

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2018
ALL REGIONS**

Response Time Compliance

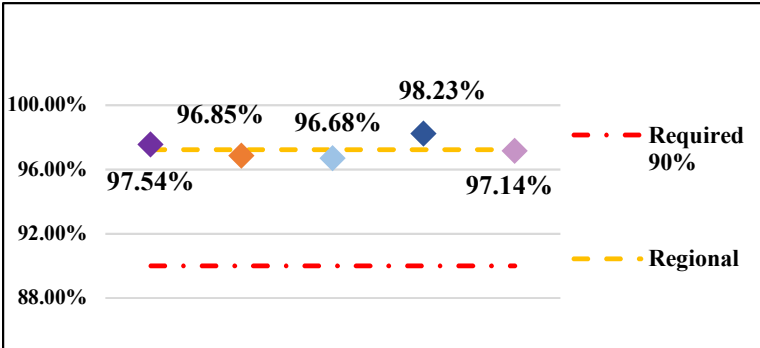


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.23%
Region A	97.54%
Region B	96.85%
Region C	96.68%
Region D	98.23%
Region E	97.14%

Dispatches

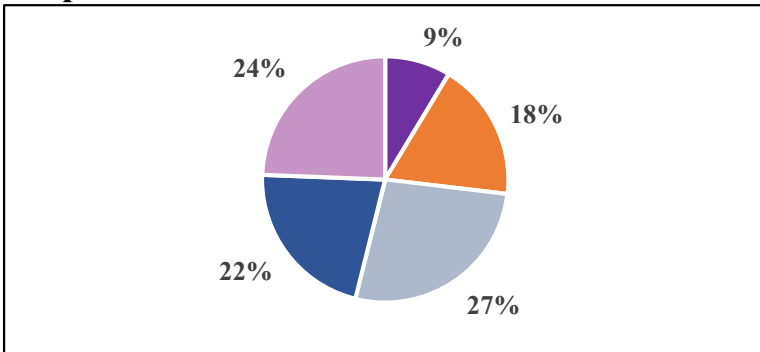


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	20203
Region A	1748
Region B	3686
Region C	5457
Region D	4383
Region E	4929
Home Wellness	121

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

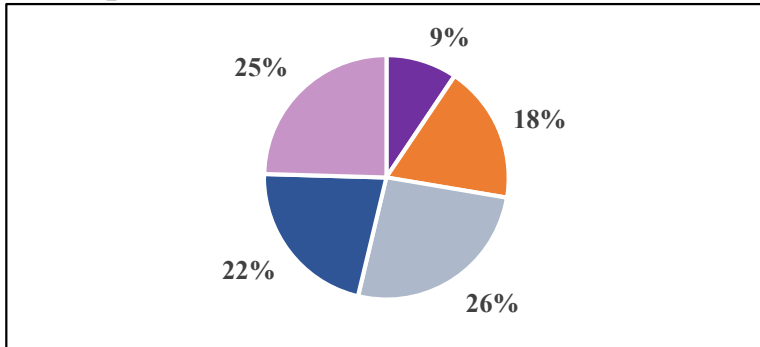


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13269
Region A	1250
Region B	2419
Region C	3458
Region D	2884
Region E	3258

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2018
REGION A
(Placentia, Yorba Linda, Unincorporated Brea)
Emergency Ambulance Service, Inc.**

Response Time Compliance

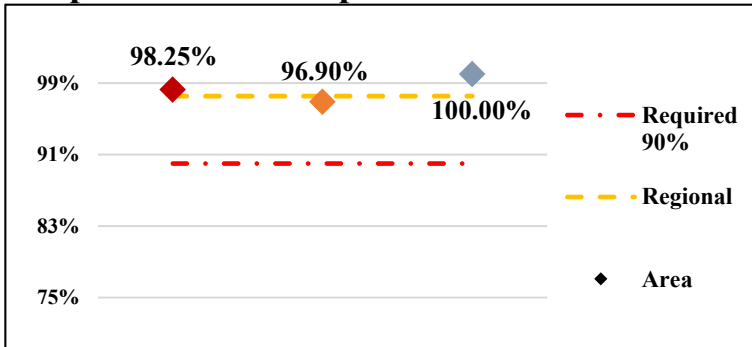


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.54%
Placentia	98.25%
Yorba Linda	96.90%
Unincorporated Brea	100.00%

