**County of Orange Health Care Agency**
**EMERGENCY MEDICAL SERVICES**
405 W. 5th Street, Suite 301-A
Santa Ana, CA 92701

**9-1-1 EMERGENCY AMBULANCE**
**FISCAL YEAR 2016/2017 3rd QUARTER ACTIVITY REPORT**
**JANUARY - MARCH 2017**
**REGION C**
(Tustin, Irvine, Villa Park, Unincorporated Areas)
Care Ambulance Service, Inc.

**Response Time Compliance**

![Graph showing response time compliance for different regions.]

**REGION COMPLIANCE**
- **Tustin**: 97.26%
- **Irvine**: 97.84%
- **Villa Park**: 97.30%
- **Unincorporated**: 97.22%

**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 distribution.]

**REGION DISPATCHES**
- **Tustin**: 1508
- **Irvine**: 3223
- **Villa Park**: 118
- **Unincorporated**: 185
- **Home Wellness**: 0

*Home Wellness - a call for public assistance (lift assist, back to bed, etc.) received/dispached through the 9-1-1 system; responded to by BLS Ambulance without ALS/OCFA; not included in total 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**

![Pie chart showing transport distribution.]

**REGION TRANSPORTS**
- **Tustin**: 1029
- **Irvine**: 2031
- **Villa Park**: 76
- **Unincorporated**: 97

**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

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