



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 QUARTERLY ACTIVITY REPORT JUNE – SEPTEMBER 2015 REGION A (Placentia, Yorba Linda, Unincorporated Areas)

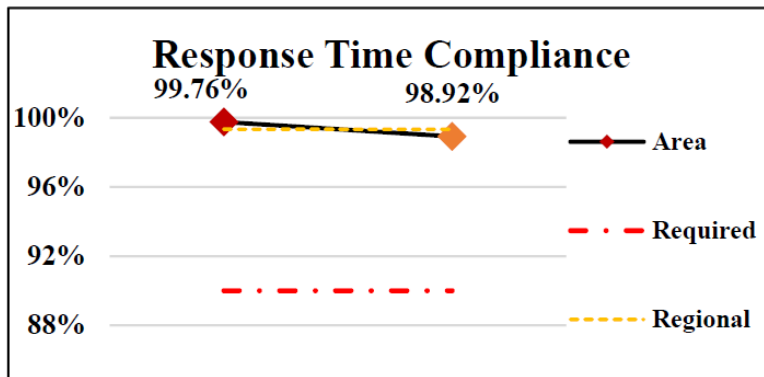


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION DISPATCHES	99.34%
Placentia	99.76%
Yorba Linda	98.92%

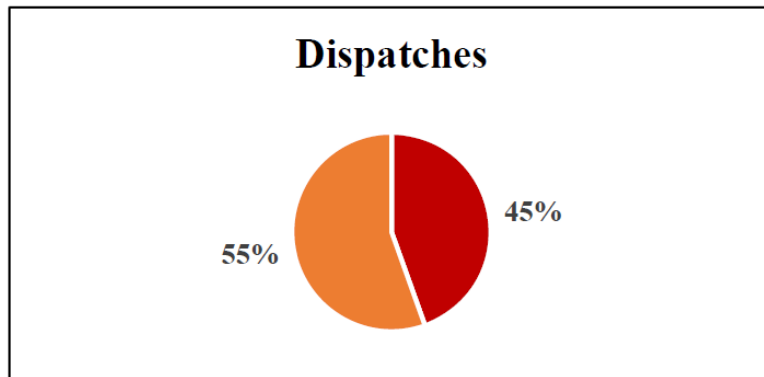


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls

REGION DISPATCHES	1841
Placentia	820
Yorba Linda	1021

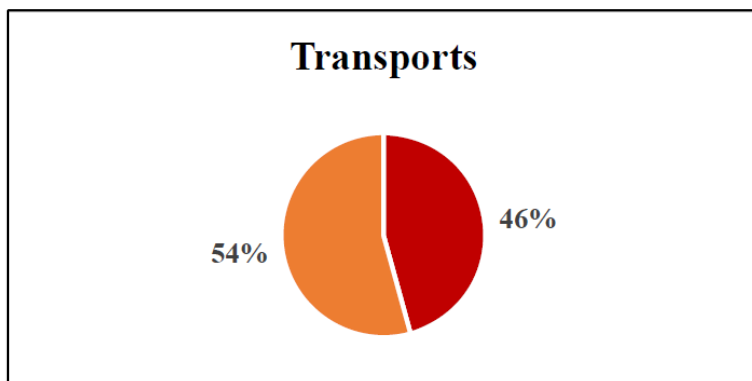


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance

REGION TRANSPORTS	1297
Placentia	593
Yorba Linda	704



9-1-1 EMERGENCY AMBULANCE QUARTERLY ACTIVITY REPORT JUNE – SEPTEMBER 2015 REGION B

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

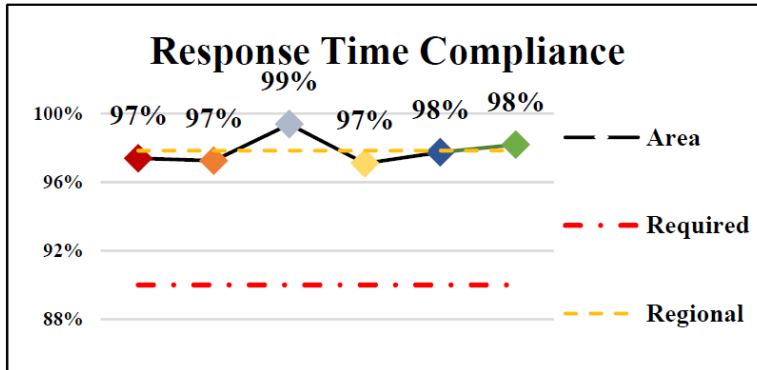
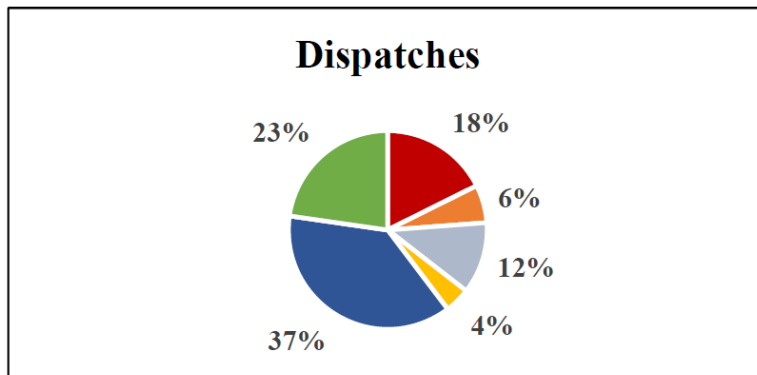


