

**9-1-1 EMERGENCY AMBULANCE  
FISCAL YEAR 2018/2019 1st QUARTER ACTIVITY REPORT  
JULY - SEPTEMBER 2018  
ALL REGIONS**

**Response Time Compliance**

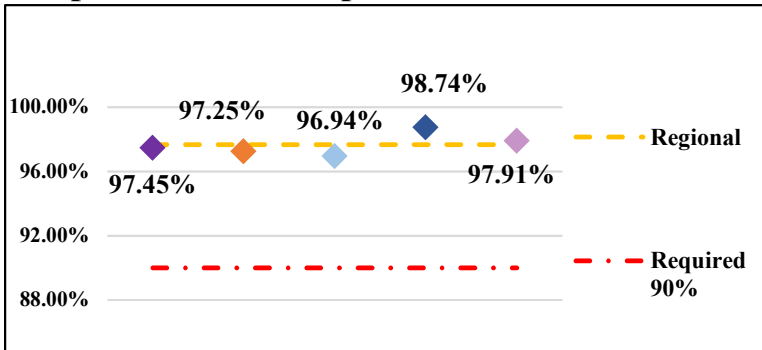


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>ALL REGIONS COMPLIANCE</b>	<b>97.68%</b>
Region A	97.45%
Region B	97.25%
Region C	96.94%
Region D	98.74%
Region E	97.91%

**Dispatches**

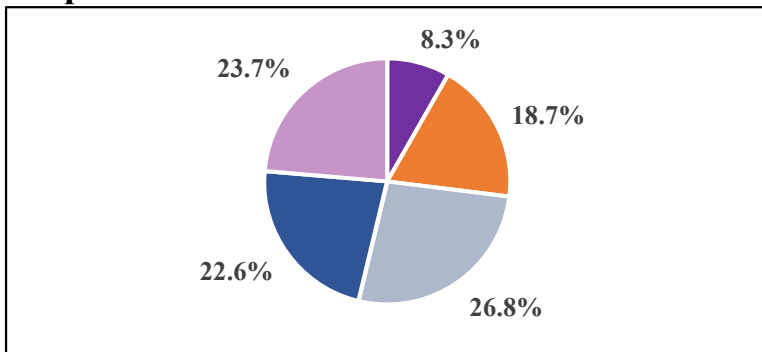


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>ALL REGIONS DISPATCHES</b>	<b>19496</b>
Region A	1610
Region B	3646
Region C	5225
Region D	4402
Region E	4613
Home Wellness	76

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**

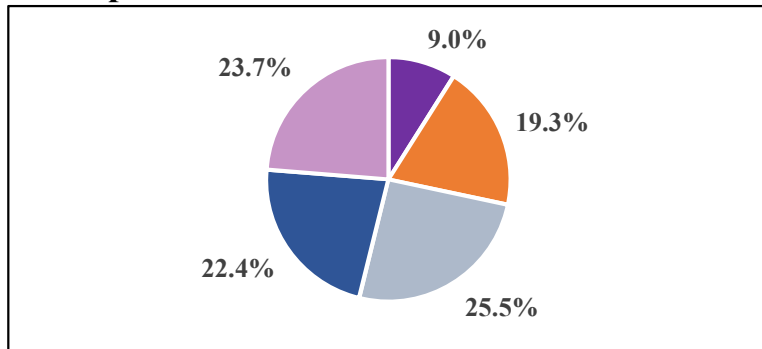


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>ALL REGIONS TRANSPORTS</b>	<b>12662</b>
Region A	1140
Region B	2447
Region C	3232
Region D	2840
Region E	3003



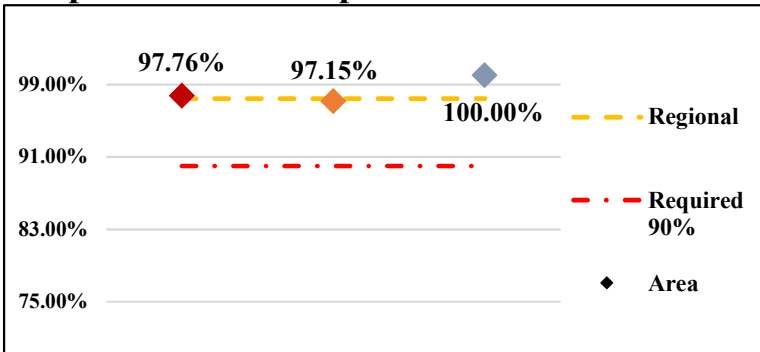
County of Orange Health Care Agency  
 EMERGENCY MEDICAL SERVICES  
 405 W. 5th Street, Suite 301-A  
 Santa Ana, CA 92701



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 JULY - SEPTEMBER 2018  
 REGION A**

(Placentia, Yorba Linda, Unincorporated Brea)  
 Emergency Ambulance Service, Inc.

