



**Public Response Time Compliance Report
American Medical Response – West
June 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 June 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/06/01	2021/06/30	1037	84.96%
	Code 3	2021/06/01	2021/06/30	2163	94.41%
Zone 1 Suburban and Rural	Code 2	2020/12/01		151	87.42%
	Code 3	2021/02/01	2021/06/30	296	94.59%
Zone 1 Wilderness	Code 2	2020/01/01		7	100.00%
	Code 3	2020/01/01		43	100.00%
Zone 3 Urban	Code 2	2021/06/01	2021/06/30	260	89.23%
	Code 3	2021/06/01	2021/06/30	516	88.76%
Zone 3 Suburban and Rural	Code 2	2020/01/01		53	86.79%
	Code 3	2020/01/01		148	97.30%
Zone 8 Urban	Code 2	2021/06/01	2021/06/30	257	87.94%
	Code 3	2021/06/01	2021/06/30	541	87.25%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		190	94.21%
	Code 3	2020/11/01	2021/06/30	254	85.04%
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		116	93.10%
	Code 3	2021/06/01		54	70.37%
Zone C Suburban and Rural	Code 2	2020/01/01		48	95.83%
	Code 3	2020/01/01		124	98.39%

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		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Compliance Period Responses
Zone 1 Urban	Code 2	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	87.9%	85.0%	Complete
	Code 3	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	94.7%	94.4%	Complete
Zone 1 Suburban and Rural	Code 2	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	88.6%	87.4%	151
	Code 3	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	96.2%	94.6%	Complete
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%	43
Zone 3 Urban	Code 2	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	86.5%	89.2%	Complete
	Code 3	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	87.4%	88.8%	Complete
Zone 3 Suburban and Rural	Code 2	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	86.0%	86.8%	53
	Code 3	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	97.1%	97.3%	148
Zone 8 Urban	Code 2	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	82.3%	87.9%	Complete
	Code 3	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	89.9%	87.2%	Complete
Zone 8 and B Suburban and Rural	Code 2	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	95.0%	94.2%	190
	Code 3	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	84.5%	85.0%	Complete
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%	100.0%	3
Zone C Urban	Code 2	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	91.7%	93.1%	116
	Code 3	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	66.1%	70.4%	54
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%	97.7%	95.7%	95.8%	48
	Code 3	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	98.3%	98.4%	124