

**AMERICAN MEDICAL RESPONSE - WEST**  
**Emergency Medical Services**  
**Response Time Compliance Report - Priority 1**  
**Contra Costa County**  
**September 2005**

**Countywide**

|      |  |               |
|------|--|---------------|
| I.   | TOTAL NUMBER PRIORITY 1 CALLS                  | 3931          |
| II.  | Total Number (Non-Exempt) BLS PRIORITY 1 Calls | 7             |
| III. | <b>ALS COMPLIANCE %</b>                        | <b>99.82%</b> |

**Zone A**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS     | 685           |
| TOTAL PRIORITY 1 PENALTY CALLS    | 34            |
| <b>RESPONSE TIME COMPLIANCE %</b> | <b>95.04%</b> |

**Zone B**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS     | 611           |
| TOTAL PRIORITY 1 PENALTY CALLS    | 38            |
| <b>RESPONSE TIME COMPLIANCE %</b> | <b>93.78%</b> |

**Zone C**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS     | 1471          |
| TOTAL PRIORITY 1 PENALTY CALLS    | 81            |
| <b>RESPONSE TIME COMPLIANCE %</b> | <b>94.49%</b> |

**Zone D**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS     | 858           |
| TOTAL PRIORITY 1 PENALTY CALLS    | 68            |
| <b>RESPONSE TIME COMPLIANCE %</b> | <b>92.07%</b> |

**Zone E**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS     | 306           |
| TOTAL PRIORITY 1 PENALTY CALLS    | 23            |
| <b>RESPONSE TIME COMPLIANCE %</b> | <b>92.48%</b> |

**AMERICAN MEDICAL RESPONSE - WEST**  
**Emergency Medical Services**  
**Response Time Compliance Report - Priority 3**  
**Contra Costa County**  
**September 2005**

**Countywide**

|    |                               |      |
|----|-------------------------------|------|
| I. | TOTAL NUMBER PRIORITY 3 CALLS | 1247 |
|----|-------------------------------|------|

---

**Zone A**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS     | 79            |
| TOTAL PRIORITY 3 PENALTY CALLS    | 3             |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>96.20%</i> |

---

**Zone B**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS     | 184           |
| TOTAL PRIORITY 3 PENALTY CALLS    | 1             |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>99.46%</i> |

---

**Zone C**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS     | 537           |
| TOTAL PRIORITY 3 PENALTY CALLS    | 8             |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>98.51%</i> |

---

**Zone D**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS     | 330           |
| TOTAL PRIORITY 3 PENALTY CALLS    | 8             |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>97.58%</i> |

---

**Zone E**

|                                   |               |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS     | 117           |
| TOTAL PRIORITY 3 PENALTY CALLS    | 6             |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>94.87%</i> |