Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

San Bernardino

Performance Based Contracts

Annual Report

January 2021 - December 2021

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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 prehospital 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 (1) paramedic and one (1) EMT per unit; BLS units two (2) EMTs per unit; CCT units in accordance with ICEMA 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's 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 the ImageTrend Data System:
  - American Medical Response - Rancho Cucamonga
  - American Medical Response - Redlands
  - American Medical Response - Victorville
  - Apple Valley Fire Department
  - Arrowbear Fire Department
  - Baker Ambulance (Needles)
  - Barstow Fire Protection District
  - Big Bear Fire Department
  - Big Pine Fire Protection District (Inyo County)
  - California Highway Patrol Air Operations Unit
  - Chalfant Fire Protection District (Mono County)
  - Cal Fire - San Bernardino
  - Chino Valley Fire District

- Providers currently on the ImageTrend Data System (cont.):
  - Colton Fire Department
  - Daggett 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
  - Olancha 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

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 (1) 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 Reference #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 2021 Q1 and 2021 Q2 – A total of $555,430 was invoiced for administrative fees, of which $505,312 was collected and $736 is considered uncollectable. The providers invoiced are:
- American Medical Response - $458,546
- Baker EMS - Needles Ambulance - $2,870
- Big Bear Fire Department - $7,200
- San Bernardino County Fire Department (Crest Forest) - $2,240
- Desert Ambulance - $18,762
- Morongo Basin Ambulance - $14,470
- Rialto Fire Department $14,740[1]
- Running Springs Fire Department - $1,224
- San Bernardino County Fire Department - $34,642[1]

[1] Note: Denotes uncollected delinquent administrative fee.

Liquidated Damages/Assessments:

Liquidated Damages/Assessments generated in 2021 were as follows:
- From response time compliance - $403,485
- From vehicle critical failures - $21,750

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	03/23/2023[1]
6	AMR	Urban Contract	05/01/2004	03/23/2023[1]
7	AMR	Urban Contract	05/01/2004	03/23/2023[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	Coverage by Mutual Aid Providers		RFP ALS[3]	-------
25	Coverage by Mutual Aid Providers		RFP ALS[3]	-------
26	Coverage by Mutual Aid Providers		------	-------

[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

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREAS
Areas 01 - 26

Ambulance EOA Boundary — Military Installations
National Parks — National Forest Boundary

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREAS
Areas 01 - 26

Ambulance EOA Boundary · Military Installations
National Parks · National Forest Boundary

Response Time Compliance by All Providers in All EOAs
All months in 2021

EOA	Provider	2021												Total CY2021	Total Runs*
		January	February	March	April	May	June	July	August	September	October	November	December		
1	AMR (Rancho Cucamonga)	90.02%	93.74%	93.15%	92.35%	90.32%	91.35%	91.04%	92.46%	91.78%	90.87%	90.32%	92.15%	91.60%	18,307
2	AMR (Rancho Cucamonga)	89.98%	95.66%	93.32%	95.18%	93.18%	91.94%	90.73%	91.33%	90.13%	90.06%	91.98%	92.13%	92.39%	6,914
3	AMR (Rancho Cucamonga)	89.48%	92.09%	93.57%	93.39%	91.73%	90.81%	90.52%	94.55%	92.70%	91.31%	92.61%	92.61%	92.06%	16,757
4	AMR (Rancho Cucamonga)	89.63%	91.18%	92.38%	92.83%	88.24%	90.30%	90.86%	91.12%	89.97%	86.19%	89.97%	91.84%	90.39%	15,854
5a	Rialto Fire Department (201)														
5b	AMR (San Bernardino)	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	61.54%	90.91%	100.00%	100.00%	100.00%	92.31%	93.23%	192
6	AMR (San Bernardino)	91.13%	94.92%	94.32%	95.69%	94.91%	94.29%	95.39%	96.04%	95.01%	91.90%	93.77%	92.60%	94.12%	33,940
7	AMR (Redlands)	92.89%	95.99%	96.73%	95.24%	95.33%	94.85%	96.44%	96.75%	94.12%	93.66%	96.19%	91.47%	94.94%	4,719
8	AMR (Redlands)	94.04%	94.06%	95.42%	95.98%	95.99%	94.76%	94.85%	97.12%	97.06%	95.06%	96.12%	93.56%	95.31%	12,933
9	AMR (Redlands)	93.85%	98.04%	99.07%	98.00%	97.87%	97.10%	96.00%	97.20%	98.13%	98.60%	98.16%	97.56%	97.45%	2,545
10	SBCFD (Crest Forest)														
11	AMR (San Bernardino)						*Included in EOA 6 calculation ** *								
12a	AMR (Victorville)	89.54%	92.69%	91.86%	93.05%	91.62%	91.61%	92.42%	91.53%	89.71%	89.82%	91.14%	90.55%	91.30%	31,997
12b	SBCFD (Lucerne Valley)														
13	Desert Ambulance	99.65%	99.78%	100.00%	99.84%	99.39%	99.50%	99.69%	99.54%	99.65%	99.83%	99.64%	99.68%	99.67%	7,059
14	Morongo Basin Ambulance	97.36%	96.36%	93.31%	94.05%	93.50%	95.80%	95.65%	95.07%	96.89%	95.59%	95.48%	96.07%	95.39%	4,531
15	Morongo Basin Ambulance	100.00%	98.44%	100.00%	100.00%	100.00%	100.00%	97.22%	100.00%	97.44%	97.44%	100.00%	100.00%	99.20%	502
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	2,447	2,447	100.0%
February	1,439	1,439	100.0%
March	1,775	1,775	100.0%
April	2,237	2,237	100.0%
May	2,929	2,929	100.0%
June	3,633	3,626	99.8%
July	4,979	4,958	99.6%
August	5,998	5,974	99.6%
September	4,778	4,734	99.1%
October	3,837	3,805	99.2%
November	2,449	2,430	99.2%
December	2,890	2,889	100.0%
Total	**39,391**	**39,243**	**99.6%**

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 1 - Schaefer Ambulance & American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- National Forest Boundary

EOA 01 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,676	90.16%
	29:59	7	57.14%
	Total	**1,683**	**90.02%**
February	9:59	1,400	93.71%
	29:59	5	100.00%
	Total	**1,405**	**93.74%**
March	9:59	1,496	93.18%
	29:59	8	87.50%
	Total	**1,504**	**93.15%**
April	9:59	1,500	92.33%
	29:59	4	100.00%
	Total	**1,504**	**92.35%**
May	9:59	1,524	90.29%
	29:59	5	100.00%
	Total	**1,529**	**90.32%**
June	9:59	1,403	91.30%
	29:59	8	100.00%
	Total	**1,411**	**91.35%**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,351	91.04%
	29:59	10	90.00%
	Total	**1,361**	**91.04%**
August	9:59	1,396	92.41%
	29:59	10	100.00%
	Total	**1,406**	**92.46%**
September	9:59	1,366	91.73%
	29:59	8	100.00%
	Total	**1,374**	**91.78%**
October	9:59	1,558	90.82%
	29:59	8	100.00%
	Total	**1,566**	**90.87%**
November	9:59	1,647	90.29%
	29:59	6	100.00%
	Total	**1,653**	**90.32%**
December	9:59	1,902	92.11%
	29:59	9	100.00%
	Total	**1,911**	**92.15%**

	Exemption		
Month	Requests	Approved	% Approved
January	282	282	100.0%
February	210	210	100.0%
March	209	209	100.0%
April	240	240	100.0%
May	369	369	100.0%
June	459	459	100.0%
July	597	597	100.0%
August	664	663	99.8%
September	592	592	100.0%
October	396	396	100.0%
November	220	220	100.0%
December	282	282	100.0%
Total	**4,520**	**4,519**	**100.0%**

	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	18,219	91.59%
	29:59	88	94.32%
	Total	**18,307**	**91.60%**

Average number of runs per month: **1,526**
RT compliance of all months exceeded 90%.
Overall compliance between Jan. - Nov.: **91.60%**
The highest compliance rate for the period was:
February at: **93.74%**
The lowest compliance rate for the period was:
January at: **90.02%**

EOA 01 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $59,091

Contract requirement = 90%

Percent Runs on Time
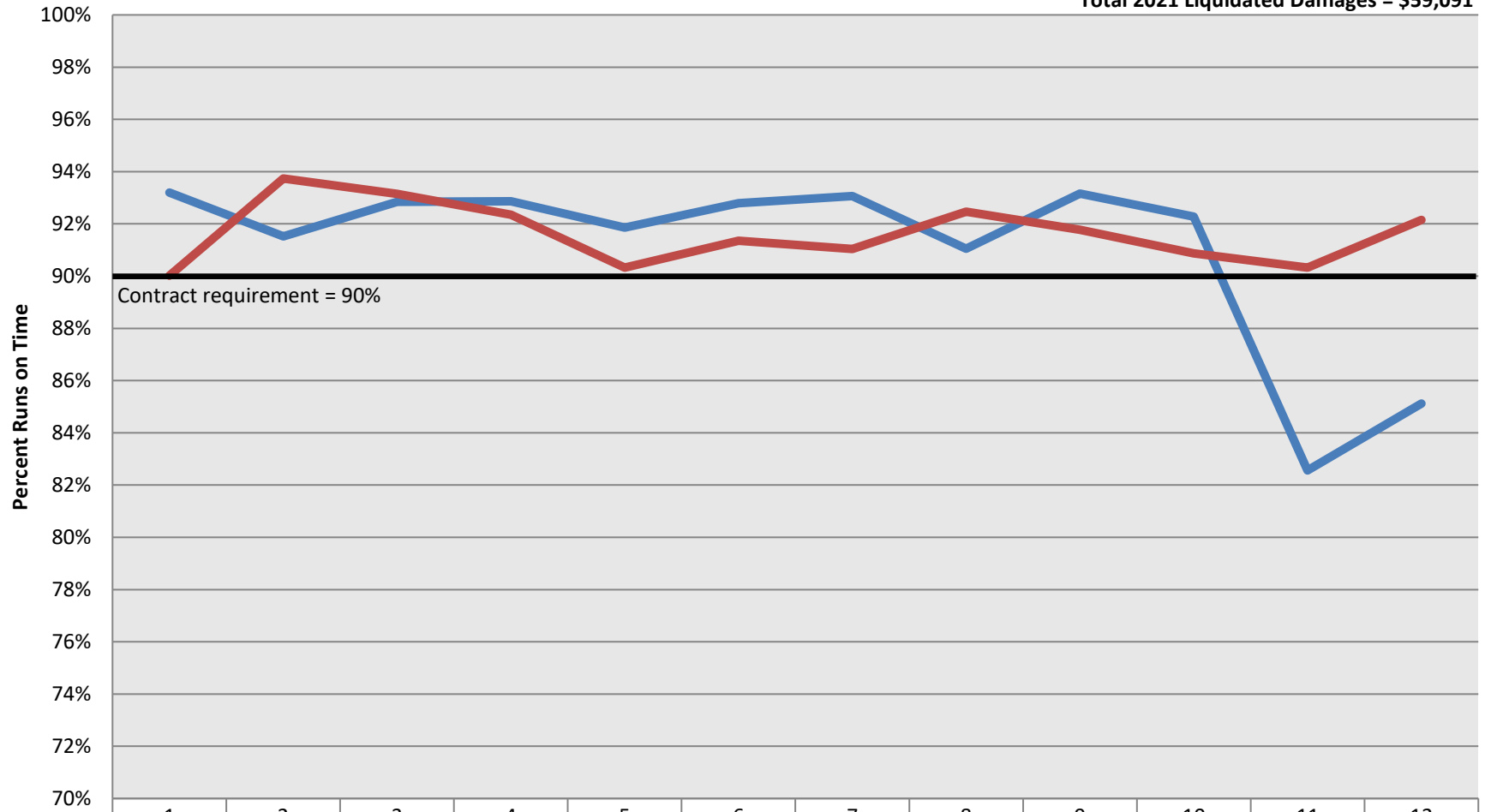
	1	2	3	4	5	6	7	8	9	10	11	12
2020 RT	93.20%	91.52%	92.84%	92.87%	91.86%	92.79%	93.07%	91.05%	93.16%	92.28%	82.56%	85.12%
2021 RT	90.02%	93.74%	93.15%	92.35%	90.32%	91.35%	91.04%	92.46%	91.78%	90.87%	90.32%	92.15%
2020 Fines	$2,695	$3,316	$2,220	$1,502	$3,567	$2,134	$2,673	$3,424	$1,369	$2,774	$18,629	$14,409
2021 Fines	$7,770	$1,298	$1,692	$3,152	$6,910	$5,050	$5,497	$5,129	$4,544	$7,550	$6,720	$3,779

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 2 - Schaefer Amb. & American Med. Response

Ambulance EOA Boundary
City Jurisidictions
National Forest Boundary
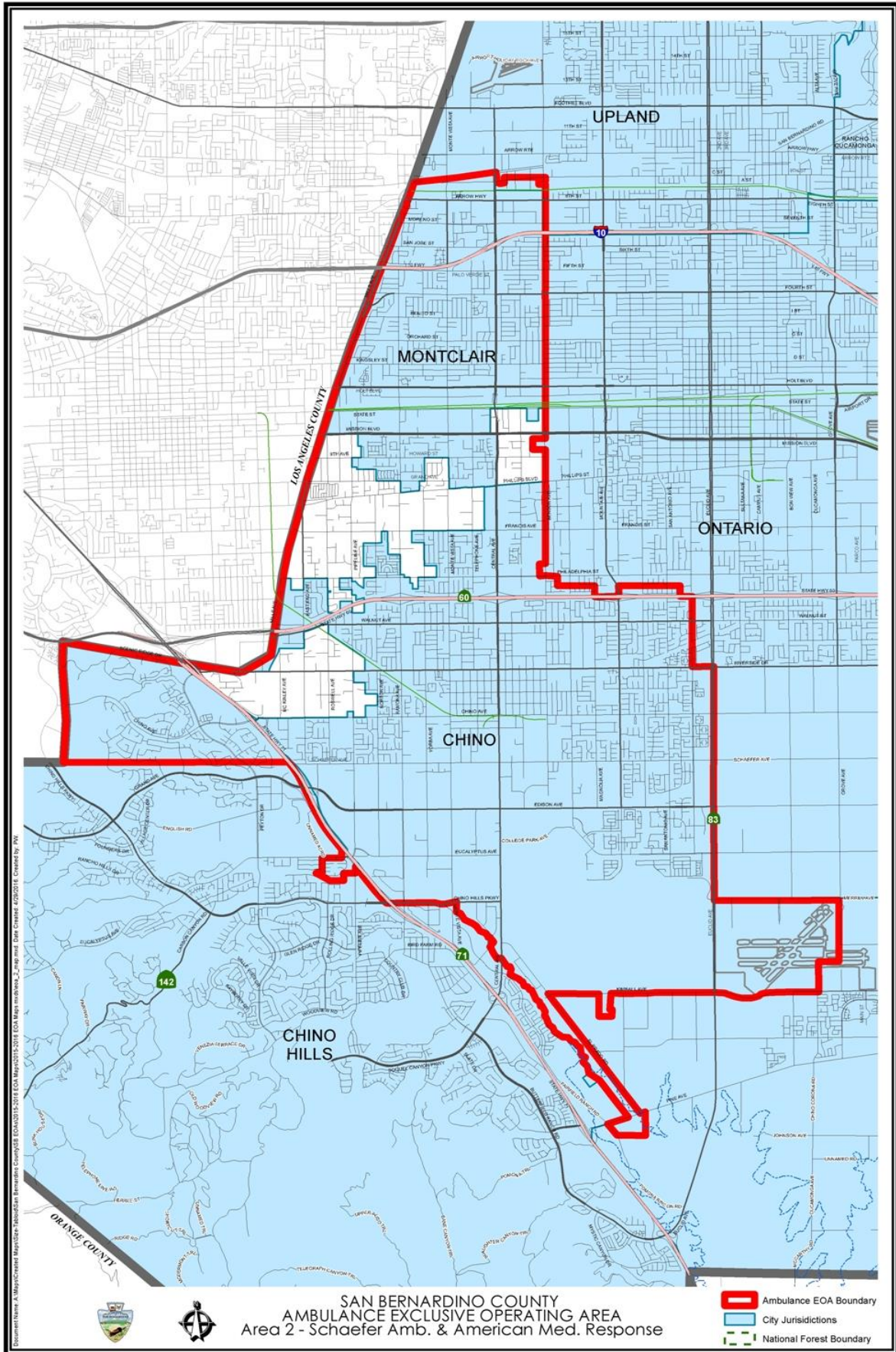
EOA 02 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	828	89.98%
	11:59		
	Total	**828**	**89.98%**
February	9:59	692	95.66%
	11:59		
	Total	**692**	**95.66%**
March	9:59	764	93.32%
	11:59		
	Total	**764**	**93.32%**
April	9:59	706	95.18%
	11:59		
	Total	**706**	**95.18%**
May	9:59	762	93.18%
	11:59		
	Total	**762**	**93.18%**
June	9:59	720	91.94%
	11:59		
	Total	**720**	**91.94%**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	669	90.73%
	11:59		
	Total	**669**	**90.73%**
August	9:59	369	91.33%
	11:59		
	Total	**369**	**91.33%**
September	9:59	314	90.13%
	11:59		
	Total	**314**	**90.13%**
October	9:59	322	90.06%
	11:59		
	Total	**322**	**90.06%**
November	9:59	374	91.98%
	11:59		
	Total	**374**	**91.98%**
December	9:59	394	92.13%
	11:59		
	Total	**394**	**92.13%**

	Exemption		
Month	Requests	Approved	% Approved
January	131	131	100.0%
February	61	61	100.0%
March	75	75	100.0%
April	101	101	100.0%
May	142	142	100.0%
June	211	211	100.0%
July	250	250	100.0%
August	203	203	100.0%
September	150	150	100.0%
October	110	109	99.1%
November	62	60	96.8%
December	64	63	98.4%
Total	**1,560**	**1,556**	**99.7%**

2021	9:59	6,914	92.39%
	11:59		
	Total	**6,914**	**92.39%**

Average number of runs per month: **577**
RT compliance of all months did not exceed 90%.
Overall compliance between Jan. - Nov.: **92.39%**
The highest compliance rate for the period was:
February at: **95.66%**
The lowest compliance rate for the period was:
January at: **89.98%**

EOA 02 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $18,064

Contract requirement = 90%

Percent Runs on Time
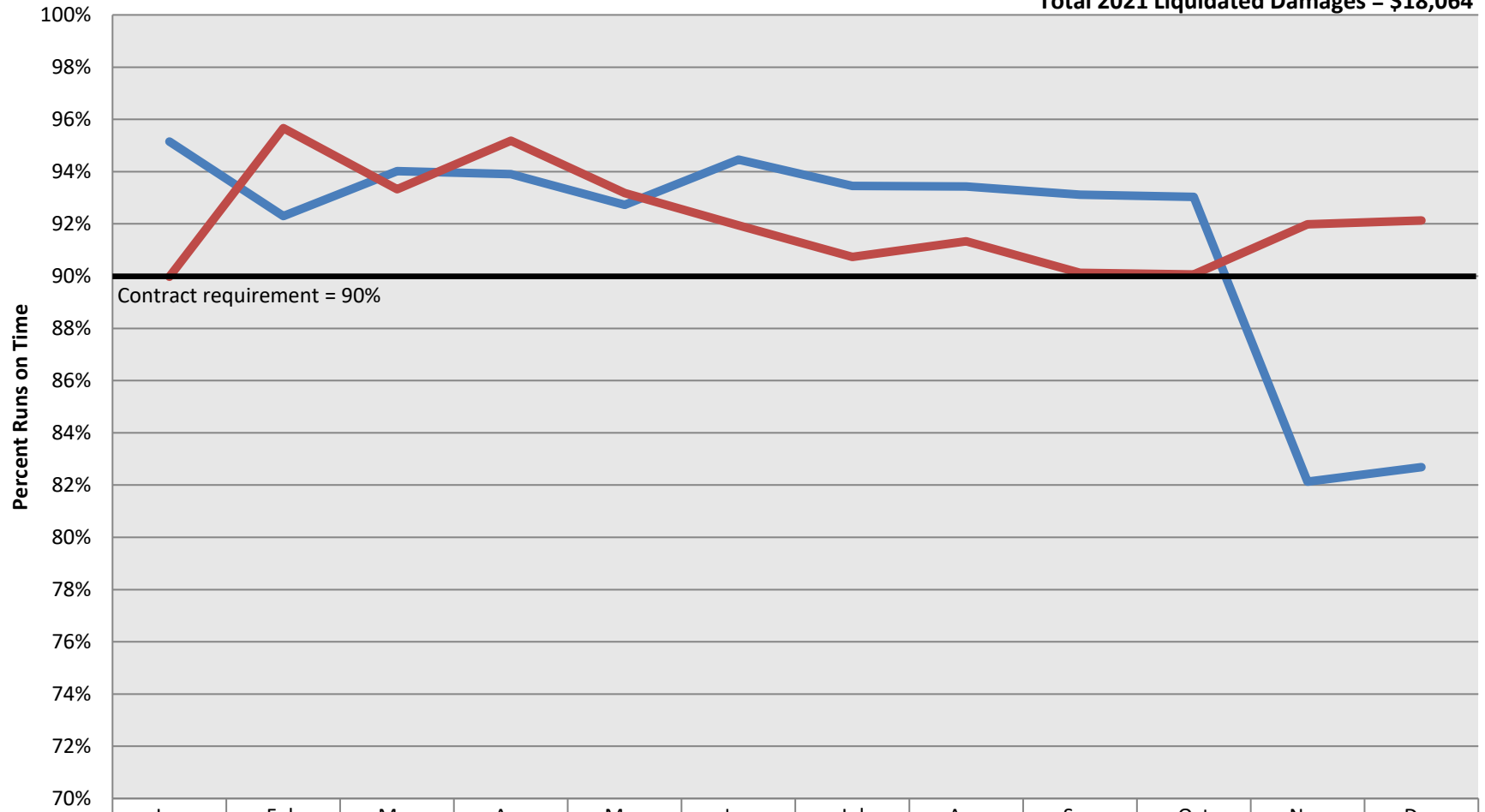
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	95.15%	92.30%	94.02%	93.90%	92.73%	94.46%	93.46%	93.43%	93.12%	93.03%	82.13%	82.68%
2021 RT	89.98%	95.66%	93.32%	95.18%	93.18%	91.94%	90.73%	91.33%	90.13%	90.06%	91.98%	92.13%
2020 Fines	$198	$1,347	$450	$392	$1,043	$297	$1,178	$681	$818	$1,144	$14,894	$15,242
2021 Fines	$3,159	$106	$695	$200	$1,166	$2,344	$3,440	$2,272	$1,430	$1,420	$1,154	$678

