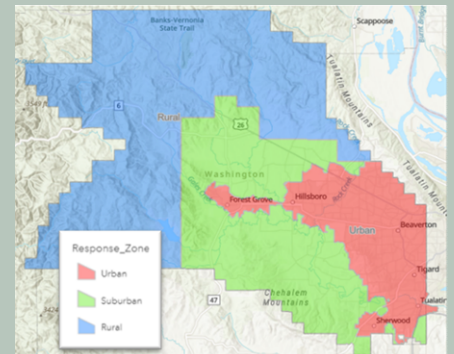




Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report - January 2024

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 |
|--|---|-----------------|-----------------|
| Response Intervals | | | |
| <i>Response Interval: measured from time call is assigned to AMR to time unit arrives on scene.</i> | | | |
| <i>Outlier Minutes: number of minutes for calls exceeding twice the response interval standard.</i> | | | |
| Code 3 | Urban: 90% of responses not to exceed 10 minutes | 83.57 | 759 |
| | Suburban: 90% of responses not to exceed 12 minutes | 57.33 | 23 |
| | Rural: 90% of responses not to exceed 30 minutes | 81.82 | 0 |
| Code 1 | Urban: 90% of responses not to exceed 15 minutes | 82.65 | 776 |
| | Suburban: 90% of responses not to exceed 17 minutes | 80.00 | 83 |
| | Rural: 90% of responses not to exceed 40 minutes | 90.91 | 157 |
| | | Level 0 Minutes | Level 0 Events |
| Level Zero Minute Count | | | |
| <i>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.</i> | | | |
| | Countywide: 0 minutes per month | 140 | 59 |