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 2019/2020 2nd QUARTER ACTIVITY REPORT  
OCTOBER 2019 - DECEMBER 2019  
ALL REGIONS

Response Time Compliance

ALL REGIONS COMPLIANCE 97.30%  
Region A 97.99%  
Region B 95.98%  
Region C 96.63%  
Region D 98.86%  
Region E 97.42%

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

ALL REGIONS DISPATCHES 21016  
Region A 1790  
Region B 3709  
Region C 5898  
Region D 4428  
Region E 5191  
Home Wellness 120

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

ALL REGIONS TRANSPORTS 13704  
Region A 1238  
Region B 2445  
Region C 3644  
Region D 2869  
Region E 3508

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

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