

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2017/2018 4th QUARTER ACTIVITY REPORT
APRIL - JUNE 2018
REGION D**

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

Response Time Compliance

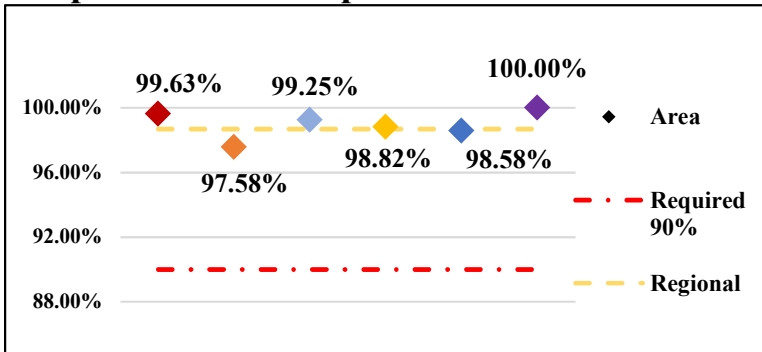


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.69%
Aliso Viejo	99.63%
Dana Point	97.58%
Laguna Hills	99.25%
Laguna Niguel	98.82%
Laguna Woods	98.58%
Unincorporated	100.00%

Dispatches

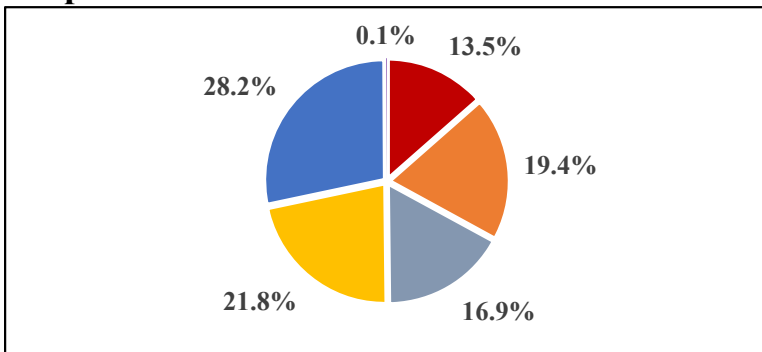


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4216
Aliso Viejo	569
Dana Point	819
Laguna Hills	713
Laguna Niguel	921
Laguna Woods	1191
Unincorporated	3
Home Wellness	52

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

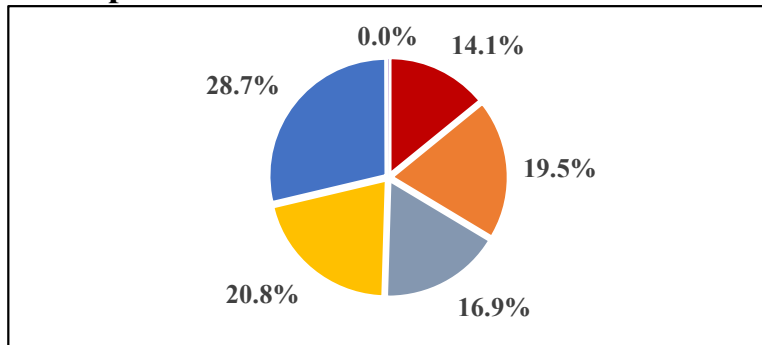


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2782
Aliso Viejo	393
Dana Point	542
Laguna Hills	469
Laguna Niguel	579
Laguna Woods	798
Unincorporated	1