



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

Response Time Compliance Report for November 2018					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	91.14%	1896	2018-11-01	2018-11-30
	Code 2	96.13%	905	2018-11-01	2018-11-30
Zone 1 Suburban	Code 3	95.88%	97	2018-10-01	Not Complete
	Code 2	96.39%	83	2018-07-01	Not Complete
Zone 1 Rural	Code 3	100.00%	41	2018-08-01	Not Complete
	Code 2	100.00%	22	2018-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00%	8	2018-05-01	Not Complete
	Code 2	100.00%	2	2018-05-01	Not Complete
Zone 3 Urban	Code 3	91.56%	486	2018-11-01	2018-11-30
	Code 2	91.87%	209	2018-11-01	2018-11-30
Zone 3 Suburban	Code 3	96.55%	58	2018-05-01	Not Complete
	Code 2	100.00%	13	2018-05-01	Not Complete
Zone 3 Rural	Code 3	100.00%	16	2018-05-01	Not Complete
	Code 2	100.00%	3	2018-05-01	Not Complete
Zone 8 Urban	Code 3	91.75%	473	2018-11-01	2018-11-30
	Code 2	95.61%	228	2018-11-01	2018-11-30
Zone 8 Suburban	Code 3	82.02%	89	2018-06-01	Not Complete
	Code 2	100.00%	34	2018-05-01	Not Complete
Zone 8 Rural and B	Code 3	80.39%	51	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

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	Aug-18	Sep-18	Oct-18	Nov-18	Cumulative Number of Calls
1 Urban	Code 3	90%	89%	90%	92%	91%	91%	90%	91%	90%	88%	91%	Complete
	Code2	93%	94%	93%	100%	94%	96%	94%	96%	95%	93%	96%	Complete
1 Suburban	Code 3	98%	98%	97%	95%	97%	97%	96%	98%	96%	97%	96%	97
	Code2	100%	100%	100%	100%	100%	100%	95%	97%	98%	97%	96%	83
1 Rural	Code 3	98%	98%	98%	98%	99%	99%	99%	100%	100%	100%	100%	41
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	22
1 Wilderness	Code 3	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	8
	Code2	100%	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%	92%	Complete
	Code2	89%	94%	93%	95%	96%	94%	94%	95%	93%	93%	92%	Complete
3 Suburban	Code 3	90%	91%	91%	92%	100%	100%	100%	96%	97%	96%	97%	58
	Code2	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	13
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	16
	Code2	75%	75%	83%	83%			100%	100%	100%	100%	100%	3
8 Urban	Code 3	91%	91%	90%	92%	93%	93%	90%	93%	90%	89%	92%	Complete
	Code2	94%	94%	93%	96%	94%	97%	94%	94%	93%	91%	96%	Complete
8 Suburban	Code 3	77%	77%	77%	78%	79%	91%	80%	81%	83%	82%	82%	89
	Code2	94%	95%	93%	94%	100%	100%	100%	100%	100%	100%	100%	34
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%	80%	51
	Code2	75%	79%	76%	77%	100%	100%	100%	78%	78%	85%	85%	13