



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 E**

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

**Response Time Compliance**

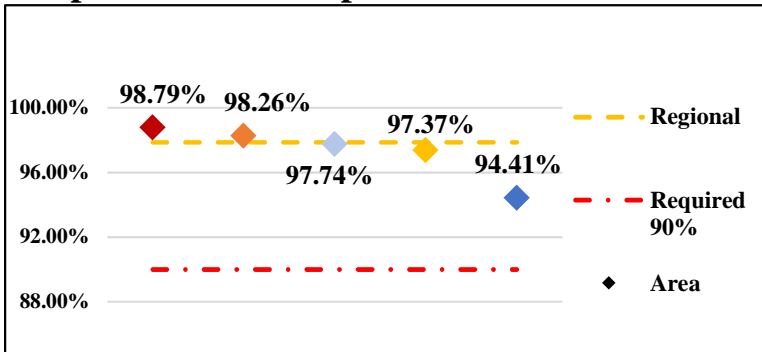


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

<b>REGION COMPLIANCE</b>	<b>97.87%</b>
<b>Lake Forest</b>	98.79%
<b>Mission Viejo</b>	98.26%
<b>Rancho Santa Margarita</b>	97.74%
<b>San Juan Capistrano</b>	97.37%
<b>Unincorporated</b>	94.41%

**Dispatches**

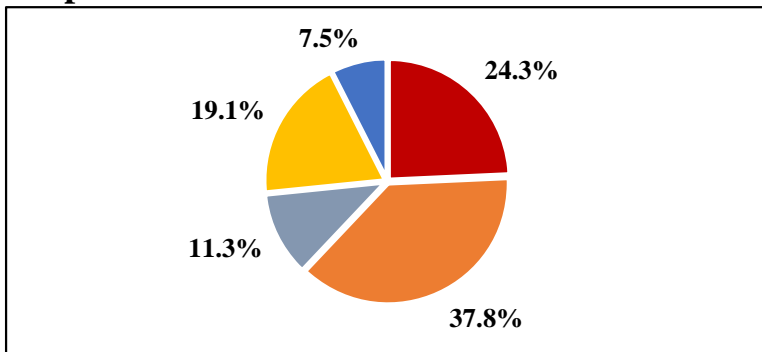


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

<b>REGION DISPATCHES</b>	<b>5021</b>
<b>Lake Forest</b>	1219
<b>Mission Viejo</b>	1898
<b>Rancho Santa Margarita</b>	568
<b>San Juan Capistrano</b>	961
<b>Unincorporated</b>	375

**Transports**

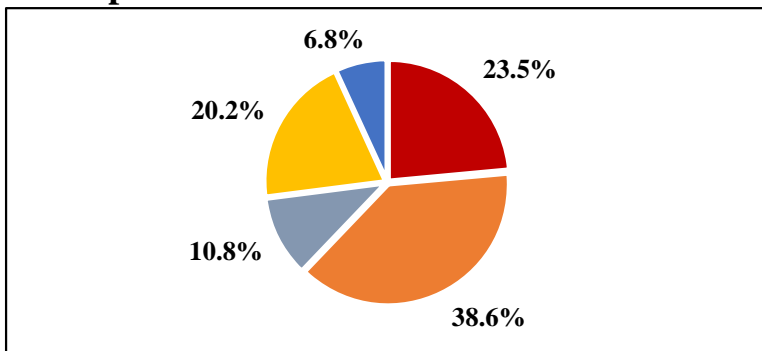


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

<b>REGION TRANSPORTS</b>	<b>3212</b>
<b>Lake Forest</b>	756
<b>Mission Viejo</b>	1240
<b>Rancho Santa Margarita</b>	347
<b>San Juan Capistrano</b>	649
<b>Unincorporated</b>	220