

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 4th QUARTER ACTIVITY REPORT
APRIL - JUNE 2017
REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

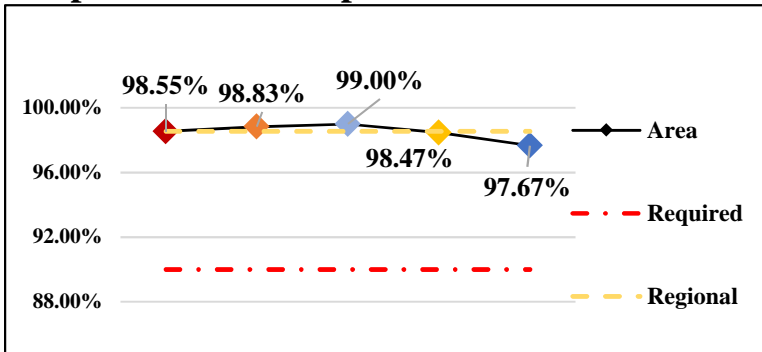


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	Percentage
Laguna Woods	98.55%
Laguna Niguel	98.83%
Laguna Hills	99.00%
Dana Point	98.47%
Aliso Viejo	97.67%

Dispatches

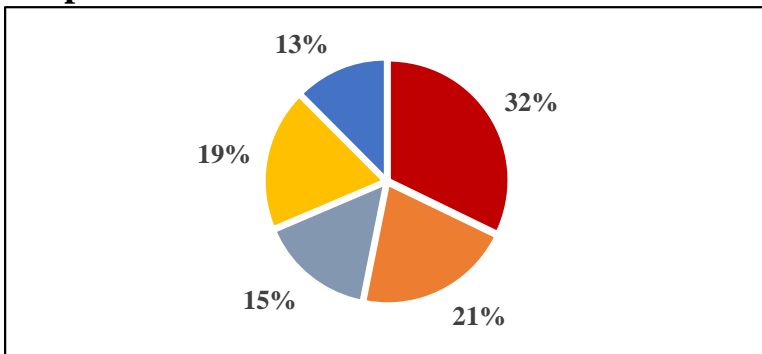


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	Count
Laguna Woods	1384
Laguna Niguel	901
Laguna Hills	665
Dana Point	815
Aliso Viejo	536
Home Wellness	58

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

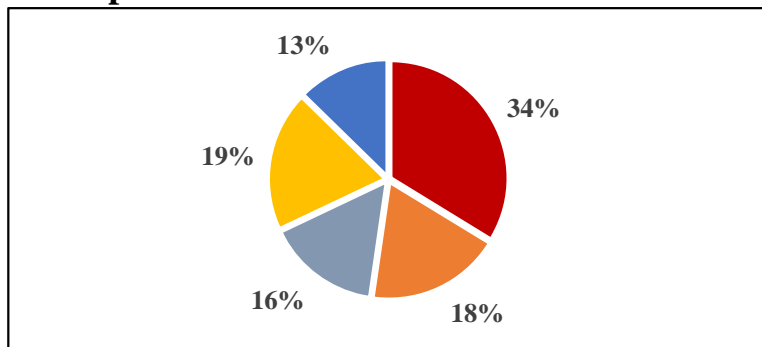


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	Count
Laguna Woods	819
Laguna Niguel	606
Laguna Hills	452
Dana Point	495
Aliso Viejo	369