

Inland Counties Emergency Medical Agency



San Bernardino Performance Based Contracts Annual Report *January 2020 - December 2020*

TABLE OF CONTENTS

Table of Contents.....	2-3
Background Information.....	4-7
Term of Agreements.....	4
Responsibilities of Providers.....	4
Quality Improvement.....	5
Management/Monitoring Fees.....	7
Liquidated Damages/Assessments.....	8
ALS Transportation Provider Listing.....	9
County Ambulance Exclusive Operating Areas.....	10
Response Time Compliance by All Providers in All EOAs.....	12
Exclusive Operating Area 1.....	13
Exclusive Operating Area 2.....	16
Exclusive Operating Area 3.....	19
Exclusive Operating Area 4.....	22
Exclusive Operating Area 5.....	25
Exclusive Operating Area 6.....	27
Exclusive Operating Area 7.....	30
Exclusive Operating Area 8.....	33
Exclusive Operating Area 9.....	36
Exclusive Operating Area 10.....	39
Exclusive Operating Area 11.....	41
Exclusive Operating Area 12a.....	43
Exclusive Operating Area 12b.....	46
Exclusive Operating Area 13.....	48

Exclusive Operating Area 14.....	51
Exclusive Operating Area 15.....	54
Exclusive Operating Area 16.....	57
Exclusive Operating Area 17.....	59
Exclusive Operating Area 18.....	61
Exclusive Operating Area 19.....	63
Exclusive Operating Area 20.....	65
Exclusive Operating Area 21.....	67
Exclusive Operating Area 22.....	69
Exclusive Operating Area 23.....	71
Exclusive Operating Area 24.....	73
Exclusive Operating Area 25.....	75
Exclusive Operating Area 26.....	77

BACKGROUND INFORMATION

Performance-based contracts or agreements with public and private ambulance providers in the County ensure a more in-depth monitoring of the EMS system for compliance with standards, policies and procedures designed to provide citizens with the best possible pre-hospital emergency care. Rural, wilderness and underserved areas were given special consideration regarding term of contract, penalty provisions, breach language, bond requirements and other areas that would otherwise have seriously affected the provider's ability to continue to provide emergency medical services.

San Bernardino County is divided into 26 total Exclusive Operating Areas designated as urban, rural, or wilderness areas, and where ambulance services are provided by private companies, public fire departments or fire districts, or by volunteer fire departments. All private providers are required to enter into a performance based contract; public providers are encouraged to enter into a Memorandum Of Understanding (MOU).

Performance based contracts provide for a detailed methodology for assurance of compliance by the contractor with all ICEMA policies and procedures with an emphasis on response time compliance. In some cases private provider agreements provide for financial penalties for response time non-compliance.

Term of Agreements:

The term of the agreement is provided in the "ALS Transportation Provider List" with evergreen clauses provided for rural/wilderness and public providers.

Responsibilities of Providers:

Personnel and Equipment:

- Provide all necessary personnel, equipment and materials to ensure availability and EMS response on a continuous 24-hour basis.
- Staffing: ALS units – one paramedic and one EMT per unit; BLS units 2 EMTs per unit; CCT units in accordance with ICMEA policy.
- Develop and maintain personnel, including plan for immediate recall of personnel, and patient care policies
- Provide in-service training to employees
- Ensure courteous conduct and professional appearance
- Ensure proper state licensure and ICEMA accreditation/certification
- Ensure all personnel comply with ICEMA QI Plan

Coordination with other providers:

First responders (fire agencies)

- Develop and initiate mutual aid agreements
- Develop and maintain a first responder orientation program
- Coordinate and work under the Incident Command System
- Make available to first responder personnel continuing education programs

Police Chiefs and County Fire Chiefs Association:

- Provide an administrative representative or designee to attend meetings upon reasonable request

Mutual Aid:

- Respond to requests from neighboring jurisdictions that require Code 3 response, to the extent resources are available
- During disaster response, commit necessary and appropriate resources

Quality Improvement:

Medical Control:

- Adhere to all ICEMA plans, policies, standards and protocols, applicable county ordinances and state laws
- Adhere to standards of medical control established by ICEMA
- Provide a physician medical director to work with ICEMA Medical Director to ensure compliance with established clinical standards (not required of rural/wilderness providers)

Response time standards:

- Compliance measured and calculated monthly on fractile basis using computer aided dispatch (CAD) data when and wherever possible.
- Cancelled calls included in determining compliance; supervisory support vehicles are not included for the purpose of determining compliance
- Submit monthly each instance when a call results in exceeding maximum response time standard

Data Collection and Reporting:

- For each patient, an ICEMA approved patient care report (PCR) or electronic patient care report (ePCR) form must be completed
- As an enhancement to the existing patient care reporting process, ICEMA implemented a patient data system for provider data submissions. Providers who utilize ICEMA's existing ePCR software are the first being transitioned. ICEMA now requires all EMS Providers to utilize a compliant ePCR data platform as the only acceptable standard.
- Submit accurate and complete data monthly, including CAD data, for each response and patient care data as specified by ICEMA approved electronic data collections and submission format

Currently, 48 providers are using the ImageTrend software. Providers currently on ImageTrend ePCR:

- American Medical Response - Rancho Cucamonga
- American Medical Response - Redlands
- American Medical Response - Victorville
- Apple Valley Fire Department
- Arrowbear Lake Fire Protection District
- Baker Ambulance (Needles)
- Barstow Fire Protection District
- Big Bear Fire Department
- Big Pine Fire Protection District (Inyo County)
- Cal Fire - San Bernardino
- California Highway Patrol Air Operations Unit
- Chino Valley Fire District

- Providers currently on ImageTrend ePCR (cont.):
 - Chalfant Fire Protection District (Mono County)
 - Chino Valley Fire District
 - Colton Fire Department
 - Desert Ambulance
 - Fort Irwin Fire Department
 - Independence Fire Protection District (Inyo County)
 - Loma Linda Fire Department
 - Lone Pine Fire (Inyo County)
 - Mammoth Lakes Fire Protection District (Mono County)
 - Marine Corps Combat Center Fire (Twentynine Palms)
 - Marine Corps Logistics Base (MCLB) – Barstow
 - Marine Corps Mountain Warfare Fire Department (Mono County)
 - Mercy Air Services
 - Mono County Paramedics (Mono County)
 - Montclair Fire Department
 - Morongo Basin Ambulance
 - Morongo Valley Fire Department
 - Newberry Springs Fire Department
 - Olancho Cartago Fire Department (Inyo County)
 - Ontario Fire Department
 - Rancho Cucamonga Fire District
 - REACH Air
 - Redlands Fire Department
 - Rialto Fire Department
 - Running Springs Fire Department
 - San Bernardino County Fire Department
 - San Bernardino County Sheriff's Department - Aviation Division
 - San Manuel Fire Department
 - Searles Valley Minerals
 - Sierra Lifeflight - Bishop (Inyo County)
 - Southern Inyo Fire Protection District (Inyo County)
 - Symons Ambulance (San Bernardino County)
 - Symons Ambulance (Inyo County)
 - Victorville Fire Department
 - White Mountain Fire Protection District (Mono County)
 - Yermo Fire Department

Emergency Medical Dispatch:

- Trained personnel and equipment available 24 hours a day
- Ensure compliance with all ICEMA policies and procedures
- Maintain CAD system not below the level of the system in place as of May 1, 2004 in accordance with ICEMA policies and procedures
- Establish and maintain an ICEMA approved backup provider dispatch system in the event of disasters, etc.

Deployment Plan:

- Plan reviewed by ICEMA on an annual basis or as any material changes occur
- Plan may incorporate more than one EOA
- Movement of resources must not result in EOA non-compliance

User fee rate adjustments:

- Rates may be adjusted pursuant to process defined in ICEMA policy 3060 which was formerly 5080

Indigent Transport Services:

- Shall provide service pursuant to contract with the County of San Bernardino

End Term Provisions:

- Provider to continue to provide service during transition period
- Provider accepts periodic bid competition (urban contracts)

Management / Monitoring Fee:

An annual management/monitoring fee is assessed for each EOA. The amount represents a pro rata share of the annual fee in an amount estimated to be sufficient to cover ICEMA's costs related to monitoring and enforcing the provisions of the agreements. The pro rata of cost is determined based on the total number of 9-1-1 transports within the EOA during the most recent 12-month period.

Calendar year 2020 – A total of \$1,171,559.00 was invoiced for administrative fees, of which \$1,053,204.00 was collected and \$1,625.00 is considered uncollectable. The providers invoiced are:

- American Medical Response - \$954,294.00
- Baker EMS - Needles Ambulance - \$6,204.00
- Big Bear Fire Department - \$15,178.00
- San Bernardino County Fire Department (Crest Forest) - \$4,695.00
- Desert Ambulance - \$39,633.00
- Morongo Basin Ambulance - \$30,829.00
- Rialto Fire Department \$43,364.00¹
- Running Springs Fire Department - \$2,371.00
- San Bernardino County Fire Department - \$73,366.00¹

¹ Note: Denotes uncollected delinquent administrative fee.
ICEMA, Transport Provider data. Compiled 12/22/2021 PW.

Liquidated Damages / Assessments:

Liquidated Damages / Assessments generated in 2020 were as follows:

- From response time compliance - \$613,392
- From vehicle critical failures - \$21,500

The assessments are deposited in an Emergency Medical Services (EMS) Trust Fund to be utilized for the purpose of enhancing, not supplanting, the EMS system as determined by ICEMA and approved by the ICEMA Governing Board.

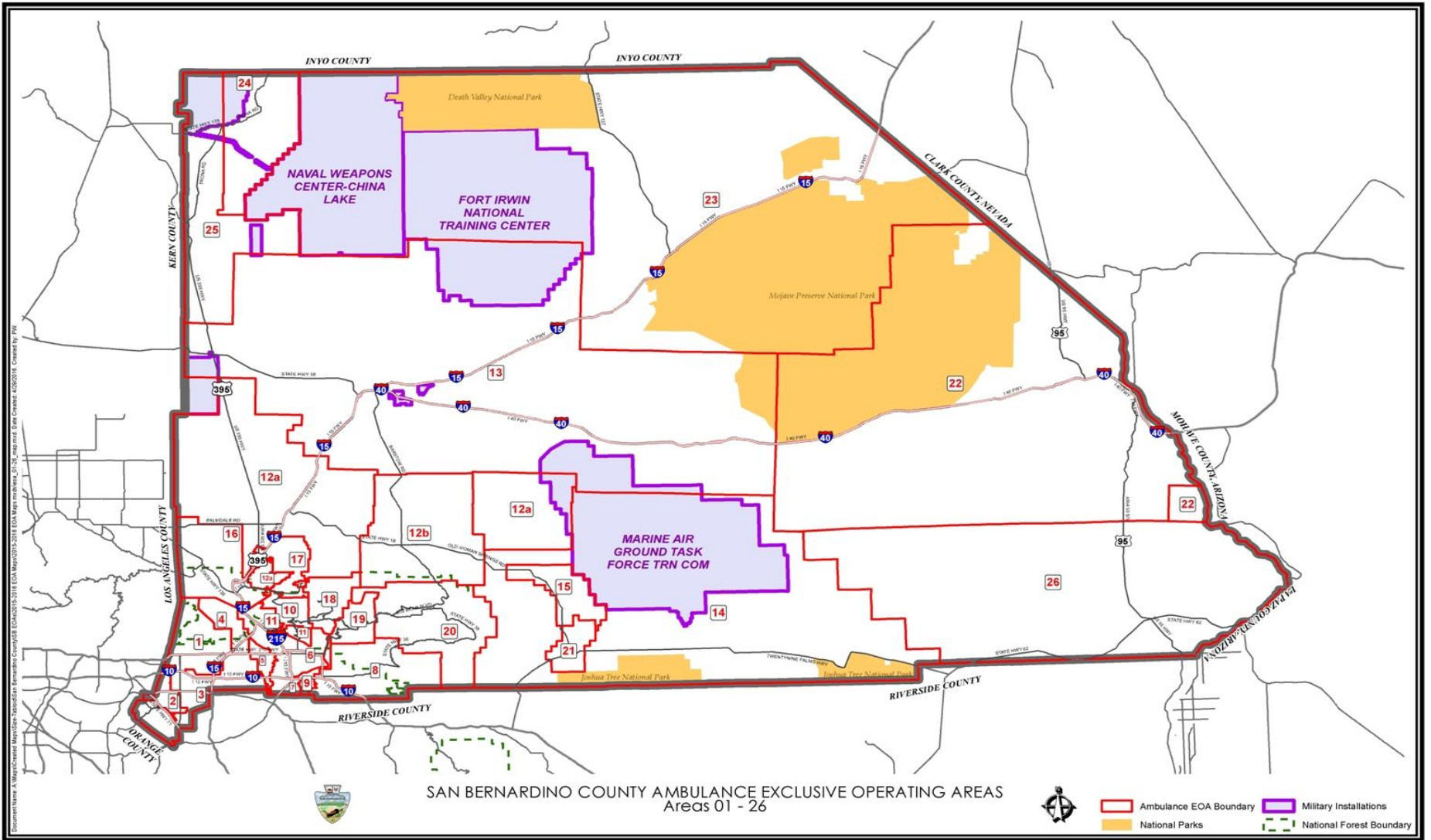
ALS TRANSPORTATION PROVIDER LISTING

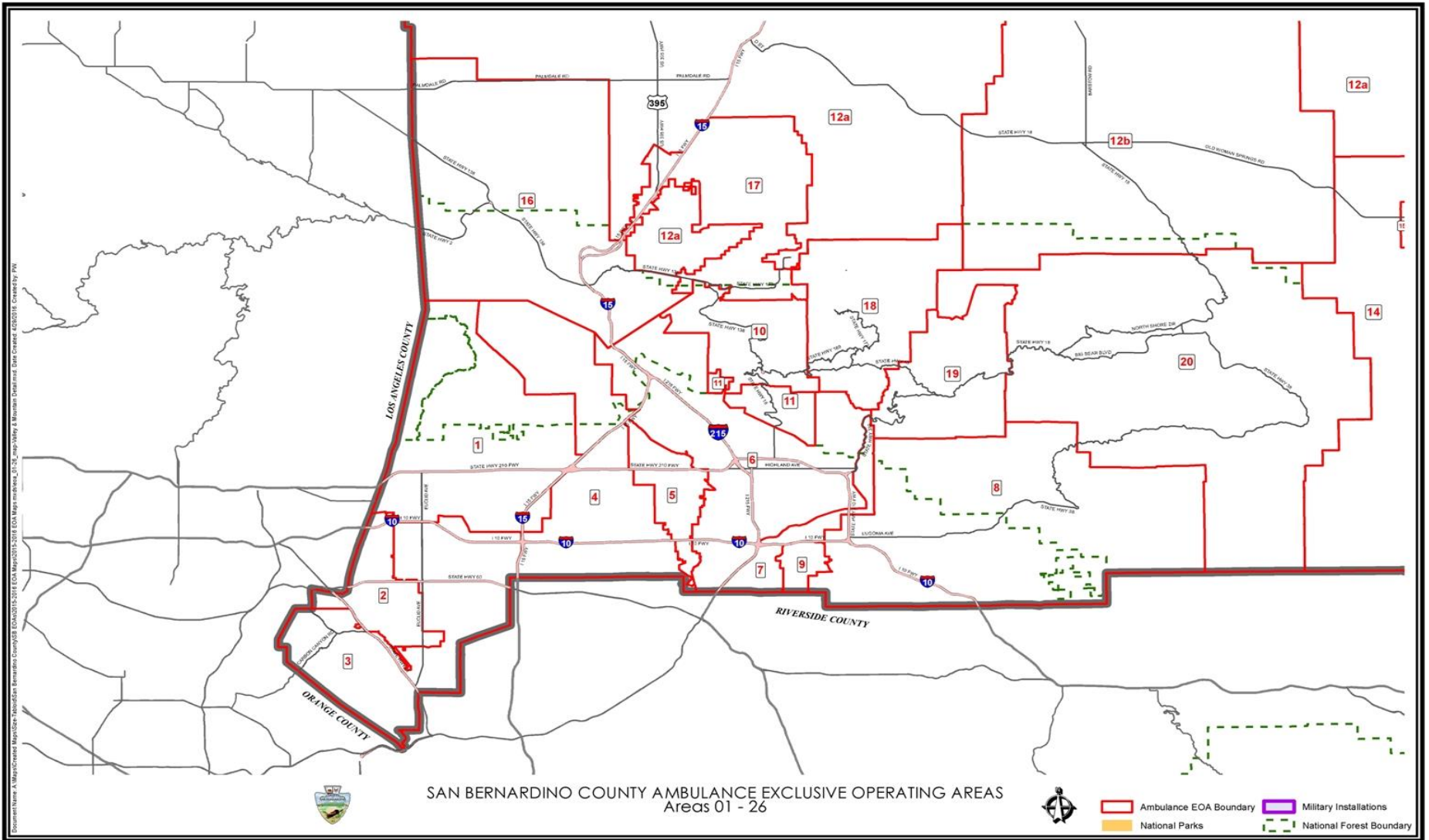
EOA Provider		Type of Agreement	Effective	Expiration
1	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
2	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
3	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
4	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
5a	Rialto Fire Dept.	Urban	-----	-----
5b	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
6	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
7	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
8	AMR	Urban Contract	05/01/2004	04/30/2024 ²
9	AMR	Urban Contract	05/01/2004	03/22/2023 ¹
10	SBCOFD (Crest Forest)	Rural/Wilderness MOU	10/17/2006	TBD
11	AMR	Rural Contract	05/01/2004	04/30/2024 ²
12a	AMR	Rural Contract	05/01/2004	04/30/2024 ²
12b	SBCOFD (Lucerne Valley)	MOU	-----	-----
13	Desert Ambulance	Rural Contract	05/01/2004	04/30/2024 ²
14	Morongo Basin	Rural/Wilderness MOU	12/19/2006	12/31/2023 ²
15	Morongo Basin	Rural/Wilderness MOU	12/19/2006	12/31/2023 ²
16	SBCOFD (Wrightwood)	MOU	-----	-----
17	Hesperia FD (SBCFD)	MOU	-----	-----
18	SBCOFD (Lake Arrowhead)	MOU	-----	-----
19	Running Spring FD	Rural/Wilderness MOU	10/17/2006	12/31/2024 ²
20	Big Bear FPA	Rural/Wilderness MOU	10/17/2006	12/31/2025 ²
21	SBCOFD (Yucca Valley)	MOU	-----	-----
22	Baker EMS (Needles)	Wilderness Contract	10/01/2004	09/30/2024 ²
23	SBCOFD (Baker)	Wilderness	06/2016	TBD
24	Unassigned		RFP ALS ³	-----
25	Unassigned		RFP ALS ³	-----
26	Unassigned		-----	-----

¹ Note: Two (2) one-year extensions upon Board approval

² Note: Automatic successive 3-year extensions

³ Note: RFP January of 2007 for ALS provider – no responses or proposals received





Response Time Compliance by All Providers in All EOA's All months in 2020

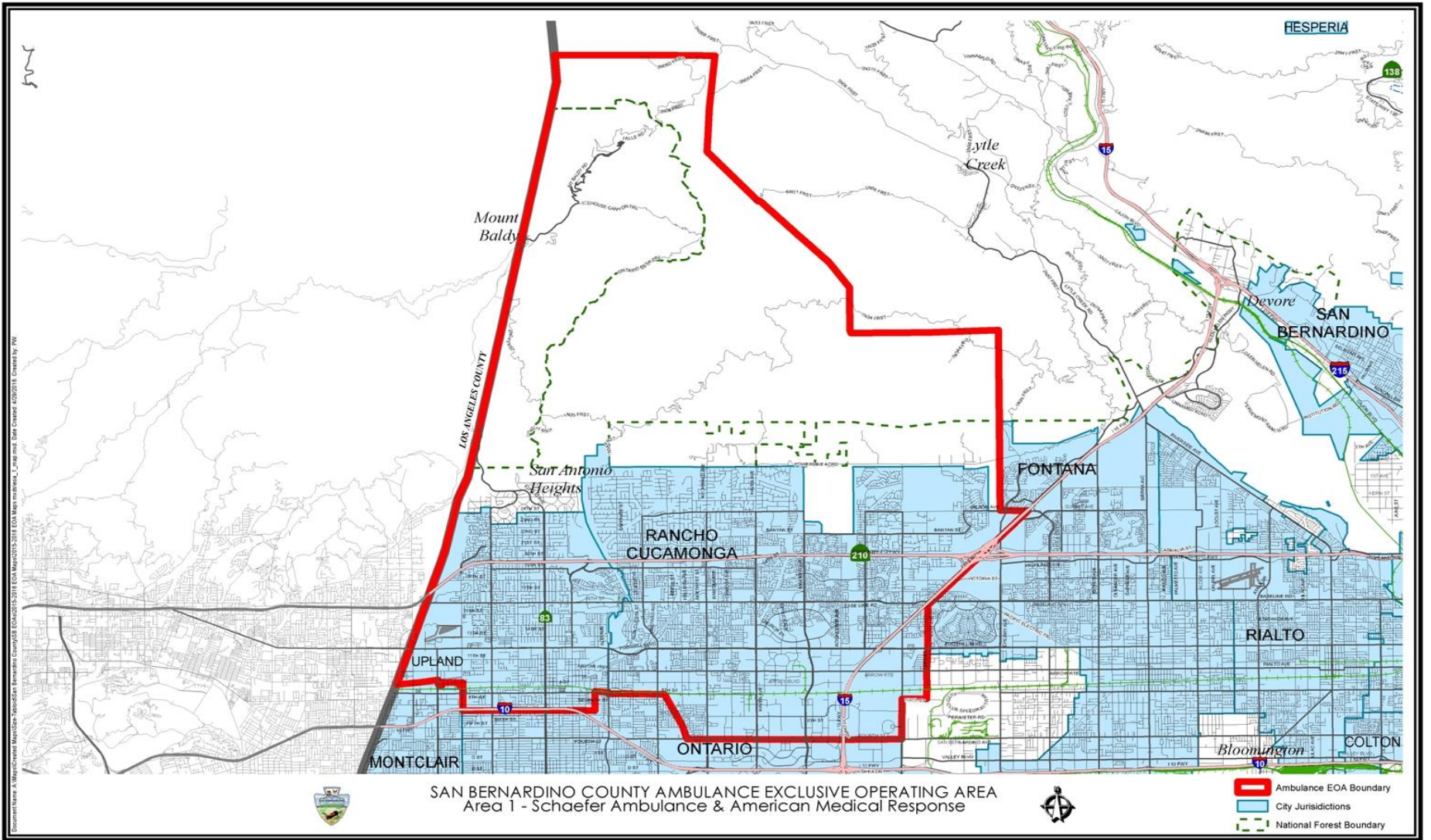
EOA	Provider	2020												Total CY2020	Total Runs*
		January	February	March	April	May	June	July	August	September	October	November	December		
1	AMR (Rancho Cucamonga)	93.20%	91.52%	92.84%	92.87%	91.86%	92.79%	93.07%	91.05%	93.16%	92.28%	82.56%	85.12%	91.12%	19,331
2	AMR (Rancho Cucamonga)	95.15%	92.30%	94.02%	93.90%	92.73%	94.46%	93.46%	93.43%	93.12%	93.03%	82.13%	82.68%	91.51%	9,729
3	AMR (Rancho Cucamonga)	93.35%	92.06%	93.75%	92.70%	92.43%	93.05%	91.79%	94.01%	92.76%	91.88%	79.12%	83.40%	90.75%	18,387
4	AMR (Rancho Cucamonga)	91.25%	91.22%	91.16%	91.59%	90.67%	91.02%	91.12%	90.59%	91.74%	90.82%	75.93%	79.30%	88.83%	17,289
5a	Rialto Fire Department (201)														
5b	AMR (San Bernardino)	95.00%	92.31%	100.00%	95.65%	100.00%	92.59%	95.65%	100.00%	100.00%	92.86%	91.43%	95.00%	95.64%	275
6	AMR (San Bernardino)	94.05%	94.65%	93.95%	94.14%	95.03%	93.88%	94.27%	94.93%	94.37%	94.68%	84.60%	85.01%	92.87%	40,482
7	AMR (Redlands)	94.51%	94.74%	95.58%	94.21%	96.16%	95.27%	94.33%	96.03%	95.26%	94.93%	81.88%	85.55%	93.22%	5,147
8	AMR (Redlands)	95.88%	95.38%	95.67%	94.92%	94.21%	95.98%	94.88%	95.40%	95.61%	94.74%	80.33%	74.10%	91.96%	13,910
9	AMR (Redlands)	97.50%	97.01%	97.30%	98.92%	97.65%	96.46%	96.85%	97.22%	97.32%	96.55%	94.17%	95.24%	96.81%	2,604
	SBCFD (Crest Forest)														
11	AMR (San Bernardino)	<i>Included in EOA 6 calculation **</i>													
12a	AMR (Victorville)	91.07%	92.13%	92.23%	90.99%	92.66%	90.57%	91.21%	91.75%	90.75%	90.89%	77.80%	85.00%	89.79%	35,374
12b	SBCFD (Lucerne Valley)														
13	Desert Ambulance	99.68%	99.66%	99.64%	99.81%	100.00%	100.00%	99.68%	99.84%	99.83%	99.82%	99.66%	99.51%	99.76%	7,074
14	Morongo Basin Ambulance	96.36%	96.65%	94.33%	95.80%	94.56%	94.89%	94.83%	97.58%	94.48%	97.04%	97.22%	93.77%	95.64%	4,567
15	Morongo Basin Ambulance	97.30%	100.00%	100.00%	97.14%	97.50%	92.68%	94.29%	100.00%	97.44%	100.00%	97.50%	100.00%	97.76%	446
16	SBCFD (Wrightwood)														
17	Hesperia Fire Dept (SBCFD)														
18	SBCFD (Lake Arrowhead)														
19	Running Springs Fire Dept														
20	Bear Valley Paramedics														
21	SBCFD (Yucca Valley)														
22	Baker EMS (Needles)														
23	Baker EMS														
24	No Assigned Provider														
25	No Assigned Provider														
26	No Assigned Provider														

* Data include only runs used in response time calculation.
Runs with approved exemptions are excluded.
Multi-patient and multi-unit runs are counted only once.

** Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).

White	PBC Contracts currently in effect
Yellow	MOU agreements currently in effect
Orange	Agencies without MOU's
Red	RFP areas Feb 2007 -- no bids

All EOA's Exemption			
Month	Requests	Approved	% Approved
January	2,169	2,169	100.0%
February	1,657	1,657	100.0%
March	1,230	1,230	100.0%
April	758	758	100.0%
May	1,004	1,004	100.0%
June	1,682	1,682	100.0%
July	2,513	2,513	100.0%
August	1,834	1,834	100.0%
September	1,622	1,622	100.0%
October	1,656	1,656	100.0%
November	1,867	1,649	88.3%
December	4,321	3,448	79.8%
Total	22,313	21,222	95.1%



EOA 1 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,671	93.24%
	29:59	5	80.00%
	Total	1,676	93.20%
February	9:59	1,658	91.50%
	29:59	5	100.00%
	Total	1,663	91.52%
March	9:59	1,655	92.81%
	29:59	8	100.00%
	Total	1,663	92.84%
April	9:59	1,438	92.91%
	29:59	6	83.33%
	Total	1,444	92.87%
May	9:59	1,600	91.94%
	29:59	9	77.78%
	Total	1,609	91.86%
June	9:59	1,526	92.73%
	29:59	14	100.00%
	Total	1,540	92.79%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,646	93.13%
	29:59	13	84.62%
	Total	1,659	93.07%
August	9:59	1,743	90.99%
	29:59	11	100.00%
	Total	1,754	91.05%
September	9:59	1,644	93.13%
	29:59	7	100.00%
	Total	1,651	93.16%
October	9:59	1,704	92.25%
	29:59	6	100.00%
	Total	1,710	92.28%
November	9:59	1,528	82.53%
	29:59	3	100.00%
	Total	1,531	82.56%
December	9:59	1,418	85.26%
	29:59	13	69.23%
	Total	1,431	85.12%

Month	Exemption		
	Requests	Approved	% Approved
January	295	295	100.0%
February	202	202	100.0%
March	125	125	100.0%
April	95	95	100.0%
May	119	119	100.0%
June	191	191	100.0%
July	251	251	100.0%
August	214	214	100.0%
September	197	197	100.0%
October	157	157	100.0%
November	200	198	99.0%
December	462	389	84.2%
Total	2,508	2,433	97.0%

2020	Response Time Requirement	Total Runs	Percent On-Time
	9:59	19,231	91.13%
	29:59	100	90.00%
Total	19,331	91.12%	

Average number of runs per month: **1,611**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **91.12%**

The highest compliance rate for the year was:

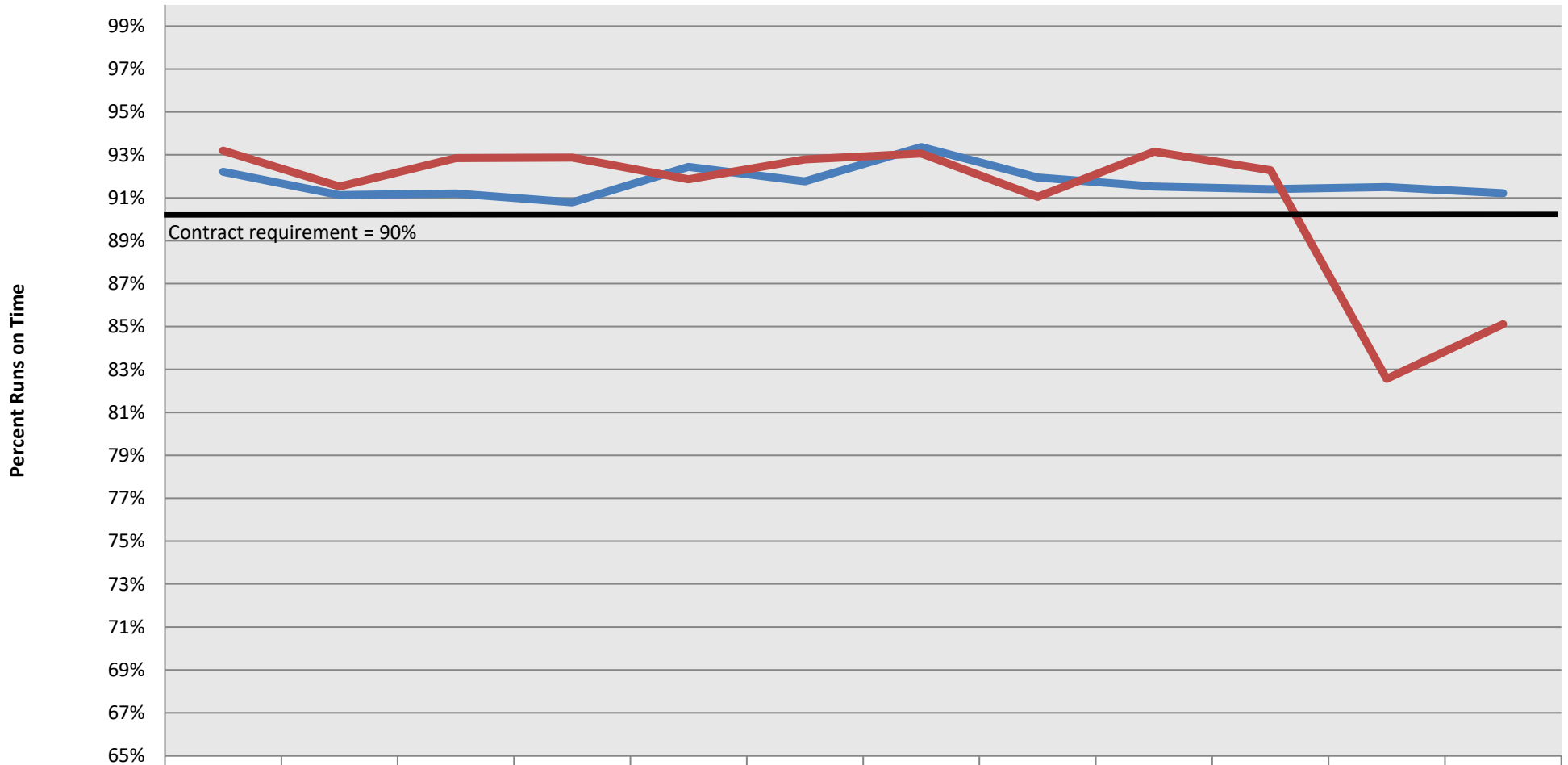
January at: 93.20%

The lowest compliance rate for the year was:

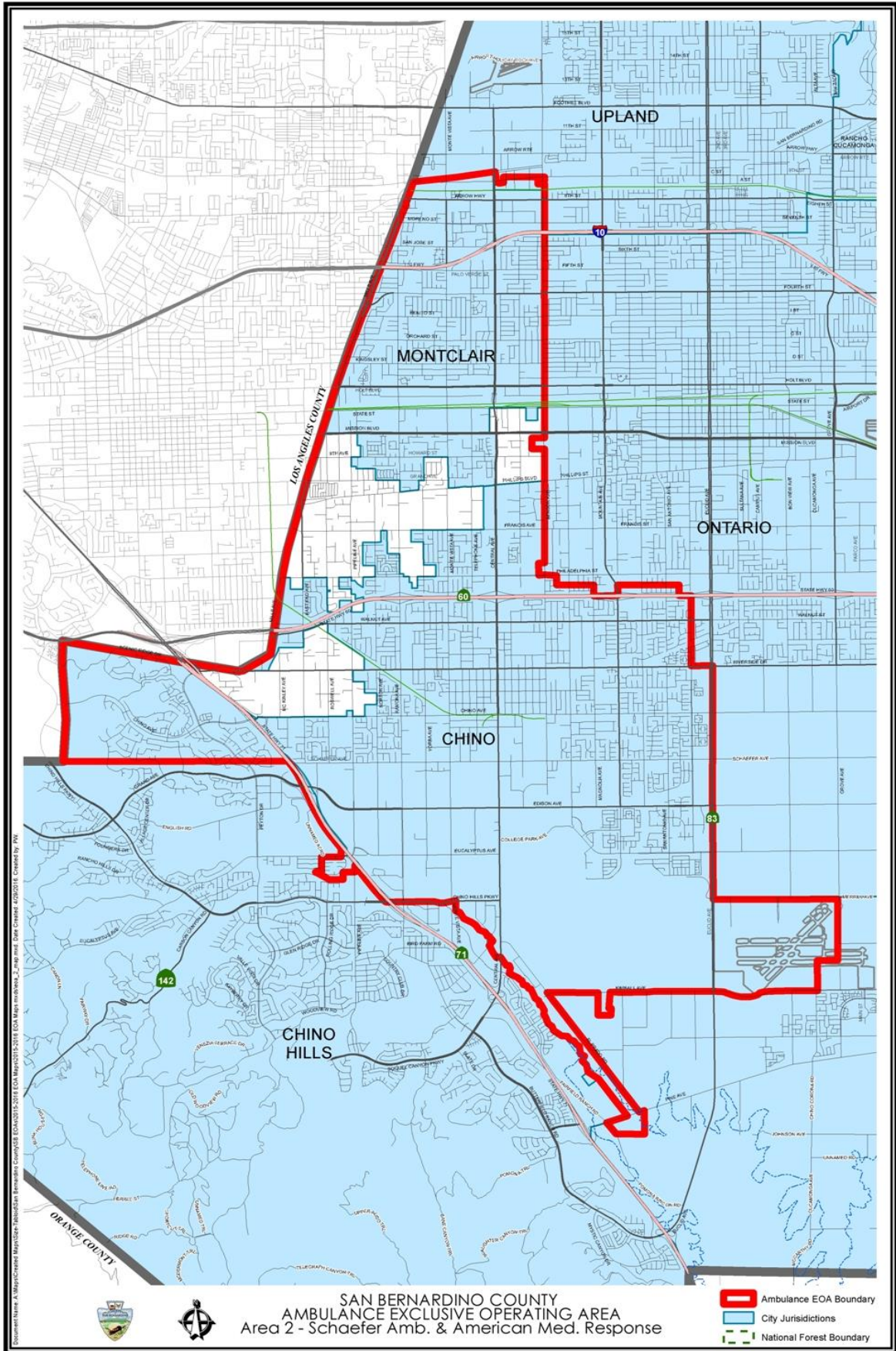
November at: 82.56%

EOA 1 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$58,712



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	92.21%	91.12%	91.19%	90.79%	92.44%	91.76%	93.37%	91.94%	91.52%	91.40%	91.50%	91.21%
2020 RT	93.20%	91.52%	92.84%	92.87%	91.86%	92.79%	93.07%	91.05%	93.16%	92.28%	82.56%	85.12%
2019 Fines	\$3,044	\$4,382	\$6,333	\$6,010	\$2,268	\$3,357	\$1,783	\$3,835	\$3,551	\$4,201	\$3,201	\$5,495
2020 Fines	\$2,695	\$3,316	\$2,220	\$1,502	\$3,567	\$2,134	\$2,673	\$3,424	\$1,369	\$2,774	\$18,629	\$14,409



EOA 2 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	825	95.15%
	11:59		
	Total	825	95.15%
February	9:59	779	92.30%
	11:59		
	Total	779	92.30%
March	9:59	803	94.02%
	11:59		
	Total	803	94.02%
April	9:59	689	93.90%
	11:59		
	Total	689	93.90%
May	9:59	743	92.73%
	11:59		
	Total	743	92.73%
June	9:59	776	94.46%
	11:59		
	Total	776	94.46%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	810	93.46%
	11:59		
	Total	810	93.46%
August	9:59	837	93.43%
	11:59		
	Total	837	93.43%
September	9:59	828	93.12%
	11:59		
	Total	828	93.12%
October	9:59	847	93.03%
	11:59		
	Total	847	93.03%
November	9:59	845	82.13%
	11:59		
	Total	845	82.13%
December	9:59	947	82.68%
	11:59		
	Total	947	82.68%

Month	Exemption		
	Requests	Approved	% Approved
January	92	92	100.0%
February	83	83	100.0%
March	52	52	100.0%
April	38	38	100.0%
May	40	40	100.0%
June	74	74	100.0%
July	124	124	100.0%
August	74	74	100.0%
September	75	75	100.0%
October	100	100	100.0%
November	86	80	93.0%
December	242	198	81.8%
Total	1,080	1,030	95.4%

2020	9:59	9,729	91.51%
	11:59		
	Total	9,729	91.51%

Average number of runs per month: **811**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **91.51%**

The highest compliance rate for the year was:

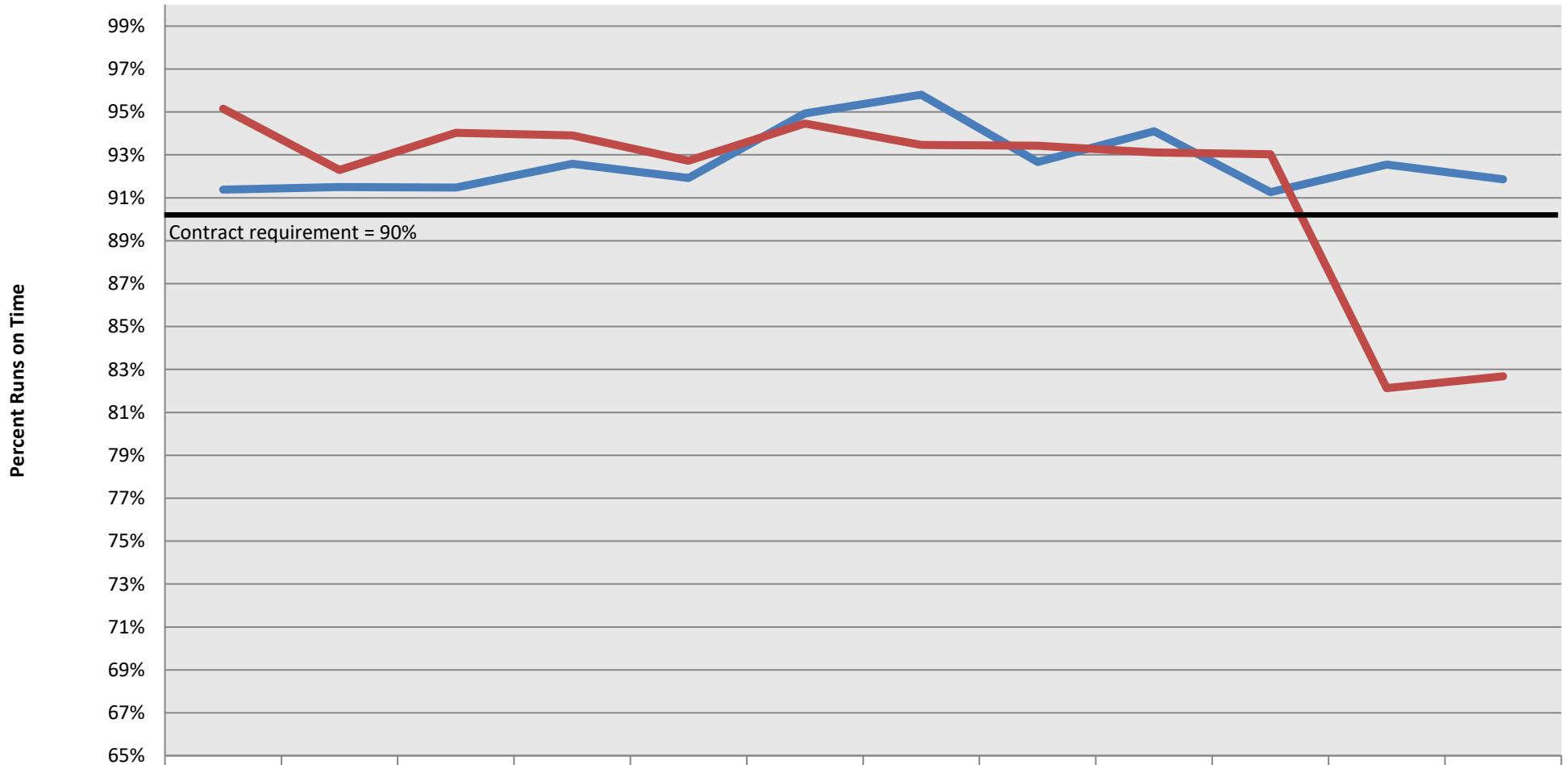
January at: 95.15%

The lowest compliance rate for the year was:

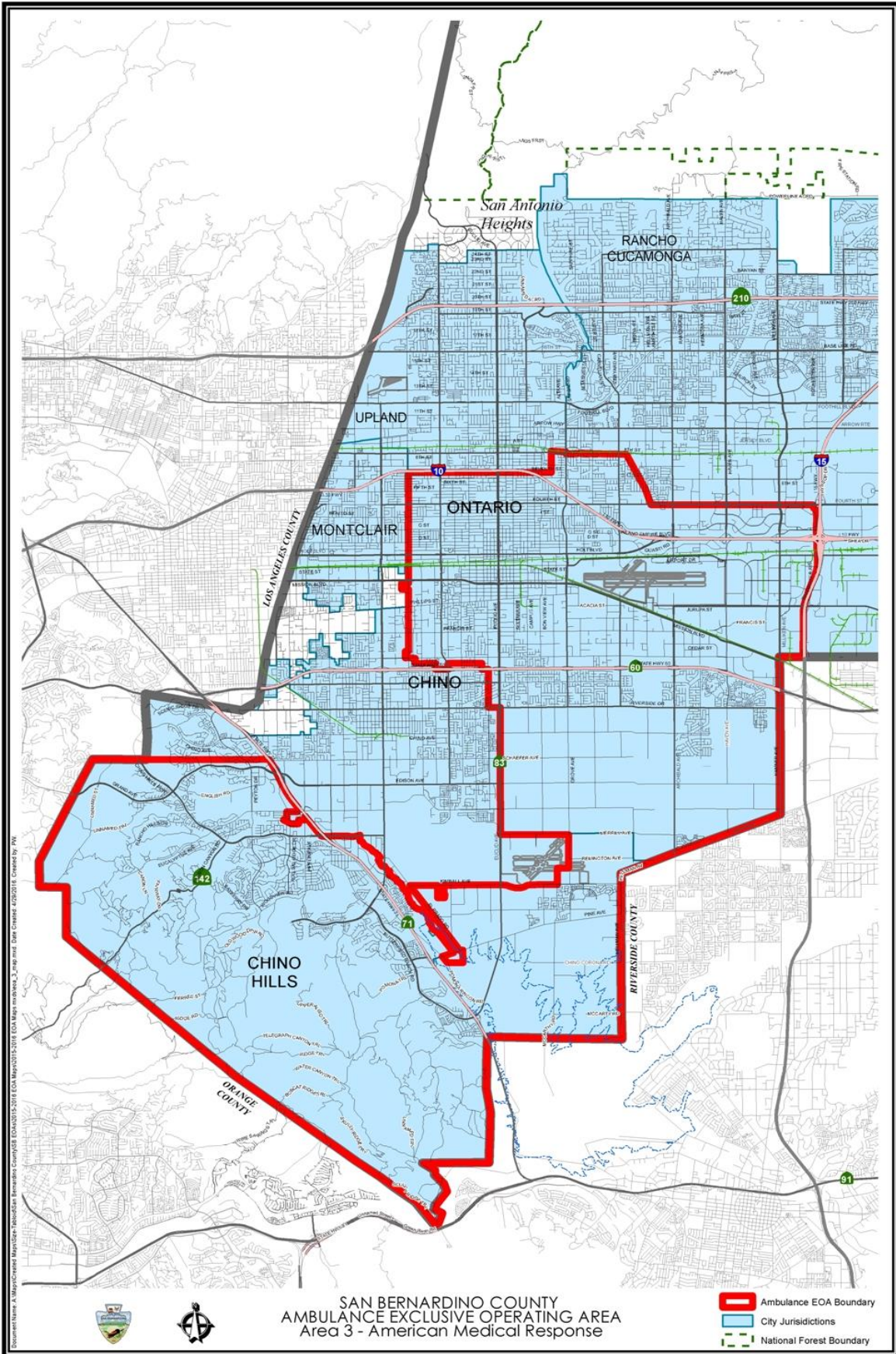
November at: 82.13%

EOA 2 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$37,684



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	91.39%	91.50%	91.47%	92.58%	91.92%	94.93%	95.80%	92.67%	94.10%	91.26%	92.55%	91.86%
2020 RT	95.15%	92.30%	94.02%	93.90%	92.73%	94.46%	93.46%	93.43%	93.12%	93.03%	82.13%	82.68%
2019 Fines	\$1,729	\$2,037	\$2,037	\$1,539	\$1,919	\$250	\$150	\$1,193	\$356	\$1,948	\$2,041	\$1,939
2020 Fines	\$198	\$1,347	\$450	\$392	\$1,043	\$297	\$1,178	\$681	\$818	\$1,144	\$14,894	\$15,242



EOA 3 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,534	93.35%
February	9:59	1,524	92.06%
March	9:59	1,423	93.75%
April	9:59	1,425	92.70%
May	9:59	1,439	92.43%
June	9:59	1,483	93.05%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,547	91.79%
August	9:59	1,585	94.01%
September	9:59	1,615	92.76%
October	9:59	1,564	91.88%
November	9:59	1,585	79.12%
December	9:59	1,663	83.40%

Month	Exemption		
	Requests	Approved	% Approved
January	214	214	100.0%
February	160	160	100.0%
March	113	113	100.0%
April	73	73	100.0%
May	117	117	100.0%
June	163	163	100.0%
July	268	268	100.0%
August	214	214	100.0%
September	208	208	100.0%
October	193	193	100.0%
November	170	167	98.2%
December	449	371	82.6%
Total	2,342	2,261	96.5%

