



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 2016/2017 1st QUARTER ACTIVITY REPORT
JULY - SEPTEMBER 2016
REGION A
(Placentia, Yorba Linda, Unincorporated Brea)
Emergency Ambulance Service, Inc.**

Response Time Compliance

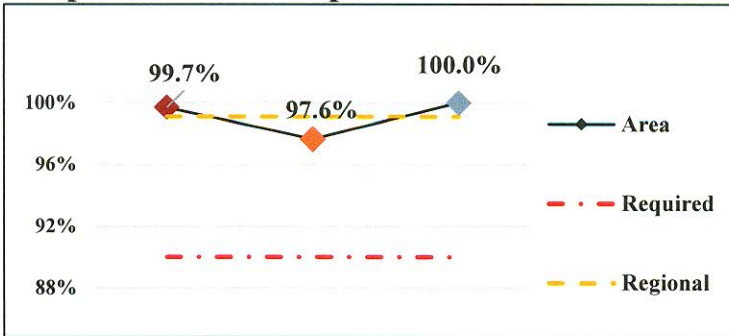


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	99.1%
Placentia	99.7%
Yorba Linda	97.6%
Unincorporated Brea	100.0%

Dispatches

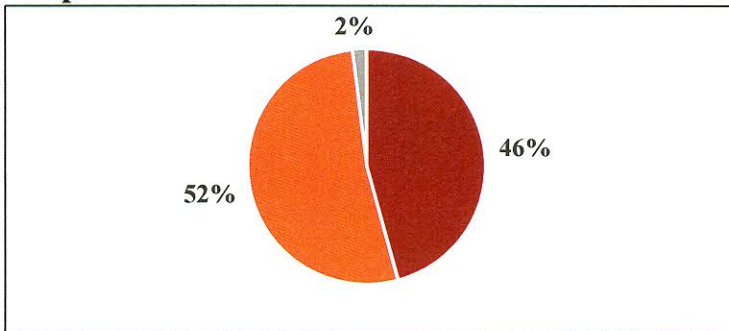


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1451
Placentia	664
Yorba Linda	759
Unincorporated Brea	28

Transports

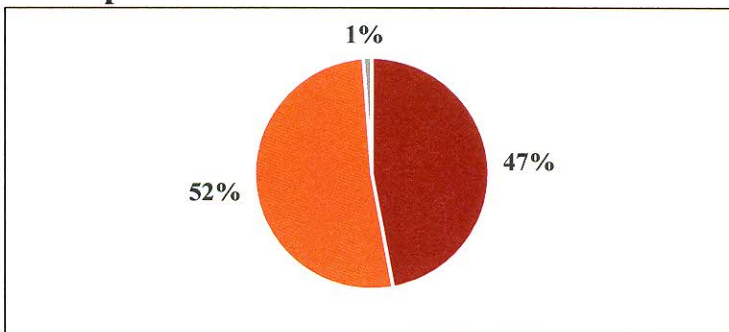


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	1022
Placentia	481
Yorba Linda	529
Unincorporated Brea	12



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9-1-1 EMERGENCY AMBULANCE **FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT** **JULY - SEPTEMBER 2016** **REGION B**

(Cypress, La Palma, Los Alamitos, Midway City, Seal Beach, Stanton, Unincorporated Areas)

Care Ambulance Service, Inc.

Response Time Compliance

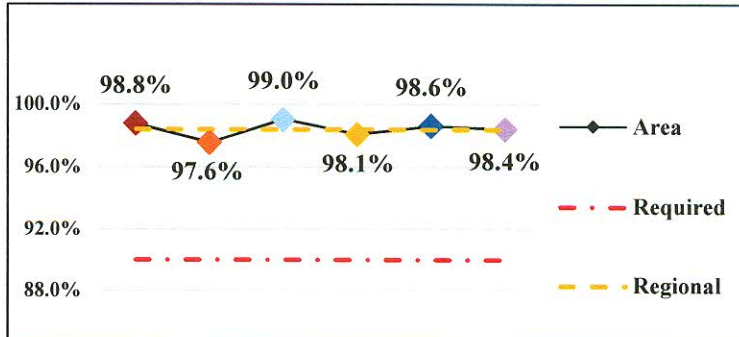


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.4%
Cypress	98.8%
La Palma	97.6%
Los Alamitos	99.0%
Seal Beach	98.6%
Stanton	98.4%
Unincorporated	98.1%

