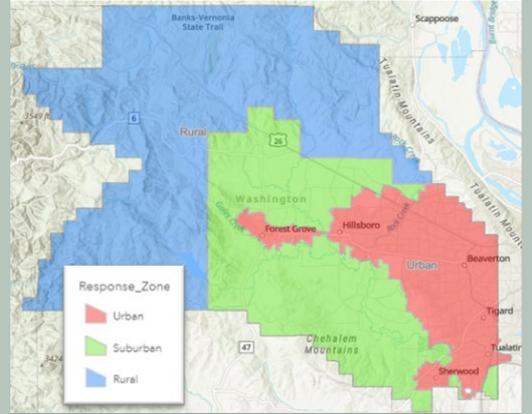




# Washington County Emergency Ambulance Services Franchise Agreement Monthly Operational Compliance Report October 2023

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
<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: measured as the number of minutes, while responding to calls, exceeding twice the response time limit.</i>			
Code 3: Lights & siren	Urban: 90% of responses not to exceed 10 minutes	68.8%	564
	Suburban: 90% of responses not to exceed 12 minutes	49.5%	8
	Rural: 90% of responses not to exceed 30 minutes	80.0%	0
Code 1: Non-lights & siren	Urban: 90% of responses not to exceed 15 minutes	72.2%	983
	Suburban: 90% of responses not to exceed 17 minutes	59.1%	7
	Rural: 90% of responses not to exceed 40 minutes	88.9%	0

		Level 0 Minutes	Level 0 Events
<b>Level Zero</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	1326	524