



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 2nd QUARTER ACTIVITY REPORT
 OCTOBER 2019 - DECEMBER 2019
 REGION D**

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

Response Time Compliance

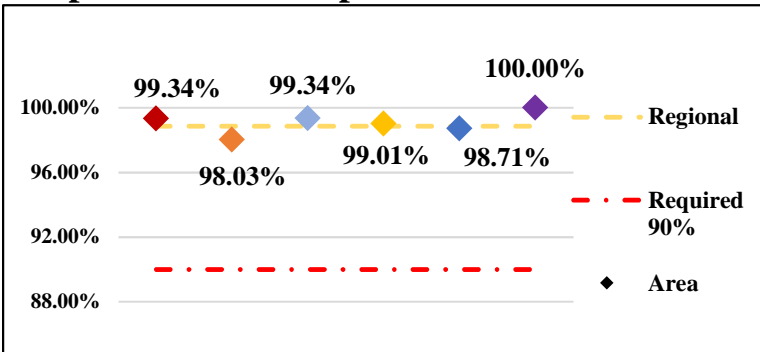


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.86%
Aliso Viejo	99.34%
Dana Point	98.03%
Laguna Hills	99.34%
Laguna Niguel	99.01%
Laguna Woods	98.71%
Unincorporated	100.00%

Dispatches

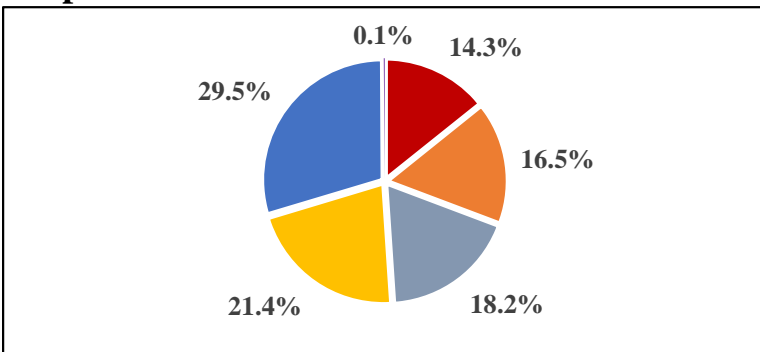


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4428
Aliso Viejo	631
Dana Point	730
Laguna Hills	807
Laguna Niguel	948
Laguna Woods	1307
Unincorporated	5
Home Wellness	83

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

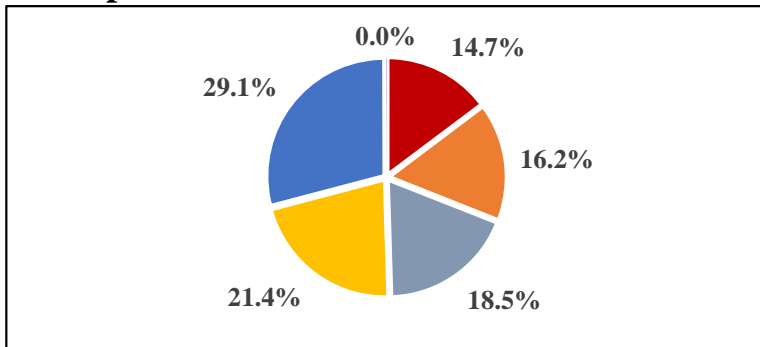


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2869
Aliso Viejo	423
Dana Point	466
Laguna Hills	532
Laguna Niguel	613
Laguna Woods	834
Unincorporated	1