

**9-1-1 EMERGENCY AMBULANCE  
FISCAL YEAR 2015/2016 3rd QUARTER ACTIVITY REPORT  
JANUARY - MARCH 2016  
REGION D**

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

### Response Time Compliance

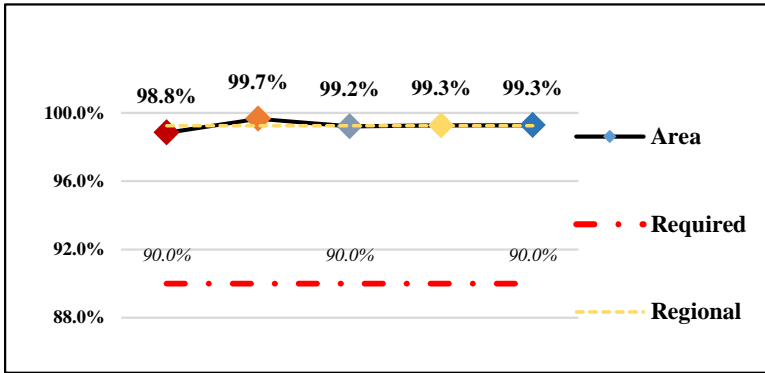


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

#### REGION COMPLIANCE

99.25%

Laguna Woods	99%
Laguna Niguel	100%
Laguna Hills	99%
Dana Point	99%
Aliso Viejo	99%

### Dispatches

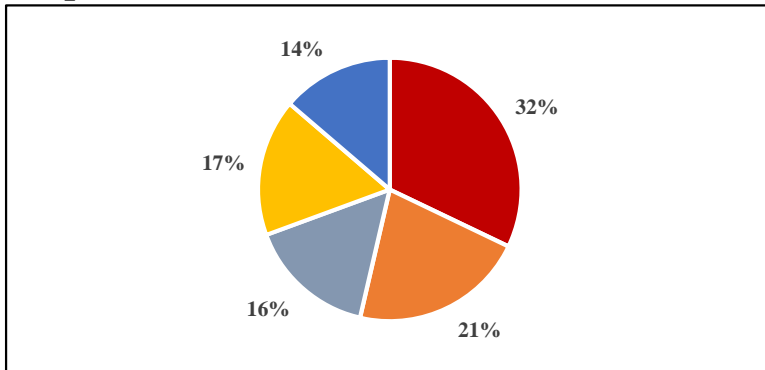


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for duplicate calls or calls on the region border.

#### REGION DISPATCHES

4019

Laguna Woods	1291
Home Wellness	49
Laguna Niguel	864
Laguna Hills	634
Dana Point	679
Aliso Viejo	551

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

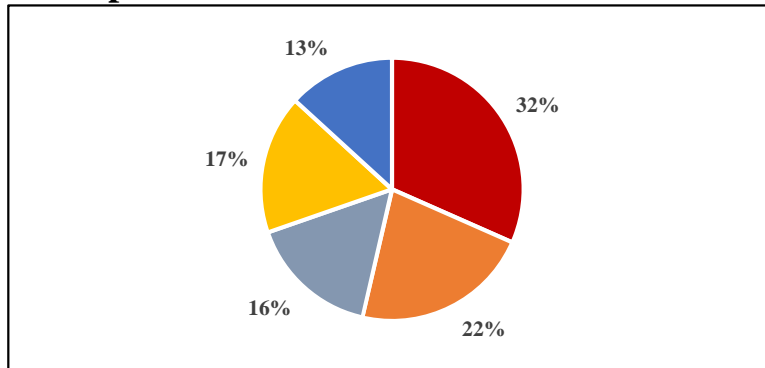


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, not including calls on our side the region border.

#### REGION TRANSPORTS

2714

Laguna Woods	858
Laguna Niguel	597
Laguna Hills	436
Dana Point	465
Aliso Viejo	358