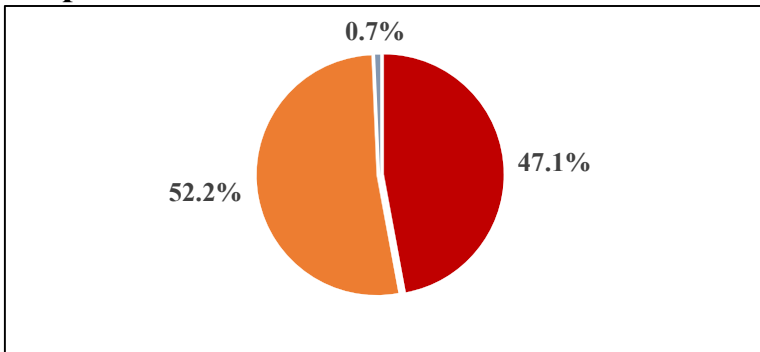
**Response Time Compliance**



*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*

<b>REGION COMPLIANCE</b>	<b>97.45%</b>
<b>Placentia</b>	97.76%
<b>Yorba Linda</b>	97.15%
<b>Unincorporated Brea</b>	100.00%

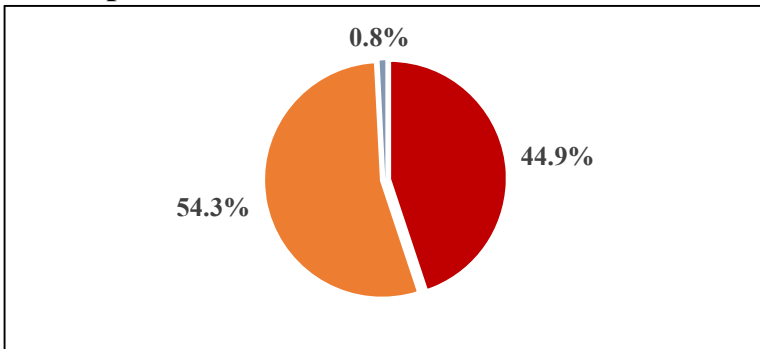
**Dispatches**



*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*

<b>REGION DISPATCHES</b>	<b>1610</b>
<b>Placentia</b>	758
<b>Yorba Linda</b>	841
<b>Unincorporated Brea</b>	11

**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>1140</b>
<b>Placentia</b>	512
<b>Yorba Linda</b>	619
<b>Unincorporated Brea</b>	9

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REGION B**

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

### Response Time Compliance

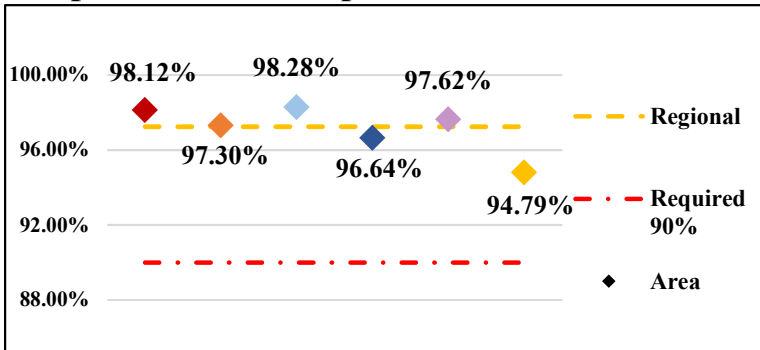


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	Percentage
<b>Cypress</b>	98.12%
<b>La Palma</b>	97.30%
<b>Los Alamitos</b>	98.28%
<b>Seal Beach</b>	96.64%
<b>Stanton</b>	97.62%
<b>Unincorporated</b>	94.79%

