



Diamondhead
Monthly Response Time Report

Table with 3 columns: October 2020, Number of Emergency Calls*, Response Time Compliance %. Row 1: Diamondhead, 118, 72%

*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 16:48

List of exceptions in accordance with the current agreement:

Table listing exceptions: Road Construction / Traffic (1), Incorrect address (0), Scene Not Secure (0), Multiple Emergency Calls / Saturation (13), Multiple Unit Response (0), Severe Weather (10), Patient Refused (7), No Patient Found (3), Train or Drawbridge (0), Total (34)

Respectfully,

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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
Severe Weather includes responses during a declared disaster.
There was a period of suspended response due to weather