



**Public Response Time Compliance Report
American Medical Response – West
October 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 October 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/10/01	2020/10/31	1017	94.79%
	Code 3	2020/10/01	2020/10/31	1950	97.90%
Zone 1 Suburban and Rural	Code 2	2020/01/01		233	93.56%
	Code 3	2020/10/01		47	100.00%
Zone 1 Wilderness	Code 2	2020/01/01		6	100.00%
	Code 3	2020/01/01		24	100.00%
Zone 3 Urban	Code 2	2020/10/01		233	93.99%
	Code 3	2020/10/01	2020/10/31	535	95.14%
Zone 3 Suburban and Rural	Code 2	2020/01/01		26	92.31%
	Code 3	2020/01/01		80	98.75%
Zone 8 Urban	Code 2	2020/10/01	2020/10/31	273	90.48%
	Code 3	2020/10/01	2020/10/31	506	94.66%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		107	95.33%
	Code 3	2020/01/01	2020/10/31	257	91.83%
Zone 8 Wilderness	Code 2	2020/01/01		0	--
	Code 3	2020/01/01		3	100.00%
Zone C Urban	Code 2	2020/01/01		209	88.04%
	Code 3	2020/07/01		202	78.71%
Zone C Suburban and Rural	Code 2	2020/01/01		27	100.00%
	Code 3	2020/01/01		83	98.80%

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%	92.6%			Complete
	Code 3	98.1%	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%	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%	93.2%			233
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%			47
Zone 1 Wilderness	Code 2	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			6
	Code 3	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			24
Zone 3 Urban	Code 2	93.4%	92.6%	95.2%	95.6%	95.3%	94.0%	91.1%	95.4%	92.3%	92.3%			233
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	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%	92.0%			26
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%			80
Zone 8 Urban	Code 2	93.0%	89.5%	94.1%	94.0%	89.2%	89.0%	92.3%	91.5%	89.9%	90.0%			Complete
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	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%	95.9%			107
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%			Complete
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--			0
	Code 3	--	--	--	--	--	--	--	100.0%	100.0%	100.0%			3
Zone C Urban	Code 2	90.0%	90.6%	94.0%	93.1%	90.8%	90.2%	90.8%	89.7%	89.2%	89.2%			209
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%			202
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%	100.0%			27
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%			83