



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

Response Time Compliance Report for May 2020					
Zone	Priority	Compliance Period Compliance	Compliance Period Responses	Compliance Start Period	Compliance End Period
Zone 1 Urban	Code 2	95.36%	<u>992</u>	2020/05/01	2020/05/31
	Code 3	97.52%	<u>1896</u>	2020/05/01	2020/05/31
Zone 1 Suburban and Rural	Code 2	96.46%	<u>113</u>	2020/01/01	Not Complete
	Code 3	100.00%	<u>53</u>	2020/05/01	Not Complete
Zone 1 Wilderness	Code 2	100.00%	<u>1</u>	2020/01/01	Not Complete
	Code 3	100.00%	<u>8</u>	2020/01/01	Not Complete
Zone 3 Urban	Code 2	95.28%	<u>254</u>	2020/05/01	2020/05/31
	Code 3	96.50%	<u>457</u>	2020/05/01	2020/05/31
Zone 3 Suburban and Rural	Code 2	100.00%	<u>11</u>	2020/01/01	Not Complete
	Code 3	100.00%	<u>36</u>	2020/01/01	Not Complete
Zone 8 Urban	Code 2	89.17%	<u>240</u>	2020/05/01	Not Complete
	Code 3	90.00%	<u>460</u>	2020/05/01	2020/05/31
Zone 8 and B Suburban and Rural	Code 2	96.43%	<u>56</u>	2020/01/01	Not Complete
	Code 3	91.53%	<u>118</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	90.80%	<u>87</u>	2020/01/01	Not Complete
	Code 3	87.61%	<u>234</u>	2020/01/01	Not Complete
Zone C Suburban and Rural	Code 2	100.00%	<u>15</u>	2020/01/01	Not Complete
	Code 3	100.00%	<u>46</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.

