

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

Response Time Compliance

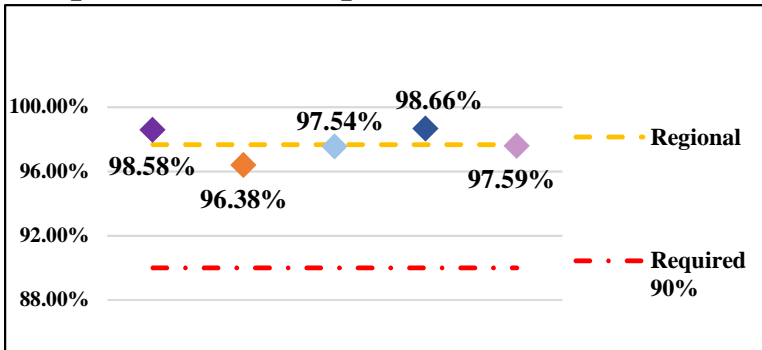


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.67%
Region A	98.58%
Region B	96.38%
Region C	97.54%
Region D	98.66%
Region E	97.59%

Dispatches

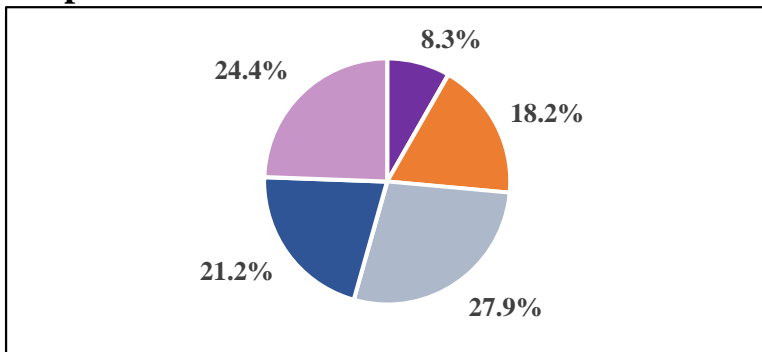


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	20420
Region A	1692
Region B	3709
Region C	5704
Region D	4328
Region E	4987
Home Wellness	116

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

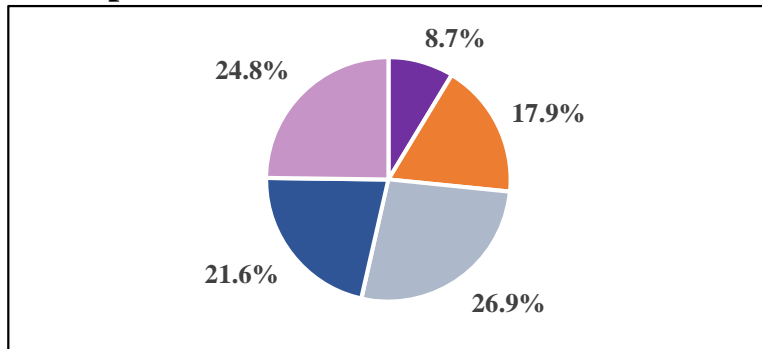


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13276
Region A	1151
Region B	2382
Region C	3575
Region D	2874
Region E	3294



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 A
 (Placentia, Yorba Linda, Unincorporated Brea)
 Emergency Ambulance Service, Inc.**

Response Time Compliance

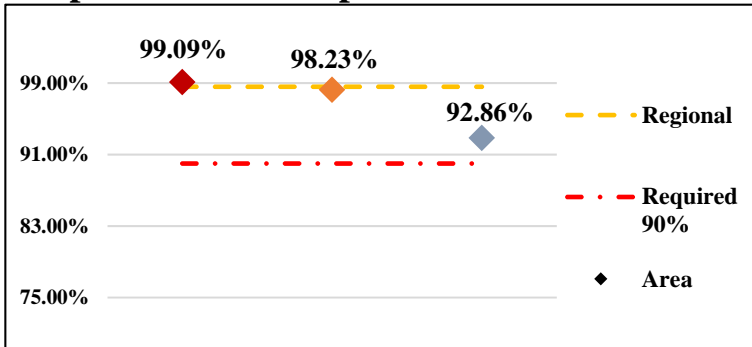


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.58%
Placentia	99.09%
Yorba Linda	98.23%
Unincorporated Brea	92.86%

