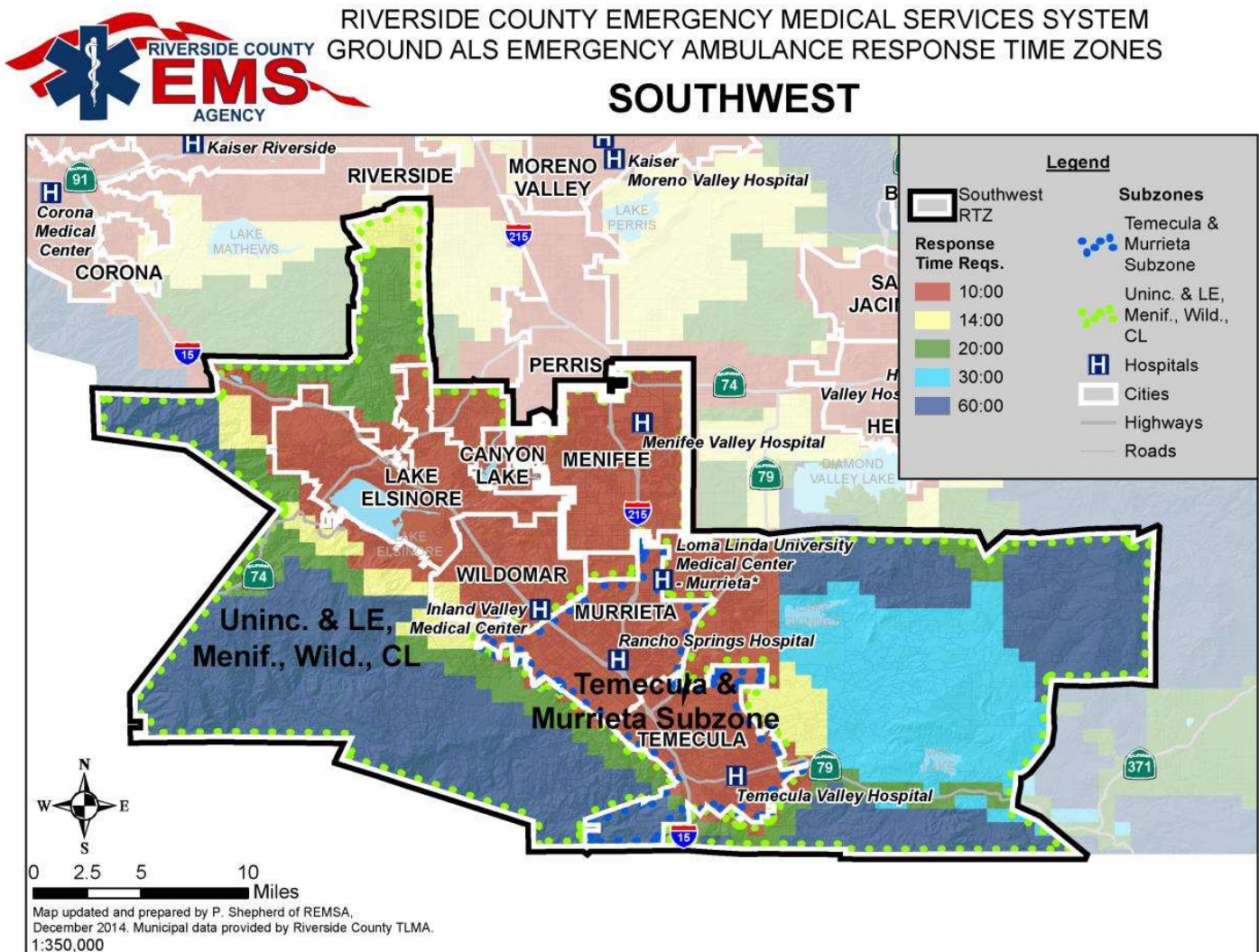


Northwest Zone: Responses >10 Minutes Late

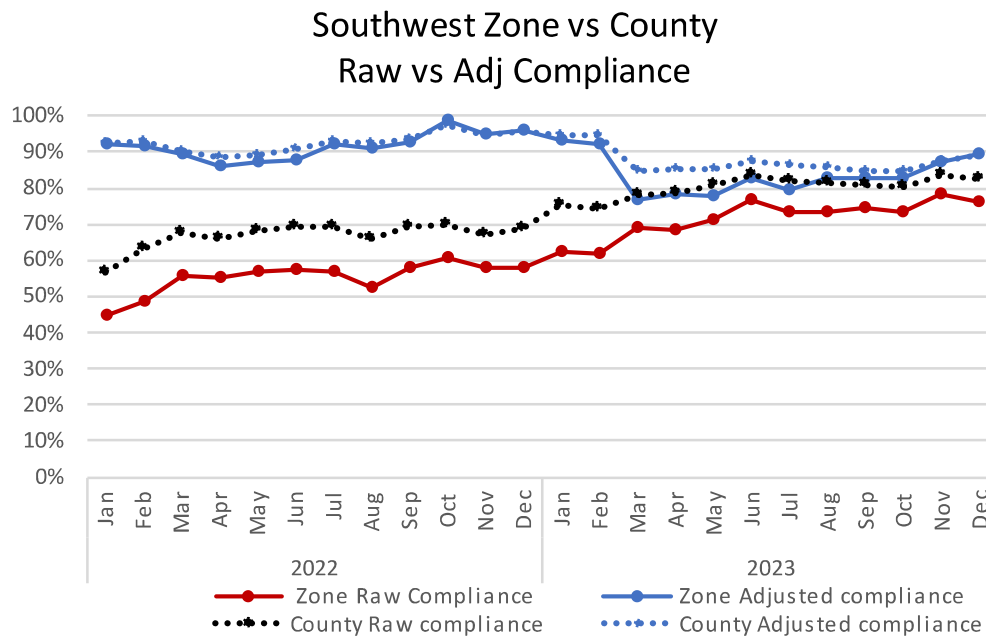


SOUTHWEST ZONE

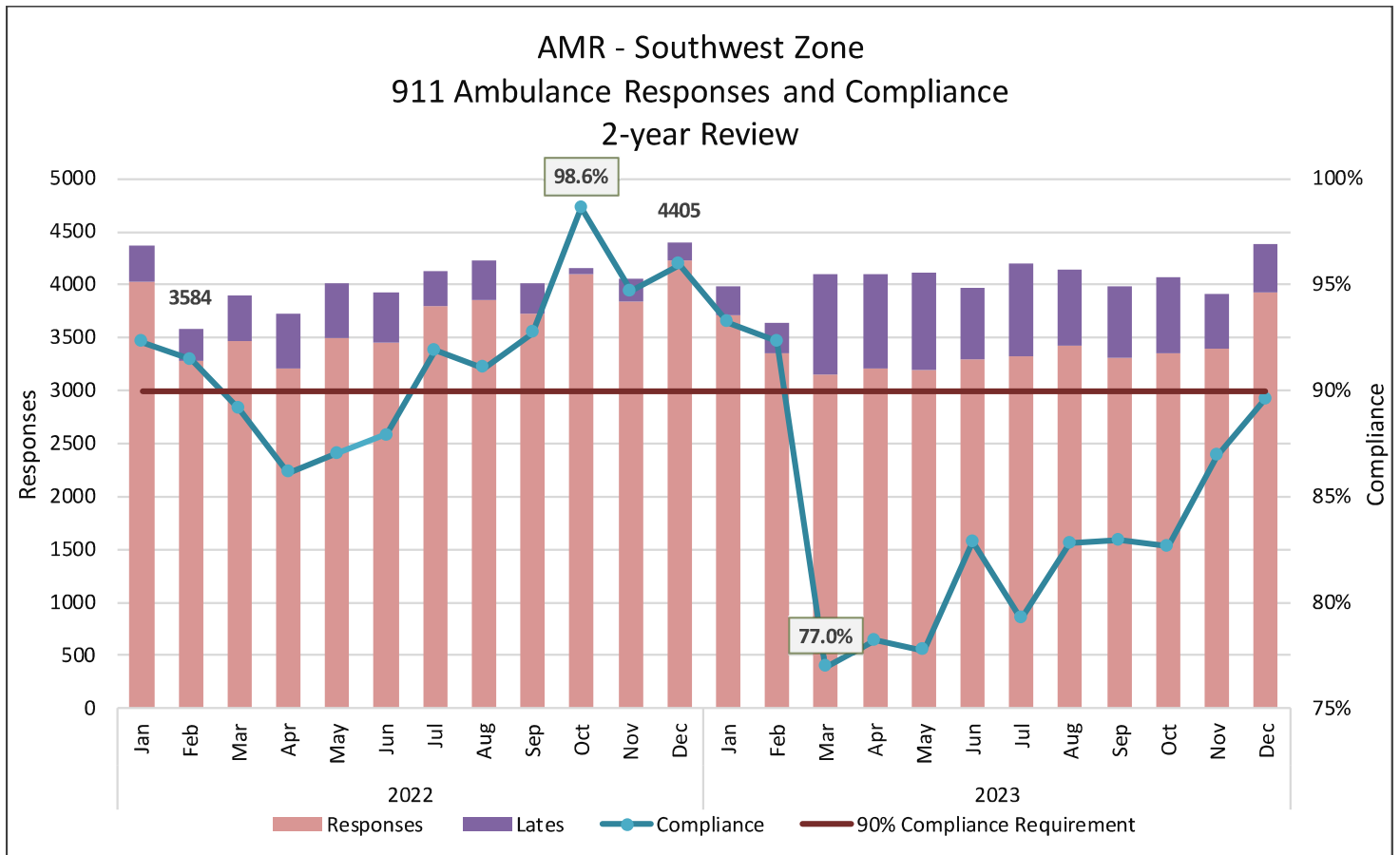
The Southwest Response Time Zone includes multiple cities, including: Temecula, Murrieta, Lake Elsinore, Menifee, Canyon Lake, and Wildomar. There are two subzones, which are the Temecula & Murrieta Subzone, and the Unincorporated Area plus Lake Elsinore, Wildomar, Canyon Lake and Menifee. The Southwest Zone borders the Northwest and Central Zones to the North, the San Jacinto Zone to the Northeast, and the Mountain Plateau Zone to the East.

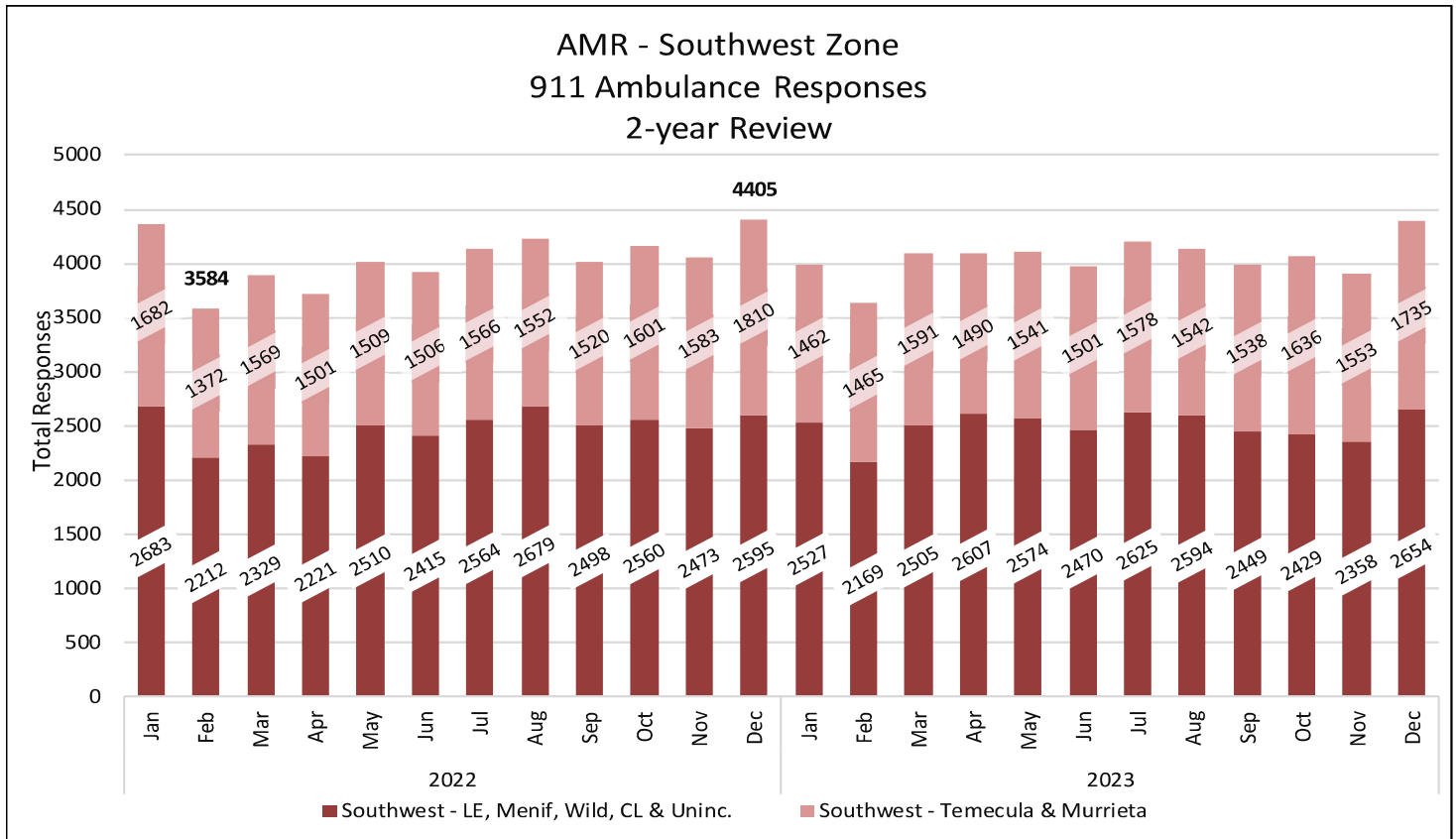


Southwest Zone: Raw vs Adjusted Compliance Data

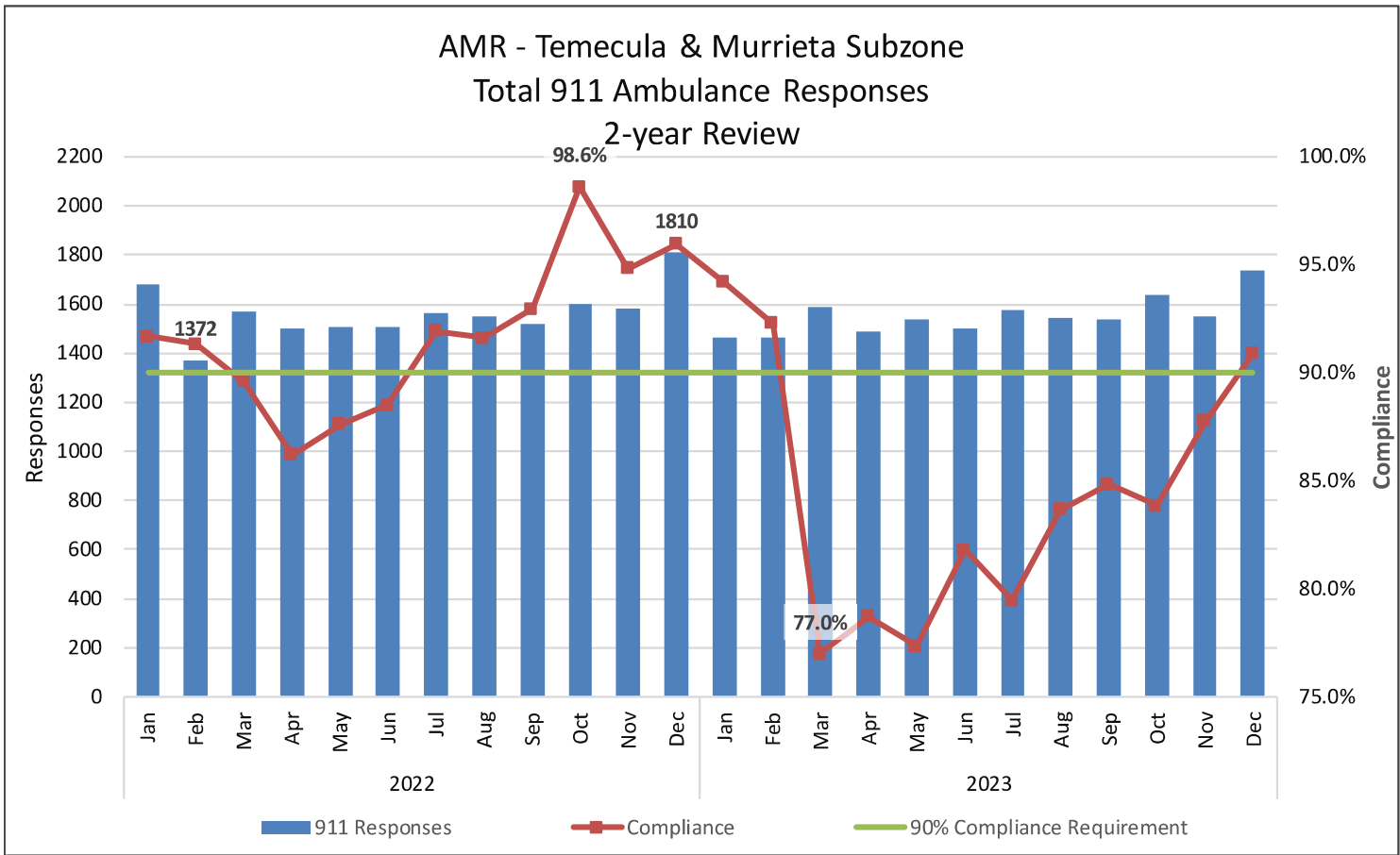


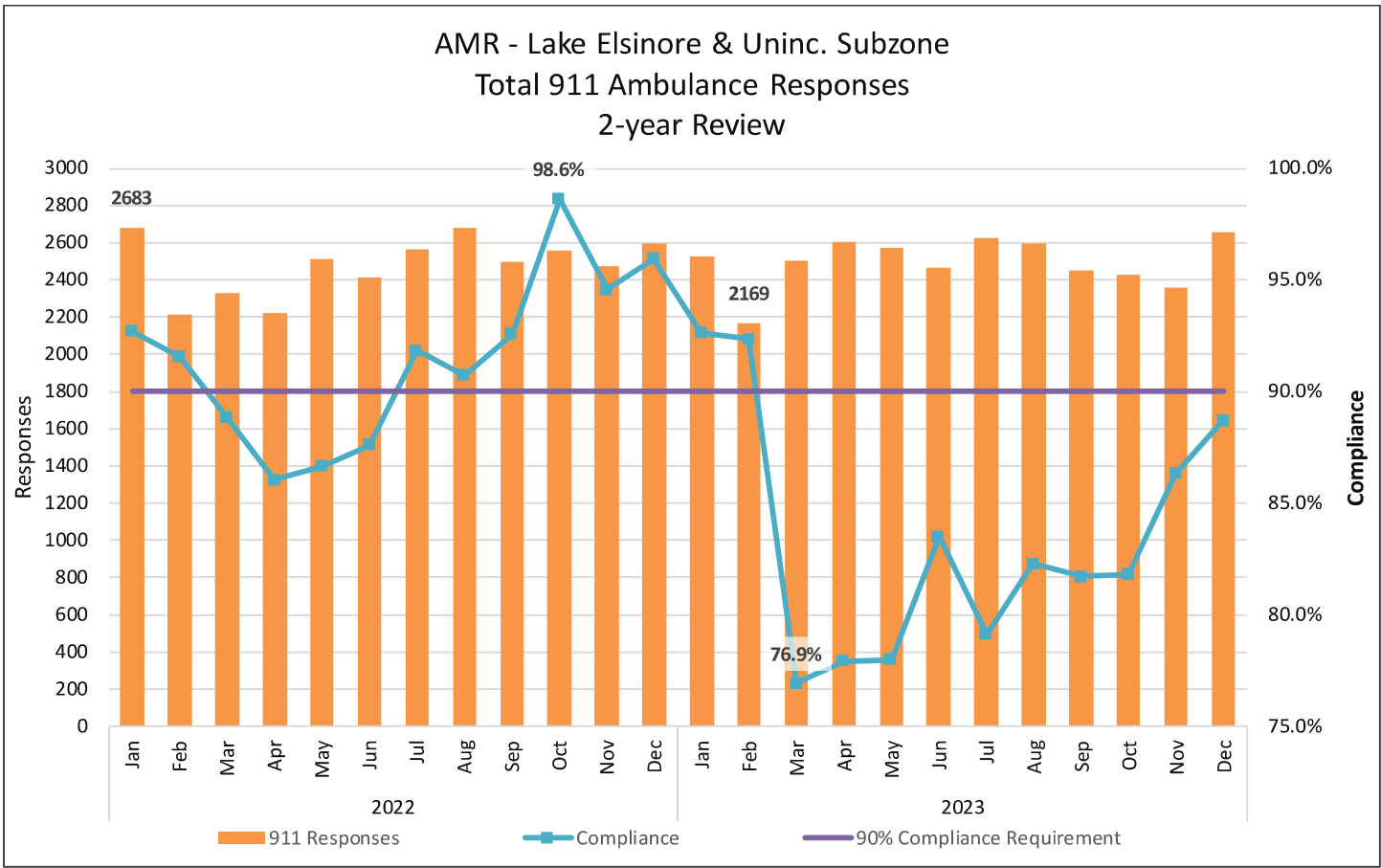
Southwest Zone: zone Response and Compliance Data



