Response Time Compliance

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 98.78%
- Laguna Woods 98.05%
- Laguna Niguel 99.63%
- Laguna Hills 99.85%
- Dana Point 98.32%
- Aliso Viejo 98.70%

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 calls outside the region border

REGION DISPATCHES 4322
- Laguna Woods 1466
- Home Wellness 108
- Laguna Niguel 843
- Laguna Hills 718
- Dana Point 743
- Aliso Viejo 552

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

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

REGION TRANSPORTS 2812
- Laguna Woods 909
- Laguna Niguel 579
- Laguna Hills 474
- Dana Point 471
- Aliso Viejo 379