Dispatches

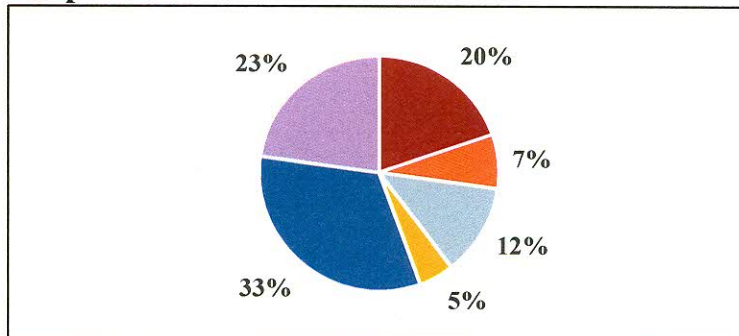


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3344
Cypress	658
La Palma	249
Los Alamitos	420
Seal Beach	1096
Home Wellness	22
Stanton	763
Unincorporated	158

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

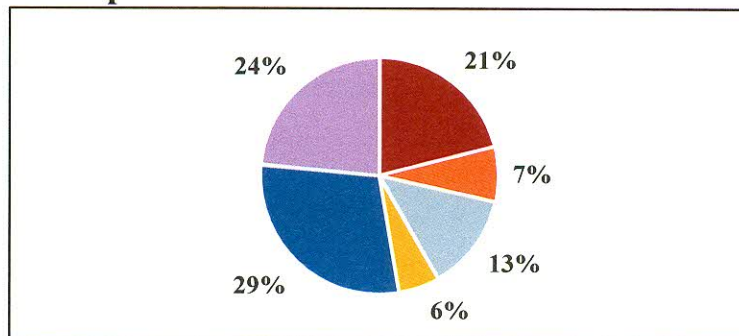


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2231
Cypress	468
La Palma	167
Los Alamitos	295
Seal Beach	650
Stanton	526
Unincorporated	125



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9-1-1 EMERGENCY AMBULANCE FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT JULY - SEPTEMBER 2016 REGION C

(Tustin, Irvine, Villa Park, Unincorporated Areas)

Care Ambulance Service, Inc.

Response Time Compliance

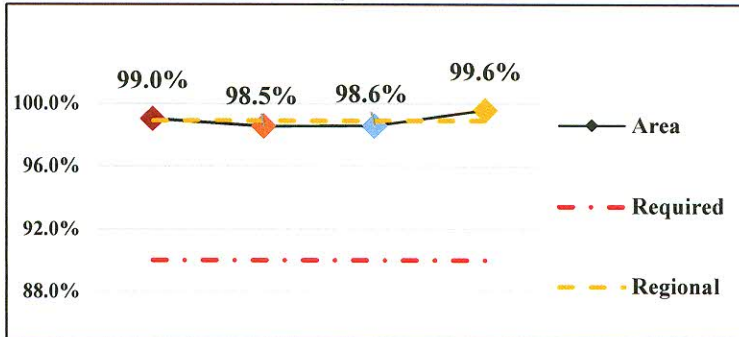


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.9%
Tustin	99.0%
Irvine	98.5%
Villa Park	98.6%
Unincorporated	99.6%

Dispatches

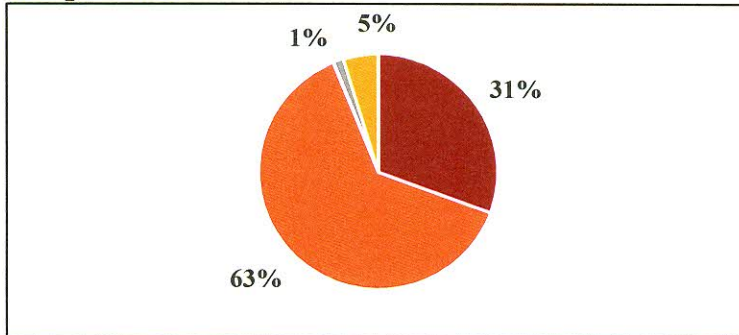


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5115
Tustin	1566
Irvine	3237
Villa Park	71
Unincorporated	241
Home Wellness	0

