

**Response Time** 

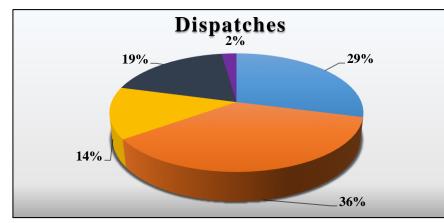
Compliance

Compliance

Regional

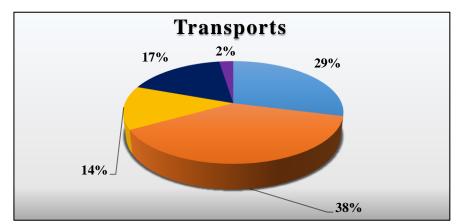
San Juan Capistrano **Unincorporated Area** 96%

Fig. 1: Response Time Performance - Combination of dispatch times, system deployment, and field operations that are required to meet a monthly contract compliance rate of 90% within a region.



REGION DISPATCHES	1285
Lake Forest	346
<b>Mission Viejo</b>	430
<b>Rancho Santa</b>	168
Margarita	
San Juan Capistrano	221
Unincorporated Area	27

Fig. 2: Dispatches – The number of calls for service requiring a 9-1-1 Emergency Ambulance response.



REGION TRANSPORTS	705
Lake Forest	236
<b>Mission Viejo</b>	308
<b>Rancho Santa</b>	112
Margarita	
San Juan Capistrano	138
Unincorporated Area	20

Fig. 3: Transport – The number of calls that resulted in the movement of a patient from the scene of an incident to a hospital by a 9-1-1 emergency ambulance.



90%

88%

86% 84%