Dispatches

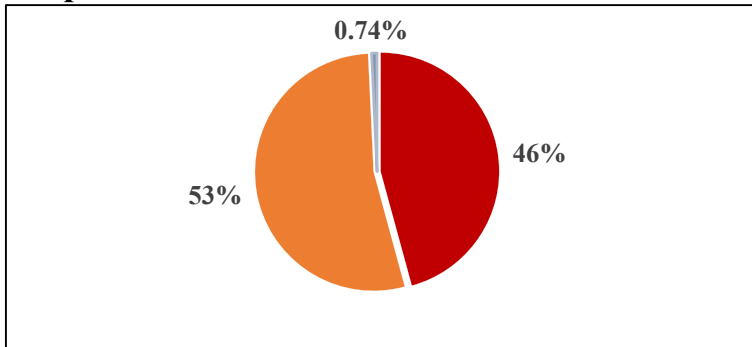


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1748
Placentia	800
Yorba Linda	935
Unincorporated Brea	13

Transports

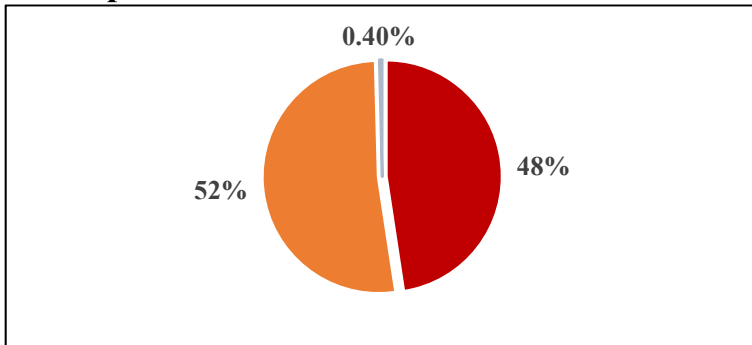


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	1250
Placentia	595
Yorba Linda	650
Unincorporated Brea	5

**9-1-1 EMERGENCY AMBULANCE
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JANUARY - MARCH 2018
REGION B**

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

Care Ambulance Service, Inc.

Response Time Compliance

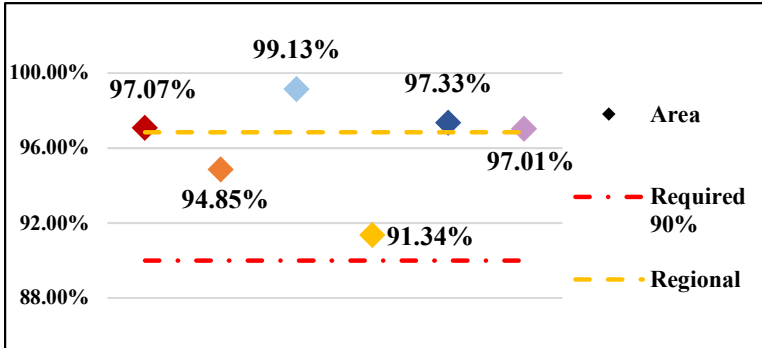


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.85%
Cypress	97.07%
La Palma	94.85%
Los Alamitos	99.13%
Seal Beach	97.33%
Stanton	97.01%
Unincorporated	91.34%