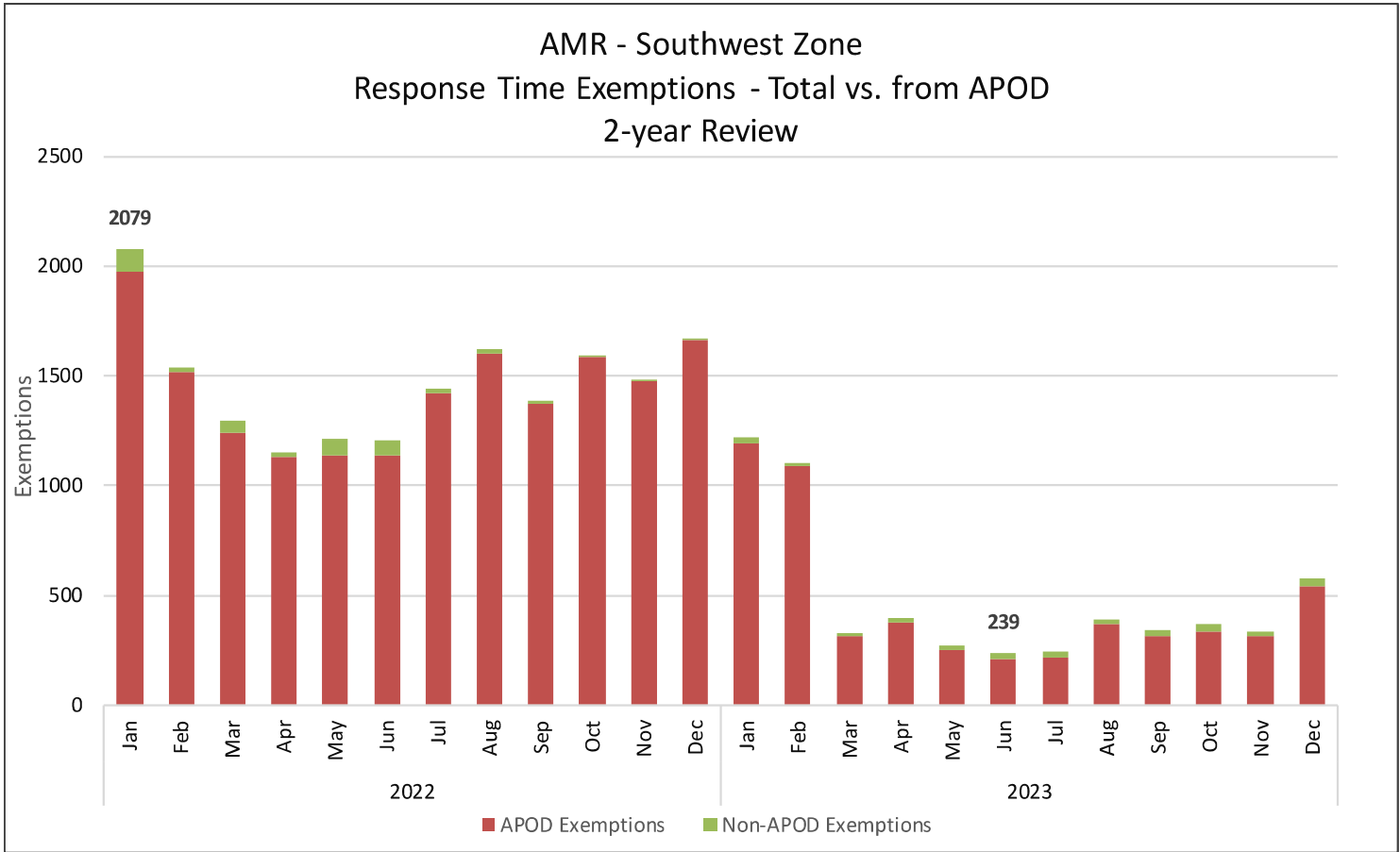


Southwest Zone: Subzone Response and Compliance Data

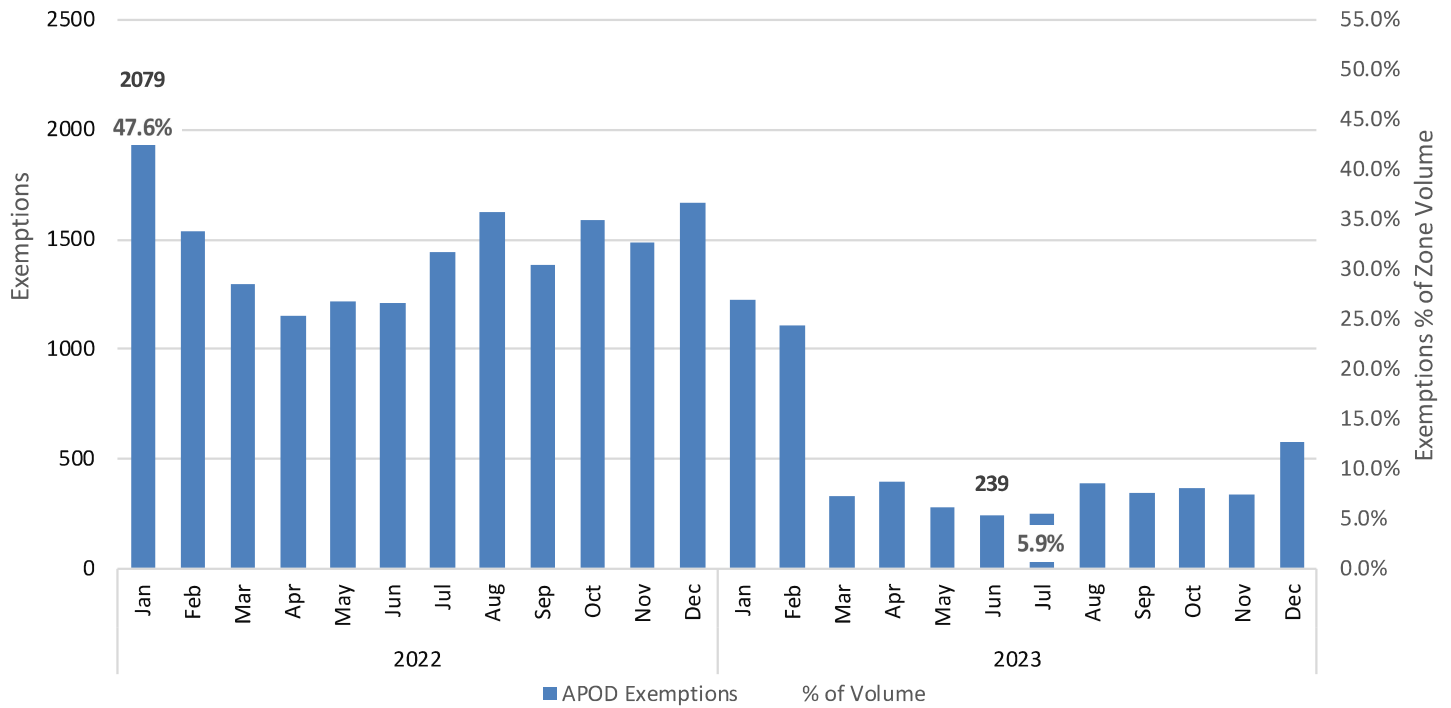




Southwest Zone: Exemptions

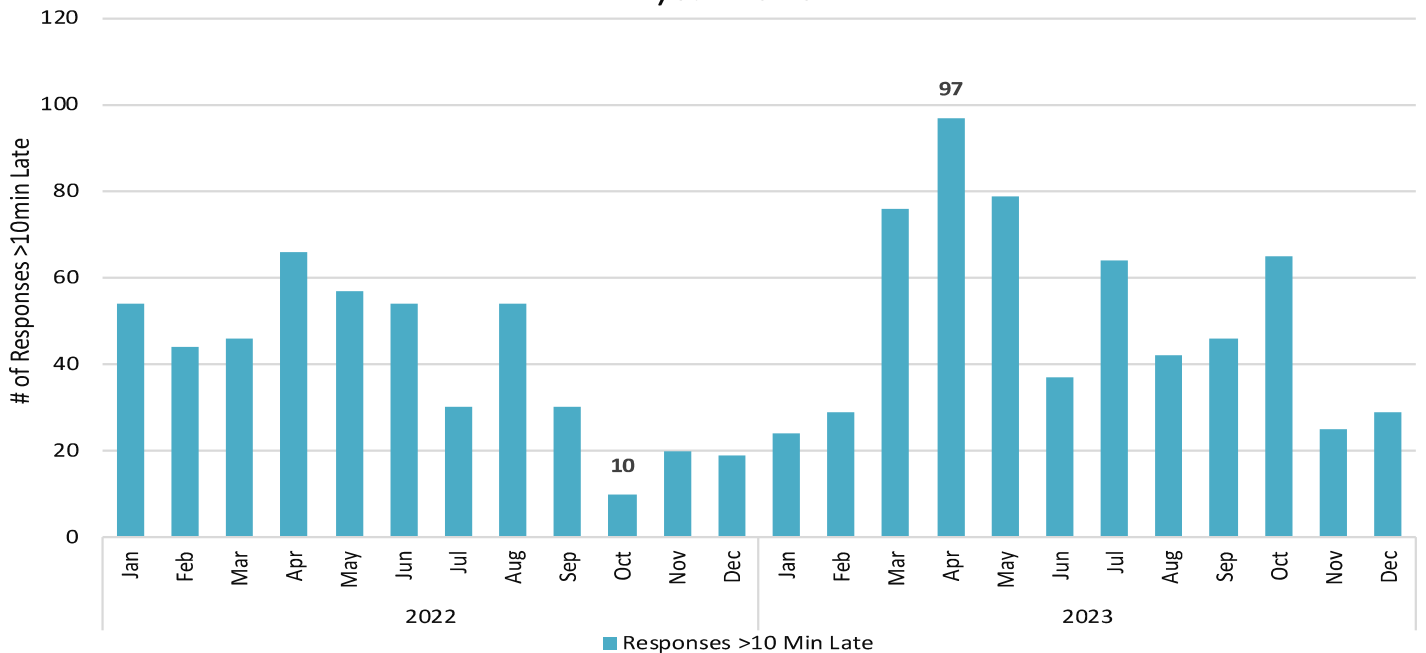


AMR Southwest Zone Response Time Exemptions % of Volume 2-year Review



Southwest Zone: Responses > 10 Minutes Late

AMR - Southwest Zone Responses >10min Late 2-year Review

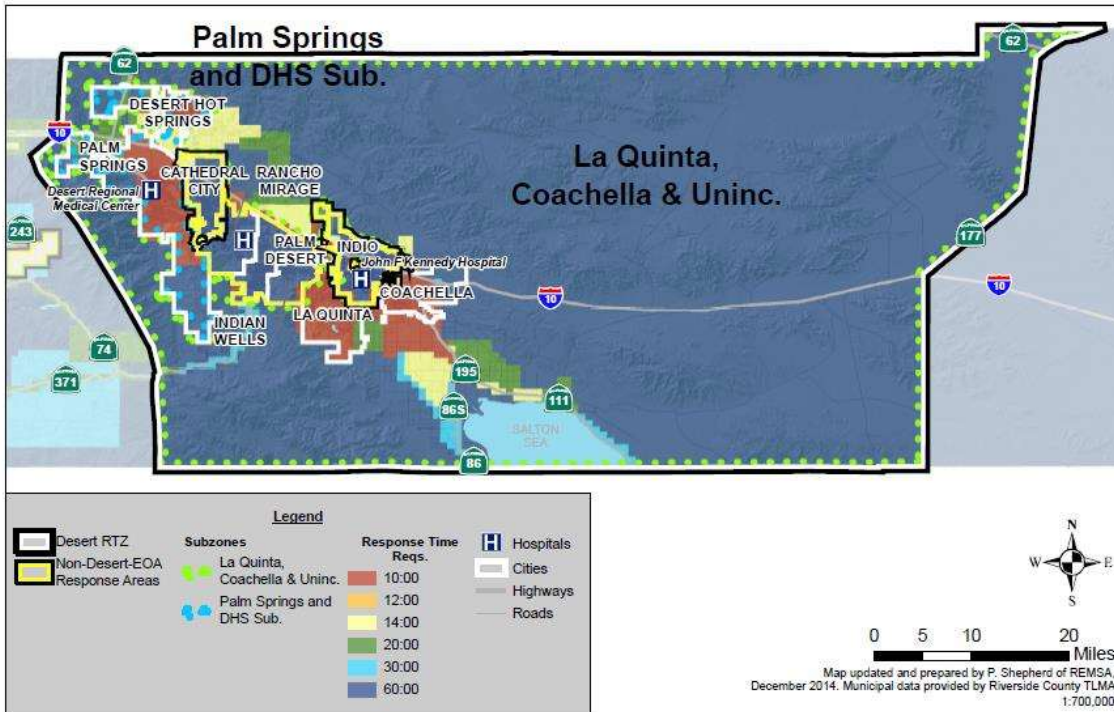


DESERT ZONE



RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

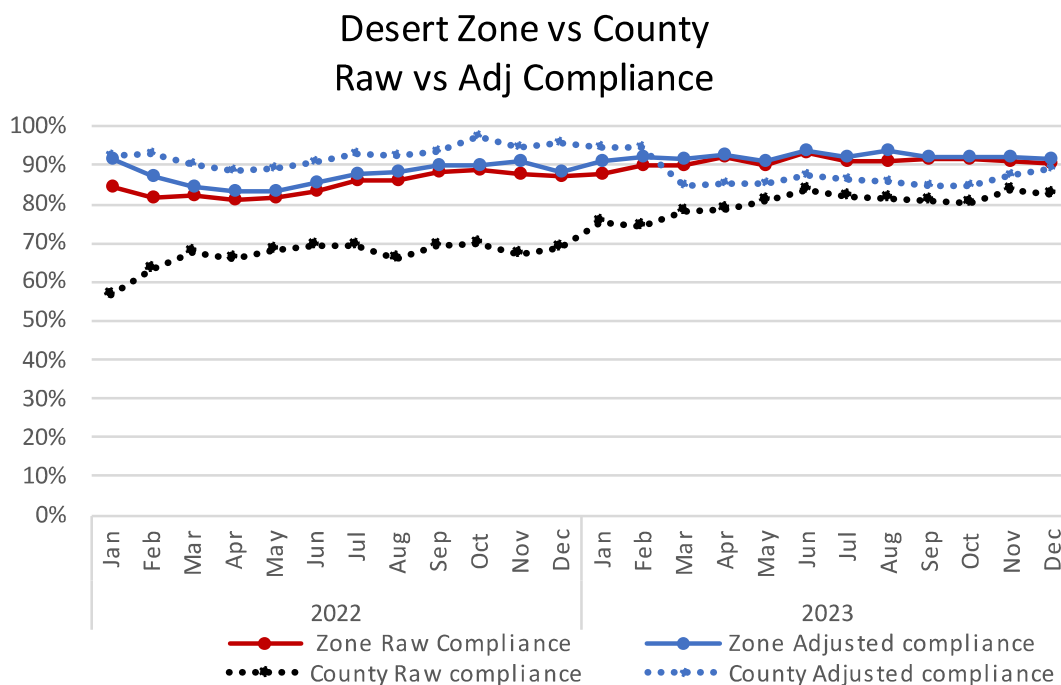
DESERT

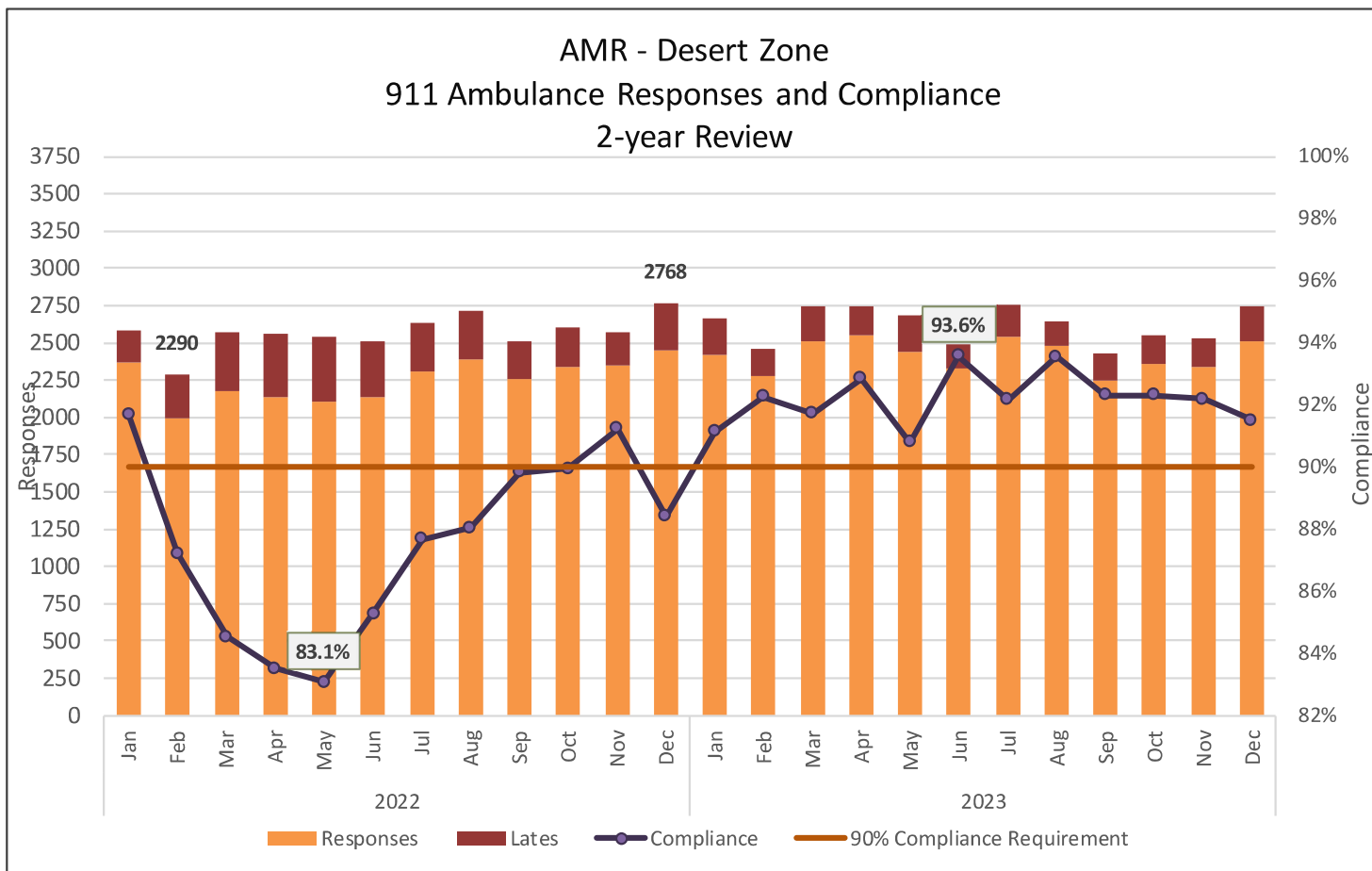


