Mountain-Valley
EMERGENCY MEDICAL SERVICES AGENCY

Public Response Time Compliance Report
American Medical Response – West
August 2019

Response Time Compliance Report for August 2019					
Zone	**Priority**	**Zone Compliance**	**Total Incident Count**	**Responses From**	**Responses To**
Zone 1 Urban	Code 3	89.22%	2170	2019-08-01	2019-08-31
	Code 2	92.90%	1127	2019-08-01	2019-08-31
Zone 1 Suburban	Code 3	95.27%	148	2019-06-01	2019-08-31
	Code 2	96.88%	32	2019-07-01	Not Complete
Zone 1 Rural	Code 3	100.00%	8	2019-08-01	Not Complete
	Code 2	92.31%	13	2019-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	7	2019-05-01	Not Complete
	Code 2	100.00%	3	2019-05-01	Not Complete
Zone 3 Urban	Code 3	86.25%	538	2019-08-01	2019-08-31
	Code 2	95.17%	269	2019-08-01	2019-08-31
Zone 3 Suburban	Code 3	97.67%	43	2019-05-01	Not Complete
	Code 2	71.43%	7	2019-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	7	2019-05-01	Not Complete
	Code 2	50.00%	2	2019-05-01	Not Complete
Zone 8 Urban	Code 3	89.59%	509	2019-08-01	2019-08-31
	Code 2	93.03%	244	2019-08-01	2019-08-31
Zone 8 Suburban	Code 3	73.45%	113	2019-01-01	2019-08-31
	Code 2	86.67%	15	2019-05-01	Not Complete
Zone 8 Wilderness	Code 3	100.00%	2	2019-05-01	Not Complete
Zone 8 Rural and B	Code 3	80.00%	40	2019-05-01	Not Complete
	Code 2	90.00%	10	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:

(blue)	Incomplete Compliance Period
(green)	Complete Compliance Period that is Compliant
(red)	Complete Compliance Period that is Non-Compliant
(orange)	Zero Calls

		Response Time Compliance												
Zone		Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Cumulative Number of Calls
1 Urban	Code 3	90.1%	88.2%	91.1%	89.7%	90.6%	90.3%	90.0%	88.8%	88.0%	92.3%	91.3%	89.2%	Complete
	Code2	95.5%	93.3%	96.1%	93.0%	94.7%	93.0%	95.1%	94.5%	93.7%	95.5%	95.1%	92.9%	Complete
1 Suburban	Code 3	96.2%	97.4%	95.9%	96.7%	97.7%	97.6%	97.9%	96.7%	96.6%	94.9%	95.7%	95.3%	Complete
	Code2	97.6%	96.6%	96.4%	96.1%	100.0%	97.3%	98.0%	95.8%	96.5%	97.4%	100.0%	96.9%	32
1 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%	8
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	92.3%	13
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%	7
	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%	3
3 Urban	Code 3	87.6%	90.1%	91.6%	91.2%	91.6%	91.8%	90.1%	88.8%	90.2%	91.2%	91.4%	86.2%	Complete
	Code2	92.9%	93.1%	91.9%	94.3%	92.9%	95.0%	97.0%	92.3%	96.2%	95.4%	98.0%	95.2%	Complete
3 Suburban	Code 3	96.9%	95.6%	96.6%	97.1%	97.5%	96.6%	94.7%	95.1%	92.9%	96.3%	97.1%	97.7%	43
	Code2	100.0%	100.0%	100.0%	100.0%	94.1%	94.4%	89.5%	90.5%		100.0%	80.0%	71.4%	7
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%	7
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		0.0%	50.0%	50.0%	2
8 Urban	Code 3	90.5%	89.0%	91.8%	91.8%	93.1%	94.8%	93.7%	89.5%	91.0%	92.0%	89.5%	89.6%	Complete
	Code2	93.1%	91.4%	95.6%	95.1%	96.7%	95.1%	95.6%	93.1%	93.1%	92.0%	92.5%	93.0%	Complete
8 Suburban	Code 3	82.8%	82.1%	82.0%	81.0%	60.0%	83.3%	77.1%	74.0%	76.7%	75.6%	76.3%	73.5%	Complete
	Code2	100.0%	100.0%	100.0%	100.0%	97.8%	96.0%	96.4%	96.6%	80.0%	85.7%	90.0%	86.7%	15
8 Wilderness	Code 3					100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	2
	Code2					100.0%	100.0%	100.0%	100.0%					0
8 Rural and B	Code 3	78.9%	80.0%	80.4%	82.1%	80.6%	79.7%	80.0%	80.2%	83.3%	88.2%	91.3%	80.0%	40
	Code2	77.8%	84.6%	84.6%	88.2%	88.9%	90.0%	90.9%	91.3%	50.0%	75.0%	87.5%	90.0%	10