Dispatches

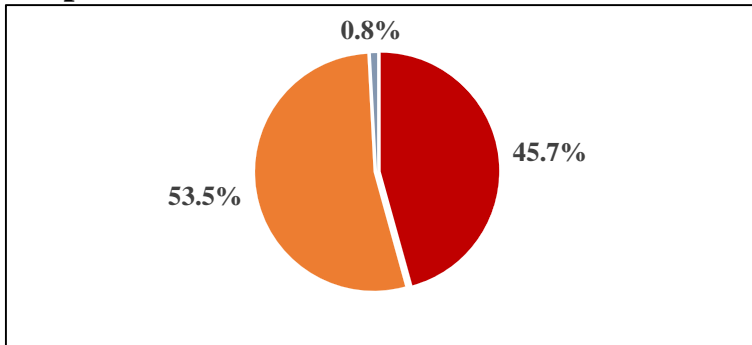


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1692
Placentia	773
Yorba Linda	905
Unincorporated Brea	14

Transports

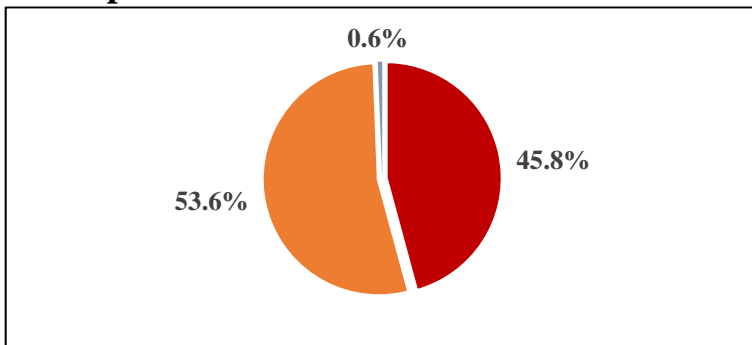


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	1151
Placentia	527
Yorba Linda	617
Unincorporated Brea	7



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 B**

(Cypress, La Palma, Los Alamitos, Seal Beach, Stanton, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

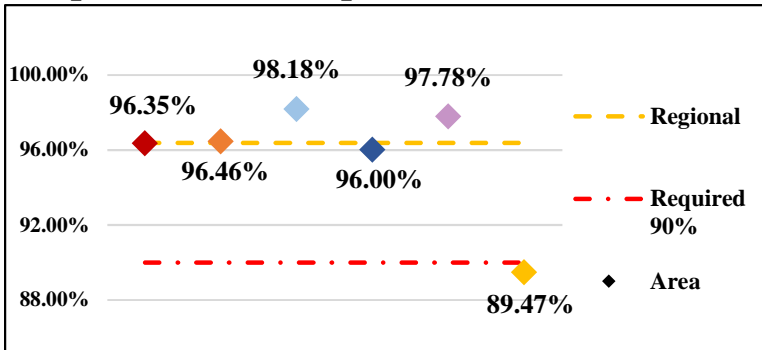


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.38%
Cypress	96.35%
La Palma	96.46%
Los Alamitos	98.18%
Seal Beach	96.00%
Stanton	97.78%
Unincorporated	89.47%

Dispatches

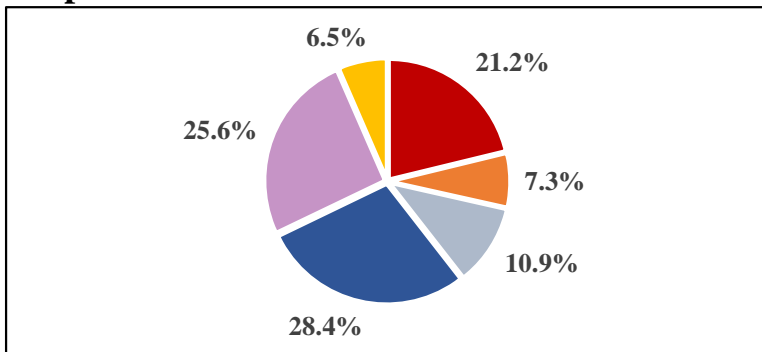


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3709
Cypress	787
La Palma	271
Los Alamitos	405
Seal Beach	1054
Stanton	950
Unincorporated	242
Home Wellness	51

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

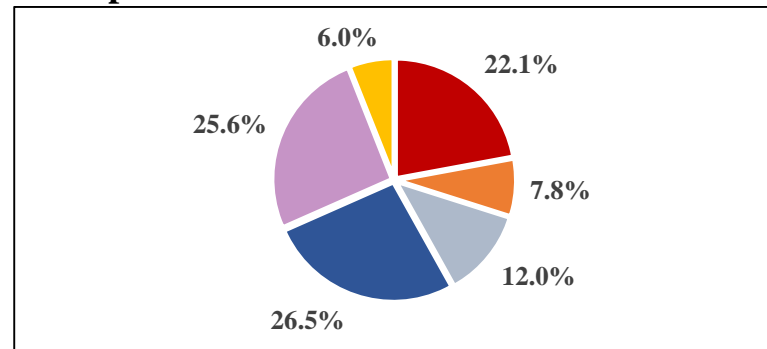


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2382
Cypress	527
La Palma	185
Los Alamitos	286
Seal Beach	631
Stanton	610
Unincorporated	143



