



County of Orange Health Care Agency
 EMERGENCY MEDICAL SERVICES
 405 W. 5th Street, Suite 301-A
 Santa Ana, CA 92701

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



Response Time Compliance

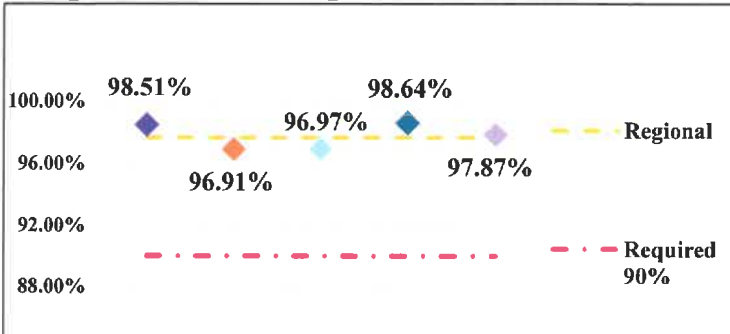


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

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

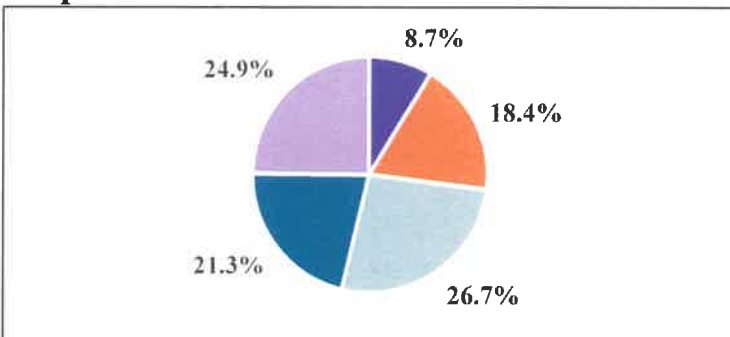


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

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

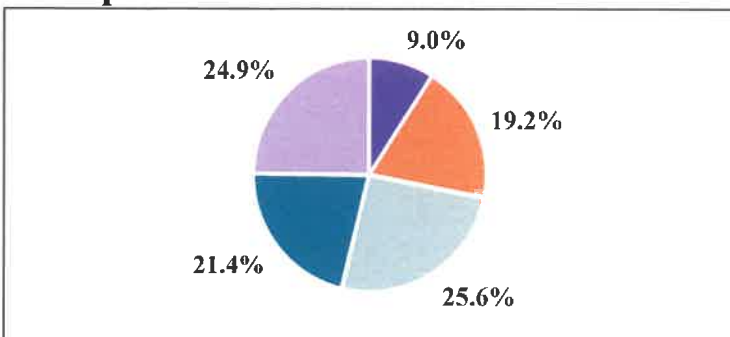


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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



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 JANUARY 2020 - MARCH 2020
 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	98.51%
Placentia	98.93%
Yorba Linda	98.21%
Unincorporated Brea	88.89%

Dispatches

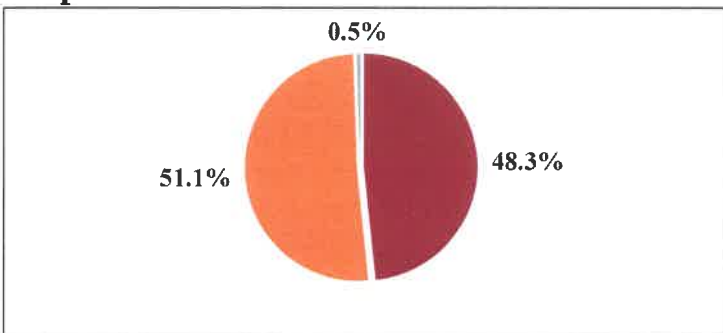


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1748
Placentia	845
Yorba Linda	894
Unincorporated Brea	9

