

**9-1-1 EMERGENCY AMBULANCE  
FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT  
JULY - SEPTEMBER 2016  
REGION D**

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)  
Care Ambulance Service, Inc.

**Response Time Compliance**

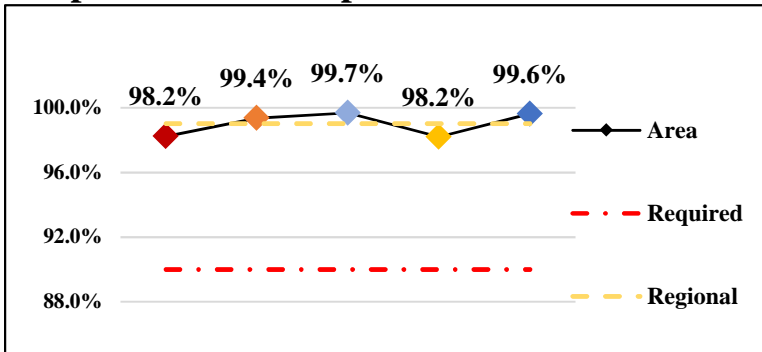


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	Percentage
<b>Region D</b>	<b>99.0%</b>
Laguna Woods	98.2%
Laguna Niguel	99.4%
Laguna Hills	99.7%
Dana Point	98.2%
Aliso Viejo	99.6%

**Dispatches**

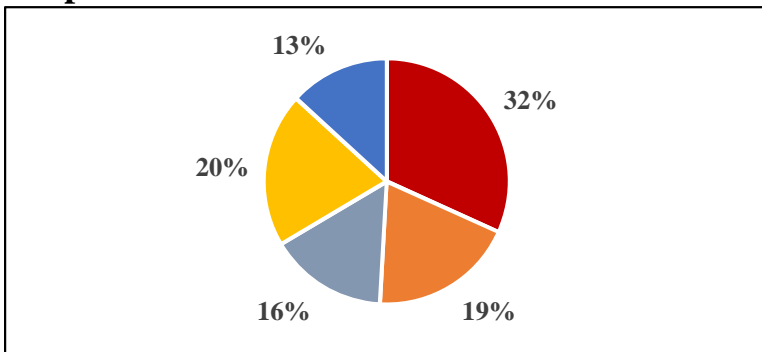


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	Count
<b>Region D</b>	<b>4112</b>
Laguna Woods	1306
Home Wellness	80
Laguna Niguel	787
Laguna Hills	641
Dana Point	835
Aliso Viejo	543

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**

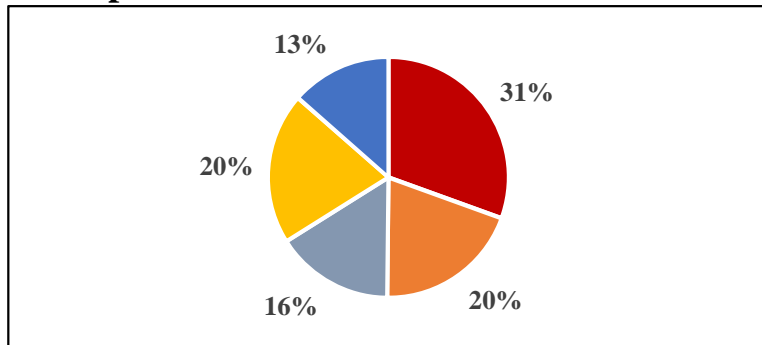


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	Count
<b>Region D</b>	<b>2703</b>
Laguna Woods	825
Laguna Niguel	531
Laguna Hills	430
Dana Point	552
Aliso Viejo	365