

**9-1-1 EMERGENCY AMBULANCE  
FISCAL YEAR 2019/2020 2nd QUARTER ACTIVITY REPORT  
OCTOBER 2019 - DECEMBER 2019  
ALL REGIONS**



### Response Time Compliance

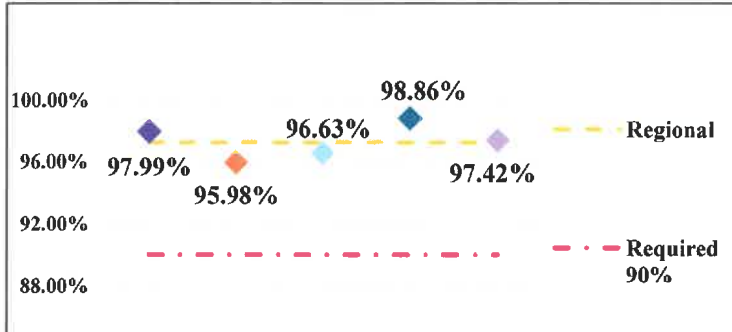


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.30%
Region A	97.99%
Region B	95.98%
Region C	96.63%
Region D	98.86%
Region E	97.42%

### Dispatches

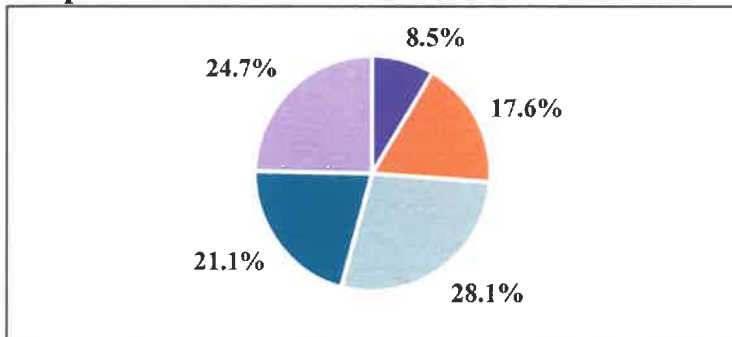


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	21016
Region A	1790
Region B	3709
Region C	5898
Region D	4428
Region E	5191
Home Wellness	120

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

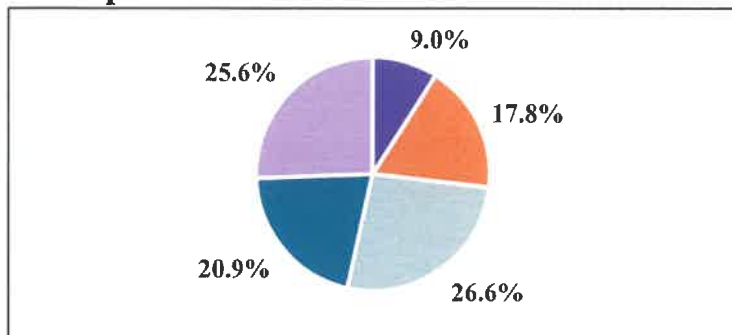


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13704
Region A	1238
Region B	2445
Region C	3644
Region D	2869
Region E	3508



County of Orange Health Care Agency  
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 REGION A**

(Placentia, Yorba Linda, Unincorporated Brea)  
 Emergency Ambulance Service, Inc.

**Response Time Compliance**

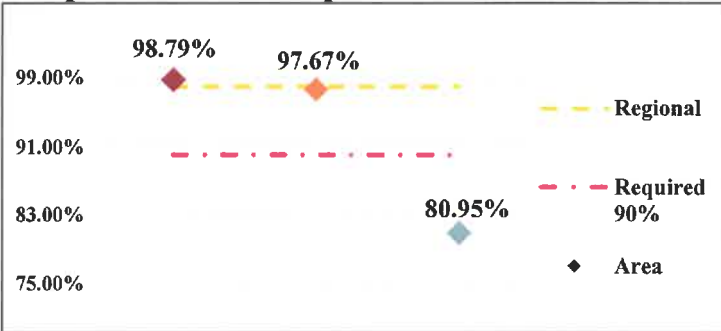


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	
Placentia	97.99%
Yorba Linda	98.79%
Unincorporated Brea	97.67%
	80.95%

