

**Public Response Time Compliance Report
American Medical Response – West
March 2019**

Response Time Compliance Report for March 2019					
Zone	Priority	Zone Compliance	Total Incident Count	Responses From	Responses To
Zone 1 Urban	Code 3	90.02%	2135	2019-03-01	2019-03-31
	Code 2	95.14%	906	2019-03-01	2019-03-31
Zone 1 Suburban	Code 3	97.86%	140	2019-01-01	2019-03-31
	Code 2	98.00%	50	2019-01-01	Not Complete
Zone 1 Rural	Code 3	100.00 %	76	2018-08-01	Not Complete
	Code 2	100.00 %	35	2018-05-01	Not Complete
Zone 1 Wilderness	Code 3	100.00 %	18	2018-05-01	Not Complete
	Code 2	100.00 %	2	2018-05-01	Not Complete
Zone 3 Urban	Code 3	90.13%	527	2019-03-01	2019-03-31
	Code 2	96.97%	231	2019-03-01	2019-03-31
Zone 3 Suburban	Code 3	94.74%	95	2018-05-01	Not Complete
	Code 2	89.47%	19	2018-05-01	Not Complete
Zone 3 Rural	Code 3	100.00 %	27	2018-05-01	Not Complete
	Code 2	100.00 %	4	2018-05-01	Not Complete
Zone 8 Urban	Code 3	93.70%	476	2019-03-01	2019-03-31
	Code 2	95.57%	271	2019-03-01	2019-03-31
Zone 8 Suburban	Code 3	77.14%	35	2019-01-01	Not Complete
	Code 2	96.36%	55	2018-05-01	Not Complete
Zone 8 Wilderness	Code 3	100.00 %	4	2018-05-01	Not Complete
	Code 2	100.00 %	1	2018-05-01	Not Complete
Zone 8 Rural and B	Code 3	80.00%	75	2018-05-01	Not Complete
	Code 2	90.91%	22	2018-05-01	Not Complete

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 100 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

2019 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-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Cumulative Number of Calls
1 Urban	Code 3	92%	91%	91%	90%	91%	90%	88%	91%	90%	91%	90%	90%	Complete
	Code2	100%	94%	96%	94%	96%	95%	93%	96%	93%	95%	93%	95%	Complete
1 Suburban	Code 3	95%	97%	97%	96%	98%	96%	97%	96%	97%	98%	98%	98%	Complete
	Code2	100%	100%	100%	95%	97%	98%	97%	96%	96%	100%	97%	98%	50
1 Rural	Code 3	98%	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	76
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	35
1 Wilderness	Code 3	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	18
	Code2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2
3 Urban	Code 3	91%	93%	91%	89%	91%	88%	90%	92%	91%	92%	92%	90%	Complete
	Code2	95%	96%	94%	94%	95%	93%	93%	92%	94%	93%	95%	97%	Complete
3 Suburban	Code 3	92%	100%	100%	100%	96%	97%	96%	97%	97%	98%	97%	95%	95
	Code2	100%		100%	100%	100%	100%	100%	100%	100%	94%	94%	89%	19
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	27
	Code2	83%			100%	100%	100%	100%	100%	100%	100%	100%	100%	4
8 Urban	Code 3	92%	93%	93%	90%	93%	90%	89%	92%	92%	93%	95%	94%	Complete
	Code2	96%	94%	97%	94%	94%	93%	91%	96%	95%	97%	95%	96%	Complete
8 Suburban	Code 3	78%	79%	91%	80%	81%	83%	82%	82%	81%	60%	83%	77%	35
	Code2	94%	100%	100%	100%	100%	100%	100%	100%	100%	98%	96%	96%	55
8 Wilderness	Code 3	100%									100%	100%	100%	4
	Code2	100%									100%	100%	100%	1
8 Rural and B	Code 3	82%	50%	75%	75%	84%	79%	80%	80%	82%	81%	80%	80%	75
	Code2	77%	100%	100%	100%	78%	78%	85%	85%	88%	89%	90%	91%	22