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

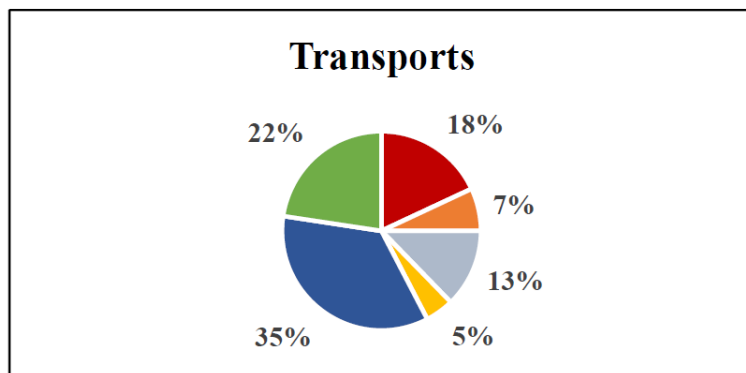
REGION DISPATCHES	97.84%
Cypress	97%
La Palma	97%
Los Alamitos	99%
Seal Beach	98%
Stanton	98%
Unincorporated	97%



REGION DISPATCHES	4121
Cypress	727
La Palma	254
Los Alamitos	482
Seal Beach	1549
Home Wellness	40
Stanton	937
Unincorporated	172

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

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 duplicate calls



REGION TRANSPORTS	2790
Cypress	504
La Palma	194
Los Alamitos	354
Seal Beach	977
Stanton	631
Unincorporated	130

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance



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9-1-1 EMERGENCY AMBULANCE QUARTERLY ACTIVITY REPORT JUNE - SEPTEMBER 2015 REGION C

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

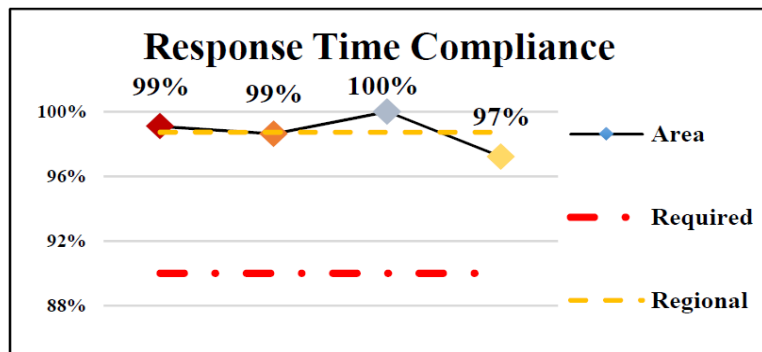
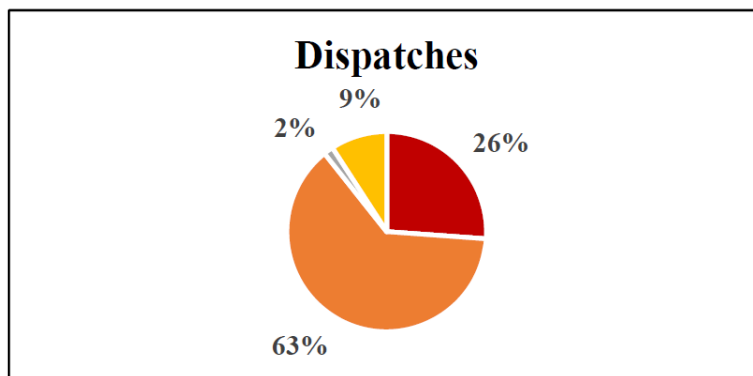