The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

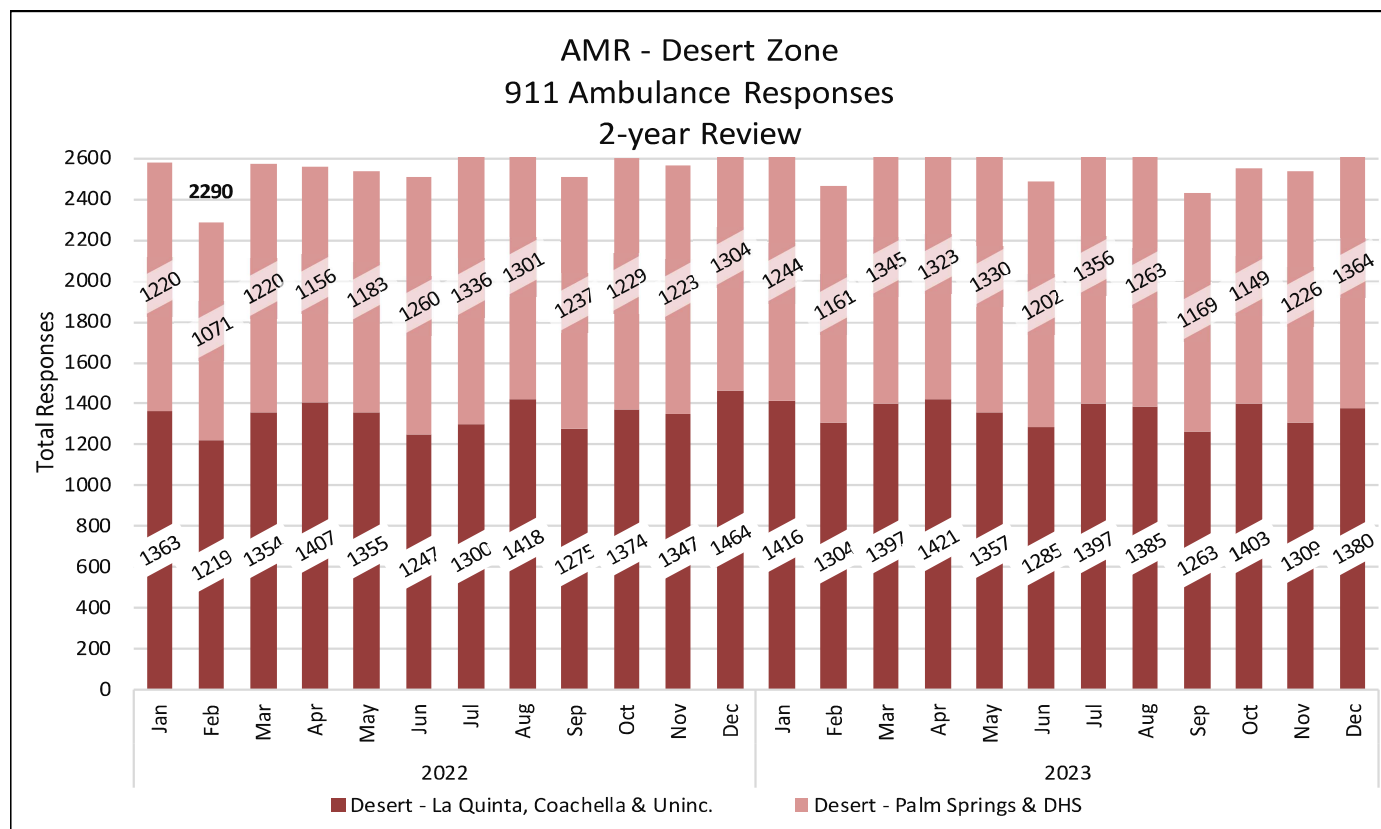
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.

Desert Zone: Raw vs Adjusted Compliance Data

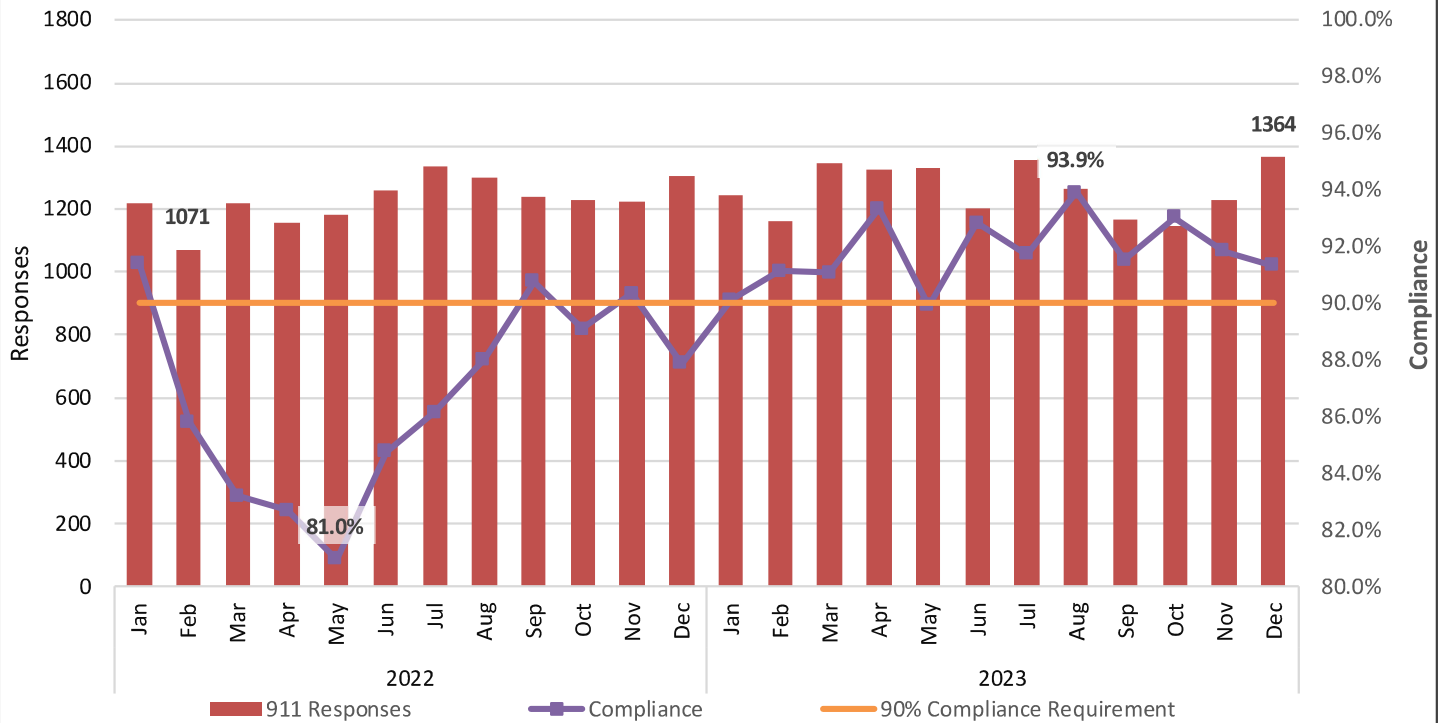




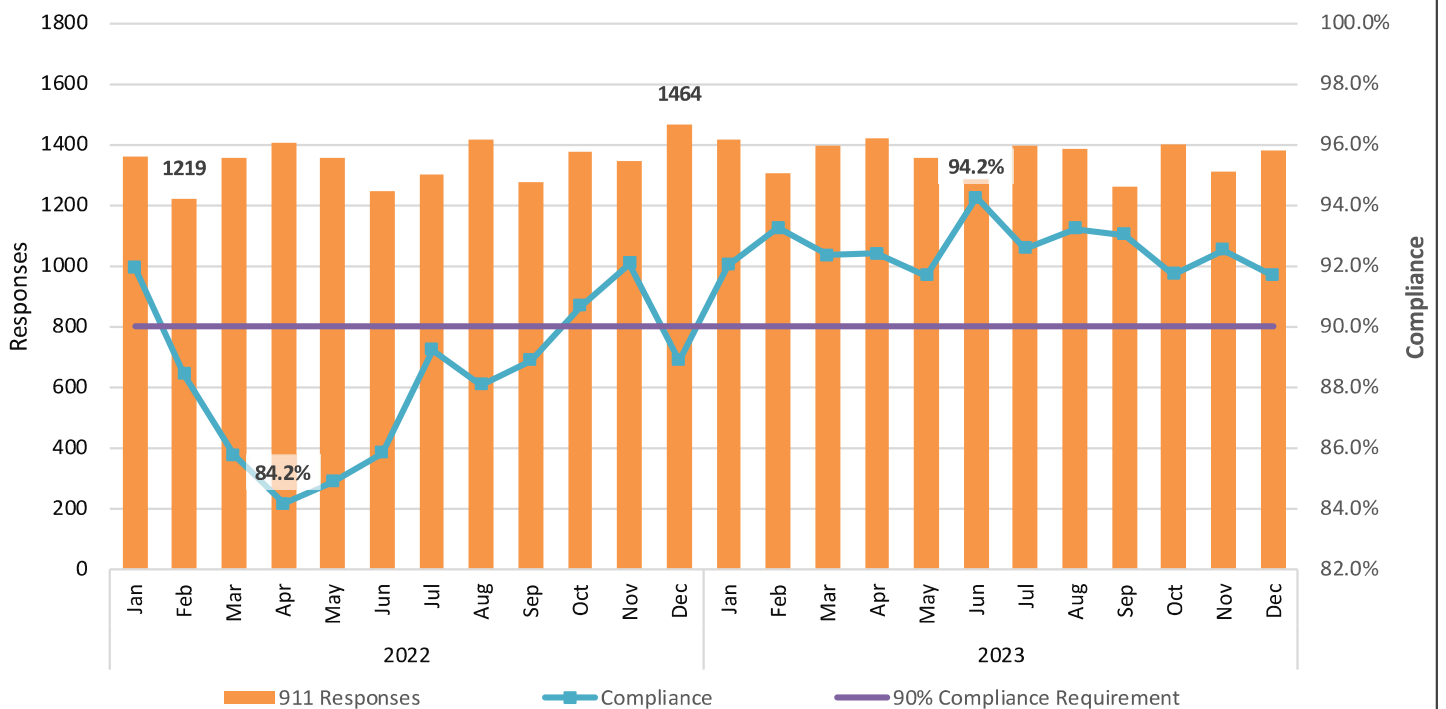
Desert Zone: Subzone Response and Compliance Data

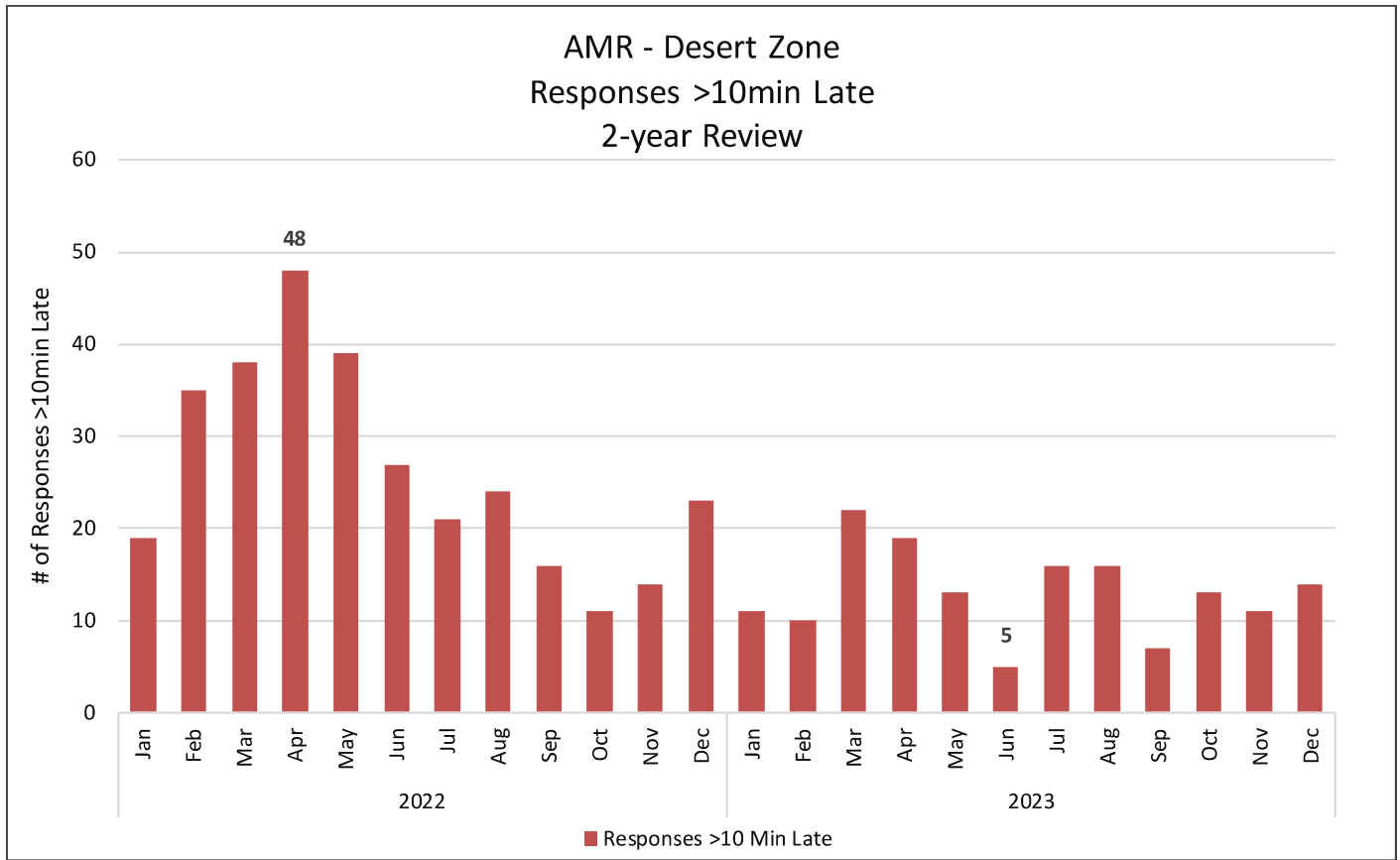


AMR - Palm Springs & Desert Hot Springs Subzone Total 911 Ambulance Responses 2-year Review

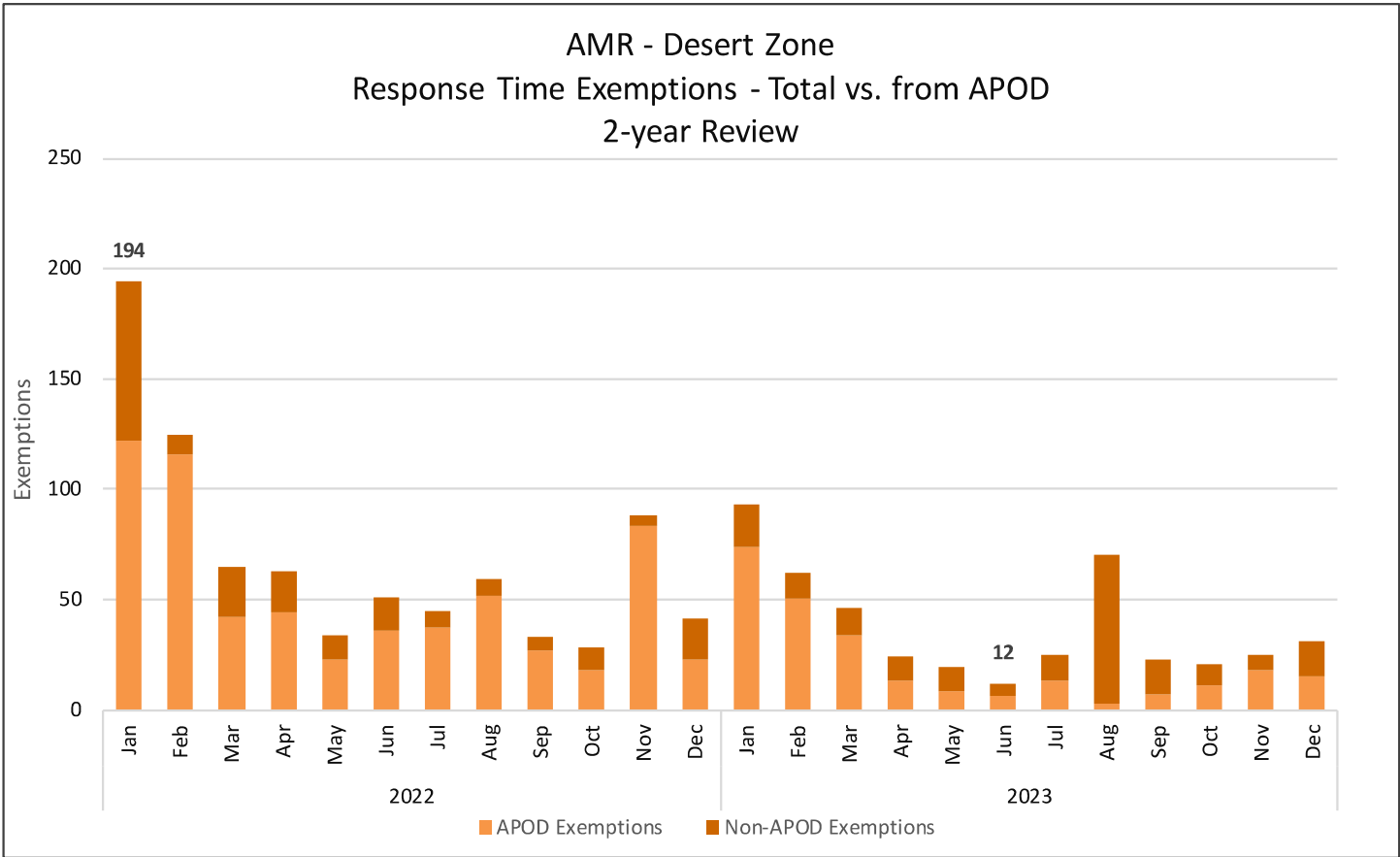


AMR - La Quinta, Coachella, & Uninc. Subzone Total 911 Ambulance Responses 2-year Review