Transports

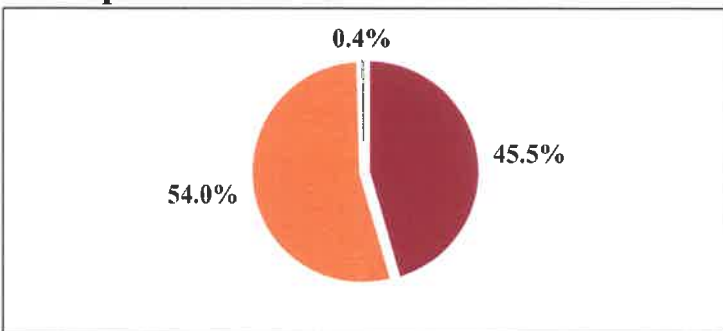


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

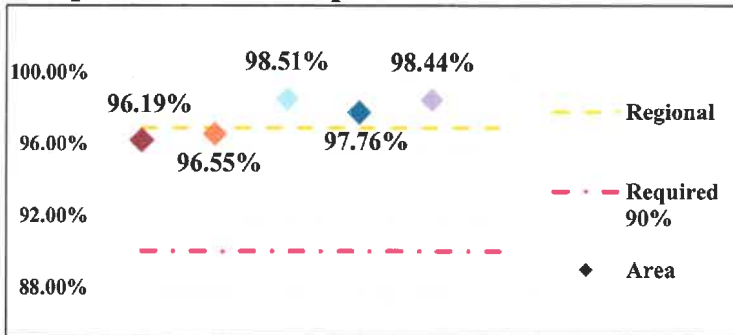
REGION TRANSPORTS	1164
Placentia	530
Yorba Linda	629
Unincorporated Brea	5



**9-1-1 EMERGENCY AMBULANCE
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 REGION B**

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

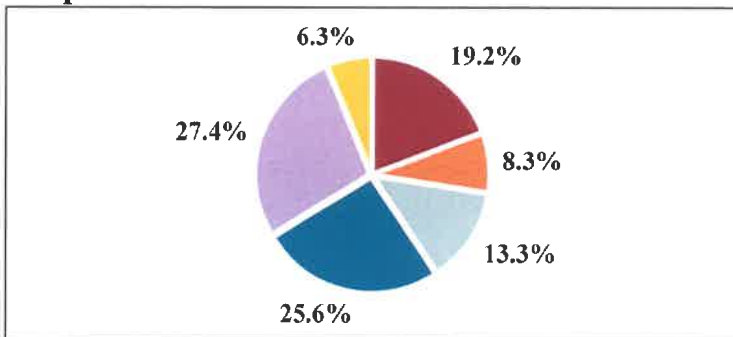
Response Time Compliance



REGION COMPLIANCE	96.91%
Cypress	96.19%
La Palma	96.55%
Los Alamitos	98.51%
Seal Beach	97.76%
Stanton	98.44%
Unincorporated	86.28%

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

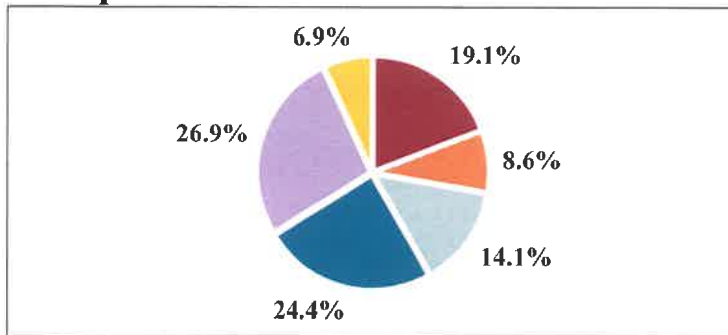


REGION DISPATCHES	3705
Cypress	711
La Palma	306
Los Alamitos	491
Seal Beach	949
Stanton	1014
Unincorporated	234
Home Wellness	31

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

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



REGION TRANSPORTS	2476
Cypress	473
La Palma	213
Los Alamitos	348
Seal Beach	605
Stanton	665
Unincorporated	172

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



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 REGION C**

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

Response Time Compliance

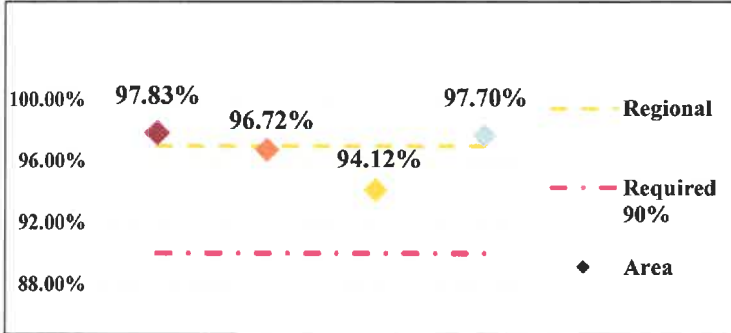


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.97%
Tustin	97.83%
Irvine	96.72%
Villa Park	97.70%
Unincorporated	94.12%

