

**9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2018/2019 3rd QUARTER ACTIVITY REPORT
JANUARY - MARCH 2019
ALL REGIONS**

Response Time Compliance

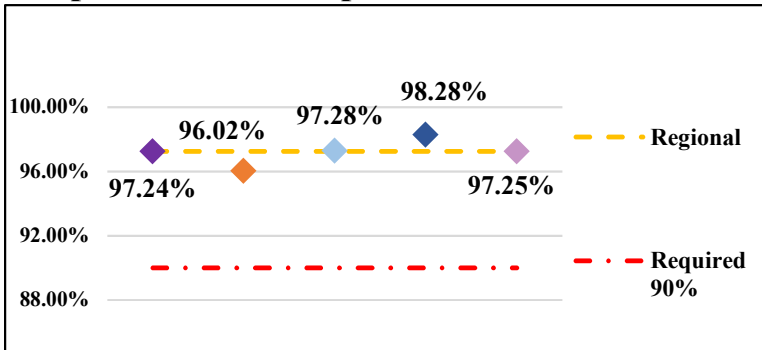


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

ALL REGIONS COMPLIANCE	97.25%
Region A	97.24%
Region B	96.02%
Region C	97.28%
Region D	98.28%
Region E	97.25%

Dispatches

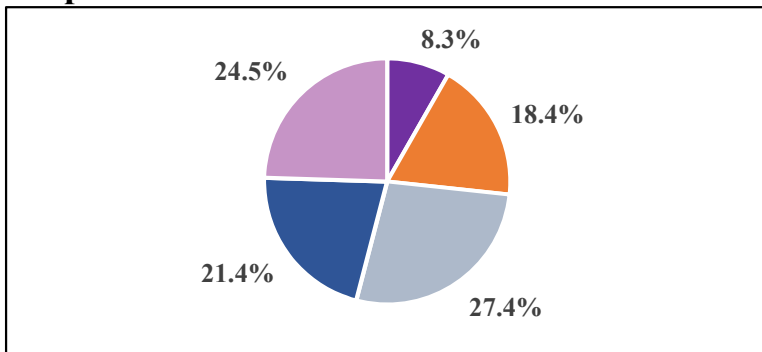


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

ALL REGIONS DISPATCHES	20106
Region A	1664
Region B	3704
Region C	5501
Region D	4304
Region E	4933
Home Wellness	53

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

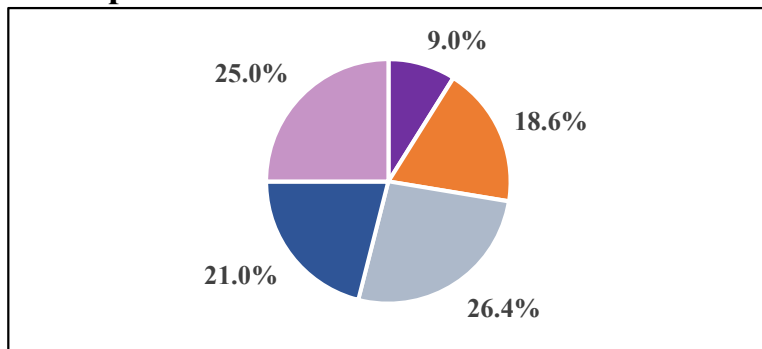


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

ALL REGIONS TRANSPORTS	13159
Region A	1178
Region B	2454
Region C	3469
Region D	2766
Region E	3292



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 2018/2019 3rd QUARTER ACTIVITY REPORT
 JANUARY - MARCH 2019
 REGION A
 (Placentia, Yorba Linda, Unincorporated Brea)
 Emergency Ambulance Service, Inc.**

