

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

Response Compliance Report for June 2019					
Zone	Priority	Zone Compliance	Total Inc Count	Responses From	Responses To
Zone 1 Urban	Code 3	92.35%	2078	2019-06-01	2019-06-30
	Code 2	95.47%	1038	2019-06-01	2019-06-30
Zone 1 Suburban	Code 3	94.87%	39	2019-06-01	Not Complete
	Code 2	97.37%	114	2019-01-01	2019-06-30
Zone 1 Rural	Code 3	100.00%	95	2018-08-01	Not Complete
	Code 2	100.00%	7	2019-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	1	2019-05-01	Not Complete
	Code 2	100.00%	1	2019-05-01	Not Complete
Zone 3 Urban	Code 3	91.24%	468	2019-06-01	2019-06-30
	Code 2	95.40%	239	2019-06-01	2019-06-30
Zone 3 Suburban	Code 3	96.30%	27	2019-05-01	Not Complete
	Code 2	100.00%	2	2019-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	3	2019-05-01	Not Complete
	Code 2	0.00%	1	2019-05-01	Not Complete
Zone 8 Urban	Code 3	91.95%	497	2019-06-01	2019-06-30
	Code 2	92.02%	238	2019-06-01	2019-06-30
Zone 8 Suburban	Code 3	75.61%	82	2019-01-01	Not Complete
	Code 2	85.71%	7	2019-05-01	Not Complete
Zone 8 Wilderness	Code 3	100.00%	1	2019-05-01	Not Complete
Zone 8 Rural and B	Code 3	88.24%	17	2019-05-01	Not Complete
	Code 2	75.00%	4	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		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Cumulative Number of Calls
1 Urban	Code 3	90.0%	91.1%	90.1%	88.2%	91.1%	89.7%	90.6%	90.3%	90.0%	88.8%	88.0%	92.3%	Complete
	Code2	93.8%	96.0%	95.5%	93.3%	96.1%	93.0%	94.7%	93.0%	95.1%	94.5%	93.7%	95.5%	Complete
1 Suburban	Code 3	95.7%	97.7%	96.2%	97.4%	95.9%	96.7%	97.7%	97.6%	97.9%	96.7%	96.6%	94.9%	39
	Code2	95.0%	96.6%	97.6%	96.6%	96.4%	96.1%	100.0%	97.3%	98.0%	95.8%	96.5%	97.4%	Complete
1 Rural	Code 3	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	7
1 Wilderness	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	1
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	1
3 Urban	Code 3	89.1%	91.0%	87.6%	90.1%	91.6%	91.2%	91.6%	91.8%	90.1%	88.8%	90.2%	91.2%	Complete
	Code2	94.4%	95.0%	92.9%	93.1%	91.9%	94.3%	92.9%	95.0%	97.0%	92.3%	96.2%	95.4%	Complete
3 Suburban	Code 3	100.0%	95.7%	96.9%	95.6%	96.6%	97.1%	97.5%	96.6%	94.7%	95.1%	92.9%	96.3%	27
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	94.4%	89.5%	90.5%		100.0%	2
3 Rural	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	3
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		0.0%	1
8 Urban	Code 3	90.4%	92.9%	90.5%	89.0%	91.8%	91.8%	93.1%	94.8%	93.7%	89.5%	91.0%	92.0%	Complete
	Code2	93.8%	94.2%	93.1%	91.4%	95.6%	95.1%	96.7%	95.1%	95.6%	93.1%	93.1%	92.0%	Complete
8 Suburban	Code 3	80.0%	81.1%	82.8%	82.1%	82.0%	81.0%	60.0%	83.3%	77.1%	74.0%	76.7%	75.6%	82
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	96.0%	96.4%	96.6%	80.0%	85.7%	7
8 Wilderness	Code 3							100.0%	100.0%	100.0%	100.0%		100.0%	1
	Code2							100.0%	100.0%	100.0%	100.0%			0
8 Rural and B	Code 3	75.0%	83.9%	78.9%	80.0%	80.4%	82.1%	80.6%	79.7%	80.0%	80.2%	83.3%	88.2%	17
	Code2	100.0%	77.8%	77.8%	84.6%	84.6%	88.2%	88.9%	90.0%	90.9%	91.3%	50.0%	75.0%	4