

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 2nd QUARTER ACTIVITY REPORT
OCTOBER - DECEMBER 2016
REGION E**

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

Response Time Compliance

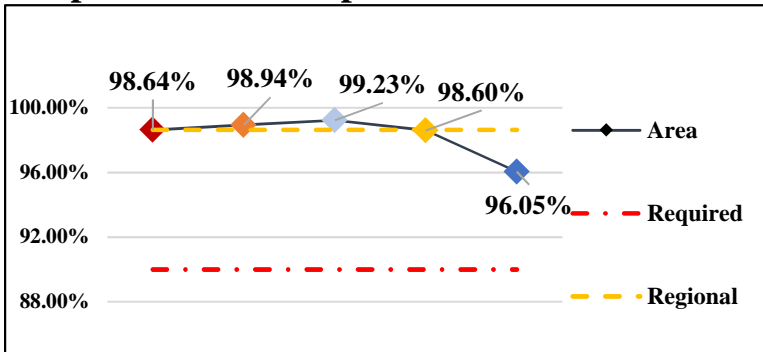


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.64%
Lake Forest	98.64%
Mission Viejo	98.94%
Rancho Santa Margarita	99.23%
San Juan Capistrano	98.60%
Unincorporated	96.05%

Dispatches

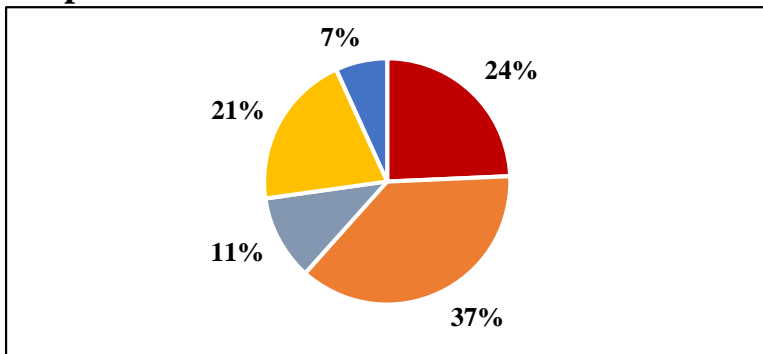


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4824
Lake Forest	1173
Mission Viejo	1799
Rancho Santa Margarita	539
San Juan Capistrano	985
Unincorporated	328
Home Wellness	0

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

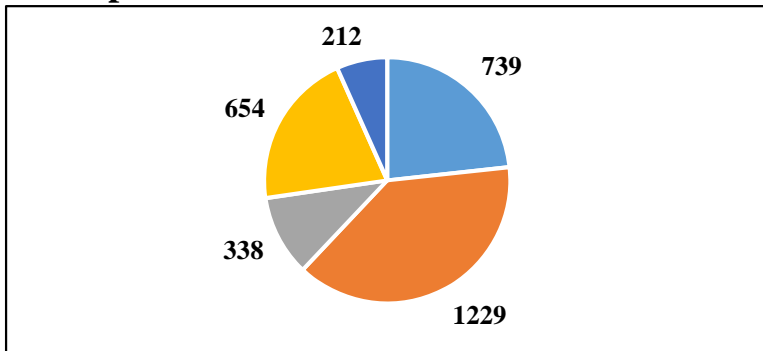


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3172
Lake Forest	739
Mission Viejo	1229
Rancho Santa Margarita	338
San Juan Capistrano	654
Unincorporated	212