

Multnomah County Emergency Medical Services

911 Ambulance Contract Response Time Performance Public Report

October 2018 - June 2024



EMS Compliance Report 2018-2024

One component of the Multnomah County Emergency Medical Services (EMS) system is ambulance services. Ambulance services are provided for all of Multnomah County by a single franchised ambulance service provider -- American Medical Response, Inc. (AMR). Response time goals are set by the contract for ambulance services. Response times are one of many contract requirements and are one way to measure compliance with the contract.

Response Time Goals

The response time goals differ based on geography and the presumed seriousness of the request when the ambulance is dispatched. The county's Ambulance Service Plan recognizes that response times will vary with these factors. To accommodate these differences, the contract sets a performance metric of meeting the response time expectation 80% or 90% of the time. This mirrors requirements by the state.

Geography

The County is divided into different geographical zones (See map on page 2.) Target response times are different for each zone.

- **Urban** or urban response zone means those areas in the Multnomah County Ambulance Service Area that are *within* the urban growth boundary. The urban area is divided into four smaller zones: North, South, East, and West.

- **Rural** or rural response zone means those areas in the Multnomah County Ambulance Service Area that are outside the urban growth boundary.
- **Frontier** means those areas within the rural response zone that the EMS Program Office deems exempt from the rural response time requirement because of extreme distance, inadequate roads, difficult terrain or other factors.

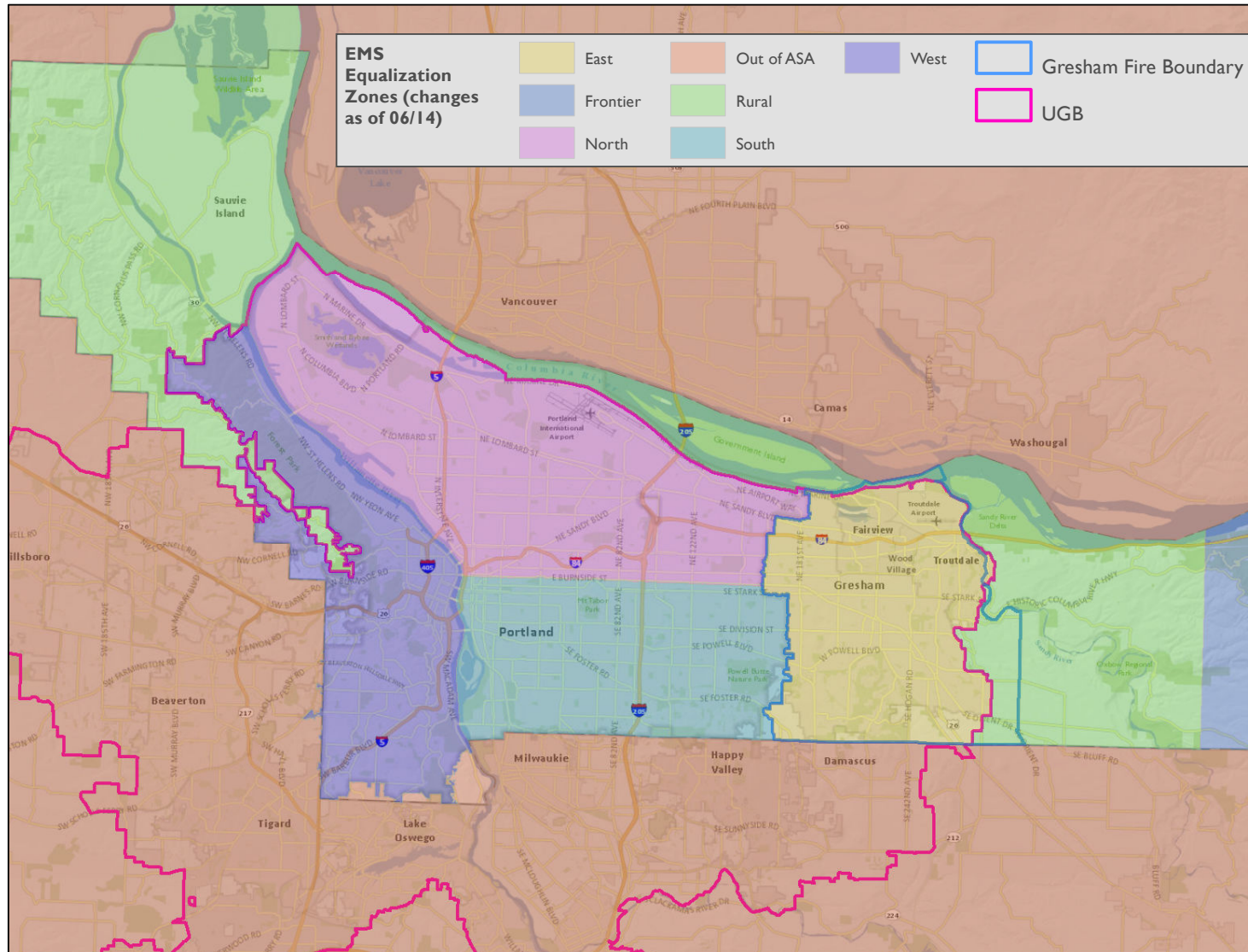
Presumed Seriousness of Request

There are multiple levels of presumed seriousness of requests coming in through 911. Two are recorded in these graphs. These include:

- **Life threatening emergency** - A request for medical service that is known or likely to represent a medical condition that could result in death or severe disability, e.g., cardiac arrest, stroke, severe trauma. An ambulance responds to these calls with lights and a siren.
- **Non-immediate 911** - 911 calls that are less serious, but need a response, e.g., general illness, isolated injury, falls with no other identified injury. An ambulance responds to these calls without the use of lights and a siren.

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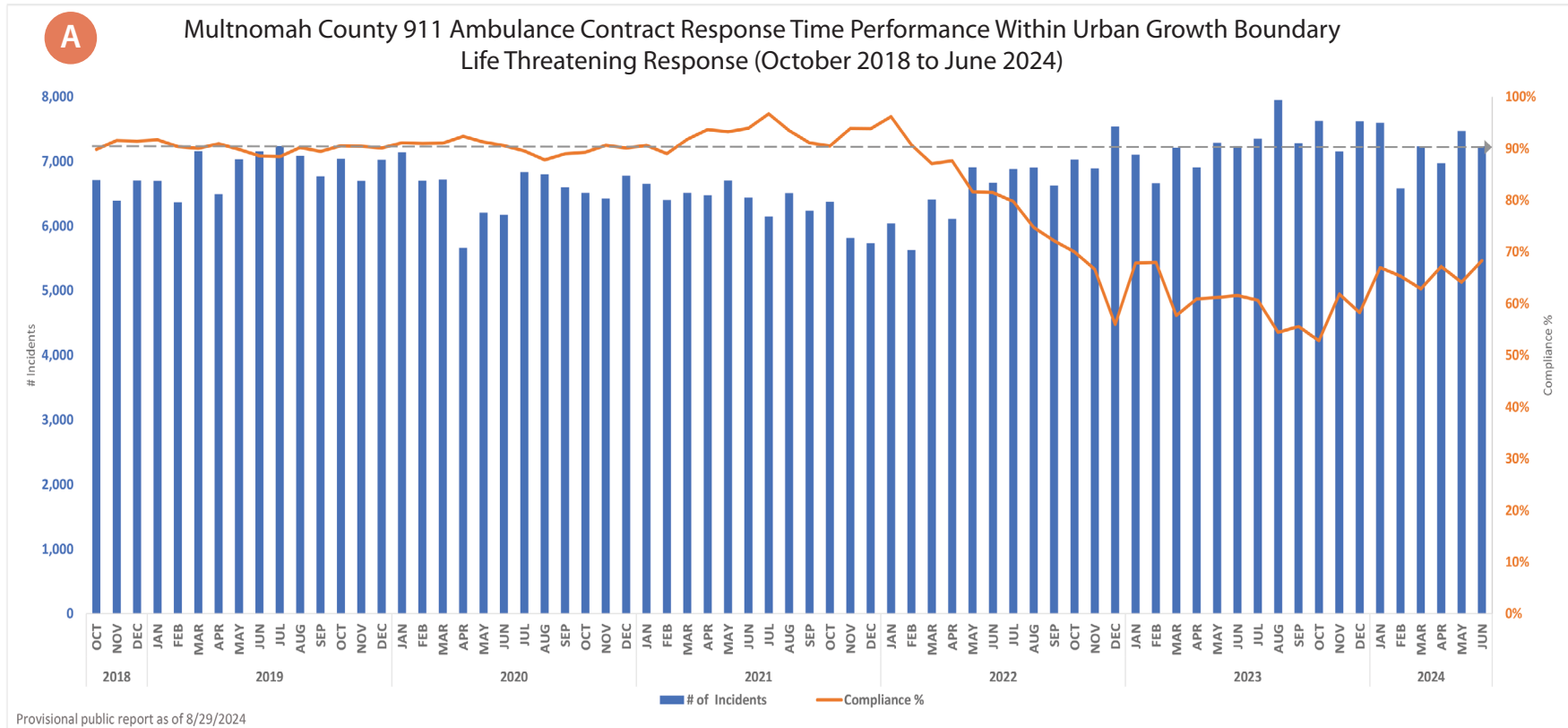
Emergency Medical Services Equalization Zones for Emergency Response



