



**Public Response Time Compliance Report  
American Medical Response – West  
March 2020**

| Response Time Compliance Report for March 2020 |          |                              |                             |                         |                       |
|------------------------------------------------|----------|------------------------------|-----------------------------|-------------------------|-----------------------|
| Zone                                           | Priority | Compliance Period Compliance | Compliance Period Responses | Compliance Start Period | Compliance End Period |
| Zone 1 Urban                                   | Code 2   | 93.87%                       | <u>1028</u>                 | 2020/03/01              | 2020/03/31            |
|                                                | Code 3   | 98.58%                       | <u>2047</u>                 | 2020/03/01              | 2020/03/31            |
| Zone 1 Suburban and Rural                      | Code 2   | 93.85%                       | <u>65</u>                   | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 98.98%                       | <u>196</u>                  | 2020/01/01              | Not Complete          |
| Zone 1 Wilderness                              | Code 2   | 100.00%                      | <u>1</u>                    | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 100.00%                      | <u>6</u>                    | 2020/01/01              | Not Complete          |
| Zone 3 Urban                                   | Code 2   | 95.24%                       | <u>231</u>                  | 2020/03/01              | Not Complete          |
|                                                | Code 3   | 94.51%                       | <u>510</u>                  | 2020/03/01              | 2020/03/31            |
| Zone 3 Suburban and Rural                      | Code 2   | 100.00%                      | <u>8</u>                    | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 100.00%                      | <u>23</u>                   | 2020/01/01              | Not Complete          |
| Zone 8 Urban                                   | Code 2   | 94.14%                       | <u>239</u>                  | 2020/03/01              | Not Complete          |
|                                                | Code 3   | 94.55%                       | <u>495</u>                  | 2020/03/01              | 2020/03/31            |
| Zone 8 and B Suburban and Rural                | Code 2   | 97.22%                       | <u>36</u>                   | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 93.24%                       | <u>74</u>                   | 2020/01/01              | Not Complete          |
| Zone 8 Wilderness                              | Code 2   | --                           | <u>0</u>                    | 2020/01/01              | Not Complete          |
|                                                | Code 3   | --                           | <u>0</u>                    | 2020/01/01              | Not Complete          |
| Zone C Urban                                   | Code 2   | 94.00%                       | <u>50</u>                   | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 86.52%                       | <u>141</u>                  | 2020/01/01              | Not Complete          |
| Zone C Suburban and Rural                      | Code 2   | 100.00%                      | <u>9</u>                    | 2020/01/01              | Not Complete          |
|                                                | Code 3   | 100.00%                      | <u>29</u>                   | 2020/01/01              | 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 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

## 2020 Cumulative Performance Summary

**LEGEND:**

## Incomplete Compliance Period

### Complete Compliance Period that is Compliant

### Complete Compliance Period that is Non-Compliant

## Zero Calls

[illegible]