## Contra Costa County Emergency Medical Services

American Medical Response - West  
Response Time Compliance Report - Priority 1* Calls  
Jul-14

### Countywide

| I. | TOTAL NUMBER PRIORITY 1 CALLS | 4541 |
| II. | Total Number (Non-Exempt) BLS PRIORITY 1 Calls | 0 |
| III. | ALS COMPLIANCE % | 100.00% |

### Zone A

| TOTAL NUMBER PRIORITY 1 CALLS | 687 |
| TOTAL PRIORITY 1 PENALTY CALLS | 31 |
| RESPONSE TIME COMPLIANCE % | 95.49% |

### Zone B

| TOTAL NUMBER PRIORITY 1 CALLS | 667 |
| TOTAL PRIORITY 1 PENALTY CALLS | 18 |
| RESPONSE TIME COMPLIANCE % | 97.30% |

### Zone C

| TOTAL NUMBER PRIORITY 1 CALLS | 1668 |
| TOTAL PRIORITY 1 PENALTY CALLS | 98 |
| RESPONSE TIME COMPLIANCE % | 94.12% |

### Zone D

| TOTAL NUMBER PRIORITY 1 CALLS | 1110 |
| TOTAL PRIORITY 1 PENALTY CALLS | 70 |
| RESPONSE TIME COMPLIANCE % | 93.69% |

### Zone E

| TOTAL NUMBER PRIORITY 1 CALLS | 409 |
| TOTAL PRIORITY 1 PENALTY CALLS | 36 |
| RESPONSE TIME COMPLIANCE % | 91.20% |

*Responses with lights and sirens*
AMERICAN MEDICAL RESPONSE - WEST  
Emergency Medical Services  
Response Time Compliance Report - Priority 3*  
Contra Costa County  
Jul-14

**Countywide**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
<td>2043</td>
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**Zone A**

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
<td>266</td>
</tr>
<tr>
<td>TOTAL PRIORITY 3 PENALTY CALLS</td>
<td>1</td>
</tr>
<tr>
<td><strong>RESPONSE TIME COMPLIANCE %</strong></td>
<td>99.62%</td>
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**Zone B**

<table>
<thead>
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<tbody>
<tr>
<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
<td>324</td>
</tr>
<tr>
<td>TOTAL PRIORITY 3 PENALTY CALLS</td>
<td>1</td>
</tr>
<tr>
<td><strong>RESPONSE TIME COMPLIANCE %</strong></td>
<td>99.69%</td>
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**Zone C**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
<td>717</td>
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<tr>
<td>TOTAL PRIORITY 3 PENALTY CALLS</td>
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<td><strong>RESPONSE TIME COMPLIANCE %</strong></td>
<td>99.72%</td>
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**Zone D**

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<tbody>
<tr>
<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
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<tr>
<td>TOTAL PRIORITY 3 PENALTY CALLS</td>
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<td><strong>RESPONSE TIME COMPLIANCE %</strong></td>
<td>99.48%</td>
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**Zone E**

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<td>TOTAL NUMBER PRIORITY 3 CALLS</td>
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<tr>
<td>TOTAL PRIORITY 3 PENALTY CALLS</td>
<td>4</td>
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<tr>
<td><strong>RESPONSE TIME COMPLIANCE %</strong></td>
<td>97.44%</td>
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*Responses without lights and sirens