Response Time Compliance

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<th>Regional</th>
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<td>100.00%</td>
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<td>96.00%</td>
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<td>92.00%</td>
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<td>88.00%</td>
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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

- Lake Forest: 24.3%
- Mission Viejo: 19.1%
- Rancho Santa Margarita: 11.3%
- San Juan Capistrano: 7.5%
- Unincorporated: 37.8%

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

- Lake Forest: 23.5%
- Mission Viejo: 20.2%
- Rancho Santa Margarita: 10.8%
- San Juan Capistrano: 6.8%
- Unincorporated: 38.6%

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 COMPLIANCE
- Lake Forest: 98.79%
- Mission Viejo: 98.26%
- Rancho Santa Margarita: 97.74%
- San Juan Capistrano: 97.37%
- Unincorporated: 94.41%

REGION DISPATCHES
- Lake Forest: 5021
- Mission Viejo: 1219
- Rancho Santa Margarita: 1898
- San Juan Capistrano: 568
- Unincorporated: 961

REGION TRANSPORTS
- Lake Forest: 3212
- Mission Viejo: 756
- Rancho Santa Margarita: 1240
- San Juan Capistrano: 347
- Unincorporated: 649

Care Ambulance Service, Inc.