2020	9:59	18,387	90.75%
-------------	-------------	---------------	---------------

Average number of runs per month: **1,533**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **90.75%**

The highest compliance rate for the year was:

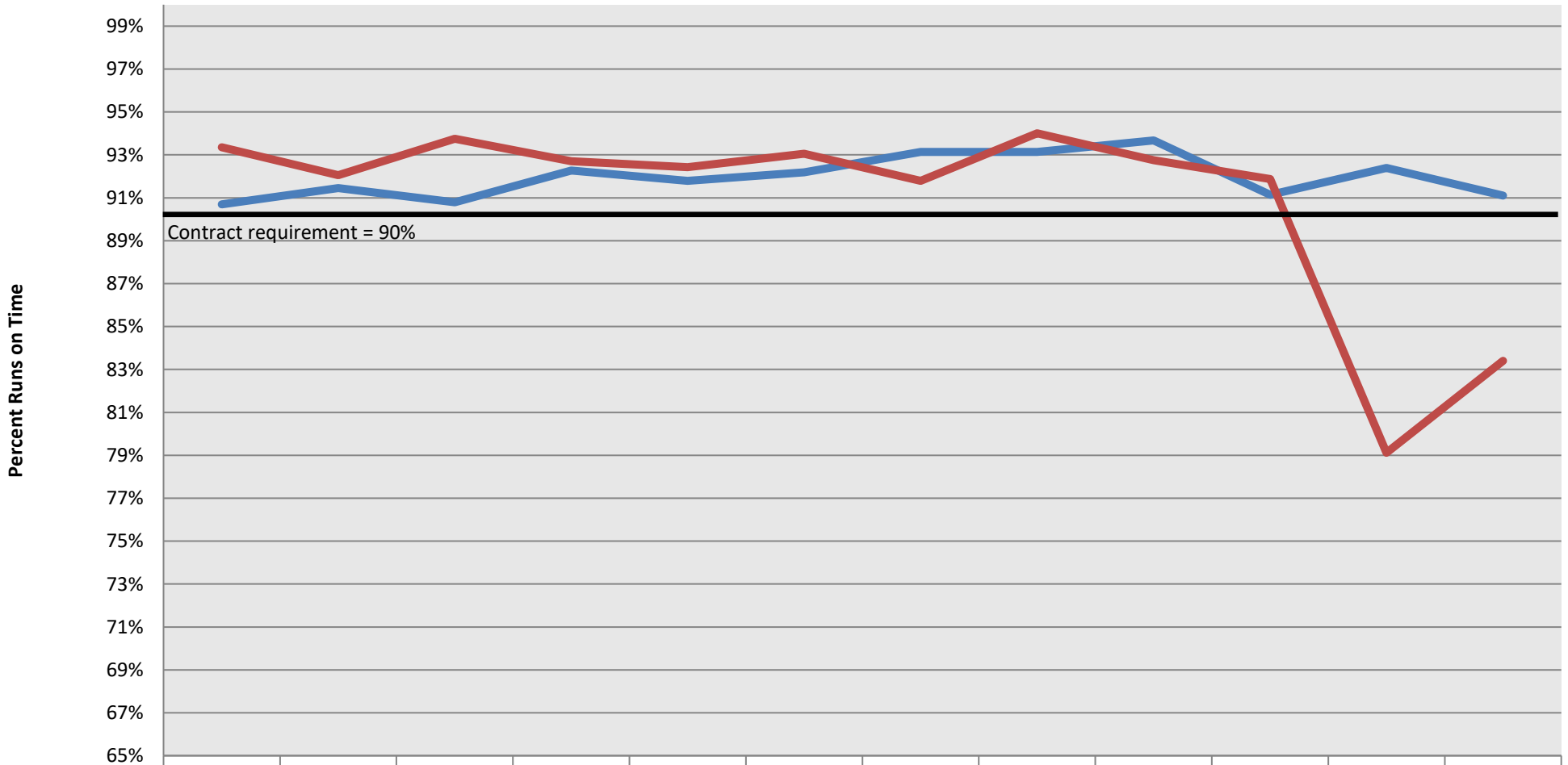
August at: 94.01%

The lowest compliance rate for the year was:

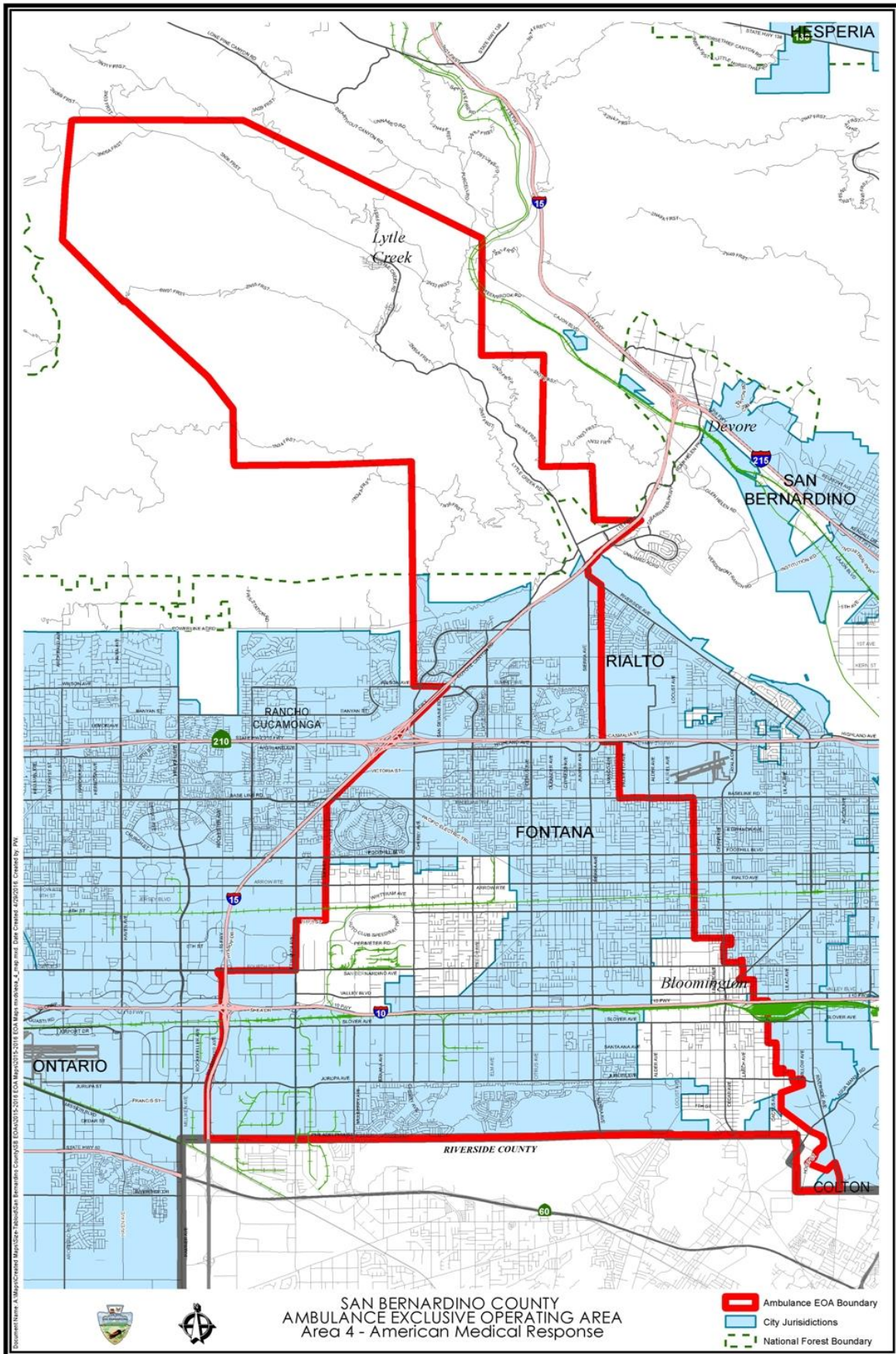
November at: 79.12%

EOA 3 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$78,138



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	90.69%	91.46%	90.79%	92.27%	91.79%	92.18%	93.14%	93.13%	93.67%	91.14%	92.39%	91.10%
2020 RT	93.35%	92.06%	93.75%	92.70%	92.43%	93.05%	91.79%	94.01%	92.76%	91.88%	79.12%	83.40%
2019 Fines	\$5,040	\$4,394	\$6,835	\$3,750	\$3,397	\$3,401	\$2,187	\$2,717	\$1,960	\$5,819	\$3,161	\$5,941
2020 Fines	\$2,050	\$3,145	\$1,425	\$2,080	\$3,347	\$1,773	\$4,159	\$1,808	\$2,841	\$3,831	\$29,963	\$21,716



EOA 4 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,358	91.16%
	29:59	13	100.00%
	Total	1,371	91.25%
February	9:59	1,402	91.16%
	29:59	10	100.00%
	Total	1,412	91.22%
March	9:59	1,410	91.13%
	29:59	4	100.00%
	Total	1,414	91.16%
April	9:59	1,349	91.62%
	29:59	7	85.71%
	Total	1,356	91.59%
May	9:59	1,405	90.60%
	29:59	10	100.00%
	Total	1,415	90.67%
June	9:59	1,398	90.92%
	29:59	16	100.00%
	Total	1,414	91.02%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,522	91.06%
	29:59	9	100.00%
	Total	1,531	91.12%
August	9:59	1,534	90.48%
	29:59	17	100.00%
	Total	1,551	90.59%
September	9:59	1,428	91.67%
	29:59	13	100.00%
	Total	1,441	91.74%
October	9:59	1,449	90.75%
	29:59	11	100.00%
	Total	1,460	90.82%
November	9:59	1,459	75.81%
	29:59	16	87.50%
	Total	1,475	75.93%
December	9:59	1,438	79.28%
	29:59	11	81.82%
	Total	1,449	79.30%

Month	Exemption		
	Requests	Approved	% Approved
January	249	249	100.0%
February	224	224	100.0%
March	156	156	100.0%
April	100	100	100.0%
May	144	144	100.0%
June	175	175	100.0%
July	307	307	100.0%
August	252	252	100.0%
September	191	191	100.0%
October	211	211	100.0%
November	210	206	98.1%
December	510	449	88.0%
Total	2,729	2,664	97.6%

2020	9:59	17,152	88.77%
	29:59	137	96.35%
	Total	17,289	88.83%

Average number of runs per month: **1,441**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **88.83%**

The highest compliance rate for the year was:

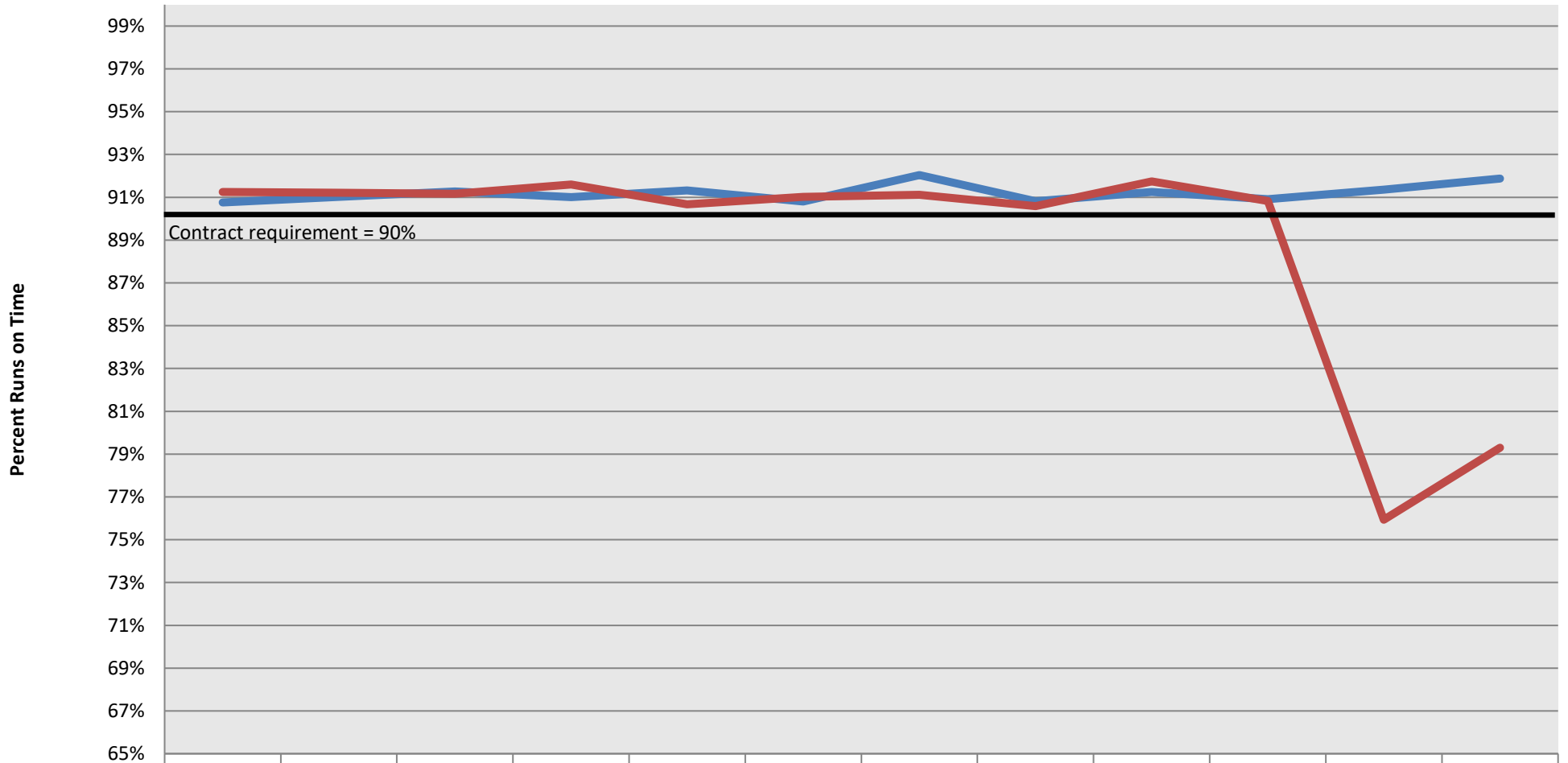
September at: 91.74%

The lowest compliance rate for the year was:

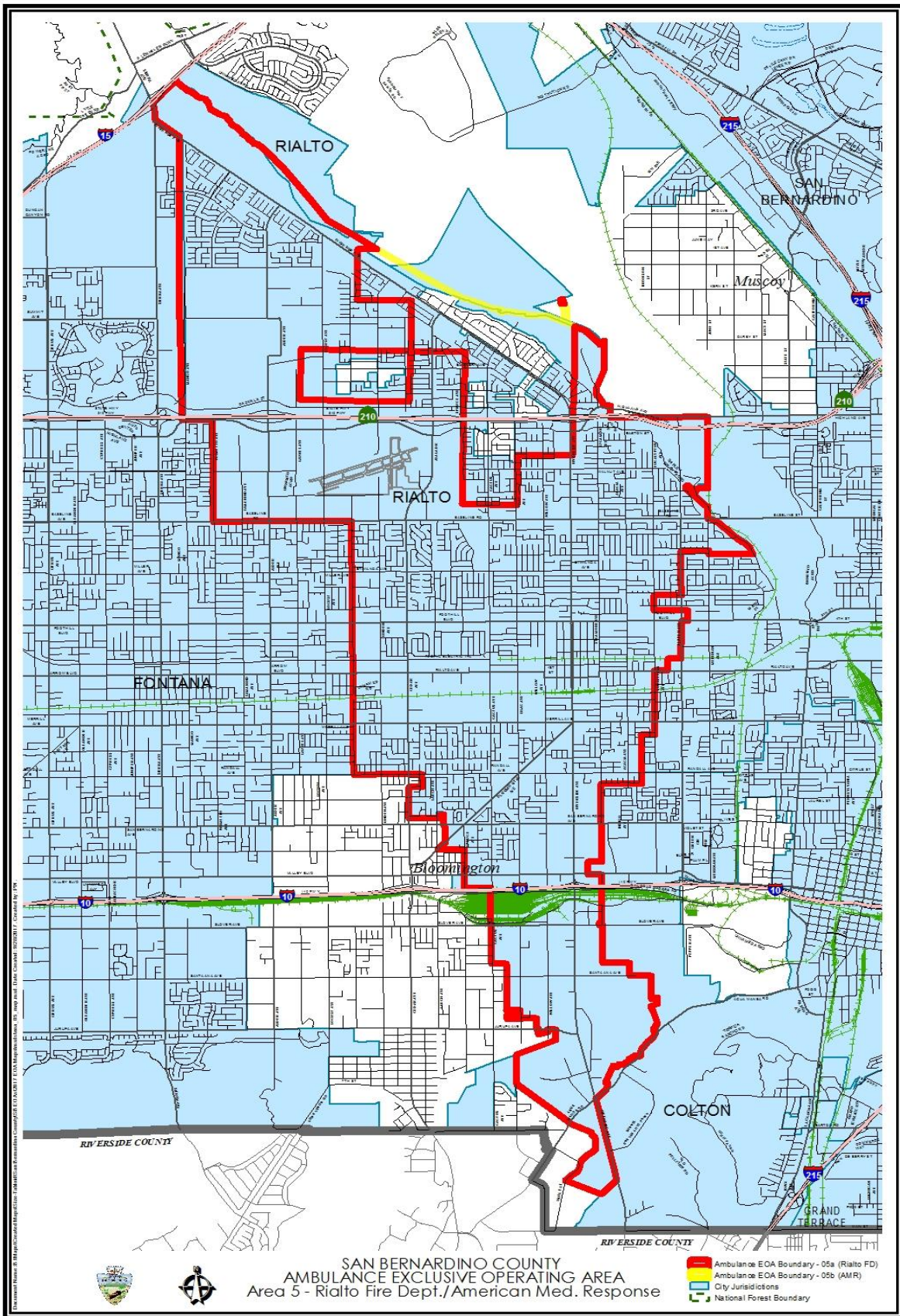
November at: 75.93%

EOA 4 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$88,617



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	90.76%	91.01%	91.27%	91.01%	91.32%	90.81%	92.04%	90.82%	91.24%	90.92%	91.36%	91.88%
2020 RT	91.25%	91.22%	91.16%	91.59%	90.67%	91.02%	91.12%	90.59%	91.74%	90.82%	75.93%	79.30%
2019 Fines	\$3,860	\$4,585	\$4,479	\$4,365	\$2,272	\$5,395	\$3,121	\$4,310	\$3,462	\$4,580	\$3,325	\$3,316
2020 Fines	\$3,523	\$3,296	\$3,604	\$1,960	\$3,685	\$3,370	\$3,385	\$3,900	\$3,029	\$4,600	\$30,577	\$23,688



EOA 5b* Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	20	95.00%
February	9:59	13	92.31%
March	9:59	16	100.00%
April	9:59	23	95.65%
May	9:59	24	100.00%
June	9:59	27	92.59%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	23	95.65%
August	9:59	21	100.00%
September	9:59	25	100.00%
October	9:59	28	92.86%
November	9:59	35	91.43%
December	9:59	20	95.00%

Month	Exemption		
	Requests	Approved	% Approved
January	3	3	100.0%
February	2	2	100.0%
March	4	4	100.0%
April	5	5	100.0%
May	2	2	100.0%
June	3	3	100.0%
July	3	3	100.0%
August	4	4	100.0%
September	2	2	100.0%
October	2	2	100.0%
November	4	4	100.0%
December	12	11	91.7%
Total	46	45	97.8%

2020	9:59	275	95.64%
-------------	-------------	------------	---------------

Average number of runs per month: **23**
Overall compliance for the year: **95.64%**

* Data reflects only calls responded to and transported by AMR.

Cumulative Compliance Calculation January 2020 - May 2020

Response Time Requirement	Total Runs	Percent On-Time
09:59	96	96.88%

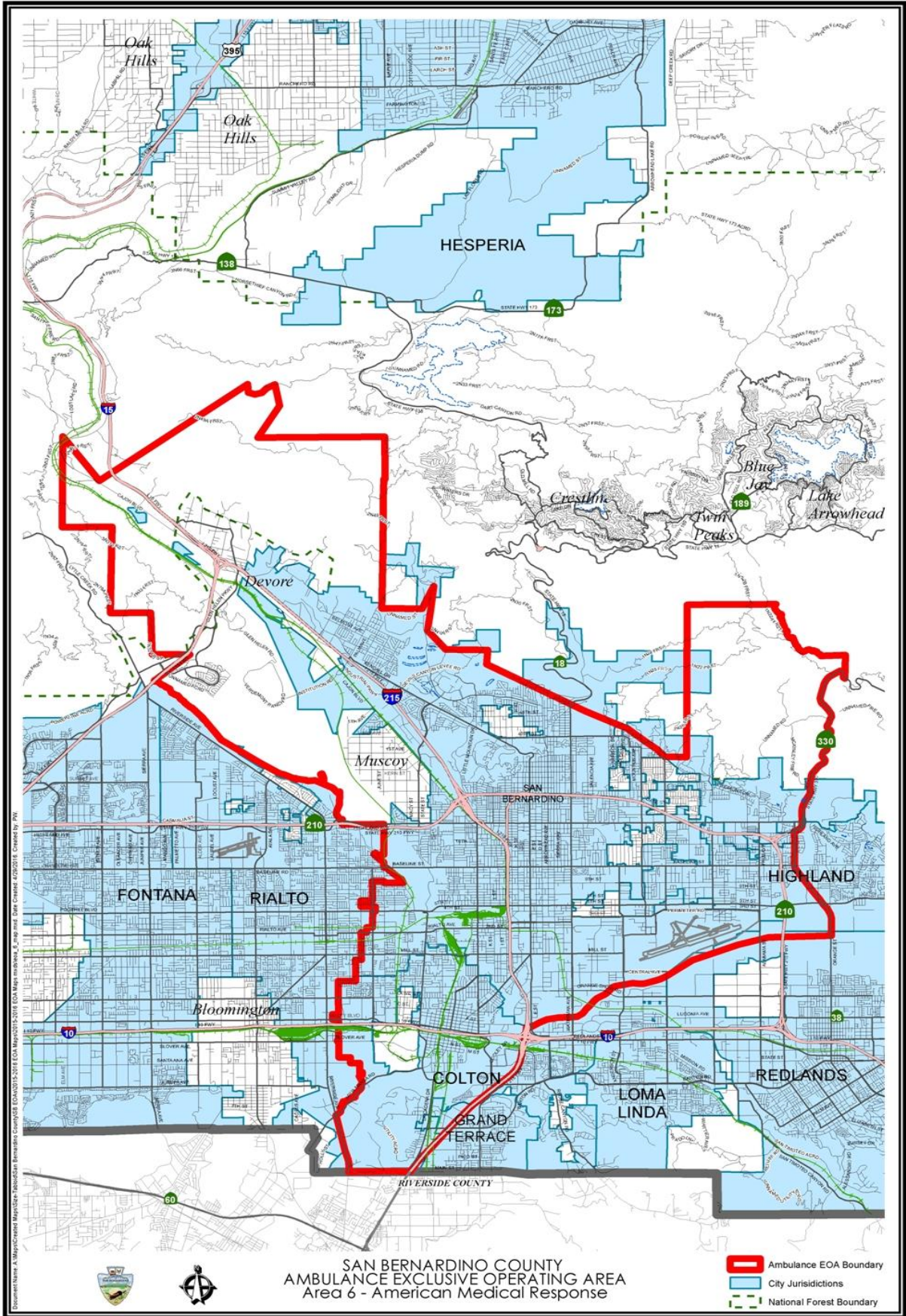
Cumulative Compliance Calculation June 2020 - September 2020

Response Time Requirement	Total Runs	Percent On-Time
09:59	96	96.88%

Cumulative Compliance Calculation October 2020 - December 2020

Response Time Requirement	Total Runs	Percent On-Time
09:59	83	92.77%

Amendment 1 of the contract approved by BOS (Nov. 21, 2006, Item 81) authorized valid method for computing EOA 5 response time compliance. Using this method, EOA response time compliance is calculated by combining monthly runs until enough runs have accumulated to provide a statistically valid measurement. The number of runs required for a statistically valid measurement is based on the previous year's runs. Based on 2019 data, 91 runs are required for CY2020 compliance calculations. Two cycles were completed in CY2020 and one cycle will be completed in CY2021.



