



**9-1-1 EMERGENCY AMBULANCE
PERFORMANCE
FISCAL YEAR 2016/2017**

**3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2017**

ALL REGIONS

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

Response Time Compliance

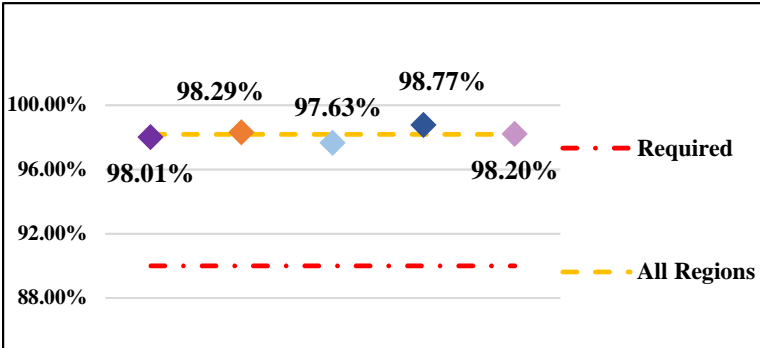


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	98.18%
Region A	98.01%
Region B	98.29%
Region C	97.63%
Region D	98.77%
Region E	98.20%

Dispatches

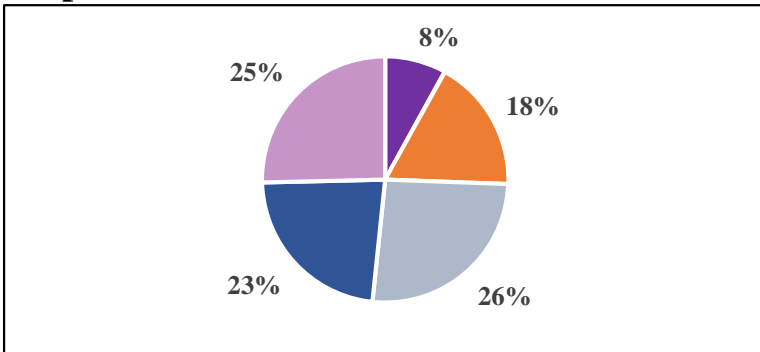


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	19326
Region A	1555
Region B	3396
Region C	5034
Region D	4431
Region E	4910
Home Wellness	130

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

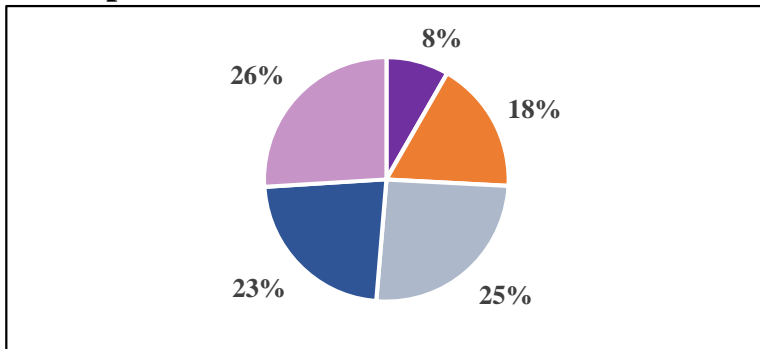


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	12708
Region A	1054
Region B	2234
Region C	3233
Region D	2886
Region E	3301



County of Orange Health Care Agency
 EMERGENCY MEDICAL SERVICES
 405 W. 5th Street, Suite 301-A
 Santa Ana, CA 92701



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 FISCAL YEAR 2016/2017 3rd QUARTER ACTIVITY REPORT
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REGION A

(Placentia, Yorba Linda, Unincorporated Brea)

Emergency Ambulance Service, Inc.