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

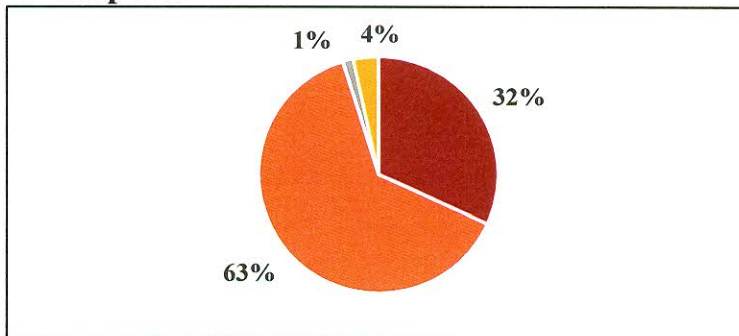


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3284
Tustin	1047
Irvine	2079
Villa Park	46
Unincorporated	112



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9-1-1 EMERGENCY AMBULANCE FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT JULY - SEPTEMBER 2016 REGION D

(Laguna Woods, Laguna Niguel, Laguna Hills, Dana Point, Aliso Viejo, Unincorporated Areas)

Care Ambulance Service, Inc.

Response Time Compliance

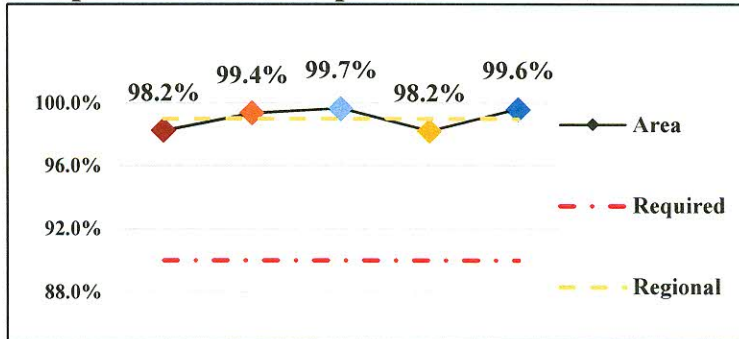


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE

REGION COMPLIANCE	99.0%
Laguna Woods	98.2%
Laguna Niguel	99.4%
Laguna Hills	99.7%
Dana Point	98.2%
Aliso Viejo	99.6%

Dispatches

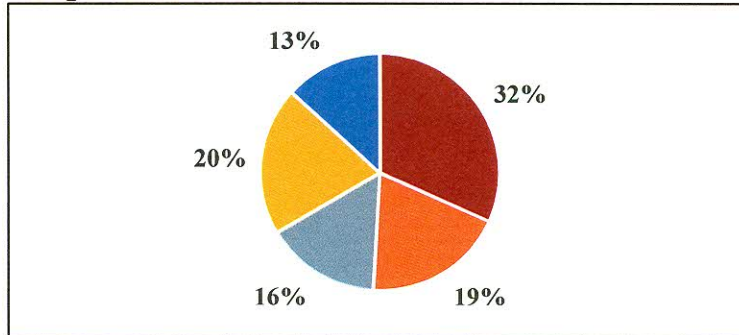


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES

REGION DISPATCHES	4112
Laguna Woods	1306
Home Wellness	80
Laguna Niguel	787
Laguna Hills	641
Dana Point	835
Aliso Viejo	543