**Dispatches**

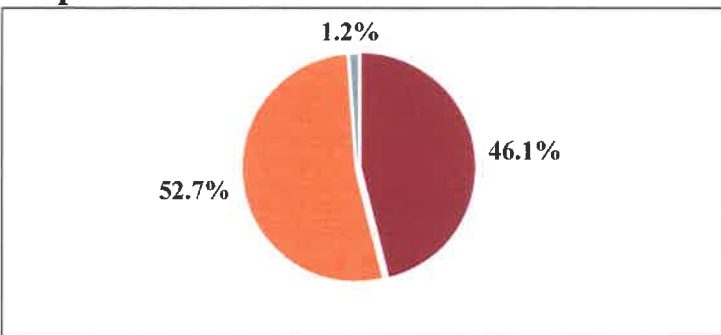


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	
Placentia	1790
Yorba Linda	825
Unincorporated Brea	944
	21

**Transports**

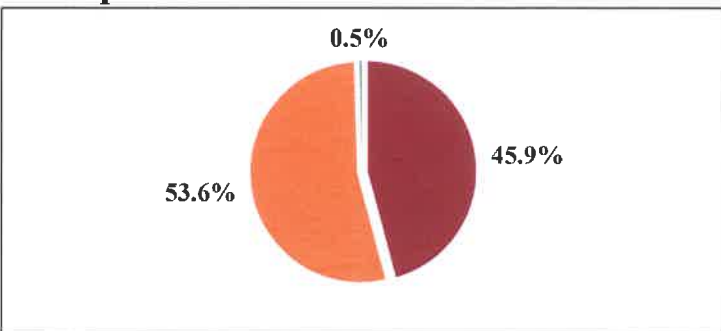


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	
Placentia	1238
Yorba Linda	568
Unincorporated Brea	664
	6



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 REGION B**

(Cypress, La Palma, Los Alamitos, Seal Beach, Stanton, Unincorporated Areas)  
 Care Ambulance Service, Inc.

**Response Time Compliance**

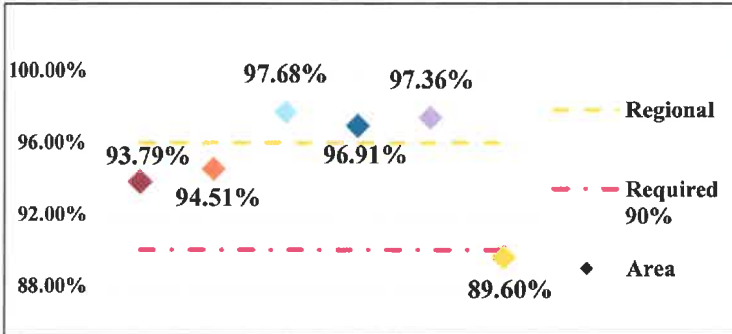


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	95.98%
Cypress	93.79%
La Palma	94.51%
Los Alamitos	97.68%
Seal Beach	96.91%
Stanton	97.36%
Unincorporated	89.60%

**Dispatches**

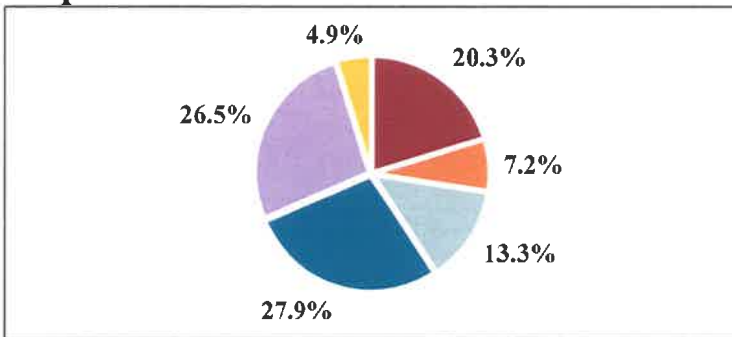


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3709
Cypress	752
La Palma	266
Los Alamitos	493
Seal Beach	1033
Stanton	983
Unincorporated	182
Home Wellness	37

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**

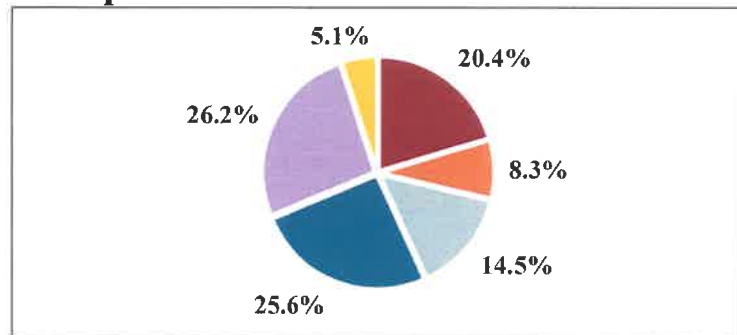


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2445
Cypress	498
La Palma	203
Los Alamitos	354
Seal Beach	625
Stanton	640
Unincorporated	125



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 REGION C**

(Tustin, Irvine, Villa Park, Unincorporated Areas)  
 Care Ambulance Service, Inc.

