



**9-1-1 EMERGENCY AMBULANCE  
 FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT  
 JANUARY - MARCH 2019  
 REGION D**

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

**Response Time Compliance**

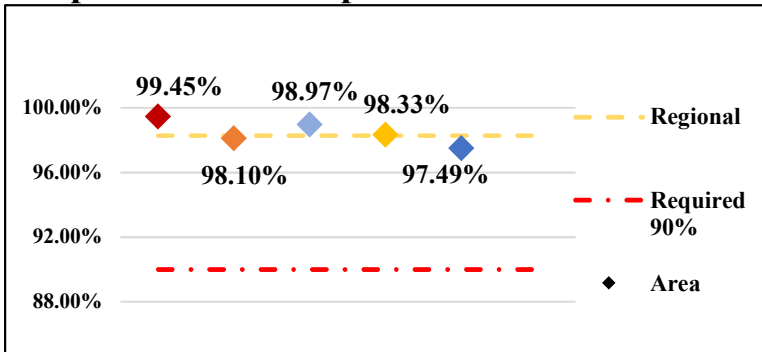


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>98.28%</b>
Aliso Viejo	99.45%
Dana Point	98.10%
Laguna Hills	98.97%
Laguna Niguel	98.33%
Laguna Woods	97.49%
Unincorporated	0.00%

**Dispatches**

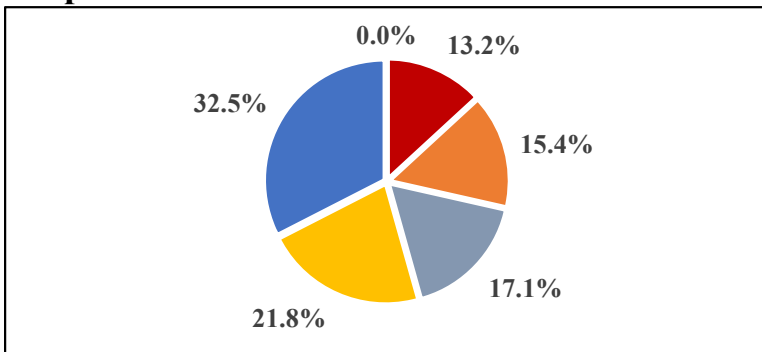


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>4304</b>
Aliso Viejo	567
Dana Point	661
Laguna Hills	736
Laguna Niguel	940
Laguna Woods	1400
Unincorporated	0
Home Wellness	32

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**

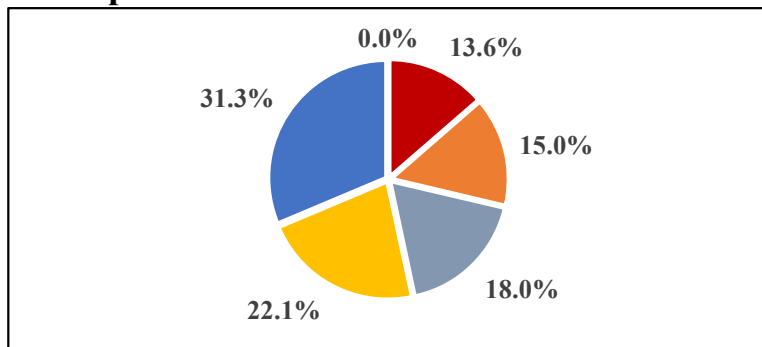


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>2766</b>
Aliso Viejo	377
Dana Point	416
Laguna Hills	497
Laguna Niguel	610
Laguna Woods	866
Unincorporated	0