



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 2017/2018 3rd QUARTER ACTIVITY REPORT
 JANUARY - MARCH 2018
 REGION D**

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

Response Time Compliance

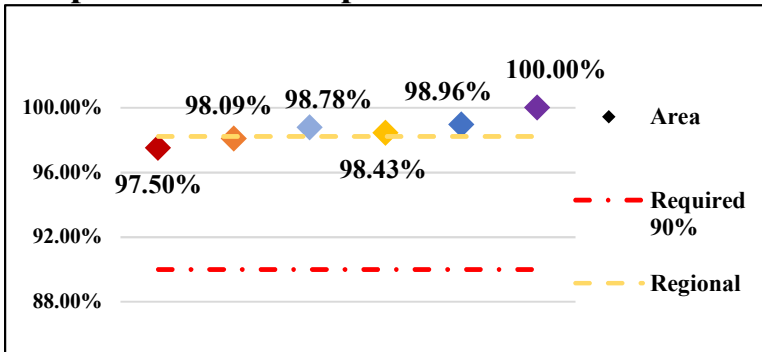


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

| REGION COMPLIANCE | 98.23% |
|-------------------|---------|
| Laguna Woods | 97.50% |
| Laguna Niguel | 98.09% |
| Laguna Hills | 98.78% |
| Dana Point | 98.43% |
| Aliso Viejo | 98.96% |
| Unincorporated | 100.00% |

Dispatches

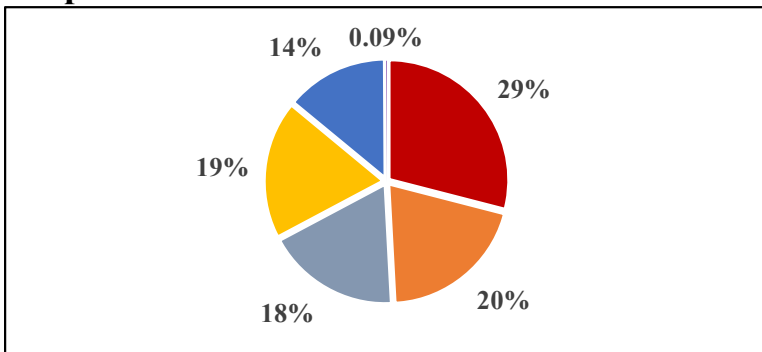


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

| REGION DISPATCHES | 4383 |
|-------------------|------|
| Laguna Woods | 1272 |
| Laguna Niguel | 883 |
| Laguna Hills | 793 |
| Dana Point | 821 |
| Aliso Viejo | 610 |
| Unincorporated | 4 |
| Home Wellness | 86 |

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/OCA; not included in total dispatches

Transports

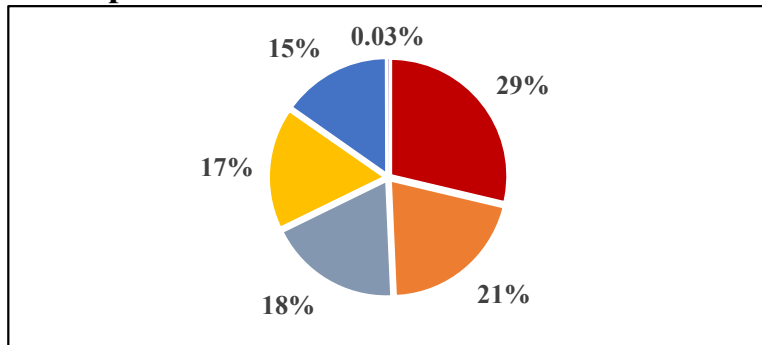


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

| REGION TRANSPORTS | 2884 |
|-------------------|------|
| Laguna Woods | 828 |
| Laguna Niguel | 594 |
| Laguna Hills | 532 |
| Dana Point | 489 |
| Aliso Viejo | 440 |
| Unincorporated | 1 |