The county is divided into different geographical zones for EMS response.

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How to Read Response Time Performance Graphs



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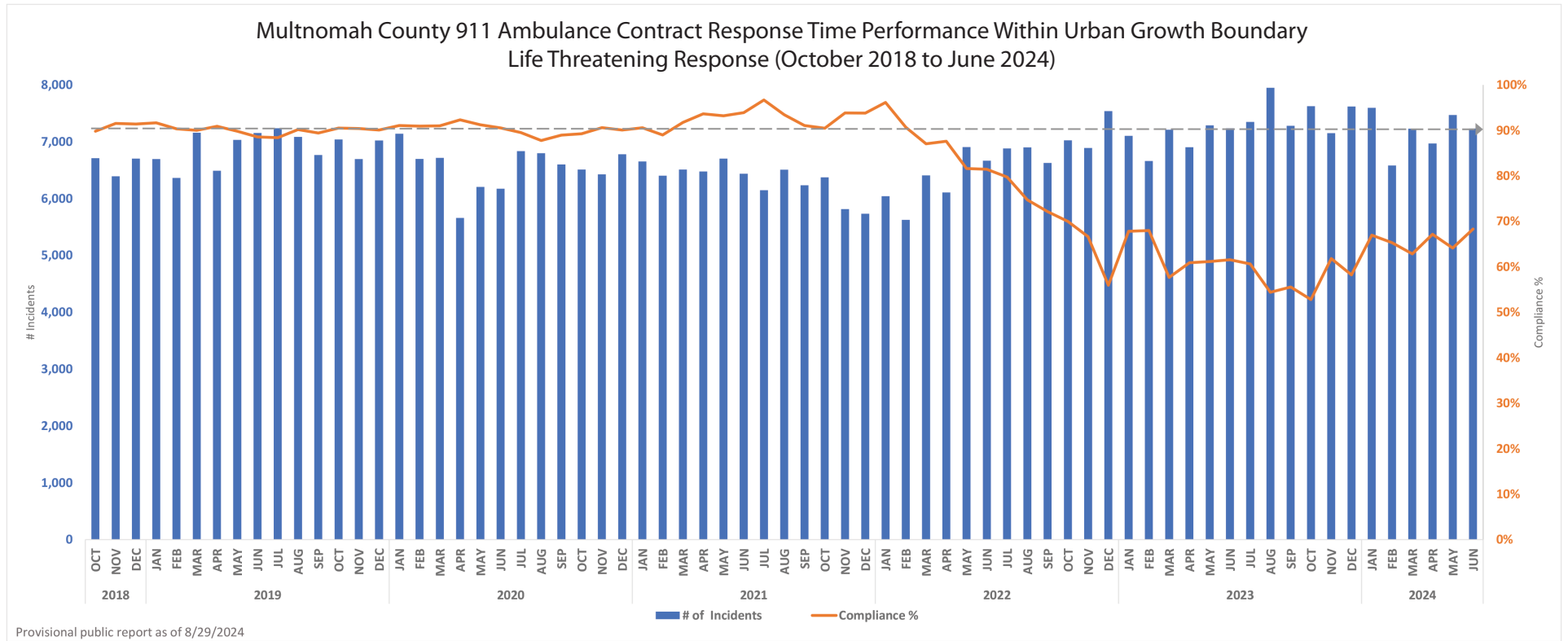
- A.** The graph title includes information about the:
- Response mode - Life threatening or non-immediate which determine the time standard to be used
 - Geographic zone - Urban (North, South, East, West Zones) or Rural
 - Date or time frame for the data
- B.** The left side vertical axis (running from top to bottom of the graph) is the response volume (number of responses). This number is shown by the blue bars on the graph.
- C.** The lower horizontal axis (running from left to right across the bottom of the graph) shows the time frame for reporting. This is either a month and year or a quarter and year, based on contract reporting time frames.
- D.** The right side vertical axis (running from top to bottom of the graph) is the response compliance percentage. This percentage is shown by the orange line on the graph.
- E.** The gray dashed reference line shows the response time compliance goals for each zone, either 80% or 90%.

The graphs on the following pages show the number of responses and the response time compliance rates by zone and presumed seriousness of the 911 request. Each graph covers the time from October 2018 through June 2024. Response time performance in the Urban zones is recorded by month. In the Rural zone, response time performance is recorded by quarter.

The data used to generate the graphs comes from EMS quality assurance data protected by Oregon Law (ORS 41.675-41.685). The data is processed and reviewed through [FirstWatch Online Compliance Utility](#) — a third party system required by contract and contracted for by AMR. The data is reviewed and approved by the EMS program staff. Responses have been corrected, and requested exemptions approved in accordance with the contract terms. Responses have also been deidentified and aggregated to ensure the privacy of the people who have used 911.

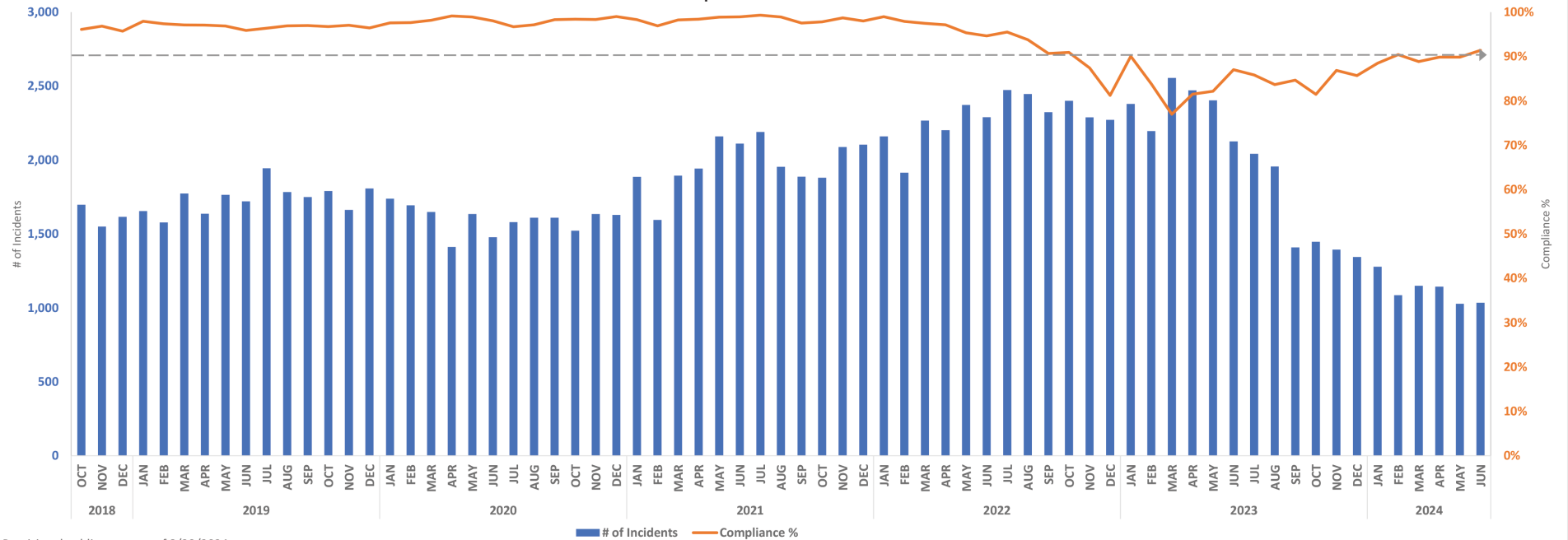
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Urban Life Threatening and Non-Immediate Responses All Zones