Response Time Compliance

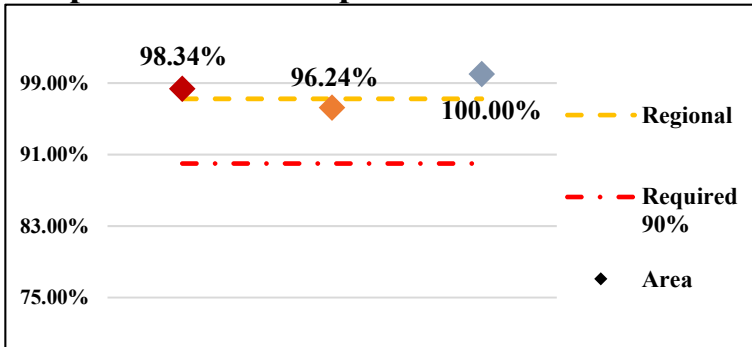


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.24%
Placentia	98.34%
Yorba Linda	96.24%
Unincorporated Brea	100.00%

Dispatches

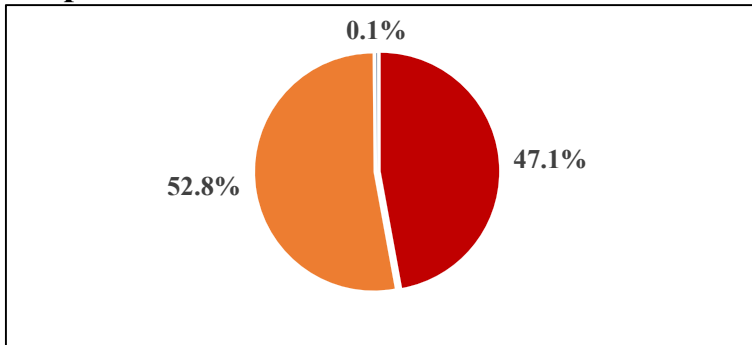


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	1664
Placentia	784
Yorba Linda	878
Unincorporated Brea	2

Transports

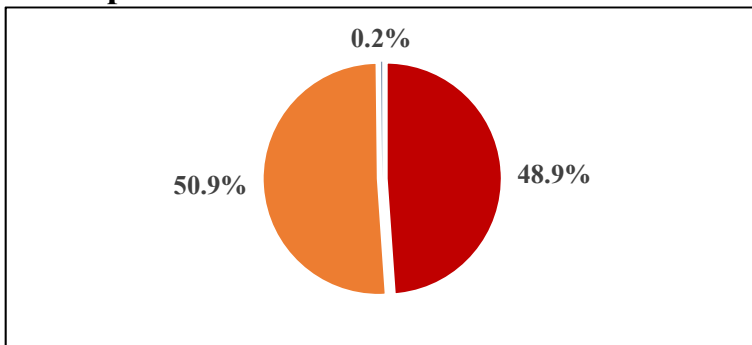


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	1178
Placentia	576
Yorba Linda	600
Unincorporated Brea	2

**9-1-1 EMERGENCY AMBULANCE
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JANUARY - MARCH 2019
REGION B**

(Cypress, La Palma, Los Alamitos, Seal Beach, Stanton, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

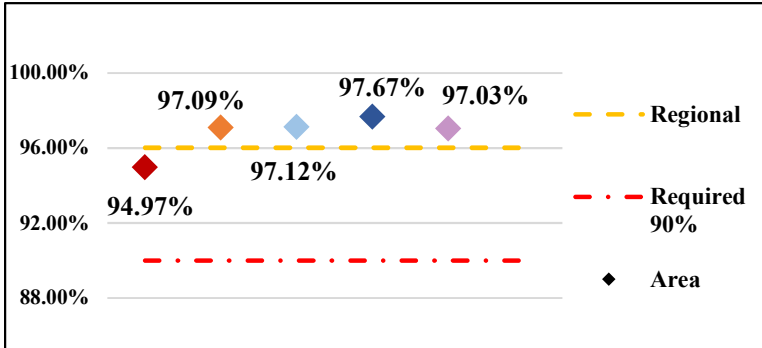


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	96.02%
Cypress	94.97%
La Palma	97.09%
Los Alamitos	97.12%
Seal Beach	97.67%
Stanton	97.03%
Unincorporated	83.90%