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 3 - American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- National Forest Boundary
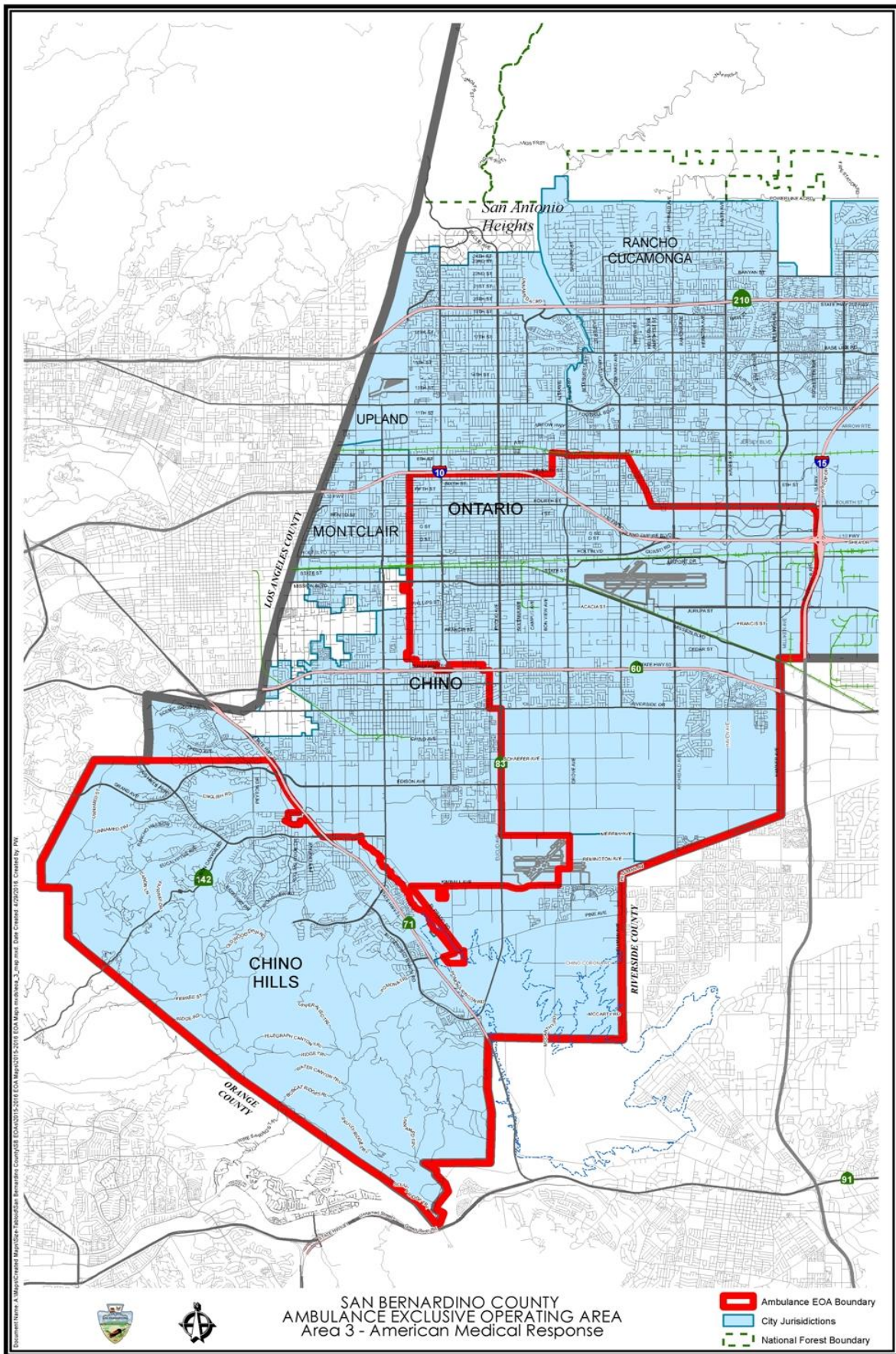
EOA 03 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,682	89.48%
February	9:59	1,391	92.09%
March	9:59	1,539	93.57%
April	9:59	1,452	93.39%
May	9:59	1,488	91.73%
June	9:59	1,425	90.81%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	1,371	90.52%
August	9:59	1,230	94.55%
September	9:59	1,178	92.70%
October	9:59	1,174	91.31%
November	9:59	1,339	92.61%
December	9:59	1,488	92.61%

	Exemption		
Month	Requests	Approved	% Approved
January	263	263	100.0%
February	159	159	100.0%
March	195	195	100.0%
April	230	230	100.0%
May	297	297	100.0%
June	451	451	100.0%
July	547	547	100.0%
August	521	521	100.0%
September	366	364	99.5%
October	267	267	100.0%
November	126	126	100.0%
December	206	206	100.0%
Total	3,628	3,626	99.9%

2021	9:59	16,757	92.06%

Average number of runs per month: **1,397**
RT compliance of all months did not exceed 90%.
Overall compliance between Jan. - Nov.: **92.06%**
The highest compliance rate for the period was:
August at: **94.55%**
The lowest compliance rate for the period was:
January at: **89.48%**

EOA 03 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $50,204

Contract requirement = 90%

Percent Runs on Time
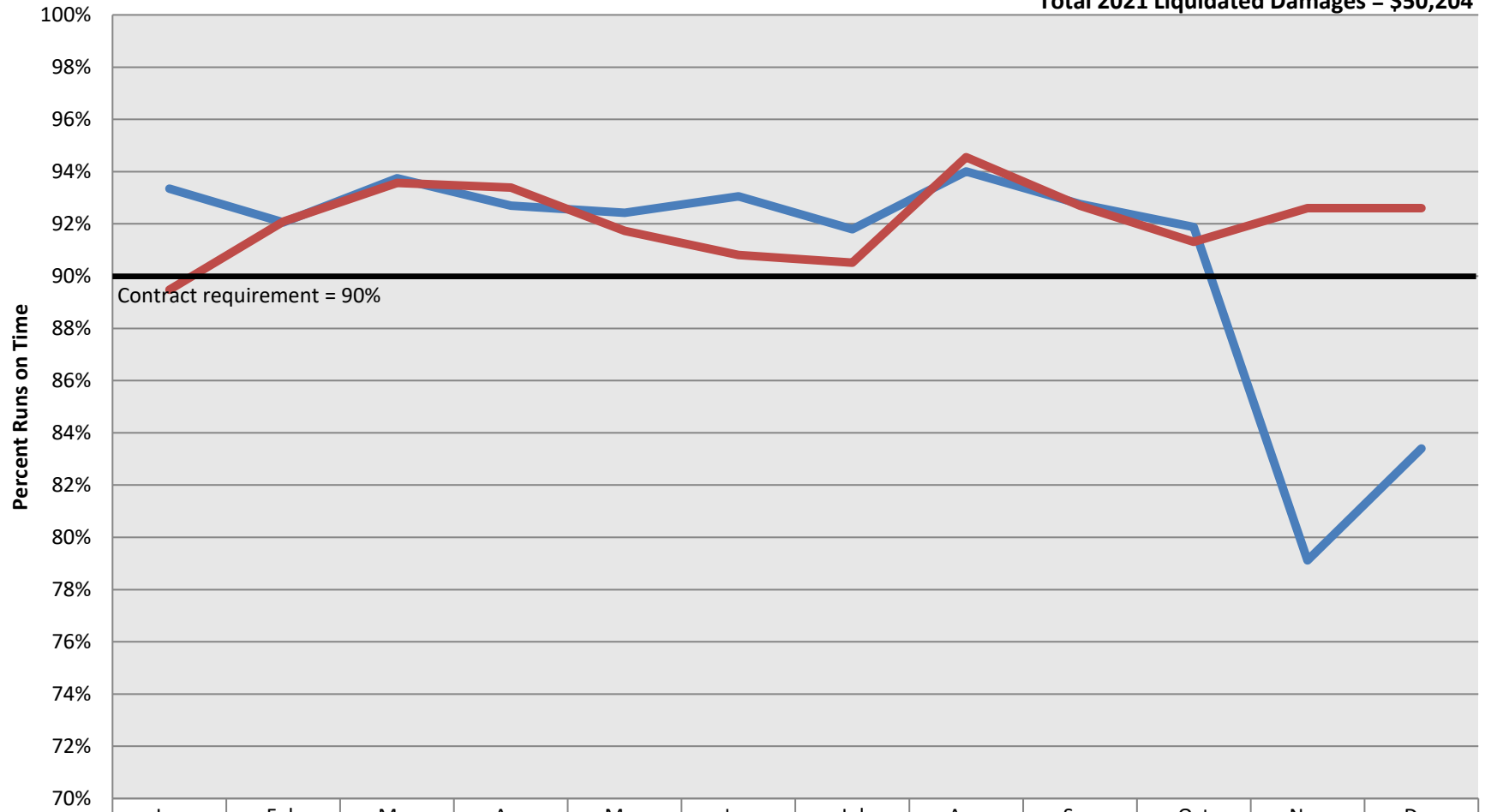
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	93.35%	92.06%	93.75%	92.70%	92.43%	93.05%	91.79%	94.01%	92.76%	91.88%	79.12%	83.40%
2021 RT	89.48%	92.09%	93.57%	93.39%	91.73%	90.81%	90.52%	94.55%	92.70%	91.31%	92.61%	92.61%
2020 Fines	$2,050	$3,145	$1,425	$2,080	$3,347	$1,773	$4,159	$1,808	$2,841	$3,831	$29,963	$21,716
2021 Fines	$7,888	$3,142	$2,202	$1,881	$4,491	$7,955	$9,120	$960	$2,963	$3,491	$2,604	$3,507

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 4 - American Medical Response

▭	Ambulance EOA Boundary
▭	City Jurisidictions
▭	National Forest Boundary

EOA 04 Response Time Performance by Month
2021

Month	Response Time Requirement	Total Runs	Percent On-Time		Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,489	89.52%		July	9:59	1,141	90.89%
	29:59	16	100.00%			29:59	19	89.47%
	Total	**1,505**	**89.63%**			**Total**	**1,160**	**90.86%**
February	9:59	1,321	91.14%		August	9:59	1,127	91.04%
	29:59	5	100.00%			29:59	11	100.00%
	Total	**1,326**	**91.18%**			**Total**	**1,138**	**91.12%**
March	9:59	1,378	92.38%		September	9:59	1,166	89.88%
	29:59	13	92.31%			29:59	10	100.00%
	Total	**1,391**	**92.38%**			**Total**	**1,176**	**89.97%**
April	9:59	1,289	92.79%		October	9:59	1,293	86.08%
	29:59	8	100.00%			29:59	18	94.44%
	Total	**1,297**	**92.83%**			**Total**	**1,311**	**86.19%**
May	9:59	1,213	88.13%		November	9:59	1,504	89.89%
	29:59	20	95.00%			29:59	22	95.45%
	Total	**1,233**	**88.24%**			**Total**	**1,526**	**89.97%**
June	9:59	1,228	90.15%		December	9:59	1,534	91.79%
	29:59	19	100.00%			29:59	10	100.00%
	Total	**1,247**	**90.30%**			**Total**	**1,544**	**91.84%**

	Exemption		
Month	Requests	Approved	% Approved
January	336	336	100.0%
February	156	156	100.0%
March	203	203	100.0%
April	243	243	100.0%
May	349	349	100.0%
June	497	496	99.8%
July	677	677	100.0%
August	817	816	99.9%
September	600	598	99.7%
October	383	380	99.2%
November	219	215	98.2%
December	260	260	100.0%
Total	**4,740**	**4,729**	**99.8%**

2021	9:59	15,683	90.33%
	29:59	171	96.49%
	Total	**15,854**	**90.39%**

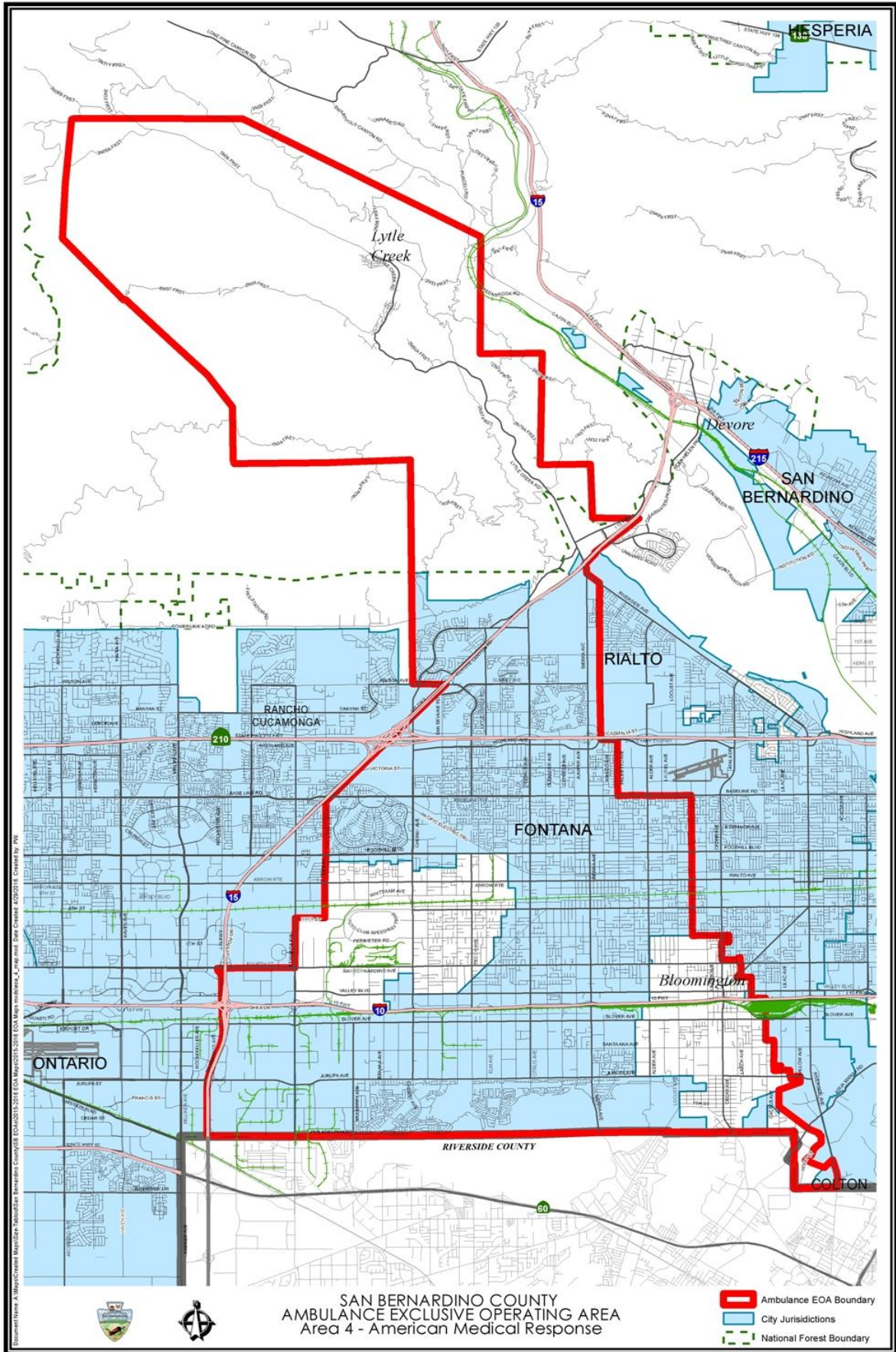Average number of runs per month: **1,322**

RT compliance of all months did not exceed 90%.

Overall compliance between Jan. - Nov.: **90.39%**

The highest compliance rate for the period was:

April at: 92.83%

The lowest compliance rate for the period was:

October at: 86.19%

EOA 04 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $72,781

Contract requirement = 90%

Percent Runs on Time
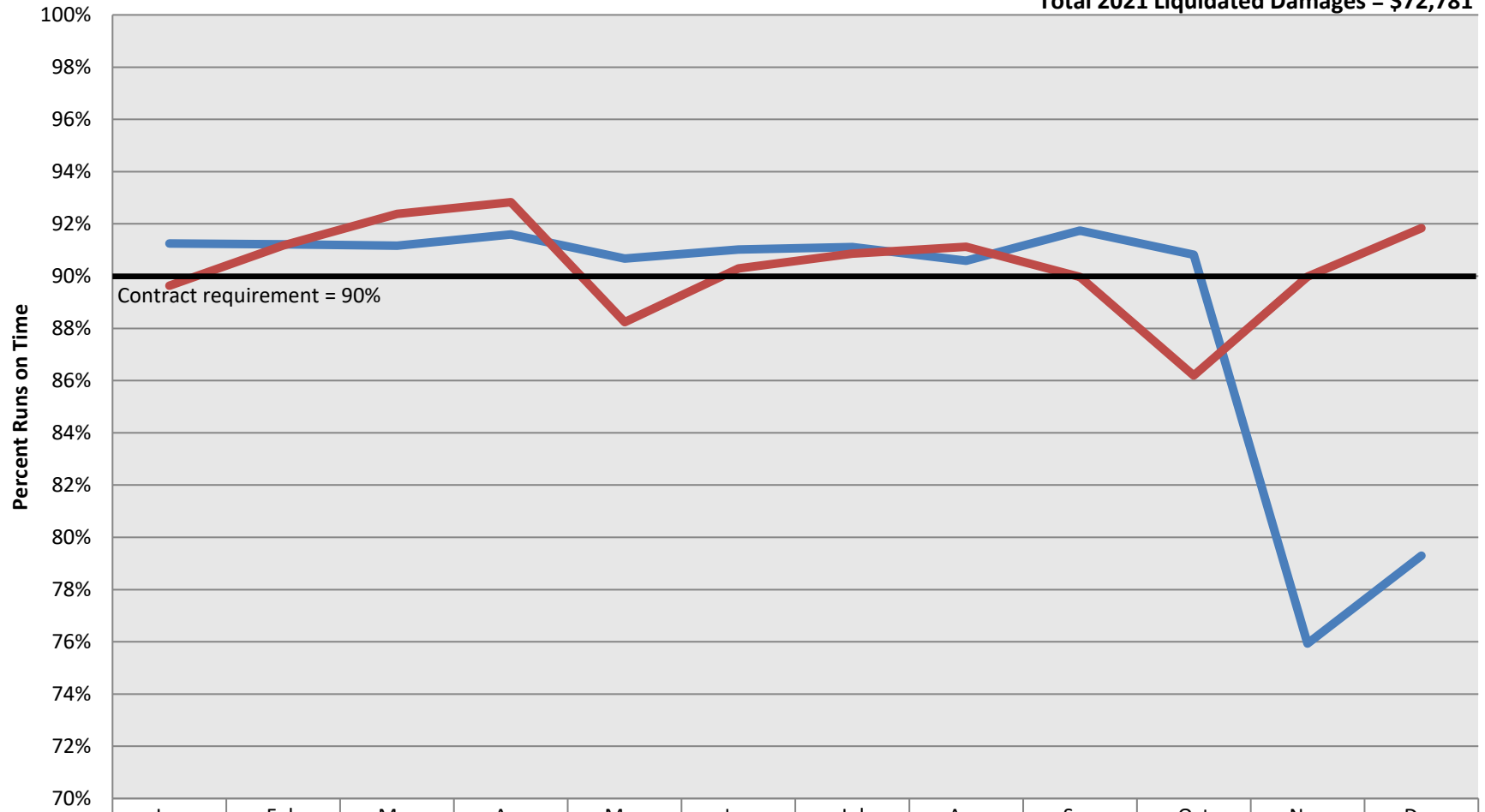
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	91.25%	91.22%	91.16%	91.59%	90.67%	91.02%	91.12%	90.59%	91.74%	90.82%	75.93%	79.30%
2021 RT	89.63%	91.18%	92.38%	92.83%	88.24%	90.30%	90.86%	91.12%	89.97%	86.19%	89.97%	91.84%
2020 Fines	$3,523	$3,296	$3,604	$1,960	$3,685	$3,370	$3,385	$3,900	$3,029	$4,600	$30,577	$23,688
2021 Fines	$6,895	$2,941	$2,892	$2,179	$7,984	$5,680	$6,815	$3,920	$7,184	$14,826	$8,019	$3,446

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 5 - Rialto Fire Dept./American Med. Response