**Response Time Compliance**

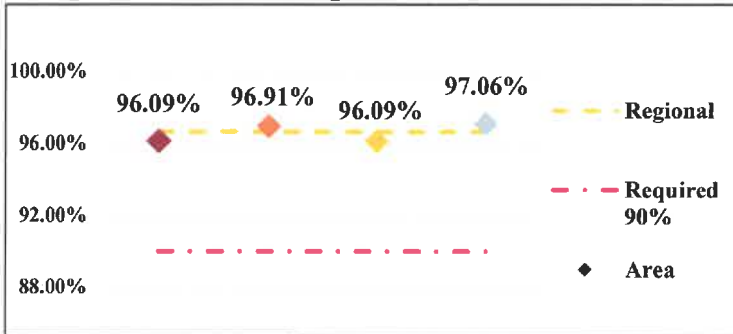


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.63%
Tustin	96.09%
Irvine	96.91%
Villa Park	97.06%
Unincorporated	96.09%

**Dispatches**

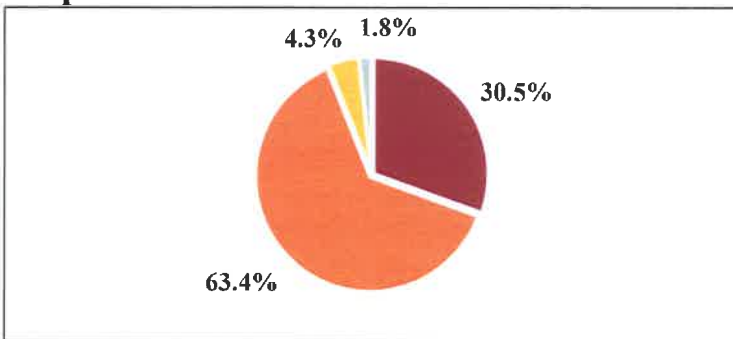


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5898
Tustin	1800
Irvine	3739
Villa Park	105
Unincorporated	254

**Transports**

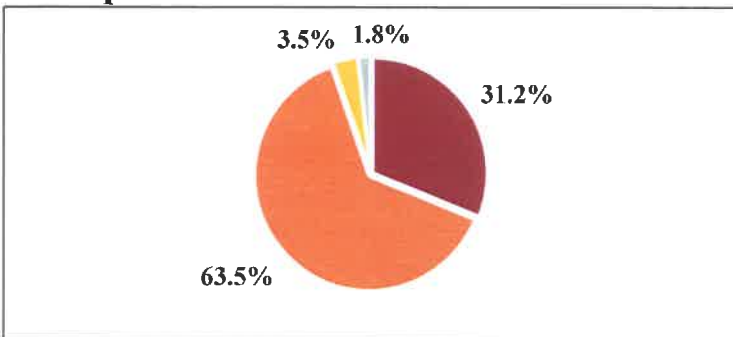


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3644
Tustin	1137
Irvine	2314
Villa Park	65
Unincorporated	128



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 REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)  
 Care Ambulance Service, Inc.

**Response Time Compliance**

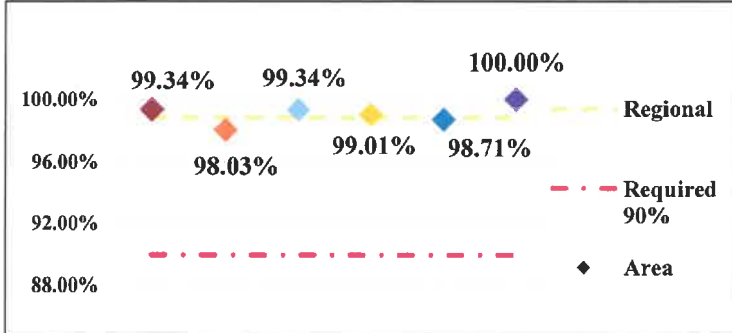


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.86%
Aliso Viejo	99.34%
Dana Point	98.03%
Laguna Hills	99.34%
Laguna Niguel	99.01%
Laguna Woods	98.71%
Unincorporated	100.00%

**Dispatches**

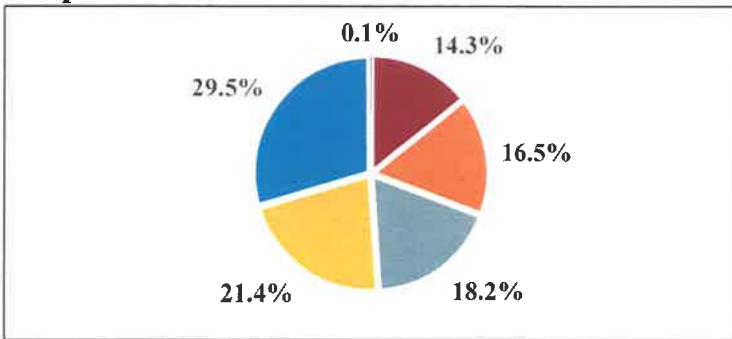


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4428
Aliso Viejo	631
Dana Point	730
Laguna Hills	807
Laguna Niguel	948
Laguna Woods	1307
Unincorporated	5
Home Wellness	83

