Response Time Compliance

- **Regional**
  - 99.45%
  - 98.97%
  - 98.33%
  - 98.10%
  - 97.49%
  - 98.97%
  - 98.33%
  - 97.49%
  - 98.97%

- **Required**
  - 90%

- **Area**

**REGION COMPLIANCE**

- Aliso Viejo: 99.45%
- Dana Point: 98.10%
- Laguna Hills: 98.97%
- Laguna Niguel: 98.33%
- Laguna Woods: 97.49%
- Unincorporated: 0.00%

---

**FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT**

**JANUARY - MARCH 2019**

**REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)

Care Ambulance Service, Inc.

---

**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**

**REGION DISPATCHES**

- Total: 4304
- Aliso Viejo: 567
- Dana Point: 661
- Laguna Hills: 736
- Laguna Niguel: 940
- Laguna Woods: 1400
- Unincorporated: 0

**Home Wellness**

- 32

**REGION TRANSports**

- Total: 2766
- Aliso Viejo: 377
- Dana Point: 416
- Laguna Hills: 497
- Laguna Niguel: 610
- Laguna Woods: 866
- Unincorporated: 0

---

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 2018/2019 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2019
REGION D
(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)
Care Ambulance Service, Inc.