



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 4TH QUARTER ACTIVITY REPORT  
 APRIL 2020 - JUNE 2020  
 REGION B**

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

**Response Time Compliance**

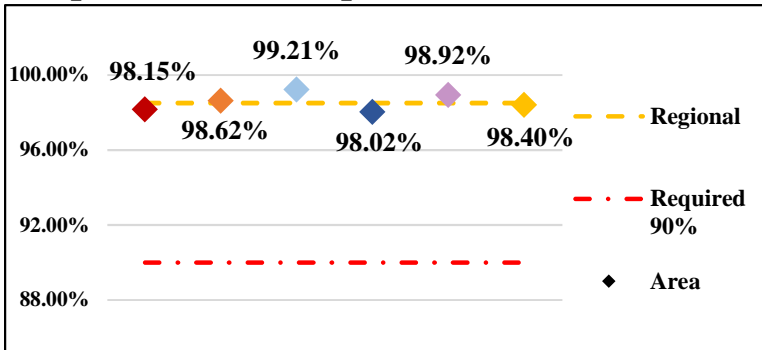


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.51%
<b>Cypress</b>	98.15%
<b>La Palma</b>	98.62%
<b>Los Alamitos</b>	99.21%
<b>Seal Beach</b>	98.02%
<b>Stanton</b>	98.92%
<b>Unincorporated</b>	98.40%

**Dispatches**

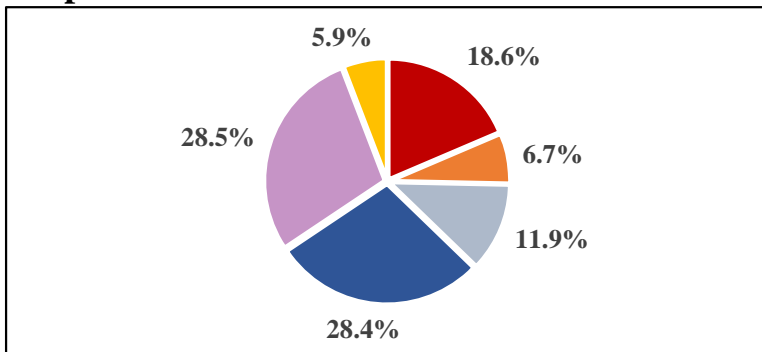


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3349
<b>Cypress</b>	623
<b>La Palma</b>	225
<b>Los Alamitos</b>	399
<b>Seal Beach</b>	950
<b>Stanton</b>	956
<b>Unincorporated</b>	196
<b>Home Wellness</b>	40

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**

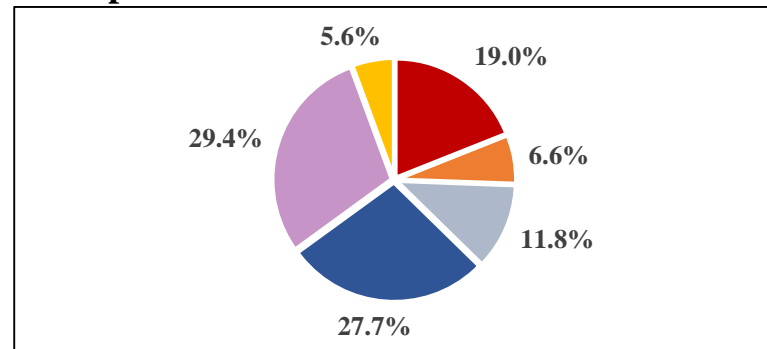


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2151
<b>Cypress</b>	408
<b>La Palma</b>	142
<b>Los Alamitos</b>	253
<b>Seal Beach</b>	595
<b>Stanton</b>	632
<b>Unincorporated</b>	121