EOA 6 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	3,334	94.06%
	11:59	7	85.71%
	14:59		
	19:59	3	100.00%
	24:59		
	29:59		
	99:59		
	Total	3,344	94.05%
February	9:59	3,307	94.65%
	11:59	10	90.00%
	14:59	1	100.00%
	19:59	5	100.00%
	24:59	2	100.00%
	29:59		
	99:59		
	Total	3,325	94.65%
March	9:59	3,303	93.94%
	11:59	12	91.67%
	14:59	2	100.00%
	19:59	3	100.00%
	24:59		
	29:59		
	99:59	1	100.00%
	Total	3,321	93.95%
April	9:59	3,090	94.14%
	11:59	12	91.67%
	14:59	1	100.00%
	19:59	4	100.00%
	24:59		
	29:59		
	99:59		
	Total	3,107	94.14%
May	9:59	3,343	95.00%
	11:59	10	100.00%
	14:59		
	19:59	4	100.00%
	24:59		
	29:59		
	99:59		
	Total	3,357	95.03%
June	9:59	3,383	93.85%
	11:59	13	100.00%
	14:59		
	19:59	3	100.00%
	24:59	2	100.00%
	29:59		
	99:59		
	Total	3,401	93.88%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	3,564	94.25%
	11:59	16	93.75%
	14:59		
	19:59	7	100.00%
	24:59	4	100.00%
	29:59	2	100.00%
	99:59	1	100.00%
	Total	3,594	94.27%
August	9:59	3,726	94.95%
	11:59	14	85.71%
	14:59		
	19:59	3	100.00%
	24:59	3	100.00%
	29:59		
	99:59	1	100.00%
	Total	3,747	94.93%
September	9:59	3,382	94.38%
	11:59	13	100.00%
	14:59		
	19:59	9	77.78%
	24:59	4	100.00%
	29:59		
	99:59	1	100.00%
	Total	3,409	94.37%
October	9:59	3,400	94.68%
	11:59	12	100.00%
	14:59	2	50.00%
	19:59	8	100.00%
	24:59	1	100.00%
	29:59		
	99:59		
	Total	3,423	94.68%
November	9:59	3,225	84.65%
	11:59	12	66.67%
	14:59	2	50.00%
	19:59	3	100.00%
	24:59	2	100.00%
	29:59	1	100.00%
	99:59	1	100.00%
	Total	3,246	84.60%
December	9:59	3,200	84.97%
	11:59	5	100.00%
	14:59	1	100.00%
	19:59		
	24:59	2	100.00%
	29:59		
	99:59		
	Total	3,208	85.01%

Month	Exemption		
	Requests	Approved	% Approved
January	702	702	100.0%
February	567	567	100.0%
March	461	461	100.0%
April	253	253	100.0%
May	306	306	100.0%
June	559	559	100.0%
July	817	817	100.0%
August	594	594	100.0%
September	501	501	100.0%
October	495	495	100.0%
November	565	502	88.8%
December	1,207	999	82.8%
Total	7,027	6,756	96.1%

Note: Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).

2020	Response Time Requirement	Total Runs	Percent On-Time
	9:59	40,257	92.87%
	11:59	136	91.91%
	14:59	9	77.78%
	19:59	52	96.15%
	24:59	20	100.00%
	29:59	3	100.00%
	Total	40,482	92.87%

Average number of runs per month: **3,374**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **92.87%**

The highest compliance rate for the year was:

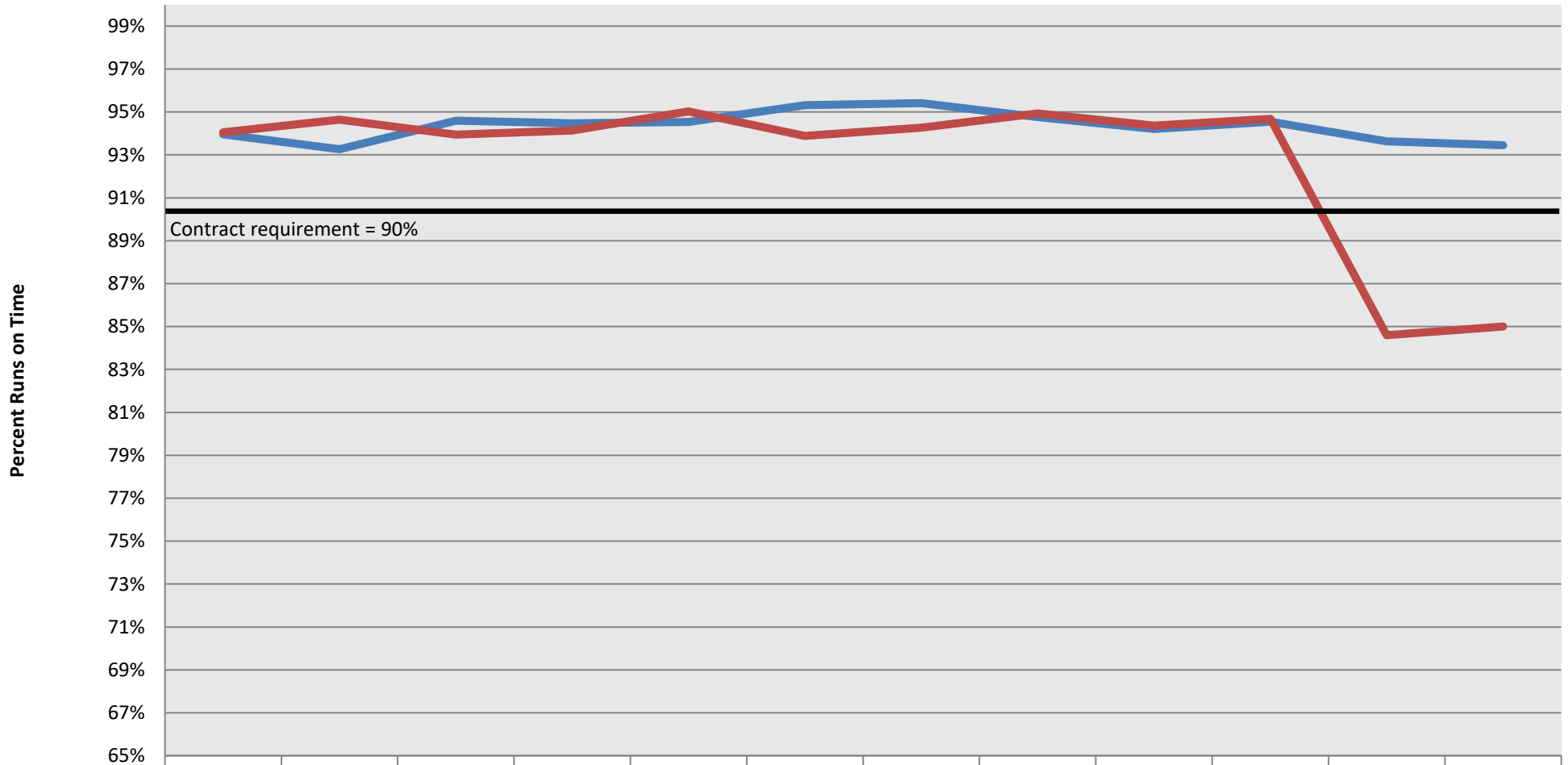
May at: 95.03%

The lowest compliance rate for the year was:

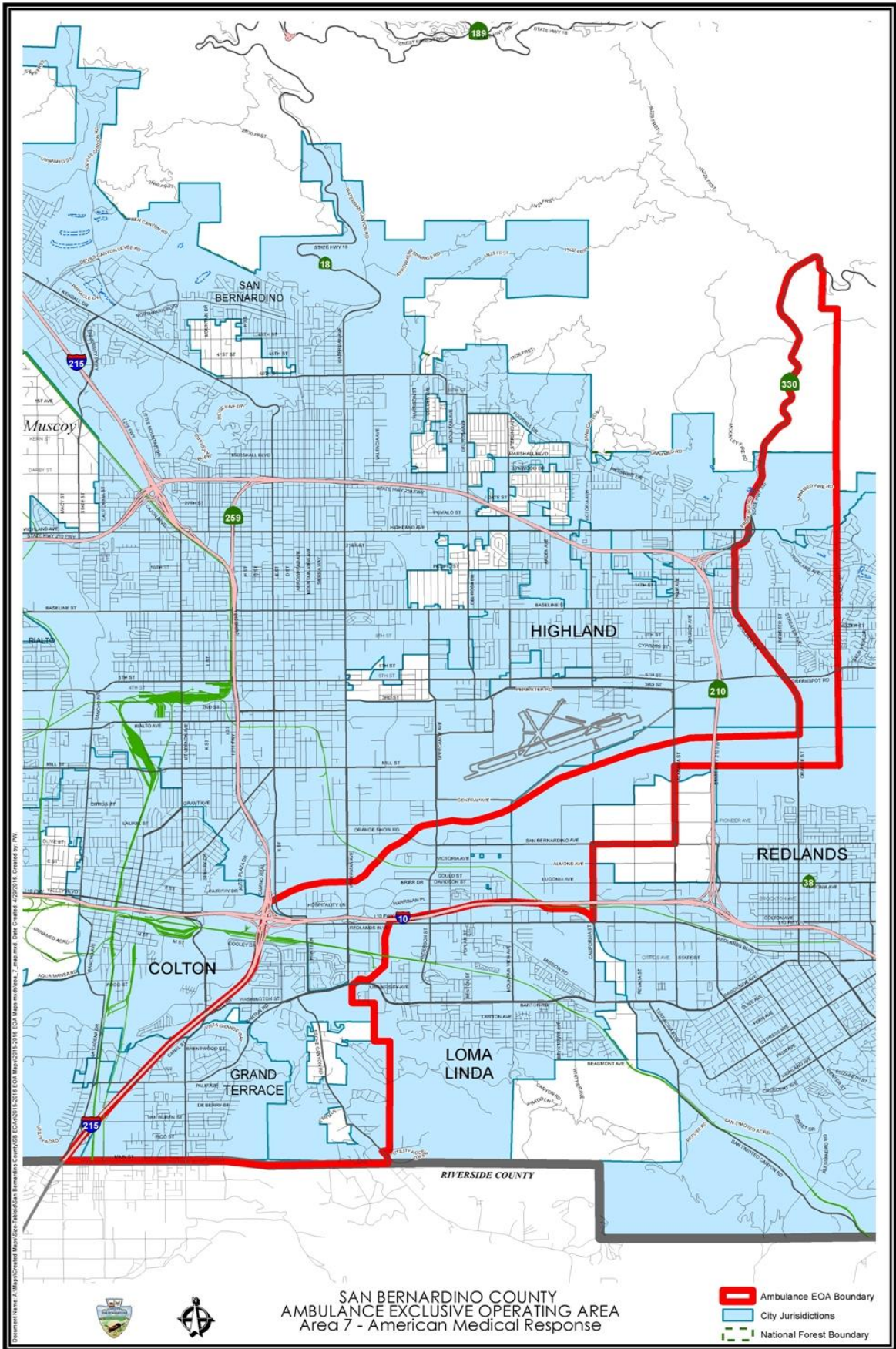
November at: 84.60%

EOA 6 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$77,309



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	93.96%	93.26%	94.59%	94.47%	94.54%	95.32%	95.41%	94.76%	94.20%	94.55%	93.63%	93.45%
2020 RT	94.05%	94.65%	93.95%	94.14%	95.03%	93.88%	94.27%	94.93%	94.37%	94.68%	84.60%	85.01%
2019 Fines	\$4,084	\$4,212	\$1,692	\$1,526	\$1,645	\$622	\$656	\$1,407	\$1,853	\$1,685	\$3,113	\$4,630
2020 Fines	\$1,643	\$1,490	\$3,229	\$1,118	\$723	\$3,844	\$1,691	\$1,375	\$1,500	\$1,720	\$29,498	\$29,478



EOA 7 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	259	91.89%
	11:59	178	98.31%
	19:59		
	Total	437	94.51%
February	9:59	258	91.86%
	11:59	159	99.37%
	19:59	1	100.00%
	Total	418	94.74%
March	9:59	268	94.03%
	11:59	162	98.15%
	19:59		
	Total	430	95.58%
April	9:59	249	91.97%
	11:59	131	98.47%
	19:59		
	Total	380	94.21%
May	9:59	281	94.31%
	11:59	186	98.92%
	19:59	2	100.00%
	Total	469	96.16%
June	9:59	234	92.31%
	11:59	166	99.40%
	19:59	2	100.00%
	Total	402	95.27%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	263	92.40%
	11:59	176	97.16%
	19:59	2	100.00%
	Total	441	94.33%
August	9:59	270	94.44%
	11:59	183	98.36%
	19:59		
	Total	453	96.03%
September	9:59	238	92.02%
	11:59	181	99.45%
	19:59	3	100.00%
	Total	422	95.26%
October	9:59	280	92.50%
	11:59	153	99.35%
	19:59	1	100.00%
	Total	434	94.93%
November	9:59	276	75.36%
	11:59	146	93.84%
	19:59	3	100.00%
	Total	425	81.88%
December	9:59	297	81.48%
	11:59	139	94.24%
	19:59		
	Total	436	85.55%

Month	Exemption		
	Requests	Approved	% Approved
January	73	73	100.0%
February	64	64	100.0%
March	52	52	100.0%
April	20	20	100.0%
May	46	46	100.0%
June	43	43	100.0%
July	85	85	100.0%
August	51	51	100.0%
September	41	41	100.0%
October	55	55	100.0%
November	69	50	72.5%
December	150	111	74.0%
Total	749	691	92.3%

2020	09:59	3,173	90.23%
	11:59	1,960	98.01%
	19:59	14	100.00%
	Total	5,147	93.22%

Average number of runs per month: **429**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **93.22%**

The highest compliance rate for the year was:

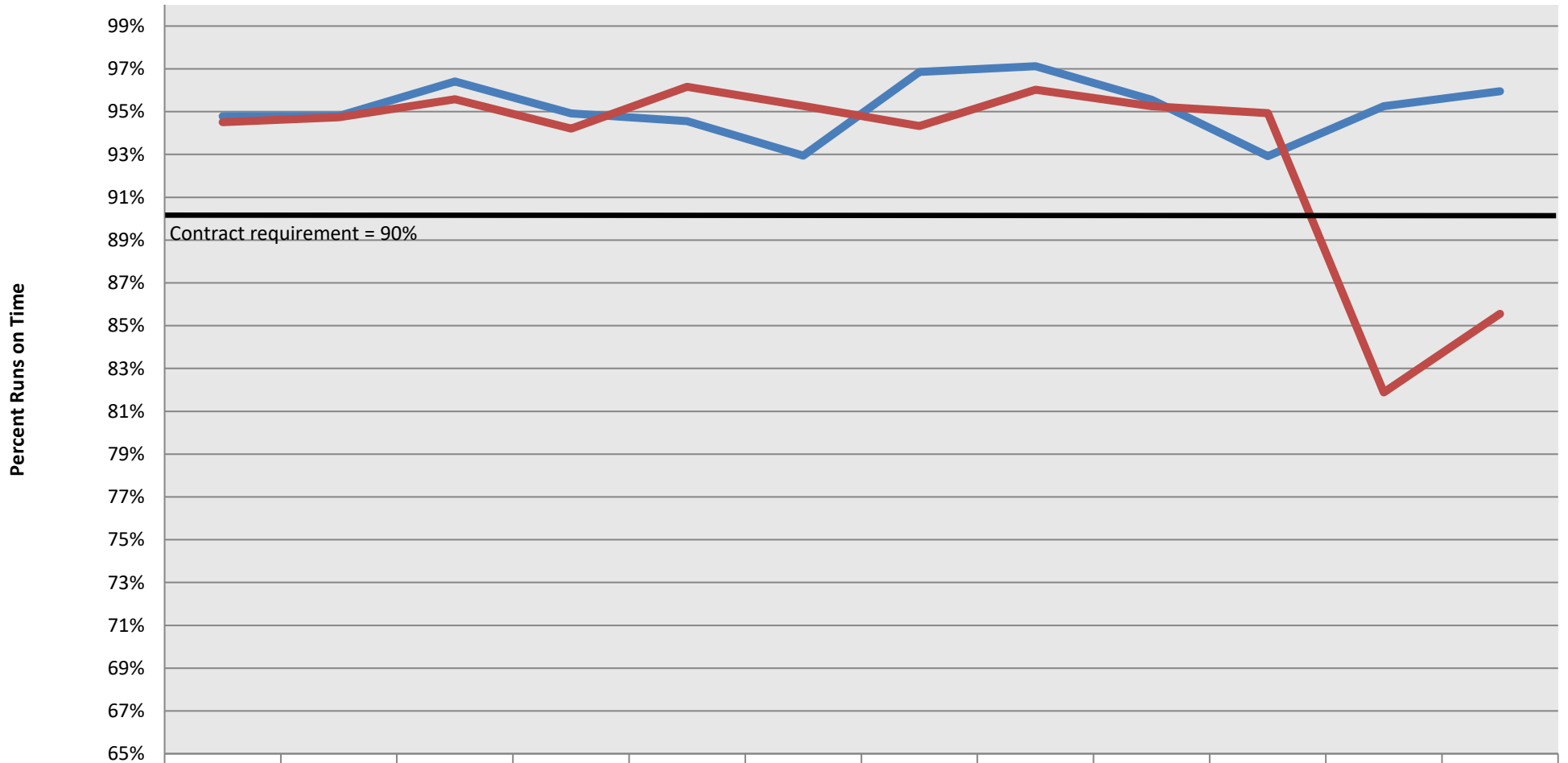
May at: 96.16%

The lowest compliance rate for the year was:

November at: 81.88%

EOA 7 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$22,445



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	94.79%	94.79%	96.41%	94.92%	94.56%	92.95%	96.85%	97.12%	95.56%	92.92%	95.25%	95.96%
2020 RT	94.51%	94.74%	95.58%	94.21%	96.16%	95.27%	94.33%	96.03%	95.26%	94.93%	81.88%	85.55%
2019 Fines	\$155	\$484	\$47	\$355	\$445	\$715	\$14	\$32	\$125	\$1,213	\$129	\$62
2020 Fines	\$256	\$410	\$54	\$248	\$54	\$155	\$268	\$25	\$124	\$246	\$11,436	\$9,169

EOA 8 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,146	95.81%
	24:59	2	100.00%
	39:59	8	100.00%
	49:59	2	100.00%
	99:59	6	100.00%
	Total	1,164	95.88%
February	9:59	1,126	95.29%
	24:59		
	39:59	3	100.00%
	49:59	11	100.00%
	99:59	6	100.00%
	Total	1,146	95.38%
March	9:59	1,177	95.58%
	24:59		
	39:59	8	100.00%
	49:59	8	100.00%
	99:59	7	100.00%
	Total	1,200	95.67%
April	9:59	1,006	94.83%
	24:59	2	100.00%
	39:59	7	100.00%
	49:59	4	100.00%
	99:59	5	100.00%
	Total	1,024	94.92%
May	9:59	1,069	94.01%
	24:59	7	100.00%
	39:59	6	100.00%
	49:59	10	100.00%
	99:59	13	100.00%
	Total	1,105	94.21%
June	9:59	1,126	95.91%
	24:59		
	39:59	6	100.00%
	49:59	4	100.00%
	99:59	9	100.00%
	Total	1,145	95.98%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,097	94.90%
	24:59	4	100.00%
	39:59	14	85.71%
	49:59	5	100.00%
	99:59	12	100.00%
	Total	1,132	94.88%
August	9:59	1,149	95.30%
	24:59	3	100.00%
	39:59	10	100.00%
	49:59	5	100.00%
	99:59	8	100.00%
	Total	1,175	95.40%
September	9:59	1,111	95.50%
	24:59		
	39:59	8	100.00%
	49:59	4	100.00%
	99:59	15	100.00%
	Total	1,138	95.61%
October	9:59	1,142	94.66%
	24:59		
	39:59	3	100.00%
	49:59	3	100.00%
	99:59	11	100.00%
	Total	1,159	94.74%
November	9:59	1,140	80.00%
	24:59	2	100.00%
	39:59	7	100.00%
	49:59	6	100.00%
	99:59	4	100.00%
	Total	1,159	80.33%
December	9:59	1,352	73.89%
	24:59	1	100.00%
	39:59	1	100.00%
	49:59	3	100.00%
	99:59	6	100.00%
	Total	1,363	74.10%

Month	Exemption		
	Requests	Approved	% Approved
January	239	239	100.0%
February	166	166	100.0%
March	119	119	100.0%
April	69	69	100.0%
May	102	102	100.0%
June	172	172	100.0%
July	254	254	100.0%
August	153	153	100.0%
September	147	147	100.0%
October	157	157	100.0%
November	156	42	26.9%
December	448	184	41.1%
Total	2182	1804	82.7%

2020	9:59	13,641	91.81%
	24:59	21	100.00%
	39:59	81	97.53%
	49:59	65	100.00%
	99:59	102	100.00%
	Total	13,910	91.96%

Average number of runs per month: **1,160**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **91.96%**

The highest compliance rate for the year was:

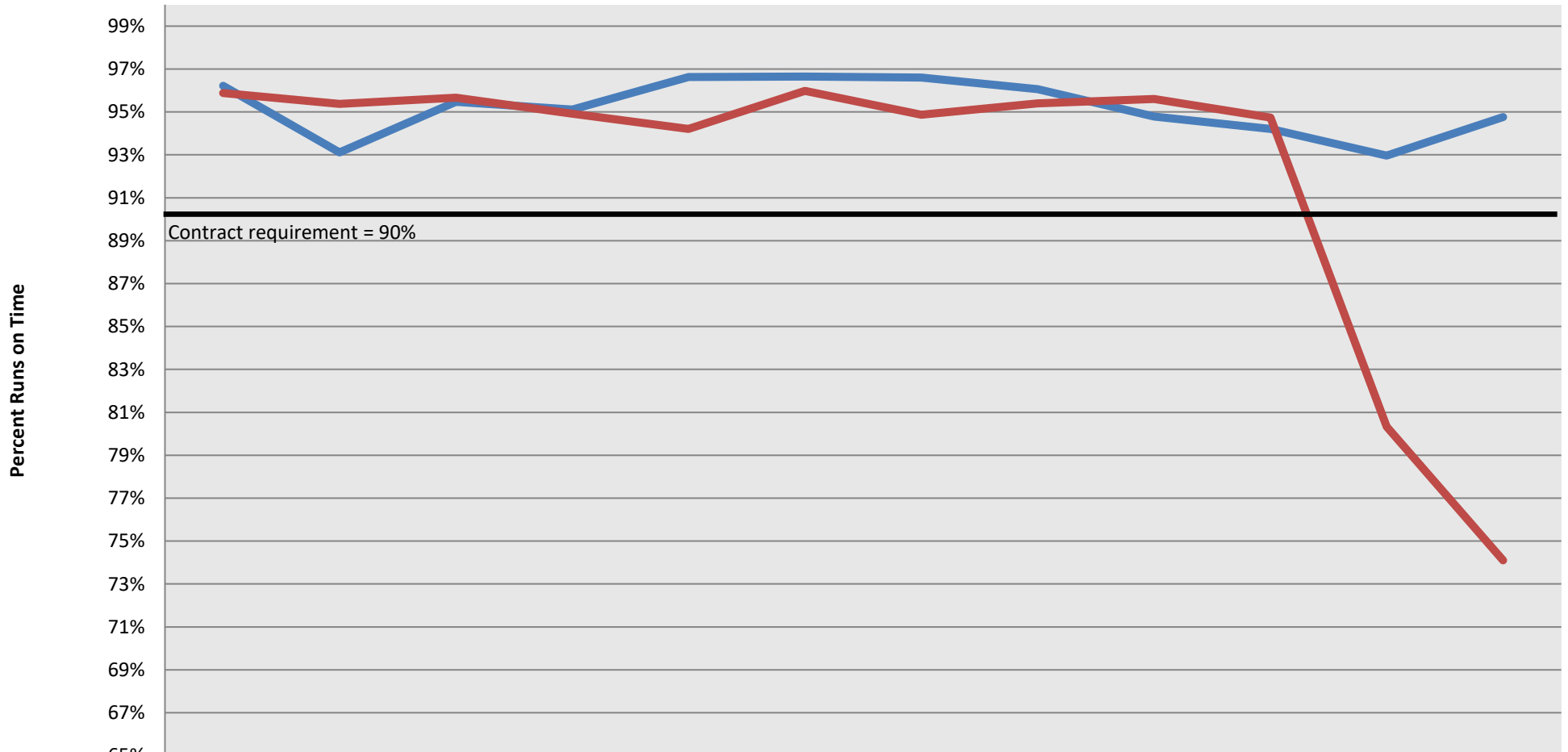
June at: 95.98%

The lowest compliance rate for the year was:

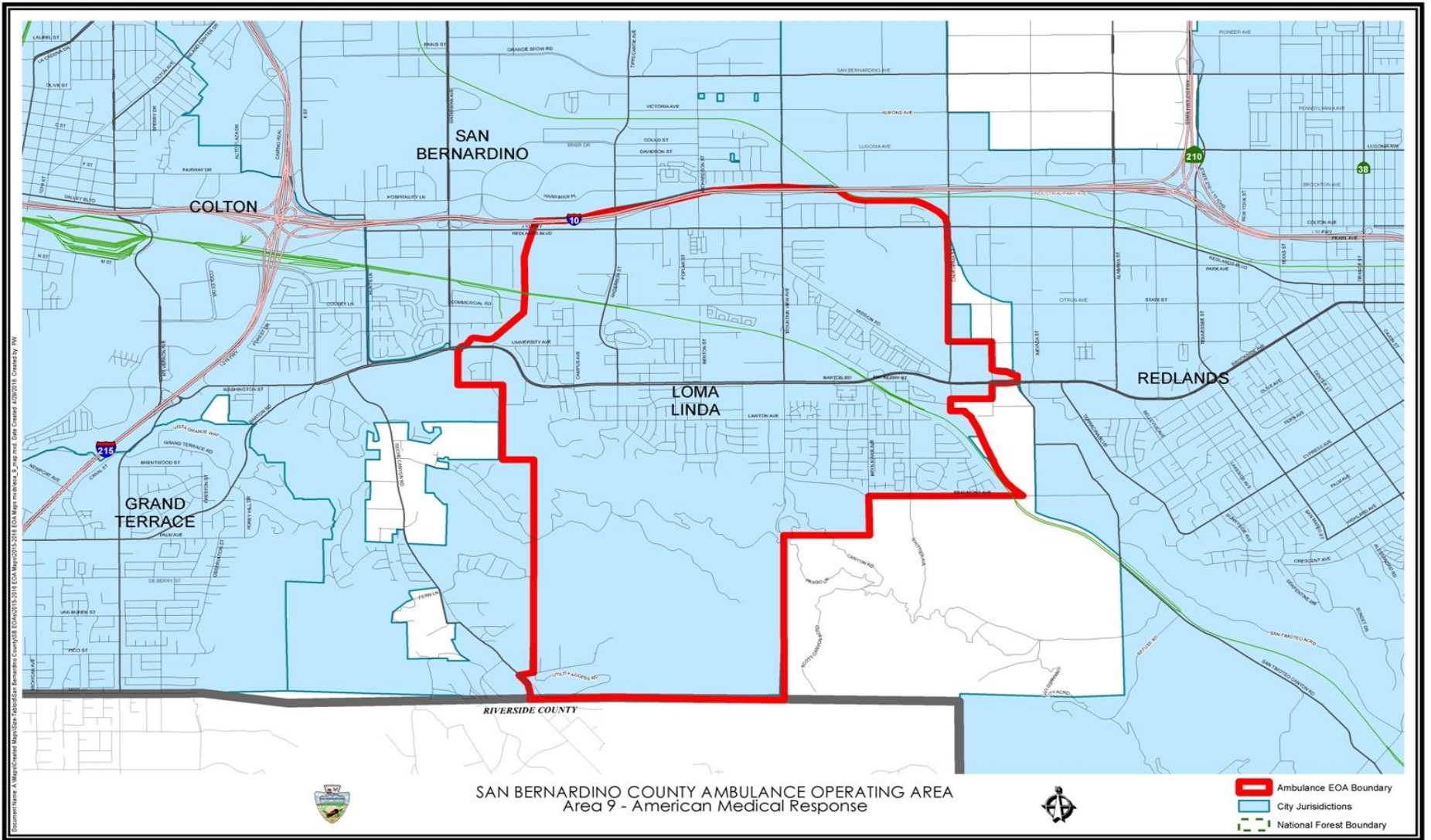
December at: 74.10%

EOA 8 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$79,563



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	96.22%	93.12%	95.47%	95.11%	96.63%	96.65%	96.60%	96.06%	94.79%	94.20%	92.96%	94.76%
2020 RT	95.88%	95.38%	95.67%	94.92%	94.21%	95.98%	94.88%	95.40%	95.61%	94.74%	80.33%	74.10%
2019 Fines	\$82	\$2,410	\$323	\$402	\$82	\$78	\$99	\$217	\$683	\$690	\$2,374	\$883
2020 Fines	\$351	\$265	\$174	\$480	\$437	\$181	\$710	\$230	\$243	\$942	\$25,917	\$49,633



EOA 9 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	200	97.50%
February	9:59	201	97.01%
March	9:59	222	97.30%
April	9:59	186	98.92%
May	9:59	213	97.65%
June	9:59	198	96.46%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	254	96.85%
August	9:59	216	97.22%
September	9:59	224	97.32%
October	9:59	232	96.55%
November	9:59	206	94.17%
December	9:59	252	95.24%

Month	Exemption		
	Requests	Approved	% Approved
January	19	19	100.0%
February	22	22	100.0%
March	14	14	100.0%
April	8	8	100.0%
May	11	11	100.0%
June	14	14	100.0%
July	19	19	100.0%
August	17	17	100.0%
September	10	10	100.0%
October	16	16	100.0%
November	17	17	100.0%
December	64	58	90.6%
Total	231	225	97.4%

2020	9:59	2,604	96.81%
-------------	-------------	--------------	---------------

Average number of runs per month: **217**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **96.81%**

The highest compliance rate for the year was:

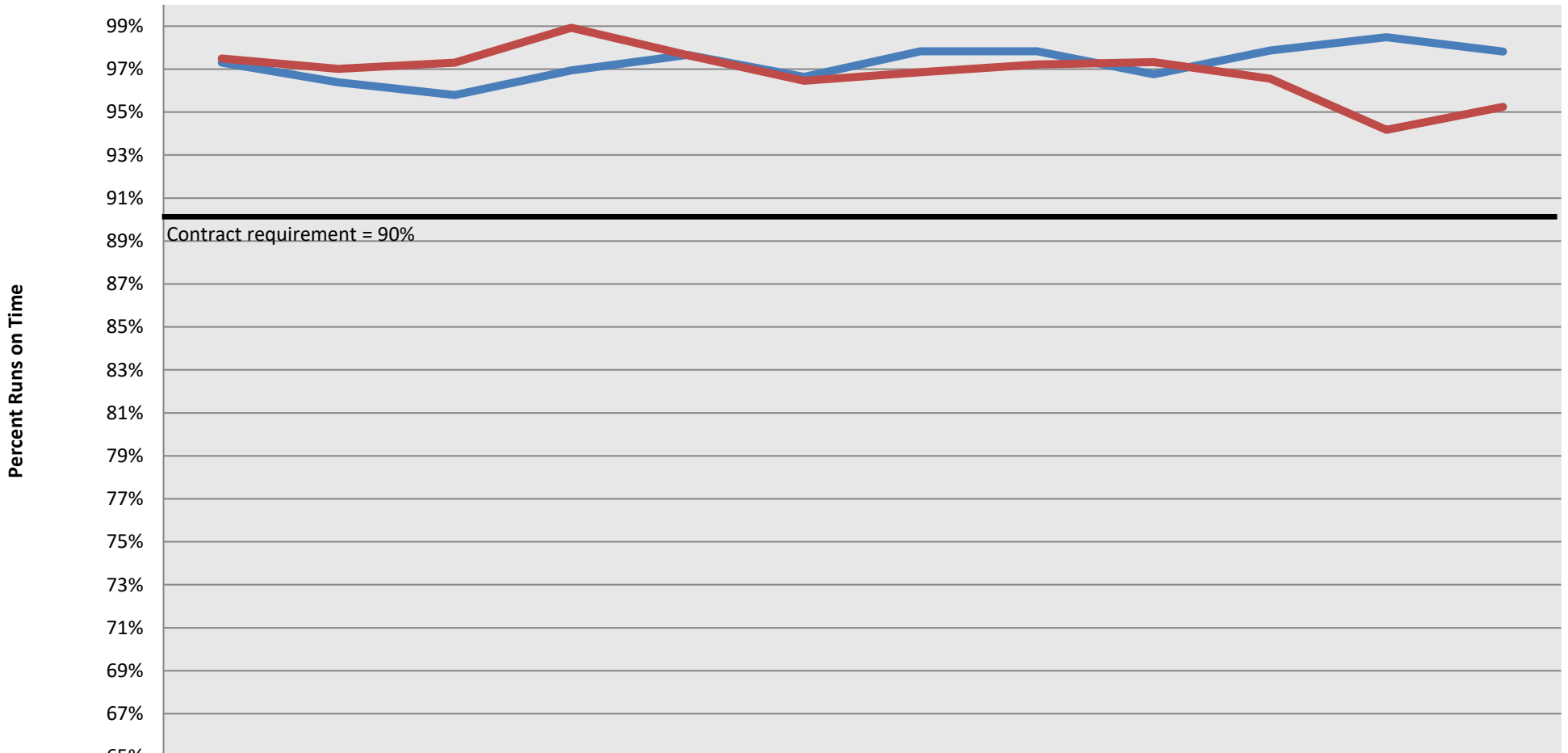
April at: 98.92%

The lowest compliance rate for the year was:

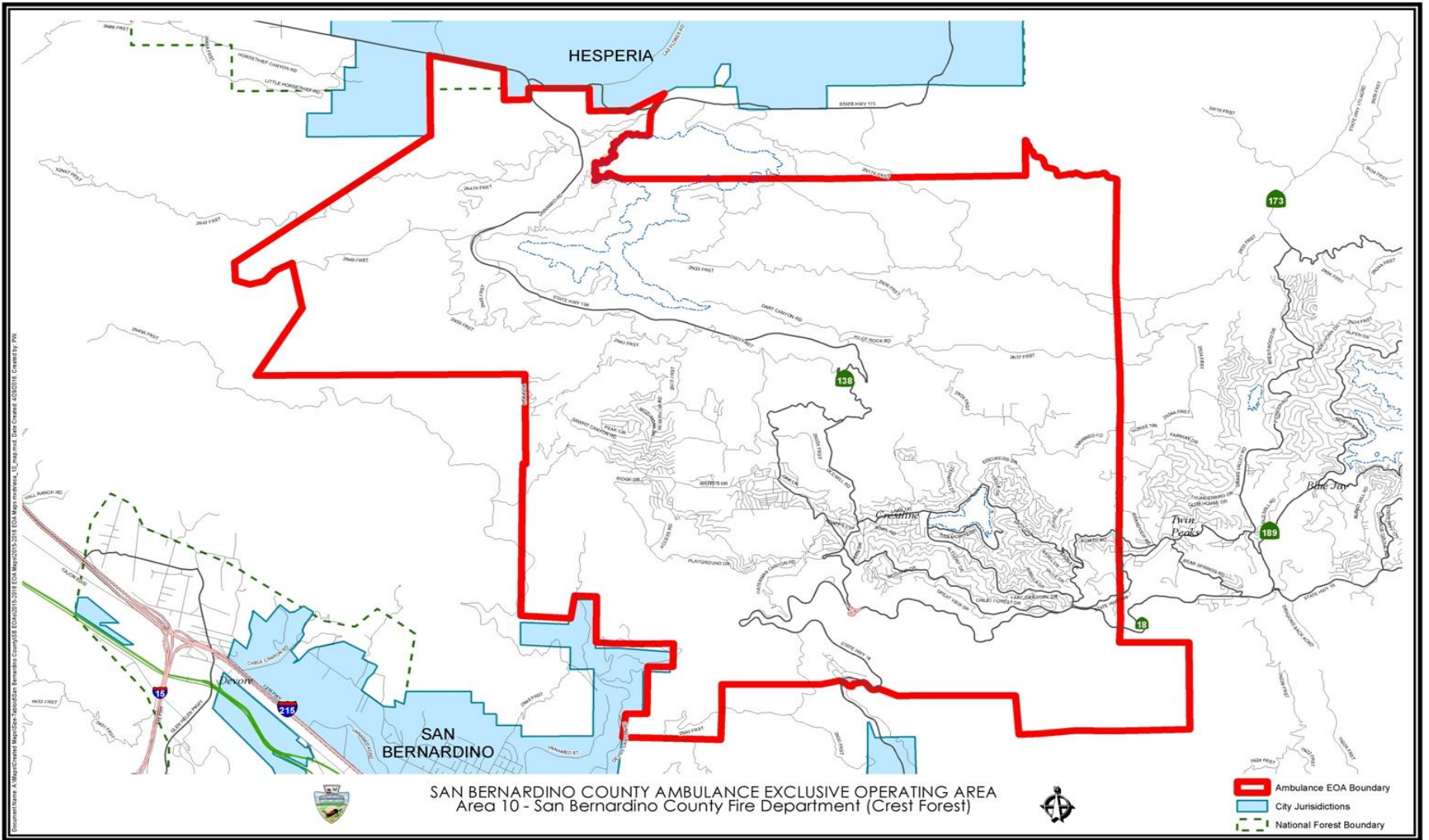
November at: 94.17%

EOA 9 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$358



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	97.30%	96.39%	95.79%	96.94%	97.66%	96.63%	97.84%	97.83%	96.76%	97.86%	98.48%	97.82%
2020 RT	97.50%	97.01%	97.30%	98.92%	97.65%	96.46%	96.85%	97.22%	97.32%	96.55%	94.17%	95.24%
2019 Fines	\$7	\$21	\$31	\$19	\$1	\$14	\$1	\$8	\$32	\$5	\$1	\$3
2020 Fines	\$9	\$8	\$4	\$1	\$3	\$8	\$41	\$11	\$4	\$7	\$223	\$39



EOA 10 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
May	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

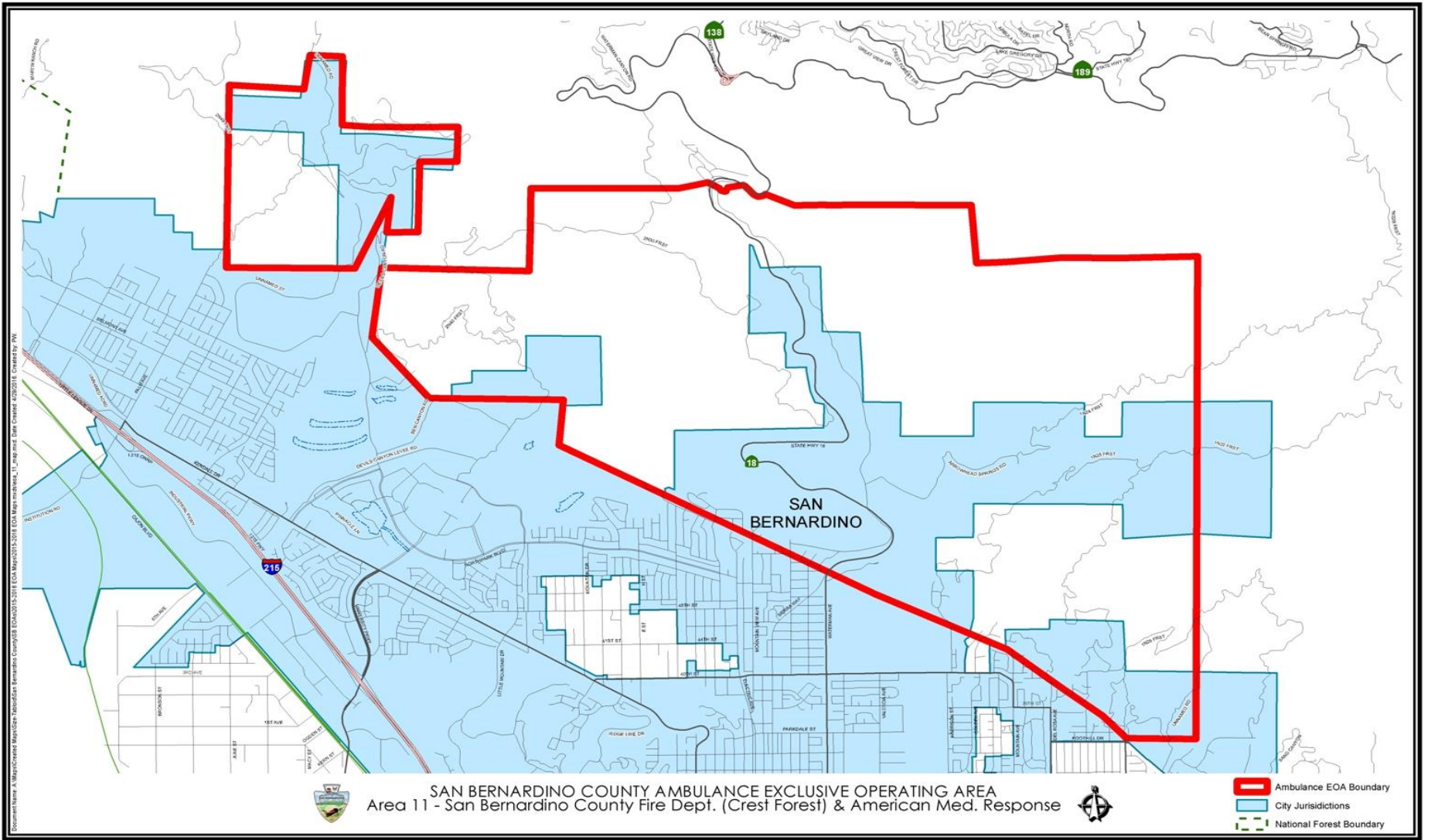
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
November	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	14:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Crest Forest) has not provided data as specified in MOU Agreement 06-1049, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2, 3)



EOA 11 Response Time Performance by Month 2020

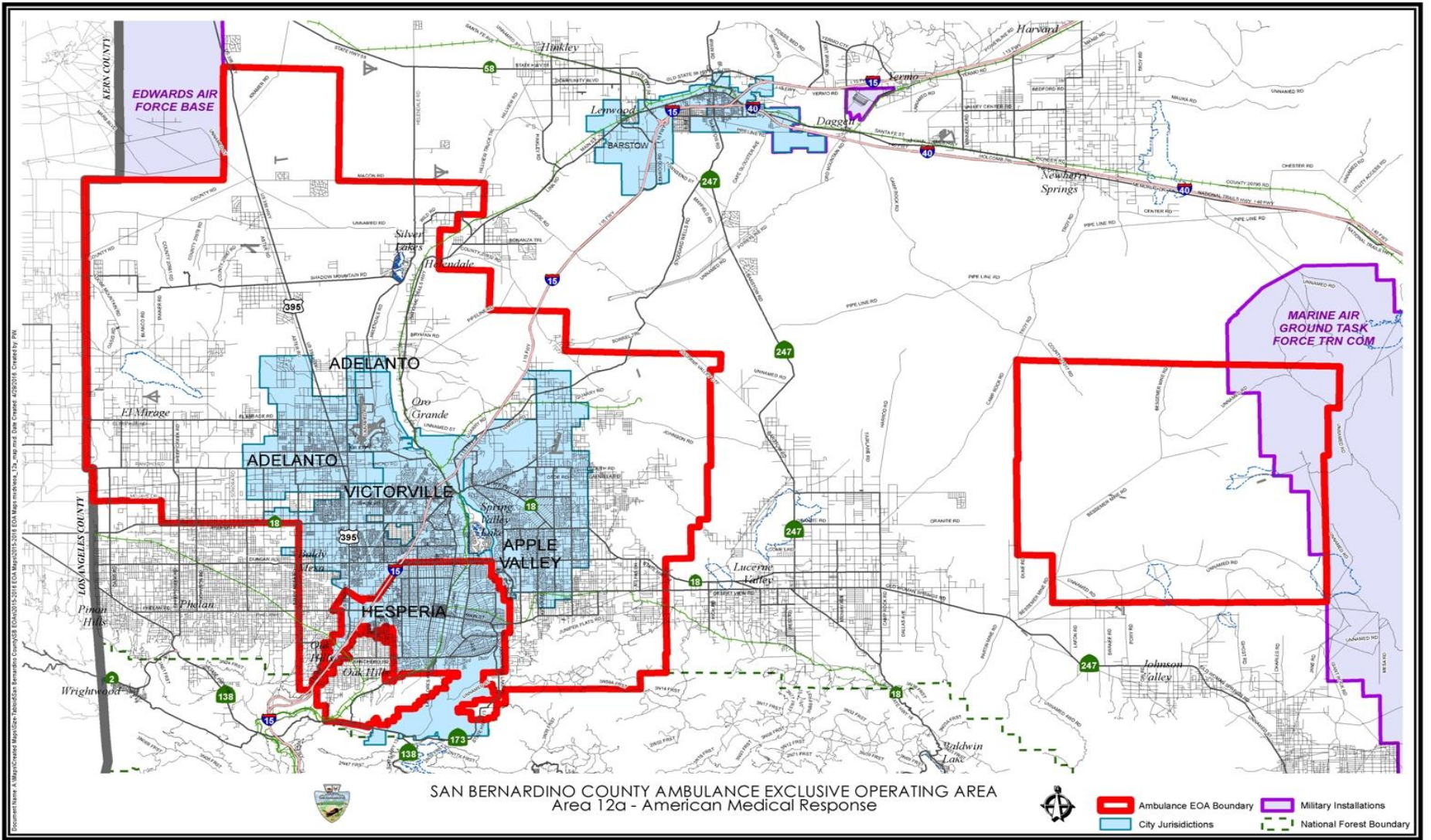
Month	Response Time Requirement	Total Runs	Percent On-Time
January		Included in EOA 6 calculation.	
February		Included in EOA 6 calculation.	
March		Included in EOA 6 calculation.	
April		Included in EOA 6 calculation.	
May		Included in EOA 6 calculation.	
June		Included in EOA 6 calculation.	

Month	Response Time Requirement	Total Runs	Percent On-Time
July		Included in EOA 6 calculation.	
August		Included in EOA 6 calculation.	
September		Included in EOA 6 calculation.	
October		Included in EOA 6 calculation.	
November		Included in EOA 6 calculation.	
December		Included in EOA 6 calculation.	

Month	Exemption		
	Requests	Approved	% Approved
January	Included in EOA 6 calculation.		
February	Included in EOA 6 calculation.		
March	Included in EOA 6 calculation.		
April	Included in EOA 6 calculation.		
May	Included in EOA 6 calculation.		
June	Included in EOA 6 calculation.		
July	Included in EOA 6 calculation.		
August	Included in EOA 6 calculation.		
September	Included in EOA 6 calculation.		
October	Included in EOA 6 calculation.		
November	Included in EOA 6 calculation.		
December	Included in EOA 6 calculation.		
Total	Included in EOA 6 calculation.		