Dispatches

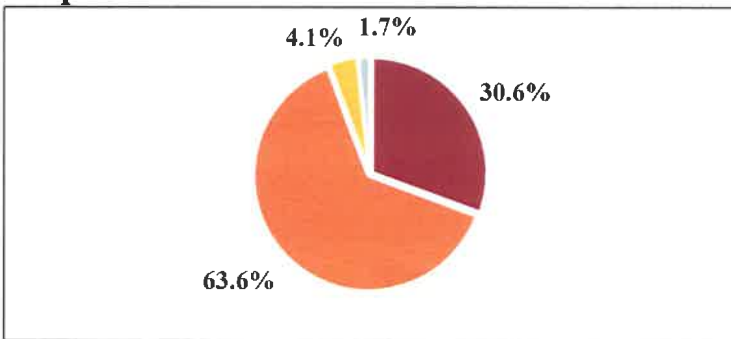


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5388
Tustin	1649
Irvine	3427
Villa Park	92
Unincorporated	220

Transports

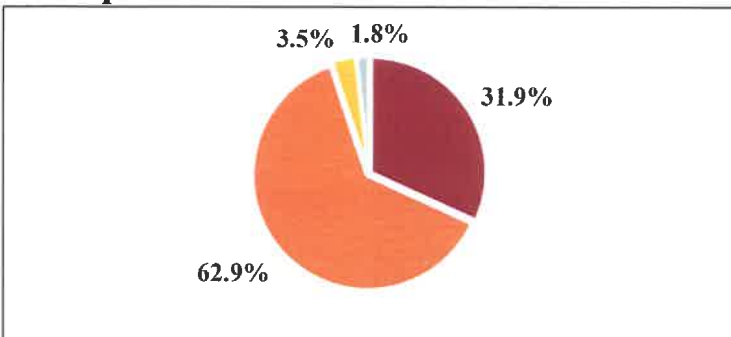


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3308
Tustin	1054
Irvine	2081
Villa Park	58
Unincorporated	115

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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

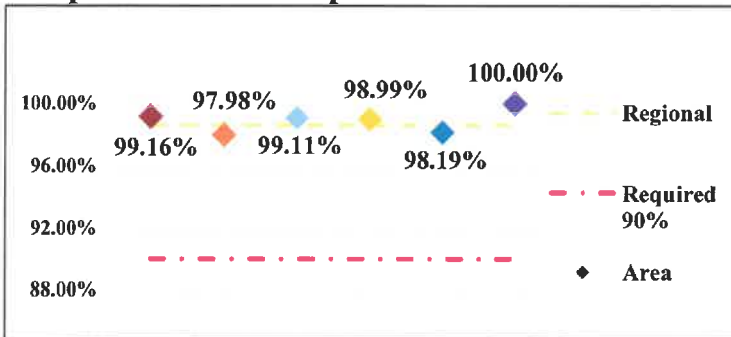


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE

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%

Dispatches

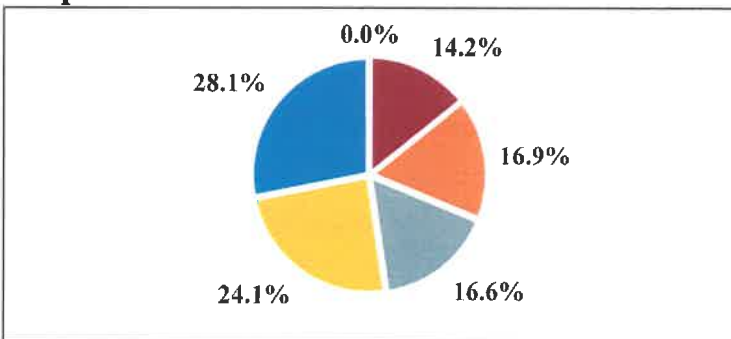


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES

REGION DISPATCHES	4296
Aliso Viejo	612
Dana Point	727
Laguna Hills	711
Laguna Niguel	1036
Laguna Woods	1209
Unincorporated	1
Home Wellness	88

