9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2019/2020 4TH QUARTER ACTIVITY REPORT
APRIL 2020 - JUNE 2020
REGION C
(Tustin, Irvine, Villa Park, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

![Response Time Compliance Chart]

**REGION COMPLIANCE**
- Tustin: 98.35%
- Irvine: 98.25%
- Villa Park: 87.80%
- Unincorporated: 91.85%

**DISPATCHES**

![Dispatches Chart]

**REGION DISPATCHES**
- Tustin: 1406
- Irvine: 2688
- Villa Park: 84
- Unincorporated: 146

**TRANSports**

![Transports Chart]

**REGION TRANSPORTS**
- Tustin: 872
- Irvine: 1577
- Villa Park: 49
- Unincorporated: 71

---

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.

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.

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.