Response Time Compliance

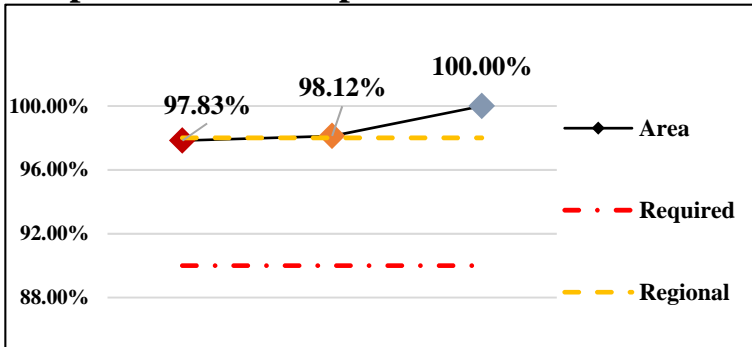


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.01%
Placentia	97.83%
Yorba Linda	98.12%
Unincorporated Brea	100.00%

Dispatches

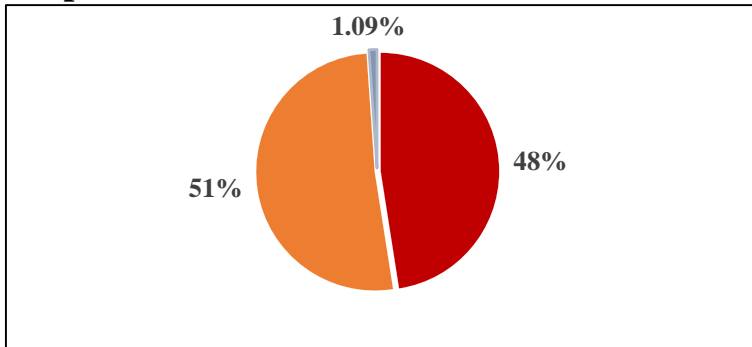


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1555
Placentia	739
Yorba Linda	799
Unincorporated Brea	17

Transports

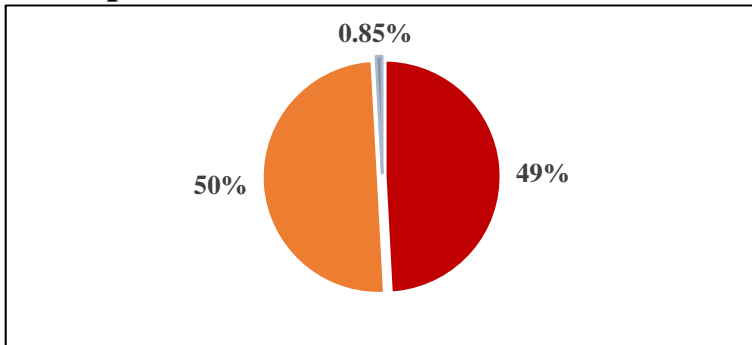


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	1054
Placentia	518
Yorba Linda	527
Unincorporated Brea	9

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REGION B**

(Cypress, La Palma, Los Alamitos, Midway City, Seal Beach, Stanton, Unincorporated Areas)

Care Ambulance Service, Inc.

Response Time Compliance

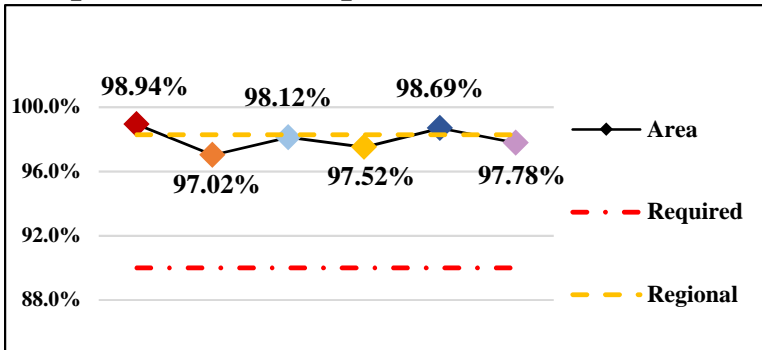


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.29%
Cypress	98.94%
La Palma	97.02%
Los Alamitos	98.12%
Seal Beach	98.69%
Stanton	97.78%
Unincorporated	97.52%