2020	Included in EOA 6 calculation.		
-------------	--------------------------------	--	--

Note: Beginning with July 2007 data, EOA 6 and EOA 11 runs are combined per Amendment #1 to PBCs 04-304 and 04-308 (Item #107, BOS, 06/05/2007).



EOA 12a Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,827	90.80%
	19:59	118	92.37%
	29:59	102	97.06%
	49:59		
	99:59		
	Total	3,047	91.07%
February	9:59	2,624	91.69%
	19:59	128	95.31%
	29:59	95	100.00%
	49:59		
	99:59		
	Total	2,847	92.13%
March	9:59	2,694	92.06%
	19:59	140	92.14%
	29:59	100	97.00%
	49:59		
	99:59	2	100.00%
	Total	2,936	92.23%
April	9:59	2,409	90.45%
	19:59	123	95.12%
	29:59	87	100.00%
	49:59		
	99:59	1	100.00%
	Total	2,620	90.99%
May	9:59	2,640	92.50%
	19:59	130	93.08%
	29:59	117	95.73%
	49:59		
	99:59		
	Total	2,887	92.66%
June	9:59	2,696	90.21%
	19:59	149	91.28%
	29:59	113	98.23%
	49:59		
	99:59		
	Total	2,958	90.57%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	2,965	90.73%
	19:59	154	96.10%
	29:59	100	98.00%
	49:59		
	99:59		
	Total	3,219	91.21%
August	9:59	2,892	91.67%
	19:59	163	90.18%
	29:59	118	95.76%
	49:59	2	100.00%
	99:59	1	100.00%
	Total	3,176	91.75%
September	9:59	2,691	90.30%
	19:59	133	93.98%
	29:59	111	97.30%
	49:59	6	100.00%
	99:59		
	Total	2,941	90.75%
October	9:59	2,640	90.45%
	19:59	141	92.20%
	29:59	118	99.15%
	49:59		
	99:59		
	Total	2,899	90.89%
November	9:59	2,631	77.39%
	19:59	121	79.34%
	29:59	85	88.24%
	49:59	1	100.00%
	99:59		
	Total	2,838	77.80%
December	9:59	2,746	84.52%
	19:59	152	88.82%
	29:59	107	91.59%
	49:59		
	99:59	1	100.00%
	Total	3,006	85.00%

Month	Exemption		
	Requests	Approved	% Approved
January	283	283	100.0%
February	165	165	100.0%
March	134	134	100.0%
April	97	97	100.0%
May	117	117	100.0%
June	288	288	100.0%
July	384	384	100.0%
August	260	260	100.0%
September	250	250	100.0%
October	270	270	100.0%
November	390	383	98.2%
December	776	678	87.4%
Total	3,414	3,309	96.9%

2020	9:59	32,455	89.42%
	19:59	1,652	91.71%
	29:59	1,253	96.57%
	49:59	9	100.00%
	99:59	5	100.00%
	Total	35,374	89.79%

Average number of runs per month: **2,948**

RT compliance of each month did not exceed 90%.

Overall compliance for the year: **89.79%**

The highest compliance rate for the year was:

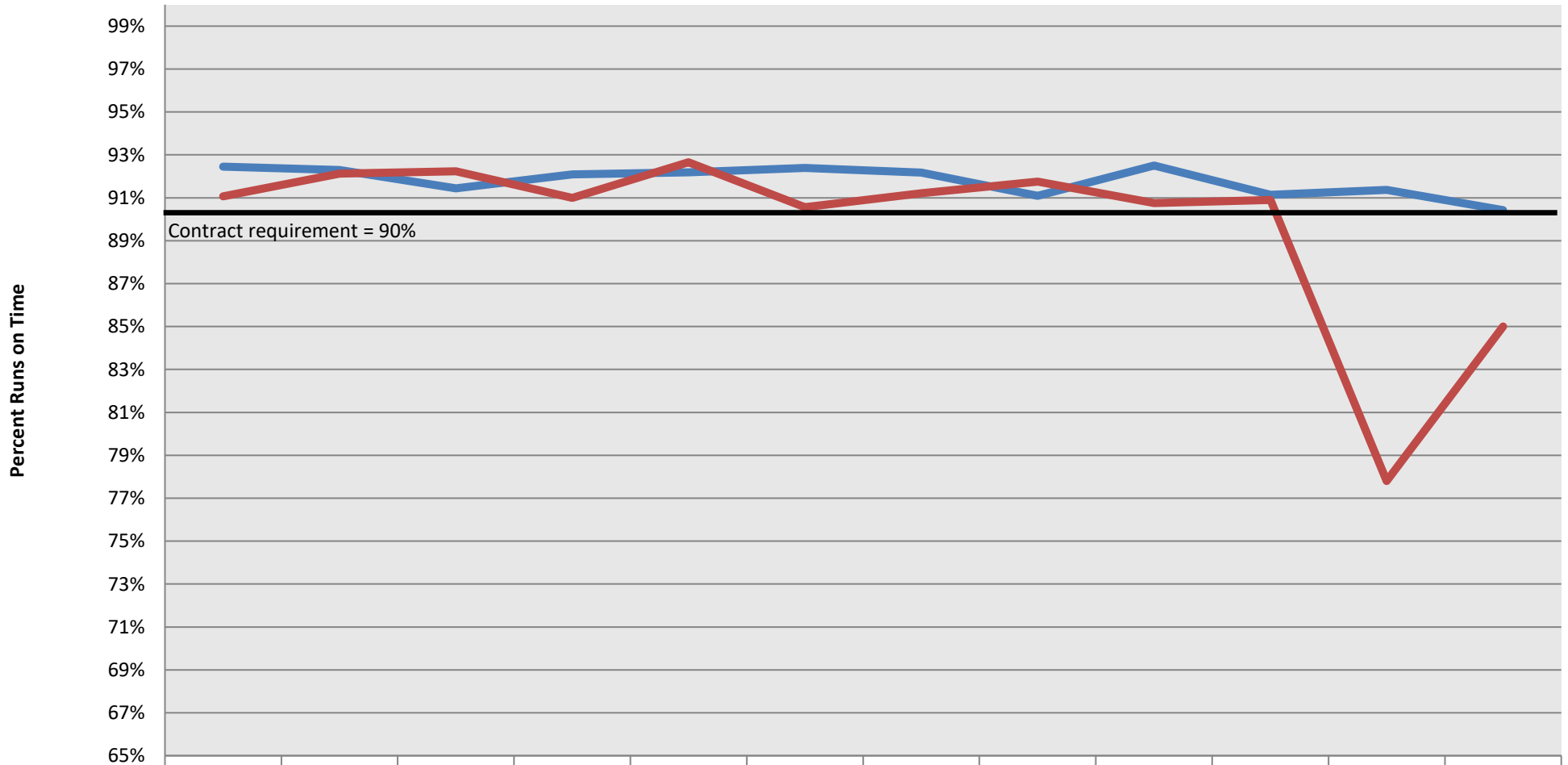
May at: 92.66%

The lowest compliance rate for the year was:

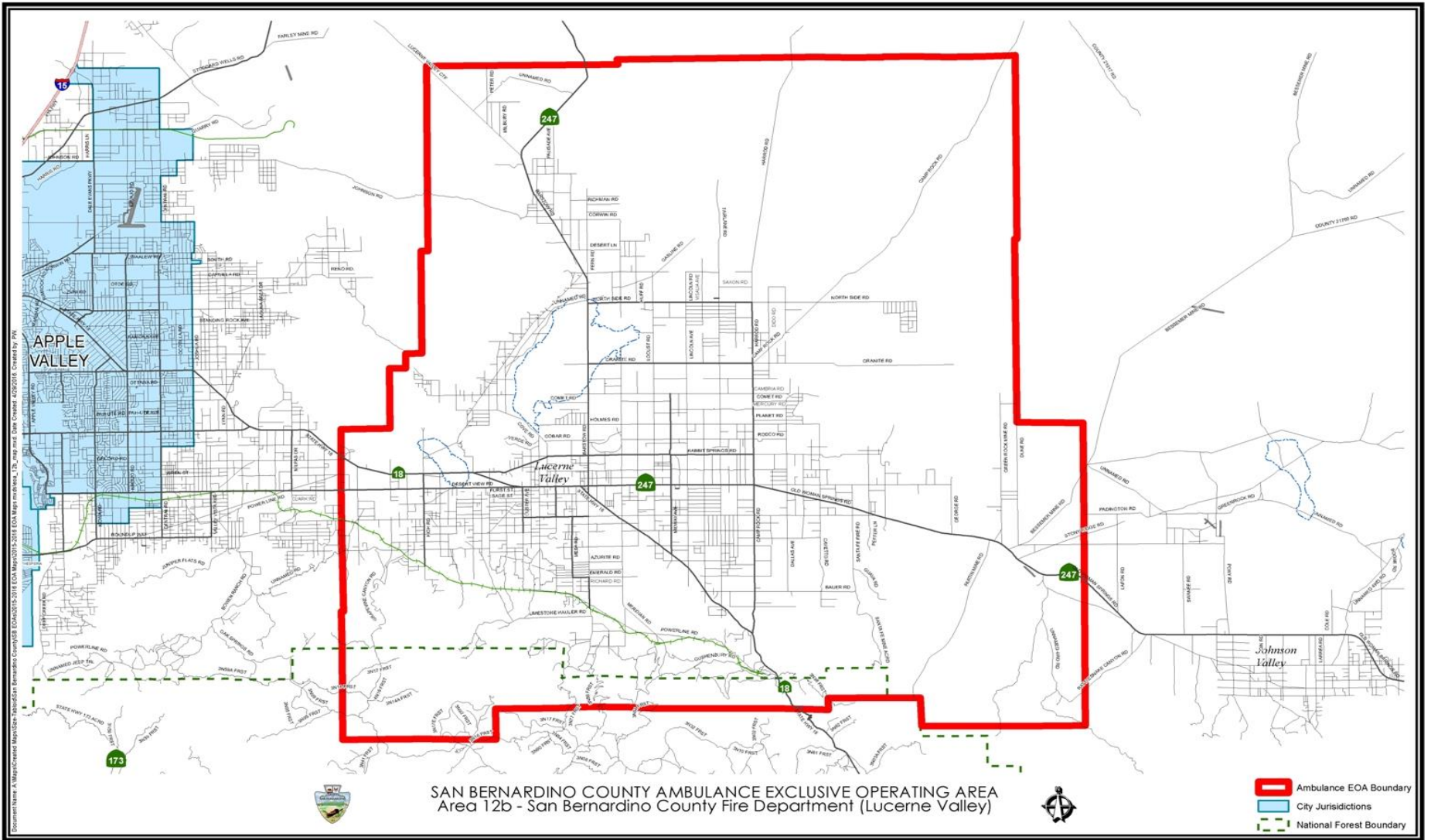
November at: 77.80%

EOA 12a - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$170,423



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	92.45%	92.29%	91.45%	92.10%	92.19%	92.39%	92.18%	91.09%	92.50%	91.14%	91.36%	90.42%
2020 RT	91.07%	92.13%	92.23%	90.99%	92.66%	90.57%	91.21%	91.75%	90.75%	90.89%	77.80%	85.00%
2019 Fines	\$6,123	\$7,404	\$7,731	\$6,570	\$5,555	\$5,399	\$7,062	\$11,344	\$6,114	\$7,511	\$7,744	\$11,547
2020 Fines	\$11,485	\$6,735	\$4,398	\$9,505	\$4,015	\$11,653	\$12,543	\$9,503	\$11,355	\$9,885	\$49,128	\$30,218



EOA 12b Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
February	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
March	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
April	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
June	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

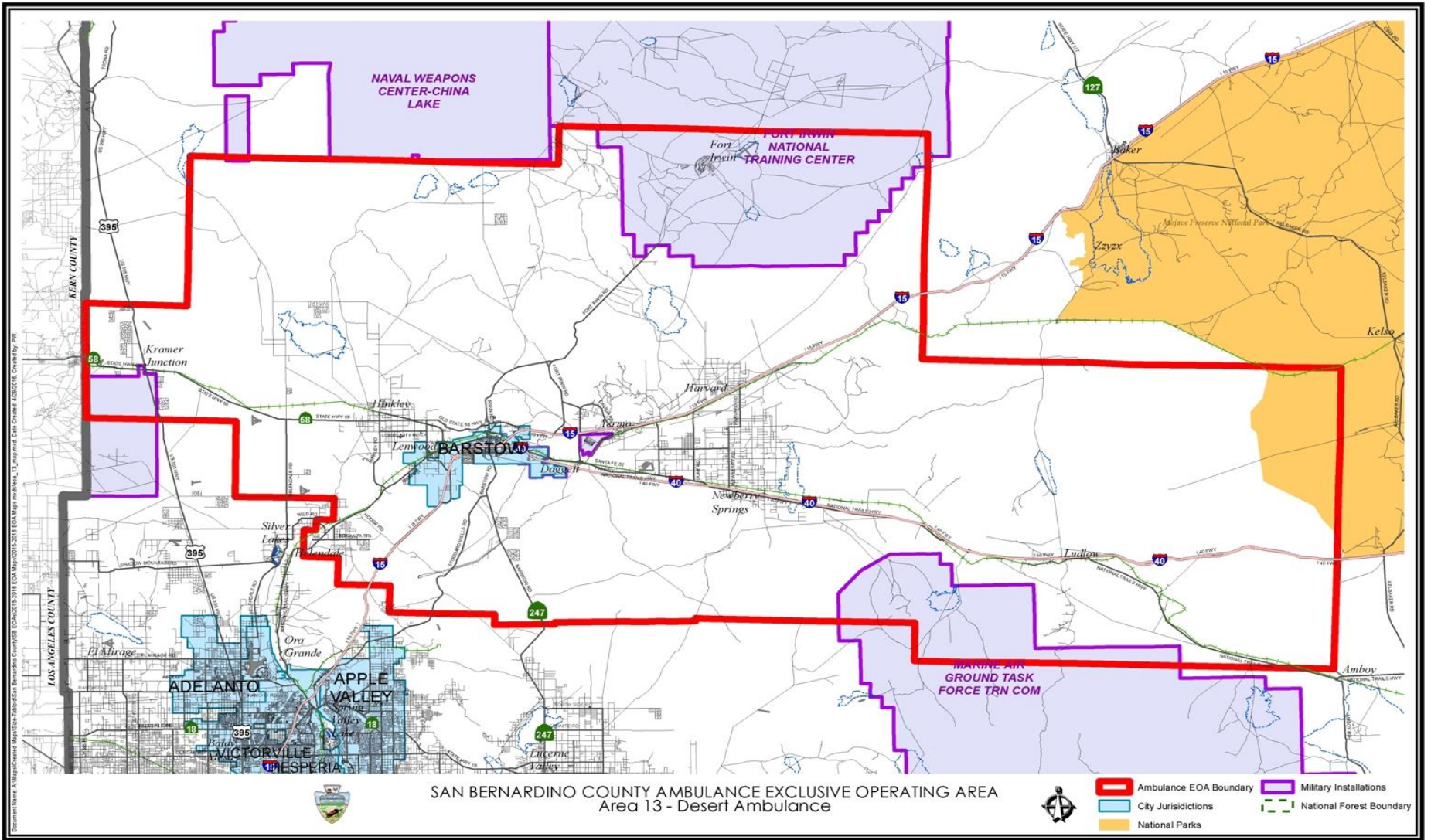
Month	Response Time Requirement	Total Runs	Percent On-Time
July	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
December	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Lucerne Valley) has not provided data to ICEMA for year 2020. No MOU or other enforceable agreement is currently in place.



EOA 13 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	390	99.49%
	14:59	109	100.00%
	19:59	22	100.00%
	29:59	49	100.00%
	49:59	59	100.00%
	99:59	2	100.00%
	Total	631	99.68%
February	9:59	369	99.46%
	14:59	86	100.00%
	19:59	23	100.00%
	29:59	23	100.00%
	49:59	82	100.00%
	99:59	6	100.00%
	Total	589	99.66%
March	9:59	331	99.40%
	14:59	91	100.00%
	19:59	23	100.00%
	29:59	34	100.00%
	49:59	66	100.00%
	99:59	8	100.00%
	Total	553	99.64%
April	9:59	315	99.68%
	14:59	78	100.00%
	19:59	37	100.00%
	29:59	40	100.00%
	49:59	52	100.00%
	99:59	4	100.00%
	Total	526	99.81%
May	9:59	363	100.00%
	14:59	59	100.00%
	19:59	26	100.00%
	29:59	34	100.00%
	49:59	80	100.00%
	99:59	6	100.00%
	Total	568	100.00%
June	9:59	366	100.00%
	14:59	90	100.00%
	19:59	34	100.00%
	29:59	30	100.00%
	49:59	91	100.00%
	99:59	7	100.00%
	Total	618	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	337	99.41%
	14:59	96	100.00%
	19:59	32	100.00%
	29:59	40	100.00%
	49:59	98	100.00%
	99:59	16	100.00%
	Total	619	99.68%
August	9:59	377	100.00%
	14:59	88	98.86%
	19:59	28	100.00%
	29:59	56	100.00%
	49:59	77	100.00%
	99:59	6	100.00%
	Total	632	99.84%
September	9:59	320	99.69%
	14:59	86	100.00%
	19:59	29	100.00%
	29:59	46	100.00%
	49:59	81	100.00%
	99:59	10	100.00%
	Total	572	99.83%
October	9:59	318	99.69%
	14:59	103	100.00%
	19:59	33	100.00%
	29:59	41	100.00%
	49:59	66	100.00%
	99:59	8	100.00%
	Total	569	99.82%
November	9:59	356	99.44%
	14:59	100	100.00%
	19:59	28	100.00%
	29:59	36	100.00%
	49:59	51	100.00%
	99:59	12	100.00%
	Total	583	99.66%
December	9:59	373	99.20%
	14:59	101	100.00%
	19:59	34	100.00%
	29:59	35	100.00%
	49:59	65	100.00%
	99:59	6	100.00%
	Total	614	99.51%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	2	2	100.0%
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	1	1	100.0%
August	1	1	100.0%
September	0	0	---
October	0	0	---
November	0	0	---
December	1	0	0.0%
Total	5	4	80.0%

2020	9:59	4,215	99.62%
	14:59	1,087	99.91%
	19:59	349	100.00%
	29:59	464	100.00%
	49:59	868	100.00%
	99:59	91	100.00%
	Total	7,074	99.76%

Average number of runs per month: **590**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **99.76%**

The highest compliance rate for the year was:

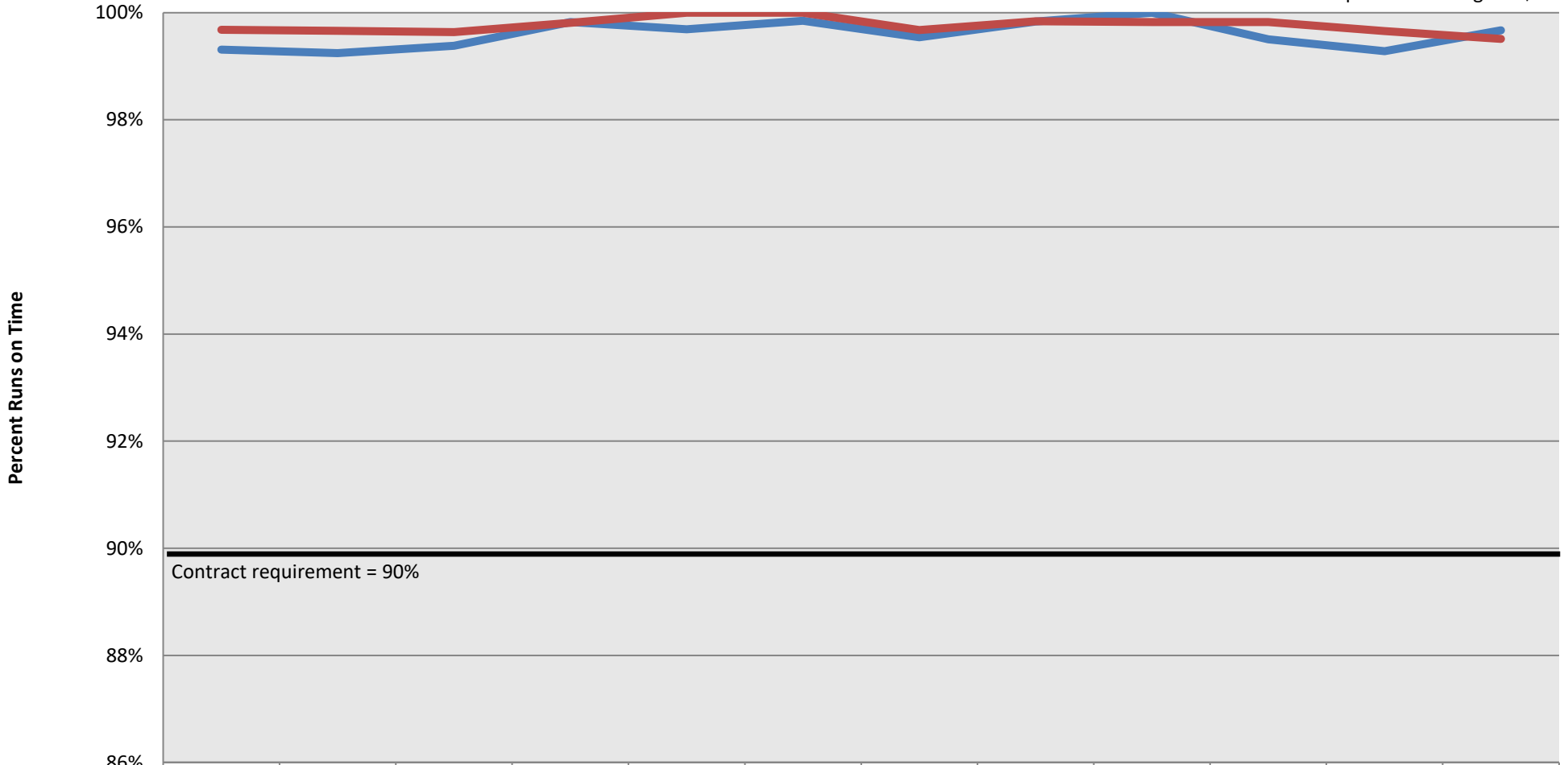
May and June at: 100.00%

The lowest compliance rate for the year was:

December at: 99.51%

EOA 13 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = \$10



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	99.31%	99.25%	99.38%	99.82%	99.69%	99.85%	99.54%	99.84%	100.00%	99.50%	99.28%	99.67%
2020 RT	99.68%	99.66%	99.64%	99.81%	100.00%	100.00%	99.68%	99.84%	99.83%	99.82%	99.66%	99.51%
2019 Fines	\$1	\$2	\$3	\$1	\$1	\$1	\$1	\$1	\$-	\$1	\$1	\$1
2020 Fines	\$1	\$1	\$1	\$1	\$-	\$-	\$1	\$1	\$1	\$1	\$1	\$1

