



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 2017/2018 3rd QUARTER ACTIVITY REPORT
 JANUARY - MARCH 2018
 REGION E**

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

Response Time Compliance

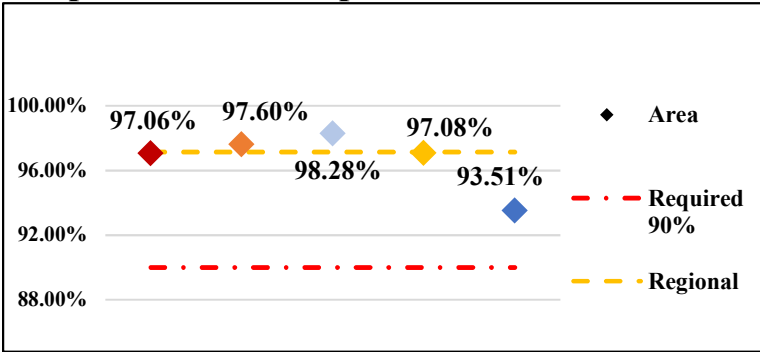


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.14%
Lake Forest	97.06%
Mission Viejo	97.60%
Rancho Santa Margarita	98.28%
San Juan Capistrano	97.08%
Unincorporated	93.51%

Dispatches

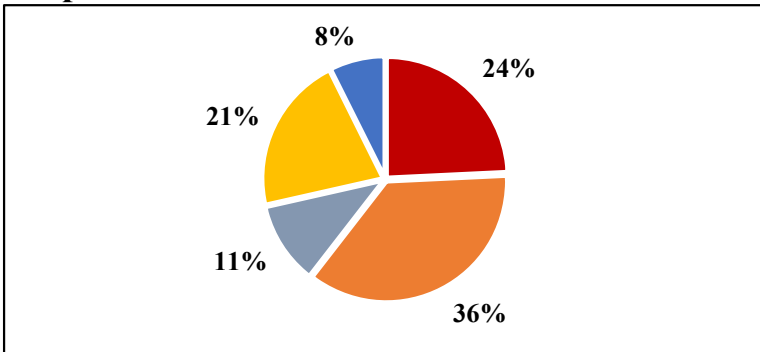


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4929
Lake Forest	1194
Mission Viejo	1787
Rancho Santa Margarita	542
San Juan Capistrano	1043
Unincorporated	363

Transports

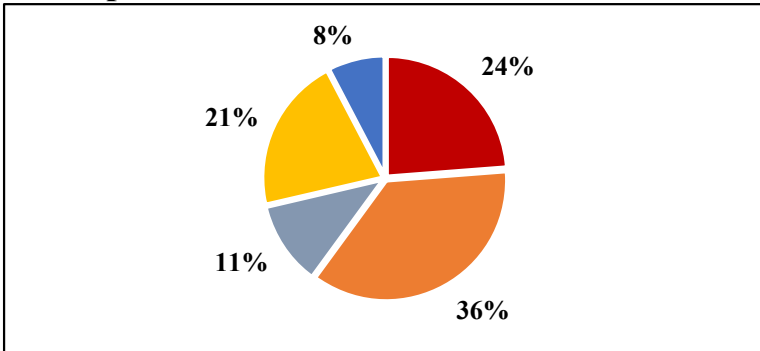


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3258
Lake Forest	774
Mission Viejo	1183
Rancho Santa Margarita	368
San Juan Capistrano	683
Unincorporated	250