



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 2018/2019 1st QUARTER ACTIVITY REPORT
 JULY - SEPTEMBER 2018
 REGION E**

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

Response Time Compliance

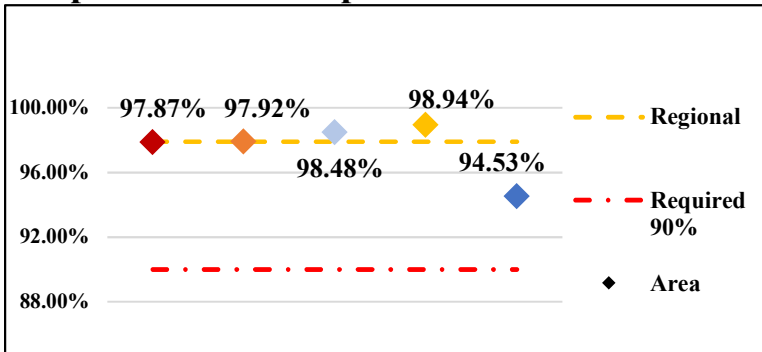


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.91%
Lake Forest	97.87%
Mission Viejo	97.92%
Rancho Santa Margarita	98.48%
San Juan Capistrano	98.94%
Unincorporated	94.53%

Dispatches

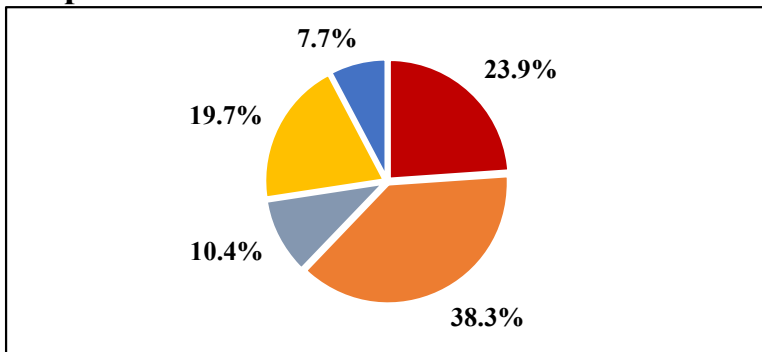


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4613
Lake Forest	1102
Mission Viejo	1766
Rancho Santa Margarita	480
San Juan Capistrano	908
Unincorporated	357

Transports

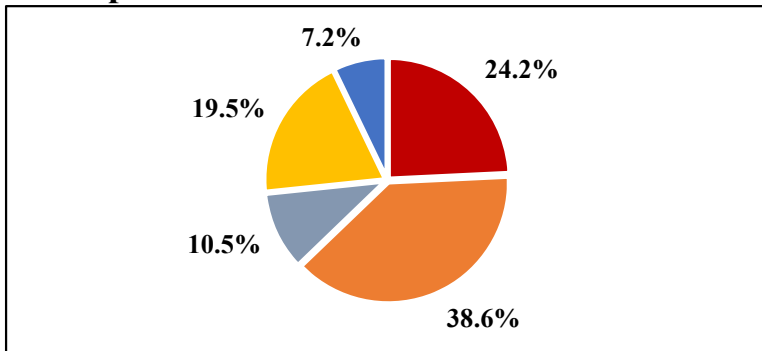


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3003
Lake Forest	728
Mission Viejo	1158
Rancho Santa Margarita	316
San Juan Capistrano	586
Unincorporated	215