



Ambulance Response Compliance Review

AMR Compliance Summary
7/1/2021 – 06/30/2022

CONTENTS

Riverside County Ambulance Response Time Compliance	4
Overview.....	4
West, Mid, and East County Areas Comparisons	5
West, Mid, and East County Areas Comparisons (Cont'd)	6
Central Zone	7
Central Zone: Response and Compliance Data	8
Central Zone: Subzone Response and Compliance Data	9
Central Zone: Exemptions	10
Central Zone: Responses > 10 Minutes Late	11
Northwest Zone	12
Northwest Zone: Response and Compliance Data	13
Northwest Zone: Subzone Response and Compliance Data	14
Northwest Zone: Subzone Response and Compliance Data (Cont'd)	15
Northwest Zone: Exemptions	16
Northwest Zone: Responses >10 Minutes Late	17
Southwest Zone	18
Southwest Zone: zone Response and Compliance Data	19
Southwest Zone: Subzone Response and Compliance Data	20
Southwest Zone: Exemptions	21
Southwest Zone: Responses > 10 Minutes Late	22
Desert Zone	23
Desert Zone: Subzone Response and Compliance Data	24
Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late	25
Desert Zone: Exemptions.....	26
Palo Verde Zone.....	27
Palo Verde Zone: Exemptions and >10 Minutes Late.....	28
Pass Zone	29
Pass Zone: Exemptions and Responses >10 Minutes Late	30
San Jacinto Zone	31
San Jacinto Zone: Subzone Response and Compliance Data	32
San Jacinto Zone: Subzone Response and Compliance Data (cont.)	33
San Jacinto Zone: Exemptions	35
San Jacinto Zone: Responses > 10 Minutes Late	36
Mountain Plateau Zone	37

Mountain Plateau Zone: Response and Compliance Data	38
Mountain Plateau Zone: Exemptions and >10 Minutes Late	39
Ambulance Patient Offload Time	40,41

RIVERSIDE COUNTY AMBULANCE RESPONSE TIME COMPLIANCE

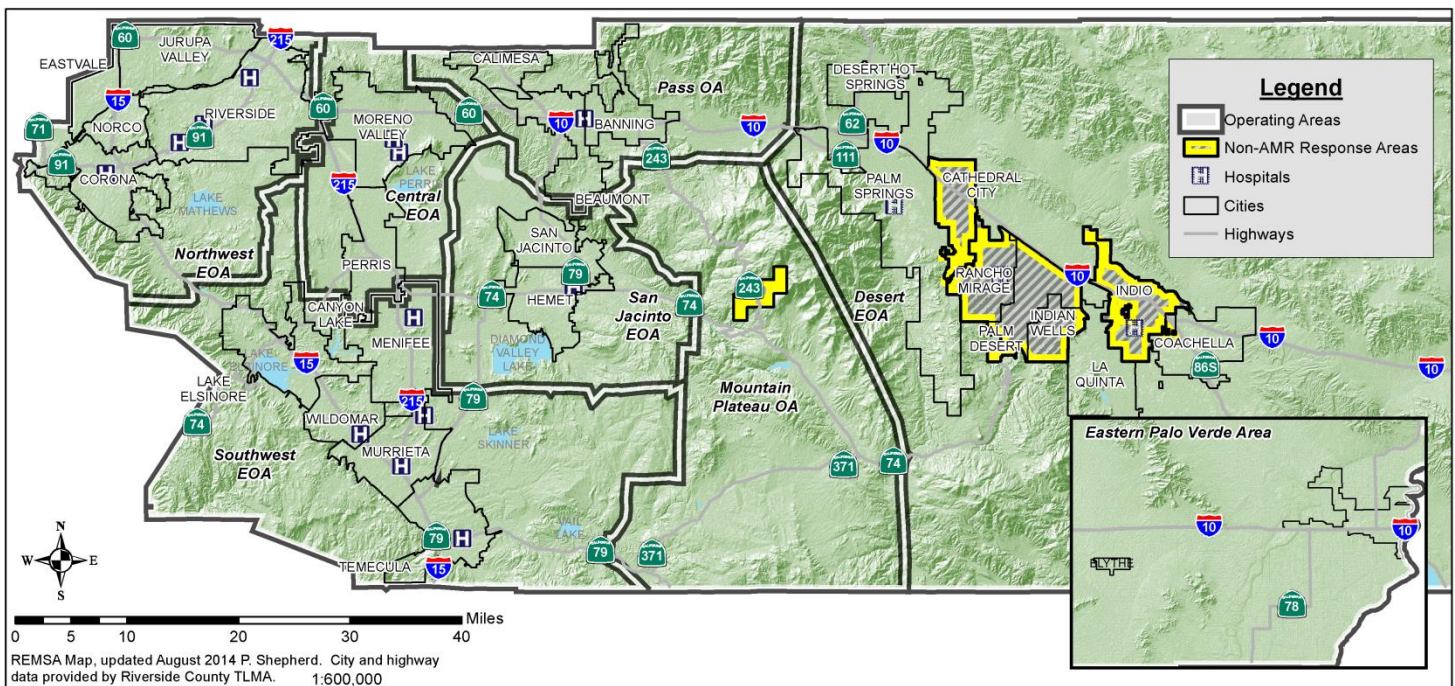
Overview

The Riverside County EMS System covers all 9-1-1 medical responses in Riverside County. American Medical Response (AMR) is the contracted ambulance provider for most of Riverside County, and this report outlines the AMR response time compliance in Riverside County through the end of December 2018. Data provided refers to the AMR-serviced Ambulance Operating Areas delineated in the master service agreement dated July 1, 2015.

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



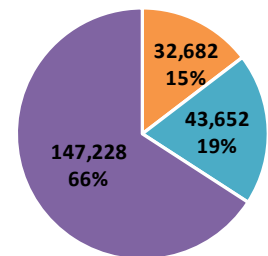
The West County Response Time Zones are responsible for approximately 66% of 9-1-1 calls made to AMR from the EMS System. East County and Mid County response zones make up about 14% and 20% of 9-1-1 call volume, respectively.

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.

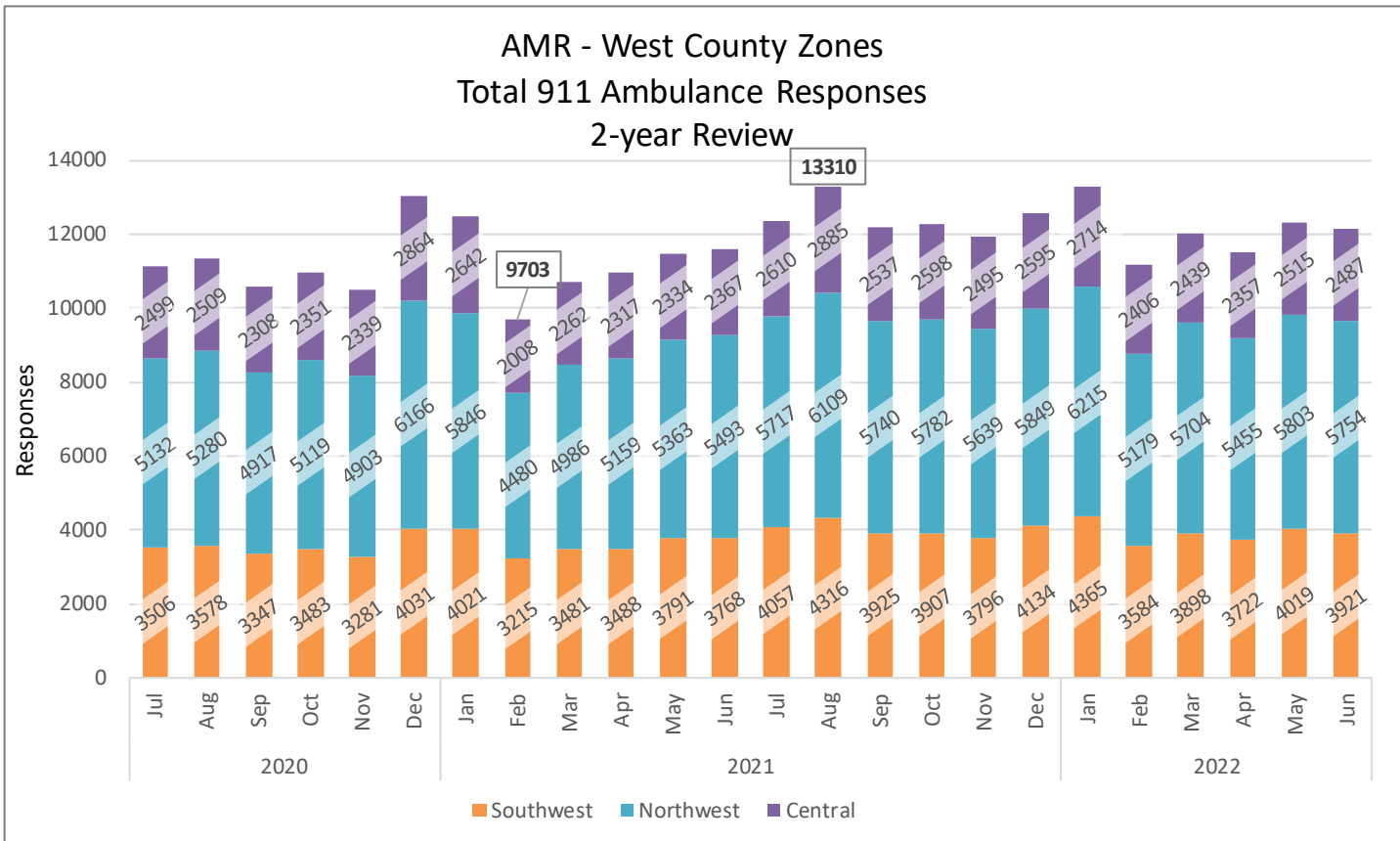
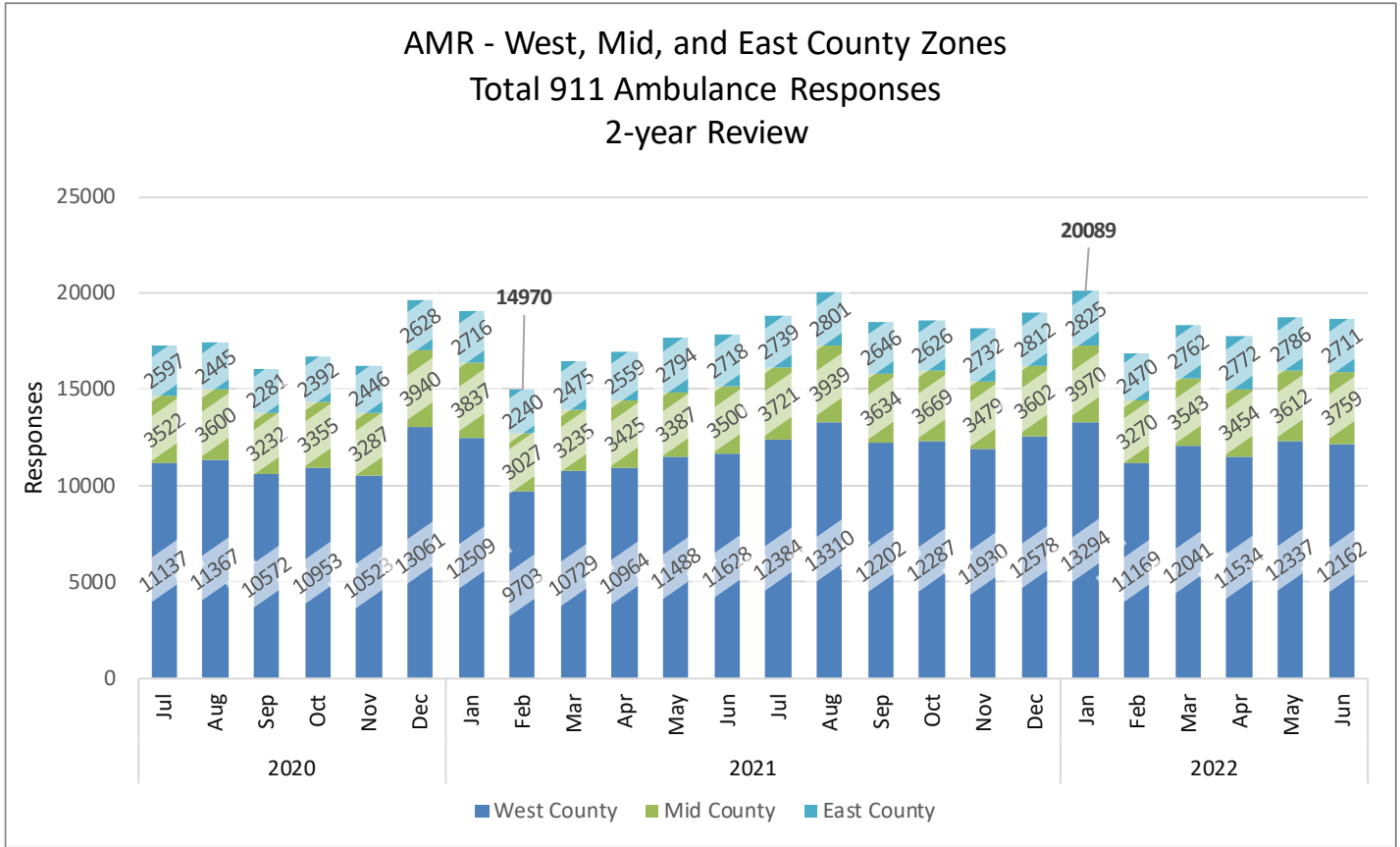
East County includes the Desert and Palo Verde Response Time Zones.

AMR - Response Time Zones
Regional 9-1-1 Ambulance Responses
Jul 2021 through Jun 2022

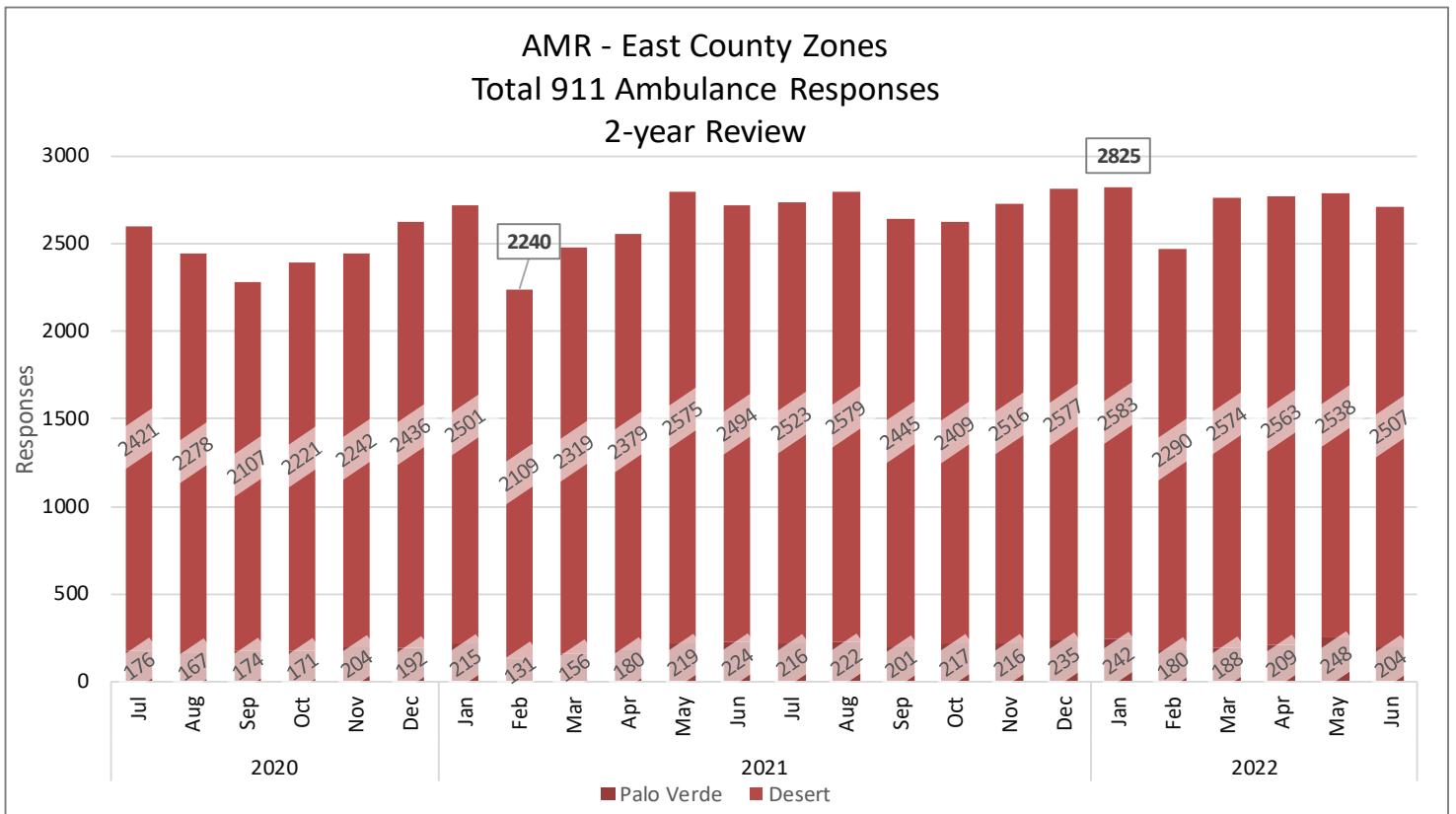
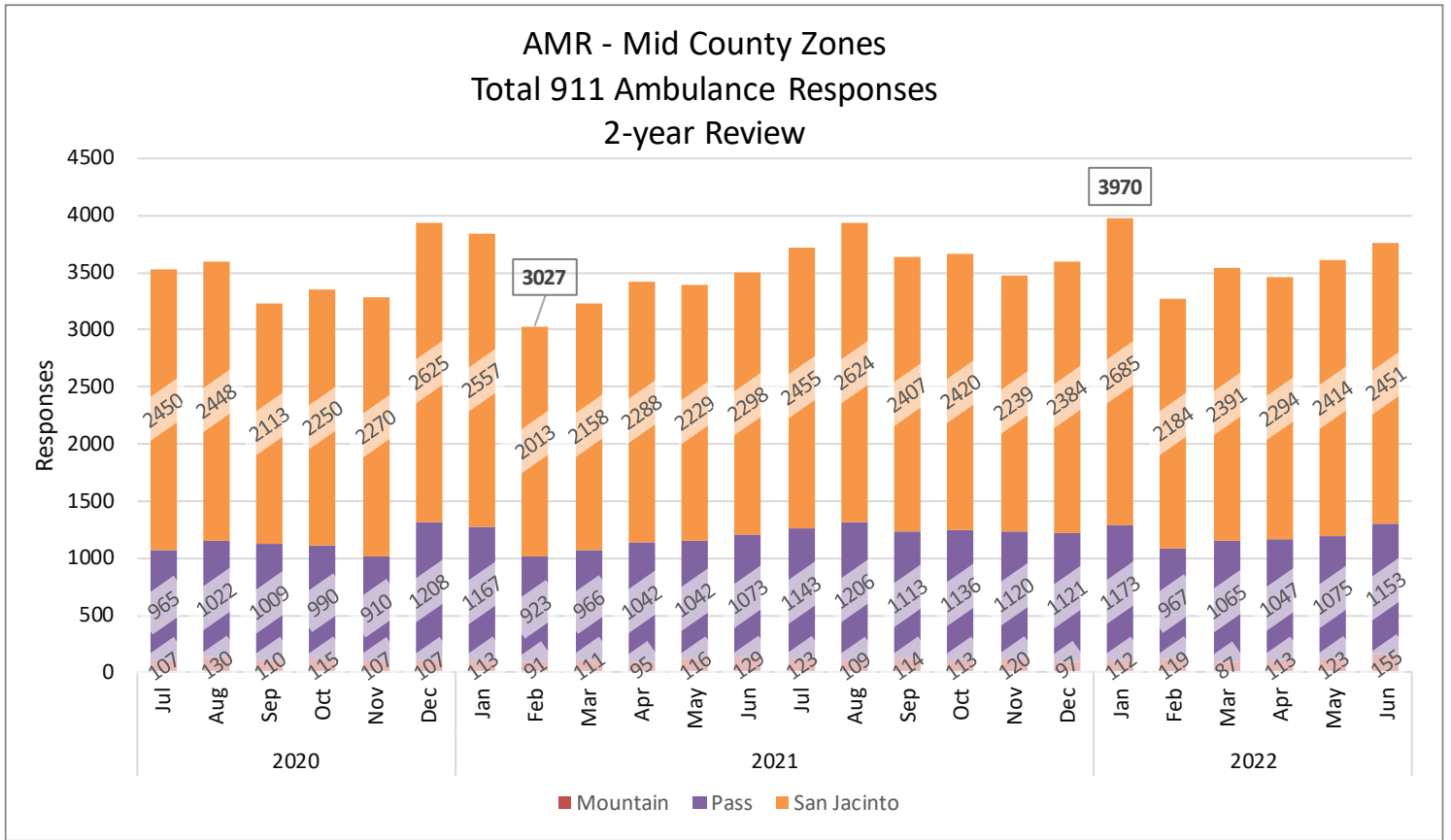


East County Mid County West County

West, Mid, and East County Areas Comparisons



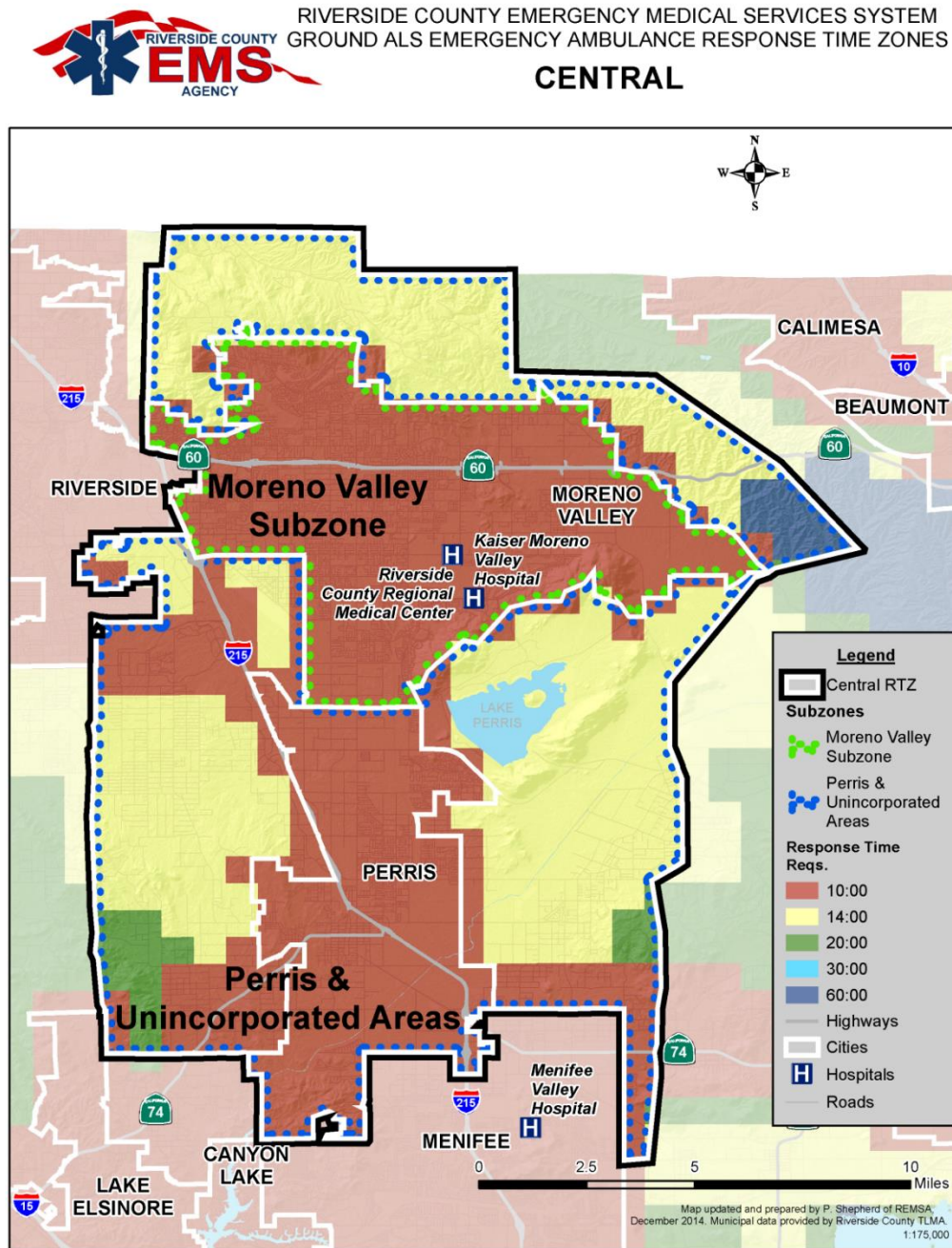
West, Mid, and East County Areas Comparisons (Cont'd)



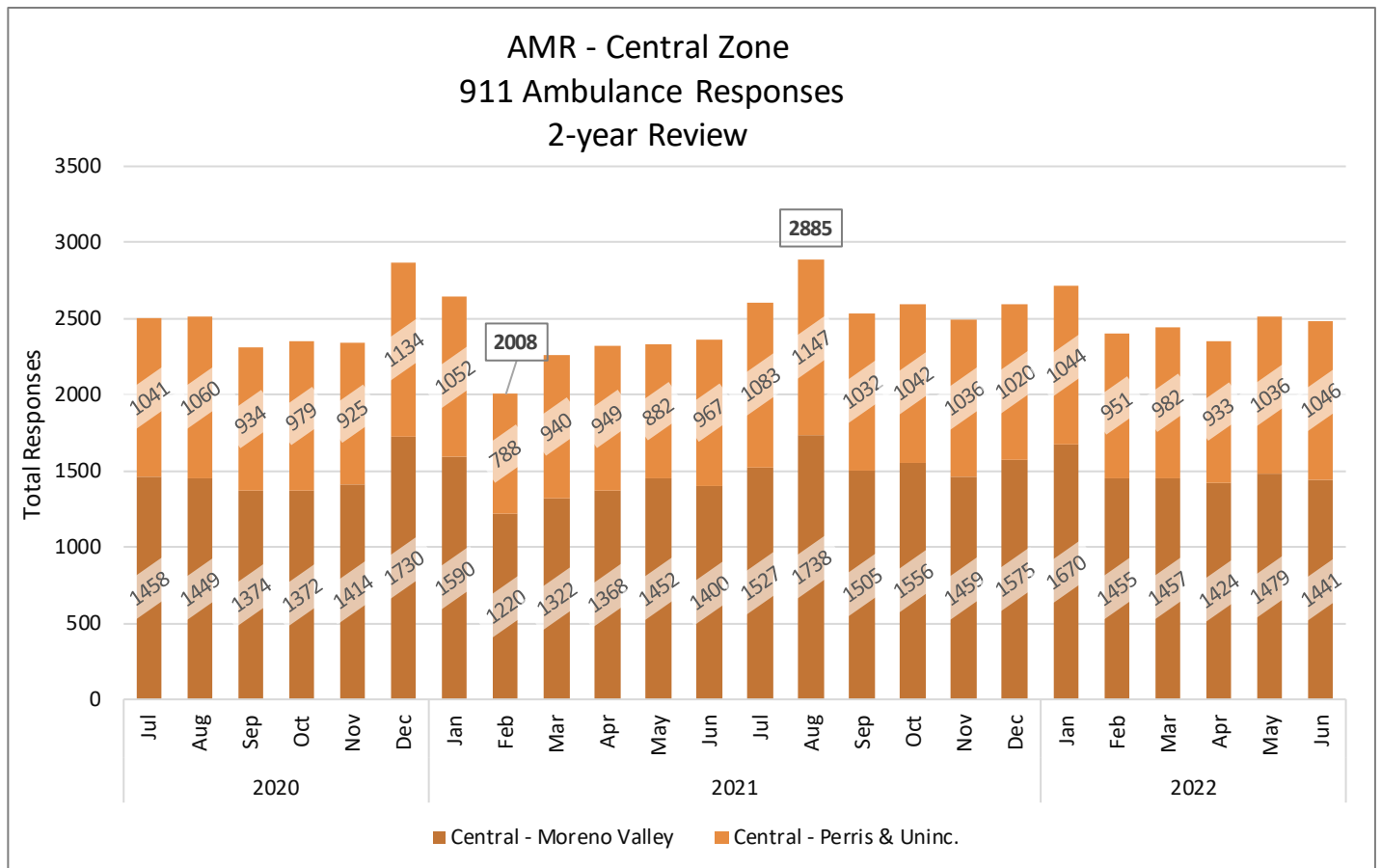
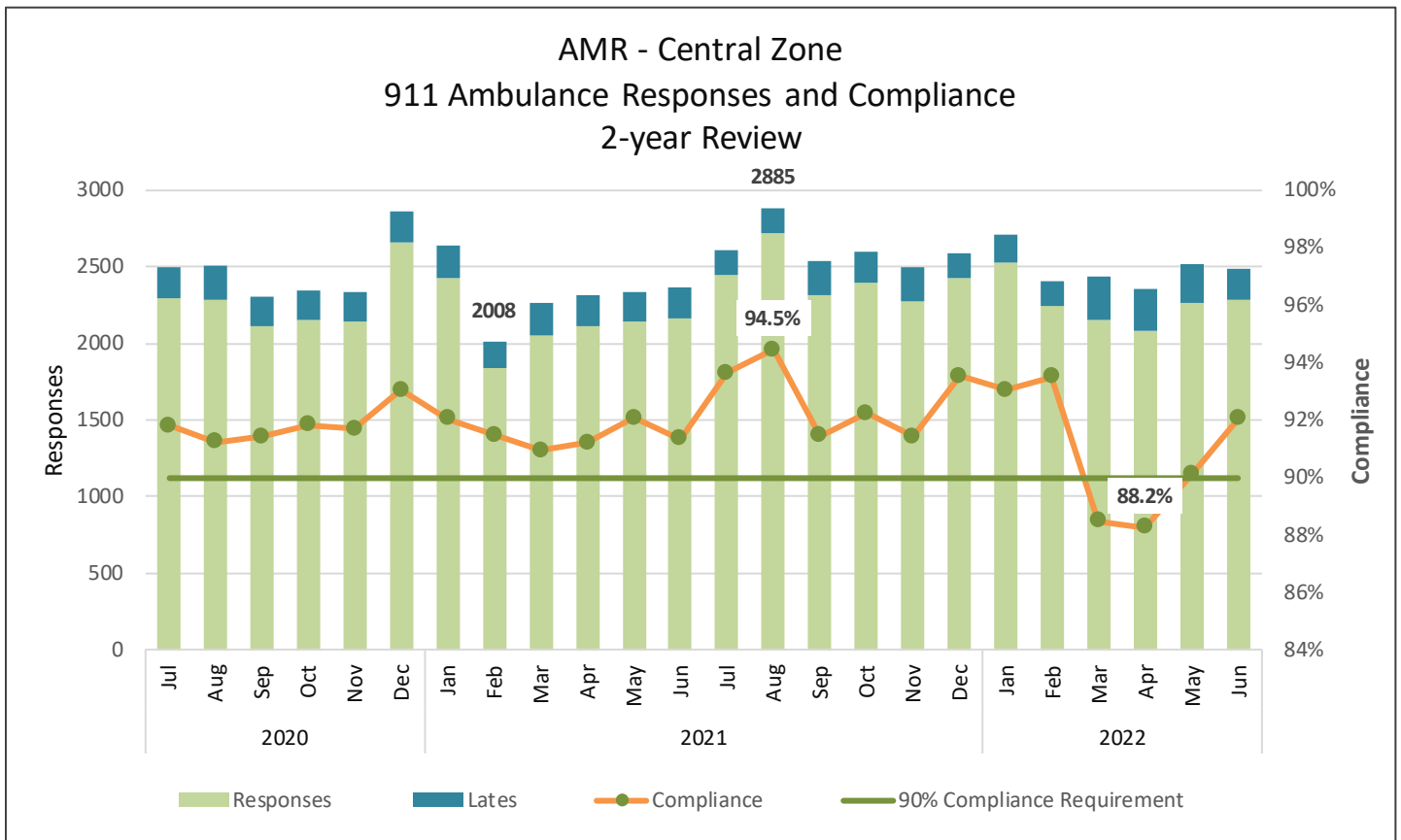
CENTRAL ZONE

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.

