FRANCHISEE OPERATIONAL PERFORMANCE REPORT

In accordance with the 2010 Franchise Agreement for Emergency Ambulance Services in Washington County, Oregon, basic performance standards have been established by the Washington County Emergency Medical Services (WCEMS). Metro West Ambulance (MWA) as the franchise holder acknowledges these as the standards by which the County will monitor and measure their performance. The expectation is that MWA will meet or exceed each metric on an ongoing basis. The complete Franchise Agreement, which sets forth these performance standards, may be viewed on the WCEMS website under Regulation and Reference Documents: http://www.co.washington.or.us/HHS/EMS/Regulations/regulations.cfm

- **Franchise Agreement (FA):** A legal document between Washington County, a political subdivision of the State of Oregon, authorizing Metro West Ambulance, Inc. (MWA) exclusive authority to provide emergency ambulance services in Washington County.

- **Compliant:** Adherence to minimal performance standards set forth in the franchise agreement.

- **Exemption:** Variance granted in meeting minimum performance standards when circumstances beyond reasonable accommodation and the franchise holder’s control occur.

- **Equity Zones:** Four sub-zones established in the Administrative Rules, Section 500-500, (A), to assure equitable response time throughout the county regardless of geography or demography.

- **8-minute, 11-minute, 30-minute Responses:** Each of the four equity zones is further divided into eight (8), eleven (11), and thirty (30) minute response zones, as specified in Section 500-500, (A), of the Administrative Rules, for operational and monitoring purposes.

- **Dispatch Time Requirement:** A measurement of time between receipt of 911 call and assignment of an ambulance to that call.

- **Unit Hour:** One hour of service of a fully staffed ambulance within the system.

- **Unit Hour Utilization Ratio (UHU):** A benchmarking tool achieved by dividing the number of patient transports by the number of unit hours in the system.