Response Time Compliance

![Graph showing response time compliance percentages for different areas.](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.

**REGION COMPLIANCE**

- **Laguna Woods**
  - 99%
- **Laguna Niguel**
  - 100%
- **Laguna Hills**
  - 99%
- **Dana Point**
  - 99%
- **Aliso Viejo**
  - 99%

**Dispatches**

![Pie chart showing dispatch counts for different areas.](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 duplicate calls or calls on the region border.

**REGION DISPATCHES**

- **Laguna Woods**
  - 1291
- **Home Wellness**
  - 49
- **Laguna Niguel**
  - 864
- **Laguna Hills**
  - 634
- **Dana Point**
  - 679
- **Aliso Viejo**
  - 551

*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**

![Pie chart showing transport counts for different areas.](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, not including calls on the our side the region border.

**REGION TRANSPORTS**

- **Laguna Woods**
  - 858
- **Laguna Niguel**
  - 597
- **Laguna Hills**
  - 436
- **Dana Point**
  - 465
- **Aliso Viejo**
  - 358