



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 2016/2017 1st QUARTER ACTIVITY REPORT**  
**JULY - SEPTEMBER 2016**  
**REGION A**  
(Placentia, Yorba Linda, Unincorporated Brea)  
Emergency Ambulance Service, Inc.

### Response Time Compliance

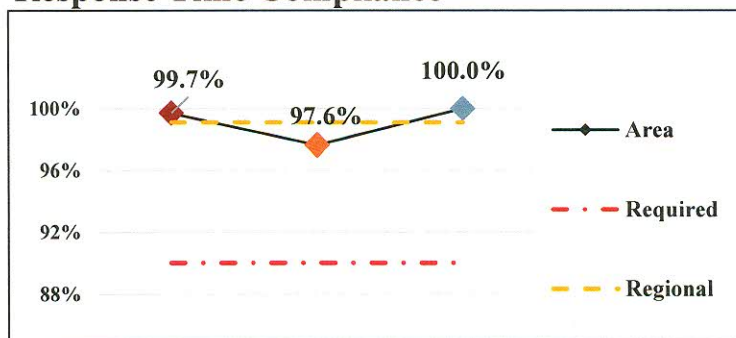


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>99.1%</b>
<b>Placentia</b>	99.7%
<b>Yorba Linda</b>	97.6%
<b>Unincorporated Brea</b>	100.0%

### Dispatches

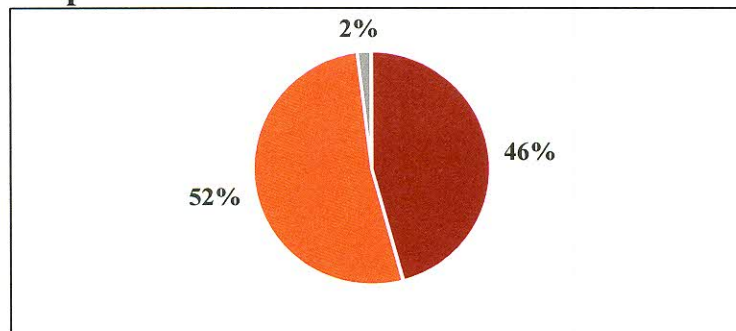


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>1451</b>
<b>Placentia</b>	664
<b>Yorba Linda</b>	759
<b>Unincorporated Brea</b>	28

### Transports

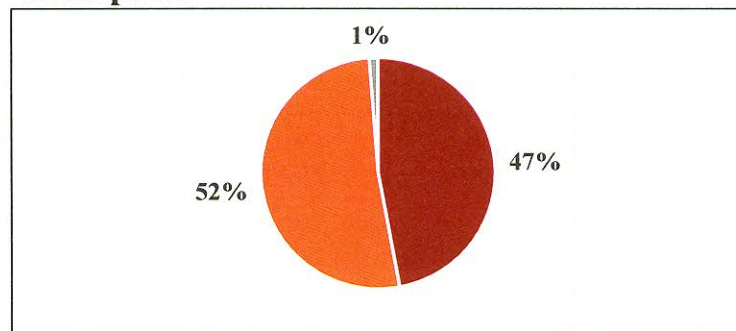


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>1022</b>
<b>Placentia</b>	481
<b>Yorba Linda</b>	529
<b>Unincorporated Brea</b>	12



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

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

## Response Time Compliance

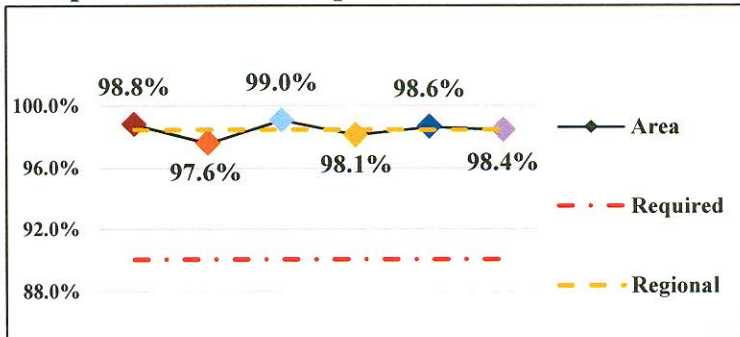


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>98.4%</b>
<b>Cypress</b>	98.8%
<b>La Palma</b>	97.6%
<b>Los Alamitos</b>	99.0%
<b>Seal Beach</b>	98.6%
<b>Stanton</b>	98.4%
<b>Unincorporated</b>	98.1%