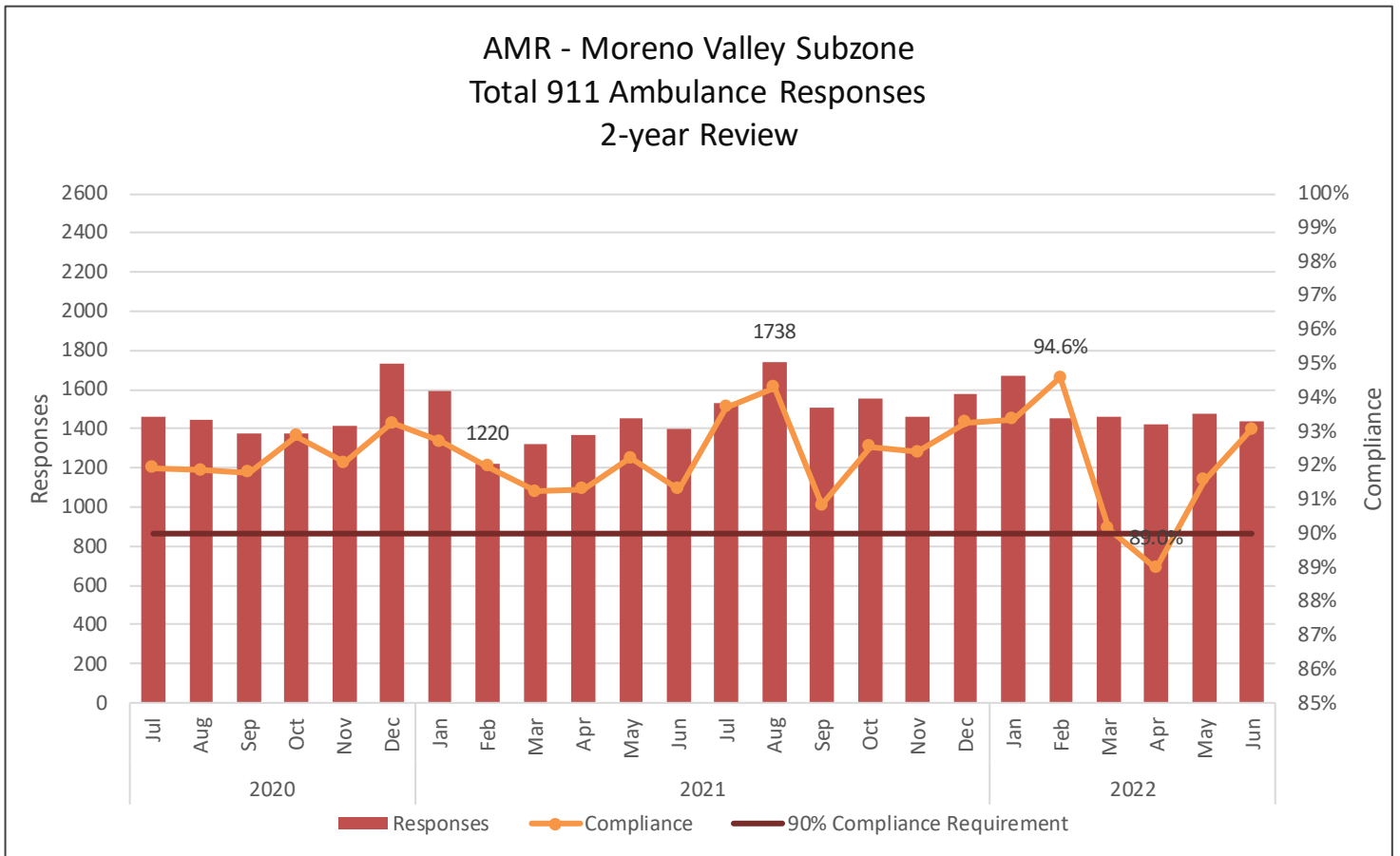
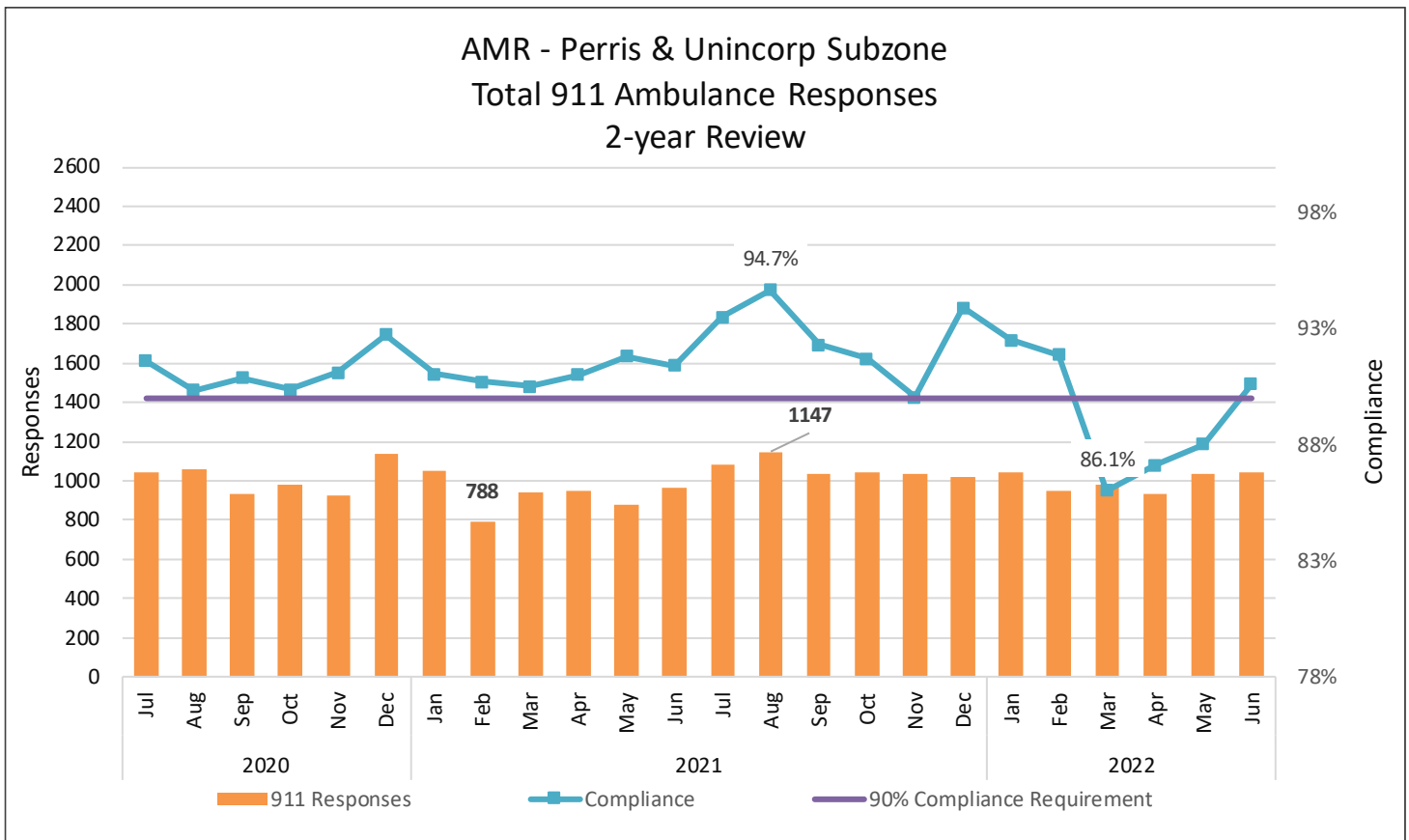
The maps referenced in this report are available at remsa.us/zones



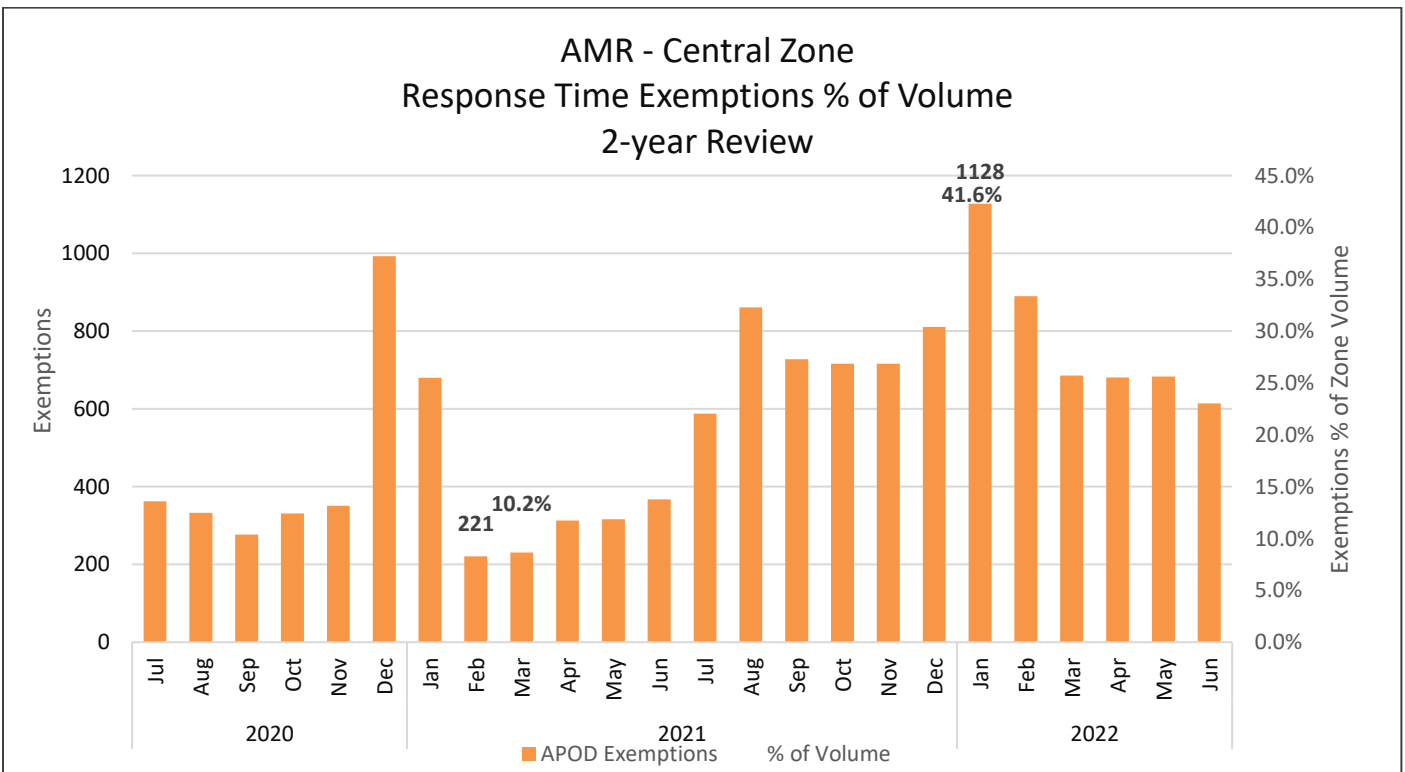
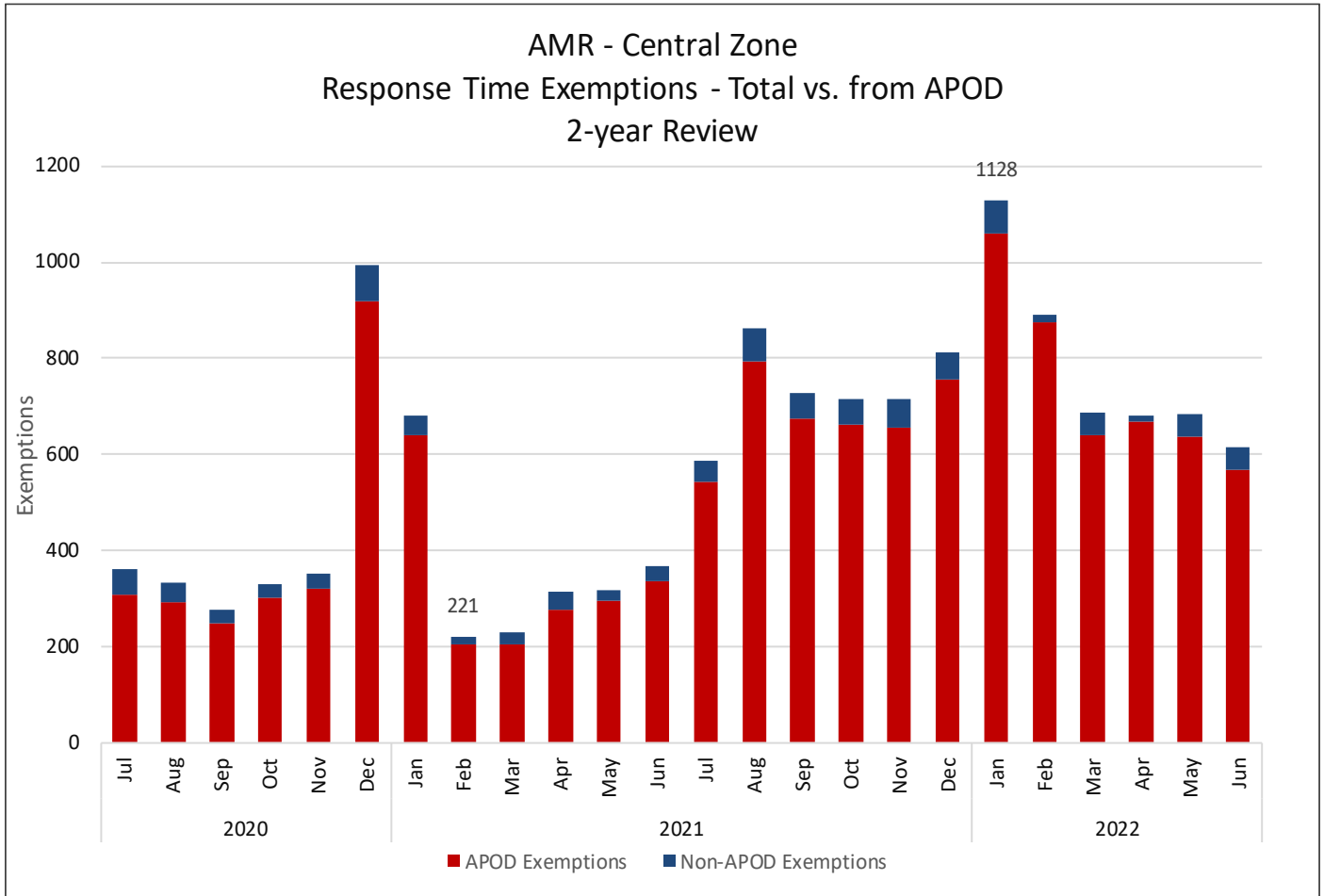
Central Zone: Response and Compliance Data



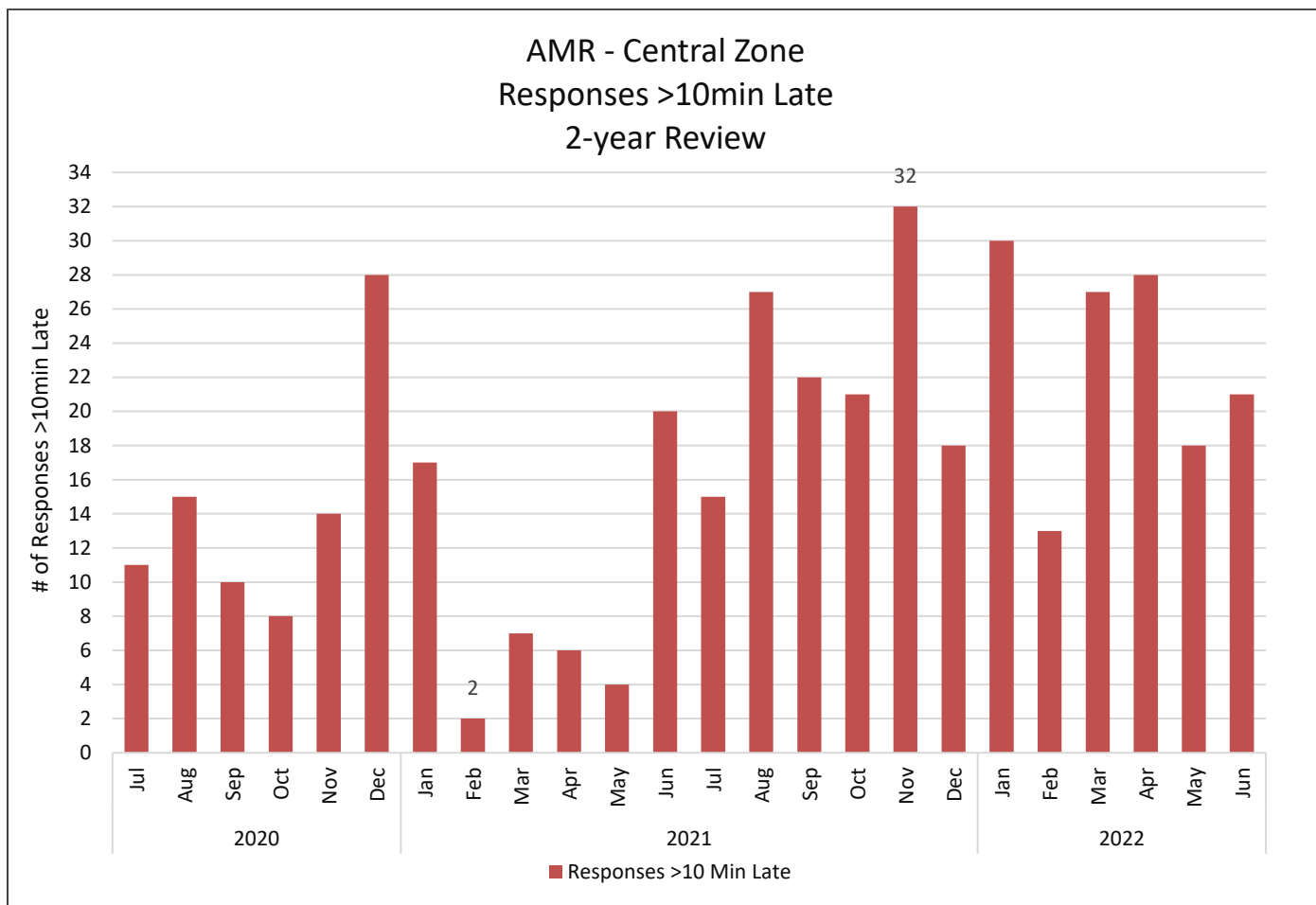
Central Zone: Subzone Response and Compliance Data



