

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2019/2020 1st QUARTER ACTIVITY REPORT
JULY 2019 - SEPTEMBER 2019
ALL REGIONS**

Response Time Compliance

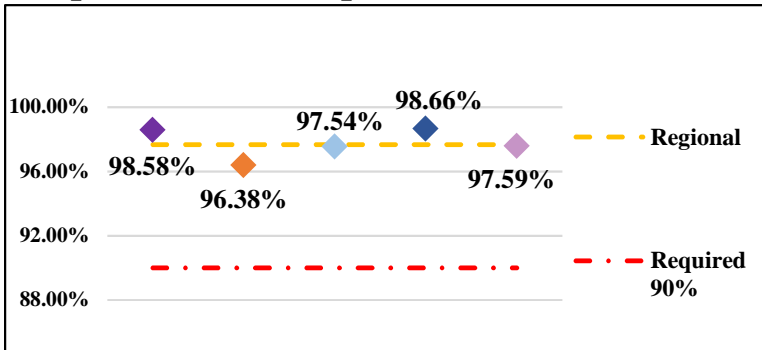


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.67%
Region A	98.58%
Region B	96.38%
Region C	97.54%
Region D	98.66%
Region E	97.59%

Dispatches

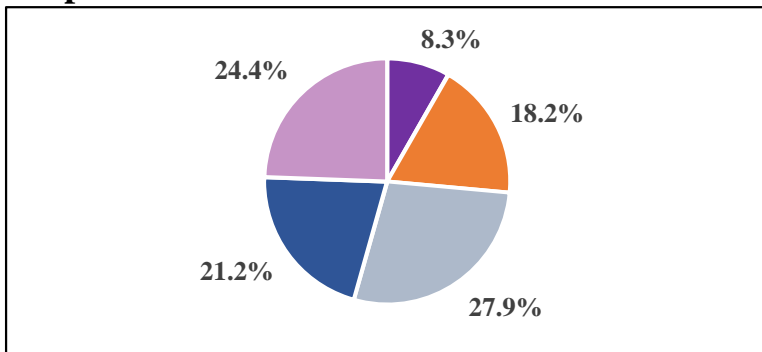


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	20420
Region A	1692
Region B	3709
Region C	5704
Region D	4328
Region E	4987
Home Wellness	116

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

Transports

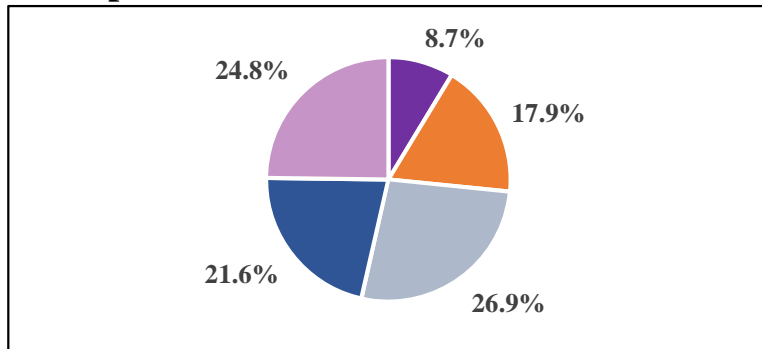


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13276
Region A	1151
Region B	2382
Region C	3575
Region D	2874
Region E	3294