

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2019/2020 3rd QUARTER ACTIVITY REPORT
JANUARY 2020 - MARCH 2020
ALL REGIONS**

Response Time Compliance

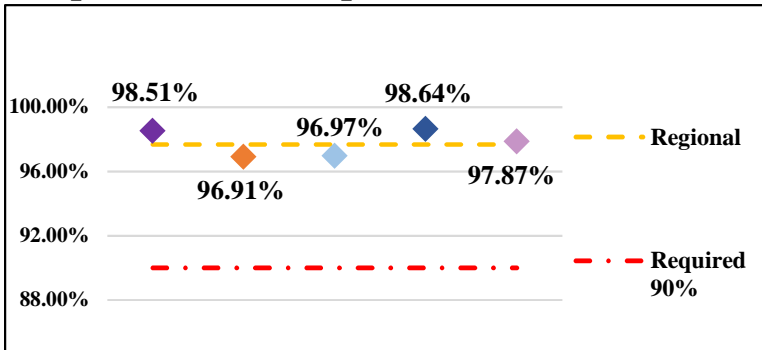


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.68%
Region A	98.51%
Region B	96.91%
Region C	96.97%
Region D	98.64%
Region E	97.87%

Dispatches

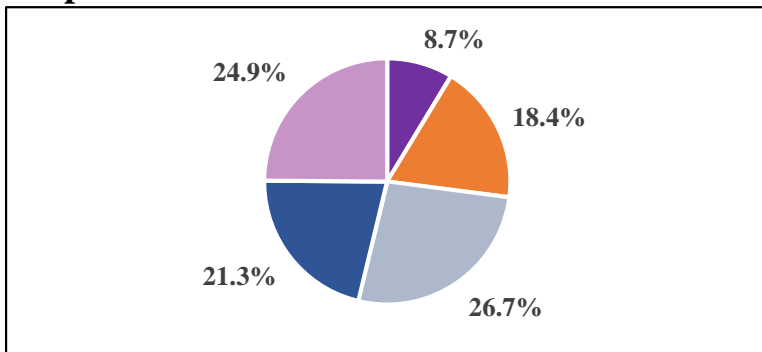


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	20158
Region A	1748
Region B	3705
Region C	5388
Region D	4296
Region E	5021
Home Wellness	119

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

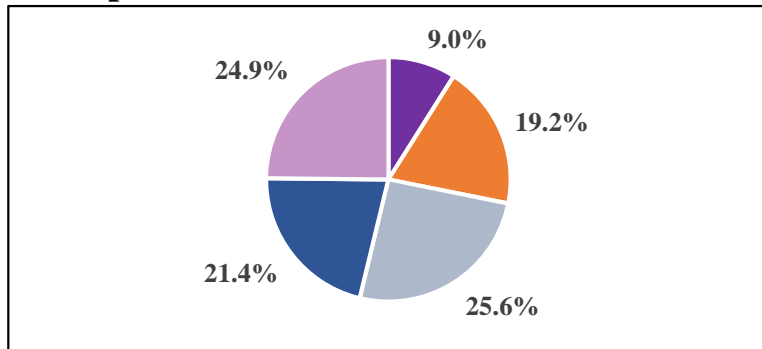


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	12923
Region A	1164
Region B	2476
Region C	3308
Region D	2763
Region E	3212