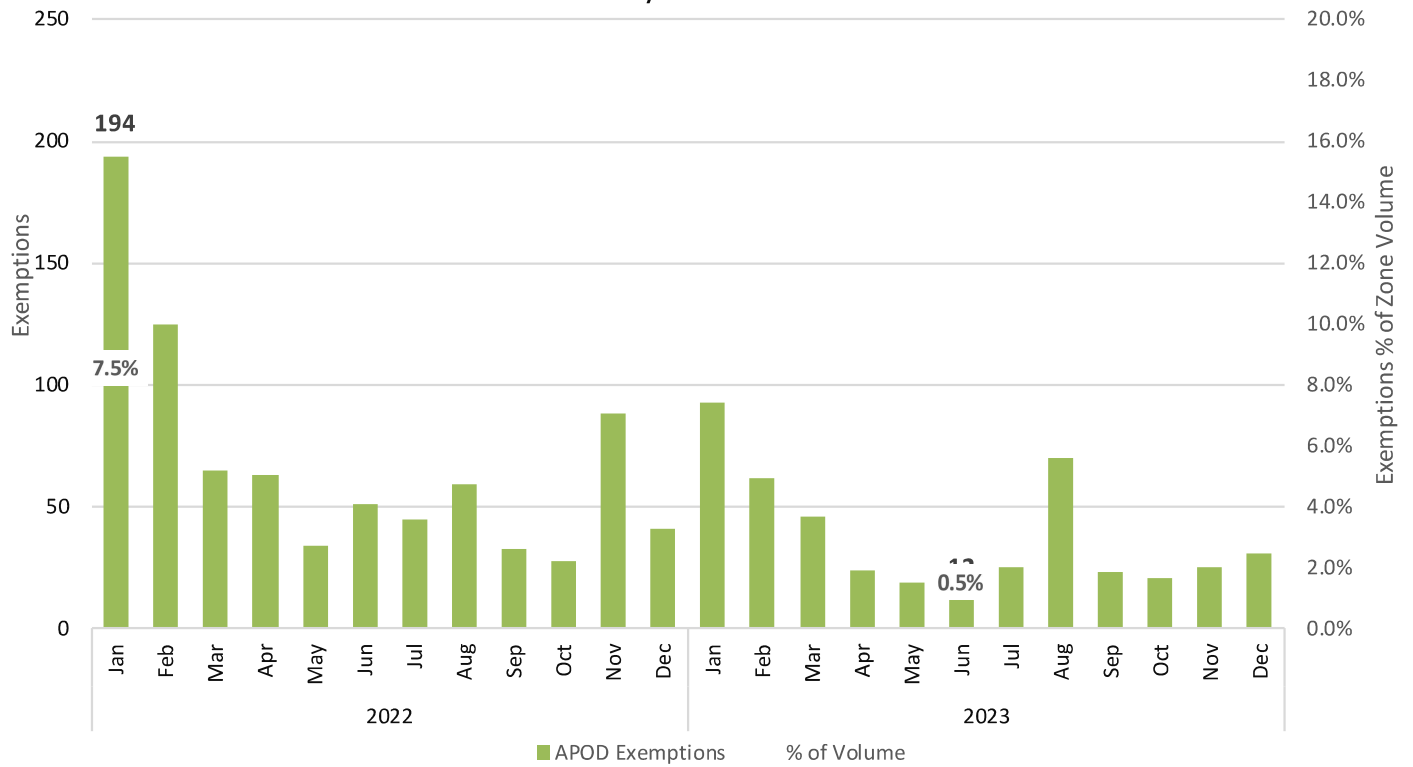




Desert Zone: Exemptions



AMR Desert Zone Response Time Exemptions % of Volume 2-year Review



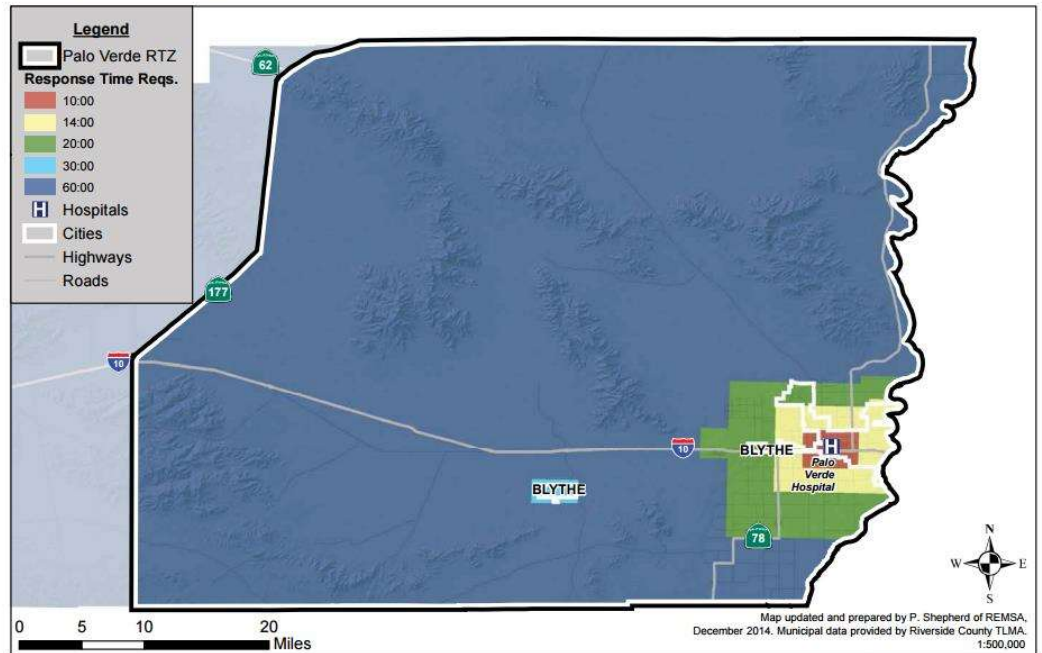
PALO VERDE ZONE



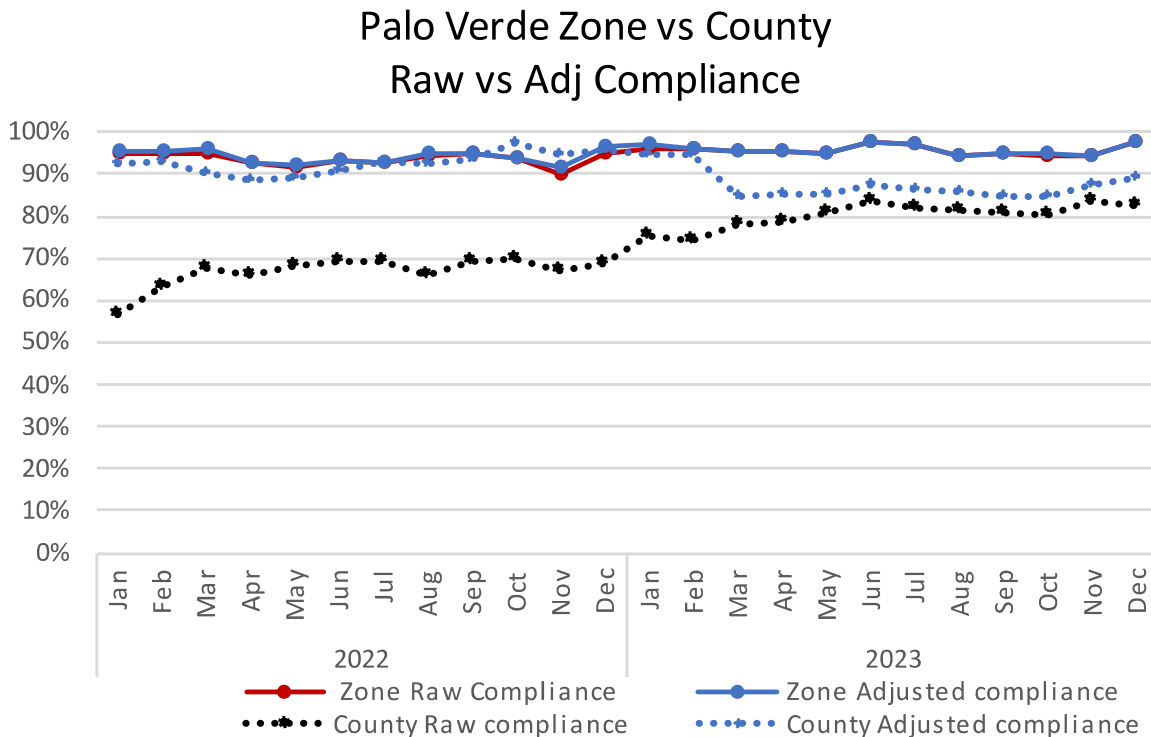
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

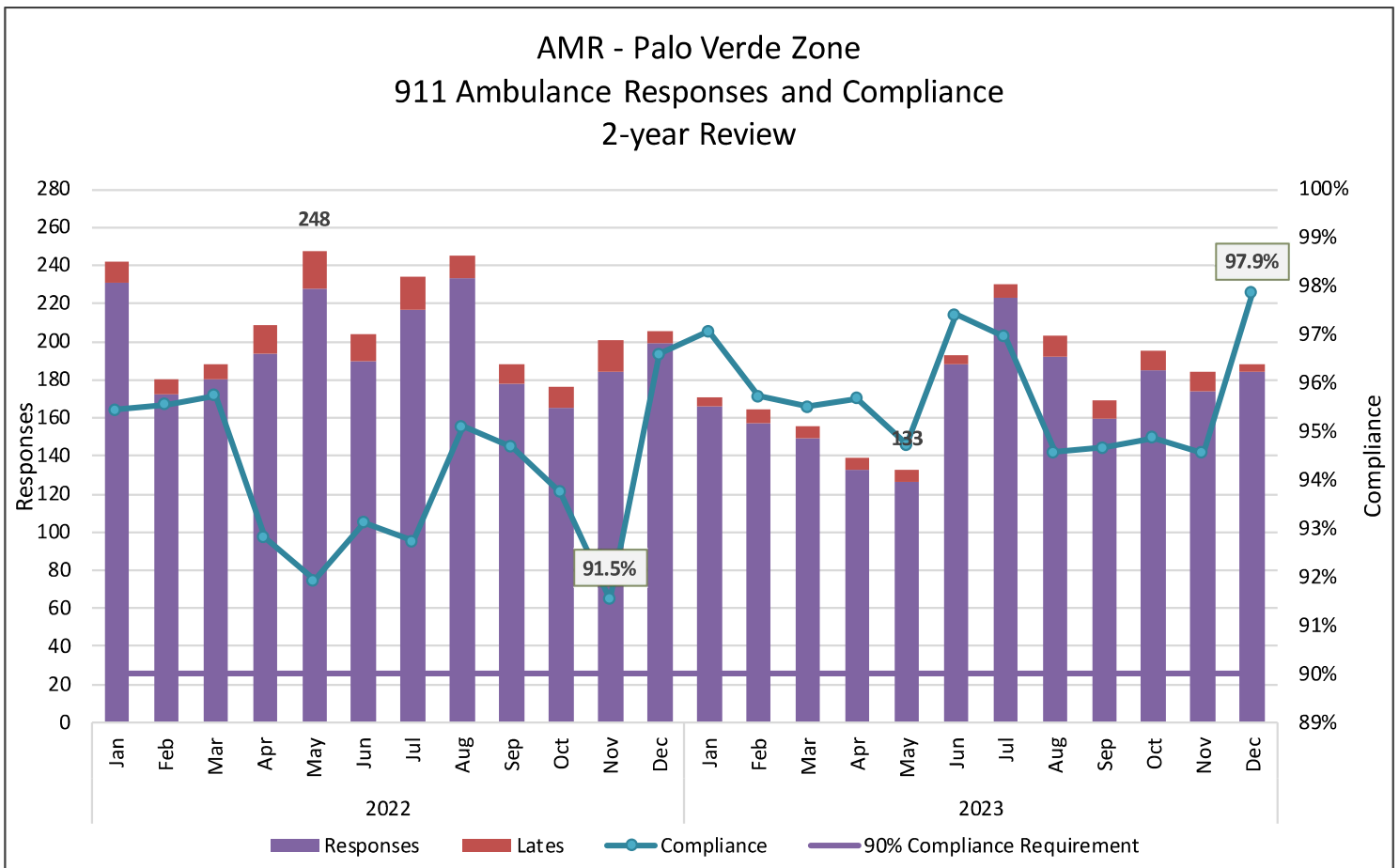
PALO VERDE

The Palo Verde Response Time Zone includes the County areas East of the Desert Zone. It also encompasses the city of Blythe and Chuckawalla State Prison, and is dispatched from the AMR Desert Cities Operations in the Desert Zone.