Dispatches

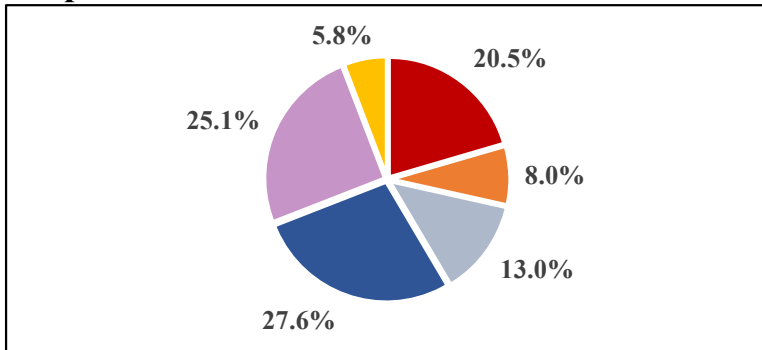


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	3704
Cypress	759
La Palma	296
Los Alamitos	483
Seal Beach	1021
Stanton	930
Unincorporated	215
Home Wellness	21

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

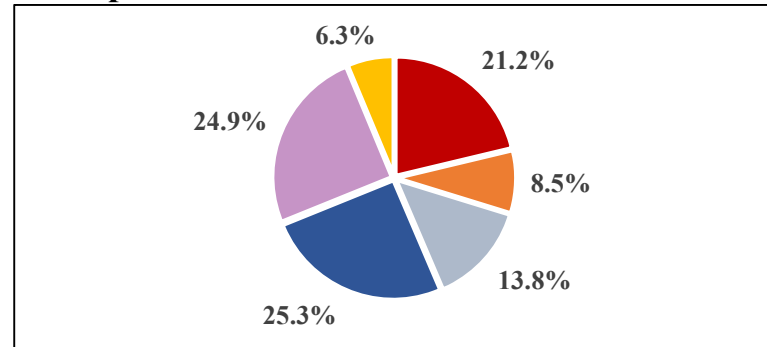


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2454
Cypress	521
La Palma	209
Los Alamitos	339
Seal Beach	621
Stanton	610
Unincorporated	154



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 REGION C**

(Tustin, Irvine, Villa Park, Unincorporated Areas)
 Care Ambulance Service, Inc.

Response Time Compliance

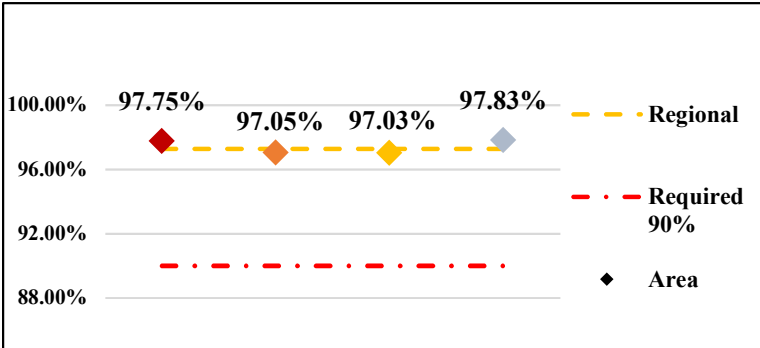


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.28%
Tustin	97.75%
Irvine	97.05%
Villa Park	97.83%
Unincorporated	97.03%

Dispatches

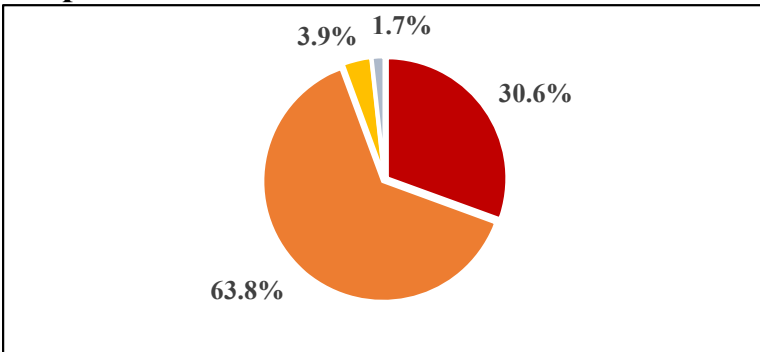


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	5501
Tustin	1682
Irvine	3510
Villa Park	95
Unincorporated	214

