



**9-1-1 EMERGENCY AMBULANCE
 FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT
 JANUARY - MARCH 2019
 REGION E**

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

Response Time Compliance

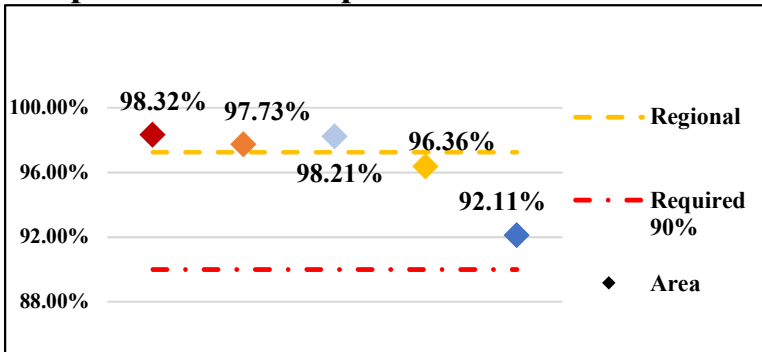


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

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|-------------------------------|---------------|
| REGION COMPLIANCE | 97.25% |
| Lake Forest | 98.32% |
| Mission Viejo | 97.73% |
| Rancho Santa Margarita | 98.21% |
| SJC | 96.36% |
| Unincorporated | 92.11% |

Dispatches

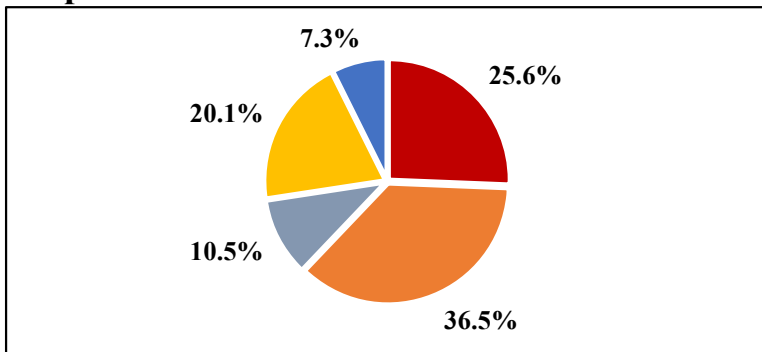


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

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|-------------------------------|-------------|
| REGION DISPATCHES | 4933 |
| Lake Forest | 1264 |
| Mission Viejo | 1801 |
| Rancho Santa Margarita | 516 |
| SJC | 990 |
| Unincorporated | 362 |

Transports

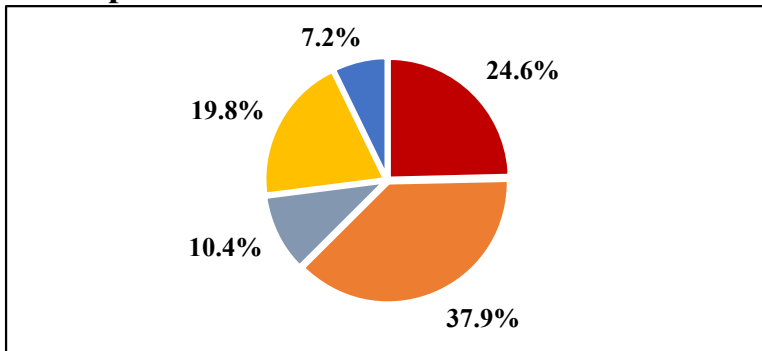


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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|-------------------------------|-------------|
| REGION TRANSPORTS | 3292 |
| Lake Forest | 811 |
| Mission Viejo | 1247 |
| Rancho Santa Margarita | 344 |
| SJC | 653 |
| Unincorporated | 237 |