



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 4th QUARTER ACTIVITY REPORT
 APRIL - JUNE 2018
 REGION E**

(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

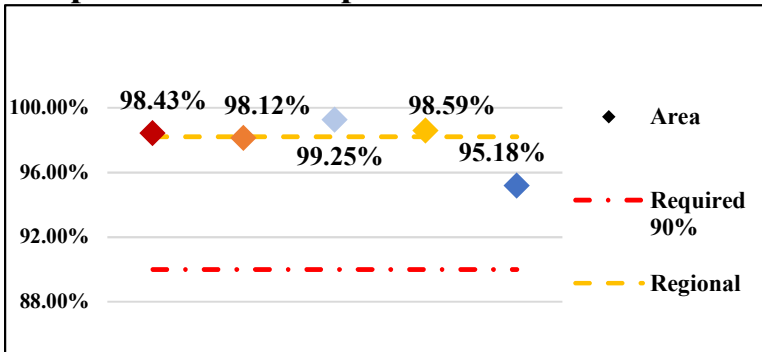


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.21%
Lake Forest	98.43%
Mission Viejo	98.12%
Rancho Santa Margarita	99.25%
San Juan Capistrano	98.59%
Unincorporated	95.18%

Dispatches

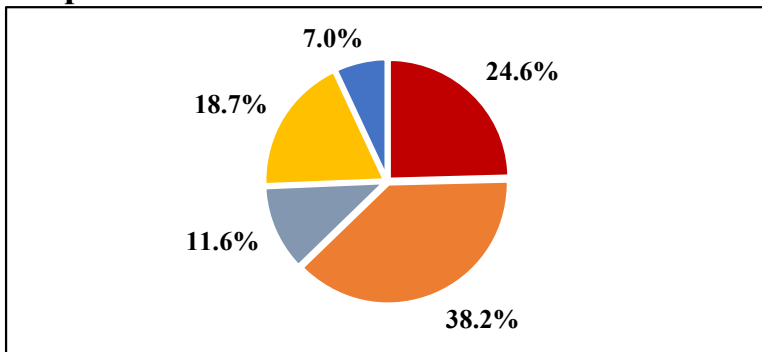


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4767
Lake Forest	1172
Mission Viejo	1819
Rancho Santa Margarita	553
San Juan Capistrano	891
Unincorporated	332

Transports

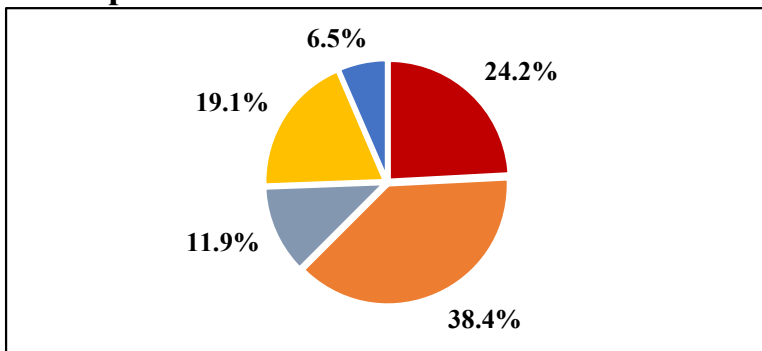


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3173
Lake Forest	767
Mission Viejo	1217
Rancho Santa Margarita	378
San Juan Capistrano	605
Unincorporated	206