Central Zone: Exemptions



Central Zone: Responses > 10 Minutes Late

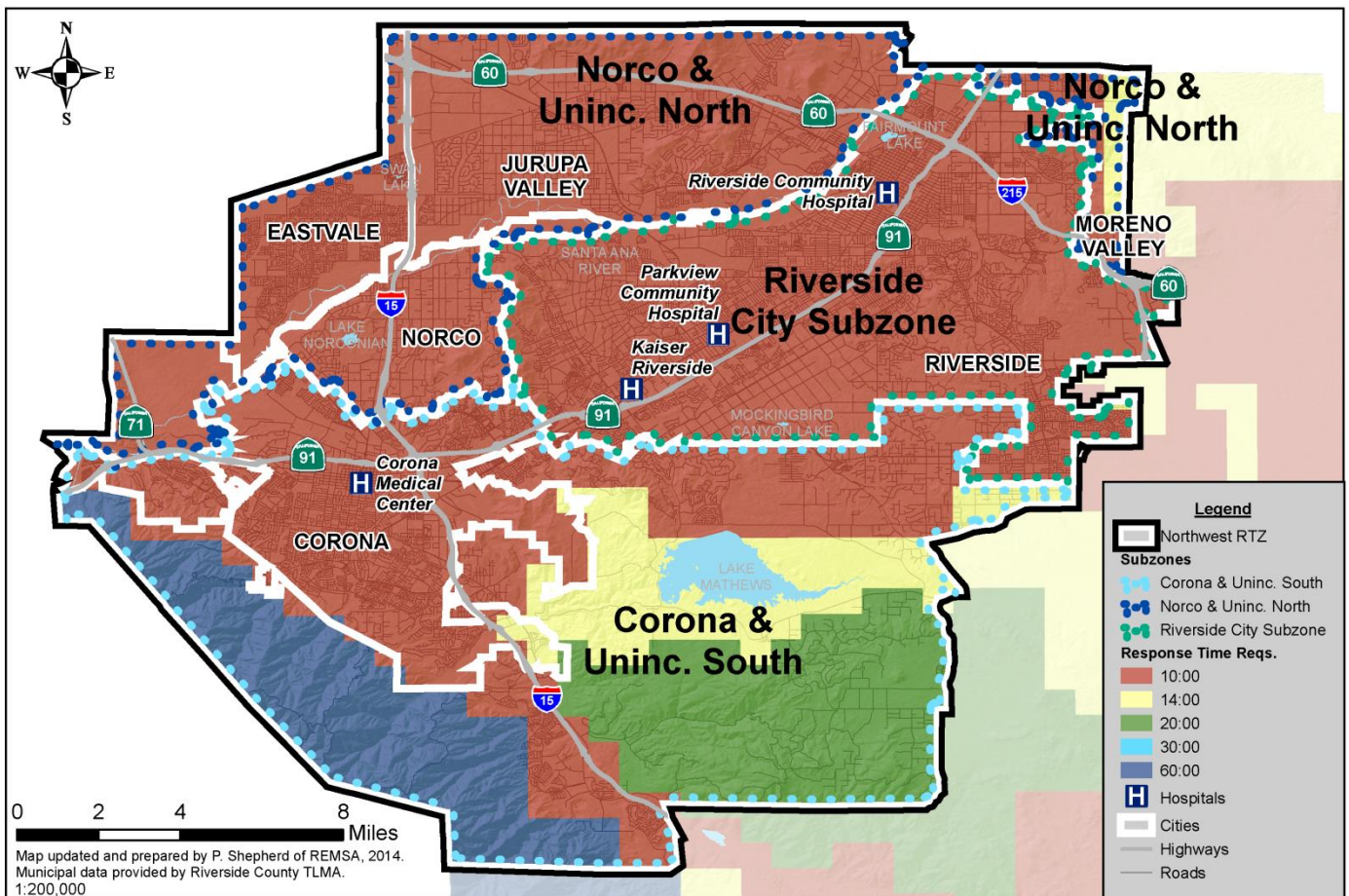


NORTHWEST ZONE

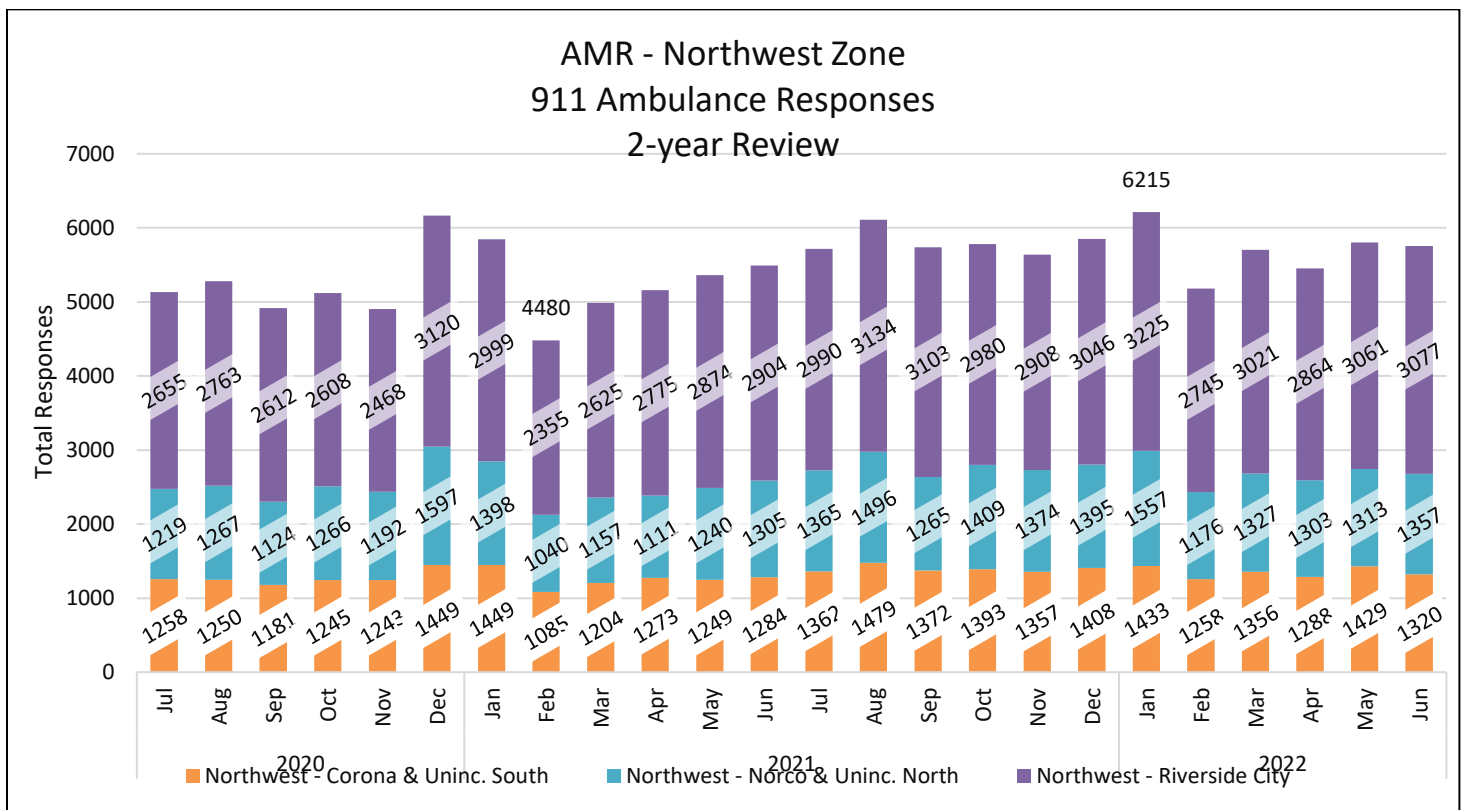
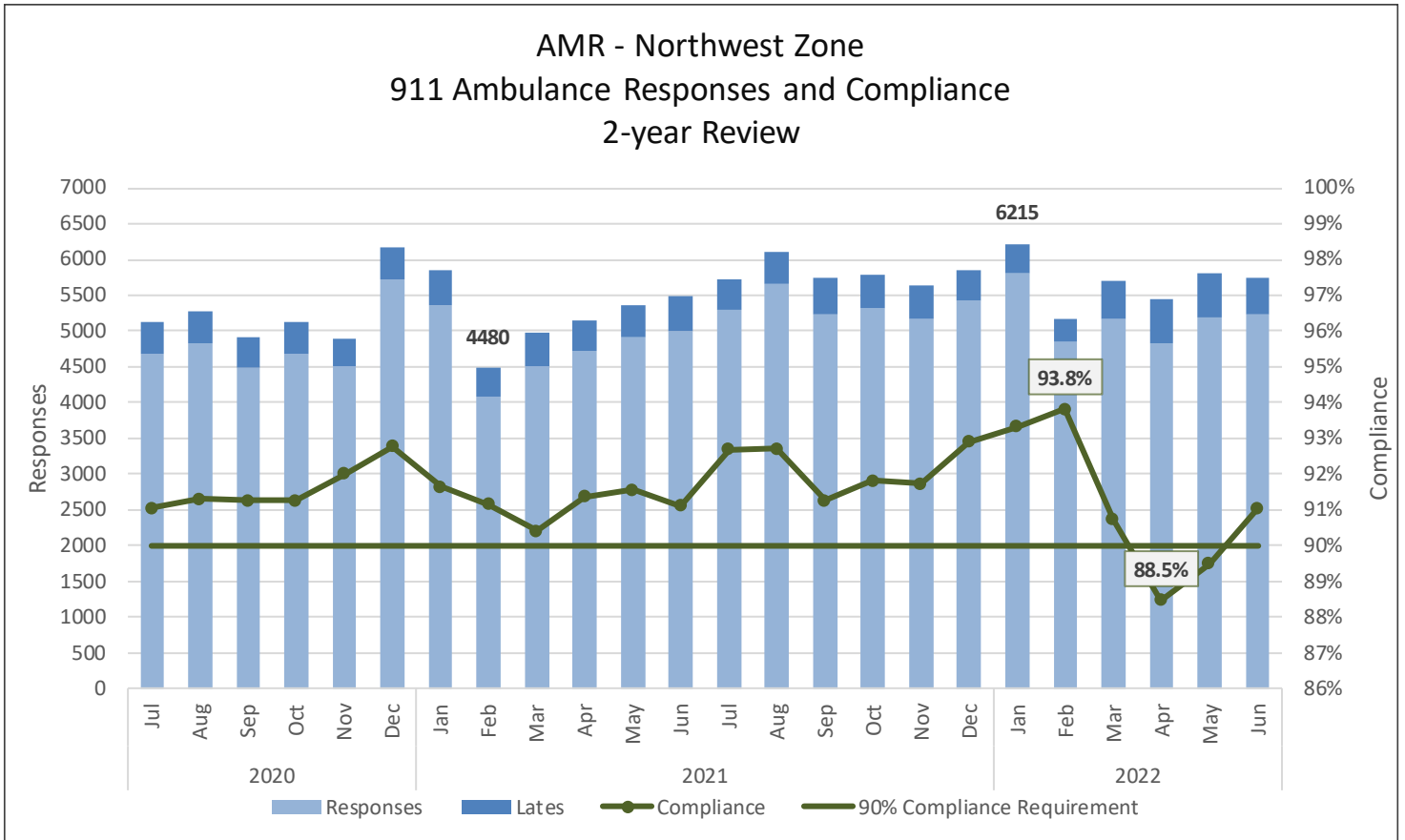
The Northwest Response Time Zone includes: Riverside, Corona, Norco, Eastvale, Jurupa Valley, and unincorporated areas of the County adjacent to these, as depicted in the Northwest Response Time Zone (RTZ) map. It borders the Southwest Zone to the South and the Central Zone to the East. The Northwest 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.



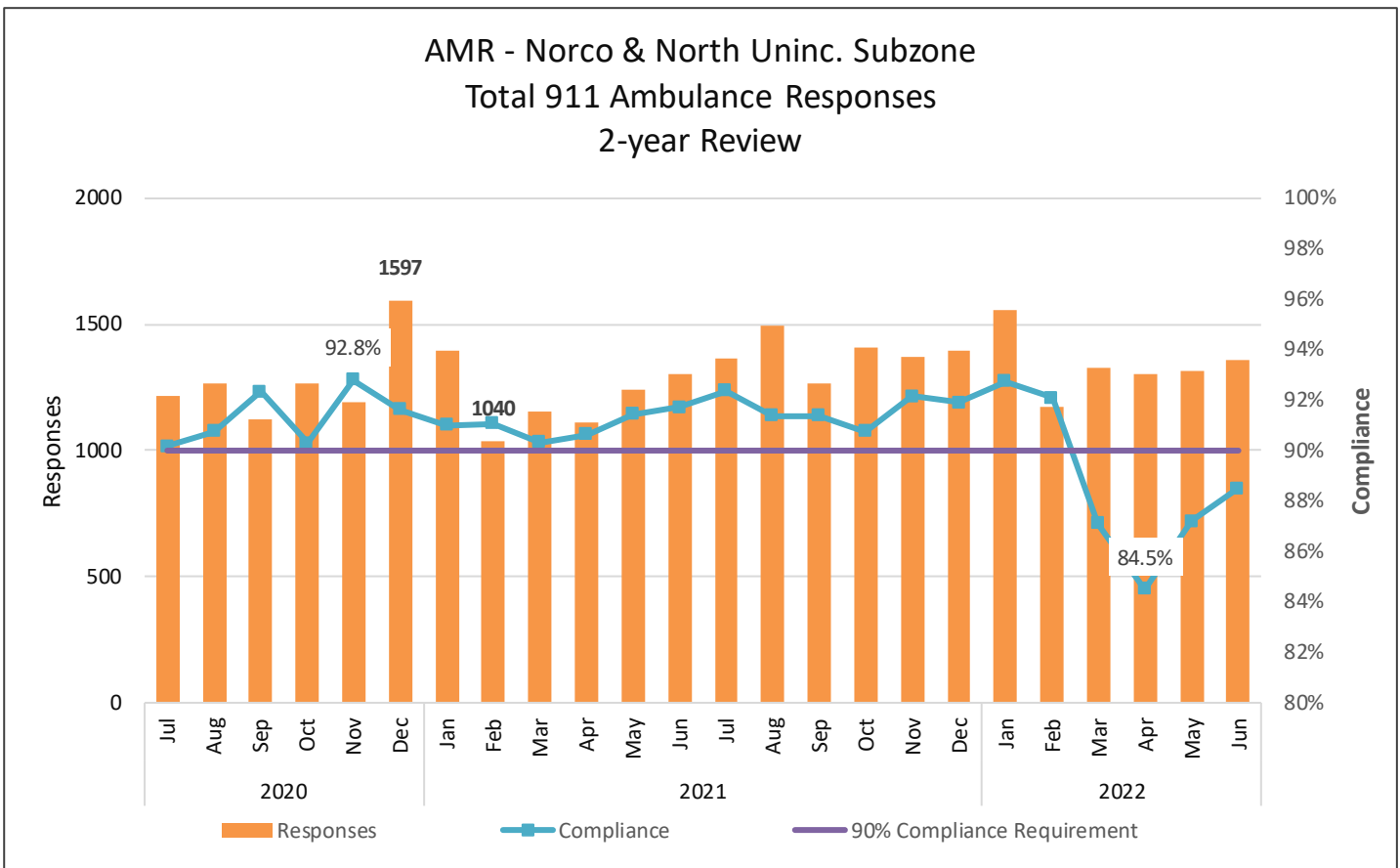
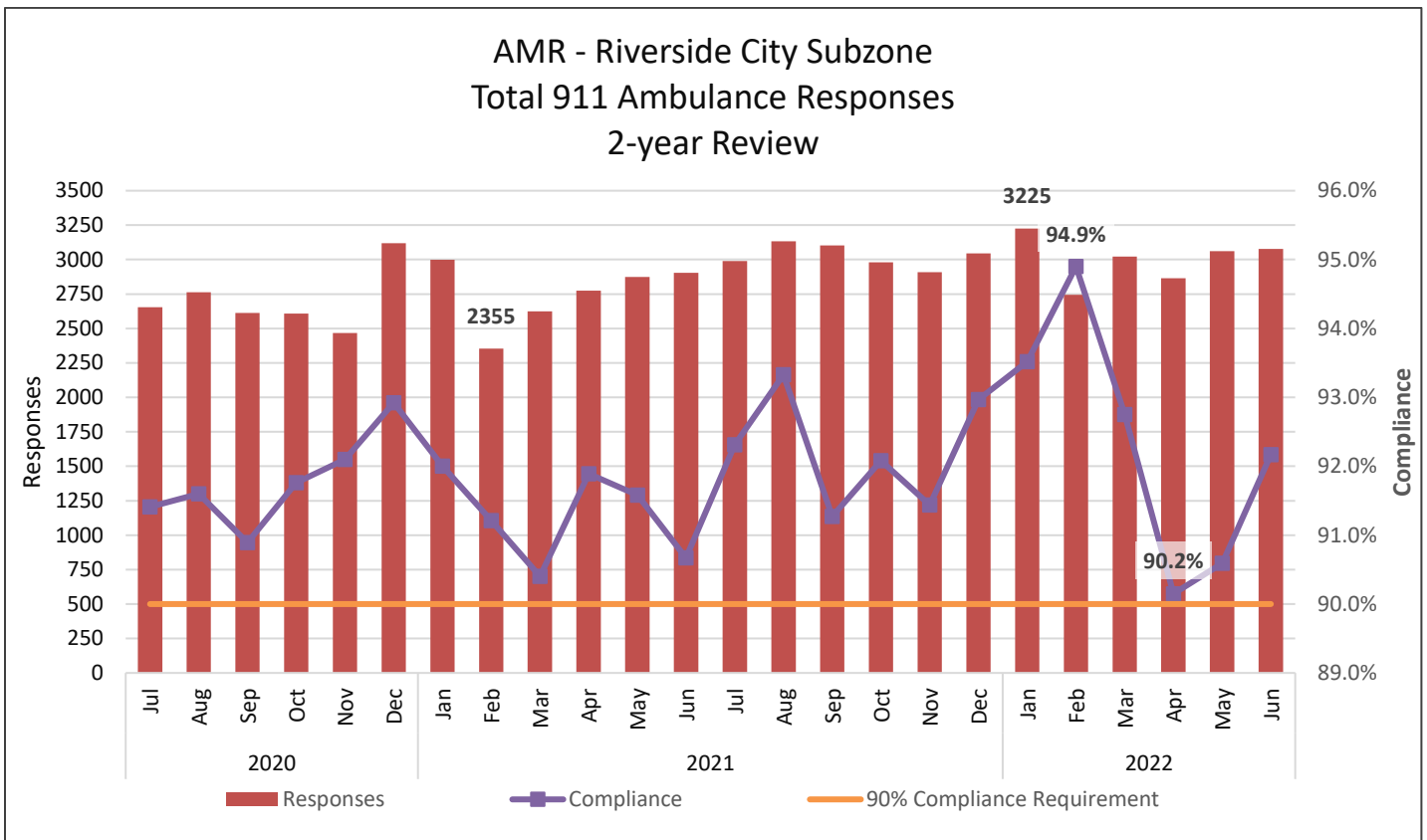
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES NORTHWEST



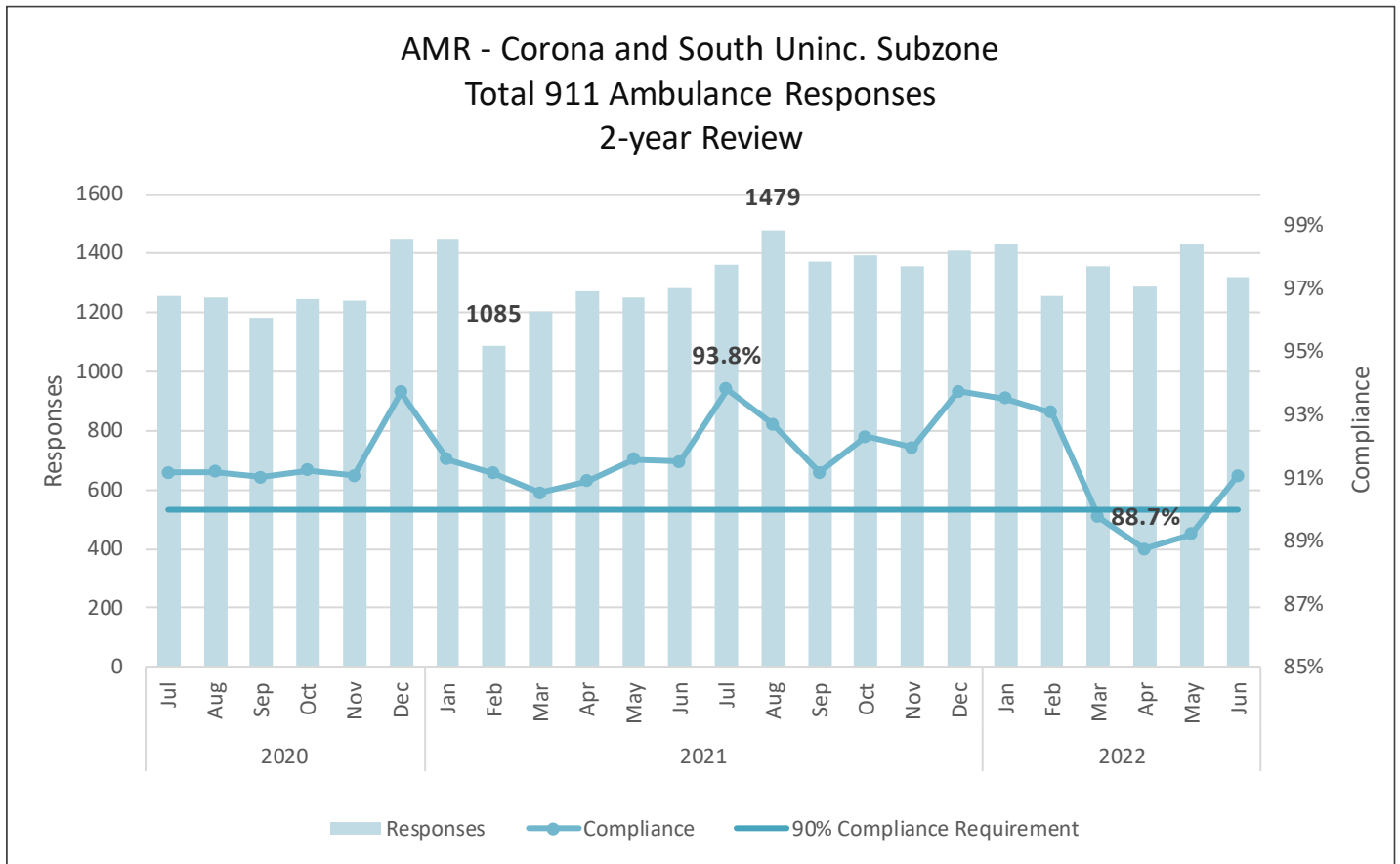
Northwest Zone: Response and Compliance Data



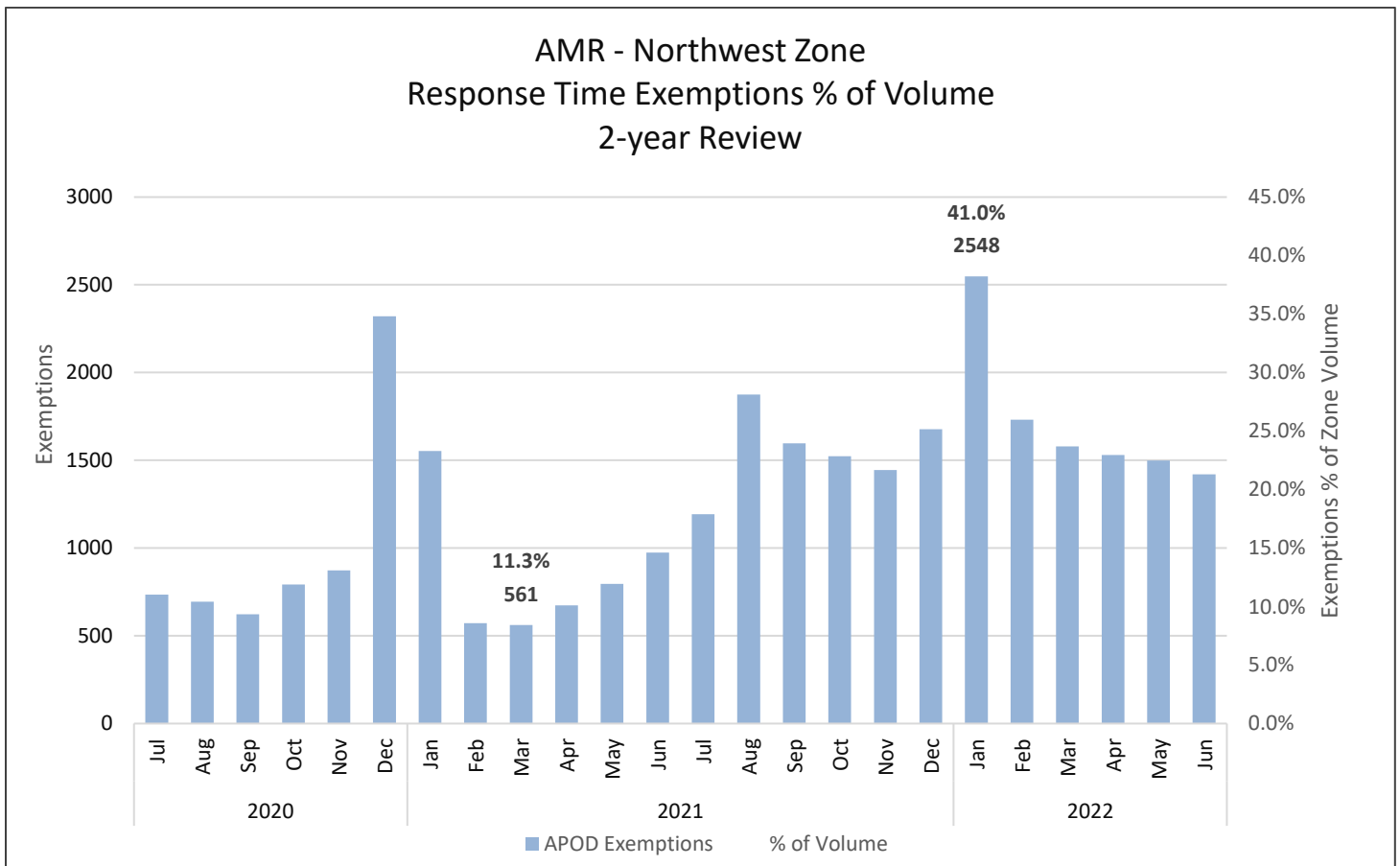
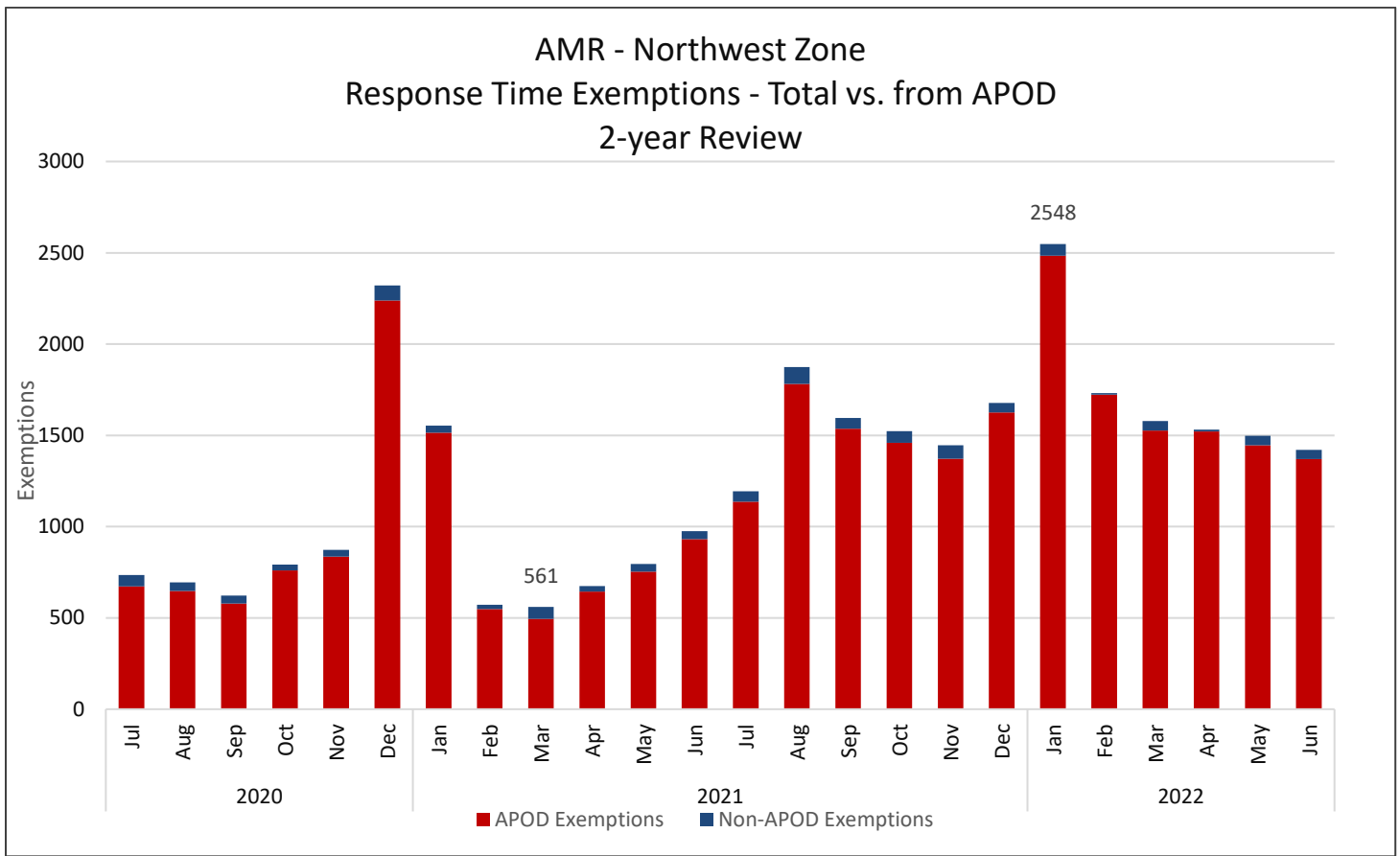
Northwest Zone: Subzone Response and Compliance Data



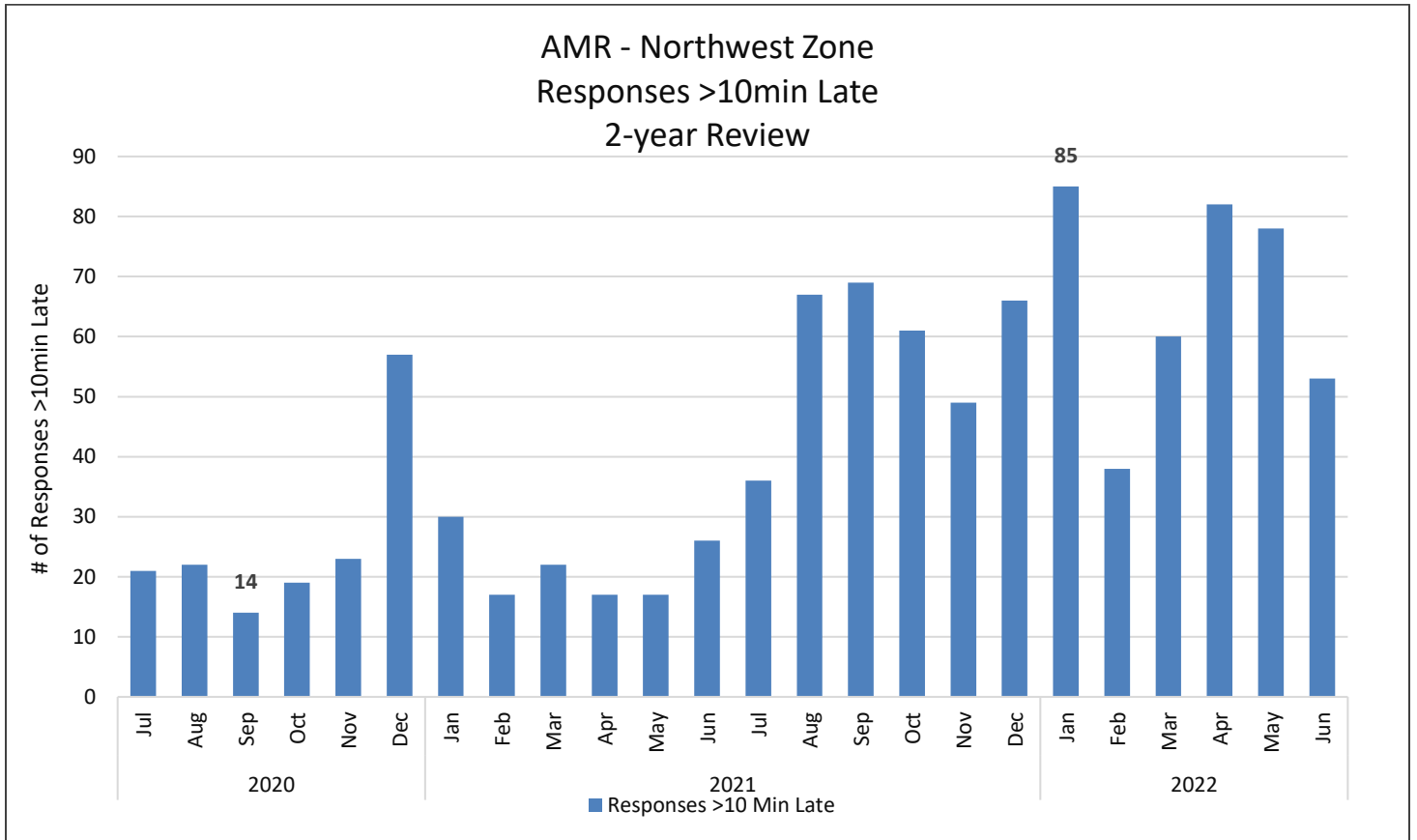
Northwest Zone: Subzone Response and Compliance Data (Cont'd)



