



**Public Response Time Compliance Report
American Medical Response – West
September 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 September 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/09/01	2020/09/30	963	92.63%
	Code 3	2020/09/01	2020/09/30	2081	96.88%
Zone 1 Suburban and Rural	Code 2	2020/01/01	Not Complete	219	93.15%
	Code 3	2020/05/01	2020/09/30	306	97.39%
Zone 1 Wilderness	Code 2	2020/01/01	Not Complete	5	100.00%
	Code 3	2020/01/01	Not Complete	18	100.00%
Zone 3 Urban	Code 2	2020/09/01	2020/09/30	248	92.34%
	Code 3	2020/09/01	2020/09/30	493	92.90%
Zone 3 Suburban and Rural	Code 2	2020/01/01	Not Complete	25	92.00%
	Code 3	2020/01/01	Not Complete	72	98.61%
Zone 8 Urban	Code 2	2020/09/01	2020/09/30	269	89.96%
	Code 3	2020/09/01	2020/09/30	470	91.49%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01	Not Complete	97	95.88%
	Code 3	2020/01/01	Not Complete	233	90.99%
Zone 8 Wilderness	Code 2	2020/01/01	Not Complete	0	--
	Code 3	2020/01/01	Not Complete	2	100.00%
Zone C Urban	Code 2	2020/01/01	Not Complete	186	89.25%
	Code 3	2020/07/01	Not Complete	150	80.67%
Zone C Suburban and Rural	Code 2	2020/01/01	Not Complete	24	100.00%
	Code 3	2020/01/01	Not Complete	71	98.59%

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%	92.6%				Complete
	Code 3	98.1%	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%				Complete
Zone 1 Suburban and Rural	Code 2	95.8%	91.8%	93.8%	95.0%	96.5%	96.3%	94.1%	93.2%	93.2%				219
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%				Complete
Zone 1 Wilderness	Code 2	--	--	100.0%	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%	100.0%				18
Zone 3 Urban	Code 2	93.4%	92.6%	95.2%	95.6%	95.3%	94.0%	91.1%	95.4%	92.3%				Complete
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%				Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.2%	92.0%				25
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%				72
Zone 8 Urban	Code 2	93.0%	89.5%	94.1%	94.0%	89.2%	89.0%	92.3%	91.5%	89.9%				Complete
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%				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%	95.9%				97
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%				233
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--				0
	Code 3	--	--	--	--	--	--	--	100.0%	100.0%				2
Zone C Urban	Code 2	90.0%	90.6%	94.0%	93.1%	90.8%	90.2%	90.8%	89.7%	89.2%				186
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%				150
Zone C Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				24
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%				71