



**Public Response Time Compliance Report
American Medical Response – West
July 2021**

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 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

Response Time Compliance Report for July 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/07/01	2021/07/31	1043	86.29%
	Code 3	2021/07/01	2021/07/31	2276	93.59%
Zone 1 Suburban and Rural	Code 2	2020/12/01		186	87.63%
	Code 3	2021/07/01		73	94.52%
Zone 1 Wilderness	Code 2	2020/01/01		8	100.00%
	Code 3	2020/01/01		45	100.00%
Zone 3 Urban	Code 2	2021/07/01	2021/07/31	265	81.13%
	Code 3	2021/07/01	2021/07/31	542	87.08%
Zone 3 Suburban and Rural	Code 2	2020/01/01		58	87.93%
	Code 3	2020/01/01		157	97.45%
Zone 8 Urban	Code 2	2021/07/01	2021/07/31	307	86.64%
	Code 3	2021/07/01	2021/07/31	557	87.25%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		198	93.94%
	Code 3	2021/07/01		26	100.00%
Zone 8 Wilderness	Code 2	2020/01/01		0	--
	Code 3	2020/01/01		3	100.00%
Zone C Urban	Code 2	2021/01/01		136	89.71%
	Code 3	2021/06/01		96	67.71%
Zone C Suburban and Rural	Code 2	2020/01/01		52	94.23%
	Code 3	2020/01/01		136	98.53%

2021 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		Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Compliance Period Responses
Zone 1 Urban	Code 2	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	Complete
	Code 3	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	Complete
Zone 1 Suburban and Rural	Code 2	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	186
	Code 3	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	73
Zone 1 Wilderness	Code 2	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
	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%	45
Zone 3 Urban	Code 2	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	Complete
	Code 3	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	Complete
Zone 3 Suburban and Rural	Code 2	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	58
	Code 3	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	157
Zone 8 Urban	Code 2	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	Complete
	Code 3	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	Complete
Zone 8 and B Suburban and Rural	Code 2	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	198
	Code 3	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	26
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	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
Zone C Urban	Code 2	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	136
	Code 3	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	96
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	52
	Code 3	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	136