## Dispatches

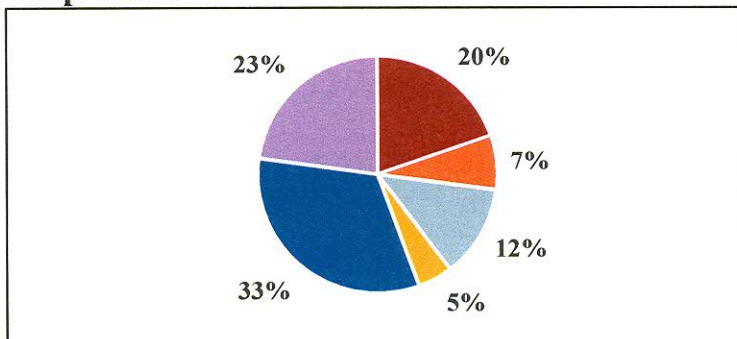


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>3344</b>
<b>Cypress</b>	658
<b>La Palma</b>	249
<b>Los Alamitos</b>	420
<b>Seal Beach</b>	1096
<b>Home Wellness</b>	22
<b>Stanton</b>	763
<b>Unincorporated</b>	158

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

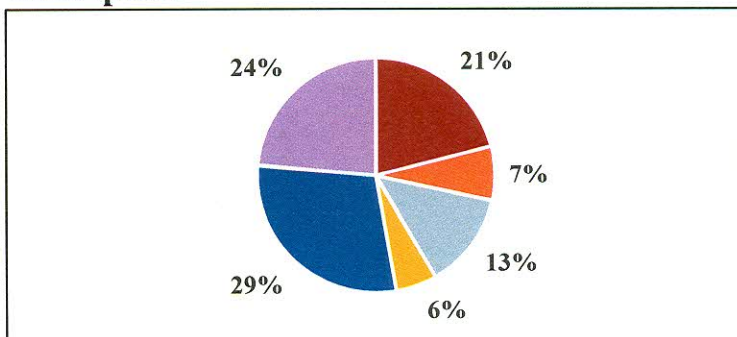


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>2231</b>
<b>Cypress</b>	468
<b>La Palma</b>	167
<b>Los Alamitos</b>	295
<b>Seal Beach</b>	650
<b>Stanton</b>	526
<b>Unincorporated</b>	125



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# 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

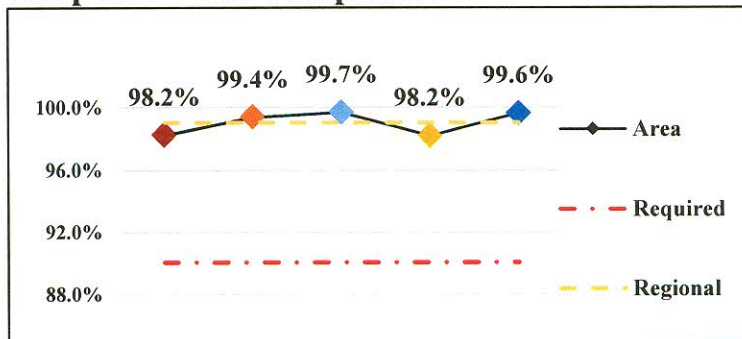


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</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

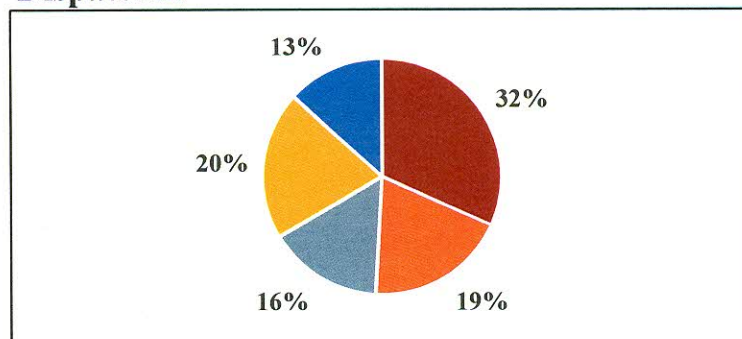


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</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