Dispatches

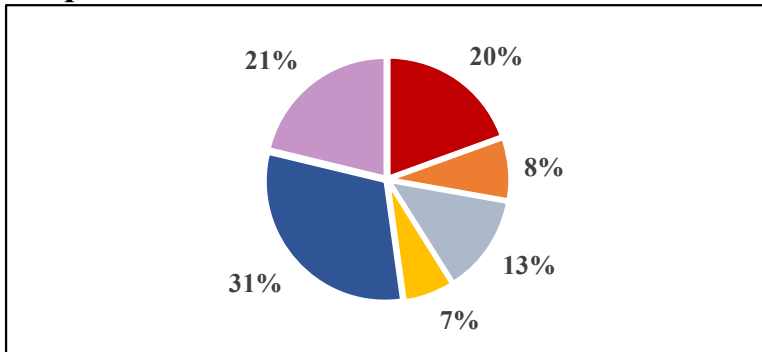


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3686
Cypress	717
La Palma	308
Los Alamitos	489
Seal Beach	1143
Stanton	782
Unincorporated	247
Home Wellness	35

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

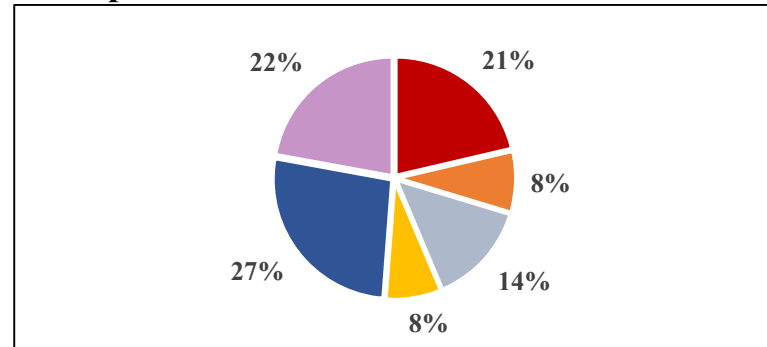


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2419
Cypress	516
La Palma	202
Los Alamitos	338
Seal Beach	645
Stanton	536
Unincorporated	182



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
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 REGION C**

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

Response Time Compliance

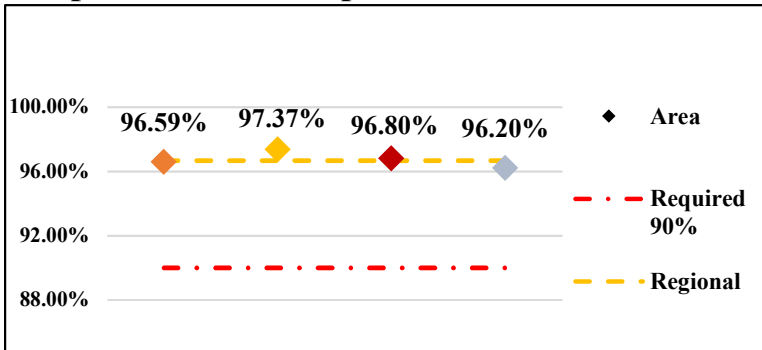


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.68%
Tustin	96.80%
Irvine	96.59%
Villa Park	96.20%
Unincorporated	97.37%

Dispatches

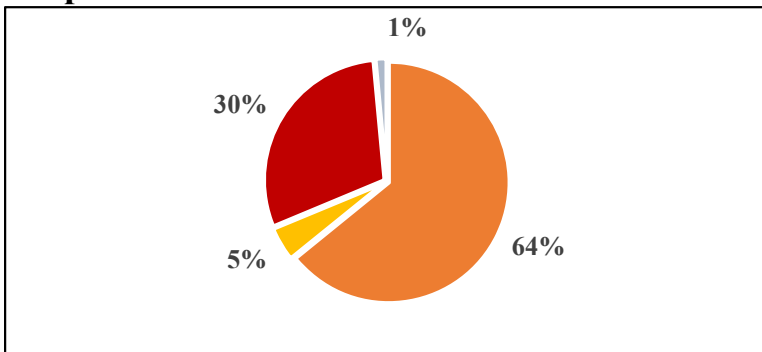


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5457
Tustin	1626
Irvine	3501
Villa Park	80
Unincorporated	250

