



**9-1-1 EMERGENCY AMBULANCE
 FISCAL YEAR 2018/2019 4th QUARTER ACTIVITY REPORT
 APRIL - JUNE 2019
 REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

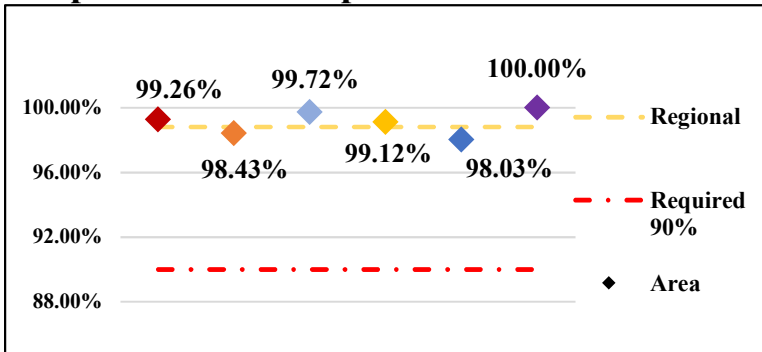


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	
Aliso Viejo	98.81%
Dana Point	99.26%
Laguna Hills	98.43%
Laguna Niguel	99.72%
Laguna Woods	99.12%
Unincorporated	98.03%
	100.00%

Dispatches

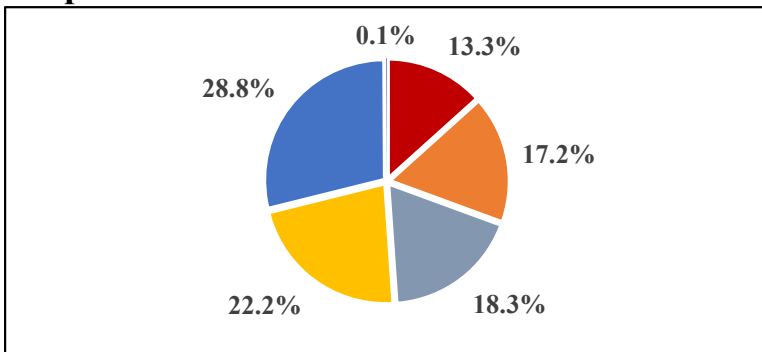


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	
Aliso Viejo	4275
Dana Point	570
Laguna Hills	737
Laguna Niguel	784
Laguna Woods	950
Unincorporated	1231
Home Wellness	3
	54

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

Transports

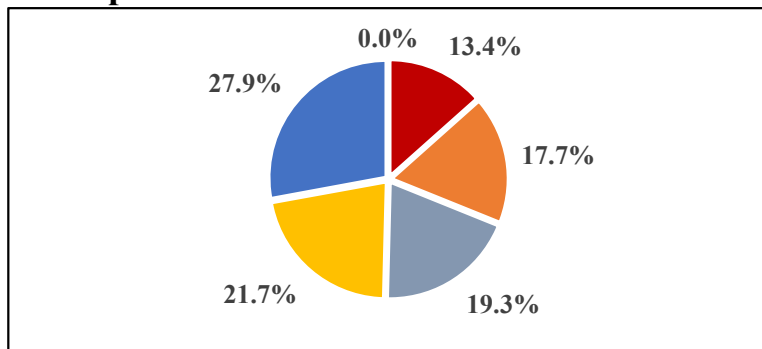


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	
Aliso Viejo	2778
Dana Point	373
Laguna Hills	491
Laguna Niguel	535
Laguna Woods	604
Unincorporated	775
	0