



**Public Response Time Compliance Report
 American Medical Response – West
 November 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 November 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/11/01	2021/11/30	974	86.04%
	Code 3	2021/11/01	2021/11/30	2130	92.68%
Zone 1 Suburban and Rural	Code 2	2021/11/01		19	78.95%
	Code 3	2021/11/01		90	93.33%
Zone 1 Wilderness	Code 2	2020/01/01		10	100.00%
	Code 3	2020/01/01		56	100.00%
Zone 3 Urban	Code 2	2021/11/01		224	84.38%
	Code 3	2021/11/01	2021/11/30	467	90.15%
Zone 3 Suburban and Rural	Code 2	2020/01/01		70	87.14%
	Code 3	2020/01/01		211	96.68%
Zone 8 Urban	Code 2	2021/11/01	2021/11/30	271	78.60%
	Code 3	2021/11/01	2021/11/30	545	85.50%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		243	94.65%
	Code 3	2021/07/01		168	90.48%
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		223	85.65%
	Code 3	2021/11/01		49	59.18%
Zone C Suburban and Rural	Code 2	2020/01/01		70	92.86%
	Code 3	2020/01/01		174	96.55%

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		Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Compliance Period Responses
Zone 1 Urban	Code 2	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	85.7%	82.2%	86.0%	Complete
	Code 3	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	94.1%	91.5%	92.7%	Complete
Zone 1 Suburban and Rural	Code 2	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	86.5%	85.2%	78.9%	19
	Code 3	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	95.3%	94.7%	93.3%	90
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%	56
Zone 3 Urban	Code 2	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	84.5%	83.4%	84.4%	224
	Code 3	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	87.6%	85.6%	90.1%	Complete
Zone 3 Suburban and Rural	Code 2	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	87.7%	86.8%	87.1%	70
	Code 3	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	96.6%	96.4%	96.7%	211
Zone 8 Urban	Code 2	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	77.4%	83.3%	78.6%	Complete
	Code 3	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	81.6%	78.4%	85.5%	Complete
Zone 8 and B Suburban and Rural	Code 2	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	94.1%	94.5%	94.7%	243
	Code 3	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	91.6%	90.1%	90.5%	168
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	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	87.3%	85.8%	85.7%	223
	Code 3	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	67.0%	64.8%	59.2%	49
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	94.8%	92.4%	92.9%	70
	Code 3	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	98.7%	97.0%	96.6%	174