

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 1st QUARTER ACTIVITY REPORT
JULY - AUGUST 2017
REGION D**

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

Response Time Compliance

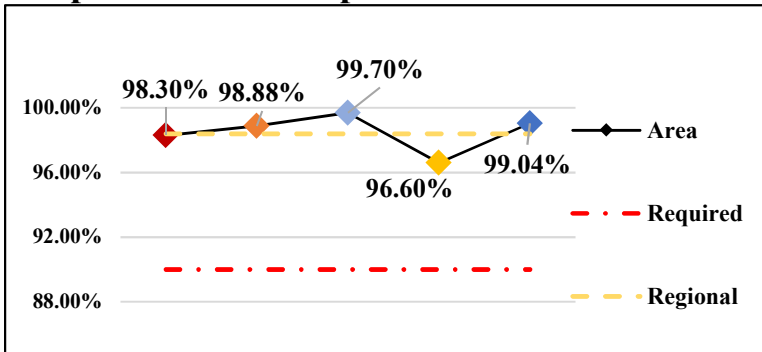


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	Percentage
Lag. Woods	98.30%
Laguna Niguel	98.88%
Laguna Hills	99.70%
Dana Point	96.60%
Aliso Viejo	99.04%

Dispatches

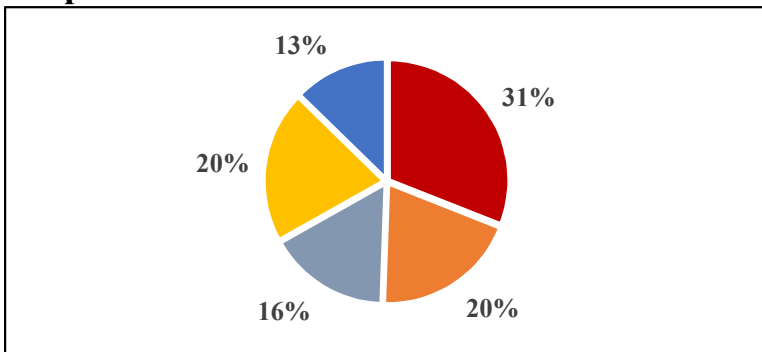


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	Count
Lag. Woods	1326
Laguna Niguel	836
Laguna Hills	699
Dana Point	875
Aliso Viejo	543
Home Wellness	94

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

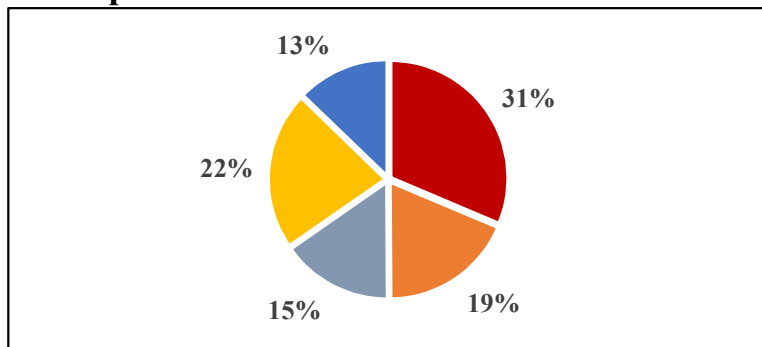


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	Count
Lag. Woods	811
Laguna Niguel	559
Laguna Hills	473
Dana Point	509
Aliso Viejo	374