



**Public Response Time Compliance Report
 American Medical Response – West
 January 2022**

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 January 2022					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2022/01/01	2022/01/31	1009	86.42%
	Code 3	2022/01/01	2022/01/31	2369	88.27%
Zone 1 Suburban and Rural	Code 2	2021/11/01		85	84.71%
	Code 3	2021/11/01		227	92.51%
Zone 1 Wilderness	Code 2	2020/01/01		11	100.00%
	Code 3	2020/01/01		58	100.00%
Zone 3 Urban	Code 2	2022/01/01		213	79.34%
	Code 3	2022/01/01	2022/01/31	556	77.52%
Zone 3 Suburban and Rural	Code 2	2020/01/01		80	86.25%
	Code 3	2020/01/01		220	96.36%
Zone 8 Urban	Code 2	2022/01/01	2022/01/31	333	73.57%
	Code 3	2022/01/01	2022/01/31	602	76.25%
Zone 8 and B Suburban and Rural	Code 2	2022/01/01		8	50.00%
	Code 3	2021/07/01		214	88.32%
Zone 8 Wilderness	Code 2	2020/01/01		0	--
	Code 3	2020/01/01		4	100.00%
Zone C Urban	Code 2	2022/01/01		18	72.22%
	Code 3	2021/11/01		168	52.38%
Zone C Suburban and Rural	Code 2	2020/01/01		76	92.11%
	Code 3	2020/01/01		189	95.24%

2022 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		Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Compliance Period Responses
Zone 1 Urban	Code 2	88.9%	88.8%	89.2%	87.9%	85.0%	86.3%	83.0%	85.7%	82.2%	86.0%	86.5%	86.4%	Complete
	Code 3	95.9%	94.1%	94.9%	94.7%	94.4%	93.6%	93.3%	94.1%	91.5%	92.7%	91.8%	88.3%	Complete
Zone 1 Suburban and Rural	Code 2	95.2%	90.0%	87.9%	88.6%	87.4%	87.6%	87.3%	86.5%	85.2%	78.9%	87.5%	84.7%	85
	Code 3	96.7%	95.9%	96.6%	96.2%	94.6%	94.5%	94.5%	95.3%	94.7%	93.3%	93.2%	92.5%	227
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%	11
	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%	58
Zone 3 Urban	Code 2	90.3%	90.0%	87.3%	86.5%	89.2%	81.1%	81.5%	84.5%	83.4%	84.4%	84.5%	79.3%	213
	Code 3	92.3%	89.1%	90.7%	87.4%	88.8%	87.1%	83.4%	87.6%	85.6%	90.1%	81.3%	77.5%	Complete
Zone 3 Suburban and Rural	Code 2	85.4%	84.4%	85.4%	86.0%	86.8%	87.9%	88.7%	87.7%	86.8%	87.1%	85.3%	86.3%	80
	Code 3	97.4%	96.7%	96.9%	97.1%	97.3%	97.5%	97.0%	96.6%	96.4%	96.7%	96.3%	96.4%	220
Zone 8 Urban	Code 2	90.8%	91.6%	86.5%	82.3%	87.9%	86.6%	78.2%	77.4%	83.3%	78.6%	83.3%	73.6%	Complete
	Code 3	91.5%	90.6%	87.8%	89.9%	87.2%	87.3%	80.5%	81.6%	78.4%	85.5%	82.3%	76.2%	Complete
Zone 8 and B Suburban and Rural	Code 2	94.5%	94.9%	95.1%	95.0%	94.2%	93.9%	93.8%	94.1%	94.5%	94.7%	94.9%	50.0%	8
	Code 3	86.4%	87.5%	85.3%	84.5%	85.0%	100.0%	92.8%	91.6%	90.1%	90.5%	89.9%	88.3%	214
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	91.2%	91.5%	91.0%	91.7%	93.1%	89.7%	88.2%	87.3%	85.8%	85.7%	84.6%	72.2%	18
	Code 3	64.6%	64.7%	67.2%	66.1%	70.4%	67.7%	65.8%	67.0%	64.8%	59.2%	54.0%	52.4%	168
Zone C Suburban and Rural	Code 2	100.0%	100.0%	97.7%	95.7%	95.8%	94.2%	94.5%	94.8%	92.4%	92.9%	93.3%	92.1%	76
	Code 3	99.1%	99.1%	98.3%	98.3%	98.4%	98.5%	98.6%	98.7%	97.0%	96.6%	96.1%	95.2%	189