Ambulance EOA Boundary - 05a (Rialto FD)
Ambulance EOA Boundary - 05b (AMR)
City Jurisidictions
National Forest Boundary
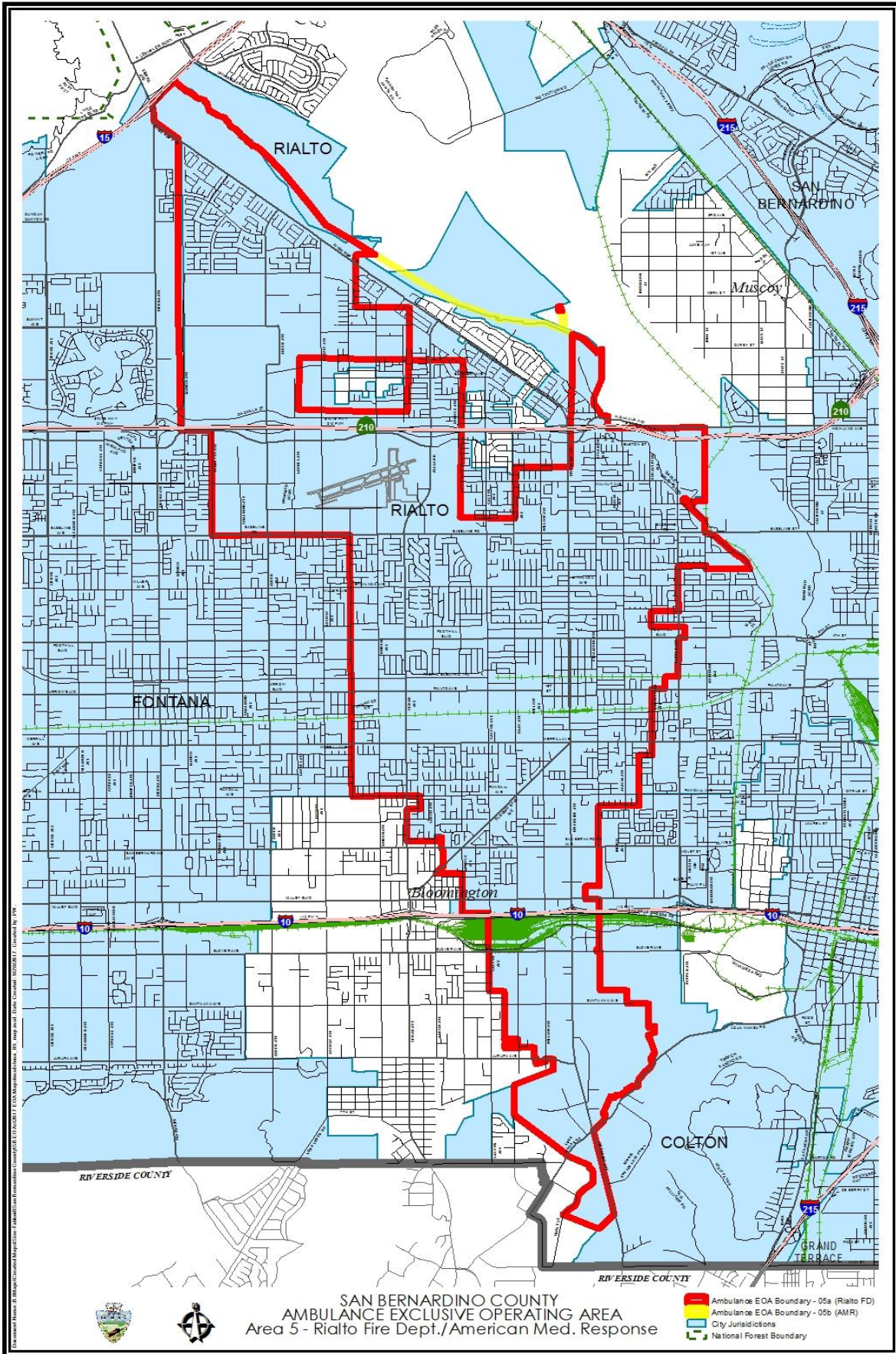
EOA 05b* Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	34	100.00%
February	9:59	26	100.00%
March	9:59	7	100.00%
April	9:59	24	100.00%
May	9:59	12	91.67%
June	9:59	10	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	26	61.54%
August	9:59	11	90.91%
September	9:59	9	100.00%
October	9:59	8	100.00%
November	9:59	12	100.00%
December	9:59	13	92.31%

| Month | Exemption | | |
	Requests	Approved	% Approved
January	6	6	100.0%
February	4	4	100.0%
March	3	3	100.0%
April	3	3	100.0%
May	7	7	100.0%
June	16	16	100.0%
July	10	0	0.0%
August	22	22	100.0%
September	16	16	100.0%
October	9	9	100.0%
November	10	10	100.0%
December	8	8	100.0%
Total	**114**	**104**	**91.2%**

2021	9:59	192	93.23%

Average number of runs per month: **16**
Overall compliance between Jan. - Nov.: **93.23%**

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

Cumulative Compliance Calculation
October 2020 - January 2021

Response Time Requirement	Total Runs	Percent On-Time
09:59	117	94.87%

Cumulative Compliance Calculation
February 2021 - July 2021

Response Time Requirement	Total Runs	Percent On-Time
09:59	105	89.52%

Cumulative Compliance Calculation
August 2021 - December 2021

Response Time Requirement	Total Runs	Percent On-Time
09:59	53	96.23%

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 2020 data, 95 runs are required for CY2021 compliance calculations. One cycle was completed carried over from CY2020, one cycle was completed in CY2021, and one cycle will be completed in CY2022.
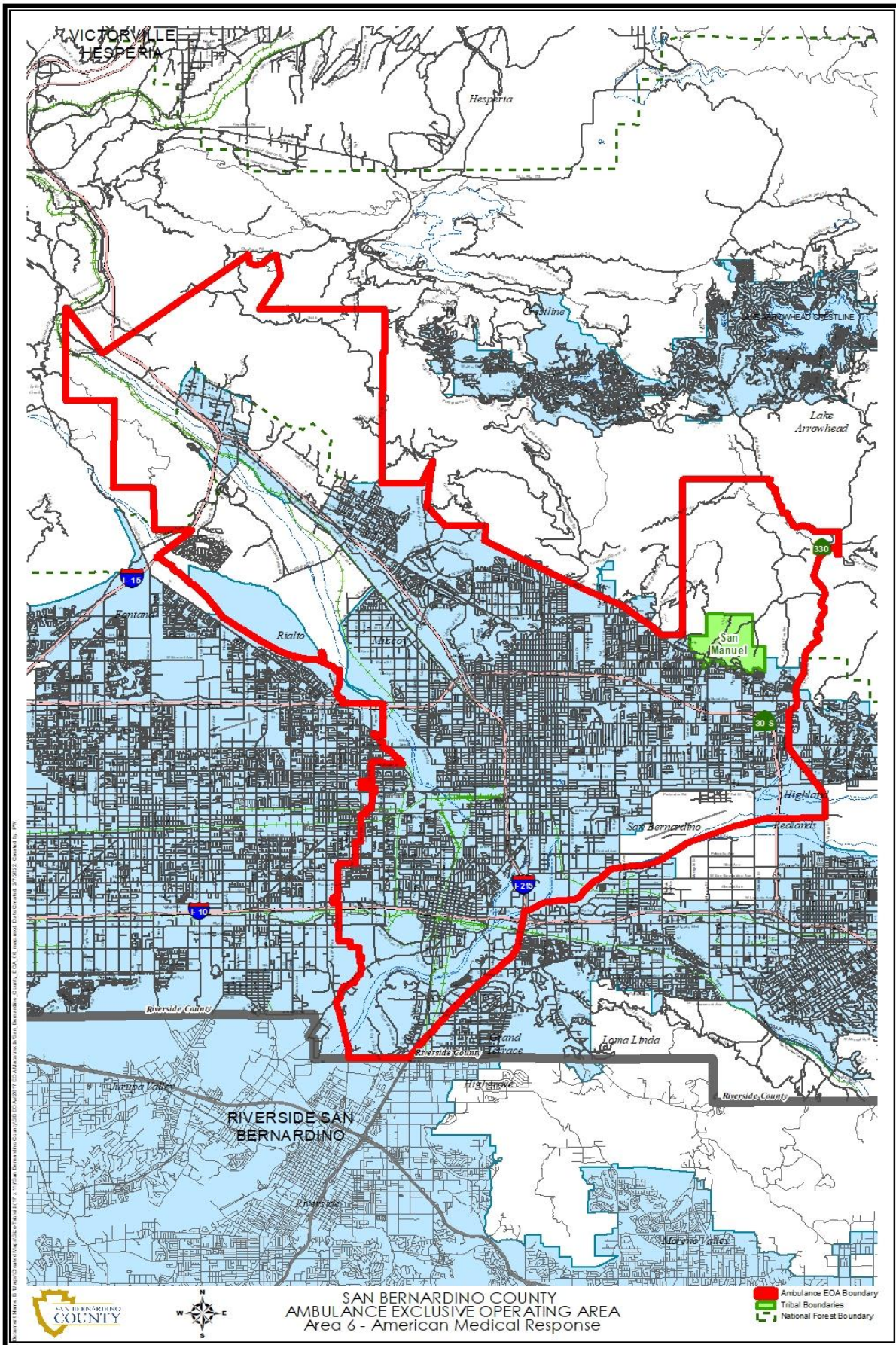
SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 6 - American Medical Response

Ambulance EOA Boundary
Tribal Boundaries
National Forest Boundary

EOA 06 Response Time Performance by Month
2021

Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	3,201	91.16%	July	9:59	2,735	95.39%
	11:59	12	83.33%		11:59	12	91.67%
	14:59				14:59		
	19:59				19:59	7	100.00%
	24:59				24:59	2	100.00%
	29:59				29:59	1	100.00%
	99:59				99:59		
	Total	3,213	91.13%		Total	2,757	95.39%
February	9:59	2,785	94.90%	August	9:59	2,408	96.05%
	11:59	6	100.00%		11:59	10	90.00%
	14:59				14:59	1	100.00%
	19:59	1	100.00%		19:59	4	100.00%
	24:59	2	100.00%		24:59	1	100.00%
	29:59				29:59		
	99:59	1	100.00%		99:59		
	Total	2,795	94.92%		Total	2,424	96.04%
March	9:59	3,070	94.36%	September	9:59	2,366	95.01%
	11:59	8	75.00%		11:59	8	87.50%
	14:59	1	100.00%		14:59		
	19:59				19:59	7	100.00%
	24:59				24:59	3	100.00%
	29:59				29:59		
	99:59				99:59		
	Total	3,079	94.32%		Total	2,384	95.01%
April	9:59	3,022	95.76%	October	9:59	2,573	91.95%
	11:59	10	80.00%		11:59	11	81.82%
	14:59	2	50.00%		14:59	2	50.00%
	19:59	1	100.00%		19:59	7	100.00%
	24:59	1	100.00%		24:59		
	29:59				29:59		
	99:59				99:59		
	Total	3,036	95.69%		Total	2,593	91.90%
May	9:59	2,917	94.93%	November	9:59	2,915	93.79%
	11:59	7	85.71%		11:59	12	83.33%
	14:59	1	100.00%		14:59	1	100.00%
	19:59	2	100.00%		19:59	4	100.00%
	24:59				24:59	5	100.00%
	29:59				29:59		
	99:59				99:59		
	Total	2,927	94.91%		Total	2,937	93.77%
June	9:59	2,925	94.32%	December	9:59	2,830	92.54%
	11:59	11	90.91%		11:59	13	100.00%
	14:59	1	0.00%		14:59		
	19:59	1	100.00%		19:59	6	100.00%
	24:59				24:59	4	100.00%
	29:59	2	100.00%		29:59		
	99:59	2	100.00%		99:59		
	Total	2,942	94.29%		Total	2,853	92.60%

	Exemption		
Month	Requests	Approved	% Approved
January	705	705	100.0%
February	373	373	100.0%
March	543	543	100.0%
April	654	654	100.0%
May	812	812	100.0%
June	952	951	99.9%
July	1,381	1,379	99.9%
August	1,799	1,795	99.8%
September	1,387	1,364	98.3%
October	1,253	1,238	98.8%
November	795	789	99.2%
December	1,077	1,077	100.0%
Total	11,731	11,680	99.6%

	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	33,747	94.14%
	11:59	120	87.50%
	14:59	9	66.67%
	19:59	40	100.00%
	24:59	18	100.00%
	29:59	3	100.00%
	99:59	3	100.00%
	Total	33,940	94.12%

Average number of runs per month: **2,829**

RT compliance of all months exceeded 90%.

Overall compliance between Jan. - Nov.: **94.12%**

The highest compliance rate for the period was:

August at: 96.04%

The lowest compliance rate for the period was:

January at: 91.13%

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 06 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $53,935

Contract requirement = 90%

Percent Runs on Time
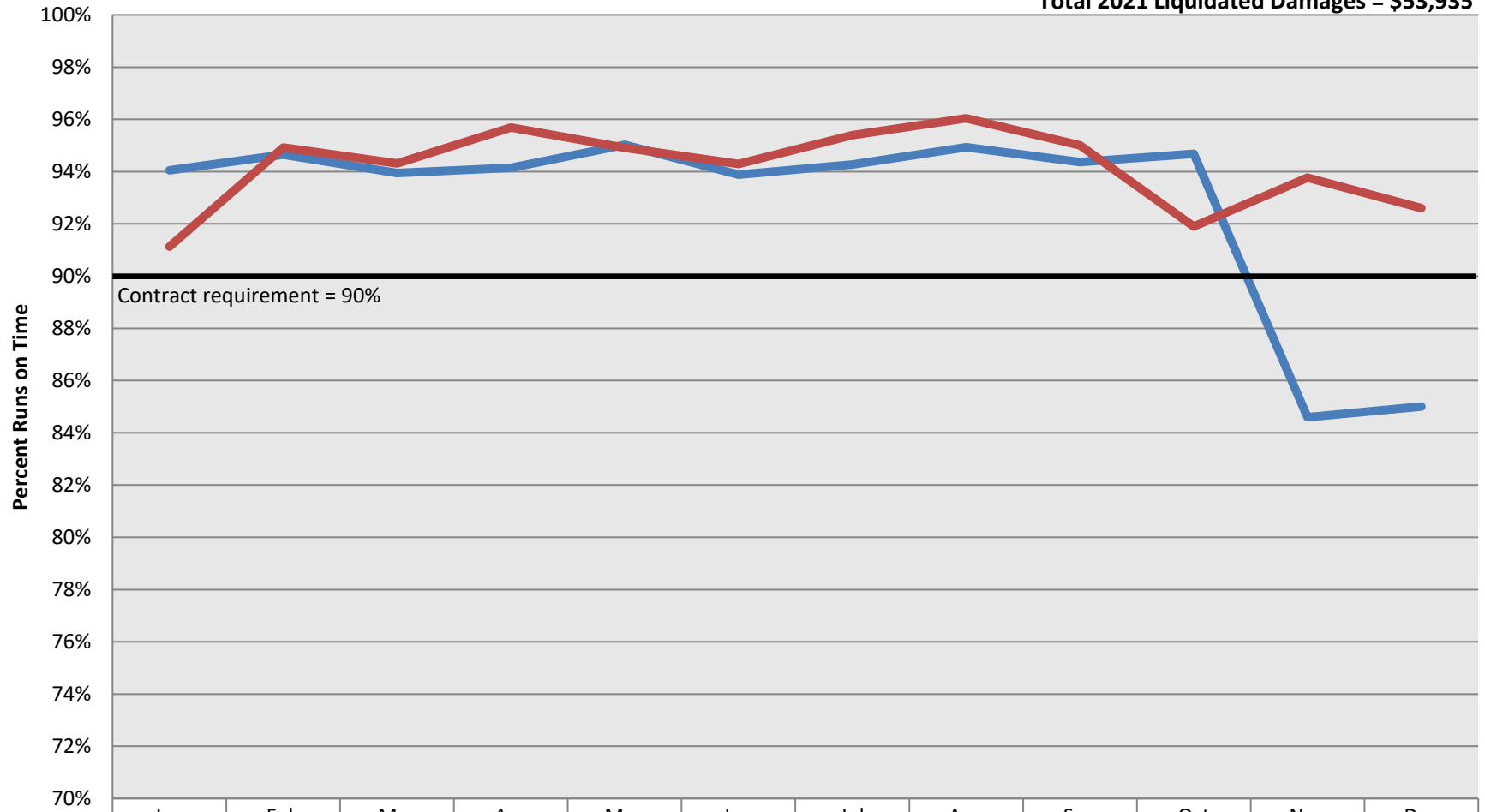
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	94.05%	94.65%	93.95%	94.14%	95.03%	93.88%	94.27%	94.93%	94.37%	94.68%	84.60%	85.01%
2021 RT	91.13%	94.92%	94.32%	95.69%	94.91%	94.29%	95.39%	96.04%	95.01%	91.90%	93.77%	92.60%
2020 Fines	$1,643	$1,490	$3,229	$1,118	$723	$3,844	$1,691	$1,375	$1,500	$1,720	$29,498	$29,478
2021 Fines	$11,833	$1,457	$1,502	$611	$2,000	$2,402	$1,008	$454	$2,721	$17,046	$5,772	$7,129

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 7 - American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisdictions
- National Forest Boundary

EOA 07 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	284	89.79%	July	9:59	202	94.55%
	11:59	164	98.17%		11:59	162	98.77%
	19:59	2	100.00%		19:59	1	100.00%
	Total	**450**	**92.89%**		**Total**	**365**	**96.44%**
February	9:59	246	95.53%	August	9:59	206	95.63%
	11:59	127	96.85%		11:59	163	98.16%
	19:59	1	100.00%		19:59		
	Total	**374**	**95.99%**		**Total**	**369**	**96.75%**
March	9:59	280	95.71%	September	9:59	217	91.24%
	11:59	148	98.65%		11:59	138	98.55%
	19:59				19:59	2	100.00%
	Total	**428**	**96.73%**		**Total**	**357**	**94.12%**
April	9:59	271	93.36%	October	9:59	213	92.96%
	11:59	170	98.24%		11:59	132	94.70%
	19:59				19:59	2	100.00%
	Total	**441**	**95.24%**		**Total**	**347**	**93.66%**
May	9:59	221	93.67%	November	9:59	243	94.24%
	11:59	143	97.90%		11:59	151	99.34%
	19:59				19:59		
	Total	**364**	**95.33%**		**Total**	**394**	**96.19%**
June	9:59	234	91.88%	December	9:59	251	88.05%
	11:59	174	98.85%		11:59	171	96.49%
	19:59				19:59		
	Total	**408**	**94.85%**		**Total**	**422**	**91.47%**

	Exemption		
Month	Requests	Approved	% Approved
January	87	87	100.0%
February	50	50	100.0%
March	72	72	100.0%
April	82	82	100.0%
May	96	96	100.0%
June	99	99	100.0%
July	155	153	98.7%
August	209	206	98.6%
September	168	167	99.4%
October	170	170	100.0%
November	104	104	100.0%
December	138	138	100.0%
Total	**1,430**	**1,424**	**99.6%**

2021			
	9:59	2,868	92.99%
	11:59	1,843	97.94%
	19:59	8	100.00%
	Total	**4,719**	**94.94%**

Average number of runs per month: **394**

RT compliance of all months exceeded 90%.

Overall compliance between Jan. - Nov.: **94.94%**

The highest compliance rate for the period was:

August at: **96.75%**

The lowest compliance rate for the period was:

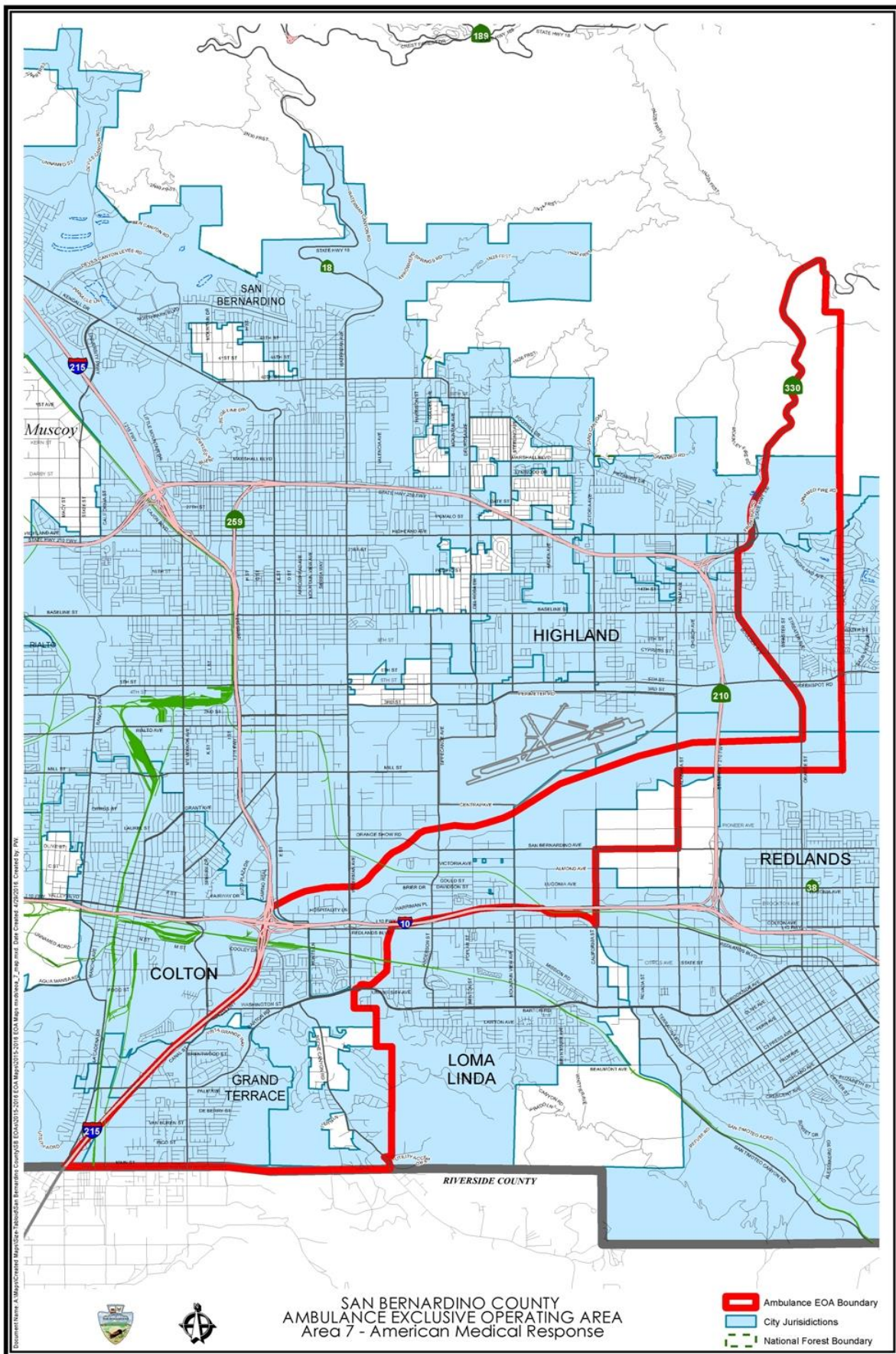**December at:** **91.47%**

EOA 07 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $4,944

Contract requirement = 90%

Percent Runs on Time
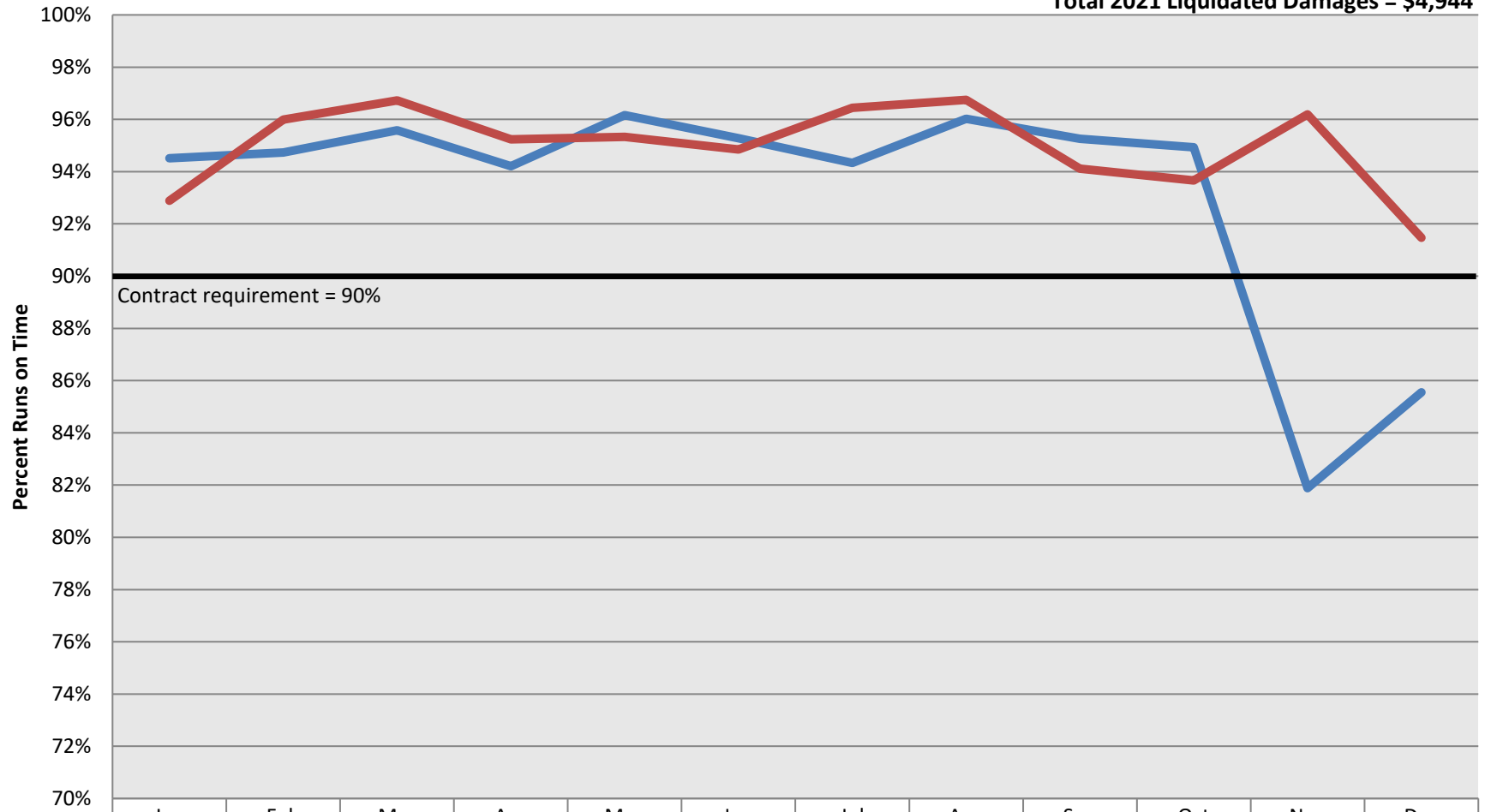
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	94.51%	94.74%	95.58%	94.21%	96.16%	95.27%	94.33%	96.03%	95.26%	94.93%	81.88%	85.55%
2021 RT	92.89%	95.99%	96.73%	95.24%	95.33%	94.85%	96.44%	96.75%	94.12%	93.66%	96.19%	91.47%
2020 Fines	$256	$410	$54	$248	$54	$155	$268	$25	$124	$246	$11,436	$9,169
2021 Fines	$937	$25	$43	$135	$212	$575	$60	$146	$507	$669	$123	$1,512

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 8 - American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- National Forest Boundary
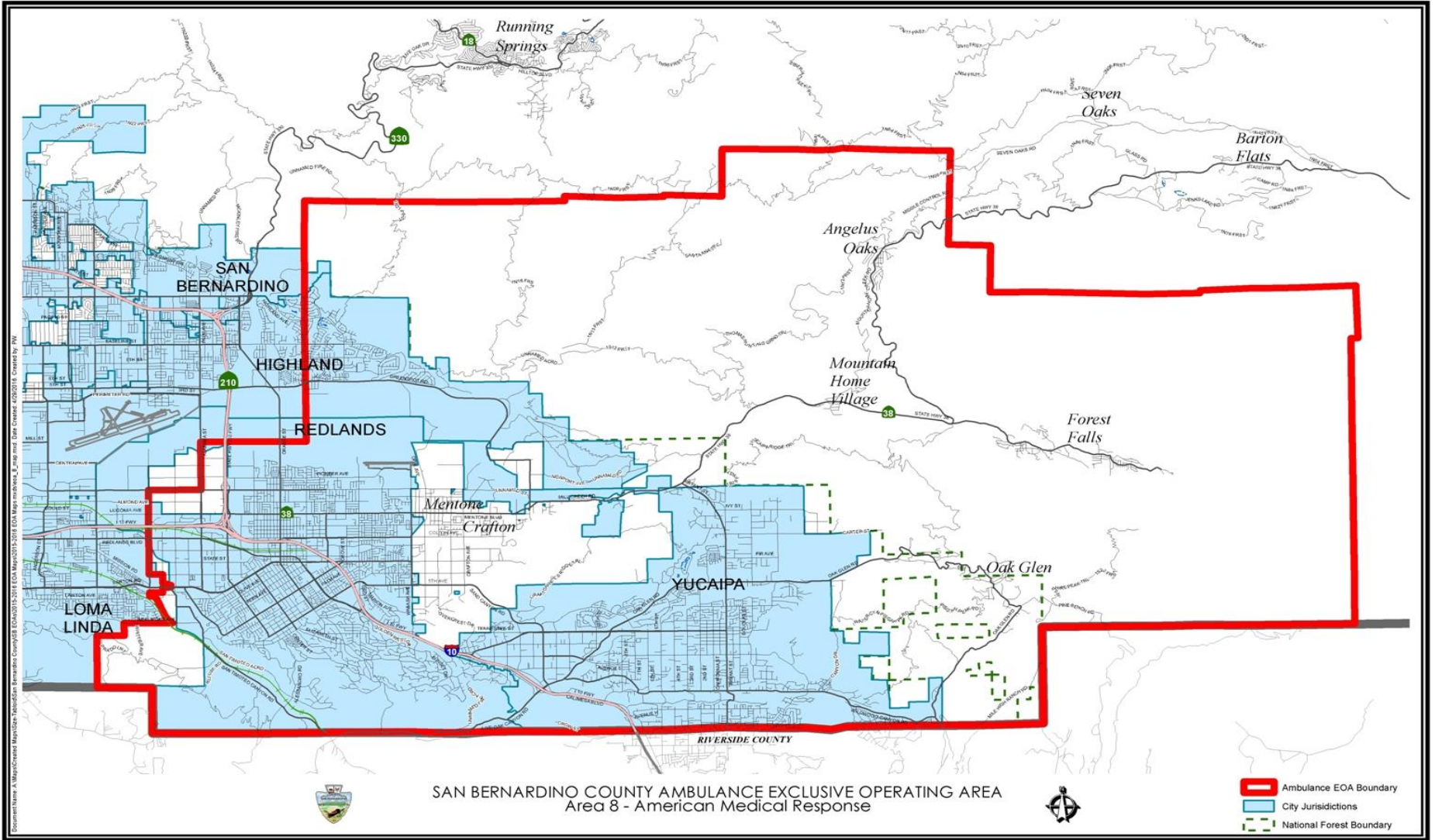
EOA 08 Response Time Performance by Month
2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	1,120	93.93%
	24:59		
	39:59	6	100.00%
	49:59	5	100.00%
	99:59	10	100.00%
	Total	**1,141**	**94.04%**
February	9:59	973	93.94%
	24:59		
	39:59	6	100.00%
	49:59	3	100.00%
	99:59	11	100.00%
	Total	**993**	**94.06%**
March	9:59	1,099	95.36%
	24:59	1	100.00%
	39:59	4	100.00%
	49:59	5	100.00%
	99:59	5	100.00%
	Total	**1,114**	**95.42%**
April	9:59	1,054	95.92%
	24:59	2	100.00%
	39:59	5	100.00%
	49:59	3	100.00%
	99:59	5	100.00%
	Total	**1,069**	**95.98%**
May	9:59	1,047	95.89%
	24:59	1	100.00%
	39:59	11	100.00%
	49:59	2	100.00%
	99:59	11	100.00%
	Total	**1,072**	**95.99%**
June	9:59	1,002	94.61%
	24:59		
	39:59	16	100.00%
	49:59	6	100.00%
	99:59	6	100.00%
	Total	**1,030**	**94.76%**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	997	94.68%
	24:59		
	39:59	16	100.00%
	49:59	7	100.00%
	99:59	10	100.00%
	Total	**1,030**	**94.85%**
August	9:59	1,017	97.15%
	24:59	1	0.00%
	39:59	11	100.00%
	49:59	3	100.00%
	99:59	9	100.00%
	Total	**1,041**	**97.12%**
September	9:59	997	96.99%
	24:59	2	100.00%
	39:59	7	100.00%
	49:59	7	100.00%
	99:59	7	100.00%
	Total	**1,020**	**97.06%**
October	9:59	1,028	94.94%
	24:59		
	39:59	11	100.00%
	49:59	4	100.00%
	99:59	9	100.00%
	Total	**1,052**	**95.06%**
November	9:59	1,134	96.03%
	24:59		
	39:59	7	100.00%
	49:59	11	100.00%
	99:59	8	100.00%
	Total	**1,160**	**96.12%**
December	9:59	1,174	93.36%
	24:59	5	100.00%
	39:59	8	100.00%
	49:59	11	100.00%
	99:59	13	100.00%
	Total	**1,211**	**93.56%**

	Exemption		
Month	Requests	Approved	% Approved
January	243	243	100.0%
February	129	129	100.0%
March	160	160	100.0%
April	259	259	100.0%
May	273	273	100.0%
June	307	305	99.3%
July	475	470	98.9%
August	542	535	98.7%
September	457	454	99.3%
October	341	341	100.0%
November	226	224	99.1%
December	265	265	100.0%
Total	**3,677**	**3,658**	**99.5%**

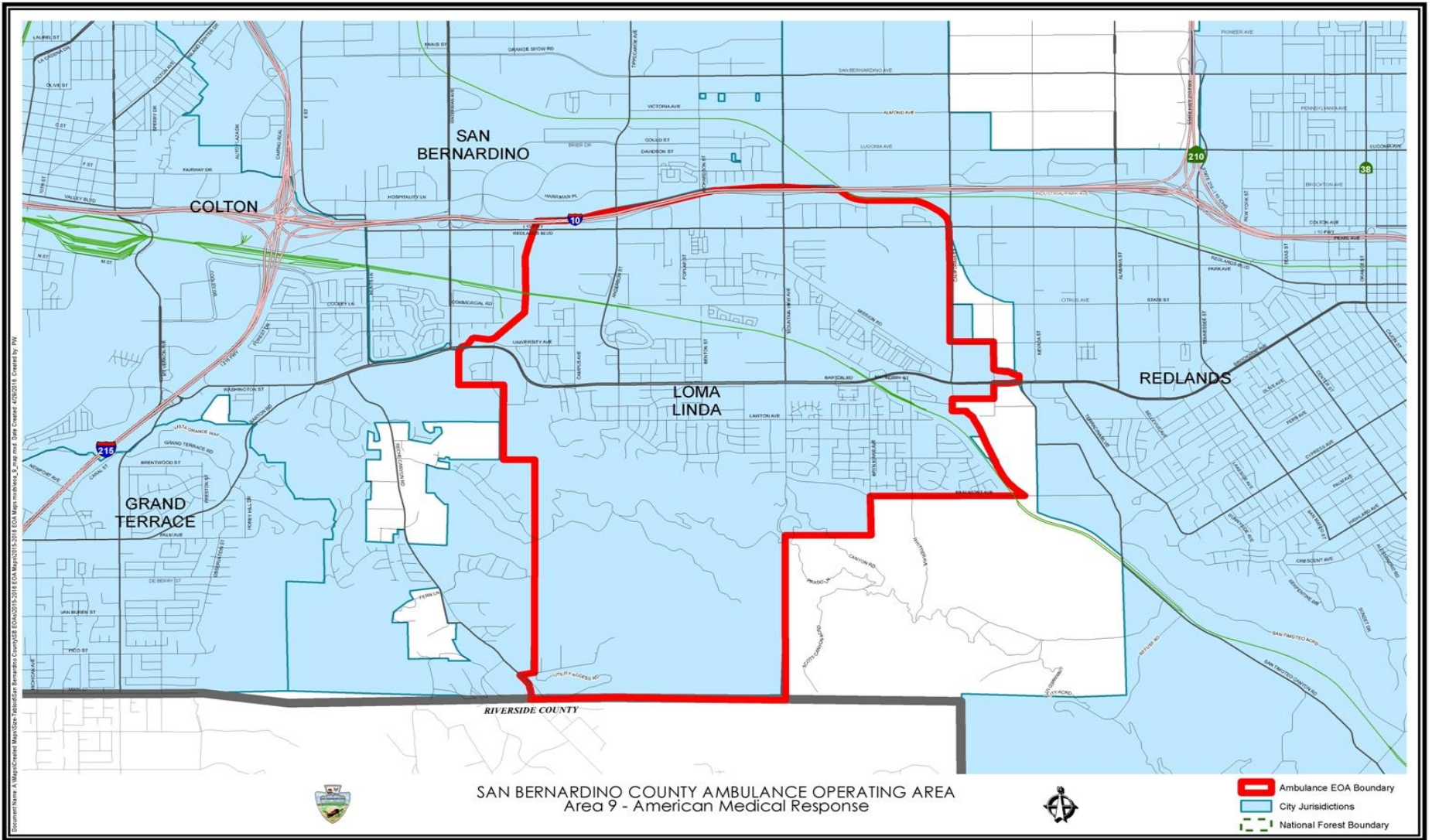|	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	12,642	95.21%
	24:59	12	91.67%
	39:59	108	100.00%
	49:59	67	100.00%
	99:59	104	100.00%
	Total	**12,933**	**95.31%**

Average number of runs per month: **1,078**
RT compliance of all months exceeded 90%.
Overall compliance between Jan. - Nov.: **95.31%**
The highest compliance rate for the period was:
        August at: **97.12%**
The lowest compliance rate for the period was:
        December at: **93.56%**

EOA 08 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $8,644

Contract requirement = 90%

Percent Runs on Time
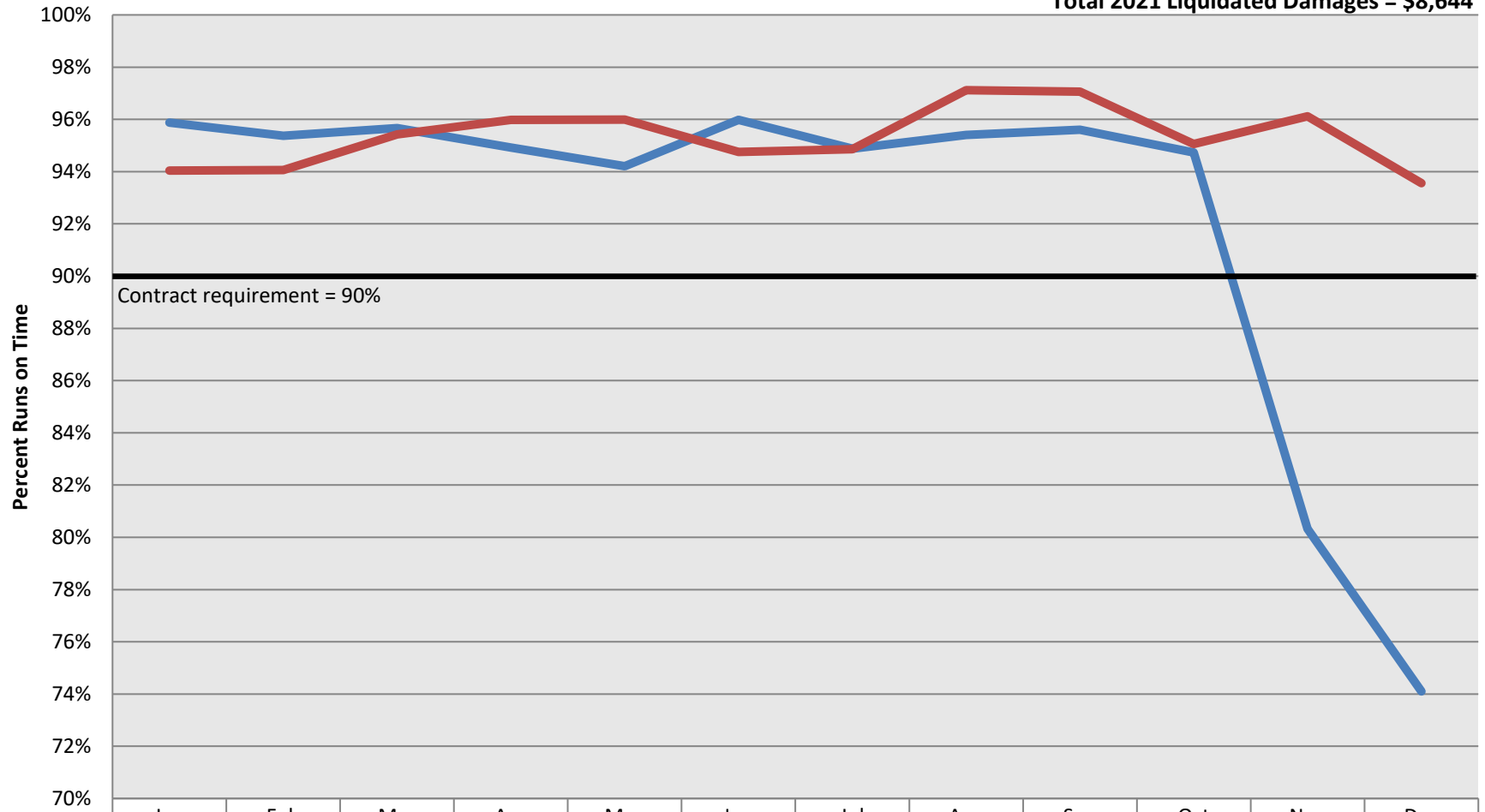
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	95.88%	95.38%	95.67%	94.92%	94.21%	95.98%	94.88%	95.40%	95.61%	94.74%	80.33%	74.10%
2021 RT	94.04%	94.06%	95.42%	95.98%	95.99%	94.76%	94.85%	97.12%	97.06%	95.06%	96.12%	93.56%
2020 Fines	$351	$265	$174	$480	$437	$181	$710	$230	$243	$942	$25,917	$49,633
2021 Fines	$1,493	$1,036	$252	$318	$347	$873	$1,237	$175	$84	$503	$180	$2,146

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 9 - American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- National Forest Boundary

EOA 09 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	244	93.85%
February	9:59	204	98.04%
March	9:59	216	99.07%
April	9:59	200	98.00%
May	9:59	235	97.87%
June	9:59	207	97.10%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	175	96.00%
August	9:59	214	97.20%
September	9:59	214	98.13%
October	9:59	214	98.60%
November	9:59	217	98.16%
December	9:59	205	97.56%

Month	Exemption		
	Requests	Approved	% Approved
January	28	28	100.0%
February	7	7	100.0%
March	17	17	100.0%
April	25	25	100.0%
May	27	27	100.0%
June	27	27	100.0%
July	63	63	100.0%
August	91	91	100.0%
September	69	69	100.0%
October	46	46	100.0%
November	30	30	100.0%
December	35	35	100.0%
Total	**465**	**465**	**100.0%**

2021	**9:59**	**2,545**	**97.45%**

Average number of runs per month: **213**
RT compliance of all months exceeded 90%.
Overall compliance between Jan. - Nov.: **97.45%**
The highest compliance rate for the period was:
March at: **99.07%**
The lowest compliance rate for the period was:
January at: **93.85%**

EOA 09 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $238

Contract requirement = 90%

Percent Runs on Time
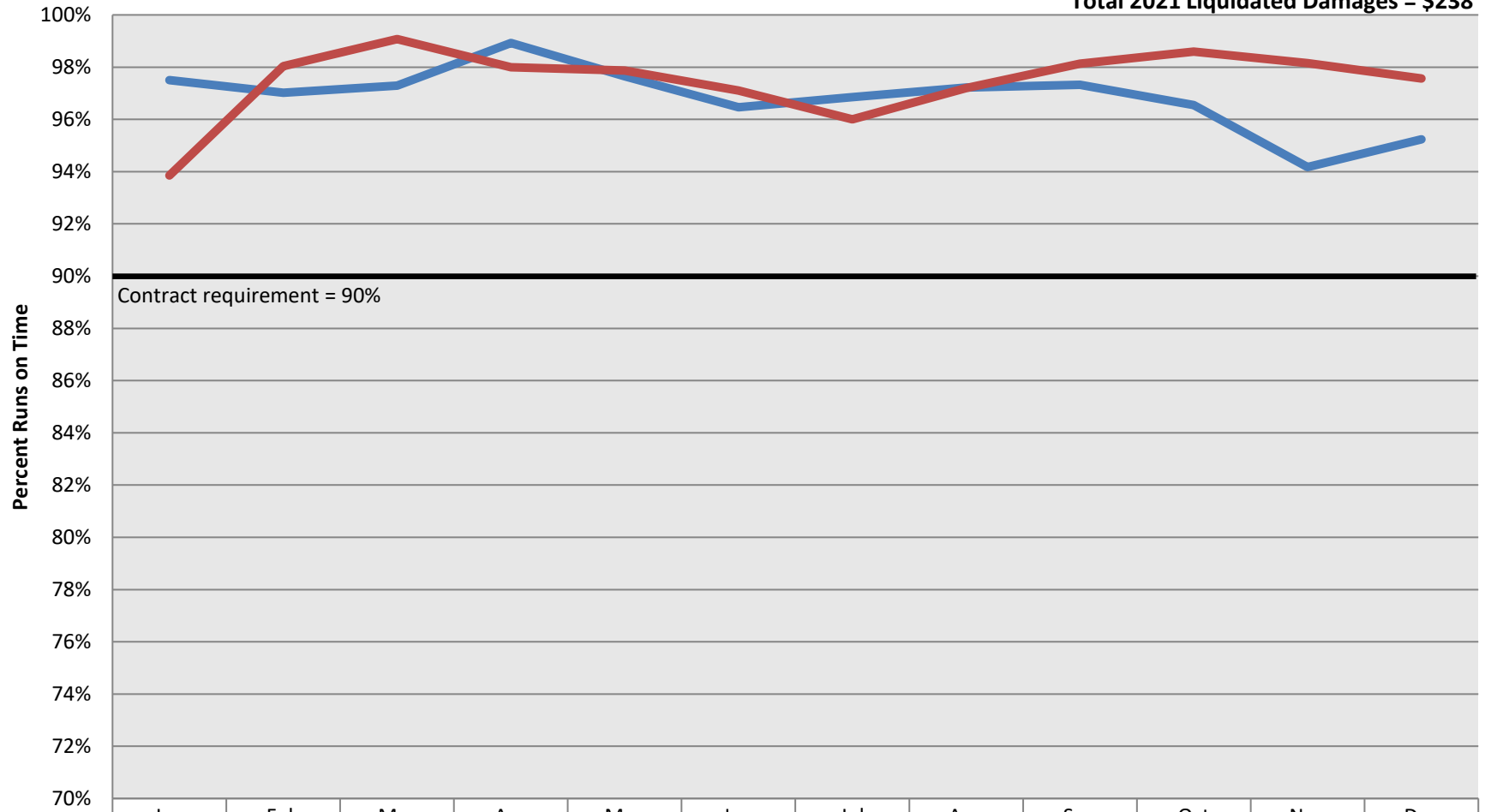
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	97.50%	97.01%	97.30%	98.92%	97.65%	96.46%	96.85%	97.22%	97.32%	96.55%	94.17%	95.24%
2021 RT	93.85%	98.04%	99.07%	98.00%	97.87%	97.10%	96.00%	97.20%	98.13%	98.60%	98.16%	97.56%
2020 Fines	$9	$8	$4	$1	$3	$8	$41	$11	$4	$7	$223	$39
2021 Fines	$112	$-	$1	$1	$6	$5	$71	$13	$2	$-	$1	$26

ICEMA, Transport Provider data. Compiled 2/28/2022, PW.