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

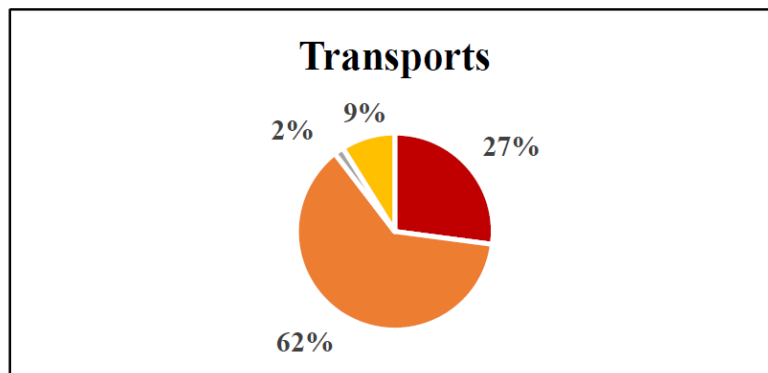
REGION DISPATCHES	99%
Tustin	99%
Irvine	99%
Villa Park	100%
Unincorporated	97%



REGION DISPATCHES	5864
Tustin	1534
Irvine	3702
Villa Park	90
Unincorporated	538

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

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 duplicate calls



REGION TRANSPORTS	3914
Tustin	1060
Irvine	2445
Villa Park	61
Unincorporated	348

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance



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9-1-1 EMERGENCY AMBULANCE QUARTERLY ACTIVITY REPORT JUNE - SEPTEMBER 2015 REGION D

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

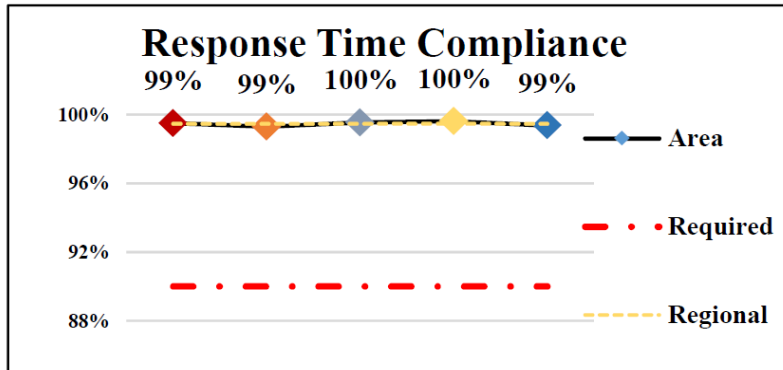
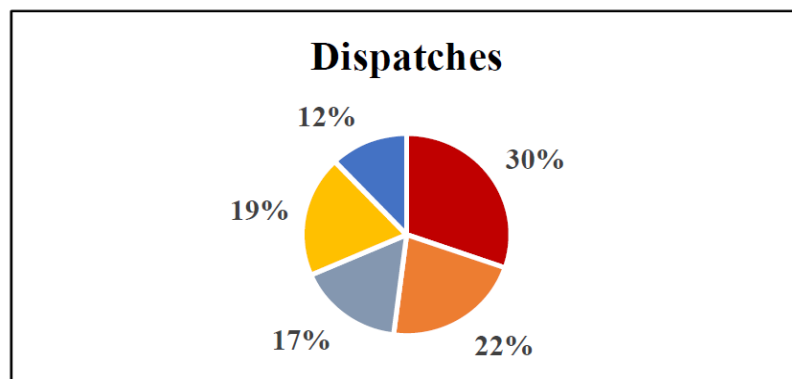


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

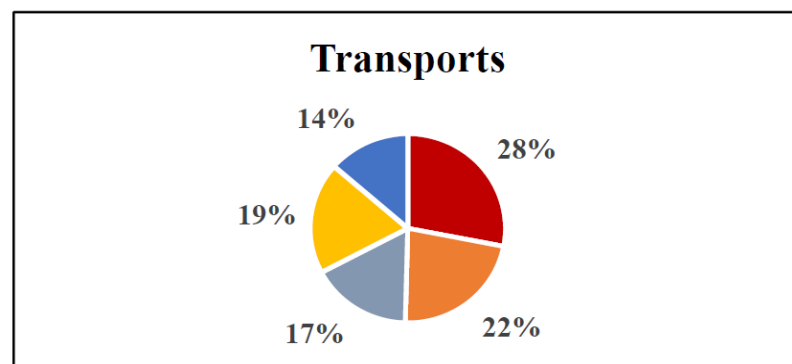
REGION DISPATCHES	99.35%
Laguna Woods	98%
Laguna Niguel	99%
Laguna Hills	100%
Dana Point	99%
Aliso Viejo	100%



REGION DISPATCHES	4982
Laguna Woods	1586
Home Wellness	100
Laguna Niguel	1041
Laguna Hills	749
Dana Point	961
Aliso Viejo	645

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

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 duplicate calls or calls on the region border.



