

AMERICAN MEDICAL RESPONSE - WEST
Emergency Medical Services
Response Time Compliance Report - Priority 1
Contra Costa County
January 2007

Countywide

| | | |
|------|--|----------------|
| I. | TOTAL NUMBER PRIORITY 1 CALLS | 4498 |
| II. | Total Number (Non-Exempt) BLS PRIORITY 1 Calls | 0 |
| III. | ALS COMPLIANCE % | 100.00% |

Zone A

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS | 752 |
| TOTAL PRIORITY 1 PENALTY CALLS | 35 |
| RESPONSE TIME COMPLIANCE % | 95.35% |

Zone B

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS | 689 |
| TOTAL PRIORITY 1 PENALTY CALLS | 26 |
| RESPONSE TIME COMPLIANCE % | 96.23% |

Zone C

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS | 1757 |
| TOTAL PRIORITY 1 PENALTY CALLS | 134 |
| RESPONSE TIME COMPLIANCE % | 92.37% |

Zone D

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS | 1016 |
| TOTAL PRIORITY 1 PENALTY CALLS | 35 |
| RESPONSE TIME COMPLIANCE % | 96.56% |

Zone E

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 1 CALLS | 284 |
| TOTAL PRIORITY 1 PENALTY CALLS | 21 |
| RESPONSE TIME COMPLIANCE % | 92.61% |

AMERICAN MEDICAL RESPONSE - WEST
Emergency Medical Services
Response Time Compliance Report - Priority 3
Contra Costa County
January 2007

Countywide

| | |
|----------------------------------|------|
| I. TOTAL NUMBER PRIORITY 3 CALLS | 1482 |
|----------------------------------|------|

Zone A

| | |
|-----------------------------------|----------------|
| TOTAL NUMBER PRIORITY 3 CALLS | 79 |
| TOTAL PRIORITY 3 PENALTY CALLS | 0 |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>100.00%</i> |

Zone B

| | |
|-----------------------------------|----------------|
| TOTAL NUMBER PRIORITY 3 CALLS | 194 |
| TOTAL PRIORITY 3 PENALTY CALLS | 0 |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>100.00%</i> |

Zone C

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS | 679 |
| TOTAL PRIORITY 3 PENALTY CALLS | 6 |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>99.12%</i> |

Zone D

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS | 417 |
| TOTAL PRIORITY 3 PENALTY CALLS | 5 |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>98.80%</i> |

Zone E

| | |
|-----------------------------------|---------------|
| TOTAL NUMBER PRIORITY 3 CALLS | 113 |
| TOTAL PRIORITY 3 PENALTY CALLS | 3 |
| <i>RESPONSE TIME COMPLIANCE %</i> | <i>97.35%</i> |