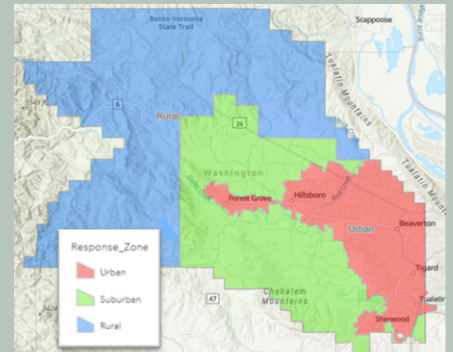




# Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report - March 2024

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
<b>Response Intervals</b>			
<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	<i>Urban: 90% of responses not to exceed 10 minutes</i>	87.91	65
	<i>Suburban: 90% of responses not to exceed 12 minutes</i>	71.05	2
	<i>Rural: 90% of responses not to exceed 30 minutes</i>	96.30	0
Code 1	<i>Urban: 90% of responses not to exceed 15 minutes</i>	86.64	54
	<i>Suburban: 90% of responses not to exceed 17 minutes</i>	76.60	0
	<i>Rural: 90% of responses not to exceed 40 minutes</i>	100.00	0
		Level 0 Minutes	Level 0 Events
<b>Level Zero Minute Count</b>			
<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>			
	<i>Countywide: 0 minutes per month</i>	20	15