



**Public Response Time Compliance Report
American Medical Response – West
August 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 August 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/08/01	2021/08/31	1046	82.98%
	Code 3	2021/08/01	2021/08/31	2411	93.28%
Zone 1 Suburban and Rural	Code 2	2020/12/01		213	87.32%
	Code 3	2021/07/01		145	94.48%
Zone 1 Wilderness	Code 2	2020/01/01		9	100.00%
	Code 3	2020/01/01		46	100.00%
Zone 3 Urban	Code 2	2021/08/01	2021/08/31	270	81.48%
	Code 3	2021/08/01	2021/08/31	627	83.41%
Zone 3 Suburban and Rural	Code 2	2020/01/01		62	88.71%
	Code 3	2020/01/01		165	96.97%
Zone 8 Urban	Code 2	2021/08/01	2021/08/31	308	78.25%
	Code 3	2021/08/01	2021/08/31	610	80.49%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		211	93.84%
	Code 3	2021/07/01		69	92.75%
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		161	88.20%
	Code 3	2021/06/01		155	65.81%
Zone C Suburban and Rural	Code 2	2020/01/01		55	94.55%
	Code 3	2020/01/01		144	98.61%

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		Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Compliance Period Responses
Zone 1 Urban	Code 2	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	Complete
	Code 3	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	Complete
Zone 1 Suburban and Rural	Code 2	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	213
	Code 3	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	145
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%	9
	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%	46
Zone 3 Urban	Code 2	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	Complete
	Code 3	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	Complete
Zone 3 Suburban and Rural	Code 2	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	62
	Code 3	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	165
Zone 8 Urban	Code 2	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	Complete
	Code 3	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	Complete
Zone 8 and B Suburban and Rural	Code 2	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	211
	Code 3	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	69
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	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	161
	Code 3	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	155
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	55
	Code 3	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	144