



**Public Response Time Compliance Report
American Medical Response – West
July 2018**

| Response Time Compliance Report for July 2018 | | | | | |
|---|----------|-----------------|----------------------|----------------|--------------|
| Zone | Priority | Zone Compliance | Total Incident Count | Responses From | Responses To |
| Zone 1 Urban | Code 3 | 90.01% | 1991 | 2018-07-01 | 2018-07-31 |
| | Code 2 | 93.78% | 980 | 2018-07-01 | 2018-07-31 |
| Zone 1 Suburban | Code 3 | 95.74% | 47 | 2018-07-01 | Not Complete |
| | Code 2 | 95.00% | 20 | 2018-07-01 | Not Complete |
| Zone 1 Rural | Code 3 | 99.02% | 102 | 2017-09-01 | 2018-07-31 |
| | Code 2 | 100.00% | 6 | 2018-05-01 | Not Complete |
| Zone 1 Wilderness | Code 3 | 100.00% | 1 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 1 | 2018-05-01 | Not Complete |
| Zone 3 Urban | Code 3 | 89.12% | 524 | 2018-07-01 | 2018-07-31 |
| | Code 2 | 94.35% | 248 | 2018-07-01 | 2018-07-31 |
| Zone 3 Suburban | Code 3 | 100.00% | 17 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 3 | 2018-05-01 | Not Complete |
| Zone 3 Rural | Code 3 | 100.00% | 4 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 2 | 2018-05-01 | Not Complete |
| Zone 8 Urban | Code 3 | 90.43% | 533 | 2018-07-01 | 2018-07-31 |
| | Code 2 | 93.83% | 243 | 2018-07-01 | 2018-07-31 |
| Zone 8 Suburban | Code 3 | 80.00% | 25 | 2018-06-01 | Not Complete |
| | Code 2 | 100.00% | 15 | 2018-05-01 | Not Complete |
| Zone 8 Rural and B | Code 3 | 75.00% | 20 | 2018-05-01 | Not Complete |
| | Code 2 | 100.00% | 7 | 2018-05-01 | Not Complete |

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 100 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

2018 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-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 |
| 1 Urban | Code 3 | 90% | 89% | 90% | 92% | 91% | 91% | 90% |
| | Code2 | 93% | 94% | 93% | 100% | 94% | 96% | 94% |
| 1 Suburban | Code 3 | 98% | 98% | 97% | 95% | 97% | 97% | 96% |
| | Code2 | 100% | 100% | 100% | 100% | 100% | 100% | 95% |
| 1 Rural | Code 3 | 98% | 98% | 98% | 98% | 99% | 99% | 99% |
| | Code2 | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 1 Wilderness | Code 3 | 100% | 100% | 100% | 100% | | 100% | 100% |
| | Code2 | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 3 Urban | Code 3 | 89% | 91% | 91% | 91% | 93% | 91% | 89% |
| | Code2 | 89% | 94% | 93% | 95% | 96% | 94% | 94% |
| 3 Suburban | Code 3 | 90% | 91% | 91% | 92% | 100% | 100% | 100% |
| | Code2 | 100% | 100% | 100% | 100% | | 100% | 100% |
| 3 Rural | Code 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | Code2 | 75% | 75% | 83% | 83% | | | 100% |
| 8 Urban | Code 3 | 91% | 91% | 90% | 92% | 93% | 93% | 90% |
| | Code2 | 94% | 94% | 93% | 96% | 94% | 97% | 94% |
| 8 Suburban | Code 3 | 77% | 77% | 77% | 78% | 79% | 91% | 80% |
| | Code2 | 94% | 95% | 93% | 94% | 100% | 100% | 100% |
| 8 Wilderness | Code 3 | 100% | 100% | 100% | 100% | | | |
| | Code2 | 100% | 100% | 100% | 100% | | | |
| 8 Rural and B | Code 3 | 83% | 83% | 83% | 82% | 50% | 75% | 75% |
| | Code2 | 75% | 79% | 76% | 77% | 100% | 100% | 100% |