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

(Tustin, Irvine, Villa Park, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

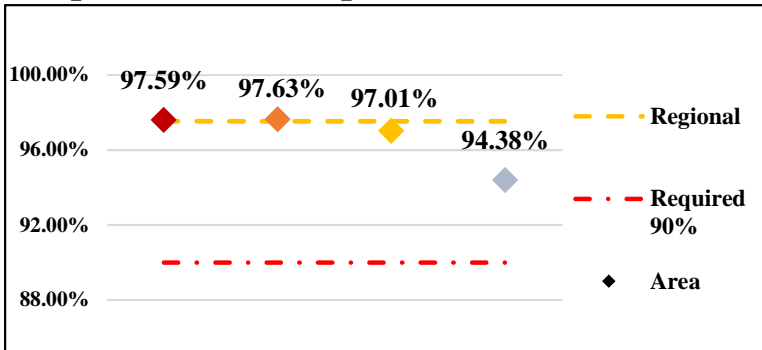


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.54%
Tustin	97.59%
Irvine	97.63%
Villa Park	94.38%
Unincorporated	97.01%

Dispatches

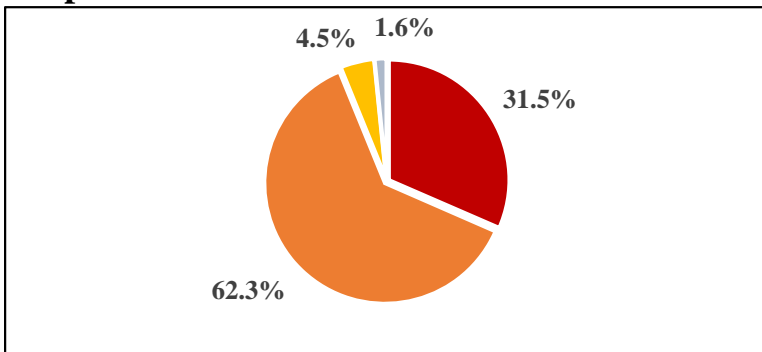


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5704
Tustin	1798
Irvine	3555
Villa Park	92
Unincorporated	259

Transports

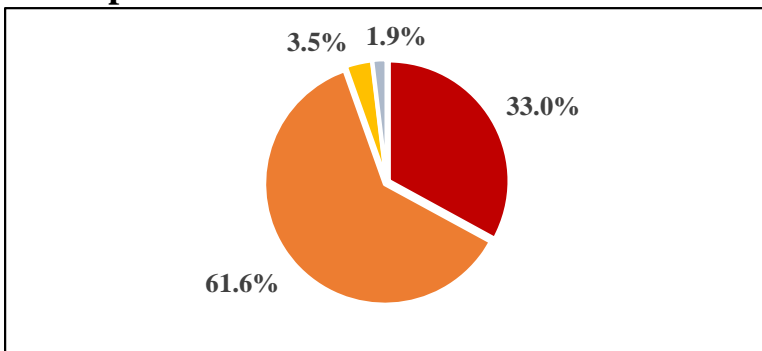


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3575
Tustin	1178
Irvine	2203
Villa Park	68
Unincorporated	126



