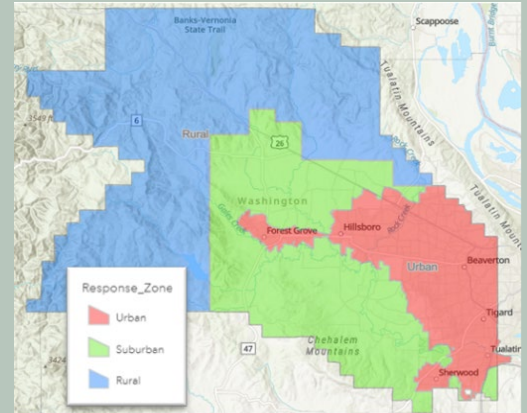




Department of Health and Human Services

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

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



% Compliance

Outlier Minutes

Response Intervals

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

Outlier Minutes: measured as the number of minutes, while responding to calls, exceeding twice the response time limit .

		% Compliance	Outlier Minutes
Code 3: Lights & siren	Urban: 90% of responses not to exceed 10 minutes	67.3%	955
	Suburban: 90% of responses not to exceed 12 minutes	43.5%	33
	Rural: 90% of responses not to exceed 30 minutes	91.2%	0
Code 1: Non-lights & siren	Urban: 90% of responses not to exceed 15 minutes	69.9%	1025
	Suburban: 90% of responses not to exceed 17 minutes	67.1%	22
	Rural: 90% of responses not to exceed 40 minutes	88.2%	0

Level 0 Minutes

Level 0 Events

Level Zero

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	2175	809
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