



**9-1-1 EMERGENCY AMBULANCE
 FISCAL YEAR 2017/2018 2nd QUARTER ACTIVITY REPORT
 OCTOBER - DECEMBER 2017
 REGION E**

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

Response Time Compliance

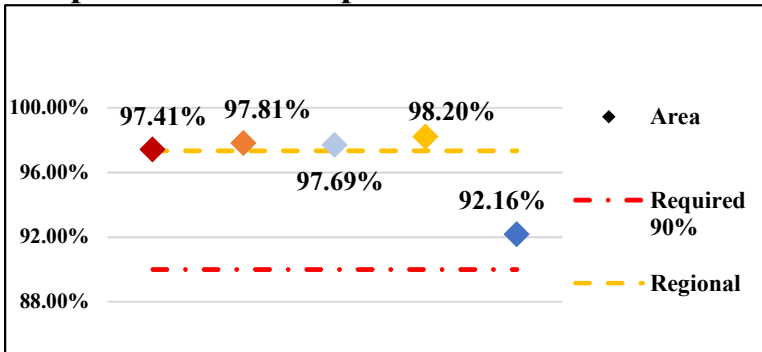


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.34%
Lake Forest	97.41%
Mission Viejo	97.81%
Rancho Santa Margarita	97.69%
SJC	98.20%
Unincorporated	92.16%

Dispatches

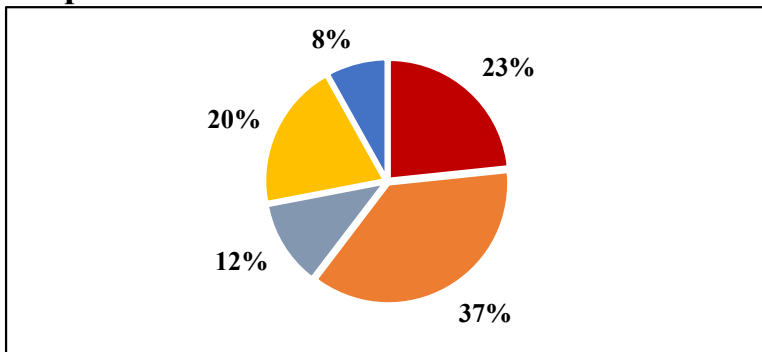


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5098
Lake Forest	1190
Mission Viejo	1887
Rancho Santa Margarita	593
SJC	1014
Unincorporated	414

Transports

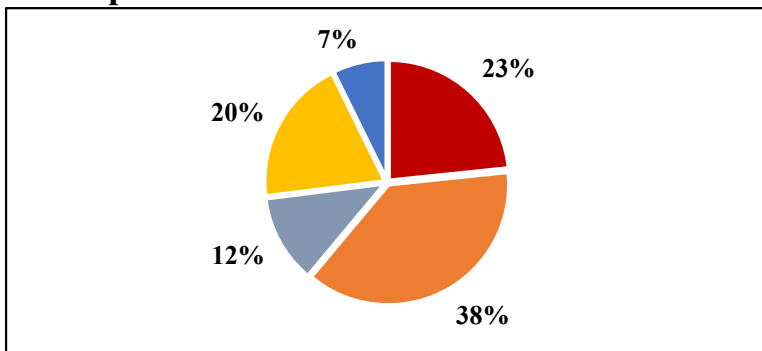


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3347
Lake Forest	782
Mission Viejo	1263
Rancho Santa Margarita	399
SJC	660
Unincorporated	243