



**9-1-1 EMERGENCY AMBULANCE
 FISCAL YEAR 2019/2020 1st QUARTER ACTIVITY REPORT
 JULY 2019 - SEPTEMBER 2019
 REGION D**

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

Response Time Compliance

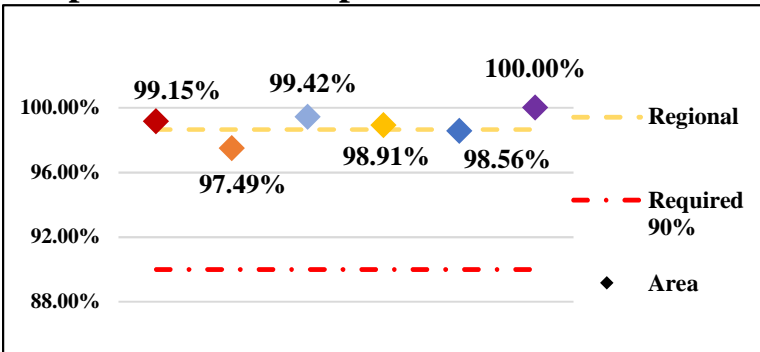


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.66%
Aliso Viejo	99.15%
Dana Point	97.49%
Laguna Hills	99.42%
Laguna Niguel	98.91%
Laguna Woods	98.56%
Unincorporated	100.00%

Dispatches

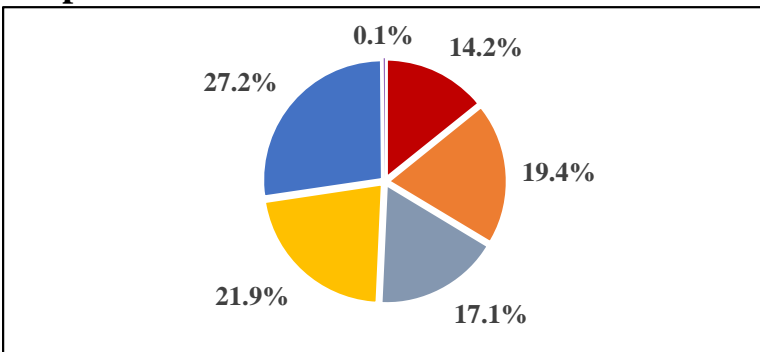


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4328
Aliso Viejo	616
Dana Point	839
Laguna Hills	741
Laguna Niguel	948
Laguna Woods	1179
Unincorporated	5
Home Wellness	65

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

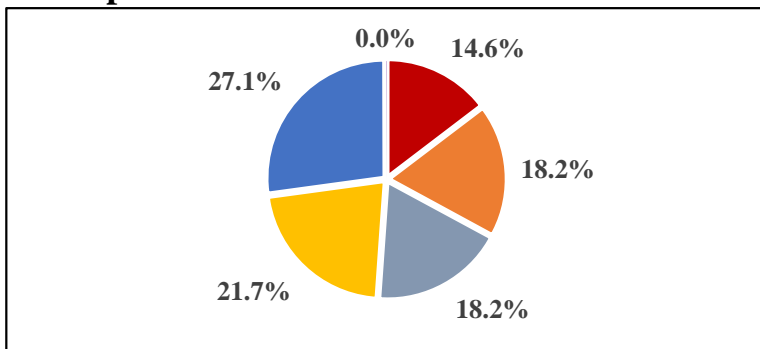


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2874
Aliso Viejo	421
Dana Point	524
Laguna Hills	524
Laguna Niguel	625
Laguna Woods	779
Unincorporated	1