

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

| Response Time Compliance Report for February 2019 | | | | | |
|---|----------|-----------------|----------------------|----------------|--------------|
| Zone | Priority | Zone Compliance | Total Incident Count | Responses From | Responses To |
| Zone 1 Urban | Code 3 | 90.27% | 1933 | 2019-02-01 | 2019-02-28 |
| | Code 2 | 93.00% | 829 | 2019-02-01 | 2019-02-28 |
| Zone 1 Suburban | Code 3 | 97.65% | 85 | 2019-01-01 | Not Complete |
| | Code 2 | 97.30% | 37 | 2019-01-01 | Not Complete |
| Zone 1 Rural | Code 3 | 100.00% | 66 | 2018-08-01 | Not Complete |
| | Code 2 | 100.00% | 33 | 2018-05-01 | Not Complete |
| Zone 1 Wilderness | Code 3 | 100.00% | 16 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 2 | 2018-05-01 | Not Complete |
| Zone 3 Urban | Code 3 | 91.80% | 427 | 2019-02-01 | 2019-02-28 |
| | Code 2 | 95.00% | 180 | 2019-02-01 | 2019-02-28 |
| Zone 3 Suburban | Code 3 | 96.59% | 88 | 2018-05-01 | Not Complete |
| | Code 2 | 94.44% | 18 | 2018-05-01 | Not Complete |
| Zone 3 Rural | Code 3 | 100.00% | 22 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 4 | 2018-05-01 | Not Complete |
| Zone 8 Urban | Code 3 | 94.80% | 404 | 2019-02-01 | 2019-02-28 |
| | Code 2 | 95.07% | 203 | 2019-02-01 | 2019-02-28 |
| Zone 8 Suburban | Code 3 | 83.33% | 24 | 2019-01-01 | Not Complete |
| | Code 2 | 96.00% | 50 | 2018-05-01 | Not Complete |
| Zone 8 Wilderness | Code 3 | 100.00% | 4 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 1 | 2018-05-01 | Not Complete |
| Zone 8 Rural and B | Code 3 | 79.71% | 69 | 2018-05-01 | Not Complete |
| | Code 2 | 90.00% | 20 | 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 | | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Cumulative Number of Calls |
| 1 Urban | Code 3 | 90% | 92% | 91% | 91% | 90% | 91% | 90% | 88% | 91% | 90% | 91% | 90% | Complete |
| | Code2 | 93% | 100% | 94% | 96% | 94% | 96% | 95% | 93% | 96% | 93% | 95% | 93% | Complete |
| 1 Suburban | Code 3 | 97% | 95% | 97% | 97% | 96% | 98% | 96% | 97% | 96% | 97% | 98% | 98% | 85 |
| | Code2 | 100% | 100% | 100% | 100% | 95% | 97% | 98% | 97% | 96% | 96% | 100% | 97% | 37 |
| 1 Rural | Code 3 | 98% | 98% | 99% | 99% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 66 |
| | Code2 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 33 |
| 1 Wilderness | Code 3 | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 16 |
| | Code2 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 2 |
| 3 Urban | Code 3 | 91% | 91% | 93% | 91% | 89% | 91% | 88% | 90% | 92% | 91% | 92% | 92% | Complete |
| | Code2 | 93% | 95% | 96% | 94% | 94% | 95% | 93% | 93% | 92% | 94% | 93% | 95% | Complete |
| 3 Suburban | Code 3 | 91% | 92% | 100% | 100% | 100% | 96% | 97% | 96% | 97% | 97% | 98% | 97% | 88 |
| | Code2 | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94% | 94% | 18 |
| 3 Rural | Code 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 22 |
| | Code2 | 83% | 83% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 4 |
| 8 Urban | Code 3 | 90% | 92% | 93% | 93% | 90% | 93% | 90% | 89% | 92% | 92% | 93% | 95% | Complete |
| | Code2 | 93% | 96% | 94% | 97% | 94% | 94% | 93% | 91% | 96% | 95% | 97% | 95% | Complete |
| 8 Suburban | Code 3 | 77% | 78% | 79% | 91% | 80% | 81% | 83% | 82% | 82% | 81% | 60% | 83% | 24 |
| | Code2 | 93% | 94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 96% | 50 |
| 8 Wilderness | Code 3 | 100% | 100% | | | | | | | | | 100% | 100% | 4 |
| | Code2 | 100% | 100% | | | | | | | | | 100% | 100% | 1 |
| 8 Rural and B | Code 3 | 83% | 82% | 50% | 75% | 75% | 84% | 79% | 80% | 80% | 82% | 81% | 80% | 69 |
| | Code2 | 76% | 77% | 100% | 100% | 100% | 78% | 78% | 85% | 85% | 88% | 89% | 90% | 20 |