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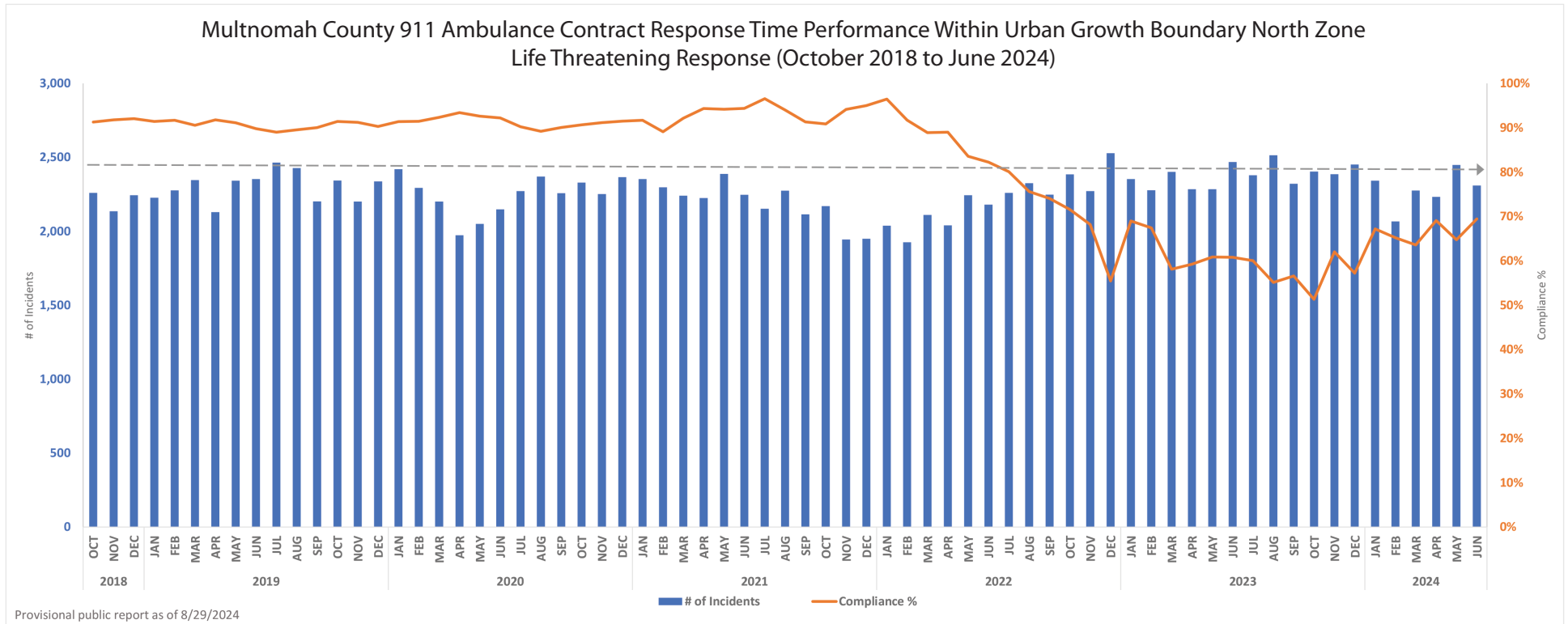
Multnomah County 911 Ambulance Contract Response Time Performance Within Urban Growth Boundary
Non-Immediate Response (October 2018 to June 2024)



Provisional public report as of 8/29/2024

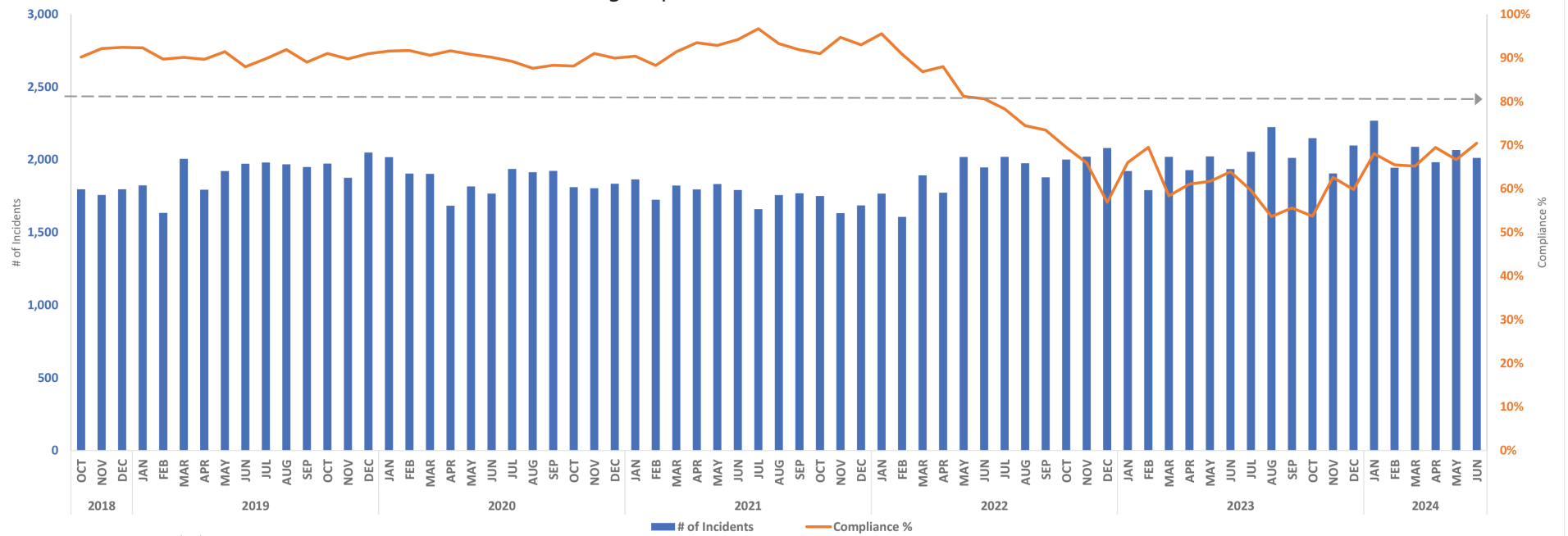
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Urban Life Threatening Response By Zone