Northwest Zone: Exemptions



Northwest Zone: Responses >10 Minutes Late



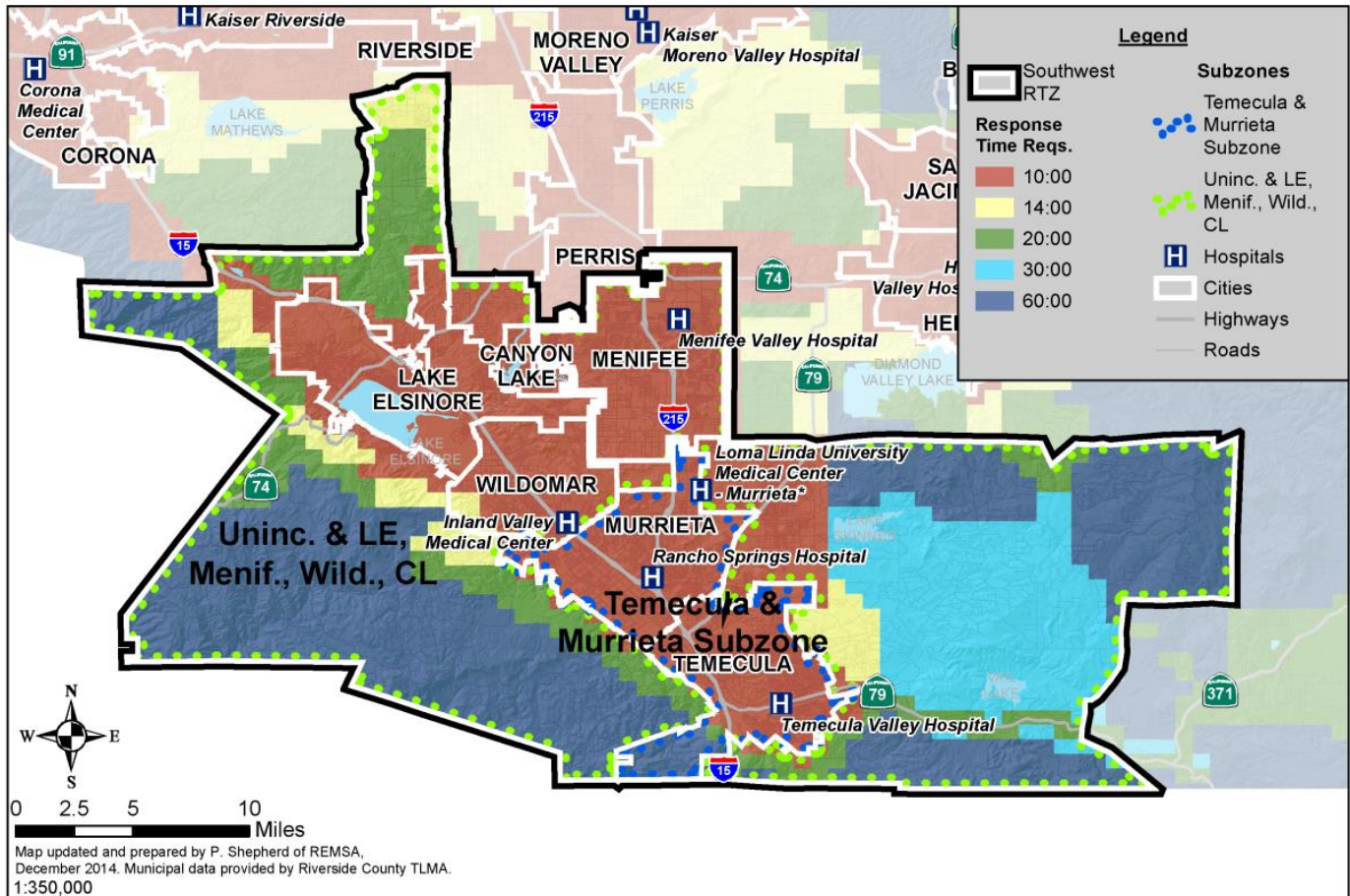
SOUTHWEST ZONE

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.

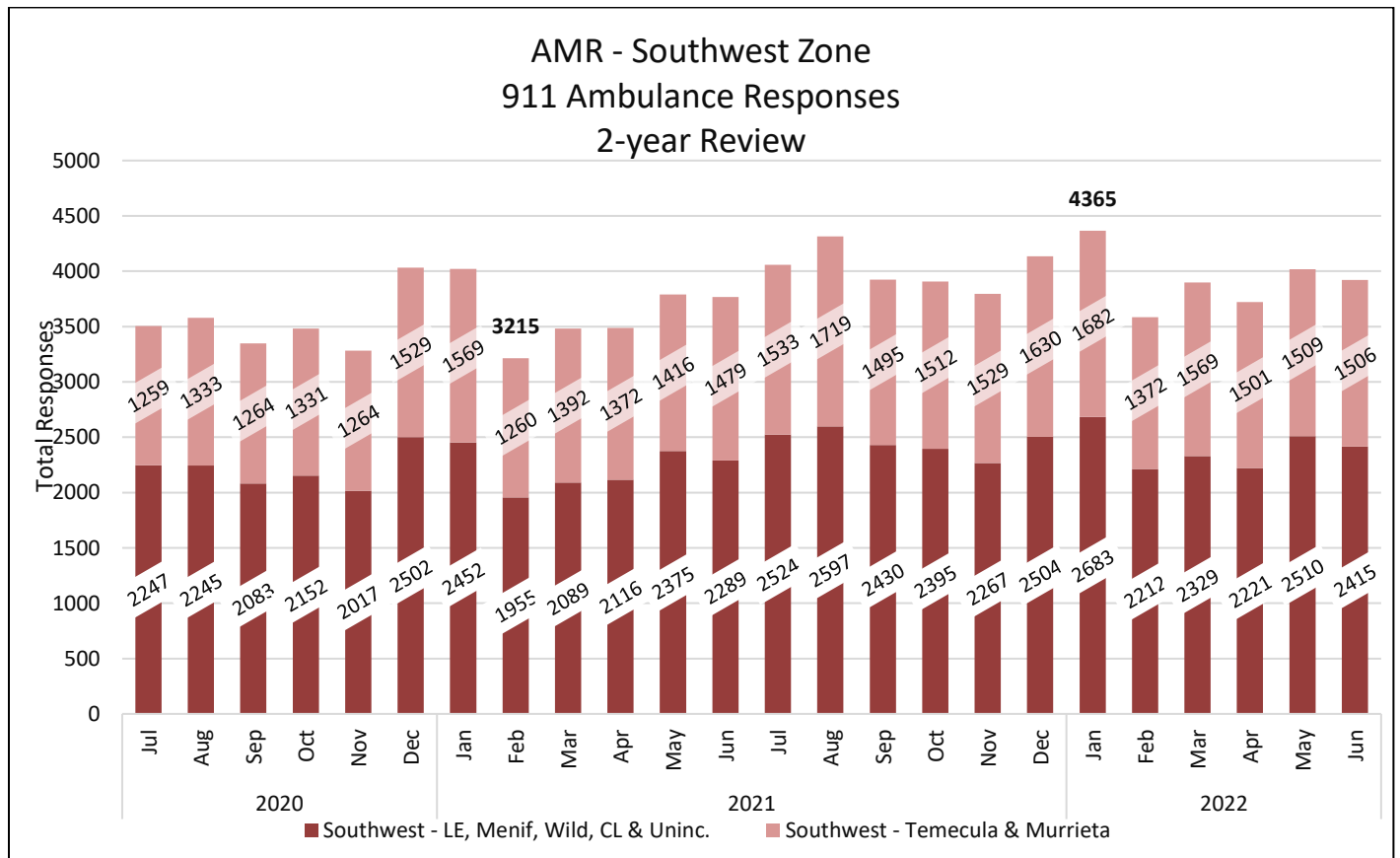
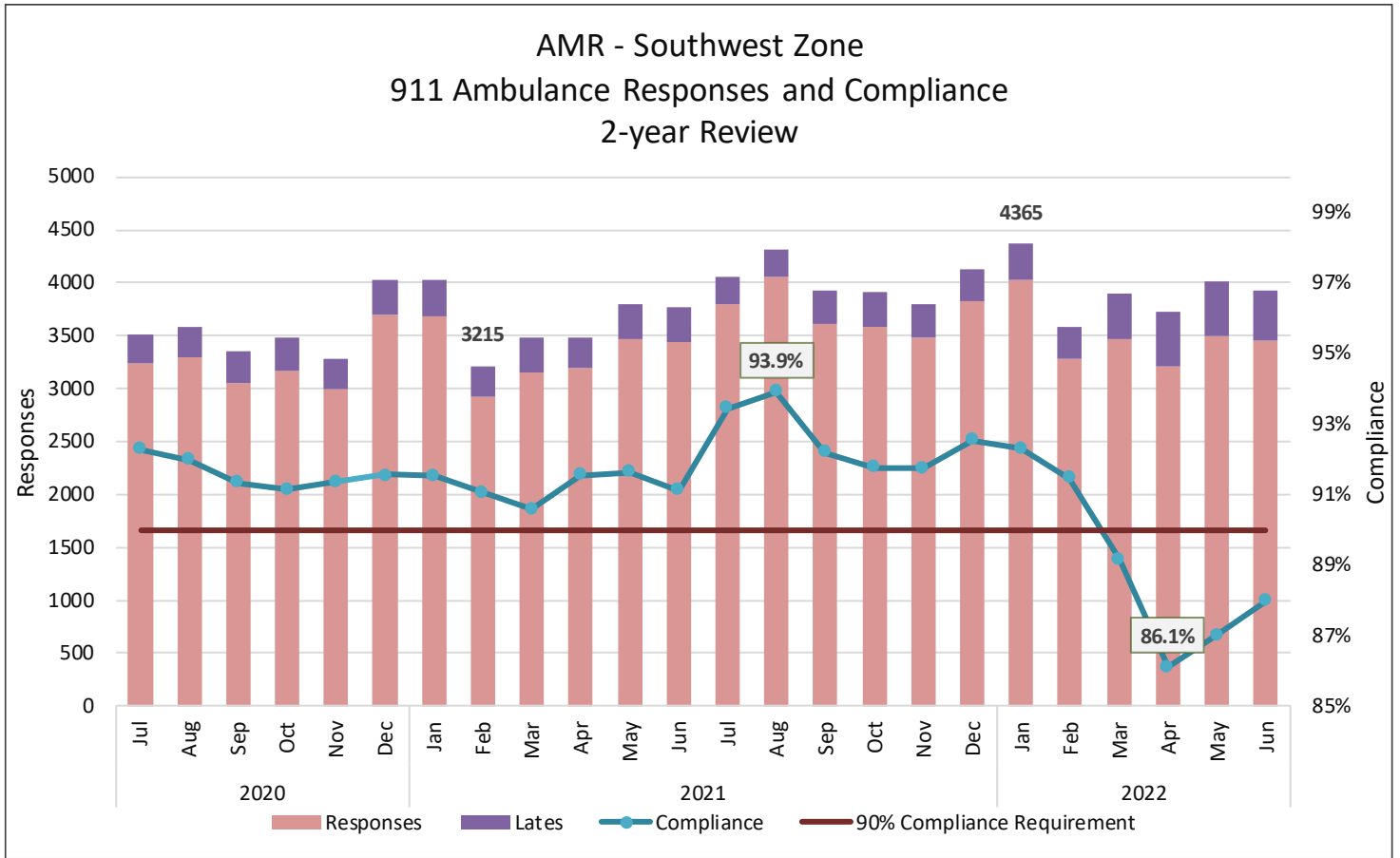


RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

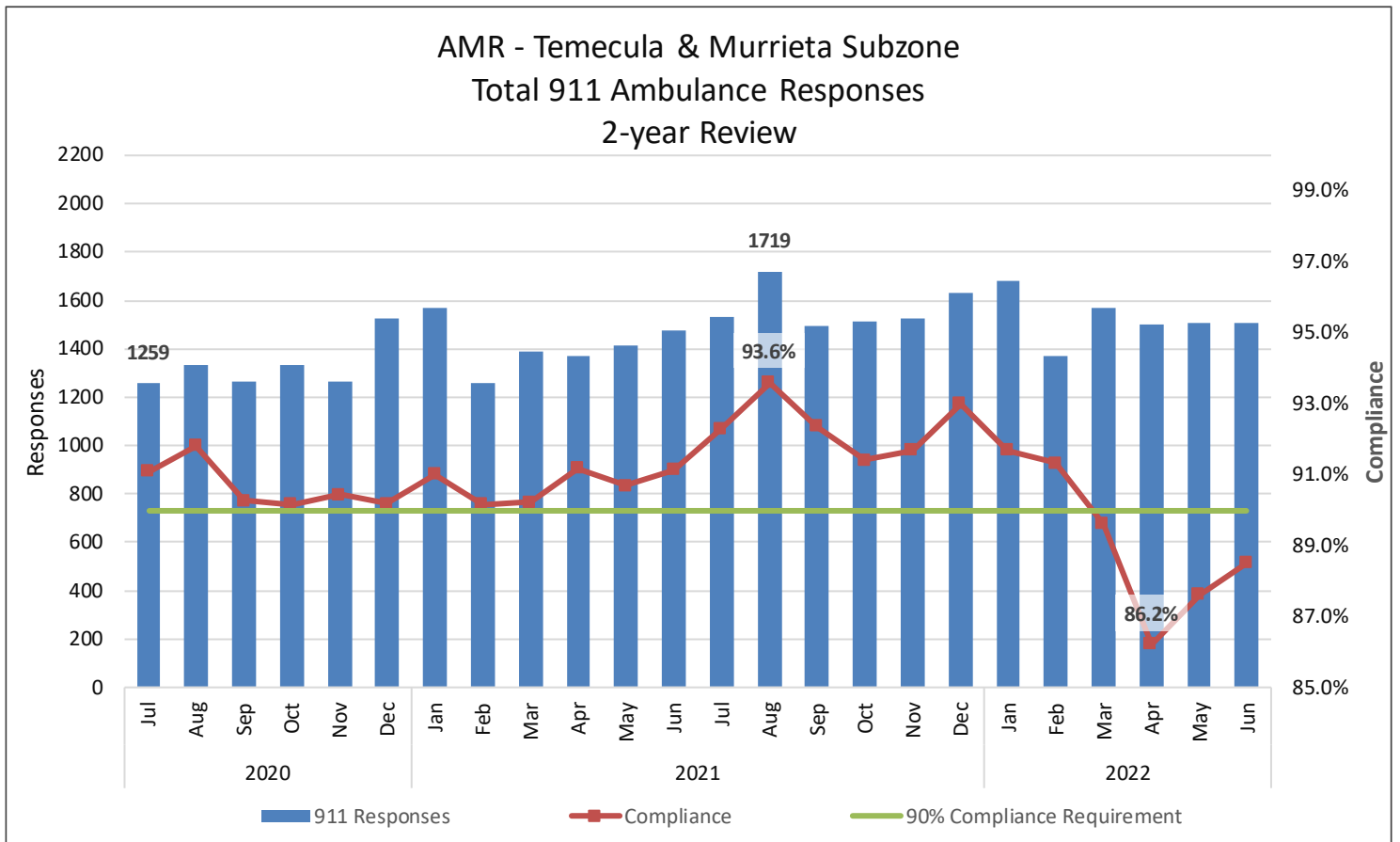
SOUTHWEST

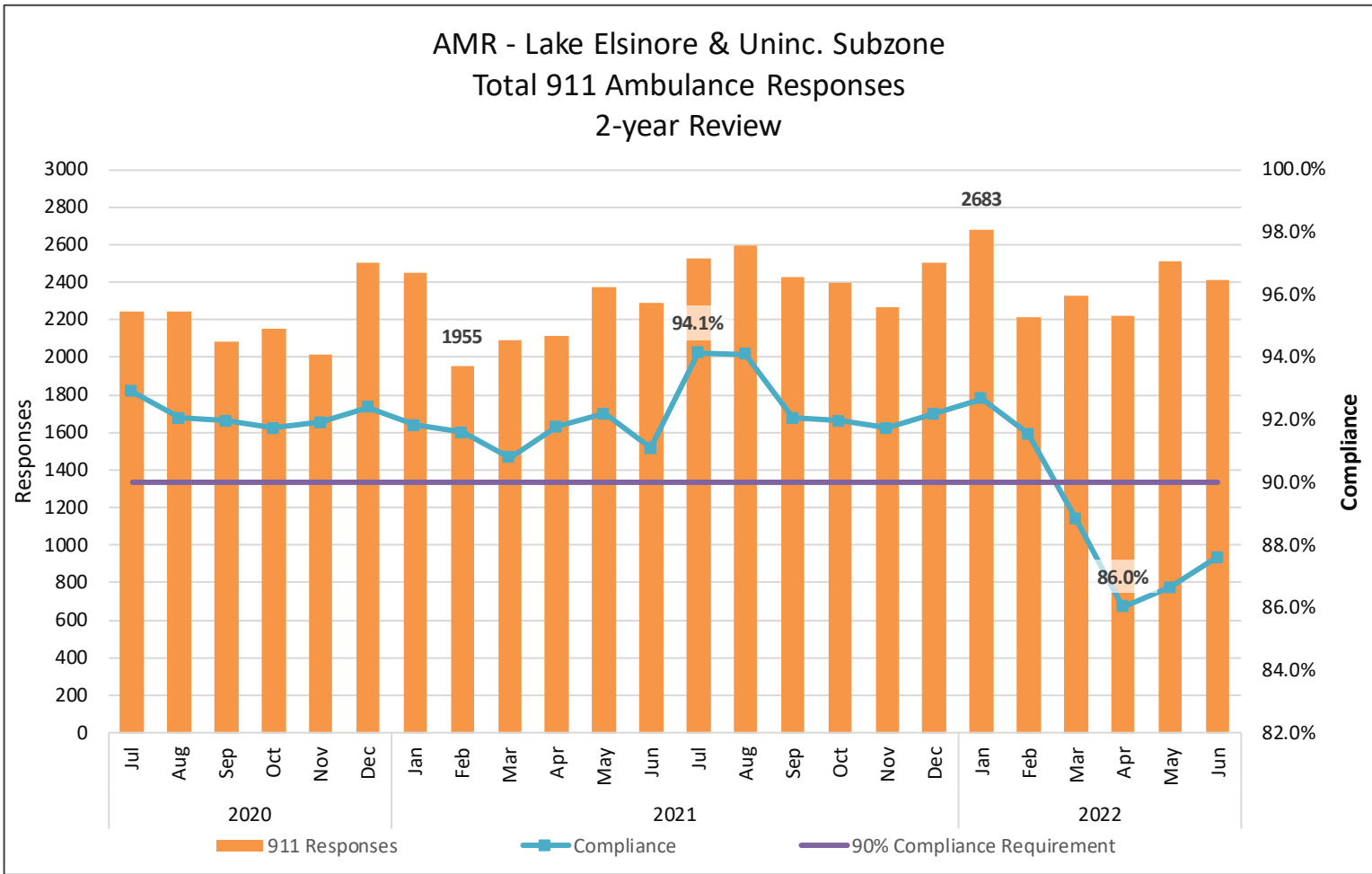


Southwest Zone: zone Response and Compliance Data

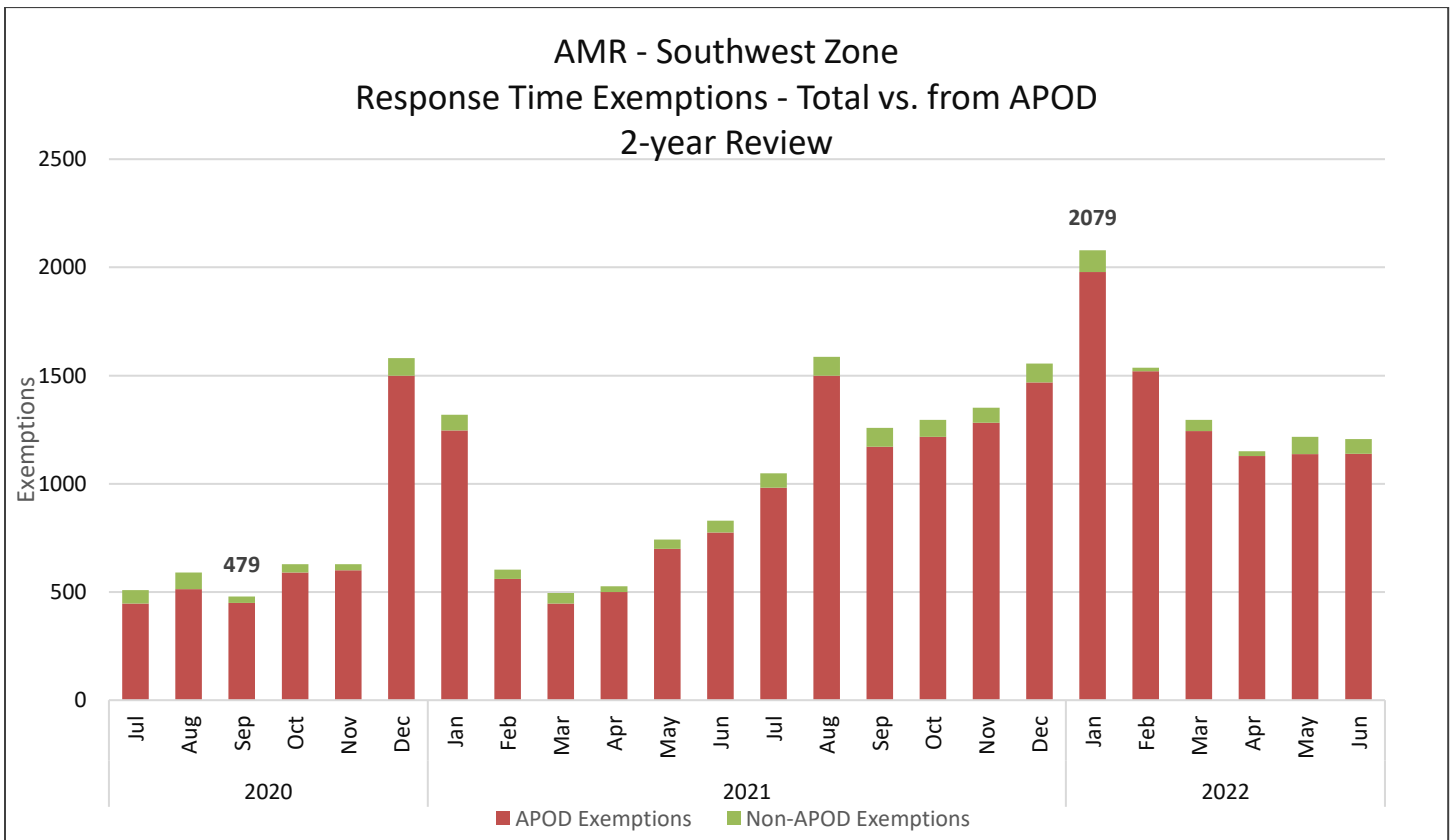


Southwest Zone: Subzone Response and Compliance Data

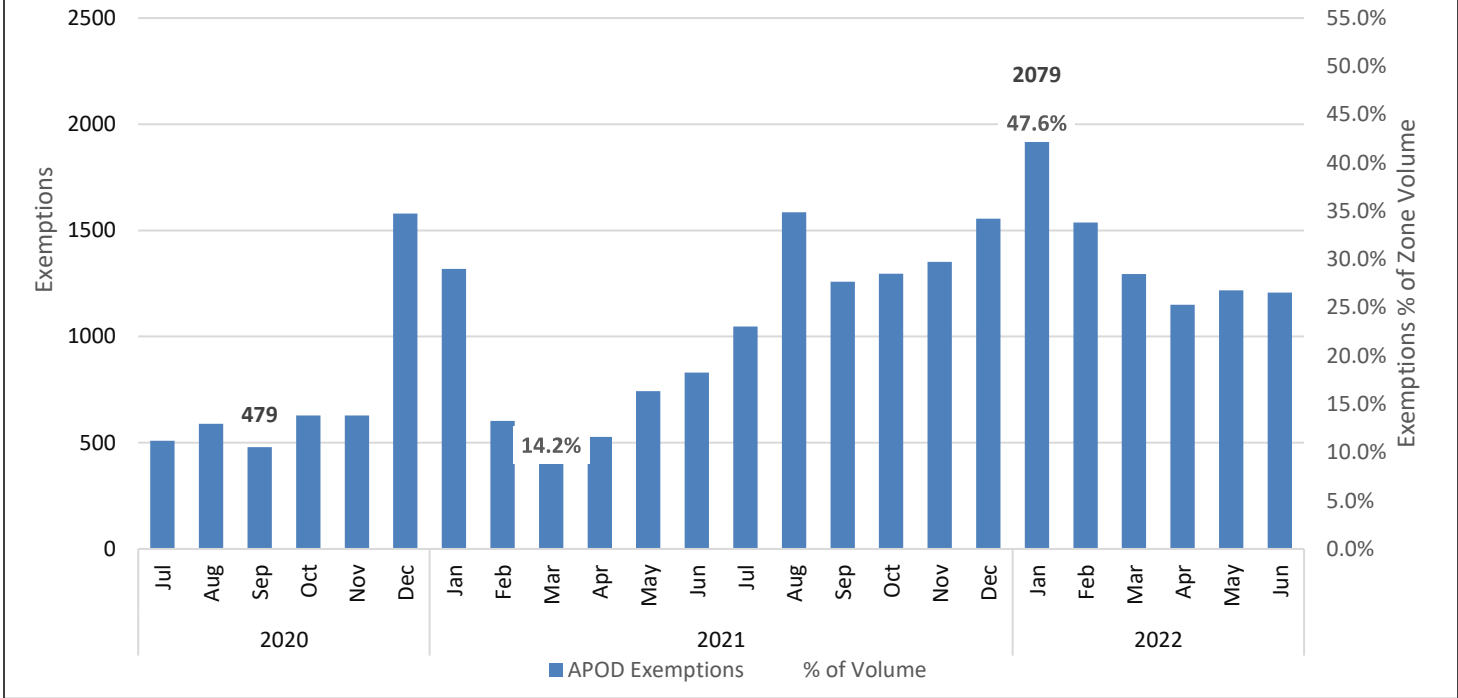




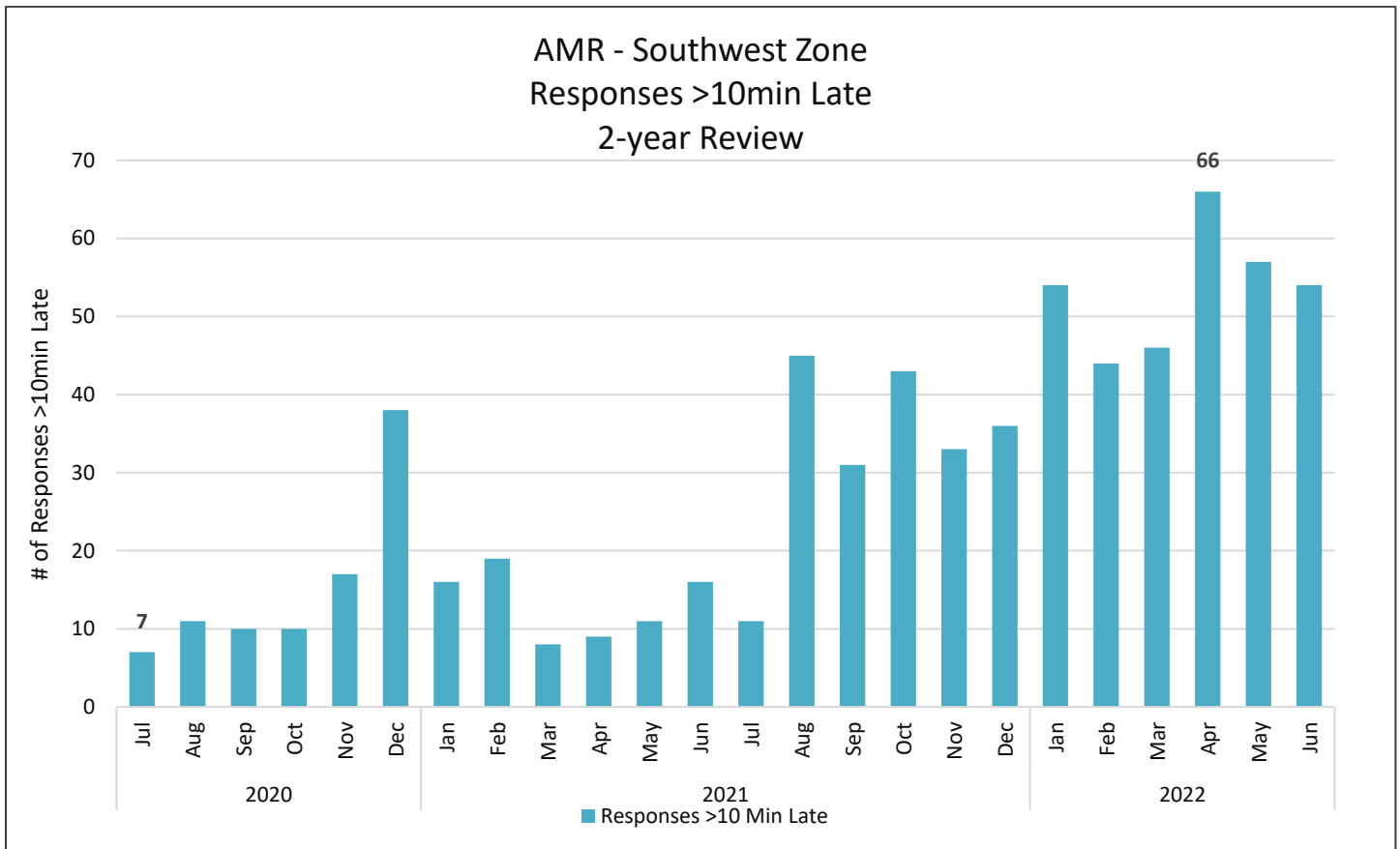
Southwest Zone: Exemptions



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



Southwest Zone: Responses > 10 Minutes Late

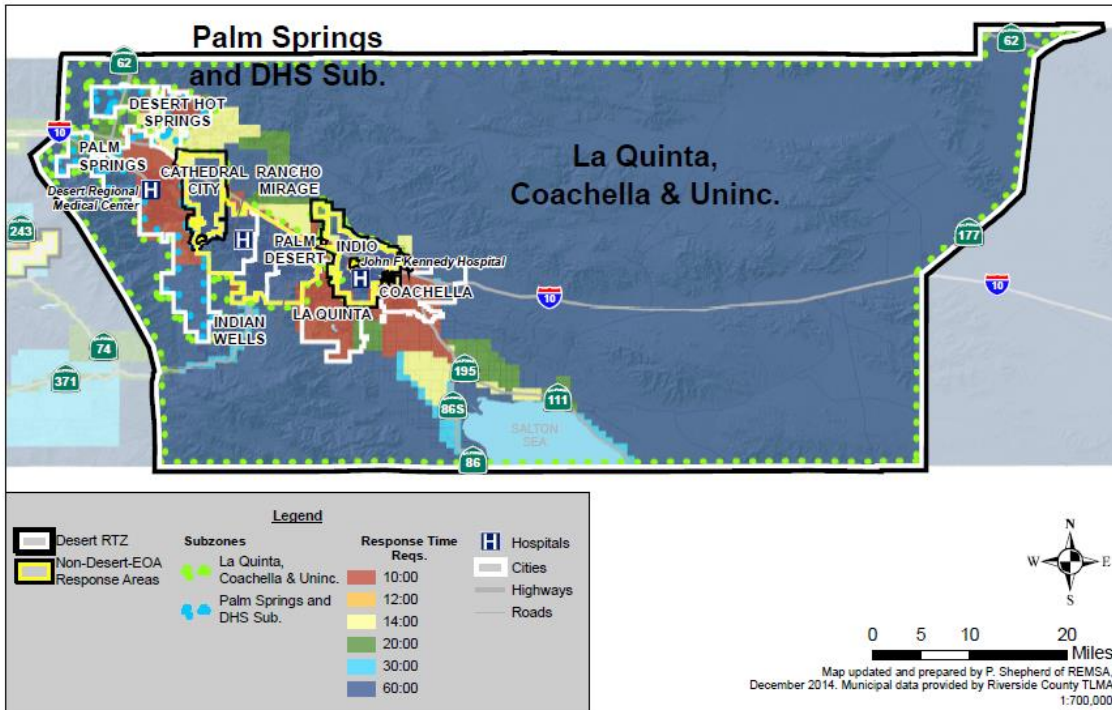


DESERT ZONE



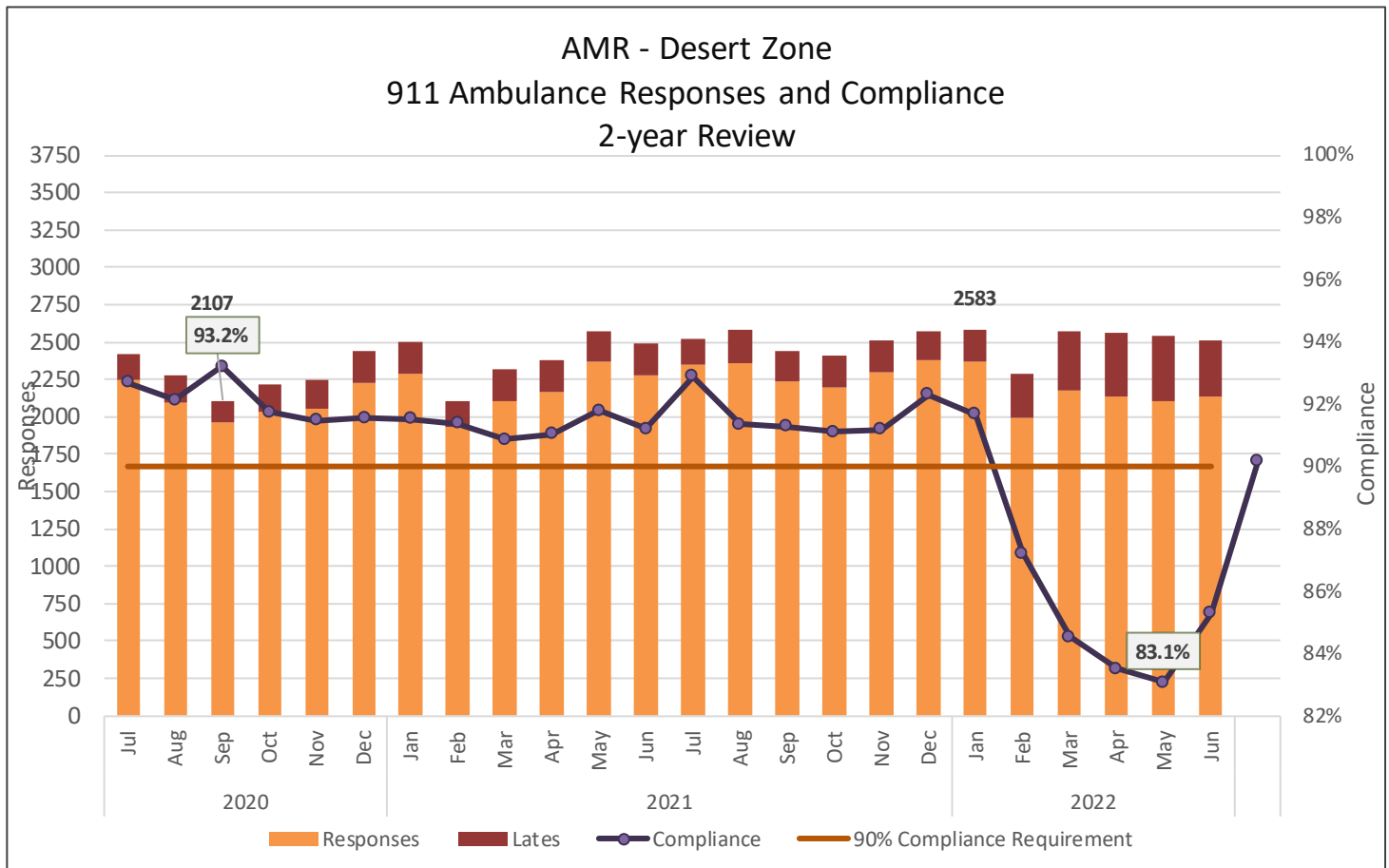
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

DESERT

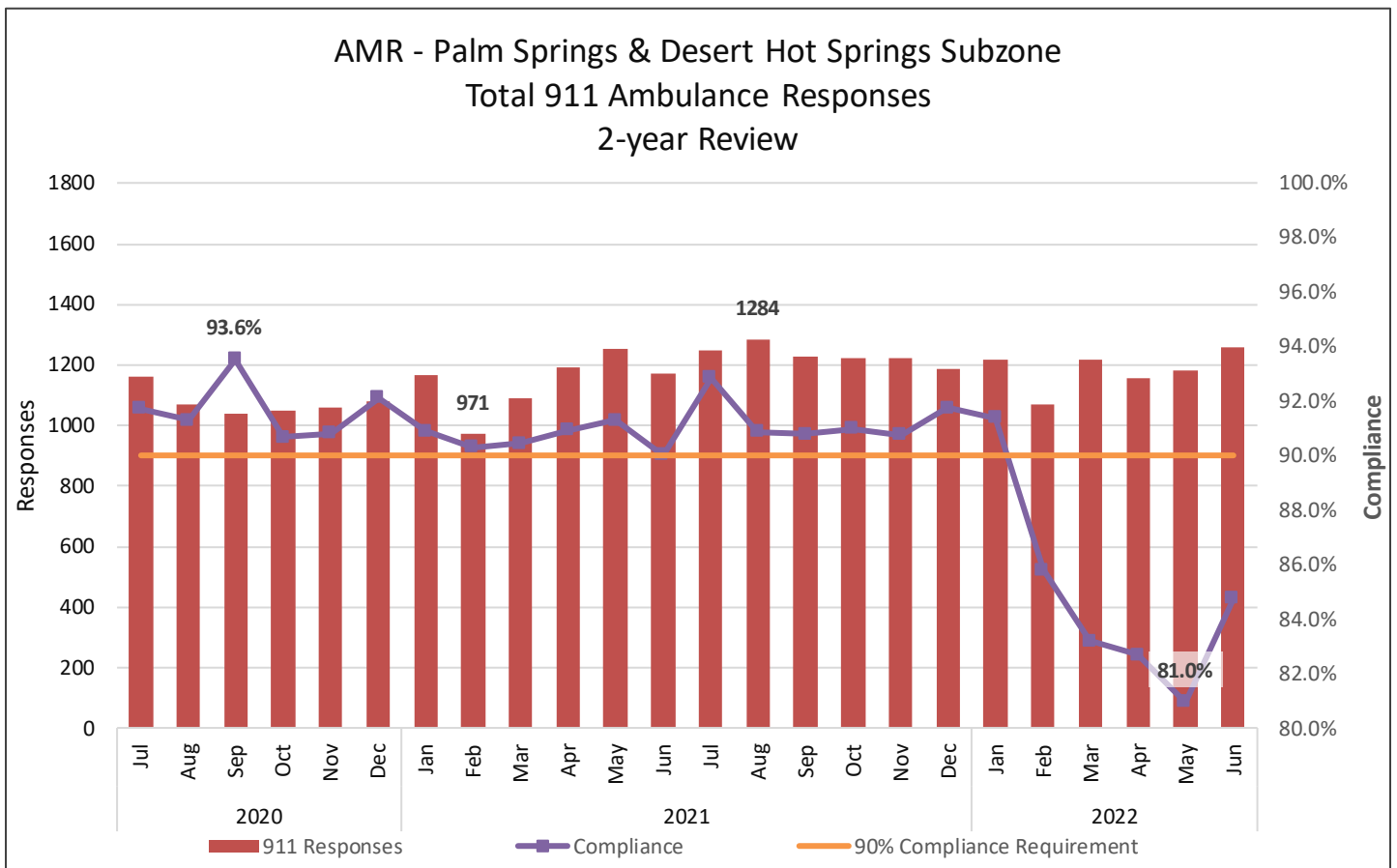
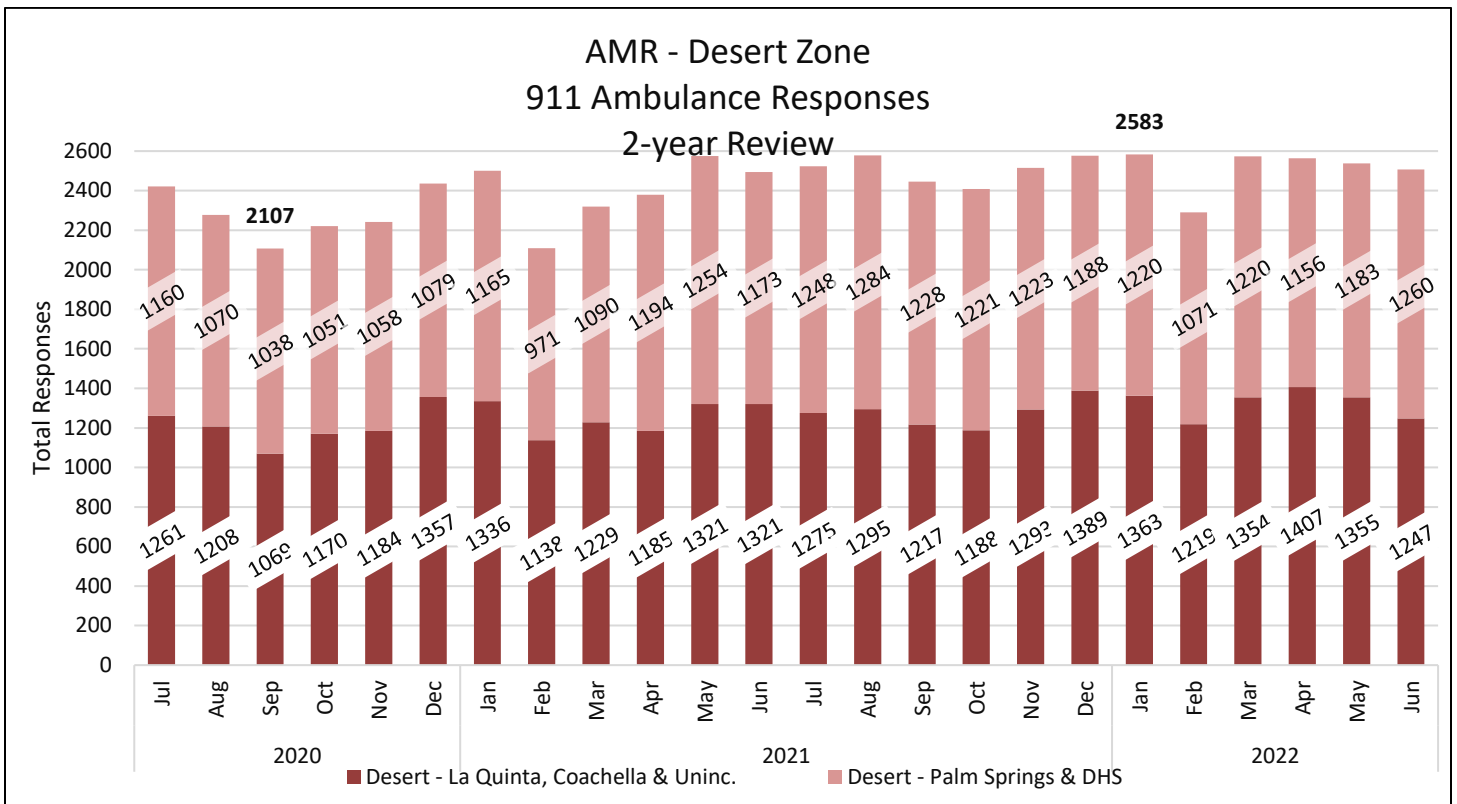


The Desert Ambulance Operating Area includes the Desert Zone response criteria, which include ten-minute requirements in the cities under contract and up to sixty minutes for the most rural areas of the response zone.

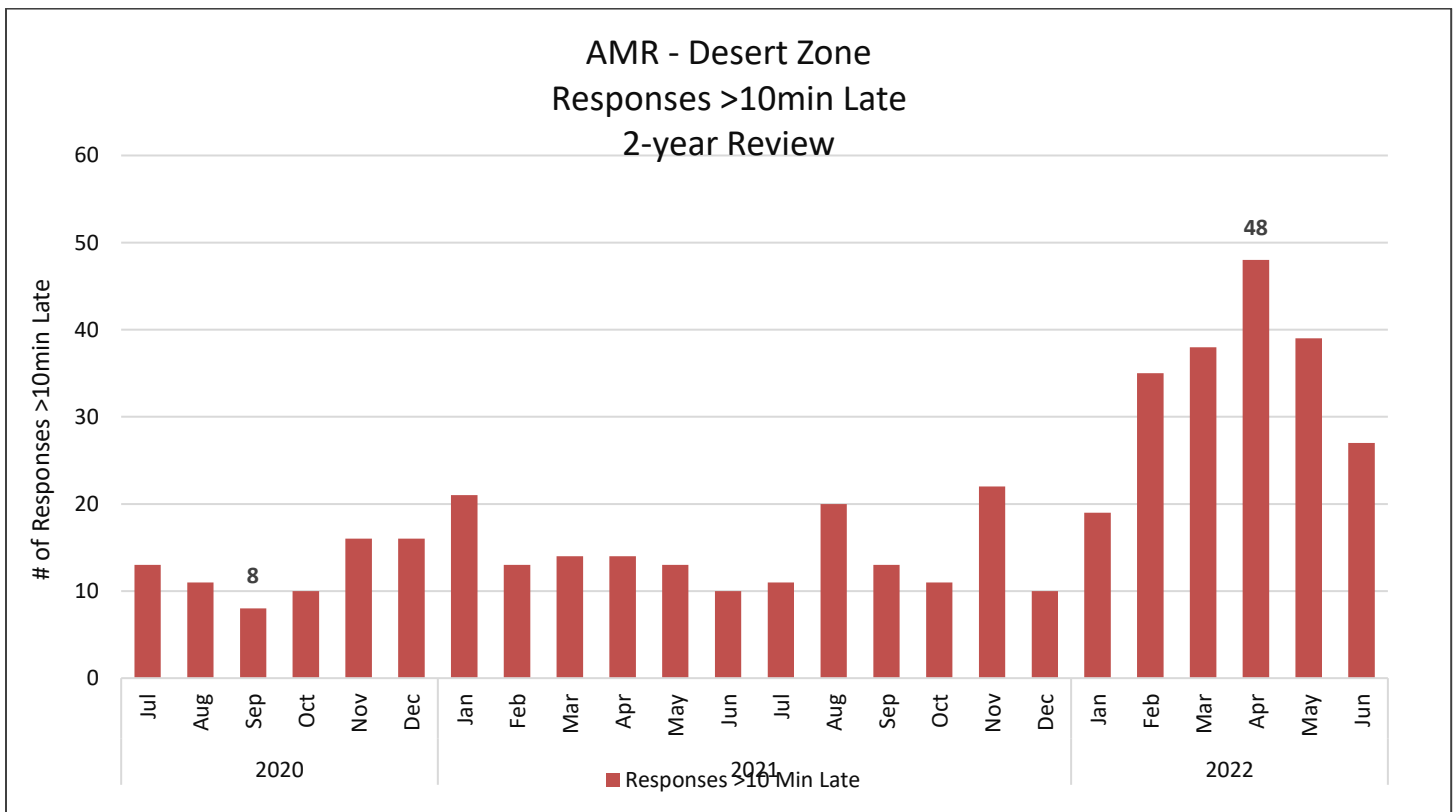
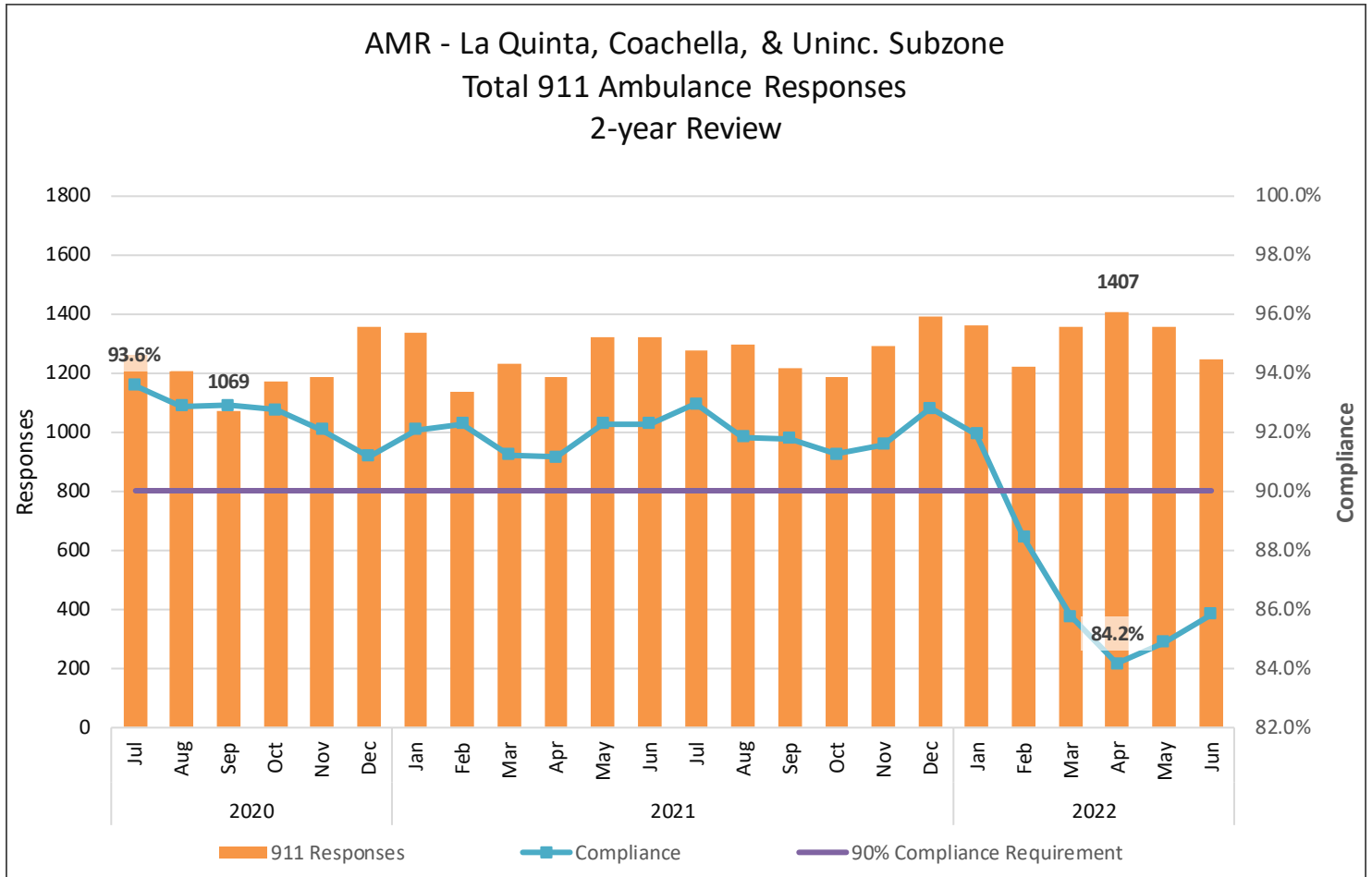
Palo Verde zone responses are now being coordinated through the Desert Zone's AMR Desert Cities operations. A comparison of the East County zones is available on page six of this report.



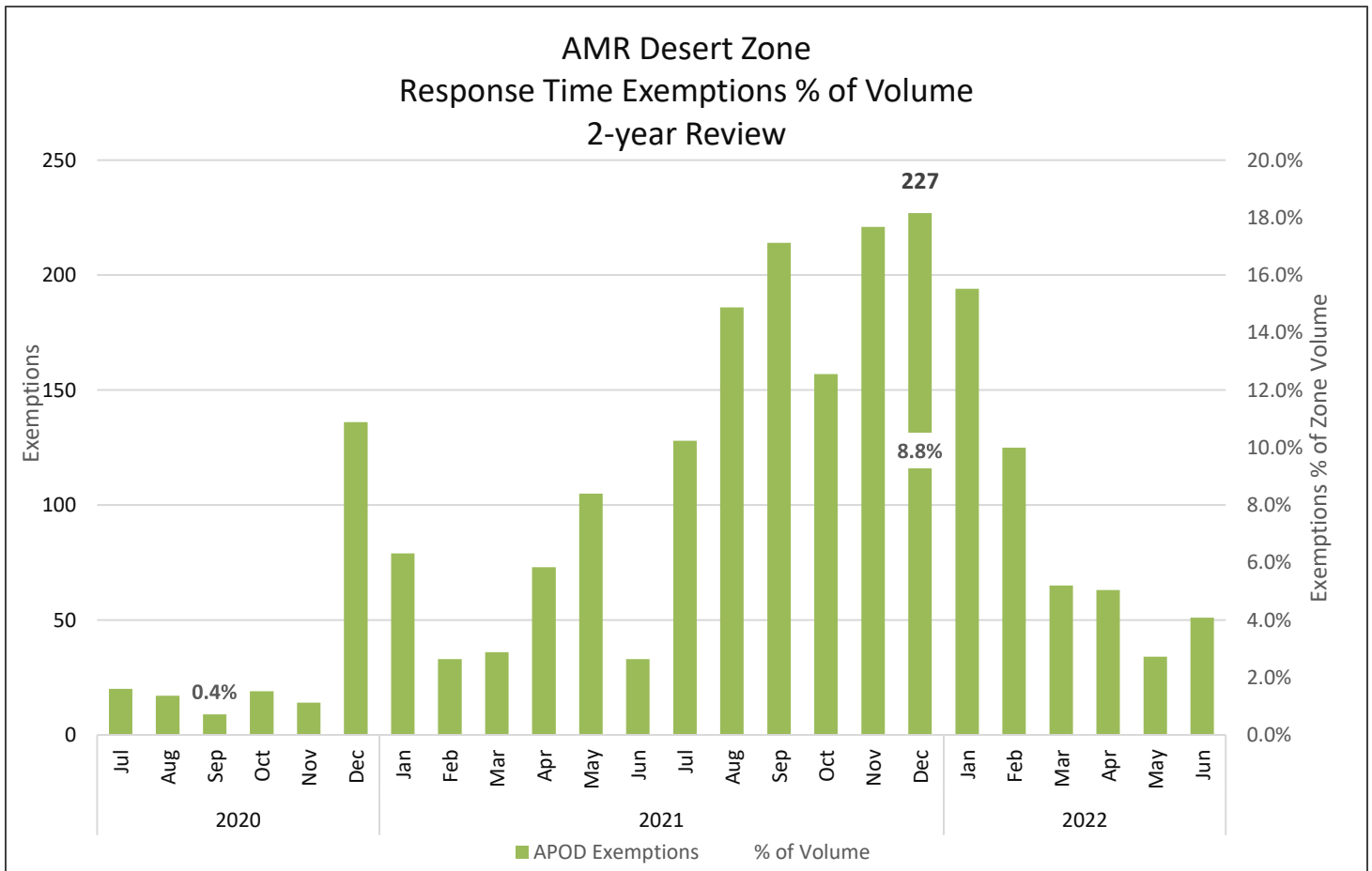
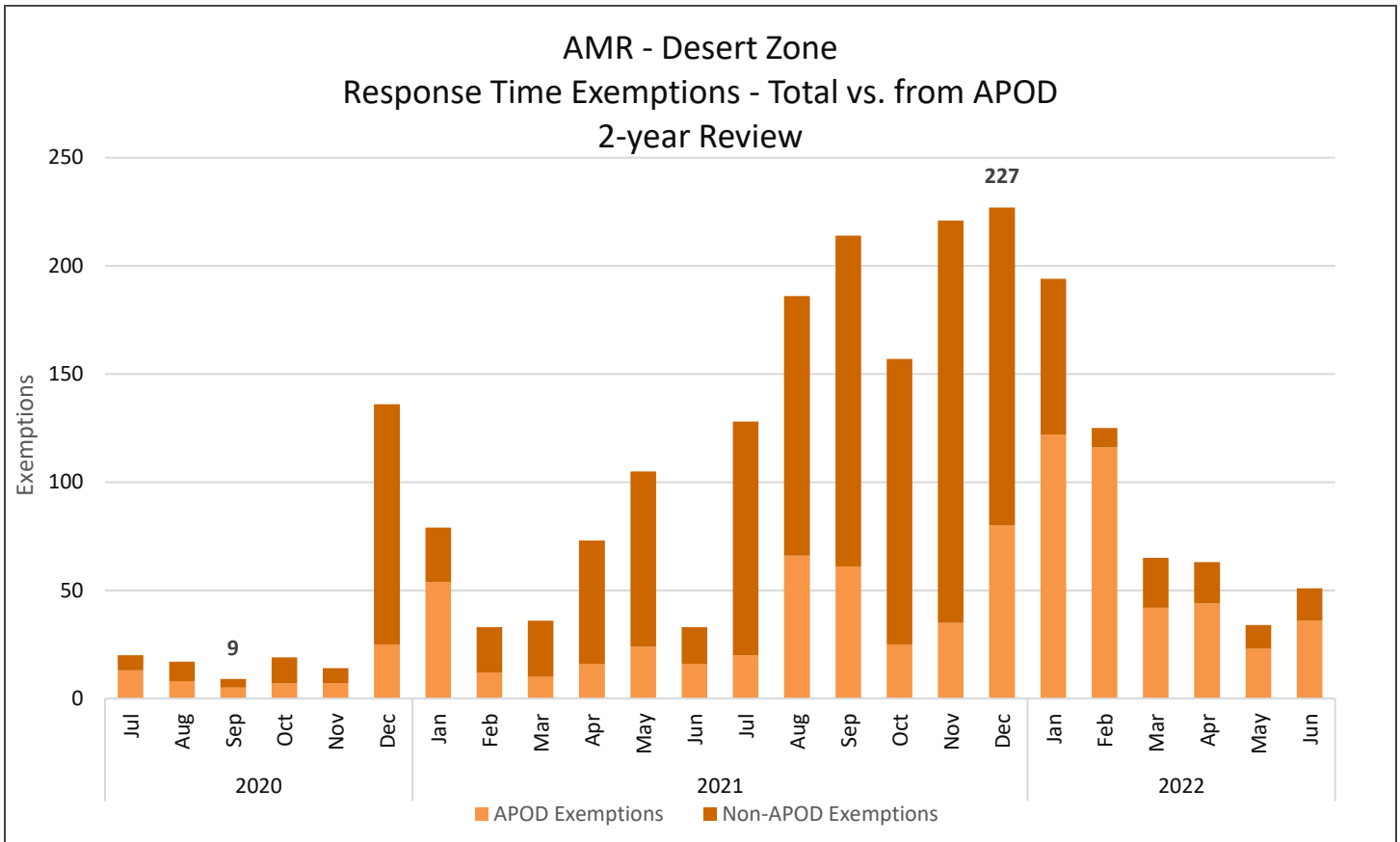
Desert Zone: Subzone Response and Compliance Data



