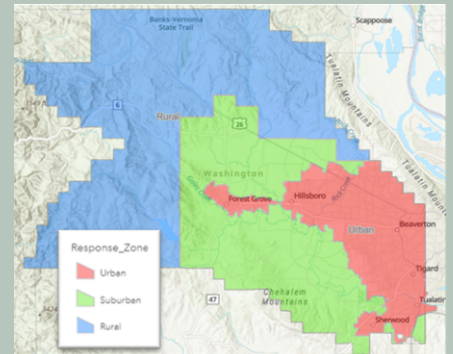




# Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report - May 2024

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   | Urban: 90% of responses not to exceed 10 minutes    | 85.70           | 70              |
|  | Suburban: 90% of responses not to exceed 12 minutes | 81.37           | 0               |
|  | Rural: 90% of responses not to exceed 30 minutes    | 96.88           | 0               |
| Code 1   | Urban: 90% of responses not to exceed 15 minutes    | 86.66           | 85              |
|  | Suburban: 90% of responses not to exceed 17 minutes | 91.67           | 0               |
|  | Rural: 90% of responses not to exceed 40 minutes    | 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> |   |                 |                 |
|  | Countywide: 0 minutes per month                     | 50              | 23              |