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Falck Mobile Health Corp.
dba Care Ambulance

City of San Clemente

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April 11, 2024

Falck Report Q1- 2024

Dear Mr. Schmelzel

Attached is the 1st quarter- 2024 report for the City of San Clemente.

During this quarter of 2024, Falck responded to **1231** calls and transported **755** emergency ambulance patients in the City of San Clemente. Subsequently, **61.33%** of total responses resulted in patient transports.

Our emergency (Code 3) quarterly compliance rate at minus 10 minutes was **90.33%** and our urgent (Code 2) quarterly compliance rate at 15 minutes was **98.50%**.

Our Average Response Times for 2024 – Q1 are indicated below:

Jan. - Code 2 (7:20) Code 3 (7:00)

Feb. - Code 2 (7:33) Code 3 (6:57)

Mar. - Code 2 (7:46) Code 3 (7:03)

Last month we had the honor of hosting San Clemente Public Safety Committee members Nick Berkuta & Scotland Roeber to our U.S. & Orange County Headquarters in Orange. It was mutually agreed that conversations on compliance data, APOT, and Falck internal operations proved to be productive and enlightening. We sincerely thank the Committee Members for taking the time to visit our facility and gain further knowledge of the services provided to the City of San Clemente. In addition, we look forward to a continued partnership and, as always, remain available for feedback and questions.

Kind regards,



Bob Campbell

Manager of Business Development & Government Affairs
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Cc: Andy Hall, San Clemente City Manager
Scott White, Falck Regional Manager Director – California
Raj Vishal, Managing Director - Orange County

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Quarterly Report for the 1st Quarter of 2024
City of San Clemente

	Reporting Period			
	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>Quarterly Total</u>
Total # of Code 3 Responses	111	128	123	362
Total # of Code 3 Responses Within 10 Minutes	100	116	111	327
% of Code 3 Requests Within 10 Minutes	90.09%	90.63%	90.24%	90.33%
Total # of Code 2 Responses	291	294	284	869
Total # of Code 2 Responses Within 15 Minutes	287	291	278	856
% of Code 2 Requests Within 15 Minutes	98.63%	98.98%	97.89%	98.50%
Total # of Responses	402	422	407	1231
Total # of Responses Within Compliance	387	407	389	1183
% of Requests Within Compliance	96.27%	96.45%	95.58%	96.10%
Total Number of Patients Transported	243	257	255	755
Total Number of Calls Cancelled Without Transport	159	165	152	476
Total Number of Unaccepted Requests	0	0	0	0
Total Number of Calls Referred to Mutual Aid Providers	0	0	0	0