



County of Orange Health Care Agency  
 EMERGENCY MEDICAL SERVICES  
 405 W. 5th Street, Suite 301-A  
 Santa Ana, CA 92701



# 9-1-1 EMERGENCY AMBULANCE QUARTERLY ACTIVITY REPORT JUNE - SEPTEMBER 2015 REGION E

(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated)  
 Care Ambulance Service, Inc.

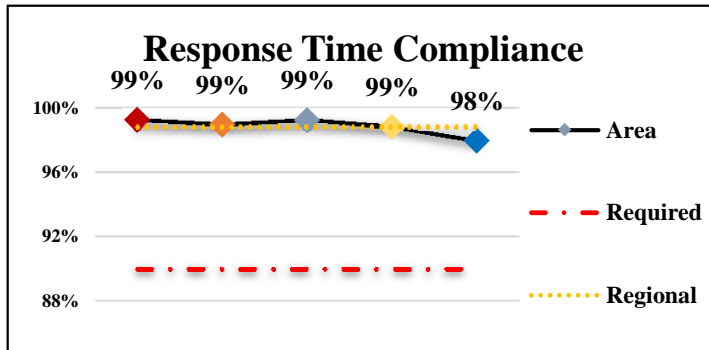
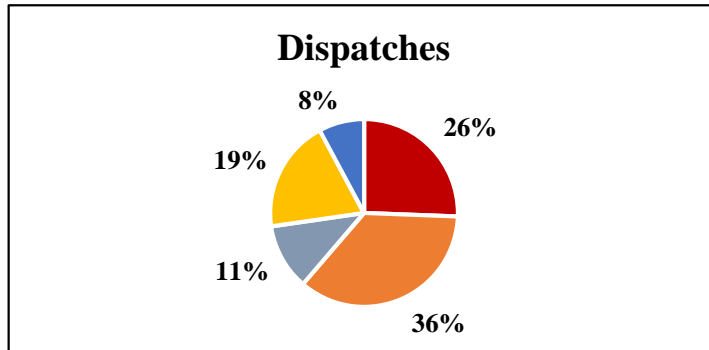


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

## REGION COMPLIANCE 98.82%

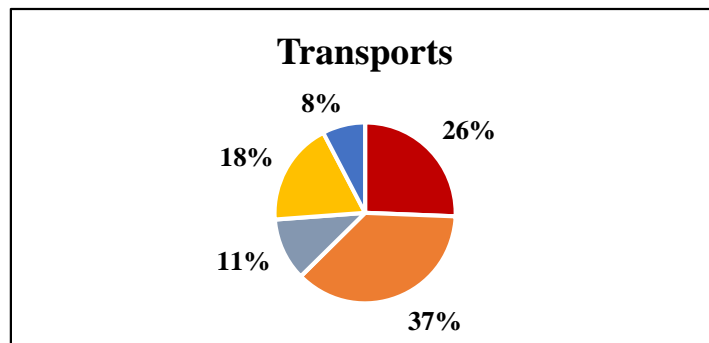
<b>Lake Forest</b>	99%
<b>Mission Viejo</b>	99%
<b>Rancho Santa Margarita</b>	99%
<b>San Juan Capistrano</b>	99%
<b>Unincorporated</b>	98%



## REGION DISPATCHES 5561

<b>Lake Forest</b>	1424
<b>Mission Viejo</b>	1984
<b>Rancho Santa Margarita</b>	637
<b>San Juan Capistrano</b>	1081
<b>Unincorporated</b>	435

Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls or calls outside the region border



## REGION TRANSPORTS 3866

<b>Lake Forest</b>	991
<b>Mission Viejo</b>	1430
<b>Rancho Santa Margarita</b>	432
<b>San Juan Capistrano</b>	717
<b>Unincorporated</b>	296

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls on the region border.