

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2017
REGION E**

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

Response Time Compliance

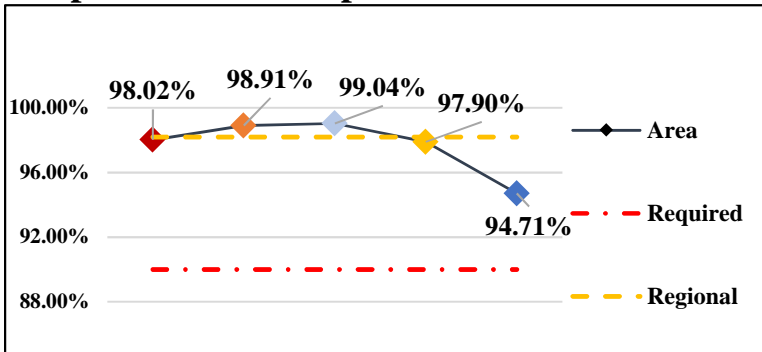


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.20%
Lake Forest	98.02%
Mission Viejo	98.91%
RSM	99.04%
SJC	97.90%
Unincorporated	94.71%

Dispatches

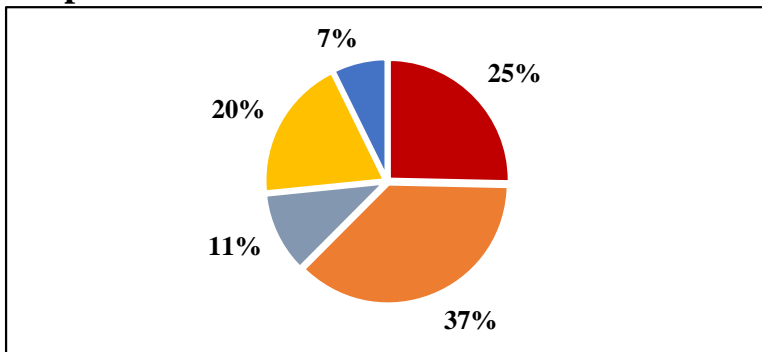


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4910
Lake Forest	1243
Mission Viejo	1824
RSM	537
SJC	949
Unincorporated	357
Home Wellness	0

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

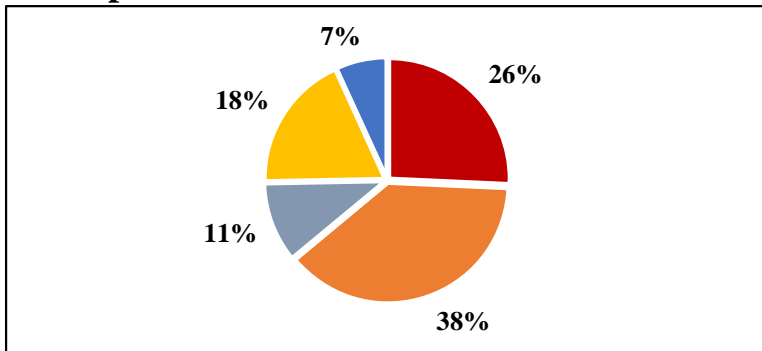


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3301
Lake Forest	849
Mission Viejo	1263
RSM	354
SJC	610
Unincorporated	225