



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 E**

(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

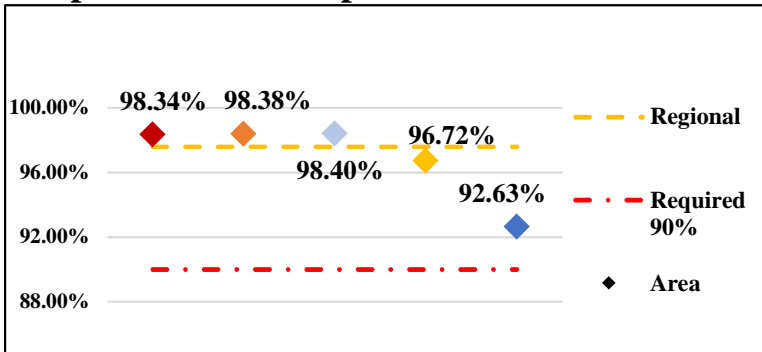


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.59%
Lake Forest	98.34%
Mission Viejo	98.38%
Rancho Santa Margarita	98.40%
San Juan Capistrano	96.72%
Unincorporated	92.63%

Dispatches

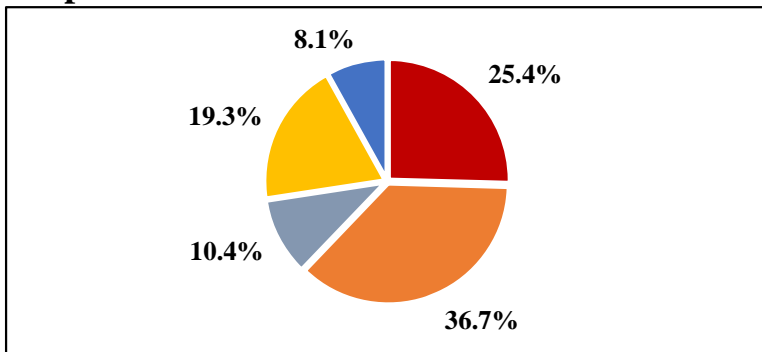


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4987
Lake Forest	1268
Mission Viejo	1832
Rancho Santa Margarita	520
San Juan Capistrano	964
Unincorporated	403

Transports

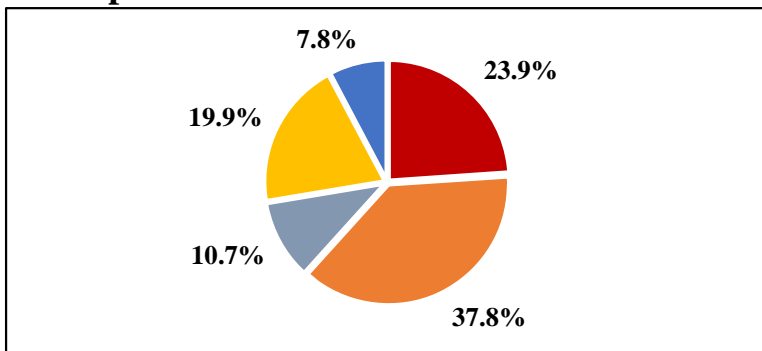


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3294
Lake Forest	788
Mission Viejo	1244
Rancho Santa Margarita	352
San Juan Capistrano	654
Unincorporated	256