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 2017/2018 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2018
REGION C
(Tustin, Irvine, Villa Park, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

REGION COMPLIANCE
- Tustin 96.80%
- Irvine 96.59%
- Villa Park 96.20%
- Unincorporated 97.37%

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

REGION DISPATCHES
- Tustin 5457
- Irvine 1626
- Villa Park 3501
- Unincorporated 250

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

REGION TRANSPORTS
- Tustin 3458
- Irvine 1062
- Villa Park 2225
- Unincorporated 50

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