

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2019/2020 2nd QUARTER ACTIVITY REPORT
OCTOBER 2019 - DECEMBER 2019
ALL REGIONS**



Response Time Compliance

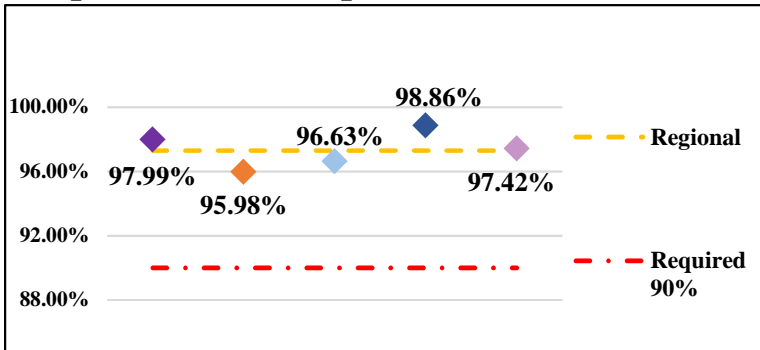


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.30%
Region A	97.99%
Region B	95.98%
Region C	96.63%
Region D	98.86%
Region E	97.42%

Dispatches

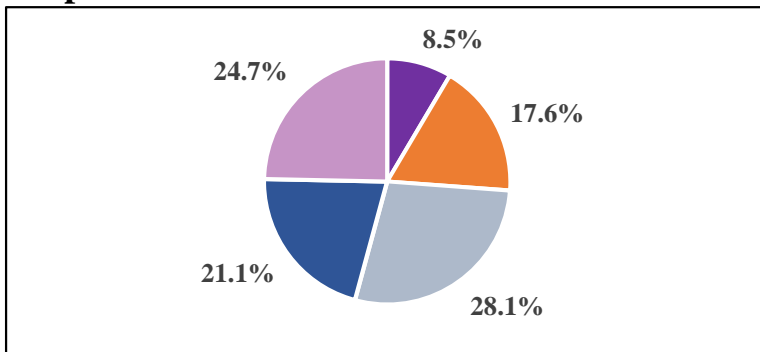


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	21016
Region A	1790
Region B	3709
Region C	5898
Region D	4428
Region E	5191
Home Wellness	120

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

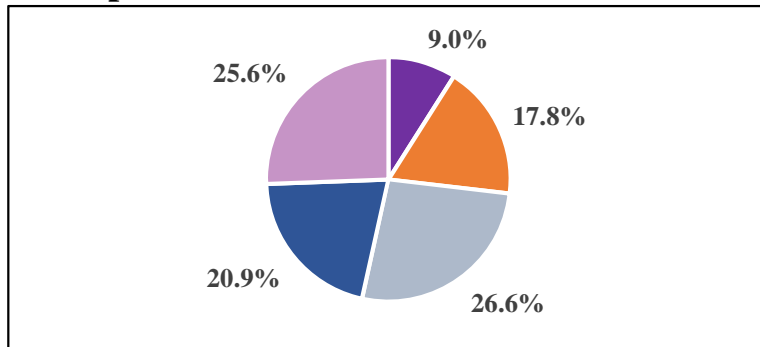


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13704
Region A	1238
Region B	2445
Region C	3644
Region D	2869
Region E	3508