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SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 10 - San Bernardino County Fire Department (Crest Forest)

Legend:
- Ambulance EOA Boundary
- City Jurisdictions
- National Forest Boundary

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SAN BERNARDINO
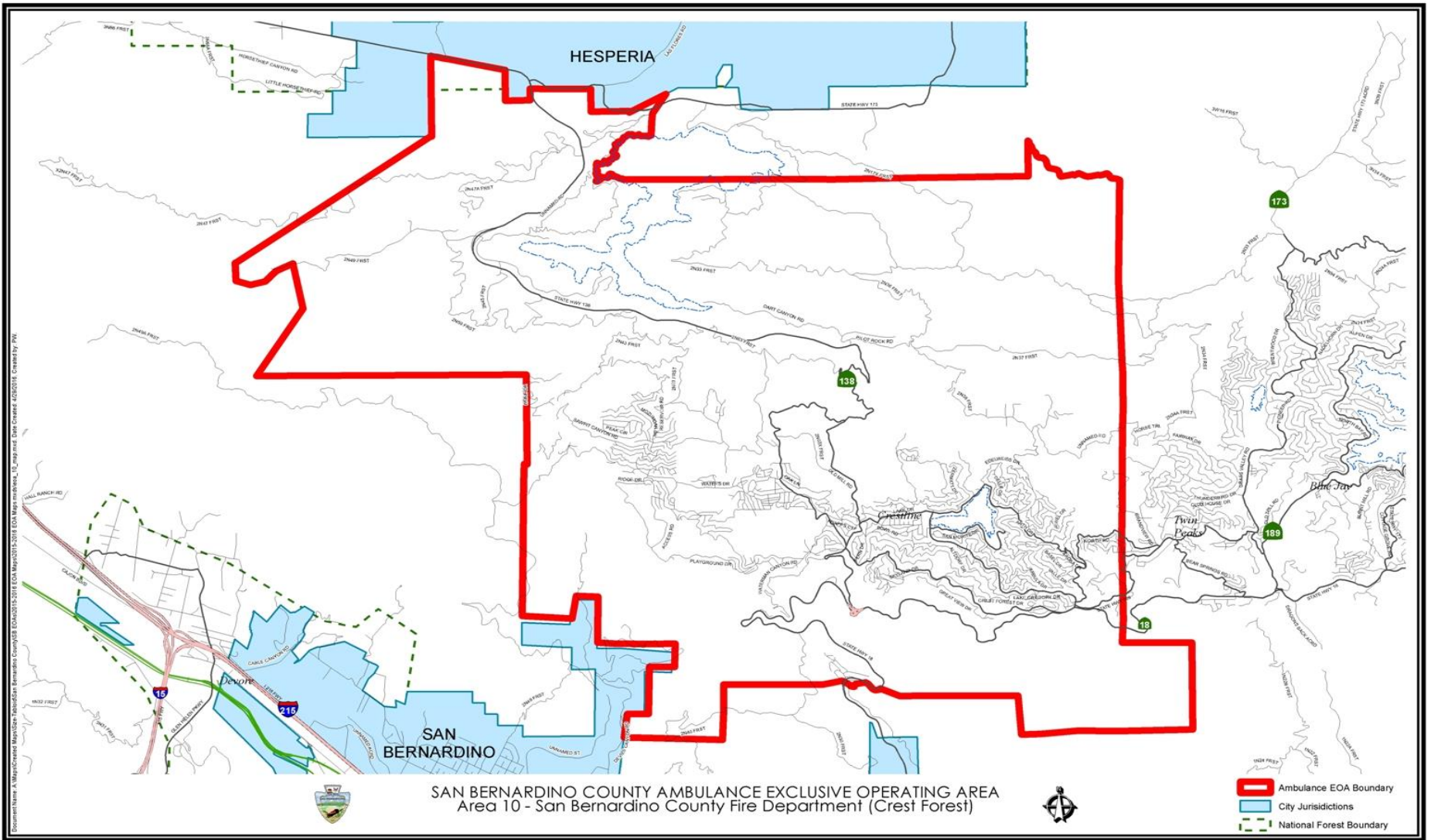
EOA 10 Response Time Performance by Month 2021

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	---	---	---

2021		Total	Percent
2021	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 REQUIRMENTS" (2, 3)

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 11 - San Bernardino County Fire Dept. (Crest Forest) & American Med. Response

Ambulance EOA Boundary
City Jurisidictions
National Forest Boundary
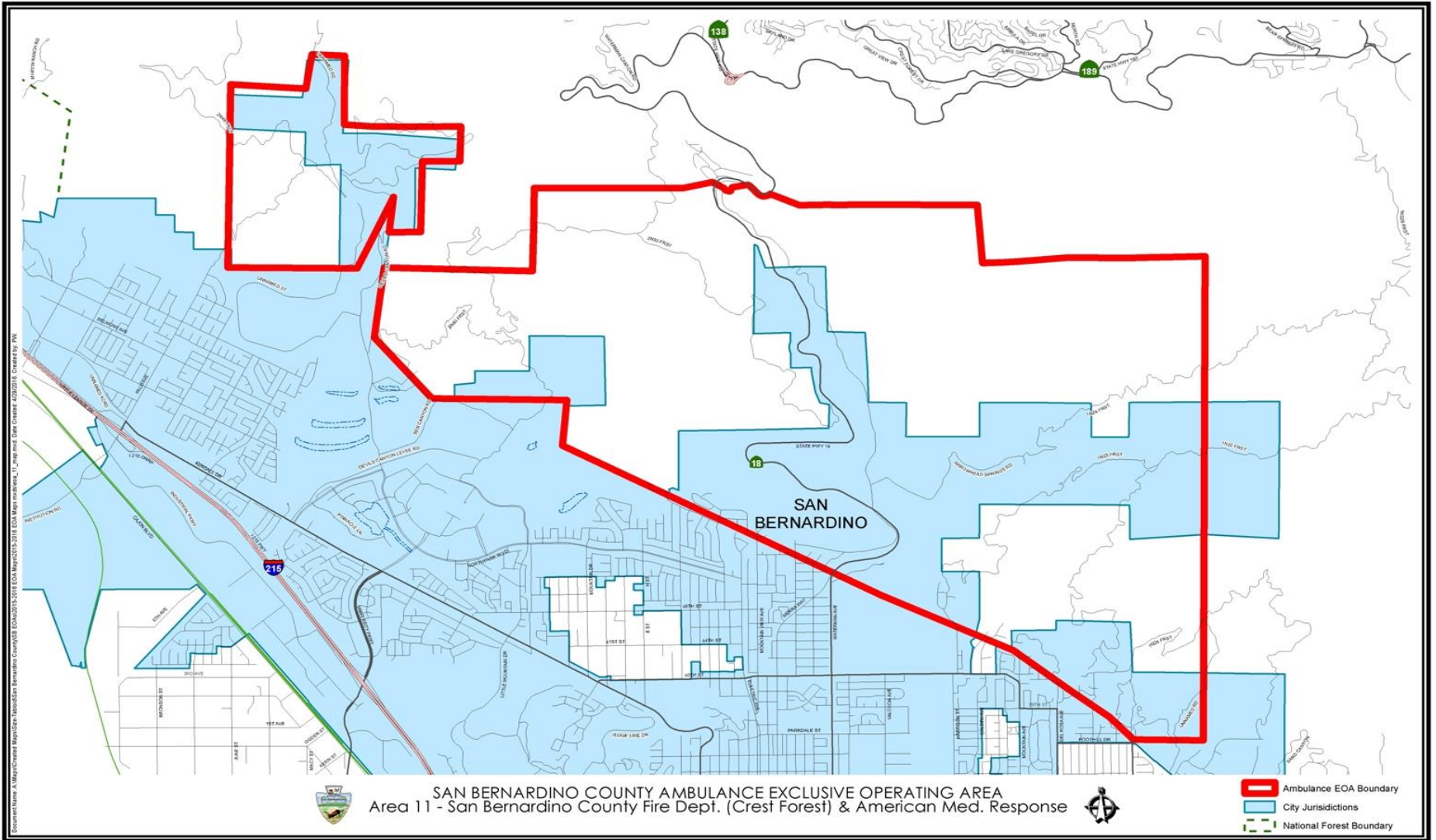
EOA 11 Response Time Performance by Month 2021

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.**		

2021		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).

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 12a - American Medical Response

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- Military Installations
- National Forest Boundary

EOA 12a Response Time Performance by Month 2021
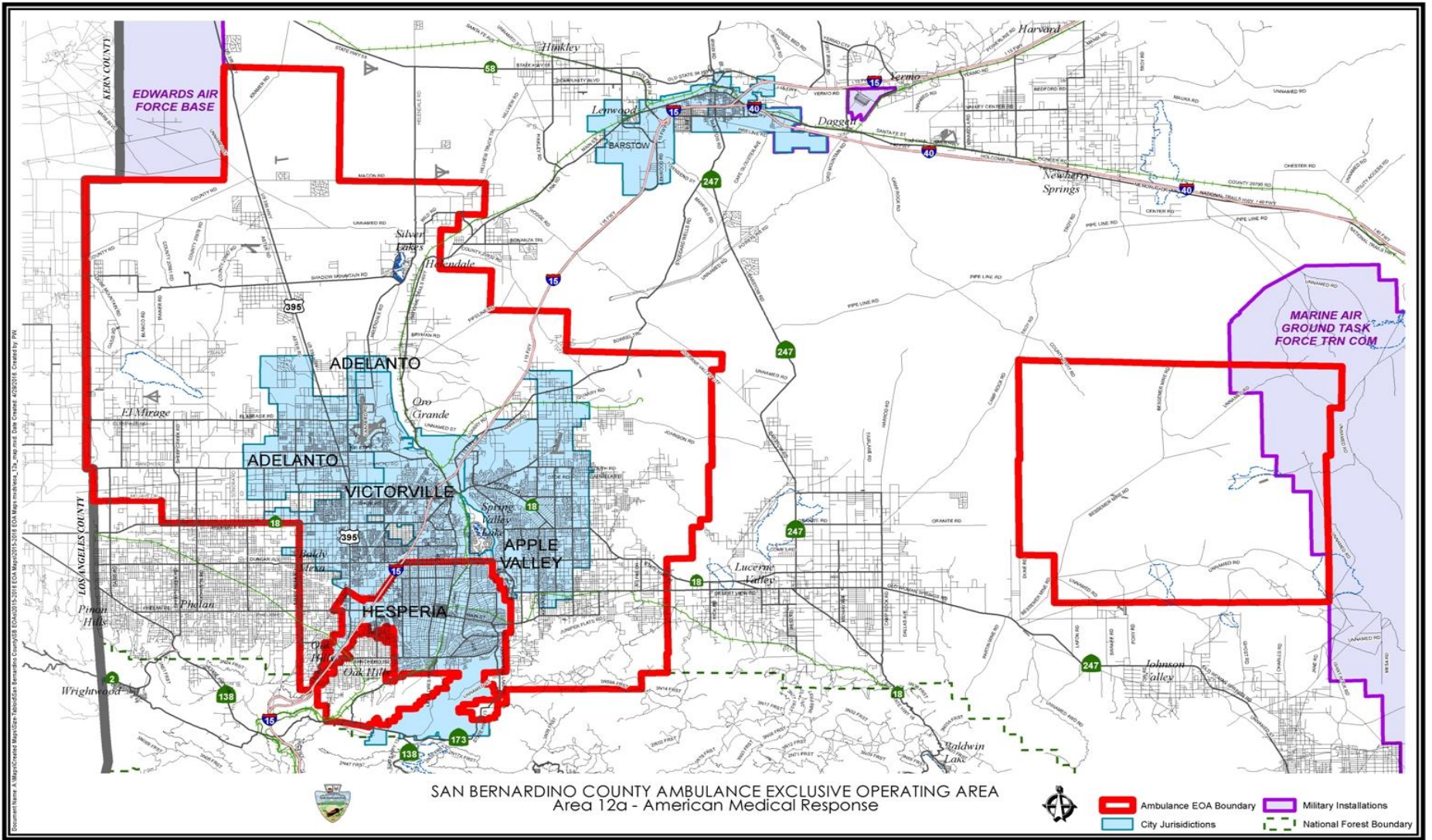
Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	2,500	89.04%	July	9:59	2,471	92.15%
	19:59	122	91.80%		19:59	141	92.91%
	29:59	90	100.00%		29:59	102	98.04%
	49:59	2	100.00%		49:59	1	100.00%
	99:59				99:59	1	100.00%
	Total	**2,714**	**89.54%**		**Total**	**2,716**	**92.42%**
February	9:59	2,231	92.16%	August	9:59	2,375	90.99%
	19:59	114	96.49%		19:59	150	94.67%
	29:59	104	100.00%		29:59	109	99.08%
	49:59				49:59		
	99:59				99:59		
	Total	**2,449**	**92.69%**		**Total**	**2,634**	**91.53%**
March	9:59	2,434	91.58%	September	9:59	2,233	89.30%
	19:59	127	91.34%		19:59	116	92.24%
	29:59	105	99.05%		29:59	99	95.96%
	49:59	1	100.00%		49:59		
	99:59				99:59		
	Total	**2,667**	**91.86%**		**Total**	**2,448**	**89.71%**
April	9:59	2,494	92.94%	October	9:59	2,319	89.39%
	19:59	126	92.86%		19:59	142	91.55%
	29:59	105	95.24%		29:59	90	97.78%
	49:59	7	100.00%		49:59	2	100.00%
	99:59				99:59		
	Total	**2,732**	**93.05%**		**Total**	**2,553**	**89.82%**
May	9:59	2,600	91.42%	November	9:59	2,390	90.67%
	19:59	122	91.80%		19:59	153	92.81%
	29:59	81	97.53%		29:59	121	98.35%
	49:59	2	100.00%		49:59		
	99:59				99:59		
	Total	**2,805**	**91.62%**		**Total**	**2,664**	**91.14%**
June	9:59	2,483	91.14%	December	9:59	2,644	89.86%
	19:59	132	96.21%		19:59	128	95.31%
	29:59	102	97.06%		29:59	125	100.00%
	49:59				49:59	1	100.00%
	99:59				99:59		
	Total	**2,717**	**91.61%**		**Total**	**2,898**	**90.55%**

	Exemption		
Month	Requests	Approved	% Approved
January	366	366	100.0%
February	290	290	100.0%
March	298	298	100.0%
April	400	400	100.0%
May	557	557	100.0%
June	614	611	99.5%
July	824	822	99.8%
August	1,129	1,121	99.3%
September	972	959	98.7%
October	861	848	98.5%
November	657	652	99.2%
December	551	551	100.0%
Total	**7,519**	**7,475**	**99.4%**

	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	29,174	90.89%
	19:59	1,573	93.32%
	29:59	1,233	98.22%
	49:59	16	100.00%
	99:59	1	100.00%
	Total	**31,997**	**91.30%**

Average number of runs per month: **2,667**
RT compliance of all months did not exceed 90%.
Overall compliance between Jan. - Nov.: **91.30%**
The highest compliance rate for the period was:
April at: **93.05%**
The lowest compliance rate for the period was:
January at: **89.54%**

EOA 12a - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $134,295

Contract requirement = 90%

Percent Runs on Time
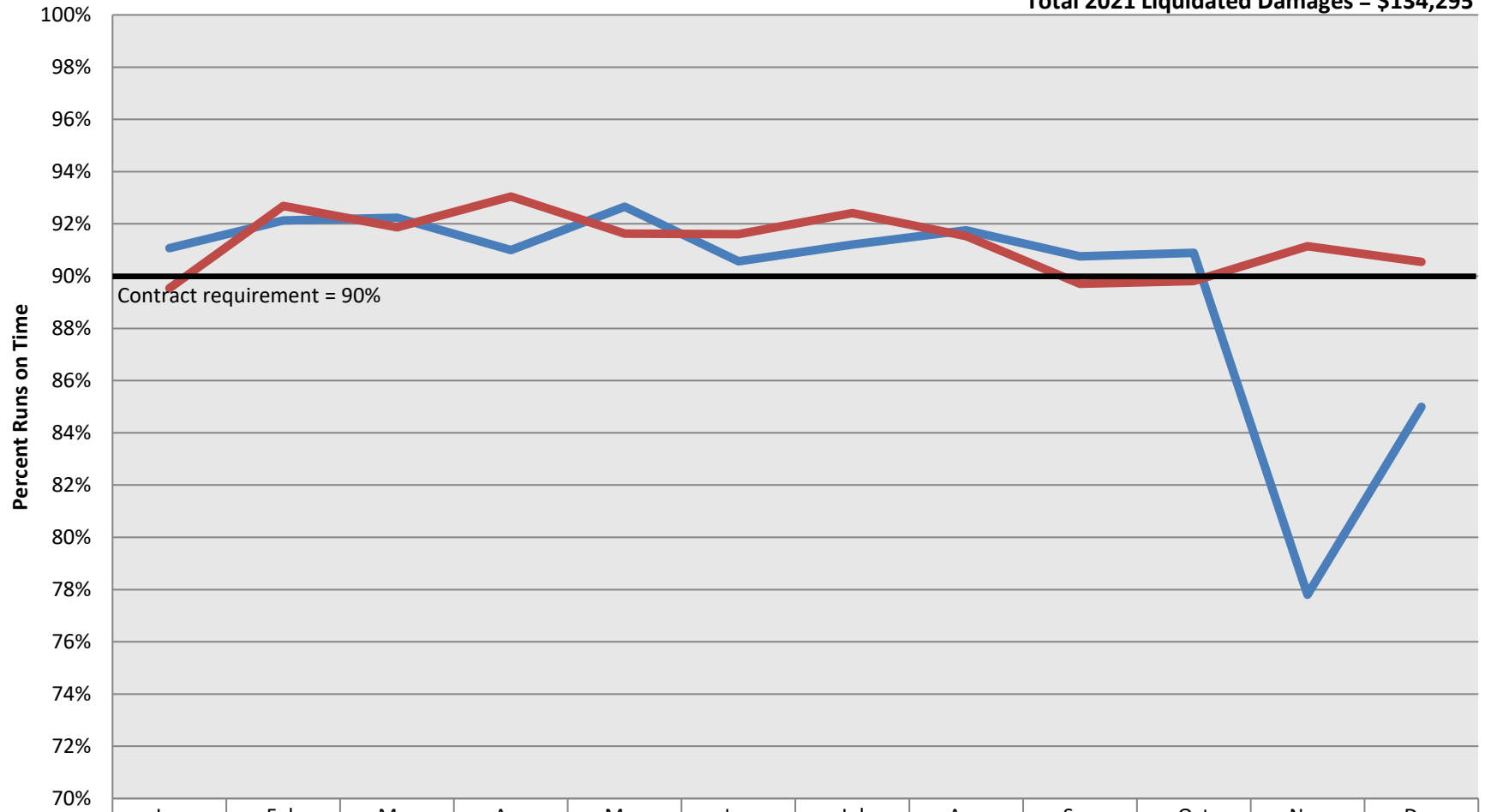
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	91.07%	92.13%	92.23%	90.99%	92.66%	90.57%	91.21%	91.75%	90.75%	90.89%	77.80%	85.00%
2021 RT	89.54%	92.69%	91.86%	93.05%	91.62%	91.61%	92.42%	91.53%	89.71%	89.82%	91.14%	90.55%
2020 Fines	$11,485	$6,735	$4,398	$9,505	$4,015	$11,653	$12,543	$9,503	$11,355	$9,885	$49,128	$30,218
2021 Fines	$10,010	$4,101	$7,772	$4,097	$10,074	$9,006	$8,499	$13,116	$21,573	$20,074	$11,401	$14,572

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 12b - San Bernardino County Fire Department (Lucerne Valley)

Ambulance EOA Boundary
City Jurisidictions
National Forest Boundary
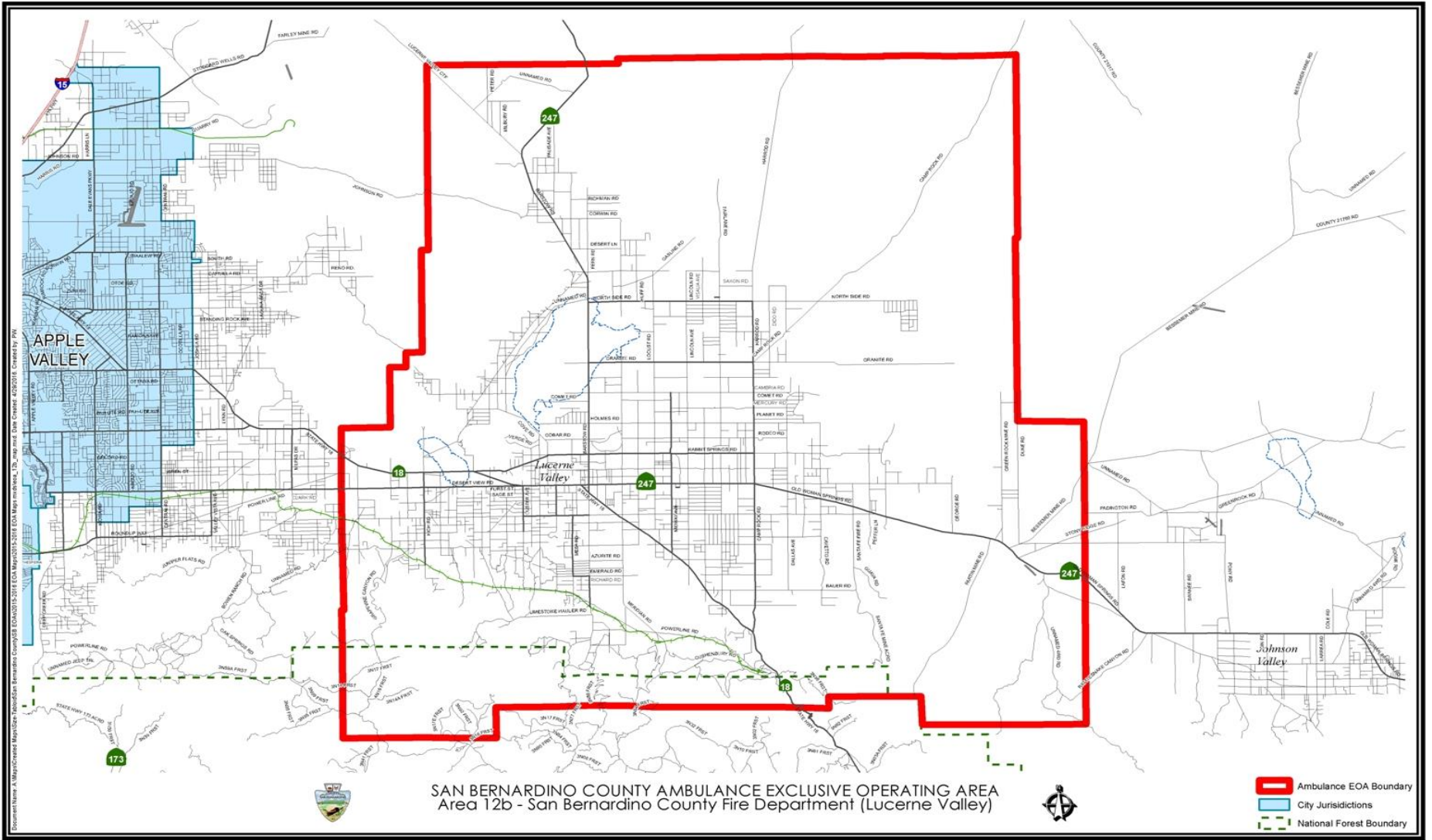
EOA 12b Response Time Performance by Month 2021

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	---	---	---

	Response Time Requirement	Total Runs	Percent On-Time
2021	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 2021. No MOU or other enforceable agreement is currently in place.

