



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 2016/2017 3rd QUARTER ACTIVITY REPORT  
 JANUARY - MARCH 2017  
 REGION D**

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

**Response Time Compliance**

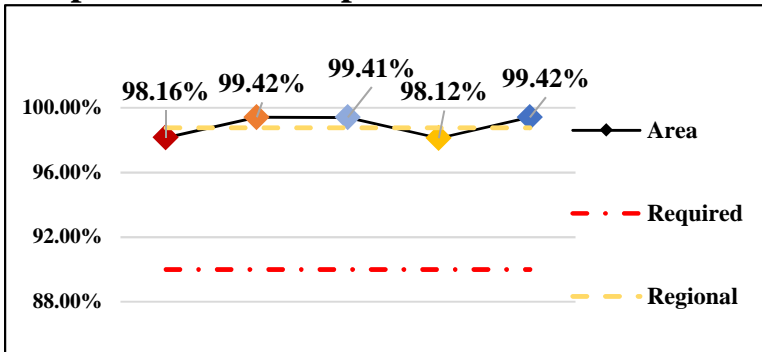


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.77%
Laguna Woods	98.16%
Laguna Niguel	99.42%
Laguna Hills	99.41%
Dana Point	98.12%
Aliso Viejo	99.42%

**Dispatches**

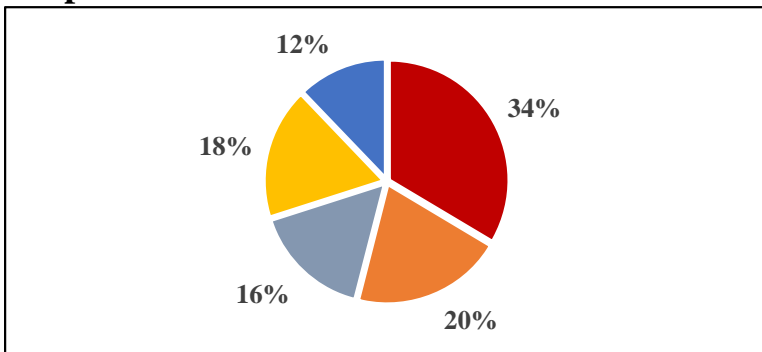


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4431
Laguna Woods	1488
Laguna Niguel	904
Laguna Hills	712
Dana Point	789
Aliso Viejo	538
Home Wellness	107

*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**

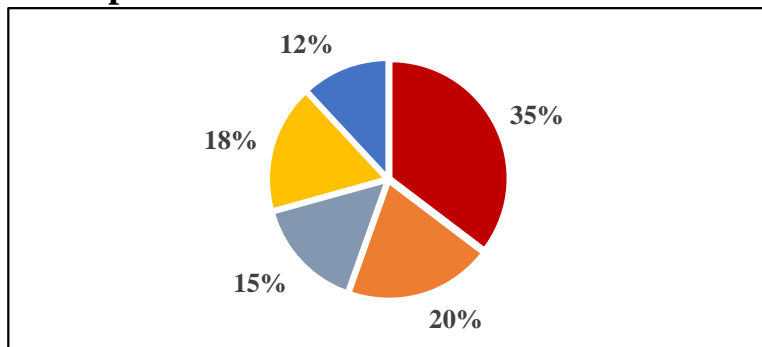


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2886
Laguna Woods	903
Laguna Niguel	625
Laguna Hills	491
Dana Point	521
Aliso Viejo	346