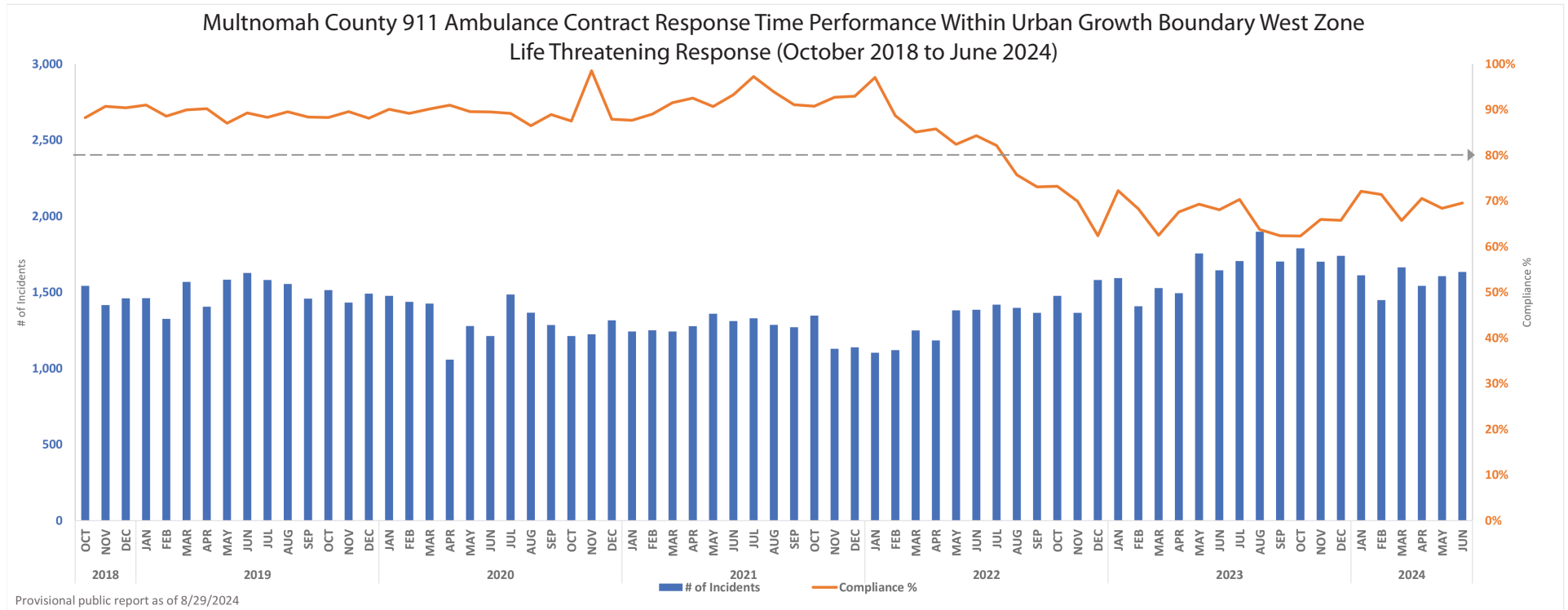
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Multnomah County 911 Ambulance Contract Response Time Performance Within Urban Growth Boundary South Zone
Life Threatening Response (October 2018 to June 2024)



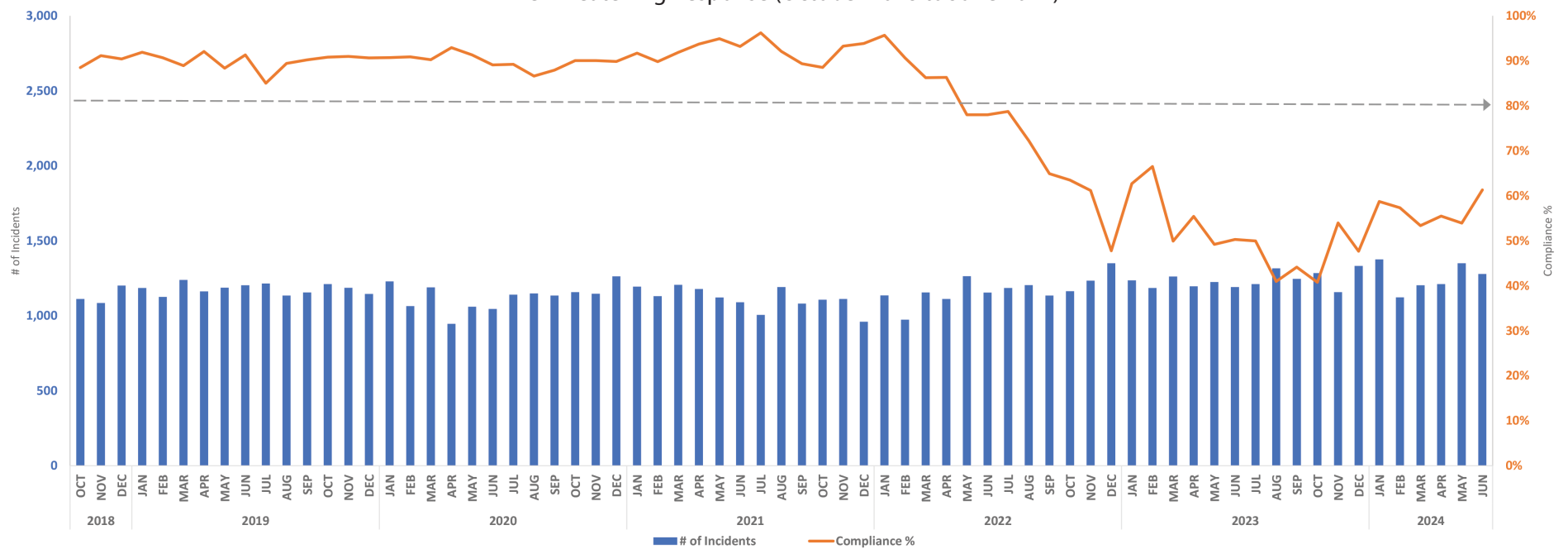
Provisional public report as of 8/29/2024

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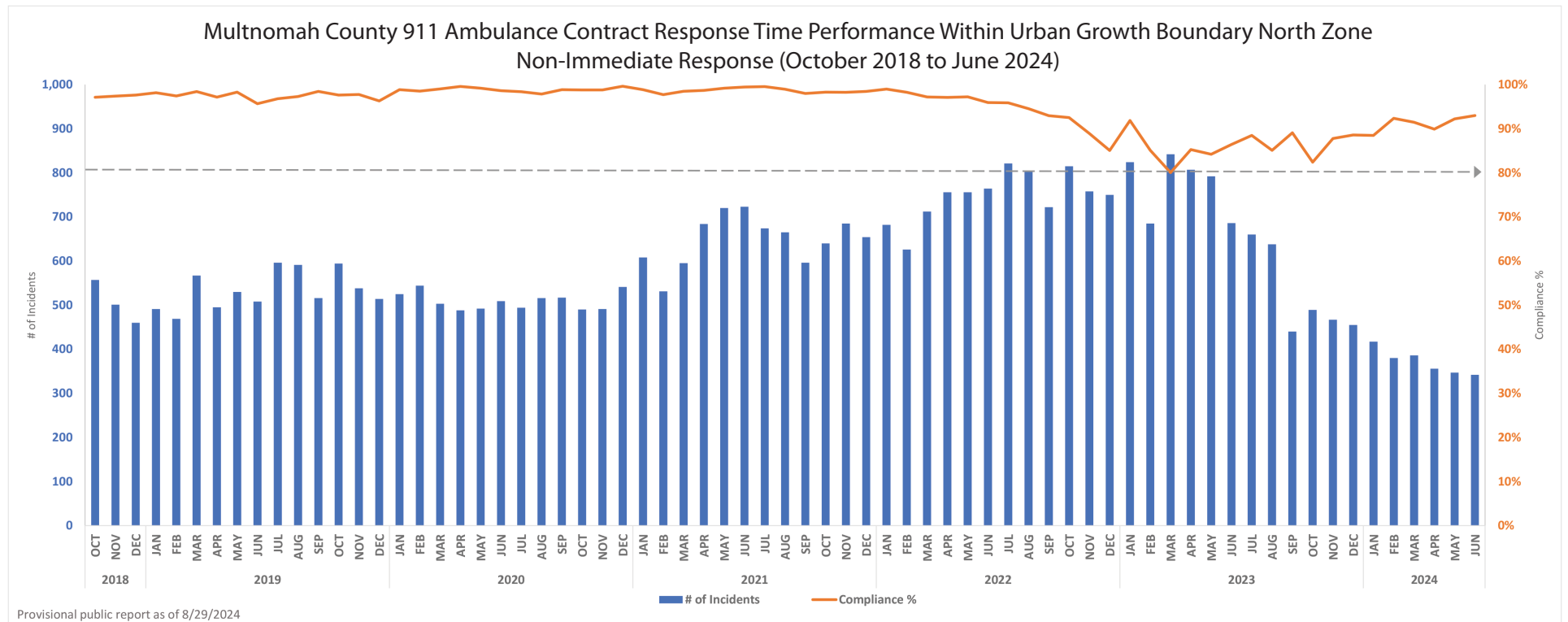
Multnomah County 911 Ambulance Contract Response Time Performance Within Urban Growth Boundary East Zone
Life Threatening Response (October 2018 to June 2024)



