



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 3rd QUARTER ACTIVITY REPORT
 JANUARY 2020 - MARCH 2020
 REGION D**

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

Response Time Compliance

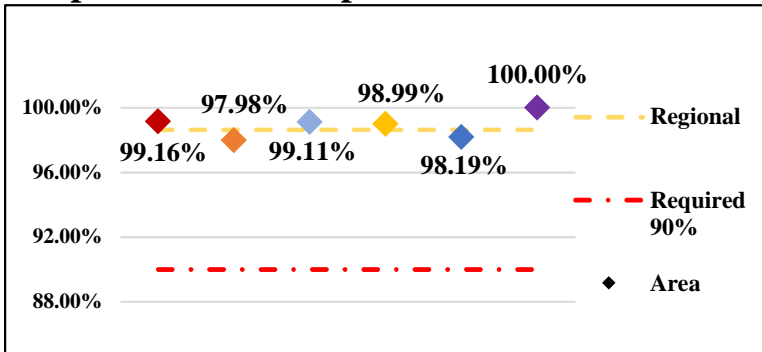


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.64%
Aliso Viejo	99.16%
Dana Point	97.98%
Laguna Hills	99.11%
Laguna Niguel	98.99%
Laguna Woods	98.19%
Unincorporated	100.00%

Dispatches

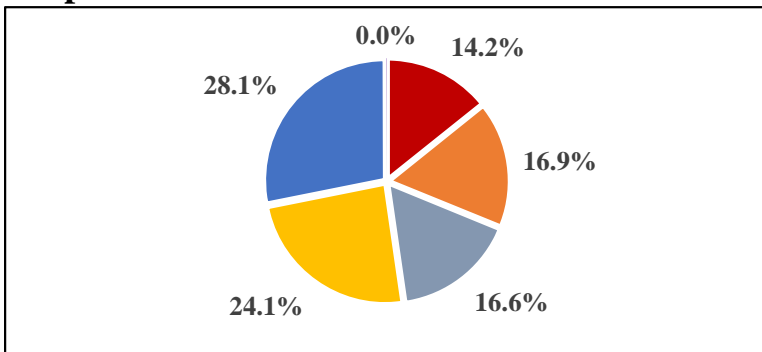


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4296
Aliso Viejo	612
Dana Point	727
Laguna Hills	711
Laguna Niguel	1036
Laguna Woods	1209
Unincorporated	1
Home Wellness	88

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

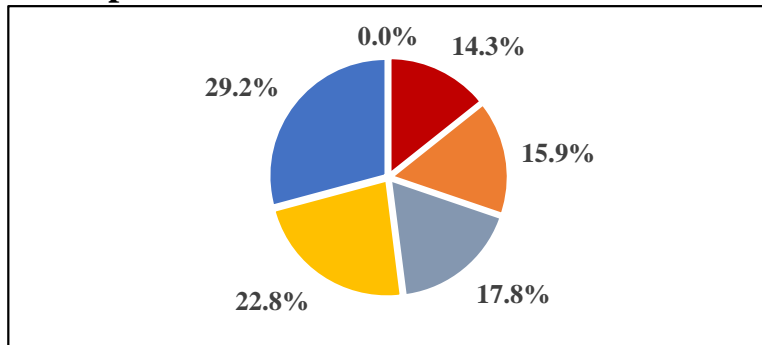


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2763
Aliso Viejo	395
Dana Point	440
Laguna Hills	491
Laguna Niguel	630
Laguna Woods	807
Unincorporated	0