Transports

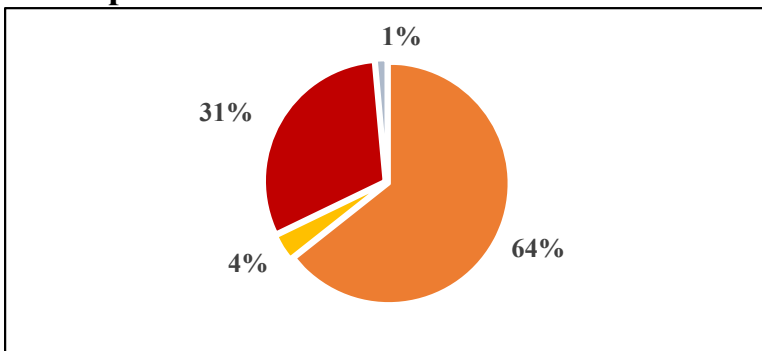


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3458
Tustin	1062
Irvine	2225
Villa Park	50
Unincorporated	121



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**9-1-1 EMERGENCY AMBULANCE
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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

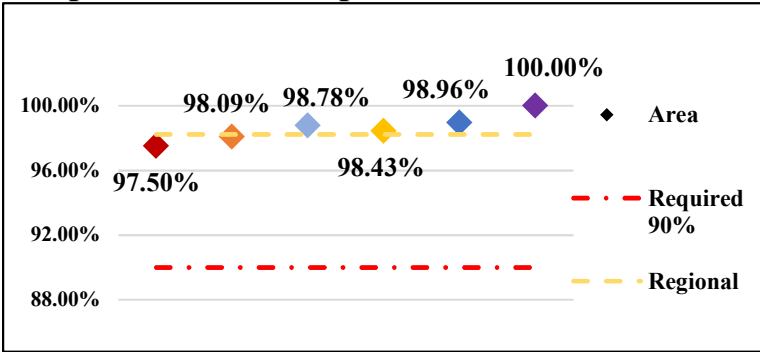


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.23%
Laguna Woods	97.50%
Laguna Niguel	98.09%
Laguna Hills	98.78%
Dana Point	98.43%
Aliso Viejo	98.96%
Unincorporated	100.00%

Dispatches

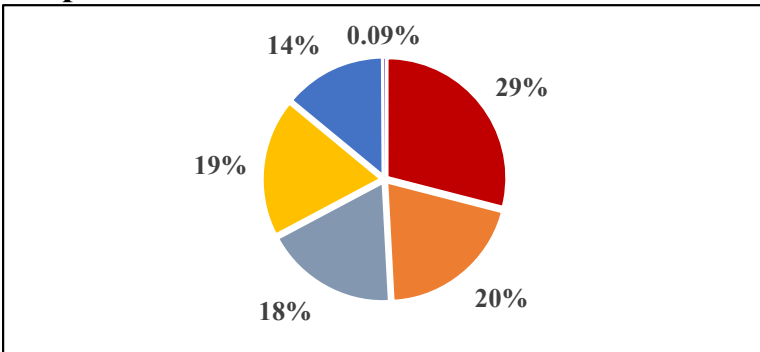


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4383
Laguna Woods	1272
Laguna Niguel	883
Laguna Hills	793
Dana Point	821
Aliso Viejo	610
Unincorporated	4
Home Wellness	86

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/OCA; not included in total dispatches