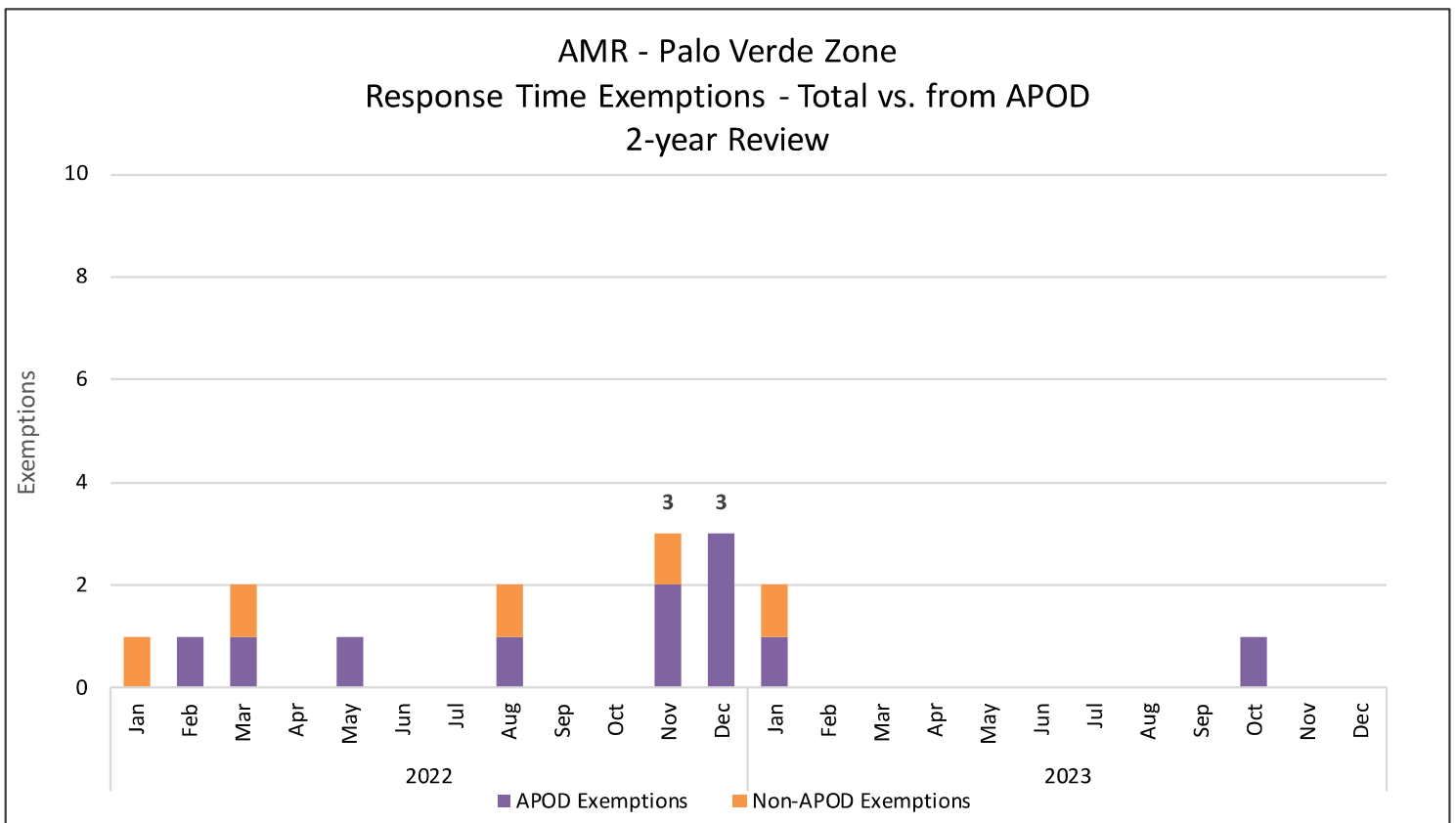


Palo Verde Zone: Raw vs Adjusted Compliance Data

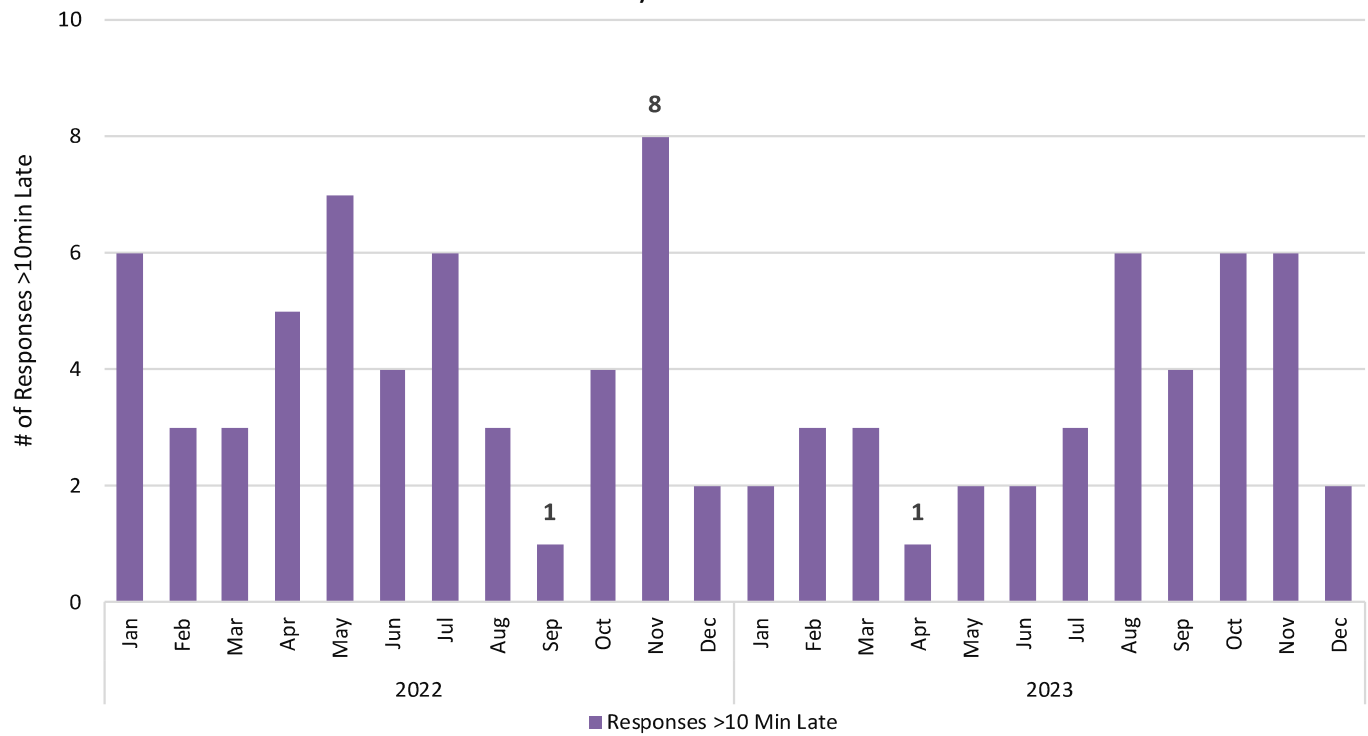




Palo Verde Zone: Exemptions and >10 Minutes Late



AMR - Palo Verde Zone Responses >10min Late 2-year Review

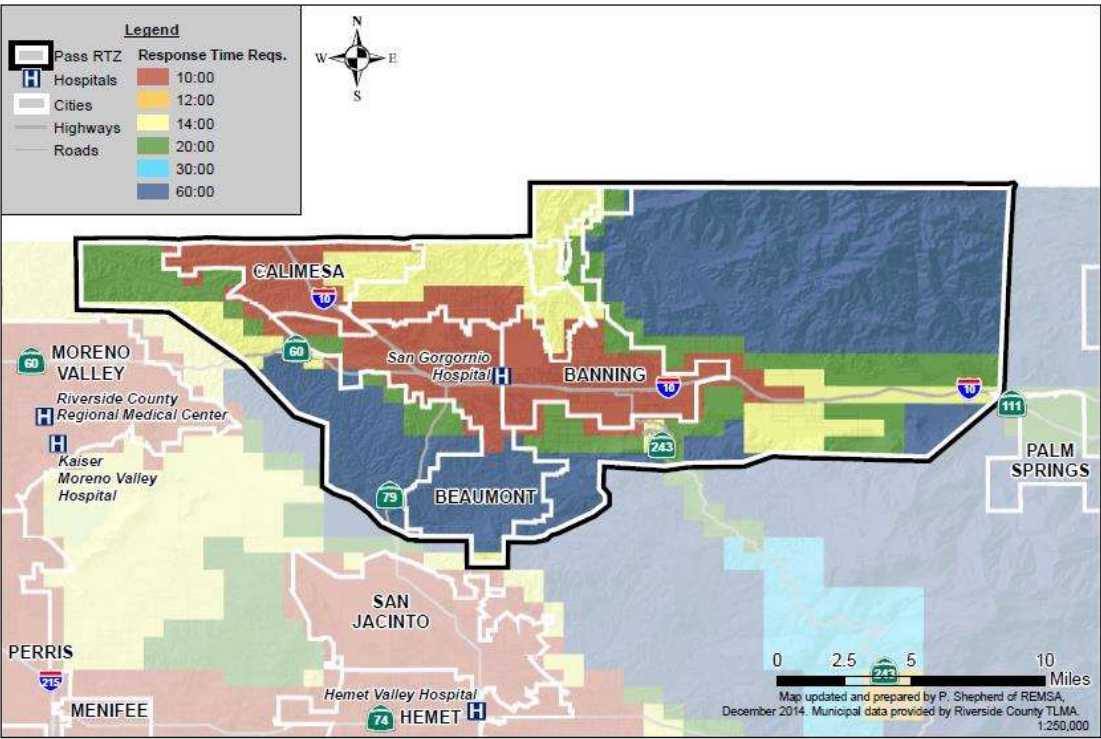


PASS ZONE



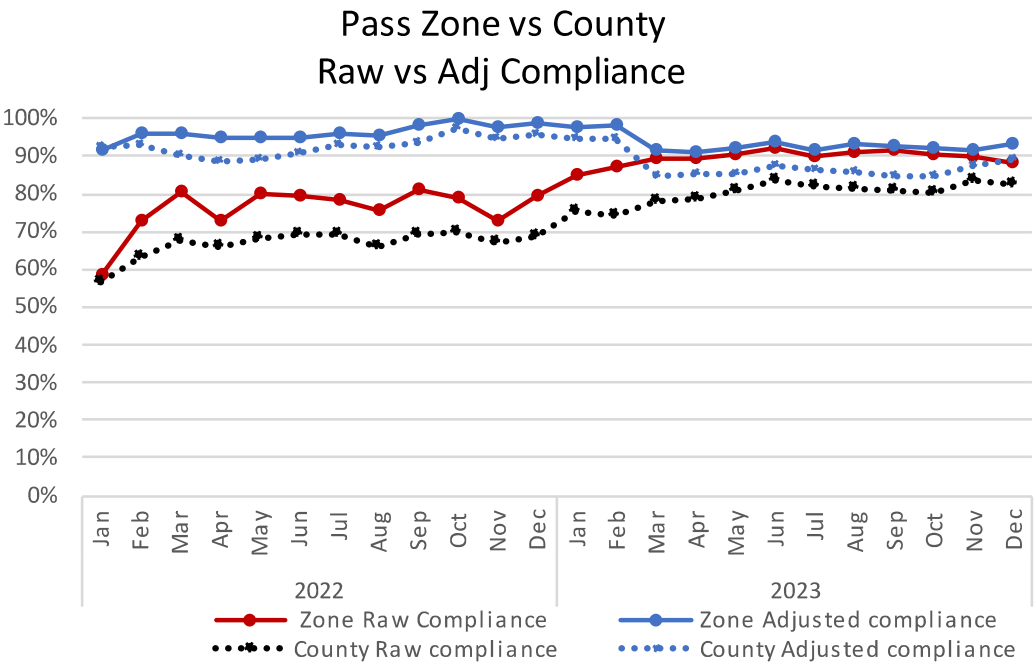
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

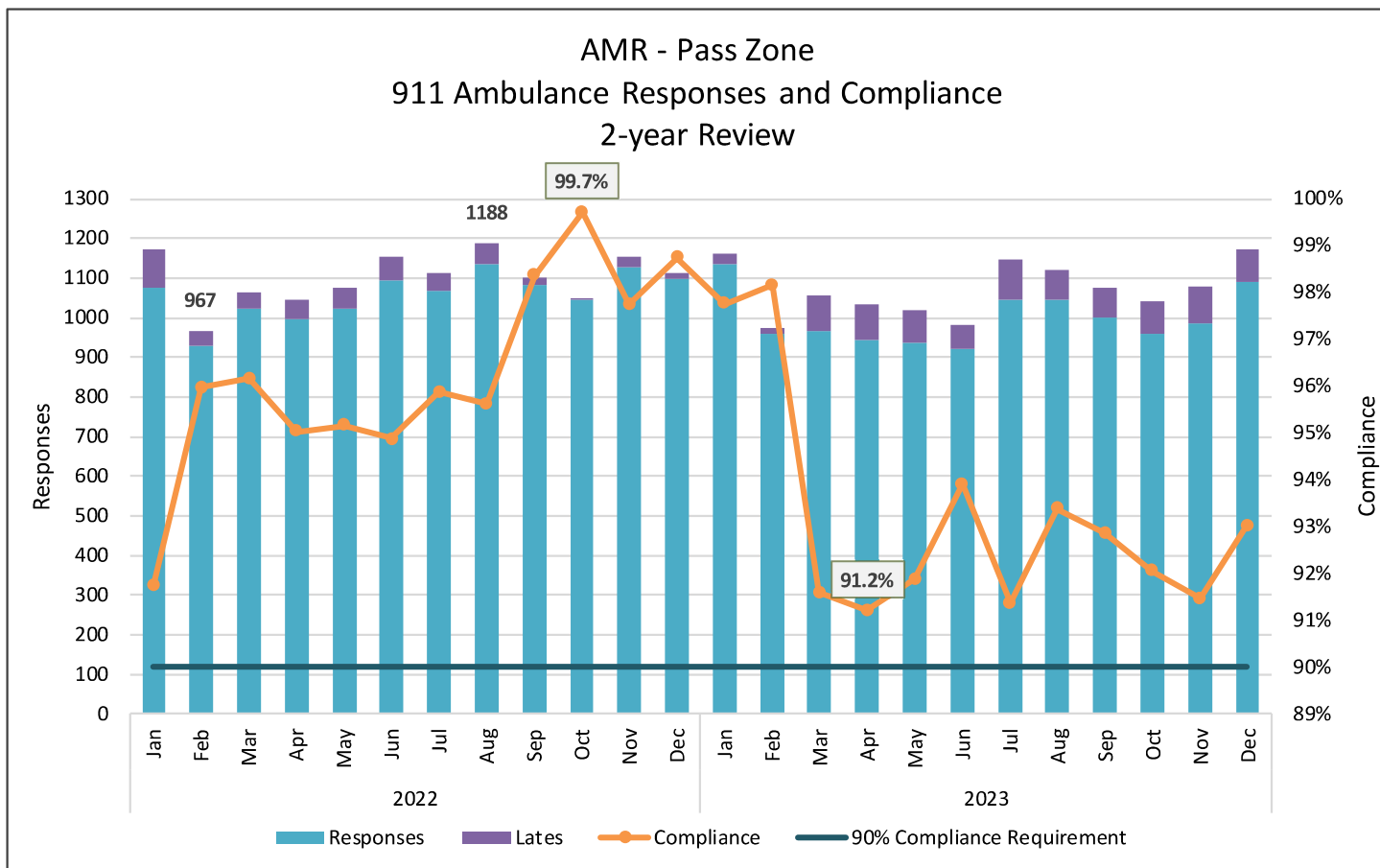
PASS



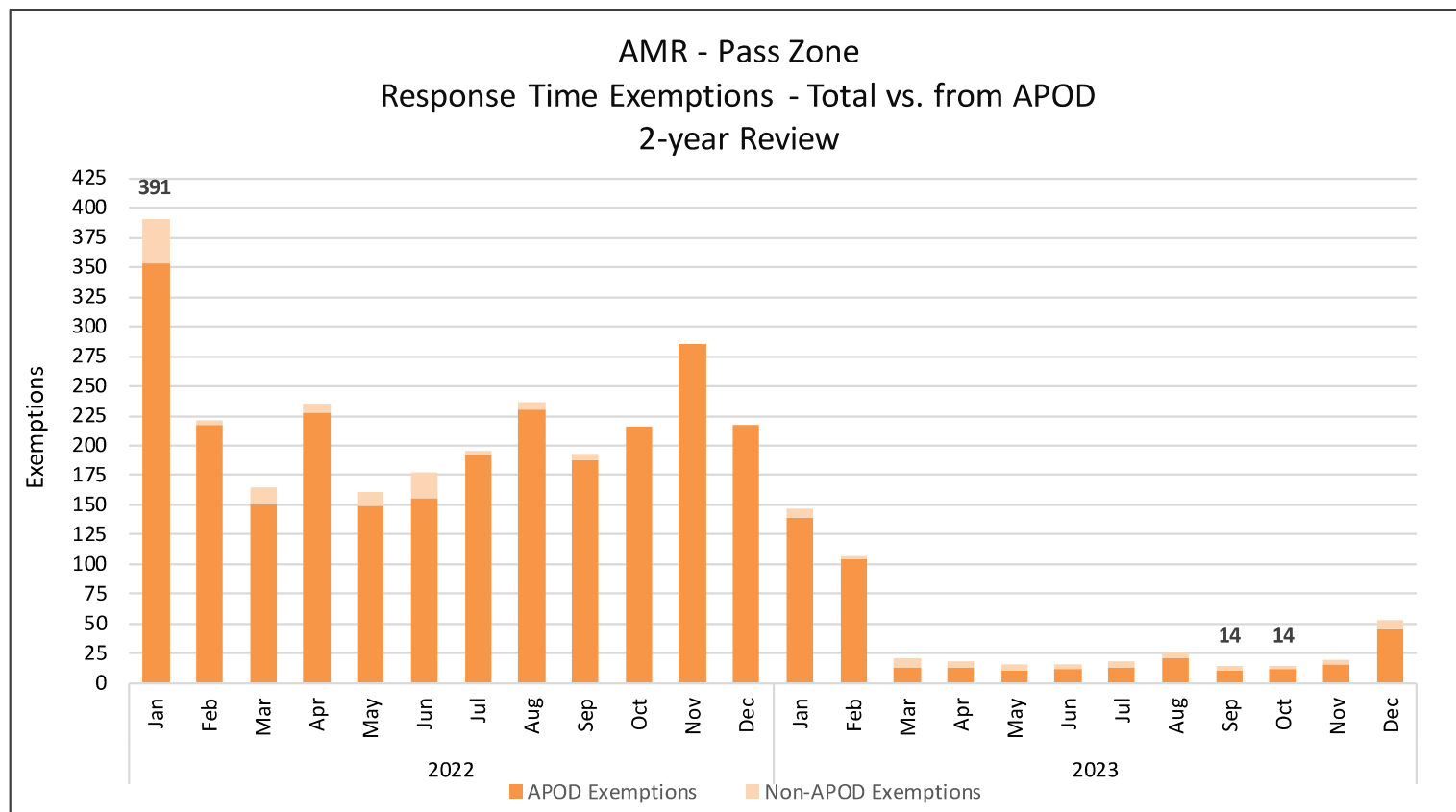
The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

