



**Public Response Time Compliance Report  
ProTransport-1  
January 2019**

| <b>Response Time Compliance Report for January 2019</b> |                 |                        |                             |                       |                     |
|---|-----------------|------------------------|-----------------------------|-----------------------|---------------------|
| <b>Zone</b>   | <b>Priority</b> | <b>Zone Compliance</b> | <b>Total Incident Count</b> | <b>Responses From</b> | <b>Responses To</b> |
| <b>Zone C Urban</b>                                     | Code 3          | 91.34%                 | 277                         | 2018-07-01            | 2019-01-31          |
|   | Code 2          | 98.55%                 | 69                          | 2018-10-01            | Not Complete        |
| <b>Zone C Suburban</b>                                  | Code 3          | 100.00%                | 11                          | 2018-12-01            | Not Complete        |
| <b>Zone C Rural</b>                                     | Code 3          | 100.00%                | 5                           | 2018-12-01            | Not Complete        |
|   | Code 2          | 100.00%                | 3                           | 2018-12-01            | 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 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

## 2019 Cumulative Performance Summary

| <b>LEGEND:</b> |  |
|----------------|--|
|                | 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 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------------|
| Zone C Urban    | Code 3 | 93%    | 93%    | 91%    | 92%    | 91%    | 90%    | 91%    | 90%    | 90%    | 90%    | 90%    | 91%    | Complete                   |
|                 | Code2  | 98%    | 99%    | 98%    | 98%    | 98%    | 98%    | 99%    | 98%    | 100%   | 97%    | 98%    | 99%    | 69                         |
| Zone C Suburban | Code 3 | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 97%    | 97%    | 100%   | 100%   | 11                         |
|                 | Code2  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |        |        | 0                          |
| Zone C Rural    | Code 3 | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 5                          |
|                 | Code2  | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |        | 100%   | 3                          |