9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2019/2020 3rd QUARTER ACTIVITY REPORT
JANUARY 2020 - MARCH 2020
REGION D
(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

REGION COMPLIANCE 98.64%
- Aliso Viejo 99.16%
- Dana Point 97.98%
- Laguna Hills 99.11%
- Laguna Niguel 98.99%
- Laguna Woods 98.19%
- Unincorporated 100.00%

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

Dispatches

REGION DISPATCHES 4296
- Aliso Viejo 612
- Dana Point 727
- Laguna Hills 711
- Laguna Niguel 1036
- Laguna Woods 1209
- Unincorporated 88
- Home Wellness

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

Transports

REGION TRANSPORTS 2763
- Aliso Viejo 395
- Dana Point 440
- Laguna Hills 491
- Laguna Niguel 630
- Laguna Woods 807
- Unincorporated 0

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

Fig. 4: 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

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

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