Transports

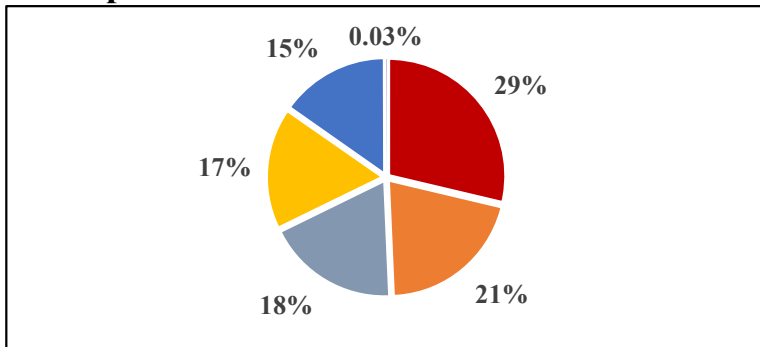


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2884
Laguna Woods	828
Laguna Niguel	594
Laguna Hills	532
Dana Point	489
Aliso Viejo	440
Unincorporated	1



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**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

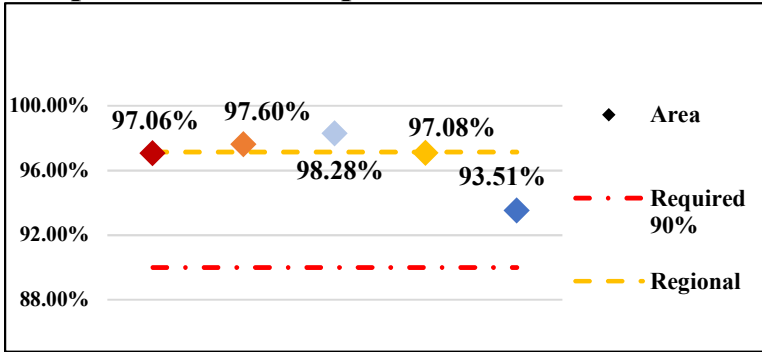


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.14%
Lake Forest	97.06%
Mission Viejo	97.60%
Rancho Santa Margarita	98.28%
San Juan Capistrano	97.08%
Unincorporated	93.51%

Dispatches

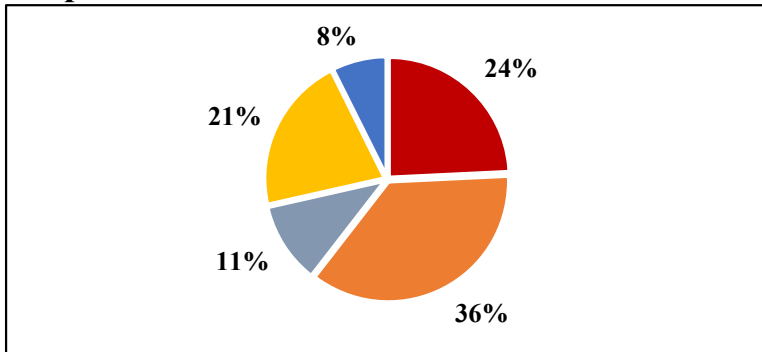


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4929
Lake Forest	1194
Mission Viejo	1787
Rancho Santa Margarita	542
San Juan Capistrano	1043
Unincorporated	363

Transports

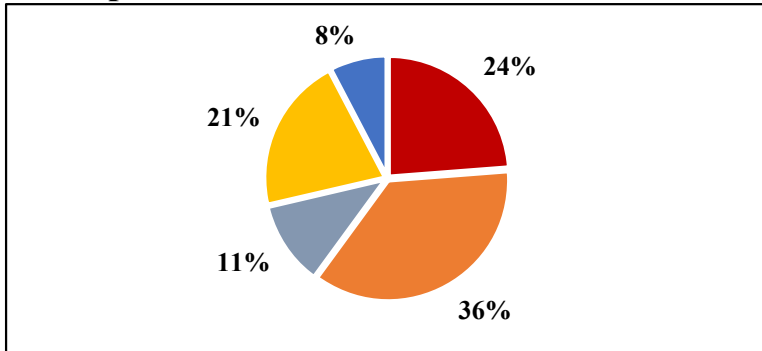


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3258
Lake Forest	774
Mission Viejo	1183
Rancho Santa Margarita	368
San Juan Capistrano	683
Unincorporated	250