Response Time Compliance

![Response Time Compliance Graph]

**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**

- Lake Forest: 98.9%
- Mission Viejo: 98.9%
- Rancho Santa Margarita: 99.1%
- San Juan Capistrano: 98.8%
- Unincorporated: 96.5%

**REGION DISPATCHES**

- 4555
  - Lake Forest: 1140
  - Mission Viejo: 1609
  - Rancho Santa Margarita: 536
  - San Juan Capistrano: 931
  - Unincorporated: 339
  - Home Wellness: 776

**REGION TRANSPORTS**

- 3050
  - Lake Forest: 776
  - Mission Viejo: 1096
  - Rancho Santa Margarita: 345
  - San Juan Capistrano: 615
  - Unincorporated: 218

**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

**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