



**Public Response Time Compliance Report
American Medical Response – West
November 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 November 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/11/01	2020/11/30	921	90.99%
	Code 3	2020/11/01	2020/11/30	1931	96.94%
Zone 1 Suburban and Rural	Code 2	2020/01/01	2020/11/30	257	93.39%
	Code 3	2020/10/01		112	99.11%
Zone 1 Wilderness	Code 2	2020/01/01		6	100.00%
	Code 3	2020/01/01		26	100.00%
Zone 3 Urban	Code 2	2020/10/01	2020/11/30	440	94.32%
	Code 3	2020/11/01	2020/11/30	527	91.08%
Zone 3 Suburban and Rural	Code 2	2020/01/01		29	93.10%
	Code 3	2020/01/01		86	97.67%
Zone 8 Urban	Code 2	2020/11/01		236	89.83%
	Code 3	2020/11/01	2020/11/30	522	91.00%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		121	95.04%
	Code 3	2020/11/01		37	86.49%
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		224	88.39%
	Code 3	2020/07/01	2020/11/30	253	75.89%
Zone C Suburban and Rural	Code 2	2020/01/01		31	100.00%
	Code 3	2020/01/01		91	98.90%

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%	91.0%		Complete
	Code 3	98.1%	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%	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%	93.4%		Complete
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%		112
Zone 1 Wilderness	Code 2	--	--	100.0%	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%	100.0%		26
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%	94.3%		Complete
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%		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%	93.1%		29
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%		86
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%	89.8%		236
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%		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%	95.9%	95.9%	95.0%		121
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%		37
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--		0
	Code 3	--	--	--	--	--	--	--	100.0%	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%	88.4%		224
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%		Complete
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%	100.0%		31
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%		91