



**Public Response Time Compliance Report
 American Medical Response – West
 September 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 September 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/09/01	2021/09/30	1007	85.70%
	Code 3	2021/09/01	2021/09/30	2316	94.08%
Zone 1 Suburban and Rural	Code 2	2020/12/01		244	86.48%
	Code 3	2021/07/01		211	95.26%
Zone 1 Wilderness	Code 2	2020/01/01		10	100.00%
	Code 3	2020/01/01		51	100.00%
Zone 3 Urban	Code 2	2021/09/01		233	84.55%
	Code 3	2021/09/01	2021/09/30	597	87.60%
Zone 3 Suburban and Rural	Code 2	2020/01/01		65	87.69%
	Code 3	2020/01/01		177	96.61%
Zone 8 Urban	Code 2	2021/09/01	2021/09/30	265	77.36%
	Code 3	2021/09/01	2021/09/30	581	81.58%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		222	94.14%
	Code 3	2021/07/01		107	91.59%
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		173	87.28%
	Code 3	2021/06/01		227	66.96%
Zone C Suburban and Rural	Code 2	2020/01/01		58	94.83%
	Code 3	2020/01/01		153	98.69%

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		Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Compliance Period Responses
Zone 1 Urban	Code 2	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	85.7%	Complete
	Code 3	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	94.1%	Complete
Zone 1 Suburban and Rural	Code 2	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	86.5%	244
	Code 3	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	95.3%	211
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%	10
	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%	51
Zone 3 Urban	Code 2	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	84.5%	233
	Code 3	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	87.6%	Complete
Zone 3 Suburban and Rural	Code 2	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	87.7%	65
	Code 3	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	96.6%	177
Zone 8 Urban	Code 2	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	77.4%	Complete
	Code 3	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	81.6%	Complete
Zone 8 and B Suburban and Rural	Code 2	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	94.1%	222
	Code 3	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	91.6%	107
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%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	87.3%	173
	Code 3	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	67.0%	227
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	94.8%	58
	Code 3	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	98.7%	153