

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2017
REGION E**

(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

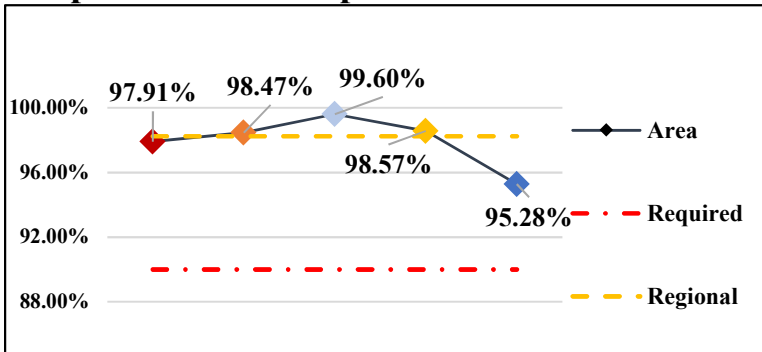


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.25%
Lake Forest	97.91%
Mission Viejo	98.47%
Rancho Santa Margarita	99.60%
SJC	98.57%
Unincorporated	95.28%

Dispatches

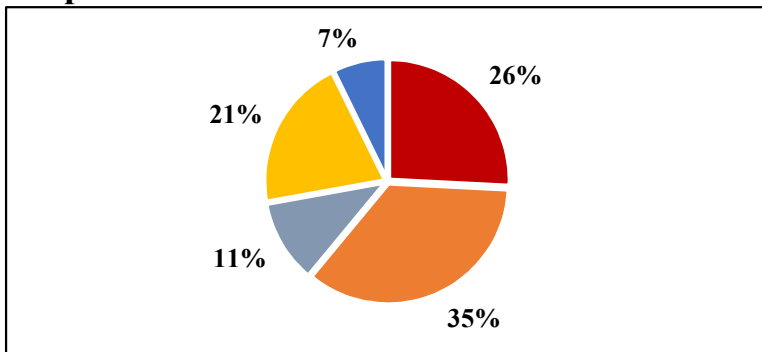


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4710
Lake Forest	1214
Mission Viejo	1659
Rancho Santa Margarita	526
SJC	970
Unincorporated	341

Transports

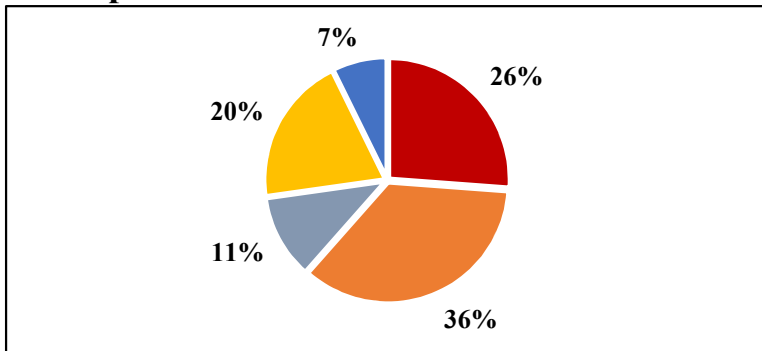


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3121
Lake Forest	817
Mission Viejo	1103
Rancho Santa Margarita	351
SJC	623
Unincorporated	227