

**AMERICAN MEDICAL RESPONSE - WEST**  
**Emergency Medical Services**  
**Response Time Compliance Report - Priority 1**  
**Contra Costa County**  
**Feb-08**

**Countywide**

I.	TOTAL NUMBER PRIORITY 1 CALLS	4407
II.	Total Number (Non-Exempt) BLS PRIORITY 1 Calls	4
III.	<b>ALS COMPLIANCE %</b>	<b>99.91%</b>

**Zone A**

TOTAL NUMBER PRIORITY 1 CALLS	774
TOTAL PRIORITY 1 PENALTY CALLS	35
<b>RESPONSE TIME COMPLIANCE %</b>	<b>95.48%</b>

**Zone B**

TOTAL NUMBER PRIORITY 1 CALLS	652
TOTAL PRIORITY 1 PENALTY CALLS	31
<b>RESPONSE TIME COMPLIANCE %</b>	<b>95.25%</b>

**Zone C**

TOTAL NUMBER PRIORITY 1 CALLS	1675
TOTAL PRIORITY 1 PENALTY CALLS	119
<b>RESPONSE TIME COMPLIANCE %</b>	<b>92.90%</b>

**Zone D**

TOTAL NUMBER PRIORITY 1 CALLS	971
TOTAL PRIORITY 1 PENALTY CALLS	51
<b>RESPONSE TIME COMPLIANCE %</b>	<b>94.75%</b>

**Zone E**

TOTAL NUMBER PRIORITY 1 CALLS	335
TOTAL PRIORITY 1 PENALTY CALLS	16
<b>RESPONSE TIME COMPLIANCE %</b>	<b>95.22%</b>

**AMERICAN MEDICAL RESPONSE - WEST**  
**Emergency Medical Services**  
**Response Time Compliance Report - Priority 3**  
**Contra Costa County**  
**Feb-08**

**Countywide**

I. TOTAL NUMBER PRIORITY 3 CALLS	1321
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**Zone A**

TOTAL NUMBER PRIORITY 3 CALLS	83
TOTAL PRIORITY 3 PENALTY CALLS	1
<b>RESPONSE TIME COMPLIANCE %</b>	<b>98.80%</b>

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**Zone B**

TOTAL NUMBER PRIORITY 3 CALLS	206
TOTAL PRIORITY 3 PENALTY CALLS	6
<b>RESPONSE TIME COMPLIANCE %</b>	<b>97.09%</b>

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**Zone C**

TOTAL NUMBER PRIORITY 3 CALLS	574
TOTAL PRIORITY 3 PENALTY CALLS	12
<b>RESPONSE TIME COMPLIANCE %</b>	<b>97.91%</b>

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**Zone D**

TOTAL NUMBER PRIORITY 3 CALLS	330
TOTAL PRIORITY 3 PENALTY CALLS	4
<b>RESPONSE TIME COMPLIANCE %</b>	<b>98.79%</b>

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**Zone E**

TOTAL NUMBER PRIORITY 3 CALLS	128
TOTAL PRIORITY 3 PENALTY CALLS	0
<b>RESPONSE TIME COMPLIANCE %</b>	<b>100.00%</b>