EOA 14 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	259	94.21%
	14:59		
	19:59	82	100.00%
	29:59	63	100.00%
	39:59		
	49:59	3	100.00%
	99:59	5	100.00%
	Total	412	96.36%
February	9:59	286	94.41%
	14:59		
	19:59	61	100.00%
	29:59	69	100.00%
	39:59		
	49:59	58	100.00%
	99:59	3	100.00%
	Total	477	96.65%
March	9:59	261	91.57%
	14:59		
	19:59	68	98.53%
	29:59	66	100.00%
	39:59		
	49:59	2	100.00%
	99:59	9	100.00%
	Total	406	94.33%
April	9:59	254	94.49%
	14:59		
	19:59	54	98.15%
	29:59	44	100.00%
	39:59		
	49:59		
	99:59	5	100.00%
	Total	357	95.80%
May	9:59	269	93.31%
	14:59		
	19:59	57	98.25%
	29:59	51	96.08%
	39:59		
	49:59	4	100.00%
	99:59	5	100.00%
	Total	386	94.56%
June	9:59	256	92.97%
	14:59		
	19:59	55	100.00%
	29:59	54	98.15%
	39:59		
	49:59	2	100.00%
	99:59	5	100.00%
	Total	372	94.89%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	269	92.57%
	14:59		
	19:59	69	100.00%
	29:59	58	98.28%
	39:59		
	49:59	5	100.00%
	99:59	5	100.00%
	Total	406	94.83%
August	9:59	231	96.54%
	14:59		
	19:59	68	100.00%
	29:59	66	98.48%
	39:59		
	49:59	3	100.00%
	99:59	4	100.00%
	Total	372	97.58%
September	9:59	236	92.37%
	14:59		
	19:59	62	100.00%
	29:59	57	96.49%
	39:59	2	100.00%
	49:59	3	100.00%
	99:59	2	100.00%
	Total	362	94.48%
October	9:59	221	95.02%
	14:59		
	19:59	79	100.00%
	29:59	62	100.00%
	39:59		
	49:59	5	100.00%
	99:59	5	100.00%
	Total	372	97.04%
November	9:59	205	95.61%
	14:59		
	19:59	61	100.00%
	29:59	49	100.00%
	39:59		
	49:59	8	100.00%
	99:59	1	100.00%
	Total	324	97.22%
December	9:59	225	91.11%
	14:59		
	19:59	37	100.00%
	29:59	57	100.00%
	39:59		
	49:59	1	100.00%
	99:59	1	100.00%
	Total	321	93.77%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

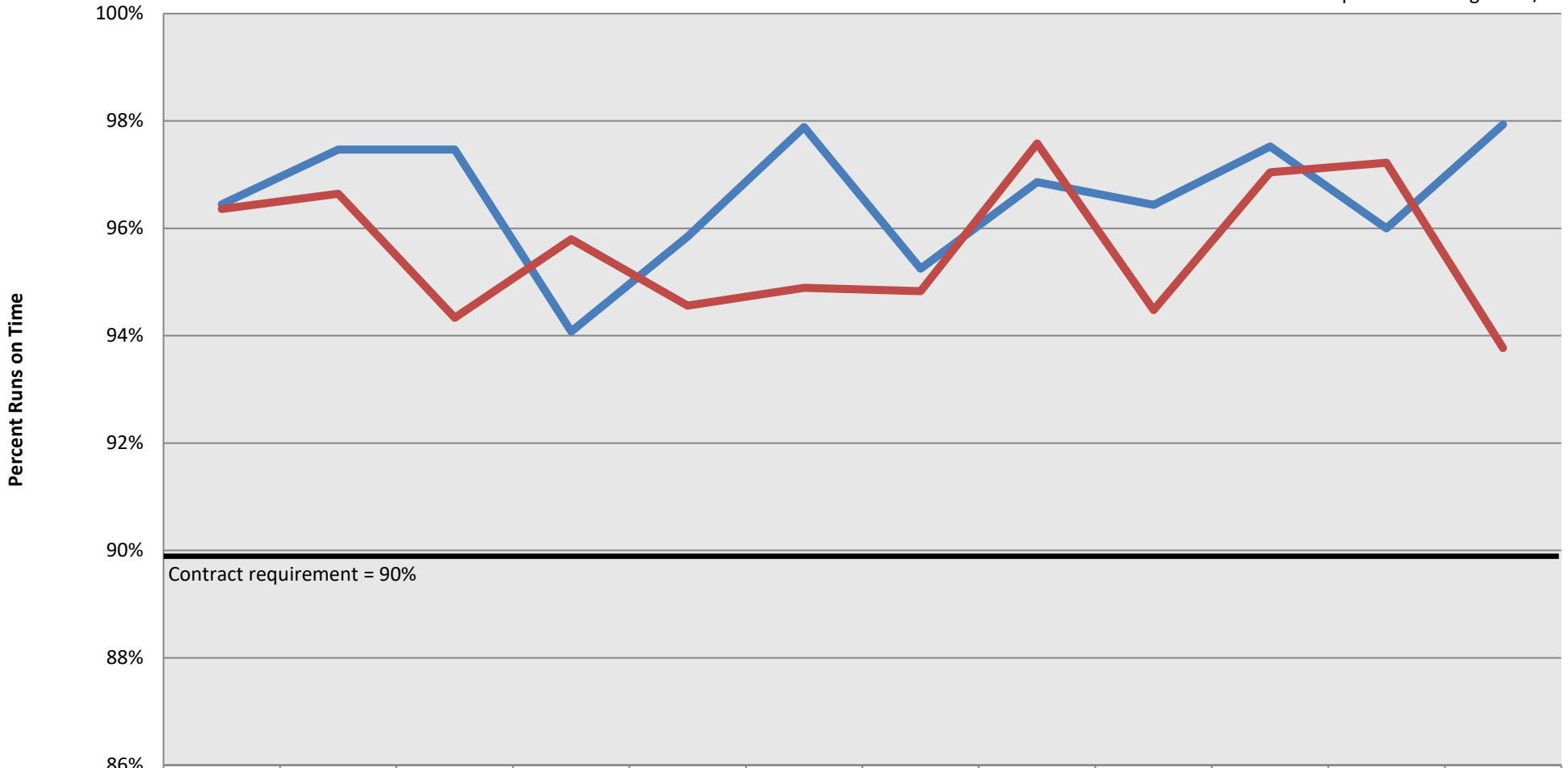
2020	9:59	2,972	93.64%
	14:59		
	19:59	753	99.60%
	29:59	696	98.99%
	39:59	2	100.00%
	49:59	94	100.00%
	99:59	50	100.00%
	Total	4,567	95.64%

Average number of runs per month: **381**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **95.64%**
The highest compliance rate for the year was: **August at: 97.58%**
The lowest compliance rate for the year was: **December at: 93.77%**

EOA 14 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020

Total 2020 Liquidated Damages = N/A



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	96.45%	97.47%	97.47%	94.08%	95.84%	97.89%	95.25%	96.86%	96.44%	97.52%	96.00%	97.93%
2020 RT	96.36%	96.65%	94.33%	95.80%	94.56%	94.89%	94.83%	97.58%	94.48%	97.04%	97.22%	93.77%
2019 Fines												
2020 Fines												

EOA 15 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	32	100.00%
	39:59	5	80.00%
	Total	37	97.30%
February	29:59	31	100.00%
	39:59	4	100.00%
	Total	35	100.00%
March	29:59	41	100.00%
	39:59	6	100.00%
	Total	47	100.00%
April	29:59	25	100.00%
	39:59	10	90.00%
	Total	35	97.14%
May	29:59	33	96.97%
	39:59	7	100.00%
	Total	40	97.50%
June	29:59	33	90.91%
	39:59	8	100.00%
	Total	41	92.68%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	29:59	31	93.55%
	39:59	4	100.00%
	Total	35	94.29%
August	29:59	23	100.00%
	39:59	10	100.00%
	Total	33	100.00%
September	29:59	28	96.43%
	39:59	11	100.00%
	Total	39	97.44%
October	29:59	25	100.00%
	39:59	7	100.00%
	Total	32	100.00%
November	29:59	35	97.14%
	39:59	5	100.00%
	Total	40	97.50%
December	29:59	30	100.00%
	39:59	2	100.00%
	Total	32	100.00%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2020	29:59	367	97.82%
	39:59	79	97.47%
	Total	446	97.76%

Average number of runs per month: **37**

RT compliance of each month exceeded 90%.

Overall compliance for the year: **97.76%**

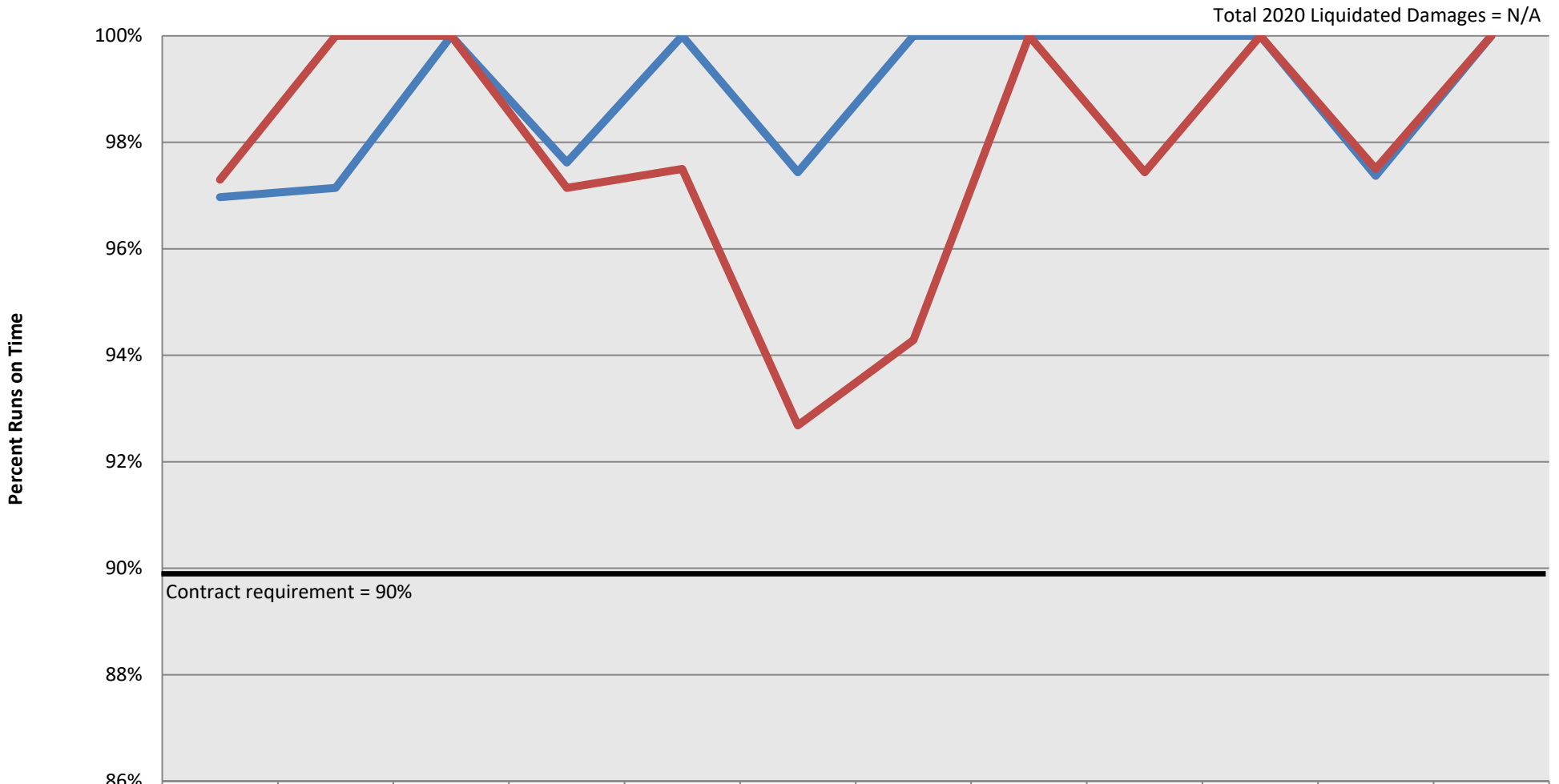
The highest compliance rate for the year was:

Feb., March, August, Oct., and Dec. at: 100.00%

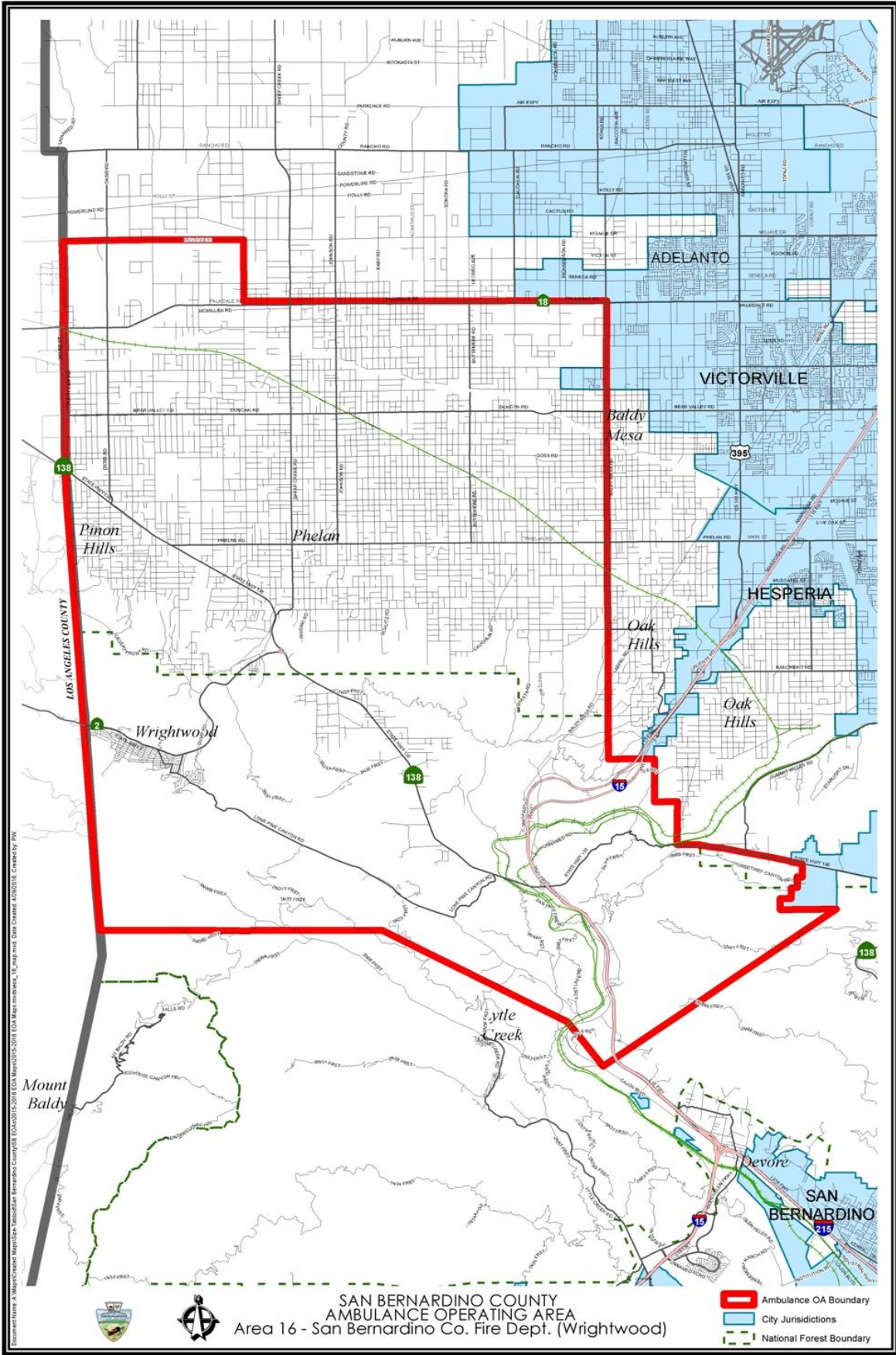
The lowest compliance rate for the year was:

June at: 92.68%

EOA 15 - Response Time Compliance and Liquidated Damages by Month 2019 - 2020



	1	2	3	4	5	6	7	8	9	10	11	12
2019 RT	96.97%	97.14%	100.00%	97.62%	100.00%	97.44%	100.00%	100.00%	100.00%	100.00%	97.37%	100.00%
2020 RT	97.30%	100.00%	100.00%	97.14%	97.50%	92.68%	94.29%	100.00%	97.44%	100.00%	97.50%	100.00%
2019 Fines												
2020 Fines												



EOA 16 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
February	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
March	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
April	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
June	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

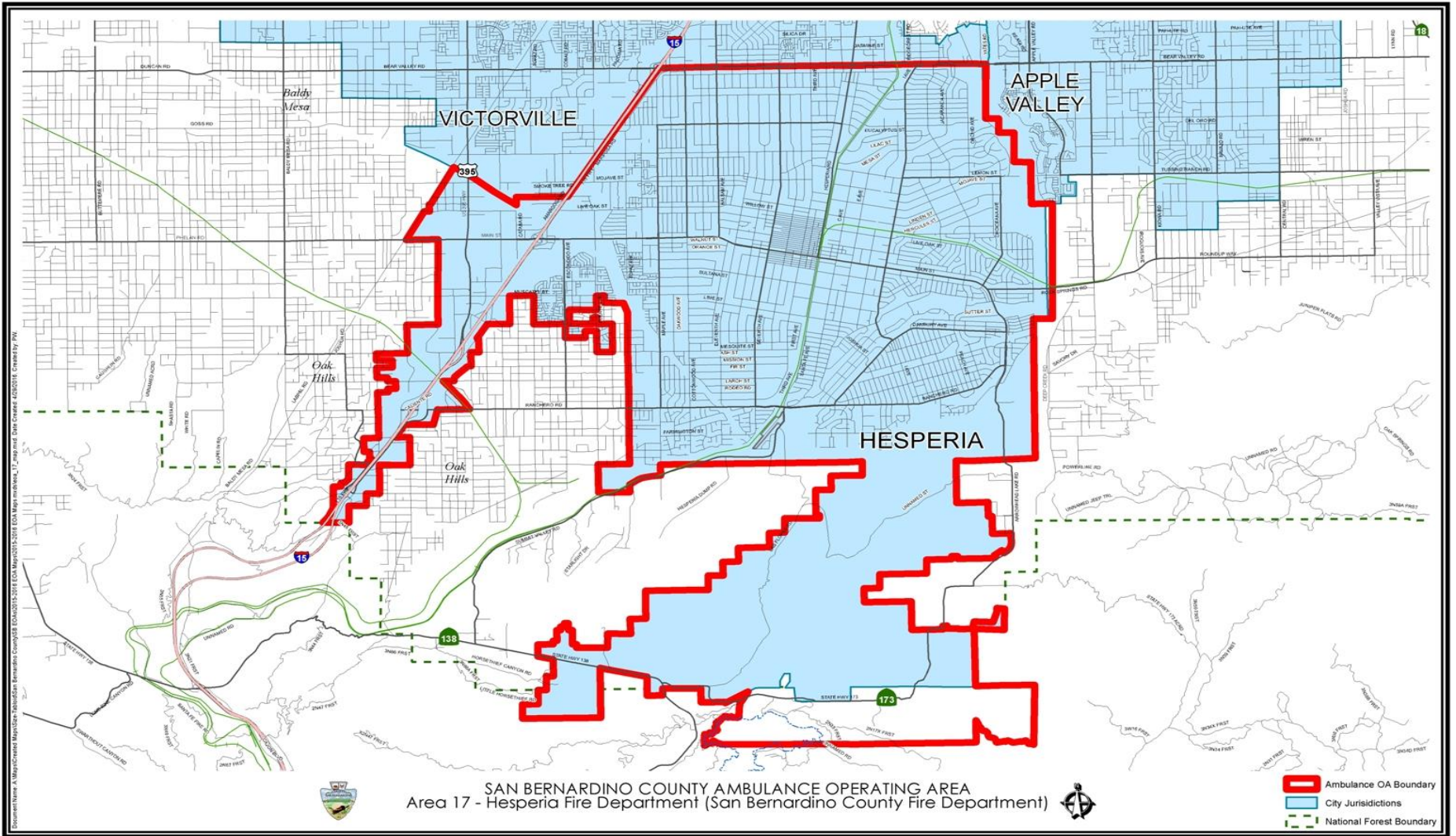
Month	Response Time Requirement	Total Runs	Percent On-Time
July	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
December	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	09:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Wrightwood) has not provided data to ICEMA for year 2020. No MOU or other enforceable agreement is currently in place.



EOA 17 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
May	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

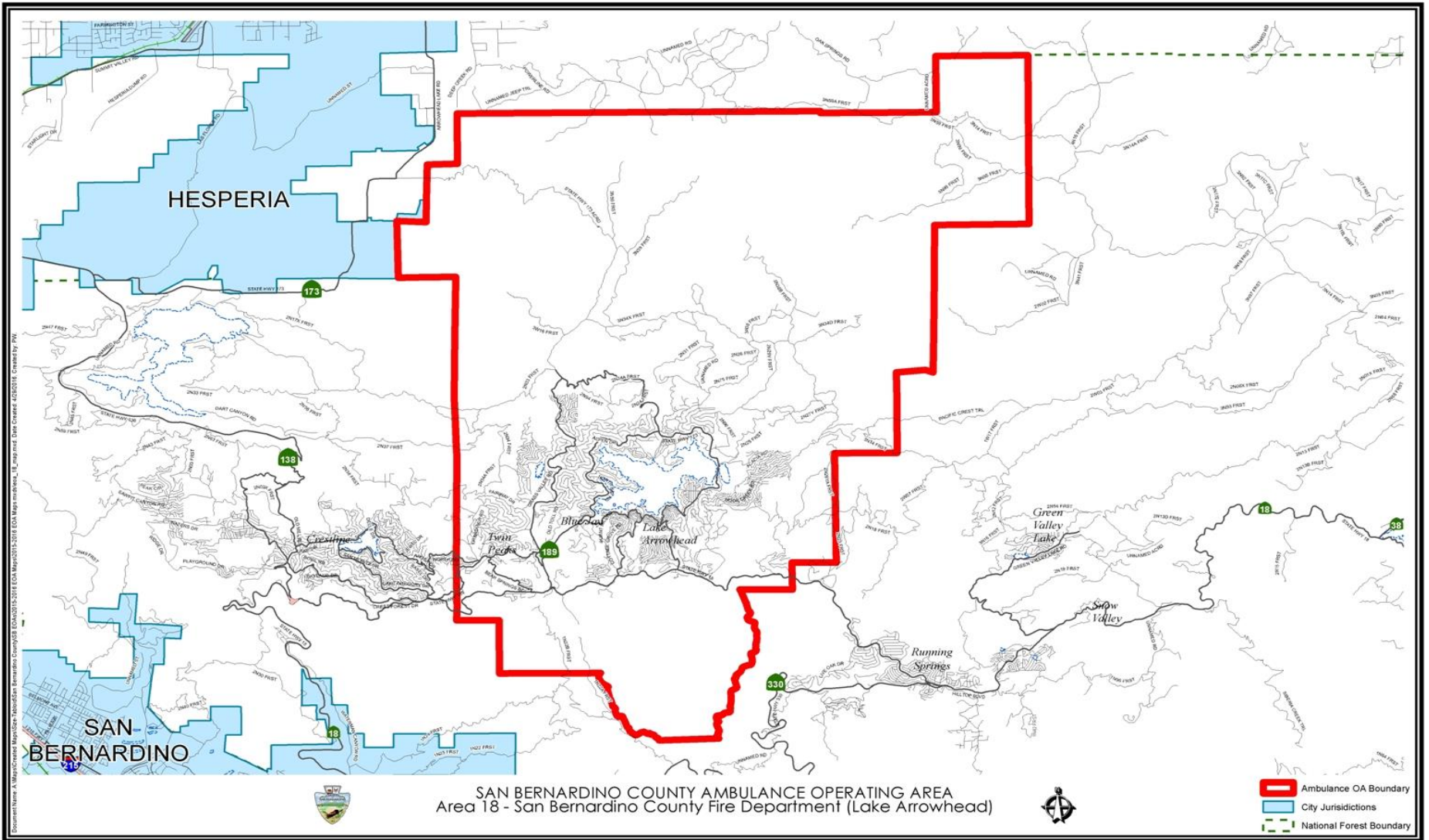
Month	Response Time Requirement	Total Runs	Percent On-Time
July	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
November	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	09:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Hesperia Fire Department (San Bernardino County Fire Department) has not provided data to ICEMA for year . No MOU or other enforceable agreement is currently in place.



