



**Public Response Time Compliance Report
American Medical Response – West
May 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 May 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/05/01	2021/05/31	1088	87.87%
	Code 3	2021/05/01	2021/05/31	2170	94.70%
Zone 1 Suburban and Rural	Code 2	2020/12/01		123	88.62%
	Code 3	2021/02/01		238	96.22%
Zone 1 Wilderness	Code 2	2020/01/01		7	100.00%
	Code 3	2020/01/01		40	100.00%
Zone 3 Urban	Code 2	2021/05/01	2021/05/31	260	86.54%
	Code 3	2021/05/01	2021/05/31	514	87.35%
Zone 3 Suburban and Rural	Code 2	2020/01/01		50	86.00%
	Code 3	2020/01/01		139	97.12%
Zone 8 Urban	Code 2	2021/05/01	2021/05/31	277	82.31%
	Code 3	2021/05/01	2021/05/31	547	89.95%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		180	95.00%
	Code 3	2020/11/01		226	84.51%
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		96	91.67%
	Code 3	2020/12/01	2021/05/31	298	66.11%
Zone C Suburban and Rural	Code 2	2020/01/01		46	95.65%
	Code 3	2020/01/01		119	98.32%

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		Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Compliance Period Responses
Zone 1 Urban	Code 2	93.1%	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	Complete
	Code 3	96.4%	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	Complete
Zone 1 Suburban and Rural	Code 2	96.3%	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	123
	Code 3	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	238
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%	40
Zone 3 Urban	Code 2	94.0%	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	Complete
	Code 3	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	Complete
Zone 3 Suburban and Rural	Code 2	100.0%	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	50
	Code 3	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	139
Zone 8 Urban	Code 2	89.0%	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	Complete
	Code 3	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	Complete
Zone 8 and B Suburban and Rural	Code 2	95.7%	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	180
	Code 3	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	226
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	Code 3	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	3
Zone C Urban	Code 2	90.2%	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	96
	Code 3	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	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%	97.7%	95.7%	46
	Code 3	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	119