

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

Response Compliance Report for May 2019					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	87.97%	2070	2019-05-01	2019-05-31
	Code 2	93.66%	915	2019-05-01	2019-05-31
Zone 1 Suburban	Code 3	96.64%	119	2019-04-01	2019-05-31
	Code 2	96.47%	85	2019-01-01	Not Complete
Zone 1 Rural	Code 3	100.00%	88	2018-08-01	Not Complete
	Code 2	100.00%	2	2019-05-01	Not Complete
Zone 1 Wilderness	Code 2	100.00%	1	2019-05-01	Not Complete
Zone 3 Urban	Code 3	90.20%	459	2019-05-01	2019-05-31
	Code 2	96.21%	264	2019-05-01	2019-05-31
Zone 3 Suburban	Code 3	92.86%	14	2019-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	3	2019-05-01	Not Complete
Zone 8 Urban	Code 3	90.98%	510	2019-05-01	2019-05-31
	Code 2	93.10%	203	2019-05-01	2019-05-31
Zone 8 Suburban	Code 3	76.67%	60	2019-01-01	Not Complete
	Code 2	80.00%	5	2019-05-01	Not Complete
Zone 8 Rural and B	Code 3	83.33%	6	2019-05-01	Not Complete
	Code 2	50.00%	2	2019-05-01	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		Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Cumulative Number of Calls
1 Urban	Code 3	91%	90%	91%	90%	88%	91%	90%	91%	90%	90%	89%	88%	Complete
	Code2	96%	94%	96%	95%	93%	96%	93%	95%	93%	95%	95%	94%	Complete
1 Suburban	Code 3	97%	96%	98%	96%	97%	96%	97%	98%	98%	98%	97%	97%	Complete
	Code2	100%	95%	97%	98%	97%	96%	96%	100%	97%	98%	96%	96%	85
1 Rural	Code 3	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2
1 Wilderness	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		0
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1
3 Urban	Code 3	91%	89%	91%	88%	90%	92%	91%	92%	92%	90%	89%	90%	Complete
	Code2	94%	94%	95%	93%	93%	92%	94%	93%	95%	97%	92%	96%	Complete
3 Suburban	Code 3	100%	100%	96%	97%	96%	97%	97%	98%	97%	95%	95%	93%	14
	Code2	100%	100%	100%	100%	100%	100%	100%	94%	94%	89%	90%		0
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	3
	Code2		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		0
8 Urban	Code 3	93%	90%	93%	90%	89%	92%	92%	93%	95%	94%	90%	91%	Complete
	Code2	97%	94%	94%	93%	91%	96%	95%	97%	95%	96%	93%	93%	Complete
8 Suburban	Code 3	91%	80%	81%	83%	82%	82%	81%	60%	83%	77%	74%	77%	60
	Code2	100%	100%	100%	100%	100%	100%	100%	98%	96%	96%	97%	80%	5
8 Wilderness	Code 3								100%	100%	100%	100%		0
	Code2								100%	100%	100%	100%		0
8 Rural and B	Code 3	75%	75%	84%	79%	80%	80%	82%	81%	80%	80%	80%	83%	6
	Code2	100%	100%	78%	78%	85%	85%	88%	89%	90%	91%	91%	50%	2