



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 E**

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

Response Time Compliance

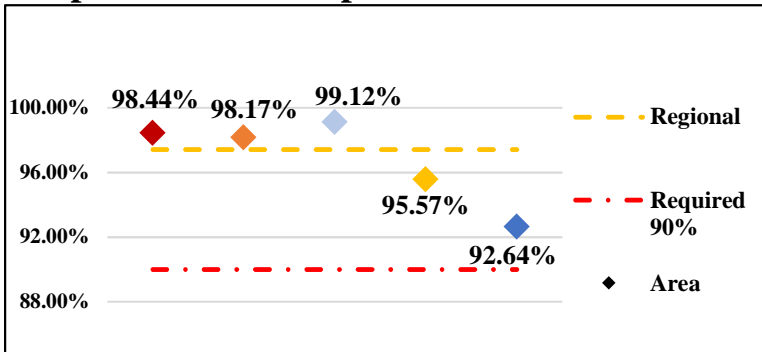


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.42%
Lake Forest	98.44%
Mission Viejo	98.17%
Rancho Santa Margarita	99.12%
San Juan Capistrano	95.57%
Unincorporated	92.64%

Dispatches

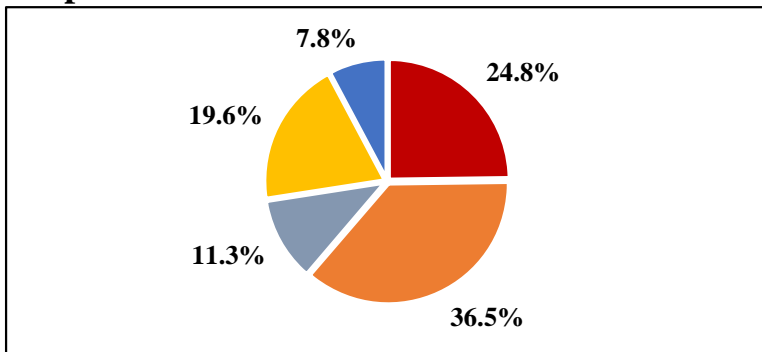


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5191
Lake Forest	1287
Mission Viejo	1894
Rancho Santa Margarita	586
San Juan Capistrano	1020
Unincorporated	404

Transports

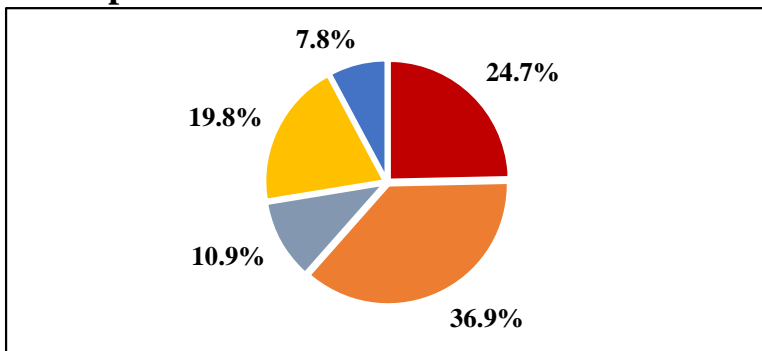


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3508
Lake Forest	865
Mission Viejo	1293
Rancho Santa Margarita	382
San Juan Capistrano	693
Unincorporated	275