EOA 18 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
February	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
March	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
April	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
May	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
October	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
November	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---
December	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	14:59	---	---
	19:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Lake Arrowhead) has not provided data to ICEMA for year 2020. No MOU or other enforceable agreement is currently in place.

EOA 19 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
May	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

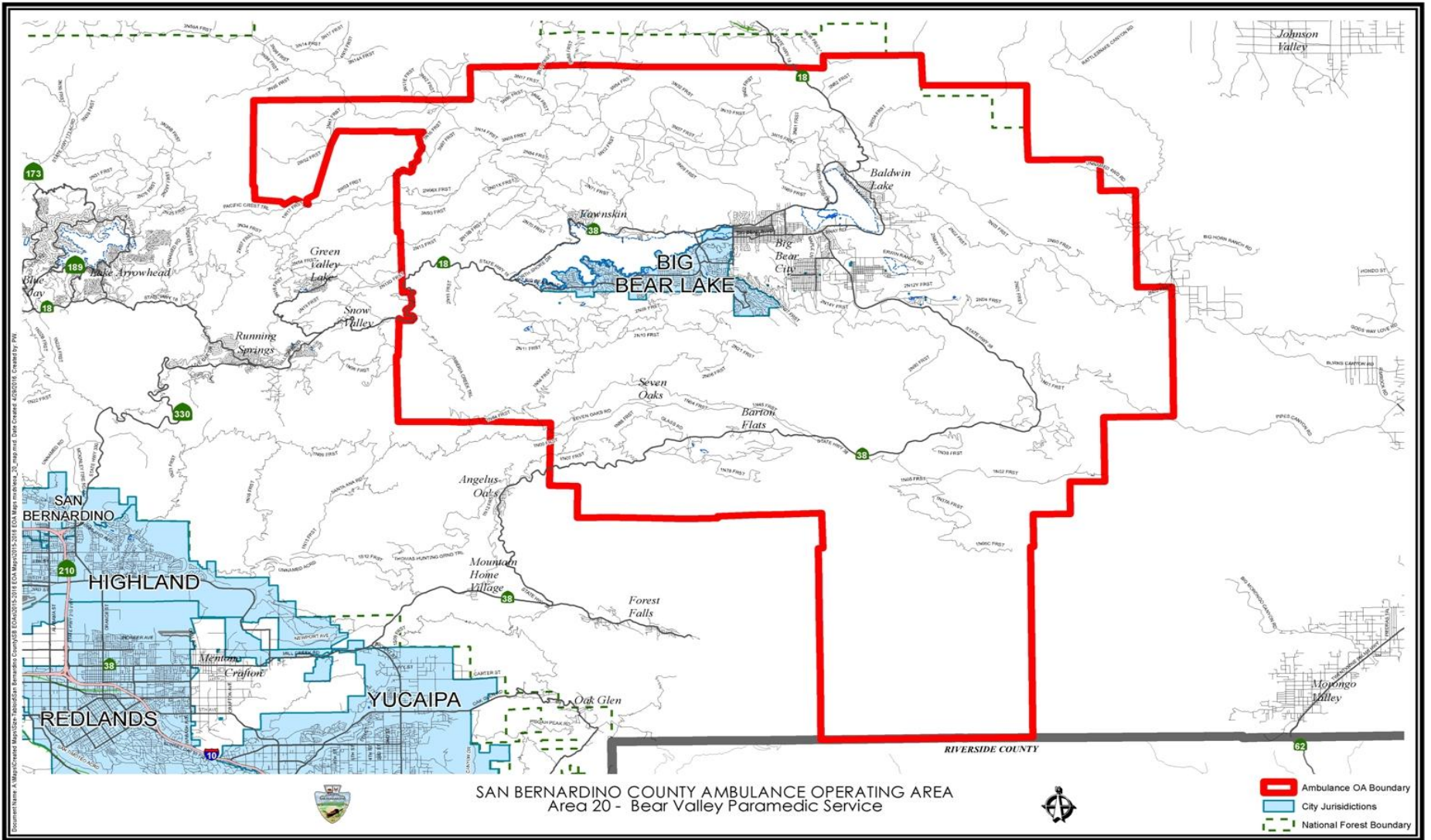
Month	Response Time Requirement	Total Runs	Percent On-Time
July	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
November	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	14:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Running Springs Fire Department has not provided data as specified in MOU Agreement 06-1049, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2,3)



EOA 20 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
February	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
March	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
April	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
May	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
June	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
August	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
September	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
October	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
November	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
December	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	09:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Bear Valley Paramedics has not provided data as specified in MOU Agreement 06-1051, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2,3)

EOA 21 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	09:59	---	---
	29:59	---	---
	Total	---	---
February	09:59	---	---
	29:59	---	---
	Total	---	---
March	09:59	---	---
	29:59	---	---
	Total	---	---
April	09:59	---	---
	29:59	---	---
	Total	---	---
May	09:59	---	---
	29:59	---	---
	Total	---	---
June	09:59	---	---
	29:59	---	---
	Total	---	---

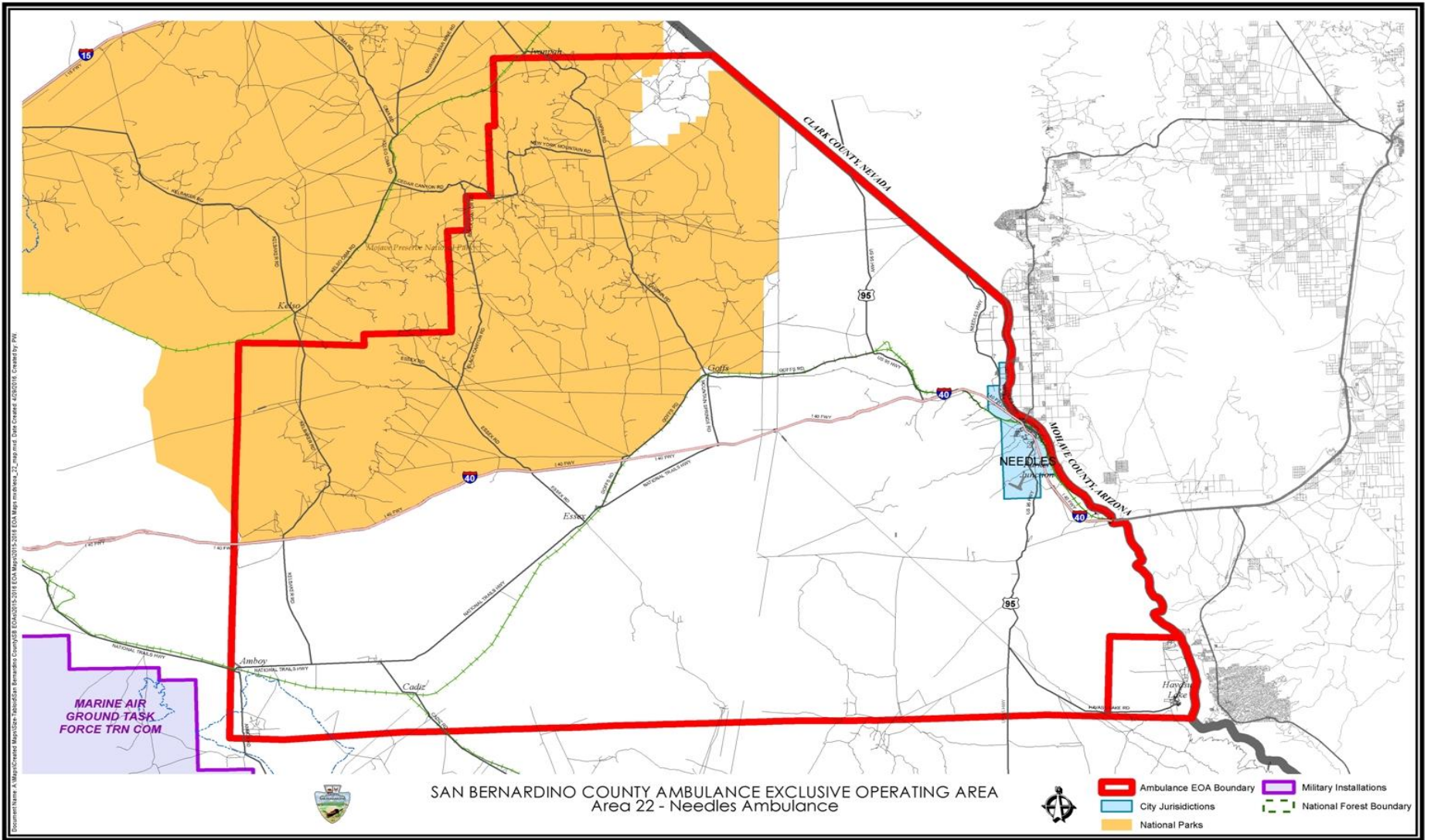
Month	Response Time Requirement	Total Runs	Percent On-Time
July	09:59	---	---
	29:59	---	---
	Total	---	---
August	09:59	---	---
	29:59	---	---
	Total	---	---
September	09:59	---	---
	29:59	---	---
	Total	---	---
October	09:59	---	---
	29:59	---	---
	Total	---	---
November	09:59	---	---
	29:59	---	---
	Total	---	---
December	09:59	---	---
	29:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	09:59	---	---
	29:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider San Bernardino County Fire Department (Yucca Valley) has not provided data to ICEMA for year 2020. No MOU or other enforceable agreement is currently in place.



EOA 22 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
February	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
March	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
April	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
June	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

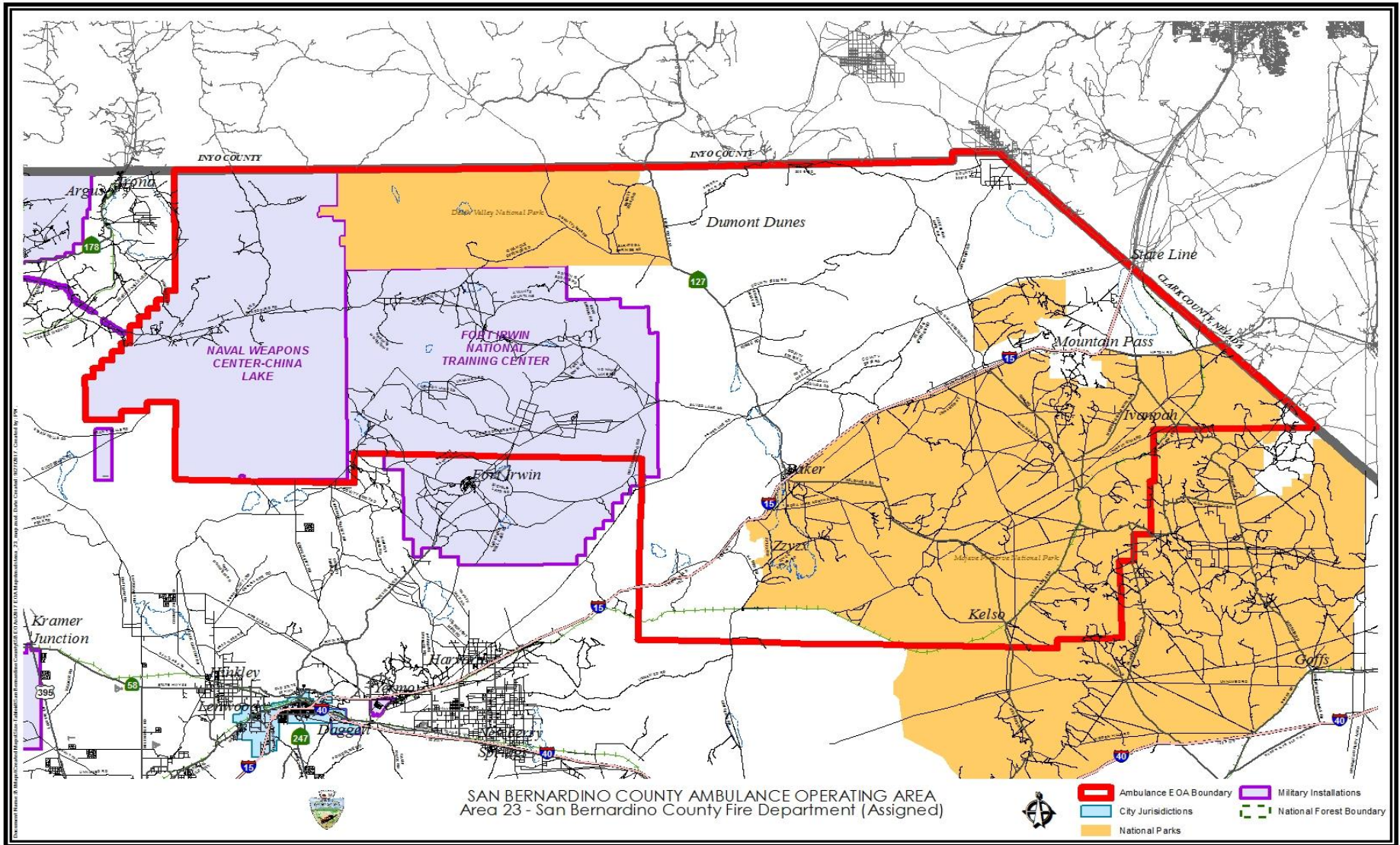
Month	Response Time Requirement	Total Runs	Percent On-Time
July	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
August	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
September	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
October	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
December	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	09:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Baker EMS (Needles) has not provided data as specified in MOU Agreement 05-102, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2,3)



EOA 23 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	49:59	---	---
	99:59	---	---
	Total	---	---
February	49:59	---	---
	99:59	---	---
	Total	---	---
March	49:59	---	---
	99:59	---	---
	Total	---	---
April	49:59	---	---
	99:59	---	---
	Total	---	---
May	49:59	---	---
	99:59	---	---
	Total	---	---
June	49:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
	99:59	---	---
	Total	---	---
August	49:59	---	---
	99:59	---	---
	Total	---	---
September	49:59	---	---
	99:59	---	---
	Total	---	---
October	49:59	---	---
	99:59	---	---
	Total	---	---
November	49:59	---	---
	99:59	---	---
	Total	---	---
December	49:59	---	---
	99:59	---	---
	Total	---	---

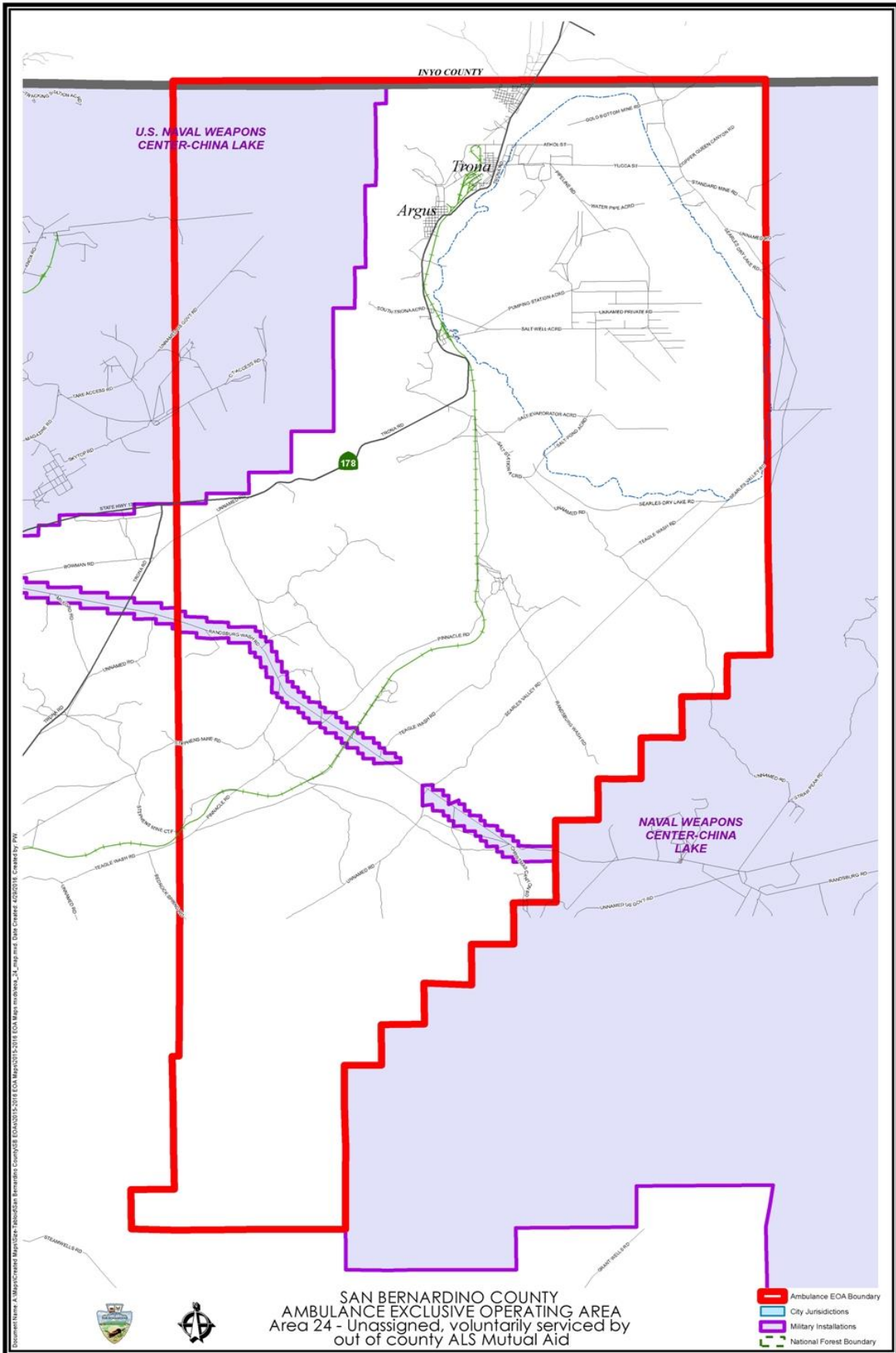
Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	49:59	---	---
	99:59	---	---
	Total	---	---

Average number of runs per month: ---

Provider Baker EMS has not provided data as specified in MOU Agreement 04-1028, Section XIV "DATA COLLECTION AND REPORTING REQUIREMENTS" (2,3)

Provider San Bernardino County Fire Department (Assigned) has not provided data to ICEMA for year 2020. No MOU or other enforceable agreement is currently in place.



EOA 24 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	39:59	---	---
February	39:59	---	---
March	39:59	---	---
April	39:59	---	---
May	39:59	---	---
June	39:59	---	---

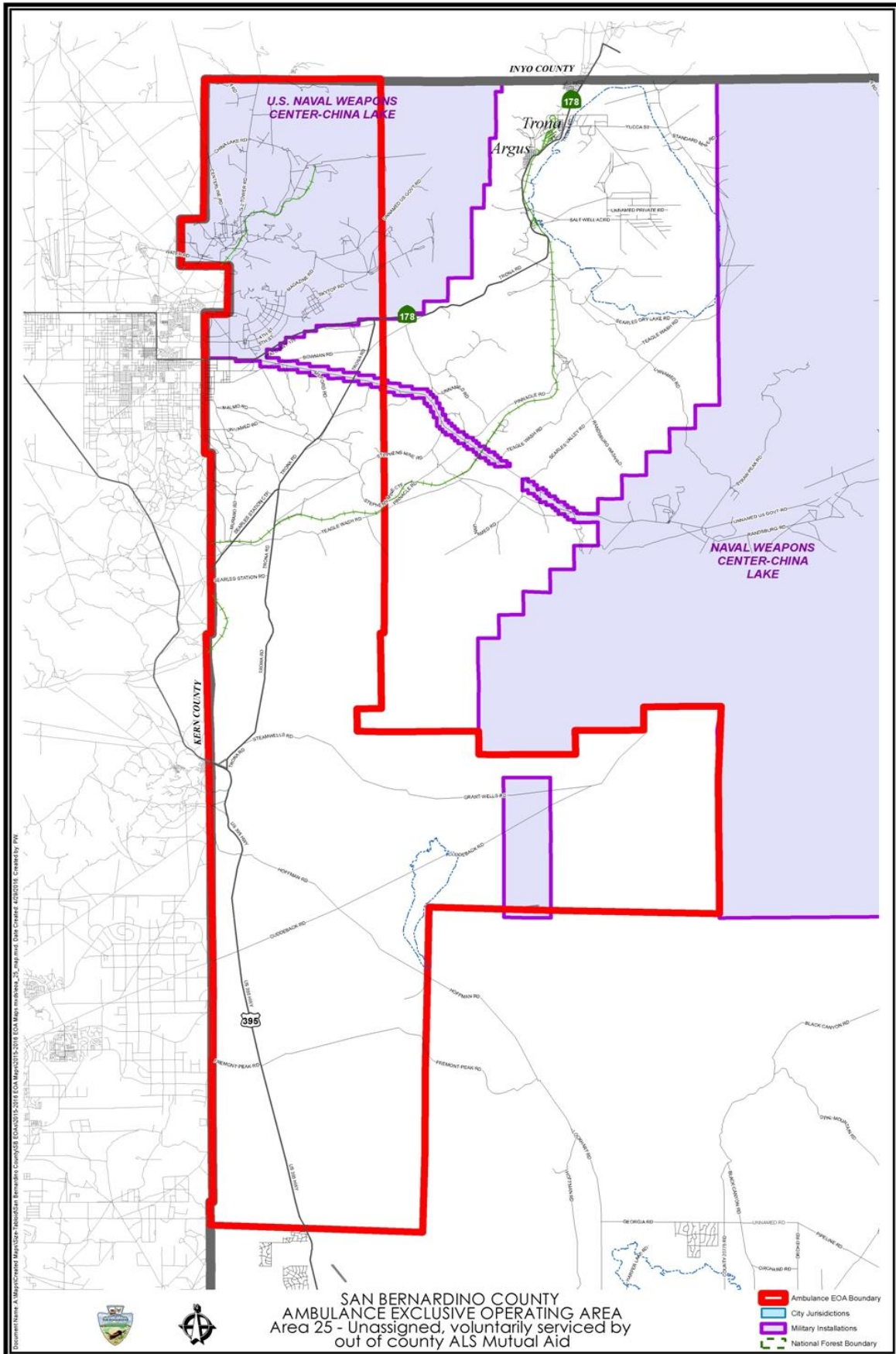
Month	Response Time Requirement	Total Runs	Percent On-Time
July	39:59	---	---
August	39:59	---	---
September	39:59	---	---
October	39:59	---	---
November	39:59	---	---
December	39:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	39:59	---	---
-------------	-------	-----	-----

Average number of runs per month: ---

EOA 24 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by an out of county ALS Mutual Aid provider who is not reporting performance data to ICEMA.



EOA 25 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	49:59	---	---
February	49:59	---	---
March	49:59	---	---
April	49:59	---	---
May	49:59	---	---
June	49:59	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	49:59	---	---
-------------	-------	-----	-----

Average number of runs per month: ---

EOA 25 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by an out of county ALS Mutual Aid provider who is not reporting performance data to ICEMA.

EOA 26 Response Time Performance by Month 2020

Month	Response Time Requirement	Total Runs	Percent On-Time
January	49:59	---	---
February	49:59	---	---
March	49:59	---	---
April	49:59	---	---
May	49:59	---	---
June	49:59	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	49:59	---	---
August	49:59	---	---
September	49:59	---	---
October	49:59	---	---
November	49:59	---	---
December	49:59	---	---

Month	Exemption		
	Requests	Approved	% Approved
January	---	---	---
February	---	---	---
March	---	---	---
April	---	---	---
May	---	---	---
June	---	---	---
July	---	---	---
August	---	---	---
September	---	---	---
October	---	---	---
November	---	---	---
December	---	---	---
Total	---	---	---

2020	49:59	---	---
-------------	-------	-----	-----

Average number of runs per month: ---

EOA 26 received no responses on ALS provider January 2007 RFP and is currently not assigned to an exclusive provider. EOA transportation is provided by a Mutual Aid provider who is not reporting performance data to ICEMA.