



**Diamondhead
Monthly Response Time Report**

March 2021	Number of Emergency Calls*	Response Time Compliance %
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Diamondhead	73	47%
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***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