REGION TRANSPORTS	3437
Laguna Woods	1021
Laguna Niguel	738
Laguna Hills	527
Dana Point	666
Aliso Viejo	485

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital or other facility, not including calls on the our side the region border.



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9-1-1 EMERGENCY AMBULANCE QUARTERLY ACTIVITY REPORT JUNE - SEPTEMBER 2015 REGION E

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

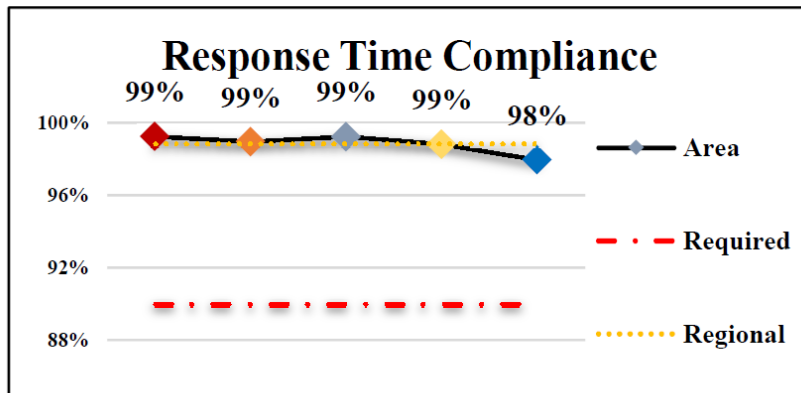
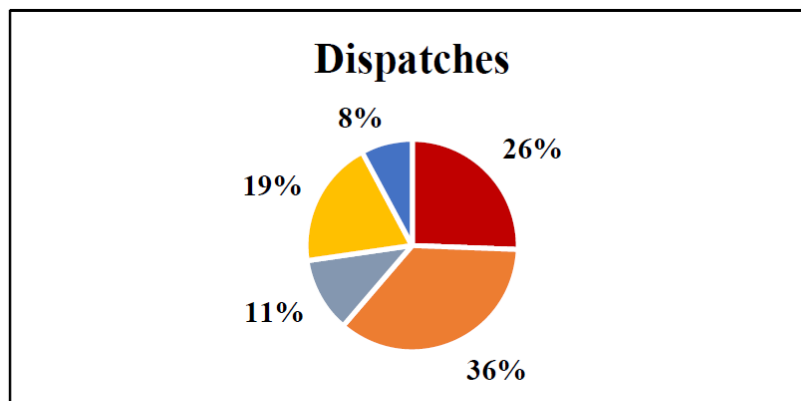


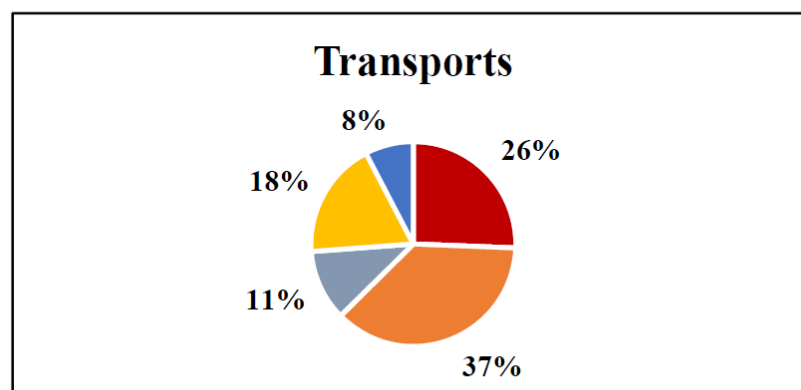
Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.82%
Lake Forest	99%
Mission Viejo	99%
Rancho Santa Margarita	99%
San Juan Capistrano	99%
Unincorporated	98%



REGION DISPATCHES	5561
Lake Forest	1424
Mission Viejo	1984
Rancho Santa Margarita	637
San Juan Capistrano	1081
Unincorporated	435

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 duplicate calls or calls outside the region border



REGION TRANSPORTS	3866
Lake Forest	991
Mission Viejo	1430
Rancho Santa Margarita	432
San Juan Capistrano	717
Unincorporated	296

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 on the region border.