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

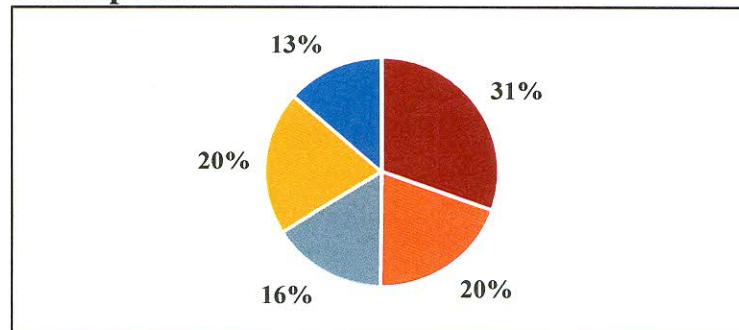


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS

REGION TRANSPORTS	2703
Laguna Woods	825
Laguna Niguel	531
Laguna Hills	430
Dana Point	552
Aliso Viejo	365



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9-1-1 EMERGENCY AMBULANCE FISCAL YEAR 2016/2017 1st QUARTER ACTIVITY REPORT JULY - SEPTEMBER 2016 REGION E

(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)

Care Ambulance Service, Inc.

Response Time Compliance

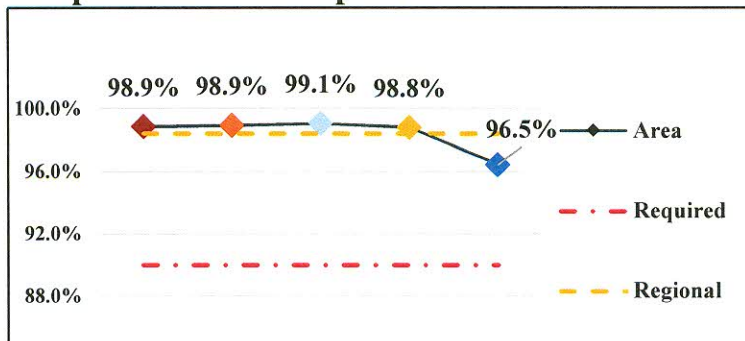


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.4%
Lake Forest	98.9%
Mission Viejo	98.9%
Rancho Santa Margarita	99.1%
San Juan Capistrano	98.8%
Unincorporated	96.5%

Dispatches

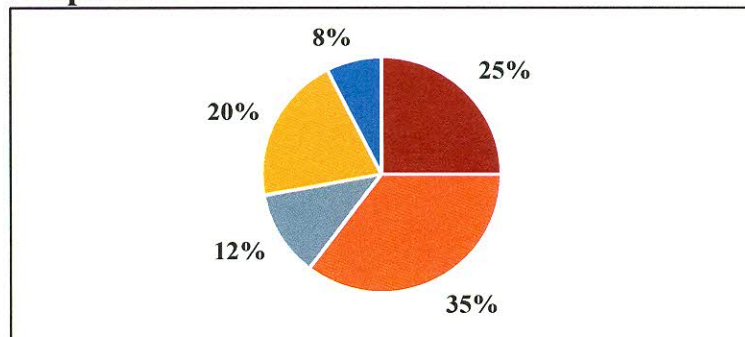


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4555
Lake Forest	1140
Mission Viejo	1609
Rancho Santa Margarita	536
San Juan Capistrano	931
Unincorporated	339
Home Wellness	1

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

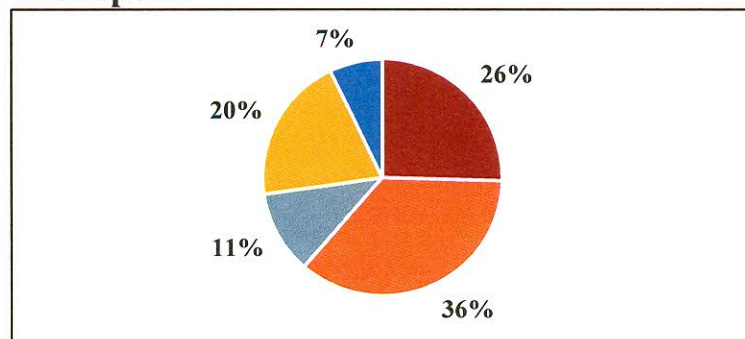


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3050
Lake Forest	776
Mission Viejo	1096
Rancho Santa Margarita	345
San Juan Capistrano	615
Unincorporated	218