Response Time Compliance

REGION COMPLIANCE 98.68%

- Lake Forest 99%
- Mission Viejo 99%
- Rancho Santa Margarita 99%
- San Juan Capistrano 100%
- Unincorporated 97%

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

REGION DISPATCHES 4637

- Lake Forest 1123
- Mission Viejo 1702
- Rancho Santa Margarita 561
- San Juan Capistrano 905
- Unincorporated 346

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 outside the region border

Transports

REGION TRANSPORTS 3106

- Lake Forest 716
- Mission Viejo 1173
- Rancho Santa Margarita 396
- San Juan Capistrano 597
- Unincorporated 224

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 on the region border.