**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

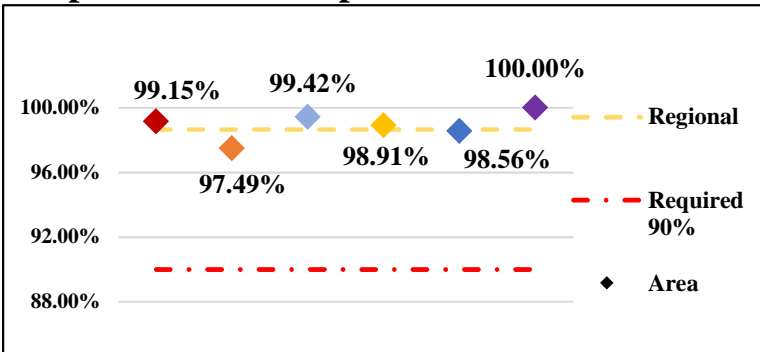


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

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

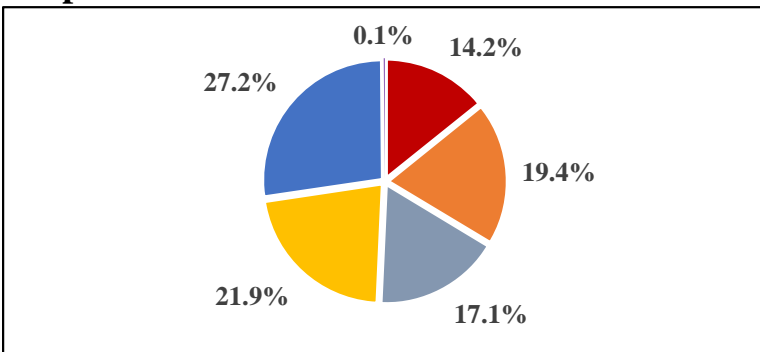


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

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

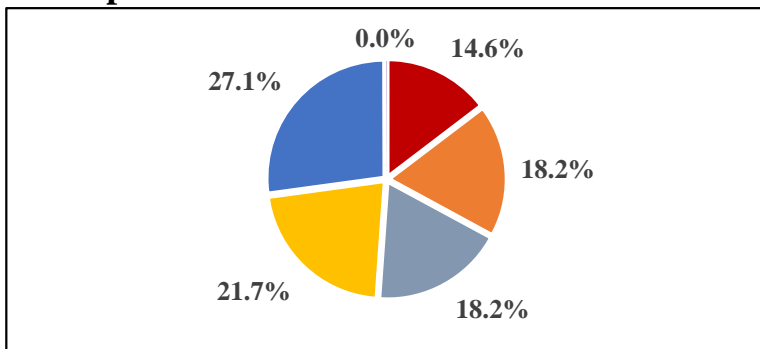


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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



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

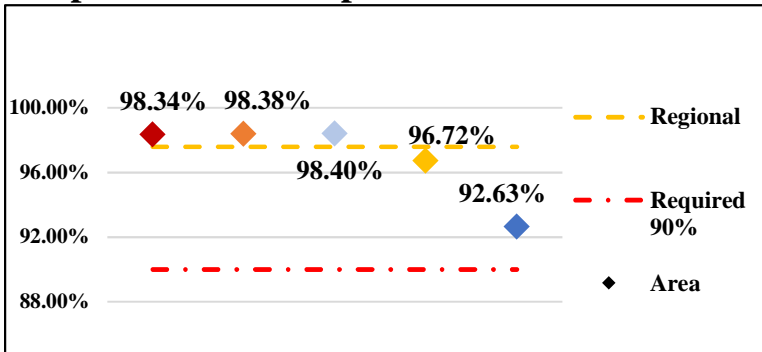


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

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

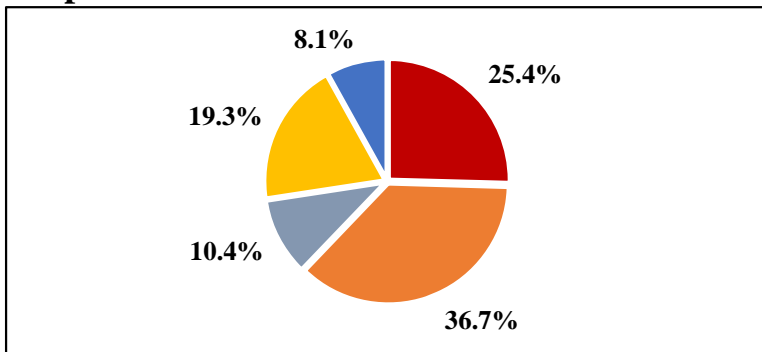


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

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

Transports

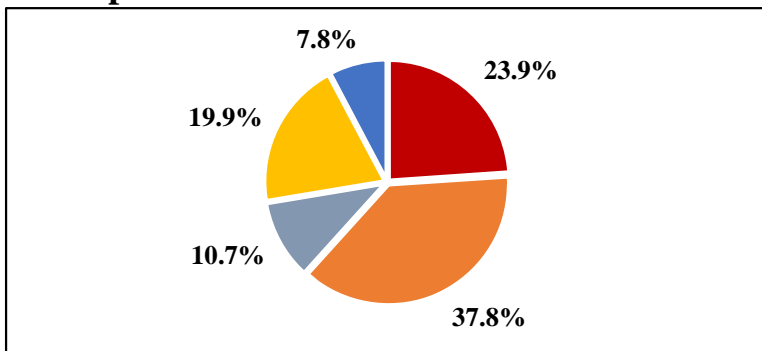


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

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