



**Public Response Time Compliance Report
American Medical Response – West
April 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 April 2021					
Zone	Priority	Compliance Start Period	Compliance End Period	Compliance Period Responses	Compliance Period Compliance
Zone 1 Urban	Code 2	2021/04/01	2021/04/30	996	89.16%
	Code 3	2021/04/01	2021/04/30	2089	94.93%
Zone 1 Suburban and Rural	Code 2	2020/12/01		99	87.88%
	Code 3	2021/02/01		178	96.63%
Zone 1 Wilderness	Code 2	2020/01/01		7	100.00%
	Code 3	2020/01/01		38	100.00%
Zone 3 Urban	Code 2	2021/03/01	2021/04/30	482	87.34%
	Code 3	2021/04/01	2021/04/30	504	90.67%
Zone 3 Suburban and Rural	Code 2	2020/01/01		48	85.42%
	Code 3	2020/01/01		130	96.92%
Zone 8 Urban	Code 2	2021/04/01	2021/04/30	289	86.51%
	Code 3	2021/04/01	2021/04/30	523	87.76%
Zone 8 and B Suburban and Rural	Code 2	2020/01/01		164	95.12%
	Code 3	2020/11/01		197	85.28%
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		78	91.03%
	Code 3	2020/12/01		229	67.25%
Zone C Suburban and Rural	Code 2	2020/01/01		44	97.73%
	Code 3	2020/01/01		118	98.31%

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		May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Compliance Period Responses
Zone 1 Urban	Code 2	95.4%	93.1%	89.8%	92.2%	92.6%	92.6%	91.0%	88.7%	92.7%	88.9%	88.8%	89.2%	Complete
	Code 3	97.5%	96.4%	95.4%	96.4%	96.9%	96.9%	96.9%	95.2%	95.2%	95.9%	94.1%	94.9%	Complete
Zone 1 Suburban and Rural	Code 2	96.5%	96.3%	94.1%	93.2%	93.2%	93.2%	93.4%	92.9%	93.1%	95.2%	90.0%	87.9%	99
	Code 3	100.0%	100.0%	98.3%	98.3%	97.4%	97.4%	99.1%	98.4%	97.7%	96.7%	95.9%	96.6%	178
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%	38
Zone 3 Urban	Code 2	95.3%	94.0%	91.1%	95.4%	92.3%	92.3%	94.3%	86.5%	88.5%	90.3%	90.0%	87.3%	Complete
	Code 3	96.5%	94.8%	92.5%	93.6%	92.9%	92.9%	91.1%	89.0%	90.2%	92.3%	89.1%	90.7%	Complete
Zone 3 Suburban and Rural	Code 2	100.0%	100.0%	94.4%	95.2%	92.0%	92.0%	93.1%	91.2%	88.9%	85.4%	84.4%	85.4%	45
	Code 3	100.0%	100.0%	98.4%	98.5%	98.6%	98.6%	97.7%	97.9%	98.1%	97.4%	96.7%	96.9%	123
Zone 8 Urban	Code 2	89.2%	89.0%	92.3%	91.5%	89.9%	90.0%	89.8%	86.8%	84.7%	90.8%	91.6%	86.5%	Complete
	Code 3	90.0%	89.2%	90.4%	95.0%	91.5%	91.5%	91.0%	86.9%	89.9%	91.5%	90.6%	87.8%	Complete
Zone 8 and B Suburban and Rural	Code 2	96.4%	95.7%	96.4%	96.5%	95.9%	95.9%	95.0%	95.3%	94.2%	94.5%	94.9%	95.1%	164
	Code 3	91.5%	90.3%	89.9%	89.8%	91.0%	91.0%	86.5%	84.3%	86.9%	86.4%	87.5%	85.3%	197
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%	3
Zone C Urban	Code 2	90.8%	90.2%	90.8%	89.7%	89.2%	89.2%	88.4%	87.1%	88.9%	91.2%	91.5%	91.0%	78
	Code 3	87.6%	83.8%	77.1%	79.8%	80.7%	80.7%	75.9%	54.7%	63.0%	64.6%	64.7%	67.2%	229
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%	97.7%	44
	Code 3	100.0%	100.0%	100.0%	98.4%	98.6%	98.6%	98.9%	99.0%	99.0%	99.1%	99.1%	98.3%	118