

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

Response Time Compliance Report for December 2019					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	88.18%	2149	2019-12-01	2019-12-31
	Code 2	90.05%	1105	2019-12-01	2019-12-31
Zone 1 Suburban	Code 3	95.61%	114	2019-11-01	2019-12-31
	Code 2	97.46%	118	2019-07-01	2019-12-31
Zone 1 Rural	Code 3	97.22%	36	2019-08-01	Not Complete
	Code 2	95.83%	24	2019-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	12	2019-05-01	Not Complete
	Code 2	100.00%	5	2019-05-01	Not Complete
Zone 3 Urban	Code 3	85.58%	548	2019-12-01	2019-12-31
	Code 2	90.08%	262	2019-12-01	2019-12-31
Zone 3 Suburban	Code 3	97.10%	69	2019-05-01	Not Complete
	Code 2	81.25%	16	2019-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	17	2019-05-01	Not Complete
	Code 2	80.00%	5	2019-05-01	Not Complete
Zone 8 Urban	Code 3	87.84%	551	2019-12-01	2019-12-31
	Code 2	91.61%	274	2019-12-01	2019-12-31
Zone 8 Suburban	Code 3	80.65%	62	2019-09-01	Not Complete
	Code 2	87.10%	31	2019-05-01	Not Complete
Zone 8 Wilderness	Code 3	100.00%	4	2019-05-01	Not Complete
Zone 8 Rural and B	Code 3	84.38%	64	2019-05-01	Not Complete
	Code 2	76.00%	25	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		Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Cumulative Number of Calls
1 Urban	Code 3	90.6%	90.3%	90.0%	88.8%	88.0%	92.3%	91.3%	89.2%	90.1%	87.9%	89.4%	88.2%	Complete
	Code2	94.7%	93.0%	95.1%	94.5%	93.7%	95.5%	95.1%	92.9%	93.4%	94.0%	91.7%	90.0%	Complete
1 Suburban	Code 3	97.7%	97.6%	97.9%	96.7%	96.6%	94.9%	95.7%	95.3%	100.0%	99.1%	95.5%	95.6%	Complete
	Code2	100.0%	97.3%	98.0%	95.8%	96.5%	97.4%	100.0%	96.9%	96.3%	95.7%	96.8%	97.5%	Complete
1 Rural	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	96.2%	36
	Code2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	92.3%	94.1%	94.4%	95.0%	95.8%	24
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%	12
	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%	5
3 Urban	Code 3	91.6%	91.8%	90.1%	88.8%	90.2%	91.2%	91.4%	86.2%	88.3%	90.2%	90.8%	85.6%	Complete
	Code2	92.9%	95.0%	97.0%	92.3%	96.2%	95.4%	98.0%	95.2%	95.9%	91.4%	93.9%	90.1%	Complete
3 Suburban	Code 3	97.5%	96.6%	94.7%	95.1%	92.9%	96.3%	97.1%	97.7%	96.2%	96.4%	96.9%	97.1%	69
	Code2	94.1%	94.4%	89.5%	90.5%		100.0%	80.0%	71.4%	77.8%	75.0%	80.0%	81.3%	16
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%	17
	Code2	100.0%	100.0%	100.0%	100.0%		0.0%	50.0%	50.0%	75.0%	75.0%	80.0%	80.0%	5
8 Urban	Code 3	93.1%	94.8%	93.7%	89.5%	91.0%	92.0%	89.5%	89.6%	90.6%	87.1%	84.8%	87.8%	Complete
	Code2	96.7%	95.1%	95.6%	93.1%	93.1%	92.0%	92.5%	93.0%	93.8%	90.5%	90.7%	91.6%	Complete
8 Suburban	Code 3	60.0%	83.3%	77.1%	74.0%	76.7%	75.6%	76.3%	73.5%	94.1%	86.5%	85.4%	80.6%	62
	Code2	97.8%	96.0%	96.4%	96.6%	80.0%	85.7%	90.0%	86.7%	83.3%	85.7%	84.6%	87.1%	31
8 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%	4
	Code2	100.0%	100.0%	100.0%	100.0%									0
8 Rural and B	Code 3	80.6%	79.7%	80.0%	80.2%	83.3%	88.2%	91.3%	80.0%	82.6%	83.3%	85.0%	84.4%	64
	Code2	88.9%	90.0%	90.9%	91.3%	50.0%	75.0%	87.5%	90.0%	83.3%	80.0%	77.8%	76.0%	25