Transports

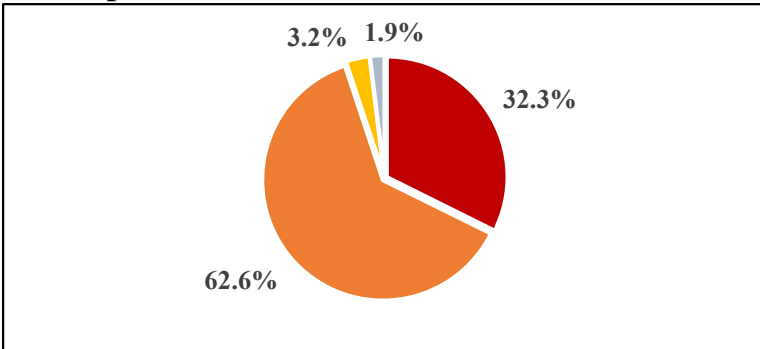


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3469
Tustin	1121
Irvine	2170
Villa Park	67
Unincorporated	111



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 REGION D**

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

Response Time Compliance

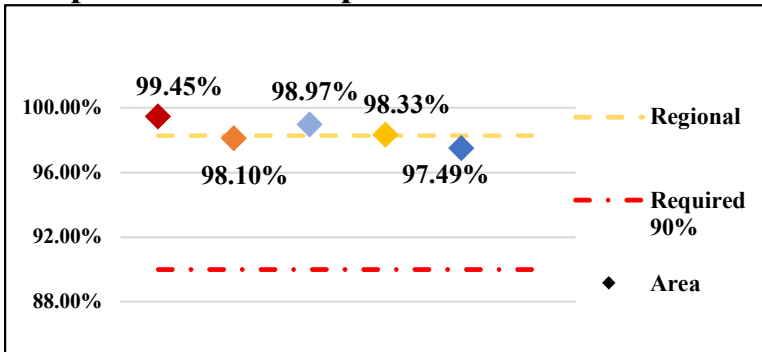


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	98.28%
Aliso Viejo	99.45%
Dana Point	98.10%
Laguna Hills	98.97%
Laguna Niguel	98.33%
Laguna Woods	97.49%
Unincorporated	0.00%

Dispatches

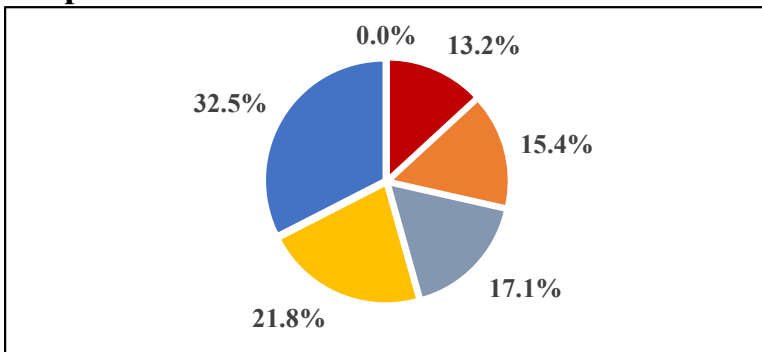


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4304
Aliso Viejo	567
Dana Point	661
Laguna Hills	736
Laguna Niguel	940
Laguna Woods	1400
Unincorporated	0
Home Wellness	32