Dispatches

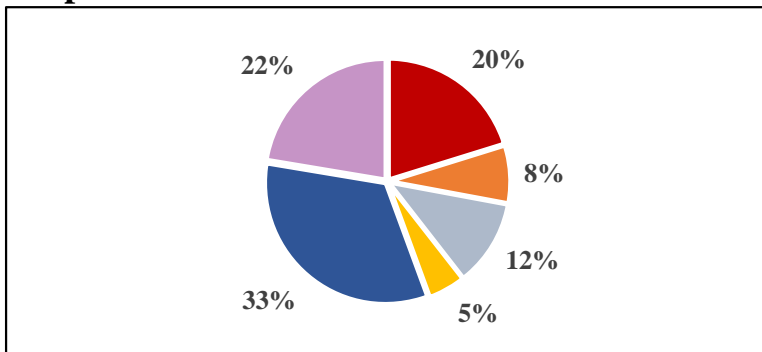


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3396
Cypress	687
La Palma	261
Los Alamitos	393
Seal Beach	1128
Stanton	760
Unincorporated	167
Home Wellness	23

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

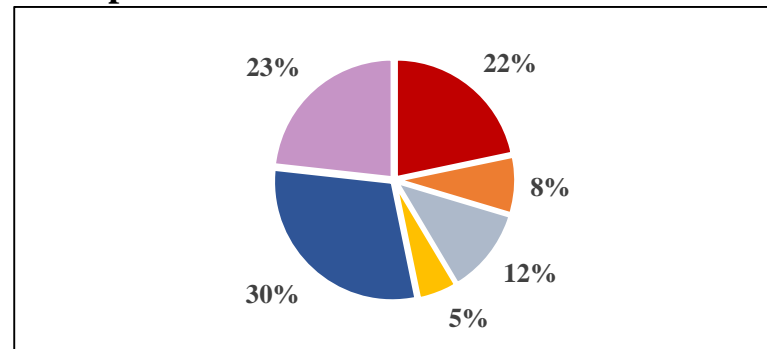


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2234
Cypress	485
La Palma	177
Los Alamitos	264
Seal Beach	669
Stanton	520
Unincorporated	119



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 REGION C**

(Tustin, Irvine, Villa Park, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

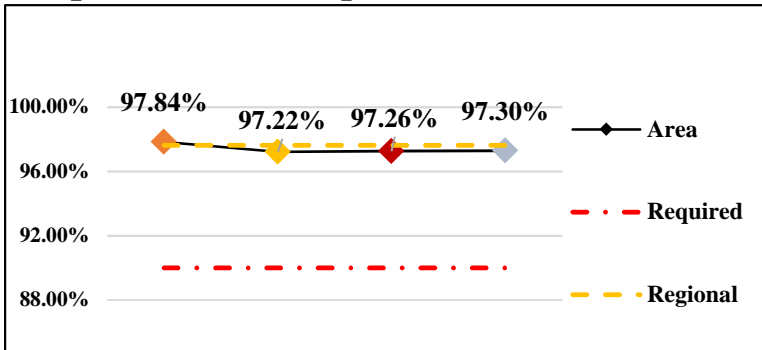


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.63%
Tustin	97.26%
Irvine	97.84%
Villa Park	97.30%
Unincorporated	97.22%