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 13 - Desert Ambulance

Legend	
Ambulance EOA Boundary	Military Installations
City Jurisdictions	National Forest Boundary
National Parks	

EOA 13 Response Time Performance by Month
2021
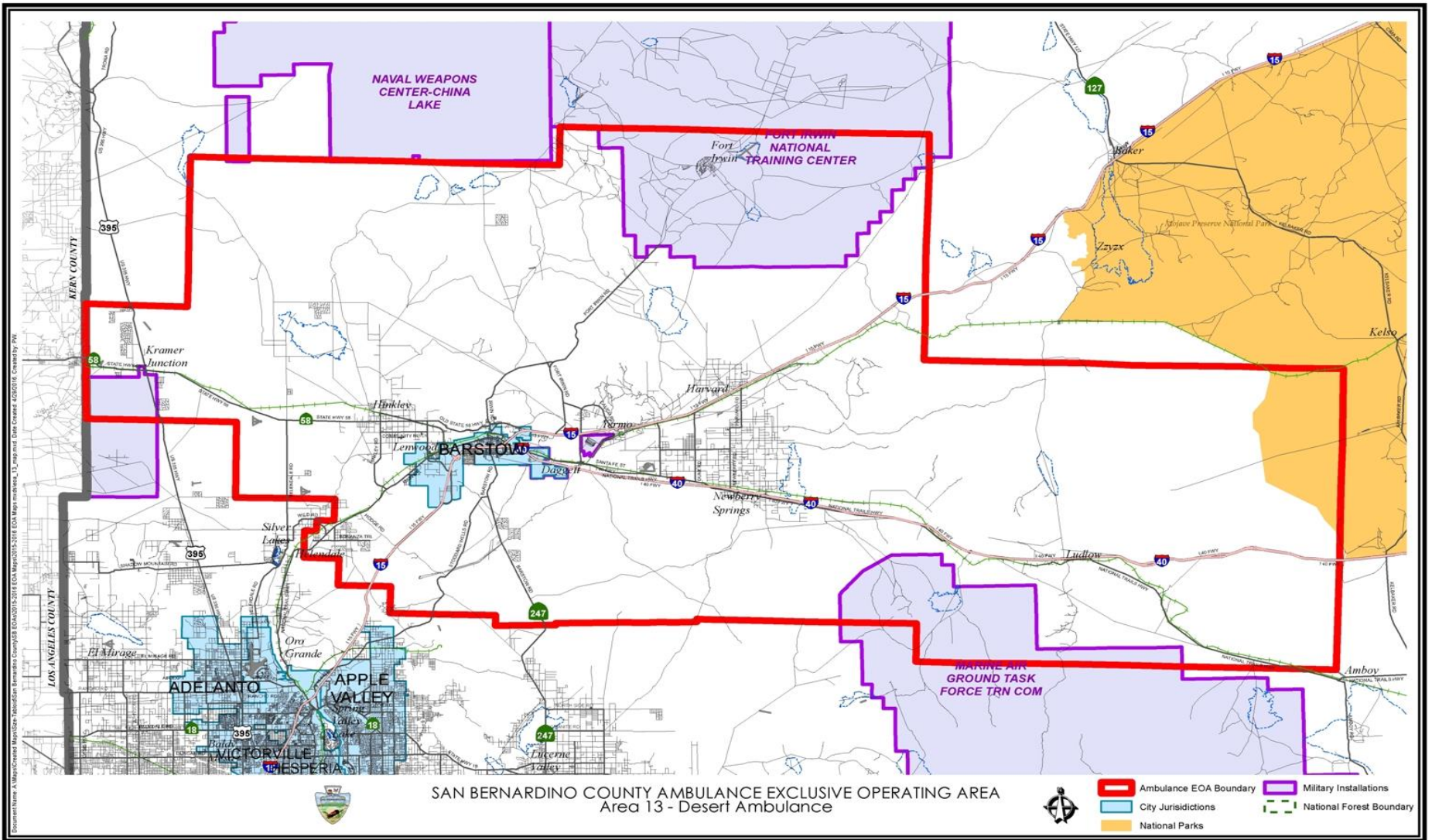
Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	317	99.37%	July	9:59	357	99.44%
	14:59	101	100.00%		14:59	94	100.00%
	19:59	21	100.00%		19:59	34	100.00%
	29:59	47	100.00%		29:59	51	100.00%
	49:59	76	100.00%		49:59	95	100.00%
	99:59	7	100.00%		99:59	11	100.00%
	Total	**569**	**99.65%**		**Total**	**642**	**99.69%**
February	9:59	245	99.59%	August	9:59	364	99.45%
	14:59	75	100.00%		14:59	97	98.97%
	19:59	22	100.00%		19:59	37	100.00%
	29:59	41	100.00%		29:59	51	100.00%
	49:59	56	100.00%		49:59	96	100.00%
	99:59	7	100.00%		99:59	14	100.00%
	Total	**446**	**99.78%**		**Total**	**659**	**99.54%**
March	9:59	335	100.00%	September	9:59	305	99.34%
	14:59	83	100.00%		14:59	100	100.00%
	19:59	29	100.00%		19:59	42	100.00%
	29:59	35	100.00%		29:59	47	100.00%
	49:59	60	100.00%		49:59	74	100.00%
	99:59	8	100.00%		99:59	10	100.00%
	Total	**550**	**100.00%**		**Total**	**578**	**99.65%**
April	9:59	330	99.70%	October	9:59	311	100.00%
	14:59	106	100.00%		14:59	111	99.10%
	19:59	23	100.00%		19:59	30	100.00%
	29:59	49	100.00%		29:59	42	100.00%
	49:59	94	100.00%		49:59	82	100.00%
	99:59	7	100.00%		99:59	7	100.00%
	Total	**609**	**99.84%**		**Total**	**583**	**99.83%**
May	9:59	354	99.15%	November	9:59	325	99.38%
	14:59	97	98.97%		14:59	88	100.00%
	19:59	37	100.00%		19:59	26	100.00%
	29:59	52	100.00%		29:59	39	100.00%
	49:59	99	100.00%		49:59	67	100.00%
	99:59	12	100.00%		99:59	8	100.00%
	Total	**651**	**99.39%**		**Total**	**553**	**99.64%**
June	9:59	332	99.70%	December	9:59	353	99.43%
	14:59	92	98.91%		14:59	108	100.00%
	19:59	29	100.00%		19:59	25	100.00%
	29:59	43	97.67%		29:59	50	100.00%
	49:59	90	100.00%		49:59	75	100.00%
	99:59	13	100.00%		99:59	9	100.00%
	Total	**599**	**99.50%**		**Total**	**620**	**99.68%**

	Exemption		
Month	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	1	1	---
September	1	1	---
October	1	1	---
November	0	0	---
December	4	4	---
Total	**7**	**7**	**100.0%**

	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	3,928	99.54%
	14:59	1,152	99.65%
	19:59	355	100.00%
	29:59	547	99.82%
	49:59	964	100.00%
	99:59	113	100.00%
	Total	**7,059**	**99.67%**

Average number of runs per month: **589**
RT compliance of all months exceeded 90%.
Overall compliance between Jan. - Nov.: **99.67%**
The highest compliance rate for the period was:
March at: **100.00%**
The lowest compliance rate for the period was:
May at: **99.39%**

EOA 13 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = $11

Contract requirement = 90%

Percent Runs on Time
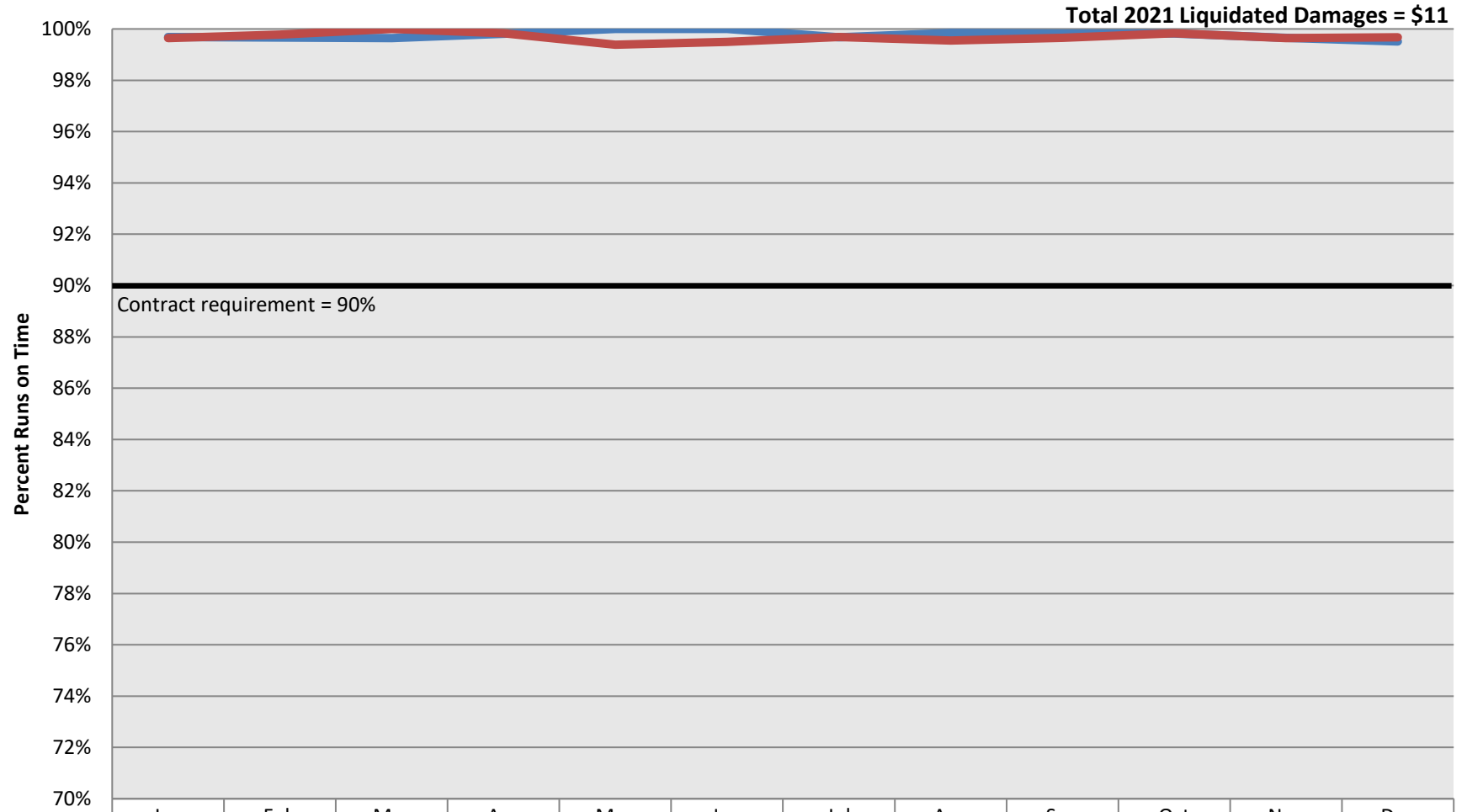
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	99.68%	99.66%	99.64%	99.81%	100.00%	100.00%	99.68%	99.84%	99.83%	99.82%	99.66%	99.51%
2021 RT	99.65%	99.78%	100.00%	99.84%	99.39%	99.50%	99.69%	99.54%	99.65%	99.83%	99.64%	99.68%
2020 Fines	$1	$1	$1	$1	$-	$-	$1	$1	$1	$1	$1	$1
2021 Fines	$1	$1	$-	$1	$1	$1	$1	$1	$1	$1	$1	$1
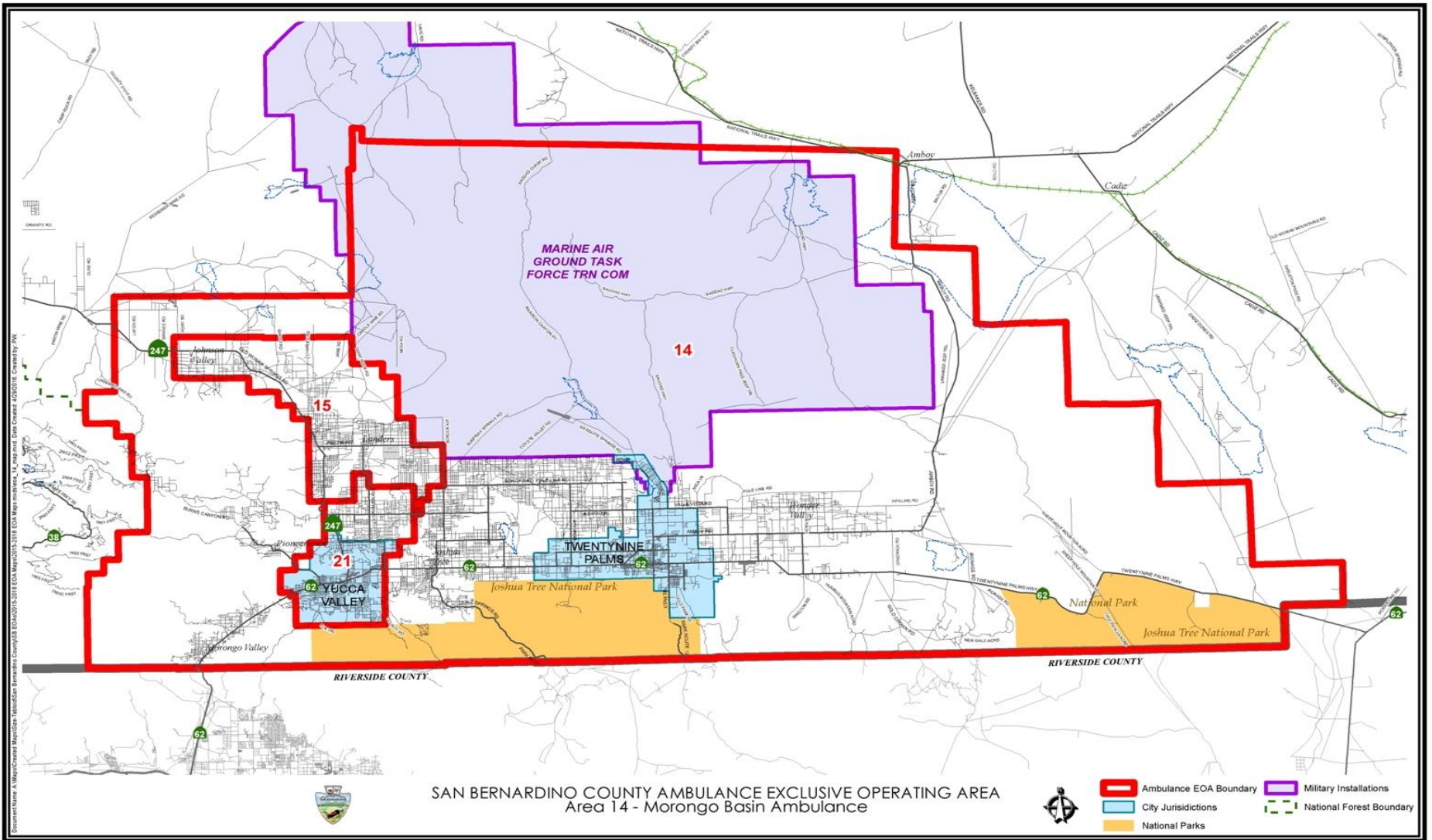
SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 14 - Morongo Basin Ambulance

Legend:
- Ambulance EOA Boundary
- City Jurisidictions
- National Parks
- Military Installations
- National Forest Boundary

EOA 14 Response Time Performance by Month
2021

Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	233	96.14%	July	9:59	292	93.84%
	14:59				14:59		
	19:59	55	100.00%		19:59	63	100.00%
	29:59	49	100.00%		29:59	57	100.00%
	39:59				39:59		
	49:59	3	100.00%		49:59	1	100.00%
	99:59	1	100.00%		99:59	1	100.00%
	Total	**341**	**97.36%**		**Total**	**414**	**95.65%**
February	9:59	180	94.44%	August	9:59	272	92.28%
	14:59				14:59		
	19:59	39	100.00%		19:59	71	100.00%
	29:59	45	100.00%		29:59	77	100.00%
	39:59				39:59		
	49:59	6	100.00%		49:59	1	100.00%
	99:59	5	100.00%		99:59	5	100.00%
	Total	**275**	**96.36%**		**Total**	**426**	**95.07%**
March	9:59	242	90.91%	September	9:59	266	95.86%
	14:59				14:59		
	19:59	66	98.48%		19:59	66	98.48%
	29:59	49	97.96%		29:59	81	98.77%
	39:59				39:59		
	49:59	2	100.00%		49:59	2	100.00%
	99:59				99:59	3	100.00%
	Total	**359**	**93.31%**		**Total**	**418**	**96.89%**
April	9:59	277	90.97%	October	9:59	252	94.84%
	14:59				14:59		
	19:59	76	100.00%		19:59	59	96.61%
	29:59	57	100.00%		29:59	46	97.83%
	39:59				39:59		
	49:59	5	100.00%		49:59	1	100.00%
	99:59	5	100.00%		99:59	5	100.00%
	Total	**420**	**94.05%**		**Total**	**363**	**95.59%**
May	9:59	257	90.66%	November	9:59	248	93.55%
	14:59				14:59		
	19:59	68	98.53%		19:59	74	100.00%
	29:59	67	98.51%		29:59	52	98.08%
	39:59				39:59		
	49:59	2	100.00%		49:59	1	100.00%
	99:59	6	100.00%		99:59	1	100.00%
	Total	**400**	**93.50%**		**Total**	**376**	**95.48%**
June	9:59	233	94.42%	December	9:59	258	94.96%
	14:59				14:59		
	19:59	53	96.23%		19:59	63	96.83%
	29:59	69	100.00%		29:59	58	100.00%
	39:59				39:59		
	49:59	1	100.00%		49:59		
	99:59	1	100.00%		99:59	3	100.00%
	Total	**357**	**95.80%**		**Total**	**382**	**96.07%**

	Exemption		
Month	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**	**---**

	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	3,010	93.52%
	14:59		
	19:59	753	98.80%
	29:59	707	99.29%
	39:59		
	49:59	25	100.00%
	99:59	36	100.00%
	Total	**4,531**	**95.39%**

Average number of runs per month: **378**
RT compliance of all months exceeded 90%.
Overall compliance between Jan. - Nov.: **95.39%**
The highest compliance rate for the period was:
January at: **97.36%**
The lowest compliance rate for the period was:
March at: **93.31%**

