



**Public Response Time Compliance Report
American Medical Response – West
February 2021**

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 February 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/02/01	2021/02/28	978	88.85%
	Code 3	2021/02/01	2021/02/28	1853	95.90%
Zone 1 Suburban and Rural	Code 2	2020/12/01		42	95.24%
	Code 3	2021/02/01		60	96.67%
Zone 1 Wilderness	Code 2	2020/01/01		6	100.00%
	Code 3	2020/01/01		29	100.00%
Zone 3 Urban	Code 2	2021/02/01	2021/02/28	248	90.32%
	Code 3	2021/02/01	2021/02/28	493	92.29%
Zone 3 Suburban and Rural	Code 2	2020/01/01		41	85.37%
	Code 3	2020/01/01		114	97.37%
Zone 8 Urban	Code 2	2021/02/01	2021/02/28	261	90.80%
	Code 3	2021/02/01	2021/02/28	468	91.45%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		146	94.52%
	Code 3	2020/11/01		132	86.36%
Zone 8 Wilderness	Code 2	2020/01/01		0	--
	Code 3	2020/01/01		3	100.00%
Zone C Urban	Code 2	2021/01/01		34	91.18%
	Code 3	2020/12/01		144	64.58%
Zone C Suburban and Rural	Code 2	2020/01/01		38	100.00%
	Code 3	2020/01/01		106	99.06%

2021 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		Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Compliance Period Responses
Zone 1 Urban	Code 2	93.9%	96.9%	95.4%	93.1%	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	Complete
	Code 3	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	Complete
Zone 1 Suburban and Rural	Code 2	93.8%	95.0%	96.5%	96.3%	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	42
	Code 3	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	60
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%	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%	100.0%	29
Zone 3 Urban	Code 2	95.2%	95.6%	95.3%	94.0%	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	Complete
	Code 3	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	41
	Code 3	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	114
Zone 8 Urban	Code 2	94.1%	94.0%	89.2%	89.0%	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	Complete
	Code 3	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	Complete
Zone 8 and B Suburban and Rural	Code 2	97.2%	97.7%	96.4%	95.7%	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	146
	Code 3	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	132
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	Code 3	--	--	--	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	3
Zone C Urban	Code 2	94.0%	93.1%	90.8%	90.2%	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	34
	Code 3	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	144
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%	38
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	106