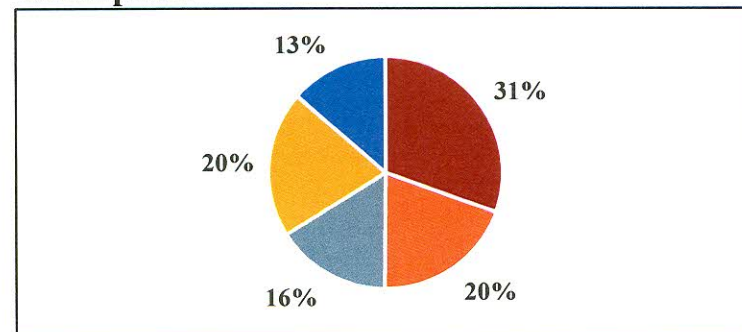


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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





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

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

## Response Time Compliance

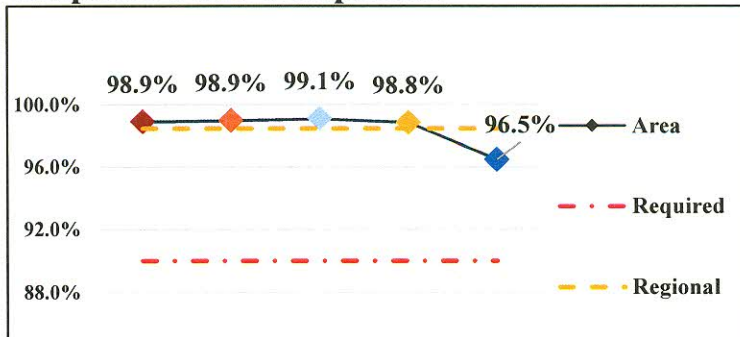


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	
Lake Forest	98.9%
Mission Viejo	98.9%
Rancho Santa Margarita	99.1%
San Juan Capistrano	98.8%
Unincorporated	96.5%

## Dispatches

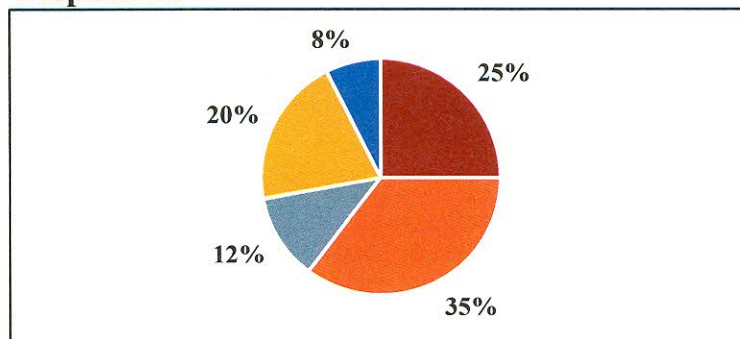


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	
Lake Forest	1140
Mission Viejo	1609
Rancho Santa Margarita	536
San Juan Capistrano	931
Unincorporated	339
Home Wellness	1

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

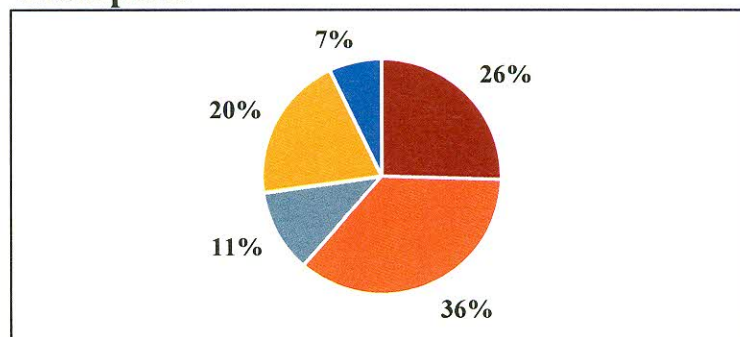


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	
Lake Forest	776
Mission Viejo	1096
Rancho Santa Margarita	345
San Juan Capistrano	615
Unincorporated	218