Response Time Compliance

![Response Time Compliance Chart]

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Compliance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>99.7%</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>97.6%</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Dispatches

![Dispatches Pie Chart]

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 calls outside the region border

<table>
<thead>
<tr>
<th>Region</th>
<th>Dispatch Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>664</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>759</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>28</td>
</tr>
</tbody>
</table>

Transports

![Transports Pie Chart]

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 outside the region border

<table>
<thead>
<tr>
<th>Region</th>
<th>Transport Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>481</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>529</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>12</td>
</tr>
</tbody>
</table>
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2016
REGION B
(Cypress, La Palma, Los Alamitos, Midway City, Seal Beach, Stanton, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

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

Dispatches

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 calls outside the region border

Transports

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 outside the region border

REGION COMPLIANCE

- Cypress 98.4%
- La Palma 98.8%
- Los Alamitos 97.6%
- Seal Beach 99.0%
- Stanton 98.6%
- Unincorporated 98.4%

REGION DISPATCHES

- Cypress 3344
- La Palma 658
- Los Alamitos 249
- Seal Beach 420
- Home Wellness 1096
- Stanton 22
- Unincorporated 763

REGION TRANSPORTS

- Cypress 2231
- La Palma 468
- Los Alamitos 167
- Seal Beach 295
- Stanton 650
- Unincorporated 526

11/14/2016 9:50 AM
Response Time Compliance

![Graph showing response time compliance for different areas.]

**Region Compliance**
- **Laguna Woods**: 99.0%
- **Laguna Niguel**: 98.2%
- **Laguna Hills**: 99.4%
- **Dana Point**: 99.7%
- **Aliso Viejo**: 99.6%

**Regional Dispatches**
- **4112**
  - **Laguna Woods**: 1306
  - **Home Wellness**: 80
  - **Laguna Niguel**: 787
  - **Laguna Hills**: 641
  - **Dana Point**: 835
  - **Aliso Viejo**: 543

*Home Wellness: a call for public assistance (i.e., assist, back to bed, etc.) received or dispatched through the 9-1-1 system; responded to by BLS Ambulance without ALS/CTA; not included in total dispatches.*

Transports

![Graph showing transport percentages for different areas.]

**Region Transports**
- **2703**
  - **Laguna Woods**: 825
  - **Laguna Niguel**: 531
  - **Laguna Hills**: 430
  - **Dana Point**: 552
  - **Aliso Viejo**: 365

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

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.

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 calls outside the regionborder.

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 outside the region border.
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2016
REGION E
(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

REGION COMPLIANCE

<table>
<thead>
<tr>
<th>Region</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lake Forest</td>
<td>98.4%</td>
</tr>
<tr>
<td>Mission Viejo</td>
<td>98.9%</td>
</tr>
<tr>
<td>Rancho Santa Margarita</td>
<td>99.1%</td>
</tr>
<tr>
<td>San Juan Capistrano</td>
<td>98.8%</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>96.5%</td>
</tr>
</tbody>
</table>

Fig. 1: Response Time Performance - combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 96% for an Exclusive Operating Area

Dispatches

REGION DISPATCHES

<table>
<thead>
<tr>
<th>Region</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lake Forest</td>
<td>1140</td>
</tr>
<tr>
<td>Mission Viejo</td>
<td>1609</td>
</tr>
<tr>
<td>Rancho Santa Margarita</td>
<td>536</td>
</tr>
<tr>
<td>San Juan Capistrano</td>
<td>931</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>339</td>
</tr>
<tr>
<td>Home Wellness</td>
<td>1</td>
</tr>
</tbody>
</table>

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 calls outside the region border

Transports

REGION TRANSPORTS

<table>
<thead>
<tr>
<th>Region</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lake Forest</td>
<td>776</td>
</tr>
<tr>
<td>Mission Viejo</td>
<td>1096</td>
</tr>
<tr>
<td>Rancho Santa Margarita</td>
<td>345</td>
</tr>
<tr>
<td>San Juan Capistrano</td>
<td>615</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>218</td>
</tr>
</tbody>
</table>

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 outside the region border

11/14/2016 9:49 AM