



Diamondhead Monthly Response Time Report

March 2021 Number of Emergency Calls* Response Time Compliance %

Diamondhead 73 47%

***Emergency calls are defined as all Priority 1 calls, which are emergency life-threatening calls. These are the emergency calls AMR is responsible to report as regulated by the county contract.**

The average response time for all Priority 1(emergency life-threatening calls) listed above **without claiming any exceptions is 16:32**

List of exceptions in accordance with the current agreement:

Road Construction / Traffic	1
Incorrect address	0
Scene Not Secure	0
Multiple Emergency Calls / Saturation	3
Multiple Unit Response	0
Severe Weather	0
Patient Refused	12
No Patient Found	7
Train or Drawbridge	0
Total	23

Respectfully,

James Carver
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****Priority Levels for Calls including emergency and non-emergency:**

- P1- Emergency Life-threatening
- P2- Emergency Non-Life threatening
- P3- Non-Emergency, Non-scheduled
- P4- Non-Emergency, Scheduled