





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

Response Time Compliance Report for October 2018					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	88.16%	1908	2018-10-01	2018-10-31
	Code 2	93.26%	890	2018-10-01	2018-10-31
Zone 1 Suburban	Code 3	97.37%	38	2018-10-01	Not Complete
	Code 2	96.61%	59	2018-07-01	Not Complete
Zone 1 Rural	Code 3	100.00%	34	2018-08-01	Not Complete
	Code 2	100.00%	17	2018-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	5	2018-05-01	Not Complete
	Code 2	100.00%	2	2018-05-01	Not Complete
Zone 3 Urban	Code 3	90.12%	496	2018-10-01	2018-10-31
	Code 2	93.07%	202	2018-10-01	2018-10-31
Zone 3 Suburban	Code 3	95.56%	45	2018-05-01	Not Complete
	Code 2	100.00%	9	2018-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	13	2018-05-01	Not Complete
	Code 2	100.00%	2	2018-05-01	Not Complete
Zone 8 Urban	Code 3	89.63%	492	2018-10-01	2018-10-31
	Code 2	91.36%	220	2018-10-01	2018-10-31
Zone 8 Suburban	Code 3	82.09%	67	2018-06-01	Not Complete
	Code 2	100.00%	27	2018-05-01	Not Complete
Zone 8 Rural and B	Code 3	80.00%	45	2018-05-01	Not Complete
	Code 2	84.62%	13	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

<b>LEGEND:</b>	
	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	Aug-18	Sep-18	Oct-18	Cumulative Number of Calls
1 Urban	Code 3	90%	89%	90%	92%	91%	91%	90%	91%	90%	88%	Complete
	Code2	93%	94%	93%	100%	94%	96%	94%	96%	95%	93%	Complete
1 Suburban	Code 3	98%	98%	97%	95%	97%	97%	96%	98%	96%	97%	38
	Code2	100%	100%	100%	100%	100%	100%	95%	97%	98%	97%	59
1 Rural	Code 3	98%	98%	98%	98%	99%	99%	99%	100%	100%	100%	34
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	17
1 Wilderness	Code 3	100%	100%	100%	100%		100%	100%	100%	100%	100%	5
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2
3 Urban	Code 3	89%	91%	91%	91%	93%	91%	89%	91%	88%	90%	Complete
	Code2	89%	94%	93%	95%	96%	94%	94%	95%	93%	93%	Complete
3 Suburban	Code 3	90%	91%	91%	92%	100%	100%	100%	96%	97%	96%	45
	Code2	100%	100%	100%	100%		100%	100%	100%	100%	100%	9
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	13
	Code2	75%	75%	83%	83%			100%	100%	100%	100%	2
8 Urban	Code 3	91%	91%	90%	92%	93%	93%	90%	93%	90%	89%	Complete
	Code2	94%	94%	93%	96%	94%	97%	94%	94%	93%	91%	Complete
8 Suburban	Code 3	77%	77%	77%	78%	79%	91%	80%	81%	83%	82%	67
	Code2	94%	95%	93%	94%	100%	100%	100%	100%	100%	100%	27
8 Wilderness	Code 3	100%	100%	100%	100%							0
	Code2	100%	100%	100%	100%							0
8 Rural and B	Code 3	83%	83%	83%	82%	50%	75%	75%	84%	79%	80%	45
	Code2	75%	79%	76%	77%	100%	100%	100%	78%	78%	85%	13