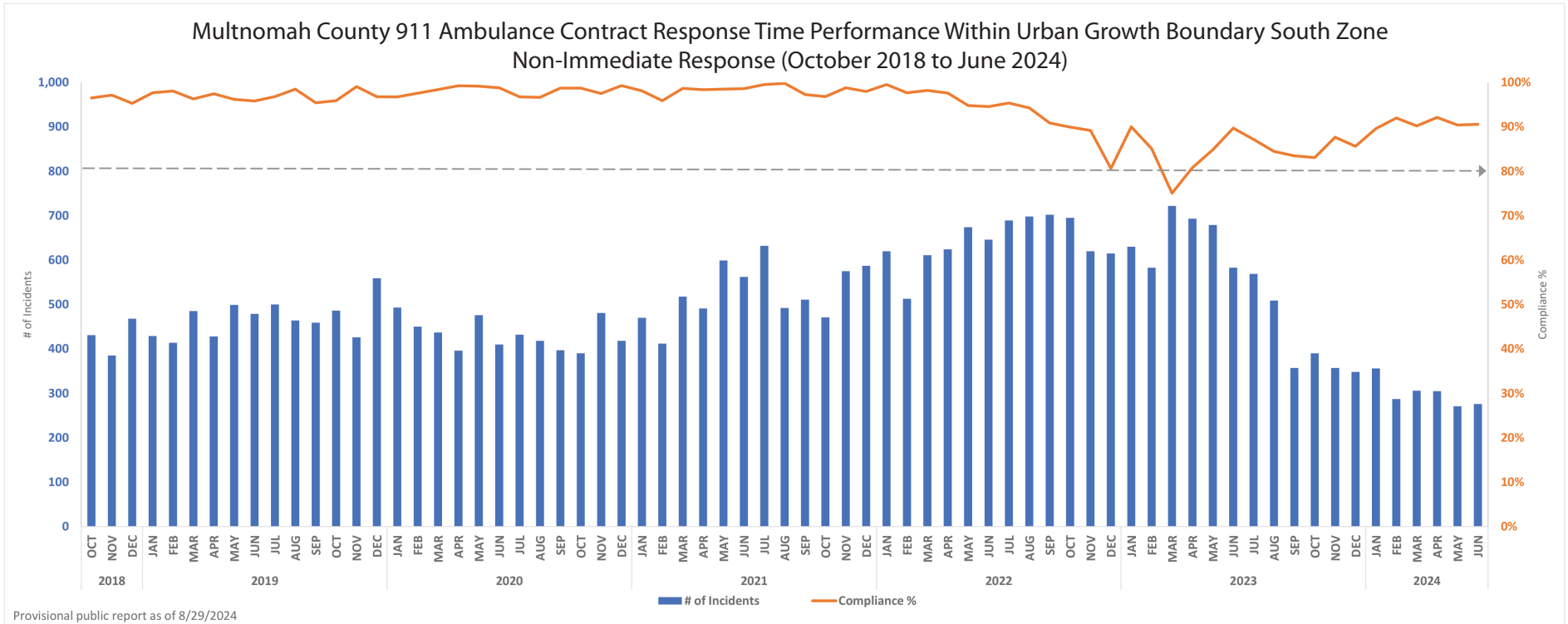
Provisional public report as of 8/29/2024

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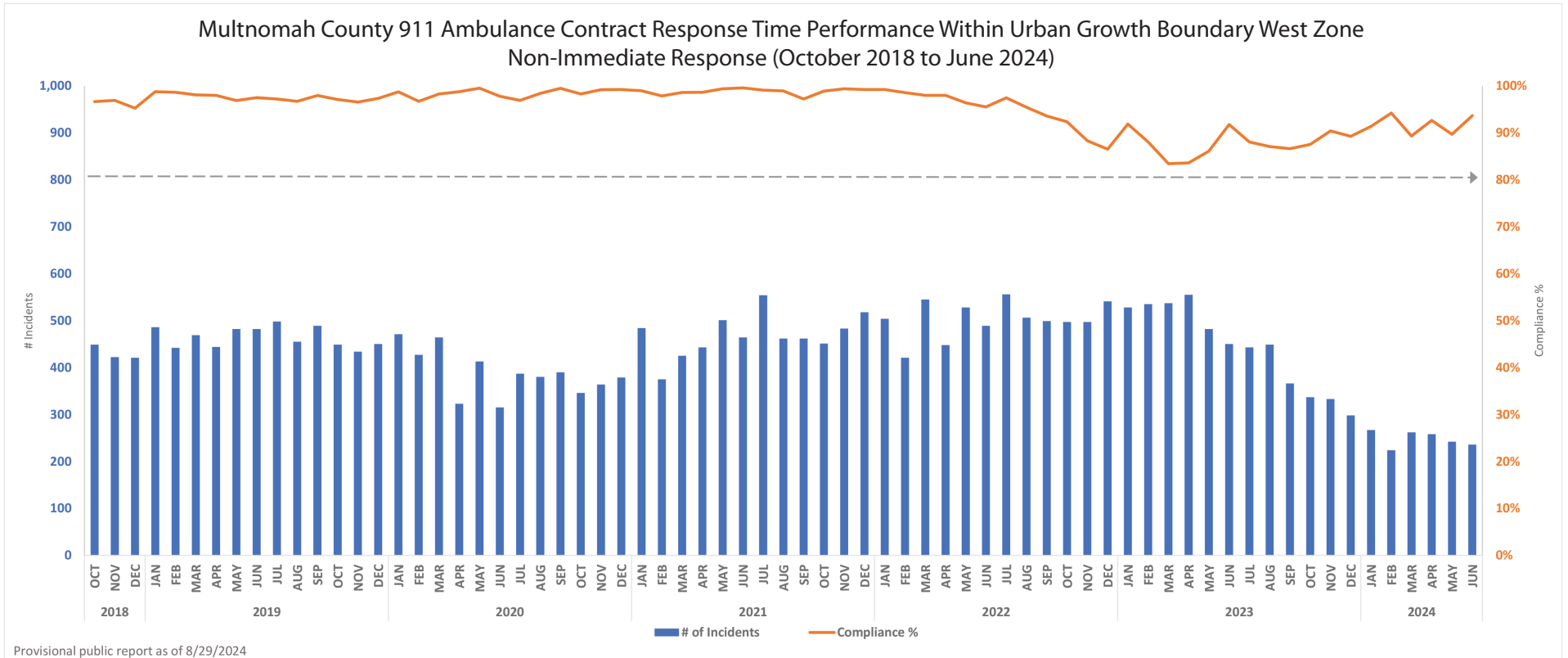
Urban Non-Immediate Response by Zone



