



**Public Response Time Compliance Report
American Medical Response – West
March 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 March 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/03/01	2021/03/31	1000	88.80%
	Code 3	2021/03/01	2021/03/31	2087	94.06%
Zone 1 Suburban and Rural	Code 2	2020/12/01		70	90.00%
	Code 3	2021/02/01		122	95.90%
Zone 1 Wilderness	Code 2	2020/01/01		7	100.00%
	Code 3	2020/01/01		35	100.00%
Zone 3 Urban	Code 2	2021/03/01		239	89.96%
	Code 3	2021/03/01	2021/03/31	479	89.14%
Zone 3 Suburban and Rural	Code 2	2020/01/01		45	84.44%
	Code 3	2020/01/01		123	96.75%
Zone 8 Urban	Code 2	2021/03/01	2021/03/31	297	91.58%
	Code 3	2021/03/01	2021/03/31	457	90.59%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		156	94.87%
	Code 3	2020/11/01		168	87.50%
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		59	91.53%
	Code 3	2020/12/01		187	64.71%
Zone C Suburban and Rural	Code 2	2020/01/01		40	100.00%
	Code 3	2020/01/01		110	99.09%

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		Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Compliance Period Responses
Zone 1 Urban	Code 2	96.9%	95.4%	93.1%	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	Complete
	Code 3	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	Complete
Zone 1 Suburban and Rural	Code 2	95.0%	96.5%	96.3%	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	70
	Code 3	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	122
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%	7
	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%	35
Zone 3 Urban	Code 2	95.6%	95.3%	94.0%	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	239
	Code 3	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	45
	Code 3	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	123
Zone 8 Urban	Code 2	94.0%	89.2%	89.0%	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	Complete
	Code 3	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	Complete
Zone 8 and B Suburban and Rural	Code 2	97.7%	96.4%	95.7%	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	156
	Code 3	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	168
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	Code 3	--	--	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	3
Zone C Urban	Code 2	93.1%	90.8%	90.2%	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	59
	Code 3	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	187
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%	40
	Code 3	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	110