EOA 14 - Response Time Compliance and Liquidated Damages by Month
2020 - 2021

Total 2021 Liquidated Damages = N/A

Contract requirement = 90%
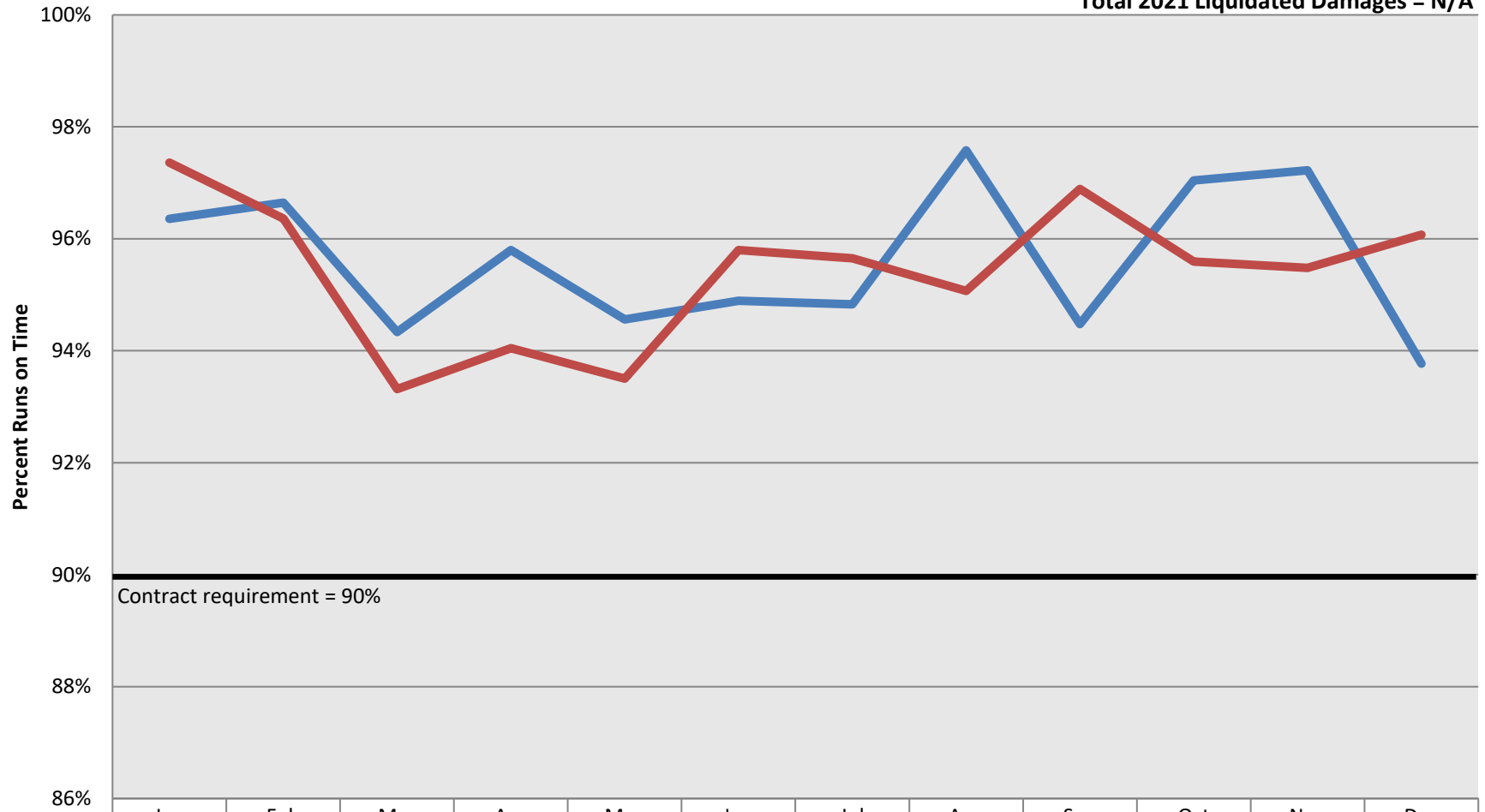
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	96.36%	96.65%	94.33%	95.80%	94.56%	94.89%	94.83%	97.58%	94.48%	97.04%	97.22%	93.77%
2021 RT	97.36%	96.36%	93.31%	94.05%	93.50%	95.80%	95.65%	95.07%	96.89%	95.59%	95.48%	96.07%
2020 Fines												
2021 Fines												

SAN BERNARDINO COUNTY AMBULANCE EXCLUSIVE OPERATING AREA
Area 15 - Morongo Basin Ambulance

MARINE AIR GROUND TASK FORCE TRN COM

YUCCA VALLEY

Ambulance EOA Boundary
City Jurisidictions
Military Installations
National Forest Boundary

EOA 15 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time		Month	Response Time Requirement	Total Runs	Percent On-Time
January	29:59	28	100.00%		July	29:59	35	97.14%
	39:59	9	100.00%			39:59	1	100.00%
	Total	**37**	**100.00%**			**Total**	**36**	**97.22%**
February	29:59	42	97.62%		August	29:59	36	100.00%
	39:59	22	100.00%			39:59	2	100.00%
	Total	**64**	**98.44%**			**Total**	**38**	**100.00%**
March	29:59	32	100.00%		September	29:59	33	96.97%
	39:59	6	100.00%			39:59	6	100.00%
	Total	**38**	**100.00%**			**Total**	**39**	**97.44%**
April	29:59	40	100.00%		October	29:59	34	100.00%
	39:59	4	100.00%			39:59	5	80.00%
	Total	**44**	**100.00%**			**Total**	**39**	**97.44%**
May	29:59	41	100.00%		November	29:59	34	100.00%
	39:59	7	100.00%			39:59	5	100.00%
	Total	**48**	**100.00%**			**Total**	**39**	**100.00%**
June	29:59	31	100.00%		December	29:59	41	100.00%
	39:59	3	100.00%			39:59	5	100.00%
	Total	**34**	**100.00%**			**Total**	**46**	**100.00%**

	Exemption		
Month	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**	**---**

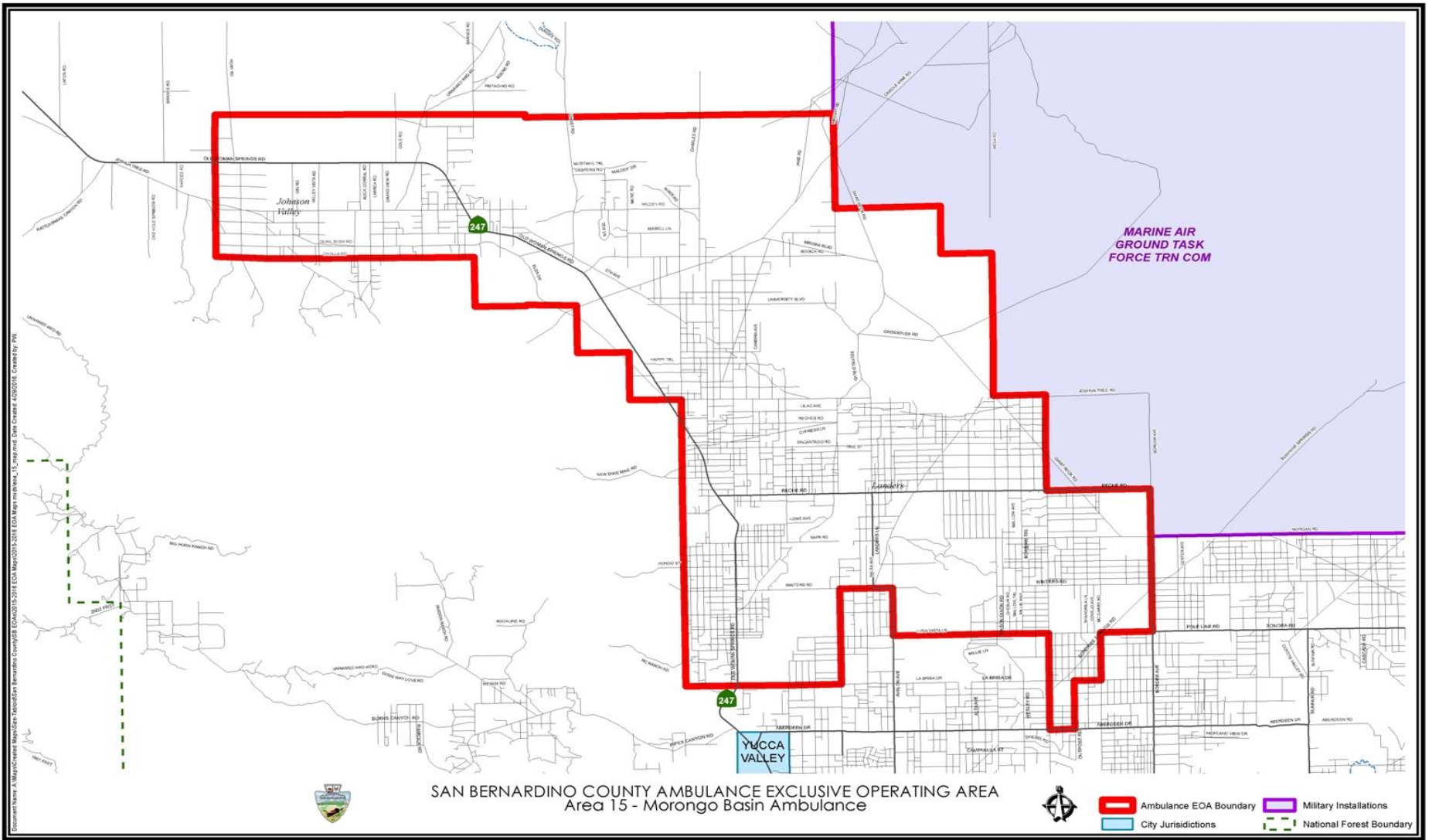| 2021	29:59	427	99.30%
	39:59	75	98.67%
	Total	**502**	**99.20%**

Average number of runs per month: **42**

RT compliance of all months exceeded 90%.

Overall compliance between Jan. - Nov.: **99.20%**

The highest compliance rate for the period was:

Jan, Mar, Apr, May, June, Aug, Nov, Dec at: **100.00%**

The lowest compliance rate for the period was:

July at: **97.22%**

EOA 15 - Response Time Compliance and Liquidated Damages by Month 2020 - 2021

Total 2021 Liquidated Damages = N/A

Percent Runs on Time

Contract requirement = 90%
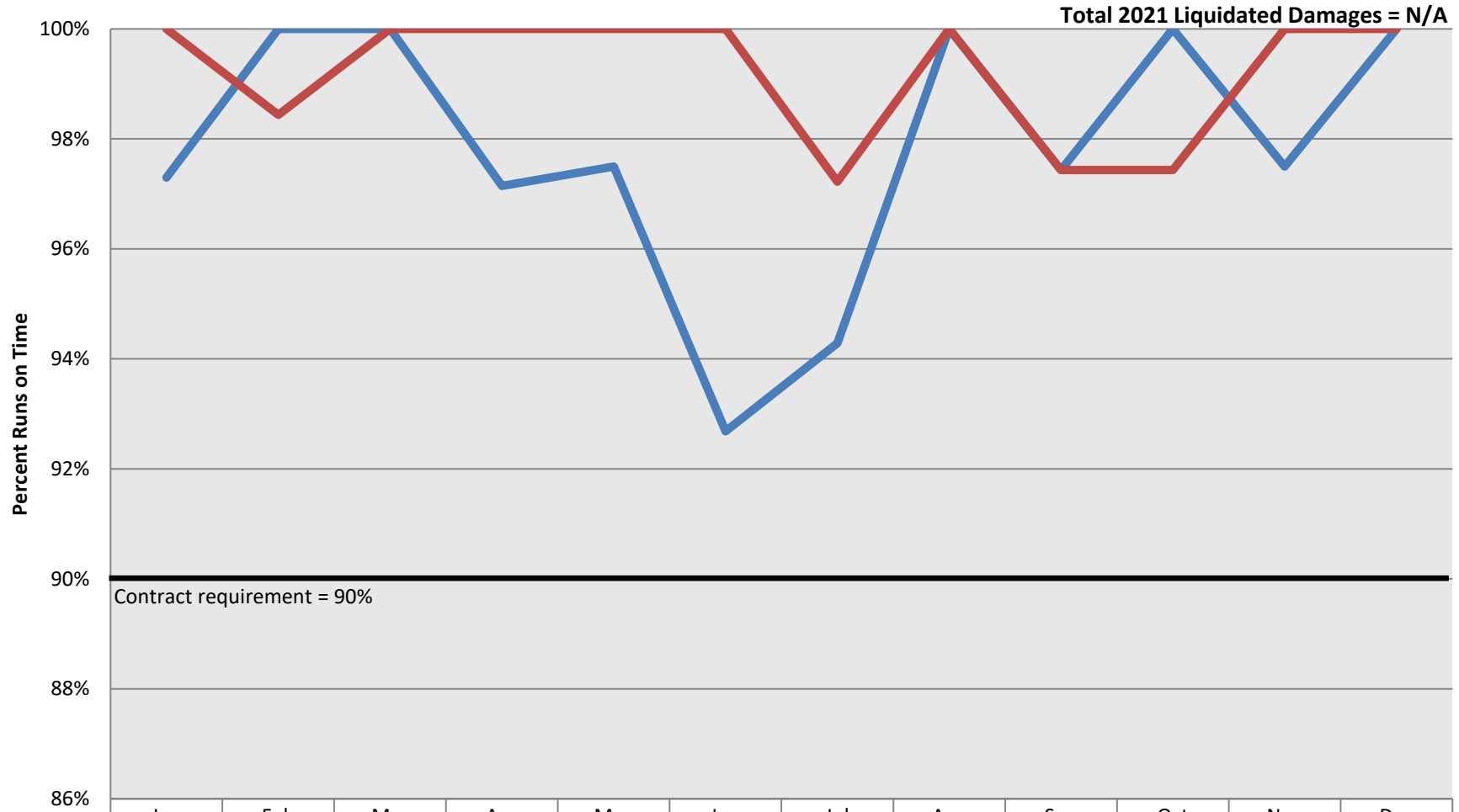
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020 RT	97.30%	100.00%	100.00%	97.14%	97.50%	92.68%	94.29%	100.00%	97.44%	100.00%	97.50%	100.00%
2021 RT	100.00%	98.44%	100.00%	100.00%	100.00%	100.00%	97.22%	100.00%	97.44%	97.44%	100.00%	100.00%
2020 Fines												
2021 Fines												

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
Area 16 - San Bernardino Co. Fire Dept. (Wrightwood)

Legend:
- Ambulance OA Boundary
- City Jurisdictions
- National Forest Boundary
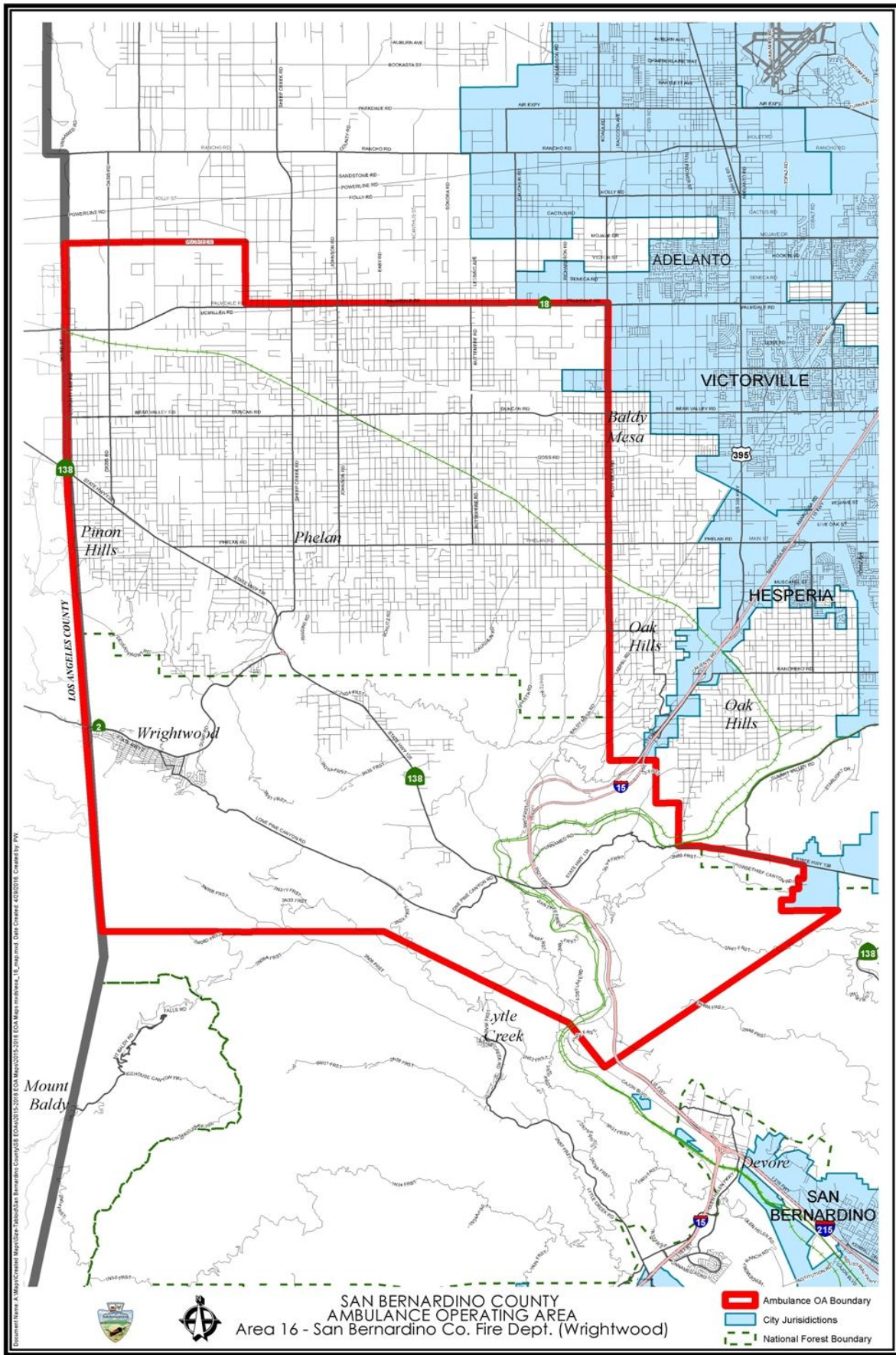
EOA 16 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
February	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
March	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
April	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
May	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
June	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
August	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
September	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
October	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
November	9:59	---	---
	14:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
December	9:59	---	---
	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	---	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	---	---
	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 2021. No MOU or other enforceable agreement is currently in place.

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 17 - Hesperia Fire Department (San Bernardino County Fire Department)

Ambulance OA Boundary
City Jurisidictions
National Forest Boundary

EOA 17 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
February	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
March	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
April	9:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
May	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
June	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
October	9:59	---	---
	19:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	---	---
November	9:59	---	---
	19:59	---	---
	29:59	---	---
	99:59	---	---
	Total	---	---
December	9:59	---	---
	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	---	---	---

		Total Runs	Percent On-Time
2021	9:59	---	---
	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 2021. No MOU or other enforceable agreement is currently in place.

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 18 - San Bernardino County Fire Department (Lake Arrowhead)

Ambulance OA Boundary
City Jurisidictions
National Forest Boundary
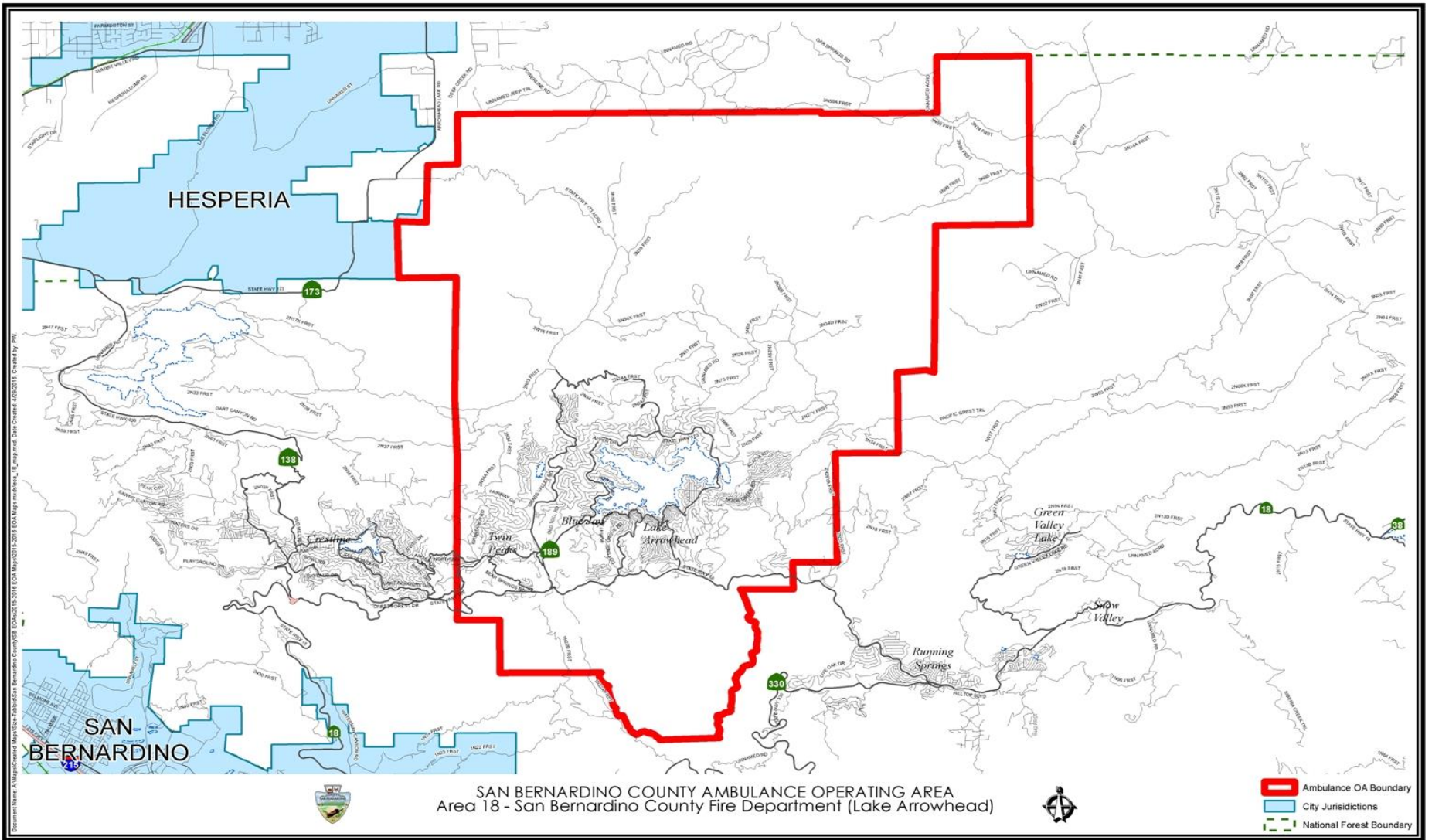
EOA 18 Response Time Performance by Month 2021

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

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

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

		Total Runs	Percent On-Time
2021	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 2021. No MOU or other enforceable agreement is currently in place.