Dispatches

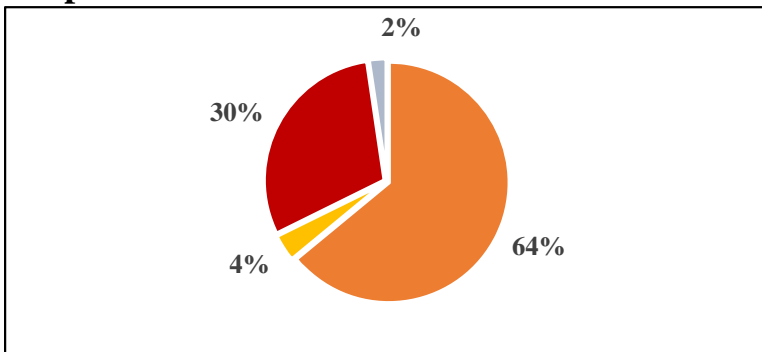


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5034
Tustin	1508
Irvine	3223
Villa Park	118
Unincorporated	185
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

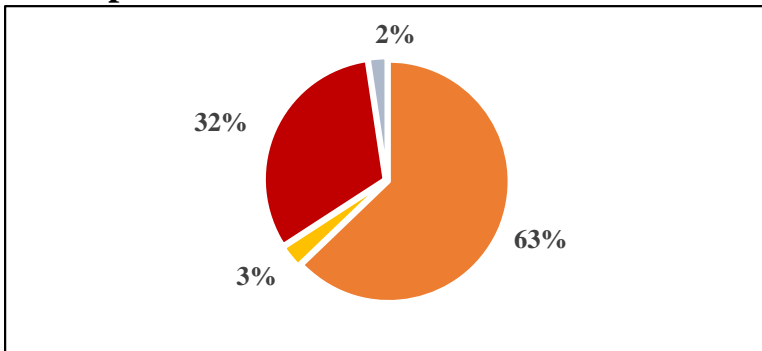


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3233
Tustin	1029
Irvine	2031
Villa Park	76
Unincorporated	97



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 REGION D**

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

Response Time Compliance

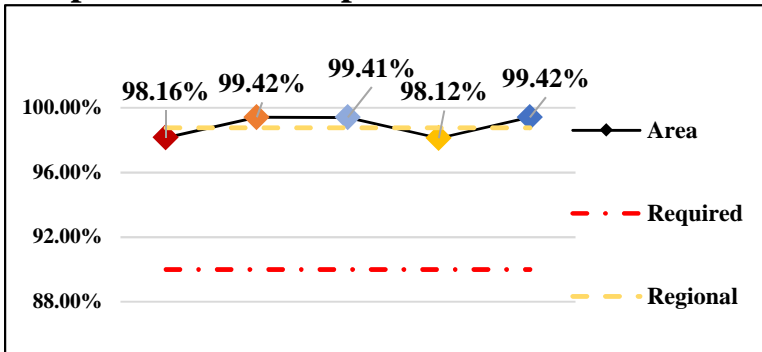


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.77%
Laguna Woods	98.16%
Laguna Niguel	99.42%
Laguna Hills	99.41%
Dana Point	98.12%
Aliso Viejo	99.42%

Dispatches

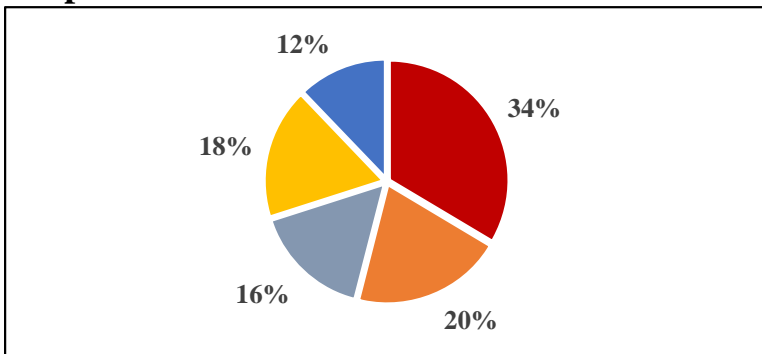


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4431
Laguna Woods	1488
Laguna Niguel	904
Laguna Hills	712
Dana Point	789
Aliso Viejo	538
Home Wellness	107

