

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

Response Time Compliance Report for April 2019					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	88.80%	2054	2019-04-01	2019-04-30
	Code 2	94.55%	899	2019-04-01	2019-04-30
Zone 1 Suburban	Code 3	96.67%	60	2019-04-01	Not Complete
	Code 2	95.77%	71	2019-01-01	Not Complete
Zone 1 Rural	Code 3	100.00%	84	2018-08-01	Not Complete
	Code 2	100.00%	39	2018-05-01	2019-04-30
Zone 1 Wilderness	Code 3	100.00%	19	2018-05-01	2019-04-30
	Code 2	100.00%	3	2018-05-01	2019-04-30
Zone 3 Urban	Code 3	88.76%	498	2019-04-01	2019-04-30
	Code 2	92.34%	235	2019-04-01	2019-04-30
Zone 3 Suburban	Code 3	95.10%	102	2018-05-01	2019-04-30
	Code 2	90.48%	21	2018-05-01	2019-04-30
Zone 3 Rural	Code 3	100.00%	28	2018-05-01	2019-04-30
	Code 2	100.00%	4	2018-05-01	2019-04-30
Zone 8 Urban	Code 3	89.50%	524	2019-04-01	2019-04-30
	Code 2	93.07%	231	2019-04-01	2019-04-30
Zone 8 Suburban	Code 3	74.00%	50	2019-01-01	Not Complete
	Code 2	96.61%	59	2018-05-01	2019-04-30
Zone 8 Wilderness	Code 3	100.00%	4	2018-05-01	2019-04-30
	Code 2	100.00%	1	2018-05-01	2019-04-30
Zone 8 Rural and B	Code 3	80.23%	86	2018-05-01	2019-04-30
	Code 2	91.30%	23	2018-05-01	2019-04-30

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		May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	Cumulative Number of Calls
1 Urban	Code 3	91%	91%	90%	91%	90%	88%	91%	90%	91%	90%	90%	89%	Complete
	Code2	94%	96%	94%	96%	95%	93%	96%	93%	95%	93%	95%	95%	Complete
1 Suburban	Code 3	97%	97%	96%	98%	96%	97%	96%	97%	98%	98%	98%	97%	60
	Code2	100%	100%	95%	97%	98%	97%	96%	96%	100%	97%	98%	96%	71
1 Rural	Code 3	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Complete
1 Wilderness	Code 3		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Complete
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Complete
3 Urban	Code 3	93%	91%	89%	91%	88%	90%	92%	91%	92%	92%	90%	89%	Complete
	Code2	96%	94%	94%	95%	93%	93%	92%	94%	93%	95%	97%	92%	Complete
3 Suburban	Code 3	100%	100%	100%	96%	97%	96%	97%	97%	98%	97%	95%	95%	Complete
	Code2		100%	100%	100%	100%	100%	100%	100%	94%	94%	89%	90%	Complete
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Complete
	Code2			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Complete
8 Urban	Code 3	93%	93%	90%	93%	90%	89%	92%	92%	93%	95%	94%	90%	Complete
	Code2	94%	97%	94%	94%	93%	91%	96%	95%	97%	95%	96%	93%	Complete
8 Suburban	Code 3	79%	91%	80%	81%	83%	82%	82%	81%	60%	83%	77%	74%	50
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	98%	96%	96%	97%	Complete
8 Wilderness	Code 3									100%	100%	100%	100%	Complete
	Code2									100%	100%	100%	100%	Complete
8 Rural and B	Code 3	50%	75%	75%	84%	79%	80%	80%	82%	81%	80%	80%	80%	Complete
	Code2	100%	100%	100%	78%	78%	85%	85%	88%	89%	90%	91%	91%	Complete