### Dispatches

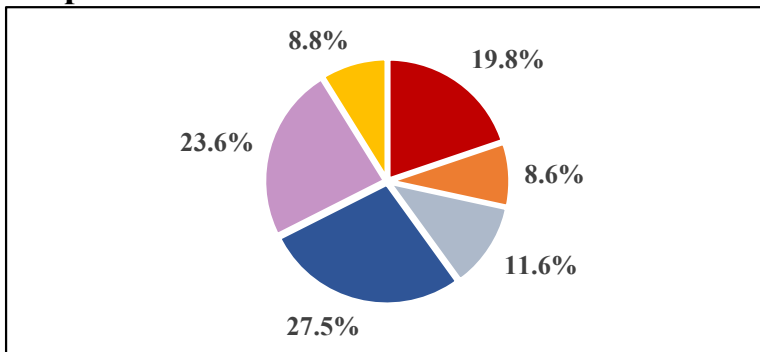


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	Count
<b>Cypress</b>	723
<b>La Palma</b>	312
<b>Los Alamitos</b>	424
<b>Seal Beach</b>	1004
<b>Stanton</b>	861
<b>Unincorporated</b>	322
<b>Home Wellness</b>	21

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

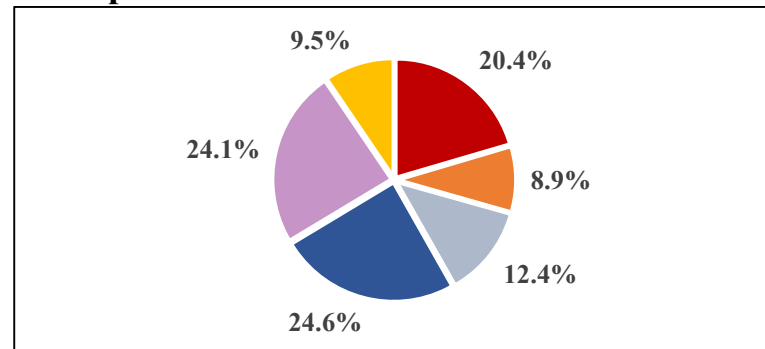


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	Count
<b>Cypress</b>	500
<b>La Palma</b>	219
<b>Los Alamitos</b>	304
<b>Seal Beach</b>	602
<b>Stanton</b>	590
<b>Unincorporated</b>	232



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 REGION C**

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

**Response Time Compliance**

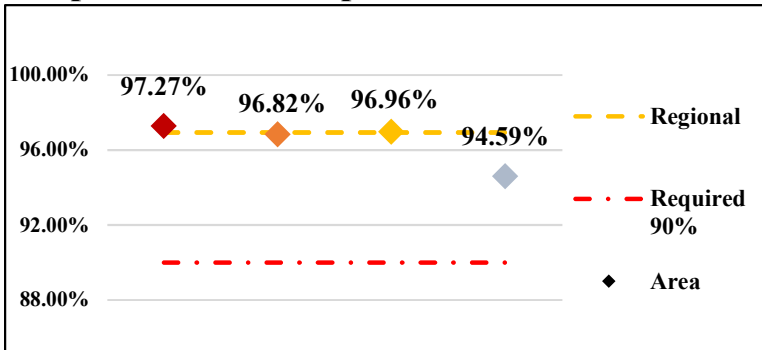


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>96.94%</b>
<b>Tustin</b>	97.27%
<b>Irvine</b>	96.82%
<b>Villa Park</b>	94.59%
<b>Unincorporated</b>	96.96%

**Dispatches**

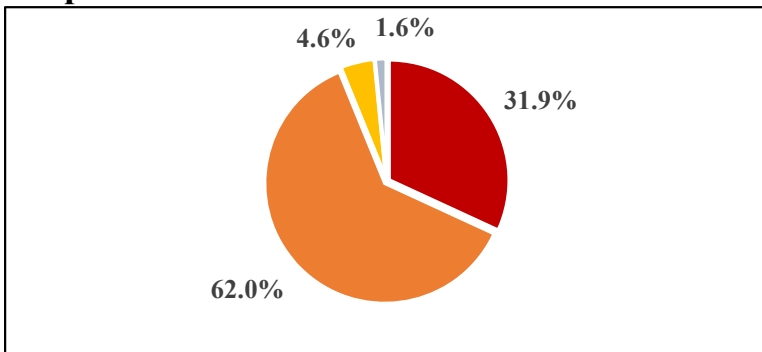


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>5225</b>
<b>Tustin</b>	1665
<b>Irvine</b>	3238
<b>Villa Park</b>	81
<b>Unincorporated</b>	241

