



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

Response Time Compliance Report for September 2019					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	90.12%	2024	2019-09-01	2019-09-30
	Code 2	93.43%	1004	2019-09-01	2019-09-30
Zone 1 Suburban	Code 3	100.00%	53	2019-09-01	Not Complete
	Code 2	96.30%	54	2019-07-01	Not Complete
Zone 1 Rural	Code 3	100.00%	16	2019-08-01	Not Complete
	Code 2	94.12%	17	2019-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	8	2019-05-01	Not Complete
	Code 2	100.00%	3	2019-05-01	Not Complete
Zone 3 Urban	Code 3	88.31%	496	2019-09-01	2019-09-30
	Code 2	95.93%	246	2019-09-01	2019-09-30
Zone 3 Suburban	Code 3	96.23%	53	2019-05-01	Not Complete
	Code 2	77.78%	9	2019-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	8	2019-05-01	Not Complete
	Code 2	75.00%	4	2019-05-01	Not Complete
Zone 8 Urban	Code 3	90.64%	481	2019-09-01	2019-09-30
	Code 2	93.84%	211	2019-09-01	2019-09-30
Zone 8 Suburban	Code 3	94.12%	17	2019-09-01	Not Complete
	Code 2	83.33%	18	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	82.61%	46	2019-05-01	Not Complete
	Code 2	83.33%	12	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		Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Cumulative Number of Calls
1 Urban	Code 3	88.2%	91.1%	89.7%	90.6%	90.3%	90.0%	88.8%	88.0%	92.3%	91.3%	89.2%	90.1%	Complete
	Code2	93.3%	96.1%	93.0%	94.7%	93.0%	95.1%	94.5%	93.7%	95.5%	95.1%	92.9%	93.4%	Complete
1 Suburban	Code 3	97.4%	95.9%	96.7%	97.7%	97.6%	97.9%	96.7%	96.6%	94.9%	95.7%	95.3%	100.0%	53
	Code2	96.6%	96.4%	96.1%	100.0%	97.3%	98.0%	95.8%	96.5%	97.4%	100.0%	96.9%	96.3%	54
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%	16
	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%	17
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%	8
	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	90.1%	91.6%	91.2%	91.6%	91.8%	90.1%	88.8%	90.2%	91.2%	91.4%	86.2%	88.3%	Complete
	Code2	93.1%	91.9%	94.3%	92.9%	95.0%	97.0%	92.3%	96.2%	95.4%	98.0%	95.2%	95.9%	Complete
3 Suburban	Code 3	95.6%	96.6%	97.1%	97.5%	96.6%	94.7%	95.1%	92.9%	96.3%	97.1%	97.7%	96.2%	53
	Code2	100.0%	100.0%	100.0%	94.1%	94.4%	89.5%	90.5%		100.0%	80.0%	71.4%	77.8%	9
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%	8
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		0.0%	50.0%	50.0%	75.0%	4
8 Urban	Code 3	89.0%	91.8%	91.8%	93.1%	94.8%	93.7%	89.5%	91.0%	92.0%	89.5%	89.6%	90.6%	Complete
	Code2	91.4%	95.6%	95.1%	96.7%	95.1%	95.6%	93.1%	93.1%	92.0%	92.5%	93.0%	93.8%	Complete
8 Suburban	Code 3	82.1%	82.0%	81.0%	60.0%	83.3%	77.1%	74.0%	76.7%	75.6%	76.3%	73.5%	94.1%	17
	Code2	100.0%	100.0%	100.0%	97.8%	96.0%	96.4%	96.6%	80.0%	85.7%	90.0%	86.7%	83.3%	18
8 Wilderness	Code 3				100.0%	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	80.0%	80.4%	82.1%	80.6%	79.7%	80.0%	80.2%	83.3%	88.2%	91.3%	80.0%	82.6%	46
	Code2	84.6%	84.6%	88.2%	88.9%	90.0%	90.9%	91.3%	50.0%	75.0%	87.5%	90.0%	83.3%	12