



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  
 FISCAL YEAR 2019/2020 1st QUARTER ACTIVITY REPORT  
 JULY 2019 - SEPTEMBER 2019  
 REGION C**

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

**Response Time Compliance**

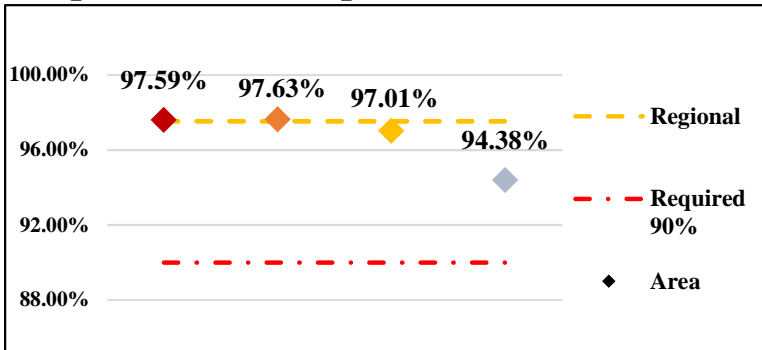


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>97.54%</b>
<b>Tustin</b>	97.59%
<b>Irvine</b>	97.63%
<b>Villa Park</b>	94.38%
<b>Unincorporated</b>	97.01%

**Dispatches**

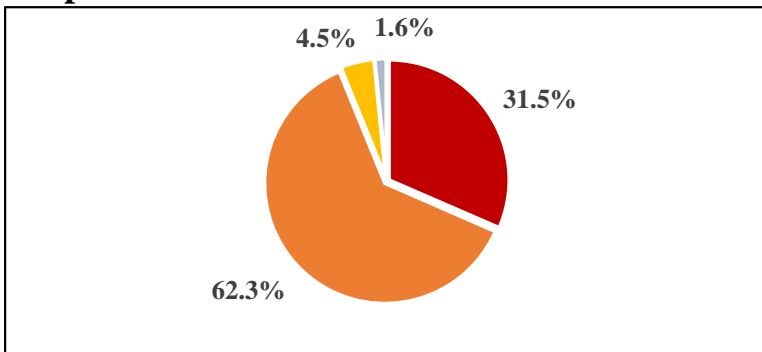


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>5704</b>
<b>Tustin</b>	1798
<b>Irvine</b>	3555
<b>Villa Park</b>	92
<b>Unincorporated</b>	259

**Transports**

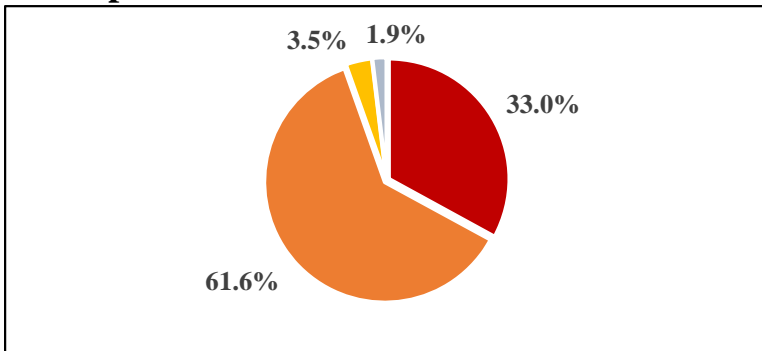


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>3575</b>
<b>Tustin</b>	1178
<b>Irvine</b>	2203
<b>Villa Park</b>	68
<b>Unincorporated</b>	126