



**9-1-1 EMERGENCY AMBULANCE
 FISCAL YEAR 2018/2019 2nd QUARTER ACTIVITY REPORT
 OCTOBER - DECEMBER 2018
 REGION D**

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

Response Time Compliance

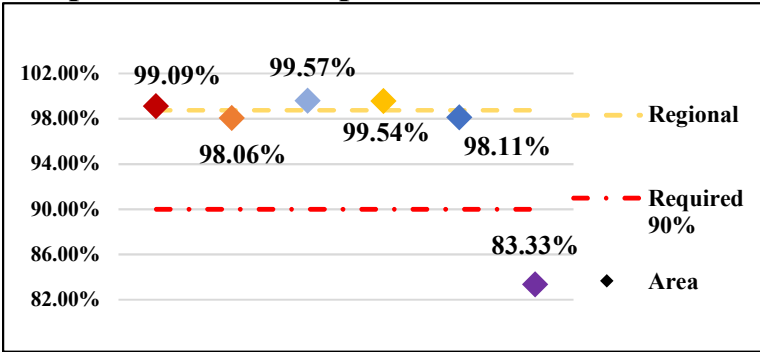


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.76%
Aliso Viejo	99.09%
Dana Point	98.06%
Laguna Hills	99.57%
Laguna Niguel	99.54%
Laguna Woods	98.11%
Unincorporated	83.33%

Dispatches

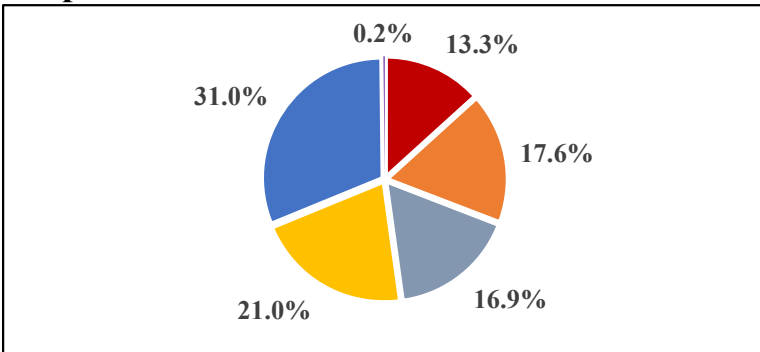


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4351
Aliso Viejo	577
Dana Point	766
Laguna Hills	737
Laguna Niguel	914
Laguna Woods	1350
Unincorporated	7
Home Wellness	62

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/OCA; not included in total dispatches

Transports

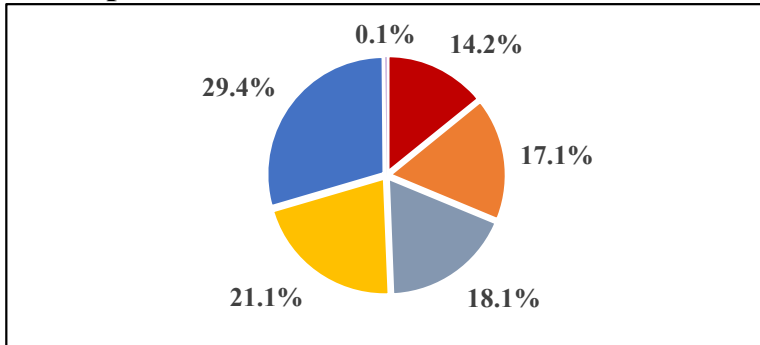


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2795
Aliso Viejo	396
Dana Point	478
Laguna Hills	506
Laguna Niguel	589
Laguna Woods	823
Unincorporated	3