**Transports**

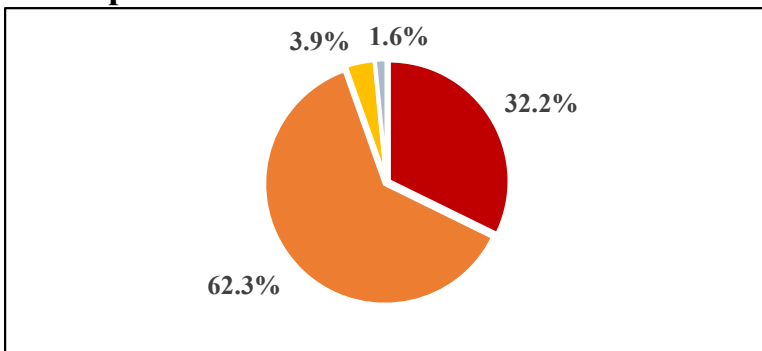


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>3232</b>
<b>Tustin</b>	1042
<b>Irvine</b>	2014
<b>Villa Park</b>	51
<b>Unincorporated</b>	125



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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**

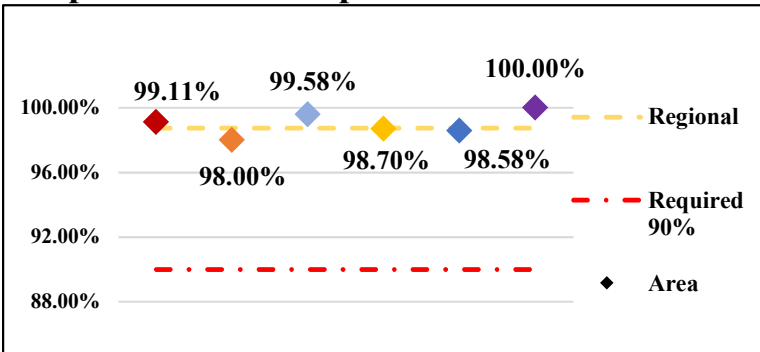


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.74%
Aliso Viejo	99.11%
Dana Point	98.00%
Laguna Hills	99.58%
Laguna Niguel	98.70%
Laguna Woods	98.58%
Unincorporated	100.00%

**Dispatches**

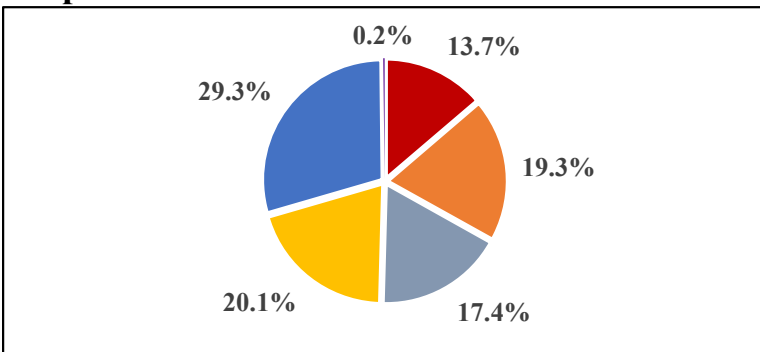


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4402
Aliso Viejo	605
Dana Point	851
Laguna Hills	764
Laguna Niguel	885
Laguna Woods	1288
Unincorporated	9
Home Wellness	55

