



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 E**

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

**Response Time Compliance**

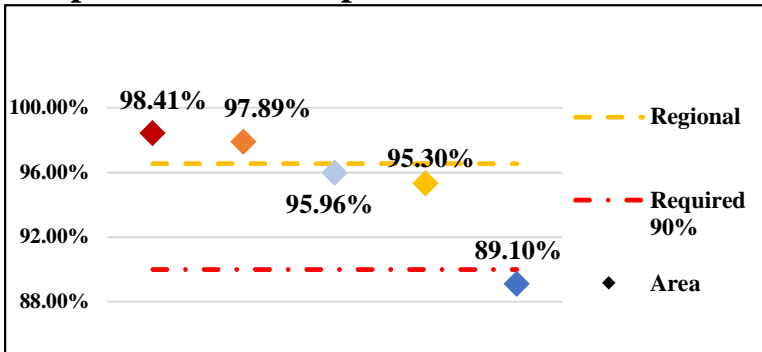


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>96.55%</b>
<b>Lake Forest</b>	98.41%
<b>Mission Viejo</b>	97.89%
<b>Rancho Santa Margarita</b>	95.96%
<b>San Juan Capistrano</b>	95.30%
<b>Unincorporated</b>	89.10%

**Dispatches**

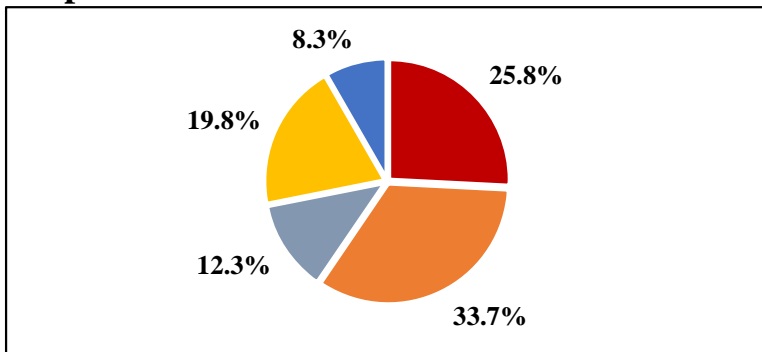


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>4154</b>
<b>Lake Forest</b>	1072
<b>Mission Viejo</b>	1401
<b>Rancho Santa Margarita</b>	513
<b>San Juan Capistrano</b>	823
<b>Unincorporated</b>	345

**Transports**

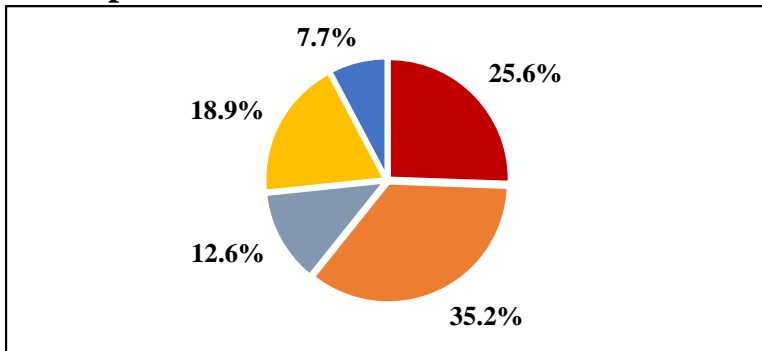


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>2602</b>
<b>Lake Forest</b>	665
<b>Mission Viejo</b>	915
<b>Rancho Santa Margarita</b>	329
<b>San Juan Capistrano</b>	492
<b>Unincorporated</b>	201