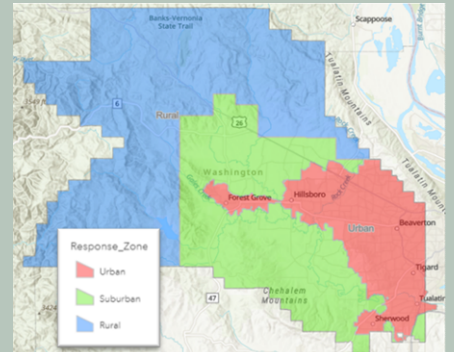




Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report - November 2023

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	73.19	659
	Suburban: 90% of responses not to exceed 12 minutes	56.99	18
	Rural: 90% of responses not to exceed 30 minutes	88.00	0
Code 1	Urban: 90% of responses not to exceed 15 minutes	75.98	483
	Suburban: 90% of responses not to exceed 17 minutes	63.83	6
	Rural: 90% of responses not to exceed 40 minutes	90.91	0
		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	261	100