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**

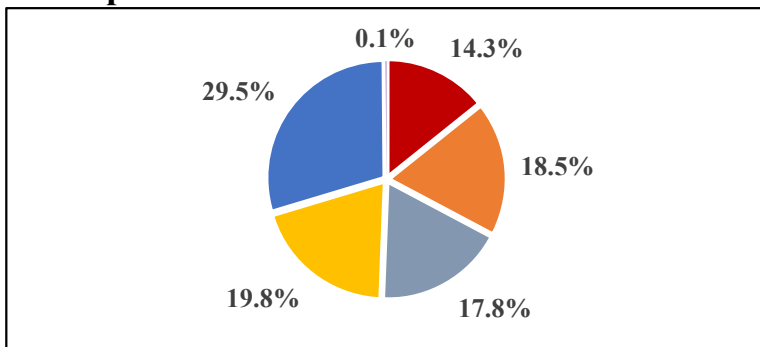


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2840
Aliso Viejo	405
Dana Point	526
Laguna Hills	506
Laguna Niguel	561
Laguna Woods	839
Unincorporated	3



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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**

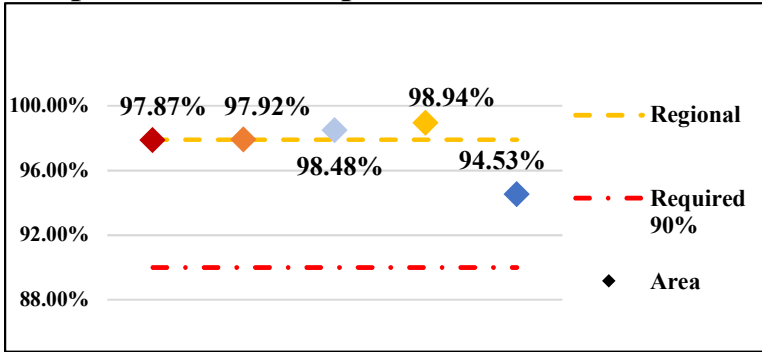


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>97.91%</b>
<b>Lake Forest</b>	97.87%
<b>Mission Viejo</b>	97.92%
<b>Rancho Santa Margarita</b>	98.48%
<b>San Juan Capistrano</b>	98.94%
<b>Unincorporated</b>	94.53%

**Dispatches**

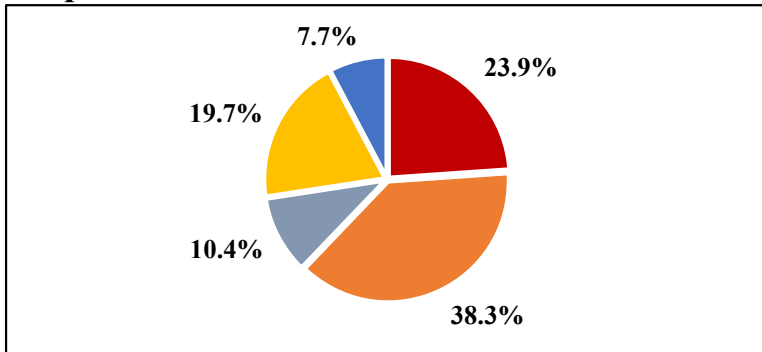


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>4613</b>
<b>Lake Forest</b>	1102
<b>Mission Viejo</b>	1766
<b>Rancho Santa Margarita</b>	480
<b>San Juan Capistrano</b>	908
<b>Unincorporated</b>	357

**Transports**

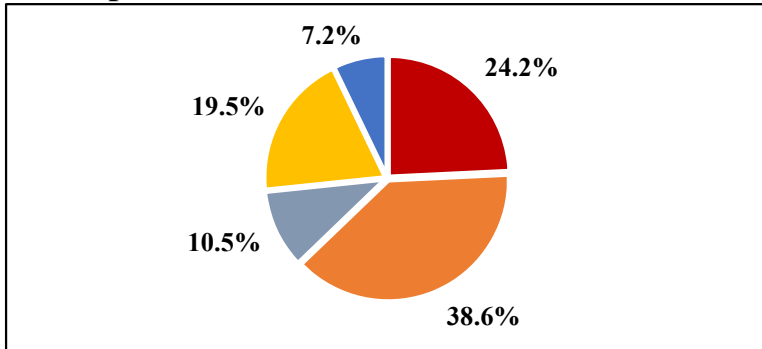


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>3003</b>
<b>Lake Forest</b>	728
<b>Mission Viejo</b>	1158
<b>Rancho Santa Margarita</b>	316
<b>San Juan Capistrano</b>	586
<b>Unincorporated</b>	215