



**Public Response Time Compliance Report
American Medical Response – West
December 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 December 2020					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2020/12/01	2020/12/31	1024	88.67%
	Code 3	2020/12/01	2020/12/31	2182	95.19%
Zone 1 Suburban and Rural	Code 2	2020/12/01		14	92.86%
	Code 3	2020/10/01		191	98.43%
Zone 1 Wilderness	Code 2	2020/01/01		6	100.00%
	Code 3	2020/01/01		27	100.00%
Zone 3 Urban	Code 2	2020/12/01		215	86.51%
	Code 3	2020/12/01	2020/12/31	556	89.03%
Zone 3 Suburban and Rural	Code 2	2020/01/01		34	91.18%
	Code 3	2020/01/01		95	97.89%
Zone 8 Urban	Code 2	2020/11/01	2020/12/31	509	86.84%
	Code 3	2020/12/01	2020/12/31	604	86.92%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		127	95.28%
	Code 3	2020/11/01		70	84.29%
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	2020/12/31	249	87.15%
	Code 3	2020/12/01		53	54.72%
Zone C Suburban and Rural	Code 2	2020/01/01		33	100.00%
	Code 3	2020/01/01		97	98.97%

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%	88.7%	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%	95.2%	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%	92.9%	14
	Code 3	100.0%	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	191
Zone 1 Wilderness	Code 2	--	--	100.0%	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%	100.0%	27
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%	86.5%	215
	Code 3	95.9%	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	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%	91.2%	34
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	95
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%	86.8%	Complete
	Code 3	95.5%	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	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%	95.3%	127
	Code 3	95.2%	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	70
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	Code 3	--	--	--	--	--	--	--	100.0%	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%	87.1%	Complete
	Code 3	86.5%	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	53
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%	100.0%	33
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	97