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

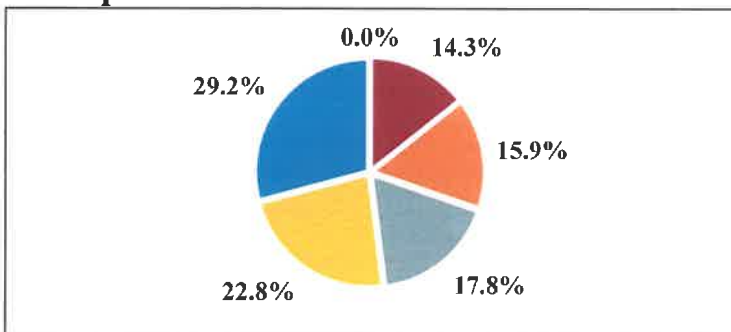


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS

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



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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

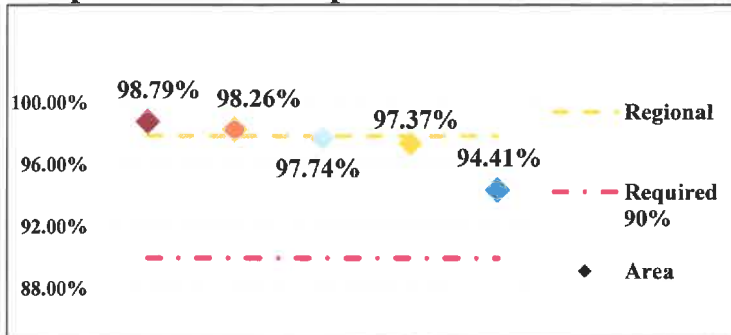


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.87%
Lake Forest	98.79%
Mission Viejo	98.26%
Rancho Santa Margarita	97.74%
San Juan Capistrano	97.37%
Unincorporated	94.41%

Dispatches

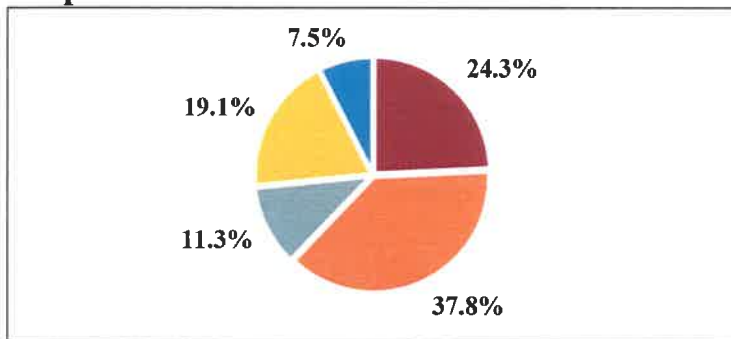


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5021
Lake Forest	1219
Mission Viejo	1898
Rancho Santa Margarita	568
San Juan Capistrano	961
Unincorporated	375

Transports

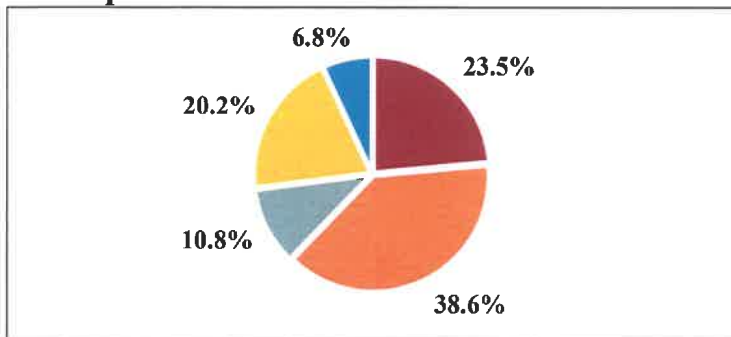


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3212
Lake Forest	756
Mission Viejo	1240
Rancho Santa Margarita	347
San Juan Capistrano	649
Unincorporated	220