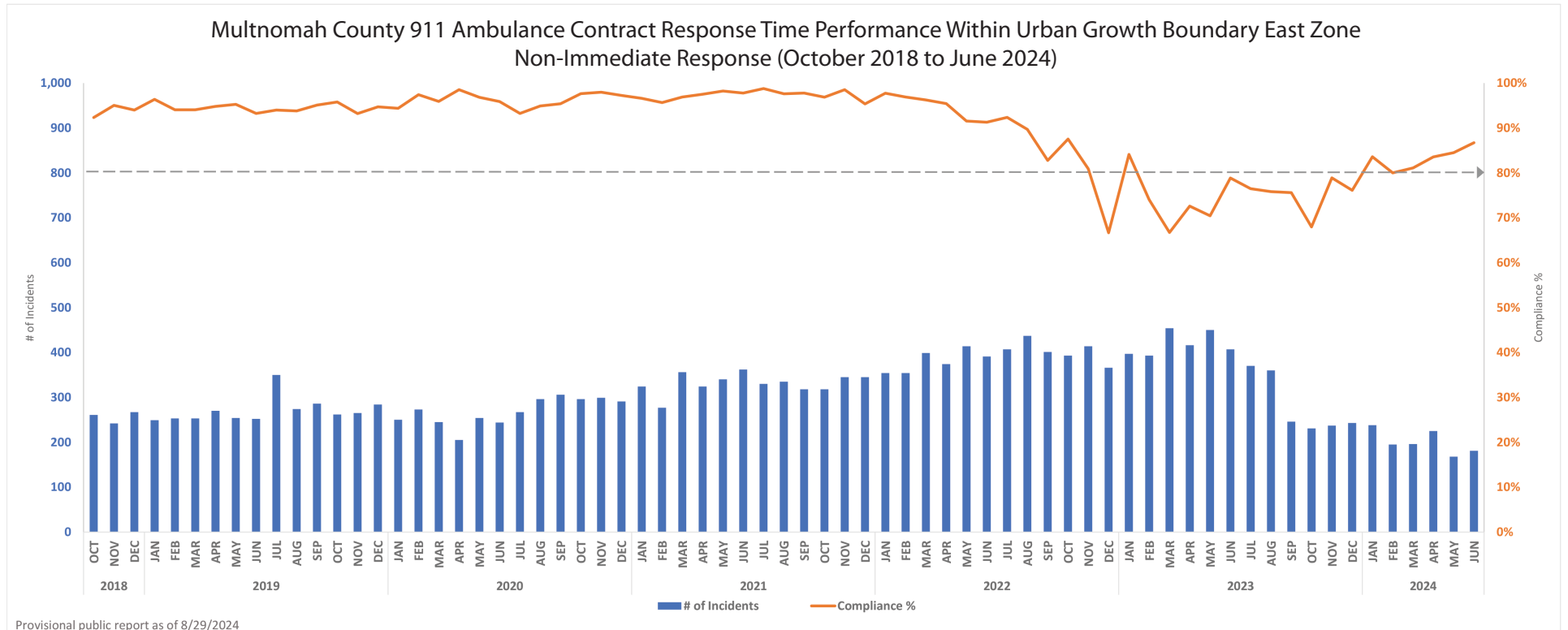
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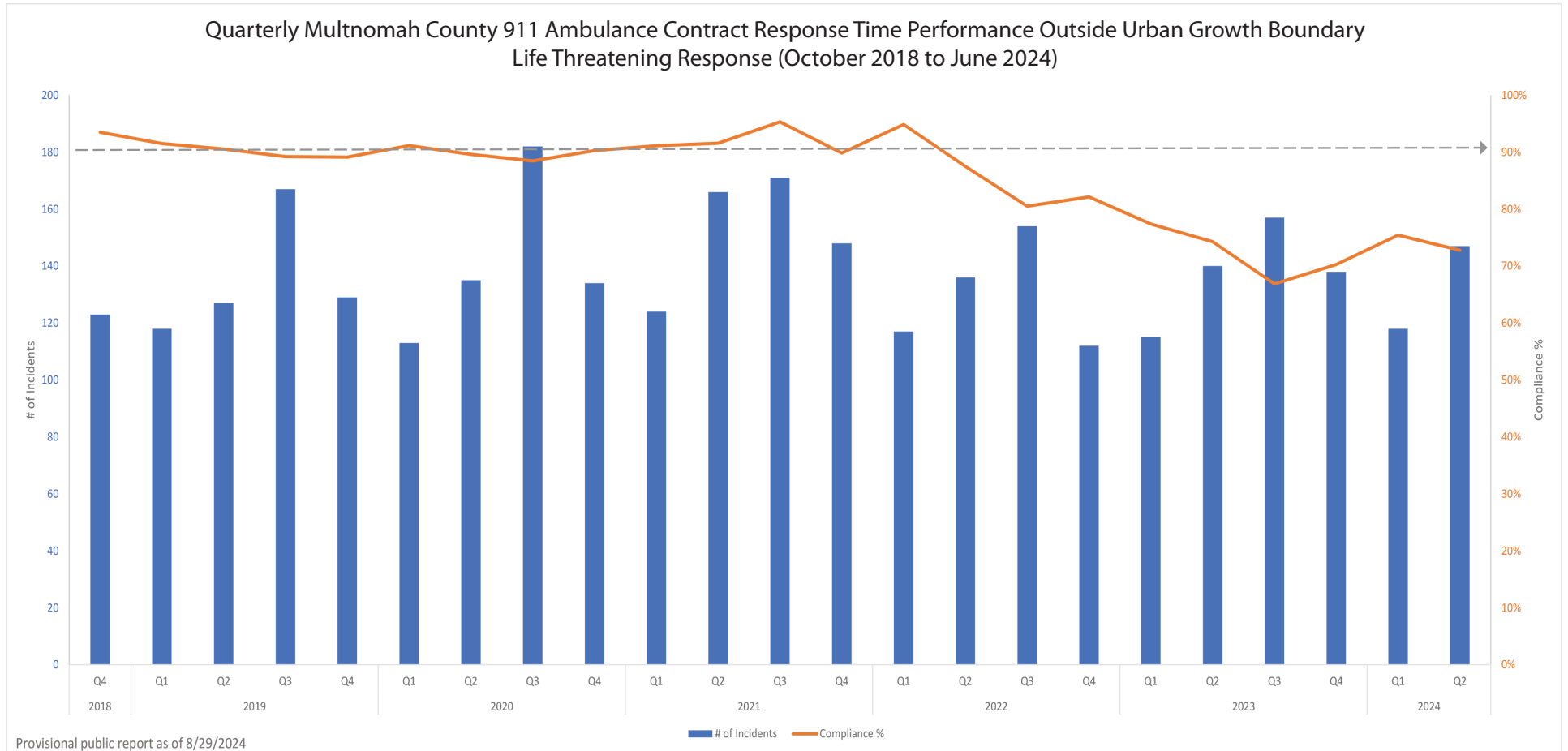


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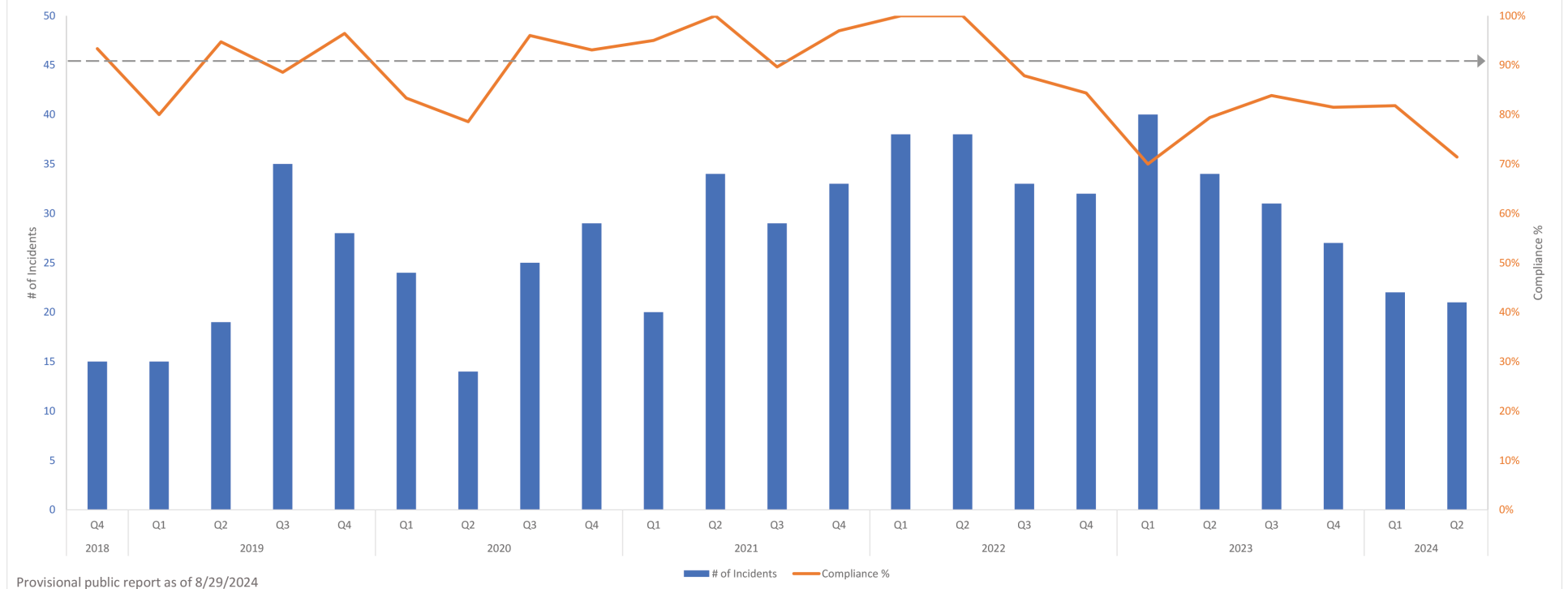
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Rural Life Threatening and Non-Immediate Responses



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Quarterly Multnomah County 911 Ambulance Contract Response Time Performance Outside Urban Growth Boundary
Non-Immediate Response (October 2018 to June 2024)



Data Detail by Time Period

The tables on the following pages detail the information on the number of responses and the response time compliance rates by Urban zone and presumed seriousness of the 911 request.