Pass Zone: Raw vs Adjusted Compliance Data

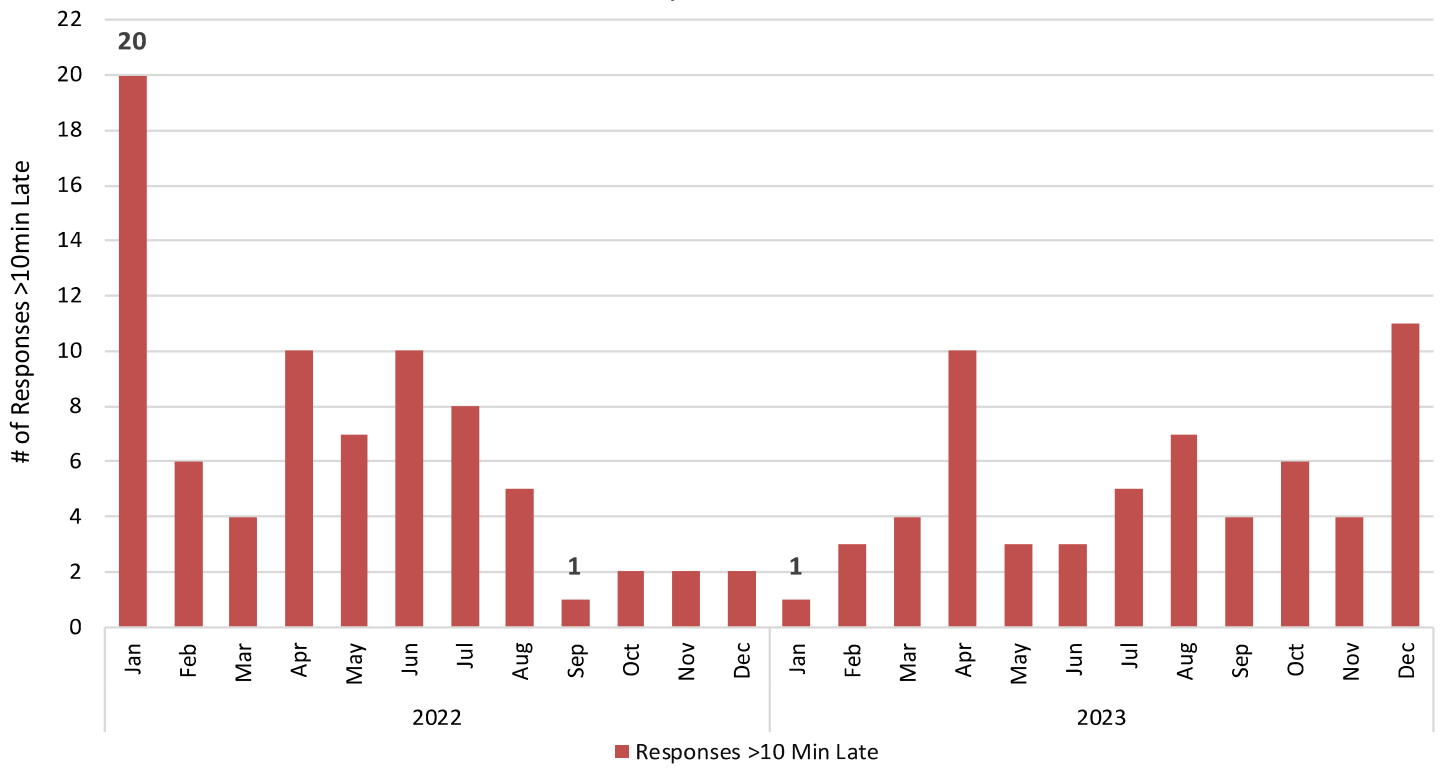




Pass Zone: Exemptions and Responses >10 Minutes Late

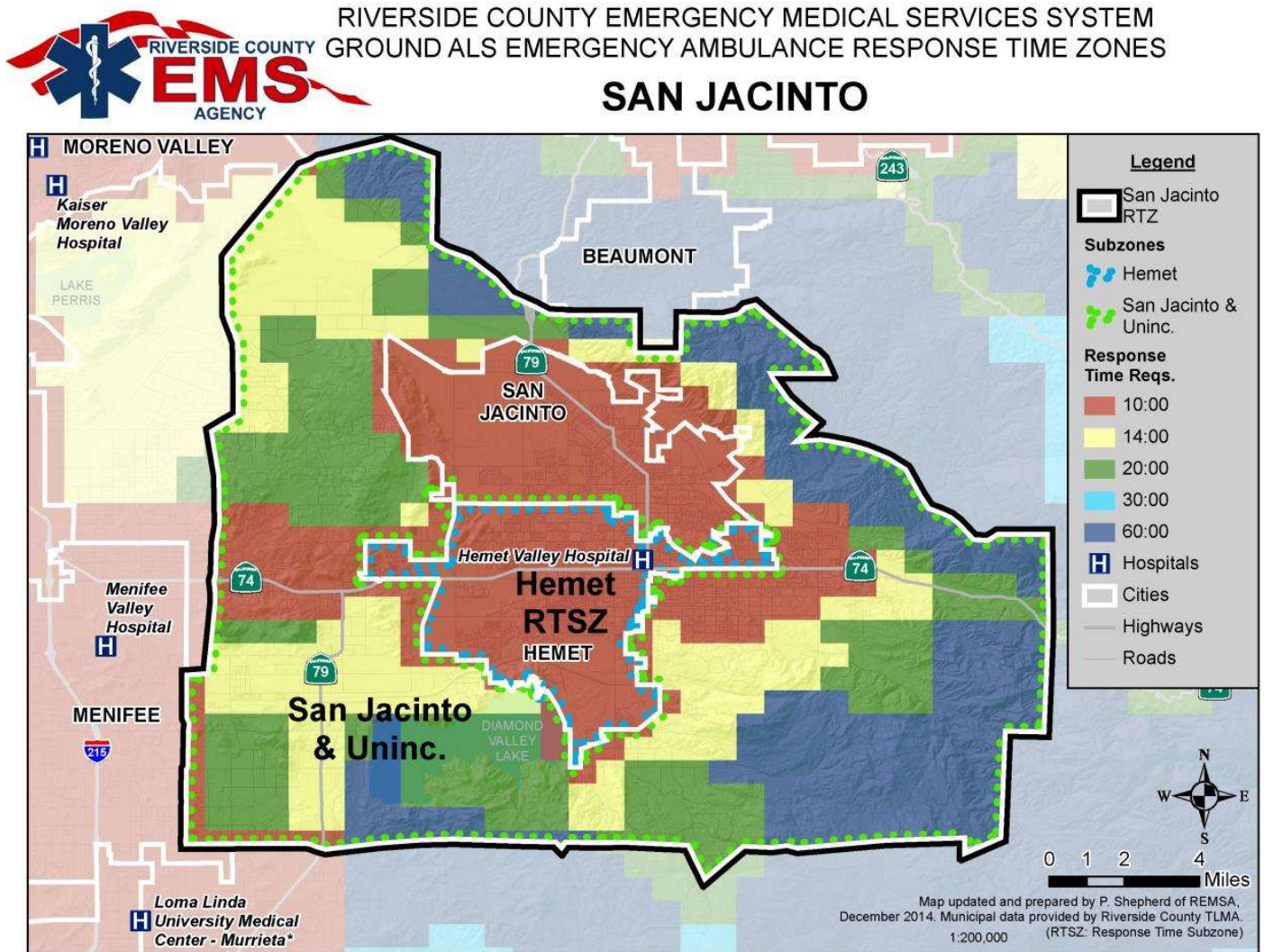


AMR - Pass Zone Responses >10min Late 2-year Review

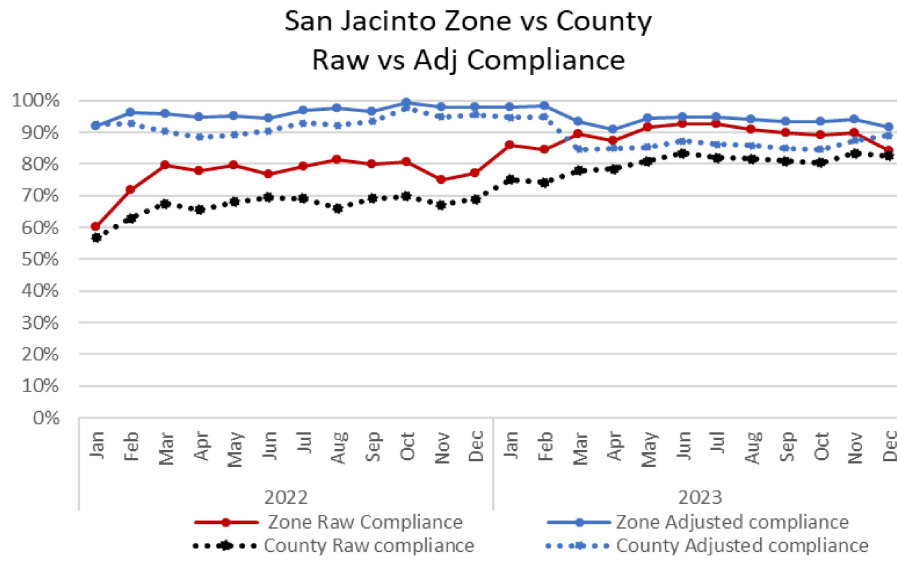


SAN JACINTO ZONE

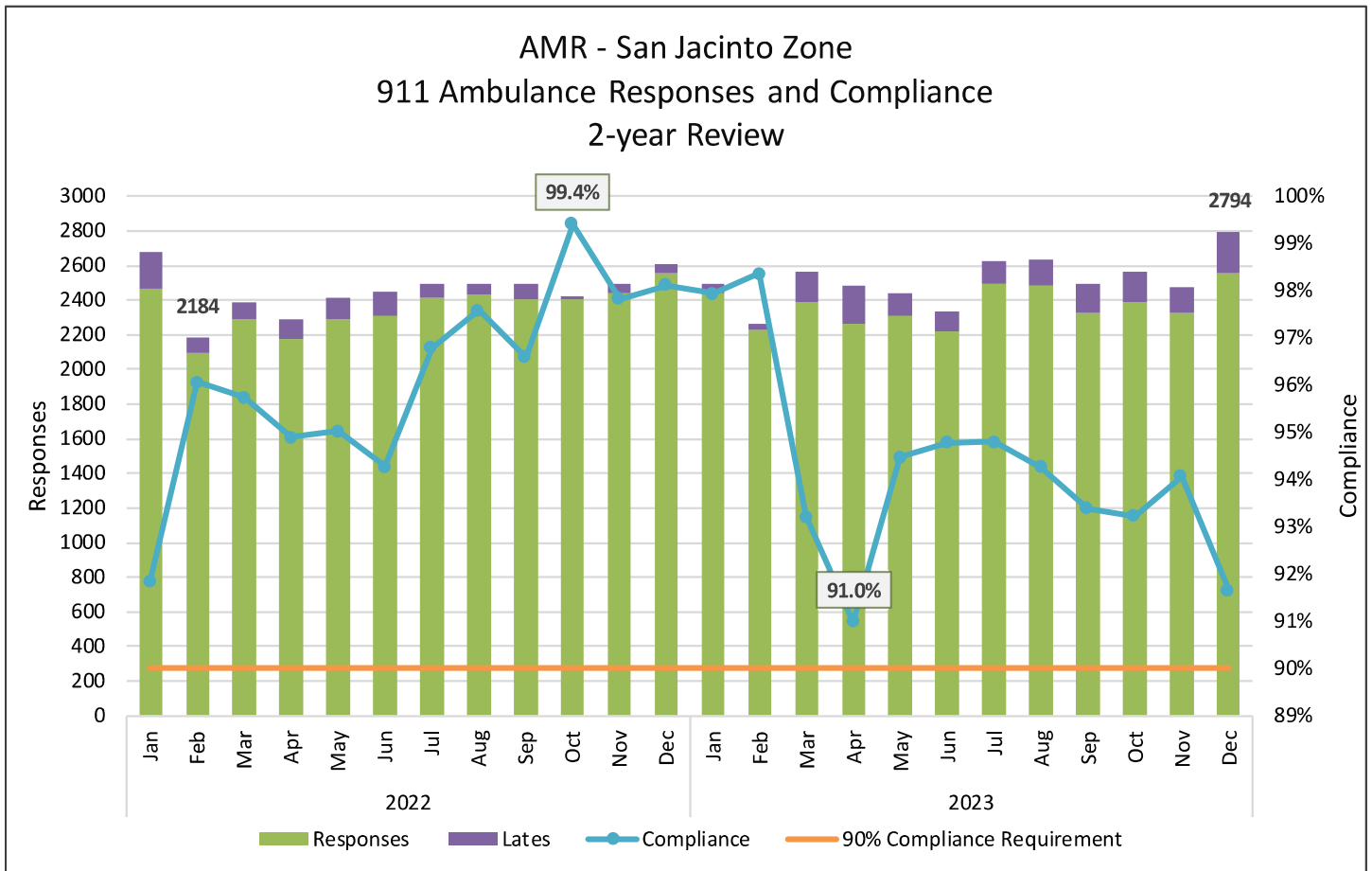
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone.

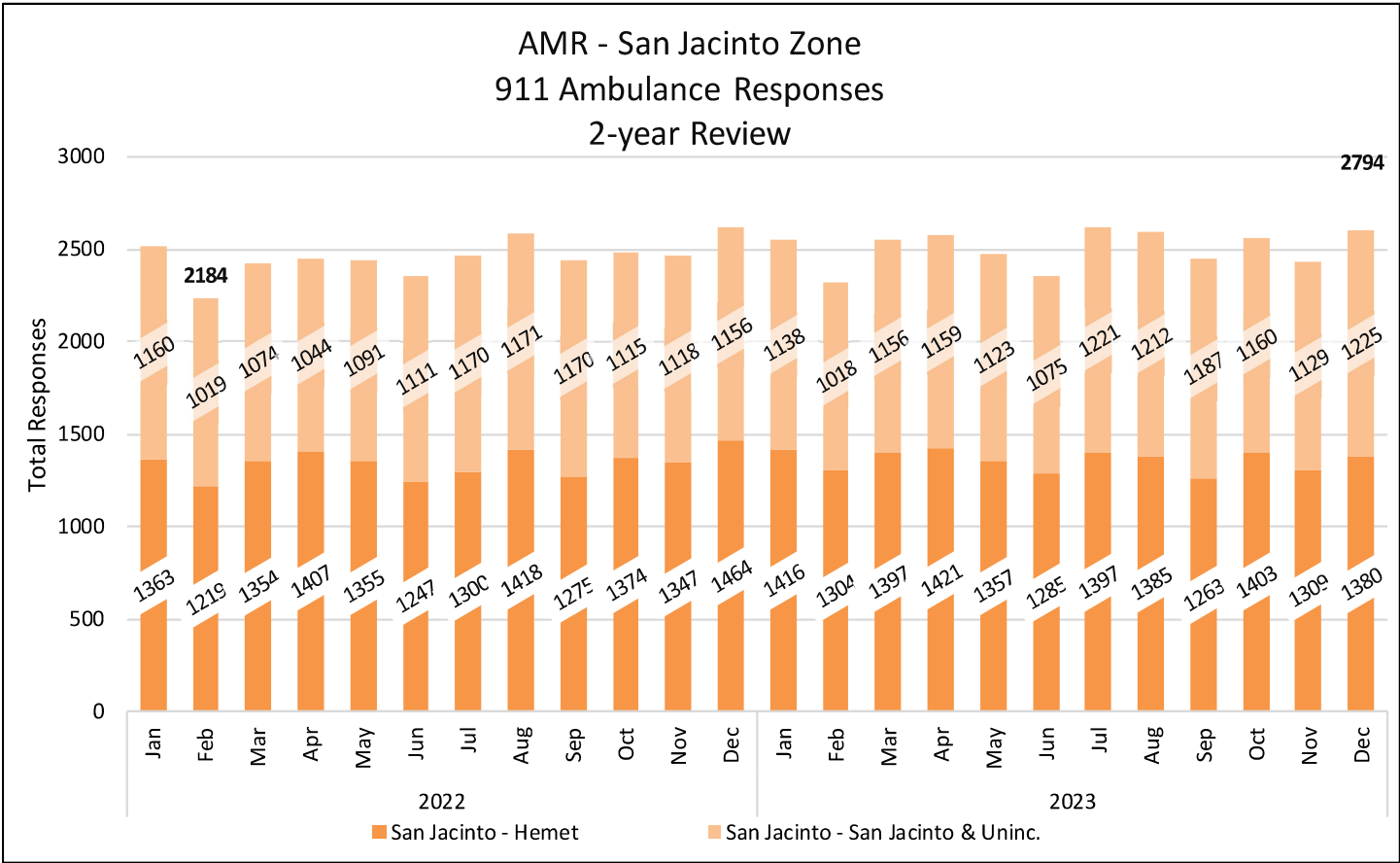


San Jacinto Zone: Raw vs Adjusted Compliance Data

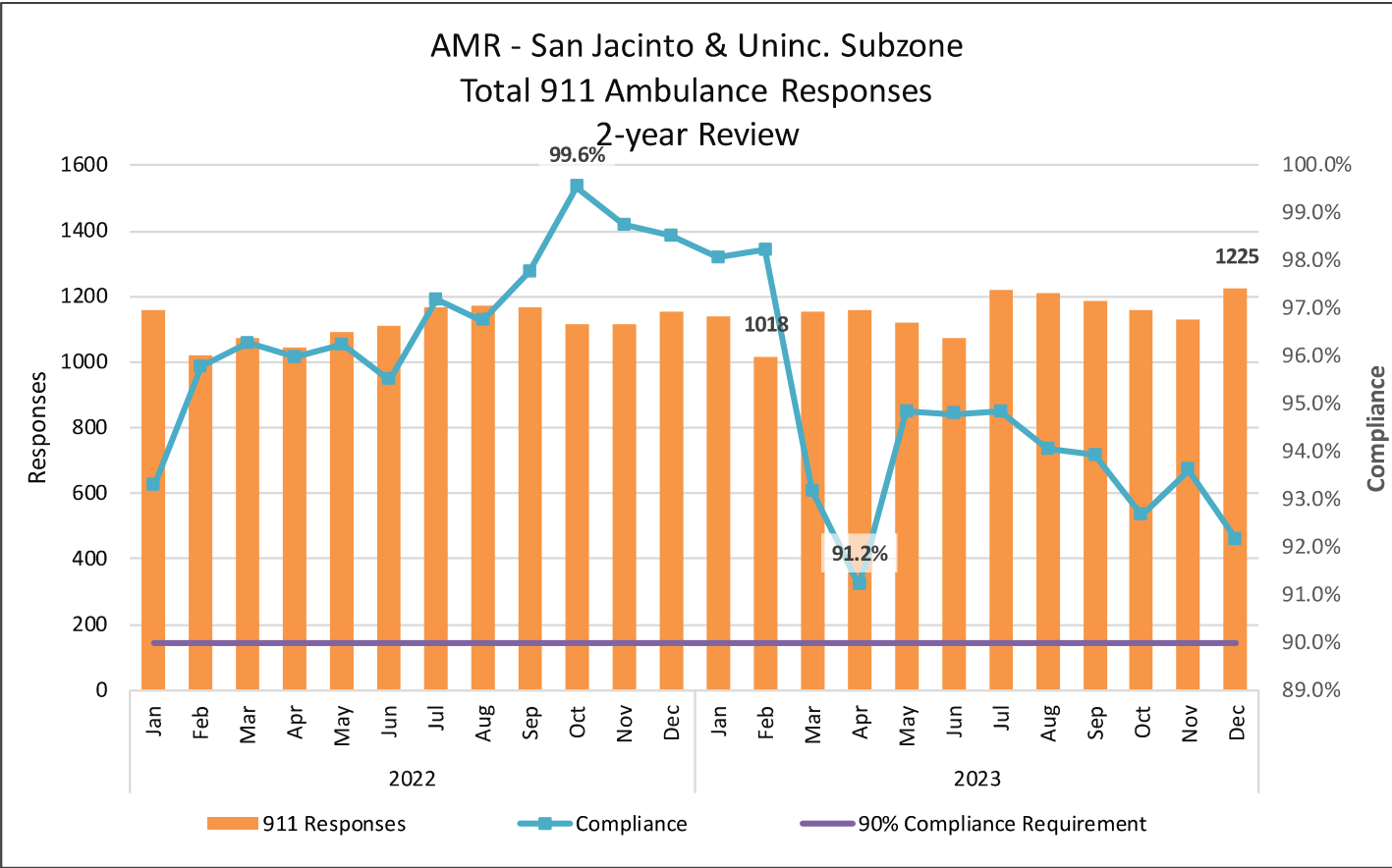


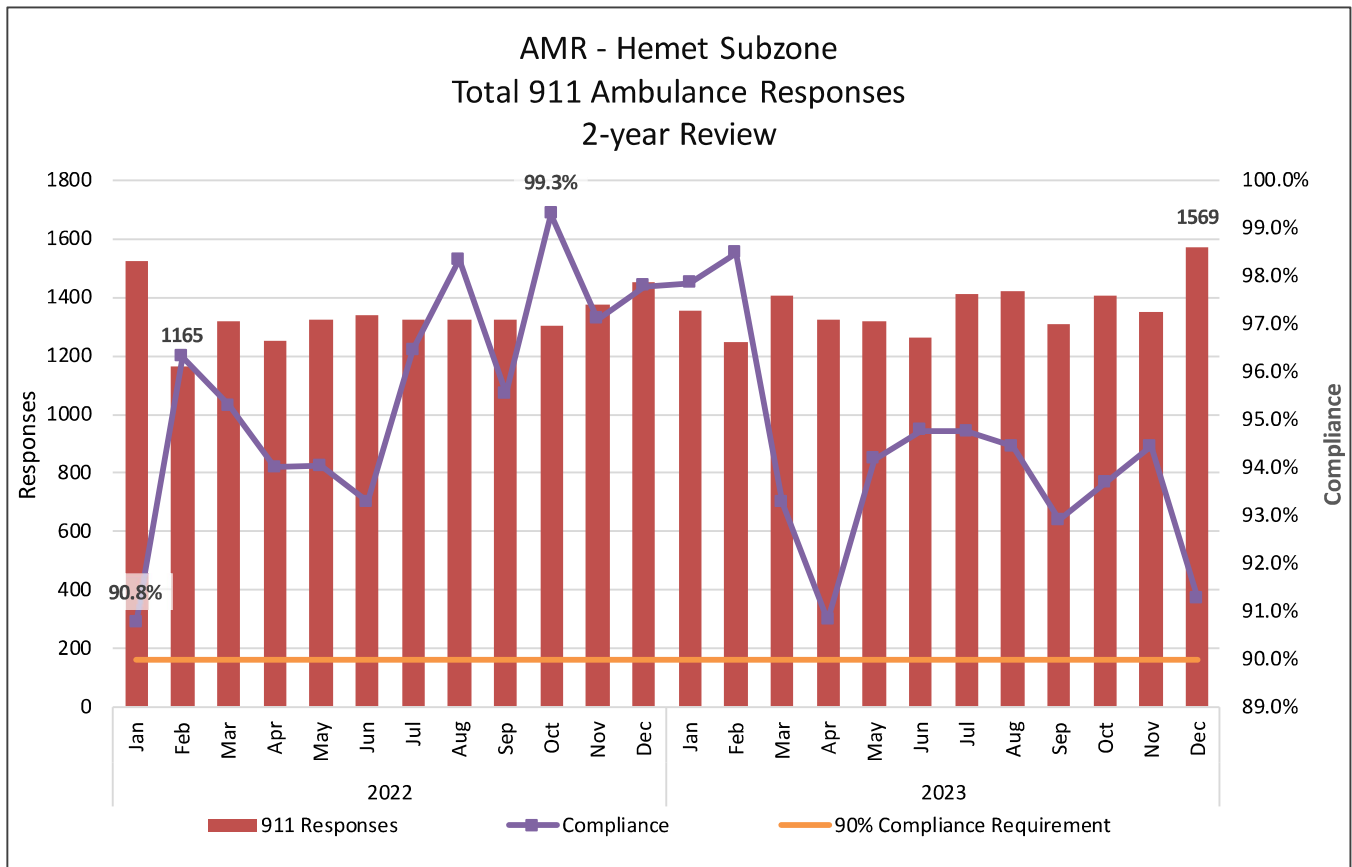
San Jacinto Zone: Subzone Response and Compliance Data



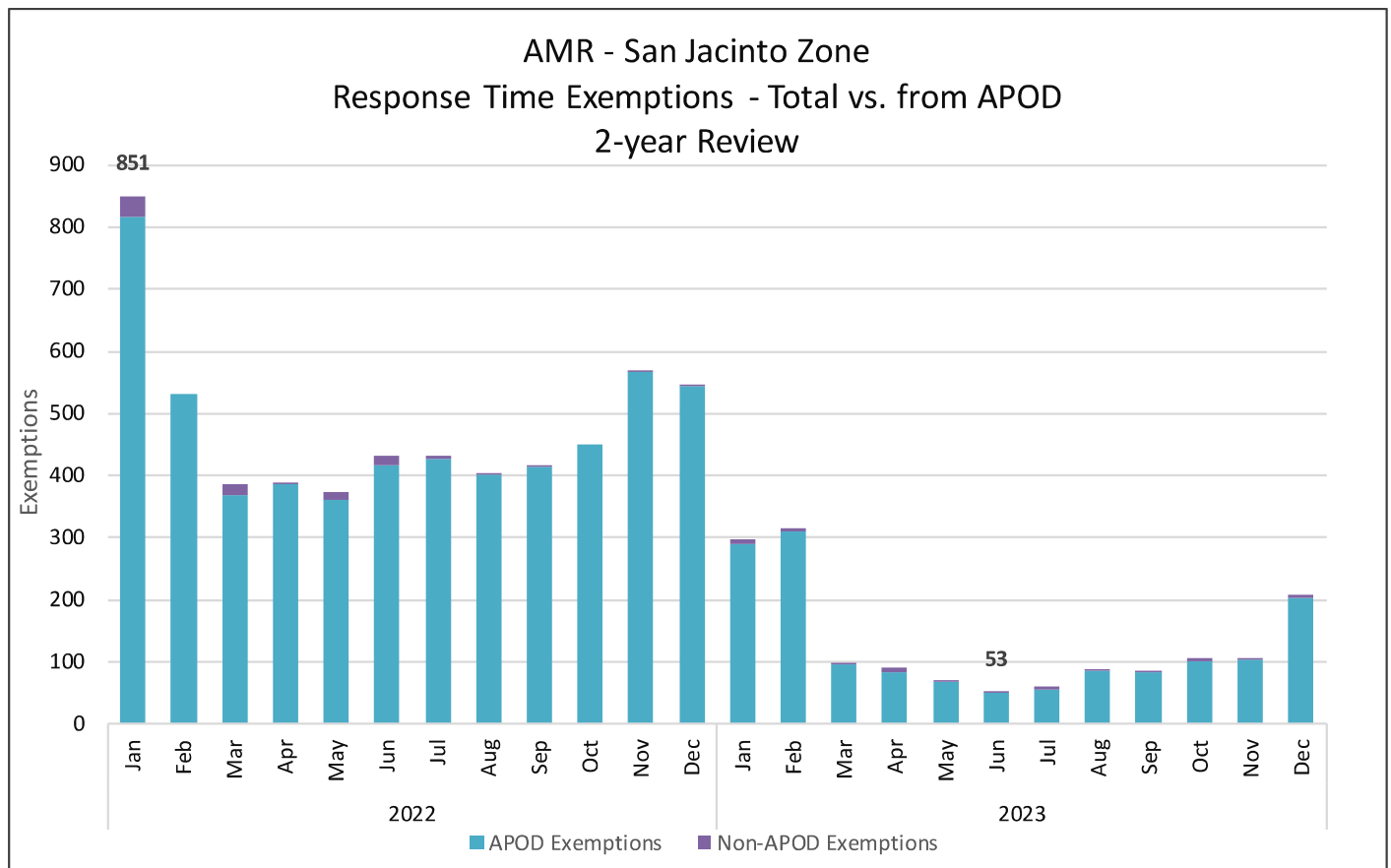


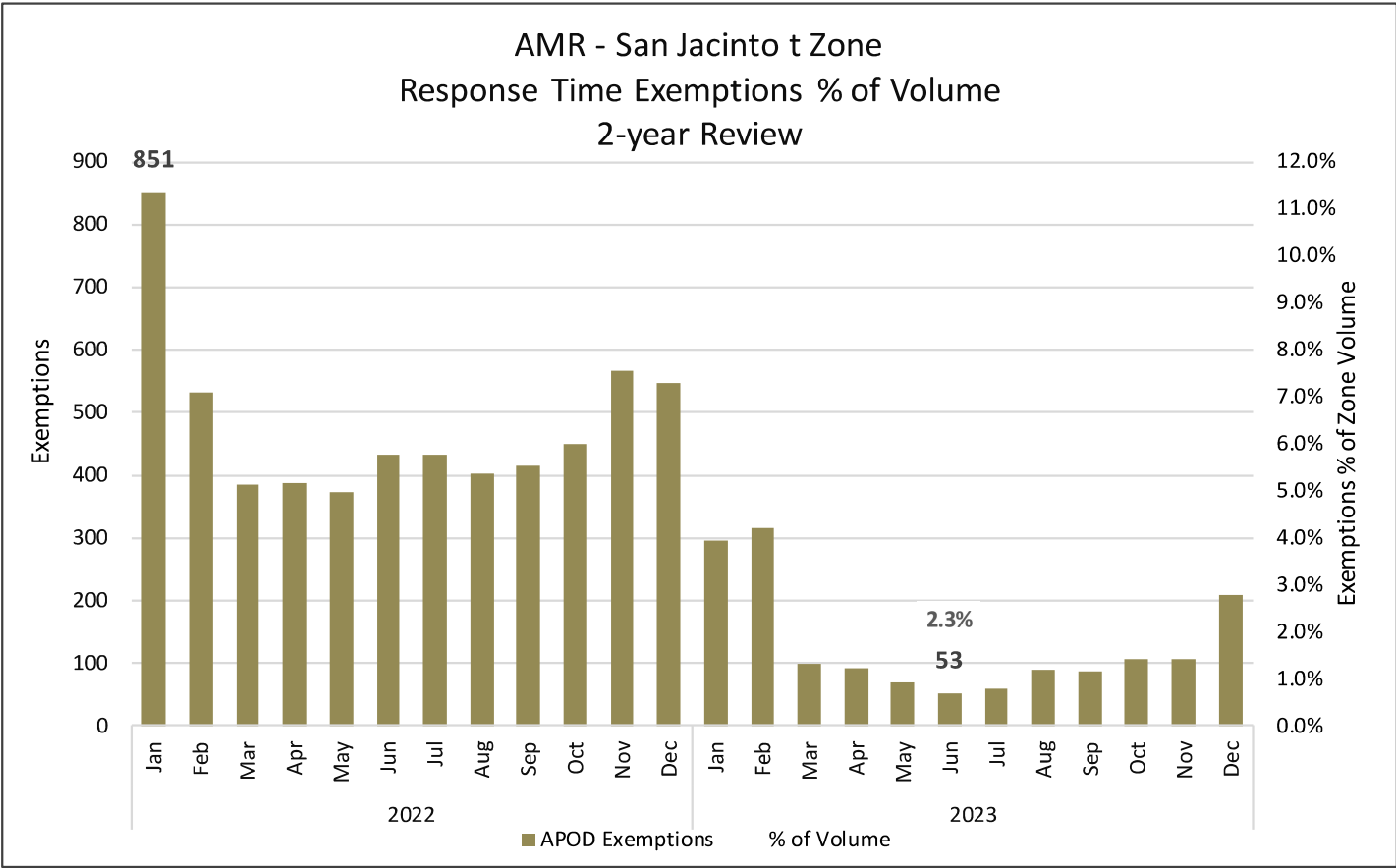
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