Desert Zone: Subzones Cont'd. and Responses >10 Minutes Late



Desert Zone: Exemptions



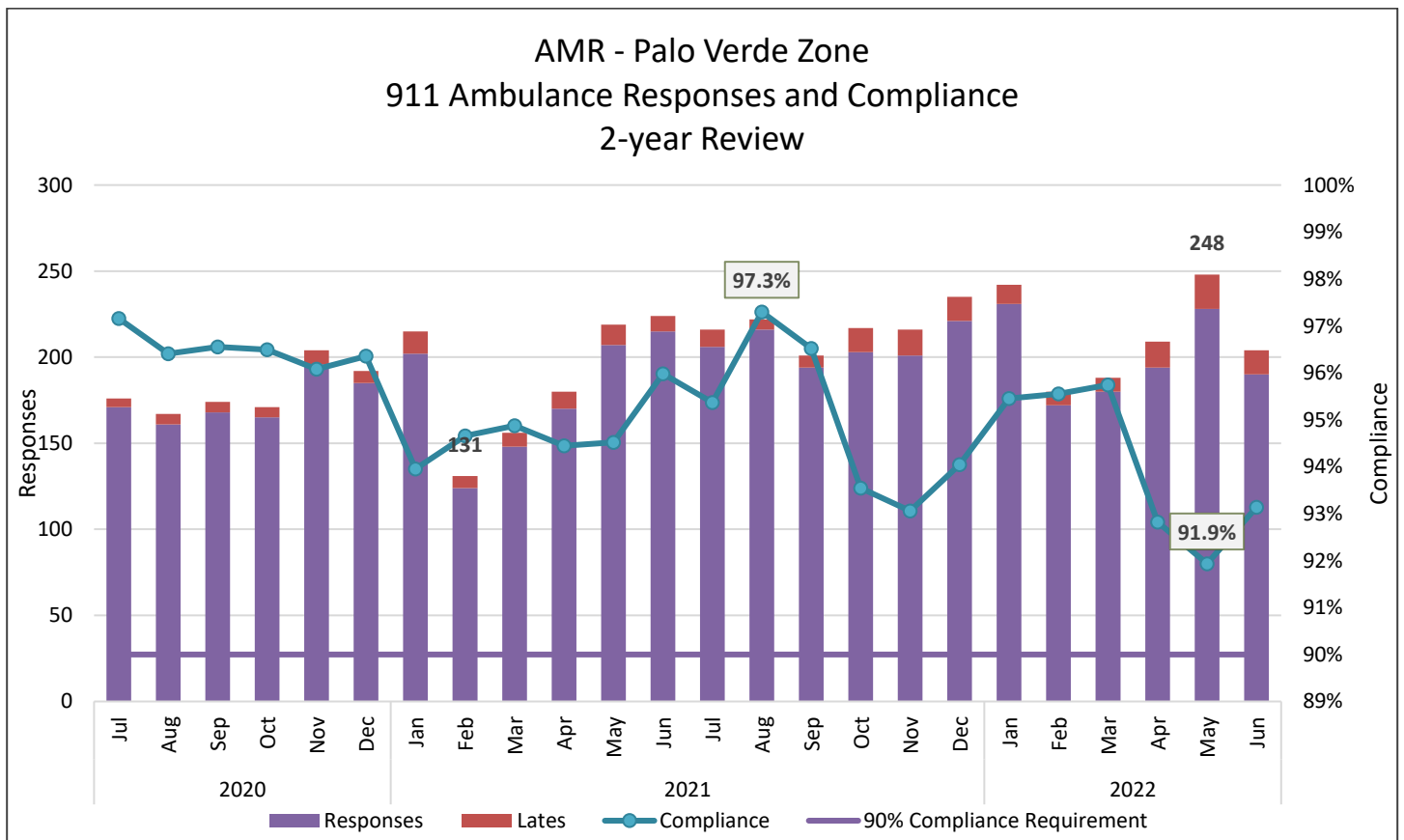
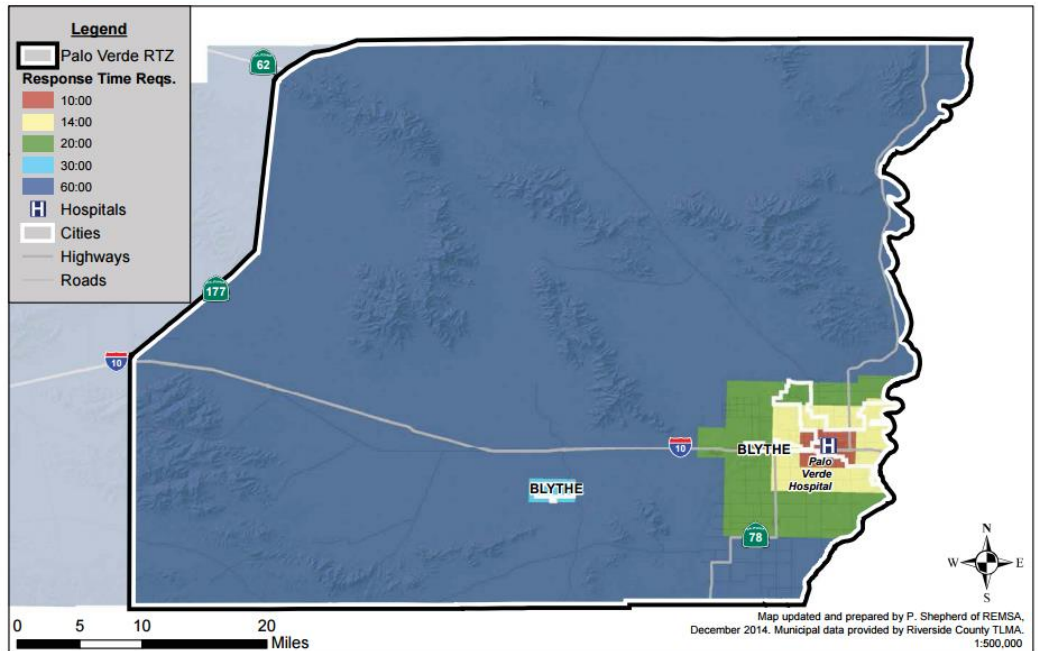
PALO VERDE ZONE



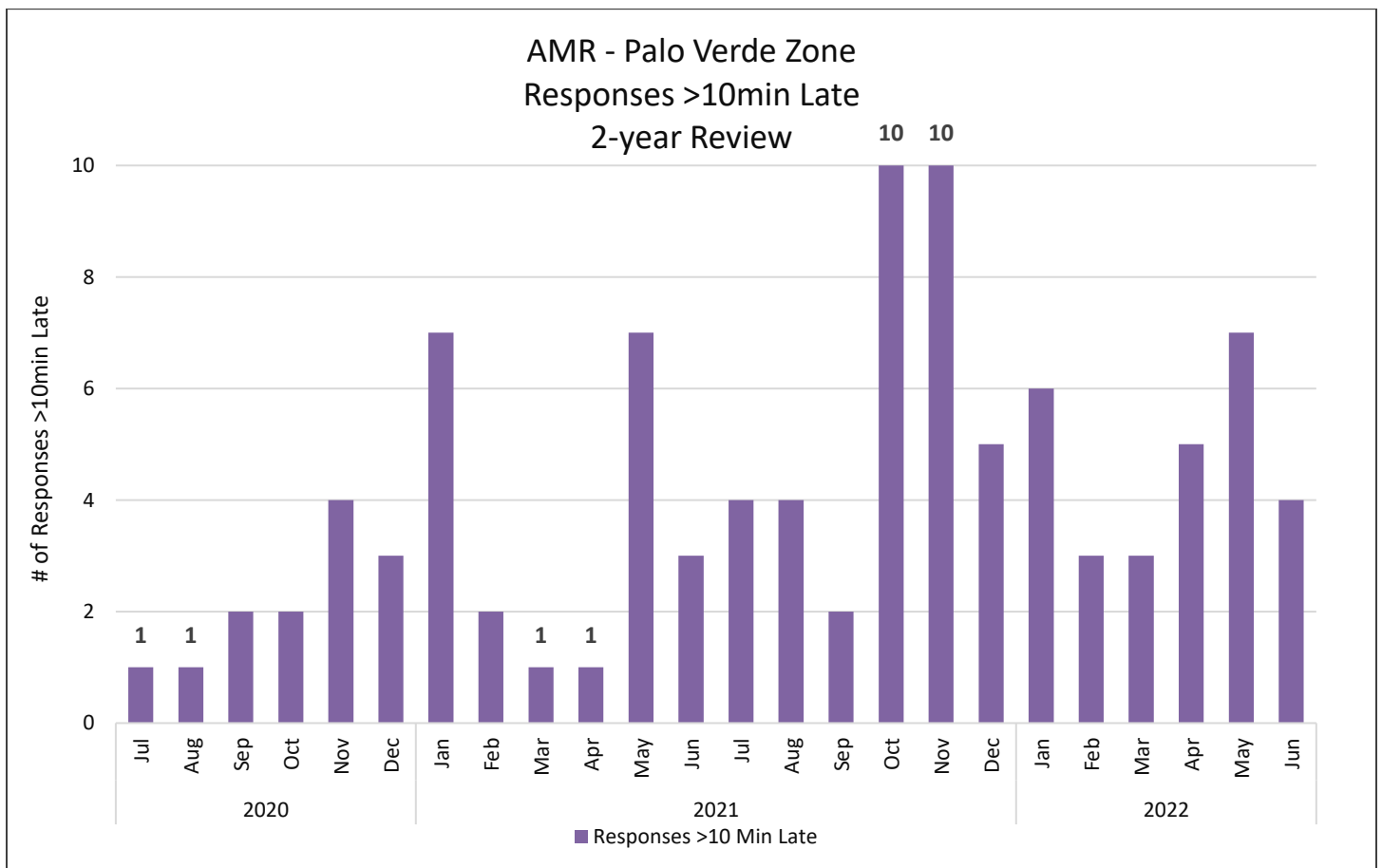
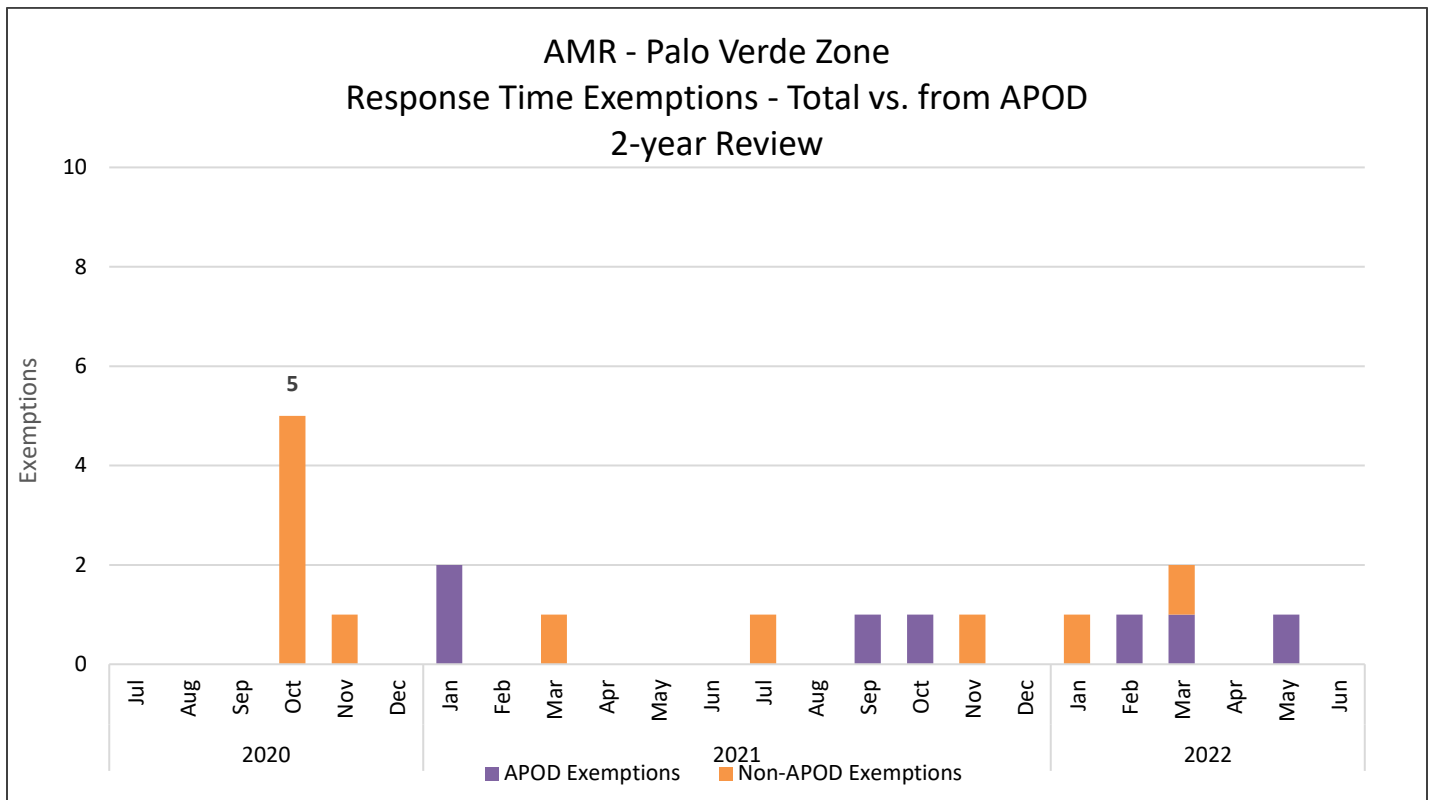
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

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: Exemptions and >10 Minutes Late

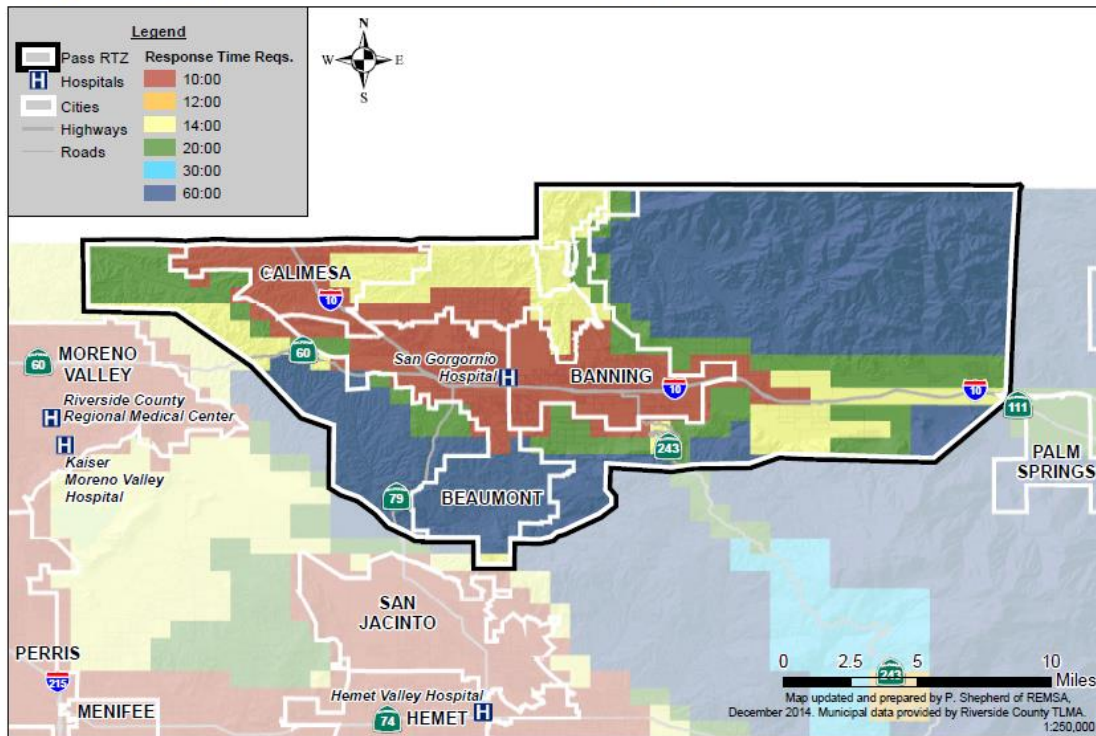


PASS ZONE



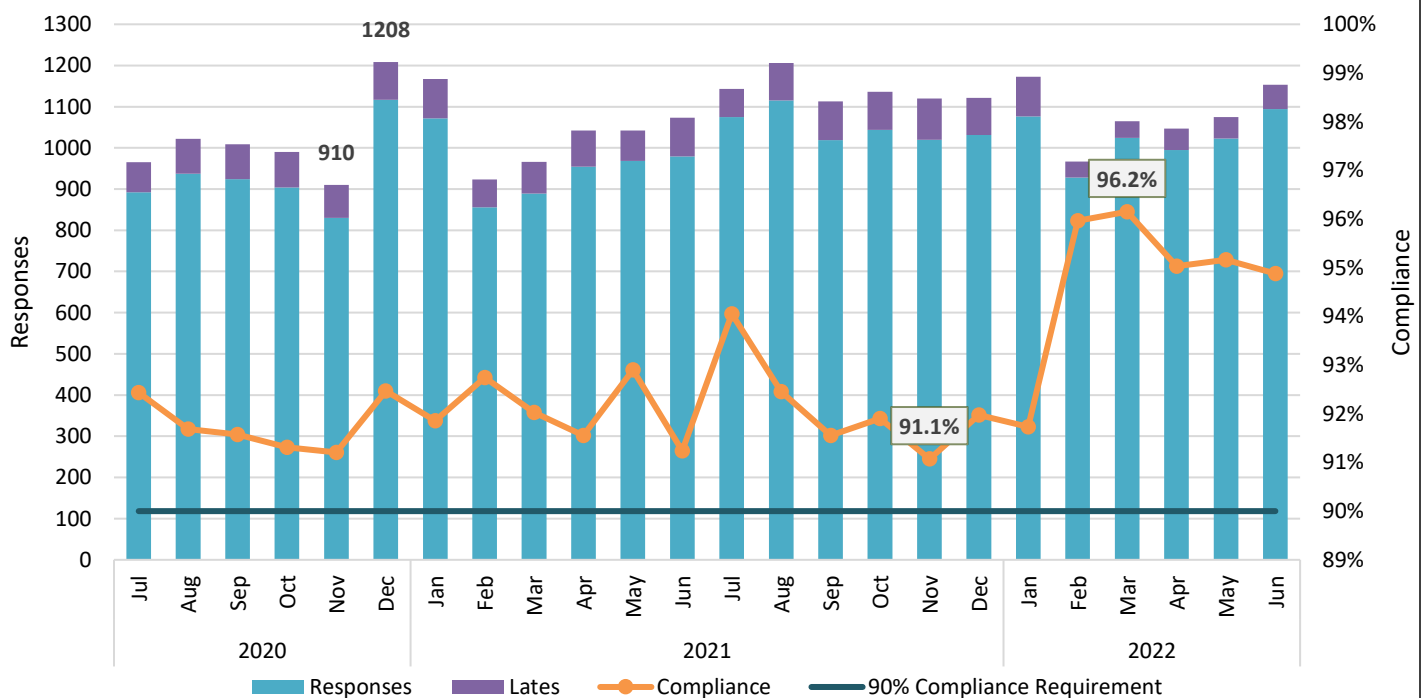
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM
GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES

PASS

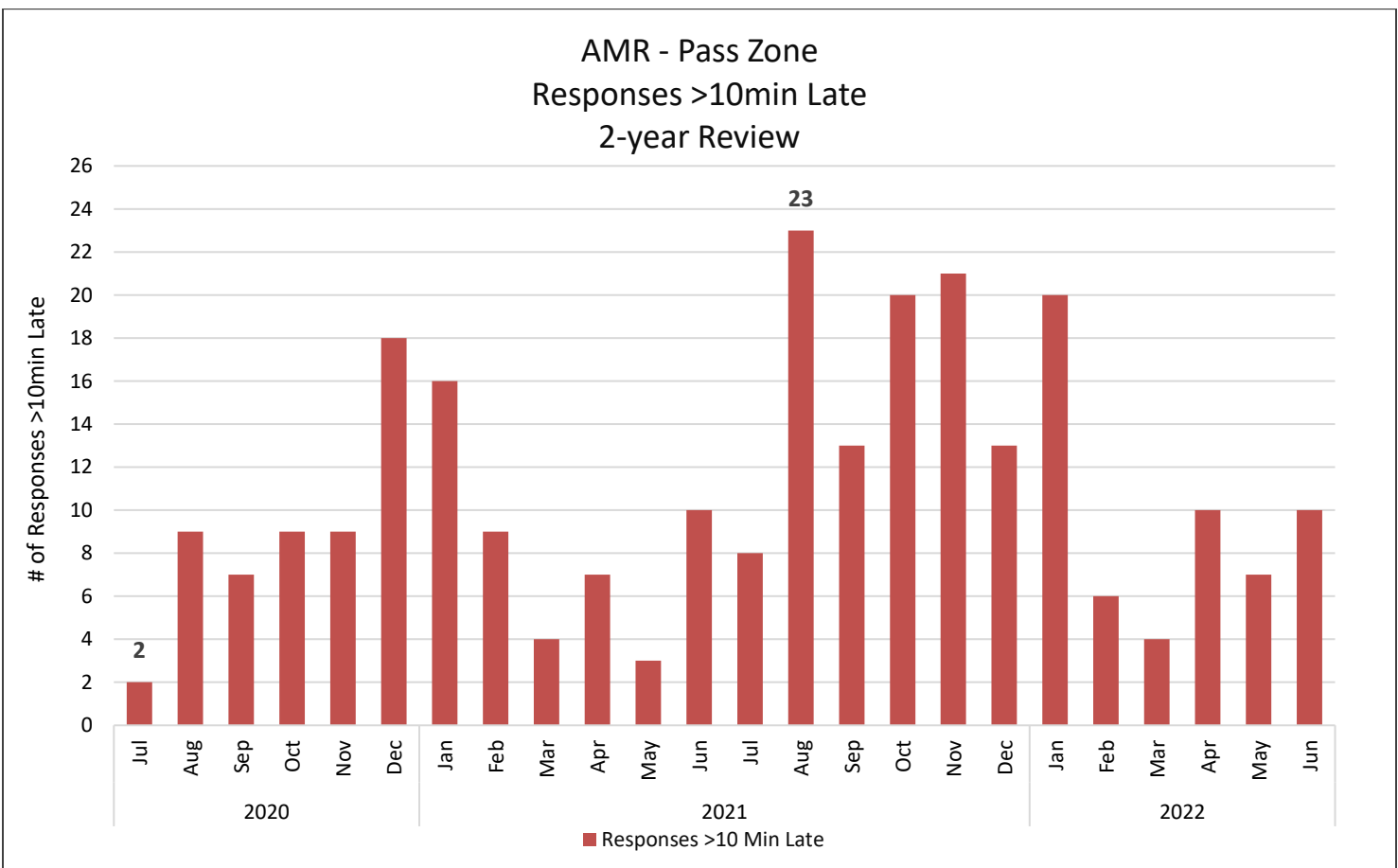
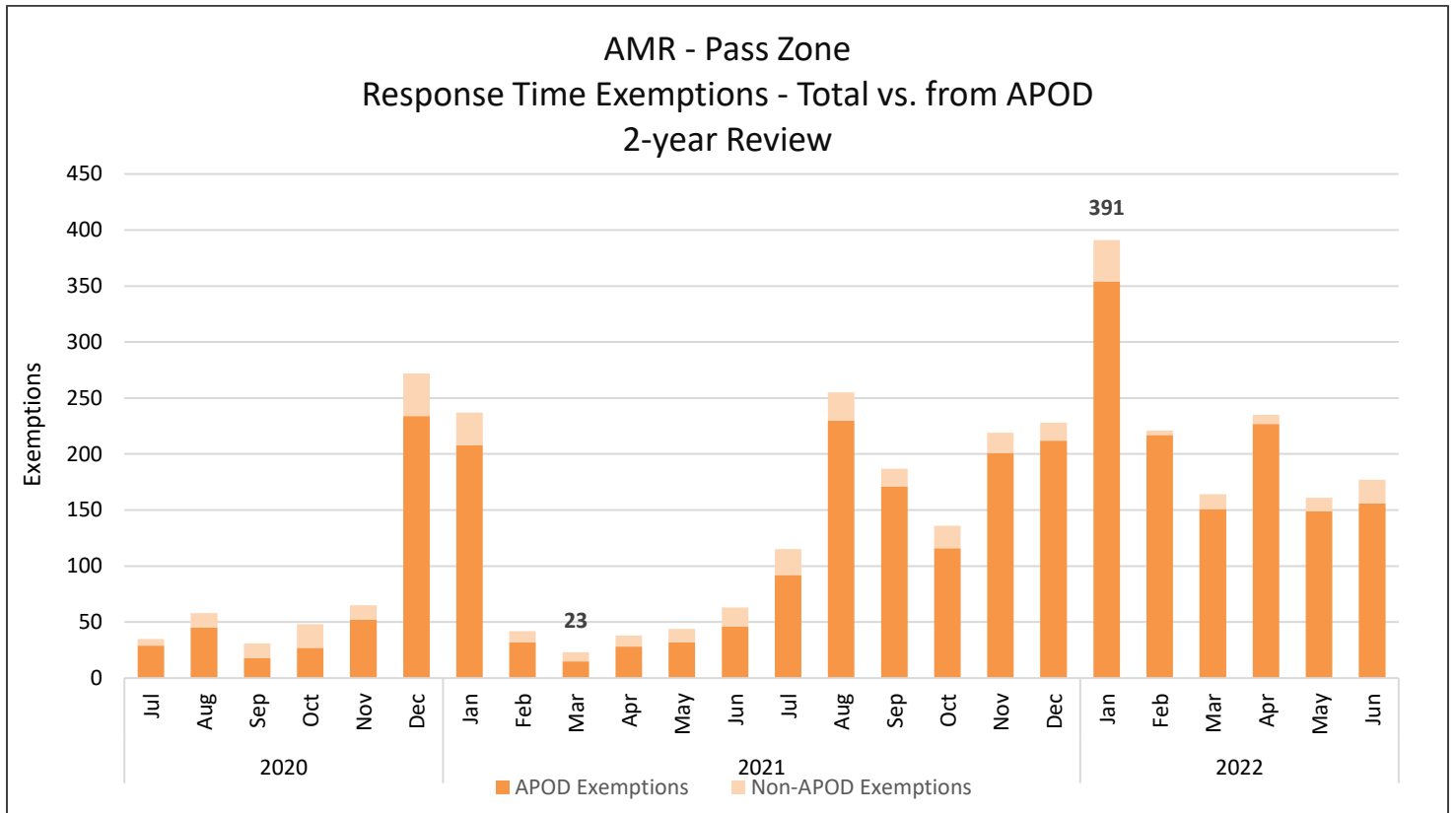


The Pass Response Time Zone includes the cities of Banning, Beaumont, and Calimesa, and also surrounds a large section of Interstate 10. The zone contains one hospital, and averages 905 9-1-1 responses per month, with an average of 69 late calls per month during the period covered in this report.