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

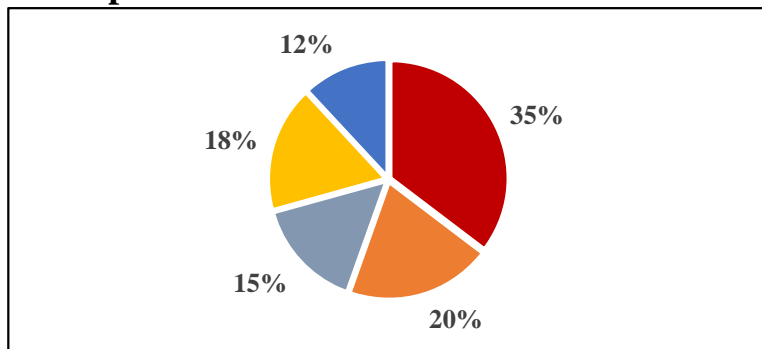


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2886
Laguna Woods	903
Laguna Niguel	625
Laguna Hills	491
Dana Point	521
Aliso Viejo	346

**9-1-1 EMERGENCY AMBULANCE
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REGION E**

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

Response Time Compliance

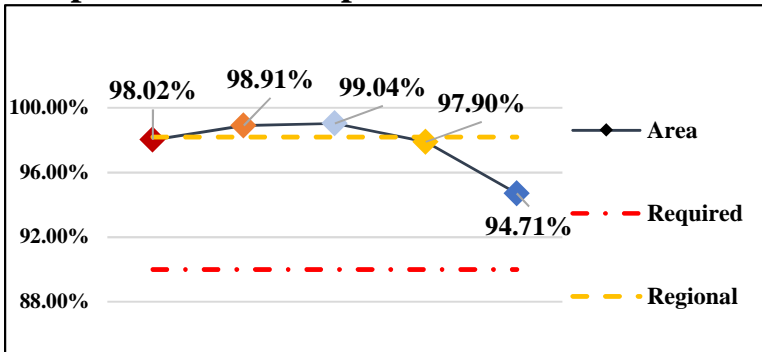


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

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

Dispatches

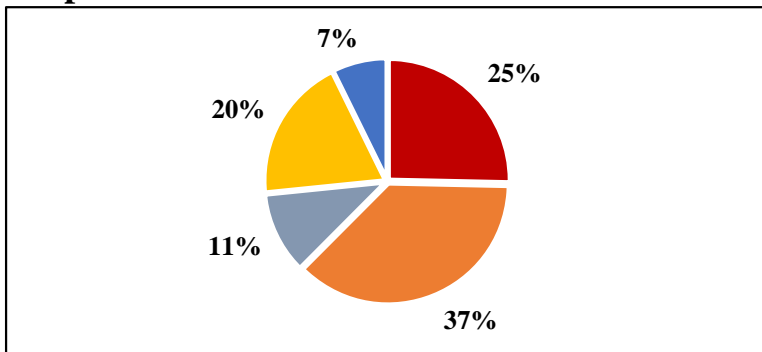


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

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

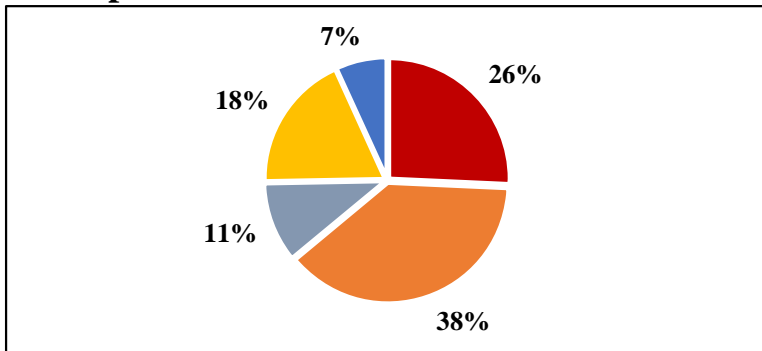


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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