



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

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.

Response Time Compliance Report for July 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/07/01	2020/07/31	1054	89.75%
	Code 3	2020/07/01	2020/07/31	2212	95.39%
Zone 1 Suburban and Rural	Code 2	2020/01/01	Not Complete	169	94.08%
	Code 3	2020/05/01	Not Complete	174	98.28%
Zone 1 Wilderness	Code 2	2020/01/01	Not Complete	4	100.00%
	Code 3	2020/01/01	Not Complete	12	100.00%
Zone 3 Urban	Code 2	2020/06/01	2020/07/31	508	91.14%
	Code 3	2020/07/01	2020/07/31	639	92.49%
Zone 3 Suburban and Rural	Code 2	2020/01/01	Not Complete	18	94.44%
	Code 3	2020/01/01	Not Complete	61	98.36%
Zone 8 Urban	Code 2	2020/07/01	Not Complete	235	92.34%
	Code 3	2020/07/01	2020/07/31	563	90.41%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01	Not Complete	83	96.39%
	Code 3	2020/01/01	Not Complete	178	89.89%
Zone 8 Wilderness	Code 2	2020/01/01	Not Complete	0	--
	Code 3	2020/01/01	Not Complete	0	--
Zone C Urban	Code 2	2020/01/01	Not Complete	130	90.77%
	Code 3	2020/07/01	Not Complete	70	77.14%
Zone C Suburban and Rural	Code 2	2020/01/01	Not Complete	22	100.00%
	Code 3	2020/01/01	Not Complete	56	100.00%

2020 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-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Compliance Period Responses
Zone 1 Urban	Code 2	93.3%	92.6%	93.9%	96.9%	95.4%	93.1%	89.8%						Complete
	Code 3	98.1%	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%						Complete
Zone 1 Suburban and Rural	Code 2	95.8%	91.8%	93.8%	95.0%	96.5%	96.3%	94.1%						169
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%						174
Zone 1 Wilderness	Code 2	--	--	100.0%	100.0%	100.0%	100.0%	100.0%						4
	Code 3	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						12
Zone 3 Urban	Code 2	93.4%	92.6%	95.2%	95.6%	95.3%	94.0%	91.1%						Complete
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%						Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%						18
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%						61
Zone 8 Urban	Code 2	93.0%	89.5%	94.1%	94.0%	89.2%	89.0%	92.3%						235
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%						Complete
Zone 8 and B Suburban and Rural	Code 2	92.9%	96.0%	97.2%	97.7%	96.4%	95.7%	96.4%						83
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%						178
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--						0
	Code 3	--	--	--	--	--	--	--						0
Zone C Urban	Code 2	90.0%	90.6%	94.0%	93.1%	90.8%	90.2%	90.8%						130
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%						70
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						22
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						56