



**Public Response Time Compliance Report
 American Medical Response – West
 October 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 October 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/10/01	2021/10/31	1058	82.23%
	Code 3	2021/10/01	2021/10/31	2270	91.54%
Zone 1 Suburban and Rural	Code 2	2020/12/01	2021/10/31	271	85.24%
	Code 3	2021/07/01	2021/10/31	284	94.72%
Zone 1 Wilderness	Code 2	2020/01/01		10	100.00%
	Code 3	2020/01/01		53	100.00%
Zone 3 Urban	Code 2	2021/09/01	2021/10/31	429	83.45%
	Code 3	2021/10/01	2021/10/31	561	85.56%
Zone 3 Suburban and Rural	Code 2	2020/01/01		68	86.76%
	Code 3	2020/01/01		192	96.35%
Zone 8 Urban	Code 2	2021/10/01	2021/10/31	270	83.33%
	Code 3	2021/10/01	2021/10/31	615	78.37%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		236	94.49%
	Code 3	2021/07/01		141	90.07%
Zone 8 Wilderness	Code 2	2020/01/01		0	--
	Code 3	2020/01/01		4	100.00%
Zone C Urban	Code 2	2021/01/01		197	85.79%
	Code 3	2021/06/01	2021/10/31	287	64.81%
Zone C Suburban and Rural	Code 2	2020/01/01		66	92.42%
	Code 3	2020/01/01		165	96.97%

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		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Compliance Period Responses
Zone 1 Urban	Code 2	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	85.7%	82.2%	Complete
	Code 3	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	94.1%	91.5%	Complete
Zone 1 Suburban and Rural	Code 2	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	86.5%	85.2%	Complete
	Code 3	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	95.3%	94.7%	Complete
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%	53
Zone 3 Urban	Code 2	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	84.5%	83.4%	Complete
	Code 3	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	87.6%	85.6%	Complete
Zone 3 Suburban and Rural	Code 2	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	87.7%	86.8%	68
	Code 3	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	96.6%	96.4%	192
Zone 8 Urban	Code 2	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	77.4%	83.3%	Complete
	Code 3	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	81.6%	78.4%	Complete
Zone 8 and B Suburban and Rural	Code 2	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	94.1%	94.5%	236
	Code 3	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	91.6%	0.900709	141
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%	4
Zone C Urban	Code 2	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	87.3%	85.8%	197
	Code 3	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	67.0%	64.8%	Complete
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	94.8%	92.4%	66
	Code 3	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	98.7%	97.0%	165