Response Time Compliance

![Graph showing response time compliance rates for different regions.

**ALL REGIONS COMPLIANCE**

- **Region A**: 97.45%
- **Region B**: 97.25%
- **Region C**: 96.94%
- **Region D**: 98.74%
- **Region E**: 97.91%

**ALL REGIONS DISPATCHES**

- **Region A**: 1610
- **Region B**: 3646
- **Region C**: 5225
- **Region D**: 4402
- **Region E**: 4613
- **Home Wellness**: 76

*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*

**ALL REGIONS TRANSPORTS**

- **Region A**: 1140
- **Region B**: 2447
- **Region C**: 3232
- **Region D**: 2840
- **Region E**: 3003

*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*

*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*
**Response Time Compliance**

![Response Time Compliance Graph](image1)

**REGION COMPLIANCE**

<table>
<thead>
<tr>
<th>Area</th>
<th>Compliance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>97.76%</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>97.15%</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

*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**

![Dispatches Graph](image2)

**REGION DISPATCHES**

<table>
<thead>
<tr>
<th>Area</th>
<th>Dispatches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>1610</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>758</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>841</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**

![Transports Graph](image3)

**REGION TRANSPORTS**

<table>
<thead>
<tr>
<th>Area</th>
<th>Transports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placentia</td>
<td>1140</td>
</tr>
<tr>
<td>Yorba Linda</td>
<td>512</td>
</tr>
<tr>
<td>Unincorporated Brea</td>
<td>619</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*
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2018
REGION B
(Cypress, La Palma, Los Alamitos, Seal Beach, Stanton, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

| 100.00% | 98.12% | 98.28% | 97.62% |
| 96.00%  | 97.30% | 96.64% |         |
| 92.00%  | 94.79% | 94.79% |         |
| 88.00%  |        |        |         |

- Regional
- Required 90%
- Area

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Dispatches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cypress</td>
<td>723</td>
</tr>
<tr>
<td>La Palma</td>
<td>312</td>
</tr>
<tr>
<td>Los Alamitos</td>
<td>424</td>
</tr>
<tr>
<td>Seal Beach</td>
<td>1004</td>
</tr>
<tr>
<td>Stanton</td>
<td>861</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>322</td>
</tr>
<tr>
<td>Home Wellness</td>
<td>21</td>
</tr>
</tbody>
</table>

- 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/OFC, not included in total 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

<table>
<thead>
<tr>
<th>Region</th>
<th>Transports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cypress</td>
<td>500</td>
</tr>
<tr>
<td>La Palma</td>
<td>219</td>
</tr>
<tr>
<td>Los Alamitos</td>
<td>304</td>
</tr>
<tr>
<td>Seal Beach</td>
<td>602</td>
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<tr>
<td>Stanton</td>
<td>590</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>232</td>
</tr>
</tbody>
</table>

- Home Wellness: 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. 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: 98.12%
- La Palma: 97.30%
- Los Alamitos: 98.28%
- Seal Beach: 96.64%
- Stanton: 97.62%
- Unincorporated: 94.79%

REGION DISPATCHES
- 3646 total dispatches

REGION TRANSPORTS
- 2447 total transports
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2018
REGION C
(Tustin, Irvine, Villa Park, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

```
<table>
<thead>
<tr>
<th>Percent</th>
<th>Tustin</th>
<th>Irvine</th>
<th>Villa Park</th>
<th>Unincorporated</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.27%</td>
<td>96.82%</td>
<td>96.96%</td>
<td>94.59%</td>
<td></td>
</tr>
<tr>
<td>96.94%</td>
<td>96.82%</td>
<td>94.59%</td>
<td>96.96%</td>
<td></td>
</tr>
</tbody>
</table>
```

**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 region border

**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

Dispatches

```
<table>
<thead>
<tr>
<th>Region</th>
<th>Dispatches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tustin</td>
<td>1665</td>
</tr>
<tr>
<td>Irvine</td>
<td>3238</td>
</tr>
<tr>
<td>Villa Park</td>
<td>81</td>
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<tr>
<td>Unincorporated</td>
<td>241</td>
</tr>
</tbody>
</table>
```

**REGION DISPATCHES** 5225

Transports

```
<table>
<thead>
<tr>
<th>Region</th>
<th>Transports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tustin</td>
<td>1042</td>
</tr>
<tr>
<td>Irvine</td>
<td>2014</td>
</tr>
<tr>
<td>Villa Park</td>
<td>51</td>
</tr>
<tr>
<td>Unincorporated</td>
<td>125</td>
</tr>
</tbody>
</table>
```

**REGION TRANSPORTS** 3232
**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**

**FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT**

**JULY - SEPTEMBER 2018**

**REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)

Care Ambulance Service, Inc.

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**Response Time Compliance**

![Response Time Compliance Graph]

**REGION COMPLIANCE**

- Aliso Viejo: 99.11%
- Dana Point: 98.00%
- Laguna Hills: 99.58%
- Laguna Niguel: 98.70%
- Laguna Woods: 98.58%
- Unincorporated: 100.00%

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**

![Dispatches Graph]

**REGION DISPATCHES**

- Aliso Viejo: 605
- Dana Point: 851
- Laguna Hills: 764
- Laguna Niguel: 885
- Laguna Woods: 1288
- Unincorporated: 9
- Home Wellness: 55

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

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**Transports**

![Transports Graph]

**REGION TRANSPORTS**

- Aliso Viejo: 405
- Dana Point: 526
- Laguna Hills: 506
- Laguna Niguel: 561
- Laguna Woods: 839
- Unincorporated: 3

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

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11/14/2018 2:44 PM
# 9-1-1 EMERGENCY AMBULANCE
## FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT
### JULY - SEPTEMBER 2018
#### REGION E
(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)

Care Ambulance Service, Inc.

## Response Time Compliance

![Response Time Compliance](image)

**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

![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

## Transports

![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 COMPLIANCE
- **Lake Forest:** 97.87%
- **Mission Viejo:** 97.92%
- **Rancho Santa Margarita:** 98.48%
- **San Juan Capistrano:** 98.94%
- **Unincorporated:** 94.53%

### REGION DISPATCHES
- **Lake Forest:** 4613
- **Mission Viejo:** 1102
- **Rancho Santa Margarita:** 1766
- **San Juan Capistrano:** 908
- **Unincorporated:** 357

### REGION TRANSPORTS
- **Lake Forest:** 1927
- **Mission Viejo:** 1158
- **Rancho Santa Margarita:** 316
- **San Juan Capistrano:** 586
- **Unincorporated:** 215