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

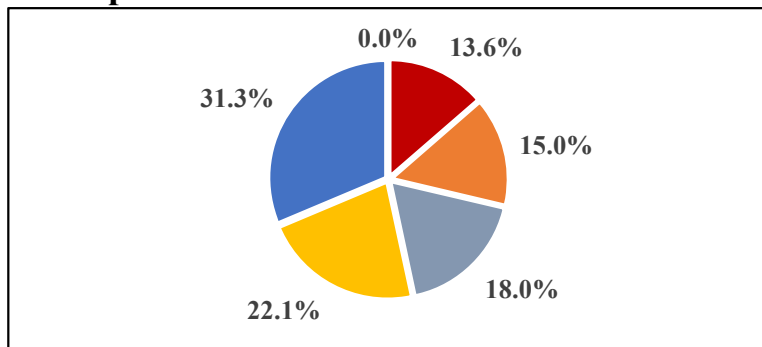


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	2766
Aliso Viejo	377
Dana Point	416
Laguna Hills	497
Laguna Niguel	610
Laguna Woods	866
Unincorporated	0



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 REGION E**

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

Response Time Compliance

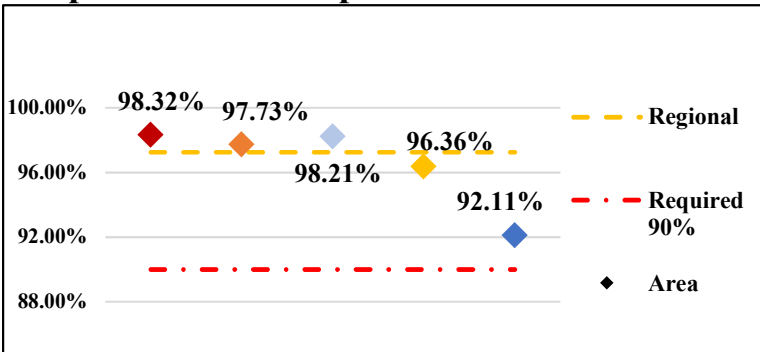


Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

REGION COMPLIANCE	97.25%
Lake Forest	98.32%
Mission Viejo	97.73%
Rancho Santa Margarita	98.21%
SJC	96.36%
Unincorporated	92.11%

Dispatches

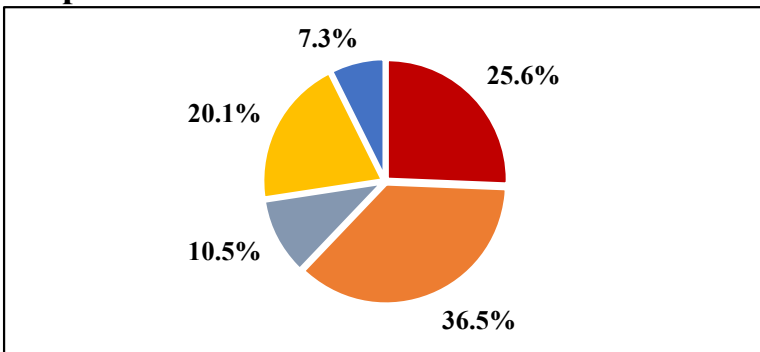


Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

REGION DISPATCHES	4933
Lake Forest	1264
Mission Viejo	1801
Rancho Santa Margarita	516
SJC	990
Unincorporated	362

Transports

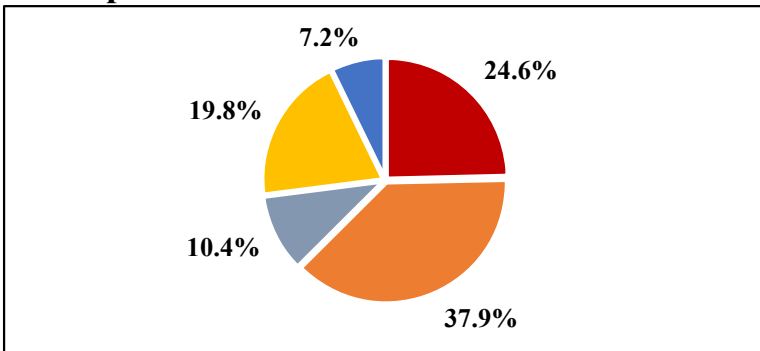


Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

REGION TRANSPORTS	3292
Lake Forest	811
Mission Viejo	1247
Rancho Santa Margarita	344
SJC	653
Unincorporated	237