



**Public Response Time Compliance Report
American Medical Response – West
January 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 January 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/01/01	2021/01/31	1017	92.72%
	Code 3	2021/01/01	2021/01/31	2171	95.16%
Zone 1 Suburban and Rural	Code 2	2020/12/01		29	93.10%
	Code 3	2020/10/01	2021/01/31	256	97.66%
Zone 1 Wilderness	Code 2	2020/01/01		6	100.00%
	Code 3	2020/01/01		29	100.00%
Zone 3 Urban	Code 2	2020/12/01	2021/01/31	477	88.47%
	Code 3	2021/01/01	2021/01/31	589	90.15%
Zone 3 Suburban and Rural	Code 2	2020/01/01		36	88.89%
	Code 3	2020/01/01		105	98.10%
Zone 8 Urban	Code 2	2021/01/01	2021/01/31	261	84.67%
	Code 3	2021/01/01	2021/01/31	554	89.89%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		137	94.16%
	Code 3	2020/11/01		99	86.87%
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		18	88.89%
	Code 3	2020/12/01		108	62.96%
Zone C Suburban and Rural	Code 2	2020/01/01		34	100.00%
	Code 3	2020/01/01		100	99.00%

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		Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Compliance Period Responses
Zone 1 Urban	Code 2	92.6%	93.9%	96.9%	95.4%	93.1%	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	Complete
	Code 3	97.5%	98.6%	98.2%	97.5%	96.4%	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	Complete
Zone 1 Suburban and Rural	Code 2	91.8%	93.8%	95.0%	96.5%	96.3%	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	29
	Code 3	98.5%	99.0%	97.6%	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	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%	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	92.6%	95.2%	95.6%	95.3%	94.0%	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	Complete
	Code 3	94.2%	94.5%	97.6%	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	36
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	105
Zone 8 Urban	Code 2	89.5%	94.1%	94.0%	89.2%	89.0%	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	Complete
	Code 3	92.9%	94.5%	91.7%	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	Complete
Zone 8 and B Suburban and Rural	Code 2	96.0%	97.2%	97.7%	96.4%	95.7%	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	137
	Code 3	94.4%	93.2%	91.4%	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	99
Zone 8 Wilderness	Code 2	--	--	--	--	--	--	--	--	--	--	--	--	0
	Code 3	--	--	--	--	--	--	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	3
Zone C Urban	Code 2	90.6%	94.0%	93.1%	90.8%	90.2%	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	18
	Code 3	83.8%	86.5%	88.5%	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	108
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%	34
	Code 3	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	100