9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 2nd QUARTER ACTIVITY REPORT
OCTOBER - DECEMBER 2016
REGION E
(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)

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

 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

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