# AMERICAN MEDICAL RESPONSE - WEST
## Emergency Medical Services
### Response Time Compliance Report - Priority 1
#### Contra Costa County
#### Feb-09

## Countywide

I. **TOTAL NUMBER PRIORITY 1 CALLS** 3805

II. **Total Number (Non-Exempt) BLS PRIORITY 1 Calls** 1

III. **ALS COMPLIANCE %** 99.97%

### Zone A

TOTAL NUMBER PRIORITY 1 CALLS 572
TOTAL PRIORITY 1 PENALTY CALLS 19

**RESPONSE TIME COMPLIANCE %** 96.68%

### Zone B

TOTAL NUMBER PRIORITY 1 CALLS 584
TOTAL PRIORITY 1 PENALTY CALLS 19

**RESPONSE TIME COMPLIANCE %** 96.75%

### Zone C

TOTAL NUMBER PRIORITY 1 CALLS 1521
TOTAL PRIORITY 1 PENALTY CALLS 50

**RESPONSE TIME COMPLIANCE %** 96.71%

### Zone D

TOTAL NUMBER PRIORITY 1 CALLS 818
TOTAL PRIORITY 1 PENALTY CALLS 36

**RESPONSE TIME COMPLIANCE %** 95.60%

### Zone E

TOTAL NUMBER PRIORITY 1 CALLS 310
TOTAL PRIORITY 1 PENALTY CALLS 8

**RESPONSE TIME COMPLIANCE %** 97.42%
<table>
<thead>
<tr>
<th>Zone</th>
<th>Total Priority 3 Calls</th>
<th>Total Priority 3 Penalty Calls</th>
<th>Response Time Compliance %</th>
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</thead>
<tbody>
<tr>
<td>Countywide</td>
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</tr>
<tr>
<td>Zone A</td>
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