These Urban zone tables are separated by year and month. The zones correspond to the geographic zones illustrated on page 2 of this report. Data for 2018 and 2024 are partially reported. The time period covered represents the data collected to date for the current contract period.

Because the detailed numbers of responses in the Rural zone are relatively small, they have been suppressed to protect the identities and confidentiality of those served and/or to prevent the backward calculation of other suppressed data. The Multnomah County Health Department is working on a way to share this detailed data without compromising confidentiality and data best practices.

Compliance rate information

The response time goals differ based on geography and the presumed seriousness of the request when the ambulance is dispatched. The county's Ambulance Service Plan recognizes that response times will vary with these factors.

The County's contract with AMR sets response time goals. Compliant calls meet all of the requirements in the contract for the response time for the zone and seriousness of the call, non-compliant calls did not meet those standards. Generally, target response times are 8 minutes or less for life threatening responses in Urban zones and 20 minutes or less for non-immediate responses in Urban zones. In the Rural zone, response time goals are 20 minutes or less for life threatening responses and 30 min or less for non-immediate responses. Sometimes the seriousness of a call is upgraded or downgraded during the call. This can affect the overall time allowed for compliance.

To reduce geographic inequity in response times throughout the Urban Response Area, the contract sets a performance measure of meeting the response time expectation 80% of the time in each of the Urban sub zones, and 90% of the time overall in Urban and Rural zones.

EMS Compliance Report 2018-2024

Ambulance Response and Compliance by Year - 2018 Oct-Dec

All Urban Zones		OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	6,712	6,394	6,703
	Compliance %	90%	92%	91%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	1,698	1,550	1,616
	Compliance %	96%	97%	96%
Life Threatening Response by Zone				
Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,260	2,135	2,244
	Compliance %	91%	92%	92%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	1,797	1,758	1,797
	Compliance %	90%	92%	92%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,543	1,416	1,461
	Compliance %	88%	91%	90%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,112	1,085	1,201
	Compliance %	88%	91%	90%
Non-Immediate Response by Zone				
Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	557	501	460
	Compliance %	97%	97%	98%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	431	385	468
	Compliance %	97%	97%	95%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	449	422	421
	Compliance %	97%	97%	95%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	261	242	267
	Compliance %	92%	95%	94%

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Ambulance Response and Compliance by Year - 2019

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	6,697	6,363	7,160	6,491	7,034	7,156	7,240	7,086	6,767	7,042	6,696	7,024
	Compliance %	92%	90%	90%	91%	90%	89%	88%	90%	89%	91%	90%	90%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	1,655	1,578	1,774	1,637	1,765	1,721	1,944	1,784	1,750	1,791	1,663	1,807
	Compliance %	98%	97%	97%	97%	97%	96%	96%	97%	97%	97%	97%	96%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,227	2,277	2,346	2,129	2,342	2,353	2,464	2,428	2,202	2,343	2,201	2,337
	Compliance %	91%	92%	91%	92%	91%	90%	89%	90%	90%	91%	91%	90%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	1,823	1,634	2,006	1,793	1,922	1,972	1,980	1,968	1,950	1,973	1,876	2,049
	Compliance %	92%	90%	90%	90%	91%	88%	90%	92%	89%	91%	90%	91%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,462	1,326	1,569	1,406	1,583	1,628	1,581	1,555	1,459	1,515	1,433	1,492
	Compliance %	91%	89%	90%	90%	87%	89%	88%	90%	88%	88%	90%	88%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,185	1,126	1,239	1,163	1,187	1,203	1,215	1,135	1,156	1,211	1,186	1,146
	Compliance %	92%	91%	89%	92%	88%	91%	85%	89%	90%	91%	91%	91%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	491	469	567	495	530	508	596	591	516	594	538	514
	Compliance %	98%	97%	98%	97%	98%	96%	97%	97%	98%	98%	98%	96%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	429	414	485	428	499	479	500	464	459	486	426	559
	Compliance %	98%	98%	96%	97%	96%	96%	97%	98%	95%	96%	99%	97%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	486	442	469	444	482	482	498	455	489	449	434	450
	Compliance %	99%	99%	98%	98%	97%	98%	97%	97%	98%	97%	97%	97%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	249	253	253	270	254	252	350	274	286	262	265	284
	Compliance %	96%	94%	94%	95%	95%	93%	94%	94%	95%	96%	93%	95%

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Ambulance Response and Compliance by Year - 2020

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	7,143	6,699	6,718	5,661	6,205	6,174	6,835	6,799	6,601	6,511	6,428	6,780
	Compliance %	91%	91%	91%	92%	91%	91%	90%	88%	89%	89%	91%	90%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	1,739	1,694	1,649	1,412	1,635	1,478	1,580	1,610	1,610	1,522	1,635	1,629
	Compliance %	98%	98%	98%	99%	99%	98%	97%	97%	98%	98%	98%	99%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,420	2,293	2,201	1,973	2,050	2,148	2,272	2,370	2,258	2,329	2,252	2,366
	Compliance %	91%	91%	92%	93%	93%	92%	90%	89%	90%	91%	91%	92%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	2,017	1,904	1,902	1,684	1,816	1,767	1,936	1,914	1,923	1,811	1,804	1,835
	Compliance %	92%	92%	91%	92%	91%	90%	89%	88%	88%	88%	91%	90%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,477	1,438	1,426	1,058	1,279	1,213	1,486	1,366	1,285	1,213	1,225	1,316
	Compliance %	90%	89%	90%	91%	90%	90%	89%	87%	89%	88%	99%	88%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,229	1,064	1,189	946	1,060	1,046	1,141	1,149	1,135	1,158	1,147	1,263
	Compliance %	91%	91%	90%	93%	91%	89%	89%	87%	88%	90%	90%	90%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	525	544	503	488	492	509	494	516	517	490	491	541
	Compliance %	99%	99%	99%	100%	99%	99%	98%	98%	99%	99%	99%	100%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	493	450	437	396	476	410	432	418	397	390	481	418
	Compliance %	97%	98%	98%	99%	99%	99%	97%	97%	99%	99%	98%	99%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	471	427	464	323	413	315	387	380	390	346	364	379
	Compliance %	99%	97%	98%	99%	100%	98%	97%	98%	99%	98%	99%	99%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	250	273	245	205	254	244	267	296	306	296	299	291
	Compliance %	94%	97%	96%	99%	97%	96%	93%	95%	95%	98%	98%	97%

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Ambulance Response and Compliance by Year - 2021

