9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2018
REGION E
(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

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

REGION COMPLIANCE
- Lake Forest: 97.87%
- Mission Viejo: 97.92%
- Rancho Santa Margarita: 98.48%
- San Juan Capistrano: 98.94%
- Unincorporated: 94.53%

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 dispatches for different regions.]

REGION DISPATCHES
- Lake Forest: 1102
- Mission Viejo: 1766
- Rancho Santa Margarita: 480
- San Juan Capistrano: 908
- Unincorporated: 357

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 transports for different regions.]

REGION TRANSPORTS
- Lake Forest: 728
- Mission Viejo: 1158
- Rancho Santa Margarita: 316
- San Juan Capistrano: 586
- Unincorporated: 215

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