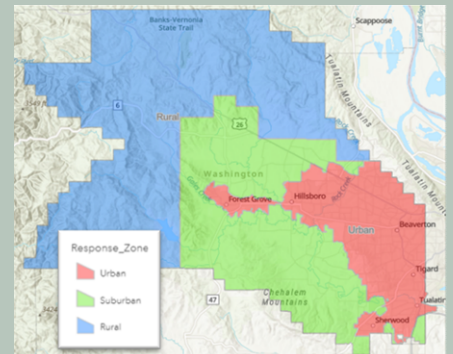




# Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report - April 2024

Monthly Performance Assessment is one mechanism of monitoring the EMS system for the County, and serves as a feedback tool for AMR. Compiled data from these reports represent AMR's performance for each metric listed.



		% Compliance	Outlier Minutes
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### Response Intervals

*Response Interval: measured from time call is assigned to AMR to time unit arrives on scene.*

*Outlier Minutes: number of minutes for calls exceeding twice the response interval standard.*

Code 3	Urban: 90% of responses not to exceed 10 minutes	86.29	44
	Suburban: 90% of responses not to exceed 12 minutes	79.44	1
	Rural: 90% of responses not to exceed 30 minutes	92.86	0
Code 1	Urban: 90% of responses not to exceed 15 minutes	85.41	52
	Suburban: 90% of responses not to exceed 17 minutes	81.97	0
	Rural: 90% of responses not to exceed 40 minutes	100.00	0

		Level 0 Minutes	Level 0 Events
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### Level Zero Minute Count

*Level 0: measures the total number of minutes and distinct events during which AMR did not have an ambulance immediately available to respond to request for an emergency response.*

	Countywide: 0 minutes per month	4	8
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