

**Public Response Time Compliance Report  
American Medical Response – West  
January 2019**

| Response Time Compliance Report for January 2019 |          |                 |                      |                |              |
|--|----------|-----------------|----------------------|----------------|--------------|
| Zone   | Priority | Zone Compliance | Total Incident Count | Responses From | Responses To |
| Zone 1 Urban                                     | Code 3   | 90.56%          | 1981                 | 2019-01-01     | 2019-01-31   |
|  | Code 2   | 94.66%          | 937                  | 2019-01-01     | 2019-01-31   |
| Zone 1 Suburban                                  | Code 3   | 97.67%          | 43                   | 2019-01-01     | Not Complete |
|  | Code 2   | 100.00%         | 20                   | 2019-01-01     | Not Complete |
| Zone 1 Rural                                     | Code 3   | 100.00%         | 57                   | 2018-08-01     | Not Complete |
|  | Code 2   | 100.00%         | 31                   | 2018-05-01     | Not Complete |
| Zone 1 Wilderness                                | Code 3   | 100.00%         | 15                   | 2018-05-01     | Not Complete |
|  | Code 2   | 100.00%         | 2                    | 2018-05-01     | Not Complete |
| Zone 3 Urban                                     | Code 3   | 91.64%          | 538                  | 2019-01-01     | 2019-01-31   |
|  | Code 2   | 92.89%          | 211                  | 2019-01-01     | 2019-01-31   |
| Zone 3 Suburban                                  | Code 3   | 97.50%          | 80                   | 2018-05-01     | Not Complete |
|  | Code 2   | 94.12%          | 17                   | 2018-05-01     | Not Complete |
| Zone 3 Rural                                     | Code 3   | 100.00%         | 21                   | 2018-05-01     | Not Complete |
|  | Code 2   | 100.00%         | 3                    | 2018-05-01     | Not Complete |
| Zone 8 Urban                                     | Code 3   | 93.06%          | 461                  | 2019-01-01     | 2019-01-31   |
|  | Code 2   | 96.65%          | 269                  | 2019-01-01     | 2019-01-31   |
| Zone 8 Suburban                                  | Code 3   | 60.00%          | 10                   | 2019-01-01     | Not Complete |
|  | Code 2   | 97.78%          | 45                   | 2018-05-01     | Not Complete |
| Zone 8 Wilderness                                | Code 3   | 100.00%         | 3                    | 2018-05-01     | Not Complete |
|  | Code 2   | 100.00%         | 1                    | 2018-05-01     | Not Complete |
| Zone 8 Rural and B                               | Code 3   | 80.65%          | 62                   | 2018-05-01     | Not Complete |
|  | Code 2   | 88.89%          | 18                   | 2018-05-01     | Not Complete |

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 100 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

## 2019 Cumulative Performance Summary

### LEGEND:

|  |  |
|--|--|
|  | Incomplete Compliance Period                     |
|  | Complete Compliance Period that is Compliant     |
|  | Complete Compliance Period that is Non-Compliant |
|  | Zero Calls                                       |

### Response Time Compliance

| Zone          |        | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Cumulative Number of Calls |
|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------------|
| 1 Urban       | Code 3 | 89%    | 90%    | 92%    | 91%    | 91%    | 90%    | 91%    | 90%    | 88%    | 91%    | 90%    | 91%    | Complete                   |
|               | Code2  | 94%    | 93%    | 100%   | 94%    | 96%    | 94%    | 96%    | 95%    | 93%    | 96%    | 93%    | 95%    | Complete                   |
| 1 Suburban    | Code 3 | 98%    | 97%    | 95%    | 97%    | 97%    | 96%    | 98%    | 96%    | 97%    | 96%    | 97%    | 98%    | 43                         |
|               | Code2  | 100%   | 100%   | 100%   | 100%   | 100%   | 95%    | 97%    | 98%    | 97%    | 96%    | 96%    | 100%   | 20                         |
| 1 Rural       | Code 3 | 98%    | 98%    | 98%    | 99%    | 99%    | 99%    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 57                         |
|               | Code2  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 31                         |
| 1 Wilderness  | Code 3 | 100%   | 100%   | 100%   |        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 15                         |
|               | Code2  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 2                          |
| 3 Urban       | Code 3 | 91%    | 91%    | 91%    | 93%    | 91%    | 89%    | 91%    | 88%    | 90%    | 92%    | 91%    | 92%    | Complete                   |
|               | Code2  | 94%    | 93%    | 95%    | 96%    | 94%    | 94%    | 95%    | 93%    | 93%    | 92%    | 94%    | 93%    | Complete                   |
| 3 Suburban    | Code 3 | 91%    | 91%    | 92%    | 100%   | 100%   | 100%   | 96%    | 97%    | 96%    | 97%    | 97%    | 98%    | 80                         |
|               | Code2  | 100%   | 100%   | 100%   |        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 94%    | 17                         |
| 3 Rural       | Code 3 | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 21                         |
|               | Code2  | 75%    | 83%    | 83%    |        |        | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 3                          |
| 8 Urban       | Code 3 | 91%    | 90%    | 92%    | 93%    | 93%    | 90%    | 93%    | 90%    | 89%    | 92%    | 92%    | 93%    | Complete                   |
|               | Code2  | 94%    | 93%    | 96%    | 94%    | 97%    | 94%    | 94%    | 93%    | 91%    | 96%    | 95%    | 97%    | Complete                   |
| 8 Suburban    | Code 3 | 77%    | 77%    | 78%    | 79%    | 91%    | 80%    | 81%    | 83%    | 82%    | 82%    | 81%    | 60%    | 10                         |
|               | Code2  | 95%    | 93%    | 94%    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 98%    | 45                         |
| 8 Wilderness  | Code 3 | 100%   | 100%   | 100%   |        |        |        |        |        |        |        |        | 100%   | 3                          |
|               | Code2  | 100%   | 100%   | 100%   |        |        |        |        |        |        |        |        | 100%   | 1                          |
| 8 Rural and B | Code 3 | 83%    | 83%    | 82%    | 50%    | 75%    | 75%    | 84%    | 79%    | 80%    | 80%    | 82%    | 81%    | 62                         |
|               | Code2  | 79%    | 76%    | 77%    | 100%   | 100%   | 100%   | 78%    | 78%    | 85%    | 85%    | 88%    | 89%    | 18                         |