

Sent via email only

City of San Clemente

Matthew Schmelzel, Management Analyst – FAS
910 Calle Negocio
San Clemente, CA 92673

Falck Report Q4 2022

Dear Mr. Schmelzel

Attached is the 4th quarter 2022 report for the City of San Clemente.

During the 4th quarter of 2022, Falck responded to 1,276 calls and transported 755 emergency ambulance patients in the City of San Clemente. Subsequently, 59% of total responses result in patient transport.

Our emergency (Code 3) quarterly compliance rate at minus 10 minutes was 85.40% and our urgent (Code 2) quarterly compliance rate at 15 minutes was 97.64%.

Our average response time for all calls in Q4 was 7 minutes and 37 seconds.

Hospital bed delays and changes to the Code 3 dispatching of ambulances are once again challenges adversely effecting our Code 3 compliance numbers. We continue to work closely with OCEMS to minimize longer than normal APOT (Ambulance Patient Offload Times) across Orange County's Hospital system to mitigate these issues faced by our 911 crews.

Per contract section 4 in Exhibit "A", Orange County Fire Authority provides the dispatching of the two dedicated ambulances to provide best efforts to achieve the compliance goals. Strategic posting and the addition of a short shift remain an option if improvements to the system are desired, as outlined in the June 24, 2022, Q1 report narrative letter.

We remain available for feedback and questions.

Kind regards,

**Bob Campbell**

Manager of Business Development & Government Affairs

Bob.campbell@falck.com

714-713-2354

Cc: Sean Joyce, San Clemente City Manager
Scott White, Falck Manager Director – Orange County

Falck Mobile Health Corp. dba Care Ambulance
Quarterly Report for the 4th Quarter of 2022
City of San Clemente

	Reporting Period	OCT	NOV	DEC	Quarterly Total
Total # of Code 3 Responses		102	109	131	342
Total # of Code 3 Responses Within 10 Minutes		85	93	114	292
% of Code 3 Requests Within 10 Minutes		83.33%	85.32%	88.00%	85.40%
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Total # of Code 2 Responses		293	306	335	934
Total # of Code 2 Responses Within 15 Minutes		285	299	328	912
% of Code 2 Requests Within 15 Minutes		97.27	97.71%	97.91%	97.64%
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Total # of Responses		395	415	466	1276
Total # of Responses Within Compliance		370	392	442	1204
% of Requests Within Compliance		94.63%	95.04%	96.21%	94.69%
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Total Number of Patients Transported		232	238	285	755
Total Number of Calls Cancelled Without Transport		163	177	181	521
Total Number of Unaccepted Requests		0	0	0	0
Total Number of Calls Referred to Mutual Aid Providers		0	0	0	0