



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 QUARTERLY ACTIVITY REPORT JUNE - SEPTEMBER 2015 REGION D

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)  
 Care Ambulance Service, Inc.

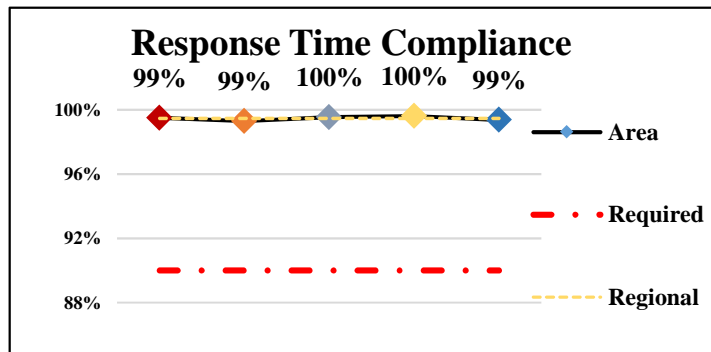
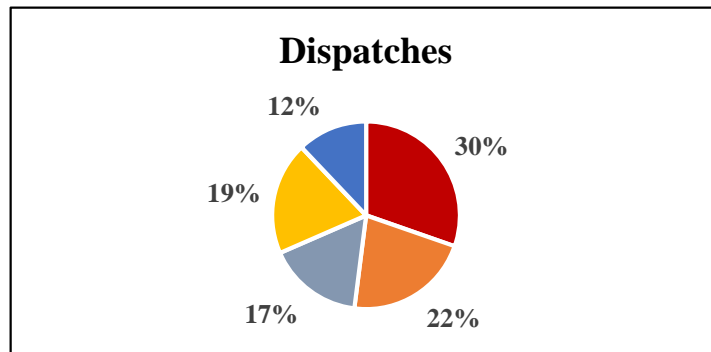


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

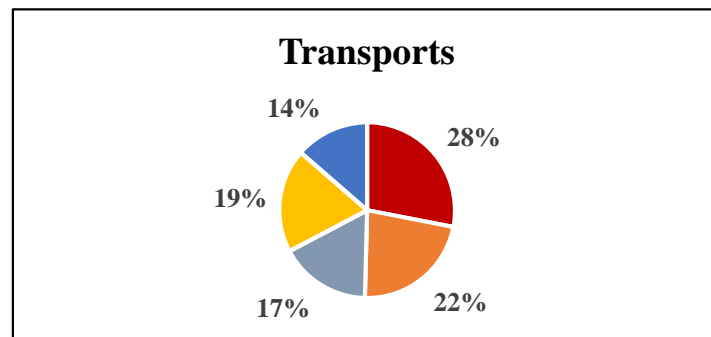
|                          |               |
|--------------------------|---------------|
| <b>REGION DISPATCHES</b> | <b>99.35%</b> |
| Laguna Woods             | 98%           |
| Laguna Niguel            | 99%           |
| Laguna Hills             | 100%          |
| Dana Point               | 99%           |
| Aliso Viejo              | 100%          |



|                          |             |
|--------------------------|-------------|
| <b>REGION DISPATCHES</b> | <b>4982</b> |
| Laguna Woods             | 1586        |
| Home Wellness            | 100         |
| Laguna Niguel            | 1041        |
| Laguna Hills             | 749         |
| Dana Point               | 961         |
| Aliso Viejo              | 645         |

*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*

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 duplicate calls or calls on the region border.



|                          |             |
|--------------------------|-------------|
| <b>REGION TRANSPORTS</b> | <b>3437</b> |
| Laguna Woods             | 1021        |
| Laguna Niguel            | 738         |
| Laguna Hills             | 527         |
| Dana Point               | 666         |
| Aliso Viejo              | 485         |

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, not including calls on the our side the region border.