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 19 - Running Springs Fire Department

Ambulance OA Boundary
City Jurisidictions
National Forest Boundary
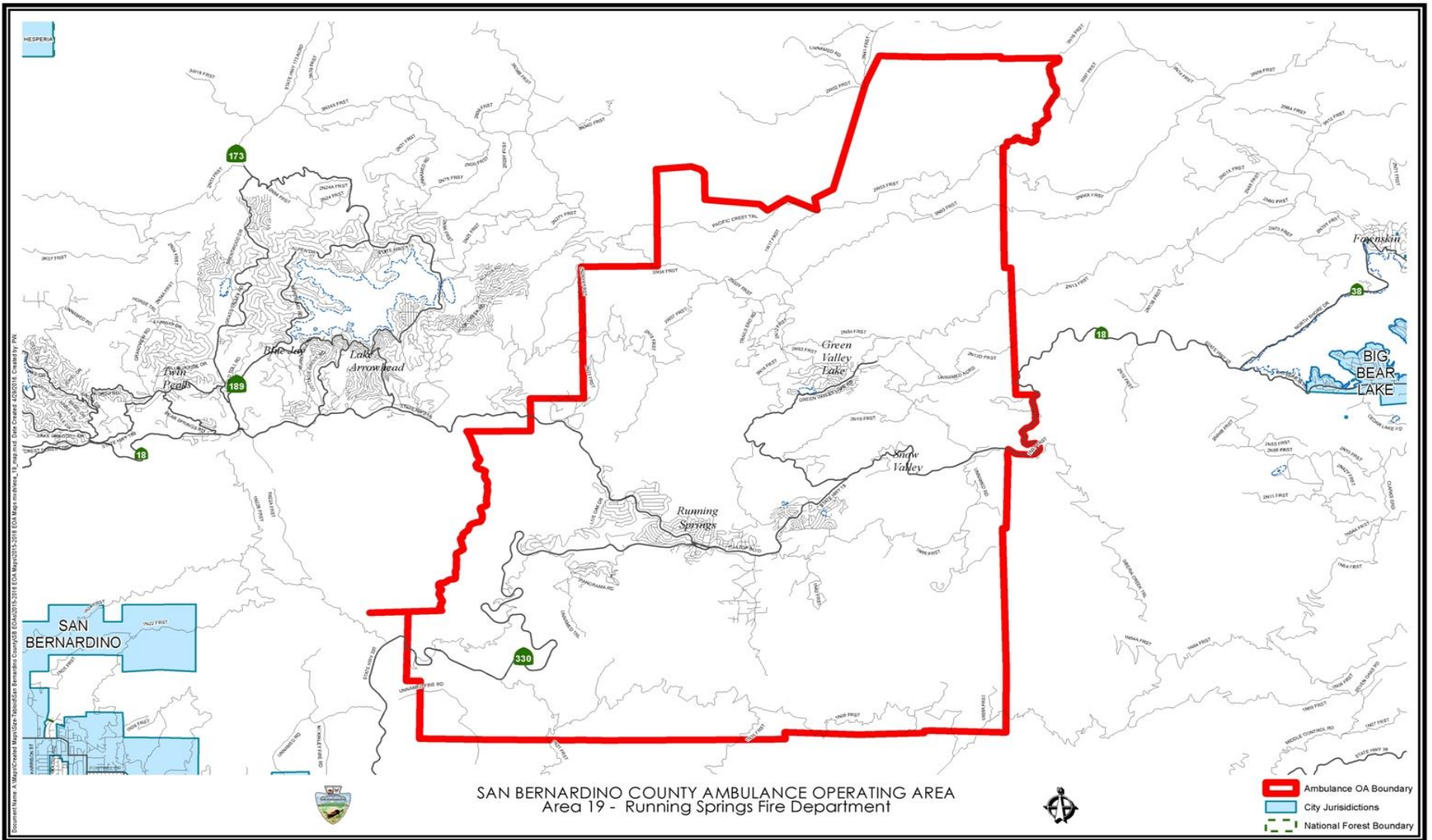
EOA 19 Response Time Performance by Month 2021

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	---	---	---

		Total Runs	Percent On-Time
2021	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)

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 20 - Bear Valley Paramedic Service

Ambulance OA Boundary
City Jurisidictions
National Forest Boundary
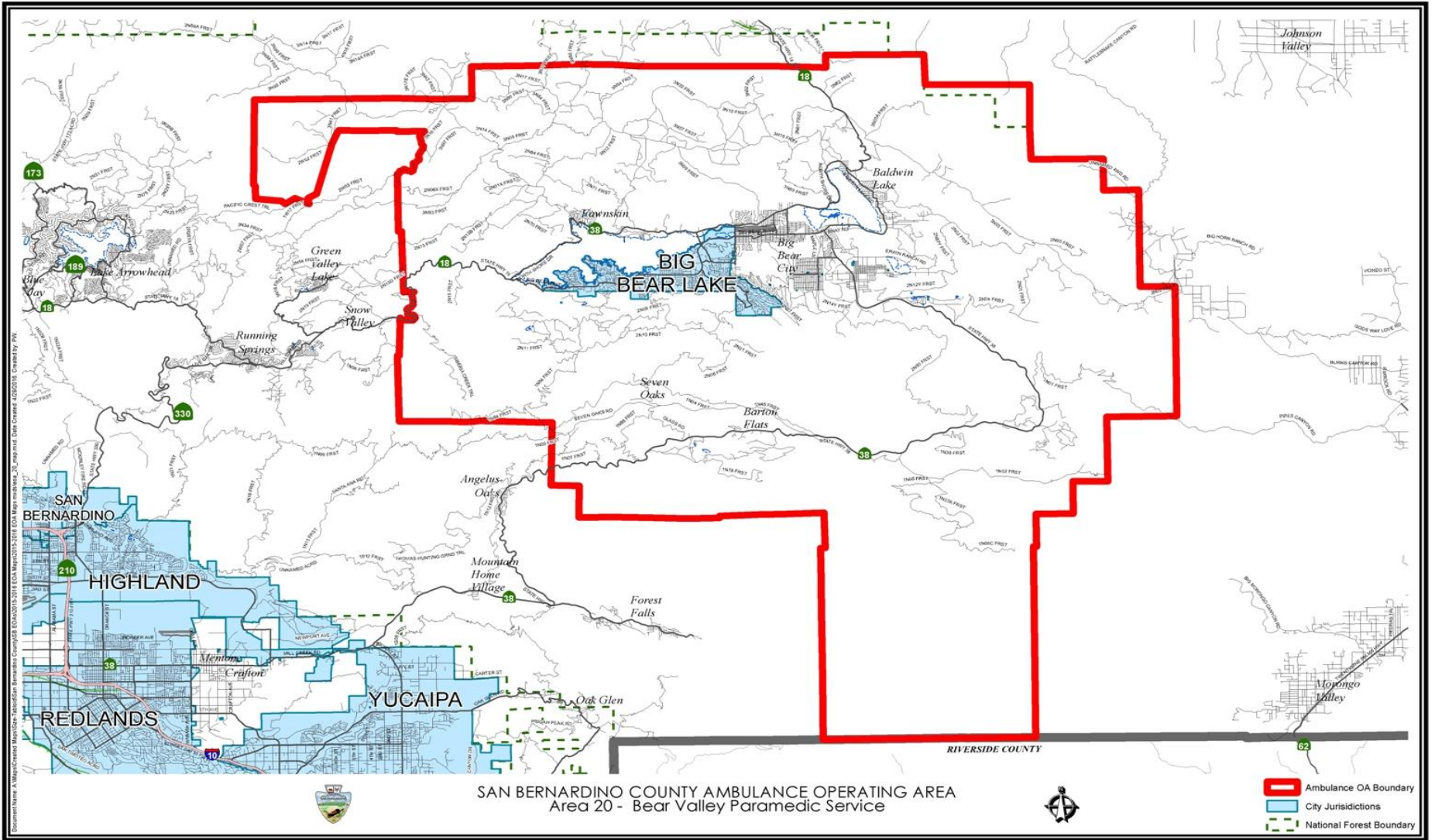
EOA 20 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
February	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
March	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
April	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
May	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
June	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
August	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
September	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
October	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
November	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---
December	9:59	---	---
	19:59	---	---
	29:59	---	---
	39:59	---	---
	99:59	---	---
	Total	---	---

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

Month		Total Runs	Percent On-Time
2021	9:59	---	---
	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)

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
Area 21 - San Bernardino Co. Fire Dept.
(Yucca Valley)

Ambulance OA Boundary	Military Installations	
City Jurisdictions	National Forest Boundary	
National Parks		

EOA 21 Response Time Performance by Month 2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
February	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
March	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
April	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
May	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
June	9:59	---	---
	29:59	---	---
	Total	**---**	**---**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
August	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
September	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
October	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
November	9:59	---	---
	29:59	---	---
	Total	**---**	**---**
December	9:59	---	---
	29:59	---	---
	Total	**---**	**---**

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

2021			
2021	9:59	---	---
	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 2021. No MOU or other enforceable agreement is currently in place.

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 22 - Needles Ambulance

Ambulance EOA Boundary · National Parks
Tribal Boundaries · Military Installations
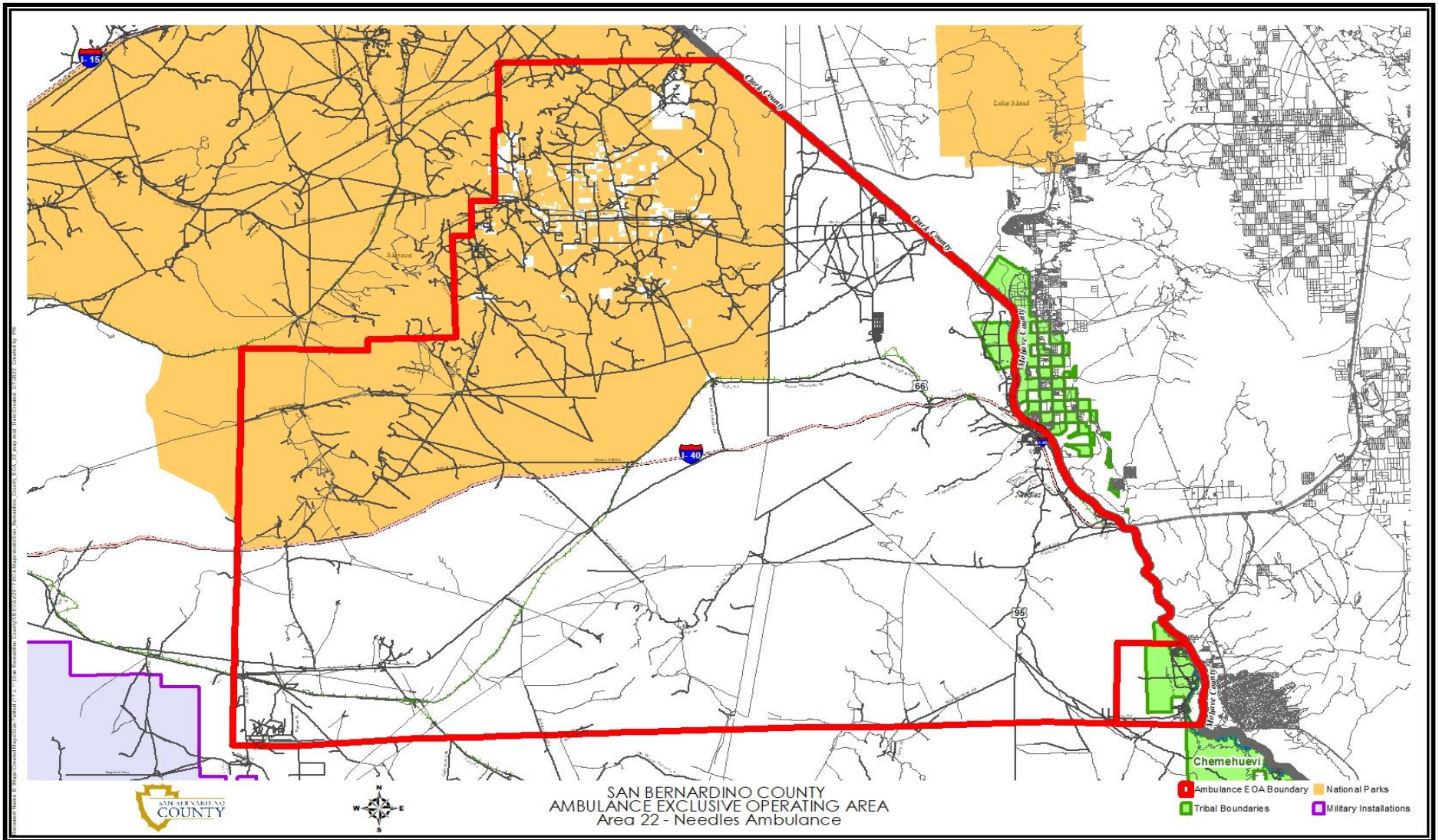
EOA 22 Response Time Performance by Month
2021

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
February	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
March	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
April	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
May	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
June	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
August	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
September	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
October	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
November	9:59	---	---
	14:59	---	---
	24:59	---	---
	29:59	---	---
	49:59	---	---
	99:59	---	---
	Total	**---**	**---**
December	9:59	---	---
	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	---	---	---

Year	Response Time Requirement	Total Runs	Percent On-Time
2021	9:59	---	---
	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)

SAN BERNARDINO COUNTY AMBULANCE OPERATING AREA
Area 23 - San Bernardino County Fire Department (Assigned)

Ambulance EOA Boundary	Military Installations
City Jurisidictions	National Forest Boundary
National Parks	
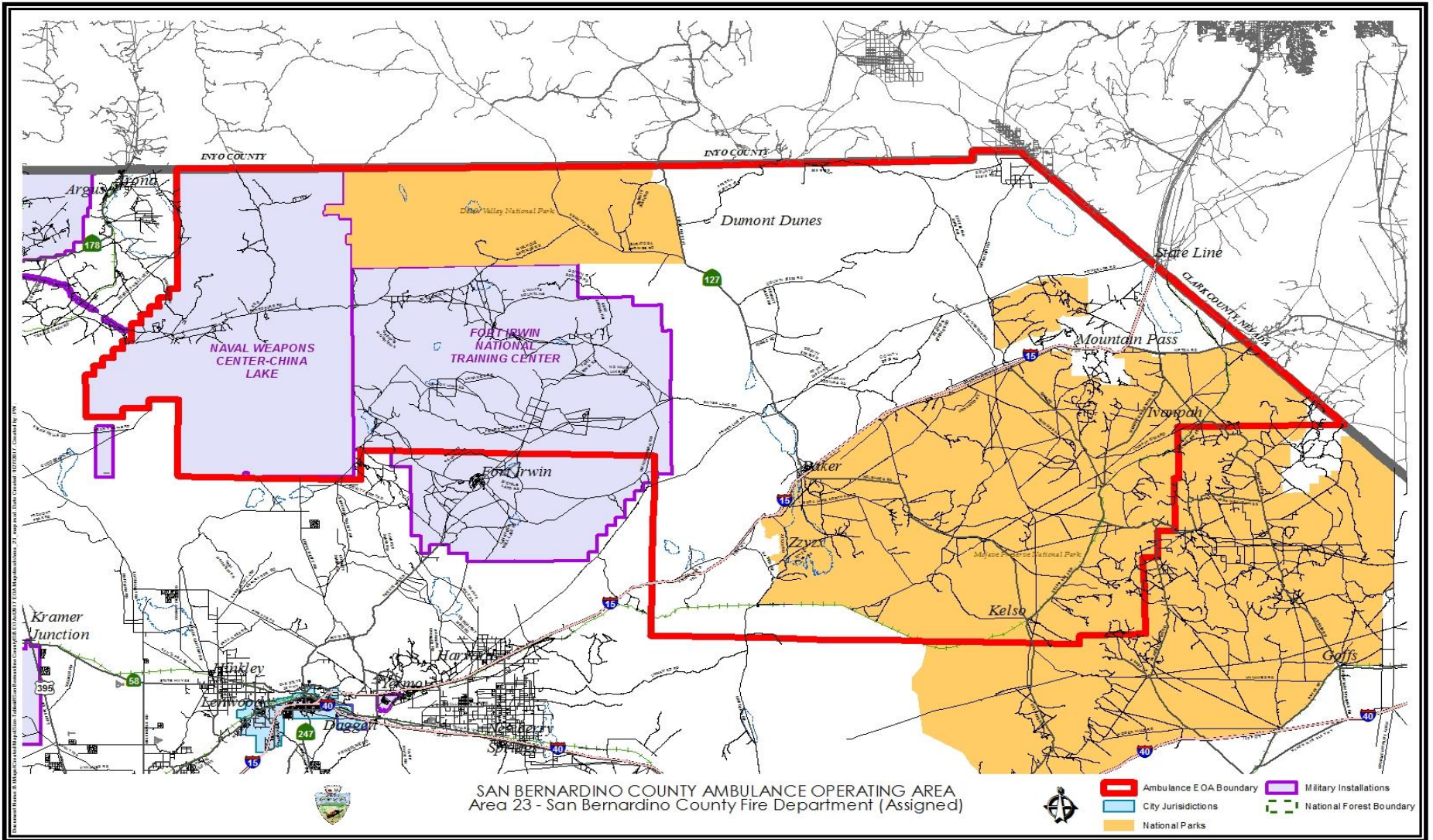
EOA 23 Response Time Performance by Month 2021

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	---	---	---

2021	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 2021. No MOU or other enforceable agreement is currently in place.

U.S. NAVAL WEAPONS
CENTER-CHINA LAKE

Trona

Argus

NAVAL WEAPONS
CENTER-CHINA
LAKE

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 24 - Unassigned, voluntarily serviced by
out of county ALS Mutual Aid

Ambulance EOA Boundary
City Jurisidictions
Military Installations
National Forest Boundary
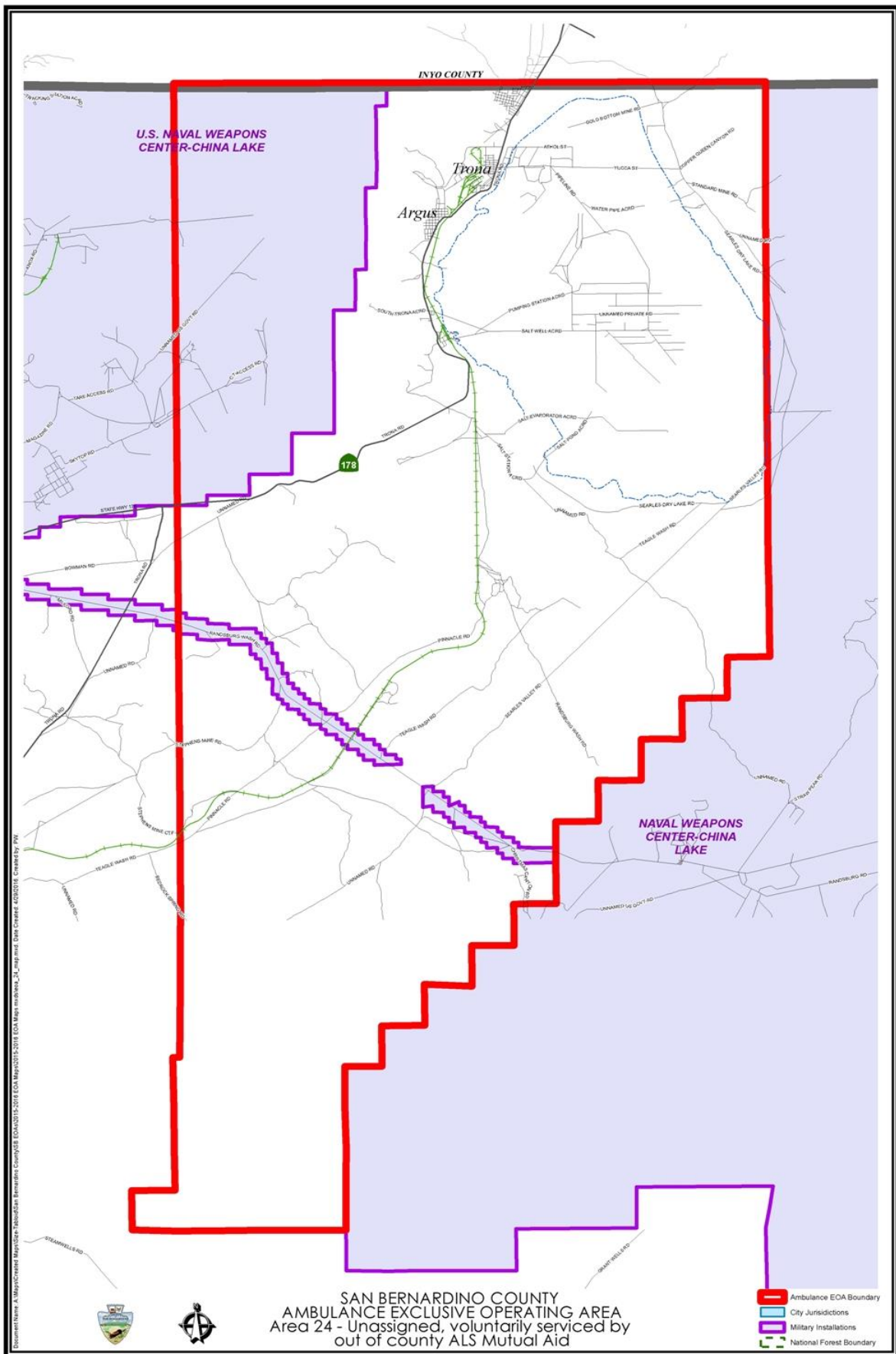
EOA 24 Response Time Performance by Month 2021

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	---	---	---

2021	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.

SAN BERNARDINO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 25 - Unassigned, voluntarily serviced by
out of county ALS Mutual Aid

U.S. NAVAL WEAPONS
CENTER-CHINA LAKE

NAVAL WEAPONS
CENTER-CHINA
LAKE

INYO COUNTY

KERN COUNTY

Trona
Argus

	Ambulance EOA Boundary
	City Jurisdictions
	Military Installations
	National Forest Boundary

EOA 25 Response Time Performance by Month 2021

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	---	---

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

2021	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.

SAN BERNARDINO COUNTY
AMBULANCE OPERATING AREA
Area 26 - Unassigned, service by Mutual Aid

ICEMA, Transport Provider data. Compiled 2/28/2022, PW.

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EOA 26 Response Time Performance by Month 2021

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	---	---

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

2021	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.