**Response Time Compliance**

![Graph showing response time compliance for different areas with 98.3%, 98.5%, 99.2%, 99.6%, 99.3%, and 94.8%]

- **Area**: 98.5%, 99.6%, 99.3%, 94.8%
- **Required**: 98.3%
- **Regional**: 88.0%, 96.0%, 92.0%, 100.0%

*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**

![Pie chart showing dispatch statistics with 7%, 24%, 20%, 12%, and 37%]

- **Lake Forest**: 24%
- **Mission Viejo**: 12%
- **Rancho Santa Margarita**: 7%
- **San Juan Capistrano**: 37%
- **Unincorporated**: 20%

*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**

![Pie chart showing transport statistics with 7%, 23%, 20%, 12%, and 38%]

- **Lake Forest**: 38%
- **Mission Viejo**: 23%
- **Rancho Santa Margarita**: 20%
- **San Juan Capistrano**: 12%
- **Unincorporated**: 7%

*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.*