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**

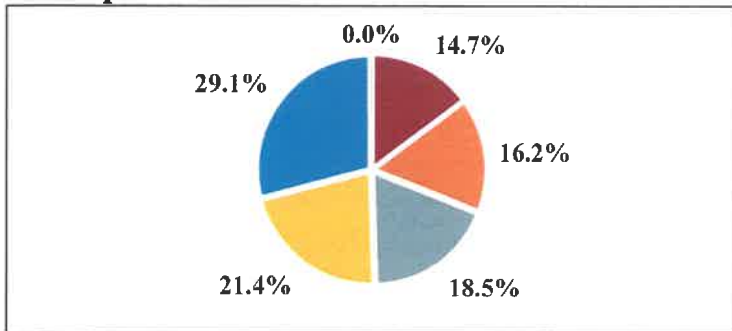


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2869
Aliso Viejo	423
Dana Point	466
Laguna Hills	532
Laguna Niguel	613
Laguna Woods	834
Unincorporated	1



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 REGION E**

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

**Response Time Compliance**

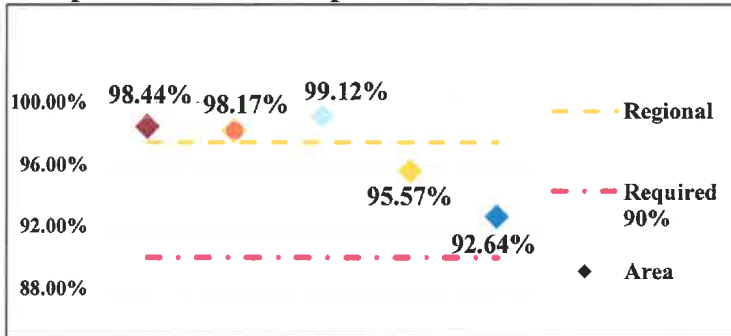


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.42%
Lake Forest	98.44%
Mission Viejo	98.17%
Rancho Santa Margarita	99.12%
San Juan Capistrano	95.57%
Unincorporated	92.64%

**Dispatches**

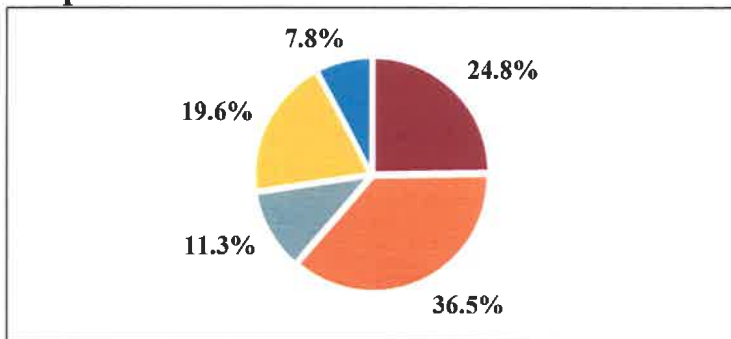


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5191
Lake Forest	1287
Mission Viejo	1894
Rancho Santa Margarita	586
San Juan Capistrano	1020
Unincorporated	404

**Transports**

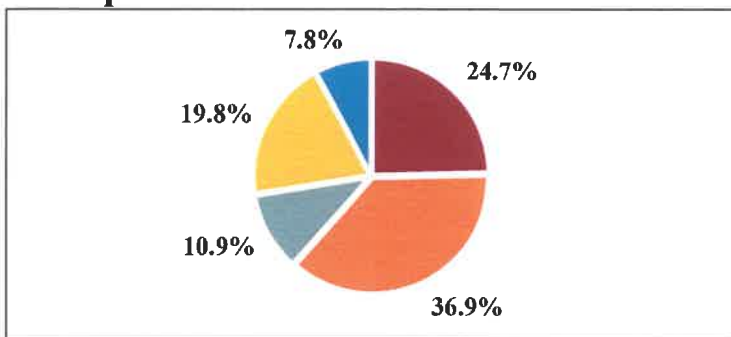


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3508
Lake Forest	865
Mission Viejo	1293
Rancho Santa Margarita	382
San Juan Capistrano	693
Unincorporated	275