



**Public Response Time Compliance Report  
 American Medical Response – West  
 December 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 December 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/12/01	2021/12/31	980	86.53%
	Code 3	2021/12/01	2021/12/31	2132	91.79%
Zone 1 Suburban and Rural	Code 2	2021/11/01		56	87.50%
	Code 3	2021/11/01		146	93.15%
Zone 1 Wilderness	Code 2	2020/01/01		10	100.00%
	Code 3	2020/01/01		57	100.00%
Zone 3 Urban	Code 2	2021/11/01	2021/12/31	438	84.47%
	Code 3	2021/12/01	2021/12/31	535	81.31%
Zone 3 Suburban and Rural	Code 2	2020/01/01		75	85.33%
	Code 3	2020/01/01		217	96.31%
Zone 8 Urban	Code 2	2021/12/01	2021/12/31	287	83.28%
	Code 3	2021/12/01	2021/12/31	576	82.29%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01	2021/12/31	253	94.86%
	Code 3	2021/07/01		189	89.95%
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	2021/12/31	247	84.62%
	Code 3	2021/11/01		113	53.98%
Zone C Suburban and Rural	Code 2	2020/01/01		75	93.33%
	Code 3	2020/01/01		179	96.09%

## 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		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Compliance Period Responses
Zone 1 Urban	Code 2	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	85.7%	82.2%	86.0%	86.5%	Complete
	Code 3	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	94.1%	91.5%	92.7%	91.8%	Complete
Zone 1 Suburban and Rural	Code 2	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	86.5%	85.2%	78.9%	87.5%	56
	Code 3	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	95.3%	94.7%	93.3%	93.2%	146
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%	57
Zone 3 Urban	Code 2	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	84.5%	83.4%	84.4%	84.5%	Complete
	Code 3	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	87.6%	85.6%	90.1%	81.3%	Complete
Zone 3 Suburban and Rural	Code 2	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	87.7%	86.8%	87.1%	85.3%	75
	Code 3	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	96.6%	96.4%	96.7%	96.3%	217
Zone 8 Urban	Code 2	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	77.4%	83.3%	78.6%	83.3%	Complete
	Code 3	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	81.6%	78.4%	85.5%	82.3%	Complete
Zone 8 and B Suburban and Rural	Code 2	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	94.1%	94.5%	94.7%	94.9%	Complete
	Code 3	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	91.6%	90.1%	90.5%	89.9%	189
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	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	87.3%	85.8%	85.7%	84.6%	Complete
	Code 3	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	67.0%	64.8%	59.2%	54.0%	113
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	94.8%	92.4%	92.9%	93.3%	75
	Code 3	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	98.7%	97.0%	96.6%	96.1%	179