**Response Time Compliance**

![Response Time Compliance Chart]

**REGION COMPLIANCE**

- **Laguna Woods**: 97.50%
- **Laguna Niguel**: 98.09%
- **Laguna Hills**: 98.78%
- **Dana Point**: 98.43%
- **Aliso Viejo**: 98.96%
- **Unincorporated**: 100.00%

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**Dispatches**

![Dispatches Chart]

**REGION DISPATCHES**

- **Laguna Woods**: 1272
- **Laguna Niguel**: 883
- **Laguna Hills**: 793
- **Dana Point**: 821
- **Aliso Viejo**: 610
- **Unincorporated**: 4
- **Home Wellness**: 86

**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.

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**Transports**

![Transports Chart]

**REGION TRANSPORTS**

- **Laguna Woods**: 828
- **Laguna Niguel**: 594
- **Laguna Hills**: 532
- **Dana Point**: 489
- **Aliso Viejo**: 440
- **Unincorporated**: 1

**Home Wellness**: 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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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.

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.

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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