

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2018
REGION D**

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

Response Time Compliance

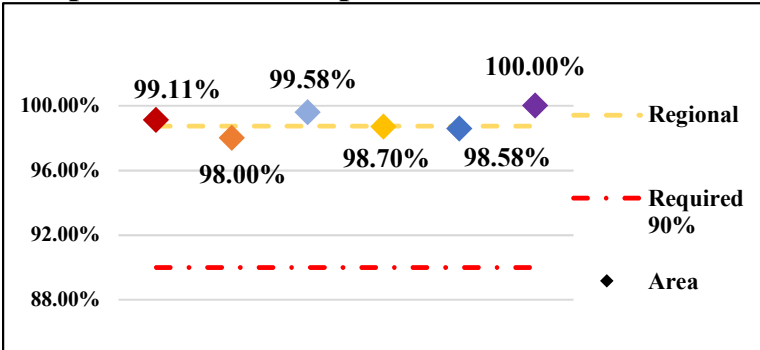


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.74%
Aliso Viejo	99.11%
Dana Point	98.00%
Laguna Hills	99.58%
Laguna Niguel	98.70%
Laguna Woods	98.58%
Unincorporated	100.00%

Dispatches

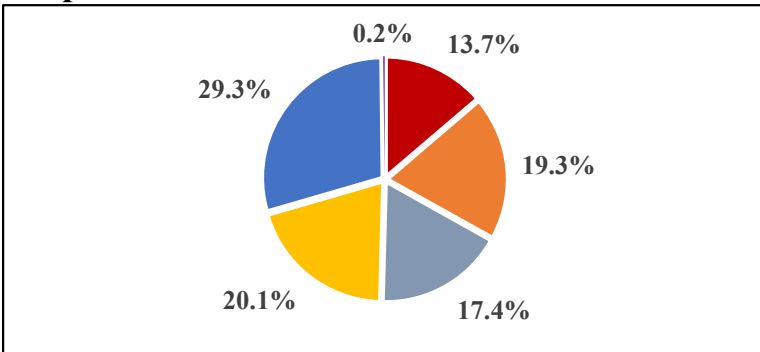


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4402
Aliso Viejo	605
Dana Point	851
Laguna Hills	764
Laguna Niguel	885
Laguna Woods	1288
Unincorporated	9
Home Wellness	55

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

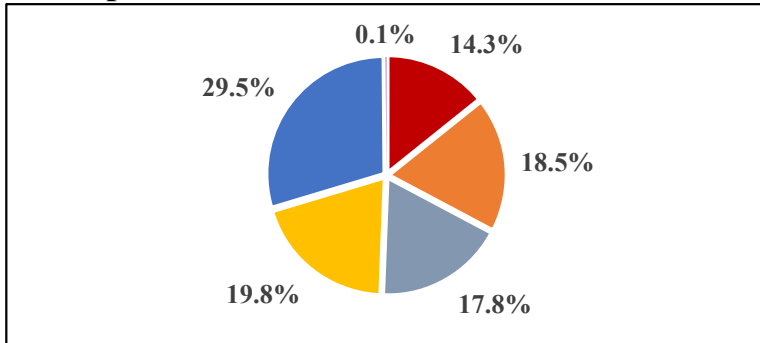


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2840
Aliso Viejo	405
Dana Point	526
Laguna Hills	506
Laguna Niguel	561
Laguna Woods	839
Unincorporated	3