**Response Time Compliance**

ALL REGIONS COMPLIANCE 97.25%
- Region A 97.24%
- Region B 96.02%
- Region C 97.28%
- Region D 98.28%
- Region E 97.25%

**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**

ALL REGIONS DISPATCHES 2016
- Region A 1664
- Region B 3704
- Region C 5501
- Region D 4304
- Region E 4933
- Home Wellness 53

*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

**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**

ALL REGIONS TRANSPORTS 13159
- Region A 1178
- Region B 2454
- Region C 3469
- Region D 2766
- Region E 3292

**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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9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2019
REGION A
(Placentia, Yorba Linda, Unincorporated Brea)
Emergency Ambulance Service, Inc.

Response Time Compliance

<table>
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<tr>
<th>Percentage</th>
<th>Placentia</th>
<th>Yorba Linda</th>
<th>Unincorporated Brea</th>
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<td>99.00%</td>
<td>98.34%</td>
<td>96.24%</td>
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REGION COMPLIANCE
- Placentia: 98.34%
- Yorba Linda: 96.24%
- Unincorporated Brea: 100.00%

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

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REGION DISPATCHES
- Placentia: 1664
- Yorba Linda: 1664
- Unincorporated Brea: 1664

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

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<tr>
<td>Yorba Linda</td>
<td>600</td>
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<td>Unincorporated Brea</td>
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</table>

REGION TRANSPORTS
- Placentia: 1178
- Yorba Linda: 1178
- Unincorporated Brea: 1178

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.
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2019
REGION B
(Cypress, La Palma, Los Alamitos, Seal Beach, Stanton, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

REGION COMPLIANCE 96.02%
- Cypress 94.97%
- La Palma 97.09%
- Los Alamitos 97.12%
- Seal Beach 97.67%
- Stanton 97.03%
- Unincorporated 83.90%

REGION DISPATCHES 3704
- Cypress 759
- La Palma 296
- Los Alamitos 483
- Seal Beach 1021
- Stanton 930
- Unincorporated 215
- Home Wellness 21

Dispatches

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

Transports

REGION TRANSPORTS 2454
- Cypress 521
- La Palma 209
- Los Alamitos 339
- Seal Beach 621
- Stanton 610
- Unincorporated 154

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

Fig. 4: 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
9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2019
REGION C
(Tustin, Irvine, Villa Park, 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 97.28%
Tustin 97.75%
Irvine 97.05%
Villa Park 97.83%
Unincorporated 97.03%

 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 5501
Tustin 1682
Irvine 3510
Villa Park 95
Unincorporated 214

 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 3469
Tustin 1121
Irvine 2170
Villa Park 67
Unincorporated 111
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.

Response Time Compliance

REGION COMPLIANCE 98.28%
- Aliso Viejo 99.45%
- Dana Point 98.10%
- Laguna Hills 98.97%
- Laguna Niguel 98.33%
- Laguna Woods 97.49%
- Unincorporated 0.00%

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

REGION DISPATCHES 4304
- Aliso Viejo 567
- Dana Point 661
- Laguna Hills 736
- Laguna Niguel 940
- Laguna Woods 1400
- Unincorporated 0
- Home Wellness 32

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/OFA, not included in total 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

Transports

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

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
Response Time Compliance

| 100.00% | 98.32% | 97.73% | 96.36% |
| 96.00% | 98.21% | 92.11% |
| 92.00% | 90.00% | 88.00% |

**Regional**
- Lake Forest: 98.32%
- Mission Viejo: 97.73%
- Rancho Santa Margarita: 98.21%
- SJC: 96.36%
- Unincorporated: 92.11%

**Required Area**
- Lake Forest: 90%
- Mission Viejo: 90%
- Rancho Santa Margarita: 90%
- SJC: 90%
- Unincorporated: 90%

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

| 7.3% | 25.6% | 20.1% | 10.5% | 36.5% |

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

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

| 7.2% | 24.6% | 19.8% | 10.4% | 37.9% |

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

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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