



**Public Response Time Compliance Report
 American Medical Response – West
 May 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 May 2022					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2022/05/01	2022/05/31	1021	90.70%
	Code 3	2022/05/01	2022/05/31	2222	95.95%
Zone 1 Suburban and Rural	Code 2	2021/11/01		195	88.72%
	Code 3	2022/03/01		178	97.19%
Zone 1 Wilderness	Code 2	2020/01/01		12	100.00%
	Code 3	2020/01/01		61	100.00%
Zone 3 Urban	Code 2	2022/05/01	2022/05/31	240	86.67%
	Code 3	2022/05/01	2022/05/31	575	91.48%
Zone 3 Suburban and Rural	Code 2	2020/01/01		98	88.78%
	Code 3	2020/01/01	2022/05/31	252	96.43%
Zone 8 Urban	Code 2	2022/05/01	2022/05/31	299	86.96%
	Code 3	2022/05/01	2022/05/31	554	84.66%
Zone 8 and B Suburban and Rural	Code 2	2022/01/01		59	79.66%
	Code 3	2022/03/01		71	87.32%
Zone 8 Wilderness	Code 2	2020/01/01		2	100.00%
	Code 3	2020/01/01		7	100.00%
Zone C Urban	Code 2	2022/01/01		121	76.86%
	Code 3	2022/04/01		131	68.70%
Zone C Suburban and Rural	Code 2	2020/01/01		87	93.10%
	Code 3	2020/01/01		212	95.28%

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		Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Compliance Period Responses
Zone 1 Urban	Code 2	85.0%	86.3%	83.0%	85.7%	82.2%	86.0%	86.5%	86.4%	88.5%	88.8%	91.2%	90.7%	Complete
	Code 3	94.4%	93.6%	93.3%	94.1%	91.5%	92.7%	91.8%	88.3%	94.4%	96.1%	96.0%	95.9%	Complete
Zone 1 Suburban and Rural	Code 2	87.4%	87.6%	87.3%	86.5%	85.2%	78.9%	87.5%	84.7%	86.4%	87.0%	87.7%	88.7%	195
	Code 3	94.6%	94.5%	94.5%	95.3%	94.7%	93.3%	93.2%	92.5%	93.9%	94.0%	95.1%	97.2%	178
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%	12
	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%	61
Zone 3 Urban	Code 2	89.2%	81.1%	81.5%	84.5%	83.4%	84.4%	84.5%	79.3%	81.7%	90.5%	90.1%	86.7%	Complete
	Code 3	88.8%	87.1%	83.4%	87.6%	85.6%	90.1%	81.3%	77.5%	90.0%	91.8%	93.4%	91.5%	Complete
Zone 3 Suburban and Rural	Code 2	86.8%	87.9%	88.7%	87.7%	86.8%	87.1%	85.3%	86.3%	87.6%	88.3%	88.7%	88.8%	98
	Code 3	97.3%	97.5%	97.0%	96.6%	96.4%	96.7%	96.3%	96.4%	96.0%	96.2%	96.3%	96.4%	Complete
Zone 8 Urban	Code 2	87.9%	86.6%	78.2%	77.4%	83.3%	78.6%	83.3%	73.6%	85.3%	88.3%	89.9%	87.0%	Complete
	Code 3	87.2%	87.3%	80.5%	81.6%	78.4%	85.5%	82.3%	76.2%	84.8%	86.7%	83.0%	84.7%	Complete
Zone 8 and B Suburban and Rural	Code 2	94.2%	93.9%	93.8%	94.1%	94.5%	94.7%	94.9%	50.0%	68.8%	75.8%	81.0%	79.7%	59
	Code 3	85.0%	100.0%	92.8%	91.6%	90.1%	90.5%	89.9%	88.3%	88.6%	88.0%	87.2%	87.3%	71
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	100.0%	2
	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%	7
Zone C Urban	Code 2	93.1%	89.7%	88.2%	87.3%	85.8%	85.7%	84.6%	72.2%	68.3%	76.1%	77.2%	76.9%	121
	Code 3	70.4%	67.7%	65.8%	67.0%	64.8%	59.2%	54.0%	52.4%	52.7%	55.8%	60.3%	68.7%	131
Zone C Suburban and Rural	Code 2	95.8%	94.2%	94.5%	94.8%	92.4%	92.9%	93.3%	92.1%	92.3%	92.6%	92.9%	93.1%	87
	Code 3	98.4%	98.5%	98.6%	98.7%	97.0%	96.6%	96.1%	95.2%	94.9%	95.0%	95.0%	95.3%	212