AMR - Pass Zone
911 Ambulance Responses and Compliance
2-year Review

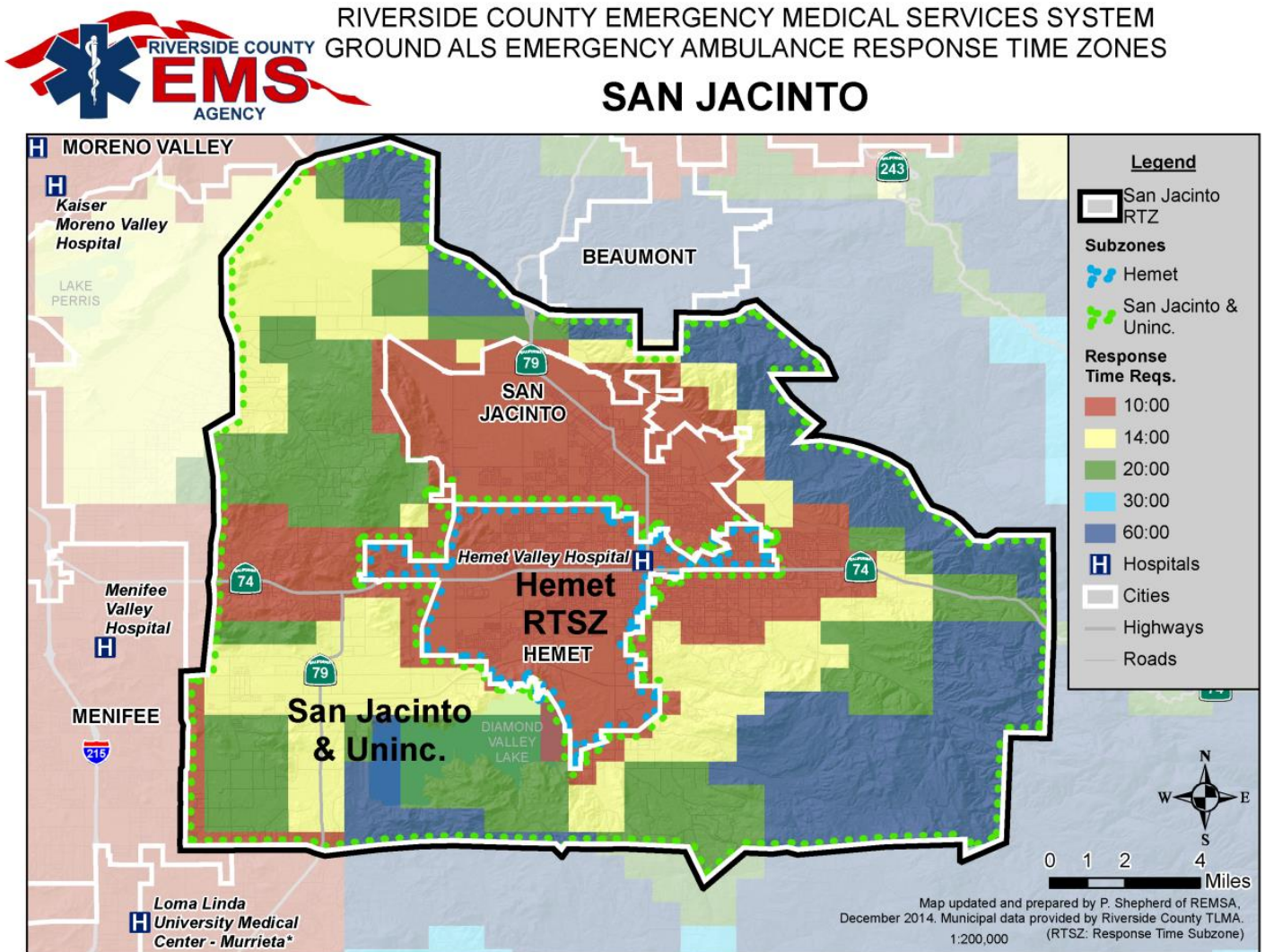


Pass Zone: Exemptions and Responses >10 Minutes Late

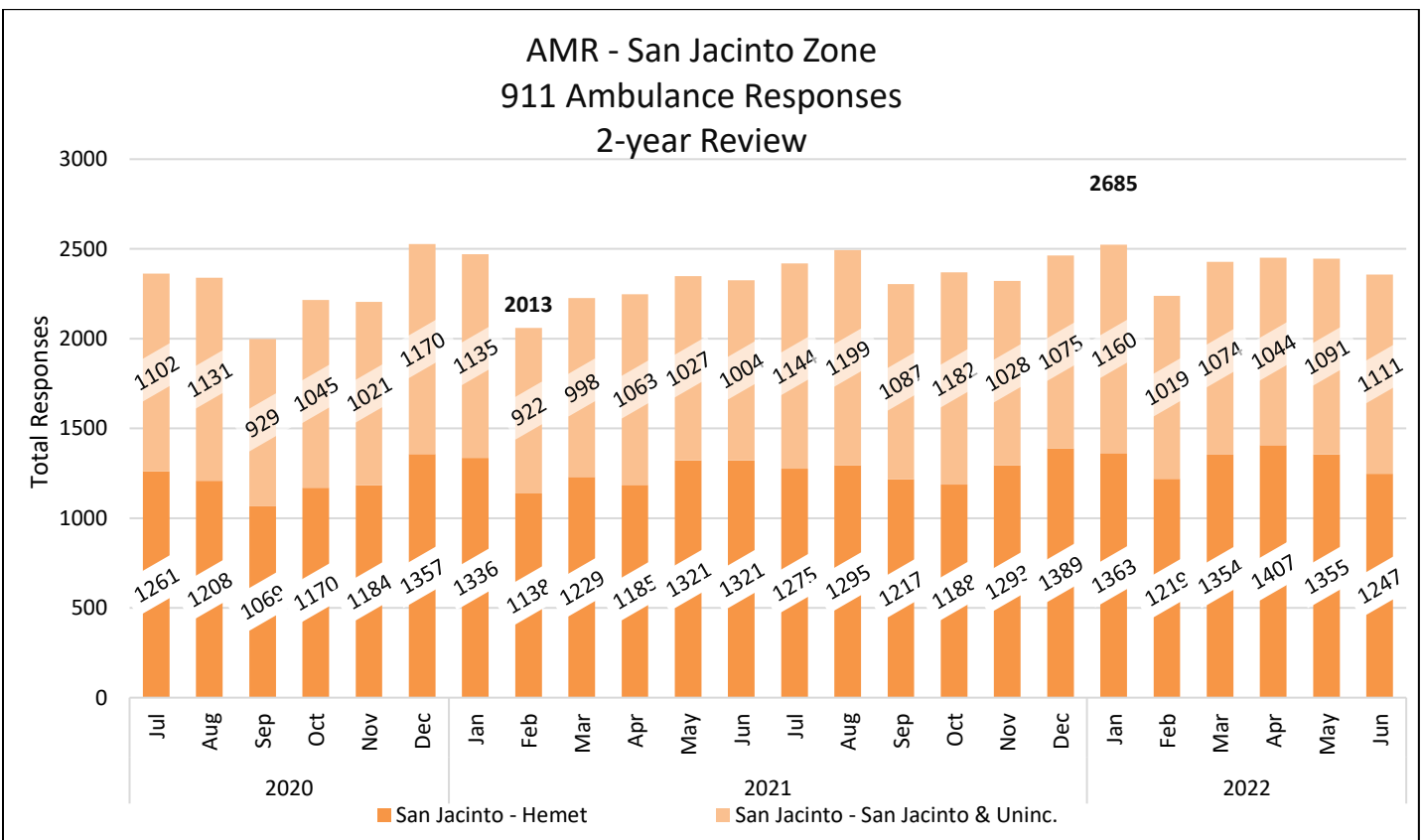
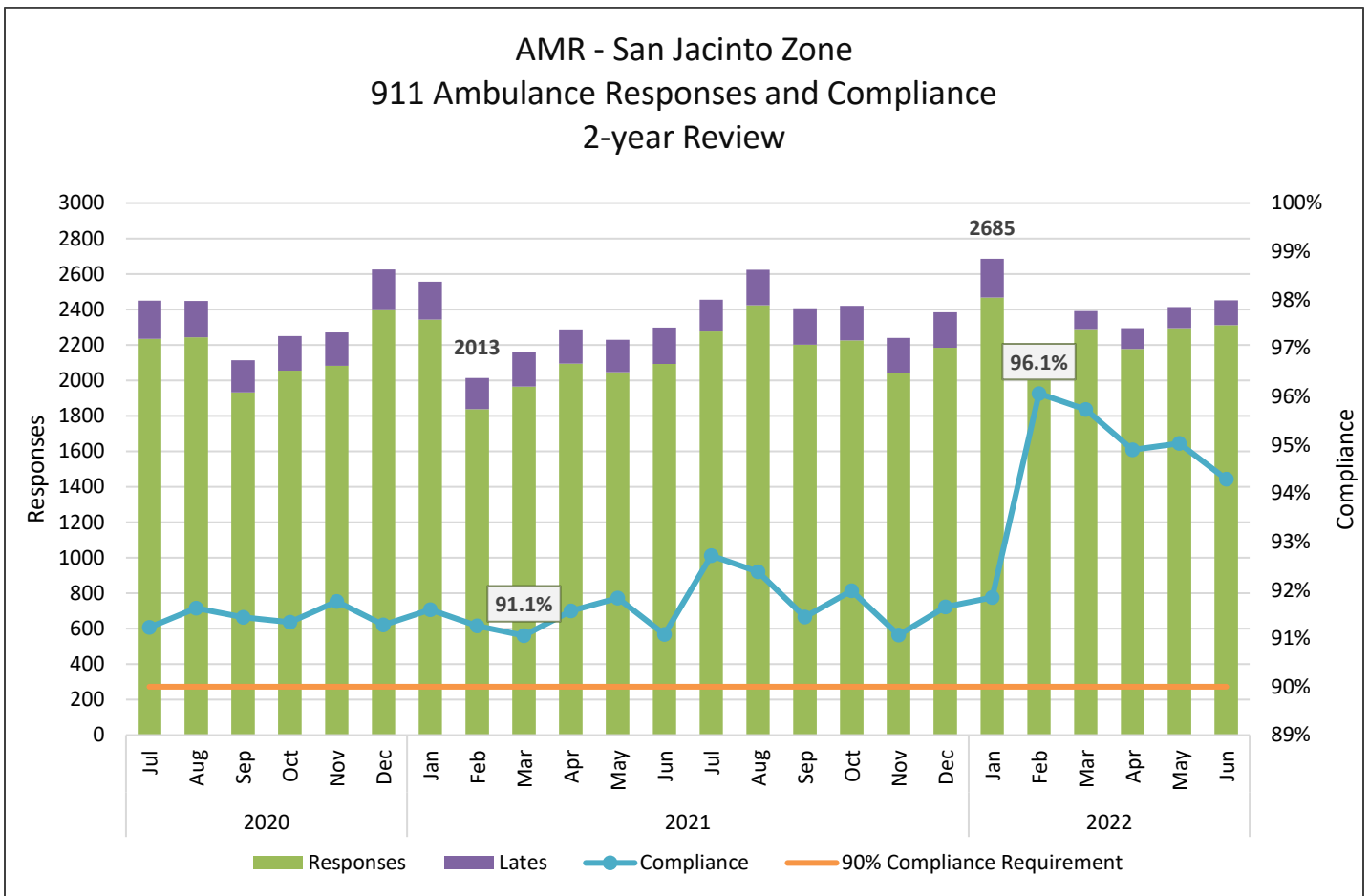


SAN JACINTO ZONE

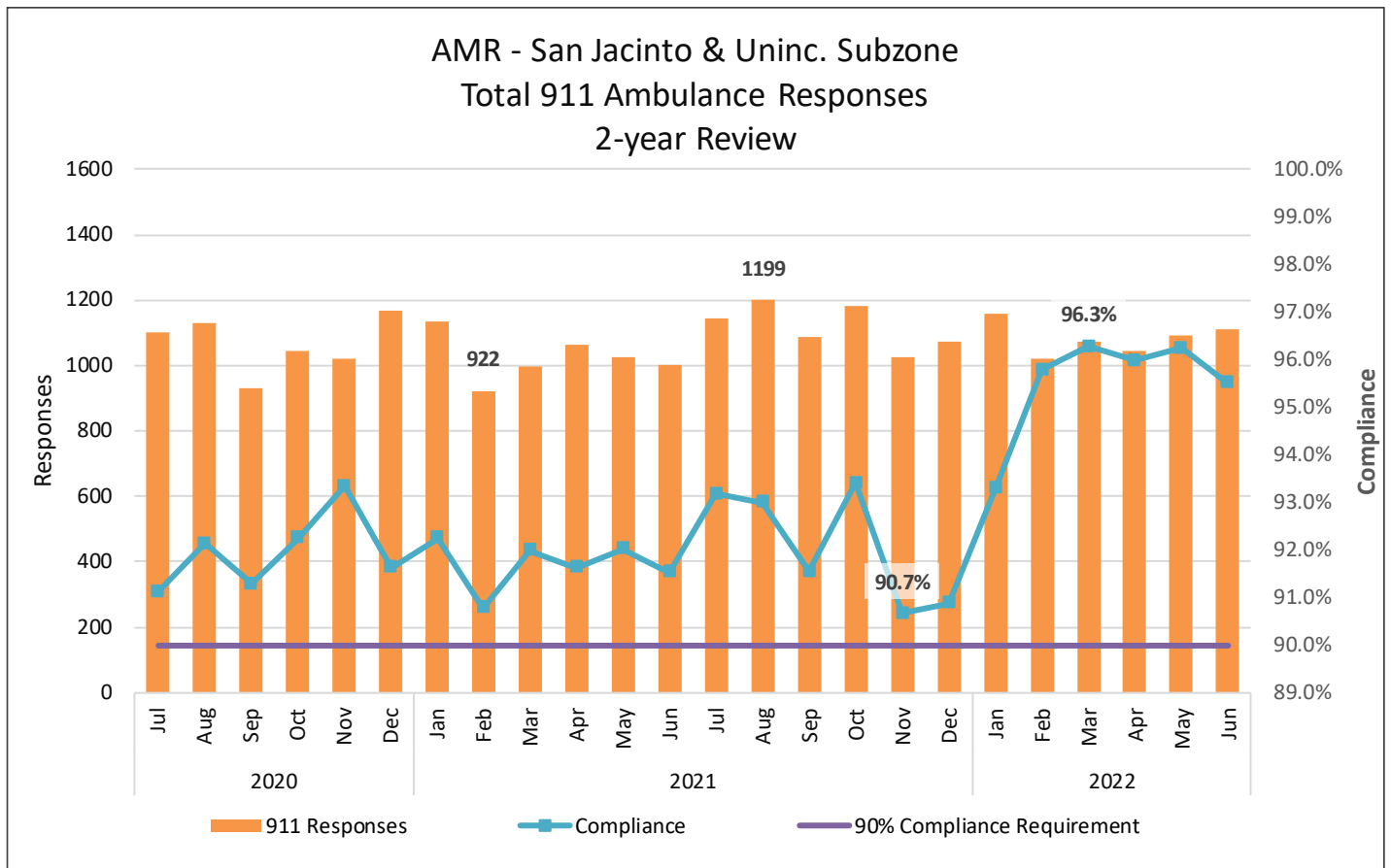
The San Jacinto Response Time Zone includes two subzones: Hemet city and the San Jacinto and Unincorporated Area subzone. The Hemet Subzone contains the majority of the 911 ambulance response volume for the zone. Response volume has been leveling off over the past few years, and this area experiences many Ambulance Patient Offload Delays (APODs).



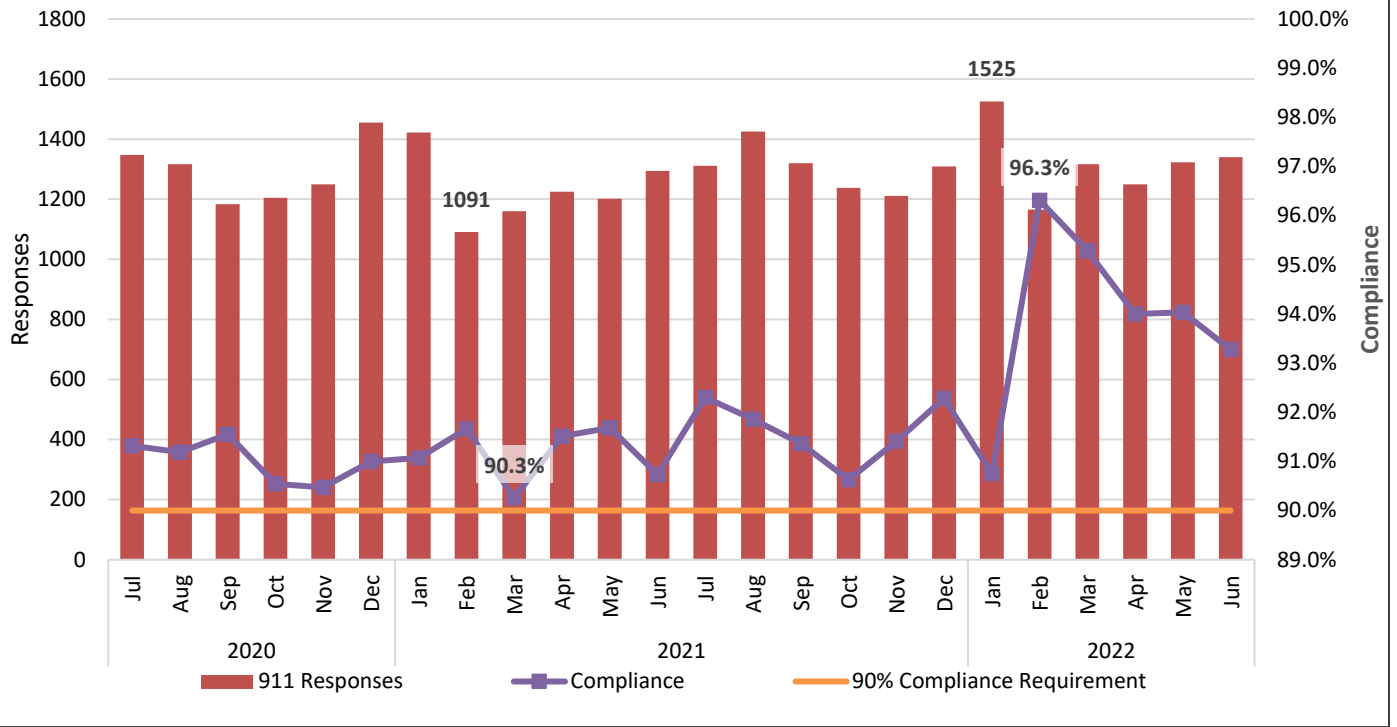
San Jacinto Zone: Subzone Response and Compliance Data



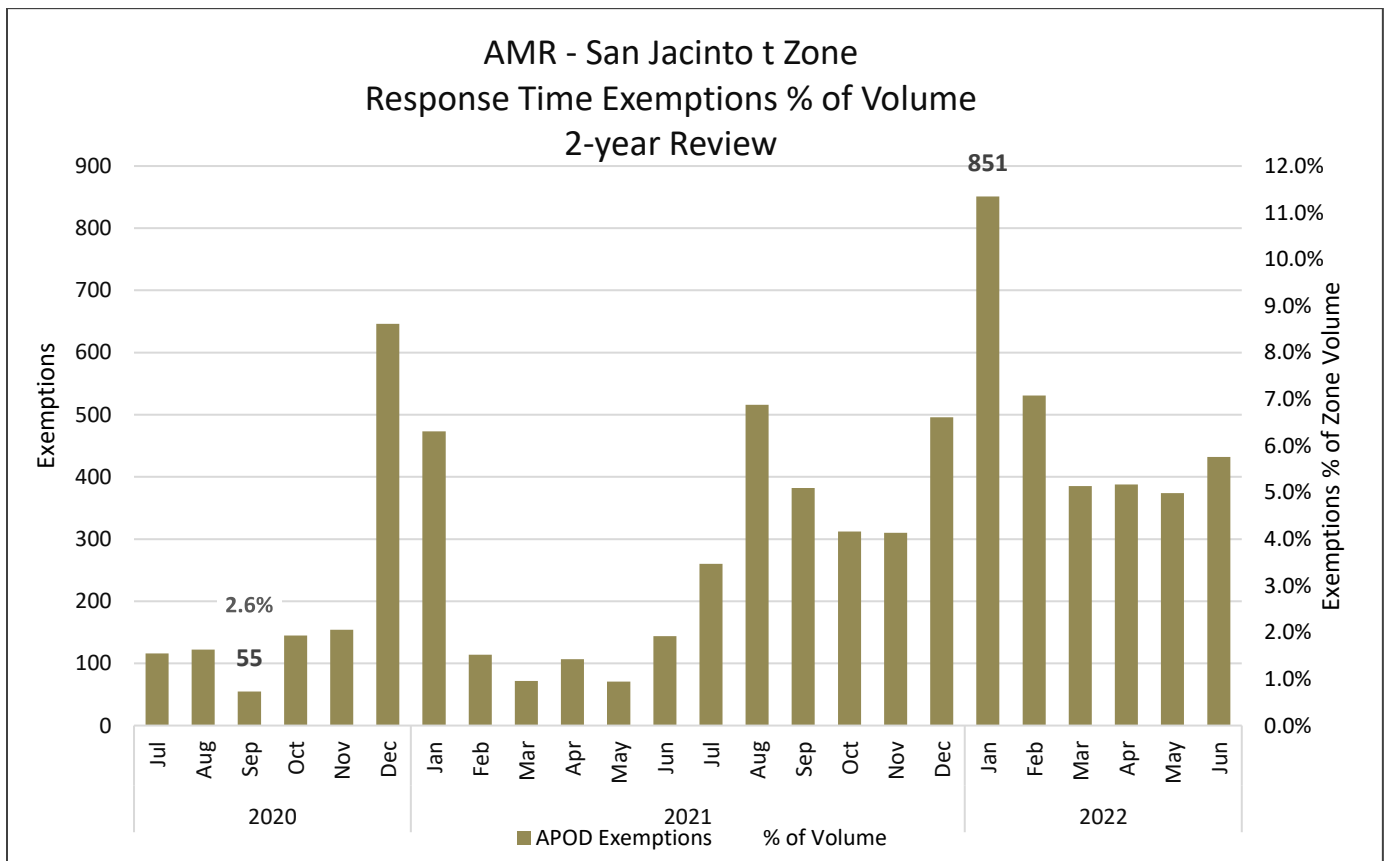
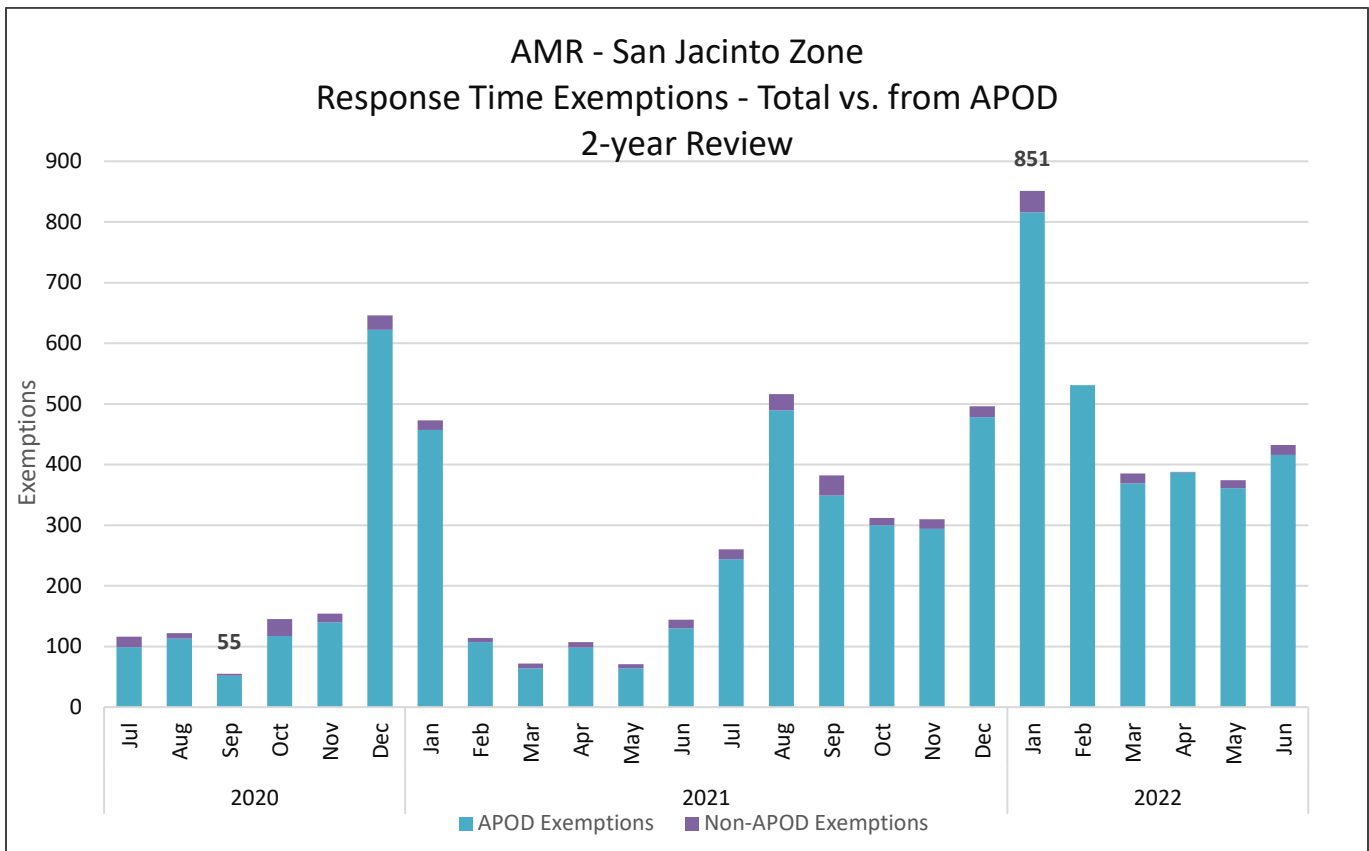
San Jacinto Zone: Subzone Response and Compliance Data (cont.)



