



**Public Response Time Compliance Report
American Medical Response – West
August 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 August 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/08/01	2020/08/31	995	92.16%
	Code 3	2020/08/01	2020/08/31	2086	96.36%
Zone 1 Suburban and Rural	Code 2	2020/01/01	Not Complete	192	93.23%
	Code 3	2020/05/01	Not Complete	230	98.26%
Zone 1 Wilderness	Code 2	2020/01/01	Not Complete	5	100.00%
	Code 3	2020/01/01	Not Complete	15	100.00%
Zone 3 Urban	Code 2	2020/08/01	2020/08/31	280	95.36%
	Code 3	2020/08/01	2020/08/31	564	93.62%
Zone 3 Suburban and Rural	Code 2	2020/01/01	Not Complete	21	95.24%
	Code 3	2020/01/01	Not Complete	67	98.51%
Zone 8 Urban	Code 2	2020/07/01	2020/08/31	493	91.48%
	Code 3	2020/08/01	2020/08/31	544	95.04%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01	Not Complete	86	96.51%
	Code 3	2020/01/01	Not Complete	206	89.81%
Zone 8 Wilderness	Code 2	2020/01/01	Not Complete	0	--
	Code 3	2020/01/01	Not Complete	1	100.00%
Zone C Urban	Code 2	2020/01/01	Not Complete	155	89.68%
	Code 3	2020/07/01	Not Complete	114	79.82%
Zone C Suburban and Rural	Code 2	2020/01/01	Not Complete	22	100.00%
	Code 3	2020/01/01	Not Complete	63	98.41%

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%	92.2%					Complete
	Code 3	98.1%	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%					Complete
Zone 1 Suburban and Rural	Code 2	95.8%	91.8%	93.8%	95.0%	96.5%	96.3%	94.1%	93.2%					192
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%					230
Zone 1 Wilderness	Code 2	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					5
	Code 3	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					15
Zone 3 Urban	Code 2	93.4%	92.6%	95.2%	95.6%	95.3%	94.0%	91.1%	95.4%					Complete
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%					Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.2%					21
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%					67
Zone 8 Urban	Code 2	93.0%	89.5%	94.1%	94.0%	89.2%	89.0%	92.3%	91.5%					Complete
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%					Complete
Zone 8 and B Suburban and Rural	Code 2	92.9%	96.0%	97.2%	97.7%	96.4%	95.7%	96.4%	96.5%					86
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%					206
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--					0
	Code 3	--	--	--	--	--	--	--	100.0%					1
Zone C Urban	Code 2	90.0%	90.6%	94.0%	93.1%	90.8%	90.2%	90.8%	89.7%					155
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%					114
Zone C Suburban and Rural	Code 2	100.0%	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%	98.4%					63