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	6,654	6,404	6,512	6,478	6,703	6,439	6,148	6,508	6,235	6,374	5,817	5,734
	Compliance %	91%	89%	92%	94%	93%	94%	97%	93%	91%	90%	94%	94%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	1,886	1,595	1,894	1,942	2,160	2,111	2,190	1,954	1,887	1,880	2,088	2,104
	Compliance %	98%	97%	98%	98%	99%	99%	99%	99%	98%	98%	99%	98%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,353	2,297	2,241	2,225	2,388	2,247	2,152	2,275	2,114	2,170	1,944	1,949
	Compliance %	92%	89%	92%	94%	94%	94%	97%	94%	91%	91%	94%	95%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	1,864	1,725	1,822	1,796	1,833	1,791	1,660	1,756	1,769	1,750	1,632	1,686
	Compliance %	90%	88%	91%	93%	93%	94%	97%	93%	92%	91%	95%	93%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,243	1,251	1,243	1,278	1,360	1,311	1,330	1,286	1,271	1,347	1,129	1,139
	Compliance %	88%	89%	92%	93%	91%	93%	97%	94%	91%	91%	93%	93%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,194	1,131	1,206	1,179	1,122	1,090	1,006	1,191	1,081	1,107	1,112	960
	Compliance %	92%	90%	92%	94%	95%	93%	96%	92%	89%	89%	93%	94%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	608	531	595	684	720	723	674	665	596	640	685	654
	Compliance %	99%	98%	98%	99%	99%	99%	100%	99%	98%	98%	98%	98%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	470	412	518	491	599	562	632	492	511	471	575	587
	Compliance %	98%	96%	99%	98%	99%	99%	100%	100%	97%	97%	99%	98%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	484	375	425	443	501	464	554	462	462	451	483	518
	Compliance %	99%	98%	99%	99%	99%	100%	99%	99%	97%	99%	99%	99%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	324	277	356	324	340	362	330	335	318	318	345	345
	Compliance %	97%	96%	97%	98%	98%	98%	99%	98%	98%	97%	99%	95%

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Ambulance Response and Compliance by Year - 2022

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	6,044	5,626	6,409	6,109	6,908	6,668	6,883	6,902	6,627	7,027	6,892	7,539
	Compliance %	96%	91%	87%	88%	82%	81%	80%	75%	72%	70%	67%	56%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	2,160	1,914	2,267	2,202	2,372	2,290	2,473	2,446	2,324	2,400	2,289	2,272
	Compliance %	99%	98%	97%	97%	95%	95%	96%	94%	91%	91%	87%	81%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,038	1,926	2,111	2,040	2,244	2,180	2,260	2,325	2,248	2,385	2,272	2,528
	Compliance %	96%	92%	89%	89%	84%	82%	80%	76%	74%	72%	68%	55%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	1,767	1,606	1,892	1,773	2,018	1,947	2,019	1,975	1,879	2,001	2,021	2,080
	Compliance %	96%	91%	87%	88%	81%	81%	78%	74%	73%	70%	66%	57%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,103	1,120	1,250	1,184	1,382	1,386	1,419	1,398	1,365	1,477	1,365	1,581
	Compliance %	97%	89%	85%	86%	82%	84%	82%	76%	73%	73%	70%	62%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,136	974	1,156	1,112	1,264	1,155	1,185	1,204	1,135	1,164	1,234	1,350
	Compliance %	96%	91%	86%	86%	78%	78%	79%	72%	65%	63%	61%	48%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	682	626	712	756	756	764	821	805	722	815	758	750
	Compliance %	99%	98%	97%	97%	97%	96%	96%	95%	93%	93%	89%	85%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	620	513	611	624	674	646	689	698	702	695	620	615
	Compliance %	100%	98%	98%	98%	95%	95%	95%	94%	91%	90%	89%	81%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	504	421	545	448	528	489	556	506	499	497	497	541
	Compliance %	99%	99%	98%	98%	96%	96%	97%	95%	94%	92%	88%	87%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	354	354	399	374	414	391	407	437	401	393	414	366
	Compliance %	98%	97%	96%	95%	92%	91%	92%	90%	83%	88%	81%	67%

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Ambulance Response and Compliance by Year - 2023

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	7,105	6,662	7,212	6,904	7,289	7,239	7,350	7,952	7,282	7,627	7,151	7,622
	Compliance %	68%	68%	58%	61%	61%	62%	61%	54%	56%	53%	62%	58%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	2,379	2,196	2,555	2,471	2,403	2,126	2,042	1,956	1,409	1,447	1,394	1,344
	Compliance %	90%	84%	77%	82%	82%	87%	86%	84%	85%	81%	87%	86%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,353	2,278	2,402	2,285	2,285	2,468	2,379	2,514	2,321	2,404	2,386	2,452
	Compliance %	69%	67%	58%	59%	61%	61%	60%	55%	57%	51%	62%	57%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	1,922	1,790	2,020	1,928	2,023	1,935	2,054	2,224	2,012	2,148	1,905	2,098
	Compliance %	66%	70%	58%	61%	62%	64%	60%	54%	56%	54%	63%	60%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,594	1,409	1,528	1,495	1,756	1,645	1,706	1,898	1,703	1,790	1,702	1,740
	Compliance %	72%	68%	63%	68%	69%	68%	70%	64%	62%	62%	66%	66%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,236	1,185	1,262	1,196	1,225	1,191	1,211	1,316	1,246	1,285	1,158	1,332
	Compliance %	63%	67%	50%	55%	49%	50%	50%	41%	44%	41%	54%	48%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	824	685	842	807	792	686	660	638	440	489	467	455
	Compliance %	92%	85%	80%	85%	84%	86%	88%	85%	89%	82%	88%	89%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	630	583	722	693	679	583	569	509	357	390	357	348
	Compliance %	90%	85%	75%	81%	85%	90%	87%	84%	83%	83%	88%	86%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	528	535	537	555	482	450	443	449	366	337	333	298
	Compliance %	92%	88%	83%	84%	86%	92%	88%	87%	87%	88%	90%	89%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	397	393	454	416	450	407	370	360	246	231	237	243
	Compliance %	84%	74%	67%	73%	70%	79%	76%	76%	76%	68%	79%	76%

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Ambulance Response and Compliance by Year - 2024 Jan-Jun

All Urban Zones		JAN	FEB	MAR	APR	MAY	JUN
Within Urban Growth Boundary Life Threatening Response	Number of Incidents	7,598	6,584	7,231	6,970	7,472	7,234
	Compliance %	67%	65%	63%	67%	64%	68%
Within Urban Growth Boundary Non-Immediate Response	Number of Incidents	1,278	1,086	1,150	1,144	1,028	1,035
	Compliance %	89%	90%	89%	90%	90%	91%

Life Threatening Response by Zone

Within Urban Growth Boundary Life Threatening Response - North Zone	Number of Incidents	2,342	2,067	2,276	2,233	2,449	2,309
	Compliance %	67%	65%	64%	69%	65%	69%
Within Urban Growth Boundary Life Threatening Response - South Zone	Number of Incidents	2,268	1,945	2,088	1,983	2,067	2,012
	Compliance %	68%	66%	65%	69%	67%	70%
Within Urban Growth Boundary Life Threatening Response - West Zone	Number of Incidents	1,612	1,449	1,664	1,543	1,606	1,634
	Compliance %	72%	71%	66%	71%	68%	70%
Within Urban Growth Boundary Life Threatening Response - East Zone	Number of Incidents	1,376	1,123	1,203	1,211	1,350	1,279
	Compliance %	59%	57%	53%	55%	54%	61%

Non-Immediate Response by Zone

Within Urban Growth Boundary Non-Immediate Response - North Zone	Number of Incidents	417	380	386	356	347	342
	Compliance %	88%	92%	91%	90%	92%	93%
Within Urban Growth Boundary Non-Immediate Respons - South Zone	Number of Incidents	356	287	306	305	271	276
	Compliance %	90%	92%	90%	92%	90%	91%
Within Urban Growth Boundary Non-Immediate Respons - West Zone	Number of Incidents	267	224	262	258	242	236
	Compliance %	91%	94%	89%	93%	90%	94%
Within Urban Growth Boundary Non-Immediate Respons - East Zone	Number of Incidents	238	195	196	225	168	181
	Compliance %	84%	80%	81%	84%	85%	87%

Tracking the Data Moving Forward

The Multnomah County EMS Program will be providing monthly deidentified, aggregate performance reporting to help the

community understand the impacts of the AMR and County settlement agreement that goes into effect on Nov 1, 2024.