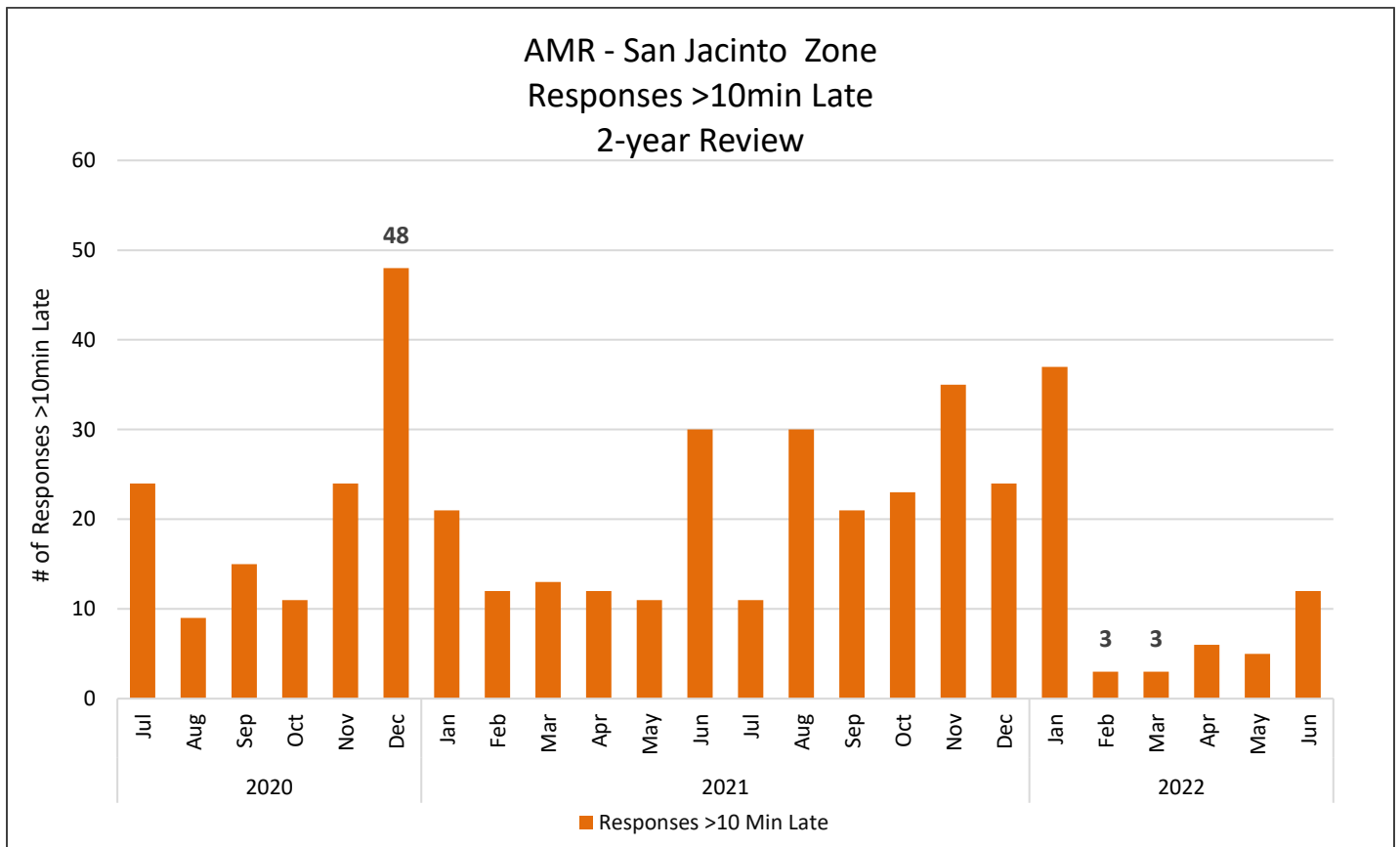
AMR - Hemet Subzone Total 911 Ambulance Responses 2-year Review



San Jacinto Zone: Exemptions



San Jacinto Zone: Responses > 10 Minutes Late



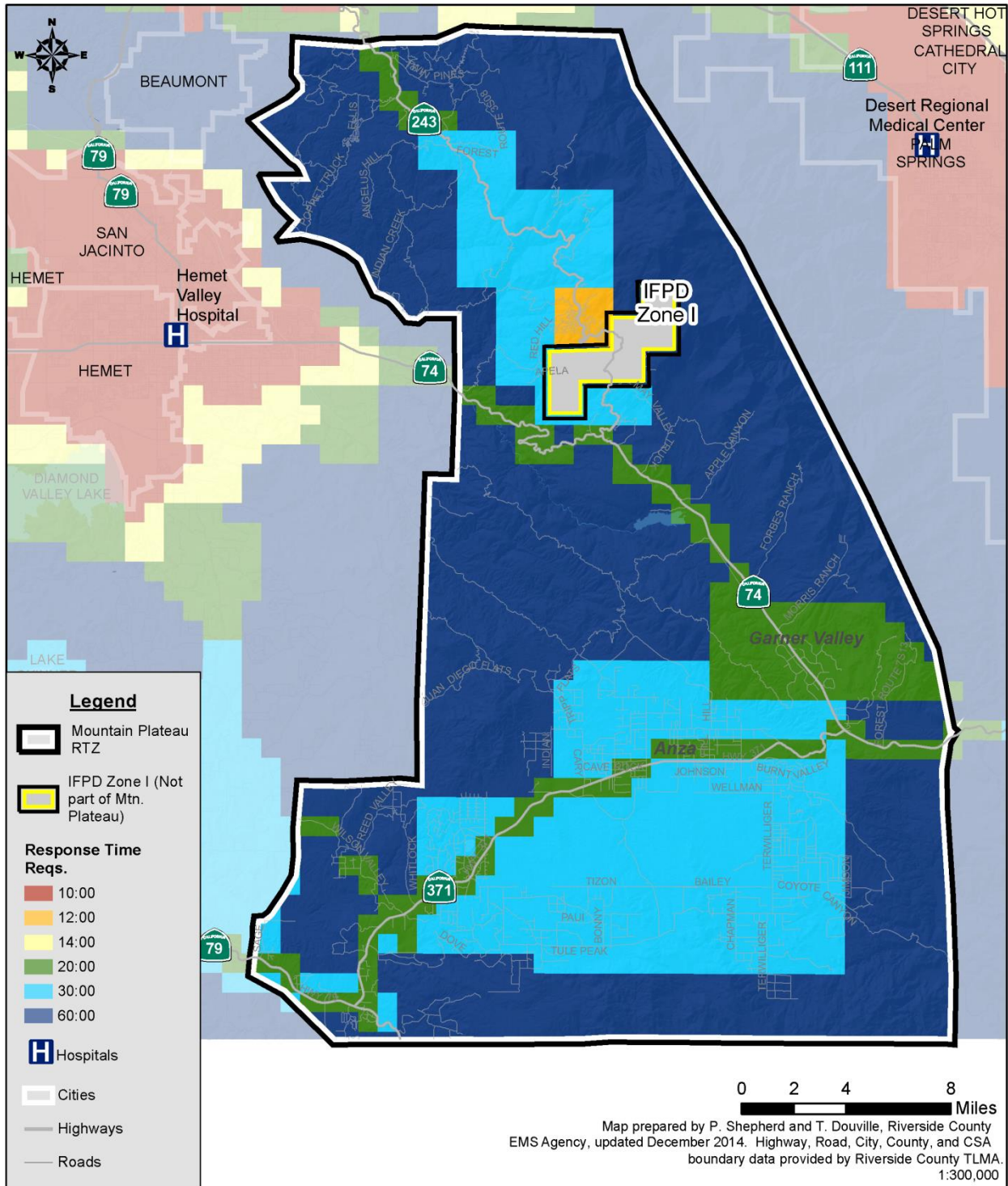
MOUNTAIN PLATEAU ZONE

The Mountain Plateau Response Time Zone consists of several rural communities and has no hospitals within the zone. The AMR ambulance response volume in the Mountain Zone averages 114 9-1-1 ambulance responses per month (2018 data) with an average of five late calls per month.

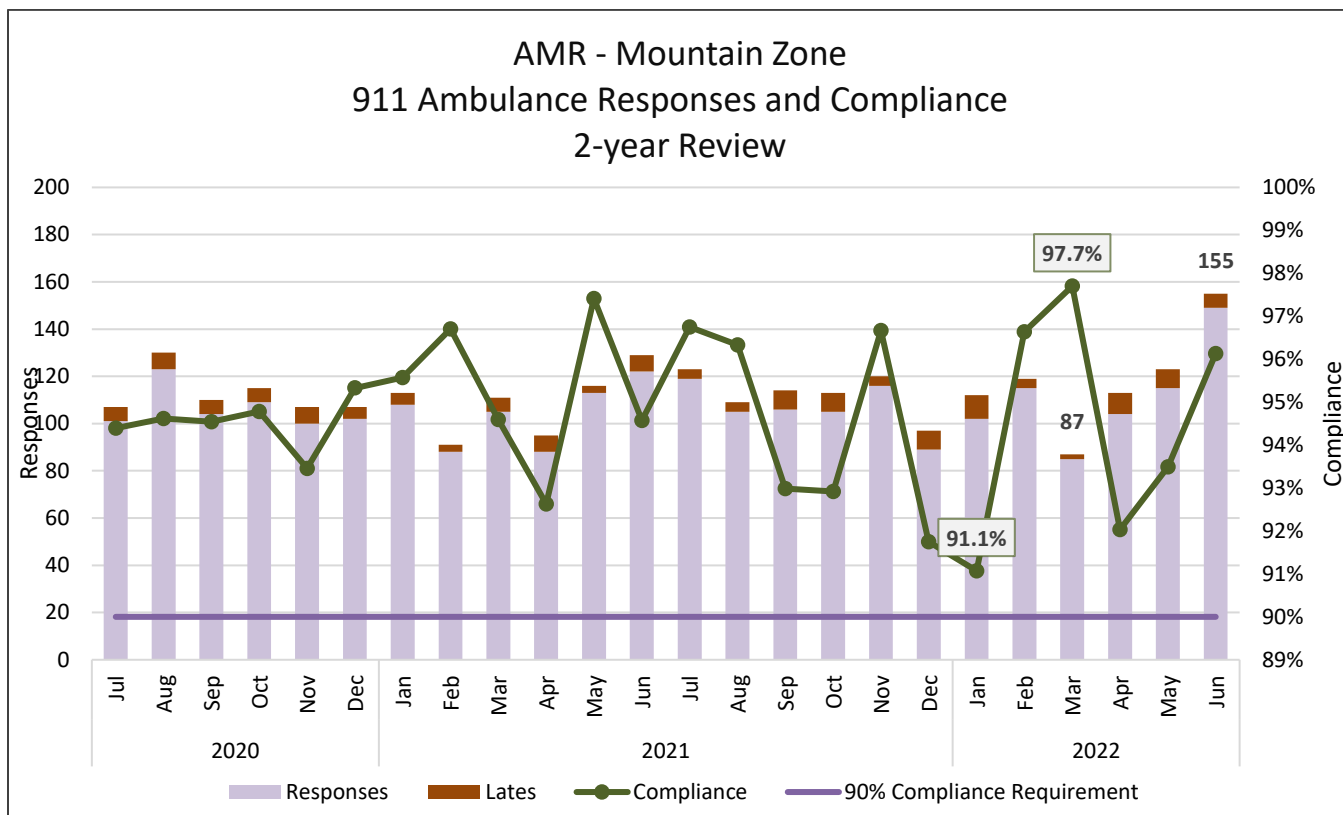
RIVERSIDE COUNTY EMERGENCY MEDICAL SERVICES SYSTEM GROUND ALS EMERGENCY AMBULANCE RESPONSE TIME ZONES



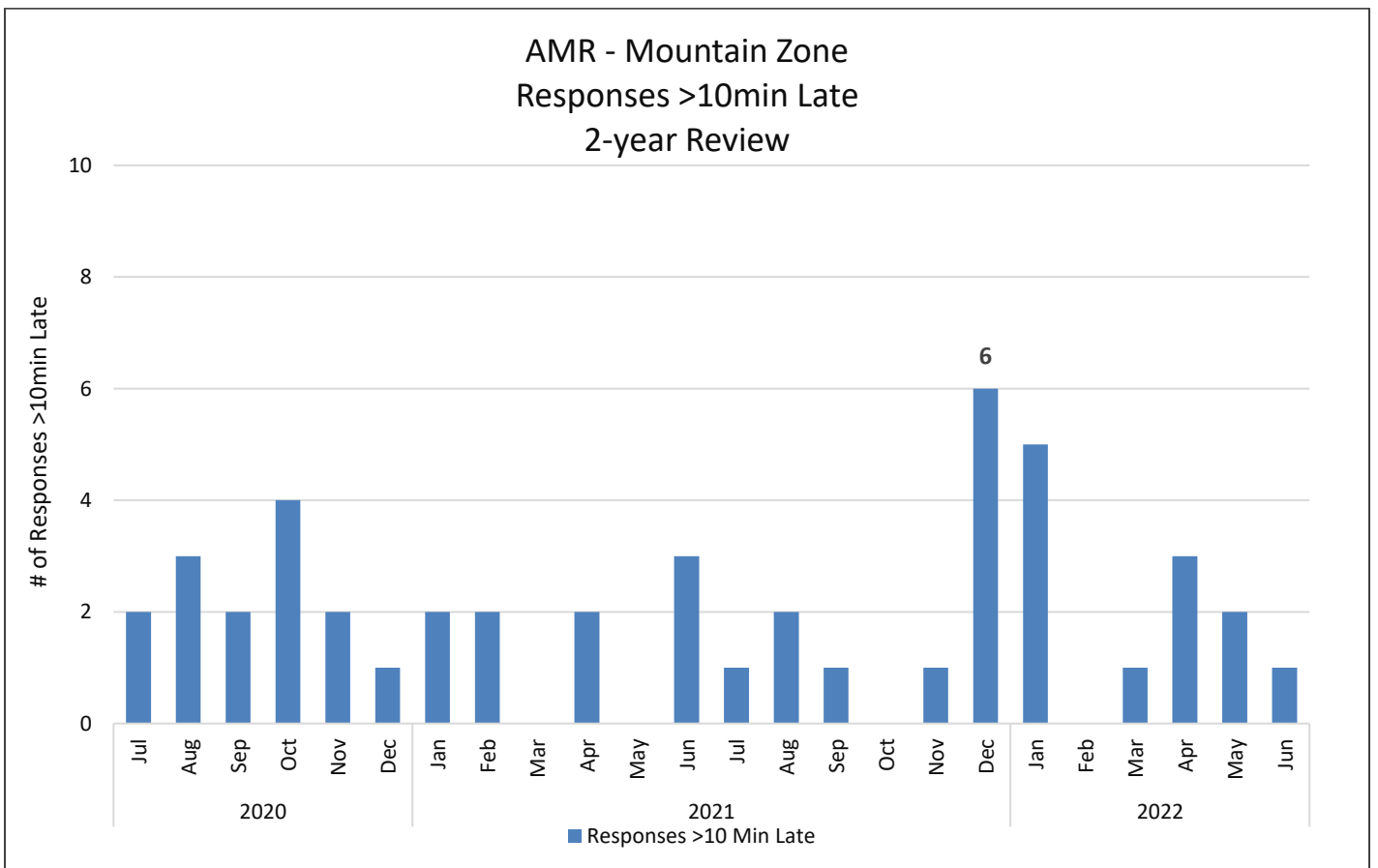
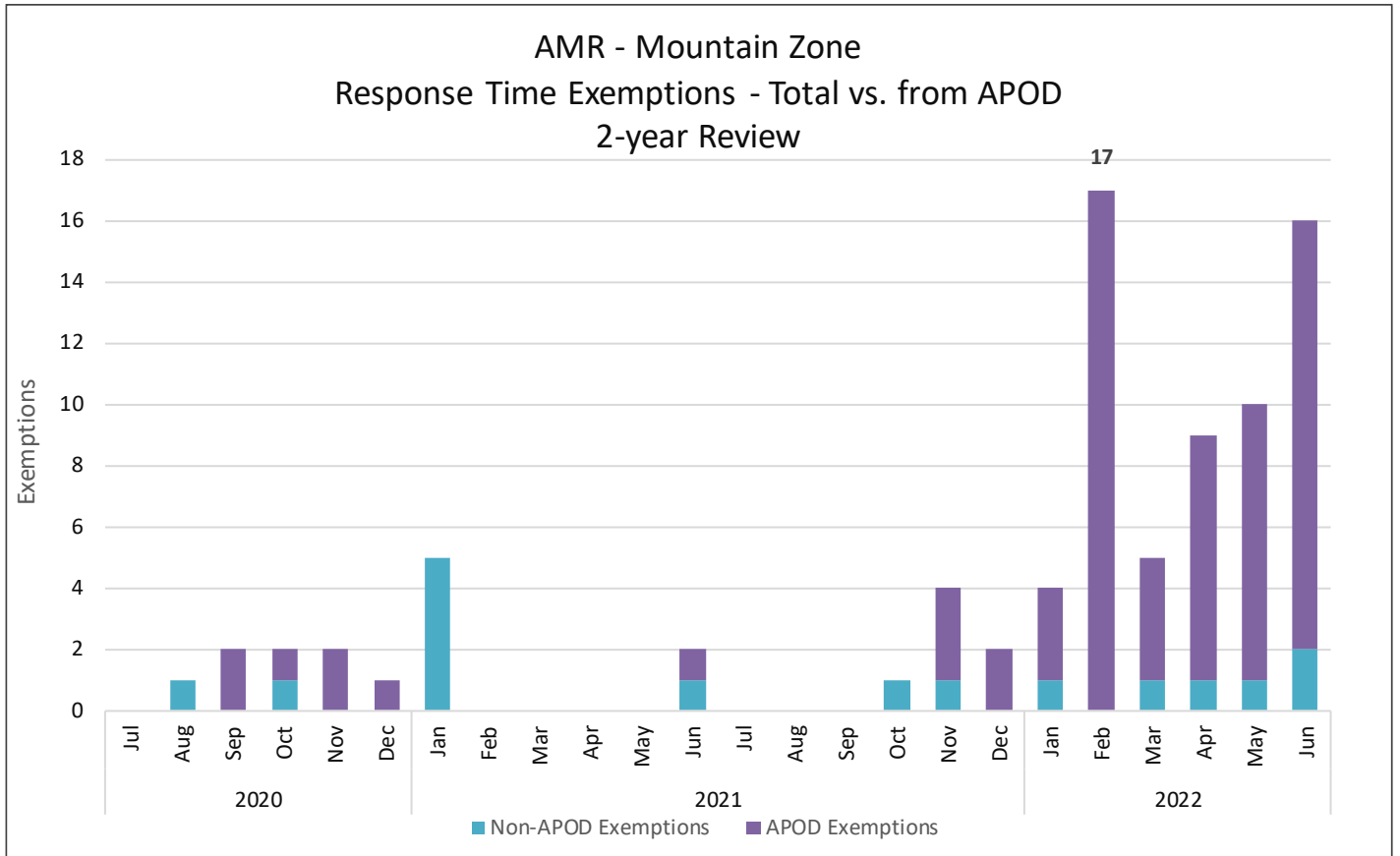
MOUNTAIN PLATEAU



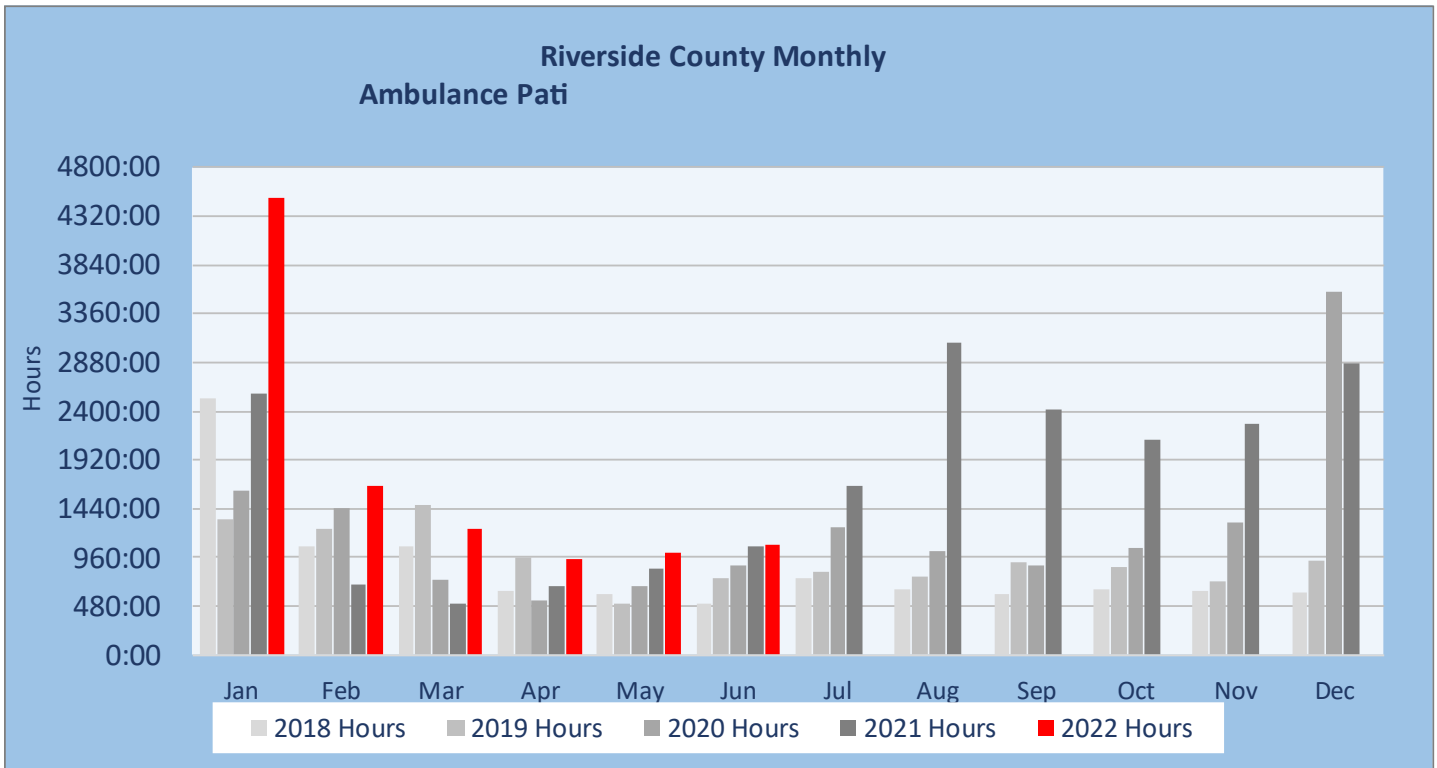
Mountain Plateau Zone: Response and Compliance Data



Mountain Plateau Zone: Exemptions and >10 Minutes Late



AMBULANCE PATIENT OFFLOAD TIME



June 2022						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	757	399:32:53	131:29:05	241	68.2%	1:04:39
Desert Regional Med Ctr	1,365	270:14:53	11:35:02	32	97.7%	0:20:17
Eisenhower Health	1,268	238:14:33	1:50:22	18	98.6%	0:18:06
Hemet Valley Hospital	1,276	783:27:52	260:48:25	549	57.0%	1:07:57
Inland Valley Med Ctr	892	398:27:46	107:00:47	241	73.0%	0:53:41
JFK Hospital	679	97:02:03	1:13:40	7	99.0%	0:16:26
Kaiser Hospital Moreno Valley	346	133:08:03	25:24:45	74	78.6%	0:44:44
Kaiser Hospital Riverside	521	292:33:21	103:01:09	190	63.5%	1:12:37
Loma Linda Univ Med Ctr Mur	752	276:14:44	32:04:52	121	83.9%	0:36:51
Menifee Med Ctr	264	105:01:39	13:41:10	64	75.8%	0:44:06
Palo Verde Hospital	151	16:23:48	0:00:00	0	100.0%	0:11:55
Parkview Community Hospital	659	207:11:00	15:44:17	73	88.9%	0:30:44
Rancho Springs Med Ctr	499	215:23:25	53:58:57	119	76.2%	0:48:34
Riverside Community Hospital	1,537	823:44:15	247:18:28	584	62.0%	1:02:55
Riverside University Health System	1,477	441:25:33	14:02:19	108	92.7%	0:28:58
San Geronio Mem Hospital	651	265:53:10	46:58:45	136	79.1%	0:45:41
Temecula Valley Hospital	549	194:36:49	23:15:18	99	82.0%	0:39:43
Grand Total	13,643	5158:35:47	1089:27:21	2656	80.5%	0:43:38

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Min of	Max of	
	Transports	Avg APOT	Hours	APODs	APODs	
Corona Regional Med Ctr	757	408:42:59	135:46:24	258	197	365
Desert Regional Med Ctr	1,278	365:48:27	73:41:04	148	32	269
Eisenhower Health	1,315	279:12:43	21:20:24	57	16	98
Hemet Valley Hospital	1,145	794:39:39	325:21:22	550	374	638
Inland Valley Med Ctr	900	473:00:40	166:52:07	309	202	453
JFK Hospital	674	94:11:11	2:14:43	9	3	12
Kaiser Hospital Moreno Valley	336	188:05:52	69:14:19	121	74	156
Kaiser Hospital Riverside	535	339:30:26	139:48:28	223	185	272
Loma Linda Univ Med Ctr Mur	722	359:42:04	111:10:10	207	115	321
Menifee Med Ctr	284	184:20:15	75:34:04	114	51	183
Palo Verde Hospital	154	22:35:55	1:41:59	6	0	11
Parkview Community Hospital	640	282:24:25	66:20:48	158	73	276
Rancho Springs Med Ctr	511	256:45:37	86:57:32	146	88	219
Riverside Community Hospital	1,482	957:00:07	373:29:32	706	582	854
Riverside University Health System	1,506	495:08:40	31:48:40	201	90	387
San Gorgonio Mem Hospital	594	271:12:29	70:12:38	149	49	278
Temecula Valley Hospital	575	249:12:46	57:42:55	160	74	246

Average APOD and Compliance <i>by Qtr Comparison</i>									
	2021			2022					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Corona Regional Med Ctr	66%	267	142:37:49	62%	265	156:18:48	68%	233	114:04:54
Desert Regional Med Ctr	84%	203	109:50:29	87%	148	68:03:19	95%	62	20:44:25
Eisenhower Health	94%	85	34:11:37	95%	70	31:58:46	98%	23	4:23:49
Hemet Valley Hospital	43%	627	425:04:16	49%	506	315:36:28	65%	448	175:29:43
Inland Valley Med Ctr	63%	345	203:17:01	68%	265	122:37:11	73%	242	106:44:37
JFK Hospital	98%	11	3:33:08	99%	10	2:33:48	99%	5	0:58:50
Kaiser Hospital Riverside	55%	250	163:55:42	62%	195	114:50:57	63%	196	114:19:55
Loma Linda Univ Med Ctr Mur	66%	244	135:17:23	79%	155	51:08:58	82%	134	34:49:27
Menifee Med Ctr	50%	157	116:30:38	63%	91	68:09:58	75%	61	16:47:38
Palo Verde Hospital	95%	9	3:12:14	95%	6	1:51:43	98%	3	0:22:26
Parkview Community Hospital	66%	234	128:30:05	76%	147	50:16:24	86%	82	17:15:34
Rancho Springs Med Ctr	67%	183	123:26:41	74%	117	51:56:29	77%	109	58:37:16
Riverside Community Hospital	44%	816	511:16:09	56%	598	316:26:29	61%	612	243:06:50
Riverside University Health System	83%	259	45:38:03	91%	129	15:53:40	93%	109	13:19:23
San Gorgonio Mem Hospital	67%	202	110:48:17	81%	102	38:03:13	84%	89	26:46:36
Temecula Valley Hospital	66%	196	81:34:54	68%	174	68:02:28	82%	96	22:08:52
	69%	255	146:10:17	76%	186	92:06:47	81%	156	60:37:31

Average Transports and APODs at ETS: Quarter Comparison									
	2021			2022					
	Qtr4			Qtr1			Qtr2		
	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours	Compliance	APODs	APOD Hours
Emergency Treatment Services	23%	210	94:30:47	22%	219	133:46:59	34%	196	75:13:54