

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 2nd QUARTER ACTIVITY REPORT
OCTOBER - DECEMBER 2017
REGION D**

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

Response Time Compliance

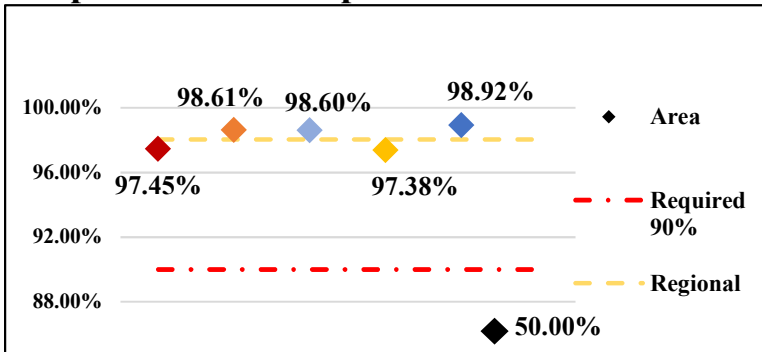


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.04%
Laguna Woods	97.45%
Laguna Niguel	98.61%
Laguna Hills	98.60%
Dana Point	97.38%
Aliso Viejo	98.92%
Unincorporated	50.00%

Dispatches

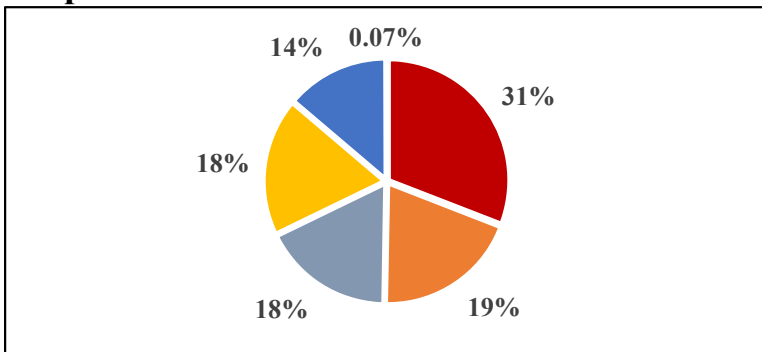


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4345
Laguna Woods	1342
Laguna Niguel	843
Laguna Hills	761
Dana Point	800
Aliso Viejo	596
Unincorporated	3
Home Wellness	66

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

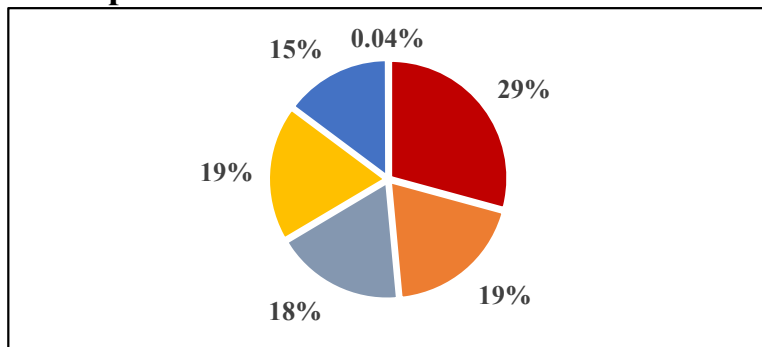


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2754
Laguna Woods	805
Laguna Niguel	532
Laguna Hills	493
Dana Point	517
Aliso Viejo	406
Unincorporated	1