Response Time Compliance

![Graph showing response time compliance](image)

**Fig. 1:** Response Time Performance - combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 98% for an exclusive operating area.

**REGION COMPLIANCE**

- **Placentia**: 99.7%
- **Yorba Linda**: 97.6%
- **Unincorporated Brea**: 100.0%

Dispatches

![Graph showing dispatches](image)

**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.

**REGION DISPATCHES**

- **Placentia**: 1451
- **Yorba Linda**: 664
- **Unincorporated Brea**: 759
- **Total**: 28

Transports

![Graph showing transports](image)

**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 TRANSPORTS**

- **Placentia**: 481
- **Yorba Linda**: 529
- **Unincorporated Brea**: 12
- **Total**: 1022

11/14/2016 9:53 AM
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

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

**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

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

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

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 5:10 PM
Response Time Compliance

- 99.0%
- 98.5%
- 98.6%
- 99.6%

Area

Required

Regional

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

- 1%
- 5%
- 31%
- 63%

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

- 1%
- 4%
- 32%
- 63%

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

- Tustin: 99.0%
- Irvine: 98.5%
- Villa Park: 98.6%
- Unincorporated: 99.6%

Region Dispatches

- Tustin: 1566
- Irvine: 3237
- Villa Park: 71
- Unincorporated: 241
- Home Wellness: 0

A call for home assistance is dispatched through the 9-1-1 system, responded to by RLS Ambulance without ALS/OTA; not included in total dispatches.

Region Transports

- Tustin: 1047
- Irvine: 2079
- Villa Park: 46
- Unincorporated: 112
**Response Time Compliance**

![Response Time Compliance Diagram]

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**

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

**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

**REGION DISPATCHES**

- 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 (lift assist, back to bed, etc.) received/delivered through the 9-1-1 system, responded to by BLS Ambulance without ALS/OCTA; not included in total dispatches)

**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

**REGION TRANSPORTS**

- Laguna Woods: 825
- Laguna Niguel: 531
- Laguna Hills: 430
- Dana Point: 552
- Aliso Viejo: 365

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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.

**REGION COMPLIANCE**
- Lake Forest: 98.4%
- Mission Viejo: 98.9%
- Rancho Santa Margarita: 99.1%
- San Juan Capistrano: 98.8%
- Unincorporated: 96.5%

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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.

**REGION DISPATCHES**
- Lake Forest: 4555
- Mission Viejo: 1140
- Rancho Santa Margarita: 1609
- San Juan Capistrano: 536
- Unincorporated: 931
- Home Wellness: 339

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

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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.

**REGION TRANSPORTS**
- Lake Forest: 3050
- Mission Viejo: 776
- Rancho Santa Margarita: 1096
- San Juan Capistrano: 345
- Unincorporated: 615
- Home Wellness: 218

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