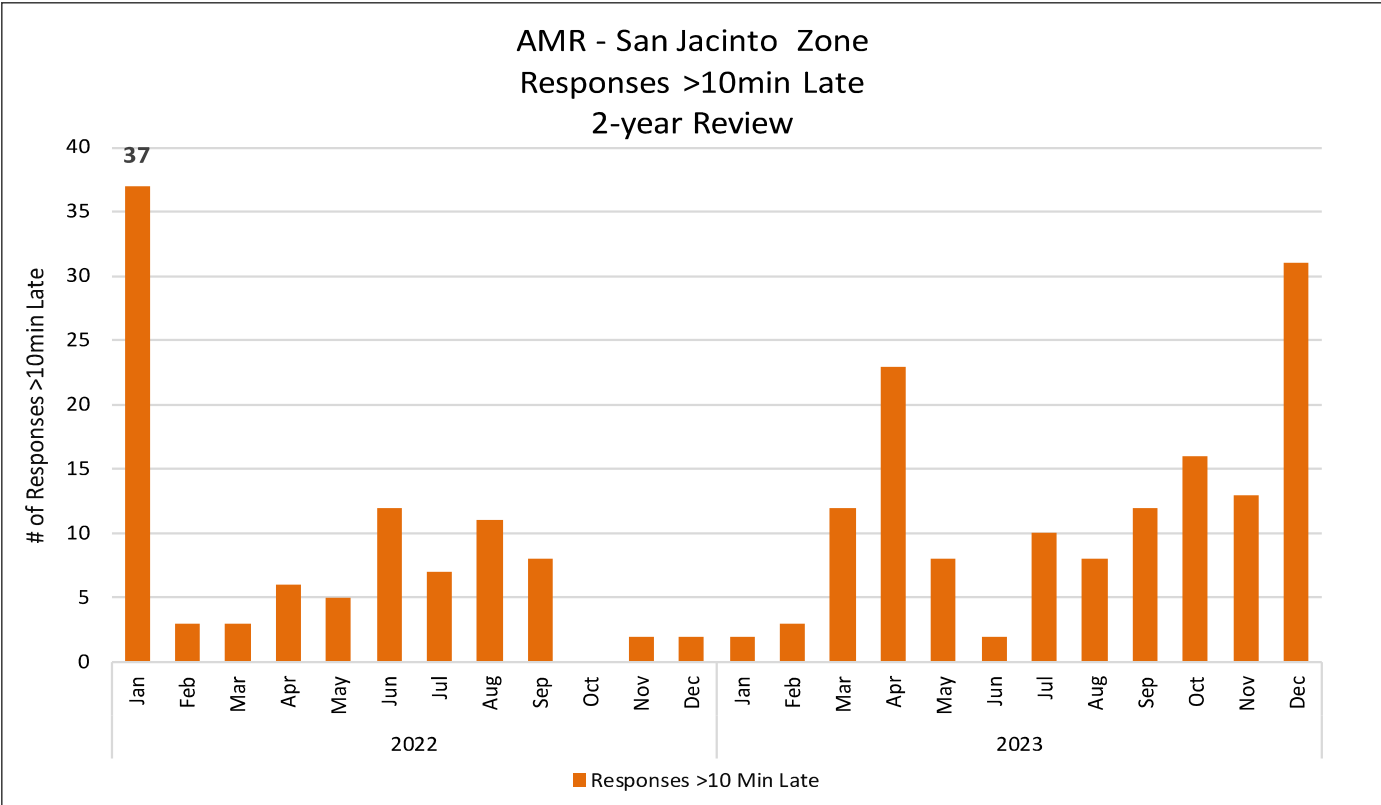


San Jacinto Zone: Exemptions



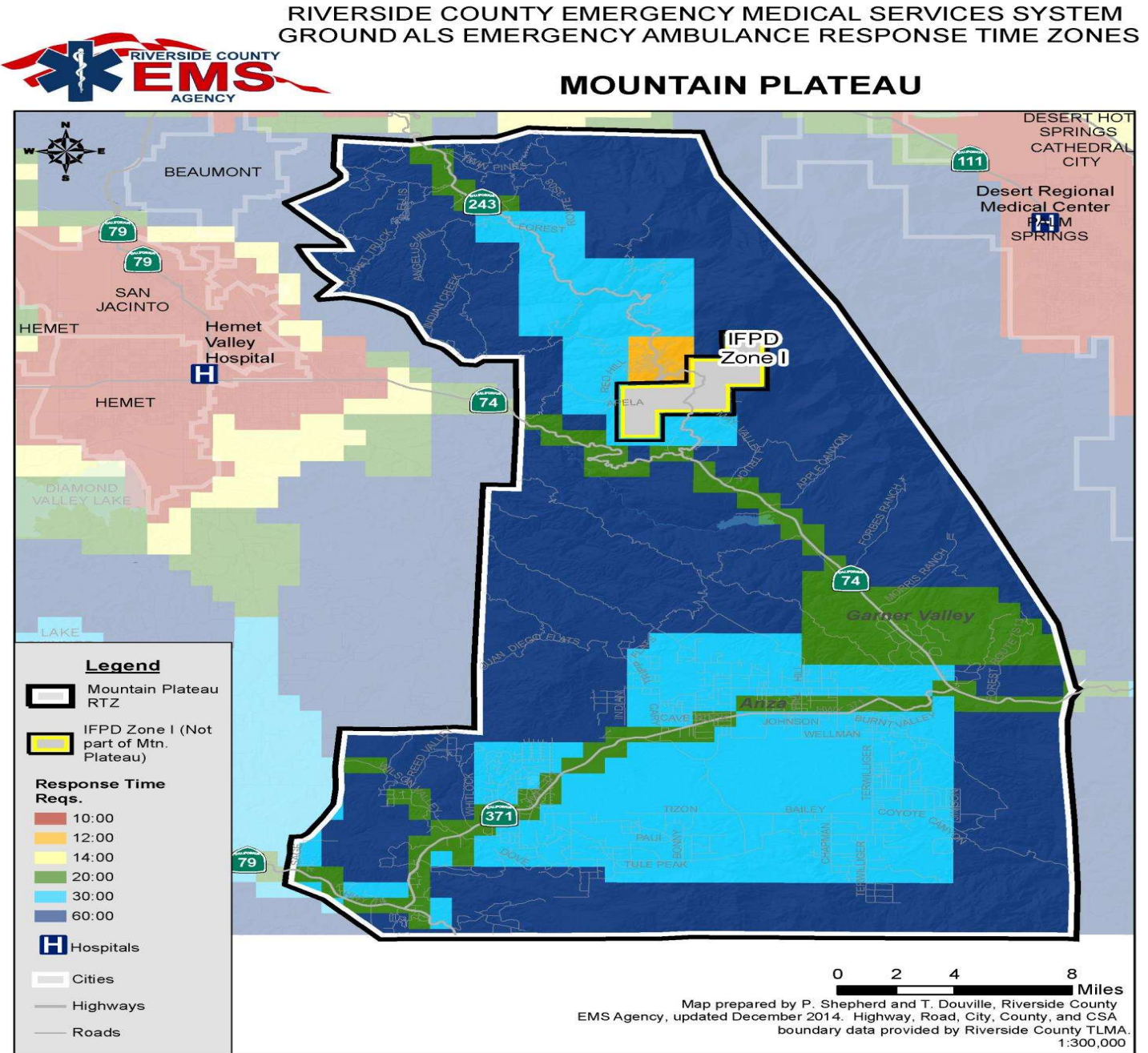


San Jacinto Zone: Responses > 10 Minutes Late

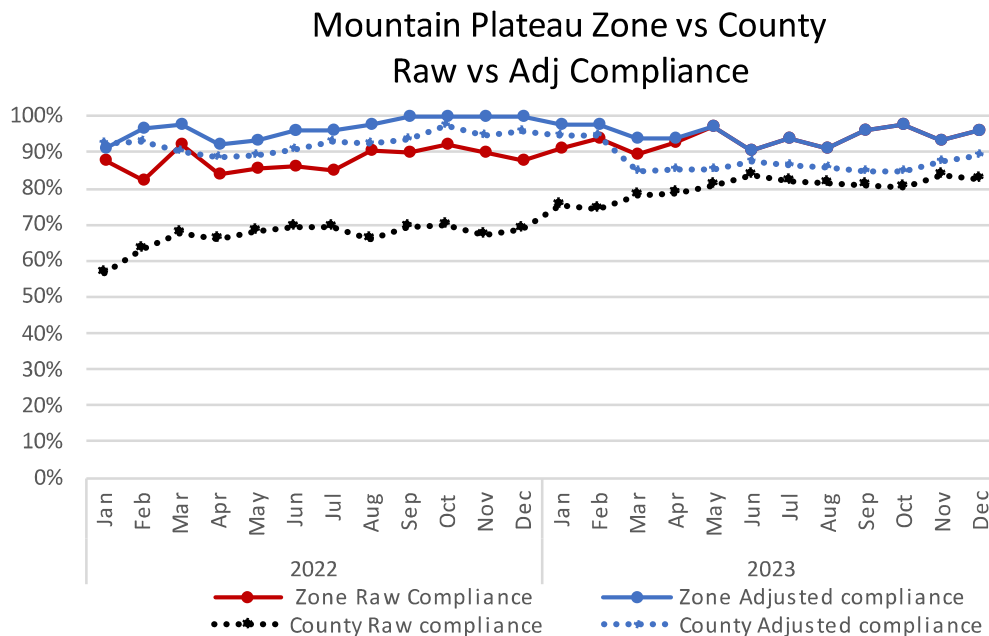


MOUNTAIN PLATEAU ZONE

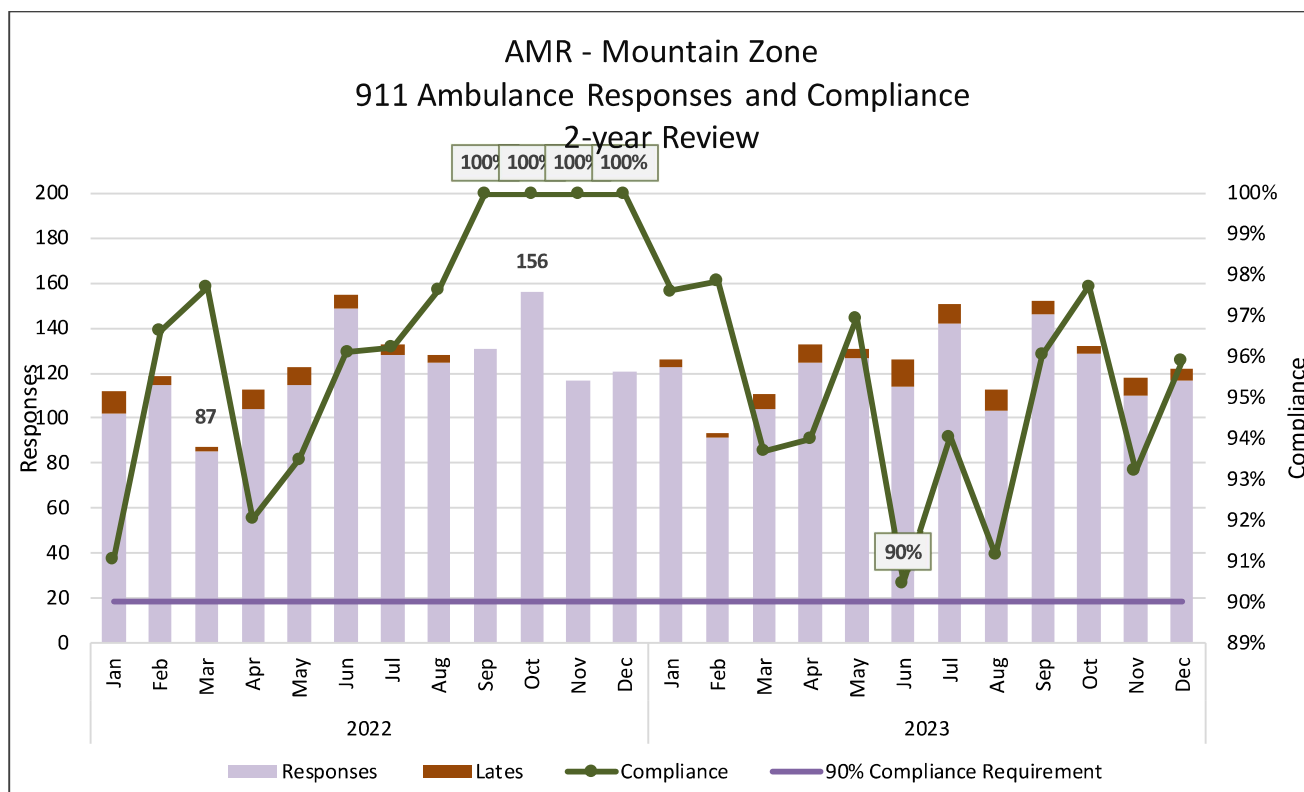
The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone.



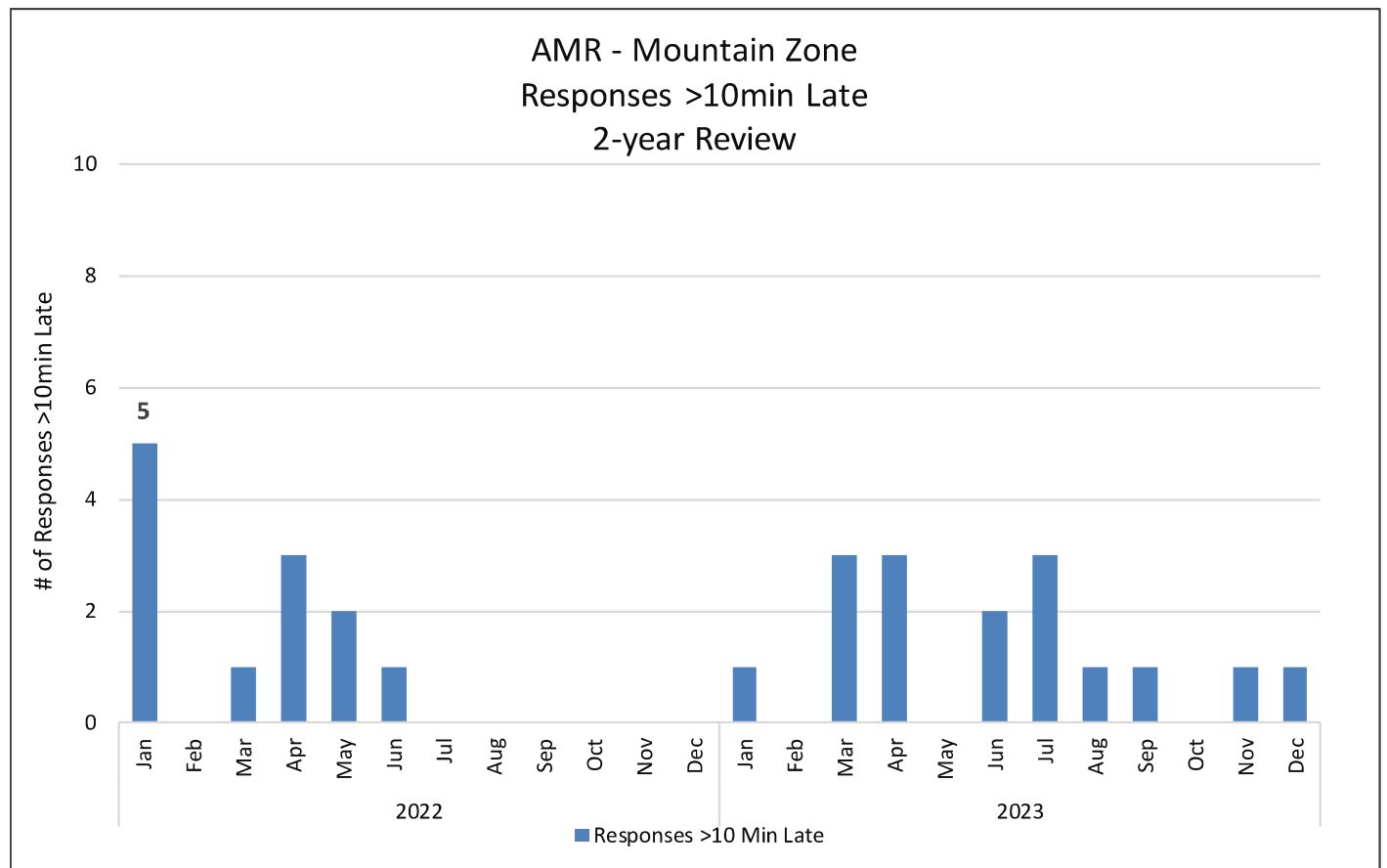
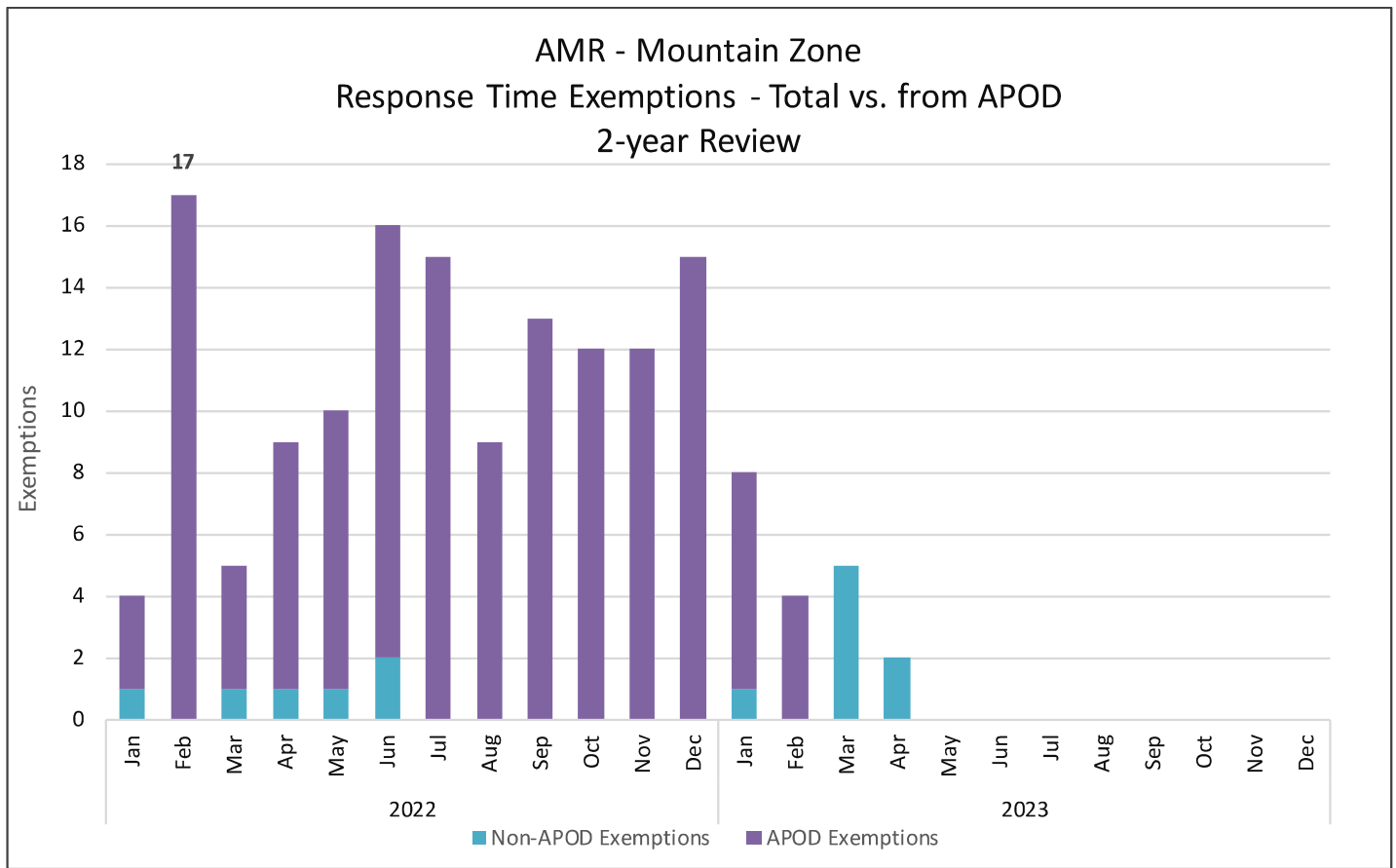
Mountain Plateau Zone: Raw vs Adjusted Compliance Data



Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



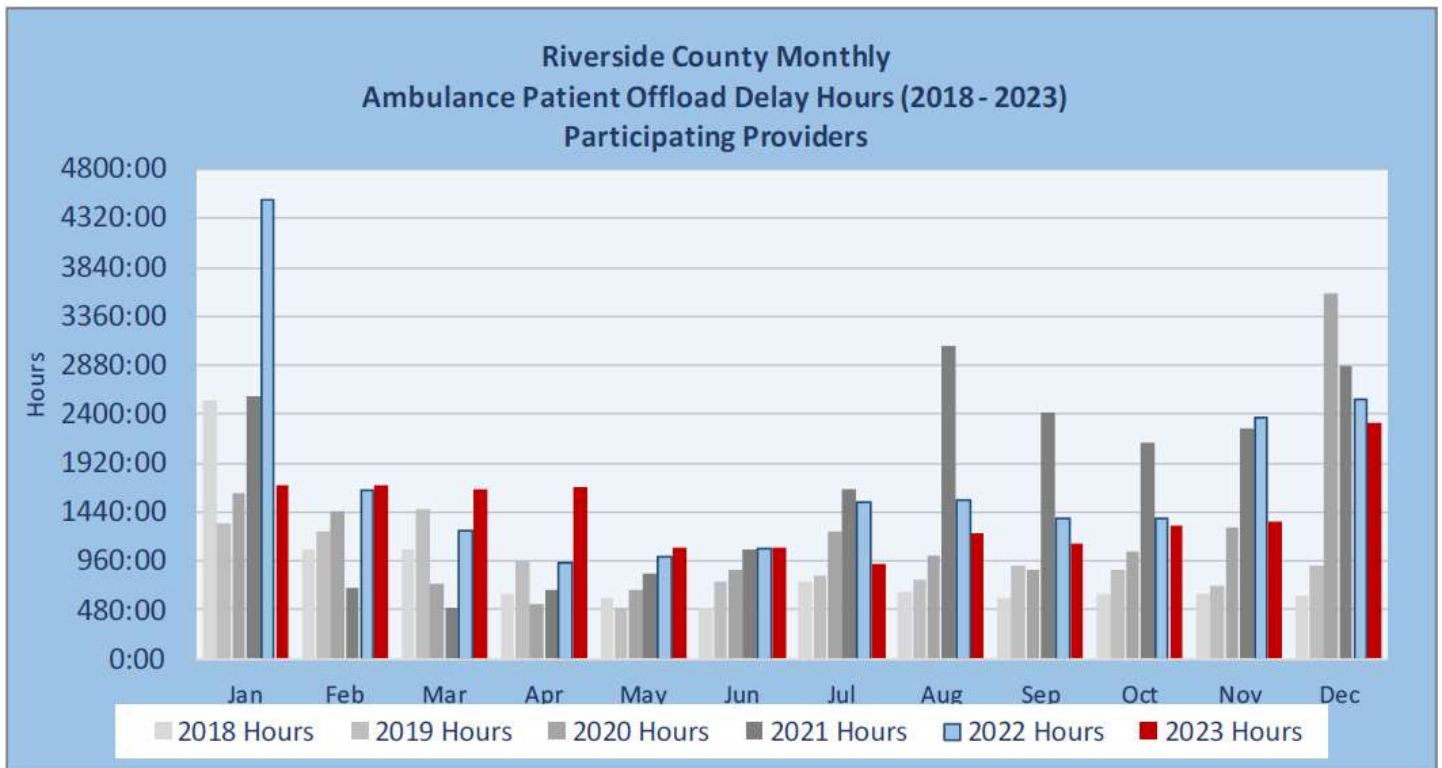
ALS, BLS UTILIZATION OF AMR 9-1-1 CALLS

		2023						Total
		Jul	Aug	Sep	Oct	Nov	Dec	
County	Total Responses	20164	19700	18672	19310	18626	20440	116912
	Total ALS Responses	19089	18691	17651	18395	17713	19554	111093
	Total BLS Responses	1075	1009	1021	915	913	886	5819
	% ALS Responses	95%	95%	95%	95%	95%	96%	95%
	%BLS Responses	5%	5%	5%	5%	5%	4%	5%
Central	Total Responses	2717	2747	2544	2610	2566	2838	16022
	Total ALS Responses	2419	2462	2254	2332	2329	2602	14398
	Total BLS Responses	298	285	290	278	237	236	1624
	% ALS Responses	89%	90%	89%	89%	91%	92%	90%
	%BLS Responses	11%	10%	11%	11%	9%	8%	10%
Desert	Total Responses	2754	2649	2433	2552	2535	2744	15667
	Total ALS Responses	2665	2579	2347	2475	2462	2658	15186
	Total BLS Responses	89	70	86	77	73	86	481
	% ALS Responses	97%	97%	96%	97%	97%	97%	97%
	%BLS Responses	3%	3%	4%	3%	3%	3%	3%
Mountain Plateau	Total Responses	156	116	157	138	122	125	814
	Total ALS Responses	155	115	156	136	122	125	809
	Total BLS Responses	1	1	1	2			5
	% ALS Responses	99%	99%	99%	99%	100%	100%	99%
	%BLS Responses	1%	1%	1%	1%	0%	0%	1%
Northwest	Total Responses	6324	6092	5807	6140	5751	6184	36298
	Total ALS Responses	6109	5901	5643	5959	5577	6044	35233
	Total BLS Responses	215	191	164	181	174	140	1065
	% ALS Responses	97%	97%	97%	97%	97%	98%	97%
	%BLS Responses	3%	3%	3%	3%	3%	2%	3%
Palo Verde	Total Responses	230	205	169	195	185	189	1173
	Total ALS Responses	230	205	169	195	185	189	1173
	Total BLS Responses							0
	% ALS Responses	100%	100%	100%	100%	100%	100%	100%
	%BLS Responses	0%	0%	0%	0%	0%	0%	0%
Pass	Total Responses	1146	1120	1078	1044	1078	1176	6642
	Total ALS Responses	1056	1020	984	969	977	1071	6077
	Total BLS Responses	90	100	94	75	101	105	565
	% ALS Responses	92%	91%	91%	93%	91%	91%	91%
	%BLS Responses	8%	9%	9%	7%	9%	9%	9%
San Jacinto	Total Responses	2633	2635	2496	2566	2478	2795	15603
	Total ALS Responses	2531	2544	2367	2483	2370	2693	14988
	Total BLS Responses	102	91	129	83	108	102	615
	% ALS Responses	96%	97%	95%	97%	96%	96%	96%
	%BLS Responses	4%	3%	5%	3%	4%	4%	4%
Southwest	Total Responses	4204	4136	3988	4065	3911	4389	24693
	Total ALS Responses	3924	3865	3731	3846	3691	4172	23229
	Total BLS Responses	280	271	257	219	220	217	1464
	% ALS Responses	93%	93%	94%	95%	94%	95%	94%
	%BLS Responses	7%	7%	6%	5%	6%	5%	6%

BLS RESPONSES TO 9-1-1 CALLS

County		Jul	Aug	Sep	Oct	Nov	Dec	Total
	Total Responses	20164	19700	18672	19310	18626	20440	116912
	Total BLS Responses	1075	1009	1021	915	913	886	5819
	EMD approved(Omega,Alpha)	1047	993	990	898	891	861	5680
	Downgraded to EMD approved	23	12	20	12	18	21	106
	Other	5	4	11	5	4	4	33
	EMD approved-%	97%	98%	97%	98%	98%	97%	98%
	% Downgraded to EMD approved	2%	1%	2%	1%	2%	2%	2%
	% Other	0.5%	0%	1%	1%	0%	0%	1%
Central	Total Responses	2717	2747	2544	2610	2566	2838	16022
	Total BLS Responses	298	285	290	278	237	236	1624
	EMD approved(Omega,Alpha)	289	282	285	275	236	229	1596
	Downgraded to EMD approved	8	3	4	3		6	24
	Other	1		1		1	1	4
	EMD approved-%	97%	99%	98%	99%	100%	97%	98%
	% Downgraded to EMD approved	3%	1%	1%	1%	0%	3%	1%
	% Other	0.3%	0%	0%	0%	0%	0%	0%
Desert	Total Responses	2754	2649	2433	2552	2535	2744	15667
	Total BLS Responses	89	70	86	77	73	86	481
	EMD approved(Omega,Alpha)	87	70	84	77	72	85	475
	Downgraded to EMD approved	2		1		1		4
	Other			1			1	2
	EMD approved-%	98%	100%	98%	100%	99%	99%	99%
	% Downgraded to EMD approved	2%	0%	1%	0%	1%	0%	1%
	% Other	0.0%	0%	1%	0%	0%	1%	0%
Mountain Plateau	Total Responses	156	116	157	138	122	125	814
	Total BLS Responses	1	1	1	2			5
	EMD approved(Omega,Alpha)	1	1	1	2			5
	Downgraded to EMD approved							0
	Other							0
	EMD approved-%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%
	% Downgraded to EMD approved	0%	0%	0%	0%	#DIV/0!	#DIV/0!	0%
	% Other	0.0%	0%	0%	0%	#DIV/0!	#DIV/0!	0%
Northwest	Total Responses	6324	6092	5807	6140	5751	6184	36298
	Total BLS Responses	215	191	164	181	174	140	1065
	EMD approved(Omega,Alpha)	208	185	159	175	167	138	1032
	Downgraded to EMD approved	5	3	4	3	6	1	22
	Other	2	3	1	3	1	1	11
	EMD approved-%	97%	97%	97%	97%	96%	99%	97%
	% Downgraded to EMD approved	2%	2%	2%	2%	3%	1%	2%
	% Other	0.9%	2%	1%	2%	1%	1%	1%
Palo Verde	Total Responses	230	205	169	195	185	189	1173
	Total BLS Responses							
	EMD approved(Omega,Alpha)							
	Downgraded to EMD approved							
	Other							
	EMD approved-%							
	% Downgraded to EMD approved							
	% Other							
Pass	Total Responses	1146	1120	1078	1044	1078	1176	6642
	Total BLS Responses	90	100	94	75	101	105	565
	EMD approved(Omega,Alpha)	87	100	92	75	99	105	558
	Downgraded to EMD approved	2		2		1		5
	Other	1				1		2
	EMD approved-%	97%	100%	98%	100%	98%	100%	99%
	% Downgraded to EMD approved	2%	0%	2%	0%	1%	0%	1%
	% Other	1.1%	0%	0%	0%	1%	0%	0%
San Jacinto	Total Responses	2633	2635	2496	2566	2478	2795	15603
	Total BLS Responses	102	91	129	83	108	102	615
	EMD approved(Omega,Alpha)	99	90	128	81	102	96	596
	Downgraded to EMD approved	2	1	1	1	6	6	17
	Other	1			1			2
	EMD approved-%	97%	99%	99%	98%	94%	94%	97%
	% Downgraded to EMD approved	2%	1%	1%	1%	6%	6%	3%
	% Other	1.0%	0%	0%	1%	0%	0%	0%
Southwest	Total Responses	4204	4136	3988	4065	3911	4389	24693
	Total BLS Responses	280	271	257	219	220	217	1464
	EMD approved(Omega,Alpha)	276	265	241	213	215	208	1418
	Downgraded to EMD approved	4	5	8	5	4	8	34
	Other	1	1	8	1	1	1	12
	EMD approved-%	99%	98%	94%	97%	98%	96%	97%
	% Downgraded to EMD approved	1%	2%	3%	2%	2%	4%	2%
	% Other	0.0%	0%	3%	0%	0%	0%	1%

AMBULANCE PATIENT OFFLOAD TIME



December 2023						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	845	442:10:23	142:31:16	258	69.5%	1:08:01
Desert Regional Med Ctr	1,463	406:08:47	44:13:04	129	91.2%	0:29:53
Eisenhower Health	1,617	365:22:21	16:05:59	84	94.8%	0:23:10
Hemet Valley Hospital	1,051	1064:55:17	592:46:37	607	42.2%	2:16:55
Inland Valley Med Ctr	1,039	700:48:14	336:47:00	369	64.5%	1:34:01
JFK Hospital	706	108:00:58	6:43:17	15	97.9%	0:16:56
Kaiser Hospital Moreno Valley	412	189:16:09	52:17:29	103	75.0%	1:00:28
Kaiser Hospital Riverside	597	321:57:47	113:14:06	181	69.7%	1:08:20
Loma Linda Univ Med Ctr Mur	718	512:02:04	218:12:01	288	59.9%	1:27:26
Menifee Med Ctr	490	377:52:00	167:59:19	254	48.2%	1:38:34
Palo Verde Hospital	156	19:05:16	0:10:47	1	99.4%	0:13:02
Parkview Community Hospital	650	199:10:07	13:10:54	54	91.7%	0:29:12
Rancho Springs Med Ctr	729	428:05:57	162:33:44	208	71.5%	1:20:31
Riverside Community Hospital	1,919	719:43:10	150:57:33	328	82.9%	0:44:04
Riverside University Health System	1,882	638:27:33	38:31:36	250	86.7%	0:33:50
San Geronio Mem Hospital	677	507:31:03	220:08:05	306	54.8%	1:38:00
Temecula Valley Hospital	624	274:01:53	47:32:44	160	74.4%	0:45:44
Grand Total	15,575	7274:38:59	2323:55:31	3595	76.9%	0:56:43

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Min of APODs		Max of
	Transports	Avg APOT	Hours	Avg APODs	Min of APODs	APODs
Corona Regional Med Ctr	810	400:50:34	126:41:52	234	182	290
Desert Regional Med Ctr	1,325	338:04:03	37:57:18	97	27	171
Eisenhower Health	1,402	275:10:44	7:06:10	37	13	84
Hemet Valley Hospital	1,178	851:01:03	355:57:08	571	483	638
Inland Valley Med Ctr	973	485:15:50	165:18:19	280	191	376
JFK Hospital	736	101:22:36	2:47:08	9	3	17
Kaiser Hospital Moreno Valley	363	154:42:33	35:30:32	88	58	113
Kaiser Hospital Riverside	562	249:49:59	65:30:09	141	90	181
Loma Linda Univ Med Ctr Mur	797	401:06:00	113:24:56	223	159	288
Menifee Med Ctr	328	193:20:42	64:29:32	126	58	254
Palo Verde Hospital	147	21:57:15	1:24:44	4	0	7
Parkview Community Hospital	652	201:25:10	14:42:34	55	18	119
Rancho Springs Med Ctr	543	233:18:02	61:14:20	110	49	208
Riverside Community Hospital	1,669	714:06:15	207:20:05	428	65	829
Riverside University Health System	1,609	480:27:46	16:31:41	121	79	250
San Gorgonio Mem Hospital	586	330:19:41	106:00:32	198	159	306
Temecula Valley Hospital	561	251:05:03	53:40:30	160	123	210

Average APOD and Compliance <i>by Qtr Comparison</i>									
	2023 Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	70%	237	129:46:20	74%	224	104:38:31	69%	258	142:31:16
Desert Regional Med Ctr	94%	85	24:59:29	95%	70	23:14:02	91%	129	44:13:04
Eisenhower Health	98%	30	4:50:49	99%	15	2:24:04	95%	84	16:05:59
Hemet Valley Hospital	58%	512	257:07:16	56%	572	314:27:12	42%	607	592:46:37
Inland Valley Med Ctr	77%	226	103:25:05	69%	310	193:55:53	64%	369	336:47:00
JFK Hospital	99%	9	2:12:37	99%	6	0:57:28	98%	15	6:43:17
Kaiser Hospital Riverside	74%	143	65:07:17	79%	120	45:25:26	70%	181	113:14:06
Loma Linda Univ Med Ctr Mur	76%	195	91:02:30	72%	223	96:33:40	60%	288	218:12:01
Menifee Med Ctr	62%	113	55:39:54	70%	93	32:26:36	48%	254	167:59:19
Palo Verde Hospital	98%	2	0:59:40	97%	4	0:44:40	99%	1	0:10:47
Parkview Community Hospital	89%	70	23:20:46	96%	26	3:18:41	92%	54	13:10:54
Rancho Springs Med Ctr	80%	95	49:51:04	83%	92	55:10:47	71%	208	162:33:44
Riverside Community Hospital	58%	666	305:38:33	95%	97	30:24:14	83%	328	150:57:33
Riverside University Health System	94%	89	13:09:29	94%	102	12:41:31	87%	250	38:31:36
San Gorgonio Mem Hospital	70%	171	85:31:59	66%	199	107:11:18	55%	306	220:08:05
Temecula Valley Hospital	74%	142	50:00:00	74%	151	40:59:31	74%	160	47:32:44
	80%	174	78:55:11	84%	144	66:32:06	77%	218	141:58:38

Average Transports and APODs at ETS: Quarter Comparison									
	2023 Qtr2			Qtr3			Qtr4		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	87%	38	8:08:36	77%	71	15:01:12	69%	101	18:25:13